



INDEPENDENT REVIEW OF DESTINATION MANAGEMENT ORGANISATIONS (DMOs) CONSULTATION

SUBMISSION BY THE CONFEDERATION OF PASSENGER TRANSPORT

ABOUT CPT

The Confederation of Passenger Transport (CPT) represents the operators of bus and coach services across the UK. We have more than one thousand enterprises in membership, including major PLCs, municipally-owned companies and family businesses with fewer than ten vehicles and accounting for more than 95% of the bus fleet and 55% of coach fleet in the UK.

EXECUTIVE SUMMARY

- Coaches play a crucial role in supporting our Tourism sector, with international and domestic visitors contributing over £14 billion to the British Economy each year.
- Providing sufficient access and facilities for coaches will increase the number of people who choose to use coach as a means of accessing local areas of interest and tourist locations.

CPT RESPONSE

Coaches are vital for tourism.

Coach travel plays a vital role in supporting our tourism industry and can transport huge numbers of people around Britain every day. Coaches provide a comfortable, environmentally sustainable way for visitors to travel and, prior to the pandemic, domestic and international visitors travelling by coach contributed over £14 billion to the British economy each year, with 23 million visits to tourist attractions and places made by coach in 2019. Tourist attractions such as stately homes, gardens and theme parks have reported that at certain times of the year more than half of the visitors arrive by coach.

They also transport huge quantities of people to and from sporting and entertainment events, in 2019 more than 68000, nearly 40%, of visitors to Glastonbury traveled by coach. Additionally, coaches play a vital role in transporting football fans to matches every weekend, significantly reducing the level of congestion on our road network.

It is therefore crucial these places ensure they can cater for visitors with sufficient pick up and drop off points, parking, and facilities to enable visitors to travel by coach. We would like to see support considered for these areas so they can fund decent and sufficient coach friendly places, which would improve the tourist experience and encourage more people to visit.

Coach friendly places

Coach travel is too often hampered by poor access, lack of suitable drop-off/pick up points, lack of coach parking and general coach facilities. This can lead to increase car use, which increases congestion, car parking and air pollution issues and can result in a reduction in visitor numbers.



It is therefore essential that sufficient access and facilities for coach operators are provided so that coach travel can assist in the economic revival of local areas. Consideration should be given to;

- Access to main roads which is suitable for large vehicles.
- Suitable and safe areas for passengers to be dropped off and picked up.
- Safe exit from the drop off/pick up areas with sufficient space for turning and reversing manoeuvres.
- Safe passage from drop off/pick up areas to the facility, including for vulnerable passengers such as children and the elderly.
- Adequate on sight parking
- Sufficient facilities provided for coach drivers.

Consideration should also be given to increasing accessibility for all passengers. Coaches require clear kerbside areas with sufficient space to successfully deploy the lift to ensure safe pick up and drop off for vulnerable passengers.

Conclusion

Coaches provide a vital, comfortable, and environmentally sustainable travel option, they can transport huge numbers of passengers around the UK and are an important, convenient, and accessible form of transport helping people access holidays and tourist day attractions.

It is essential coach friendly policies are introduced and promoted at a national and local level, such as the provision of coach parking and associated facilities, to incentivise and encourage more visitors to travel by coach. We would welcome inclusion of coach friendly policies in the Independent Review of Destination Management Organisations and any future advice offered to government.

CPT

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