

Leicester Campaign for Better Transport

REGENERATION & TRANSPORT SCRUTINY TASK GROUP – REVIEW OF THE (INFORMATION PRODUCT NAME) SYSTEM

26 FEBRUARY 2008

- 1) The Leicester Campaign for Better Transport very much welcomes the opportunity to participate in the working of this Transport Task Group.
- 2) The Leicester Campaign for Better Transport firmly believes that the (INFORMATION PRODUCT NAME) system, if operating properly and taking advantage of all it offers, is a good thing.
- 3) Throughout its eight years of use, there has never been, however, a period of time, or an area of operation, where The Leicester Campaign for Better Transport has been satisfied that the system has produced accurate and dependable information of the quality which it should be capable of delivering.
- 4) The Leicester Campaign for Better Transport has had much correspondence with and many meetings with City Council staff and bus operators and some meetings with Elected Members since the (INFORMATION PRODUCT NAME) system was introduced. The motivation always has been to point out that the system does not, and has never, functioned satisfactorily, and the desire is to see it work properly for the benefit of bus passengers and all others involved.
- 5) The Leicester Campaign for Better Transport see this **TASK GROUP** needing, as has been already suggested, to “review the **cost, management, operation** and **utility** of the **system**”, and also to consider three sets of things:

- a) Dealing with 'faults' such as buses on tracked routes not being detected by the system, and phantom journeys being indicated;
 - b) Dealing with 'shortcomings' such as the absence of information for non-tracked buses leading to uninitiated passengers not realising that there may well be non-tracked buses well before the next tracked one, especially in the evenings; and
 - c) Planning for 'enhancements' such as extending the system to cover the whole network in the evenings and on Sundays when so few buses are operating, and displays for drivers in their cabs so that they know precisely what time they are to leave every stop.
- 6) Attached is a series of 137 questions, the answers to which The Leicester Campaign for Better Transport believes are needed to enable the Task Group to understand the current situation and formulate its proposals. These are offered as the accumulated wisdom gained from the years of discussions held with the (INFORMATION PRODUCT NAME) managers and because The Leicester Campaign for Better Transport regards (INFORMATION PRODUCT NAME) as a current failure, which must be turned round as top priority, into a success.

Leicester Campaign for Better Transport
25 February 2008

(INFORMATION PRODUCT NAME) QUESTIONS FROM
Leicester Campaign for Better Transport February 2008

QUESTIONj 1

On what date did Leicester City Council decide to install the (INFORMATION PRODUCT NAME) real time bus information system?

QUESTIONj 2

On what date did the first (INFORMATION PRODUCT NAME) bus run in Leicester and on which route of which bus company was this?

QUESTIONj 3

How was the original implementation of the (INFORMATION PRODUCT NAME) bus real time information system in Leicester funded? Did this include any money from the European Union / Community and if so how much, over what time period(s) and what rules did this spending come under; and exactly what were the outputs this was intended to bring? Please copy the Rules. Please list the outputs.

QUESTIONj 4

How much Leicester City Council capital and revenue funding, separately, via the Transport Settlement, has been spent in each financial year since implementation of the (INFORMATION PRODUCT NAME) real time bus information system?

QUESTIONj 5

How much Leicester City Council funding arising from developer contributions under Section 106 of the Planning Act has been spent in each financial year since implementation of the (INFORMATION PRODUCT NAME) real time bus information system on capital installations in the Highway for the system?

QUESTIONj 6

What were the dates of questions to Leicester City Council Area Committees relating to the (INFORMATION PRODUCT NAME) bus real time information system? Please attach a copy

of each question and the accompanying officer answer from the Minutes of these meetings.

QUESTIONj 7

What were the dates of questions to the Leicester City Council, Cabinet and Committees relating to the (INFORMATION PRODUCT NAME) bus real time information system? Please attach a copy of each question and the accompanying officer answer from the Minutes of these meetings.

QUESTIONj 8

For the (INFORMATION PRODUCT NAME) bus real time information system and relating to buses departing from, terminating in, or travelling wholly within the City of Leicester, please identify any priority lists made and published or sent to council meetings (giving the date of the list) that show, on a numbered route by numbered route basis, the then priority for further implementation of the (INFORMATION PRODUCT NAME) rollout and the then envisaged timetable for this rollout. Please provide a copy of all such lists.

QUESTIONj 9

How many operating (INFORMATION PRODUCT NAME) signs are located on the Highway in Leicester as at 31st December 2007?

Please categorise these by the sign type including those with:

- a minute display (and no illuminated service number)
- a service number / time display static, plus scrolling second line
- a service number / destination / time display static, plus scrolling second line
- a multi line / multi page / multi service/destination/time display
- any other sign type

QUESTIONj 10

How many (INFORMATION PRODUCT NAME) poles are located in Leicester as at 31st December 2007, that do not have a real time sign yet mounted at the top?

Where are these and for each one what is the reason for the absence of a mounted sign?

