Pecyn dogfennau cyhoeddus

Y Pwyllgor Menter a Busnes

Lleoliad:
Ystafell Bwyllgora 3 – y Senedd

Dyddiad:
Dydd Mercher, 21 Tachwedd 2012

Amser:
09:15

I gael rhagor o wybodaeth, cysylltwch â:

Siân Phipps
Clerc y Pwyllgor
029 2089 8582
Pwllygor.Menter@cymru.gov.uk

Agenda

Cyfarfod cyn cyfarfod– 9.15 – 9.30

1. Cyflwyniad, ymddiheuriadau a dirprwyon

2. Ymchwiliad i Drafnidiaeth Gyhoeddus Integredig – Sesiwn Dystiolaeth (9.30 – 10.15) (Tudalennau 1 – 7)

Bus Users UK Cymru

Margaret Everson, Uwch Swyddog Cymru

3. Ymchwiliad i Drafnidiaeth Gyhoeddus Integredig – Sesiwn Dystiolaeth (10.15 – 11.00) (Tudalennau 8 – 17)

Passenger Focus UK

David Sidebottom, Cyfarwyddwr Teithwyr

David Beer, Swyddog Gweithredol Teithwyr

Stella Mair Thomas, Board Member for Wales

Egwyl – 11.00 – 11.15

4. Ymchwiliad i Drafnidiaeth Gyhoeddus Integredig – Sesiwn Dystiolaeth (11.15 - 12.00) (Tudalennau 18 – 28)
Sustrans Cymru

Lee Waters, Cyfarwyddwr Cenedlaethol

Allan Williams, Cynghorwr Polisi

5. Cynnig o dan Reol Sefydlog 17.42 i benderfynu gwahardd y cyhoedd o'r cyfarfod ar gyfer gweddill y busnes (12.00)

6. Trafod y Blaenraglen Waith (12.00 - 12.30)

7. Papurau i'w nodi (Tudalennau 29 – 32)
Gwybodaeth ychwanegol yn dilyn y cyfarfod ar 27 Medi oddi wrth y Dirprwy Weinidog Amaethyddiaeth, Bwyd, Pysgodfeydd a Rhaglenni Ewropeaidd.

**The Enterprise and Business Committee
Inquiry into Integrated Public Transport**

1. Introduction

BUS USERS UK, now in its 26th year, is an independent organisation dedicated to ensuring that the voice of the bus user is heard.

BUS USERS UK CYMRU receives funding from the Welsh Government and our structure is aimed at delivering agreed outcomes. The staff comprises:

- Senior Officer for Wales – part time

- Officer for Wales - full time

- Three Bus Compliance Officers – full time

- Administrative Assistant – part time

- Nine Local Representatives geographically spread across Wales - part time

2. Our key outputs include:

- Gathering and reflecting the views of bus passengers in Wales via bus user surgeries;

- Providing a contact point for bus user complaints in Wales and administering a follow-through process keeping a database record of case history and responses;

- Providing a bus punctuality, reliability and quality monitoring service;

- Acting as advisor on cases to the Bus Appeals Body;

- Providing advice to local authorities and bus operators to improve responses to passengers' views and to improve service delivery;

- Providing advice as required to the civil servants in the Welsh Government and Ministers on strategic and technical matters;

- Representing bus users on a range of representative bodies such as the Regional Transport Consortia, Traveline Cymru, Age Cymru, Passenger Focus and at a number of local authority consultations.

Bus Users UK Cymru welcomes the opportunity to provide evidence to the Enterprise and Business Committee on the issues surrounding Integrated Public Transport. Our comments will be based largely on what passengers tell us as well as our own findings.

Bus Users UK, PO Box 1045
Cardiff CF11 1JE
T 029 2022 1370
E wales@bususers.org
W www.bususers.org / www.bususerswales.org

3. Vision

Buses will be the clean, capacious, comfortable transport of choice for all, with friendly drivers, appropriate integrated fares, clear and up-to-date information, regular and reliable services and seamless transition to other forms of transport.

4. Mission

To champion the interests of bus users and campaign for better bus services

5. Values

- Inclusion
- Excellence
- Bus user-led
- Partnership-oriented
- Building relationships
- Cooperating with bus companies, government and other agencies

6. Key interests and concerns - What is integration?

Integration means different things to different sections of society:

- For some it means frequent services, easily interchangeable between modes, (bus, rail, taxi, airport) and involving minimal walking.

- For a hospital outpatient it means being able to get a bus that will get him or her to the appointment. With ever increasing centralisation of services this is becoming more of an issue every day.

- For an elderly person it means being able to get out of the home to shops, doctor's surgery or to visit friends.

- Recognising that people want to travel on Sundays and understanding that if residents do not have a Sunday service they won 't have a Bank Holiday service either thus leaving them stranded in their homes at Christmas, for example.

- Understanding that potential passengers who do not have access to the internet or ease of travel to the nearest station will pay the most expensive rail fares.

- Realising that if passengers have sensory impairments, audio visual announcements are essential, rather than a nuisance.

- In deeply rural areas it means being able to use one mode of transport to link into another for longer journeys e.g. demand responsive and community transport linking into longer distance bus services.

- Being able to buy one ticket at the beginning of the journey that will cover the whole journey (end-to-end).

- All operators accepting other operators' tickets and bus operators being able to work together to provide inter-availability of tickets.

- A smartcard which will allow travel on all modes (e.g. an *All Wales Entitlement Card*).

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- Radial services linking suburbs to each other as well as suburbs into the centre.

- Safe, comfortable and effective interchanges where passengers can change mode of travel in enclosed areas that provide coordinated timetables to provide a seamless journey.

- A common standard across Wales for the provision of full, understandable and coordinated timetable information. Many people cannot read timetables so this must be borne in mind, as should passengers and potential passengers with sensory impairments.

- Effective marketing and communication of travel information. Timetables need to be understandable, available through a variety of means (paper, downloadable, website, mobile phone app) and with the potential to be customised to the specific journey being planned by the customer.

- Awareness of Traveline.

- Large transport organisations, which operate both bus and rail, would talk to each other and work together.

- Being able to buy rail tickets with a bus 'add on' (PlusBus) AND a bus ticket with a rail 'add-on'.

- Integration means that where possible all bus services should pass through a central bus station especially where the bus station is adjacent to a rail station.

- Recognition that bus lanes and other bus priority measures have an important part to play in the faster movement of people, rather than being regarded as a nuisance to car users.

- Land use planning to enable public transport provision at the first stages of, say, a housing estate or enterprise zone. If potential residents or tenants cannot see any bus service provision they will make the decision to travel by car and once that decision is made there is very little that can be done to persuade them out of the car.

Most operators need to protect their markets and deliver a profit but when their margins are squeezed the pressure will fall on the local authorities to plug gaps. All transport providers will need to be imaginative if they want to maintain their networks and provide integration.

Our continuing theme is that the policies of central and local government cannot properly be delivered without integrated public transport. The economy, education, health, social inclusion and environment policies all depend upon the timely and seamless movement of people.

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Terms of reference

How well is Welsh public transport integrated, particularly in relation to bus, rail and community transport services, and what factors limit integration?

Public transport integration is limited in Wales but there are excellent examples to be found. However there are factors which limit integration.

While it is easy to provide integration in urban environments, it is more difficult to exploit opportunities in rural areas because the call on resources is greater.

There are significant time issues when travelling from north to south or south to the west coast. The redeveloped TrawsCymru network will make a significant contribution to linking these communities both to each other and to the rest of Wales and beyond.

