

Update on the Upgrade of Passenger Information Provision and Lighting at Buchanan Bus Station

Committee Operations

Date of meeting 20 August 2021

Date of report 4 August 2021

Report by Assistant Chief Executive

1. Object of report

To update the Committee on the upgrade of passenger information provision and lighting at Buchanan Bus Station (BBS).

2. Background

2.1 Members will recall¹ plans were outlined for upgrading passenger information facilities at BBS to include:

- Installation of enhanced TFT and LED screens throughout the bus station with the at-stance screens for the first time;
- Improved quality of information through the utilisation of Real Time Passenger Information (RTPI);
- Installation of enhanced at-stance audio; and
- Specifications based on the work undertaken with the Glasgow Access Panel during the refurbishment of Partick Bus Station and following consultation with the Royal National Institute of Blind People (RNIB).

2.2 A complementary piece of work upgrading replacement lighting in both customer and operational areas was also planned to further improve visibility throughout the bus station.

3. Outline of proposals

3.1 Upgrade to Passenger Information Screens

The upgrade programme has been successfully completed in 2021/22 despite the challenges of installing in an operation environment with COVID-19 'working' measures in place. In total, four (4) 75" TFT LCD screens were installed on the concourse facing the main entrance, eleven (11) 46" TFT LCD screens were installed at various key locations and forty-five (45) 4 line LED screens have been installed at stances.

¹ http://www.spt.co.uk/documents/latest/Ops230819_Agenda8.pdf

In addition, enhanced at-stance audio has been installed at each stance.

Appendix 1, displays the different screens which are utilised on the main concourse, at key locations throughout the bus station, at stances and the enhanced at-stance audio facilities.

These upgrades have significantly enhanced the clarity and legibility of the information available to the travelling public. In addition, the quality of the information has been significantly improved with the implementation of RTPi where possible (approximately 60% of services arriving/departing at/from BBS). All of the installed screens also have the benefit of being capable of utilisation for other information provision purposes e.g. messages relating to COVID-19 travel arrangements have been carried as required. Feedback from users of the bus station on these changes has been overwhelmingly positive.

The full installation programme was completed within budget.

3.2 Back Office System

Information provision, including RTPi is now provided as planned by the Vix Horizon content management system consistent with the on street service provision.

Further back office developments to support the billing for Tours, Parking and Cleaning services is under development by the in-house Digital team. Departure Charges continue to be managed from the existing BIDS system with a replacement utilising the Novus FX system also currently under development in support of wider bus service information management.

3.3 Lighting Upgrade

Complementary to the upgrade of passenger information screens, lighting throughout Buchanan Bus Station in customer and operational areas has been upgraded with LED lighting. As well as enhancing the customer experience, the improved lighting will serve to improve the customer sense of safety and also visibility for regulators and bus operators within the operational area. The installation was delivered in-house by our own qualified facilities team supported by the SPT Projects team.

The installation of improved lighting is forecast to provide energy and cost savings which will be assessed over the next year.

Appendix 3, provides images of the upgrade lighting within the operational area.

The full installation programme was completed within budget.

3.4 Next Steps

Whilst the implementation of these improvements at BBS is now complete, enhancements in passenger information will now be rolled out to Greenock, East Kilbride and Hamilton Bus Stations to the same standard. The required capital budget is in place for these enhancements in 2021/22 with work scheduled to begin at Greenock Bus Station following a full site survey which is scheduled to be completed in August.

4. Conclusions

Upgrades to passenger information screens and audio facilities, including installation of electronic screens at-stance for the first time, have been successfully completed, improving the clarity and quality of information for bus station users. In addition, lighting has been enhanced throughout BBS to further improve the customer experience and the operating environment. Despite the challenges of operating over the last year, all works were completed on budget. A consistent standard will be deployed at other SPT bus stations.

5. Committee action

The Committee is recommended to note:

- the contents of this report; and
- the planned work to roll out the same standard of enhanced passenger information provision at Greenock, East Kilbride and Hamilton Bus Stations.

6. Consequences

Policy consequences	<i>Consistent with SPT's on-street transport information enhancement programme (RTPI).</i>
Legal consequences	<i>None at present.</i>
Financial consequences	<i>All costs and planned costs can be contained within existing budgets.</i>
Personnel consequences	<i>None at present.</i>
Equalities consequences	<i>More accessible transport data supports STP's drive to deliver equality outcomes.</i>
Risk consequences	<i>None at present.</i>

Name Valerie Davidson
Title Assistant Chief Executive

Name Gordon Maclennan
Title Chief Executive

For further information, please contact Neil Wylie, Director of Finance on 0141 333 3380 or Michael Ferrie, Head of Service Operations & Security – Bus Stations on 0141 333 3276.