Their address here

Date	15 October 2009
Your Ref	
Our Ref	CG/3852
Direct Line	01633 463252
e-mail	michelle.north@capita.co.uk

Dear sir/madam,

Bus / Rail Integration Questionnaire (TraCC)

Capita Symonds has been commissioned by TraCC (Trafnidiaeth Canolbarth Cymru) to produce a Rail Strategy for the Heart of Wales and Cambrian railway lines. As part of this work we will be looking at many issues, including the potential for improving bus / rail interchange opportunities.

We are keen to ascertain the views of bus operators in this process and, to this end, we attach a questionnaire that we would be grateful if you could complete and return to us (we enclose a pre-paid envelope).

This is an opportunity for you, as a bus operator within the study area, to provide vital input into the future direction of bus and rail services and your feedback would be very much appreciated.

Yours sincerely

Michelle North CMILT
Senior Transport Planner

CAPITA SYMONDS

TraCC
Trafnidiaeth Canolbarth Cymru
Mid Wales Transportation

Introduction

Capita Symonds has been commissioned by the transport consortia TraCC (Trafnidiaeth Canolbarth Cymru), to develop a Rail Strategy for the Heart of Wales and Cambrian railway lines.

As part of this work we are looking into opportunities for improving bus - rail interchange, and in particular:

- Improving integration between bus and rail services, and
- The potential for introducing new bus – rail ticketing products.

We are keen to involve bus operators in this process, and your input will be extremely beneficial. To this end we would be grateful if you could complete the following questionnaire.

For your convenience the study area is show in Figure 1.1, with a list of all the railway stations, shown in Table 1.1.

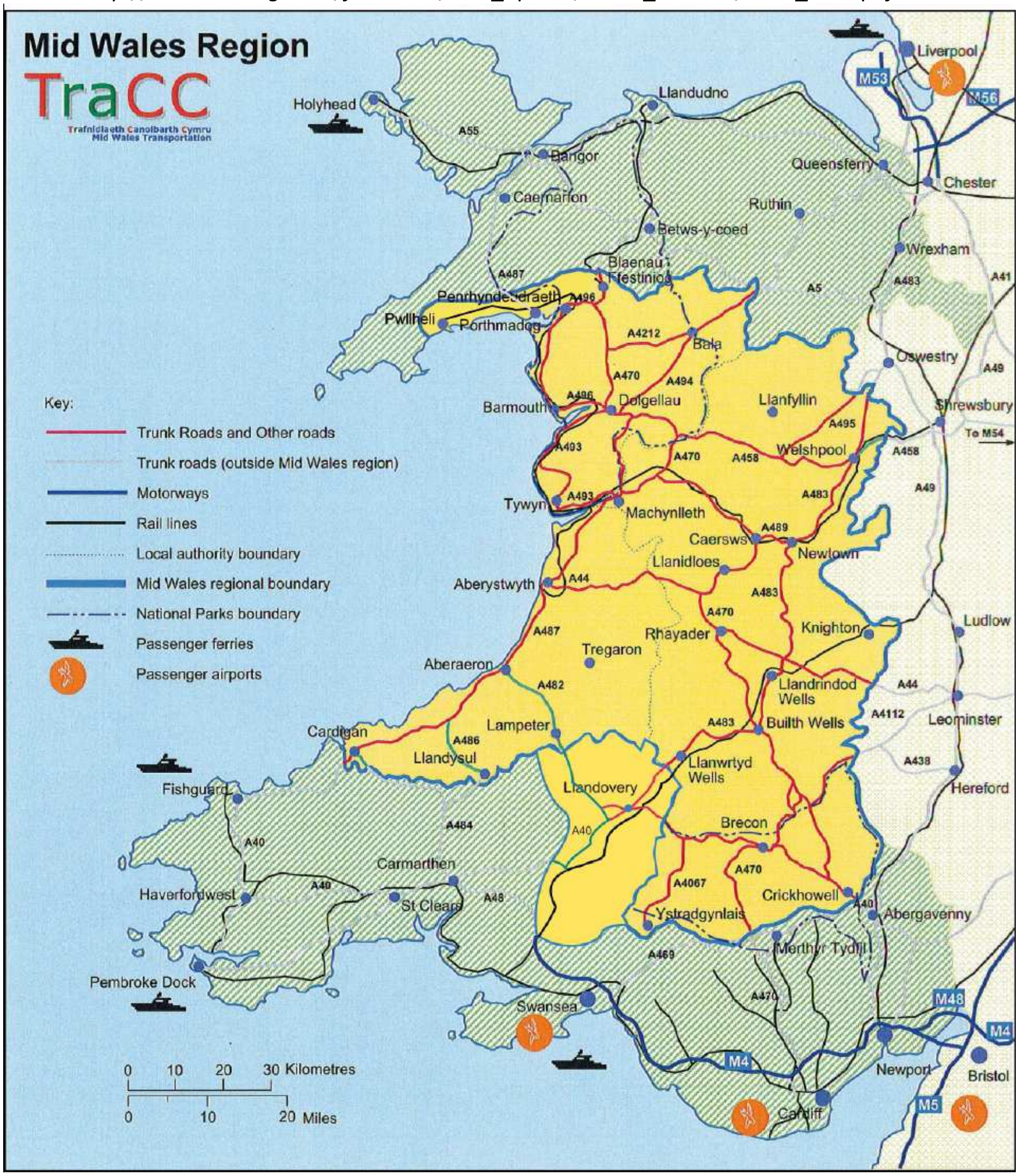
We would be grateful if you could return the questionnaire at your earliest convenience, but at the latest by **30th October 2009**.

