

BUS INFORMATION STRATEGY

2006 – 2011

**DRAFT FOR CONSULTATION -
TEXT ONLY**

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Introduction

Why is a Strategy important?

Public transport is essential to meet government targets on accessibility, and tackling congestion through providing an alternative choice to travel by car. It is therefore essential to improve information on bus services whatever form that may take, and to introduce measures which will ultimately make public transport more attractive. To this end, timetables and information on services must be comprehensive, accurate, complete and in formats that people can readily understand. Therefore high quality bus service information is essential, following closely on frequency and reliability in travellers requirements. Whilst councils do not have direct control over commercial bus services, they do have an important role to play in the provision of information to raise awareness and improve the quality information on all services, and to raise public satisfaction in public transport information.

Objectives of Devon's Bus Information Strategy

This Strategy has been drawn up –

- to meet the requirements of the Transport Act 2000 (Appendix 1)
- to set out standards for the provision of bus service information in Devon
- to set out the actions proposed to achieve this provision by 2011.

It supports the objectives and targets in the Devon Local Transport Plan 2 (LTP2). This Bus Information Strategy replaces that issued in October 2002, and covers registered local bus services only.

This Strategy recognises that other methods of providing information will increasingly be required by the public alongside traditional printed information: SWPTI (South West Public Transport Information – the partnership of local authorities and major bus companies) - is central to this in providing data to *traveline* (the national bus information enquiry service).

Working in partnership with the bus service operators in the County will be essential to achieving optimum benefit from this Strategy. It will cross reference with any future progress towards Quality Bus Partnership Agreements between the County Council and major bus operators in Devon.

The objectives of this Strategy are:

- to make it easy for people to get information on all bus services which may meet their needs, so as to facilitate the use of bus services across all sections of society
- to provide easy access to comprehensive information, in a wide variety of formats, to promote bus services
- to grow bus use measured through the targets set out in LTP2
- to improve public satisfaction with bus service information, in line with DCC's Corporate Performance Assessment (CPA) targets - from 55% in 2003 to 75% in 2011
- to reduce barriers to using bus services including meeting the aims of the Disability Discrimination Acts, Disability Equality Requirement and County Council Equality Strategy.

Consultation

Summary statement on the consultation outcomes to be inserted here (see Appendix 1).

A. Current Provision and Issues

1. Printed Information and Distribution

The County Council each year produces and distributes a considerable amount of printed material for bus services – area timetable booklets, a county bus map, service leaflets, promotional material and timetables at bus stops. Some bus operators in Devon provide information at bus stops and a wide range of leaflets; the quality and timeliness of leaflets and booklets varies between operators.

2. Roadside Information and Bus Stations

Of 5,500 bus stops in Devon, about 4,000 are marked with a bus stop flag: over and above this, buses also tend to stop on request in rural areas where it is safe to do so. As some operators have erected their own flags in the past, there is a lack of consistency in the provision and maintenance of bus stop flags and no complete record of roadside equipment.

Maintenance of timetable displays at bus stops is shared between the County Council and the large bus operators. Most displays show timetables for the service, there is little provision of other information such as “buses from this stop” and simplified route diagrams showing key places en route. The extent and quality of information on display at bus stations, main bus stops and well used interchange points, relative to the high usage, is often variable and could be improved.

There is currently little consistency in decisions relating to the provision of shelters: where they exist the display of information and flags varies greatly from location to location.

3. Electronic and Telephone Information

The County Council is increasingly involved in the development and support of electronic systems:

traveline

The *traveline* service is provided by a partnership of 15 operators and 18 local authorities covering the whole of the South West region plus the Hampshire /Portsmouth /Southampton area. It provides information on all bus services in the areas served through the telephone enquiry service and the website and online journey planner.

Telephone calls to *traveline* are running at 600,000 a year, up 46% over the last three years and still growing at 5% per year. Hits on the website are running at 800,000 per week, up from 40,000 in April 2004. Fares information in *traveline* is under development by SWPTI as a lead project for the UK and the upgraded website is to be launched early in 2007.

