

Bus Initiatives Issue 4: Bus Stop Infrastructure Review

SEStran
July 08

Draft



Quality Assurance

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1.1 Background

- 1.1.1 This is the fourth in a series of task notes contributing to the Bus Initiatives Project for SEStran which seeks to:
- Examine potential for alternative fuels (Issue 1) –completed by our partner consultants, ARUP.
 - Devise bus vehicle standards (Issue 2 – in Task Note 2).
 - Assess the value for money of bus fares (Issue 3 – in Task Note 3).
 - Devise bus stop infrastructure standards (Issue 4 - in this Task Note).
- 1.1.2 This fits in with the Regional Transport Strategy objectives of facilitating growth through transport, improving accessibility and achieving development in an environmentally sustainable manner.
- 1.1.3 Broadly, across the four issues, the project comprises the distinct phases of:
- Reviewing current practice and policy in the SEStran area.
 - Reviewing the scope for change, using best practice from other areas.
 - Designing solutions specifically tailored to the SEStran area – and where appropriate local areas within it.
 - Consultation with key stakeholders (primarily the main bus operators) and the client group (SEStran and the local authorities).
 - Develop implementation or monitoring protocols.
- 1.1.4 Bus Stop Infrastructure is generally the responsibility of local authorities, though bus operators have (or should have) an interest in the provision of information about the services using it. Stop infrastructure is rightly identified in the RTS as a key influencer on the decision to travel. In terms of transport modelling TAS generally weights the waiting time by a factor of 2, highlighting the negative impact of waiting at stops. This weighting can be reduced by the provision of a high quality waiting environment, reflecting the growth that can be achieved as a result.
- 1.1.5 Improved waiting facilities are a key element in reducing the penalty applied for interchange. Typically, changing between services or modes incurs a fixed penalty equivalent to around ten minutes travelling time plus the appropriate waiting time for the second leg of the journey. If improved waiting facilities are provided, giving up to date information coupled to more secure and comfortable waiting facilities, this penalty can be reduced significantly.

- 1.1.6 Our research into Quality Bus Partnerships has confirmed that investment in bus stop signage and facilities has one of the highest paybacks in terms of additional patronage generated as a result of the investment made.
- 1.1.7 TAS research in Greater Manchester highlighted that 3.7% of scheduled service time was spent awaiting an opportunity to move away from a bus stop and a further 11% was spent at stops boarding and alighting passengers. A combination of a well designed bus stop area and simple ticket structure can reduce this substantially. It can also greatly assist level boarding if the correct kerb height is achieved and vehicles can park level with it.
- 1.1.8 Achieving this is challenging. Built out kerbs generally keep the bus in the traffic flow and reduce delays in pulling away but can impact upon other road users. In 2000, with Landor Publishing we published "Quality Bus Infrastructure – a manual and guide". This included guidance on best practise for bus stop location and facilities which would be highly relevant to the Key Public Transport Corridors.

1.2 Methodology

- 1.2.1 Our information sources for this project are three-pronged:
- Guidance on good practice in information provision and bus stop infrastructure from a number of bodies.
 - Information from the local authorities on information and infrastructure provision across the SEStran area
 - The results of our Mystery Shopper survey, where the quality of each bus stop was assessed. The results from this will be well illustrated, showing a mix of good, bad and standard practice in information display and infrastructure provision.
- 1.2.2 These aspects are then brought together and we then compare delivery against the recommended approach. We then recommend a prioritisation of the corridors where need and benefit would be greatest.

2.1 Background

- 2.1.1 Over three months, around 250 journeys were undertaken by two surveyors from bases in the SEStran area. All council areas were surveyed roughly in proportion to their share of the bus market. As one would expect, infrastructure provision varies across the council areas but the authorities have invested in bus shelters at most stops. Quality is consistent where new ones have been installed, although their condition is variable.
- 2.1.2 As part of our survey of bus journeys, we rated aspects of each bus stop where journeys were boarded. The ratings for individual stops sorted by local authority area are shown full in Appendix A. In addition to the survey ratings we took photographs to illustrate various aspects of information provision and bus stop infrastructure and some of these are used in the relevant sections below. We also carried out a separate audit of bus stations which generally have higher expectations of provision of facilities.
- 2.1.3 Inevitably, our sample of journeys involved multiple visits to some bus stops. These were rated separately as the surveys were carried out over a three month period and in various weather conditions, which affected maintenance standards and cleanliness.

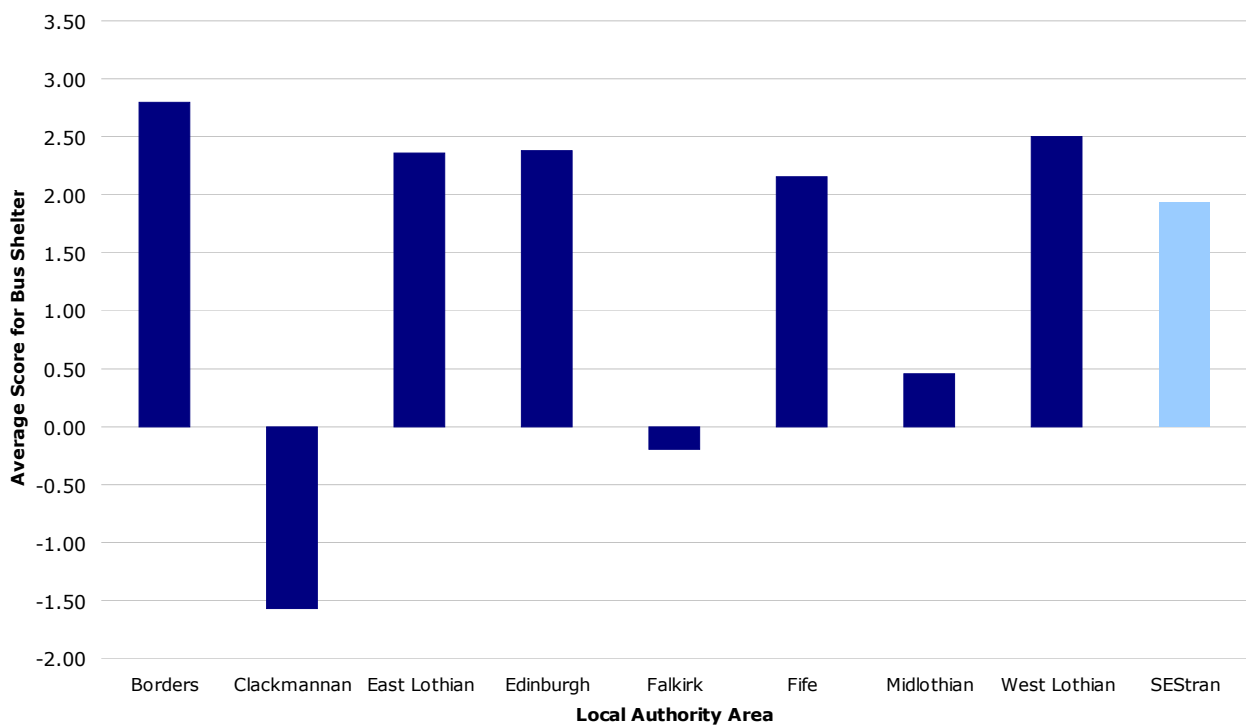
2.2 Bus Shelter Condition

- 2.2.1 Table 1 below shows our assessment of bus shelter condition, with the average score by local authority shown in Figure A. Of the 240 bus shelters visited as part of the surveys, 72% were in very good condition but these were not evenly distributed. 33% of these shelters were in Edinburgh and 24% in Fife, a very positive outcome for these two authorities. Just over 11% of shelters in the SEStran area were in reasonable condition giving a positive score for 83% of shelters.
- 2.2.2 22 of shelters in the observed were categorised as badly vandalised and sixteen more bus shelters were noted as having some vandalism or being in poor repair. Falkirk had the highest percentage of poor or badly vandalised shelters at (10 out of 15).
- 2.2.3 Considering average scores, only Clackmannan and Falkirk have negative average scores as shown in Figure A, with Borders having the highest average score but only slightly ahead of West Lothian, East Lothian and Edinburgh.

Table 1: Scoring for Bus Shelter

Boarding Council Area	Badly vandalised	Some vandalism or poor repair	In reasonable condition but in need of renewal	In reasonable condition	In very good condition	Grand Total
Score	-3	-1	0	+1	+3	
Borders		1		1	27	29
Clackmannan	3	3		1		7
East Lothian	1	1		2	18	22
Edinburgh	4		1	9	58	72
Falkirk	4	6			5	15
Fife	5	1	1	4	42	53
Midlothian	5	3		7	7	22
West Lothian		1		3	16	20
SEStran	22	16	2	27	173	240

Figure A: Average Score for Bus Shelter by Local Authority Area



2.3 Bus Stop Signs

2.3.1 Table 2 shows the assessment of bus stop signs by local authority area. Only eleven stops out of 240 surveyed were found to be showing evidence of wear

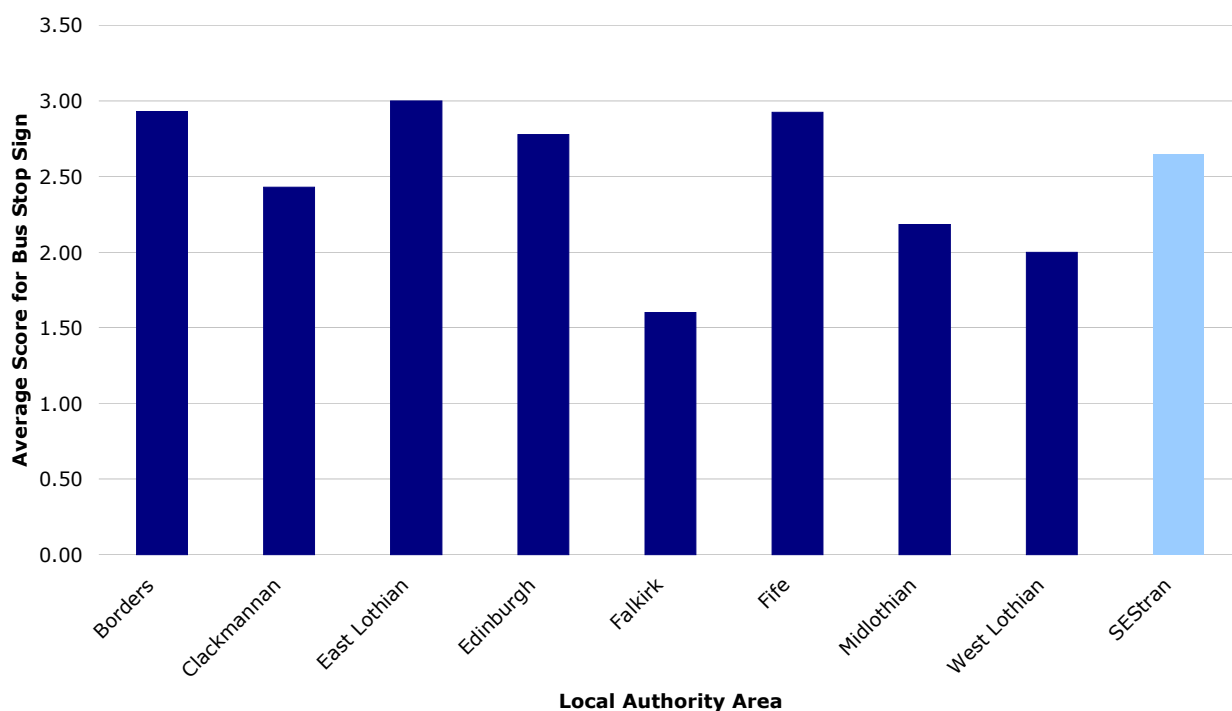
or vandalism or worse. The vast majority of stop signs, 90% in total, showed clear and correct information. This reflects a very high overall standard.

- 2.3.2 In Figure B below Borders, East Lothian, Edinburgh and Fife have a high average score between 2.5 and 3 in the locations surveyed which reflects well on the authorities concerned. Falkirk has the lowest average score at 1.6.

