

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
2. If you are not happy with how a complaint is dealt with, contact Bus Users UK Telephone: **0300 1110001**
www.bususers.org
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



Connect



Newbury &
District

www.newburyanddistrict.co.uk



Reading Buses

www.reading-buses.co.uk



Carebus

www.carebuscommunitytransport.org



Horseman
Coaches

www.horsemancoaches.co.uk



Ramsbury
Community Bus



Stagecoach in
Swindon



Stagecoach in
Hampshire

www.stagecoachbus.com



Swindon's Bus
Company

www.swindonbus.co.uk



Thames Travel

www.thames-travel.co.uk



Tourist Coaches

www.touristcoaches.co.uk



West Berkshire
Council

www.westberks.gov.uk/transport

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