TRANSPORT FOR GREATER MANCHESTER COMMITTEE
REPORT FOR INFORMATION

Sub Committee: Bus Networks and TfGM Services
Date: 26 April 2019
Subject: Passenger Information Provision
Report of: Interim Head of Facilities Management

PURPOSE OF REPORT

To update Members of the Bus Networks and TfGM Services Committee on the provision of passenger information in Greater Manchester, during the period September 2018 to February 2019.

RECOMMENDATIONS

Members are asked to note the contents of the report.

BACKGROUND DOCUMENTS

Bus Network & TfGM Service Sub Committee -

CONTACT OFFICERS

Howard Hartley 0161 244 1660 howard.hartley@tfgm.com
1. **Background**

1.1 Circa 190.2 million bus journeys and around 42.8 million Metrolink journeys were made in Greater Manchester during 2018. Key to this is the provision of Passenger Information, which is provided by TfGM.

1.2 The report updates Members on the range of information provided, the level of provision and take-up.

2. **Information production and Provision**

2.1 Information Production covers the provision of:

- Timetable leaflets;
- Bus stop information;
- Posters for bus stations and Travelshops, 93 Metrolink stops and 96 rail stations; and
- Associated transport related leaflets / publications e.g. Metrolink, Cycle map.

2.2 Timetable leaflets are produced for individual bus routes in response to registrations of services logged by operators or contracts let by TfGM or other authorities. Leaflets are designed in-house to deliver a uniform appearance and form part of a set. Bus operators contribute towards the costs incurred for updating timetable leaflets arising from changes to commercial services.

2.3 In the period September 2018 to February 2019, 255 bus timetable leaflets for service changes were produced; and a total of 1,195,000 were printed. In addition 54 map extracts were produced during the year.

For ease of interpretation graphs have been included overpage that indicate the number of bus timetables and routes viewed and total number of timetables downloaded from the TfGM website during the period from September 2018 – February 2019.

2.4 As identified from the data presented, the number of views for bus route pages fell considerably in February 2019 when compared to January 2019. This is attributable to bus service changes that were undertaken at the end of January, which gave rise to a greater number of passengers/customers accessing and downloading information from tfgm.com.
Number of timetable downloads on tfgm.com

Bus route page views on tfgm.com

Timetable page views on tfgm.com
3. **Information Displays**

3.1 The Displays function provides information at 12,228 bus stops across the whole of the Greater Manchester conurbation. All of these bus stops show route numbers and SMS text codes and the Traveline telephone number. Of these 6,843 (56% of the network) have timetable displays. Bus operators contribute towards the costs incurred for updating passenger information arising from changes to commercial services.

3.2 In the period September 2018 to February 2019, 8,470 timetable displays and over 4,300 maps were updated in Greater Manchester at bus stops, shelters, interchanges and bus stations.

4. **Information Distribution**

4.1 The Distribution function provides public transport material including bus and rail timetables, leaflets about tickets, application forms, maps, Metrolink information, and TfGM scheme information alongside bus and rail operators own publications. Operators contribute 50% of the cost of this service.

4.2 During September 2018 to February 2019, the service distributed almost 900,000 printed items to a network of around 1,835 outlets across Greater Manchester. The number of outlets we serve does fluctuate annually by around 10% depending on demands and is split into two distinct groups:

- Travelshops, rail stations, hospitals, colleges/universities, medical centres, local libraries, tourist information offices etc. who receive frequently updated printed materials serving their area (e.g. timetable information); and
- Small outlets that receive an annual mail out e.g. a village shop wanting to display a local area map to aid visitors, or a community centre planning an event that requires how to travel /get here information, which they may not request again.

4.3 Information is also posted out to the public on request, via the TfGM Contact Centre.

4.4 In the period September 2018 to February 2019, 639,761 TfGM bus guides for service changes were distributed to 908 outlets.
5. Recommendations

5.1 Members are asked to note the contents of the report.

Howard Hartley
Interim Head of Facilities Management