



Strathclyde Partnership for Transport
Bus Information Standards
April 2014

Bus Information Standards

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Bus Information Standards

Introduction

The Transport (Scotland) Act 2001 (The Act) placed a duty on Strathclyde Partnership for Transport (SPT), as designated 'Local Transport Authority', to set and deliver information standards for 'local bus services'. This updated document builds on the existing standards document, issued in November 2002, taking account of developments that have taken place over the intervening period, current industry standards and best practice.

The standards set out in this document are considered to be the minimum standards and will be reviewed periodically in the light of developments.

This document details:

- a) The relevant standards for bus stop and bus timetable information
- b) Templates illustrating the standards where appropriate
- c) The technical specifications underlying the standards

Quality Information Provision

While the quality of information on bus services provided in the SPT area, especially at bus stops, has improved over recent years, there is still scope for further improvement. With over 11,000 bus stops and 15,000 panels, SPT and operators have a key responsibility for passengers in ensuring information at these locations is accurate and easy to understand.

Working in Partnership – continued overleaf

Bus Information Standards

Introduction - continued

Working in Partnership

The aim of SPT is for operators to produce and display information for their services to the standards defined in this document to ensure a high and consistent standard of information provision throughout the SPT area. However, SPT has the expertise, ability, resource and technological capabilities to provide roadside and timetable information on behalf of operators if requested. This can be done in different ways from providing templates free of charge for operators to populate with their information or to acting on incurred costs only to meet operator's obligations.

SPT will endeavour to provide all necessary support to operators to meet their obligations.

A menu of choices and a matrix of all rates will be made available to operators, on request, however listed below are some of the main issues that will be taken into consideration when calculating costs.

Staff and material costs

Staff costs will be calculated based on staff hourly rates. Material costs will be estimated for the production, distribution and installation of information panels required. SPT will base prices on the cost per panel produced, irrespective of number of services on the panel.

Service changes

In the event that more than one operator initiates a service change, on the same effect date, costs for the production of the panel will be shared between these operators. Where only one operator initiates a service change, they will incur full costs. Costs will be apportioned between operators depending upon the number of information panels to be produced and the number of services.

Enforcement of non-compliance

SPT will continue to work with operators to introduce these standards progressively throughout the SPT area. However, if operators consistently fail to provide information to these standards, SPT will provide the information on the operator's behalf and re-charge the operator all reasonable costs.

Where an agreement has been reached with an operator and SPT, all bus stop inserts will be produced and distributed at the agreed price for the period of the agreement. For the avoidance of any doubt, where bus stop inserts do not meet the standards set down, SPT will seek to replace these inserts with a compliant one and charge the operator concerned at a higher rate.

The Traffic Commissioner for Scotland has confirmed that a bus operator's failure to comply with the statutory provision of information will result in penalties being applied. Recourse to penalties will be as a last resort, but it is not in the interest of passengers to have operators not providing information to the required standards. SPT will report consistent non-compliance to these standards to the Traffic Commissioner for Scotland as a last resort to ensure quality information is provided to passengers.

Section 1 - Bus Stop Information

Bus Stop Flag

Content

- Unitary Authority Logo
- SPT logo
- Bus logo
- The words 'Bus Stop'
- ZoneCard zone
- Unique bus stop reference number, based on NaPTAN*

**NaPTAN - The National Public Transport Access Node (NaPTAN) database is a UK nationwide system for uniquely identifying all the points of access to public transport in the UK. [NaPTAN](#) provides a unique identifier for every point of access to public transport in the UK, together with meaningful text descriptions of the stop point and its location.*

Bus Information Standards

Section 1 - Bus Stop Information
Bus Stop Flag Content and Layout



Figure 1 (a) – Illustration of Bus Stop Flag (not actual size)

Bus Information Standards

Bus Stop Flag Content and Layout - continued

Photographs of current bus stop flags



Figure 1 (b)



Figure 1 (c)

Bus Information Standards

Section 1 - Bus Stop Information

Route Number Tablet (Multi Service Tablet)

A route number tablet will be provided at stops where services have been divided between adjoining stops. This applies mainly in busy town centre areas and at certain bus stations and interchanges. SPT will identify the stops at which tablets will be located.

Content

- Tablet header incorporating the words “Bus Operator” and “Services from this stop”, along with the bus stop NapTan references.
- The tablet will show the Operators name(s) and route number(s) for all services using the stop.
- On occasion, SPT will add additional information to bus stops where there is a requirement to provide additional customer reassurance e.g. routes to hospitals, airports, tourist attractions, etc.
- To further assist passengers and operators, SPT has introduced unique two alphabetic character codes at bus stops in Glasgow city centre (see figure 2d). These identifiers are printed in large characters and are fixed on finial plates to bus stop poles. A full list of identifier codes can be found in Appendix G.

Bus Information Standards

Section 1 - Bus Stop Information

Multi service tablet (MST) table content and layout - continued

Figure 2 (a) – Illustration of bus stop multi service tablet (MST)

Bus Operator		Services from this stop			609034
McGills		23	23A	26	
First		4	19		

Bus Information Standards

Section 1 - Bus Stop Information

Multi service tablet (MST) table content and layout - continued



Figure 2 (b) - Bus stop with multi service tablet (MST)



Figure 2 (c) – Bus stop with additional information



Figure 2 (d) – Bus stop with reference finial

Bus Information Standards

Section 1 - Bus Stop Information

Panel Header and Footer Information

A panel header and footer will be provided in every information case

Content

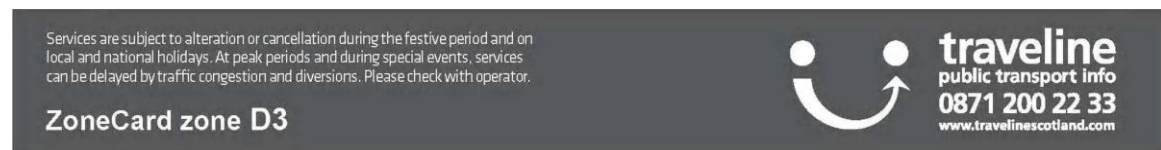
Header (note 1)

- Bus stop location name – (from NaPTAN)
- Unique reference number – (from NaPTAN)
- The SPT logo and website address



Footer (note 2)

- Traveline number and logo
- Disruption to services disclaimer
- Bus stop ZoneCard zone(s)



Bus Information Standards

Section 1 - Bus Stop Information

Real time information (RTI)

SPT will continue to work with operators and the relevant Unitary Authorities to develop real time information systems for appropriate routes within the SPT area. RTI complements printed information at bus stops, with the RTI displays showing at a minimum:

- Service number
- Final destination of service
- Operator of service
- Time due

RTI enables the further expansion of the following:

- Displays of live departure times for next buses at bus stations and interchanges
- Displays of live departure times for selected bus stops
- Displays of next stop on buses
- RTI on the internet

Mobile apps

There has been significant development and major growth in usage of mobile telephone apps. SPT funded the development of the Traveline Scotland app for Blackberry & Windows in partnership with HITRANS. These complemented the existing apps developed for Android & i phone, which allow for the display of scheduled timetable information as well as real time information where available.

