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Chair CPT North West Region



Confederation of Passenger Transport

Trade association for:

Bus  
Coach  
Light Rail



CPT Regions

Scotland                      Northern  
Yorkshire                      North Western  
East Midlands                  West Midlands  
Wales                              South Western  
London & Home Counties



Government Policy  
School Transport  
Best Practice  
Transport Planning  
2012 Olympic Transport Network



The Local Transport Act (LTA)  
2008

A bus operator's perspective

Working with Local Authorities



Will the Act help us meet the  
challenge?



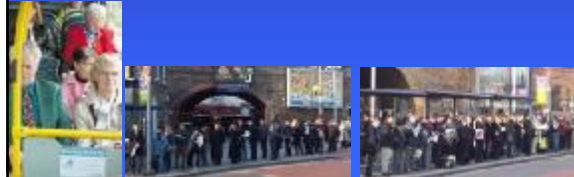
## Only if it makes buses better!

- And not just in an absolute sense
- They must be comparatively better for a rational motorist
- Greener, quicker, and punctual



## This means running a service for "people like me"

- "It's nearly as quick as driving. And by the time you've paid to park, it's cheaper"  
– Paying passenger, Ramsey to Peterborough



## The challenge is about delivery

- My car starts every time I turn the key.
- 90% on time will not be good enough for buses
- This needs excellent staff and relentless management attention
- And faster, predictable progress through the streets



## Quality Contracts

New Rules

Realistic Option!!



## Downside of Quality Contracts

Perpetual bidding for investment  
Quality driven by available funds  
Likely to be expensive  
Pension rights  
No improvement in punctuality and predictability of journey times

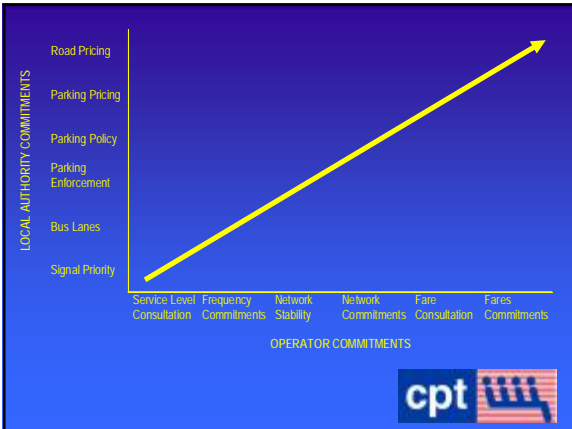


## Our preferred way forward:

Operators and authorities each do what they're good at

- Blends private investment and innovation with bus-passenger-friendly measures on the streets





## Quality Partnership Scheme

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### Quality Partnership Scheme

Statutory underpinning of agreements between Operators and Local Authorities

All parties confident that what has been agreed will be delivered

Secure improvements for bus users

BUT

cpt

### Quality Partnership Scheme

Highway authorities have to recognise their responsibilities to bus users

Town A ————— Town B

Every 30 mins

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### The Local Transport Act 2008

The Traffic Commissioner

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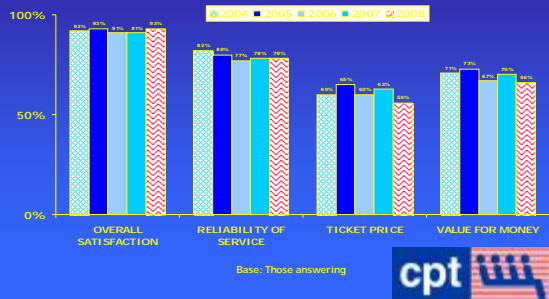
### The Local Transport Act 2008

Passenger Focus

- Statutory Body
- Voice for the passenger
- Improve bus service quality

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## Overall Impressions % Rating Extremely / Very / Fairly Satisfied



## The Local Transport Act 2008

### Competition Act

- Service Timings
- Frequencies
- Bus operators to co-operate
- Local Authority can certify if it is in the public's interest



## Nobody's perfect



## But at least we're all trying!

