

# North East Lincolnshire Bus Passenger Charter

This charter sets out what passengers can expect when using local bus services operating in North East Lincolnshire as well as detailing which elements of service provision (such as bus stops) are the responsibility of North East Lincolnshire Council.

## What people can expect when using local bus services in North East Lincolnshire

### A Local Bus Network

- A network of bus routes connecting North East Lincolnshire.
- More direct journeys between key destinations.
- Less frequent services for smaller communities.
- Alternative services, such as Phone n Ride may serve areas of less demand.

### Punctuality

- Your bus will normally arrive within five minutes of the scheduled departure time.
- When disruption does occur passengers will be able to find out when the bus is going to arrive and the reasons for the late arrival.
- If your journey is delayed by more than 10 minutes, Stagecoach East Midlands will refund your fare with a voucher for a local dayrider ticket (Refunds for those incidents within the control of the bus operator and refunds would be at their discretion).
- Information about delays will be available on the operator's social media channels and any pre-planned diversions or disruptions expected published on their website.



## Comfort, Safety and Security

- You can expect a smooth journey experience.
- You can expect a well-maintained bus which will be thoroughly cleaned every day.
- You can expect to feel safe; buses will provide CCTV and we will work with the Police to prosecute offenders.
- Your driver will be friendly, helpful and keep you updated when any disruption occurs. All bus drivers will receive periodic training, including customer service training.
- Bus stops will be safe, modern, clean, free off graffiti and provide accurate information. Busier bus stops will have a shelter.

## People with disabilities

- People with disabilities will be able to travel without barriers.
- Every bus will have a space large enough to take one wheelchair or a number of buggies. The number of buggies that can be transported will be indicated on the bus.
- Bus users can request, and be provided with, journey assistance cards to discreetly and directly advise drivers of any assistance they may require.
- Mobility scooters with the correct permit can be taken onto a bus. To enquire about a permit, please contact the Disability Help Desk (see how to contact us section).
- All buses will meet the requirements of the Equality Act.

## Information

- Up-to-date and comprehensive information will be available every bus stop, particularly detailing buses serving that stop.
- Busier bus stops will have Real Time Bus Information.

## Ticketing

- A range of value for money tickets are available, with a range of payment methods. Tickets options will meet the needs of different groups and areas.

## Reporting Issues

- When things do go wrong, passengers will be able to easily report issues to Local Bus Operators or North East Lincolnshire Council.

## Future Improvements

- Information about progress being made to improve bus services is readily available.
- Bus users will be consulted on significant proposals for potential changes to bus services.
- Bus users will be able to make suggestions and comments about bus services and ways that they can be improved.

Signed on behalf of Stagecoach East Midlands:

Name: Matt Cranwell  
Position: Managing Director



Signed on behalf of North East Lincolnshire Council:

Name: Cllr Stewart Swinburn  
Position: Portfolio Holder for  
Environment and Transport

