

Essex Bus Passenger Charter

Before you travel 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 What you can expect at the bus stop 1 For marked stops, a clean and clear bus stop flag with location name and number 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 4 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 During the journey you can expect 1 To pay using cash (or contactless on regular services provided by larger operators), 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 What you can expect beyond your journey 1 A clear, consistent process for complaints, feedback and praise, with timely resolution 2 Bus companies and councils 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 councils working together to comply with this customer charter Please make the journey easier for fellow passengers by 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			
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