SMS Texting

During 2007 the stopfinder service for SMS mobile phone texting will be introduced, using the *traveline* “naptan” database that assigns a unique code for every bus stop. This enables users to text their bus stop code and then receive back the timetable times of the next three buses from that stop. Use is running at 300 texts a week and growing, but not all stops are yet labelled with the code. Whilst the service has been on trial since September 2004, Devon has accepted the cost of the return text. The aim is to eventually provide real time information on the times of the next buses from that stop.

Real time information

Real time information is available in a pilot scheme in Exeter at a number of bus stops on main (radial) routes into the city, using electronic displays at 31 bus stops with messages generated by a system with a combination of a tag and loop and GPS technology, operated in co-operation with Stagecoach and Cooks Coaches and funded by the County Council. Information is displayed at a number of bus stops and is available on the County Council website at <http://www.devon.gov.uk/businfo>

This system has proved problematical due to the number of variables concerning the different technical elements of the system, which can result in a lack of information, or wrong information, being displayed. While there may be scope in the near future to improve the system which may result from a link with new electronic ticket machines and common software, the details of how this will take place, and when, cannot be finalised yet.

4. Other Information

High Visibility On-bus Destination Displays

LED destination displays on-bus at the front, with additional displays showing the service numbers on the side and rear of the vehicle, are being introduced on many new vehicles, and retro-fitted on many existing vehicles to replace the old roller destination blinds. These displays are more visible from the bus stop as the bus is approaching, and can show more information on intermediate places on the route - including where there are route variations – by means of “scrolling”. However many older buses are not fitted with them.

5. Summary of Issues

- Provision of bus information is variable in extent and quality.
- There is variable public awareness of the extent of the bus service network.
- There are inconsistent standards of information and equipment at bus stops.
- While printed material is still relied on by many passengers, other sources of information are increasingly available and used, which in some cases may need to be developed and planned so as to complement existing information.
- There is no up-to-date inventory or database of all bus stops and their features.
- Responsibility for other bus stop features may rest elsewhere and are therefore outside the scope of this document - e.g. rubbish bins (District Councils), raised kerbs/ bus boarders (through Devon’s Local Transport Plan) and shelters (variously Parish/ Town/ District Councils and shelter suppliers) – which nevertheless require a joined-up approach to ensure that a degree of consistency applies to all aspects of bus stops.
- There are variable standards relating to the quality of on-bus destination displays.

B. The New Bus Information Strategy

1. What information will be made available to the public?

(i) Printed Timetable Information

All bus operators are expected to co-operate with the County Council in the display of public transport promotional material on board buses and at company offices. Commercial bus operators should provide printed route and timetable information:

- For each service operated, the bus operator will provide, free of charge, printed route and timetable information in sufficient quantity through the outlets mentioned in section 2(i).
- Printed information on details of bus service alterations, and fare changes, will be published at least seven days before the date of implementation of the change. The information will be distributed as widely as practicable, and will also be made available on board the bus of the service concerned, together with notices on the bus alerting passengers to any timetable, route or fares changes.
- For supported services DCC will provide this (see section 4), augmented where appropriate by maps showing all services – in either the whole county or parts.

Printed service and timetable information will incorporate the following:

- (a) The printed information must be on paper of at least A5 or A4 size folded appropriately. Information will refer to individual services or a number of services in which case a booklet will be acceptable.
- (b) Print size must be a minimum of 8 point and large print versions (14 point) must be available on request from the public direct to the operator. This facility must be referred to in timetables.
- (c) The information must include:
 - a route description (urban areas)
 - service numbers
 - a full timetable showing all registered journeys
 - indication of their days and periods of operation
 - the start and finish dates for seasonal services
 - identifying sections of route which are limited-stop or non-stop
 - timetable headings which must highlight the route termini
 - references to any variations on Public Holidays, special events, school terms /holidays.
- (d) Timetables must be in conventional matrix format (for journey direction read downwards) using the 24 hour clock, and the significant points on the service route must be listed (timing points) unless as agreed otherwise by the County Council.
- (e) Reference must be made to the availability of any relevant network or 'rover tickets' and Concessionary Travel Schemes, and provide fares information.
- (f) The *traveline* telephone number and website address must be included.
- (g) Advice must be included as to how to complain about failures in service or to submit comments.

