

“Goed op weg met Groningse bushaltes”

(Well on the way with bus stops in Groningen) by Ruchama Joël

This research was commissioned by the province of Groningen. The province of Groningen asked the question how the quality her bus stop data could be improved.

The province of Groningen is ultimately responsible for public transport. The public transport bureau is set up in 2005 to arrange bus transportation. The management of the bus stops, however, is in the hands of the regional and local authorities. The province manages the bus stops along the provincial highways. The municipalities are responsible for the other bus stops in the province. The staff who manage the bus stops are called road authorities. Also on this domain the County has to do with laws and policies. The province of Groningen states in its strategic Information plan that it will focus on the quality of its information in the coming years. The different activities within the bus stop management provide different, complex information flows. The complexity has to do with the province that distributes the tasks through several departments and works together with several external partners in the chain.

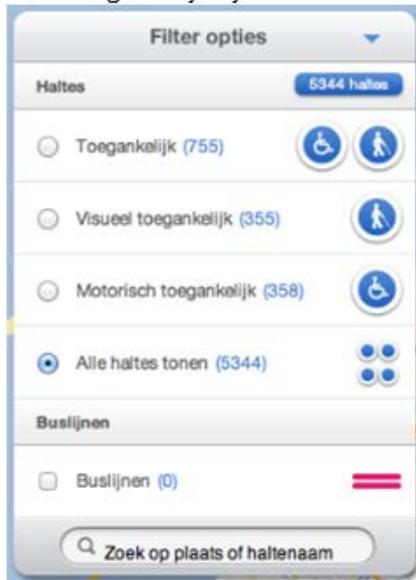
The province uses Haltescan.nl to monitor the bus stop accessibility data from herself and the Groningen municipalities. Stop scan is a dual system. At the 'backend', the province and the municipalities enter data in their bus stop information system. This is then returned to the province to check it out. After the review and approval, the data is processed in 'Haltescan' and pops up the information at the "frontend". The frontend can be compared with the 9292 from the bus stop accessibility. The user, often a traveller, can click on a bus stop after which the features and specifications of the bus stop will be displayed. The bus stops are divided into three categories: Visual and motor accessible, visually accessible and motor accessible.

The province should on 1 January 2016 have made 47% of its bus stops accessible for people with disabilities. The bus stop management got a boost and a higher priority. This brought to light just how inefficient the province works with its bus stop data and proves the quality of the internal data bus stop is not good. There is no proper overview on all bus stop data and the province has difficulty responding to difficult questions that transcend departments.

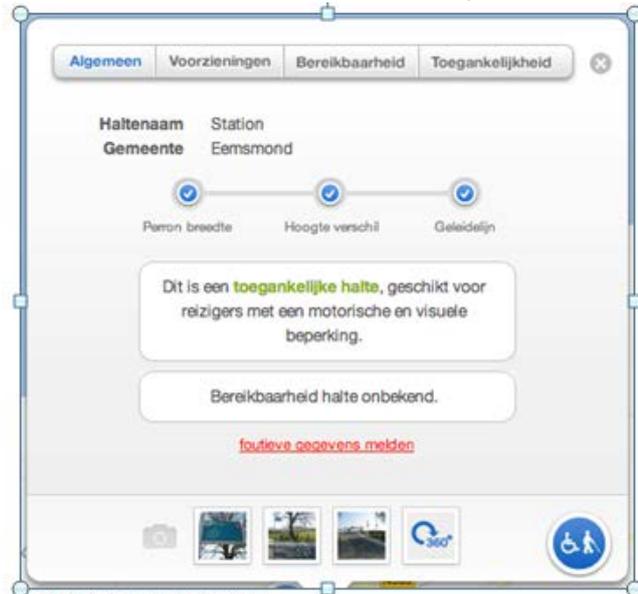
This study examines the possibilities for the province to improve the quality of its bus stop data. For this purpose interviews were conducted in the start-up phase with County employees who manage the bus stop dataset and resources. Then a picture could be sketched of the current situation of bus stop data. Because Haltescan is already in use, the extent to which Stop scan can contribute to improving the quality of data will be investigated. This concept will then be aligned with the public transport agency, Qbuzz (the transportation company) and the passenger platform. This showed the ' backend ' does not meet the needs of the partners.

The "frontend" is user friendly, but the information is not always compliant with reality. The road authorities are responsible for this, but the province carries the final responsibility. The erroneous information shows that the quality of the bus stop data of the province is not good. In addition, the traveller will be affected directly. There are complaints when the facilities for people with disabilities do not match what is on Haltescan. The province does not have the time and resources to physically

check all its bus stops, but must find a way to check their own datasets on the bus stops.



Figuur 6: Filter opties Haltescan
ovbureau.haltescan.nl, geraadpleegd op 21 februari 2013 van .



Figuur 7: Halte-informatie

Four advices are given. The first advice is to bring together the internal partners and bus stop resource holders, to get the communication going. By simply exchanging information on the bus stop data sets and the work activities one becomes aware faster and connections can be made. This would enable a kind of quality control. It will raise the awareness and increase the sense of responsibility of the internal partners.

The second advice is in line with the first advice. The province lacks clear agreements about managing bus stop data. The files are usually set up and managed to the sole discretion of the manager of the data. The province will have to put in time and energy to evaluate the work processes and the design of new data models. They are also advised to make a split between the information flows of the internal partners and information flows with the external partners.

The third opinion advice is on opening the accessibility of bus stop data. This means that the data is public, there are no rights granted and that the data are computer readable. This advice zooms in on a section of the bus stop data awareness. Sometimes you have to start small. Haltescan doesn't provide any option to check the data. There are two groups who use a bus stop daily: the bus drivers and travellers. By making data public the province will soon find out whether the information is correct. It is likely errors will be found, but that's no problem. It is worse when the province does not respond to these problems, especially when the province loses no time and money to the control.

Finally, there are already initiatives to check the bus stops. The passenger platform trains judges and starts a pilot in September in the city of Groningen. The province should welcome the report and think about how they can profit from this.