Bus Information Standards

Section 1 - Bus Stop Information

Maps and A-Z listing

Maps and A-Z lists are intended to provide additional information to allow customers to locate bus stops to access departure information. Where maps and A-Z listings are provided e.g. at bus stations and key interchanges, locations shown on the A-Z list should be selected using principal timing points from the bus service registration. Typeface and font size will comply with those set out on page 21.

A-Z lists will show at a minimum

- Intermediate points served
- Service number
- Operator of service
- Stance or stop number / location
- Final destination of service

DESTINATION	SERVICE	OPERATOR	STANCE	FINAL DESTINATION
A				
Anniesland	23	First Glasgow	2	Blairdardie
Arden	49	First Glasgow	6	Spiersbridge
B				
Battlefield	34	First Glasgow	3	Castlemilk
Battlefield	89	Henderson Travel	5	Partick (via Parkhead)
Battlefield	90	First Glasgow	5	Partick (via Parkhead)
Bellahouston	49	First Glasgow	6	Spiersbridge
Blairdardie	23	First Glasgow	2	Blairdardie
Botanic Gardens	23	First Glasgow	2	Summerston
Botanic Gardens	90	Henderson Travel	7	Parkhead (via Partick)
Braehead	21	McGills	7	Paisley

Figure 3 – example of A - Z listing

Maps will show at a minimum

- Points of interchange for other modes of transport e.g. Subway stations and Rail and Ferry Terminals
- Hospitals

Bus Information Standards

Section 1 - Bus Stop Information

Bus Service Insert Information

Due to the high volume of bus services in many SPT areas two standards have been set for bus services information. Standard A will be provided at the majority of stops with standard B only accepted at stops where standard A cannot be met due to physical constraints of the infrastructure. The locations at which standard B is acceptable will be identified by SPT.

Layout - Standard A

SPT templates incorporate best practice as outlined in the Executive's Guidance on Part 2 (Bus Services) of the Transport (Scotland) Act 2001 and include recommendations from other industry sources including ATCO.

Content - Standard A (to be provided for each service using the stop)

The layout and presentation will be in accordance with the templates detailed. Information is to be produced in colour with an appropriate colour contrast to meet the requirements of the visually impaired.

- bus service number and destination
- operator name and logo, also helpline number
- bus stop specific departure times using the 24 hour clock within hourly time band rows with clear columnar distinction between the days of operation i.e. Monday to Friday, Saturday, Sunday
- route diagram with main timing points detailed and overall journey times
- route description including all streets in urban areas and main towns in rural areas
- the basic Adult and Child single fare, concessionary fare validity and whether change is given or not may be shown provided w.e.f. date is included.
- start date of service
- abbreviations or codes should be used consistently and in line with industry standards
- show any relevant information for the mobility impaired

Bus Information Standards

Section 1 - Bus Stop Information

Bus service information content and layout - continued

Sizes

For inserts in a standard pole-mounted case, which accommodates 3 services, the size of inserts to be used is 250mm high by 240mm wide.

For inserts in a large shelter-mounted Double Royal case, which accommodates 9 services, the size of inserts to be used is 250mm high by 200mm wide.

SPT will provide information, on request, to each operator about the type of cases at each bus stop location on routes served by their services.

The layout below will be used at locations where each service is displayed individually.

3

to Drumchapel Station

First

You are here

Dumbarton Rd

Kinfauns Dr

Drumchapel station

11

26

36 minutes

Departure times from this stop

Mondays to Fridays

Hr	:Minutes
05	:25
06	:13 :38
07	:03 :29 :54
08	:13 :25 :37 :49
09	:01 :13 :25 :37 :49
10	:01 :13 :25 :37 :49
11	:01 :13 :25 :37 :49
12	:01 :13 :25 :37 :49
13	:01 :13 :25 :37 :49
14	:01 :13 :25 :37 :49
15	:01 :13 :25 :37 :50
16	:02 :15 :27 :39 :51
17	:03 :15 :27 :39 :51
18	:03 :15 :30 :44 :59
19	:13 :29 :49
20	:18 :48
21	:18 :48
22	:18 :48
23	:18 :58

Saturdays

Hr	:Minutes
05	:26
06	:05
07	:16 :52
08	:12 :37
09	:07 :32 :52
10	:18 :38
11	:03 :23 :44
12	:04 :19 :34 :49
13	:04 :19 :34 :49
14	:04 :19 :34 :49
15	:04 :19 :34 :49
16	:04 :19 :34 :49
17	:04 :18 :32 :46
18	:00 :15 :29 :44
19	:13 :29 :49
20	:18 :48
21	:18 :48
22	:18 :48
23	:18 :58

Sundays

Hr	:Minutes
05	
06	:12 :52
07	:22 :57
08	:57
09	:32
10	:02 :34
11	:04 :39
12	:10 :40
13	:10 :40
14	:10 :40
15	:10 :40
16	:10 :40
17	:10 :40
18	:10 :40
19	:14 :47
20	:18 :48
21	:18 :48
22	:18 :48
23	:18 :58

fares on request

operator helpline number: 0141 423 6600

From: Merkland St, Via: Dumbarton Rd, Queen Victoria Dr, Lincoln Av, Great Western Rd, Duntreath Av, Kinfauns Dr, Drumchapel Rd,

To: Railway station

eligible concession card holders free subject to conditions

Start date: 24/06/2013

Figure 4 - Illustration of Standard A (not actual size)

Bus service information content and layout - continued



Bus Information Standards

Section 1 - Bus Stop Information

Bus service information content and layout - continued

Shelter Defect Hotline 0845 521 3581

Glasgow, Garscube Rd/ New City Rd 6090150

SPT
www.spt.co.uk

7/7a to Summerston **First**

17 to Duntocher **Citybus**

68 to Torrance **Henderson Travel**

10/C10 to Balfour **First**

60/60a/ N60 to Clydebank **First**

71A to Torrance **Henderson Travel**

16 to Balljaffray **Citybus**

61 to Summerston **First**

72 to Kirkintilloch **Henderson Travel**

ZoneCard Zone 612

traveline
0871 200 22 32

Figure 4 (b) - photo of bus stop panel with standard A – large panel

Bus Information Standards

Section 1 - Bus Stop Information

Bus service information content and layout - continued

Content - Standard B (to be provided for each service using the stop)

The layout will be in accordance with the template detailed. Information is to be produced in colour with an appropriate colour contrast to meet the requirements of the visually impaired.

- bus service number and destination
- operator name and logo, also helpline number
- bus stop specific departure times listed sequentially using the 24 hour clock with clear columnar distinction between the days of operation i.e. Monday to Friday, Saturday, Sunday
- route description including all streets in urban areas and main towns in rural areas
- the basic Adult and Child single fare, concessionary fare validity and whether change is given or not may be shown provided w.e.f. date is included
- start date of service
- abbreviations or codes should be used consistently and in line with industry standards
- show any relevant information for the mobility impaired

Sizes

For inserts in a standard mounted case (Trueform), which accommodates 5 services, the size of inserts to be used is 140mm high by 240mm wide. For inserts in a large mounted case (Decaux), which accommodates 18 services, the size of inserts to be used is 140mm high by 200mm wide.

