

bususer



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WORKING FOR PASSENGERS



A BUSY BUS. GOOD NEWS?

Not for Moorsbus passengers

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General enquiries and membership

**Join Bus Users UK to help us
represent the views of bus
users and make a difference
to bus services.**

Bus Users UK
Station Approach
Shepperton TW17 8AS

01932 232574
membership@bususers.org

Press enquiries

press@bususers.org

Bus Users UK Cymru

PO Box 1045
Cardiff CF11 1JE

029 2022 1370
wales@bususers.org

Bus Users Scotland

Hopetoun Gate
8b McDonald Road
Edinburgh EH7 4LZ

0131 523 1306
scotland@bususers.org

Complaints

If you have a complaint about a bus or coach service, you need first to contact the bus or coach company concerned to try and resolve the issue. If you're unsuccessful in doing this, we will investigate your complaint and follow it up with the bus or coach company. Please contact: enquiries@bususers or 0300 111 0001



www.bususers.org

Bus Users UK members to get a third off coach travel

Bus Users UK and National Express have launched a brand new discount card.

The card entitles Bus User members to a third off all National Express coach travel for a full year from the date of purchase. Costing £5 it will be offered as part of the Bus Users UK membership package and sent to members direct by post for just £1.50 p&p.

National Express make around 17 million passenger journeys to 1,000 different destinations across the UK each year with coaches equipped with toilets, reclining leather seats, air-conditioning and CCTV.

Claire Walters, Chief Executive of Bus Users UK, explained: 'This initiative will give our members some great discounts on the cost of transport.

'Coaches are an economical and extremely comfortable way to travel. By saving our members a third off the cost of each journey we'll be making essential trips, weekend breaks and holidays even more affordable.

'We hope this generous offer from National Express will encourage other operators to follow suit.'

The new card is available to all members of Bus Users UK. To find out more call Therese Heslop on 01932 232574

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Editor: Gavin Booth E: gavin.booth@bususers.org

Tel: 0131 652 0205

Assistant editor: Nicola Parkins E: nicola.parkins@bususers.org

Tel: 01932 232574

Design: Mark Watkins, Luck Design www.thisisluck.com

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From the Chair



Atending the UK Bus Awards last month, I am once again reminded of the importance of celebrating those who bring excellence to bus services and am delighted that Bus Users UK plays a key part in the judging process. Amongst other things, I have represented Bus Users UK on a national panel to discuss the Passenger Focus report on giving passengers a voice in bus services, have chaired the inaugural meeting of our Board and with Claire, presented the case for next year's funding to our funders.

We're coming to the end of a very busy year at Bus Users UK with a lot going on behind the scenes, to build the foundations. Amongst other things, we are aiming to make membership of Bus Users UK more appealing, and are pleased to announce that National Express has agreed to make a Coachcard available exclusively to members, which is not restricted by age or area, offering members 30% off their normal fares (see facing page).

Over the last few years the European Union has been introducing passenger rights for users of all modes of public transport. The regulations require new operators of scheduled bus and coach services to have a complaints system in place and operators have to display this on all printed and digital materials in future.

They also require national governments to establish enforcement bodies and we are pleased to announce that Bus Users UK is the nominated body to oversee the complaints procedure in Great Britain, outside London with London TravelWatch having the same role in London. Although aimed predominantly at longer distance and cross-border travel, there are aspects of the bus and coach rights which apply to all bus services, not just the longer-distance ones. Of chief importance to us is that the complaints system required by the regulations will also have to mention the relevant nominated bodies, Bus Users UK and/or London Travelwatch, which will result in a much higher profile for us. This is recognition of the work Bus Users UK has been doing on bus passenger

complaints and will bring some DfT funding into the organisation for the first time.

A major achievement this year has been the setting-up of Bus Users Scotland. This is now expanding and I am delighted to welcome two new members of staff to the Bus Users family. Hazel Dunn and Calum Aikman have joined us as Bus Compliance Officers (BCOs), monitoring the performance and quality of bus services in Scotland to ensure that passengers receive the quality of bus service they deserve. This is recognised by the Scottish and Welsh governments who provide funding to support our BCOs in these countries. A third BCO is being recruited to ensure we can cover the whole of Scotland.

We have been asked for our input on a wide range of different issues via consultations, from driver training to Quality Contracts. In all cases, we have responded by promoting the requirements of passengers for excellent, reliable services that meet their needs.

This year it seems there may be a few more bus services run over the Christmas period than previous years and we will see more services will run on Boxing Day this year, which is a welcome development. Well done to all those who are keeping people moving over Christmas

On that note, I'd like to thank you for your support this year and wish you a very Happy Christmas and New Year and a happy, healthy and successful 2014.

A stylized, handwritten signature in black ink that reads "Gillian".

Gillian Merron
Chair

Power to the

Bus Users UK members probably understand more than most passengers about the way bus services are operated and financed, so it may come as no surprise to learn that recent research by Passenger Focus about the passenger perspective on the way local bus services are decided discovered that the majority of passengers have little knowledge of these areas and want their views to be given much more weight when decisions are being made.

This work explored what passengers know about how their local bus service is managed, who oversees the bus operators, and the role of the local authority.

Gillian Merron, Bus Users UK's chair, said: 'Bus users want to have their voices heard by the right people in the right places. It makes good sense to engage properly with them to bring about quality bus services in all communities.'

The research showed that passengers currently know very little about the way that bus services are determined. Any knowledge they do have is assumed from their experiences using buses, their knowledge of other industries or the provision of other local services.

We know that it is often assumed that local authorities or PTEs have some control over the provision of bus services and, in the areas surveyed, passengers had faith that local transport authorities generally work in the passengers' best interest. User groups agree that local authorities and PTEs have passengers' interests at heart, but that sometimes their intentions and influence can be undermined by budget constraints.

Bus operating companies are less trusted to

consider passengers' needs, as passengers are aware that they are commercial organisations that operate as such. However user groups argue that if operators run commercially viable businesses, this is ultimately beneficial to passengers because it protects the provision of services.

There is a clear desire among both passengers and user groups that passengers' views and needs should be given more weight in the appointment of operators and other decisions. They agree that the operation of bus services must be accountable to passengers.

Passengers feel it is crucial that their views are considered. They generally view bus services as a public service, and as such feel a sense of entitlement to these services and also to some opportunity to



↑ Events like Bus Users UK's Your Bus Matters surgeries give passengers the opportunity to speak directly to bus company managers and local authority officials.

influence how they are determined. It is therefore important that passengers are informed or see evidence that their views are heard.

Whilst in the areas researched there was some trust in local transport authorities to represent passengers' needs, passengers themselves are also keen to be given the opportunity to engage. However, bus passengers currently perceive no involvement for themselves in influencing the provision of bus services because the industry is seen to be lacking in communication in either direction and there is great

passenger!



↑ Bus passengers are demanding more influence in the services they use.

cynicism as to whether the passenger viewpoint is listened to even when it is received.

Bus Users UK has been arguing for both periodic consultation when a change in service provision is imminent, and for ongoing monitoring of service levels and that they should be informed when a change is coming, and that passengers should be invited to give their views on a tangible proposition. When decisions have been made, we believe that passengers should be informed what has been decided and when the change will be implemented; feedback about the service should be encouraged on an ongoing basis, and bus operators should act proactively on existing passenger data in the form of passenger feedback and complaints.

