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Introduction

This Bus Information Strategy has been drawn up to meet the requirements of the Transport Act 2000, to set out standards for the provision of bus service information in Devon and the actions proposed to achieve this provision by 2011. It supports the Bus Strategy which in turn elaborates the contribution by the bus to meeting the objectives, strategies and targets set out in the Devon Local Transport Plan. This Strategy replaces the one issued in October 2002.

A high priority must be accorded to the provision of quality bus service information as the County Council will be judged on it in the coming years as well as it contributing to achieving the shared priorities of tackling congestion and improving accessibility and the targets required by Government in these areas. Passenger information both on the street and electronically is an important part of the bus journey experience, following closely on frequency and reliability in travellers requirements.

The Corporate Performance Assessment regime which grades the County Council now includes satisfaction with public transport information and satisfaction with bus services, BVPI 103 and 104. Specifically the Audit Commission maintain that whilst it is recognised that councils do not have direct control of all aspects of the service, the community leadership role of councils in delivering, leading and influencing service improvements in partnership is increasingly important and must be applied to the provision of bus service information.

High quality information is important for existing bus users and also particularly for potential users who often claim that poor information provision means they are unaware of the services available. Whilst printed material is still important, particularly for elderly residents and visitors, market research indicates that the 34- 55 age group which is the part of the population most likely to consider switching to bus from car requires electronic access to information. Achievement of the passenger growth targets in both LPSA 2 and LTP2 will depend on attracting many new users to bus services

This strategy envisages traveline and the services which can be driven by its database taking an increasing share of bus information provision. It also seeks to apply the County Council Equality Strategy and will cross reference with the Quality Bus Partnership Agreements being developed with First Devon and Cornwall and Stagecoach.

The Government requirements for management of assets on the highway and the poor state of equipment in some locations requires the County Council to take a more positive role in setting the standards for the specification and maintenance of the equipment involved in the provision of bus information.

In response to the CPA, and the emphasis on public satisfaction with bus information, the County Council has committed to a local target in DLTP 2 to raise satisfaction from just under 55 % in the last full survey in 2003 to 75 % by 2011. A Citizens panel survey of bus service information in February 2006 gives a satisfaction rate of 58%. From October this year it will be surveyed every year by the County Council.

Working in partnership with the two major operators in the County will be essential to achieving the full impact of and benefit from this Strategy. First Devon and Cornwall and Stagecoach Devon have been closely consulted on the content and are committed to its implementation.

The objective of this Strategy is that no one can claim not to be aware of the bus services available and not to be able to access easily the information needed to use the bus for their travel needs

Specifications for roadside timetable information and equipment, including bus stop flags will be developed and the locations of key bus stops identified during year 1 for inclusion in this Strategy.

1. The Transport Act 2000

- (i) Section 139 of the Transport Act 2000 states that each local transport authority must from time to time determine, having regard to their Local Transport Plan:
 - what local bus information should be made available to the public ("the required information"), and;
 - the way in which it should be made available ("the appropriate way").
- (ii) The 2000 Act now empowers the County Council to require certain standards of bus operators' information provision and, where operators fall short of those standards, to recoup from operators the Council's reasonable costs in meeting those standards in the operators' stead.
- (iii) The Act refers to *local bus services*, i.e. registered local bus services, not long-distance coaches or rail services.
- (iv) The 2000 Act requires the County Council to ascertain whether the required information is being made available to the public in the appropriate way.
- (v) If, in the County Council's opinion, the required information is not being made available or is not being made available in the appropriate way, the Council must seek to make arrangements with local bus operators to make the required information available in the appropriate way.
- (vi) If it is not possible to make satisfactory arrangements with operators, the Council must take steps to ensure that the required information is made available in the appropriate way and may then recover their reasonable costs from the operators.
- (vii) The County Council will, after consultation, lay down standards and if those standards are not being met, ask bus operators to meet those standards. If operators can not or will not meet those standards, we shall make the necessary arrangements ourselves and will recoup reasonable costs from bus operators.
- (viii) In carrying out this function, Devon will seek to establish partnerships with operators and shall co-operate with Torbay and Plymouth Councils and also Cornwall, Somerset and Dorset County Councils regarding information about cross-boundary services.

