



New Forest Passenger Transport Forum

Date **Tuesday 19th April 2016**
Time **10:00**
Location **Lyndhurst Community Centre, Main car park, Lyndhurst, SO43 7NY**
Contact **Rachel Webb on 01962 846983 or rachel.webb2@hants.gov.uk**

Agenda

10:00 Welcome and Introduction

Passenger Transport Update – Peter Shelley, Head of Passenger Transport, Hampshire County Council

An update on current Passenger Transport initiatives including information on the government’s forthcoming Buses Bill.

Local Bus Operator’s Update – Andrew Wickham, Managing Director, Go South Coast

A representative from Go South Coast will give a brief update on the commercial services which the company operates in the New Forest area.

Refreshments

Developing a new operating model for commissioning Community Transport services – Kevin Ings, Community and Social Care Transport Manager, Hampshire County Council

The presentation will outline the engagement process which is currently taking place with key stakeholders (joint funders, primarily district councils and existing community transport providers) about proposed changes to the way in which Community Transport services are commissioned by the County Council in the future.

12:00 Conclusion of meeting

Hampshire County Council

Passenger Transport Forum



Hampshire
County Council

Buses Bill Update

Peter Shelley
Head of Passenger Transport -
Hampshire County Council



Introduction

- Current arrangements
- Government proposals for bus reforms
- What might be in the 'Buses Bill'
- Conclusion



How bus services are currently provided

- Bus services outside London were deregulated in 1986
- Since then, there have been two systems of provision:
 - one for London
 - one for the rest of Great Britain
- In London, Transport for London specifies in detail what bus services are provided; the routes, timetables and fares. Services are operated by private companies following a competitive tendering process.
- In the rest of the country it's a free market and bus operators are free to run whatever services they like as well as decide the fares they will charge and the vehicles they will use
- Local Transport Authorities have a requirement to consider areas not covered by bus operators where there is perceived to be a transport need.



Developing the Buses Bill

- Government set out commitment to new legislation in Queen's speech.
- Powers to make it easier for combined authority areas with elected mayor to introduce franchising
- Powers have already been offered to a number of areas as part of wider devolution bids
 - North East Combined Authority (via Nexus)
 - Cornwall
- Bus Reform workshop sessions
- HCC attended the workshop sessions



CVS sector

- CVS clusters
- Some District Councils have tendered for core CVS function
- Some CVSs are now providing transport services outside their traditional boundaries



Hampshire: Looking Forward

- Aim is to continue supporting community transport services
- But we need to be able to respond to these challenges and changes
- Proposing to move to a new operating model for providing support to community transport services

Proposed new operating model for commissioning community transport services

New Operating Model

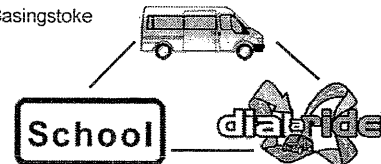
- We are looking to develop a future model which:
 - Enables value for money services
 - Delivers the maximum benefit to local communities and users
 - Enables a more co-ordinated approach to transport services
 - Meets the challenges of the day
 - Can work within the available financial envelope
 - Helps schemes to be more sustainable and invest in services

Outline New Operating Model (1)

- Contracts from 1 April 2017 will be awarded following a competitive process
- Four year contracts with the option to extend for a further two years
- Existing funding for the Minibus Group Hire Schemes would be distributed more fairly.
- Wider based area schemes would be considered

Outline New Operating Model (2)

- Total transport approach
 - Package of HCC services in one area
 - Piloted in Basingstoke



Partnerships

- The Bill is also expected to contain stronger arrangements to allow local government to work in partnership with bus operators and other local stakeholders
- Existing quality partnerships are seen as too restrictive by some
- The Government are expected to revise existing quality partnership roles by removing the requirement for local transport authorities to provide new facilities and by adding to the measures that can form part of a quality bus partnership scheme

