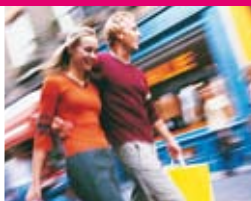




First in Aberdeen

Customer Charter





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Dear Customer,

Welcome to the First in Aberdeen Customer Charter. This is our policy on our quality of service. As a company, we are committed to giving you a service that is safe, reliable, high quality, accessible and personal.

We continually monitor our progress and because your travel needs are constantly changing, we strive to find new ways of improving our service.

Customer service and safety are very important to us at First in Aberdeen and we welcome comments from all our customers. Tell us what you think.

Anything you tell us will help us improve the service we currently provide you with.

George Mair

George Mair
Managing Director

About First in Aberdeen

First operates a comprehensive network of services in the city of Aberdeen. The Overground is made up of high frequency services, colour coded for easy identification.

Our fleet consists of 161 vehicles with an average age of 5.5 years. That gives First in Aberdeen one of the youngest bus fleets in the UK. Many of our vehicles are now fitted with Euro III, IV and V engines which result in the cleanest possible emissions required to date by law.

Most of our vehicles are low floor to ensure easy access for all passengers. Added to this most of our fleet has bright, modern interiors and full CCTV systems for added comfort and passenger and driver safety.

We have over 500 staff who operate our services from one depot based at 395 King Street, Aberdeen.

First in Aberdeen has been an Investors in People accredited company since 1995 and has held ISO9002 since 1994. We are currently working towards ISO14001 accreditation during 2009.

We also have a First Travel Centre based at 47 Union Street that is a one stop shop for all our customers with regards to timetables, service information, ticket sales and fares.



Our Commitment to You

In Aberdeen, First is committed to giving you, our customers a service that is Safe, Reliable, High Quality, Accessible and Personal.

We will endeavour to do everything within our control to ensure we operate the services we advertise. Ensuring that you, our customers, are able to travel safely and in clean and comfortable conditions is also a key commitment for First in Aberdeen.

We are committed to giving a quality service that suits all of our customers. We will not tolerate any discrimination due to gender, age, race, religion, marital status, family status or sexual orientation.

We will make reasonable accommodation for customers with disabilities. We will also ensure we treat all customers with courtesy and respect, responding promptly to your enquiries.



Safety and the Environment

Your safety and our staff's safety are what is most important to us as a company.

Many of our vehicles are fitted with full CCTV systems for both passenger and driver safety.

All our drivers are trained to an exceptionally high standard to ensure you are safe when you are travelling on our vehicles.

All First staff in Aberdeen are trained in safety principles which seek to reduce continuously the likelihood of our staff or customers being injured or involved in any incident.

The environment is extremely important to us and as a company we are constantly striving to reduce our energy usage and waste recycling targets.

In addition, we have also developed many youth related, community initiatives that directly engage young people positively about vandalism and the consequences of vandalism.



Keeping you Informed

Free timetables are available for all services operated by First in Aberdeen. In addition to specific route timetables, we also have a network map and guide that carries information on the complete Overground network of services operated.

Timetable information can be obtained on bus, from the First Travel Centre at 47 Union Street and online at **www.firstgroup.com/aberdeen**

Up to date route and timetable information is posted at most bus stops across the First network and a number of bus stops within the city centre display real time information.

First in Aberdeen offer a wide range of Money Saver tickets. In the event of a change to any of our tickets or fares, the relevant information will be publicised through customer notices on our vehicles and online via our website, prior to the changes being implemented.

In some circumstances an emergency diversion to the normal route operated may become necessary. In such circumstances, we will do our best to ensure that customers are made aware of the diversion and the disruption it may cause to our services. Our website is regularly updated to keep our customers informed about future service disruptions.



Purchasing your Ticket

In Aberdeen, First has a wide range of Money Saver tickets available.

FirstDay tickets can be purchased on bus from the driver. Peak and Off Peak tickets are available for Adults, Children and Families. First in Aberdeen operates an EXACT FARE system so please have the correct money ready when you board the bus.

Our extensive range of season tickets are also available for purchase from a range of city centre outlets including our own First Travel Centre. FirstMonth and First3Month can also be purchased online via our website.

A full list of tickets that we offer and outlets where they can be purchased, is available online at **www.firstgroup.com/aberdeen**



Customers with Special Needs

Most of our fleet of vehicles are low floor - easily accessible for wheelchair users and buggy friendly.

As part of our commitment to providing accessible travel for wheelchair users First in Aberdeen will always try to give priority to these passengers on our services.

