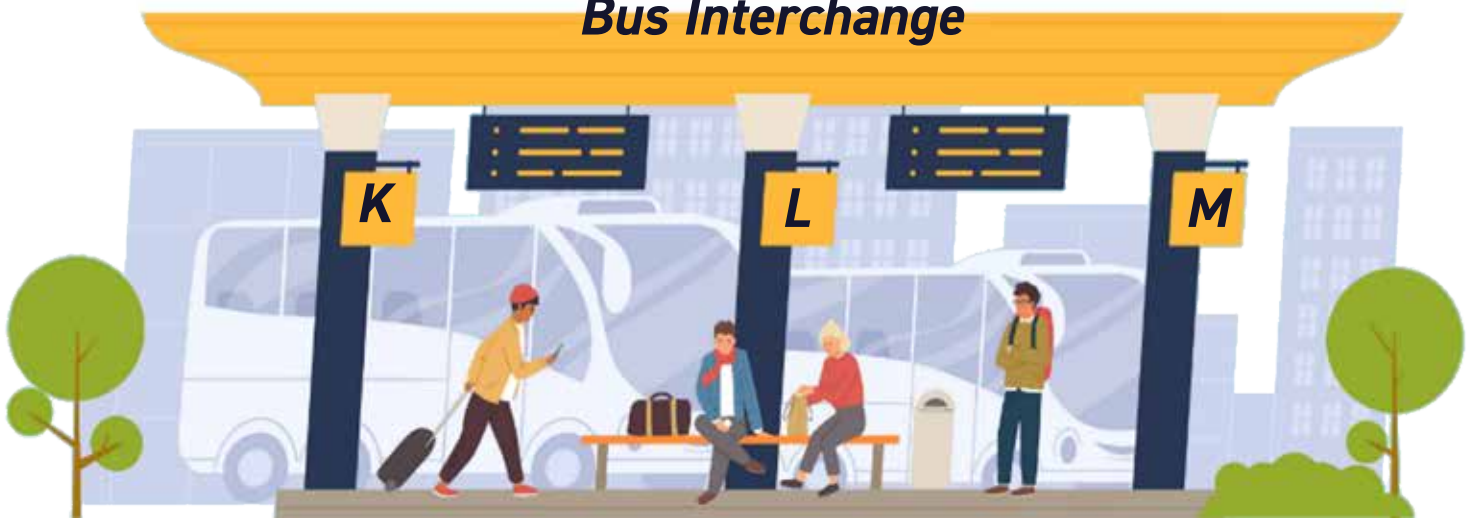


# Bus Passenger Charter

**A pledge to provide the best possible bus network in Cheshire West and Chester issued in September 2024 and valid until May 2025**

## *Bus Interchange*



In Cheshire West and Chester, we pride ourselves on the quality of our bus services. Since the publication of the National Bus Strategy, we have developed our Bus Service Improvement Plan and formed the Enhanced Partnership. Working in partnership with our team of bus operators together we are committed to improving your bus network; ensuring your journey is safe, comfortable, and enjoyable.

Bus services are designed to be sustainable, connecting people to places around the borough. This charter sets out what can be expected when using local bus services that operate across Cheshire West and Chester. These include the services provided by the following bus operators.

- Aintree Coachline
- Arriva
- Cheshire West and Chester Council
- D&G Bus
- Stagecoach
- Happy AI's
- M&H Coaches
- Warrington's Own Buses

This charter can be made available in alternative formats, including printed copy and easy read, please email [enhancedpartnership@cheshirewestandchester.gov.uk](mailto:enhancedpartnership@cheshirewestandchester.gov.uk)

## Our pledge to you

### What you can expect from Cheshire West and Chester

#### Punctuality

As a passenger you can expect your bus to arrive within five minutes of its scheduled time. Our ultimate aim is for 95% of buses to meet this target.

For high frequency bus services, you can expect to be able to catch a bus up to every 30 minutes in urban areas and up to 60 minutes in rural areas. Our ultimate aim is for 95% of buses to meet this target.

If you are travelling on a Demand Responsive Transport service, you can expect your bus to arrive within 20 minutes from your accepted booking time.

If the last bus of the day fails to operate, passengers of the service could claim back the cost of a taxi ride home. This is subject to investigation by the bus operator and reviewed on a case-by-case basis.

Bus services are designed to be sustainable, connecting people to places around the borough.

#### Bus Services and Facilities

All buses are cleaned inside and out on a daily basis.

All bus stops are clean, in a good state of repair and in pleasant and well-lit environments.

Shelters are cleaned frequently, in line with the Council's maintenance programme.

Buses are comfortable, reliable, and maintained to standards approved and recommended by the Driver and Vehicle Standards Agency (DVSA).

