
Report To: Environment & Regeneration Committee **Date:** 29 August 2019

Report By: Corporate Director Environment,
Regeneration & Resources **Report No:** ERC/RT/GMcF/18.603

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Subject: Real Time Passenger Information

1.0 PURPOSE

1.1 The purpose of the report is to seek approval for the introduction of Real Time Passenger Information at 12 trial sites in Inverclyde.

2.0 SUMMARY

2.1 Real Time Passenger Information (RTPI) is an electronic information system which provides passengers with up to the minute information on the arrival of service at the bus stop.

2.2 This information is gained by tracking the location of buses on the route and comparing it to the scheduled timetable. If a bus is running late it will outline how much longer passengers have to wait.

2.3 Many of the buses which operate within Inverclyde are equipped with the technology required to obtain information for the RTPI system. Therefore the main improvement required is to the infrastructure at bus stops.

2.4 For services operated by bus operators who do not have GPS equipment on their buses the RTPI screen will display the scheduled time. It will not update if the bus is delayed for any reason.

2.5 There are approximately 199 bus shelters in Inverclyde. As a trial it is proposed that 12 shelter locations are chosen to install RTPI. The proposed list of sites is contained in Appendix 1.

2.6 Prior to the introduction of any RTPI a Legal Agreement would need to be entered into between Inverclyde Council and SPT. The proposed obligations of Strathclyde Partnership for Transport and the Council, respectively, are set out in Appendix 2.

2.7 SPT would provide Capital Funding for the supply and installation of the information units. Inverclyde Council would be responsible for the installation and supply of power to the units and the annual maintenance fee for SPT to maintain the units.

3.0 RECOMMENDATION

3.1 That the Committee agrees:

- (i) to enter into a Legal Agreement with Strathclyde Partnership for Transport on terms and conditions to reflect the respective objectives set out in Appendix 2 all as may be negotiated by the Shared Head of Service Roads, in consultation with the Head of Legal and Property Services and the Chief Financial Officer; and
- (ii) to a trial of the RTPi scheme with the 12 sites outlined in Appendix 1.

Gail MacFarlane
Head of Service – Roads & Transportation

4.0 BACKGROUND

- 4.1 A potential cause of frustration for bus passengers is not knowing if their bus is running on time or if it is late and how late it will be.
- 4.2 RTPI is an electronic information system which provides passengers with up to the minute information on the arrival of a service at the bus stop.
- 4.3 Many of the buses which operate within Inverclyde are equipped with the technology required to obtain information for the RTPI system. Therefore the main improvement required is to the infrastructure at bus stops.
- 4.4 For services operated by bus operators who do not have GPS equipment on their buses the RTPI screen will display the scheduled time. It will not update if the bus is delayed for any reason.
- 4.5 Some bus operators also translate this information to their own online applications.
- 4.6 There are approximately 199 bus shelters in Inverclyde. These shelters are located on local and trunk roads and some are advertising shelters.
- 4.7 As a trial it is proposed that 12 shelter locations be chosen to install RTPI. The proposed list of site are outlined below and contained in Appendix 1.

Port Glasgow Road, Kilmacolm (6130403)
Bridge of Weir Road, Kilmacolm (6130404)
Fore Street Stances, Port Glasgow (6130466, 6130467, 6130470, 6130472 & 6130473
information board 1 on each side of Fore Street)
Shore Street, Port Glasgow (613094 & 613095)
Container Way, Greenock (6130482)
West Stewart Street Stances, Greenock (6130311-6130313 & 6130315 Information
board at 1 location tbc)
Gourock Rail Station, Gourock (6130334 & 6130736)
McInroys Point, Gourock (6130351)
Shore Road, Wemyss Bay (6130369 eastbound stop)
- 4.8 Prior to the introduction of any RTPI a Legal Agreement would need to be entered into between Inverclyde Council and SPT. The proposed obligations of Strathclyde Partnership for Transport and the Council, respectively, are set out in in Appendix 2.
- 4.9 SPT will fund the supply and installation of the units and would be responsible for their maintenance.
- 4.10 Inverclyde Council would be responsible for the installation and supply of power to each unit and for the annual maintenance fee to be paid to SPT. The annual maintenance fee would be £380 per unit per annum.

