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 2017 to February 2018.

RECOMMENDATIONS

Members are asked to note the contents of the report.

BACKGROUND DOCUMENTS

Bus Network & TfGM Services Sub Committee – 6 October 2017

CONTACT OFFICERS

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1. **Background**

1.1 Circa 200 million bus journeys and around 41 million Metrolink journeys were made in Greater Manchester in 2017/18. Key to this is the provision of Passenger Information, which is provided by TfGM.

1.2 This 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
- Leaflets, e.g. Metroshuttle guides, tram guides, pocket train guides.

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 2017 to February 2018, 236 bus timetable leaflets for service changes were produced; and a total of 1,202,500 were printed. In addition 54 map extracts were produced during the year.

2.4 The graphs detailed over indicate the number of bus timetables and routes viewed and total number of timetables downloaded from the new my.tfgm.com website during the period from September 2017 to February 2018.

2.5 Passenger visits and downloads detailed within the graphs below reflect a transitional period moving from the old TfGM website to the new my.tfgm & tfgm.com
3. **Information Displays**

3.1 The Displays function provides information at 12,204 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 6,780 (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 2017 to February 2018, 7,124 timetable displays were updated in Greater Manchester in 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 2017 to February 2018, the service distributed almost one million printed items to a network of around 1,851 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 2017 to March 2018, over 700,000 TfGM bus guides for service changes were distributed to 926 outlets.
5. Recommendations

5.1 Recommendations are set out at the front of this report.

Howard Hartley
Interim Head of Facilities Management