QUESTIONj 11

Has any income to Leicester City Council from surface car parks, on street parking charges, parking fines or otherwise been used to fund (INFORMATION PRODUCT NAME)? If so please specify source type, amount and financial year of the contribution.

QUESTIONj 12

Leicester City Council funds bus services where there is a demonstrated need that is not being met by commercial operations. How many contracts does this comprise in total? How many of these contracts for:

- Minimal additions to commercial routes
- Bespoke occasional services provided to meet need
- Routes provided daily
- Services jointly funded with other public organisations
- Other services

specify the use for the service of (INFORMATION PRODUCT NAME) fitted vehicles and how many do not? Which services do?

QUESTIONj 13

(INFORMATION PRODUCT NAME) is a (COUNTRY OF ORIGIN) product. In which places in Europe is (INFORMATION PRODUCT NAME) operating and, for each place, in which year was the system first used?

QUESTIONj 14

As at noon midday on 31st December 2007, how many (INFORMATION PRODUCT NAME) signs in Leicester are not working or only partly working?

QUESTIONj 15

How many (INFORMATION PRODUCT NAME) signs in Leicester are located near or under trees?

Drip off trees often causes discolouration of (INFORMATION PRODUCT NAME) sign fascias and prevents the display being visible during daylight and sometimes totally. What planned maintenance is done to these signs to wash them and how frequently is this contracted to be done and at what times of the year?

QUESTIONj 16

How many (INFORMATION PRODUCT NAME) signs are not visible from the bus stop served? List these.

QUESTIONj 17

How many bus stops in Leicester have 'A0/1-sheet' large display cases for timetables and of these how many include the large (INFORMATION PRODUCT NAME) stop reference sticker on the transparent front of the display case in a position such that it actually covers up part of the bus timetables inside the case?

QUESTIONj 18

For (INFORMATION PRODUCT NAME), the 'sign-pass' is the unit of measurement, which is one bus passing one footway located (INFORMATION PRODUCT NAME) sign. For Leicester City and for the first Monday and for the first Friday of January 2008 on which a standard weekday timetable is operating, what is the total number of 'sign-passes' for the day assuming all the timetabled buses on the published timetable actually do run?

QUESTIONj 19

For Leicester City and for the first Monday and for the first Friday of January 2008 on which a standard weekday timetable is operating, what is the total number of 'sign-passes' for the day that **accurately**:

- show the correct next service arrival

- count this next bus arrival down from 10 to 1 to 0 or "due" (that is 10, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0)
- verify that this is the bus on the service that actually arrives at the stop
- delete the bus from the sign once it departs from the bus stop

and

- add correctly the service number of the next bus arrival?

By comparing this with the calculated total number of 'sign-passes' for these days, show the percentage accuracy of (INFORMATION PRODUCT NAME) on those 2 sample days in Leicester.

QUESTIONj 20

For (INFORMATION PRODUCT NAME) in Leicester, what daily performance information is collated? What is the format? Please provide a blank copy of the document.

QUESTIONj 21

Between a third and a half of buses on tracked routes aren't actually tracked, and this has been the case for the past seven years. Why is this happening?

QUESTIONj 22

It is known what time 'dot' buses are due to leave stops, so why doesn't (INFORMATION PRODUCT NAME) tell people by adding this information to all the displays?

QUESTIONj 23

Where buses are cancelled, no attempt is made to remove the 'dot' from the system, so a 'dot' isn't even a guarantee that there's a bus there at all. How do waiting passengers distinguish between a bus that is coming from a bus that is cancelled?

QUESTIONj 24

How is it possible to be able to roster buses in the evenings and on Sundays in such a way that every bus at these times is tracked?

QUESTIONj 25

Why is there is no published list of stop reference letters, either on paper as a take away, on the timetables, on the bus map or bus stop map, or on the city website, so even if you do have a mobile and are prepared to pay the cost of a text message, you do not have to actually go to the stop itself and stand there to find out how long you've got to wait there.

QUESTIONj 26

The information at stops should show timetable information for non-tracked routes. There's not much point in telling people on Hinckley Road inbound that the next (tracked) 153 is in 33 minutes when there is an (untracked) 158 in 3 minutes. How and how soon can this be done for all existing (INFORMATION PRODUCT NAME) signs for all routes that pass them? Is this already happening at St Margaret's Bus Station?

QUESTIONj 27

Buses need lists of all stops served inside the vehicle to be legible from every seat (cf. diagrams in all Underground carriages). If you're going to, say, the 20th stop on the route, you don't want to be staring at the screen on the bus all the time - you want to be able to monitor progress. When can onboard route sequences be installed?

QUESTIONj 28

Screens on buses should show the next, say, three stops (cf. trams in Leipzig). You need to be able to monitor progress in order to know exactly when to ring the bell. Will this become a feature of (INFORMATION PRODUCT NAME) in Leicester, once it is working?

