

# Bus Passenger Charter

## Our pledge to you

### What you can expect from bus services in Swindon Borough

The purpose of this Bus Passenger Charter is a statement of shared commitments, to improve bus services and bus infrastructure across Swindon Borough.

This charter has been created in partnership with Swindon Borough Council, local bus operators and Swindon Borough's public transport forum: Get Swindon Moving Community Group.

## Commitments

### Bus Network and Information

- To run the journeys we advertise and follow the timetables we publish
- To give you the best information we can when your journey is affected and what improvements are being made across the network
- Up to date information at every bus stop, including bus times, route and fares, and in a digital format

### Reliability

- To take you where we say we are going to, leaving no more than one minute early or five minutes late
- To inform you if your bus is seriously delayed and why

### Accessible to all

- Listen to your accessibility and comfort needs
- Work with you and take action where appropriate and possible
- Bus stops that are in a suitable location, with shelter and seating where possible

### The Journey

- A comfortable, safe and healthy environment
- To have a range of payment options, including cash, mobile tickets (where available) and contactless payments, and make it clear what you will pay
- A friendly, smart and helpful driver with a high standard of customer service
- To feel safe while travelling and to treat everybody, and be treated, with respect

We are all committed to continually improve the environmental sustainability of vehicles.

Issued in November 2024

This charter sets out what can be expected when using the following bus operators in Swindon Borough:

**Swindon's Bus Company**

**Stagecoach West**

**West Berkshire Council**

**Pulhams Coaches**

**Coachstyle**

It also includes the service provision and bus stops that are the responsibility of Swindon Borough Council, which is the Local Transport Authority.

This charter can be made available in other formats, such as large print and Easy Read, and a range of languages, please contact us at [publictransportstrategy@swindon.gov.uk](mailto:publictransportstrategy@swindon.gov.uk). The charter will be reviewed annually and updated when necessary.

This charter does not affect your statutory rights.

## Comments, Compliments and Complaints

We want to know when your journey has not met, or has exceeded, your expectations. You will need to provide us with the route number, day and time of the journey along with your feedback. In the first instance you should contact the bus operator directly (details below). If you are not satisfied with how an operator has dealt with your feedback, please contact Swindon Borough Council at [publictransportstrategy@swindon.gov.uk](mailto:publictransportstrategy@swindon.gov.uk).

**Swindon's Bus Company** [www.swindonbus.co.uk](http://www.swindonbus.co.uk)

**Stagecoach West** [www.stagecoachbus.com](http://www.stagecoachbus.com)

**West Berkshire Council** [www.westberks.gov.uk/transportserVICESTeam](http://www.westberks.gov.uk/transportserVICESTeam)

**Pulhams Coaches** [www.pulhams.co.uk](http://www.pulhams.co.uk)

**Coachstyle** [www.coachstyle.uk](http://www.coachstyle.uk)

Operators respond to complaints within 10 days.

Have an issue with a bus stop or shelter? You can let the council know by contacting [publictransportstrategy@swindon.gov.uk](mailto:publictransportstrategy@swindon.gov.uk).