

HULL BUS ALLIANCE BUS PASSENGER CHARTER

INTRODUCTION

This Bus Passenger Charter covers bus services within the Hull City Council boundary.

This Charter sets out exactly what you can expect from us and explains how to make the most of our services. It also sets out how we will put things right if we don't meet your expectations, and your rights under UK legislation.



WHAT YOU CAN EXPECT FROM US

Helpful driving team

Our aim is to do all we can to make your journey as smooth as possible. For every member of staff, the needs of our customers come first. We want you to enjoy travelling with us. Our service exists to serve your needs, and we aim to make every journey a pleasant experience.

We will ensure that drivers have all passed a vocational driving test in compliance with all legal

requirements. Every driver undertakes periodic training, including customer service training. All our front-line staff wear company-issued uniform. We will ensure that they are smart and clean in appearance.

If for any reason your journey is seriously delayed, your driver will endeavour to tell you what the problem is and keep you updated.

We aim to give you the best service

We know that reliability is what you expect from our services. We will do our utmost to keep to the timetables we advertise. We aim to run every bus on time. Normally, no journey should operate more than one minute early or five minutes late.

We arrange for regular independent monitoring of our performance. The Bus Alliance Board will publish a report on the quality and reliability of our bus services every six months.

Where we must change the service because

of roadworks or other factors (such as special events), we will advertise the fact as soon as possible on bus, on our website and on social media platforms.

In the event of significant disruption to services, full details will be passed on to Traveline, local radio stations and the local authority. Service updates are posted on our Twitter accounts and information about roadworks, diversions and road closures are posted on our websites.

If your journey is delayed by more than 20 minutes, we will refund your fare with a voucher for a local day rider ticket.

Information about our services

We want to make sure that you never have a problem finding out when our services run or what they cost.

The ultimate destination and service number of the bus is shown on the front of buses, and the service number will also be displayed on the rear of the vehicle. Up-to-date timetable information is displayed at all bus stops.

We will publish a comprehensive timetable, which will include details of our services and a map of the route. We will also have all our other timetables available at local Travel Information outlets, clearly showing the date of introduction.

Service information is provided on our website including details of daily, weekly and longer period fares.

www.eastyorkshirebuses.co.uk
www.stagecoachbus.com

You can also get service information through Traveline: telephone 0871 200 2233, text 82468 from bus stops showing a text code or online at **www.traveline.info**.

Notification of service changes will be available at least 21 days in advance, and information will be supplied to customers, on request, by post. Notices will also be available on buses.

Making you welcome; helping you travel with confidence

We aim to make services available to the widest number of people and to provide seating near the entrance for elderly and disabled customers. We'll make reasonable adjustments to meet the individual needs of customers. All our buses meet the requirements of the Equalities Act.

We look for customer service and disability awareness skills when selecting our staff. We give all members of staff initial, and ongoing training, in helping people with disabilities travel confidently and safely.

We provide dedicated helplines for people with disabilities. We're able to provide timetable and fare information in accessible formats on request. We can provide large print timetables, maps and departure lists for bus stops. To request this, contact your local operating company.

We offer support notification cards that can help people with disabilities to make our staff aware of their needs.

Stagecoach - Journey Assistance Cards
East Yorkshire Buses - helping-hands

Stagecoach have a scheme that allows people who use certain "class 2" mobility scooters to travel on buses with the scooter following an assessment. East Yorkshire Buses will carry certain "class 2" mobility scooters from summer 2023.

You can see more about the carriage of wheelchairs, small prams and buggies in the

[Stagecoach - Conditions of carriage](#)

[East Yorkshire Buses - conditions-carriage](#)



PUTTING THINGS RIGHT

We know we won't always get it right, so our highly trained Customer Service teams are there to help you. Whether it's a basic ticket enquiry or a complaint, we will make it easy for you to contact us and have really clear processes for all of your queries.

We will publish transparent maximum response times for customer enquiries that we will always strive to adhere to. We aim to continuously improve what we do, using our membership of the Institute of Customer Service to stay ahead of industry trends.

Our customers will be given a voice through regular listening sessions and forums, together with high internal standards of research and insight gathering. We will engage an independent supplier to monitor all aspects of our customer performance, and we will ensure that the learnings are used wisely.

Independent appeals

If you disagree with our response to any complaint, you have the option of approaching Bus Users UK (www.bususers.org or 0300 111 0001) who will try to resolve the issue for you. They may refer your complaint to the Bus Appeals Body (www.busappealsbody.co.uk). We will act on the Bus Appeals Body's recommendations.

Your customer rights

You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus and coach services.

You are entitled to adequate information throughout your journey. Where feasible, and where you have made a request, we will provide the information in accessible formats.

We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely. If we lose or damage your mobility equipment, we will compensate you fully for its replacement or repair.

We have procedures for giving disability-related training to our staff.

In addition to our commitments above, you have a right for your complaint to be dealt with if it concerns any of the matters covered by this section of the Charter (headed "Your rights"), provided you submit it within three months.

We must respond to these complaints within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.

You have the right to appeal these complaints to Bus Users UK if you disagree with our response. Bus Users UK is subject to a three-month time limit for dealing with appeals and must refer unresolved complaints to a Traffic Commissioner.