2. Consultation on the strategy

Devon has consulted, as required by T A 2000, such organisations appearing to the authority to be representative of users of local services as they think fit, on the standards and arrangements set out in this strategy:

- District and Parish Councils and Bus Users U.K.
- the Traffic Commissioner for the Western Traffic Area
- all current operators of registered local bus services in the County
- SWPTI
- Groups representing people with disabilities

3. Current provision and issues

The County Council produces and distributes a considerable amount of printed material and is increasingly involved in the development and support of electronic systems both directly and via SWPTI/ traveline. The two big operators in Devon, Stagecoach and First Devon and Cornwall, provide information at bus stops including flags and a wide range of leaflets as well as being committed to traveline.

The printed material currently issued by the County Council and Operators includes -

- Six area timetable books ,Summer and Winter (520,000 copies in 2005/6)
- An annual county bus service map (35,000 copies)
- service leaflets and promotional material for specific projects such as Dartmoor Discovery guide and Sunday Rover/Days out, Jurassic Coast LinX53, Culm Valley Connect, etc
- leaflets for individual services covering minor changes
- leaflets, and maps and promotional material, on services and fares by the 2 large operators and to a more limited extent by the small ones.

Printed material is still relied on by many bus passengers and should be produced alongside the growing electronic provision. The quality and timeliness of leaflets and booklets varies between operators and a higher, more consistent standard over the whole County is required.

An unfortunate development by operators of commercial services is to reduce the number of timing points listed in service timetables so that gaps of 20 minutes or more are not uncommon. This makes it impossible for passengers at the many intermediate stops between each timing point to estimate the time of departure from their stop.

Roadside Information and Bus Stations

Devon has about 5,500 bus stops but only about 4,000 are marked with a flag. A high proportion of these flags have been erected by Operators and do not comply with Road Traffic Regulations. Many of the marked stops have timetable information displays but there is not a complete record of locations.

The servicing of these displays is shared between the County Council and the large bus operators. A greater provision of bus stop displays should be considered following a review of the current position. Clearly a complete inventory together with the identification of stops which should have an information display is required.

A new format for the bus stop timetable displays should be considered. In addition to the full timetable for each service now provided at bus stops, stop specific information of bus departures supported by a service diagram to show places which can be reached from the stop by each service which calls should also be displayed to give the bus traveller a complete picture in an easily understood format. The extent of the information provided at each stop should be related to the types of service calling and whether it is essential to show return times.

The extent and quality of information on display at bus stations and interchange points relative to the high usage is often poor and needs to be addressed at many locations across the County

Many local authorities take full responsibility for the specification, provision and maintenance of roadside information equipment but in Devon this is shared between the County and major bus operators. Achieving higher standards requires that the County Council takes a firm lead as required by the Audit Commission (see introduction)

The electronic based information currently comprises –

- The **SWPTI/Traveline** Service provided by a partnership of 15 operators and 18 local authorities covering the whole of the South West and the Hampshire / Portsmouth /Southampton area. It includes the telephone enquiry service from the call centre in Exeter providing information on all bus services in the region, the website and online

journey planner and very soon the stopfinder service for SMS mobile phone texting. Every bus stop has a unique code within the traveline database.

- Telephone calls to traveline will top 600,000 this year, up 46% over the last 3 years and still growing at 5% per year. Page views on the website are running at 180,000 per week, up from 40,000 in April 2004, a 350% increase. Fares information in traveline is under development as a lead project for the UK.
- SMS mobile phone texting where users text their bus stop code and receive back the times of the next 3 buses from that stop. Use is running at 300 texts a week and growing but not all stops are labelled with the code yet. Whilst the service has been trialled since September 2004, Devon has paid the cost of the text back.
- Real time information in Exeter at a number of bus stops on the radial routes using a tag and loop system operated in cooperation with Stagecoach and funded by Devon.
- A number of systems to produce real time and scheduled bus times are on trial to guide the next phase of development and roll out across the County. These are to use the GPS/GPRS technology and be linked to the latest generation of electronic ticket machines now coming into service. A trial with Stagecoach is currently underway in Exmouth which may also test the delivery of real time information to mobile phones.
- On bus information displays and announcements to help disabled and new passengers are provided on a few services, but should be rolled out across the County as part of the real time information initiative, to meet the Equality and DDA requirements.
- Electronic /LED high visibility destination displays with service numbers on side and rear are being introduced and all buses should be equipped, to assist partially sighted people.