Table 2: Scoring for Bus Stop Signs

Boarding Council Area	Bus stop sign missing	Bus stop sign with out of date information	Bus stop sign showing evidence of vandalism or severe wear	Bus stop sign correct but not fully visible or signs of wear	Bus stop clear and correct with no out of date information	Grand Total
Score	-3	-1	0	+1	+3	
Borders				1	28	29
Clackmannan				2	5	7
East Lothian					22	22
Edinburgh	2			2	68	72
Falkirk	3		1		11	15
Fife				2	51	53
Midlothian		2		5	15	22
West Lothian	3			1	16	20
SEStran	8	2	1	13	216	240

Figure B: Average Score for Bus Stop Sign by Local Authority Area



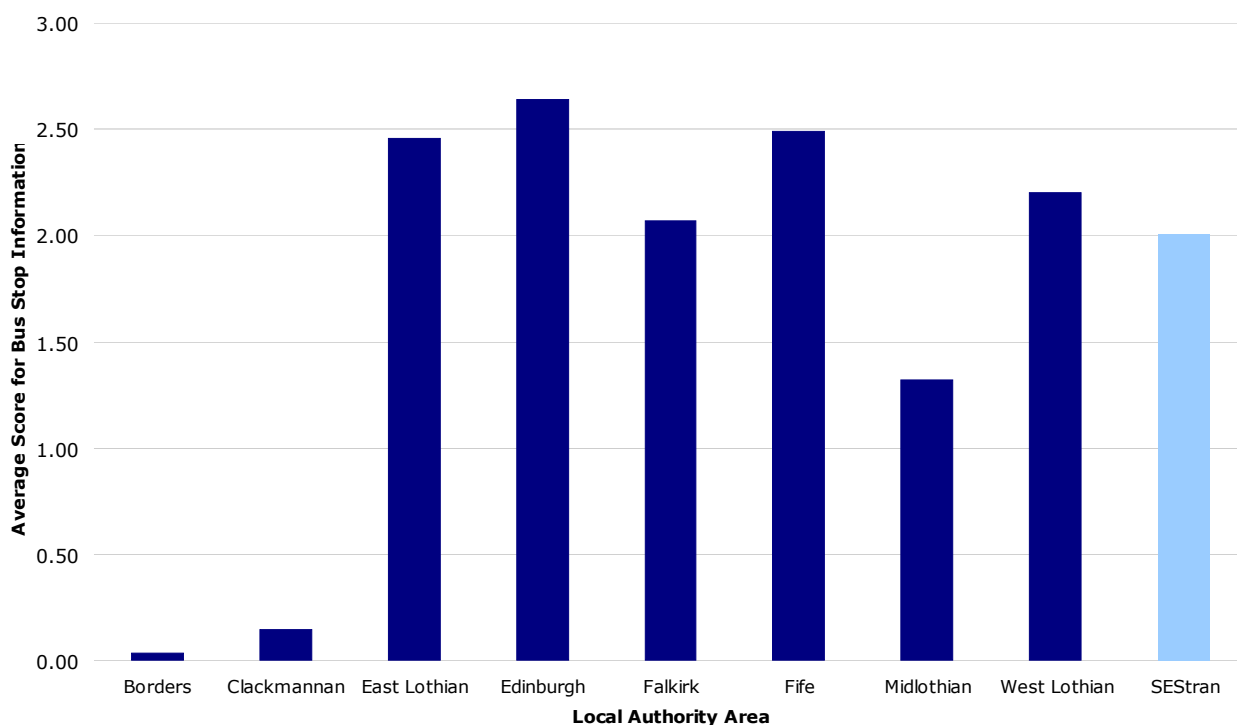
2.4 Information Provision

- 2.4.1 Of the bus stop information provision surveyed, Table 3 shows that 21 stops had no information at all, thus these stops fail to comply with the Transport (Scotland) Act 2001 definitions of 'local bus information' as shown in Section 3.3. 13 of these were in the Scottish Borders Council area, with further examples in each of Clackmannanshire, Edinburgh, Falkirk and Fife. Of the stops with out of date information, these accounted for just over 4% of the stops visited. Only two of stops in the area which were visited contained information that was up to date but in poor condition.
- 2.4.2 33 stops had up to date timetable information, but nothing else while 174 (72%) had more extensive route specific information. 64 of these were in Edinburgh and 45 in Fife. Figure C shows the average score for bus stop information provision. No local authority has an average below zero, but average scores for Borders and Clackmannan are much lower than for the other areas and Edinburgh scores particularly highly.

Table 3: Scoring for Bus Stop Information

Boarding Council Area	No At-stop information	Out of Date Information	Up to date information but in poor condition or not visible	Up to date timetable information	Additional Route specific information	Grand Total
Score	-3	-1	0	1	3	
Borders	13	1		2	13	29
Clackmannan	2			4	1	7
East Lothian		1		4	17	22
Edinburgh	2	1		5	64	72
Falkirk	2			1	12	15
Fife	2	1	1	4	45	53
Midlothian		3	1	11	7	22
West Lothian		3		2	15	20
SEStran	21	10	2	33	174	240

Figure C: Average Score for Bus Stop Information by Local Authority Area



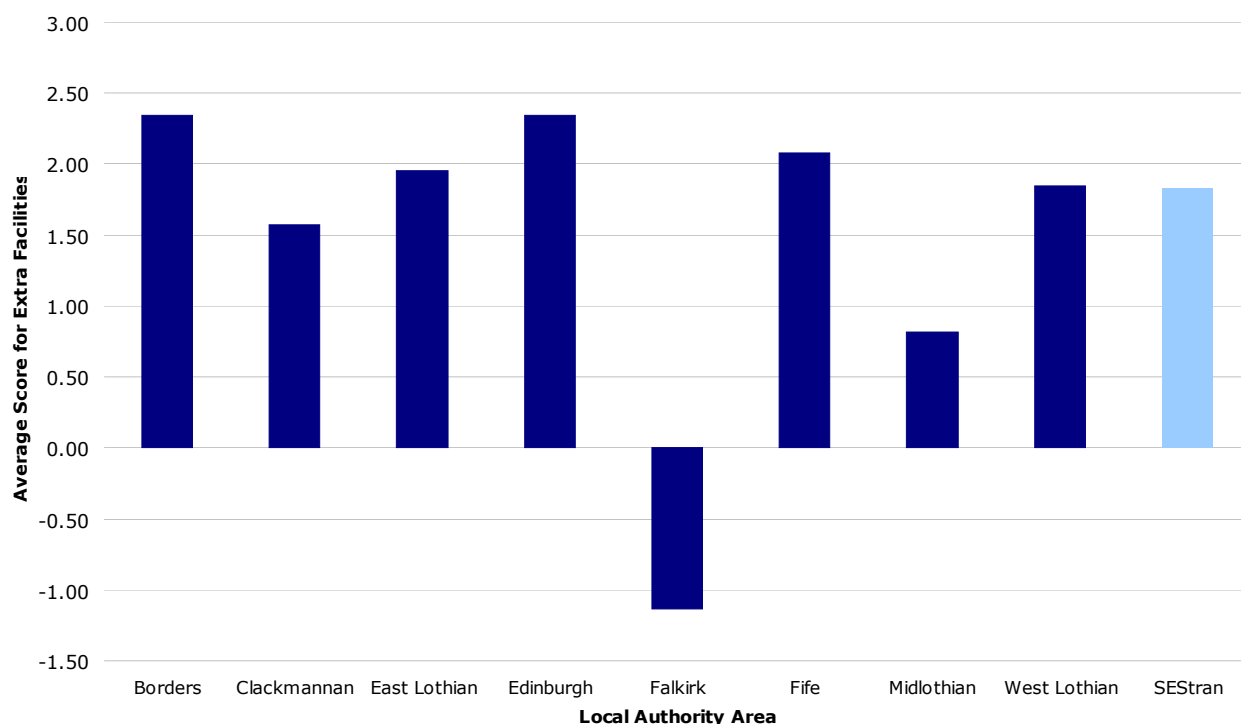
2.5 Extra Facilities

2.5.1 Table 4 below shows that within the SEStran area, 66% of bus stops surveyed have seating, lighting and a raised kerb, with high percentages in four local authority areas. Almost 15% of other stops had lighting or seating, or a raised kerb, while just under 8% of stops had no additional facilities, including 60% of stops in Falkirk. In Figure D below, Edinburgh and the Borders have the highest average scores for extra facilities, while Falkirk has a negative average score, reflecting the poor condition of some of the bus shelters in the area, some of which require replacement.

Table 4: Scoring for Extra Facilities

Boarding Council Area	None	Shelter with no seating or lighting	Lighting and seating in shelter or raised kerb	Seating in shelter or other additional facilities	Seating, lighting and raised kerb	Grand Total
Score	-3	-1	0	1	3	
Borders			3	5	21	29
Clackmannan	1			2	4	7
East Lothian		1	5	2	14	22
Edinburgh	4		7	1	60	72
Falkirk	9			4	2	15
Fife	3	2	7	1	40	53
Midlothian	1		12	3	6	22
West Lothian	1	2	1	3	13	20
SEStran	19	5	35	21	160	240

Figure D: Average Score for Extra Facilities by Local Authority Area



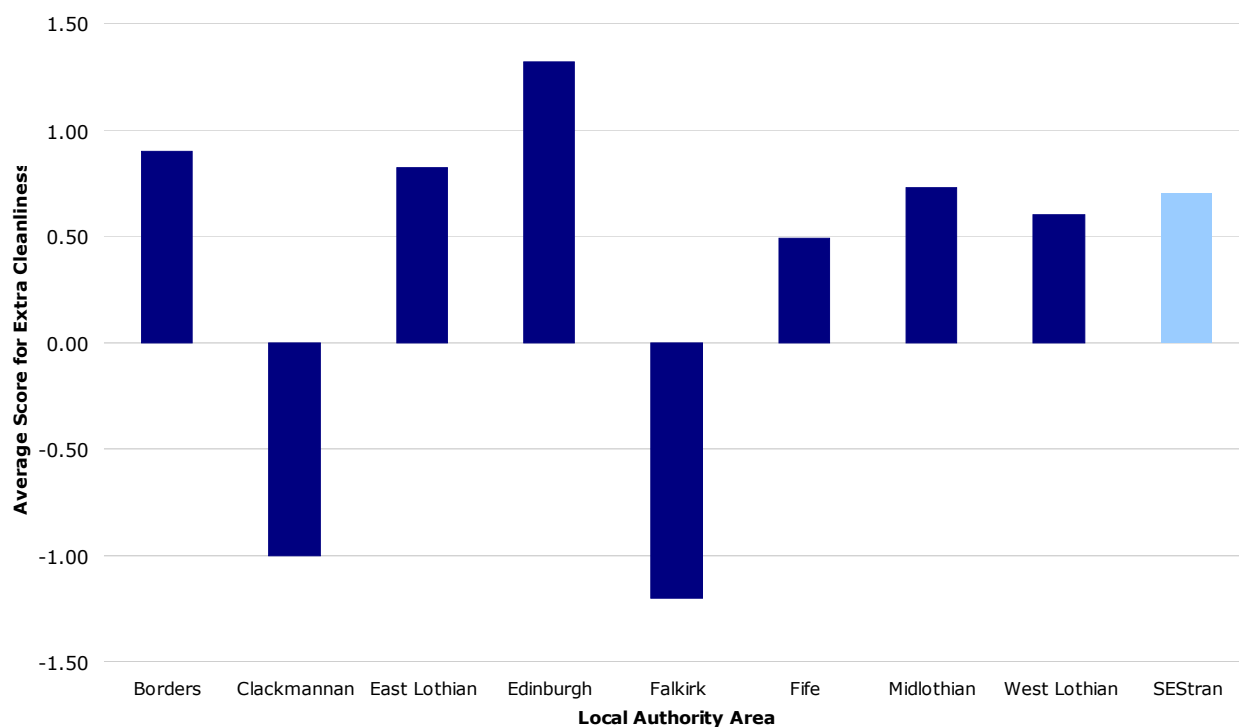
2.6 Cleanliness

- 2.6.1 In terms of bus stop cleanliness, Table 5 demonstrates that 17 (just over 7%) bus stops surveyed were given a score of -3 (dirty with evidence of litter and dirty glazing). 62 (26%) of stops had evidence of short term dirt. This category took account of stops that were considered by the observers to be dirtier than was reasonable, but not in such a condition that they should have received a worse score.
- 2.6.2 10 (4%) stops surveyed were regarded as reasonably clean, with a further 86 (35%) of stops graded as being clean. In some cases these had etched panels that detracted from the overall presentation, or other minor issues related to vandalism. 65 stops (27%) were graded as being a pleasant environment in which to wait for the bus and the vast majority of these were in the Edinburgh council area.
- 2.6.3 Figure E shows average scores for cleanliness across the SEStran area. Falkirk and Clackmannan have poor average scores for this feature. Some of the journeys in these areas used either Falkirk Bus Station or Alloa, Shillinghill as a starting point and these two locations scored particularly badly on cleanliness.

Table 5: Scoring for Bus Stop Cleanliness

Boarding Council Area	Dirty with evidence of litter and dirty glazing	Short term dirt in evidence	Reasonable cleanliness with dirt and litter from that day only	Clean	Pleasant environment with no litter and clean glazing	Grand Total
Score	-3	-1	0	1	3	
Borders		8	1	13	7	29
Clackmannan	2	3		2		7
East Lothian	1	3		15	3	22
Edinburgh		18	3	20	31	72
Falkirk	7	2	1	5		15
Fife	4	19	3	12	15	53
Midlothian	1	5		12	4	22
West Lothian	2	4	2	7	5	20
SEStran	17	62	10	86	65	240

Figure E: Average Score for Cleanliness by Local Authority Area



2.7 Overall Averages and Summary

2.7.1 From the categories above we calculated an average quality score for bus stop provision. The results are presented by category in Table 6 and Figure F. As

can be seen from Figure F, Edinburgh has the highest average scoring across all categories, with East Lothian and then Fife second and third highest. Falkirk has the lowest scoring, with Clackmannan second lowest.

