



Triangle And NCT Partnership Provides Better Service For Passengers

Triangle Software – September 2009

A Greater Manchester company is helping Nottingham bus passengers get accurate timetable information – whilst improving efficiencies for Nottingham City Transport at the same time.

Triangle Software in Lower Withington, Cheshire has been working with Nottingham City Transport, the principal bus operator in Greater Nottingham, to improve services offered to passengers. One tricky issue had been the provision of timetable information at the 1500 bus stops around the city: whenever a bus schedule changed, even slightly, it caused the passenger information at many or all of the bus stops on that route to be out of date. The manual process of creating new timetable information for the panels at each bus stop was extremely labour intensive, open to error and therefore costly. The Nottingham City Transport marketing team wanted to ensure that their customers had up to date information in an attractive and easy to understand format.

Tim Thomas-Peter, Managing Director of Triangle Software, explains: "We

Triangle Contacts:

Tel: Cheshire 01477 571940

Email: info@trianglesoftware.co.uk

www.trianglesoftware.co.uk

developed a software application that creates a report from bus scheduling information, telling the NCT team which particular bus stops on individual routes require new panels as a result of scheduling changes. This software produces new, accurate panels quickly and easily, and even holds a database of how many panels can be accommodated at each bus stop."

Nicola Tidy, marketing manager at Nottingham City Transport, confirms: "We have just installed the 1000th new-look bus stop panel that shows a stop-specific timetable, fare information and route summary. We are planning to roll out these new bus stop panels to the remainder of our 500 stops over the coming months. Our research tells us that 79% of customers use bus stop information for their journey; this new automated system gives customers much better information and is far less time-consuming and costly to prepare."

Having partnered successfully in Nottingham, Triangle Software is now making this application available to all municipal bus companies in the UK.