- (h) 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.
- (i) The information must identify those journeys which are normally operated with fully accessible (low floor) vehicles.

In the absence of such printed information, to the above specification, being provided by the operators in sufficient quantities to meet demand, or where it is not provided in a timely manner, or is not really available, the County Council will provide it and will therefore recoup a sum from each operator towards the cost of producing it.

(ii) Telephone Information Service

The County Council considers that the *traveline* telephone information service meets the requirement for a telephone information service, and all bus service 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 Council 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 six months after receipt of a valid invoice from SWPTI. This requirement on operators will only be waived for commercial operators if they will provide an equivalent impartial telephone information service.

As a result of national changes in telephone numbers by Ofcom to achieve more transparency in charge rates from January 2007, the *traveline* number is to change to 08712 002233. The former number, 0870 608 2 608, will not be available after January 2008. Operators will be required to co-operate in informing the public of the new number.

(iii) Electronic Information

The County Council considers that the *traveline* website and services are the best way to meet the requirement to provide web-based information and an SMS texting facility, and operators are required to maintain the accuracy and timeliness of supply to *traveline* of bus timetables, tracks and verification. Commercial operators are only able to avoid these responsibilities if they will themselves provide similar electronic route and timetable information. *Traveline* is continually developing and is likely to develop further to provide better and more individual information.

(iv) On-Bus Destination Displays

The County Council will set standards for electronic LED type on-bus destination displays on all new supported contracts, and will work with operators to convert existing supported services and commercial services to the same standard.

2. How will information be made available to the public?

(i) Distribution of Printed Information

The printed information referred to in section 1(i) must be distributed in sufficient volumes for the public to take up, free of charge, along the route. The following list provides guidance on where they may be distributed. DCC will provide more specific details on particular areas upon request:

- principal points in adjoining local authority areas
- all bus company outlets
- on all buses on that route

- bus stations
- offices of other operators who operate the same service/ route/ corridor

and, in addition, subject to agreement by the outlet, through the following:

- Staffed railway stations
- public libraries
- tourist information centres
- village shops and /or post offices (minimum one outlet per parish where they exist)
- community transport offices.

Sufficient copies must also be sent to district, parish and town councils along the route so that any willing district and town /parish council may maintain notice boards and other facilities. The County Council will supply 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 also requires that reasonable quantities are sent to the Transport Co-ordination Service at County Hall.

Operators will also be required to distribute any county council bus service/ timetable leaflets or booklets that are relevant to their services which the county council produces and supplied to them.

If and when a Devon Day Rover ticket is introduced for travel on the services of all operators, operators will be expected to produce and distribute information about it.

(ii) Roadside Timetable Information

On all commercial services, and unless otherwise specified on supported services, the bus operator will provide and maintain roadside timetable information at all bus stops on the bus route which the county council may designate as requiring this. Other stops, e.g. where a number of stops exist relatively close together on a route, or in isolated rural areas which are not well used, may not require a timetable display case.

In addition to providing the full timetable for each service at some bus stops, the County Council will consider the value of different formats, and if appropriate, provide them, e.g.:

- stop-specific information of “buses from this stop”
- a simplified route diagram/ “stick map” of the bus service
- a map of neighbouring bus stops at interchanges or locations with a number of stops.

The extent of the information provided at each stop should be related to the number and types of service at the stop, and the number of passengers using the stop. Displaying the above additional information alongside the standard timetable may require bigger or additional timetable cases. The service timetables will comply with the standards and format set out in this strategy.

(iii) Bus Stop Timetable Display Cases

All service information will be contained in a watertight display case either separately mounted or as an integral part of a bus stop or shelter, in a type approved by the County Council to ensure that the public have consistency in the way in which timetables at bus stops are displayed.

The County Council will set standards to ensure that all villages and communities with more than a set population size, and bus stops identified as “key” due to the level of usage, will have a roadside timetable display at the main bus stop. The county council will draw up a list of these sites.

(iv) Shared Bus Stops

Operators sharing stops will liaise with one another to ensure effective joint use of display space in timetable cases etc., and a reasonable charge may be made by an operator making display space in its own case available to another operator to insert information. Where the operators cannot agree to share, and where an additional timetable display case cannot be satisfactorily provided, the County Council will set up and maintain information and recoup a sum from each operator towards the cost of doing so.