- 2.7.2 The low figures for Falkirk and Clackmannan derive from consistently low scorings on bus shelters and cleanliness, although Falkirk and Clackmannan do score well on Bus stop information, the latter authority also scoring well on extra facilities at stops.
- 2.7.3 Fife scores particularly well on bus stop signs, all of which were named, on bus stop information, bus shelter provision and extra facilities but less well on cleanliness.
- 2.7.4 Edinburgh, for similar reasons scores well on bus stop signs, information, bus shelters and extra facilities. With the exception of information and overall cleanliness, Borders region also scores highly.
- 2.7.5 East Lothian scores highly for bus stops, bus shelters and bus stop information while West Lothian also scored highly for the same reasons, but also scored highly on extra facilities.
- 2.7.6 Figure F above shows overall average scores by Local Authority Area, with Edinburgh having the highest average score, followed by East Lothian, Fife, Borders and West Lothian. Midlothian has an average score of 1 on the journeys surveyed, while Falkirk and Clackmannanshire have low average scores, related to condition and cleanliness of infrastructure as already mentioned.
- 2.7.7 Figure G illustrates the range of average scores achieved by bus stops surveyed. From this it can be clearly seen that the majority of stops score highly overall, with only a limited number of stops scoring a negative value overall.
- 2.7.8 Given the range of locations surveyed, the findings of our review of bus stop facilities are generally very positive and reflect credit on the local authorities involved and those operators who update their own information within certain areas.

Table 6: Average Scores by Local Authority

Boarding Council Area	Bus Stop Sign	Bus Shelter	Bus Stop Information	Extra Facilities	Cleanliness	Overall
Borders	2.9	2.8	0.0	2.3	0.9	1.8
Clackmannan	2.4	-1.6	0.1	1.6	-1.0	0.3
East Lothian	3.0	2.4	2.5	2.0	0.8	2.1
Edinburgh	2.8	2.4	2.6	2.4	1.3	2.3
Falkirk	1.6	-0.2	2.1	-1.1	-1.2	0.2
Fife	2.9	2.2	2.5	2.1	0.5	2.0
Midlothian	2.2	0.5	1.3	0.8	0.7	1.1
West Lothian	2.0	2.5	2.2	1.9	0.6	1.8
SEStran	2.7	1.9	2.0	1.8	0.7	1.8

Figure F: Overall Average Score by Local Authority Area

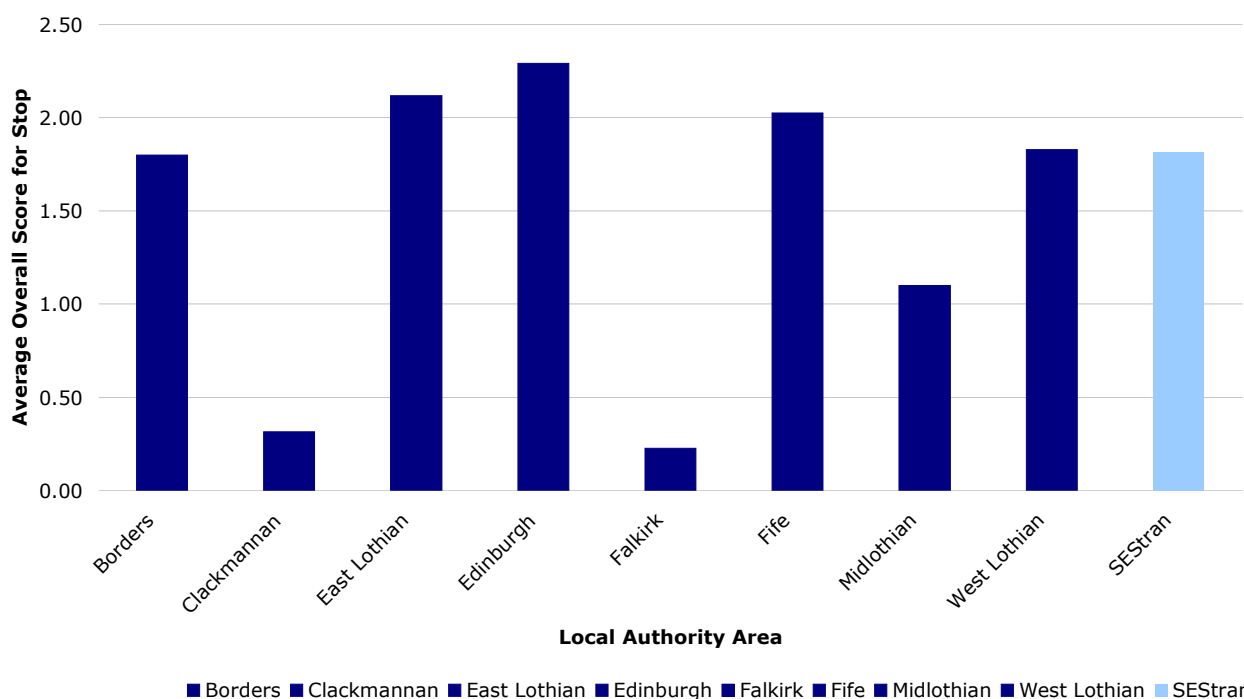
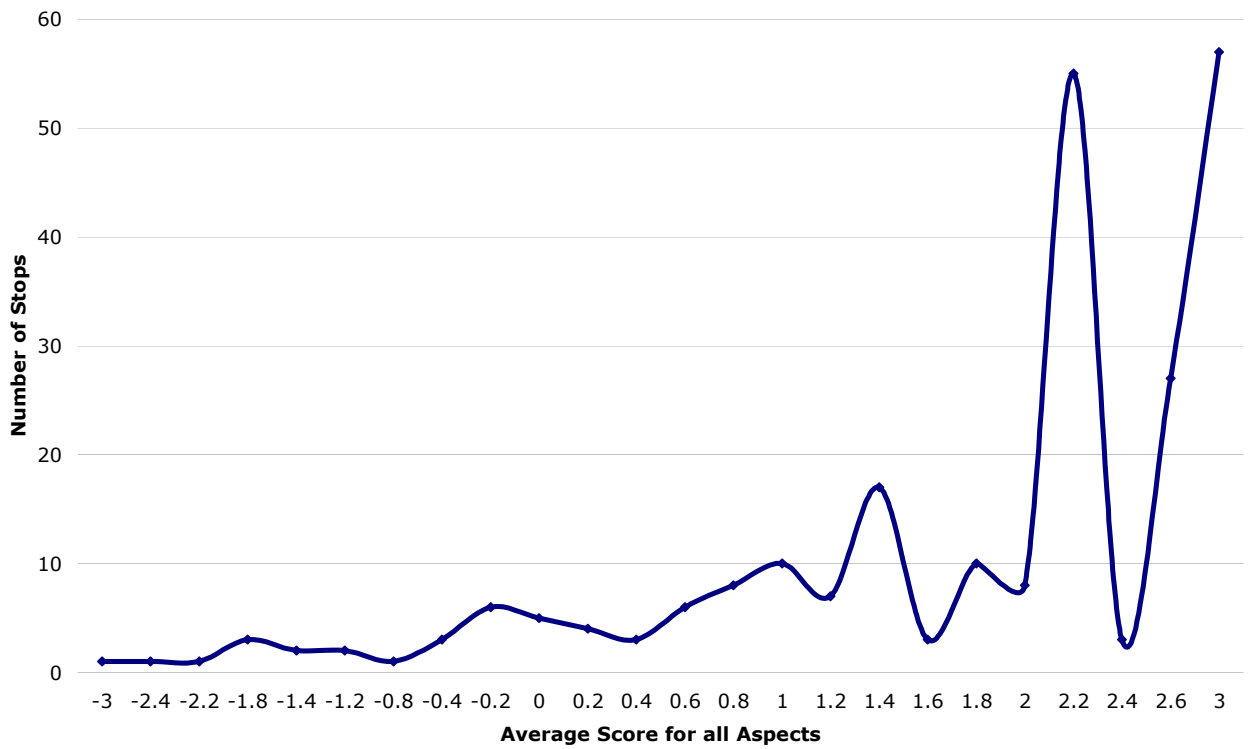


Figure G: Range of Overall Scores for Bus Stops



3.1 Introduction

3.1.1 Bus stop information provision is an integral part of a passenger's journey. To have confidence in the bus service they need to know some basic information such as when the bus passes their stop, what route number it is, which destinations are served and how often during the day it will pass their stop. There are varying examples of this across the SEStran area, which are examined in more detail below. The statutory requirements and codes of good practice for bus stop information are also looked at in this section.

3.2 The Quest for Information

3.2.1 Some questions that bus users waiting at a bus stop would be likely to ask are:

- What bus service number(s) pass this stop?
- Where does the bus go to? (en route and its final destination)
- How often is it?
- When is the next bus due?
- At what times does it pass this stop?
- How much is the fare for my journey?
- Do I need to have the exact fare to pay the driver?
- What multi-journey / daily tickets are available for my journey(s) today?
- Which bus companies run the services past this stop?
- Are there any alternative services I could use to get to my destination?
- What days of the week does it operate?
- When is the first / last bus from this stop
- What connections are available in the town centre / at my destination for onward travel to other places?
- Is there a phone number to contact for lost property / customer services / timetable queries etc.?

- 3.2.2 It is worth remembering that people are only prepared to look at bus stop information to find out what they need to for **about 8 seconds**¹. Therefore simply laid out clear information is of the utmost importance.
- 3.2.3 Absolute uniformity of information provision is less important than ensuring consistency of information provision. An immaculately presented desk top published information case is only better than an assembly of pages cut from timetable leaflets if it is equally up to date and accurate.
- 3.2.4 Figure H below illustrates passengers inspecting a timetable case at a bus stop at Queen Margaret Hospital, Dunfermline. Places such as Queen Margaret Hospital are likely to have visitors from a wide area who travel there infrequently, so it is essential that they can easily access the necessary information for their journeys.

Figure H: Passengers Inspecting Timetable Information at Queen Margaret's Hospital, Dunfermline



3.3 Legal Requirements for Bus Stop Information

- 3.3.1 The Transport (Scotland) Act 2001 requires each local transport authority (as amended subsequently by the 2005 Act this could now be either SEStran or its constituent local authorities) to determine what local bus information should be made available to the public and in which way this information is to be provided. Local bus operators are required to comply with the local transport authority's requirements to provide the relevant information when requested to do so and in the exact manner specified by the local transport authority.

- 3.3.2 The definition of 'local bus information', according to the Transport (Scotland) Act 2001, specifies that each bus stop should, at the very least, have information on:
- Routes.
 - Timetables.
 - Fares.
 - Facilities for disabled persons.
 - Travel concessions.
 - Connections with other public passenger transport services.
 - Anything else of value to the public which the local transport authority considers appropriate within its area.
- 3.3.3 The Disability Discrimination Act (DDA) 1995 also requires that local bus operators do not discriminate against disabled people. Part III of the DDA requires that organisations (in this case local transport authorities and bus operators) take steps as far as is reasonably practicable to ensure that all disabled people have access to, and use of, relevant information services without any unreasonable difficulty. Part V of the DDA also contains further requirements for accessibility of public service vehicles in general.

3.4 Codes of Good Practice

- 3.4.1 Several documents have been published by various bodies that outline codes of good practice with regard to bus stop information. These have been used along with the survey results of current bus stop information in the SEStran area to establish some recommendations for the future provision of bus stop information in the area.
- 3.4.2 The Association of Transport Co-ordinating Officers (ATCO)¹ identifies seven criteria for good quality of information at bus stops which can be applied to both urban and rural locations:
- Simplicity and straightforwardness.
 - Meeting specific requirements for information at bus stops.
 - Providing answers to the customer's travel requirements easily.
 - Allowing passengers to find answers to their main questions within about 8 seconds.

¹ 'Printed Information at Bus Stops – Interim Good Practice Guidelines', ATCO, November 2004

- Giving a positive image of the bus and giving the impression/assurance of being accurate.
- Satisfying users.
- Oriented towards the need of passengers.

3.4.3 Previous research by TAS² indicates that information at bus stops should be:

- Accurate – always kept up-to-date.
- Well presented – consistently well maintained.
- Legible.
- Well illuminated.

3.4.4 Various documents by the Disabled Persons Transport Advisory Committee (DPTAC)³, Royal National Institute for the Blind (RNIB)⁴ and the Department for Transport (DfT)⁵ all give detailed recommendations for the text on bus stop information panels for ease of use by people with all kinds of disabilities thus:

- Sans serif typeface (e.g. Arial) with simple, clear characters.
- Clear numbers to be used – people with sight problems often confuse 6, 8, 3, 5 and 0.
- Text size 12pt minimum (ideally 14pt, or 16pt if space permits).
- Medium weight text.
- Use lower case letters as much as possible.
- Black text on white background for best contrast.
- Avoid red and green coloured text.
- Avoid italics for emphasis.
- Line spacing 1.5x to 2x space between words on a line.
- Left justified text with a ragged right hand margin.

