

First in Glasgow

Customer Charter

Our commitment to you

Issue 4





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Introduction

First in Glasgow's aim is to provide our customers with a safe, reliable and cost effective means of bus travel throughout Greater Glasgow and the surrounding area.

To help you understand our commitments to you, we have produced this Customer Charter, which sets out our service level pledges.

We welcome your comments on this Customer Charter. We guarantee that we will review the charter annually to ensure that it meets our customers' needs and that it is a fair reflection of the level of service we aim to provide.

About us

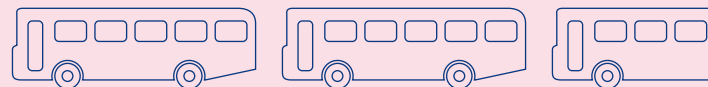
First in Glasgow is part of FirstGroup plc, the world's leading transport company. With almost 3000 employees and over 900 buses in operation, we are the largest bus company in Scotland.

Our Head Office is located at Larkfield depot in the south of Glasgow and is one of 7 depots from which our services are operated.

Our Travel Information Centre at 6-8 Brandon Arcade, Motherwell deals with enquiries relating to the private hire aspect of our business including the popular White Wedding double deck fleet. In addition, we have a fleet of express coaches for hire.

First Group's core values:

- Safety
- Customer Service





Our commitments to you

We are committed to looking after your interests and we will continuously review what we do to ensure that we achieve that aim.

More specifically, we will:

- Ensure that you are able to travel safely and in clean and comfortable conditions
- Do everything within our control to operate our services as advertised
- Treat everyone fairly and equally regardless of disability, gender, age, racial or ethnic origin, religion, belief or sexual orientation
- Treat you with courtesy and respect
- Respond promptly to your enquiries
- Investigate in detail any issues brought to our attention with a view to addressing any concerns raised
- Inform you of the standards of service you can expect from us
- Strive to give you value for money
- Keep you fully informed on matters which may significantly affect you
- Explain our decisions when you are not happy with them

If we fail to meet any part of these commitments please let us know.

Timetable Information is available
at Traveline 0871 200 22 33

Customer Services

0141 423 6600 (24 hours)

www.firstgroup.com/contactglasgow

Twitter follow us for our latest news and updates
@FirstinGlasgow

Executive Board Glasgow.directors@firstgroup.com

Private Hire 01698 717 154

Lost Property 0141 423 6600

(Mon - Thurs 08:30 - 16:45 and Fri 08:30 - 16:00)

Keeping you informed

Frequency of services/Timetables

One of our key objectives is to ensure that our customers have all the information needed in order to plan their journey.

Timetable leaflets and service network maps are available online at www.firstgroup.com/glasgow as well as from SPT travel centres including Buchanan Bus Station, health centres, libraries and community centres. We are keen to increase the number of local outlets stocking our timetables. If you have a suggestion as to how we could improve our timetable distribution, please write to our Head Office at 197 Victoria Road Glasgow G42 7AD or email us at contact.glasgow@firstgroup.com.

The full range of our timetables can be readily viewed at or downloaded from www.firstgroup.com/glasgow where you can also find information about any seasonal adjustments made to frequency levels throughout the year.

For regular service updates and our latest news, you can follow us on Twitter, @FirstinGlasgow.

A number of our most frequent services, which operate on a 10 minute frequency or better, are, at certain times of the day, scheduled to operate on a 'turn up and go' basis and, therefore, no specific arrival times are posted at certain bus stops.



Emergency diversions to scheduled routes

In some circumstances an emergency diversion to the normal route may become necessary. When that happens, we will do our best to ensure that customers are made aware of the situation as soon as possible. Our website is regularly updated to keep our customers informed about route diversions.

We also update our Twitter page with diversions and other information - you can access this at www.twitter.com/firstinglasgow and follow @firstinglasgow.

