



Department  
for Transport

**This content has been withdrawn and is no longer being updated.**

# Door to Door Action Plan

## Progress Report November 2013

**Door to Door** is endorsed by the following organisations:

- Association of Train Operating Companies
- Bicycle Association
- Campaign for Better Transport
- Confederation for Passenger Transport
- Cycle Rail Working Group
- CTC: The National Cycling Charity
- Disabled Persons Transport Advisory Committee
- Go-Ahead
- Living Streets
- Network Rail
- Passenger Focus
- Passenger Transport Executive Group
- PLUSBUS
- Sustrans
- Transport for London

November 2013

The Department for Transport has actively considered the needs of blind and partially sighted people in accessing this document. The text will be made available in full on the Department's website. The text may be freely downloaded and translated by individuals or organisations for conversion into other accessible formats. If you have other needs in this regard please contact the Department.

Department for Transport  
Great Minster House  
33 Horseferry Road  
London SW1P 4DR

Telephone 0300 330 3000  
Website [www.gov.uk/dft](http://www.gov.uk/dft)  
General email enquiries [FAX9643@dft.gsi.gov.uk](mailto:FAX9643@dft.gsi.gov.uk)

© Crown copyright 2013

Copyright in the typographical arrangement rests with the Crown.

You may re-use this information (not including logos or third-party material) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence/](http://www.nationalarchives.gov.uk/doc/open-government-licence/) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or e-mail: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third-party copyright information you will need to obtain permission from the copyright holders concerned.

## Endorsement

The following organisations are members of the Door to Door Roundtable and have helped support delivery of the actions included in this progress report. We would like to thank them for endorsing the principles of this Action Plan and giving up their time to support the door-to-door agenda.



ASSOCIATION OF TRAIN OPERATING COMPANIES



# Contents

Foreword .....	5
Executive summary .....	6
1. Travel information.....	7
Data sharing .....	7
Promotion and development of Transport Direct .....	8
New channels of travel information.....	9
2. Smart and integrated ticketing.....	10
Delivering SEFT.....	10
Improving ticket choice and enhancing existing smart ticketing systems.....	11
Delivering more integrated tickets.....	12
Using new technologies.....	13
3. Improving connections .....	15
Local connectivity .....	15
Co-ordinating services .....	15
Developing a high-quality cycling and walking environment .....	17
Delivering more accessible transport.....	21
4. Enhancing transport facilities.....	24
Delivering high-quality station and interchange facilities.....	24
Supporting multi-modal travel .....	27
Aligning transport planning with future needs .....	28
5. Conclusion.....	29

# Foreword

In March 2013 the Department launched the Door to Door Strategy aimed at improving integration between different modes of sustainable transport. We want people to be able to make their door-to-door journeys healthier and greener and this means we must consider the whole journey, not just the individual segments that make up that journey.

As the new Minister of State for Transport, I have taken on responsibility for a range of transport issues. This includes local connectivity, smart ticketing and transport accessibility – all areas of significance when considering the door-to-door journey. By improving integration between sustainable transport modes we can make sure that journeys by public transport, by bike or on foot, are straightforward and well connected. This will give people the transport options they need to be able to make greener choices.

I have been impressed by the commitment of the key stakeholders that sit on the Department's Door to Door Roundtable. With their help and support we delivered an achievable strategy, and this Action Plan helps to demonstrate the good progress already achieved towards the commitments we made. Together we will make it easier and more convenient for people to make their whole journey by sustainable transport. I would like to take this opportunity to thank this expert group for their continued support.

But there is still more to be done. I don't want the Door to Door Strategy or this Action Plan to end up on a dusty shelf. I want to see real outcomes that give people real choices in how they travel. I am keen to ensure that the importance of improving integration across greener travel modes remains a priority and this report will do just that.



**Baroness Kramer MP**

Minister of State for Transport

# Executive summary

1. The Door to Door Strategy<sup>1</sup> was published on 14 March 2013. The strategy aims to better integrate journeys made by public transport, cycling or walking. It focuses on four core areas that need to be addressed to make it easier and more convenient for people to make their whole journey by sustainable transport modes.
2. Within the strategy, a chapter was dedicated to each of the four key areas which are:
  - Improving the quality and availability of information;
  - Making smart and integrated ticketing the norm;
  - Improving connections at every stage of the journey; and
  - Enhancing transport facilities.
3. The strategy was launched to much positive interest within the transport sector and good stakeholder support. It is well recognised that what we are trying to achieve has much wider benefits and can help boost economic growth whilst protecting the environment, support society and give a good deal for the traveller.
4. This is the first Action Plan reporting on progress since the publication of the strategy and is an important tool for monitoring delivery of door-to-door initiatives. It provides an opportunity to highlight progress made during the 8 months following the launch of the strategy. It is clearly early days and much is still to be done but it is important to ensure there is continued support and delivery of door-to-door initiatives.
5. In the following chapters we have outlined what we have done so far to meet those actions we committed to in the Door to Door Strategy. Much of this work has been completed in conjunction with transport providers and key stakeholders and we would like to thank them for giving up their time to support delivery of these actions.

