



### Update on Bus Information Standards

**Committee** Operations

**Date of meeting** 5 November 2021

**Date of report** 20 October 2021

#### Report by Acting Chief Executive

#### 1. Object of report

To provide the committee with an update on the consultation on revisions to the Bus Information Standards.

#### 2. Background

Members will recall the update to the Partnership on the Transport Data Project in June 2021, which highlighted SPT's role in setting bus information standards as per the 2001 Transport (Scotland) Act, works underway to modernise SPT's corporate database of local bus services, and on-going engagement with local operators to improve information provision at bus stops across Strathclyde. A revised draft of the Bus Information Standards, included in Appendix 1, was shared with the Partnership ahead of the formal consultation which forms part of the legislative requirements.

SPT's Bus Information Standards set the framework for roadside bus stop information provision for over 560 registered local bus services, delivered by 44 operators across Strathclyde. There are c11,500 bus stops and c14,000 bus information display cabinets across the region. It is estimated that there are typically over 40,000 changes to bus service information held in these cabinets in a typical year. Compliance with the standards is monitored by SPT. Noncompliance may be reported to the Traffic Commissioner for Scotland for consideration, enforcement and punitive action, should that be required.

#### 3. Outline of proposals

##### Bus Information Standards

Following a review of the Bus Information Standards a number of changes were proposed, principally the sections pertaining to Production of Bus Service Printed Panel Information. The main proposed changes to the standards can be summarised as follows:

- Any entries (i.e. access to update bus information publicity to cabinets within Strathclyde) going forward from 2021, will be limited to Novus FX (or identical equivalent, subject to SPT approval) output standards only.
- This adoption of Novus FX, alongside the phasing out of older SPT and also Operator productions, unifies the information and publicity standards across the SPT

area to the prescribed standard, as well as ensure provision of consistent and accurate travel information for the travelling public.

- Operators or designated contractors concerned in the supply and/or Installation must not cover, obscure or disturb information provided by SPT or other operators in the information panel concerned. The “patching” over of SPT’s Novus FX panels would be strictly prohibited under all circumstances.
- Revised pricing introduced for both electronic file/panel production by SPT (i.e. partial service with physical panel production and installation undertaken by the operator(s)) and full panel production and install at any/all stops on route undertaken by SPT (i.e. full service), with SPT offering a bureau service to operators in Strathclyde at the rates detailed.

Under the terms of the 2001 Transport (Scotland) Act, SPT are required to consult on any changes to our Bus Information Standards with local bus operators, the Traffic Commissioner for Scotland and other interested parties. The consultation was launched on 27 July 2021 with a closing date for representations of 31st August 2021. A full list of organisations contacted as part of the consultation is included in Appendix 2 for reference. A total of 8 organisations responded to the consultation (3 Bus Operators (Carrs Loch Lomond, First Glasgow & West Coast Motors), 3 Local Authorities (East Dunbartonshire, Inverclyde Council & Renfrewshire Council), Transport Scotland and the Royal National Institute of Blind People):

- In general, the responses received were broadly Positive / Neutral to the proposed revised standards.
- A number of respondents suggested further enhancements to the standards, including the addition of route maps, and further RTPI displays.
- RNIB highlighted their support for the use of additional audio announcements and REACT boards within RTPI displays. SPT will take this forward in discussion with our partner Local Authorities in respect of new display installs and replacements, including at SPT Bus Stations.
- One operator, First Bus, stated their intention to utilise a different system to produce their timetable panels. SPT have highlighted to the operator that this would have to meet the revised bus information standards, subject to approval, and be inclusive of other operators’ services where they share a common bus stop.
- A potential environmental concern was raised over the volume of paper that would likely be required to populate all of the 13,500 information cabinets across Strathclyde, and to keep up with service changes. SPT would highlight that significant opportunity exists for operators to align service changes, where possible, and to cooperate on updates to roadside information to minimise any waste. At a wider level the current practice of timetable ‘patching’ onto backing boards is unattractive, confusing, often inconsistent and not conducive to supporting a high quality bus network, supporting modal shift and delivering wider environmental benefits.

An Equalities Impact Assessment (EQIA) was undertaken in respect of the revisions to the Bus Information Standards taking cognisance of feedback received during the consultation.

In terms of next steps, SPT Officers have scheduled further discussions with the main local bus operators (i.e. First, Stagecoach Western, McGill’s and Glasgow CityBus / West Coast Motors) on the proposed Bus Information Standards and to develop a draft timeline for rollout. It should however be noted that bus services, and hence printed bus information,

remain significantly impacted by the Covid 19 pandemic, and more recently by bus driver shortages. Therefore, SPT intends to continue to work closely with local bus operators and Transport Scotland to agree a suitable timing for the roll out of revised roadside bus information panels across Strathclyde.

#### 4. Conclusions

Good quality, accurate and timely public transport information is an essential prerequisite to encouraging public transport use (particularly as we emerge from the Covid 19 pandemic). It is essential that the Bus Information Standards set an appropriate framework for the delivery of bus information across Strathclyde to promote high quality, consistent and easy to understand information on all local bus services, to the benefit of the traveling public.

#### 5. Committee action

The Committee is asked to:

- Note the consultation on revisions to the Bus Information Standards has been successfully undertaken.
- Note that SPT intends to continue to work closely with local bus operators and to develop a suitable programme for the roll out of revised roadside bus information standards, taking into consideration the impact of Covid 19 on service provision.

#### 6. Consequences

Policy consequences	<i>In line with the Regional Transport Strategy.</i>
Legal consequences	<i>None directly.</i>
Financial consequences	<i>No financial consequences at this stage.</i>
Personnel consequences	<i>None directly.</i>
Equalities consequences	<i>Equality Impact Assessment has been undertaken. Positive impact in terms of age, disability and gender.</i>
Risk consequences	<i>None directly.</i>

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Strathclyde Partnership for Transport  
Bus Information Standards  
April 2021

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## 1. Introduction

- 1.1. 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'. In this regard, it is for the Local Transport Authority to determine which information should be made available to the public and to determine the way in which this information is to be made available in the "appropriate way".
  - 1.2. With due consideration to the Transport (Scotland) Act 2019, the Transport (Scotland) Act 2001 (The Act) remains the legislation which places a duty on SPT to set and deliver information standards of the approximately 11,500 bus stops and 14,000 bus information display cabinets across the 12 local authority areas that make up SPT region.
  - 1.3. SPT and bus operators have a responsibility and duty for passengers in ensuring information at these locations is accurate and easy to understand. 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 and to deliver a more consistent approach to how timetable information is displayed.
  - 1.4. This document builds on SPT's Bus Information Standards (April 2014), by taking account of most recent industry standards for information display and best practice.
  - 1.5. The standards set out in this document are considered to be the minimum expected standards and will be reviewed periodically by SPT. 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
  - 1.6. This document serves to provide guidance to bus service operators with regard to ensuring that the minimum expected standards for bus service and timetable information are met and to ensure a high and consistent standard of information provision is adopted and maintained throughout the SPT area.
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## 2. Bus Information Standards

### 2.1. Bus Stop Flag Content and Layout

2.1.1. A pole mounted bus stop flag will be provided at all 'generally recognised' bus stops where it is practicable to do so and will display a set of standard characteristics consistent across the SPT area.

