A Submission to the Transport Select Committee Inquiry: Joined-up journeys: achieving and measuring transport integration by

The Chartered Institute of Logistics and Transport (UK)

Introduction

The Chartered Institute of Logistics and Transport UK (CILT(UK)) is a professional institution embracing all transport modes whose members are engaged in the provision of transport services for both passengers and freight, the management of logistics and the supply chain, transport planning, government and administration. Our principal concern is that transport policies and procedures should be effective and efficient, based on objective analysis of the issues and practical experience, and that good practice should be widely disseminated and adopted. The Institute has a number of specialist policy groups, a nationwide structure of locally based groups and a Public Policies Committee which considers the broad canvass of transport policy. This submission draws on contributions from a number of these sources.

Executive Summary

A truly integrated transport system is essential for the UK's ambitions on economic growth, decarbonisation, and social inclusion. It enables passengers and freight to move seamlessly, confidently, and affordably across modes, while ensuring communities—urban, suburban, and rural—are well connected.

Current systems remain fragmented, with inconsistent ticketing, limited coordination between operators, and insufficient alignment with land use planning. At a local level some areas have seen a degree of integration but with rail and bus operational regimes in a state of flux, success is something of a postcode lottery.

Integration must therefore be embedded as a national priority, delivered locally with the right powers, funding, and tools.

Key Features of an Integrated System:

- Seamless journeys: well-designed hubs, coordinated timetables, and real-time information across modes.
- Simplified ticketing: affordable, nationwide products allowing whole-journey booking.

- Inclusion by design: infrastructure, fares and information accessible to all, with digital and non-digital options.
- Freight integration: efficient road, rail and warehousing connections to ports, airports and logistics hubs. Freight should not be seen as a competitor to passenger movement rather each complement the other in the transport matrix.
- End-to-end reliability: confidence that the whole journey, including return, can be completed without barriers.
- Ongoing integrated planning for the movement of people and goods for all new developments and new transport schemes from strategic infrastructure to local cycle lanes.

Barriers to Integration:

- Fragmented governance and competition between operators.
- Data silos and inconsistent digital standards.
- Short-term funding and land use planning misalignment.
- Legal and institutional constraints discouraging collaboration.

Recommendations:

1. National Strategy Alignment
    - Embed integration in the forthcoming Integrated National Transport Strategy (INTS) and Future of Freight plan to align passenger and freight priorities.

2 Empowered Local Authorities
    - Strengthen local powers and resources to coordinate services, fares, timetables and data across operators.

3 Integrated Ticketing
    - Deliver simple, affordable, nationwide ticketing products covering all modes, with both digital and non-digital options

4 Mandated Open Data
    - Require all public transport operators to provide real-time, interoperable data to support journey planning, disruption alerts and seamless ticketing.

5 Planning Reform
    - Reform planning frameworks so developments connect to sustainable transport and provide for last-mile logistics.

6 Multi-Criteria Appraisal
    - Adopt multi-criteria appraisal in investment decisions, capturing social, environmental and long-term benefits.

7 Airport and Rail Connectivity

- Accelerate airport and rail access schemes to improve connectivity and reduce emissions.

8 Inclusive by Design

- Promote inclusivity by ensuring accessible design, digital and non-digital information, and integration of community, health and education transport in rural areas.

9 Freight Integration

- Develop freight-specific appraisal frameworks and strengthen multimodal freight connections, and address the limited understanding of freight and logistics in the planning community.

Conclusion:
Integration is not an optional extra: it is fundamental to creating a transport system that works for people, freight, and places. With political will, consistent governance, and a commitment to inclusivity, integration can deliver a more efficient, sustainable, and equitable transport network for the UK.

Full Response to Committee Questions

Introduction

An integrated transport system is critical to enabling inclusive economic growth, meeting decarbonisation targets, and improving quality of life across the UK. True integration goes beyond individual services and modes: it creates a seamless network that connects people, goods, and places. This submission responds to the Committee's questions (a–i), drawing on experience across passenger, freight, and air transport, as well as rural and urban contexts.

(a) What are the key features that make a transport system feel joined up to the user? How would 'integrated' transport look different to current services and networks?

A joined-up transport system is one in which the user experiences their journey as a single, coherent chain rather than a set of disconnected legs. The defining features are:

- **Seamless connectivity** between modes, with well-designed interchange hubs that allow easy transfer between bus, rail, air, cycling and walking.
- **Integrated ticketing and payment**, with simple, nationwide products expanded and promoted, so users can book and pay for whole journeys in one place.
- **Coordinated timetables and real-time information**, ensuring services are planned with each other in mind and disruptions communicated across modes.
- **Accessibility and inclusivity**, where infrastructure, information and ticketing account for the diverse needs of passengers, including those with reduced mobility or digital exclusion. Accessibility *to* the network is as important as accessibility of the network itself
- **End-to-end reliability**, where users have confidence that each link in the chain will work, including the return journey, with contingency if one element fails.