---

<sup>1</sup> <https://www.gov.uk/government/publications/door-to-door-strategy>

# 1. Travel information

**1.1 We want correct, reliable and understandable journey information to be available to people as and when they need it.** We will help to deliver this through:

- Enabling all travel data to be shared openly so that passengers can get the information they need in the way that they want it;
- Building on our investment in Transport Direct;
- Working with market leaders to develop new channels for travel information.

## Data sharing

Action	Progress
<p><b>1.2</b> We are funding a programme to modify the 66 Customer Information Systems which run the on-station arrival/departure screens to use Darwin as a source of up-to-date train running information.</p>	<p>The programme to modify the different Customer Information Systems which run the on-station arrival/departure screens is currently running to schedule and to budget. Software development is underway and system testing started in November 2013. An early go-live is planned with Chiltern Railways in April 2014 with the main deployment commencing in July 2014. The project is due to be rolled out to all train operators by 31 March 2015.</p>
<p><b>1.3</b> Building on our Open Data Strategy, we are considering how to work with information owners to remove restrictions on commercial use of data so that it can be more readily shared.</p> <p><b>1.4</b> We will review the relationships between the various journey planning services offered and seek to make these more effective, more efficient and where possible to share their data and access to the services provided.</p>	<p>The volume and scope of Open Data continues to extend with very strong evidence in the transport sector that this is leading to many new applications and significant user benefit. Recent publications include rail fares database, national coach services database and rail real-time train running information.</p> <p>We have been working with journey planning service providers, in particular Traveline Information Limited, to take forward efficiency and delivery issues on a national basis. We have been investigating common procurement of journey planning services and also provision of national data and standards.</p> <p>Traveline Information Limited has been set up to co-ordinate public transport information at a</p>

	national level and DfT are working with them to plan and promote a sensible approach to provision of journey planning services in the future including awareness, coverage and content.
--	---

## Promotion and development of Transport Direct

Action	Progress
<p><b>1.5</b> We will continue to promote our Transport Direct online service which enables cross-modal journey planning across Great Britain as well as raising awareness of related services such as Traveline.</p> <p><b>1.6</b> We will continue to develop the functionality of Transport Direct and promote active transport.</p> <p><b>1.7</b> We will consider the legacy implications of the Olympic Journey Planner, in particular around providing enhanced information through Transport Direct about accessible travel options for disabled travellers.</p> <p><b>1.8</b> We will look at different ways of prioritising choice on Transport Direct including by cost, emissions, fewest changes or least crowded as well as by fastest journey.</p> <p><b>1.9</b> We will investigate integrating Travel Demand Management rules into Transport Direct, as well as considering cloud computing and further improvements around timetables, bookings and integrating smart ticketing data.</p>	<p>Further promotion of cycling and walking options within Transport Direct has continued with all journeys under 2 miles having a prompt to consider walking and under 5 miles to consider cycling as an option.</p> <p>In addition, further work around prioritising choice by including information on cost, emissions, fewest changes, least crowded or fastest journey are being considered as part of the revised Transport Direct service.</p> <p>We are now working with the Money Advice Service to consider how to get information to their customers on sustainable transport choices that support household budget planning.</p> <p>National accessible public transport planning has now been rolled out on Transport Direct with options identified that offer a level access and/or staff assistance itinerary subject to the passengers stated requirement. This has been supported by a major data gathering exercise and has also required the deployment of the appropriate journey planning functionality on all the supporting Traveline journey planning systems.</p> <p>We are also providing input to Transport for London who is taking forward Travel Demand Management rules as part of the London Bridge modernisation programme.</p>



<p><b>1.10</b> We are working with the Journey Solutions Partnership to improve the information available online about PLUSBUS, an integrated rail and bus ticket.</p>	<p>PLUSBUS has supplied Transport Direct with updated PLUSBUS travel zone data. This has now been processed into the National Public Transport Access Nodes (NaPTAN) dataset, with the updated information now available for Transport Direct and other data users to potentially use to show where PLUSBUS tickets are valid.</p>
--	--

## New channels of travel information

<b>Action</b>	<b>Progress</b>
<p><b>1.11</b> We will work with the newly launched Transport Systems-Catapult Centre to develop new applications that will provide consistent, comprehensive and easily accessible information.</p>	<p>The Transport Systems-Catapult Centre will play a transformational role in technology and the development of new and innovative transport planning solutions. They are now calling for new ideas focussed around real-time information that they can consider as part of their future work schedule. We have submitted a proposal to develop a new application that will provide personalised and comprehensive travel information that is available as and when it is required. We are currently waiting to hear if our idea will be accepted.</p>
<p><b>1.12</b> We will continue to work with the Confederation of Passenger Transport on the development of Bus for Us, an online portal for young people that provides details of bus operators, services, facilities, ticket types and discounts.</p>	<p>We are working with the Confederation of Passenger Transport on the development of Bus for Us, an online portal for young people that provides details of bus operators, services, facilities, ticket types and discounts. An enhanced version of the website (Phase 2) was launched on 25 September 2013 and now includes Passenger Transport Executive details, next and scheduled buses and route maps.</p>

