

## Issues/Comments

If you have any comments or wish to raise an issue please take the matter up with an SPT Regulator or the Duty Supervisor in the first instance. Alternatively you can raise the issue with your employer who in turn can put the matter in writing to the:

Senior Operations Officer  
Buchanan Bus Station  
Killermont Street  
Glasgow  
G2 3NP

## What can you expect from us?

We will try and assist you and your company in delivering a quality service to the travelling public. If you are experiencing operational problems we will try and assist you in resolving these where we can. We will strive to ensure SPT bus stations are operated in a safe, secure and responsible manner. We will work to ensure our bus stations are clean, well lit and maintained in a manner expected by the travelling public. We will strive to operate our bus stations in a courteous, fair and impartial manner and allocate departure stances with the interests of the travelling public foremost. We will work to promote public transport by providing and displaying good quality and up to date information.

So let's work together to make using SPT bus stations as safe and enjoyable experience as possible for all who use them!

joining up  
journeys

**SPT** bus

# Bus station drivers guide



## Bus Station Drivers Guide

The safe and secure operation of its bus stations is of paramount importance to SPT. To achieve these objectives we have produced a set of rules which bus and coach operators must sign up to when applying to use an SPT bus station. Copies of these rules are available from your employer and you should familiarise yourself fully with them.

SPT employs regulating staff to supervise bus station operations and you must comply with instructions given by these employees when using its bus stations. We also monitor bus station activity using technology such as CCTV and speed monitoring systems.

This guide is a "quick reference" reminder for drivers of the rules, please ensure that you follow them at all times. If you are in doubt about any aspect ask an SPT regulator and/or Duty Supervisor and we will be happy to provide clarification.

With your co-operation and working together we can make each bus station a safer place for you and all others who use them.

## Moving around the bus station Basic Rules

The following basic rules apply at all times:

- a) follow the traffic management system in place, drive carefully and observe all speed restrictions/signs
- b) give way to pedestrians and reversing vehicles
- c) only allow passengers to board or alight at the designated points unless directed otherwise by an authorised SPT employee
- d) maximum engine idling time is 5 minutes at all times
- e) provide your "running board" on request
- f) use passenger designated walkways and crossing points when walking within bus

- stations. Where there is no formal crossing point you must wear a high visibility jacket and exercise extreme caution at all times
- g) report any accident or collision between vehicles and/or infrastructure at the time of the incident.
  - h) Remain vigilant at all times and report any suspicious behaviour or packages /luggage
  - i) Refrain from smoking within the bus station

## On Stance

The following basic rules apply at all times:

- a) commence loading passengers in time to ensure a prompt departure
- b) restrict your time on stance to that agreed between SPT and your employer. Any excess time required must be spent in designated layover areas where available
- c) ensure that any crew changeover taking place while on stance is carried out within the allocated time. SPT reserves the right to refuse crew changeovers, which effect the smooth operation of the bus station.
- d) Where exiting a stance requires a reversing manoeuvre you must be completely sure that it is safe to do so and exercise extreme caution at all times. If you are in any doubt seek the assistance of an SPT member of staff.
- e) Do not leave your vehicle unattended at any time

## Vehicle Parking/Security

Where parking facilities are provided the following rules apply:

- a) a parking fee will be levied in line with SPT's published schedule of charges.
- b) Where there is no account in place parking fees must be paid at the time. A receipt will be issued and this must be displayed

- c) prominently on the windscreen of the vehicle.
- c) Before leaving any parked vehicle you must ensure that all items left on the vehicle e.g. baggage, luggage etc. can be accounted for. Any suspicious items must be reported to an SPT representative immediately.
- d) Where overnight parking is available the following arrangements apply
  - A contact name and telephone number must be provided to security
  - All vehicle hatches, doors and windows must be secured by the driver
- e) All vehicles are parked at the owners risk, SPT does not accept any liability for loss, damage or theft from any vehicle parked at any SPT bus station

## Vehicle Breakdowns

Only emergency repairs are to be carried out in SPT bus stations. Vehicles broken down or damaged must be removed timeously otherwise SPT reserves the right to have the vehicle removed and re-charge the cost involved. Vehicles left unattended without authority will be subject to the same procedure.

## Driver Facilities

A crew lounge is provided at Buchanan Bus Station. This facility includes comfortable seating, basic kitchen facilities with hot water provision, vending machines and free toilet facilities. Please assist us to keep this facility in good order by using the waste bins provided. Unfortunately this facility has been subjected to vandalism from time to time and any assistance you can give us to minimise this risk would be appreciated. You can report any such incidents in confidence to the Duty Superintendent in person or on: **0141 333 3762**