

OUR CHARTER FOR BUS PASSENGERS

Setting standards for bus services across our region*

1 A safe, clean and green travel experience

A **safe, clean and comfortable** travelling environment

Well maintained vehicles, with **plans for electric buses**


Up-to-date and **accessible** timetable information and waiting environment at bus stops



2 Service standards

Reliable services with **at least 85% of services operating on time** (not more than one minute early or more than five minutes late)

In the event of delay or service cancellations best efforts will be made to **minimise inconvenience and keep customers informed**



3 Information

Timetable and service information will be as **accurate and relevant** as possible, and often available in a range of formats

Timetable information, bus maps and travel guides are provided on operator websites and at:

- myjourneysouthampton.com/bus
- travelinesw.com
- hants.gov.uk/transport/publictransport/timetables



4 Inclusivity

Public transport that **accommodates a wide range of accessibility needs** where practical

A **friendly travelling environment** where all customers are treated with **respect, honesty and impartiality**




5 Value

Free travel for under 5s**

Discounted travel for ages 5 to 15

A **range of ticket options**, with different payment methods including cash and contactless

Promotions and offers available periodically



6 Customer feedback

Customer comments, compliments, suggestions and complaints are welcomed, particularly where expectations have not been met. Please contact the relevant service operator in the first instance:

AMK www.amk.co.uk	Bluestar bluestarbus.co.uk/contact	Cresta Coaches 01962 773236	First Solent firstbus.co.uk/help-and-support
More bus morebus.co.uk/contact	Reading buses reading-buses.co.uk/contact	Salisbury Reds salisburyreds.co.uk/contact	Stagecoach stagecoachbus.com/help-and-contact
Unilink unilinkbus.co.uk/contact	Xelabus xelabus.info/contact	Any passenger who is unhappy with the way an operator has handled their complaint can contact Bus Users UK bususers.org	



*Within Hampshire and Southampton **There may be a limit on the number of free under 5s per fare paying adult, please check operator websites for details. This charter does not affect your statutory rights, and does not change or create any new legal relationship between bus operator, local government and passenger.