

WiFi Password:

Winter@2023!

The logo for TravelWatch Southwest features the text "TRAVELWATCH" on the top line and "SOUTHWEST" on the bottom line, both in a bold, black, sans-serif font. A bright green line forms a stylized arrow shape that points downwards and to the left, passing behind the text.

# TRAVELWATCH SOUTHWEST

## TravelWatch SouthWest

Autumn General Meeting

11<sup>th</sup> October 2024

New website in progress:

<https://travelwatchsouthwest-org.stackstaging.com/>



# Agenda

- 11:00 – Welcome & Overview – David Northey & Bryony Chetwode
- 11:10 – Keynote Speaker – Mel Watson
- 11:45 – Dan Okey: New timetables and Changing Services
- 12:30 – Just a Minute
- 12:40 – Lunch & Networking
- 13:20 – Giles Fearnley: To Franchise or Not to Franchise?
- 13:55 – Nigel Blackler: Why did Pubic Transport work better for the passengers in Cornwall?
- 14:30 – All Speaker Panel: Government changes to transport: what's in it for the passenger?
- 15:20 – Summary – David Northey
- 15:30 – Close

# Welcome & Overview

TravelWatch SouthWest's Chair David  
Northey and Secretary Bryony Chetwode



# A NEW ERA FOR BUS USERS?

MELANIE WATSON – Director

# The Challenges

**How to make buses desirable**

**How to exceed customer expectations**

**How do we change the narrative around bus?**



# The steps to consider....



**Who is the customer and what do they want?**



**Getting the basics right**



**Joining things up**



**Consider the bigger picture**



**Who makes it happen?**

# Who is the customer & what do they want?

**Buses offer a lifeline to many, but for others, lives are planned around car ownership – bus is simply not on the radar**

**Transport Focus provide valuable insight into public transport users priorities**

**Cornwall prioritised customer research to better understand their needs and inform priorities for future investment**



# Accountability to Customers

## Role of BSIPs

- Should be driving improved engagement locally
- Greater levels of transparency

## Bus Franchising

- In making the case
- Managing the network
- When evolving the network

**How was your journey?**

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**BEE NETWORK** Transport for Greater Manchester

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24-09-24 - 07-24

### Case Study: Young Person

#### What the changes mean for customers



I'm 17 and I use the bus to travel to college. Before I started college, it was easy to understand which bus ticket is best for me based on how often I travel and which services I use.

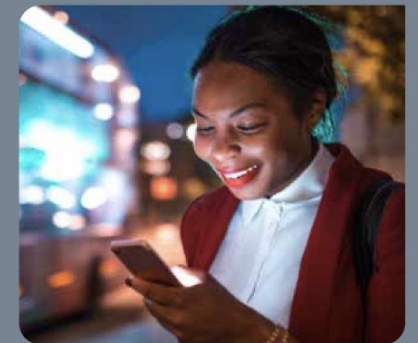
I spotted that I was eligible for the young person's discount; it's great that I can take advantage of the half price fares as it makes it much more affordable, especially as I use two different services.

After college, I'm hoping to start working full-time. I noticed that people aged 20-25 also get a one-third discount on all bus tickets, so I'll continue to use the bus once I've started working too. These young person's discounts mean I don't have to learn to drive and get a car to have my independence.

“...it's great that I can take advantage of the **half price fares**”

### Case Study: Commuter (Shift Worker)

I work shifts at a hotel and despite having to start and finish early in the morning and late at night, I can still use my local bus service to commute to work without any problems. On my return journey I catch the bus from the nearby bus station, which is modern and clean, including good lighting, seating, and shelter, so it makes waiting for the bus a pleasant experience, even late in the evening.



“...it makes waiting for the bus a **pleasant experience**, even late in the evening.”



# **Delivering the basics well - consistently**

**The right routes – where do people need to go? Prioritise core flows to build patronage and confidence**

**The right frequency and timetable – that can be delivered reliably every day**

**A high-quality fleet – with the right capacity and comfort for customers**

**Supporting infrastructure, that is well maintained and welcoming – bus stations, bus stops, hubs and bus priority / traffic management to support on time operation**

**The right staff – a welcoming and friendly bus driver, station supervisor!**

# Joining things up – Integration (1)

## Branding of the network as a whole

- One network – presented as a whole
- One timetable – integrated with other modes
- One map – showing all routes
- One website / app – with everything the customer requires
- One Ticket – to use on any bus, and wider if possible!



# **Remove Barriers for Customers**

**Does a customer need to know who operates the service to access information? Do they care who operates the bus?**

**What is the value of operator specific branding today?**

**Should operators consider the “network as a whole” within a given area – not just their own services?**

**One map, one timetable, one website, one app..... Not multiple!**

# Joining things up – Integration (2)

Ticketing is key – simple and affordable for the customer, sustainable for the operator



User and non-user feedback in Cornwall saw interoperability as a gamechanger – others thought that was just how it should be.

