



COACH TRAVEL OCCASIONAL (NON-REGULAR) SERVICES

**Alan Scoles
Operations Planning Director
WA Shearings**

AGENDA

- 1. Characteristics of Occasional Services**
- 2. Categories of Occasional Services**
- 3. The Driver**
- 4. Update on New Legislation**
- 5. Key Industry Issues**

1. Characteristics of Occasional Services

- No fixed, guaranteed schedule
- Anywhere to anywhere, at any time, any number of people
- Normally part of leisure product, not just transport.
- Customer expects full service from driver
- Customer can influence itinerary/schedule
- Entirely commercial operation

2. Categories of Occasional Services

A. Holidays

I. The Product

- 2 day theatre break to 21 day Grand European
- Bargain basement 'value brand' to exclusive 'Grand Tourer'
- Customer books individual seat

-Purchase secured by package travel regulations

Protects customer payments

**Involves more than one transport mode,
attractions or accommodation**

**Operator responsible for all aspects of
holiday**

-Joining arrangements

Hub & Spoke

Line of route

II. What is Normally Provided

Travel from all areas at standard price

Trips -included & optional using the coach
-attractions and other modes

Accommodation

Meals

Entertainment

III. Operators

Coach Companies

e.g. – WA Shearings, Alfa, Fishwicks

Tour Companies

e.g. – David Urquhart, Leger, Trafalgar

Hotels

e.g. – Highland Heritage, Daish's

Reader Offers

e.g. – Newmarket Promotions, Omega

Group Travel Organisers

e.g. – W.I., Nestle Retirement association

IV. The Customer

- Domestic**
- Incoming**
- Over 50's**

B. Excursions

- One off daytrip to specific event or Destination
- Not always subject to package travel regulations
- Fixed itinerary set by operator
- Customer books individual seat

C. Private Hire

- Corporate
- Club Social Outing
- Sports: Teams and Supporters
- Schools
- Replacement for other Transport

Rail / Air

3. The Driver

Governed by EU Drivers Hours and Working Time Directives

Knowledge

- The Route
- Halts
- Dropping off and parking
- Legislation e.g. Seat Belts, Smoking Bans, Weight
- Documentation
- Local regulations and procedures
- Customer care / welfare - e.g. First Aid
- Health & Safety

4. Update on New Legislation

- **Disability Discrimination**
 - New Act from Dec 2006
- **Driver Hours From 11 April 2007**
 - Freight orientated
 - Loss of flexibility
 - Tour operator/organiser responsible for breaches
- **Seat Belts From 18 Sept 2006**
- **Smoking Bans**
- **EU Training Directive From Sept 2008**
- **EU Passenger Rights**

5. Key Industry Issues

- No political support
 - No public money to account for
 - No votes
 - Not a service for the locals
 - No priorities to give 'a clear track'
- Poor relation to other Modes
 - Image
 - No statistics to assist e.g. LTP's, R.T.S.
 - Small sector and small companies
 - A small lobby
- Congestion

- **Inappropriate Legislation and Regulation**
 - Drivers hours
 - L.E.Z. : London and elsewhere??
 - Vehicle weights

- **Access**
 - Nimby attitude
 - Image of the passengers
 - Unpopular / Unsightly vehicles
 - Difficult to manage vehicle movements

- Picking Up and Dropping Off
 - Safety
 - Facilities e.g. taxis, telephones, shelter
 - Location of attractions and hotels
 - Other demands on kerb space
 - Blue badge holders?
 - Policing
- Parking
 - Location
 - Permanence
 - Better alternative revenue earning opportunities
 - Safety and security

THANK YOU