

Bus Users UK

Annual Report 2012



**Who's who at
Bus Users UK**



LIFE PRESIDENT
Dr Caroline Cahm MBE PhD



CHAIR
Gillian Merron



VICE CHAIR
Jeffrey Anderson



CHIEF EXECUTIVE
Claire Walters



DEPUTY CHIEF EXECUTIVE
Stephen Morris



SENIOR OFFICER – WALES
Margaret Everson



SENIOR OFFICER
– SCOTLAND
Gavin Booth



OFFICER – WALES
Barclay Davies



PROJECTS
CO-ORDINATOR
Nicola Parkins



SURGERIES OFFICER
Susan Dawson



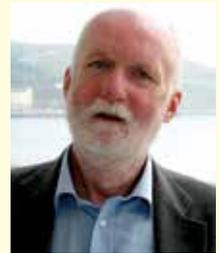
PASSENGER SERVICE
ADVISER
Karen King



PASSENGER SERVICE
ADVISER
Rena Verlander



FINANCE
ADMINISTRATOR
Bill Wright



COMMERCIAL MANAGER
Julian Osborne



BUS COMPLIANCE
OFFICER – WALES
Michael Anderson



BUS COMPLIANCE
OFFICER – WALES
Nesta Jones



BUS COMPLIANCE
OFFICER – WALES
Stan Thomas



OFFICE MANAGER
Therese Heslop



OFFICE ADMINISTRATOR
– WALES
Bethan Davies

Bus Users UK — who are we?

Bus Users UK is an independent group which champions the interests of bus and coach users and campaigns for better bus and coach services.

We have the ear of all the major bus companies and a lot of the smaller ones too, of their trade organisation and of the Government and local authorities.

We operate a complaints appeals services for bus users who are dissatisfied with the response they have had from bus companies, and we run events for bus users to meet their local bus company management and local authority staff. We act as a support organisation for local bus users groups.

Bus Users UK is not aligned to any political party. Bus Users UK Ltd is a Company Limited by Guarantee (registered in England No 04635458).



MISSION

Bus Users UK exists to champion the interests of bus and coach users and campaign for better bus and coach services

Values:

- Inclusion
- Excellence
- Bus and coach user-led
- Partnership-oriented
- Building relationships
- Cooperating with bus and coach companies, government and other agencies

Our main aims are to:

- Ensure that the opinions of bus and coach users are sought and taken seriously by decision-makers
- Promote buses and coaches as a viable choice of transport for all
- Achieve recognition for Bus Users UK throughout the UK as independent voice for bus and coach users

Many thanks to all of members for helping to develop these fundamental principles, on which we can base all our future work.

Chair's report



Members will recall that I led the work last year to refine our strategy – thank you to everyone who took part in that, particularly at our 2012 AGM in Liverpool. That work has been built upon and the results will be used in our plans, work-programme and information materials.

Indeed, much of our work in 2012 has been about finalising that strategy and beginning to put it into place. Our strategy aims to ensure that bus users' opinions are sought and taken seriously by decision-makers; to help buses to be seen as the viable choice of transport for all; and for Bus Users UK to be recognised throughout UK as an independent voice for bus users and the appeals service for bus-related complaints.

To make that happen, having secured the increased financial support from our funders to bring about change and further improvements in BUUK's effectiveness, new appointments have strengthened our staff team to deliver more results as we work during 2013.

Claire Walters leads in the new and additional role of Chief Executive. This appointment recognised the need for stronger direction, and Claire comes to us with an excellent background in leading and growing the importance of voluntary sector and not-for-profit organisations. Stephen Morris is Deputy Chief Executive, continuing to offer his invaluable knowledge of the world of buses and his long experience at Bus Users UK.

During 2011 we had done a lot of work on raising our profile and as a result have seen a very large increase in the volume of complaint appeals handled in England this year – 54% more complaint cases than in 2011. We were sorry to say goodbye to our complaints manager Mike Gilson, who has been replaced with two Passenger Service Advisers, Rena Verlander and Karen King. Julian Osborne has continued to look after complaint appeals for coaches and to give us yet more capacity to handle bus complaints too.

