

# PUBLIC TRANSPORT REVIEW

## Overview of Technical Work

26 September 2022

***Please note that the following recommendations are subject to consideration and determination by the Board before taking effect.***

## RECOMMENDATIONS

### It is recommended that:

- (a) The Board notes the initial findings of the Public Transport Network Review as approved within the Business Plan for 2022/23
- (b) Officers are delegated to take the key recommendations and interventions and develop plans for implementing these through further work at the STB level and also supporting Local Authorities in implementing their Bus Service Improvement Plans (BSIPs).

### 1. Background/Introduction

Peninsula Sub-national Transport Body (STB) commissioned a Public Transport Level of Service Review in August 2022 in order to rapidly obtain a picture from the user perspective of the public transport network, in particular the bus network, across the Peninsula area. This review is intended to be a 'user-focused' appraisal of the passenger experience across the Peninsula, identifying areas of best practice, particularly good service or examples of innovation. The review is intended to highlight some practical 'next steps' for the STB to consider incorporating into future plans at a Strategic level. The aim is to make the user/passenger the centre of the public transport service, with good quality information and an easy and efficient network through which to travel across the peninsula area.

The review has consulted operators, transport authorities, user groups and passengers in order to gain a full understanding of the current public transport network conditions in the peninsula. The review has also considered the BSIPs across the five authorities.

### 2. Overview of Review Findings

The review has considered ticketing, service frequency, information, vehicle types, and reliability primarily across the bus network in the peninsula.

With regard to ticketing, a review of arrangements across the area, and the current need to purchase individual tickets for each leg of a public transport journey within large parts of the peninsula area. This has journey cost, convenience and efficiency implications.

Service frequencies and accessibility of areas across the peninsula have also been considered, particularly in rural communities, to consider how viable public transport is as a mode for all residents, employees and visitors in the STB area.

The review has found significant variation from the user perspective across the peninsula area, particularly in rural locations where some locations may be well served by the bus network across the day whilst others are only provided with one or two bus services per week. The network itself is comprehensive, however the service on that network varies considerably.

Full details of the review will be provided in the accompanying report.

In summary, the review has found a number of areas of best practice that have the potential to be implemented more broadly:

- Interoperable ticketing to enable one single ticket covering a full journey, ideally including rail services where applicable. This enables complex journeys to be undertaken as simply as possible. Interoperable ticketing has been established on bus services in Cornwall since 2021.
- Capped fares across the STB geography, simplifying the experience for passengers as well as offering value for money. Capped ticketing is in operation in Cornwall and a pilot scheme for a national maximum bus fare is proposed for January 2023.
- Coordinated timetabling between rail and bus services to ensure that journeys can be as efficient as possible, particularly in areas where frequencies on both rail and bus are relatively low.
- Provision of clear and accessible journey information and marketing across the peninsula area, providing consistency and ease of understanding for all users, wherever they start or finish their journey. Examples of easy to access public transport portals and apps are available across the country.

The full review sets out locations and examples of where some or all of the above are in operation and also points to how these may be rolled out more widely. In addition, smaller scale more detailed interventions are identified that may also be considered by operators and local authorities.

### **3. Next steps**

The review identifies a series of potential interventions and initiatives that could be rolled out across the Peninsula area. The next steps will be for the STB to facilitate collaboration and coordination between operators to make relatively simple improvements to ticket and service operations. These improvements will provide a noticeable improvement for passengers and significantly improve consistency of service across the area.

The STB will look to engage with operators and Local Authorities to enable best practice sharing and identify opportunities for improvements. A focus on consistent information provision and marketing will be part of this.

### **4. Financial Considerations**

The cost of commissioning the Bus Network Review is from allocated funds from the DfT.

### **5. Environmental Impact Considerations**

There are no environmental considerations associated with this paper.

### **6. Equality Considerations**

There are no specific equality considerations associated with this paper. An Executive Summary has been developed to be accessible for all.

### **7. Legal Considerations**

There are no specific legal considerations associated with this paper.

## **8. Risk Management Considerations**

The Peninsula Transport Programme Management Group reviews risk and assigns the required mitigation actions across the Peninsula Transport work packages on at least a monthly basis. The group reports monthly to the DfT in compliance with the terms of the DfT's funding support letter.

## **9. Public Health Impact**

There are no public health impacts associated with this paper

## **10. Reasons for Recommendations**

The recommendation is proposed so that the examples of best practice of the Public Transport Network Review can be taken forward and explored with operators and Local Authorities in a timely way and achieve improvements to the public transport passenger experience across the STB area over the next year.