QUESTIONj 29

Stops on both sides of the road should have the same street name. It's perverse to give them different street names, not to mention the complexity of trying to display all this (superfluous) information on a map or diagram. Opposite platforms at stations don't have different names. How many (INFORMATION PRODUCT NAME) bus stops in Leicester do have the same street name on both sides of the street?

QUESTIONj 30

Maps/diagrams should show stop positions and names and (INFORMATION PRODUCT NAME) stops, otherwise how else are you to know what the name of your nearest stop is? When is this being introduced as part of (INFORMATION PRODUCT NAME) implementation?

QUESTIONj 31

How does (INFORMATION PRODUCT NAME) monitor stop displays from the control room, so as to be able to iron out bugs by knowing what's happening minute by minute at every (INFORMATION PRODUCT NAME) street display sign?

QUESTIONj 32

What is the guidance for the size of lettering for stop names on (INFORMATION PRODUCT NAME) signs at stops? Should these be bigger, so that they can be read by passengers on moving buses as part of monitoring implementation progress by bus users?

QUESTIONj 33

Drivers should have the departure time from every stop displayed in sequence in their vehicle and be able to monitor it in the cab to see that they never leave any stop early. Why does this not currently happen and what is stopping (INFORMATION PRODUCT NAME) time being harmonised with wayfarer, 'traffic commissioner' time?

QUESTIONj 34

(INFORMATION PRODUCT NAME) will work destination screens on tracked buses. When is Leicester going to use this facility?

QUESTIONj 35

Who owns the (INFORMATION PRODUCT NAME) equipment on board busses connected to the system? Of how many separate items does this comprise?

QUESTIONj 36

Who owns the (INFORMATION PRODUCT NAME) static radio transmitter and receiver equipment? How much is budgeted for running costs for this each financial year? Does this include any amount for planned maintenance?

QUESTIONj 37

What is the arrangement for using the (INFORMATION PRODUCT NAME) radio broadcasting equipment to send data to bus stops? How much is budgeted for this every financial year? Does this include any amount for planned maintenance?

QUESTIONj 38

What resilience exists in the method of transmission of data from Leicester to the radio broadcasting location(s) and how long does it take to re-route and re-send all the then current data if the link is broken?

QUESTIONj 39

Who owns the computer on which the (INFORMATION PRODUCT NAME) real time bus information system is run?

QUESTIONj 40

Who owns the virtual space created in Leicester within which the (INFORMATION PRODUCT NAME) bus real time information system is configured?

QUESTIONj 41

Who owns the (INFORMATION PRODUCT NAME) database that provides information to track buses originating or terminating in Leicester or the Leicester area?

QUESTIONj 42

Who owns the (INFORMATION PRODUCT NAME) database that provides information to track buses originating or terminating in the East Midlands area, other than in Leicester, where these buses do not come into Leicester at all, but which is run or controlled from Leicester? For how many other places is such a service provided by this council?

QUESTIONj 43

When bus timetables change or vary, who is responsible for updating the (INFORMATION PRODUCT NAME) database? Who pays for this to be done?

Since other than minor variations will be known at least 56 days beforehand by bus operators, who have to give the Traffic Commissioner at least 56 days notice of changes, how long beforehand does the council require operators to provide details of changes?

QUESTIONj 44

What is the asset valuation of the (INFORMATION PRODUCT NAME) Leicester database? If there was a complete failure and the whole database needed to be re-input from scratch, how many full time equivalent staff weeks would this be estimated to take, what would be the cost, how long would this take working 24 hours a day, what special training would be needed to bring new untrained staff up to the required competency levels and does a 'tested' plan exist already to cover for this recovery scenario?

QUESTIONj 45

The (***)link bus is alleged to be covered by (INFORMATION PRODUCT NAME). Why is there no information for this route on signs at bus stops?

QUESTIONj 46

Why do some stops have one set of (INFORMATION PRODUCT NAME) reference letters given on a timetable, and another

set affixed to the stop itself, for example, this is so for at least one stop along Hinckley Road?

QUESTIONj 47

What method of data quality control, such as double entry validation, is used for (INFORMATION PRODUCT NAME) data input?

QUESTIONj 48

What formal Change Control procedures are in place for local programme patching and local programme adaptations for use with (INFORMATION PRODUCT NAME) computer software operating in Leicester? How are these documented?

At what organisational level at Leicester City Council does the authority reside to approve of any such changes prior to placing them on the live operational system?

QUESTIONj 49

Which areas of the City of Leicester are radio shadows within which the (INFORMATION PRODUCT NAME) system is unable to transmit to or receive from buses or transmit to street side signs?

Please provide a map of such areas.

QUESTIONj 50

How many more bus routes in Leicester can be added to the (INFORMATION PRODUCT NAME) real time bus information system, using the existing computing facility's spare capacity?

What are the next known priorities and when will these be implemented? Please list route numbers and proposed dates.