Our low floor vehicles have enough dedicated space for one wheelchair user. Unfortunately, due to the space available, scooters and other motor operated mobility vehicles cannot be carried. If the wheelchair space is occupied by a non wheelchair user the driver will make every effort to ask them to move to allow you to board. Unfortunately, if a fellow passenger refuses to move you will need to wait for the next bus.

There is limited space for buggies on board our buses. This can vary depending on the vehicle type, the number of buggies and the size of the buggies in question. If there are already buggies on board, the driver may ask you to fold your buggy. Please help us make the journey safe for everyone and don't block the aisles or exits of the bus with your buggy.

We always give wheelchair users priority over unfolded buggies on board. Please do not be offended if the driver asks you to fold your buggy for a wheelchair passenger. As part of our commitment to providing accessible travel for wheelchair users, a wheelchair passenger is always entitled to travel on our buses, unless the bus is full or there is a wheelchair user already on board.



If timetable information is required in a non standard format, customers can request this by contacting either the First Travel Centre or our Customer Services Department. Large print versions of all our timetables are readily available for print via our website at www.firstgroup.com/aberdeen

Audio and Braille versions of all our timetables can also be requested. These requests will take longer to process.



Bus Service Standards

First in Aberdeen aims to provide the highest possible standard of bus service to all our passengers.

Every day we strive to meet the Traffic Commissioners target of operating no less than 95% of our scheduled services within the Commissioners window of tolerance - no more than 1 minute early or 5 minutes late leaving the terminus.

Every month we publish our punctuality performance statistics on our website.



Conditions of Travel

Passengers are advised that all journeys on First bus services in Aberdeen are subject to our standard Conditions of Carriage.

You can obtain a copy of our Conditions of Carriage booklet from the First Reception, 395 King Street, Aberdeen or alternatively view a copy online at www.firstgroup.com/aberdeen



Lost Property

If any item is found by a member of our staff or is handed over to a driver, it will be taken back to our depot at King Street. From here, all lost property is sent to our city centre Travel Centre and held for one month. Passengers can therefore obtain any personal items from the First Travel Centre if they have been found and handed in.



If Things Go Wrong

First in Aberdeen is constantly working hard to provide you with a bus service that is safe, reliable, high quality, accessible and personal.

If, for whatever reason, First falls short of your expectations, we would ask you to contact our Customer Services Department.

On receipt of your complaint, our team will investigate further with the aim of establishing what has gone wrong, why it has gone wrong and what actions need to be taken to resolve the complaint.

In Aberdeen, it is our company policy to initially acknowledge any complaint, (written, via email or telephone) within 5 days of receipt. Once further investigation has taken place we, as a company, will endeavour to respond to your complaint within 15 days.

As a company, where we operate more than 1 minute early and 5 minutes late and this has arisen due to circumstances within our control, we will compensate our customers by issuing a free travel voucher.*

We are however, unable to compensate customers in situations beyond our control.



For example:

- Extreme weather conditions
- Road and utility works
- Events
- Actions by third parties
- Vandalism
- Traffic congestion
- Accidents

*Compensation offered to customers may vary at the discretion of First management.

If you are unhappy with our final response to your complaint, you can contact the Bus Passengers' Platform. The Bus Passengers' Platform is the official forum for bus users in Scotland.

The Bus Passengers' Platform

Scottish Government
Area 2D Dockside
Victoria Quay
Edinburgh
EH6 6QQ

Tel: 0131 244 1709



Customers Views and Suggestions

First in Aberdeen continuously seeks the views and opinions of our customers.

Customer questionnaires are readily available on bus, via our city centre Travel Shop and can also be completed online.

Feedback can also be given at one of our monthly Delight the Customers sessions. These sessions visit a different area of the city every month with the specific aim of giving the company an opportunity to meet our customers face to face. More information on these sessions is available online at **www.firstgroup.com/aberdeen**

Finally, views and suggestions can be made by contacting our Customer Services Department directly.



How to Contact Us

You can contact our team at First in Aberdeen in several ways:

By post

Customer Services
First
395 King Street
Aberdeen AB24 5RP

By email

Log onto www.firstgroup.com/aberdeen then complete a Contact Us form

By phone

First in Aberdeen's Customer Services can be contacted between 0830 and 1700 hours Monday to Friday on 01224 650000

Busline is a general number that can be called between the hours of 0830 and 1700 hours Monday to Friday with regards to information on services, fares and timetable information.

Outwith our Customer Services opening hours, Traveline can be contacted for all travel information, 24 hours a day, 7 days a week:



traveline
public transport info

0871 200 22 33
calls cost 10p per minute
plus network extras

www.traveline.info