We strongly believe that when specific changes are proposed, both users and non-users should be alerted via leaflets, with websites, helplines and, potentially, public meetings for further information; for ongoing service monitoring, a mixture of passenger surveys and effective analysis of complaints, together with mystery shopping inspections should be used.

It is important that it should be made easy for passengers to take part and user groups could play a bigger role in facilitating engagement.

Claire Walters, chief executive of Bus Users UK says: 'Speaking with bus passengers we know that they often feel left out of the equation altogether,

with decisions made by people based at a distant bus company office without any reference to the passengers who use their services and whose custom can make or break their success and continued viability'.

In theory, Passenger Focus says, greater passenger influence in decisions relating to the determination of bus services could be achieved by a commercial service provider operating without any contract or partnership agreement. However, passengers generally feel there is a need for a regulator, authority, or some other body to whom bus operators are held accountable on passengers' behalf.

This research suggested that the Quality Partnership model of bus service provision was generally popular with passengers, as long as it included contractual obligations with penalties for failing to meet minimum standards. The idea of a socially-minded local transport authority and an operationally-experienced commercial operator working together to reach an agreement is appealing to passengers, if it is also underpinned contractually.

However, the research also shows that passengers aren't terribly interested in the detail of how the buses are operated so much as in the provision of a good service, responsive to the needs of passengers and based on regular interaction with them and feedback from them. **BU**

Llongyfarchiadau (Welsh for 'Congratulations')



Llongyfarchiadau indeed to two Welsh transport stars.

Our Senior Office for Wales, Margaret Everson, received her MBE from the Queen on 30 October 2013.

Margaret was awarded the MBE in the Queen's Birthday Honours for services to Bus Users and to Transport in Wales. Margaret said: 'It is a very important award because public transport can so often slip off the agenda and I am pleased to be able to do my part in raising the profile of the people who make 117million passenger journeys a year.'

Margaret heads up Bus Users Cymru. She is a Member of the Board of Trustees and a Fellow of The Chartered Institute of Logistics and Transport and holds a CPC in National and International PSV operations. She is also a Member of the Court of Cardiff University.

Local transport campaigner, Hatti Woakes, was presented with a British Empire Medal at County Hall, Haverfordwest. Mrs Woakes, secretary of the North Pembrokeshire Transport Forum, was awarded the BEM in the Queen's Birthday Honours in June for services to Transport. The medal was presented by the Lord Lieutenant of Dyfed, The Hon Robin Lewis OBE.

Among other initiatives, Mrs Woakes is working for the integration of bus and rail services. The Citation said that her work had led to improvements in service provision in areas of public transport. It added: 'She is the unpaid secretary for the forum and her dedication and enthusiasm is beyond the requirement of the position'.

Wheelchair policy questioned

Should wheelchair or buggy users have priority on buses? Two recent court cases have resulted in opposite verdicts and the issue has been referred to the Court of Appeal.

One of the cases found in favour of a wheelchair user and the other in favour of a mother with a young baby in a buggy, and Lord Justice Briggs has ruled that both should now be heard at the Court of Appeal at the same time.

This hearing could change the current 'first come, first served' policy used by some bus companies where drivers can ask pushchairs to move from designated spaces if a wheelchair user needs it, but cannot force them. Lord Justice Briggs said: 'It seems to me that the fact that carefully reasoned county court decisions are coming to diametrically opposed views is a compelling reason for giving permission to appeal.'

The judge has allowed a wheelchair user permission to appeal after she lost her discrimination claim against Arriva North East and she was denied compensation after she told judges she was humiliated when she couldn't get on a bus in Darlington in 2011 because a woman with a young baby refused to move the buggy, on two occasions. It was ruled that the wheelchair user had not suffered a significant disadvantage and said that the first come first served policy of the company was reasonable.

In a separate case a man from Wetherby won £5,500 in damages against First Group after a judge ruled the company should have taken measures to ensure he wasn't at a disadvantage when he tried to get on a bus and a mother with a buggy refused to move it.

In this case the judge said it had been Parliament's decision to 'give protection to disabled wheelchair users and not to non-disabled mothers with buggies.'

In the Darlington case the wheelchair passenger is challenging the ruling, as is First in the Wetherby case. Both cases involved mothers with very young sleeping babies who didn't want to move them for fear of waking them at the time.



Walkers at Helmsley on the last day.

The end of Moorsbus?

Bus Users UK member, PAUL KIRBY, mourns the loss of a popular bus network

Sunday 27 October was the last day of the excellent Moorsbus service on the North York Moors, possibly forever. The Moorsbus website simply states: 'The Moorsbus services for 2013 have now finished and we regret that we will not be running Moorsbus next year'.

What a crying shame it would be if this popular and reliable network were to disappear. Whenever I have used the service it has always been well used, especially with groups of walkers, who often create a friendly atmosphere on the journeys.

Buses come from the surrounding major towns and cities, like York, Hull and Middlesbrough, and then spend the rest of the day crossing the Moors. All the routes are scenic and tickets can include the Esk Valley trains as well as the North York Moors Railway – a perfectly-organised network that has developed over 20 years of experience. But a gradual erosion of the service in recent years has seen it cut from daily in August to just Wednesdays and Sundays, and finally this year to Sundays only. The wonderful Moorsbus Coordinators made sure everything was working properly and that everyone caught their buses, especially the last one going home.

Whichever way you look at it, this drastic cut makes no sense. Local businesses in the towns and villages will suffer, as well as the environment when people will have to use their cars, if they have one. I can only hope everyone affected will tell their local paper, councillor, MP, North Yorkshire County Council and the Moors National Park Authority, how they feel about this issue. I am sure Friends of Moorsbus would like to be copied in to any emails too (friendsofmoorsbus@outlook.com).

Dalesbus, encouraging public transport use in the beautiful Yorkshire Dales, is set up very differently to Moorsbus, and is even able to run services from York, Lancashire and West Yorkshire during the winter months. Despite a year-on-year increase in passengers, even the future of DalesBus is not secure in these austere times. So, if you haven't tried it yet, have a great day out from Manchester, Skipton, Leeds, York or Harrogate (details at www.dalesbus.org) and enjoy the beauty of a crisp sunny day in the Dales before it goes the same way as Moorsbus and only the lucky few will have access to our glorious Yorkshire countryside. **BU**





BRIGHTON BREEZY

Not all of us are lucky enough to live in an area that is blessed with good quality bus services that are easy to use – indeed a pleasure to use. Members will know that quality standards still vary widely, so it is good to rediscover places like Brighton and Hove where quality has been steadily driven up over a number of years, and where the recent retirement of the legendary Roger French from the Brighton & Hove Bus and Coach Company (B&H) appears to have had no effect on standards, reflecting how much service to the passenger is part of the company's DNA.

A recent break in this delightful city provided the opportunity to sample the city and its bus services again (writes GAVIN BOOTH).

The first impression is that there is no shortage of buses, and while the sheer volume of buses in any urban centre can cause non-bus-users to huff and puff about pollution and visual encroachment, the buses did appear to be carrying good loads throughout the day and were smartly turned out and attractive to travel in.

And for passengers who, like me, wanted to explore the city by bus there is the fine new 1 Stop Travel Centre in busy North Street providing information and selling tickets not only for B&H's own buses, but for National Express coaches and all UK train companies.