Please return the completed form, in **hard copy in the enclosed pre-paid envelope.**

This is your opportunity for you to provide input into the future of bus / rail integration within the TraCC region. All information gathered from this questionnaire will be used for the purpose of this study only. We look forward to hearing from you.

Figure 1.1 - Study Area

Source: http://www.tracc.gov.uk/fileadmin/user_upload/TraCC_General/tracc_mwr.pdf



Key

Study Area

Table 1.1 – Railway Stations within the Study Area

Heart of Wales Line	Cambrian Coast	Cambrian Mainline
1. Bynea 2. Llangennech 3. Pontarddulais 4. Pantyffynnon 5. Ammanford 6. Llandybie 7. Ffairfach 8. Llandeilo 9. Llangadog 10. Llanwrda 11. Llandovery 12. Cynhordy 13. Sugar Loaf 14. Llanwrtyd 15. Llangammarch 16. Garth 17. Cilmeri 18. Builth Road 19. Llandridnod 20. Pen-y-bont 21. Dolau 22. Llanbister Road 23. Llangynllo 24. Knucklas 25. Knighton 26. Bucknell 27. Hopton Heath 28. Broome	1. Penhelig 2. Aberdovey 3. Tywyn 4. Tonfanau 5. Llwyngwril 6. Fairbourne 7. Morfa Mawddach 8. Barmouth 9. Llanaber 10. Talybont 11. Dyffryn Ardudwy 12. Llanbedr 13. Pensarn 14. Llandanwg 15. Harlech 16. Tygwyn 17. Talsarnau 18. Llandecwyn 19. Penrhydndeudraeth 20. Minffordd 21. Porthmadog 22. Criccieth 23. Penychain 24. Abererch 25. Pwllheli	1. Welshpool 2. Newtown 3. Caersws 4. Machynlleth 5. Dovey Junction 6. Borth 7. Aberystwyth

Background Information

1. Bus Operator Company Name:

2. Please list the routes that you currently operate within the study area (the study area is defined on the Plan in figure 1.1 included in the Introduction to this questionnaire). Please state whether these services are commercially operated or supported services by ticking the relevant box next to the service. Please continue on an extra cross referenced sheet if necessary.