We have also expanded in Wales, where the Welsh Government asked us to take over the role of ensuring that bus services comply with their timetables. To that end we have appointed three Bus Compliance Offices, Michael Anderson, Nesta Jones and Sian Thomas, who are each covering different areas of Wales to a standard that enables them to give evidence of their findings to the Traffic Commissioner at Public Inquiries.

During 2012 I took every opportunity to represent the voice of bus passengers where it counts, including at the Department for Transport's Bus Partnership Forum with Minister Norman Baker and key people in the industry. As you'll have read in Bus User magazine, I addressed

a number of gatherings and conferences across the country, speaking to people who can make a difference, including the Association of Local Bus Managers, the Association of Transport Co-ordinating Officers and the West of England Bus Conference; at these gatherings I regularly emphasised the importance of buses and bus users to local economies. Once again I took the opportunity to talk to bus builders at Euro Bus Expo in Birmingham about what bus users want and I've endorsed good practice, including celebrating the success of the trentbarton Mango card and re-launching their i4 bus service, as well as launching new additions to the fleet at Newport Bus, specifically designed to meet the needs of those who are visually impaired or blind

Bus Users UK is quite a different organisation going into 2013, whilst retaining its core purpose, which will become more apparent as the year progresses. This is thanks to all the hard work from every member of our staff, who are all listed on page 2, and we are fortunate to have such a dedicated team. My thanks to all of those who work so hard as volunteers on behalf of Bus Users UK. Work at the local level really makes the difference and your efforts are appreciated and vital to the cause.

I continue to take every opportunity to represent the views of the millions of people who rely on buses for so many purposes. There are signs that the message that bus users are vital to the economy, cohesion and general well-being of the country is beginning to get through. We will ensure we do everything we can to keep pushing that message forward, and we do so increasingly from a position of strength.

Gillian Merron
Chair

Financial Report for 2012

In my Financial Report last year I commented on the fact that 2011 had been an interesting one financially for the organisation. I am pleased to say that 2012 has been a very successful one for Bus Users UK. Gillian Merron and Stephen Morris had presented a very sound funding proposition to our principal funders which resulted in a significant increase in the financial support offered by the operators.

Much of the funding was earmarked for major projects such as the appointment of a new Chief Executive, a considerable overhaul to our website, the expansion of our work in Scotland and other major initiatives. We also received money to support an increased surgeries programme and an increased complaints handling system.

Unfortunately for a number of reasons several of the projects for which we had received funding did not start as soon as we had hoped and much of the cash remained unspent at the year end. As the work still needs to be done it was agreed that the surplus money would go into a Development Fund to be carried forward and spent in 2013, which will enable all of the agreed work to carry on as envisaged. After setting up the Development Fund we were still left with a surplus for the year a little larger than that of 2011.

Members will be aware that at the AGM in 2012 it was reported that significant work had been done in the re-organisation of Bus Users UK, the re-naming of the Limited Company to Bus Users UK Limited and

the preparation and adoption of the new Articles of Association, all of which was passed at the AGM. The professional costs involved in doing that work constitute a legacy issue rather than a normal day-to-day running cost and as such it was decided that these costs should be spent from the Benefactor's Reserve, a fact which is reflected in the statutory accounts.

The prospects for 2013 are very good. In November 2012 Gillian Merron and Claire Walters presented a budget to the principal funders which was readily agreed. Earlier in 2012 an agreement was reached with the Welsh Government for Bus Users UK to take over the running of Bus Compliance Officers in Wales and that the Welsh Government would fund us accordingly. As this annual report is going to press talks are ongoing with the Scottish Government for us to have a greater profile there, with a commensurate increase in funding.

In conclusion, I should like to thank our colleagues in the Scottish Government and Welsh Government for their continued valuable support in Scotland and Wales and also, of course, our supporters among the membership and the bus industry whose continued support is crucial to the continued success and future development of Bus Users UK.