Insufficient provision of secure park and ride/park and share locations. There are several examples of informal sites on key interchanges, for example the A4119 adjacent to the M4. That would be a good opportunity for a local authority to provide something more permanent than a layby and an enterprising bus operator could start a service from those locations.

The reduction in resources is having an impact and some fares have been revised upwards already. Most operators need to protect their markets and deliver a profits and when their margins are squeezed the pressure will fall on the local authorities to plug gaps.

The seeming inability of large transport organisations, which operate both bus and rail, talking to each other and working together.

The inability or unwillingness of operators to accept other operators' tickets and achieve inter-availability of tickets is a barrier to integration.

How successful are legal, policy and administrative / delivery arrangements in Wales in supporting effective, integrated public transport services that meet the needs of Welsh travellers?

There are a number of transport policy documents developed by the Welsh Government which provide support including the National Transport Strategy, National Transport Plan and Regional Transport Plans.

The success of these plans and strategies depends upon the skills and expertise of the various RTCs and the resources for delivery at RTC and LA level.

What steps can be taken to improve public transport integration in Wales?

Integration will only be effective when everyone in Wales has access to a bus or train and can connect to a bus or train service within a reasonable timeframe and at a reasonable cost. People live in different locations with different available travel options and in many cases may not be able to have the same level of integration as others. People who live in urban areas will probably be more critical and demand a

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higher level of service and travel options than those in rural areas. We think that improved integration will depend upon political aspiration linked with sufficient and ongoing available finance.

Key Issues

How can the integration of rail, bus and community transport services in Wales be supported and improved to meet the needs of communities and businesses in both rural and urban Wales?

Working together, transport providers and local authorities should develop networks to serve communities and businesses. Travel Plans should be developed for every business and no commercial enterprise zone should be developed until the public transport provision is agreed with local operators.

Across Wales currently there is very little provision of real time public transport information. There are examples in, say, Cardiff but it could be argued that the rural areas need it more than a city or town where higher frequencies of services are enjoyed.

Too many so-called RTI systems just tell you what it is in the timetable, and the expected time of arrival can come and go without the appearance of a bus. That this does not tell the traveller is whether the bus or train they are awaiting will actually arrive or was it cancelled.

The development of an All Wales Public Transport Entitlement Card is a big step in the right direction and at the time of writing Cardiff Bus and Newport Bus have developed a smartcard and another smartcard is being trialled in the Newport area. An operator in North Wales has developed m-ticketing.

How successful are Regional Transport Consortia in supporting the provision of effective, integrated public transport?

Regional consortia are probably best suited to implementing Integrated Public Transport plans because they can deliver improvements across their local authority boundaries.

Again, the success of the RTCs depends upon the skills and expertise of the staff and the available resources for delivery. The RTCs have capital resources available but the ongoing maintenance relies upon revenue expenditure and it is this activity which is at risk.

How effectively does Welsh Government policy support public transport integration? In particular, the Welsh Government is considering the establishment of Joint Transport Authorities in Wales, and the feasibility of operating the Wales and Borders rail franchise on a not-for-dividend basis. Additionally, the Minister for Local Government and Communities has indicated that he is considering the use of quality partnerships and contracts in delivery of bus services. How far would these proposals improve integrated public transport provision in Wales?

5

Tudalen 5

Bus Users UK, PO Box 1045
Cardiff CF11 1JE
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E wales@bususers.org
W www.bususers.org / www.bususerswales.org

A Joint Transport Authority might just impose another layer of management without achieving an integrated policy and we are not clear how it would differ from the composition of the existing transport consortia.

Local authorities have the power to "make" a Statutory Quality Partnership and these are an effective method of driving up standards. There are examples of these in north Wales and others are being developed for other networks.

What innovative approaches to delivery of public transport in Wales might be considered to improve integration?

- Maps at bus stations
- Full bus and rail timetable information at adjacent bus and railway stations
- Greater promotion of area/tourist tickets
- Greater bus and rail ticket inter-availability
- A legal requirement to put a destination display on the front of buses
- RTCs to require all operators to participate in area-wide multi-operator ticketing
- Audio visual information inside vehicles

How effectively do key stakeholders, particularly transport operators and public bodies, cooperate to ensure effective service delivery?

Competition rules dictate that transport operators are not able to talk to each other particularly when trying to develop a common fare and ticketing policy or indeed, connecting services.

When local authorities put socially desirable services out to tender we suspect they often select the lowest cost tender instead of building in quality standards. We have examples of dirty buses, scruffy drivers and a lack of destination information.

We suspect that financial pressures can override the ability and willingness of operators to cooperate and when bus operators put together a network that is commercially based, this can be thrown into disarray for economic reasons. At such times Head Office will have more influence over the plans than a local authority and/or the passengers who have been inconvenienced.

How can the creation of a Network Rail Wales devolved route support effective, integrated public transport in Wales?

Greater focus on Wales, and so not competing with other regions of the UK, which may have higher passenger flows and therefore more 'clout' within an organisation. Should enable WG to provide appropriate infrastructure but won't influence services provided.

What examples of good practice in public transport integration can be identified within Wales, more widely within the UK and internationally?

Public transport integration is limited in Wales but there are excellent examples to be found.

There are various community transport initiatives taking place in the Pembrokeshire area such as *Bws Y Bobol* and *Country Cars*, as well as various Town Rider operations.

Grass Routes operates in Monmouthshire.

Bwcabus operates in Carmarthenshire and Ceredigion and links small communities to the main bus routes.

Cardiff

Wales' capital city has the basis of excellent rail/bus/taxi/cycle/walking integration but the current poor state of the central bus station does not give a good perception of passenger arrivals into Cardiff. It is to be hoped that planning on a new Interchange will commence soon. There are three park and ride services but not all are open every day.

Newport

The train station is a good example of upgrading but the chance to turn it into a real interchange was lost. There are plans to refurbish the bus station and improve Market Square .

Swansea

The park and ride provision is good and the metro is successful, but there is poor integration of rail and bus service. Both the bus station and the railway station have been extensively upgraded but they are some distance apart and the provision of information could benefit from improvement.

Caerphilly

This has good signage with the bus station adjacent to the rail services.

Bargoed

This has very good integration with the railway station, with rail information at the bus station but not such good integration with the town itself

Carmarthen

There are several bus services connecting the railway station to the town and beyond.

Rhyl

Rhyl has a new bus/rail interchange.

Aberystwyth

This bus station has been redeveloped and is adjacent to the rail station.

Brecon

Brecon Bus Station has waiting facilities and is close to the town. New public conveniences have been built.

Eitem 3

Submission to National Assembly for Wales
Enterprise and Business Committee
Inquiry into Integrated Public Transport

1. Introduction

1.1 Passenger Focus is the statutory watchdog for rail passengers in Great Britain; and for bus, tram and coach passengers in England (outside London). As we have no remit for bus passenger representation within Wales, our submission only focuses on rail.

1.2 This submission approaches transport integration from the perspective of rail travel provision.

2. National Transport Policy

2.1 In an era of cost consciousness and efficiency it will be essential that scarce resources are focussed on the things that deliver the biggest passenger 'dividend'.

2.2 The closer that national strategy is aligned with passenger priorities the better the potential service for passengers.

3. Rail passengers' priorities and drivers of satisfaction

3.1 As part of its input into the High Level Output Specification (HLOS) process Passenger Focus commissioned research into passenger priorities for improvement. Around 4000 passengers were asked to rank 30 different aspects of rail travel[1]. The work was repeated in 2009[2].