SPT will provide information, on request, to each operator about the type of cases at each bus stop location on routes served by their services. Where possible SPT will endeavour to provide sufficient cases to avoid standard B having to be used.


361		to Straiton		 www.stagecoachbus.com	
Departure times from this stop					
Mondays to Fridays		Saturdays		Sundays	
0616 0827 1027 1227 1427 1657 1827 2057		0616 0827 1027 1227 1427 1657 1827 2057		No Sunday Service	
fares on request					
operator helpline number: 01292 613 700					
From: Ailsa Hospital, Via: A713, Burnton Rd, Barbieston Rd, Garden St, Main Rd, Cassillis Terrace, Culzean Rd, Cassillis Terrace, Straiton Rd, Kirkmichael Rd, To: Main St					
Start date: 18/02/2013					

Figure 5 - Illustration of Standard B template (not actual size)

Bus Information Standards

Section 1 - Bus Stop Information

Bus service information content and layout - continued

Glasgow, West George St/ Dundas St 609086

907 to Buchanan bus station

Departure times from this stop

Mondays to Fridays	Saturdays	Sundays
1719 1849 1919 1949 2019 2049 2079 2109 2139 2169 2199 2229 2259 2289 2319 2349 2379 2409 2439 2469 2499 2529 2559 2589 2619 2649 2679 2709 2739 2769 2799 2829 2859 2889 2919 2949 2979 3009 3039 3069 3099 3129 3159 3189 3219 3249 3279 3309 3339 3369 3399 3429 3459 3489 3519 3549 3579 3609 3639 3669 3699 3729 3759 3789 3819 3849 3879 3909 3939 3969 3999 4029 4059 4089 4119 4149 4179 4209 4239 4269 4299 4329 4359 4389 4419 4449 4479 4509 4539 4569 4599 4629 4659 4689 4719 4749 4779 4809 4839 4869 4899 4929 4959 4989 5019 5049 5079 5109 5139 5169 5199 5229 5259 5289 5319 5349 5379 5409 5439 5469 5499 5529 5559 5589 5619 5649 5679 5709 5739 5769 5799 5829 5859 5889 5919 5949 5979 6009 6039 6069 6099 6129 6159 6189 6219 6249 6279 6309 6339 6369 6399 6429 6459 6489 6519 6549 6579 6609 6639 6669 6699 6729 6759 6789 6819 6849 6879 6909 6939 6969 6999 7029 7059 7089 7119 7149 7179 7209 7239 7269 7299 7329 7359 7389 7419 7449 7479 7509 7539 7569 7599 7629 7659 7689 7719 7749 7779 7809 7839 7869 7899 7929 7959 7989 8019 8049 8079 8109 8139 8169 8199 8229 8259 8289 8319 8349 8379 8409 8439 8469 8499 8529 8559 8589 8619 8649 8679 8709 8739 8769 8799 8829 8859 8889 8919 8949 8979 9009 9039 9069 9099 9129 9159 9189 9219 9249 9279 9309 9339 9369 9399 9429 9459 9489 9519 9549 9579 9609 9639 9669 9699 9729 9759 9789 9819 9849 9879 9909 9939 9969 9999 10029 10059 10089 10119 10149 10179 10209 10239 10269 10299 10329 10359 10389 10419 10449 10479 10509 10539 10569 10599 10629 10659 10689 10719 10749 10779 10809 10839 10869 10899 10929 10959 10989 11019 11049 11079 11109 11139 11169 11199 11229 11259 11289 11319 11349 11379 11409 11439 11469 11499 11529 11559 11589 11619 11649 11679 11709 11739 11769 11799 11829 11859 11889 11919 11949 11979 12009 12039 12069 12099 12129 12159 12189 12219 12249 12279 12309 12339 12369 12399 12429 12459 12489 12519 12549 12579 12609 12639 12669 12699 12729 12759 12789 12819 12849 12879 12909 12939 12969 12999 13029 13059 13089 13119 13149 13179 13209 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28179 28209 28239 28269 28299 28329 28359 28389 28419 28449 28479 28509 28539 28569 28599 28629 28659 28689 28719 28749 28779 28809 28839 28869 28899 28929 28959 28989 29019 29049 29079 29109 29139 29169 29199 29229 29259 29289 29319 29349 29379 29409 29439 29469 29499 29529 29559 29589 29619 29649 29679 29709 29739 29769 29799 29829 29859 29889 29919 29949 29979 30009 30039 30069 30099 30129 30159 30189 30219 30249 30279 30309 30339 30369 30399 30429 30459 30489 30519 30549 30579 30609 30639 30669 30699 30729 30759 30789 30819 30849 30879 30909 30939 30969 30999 31029 31059 31089 31119 31149 31179 31209 31239 31269 31299 31329 31359 31389 31419 31449 31479 31509 31539 31569 31599 31629 31659 31689 31719 31749 31779 31809 31839 31869 31899 31929 31959 31989 32019 32049 32079 32109 32139 32169 32199 32229 32259 32289 32319 32349 32379 32409 32439 32469 32499 32529 32559 32589 32619 32649 32679 32709 32739 32769 32799 32829 32859 32889 32919 32949 32979 33009 33039 33069 33099 33129 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63039 63069 63099 63129 63159 63189 63219 6		

Bus Information Standards

Section 1 - Bus Stop Information

Bus service information content and layout - continued

Shelter Defect Hotline 0845 321 0000

Airdrie, Graham St/ Forsyth St 6160970

SPT **www.spt.co.uk**

1 to Airdrie **47/47A to Whinhall** **Henderson Travel** **248 to Airdrie** **STUART'S COACHES LTD**

2 to Fairlie **First** **101 to Whinhall** **STUART'S COACHES LTD** **262 to Coatbridge** **ARTHURS COACHES**

16 to Thrashbush **147 to Whinhall** **Henderson Travel** **262 to Coatbridge** **MCMURDO COACHES**

16 to Carnbroe **Henderson Travel** **200 to Whinhall** **Henderson Travel** **312 to Coatbridge** **Henderson Travel**

26 to Airdrie **ARTHURS COACHES** **212 to Coatbridge** **MCMURDO COACHES**

26 to Petersburn **J J TRAVEL LTD**

ZoneCard **Great savings on unlimited travel with a ZoneCard**

Get the FREE Traveline Scotland smartphone app!

Scotland-Wide Free Bus Travel for Older and Disabled People

0800 328 5690

traveline public transport info 0871 200 22 33

Services are subject to alteration or cancellation during the festive period and on local and national holidays. At peak periods and during special events, services can be delayed by traffic congestion and diversions. Please check with operator.

ZoneCard Zone 55

Figure 5 (b) - photo of bus stop panel with standard B – Large panel

Bus Information Standards

Section 1 - Bus Stop Information

Explanatory Notes

Accuracy of information

Without accurate information, customers will not be encouraged to utilise public transport. It is therefore essential that information be kept up to date. When there are bus service changes, new information should be posted at the bus stop in time for the commencement of services on the day of the change. The new information should be posted no earlier than 5 days prior to the change. In exceptional circumstances e.g. when in the public interest, these timescales may be waived with approval of SPT e.g. short notice registrations approved by the Traffic Commissioner.

