



Passenger Charters for Bus Service Improvement Plans

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Government requirements in National Bus Strategy

- Commitment in BSIP to publish a charter
- Set out key provisions of charter in BSIP



Transport Focus view

- Charter should set out passenger expectations, operator/LTA commitments and redress
- Concise and crisply worded document
- No need to repeat other documents and website text, such as conditions of carriage

Coverage

- Single Charter for your Partnership
- Date of publication and 'valid until' date



Consistency

- Neighbouring authorities
- Major operator groups
- Avoid 'lowest common denominator'



Passenger entitlements

- What each passenger can expect every time
- Focus on what matters most to passengers
- Cover accessibility of bus services and modal integration
- Try to avoid qualifying your commitments
- Link to BSIP management targets

Bus passenger priorities for improvement (Spring 2019)

1. Buses running more often
2. Buses going to more places
3. More buses on time at the stop
4. Better value for money
5. More journeys on time
6. More effort to tackle any antisocial behaviour
7. Faster journey times
8. More bus stops with next-bus displays
9. Better quality of information at bus stops
10. More space for wheelchairs and buggies.

Complaints and redress

- Link directly to expectations
- Explain how to complain
- Forms of redress
- Complaints handling as a service with commitments and targets
- Suggestions
- Analyse complaints data

Publicity and reporting

- Publicise widely
- Accessible formats
- Monitor and report performance against your commitments and targets

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