

# Derbyshire County Council and Partners

## Bus Passenger Charter

Issued January 2023  
Valid until December 2023

The Derbyshire Bus Passenger Charter sets out what you can expect from your local bus services and who to contact if the service falls short of these standards.

The Charter was agreed at the Enhanced Partnership (EP) Board on 7<sup>th</sup> June 2022 and includes those bus services funded by the Council and all “qualifying local services” across the Enhanced Partnership Scheme (EPS) area.

You can find out more about the EPS and see the area the Charter covers at <https://www.derbysbus.info> or by writing to the Council at [derbyshire-bsip@derbyshire.gov.uk](mailto:derbyshire-bsip@derbyshire.gov.uk). Large print versions/braille/alternative languages can also be made available upon request.

### Our Plans

We are looking to invest further in buses over the next three years. This investment will see improved buses, better value tickets, improvements in bus reliability and journey time with reduced delays caused by traffic lights, road works and poorly parked cars. We will improve bus stops and information on buses and the bus network.

### Feedback

We welcome your feedback, praise is great, but where we have got things wrong, we would like the opportunity to put things right and use the learning to improve things for others. Feedback should be made direct to the Bus Operator you travelled on, during their office hours, or to [public.transport@derbyshire.gov.uk](mailto:public.transport@derbyshire.gov.uk). We will respond to your feedback within five working days of receipt and if we cannot, we will contact you and explain why and when you can expect a reply.

If you are not happy with our response, you can escalate your complaint to Bus Users UK by telephone (0300 111 0002) or email ([complaints@bususers.org](mailto:complaints@bususers.org)).

### Compensation

We aim to get things right every time. We know this is not always possible, we also understand that delays are annoying. We value your feedback so we can learn and take steps to putting things in future.

Our greatest concern is to not leave you stranded. Therefore the bus operator running the last bus of the day will reimburse you cost of a taxi ride home in the event that the last bus home failed to run or departed early, where this was the result of operator failures, except where events are entirely outside the operators’ control.

What you can expect when using local bus services in Derbyshire through the duration of the EP:

On your journey:

- Bus drivers will be welcoming
- Buses will be clean inside
- You will be kept safe at all points of your journey by bus. We have CCTV on buses
- Bus stops, Hubs and Bus stations will be kept clean and welcoming

Ticketing:

- Value for money fares and tickets, with easily understood discounts for selected groups
- Charged the right fare and offered the best ticket for your stated journey plans

Reliability:

- Buses to turn up and be accessible
- Buses to be broadly on time and if delayed, this should be for a reason out of our control
- Delays will be kept to a minimum and we will hurry delayed buses through traffic lights

Accessibility:

- If you need help on your journey, drivers and staff will do their best to assist you and remove barriers to travel
- Buses will have room on board. It is especially important that passengers dependent on wheelchairs can board the first bus
- If a wheelchair user is unable to board because the space on the bus is already occupied, the depot will be contacted and arrange for an accessible taxi to allow the journey to be completed, equivalent in length to that offered by the bus

Reporting Issues:

- By complaining to the Derbyshire EP partners, we will jointly listen to your problems and collectively act and learn
- We will review this Charter at regular intervals and report on how we are performing

Incremental steps will be taken to further reduce harmful emissions from buses.

The charter does not affect your legal rights as a passenger of bus and coach transport. A quick guide to these rights is available here:

<https://bit.ly/bususersguide>.



HM Government

[www.derbysbus.info](http://www.derbysbus.info)

