



how to use the bus

FREQUENTLY ASKED QUESTIONS ABOUT READING TRANSPORT LTD

Comprising Reading Buses, Newbury Buses, Goldline

www.reading-buses.co.uk

www.gogoldline.com

Reading buses [GOLDLINE.com](http://www.gogoldline.com) Newbury buses

Is smoking allowed on Reading Transport buses and coaches?

No. All our vehicles are non-smoking. We also like to keep our buses very clean for customers so we don't allow hot food or drink to be consumed on the bus. You'll see our special cleaning squads at major bus terminals.

Can I use my mobile or personal stereo?

Yes, you're welcome – but please show consideration for others.

What about my safety on the bus?

Our buses are very safe places, and research proves that people feel secure. Even on our double deck buses most now have sophisticated digital CCTV systems. Undercover bus detectives and mystery customers travel regularly on all our routes.

What happens if I leave something on the bus?

Contact us immediately, all our buses have two-way radios, we'll do our best to retrieve your lost property. If we have it, you can collect it – there may be a small administration fee for this service.

In busy times I cannot get a seat!

We plan our services so that you should be able to get a seat in normal circumstances. Sometimes during peak periods you may have to stand for a short period. You could be really helpful and move down the bus when standing leaving gangways clear for others to get off. On double deck vehicles there are often vacant seats upstairs even in peak times – go and enjoy the superior view from the top deck of one of our buses.

Who's responsible for maintaining my bus shelter?

These are normally the responsibility of the Local Authority or in some instances the advert contractor. They do not belong to the bus company however we will be pleased to pass on any information or reports of damage etc. to the relevant responsible body.

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Where to contact us:

Local and National Travel Planning
by phone and on line

0871 200 22 33

www.traveline.info

www.reading-buses.co.uk

www.reading-travelinfo.co.uk

Customer Services Manager,
Reading Transport Limited,

Great Knollys Street,

Reading,

RG1 7HH,

Tel: 0118 959 4000

Fax: 0118 957 5379

Email: customerservices@reading-buses.co.uk

customerservices@gogoldline.com

How to use the bus

40% of people in the UK never use the bus, many say they don't know how or don't know what bus to catch.

Conversely many people who used the bus for the first time said they actually thought it was much easier than they thought. But many also said that they hadn't been too sure what to expect or how to find out more.

So here is our step by step guide to using the bus and a list of frequently asked questions.

Step 1

Find out about routes and times – there are timetables at most of our bus stops – or you can log onto our website at www.reading-buses.co.uk or alternatively call Traveline on 0871 200 22 33 and get expert advice on all public transport services.

Step 2

There is a whole range of tickets to best suit your journey. The one way price (which is usually quoted) is hardly ever best value. Ask your driver for the best deal; he or she will be happy to help – or read on for more hints and tips.

Step 3

Make your way to the bus stop and look out for your bus.

The bus stop itself will tell you which routes call there. Most buses now have bright electronic screens which are clearly visible. A lot of routes carry their own unique colour scheme so you can spot them in the crowd. Always put out your hand to stop the bus to show the driver that you want that bus. This is very helpful where a stop is served by more than one route.

Step 4

Ask the driver for your destination and if you are not sure, please say.

That will help us give you a little extra bit of advice and assistance with stops and fares. On most services you will need to have the right money as drivers do not carry change, this speeds up boarding.

Step 5

Sit back and relax!

Your bus will be clean and comfortable and you'll see all sorts of things from the bus that you somehow never manage to see from the car. You can read a book or newspaper or chat to friends leaving the hassle of driving to us. No need to worry about parking either. If you do by any chance get held up, remember it would have been just the same by car – and of course unlike the car, you're free to use your phone at any time.

Step 6

When it's time to get off, just press the bell once. You'll see the "bus stopping" sign come on, then you can stay comfortably seated until the bus draws to a halt. By the way – most bus stops are lined up on opposite sides of the road, but in towns there is often a one-way system. If you're travelling for the first time, check your timetable to see where the bus picks up on the way back – or just ask the driver.

Step 7

Well, we hope there won't be a step 7, but if anything goes wrong with your journey, we really would like to know. Please get in touch with us.



FREQUENTLY ASKED QUESTIONS

Do I have to put my hand out for the bus?

Yes, especially at a place where several routes stop.

Do I have to have the right money for my fare?

Yes, if you are paying by cash as drivers don't carry change. Better still, if you travel regularly get a 7-day Travelcard – they're much better value too!

Can I use my bus pass?

Yes, we accept all local authority bus passes issued in our area, subject to the times of validity.

What about children's fares?

Up to 4 children under the age of five can travel free with an adult. There's a child's fare if you're aged between 5 and 14. Readi-ID cards are required if you want to continue to enjoy child rate up to the age of 16. If you're in full time education between 16 and 19 you'll need to buy a Readi-ID card to continue to enjoy the benefit.

Can I bring my buggy on the bus?

Of course you can! Most of our buses have buggy zones where you can just wheel buggy and baby to a special area. On rare occasions when the zone gets full or there's a customer in a wheelchair, your driver will ask you whether you'd prefer to fold down the buggy or wait for the next bus.

What about wheelchairs?

We are rapidly modernising our bus fleet and already 75% of services are operated using wheelchair-friendly fully accessible buses, a figure that's growing every year. All our drivers have been fully trained to operate the ramps – so come on board you're welcome! Give our customer services team a call if you'd like to find out more. It is not possible to carry some of the very large electric wheelchairs and electric scooters for safety reasons please call Customer Services for further information.

