

## Looking to the future

Nottinghamshire County Council is testing other ways of getting information to bus users in the future:

- In the past we have supplied "real time" information to bus stop displays (i.e. telling you when the bus will actually arrive, not just the scheduled time). We are trialling the possibility of real time information about your bus service being texted instead to your mobile phone.
- We are introducing audio information transmitted on loudspeakers for the visually impaired at Beeston bus station on a trial basis, and if successful will install it at other bus stations. We are also looking at the possibility of introducing railway station-style electronic departure boards at bus stations.



- We hope to further improve the website journey planner by introducing a map-based option.

This will allow you to view your local bus stop on a map, and just click the stops you want to travel from and to – and the planner will work out your journey.

## Our policy

Nottinghamshire County Council believes that information on your local bus services should be:

- **High quality i.e. reliable and accurate**
- **Readily available at all stages of the journey**
- **Easy to understand and available in formats suitable for those with impaired vision and those who cannot read English**
- **Comprehensive – covering all local bus services**
- **Free**

In July 2003 Nottinghamshire County Council published its Local Bus Information Strategy, a legally enforceable document setting out the standards for public transport information that bus operators in the County must meet. This leaflet is a summary of the strategy. A full copy of the strategy is available on the internet at

[www.nottinghamshire.gov.uk/infostrat](http://www.nottinghamshire.gov.uk/infostrat), or can be e-mailed on request by contacting [buses@nottscc.gov.uk](mailto:buses@nottscc.gov.uk).

A full paper copy can be purchased by sending a cheque payable to Nottinghamshire County Council for £10 to the address on the back page.

Nottinghamshire County Council was recently judged to be in the top 25% of local authorities nationally in the provision of public transport information with a public satisfaction rating of 55%. We aim to maintain and improve that position, and have a target of achieving 70% satisfaction by 2006.

## What about trains

Information about train services is provided nationally. The best contacts are:

[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

tel: 08457 48 49 50

## Contact us

If you find any of the information set out in this leaflet is not available, then please contact us. We will look into it, and do our best to help.

For all your local bus information needs

Internet  
[www.nottinghamshire.gov.uk/buses](http://www.nottinghamshire.gov.uk/buses)

Telephone



**traveline**  
public transport info  
0870 608 2 608

Open 0700-2100 hours

Public transport information is also available from:

Bus stations  
Libraries  
County Contacts Centres  
Bus & Coach operator travel offices  
Tourist Information Centres

### Contacting us

email [buses@nottscc.gov.uk](mailto:buses@nottscc.gov.uk)  
phone 0115 977 4600  
fax 0115 977 4353  
post Environment, Trent Bridge House,  
Fox Road, West Bridgford,  
Nottingham NG2 6BJ  
internet [www.nottinghamshire.gov.uk/buses](http://www.nottinghamshire.gov.uk/buses)

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Your guide to  
LOCAL BUS  
INFORMATION  
in Nottinghamshire



September  
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Using the bus is an ideal way to get around – safe, cheap, and convenient. There are no parking problems, and none of the stress from sitting in a traffic jam.

People often say that they would use the bus more often if they knew where to find information about their local services.

In fact, there is a huge amount of information available to you - on paper, on the internet, by telephone – and maybe in the future by text to your mobile! Much of it is provided by your local bus operator, though Nottinghamshire County Council has a central co-ordinating role and has recently introduced a set of minimum standards which all bus operators must comply with.

We are in the middle of an information revolution, and this leaflet has been printed to help you make the most of it! Why not keep it somewhere handy in your home where you can refer to it when you need to. Further copies are available from the contact number and address on the back page.

**Service leaflets**

You can expect a leaflet about your local bus service to be available free of charge on board the bus, on request from the bus company, or from a range of other outlets listed at the back of this leaflet. It should be clear and accurate, and a new leaflet should be available at least 2 weeks before any changes to the service timetable. If the bus does not have one, ask the driver to make sure one is sent to your home address.



**Information on the internet**

For those with access to a computer, all the information you need is available on the internet. The site to visit is Nottinghamshire County Council's website [www.nottinghamshire.gov.uk/buses](http://www.nottinghamshire.gov.uk/buses). This has a wide range of facilities including:



- A journey planner – just put in where you want to go, and when, and the planner works out your best route. It also provides the details and times of the services, and includes train travel. It couldn't be easier!
- Timetable information – if you haven't got the service leaflet for your local service, simply download it from the website
- Other public transport information you may need
- Links to the websites of all the main/bus operators in the County, which can provide more detail about the services they provide
- Links to the wider transport website provided by Nottinghamshire County Council, with information on traffic conditions and much more

Remember - website information is always up-to-date, unlike an old leaflet which you may have in your kitchen drawer. It's also available day and night, even if you are planning your journey at 4 o'clock in the morning!

**Information on the telephone**

Nottinghamshire County Council and the bus operators jointly fund the Nottinghamshire "Traveline" service, on 0870 608 2 608. This is part of a national network of call centres which can provide accurate up-to-date information on local bus services between the hours of 0700 and 2100. Calls are charged at national call rates.



**Touch-screen terminals**

Nottinghamshire County Council has installed touch-screen information terminals, which are free and provide all the information you will need. They are located in the following places in and around the County.

- Bassetlaw Hospital (2)
- Nottingham City Hospital\* (4)
- QMC\* (2)
- Bingham and Eastwood libraries
- Mansfield, Newark, Nottingham Broadmarsh\* and Worksop bus stations
- Mansfield and Worksop railway stations
- North Notts College
- Hucknall Safeway, Newark Buttermarket, and Retford Tourist Information Centre
- Trent Bridge House, West Bridgford



\*Jointly funded by Nottingham City Council

**Face to face information & advice**

Information and advice on local bus services is available from the staff in any of our County Contact Centres, currently located in Retford (17b The Square), Mansfield (16 Regent Street) and Sutton (c/o the Library, Idlewells Precinct).

**Information for people with visual impairment**

Nottinghamshire County Council will gladly produce large print or Braille versions of any leaflet on request, free of charge. Please contact us using the details on the back page.

**Information for people who cannot read English**

Nottinghamshire County Council will also translate leaflets about bus services free of charge into other commonly used languages. Again contact us using the details on the back page.

**Area booklets**



Because many different bus companies may operate in one area, Nottinghamshire County Council produces 12 area

booklets which cover the whole County. These are free, and highly popular amongst bus users. To obtain one please go to one of the outlets listed on the back page of this leaflet, or contact us using the contact details listed on the back page.

**Roadside timetable information**

You have the right to expect good, up to date information when you reach a bus stop. This includes a clear bus stop "flag" showing which services stop there, and the name of the stop. The stop should have a timetable case, with accurate information for all the services which stop there.

There are nearly 4,000 bus stops in Nottinghamshire, and there is unfortunately a large backlog in providing modern timetable cases and bus stop flags. Nottinghamshire County Council has started a major programme to provide just this, but this will take several years. However where timetable cases exist, you can expect the operator to display clear information.