Route Name	Service Number	Commercial (✓)	Supported (✓)

3. Please indicate the percentage of buses that are DDA compliant, which operate on the routes you have listed in question 2. Please continue on an extra cross referenced sheet if necessary.

Service Number	Percentage of Buses DDA Compliant				
	Under 25%	25%-50%	50-75%	75%-100%	100%

Ticketing

4. Please list the ticket types that you currently operate on the services listed in question 2. Please continue on an extra cross referenced sheet if necessary.

Service Number	Tickets Operated

5. Can the tickets you operate (listed in question 4) be used on any other bus services or on any rail services within the study area.

Ticket Type	Use on other Bus services		Use on Rail Services	
	Yes (if yes please state services	No (✓)	Yes (if yes please state services)	No (✓)

6. Do you think that joint bus /rail ticketing would be of benefit within the study area? Please state why.

Yes, please state why…
No, please state why…

7. Are your buses within the study area fitted with Smart Card readers? Please tick one box only.

Yes ,all vehicles:	☐	Yes, some vehicles, all vehicles planned:	☐
Yes, some vehicles:	☐	No	☐
Not Applicable:	☐		

8a. Do you operate any single-operator or multi-operator smartcard ticketing schemes?

Single-operator:	Yes	☐	No	☐
Multi-operator:	Yes	☐	No	☐

8b. If yes to either, please specify.

8c. If no to either, do you have any future aspirations to roll out smart card schemes?

9a. Is multi-operator / through ticketing included in any tendered contract for bus routes within the study area?

Yes	
No	

If yes, please specify

10. What options exist for the purchase of season tickets for services that you operate within the study area? Please state.

Integration

11. Do any of the services you operate within the study area currently call at or near to any rail stations within the study area (a list of stations is provided in table 1.1)? Do any of these services coincide with rail service times?

Route Name (Bus Service)	Service Number (Bus)	Railway Station Name	Call at or stop near to Rail Station (Y/N)	Coincide with rail service times (Y/N)

12. Do you think it is a good idea to better integrate rail and bus services within the study area? Please state a reason why.

Yes, please state why…
No, please state why…

13. At which railway stations within the study area (please see list in table 1.1 in the introduction section of questionnaire) do you think there may be opportunities for rail / bus integration. Please list.

14. At which railway stations within the study area (please see list in table 1.1 in the introduction section of questionnaire) would you like to see interchange facilities improved. Please list.

15. Do you think there are any spaces in current timetables, or opportunities in timetables for the bus services you operate within the study area, for better integration with rail services? If so, please state the service and the timetabling opportunity that exists.

Route Name (Bus Service)	Service Number (Bus)	Timetable Opportunity

Any Other Comments

16. Please provide any additional comments you may have in relation to bus services within the study area with regard to better integration with rail services or joint ticketing.

Thank you very much for completing this questionnaire. Please return your hardcopy in the enclosed pre-paid envelope.

Dyddiad	15 Hydref 2009
Eich Cyf	
Ein Cyf	CG/3852
Ffôn	01633 463252
e-bost	michelle.north@capita.co.uk

Annwyl Syr/Madam,

Holiadur Integreiddio Bws / Trên (TraCC)

Comisiynwyd Capita Symonds gan gonsortiwm trafnidiaeth TraCC (Trafnidiaeth Canolbarth Cymru) i gynhyrchu Strategaeth Rheilffyrdd ar gyfer rheilffyrdd Calon Cymru a'r Cambrian. Fel rhan o'r gwaith yma rydym yn edrych ar lawer o faterion, yn cynnwys y potensial ar gyfer gwella cyfleoedd cyfnewid bws/trên.

Rydym yn awyddus i ganfod barn gweithredwyr bysus ar gyfer y broses yma ac felly amgaewn holiadur y byddem yn ddiolchgar pe medrech ei lenwi a'i ddychwelyd atom (amgaeir amlen flaendaledig).

