



Media Release
16/03/2016

CT PLUS BEGINS TRIALLING LIVE TIMES IN THE BUS APP

CT Plus is pleased to introduce a live times tracker to their bus app as part of a pilot programme. Added to the existing app during Wednesday 16 March, the trial includes a tracking map which shows the position of a number of the buses around the island. It is hoped this information will make planning journeys even easier as those wanting to take a bus will know where the bus is along the route.

Many routes will also see the inclusion of a live countdown timer for each bus stop on the app, based on how far the actual bus is away from the stop. Where available it will say in minutes how long it will take the bus to arrive. Other routes are expected to be added to the countdown timer and the live time tracker in the coming weeks.

Marketing and PR officer Jon Ozanne says the live times tracker will be a great customer service tool and, while people can still phone in for travel advice, it is a real boost getting this information right into people's hands.

The project development team are now keen to hear your experiences of using both the live times tracker and countdown timer. They say it has been a unique challenge working with Guernsey's road network, its diversions, and the fact many buses return along the same route.

The live times features will be available via the app, the website and the mobile site. Customers can download the free app from either the Apple or Android stores. The app is called Guernsey Buses. There is no update required for those who already are using the app.

Please contact CT Plus on 700456 or email information@buses.gg and they will forward any feedback to the project development team.

Notes to editors

About the live times tracker

The live times tracker works through GPS, relying on the mobile phone network. This means in areas of poor reception, a bus may sometimes drop off. This does not happen very often and the bus will reappear as signal is restored. If customers see something that doesn't make sense, first of all, try refreshing the screen.



This feature can be found on the 'stop-by-stop' page of the app or on the 'stop by stop – geographic' page on our website or mobile site:

http://www.guernseybuses.org/routes_and_times/stop_by_stop_geographic

About the live countdown timer

Please note the live countdown timer will not be displayed for a route until the bus has left its first stop, for example Town Terminus. This gives greater options at these starting points for controllers to allocate the bus which will make the route. This affects the stop countdown timer for buses at the Terminus and nearby stops. The tracker also shows timetable information when a bus is more than 20 minutes away – as a lot can happen in that time. The system will clearly display whether the times are based on live times or timetables.

This version of the countdown system is a pilot and is not available on certain routes. The routes on which the countdown is **not** available are: 22, 61, 71, 81, 92, 93 and 94. However, we will be conducting lots of tests on these routes, particularly on certain sections of the route – and particularly for the higher frequency services. If a live time is displayed for any of these routes, the public can have confidence that they are as accurate as any of the routes that are permanently showing live times (i.e. to about a minute).

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http://www.guernseybuses.org/routes_and_times/stop_by_stop_geographic

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For more information contact CT Plus at information@buses.gg or call (01481) 700456.

Media contacts

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About CT Plus Guernsey and buses.gg

Buses.gg is operated by CT Plus Guernsey which is part of HCT Group, one of the UK's most successful social enterprises.

The buses.gg website can be found at www.buses.gg

About HCT Group



HCT Group is an established bus operator and one of the UK's most successful social enterprises. It runs an extensive portfolio of commercial contracts including ten red London bus routes, Park and Ride services, and NHS staff transport. It also has particular expertise in school transport, It has been delivering school bus services in Leeds and Wakefield since 2005 for West Yorkshire Metro. It has also been providing transport for young people with special educational needs in various London Boroughs since 2004. It has been operating the bus service on the Island of Guernsey since April 2012.and LibertyBus, Jersey's new bus service since the beginning of January 2013.

HCT Group has been supporting people who want to work in the bus industry for five years. It has two Learning Centres that are located in Leeds and in Hackney, East London.

More information about HCT Group and a downloadable version of its latest social impact report can be found at www.hctgroup.org .