For **air passengers**, integration requires recognition of their unique circumstances: trips are often infrequent, involve baggage, and must connect reliably to time-critical flights at all hours. For them, integration means confidence in getting to the airport on time, simple ticketing, and interchanges designed for baggage handling.

For **freight**, integration means reliable access to airports, ports and logistics hubs, with efficient connections between road, rail and warehousing. East Midlands Airport demonstrates the benefits of such integration through its multimodal freight park with direct rail access.

Compared with current networks, a truly integrated system would move away from fragmented services and isolated ticketing products towards a consistent offer where

information, fares, and facilities are coordinated across the whole journey, regardless of geography or operator.

(b) What stops effective integration happening now, and how can these barriers be overcome?

Current barriers include:

- **Institutional fragmentation**: responsibilities are split between multiple operators, local authorities, and government departments.
- **Commercial and legal constraints**: competition law can discourage collaboration, even where it would improve accessibility and coordination.
- **Data and technology gaps**: inconsistent standards and limited data sharing hinder real-time information and joined-up planning.
- **Funding silos and short-termism**: projects are developed within narrow budgets or timeframes, undermining opportunities for long-term integration.
- **Misalignment with planning**: transport and land use decisions are often made separately, leading to developments poorly served by sustainable modes.

Overcoming these barriers requires:

- **Stronger local authority leadership**, with powers to coordinate services and integrate fares.
- **Mandated open data standards** and interoperability between operators.
- **Alignment of funding streams** to support multi-modal outcomes.
- **Clearer policy direction**, with integration embedded into the forthcoming Integrated National Transport Strategy (INTS) and new Freight plan.
- **Pilot schemes** to demonstrate high-quality integration for both passengers and freight, providing evidence for wider rollout.
- **Greater understanding of freight activity** by transport and land use planners to maximise the benefits from improved integration for passengers and road users by utilising the full range of policy levers.

(c) What kinds of interventions and policy decisions are needed to provide joined-up transport, including in areas beyond transport such as planning?

Integration must be designed into the system from the outset. Key interventions include:

- **Embedding transport in land use planning**: developments should be place-based rather than developer-led, ensuring housing, jobs and services are connected by sustainable modes.
- **Mandating local strategies** that address both people and goods, requiring consideration of freight and construction logistics as well as passenger travel.
- **Rural hubs and community transport**: combining passenger services with amenities such as parcel drop-off points to support inclusion in less densely populated areas.
- **Planning reforms** to reduce barriers to last-mile delivery infrastructure (e.g. microhubs), and to encourage use of rail or water for trunk freight where suitable.
- **Improving the built environment**: consistent standards for lighting, wayfinding, bus stop design and cycle infrastructure to improve safety and inclusivity.
- **Accelerated investment in rail access to airports**, avoiding decades-long delays such as those seen with Heathrow.
- **Cross-sector partnerships**, involving health, social care, economic development, planning and the third sector, to ensure transport integration reflects wider social and economic priorities.

(d) How should transport integration and its benefits be measured and evaluated—including the impact on economic growth, decarbonisation and the Government's other 'missions'?

Evaluation should be multidimensional, recognising economic, environmental and social outcomes. Suggested metrics include:

- **Modal shift**: proportion of journeys moved from private car to sustainable modes.
- **Accessibility**: changes in travel time to key services, jobs and amenities.
- **Decarbonisation**: reductions in emissions, congestion, and air pollution.
- **Economic growth**: improved labour market access, freight reliability, and productivity.
- **Social outcomes**: reduced transport-related exclusion and improved community wellbeing.

Monitoring should be **longitudinal**, capturing short-term behaviour change and long-term systemic impacts. Passenger Transport Accessibility Levels (PTAL) and tools developed by Transport for London and Transport for the North provide useful models. For freight, enhanced analysis proportional to the size of scheme should be mandated to avoid bias towards passenger outcomes.

A wider framework is needed for TAG / WLETAG / STAG formal appraisals that captures social value of sustainable transport options.

A revival of **Airport Surface Access Strategies** could serve as a template for regular reporting and continuous improvement, particularly where decarbonisation and modal shift are priorities.

(e) How should the cost of interventions needed to deliver transport integration be assessed and appraised? Will proposed changes to methodology in the Treasury's 'Green Book', including the introduction of 'place-based business cases', change this?

Traditional cost-benefit analysis often undervalues the benefits of integration, particularly for freight, social inclusion, and long-term resilience. Assessment should therefore use **multi-criteria appraisal**, incorporating:

- Local economic impacts.
- Social value, including health and equity outcomes.
- Environmental benefits such as decarbonisation and improved air quality.
- Long-term strategic benefits such as resilience and network efficiency.

The proposed Green Book reforms and introduction of **place-based business cases** are welcome, as they better capture the benefits of integration for rural communities and regional economies. However, there remains a need for **freight-specific appraisal frameworks** that reflect reliability, resilience and systemic value.