There I picked up a copy of B&H's legendary Bus Times booklet – much more than a booklet,



in fact, as it is an A4-size 108-page brochure that includes all B&H times as well as those of other bus companies serving the city, who all agree to twice-yearly timetable changes – something many bus passengers can only dream of. Not, perhaps, something you would carry in your jacket pocket, but it seems likely that many homes in Brighton and Hove will have one handy for reference. And if that doesn't appeal, then the company's excellent website – they got in first with the simple www.buses.co.uk address – guides you to a range of information that is available on mobile phones and similar devices.

And Bus Times doesn't assume that all its readers are regular bus passengers, so it spells out a number of do's and don'ts like 'Try not to offer £20 notes for low price fares', 'Don't let your buggy block the gangway and please be ready to move down the bus or fold your buggy', 'No smoking, alcohol or smelly food', 'Please don't put your feet on the seats or let dogs sit on them', and 'If you have a mobile phone, please speak quietly as no-one else wants to hear your conversation'. I can almost sense Bus Users UK readers nodding to all of these.

There are useful pages explaining the range of fares, spelling out the price advantage that passengers can gain depending on how they buy their tickets. A one-day ticket, for instance, that costs £4.60 from the driver, costs just £4.40 when you buy

a scratch-off card, £3.90 when you load it on to the Key smartcard or use an m-ticket on a mobile phone.

Another page in Bus Times is devoted to wheelchair users, explaining how they can use these on B&H buses, and illustrating the scooter-type wheelchairs and mobility scooters that can't be carried.



Not everything is perfect, of course – we look forward to hearing about a bus company that is. Drivers seemed reluctant to make eye contact with passengers, and there seemed to be problems with the on-bus route information on some buses, which unhelpfully disappeared from view in those last vital moments when the bus approached a bus stop.

But in spite of these niggles, we would love to see more bus companies striving to reach B&H standards. **BU**

The happy bus driver

GAVIN BOOTH meets Raul Campos Folgado of Lothian Buses, winner of the Top National Bus Driver award at the recent UK Bus Awards ceremony.



It was a sight that gladdened the hearts of the hundreds that attended the Awards ceremony in London. Normally winners process in a dignified way from their seats to the platform to accept their awards. But not Raul Campos Folgado. He leapt to his feet and literally skipped and jumped his way to the platform, hugging random members of the company as he went, and his sheer delight at his win brought tears of joy to many who witnessed his happiness.

Over the next few days he was dealing with media interest not just in the UK, but in his native Spain, where he was interviewed for radio, television and national newspapers. 'They need good news in Spain,' he said, 'and this is a good positive story. My mobile phone is normally pretty quiet, but I have been getting dozens of calls from friends and family back home.'

Raul is 33, and bus driving is in his blood as



his father is a driver with EMT, the Madrid municipal operator. Before he left Madrid to come to Scotland he too was a bus driver, but carrying schoolchildren to school. At one stage he had tried his hand at teaching 3-6-year-olds, and clearly relates well to them as well as to elderly

people. He had also tried his hand at computer programming but it wasn't for him. 'I missed working with people,' he says.

He came to Scotland in 2007 to learn English and got a job in Edinburgh as a kitchen porter. He loves Edinburgh – 'when I first saw the city I thought 'wow!'. People ask if I miss the Spanish weather but I actually like the Scottish weather. In Madrid we have very cold winters and very hot summers. To me 20 degrees is about perfect.'

Lothian Buses was looking for seasonal drivers for their open-top tours and although the season is normally April to October, he got a job starting in July and as the last driver in he was first to go in October



THE 2013 UK BUS AWARDS WINNERS

The annual UK Bus Awards recognise best practice in the bus industry, rewarding companies and individuals who deliver it and inspire others to emulate that best practice or, better still, improve on it.

The 2013 winners impressed the 500-strong audience at the ceremony in November and provided clear evidence that the best in the bus industry is constantly improving, but Bus Users UK members will be only too aware that there are still many companies who don't appear in the lists below and who have a long way to go before they will even be nominated.

To give you an idea, the companies with the most nominations in 2013 were Go-Ahead Group (17), Stagecoach (16), FirstBus (13), Lothian Buses (7) and Arriva (5). The greatest number of awards was won by Go-Ahead (five awards including Bus & the Community, Top London Bus Driver, Marketing Initiatives and Top National Bus Depot), followed by Stagecoach (three awards including the top UK Bus Operator of the Year for Stagecoach Manchester), and Reading Buses (three awards including Top Shire Operator and Putting Passengers First).

The other winners in categories that most affect passengers were Lothian Buses (environment award), Go North East (award for marketing excellence), and Norfolk Green (top independent operator). The Sheffield Bus Partnership – the groundbreaking agreement that brought together Sheffield City Council, South Yorkshire PTE and the city's main bus operators to make the bus network simpler, more flexible and more convenient, won the local authority bus project of the year award and the award for making buses a better choice.

You are fortunate if you live in any of the areas served by the UK Bus Awards winners, as these tend to represent the best practice and on-the-road performance of bus operators in the country. Sadly, not everyone in the UK can enjoy the level of care and attention that marks out the winners, but at Bus Users UK part of our task is to encourage, support and even nag bus companies to aspire to these standards.



– but his boss suggested he tried the main Lothian driving rota and found himself driving single-deckers on broken shifts, which often meant late nights and – worse for Raul – early mornings. 'Spanish people are not keen to get up early,' he says, flashing one of his infectious smiles.

A couple of years later there was an opportunity to transfer to Lothian's prestigious Airlink service linking the centre of Edinburgh and the Airport. This might have been prompted by the number of commendations received from his passengers on single-deck routes; at first his boss would call him in when one of these was received, but there were so many she suggested that he called in to collect them once a week.

I had seen Raul on the Airlink service before I knew he had been nominated for this award and had been so impressed I passed on my own commendation to Lothian. He greets every passenger individually, joking with children, reassuring older people on a service that often carries passengers unfamiliar with the city or anxious about catching planes. And as passengers alight he thanks them all and wishes them a good day. When he takes over a bus from a colleague at a shift change, he makes a point of greeting all his new passengers.

'A bus is a special environment and we need to give every passenger attention,' he says.

He returns to Spain more than half-a-dozen times a year to see his parents, his grandmother and his friends. 'I love travelling, my family and my girlfriend,' he says. His girlfriend is also Spanish but lives in Edinburgh. 'I am one of the luckiest people – I get so much love from my family and I enjoy my job.'

Raul is everything that we, as passengers, look for in a bus driver – bright, helpful and smiling – and his driving skills are excellent too.

And the trophy that he is proudly holding in the photo? For his mantelpiece? No – it will be in his luggage next time he flies to Madrid so that he can pass it on to his proud grandmother. **BU**

Swap with me

My mother in her later years lost her sight and having witnessed her struggle to get on with her life with a visual impairment I have a particular interest in this area, writes BARCLAY DAVIES.



I was intrigued to hear about 'Swap with Me', an event held in partnership with First Cymru and the Royal National Institute for Blind People (RNIB) Cymru attended by First drivers, passengers with a visual impairment, First Customer panel members and local MPs and AMs. At the event held at First's depot in Swansea, bus drivers took part in tasks such as trying to board a bus and pay for a ticket whilst wearing 'SIM specs', glasses that simulate sight impairment. By experiencing first-hand the barriers that visually impaired bus users face when travelling, the drivers learned about the importance of the RNIB Stop for me, Speak to me campaign's key tasks. I had a go myself using these special glasses and it was incredibly difficult to board the bus and find my seat.

