

EAST LOTHIAN BUS PASSENGER CHARTER



Bus companies will ensure:

- Fares are easy to understand and easily available before boarding
- Timetables and route maps are up to date, clear and easily available
- For less frequent services, timetables are displayed in buses and are available from drivers on request
- Drivers are courteous, helpful and professional
- Buses are accessible and drivers trained to offer reasonable assistance to those who need it
- Buses are clean, comfortable and reliable
- Feedback procedures are publicised on company timetables and websites
- Stakeholders are consulted about developing or changing services
- For 'hail and ride' services passengers will be picked up or dropped off where it is safe to do so

East Lothian Council will ensure:

- Bus stop structures and environment are clean and welcoming
- Timetable displays at all major and most minor stops are up to date
- Clear, route information such as maps or diagrams is available at all major stops

- Major bus stops are prominently located and identifiable
- Bus stops are marked on all maps of the area produced by ELC
- Bus travel is prioritised over car travel when giving directions to its facilities on its websites or in literature
- That buses have been allocated adequate space to pull in and out and that passengers can board safely

East Lothian Council, Bus Companies and Passenger Groups will work together to:

- Consult users regularly about bus services and hold meetings at which bus users can have a say
- Co-operate towards providing integrated bus timetables at appropriate bus stops
- Agree a main bus stop or public transport information hub in each major town
- Ensure that all services stop at these hubs to facilitate service interchange
- Improve communication with the public
- Promote public transport benefits to increase patronage
- Promote partnership working and encourage innovation

Passengers will:

- Be courteous to the driver and to other passengers
- Take litter home, not leave it on the bus
- Respect bus stop structures and environment
- Adhere to the driver's request and instructions
- Refrain from distracting the driver when the bus is moving

working together
to give a new deal to bus users