

# Greater Nottingham Bus Passenger Charter

Developed by Nottingham City Council,  
Nottinghamshire County Council, and the Bus Partnership Group

**August 2022**



**Nottingham  
City Council**



**Nottinghamshire  
County Council**



## Greater Nottingham Bus Passenger Charter - Detail

### Introduction

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 do not meet your expectations, and your rights under UK legislation.

The Bus Passenger Charter does not affect your legal rights.

### What area does the Bus Passenger Charter cover?

Known as the Robin Hood Network area. This Bus Passenger Charter covers bus services in the Greater Nottingham area, which encompasses the entirety of Nottingham City and adjacent Nottinghamshire County areas including parts of the boroughs of Gedling, Rushcliffe and Broxtowe.

### What operators serve the Greater Nottingham area?

These services are operated by Nottingham City Transport, trentbarton, CT4N, Stagecoach, Kinchbus, Marshalls, Centrebus and the Local Transport Authorities of Nottingham City Council and Nottinghamshire County Council.

### What service types does the Bus Passenger Charter cover?

All local bus services are covered by the Bus Passenger Charter.

### What you can expect from us

#### Safe, clean and comfortable buses

In the Greater Nottingham area, we will provide high standard buses every day, so that your journey and experience is a positive one. We will maintain a high standard of vehicle presentation and all buses operating across the defined Greater Nottingham area will be thoroughly cleaned, inside and out, every day. Levels of cleaning undertaken during the Covid-19 pandemic will be continued into the future.

We will continue our work to deliver Zero and Low Emission buses across Nottingham, with all buses

operating into Nottingham city centre required to meet the most stringent Euro VI standard as a minimum.

To ensure the safety of you and other passengers, buses will be maintained by skilled staff on a regular and planned basis to comply with all legal requirements. Heating and lighting systems will be checked on a daily basis, and buses will not be deployed onto a service if these are not working. And for your peace of mind, all buses will be fitted with CCTV, in multiple locations including on both the lower and upper deck of double decker buses, and we will follow the CCTV Code of Practice published by the Information Commissioner's Office. The presence of such CCTV equipment on a vehicle will be confirmed by the appropriate signage, such as a 'CCTV is in operation' at the point of boarding to give customers the option not to consent to CCTV before boarding.

Drivers will also be trained on how to give all customers a safe and comfortable journey, and what to do in case of an emergency.

## A helpful driving team

Our bus drivers will be helpful, approachable and knowledgeable. To ensure that this is the case, drivers will undertake periodic training including customer service training so that they are always up to speed on the best ticketing options for the passengers and are well informed about the route they are driving on as well as the rest of the network. Drivers will also wear a uniform, and will be 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. They will be able to advise alternative services if the delay is route specific, to allow you to complete your journey as quickly as possible. The delays will also be communicated via operator's social media accounts, operator websites and on-street real time information (RTI) displays.

## We aim to give you the best service

We aim to run every bus on time, but please bear in mind that sometimes there are external factors outside of our control, which may have an impact upon service reliability.

Our target is to run 95% of our services, no more than one minute early or five minutes late. To prove to you that we are keeping to our promise of service reliability, we will regularly monitor our performance across the bus network and display the results on our Robin Hood Network and Transport Nottingham websites and social media accounts on a regular basis.

Any changes to services because of planned roadworks or other factors (such as special events), will where possible be advertised at least a week in advance through the Robin Hood Network and Transport Nottingham websites, newsletters, on the buses and own operator websites. In the event of unplanned roadworks and road closures, impacts on services will be advertised on the appropriate streams, e.g. real time displays, social media and Robin Hood Network and Transport Nottingham and own operator websites as soon as the Council and bus operators are made aware. In the event of significant disruption to services, full details will be passed onto the real time team at Nottingham City Council and will be fed through to the real time information displays.

The Council and bus operators will work in partnership to provide an integrated network, and the network will be regularly reviewed, with a view to meeting the growing needs of the residents of the Greater Nottingham area. This will include looking to improve the efficiency of the bus services on offer, and reducing journey times where possible.

We aim for high passenger satisfaction, and this will be monitored and published through the Robin Hood Network, Transport Nottingham and own operator websites. Our target is for at least 95% of our passengers to be satisfied with their bus service.

## Keep you moving

We want to keep you moving. Therefore, if the bus you wish to catch has departed early, been cancelled, or is significantly delayed, we may:

- Advise of alternative bus service(s) that you could use in order to complete your journey, and refund any additional fares that you would have to pay if these services are not operated by the originally intended bus operator
- Send an alternative vehicle to collect you and take you to your destination, at no cost to you
- Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)
- Refund your fare with a voucher for a local day ticket or refund the cost of taxi

We will take one of the above steps if it was our fault that you were not able to catch your bus, the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus) and the alternative transport will collect you sooner than waiting for the next bus.

