

# North Lincolnshire Council Bus Passenger Charter

This Bus Passenger Charter has been produced by North Lincolnshire Council along with local bus and coach operators as part of the authority's Bus Service Improvement Plan. It sets out a collective commitment to work as a partnership and for operators to provide bus services that meet passenger needs and expectations across the area. These include the services provided by the following operators:

- Stagecoach East Midlands
- Hornsby Travel Services
- East Yorkshire Buses

This charter was agreed at the Enhanced Partnership (EP) Board in October 2024 and will be reviewed in October 2025 to ensure it remains in line with current legislation and passenger expectations.

It does not affect your legal rights, but it sets out the rights passengers have under EU and UK legislation.

## What you can expect from bus services in North Lincolnshire

### A Local Bus Network

Bus passengers across North Lincolnshire can expect a safe, comfortable, connected, and high-quality journey and experience across the local bus network, no matter which bus service they are travelling on. All our passengers should be able to plan their journey with confidence, enjoy a safe and comfortable waiting environment, and trust the bus will turn up and arrive at their destination on time. All locally registered bus services provided by operators across the network, including any services operated on a flexible or on-demand basis, are covered by the Bus Passenger Charter, which is reviewed each year to ensure it remains in line with current legislation and passenger expectations.

- We will aim to provide routes to enable accessibility to key local hubs and services, for example to train stations.
- Buses will clearly display a route number and destination on the front and side, with at least a single number on the rear, and all information will be simple and accessible.
- We will provide alternative services which may better serve areas of less demand.
- A single source of information detailing all you need to know about bus services in North Lincolnshire will be available – please visit [www.traveline.info](http://www.traveline.info)

### Punctuality

- You should feel confident that your bus will arrive on time.
- Wherever possible we will let you know about any disruptions to services ahead of time.
- We aim to ensure your bus will arrive within 5 minutes of the scheduled time.

## Ticketing

- A range of value for money tickets and payment methods will be available.
- Ticket options will meet the needs of different groups and areas.
- Operators will provide fares information on their website, including discounted tickets and passes for use across the North Lincolnshire area.
- You will be offered the best ticket for your stated journey.

## Vehicle cleanliness

- You can expect a smooth journey experience in a clean, well-maintained bus.
- Incremental steps will be taken to further reduce harmful emissions from buses.

## Accessibility of buses and related infrastructure

- We will work to accommodate your needs.
- Journey Assistance Cards can be provided which will help people with disabilities make bus staff aware of their needs.
- There will be a space large enough to take one wheelchair on every bus.
- Our vehicles are compliant with the Passenger Services Vehicle Accessibility (PSV) requirements.

## Information

- Up-to date timetable information will be displayed at bus stops or you will be signposted to information via a website link or QR Code.
- Real Time information will be displayed at key stops and is available for all stops on bus operators' travel apps and [www.traveline.info](http://www.traveline.info)
- Timetable and fare information in accessible formats and large print are available on request.
- We will keep timetable changes to a minimum.
- We will keep you informed of any timetable changes via our websites, social media and notices on buses. Major bus network changes will be publicised through press releases and customer engagement events.
- A single source of information detailing all you need to know about bus services in North Lincolnshire will be available – please visit [www.traveline.info](http://www.traveline.info)

## Safety and passenger responsibilities

- Operators commit to checking vehicles to ensure all automatic heating, cooling, and lighting systems are working as intended and all drivers are professionally trained to operate their vehicle to provide passengers with a safe and comfortable ride.
- You can expect to feel safe; most buses will provide CCTV and we will work with the authorities to prosecute offenders.
- Your driver will be friendly, helpful and keep you updated when any disruption occurs.
- We take a zero tolerance approach to unreasonable behaviour from any passenger using buses. As part of their role, customer-facing staff undergo mandatory and statutory training to ensure they can deal with difficult situations should they arise.

## Redress

- Although operators are committed to providing the best service possible, we understand sometimes things do not go to plan. If you feel unhappy with any bus journey in North Lincolnshire, please get in touch using the operator's details below.
- Operators will respond to all complaints within 10 days.
- If you are not satisfied with how an operator has dealt with your complaint, please contact North Lincolnshire Council at [public.transport@northlincs.gov.uk](mailto:public.transport@northlincs.gov.uk)
- We will monitor customer satisfaction through bus surveys and complaints handling procedures.
- You will be able to make suggestions, compliments and comments about bus services and ways they may be improved by either contacting an operator through the sites listed below or at [public.transport@northlincs.gov.uk](mailto:public.transport@northlincs.gov.uk)
- We will review this charter annually and report on North Lincolnshire Council's web page how we are performing. Performance targets will be agreed and monitored via the Enhanced Bus Partnership.

There are many ways that you can help us in making journeys more enjoyable for yourself and other passengers:

- Use the buses safely – walk, do not run, use the handrails provided and let people off the bus before you get on.
- Customers are encouraged to pay by contactless payment or pre-book tickets. If these methods are not possible then using the correct change to cover your fare also helps reduce delays.
- If there are seats available, then please use them. However, if seating is limited, then please offer priority seating to elderly or vulnerable passengers.
- Help us look after buses and stops – do not throw litter on the ground.
- Let us know of any problems or ways we can improve services by emailing: [public.transport@northlincs.gov.uk](mailto:public.transport@northlincs.gov.uk)

## Contact details for our operating companies

- Stagecoach East Midlands  
[eastmidlands.enquiries@stagecoachbus.com](mailto:eastmidlands.enquiries@stagecoachbus.com)  
<https://www.stagecoachbus.com/help-and-contact/forms/complaint-form>
- Hornsby Travel Services  
[info@hornsbytravel.co.uk](mailto:info@hornsbytravel.co.uk)  
<https://hornsbytravel.co.uk/contact.php>
- East Yorkshire Buses  
[busline@eastyorkshirebuses.co.uk](mailto:busline@eastyorkshirebuses.co.uk)  
<https://www.eastyorkshirebuses.co.uk/customer-feedback>