In working to deliver this commitment, we will work closely with SPT, the public body which manages all bus stops and shelters. For more information on SPT visit www.spt.co.uk

Safety

FirstGroup is committed to ensuring the health, safety and welfare of all of its employees at work and also the safety of customers and others at all times. Safety underpins all our operations and our central motto is "If you cannot do it safely, don't do it".

We will ensure that so far as is reasonably practicable:

- All staff are given appropriate information, instruction and training on safety issues
- Adequate supervision is provided to ensure compliance with policies and safe systems of work
- Targets are set to achieve progressive improvement in safety performance
- Adequate resources are allocated and competent persons are appointed to support the achievement of the above objectives.

Our Corporate Social Responsibility and the environment

Through our core business activities we are committed to providing a safe, good quality, reliable and cost effective public transport service to all our customers. Our core business strategy is to increase passenger numbers and encourage a greater move towards the use of our services. This will in turn support the needs of society to achieve more sustainable travel.

At the same time we recognise the environmental impacts arising from our business activities and we are committed to reducing these through effective environmental management. We are proud of our commitment to the environment and we have won many awards in recognition of our work.

We are committed to:

- Preventing pollution and reducing the overall impact of our operations on the environment.
- Investing in the most up-to-date, environmentally-friendly buses which minimise emission levels.
- Complying with and, where possible, exceeding legal and other requirements relating to the organisation.
- Monitoring our environmental performance and setting objectives and targets for improvement
- Providing appropriate training and awareness programmes for our staff

For full details of our Climate Change strategy please see our Corporate Social Responsibility report which can be downloaded at www.firstgroup.com.



Ticketing information

We have two distinct ranges of tickets:

- Money saver tickets purchased on the bus from the driver including day tickets, weekly tickets and 10 journey tickets
- A range of weekly tickets (available for one, four or ten weeks) available for purchase off-bus from PayPoint agents, and other selected outlets across Greater Glasgow and the surrounding areas.

Tickets available on bus include:

- Single fare
- Return ticket
- FirstDay* all day unlimited travel until 1am within your chosen zone(s)
- FirstWeek* 7 days unlimited travel within your chosen zone(s)
- Child FirstDay* all day travel network wide
- Under 20s/Student FirstWeek* 7 days unlimited travel

Tickets available at travel centres and other outlets

- FirstWeek tickets (one, four or ten weeks) available from over 900 PayPoint agents across Greater Glasgow including Student specific variations
- 'Flexi-10', which offers 10 single journeys in the zone of your choice valid for 6 months.

We also participate in the SPT Zonocard scheme and in the concessionary travel scheme which entitles cardholders to free travel across our network.*

*Terms and conditions apply. See our website for details:
www.firstgroup.com/glasgow

SPT Travel Centres

- St. Enoch Travel Centre, St. Enoch Square, Glasgow
- East Kilbride Travel Centre, East Kilbride Bus Station, Churchill Avenue, East Kilbride
- Buchanan Travel Centre, Buchanan Bus Station, Killermont Street, Glasgow
- Hamilton Travel Centre, 26 Brandon Street, Hamilton



Conditions of travel

Our Conditions of Travel document outlines both our obligations to our customers and our customers' responsibilities when they travel with us. The document contains information about for example our no smoking policy, the arrangements in place for the carriage of buggies (normally 2 buggies per bus where low floor buses are deployed) and when it is permissible to board a bus with a dog.

The Conditions of Travel document can be found online at www.firstgroup.com/glasgow or can be obtained by contacting customer services

Contact us

First
197 Victoria Road
Glasgow G42 7AD

Telephone: **0141 423 6600** (24 hours)
Website: www.firstgroup.com/glasgow

Bus service standards

We aim to provide the highest standard of service to our customers in Greater Glasgow and the surrounding area. In particular, we will ensure that:

- All vehicles are the subject of regular maintenance so that our customers can travel in safety at all times
- Passenger comfort is given priority and with this in mind, buses are kept as clean and tidy as possible
- We strive to meet the Government's target of at least 95% of all journeys leaving the terminus on time
- We continue to modernise our fleet until such times as all of our buses are of the low-floor, easy-access type