We will endeavour to never leave you stranded due to early running, delays or cancellations. This includes situations where a problem with our service causes you to miss a connection onto another bus service.

## Information about our services

Our services will be easily identifiable, with the ultimate destination and service number of the bus displayed on the front and side of the bus, and the service number or name will be displayed on the front and rear of the vehicle.

Printed timetable information will be provided and operator websites and apps will be kept up to date.

Up-to-date information including bus stop plates depicting what services serve the stop, pagodas and timetable cases displaying combined and cohesive timetable information and network maps illustrating the Core Services within the Greater Nottingham area will be on show where possible. Real time displays will also display upcoming departures at Greater Nottingham's most frequently served stops.

Timetables and maps that are displayed at the bus stops will also be published on the Robin Hood website, and will be available at all waiting facilities, including both bus stops and bus stations.

Notification of service changes will be available at least 21 days in advance through the Robin Hood website and information will be supplied to customers, on request, by email and post. Notices will also be available on buses. These notifications will be made available to customers within the stated timeframe, except service changes that are required as a result of Emergency Roadworks.

## Fares and ticketing

Information on all fares and ticket products available can be accessed on the Robin Hood website, which will be accompanied by guidance on which product is best suited for you and your travel habits. A wide variety of value for money ticketing options will include contactless payment on all buses. Robin Hood Ticketing products will be accepted across the entirety of the Greater Nottingham area (apart from exempt services) giving passengers consistency across operators.

## Inclusivity

All of our buses will meet the requirements of the [Equalities Act](#). We will work to ensure that audio and visual announcements will be available on all of our buses, and we will continue to work to ensure that 'next stop' screens or displays are available on all buses in Nottingham. Priority seating will be made available for elderly and disabled passengers, as well as those with reduced mobility. Reasonable adjustments will also be made to meet the individual needs of passengers. Space will be available on each bus to accommodate the carriage of wheelchairs and pushchairs. We will aim to give wheelchair users priority over other users when it comes to the wheelchair bay. If other users are in the wheelchair

bay, we will always assist and encourage anyone who is able to use an alternative area of the bus to do so, in order to allow those who need to use the space can do so. If the passengers fail to comply with this instruction, we will contact the next bus to see if the passenger can be accommodated or book a taxi for the passenger.

All drivers will receive both initial and ongoing training in customer service, and disability awareness skills will be monitored and preferable when selecting our staff. In addition to this, there will be a dedicated helpline for people with disabilities, provided by individual operators, where timetable and fare information can be accessed in accessible formats including large font, different colours and braille. Large print timetables, maps and departure lists for bus stops will also be made available on request. Journey assistance cards are available to help people with disabilities make our staff aware of their needs. Assistance Dogs are welcome on our buses, and travel free of charge.

This charter will be made available in alternative formats including large font, braille and audio.

## Putting things right

If your bus service does not meet your expectations, there will be a trained Customer Service team available to help you seven days a week. All complaints will be acknowledged within 24 hours and we aim to provide a full response within five working days. If we cannot provide a response within five days, you will receive an update within this timescale to advise you of this. Our ability to respond to complaints within the specified timeframes will be monitored and published on the Robin Hood Network and Transport Nottingham websites.

As well as having the means to make a complaint, bus passengers in the Greater Nottingham area will be given a voice through regular listening sessions and forums, and through independent engagement.

## Independent appeals

If you are unhappy with our response to any complaint you have the option of approaching Bus Users UK ([www.bususers.org](http://www.bususers.org) or 0300 111 0001) who will try to resolve the issue for you.

## Your customer rights

- You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus services.
- We will not charge you a different price based on your nationality.

- 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 customer 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. If they fail to refer your complaint promptly, when the time limit expires, you have the right to refer it to the relevant Traffic Commissioner. A list of Traffic Commissioners’ offices can be found at [www.gov.uk](http://www.gov.uk).



## Greater Nottingham Bus Charter - Summary

All Greater Nottingham (Robin Hood Network) Bus Passengers Can Expect:

- Your bus will normally arrive at your starting point within five minutes of the schedule time
- Your operator will keep you informed if your bus is seriously delayed
- You can expect at least 99% of journeys to be operated each week unless there are exceptional circumstances beyond the operators control
- A clean bus; a comfortable seat on the bus; a friendly and helpful driver
- CCTV on board for your security
- A range of value for money tickets and passes that are easy to understand and purchase
- Direct, express public transport between major destinations
- Real time bus displays at major stops and also on operator smartphone apps
- Up to date timetable and fare information available online
- A space on every bus large enough to take one wheelchair or two buggies

Questions / Complaints?

Contact us

email: x

telephone: x