5.0 IMPLICATIONS

Finance

- 5.1 There will be costs for the installation and supply of electricity to the trial sites and their ongoing maintenance.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report £000	Virement From	Other Comments
Capital – Other Assets	Capital	2019/20	£48	Capital RAMP Lighting	Electrical supply installation.

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact £000	Virement From (If Applicable)	Other Comments
00649	Bus Shelters	2019/20	£5	Roads Lighting Electrical Power	Maintenance of RTP1 units.

Legal

- 5.2 Legal and Property Services has been consulted on the draft Legal Agreement.

Human Resources

- 5.3 There are no HR implications arising from this report.

Equalities

- 5.4 There are no equality issues arising from this report.

Repopulation

- 5.5 There are no repopulation implications arising from this report.

6.0 CONSULTATIONS

- 6.1 The Head of Legal and Property Services and the Chief Financial Officer have been consulted on this report.

7.0 LIST OF BACKGROUND PAPERS

- 7.1 None.

APPENDIX 1



Port Glasgow Road, Kilmacolm (6130403)



Bridge of Weir Road, Kilmacolm (6130404)



Fore Street Stances, Port Glasgow (6130466, 6130467, 6130470, 6130472 & 6130473
information board 1 on each side of Fore Street)



Shore Street, Port Glasgow (613094)



Shore Street, Port Glasgow (613095)



Container Way, Greenock (6130482)



West Stewart Street Stances, Greenock (6130311, 6130312, 6130313, 6130315)



Gourock Rail Station (6130334)



Gourock Rail Station (6130736)



McInroys Point, Gourock (6130351)



Shore Road, Wemyss Bay (6130369)

SCHEDULE A

**REAL-TIME INFORMATION
AGREEMENT BETWEEN SPT AND INVERCLYDE COUNCIL**

THE SPT SERVICES

The Services provided by SPT under this Agreement shall cover the areas of supplying real-time bus passenger information (“**RTPI**”) and the supply and maintenance of associated bus stop real-time passenger information displays.

SPT will fulfil the duties and functions as defined within this Agreement attached hereto and described in Part 1, Part 2 and Part 3 hereunder.

PART 1: Supply of Real-time Passenger Information Services.

SPT will fulfil the following duties and functions relating to the generation and supply of real-time bus passenger information for bus services operating within the Council’s area.

- a) Liaison with bus operators to source bus schedules for services necessary to supply real-time displays;
- b) Check and validate bus operator information;
- c) Source real-time feeds of bus information from bus operators where this is available;
- d) Where real-time information is available from bus operators, generate predictions of bus arrivals/ departures for stops;
- e) Supply scheduled and real-time bus arrival/departure times at bus stop displays;
- f) Liaise with the Council and relevant third parties and co-ordinate temporary or permanent suspension of displays in relation to building works, road works, bus route alterations or public/civic events and provision of passenger information notices in relation to these;
- g) Support the provision of automatic bus priority where agreed and configured within the RTPI system and the Council’s traffic control system;
- h) Provide regular service level reports as may be agreed between SPT and the Council;
- i) Collaborate with the Council on developing the provision of bus passenger information and its dissemination;
- j) Provide co-ordination and management of the SPT Services to the Council including:
 - a. Annually reviewing the service and agreeing the scope of the service for the forthcoming year including any additional works or procurements and their associated programmes and costs;
 - b. Providing estimates and agreeing budgets;
 - c. Providing an overview of the SPT Services to the Council as required;
 - d. Provision of detailed end of year summary listing services provided and costs incurred.

PART 2: Maintenance of Real-time Bus Stop Passenger Information Displays.