(v) Bus Service Alterations

Notices about bus service alterations must be prominently posted at bus stops for significant changes where lack of information may result in a potential passenger missing a bus, and on-bus no later than five days before the implementation of the change and the new timetables be posted at bus stops no later than the day of implementation. Information on temporary disruptions to service timetables or routes must be displayed at stops and on bus by the operators with as much notice as practical.

(vi) Service/ Timetable Changes

In order to minimise disruption to the bus network the County Council will work with operators to establish a maximum of six common timetable change dates in each year, as recommended by the Department for Transport (DfT) but will seek to restrict service changes where possible to a common summer and winter change date, except in unavoidable circumstances such as changed school requirements, rail connections and where the Traffic Commissioner would normally grant short-notice dispensation.

(vii) Financially Supported Services

For financially supported services the County Council will provide the printed information described in section 2(i) by agreement with each operator. The County Council will also distribute the information as required by section 2(i) and supply information to *traveline* for use by the *traveline* telephone information service and web site SMS texting.

The County Council logo will be included in a prominent position on each timetable to indicate a service supported/ secured by Devon County Council. Operators of supported services should also refer to the relevant paragraphs of the Conditions of Contract for Financially Supported Local Bus Services.

3. How to Ensure that the Strategy is Implemented?

The 2000 Act requires the County Council to ascertain whether the required information is being made available to the public in the appropriate way as set out in this Strategy. 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.

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 its reasonable costs from the operators.

If operators can not or will not meet the standards set out in this Strategy, the County Council will make the necessary arrangements and will recoup reasonable costs from bus operators.

C. Action Programme: Delivering the Strategy

To deliver this strategy the County Council will, over the period of the second Local Transport Plan (LTP2) up to the end of March 2011, in partnership with the bus operators and through the SWPTI /*traveline* partnership, implement a programme of actions, set out below.

To help develop the new strategy, market research has been commissioned to gather views about the existing information provision and how it could be improved – using an external market research company. 1200 interviews were carried out throughout Devon, focussing on how information is obtained and how the present publicity material could be improved. In depth interviews were also carried out with those involved in the provision of information, such as Tourist Information Centres and bus enquiry offices. The research provides a robust statistical sample and findings which will play a significant role in the development, delivery and presentation of information in the future.

1. Bus Stop Inventory

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 through to 2011.

This will include all equipment and facilities at bus stops and at other points away from stops (on or off the highway) involved in the provision of bus information. It will be linked with the County Council Asset Management processes and where appropriate will feed the *traveline* database.

It will be used to identify gaps in provision across the county against the specifications for flags and timetable displays and the criteria referred to below, and will help to draw up a programme of improvements and implementations.

2. Partnership with Operators

An operator /County Council implementation group will be established to agree the detailed role of each in implementing the strategy, i.e. in the creation and dissemination of bus service information by all mediums/ formats, the specification and maintenance arrangements for equipment, the formats for information displays and to have input into the implementation of the strategy.

3. Bus Stop Standards Criteria

Working with bus operators, criteria will be established for the extent, and type, of equipment and information to be provided at each bus stop, bus station and interchange point which could include patronage, number of services using a stop, population served, village/ community size. This will include identifying “key bus stops” at an early stage in the implementation of the Strategy. A standard specification and design will be developed for:

- bus stop flags; this will also show the *traveline* telephone number and website address for travel enquiries
- bus stop/ roadside timetable information cases and equipment

- including considering use of integral bus stop flag and display units.

4. Bus Stop Maintenance

A process will be set up for ongoing maintenance of bus stop equipment and roadside timetable displays, utilising both the County Council and operator resources:

<u>Equipment/ Info</u>	<u>Maintenance Responsibility</u>
Flags	Bus Operator/ DCC
Poles	DCC
Timetable cases	Bus Operator (DCC when new case is needed)
Timetables in cases	Bus Operator

The operator will be responsible for cleaning bus stop flags and timetable cases.

