

Audit Report

TACTRAN RTIS

Report for TACTRAN

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Contents

Contents

1	Overview	1.1
1.1	Introduction	1.1
1.2	Structure of this report	1.1
2	Bus Travel Information	2.1
2.1	Introduction	2.1
2.2	Printed Media	2.1
2.3	Telephone Information	2.8
2.4	Electronic Information	2.8
2.5	Face to face information	2.13
3	Rail Travel Information	3.1
3.1	Introduction	3.1
3.2	Printed media	3.1
3.3	Telephone Information	3.1
3.4	Electronic Information	3.2
3.5	Face to face information	3.3
4	Car Travel and Parking Information	4.1
4.1	Introduction	4.1
4.2	Printed media	4.1
4.3	Telephone Information	4.2
4.4	Electronic Information	4.2
4.5	Face to face information	4.5
5	Taxi Travel Information	5.1
5.1	Introduction	5.1
5.2	Printed media	5.1
5.3	Telephone Information	5.1
5.4	Electronic information	5.1
5.5	Face to face information	5.2
6	Cycling Travel Information	6.1
6.1	Introduction	6.1
6.2	Printed media	6.1
6.3	Telephone Information	6.2
6.4	Electronic Information	6.3
6.5	Face to face information	6.4
7	Walking Travel Information	7.1
7.1	Introduction	7.1

Contents

7.2	Printed media	7.1
7.3	Telephone Information	7.2
7.4	Electronic Information	7.2
7.5	Face to face information	7.4

8 Conclusions 8.1

Figures

Figure 2.1	Local authority timetable leaflets	2.2
Figure 2.2	Bus shelter travel information at Dundee City centre interchange	2.3
Figure 2.3	Local authority public transport guides and maps	2.5
Figure 2.4	Traveline Scotland and Transport Direct on-line journey planners	2.8
Figure 2.5	Bus operators' websites showing bus timetable lookup	2.9
Figure 2.6	Local authority on-line journey planners	2.11
Figure 2.7	Dundee City Council information kiosks	2.12
Figure 3.1	Rail operators' timetable booklets	3.1
Figure 3.2	National Rail Enquiries and Transport Direct websites	3.2
Figure 4.1	Local authority parking leaflets	4.1
Figure 4.2	Transport Direct CO2 emissions calculator	4.3
Figure 4.3	TACTRAN and local authority lift-share schemes	4.4
Figure 6.1	Local authority cycling leaflets	6.2
Figure 6.2	Sustrans National Cycle Network leaflets	6.2
Figure 6.3	Dundee City Council's Cycle planner	6.4
Figure 7.1	Local authority walking leaflets	7.1
Figure 7.2	National Park Authorities walking leaflets	7.2
Figure 7.3	Walking information at Visit Scotland website and Dundee City Council Walk Planner	7.3

Summary

Summary

1

1 Overview

1.1 Introduction

1.1.1 This report provides an overview of the current travel information provision within TACTRAN to determine the quality and availability of information for existing and potential users before, during and after they make their journey. The purpose of the review is to gain an understanding of the availability and quality of travel information, for all modes in the area.

1.1.2 The review summarises the existing travel information available through the following media:

- printed information;
- telephone information;
- electronic information; and
- face to face information.

1.1.3 A number of sources were used to establish the level of the existing travel information provision in the region, including:

- a consultation process with the constituent local authorities, disabled action groups, bus and rail operators and other interested parties; and
- a review of key documents supplied by TACTRAN authorities.

1.2 Structure of this report

1.2.1 The structure of this report is as follows:

- Chapter 2 – summary of the existing bus travel information;
- Chapter 3 - summary of the existing rail travel information;
- Chapter 4 - summary of the existing car travel and parking information;
- Chapter 5 - summary of the existing taxi travel information;
- Chapter 6 - summary of the existing cycling travel information; and
- Chapter 7 - summary of the existing walking travel information.

1.2.2 This report should be read in conjunction with the Best Practice Review.

2 Bus Travel Information

2.1 Introduction

- 2.1.1 This section reviews the current bus travel information provision within the TACTRAN region to determine the quality and availability of information for existing and potential users before, during and after they make their journey.

2.2 Printed Media

- 2.2.1 Printed media is seen as the primary means of delivering information, particularly to those who do not have access to electronic/telephonic means.

Timetable leaflets and booklets

- 2.2.2 Timetable leaflets are key to distributing travel information as they represent a handy and 'portable' source of information.
- 2.2.3 They are currently provided by all four local authorities as well as the operators.
- 2.2.4 Angus Council produces timetable leaflets for all bus services within Angus except for long distance coach services which have their own service timetables. The leaflets are produced in accordance with ATCO-CPT Printed Public Transport Information - A Code of Good Practice, Revised May 2003. The majority of the leaflets are A5 in size and include a travel map showing the route of the identified services. Most also include town maps showing the position of stops serving the specific routes. The leaflets are compiled into binders with index.
- 2.2.5 Dundee's leaflets are also produced in accordance with ATCO-CPT Printed Public Transport Information - A Code of Good Practice, Revised May 2003. For every registered bus service either a booklet or an individual timetable leaflet is produced.
- 2.2.6 Outwith Perth City, the majority of bus operators do not produce their own bus timetable information as their services appear in five comprehensive area-based Public Transport Guides produced by the Council. These booklets include details of all commercial and tendered local bus services in the relevant area, a map and index to places served, general information about concessionary fares, rail services, express coaches and operator contact details and school/College holiday dates); some include Scottish Citylink timetables, where applicable. The Guides are free, and revised and reprinted annually, with update leaflets produced on an as required basis. Stagecoach Perth also provides a free leaflet for its own services in Perth City, including contact details for customer services and local Stagecoach information. Stagecoach Fife and Strathtay publish individual timetable leaflets for their local bus services which operate from neighbouring Councils into Perth and Kinross. Bankfoot Buses and Stagecoach Perth also prepare service timetable leaflets for their local bus services operating in the area. It appears that these operators' leaflets generally replicate the information contained in the relevant Public Transport Guide.
- 2.2.7 In Stirling timetable leaflets are produced both by the operators and the Council. The leaflets include a disclaimer, a valid date, details of the operators and contacts for Traveline and Stirling Council.

2 Bus Travel Information

- 2.2.8 All leaflets are distributed to primary outlets including contact/enquiry centres, bus operators, local council offices, local libraries and tourist information centers. Timetable leaflets are also available on-buses and at selected outlets, such as bus stations.

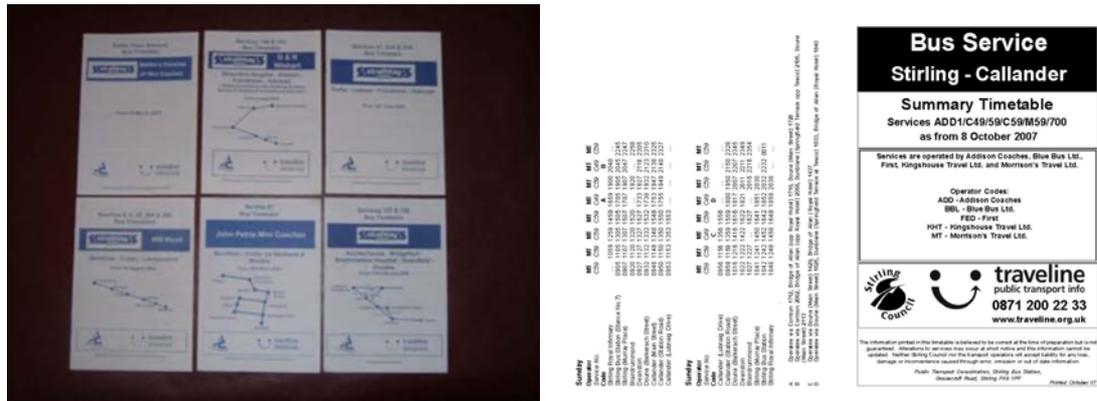


Figure 2.1 Local authority timetable leaflets

- 2.2.9 The responsibility for production, distribution, maintenance and funding lies with the Councils. Coach and bus operator's own timetable leaflets are distributed and funded by the operators.

Bus stop information - Poles, Flags, Information Boards and Timetables

- 2.2.10 Bus stop poles, flags, information boards and timetables are essential to providing information to the public, and are a vital component of the bus network.
- 2.2.11 Angus Council has approximately 747 fixed bus stopping places marked with flags. Bus flags are designed in accordance with the Traffic Signs Regulations and General Directions 2002', and 'Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure. They include bus pictogram, stop name, operator names, service numbers and TraveLine phone number. Solar light-up is provided at key locations. 74% of the fixed bus stop flags have information cases. Angus' bus stop timetable information is provided in these cases, and details information about services and operators that use the stop, appropriate timetable, date the timetable was introduced; the nearest location where hard copies of timetable information can be acquired and information on TraveLine and text 2 Travel.. The information is reprinted no longer than 12 months after the previous one, but updated as new service changes take place. The process of updating information is highly mechanised, travel information is stored in and sourced from a local database.
- 2.2.12 In Dundee 100% of bus stops have information displays (610 bus stop poles and 324 passenger waiting shelters). Dundee's bus flags are designed in accordance with the Traffic Signs Regulations and General Directions 2002', and 'Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure. High quality, illuminated display cases for printed information are provided at shelters, information displays with solar powered illumination are provided at bus stop poles. The timetable information is provided in accordance with the ATCO Printed Information at Bus Stops – Interim Good Practice Guidelines, 2004. The council's plan is to include TraveLine contact number (currently on a flag), together with operator details into the timetable cases. The information displays are changed at least every 12 months, however in reality they are updated more frequently, as service changes happen. The process of updating information is highly mechanised, travel information is stored in and sourced from a local database.

