



Rural East Lothian Bus Users

March 2011 Newsletter

RELBUs formed in November 2011, following cuts to First Bus services between Dunbar/East Linton/Edinburgh. Our first public meeting took place in January, when a committee was put in place; three further public meetings have taken place in Dunbar to gather information from all interested parties. We aim to encourage bus travellers from all areas of East Lothian to join us in our campaign for better public transport links in the East of the County where fares are high and some services unreliable.

The Main Problems Raised.....

- Cut to services – no daytime buses Hallhill/Queens Road, Dunbar
- Poor access to coach style buses for the elderly, disabled and pushchairs
- Reliability/ overcrowding on commuter services/Uncomfortable vehicles
- Lack of information on timetable/route changes
- High Fares where no competition with Lothian Buses
- No direct links to ERI, Tranent & Musselburgh from Dunbar
- Lack of public transport in East Linton, Innerwick, Spott, Stenton & Humbie

We Have Been Busy Voicing Your Concerns

To Iain Gray MSP, Paul Thomas Director of First Bus South East Scotland, Gary Scougall, Eve's buses, Perrymans, SES Tran and local Councillors. We are currently waiting for East Lothian Councils decision on how they will allocate £700,000 towards subsidised public transport in 2011/12.

In Development.....

- Real-time Passenger Information boards in 2012 (SESTran source First Bus)
- Improved information at bus stops
- Promotional fares from First Bus
- More bus shelters
- Sustainable travel promotion in local press
- Extended survey, with a view to increasing services by Perrymans and Eve's
- New Dunbar local bus, train timetables and fares booklet.

Under consideration.....

- changes to Perryman timetable to tie in with commuter trains from Dunbar to Edinburgh

Do You Know

First Bus have a Customer Promise? Full details can be found on their website:
http://www.firstgroup.com/ukbus/scotland_east/help_contact/customer_care

First Bus users can report any bus service which is later than 15 minutes or 1 minute early, if First are at fault, users are entitled to 1 days free travel or a £5 high street shopping voucher. Any complaint not answered within 21 working days can be reported to The Bus Passengers' Platform. The BPP deal with complaints on bus punctuality and accessibility.

And any passenger who cannot access a bus would be entitled to a free taxi to their destination arranged by First Bus. It is not unusual for the chair lift to be out of action, although First assure us all drivers have been trained to operate them. ***If you encounter any problems in relation to access please let us know the time and place and we will raise this with First Bus on your behalf.***

Problems with School Bus services should be raised via The Education Department at East Lothian Council. All other services please contact the Bus Operator.

Get in touch with RELBUs with any problems, views and ideas

Email	info@relbus.org.uk
By Mail	Rural East Lothian Bus Users 16 West Port Dunbar EH42 1BU
Website	www.relbus.org.uk
Facebook	Relbus Connecting Dunbar