# Transparency for the Customer

**How does a customer find the price for the journey they wish to make?**

- **Child age ranges differ across operators**
- **How long does a month ticket last – 28 or 31 days?**
- **When does a day ticket expire – 2am, 3am, 4am?**
- **How many names exist for a day ticket? Does a customer understand what to buy?**
- **How many single ticket bandings does an operator really need?**

**Are we over complicating the need to drive revenue?**

**Customers now like flat fares, growth is being achieved so what next?**

# Consider the bigger picture

**Wider support for the role of bus is essential to make the step change in the UK....**

**Placemaking  
Incentives**

**Developments  
Behaviour Change**

**Parking provision & pricing  
Engagement**

**Community**

**But also advocates – political, business leaders, other sectors – NHS,  
Education....**

MW Associates PTS Ltd – Independent Public Transport  
Specialist

# Who makes it happen?



**The vision**



**The delivery**



**The leadership**

# **To conclude (1)**

**Lots of pockets of best practice around the UK**

**National Bus Strategy has brought public and private sectors together and provided a boost to funding**

**The building blocks are in place but a lot more work needs to be done – lots of improvement can be made with better collaboration – needs driving through and commitment from all parties**

**Funding will help but you need the vision, the leadership and the delivery capability to use it wisely**



# **To conclude**

**Bus Industry is at a pivotal point of change**

**We need more voices to back the bus – advocates willing to lead the way**

- **Great work by CPT on economic impact of bus**
- **Need to develop new ways of engaging and getting people on side – particularly the young who have different perspectives, but also better embed buses within local communities – all year round.**

**We need to integrate and make bus a bigger part of the climate agenda, the health agenda, the growth agenda etc..**

**The narrative of bus needs to change. Customers have a greater opportunity to be heard and new voices need to be found to broaden the narrative around bus.**

# **Thank you**

**Melanie Watson**

**Director**

**MW Associates PTS Ltd**

**[mwassociatespts@gmail.com](mailto:mwassociatespts@gmail.com)**

# Local Transport Forum – Central

Friday 11 October **CONFIDENTIAL**



# Agenda

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- **Welcome and introductions**
- **Regional update**
- **Performance on the Western Route**
- **Timetable planning**
- **HS2 and upcoming possessions**
- **Any Other Questions**



## Regional Update

**Tom Lydon**

Public Affairs Manager, GWR

**Daniel Round**

Industry Programme Director,  
Network Rail



# Business Update

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- Annual Business Plan approved for 2024/25
- Industrial relations: ASLEF (the train drivers union) has accepted the Government's offer of a pay deal, and this will bring to an end the industrial dispute that has been running since 2022. The offer made by the DfT did not include any changes to terms and conditions.
- Public Ownership Bill has completed all legislative stages in the Commons – now before House of Lords
- GWR's contract can be terminated from June 2025; expires in full June 2028



# Business update: Journeys

- In May 2024 we celebrated a year of the enhanced West of England Combined Authority funded services across Bristol.
- The Combined Authority supports extra trains on Severn Beach Line, Bristol – Gloucester and Bristol – Westbury routes as part of Metro West
- 27% increase in journeys on these routes between May 2023 and May 2024
- Bristol – Oxford service via Bath Spa, Chippenham and Swindon
- Trial Saturday service launched 14 September with two journeys each way



Metro Mayor Dan Norris, with Daniel Round (NR) and Tom Pierpoint (GWR)



# Business update – local fleet

- Refurbishment of local train fleet recently completed (class 165 and 166 train interiors)
- 57 trains have been refurbished, through a partnership with Angel Trains and Gemini Rail Services
- Trains serve routes across the network including:
  - Gloucester to Frome and on to Weymouth or Portsmouth
  - Bristol local services (including Weston-super-Mare)
  - Cardiff – Portsmouth (including Westbury)