Figure 1: Illustration of a Bus Stop Flag



2.1.2. \*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.

### 2.2. Route Number Tablet (Multi Service Tablet or “MST”)

2.2.1. 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.

2.2.2. The following information will be displayed on the MST:

- 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.



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- To further assist passengers and operators, a unique two alphabetic character codes is displayed at bus stops in Glasgow city centre (see figure 5). These identifiers are printed in large characters and are fixed on finial plates to bus stop poles. (See Appendix 1: list of character code locations).

Figure 3: Illustration of a bus stop multi service tablet (MST)

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

Figure 2: Bus stop with multi service tablet (MST)



Figure 4: Bus stop with additional information



Figure 5: Bus stop with unique two alphabetic character codes and MST



### 2.3. Panel Header and Footer Information

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

Figure 6: Panel Header Example



Figure 7: Panel Footer Example



### 2.4. Real-Time Passenger Information (RTPI)

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

- Service number
- Final destination of service
- Operator of service
- Time due
- Other relevant information as deemed necessary/appropriate

2.4.2. RTPI 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
- RTPI on the internet and mobile or desktop applications ("apps")
- Displays of seat availability and/or capacity/demand (live or historic to assist in journey planning around demand)

Figure 8: Example RTPI display unit



### 3. Production of Bus Service Printed Panel Information (minimum standards)

#### 3.1. Novus FX

- 3.1.1. Since 2014, SPT has migrated the software system used in-house for the production of bus stop timetable information displays to using an updated publicity tool known as Novus FX (NFX).
- 3.1.2. A significant advancement and update to the 2014 edition of Bus Information Standards document is that any entries (i.e. access to update bus information publicity to cabinets within Strathclyde) going forward from 2021, will be limited to NFX (or identical equivalent, subject to SPT approval) output standards only.
- 3.1.3. This adoption of NFX, alongside the phasing out of older Trapeze TFX and also Operator productions, unifies the information and publicity standards across the SPT area to the prescribed standard, as well as ensure provision of consistent and accurate travel information for the travelling public.

#### 3.2. Bus Stop Information and Pricing

- 3.2.1. SPT Printed Panel Outputs (Novus FX Publisher – “NFX” - at the time of writing) 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.

3.2.2. SPT are capable of delivering the NFX product in the following two ways:

- (i) **A 'start to finish' fashion, by way of re-charge and SPT as the service provider to the bus industry (printing and installation arranged by SPT).**
- (ii) **An NFX file supply only fashion, by way of re-charge to the bus industry (printing and installation costs arranged & borne by a respective bus operator)**

3.2.3. Bus Stop Information pricing can be found in APPENDIX 2 of this document.

3.2.4. When calculating information prices, these will reflect the recovery of reasonable costs incurred to produce and/or install materials. In determining what is reasonable in relation to a particular operator, SPT shall give regard to:

- the amount of information which has to be made available; and
- the way in which that information has to be made available in respect of the local services provided by that operator.
- SPT staff and material costs
- SPT 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.

3.2.5. In the event that more than one operator initiates a service change, on the same effect date, costs for the production of the panel can be shared between these operators. Costs will be apportioned between operators depending upon the number of information panels to be produced as per the cost arrangements applicable at the time.

3.2.6. Where only one operator initiates a service change, they will incur full costs.

3.2.7. All bus stop information standards and pricing may be subject to change and/or annual review)

### **3.3. Standards**

#### **Display Panels**

3.3.1. All panels produced will include service timetables aligned with how the service/s using that stop have been registered with the Office for the Traffic Commissioner (OTC).

3.3.2. Any panels produced will be in accordance with SPT standard layouts as prescribed in this document and shall be suited to the case type that the panel is being installed in.

3.3.3. Where an operator chooses to print and install information themselves or using a third-party, the layout and presentation shall be in accordance with the templates detailed in this document.

3.3.4. Information to be displayed shall include as a minimum:

- Panel Header and Footer Information
- Bus service number and destination
- Operator name and logo

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- 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
- Optional; route diagram with main timing points detailed and overall journey times
- Start date of service

### **Paper and Print Quality**

- 3.3.5. Quality white paper is to be used. It should be uncoated and be minimum 90gsm thickness. Glossy paper is not to be used as glare can make it difficult to read.
- 3.3.6. 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.
- 3.3.7. Information is to be in high quality print standard and is to be produced in colour with an appropriate colour contrast to support people with sight problems<sup>1</sup>.

### **Accuracy of Information**

- 3.3.8. Without accurate information, Service Users will not be encouraged to utilise public transport. It is therefore essential that information be kept up to date.
- 3.3.9. 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).*
- 3.3.10. 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**

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

### **Fares Information**

- 3.3.14. 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.

### **Holiday operations**

- 3.3.15. 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.

### **Cancelled Services**

- 3.3.16. Operators are financially and logistically responsible for the removal of cancelled service information, and unless instructed otherwise, SPT will automatically produce panel information removing cancelled services for any stop affected on the basis of the pricing shown in Appendix 2.
- 3.3.17. All panels that show timetables for a cancelled service must be removed on the last day of service operation.

**Patching Over of Information**

- 3.3.18. Operators or designated contractors concerned in the supply and/or Installation must not cover, obscure or disturb information provided by SPT or other operators in the information panel concerned.
- 3.3.19. The “patching” over of existing Trapeze FX (TFX) of NFX panels IS STRICTLY PROHIBITED under all circumstances. SPT will monitor and act to remedy any such instances of non-compliance (see also section 4).

**Access to panels**

- 3.3.20. Only suppliers approved by SPT will be permitted to access cabinets and render installation services.

**Display Cases**

- 3.3.21. SPT will provide information, on request, to each operator about the type of cases along with dimension at each bus stop location on routes served by their services. It is the responsibility of the transport operator to request this information prior to printing of display information.

**3.4. Timetable Layout Templates**

**‘Standard A’ Format**

- 3.4.1. At most locations, the timetable information will be displayed in the following ‘Standard A’ layout (whereby departure times are displayed as ‘hourly band’ rows).

