



Real time Passenger Information report on Progress to Woking Local Committee

22 January 2003

Key Issue:

To inform the Local Committee of the proposed roll out programme for Real Time Passenger Information (RTPI) on local bus services in the County of Surrey

Summary:

The programme for the provision of Real Time Passenger Information is in line with the County's strategy to improve passenger transport in Surrey

This report summarises the progress to date and outlines the proposed roll out of RTPI until 2007.

Officer Recommendations:

The Committee is asked to:

- (i) Note the contents of this report
- (ii) Note the principle of continued funding for both the expansion and operation of RTPI
- (iii) Agree the continued support of and, where appropriate, local funding by the Local Committee

Introduction

- 1 The importance of telematics was recognised by its inclusion as a key proposal in the County's Local Transport Plan, in which it stated:

“Systems will be developed to provide on-street and in-the-home interactive, real time public transport information, initially focused on one town in the County.”

- 2 It is well known that commercial bus services in Surrey operate on low profit margins. Bus companies have problems recruiting and retaining staff due to the high cost of living in Surrey and competition from Transport for London, which have improved the rates of pay for drivers in London. Whilst the council believes that the Real Time Passenger Information (RTPI) scheme will effect a sea change in the way local bus services are perceived, giving a boost to rider ship and consequently revenue, operators are not yet able to contribute directly to the schemes until a business case can be established.

Background

- 3 The Passenger Transport Group (PTG) appointed TRL Ltd in September 2000 to under take a study of Bus Real Time Passenger Information (RTPI) and Intelligent Bus Priority. This study produced a report summarising the objectives, requirements, business case and action plan for a countywide RTPI scheme. As a result of this study it was decided to use a Private Mobile Radio (PMR) system.
- 4 TRL have been retained to advise on technical issues and manage the preparation of tender specifications

Route 200: Guildford – Artington Park & Ride Scheme

- 5 In June 2001 the first tender was advertised and this was awarded to Advanced Communications and Information Systems Ltd (ACIS) in September 2001. ACIS bid was based on installing a PMR based scheme on Route 200 Guildford to Artington to Guildford Park & Ride.
- 6 As part of this contract ACIS conducted a radio survey of the County to determine the best locations to provide countywide radio coverage. Willingshurst effectively covers the west part of the County. The survey indicted that there would be a need to provide 3 / 4 radio stations to cover Surrey. The Park & Ride scheme was commissioned in April 2002.

Route 91: Woking – Goldsworth – Knaphill

- 7 A second tender was issued in September 2001 to provide RTPI on this route operated by Arriva and the new Fastway Project (see below). This contract was awarded to ACIS in May 2002 and involves the equipping of nine buses, providing eleven on street signs and three signs on Woking Rail Station so as to provide integrated transport. The scheme is funded by the Local Transport Plan (LTP).
- 8 Intelligent bus priority is being introduced at four junctions in Woking and Knaphill and buses will be equipped with two-way radios. This scheme will go live in early 2003.

Fastway Project

- 9 This scheme was tendered with Route 91 and is being carried out in partnership with West Sussex County Council (WSCC). Whilst WSCC is the lead authority for the highway works, Surrey is responsible for procuring the RTPI system for both areas.
- 10 Fastway will operate between Horley, Gatwick Airport and Crawley. It is being built in stages and is funded by LTP and Developer contributions. Implementation will start in 2003 and will be delivered in stages until at least 2005.
- 11 This partnership involves Surrey County, West Sussex County Council, Borough Councils, BAA Gatwick and Metrobus (Go Ahead Group). A second radio station is provided at Reigate Hill for this scheme. Reigate Hill and Willingshurst should cover 90% of the County requiring one additional radio station in order to provide coverage in certain northern areas. The scheme is being installed by ACIS in conjunction with the Route 91 Contract.