3.4.5 The ideal dimensions of a bus stop information panel, as recommended by the DfT⁵, are shown in Figure I below. In addition, the panels should be well lit and kept out of the rain if at all possible.

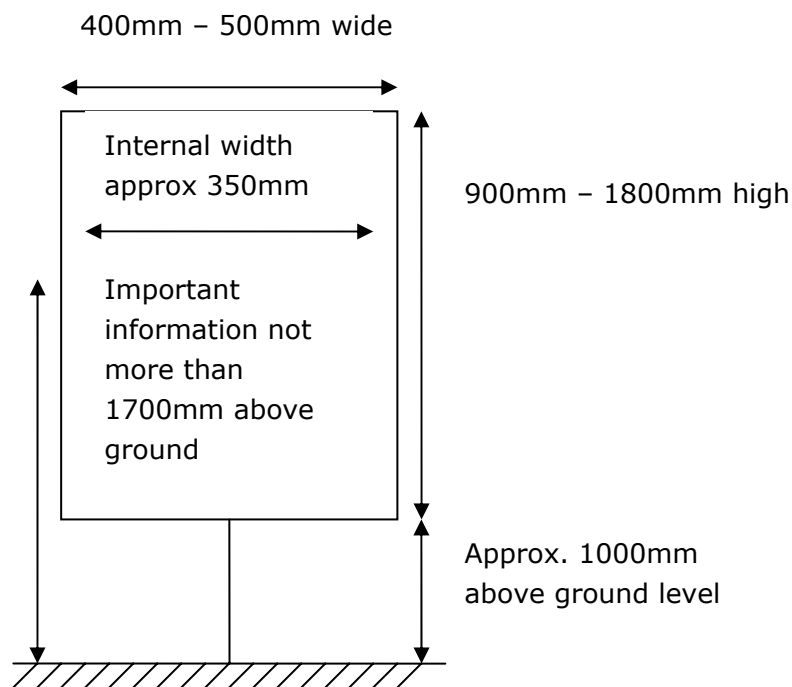
² 'Quality Bus Infrastructure – A Manual and Guide', TAS, June 2000

³ 'Legibility of Bus Timetable Books and Leaflets – A Code of Good Practice', DPTAC, updated November 2000

⁴ 'See it Right – Clear Print Guidelines', RNIB, updated November 2007

⁵ 'Inclusive Mobility – A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure', DfT Transport & Mobility Inclusion Unit, updated 2004

Figure I: Ideal Dimensions of a Bus Stop Information Panel



3.4.6 In addition, DIPTAC³ provides detailed recommendations of how the timetables within the information panel should be presented:

- Route number:
 - ◆ Large bold print at top right hand corner of panel.
- Route heading:
 - ◆ Confined to most important places on route.
- Operators' names:
 - ◆ Included above each table if there are several different ones.
 - ◆ Include a contact telephone number and opening hours of their customer services department.
- Routeing:
 - ◆ Clear line diagrams showing principal points.
 - ◆ Indicate 'hail and ride' stops where applicable.
 - ◆ Summarise common sections of a route if there are variations.
- Days of operation:

- ◆ Place these immediately below route heading.
- ◆ Use a typeface larger than that for the timing points.
- ◆ Abbreviations to be used are M, Tu, W, Th, F, S and Su to avoid confusion.
- ◆ Use the terms 'Mondays to Fridays', 'Saturdays', 'Sundays' and 'Mondays to Saturdays' (where applicable), i.e. not 'weekdays' or 'weekends'.
- ◆ Clear statements such as 'no service on Sundays' to be provided where applicable.
- ◆ Indicate service variations on Bank Holidays, or provide a statement like 'normal Sunday service with some additional journeys applies on Bank Holidays'.
- Times:
 - ◆ Use the 24 hour clock.
 - ◆ Provide an explanatory diagram if necessary.
- Timing points:
 - ◆ Avoid having too many on each timetable.
 - ◆ Use bold text for terminals and principal points.
 - ◆ Repeat the timing point name for separate arrival and departure times.
 - ◆ These should be read down a vertical column.
- Guidelines:
 - ◆ Position a horizontal line, preferably below every third line, to act as a guide.
 - ◆ Vertical columns to be clearly separated from adjacent times by a white space, i.e. no vertical lines to be used.
- General timetable layout:
 - ◆ Set timetable headings horizontally.
 - ◆ Journeys after midnight to be shown at end of table, unless buses run all night.
 - ◆ Use the term 'then at these minutes past each hour' followed by the times set out to that pattern.

- ◆ Follow with 'until' and the time of the last bus.
- ◆ Only use 'then every XX minutes' if the headway is ten minutes or less throughout the whole length of the route.
- Reference codes:
 - ◆ Use standard ones that will be widely understood.
 - ◆ Avoid the letters I, O and V to avoid confusion with numbers.
 - ◆ If a note or symbol applies to a single timing it should be positioned to the right of it in bold text.
 - ◆ Clearly explain any symbols used (e.g. a picture of a train to indicate an interchange with a railway station).
 - ◆ N for not (e.g. NSD for not schooldays).
 - ◆ O for only (e.g. SuO for Sundays only).
- Periods of operation:
 - ◆ Include the date when the timetable started, in the format 'from 1st September 2007'
 - ◆ Indicate the period of validity, e.g. 'until 1st May 2008'
 - ◆ Where possible, display separate timetables with bold headings with these start and finish dates if the timetable change is approaching soon
 - ◆ Avoid use of the phrase 'until further notice'
 - ◆ Include the dates of school terms, if appropriate for certain journeys and known in advance.

3.4.7 Whether a timetable is displayed in its entirety in a matrix format, or shortened to a stop-specific version, depends to a great extent on the location of the bus stop, the frequency of each service and the number of different services passing the stop. Full matrix timetables are more appropriate for rural routes with an infrequent bus service, or to explain complex routes with several variations in more urban locations. However, the font size used in matrix timetables may have to be reduced to fit all the information in, which makes them more difficult to read.

3.4.8 Stop-specific timetable information is more appropriate to busy urban bus stops served by two or more frequent services. However, if there are significant route or timetable variations in the evenings or at weekends then this information may be lost in the abbreviated format.

- 3.4.9 The varied geography and range of bus services throughout the SEStran area allows for both matrix and stop-specific timetables to be used as appropriate, but passengers should not be confused by having both kinds of timetable layouts used at the one bus stop.

3.5 The Influence of Local Authorities on Information Provision

- 3.5.1 Information was supplied by Clackmannanshire, Falkirk, Fife, Midlothian, Scottish Borders and West Lothian Councils about their timetable provision at bus stops, which is detailed below. No such information was supplied by East Lothian or City of Edinburgh Councils.
- 3.5.2 In **Clackmannanshire**, publicity for contracted services is prepared in-house. Its standard timetable format is produced using PageMaker software. Timetables are constantly reviewed and updated with any changes or additional information. The council has not experienced any problems handling major service changes.
- 3.5.3 **Falkirk** Council has a standard template for bus stop information, which is currently under review for the SEStran Information Strategy study. Timetables are generally changed as and when the corresponding services are changed. Problems do occur with major timetable changes and these are dependent upon the number of timetable panels needing to be changed.
- 3.5.4 **Fife** Council has its own Bus Passenger Information Strategy covering all aspects of bus stop displays, timetable leaflets, fares and ticket information. With regard to bus stop information displays, the council specifies the content and then produces the displays according to the council template. The template is created using Trapeze 'Routewise' software and is based on a design approved by the Fife Sensory Impairment Centre. Desired standards for the content of the bus stop displays are that:
- Bus stop static displays must be stop-specific and display specific departure times for that stop
 - Presentation should be in accordance with the Association of Transport Coordinating Officers' (ATCO) specification from 'Printed Public Transport Information – A code of Good Practice'
 - The route description must be included
 - Displays must be composite and should be produced in colour
 - Displays must carry 'effective from' or 'start from' date
 - Displays must carry, where practical, information on common fares on that corridor

- Reference must be made to Traveline with logos
 - Information on how to make complaints or compliments must be given
 - Displays may carry transport-related advertisements, but these advertisements must not detract from the purpose of the display or influence the layout.
- 3.5.5 The bus station stance displays differ slightly from the bus stop information panels in that they display list times either in a service by service or chronological format. The type used depends upon the quantity of information being provided, the complexity of the information, location etc.
- 3.5.6 There are more than 1,200 bus stop information displays and 56 panels at bus stations in the Fife area which need to be updated for every service change. Currently Stagecoach Fife seconds two staff to assist in producing the bus stop displays and install them, but coping with this volume within a 56 day notice period can prove difficult with the production and installation time, so the situation is currently under review. Information changes normally take place the day prior to the service changes becoming effective.
- 3.5.7 Fife Council also specifies in its contract conditions that timetables for contracted services must include the Fife Council logo and the statement 'this service is supported by Fife Council' or similar agreed statement. It can also penalise contractors for failure to provide adequate publicity for local bus services to the general public. The financial penalty for is up to 25% of the total contract payment, apportioned on a daily basis over the period of non-compliance by the contractor and dependent upon the particular problem.
- 3.5.8 **Midlothian** Council also referred to the proposed SEStran Information Strategy which will apply a standard template across all eight constituent councils, with each council responsible for providing the information at each stop. The councils will require funding for the extra resources needed to absorb the extra workload, which is a concern for Midlothian Council.
- 3.5.9 Bus stop information in Midlothian is currently supplied by the main operators, Lothian Buses and First Edinburgh. Munro's of Jedburgh agreed to take over its own timetable information after it won a new contract in 2006, but the council has experienced some problems enforcing this. Midlothian Council is happy with the quality of information provided by Lothian Buses, but feel that the First Edinburgh displays are not as clear.
- 3.5.10 Bus stop information displays in Midlothian are changed whenever there is a service change – typically on a Thursday or Friday prior to an update effective from a Sunday or Monday. There is always a conflict between the need to get the new information up in time for the changeover, but not too soon as to leave intending passengers bereft of information on the current service provision.

- 3.5.11 In the **Scottish Borders**, a standard for bus stop information is being developed as part of the SEStran Information Strategy. Currently there are no standards in place for bus stop information in the area. Timetable displays presently consist either of
- a list of bus departures using the council's JourneyPlan database,
 - a list of departures using a Word document or
 - pages used in timetable books or leaflets.
- 3.5.12 Layouts, timescale and distribution methods for updating timetable displays have evolved locally. Staffing issues at Scottish Borders Council mean that there is a number of either empty or out of date timetable display cases at the present time. The new Routewise database is being used to produce up to date information displays at bus stops as a matter of urgency.
- 3.5.13 **West Lothian** Council has a standard form of publicity – this is printed out using the Routewise programme giving departures in chronological order. Displays are updated at the time of service changes. It is essential, though, that all the information is entered into the computer database before the timetable information is printed.

3.6 Contract Conditions

- 3.6.1 Contract conditions relating to the provision of timetables and information for bus services place emphasis on the contractors to ensure that they work with the local authority to produce timetables for carrying on board vehicles and notifying the public in advance of any timetable, fare or route changes, holiday service alterations and changes of contractor. Copies of these timetable leaflets are distributed to local council offices, libraries, tourist information centres and other public places with travel interchanges such as hospitals. Most contracts also state that the contracted operators should be members of the Traveline public transport information website for the duration of the contract.

3.7 Experience of Information Provision

- 3.7.1 Bus stop information varies considerably across the SEStran area. Fife rates highly for information provision, with all bus stops named. In almost all cases, route specific information produced by the council for bus stops which was up to date. The information also included all operators serving the stops. Generally, Falkirk, Clackmannanshire and West Lothian also provide impartial timetable information at most stops. Stops are also named in Midlothian and in Edinburgh.

- 3.7.2 Operators provide their own timetable information in Edinburgh, East Lothian and in the Scottish Borders. East Lothian, however, provides standard inserts for operators to add the timetables into. Lothian and First having their own route specific information styles on stops reflecting their individual brands. First's information provision is inconsistent with at least four different presentation styles observed. The independents have a mixed performance in timetable provision. Eve Coaches and Munro's have information in most locations in various styles of presentation; some of the others lack any information at even key locations such as for Horsburgh's services at the Airport, Gyle and Edinburgh Park.
- 3.7.3 There are some stops with impartial information in the Scottish Borders, most notably at Borders General Hospital but a number of stops in the Borders are bereft of any timetable information, which presents a poor image to intending travellers.