Summary of issues

Provision of bus information across Devon is patchy in extent and quality and there is low awareness amongst the public of the bus service network

- A complete inventory of bus stop equipment and markings including flags and display cases in conjunction with a review of all bus passenger facilities at interchange points bus stations and on the highway is an urgent requirement.
- Provision of real time bus information throughout the County and particularly at bus stations and interchange points, hospitals, shopping centres and on bus should be developed.
- Market research to identify the most effective way to inform the public about bus services must be increased.
- The coverage of well used stops and those in village centres by roadside displays requires an inventory and review of the provision.
- Provision of stop specific departure information format in roadside displays should be considered at appropriate locations in addition to full service timetables.
- High visibility destination displays and on bus audio/visual displays on every bus operating registered bus services are required, particularly to assist partially sighted and deaf passengers.
- Many bus stop flags do not comply with Road Traffic Regulations and do not display service numbers and stop names.
- Greater use could be made of the traveline data base to drive new formats such as personalised travel plans, stop specific departure information and a bus stop inventory.
- Completion of the labelling of each bus stop with the SMS text code and the traveline stopfinder software is required.

- Reliance on operators has produced an inconsistent and sometimes low standard of information and equipment thus far. DCC should take a strong lead in the specification, provision and maintenance of bus information and the associated equipment.
- A maximum time between timing points in printed timetable material should be set so that the passenger at intermediate stops can estimate the departure time more easily.

4. Required information and standards

Having carried out consultation as set out in section 2, the County Council considers the required information and the appropriate way to provide it to be as follows:

Printed information relating to each operator or service.

1 Bus operators will provide printed route and timetable information

- For each service operated on a commercial basis, the bus operator will provide, free of charge, printed route and timetable information in sufficient quantity through the outlets mentioned in section 4.4.
- Specific leaflets and maps for bus services, projects and networks including branding on the printed material and buses.
- Printed information about bus service alterations and fares must be published and distributed at least seven days before the date of implementation of the change. The information must also be made available on board the bus on the service concerned, together with notices on the bus alerting passengers to any timetable, route or fares changes.
- In the absence of such printed information provided by the operators, the County Council considers that its area bus timetable booklets meet this requirement in the appropriate way and will therefore recoup a sum from each operator towards the cost of producing and distributing these booklets in proportion to the benefit received. The benefit will be assessed by the County Council on the basis of the amount of space in each booklet relating to each operator's commercial services. See section 7 below regarding timetable change dates.
- For small operators and supported services see section 4.5 below

2 Printed service and timetable information will incorporate the following:

- The printed information must be on paper of at least A5 or A4 size (folded as appropriate). Information will refer to individual services or a number of services in which case a booklet will be acceptable but see section 3 below.
- Print size must be minimum 8-point and large print versions (14 pt) must be available on request from the public direct to the operator. This facility must be referred to in timetables.
- The information must include a route description (urban areas), service numbers and a full timetable showing all registered journeys and their days and periods of operation, including the start and finish dates for seasonal services, and indicating sections of route which are limited or non stop. Timetable headings must highlight the route termini. Reference must be made to any variations on Public Holidays, special events, school terms /holidays.
- Timetables must be in conventional matrix format (for journey direction read downwards), and the points listed must not be more than 5 minutes apart on urban services and 10 minutes apart on interurban and rural services unless agreed otherwise by the County Council.

- Reference must be made to the availability of any relevant network or rover tickets and the Devonwide Concessionary Fares Scheme.
- The Traveline telephone number and website address must be included.
- Advice must be included as to how to complain about failures in service or to submit comments.
- On routes, which the County Council may from time to time see fit to designate, where commercial and financially supported services are integrated or run in parallel, a composite timetable must be shown.
- The information must identify those journeys which are normally operated with fully accessible vehicles.

3 Principal commercial services /local networks require a special individual leaflet.

- For principal commercial routes or local networks which the County Council may from time to time see fit to designate, a special individual leaflet must be produced and made available in sufficient quantity, i.e. inclusion in an area or company booklet will not be sufficient.
- This printed information must meet the same standards as those in section 2 above and be distributed as detailed in section 4 below. In the absence of such special leaflets provided by the operators, the County Council will produce these and will recoup a sum from the operator(s) to cover the cost of production and distribution.

4 Printed Material must be distributed free of charge.

- The printed information referred to in section 2 above must be distributed free of charge along the route (including principal points in adjoining local authority areas) through all bus company outlets (i.e. bus stations and offices; of both operators of the service in question and other operators) and in addition, subject to agreement by the outlet, through the following:
 - railway stations
 - public libraries
 - tourist information centres
 - village shops and/or post offices (minimum one outlet per parish where they exist)
 - Rural Transport Partnership and community transport offices

Sufficient copies must also be sent to the clerk of each parish council along the route so that any willing parish council may maintain notice boards and other facilities. The County Council will supply parish council contact details on request.