3.2 The table below shows the scores for Wales in 2009 and, for comparative purposes, the rankings for Great Britain as a whole.

3.3 In the 2009 research there were three clear priorities for improvement: value for money, frequency and punctuality. These, coupled with seats/capacity in fourth place, emphasise the importance passengers place on the 'core product'.

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[1] Passengers' priorities for improvements in rail services. July 2007
[2] Passengers' priorities for improvements in rail services. March 2010

3.4 It is also noticeable that personal security on the train and connections with other forms of transport are of higher importance in Wales.

Wales Rank 2009	Great Britain Rank	Attribute
1	1	Price of ticket offers excellent value for money
2	3	Sufficient train services at times I use the train
3	2	At least 19 out of 20 trains on time
4	4	Passengers are always able to get a seat
5	5	Company keeps passengers informed if train delays
6	12	Passengers experience a high level of security on the train
7	18	Connections with other train services are always good
8	8	Trains consistently well maintained / excellent condition
9	6	Information on train times/platforms accurate and available
10	13	Inside of the train cleaned to a high standard
11	9	Seating area of the train is very comfortable
12	14	Personal security improved through CCTV / staff at stations
13	16	All trains have staff available to help passengers
14	15	Good easy connections with other forms of transport
15	17	All train staff helpful/have a positive attitude

i) Personal security
Perception of personal security whilst using stations is of concern to passengers in particular when using unstaffed stations. Passengers see the presence of staff as important to personal security when using the train – *see Cost and Efficiency, 9.4.*

ii) Connections with other services
National Passenger Survey results show that satisfaction for connections with other train services within Wales is slightly lower than for cross-border journeys – *see Transport connections, 4.2.*

4. Transport connections

4.1 Passenger Focus conducts the National Passenger Survey (NPS). We consult over 50,000 passengers a year to produce a network-wide picture of passengers' satisfaction with rail travel.

4.2 Comparison of satisfaction with transport connections shows lower levels for journeys within Wales than for Wales-England. Whilst connections between train services are only slightly lower within Wales, when looking at connections with other forms of public transport, this difference is significant. In the spring 2012 wave despite improvements, satisfaction for journeys within Wales was only 64% compared with 73% for Wales-England journeys.

Transport connections   %satisfied/good

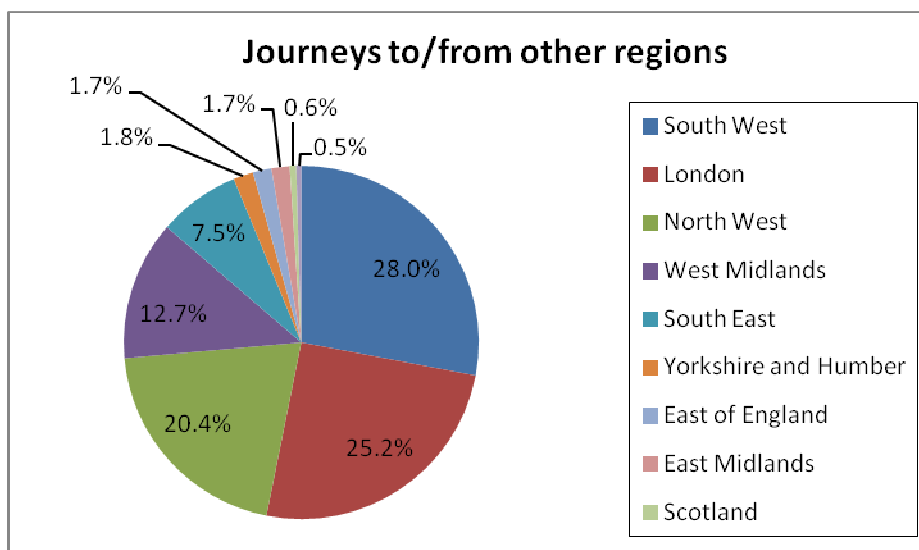|	Spring '09	Autumn '09	Spring '10	Autumn '10	Spring '11	Autumn '11	Spring '12
Within Wales Journeys							
Connections with other forms of public transport	60	60	58	61	58	54	64
Connections with other train services	79	76	77	82	82	76	79
Wales-England Journeys							
Connections with other forms of public transport	76	75	76	75	72	76	73
Connections with other train services	80	76	77	78	73	81	78

Source: National Passenger Survey

4.3 Good connections are important to maintain, as they are a key consideration when deciding whether to drive or use public transport.

5. The importance of cross-border rail travel to Wales

5.1 The latest figures from the Office of Rail Regulation (ORR) highlight the importance of cross-border journeys to Welsh rail users with just under one-third (31.5%) of the 27 million annual journeys that start and/or finish in Wales crossing the Wales-England border.

5.2 Of this one-third (8.59m journeys), the majority are going to/coming from the South West and London

Journeys to/from other regions

South West — 28.0%
London — 25.2%
North West — 20.4%
West Midlands — 12.7%
South East — 7.5%
Yorkshire and Humber — 1.8%
East of England — 1.7%
East Midlands — 1.7%
Scotland — 0.6%
— 0.5%

Source: National Rail Trends 2010-11

Office of Rail Regulation

5.3 Analysis by district/unitary authority shows that the majority of journeys into England start or finish in the Cardiff/Swansea/Newport corridor.

Wales- Passenger journeys to/from other regions		
Journeys (thousands) 2010-11 by District/Unitary Authority		
To/From	**2010-11**	**2010-11**
CARDIFF - CAERDYDD	2,965	34.5%
NEWPORT - CASNEWYDD	900	10.5%
SWANSEA - ABERTAWE	554	6.5%
WREXHAM - WRECSAM	475	5.5%
GWYNEDD - GWYNEDD	452	5.3%
CONWY – CONWY	437	5.1%
DENBIGHSHIRE - SIR DDINBYCH	419	4.9%
MONMOUTHSHIRE - SIR FYNWY	373	4.3%
FLINTSHIRE - SIR Y FFLINT	355	4.1%
POWYS – POWYS	257	3.0%
BRIDGEND - PEN-Y-BONT AR OGWR	205	2.4%
CEREDIGION - SIR CEREDIGION	202	2.4%
NEATH PORT TALBOT - CASTELL-NEDD PORT TALBOT	191	2.2%
ISLE OF ANGLESEY - SIR YNYS MON	183	2.1%
CARMARTHENSHIRE - SIR GAERFYRDDIN	164	1.9%
PEMBROKESHIRE - SIR BENFRO	122	1.4%
THE VALE OF GLAMORGAN - BRO MORGANNWG	107	1.2%
RHONDDA CYNON TAFF - RHONDDA CYNON TAF	94	1.1%
TORFAEN - TOR-FAEN	61	0.7%
CAERPHILLY - CAERFFILI	48	0.6%
MERTHYR TYDFIL - MERTHYR TUDFUL	18	0.2%
BLAENAU GWENT	6	0.1%
Wales Total	**8,590**	100%

Source: National Rail Trends. 2010-11. Office of Rail Regulation

5.4 These figures highlight the fact that for Welsh rail passengers, important parts of the network are located outside of Wales. Travel to these destinations is often on services provided by English-based train operating companies (TOCs), especially (based on the evidence above) of First Great Western.

6. Improving cross-border services

6.1 As much of cross-border rail travel between Wales and England involves relatively long journeys, such as to London, many of the issues needed to improve the experience of Welsh passengers using these services are shared by users of Long Distance services more generally. From a Welsh, cross-border perspective, the most important of these issues include:

6.2 Fares

6.2.1 Passenger Focus' research[3] shows that passengers rate value for money as their top priority for improvement on the railway, and our National Passenger Survey shows that only 58% of cross-border passengers are satisfied that they get value for their money.