Department for Transport – SCA Scheme

- 12 Surrey County Council bid to the former Department for Transport and Local Regions (DTLR), now the Department for Transport (DfT) for additional funding under a Supplementary Credit Approval. Surrey County Council were awarded £1.3 million to implement new schemes by December 2003
- 13 The RTPI projects agreed were:
Urban services
 Guildford Town Routes (Arriva and Safeguard)
Inter Urban services
 Routes 34 / 35 Guildford to Camberley via Woking and Lightwater (Arriva)
 Route 20 / 20A Guildford to Aldershot via Normandy & Ash (Stagecoach)
- 14 The scheme will see the following features introduced over a period of time:
- Passenger Information Displays at major bus stops
 - Passenger information displays at both Guildford Bus Station and principal railway stations
 - on vehicle displays on equipped buses giving 'next stop' information
 - a website to provide times at bus stops served
 - provision for WAP and SMS message services
 - two way radio links from buses to bus operators
 - intelligent bus priority at signalised junctions
 - the integration of the RTPI system into the new Network Management Centre at Leatherhead

Guildford Town Services

- 15 The routes to be fitted with RTPI are as follows:

Service No.	Route	Status	Operator
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Item 13

3	Guildford - Bellfields Estate	C	Arriva & Safeguard
4/5	Guildford - Park Barn – Royal Surrey County Hospital	C	Arriva & Safeguard
6	Bellfields Estate - Stoughton - Royal Surrey Hospital	C	Arriva
16/17	Guildford – University/Hospital – Fairlands	C	Arriva in partnership with Surrey University
18	Guildford - Onslow Village	T	Arriva
26/27	Guildford - University/Hospital Rydes Hill -Grange Park	C	Arriva
36/37	Guildford – Burpham	C	Arriva
100/101	Guildford - Spectrum Leisure Centre – University of Surrey Guildford – Ladymead	T	Arriva – part of Guildford Link Service

Note: T – Tendered bus service
C - Commercial operated bus service

- 16 The recent installation of new bus stops throughout Guildford will provide a link to the RTP1 system by providing stop names. In addition trials are being undertaken to display Real Time on this type of stop
- 17 Surrey County Council and the operators will shortly agree a voluntary Quality Bus Partnership that would apply to all the services in the Guildford area.

Inter-Urban Routes from Guildford

- 18 The inter urban routes selected are Quality Bus Partnerships (QBP's) which have recently been provided with new low floor buses, improved bus stop infrastructure and waiting facilities. The routes are:

34	Guildford – Woking – St Johns - Lightwater - Bagshot and Camberley	C	Arriva – Quality Bus Partnership (Linked with 35)
35	Guildford – Woking – St Johns - Lightwater - Deepcut and Camberley	T	Arriva – Quality Bus Partnership (linked with 34)
20//20A/20B	Guildford – Normandy – Ash - Aldershot	C	Stagecoach – Quality Bus Partnership

- 19 These routes are long established services which link key areas of population in West Surrey. Future developments planned for these routes are real time displays at railway stations and integrated bus / rail ticketing

Operational Issues:

- 20 The County has been co-operating closely with bus operators to improve the standard and reliability of services along the proposed routes, evidence of which is the progress that has been made with setting up QBPs. The introduction of low-floor buses and enhanced driver training by operators will support the RTPI improvements.
- 21 Surrey's practice is for the County to retain responsibility for the RTPI equipment installed on buses. This ensures:
- that responsibility for the complete system rests with the County's contractor.
 - uniformity of equipment and standards of installation and maintenance.
 - should the operator or vehicle change the RTPI equipment could be removed and reinstalled on the new vehicles.
- 22 Operators will be expected to enter into a legal agreement with the County Council in respect of the ownership, maintenance and access to the equipment at bus depots and on buses.
- 23 RTPI revenue funding will need to be made available to cover management costs, monitoring and data input as well as lease costs for telephone lines and radio costs.

Future schemes and funding

- 24 The Passenger Transport has a programme for the roll out of RTPI throughout the County. This will be subject to funding which will need to be obtained from a variety of sources. Local Transport Plan funding will be a necessity to expand the system to other bus services as well as fund a third radio station to extend the radio coverage. Additional funding could be sought from partners involved with RTPI e.g. South West Trains, the bus operators and borough councils. New local housing and business developments should be another source of funding.
- 25 The priority for extending RTPI throughout the County can be undertaken either on a route-by-route basis or area by area. Developments on cross border services and plans in conjunction with neighbouring authorities will have an impact. The following table outlines schemes for consideration over the next five years:

2003 / 2004	Completion of DfT SCA funded schemes in Guildford Route 20, 34 & 35 Redhill & Reigate Urban & Inter Services 100 /324/ 410 411/ 420 /430 / 435 / 460	Guildford, Woking & Surrey Heath Reigate & Banstead
2004 / 2005	Completion of Redhill / Reigate Town Services & 100 Guildford to Cranleigh	Reigate & Banstead Tandridge Guildford & Waverley