Copies must also be available on request by post for members of the public. (A reasonable postage and packing charge may be made.)

The County Council will also require reasonable quantities to be sent to the Transport Co-ordination Service at County Hall.

5 Devon County Council will provide information for financially supported services.

- For financially supported services the County Council will provide the printed information described in sections 4.2 and 4.3 above, plus special leaflets for key supported routes and will distribute it as required by paragraph
- Operators of supported services should also refer to the relevant paragraphs of the Conditions of Contract for Financially Supported Local Bus Services.

6 The bus operator will provide roadside timetable information.

On the routes of commercial services, at the stops listed in appendix 2, the bus operator must provide and maintain roadside timetable information:

- All service information must be contained in a watertight display case either separately mounted or as an integral part of a bus stop or shelter and approved by the county council
- Stop specific departure information including a service diagram to print and format standards devised by the County Council as set out in appendix 3 must be displayed along side whole service timetable information where the County Council requires it.
- The service timetables will comply with the standards and format set out in section 4.2 above.
- Notices about bus service alterations must be posted no later than 5 days before the implementation of the change and the new timetables no later than the day of implementation.
- Operators sharing stops must liaise with one another to ensure effective joint use of display space and a reasonable charge may be made by an operator making display space available to another operator to insert information.
- In the absence of such roadside information provided by the operators, the County Council will meet this requirement in the appropriate way and will recoup a sum from each operator towards the cost of doing so.
- At stops which are used by more than one operator but where the operators cannot agree to share, the County Council will set up and maintain information and recoup a sum from each operator towards the cost of doing so.
- For financially supported services, the County Council will make a binding agreement with contracted operators as to who (i.e. the Council or the bus operator) will be responsible for posting roadside information and the format of it.
- The County Council will ensure that all villages and communities identified by population served or by passenger use have a roadside timetable display at the main bus stop and will list these sites during year 1

7 Timetable changes

- In order to minimize disruption to the bus network the County Council will set **a maximum of six timetable change dates** in each year for each operator as recommended by DFT but will seek to restrict service changes to a summer and winter change date, except in unavoidable circumstances such as school requirements, rail connections and where, in the public interest, the Traffic Commissioner would normally grant short-notice dispensation.

8 Display of public transport material

- Bus operators must co-operate with the County Council in the **display of public transport promotional material on board buses** and at company offices.

9 Electronic Based Provision of Information

Bus operators must provide an impartial telephone information service.

- "Impartial" means giving information about all operators' services in the South West of England (the local authority areas of Bath & North East Somerset, Bristol, Cornwall, Devon, Dorset, Gloucester, North Somerset, Poole, South Gloucestershire, Somerset, Torbay, Wiltshire) and, where necessary, referring the caller to an equivalent telephone enquiry service in another region.
- The service should be available from 0700 until 2200 daily (Sunday). The information available should consist of routes, times, the location of bus stops and, from a date still to be specified, fares (including concessions).
- In the absence of such a service provided by the operators, the County Council considers that traveline meets this requirement in the appropriate way and operators are required to maintain the accuracy and timeliness of supply to traveline of bus timetables, tracks and verification and to pay all invoices from SWPTI of over £50 per year on receipt.
- The County will recoup a sum from each operator towards the cost of providing the traveline service by SWPTI in proportion to the benefit received, unless the operators pay SWPTI direct. The benefit will be assessed by SWPTI on the basis of the number of public enquiries received at the traveline call centre for information about the operator's services. The County Council will pay call costs of less than £50 per operator per year but over this amount will recover from operators any charges outstanding 6 months after receipt of a valid invoice from SWPTI.

10 Web information

- Operators should provide a web site and include a link to the Devonbus and Traveline sites. The County Council will supply the operator with details of this on request.

11 SMS

- Operators will be required to cooperate on SMS texting to mobile phones, provide high visibility destination displays and on bus audio and visual information.

