

Nottinghamshire Bus Passenger Charter

January 2023





Introduction

This Charter sets out exactly what you can expect from the bus operators and Nottinghamshire County Council and explains how to make the most of your local bus services. It also sets out how we will put things right if we do not meet your expectations, and your rights under UK legislation. The Bus Passenger Charter does not affect your legal rights.

What area does the Bus Passenger Charter cover?

This Bus Passenger Charter covers bus services in the county of Nottinghamshire, excluding the existing Robin Hood Ticketing Area (Greater Nottingham).

What operators serve the Greater Nottingham area?

These services are operated by Centrebus, CT4N, First South Yorkshire, GEM Mini Travel, Kinchbus, Marshalls of Sutton, Nottingham Coaches, Nottingham City Transport, Stagecoach East Midlands, Stagecoach Yorkshire, trentbarton, Vectare, and the Local Transport Authority of Nottinghamshire County Council.

What service types does the Bus Passenger Charter cover?

All local bus services are covered by the Bus Passenger Charter.





What you can expect from us

Safe, clean, comfortable buses

In the Nottinghamshire area, we will provide high standard buses every day, so that your journey and experience is a positive one. We will maintain a high standard of vehicle presentation and all buses operating across the Nottinghamshire area will be thoroughly cleaned, inside and out, every day. We will also ensure bus stations and bus stops are cleaned regularly and maintained to a high standard. Levels of cleaning undertaken during the Covid-19 pandemic will be continued into the future.

We will invest in Zero and Low Emission buses across Nottinghamshire, with all local buses meeting Euro IV standard as a minimum by March 2025.

To ensure the safety of you and other passengers, buses will be maintained by skilled staff on a regular and planned basis to comply with all legal requirements. Heating and lighting systems will be checked on a daily basis, and buses will not be deployed onto a service if these are not working. And for your peace of mind, all buses will be fitted with CCTV, in multiple locations including on both the lower and upper deck of double decker buses, and we will follow the CCTV Code of Practice published by the Information Commissioner's Office. CCTV will also be provided at all bus stations. The presence of CCTV on a vehicle or at a bus station will be confirmed by the appropriate signage, such as a 'CCTV is in operation' at the point of boarding or arrival to give customers the option not to consent to CCTV before boarding.





Drivers will also be trained on how to give all customers a safe and comfortable journey, and what to do in case of an emergency.

Helpful driving team

Our bus drivers will be helpful, approachable and knowledgeable. To ensure that this is the case, drivers will undertake periodic training including customer service training so that they are always up to speed on the best ticketing options for the passengers and are well informed about the route they are driving on as well as the rest of the network. Drivers will also wear a uniform and will be smart and clean in appearance.

If for any reason your journey is seriously delayed, your driver will endeavor to tell you what the problem is and keep you updated. They will be able to advise alternative services if the delay is route specific, to allow you to complete your journey as quickly as possible. The delays will also be communicated via operator's social media accounts, operator websites and on-street Realtime Information (RTI) displays.

We aim to give you the best service

We aim to run every bus on time, but please bear in mind that sometimes there are external factors outside of our control, which may have an impact upon service reliability.

Our target is to run 95% of our services, no more than one minute early or five minutes late and ensure that each week, we operate at least 99% of planned miles unless there are exceptional circumstances beyond our control. As evidence of our transparency and commitment to service reliability, we will regularly monitor our performance across the bus network and from 2023 will display the results on our partnership website and social media accounts on a regular basis.

Any changes to services because of planned roadworks or other factors (such as special events), will, where possible, be advertised at least a week in advance on the buses and on operator websites. In the event of unplanned roadworks and road closures, impacts on services will be advertised on the appropriate streams, e.g. RTI displays, social media, and operator websites as soon as the Council and bus operators are made aware. In the event of significant disruption to services, full details will be passed onto the RTI team and will be fed through to the RTI displays.





The Council and bus operators will work in partnership to provide an integrated network, and the network will be regularly reviewed, with a view to meeting the growing needs of the residents of the Nottinghamshire area. This will include looking to improve the efficiency of the bus services on offer and reducing journey times where possible.

We aim for high passenger satisfaction, and this will be monitored and published through the Travel Notts and operator websites. Our target is for at least 95% of our passengers to be satisfied with their bus service to be measured through the Transport Focus annual surveys.

95%

target for customer satisfaction



Keeping you moving

We want to keep you moving. Therefore, if the bus you wish to catch has departed early, been cancelled, or is significantly delayed, we may:

- Advise of alternative bus service(s) that you could use in order to complete your journey, and refund any additional fares that you would have to pay if these services are not operated by the originally intended bus operator
- Send an alternative vehicle to collect you and take you to your destination, at no cost to you
- Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)
- Refund your fare with a voucher for a local day ticket or refund the cost of taxi

We will take one of the above steps if it was our fault that you were not able to catch your bus and the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus).