Figure 9: Example of timetable in 'Standard A' format

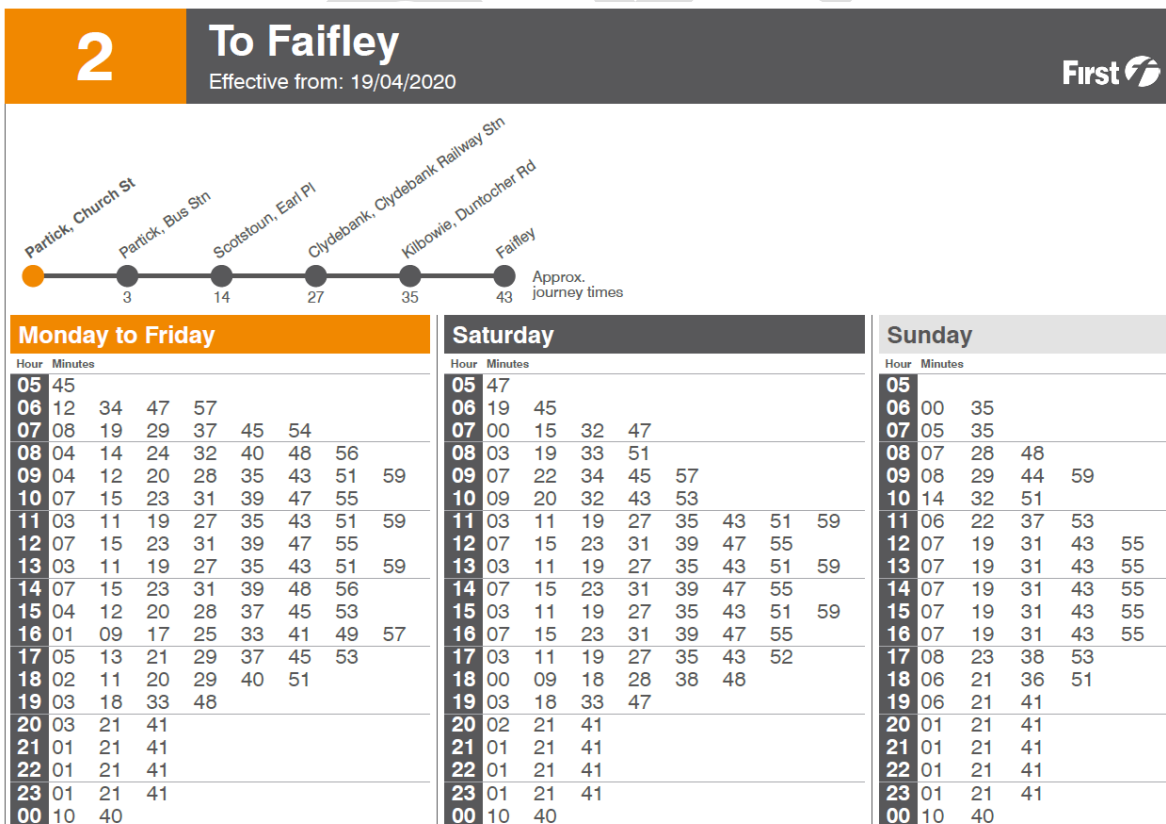



Figure 11: Example of full panel (small) in 2 column 'Standard A' format to include more services





## Glasgow

### Sauchiehall St at Dental Hospital

Stop No: 6090161, Stop Code: 45239465      Displayed December 2020


#### 4A To Eaglesham

Effective from: 14/02/2020      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
06	24	06	07
07	04	07	14
08	11	08	20
09	08	09	17
10	06	10	08
11	08	11	08
12	08	12	08
13	08	13	08
14	08	14	08
15	08	15	08
16	10	16	08
17	16	17	08
18	21	18	08
19	39	19	08
20	29	20	08
21	34	21	08
22	39	22	08
23	39	23	08


#### X25 To Cumbernauld

Effective from: 16/02/2020      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
17	53	No Services	No Services
18	13	No Services	No Services

#### X25A To Cumbernauld


Effective from: 16/02/2020      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
15	55	No Services	No Services
16	55	No Services	No Services
17	15	No Services	No Services

#### X76 To Killinnock


Effective from: 21/12/2019      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
08	58	No Services	No Services
09	58	No Services	No Services
10	18	No Services	No Services
11	18	No Services	No Services
12	18	No Services	No Services
13	18	No Services	No Services
14	18	No Services	No Services
15	18	No Services	No Services
16	18	No Services	No Services
17	18	No Services	No Services
18	18	No Services	No Services
19	18	No Services	No Services
20	18	No Services	No Services
21	18	No Services	No Services
22	18	No Services	No Services
23	18	No Services	No Services


#### 15 To Glasgow

Effective from: 05/12/2020      City Sightseeing



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
07	31	07	31
08	40	08	33
09	40	09	33
10	33	10	33
11	33	11	33
12	33	12	33
13	33	13	33
14	33	14	33
15	33	15	33
16	33	16	33
17	33	17	33
18	33	18	33

#### 17 To Ait & Mucil School

Effective from: 03/03/2019      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
06	48	06	49
07	08	07	49
08	28	08	49
09	29	09	49
10	29	10	49
11	09	11	49
12	09	12	49
13	09	13	49
14	09	14	49
15	09	15	49
16	09	16	49
17	09	17	49
18	24	18	54
19	46	19	46





Visit [spt.co.uk](http://spt.co.uk) for further transport information, or to report an issue with this bus stop or timetable. Please include the bus stop number.

Services are liable to alteration or cancellation during the winter period, school holidays 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 the operator.

Call cost 10p per minute plus your phone company's access charge.

Figure 10: Example of a full panel (small) in normal 'Standard A' format





## Partick

### Dumbarton Rd opp Church St

Stop No: 6090235, Stop Code: 45239325      Displayed December 2020


#### 2 To Failand

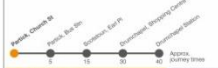
Effective from: 18/04/2020      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
06	45	06	47
07	12	07	19
08	19	08	26
09	26	09	33
10	33	10	40
11	40	11	47
12	03	12	10
13	10	13	17
14	24	14	31
15	37	15	44
16	50	16	57
17	03	17	10
18	11	18	18
19	19	19	26
20	27	20	34
21	35	21	42
22	43	22	50
23	51	23	58
24	59	24	06
25	07	25	14
26	15	26	22
27	23	27	30
28	31	28	38
29	39	29	46
30	47	30	54
31	55	31	02
32	03	32	10
33	11	33	18
34	19	34	26
35	27	35	34
36	35	36	42
37	43	37	50
38	51	38	58
39	59	39	06
40	07	40	14
41	15	41	22
42	23	42	30
43	31	43	38
44	39	44	46
45	47	45	54
46	55	46	02
47	03	47	10
48	11	48	18
49	19	49	26
50	27	50	34
51	35	51	42
52	43	52	50
53	51	53	58
54	59	54	06
55	07	55	14
56	15	56	22
57	23	57	30
58	31	58	38
59	39	59	46
60	47	60	54
61	55	61	02
62	03	62	10
63	11	63	18
64	19	64	26
65	27	65	34
66	35	66	42
67	43	67	50
68	51	68	58
69	59	69	06
70	07	70	14
71	15	71	22
72	23	72	30
73	31	73	38
74	39	74	46
75	47	75	54
76	55	76	02
77	03	77	10
78	11	78	18
79	19	79	26
80	27	80	34
81	35	81	42
82	43	82	50
83	51	83	58
84	59	84	06
85	07	85	14
86	15	86	22
87	23	87	30
88	31	88	38
89	39	89	46
90	47	90	54
91	55	91	02
92	03	92	10
93	11	93	18
94	19	94	26
95	27	95	34
96	35	96	42
97	43	97	50
98	51	98	58
99	59	99	06
100	07	100	14


