

PASSENGER TRANSPORT

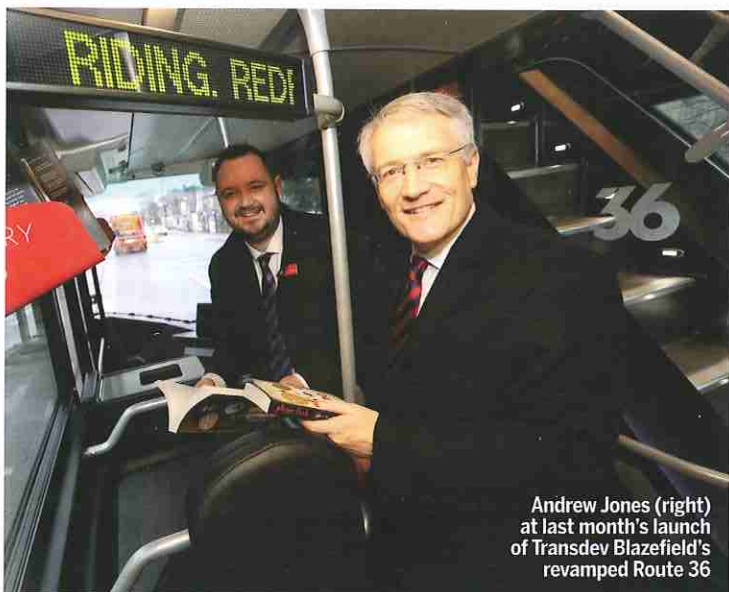
EVERY FORTNIGHT

ISSUE 127 5 FEBRUARY 2016

NEWS, VIEWS AND ANALYSIS FOR A SECTOR ON THE MOVE

Minister tells industry: 'We believe in buses'

Buses minister Andrew Jones has sought to reassure the industry about the forthcoming Buses Bill, claiming that objective is 'a healthier industry'



Andrew Jones (right) at last month's launch of Transdev Blazefield's revamped Route 36

▶ Addressing an audience of bus operators in London last week, buses minister Andrew Jones sought to reassure them that the objective of the forthcoming Buses Bill is "a healthier industry" with a secure long term future.

Jones, who said he would outline details of the bill at next week's *UK Bus Summit*, told the annual CPT dinner: "This government believes in buses."

Earlier, CPT president John Birtwistle had told the event that the industry remains "extremely concerned" about plans to include franchising powers in the bill. ■

FULL STORY: PAGE 03

NEWS

High Street woes hit First's bus business

06 Patronage lower than expected in Q4, 2015

TRAVEL TEST

'Southeastern witch-hunt is unnecessary'

22 Alex Warner defends under-fire TOC

INSIDE TRACK

Satisfaction rises, but it's still patchy

26 Latest National Rail Passenger Survey

COMMENT

Bus industry should roll out CIRAS

30 Christian Wolmar on confidential reporting

SPECIAL REPORT

Hendy outlines NR challenges

36 'We've concealed a success story'

Perry demands rail ticket revolution

Rail minister says continued use of magnetic strip tickets is 'a missed opportunity'

▶ Transport minister Clare Perry has stepped up pressure on the rail industry to deliver new digital ticketing systems and remove paper tickets in a speech entitled 'Death of the Tangerine Ticket'.

At last week's *Transport Ticketing & Passenger Information Global* conference in London, Perry said all future franchise competitions would demand that the new operator offers a ticketing system which enables customers to choose exactly how they want to pay for

their journey and hold their ticket. She also described the industry's continued use of magnetic stripe tickets as a "missed opportunity to link ticketing across travel modes, deliver much more customer convenience, and drive great

"The choice should be the customer's"

Claire Perry MP

customer relationship management".

"I am often asked what sort of smart ticketing the government wants to see. And my answer is this. The government is agnostic. The choice should be the customer's," Perry said. "If the customer wants to load their tickets onto the bank card they used to buy their tickets online, or onto their phone, a watch, or a bracelet, or, if like one Moscow Metro user they want to insert a chip under their skin, the choice ought to be theirs.

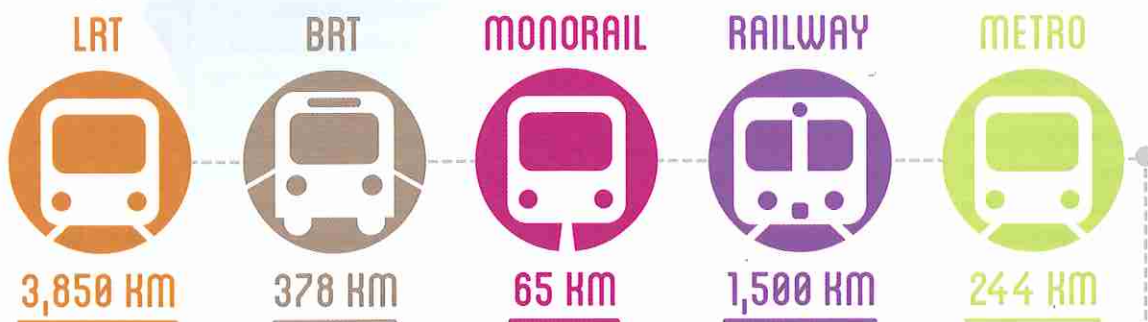
CONTINUED ON PAGE 20

DID YOU KNOW...?

THERE ARE
+6,037 KM

OF PLANNED INFRASTRUCTURE PROJECTS
IN THE MIDDLE EAST & AFRICA REGION

= THE DISTANCE BETWEEN
RABAT AND DUBAI



= AN INVESTMENT

+ US \$128 Bn

WANT TO KNOW MORE? REGISTER NOW!

25-27
APRIL 2016
DUBAI
UNITED ARAB EMIRATES

MENA
TRANSPORT
CONGRESS & EXHIBITION



WWW.UITP-MENA.COM