

# Bus Passenger Charter



## A pledge to provide the best possible bus network in Cheshire West and Chester

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.

This Charter sets out the responsibilities of our operators and the Council to meet our high standards, the places you can seek help if you feel these responsibilities are not being met, and the behaviour we expect from you, the passengers, in return.



# Our pledge to you

What you can expect from bus services in Cheshire West and Chester

## Services and Information

- Up to date timetables and route information are displayed at principal bus stops (list reviewed regularly).
- Bus Timetables, route maps, and travel information for services are provided on a dedicated area of the Council and operator websites and are kept up to date.
- Limit timetable and route changes to promote a sustainable network of services.
- Real time information is available at Chester Bus Interchange and at key on-street bus stop locations.

## Reliability

- All drivers undergo regular training to ensure high standards of driving and customer service.
- Reliable and punctual bus services are operated across the Borough.
- 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.

## Service Provision

- Bus lanes and other bus priority are maintained to a high standard and easy to access by bus.
- Regular bus services designed to be sustainable and connect you to places around the borough.

## Fares and Ticketing

- Ticket options are easy to understand with passengers able to pay for these, on services, by cash or contactless card. Individual operators have apps where ticketing products can be purchased.
- Changes to operators fares and timetables will be displayed in advance of the change onboard vehicles and on the relevant webpages.

## Bus Services and Facilities

- All buses are cleaned to a high standard.
- Buses are comfortable, reliable, and maintained to standards approved and recommended by the Driver and Vehicle Standards Agency (DVSA).
- Drivers are professional, courteous, and considerate of passenger needs.
- Buses are accessible, and drivers are trained to offer assistance to those that need it.
- 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.
- Bus stops are clean, in a good state of repair and in pleasant and well-lit environments.
- CCTV is available on most buses and at Chester Bus Interchange for your safety and security.

## What we expect from you

- Do report broken or damaged shelters via email [busstopinfrastructure@cheshirewestandchester.gov.uk](mailto:busstopinfrastructure@cheshirewestandchester.gov.uk) or Telephone 01244 973402.
- Be polite and respectful to the driver and other passengers on the bus.
- Do not leave litter on the bus, take it with you.
- Do not vandalise or damage stops/shelters, information displays or vehicles.
- Do not smoke on the bus or in bus shelters (this includes e-cigarettes).
- Follow the guidance of the bus driver in matters of safety.
- Do not distract the driver.

**We hope you have a pleasant journey**



If you feel that your feedback has not been dealt with correctly, please visit:

<https://www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport>

#### **Aintree Coachline**

Telephone : 0151 327 1078

Email : [info@aintreecoachline.com](mailto:info@aintreecoachline.com)

Website : [www.aintreecoachline.com](http://www.aintreecoachline.com)

#### **Al's Coaches**

Telephone : 0151 653 0222

Website : [www.alscoaches.com](http://www.alscoaches.com)

#### **Arriva**

Telephone : 0344 800 4411

Website : [www.arrivabus.co.uk](http://www.arrivabus.co.uk)

#### **D&G Buses**

Telephone : 01270 252970

Email : [info@dgbus.co.uk](mailto:info@dgbus.co.uk)

Website : [www.dgbus.co.uk](http://www.dgbus.co.uk)

#### **M&H Coaches**

Telephone : 01745 730700

Email : [info@mandhcoaches.co.uk](mailto:info@mandhcoaches.co.uk)

Website: [www.mandhcoaches.co.uk](http://www.mandhcoaches.co.uk)

#### **Stagecoach**

Telephone : 0345 241 8000

Email : [customerservices@stagecoachbus.com](mailto:customerservices@stagecoachbus.com)

Website : [www.stagecoach.co.uk](http://www.stagecoach.co.uk)

#### **Warringtons Own Buses**

Telephone : 01925 634296

Website ; [www.warringtonsownbuses.co.uk](http://www.warringtonsownbuses.co.uk)

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**Working together  
to give a new deal to bus users**



Cheshire West  
and Chester