#### 3 To Drumchapel Station


Effective from: 02/03/2019      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
06	25	06	27
07	01	07	03
08	09	08	11
09	17	09	19
10	25	10	27
11	33	11	35
12	41	12	43
13	49	13	51
14	57	14	59
15	05	15	07
16	13	16	15
17	21	17	23
18	29	18	31
19	37	19	39
20	45	20	47
21	53	21	55
22	01	22	03
23	09	23	11
24	17	24	19
25	25	25	27
26	33	26	35
27	41	27	43
28	49	28	51
29	57	29	59
30	05	30	07
31	13	31	15
32	21	32	23
33	29	33	31
34	37	34	39
35	45	35	47
36	53	36	55
37	01	37	03
38	09	38	11
39	17	39	19
40	25	40	27
41	33	41	35
42	41	42	43
43	49	43	51
44	57	44	59
45	05	45	07
46	13	46	15
47	21	47	23
48	29	48	31
49	37	49	39
50	45	50	47
51	53	51	55
52	01	52	03
53	09	53	11
54	17	54	19
55	25	55	27
56	33	56	35
57	41	57	43
58	49	58	51
59	57	59	59
60	05	60	07
61	13	61	15
62	21	62	23
63	29	63	31
64	37	64	39
65	45	65	47
66	53	66	55
67	01	67	03
68	09	68	11
69	17	69	19
70	25	70	27
71	33	71	35
72	41	72	43
73	49	73	51
74	57	74	59
75	05	75	07
76	13	76	15
77	21	77	23
78	29	78	31
79	37	79	39
80	45	80	47
81	53	81	55
82	01	82	03
83	09	83	11
84	17	84	19
85	25	85	27
86	33	86	35
87	41	87	43
88	49	88	51
89	57	89	59
90	05	90	07
91	13	91	15
92	21	92	23
93	29	93	31
94	37	94	39
95	45	95	47
96	53	96	55
97	01	97	03
98	09	98	11
99	17	99	19
100	25	100	27

#### 17 To Paisley

Effective from: 01/03/2019      



Monday to Friday		Saturday	Sunday
Hour	Minutes	Hour	Minutes
07	13a	07	12
08	15	08	14a
09	17	09	16a
10	19	10	18a
11	21	11	20a
12	23	12	22a
13	25	13	24a
14	27	14	26a
15	29	15	28a
16	31	16	30a
17	33	17	32a
18	35	18	34a
19	37	19	36a
20	39	20	38a
21	41	21	40a
22	43	22	42a
23	45	23	44a
24	47	24	46a
25	49	25	48a
26	51	26	50a
27	53	27	52a
28	55	28	54a
29	57	29	56a
30	59	30	58a
31	01	31	00a
32	03	32	02a
33	05	33	04a
34	07	34	06a
35	0		

# Strathclyde Partnership for Transport: Bus Information Standards

Figure 12: Example of full panel (large) in multi column 'Standard A' format to include more services

## Glasgow

### Sauchiehall St at Dental Hospital

Stop No: 6090181, Stop Code: 45236455 Displayed December 2020

**3 To Govan Station** First

Effective from: 02/09/2018

Monday to Friday		Saturday	Sunday
Time	Time	Time	Time
06:57 57	06:57 48	06:57 48	06:57 48
06:59 55	06:57 48	06:57 48	06:57 48
07:10 23 41 56	07:06 28 48	07:06 28 48	07:06 28 48
08:06 17 27 37 47 57	08:06 29 49	08:06 29 49	08:06 29 49
09:07 17 27 37 47 57	09:05 25 50	09:05 25 50	09:05 25 50
10:07 17 27 37 47 57	10:05 20 36 51	10:05 20 36 51	10:05 20 36 51
11:07 17 27 37 47 57	11:06 21 36 51	11:06 21 36 51	11:06 21 36 51
12:07 17 27 37 47 57	12:06 21 36 51	12:06 21 36 51	12:06 21 36 51
13:07 17 27 37 47 57	13:06 21 36 51	13:06 21 36 51	13:06 21 36 51
14:07 17 27 37 47 57	14:06 21 36 51	14:06 21 36 51	14:06 21 36 51
15:07 17 29 40 52	15:06 21 36 51	15:06 21 36 51	15:06 21 36 51
16:02 12402 32 42402	16:06 21 36 51	16:06 21 36 51	16:06 21 36 51
17:0212 24206 52	17:06 21 36 51	17:06 21 36 51	17:06 21 36 51
18:06 23 38 53	18:06 23 43	18:06 23 43	18:06 23 43
19:09 24 45	19:04 24 45	19:04 24 45	19:04 24 45
20:15 45	20:15 45	20:15 45	20:15 45
21:15 45	21:15 45	21:15 45	21:15 45
22:15 45	22:15 45	22:15 45	22:15 45
23:15 45	23:15 45	23:15 45	23:15 45

**4 To Newton Mearns** First

Effective from: 24/02/2020

Monday to Friday		Saturday	Sunday
Time	Time	Time	Time
06:49	06:49	06:49	06:49
07:44 56	07:59	07:59	07:59
08:56 53	09:40	09:40	09:40
09:53 53	10:23 53	10:23 53	10:23 53
10:53 53	11:23 53	11:23 53	11:23 53
11:53 53	12:23 53	12:23 53	12:23 53
12:53 53	13:23 53	13:23 53	13:23 53
13:53 53	14:23 53	14:23 53	14:23 53
14:53 53	15:23 53	15:23 53	15:23 53
15:23 49	16:23 53	16:23 53	16:23 53
16:17 18 25 36b 56c	16:23 53	16:23 53	16:23 53
17:09b 26 37b	17:23 53	17:23 53	17:23 53
18:05c 39	18:36	18:36	18:36
19:05c 59	19:19 59	19:19 59	19:19 59
20:09	20:59	20:59	20:59
21:04	21:04	21:04	21:04
22:04	22:04	22:04	22:04
23:04c	23:04c	23:04c	23:04c
00:14c	00:14c	00:14c	00:14c

**15 To Glasgow** City Sightseeing

Effective from: 09/01/2020

Monday to Friday		Saturday	Sunday
Time	Time	Time	Time
06:31	07:00	07:00	07:00
08:40	09:30	09:30	09:30
09:40	10:30	10:30	10:30
10:33	11:33	11:33	11:33
11:33	12:33	12:33	12:33
12:33	13:33	13:33	13:33
13:33	14:33	14:33	14:33
14:33	15:33	15:33	15:33
15:33	16:33	16:33	16:33
16:33	17:33	17:33	17:33
17:33	18:36	18:36	18:36

**4A To Eaglesham** First

Effective from: 24/02/2020

Monday to Friday		Saturday	Sunday
Time	Time	Time	Time
06:24	07:14 39	07:14 39	07:14 39
07:04 40a	08:20	08:20	08:20
08:11 38	09:01 37	09:01 37	09:01 37
09:06 38	10:08 38	10:08 38	10:08 38
10:06 38	11:08 38	11:08 38	11:08 38
11:06 38	12:08 38	12:08 38	12:08 38
12:06 38	13:08 38	13:08 38	13:08 38
13:06 38	14:08 38	14:08 38	14:08 38
14:06 38	15:08 38	15:08 38	15:08 38
15:06 38	16:08 38	16:08 38	16:08 38
16:13 46	17:08 38	17:08 38	17:08 38
17:16 50	18:13 58	18:13 58	18:13 58
18:21 59	19:19	19:19	19:19
20:29	20:29	20:29	20:29
21:34	21:34	21:34	21:34
22:39	22:39	22:39	22:39
23:39	23:39	23:39	23:39

