

Back on board

*"A guide to clean and safe bus travel
for commuters and employers"*



Travelling by bus again

Here is a **helpful guide** for **employers** as well as **individual customers** for getting ready to **return to public transport** now that Government advice has changed. **Employers** who are carrying out revised **risk assessments** for their staff - including **travel to-and-from work** will find this guide covers everything you need to know about using our bus services again.

We operate with a **safety-first** approach and have been **constantly monitoring** new Government guidelines and have been working in partnership with the Confederation of Passenger Transport throughout the pandemic to **ensure we comply**.



Our bus drivers

- For those drivers who have been furloughed through the pandemic, upon return all are undergoing a return to work induction and driver training to ensure they are to the required standard
- Bus drivers have been issued with anti-bacterial/anti-viral wipes to clean their cab area and ticket machine in between shift changes
- Bus drivers have all been issued with their own supply of face coverings and hand sanitiser, although it is **not a legal requirement** for a bus driver to wear a face cover whilst driving
- Cab areas have been fitted with a Covid-19 protection screen. We ask customers not to touch these
- Driver rest room facilities at depots have been increased in size to allow for social distancing whilst on their breaks



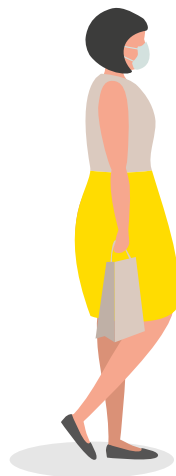
Our buses

- The cleaning regime on our buses has been intensified with a **deep clean** carried out every evening on return to the depot
- Additional day time cleaning with anti-bacterial/anti-viral wipes has been introduced, focusing on the high usage **touchpoints** including hand poles, seat grab rails, bells and ticket machine
- We regularly test the cleanliness of our vehicles using a machine that tests for bacteria build up on surfaces
- Vehicle maintenance is compliant with our O Licence and any bus that has been parked up due the pandemic has undergone a full **safety inspection** before returning into service
- Passenger capacity has been reduced by approximately 50% to allow for **social distancing**. Signage is onboard indicating where customers should sit
- **Hand sanitiser** units have been fitted to buses for use by customers
- Audio announcements have been updated, reminding customers of the new procedures onboard



Bus stations and town centre bus stops

- **Social distancing** measures have been put in place with signage and markings to inform customers where to queue
- Some bus stops/stands have been moved to allow for more queue space. New signage is in place alerting people to where new stops are located



New technology

- We've introduced a **busy bus checker** so that customers can check in advance how busy a particular journey is, which helps social distancing
- When to travel journey planner – our enhanced **journey planner** predicts how busy a particular journey is likely to be based on recent history. Again, to help improve social distancing

HOW BUSY IS MY BUS? the busy bus checker

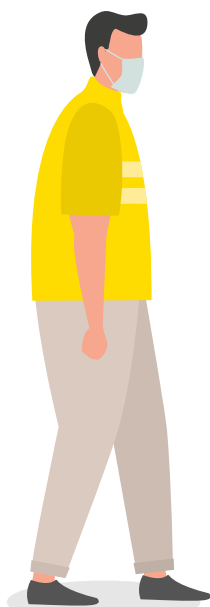
TRY IT NOW

bluestarbus.co.uk



Travel shops

- **Social distancing** measures have been put in place to indicate how many people are allowed in the shops at any one time. Signage is in place to advise on this
- **Screens** have been installed to offer a barrier between customers and the shop colleagues
- Shop colleagues have access to anti-bacteria/anti-viral wipes to keep their workstation and counter area clean
- **Hand sanitising stations** are in place for customers to use
- Travel shop colleagues have been issued with individual bottles of hand sanitiser for use when hand washing is not possible
- Timetable racks are out of use to limit touching



Customer guidelines

Things to know before your journey

- Check your timetable
 - It's best to do this **online**, as our printed timetable leaflets and books may be out of date due to the rapid changes throughout the pandemic
 - Printed copies are available by downloading the relevant pdf timetable from the website
- Have a face covering ready to use
 - It is **mandatory** to wear a face covering on public transport although some exemptions apply see [bluestarbus.co.uk/exemptions](https://www.bluestarbus.co.uk/exemptions)
 - If an individual is exempt, we do advise you carry a **helping hand journey assistance card**. These are available to download to your smartphone or as a hard copy from our travel shop
- Have the right ticket/payment method
 - Pay by contactless, app or theKey if you can
 - Cash is still accepted, but we are advising customers to have the right change, as driver's cash flow is limited due to very few people using cash throughout the day
- Check out our new **busy bus checker**
 - By using this feature on our website, you can find out how busy a particular bus is
- **Journey planner**
 - our new **when to travel** feature will tell you how busy a particular journey is likely to be based on recent history, which also allows for social distancing



Customer guidelines

At the bus stop

- Queue **2 metres** apart from others
- Follow new floor markings and signage at bus stations
- Allow other passengers to get off the bus and wait for the driver to signal for you to board
- Have your **face covering** on ready to board
- Have your **payment method** ready



Customer guidelines

On the bus

On board capacity has been reduced by approximately 50% to allow for **social distancing**. Double deckers are used on some routes that used to operate with a single deck to allow for more room.

- Our drivers have a new **Covid-19 screen** in place (very similar to those you are seeing in shops). Please do not touch the screen
 - Bus drivers **do not** by law have to wear face covers, but they can do so if they wish to.
- Adhere to the new signage indicating where you should sit to allow for **social distancing**
 - Most window seats are available
 - Aisle seats should be kept free unless you are travelling with someone from your own household
 - Some seats are cordoned off to help with social distancing
- **Face coverings** should always be worn, unless exempt
- Listen out for on board **announcements** that have been updated reminding customers of the new procedures onboard
- Use the **hand sanitiser** available and wash your hands after using public transport