3.8 Examples of Information Provision – Clackmannanshire and Falkirk

- 3.8.1 This section contains an illustrated review of some of the types and styles of information provision found across the SEStran area. Clackmannanshire, Falkirk and Stirling all use the same basic format of information provision inherited from the former Central Region. Figure J below shows examples from Clackmannan Main Street, Larbert Burns Avenue, Falkirk Wheel and Menstrie, Holbourne Place clockwise from the upper left.
- 3.8.2 The Larbert display is in a yellow case and reflects First's 'Yellow Line' Falkirk – Larbert Circular Services, including a map of these services. The blue case at Falkirk Wheel contains the same map, but this stop is not served by the Larbert Circle.
- 3.8.3 The displays otherwise show a simple chronological list of departures showing service, operator and final destination. The three examples shown are from locations without a large assortment of services. Generally, the higher the number of services the more impenetrable this sort of display becomes, devoid as it is of any idea of journey times or points served en route.
- 3.8.4 In Falkirk Bus Station, timetable cases appear to be provided by First to its own format, which includes line maps. The example shown in Figure K below has been burned and covered in graffiti. The graffiti includes notice in black marker (top right) that the 1740 and 2310 to Avonbridge are withdrawn in what appears to be semi official operator graffiti.

Figure J: Examples of Clackmannanshire, Falkirk and Stirling Standard Timetable Presentation



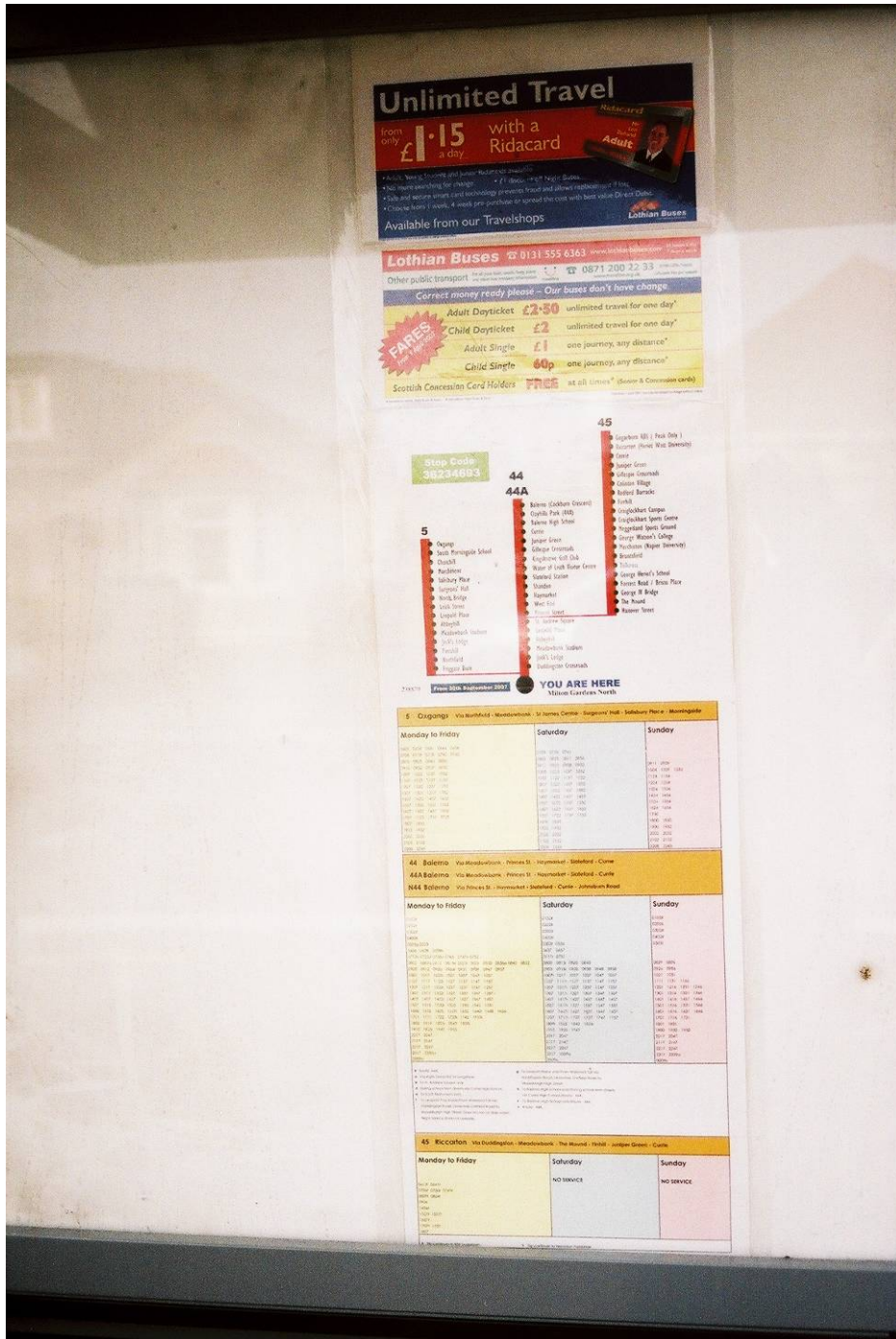
Figure K: Graffiti Covered First Timetable Case at Falkirk Bus Station



3.9 Examples of Information Provision – East Lothian, Edinburgh and Midlothian

- 3.9.1 These three authorities are considered together as each follows basically the same format with operators supplying their own information to be inserted into the authorities' standard information cases. The operators have their own approaches to information presentation.
- 3.9.2 Lothian Buses has a virtually uniform presentation illustrated in Figure L below at Milton Gardens North; this includes fare and ticket information, diagrammatic maps and a list of departures. The frequency of services is such that a list of departure times for each hour suffices at this location. Lothian uses light coloured shading to help distinguish between days of operation, yellow for Monday to Friday, blue for Saturday and pink for Sunday. But each section uses clear dark print so that even when the sun fades the shading the type is still clearly legible.

Figure L: Example of Lothian Buses Timetable Display



3.9.3 First Edinburgh uses the OmniStop package to produce its own in house timetable displays for its services. This allows various output formats and the main two types which it uses are shown in Figure M and Figure N. Figure M at Wallyford Station shows the full panel version with line diagrams and separate panels for each service. All text is in dark blue or black. Figure N shows the less satisfactory version laminated onto a bus shelter at Fort Kinnaird. Not only is the initial impression one of much wasted white space, but some departure times are in coloured text (explained in the coloured boxes at the foot of the display). These coloured times have faded to the point of becoming illegible.

Figure M: First Edinburgh 'Full Display' – Wallyford Station



Figure N: Alternative First Timetable Information Display – Fort Kinnaird



- 3.9.4 The policy of operators providing and / or inserting their own timetable information produces juxtaposed styles and formats. Figure O shows a stop in Haddington High Street in East Lothian including timetables supplied by several operators with various markings. In Prestonpans, both Lothian Buses and First Edinburgh provide services, and Figure P shows timetable displays for both these operators. The timetable for First’s principal route, 129, has slipped and is now on its side. Figure Q shows a Midlothian example at Penicuik with services of Lothian, First and MacEwan’s.
- 3.9.5 East Lothian produces its own timetable cases across its area, as shown in Figure R. The timetable for service 120 is the EVE Coaches’ standard timetable for their services, a small amount of information for such a large display.

Figure O: Timetable case in Haddington



Figure P: First and Lothian Timetables at Prestonpans



Figure Q: Midlothian Timetable Displays at Penicuik



Figure R: EVE Coaches' Timetable in East Lothian



- 3.9.6 There are some developments in real time information provision and electronic displays. Figure S depicts a Bus Tracker display at Ingliston Park & Ride. These displays can also be found at several points in Edinburgh City Centre in addition to the park and ride sites.
- 3.9.7 As part of the redevelopment of St Andrew Square bus station in Edinburgh it also received electronic information displays, in addition to the timetable cases electronic displays as shown in Figure T clearly show the time of the next bus departure, the service number and destination and the operator of the service.

Figure S: Bus Tracker display used in Edinburgh



Figure T: Information display at St Andrew Square in Edinburgh



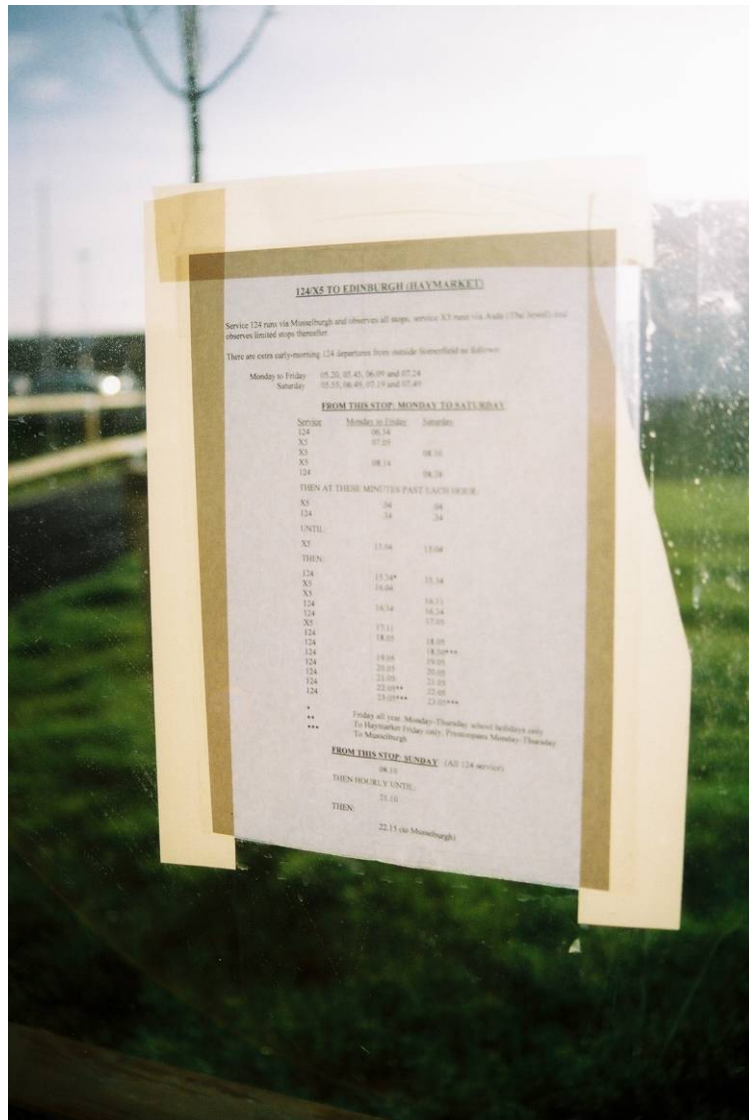
3.9.8 Midlothian Council has installed some information points such as in that in Dalkeith which provides timetable information. An example of one of these displays, at Buccleuch Street can be seen in Figure U. This particular display was out of action at the time of our surveyor's visit.

Figure U: Midlothian Council information display in Dalkeith



3.9.9 In January, the bus stop at Tesco did not have a timetable case, but did have a makeshift timetable display taped to the shelter, as shown in Figure V.

Figure V: Makeshift Timetable Display at North Berwick, Tesco



3.10 Examples of Information Provision - Fife

3.10.1 Fife, as already noted, has a high standard of information presentation, although not all of Fife's bus stops have received the updated Traveline number. Figure W below at Markinch Station and Kirkcaldy ASDA illustrate standard Fife council stops with stop and service specific information, although the latter still shows the obsolete Traveline number. Each service using the stop has its own timetable panel and the stop is well located immediately outside the station entrance.

- 3.10.2 Figure X shows some stop specific information at the temporary bus station in Dunfermline East Port. Again the format relies on a list of departures from the stance without maps or route descriptions. We also have reservations regarding the left-to-right listing of times rather than in columns. Credit goes to Fife for maintaining full information at Dunfermline during the reconstruction work, however.
- 3.10.3 As part of its programme to rebuild bus stations, Fife Council has also installed some electronic information displays. Within the main building a large electronic display advised waiting travellers of the times of their buses, while stop specific displays provide simplified information (service number, destination and time). An example of one of these displays, taken in Kirkcaldy is shown in Figure Y.
- 3.10.4 External advertising of specific conventional bus routes is unusual in the UK except in the form of branding on buses themselves. It is encouraging to see, therefore, that as part of the route 99 relaunch in St Andrews, Stagecoach has undertaken a promotional campaign to attract more users to the bus including the taking up of advertising space at bus stops. An example of this publicity can be found in Figure Z.

