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22 October 2002

traveline Research Study

Transport & Travel Research Ltd (TTR) is carrying out a study on behalf of the Department for Transport to assess the issues affecting the future delivery of the traveline service, the national public transport telephone information hotline. All calls to traveline are directed through a single telephone number to regional call centres by dialling 0870 608 2 608.

The purpose of the research is to provide insights into the needs and characteristics of current users of the service, to investigate what traveline might offer to travellers who do not yet use the service, and what impact it might have on their travel behaviour. The study will also consider the impact of possible changes to opening hours for some call centres.

traveline is run and funded by a partnership of transport operators and local authorities who are assisting TTR with this research.

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For further information, please contact:

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