Bill Wright

Financial Administrator

Bus Users UK represent passengers' views on the numerous bodies/organisations. These include:

ATCO (The Association of Transport Coordinating Officers)
ATCO Wales
Bus Funding Review Implementation Group (Wales)
Bus Funding Review Steering Group (Wales)
Bus Partnership Forum (DfT)
Bus Passengers' Platform (Scotland)
Bus Registration Working Group (Scotland)
Bus Stakeholder Group (Scotland)
Campaign for Better Transport
Climate Change Commission
Concessionary Fares Stakeholder Panel (DfT)
Confederation of Passenger Transport
Denbighshire Public Transport Forum
European Passenger Federation
Journey Solutions
Neath Port Talbot Community Voluntary Services Forum
Neath Port Talbot Transport Forum
North Pembrokeshire Public Transport Users Forum
Older People's Commissioner for Wales
PTUC (Wales)
Road Operators' Safety Council

SEStran (South East Scotland Transport Partnership) Bus Forum
Sewta (South East Wales Transport Alliance) Board
Sewta Bus Strategy Working Group
Sustainable Transport Cymru
Sustrans
SWWITCH (South West Wales Integrated Transport Consortium) Joint Committee
Taith (North Wales Integrated Transport) — Key stakeholder meetings and workshops
TraCC (Trafnidiaeth Canolbarth Cymru: the transport consortium for Mid Wales) — Key stakeholder meetings and workshops
Transport and Tourism Sub Group (Wales)
TrawsCymru Delivery Groups
UK Bus Awards
Welsh Language Board

Bus Users UK is also a partner (with the Confederation of Passenger Transport) on the Bus Appeals Body.

Complaint appeals

Dealing with bus passengers' complaint appeals continues to be a major activity. Complaints in England have to be seen by the operator first, and we only then deal with the complaint if the bus company has not resolved it to the passenger's satisfaction. However, in line with objectives from Welsh Assembly Government, we handle all complaints in Wales that come our way.

We increased our capacity by appointing two new part-time Passenger Service Advisers. The number of complaints in England increased by nearly 54% during 2012, from 511 in 2011 to 789. In Wales we saw a slight decrease, from 287 to 243, so the overall increase in England and Wales was just short of 30%, from 798 to 1,032.

The increase also resulted in some more complex cases than seen hitherto, which has led to an increase in the number of complaints reaching the Bus Appeals Body (see opposite). Of the 1,032 complaints we received, 49 reached the Bus Appeals Body, 45 from England and four from Wales: again a sizeable increase over 2011.

That said, the number of referrals to Bus Users UK represents a very small percentage of the number of bus journeys made in the UK every day. Many companies never feature in our records and some only rarely. Amongst the complaints we see, though, there remain characteristics which, if addressed, would see more satisfied customers and, we suggest, a more positive attitude to bus travel all round.

Some referrals to us involve companies not addressing the actual complaint or only addressing peripheral issues within it. Complaints that a bus missed a stop are met with confirmation that the bus operated, for instance. Responses about breakdowns sometimes still contain paragraphs about how the maintenance regime is designed to prevent them. There remains also a tendency in some quarters to explain away individual instances of poor reliability, cited by the complainant as examples, rather than addressing the more systemic underlying issue. Concern about (and, sometimes, ignorance of) data protection legislation often leads to insubstantial, apparently evasive, answers full of possibly standard sentences that don't address the key issues.

Many responses take far too long to achieve, thus turning the complaint from being about the incident to being about how it was handled. 'Sending to the garage for investigation' may sound reasonable to the company but the complainant struggles to understand why this can take so long and remains unimpressed when the final response reads as though the customer service person is merely a channel for the garage's explanation, rather than an employee of the same organisation.

Differences in what companies regard as being within their control still persist – sometimes within the same transport group. On the positive side, bus companies have got much better at providing multiple means of contact and most now exhibit a more flexible attitude towards compensation. We do note, however, that prompt detailed responses to complaints often mean that a question of compensation does not arise.

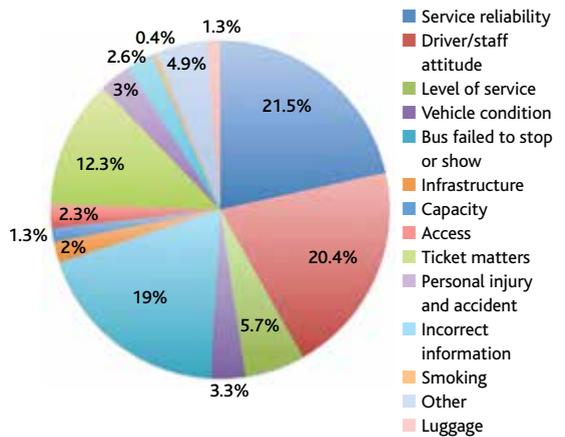
The increasing complexity of the complaints we are receiving does suggest that some of the more straightforward issues are being dealt with more effectively by the bus companies. We are working with the major bus operators at a senior level to improve their complaint handling, and giving them regular reports on the issues we are dealing with and this is having results.

