

ANNEX 3 TravelWatch NorthWest Bus Fares Survey

Burnley to Wigan	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					Burnley Bus stn
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	(GMPTE) Wayfarer at £9.20.	No info	No fare info for most of journey Link to info on System One Travelcards for G Manchester	Burnley & Pendle unhelpful no idea of any fares beyond their services – referred to Bus stn info office. (q.v.)	Details of multi use tickets on TransDev Burnley & Pendle website No mention of through fares	Tourist & Bus Info Office -told no through fare available. Routed via Preston
What is the cheapest option if no through fare? Separate returns or day tickets.	Wayfarer at £9.20. Manchester to Wigan is Day Saver at £4.00	No info	Link to Stagecoach website – multi journey tickets,e.g. Megarider Routerider.	Burnley to Manchester is £6.50	Wayfarer not mentioned on B & P website	Separate fares via Preston. (£6.50 to Preston)
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.	Wayfarer at Burnley rail stn or Tourist Information. Not on bus	No info	Day and weekly tickets available from bus driver			On Bus
If this information is not available, where can it be found?	Referred to “Burnley and Pendle” (01282 427778) for Burnley to M/C fare	No info		See above		Referred to Preston TIC or Stagecoach for onward fare
Other comments						

Preston to Rawtenstall	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					Preston bus stn
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	GMPTE – transferred to Lancs CC. No through fare. Via Bbn - 152 (Lancs Utd) & 244 (Rossendale Tpt)	No info	Outward route Bbn No fare info for most of journey - link to Lancs Utd fares info. - multi journey tkts.	(Lancs Utd) - Yes via Burnley by Trans Dev (152 & X43). Via Bbn option not given.	Gold Card	LCC info office – no through fare (via Blackburn option given). Stagecoach office unhelpful
What is the cheapest option if no through fare? Separate returns or day tickets.		No info	.	Suggested train to Manchester then bus (X43) from there!		Separate tickets.
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.		No info		Gold Card at £6.50 available from bus driver	As above	On bus
If this information is not available, where can it be found?	Referred to operators (Lancs Utd & Rossendale Tpt for fares)	No info		Referred to website		Phone operators for fares info.
Other comments						Stagecoach Preston – Blackburn. Rossendale Tpt Bbn – Rawtenstall.

Carlisle to Alston	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	Yes – through Stagecoach service £5.20 return	No info	Link to Stagecoach website for fares info. - multi journey tickets	Phone numbers on website are traveline and local office number. (Yes)	No specific fares info other than multi journey tkts.	
What is the cheapest option if no through fare? Separate returns or day tickets.		No info	Carlisle Dayrider £3.20; Dayrider Plus £5.50. Nothing on website re area covered though			
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.	On Bus	No info	No info			
If this information is not available, where can it be found?		No info				
Other comments	Called NE Traveline who gave times then transferred to Cumbria CC call centre for fare.					

Oldham to Stockport	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	(GMPTE) Yes – Day Saver at £4.30. Journey via Manchester (Picc) Nos 82 & 192 both every 10 minutes.	No info (Journeys via Ashton or Manchester)	Link on website to System One travelcards & stagecoach multi journey tickets	First website only gives traveline no. for information	First – details of multi use tickets only	
What is the cheapest option if no through fare? Separate returns or day tickets.	See above	No info				
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.	On bus – “ask for system one”	No info	On bus		On bus	
If this information is not available, where can it be found?	N/a	No info				
Other comments					Traveline number is only information number given on website	

St Helens to Leigh	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	(Merseyside) No fares information available – told to phone bus co (Arriva – 0844 800 4411)	No info (Through Arriva No. 34 service every 20 mins taking 53 mins)	“Transport Direct does not currently have fare information for all parts of the journey”	Arriva – 3 options fares enquiries option 2 put through to “Arriva Customer Services”. £2.50 each way.	Arriva – multi journey fare information only on website. Also “hope to provide information about individual single and return fares in the future.	
What is the cheapest option if no through fare? Separate returns or day tickets.	N/a	No info		N/a		
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.		No info	No info	On bus		
If this information is not available, where can it be found?		No info	No reference to where info can be found	N/a		
Other comments						