Positioning of information

Operators must not cover, obscure or disturb information provided by SPT or other operators in the information panel concerned. Information should be posted in route number order with the lowest number at the top. SPT will monitor and take action to remedy any such instances of non-compliance of this and recharge operators accordingly.

Cancelled services

Operators are responsible for the removal of cancelled service information and this must be removed on the last day of operation of the service. SPT will monitor and take action to remedy any such instances of non-compliance of this and recharge operators accordingly.

Access to panels

All operators will be issued with sufficient keys to allow access to panels. Additional and replacement keys will be available on request from SPT and will incur a cost.

Typeface and type size

Print should be in simple upright sans serif typeface, such as Arial, Frutiger or Helvetica, of medium weight with simple but clear definition. Lower case lettering should be used exclusively (capitals only where grammatically necessary) as it is more distinguishable than upper case lettering. The smallest print size to be used shall be 12 point.

Colour contrast

The contrast between the background and the type is extremely important as the higher the contrast the more legible it is. The recommended colours are black on white or yellow, with red and green print avoided.

Background

It is recommended that background colour be used to highlight or supplement specific items of information and not be used as the sole means of conveying such information. Background colour should not be used if it reduces the contrast of the text.

Holiday operations

If operators submit registration variations for school holiday periods, it is essential bus stop information is updated as appropriate to show times of the service being operated.

Bus Information Standards

Section 1 - Bus Stop Information

Explanatory notes - continued

Colours

Black print must be used for all sections of the bus service information with the exception of the title bar which operators may alter for branding. Background colours can be varied as long as they present an adequate colour contrast. The bus stop flag, MST and the panel header and footer colours are the responsibility of SPT. For information purposes the technical specification information is in appendices for reference purposes.

Paper

Good quality white paper should be used. Glossy paper should not be used as glare can make it difficult to read. Non laminated inserts must be of a quality to meet the lifespan of the insert and if laminated it must be with a matt finish.

Fares Information

Adult and child single fares from the stop to fare stages on the route may be displayed. If so then it should be clearly stated if change is given or not, if concession cards and SPT ZoneCard tickets are accepted and the w.e.f. date must be included.

Bus Stop Specific departure times

Departure times must be specific to each stop. Departure times calculated by interpolation from timing points should always be rounded back to previous minute.

Timing Points

The timing points shown should include the principal points and aim to be between 5 and 10 minutes apart. Timing points should be no more than 15 minutes apart for routes with a complete journey time of less than 2 hours. For journeys greater than 2 hours timing points should be displayed for regular intervals as space permits.

Horizontal guidelines

A horizontal line should be shown across the departure time's section below every third line to act as a guide.

Codes

Codes must be kept to a minimum and should be used consistently for all services. When a code applies to a single timing it should be shown in bold to the right of the timing.

Standard codes-

<i>M Tu W Th F S Su</i>	Days of the week
<i>N</i>	For not (as a prefix) e.g. NS for not on Saturday
<i>Sch</i>	For schooldays only
<i>PH</i>	Public holiday service
<i>O</i>	For only (as a suffix) e.g. SO for Saturday only
<i>c</i>	For change of vehicle / connecting service
<i>S&H</i>	For Saturdays and school holidays

Section 2 - Bus Timetable Leaflets

Content & Layout

- Route number in bold print on the front and top corner of each page
- Route heading (terminal points and important intermediate points) on front and top of each page
- Bus logo and Traveline number and logo prominently placed
- Operators must state on timetables how information for those with an impairment can be sourced
- A full street and route description for both directions of travel
- A route map or line diagram showing principal places served, main interchange points with other services and other modes of transport
- A full timetable showing timing points and principal places served
- Clearly identify different timetables for weekdays/Saturdays/Sundays where relevant. Use recognised codes for particular journeys with a clear explanation
- Clearly state if there is no Saturday or Sunday service
- All timings to use 24 hour clock with an explanatory diagram
- Timing points no more than ten minutes apart. Alternatively, in rural areas, timing points should be no more than ten miles apart
- Repeat place name where there are separate arrival and departure times
- Horizontal guide lines to be shown every third or fourth timing point. Vertical lines should not be used unless to separate block lines
- Show all times (weekdays, Saturdays and Sundays) in one direction first then all times in opposite direction
- Show the basic Adult and child single fares in the form of a table matrix, details of concessionary fare validity and whether change is given or not
- Content & Layout
- Show commencement date clearly on the front
- Show reference number to confirm most up to date version
- Detail any changes from last version
- Show any travel restrictions or additional facility, i.e. wheelchair accessible
- Advertising on timetables is permissible, but must not detract from the actual timetable information
- Timetables must include full operator details and information as to where complaints and comments should be addressed. Also include reference to any customer charter that may be available
- Option to include disclaimer statement
- Where journeys are not listed individually, the frequency should be provided or the pattern of departures for each hour shown

Bus Information Standards

Section 2 - Bus Timetable Leaflet Content and layout - continued

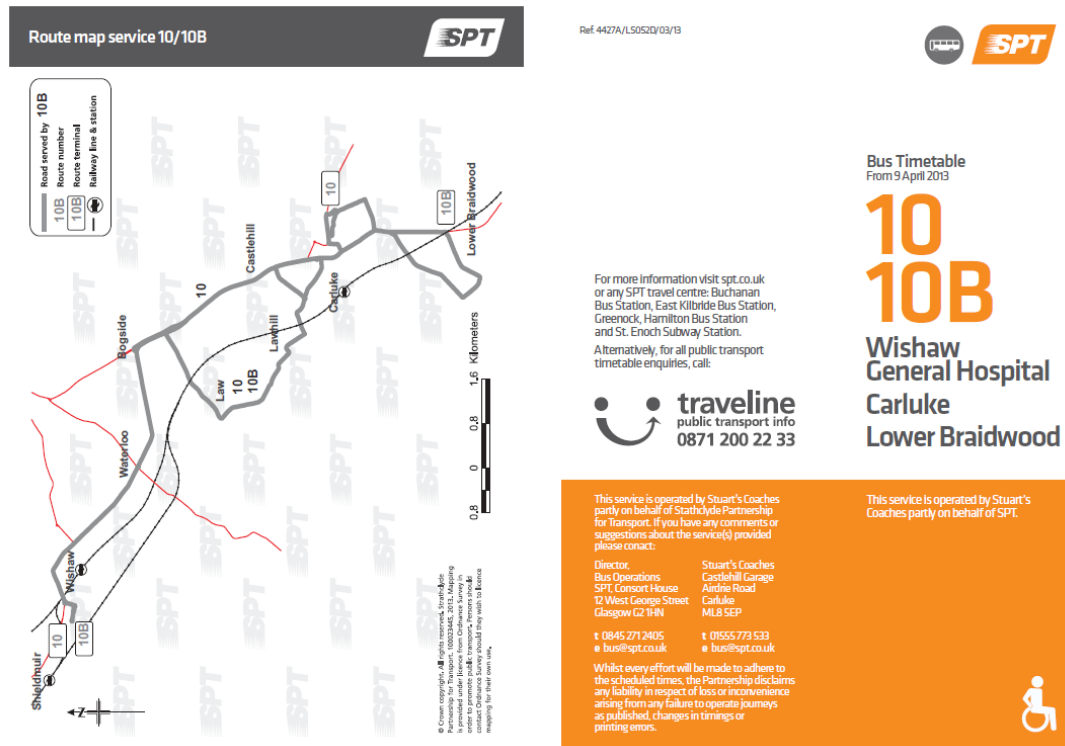


Figure 6 - Illustration of front and back covers (A5)

