

Herefordshire Bus Passenger Charter

Issued April 2022 and valid until March 2023.

This charter sets out what can be expected when using all local bus services that operate across Herefordshire. These include the services provided by the following bus operators:

Celtic Travel	Nick Maddy Coaches
DRM Bus Company	Sergeants Brothers
First Worcestershire	Stagecoach in South Wales
Lugg Valley Travel	Stagecoach West
	Yeomans Travel

It also covers elements of service provision that are the responsibility of Herefordshire Council, which is the local transport authority, including bus stops. Herefordshire Council works to co-ordinate and improve public transport and financially supports many of the bus services operating in the county.

This charter can be made available in other formats including a hard copy or in easy read format. Please contact public.transport@herefordshire.gov.uk to make a request.

Our pledge to you

What you can expect from bus services in Herefordshire:

Service and information

- Free weekend travel on bus journeys wholly within Herefordshire for the duration of Herefordshire Council's BUS IT scheme
- Signposting to information about all bus services from the following link: www.herefordshire.gov.uk/public-transport-1/bus-travel with full information (route, timetable, fares and tickets) about services run by each operator available on their individual websites
- An up-to-date map of all bus services in Herefordshire available at: www.herefordshire.gov.uk/downloads/download/78/bus_maps
- Safe and suitable places to wait for the bus, with shelter at busier stops where feasible to provide
- Up-to-date and comprehensive information at all main bus stops, detailing buses serving that stop, and timetable information
- Real-time next bus displays at major stops and on smartphones using stop-specific QR codes

Reliability

- A reliable bus service - that means buses normally running no more than one minute early or five minutes late
- You will be kept informed by the driver and/or via the operator's website or social media if your bus is seriously delayed and why
- Sometimes there are exceptional circumstances that mean buses can't operate as advertised - wherever possible we will keep you informed and let you know about planned changes ahead of time

On the bus

- A range of value for money tickets, with different payment methods, including cash and contactless
- Clear indication on the vehicle if it has CCTV available for your safety and security
- All buses have a low floor to make access easy for everyone. Simply ask the driver if you need time to sit down before the bus pulls away
- A space large enough to take one wheelchair or two buggies, on every bus

- A clean bus, both inside and out (but be patient with us, sometimes it's hard to keep a bus clean - especially when it's raining a lot)
- A friendly and helpful driver
- A pleasant and comfortable journey experience
- A journey where you feel safe on the bus; there will be an appropriate response from the operator to anti-social behaviour

Improving the local services

- Information about progress being made to improve bus services will be available at; www.herefordshire.gov.uk/public-transport-1/bus-travel
- You will be able to view information about the performance of bus services against our targets here www.herefordshire.gov.uk/public-transport-1/bus-travel. It will be updated every 6 months
- We may from time to time seek your feedback on proposed significant changes to how bus services are operated in Herefordshire. Where this is the case details will be published at <https://www.herefordshire.gov.uk/public-transport-1/bus-travel>
- You can send us suggestions and comments about bus services and ways that they can be improved
- This charter will be updated each year, taking on board your thoughts and comments

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, available from the website(s) listed below.

Complaints and comments

If your journey has not met your expectations, please let the operator know - they actively welcome comments and suggestions, as well as complaints. Details of how to comment or complain can be found at the operators contact details below:

Celtic Travel	www.celtic-travel.co.uk/ 01686 412 231
DRM Bus Company	drmbus.com/ 01885 483939 / 483219
First Worcestershire	www.firstbus.co.uk/worcestershire 0345 646 0707
Lugg Valley Travel	www.yeomanscoachholidays.com/ 01568 612759 / 01432 344341
Nick Maddy Coaches Sergeants Brothers	01981 240888 01981 240888 www.sargeantsbros.com/ 01544 230481
Stagecoach in South Wales	www.stagecoachbus.com/ 01633 485 118
Stagecoach West	www.stagecoachbus.com/ 01452 418 630
Yeomans Travel	www.yeomanscoachholidays.com/ 01432 356201

Operators will respond to all complaints within 10 days.

If you are not satisfied with how operators deal with your complaint, please contact Herefordshire Council at public.transport@herefordshire.gov.uk.