# Swindon & Wiltshire



Wiltshire Strategic Study



Swindon Station Masterplan

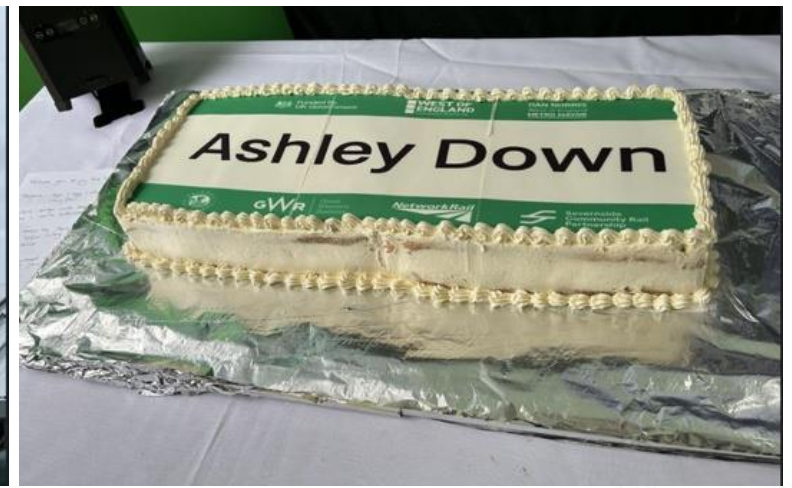
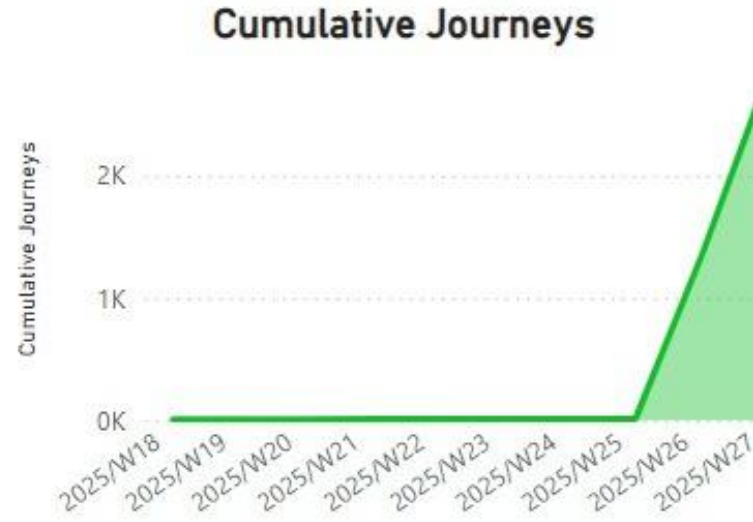


Chippenham

# Mayoral Combined Authority Area

## Ashley Down opens!

- Station promoted and funded by the West of England Mayoral Combined Authority, Bristol City Council, and delivered by NR
- Opened to public on Saturday 18 September 2024
- 3,000 journeys in the first weekend!
- Great location for County Ground and Memorial Stadium



# Mayoral Combined Authority Area (continued)



Bristol Temple Meads Eastern Entrance

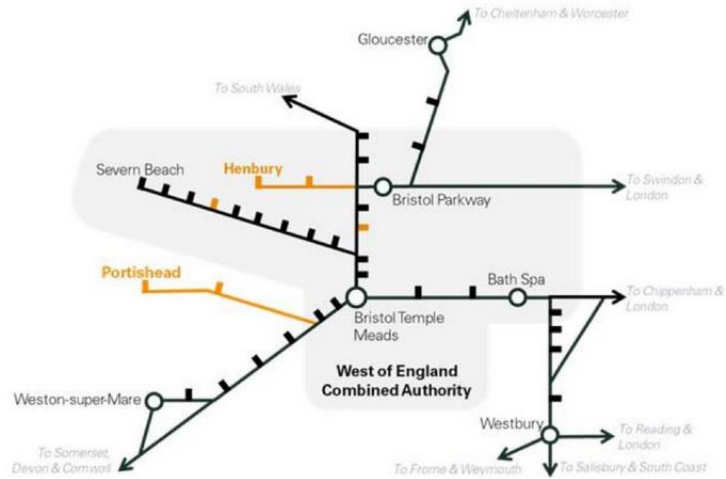


Decarbonisation study, including Filton Bank



MetroWest 2 new stations: Henbury, North Filton and Charfield

# North Somerset



MetroWest 1b – Portishead line



Weston-super-Mare AfA



Yatton

# Somerset

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Castle Cary accessible footbridge



Gravity rail link

# Gloucestershire



Gloucester station forecourt improvements



Cheltenham Spa Access for All



Stroud

# What's next: Great British Railways

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- Rail reform, with legislation going through Parliament. *Note: from next June GWR's National Rail Contract moves on to a 3 month break clause*
- Bring track and train together
- GWR has always acted as a custodian of the railway and we continue to think about and plan for the long term future of our services and stations
- Customers and communities have always been at the heart of what we do and we are working to preserve our community links



Any Questions?

**GWR**



# Performance on the Western Route

Toby Elliott, Head of Communications, Network Rail Western

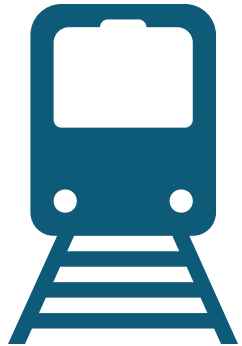


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For a Greater Railway

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# Historical Context



Since 2018/19:

more  
**+17%**

running

**+14%**

additional  
station  
stops

**+38%**

increase  
in  
tonnage



Stockley flyover



Great Western Electrification



Acton diveunder



HS2 Old Oak Common

# Reliability improvement in three phases

Objective: Improve Performance



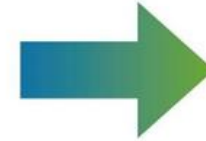
## Stabilise

0-6 months



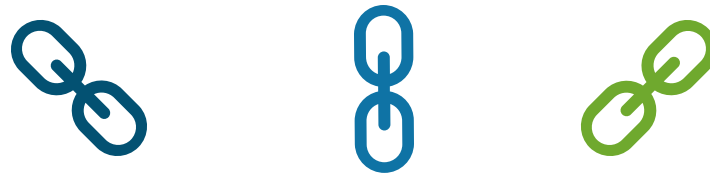
## Improve

6-18 months



## Sustain

18 months+



6-18 months

# HS2

Linked to HS2 Readiness and Resilience

# Our 10-point improvement plan

1.  
Track

2.  
Detection

3.  
Points

4.  
Overhead  
cables

5.  
Operations

6.  
Access

7.  
Training

8.  
Comms

9.  
3rd Party  
Delivery

10.  
Safety,  
assurance &  
finance

# Timetable Planning

**Mark Utley**

Long Term Planning Manager

GWR



# All days December 2024

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## Transport for Wales timetable change