## 2. Smart and integrated ticketing

**2.1 We will use smart technology to deliver seamless door-to-door journeys making it easier to use public transport.** We will help to deliver this through:

- Delivering the South East Flexible Ticketing Programme (SEFT);
- Using SEFT to take forward outcomes of the Rail Fares and Ticketing Review;
- Working with smartcard schemes to utilise existing smartcard infrastructures and encouraging interoperability;
- Publishing the multi-operator ticketing guidance;
- Piloting a Managed Service to help smaller bus operators;
- Encouraging the use of new technologies to make buying and using travel tickets easier.

### Delivering SEFT

Action	Progress
<p><b>2.2</b> Complete the £60m ITSO on Prestige (IoP) project, which will upgrade London's Oyster equipment.</p>	<p>Progress continues to be made in the £60m ITSO on Prestige (IoP) project, which will upgrade London's Oyster equipment. The project is due to be substantially completed in December 2013. Thoughts have now turned to how best to capitalise on early IoP work to implement the SEFT customer proposition.</p>
<p><b>2.3</b> Agree SEFT Deeds of Amendment with Train Operating Companies.</p> <p><b>2.4</b> Begin roll out of SEFT on a route by route basis.</p>	<p>The Department has been working closely with Train Operating Companies to agree Deeds of Amendment to franchise agreements. The first two such agreements, with c2c and South West Trains have now been signed and we are working with other train operators to agree deeds with them.</p> <p>The procurement process for the first three central procurements, the back office system, smartcard supply and personalisation service and passenger validators, have been started. An order is also about to be placed for gate reader upgrade kits. Once these procurements are complete, it will be possible to commence rolling out SEFT equipment at stations.</p>

## Improving ticket choice and enhancing existing smart ticketing systems

Action	Progress
<p><b>2.5</b> Take forward outcomes of the Rail Fares and Ticketing Review discussing potential pilots for new ticket types with SEFT TOCs.</p>	<p>The Smart and Integrated Ticketing team within DfT continues to develop plans for a competition in early 2014 for Train Operating Companies to bid for funding to pilot flexible season tickets in the south east.</p>
<p><b>2.6</b> DfT to work with the nine largest cities in England (excluding London) through the Smart Cities Partnerships to support them in delivering and enhancing smart, integrated ticketing schemes.</p>	<p>All nine cities are engaged in delivering smart and integrated ticketing through the Smart Cities Partnership. We are working with the cities to develop an overall delivery plan to address cross-cutting barriers to going smart.</p> <p>The first phase of this work has now been completed, and a Programme Board and Programme Office established to increase pace and accountability of agreed actions.</p>
<p><b>2.7</b> Publish a review of the English National Concessionary Travel Scheme smartcard scheme, including a workplan setting out how we would like to work with local authorities and transport operators to help deliver the smart elements of ENCTS more efficiently.</p>	<p>The review of the smart elements of English National Concessionary Travel Scheme (ENCTS) has now been completed and has already stimulated significant new work towards a more reliable technical framework. In particular, the ENCTS Working Group has been established, and has begun a programme of testing of ENCTS passes from all authorities in England.</p>
<p><b>2.8</b> Ask local authorities and bus operators to consider offering travel discounts to all those aged 18 and under, not just to those in education.</p>	<p>Ministers have made it clear in a number of public engagements that they expect local authorities and operators to do more for young people, including considering offering travel discounts to everyone aged 18 and under, not just to those in education.</p>
<p><b>2.9</b> Work with local authorities, operators and ITSO to overcome both technical and commercial barriers to interoperability and to implement multi-operator ticketing schemes.</p>	<p>The DfT has been working actively with stakeholders, including through the ITSO Licensed Operators Group and its sub-groups, to tackle existing barriers. Further work will be carried out through the new Operations Advisory Group and its sub-groups, in partnership with local authorities, operators and ITSO.</p>

## Delivering more integrated tickets

Action	Progress
<p><b>2.10</b> Publish our Multi-Operator Ticketing Guidance and monitor the response of the market and consider next steps.</p>	<p>The Multi-Operator Ticketing Guidance<sup>2</sup> was published on 14th March 2013. All local authorities have been directly contacted to advise them of publication. Work is ongoing to publicise the Guidance more widely. Operators who have endorsed this action plan believe that multi-operator ticketing holds a value for customers and consequently should be priced commercially.</p>
<p><b>2.11</b> Pilot for a managed service in Norfolk. If successful, the pilot could be scaled up.</p>	<p>The pilot of a managed service to help smaller bus operators benefit from smart ticketing is underway in Norfolk and has already provided useful insights into the operational needs of bus operators running services in the area. Passenger Focus is conducting research into the effects of the managed service for operators, passengers and other stakeholders, before during and after implementation to capture as much valuable information as possible.</p>