2 Bus Travel Information

- 2.2.13 Perth and Kinross' bus flags include the bus pictogram, the words 'bus stop', and the national Traveline telephone number. At key bus stop locations within central Perth, the flags also show service numbers for the routes serving the stop in question. On the majority of express coach stops a yellow 'express coaches' roundel sign is attached to the top of the bus stop pole to assist driver identification. Bus stop flags do not provide location or directional information, as this information is available on the accompanying information board at 613 bus stops and shelters. These stops include timetable information. The Council also provides the Roadside Information Boards, designed in either consistent timetable or departure-list format throughout. The format is in either service order or on a composite basis and includes details about the Traveline service and contact telephones. The exceptions involve stops on Perth and Scone Park and Ride services which contain additional promotional and fares information. Information boards are periodically replaced (every 3 to 12 months), depending on location. Travel information is currently not stored in one database, timetable booklets are prepared separately. However, routewise system, which is used to inform Traveline and Transport Direct and has the capability to generate timetables and information boards, is now in place.
- 2.2.14 In Stirling all fixed bus stops are marked with a flag. Approximately 90% contain information cases which include service timetables, operator details, details about Traveline (including bus stop sms codes) and contact telephones. The information at bus stops is regularly checked (at least twice a year) and replaced when a change to a service takes place. The process of updating information is highly mechanised, travel information is stored in and sourced from a local database.
- 2.2.15 The responsibility for producing, distributing, and maintaining the information lies with the Councils. In Perth and Kinross, all responsibilities for information boards in a format other than the one designed by the Council belong to the operators.



Figure 2.2 Bus shelter travel information at Dundee City centre interchange

Information at interchanges and bus stations

- 2.2.16 Information is particularly important at interchange points, including:
- how to find the departure point for the connecting service;
 - timetables for connecting services; and
 - maps and other information to make the planning of the onward journey

straightforward.

- 2.2.17 It is important to clearly sign the interchange points, so that passengers who are unfamiliar with the area know where to alight.
- 2.2.18 All local authorities provide some level of information at interchanges.
- 2.2.19 It is noted that both Angus and Stirling Councils provide relevant information at a number of transport interchange points i.e. bus stations and rail stations.
- 2.2.20 Dundee's major interchanges include premium information (and infrastructure). Bespoke shelters were designed and installed: these have tiles giving services numbers, the shelters are coded for identification and integrate illuminated information displays for paper information which include a stop specific spider map for all routes departing from that stop. They are colour-coded and consistent with the schematic map and any operator route branding established. Listing of all Dundee destinations is displayed on the schematic map with appropriate bus stops named.
- 2.2.21 In Perth and Kinross Council, bus stations include information boards with timetable and useful contact details.
- 2.2.22 The responsibilities for production, distribution and maintenance lie with the Councils.

Area wide maps and guides

- 2.2.23 All local authorities have area wide maps incorporating public transport information.
- 2.2.24 Angus Council produces an area wide public transport map and guide, indicating service information between the majority of towns and villages within Angus, and all cross-boundary services operating to / from Aberdeenshire, Dundee and Perth and Kinross. The information also contains local rail and coach services and places of interest.
- 2.2.25 Dundee Council produces a Dundee Schematic Bus Map which, where possible, all operators use and build on. Travel Dundee have committed to the production of a multi operator map that can be used by all operators working in the city of Dundee.
- 2.2.26 Perth and Kinross produces a Public Transport Map, covering the whole of Perth and Kinross. It's designed on a A2 size and comprises a coloured route map, a full service list with frequencies, an index to places served, operator details, maps of the rail and express coach networks, places of interest and a 'where to board your bus in Perth City Centre' map. The latest edition of the map was issued in April 2007 and is free. In addition Stagecoach Perth produces a Guide to bus services in and around Perth City which includes coloured route maps for City services, frequency details and bus stop locations in the City Centre. It also provides examples of bus trips out into the rural parts of Perth and Kinross on other Stagecoach services, together with route, fares and frequency information.
- 2.2.27 Stirling Council prepares area guides for Bridge of Allan, Callander and Tyndrum. These booklets include maps, information about public transport, fares and useful contact numbers. When changes to the operators' services take place, the guides become difficult and expensive to maintain. First produces a map of their services operating within Stirling, Clackmannanshire and Falkirk.
- 2.2.28 Public Transport maps and guides are delivered to all enquiry/contact centres and publicity

2 Bus Travel Information

outlets throughout the region, local libraries, local council offices and tourist information centres. In Perth and Kinross, the Stagecoach's *Guide* was also delivered to 25,000 homes in Perth City and is distributed on Stagecoach Perth City local buses.

- 2.2.29 The responsibility for producing, distribution and funding Angus' guide lies with the Council.
- 2.2.30 In Dundee, the Council retains ownership of the multi operator map and is responsible for its design and accuracy. Updates are delivered through Travel Dundee and costs for production and updates are shared.
- 2.2.31 In Perth and Kinross the responsibility for production and distribution lies with the Council, the funding is shared between the Council and the Perthshire Visit Scotland Tourist Board.
- 2.2.32 Stirling's leaflets are prepared, distributed and funded by the Council.



Figure 2.3 Local authority public transport guides and maps

Specific information guides, booklets and leaflets

- 2.2.33 Information booklets and leaflets are important in providing information on public transport in a format which can be read / understood by those people who are seeking specific information. These may include booklets like 'How To Get To' health facilities that could form a part of a best practice in the region.
- 2.2.34 Angus Council produces a tourist booklet detailing Day Out by Bus and Coach from Arbroath; Brechin, Carnoustie / Monifieth, Dundee; Forfar; Kirriemuir; Montrose; and Glamis Castle, this includes bus and train timetables and fares. It also produces a guide to public and community transport in Angus in a concise booklet format. The information is designed to inform individuals and groups about the transport facilities that are available within the local authority area. The information included in the guide includes a list of the local bus and rail operators, advice on concessionary travel schemes, Scottish ambulance service and other community based initiatives.
- 2.2.35 Perth and Kinross Council provides leaflets detailing travel to education and community care. These leaflets include Code of conduct for education transport, Code of conduct to Perth College and Code of conduct for community care transport, and Information for service users and carers. In cooperation with Stagecoach the Council prepares a dedicated leaflet for Perth Royal Infirmary (PRI) – Ninewells hospital bus link including fares and location plans. Perth and Kinross council used to produce three pocket-sized leaflets for the Crieff Town Service, Stirling – Auchterarder – Perth, and Bridge of Earn – Perth corridors. The leaflets were well received and appeared to meet an information need for more targeted publicity; unfortunately a lack of funding within the Council has not allowed them to be reprinted. The

2 Bus Travel Information

Council is currently working on 'Great Days Out by Bus' booklets, planned to be produced by March 2008. In addition, Scottish Citylink, Megabus and Parks of Hamilton publish corridor based leaflets detailing services operated on their express coach network. These include full timetable details, sample fares information, details of how to reserve a seat, enquiries contact telephone number, and on some leaflets the details of connecting rural bus services.

- 2.2.36 Stirling Council produces tourist maps for its area, showing places of interest, travel information and useful contact details including Traveline.
- 2.2.37 All local authorities provide Transport Scotland's National Free Travel Scheme brochure detailing information about concessionary travel.
- 2.2.38 The information is distributed via local enquiry/contact centres, the Council offices and primary outlets including libraries and post offices. Tourist related information is available at tourist information centres.
- 2.2.39 Perth and Kinross' travel to education and community care leaflets are provided to school/college transport operators as well as schools/colleges/community care locations. The hospital bus link information is available on buses, at hospitals and key Council outlets. Operators' leaflets are mainly distributed on buses and at key location ie bus stations.
- 2.2.40 The responsibility for producing, distributing and funding lies with the councils. The responsibility for health leaflets is shared between the Council and the operator.
- 2.2.41 In addition, NHS Forth Valley produces, distributes and funds a Travel booklet detailing travel information to hospital for in and out patients, visitors and carers. The booklet is distributed using the local library network and is also available on-line. Information about travel information to/from NHS Tayside hospitals is available electronically. Ninewells hospital, in partnership with the Dundee City Council, prepares a travel plan
- 2.2.42 There are a variety of community and demand responsive transport groups preparing travel information for their existing and potential users. These include Perth and Kinross Community Transport Group who produce a Guide to Community Transport provision in Perth and Kinross and Getting Around leaflets for people living in rural areas, isolated by mobility problems or lack of available transport to get out and about. The leaflets detail community transport providers, maps of community transport provision, information about taxi and bus hire, shopmobility and transport to health appointments. The leaflets are distributed door to door to ensure that even those most isolated are informed; and are placed in doctors surgeries, libraries and council offices. The funding is secured via Perth and Kinross Council and Awards for All.
- 2.2.43 A number of organisations within the region provide information about wheelchair accessible buses. These include, for example Angus Access Panel and Dundee Access Group.
- 2.2.44 Local tourist organisations also produce and fund general tourist guides on attractions, activities and facilities in the area. The guides include information about public transport, walking and cycling options and are distributed via tourist information centres and on-line.
- 2.2.45 Finally, National Parks prepare travel information leaflets and guides for their areas. The material includes timetables, maps, links of visitor recreational spots and activities to public transport etc. They are aimed at general public, walkers, cyclists, disabled people as well as low income people and are distributed via shops, libraries, hotels and in and around the

Parks.