Enhanced Partnerships

- Proposals for 'Enhanced Partnerships' are also expected to be included
- 'Enhanced Partnership' arrangements would encourage partnership working to go further by:
 - Improving governance arrangements
 - Expanding the areas that partnership areas can cover
 - Allowing local implementation and enforcement
 - Allowing for major decision making
 - Providing some additional protection from competitive legislation
- The Bill is expected to provide powers which will allow 'Enhanced Partnerships' to deliver some of the outcomes that are currently only possible under a franchising model

Legislation

- Will aim to focus on the minimum safeguards and requests that are likely to be needed at a national level whilst giving flexibility with these to make partnerships work well locally
- The core elements are likely to be:
 - A network plan – setting out detailed requirements for operating local bus services on individual routes such as frequencies – with powers for the local authority to take over the registration of services from the traffic commissioner
 - A ticketing regime – could include powers to agree and implement a single multi-operator ticketing scheme and the ability to agree a price premium
 - Ability to agree the provision of passenger information
 - To collate and process passenger data – to inform how well the bus strategy is working – with safeguarding and commercial confidentiality

Open data and bus registration

- The Bill will hopefully make bus services more transparent so that passengers have access to better information about services
- Aims to streamline the registration and journey planning data processes so that both can be handled through a single digital process to reduce the need to duplicate work and increase the accuracy of information
- Resolve to develop a central data repository, building where possible on existing processes. This data could potentially include:
 - Timetables at bus stop level
 - Route data to allow accurate mapping
 - Real time punctuality data for use in services either at bus stops, online and through apps
 - Information on the range of available fares
- Discussions taking place early in 2016 to gain a fuller understanding of what users want from this approach, the process for securing data and how the process could be made to work for smaller operators

How might this work in Hampshire?

- Successful partnership with bus operators leading to near record bus use and winning bids for Government funding such as Real Time Passenger Information, WiFi, next stop announcements
- Strong investment in new buses
- Would look to build on this with:
 - contactless multi-operator, multi-mode ticketing
 - agreed performance standards, customer charter
 - greater commitment to evening and Sunday services
 - one stop contact for information and fares
 - seamless travel with Taxi-shares

Conclusion

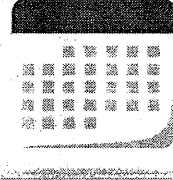
- Government has consulted on possible arrangements for improving local bus services for passengers
- New franchising powers are expected to be included in the Bill which local transport authorities in devolved areas can choose to implement – to plan and specify the bus services which need to be delivered in their area
- Stronger arrangements also likely to be included in the Bill for 'Partnerships' and 'Enhanced Partnerships' – which will deliver some of the outcomes only currently possible under a franchising agreement
- Still in the drafting stage – waiting for parliamentary time
- The decision of the final Bill will be key!
- Legislation expected early 2017

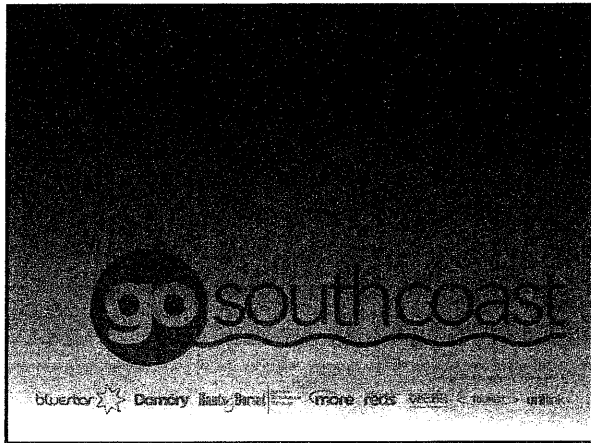
Conclusion (1)

- Hampshire has a strong Community Transport sector with a long history of support from the County Council
- There are challenges ahead for both funders and community transport groups.
- The way in which the sector is providing services is also evolving.
- New operating model for commissioning transport services by the County Council is being proposed to respond to these

Conclusion (2)

- Engagement with key stakeholders until 6 May
- Results of the Engagement process considered by Executive Member and a decision on a proposed new operating model made
- New contracts, awarded against any new operating model, starts





- Been in the industry since 1988
- Mileage and Revenue Clerk
- Director's Secretary
- Engineering Administrator – I believed I could and it was £5k more than being a secretary!