**Accessibility of Buses and Related Infrastructure**  
Travelling by bus should be accessible and inclusive for everyone. If you find the facilities do not meet this standard, please contact the relevant bus operator for the service (details on page 3), or email [busstopinfrastructure@cheshirewestandchester.gov.uk](mailto:busstopinfrastructure@cheshirewestandchester.gov.uk) for issues with the built environment.

Contact the relevant bus operator for cases of non-compliance with accessibility legislation.

Bus drivers undergo regular training to ensure high standards of driving and customer service. They are trained to provide reasonable assistance to any passengers who need it. Passengers with an assistance dog will be granted access on all buses.

Buses have space for at least one wheelchair or buggy – where this is not available, the bus driver will provide clear advice on alternative journey options to the best of their ability.

Passengers will be asked to vacate the wheelchair space if a wheelchair user boards the bus, and your belongings can be accommodated elsewhere.

Bus lanes and other bus priority are maintained to a high standard and easy to access by bus.

#### Information Provision

Up to date timetables and route information are displayed at principal bus stops (list reviewed regularly).

Changes to operators fares and timetables will be displayed in advance of the change onboard vehicles and on the relevant webpages.

Travel information for services can be accessed on the Council website at: [www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport](http://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport). Bus timetables, fare and ticket information as well as route maps are on some operator websites.

Where possible, timetable and route changes will be limited to four times a year, to promote a sustainable network of services.

Real time information is available at Chester Bus Interchange and at key on-street bus stop locations.

Where there is disruption to your journey, such as road closures, your driver will do all they can to keep you informed.

Value for money ticket options are available on bus, by cash or contactless. Some operators have mobile apps and websites where ticketing products can be purchased.

#### Safety and Passenger Responsibilities

You should treat the driver and fellow passengers with respect and kindness and expect the same in return.

For your safety and security, CCTV is available on most buses and at Chester Bus Interchange.

Drivers are professional, courteous and considerate of passenger needs.

You must not vandalise or damage stops/ shelters, information displays or vehicles.

Broken or damaged bus stops/shelters should be reported to the Council via email at: [busstopinfrastructure@cheshirewestandchester.gov.uk](mailto:busstopinfrastructure@cheshirewestandchester.gov.uk).

You must not distract the driver; you should only speak to them when the bus is moving if there is an emergency.

You should take all litter with you or dispose of it in bins where provided.

You should follow the guidance/instruction of the bus driver in matters of safety, accessibility and passenger welfare.

You must not smoke on the bus or in bus shelters (this includes e- cigarettes/vapes).

Our aim is for overall journey satisfaction to be 92% by 2030. To stay up to date with our achievement against this target please visit:

[www.cheshirewestandchester.gov.uk/busstrategy](http://www.cheshirewestandchester.gov.uk/busstrategy)

## Complaints and Comments

If your journey has not met your expectations, please contact the relevant operator who will respond within 15 working days.

Aintree Coachline	0151 327 1078	<a href="http://www.aintreecoachline.com">www.aintreecoachline.com</a>
Al's Coaches	0151 653 0222	<a href="http://www.alscoaches.com">www.alscoaches.com</a>
Arriva	0344 800 4411	<a href="http://www.arrivabus.co.uk">www.arrivabus.co.uk</a>
D&G Buses	01270 252970	<a href="http://www.dgbus.co.uk">www.dgbus.co.uk</a>
M&H Coaches	01745 730700	<a href="http://www.mandhcoaches.co.uk/">www.mandhcoaches.co.uk/</a>
Stagecoach	0345 241 8000	<a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>
Warringtons Own Buses	01925 634296	<a href="http://www.warringtonsownbuses.co.uk">www.warringtonsownbuses.co.uk</a>

If you feel that your feedback has not been dealt with correctly or you don't receive a response, you can raise your complaint with Bus Users UK, an organisation that represents the interests of bus users.

Bus Users UK can be contacted online at: <https://bususers.org/contact-us/>

via email at: [complaints@bususers.org](mailto:complaints@bususers.org)

by telephone: 0300 111 0001

or in writing at: Bus Users UK, 22 Greencoat Place, London SW1P 1PR

### Keeping You Up-to-Date

The Enhanced Partnership will develop an action plan which will outline how operators and the Council plan to deliver each commitment. This Charter will be reviewed on an annual basis and updated in line with our progress to meet the commitments.

The Bus Service Improvement Plan, Enhanced Partnership Scheme and Plan is available at: [www.cheshirewestandchester.gov.uk/busstrategy](http://www.cheshirewestandchester.gov.uk/busstrategy).

### 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, which are available on the operators' websites