

Customer services charter

Local bus services operated by Worcestershire County Council

Our objective:

To provide all our customers a high quality reliable and efficient service.

We aim:

To operate our services to the advertised timetable, as far as it is within our power to do so.

Always to operate low floor, easy access and wheelchair/pushchair compatible vehicles.

To ensure all vehicles have accurate and highly visible destination displays.

Your driver will:

Greet you as you enter the vehicle.

Be polite and courteous whilst treating all passengers equally.

Be smartly presented.

Deal with any enquiries in a positive and helpful manner.

Have received First Aid training.

Your bus will:

Stop at every required Bus Stop.

Kneel whenever it stops (if required).

Not pull away until you are seated or have reached an appropriate standing point.

Be equipped with high quality comfortable seats wherever possible.

Provide greater 'leg room' wherever practicable.

Be cleaned internally and externally regularly.

We ask you:

Not to stand or leave your appropriate standing point until the bus comes to a halt.

To provide the correct fare wherever possible.

To treat your driver and fellow passengers with the courtesy, friendliness and respect that you would expect from our staff.

To treat the vehicle and its equipment with care.

Should you wish to comment?

Please fill out the questionnaire overleaf and post in the questionnaire box at the Park and Ride terminus. Alternatively please phone the "Communications Hub" on 01905 765765 who will try to connect you to an appropriate staff member.