

The quality transport partnership

The partnership principles

Glasgow City Council, Strathclyde Passenger Transport Authority and Strathclyde Buses (a subsidiary of FirstBus plc) have reached agreement in principle on the future improvement and development of bus services in Glasgow.

The Partnership Agreement, signed at Buchanan Bus Station at 10am on Thursday, October 17, 1996 aims to provide bus services that are both customer-friendly and reliable.

The partners agree that new measures need to be introduced to achieve these goals. These include high-quality, accessible vehicles, pleasant and secure waiting areas, better passenger information, improved customer care and more bus-priority measures.

The partners want to encourage greater use of public transport for all types of journeys in a bid to reduce the use of private cars. This will be done by developing a range of proposals in line with the following principles:

- joint input in developing transport strategies, building on the key qualities of all forms of public transport;
- regular liaison and monitoring of the provision of bus-priority measures, better vehicles and improved passenger facilities;
- provision of appropriate services to reflect SPTA and Glasgow Council policies;
- promotion and implementation of environmentally-friendly measures such as alternative fuels, park & ride and guided busways;
- inclusion of other transport operators as appropriate, to expand the Partnership approach throughout the Strathclyde Passenger Transport area.

The Partnership Action Plan

The partners will fund various measures to support the above principles. These are expected to include:

- Route Action Plans, with traffic management schemes to give priority to buses on main routes;
- environmental and bus-priority measures incorporated in the Central Area Millennium Plan;
- high-tech 'real-time' information systems at bus stops in the Maryhill corridor, with potential for extension to other routes;
- easy-to-read timetables and other passenger information available throughout the city;
- new measures to make bus shelters more attractive and passenger-friendly;
- a £21 million investment by Strathclyde Buses (FirstBus plc) in 200 new buses during the next two years, which will include low-floor buses for easy access. These buses will be initially introduced on the Maryhill corridor;

- introduction of customer care awareness programmes;
- adjusting timetables and routes where appropriate to provide better links between transport services;
- electric-powered buses providing a frequent service between Central and Queens Street rail station and Buchanan Bus Station;
- development of park-and-ride facilities for car and bicycle users.

Source: SPTA.