Mae hyn yn gyfle i chi, fel gweithredwyr bysus o fewn ardal yr astudiaeth, i roi mewnbwn hollbwysig i gyfeiriad gwasanaethau bws a thrên yn y dyfodol a gwerthfawrogid eich ymateb yn fawr iawn.

Yn gywir iawn

Michelle North CMILT
Uwch Gynllunydd Trafnidiaeth

CAPITA SYMONDS

TraCC
Trafnidiaeth Canolbarth Cymru
Mid Wales Transportation

Cyflwyniad

Comisiynwyd Capita Symonds gan gonsortiwm trafnidiaeth TraCC (Trafnidiaeth Canolbarth Cymru) i ddatblygu Strategaeth Rheilffyrdd ar gyfer rheilffyrdd Calon Cymru a'r Cambrian.

Fel rhan o'r gwaith yma rydym yn edrych ar gyfleoedd ar gyfer gwella cyfnewid bws – trên, ac yn neilltuol:

- Gwella integreiddio rhwng gwasanaethau bws a thrên, a'r
- Potensial ar gyfer cyflwyno cynnyrch tocynnau bws – trên newydd.

Rydym yn awyddus i gynnwys gweithredwyr bysus yn y broses hon, a bydd eich mewnbwn yn fanteisiol iawn. I hyn o beth, byddem yn ddiolchgar pe medrech lenwi'r holiadur dilynol.

Er mwyn hwylustod, dangosir ardal yr astudiaeth yn Ffigur 1.1, ac mae rhestr o'r holl orsafoedd trên yn Nhabl 1.1.

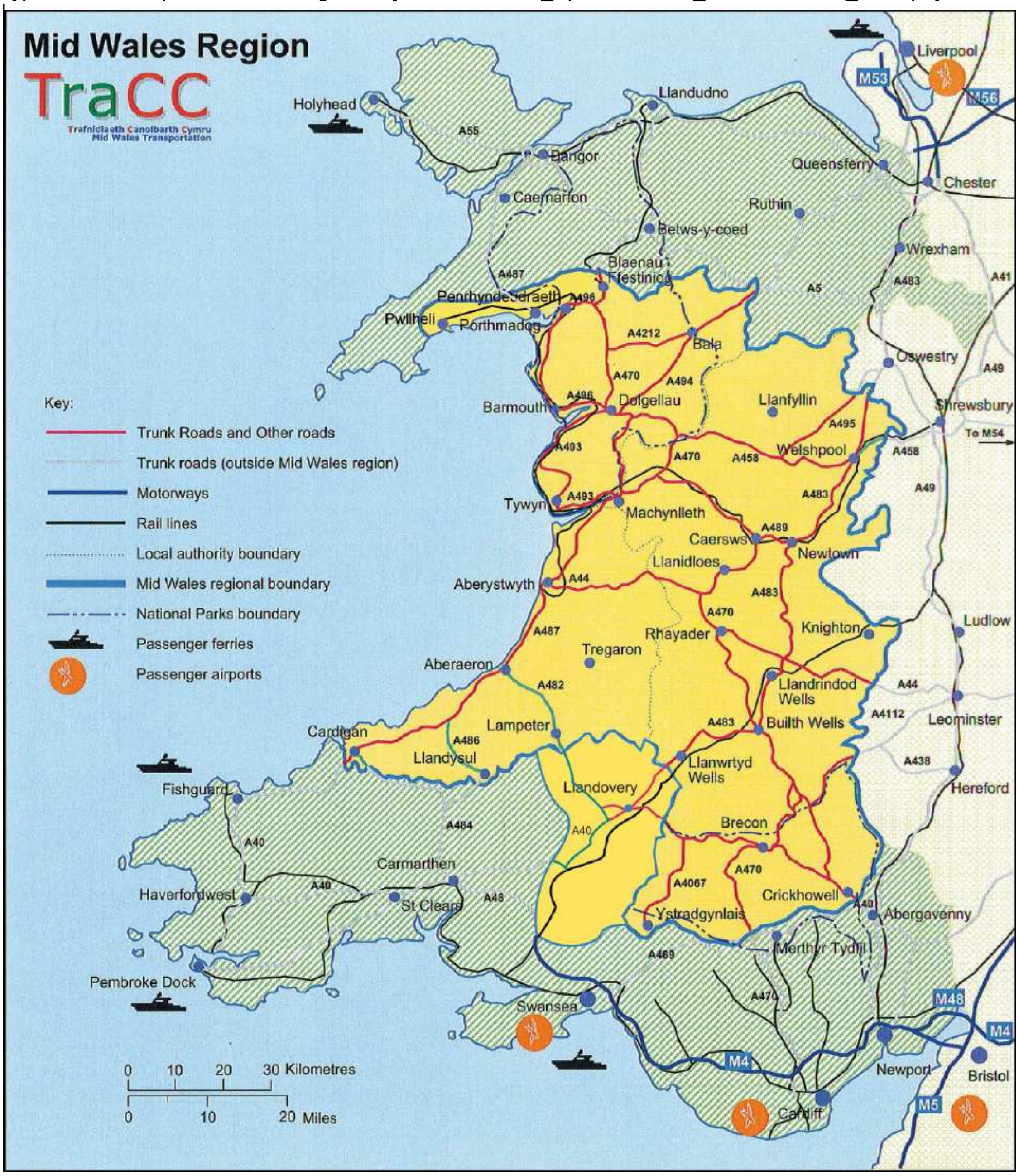
Byddem yn ddiolchgar pe medrech lenwi'r holiadur cyn gynted ag sy'n gyfleus i chi, ond erbyn **30 Hydref 2009** fan bellaf.