	Corridor Dorking (linked to Guildford / Redhill RTPI)	Mole Valley ***
2005 / 2006	Route 555 Walton – Heathrow Staines Area services Woking (North & East)	Dependant on Transport for London plans* Runnymede, Spelthorne and Elmbridge Woking, Elmbridge, Runnymede & Spelthorne
2006 / 2007	Guildford – Godalming & Haslemere corridor Route 1 Aldershot / Farnborough / Frimley and Camberley	Waverley In conjunction with Hampshire County Council Surrey Heath
2007 / 2008	Cross Boundary services with London based Epsom / Kingston / Morden	Dependant on Transport for London plans* Epsom & Ewell BC

Notes:

- * Plans for 2003/04 and 2004/05 will be able to utilise the exiting radio infrastructure at Willinghurst and Reigate. Plans beyond 2005 will also depend upon developments in conjunction with Transport for London.
- ** The ACIS 5 year contract will be in operation until November 2007.
- *** Dependent upon radio station

Consultations

- 26 No specific consultation on the report has been undertaken as the aims are in accordance with those of the Local Transport Plan.
- 28 Consultation has been undertaken with the public when Quality Bus Partnerships have been undertaken. The most recent report related to Route 20 Guildford to Aldershot.
- 29 The Passenger Transport Group is maintaining close contact with Local Transportation services. There is also contact with Hampshire County Council, Kent County Council, West Sussex County Council and Berkshire Unitary Authorities and Transport for London.

Financial Implications

- 30 Funding for the 2001/ 2002 (Route200) and 2002 / 2003 (Route 91 and Fastway) was financed by the Local Transport Plan (LTP)
- 31 Funding for Guildford Urban services inner urban services Route 20, 34 and 35 were funded by the Department for Transport (DfT) under a Supplementary Credit Supplement Agreement (SCA). This funding covers a period from March 2002 until 31st December 2003.
- 32 Additional funding to expand the use of RTPI will need to be resourced from a variety of resources: local developer funds (Section 106). Local Transport

Plan and other business partners. Where the Local Committee wish to enhance RTPI this can be undertaken if funding is provided via the Local Transportation Service budget.

- 33 Associated revenue funding will be required for maintenance after three years and annual communication costs.

Sustainable Development Implications

- 34 By promoting the use of passenger transport, the Local Committee is providing an alternative to the car that will reduce congestion and pollution.

Crime & Disorder Implications

- 35 The provision of accurate real time information both at bus stops and in the home/business can minimise the waiting at the bus stop and thus reduce the fear of crime.

Equalities Implications

- 36 Real time passenger information at bus stops and other locations will improve accessibility to bus services.

Conclusion and Reasons for Recommendations

- 37 The report has been produced in accordance with guidance issued to all Local Transportation Managers. The success of the Real Time Passenger Information roll out programme depends upon the ongoing funding. Success also depends on support from the Local Committee over the period of the plan and, where appropriate, additional funding.

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BACKGROUND PAPERS: NONE

Real Time Passenger Information Reports:**Glossary of terms:**

ACIS	Advanced Communications and Information Systems – Real Time Passenger Information contractor for Surrey County Council
BAA	British Airports Authority – partner in Fastway scheme at Gatwick Airport
DfT	Department for Transport – current government department responsible for real time passenger information.
DTLR	Department of Transport & the Local Regions – previous government department for real time passenger information replaced by DfT
INFORM	National organisation which coordinates telematics developments. Membership from local authorities, bus operators and companies
LCD	Type of display at bus stops / bus shelters to give information on bus services (liquid crystal display)
LED	Type of display at bus stops / bus shelters to give information on bus services (liquid electronic display)
LTP	Local Transport Plan
NMC	Network Management Centre being established at Leatherhead (2003) to coordinate traffic systems, real time etc.
PMR	Private Mobile Radio – Real Time in Surrey uses private mobile radio stations. At present there are two stations – Shamley Green and Reigate. At least one more will be required in the Camberley area. This is the most common system used with Real Time Passenger Information.
QBP	Quality Bus Partnership – agreement between locals bus operators, county / borough councils and other organisations to improve quality of bus services
SCA	Supplementary Credit Approval – government funding device to grant extra finance for specific projects
SMS	Text messaging through a mobile phone
SWT	South West Trains – principal train operator in West Surrey
UTC	Urban Traffic Control – controls traffic systems
WAP	Technology that allows access to the Internet via the mobile phone
WSCC	West Sussex County Council