On-bus information

- 2.2.46 On-bus information is vital in order to communicate information (particularly information on imminent changes/service disruptions) to both users and potential users of public transport.
- 2.2.47 The existing provision of on-bus information tends to be patchy. As buses tend to work on a variety of different routes, it is difficult to tailor information provision to specific services, and information which is supplied is usually generic – contact details for more detailed information, network and fare changes, disruption due to roadworks, etc.
- 2.2.48 On-bus information is produced by both local authorities (except for Dundee City Council) and bus operators. All major operators in the region produce and provide their own on bus information to the users, including Travel Dundee, Stagecoach and First.
- 2.2.49 In Angus on-bus timetable leaflets are always available to passengers on rural services that operate in and around Angus. Stagecoach Strathtay is currently rolling out the provision of timetable leaflets to all buses.
- 2.2.50 Overall the provision of timetable booklets and other promotional leaflets on buses in Perth and Kinross is mixed, with such information not available on many buses. Even when carried, it is not readily accessible to the bus user.
- 2.2.51 In Stirling operators produce their own on-bus information apart from the subsidised services and small operators who receive help from the Council.

Information about service changes

- 2.2.52 All local authorities provide information about service changes and notify Traveline of major interruptions.
- 2.2.53 The information is publicised on buses, 'key' bus stops and stations. The information is also delivered via Traveline and covered in local press.
- 2.2.54 Where the Council and the operator provide their own leaflets, the responsibilities for production, distribution and funding are carried by the producer. Local authorities also provide information about changes to Traveline and Transport Direct. .

Meeting the needs of particular users

- 2.2.55 Information for those with special needs is a vital part of the inclusive information provision.
- 2.2.56 Currently, information in large print format, extracts from publicity material in audio and Braille formats are available on request from local authorities. The information can be provided in local community languages on request. Angus Council also provides a visual mapping service for people with special needs. The aim of this service is to provide users with a photographic route of a journey coupled with specific information, allowing them the opportunity to become confident in travelling alone.

2.3 Telephone Information

Traveline Scotland and local authority telephone enquiry services

- 2.3.1 TACTRAN constituent local authorities are all members of the national travel information scheme – Traveline Scotland, which provides a telephone inquiry line for the public. Traveline Scotland also operates a website which provides information on any public transport journey within Scotland and from Scotland to the main points in the rest of the UK. It aims to provide accurate, up to date and impartial timetable information to get passengers to their destinations by all available public transport services.
- 2.3.2 Traveline has been developed in partnership between Local Authorities and Transport Operators and is accessible to the public on 0871 200 22 33 on a daily basis for 24 hours. It is a non-profit making organisation which recovers costs from participating transport operators. These costs are recovered pro-rata to calls answered and identified to specific larger operators. Smaller participating operators make fixed cost contributions. At present, the cost of providing information on services operated by non-participating operators is covered by those who do participate.
- 2.3.3 In addition to the Traveline service, local authorities have their own contact centres, alongside enquiry services provided by the operators.

2.4 Electronic Information

- 2.4.1 Electronic information has the benefit that it is available day and night. It is not dependent on location thereby supporting visitors who want to plan their journeys in advance. The information is updated more regularly, therefore is more reliably accurate than traditional printed information.

Local and national websites

- 2.4.2 Both Traveline and Transport Direct websites provide on-line journey planning capabilities to the public. The Traveline website (www.traveline.org.uk) allows for 24 hour a day journey planning, and provides an electronic alternative to the Traveline telephone number. The UK Government site Transport Direct (www.transportdirect.info) also supplies this information. The vision for Transport Direct is to provide comprehensive, easy to use multi-modal travel information and ticketing service which will also compare roads and prices.

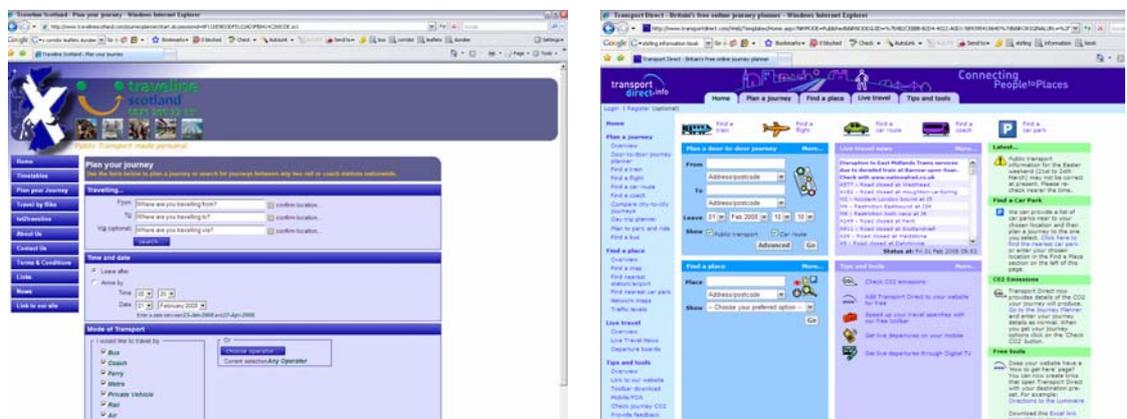


Figure 2.4 Traveline Scotland and Transport Direct on-line journey planners

2 Bus Travel Information

- 2.4.3 Local bus information is currently available on the internet, through the Councils' web-sites, and the web-sites of some bus operators providing service in the TACTRAN area (eg Stagecoach, First, Citylink, Travel Dundee)

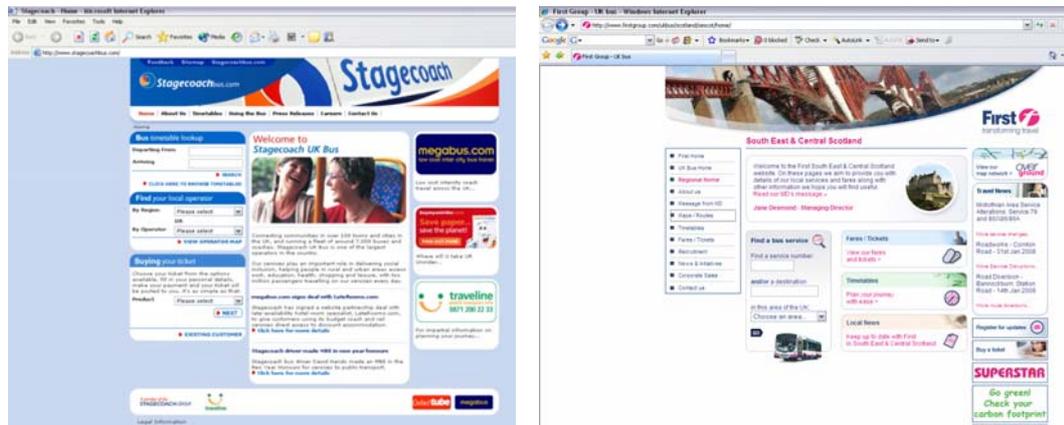


Figure 2.5 Bus operators' websites showing bus timetable lookup

- 2.4.4 In addition, Dundee has a dedicated website for travel information and journey planning (www.dundee-travelinfo.com). It provides multi-modal travel information and therefore enables travellers to consider alternatives. The website is, however is not intended to replace Traveline or local bus operator sites. In addition, information is also available on the Dundee City council main website at www.dundee.gov.uk. Angus, Perth and Kinross and Stirling councils provide comprehensive and updated information travel information on their websites.

- 2.4.5 **www.angus.gov.uk** provides the following information:

- transport news - details modifications to revised local bus services and provides transport related press releases;
- timetable information – provides an index of all bus services in the region by destination, including information and operating times for Dial-a-ride services and summary timetables (eg for Stracathro Hospital). All timetables are downloadable in pdf format. While a disclaimer assures that every effort has been made to ensure the accuracy of the timetables, no date of issue/last modification of the timetables is presented on the timetables. The page includes links to the Traveline and operators' websites;
- public transport map and town maps - showing the main public transport services throughout the whole of Angus, and more detailed plans of the main towns. Public transport information relating to tourist related bus and train trips from the main towns in Angus is available as well as information on trips originating in Dundee;
- community transport – includes a downloadable pdf-format guide to public and community transport including information on concessionary travel and the Council's taxicard scheme;
- concessionary travel - details information on concessionary travel, an online enquiry service and a section on frequently asked questions is also provided; and
- school transport – includes on-line application forms for free school transport for primary and secondary pupils. An online enquiry service and a section on frequently asked questions are also provided.

2.4.6 **www.dundeetravelinfo.com** is being promoted as a central resource for independent public transport information in Dundee. The web site allows full journey planning and interactive exploration of the city through on-line mapping. Its functionality includes:

- full journey planning through text entry or selection of origin/destination through on-line mapping;
- solution tailored to Dundee City but also supporting regional and national journeys by rail/coach/ferry and bus;
- interactive city wide street level mapping displaying major "Points of Interest" and all city bus stops;
- points of interest link to address, contact details and web site where available;
- bus stops selected through the interactive map display: stop name, real time or scheduled departure information where available, SMS code, and specify when a shelter is available - results are displayed as text summary and graphically on the map;
- service timetables as well as stop specific timetable can be displayed and downloaded and all Dundee City bus routes searched;
- map of bus services operating in Dundee can be downloaded;
- bus departures can be displayed through stop name or code entry; and
- links are provided to: Traveline Scotland, National Express, National Rail as well as local car and parking information including Dundee lift-share website, taxi, walking and cycling information and accessibility related information including Community Transport and Shopmobility

2.4.7 **www.pkc.gov.uk** provides the following information:

- transport news - details modifications to revised local bus services and provides transport related press releases;
- local bus timetables by five area guides and index of destinations. This includes a downloadable map showing the majority of routes for rural bus services that operate in Perth and Kinross;
- national timetable information – providing links to Traveline and Transport Direct;
- information on bus fares, lost property and public holidays;
- contact details for bus operators;
- information about bus stops and shelters;
- concessionary travel and bus passes - details information on concessionary travel, including specific application forms for older people aged 60+, persons who qualify on grounds of disability, and persons requiring a companion to assist with their travelling needs;
- school transport – includes general information and contact email for any feedback;
- community transport – includes a downloadable *Community Wheels* newsletter and information about Community Transport Association and Shopmobility. Information about transport to Community Care services is also provided;
- information about transport tendering; and

- information about Park and Ride.

