

Wokingham Passenger Charter

Issued 09 February 2024

Revision due June 2024

1. Purpose and coverage of the charter

This charter has been produced for Wokingham Borough in coordination with local bus operators, as part of Wokingham Borough Council's Bus Enhanced Partnership. It sets out passenger needs and expectations of bus services and ways to hold us to account. It includes bus services provided by the bus operators below:

Local bus operator	Local bus routes operated
Reading Buses	Leopard route: 3 Lion routes: 4 / X4 Orange routes: 13, 14 Little Oranges routes: 19A / 19B / 19C Claret routes: 21, 21A Park and Ride routes: 300, 500, 600
Thames Valley Buses	121, 122, 123, 124, 125, 125A, 125B, 127, 128, 129, 151, 151A
Horseman Coaches	145, 153, 154, 202, 244, W983
Stagecoach (South)	406
Arriva	850

It also covers elements of service provision that are the responsibility of Wokingham Borough as the local transport authority, including bus stops and subsidised socially necessary bus services.

2. Charter pledges

Our aims

- To deliver a high-quality bus network for residents and visitors.
- The bus network contributes towards improving accessibility, local air quality, reducing road congestion and enabling carbon neutrality by 2030.
- Bus routes that serve all main areas of population, operating as a minimum during the daytime period Mondays – Saturdays.

- To monitor the performance of bus services against targets. This will be published at www.myjourneywokingham.com and updated every six months.
- To inform bus users of planned changes to services and provide an opportunity to comment on significant changes. Changes to services will be kept to a minimum.
- To promote bus usage amongst non-users.

Before you travel

- Bus operator and Council websites will show information that help you plan a journey.
- Bus operators will publish any known information about journey disruptions on websites, apps and social media.
- Information about significant service changes to bus services will be published on bus operator and Council websites.
- You can track your bus and find out where it is on bus operator websites and apps in real time.

What you can expect at the bus stop

- Buses normally arriving on time (not more than 1 minute early or more than 5 minutes late), in normal traffic conditions.
- A bus showing the route number and destination – please signal the bus clearly to show the driver that you want to get on board.
- Real-time next bus information displays at some bus stops, including Wokingham Broad Street and Wokingham Station.
- For marked stops, a clear bus stop flag with location name, and up-to-date details about buses.
- An area to stand for easy boarding.
- A safe and clean place to wait for the bus, with a shelter at busier stops where feasible.

During the journey you can expect

- A pleasant and comfortable journey experience, with a smooth ride.
- A range of tickets, with different payment methods including cash and contactless.
- A space for one wheelchair or buggies (spaces offered on a first come first served basis, with priority for wheelchair users).
- A bus that is regularly cleaned inside and outside.
- A friendly and helpful driver who offers good customer service, journey updates, and assistance to passengers.
- CCTV on the bus for your safety and security.
- Next stop audio and visual announcements on most buses.

Making the journey easier for other passengers

- Respect fellow passengers, the driver, and any staff requests.
- Tell us what needs fixing – buses, stops, and shelters.
- Give a clear signal to the driver that you wish to board, in enough time for them to stop safely at the bus stop
- Have your ticket, passenger app or payment ready as you board to speed up boarding.
- Help to keep your bus clean – feet off seats and taking litter home.
- Allow a wheelchair user to use the wheelchair space.
- Sit whenever possible – try not to stand at the front, blocking others.
- Ring the bell in advance when you want to get off – stay seated or hold onto the handrail while the vehicle is moving.

3. Complaints and comments

3.1. Who to contact

All queries relating to timetable information, lost property or to feedback your experience on a particular service, you can contact the relevant bus operator using the details in the table below:

Local bus operator	Contact Details
Reading Buses	<p><u>website</u>: www.reading-buses.co.uk <u>email</u>: customerservies@reading-buses.co.uk <u>app</u>: Reading Buses <u>facebook</u>: www.facebook.com/readingtransport <u>twitter</u>: twitter.com/reading.buses <u>tel</u>: 0118 959 4000 (Mon to Fri, 9am to 5pm)</p>
Thames Valley Buses	<p><u>website</u>: www.thamesvalleybuses.com <u>email</u>: customerservices@thamesvalleybuses.com <u>app</u>: Thames Valley Buses <u>twitter</u>: twitter.com/ThamesValleyBuses <u>tel</u>: 0118 973 3486 (Mon to Fri, 8am to 4:30pm)</p>
Horseman Coaches	<p><u>website</u>: www.horsemancoaches.co.uk <u>email</u>: privatehire@horsemancoaches.co.uk <u>app</u>: No app <u>facebook</u>: www.facebook.com/Horseman-Coaches <u>twitter</u>: twitter.com/HorsemanCoaches <u>tel</u>: 0118 975 3811 (Mon to Fri, 9am to 5:30pm)</p>
Stagecoach (South)	<p><u>website</u>: www.stagecoachbus.com <u>email</u>: customer.services@stagecoachbus.com <u>app</u>: stagecoach Bus: Plan, Track, Buy <u>facebook</u>: www.facebook.com/StagecoachBus/ <u>twitter</u>: twitter.com/stagecoachgroup/ <u>tel</u>: 0345 241 8000 (Mon to Fri, 8am to 6pm and Sat to Sun, 9am to 5pm)</p>
Arriva	<p><u>website</u>: www.arrivabus.co.uk <u>email</u>: customer.services@arriva.co.uk <u>app</u>: Arriva UK Bus <u>facebook</u>: https://www.facebook.com/arrivaukbus <u>twitter</u>: twitter.com/arrivabus <u>tel</u>: 0344 800 4411 (Mon to Fri, 8am to 5pm)</p>

For issues such as bus stops and concessionary bus passes, contact Wokingham Borough Council:

Online: <https://www.myjourneywokingham.com/contact-us/>

Email: myjourney@wokingham.gov.uk

Phone: [0118 974 6000](tel:01189746000) and ask for the My Journey Team

3.2. What to include in your feedback

Please tell us your experience, positive or negative:

- What the issue was and when and where (date, time, place, and bus service)
- Who was involved, including bus ticket details if possible
- The outcome you want from giving your feedback

Review and response

The bus operator or Council will review your feedback, as appropriate.

We aim to answer queries efficiently and welcome your feedback, helping us to improve your experience. A timely and satisfactory resolution to complaints will be provided.

If you're unhappy with our response

If you are not happy with how a complaint is dealt with, you can contact Bus Users UK:

Online: www.bususers.org

Email: enquires@bususers.org

Phone: 0300 1110001

4. Legal considerations

Statutory rights

This charter does not affect your statutory rights.

Legal relationships

This charter does not change any legal relationship between bus operator, local government, and passenger. Passengers are carried according to the conditions of carriage of the bus operator (see below).

Equalities Act and inclusivity

The measures in this charter aim to improve the inclusivity of services and how operators are held accountable. Operators will take protected characteristics (e.g. age, ethnicity, disability, etc) into account.

Improving your services and funding them

Wokingham Borough Council has made an Enhanced Partnership (EP) with the bus operators to deliver its Bus Service Improvement Plan (BSIP):

[Wokingham Enhanced Partnership and Bus Service Improvement Plan](#)

5. Bus Operators Conditions of Carriage

Passengers are carried by each bus operator in accordance with its own conditions of carriage, available from the websites listed below:

[Reading Buses](#)

[Thames Valley Buses \(a subsidiary of Reading Buses\)](#)

[Stagecoach \(South\)](#)

[Arriva](#)