



SURREY
COUNTY COUNCIL

A Bus Passenger Charter for Surrey



Introduction

The Charter sets out commitments to customers on what you can expect when you travel in Surrey.

The Charter is a statement of shared commitments. It is not a legal agreement and does not change your statutory rights.

Areas of commitment:

1. Reliability

You can expect:

To be confident that your bus will arrive on time and get you where you want to go when you need to.

To see investment in bus priority to support bus services run better.

That when there are delays, we will work to minimise disruption and keep customers informed.

2. Network coverage and frequency

You can expect:

The bus network will serve people based on demand, with higher frequencies connecting people to towns and lower frequency in more rural areas.

3. Value

You can expect:

To have a range of ticket options for customers, where regular bus users save more, compared to buying single tickets or returns.

To have a range of payment options, including cash, mobile tickets and contactless payments.

4. The journey

You can expect:

To feel safe when travelling, with everyone treated with respect.

For your journey to be comfortable, with clean and well-maintained buses.

To see investment in more zero emission vehicles.

5. Inclusivity

You can expect:

Buses with a range of accessibility features for a wide range of needs and drivers who are disability aware.

To see more improvement to waiting areas and boarding to support people with reduced mobility, such as shelters and adjusting kerb heights.

6. Information

You can expect:

Information at bus stop is kept up to date.

That information on disruption and changes to services will be available so people can make informed choices about their travel.

To find accurate travel information online to help plan your journeys. Information on timetables and travel planning can be found here:

- Bus timetables on the Surrey County Council website surreycc.gov.uk/buses
- Plan Your Journey facility on the Traveline website www.traveline.info

7. Customer feedback

We want to know when expectations are not met.

We also want to know when things go well as well as any suggestions you might have.

All the feedback you send will help to improve bus services for the future.

Who you should contact:

If you have any feedback, complaint, or suggestion about the buses you use you can contact the bus operator who runs the service. Details can be found on the Contact for bus operators page of the Surrey County Council website surreycc.gov.uk/busoperators

You can also contact the County Council's Passenger Transport Group via email passenger.transport@surreycc.gov.uk

What you can expect:

That we will acknowledge your complaint or feedback when it is received.

That we will listen to your feedback and aim to resolve it in one go. If that is not possible, we will let you know.

You will get a timely, clear, and easy to understand response.

What you can do if you are not happy with the resolution:

If you are not happy with the response about a complaint you can contact Bus Users UK via the Bus Users UK website www.bususers.org to raise a complaint with them.

If you would like this information in an alternative format or language, please contact us on:

- **Telephone:** 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays. Emergencies only at all other times)
- **Email:** contactcentre@surreycc.gov.uk
- **Textphone (via Text Relay):** 18001 0300 200 1003
- **SMS:** 07860 053 465
- **VRS:** [Sign Language Video Relay Service](#)
- **Fax:** 020 8541 9575