6.2.2 Our submission[4] on the recent consultation for the next Great Western franchise identified a number of recommendations:

- *Introduce an element of flexibility in Advance Fares*
  Allow Advance tickets to be 'upgraded' if a booked train is missed. Passengers should be able to pay the difference between what they have already paid and the price of the ticket valid at the time, subject to a reasonable administration fee. This would address the sense of grievance that many passengers feel when they are confronted with paying the full cost of the most expensive walk-up fare when they miss their train. Such flexibility could indeed be offered as a premium to the basic ticket

- *Improve access to Advance Fares*
  Ideally, passengers should be able to purchase Advance tickets at any time before a service departs. However, we recognise that this is not achievable with the rail industry's current systems. So in the interim we would like to see the cut-off time for the purchase of Advance tickets moved from 1800 to no earlier than 2359 on the eve of travel. This would at least allow people to get home from work and plan their affairs for the following day without automatically paying higher prices. Efforts must also be made to increase Ticket on Departure (TOD) schemes and e-ticketing as there are parts of the country where access to Advance tickets is dependent on delivery by post or involves a lengthy round trip to a station with reservation facilities.

- *Give passengers the information on which to make an informed purchase*
  Ticket restrictions and validities must be supplied at the point of purchase. Passenger Focus's recent research on ticket-vending machines showed that some passengers struggle to buy a ticket from a machine as they were not provided with sufficiently precise or enough information to ensure they got the correct ticket at the right price. This potentially results in passengers buying the more expensive ticket, utilising a 'better safe than sorry' mentality, or taking a chance on the cheaper ticket and risking a penalty or excess fare.

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[3] Passenger priorities for improvements in rail services. Passenger Focus.

[4] The Great Western Franchise: A consultation response from Passenger Focus. April 2012

We believe that validities should also be printed on the ticket itself (or at least be supplied with the ticket) to provide continuing reassurance to passengers.

6.3 Car parking

6.3.1   As Long Distance rail travel is from main-line stations and often involves an early departure and/or a late return, good car parking facilities are even more important than for local journeys.

6.3.2   Passenger Focus research[5] has found that passengers travelling to a railway station from rural, semi-rural and edge of town locations will generally drive and park at the station. If they struggle to find a car parking space at their station they may turn their backs on the railway and drive exclusively. The NPS results show that satisfaction with car parking facilities for cross-border travel is on a par with the sector average but, at only 63%, still leaves plenty of room for improvement.

7. Drivers of satisfaction

7.1 With more extensive study of NPS data, multivariate analysis reveals that cleanliness of the inside of the train and punctuality are the biggest drivers of overall satisfaction while the biggest driver of dissatisfaction is the way that the industry manages delays. In very simplistic terms, this means that the best way to improve overall passenger satisfaction is to get the trains to run on time and to keep them clean.

Drivers of satisfaction	Arriva Trains Wales
Station Factors	
Provision of information about train times/platforms	2%
Overall station environment	3%
How request to station staff was handled	1%
Train Factors	
Frequency of the trains on that route	3%
Punctuality/reliability	24%
Length of time the journey was scheduled to take (speed)	14%
Value for money for the price of your ticket	1%
Provision of information during the journey	2%
Sufficient room for all the passengers to sit/stand	4%
Comfort of the seating area	10%
Availability of the staff on the train	3%
Cleanliness of the inside of the train	34%

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[5] Getting to the station. March 2007

Drivers of Dissatisfaction	Arriva Trains Wales
Station Factors	
Ticket buying facilities	1%
Provision of information about train times/platforms	2%
Facilities and services at the station	1%
Attitudes and helpfulness of the staff	2%
Facilities for car parking	2%
Train Factors	
Punctuality/reliability	25%
Length of time the journey was scheduled to take (speed)	12%
Connections with other train services	3%
Up keep and repair of the train	1%
Helpfulness and attitude of staff on train	1%
Sufficient room for all the passengers to sit/stand	1%
Comfort of the seating area	2%
Personal security whilst on board the train	1%
Availability of the staff on the train	8%
How train company dealt with these delays	38%

8. Transparency

8.1 We also think there is value in promoting greater transparency of rail data. This can be a very cost effective way of providing additional scrutiny. Transparency generates greater accountability. Giving rail passengers access to performance figures will help them to hold the train company to account and to ask what is being done to improve services in return for the fares they pay. Good management should not feel threatened by this. Indeed the availability of accurate data may actually help them – a particularly bad journey can linger in the memory and distort passengers' perceptions. Accurate, relevant data can help challenge these negative perceptions.

8.2 However, punctuality data is currently only provided at an overall TOC level which can easily mask significant differences between routes within the same TOC. Providing performance data at a route/service group level would help prevent this and focus attention on areas that need improving. It is important to stress that this information already exists – it would not involve any new costs in terms of data gathering. Equally, there is currently next to nothing in the public domain about crowding. This is another fundamental aspect of a passenger's journey and an area where greater transparency can again generate improvements for passengers.

9. Cost and efficiency

9.1 Sir Roy McNulty's report on value for money in the rail sector (May 2011) contained a number of far-reaching conclusions for the rail industry and for passengers. Central to the report was a need to achieve a 30% reduction in unit cost by 2018-19 – representing a saving of around £1billion.

9.2 Passenger Focus believes it is essential that the 'post-McNulty' debate does not get lost in a narrow assessment of cost. Efficiency and cost are important - they clearly have a direct impact on the range of service offered to passengers and the fares charged - but cost savings must also be set alongside the value of rail to the economy and the country as a whole. Rail enables people to get to work, acts as a catalyst of economic activity, and, just as importantly, is an environmentally friendly mode of travel. Demand for rail has soared in the last 15 years – with passenger numbers now being at levels last seen during the 1920s. If this growth is to be sustained then it will be essential that the benefits of rail are taken into account in any debate as well as the cost of provision.

9.3 The report identified cutting staff costs (which are approaching £4bn a year) as a major priority. Amongst other things it recommended a move towards Driver Only Operation (DOO) and removing regulation on ticket office opening hours – presumably as a precursor to reducing retail staff.

9.4 Passenger Focus's research continually emphasises the importance of staff, particularly when it comes to issues of personal security, ticketing and the provision of information.

i) Personal security
- Most passengers who have expressed concern about station security attribute this to having witnessed anti-social behaviour by other people at the station and a lack of station staff. It is the same story for concerns about security on-board trains.

- Passengers consistently identify the presence of staff as important to providing reassurance to those travelling on the railway. Passenger Focus research carried out in 2011[6] found that satisfaction with security at unstaffed stations was 9% lower than the average for staffed stations in Wales. Better lighting and CCTV were seen as key and passengers also placed a high value on being able to access real-time information via Customer Information

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[6] The passenger experience at unstaffed stations, February 2011

Screens, particularly at times of disruption when passengers experience delays and cancellations.