Bus Information Standards

Section 2 - Bus Timetable Leaflet

Content and layout - continued

Service 10/10B Wishaw General Hospital – Carlisle – Lower Braidwood
SPT

Operated by Stuart's Coaches partly on behalf of SPT

Route Service 10: From Wishaw General Hospital via Netheriton Street, Glasgow Road A721, Wishaw Main Street, Stewarton Street, Wishaw Road, A73, Wildman Road B7011, Station Road, Lawhill Road, Maudslie Road, Luggie Road, Weighhouse Road, Stewart Street, Kirkton Street, James Street, John Street, Camwath Road A721, Glenafloch Road to Carlisle, Wilton Road.

Return from Carlisle via Wilton Road, Lanark Road A73, Kirkton Street, Stewart Street, Weighhouse Road, Luggie Road, Maudslie Road, Lawhill Road, Station Road, Wildman Road, A73, Wishaw Road, A721, Stewarton Street, Wishaw Main Street, Glasgow Road, Netheriton Street to Wishaw General Hospital.

Route Service 10B: From Wishaw General Hospital via Netheriton Street then same as Service 10 to Carlisle Kirkton Street, Lanark Road, Bushelhead Road to Carlisle Braidwood Road.

Return from Carlisle Braidwood Road via Lanark Road, Kirkton Road then the same as Service 10 to Wishaw General Hospital.

Mondays to Saturdays

Service No Codes	10	10	10B	10	10B	10	10B	10	10B	10	10	10	10	10	10	10	10
			SPT		SPT		SPT		SPT			SPT	SPT	SPT	SPT	SPT	SPT
Wishaw General Hospital	0720	0820	0820	1020	1120	1220	1320	1420	1620	1820	1720	1906	2020	2120	2220	2320	
Wishaw Cross	0723	0823	0923	1023	1123	1223	1323	1423	1523	1623	1723	1911	2023	2123	2223	2323	
Law Village	0733	0833	0933	1033	1133	1233	1333	1433	1533	1633	1733	1924	2033	2133	2233	2333	
Lawhill	0735	0835	0935	1035	1135	1235	1335	1435	1535	1635	1735	1926	2035	2135	2235	2335	
Carlisle, Cross	0742	0842	0942A	1042	1142A	1242	1342A	1442	1542A	1642	1742	1820	1934	2042	2142	2242	2342
Lower Braidwood			0948A		1148A		1348A		1548A								
Carlisle, Wilton Road												1827	1941	2048	2148	2248	2348

Service No Codes	10	10	10	10B	10	10B	10	10B	10	10B	10	10	10	10	10	10	10
				SPT		SPT		SPT		SPT		SPT	SPT	SPT	SPT	SPT	SPT
Carlisle, Wilton Road												1827	1941	2048	2148	2248	2348
Lower Braidwood				0948A		1148A		1348A		1548A							
Carlisle, Cross	0764	0864	0964A	1064	1164A	1264	1364A	1464	1564A	1664		1834	1948	2064	2164	2264	2364
Lawhill	0701	0801	0901	1001	1101	1201	1301	1401	1501	1601	1701	1842	1956	2101	2201	2301	
Law, Village	0703	0803	0903	1003	1103	1203	1303	1403	1503	1603	1703	1844	1958	2103	2203	2303	
Wishaw, Cross	0713	0813	0913	1013	1113	1213	1313	1413	1513	1613	1713	1857	2011	2113	2213	2313	
Wishaw General Hospital	0718	0818	0918	1018	1118	1218	1318	1418	1518	1618	1718	1903	2017	2118	2218	2318	

Sundays

Service No Codes	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
	C	C	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT
Wishaw General Hospital	0830	0730				0920	1020			2220	2320						
Wishaw Cross	0633	0733				0923	1023	then		2223	2323						
Law Village						0933	1033	every		2233	2333						
Lawhill						0935	1035	hour		2235	2335						
Carlisle, Cross	0846	0746	0824	0942	1042	until		2242	2342								
Carlisle, Wilton Road				0830	0948	1048		2248	2348								

Service No Codes	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT
Carlisle, Wilton Road				0830	0948	1048		2148	2248	2348							
Carlisle, Cross	0815	0715	0838	0954	1054	then		2154	2254	2354							
Lawhill				0843	1001	1101	every	2201	2301								
Law, Village				0845	1003	1103	hour	2203	2303								
Wishaw, Cross	0627	0727	0855	1013	1113	until		2213	2313								
Wishaw General Hospital	0830	0730	0858	1018	1118			2218	2318								

Codes:

SPT Operates with financial support from SPT

A Section of route from Carlisle Cross to Lower Braidwood and Lower Braidwood to Carlisle Cross is operated with financial support from SPT.

B These journeys operate from Carlisle via Stewart Street, Airdrie Road, A73, A721 Wishaw Road, Stewarton Street, Wishaw Main Street, Glasgow Road, Netheriton Street to Wishaw General Hospital turning circle.

C These journeys operate from Wishaw General Hospital via Netheriton Street, Glasgow Road, Wishaw Main Street, Stewarton Street, Wishaw Road, A721, A73, Airdrie Road to Stewart Street Carlisle.

Fare table service 10/10B

Adult single fares £	Child Single Fares (from 5th to 16th birthday)
Wishaw Hospital	Children under school age travel free
1.00 Wishaw Cross	Childs single fares at half the adult fare rounded up to the next 5 pence
1.10 1.00 Greenhead Road	
1.20 1.10 1.00 1.00 Gillhead	
1.20 1.10 1.00 1.00 0.80 Lammemuir Farm	
1.30 1.20 1.10 1.10 1.00 0.80 Law Hospital	
1.40 1.30 1.20 1.20 1.10 1.00 0.80 Waterlands	
1.50 1.45 1.40 1.20 1.20 1.10 1.00 1.00 Law Cross	
1.50 1.45 1.40 1.40 1.20 1.10 1.10 1.00 0.80 Lawmill Comm Centre	
1.55 1.50 1.45 1.45 1.30 1.20 1.10 1.00 1.00 0.80 Hamburg	
1.60 1.55 1.50 1.50 1.40 1.30 1.20 1.10 1.00 1.00 0.80 Luggie Road	
1.80 1.60 1.50 1.50 1.40 1.40 1.30 1.20 1.10 1.00 0.80 Carlisle Cross	
1.90 1.80 1.60 1.60 1.50 1.50 1.40 1.30 1.20 1.00 0.80 Glenafloch	
1.90 1.80 1.60 1.60 1.50 1.50 1.40 1.30 1.20 1.00 0.80 Bushelhead Road	
2.00 2.00 1.80 1.80 1.70 1.70 1.60 1.60 1.50 1.50 1.30 1.20 1.00 0.80 Lower Braidwood	
2.00 2.00 1.80 1.80 1.70 1.70 1.60 1.60 1.50 1.50 1.40 1.20 1.00 1.00 0.80 Station Hotel	

FARES ARE CORRECT AT MARCH 2013 - MAY BE SUBJECT TO CHANGE

For example:
9.00am is shown as 0900
2.25pm is shown as 1415
10.25pm is shown as 2225

The 24 hour clock is used throughout this guide to avoid confusion between am and pm times.

