

**14 June 2012****Agenda Item:****REPORT OF THE SERVICE DIRECTOR FOR TRANSPORT, PROPERTY AND  
ENVIRONMENT.****WORKSOP BUS STATION – PROPOSALS FOR THE TRAVEL INFORMATION  
OFFICE.****Purpose of the Report**

1. To seek approval for the County Council to take over the running of Worksop travel information office.
2. To seek approval for the progression of local bus and National Express ticket sales to mirror the existing service currently provided by Stagecoach.

**Information and Advice**

3. Councillors are already aware that the County Council is collaborating with key stakeholders to progress plans to build a new bus station in Worksop which would be owned, managed and operated by the County Council. The County Council already operates the bus stations in Newark and Retford, which also incorporate travel information offices and will operate the new Mansfield bus Station from spring 2013. The Retford and Newark bus stations have been hugely successful and popular with the public and instrumental to increasing patronage and travel choices. The same would no doubt be the same in Mansfield and Worksop.
4. Worksop bus station travel information office is located within the Stagecoach depot and is currently operated by Stagecoach staff. The travel information office also carries out ticket sales for National Express Services and the volumes of ticket sales is quite considerable because of the connectivity of Worksop to many key destinations.
5. Stagecoach has advised the County Council that it intends to close the Travel Office from 1<sup>st</sup> August and have asked whether the County Council would take over the travel office from this date. The plans and negotiations for a new Worksop Bus Station are at an advanced stage and include a travel information office. Further details will be brought to Committee as soon as possible.

6. The County Council has carried out exploratory talks with Stagecoach to discuss the financial and resource implications of taking over the travel office. These negotiations with Stagecoach about terms of a leasing agreement have been agreed in principle, pending approval of this report. The outcome of these negotiations means that the County Council would pay a peppercorn rent and meet staff and ICT costs related to service provision. Stagecoach will meet all other utility and cleaning costs.

## **Proposals**

7. It is proposed that the County Council take over the existing travel office from 1<sup>st</sup> August, to provide continuity of service and enhanced information to bus and coach passengers in Worksop. Facilities in the office will be upgraded so that it closely mirrors the travel information offices at Retford and Newark bus stations.
8. Negotiations have also been undertaken to pilot the provision of a local bus and National Express ticketing sales at the Worksop travel information office. If successful this will be rolled out to other NCC bus stations.

## **Outcomes**

9. The continued provision of the travel information office will provide a valuable service for bus and coach passengers and provide continuity of travel information between the existing and the proposed new bus station.
10. The promotion of public transport in the main helps tackle congestion, reduce CO<sub>2</sub> emissions and maintain the commercial viability of bus services in Worksop. This in turn reduces pressures on the supported local bus service budget. In view of the foregoing it is considered appropriate that the County Council takes over the operation of the existing travel information office in Worksop from Stagecoach. This will also standardise the provision of travel information in bus stations in the interim period before the provision of a travel information office is incorporated into the proposed new bus station in Worksop.

## **Financial Implications**

11. The costs will be up to £20k per annum and will be met from the existing Transport and Travel Services revenue budget.

## **Other Options Considered**

12. Do Nothing –
  - Worksop bus station would not have a travel information office which would have a detrimental impact on bus and coach customers
  - The County Council will provide a travel information office in the proposed new bus station for Worksop, and therefore the interim

provision is part of that transition process. This approach was taken with Newark during the construction of the new Newark Bus station.

### **Reason for Recommendation**

13. This recommendation meets Local Transport Plan objectives to promote public transport and help tackle congestion and reduce CO<sub>2</sub> emissions.

### **Statutory and Policy Implications**

14. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) It is recommended that the County Council enters into an agreement with Stagecoach to transfer the operation of the travel information office on 1<sup>st</sup> August.
- 2) Implement a trial of ticket sales at Worksop Bus Station to inform future rollout to other bus stations.

**Mark Hudson**  
**Group Manager, Transport and Travel Services**

**For any enquiries about this report please contact: Mark Hudson, Group Manager, Transport and Travel Services**

### **Constitutional Comments (NAB 25.04.12)**

15. The Transport and Highways Committee has authority to approve the recommendation set out in this report.

### **Financial Implications (DJK 11.05.12)**

- 16 The funding of £20k will be sourced from the Travel & Development area of the TTS Revenue budget for 2012/13 and following years.

### **Implications for Sustainability and the Environment:**

- 17 The adoption of the proposals within this report would help to promote alternative modes of transport, achieve an overall reduction in mileage and therefore reduce CO<sub>2</sub> emissions generated by business related and commuter travel.

### **Background Papers**

Confirmation letter from Stagecoach – Worksop Travel Shop – 25/04/12

**Electoral Division Affected**

Bassetlaw