Customers with sight loss were also invited to swap places with the drivers and experience how difficult it can be to hear passengers over the noise of the engine and behind the assault screen.

By giving each other the opportunity to experience the other's perspective, both groups were able to come away with a greater awareness of how to support the other and make bus journeys easier for everyone.



A recent RNIB survey of blind and partially-sighted people revealed a number of barriers to using buses:

- Nine in 10 people with sight loss cannot see an approaching bus in time to hail it.
- Eight in 10 people with sight loss say they miss the bus they want.
- Six in 10 people said buses that stopped away from the official bus stop caused them to often miss their bus or step off the bus into hazards such as bins and lampposts.
- Over half of respondents said they had difficulty obtaining spoken information from the driver such as the bus number and destination.



York invites passengers to have their say

City of York Council has installed new timetables at 42 stops along the Hull Road to Dunnington route as part of a citywide makeover to improve bus services and waiting facilities in and around the city.

Funded through part of the £3.5million government Better Bus Area Fund awarded to City of York Council last year, it is intended that following the trial any necessary improvements can be made, and that the timetables will then be rolled out city wide to the whole network during December/January.

ClIrr Dave Merrett, Cabinet Member for Transport, Planning and Sustainability, said: 'This is all about making it easier for people to use bus services and have access to good and simple-to-use information.'

The roll-out will include every bus stop in the York area receiving a new timetable case, which will use a single consistent design showing all departures from the stop in time order.

Feedback is welcomed on the new designs, which can be submitted at www.itravelyork.info/feedback by selecting New Bus Timetables.

The timetables include a single consistent design which shows all departures from the stop in time order; larger simple black-on-white text; line diagrams for each route showing the approximate travel time to onward destinations; text service (yournextbus) which returns real-time information for the next few departures and QR code and NFC tag. These provide smartphone users with real-time information on the next arrivals – updated every 30 seconds – effectively providing the same information as the city centre real-time screens for every stop in the network.

Time	Service	Destination	Notes	Time	Service	Destination	Notes	Time	Service	Destination	Notes
06:38	10A	Stamford Bridge		11:52	X46	Hull		16:37	X46	Hull	
06:55	46	Bridge		12:02	X46	Hull		17:11	46	Pocklington	
07:05	10A	Stamford Bridge		12:32	X46	Hull		17:40	X46	Hull	
07:45	10A	Stamford Bridge		12:58	46	Civilthorpe		18:02	X4	Hull	
08:02	X4	Hull		13:32	X46	Hull		18:21	46	Pocklington	
09:12	X46	Hull		14:02	X4	Hull		18:40	X46	Hull	
09:23	46A	Bridlington		14:32	X46	Hull		19:32	X47	Hull	
10:32	X46	Hull		15:08	46	Pocklington		20:32	X46	Hull	
10:48	46	Pocklington		15:32	X46	Hull		21:27	46	Pocklington	
11:08	46	Civilthorpe		16:02	X4	Hull		22:25	X47	Hull	
				16:08	46	Bridlington					

↑ Participants in the valuable initiative organised by First Cymru and RNIB Cymru were passengers with a visual impairment, First Customer panel members, First drivers and local MPs and AMs.

← A passenger and driver swap places to learn of the difficulties than can be experienced when asking information or buying tickets.

Natacha Tagholm, Regional Customer Services Manager for First in the South West and Wales, to whom much credit is due for organising the day, says, 'The drivers really appreciated how difficult it was using the SIM specs whilst trying to board the bus and find a seat and our visually-impaired customers got to experience how difficult it can be to hear from the driver's seat, so some great lessons were shared on both sides.'

Ceri Jackson, Director of RNIB Cymru, says, 'To actually experience, even just temporarily, what it's like to negotiate a bus journey as a blind or partially-sighted person was a useful learning experience for the drivers, and the event was a real success. The people who attended were really positive that the drivers had listened to their concerns and would be much more aware of the difficulties blind and partially-sighted people face and could assist those travelling on their routes. **BU**



Are buses **value** for money?

Passenger Focus recently published new research into bus passenger views on value for money – something that we know concerns passengers in these difficult economic times.

The recent Bus Passenger Survey (BU52) showed that satisfaction with value for money ranged from 30-70 per cent – averaging at only 54 per cent. Passenger Focus wanted to understand what really influenced this and their key findings were:

- passengers' views on value for money are most influenced by getting a seat on punctual, frequent and reliable buses
- the attitude of the bus driver and the difficulties when trying to find information about timetables, routes and fares, also greatly affected passengers' views
- young bus passengers are more reliant on buses than many other passengers and their needs for more flexibility to balance education, work and their social lives are not being met
- young passengers resent paying adult fares when they are still in education, training or low-paid work – they think that adult fares should only be charged from 18 years onwards.

Anthony Smith, Passenger Focus chief executive, said: 'Bus fares and passenger satisfaction varies widely across the country. In many places, bus fares increase by more than inflation each year. Passengers rightly expect buses to deliver them to their destination in relative comfort at the promised time.'

The report includes a range of recommendations: make it easy for people to use the bus; better training for bus drivers; and paying closer attention to fares for younger people.

In more detail, it suggests that ways to make it easier for people to use buses could include a government infrastructure to allow real-time bus information to be provided in all parts of the country,

'My bus driver doesn't say that you can save money on this, that, and the other. They're not that helpful when it comes to value of tickets.'

Leeds, 36-55 year olds, leisure

'That is why I use the bus. I find the parking in Leeds is atrocious. If you are there all day, then it's about £14.'

Leeds, 36-55 year olds, leisure

and encouraging greater use of smartphone and tablet apps to provide in-pocket information before passengers reach bus stops. Most importantly, perhaps, Passenger Focus argues that 'There is a need for a central, amalgamated pre-journey information source where passengers can find out more about fares, ticket types and bus route information across different bus operators in an area.' As Bus Users UK members will be well aware, fares information is a heavily-guarded secret in many parts of the country, and bus passengers must be among the last consumers in the country who are expected to buy something – in this case bus travel – without the slightest idea of how much you are expected to pay. It would never happen in Tesco.



'Why should we pay an adult fare when we are not adult? We are teenagers and should be recognised by bus operators as younger passengers.'

Bristol, 16-18 year olds, work/apprenticeships/education

On driver training, Passenger Focus recommends that the bus industry takes further steps to develop a customer service ethos among drivers, recruiting for the right attitude and with regular training to help drivers think as if in the shoes of the passenger. Bus companies, the report says, are 'in an excellent position to improve passenger satisfaction through their drivers.

'We know from the Bus Passenger Survey that some operators get really good driver results; this best practice customer service should be adopted by other operators.'

Fares for younger people are a constant source of concern because of the vast range of different


'I quit driving 18 months ago, the cost for the whole year compared to the cost of the Kangaroo card would have hardly covered my car insurance and MOT let alone petrol and repairs.'

Nottingham, 36-55 year olds, commuter

approaches by bus operators: at what age do young people stop paying a reduced fare? What proportion of the adult fare should they pay? Some more enlightened operators now have fares that young adults can pay right up to their 20th birthday, which encourages continued bus use after they leave school and can sometimes steer them away from buying that first car.

