

A quick guide: Your Bus Matters events

Your Bus Matters events are organised by Bus Users England, Scotland and Wales.

They give passengers an opportunity to speak directly to the people responsible for running their bus services and ensure services meet the needs of the local community.

The extent to which operators and local authorities are involved in Your Bus Matters events varies, but Bus Users makes the final decision about where and when these events take place and who is involved.

Bus Users also takes the lead on the publicity of each event, although partner organisations are very welcome to undertake their own promotion.

It must be made clear in every case, however, that these are Bus Users events and, as such, they are entirely independent from the operators and local authorities who may be present.

It must also be made clear that anyone not able to attend these events can submit their comments to Bus Users in writing to yourbusmatters@bususers.org or by phone on 0300 111 0001.

With each event, Bus Users will:

- Produce a poster advertising the location, time and date. The poster can be made available to anyone involved
- Produce a press release that will be circulated to local media. Partner organisations are welcome to suggest press contacts, or to circulate their own release, making it clear this is a Bus Users event
- Post information on to the Bus Users website, Facebook page, and twitter account. Again, partner organisations are welcome to share these posts or to create their own, making it clear this is a Bus Users event
- Share photos of the event and live updates on social media wherever possible. Partner organisations are welcome to share their own event updates.

If you require any advice, guidance or support in relation to these events, please contact us on the details below.

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