QUESTIONj 51

(Other place) and (other place), both of which use the (INFORMATION PRODUCT NAME) system, quote scheduled times for non (INFORMATION PRODUCT NAME) services on the

(INFORMATION PRODUCT NAME) signs, so why can't Leicester do the same?

QUESTIONj 52

Why isn't the (INFORMATION PRODUCT NAME) system up and running on the Leicester (***)link service, as it should be? Why is this service not quoted on all (INFORMATION PRODUCT NAME) stop signs it serves?

QUESTIONj 53

Why does the (INFORMATION PRODUCT NAME) system foul up so much and so often even now, 7.5 years after it was first installed, especially on Bank Holidays? On Boxing Day 2007 there were buses running and (INFORMATION PRODUCT NAME) seems to have been a shambles. When was the Boxing Day (named bus operator) timetable input into (INFORMATION PRODUCT NAME) and was it tested before Boxing Day? Why did it not work correctly?

QUESTIONj 54

Within what time frame can we expect to see equipment at every bus stop on the (INFORMATION PRODUCT NAME) system (City and County) displaying up to date, comprehensive, accurate information for the particular day of week for all services serving that stop?

QUESTIONj 55

What progress is being made to ensure bus operators keep their buses' (INFORMATION PRODUCT NAME) equipment in good order?

QUESTIONj 56

When a bus has faulty kit, when can we expect to see the due time for that journey replace the present dot on the bus stop (INFORMATION PRODUCT NAME) display?

QUESTIONj 57

From how many remote locations, for example bus operators' premises, can (INFORMATION PRODUCT NAME) computing equipment be accessed and what measures are in place to prevent unauthorised access to the system at these places?

Is this security of the level requiring both a password and a personalised physical chip card to be slotted into a reader before access is gained?

QUESTIONj 58

Do (INFORMATION PRODUCT NAME) mobile telephone text messages give the timetabled time for the expected next arrival at the stop, or the real time projected time of arrival at the stop, or both; and if only the timetabled, not the tracked time is available, is this explicitly shown as such and is the charge to the customer different from that for a genuine accurate tracked time? Can the information received be given according to the customers specifications for bus route, or through services only or one company only for season ticket holders; and do connecting services, each of which may form only part of a customer's journey, also show up timed from the interchange point?

QUESTIONj 59

How many messages were received annually or in each financial year since the (INFORMATION PRODUCT NAME) system started in Leicester about signs needing maintenance?

Please split this list according to the message source including:

- the 299 line
- 0800 roadline
- customer services in person
- customer services online
- city complaints form
- drivers and other bus operators' staff
- direct reports to ATC
- ATC staff surveys on site

- other sources.

QUESTIONj 60

What "reference file" or "lookup table" or similar lists form part of the (INFORMATION PRODUCT NAME) database? Please list them by Title.

QUESTIONj 61

How many "talking"/audible (INFORMATION PRODUCT NAME) signs are installed on the Highway? Where are these? What plans exist for more?

QUESTIONj 62

How many "talking" or "T-Switch" or audible (INFORMATION PRODUCT NAME) signs are installed on buses? Are these capable of being switched on and off by passengers that need to hear the bus location? What plans exist for more?

QUESTIONj 63

What provisions exist on the (INFORMATION PRODUCT NAME) system for "bus controllers" employed by bus operators to send text messages via (INFORMATION PRODUCT NAME) to drivers, for example to divert buses in exceptional circumstances away from stationary traffic following a crash on the route where a road is completely closed for a prolonged period?

QUESTIONj 64

How many road junction traffic light controllers are fitted in Leicester, that give priority to late running buses with (INFORMATION PRODUCT NAME) equipment? How many of these controllers are not yet switched on and operating?

QUESTIONj 65

How many pedestrian crossing (pelican, puffin, toucan, peegasus) traffic light controllers are fitted in Leicester, that give priority to late running buses with (INFORMATION PRODUCT NAME) equipment? How many of these controllers are not yet switched on and operating?

QUESTIONj 66

When is (INFORMATION PRODUCT NAME) real time information going to be shown on the roof mounted and stop mounted timetable displays at St. Margaret's Bus Station? Will this be under the "due" column or the "expected" column on the roof display?

QUESTIONj 67

How many bus stops in Leicester have a different name for two or more of these below:

- the (INFORMATION PRODUCT NAME) stop name
- the name fixed to the lamppost flag
- the name shown on the shelter banner
- the name on the bus operators' timetables as fixed in the display case at the stop?

How has this complete muddle been allowed to happen? Now the city council has employed an officer (for the last two years) who is responsible for bus stops, what is causing this problem still to persist?

QUESTIONj 68

How is the (INFORMATION PRODUCT NAME) bus real time information system linked in to the city council supported online bus journey-planner? Are all the bus stops for which on line real time information is available also listed on the journey-planner database?

