



Stephen Warburton
Head of Operations

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Qualifications: BSc (Hons) Statistics and Computing Science, University of Newcastle
MSc Transport Engineering and Operations, University of Newcastle

After researching transport issues at the University of Newcastle on Tyne, Steve worked in a local authority and then had over twenty years' experience in Transport Planning and Development with major bus operating companies. Steve worked for United Automobile and its successor companies to Arriva North East from 1983 to 2003. His role was key in designing commercial networks for deregulation in 1986. He was then responsible for service design and registration in what was, at times, a highly competitive environment. His role involved negotiation and liaison with union representatives, other operators, management and local authorities.

Steve joined TAS in 2003 and has applied his experience across the entire range of our work. Promoted to Principal Consultant in 2006, he became Operations Director in August 2009 and Head of Operations in June 2017 with a remit to oversee all projects undertaken by TAS.

Recent projects which have benefitted from his wide experience include:

Investigation of the Bus Industry

Steve has contributed to various TAS publications including 'The Economics of Bus Operation' and given written and oral evidence on behalf of TAS to the Competition Commission, the House of Commons Transport Select Committee and the Department for Transport.

Network Reviews

Bus networks are Steve's specialist area. Steve has supervised a significant number of major exercises for operators large and small, local authorities and PTEs since 2006. These have involved thorough reviews of existing service performance including ETM analysis, scheduling using Omni software and reviews of secured services. Steve also led the network design strand of Nexus' Quality Contract investigation and has acted as 'critical friend' in other documents.

Route Costing

Steve has particular expertise in route costing systems and has had input to or reviewed costing systems at many operators, with a key interest in developing ways of more accurately allocating revenue from concessions and multi journey tickets and trying to steer parts of the industry away from allocating large amounts of cost on a mileage basis. In 2015 Steve worked with one of the major groups to develop a group-wide route costing system which has since been implemented.

Ticketing in the Bus Industry

TAS probably sees more ticket machine data from more operators than any other organisation. Steve has extensive experience in analysing such data to produce summaries of passenger boardings, flows on services and networks and ticket transaction times. He also has in-depth knowledge of the competition restrictions placed on ticketing schemes.

Best Practice Guidance on Bus Partnership

Steve's significant contribution to our work on this for DfT stemmed from his work for Nexus as Project Director for our three framework agreements for bus network design and from his role as critical friend for the QC documents prepared for West Yorkshire, a strand leading modelling for West Yorkshire using SimBUS and more recent experience with the Sheffield partnership.

Fares and Ticketing Reviews

As new technology comes on-stream ticket ranges grow increasingly complex and Steve has led various projects for a variety of clients, most recently Translink in Northern Ireland, with a view to simplifying ticket ranges.

Surveys and Survey Analysis

As a statistician, Steve lends a keen eye to survey design and analysis for many clients.