

CPT Impact Statement 2020

2020 has been a year like no other with the Covid-19 pandemic and subsequent enforced lockdown measures and travel restrictions having a devastating impact on bus and coach operations right across the UK. Overnight, bus passenger numbers dropped by 90% and 98% of coaches were forced off the road, causing huge operational, financial and logistical challenges for the industry.

CPT, with the support and guidance of our regional and national decision-making committees, worked throughout 2020 to provide members with quick and easy access to practical operational and compliance advice, the latest policy developments and the implications for your businesses, and additional business support from our network of Commercial Partners to help you survive the year.

“CPT have been champions for the passenger transport sector over the course of the last year, working relentlessly to ensure that the coach sector remains front and centre of the Government’s mind and partnering with Government and their members to ensure that the bus sector could survive the challenging impacts of Covid. CPT are both effective and genuinely collaborative, and we are grateful for their support.”

**Stephen Fidler, Director,
Local Transport
Department for Transport**

Here is an overview of just some of the areas we have been working in to help you survive and be ready to play a key part in the recovery.

cpt



CPT is the go-to organisation for national and regional media, politicians and governments on all issues impacting on the bus and coach industries.



making your case

CPT has worked with its members throughout 2020 to continue to raise awareness of the vitally important role that buses and coaches have had to play in keeping communities connected and the country moving through the pandemic. This has included the safe transportation of key workers, getting pupils to school and people to places of work, whilst providing a lifeline to many who wouldn't otherwise be able to access essential shops and services.

raised awareness

regular meetings, often at the request of Government, have taken place with

**the Secretary of State for Transport
Transport Ministers
non DfT ministers**

as well as the Treasury, senior DfT officials, MPs & the Prime Minister's transport adviser.

CPT and members have engaged with

hundreds of MPs across the UK

during the pandemic and all with the aim of raising the plight of the industry and awareness of the vital role of buses and coaches.

CPT has been outstanding during this difficult time with all the updates; the webinars have been great and the support from everyone when dealing with the government departments.

Fourways Coaches

550 coach operator members

signed our letter to the Treasury seeking support for the coach industry, and this featured prominently in the Daily Telegraph.

Our dedicated 'bus and coach worker day' recognising the unsung industry heroes keeping the country moving reached

+200K users on social media

our Twitter following increased

25% in 2020 and now includes key MPs & national journalists.

our social media content has been seen over

2million times in 2020

CPT appeared in the media over **1200** times during 2020

including BBC Breakfast and the Today Programme - to raise awareness and discuss the crisis facing the bus and coach sectors.

Our Back Britain's Coaches campaign along with supporting materials and infographics featured on ITV national news.

working for you

As a result of CPT's ongoing dialogue with governments and local authorities, along with vital business data submitted by members which has helped us present the industry's case, we have directly contributed to:

Home to School (HTS) payments to operators continuing while schools were closed.

additional funding to ensure the bus and coach industry could get children safely to school from the Autumn term

the **removal** of the Government's damaging **avoid public transport message**

secured £3million of funding to enable scheduled coach services to operate and help people visit their families at Christmas

£6million fund for Scottish coach operators

the **postponement** to the planned introduction of many **Clean Air Zones**

secured substantial funding to help support the bus network throughout the pandemic and into **2021**

It's times like these where we find the true value of membership. In light of recent circumstances, CPT is doing incredible work.

Britannia Bus

secured continuation of **concessionary fare & BSOG payments** at pre-pandemic levels

supporting our members

Our communications with members and disseminating the very latest industry news and developments has never been more important and relied upon than in 2020. Here's a look at how and where we have been supporting you.



In April we moved our regular programme of regional and national events online (using Zoom).

Since the start of the pandemic we have hosted over

+180 online events regularly attracting more than **100** members

Our Back Britain's Coaches campaign Zoom call welcomed 300+ coach operators and industry partners.

Senior DfT Officials presented details of the CBSSG scheme at dedicated sessions for CPT members during the summer.

We launched CPT Live in November and hosted a 'Morning with the Traffic Commissioner'. Over 300 members joined for this.



CPT has been on hand throughout the year to guide us through the ever-changing operational and policy landscape. The expert support and advice provided in the regular updates and online sessions has been invaluable.

Pulhams & Sons Coaches

6500 operational & technical enquiries were handled by CPT's Operations Team in 2020.

70 operators & industry suppliers

have become CPT members during 2020, with 70% citing Covid operational support and advice as the key reason for joining.

+200 operational updates (breaking news & industry developments) have been issued to members during the last year; 620 dedicated member only communications in total.

Engagement between regional members and CPT managers is at **+95%**

The CPT website and Compliance Manual welcomed **44,000** visitors in 2020 **+7%** on 2019

+2300 members regularly received CPT operational, policy and news updates

+91% in the last year

compliance

helping to make sure you operate safely and efficiently

The bus and coach operating landscape has been in a state of flux during 2020 as restrictions affected the provision of Government services and new legislation and guidance impacted on how and why people travel. CPT's Operations Team has led on discussion with the DfT and its agencies to establish an operating environment which continues to be accessible to bus and coach.

As restrictions eased, we developed a risk based case that enabled the use of every pair of seats, increasing capacity on buses and enabling viable coach operations again.



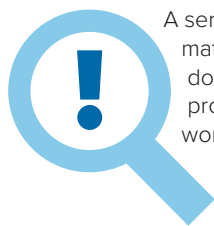
PSVAR

a further exemption until Summer 2021, wider in scope than before and covering virtually all dedicated home-to-school services.

Exemptions from and temporary changes to regulations in order to overcome the operational challenges that the pandemic presented – including flexibilities on

driver licensing
vehicle testing
PMI frequencies
Driver CPC

& variations to bus service registrations



A series of driver risk matrices and supporting documents were produced through a working group of members with expertise in risk management for the benefit of the wider membership.



Ensuring driver training & testing

could continue during the second lockdown in England – by providing evidence to Government that achieved a reversal of the initial decision to stop it.

CPT online Compliance Manual

COVID-19 information hub and new chapter of indexed operational, engineering and policy updates.



“ Thank you for all the work you are doing behind the scenes for our industry. Also the regular information updates are really useful. Thanks to your efforts Dover District Council has included us in the tourist industry and awarded us a grant which is quite frankly a lifeline for our small rural business.”

Gillies Coaches

“ CPT has been focused throughout 2020 on ensuring companies like ours have been kept informed and given the support we need. The CPT team in Scotland have been tremendous; the ethic in working with our executive group to push for support for every operator has been priceless.”

Mayne's Coaches



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