5. Provision by Devon County Council

In addition to the standards and provision required of bus operators, the County Council will –

- **Be responsible for the supply and installation of equipment at each bus stop including** pole, flag and timetable displays for both printed and electronic formats.
- Identify the **specification for the equipment** to be used in the provision of bus service information on the roadside and at bus stations and interchange points.
- Identify **the gaps in provision** across the county against this specification and draw up a programme of improvements.
- Work towards the provision at every bus stop of a **standard bus stop flag** complying with the Traffic Signs Regulations and General Directions 1994 mounted on a modern pole replacing flags which do not comply. Attention will be directed firstly at Exeter, Newton Abbot, Barnstaple/Bideford and then move out into their journey to work areas followed by the small town and rural areas.
- **Develop a standard layout for bus stop flags** to show the traveline name of the stop, the traveline telephone number and website address for travel enquiries, the stop code for SMS mobile phone texting and the numbers of the services calling. Operators of services calling at the stop will be allowed to apply their name and logo by agreement and encouraged to display service branding / logos.

- Undertake a programme of market research into the effectiveness of bus information methods and formats for the different groups of the population and for non bus users.
- Draw up a format for the display of **stop specific timetable** information and assist operators in accessing software to produce it for individual roadside displays (see appendix 3).
- Provide for **all supported services roadside information displays** giving stop specific times and a service diagram as well as whole service timetable details to the same standards as set for commercial services in section 4.
- Establish partnerships with operators to develop county wide provision of **real time information** using GPS/GPRS technology at bus interchanges and stations, at important points for bus passengers such as Shopping Centres, Hospitals, Industrial estates and at selected locations on street concentrating on Exeter, Barnstable/Bideford and Newton Abbot first followed by the interurban routes.
- Provide bus information and **awareness messages** on highway signs and on highway variable message systems.
- Maintain a **DevonBus web site** showing the current Devon public transport map, an explanation of how bus services are provided (commercial and supported) and the County Council's role, advance notice of bus service changes (based on registrations received), plus links to other relevant sites.
- Promote the bus network through partnerships with the business community by including **how to reach us by bus on websites** for attractions, events etc.
- Produce printed bus timetable information in varying formats to **support travel planning initiatives** - workplace, school, attractions and events and personalised.
- **Supply timetable and other relevant publications as available on request free of charge to the public** via the DevonBus line on 01392 382800 or in writing to the Transport Co-ordination Service, Devon County Council, Matford Offices, County Hall, Exeter, EX2 4QW.
- Publish a **Devon public transport map** at annual intervals which operators will be required to make available to the public through their offices and which the County Council will distribute in line with section 4.4 above.
- Publish **area timetable books** which will be distributed in line with section 4.4 above. As well as bus information, these will include summary details of principal rail services as appropriate and as available.
- Produce timetable leaflets, maps and fare information for specific bus services, projects and networks working with operators.
- Produce and distribute information about the **Devonwide Concessionary Fares Scheme** which operators will be required to make available to the public through their offices and on buses.
- Produce and distribute information about the **Devon Day Rover** ticket which operators will be required to make available to the public through their offices and on buses.
- Produce appropriate literature **promoting tourism by public transport** which operators will be required to make available to the public through their offices.
- Co-operate with any organization producing tourist information to include public transport material and joint promotions.
- Co-operate with and assist **Parish Councils** or appropriate local groups to produce and distribute **local transport information** leaflets or booklets.

- Install and maintain at locations and interchanges which the County Council may from time to time designate comprehensive **transport information boards**.
- Maintain the commitment on data supply and funding to **Traveline** as required under the contract with SWPTI and support future developments, including fares; meet a local target of an annual average of 99 % of timetables accurate and up to date at all times and verification also at 99% each year 2006/7 to 2010/11 as validated by Traveline and more than meeting the Traveline regional indicators.
- Utilise the Taveline data base to provide material for bus stop displays and travel planning initiatives including the purchase of software to share with operators.
- Create an **inventory of equipment** both on and off the highway involved in the provision of bus information by operators and the County Council in conjunction with Asset Management processes.
- Review and upgrade the **information displayed at all bus stations and interchange** points including electronic displays, maps etc. in partnership with operators, and explore on-street electronic information kiosks.
- **Promote the awareness and use of bus services** through all appropriate media, awareness campaigns etc, in conjunction with Travelwise, travel planning initiatives and traveline and in partnership with operators, featuring in 2006 **The Connect Devon Awareness Campaign** which aims to raise awareness of the extent and coverage of the bus network in Devon, how good and easy to use modern buses are, and how easy it is to find out about bus services particularly through Traveline. The campaign is based on an exhibition stand designed for the major events in the county with a high footfall such as the County Show, local shows, Dartmouth Regatta and also town centre displays and other events over the year. Nine outings are planned so far in 2006. A video showing the bus journey experience and hands on use of traveline and mobile phone texting are key features. Throughout the summer the campaign will be supported by Press and Media coverage. A "travel around Devon by bus" website may be added to Connect Devon. Leaflets explaining how to use buses and about fares and tickets are also being produced for this campaign.
- Seek to ensure that the **County Council's own publications** include appropriate reference to public transport.
- Make grants to operators to equip buses with high visibility destination displays and on bus audio and visual displays to assist people with disabilities.
- **Organise a resource** either internally or through an external contract to implement, maintain and monitor the information and equipment specified in the Strategy provided by both operators and Devon County Council, working in partnership the large bus operators.