Oldham to Manchester	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	GMPTE – Yes - £3.20 single	No information	Unable to generate journey, no bus station options given	x-ferred to GMPTE	First home page gives link to Traveline (GMPTE). Also contact us e-mail box and address for Oldham HO.	Easy to access TTs via TL, downloaded sample, but none contained any fares tables, although many had details of operators' day tickets.
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?						
Other comments						

Warrington-Atherton	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info – referred to operators	No fares info. 19 Warr – Leigh (Warr Trans) + 12 to Atherton (FB)	"No fares information for all parts of the journey". Link to Warrington Borough Transport, which gives start and finish prices of sgl and rtn fares plus multi journey tkts. Also link to GM System 1 Travelcards.	Warrington Bor.Transport quoted £2.75 single to Leigh, then "we don't go further, you would probably get a local bus from Leigh bus station"	Warrington has links to traveline and both PTEs, and contact us' tele no 01925 634296	Easy to access TTs via TL, downloaded sample, but none contained any fares tables, although many had details of operators' day tickets.
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?	Operators					
Other comments						

Liverpool - Chorley	Traveline Phone	Traveline website	Transport Direct	Operat or phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info – advised to contact operators (gave telephone nos)	No fares info. Arriva 350 to Ormskirk + J&S Travel 337	Links to BOC websites for fares info.		Arriva: TT and tickets -> buy multi-journey and student tickets; can download TT leaflets as PDF but contain no fare tables; Link to TL but no other telephone contact given; contact us -> eMail form (sent request 28/3); J&S googled as entry on www.carbury.co.uk displaying tele 01254 771143	Easy to access TTs via TL, downloaded sample, but none contained any fares tables, although many had details of operators' day tickets.
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?	BOCs					
Other comments						

Oldham – Halifax	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	GMPTE advised “we don’t keep fares, but better off with First Day ticket if going Oldham – Halifax as also valid on First Calderdale”.	No fares information. FB 409 to Rochdale + 590 or 528	Links to BOC websites and System One Travelcards.	Phone call routed via menu to PTE	There was a broken link from ‘FB Products’ to GMTL.	Easy to access TTs via TL, downloaded sample, but none contained any fares tables, although many had details of operators’ day tickets.
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?	BOCs					
Other comments						

Blackburn - Skipton	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info. Routed via Langho (1 change) Lancs Utd both legs. LUT phone no given for fares.01254 260661	X59 SCH to Salmsbury + X80 LUT, also (Ross 244, Tyrer HS1 and Pennine 215!)	Links to BOC websites	Tel number of Blackburn TEBx given on website "not recognised" when dialled. However, next working day reply received to eMail enquiry to effect that £6.50 Gold Card makes return journey possible.	Transdev: LUT selected, tele no 0845 2727272 given as Blackburn TEBx; Contact us -> eMail address (enquiry sent 28/3 to J Threlfall@LUT.co.uk); Tyrer home page just lists services. SCH NW home page just gave link to travel line and also possible to find Manchester depot no. 273.3377	Easy to access TTs via TL, downloaded sample, but none contained any fares tables, although many had details of operators' day tickets.
What is the cheapest option if no through fare? Separate returns or day tickets.					Rossendale 01706 390520; both Rossendale and Transdev have fares buttons, but each just defines single, return and multi-journey. No mention of multi operator or multi modal tickets like Red Rose Rambler	
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?	BOCs					
Other comments						