Dychwelwch y ffurflen wedi'i llenwi, mewn **copi caled yn yr amlen flaendaledig amgaeedig os gwelwch yn dda.**

Dyma'r cyfle i chi roi mewnbwn ar ddyfodol integreiddio bws / trên o fewn ardal TraCC. Dim ond ar gyfer diben yr astudiaeth hon y defnyddir yr holl wybodaeth a gesglir o'r holiadur hwn. Edrychwn ymlaen at glywed gennych.

Ffigur 1.1 – Ardal yr Astudiaeth

Ffynhonnell: http://www.tracc.gov.uk/fileadmin/user_upload/TraCC_General/tracc_mwr.pdf



Allwedd

Ardal yr Astudiaeth

Tabl 1.1 – Gorsafoedd Rheilffordd o fewn Ardal yr Astudiaeth

Lein Calon Cymru	Lein Arfordir y Cambrian	Prif Lein y Cambrian
1. Bynea	1. Penhelig	1. Y Trallwng
2. Llangennech	2. Aberdyfi	2. Y Drenewydd
3. Pontarddulais	3. Tywyn	3. Caersws
4. Pantyffynnon	4. Tonfannau	4. Machynlleth
5. Rhydaman	5. Llwyngwril	5. Cyffordd Dyfi
6. Llandybie	6. Fairbourne	6. Borth
7. Ffairfach	7. Morfa Mawddach	7. Aberystwyth
8. Llandeilo	8. Abermaw	
9. Llangadog	9. Llanaber	
10. Llanwrda	10. Talybont	
11. Llanymddyfri	11. Dyffryn Ardudwy	
12. Cynghordy	12. Llanbedr	
13. Dinas-y-bwlch	13. Pensarn	
14. Llanwrtyd	14. Llandanwg	
15. Llangamarch	15. Harlech	
16. Garth	16. Tygwyn	
17. Cilmeri	17. Talsarnau	
18. Builth Road	18. Llandecwyn	
19. Llandrindod	19. Penrhyndeudraeth	
20. Pen-y-bont	20. Minffordd	
21. Dolau	21. Porthmadog	
22. Llanbister Road	22. Cricieth	
23. Llangynllo	23. Penychain	
24. Cnwclas	24. Abererch	
25. Trefyclo	25. Pwllheli	
26. Bucknell		
27. Hopton Heath		
28. Broome		