<sup>2</sup> <https://www.gov.uk/government/publications/building-better-bus-services-multi-operator-ticketing>

## Endeavour Card



On 1 October 2013, Suffolk County Council launched a new Travel Smartcard called the Endeavour Card. The card is available to 16-19 year olds and gives a minimum of 25% off adult fares on services run by the following bus operators – First, Ipswich Buses, Galloway, Coach Services, Stephenson's, Carters, Chambers, Suffolk Norse and Anglian Bus.

## Ugo Ticket



On 1 September 2013, Transdev in Lancashire launched the Ugo ticket which offers around 40% discount to all under 19 years olds. There is no associated bus card and no requirement for the young person to prove their age when purchasing an Ugo ticket, which means that taking up the discount is very simple for the customer.

## Using new technologies

Action	Progress
<p><b>2.12</b> Include some smart ticketing requirements in all full-term newly competed rail franchises.</p>	<p>The DfT, in line with the Rail Fares and Ticketing Review published in October 2013, has included smart ticketing in the new Thameslink, Southern and Great Northern (TSGN) franchise and Essex Thameside (ET) franchise competitions. At the same time it is currently considering its approach to the new East Coast franchise.</p>
<p><b>2.13</b> Encourage operators to consider dual-equipped machines that can read both ITSO smartcards and contactless bank cards.</p>	<p>We have continued to encourage operators to consider dual-equipped machines that can read both ITSO smartcards and contactless bank cards. All smart ticketing infrastructures for the SEFT programme will be compatible with contactless bank cards, and some rail operators are already considering how this might be used in</p>

	<p>the future. Dual readers are being specified for the Norfolk pilot.</p> <p>On the bus side, roll out will be slower as ticket machines have a long life and operators will only consider upgrading to dual-equipped machines when existing ticket machines need replacing.</p>
<p><b>2.14</b> Consider new technologies, and how best to promote integrated ticketing, when reviewing the residual Bus Service Operator Grant and incentives in 2014.</p>	<p>Considerable thought is being given to new technologies and how best to promote integrated ticketing in relation to Bus Service Operator Grant (BSOG) reform. Operators claiming the BSOG smart ticketing uplift are obliged to participate in relevant local multi-operator ticketing schemes and we are considering how we might enforce this requirement. This affects a number of workstreams such as the Norfolk Pilot and Smart Cities.</p>
<p><b>2.15</b> Rail ticket and PLUSBUS delivered onto a single ITSO smartcard rolled out more widely as more stations and buses are equipped.</p>	<p>This is currently dependent in part on the rail franchising and SEFT programmes as the commitment to roll out PLUSBUS and rail tickets on a single ITSO smartcard can only be progressed when the necessary infrastructure has been put in place.</p>

# 3. Improving connections

**3.1 We want reliable connections between different types of transport to give travellers the confidence to make multi-modal journeys. We will help to deliver this through:**

- Ensuring there are better connections between public transport modes;
- Encouraging transport providers to work together and to co-ordinate timetables;
- Investing in a high quality cycling and walking environment.

## Local connectivity

Action	Progress
<p><b>3.2</b> We will continue to work with local authorities to monitor delivery of schemes funded through the Local Authority Major Scheme Programme.</p>	<p>We are continuing to work with local authorities to monitor delivery of schemes funded through the Local Authority Major Scheme Programme, some of which enable better access to the bus network. Since May 2010, 56 programmes have been provisionally approved for funding from an initial programme of 60 schemes. Six of the 56 are now complete with a further 28 approved and under construction. The remaining 22 are at various stages of development with outstanding procurement and/or statutory approvals to complete.</p>

## Co-ordinating services

Action	Progress
<p><b>3.3</b> We will investigate how we can drive better connections – particularly at key interchange points – in rail and bus timetables.</p>	<p>Improving connections by making timetables between rail and bus more compatible is a complex issue that we are exploring, and we continue to encourage transport operators to work together to improve connectivity.</p> <p>Initially we are identifying the barriers to ascertain if changes are achievable. This has shown there is little flexibility in the capacity of much of the rail network as many routes run at or near capacity. Any significant changes at one station can impact on connections at other stations on the same route as well as with other services using that station. However, for minor routes or community rail lines there may be more scope for change.</p>



