

# BCP Council Area Bus Passenger Charter

BCP Council and the local bus operating companies are working in partnership to provide high quality and improved bus services within Bournemouth, Christchurch and Poole. This Charter sets out what passengers can expect today when using local bus services.

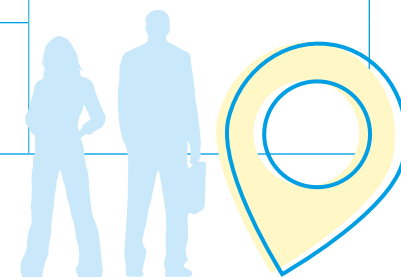
## Included in this Charter:

- Local registered bus services operating within the BCP area, which are available to the public paying fares or using concessionary bus passes issued to elderly or disabled people.

## This Charter does not cover:

- Buses provided for travel to and from schools where fares are not required.
- Longer distance scheduled coaches and rail replacement bus services.
- Sightseeing, tour and works bus services.

| Theme                                | What you can expect when you travel by bus in Bournemouth, Christchurch & Poole                                                                                                                             | Who is responsible? |              | We are working hard to deliver:                                                                                                                                                                                                    |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                      |                                                                                                                                                                                                             | BCP Council         | Bus Operator |                                                                                                                                                                                                                                    |
| The local bus network                | A comprehensive network of well-connected local bus routes                                                                                                                                                  | ✓                   | ✓            | Increased bus frequencies on the 18 service (up to every 30 mins) and the 13 service (up to every 20 mins).<br>Bus priority measures at 6 key locations on the local network plus provide bus priority at 65 signalised junctions. |
|                                      | A reliable service: your journey will run in a punctual manner as advertised in the published timetable.                                                                                                    | ✓                   | ✓            |                                                                                                                                                                                                                                    |
|                                      | A safe and comfortable journey.                                                                                                                                                                             |                     | ✓            |                                                                                                                                                                                                                                    |
| At the bus stop                      | A clearly marked bus stop with a sign and up-to-date printed timetable.                                                                                                                                     | ✓                   | ✓            | Install x10 new high specification bus shelters.                                                                                                                                                                                   |
|                                      | At busier locations, we will provide a bus shelter which is clean and well maintained.                                                                                                                      | ✓                   |              |                                                                                                                                                                                                                                    |
|                                      | A real time bus departure information displays at busier bus shelters.                                                                                                                                      | ✓                   |              |                                                                                                                                                                                                                                    |
|                                      | Bus stops that are accessible for all passengers getting on and off bus services.                                                                                                                           | ✓                   |              |                                                                                                                                                                                                                                    |
| Information about local bus services | Up to date bus information will be freely available in a range of formats. This includes paper timetables, real time information and operator websites and Apps.                                            | ✓                   | ✓            | Upgrade x 50 existing bus shelters with new Real Time Passenger Information displays.                                                                                                                                              |
|                                      | An in person, customer enquiry service available at: the Bournemouth Travel Interchange office, Bournemouth, BH8 8DN and the more shop at Poole bus station, Poole, BH15 1SN.                               | ✓                   | ✓            |                                                                                                                                                                                                                                    |
|                                      | We will keep passengers updated on both planned changes (e.g., scheduled roadworks) and unplanned changes (e.g., emergency roadworks) as soon as information is known, via websites, apps and social media. | ✓                   | ✓            |                                                                                                                                                                                                                                    |



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| Theme          | What you can expect when you travel by bus in Bournemouth, Christchurch & Poole                                                                                                       | Who is responsible? |              | We are working hard to deliver:                                                                                                                                                                                   |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                |                                                                                                                                                                                       | BCP Council         | Bus Operator |                                                                                                                                                                                                                   |
| On the bus     | Your bus will be clean and well-presented, with a clear route number and a destination.                                                                                               |                     | ✓            | Morebus is investing in 28 new low emission buses (Summer 2023)                                                                                                                                                   |
|                | All customer facing staff will provide good levels of customer care to all passengers.                                                                                                |                     | ✓            |                                                                                                                                                                                                                   |
| A safe journey | A professionally trained driver.                                                                                                                                                      |                     | ✓            | New passenger information displays with built in CCTV cameras at Poole Bus Station.                                                                                                                               |
|                | A safe and cared for vehicle fitted with CCTV.                                                                                                                                        |                     | ✓            |                                                                                                                                                                                                                   |
|                | All last scheduled services will operate. In the event of an issue with a last scheduled service, we will get you to your destination bus stop.                                       |                     | ✓            | Livestream CCTV at 250 of the busiest bus stops.                                                                                                                                                                  |
|                | Good communication and planning in exceptional circumstances (e.g., a severe weather event/emergency).                                                                                |                     | ✓            |                                                                                                                                                                                                                   |
|                | Stops with bus shelters incorporate lighting and the busiest of these incorporate CCTV.                                                                                               | ✓                   |              |                                                                                                                                                                                                                   |
| Fares          | Access to a range of simple ticketing options, offering best value for money including reduced fares for younger people (up to 19 years).                                             | ✓                   | ✓            | A new £2.50 day return fare initiative for services 18, 25 and 26 (available through the more bus app).                                                                                                           |
|                | A range of ways to pay for your journey including cash, contactless, mobile phone payment, and via bus operator apps.                                                                 |                     | ✓            |                                                                                                                                                                                                                   |
|                | Encourage uptake and usage of the English National Concessionary Travel Scheme (ENCTS) which operates 09:30 to 23:00, Monday to Friday and any time at weekends and on bank holidays. | ✓                   | ✓            | Extend the more bus Zone A network to align with the BCP Council area. Increased awareness of the ENCTS scheme through car park and bus stop posters, a media campaign and direct mailing to 170,000 local homes. |



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| Theme         | What you can expect when you travel by bus in Bournemouth, Christchurch & Poole                                           | Who is responsible? |              | We are working hard to deliver:                                                                                                                                      |
|---------------|---------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               |                                                                                                                           | BCP Council         | Bus Operator |                                                                                                                                                                      |
| Buses for all | All buses will meet accessibility regulations.                                                                            |                     | ✓            | Bus stop improvements at key locations, which will provide more accessible boarding kerbs, increased seating for all, and more Real Time Information (RTI) displays. |
|               | Drivers will provide reasonable assistance to aid accessible boarding and alighting of buses.                             |                     | ✓            |                                                                                                                                                                      |
|               | We will provide reasonable adjustments to meet the individual needs of passengers.                                        |                     | ✓            |                                                                                                                                                                      |
|               | We engage with disability and groups with protected characteristics to help people become more confident with bus travel. | ✓                   | ✓            |                                                                                                                                                                      |

## Beyond your journey

All partners welcome and encourage your feedback on bus service performance within the local area by contacting:

**BCP COUNCIL:** [public.transport@bcpcouncil.gov.uk](mailto:public.transport@bcpcouncil.gov.uk) (e-mail)

**MORE BUS:** [www.morebus.co.uk/passenger-charter](http://www.morebus.co.uk/passenger-charter) (web page)

**FIRST BUS:** [www.firstbus.co.uk/Wessex-dorset-south-somerset](http://www.firstbus.co.uk/Wessex-dorset-south-somerset) (web page)

## Plans for improved bus services

BCP Council in partnership with morebus and First has been successful in securing Government funding for our Bus Service Improvement Plan (BSIP). You can find out more about our plans at:

<https://www.bcpCouncil.gov.uk/News/News-Features/Transforming-Travel/National-Bus-Strategy-for-England.aspx>

As a partnership we will commit to reviewing and updating this charter each year.



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