- Services in Wales have changed due to Transport for Wales changes as part of the 2018 'Wales and Borders' franchise award, now directly operated by Welsh Government
- Generally minor timing changes to ensure GWR services continue to fit with other operators. Services retimed by up to 11 minutes arriving into Cardiff
- Performance will be monitored as timetable starts and reviewed for future timetable changes
- SX GWR services on average will be slightly quicker Paddington-Cardiff but slightly slower Cardiff-Paddington (approx. 1 minute change either way).
- SX Cardiff-Taunton/Penzance and Penzance/Taunton services largely improved by 1-3 minutes on average
- SX Portsmouth services on average retain the same journey time.

# Weekdays December 2024

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## Minor changes

- 1C30 19.02 Paddington-Bristol—severely overcrowded service on a daily basis. Amended to be pick up only at Reading, and changes to platforms at Paddington to separate it from the 19.06 service.
- 1G29 19.33 Paddington-Worcester becomes pick up only at Reading and no longer calls at Didcot Parkway, service is retimed to depart Paddington at 19.36. Didcot stop transfers to 1C31 19.30 Paddington-Weston service.
- 2E14 17.04 Didcot Parkway-Moreton in Marsh runs through to Evesham
- Until 31 March 1B27 17.48 Paddington-Carmarthen terminates at Swansea Monday-Thursday. This is to allow increased access for Network Rail resignalling work from Llanelli to Carmarthen. Passengers will have an onward connection on a new TfW service.
- Changes to Sectional Running Times to rebalance timings between Newbury and Exeter. Will improve accuracy of reporting and performance.
- Minor changes to dwells at Clifton Down and Stapleton Road on the Severn Beach line to aid performance.



# Saturdays December 2024

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## Minor changes

- Additional service 08.46 1K00 Cheltenham Spa-Bristol Temple Meads via Swindon.
  - Provides relief for 08.59 Cheltenham-Paddington as far as Swindon and for 09.00 Paddington-Bristol from Swindon
  - Service does not call at Gloucester
  - Introduces a new direct service between Stonehouse/Stroud/Kemble and Chippenham/Bath/Bristol
- 1C02 06.30 Paddington-Bristol departs at 06.00 to arrive earlier at Bristol Temple Meads. Provides additional connection to Portsmouth Harbour at Bath, and additional connections to Penzance, Cardiff, Manchester and Gloucester from Bristol Temple Meads.
- 1A06 Weston-Paddington now runs as 10 car throughout, removing the need for an attachment at Bristol
- 1W43 21.53 Paddington-Worcester Shrub Hill is 9 cars to allow for Sunday strengthening
- Additional CrossCountry journey from Cardiff to Bristol, late evening

# Saturdays December 2024

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## Additional services between Bristol and Oxford

- Trial service started in September 2024 will be continued into the December TT
- An additional two round trips between Bristol and Oxford have been added,
  - 10.18 and 15.18 from Bristol calling at Bath, Chippenham, Swindon and Oxford
  - 12.02 and 17.12 from Oxford calling at Swindon, Chippenham, Bath and Bristol Temple Meads
- These have been agreed with the DfT as a trial service to explore the customer demand on this corridor
- Formed of 5 car IET which is used during the Summer period; therefore this service can only run in the non-summer timetable.



# Sundays December 2024

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## Minor changes

- 1F39 23.30 Bristol TM-Warminster now terminates at Westbury. Reduces impact of engineering works on services.
- Several retimings to improve journey times on Weymouth services:
  - 2O74 09.29 Bristol-Weymouth departs earlier at 09.08
  - 2M09 10.58 Weymouth-Swindon departs earlier at 10.38 (8 minutes quicker)
  - 2V83 14.15 Weymouth-Bristol Temple Meads departs earlier at 14.05 (7 minutes quicker)
  - 2O91 13.42 Swindon-Weymouth departs earlier at 13.32
  - Also allows significant improvement to 1F24 14.09 Portsmouth Harbour-Cardiff Central. Service departs same time from Portsmouth and arrives at Cardiff 17 minutes earlier as it has a better path between Westbury and Bristol.
- Additional CrossCountry journey from Bristol to Cardiff, mid morning

# Fleet changes

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- No major changes in fleet
- 387 fleet reduces to 26 sets in traffic (from 27)
- 2+4 fleet remains as 3 in traffic, limited to Exeter-Penzance
- Total of 80 IET diagrams with traffic work.