Figure W: Examples of Named Bus Stop and Fife Standard Information Displays at Markinch Station and Kirkcaldy ASDA

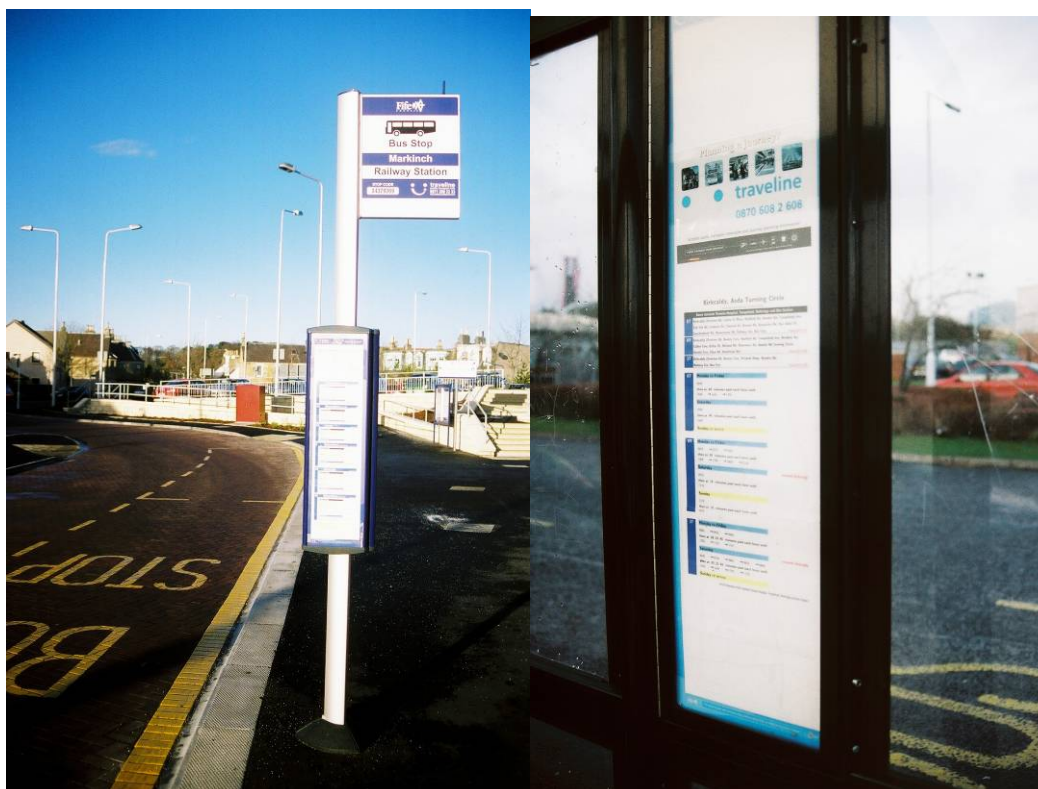



Figure X: Example of Route Specific Information Provided in Fife (Dunfermline East Port)

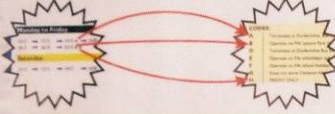
BE SAFE !



Do not walk across the bus operating area in front of the stances.

Only use the footways to walk to, from and through the bus station.

⚠ CHECK YOUR CODES!



If a code appears beside your bus time, it means your journey will operate differently from normal. Always check what it means in the adjacent yellow CODES panel.

71 Inverkeithing via Crombie

Monday to Friday

0630 a	→ 0838	→ 0938	→ 1138	→ 1238	→ 1338	→ 1438 e
1638 a	→ 1738 a	→ 1838 a				

Saturday

0730 a	→ 0838	→ 0938	→ 1138	→ 1238	→ 1338
1438	→ 1638 a	→ 1738 a	→ 1838 a		

Sunday no service

Route Description:
 Dunfermline (Chalmers St, Gallivan St, Princeshall Sq) - Crossford (Main St, Wagon Rd, Wagon Ave, Matheson Dr, Hunt Pl, Kinlochhouse Rd, Kirkwood Cres, Carmichael Rd, Douglas Dr, Howlands Dr, Kilburn Rd, Carmichael Rd) - Carnemyhill (Main St, Glasgow Dr, Glen Morrison Dr) - Crombie - Chalmers - Lemkies - Rossie (Castle Rd, Ferryhill Rd) - Ferryhill Park & Ride - Inverkeithing (800 St, Preston Cres, Fraser Ave, Railway Sq)

75 Oakley via Steelend

Monday to Friday

0700	→ 0755	→ 0850 a	→ 0945	→ 1045	→ 1145	→ 1245
1345	→ 1445	→ 1505 a	→ 1615	→ 1715	→ 1735 p	→ 1815

Saturday

0745	→ 0800	→ 0915	→ 1015	→ 1115	→ 1215
1415	→ 1515	→ 1615	→ 1715	→ 1735 p	→ 1815

Sunday

1025 p	→ 1025 p	→ 1425 p	→ 1825 p
--------	----------	----------	----------

Route Description:
 Dunfermline (Pitmar Sq) - Walkwood - Steelend (Tanning Circle, Main St, Tanning Circle, Oakley Rd) - Kincauld Park - Oakley (Station Rd, St George River Rd, Bevald Dr, John Stuart Gait)

78 High V'field & Stirling

Monday to Friday

0535 a	→ 0535 a	→ 0615 a	→ 0625 a	→ 0645	→ 0700	→ 0710 p
0715	→ 0745	→ 0800	→ 0830	→ 0845	→ 0900	→ 0905
0915	→ 0930	→ 0945	→ 1000	→ 1015	→ 1030	→ 1045
1100	→ 1115	→ 1130	→ 1145	→ 1200	→ 1215	→ 1230
1245	→ 1300	→ 1315	→ 1330	→ 1345	→ 1400	→ 1415
1430	→ 1445	→ 1500	→ 1515	→ 1530	→ 1545	→ 1600
1615	→ 1630	→ 1645	→ 1700	→ 1715	→ 1730	→ 1735 p
1745	→ 1800	→ 1830	→ 1910	→ 2010	→ 2110	→ 2220

Saturday

0625 a	→ 0640	→ 0715	→ 0745	→ 0800	→ 0815	→ 0830
0845	→ 0900	→ 0915	→ 0930	→ 0945	→ 1000	→ 1015
1030	→ 1045	→ 1100	→ 1115	→ 1130	→ 1145	→ 1200
1215	→ 1230	→ 1245	→ 1300	→ 1315	→ 1330	→ 1345
1400	→ 1415	→ 1430	→ 1445	→ 1500	→ 1515	→ 1530
1545	→ 1600	→ 1615	→ 1630	→ 1645	→ 1700	→ 1715
1730	→ 1745	→ 1800	→ 1830	→ 1910	→ 2010	→ 2110
2220	→ 2320 p					

Sunday

0940 a	→ 1110	→ 1210	→ 1310	→ 1410	→ 1510	→ 1610
1710	→ 1810	→ 1910	→ 2010	→ 2110 p		

Route Description:
 Dunfermline (Princeshall Sq) - Crossford (Main St, Carmichael Rd) - Carnemyhill (Main St) - Torryburn - Newmill - High Valleyfield (Dunmarie St, Chapel St). Some journeys continue to Stirling via Low Valleyfield, Culross, Kinross, Chalmers and Alloa. Check the codes on each journey.

CODES:

- A** Does not serve Inverkeithing, Preston Crescent
- B** Journey serves Crombie junc but does not serve Inverkeithing, Preston Crescent
- C** Does not serve High Valleyfield
- D** Journey will serve only Main Street in Crossford & Carnemyhill
- E** Terminates at Carnemyhill, Brandy Rigg
- F** Terminates at Dunfermline, Springburn Terrace
- G** Terminates at Salsburgh, West Road Tanning Circle
- H** Operates via Crombie Parkfield
- K** Continues to Culross
- L** Does not serve High Valleyfield, Dunmarie St
- M** Operates via Low Valleyfield, Culross, Kinross, Alloa to Stirling
- N** Via Low Valleyfield, Culross, Kinross to Alloa
- P** Operates via Low Valleyfield, Culross to Kinross
- R** Operates via Culross, Kinross to Stirling

Figure Y: Electronic Stance Information Display at Kirkcaldy Bus Station



Figure Z: Promotion of Upgraded Service 99 in St Andrews



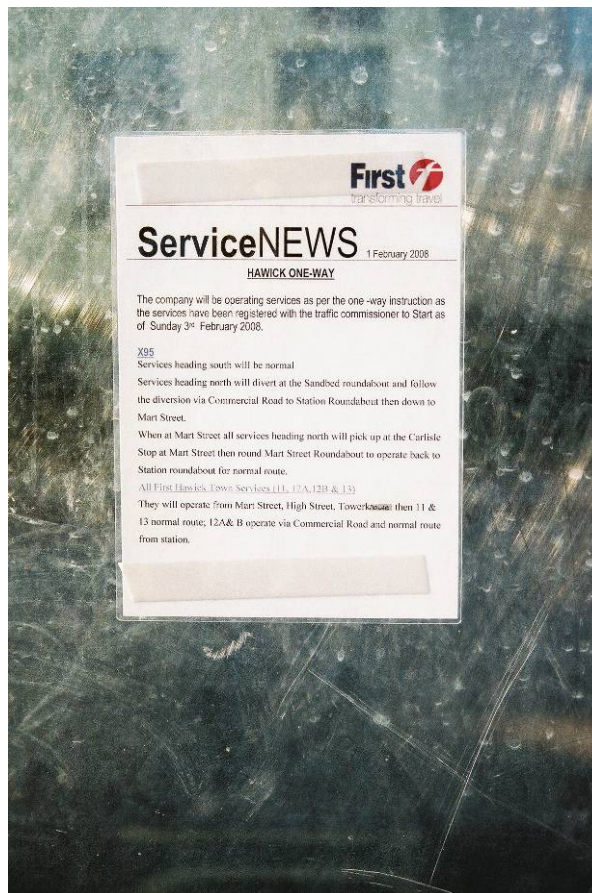
3.11 Examples of Information Provision – Scottish Borders

3.11.1 The Borders area produces a multiplicity of timetable formats and sizes. An example of Scottish Borders timetable case inserts can be found in Figure AA below. This was taken at Hawick and shows First Edinburgh X95 and Munro's Hawick town services. Note how the full timetable is shown for the town services while only departure times are shown for the long X95 to Edinburgh. No information is included for First's local services. Figure BB also shows First announcing route alterations in Hawick using a notice attached to the shelter at Hawick, Morrison's.

Figure AA: Scottish Borders Council Timetable Case at Hawick



Figure BB: First Edinburgh Roadside Notice in Hawick



3.11.2 The independent operators in the Scottish Borders seem to make reasonable attempts to install and maintain information displays. Perryman’s Buses has a small network of services around Eyemouth and Berwick upon Tweed. Figure CC was taken at Eyemouth showing the timetable case there. Eyemouth is also served by Travelsure on the service to Duns, although no information was included in this timetable case. An example of Munro’s timetables can be found in Figure DD. Figure EE shows a timetable case at Borders General Hospital including consolidated information for all services and operators, which has information around 18 months out of date old at time of observation.

Figure CC: Perryman's Timetables at Eyemouth



Perryman's Buses		Route 253		Northbound	
Starting Jan 14th 2008					
Berwick-upon-Tweed - Edinburgh					
Stop	Mon	Tue	Wed	Thu	Fri
BERWICK Chapel Street	0630	0735	0805	1135	1355
BERWICK	0645	0800	0900	1200	1400
EYEMOUTH Albert Road	0655	0815	0915	1215	1415
COXINGHAM Cross	0705	0825	0925	1225	1425
St. ABBS	8	8:30	9	12	12
REXTON Bus shelter	0715	0835	0935	1235	1435
GRANTSHAUGH	0725	0845	0945	1245	1445
COXINGHAM High Street	0735	0855	0955	1255	1455
ROSWICK	0745	0905	1005	1305	1505
EDINBURGH High Street	0755	0915	1015	1315	1515
EAST LINTON Bridge End	0805	0925	1025	1325	1525
EDINBURGH High Street	0815	0935	1035	1335	1535
EDINBURGH Bus Station (station 7)	0825	0945	1045	1345	1545
NOTES	Mon - NOT SUNDAY SD - Set down Only R - By Request Only				

Perryman's Buses		Route 253		Southbound	
Starting Jan 14th 2008					
Edinburgh - Berwick-upon-Tweed					
Stop	Mon	Tue	Wed	Thu	Fri
EDINBURGH Bus Station (station 7)	1015	1115	1215	1515	1715
EDINBURGH High Street	1025	1125	1225	1525	1725
EAST LINTON Bridge End	1035	1135	1235	1535	1735
ROSWICK	1045	1145	1245	1545	1745
COXINGHAM High Street	1100	1200	1300	1600	1800
ROSWICK	1110	1210	1310	1610	1810
COXINGHAM Cross	1120	1220	1320	1620	1820
REXTON Bus shelter	1130	1230	1330	1630	1830
GRANTSHAUGH	1140	1240	1340	1640	1840
St. ABBS	8.5	9.5	10.5	13.5	15.5
COXINGHAM High Street	1155	1255	1355	1655	1855
EYEMOUTH Albert Road	1205	1305	1405	1705	1905
BERWICK	1215	1315	1415	1715	1915
BERWICK Chapel Street	1225	1325	1425	1725	1925
NOTES	Mon - NOT SUNDAY SD - Set down Only R - By Request Only				

Perryman's Buses		Service routes 253/255		Starting Jan 14th 2008*	
DAILY	Mon	Tue	Wed	Thu	Fri
BERWICK Chapel Street	0635	0735	0805	1135	1355
BERWICK	0645	0745	0815	1145	1405
EYEMOUTH Albert Road	0655	0755	0825	1155	1415
COXINGHAM Cross	0705	0805	0835	1205	1425
St. ABBS	8	8	9	12	12
REXTON Bus shelter	0715	0815	0845	1215	1435
GRANTSHAUGH	0725	0825	0855	1225	1445
COXINGHAM High Street	0735	0835	0905	1235	1455
ROSWICK	0745	0845	0915	1245	1505
EDINBURGH High Street	0755	0855	0925	1255	1515
EAST LINTON Bridge End	0805	0905	0935	1305	1525
EDINBURGH High Street	0815	0915	0945	1315	1535
EDINBURGH Bus Station (station 7)	0825	0925	0955	1325	1545
NOTES	* Via Northern Road to High Street, not Albert Road Mon - NOT SUNDAY R - Request only SD - Set down only RSD - Request Sunday Only * Departs from Midlothian North Road at Saturday Evenings				

Figure DD: Munro's of Jedburgh Information at Hawick, Morrison's



Figure EE: Timetable Case at Borders General Hospital



3.12 Examples of Information Provision – West Lothian

3.12.1 West Lothian Council prepares its own timetable information. Some West Lothian bus stop flags include destination information

3.12.2 Figure FF below shows an example where this information appears on a stop flag, at Livingston Bus Terminal. Route specific information is also used in West Lothian, detailing departures by operator throughout the day. Figure GG demonstrates the comprehensiveness of these displays at Armadale Cross. However, with such a long list of departures it brings into question whether the average passenger will find the required information within the 'eight second rule'.