**17 To Art & Music School** McGill's

Effective from: 03/03/2019

Monday to Friday		Saturday	Sunday
Time	Time	Time	Time
06:48	07:49	07:49	07:49
07:08 28 48	08:10 48	08:10 48	08:10 48
08:08 28 48	09:10 48	09:10 48	09:10 48
09:08 29 49	10:10 48	10:10 48	10:10 48
10:08 29 49	11:10 49	11:10 49	11:10 49
11:08 29 49	12:10 49	12:10 49	12:10 49
12:08 29 49	13:10 49	13:10 49	13:10 49
13:08 29 49	14:10 49	14:10 49	14:10 49
14:08 29 49	15:10 49	15:10 49	15:10 49
15:08 29 49	16:10 49	16:10 49	16:10 49
16:08 29 49	17:10 49	17:10 49	17:10 49
17:08 29 54	18:24 54	18:24 54	18:24 54
18:16 46	19:16 46	19:16 46	19:16 46

**18 To East Kilbride** First

Effective from: 19/06/2019

Monday to Friday		Saturday	Sunday
Time	Time	Time	Time
06:12 56	06:31 56	06:31 56	06:17 47
07:11 2029K74	08:16 35 55	08:16 35 55	08:17 47
08:07 719289K758	09:25 44 57	09:25 44 57	09:16 45
09:08 818289K5488	10:29 21 33 45 57	10:29 21 33 45 57	10:05 25 44
10:05 818289K44858	11:29 21 33 45 57	11:29 21 33 45 57	11:04 14 34 49
11:04 818289K44858	12:29 21 33 45 57	12:29 21 33 45 57	12:04 30 50
12:04 818289K54858	13:29 21 33 45 57	13:29 21 33 45 57	13:05 20 35 50
13:04 818289K54858	14:29 21 33 45 57	14:29 21 33 45 57	14:05 20 35 50
14:04 818289K54858	15:29 21 33 45 57	15:29 21 33 45 57	15:05 20 35 50
15:04 818289K54858	16:29 21 33 45 57	16:29 21 33 45 57	16:05 20 35 50
16:04 818289K54858	17:29 21 33 45 57	17:29 21 33 45 57	17:05 20 40
17:04 818289K54858	18:29 21 35 50	18:29 21 35 50	18:00 30
18:00 30 40	19:00 30	19:00 30	19:00 30
19:00 30 40	20:00 30	20:00 30	20:00 30
20:00 30 40	21:00 30	21:00 30	21:00 30
21:00 30	22:00 30	22:00 30	22:00 30
22:00 30	23:00 30	23:00 30	23:00 30
23:00 30	00:00 30	00:00 30	00:00 30

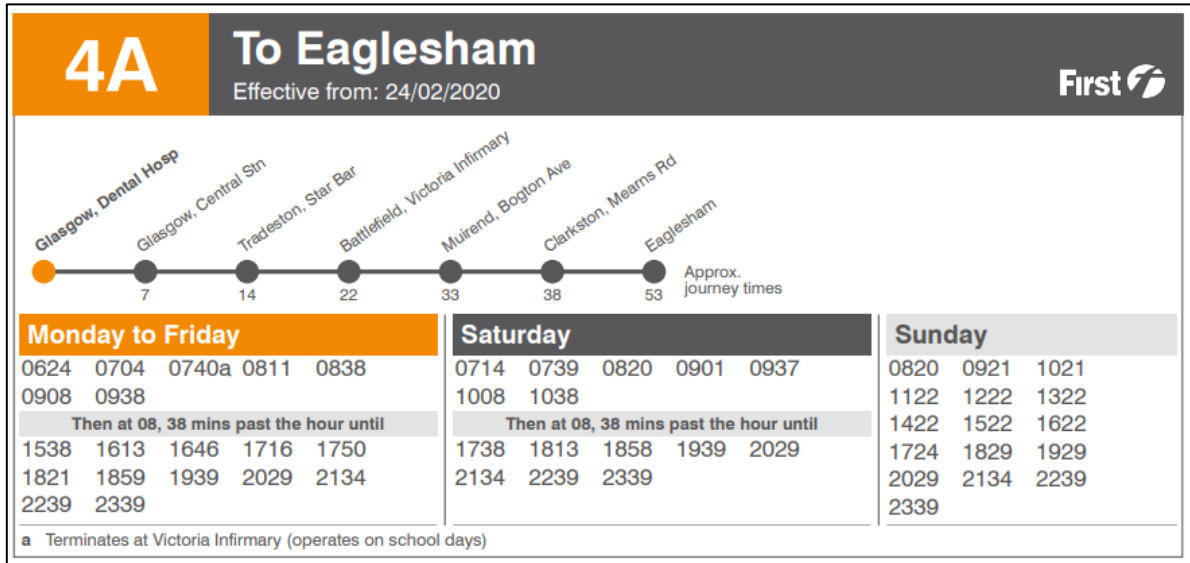
i Visit [spt.co.uk](http://spt.co.uk) for further transport information, or to report an issue with this bus stop or timetable. Please include the bus stop number.

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



**‘Standard B’ Format**

Figure 13: Example of timetable in ‘Standard B’ format



- 3.4.2. As shown through figures 9-13, the Novus FX system has the capability to adapt layouts when required in order to publish the appropriate number of services per panel.
- 3.4.3. With this improved capability the need for use of the ‘Standard B’ layout will be limited. However, in some instances when a large number of services use one stop, departure times may be listed sequentially with clear columnar distinction.

**A-Z Lists and Maps**

- 3.4.4. A-Z Lists and Maps are intended to provide additional information to allow customers to locate bus stops to access departure information. Where A-Z lists and maps 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. A-Z lists will show at a minimum:
  - Intermediate points served
  - Service number
  - Operator of service
  - Stance or stop number / location
- 3.4.5. Where maps are displayed, these will show at a minimum:
  - Points of interchange for other modes of transport e.g. Subway stations and Rail and Ferry Terminals
  - Hospitals

Figure 14: A-Z List Example



## Glasgow Buchanan Bus Stn Locations served

Key: Trip time: Trip times shown are rounded to the nearest 5 minutes and are indicative journey times only. Frequency: ● Every 15 mins or less ● every 30 mins or less ○ Intrequent