# May 2025 look-ahead

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- Usual suite of Summer enhancements May-September
  - Additional 12.05 Pad-Penzance service
  - Additional Newquay services
  - Tenby & Pembroke dock extensions on Saturdays
- Timetable starts 18 May 2025
- DfT permission given for discussion on fleet changes – more detail when known

# HS2 and upcoming possessions

**Andy McRae**

Senior Programme Interface  
Manager

GWR



# HS2 update

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- 2024-2031 – Christmas 2025; a good year to travel
- Business-wide impacting project
- Sunday 17 November and 27-29 December 2024
- 1 x West of England and 1 x South Wales to EUS
- Up and Down Night Riviera
- GBRf pilot working
- 90 GWR colleagues per day will work at EUS
- PAD-EUS colleague shuttle

- 120 customer assists estimated per day
- Fares & ticketing easements with other operators
- Communications are live
- Customer proposition consistency
- Mystery shopping underway
- SWR aspirations
- Mind the gap at Ealing Broadway!
- Overlap with Westbury

# Westbury: 23:45 Tuesday 24 December to 04:00 Friday 24 January

- Renewal of 30 x point ends.
- Repairs to Sherrington viaduct.  
(between Warminster and Salisbury).
- Removes speed restrictions.

- Support the project; enjoy the legacy.
- Acknowledge the length and impact.
- Provide journey opportunities by train wherever possible.
- A deliverable and reliable rail replacement service.
- Base the plan on insight and feedback.
- Identify opportunities presented by local bus routes.
- Minimise industry costs.
- Manage the clash with Christmas closure of Paddington.

- No trains calling at Westbury for 30 days.
- Only 4 x stations wholly reliant on RRS:.
- London Paddington to WofE to use Westbury avoider. Stoppers to call Frome vice Westbury.
- Cardiff to Portsmouth trains terminate at Trowbridge and start up again at Salisbury.
- Weymouths reverse at Heywood Road Jct and run through.
- Swindon to Westbury trains replaced by RRS.

- Parking at Frome.
- HS2.
- RRS procurement.
- Salisbury forecourt scheme.



# Engineering work 2025 – a look ahead

When	Where	Duration
February	Portsmouth	7 days
March	Castle Cary to Weymouth	8 days
March	Barnstaple/Okehampton branches	7 days
April	Marlow branch	9 days
June	Severn Tunnel	16 days
July	Henley branch	16 days
July/August	Gloucester to Severn Tunnel Jct	21 days
August	Moreton-in-Marsh to Evesham	16 days
August	Stoke Gifford to Hallen Marsh Jn	22 days
September	Reigate to Shalford	11 days

## KEY CHALLENGES

**Accommodating the access**

**Responding to the access**

**Unforeseen events**

**Rail replacement**

**Maintaining customer confidence**

**HS2**

- 1620 individual possessions through 2025

Any Questions?

**GWR**





**Just a Minute**



# Lunch & Networking

Back at 13:20

# Giles Fearnley

To Franchise or Not to Franchise?