In England the largest area of concern with which we are dealing is, not surprisingly, service reliability, accounting for 21.5% of cases, followed by driver and other staff attitude at 20.4%.

In England and Wales we dealt with complaints about the services of 150 bus operators. Nearly 77% of complaints referred to companies within the Big Five transport groups (Arriva, First, Go Ahead, National Express and Stagecoach), though in England the proportion was larger, at 80.75%: only three of the five groups have bus services in Wales, where they accounted for 64% of the complaints. The smaller groups, which are not represented in Wales, accounted for 6% of the complaints in England.

In Wales 25% of the complaints were about independent operators and 11% about local transport authorities. In England, where a smaller proportion of bus services is provided by the independent sector, 13% of complaints were about smaller operators.

Complaint categories, England 2012



Complaints in England

Category	Number	Percent
Service reliability	239	21.5%
Driver/staff attitude	227	20.4%
Level of service	63	5.7%
Vehicle condition	37	3.3%
Bus failed to stop or show	212	19%
Infrastructure	22	2%
Capacity	14	1.3%
Access	26	2.3%
Ticket matters	137	12.3%
Personal injury and accident	33	3%
Incorrect information	29	2.6%
Smoking	4	0.4%
Other	55	4.9%
Luggage	15	1.3%
Total	1,113*	100%

*1,113 issues were raised by 789 complainants, some of whom were complaining about more than one issue.

Complaints in Wales

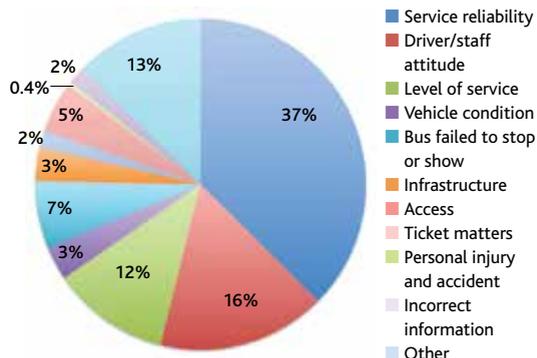
Category	Number	Percent
Service reliability	91	37.4%
Driver/staff attitude	40	16.5%
Level of service	28	11.5%
Vehicle condition	8	3.3%
Bus failed to stop	16	6.6%
Infrastructure	8	3.3%
Access	4	1.6%
Ticket matters	12	4.9%
Personal injury and accident	1	0.4%
Incorrect information	4	1.6%
Other	31	12.8%
Total	243	100%

Complaints by operator type

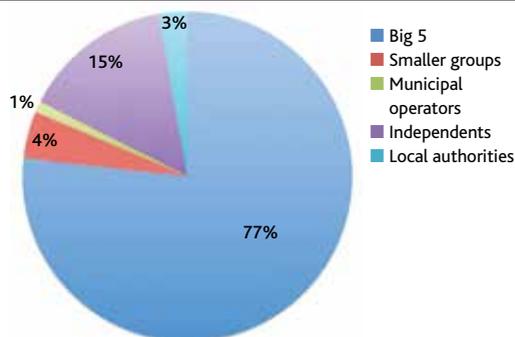
	England	Wales	Eng & Wales	
'Big Five'	80.7%	63.8%	792	76.74%
Smaller groups	6%		48	4.65%
Municipal operators	1.1%	0.8%	11	1.07%
Independents	11.8%	24.25%	152	14.73%
Local authorities	0.25%	11%	29	2.81%
			1,032	100%

In England 92 complainants (11.66%) gave us their feedback about how well we had handled their complaint, and 92.5% were satisfied, and 79.5% rated our service as good (31.5%) or excellent (48%).

