



Notes from the meeting held on 7 April 2011 at East Linton Community Hall. The aim of this meeting to discover what bus services are needed in this area and problem facing by commuters. The meeting was attended by 24 local people who divided into groups and asked make a note what needed to be improve. These notes are copied out below as a record of the meeting.

East Linton

Accessibility

Access to wheelchair users, Coach Style buses!!

Access for buggies (Coach Style), Unhelpfulness of most of the drivers, trying to fold buggy while dealing with baby impossible

Coaches are totally no good for wheel chair users

Coaches are too high for Elderly

Upright bar on bus unnecessary and completely in the way of wheelchair can get jammed

Disabled bus users are being discriminated against as they are being denied access to public transport

If it is one of the coach buses at weekend wheelchair users are told that they can't get on because With the coach buses elderly people find it extremely difficult to get on and off, surely these coaches should only be used for long journeys eg. Edinburgh to London SHOCKING TREATMENT

High Step buses cause problems

Can't get bus high step

High Step on some buses

½ hr service please. Not enough bells and they are too high. I need a trolley for shopping no place to put it, difficulty in climbing high steps and area very narrow, cannot take a suitcase on bus (81yr old)

High buses difficult to get on especially when it doesn't come into the kerb also difficult to press the bell

If one wheelchair on bus not able to get on with a buggy

Step too high a job getting up with suitcase

Coaches no Standing, no access for elderly, disable and mum with buggies

Connection to Musselburgh

Bus service to Musselburgh in day time

Service being cut no direct connection to Musselburgh

No direct connection to Musselburgh

If buses were every ½ hr why not one every other one go by Musselburgh

Frequency of the Service

8:05 – 8:20 (These use to be the times) 1 bus for school kids, if the miss the bus that is it they have to wait another 1 hour.

More frequent service again would solve some problems
With only 1Bus/hr between Dunbar and Haddington, could perrymans not run 1/hr to give combine
½ hourly services?
120 Dunbar/NB should be every 2 hours as it is after 13.00
The buses were running brilliant when there was a service running every 30 minutes. No need to
change it back to every hour
Service every ½ please
Not enough buses 1 every hour is not good
Hourly not good service
Perrymans and first bus too close to each other
Joining the 08:11 X45 for public as well as school Kids (East Linton – Dunbar Grammer) No room
standing room for paying passengers
With drawl of buses to make an hourly service to Edinburgh
Not enough bells on coaches, not everyone able to stand during morning coach

Driver behaviour

Either driver isn't trained to use the ramp/lift or told that the ramp/lift isn't working
Some driver's attitudes are downright disgusting
Drivers not helpful or polite
Drivers not helpful
Unhelpful drivers on First Bus
Drivers don't bother to do the ramp for disable

High Fare

The cost of the buses is sickening, absolutely disgraceful
Fare from EL to Edinburgh and Dunbar to Edinburgh is £40 and Haddington to Edin £24 Why?
Fare is almost twice of perrymans 253 service

Other issues

Passengers using service Edinburgh area only – full at peak times until further on route
Number for taxi if needed for wheelchair user
Priority to be give to long distance passengers especially in peak hours
Reliability of the service (buses not turning up breaking down)
Has first bus get a charter?
How does the equality act and discrimination act come in?
08:50 bus missing from service timetable
High buses comes from Wales
To take a dialler bus need to call in 5 Week advance