# Delivering One Public Transport System for the Peninsula

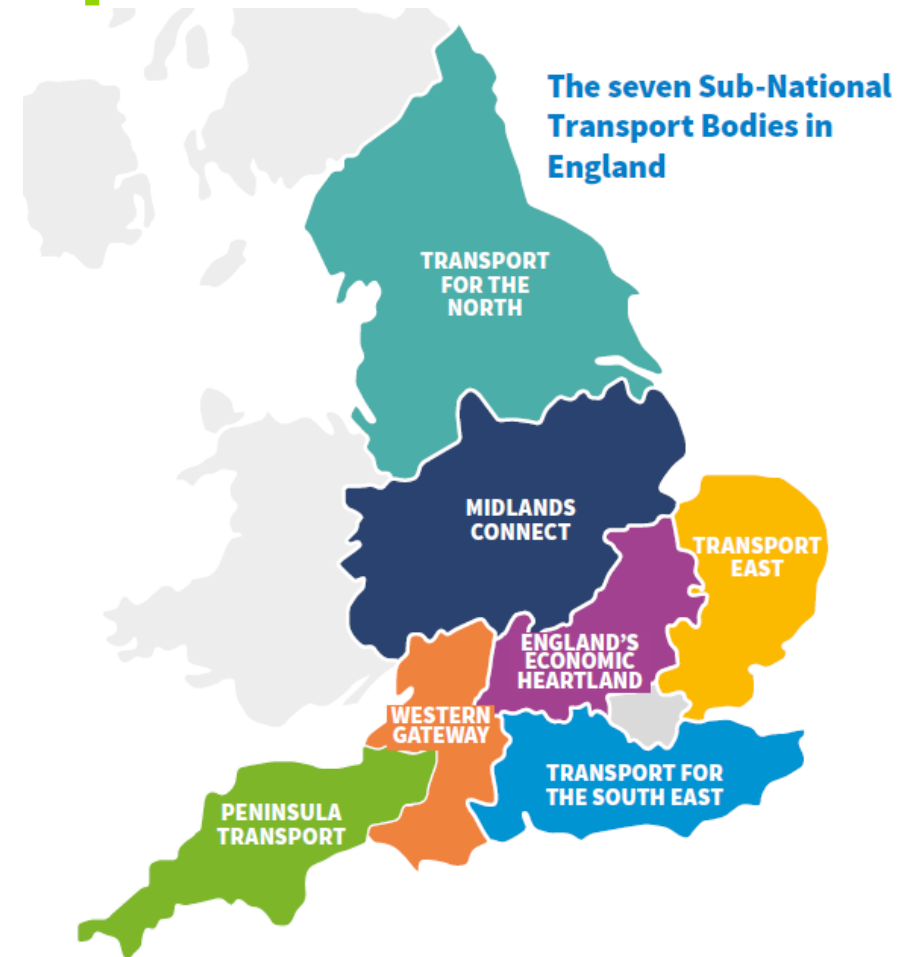
Nigel Blackler

11 October 2024



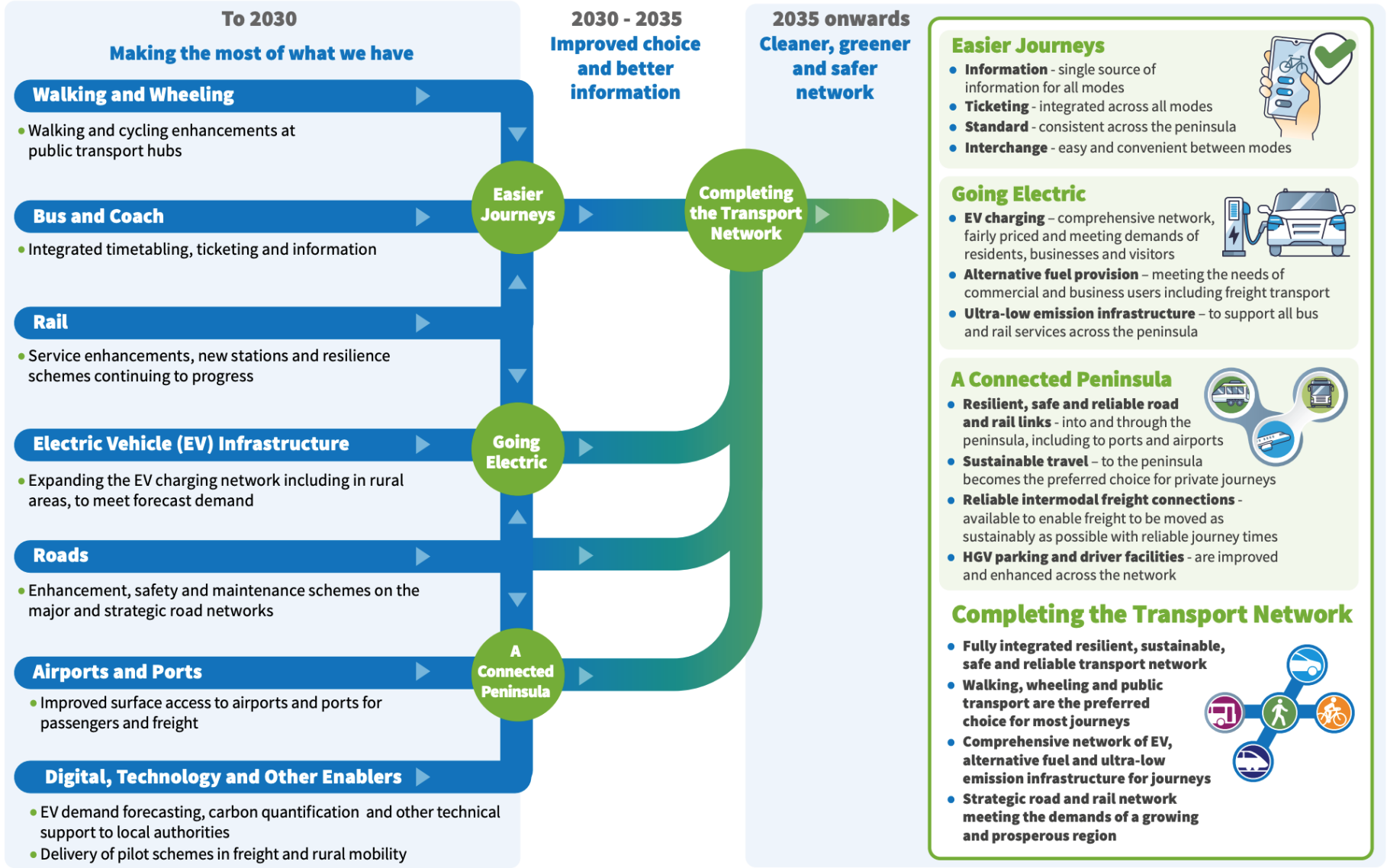
# A Single Voice for Regional Transport

- Peninsula Transport is one of seven STBs in England created by the Department for Transport
- Core functions:
  - Develop and maintain a **transport strategy** for the region
  - Provide advice to Ministers on **strategic transport investment priorities**
  - Support Local Authorities in the region and work in partnership with strategic transport providers and operators





