techUK

10 St Bride Street
London EC4A 4AD
T +44 (0) 7331 2000

techUK.org | @techUK

Commons Transport Committee *"Joined-up journeys: achieving & measuring transport integration"*

techUK response (October 2025)

Introduction

techUK is a membership organisation launched in 2013 to champion the technology sector and prepare and empower the UK for what comes next, delivering a better future for people, society, the economy and the planet. It is the UK's leading technology membership organisation, with a network that enables our members to learn from each other and grow in a way which contributes to the country both socially and economically. By working collaboratively with government and others, we provide expert guidance and insight for our members and stakeholders about how to prepare for the future, anticipate change and realise the positive potential of technology in a fast-moving world. We welcome the opportunity to respond to this consultation and assist the Committee in preparing for its scrutiny work. We are available for any follow-up questions that you might wish to ask.

Question-by-Question responses

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?

Integration is in the eye of the passenger, and so the success, or otherwise, of transport integration can only be felt from the point of view of the user. A truly joined-up transport system is one that *feels* seamless, intuitive, safe, and reliable to the user.

There are several things that are particularly significant in creating this feel of a unified system:

- Unified ticketing and payment systems – enabling users to travel across different modes using a single ticket or payment method
- Coordinated timetables and real-time information – ensuring that different modes of transport arrive and depart in a coordinated way to ensure that connections can be made without too much waiting-time for passengers. A fuller version of this – Mobility-as-a-Service (MaaS) – provides single applications for planning, booking, and paying for entire, multi-modal journeys
- Recovery from system interruption and disruption – methods to inform and assist passengers when delays, breakdowns, etc occur to the system. These will include

timely information on service status, normal service resumption timelines, alternative routes and modes of transportation, refunds, and so on
- Physical infrastructure integration – multi-modal transport hubs make the above journeys more accessible for users. Designs should also include proper considerations for disabled, vulnerable, and elderly passengers
- Policy and governance alignment – integration of transport requires a proper integration of the decision-makers and budget-allocators who deliver it. Coordination across government departments, local authorities, regulators, and private operators with a joined-up strategy helps deliver shared goals, consistent funding, and legal frameworks that enable innovation and interoperability
- Change management – an integrated system is one that can manage change over time. It is important that a system can adapt to and integrate new technologies and methods, as well as deal with special occasions (such as major public events) that put particular strain on the system

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

Overcoming barriers to integration requires systemic reform. Integration transforms transport from a series of disconnected services into a coherent, user-centric system. It enhances convenience, accessibility, and sustainability, making public transport a viable, attractive alternative to private car use. For users, it means fewer barriers, better experiences, and more confidence in choosing greener, smarter ways to travel. Several persistent barriers prevent effective integration in the UK, including:

1. Fragmented governance and policy silos

Transport governance in the UK is fragmented, with different modes often managed by separate authorities, operators, and regulatory frameworks. This approach leads to inconsistent standards, disconnected services, and poor coordination across regions. National policy often lacks alignment with local needs, and decision-making is centralised, limiting the ability of local authorities to tailor integrated solutions. Integrated transport policy should prioritise active travel for short distances, public transport for longer journeys, and shared mobility for the last mile. It should also support autonomous vehicles, digital twins, and AI-driven analytics to optimise routes and reduce congestion.

2. Limited data-sharing

Effective integration relies on real-time data for journey-planning, ticketing, and service coordination. Mandating open data standards and incentivising data-sharing through regulation and funding is an option, but it is vital that any and all such requirements be implemented in a way that is proportionate, clearly scoped, protects commercial interests, and is regulated under a independent governance system. For example, the concept of a minimum data standard to ensure consistency and interoperability is in use in a number of sectors and could have significant benefits if used in transport. Any successful use, however, would have to take into account the normal data variation that comes from varied technical solutions.

3. Infrastructure gaps

Physical infrastructure often fails to support seamless transfers between modes, both in terms of different modes of transport not meeting, and in terms of design frameworks failing to support disabled, vulnerable, and elderly passengers. Planning should be guided by

Contact: Robert Price, Programme Manager – Transport and Mobility
robert.price@techuk.org

user data and representative community engagement to ensure positive outcomes. It is important to note that comprehensive community engagement for transport issues should not only include people living in an area, but those who travel to/through it too.

4. Funding constraints

The overall UK fiscal position is challenging, and any additional funding would always be welcomed. However, even in straightened financial circumstances, the way in in which funding is allocated can still be improved. Transport funding is often too short-term and too based on individual projects, with budget requirements frequently placed on local authorities who find themselves in tight funding positions. Funding settlements for local and transport authorities, should be more long-term and ring-fenced.