3.12.3 Livingston Bus Terminal also has computerised information displays advising users of bus times. These information screens are additionally located at St Johns Hospital, as shown in Figure HH and Figure II.

Figure FF: Bus Stop Flag at Livingston Showing Service Information



Figure GG: Information Display at Armadale

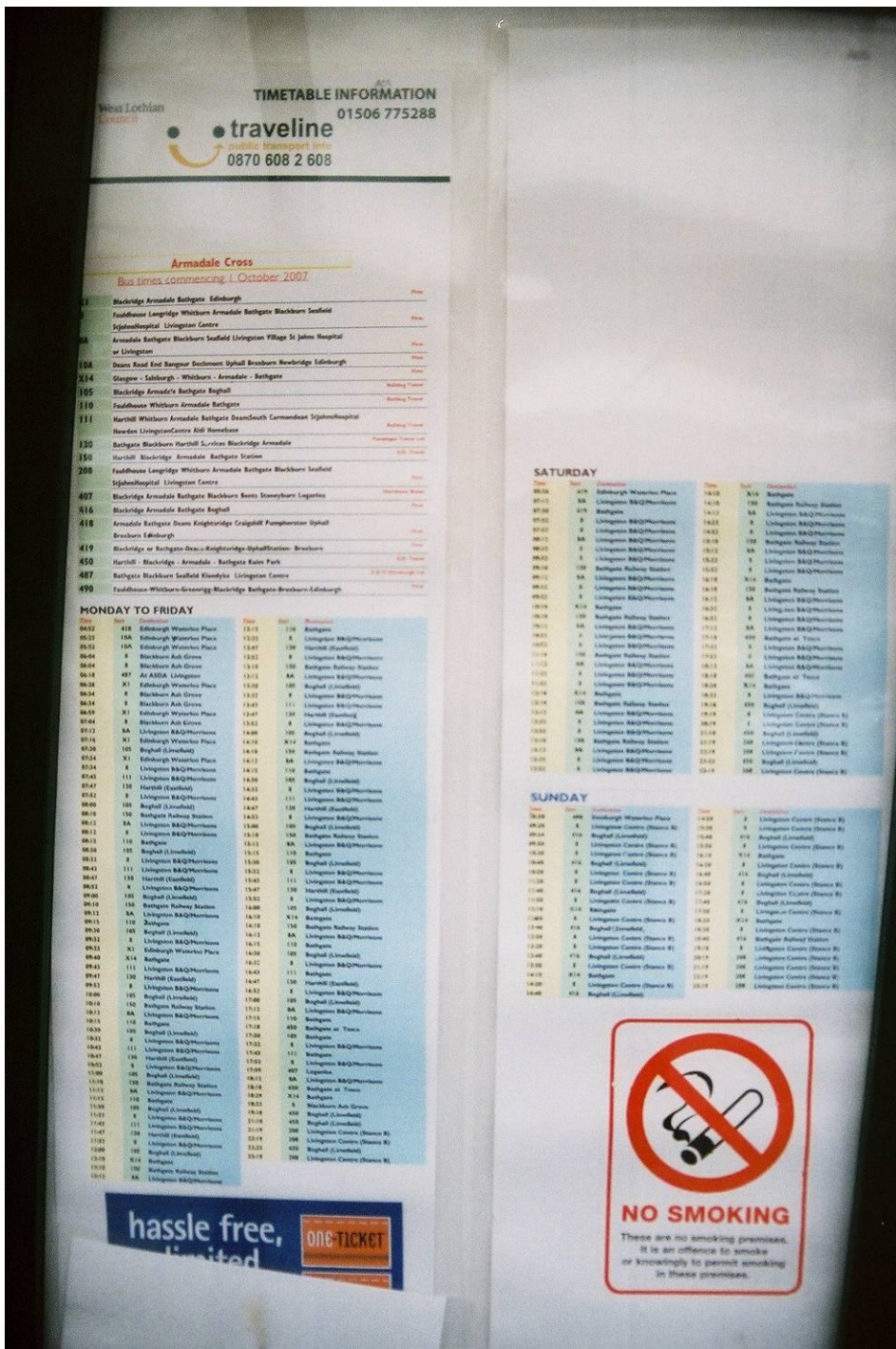


Figure HH: Information Screen at Livingston Bus Terminal with Operating Instructions



Figure II: Information Screen close up showing bus information



3.13 Compliance with Standards

3.13.1 Table 7 below compares current information provision standards by local authority with the ATCO / DiPTAC standards for good practice discussed above in section 3.4. It will be seen that broadly speaking information provision is satisfactory. The main areas of concern are use of colours in displays and some absent or outdated information. In common with most of the UK, fares information is lacking except on those corridors served by Lothian Buses.

Table 7: Comparison of Timetable Information Standards by Local Authority

Objective	Clackmannan	East Lothian	Edinburgh	Falkirk	Fife	Midlothian	Scottish Borders	West Lothian
Simple & Straightforward	Yes. Use of common timetable information displays with Falkirk	Yes. If there is information at the stop, this is provided by operators own timetables, either First, Lothian or independents	Yes. Information left to operators to provide	Yes. Use of common timetable information displays with Clackmannanshire	Yes. Use of a common style but concern over non standard left-to-right format	Yes. If there is information at the stop, this is provided by operators own timetables, either First, Lothian or independents	Yes. If there is information at the stop, this is a combination of combined and operators own timetables	Yes. Common information system in use.
Meets specific information requirements	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Fares and Ticket Information	No	Some Lothian only	Some Lothian only	No	Some	Some Lothian only	No	No
Easily answers Travel requirements	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Information giving answers to questions found within 8 seconds	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Positive image of the bus and accurate impression created	Yes	No, because some sites do not have information	Yes. Route diagrams showing all points assist here	Yes	Yes	No, because some sites do not have information	No, because some sites do not have information	Yes
Accurate and up to date information	Yes	No, some sites do not have information	Yes	Yes	Yes	No, some sites do not have information	No, some sites have no, partial or out of date	Yes

Objective	Clackmannan	East Lothian	Edinburgh	Falkirk	Fife	Midlothian	Scottish Borders	West Lothian
							information	
Well presented and consistently well maintained	No, as stops suffer from vandalism	Yes, although some stops suffer from vandalism.	Yes	No, as many stops suffer from vandalism	Yes	Yes, although some stops suffer from vandalism.	No. Some timetables out of date	Yes
Legible	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Well illuminated	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Use of sans serif typeface and clear characters	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Clear numbers in use	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Font size around 12pt	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Medium weight Text	Yes	Yes	Yes	Yes	Yes	Yes	Yes, Munro's timetables use bold black text.	Yes
Use of lower case letters	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Black text on white background	Yes	No, Lothian stops have a coloured background according to day of the week. Colours can be inserted into First's displays.	No, Lothian stops have a coloured background according to day of the week. Colours can be inserted into First's displays.	Yes	Yes	No, Lothian stops have a coloured background according to day of the week. Colours can be inserted into First's displays.	Yes	Yes
Avoids use of green or red text	Yes	No. Colours can be inserted into	No. Colours can be inserted into	Yes	Yes	No. Colours can be inserted into	No. Colours can be	Yes

Objective	Clackmannan	East Lothian	Edinburgh	Falkirk	Fife	Midlothian	Scottish Borders	West Lothian
		First's displays. Lothian stops have a coloured background according to day of the week	First's displays. Lothian stops have a coloured background according to day of the week			First's displays. Lothian stops have a coloured background according to day of the week	inserted into First's displays	
Avoids use of italics	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Line spacing between 1.5 and 2pt	No	No	No	No	Yes	No	No	No
Left justified text and use of a right ragged margin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

4.1 Introduction

- 4.1.1 Bus shelter provision in the SEStran area varies according to the type of route and geographical place it is situated in. For example, busy city centre bus stops in Edinburgh have large, modern shelters and some remote villages in the Borders have little more than the traditional bus stop flag pole on a rural road served by only a few buses a day.
- 4.1.2 This section looks at the approximate costs involved in bus shelter provision and maintenance, and assesses the current situation in the SEStran component councils. Bus Stations generally have higher expectations of facilities provided and these are discussed separately in Section 5.

4.2 Local Authorities' Policy on Bus Shelter Provision and Maintenance

- 4.2.1 Bus stop infrastructure is the responsibility of the local authority rather than the bus operator. Clackmannanshire, Falkirk, Fife, Midlothian, Scottish Borders and West Lothian Councils supplied information regarding their bus stop infrastructure, which is detailed below. No such information was available from East Lothian or City of Edinburgh Councils.
- 4.2.2 **Clackmannanshire** Council has a contract with Adshel for five years to maintain and clean all existing bus shelters in the area. Commutaports install new shelters when requested by members of the public and approved by the Council, or when they are required for new routes. Commutaport's approximate costs for these (excluding any additional work such as hard standing) are:
- £2,000 for a two bay cantilever
 - £2,500 for a bay box
 - £3,000 for a three bay cantilever
 - £3,500 for a three bay box.
- 4.2.3 Bus shelters maintained and provided in the **Falkirk** Council area are the responsibility of the council itself and Adshel (now called Clear Channel). Council shelters cost approximately £3,500 each and the criteria for providing new or replacement shelters mostly come from requests by members of the public or local councillors.
- 4.2.4 **Fife** Council has a confidential agreement with Adshel and Trueform for bus shelter provision and maintenance, and another with Adshel / Trueform which

allows them to erect bus shelters in the area in return for advertising rights. The council makes an assessment of each bus shelter request and ranks these firstly on passenger usage, then by site suitability. A typical cost for the supply and erection of a bus shelter in Fife is approximately £4,200. Shelters are also obtained as part of the planning process by placing conditions on the developers of large housing and retail schemes.

- 4.2.5 The majority of bus shelters in **Midlothian** are provided by a rolling contract with Commutaports. The contract was initially negotiated by City of Edinburgh Council, but was extended to Midlothian due to the historic link with the former Lothian region days. Adshel / Clear Channel has an exclusive contract up until 2009 for the provision and maintenance of up to 25 illuminated advertisement shelters in the Midlothian area. The council also maintain and repair its own shelters.
- 4.2.6 There is a limited number of 'heritage' or bespoke shelters in Midlothian situated in environmentally sensitive areas provided by the council. The most recent example of this is a wooden shelter built by a small company in Perthshire now installed within Vogrie Country Park for the summer Sunday service.
- 4.2.7 All bus shelters in the **Scottish Borders** are owned by the council, with the exception of the bus shelter at Borders General Hospital which is owned and maintained by NHS Borders. There is presently no capital budget to provide bus shelters within the area, with the provision being met from SEStran and Bus Regional Development Grant payments. Over the past five years, the cost of maintenance of the council's bus shelters has averaged £10,530 per annum. Two bus shelter suppliers are used:
- Anderson and Wilson of Galashiels supply metal shelters to the council's specifications at an approximate cost £3,500 per shelter plus installation costs
 - Littlethorpes of Leicester supply wooden shelters at an approximate cost £4,000 per shelter plus installation costs.
- 4.2.8 The council's Transport Policy section of the Technical Services department is responsible for bus shelters, in consultation with the Passenger Transport department. A request list for bus shelters is maintained. There are no written down criteria for supply of shelters, but priority is given to exposed locations and places where there is use made of bus services throughout the day. Bus shelters are generally not provided at stops used only by schoolchildren.
- 4.2.9 **West Lothian** has over 400 bus shelters owned by the council and 60 owned by Adshel, whose contract expires in 2012. The local authority owned shelters cost approximately £3,300 each when new. Typical maintenance costs are £123 per replacement panel, and £159 for a replacement timetable case.

