

Kent & Medway BUS PASSENGER CHARTER

A commitment to bus users
of Kent and Medway

Issued Spring 2025 version 1

This charter sets out what passengers can expect from their local bus services and how to complain if expectations are not met.

This charter will also cover certain elements related to the provision of bus services that Kent County Council (KCC) and Medway Council (MC), are responsible for. This includes bus stop infrastructure and publicity, including bus timetables for most Kent bus operators within Kent County Council's area. In Medway, Arriva undertake their own publicity, Medway Council is responsible for other operators.

This charter has been formed in conjunction with Kent and Medway bus operators while also taking account of guidance from Transport Focus. The charter will set and give bus users certain standards of services such as service punctuality, cleanliness of vehicles and customer care.

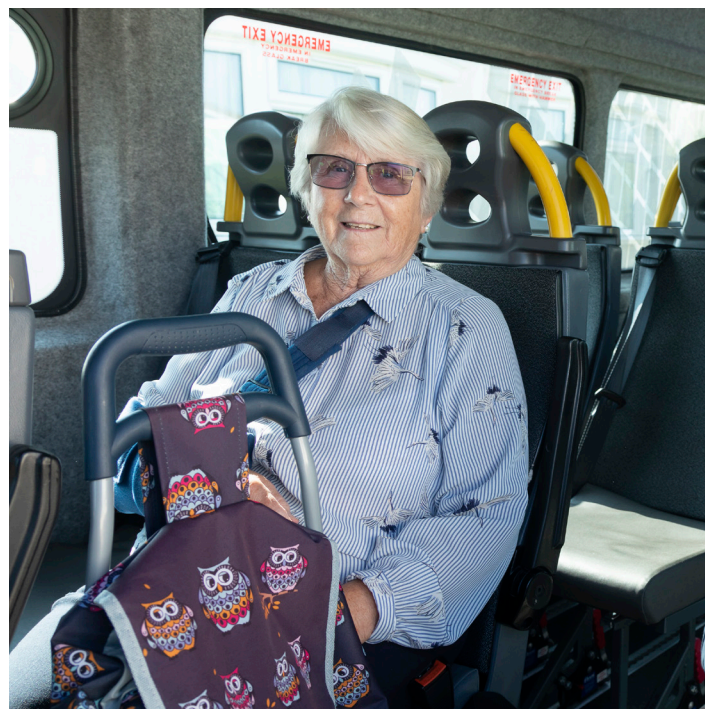


Bus services from the following bus operators are included:

Arriva Kent & Surrey	Compass Travel	Nu-Venture
ASD Coaches	Farleigh Coaches	Redroute Buses
Autocar Bus & Coach Services	1st Bus Stop	Regent Coaches
Bayliss Executive Travel	Go-Ahead	R & J Coaches
Brian Jones Coaches	Go-Coach	Stagecoach South East
Brookline	Hams Travel	Scotland and Bates
Chalkwell Garage & Coach Hire	Kent Coach Tours	Starline Coaches
Compaid Trust	Metrobus-Brighton & Hove	Travelmasters

What you can expect from Kent County Council and Medway Council

- To work with bus operators to maximise the opportunities to provide as comprehensive network of bus services as is possible accounting for commercial, funding, and operational conditions.
- Up-to-date timetable information at every marked bus stop, where required.
- The ongoing maintenance of bus stop infrastructure (including the bus stop pole, flag, timetable case)
- Bus shelters:
 - In Kent, bus shelters are usually the responsibility of the local District / Borough Councils, or in some more rural areas Parish Councils.
 - In Medway, bus shelters are the responsibility of Medway Council and Clearchannel.
- Consider requests for new bus stop infrastructure within budgetary constraints, ensuring any new bus stops are fully accessible.
- Improve the accessibility of public transport information. In Kent, this will include the introduction of a centralised source of online information.
- In Medway, www.medway.gov.uk/buses is a starting point for much of this aspiration.
- To work with bus operators to try and provide passengers with the best ticketing options available, while also promoting all multi operator tickets or council produced ticket options.
- KCC and MC commits to conduct ongoing reviews of the Passenger Charter with consultation on any revised versions. We will work closely with neighbouring authorities to ensure consistency for bus users.
- Planned timetable changes are advertised in good time wherever possible.
- To work collaboratively with bus operators to deliver the principles of local Bus Service Improvement Plans.
- To work on providing bus priority and effective roadwork co-ordination to help services run more reliably.



What you can expect from Bus Operators



- To work with KCC and MC to maximise the opportunities to provide as comprehensive a network of bus services as is possible accounting for commercial, funding, and operational conditions.
- Safe and reliable bus services operating as timetabled, with services not running early, and ideally not operating more than five minutes late, subject to the status of the highway network.
- Clean buses both inside and outside, while accepting sometimes it is hard to keep the outside of buses clean in adverse weather.
- Professional, fully trained, friendly, helpful drivers in their relevant company attire, who offer assistance to those that need additional help and overall good customer service.
- Buses that are fully accessible and enable the carriage of wheelchairs and buggies.
- Buses that have a working destination display showing the service number and destination.
- Planned timetable changes are advertised on websites and social media in good time wherever possible.
- To respond to all customer complains in a prompt and professional manner.
- To work collaboratively with Local Authorities to deliver the principles of local Bus Service Improvement Plans.

How passengers can help

- Be respectful of the bus driver, other staff, and fellow passengers.
- Travel with a valid ticket or pass.
- Pay by contactless (where available) or have the exact money ready.
- Tell us what needs fixing – bus stop infrastructure (i.e. pole, flag, timetable case) and (in Medway only) bus shelters.
- Not to cause damage to the seats and fittings, keep feet off the seats.
- Allow a wheelchair user to use the dedicated wheelchair space.
- Remember that not all disabilities are visible and vacate priority seating for those who require it if, you are able to sit somewhere else or stand.
- Abide by each bus operator's conditions of carriage.



To make a Comment or Complaint

- In the first instance, complaints regarding commercial bus services should be directed to the relevant bus operator.
- If you are not satisfied with the response from the bus company Bus Users UK can intervene on your behalf- **complaints@bususers.org**
- KCC and MC welcomes feedback from bus users as well as service suggestions about how Kent bus services can be improved.
 - In Kent, please email **public.transport@kent.gov.uk**
 - In Medway, please email **public.transport@medway.gov.uk**
 - Bus users should continue to contact bus companies directly with any operational issues.



This charter can be made available in other formats. If you would like this information in another format or language, please email **alternativeformats@kent.gov.uk**, or call 03000 421553. The text relay service number is 180001 03000 421553.