(f) Will integration in itself deliver other benefits such as wider transport options in more places, and behaviour changes such as mode shift? What other impacts could it have?

The forthcoming INTS and Future of Freight refresh provide a rare opportunity to fully integrate transport planning in the UK, especially with respect to rail and kerbside/last mile.

If well designed, integration will enable more travel choices and encourage mode shift away from the private car. Benefits include:

- **Wider transport options**: shared mobility, demand-responsive transport and active travel linked to hubs can expand provision, particularly in rural areas.
- **Behavioural change**: affordable, reliable, and easy-to-use services encourage uptake of public and active travel.
- **Economic inclusion**: integrated networks connect more people to jobs and services, widening the labour market and supporting business growth.
- **Environmental improvements**: reduced congestion, emissions and road danger.
- **Health and wellbeing**: increased opportunities for walking and cycling, reduced isolation through accessible services.

Integration also strengthens **airport surface access**, enabling rail and bus links (such as to Heathrow, Gatwick, Stansted and Manchester) to serve both air passengers and local commuters. Freight integration—such as aligning rail corridors with urban logistics—further enhances safety, air quality and liveability.

(g) What is needed to ensure that integration is inclusive and meets the diverse needs of transport users? Will integration necessarily lead to better outcomes for accessibility?

Integration must be **equity-driven, not just efficiency-driven**. It will only deliver better outcomes for accessibility if designed with inclusivity at its core. This requires:

- **User (and non-user) involvement**: co-design with marginalised groups to identify and address barriers.
- **Accessibility standards across modes**: ensuring consistent information on station access, lift outages, and step-free connections.
- **Digital and non-digital channels**: journey planning and ticketing must be available in printed as well as online formats to avoid exclusion.
- **Integration of active travel**: cycling is both a mode in its own right and a mobility aid for some disabled people. Safe cycle routes also benefit mobility scooter users but cycling and pedestrian safety needs to be supported by:
- **Better kerbside management**: including consideration to facilitating deliveries outside peak periods to ensure deliveries do not obstruct cycle lanes, pavements or bus stops, as this disproportionately affects people with mobility or visual impairments.
- **Improved freight planning**: minimising impacts of hubs and deliveries on local communities, particularly in dense or deprived areas.

The ongoing enhancement of national datasets such as NaPTAN should be accelerated to improve the quality of accessibility information across journey planners.

(h) Will the meaning of integration vary across different kinds of areas and for different kinds of journeys?

Yes. The principles are the same—seamless connectivity, simple ticketing, reliable services—but their application varies:

- **Rural areas**: integration requires flexible, demand-responsive transport, community services, and first/last-mile connectivity for both passengers and goods. Coordination of health, education, social care and community transport is particularly valuable.
- **Urban areas**: integration should focus on managing kerbside space, retiming deliveries, supporting active travel, and improving safety for vulnerable users.
- **Inter-city travel**: integration depends on high-capacity rail and coach links, with well-designed terminals and freight corridors reducing road congestion.
- **Air travel**: integration must reflect infrequent, time-sensitive trips, with reliable access at all hours and facilities designed for baggage handling.

The meaning of integration is therefore context-specific, but consistent in its goal of delivering whole-journey confidence.

(i) What lessons can be drawn from attempts to integrate transport elsewhere in the UK and around the world? What examples should the Government seek to emulate?

International and domestic experience shows that successful integration relies on **political will, long-term investment and user-centred design**.

Examples include:

- **Germany's Deutschlandticket**: a national flat-rate fare simplifying travel across regions and operators.
- **Switzerland's PostBus**: integration of passenger transport with parcel logistics, supporting rural connectivity.
- **Finland's transport digital twins**: advanced modelling to plan integrated systems.
- **The Netherlands**: world-leading cycle infrastructure demonstrating how design can unlock mode shift.

- **Austria's air-rail intermodality**: through ticketing and baggage handling enabling seamless long-haul and rail journeys.

Within the UK:

- **Transport for London** demonstrates the benefits of a single coordinating authority**,** **a**nd **TfL's streets toolkit** offers practical guidance on balancing freight and active travel at the kerbside.
- **Manchester** and **Scotland** show the value of devolved powers and MaaS pilots.
- **East Midlands Airport** exemplifies effective multimodal freight integration.
- **Tees Valley** has pioneered integrated freight strategies linking port, rail and road.

The lesson is clear: where governance, funding and design are aligned, integration delivers. The UK should emulate these examples through a consistent national framework, tailored to local needs.

Conclusion

Transport integration is essential to delivering the UK's economic, social and environmental ambitions. It requires strong leadership, aligned funding, open data, and planning reform to break down institutional and commercial silos. Success will be measured not only in improved journeys, but in wider impacts: reducing carbon emissions, supporting inclusive growth, and creating safer, healthier communities.

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