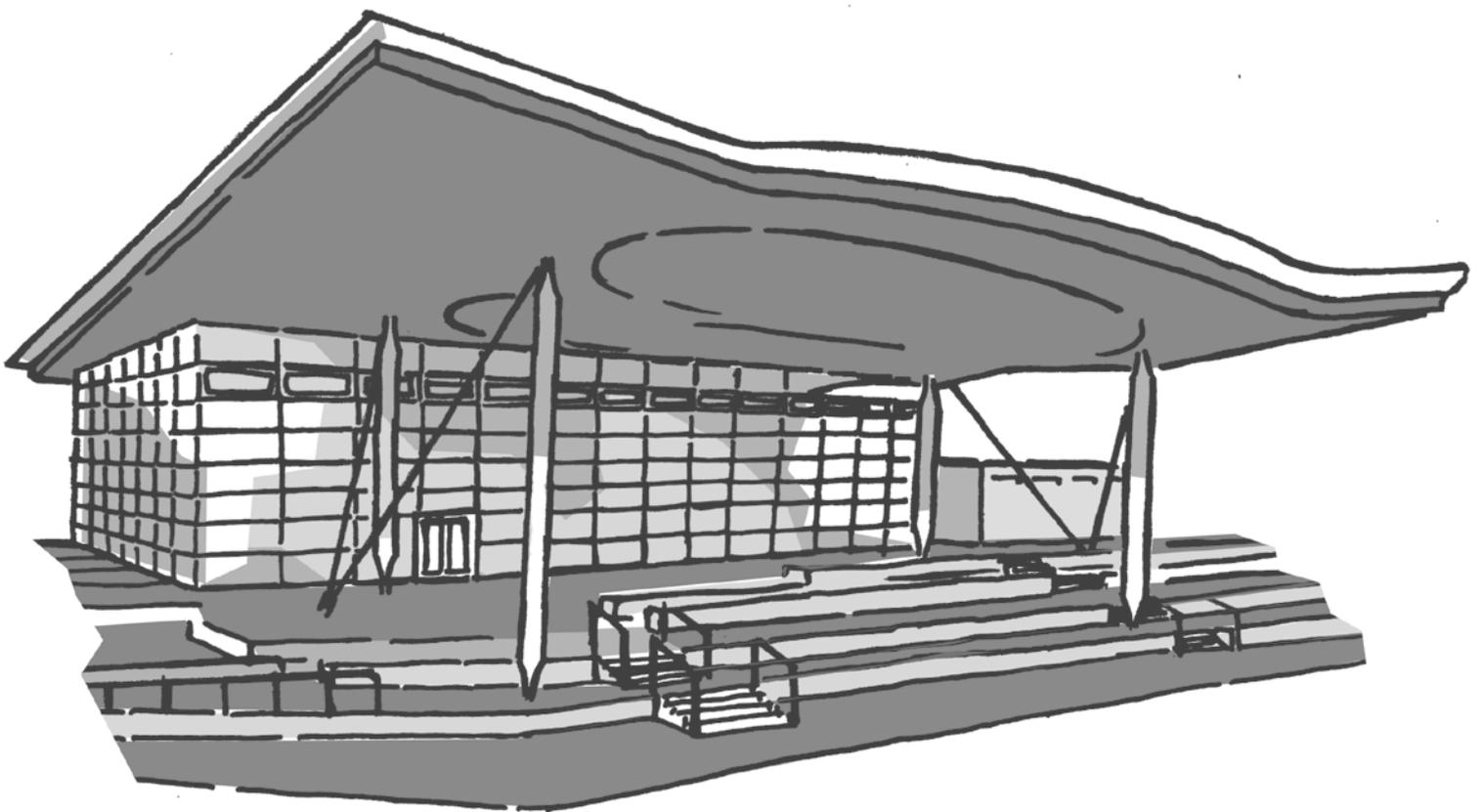




Llywodraeth Cymru
Welsh Government

Improving Public Transport White Paper

This is an **Easy Read** document from the
Welsh Government



Tell us what you think by Wednesday 27th March 2019

January 2019

How to use this document

Easy to Read Version

This is an Easy Read version. The words and their meaning are easy to read and understand.

You may need help and support to read this document. Ask someone you know to help you.

Some words may be difficult to understand. These are in **bold blue writing** and have been explained in a box beneath the word.

If any of the words are used later in the booklet they are shown in **normal blue writing**. If you see words in normal blue writing, you can look up what they mean in **A list of the hard words** on page 26.

Where the document says **we** or **us** this means the **Welsh Government**.

To get more copies of this Easy Read version please contact the Transport Division in the Welsh Government and we will be happy to help you.

E-mail: PublicTransport.engagement2019@gov.wales

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What is this document about?

This document is about buses and taxis and private hire vehicles. It is about the changes we want to make to how they run in Wales.



A taxi is a vehicle you can flag down on the street. A private hire vehicle is one you have to phone and book.