2.4.8 www.stirling.gov.uk includes the following information:

- bus journey planner;
- information about journey planning kiosks;
- road maintenance with affected bus services;
- bus operators and their contact details;
- bus timetables;
- information about concessionary travel;
- information about community transport, including details of Dial-A-Journey, Shopmobility, EasyBoarder and information about which service numbers are access-friendly;
- information about school transport;
- links to city sightseeing pages and National Park pages for travel information;
- information about bus stop/shelters and Stirling bus station, and
- Park and Ride details.

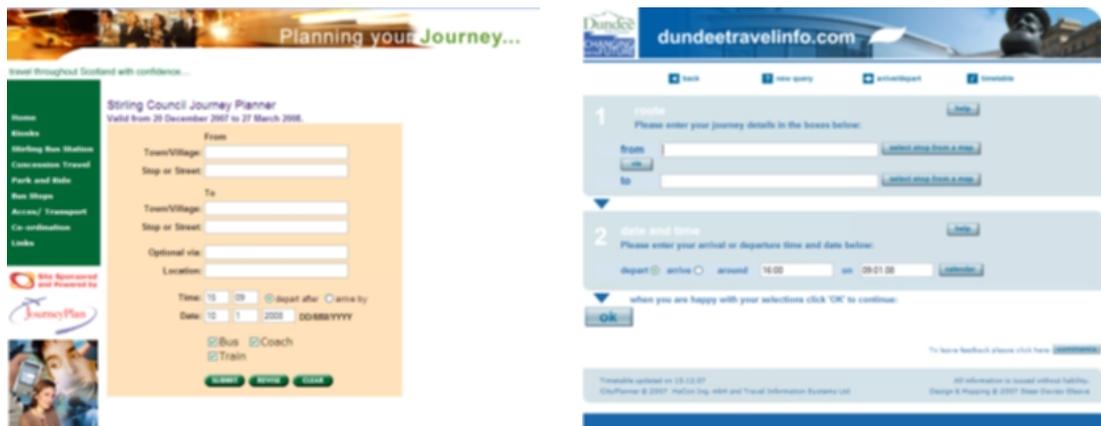


Figure 2.6 Local authority on-line journey planners

Real Time Information

- 2.4.9 Real time information enables to provide a degree of ‘comfort’ and encouragement to the existing and potential users.
- 2.4.10 In Angus Real Time Information (RTI) is currently available at eleven displays on the Dundee to Carnoustie transport corridor. Further 74 are currently being installed.
- 2.4.11 Dundee City Council has the most comprehensive RTI system in Scotland, tracking all bus services operating significantly in the city of Dundee. www.dundeetravelinfo.com gives real time information for all 900+ bus stops in the city.
- 2.4.12 There is no council run, operator run or jointly run RTI system in Perth and Kinross. Stirling Council is currently investigating the implementation of a RTI system for its area.

2 Bus Travel Information

- 2.4.13 Angus' RTI is provided by displays in bus shelters, free standing signs plus a solar display on a flag. Following an upgrade of the current system it will be available on the internet or from a text messaging system.
- 2.4.14 Dundee's RTI is accessible via www.dundeetravelinfo.com and wap.dundeetravelinfo.com. On-street information is available at LCD displays in all 320 bus shelters and on LCD departure boards at major interchanges, including Ninewells Hospital and Seagate bus station.
- 2.4.15 Angus' scheme is controlled by Dundee City Council, with Angus Council providing insurance cover for repairs in the Angus region.
- 2.4.16 Responsibility for the Dundee system lies with the council. The system has evolved from two projects funded by the Public Transport Fund - Bringing Confidence to Public Transport 2002 - 2005; and SmartBus 'Informing the Journey' 2003 - 2006.

Information kiosks

- 2.4.17 Information kiosks are installed both in Dundee and Stirling local authorities.
- 2.4.18 Within the Dundee city centre, 14 on-street interactive touch screen Kiosks are installed. They provide high quality street level mapping of Dundee, allowing users to plan journeys directly through the mapping as well as access supporting information on points of interest, bus stops and bus departures. All kiosks are programmed to know where they are in the city allowing simple, "step through" journey planning to be undertaken. The kiosks have proved to be highly successful with over 400,000 users recorded over the first year.
- 2.4.19 The information kiosks are distributed to key locations within Dundee city centre, including shopping centres, railway station, universities, tourist information centre, bus station, other public on-street locations and at Ninewells Hospital.
- 2.4.20 Stirling's journey planning kiosks have been installed at Stirling Bus Station, University of Stirling and in The Thistle Marches shopping centre.
- 2.4.21 The responsibility for the control, maintenance and funding lies with the local authorities.



Figure 2.7 Dundee City Council information kiosks

Wap and mobile information

- 2.4.22 Traveline Scotland also operates a SMS based service. Customers with mobile phones can request bus time information "any time, any place" simply by texting the number of the bus

2 Bus Travel Information

stop they want to travel from to the txt2traveline number – 0777 608 2 608. They will receive back the departure times of the next few buses from their chosen stop. The txt2traveline service is automated and operates 24 hours-a-day, every day.

- 2.4.23 Use of the SMS service requires passengers to have prior knowledge of the relevant SMS code for the bus stop. This requires SMS codes to be supplied on operators' and councils' information products available to the travelling public.
- 2.4.24 TACTRAN local authorities operate text2traveline facility. In addition, Dundee Council provides full journey planning through WAP enabled mobile phones at wap.dundee-travelinfo.com.

Destination blinds and displays

- 2.4.25 Most of Angus buses include destination blinds indicating where the bus is travelling too. Where an electronic or roller blind is unavailable, the operator provides a destination board.
- 2.4.26 In Perth and Kinross, vehicles which comply with the Public Service Vehicles Accessibility regulations 2000 (as amended) have front/side/rear destinations. Non compliant vehicles have front destination blind or board and route number on nearside adjacent to entrance door.
- 2.4.27 Destination boards also exist on buses in Dundee and Stirling.
- 2.4.28 Responsibilities for the provision, maintenance and funding lie with the operators.

At bus stop voice information

- 2.4.29 Smartcard activated audio departure information are only installed at major interchanges in the Dundee city centre.

2.5 Face to face information

- 2.5.1 Many people, particularly those with special requirements, may rely on face to face contact as their primary means of obtaining public transport information.

Bus stations and local enquiry and contact centres

- 2.5.2 All Council areas provide their own local enquiry and contact centres for the public. Angus Council provides seven ACCESS offices (Angus Council Community Enquiry Services) located in Arbroath, Brechin, Carnoustie, Forfar, Kirriemuir, Montrose and Monifieth. Travel Dundee maintains a high street presence through its Travel Shop located in the Dundee city centre and Stagecoach in Angus bus station. Face to face information is also available at bus stations.

Bus drivers

- 2.5.3 Bus drivers also provide valuable face to face contact with passengers and are often the only direct contact that members of the travelling public have with local bus companies. In this capacity they are important both in terms of communicating service information but also in raising the profile and experience of bus travel.

2 Bus Travel Information

- 2.5.4 In addition, Stagecoach Tayway services have conductors who provide a valuable interface and source of information for bus users.

City centre ambassadors

- 2.5.5 Across Dundee, City Centre ambassadors look after visitors / members of the public, helping to orientate them in the city centre and support them with public transport enquiries.

3 Rail Travel Information

3.1 Introduction

- 3.1.1 This section reviews the current rail travel information provision within the TACTRAN region to determine the quality and availability of information for existing and potential users before, during and after they make their journey.

3.2 Printed media

Timetable leaflets and booklets

- 3.2.1 Rail operators produce their own timetable information. It is mostly presented in a booklet format containing details for each route and including useful information on buying tickets, seat reservations, transfers and relevant contacts and phone numbers including National Rail Enquires and Traveline details. Most timetable books also include colour-coded route maps.

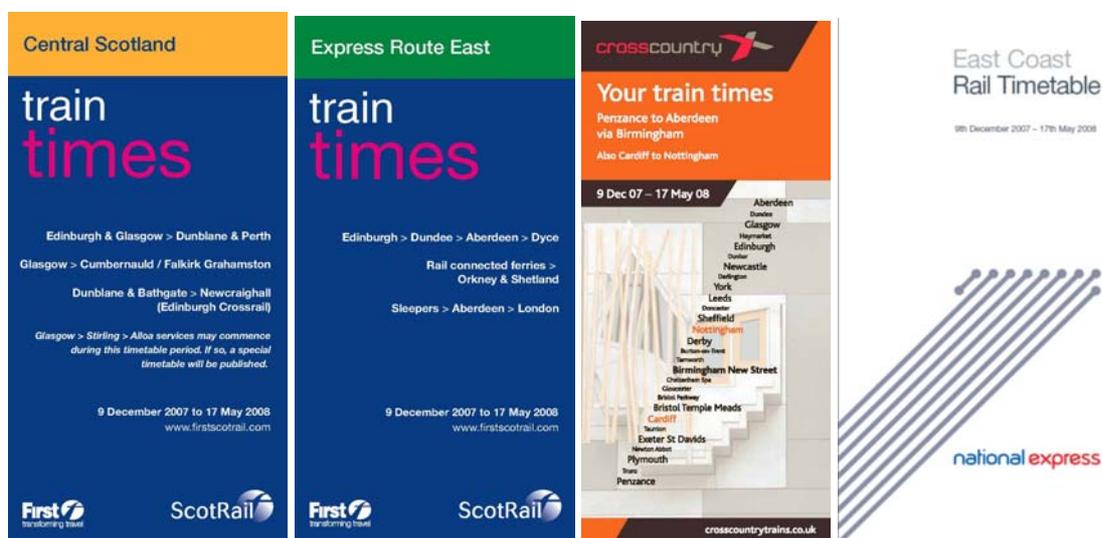


Figure 3.1 Rail operators' timetable booklets

Information at interchanges and rail stations

- 3.2.2 Posters and leaflets containing travel information are available at the busiest rail stations, including Stirling, Dundee, Perth, Dunblane, Arbroath and Montrose. These stations are also staffed. In addition, Dundee rail station includes a journey planning kiosk. Travel information provided at the smaller rail stations within the TACTRAN area varies from an average provision (eg leaflets) to minimal. Small stations are mostly unstaffed.