5. Bus Stop Upgrades

Having established the criteria above, and having undertaken an audit to produce the inventory, the following priority for upgrades will be followed:

1.
 - (i) Provide bus stop poles and flags at bus stops where this is absent but where this is required, to the standard design (see above).
 - (ii) All bus stops with a shelter to be provided with a timetable case to be used to provide up-to-date timetables and other information as outlined in this Strategy.
 - (iii) Working with operators, identify key bus stops, those with: a high level of usage; where a number exist in a relatively small area; in remote areas at a distance from other bus stops with timetable cases; at interchanges - and provide them with timetable display cases.
2. In parallel with the above:
 - (i) Replacement of poor, damaged and outdated poles, flags and timetable cases.
 - (ii) Parallel with this, where LTP2 funding will be used to enhance bus corridors etc., flags and timetable displays will be proved to the same standard on these corridors - which might involve some replacement of existing equipment.
 - (iii) DCC will set up a process for the siting of new bus stops which will ensure bus operator involvement.
3.
 - (i) Once all stops in the above categories have been properly equipped, consideration will be given to the merits of upgrading existing flags, poles and timetable cases to provide a standard level of design provision across all bus stops.

DCC will set up targets to upgrade bus stop poles and flags between 2007/8 and 2011.

During 2007 the *traveline* telephone number posted on bus stop flags will have to be changed. This work should be co-ordinated with other work on bus stops as far as possible. SWPTI will provide some funding for this.

Attention will be given in applying this standard to the sensitivity of local built /rural environments and to local schemes for groups of bus stops in an area /town centres, such that localised schemes will be worked up and implemented as appropriate.

The County Council as Highway Authority already owns most of the bus stop poles and some timetable display cases, and will consider at a later date whether to incrementally assume ownership of flags as these are replaced.

6. Other Timetable Formats

The county council will evaluate software, including through South West PTI/*traveline*, with a view to acquiring software to enable the production of stop-specific departure times, service diagram “Stick map” displays, and plans of neighbouring bus stops, for display at bus stops – using the *traveline* database.

7. *traveline*

The county council is committed to:

- maintain the commitment on data supply for timetables and bus stops and funding to *traveline*, as required under the contract with SWPTI, and support future developments including the provision of accurate fares information and real time SMS text service;
- meet local targets validated by *traveline* for the accuracy, timeliness and verification of bus timetable data input set at 99% average each year over 2006/7 – 2010/11 which more than meets the regional *traveline* indicators in the LTP;
- utilise the potential for the *traveline* database to provide input to bus station and bus stop displays and travel planning initiatives including considering the purchase of software to share with operators, in conjunction with *traveline* regional initiatives;
- support the further development of the *traveline* website including the journey planner which is growing rapidly in use. Users want easier-to-use systems that give them access to information 24/7 and whilst on the move. This includes reading timetables on line or on WAP enabled phones
- maintain the annual contribution to SWPTI as set out in the LTP.

8. Electronic Data Displays

The cost of providing real-time bus information - e.g. throughout the County at key stops, bus stations and interchange points, hospitals, shopping centres and employments areas - needs to be assessed relative to how that money can be spent elsewhere on public transport, together with identifying which sites are of highest priority. The cost of installing this can be considerable in the context of the limited nature of bus services in many parts of the county. Suitability of a site is not always straightforward, as it needs to balance the need for real time information at “important” locations such as bus stations, rail stations, interchange points and other “key bus stops”, with those more remote locations where buses are infrequent where this information may be seen as particularly needed. For any scheme the county council will identify the specification for equipment and the information displayed; it will, in partnership with operators, consider the benefits of providing/ upgrading/ maintaining equipment that provides comprehensive transport information including electronic displays, maps etc.

The county council will examine the benefits of establishing partnerships with operators to develop county wide provision of real time information using GPS and other vocational technology e.g. at bus interchanges/ stations and key stops such as shopping centres, hospitals, employment centres.

Evaluation will also take place of on-street electronic information kiosks; remote display screens; and the development of integral bus stops featuring electronic displays, ticket sales and identifying specific requirements for information displays.

9. Advances in Technology

With the continuing technological advances, DCC will investigate the potential contribution to the aims of this Strategy from further developments in technology regarding how people can access information.