I had taken one of the boys' jobs so they stopped talking to me

They made up rumours about me!

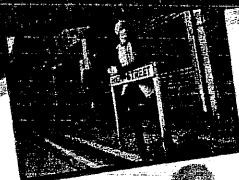
... I was good at what I did and got promoted!

- Commercial Workshop Supervisor – allocating work, booking it in, scheduling fleet maintenance, working with the boys
- Executive Assistant to CEO – a fantastic opportunity
- Customer Services Manager
- Communications & Marketing Manager
- Go South Coast


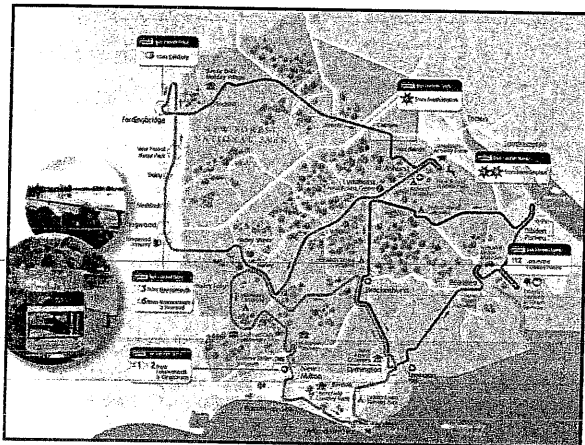


Wilts&Dorset

- 1 2 Lymington | New Milton | Christchurch | Bournemouth
- 3 Bournemouth | Ringwood | Fordingbridge | Salisbury
- 6 Poole | Ferndown | Verwood | Ringwood | Bournemouth
- blue 102 * Lymington | Lyndhurst | Totton | Southampton
- ringo Ringwood circular
- 115 Lymington | Lower Buckland | Boldre | Beaulieu | Hythe
- 119 Lymington | New Milton
- 122 Ringwood | Bransgore | Christchurch
- 134 New Milton | Chatsworth Park
- 138 New Milton | Beckton Lane

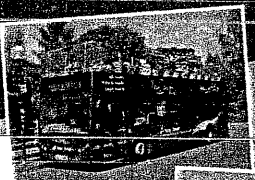


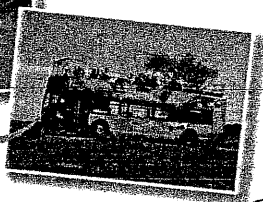
- Funding cuts – tough times
- Jan 2015 - funding reduced by approx two thirds



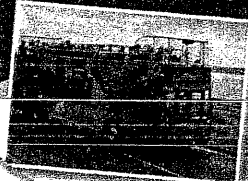


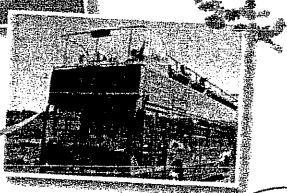
- A struggling high street
- Reduction in concessionary travellers






Green route



Red route



Blue route





NEW FOREST NATIONAL PARK

& Financially sustainable


more

the sustainable way to explore the New Forest

3 every 30 minutes from Salisbury


morebus.co.uk

more



112 BEACH BUS

more



more

where to catch your bus in Lymington


Lymington bus station will be closed permanently from Sunday 24 May 2015

There will be a larger impact from the bus station and the suspension of the 112 bus on closed from the date.

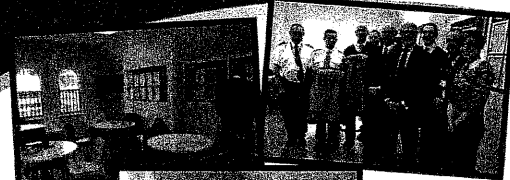
Alternative routes for Lymington bus services are available to pick up from the other end of the bus route or to be contacted on www.morebus.co.uk

Bus routes will depart from Congcut Street, 100-102, Lymington, New Forest, The New Forest National Park, 112, or Lymington Ferry Street, Congcut, 100-102, Lymington, New Forest, The New Forest, 112, 113 & 114. See website for more details.

Please call us on 01703 253425



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