6. Resources and Projects

The County Council spends about £250,000 per year on bus service information taking capital and revenue together, drawn from LTP Rural Bus Subsidy Grant, the County public transport budget, and S106 sources. First D&C and Stagecoach also spend considerable sums on production and distribution of information about their services.

Adopting the approach set out in this Strategy requires more resources than currently allocated to achieve the higher quality provision and consistent application across the whole bus network sought. Resources are required for co-ordinating, procurement and installing new and replacement equipment as well as for the ongoing production of the printed material and input to traveline and web based formats. Building an inventory, establishing the standards and identifying the gaps in provision will take priority in the first year of the Strategy followed by implementation of the improvement programme in years 2-5.

Ongoing funding from revenue budgets will increase to £200,000 per year for bus service information, awareness campaigns, promotions and market research. First and Stagecoach have agreed to continue at least their current annual expenditure plus inflation until 2011.

The Connect Devon Awareness campaign is funded by Devon, First, Stagecoach and traveline with a budget of £60,000 for 2006. Approximately £40,000 would be required to repeat it in future years. The County Council contribution comes from both revenue and LTP funding.

The Devon contribution to the SW PTI local authority and operator regional partnership which provides traveline and other services for the five years from 2006/7 is set at 90,000 for the first year rising to £120,000 in the final year.

Specific capital projects will be funded from the allocation of £ 1.7m in the DLTP 2006/7 – 2010/11 programme to progress the various elements of the Strategy. The timing of each scheme has yet to be determined and the costs quoted are early estimates. These projects will be implemented in conjunction with the bus infrastructure projects in the LTP area programmes where appropriate for effectiveness:

1. Upgrade of bus stop poles/flags and display cases at 600 stops per year starting in 2007/8, including new sites – target of 2400 completed by 2011 covering Exeter, Barnstaple/Bideford and Newton Abbot and their journey to work areas including quality corridor schemes, in partnership with operators.

£100,000 p.a

2. Real time information system in North Devon through joint investment with operators to include on bus equipment, back office systems and displays at Barnstaple Bus Station, NDDH, Green Lanes Shopping Centre, Bideford Quay and selected on street sites.

£130,000

3. Real time information provision on services in West Devon and South Hams in cooperation with Plymouth C C and First D&C.

£80,000

4. Real time information in Exeter, East Devon ,Mid Devon and Teignbridge in co-operation with Torbay BC and joint investment with Stagecoach.

£180,000

5. Exeter Bus Station – passenger information system for departures/arrivals/stand identification. Displays, back office etc contribution to Stagecoach project.

£ 50,000

6. Barnstaple Bus Station upgrade of information displays.

£30,000

7. Grants to operators to equip buses with high visibility destination and on bus audio/visual displays.

£40,000

8. Display equipment for important bus interchange points across the County, such as Teignmouth, Sidmouth, Bideford, Kingsbridge, Yelverton, Ilfracombe, Tiverton, Seaton, Okehampton, Newton Abbot etc.

£60,000

9. Purchase and commissioning of software to produce stop specific departure and service diagram displays at bus stops to be shared with operators.

£20,000

10. Purchase and commissioning of software for the production of bus timetable information for travel planning – workplace, school personalised and attractions.

£20,000

11. Resource to develop, coordinate, manage the implementation of this Strategy and monitor (direct by DCC or Contract managed by DCC).

£40,000 p a

If additional funding is allocated to the County Council for years 2-5 of the LTP as a result of the assessment of the final LTP2, it may be possible to increase project 1 - upgrading bus stops and roadside information - and cover more of the County by 2011.

March 2006