



Email: admin@travelwatch-northwest.org.uk
 Website: www.travelwatch-northwest.org.uk
 Tel 07807 768124;

promoting quality public transport.....

Francesca Stansfield
 Bus Reform Project Support Officer
 Liverpool City Region
 1 Mann Island
 Liverpool
 L3 1BP

19th April 2024

Dear Francesca,

LIVERPOOL CITY REGION DRAFT BUS PASSENGER CHARTER

Many thanks for the meeting last week. My comments are based on your draft V1.3.

1. Introduction to the charter

We agree in principle with your additions in red. In the last bus/ taxi situation how would this work in practice? We understand that the Lancashire charter is purporting that, if the last bus does not arrive within 20 minutes of the scheduled time, passengers should be able to use a taxi and claim their fare back. We pointed out that in this situation, if the reasons for this are outside the bus operator's control e.g. roadworks taking place, an accident, flooding or badly/illegal parked vehicles, there needs to be a mechanism for costs incurred by the bus operator to be compensated by those responsible for the disruption.

2. How to use our bus network

How to use the bus, how to get off – guidance would be useful, particularly for those unused to bus travel, e.g raise hand for the bus to stop; use bell push approaching your stop; wait for bus to stop before alighting.

3. What we expect from our customers.

Agree.

4. Ticketing

Drivers do or do not give change. This an issue that worries those who are unaccustomed to travelling by bus. We support the giving of change.

The future Tap and Go system. Will this be multi modal? If so is it feasible to include a reference to that, given its advantages.

5. The service passengers should expect

Is there a definition of on time? If it is a factual statement then 85% is OK.

Drivers – Good customer service is paramount.

Emphasis on bus priority measures is essential. Traffic management measures should ensure that buses are not delayed by badly/illegally parked vehicles. These measures should include bus stop clearways, parking and loading restrictions, clearly marked and enforced box junctions, traffic light priorities, bus lanes etc.

6. Carbon net-zero.

No comment.

7. Passenger Information

All good - we feel the Charter should commit to

- Real time information at ideally all, bus stops and at all bus stations.
- Visual and audible information on all buses covering stopping patterns and next stop, fitted to all new vehicles as standard.
- Printed timetables should be available to the public in public buildings such as Tourist Information Offices and libraries as well as bus stations.

8. Personal Safety

We are OK with this section.

9. Accessibility

A key issue for the less mobile. As an example every bus stop should be fully accessible with, as a minimum, a hard standing area with raised kerb where necessary, bus stop pole & flag.

10. Hygiene and cleanliness standards

We are fine with this.

11. How to get in touch with us.

This an absolutely key area and there should be reference to “if something goes wrong/ how to complain” in the heading. Advice on how to complain is vital and we recommend that there should be accessible information for passengers on buses and elsewhere not only how to complain but also how to

appeal if the complaint is not dealt with satisfactorily. One simple step would be to provide “how to comment/ complain” information on board buses and at bus stations.

The Appeal procedure should be detailed in the Charter and the Appeals body given clarity and prominence. If the Appeals Body is to be Bus Users UK note should be taken that their procedures refer to the first port of call being the bus or coach operator. The following is an extract from their website -

“Our ADR team can help with complaints on most aspects of a bus or coach journey, from the attitude of the driver, to the condition of the vehicle, accessibility issues or personal injury.

We can’t help with commercial or policy decisions, complaints from pedestrians or other road users, or any complaint subject to legal action. If you’re under 16, we’ll need the consent of a parent or guardian.

Our complaints service is free to use and there is no financial limit on cases. In resolving complaints, we follow any relevant codes of practice and meet the requirements of passenger rights and other prevailing laws.

.....Before we can get involved, you need to contact the bus or coach operator with your complaint, giving them 14 working days to respond.”

Perhaps also some reference to Transport Focus and the work they do representing bus users would be appropriate in the Charter.

Thank you for the opportunity to respond.

Yours sincerely,

John

John Moorhouse
Company Secretary