Complaint categories, Wales 2012



Complaints by operator, England & Wales 2012



Bus Appeals Body

When it is not possible for Bus Users UK to broker an agreement between the bus user and the bus company, it refers cases to the Bus Appeals Body. The Bus Appeals Body is a joint operation between Bus Users UK and the bus companies' trade association, CPT (The Confederation of Passenger Transport). Representatives for bus passengers and bus companies and an independent chairman re-examine the evidence and reach a decision on how the case should be resolved. Although decisions are not legally binding, CPT members are required to abide by decisions as a condition of their membership, and the Traffic Commissioners, who issue bus companies' licences to run bus and coach services, also expect compliance.

In 2012 49 cases were referred to the Bus Appeals Body, 45 from England and four from Wales, though eight cases were resolved before the Bus Appeals Body had issued a decision, one case was terminated following an apparent attempt to subvert the outcome and one was deemed to be out of scope. Three were still ongoing at the end of the year and of the 36 cases decided in 2012 23 (64%) were found in favour of the complainant.

Your Bus Matters

Bus Users UK holds bus users surgeries around the country, and for 2012 we rebranded surgeries as 'Your Bus Matters'. We work with local bus companies and local authorities to bring together key players from the companies and local councils (or Passenger Transport Executives in the Metropolitan areas) to listen to what local bus users have to say and to take away suggestions.

In 2012 we organised 40 such events, 22 around England, 17 across Wales and one in Edinburgh.

These are usually well-attended. In Wales we have a remit to cover as many places as possible across the entire country, and often these are held in bus stations, libraries or other public buildings. Elsewhere we try to hold surgeries on board buses parked in shopping centres, though we also use bus stations and similar venues in places where it is difficult to park a bus in a suitable location for whatever reason. Health and safety issues tend to make it difficult to park buses in locations which would seem ideal for Your Bus Matters events. Increasingly we find town centres are also keen to charge us for the privilege of giving their residents the chance to be consulted on the services that get them into the town. This is particularly so where management of town centres has been privatised. Bus stations are also usually warmer and more sheltered for events in the winter months.

In a sample of 2,500 surgery attendees in England, by far the largest category of comments regards level of service, and it is notable that in almost all locations we go to passengers want more buses in the evenings and on Sundays. As a result almost 31% of comments regarded level of service during 2012. Reliability was further down the scale at 17.6% and the third largest category was compliments, with 12.8% of comments being positive. Driver and other staff attitudes are next in line, at 7.7% and just under 5% of comments refer to fare levels, although as surgeries tend to be during the day on weekdays a high proportion of attendees hold bus passes and thus don't tend to pay fares.

Surgery issues (England)

Level of Service	30.9%	Service reliability	17.6%
Compliments	12.8%	Driver/staff attitude	7.7%
Fares	4.9%	Infrastructure	3.5%
Vehicle Condition	3.2%	Information	2.6%
Capacity	2.5%	Ticket Issues	2.1%
Access	1.6%	Misc/other	10.1%
		Passenger/behaviour issues	0.4%



2012 Surgeries

3 February: Doncaster	12 July: Swansea
21 February: Lampeter	26 July: Ferndale
22 February: Carlisle	15 August: Aberaeron
25 February: York	15 August: Lincoln
2 March: York	16 August: Maltby (Rotherham)
4 April: Ipswich	17 August: Haverfordwest
13 April: Aberystwyth	20 August: Monmouth
18 April: Chatham	21 August: Chepstow
4 May: Bath	21 August: Abergavenny
22 May: Dolgellau	24 August: Caldicot
24 May: Edinburgh	30 August: Derby
7 June: Bowness	31 August: Bridgend
8 June: Windermere	10 September: Darlington
13 June: Blackburn	21 September: Preston
18 June: Darwen	5 October: Blackpool & Cleveleys
28 June: Plymouth	17 October: Hailsham
2 July: Newport (Gwent)	22 November: Staines
6 July: Stockport	23 November: Barnstaple
10 July: Newtown (Powys)	11 December: Wrexham
11 July: Denbigh	
11 July: Ruthin	

Bus Users UK Cymru

Bus Users UK in Wales's work is funded by the Welsh Government and funding is based on the following key outputs:

- To improve bus services across Wales by monitoring and reporting on bus operations;
- To gather the views of users and accurately reflect them to the industry and legislators;
- To provide guidance and support for bus users
- To provide a contact point for all bus user complaints in Wales
- To develop and maintain a database of bus passenger complaints in Wales
- To organise and manage the delivery of bus passenger surgeries in Wales
- To provide an advice service to local authorities and bus operators in Wales to improve responses to passenger views and to improve service delivery
- To provide advice as required to the National Assembly for Wales and Ministers of the Welsh Government, on strategic and technical developments related to bus transport
- To provide advice on proposed transport policy