# A Strategy for the user







# Sub-National Transport Body - short term, strategic transport priorities

**Department for Transport Strategic Priorities**



**TORBAY COUNCIL**



**Improving and maintaining performance on the railways and driving forward rail reform**

- **Mitigation Plan** - develop a plan to address the adverse impacts of Old Oak Common development on south west peninsula services
- **Rail reform** - develop a plan with DfT and rail industry to address current issues around poor service performance, high levels of 'Delay Repay' claims in the region and general reliability issues.
  - Ensuring **Resilience** of South West rail infrastructure - including completion of Phase V of Dawlish
- **West of England Line Upgrade** - Improvement of resilience and reliability alongside service improvement between Exeter and Honiton / Axminster
- **Mobile Connectivity** - improve coverage on mainline, branch lines and adjoining rural communities

**Improving and maintaining bus services and growing usage across the country**

- **Better Buses for the Peninsula**  
Extension of Cornwall's 'Any Ticket, Any Bus' scheme to cover whole peninsula region, continuation of funding for bus service enhancements through BSIP
- **Bus Fare Cap**  
Continuation of capped single fares

**Better Integrating transport networks**

- **Rail Freight - Construct Intermodal Rail Freight Interchange in the South West** - potential freight terminal sites at Mid Cornwall, Plymouth, Exeter and Bridgwater (Gravity/Agratas)
- **Rural Mobility** - support for pilot interventions and rollout of SW Rural Mobility Strategy
- **Rail Access** - Deliver identified 'Access for All' schemes followed by wider programme of rail accessibility improvements

**Delivering greener transport**

- **EV Infrastructure** - SW EV Forum and Action Plan  
Working with stakeholders, private sector and government to deliver widespread EVCP provision, tackling viability issues, including alternative fuels for freight across peninsula
- **Deliver non-diesel rolling stock across the Peninsula** - Deliver infrastructure to support replacement of aging diesel trains with battery trains across the Peninsula

**Transforming infrastructure to work for the whole country, promoting social mobility and tackling regional inequality**

- **Peninsula Metro Networks** - Continued expansion of successful Devon Metro concept of service frequency improvements allied to station improvements and new stations
  - **Mid Cornwall Metro** - Improved north-south links fully operational by Summer 2026
  - **Devon Metro** - New stations at Edginswell, Okehampton and service improvements on North Devon Line
  - **Wellington and Cullompton** - new stations
  - **Plymouth Metro** - Frequent rail service for Plymouth travel to work area, Plymouth enhancements, Plymouth-Tavi
  - **Somerset Metro** - Bishops Lydeard and Langport/Somerton stations
- **St Ives branch line improvements** - track and signalling upgrades, St Ives station improvements, delivering 3 or 4 tph (vice 2) and direct services to Penzance.

**Strategic Road Network**

- **A38/M5 corridor** funding for maintenance and renewal
- **A303 Sparkford to Ilchester and A30/A358** - second strategic route
- **A38 Tamar Bridge** - Annual contribution to bridge maintenance costs
- **A38 Trerulefoot to Carkeel**
- **A30 Plusha Junction**
- **M5 Bridgwater**
- **A358 Taunton to Southfields**

**MRN/LLM Schemes\***

- **A39 Atlantic Highway** (Camelford Bypass)
- **A374/A386/A364 Plymouth MRN**
- **A38 Manadon Interchange**
- **A382 Drumbridges to Newton Abbot**
- **A379 Bridge Road**
- **M5 Junction 28**
- **A38 North Somerset** (Bristol Airport Access)

\*All schemes currently in MRN programme but subject to review



# One Public Transport System for Cornwall

## Cornwall Devolution Deal 2015

Government agrees to grant bus franchising powers to Cornwall Council to deliver the bus element of the plans to create an integrated public transport system for Cornwall.

### Customer focused

- Design/operation of system reflects customer needs
- Intuitive use and design of the network
- Consistent and reliable, instilling confidence in users
- Network and services based on new survey data

### One network

- Designed for when, where and why customers are travelling
- One network of coordinated services.
- Key corridors between towns.
- Feeder network and services.
- A stable network.

### One timetable

- One integrated timetable
- Coordination of different services and modes
- Available in a range of formats to meet customer needs
- Simple, easy to understand format and presentation

### One ticket

- New single ticket structure.
- Simpler fares and ticketing.
- Affordable and value for money.
- Capped fare levels.
- Integrated smart ticketing between bus, rail and ferry

### One standard

- A consistent level of accessibility, capacity, comfort and reliability
- Interchange and waiting facilities consistent standard.
- Unified journey-based time tabling and real time info.
- Robust, transparent and accountable Governance
- Published performance against standards

### One brand

- One identifiable brand across the network.
- Branded services and corridors.
- Branded information
- High profile marketing campaign



# Customer Outcomes

- Cornwall passenger satisfaction
  - Overall journey 85% (England 80%)
  - Value for money 75% (67%)
  - Punctuality 75% (70%)
  - Bus driver 90% (85%)
  - Length of time of bus journey 83% (81%)
  - Length of time waited for bus 71% (68%)
- 13% increase in passenger journeys since 2019



# One Public Transport System for the Peninsula



## Better Buses Bill 2025

Government has announced primary legislation to reform the bus system, franchise local bus services and lift the restriction on new publicly owned bus operators.