Displayed: December 2020

Letter	Location	Stance	Frequency	Frequency	Frequency
K	Kirkintilloch, Clidon Rd	Stance	15 min	●	
	First 85A (Fsee No 8)	37	45 min	○	
	307 (Fsee No 8)	37	45 min	○	
	Kirkintilloch, Kelvin Ct				
	72 (Mobile)	39	55 min	○	
	Kirkintilloch, West High St				
	72 (Mobile)	39	45 min	○	
	88 (Fsee No 8)	37	45 min	○	
	88C (Fsee No 8)	37	45 min	○	
	First 85A (Fsee No 8)	37	45 min	○	
L	Lanark, Bus Stn	Stance	15 min	○	
	240X (Buses Coaches)	18	85 min	○	
	241X (Buses Coaches)	18	85 min	○	
	Larkfield, Industrial Est				
	X7 (Mobile)	44	100 min	○	
	Lennoxdown, Lennox Rd				
	808 (Fsee No 8)	36	45 min	○	
	Lennoxdown, Station Rd				
	88C (Fsee No 8)	37	40 min	○	
	306 (Fsee No 8)	36	40 min	○	
M	Maryhill, Garioch Rd	Stance	15 min	○	
	310 (Fsee No 8)	34	30 min	○	
	Mavis Valley, Hilton Ter				
	88C (Fsee No 8)	37	30 min	○	
	First 85A (Fsee No 8)	37	30 min	○	
	Mavis Valley, Stirling Dr				
	85A (Fsee No 8)	38	30 min	○	
	808 (Fsee No 8)	36	30 min	○	
	Maybury, Marriott Hotel				
	909 (Buses Coaches)	61	100 min	○	
N	Newton Mearns, Eaglesham Rd	Stance	15 min	○	
	4 (Bagecoach)	7	40 min	○	
	Newton Mearns, Greenknowe St	Stance	15 min	○	
	240 (Fsee No 8)	32	105 min	○	
	Paisley, St Mirren St	Stance	15 min	○	
	8 (Fsee No 8)	31	45 min	○	
	Paisley, Storie St				
	8 (Fsee No 8)	31	45 min	○	
	Parkgate, Ae Inn				
	X24 (Bagecoach)	7	110 min	○	
O	Overlow, Greenknowe St	Stance	15 min	○	
	240 (Fsee No 8)	32	105 min	○	
	Parkhead, St Michaels Ln				
	240 (Fsee No 8)	32	90 min	○	
	355 (Fsee No 8)	21	90 min	○	
	Parkside, Crosshill St				
	X11 (Fsee No 8)	36	85 min	○	
	Parlick, Bus Stn				
	77 (Fsee No 8)	46	35 min	○	
	Pollok, Damshot Rd				
38 (Fsee No 8)	13	90 min	○		
P	Pollok, Dormanside Rd				
	38 (Fsee No 8)	13	40 min	○	
	Pollok, Pollok Centre				
	38 (Fsee No 8)	13	30 min	○	
	Pollok, Silverburn Bus Stn				
	38 (Fsee No 8)	13	40 min	○	
	Port Eglington, Maxwell Rd				
	4 (Bagecoach)	7	15 min	○	
	Port Glasgow, Bus Stn				
	X7 (Mobile)	44	85 min	○	
R	Ratho Station, Lochend Rd	Stance	15 min	○	
	909 (Buses Coaches)	61	105 min	○	
	Ratho Station, Station Rd				
	909 (Buses Coaches)	61	85 min	○	
	909 (Buses Coaches)	61	85 min	○	
	Rentrew, Donaldson Dr				
	77 (Fsee No 8)	46	35 min	○	
	Robroyston, Asda Supermarket				
	72 (Mobile)	39	90 min	○	
	Robroyston, Miller Dr				
87 (Fsee No 8)	36	90 min	○		
S	Seafar, MacTaggart Rd	Stance	15 min	○	
	X28 (Bagecoach)	3	40 min	○	
	Seaford, Seaford Cr				
	X77 (Bagecoach)	6	90 min	○	
	Shawfield, Shawfield Stadium				
	287 (Fsee No 8)	25	25 min	○	
	Shawlands, Mount Stuart St				
	4 (Bagecoach)	7	20 min	○	
	Slaemuir, Auchenthoie Rd				
	X7 (Mobile)	44	70 min	○	
T	Tarbet, Hotel	Stance	15 min	○	
	828 (Buses Coaches)	56	70 min	○	
	878 (Buses Coaches)	64	70 min	○	
	Tarbet, Hotel car Pk				
	914 (Buses Coaches)	58	70 min	○	
	918 (Buses Coaches)	58	70 min	○	
	915 (Buses Coaches)	58	70 min	○	
	Taynton, Post Office				
	828 (Buses Coaches)	56	80 min	○	
	Taynuilt, Hotel				
878 (Buses Coaches)	64	140 min	○		
U	Uddington, Old Glasgow Rd	Stance	15 min	○	
	255 (Fsee No 8)	21	80 min	○	
	Viewpark, Market Rd	Stance	15 min	○	
	240 (Fsee No 8)	32	85 min	○	
	Waterside, Turning Circle	Stance	15 min	○	
	X87 (Fsee No 8)	36	45 min	○	
	West End, Shandwick Pl				
	909 (Buses Coaches)	61	75 min	○	
	909 (Buses Coaches)	61	75 min	○	
	909 (Buses Coaches)	61	75 min	○	
V	Westfield, Westfield Primary Sch				
	X3 (Fsee No 8)	42	35 min	○	
	Whins of Milton, 1314 Inn				
	X38 (Fsee No 8)	43	85 min	○	
	Whins of Milton, Milton Ter				
	909 (Buses Coaches)	61	80 min	○	
	909 (Buses Coaches)	61	80 min	○	
	Wishaw, Shand St				
	X11 (Fsee No 8)	16	40 min	○	
	Wishaw, Wishaw Old Parish Ch				
240 (Fsee No 8)	32	40 min	○		
240X (Buses Coaches)	18	40 min	○		
241X (Buses Coaches)	18	40 min	○		

## 4. Compliance

- 4.1. SPT will continue to work with operators to introduce these standards progressively throughout the Strathclyde area.
  - 4.2. Where an agreement has been reached with an operator and SPT, all bus stop panels will be produced and distributed at the agreed price for the period of the agreement.
  - 4.3. Panel information displays must be approved by SPT. Where bus stop inserts do not meet the standards set down in this document, SPT will seek to replace these inserts with a compliant one and charge the operator concerned the appropriate rate.
  - 4.4. The “patching” over information IS STRICTLY PROHIBITED under all circumstances. SPT will monitor and act to remedy any such instances of non-compliance and will seek to replace with a compliant one and charge the operator concerned the appropriate rate. Instances of patching may be reported to the Traffic Commissioner for Scotland.
  - 4.5. 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.
  - 4.6. 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.
  - 4.7. SPT continue to reserve the right to report consistent non-compliance to these standards to the Traffic Commissioner for Scotland.
- 

## 5. Bus Timetable Leaflets

### 5.1. Content & Layout

- a) Route number in bold print on the front and top corner of each page
- b) Route heading (terminal points and important intermediate points) on front and top of each page
- c) Bus logo and Traveline number and logo prominently placed
- d) Operators must state on timetables how information for those with an impairment can be sourced
- e) A full street and route description for both directions of travel
- f) A route map or line diagram showing principal places served, main interchange points with other services and other modes of transport
- g) A full timetable showing timing points and principal places served
- h) Clearly identify different timetables for weekdays/Saturdays/Sundays where relevant. Use recognised codes for particular journeys with a clear explanation
- i) Clearly state if there is no Saturday or Sunday service
- j) All timings to use 24-hour clock with an explanatory diagram
- k) Timing points no more than ten minutes apart. Alternatively, in rural areas, timing