Buses and taxis and private hire vehicles are important. They help us move around.



We want good public transport. One that links buses and trains and walking and cycling.

We want to improve the safety of taxis and private hire vehicles.



We want more people to use public transport instead of their cars.

We want the air to be cleaner and to protect the environment.

This document is called a White Paper.
It tells you about changes we want to
make to improve:

1. Buses
2. Taxis and private hire vehicles



To do this we may need to make some
new laws.



We want you to tell us what you think
about the changes.

You do not have to answer all the
questions. It is up to you to decide.

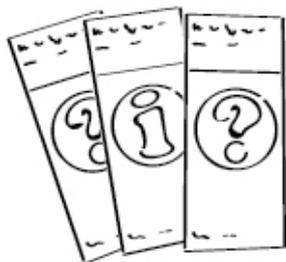
Part 1 – buses

Why changes are needed

Fewer people are using buses each year.



People have told us some of the reasons they do not use buses. They include:



- Buses are not linked well with other transport
- Information about buses is hard to find
- Information about buses is not up-to-date
- Buses do not go where people need them to
- Tickets do not work as people need them to
- Some tickets cost too much.



Each local authority looks after buses and other public transport in their area.



We think making some new laws will help local authorities to improve how they look after buses.

We will tell you about our ideas over the next few pages.

Idea 1 – Create Joint Transport Authorities



Each local authority looks after buses and other public transport in their area.

We think local authorities should work together to look after buses.



To do this we think we should set up ‘Joint Transport Authorities’. These would help local authorities work together.

We think that if local authorities work together it would help improve how public transport works.



We already have powers to set up Joint Transport Authorities. We would like to make new laws so we can write **guidance** on how Joint Transport Authorities would work.

Guidance is a document that helps you do what you have to do.

We would also like to make new laws so we can have a say in how Joint Transport Authorities work.

Do you think this is a good idea?

Yes No Not sure

We think there are 2 ways Joint Transport Authorities could be set up.



1. One Joint Transport Authority for the whole of Wales
2. One Joint Transport Authority for the whole of Wales and 3 **regional** Joint Transport Authorities.

Regional is used to describe things which relate to a particular area of a country.

Which way do you think is better?

Idea 2 – Enhanced Quality Partnerships

We think bus services can be better if local authorities and bus companies work together better.



To help with this, we want to make new laws so local authorities can make ‘Enhanced Quality Partnerships’.

‘Enhanced Quality Partnerships’ would set out how local authorities and bus companies could work together on bus services.



Local authorities could work with bus companies to agree on bus services for their area. They could agree things like:

- what bus services will run
- what buses will be used
- the types of tickets people can buy.

Do you think this is a good idea?

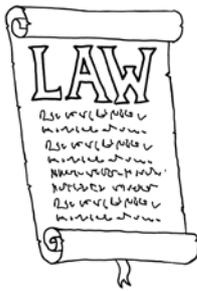
Yes No Not sure

Idea 3 – Franchising



We want local authorities to be able to **franchise** bus services.

Franchising is where one bus company has an agreement to run certain bus services. Other companies cannot run the same services.



This would allow local authorities to say where buses would go and when.

We want to change the law so local authorities can **franchise** bus services if they think this is the right thing to do.

Do you think this is a good idea?

Yes No Not sure

Idea 4 – Local authority bus services



Sometimes there are not enough bus companies who want to run bus services in an area.

Sometimes there are no bus companies who want to run bus services in an area.

Local authorities are not allowed to run services.

This means that some people do not have bus services where they live.



We want to change the law so local authorities can run their own bus services where they want to.

Do you think this is a good idea?

Yes No Not sure

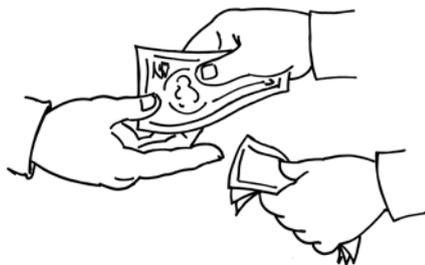
Idea 5 – Changing the people who can get a free bus pass



At the moment people aged 60 and over can have a bus pass.

The bus pass allows people to travel for free on any bus in Wales.

Bus passes are very popular.



Bus passes cost us a lot of money.

One way we think we could save money is to change the age people can get a bus pass.

We want to change it to the age women get a **state pension**. That age is 65 at the moment but it will increase in the future.

A **state pension** is money paid to people by the government. A person can get a state pension when they reach a certain age.

If you already have a pass, you will keep it.

We will change the age over time to let people get used to the new rules.

Do you think this is a good idea?

Yes No Not sure

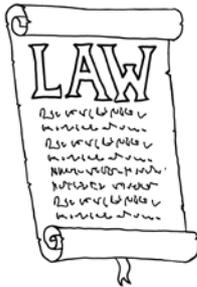
Idea 6 – Information about buses



People need information to help them use buses.

Local authorities need information to help them plan bus services.