Gwybodaeth Gefndir

1. Enw Cwmni Gweithredydd Bws:

2. Rhestrwch y llwybrau bws a weithredwch ar hyn o bryd o fewn ardal yr astudiaeth (diffinnir ardal yr astudiaeth ar y Cynllun yn ffigur 1.1 a gynhwysir yn y Cyflwyniad i'r holiadur hwn). Nodwch os yw'r gwasanaethau hyn yn cael eu gweithredu'n fasnachol neu'n wasanaethau a gefnogir drwy dicio'r blwch perthnasol yn ymyl y gwasanaeth. Os oes angen, parhewch ar ddalen arall wedi'i chroesgyfeirio.

Enw Llwybr Bws	Rhif Gwasanaeth	Masnachol (✓)	Cefnogir (✓)

3. Nodwch pa ganran o'r bysus sy'n cydymffurfio gyda'r Ddeddf Gwahaniaethu ar sail Anabledd sy'n gweithredu ar y llwybrau bws a restrwyd gennych yng nghwestiwn 2. Parhewch ar ddalen ychwanegol wedi'i chroesgyfeirio os oes angen.

Rhif Gwasanaeth	Canran Bysus yn Cydymffurfio â'r Ddeddf Gwahaniaethu ar sail Anabledd				
	Dan 25%	25%-50%	50-75%	75%-100%	100%

Tocynnau

4. Rhestrwch y mathau tocyn yr ydych yn eu gweithredu ar hyn o bryd ar y gwasanaethau a restrir yng nghwestiwn 2. Parhewch ar ddalen ychwanegol wedi ei chroesgyfeirio os oes angen.

Rhif Gwasanaeth	Tocynnau a Weithredir

5. A fedrir defnyddio'r tocynnau a weithredwch (a restrir yng nghwestiwn 4) ar unrhyw wasanaethau bws eraill neu ar unrhyw wasanaethau trên o fewn ardal yr astudiaeth

Math Tocyn	Defnyddio ar wasanaethau Bws eraill		Defnyddio ar wasanaethau Trên	
	Ie (os ie nodwch pa wasanaethau)	Na (✓)	Ie (os ie nodwch pa wasanaethau)	Na (✓)

6. Ydych chi'n credu y byddai tocynnau bws/trên ar y cyd o fantais o fewn ardal yr astudiaeth? Nodwch pam.

Byddent, nodwch pam ...
Na fyddent, nodwch pam

7. A oes darllenwyr Cardiau Call wedi eu gosod ar eich bysus o fewn ardal yr astudiaeth? Ticiwch un blwch yn unig

Oes, pob cerbyd: ☐ Oes, rhai cerbydau, bwriedir rhoi ar bob cerbyd: ☐
Oes, rhai cerbydau: ☐ Na ☐
Dim yn berthnasol: ☐

8a. Ydych chi'n gweithredu unrhyw gynlluniau tocynnau Cardiau Call un-gweithredydd neu aml-weithredydd?

Un gweithredydd: Ydym ☐ Na ☐
Aml-weithredydd: Ydym ☐ Na ☐

8b. Os ydych i un neu'r llall, manylwch.

8c. Os na i'r naill a'r llall, a ydych yn ystyried cyflwyno cynlluniau cerdyn call yn y dyfodol?

9a. A oes tocynnau aml-weithredydd/tocynnau trwodd wedi eu cynnwys mewn unrhyw gontract tendr ar gyfer gwasanaethau bws o fewn ardal yr astudiaeth?