## Strathclyde Partnership for Transport: Bus Information Standards

- points should be no more than ten miles apart
- l) Repeat place name where there are separate arrival and departure times
  - m) Horizontal guide lines to be shown every third or fourth timing point. Vertical lines should not be used unless to separate block lines
  - n) Show all times (weekdays, Saturdays and Sundays) in one direction first then all times in opposite direction
  - o) 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
  - p) Content & Layout
  - q) Show commencement date clearly on the front
  - r) Show reference number to confirm most up to date version
  - s) Detail any changes from last version
  - t) Show any travel restrictions or additional facility, i.e. wheelchair accessible
  - u) Advertising on timetables is permissible, but must not detract from the actual timetable information
  - v) 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
  - w) Option to include disclaimer statement
  - x) Where journeys are not listed individually, the frequency should be provided or the pattern of departures for each hour shown

Figure 15: Example timetable (front and back)

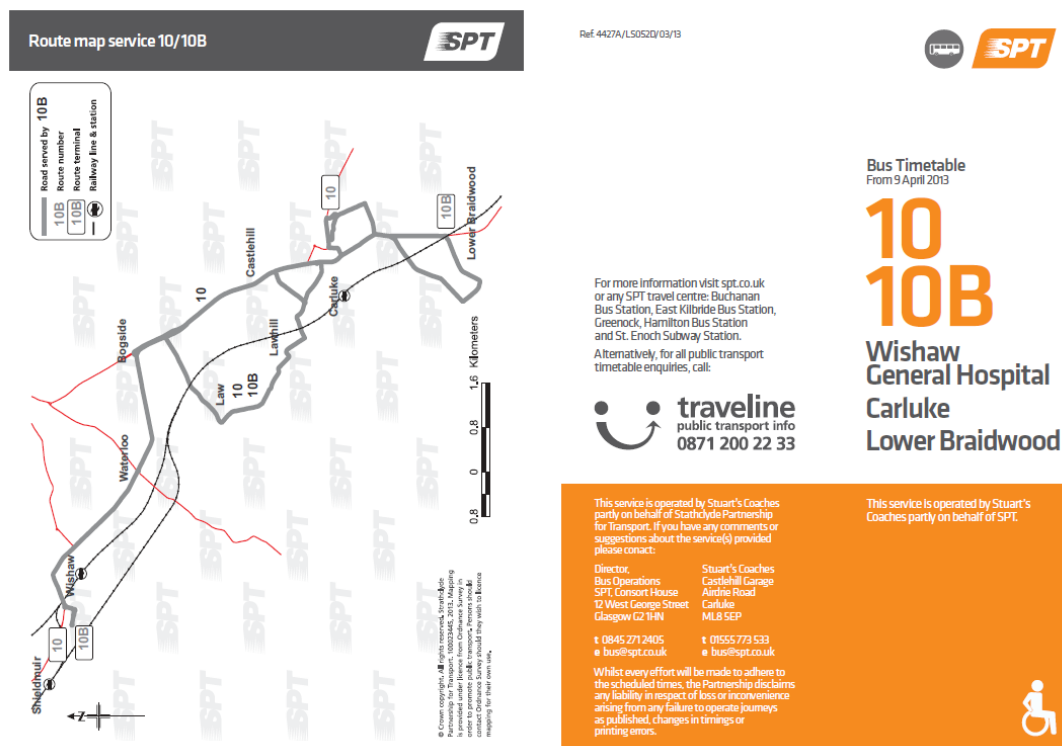



Figure 16: Example timetable information & format

**Service 10/10B Wishaw General Hospital – Carluke – Lower Braidwood**  
Operated by Stuart's Coaches partly on behalf of SPT



**Route Service 10:** From Wishaw General Hospital via Netherton Street, Glasgow Road A721, Wishaw Main Street, Stewarton Street, Wishaw Road, A73, Wildman Road B7011, Station Road, Lawhill Road, Mauldslie Road, Luggie Road, Weighhouse Road, Stewart Street, Kirkton Street, James Street, John Street, Camwath Road A721, Glenafeoch Road to Carluke, Wilton Road.

**Return from Carluke** via Wilton Road, Lanark Road A73, Kirkton Street, Stewart Street, Weighhouse Road, Luggie Road, Mauldslie Road, Lawhill Road, Station Road, Wildman Road, A73, Wishaw Road, A721, Stewarton Street, Wishaw Main Street, Glasgow Road, Netherton Street to Wishaw General Hospital.

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

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

**Mondays to Saturdays**

Service No	10	10	10B	10	10B	10	10B	10	10B	10	10	10	10	10	10	10	
Codes	SPT			SPT			SPT			SPT			SPT				
Wishaw General Hospital	0720	0820	0820	1020	1120	1220	1320	1420	1520	1620	1720	1820	1920	2020	2120	2220	2320
Wishaw Cross	0723	0823	0923	1023	1123	1223	1323	1423	1523	1623	1723	1823	1923	2023	2123	2223	2323
Law Village	0733	0833	0933	1033	1133	1233	1333	1433	1533	1633	1733	1833	1933	2033	2133	2233	2333
Lawhill	0735	0835	0935	1035	1135	1235	1335	1435	1535	1635	1735	1835	1935	2035	2135	2235	2335
Carluke, Cross	0742	0842	0842A	1042	1142A	1242	1342A	1442	1542A	1642	1742	1820	1834	2042	2142	2242	2342
Lower Braidwood	.....	.....	0948A	.....	1148A	.....	1348A	.....	1548A	.....	.....	.....	.....	.....	.....	.....	.....
Carluke, Wilton Road	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	1827	1841	2048	2148	2248	2348

Service No	10	10	10	10B	10	10B	10	10B	10	10B	10	10	10	10	10	10		
Codes	SPT			SPT			SPT			SPT			SPT					
Carluke, Wilton Road	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....	.....		
Lower Braidwood	.....	.....	0948A	.....	1148A	.....	1348A	.....	1548A	.....	.....	.....	.....	.....	.....	.....		
Carluke, Cross	0764	0864	0864A	1064	1164A	1264	1364A	1464	1564A	1664	.....	1834	1848	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	10	10	10	10	10	10	10	
Codes	C	C	SPT	SPT	SPT	SPT	SPT	
Wishaw General Hospital	0630	0730	.....	0820	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
Carluke, Cross	0846	0746	0824	0842	1042	until	2242	2342
Carluke, Wilton Road	.....	.....	0830	0848	1048	.....	2248	2348

Service No	10	10	10	10	10	10	10	10	
Codes	SPT	SPT	SPT	SPT	SPT	SPT	SPT	SPT	
Carluke, Wilton Road	.....	.....	0830	0848	1048	.....	2148	2248	2348
Carluke, Cross	0816	0716	0838	0864	1064	then	2164	2264	2364
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	.....