QUESTIONj 69

List in rank order of unreliability all the components that are fitted to (INFORMATION PRODUCT NAME) connected buses. What is the average working life of each in weeks? For each component, how long in weeks elapses before each subsequent full component check? If any components are automatically replaced after a duration of use on a planned maintenance basis, please list this time in weeks.

QUESTIONj 70

For each of the non local bus operating companies with services in Leicester:

- *** bus
- *** bus
- *** bus
- *** bus
- *** bus
- (any other operator)

how many buses in each fleet respectively were fitted with (INFORMATION PRODUCT NAME) equipment as at 31st December 2007? How many of these fitted buses were connected to and fully operating on the (INFORMATION PRODUCT NAME) system at some time during 31st December 2007?

QUESTIONj 71

How many (INFORMATION PRODUCT NAME) signs in Leicester were not working or partly not working in Leicester City on the first Monday and on the first Friday of January 2008 on which a standard weekday timetable was operating?

QUESTIONj 72

Three (INFORMATION PRODUCT NAME) multi service display units have been removed from Leicester city centre and where are these now used?

QUESTIONj 73

What is the cause of the inconsistent route text descriptions for similar bus destinations displaying on the (INFORMATION PRODUCT NAME) multi service displays?

QUESTIONj 74

How many (INFORMATION PRODUCT NAME) street signs are now showing the wrong route number inside the coloured star symbol on the sign fascia? When will all these be corrected to show the correct route number? Who pays for this to be done?

QUESTIONj 75

How many (INFORMATION PRODUCT NAME) highway signs now have no buses stopping there (or no [INFORMATION PRODUCT NAME] bus routes stopping there) since the bus service changes in 2007? Who pays for these signs to be re-sited so that this capital investment is still providing continued public benefit?

QUESTIONj 76

What consultation takes place about the siting of (INFORMATION PRODUCT NAME) signs in the city of Leicester? Is this public consultation, other than with adjoining occupiers of adjacent land and when and where have the three most recent such consultations taken place?

QUESTIONj 77

How many locations that arise on the city council on line journey planner timetables, where passenger interchange is shown, have not got (INFORMATION PRODUCT NAME) signs on inbound and outbound sides of all roads that the interconnecting routes use? How soon will all such signs be installed and what is the cost budgeted for this?

QUESTIONj 78

What attempts can be made using the (INFORMATION PRODUCT NAME) system to even out real time headways between running buses, by giving drivers information about the preceding and following buses on the same route or on common parts of similar routes?

QUESTIONj 79

For each of the non local bus operating companies with services in Leicester:

- *** bus
- *** bus
- *** bus
- *** bus
- *** bus

- (any other operator)

how many have current facilities to maintain and repair (INFORMATION PRODUCT NAME) equipment on the roof of double deck buses, including appropriate Health and Safety equipment on site in Leicester?

QUESTIONj 80

On the first Monday and on the first Friday of January 2008 on which a standard weekday timetable was operating, how many (INFORMATION PRODUCT NAME) fitted buses were not connected to or not fully operating on the (INFORMATION PRODUCT NAME) system? Provide reasons in each case.

QUESTIONj 81

In Leicester, as identified by the (INFORMATION PRODUCT NAME) system, in each of the years that the system has been operating, where are the ten places that overall buses experience most delays; and the ten places that cause the bus to be running the most late according to the published timetable?

QUESTIONj 82

How many (INFORMATION PRODUCT NAME) highway signs in Leicester have got up to date lists of 'other services'? How many have not been updated and changed for the alterations to services on two dates in summer and autumn 2007? How many have not been changed for the previous service changes in early 2007 and late 2006? How many have had no recent service number changes such that no new information is needed?

QUESTIONj 83

On how many days in each of the previous seven financial years has the company that maintains the (INFORMATION PRODUCT NAME) highway equipment done maintenance work in Leicester on (INFORMATION PRODUCT NAME) signs?

QUESTIONj 84

Of the (INFORMATION PRODUCT NAME) highway signs in Leicester, how many have had faults since installation and how many no faults? How many signs have each had:

- 1 fault
- 2 faults
- 3 faults
- 4 faults
- 5 faults
- 6 faults
- 7 faults
- 8 faults
- 9 faults
- 10 faults
- more than 10 faults

needing maintenance or repair since installation? Exclude external causes, such as crash damage or damage done during the installation of, for example, new bus shelters, or utility works on the Highway.

QUESTIONj 85

For (INFORMATION PRODUCT NAME) signs, what are the longest five elapsed times between a fault occurring with a Highway sign and the completion of maintenance or repair for this fault? What is the mean average time in days between a fault being reported and a satisfactory permanent repair being made? What is the call out time for the contractor doing these repairs between the contractor being told and arrival onsite to assess the fault? What percentage of repairs are made on the first visit to the site?

QUESTIONj 86

For each of the bus routes currently operating on the (INFORMATION PRODUCT NAME) real time information system in Leicester, what is the date that the currently-in-use "time distance" profiles were set?