This service will not operate on 25th December and 1st January. On other bank, public or local holidays the service will be operated as specified subject to traffic requirements when the service may be either amended or withdrawn by agreement with Strathclyde Partnership for Transport.

Figure 7 - Illustration of sample timetable

Bus Information Standards

Section 2 - Bus Timetable Leaflet

Availability Requirements (Timetable leaflets)

Printed timetable leaflets must be available to the public for every local bus service operating in the SPT area and registered with the Scottish Traffic Commissioner. It is expected that the individual leaflets will be published for each service; however, combined leaflets will be acceptable.

Timetable leaflets should normally be available from distribution outlets at least seven days before any service change to which they relate takes effect. This may not always be possible in emergency situations, or where the Traffic Commissioner has permitted the operation of a service at short notice, but a timetable leaflet must always be available when services start. In exceptional circumstances e.g. when in the public interest, these time scales may be waived with the prior approval of the SPT.

A suitable stock of timetables, which should be maintained thereafter, must be provided to SPT Travel Centres, Travel Points and any bus station served by a registered service. Subject to agreement, timetable stocks should be made available to tourist offices, libraries and information centres as defined by SPT. Hospital trusts and further education facilities should be provided with stocks of timetable for services operating to, or past them.

Operators should distribute timetables by way of their ticket agents or other appropriate local outlets for relevant local services. Operators shall produce and display on bus a notice advising the public where timetable leaflets may be obtained if they are not available on the vehicle.

Timetable distributors must be provided with suitable stocks of timetables that should be replenished as required. Operators should retain stocks such that a request for up to 30 leaflets for any service can be met within 48 hours.

Operators will be expected to establish a system to advise distributors of leaflets that have been discontinued or superseded, and to maintain a publicly available list giving the reference number of all current timetables.

Details of service changes must be displayed prominently in vehicles 21 days prior to the change taking place.

Bus Information Standards

Section 2 - Bus Timetable Leaflet

Explanatory notes

Typeface and type size

Print should be in an upright clear sans serif typeface of medium weight with simple but clear character definition. Lower case lettering should be used exclusively (capitals only where grammatically necessary) as it is more distinguishable than upper case lettering. The typeface used should be in simple upright sans serif typeface, such as Arial, Frutiger or Helvetica, of medium weight with simple but clear definition. The smallest print size to be used shall be 8 point, although the largest print size that circumstances will allow should ideally be used. Termini and principal places served should be in bold.

Colour contrast

The contrast between the background and the type is extremely important as the higher the contrast the more legible it is. The recommended colours are black on white or black on yellow, with red and green print not used. Grey shading should be avoided.

Colours

Print within the timetable panels should be black. Background colours can be varied as long as they present a good colour contrast.

Bus logo

The bus logo from the international Organisation for Standardisation (ISO) should be used. It is part of ISO 7001 standards for public information systems.

Codes

Where certain journeys only operate on specified days they must be clearly identified, using the recognised abbreviations with a clear explanation of the abbreviations used. Where a note or symbol applies to a single timing point, it should be shown in bold to the right of the timing. If there is no service on either Saturdays and/or Sundays a clear statement to that effect should be made. All weekday, Saturday and Sunday times for outward journeys should be shown first, then all times for inward journeys.

Standard codes-

<i>M Tu W Th F S Su</i>	Days of the week
<i>N</i>	For not (as a prefix) e.g. NS for not on Saturday
<i>Sch</i>	For schooldays only
<i>PH</i>	Public holiday service
<i>O</i>	For only (as a suffix) e.g. SO for Saturday only
<i>c</i>	For change of vehicle / connecting service
<i>S&H</i>	For Saturdays and school holidays

Bus Information Standards

Section 2 - Bus Timetable Leaflet

Explanatory notes - continued

Fares information

Details of adult and child fares may be included in the form of a fare table. Fare promotions or multi - journey discounts may be optionally included and the w.e.f. date included.

Paper

Good quality white paper should be used to minimise 'shadow' from opposite side. Thin flimsy or highly reflective paper which impairs readability should not be used.

Page size

To accommodate all of the stated requirements, a timetable size of 1/3 A4 or A5 is preferred. Pocket style timetables are permissible as long as the minimum font requirements are adhered to.

Section 3 - Appendices

- A Bus stop flag specification
- B Multi service tablet specification
- C Panel header & footer technical specification
- D Standard A technical specification
- E Standard B technical specification
- F Colour palette (internal SPT use)
- G Glasgow City Centre finial list
- H Charges

