

2167 First Bus? More like Worst Bus...

Proposed: India Edwards, Welfare, Community and Diversity Officer

Seconded: Thomas Howard, History 2nd year School Rep

Union Notes

1. First Bus operate the three principal Bus Routes that students use at UEA- 25, 26, and 26A
2. In a recent Students' Union survey in which 222 people were asked about their experiences of bus travel in Norwich, it was found that:
 - **96%** think First Bus should introduce a student discounted bus ticket.
 - **54%** think single/return tickets are not good value for money, vs **6%** who think they are.
 - **70%** have experienced a bus being 10-20 minutes late.
 - **68%** have experienced a bus not turning up at all.

Union Believes

1. Students have been complaining more than ever this term about First Bus.
2. Between 8am and 10am there is simply not enough capacity to transport students to campus and between 4.30pm and 6pm, the situation is worse.
3. First Bus have failed to deal with complaints concerning noise outside of student accommodation, particularly outside of Constable Terrace where buses are stationary but leave their engines running for long periods of time.
4. This term First Bus have been aggressively promoting their Term and Year passes, invited onto campus by the University.
5. First Bus argues that the shift from cash to pass speeds up service.
6. A business model which sees students paying up front means there is no incentive for First to improve their service.
7. Part time students and occasional bus users need a single student fare that is available for all students, not just for those under 19 years old.
8. A term or year pass is particularly unsuitable for students who spend large parts of the year on placement.
9. In cities like Sheffield, First have introduced single fare M-Ticketing successfully.
10. Students repeatedly complain about their treatment by a small minority of First staff, but there seems to be no effective complaints procedure.
11. UEA Estates repeatedly refuse to use access leverage with First to improve the service.
12. It's completely unacceptable for First to run a service from UEA to station that can involve queuing over an hour to travel three miles.
13. It's also unacceptable for students to frequently be left standing at a bus stop simply because the bus is full.

Union Resolves

1. To demand that UEA Estates develops a proper bus service monitoring and improvement plan in conjunction with students.
 2. To lobby for the introduction of a single student fare across the network.
 3. To research the transport situation at other Universities to identify ways to improve services and create leverage over First.
 4. To liaise with the County council to identify ways in which its powers can be used to improve the service.
 5. To actively explore whether other operators would consider running student services at UEA.
 6. To explore legal options for students that have paid for a pass but find that the service is consistently poor.
 7. To demand that engines are turned off when parked outside of student accommodation
-