- **Government focus on buses** – creates the opportunity to seek support to create a single integrated bus system across the Peninsula
- **Experience in Cornwall** – provides the approach and learning to allow improvements to be delivered more quickly
- **Key principles remain the same** – a customer focused system based on:
  - One network
  - One timetable
  - One ticket
  - One standard

# One Public Transport System for the Peninsula



- **Delivery** - support in principle from local transport authorities and main bus operators
- **Department for Transport** – in discussions on the proposed approach and support required

## Benefits

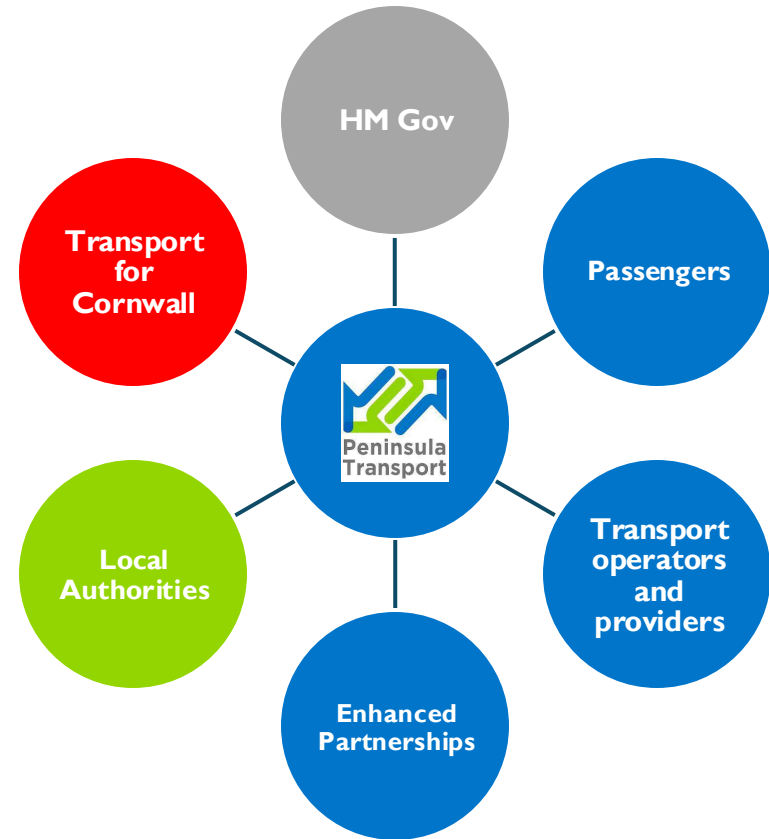
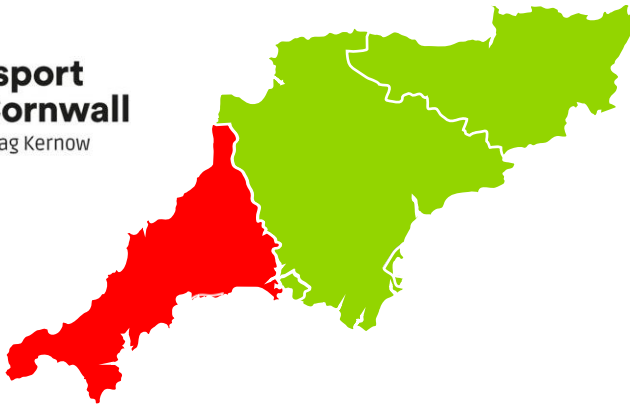
- **Experience in Cornwall** – provides a good guide to customer response
- **Peninsula approach** – would extend improvements to over 2.3m residents
- **Increased bus patronage** – growth achieved in Cornwall would generate up to 6m additional bus journeys a year
- **Helps safeguard local bus networks** – which are currently under pressure
- **Delivers improvements for customers earlier** – than would otherwise be the case

# One Public Transport System for the Peninsula



A great opportunity to create a single integrated bus system for the benefit of customers across the Peninsula

 **Transport for Cornwall**  
Karyans rag Kernow



# Questions?





# All Speaker Panel

Are Government changes to the Public Transport Framework going to serve Passenger Interests better?



# Summary

David Northey, Chair TravelWatch SouthWest

The logo for TravelWatch Southwest features the text "TRAVELWATCH" on the top line and "SOUTHWEST" on the bottom line, both in a bold, black, sans-serif font. A green graphic element, consisting of a triangle with a solid green arrowhead pointing to the left, is superimposed over the text. The background of the slide includes a large, light blue curved shape on the left side.

**TRAVELWATCH**  
**SOUTHWEST**

Close

Thank you for joining us