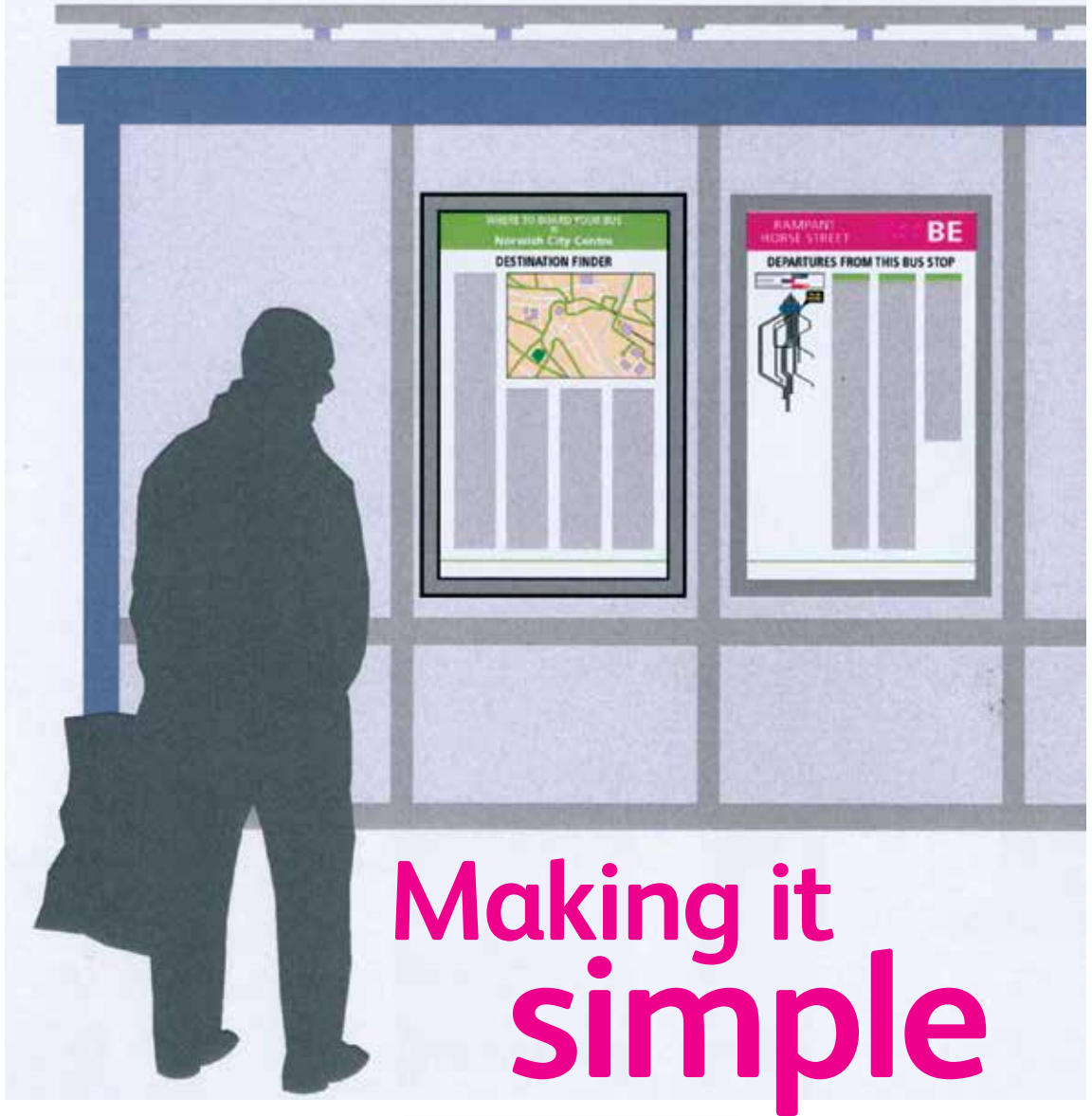
Fares are just part of the overall transport package, but an important one. People require reassurance before they choose to travel by bus – everything from accurate and up-to-date information on where and when buses go (before they decide to

travel and at the bus stop), to knowing before they decide to travel exactly what fares they may have to pay.

The quotes that accompany this article are from the Passenger Focus report and reflect the typical concerns of many bus passengers. 

'You don't always know how much the bus is going to be either, so you can't have the correct change all the time.'

Leicester, 19-25 year olds, work/apprenticeships/education



Making it simple

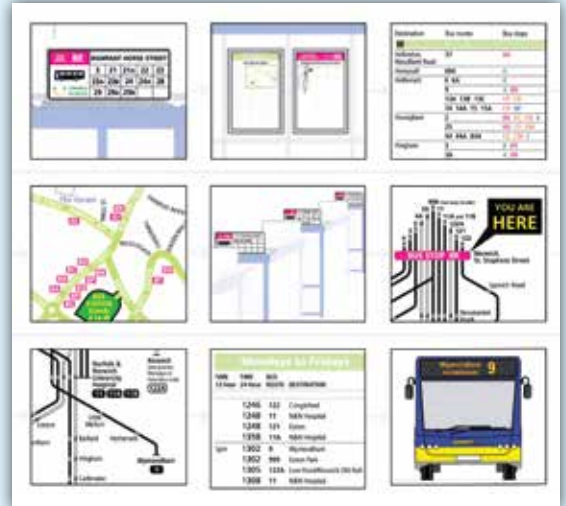
You might think that, by our very nature, members of Bus Users UK will be well qualified at using buses and may not need much education. Perhaps on our home patch that's the case, but visiting Norwich recently to talk about the provision of bus information to passengers (writes GAVIN BOOTH), I was interested to hear of initiatives that are aimed at making life easier for bus users. I had spent some time in the centre of Norwich and was impressed both by the fairly recently built bus station, and by the quality of information and bus stop provision at the city centre bus stops.



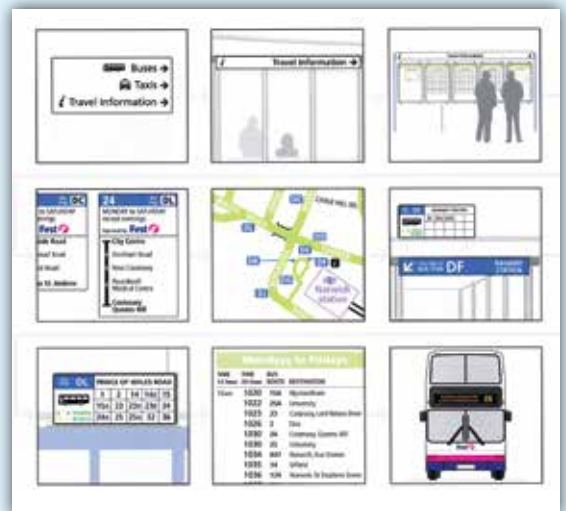
So it was interesting to get hold of a copy of a guide to *Making a journey by bus in Norwich city centre*, a simple booklet to explain the new way of presenting travel information that Norfolk County Council has developed for Transport for Norwich as part of its Better Bus

Area project. Now, some of this might appear a bit basic, but spare a thought for occasional bus users, or non-users considering the bus as an option – or even out-of-towners like me – and you might agree that this approach is well worthwhile.

