

INSIDE THIS
EDITION

Join the
Conversation

UK Hydrogen
Adoption

Membership
Renewals

Accessibility Report

New UKCOA WhatsApp Groups

We're pleased to announce the launch of three new WhatsApp groups exclusively for UKCOA members, designed to make it easier to share ideas, seek advice, and keep in touch with fellow operators across the country.

These groups have been created in response to feedback from members who value quick, informal communication with their peers on the issues that matter most to them.

The new groups are:



Engineering – A space to discuss mechanical issues, source parts and suppliers, and share knowledge and tips around vehicle maintenance and compliance.

Operations – Focused on the day-to-day challenges of running a coach business, including driver availability, parking, route issues, scheduling, and regulatory updates.

Senior Managers – For owners, Directors and senior leaders to connect on strategic and high-level matters such as policy changes, long-term planning, and sector-wide developments.

Each group will be moderated to ensure a positive and useful space for discussion. You're welcome to join more than one group if relevant to your role, and as always, participation is entirely optional.

If you would like to join any of these WhatsApp groups, please email info@uk-coa.co.uk with your name, company, role, telephone number, and which group(s) you'd like to be added to.

We look forward to seeing the conversations get started and hope these new groups will provide a valuable way for members to stay connected and informed.

Membership Renewals

All membership invoices for 2025 have now been sent out to our members and industry partners. A heartfelt thank you to everyone who has already settled their account. We truly appreciate your prompt support.

If you've not yet had a chance to make payment, this is a gentle reminder to do so when you can. Your membership enables the UKCOA to continue advocating for the coach sector, influencing government policy, supporting operators with practical guidance, and promoting the industry's vital contribution to UK transport and tourism.

We are proud of the progress we've made together, including strengthening the industry's voice on key issues, improving communication across the sector, and helping raise awareness of the value of coach travel. None of this would be possible without your continued backing.

If you have any questions about your invoice or need a copy re-sent, please don't hesitate to get in touch.

Thank you again for being a part of the UKCOA.

Coach Travel May Benefit from Hydrogen Boost

A major new initiative called HySpeed has been launched to help speed up the UK's switch to green hydrogen, and it could be important for the coach industry.

Led by a group of major UK companies, including Wrightbus, Centrica, JCB, and Johnson Matthey, the £6.5 billion private-sector



project aims to build enough sites to produce 1GW of green hydrogen by 2030. The project could create over 24,000 jobs and cut one million tonnes of CO₂ each year.

For coach operators, this could open up new possibilities as hydrogen fuel cells work well for long journeys and heavier vehicles, areas where electric batteries can struggle. Wrightbus, one of the companies involved in HySpeed, is already working on hydrogen-powered coaches that could travel up to 1,000 kilometres on a single tank.

The plan includes building hydrogen hubs in key locations across the UK which would make it easier for operators to refuel and could help bring down costs.

Although it's early days, HySpeed is a project worth keeping an eye on. It may help shape future choices for operators thinking about greener fuels.

Accessibility and Inclusivity in Coach Travel

The Department for Transport (DfT) has recently published a report examining the accessibility and inclusivity of bus and coach travel across the UK. Carried out by the National Centre for Social Research (NatCen), the research includes perspectives from passengers with a range of access needs, including disabled people and those with protected characteristics, about their experiences using public transport.

For the coach sector, the findings provide useful insight into where passengers can face barriers. These may include challenges during the booking process, a lack of clear pre-travel information about accessible features, and difficulties when boarding or disembarking vehicles. Some respondents noted concerns about the availability of ramps, the height of steps, or a lack of on-board facilities suitable for their needs.

The report also highlights the role of staff in shaping passenger experience. When staff are confident, well-informed, and approachable, passengers tend to feel more at ease. However, in situations where passengers are unsure whether help will be available or are concerned they may not be believed or supported, this can lead to anxiety and reluctance to travel.

This research aligns closely with the Department for Transport's *Everyone's Journey* campaign, which aims to create a more welcoming travel environment for all. The campaign encourages all parts of the transport network, including coach operators, to play a role in making journeys feel more inclusive. It focuses particularly on improving the experience of disabled passengers and raising awareness of hidden disabilities. Resources include training materials and posters designed to help transport staff and passengers recognise and support the different needs people may have.

Coach stations and stops are also a focus, with some passengers reporting that facilities such as waiting areas, signage, or toilets can be inaccessible or difficult to use. Again, small adjustments, such as clearer signs or staff being available to offer reassurance, can make a noticeable difference.

While this research is not intended as a checklist of requirements, it does highlight opportunities to improve confidence and comfort for passengers who may otherwise feel uncertain about using coach travel. Operators interested in learning more can access the full DfT report [here \(PDF\)](#) and visit the *Everyone's Journey* campaign website at everyonesjourney.campaign.gov.uk for additional tools and information.