

Clarity of information – motorway services website assessment
























































Transport Focus wants to make sure transport users have the information they need to travel with confidence as Britain emerges from 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.

We assessed how clear the information was on the websites of motorway service operators, based on points we know are important to road users. We then worked with the operators to ensure that improvements were made where necessary. All of the websites are now providing clear information on the points we assessed.

How clear are motorway service area websites about key passenger concerns as Britain emerges from lockdown?

An assessment by Transport Focus was carried out on 30 July.

Is it clear	1. that all sites are open and whether it is 24/7?	2. what is and is not available and any opening times/restrictions?		3. what the advice is regarding face coverings ?	4. if you can sit down to eat food you've bought or you must return to your car to eat it?	5. what steps will be taken to maximise social distancing, inside and outside the buildings?	6. whether additional cleaning is being carried out – and if so the broad nature of it?	7. whether hand sanitiser is or is not provided for customers to use?	8. whether cash is or is not accepted?	9. when the information was last updated/ reviewed?
		a. generally	b. at each site							
										
										
										
										
										

Motorway services questions

Is it clear...

1. that all sites are open and whether it is 24/7?
2. what is and is not available and any opening times/restrictions?
 - a. generally
 - b. at each site
3. what the advice is regarding face coverings?
4. if you can sit down to eat food you've bought or you must return to your car to eat it?
5. what steps will be taken to maximise social distancing, inside and outside the buildings?
6. whether additional cleaning is being carried out – and if so the broad nature of it?
7. whether hand sanitiser is or is not provided for customers to use?
8. whether cash is or is not accepted?
9. when the information was last updated/reviewed?