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Portsmouth  
CITY COUNCIL

# Portsmouth Bus Passenger Charter

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March 2023

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**The Council's Local Transport Plan aims to *Transform Public Transport* by prioritising local bus services over general traffic to make journeys by public transport quicker and more reliable and to deliver high quality transport interchanges, stations and stops. It also sets out how the City Council will continue to work with public transport operators to deliver integrated, efficient, affordable, and attractive services promoting local and regional connectivity.**

We aim to provide the best possible bus services in Portsmouth as part of the Enhanced Bus Partnership between Portsmouth City Council and bus operators. This Passenger Charter was Issued in April 2023 and is valid until March 2025.

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



## **First Bus South**

Including Star, Eclipse, Solent Ranger & Solent services



## **Stagecoach South**

Including Coastliner 700 services

It also covers elements of service provision that are the responsibility of Portsmouth City Council, which is the Local Transport Authority, including bus stops. Portsmouth City Council has been funded £48m from the Department of Transport (DfT) as part of the National Bus Strategy to work with bus operators and our communities to work together to improve bus services in Portsmouth. We aim to create a *bus service that is more attractive to everyone*.

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## Services and information

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**A network of regular bus services** designed to connect people to places according to demand, developed in partnership between the Local Transport Authority and bus operators using data gained from operators and the public through regular engagement.

**A place to wait for the bus** that is in a suitable location, with shelter at busier stops. Got an issue with a bus stop or shelter? You can let the council know by contacting [buses@portsmouthcc.gov.uk](mailto:buses@portsmouthcc.gov.uk)

**Up-to-date information** at every bus stop equipped with a bus stop flag and timetable information display, including details about bus times and fares as well as QR code. If there is no information display, then there will be something to signpost you to this information either via a website link or QR code.

**Real Time Information** will be displayed at more key stops and is available for all stops on bus operators' travel apps and through Traveline.

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## Improving bus services in Portsmouth

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**Readily available information** about the progress we are making to improve bus services through regular updates on social media, real time information signs and publications.

You will be able to view information about the **performance of bus services** against our targets here [portsmouth.gov.uk](http://portsmouth.gov.uk) – this will be updated every 6 months

**We'll keep you informed of any significant future changes** to services and give you an opportunity to comment at [portsmouth.gov.uk](http://portsmouth.gov.uk)

You can **send us suggestions and comments** about bus services and ways that they can be improved by either contacting an operator through the sites listed below, or the council at [buses@portsmouthcc.gov.uk](mailto:buses@portsmouthcc.gov.uk)

You'll always have **any complaint fully investigated and a response provided within 10 working days**, with the opportunity to feedback on how well you consider your complaint has been dealt with

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## Reliability

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**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, Real Time Information System and/or via 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**.

If the last bus on each service does not operate, **bus operators will pay for a taxi for anyone left behind**.

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## On the Bus

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**Value for money tickets** with a range of payment methods including cash, card and app.

**An increased range of tickets** which will enable easier travel by bus.

**Audio and Visual Information on next stop** throughout the journey – and we hope to extend this to showing connections at major stops soon.

**CCTV** on most buses for your safety and security.

**A space large enough to take one wheelchair or two buggies**, on every bus.

**A clean bus, both inside and out**, at the start of its service (but be patient with us, sometimes it's hard to keep a bus clean – especially when it's raining a lot).

**A smart, friendly and helpful driver**.

**A pleasant and comfortable journey** experience, with a smooth ride.

**Details of who to contact** if things go wrong clearly visible inside each bus.

***This charter will be refreshed each year, taking on board your thoughts and comments.***

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## 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 following websites:

### First Bus South

[firstbus.co.uk/portsmouth-fareham-gosport](http://firstbus.co.uk/portsmouth-fareham-gosport)

### Stagecoach South

[stagecoachbus.com/news/south](http://stagecoachbus.com/news/south)

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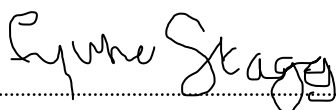
## Complaints and comments

If your journey has not met your expectations, please let the operator know – they welcome compliments, comments and suggestions, as well as complaints. Details of how to comment or complain can be found via the operators' websites detailed above.

Operators will respond to all complaints within 10 working days. If you are not satisfied with how an operator has dealt with your complaint, please contact [buses@portsmouthcc.gov.uk](mailto:buses@portsmouthcc.gov.uk)

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## Signatories



**Cllr Lynne Stagg**

Portsmouth City Council

March 2023



**Simon Goff**

First Bus

March 2023



**Gordon Frost**

Stagecoach

March 2023



This charter can be made available in other formats, if you would like this information in another format or language please contact **[buses@portsmouthcc.gov.uk](mailto:buses@portsmouthcc.gov.uk)**