QUESTIONj 87

Buses using the (INFORMATION PRODUCT NAME) system often have different timetabled journey times between the same sets of timing points on wayfarer time, so do these routes each have bespoke "time distance" profiles between identical points on their routes or do they all use the same profile?

QUESTIONj 88

How many (INFORMATION PRODUCT NAME) highway signs in Leicester are on the outbound side of the particular bus route (including at bus stops or fixed to bus shelters in the city centre) and how many on the inbound side of the route? How many (of the latter) signs are at the outer terminus?

QUESTIONj 89

How many different temporary alterations have had to be made to the (INFORMATION PRODUCT NAME) "time distance" profiles and the stop references for buses visited by particular numbered services, as a direct result of bus route changes around the Leicester city centre to accommodate the laying of the new city centre street surfaces from the day the work started to 31st December 2007 only? How many individual change days has this involved on which one or more bus routes or groups of bus routes have changed? Please list the date of each change day and specify the route change that occurred. How much have these (INFORMATION PRODUCT NAME) data surveys, data inputs and other changes cost?

QUESTIONj 90

How many different permanent or long term alterations have had to be made to the (INFORMATION PRODUCT NAME) "time distance" profiles and the stop references for buses visited by particular numbered services, as a direct result of bus route changes around the Leicester city centre to accommodate the laying of the new city centre street surfaces from the day the work started to 31st December 2007 only and in particular the removal of buses from High Street permanently? How many individual change days has this involved on which one or more bus routes or groups of bus routes have changed? Please

list the date of each change day and specify the route change that occurred. How much have these (INFORMATION PRODUCT NAME) data surveys, data inputs and other changes cost?

QUESTIONj 91

For the (INFORMATION PRODUCT NAME) real time bus information system, how many new Highway sign components were in storage by the council, or at other places, as at 31st December 2007 prior to installation? This includes the sign top boxes with fascias, complete as one component; and any individual other spare parts such as these or other apparatus may contain. How many other components are already paid for and await being "called off" from a larger overall order; and what is the current value of these stored, pre ordered, or prepaid components that await delivery?

QUESTIONj 92

For the (INFORMATION PRODUCT NAME) system, do the bus stop names inside the bus, on the illuminated bus stop display panel, always correspond exactly to the bus stop names on the bus stop flag outside the bus? If not why not and what is the timetable to put this right?

QUESTIONj 93

How many Leicester City Council staff posts (part or full time) for employment on the (INFORMATION PRODUCT NAME) real time bus information system are or have at some time been frozen prior to recruitment and in total how many full time equivalent weeks of lost effort does this add up to?

QUESTIONj 94

What was the cost of altering bus routes on the (INFORMATION PRODUCT NAME) system for those routes that have been cut as cross-city routes and turned into non through routes, arising from the levels of traffic in Leicester city centre and elsewhere that is holding up buses?

QUESTIONj 95

Are automatic measures now in place on the (INFORMATION PRODUCT NAME) system to prevent tampering with codes, either as input on the vehicles themselves, or at the remote access consoles at bus operators premises, or elsewhere, that might have the effect, if input, of deleting a particular vehicle, or service, or "drivers board" from (INFORMATION PRODUCT NAME) for a day, thus removing tracking and real time displays at the bus stops called at?

QUESTIONj 96

What passenger-based criteria are there for the selection of the bus stops that are to have (INFORMATION PRODUCT NAME) real time bus information facilities?

QUESTIONj 97

What passenger-based criteria are there for the selection of the bus routes that are to have (INFORMATION PRODUCT NAME) real time bus information facilities?

QUESTIONj 98

How many bus users who had seen the (INFORMATION PRODUCT NAME) system in operation in more than one week and so were reasonably familiar with it, have done customer surveys in each year or financial year since operations began?

QUESTIONj 99

For all (INFORMATION PRODUCT NAME) bus routes, by route number (new re-number, for split re-numbered routes) since operation of the system began, what is the date of the first day of connection of the route to (INFORMATION PRODUCT NAME), including, where this is so, a date for experimental take on and another date for final confirmation and "official" commencement of the route on (INFORMATION PRODUCT NAME)? What is the date that any such route was deleted or suspended from (INFORMATION PRODUCT NAME)? What is the date of any reinstatement of any such deleted or suspended services? How many services are still suspended and not yet reinstated and what projected reinstatement dates exist for these routes by route number?

QUESTIONj 100

What planned periodic maintenance is contracted to be done to (INFORMATION PRODUCT NAME) Highway signs? Please list by activity and frequency.

QUESTIONj 101

What was the cost of altering bus routes on the (INFORMATION PRODUCT NAME) system for those routes that have been cut as cross-city routes and turned into non through routes as well as routes terminating at St. Margaret's Bus station, arising from the moving of bus stops from one side of Belgrave Gate / The Haymarket / Eastgates to the other side of Belgrave Gate accessed via Churchgate?