**Fare table service 10/10B**


Adult single fares £

Wishaw Hospital	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Wishaw Cross	1.10	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Greenhead Road	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Waterloo Cross	1.20	1.10	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Gillhead	1.20	1.10	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Lammemuir Farms	1.30	1.20	1.10	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Law Hospital	1.40	1.30	1.20	1.20	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Waterlands	1.50	1.45	1.40	1.20	1.20	1.10	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Law Cross	1.50	1.45	1.40	1.40	1.20	1.10	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Lawmuir Comm Centre	1.55	1.50	1.45	1.45	1.30	1.20	1.10	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Hamburg	1.60	1.55	1.50	1.50	1.40	1.30	1.20	1.10	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Luggie Road	1.80	1.60	1.50	1.50	1.40	1.40	1.40	1.30	1.20	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Carluke Cross	1.90	1.80	1.60	1.60	1.50	1.40	1.40	1.30	1.30	1.20	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00
Glenafeoch	1.90	1.80	1.60	1.60	1.50	1.40	1.40	1.30	1.30	1.20	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00	1.00
Bushelhead Road	1.90	1.80	1.60	1.60	1.50	1.50	1.40	1.40	1.30	1.30	1.20	1.10	1.00	0.80	1.00	1.00	1.00	1.00	1.00
Lower Braidwood	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	1.00	1.00	1.00	1.00
Station Hotel	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	1.00	1.00	1.00

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

Child Single Fares  
(from 5th to 16th birthday)

Children under school age travel free  
Childs single fares at half the adult fare rounded up to the next 5 pence



For example:  
9.00am is shown as 0900  
2.15pm 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 25<sup>th</sup> December and 1<sup>st</sup> 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.

## 5.2. Availability Requirements (Timetable leaflets)

- 5.2.1. 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.
- 5.2.2. It is expected that the individual leaflets will be published for each service; however, combined leaflets will be acceptable.

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- 5.2.3. 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.
- 5.2.4. 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.
- 5.2.5. 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.
- 5.2.6. 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.
- 5.2.7. 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.
- 5.2.8. Details of service changes must be displayed prominently in vehicles 21 days prior to the change taking place.

### **5.3. Standards (Timetable leaflets)**

#### **Typeface and type size**

- 5.3.1. 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.
- 5.3.2. 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**

- 5.3.3. 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**

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

### **Bus logo**

- 5.3.5. 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**

- 5.3.6. 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:

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

### **Fares information**

- 5.3.7. 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**

- 5.3.8. 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**

- 5.3.9. 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.

*APPENDIX 1: Character Codes*

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

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### 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 2: Bus Stop Information Pricing*

**Bus Stop Information PRICING April 2021 (subject to change and/or annual review)**

<b>Bus Stop Panels</b>	
(i) SPT Production and install at any/all stops on route – (Price varies dependent on SPT service provided, quantity, size & lead in time given)	<b>up to £13 per panel</b>
(ii) SPT Electronic file/Panel production and forwarding only - (Price varies dependent on quality/integrity of electronic files received)	<b>up to £4 per panel</b>

- (i) All prices are excluding VAT which will be applied at time of invoice
- (ii) These charges apply from 1st April 2021 until further notice and supersede any prices you may previously have been supplied by SPT for the production and installation of on street bus publicity. This addendum supersedes Appendix H in any previous version of the SPT Bus Information Standard document that you may have.

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<sup>i</sup> <http://scdg.org.uk/wp-content/uploads/2019/02/Colour-information-with-header-sheet-2.pdf>

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## APPENDIX 2

### Bus Information Standards Consultation List

Organisation	Organisation Type	Response Received
Age Scotland	Equality Group	
Alzheimer Scotland	Equality Group	
Deaf Scotland	Equality Group	
Disability Equality Scotland (DES)*	Equality Group	
East Ayrshire Access Panel	Equality Group	
Glasgow Access Panel	Equality Group	
Glasgow Community Team, Guide Dogs,	Equality Group	
Glasgow Disability Online Alliance	Equality Group	
Mobility and Access Committee for Scotland (MACS)	Equality Group	
North Ayrshire Access Panel	Equality Group	
North Lanarkshire Access Panel	Equality Group	
Renfrewshire Access Panel	Equality Group	
RNIB	Equality Group	Yes
SCOTS	Equality Group	
Scottish Accessible Transport Alliance	Equality Group	
South Lanarkshire Access Panel	Equality Group	
Visibility Scotland	Equality Group	
West Dunbartonshire Access Panel	Equality Group	
Traffic Commissioner Scotland	Government	
Young Scot	Government	
Argyll & Bute Council	Local Authority	
Ayrshire Road Alliance	Local Authority	
East Ayrshire Council	Local Authority	
East Dunbartonshire Council	Local Authority	Yes
East Renfrewshire Council	Local Authority	
Glasgow City Council	Local Authority	
Inverclyde Council	Local Authority	Yes
North Ayrshire Council	Local Authority	
North Lanarkshire Council	Local Authority	
Renfrewshire Council	Local Authority	Yes
South Ayrshire Council	Local Authority	
South Lanarkshire Council	Local Authority	
West Dunbartonshire Council	Local Authority	
COSLA	Local Authority Group	
A&J Ballantyne	Operator	
ACE Mini Coaches	Operator	
ARG Travel	Operator	
Avondale Coaches	Operator	
Blue Bus Ltd	Operator	

Organisation	Organisation Type	Response Received
Borders Buses	Operator	
C&M Coaches	Operator	
C&R Coaches	Operator	
Canavan Travel	Operator	
Carrs Loch Lomond	Operator	Yes
Coalfield Community Transport	Operator	
Colchri	Operator	
Community Transport Glasgow	Operator	
Craig's Of Cumbernauld	Operator	
Dodds	Operator	
Dunns Coaches	Operator	
Dunn's Coaches	Operator	
Elane-Travel	Operator	
First Glasgow	Operator	Yes
Fishers Tours	Operator	
Garelohead Coaches	Operator	
GD Coaches	Operator	
Gibson Direct Ltd	Operator	
Hardies Coaches	Operator	
Hobson Travel	Operator	
J McCann Transport	Operator	
JD Coaches	Operator	
JMB Travel	Operator	
Kerr Cars	Operator	
Kevin's Coaches	Operator	
Key Coaches	Operator	
Liddells Coaches	Operator	
McColls Coaches	Operator	
McGills Coaches	Operator	
MCNAIRN'S COACHES LTD	Operator	
Millport Motors	Operator	
North Area Transport Association	Operator	
Parks	Operator	
Pat Coach Hire	Operator	
Photo Flash Travel	Operator	
PVT Transfer	Operator	
RLC Travel Services	Operator	
Rural Development Trust	Operator	
SD Travel	Operator	
Shuttle Buses	Operator	
Smith and Sons Coaches	Operator	
South Ayrshire Community Transport	Operator	
Stagecoach Western	Operator	

Organisation	Organisation Type	Response Received
Stuart's Coaches	Operator	
Swift Coaches	Operator	
United Coached Ltd	Operator	
West Coast Motors	Operator	Yes
Whitelaws Coaches	Operator	
Wilson's Buses	Operator	
Wilson's of Rhu	Operator	
Transport Scotland	Scottish Government	Yes
ATCO	Transport Group	
Traveline Scotland	Transport Group	