- In terms of improving on-train security 75% of passengers believe that staff walking through the train would be effective.

ii) Buying a ticket
Passenger Focus research in 2008 found that many passengers queuing at ticket office window could have bought their ticket from a ticket vending machine (TVM). The decision not to was driven by:

- the purchaser's lack of confidence in using the machine

- the purchaser's lack of confidence in their ability to select the right ticket at the right price

- age: older passengers were less inclined to use ticket machines

- a preference for face-to-face transactions for reassurance

Further research in 2010 confirmed some of these fears. Even some passengers who were used to buying tickets through a TVM experienced difficulty when asked to find the correct ticket for an unfamiliar journey. The main cause of this confusion was linked to questions over the validity of ticket types and the restrictions that apply. Unlike buying tickets from staff or online, TVMs were often unable to provide the precise information or reassurance needed by the passenger. This potentially results in passengers buying the more expensive ticket, utilising a 'better safe than sorry' mentality, or taking a chance on the cheaper ticket and 'hoping for the best'.

The ticket clerk will ask some basic questions (about destination, day and time of travel and, where appropriate, about the choice of route/operator) and then offer the passenger a narrowed down range of options. In essence the ticket clerk navigates the passenger through the decision-making process. With TVMs on the other hand, passengers are left to work things out on their own.

iii) Passenger information
Staff presence at stations and on trains is considered an extremely important medium for delivering information – especially at times of unplanned disruption. Passengers express a strong desire for staff to be available on station platforms so that they can provide confirmation of the information displayed on screens, before committing to board a train. Staff are often

assumed to be aware of the latest available information, and may be sought out by passengers who want updates or reassurance on whether trains are running to schedule.

There is a very real danger that staff are seen only as a cost without considering the value they are adding. There may be scope for efficiency savings - more multi-functional staff for instance – but the debate must not simply be about cost. A visible staff presence brings real benefits to passengers which any review must also take into account.

Eitem 4

Integrated public transport

Sustrans Cymru submission to Enterprise and Business Committee inquiry

Summary

1. Sustrans is the charity that's enabling people to travel by foot, bike or public transport for more of the journeys we make every day. Our vision is a world in which people choose to travel in ways that benefit their health and our environment. Our mission is to influence practice and shape policy so everyone can travel by foot, bike or public transport for more of the journeys we make every day. Sustrans Cymru welcomes this enquiry and the opportunity to respond. We would be pleased to provide further oral or written evidence to the committee.

2. People use cars because they perceive them to be the quickest and most convenient way to get about. Cutting car use will require more sustainable forms of transport to be seen as the quickest and most convenient way to make everyday journeys. Closer integration between different forms of public transport – and with walking and cycling – is key to achieving that change. A more integrated transport system will require investment, and stronger integration of policy, governance and delivery arrangements.

3. As well as examining the constraints presented by the regulation and ownership of public transport, we suggest that the committee reflect on the balance of spending on public transport versus road building since the National Assembly was established. Welsh transport policy has prioritised the free flow of road traffic and the reduction of journey times for car drivers in investment decisions. This has not only denied investment to sustainable forms of transport but it has also increased the convenience and attractiveness of car use compared to public transport. In turn, this has created a self-fulfilling spiral of decline in public transport use and investment

4. In recent decades, transport policy has deepened car dependency. This has knock on consequences for the Welsh economy, public health and the environment. Carbon emissions, obesity levels and the price of oil are all on the rise; and all will have serious implications for our future lifestyles and economy unless we radically change our approach to transport. Better integration has the potential to address a number of these issues; ensuring public transport is a more attractive, more convenient, and more affordable alternative.

5. A key role of transport is to connect people to opportunities to work, shop, play and learn, as well as to meet family, friends and access wider social networks. A more integrated transport

network also offers opportunities to achieve a wide variety of policy goals from tackling obesity to increasing employment, from helping people retain their independence to supporting children to achieve their full potential. Bringing these agendas together, and enabling people to reach the opportunities they need regardless of where they live, their income, age, ability or level of confidence, will require a shift in policy and investment away from roads and towards the integration of public transport, walking and cycling.

How well is Welsh public transport integrated, particularly in relation to bus, rail and community transport services, and what factors limit integration?

6. Sustrans has undertaken considerable work to highlight the issue of 'transport poverty' in Wales. The cost of buying and maintaining a car is prohibitive to many families; and as fuel prices are pushed higher and become more volatile people are increasingly being priced out of car ownership or forced into debt.[1]

7. The inadequacy of our public transport system is leaving more and more people excluded and isolated, unable to access opportunities, from jobs to healthcare, that many take for granted. Sustrans recently revealed statistics that indicate more than half of the Welsh population is at considerable risk of 'transport poverty'. The statistics used three indicators (household income; access to essential services; and distance to the nearest bus stop or train station) to assess the extent to which people in Wales were struggling to get around. More than 1.5 million people in Wales were found to be at serious risk of being cut off; indicating that Wales' current public transport system is failing to meet basic transport needs, with knock-on implications for wider social, environmental and health goals.[2]

8. Communities at particular risk are those in more rural areas; however this issue is faced in more urban communities too. Sustrans Cymru's Personalised Travel Planning project (funded by the Welsh Government) found that more than half of all trips undertaken in Cardiff did not have a viable public transport alternative (although many could potentially be undertaken by walking and cycling).[3]

9. Many of the issues faced by users can be explained by examining the development of public transport systems in Wales (and further afield). As the transport system has grown and developed over time, specialisation has occurred within specific networks and modes of transport. From the supply perspective, the concept of the whole journey is often forgotten as each operator focuses on their specific link in the journey. This is in direct contrast to customers, whose priority is to find the best means of travelling from A to B considering all the elements

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[1] **Sustrans, 2012** Access Denied: Transport poverty in Wales

[2] For more information please visit: http://www.sustrans.org.uk/sustrans-near-you/wales/policy-in-wales

[3] **Socialdata, 2011** Travel Behaviour Research in Cardiff and Penarth: Baseline Survey 2011

that are involved. Moreover, from the individual's perspective, the most difficult part of the journey is often outside the main mode used.[4]

10. At an operational level, much more focus needs to be given to the door-to-door journey. This not only emphasises the importance of this inquiry in examining how best to integrate public transport provision, it also highlights how important it is for this inquiry to consider journeys to and from bus stops, train stations and community transport hubs – specifically those undertaken on foot and by bike. Indeed, contrary to providers' priorities, one of the main deterrents to using public transport is the difficulty faced in getting to and from the public transport system. Any strategy to better integrate our public transport network must therefore examine the whole journey concept more thoroughly (including the potential for walking and cycling).

11. Aside from addressing operational issues, true integration will also require a shift in transport policy development. The distinction between transport integration and policy integration is important; and understanding and progressing both is essential to the improvement of the transport system and services it provides.

12. For example, whilst it is true that Wales' rural nature and the dispersed population pose specific challenges in developing a more integrated public transport system, these challenges have been further exacerbated by decades of planning policy assuming universal car ownership. As a result, the location of essential services such as schools, hospitals, employment opportunities, retail outlets and leisure and recreation opportunities have often been planned on the assumption that everyone has access to personal transport, leading to further social exclusion, higher levels of pollution and poorer health outcomes. Access to public services is the subject of an ongoing select committee enquiry in England.[5]

13. To achieve a fully integrated public transport system, integrated transport policy will be essential, and the role of transport in achieving certain goals must be understood and accounted for. However, all too often transport is dismissed as a technical issue and its true impact on a range of policy agendas is at best underestimated and, at worst, ignored. Some steps have been made to address this in Wales, for example a number of government departments and external agencies were named as delivery partners in the Walking and Cycling Action Plan 2009 – 2013.[6]

14. The failure of the Action Plan to secure this collaborative approach, along with a host of other factors, has meant many of its ambitious targets have not been achieved, testament to the lack of priority awarded to this important agenda. Stronger integration at the policy level would not

[4] **Givoni and Bannister, 2010** Integrated transport: From policy to practice

[5] http://www.parliament.uk/business/committees/committees-a-z/commons-select/environmental-audit-committee/inquiries/parliament-2010/transport-and-the-accessibility-of-public-services-/

[6] **Welsh Government, 2009** A Walking and Cycling Action Plan for Wales 2009 – 2013

Sustrans Cymru submission to Enterprise and Business Committee inquiry   3

only support the more efficient transportation of people and goods, it will also be a means of achieving broader economic, social, environmental and public health goals.