Bus Users UK in Wales runs a network of local representatives operating on a part time basis. They are Greg Varney (Powys), Hywel Jones (Carmarthenshire), Jim Maggs (Swansea/Neath-Port Talbot), Joyce North (North East Wales), Joyce Porter (Mid Wales), Judi Hartland (Pembrokeshire), Paul Harley (South East Wales) and Tudor Thomas (Cardiff). At the time of writing there is a vacancy for a north Wales representative.

Bus Users UK in Wales has its own website (www.buserswales.org) on which you can see their full Annual Report (which can be obtained on CD from the Cardiff office). They also have their own Facebook page to encourage everyone to join in the conversation.

COMPLIANCE MONITORING

Bus Users UK appointed three full-time Bus Compliance Officers for Wales with effect from 5 November 2012, monitoring bus services and reporting on performance. Michael Anderson covers Bridgend, Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Swansea and Powys; Nesta Jones covers Conwy, Denbighshire, Flintshire, Gwynedd, Isle of Anglesey, Wrexham and north Powys; Sian Thomas covers Blaenau Gwent, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Newport, Rhondda Cynon Taff, Torfaen, Vale of Glamorgan and south Powys.

Although the three Bus Compliance Officers are employed by Bus Users UK in Wales, their posts are

supported financially by the Welsh Government to help Bus Users UK to represent the interests of bus passengers, to monitor the Regional Transport Services grant mileage element reimbursement and to work more effectively with bus operators, local authorities and others to improve bus services and facilities.

Bus Users UK in Wales conducts incognito surveys assessing the quality of sample bus journeys made in all of 22 local authority areas of Wales. The questionnaires reflect the issues that bus users have, ie: is there a bus stop, does the bus arrive, is the destination correct and are some basic simple things good, for example, are the seats and the windows clean, is the driver polite and is the ride acceptable. Bus Users UK Cymru has been carrying out these surveys over a couple of years and from our random monitoring we can see that there are definite improvements. The annual monitoring exercise has helped the bus industry improve their offering to the public. Like any survey bad practice can be found, but the best is getting better and there are a lot of very good bus services out there for people to use.

Bus Users UK Cymru arranged 11 Your Bus Matters bus user surgeries in different towns and cities across Wales. In the last 12 months these have taken place in Aberystwyth, Dolgellau, Newport, Newtown, Denbigh, Swansea, Ferndale, Aberaeron, Cardigan, Fishguard, Haverfordwest, Monmouth, Abergavenny, Chepstow, Caldicot, Bridgend and Wrexham.

ENTERPRISE AND BUSINESS COMMITTEE

The National Assembly for Wales' Enterprise and Business Committee undertook an inquiry into Integrated Transport in Wales. The Committee took oral evidence from many organisations including Bus Users UK in Wales and in November we were invited to attend in the Senedd in Cardiff Bay. The advance submissions and oral evidence can be found on the National Assembly's website (<http://www.senedd.assemblywales.org/mgIssueHistoryHome.aspx?IId=4436>).

Bus Users UK Scotland

In Scotland in 2012 it was a year of consolidation and preparation. In addition to the normal meetings with passengers, Scottish Government, operators and local authorities, we had visits from Claire Walters, our chief executive, who met with government officials, the Traffic Commissioner, operators and CPT representatives to learn about the different challenges facing Scottish bus passengers and the service providers who try to meet them, and discuss how our role could be expanded in 2013. Claire and Gavin Booth also met with bus builders Alexander Dennis at Falkirk to consider how bus design could be improved to meet the needs of all passengers.

Where next for Bus Users UK?

Now that we have a set of strategic aims, we have been working on how we can make them a reality. Some are easier to achieve than others but all are important to ensure that Bus Users UK meets the needs it was set up to fulfil.

In order to ensure that the opinions of bus and coach users are sought and taken seriously by decision-makers, we feel that four things need to happen. We need to:

- increase the membership so that it's more representative of the bus-using public
- develop the existing membership so you have the tools you need to help achieve our aims
- improve the organisation's profile and image, and
- become better-known as the independent voice of bus and coach users throughout the UK

To increase the membership, we are working on a raft of ideas to make people who care about their local buses see the value in joining Bus Users UK, including discounts and other incentives.

