

Rutland County Council Bus Passenger Charter

Rutland County Council (RCC) is your Local Transport Authority. RCC works to co-ordinate and improve all public transport within its borders. All operators of bus services running within Rutland have adopted this passenger charter, which does not affect your legal rights.

All our bus passengers can expect:

- Your bus will normally arrive at your starting point within five minutes of the scheduled time
- Your driver 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 operator's control
- A clean bus - your vehicle will be cleaned internally and externally at least once every day
- A friendly and helpful driver
- CCTV in operation on an increasing number of buses for your security
- A range of value for money tickets and passes that are easy to understand and purchase
- A network of bus routes connecting local towns and villages
- Travel information at every bus stop to assist with your journey planning
- Timetables, fares and service update information available on-line
- Timetable changes at set intervals throughout the year publicised in advance
- A space on every bus (on 30+ seat vehicles) large enough to take one wheelchair or two buggies, with 29 and fewer seat vehicles required to take either a wheelchair or a buggy.
- Performance against operational targets will be published quarterly on the Rutland County Council website <https://www.rutland.gov.uk/my-community/transport/transport-strategy/>

Customer feedback and queries

If you feel we have not met your expectations, please let us know - we actively welcome comments and suggestions as well as complaints. Please complain directly to us or to your bus operator, in writing. Details of how to do so can be found on each operator's website, or via the Rutland County Council website where operator contact details can be found www.rutland.gov.uk/

We commit to responding to all complaints within 10 working days.

If you are dissatisfied with the operator's response, you can escalate the issue to Bus Users UK who are the only Dispute Resolution Body for bus and coach services. You can contact Bus Users UK as follows:

Post: Bus Users, 22 Greencoat Place, London, SW1P 1PR

Tel: 0300 111 0001

Email: complaints@bususers.org

Web: <http://www.bususers.org/complaints>