

## Bus services:

1. Punctual and reliable buses
2. Best efforts made to keep customers informed of service disruptions
3. Bus priority
4. More frequent buses
5. Extending operating hours
6. New services
7. Improved connections to rail services

## Fares and ticketing:

1. Simplified fares
2. Multi-operator tickets
3. Payments by mobile, card and cash
4. Incentives to travel
5. Free travel for under 5s

# The West Berkshire Bus Passenger Charter

## Setting out what we will improve, and what we expect from passengers

## Information:

1. Timetable and route information
2. Clear and simple feedback channels

## Customer Feedback:

1. Comments, suggestions and complaints are welcomed. Please contact the bus operator in the first instance or contact West Berkshire Council: **01635 551111**  
[www.westberks.gov.uk/transport](http://www.westberks.gov.uk/transport)
2. If you are not happy with how a complaint is dealt with, contact Bus Users UK Telephone: **0300 1110001**  
[www.bususers.org](http://www.bususers.org)  
[enquires@bususers.org](mailto:enquires@bususers.org)

## Passenger satisfaction:

1. Clean, comfortable, and reliable buses
2. Buses that are well maintained and accessible to all
3. Reduced vehicle emissions
4. Annual survey on passenger transport
5. Safe passenger waiting environment

## In return we ask:

1. Be courteous and respectful of others
2. Adhere to drivers requests and instructions and do not distract the driver while the vehicle is in motion
3. Dispose of litter in the correct fashion

Newbury & district

Newbury &  
District  
[www.newburyanddistrict.co.uk](http://www.newburyanddistrict.co.uk)  
Newbury & District

Reading buses

Reading Buses  
[www.reading-buses.co.uk](http://www.reading-buses.co.uk)



Carebus  
[www.carebuscommunitytransport.org](http://www.carebuscommunitytransport.org)



Horseman  
Coaches  
[www.horsemancoaches.co.uk](http://www.horsemancoaches.co.uk)



Ramsbury  
Community Bus



Stagecoach in  
Swindon



Stagecoach in  
Hampshire  
[www.stagecoachbus.com](http://www.stagecoachbus.com)



Swindon's Bus  
Company  
[www.swindonbus.co.uk](http://www.swindonbus.co.uk)



Thames Travel  
[www.thames-travel.co.uk](http://www.thames-travel.co.uk)



Tourist Coaches  
[www.touristcoaches.co.uk](http://www.touristcoaches.co.uk)



West Berkshire  
Council  
[www.westberks.gov.uk/transport](http://www.westberks.gov.uk/transport)

*This charter covers services in West Berkshire and is signed up to by*