Whole-life costing models may prove useful here, in that if the benefits of an integrated system are considered across its multi-decade lifecycle, the understanding of its costs (both up-front and operational) should be considered in that light too.

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 appraisal methods have been criticised as tending to favour projects in high-density, high-output areas. Combined with fragmented funding and siloed assessments across transport, housing, and planning, this has made it difficult to build coherent, multi-modal networks. We await with interest a fuller analysis of how the 2025 Green Book Review and place-based business cases will move beyond comparing projects in isolation, and it may be that Transport Analysis Guidance will need further review and amendment to reflect the Green Book's new priorities.

More broadly, it is important that a full analysis of transport integration considers the full range of benefits and aims that are desirable. Real integration will not only reduce journey times (though this is, of course, central), but lowering costs, reducing planning time and effort, unlocking lower-emission and active travel options, increasing access to employment, services and leisure opportunities, and general quality-of-life impacts should be included.

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?

Transport integration can bring significant benefits, in line with our response to the previous question. By making journeys more seamless, accessible, and efficient, integration encourages behavioural change, expands mobility options, and supports broader policy goals. These include:

1. Transport options

Integration enables the development of multi-modal transport hubs, which combine public transport, shared mobility, and active travel in one location, like shared e-bikes, demand-responsive shuttles, and ride-hailing services.

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2. Behaviour and mode shift

A key benefit of integration is its ability to encourage mode shift—from private cars to public transport, walking, and cycling. When journeys are easier to plan, pay for, and complete across multiple modes, and when elderly, vulnerable, and disabled passengers are better catered for, users are more likely to choose sustainable options.

3. Environmental and health benefits

Mode shift driven by integration contributes directly to decarbonisation. Fewer car journeys mean lower emissions, improved air quality, and reduced noise pollution. Active travel options also promote physical activity, with public health benefits.

4. Social inclusion and economic benefits

Integrated transport systems improve access to employment, services, and leisure opportunities, particularly for disabled users and low-income households. This can stimulate local economic growth by improving connectivity and attracting investment.

5. Unintended consequences

Within all the above points, it is important that unintended consequences of properly considered and mitigated as far as possible. Transport integration has the potential to bring significant benefits (as outlined previously), but changes to transport methods, habits, and structures can be challenging for various vulnerable passenger groups. It is important that these challenges are identified early, and changes to individual areas and systems are made with those groups being informed, supported, and engaged with throughout.

Will the meaning of integration vary across different kinds of areas and for different kinds of journeys? (such as rural and suburban areas, and inter-city journeys)

The meaning and implementation of transport integration will vary across different geographies and journey types. A one-size-fits-all approach risks reinforcing existing inequalities and failing to meet the diverse mobility needs of users.

In some rural and remote areas, integration will be more focussed on ensuring any viable alternatives to car dependency exist at all. These regions often suffer from infrequent bus services, limited rail access, and poor digital connectivity. For rural communities, integration could mean:

- Demand-responsive transport and community-led services
- Digital platforms that allow users to book shared rides, access real-time updates, and coordinate with local services
    - Though on this point, it is important to recognise that not all users across the age or disability groups use digital services, so multi-platform solutions that allow for varying modes of interaction is preferred wherever possible
- Joined-up planning between transport and health, education, and social care to ensure essential services are reachable

Suburban areas often sit between urban density and rural isolation. Here, integration will also focus more on modal choice and convenience, as well as addressing commuter flows into urban centres. Many suburban commuters rely on cars due to poor public transport links or lack of safe cycling infrastructure.

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In cities and full urban areas, integration is about seamless multimodal journeys. Urban users expect real-time information, contactless payments, and efficient transfers between buses, trains, trams, and micromobility. Urban integration also supports behavioural change, encouraging mode shift. Integration here could prioritise:

- MaaS platforms that combine planning, booking, and payment
- Multi-modal hubs that co-locate services and support active travel.
- Data sharing and smart infrastructure to optimise traffic flow and reduce emissions

For inter-city and cross-country journeys, integration focuses on connectivity, reliability, and interoperability. This includes coordinated timetables between regional rail, coach, and local transport, integrated ticketing, and digital tools for journey planning and disruption management.

In all areas, however, the role of emerging technologies – like autonomous vehicles and AI-driven analytics – is central to developing a transport system that works better for everyone.

ENDS

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