It goes back to basics and helps passengers get



Mr Grey's journey



Mrs White's journey

from the centre of Norwich to destinations around the city. The fictional Mr Grey wants to travel from the Forum in Theatre Street to Hethersett, and diagrams take him to the bus stop, to the information panels in the shelter, to the destination finder, to the map that shows which stop to use, to the correct stop in St Stephens Street, to the line diagram there, to the list of times and to the bus itself.

Another fictitious passenger, Mrs White, has arrived at the railway station and needs to get a number 24 to Roundwell Medical Centre. Here she is taken from the railway station (where there actually is clear signposting to buses – other bus and train companies please note), to the travel information point outside the station, to the route finder poster for the frequent 24 service, to the correct bus stop, to the poster listing times, to the bus itself.

The illustrations show the sequence of Mr Grey's and Mrs White's journeys and readers will probably argue that a more general availability of this type of information, particularly where



bus services depart from a range of stops spread around several city centre streets, would be very welcome in other urban centres.

This seems to be a sensible and practical initiative by Norfolk County Council and we would be interested to hear from you with your views on providing information to passengers. Readers who want to find out more should look at the two animations available on You Tube – look for Norfolk County Council Bus. [BU](#)

Liverpool suspends bus lanes

The Mayor of Liverpool's website says
'I want Liverpool to become one of the greenest cities in Europe',
yet he has suspended all of the city's bus lanes.

There is a widely-held view that bus priority measures are welcomed by bus passengers as they result in quicker and less stressful journeys. The ability to make good progress at times of heavy traffic congestion helps bus passengers to their destinations on time and allows bus companies to run reliable services.

Over the past 40 years, more and more local authorities provided bus lanes and bus gates, but in recent years some authorities have suspended or removed bus lanes. The City of Liverpool has gone one stage further and, in the belief that traffic will flow better and help the city's prosperity, it has suspended all its bus lanes for a nine-month trial period.

Stephen Morris, Deputy Chief Executive of Bus Users UK, wrote to Joe Anderson, Mayor of Liverpool, to express our concern about this move, arguing that 'Good public transport is essential to the well-being of any major city, in terms of the economy, social inclusion and the environment.' He points out that for the vast majority of people, buses are the only alternative to cars, and it is vital to give people a real serious choice of travel mode. Cities throughout the world have learnt to their cost that dependence on the motorcar leads to congestion, resulting in no-one being able to move around effectively and in poor air quality. 'Cities where mobility is restricted simply die', he says.

Bus Users UK believes that bus services can only help to alleviate congestion if they can offer journey times that are comparable with the car and can offer reliability. Bus lanes are one of the few effective means of achieving both those things. What is often overlooked in the argument about bus

priorities is that the number of people per hour being transported through bus lanes is much higher than the number of vehicles per hour. When that is taken into account, the allocation of road space to buses can actually be a very effective way of transporting large numbers of people.

Research has shown that bus passengers make a substantial contribution to the local economy, and they access the local economy in a much more efficient and environmentally friendly way than car users. Campaign for Better Transport which also sees the decision as 'a step backwards' that 'may actually make the problem of traffic congestion worse not better', points out that more people commute to work by bus than any other mode of public transport combined. They contribute £64billion to the UK economy annually.

Britain's major city regions, outside London, are unusual in the developed world in showing a decline in public transport use and this worrying trend, says Stephen Morris, needs to be reversed 'before our cities grind to a halt'. He maintains that removing the priorities that bus services enjoy will accelerate that decline and increase car dependency. This, he says, will have an adverse effect on Liverpool's economy. It also runs contrary to the Mayor's stated pledge of making Liverpool 'a cleaner and greener city'.

In his reply, the Mayor said that he had received 'countless complaints' from residents, businesses and visitors to the city about the impacts that bus lanes have with regards to the access into and around the city. With regard to the counter-argument that buses move considerable numbers of passengers about, the Mayor said that his own observations within the city centre 'have shown that this is not always the



“ Research has shown that bus passengers make a substantial contribution to the local economy, and they access the local economy in a much more efficient and environmentally friendly way than car users ”

case and that, quite often, it is the exact opposite, with barely-full buses clogging roads within the city network’.

The Mayor told us that monitoring the bus lanes over a 12-month period had shown that a number of these were having a significant impact on traffic movements during the times they were in operation, and this was causing ‘significant congestion’.

The City Council has indicated that it can consider representations made either for or against the scheme during the first six months of the trial – that is to 28 April 2014. Information and feedback received during the trial and the results of an independent evaluation will inform the decision-making process whether to make the Order to abandon the bus lanes permanent following the trial.

A spokeswoman for Arriva, the largest local bus operator in Liverpool, told the BBC that the company was ‘working with the city and others to gather data which will enable suitable measurement of the impacts of the trial’. Arriva found congestion had increased within the city centre around Lime

Street and some services had to be diverted away from the area in the run-up to Christmas. Howard Farrall, area managing director of Arriva Merseyside, said that as a result of the suspension of the bus lanes, ‘some of the main routes are taking an extra seven to eight minutes coming into town, which nobody wants’. Arriva also told us that some cars were using the city centre’s Queen Square bus station as a thoroughfare in the mistaken belief that this too was a suspended bus lane.

Bus Users UK is urging the Mayor to rethink this policy. It’s a move without parallel in urban centres anywhere in Europe and one that runs contrary to the general move to

more sustainable transport. Bus services can only be effective in reducing traffic congestion and car dependency if they can offer journey times and convenience that are comparable to the car, and giving them the means to avoid the worst effects of traffic congestion improves journey times and reliability and reduces costs. We would accept that not every bus lane is as effective as it should be, and we are not averse to individual cases being reassessed. But the wholesale abandonment of an entire bus priority network cannot be justified and is without precedent.

If you live in Liverpool, or use Liverpool’s bus services, do let us know what effects the bus lane suspension is having, and do make sure you make your case known to the City Council. **BU**

Readers can find Arriva’s online petition at www.arrivabus.co.uk/saveourbuslanes

Dengie Hundred Bus User Group

You may be forgiven if you've never heard of the Dengie. It's an area on the Essex Coast, one of the series of peninsulas between Southend and Colchester. It's very rural, with marshland rich in wildlife along the estuary of the River Crouch and although on a clear day you can see the tower blocks of Southend you might just as well be on another planet.

The largest town is Burnham on Crouch and the tiny yet grandiose town council offices were crammed with bus users on 18 September to hear our Deputy Chief Executive amongst other speakers from First and Essex County Council. The area may not be populous, but the locals clearly care

about their public transport, without which many are cut off from the rest of the world.

They had asked Stephen Morris to talk through the article chief executive Claire Walters had written in Bus User when she joined the organisation about what she expected from a bus service, and to give them some pointers as to how to ensure local villages retained or secured a bus service. A number of villages in the area are effectively cut off, although the area does have an apparently successful demand-responsive bus service provided by a local taxi firm, which is being extended commercially to give a Sunday service.

All was going well until Stephen Morris suggested that roadside information had generally improved across the country, which, before he could add the rider that he had noticed a significant lack of it in

Burnham on Crouch, caused a minor uproar. This led seamlessly into the big issue, that the main bus service through the area, First's 31X which runs hourly to Chelmsford, had suffered numerous breakdowns, particularly over the summer, due to overheating. Information in such circumstances had been non-existent, and First were suitably apologetic. They rigorously defended their maintenance regime, saying the nature of the route led to buses overheating, though quite why this fairly standard trunk route with no significant hills to climb should have this peculiar tendency was not entirely clear.