QUESTIONj 102

How many (INFORMATION PRODUCT NAME) signs in Leicester have been subject to vandalism or anti-social behaviour? What are stop names and street addresses of the 20 most attacked (INFORMATION PRODUCT NAME) signs in Leicester? In what way were these vandalised and in each case what was the impact on the operation of the sign?

QUESTIONj 103

What is the age profile in months operation of the (INFORMATION PRODUCT NAME) signs in Leicester?

Using a 1 year age banding: 8 years old, 7 years old, 6 years old, to present new signs, less than 1 year old, how many total faults and breakdowns have been recorded for each age band, by age (that is the 8-year old signs in their first year, their second year, their third year and so on; the 7-year old signs in their first year, their second year and so on; for all signs)?

QUESTIONj 104

Which bus routes by route number operating company and destination that run within or to / from Leicester were not connected to the (INFORMATION PRODUCT NAME) real time bus information system as at 31st December 2007? Please list.

QUESTIONj 105

Which bus routes by route number operating company and destination that run within or to / from Leicester that were not connected to the (INFORMATION PRODUCT NAME) real time bus information system as at 31st December 2007 are not planned to be connected to the (INFORMATION PRODUCT NAME) system? Please list and give reasons why not in each case.

QUESTIONj 106

What is the best estimated cost that can be currently obtained for the necessary investment to add all Leicester bus services, operating within or to / from Leicester, on to the (INFORMATION PRODUCT NAME) real time bus information system? How many years would this need, to be satisfactorily implemented, at the current average elapsed time needed for route take-on?

QUESTIONj 107

What is the currently foreseen upgrade and expansion pathway for the highly engineered but operationally unstable (INFORMATION PRODUCT NAME) real time bus information system and what advantages does such a cumbersome system have over alternative new technologies, such as embedded microchips and mobile phone technology, that is proven durable, adaptable, ubiquitous and could deliver possibly similar results at a fraction of the cost? What alternatives for the (INFORMATION PRODUCT NAME) system, as a future replacement for the system, have been considered or investigated by Leicester City Council?

QUESTIONj 108

With respect to (INFORMATION PRODUCT NAME) questions STRAK 1 to STRAK 120 inclusive, what changes happen to the data for 31st December 2007 and the first Monday of and first Friday of January 2008, when the specified dates are rolled forward to 31st January 2008 and to the first Monday and Friday in February 2008 respectively?

[Questions 9, 10, 14, 19, 70, 71, 80, 91, etc.]

QUESTIONj 109

With respect to (INFORMATION PRODUCT NAME) questions STRAK 1 to STRAK 120 inclusive, what changes happen to the data for 31st December 2007 and the first Monday of and first Friday of January 2008, when the specified dates are rolled forward to 29th February 2008 and to the first Monday and Friday in March 2008 respectively?

[Questions 9, 10, 14, 19, 70, 71, 80, 91, etc.]

QUESTIONj 110

For the (INFORMATION PRODUCT NAME) system, what is the division of responsibility between the Leicester City Council and the bus operators which have vehicles connected to the system? List comprehensively which party does what activity to upkeep (INFORMATION PRODUCT NAME), including provision of all the materials that enable all bus users to interact with it or benefit from it.

QUESTIONj 111

Against the most recent plan for (INFORMATION PRODUCT NAME), how many months or years delay is there, as at 31st December 2007, with the expected implementation, expected rollout across routes and expected daily performance levels, respectively?

QUESTIONj 112

Does (INFORMATION PRODUCT NAME) follow the NAPTAN convention throughout?

QUESTIONj 113

Where are bus users expected to look to find out the meaning of the various (INFORMATION PRODUCT NAME) non numerical characters that appear frequently on the display units? What is the way to decipher these whilst standing at the bus stop looking at a (INFORMATION PRODUCT NAME) display that shows one or more of them?

QUESTIONj 114

How are out of use (INFORMATION PRODUCT NAME) signs treated? Do they get wrapped with plastic covers, like out of use traffic lights? If not, why not?

QUESTIONj 115

Does Leicester City Council ask for and get an Annual Performance Report from the (INFORMATION PRODUCT NAME) system managers? If not, considering the dismal past performance of the system as a value for money public investment that is not delivering against its objectives, why not? When was it decided not to get an Annual Report and by whom?

QUESTIONj 116

How much would it cost to scrap (INFORMATION PRODUCT NAME)? How soon could that be done if a decision was made? Provide a breakdown of the costs and commitments that would still arise if it was shut off and state the timescale within which all of these could be defrayed.

QUESTIONj 117

Has a strategic retreat from the (INFORMATION PRODUCT NAME) real time bus information system been considered? What options exist to make full and better use of the existing or even an expanded infrastructure? On what date were these considered and what resulted?