15. In our response to the following two questions we have identified a number of solutions that will address these operational and strategic needs. Specifically, our response to question two identifies policy measures and legislative levers which could be used to ensure a more joined-up approach. In addition, outlined in our response to question three are a number of practical approaches already underway, both in Wales and further afield, that demonstrate how these challenges can be addressed in a cost-effective manner.

How successful are legal, policy and administrative / delivery arrangements in Wales in supporting effective, integrated public transport services that meet the needs of Welsh travellers?

Policy

16. Most actions related to integrated transport take place at the local level, while policy, and often the financial resources required to achieve integrated transport, are decided and allocated at much higher levels. To a certain extent, the establishment of Regional Transport Consortia has facilitated the vertical integration between Welsh Government priorities and local delivery. However, the necessary horizontal integration both between transport providers and across different policy agendas still requires considerable work.

17. From a policy perspective, transport should not be considered a closed system. Rather, transport policy needs to be integrated across sectors and departments of government, so that decisions with respect to environmental, economic and social agendas take full account of necessary transport considerations (and the transport implications). Transport also needs to be placed within wider debates on climate change, energy futures, sustainable development and social cohesion – with thought given to how changes in transport policy could help meet these wider agendas. Whilst the groundwork is increasingly being laid to foster cross-sector approaches to tackling complex issues such as obesity and unemployment in Wales, the task ahead is still daunting, requiring the breaking down of long established, and deeply entrenched, policy silos.

18. At a national level, transport needs to be considered in a number of overarching strategies, including the Tackling Poverty Strategy, as well as those focussing on positive health outcomes and children and young people's development.

19. At a local level, specific strategic partners should be identified and named as transport delivery partners, including (amongst others) Local Directors of Public Health, Local Education Authorities and Jobcentre Plus. As well as bringing wider local actors into transport decision making, Local Transport Authorities also need to be represented in wider decision making groups.

20. Indeed, in light of these considerations, careful thought needs to be given to how the existing Regional Transport Consortia and the (potential) future Joint Transport Authorities can help to facilitate this horizontal integration of transport considerations, or whether these agencies would further preclude this integration from taking place (particularly within local authorities).

21. The large number of individual grants, and poorly aligned objectives of similar services across different policy areas can also limit the ability of delivery organisations to join up services around users. Welsh Government should consider how moving away from ring-fencing local authority grants and streamlining policy priorities could remove further obstacles to collaboration.

Delivery

22. Many issues can deter users – for example the quality of information and supply chain complexities, service quality and the comfort and transfers between different transport modes. Features of an integrated public transport system include integrated ticketing, harmonised timetables and easily-navigable connections between operators. Therefore an essential component of strategic transport planning should be a general public transport plan dealing with all public transport modes as a basis for network integration. This should include walking and cycling routes.

23. From a delivery perspective, the efficiency of our public transport systems could be significantly improved. In developing Regional Transport Plans, Regional Transport Consortia should undertake a strategic analysis of public transport demand in their area and work with providers to integrate services for passengers travelling by rail, bus, bike or on foot to make more complicated journeys easier.

24. In addition, pooling local authority vehicles across social, health, education and public transport departments could prevent vehicle fleets sitting unused for large chunks of the day whilst travel needs go un-met. Indeed, a number of examples are available where local authorities have used procurement powers and logistical planning to better cater for unmet transport demand, including Transport for Greater Manchester's Integrated Social Needs Transport Project [7] and Oxfordshire County Council's planned 'place-based public transport procurement' scheme.[8]

Governance.

25. The establishment of Joint Transport Authorities in Wales poses an opportunity to integrate further the provision of public transport services in Wales, following the positive examples and models set by Passenger Transport Executives in England (the most effective of which also take responsibility for walking and cycling), whose governance arrangements and structures have

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[7] http://www.transportforgreatermanchestercommittee.gov.uk/

[8] http://mycouncil.oxfordshire.gov.uk/mgConvert2PDF.aspx?ID=4417

Sustrans Cymru submission to Enterprise and Business Committee inquiry   5

created stronger incentives and powers to integrate public transport in their areas. They could also help to ensure better cross-boundary integration of services; particularly important in areas where, due to the post-industrial makeup of the economy in parts of Wales, many are forced to travel outside of their communities to find work.

26. As in Oxfordshire, Quality Partnerships may also be a useful tool in ensuring not just that specific services are provided, but that they are provided to the frequency and capacity needed to encourage modal shift. Equally the High Level Output Specification and Statement of Funds Available processes offer greater authority to the Minister to specify levels of reliability, safety and capacity (of particular importance in Wales). This will hopefully help to overcome some of the constraints being experienced in the current rail franchise agreement. [9]

27. Similarly, a 'not for dividend' model for the Wales rail franchise could deliver real improvements across Wales' rail network. However, given the significant capital investment that will be required and the lack of ready examples from elsewhere in the UK, the feasibility of such an agreement and the likelihood of securing a suitable partner are difficult to estimate.

Investment

28. At a time when access to employment and other services should be a priority, transport budgets are being cut. As a result, transport authorities will tend to focus their efforts on meeting their statutory responsibilities (the National Concessionary Travel Scheme, capital repayments and pensions) before looking at what level of discretionary services they can provide, including level of support for jobseekers, socially necessary bus routes and ring-and-ride services for the less mobile. These cuts are not only predicted to lead to a significant contraction in network coverage in some areas in Wales, but also to an increase in fares that people on a low income can ill afford. Considerable attention should be given to the true impact these cuts will have and mechanisms should be put in place to ensure the most vulnerable are not hardest hit.

29. It is also crucial that existing transport subsidies are targeted to ensure best possible outcomes. For example, the Bus Services Operators Grant, which offsets the cost of the duty that operators pay when purchasing their fuel, has rewarded operators on distance-covered as opposed the number of passengers served. We welcome the decision of the Welsh Government to consider how this £19 million annual grant could be much better targeted to provide integrated and socially necessary routes. [10] In addition, the £1.5 million annual cost of

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[9] According to figures from the Office for Rail Regulation, Arriva Trains Wales receives one of the highest levels of public subsidy per passenger mile of any franchise across the UK and severe overcrowding on some routes on the line is creating a poor travelling experience and limiting modal shift opportunities for passengers.

[10] Figure obtained from Answers to the Written Assembly Questions for answer on 23 October 2012 (http://www.assemblywales.org/bus-home/bus-business-fourth-assembly-written-questions.htm?act=dis&id=239891&ds=10/2012)

maintaining the Cardiff–Ynys Mon air-link could be refocused on sustainable transport provision that supports the achievement of wider social and environmental goals.

30. Funding for the Community Transport Concessionary Fares Initiative is also uncertain, with potentially very serious consequences for lifeline services in Wales. [11]

31. Crucially, the division of transport budgets into capital and revenue funding streams is dictated centrally by Whitehall. One funding stream cannot be spent on initiatives deemed to fall into the other; as a result, it can be easier to find the money to build roads than to fund many of the projects that would support the better integration of public transport services. To truly address the issue of public transport integration, the Welsh Government should seek the power to define transport budget ratios in Wales.