Bus Information Standards

Section 3 – Appendices

Appendix A – Bus stop flag technical specification



Flag Dimensions – 450mm wide x 400mm high

Grey band - pantone 151 100mm high

Council logo – 76mm height

SPT logo – 76mm height, pantone 188C, pantone 7402C

Council logo – 76mm height

Black bottom band – 65mm high

Bus Stop font size – 54 mm

Bus Stop font – Transport Heavy

Bus Information Standards

Section 3 – Appendices

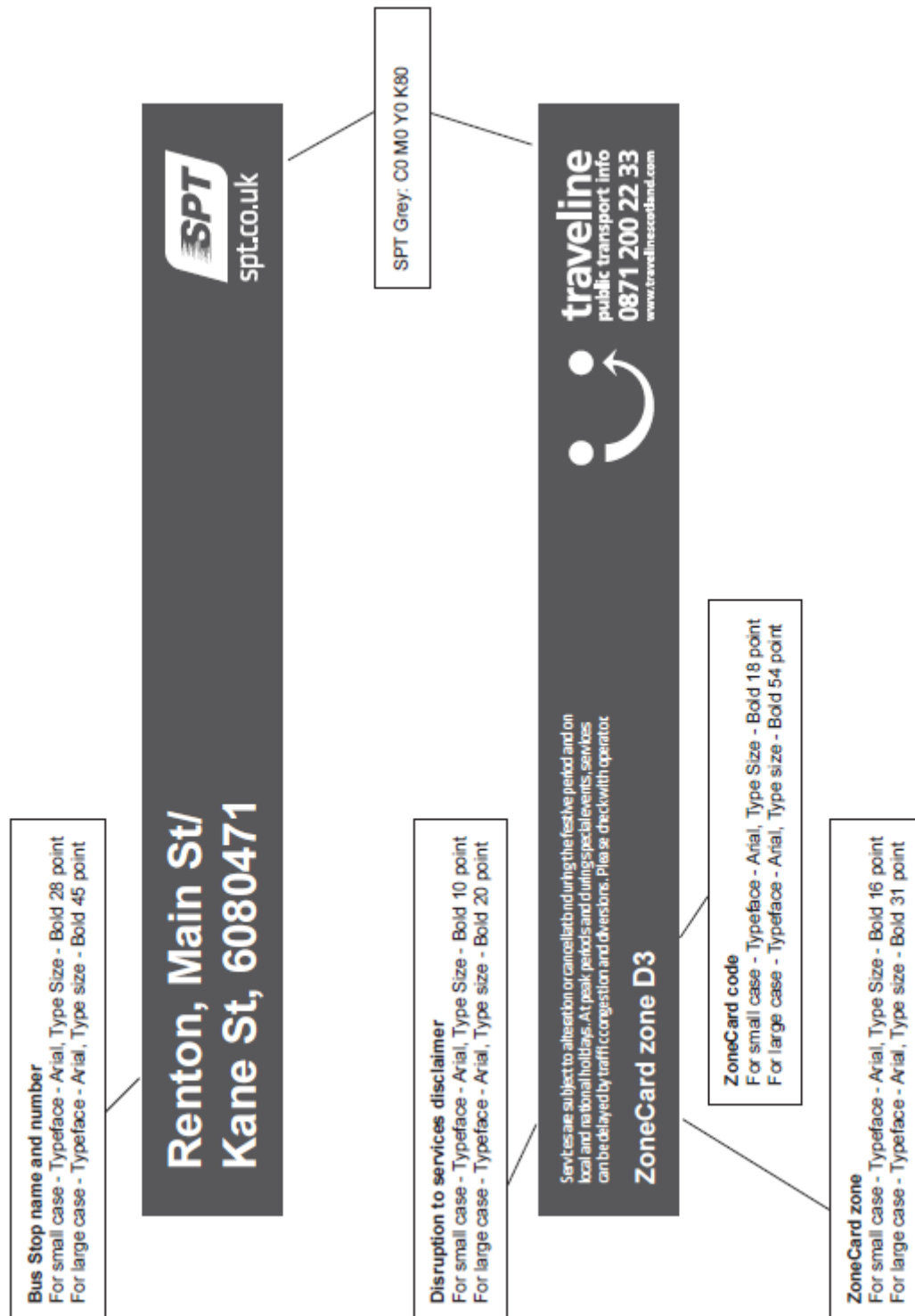
Appendix B – Multi service tablet (MST) technical specifications

Colours: SPT Grey : Cream – pantone 7402C

Bus Operator		Services from this stop			609034
McGills	23	23A	26		
First	4	19			

Appendix C - Panel header & footer technical specification

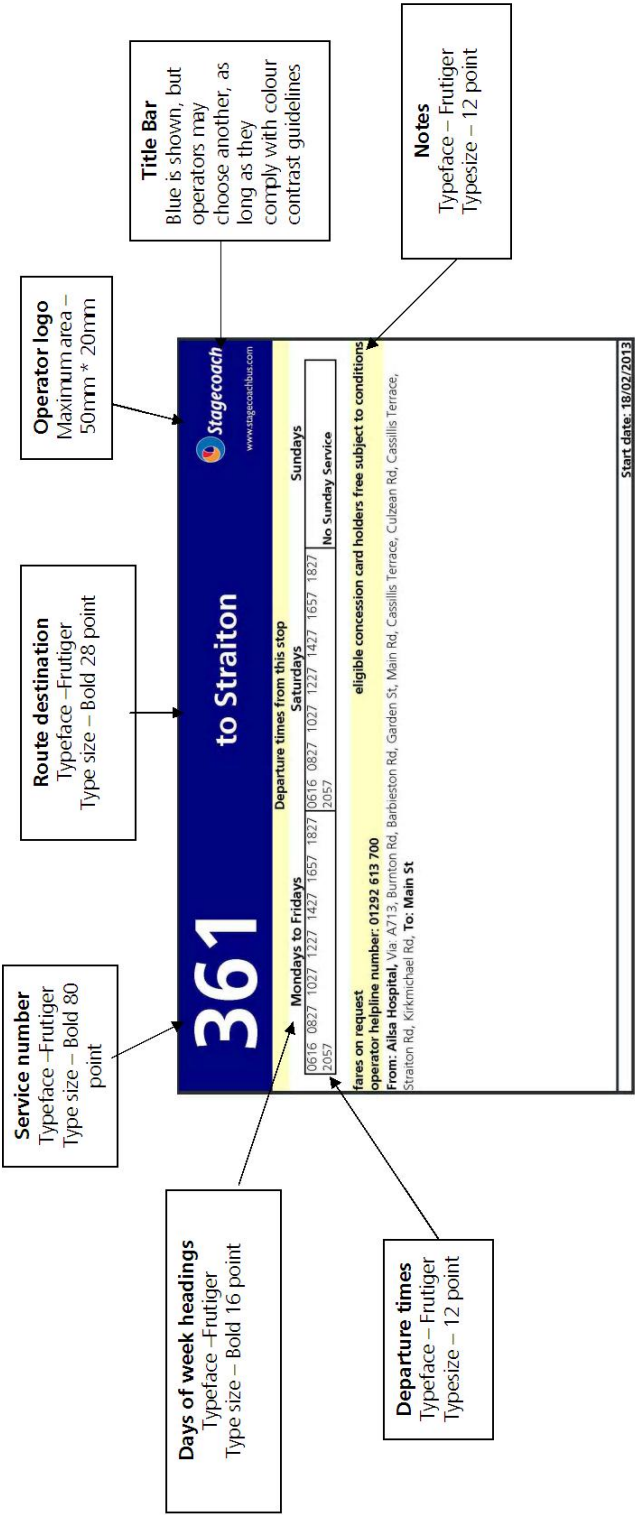
Panel Header & Footer – Disclaimer



Bus Information Standards

Section 3 – Appendices

Appendix E – SPT standard B technical specification



Bus Information Standards

Section 3 – Appendices

Appendix F – SPT new colour palette

Orange - pantone 151; RAL 2008

Grey - cool grey 11: RAL 7011

Sizes

As specified in preceding appendices

Bus Information Standards

Section 3 – Appendices

Appendix G - Glasgow City Centre final List (page 1 of 3)