The Dengie Hundred Bus Users Group is clearly doing an excellent job of making its case locally,

with good relations with the bus companies, the County Council and the local press, who had sent a reporter to cover the meeting, and Stephen Morris encouraged them to continue to make their voice heard and to communicate to anyone who would listen the real hardship service cuts caused to real people: often cuts in funding for bus services satisfy the bean counters with little realisation of the devastation caused to



Paul Haworth of Dengie Hundred Bus Users Group (standing) presents the group's dossier to Bus Users UK Deputy Chief Executive Stephen Morris.

Picture by Ursula Benjafield

individual lives. He also encouraged them to consider community transport as an option, and it was useful that there was a representative there from a recently merged community transport scheme for Colchester and Maldon.

The group has prepared a dossier of local transport issues, which was presented to our deputy chief executive so that Bus Users UK could study the issues and advise an approach towards resolving them. Issues include ambiguous information at bus stops, unreliability and overcrowding on the 31X bus route, inconsistencies on allowing buggies, wheelchairs and mobility scooters on the bus (including an incidence of someone on a scooter not being allowed to return from their destination having been allowed on the bus to get there) and a suggestion for creating 'safe havens' for waiting for buses. **BU**

Luton-Dunstable in 15 min

Journey times between Luton and Dunstable have been more than halved by the opening of the Luton-Dunstable guided busway.



The advantages of a clear run on the busway are obvious from this view.

Although there was a strong view in the area that the old railway line linking the two Bedfordshire towns should be reopened – it closed to passengers in 1963 – instead it has been converted into a guided busway. Buses come straight out of the interchange at Luton railway station on to the busway and have an unimpeded journey on bus-only track, enabling them to run quickly and reliably between the two towns. Unlike trains, buses are also able to serve other locations not directly on the line taking the advantage of a quick journey into Luton to other locations, including Luton Airport, Houghton Regis and Downside. However unlike the normal bus service there is not a direct link from Dunstable and Houghton Regis to the Luton & Dunstable hospital.

First thoughts of a busway go back to a transport strategy in 1990, though work did not begin for a further 20 years, as other options were considered, including reopening the railway and converting it to trams. Several bridges were replaced and a concrete track has been laid so that buses can travel at high speeds within the narrow confines of the former railway track.

Four services use the guided busway, run by three different bus companies. Arriva runs a 15min service from Luton Airport to Houghton Regis, Centrebus run

two services and local independent Grant Palmer runs a circular service between Luton and Dunstable which loops round the Beecroft area of Dunstable every half hour. Between them eight buses an hour link Luton and Dunstable, though by 8.00pm the service has reduced to hourly.

There are high-quality bus stops, more like small stations, along the guided busway route, though one problem we found when we tried it was that people not wanting to travel to either town centre weren't sure where they were along the route, something we also noticed on the Gosport-Fareham busway.

Nonetheless there are great benefits of much improved journey times and improved reliability compared with conventional bus routes. A parent taking her daughter for a piano lesson when we travelled was delighted that she could now get there in 10min rather than the 40min each way it previously took, making a great difference to their evening.

Work has now started on a guided busway in Greater Manchester, which will speed up bus services between Manchester and Leigh. With the recently opened busway in Hampshire and the Huntingdon-Cambridge guided busway, there is evidence of greater interest in giving buses their own 'track', which avoids traffic congestion hotspots and gives passengers a faster and smoother journey. **BU**

Stephen Morris



Have your say

Write to us at Bus User

The letters pages are headed 'Have your say', and that's what we encourage all our readers to do.

If there is something in this or any issue of Bus User that you feel strongly about – in favour or against – or if there are topics that affect bus passengers that might spark off a correspondence, please contact the editor (details on page 2) and he will consider it for publication. And if you can supply relevant photographs, so much the better.

Bus company, government and local authority staff all read *Bus User*, so we have an ideal opportunity to reach the people who make important decisions about your bus journeys.

This is your magazine – so we look forward to hearing from you.

Swansea and Gower Group?

I am very keen on forming a local Bus User group for the Swansea and Gower area. If anyone is interested and would like to add their support in creating a group, can you please contact me on paulishere@virginmedia.com.

Paul Davies, Swansea

Customer or passenger?

Some years ago, research was conducted by an on-line poll to discover how people who travel by public transport think of themselves. By a margin of more than four to one, they preferred to be addressed as passengers rather than customers.

When questioned about the reason for this choice, they explained that 'passenger' relates to the whole journey experience, and the total interaction between the supplier and the recipient of the service. 'Customer' reduces the relationship to a narrowly commercial transaction, involving no more personal interaction than buying a newspaper or a bottle of milk.

Bus and train company managers often claim to be attuned to customers' concerns. But they betray the hollowness of this pretence by their very choice of words – because if they were really listening to users, they would know the offence that this description causes.

So I was appalled to find the word 'customer'

No risk

Ktystina Baker wrote to tell us that she was not happy with the inclusion of a photo in BU52 of a young child in a bus.

'I remember, in London Country days a driver taking a photo of his son in the cab in a similar situation-the parking area in West Croydon bus station. Observed by an inspector, they threw the book at him! It is an irresponsible act...'

The photo, readers will recall, showed Iestyn, the young son of Barclay Davies, our Officer for Wales, and while we understand Krystina's concern, we know that Barclay would never do anything irresponsible; he tells us 'the coach was parked on a stand in the bus station in Maesteg for a surgery that my wife and son attended. The engine was switched off, there was no risk to anyone'. Readers will be aware that there are often events that give young people the chance to sample the driver's seat in big vehicles like fire engines, and we're sorry if we alarmed Krystina, but we thought it was such a cute picture we couldn't resist using it.

used to describe bus passengers no fewer than 51 times in Bus User 52. On 11 occasions, it appeared in direct quotations from bus company personnel, who could just possibly be exonerated on the grounds that they have been brainwashed by corporate culture.

But in the other 40 times, it cropped up in unsigned articles or in pieces specifically attributed to leading BUUK personalities. For this, there can really be no excuse. If I want to be treated as a mere customer, I'll go to a shop. But if I board a bus, I expect to be accorded the dignity with which the status of being a passenger should endow me. And if I read Bus User, I expect passengers' wishes in this matter to be respected.

John Cartledge, Boreham Wood
Customers or passengers? My dictionary includes this definition of a customer: someone who uses the services of a business. I am relaxed with either term – but what do readers think? Gavin

English concessionary travel

In BU52, B J Powell raises a problem that was experienced with a Merseytravel-issued concessionary travel pass, saying that it reads electronically ok in Merseyside, but not on all buses in Greater Manchester and that he has heard of problems with similar passes used in Cornwall.

Since 1 April 2008, eligible English residents have been able to travel for free on all local buses in England, within, at least, the statutory period of Monday to Friday 09.30 to 23.00 and all day at weekends and bank holidays. Entirely new passes, were issued to everyone under the English National Concessionary Travel Scheme (ENCTS).

A policy decision was made by the Department for Transport (DfT) that all these passes would be issued as 'smart' cards to be read electronically on any ITSO-equipped ticket machine, regardless of the manufacturer of the card, or the ticket machine. With very few exceptions, subsidiaries of the large group companies (First, Stagecoach, Arriva, Go Ahead, National Express) now all operate ITSO ticket machines. In the South West of England, SWSAL (a joint body established between local authorities and bus operators) was formed in 2010 to work in partnership to equip nearly all the smaller bus

operators (some with fleets of just three buses) in the south west, with ITSO smart ticket machines.