Legislative opportunities

32. There are a number of pieces of legislation currently underway that pose significant opportunities to the integrated public transport agenda, including the Planning Bill and the Active Travel （Wales） Bill.

33. The Active Travel （Wales） Bill poses an opportunity to require local authorities to link train stations and bus stops with community services and residential areas, via safe and appropriate walking and cycling routes. To achieve this, the Bill should explicitly require local authorities to assess how best walking and cycling routes can be incorporated into existing transport networks in order to open up access.

What steps can be taken to improve public transport integration in Wales?

34. Many different approaches can be taken to improve public transport integration in Wales. In this section we have highlighted a number of good practice case studies for the Committee to consider. Since we have already made the case for walking and cycling to be considered as part of this inquiry, we have also included a number of ways to best achieve this.

Changes to our transport planning and fare structures

35. Planning for a more integrated public transport system will require an understanding of the social reality of communities and how people lead their everyday lives.[12] More participatory methods of involving transport users may enable a better understanding of travel needs, patterns and behaviour and thus sensitise transport to social exclusion issues.

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[11] **Carl Sargeant, Minister for Local Government and Communities, 2012** Written Statement – Community Transport Concessionary Fares Initiative

[12] **Booth and Richardson, 2001** Placing the public in integrated transport planning

Sustrans Cymru submission to Enterprise and Business Committee inquiry   7

36. In addition, simplified fares structures (small number of charging zones or fare bands) with a common approach across operators, can make ticketing and fares much easier to understand.[13] The provision of multi-operator tickets (day and season) priced such that they are attractive to significant parts of the market, consistent with revenue/funding requirements, should be considered by Regional Transport Consortia.

Demand Responsive Services

37. Due to dispersed population, low density and difficult terrain, providing effective public transport in rural areas has often been seen as too expensive and too difficult. And the problems associated with rural public transport such as infrequent services, cost of fares, complex routes and inconvenient timetabling have led users to switch to car use. On the supply side commercial operators have withdrawn after finding it difficult to operate a conventional profitable service.[14]

38. To tackle the challenges of rural transport, some farsighted local authorities and community groups have challenged conventional public transport structures. Instead, they have developed flexible services operated by both the commercial and voluntary sector which cater for the differing needs and requirements of older people, young people, families, working people and disabled people.

39. Demand Responsive Transport (DRT) is a more flexible form of bus travel that is tailored to the needs of the passengers by operating in response to pre-booked journey requests. Already well-developed in parts of Europe including Germany and Switzerland it has been successfully implemented by Monmouthshire County Council via its not-for-profit Grass Routes Community Local Bus Service for several years. Over 35,000 passenger journeys are currently undertaken throughout the county per annum on the pre-bookable service, which draws on the services of both paid and volunteer drivers. Passenger numbers are increasing year on year in response to the development of a service which better meets their needs. As a result, the Authority has noted over £80,000 of cost savings through the withdrawal of previously under-utilised routes in favour of their more popular demand-responsive service.[15]

40. In Scotland, the Scottish Executive has prioritised providing a flexible transport offer to their more rural communities. In South Ayrshire a 'menu' of complementary and subsidised transport services, where existing transport is unavailable, including door to door subsidised taxis, has enabled residents in local villages to access employment, training, education and health related services and opportunities.[16] In Angus, the economic benefits as a result of this more flexible

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[13] **PTEG, 2009** The Benefits of Simplified and Integrated Ticketing in Public Transport

[14] **Sustrans 2011** Making sustainable transport easier for rural communities

[15] http://www.monmouthshire.gov.uk

[16] http://www.south-ayrshire.gov.uk

transport offer have included an increase in tourism, generating more trade for crafts and other local cottage industries.[17] Other benefits resulting from the improved access created by the project include increased efficiencies through transport companies pooling resources in service delivery and greater levels of social inclusion.

41. This evidence demonstrates the clear case for any integrated public transport strategy to include demand-responsive transport schemes, particularly for more rural communities. In Wales, a more secure and longer term funding programme for community and demand-responsive transport schemes would enable schemes to improve and gain more visibility in communities.

Information provision

42. In some circumstances adequate public transport connections already exist and the barriers to using these modes of transport are subjective. Indeed, evidence has shown that a lack of information is a major factor preventing use of public transport. This represents significant potential for increased levels of public transport use which could be achieved by better information, improving perceptions of the system, and motivating well-informed people to make changes to public transport. Analysis undertaken by Sustrans in Cardiff found that this could be true for over a quarter (28%) of non-public transport trips[3].

43. A number of methods can be used for improving remote and face-to-face access to information about available services. New technology provides means by which real-time information can be used to make better use of existing capacity and has great potential to improve the quality of service, specifically for multimodal transport. Traveline Cymru offers an excellent example of how this can be achieved and offers a highly useful 'one-stop-shop' for public transport users. However, the figures from Cardiff demonstrate that knowledge of this service is still not widespread. In addition, more proactive, face-to-face measures have been demonstrated to be more effective in overcoming negative perceptions of public transport.

44. Sustrans has coordinated a number of Personalised Travel Planning projects that offer people the tailor-made information and support they need to choose to walk, cycle and use public transport more often. Since its early pilots, Personalised Travel Planning projects have increased levels of walking, cycling and public transport use and have reduced car use by an average of 11% simply by making information easily available. [18]

Walking and cycling access to 'hub' towns

45. A relatively large number of people in rural areas live close to market towns. Smaller communities may only be a few miles from a town centre but there is often little incentive or

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[17] **Social Research 2006** Service priority, accessibility and quality in rural Scotland

[18] **Sustrans 2009** TravelSmart Project Review

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facilities for individuals to walk or cycle. For example, pedestrians and cyclists have to compete with motor vehicles on busy roads and the experience can be unpleasant and dangerous – particularly for older people and families with children[14]. Traffic-free paths from outlying communities to the 'hub' town and other measures, such as traffic calming and lower speed limits, can create a safe and attractive route for everyone including the most vulnerable users. Indeed, these paths can make walking and cycling faster, more convenient and cheaper ways of travelling than car travel.

46. An example of where a new walking and cycling path has made an impact on the lives of a rural community is the village Llanyre in mid Wales. Despite being only two and a half miles from the busy market town of Llandrindod Wells in Powys, the only alternative to car use for the residents of Llanyre was to walk or cycle along a very busy main road. Thanks to a grant from the Welsh Government Safer Routes scheme, a new traffic free path is now used frequently by the whole community. At peak times in the morning and evening, the route is occupied by people walking and cycling to school, work or for leisure. The path also links up to the National Cycle Network, linking the town to communities and attractions further afield.

47. Suitably resourced, the Active Travel (Wales) Bill has the potential to open up access for residents in smaller villages, linking these communities to larger towns via traffic-free and on-road routes.

Walking and cycling as part of an integrated public transport system

48. Evidence indicates that by improving walking and cycling facilities and access, thousands of station car trips every day could be replaced, reducing congestion and pollution[19]. Indeed, there are potentially enormous benefits to passengers, public transport operators and the wider economy through increasing access to stations for people who walk and cycle. As well as the wider social benefits of improved health, reduced greenhouse gas emissions and reduced traffic congestion associated with sustainable transport, the local economy can benefit too20.