We will endeavor to never leave you stranded due to early running, delays or cancellations. This includes situations where a problem with our service causes you to miss a connection onto another bus service.



Keep you moving if service

delay

is 30mins or more before next bus





Information about our services

Our services will be easily identifiable, with the ultimate destination and service number of the bus displayed on the front and side of the bus, and the service number or name will be displayed on the front and rear of the vehicle.

Printed timetable information will be provided and operator websites and apps will be kept up to date.

Up-to-date information including bus stop plates depicting what services serve the stop, and timetable cases displaying timetable information and network maps illustrating the core services within the Nottinghamshire area will be on show where possible. RTI displays will also display upcoming departures at Nottinghamshire's most frequently served stops.

Timetables and maps that are displayed at the bus stops will also be published on operator websites, and will be available at all waiting facilities, including both bus stops and bus stations.

Notification of service changes will be available at least 21 days in advance through operator websites and information will be supplied to customers, on request, by email and post. Notices will also be available on buses. These notifications will be made available to customers within the stated timeframe, except service changes that are required as a result of emergency roadworks.

Fares & ticketing

Information on all fares and ticket products available can be accessed on operator websites, which will be accompanied by guidance on which product is best suited for you and your travel habits. A wide variety of value for money ticketing options will include contactless payment on all buses.

At least
21 days
notice for change
of service





Inclusivity

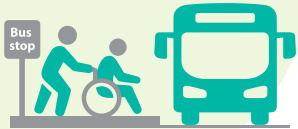
All of our buses will meet the requirements of the [Equalities Act](#). We will work to ensure that audio and visual announcements will be available on new buses, including providing 'next stop' screens or displays. Priority seating will be made available for elderly and disabled passengers, as well as those with reduced mobility. Reasonable adjustments will also be made to meet the individual needs of passengers. Space will be available on each bus to accommodate the carriage of one wheelchair or two buggies. We will aim to give wheelchair users priority over other users when it comes to the wheelchair bay. If other users are in the wheelchair bay, we will always assist and encourage anyone who is able to use an alternative area of the bus to do so, in order to allow those who need to use the space can do so. If the passengers fail to comply with this instruction, we will contact the next bus to see if the passenger can be accommodated or book a taxi for the passenger.

All drivers will receive both initial and ongoing training in customer service, and disability awareness skills will be preferable when selecting our staff. Large print timetables, maps and departure lists for bus stops will also be made available on request. Journey assistance cards are available to help people with disabilities make our staff aware of their needs. Assistance Dogs are welcome on our buses and travel free of charge.

This charter will be made available in alternative formats including large font, braille and audio.

Our

aim for wheelchair user priority





Putting things right

If your bus service does not meet your expectations, there will be a trained customer service team provided by the relevant bus operator, at least Monday to Friday, during normal office hours. All complaints will be acknowledged within 24 hours, and we aim to provide a full response within ten working days. If we cannot provide a response within ten days, you will receive an update within this timescale to advise you of this.

As well as having the means to make a complaint, bus passengers in Nottinghamshire will be given a voice through regular listening sessions and forums, and through independent engagement.

Independent appeals

If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK (www.bususers.org or 0300 111 0001) who will try to resolve the issue for you. They may refer your complaint to the Bus Appeals Body (www.busappealsbody.co.uk). We will act on the Bus Appeals Body's recommendations.





Your customer rights¹

- You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus and coach services.
- We will not charge you a different price based on your nationality.
- You are entitled to adequate information throughout your journey. Where feasible, and where you have made a request, we will provide the information in accessible formats.
- We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely.
- We give disability-related training to our staff.
- In addition to our commitments above, you have a right for your complaint to be dealt with if it concerns any of the matters covered by this section of the Charter (headed “Your rights”), provided you submit it within three months.
- We must respond to these complaints within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.
- You have the right to appeal these complaints to Bus Users UK if you disagree with our response. Bus Users UK is subject to a three-month time limit for dealing with appeals and must refer unresolved complaints to a Traffic Commissioner.
- If they fail to refer your complaint promptly, when the time limit expires, you have the right to refer it to the relevant Traffic Commissioner. A list of Traffic Commissioners’ offices can be found at www.gov.uk.



¹ Includes text that is copyright of Confederation of Passenger Transport (UK) and used with their permission.



**Nottinghamshire
County Council**



facebook.com/nottinghamshire



[@NottsCC](https://twitter.com/NottsCC)

W nottinghamshire.gov.uk

T 0300 500 80 80

Transport and Travel Services
County Hall, West Bridgford,
Nottingham
NG2 7QP