

## Information required by monitor

### Introduction

1. This appendix outlines our first broad-brush assessment of the information a monitor and/or the OFT would be likely to need to monitor compliance with the proposed remedies. This will need to be refined during the negotiation of the details of the remedies. Although much of the information has already been collected for this inquiry, FirstGroup should also supply it to the monitor and/or the OFT on a regular basis.

### General

2. List of ticket types with general terms and conditions for each and a list of the controlled and comparator routes (or networks where appropriate) each type can be used on.

### Identifying routes and overlaps

3. Lists of possible and probable problem routes, in all cases identified by route number, origin and destination.
4. For each possible and each probable problem route:
  - Map showing route, locations of stops, fare stages and railway stations;
  - List of overlaps defined by location of bus stop nearest to each railway station;
  - Extreme points of outermost overlaps on route; and
  - Timetable for service.

*Source:* FirstGroup.

*Comment:* Readily available, difficult to manipulate and easy to check as much of the information is already supplied to the Traffic Commissioner and the local authority. Would need to be updated every six months, as necessary.

5. For each comparator route:
  - Route number, origin and destination. Fare table and map showing route and possibly fare stages (where the location is not fully defined in the fare table).

### Assessing competition on each problem route and potential problem route

6. For each possible and each probable problem route:
  - List of competitors operating on the route with timetable for each.

*Source:* FirstGroup, based on examining information submitted to Traffic Commissioner.

*Comment:* Readily available from published information supplied to the Traffic Commissioner. Easy to check. Would need to be resubmitted every six months.

## **Fares**

7. For each probable problem route:

- Fare table for each type of fare (a) (initially) in May 2004 and (b) (each six months) at present;
- To identify each set of flows that shared the same fare level in May 2004 (the 'base fare groups'), a list of flows allocated to each base fare group according to the fare in May 2004;
- Current fare level applied to each flow in each 'base fare group'; and
- Prices for other types of tickets, such as network tickets.

8. For comparator routes:

- Corresponding information for comparator routes individually and spreadsheet showing that fare for each controlled flow and distribution of comparator fares comply with the fares undertakings.

*Source:* FirstGroup.

*Comment:* Fare tables readily available. Spreadsheet needed to demonstrate compliance.

## **Headways**

9. For each problem route:

- Scheduled headway in each hourly period (or in all such other periods over which headways are initially constant).

*Source:* FirstGroup.

*Comments:* Simple to check by examining timetables. Traffic Commissioner is responsible for checking that services operate according to timetables. Possibility of additional timetable checks by monitor.

## **Capacity**

10. For each problem route:

- Minimum size of bus used in each hourly period in terms of number of seats; and
- (If exemption for limited number of days is permitted) Notification within one day of particular days for which FirstGroup claims exemption for emergency reasons.

*Source:* FirstGroup.

*Comments:* Compliance can be checked by examining electronic ticketing data or by observation, eg in response to complaints. Precise arrangements for handling small-scale emergency substitutions of different sized buses need further discussion.

## **Route reconfiguration**

11. For each individual proposed route alteration:

- Copy of notification of change of route (which includes revised route map) sent to Traffic Commissioner.
- The amount by which the mileage on each problem overlap will change as a result of the route alteration.
- The amounts by which the distances between the bus stops at the ends of each overlap and the relevant railway stations will change.

*Source:* FirstGroup.

*Comments:* First bullet is information already prepared for Traffic Commissioner. Second and third bullets require additional analysis by FirstGroup.

## **Times of first and last buses**

12. For each problem overlap on each problem route:

- Times of first and last trains; and
- Times of buses before first train and after last train or current earliest and latest bus times if not earlier/later than first/last train.

*Source:* FirstGroup.

*Comment:* Can be checked using timetables. Would need to be resubmitted for each change of bus or rail timetable

## **Information provision at railway stations**

13. For each railway station operated by FirstGroup where it operates a bus service stopping within 500 metres of the station and displays bus service information at the station:

- List of bus operators with services stopping within 500 metres of station;
- Statement of action taken to publicize stop locations and timetables; and
- Details of the type of information published for each operator and the notice space allocated to each operator.

*Source:* FirstGroup, partly based on information supplied by other operators to Traffic Commissioner.

*Comment:* Can be checked by inspection. Could usefully also be sent to the SPTE or local authority in other areas.

## **Multi-modal ticketing**

14. For each existing multi-modal ticketing scheme and each scheme proposed under the franchise agreement:

- Statement setting out the nature of FirstGroup's commitment to the scheme as both a train operator and a bus operator.

*Source:* FirstGroup.

*Comment:* Would also need to be sent to the SPTE or local authority in relevant area to confirm.

15. For each new multi-modal ticketing scheme proposed by FirstGroup:

- Statement of the terms and conditions under which First Bus and other bus operators can participate in the scheme; and
- Copies of letters sent to other bus operators inviting them to take part and of their replies.

*Source:* FirstGroup.

*Comment:* Should be sent both to the monitor and direct to the OFT.

### **Degree of control over multi-modal ticketing schemes**

16. For each multi-modal ticketing scheme:

- Copies of the terms and conditions of the scheme and of the rules determining how these can be changed; and
- Details of the percentage voting rights held by the members of the scheme with voting rights exceeding 2 per cent.

*Source:* FirstGroup/organizers of scheme. Only obtainable from FirstGroup under formal undertakings.

*Comment:* Should be sent to organizers of scheme for confirmation and comment.

### **Non-discrimination at point of sale**

17. For each multi-modal travel card sold by FirstGroup:

- Details of the methods used by FirstGroup to sell the cards at railway stations, on buses and through other outlets;
- Explanation for any differences in the use of types of outlets for different types of cards; and
- Copy of internal policy statement designed to ensure compliance.

*Source:* FirstGroup.

*Comment:* Could usefully be sent to the organizers of the schemes for confirmation and comment.