49. Moreover, safe walking and cycling routes to bus stops and train stations not only encourage greater take-up of services by local residents, they can also expand the catchment areas of existing services. This is particularly true for the provision of cycling routes to railway stations, where improving access can result in passenger catchments up to four times their original size without the land-take and management issues associated with car travel. [21]

50. In addition, increased levels of walking and cycling substantially improve overall journey time reliability – a major factor in instigating modal shift[4]. There is also strong evidence that

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[19] **Passenger Focus 2010** National Rail Station Improvement Programme Final Report

[20] **Bristol City Council 2011** Essential Evidence on a page: No 68: Spend on high streets according to travel mode

[21] **Department for Transport 2010** Cycling and public transport

improvements to walking, cycling and the local environment are effective in making pleasant places to live, work and shop, attracting business investment[20]. Indeed, evidence suggests that investment in improving access for existing cyclists and attracting new users delivers better value for money and more rapid returns in comparison to car parking.

51. Despite these clear benefits, vast differences remain in the levels of provision for passengers, pedestrians and cyclists between the different interchanges in Wales[22]. SWWITCH recently undertook an audit of cycling provision at its major railway stations, which could then be used to inform an action plan that would improve regional consistency. The audit found varying levels of provision and recommended a standardised approach be adopted at each station, to include the following: a station map, area map, a list of key attractions and services (including local cycle parking facilities) and a consistent system of signage. Community engagement was also strongly recommended, recognised as being valuable in gaining local support and in ensuring that the proposals were fit for purpose.

52. Sustrans recently worked with the Passenger Transport Executive Group (PTEG) to assess value for money of improving cycle access to stations. Our analysis identified a wide range of benefits arising from improving access and parking at railways stations and encouraging modal shift away from car use, including substantial economic benefits through decongestion and carbon reductions. The estimated benefit to cost ratio was 8.8:1. And when health benefits were included the ratio was found to increase to 12:1. To achieve these shifts better storage provision, segregated or traffic-calmed cycle routes, well-lit walking environments and better signing and road traffic management will be needed. [23]

November 2012

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[22] **SWWITCH 2011** SWWITCH Interchange walking, cycling and signage audit
[23] **Sustrans 2011** Cycling in the city regions

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Enterprise and Business Committee

Meeting Venue:	**Committee Room 3 – Senedd**
Meeting date:	**Wednesday, 17 October 2012**
Meeting time:	**09:04 – 11:00**

This meeting can be viewed on Senedd TV at:
http://www.senedd.tv/archiveplayer.jsf?v=en_400000_17_10_2012&t=0&l=en

Cynulliad
Cenedlaethol
Cymru

National
Assembly for
Wales

Concise Minutes:

Assembly Members:	**Nick Ramsay (Chair)** **Byron Davies** **Alun Ffred Jones** **Eluned Parrott** **Gwyn R Price (In place of Keith Davies)** **David Rees** **Ken Skates** **Dafydd Elis-Thomas** **Jenny Rathbone (In place of Julie James)** **Joyce Watson**
Witnesses:	**Leighton Andrews, Minister for Education and Skills** **Jeff Cuthbert, Deputy Minister for Skills** **Owen Evans, Director, Skills, Higher Education and Lifelong Learning, Welsh Government** **Carla Lyne, Welsh Government**
Committee Staff:	**Siân Phipps (Clerk)** **Kayleigh Driscoll (Deputy Clerk)** **Anne Thomas (Researcher)**

1. Informal briefing on the Draft Budget
1.1 Members received an informal briefing on the Welsh Government draft budget proposals for 2013–14.

2. Introductions, apologies and substitutions
2.1 2.1 The Chair welcomed everyone to the Committee. Apologies were received from Keith Davies AM, who was substituted by Gwyn Price AM. Apologies were also received from Julie James AM, who was substituted by Jenny Rathbone AM.

3. Welsh Government draft budget proposals for 2013–14: Ministerial Scrutiny Session

3.1 The Chair welcomed the Minister and her officials to the meeting. Members questioned the witnesses.

Action points:

The Minister for Education and Skills and the Deputy Minister for Skills agreed to:

- provide the latest figures on the number of people who are not in education, employment or training, and also compare them with the figures in English Regions;

- provide a note on the resources and outcomes for Y Coleg Cymraeg Cenedlaethol, including the number of students who are studying with the Y Coleg Cymraeg Cenedlaethol;

- provide a note on which current pilot schemes are trialling the model of support whereby a "named person" is available for children who are at risk of becoming "not in education, employment or training", including children that have been excluded from school;

- provide a note outlining which employment and skills related programmes will mostly be affected by the £3.3 million decrease in the Employment and Skills Budget;

- provide figures on what proportion of the Assembly Learning Grants budget is allocated to part-time support as opposed to full-time support.

4. Motion under Standing Order 17.42 to resolve to exclude the public for the remainder of the meeting

4.1 The Committee agreed the motion.

5. Consideration of evidence and budget report

6.1 The Committee discussed the evidence received on the Welsh Government draft budget proposals for 2013–14.

TRANSCRIPT
View the meeting transcript.

Alun Davies AC / AM
Y Dirprwy Weinidog Amaethyddiaeth, Bwyd, Pysgodfeydd a
Rhaglenni Ewropeaidd
Deputy Minister for Agriculture, Food, Fisheries and
European Programmes

Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref SF/AD/2966/12

Nick Ramsay
Cardiff Bay,
Cardiff,
CF99 1NA

nick.ramsay@wales.gov.uk

ЗΙ   October 2013

Wann Nick.

Enterprise and Business Committee – 27 September 2012

During my attendance at the Enterprise and Business Committee on the 27 September, I offered to write to the Committee outlining the timescale for the development of the 2014-2020 Structural Fund programmes. I have outlined at Annex 1 the key milestones and timescales associated with the development process.

I would also like to use this opportunity to inform you of the timescales related to Dr Guildford's review of arrangements for implementation of European Structural Fund Programmes 2014–2020. As well as an initial 'tell us your views' phase, Dr Guilford has recently issued (24 October) a discussion document to collate as many views as possible from stakeholders to identify lessons learned and recommend improvements for the delivery of future programmes. With the review split into two parts, an interim report will be published in late 2012, ahead of a final report due for publication before negotiations begin later in 2013 on the detail of the draft programming documents with the European Commission.

I would like to thank you and the Committee for your inquiry into the Structural Funds which has proved to be informative and comprehensive.

Yours ee

Alun Davies AC / AM
Y Dirprwy Weinidog Amaethyddiaeth, Bwyd, Pysgodfeydd a Rhaglenni Ewropeaidd
Deputy Minister for Agriculture, Food, Fisheries and European Programmes

Key milestones and timescales

- **May 2012:** Statement on the Principles and priorities for 2014-2020 EU Programmes in Wales

- **Summer 2012 – Autumn 2012:** Detailed development of the programmes with partners (workstreams – Operational Programmes, Delivery and Compliance, Monitoring & Evaluation and Territorial Co-operation)

- **Autumn 2012:** Development of the UK Partnership Agreement (including Welsh chapter)

- **End of 2012:** Initial report with recommendations on part one of the Guilford Review

- **January 2013 – April 2013:** Public consultation on draft Operational Programmes

- **February 2013:** Report on part two of the Guilford review

- **Early 2013:** Agreement of Multi-Annual Financial Framework

- **Summer 2013:** Agreement of Regulations

- **Spring/Summer 2013:** Public consultation on UK Partnership Agreement

- **Summer 2013 – Autumn 2013:** Submission and negotiation of the Operational programmes with the European Commission

- **1 January 2014:** Earliest Wales' programmes can be approved to start

- **2014:** Launch and delivery of EU programmes 2014–2020 in Wales