

## Leicestershire Bus Passenger Charter

This Bus Passenger Charter sets out the standard of service a bus passenger should expect and the rights they have when using bus services within the county of Leicestershire.

It identifies the minimum standards you should expect, explains what to do if things go wrong and how you can get in touch with your ideas and comments.

This Charter is available in other formats including large print versions. These can be requested through Leicestershire County Council (LCC) by calling 0116 305 0001 or emailing [choosehowyoumove@leics.gov.uk](mailto:choosehowyoumove@leics.gov.uk)

### **Bus services and information**

Bus maps, area guides, and timetables for bus services which LCC financially supports, are available via the Choose How You Move website [www.choosehowyoumove.co.uk/public-transport/](http://www.choosehowyoumove.co.uk/public-transport/). This website also provides links to bus operator websites where further information on commercial bus services, timetables, fares, and tickets can be found.

Up-to-date timetable information will be available at bus stop information displays and on real-time information screens. Real-time information is also available through most operator websites and smartphone apps.

Timetable and service changes are minimised to a standard 6 dates per year. These dates will be reviewed and published annually.

### **Ticketing**

A range of tickets will be available for travel on Leicestershire's bus services. The driver will inform you of the most appropriate ticket for your journey(s).

You can pay using a contactless bank card or smartphone on all buses. You can also pay in cash on all bus services.

Some operators also provide their own app which allows tickets to be purchased in advance of a journey. Further details on ticketing can be found via the Choose How You Move website [www.choosehowyoumove.co.uk/public-transport/](http://www.choosehowyoumove.co.uk/public-transport/)

Concessionary fares are available to elderly and disabled passengers after 09:30 Monday to Friday and all day on Saturdays, Sundays, and bank holidays. Further information, including eligibility for the scheme, can be found on the Leicestershire County Council website at [Transport for older and disabled people | Leicestershire County Council](#)

Operators will use information provision as they see fit to promote companywide fare changes to impacted customers prior to them being implemented.

### **Punctuality**

All efforts will be made to keep bus services punctual by meeting the times advertised. Where there are events beyond operators' control (e.g. roadworks, traffic incidents, diversions, unusual traffic levels, etc.) operators will keep you informed. If you are on the bus the driver will give you all the information they can. If you are waiting for the bus, real-time displays, where available, will show information, and social media channels used by operators will provide updates.

If your journey is subject to an unreasonable delay and it is the fault of the operator, you will be reimbursed for any reasonable expense incurred at the operators' discretion following investigation, and subject to their Conditions of Carriage.

In the event of a breakdown please follow the guidance from your driver on what arrangements have been made for you to complete your journey. This may include ticket acceptance on an alternative service, waiting for a replacement vehicle, or taking a taxi for the remainder of your journey (the cost of which will be reimbursed by the bus operator).

### **Bus shelters**

Every effort is made to provide shelters in appropriate locations. Where shelters are installed, they will be regularly maintained and repaired. The supplied shelters will be accessible and supplied with information and in some cases, real time passenger information units. Where space permits, they will be fitted with seats.

### **On board the bus**

Buses will have clear destination information displayed. All buses have interior and exterior CCTV to provide safe and secure environment; where CCTV is not currently available, operators will seek to introduce it at first opportunity.

Each bus will be clean and presentable at the start of the day.

Operators know how important their drivers are to your journey. Drivers are provided with a uniform and will be friendly and helpful. All drivers are professionally trained and undertake regular training to maintain their skills. All drivers and support staff are trained in customer service and disability awareness.

You must make it clear to the driver that you wish to alight at a bus stop during your journey, i.e. by means of ringing the bell or verbally notifying the bus driver. Passengers wishing to board should stand at the correct stop and give a clear indication to the driver of the approaching bus.

All buses are accessible either by buses kneeling, or by use of a ramp. Drivers will make every effort to stop as close as reasonably possible to the kerb and will use the ramp when requested. Drivers are trained to recognise and support customers' needs, but sometimes you may want some extra support boarding and alighting or need time to sit down before the bus moves. If you do, please ask your driver. The driver will always stop at the next available bus stop when the bell is pressed, there is no need to get up before the bus stops.

A space large enough for one wheelchair will be made available on every bus. Priority seating will be made available for elderly and disabled customers, as well as those with reduced mobility.

Assistance Dogs are welcome on all local bus services across the county and travel free of charge.

If you have additional needs, please contact the operator of your service so they can discuss with you what support will work best for you, e.g. you could have a journey assistance card which you can discreetly show to the driver who will be able to provide the help you need. If you have a scooter, contact the operator who will be able to advise whether it is suitable for the bus.

### **Your behaviour on the bus**

While travelling on the bus, you should be considerate of other passengers, including giving up priority seats to those who need them. Please vacate the wheelchair bay if requested to do so by the driver. You should not smoke or use an e-cigarette, drink alcohol or consume hot food. You should use headphones when playing music or videos on personal devices.

Detailed conditions of carriage for each bus operator are available via their own websites.

### **Complaints and comments**

If you would like to provide feedback, we would like to hear from you. The best way to do this is to contact the operator directly. Details of how to do this can be found on the Council's Choose How You Move website; you will also find contact details of the bus operators here.

Complaints will be taken seriously and will be investigated. You will receive a reply within 10 working days, with the opportunity to feedback on how well you consider your complaint has been dealt with. The ability to respond to these times will be monitored and published via LCC's website.

If you are unhappy with the response to any complaint you have the option of approaching Bus Users UK – via the website [www.bususers.org](http://www.bususers.org) or by calling 0300 111 0001 - who will try to resolve the issue for you.

This Charter will be reviewed and updated each year, taking your thoughts and comments into consideration.

### **The small print**

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own Conditions of Carriage. Conditions of Carriage are available on each bus operator's website; links to these can be found at [www.choosehowyoumove.co.uk/public-transport/](http://www.choosehowyoumove.co.uk/public-transport/)