3.3 Telephone Information

National Rail Enquiries telephone service

- 3.3.1 National Rail enquiries provide impartial, all round national information about rail travel including all aspects of journey planning; fares and buying tickets; and live train running updates. The information is available by calling 08457 48 49 50.

3 Rail Travel Information

3.3.2 National Rail Enquiries are the official information service for National Rail, the collective name for the train companies who operate Britain's rail service. Their performance is strictly regulated by the Department for Transport.

Traveline Scotland and local authority telephone enquiry services

3.3.3 The telephone information is also provided via Traveline and local authority contact/enquiry centres. (as noted in Chapter 2, paras 2.3.1 and 2.5.2)

3.4 Electronic Information

Local and national websites

3.4.1 National rail enquiries website provides comprehensive information about national rail travel. The website is available at www.nationalrail.co.uk and includes:

- a journey planner;
- real time information about train arrivals and departures;
- information and index of train operating companies and links to their websites;
- timetable information for operating companies and routes;
- geographic and schematic maps of areas, routes and station interchanges for mainland UK including ferry connections;
- information and advice about fares, ticket types, restrictions and reservations; including special offers (ie details of latest promotions, deals, season tickets and special rail offers from all train operators);
- index of stations and destinations including comprehensive details on a station's facilities, index of non-rail served towns, 'days out' guide' and how to get to' guides for airports, hospitals, education and sport and leisure facilities etc; and
- information about current service alterations and planned engineering works including maps of the affected area, alternative timetables, advice for alternative travel and real-time updates.

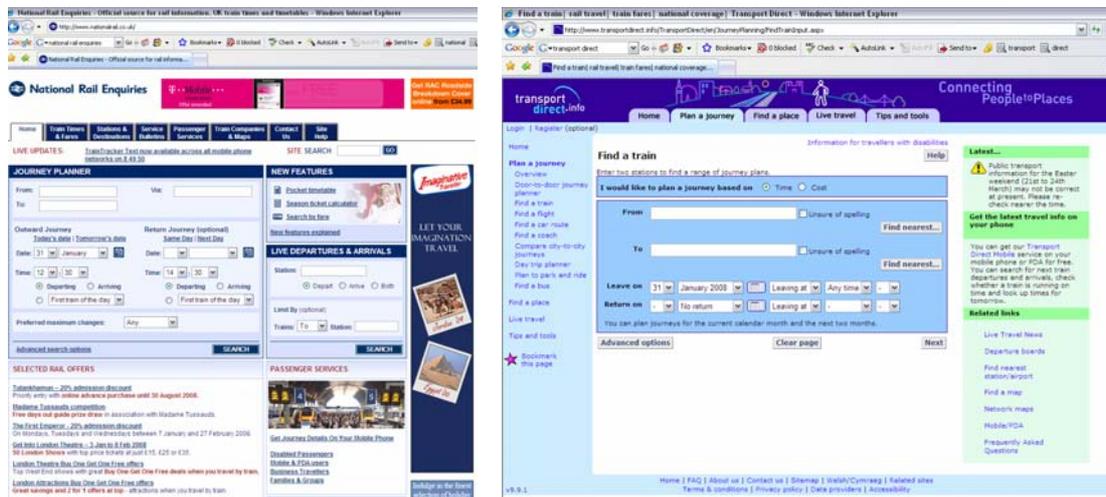


Figure 3.2 National Rail Enquiries and Transport Direct websites

3 Rail Travel Information

- 3.4.2 As already noted in para 2.11, both Traveline and Transport Direct websites also provide on-line journey planning capabilities to the public. The Traveline website (www.traveline.org.uk) allows for 24 hour a day journey planning, and provides an electronic alternative to the Traveline telephone number. The UK Government site Transport Direct (www.transportdirect.info) also supplies this information.
- 3.4.3 Local rail information is currently available on the internet through the links on Councils' web-sites to the relevant rail operators, National Rail Enquiries website and the web-sites of the rail operators providing services in the TACTRAN area (eg First ScotRail, Cross Country Trains and National Express).
- 3.4.4 The operators' websites offer comprehensive rail travel information in terms of:
- news, including changes to the service;
 - maps and timetables;
 - fares and ticket types information including promotions;
 - information about station facilities;
 - frequently asked questions section and useful contact details; and
 - information for people with special needs.

Wap and mobile technologies

- 3.4.5 National Rail Enquiries operates a number of texting services including:
- National Rail Enquiries Textphone, available at 0845 60 50 600;
 - the National rail wap site;
 - TrainTrackerText™, providing up-to-the-minute information on the chosen trains for both arrivals and departures; and
 - TextMe JourneyPlanner, a service which sends journey details obtained from an online journey planner query straight to the mobile phone, and provides a complete itinerary for either the outward or return portion of your journey (or both).

Real Time Information

- 3.4.6 Throughout the region, Real Time Information displays are available at the main stations. The responsibilities for the provision, maintenance and funding are covered by the operating franchisees.

3.5 Face to face information

Rail stations and local enquiry and contact centres

- 3.5.1 Face to face information is provided at:
- manned rail stops/stations;
 - operators' ticket offices and contact centres; and
 - local authority contact/enquiry centres

4 Car Travel and Parking Information

area.

- 4.2.7 Travel Planning activities to date include Angus, Dundee City and Stirling Councils. Perth and Kinross Council are re-visiting their travel plan process.
- 4.2.8 Ninewells Hospita's travel plan was developed in partnership with Dundee City Council. The plan is specific to the Ninewells site. Perth Royal Infirmary are in the process of pursuing their own travel plan.
- 4.2.9 NHS Forth Valley produces, distributes and funds a Travel booklet detailing travel information to hospital for in and out patients, visitors and carers. Discussions are under way for travel plan for Forth Valley Hospital's relocation to Larbert.

4.3 Telephone Information

Local authority telephone enquiry services

- 4.3.1 Telephone information is predominantly accessed via the Council's enquiry and contact centres.

4.4 Electronic Information

- 4.4.1 A vast amount of car travel information is available on-line.

Local and national websites

- 4.4.2 Transport Direct website, available at www.transportdirect.com offers national information on door-to-door travel for both public transport and car journeys. It provides the following functionality related to the car travel:
 - compares public transport options with a car route to find the best way of travelling;
 - offers a car route that takes into account predicted traffic levels at different times of the day so an informed decision about when to travel can be made;
 - gets estimates of the cost of a car journey;
 - calculates CO2 emissions for a car or public transport for a specified journey;
 - provides a list of car parks near to the chosen location and then plans a journey to the one that is selected; and
 - gives direction to the selected park and ride site.
- 4.4.3 Transport Direct information is also available via digital interactive TV, on Sky, cable and Freeview boxes with a modem or broadband connection.

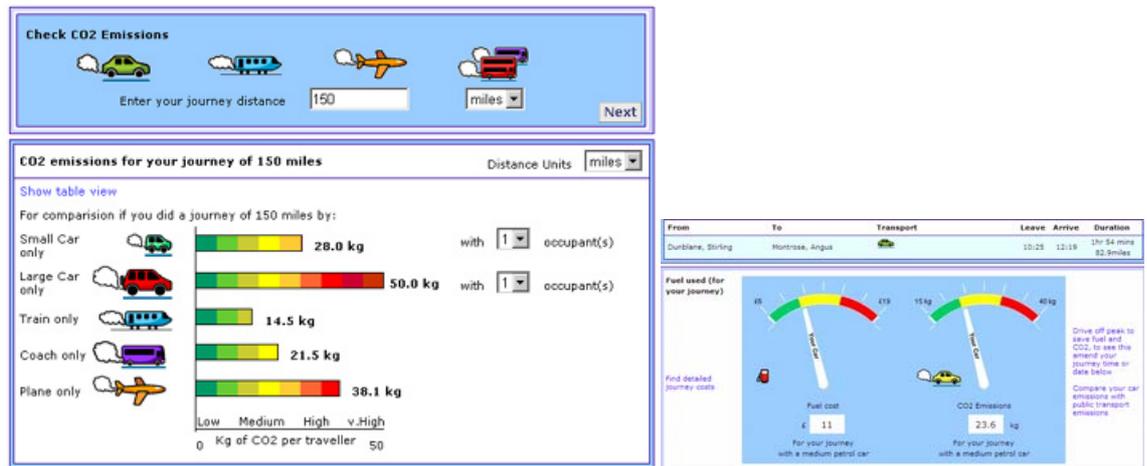


Figure 4.2 Transport Direct CO2 emissions calculator

- 4.4.4 National (and European) car route planners and car travel information is also provided by a variety of other interested parties, including the Automobile Association (www.theaa.com) and RAC (www.rac.co.uk).
- 4.4.5 Information about the current and future road traffic conditions, that would assist road users to make informed decisions as to the timing, routing and travel mode choice regarding current or proposed journeys, is also available via Traffic Scotland website (www.trafficscotland.org). The information provided includes roadworks, accidents, events, bad weather conditions and road closures.
- 4.4.6 Local authorities provide the following local car travel information:
- Angus Council website (www.angus.gov.uk) provides:
 - information about roadworks;
 - information about off-street car parking locations sites, including location of car parks, their capacity and information if they are short or a long stay;
 - car parking fine enquiries page with frequently asked question and contact details; and
 - information about lift -share via www.angusliftshare.com.
 - Dundee City Council website (www.dundee.travelinfo.com) includes:
 - information about latest roadworks;
 - information and a downloadable map of the parking locations, showing if they are short or a long car parks, charges for both on-street and off-street parking, number of spaces including disabled bays, and details of the operator;
 - information about the rules of residential parking;
 - information about latest road works;
 - information about lift-share via a dedicated www.dundeeliftshare.com website;
 - car cost calculator feature; and
 - information about other transport modes, including bus journey planner.
 - Perth and Kinross Council website (www.pkc.gov.uk) includes:

4 Car Travel and Parking Information

- information about road works and closures;
 - a downloadable map of Perth town showing car, cycle, motorcycle and shopmobility parking locations. Featured are: short or long stay information, charges, general information about car park guidance system, links to Park and Ride sites, and contacts for Traveline and the parking office. The printed version of the guide is currently out of date, but following the increase in parking charges there are plans to have it re-printed;
 - general information about coach parking places in Perth and Kinross, other car parks including motorcyclists, Perth central controlled parking zone and safer parking schemes;
 - information about park and ride; and
 - information about lift -share via www.perthandkinrossliftshare.com.
- Stirling Council website (www.stirling.gov.uk) includes:
- information about roadworks;
 - a map of car parks in the Stirling city;
 - downloadable leaflet about Sprinkerse Park and Ride, including 'how to get to' map, fares and opening times information; and
 - lift sharing information available at www.stirlingliftshare.com.

4.4.7 In addition TACTRAN provide information about the regional lift sharing scheme, available at www.tactranliftshare.com.

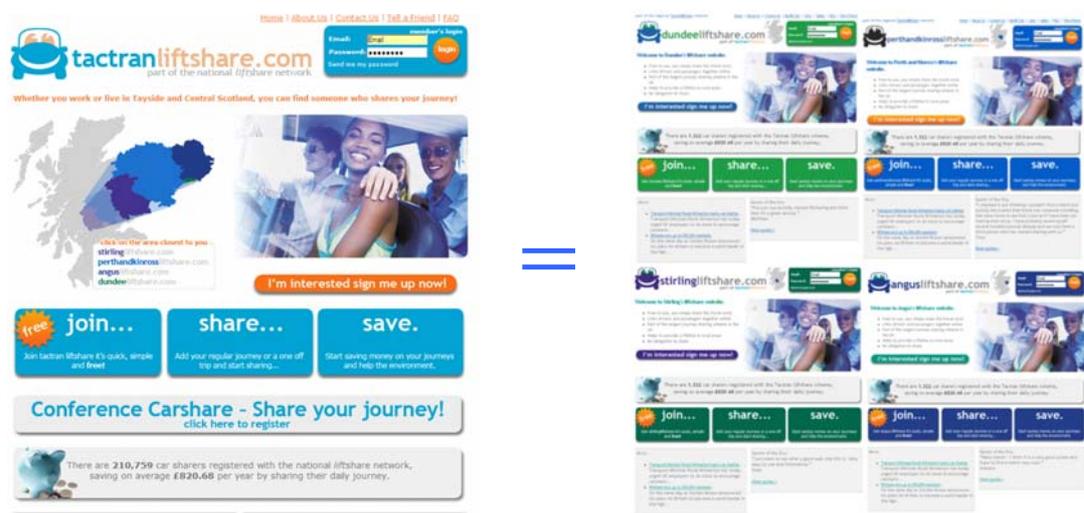


Figure 4.3 TACTRAN and local authority lift-share schemes

Wap and mobile technologies

4.4.8 Transport Direct also offers car journey planning services for transfer to a mobile phone or a Personal Digital Assistant (PDA).

4.4.9 In addition, Global Positioning Systems (GPS) can provide valuable travel information for road users during their journeys.

Variable Message Signs

- 4.4.10 Variable Message Signs (VMS) provide 'during journey' information for road users. By displaying a variety of messages, drivers are given advance warning of problems on the road network. These may include roadworks, accidents, events, bad weather conditions road closures and available park spaces.

Radio announcements

- 4.4.11 Local radio announcements also provide a source of travel information for road users. The information advertised may include any accidents on the road network, road closures and upcoming roadworks.

4.5 Face to face information

Local authority enquiry and contact centres

- 4.5.1 General enquiries about car travel and parking are handled via local authority contact / enquiry centres.

5 Taxi Travel Information

5.1 Introduction

- 5.1.1 This section reviews the current taxi travel information provision within the TACTRAN region to determine the quality and availability of information for existing and potential users before, during and after they make their journey.

5.2 Printed media

Maps, leaflets and booklets

- 5.2.1 It is unclear as to what extent local authorities provide printed taxi travel information. In Perth and Kinross, for instance, the only printed information includes an indicative fare table, located at the taxi ranks.
- 5.2.2 In terms of Taxicard, local authorities produce information leaflets featuring general information including who is eligible, how and where to apply, and details for further contacts.

5.3 Telephone Information

Local authority telephone enquiry services

- 5.3.1 Telephone information about taxi travel can be obtained from local authority contact centres.

5.4 Electronic information

Local and national websites

- 5.4.1 General information about taxis is mostly available electronically, on Councils' websites. The content mostly features taxi and private hire vehicle application guidelines and forms; in some cases it gives data about taxi operators and indicative fares. All local authorities provide details of Taxicard scheme.
- 5.4.2 Angus website (www.angus.gov.uk) includes:
- information about licensing of Taxis and Private Hire Car Operators and Taxi and Private Hire Drivers;
 - information about Taxicard, including a downloadable leaflet; and
 - application form and guidelines for Taxicard.
- 5.4.3 Dundee City Council website (www.dundeetravelinfo.com) includes:
- information about application procedures;
 - a list of taxi companies targeted to yell.com website;
 - information on average fares and extras;

5 Taxi Travel Information

- taxi rank location information; and
- information about Taxicard featuring operators contact details and fares.

5.4.4 Perth and Kinross Council website (www.pkc.gov.uk) provides:

- a table of indicative fares to local destinations that are located at the taxi ranks in Perth.

5.4.5 Stirling Council website (www.stirling.gov.uk) features:

- a list of taxi operators and private hire vehicles, including their contact numbers;
- a fare table;
- information about licensing and how to apply; and
- contact details for Taxicard.

5.5 Face to face information

Local authority enquiry and contact centres

5.5.1 Face to face information is provided by local authority offices and contact / enquiry centres.

6 Cycling Travel Information

6.1 Introduction

- 6.1.1 This section reviews the current cycling travel information provision within the TACTRAN region to determine the quality and availability of information for existing and potential users before, during and after they make their journey.

6.2 Printed media

Maps, leaflets and booklets

- 6.2.1 The Councils produce cycling leaflets and booklets about cycling events and cycle routes. Some are illustrated, with full-colour maps and detailed directions for each route.
- 6.2.2 Angus Council in association with Eastern Cairngorms Access Project provides leaflets about Walking and Cycling routes in Angus and Walking and Cycling routes in Angus Glens. The leaflets are illustrated, with full-colour maps and detailed directions for each route. They also contain useful contact numbers (eg Angus Council, Visit Scotland, CTC and First Scotrail) and information where to find cycle hire and repair shops.
- 6.2.3 Dundee Council produces walking and cycle route maps of the Dundee Green circular and Greenways and Dundee East and West, which also includes links to national cycling routes. The maps contain on and off road cycle routes, locations of cycle parking, lockers, cycle shops as well as other facilities like cafes and public toilets.
- 6.2.4 Perth and Kinross prepares events information leaflets, cycle route maps as well as books about cycling to work and cutting your car use. Maps are usually for sale and not currently available on the website. However, Perth and Kinross Council recognises that the information should be more widely available and a better co-ordination of the distribution should be established. Currently they are working on a Perth City walking and cycling map to be distributed free and also to be on the website.
- 6.2.5 Stirling Council's cycling information including the description of routes is available electronically on the Council's website, but can be viewed and printed as appropriate.
- 6.2.6 Additionally, maps and leaflets are produced by other interested parties, such as Sustrans, ByCycle, National Park Authorities and tourist organisations. These include on and off cycle routes, detailed route description, safety statement, information about cafes/refreshment locations, places of interest and useful contacts for eg cycle hire shops, tourist organisations and transport providers.

