

**Stagecoach:**

- 1. There is a no smoking sign at Grove Park bus Station, yet bus drivers ignore this, why should public obey this notice? (Public question)**

There is signage for no smoking at the entrances to the male and female toilets and the entrance to the driver's mess room. The restrictions only apply to the indoor facilities. However, any of our staff not complying will be seen through the company process.

- 2. When Drivers pull out, on number occasions they pull out, without picking up passengers at the official bus stop. (Public question)**

We are surprised to hear this occurs. The only time a bus would not serve that stop is if it is driving back to the depot, or it could be a bus from a different service making an unscheduled stop at this bus stand. Any staff reported to us for not picking up our customers on Routes 136 and 181 will be investigated in accordance with the company's policies.