Customers with special needs

- We are committed to ensuring that in the shortest possible timescale all of our buses are accessible to everyone
- At present over 80% of our buses are low floor making travel easier for a larger number of our customers
- Our aim is for our entire fleet to be fully compliant with the requirements of the Disability Discrimination Act well in advance of the statutory deadline in 2017
- Our low floor buses have space for 2 standard size buggies or one wheelchair user and we will always try to give priority to wheelchair users
- If timetable information is required in a non-standard format, you can request this by contacting our Customer Services team
- Large print versions of all our timetables are available for print from our website at www.firstgroup.com/glasgow

Lost property

In most cases (see exceptions below), when any item is found on our buses by a member of staff or is handed in by a member of the public it will be sent to our Lost Property office at Head Office where it will be held for a maximum period of one month if unclaimed by its rightful owner. Perishable goods will only be retained for a maximum of 48 hours.

Contact us

Lost Property Office
First, Head Office, 197 Victoria Road
Glasgow G42 7AD
Telephone: 0141 423 6600 (Mon - Thurs 08:30 - 16:45
and Fri 08:30 - 16:00)

Exceptions

Items found on buses that operate from our Cumbernauld and Dumbarton depots are returned to the depot management team at those locations.

Contact us

Cumbernauld Depot - 01236 723 378
Dumbarton Depot - 01389 762 727



Our customer service pledge to you

If things go wrong and we fall short of your expectations, please contact our customer services team who will ensure that your complaint is investigated with a view to taking whatever action is required to put things right.

Alternatively, you can make your views known to us through our website at www.firstgroup.com/contactglasgow. If you would prefer to make contact with us in writing, please write to Customer Services, First, 197 Victoria Road Glasgow G42 7AD.

- It is our policy to respond to any written complaint by post or email, within 14 working days of receipt. If we cannot provide you with a full reply within that time we will tell you how your complaint is progressing and give you an indication as to when you will receive a full response.
- When you phone us with a complaint on 0141 423 6600 which is manned 24 hours a day, seven days a week, you will be given the name of the person who has answered your call and be advised of the procedures that will be followed.
- In cases where a further response is required, we will contact you again within 14 working days.
- We believe that there is always room for improvement and, with this in mind, we very much welcome your feedback about everything we do. When you contact us, we promise to get back to you within 14 working days with our reply.

If for any reason, we don't meet this pledge or you would like to communicate directly with the directorate for any other reason, please email the Executive Board at: Glasgow.directors@firstgroup.com

If you are still not satisfied with the reply that you receive from us after the matter has been reviewed, you may wish to contact the Bus Passengers' Platform (BPP), an independent body set up by the Government to deal effectively with passengers' complaints.

The BPP's contact details are as follows:

Bus Passengers' Platform
Scottish Government, Area 2D Docks
Victoria Quay, EDINBURGH EH6 6QQ



Forward planning - customer views and suggestions

Our Route Development Plan is produced annually as part of our on-going public consultation commitment. We value your comments and opinions and therefore we welcome your views on our services as part of the route development planning process.

There is a dedicated Route Development page on our website within our 'News and Initiatives' section. More information about how to make your views known to us can be obtained by contacting our Customer Services team.

Contact us

You can contact our **Customer Services** team on:
Tel: **0141 423 6600** (24 hours)

Or via our website at:
www.firstgroup.com/glasgow and visit 'Contact Us'

You can follow us on Twitter: **@FirstinGlasgow**

Our Lost Property office can be contacted at:
Tel: **0141 423 66000** (Monday to Thursday 08:30 - 16:45,
Friday 08:30 - 16.00)

Or write to: Customer Services or Lost Property at:
First, 197 Victoria Road, Glasgow, G42 7AD
Private Hire Tel: 01698 717 154



24 Hour Timetable Information is available from Traveline Scotland at Tel: 0871 200 22 33 (calls cost 10p from a BT landline) or from Traveline's website at: www.travelinescotland.com