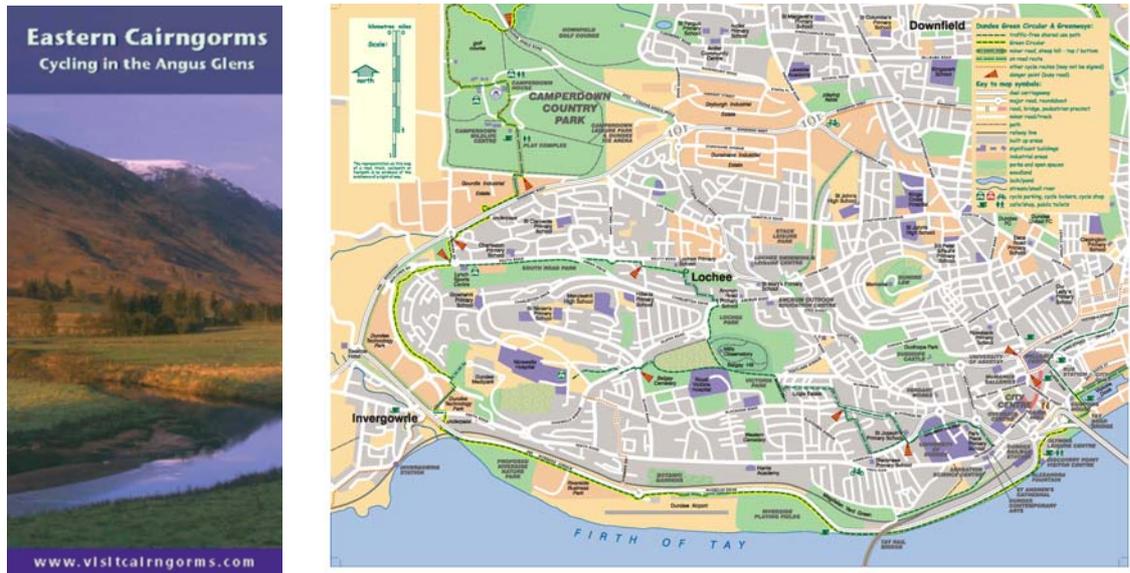


Figure 6.1 Local authority cycling leaflets

6.2.7 The leaflets are available from the local enquiry centres, tourist offices, leisure centres, libraries and other public venues where walking and cycling is being promoted. Event leaflets are also distributed to outlets such as cycle shops.

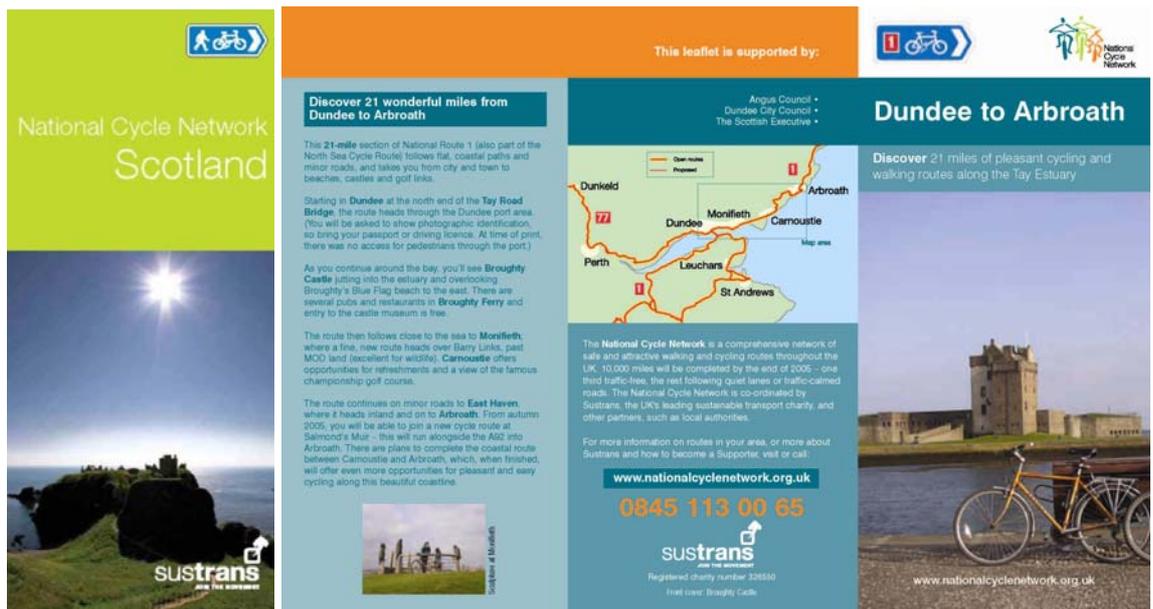


Figure 6.2 Sustrans National Cycle Network leaflets

6.3 Telephone Information

Local authority telephone enquiry services

6.3.1 Telephone cycling travel information is mostly handled via local enquiry and contact centres.

6.4 Electronic Information

Local and national websites

- 6.4.1 National cycling information is provided by Sustrans (www.sustrans.org.uk), the UK's leading sustainable transport charity. Sustrans' aim is to promote cycling and walking as healthy forms of transport and it is the co-ordinator of the hugely popular National Cycle Network. This well signed network offers over 10,000 miles of walking and cycle routes and connects towns and villages, countryside and coast throughout the UK. Sustrans' web-based interactive map facility is highlighted in the **Best Practice** review.
- 6.4.2 The Traveline website provides guidance on which operators and services offer a bike carrying facility. It is updated with further details on local public transport services that can accommodate bikes on an on-going basis as information is received.
- 6.4.3 Local information related to cycling and cycling routes is also available on Councils' websites. The information varies in detail, but is mostly incomplete and involves direction to other websites (eg VisitScotland, Sustrans etc) or local enquiry centres for further information.
- 6.4.4 Angus Council website (www.angus.gov.uk) includes
- a list of designated cycle routes in Angus covering the Forfar, Carnoustie and Montrose areas, although no maps or detailed description are available ;
 - general information about path networks, cycle routes (in Angus and the Glens);
 - information about tourist sites and Angus Coastal path information;
 - downloadable path network leaflets for Arbroath, Brechin, Forfar and Kirriemuir, Access Guide to Eastern Cairgorms, Cycling in the Angus Glens leaflet with the description of routes, maps, contact details of Traveline, tourist office and library; and
 - information about bike hire places and costs.
- 6.4.5 Dundee City Council website (www.dundee.travelinfo.com) includes:
- downloadable cycle route maps for Green Circular and Greenways, including links to national cycling routes; and
 - a cycle route planner which provides a detailed description of a journey, planned distance and start and end points displayed on the associated map. It also offers personalised cycle route information ie time isochrones from a specific location / address noting places of interest.

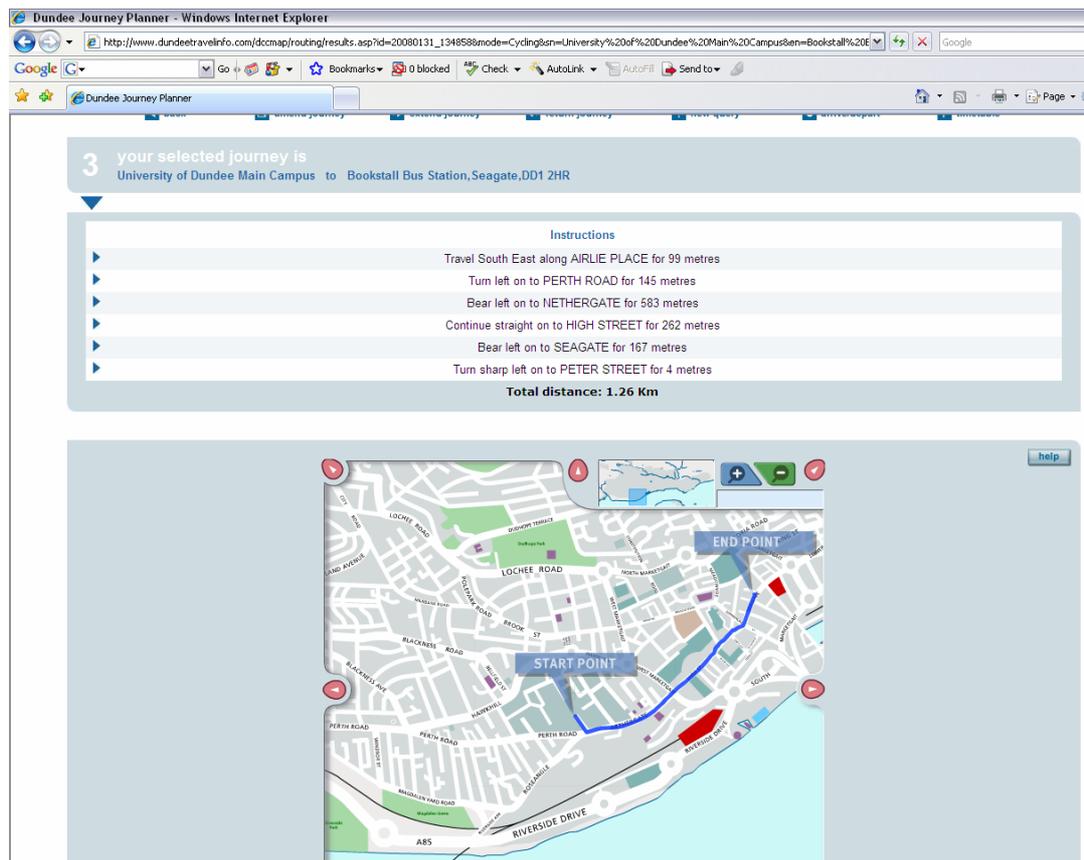


Figure 6.3 Dundee City Council's Cycle planner

6.4.6 Perth and Kinross Council website (www.pkc.gov.uk) provides:

- information about cycling events and rides; and
- a list and brief description about Perth commuter cycle routes and national network cycle routes. For maps and leaflets links to Sustrans and VisitScotland are provided.

6.4.7 Stirling Council website (www.stirling.gov.uk) includes:

- general information on Fallin Cycle Route and multi-use paths; and
- links to Sustrans.

6.4.8 A variety of local cycling information is also available on websites of interested parties, including Bicycle (www.bicycle.org.uk), CTC Scotland (www.ctcscotland.org.uk) and Cycling Scotland (www.cyclingscotland.org).

6.5 Face to face information

Local enquiry and contact centres

6.5.1 Face to face information is mainly provided by local enquiry and contact centres and tourist offices.

7 Walking Travel Information

7.1 Introduction

- 7.1.1 This section reviews the current walking travel information provision within the TACTRAN region to determine the quality and availability of information for existing and potential users before, during and after they make their journey.