SPT will fulfil the following duties and functions relating to the maintenance of real-time bus passenger information displays located within the Council's area.

This will include (*but will not be limited to*) the following areas of service:

- a) Maintain an inventory and maintenance records of displays covered by the agreement;
- b) Monitor the operation of displays;
- c) Provide a fault reporting service for receipt of faults from the Council or other parties and instructing appropriate maintenance actions;
- d) Maintain displays through the services of suitably qualified contractors procured in compliance with public sector procurement regulations and operating to a maintenance contract with services and levels consistent with those stated in Appendix 1;
- e) Provide a fault response and repair service;
- f) Undertake display inspections and preventative maintenance annually;
- g) Provide co-ordination and routine liaison between the Council, the maintenance contractor and third parties including shelter contractors and utility companies;
- h) Liaise with the Council on maintenance requirements additional to routine maintenance service such as vandalism and 3rd party damage, provide information for the settlement of associated claims and co-ordinate actions instructed by the Council;
- i) Processing of recharges to developers, utility companies etc., for any display related works carried out. SPT will invoice for this work and credit it to Council budget;
- j) Provide service level performance reports relating to the service and maintenance activities.

PART 3: Supply and Installation of Real-time Bus Stop Passenger Information Displays.

SPT will fulfil the following duties and functions relating to the supply and installation of real-time bus passenger information displays located within the Council's area.

- a) Liaise with the Council on requests for new types or additional real-time information displays;
- b) Agree budgets, specifications and timescales with the Council;
- c) Procure new or additional real-time displays including the specification of displays, tendering of contracts and establishing supply frameworks as appropriate;
- d) Arrange for the supply and installation of new displays including supervision of works;
- e) Co-ordinate and supervising display testing and hand over to the Council;
- f) Arrange for display integration into the real-time bus information system and maintenance service;

SCHEDULE B

REAL-TIME INFORMATION AGREEMENT BETWEEN SPT AND INVERCLYDE COUNCIL

THE COUNCIL SERVICES

Services which the Council will provide to SPT to support the provision of real-time passenger information and the supply and maintenance of real-time bus stop displays.

- a) The Council will provide the financial support up to the limit agreed with SPT under clause 6 of this Agreement for all charges relating to the operation and management of the Council's owned displays.
- b) The Council will provide the financial support for all charges relating to the procurement of new displays and agreed additional works extra to the routine maintenance of displays up to the limit agreed with SPT under clause 6 of this Agreement.
- c) The Council will provide SPT and their appointed contractors access to all displays to be maintained under the agreement.
- d) The Council will provide to SPT adequate spare display units and parts to support maintenance of the displays and provide financial support to retain the level of spares required to deliver the service level agreed by SPT and the Council.
- e) The Council will authorise SPT to deal directly with relevant agencies, statutory bodies, or commercial organisations for the procurement of displays and for carrying out of their maintenance within the terms of this agreement.
- f) The Council will be responsible for all power supplies to each display's nominated power termination pillar and will be responsible for rectifying any loss of power.
- g) Where the Council determines that a bus priority is required, the Council will be responsible for the supply and maintenance of all equipment necessary for the implementation of bus priority at traffic signals and any associated configuration of the Council's traffic control systems.
- h) The Council will handle, process and settle as appropriate all third party claims relating to accidents involving displays and will speak to any costs in relation to criminal prosecutions involving displays based on information supplied by SPT.
- i) The Council will provide technical support to SPT in the form of nominated officers from the Roads Authority who will assist and advise on matters of the Council's requirements for additional displays in terms of specification and deployment and obtaining statutory approvals and liaising with shelter contractors in relation to display installation.
- j) The Council will carry out consultation with elected members in relation to the installation or permanent removal of displays and will advise SPT of the outcome of such consultations before SPT takes any action in the matter.
- k) The Council will provide SPT with data agreed to be necessary to support configuration and operation of the RTPI system within the Council's area.