	<p>But even where rail services could be changed to meet bus services, the question is raised as to whether this should benefit customers catching the train, or leaving the station. To do both buses would need to wait at the station for a significant period of time which would be impractical and frustrating for passengers continuing on that bus route. There are also other issues to consider such as traffic congestion, service disruption, engineering works and so on.</p> <p>Public transport providers have pointed out that it is in their benefit to provide services that meet customer needs, and this includes timely connections with other forms of public transport. We will continue to work with stakeholders to explore if there is anything further we can do.</p> <p>In January 2014 Passenger Focus will be providing analysis from the National Bus Passengers Survey on passenger satisfaction with connections with other forms of public transport. They have also asked the Rail Users Groups for examples of good/bad practice to help identify any common issues. Both areas of research which will help us ascertain key areas to be addressed.</p>
<p><b>3.4</b> We will explore whether new technologies would speed up the transition time between the different rail and bus operating systems.</p>	<p>We are identifying the barriers which prevent a co-ordinated approach to bus and rail information. Initially we are investigating if the barriers are technical, business process or governance with a view to removing as many as possible so that updated timescales can be reduced.</p>
<p><b>3.5</b> To improve co-ordination between bus services and connections with other modes we intend to devolve payment of the Bus Service Operators Grant (BSOG) to local transport authorities for all bus services run under contract to the</p>	<p>In summer 2012 we consulted on the arrangements for implementing our proposed reforms to the BSOG system. We also set up two working groups, consisting of representatives from local authorities and bus operators, to work on the finer details of the changes. We then wrote to around 2,000 local authorities and operators in July 2013 with details of the final changes, as well as posting a simple guide<sup>3</sup> to these on our website.</p> <p>In order to give local people more influence over the bus services in their area, from 1 January 2014 we intend to devolve payment of BSOG to local transport</p>

<sup>3</sup> <https://www.gov.uk/government/publications/bus-subsidy-reform-an-interactive-guide-for-bus-operators-and-local-authorities>



<p>local authority.</p> <p><b>3.6</b> We ran a consultation on the implementation of our bus proposals and will be publishing the results and guidance on how to apply to become a Better Bus Area early in 2013.</p>	<p>authorities for all bus services run under contract to each authority. We are writing to each of these authorities to let them know how much they will be receiving each year.</p> <p>We are also setting up several Better Bus Areas (BBAs), which are a new way of supporting the bus market. We published guidance<sup>4</sup> on applying to be designated as a BBA in February 2013. Following a competitive process, we announced the identity of the new BBAs in October 2013.</p>
---	--

## Developing a high-quality cycling and walking environment

Action	Progress
<p><b>3.7</b> We will continue to monitor delivery of all projects funded under the LSTF.</p>	<p>The first Annual Report<sup>5</sup> on progress of projects funded through the Local Sustainable Transport Fund (LSTF) was published in May 2013. This concluded that 38 of the 39 project teams receiving funding in 2011/12 were delivering improvements that will enable more people to cycle. This includes building new routes which improve on and off-road facilities, delivering school cycling activities, introducing new cycle hire schemes and providing support for cycling to businesses.</p> <p>Further projects support walking by communicating the health benefits, with 12 projects delivering school walking schemes in 2011/12. Living Streets have worked with both primary and secondary schools to promote walking to school and behaviour change by providing walking maps, park and stride sites and car exclusion zones. We have also seen LSTF funding improvements in the pedestrian environment, along with raising awareness of walking routes.</p> <p>There are now 96 projects being funded through the Local Sustainable Transport Fund across England. Data for the second Annual Report has been received and will now be analysed for publication in spring 2014. The Department continues to finalise plans for local authority-led case studies, which will help to fill evidence gaps as identified in the Monitoring and Evaluation Framework<sup>6</sup>. 11 out of 12 large projects have finalised their plans for reporting on outcomes,</p>

<sup>4</sup> <https://www.gov.uk/government/publications/bus-service-operators-grant-reform-and-better-bus-areas>

<sup>5</sup> <https://www.gov.uk/government/publications/local-sustainable-transport-fund-annual-report-2011-to-2012>

<sup>6</sup> <https://www.gov.uk/government/publications/local-sustainable-transport-fund-monitoring-and-evaluation-framework>

	with final reports expected by March 2017.
<p><b>3.8</b> We will be working with partners and local authorities to deliver cycle and pedestrian safety improvements.</p>	<p>On 12 August 2013, the Prime Minister announced a package of measures to start a cycling revolution and remove barriers for a new generation of cyclists. This included a commitment to cut red tape that can stifle cycle-friendly road design and to encourage changes to the way roads are built or altered, plus an expectation that councils will up their game to deliver infrastructure that takes cycling into account from the design stage.</p> <p>Since the beginning of 2012 a total of £159m funding for cycling has been announced, with a number of these schemes having wider public realm benefits, including for pedestrians:</p> <ul style="list-style-type: none"> <li>• £94m of Cycle Ambition funding for eight cities and four National Parks;</li> <li>• £20m Cycle Safety Fund announced in April to improve dangerous routes and junctions. 78 schemes have been selected which should be completed within a year;</li> <li>• £44m has been committed to support cycle training for school children during the lifetime of the current Parliament, and on 12th August it was also announced that support would continue into 2015/16.</li> <li>• On 14 August, the Department for Health announced £1.2m of revenue funding to be made available to five of the successful Cycle Ambition cities to encourage walking, in recognition of the health and wellbeing benefits of both cycling and walking.</li> </ul> <p>Added to this, Highways Agency is making £4.8m available in 2013/14 and a further £15m available in 2015/16 for schemes to upgrade junctions and other improvements to remove barriers for cyclists. We will continue to work with partners and local authorities to oversee delivery of these cycle improvement schemes.</p> <p>The Department has begun work on a Cycling Delivery Plan which will set out how Government, in partnership with stakeholders and other delivery partners, will meet the Prime Minister's ambition for a cycling revolution. We will work closely with stakeholders from both the public and private sectors in the development of this delivery plan to deliver a step-change in cycling levels while protecting the needs of pedestrians and improving the public realm.</p>

