

# Leicester Buses Partnership

## Draft Customer Charter

February 2023

This draft charter sets out the commitments that bus travellers across Leicester can expect from the ongoing work of the Partnership.

It also covers how travellers can raise any concerns or suggestions and the how these will be addressed.

### Commitments

#### Bus Companies will ensure:

- Drivers are courteous, helpful and professional.
- Drivers are trained to offer reasonable assistance to those who need it.
- Customer feedback procedures are publicised on buses, timetables and websites.
- They use their best endeavours to accept each other's own tickets on occasion of exceptional network disruption.
- That where the last departure on any service is unable to operate for reasons within the operator's control, customers will be reimbursed for any reasonable expense incurred at the operator's discretion.
- Stakeholders are consulted about developing or changing services.
- Information specific to disabled passengers is published in accessible format. This will include details on staff assistance, policy on allocation of wheelchair spaces on buses and what buses are equipped with defined accessible features.
- All bus services are as reliable and punctual as operationally practical.
- All buses have a minimum of Euro VI exhaust emissions standard.
- All buses are fully accessible, clean and comfortable.
- All buses have CCTV and Automatic Vehicle Location equipment.
- All buses have working contactless Tap-on Tap-off digital ticketing equipment.
- All new electric buses have enhanced accessibility features, including audio-visual next stop announcement systems and hearing loops.
- Timetables and route maps are up to date, clear and easily available. To be provided in different formats on request.
- Timetables are changed on three agreed fixed dates a year, where possible. These are agreed within the Partnership Scheme noted on [www.leicesterbuses.co.uk](http://www.leicesterbuses.co.uk).
- Fares are easy to understand and available:
  - before boarding through web and mobile phone platforms
  - with contactless payment on board
  - with daily and weekly fare capping
- Full participation in the multi-operator Flexi ticketing scheme, including Tap-on Tap-off fare capping at a single operator and multi-operator level.
- Ensure the Leicester Buses brand and logo is displayed on all buses, printed timetables and bus information.

## Leicester City Council will ensure:

- It provides and maintains existing and proposed bus lanes and other bus priorities as set out in the published Enhanced Partnership Scheme ([www.leicesterbuses.co.uk](http://www.leicesterbuses.co.uk)).
- Bus lanes are fully enforced, where funding is available.
- Highway works are planned to minimise disruption to bus services and their passengers. Capital programming considers problems on the bus network – for example of unreliable services or poor facilities for passengers.
- The area traffic control centre and traffic management procedures are used to keep traffic moving and bus services prioritised wherever possible.
- Good public transport design is at the heart of planning new residential and commercial developments.
- All bus stops have a pole, flag and timetable case, are prominently labelled and identifiable.
- Real time information screens are provided and maintained at all major bus stops.
- A text-to-speech bus arrival facility is provided at all major bus stops
- Fully maintained and illuminated bus shelters are provided at all major bus stops where possible.
- Raised accessible kerbs are provided at all bus stops to assist access.
- The environment around bus stops and shelters is clean and accessible.
- Information about how to feed back about the condition of bus stops and shelters is freely available.
- Current timetables, including route maps, and information about how to get bus times by smartphone app, website and text, are provided at all boarding stops.
- A map and guide of all bus services in Leicester is produced for passengers – available on the Leicester Buses website and in printed form from both bus stations.
- Provide and maintain bus stations and their associated infrastructure as specified in the published Enhanced Partnership Scheme ([www.leicesterbuses.co.uk](http://www.leicesterbuses.co.uk))
- Provide and maintain secure and illuminated park and ride facilities for use by specified contracted local bus services.
- Set City Centre all-day car parking charges on-street and at Council owned car parks above the average daily Leicester network bus fare.
- Maintain the Leicester Buses partnership website.
- Work with other organisations in Leicester to help them promote and improve buses to meet their travel needs.
- Fully administer and promote all aspects of the Flexi Multi-operator Ticketing Scheme, the English National Concessionary Fares Scheme, Travel Aid Scheme for the Unemployed and discount schemes for eligible scholars.
- Provide impartial network co-ordination resources to improve timetable integration and network efficiency across different commercial bus operations.
- Continually monitor the commercially provided bus network and subsidise additional socially necessary services in line with published priorities and available resources.
- Continually seek and apply for funding opportunities which will help resource the Enhanced Bus Partnership Plan.
- Co-ordinate, administer, update and monitor, the Leicester Bus Partnership process.

## Together we will:

- Consult with passengers about bus services and hold meetings at which bus passengers can have a say at least twice a year.
- Promote public transport benefits to increase patronage.
- Promote partnership working and increase innovation.
- Work to bring about a transformative change in bus travel, that's electric, frequent, reliable, easy and great value.

## 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 the links shown on [www.leicesterbuses.co.uk/operators](http://www.leicesterbuses.co.uk/operators)

## Partnership Performance

We regularly monitor the performance of bus services in Leicester.

This will be published at [www.leicesterbuses.co.uk/performance](http://www.leicesterbuses.co.uk/performance) and updated every 12 months.

## Complaints and Comments

If you would like to provide feedback, we would like to hear from you.

Operational matters:

Arriva	<a href="http://www.arrivabus.co.uk/midlands">www.arrivabus.co.uk/midlands</a>	0344 800 4411
First Bus	<a href="http://www.firstbus.co.uk/help-and-support">www.firstbus.co.uk/help-and-support</a>	0345 646 0707
Centrebuses	<a href="http://www.centrebuses.info">www.centrebuses.info</a>	0116 410 5050
Kinchbus	<a href="http://www.kinchbus.co.uk">www.kinchbus.co.uk</a>	01509 815 637
Stagecoach	<a href="http://www.stagecoachbus.com">www.stagecoachbus.com</a>	0345 810 1000
Roberts	<a href="http://www.robertstravelgroup.co.uk">www.robertstravelgroup.co.uk</a>	01530 817 444

All other matters:

Leicester Buses [www.leicesterbuses.co.uk](http://www.leicesterbuses.co.uk) email: [buspartnership@leicester.gov.uk](mailto:buspartnership@leicester.gov.uk)

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 the LB website.

If you are unhappy with the response to any complaint you have the option of approaching Bus Users UK ([www.bususers.org](http://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](http://www.busappealsbody.co.uk)). The Bus Appeals Body's recommendations will be acted upon.