



Southend Bus Passenger Charter

<i>Before you travel:</i>	
1	Bus company websites will show information that helps you plan a journey
2	Frequently updated journey disruption information will be posted online or on social media
3	We will endeavour to operate all scheduled journeys, on time as much as is possible to do so
<i>What you can expect at the bus stop</i>	
1	For marked stops, a bus stop flag with location name
2	Access to up-to-date timetable information, either in a timetable case or via the TravelEssex app
3	An area to stand so you can board the bus easily, and so the step-free accessible bus can pull up to the stop, unless there are exceptional circumstances
5	A bus that shows what service it is and where it's going
5	Bus services that are planned to arrive and depart on time, depending on traffic conditions
<i>During the journey you can expect</i>	
1	To pay using cash or contactless, and have a mobile app option for certain tickets
2	A standard wheelchair space
3	Buses that are cleaned inside daily and kept smart outside
4	Professional bus drivers who offer assistance to less able people and overall good customer service
<i>What you can expect beyond your journey</i>	
1	A clear, consistent process for complaints, feedback and praise, with timely resolution
2	Bus companies and Southend-on-Sea City Council working together to improve your bus services via improvement plans, thinking of the needs of the travel market and consulting users
3	Bus companies and Southend-on-Sea City Council working together to comply with this customer charter
<i>Please make the journey easier for fellow passengers by</i>	
1	Respecting bus drivers and their requests, other staff and fellow passengers
2	Telling us what needs fixing – buses, stops and shelters
3	Keeping your bus clean – keeping feet off seats, taking litter home
4	Always allowing a wheelchair user to use the dedicated wheelchair space
5	Sitting where possible – don't stand at the front, blocking others