Other issues that will be investigated are:

- Use of GPS systems to drive real time information, SMS and other means of displaying bus service information to the public.
- Potential for alerting passengers to disruption to bus services from planned road works and closures.
- Using highway variable message displays for car drivers to actively promote bus use.
- SMS - the feasibility of developing the system to provide real time information. Seek the early completion of the *traveline* stop finder software.
- Travel Planning - to assess the feasibility of using software to produce printed bus timetable information in varying formats to support travel planning initiatives, both for workplace/ school/ attractions/ events and for Personalised Travel Planning – e.g. for individual homes, new developments etc.

10. Addressing Equality

To meet the needs of ethnic groups and people with disabilities and reduce barriers to using public transport for all, the following will be provided by DCC unless otherwise stated:

- A leaflet providing information on how to access transport services including as a signpost to information that is available on the county council transport website
- Access wallets to help bus users who may have communication difficulties (including those who do not speak English)
- SMS service to be designed for maximum benefit to the deaf
- Large print timetables for the partially sighted - available from operators on request
- Translation service for individual requests - available in print/large print and electronic formats.
- High-visibility LED destination displays – operators will be encouraged to upgrade all buses using electronic /LED equipment
- Consideration of the benefits, and disbenefits, of using colours on the contents of timetable and other publicity display cases at bus stops.

11. Improving Awareness and Quality of Information

To improve awareness of the bus network, the County council will:

- Commission market research -
 - (a) into the effectiveness of bus information methods and formats for different groups of people. This will assess public transport maps,

area timetable guides, timetable leaflets, network leaflets, with the aim to identify the most effective ways to inform the public about bus services;

(b) to monitor public satisfaction in bus service information satisfaction, must be undertaken.

- Supply timetable and other relevant publications as available to the public on request, free of charge.
- Produce appropriate literature promoting tourism by public transport which operators will be required to make available to the public by all appropriate means.
- Co-operate with any organisation producing tourist information to include public transport material in brochures and conduct joint promotions.

12. Promoting Bus Use

The County Council will address the following:

(i) Joined-up approach

Seek to ensure that the County Council's own publications include appropriate reference to public transport and that proposals are made for every development S106 agreement to contain a provision to fund the production and distribution to house buyers, employees etc, travel planning material and bus timetables.

(ii) Concessionary travel schemes

Produce (in addition to information produced by Travel Concession Authorities) and distribute information on concessionary travel schemes where appropriate; operators will be required to make this available to the public by all appropriate means.

(iii) Joint promotions

Promote the bus network through partnerships with the business community by including "how to reach us by bus" on websites for attractions, events etc.

(iv) Media, advertising and local events

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.

(v) Bus awareness campaigns

Organise campaigns to raise awareness of bus services, in partnership with bus operators.

(vi) Route and other vehicle branding

Implement route and vehicle branding in partnership with operators for specific projects and campaigns.

(vii) Disruption to bus services

Set up, to enable operators to provide information on short term changes to the public, a process to inform operators at an early stage of planned road works assessing the severity of the impact on bus services followed by joint action with operators to minimise the disruption to bus services and allow adequate notice to passengers.

(viii) Parish Councils and local groups

Co-operate with, and assist, Parish Councils, Town Councils, Community Transport operators and other appropriate local groups in producing and distributing local transport information leaflets or booklets, and other formats.

(ix) Devon County Council Website

Maintain a public transport 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, plus links to *traveline* and other relevant sites.

Appendix 1

Legal Requirement for the Strategy:

The Transport Act 2000

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").

The 2000 Act empowers the County Council to require certain standards for 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.

The Transport Act 2000 refers to *local bus services*, i.e. registered local bus services, not long-distance coaches or rail services.

In carrying out this function, Devon will seek to establish partnerships with operators and shall co-operate with bordering councils – Torbay, Plymouth, Cornwall, Somerset and Dorset – on providing information for cross-boundary services.

The provisions set out in this Bus Information Strategy are also in accordance with the aims set out in the new draft Local Transport Bill presented to parliament in May 2007.

Appendix 2: Consultation

Results to be summarised after the consultation period