However, what is less apparent to passengers is the technical and 'back office' side of things. Every single ITSO ticket machine needed an electronic update to enable them to recognise the 'new' cards to be issued by every local authority and there was something of a last-minute rush, which meant that about 50 of these updates had to be passed through at the same time. This proved somewhat challenging. Initially, attention was focused on the home area, so in the south west SWSAL concentrated first on getting updates for SW local authorities through to ticket machines, before releasing updates for places further afield such as Merseyside, or Manchester (which may explain why Merseyside passes have not all been reading on Cornish buses).

Finally, it is worth saying, that in south-west England at least, that as things stand, if an ENCTS pass does not read on the ticket machine, the driver will still accept it for free travel, assuming that it is being used by the person it was issued to, within ENCTS hours, and that it is still in date.

Joe Lynch, Project Manager
– SWSAL Operator Support

Pass 'not valid'

My concessionary pass, issued by Wiltshire Council, has been accepted without problem on numerous operators across the West of England, but has been rejected as 'not valid' by ticket machines on more than a dozen occasions by Stagecoach in Oxford. Similarly, Go Ahead operations in Hampshire and South Wiltshire present no problem but those in Oxfordshire do.

The reaction of drivers varies. Some laugh it off, some give a brief look at the card, while others appear more reluctant to accept it, but I have not – as yet – encountered one who insists that it cannot be used.

A J Angell, Chippenham

Pass difficulties

I read with interest B J Powell's difficulties in having his concessionary pass accepted on Greater Manchester's buses. I too have experienced the same problem but have put it down to the pass not being exactly placed on the reader. In any case, the driver either did it himself or waved me on, particularly when I am catching a bus in Oxford Road during rush hour.

Talking of concessionary passes, I note from various sources that, because of budget cuts, county councils are denying use of the pass where conventional services are replaced by various dial-a-ride variants. This has happened in Cumbria where Village Wheels services are operated. As they are not registered as bus services, free travel is not available. The same may happen in North Yorkshire where a popular Dales service could be replaced by dial-a-ride. The excuse given by the county is that because usage varies so much according to the season, leisure travel is given a low priority regarding subsidy. The use of the service mainly by concessionaires may be a more truthful answer.

S A Ewald, Manchester



Welcome

To new members

Philip Bauer, Bredwardine, Herefordshire; E Bradbury, Sunbury-on-Thames; Graeme Duncan, Edinburgh; D Gower, Wigmore, Luton; Christopher Ingram, Cannock; Martin Lester, Abergavenny; John Lewis, Shrewsbury; Edgar Locke, Worthing; Julian Parker, Hengoed; Andrew Pearson, Clehonger, Herefordshire; John Savage, Tring; Christian Schmidt, Newport, Gwent.

Bus Users UK LOCAL GROUPS

Age UK Colchester peter@ageconcern.org.uk
Association of Devizes Passengers
www.facebook.com/Devizes Passengers
BABUS (Bedford Area Bus User's Society) www.babus.org.uk
BBUG (Bath Bus Users Group) chair@bath-bus-users.org.uk
Bradford & District Older People's Alliance (BOPA)
www.bopabradford.org.uk
Brighton Area Buswatch brightonbuswatch@gmail.com
BUGS Bus Users Group Stevenage www.betterbuses.org.uk
Bus Users Shropshire bususersshropshire@hotmail.co.uk
Bus Users UK Northampton
13 Dryden Avenue, Daventry NN11 9DJ
Bus Users UK Oxford hugh_jaeger@hotmail.com
Bus Watch West Haringey chrisjbarker46@gmail.com
Campaign for Better Transport – Cambs
6 Hertford Street, Cambridge CB4 3AG
Campaign for Better Transport – West Yorkshire
rwilkes@blueyonder.co.uk
Cardiff People First cardiffpeople1st@btconnect.com
Christian Peoples Alliance Party (Northampton Branch)
colin.bricher@ntlworld.com
City of Hull & Humber Environment Forum
info@hullenvironmentforum.org.uk
Colchester Bus Users Support Group
peterkay.essex@btinternet.com
Dengie Hundred Bus Users' Group (DHBUG)
sarah@burnhamtowncouncil.com
Devon Senior Voice Transport Group
Mr John Montgomery, 150 Cleeve Drive, Ivybridge PL21 9DD
Ealing Passenger Transport Users Group www.eptug.org
Footprint Trust www.footprint-trust.co.uk
Friends of DalesBus www.friendsofdalesbus.org.uk
I.W. Bus & Rail Users Group iwbususers@fsmail.net
Kendal & District Bus Users (KADBUS) 01539 740761
Milton Keynes Bus Users Group
www.mkbug.co.uk
Norfolk Bus Forum fedsec@norfolkwi.org.uk
North Herts Bus Users Group (NHBUG)
marilyn.kirkland@north-herts.gov.uk
North Pembrokeshire Transport Forum www.nptf.co.uk
North West Surrey Bus Users Group
mjworley@btopenworld.com, www.facebook.com/nwsurreybug
Oxfordshire Unlimited daveholmes.home@btinternet.com
Pattishall Parish Council ann.atkin51@btinternet.com
Penllwyn Community Partnership Sian Woosnam,
c/o 12 Highmead, Penllwyn, Blackwood, Gwent NP12 2PE

LOCAL GROUPS continued

The Pensioners & Fifty Plus Action Group
tomag42@hotmail.co.uk
Radstock Public Transport Group
george@whitecs1.demon.co.uk
Railfuture www.railfuture.org.uk
Rame Peninsula Public Transport Users Group
j.cadwallader@btinternet.com
Rural East Lothian Bus Users www.relbus.org.uk
The Senior Council for Devon Transport
andrea@scfd.org.uk
Southend Area Bus User Group
donaldfraser17@btinternet.com
St Neots Area Bus Users Society info@snabus.org.uk
Swale Senior Forum 01795 424725
Swindon Climate Action Network
www.swindonclimate.org.uk
TravelWatch NorthWest
admin@travelwatch-northwest.org.uk
TravelWatch SouthWest www.travelwatchesouthwest.org
Tring Bus Users Group 01442 824508
Tyne and Wear Public Transport Users Group
ne11ee@fsmail.net
West Cumbria Bus Users Group
David Andrews, tel 01946 695373
West Leigh Residents Association
donaldfraser17@btinternet.com
Wirral Transport Users Association
17 Poulton Road, Bebington, Wirral CH63 9LA

Joining Bus Users UK

We always welcome new members; membership is available to anyone who uses buses for whatever purpose. It doesn't matter if you only use them occasionally. It's also open to groups of bus users and organisations that share our concern for better public transport.

You can join online (www.bususers.org) and pay by debit card via Paypal, or by Direct Debit. If you wish to pay by BACS, please contact finance@bususers.org for details and, of course, existing members can pay by cheque if you prefer.

Annual subscriptions

£15 for individuals
£10 for senior citizens, under-18s and unwaged.
The subscription for local groups is **£18.50**.

Bus companies and local authorities that share our desire to improve communication with passengers and who support the Confederation of Passenger Transport's Code of Good Practice can take out associate membership; please contact us for details at the Shepperton address or email enquiries@bususers.org.