

## **Clarity of information – bus company and transport authority website assessment**

Transport Focus wants to make sure transport users have the information they need to travel with confidence after the coronavirus lockdown. We are pushing for information to be crystal clear on bus company, train company and motorway services websites. We're after clarity about – among other things – face covering rules, social distancing arrangements and whether hand-sanitiser is or isn't available.




Our qualitative research and weekly Travel during Covid-19 survey show that these are things of concern to transport users. They are often the simple things that will give reassurance and let people set out knowing what to expect and what they need to do.



























































































































































































For bus passengers, we conducted an initial assessment of how clear information was on the websites of a selection of bus companies and transport authorities. There are simply too many for us to have included them all. The questions are set out below. We then worked with bus companies and transport authorities to secure improvements. We carried out a second assessment between 14 and 16 July 2020 which led to further engagement with some companies. The exercise has resulted in significant improvement. All transport authorities and all but one bus company websites we looked at are now providing clear information about the things we assessed. We thank the organisations concerned for their positive engagement to bring this about. It is a great example of the watchdogs helping companies to help their passengers.

For the record, you can see the findings of our 14-16 July second assessment after subsequent engagement with those organisations which had received red crosses. Please note that the grids represent a snapshot in time and will not be updated: if an organisation makes subsequent changes to its website resulting in something no longer being clear it will not be reflected here.

# How clear are bus operator websites about key passenger concerns as Britain emerges from lockdown?


































An assessment by London Travel Watch and Transport Focus was carried out between 14<sup>th</sup> and 16<sup>th</sup> July 2020

Is it clear .....	1. who may and may not travel?	2. what timetable is being operated (for example, a Saturday service)	3. whether timetable changes are or are not imminent?	4a. what assistance is provided for disabled passengers?	4b. If so, is it clear that it may be provided in a different way than before COVID-19?	5. what steps you will take to maximise social distancing, at stops and on board?	6. what passengers should do to socially distance, at stops and on board?	7. the advice clear on the wearing of face coverings?	8. what additional cleaning is being carried out?	9. whether hand sanitiser is or is not provided for passengers?	10 when is best to travel and when is best to avoid in the context of social distancing?	11a. what happens if the bus or tram you want is full?	11b. If so, is it clear what happens if the last service of the day is full?	12. Is whether cash is or is not accepted by drivers?	13. which enquiry offices are open (with opening hours stated) and which are closed?	14. when the information was last updated/reviewed
																
																
																
																
																
																
																

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# How clear are transport authority websites about key passenger concerns as Britain emerges from lockdown?

An assessment by London Travel Watch and Transport Focus was carried out on 14<sup>th</sup> and 16<sup>th</sup> July 2020

Is it clear ...	1. who may and may not travel?	2. That there may be timetable changes and it is clear how to find these?	3. what timetable is being operated (for example, a Saturday service)	4a. what assistance is provided for disabled passengers?	4b. If so, is it clear that it may be provided in a different way than before COVID-19?	5. what steps you will take to maximise social distancing, at stops and on board?	6. what passengers should do to socially distance, at stops and on board?	7. the advice clear on the wearing of face coverings?	8. what additional cleaning is being carried out?	9. whether hand sanitiser is or is not provided for passengers?	10 when is best to travel and when is best to avoid in the context of social distancing?	11a. what happens if the bus or tram you want is full?	11b. If so, is it clear what happens if the last service of the day is full?	12. Is whether cash is or is not accepted by drivers?	13. which enquiry offices are open (with opening hours stated) and which are closed?	14. when the information was last updated/reviewed
 Transport for Greater Manchester																
 Merseytravel																
 Travel South Yorkshire																
 West Midlands Network																
 NEXUS																
 WEST OF ENGLAND Combined Authority																
 METRO																

## **Bus operator questions**

Is it clear...

1. who may and may not travel?
2. what timetable is being operated (for example, a Saturday service)
3. whether timetable changes are or are not imminent?
- 4a. what assistance is provided for disabled passengers?
- 4b. If so, is it clear that it may be provided in a different way than before COVID-19?
6. what passengers should do to socially distance, at stops and on board?
7. the advice clear on the wearing of face coverings?
8. what additional cleaning is being carried out?
9. whether hand sanitiser is or is not provided for passengers?
- 10 when is best to travel and when is best to avoid in the context of social distancing?
- 11a. what happens if the bus or tram you want is full?
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12. Is whether cash is or is not accepted by drivers?
13. which enquiry offices are open (with opening hours stated) and which are closed?
14. when the information was last updated/reviewed

## **Transport authorities**

Is it clear...

1. who may and may not travel?
2. That there may be timetable changes and it is clear how to find these?
3. what timetable is being operated (for example, a Saturday service)
- 4a. what assistance is provided for disabled passengers?
- 4b. If so, is it clear that it may be provided in a different way than before COVID-19?
6. what passengers should do to socially distance, at stops and on board?
7. the advice clear on the wearing of face coverings?
8. what additional cleaning is being carried out?
9. whether hand sanitiser is or is not provided for passengers?
- 10 when is best to travel and when is best to avoid in the context of social distancing?
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