## Walk to School

At the end of year one, the Walk to School outreach project has already engaged 210 primary and 42 secondary schools from across the eleven local authority partner areas. Coordinators from national charity Living Streets have been working with schools to explore barriers to walking, deliver awareness events and implement incentive and reward schemes.



The result has been a 26% increase in the number of children walking at participating primary schools. This equates to over 2 million new walking journeys by children and accompanying parents, most of which would otherwise have been made by car.

**3.9** We will work with local partners to understand how best to make the new HS2 stations accessible to passengers including examining how to enable more passengers to get to stations by bike.

One of the measures announced by the Prime Minister in his cycling announcement on 12 August 2013 was to commission a Feasibility Study to explore how we might create a new cycleway that broadly follows the proposed HS2 corridor from London to Birmingham, Leeds and Manchester. This will help to enable more passengers to access the new HS2 stations by bike. Such routes would also be open to pedestrians. This would link people, communities and local stations to countryside and tourist attractions along the way, benefitting those living along the HS2 route.

The Feasibility Study will look into how existing footpaths or cycle tracks could be joined up or upgraded to create a single route. The study or its conclusions will not be part of HS2 itself and so be entirely separate from the HS2 Bill processes with no land-take or cost impacts. This will give any future plans for cycleways the flexibility to work to their own timetable. More details on the work of this study and its timescales will be announced in due course.

## Chelmsford CyclePoint

DfT funding has helped to deliver the second innovative CyclePoint in the UK following on from the success at Leeds station.



The new 991 capacity CyclePoint at Chelmsford station was officially opened in July by Simon Burns MP providing a much needed 40% increase in available parking spaces. A mix of storage solutions has been provided with the two-tier racks alongside canopy covered single or double spaces, offering something for all cyclists. Interior cycle parking offers high levels of security with new fingerprint recognition access facilities. The CyclePoint also offers changing rooms, toilets and shower facilities as well as providing a retail outlet with cycle repair and cycle servicing facilities.

**3.10** We will continue to work with CRWG to oversee implementation of new cycle facilities at stations over the next year.

We are continuing to work with the Cycle Rail Working Group who is overseeing implementation of £21m funding for new cycle facilities at stations. Projects are continuing to be delivered with many schemes reaching completion. These include the Abellio Bike & Go scheme which benefited from £1.65m DfT funding to introduce a bike hire scheme at over 50 of their stations across three different rail networks. This scheme particularly benefits those making their onward journey from the station providing an affordable and sustainable option for the final leg.

CRWG are also overseeing delivery of £7.7m Network Rail funding for improving cycle facilities at stations including safe routes and access. This includes a £700k contribution towards a joint Network Rail/TfL fund totalling £1.3m.

## Delivering more accessible transport

Action	Progress
<p><b>3.11</b> We continue to seek improvements to access to and safety on public transport through the Accessibility Action Plan and implementation of bus/train vehicle accessibility regulations.</p>	<p>Following the publication of the Department's Accessibility Action Plan in December 2012, implementation of the actions started earlier this year. To date, progress has been made in several areas:</p> <ul style="list-style-type: none"> <li>• On vehicle accessibility regulations, 46% of all rail vehicles, including over half of all trains that are in public transport service, comply with modern access standards, while 78% of buses in England now meet PSVAR accessibility requirements and 92% of buses operate with a low floor facility and PSVAR certificate;</li> <li>• EU Regulation 181/2011 concerning bus and coach passenger rights came into force on all Member States on 1 March 2012 and is now fully applied in the UK. Final Statutory Instrument outlining enforcement arrangements including penalties came into force on the 19 August 2013;</li> <li>• The Blue Badge reform is now complete with a nationwide shared application system, a new high security badge design, alongside amended new powers for local authorities to take badges off of people who are misusing;</li> <li>• Starting in May 2013, a new database on suitable models of mobility vehicles that can be carried on public transport is now available for users and transport operators. This is the result of a research commissioned by DfT and published by the Research Institute for Consumer Affairs;</li> <li>• Passenger Focus is evaluating the effectiveness of the Passenger Assist system with funding support from DfT and Network Rail. The findings and recommendations will be available in Spring 2014. In addition, an evidence review of Mobility Centres was commissioned in April 2013 with the report to be delivered no later than December 2013;</li> <li>• DfT has now joined the Disability Action Alliance which brings together disabled people's organisations with representatives from the public, voluntary and private sectors. It offers an ideal platform for sharing good practice and improvements in accessible transport;</li> </ul>