Dundee - Perth	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other	
Question	Answer						
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	TL Scotland gives journey plans but no links to fares.						
Cheltenham-Gloucester	TLSW, gives journey plans but in addition contains the statement " TLSW does not yet offer fares information "						
Rochdale Bus station	Rochdale Bus Station and travel centre are owned and managed by GMPTE. Enquired re Oldham – Stockport journey, advised First to Ashton and SCH to Stockport. Could not advise on cheapest ticket, "PTE don't hold operator fare details, best ask driver for cheapest deal" No attempt made to promote GMTL System One day ticket. Collected two sample timetables (printed by PTE) at random. Rossendale 464 advertised System One and Wayfarer tickets, First Manchester merely promoted GM travel shops where "information and tickets can be had"						
Stockport bus station	Response at Stockport GMPTE Bus Station identical to that at Rochdale "operators don't give us their fares". However, tried to sell System 1 day saver which would "almost certainly be cheaper than a combination of two operators' fares – but check with driver!"						
Chorley bus station	I went to the bus station info office Friday afternoon. Very scary "lady" there. I said I wanted to travel from Chorley to Liverpool on Monday and asked if she had bus times. She simply said there was nothing! I thought I would give her the benefit of the doubt so said I was prepared to go any way and change as many times as necessary. She gave it some thought and said I would have to go via Preston. I asked her if it was possible to go via Ormskirk or Wigan. She reluctantly agreed that it might be possible but could only give me timetables to Ormskirk and Wigan but not beyond. She would certainly NOT have given this option had I not suggested it (which rather defeats the object of having an Information office doesn't it!). I finished by asking about fares and she said she didn't know because "they are not our companies" & she then walked off.						

Macclesfield to Altrincham	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Timetable
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info available	No fares info available	No fares info available. Links to BOCs and System 1 Travelcards	ANW & Vale (GHA) – Company fares available	ANW - Company multi-journey tickets only – other info via email Vale (GHA) - No fares info available	Company multi-journey tickets only
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?	BOCs					
Other comments	Route - Arriva North West 130 Macclesfield to Wilmslow – Vale (GHA) 88 Wilmslow to Altrincham					

Lancaster to Yealand Conyers	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info available	No fares info available	Links to BOC website.	SNW - Company fares available KLM – Phone number from website not recognised	SNW - Company multi-journey tickets only KLM - No fares info available	Timetable No info available Lancaster Bus Stn Lancaster to Yealand Conyers – Timetable and fares information given for through service which only operates in the early morning, evening and on Sundays. Fare quoted as £4.10 single and £5.90 day ticket after 0900 (no service available). Daytime service with change at Carnforth not offered.
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?						
Other comments	Route - Stagecoach North West 55 Lancaster to Carnforth – Kirkby Lonsdale Mini Coaches L1 Carnforth to Yealand Conyers					

Northwich - Wrexham	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Other
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info available	No fares info available	No fares info available. Link to Arriva Cymru (AC) website	AC & Vale (GHA) - Company fares available	Vale (GHA) - No fares info available AC - Company multi-journey tickets only	Timetable Vale - No fares info available ANW - Company multi-journey tickets only Northwich Bus stn Northwich to Wrexham – Full timetable and fares information given. Northwich to Chester - £3.80, Chester to Wrexham - £4.00
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?						
Other comments	Route - GHA (Vale) 82 Northwich to Chester – Arriva Cymru 1 Chester to Wrexham					

Knutsford – Mchester Airprt	Traveline Phone	Traveline website	Transport Direct	Operator phone	Operator web	Timetable
Question	Answer					
Is there a through fare available for the complete journey? Full adult return journey on a weekday after 0930.	No fares info available	No fares info available	No fares info available	Swans & ANW - Company fares available	Swans – No fares info available ANW - Company multi-journey tickets only	No fares info available
What is the cheapest option if no through fare? Separate returns or day tickets.						
Where can the tickets be obtained? Before the journey (online/office/phone) or on the bus.						
If this information is not available, where can it be found?						
Other comments	Route - Swans 289 Knutsford to Altrincham – Arriva North West 19 Altrincham to Manchester Airport					