A key objective is to provide more support for local groups to help them recruit new members from all ages and backgrounds to broaden the appeal and credibility of Bus Users UK. As a pilot scheme during 2013 we are targetting four areas for particular development, Stoke, Tyneside, Leicestershire and Hampshire. We will also help local groups to campaign on their key issues and develop more skills in dealing with regional press and other media.

To improve the organisation's profile, we will make some changes to the way we present Bus Users UK, including the new website on which we have now been able to start work. We are starting to refresh our marketing materials and are finding ways to make our information more accessible. We will also broaden our reach by working with other organisations, such as the Youth Parliament and Women's Institute, combining forces on projects that encourage bus use.

We want Bus Users UK to be the natural place to come for anyone needing a knowledgeable response to proposed changes to bus policy or provision. We will be increasing our PR activity and we are using new channels on social and other digital media to become better-known by the media and the general population. We will be targeting mainstream media as well as transport-related publications in order to widen our pool of interested people.



Our next aim is to have buses seen as a viable choice of transport for all. We need to go about this in two ways: working with the operators and campaigning.

We will work with bus operators to ensure they provide accurate and accessible information for bus passengers, and really understand passengers' needs. To make sure that

we have all the facts and that operators take our views seriously, we will endeavour to become the UK's main supplier of bus compliance monitoring services while expanding our Mystery Passenger and other commercial activities.

This work will be enhanced by an active campaigning role which will carry out at least two high-profile campaigns each year.

We will promote the use of integrated fares and smooth transport interchanges to overcome some of the obstacles and objections potential passengers have, as well as supporting efforts of bus companies to train their drivers in customer care and disability awareness, keep their vehicles clean and ensure their waiting facilities are safe and accessible.

Becoming known as an independent voice for bus and coach users is important for our credibility. One of the ways we can ensure our independence is recognised is to diversify our sources of income, so that we are less dependent on the bus industry for funding. We are already seeking contracts and grants from other bodies and we are finding ways to increase our commercial income.

Our independence is best recognised at present in our complaints-handling role. This service is well-regarded in England and Wales and we expect to expand this service in 2013, not least with a new Scottish office. We also hope to achieve some form of statutory recognition this year, possibly in relation to complaints covered by the new European law on Passenger Rights which is coming into force shortly.

This means that we have a busy but exciting year ahead and we look forward to giving you a substantial progress report this time next year!

Claire Walters
Chief Executive

Bus Users UK LOCAL GROUPS

Age UK Colchester
Association of Devises Passengers
BABUS (Bedford Area Bus User's Society)
BBUG (Bath Bus Users Group)
Bradford & District Older People's Alliance (BOPA)
Brighton Area Buswatch
BUGS Bus Users Group Stevenage
Bus Users Shropshire
Bus Users UK Northampton
Bus Users UK Oxford
Bus Watch West Haringey
Campaign for Better Transport – Cambs
Campaign for Better Transport – West Yorkshire
Cardiff People First
Christian Peoples Alliance Party (Northampton Branch)
City of Hull & Humber Environment Forum
Colchester Bus Users Support Group
Dengie Hundred Bus Users' Group (DHBUG)
Ealing Passenger Transport Users Group
Footprint Trustk
Friends of DalesBus
I.W. Bus & Rail Users Group
Kendal & District Bus Users (KADBUS)
Milton Keynes Bus Users Group
Norfolk Bus Forumk
North Herts Bus Users Group (NHBUG)
North Pembrokeshire Transport Forum
North West Surrey Bus Users Group
Oxfordshire Unlimited
Pattishall Parish Council
Penllwyn Community Partnership
The Pensioners & Fifty Plus Action Group
Radstock Public Transport Group
Railfuture
Rame Peninsula Public Transport Users Group
Rural East Lothian Bus Users
The Senior Council for Devon Transport
Southend Area Bus User Group
St Neots Area Bus Users Society
Swindon Climate Action Network
TravelWatch NorthWest
TravelWatch SouthWest
Tyne and Wear Public Transport Users Group
West Leigh Residents Association
Wirral Transport Users Association



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