GoSEStran – Frequently asked questions

1. ***Why bother making a journey planner – there are plenty out there? (e.g. Traveline, Citymapper, Google Maps)***
   There are some fantastic journey planners out there! However, GoSEStran is specifically focused on the SEStran region*.

   GoSEStran aims to knit together <u>all</u> transport modes, including all the local and community-based transport initiatives, such as local taxi, community transport, new demand responsive transport services, local bike schemes, car clubs and journey hubs. These are quite often ignored by the bigger companies!

   But don't worry – we also include the main services that the bigger planners do, including all the modes on Traveline, for example Lothian buses and ScotRail!

2. ***Why should I use GoSEStran?***
   Unlike many transport apps and planners, GoSEStran doesn't get paid to promote any operator – we just provide the best information. Also, you may just discover a great way to travel that is right on your doorstep!

3. ***Who is behind GoSEStran? (Who owns it and funds it?)***
   GoSEStran is operated and managed by SEStran – the Regional Transport Authority for the region. The pilot is part funded by Transport Scotland through the MaaS Investment Fund. The other GoSEStran partners involved in the pilot include Fuse Mobility, East Lothian Council & Mott Macdonald.

4. ***Why should I trust GoSEStran?***
   Our aim is to make transport work for you by providing joined up information to make your travel easy. We have no one paying us to promote their transport service and we are ultimately responsible to elected Councillors from your community.

5. ***What are you trying to learn? How will you know if it is successful?***
   GoSEStran is a pilot service – we are testing the demand for such a service and whether it is used and valued by people. It will be seen to be successful if people use the app to plan their journeys and continue to use it.

6. ***It's all about apps nowadays and not everyone has a smartphone!***
   We very much agree! At the same time, smartphone use is growing amongst all groups, and we are aiming to test how GoSEStran meets a wide range of needs. In designing GoSEStran we have worked with many user groups, including those with a range of disabilities and specific needs. We hope we have made a good job of making an accessible easy to use service – but we are always open to suggestions about how to improve.

7. ***Where can it be used - can it only be used in East Lothian?***
   GoSEStran knits together a wide range of transport operator data and much of that is national. Thus, GoSEStran can be used for some forms of travel planning throughout the UK. However, the main focus for this pilot is the SEStran region. At present we are pulling together lots of local information in the East Lothian area, thus there are richer data and more options presented. However, as the app develops there will be rich data embedded throughout the region.

8. *What if I find an error or have a problem with the app?*

   In the app there is the facility to give us feedback on how the app is working and if you see any glitches (see "Feedback and Advice" within "More" tab). For other questions or comments feel free to contact us using the Contact Details below.

9. *How can I get involved?*

   The team would love to hear from you. Please use the following Contact Details:

   Email: reception@sestran.gov.uk
   Phone: 0131 524 5150

*City of Edinburgh, Clackmannanshire, East Lothian, Falkirk, Fife, Midlothian, Scottish Borders and West Lothian