	<ul style="list-style-type: none"> <li>• In November 2013 the rail industry nominated stations for the additional £100m funding available to provide step free routes at railway stations. We will be announcing successful stations by April 2014. This extends the £370m, 10 year Access for All programme from its scheduled close in 2015, when it will have delivered step free routes at more than 150 stations;</li> <li>• Under the Access for All Small Schemes programme, from April 2014 £7m will be split amongst the train operating companies to spend on small scale accessibility improvements at stations in financial year 14/15; this funding has been available since 2006 and more than 1,100 stations have benefitted from the funding so far;</li> <li>• On 29 August 2013, to coincide with the first anniversary of the Paralympic Games, Transport for Greater Manchester launched the Shared Space project – a campaign focusing on raising awareness of the priority wheelchair areas on buses, promoting considerate behaviour and encouraging positive attitudes towards disabled people. The project is being piloted on the Greater Manchester bus network with a view to extending it to Metrolink and rail services.</li> </ul> <p>We are continuing to take forward work that will deliver more accessible transport. This includes implementing results of the consultation on the use of mobility scooters and powered wheelchairs, ongoing discussions with the Community Transport Association on setting up a National Association for Travel Training and exploring the scope for a Code of Practice aimed at developing respect for all passengers and staff on the bus network.</p>
<p><b>3.12</b> We will work closely with Car Plus, and other organisations promoting non-private car use, to explore how we can encourage uptake of short term car rental models.</p>	<p>We continue to support non-private car use and have engaged with organisations leading on car clubs, car sharing and car rental to explore how we can promote this further. We endorsed the latest research conducted by TRL on behalf of BVRLA<sup>7</sup> that showed that pay-as you-go car use encourages people to use the car less. These people have more sustainable travel habits as they tend to walk and cycle more often and make more frequent use of public transport. In addition, car clubs promote less private ownership of vehicles and more efficient use</p>

<sup>7</sup>British Vehicle Rental and Leasing Association: <http://www.bvrla.co.uk/>

	<p>of the car through higher occupancy. Pay-as-you-go car use also has a wider benefit of supporting society and improving quality of life as it is inclusive to all members of society.</p> <p>Car clubs are able to take advantage of the Plug-in Car Grant, reducing the cost of adding ultra-low emission vehicles (ULEVs) to their fleets by up to £5000. The government is also supporting the rollout of plug-in vehicle infrastructure through grants of 75% of the capital costs of chargepoints, to make ULEV car clubs an attractive option for the travelling public. A call for evidence was launched by the government in November to inform how the growing ULEV market can be best supported in the period 2015-2020 and would welcome evidence for how to best support the growth of ULEV car clubs.</p>
--	---

## 4. Enhancing transport facilities

**4.1 We want transport facilities to be safe, comfortable and easily accessible, so they meet the needs of passengers.** We will help to deliver this through:

- Ensuring our investments at transport hubs deliver high-quality facilities;
- Working with transport providers to make sure interchange facilities meet customer needs;
- Ensuring the future needs of society are considered at the outset.

### Delivering high-quality station and interchange facilities

Action	Progress
<p><b>4.2</b> We will continue investing in the railway to improve passengers' journeys and support our economy including overseeing delivery of the £20m New Stations Fund.</p>	<p>The Rail Investment Strategy has allocated £200m for the period 2014-2019 for a programme of improvements to stations including access for all upgrades. Four new stations; Ilkeston, Pye Corner, Lea Bridge and Newcourt, have been allocated funding from the £20m New Stations Fund for implementation in 2014-15 and funding has been earmarked for a fifth station, Kenilworth, subject to further development work, for later implementation.</p> <p>Local authorities are best placed to determine whether a new station is the best way to meet local transport needs. Where a new station is promoted a local authority should ensure that it has good walking and cycling facilities and where possible, link in with local bus services.</p>



## Stratford Upon Avon Parkway Station

DfT contributed nearly £5m towards a total package of £8.87m to develop the new Stratford Upon Avon Parkway station.



Stratford Upon Avon Parkway station opened in May 2013. Smarter Travel was considered at the design phase and as a result the station has excellent links to neighbouring existing and new developments encouraging new customers onto the rail network. There are enhanced local bus services operate to and from the site and local bus routes have been diverted to serve the station. The Park & Ride scheme stays open for longer hours to match the station operating hours. In addition to having a large car park, the station has electric vehicle charging points plus good facilities for cyclists including a cycle hire scheme.



**4.3** We are looking at how stations are managed to make sure there is the right balance of incentives between Network Rail and train operators.