7.2 Printed media

Maps, leaflets and booklets

- 7.2.1 Similarly to the cycling information, local authorities produce walking leaflets including forthcoming walking events, walking paths and routes. Some are illustrated and include colour maps and detailed routes directions.
- 7.2.2 As noted in Chapter 6, para 6.2.2, Angus Council in association with Eastern Cairngorms Access Project provide fully illustrated leaflets about Walking and Cycling routes in Angus and Walking and Cycling routes in Angus Glens.
- 7.2.3 Similarly, Dundee City Council produces walking / cycling maps of the Dundee Greenways and Dundee East and West. Included are points of interests and facilities along the path (eg toilets, cafés, shops, cycle lockers and cycle parking). In addition it also prepares packs of Health Walks Cards featuring walks from all across Dundee, again with maps, written directions and some points of interest.
- 7.2.4 Perth and Kinross prepares events information leaflets, and leaflets with possible walks in Perth and Kinross. As well as cycling maps, the walking maps are usually for sale and not available on the website to download. However, Perth and Kinross Council recognises that every effort should be made to make this information more widely available.



Figure 7.1 Local authority walking leaflets

7 Walking Travel Information

- 7.2.5 Stirling Council provides a pack of 'Walks for all' leaflets, featuring 16 routes between 0.5km and 5.3km. Each route has a map and short description and includes information about public transport, points of interest and any barriers such as stiles or gates on the way.
- 7.2.6 Along with the cycling information, walking leaflets are available from the local enquiry centres, tourist offices, leisure centres, libraries and other public venues where walking and cycling is being promoted.
- 7.2.7 Additionally, maps and leaflets are produced by other interested parties, such as Ramblers Association, National Park Authorities and tourist organisations. Their information is also provided electronically.

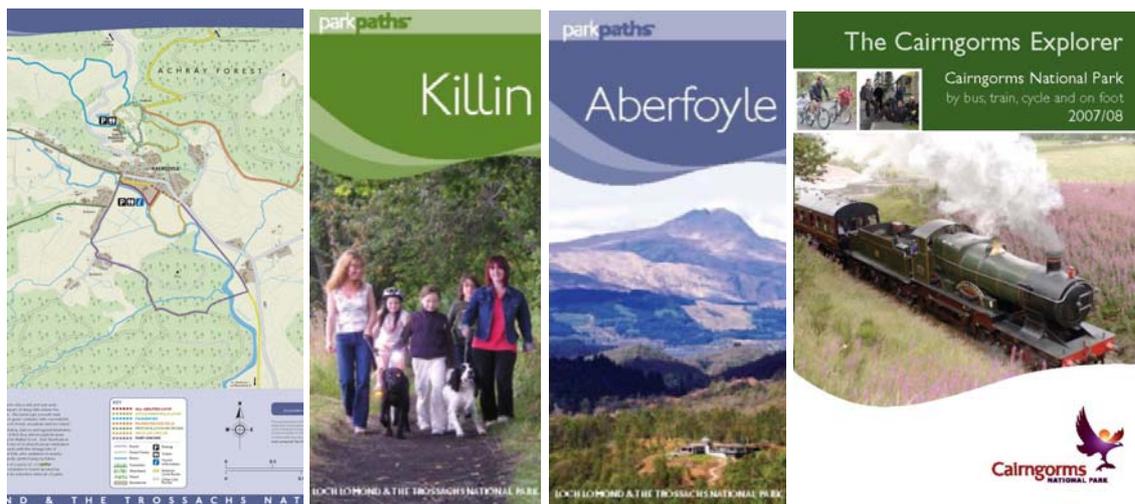


Figure 7.2 National Park Authorities walking leaflets

Streetscape

- 7.2.8 All local authorities provide, maintain and fund street signs information in their town and cities.

7.3 Telephone Information

Local authority telephone enquiry services

- 7.3.1 Telephone cycling travel information is mostly handled via local enquiry and contact centres.

7.4 Electronic Information

Local and national websites

- 7.4.1 National walking information is provided by variety of interested parties, including VisitScotland (walking.visitscotland.com/), the national tourism organisation for Scotland.

7 Walking Travel Information

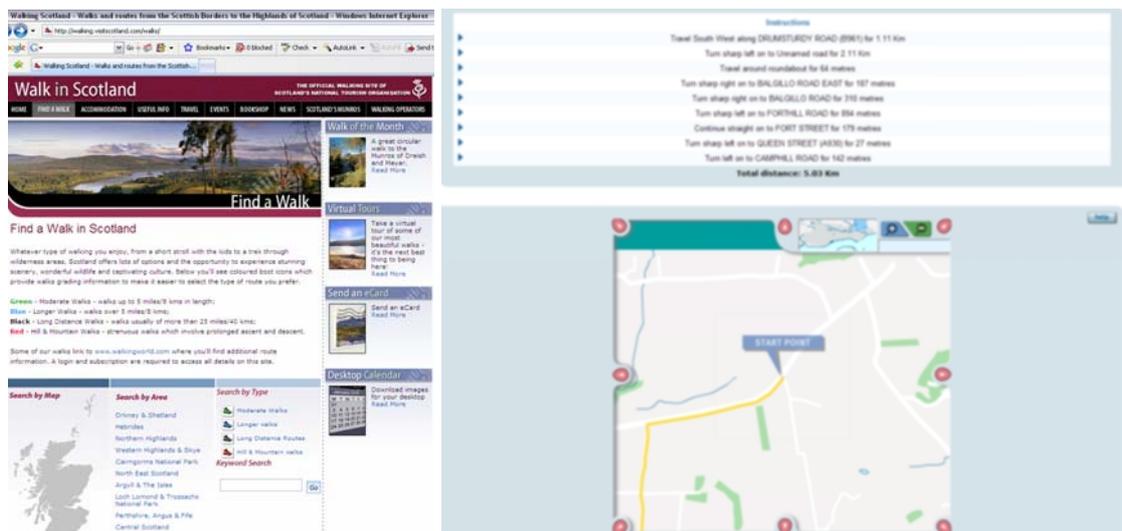


Figure 7.3 Walking information at Visit Scotland website and Dundee City Council Walk Planner

- 7.4.2 Local information related to walking and walking routes and paths is also available at the local authority websites. The information varies in detail and mostly involves redirection to other websites (eg Visit Scotland) or local enquiry centres for further information.
- 7.4.3 Angus website (www.angus.gov.uk) includes:
- general information about path networks in Angus and the Angus Glens, including downloadable illustrated leaflets for Angus Glens, where available;
 - information about tourist sites and Angus Coastal path information; and
 - downloadable path network leaflets for Arbroath, Brechin, Forfar and Kirriemuir and Access Guide to Eastern Cairngorms.
- 7.4.4 Dundee City Council website (www.dundeetravelinfo.com and www.dundeecity.gov.uk) provides:
- a walk journey planner including personalised walk route information ie time isochrones from a specific location / address noting places of interest;
 - downloadable walking maps of Dundee Greenways and Dundee East and West, showing routes, points of interests and facilities (eg toilets, café, shops, cycle lockers and cycle parking);
 - information and downloadable packs of Health Walks Cards; and
 - information about walking events.
- 7.4.5 Perth and Kinross Council website (www.pkc.gov.uk) includes:
- information about walking events; and
 - a list and a brief description of possible walks in Perth and Kinross, if available, provided with leaflets or with details of where to buy leaflets.
- 7.4.6 Stirling Council website (www.stirling.gov.uk) includes:
- a list and maps of areas and towns suitable for walking including a downloadable

7 Walking Travel Information

'Walks for all' leaflet.

7.5 Face to face information

Local enquiry and contact centres

7.5.1 Face to face information is mainly provided by local enquiry and contact centres.

8 Conclusions

- 8.1.1 This report reviewed the nature of the travel information currently available to the existing and potential users of all transport modes across the TACTRAN area. The review was undertaken largely at the local authority level and highlighted the roles, responsibilities and funding arrangements between councils, operators and others - where available. It also pointed out various forms of travel information available to the TACTRAN residents from the national and local organisations and agencies.
- 8.1.2 This report demonstrates that there is a wealth of sources of travel information available in the region. These include paper-based, telephone, electronic and face to face service.
- 8.1.3 Local authorities provide a variety of travel information and increasingly focus on electronic form of information which can be regularly updated and available day and night. Most of public transport information, including timetables, maps and guides are downloadable from the websites and are being offered via mobile technologies. An example of a 'one-stop-shop' for travel information includes the Dundee City Council website, featuring general useful information as well as journey planner for all modes and real time information system.
- 8.1.4 In addition, a wide range of national telephone and internet-based systems are in operation, providing comprehensive travel information across all mechanised modes. This includes Traveline Scotland, Transport Direct, National Rail Enquiries, rail, bus and coach operator websites and phone services, where comprehensive information is available.
- 8.1.5 The comprehensiveness of public transport provision by councils is at the highest level of our experience from around the country, and is to be commended. It obviously provides a robust foundation on which to proceed. Issues which may need to be addressed, however, include:

- **ensuring consistency of approach across all councils and their websites – the same information available, in the same way, in the same format;**
- **seeking to resolve the multiplicity of information sources, not all of which are as comprehensive as they could be;**
- **seeking to reconcile the tensions between national, regional and local information providers;**
- **preserving the excellent levels of information currently being provided, particularly the partnership approaches between councils and bus operators;**
- **overall, within local authorities there is a lack of information about taxi travel and motorcycling; and**
- **travel information about walking and cycling could be much improved, including the provision of electronic maps of walk and cycle routes and, in some places, their more co-ordinated distribution.**

MVA Consultancy provides advice on transport and other policy areas, to central, regional and local government, agencies, developers, operators and financiers. A diverse group of results-oriented people, we are part of a 350-strong team worldwide. Through client business planning, customer research and strategy development we create solutions that work for real people in the real world. For more information visit www.mvaconsultancy.com

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