QUESTIONj 118

How much would it cost to install the timetables for all the bus services operating within or to and from Leicester on to the (INFORMATION PRODUCT NAME) system? How much would it cost to align the (INFORMATION PRODUCT NAME) system to display at all signs the timetabled times of all the buses scheduled to pass that place in daily chronological order of length of wait after the previous timed bus? Who would lose and who would gain with this alternative approach, until the faults in the real time system were corrected and instead of

showing atrociously poor quality real time information on only a few of the bus services passing that place?

QUESTIONj 119

What management reports are available on and from the (INFORMATION PRODUCT NAME) system?

Please provide a blank copy of the format of each.

QUESTIONj 120

What daily exception reports are available on and from the (INFORMATION PRODUCT NAME) system?

Please provide a blank copy of the format of each.

QUESTIONj 121

How many staff work maintaining and upgrading (INFORMATION PRODUCT NAME)? What are their nominal start work and end work times? What 24 hour cover arrangements are in place now and will be in place in future before the start of the addition of the (*****) 24-hour bus service to the system?

QUESTIONj 122

Do the Council's road surveyors and inspectors have any responsibilities to note the maintenance or fault status of the (INFORMATION PRODUCT NAME) system and report this when they are routinely doing street surveys in the vicinity of (INFORMATION PRODUCT NAME) equipment?

QUESTIONj 123

When is ***LINK bus planned to be added to (INFORMATION PRODUCT NAME)?

QUESTIONj 124

What notice is given to passengers and users about pre planned downtime for daytime and evening maintenance of (INFORMATION PRODUCT NAME) central systems when street signs will not be operating?

How frequently does such pre planned downtime occur? What dates were the last five such events and between what times did this happen?

QUESTIONj 125

What were the dates of each of the major software upgrades done in the eight years of operation of the (INFORMATION PRODUCT NAME) system? After each such event how long was the duration of consequential re-programming needed to bring the system in total back to proper comprehensive operation and how long in total did each of these episodes last?

QUESTIONj 126

How many (INFORMATION PRODUCT NAME) street side signs can be seen using the city's CCTV cameras? How many such signs are so well placed that it is possible, using CCTV, to read the actual information being displayed on the sign at the same time as getting bus details and route details about services visiting the bus stop? How frequently are such assessments done using this method to validate the actual displayed sign information with the actual bus arrivals at the stop?

QUESTIONj 127

What methods of remote diagnosis are used to validate the information on the (INFORMATION PRODUCT NAME) system against the real world?

QUESTIONj 128

How many (INFORMATION PRODUCT NAME) signs are set not continuously to display during the whole of their normal daily period of operation? In what circumstances do these (INFORMATION PRODUCT NAME) signs switch off the display, become dark and dormant and then without warning switch back on again? How is this controlled? Why is it happening even when buses are imminently expected?

QUESTIONj 129

How does the (INFORMATION PRODUCT NAME) system display buses that at non peak times are operating at headways of

greater than 99 minutes? What is the maximum actual passenger wait time that is currently shown on the signs in Leicester and if this is less than the actual headway, who decided to truncate the time displayed and why?

QUESTIONj 130

With respect to the street side Highway located (INFORMATION PRODUCT NAME) signs in Leicester, what is the number of bus services in total and bus services connected to (INFORMATION PRODUCT NAME) in total, that pass each sign, where there is more than one (INFORMATION PRODUCT NAME) route? What is the frequency tabulation of quantity of routes and what is the maximum current number of (INFORMATION PRODUCT NAME) routes at any one sign in Leicester?

QUESTIONj 131

At how many seconds is the current refresh time set for a street side (INFORMATION PRODUCT NAME) sign? What is the minimum limit on the technology and can refresh be done more frequently?

QUESTIONj 132

What is the (INFORMATION PRODUCT NAME) system resolution level for minimum bus headways, in terms of number of buses capable of being placed in the correct order of arrival at any one sign? If actual bus timetabled headways are less than this system minimum, how does the system show all the expected buses?

QUESTIONj 133

Some bus companies are wanting to use (INFORMATION PRODUCT NAME) as a foundation on top of which, or within which, to add other functions and systems and what do these added systems do?

QUESTIONj 134

What is the interaction of (INFORMATION PRODUCT NAME) signs and the Traffic Commissioner's intermediate bus Timing Points? Are displays at these Timing Points based on the bus

times or the timetable times and are they fully interactive with the actual bus movement or constrained by the timetable? How does this affect potential timings displayed at downstream signs?

QUESTIONj 135

How much of the capital budgeted for (INFORMATION PRODUCT NAME) has been spent on (INFORMATION PRODUCT NAME) and how much has been vired or wavered or otherwise removed to other budgets for each of the financial years since system implementation?

QUESTIONj 136

When were the (INFORMATION PRODUCT NAME) stickers on bus shelter timetable cases removed and what was the reason for this?

QUESTIONj 137

Did the full written text on the (INFORMATION PRODUCT NAME) stickers on bus shelter timetable cases constitute advertisements?