

Back on board

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



Travelling by bus again

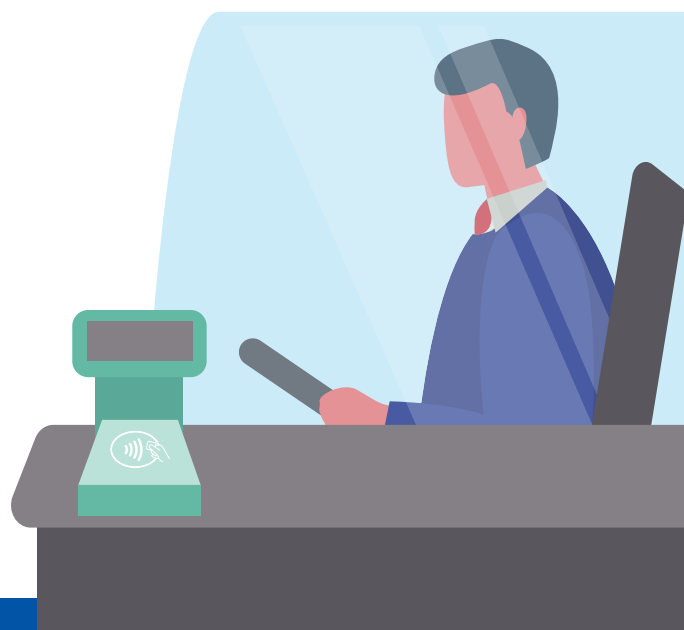
Here is a **helpful guide** for **employers** as well as **individual customers** for getting ready to **return to public transport** now that Government advice has changed. **Employers** who are carrying out revised **risk assessments** for their staff - including **travel to-and-from work** will find 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

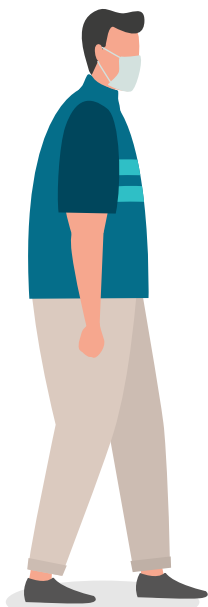
TRY IT NOW

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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 [unilinkbus.co.uk/exemptions](https://www.unilinkbus.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