GLASGOW CITY CENTRE BUS STOP ID CODES

stop ref	ID code	street	indicator	common_name
60901	OA	Oswald Street	after	Broomielaw
60903	OB	Oswald Street	near	Argyle Street
60904	OC	Oswald Street	before	Argyle Street
60905	HA	Hope Street	northbound stop 1	Central Station
60907	HB	Hope Street	northbound stop 2	Central Station
60908	HC	Hope Street	northbound stop 3	Central Station
60909	HD	Hope Street	after	Waterloo Street
609010	HF	Hope Street	after	St Vincent Street
609011	HG	Hope Street	after	West George Lane
609012	HH	Hope Street	before	West Regent Lane
609013	HJ	Hope Street	before	West Regent Street
609014	HK	Hope Street	opp	Bath Lane
609015	HL	Hope Street	after	Bath Street
609016	HM	Hope Street	before	Sauchiehall Street
609017	HN	Hope Street	before	Renfrew Street
609018	HP	Hope Street	Opp	Theatre Royal
609020	RD	Renfield Street	Opp	Pavillion Theatre
609022	RE	Renfield Street	after	Sauchiehall Lane
609023	RF	Renfield Street	before	Bath Lane
609024	RG	Renfield Street	after	Bath Lane
609025	RH	Renfield Street	after	West Regent Street
609026	RJ	Renfield Street	before	West George Street
609028	RK	Renfield Street	before	St Vincent Street
609029	RL	Renfield Street	before	Drury Street
609030	UA	Union Street	southbound stop 1	Central Station
609031	UB	Union Street	southbound stop 2	Central Station
609032	UC	Union Street	southbound stop 3	Central Station
609033	AD	Argyle St	before	Buchanan Street
609034	JA	Jamaica Street	after	Union Street
609036	JB	Jamaica Street	before	Howard Street
609037	JC	Jamaica Street	after	Howard Street
609038	AA	Argyle Street	outside	Marriott Hotel
609039	AJ	Argyle Street	opp	Marriott Hotel
609042	AH	Argyle Street	before	James Watt Street
609043	AB	Argyle Street	opp	James Watt Street
609044	AG	Argyle Street	outside	Radison Hotel
609045	AC	Argyle Street	at	Hielenman's Umbrella
609049	AE	Argyle Street	stop 1	Argyll Arcade
609050	AF	Argyle Street	stop 2	Argyll Arcade
609062	SF	Stockwell Street	at	St Enoch shopping centre
609063	SE	Stockwell Street	opp	St Enoch shopping centre
609064	GS	Glassford Street	before	Wilson Street

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Appendix G - Glasgow City Centre final list (Page 2 of 3)

stop ref	ID code	street	indicator	common_name
609065	GQ	Glassford Street	after	Garth Street
609067	IA	Ingram Street	near	Gallery of Modern Art
609071	CK	Cochrane Street	before	John Street
609072	GG	George Square	before	Hanover Street
609073	GM	George Square	before	Queen St
609074	GN	George Square	after	St Vincent Place
609075	VA	St Vincent Place	after	North Court
609076	VB	St Vincent Street	after	Mitchell Street
609077	VC	St Vincent Street	after	Renfield Street
609078	VD	St Vincent Street	after	Wellington Street
609079	VE	St Vincent Street	before	Douglas Street
609080	VF	St Vincent Street	Opp	Holland Street
609081	VG	St Vincent Street	Before	Holland Street
609083	GA	West George St	before	Blythswood Square
609084	GB	West George Street	at 208	West George Street
609085	GC	West George St	after	Renfield Street
609086	GD	West George St	before	Dundas Street
609087	GE	West George St	after	Dundas Street
609088	GF	West George St	before	George Square
609089	GH	George Street	after	John Street
609091	GJ	George Street	Opp	Albion Street
609092	GL	George Street	before	Shuttle Street
609093	GK	George Street	opp	Shuttle Street
6090102	TC	Trongate	after	Glasgow Cross
6090103	TA	Trongate	before	Candleriggs
6090105	TD	Trongate	opp	Hutcheson Street
6090106	TE	Trongate	before	Stockwell Street
6090107	QS	Queen Street Station	at	Queen St Station Side Entrance
6090108	NB	North Hanover Street	after	Cathedral Street
6090109	NA	North Hanover Street	before	Cathedral Street
6090111	NC	North Frederick Street	before	Metropolitan College
6090114	WE	West Nile Street	Opp	West Regent Street
6090115	WD	West Nile Street	Opp	Concert Hall
6090117	KA	Killermont Street	at	Buchanan Bus Station
6090118	KB	Killermont Street	opp	Buchanan Bus Station
6090120	CA	Cathedral Street	stop 1	Central College of Commerce
6090121	CB	Cathedral Street	stop 2	Central College of Commerce
6090122	CD	Cathedral Street	eastbound stop 1	Strathclyde University
6090123	CG	Cathedral Street	westbound	Strathclyde University
6090124	CE	Cathedral Street	eastbound stop 2	Strathclyde University
6090125	CF	Cathedral Street	opp	Strathclyde University Library
6090158	SA	Sauchiehall Street	near	Garnet Street
6090161	SB	Sauchiehall Street	Stop 2	Dental Hospital

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Appendix G - Glasgow City Centre final list (Page 3 of 3)

stop ref	ID code	street	indicator	common_name
6090162	SC	Sauchiehall Street	before	Dalhousie Street
6090163	RA	Renfrew Street	after	Cambridge Street
6090165	RB	Renfrew Street	At	Art & Music School
6090166	RC	Renfrew Street	before	Hope Street
6090168	BA	Bath Street	after	West Nile Street
6090170	BB	Bath Street	before	Wellington Street
6090171	BC	Bath Street	opp & after	Sauchiehall Lane
6090175	BD	Bath Street	After	Pitt Street
6090176	BE	Bath Street	At	Kings theatre
6090177	DB	Douglas Street	before	Sauchiehall lane
6090178	BH	Blythswood Street	at	Bath Lane
6090179	WA	West Regent Street	before	Wellington street
6090180	WB	West Regent Street	after	Hope Street
6090181	WC	West Regent Street	before	West Nile Street
6090183	WK	Wellington Street	before	West Regent Lane
6090185	WJ	Wellington Street	before	Argyle Street
6090189	BF	Bothwell Street	before	Blythswood Street
6090190	BJ	Bothwell Street	opp	Waterloo Lane
6090191	WF	Waterloo Street	before	West Campbell Street
6090192	WH	Waterloo Street	Opp	Pitt Street
6090194	CS	Gordon Street	at	Central Station Forecourt
6090196	CH	Cathedral Street	opp	Central College of Commerce
60903519	HE	Hope St	before	Bothwell Street
60903539	SG	Stockwell Place	westbound	St Enoch shopping centre
60903541	SH	Howard Street	opp	St Enoch subway
60903543	JD	Jamaica Street	adj	Argyle Street
60903598	WG	Waterloo Street	after	West Campbell Street
60903599	HS	Holland Street	at	Sauchiehall Street
60903710	GR	Glassford Street	before	Trongate
60903711	SD	Stockwell Street	after	Trongate
60903713	TB	Trongate	before	High Street
60903898	BG	Bell Street	before	Albion Street
60904003	OD	Osborne Street	stop 1	Osborne Street
60904004	OE	Osborne Street	stop 2	Osborne Street
60904005	OF	Osborne Street	stop 3	Osborne Street
60904006	OG	Osborne Street	stop 4	Osborne Street
60904044	CJ	Cathedral Street	at	Buchanan Street
60904144	GP	George Square West	before	West George Street

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Appendix H - Charges

Bus Stop Timetables

Production and fitting at all stops on route- Price per stop (at cost)*:

- Agreement with Operator – introductory rate £5.50
- SPT fitment – no operator agreement £7.00

*Based on one simultaneous change of all your local bus services.

Bus Service Timetable leaflets

Prices for design and production, of a standard template style, depend on the service and timetable details and will be advised on request.