

## APPENDIX 4

### Select Committee Recommendation Progress Update: Bus Transportation and Public Subsidy

Recommendation	Progress to date	Status
<p>1. Kent County Council should appoint a "bus panel", composed of a number of KCC Members, to review the current method of prioritising subsidisation of socially necessary bus routes, to make sure that it reflects the current needs of local communities more accurately.</p>	<p>A Member led review panel for the criteria was proposed to the then Cabinet Member. This was intended to have representation from the Select Committee and go through the Key Decision governance process. Since then, the Big Conversation pilots, launching in June 2019, are intended to explore alternative delivery models which could in turn influence the criteria for support. There is Member oversight of each pilot and collectively of the programme reporting back to the Cabinet Member.</p>	<p>In progress</p>
<p>2. KCC's Cabinet Member for Environment and Transport should write to the Secretary of State for Transport asking for a review of the calculation of the English National Concessionary Travel Scheme (ENCTS) funding to ensure that it is sufficient to cover the cost of the scheme in Kent</p>	<p>A letter from the previous Cabinet Member was sent and subsequently a further letter to the DfT was sent requesting permission to charge for ENCTS passes. Movement on either seems unlikely.</p>	<p>Complete</p>
<p>3. The Select Committee urges KCC's Cabinet Member for Environment and Transport to protect the discretionary element of the ENCTS scheme offered by KCC.</p>	<p>This is believed to relate to the discretionary provision for companion passes. The view of the Select Committee has been relayed to the Cabinet Member. There are currently no plans to remove this offering.</p>	<p>Complete</p>
<p>4. KCC's Public Transport division should work with bus operators to assess the viability of introducing the opportunity of upgrading the Young Person's Travel</p>	<p>Both Arriva and Stagecoach offer all YPTP holders (now Travel Saver Pass) free evening and weekend travel. Similarly, Chalkwell offer a £1 flat fare for all pass holders. Both offers are made commercially by the operators without the need for</p>	<p>Complete</p>

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<p>Pass to include bus travel during evenings, weekends and holidays.</p>	<p>additional KCC reimbursement. Upcoming changes to the pass for the 2019/20 year will be discussed with operators in order to understand implications. Payment by instalments is being offered from 2019/20 in order to assist with affordability.</p>	
<p>5. KCC should promote the establishment of a number of bus transport forums. The remit of these forums should be to discuss local bus transport-related issues and to identify possible solutions, which are then referred to Quality Bus Partnerships (QBPs) through formal communication channels.</p>	<p>Progress with respect to the establishment of a pilot public transport forum by Stagecoach in Canterbury has been slow and requires refocus. Stagecoach are to be prompted. This may act as the model for other such forums elsewhere in the County and discussions have been had with other operators and the trade body – the Confederation of Passenger Transport.</p> <p>An existing TWBC forum an ABC forum already exist. A complaints portal has also been established where public feedback on bus issues is presented to operators through QBPs.</p> <p>Since the Select Committee, the following new groups have been established:</p> <ul style="list-style-type: none"> <li>- Annual Kent bus summit</li> <li>- New Romney bus users meeting</li> <li>- Maidstone schools meeting</li> </ul>	<p>In progress</p>
<p>6.</p> <ul style="list-style-type: none"> <li>• Ensure that at least one Kent County councillor is a member of each QBP, and that their attendance is formalised.</li> <li>• Encourage all Kent QBPs to include all bus operators in their areas.</li> <li>• Encourage all Kent QBPs to brief their respective Joint Transportation Boards</li> </ul>	<p>Following an approach to the previous Cabinet Member, a review of attendance of Members at QBPs took place. Attendance at Dover and Maidstone has been consolidated and there is now representation at all QBPs other than Swale and Tunbridge Wells which are being progressed. Other operator attendance at QBPs has been reviewed and appropriate invitations have been extended. The KCC Planner</p>	<p>Complete</p>

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<p>on a regular basis on bus transport-related priorities, measures for intervention and achievements.</p>	<p>represents smaller independent operators running largely under contract.</p> <p>It has been considered that there is a wider role for Public Transport reporting at JTBs which stretches beyond QBPs and as such officers have been attending where appropriate – e.g. recent attendance at Dartford and Folkestone &amp; Hythe meetings.</p>	
<p>7. KCC's Public Transport division should examine demand management measures, where feasible and appropriate, to ease traffic congestion and promote bus patronage in Kent.</p>	<p>Action considered to be for review by Kent Highways rather than Public Transport. KCC's Traffic Manager has been advised</p>	<p>Not progressed</p>
<p>8. KCC's Highways division should ensure clear lines of communication with bus operators to give them timely notification of roadworks and coordinate such programmes to minimise disruption to bus services. The Division should also investigate the feasibility of increasing the size of fines and using the income from utility companies that overrun roadworks programmes to improve the range of community bus provision for Kent residents.</p>	<p>Both elements were taken up for review with the appropriate part of Kent Highways.</p> <p>KCC's Traffic Manager recently met with a wide group of bus operators as an extraordinary PIP meeting to discuss the impact of Brexit and ongoing Smart motorway works on the M20.</p>	<p>On-going</p>
<p>9. KCC's Cabinet Member for Environment and Transport should lobby the Government, Network Rail and Train Operating Companies to include improved connectivity between bus and rail services in Kent as a key element of South Eastern's new franchise</p>	<p>Public Transport and Highways officers have been working with South Eastern to improve connectivity between rail and bus at many of Kent's Stations (e.g. West Malling / Ashford)</p> <p>KCCs formal response to the DfT consultation (May 2017) on the new South Eastern Franchise clearly established the authority's position with respect to connectivity and gave equal</p>	<p>On-going</p>