Information needs to be up-to-date and easy to find.



We want to change the law so more information about buses is available.

We want to change the law so that bus companies have to give local authorities information. This would be about when they are planning to change or cancel the bus services they are running.

Do you think this is a good idea?

Yes No Not sure

Part 2 – taxis and private hire vehicles

Why changes are needed



Taxis and private hire vehicles are an important way of getting around.

They are important in **rural** areas where there are no regular buses or trains.

Rural areas are areas which are not towns or cities.



They help disabled people and people who do not have a car.

Local authorities give taxi and private hire vehicle **licences**.

A **licence** allows someone to do something that they otherwise are not allowed to do. A person usually has to pay some money and maybe pass a test to get a **licence**.

The law about taxis and private hire vehicles is out of date.

This means that:

- Vehicles can be very different from one area to another
- It is difficult for people to know that all vehicles are safe
- It is possible for a person who should not have a **licence** to get one
- It can be difficult to take away a **licence** when a driver has done something wrong.



We think making some new laws will help improve the safety of taxis and private hire vehicles. We also think it will make the system for **licensing** more simple.

We will tell you about our ideas over the next few pages.

Idea 1 – national standards



Wales has 22 local authorities. Each one has different rules for taxi and private hire vehicle **licences**.

A vehicle and driver has to follow those rules to be given a **licence**.

Once a taxi or private hire vehicle has a **licence**, it can generally work in any area.

This means one area in Wales may have many taxis and private hire vehicles following different rules.

We think everyone should follow the same rules.



To do this we want to set national **standards**.

A **standard** sets out what we think is a good service. It is something we use to decide how good something is.

One **standard** we are thinking of is one that stops **polluting** vehicles from getting a **licence**.

Polluting is making something dirty. Vehicles pollute the air by giving out gases which are bad for people.

Do you think this is a good idea?

Yes No Not sure

Idea 2 – enforcement



Taxi and private hire vehicle drivers sometimes do something wrong. When they do, the local authority can do something about it.

This could be taking away their **licence**.

At the moment, local authorities can only do this if they gave the **licence** to that taxi or private hire vehicle.



Taxis and private hire vehicles can go anywhere. They do not just stay within the area where they got their **licence**.

We think local authorities should be able to take action against any taxi driver that has done something wrong.

We want to give local authorities the power to take away any taxi or private hire vehicle **licence** if they need to.

Do you think this is a good idea?

Yes No Not sure

Idea 3 – information sharing



Each local authority has information about taxi **licences** that they have given.

They also have information about **licences** they have stopped or taken away.

At the moment this information does not have to be shared.

This means that local authorities do not know if a driver has been **refused** a **licence** in another area.

Being **refused** is being told that you can't have something.

We think this information should be shared with other local authorities.

This would mean all local authorities would know:

- if someone has been **refused** a **licence**
- when someone has had a **licence** taken away.

Most drivers work hard to give people a safe service. We want local authorities to be able to spot the ones that do not.



We want to change the law so local authorities can easily share information on **licences**.

Do you think this is a good idea?

Yes No Not sure

Idea 4 – national **licensing** authority



Each local authority is responsible for taxi and private hire vehicle **licences** in their area.

This means 22 local authorities are all doing the same kind of work.



We think it might be better if there was 1 national authority for taxi and private hire vehicle **licences**. This could be a 'Joint Transport Authority'. We told you about Joint Transport Authorities on page 8.

This would mean:

- All drivers and vehicles licensed by 1 authority
- All decisions about whether to take a **licence** away made by 1 authority
- All information about **licences** held by 1 authority
- All of Wales being 1 **licensing** area.



We think this would make the **licensing** of taxis easier.

Do you think this is a good idea?

Yes No Not sure

How to tell us what you think

Your name

Your e-mail address or phone number

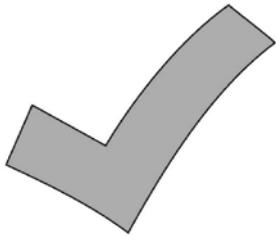
Your address

Are you telling us what you think as part of a group?

If so, please write the name of the group here.

We will write a report about what everyone tells us. This information will be on the internet.





If you do not want us to use your name or some of your address in our report, please tick here.

If you want us to keep what you say private, please tick here.

A list of the hard words

Franchising

Franchising is where one bus company has an agreement to run certain bus services. Other companies cannot run the same services.

Guidance

Guidance is a document that helps you do what you have to do.

Licence

A **licence** allows someone to do something that they otherwise are not allowed to do. A person usually has to pay some money and maybe pass a test to get a **licence**.

Polluting

Polluting is making something dirty. Vehicles pollute the air by giving out gases which are bad for people.

Refused

Being **refused** is being told that you can't have something.

Regional

Regional is used to describe things which relate to a particular area of a country.

Rural

Rural areas are areas which are not towns or cities.

Standard

A **standard** sets out what we think is a good service. It is something we use to decide how good something else is.