

Bus Passenger Charter

A pledge to provide the best possible bus network in Cheshire West and Chester published in August 2025 and valid until August 2026



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.

- Aintree Coachline
- Arriva
- D&G Bus
- Happy Al's
- Stagecoach
- Warrington's Own Buses

This information is also available in audio, Braille, large print or other formats. If you would like a copy in a different format, please email :

enhancedpartnership@cheshirewestandchester.gov.uk

Our pledge to you: What you can expect from Cheshire West and Chester

Punctuality

A reliable and punctual bus service - meaning buses should run no more than one minute early or five minutes late. Our aim is for 90% of buses to meet this target by 2026/27.

For high frequency bus services, you can expect to be able to catch a bus up to every thirty minutes in urban areas, and sixty minutes in rural areas.

If you are travelling on our itravel service, you can expect your bus to arrive within twenty minutes from your accepted booking time.

Last journey promise – if your last bus does not operate, you can call a taxi, save your receipt and claim back the cost from the service provider. Claims will be reviewed on a case by case basis.

A network of regular bus services, connecting people to places across the borough.

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

Vehicle cleanliness

A clean bus, both inside and out – all buses are cleaned on a daily basis.

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

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

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

Accessibility of buses and related infrastructure

We want everyone to be able to travel by bus with confidence – if you find facilities are not accessible and inclusive contact the relevant service operator or busstopinfrastructure@cheshirewestandchester.gov.uk for issues with the built environment.

Bus drivers are trained to provide reasonable assistance to any passengers who need it, at all stages of your journey.

Buses have space for at least one wheelchair or buggy – in the event that this space is already occupied by a non-wheelchair user, the driver will request that the space is vacated. If this is not possible, the driver will advise on the time of the next bus.

Information

Up to date timetable and route information displayed at over 50% of active bus stops.

Real time information is available at Chester Bus Interchange and displayed at key on street locations.

Bus service information is available at www.cheshirewestandchester.gov.uk/residents/transport-and-roads/public-transport or from each operator.

A range of value for money ticket options offered by bus operators - payment methods include cash, contactless and mobile.

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

Information on fare changes will be displayed, in advance of the change, onboard vehicles and on the relevant operator's website.

If there is disruption to your journey, your driver will do all they can to keep you informed.

Safety and passenger responsibilities

Drivers are professional, courteous and considerate of passenger needs.

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

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

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

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

Passengers must travel with a valid bus ticket, pass or smart ticket and show this for inspection, if asked.

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

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

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

Broken or damaged bus stop, shelters should be reported to the Council at busstopinfrastructure@cheshirewestandchester.gov.uk

Keeping You Informed

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 are available at: 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.

Complaints and Comments

If your journey has not met your expectations, please let the operator know by contacting them via the details opposite.

Operators will respond within 15 days.

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

Telephone: 0300 111 0001

Website: <https://bususers.org/contact-us/>

Email: complaints@bususers.org

Post: Bus Users UK, 22 Greencoat Place,
London, SW1P 1PR

Aintree Coachline

Telephone: 0151 327 1078

Webpage: www.aintreecoachline.com

Arriva

Telephone: 0344 800 4411

Website: www.arrivabus.co.uk

D&G Bus

Telephone: 0127 025 2970

Website: www.dgbus.co.uk

Happy Al's

Telephone: 0151 653 0222

Website: www.alscoaches.com

Stagecoach

Telephone: 0345 241 8000

Website: www.stagecoachbus.com

Warrington's Own Buses

Telephone: 0192 563 4296

Website: www.warringtonsownbuses.co.uk/

