

# COVID-19 Restart & Recovery Social Distancing & Customer Confidence on the Bus Network

West Midlands Bus Alliance  
Key Principles.

# Before Travel

## Key messages;

- Only travel if your journey is essential.
- Leave more time for your journey.
- Due to social distancing – buses can carry less people
  - Reduce – Retime – Re-mode
- Check your journey details in advance – times have changed.
- Consider your payment method - If possible use a contactless payment method or exact change.
- Bring a face covering for your journey
- Wash you hands before and after travelling.
- The guidance may change keep an eye out for the latest information

# Before Travel

## Communication Methods;

- Social Media Policy being defined – TfWM
- Network West Midlands Website – inc Journey Planner
- Operator own websites
- PR Media.
- Direct email to user databases.

## Passenger Advice

- Travel advice: <https://www.youtube.com/watch?v=0--XwGlzmys>
- Social distancing video: <https://www.youtube.com/watch?v=43sw-WSfpGg>



# Bus Stations, Stops, Interchanges

- Stay Safe – Stay Apart – keep 2m away from people not in your household.
- Be respectful of fellow passengers, passing pedestrians and other people.
- Follow the guidance and signage.
- At Bus Stations listen out for PA announcements - follow any directions.
- Look out for the bus full sign – one off / one on.
- Be prepared to wait and safely.
- Don't crowd around the door of the bus when it arrives at the stop – stay safe – stay apart.
- Please consider others and be prepared to help.



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# Bus Stations, Stops, Interchanges

## Stay Safe Stay Apart

We're working hard to keep everyone safe.



Please wear a face covering



Keep space between yourself and others



Carry hand sanitiser and wash your hands  
before and after travelling



Allow others to get off the bus before  
getting on



Pay for your ticket in advance  
or use contactless where possible

Thank you for supporting our efforts.  
Enjoy your journey.



## Stay Safe



## Stay Apart

## Stay Safe



## Stay Apart



# Bus Stations, Stops, Interchanges

## Monitoring;

- TfWM Monitoring Staff – currently Tier 1 (but expanding)
- Bus Station Staff
- RTCC / CCTV – limited coverage
- Operator Inspector staff

## Proactive Response / Escalation

- Engage with Highways Authorities – Temporary Stops / Widen Footways
- Customer engagement – additional signage / face-to-face / PA Announcements
- Network Planning

# On-Board - Drivers

- Supplied with maximum numbers by vehicle type.
- Drivers to use judgement on when capacity is reached taking into account social distancing.
- Drivers to identify and ask standing passengers to take a seat.
- Be conscious of unaccompanied young or vulnerable people
- Last bus of day – unlikely to be full but use common sense on available capacity

# On-Board - Drivers

## If driver believes the bus is over capacity...

- Display the '**Sorry Bus Full**' or '**Bus at Social Distancing Capacity**' message in the front window – or display on destination blind – drive past waiting customers slowly.
- If capacity becomes available stop and collect any waiting passengers.
- Record on ticket machine (or other mechanism) that bus is full so we can identify any issues and provide additional capacity.

# On-Board - Passengers

- Follow the signage and instructions on the bus.
- Please be patient whilst getting on and off the bus – do not queue in the aisle or near the driver.
- Please use a face covering if you can
- If possible use a contactless payment method or exact change.
- Open windows to help ventilation
- Take a seat – sit by the window and leave an empty row of seats in-front and behind
- Sit next to a member of your household if you are travelling with them.
- Do not sit on any marked off seats.
- Please do not eat and drink on board the bus.
- Please take any rubbish with you and dispose of them safely.



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# Passenger Messaging On-Bus





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# Passenger Messaging – On-Bus





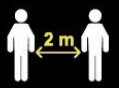
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# Passenger Messaging – On-Bus

HM Government

NHS

## On your journey



Maintain 2 metre distance where possible



Use a face covering, if you can, when you will be close to others



Use contactless payment where possible



Be patient and follow instructions from transport staff



Wash or sanitise your hands as frequently as possible

STAY ALERT > CONTROL THE VIRUS > SAVE LIVES

For further information visit  
[www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Due to the Government's social distancing advice

Please do not stand on the bus



This bus currently has a reduced capacity

Stay Safe



Stay Apart



This seat is not in use

Stay Safe



Stay Apart



**Transport for  
West Midlands**

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