4.3 Benchmarking Costs of Bus Stop Infrastructure

- 4.3.1 A report by the National Audit Office⁶ on the value for money of the delivery chain for bus services in England quotes costs of £2,200 and £8,500 for local authorities to erect and equip a bus shelter, and between £21 and £400 to erect a bus stop pole. These variations are partly due to the disproportionately high cost of connecting high quality bus shelters to the electricity supply for energy-intensive features such as lighting and real time information.
- 4.3.2 The same report recommended that local authorities work together to jointly procure bus stop-related infrastructure to reduce costs. Although this advice is for English local authorities, it applies equally to the constituent councils of SEStran for producing a consistent design and specification for bus stops in the area with regard to this project.
- 4.3.3 Some regional transport authorities have devised innovative solutions to offset the cost of new bus stop infrastructure and maximise the benefits available from it. GMPTE and Centro, amongst others, have installed solar-powered lighting at many bus stops to remove the need for the bus stop to be connected to the electricity supply, which has obvious environmental as well as cost benefits over the payback period of the bus stop. While solar-powered lighting is more expensive to install, it has minimal running costs throughout its lifetime compared to a bus stop hooked up to the National Grid.
- 4.3.4 Wiltshire County Council, as another example, signed a call-off contract for the supply of bus shelters and set standards for bus stop design, siting and structure of associated kerbs. This has helped it to avoid any fluctuations in costs of bus stop infrastructure over the agreed duration of the contract with the suppliers.
- 4.3.5 Plymouth City Council, meanwhile, signed a deal with advertising firm J C Decaux to sign over all bus shelters within the city to that organisation. Conditions of this more radical approach to the cost of bus stop infrastructure include J C Decaux investing £2m in new shelters and agreeing to maintain specified levels of cleaning and repair of the shelters in return for exclusive advertising rights.

4.4 Experience of Infrastructure Provision

- 4.4.1 Scottish Borders Council has been investing in new bus shelters, and Figure JJ shows the one in Peebles. This has been in place since at least 2005 and is in very good condition.

⁶ http://www.nao.org.uk/publications/nao_reports/05-06/0506677es.htm

Figure JJ: Bus Shelter in Peebles



4.4.2 Scottish Borders Council has also been updating existing infrastructure, as shown by this stop with raised kerbing in Hawick.

Figure KK: Bus stop at Hawick Stirches



- 4.4.3 Some existing shelters remain within the Borders area, as shown Figure LL by taken in Earlston in February. This shelter was in a poor condition with evidence of vandalism and no timetable information.

Figure LL: Bus Shelter in Earlston



- 4.4.4 Some shelters in the Falkirk council area are in a poor condition and in need of replacement, as shown by Figure MM taken in Bonnybridge during December 2007.

Figure MM: Bus shelter in Bonnybridge



4.4.5 In many cases, where new shelters are installed by councils, these are identified by the relevant council logo on the shelter, as shown by Figure NN which was taken in Gorebridge.

Figure NN: Midlothian Council shelter in Gorebridge



4.4.6 Figure OO shows a modern shelter at Fort Kinnaird shopping centre.

Figure OO: Modern shelter at Fort Kinnaird shopping centre



4.4.7 Figure PP below shows the bus shelter at North Berwick, Tesco with raised kerbing. This was the stop with makeshift timetable display referred to earlier.

Figure PP: Bus shelter at North Berwick, Tesco store



4.4.8 A standard design East Lothian council shelter, taken at Longniddry station in January is depicted in Figure QQ.

Figure QQ: East Lothian council shelter at Longniddry



- 4.4.9 This timber framed shelter (Figure RR) was photographed in Dirleton in January. The village is served by two First Edinburgh routes to North Berwick. Some vandalism is evident on the plastic screens.

Figure RR: Timber bus shelter at Dirleton



- 4.4.10 Figure SS shows a vandalised shelter in Armadale, West Lothian, taken in December 2007.

Figure SS: Vandalised shelter in Armadale, West Lothian



4.4.11 Figure TT shows a shelter in Linlithgow, West Lothian which is insufficient for the numbers using services through the town.

Figure TT: Bus shelter in Linlithgow



4.4.12 Lothian's Airlink service to Edinburgh Airport has a dedicated stand at Waverley Bridge, and this shelter is shown in Figure UU.

Figure UU: Airlink stand at Waverley Bridge, Edinburgh



4.4.13 Figure VV below shows one of Lothian's Park & Ride sites, at Ingliston Park & Ride.

Figure VV: Ingliston Park & Ride site



4.4.14 Bus shelters on Princes Street in Edinburgh are finished to a high standard, as shown in Figure WW.

Figure WW: Inside of Bus shelter on Princes Street in Edinburgh



4.4.15 At some locations in the SEStran area, larger shelters are required due to the high volumes of passengers using some stops. One such example is at Edinburgh Royal Infirmary, as shown below in Figure XX.

Figure XX: Bus shelter at Edinburgh Royal Infirmary



4.4.16 The shelter shown below, in Figure YY was taken at St John’s Hospital in Livingston. In addition to a new shelter, an electronic information system is in place, similar to that used at the bus terminal in Livingston.

Figure YY: West Lothian Council bus shelter in Livingston



4.4.17 An example of a standard East Lothian bus stop as used throughout the area can be found in Figure ZZ. This one was photographed in Pencaitland.

Figure ZZ: Standard East Lothian bus stop flag



4.4.18 Some shelters in Midlothian have unfortunately suffered at the hands of vandals, as shown below in Figure AAA.

Figure AAA: Bus Shelter at Dalkeith, Hepburn Drive



4.4.19 As will be expected with a high number of journeys and visits to bus stops, there will be a number of these which have suffered from vandalism. In addition to this, there are also a number of which stand out because the information at the stops is either missing or incorrect.



4.4.20 shows a vandalised (severely etched) stop in Mayfield which also has timetable information on the outside of the shelter, as opposed to inside.

Figure BBB: Vandalised bus stop in Mayfield



4.4.21 Figure CCC shows a shelter in Penicuik which has suffered from graffiti damage.

Figure CCC: Bus shelter at Penicuik Tesco



5.1 Bus Stations in the SEStran area

- 5.1.1 Twelve Bus Stations in the SEStran area were visited in the course of our 250 journeys, some more than once. At each of these a scoring sheet was used. Within the scoring sheet were several categories:
- Whether there was an information office or a central information point.
 - Details of times on all stands.
 - Whether there were any toilets
 - What sort of weather protection was offered by the bus station?
 - Was the bus station clean and well maintained?
 - Whether there was easy access onto low floor buses.
 - Evidence of conflict between passengers and buses on the concourse.
 - Evidence of conflict between buses departing from the stands.
- 5.1.2 Fife has bus stations in Dunfermline (this being under construction at the time of our visits), Glenrothes, Kirkcaldy, Leven and St Andrews. All have been built to a high standard.
- 5.1.3 Table 8 overleaf summarises the facilities available

Table 8: Audit of Bus Station Facilities

Location	Information Office?	Central Information Point?	Detail of Times on every stand?	Toilets?	Disabled Toilet?	Café?	Full protection from Weather?	Clean and well maintained?	Easy Access onto low floor buses?	Conflict between passengers and buses on concourse?	Conflict between bus departures on stands?	Comments:
Bo'ness	No	No	No	No	No	No	No	No	Yes	No	No	
Dunfermline	Yes	Yes	Yes	No	No	No	Yes	No	Yes	No	No	New bus station in process of build at time of visits
Dunfermline , East Port	No	Yes	Yes	No	No	No	No	Yes	Yes	No	Yes	Temporary Bus station in use while new one is being built. New one became operational at start of Feb 08
Edinburgh	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Some journeys were delayed waiting for access to departure stands.
Falkirk	Yes	Yes	Yes	No	No	No	Yes	No	Yes	Yes	No	Central info point out of date. Tesco nearby with toilets, roof leaks in wet weather over waiting area.
Galashiels	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	No	Passenger area is a little narrow at times when queues form
Glenrothes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Bus station in extremely good condition given date of opening being early 90's
Jedburgh	No	No	No	Yes	Yes	No	Yes	Yes	Yes	No	No	Info available from TIC when open.
Kirkcaldy	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	
Leven	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Newsagents in bus stn building. Buses were behind schedule hence conflict on stands
Livingston	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Toilets and café are in the shopping complex
St Andrews	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Service 99 experienced delays when a bus was already on the stand and no adjoining one was available.
Stirling	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	No	

5.1.4 The main building at Glenrothes was opened in 1991 and remains in extremely good condition. Figure DDD below shows the inside of the main building, whilst Figure EEE shows the stances.

Figure DDD: Main Bus Station building, Glenrothes



Figure EEE: Bus Stances at Glenrothes Bus Station



5.1.5 Figure FFF below shows the main building at St Andrews Bus Station. What is not readily apparent from the photo is the fact that the bus station has insufficient stand space for the buses using it, which leads to congestion where additional buses require the bus bays.

Figure FFF: Main building, St Andrews Bus Station



Figure GGG: Passenger waiting area, Falkirk Bus Station



- 5.1.6 Falkirk Bus Station is owned by First Edinburgh and is one of a few sites owned by operators. Other operators of secured services pay departure charges to First for its use. As can be seen from Figure GGG and Figure HHH, the bus station is in need of refurbishment and upgrade to a higher standard than is currently the case.

Figure HHH: Timetable information case, Falkirk Bus Station



- 5.1.7 Bo'ness Bus Station has been badly vandalised, as shown by Figure III which was taken in December 2007. In addition to this, Figure JJJ shows the entrance road means bus steps are raised at the shelters, making entry onto and exit off the bus more difficult. No raised kerbs are in place here to allow customers to maximise the benefits of First Edinburgh's investment in accessible vehicles.

Figure III: Bo'ness Bus Station shelters



Figure JJJ: First Edinburgh bus at Bo'ness Bus Station



5.1.8 Galashiels Bus Station, in the Borders is much better presented than Falkirk or Bo'ness. A general impression of the stands can be gained from Figure KKK.

Figure KKK: Galashiels Bus Station



Figure LLL: Jedburgh Bus Station shelter



5.1.9 Figure MMM shows the railings being installed in February.

Figure MMM: Jedburgh Bus Station railings



5.1.10 Figure NNN shows the departure and arrival bays at Edinburgh St Andrew Square Bus Station.

Figure NNN: Bus bays at Edinburgh St Andrew Square Bus Station



6.1 Summary

- 6.1.1 Generally standards of bus stop infrastructure are high, with the exception of provision in Clackmannanshire and Falkirk where facilities were often careworn or vandalised. Midlothian's infrastructure typically scored below average and this may reflect their reports of a lack of recent investment. In the Scottish Borders several stops were observed without any at stop information while uniformly cleanliness was poor.
- 6.1.2 Bus Stations are broadly good quality, though some appeared too small for the number of vehicles using them. Falkirk Bus Station is the exception with poor information and an a general run down ambience.
- 6.1.3 It is clear from our research that a three key actions are required:
- a) Upgrade of infrastructure in the poorer performing areas
 - b) Improvement in maintenance standards with greater attention to graffiti and more frequent cleaning.
 - c) Widespread improvement in the standards of information at stops.
- 6.1.4 Information provision is under split control. In some areas the operators provide the at stop information, in other areas the local authority is responsible. Lothian Buses leads the standards with simple and effective displays. These combine fares and ticketing information, line diagrams of routes and lists of departure times. By contrast Falkirk and Clackmannanshire have plain lists of departure times – sometimes supported by a local First route diagram.
- 6.1.5 The local authority led displays in particular focus purely on the provision of information with little attempt to market the services on offer. Lothian's template aims to do both, drawing users' attention to its core ticket product – the Ridacard or Day Tickets supplemented by information on single fares. This contravenes the Transport (Scotland) Act 2001's provisions which specifies that stops should include route, timetable and fares information together with facilities for disabled persons, travel concessions and connections with other services. Lothian Buses format is the only one that approaches compliance with this requirement.
- 6.1.6 We do not believe there needs to be a single layout for information as given the variety of systems used to produce the current information this would be difficult to achieve and also prevent bus operators from supplying their own publicity. However there needs to be some consistency in content –to comply with the legislation on content and codes of best practise on layout as set out in section 3.4. There will be challenges to be overcome to present the required

information in a clear, useful format cost effectively. Fares information would be the hardest to represent clearly where multiple services and destinations are possible and where local authorities may perceive a need to avoid favouritism. Our recommended approach would be to:

- Identify day and weekly ticket prices for all operators
- Identify single fares to the main destination (typically a city or town centre) for the most frequent services calling there, focusing on information useful to the majority but inviting all operators to supply relevant information to if space allows.

6.1.7 The waiting environment is often the first image of a public transport journey a user – or indeed a non user – will get. Graffiti, vandalism, a lack of cleanliness and poor information are not part of the image we believe any of the partners in the South East Scotland transport network wish to portray. It is therefore imperative that partners strive to address this and seek to improve the overall waiting environment on a sustained basis.