Oes	
Na	

Os oes, nodwch:

10. Pa opsiynau sy'n bodoli ar gyfer prynu tocynnau tymor ar gyfer gwasanaethau sy'n gweithredu o fewn ardal yr astudiaeth? Nodwch os gwelwch yn dda.

Integreiddio

11. A oes unrhyw wasanaeth a weithredwch o fewn ardal yr astudiaeth yn galw yn neu'n agos at unrhyw orsafoedd rheilffordd o fewn ardal yr astudiaeth (mae rhestr o orsafoedd yn nhabl 1.1) ar hyn o bryd? A yw unrhyw un o'r gwasanaethau hyn yn cyd-daro gydag amserau gwasanaeth trên?

Enw Llwybr Bws (Gwasanaeth Bws)	Rhif Gwasanaeth (Bws)	Enw Gorsaf Reilffordd	Galw yn neu'n agos at Orsaf Reilffordd (Y/N)	Cyd—daro gydag amserau gwasanaeth trên (Y/N)

12. Ydych chi'n meddwl ei bod yn syniad da i integreiddio gwasanaethau trên a bws yn well o fewn ardal yr astudiaeth? Nodwch reswm pam.

Ydi, nodwch pam …
Na, nodwch pam…

13. Ym mha orsafoedd trên o fewn ardal yr astudiaeth (gweler y rhestr yn nhabl 1.1 yn adran gyflwyno’r holiadur) y credwch y medrai fod cyfleoedd ar gyfer integreiddio rhwng trên/bws? Rhestrwch os gwelwch yn dda.

14. Ym mha orsafoedd trên o fewn ardal yr astudiaeth (gweler y rhestr yn nhabl 1.1 yn adran gyflwyno'r holiadur) fyddech chi’n hoffi gweld cyfleusterau cyfnewid yn cael eu gwella. Rhestrwch os gwelwch yn dda.

15. Ydych chi’n meddwl fod unrhyw ofodau yn yr amserlenni presennol, neu gyfleoedd yn yr amserlenni ar gyfer y gwasanaethau bws a weithredwch o fewn ardal yr astudiaeth, ar gyfer gwell integreiddio gyda gwasanaethau trên? Os felly, nodwch y gwasanaeth a’r cyfle amserlen sy’n bodoli os gwelwch yn dda.

Enw’r Llwybr Bws (Gwasanaeth Bws)	Rhif Gwasanaeth (Bws)	Cyfle Amserlen

Unrhyw Sylwadau Eraill

16. Nodwch unrhyw sylwadau ychwanegol a all fod gennych yng nghyswllt gwasanaethau bws o fewn ardal yr astudiaeth yng nghyswllt gwell integreiddio gyda gwasanaethau rheilffordd neu gyd-docynnu.

Diolch yn fawr iawn am lenwi’r holiadur hwn. Dychwelwch eich copi caled yn yr amlen flaendaledig amgaeedig os gwelwch yn dda.

Partnership Working within TraCC

1. Please list all the organisations that TraCC consider to be partners. Please highlight which of those have an involvement in rail and whether they attend rail working group meetings.

Partner Organisations	Involvement with Rail (yes / No)	Attend Rail Working Group Meetings (Yes / No)

2. Do you have a single representative contact or multiple contacts for each of the partner organisations listed in question 1?

Partner Organisations	Single Representative (Y/N)	Multiple Representatives (Y/N)

3. Are there any other organisations which you interact with but you would not consider to be your partners e.g. local issue groups, pressure groups etc. Please indicate whether these organisations have an involvement with rail and whether they attend rail working group meetings.

Organisations	Involvement with Rail (Yes / No)	Attend Rail Working Group Meetings (Yes / No)

4. Does TraCC have any polices or management documents which set out how TraCC will interact with its partners? If yes, please list the policies or relevant documents.

5. What methods of involvement do TraCC currently use to engage their partner organisations? Please list.

6. Do you feel these current methods are effective? Please provide an explanation as to why they are or are not effective.