

At Warrington Borough Transport, we are committed to providing the best possible passenger transport service for everyone who lives, visits and does business in Warrington. This means a safe, reliable, sustainable network underpinned by a strong customer focus. We strive to lead, setting benchmarks rather than following them, and will seek to play an integral, active role in the continued development and regeneration of the community we serve.



making **warrington** move

Visit our all new website at:
warringtonboroughtransport.co.uk

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Wilderspool Causeway,
Warrington WA4 6PT
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Welcome

Welcome to our customer brochure, a handy guide to who we are, what we do and how our buses are Making Warrington Move!

We want to provide the best possible bus travel for the people of Warrington, building on the success we've enjoyed so far to offer a service that everyone can be proud of.

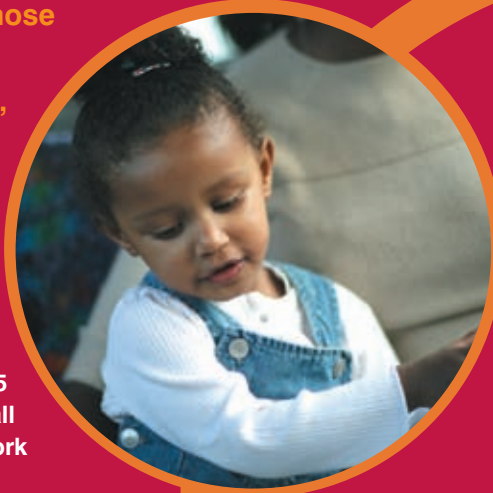
A safe, reliable and efficient service with a strong customer focus is what Network Warrington is all about, so read on for details of how we've got where we are today, and where we're headed.



Who we are and what we do

Warrington Borough Transport is owned by the council and covers numerous local routes, as well as those further afield, such as Leigh, Newton-le-Willows, Northwich and Altrincham.

Including our contracted services for schools and employers, 125 buses carry over 8 million passengers every year, covering around 6.5 million kilometres. And that's all thanks to more than 275 Network Warrington employees!



“125 buses carry over 8 million passengers every year.”

A bus company that benefits Warrington

Our council ownership and management structure means that local people have a say on all the key issues. This combination of private sector experience and public sector values is great for the town as a whole.

We're not driven by short term results and big profits like the major plc bus companies, but look longer-term at what's best for Warrington. This allows us to operate at off-peak times, set value for money fares and invest any profits we make in the local community.

Above all, we share the strong 'Team Warrington' approach of other local organisations - by working together, we can really put Warrington on the map!

Geared for success

Our service has grown over the past few years, with investment in many different areas, including:

- 77 stylish new buses
- New bus interchange
- Real time passenger information system
- On board CCTV
- Better bus stop environment
- Cleaners at bus station

We've also improved the reliability of our buses - during the last 12 months, over 90% of buses departed on time and under 0.5% of timetabled departures failed to operate for reasons within our control.

These developments have really made a difference, with bus journeys in Warrington up by an amazing 1 million from last year, and customer satisfaction at a record 98%!



Making Warrington Move

One bus can do the work of 35 cars, and getting more people to use buses for some of their journeys can help clear Warrington's roads.

Less traffic means less pollution, and with ultra-clean low-emission engines and our 'green travel' partnerships with local employers (encouraging workers to take the bus), buses are an environmentally-friendly way to travel.

A successful bus service also helps social inclusion by providing employment links for non-car users, wheelchair-facilities for people with disabilities and concessionary fares for senior citizens.

Everything is now in place for Network Warrington to go from strength to strength as we continue to give users a high quality transport system to carry them and the town to new heights.

