



Passenger representation on Bus Service Improvement Plans

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Whose input do you need?

- Existing bus passengers
- Lapsed and potential passengers
- Geography
- Timing and journey purpose
- Demography and protected characteristics
- Attitude to risk

Gathering views

- Recent research and consultation exercises
- Analysis of complaints
- Commission fresh research
- Engage with stakeholder organisations and elected representatives
- Work through existing forums

Passenger representation on forums and boards

- Clear brief
- Sharing information on passenger views
- Articulating the passenger interest: skills and experience



Issues and questions

- Passenger input into problems to be addressed and proposals for doing so
- Limited data on local passenger priorities and views on local bus services
- Limited time or resources to gather new data
- Limited pool of passenger representatives

Contact Transport Focus

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