Following the Brown review and the launch of the new franchising programme work on looking at how stations are managed has only recently commenced. Initially internal work to assess a number of options for possible change to existing contract and responsibility structures is being undertaken.

The first Invitation to Tenders (ITT) of the re-launched franchising programme published in September this year (Thameslink Southern and Great Northern, and Essex Thameside) are working within existing structures, save that the revised Essex Thameside ITT retains the original July 2012 ITT proposal that the train operator takes a 99 year lease on the stations.

	<p>Bidders are incentivised to include high quality plans that will improve and enhance the passenger's door-to-door experience through explicit scoring of the relevant Delivery Plan in the bid evaluation.</p> <p>The Department requires a Franchisee who will improve the door-to-door journey experience and encourage the use of public transport, walking and cycling, and implement initiatives to meet relevant NPS and QuEST benchmark trajectories, including by:</p> <ul style="list-style-type: none"><li>• providing safe and secure parking for cars and motorcycles;</li><li>• providing sufficient suitable parking for disabled people, having regard to the Accessible Train and Station Design for Disabled People: A Code of Practice”;</li><li>• providing safe and secure parking facilities for cyclists at stations, having regard to the ‘Cycle-Rail Toolkit’ published by ATOC;</li><li>• providing suitable walking routes to the station with appropriate lighting and signage; and</li><li>• providing clear, accurate signposting and information about onward travel options, including bus and other public transport, cycling and walking options,</li></ul> <p>in each case at least maintaining existing facilities and services at the levels inherited from the incumbent operators, and keeping them in good condition.</p> <p>The Department requires a Franchisee who, having regard to the process outlined in the ATOC/RSSB guidance on the “Implementation of Station Travel Plans”, will:</p> <ul style="list-style-type: none"><li>• review a sample of Station Travel Plans that have been previously implemented at Franchise stations in order to learn lessons from the planning and implementation process. This review should be carried out early in the Franchise Term to inform the development of new Station Travel Plans;</li><li>• develop a new Station Travel Plan, or refresh the existing Plan (where one exists), at every station where they propose to add 100 or more additional car parking spaces. The Franchisee</li></ul>
--	---

	<p>should programme this work, as far as possible, at a time when the plans for new car parking spaces can be reviewed and amended in light of the findings;</p> <ul style="list-style-type: none"> <li>• if the above requirement results in fewer than 30 new Station Travel Plans at stations which have not previously had them, the Department requires further stations to be identified such that a minimum of 30 new Station Travel Plans have been developed within four years of the Franchise Start, for stations in Categories B, C and D that have not previously had such Plans. Stations selected should include a minimum of 10 in the Greater London area and a minimum of 10 from outside that area; and</li> <li>• put in place clear processes, criteria and budgets to fund schemes identified during the Franchise Term through the Station Travel Plan process or as part of its wider customer engagement.</li> </ul>
--	---

## Supporting multi-modal travel

<b>Action</b>	<b>Progress</b>
<p><b>4.4</b> We will continue to encourage local transport authorities to consider integration with local planning authorities when they are drawing up their local plans.</p>	<p>Work in encouraging local transport authorities to consider integration with local planning authorities when they are drawing up their local plans is ongoing. We are working with external stakeholders to ensure that the principles of the National Planning Policy Framework to 'make the fullest possible use of walking, cycling and public transport' are supported in the transport section of the draft planning policy guidance.</p>

## Aligning transport planning with future needs

<b>Action</b>	<b>Progress</b>
<p><b>4.5</b> We are reviewing the Department for Transport Travel Plan guidance to support developers and local planning authorities in designing, monitoring and evaluating travel plans to develop best practice.</p>	<p>The outcome of the review<sup>8</sup> of all planning practice guidance has now been published on the Communities and Local Government website. This will lead to a more efficient and effective planning system. The transport element of the Department for Transport Travel Plan guidance will be supported by a fuller guidance to be consulted upon in the autumn.</p>

---

<sup>8</sup> <https://www.gov.uk/government/consultations/review-of-planning-practice-guidance>

## 5. Conclusion

- 5.1** This Action Plan has outlined the progress made towards delivering commitments in the Door to Door Strategy since its publication in March 2013. It provides a picture of where activity has been directed in the last 8 months whilst recognising that there is still much to be done to achieve our vision.
- 5.2** In particular, more needs to be done on the monitoring and evaluation of door-to-door initiatives in order to ascertain the effectiveness of integration improvements. Due to the variety and diversity of the different schemes this is a complex area and warrants further attention.
- 5.3** We will continue to use the Door to Door Roundtable as the main delivery mechanism for door-to-door improvements as the members have the necessary expertise, knowledge and capability. In addition, they already have developed many of the relationships necessary to facilitate effective partnership working.
- 5.4** We will publish a further update to this Action Plan every 6 months for the life of the current Parliament so that progress against each of the actions within the Door to Door Strategy can be further ascertained.