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agreement in 2018.	<p>importance to bus / rail as rail / rail connections.</p> <p>Officers have already contributed to KCC's response to the draft timetables proposed under the new franchises. Responses included comments where there was an adverse reaction for connectivity and / or primary flows such as those for scholars.</p>	
<p>10.</p> <ul style="list-style-type: none"> <li>• KCC's Public Transport division should:</li> <li>• Seek greater financial contributions from local bus operators and businesses towards the provision and maintenance of local bus infrastructure.</li> <li>• Encourage Kent districts to make greater use of the Community Infrastructure Levy to finance local bus infrastructure schemes.</li> </ul>	<p>KCC Public Transport's view is that bus stop provision is a part of KCC's statutory responsibilities as highways authority. There is concern that the establishment of charging will lead to increased contract costs for the authority.</p> <p>Officers have established regular meetings and closer working with KCC's Strategic Transport planners whom in turn inform responses to planning applications.</p> <p>On a more individual scheme basis examples of contributions can already be seen, for instance Stagecoach committed funding to work at Ashford Station Forecourt and Polhill Garden Centre provided a bus shelter on its grounds to support the Go-Coach 431 service.</p> <p>Guidance documents for parishes relating to community transport and bus shelters were produced when Maidstone BC introduced CIL.</p>	In progress
11. KCC's Public Transport division should strongly encourage local bus operators to:	Officers are always looking to encourage operators to develop services and offers that are attractive to customers.	On-going

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<ul style="list-style-type: none"> <li>• Extend the range of their discounted fares, particularly for those on lower incomes.</li> <li>• Expand their network coverage and service frequency, especially in rural areas, to better meet the needs of local communities.</li> </ul>	<p>Offers in respect of YPTP are most realistic and are being progressed.</p> <p>Requests and opportunities for new and additional services are frequently taken to operators for commercial consideration when they are presented.</p>	
<p><b>12.</b> KCC's Public Transport division should identify and subsidise a number of bus services that would better serve selected rural communities and give them access to their nearest main towns on selected days.</p>	<p>This recommendation has been picked up through the upcoming introduction of 5 Big Conversation pilots in June 2019.</p> <p>The impact of the trials will be reviewed to inform future support of rural services.</p>	In progress
<p><b>13.</b> KCC's Public Transport division should urge local bus operators to increase the deployment of smaller buses, particularly in congested Kent localities. In the case of KCC tendered services, the appropriate bus size should be specified within the commissioning process.</p>	<p>Stagecoach (in Ashford) trialled smaller buses in 2017. Whilst their introduction resulted in an increase in patronage, the demand this created meant that bigger vehicles have now been introduced. Ultimately it should be considered that there will always be the requirement for a driver / fuel (which forms the majority of cost) regardless of vehicle size.</p> <p>Arriva (in Sittingbourne) are trialling the use of smaller buses in parts of their town networks.</p> <p>Smaller vehicles are being utilised for a number of the Big Conversation pilots with a number likely to be provided by non-PSV vehicles.</p>	In progress

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	<p>KCC tendered services already specify the minimum requirement for bus capacities. This is typically governed by the peak (school) load and it can therefore be the case that vehicles operating in the off-peak are therefore bigger than strictly required. Some tenders can be issued requesting differing vehicle sizes dependent upon the time of the day.</p>	
<p>14. KCC's Public Transport division should make available an approved driving course to train a number of bus drivers to be employed by smaller bus operators in Kent.</p>	<p>Conversation took place with some smaller operators who it is believed this recommendations is intended to support.</p> <p>Their feedback was that the majority of their drivers already come to them with a CPC and as such, whilst the sentiment of assistance was appreciated, those operators approached did not feel there would be major benefits.</p>	<p>Complete</p>
<p>15. KCC's Cabinet Member for Environment and Transport should reiterate to Arriva and Stagecoach the importance of the Connected Kent and Medway smartcard and should urge these companies to participate in the scheme</p>	<p>Arriva and Stagecoach both attend meetings with the Leader and Cabinet Member to discuss all elements of their operation.</p> <p>Both Arriva and Stagecoach now offer contactless payments across their networks which to a large extent supersedes the value of Kent Connected. However, Arriva have indicated a willingness to be part of the scheme to KCC.</p>	<p>In progress</p>
<p>16. KCC's Public Transport division should investigate:</p> <ul style="list-style-type: none"> <li>• Extending coverage of Community Transport operations in the County.</li> <li>• Acting as a single point of information for all local transport provision and developing a</li> </ul>	<p>KCC's framework agreement for all PSV procurement has attracted additional Community Transport (CT) suppliers to it. KCC continues to work closely with community transport operators and is again running a CT grant scheme in 2018 /19.</p> <p>At the end of 2017, Public Transport launched its Community Transport toolkit for parishes and other organisations who are</p>	<p>In progress</p>

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<p>database which holds up-to-date information on all community transport schemes in the County</p>	<p>wanting to become actively involved in providing transport . £200k of funding was also allocated in March 2018 to support community transport projects with successful bidders including Wealden Wheels, Tenterden Social Hub and Sevenoaks Town Council.</p>	
<p><b>17.</b> The Select Committee endorses the Bus Services Bill and strongly supports the franchising model of bus transport. The Committee recommends a full investigation into the adoption, in Kent, of the most appropriate elements of the Bill. The adoption of any element of the Bill in Kent should reflect the features highlighted by the Committee.</p>	<p>KCC's response to the Buses Bill consultation supports this view.</p>	<p>In progress</p>