

Type of Service	Visitor or Local	Is this service already provided elsewhere?	Who else could provide this service?
<b>Saleable</b>			
Information Boards	Local	These are external boards outside the TIC and there is another on the Rotherfold	Town Council, local business
Retail Sales	Visitor	Shops	Shops, Visitor Attractions
National Express ticket sales	Local/Visitor (Outbound travel)	Post Office	Travel Agent, Post Office, National Express Look into computer courses to help people do this themselves
Box Office services: South Devon Arts Centre Princess Theatre local community groups such as TAODS, Rotary, Torbay Symphony Orchestra, Exeter Festival Chorus	Local	Shops, Cafes	Shops, Cafes and local businesses
Production of the annual Totnes Guide (contracted out)	Local/Visitor	Production and printing is already contracted out to a local company	Contract out
Services and sales undertaken on behalf of SHDC and DCC– e.g. visitor parking permits, bin liner sales, RADAR keys	Local/Visitor	SHDC	Shops SHDC Online
Theatre Tokens	Local		Online direct
Ferry Tickets	Local/Visitor	Steamer Quay ticket office	Online/direct
Accommodation information and booking	Visitor	Websites of individual providers Totnes Guide	Travel Agent Website Airbnb Individual providers' websites
Advertising	Local	Town Notice Boards	Town Notice Boards

Information Led			
Visitor information: <ol style="list-style-type: none"> <li>1. Signposting to other services, businesses and attractions</li> <li>2. Things to see and do in the area</li> <li>3. Itinerary planning</li> <li>4. Leisure pursuits, transport, itinerary planning, ticket sales, town heritage, landscape</li> </ol>	Visitor/Local		FAQ Information boards Tourist information points Website – enhances itinerary packages Town App Sort out wifi in town
Maintenance and updating of the Totnes Information Centre website	Visitor/Local		Town Council/Tourism Partnership
Events listings on our website, Facebook page and in hard copy format	Visitor/Local		Town Council/Tourism Partnership Links with new Civic Hall/venues website
Lost and found service	Visitor/Local	Various other venues – difficult to say definitively	Any other businesses, Town Council, Library
Complaint handling about local (tourism) businesses, services and facilities in town	Visitor/Local	Town Council, SHDC	Town Council, SHDC, Tourism Partnership
Brochures and leaflets	Visitor/Local		Shops
Bus timetables	Local/Visitor		Community Hub, Bus stops, online
Provision of local information – e.g. telephone numbers of local businesses, especially shops in the town	Local	Town Council, SHDC	Website