



Q. What is Overground?

A. Overground is a high frequency bus network for Greater Manchester that will make public transport easier to understand and use, and which is designed to help persuade motorists to leave their cars at home and use the bus.

The Overground concept for bus travel incorporates many of the successful elements employed by Underground rail networks.

In London you take the Underground. In Manchester you take the Overground.

Q. So what does Overground mean?

A. Our Overground network of routes operate on a high frequency basis of a bus at least every 10 minutes or better, Monday to Saturday daytime. On Sunday there will be a service frequency that reflects local demand.

Q. Why is First changing the buses?

A. Overground is NOT a change to the bus services. Routes and Timetables are not being altered.

Q. What's Overground all about?

A. First fully and actively supports the Government's plans to develop public transport in the UK as a real alternative to the car. This will help reduce traffic congestion and delay, and improve the environment by reducing the levels of damaging engine exhaust emissions released to the atmosphere.

Overground has a major part to play in this because it will enable potential and new bus users to quickly and easily identify those routes where a frequent and reliable bus service is available.

Timetables on Overground routes will be a thing of the past as the maximum length of waiting time for the following bus will only ever be ten minutes during the day, Monday to Saturday.

Overground will help make the decision to take the bus easy and problem free. It is our response to research amongst car users which shows that they would consider taking the bus if services were made easier to use, routes were easy to identify and buses were reliable and frequent. Overground bus services will help to attract people out of their cars and onto the buses - which will benefit everyone.

Q. What's in Overground?

A. First there's a handy Overground map showing all the bus routes included in the network.

This looks just like the underground rail map that everyone's familiar with and so it will be easy to understand and use.

On the map each of the routes is given a unique colour code - to make it easy to identify the bus route that will take you where you want to go.

Secondly the buses used on Overground routes will be the most modern in our fleet, offering low floor, easy access to all. We are progressively route branding the buses with the colour of the route they operate along to correspond with the route colour used in the map. As part of this work the key destinations along the route will be displayed on the sides of buses. Once re-identified, those buses will then be dedicated exclusively to that route.

The aim is that if customers want to travel, for example, on the red route, all they have to do is look for the red branded bus. It will be as simple as that. And if a bus has just departed there'll be another along in 10 minutes maximum!

Q. Is First introducing new buses as part of Overground?

A. The company recently delivered its promise of 278 new buses for Greater Manchester, an investment of £34 million. As the Overground routes are amongst the most popular in our network, most of these new buses will be seen on Overground services.

Q. Which local areas will be served by Overground?

A. Overground routes are spread across the entire First in Manchester operating area stretching from Wigan in the West, to Oldham and Tameside in the East.

Q. Does Overground affect ticketing?

A. Overground does not impact on ticketing in any way.

Q. What information is First making available for passengers?

A. There is a customer leaflet detailing the services that make up our Overground network, and our value for money ticket range of unlimited travel tickets are also listed. These will be available on the bus, from all GMPTE Travelshops and from our Careline by telephoning 08457 88 11 55.