

## **Passenger Promise and Rights: National Express Bus**

### **1. Introduction**

This document incorporates both our promise and duties to you and a statement of your rights under the EU Passenger Rights Regulations (181/2011). It covers all local bus services operated by West Midlands Travel Ltd, trading as National Express West Midlands or National Express Coventry and Tayside Public Transport Ltd (trading as Xplore Dundee).

### **2. Our promise to you**

#### **Safe and secure**

Our drivers are well trained – and regular assessments keep them that way. All of our buses have satellite tracking and cab radios, with round-the-clock support available. We work with public authorities Centro to keep you safe, providing inspectors, police officers and state-of-the-art CCTV.

#### **Clean**

We clean our buses every night, and have mobile cleaners to help reduce litter during the day. Bus shelters are cleaned regularly by Centro or Dundee City Council (as appropriate)

#### **Punctual**

We will do everything in our power to ensure your bus turns up on time. We are working with Centro and Dundee City Council and local councils to build new bus lanes and further reduce traffic jams.

#### **Informative**

If the bus is delayed, we keep you informed. When we change services, we inform you well in advance. We won't make major changes without consulting local people. Our websites and apps always feature up to date timetables and we work with Centro to keep bus stop information up to date.

#### **Accessible**

All our buses have a low floor to make access easy for everyone. Simply ask our driver if you need time to sit down before the bus pulls away.

#### **Affordable**

We offer a range of great value tickets for regular and occasional travellers.

#### **Approachable**

We are easy to talk to: our buses, call centres and shops have smart, knowledgeable and friendly staff.

We also work closely with the staff at Centro's bus stations. Together with Centro, we take complaints seriously and fully investigate all feedback.

## **Investing**

We have a series of commitments as part of our Bus Alliance partnership with Centro, including new buses, value fares, smartcards, faster journey times and more cleaning.

## **Responsible**

At National Express we take our responsibility as the one of the biggest private employers in the West Midlands and Dundee seriously, and offer training, apprenticeships and hundreds of job opportunities every year.

If your journey is not up to scratch, speak to us so we can put things right, including a refund where appropriate.

### **What your fellow passengers expect from you.**

- No smoking
- No loud music or feet on seats
- Disposing of litter responsibly
- Respecting other passengers and the driver
- Not distracting the driver, except in an emergency

## **3. EU and UK Passenger Rights**

This section sets out rights that passengers have under EU and UK legislation. You have a right to be provided with appropriate and comprehensible information about your rights when you use regular bus and coach services.

### **Accurate and relevant travel Information**

Our information for passengers will be as accurate and relevant as possible.

We will provide fare information on our website and on buses running on the route in question, please ask the driver.

We will provide additional information on our website covering the discounted tickets and passes that can be used on our buses.

We will provide timetable travel information about our services through;

- Through Traveline (telephone and internet), information will normally be available at least two weeks in advance
- On our website ([nxbus.co.uk](http://nxbus.co.uk)), information will normally be available at least two weeks in advance
- On the Network West Midlands website ([networkwestmidlands.com](http://networkwestmidlands.com))
- On our smartphone app
- On main bus stops (subject to the co-operation of Centro and local authorities)
- On buses running on the route in question, please ask the driver

All our buses display a route number (or another way of identifying which route they are on) and an indication of where they are going.

When factors beyond our control make it impossible to run the full service, we will do all that we can to minimise inconvenience and keep passengers informed.

### **Non Discrimination**

We will not charge you a different fare based on your nationality.

We will not refuse to let you travel because of a disability that you have, unless it is physically impossible to carry you safely. If we lose or damage your mobility equipment, we must compensate you fully for its replacement or repair.

We have procedures for giving disability-related training to our staff.

Our website which contains all route timetables and faretables, is designed for use with assistive technology.

Some of our newer buses are equipped with audible and visible information displays. Drivers of other buses will help by announcing stops if asked. We have an app for Iphone and Android devices which can track the progress of buses in real time (subject to network coverage). Information on our buses can also be seen in real time on the network westmidlands and TravelineScotland apps.

We can provide large print timetables and maps, also departure lists for bus stops on request to Customer Relations (Bus). Please allow five working from receipt for us to post them to you.

We follow the CPT Code for Mobility Scooters (see our website).

Some of our tickets require accompanying photographic ID. We do ask our drivers to respect any passenger's religious and cultural beliefs and thus whilst they may ask, the drivers will not insist on asking a female passenger to remove her burkha or similar in public.

However we do reserve the right for an appropriate member of staff, most usually a female, to ask a passenger to remove their burkha, in a non public location, to verify their photograph on a travelcard.

### **Internal Complaint Handling and national review**

We encourage feedback on our performance – good or bad. You can contact us by phone, email or post at the addresses listed in below in section 5.

We have a system for dealing with complaints about any of the matters in this document. If you want us to follow up a specific incident, you need to give us enough information to identify the service you used. It would be helpful if you could submit your complaint through the form on the website.

<http://nxbus.co.uk/west-midlands/contact-us/contact-national-express>

Alternatively you can email direct to [Travelcare@nationalexpress.com](mailto:Travelcare@nationalexpress.com)

We will always try to answer your comment but please note that legally we are not required to deal with complaints that you submit more than three months after the event. We normally aim to answer your complaint within 10 working days although legally we are required to respond to you within one month of you submitting them and give you a final reply, stating whether your complaint is substantiated or rejected, within three months.

If you disagree with our conclusion, you have the option of appealing to Bus Users UK who may refer your complaint to the Bus Appeals Body. We will act on the Bus Appeals Body's recommendations.

Bus Users UK is subject to a three month time limit for dealing with appeals and must refer unresolved complaints relating to the EU Passenger Rights Regulations to a Traffic Commissioner. If they fail to refer your complaint promptly when the time limit expires, you have the right to refer it yourself.

Contact for Bus Users UK:

[www.bususers.org/complaints/how-to-make-a-complaint](http://www.bususers.org/complaints/how-to-make-a-complaint)

Telephone : 0300 111 0001

### **Alternative Dispute Resolution**

Alternatively if, after contacting us at [Travelcare@nationalexpress.com](mailto:Travelcare@nationalexpress.com) , you don't feel that we have resolved your complaint satisfactorily, you may want to use the ODR platform to submit your complaint.

The ODR platform is an European tool for online dispute resolution, which (if agreed to by the parties) will aim to assist with the resolution of disputes between a customer and a business where a customer has purchased a good or service from the business online or electronically.

The link to the ODR platform is : <http://ec.europa.eu/consumers/odr/>."

It should be noted that we do not normally submit to an alternative dispute resolution procedure as our preference is always to use Bus Users UK. (see contact details above).

However, for the avoidance of doubt, Bus Users UK are not an approved ADR entity for the purposes of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

## **4. Legal Section and Policy Statements**

Rights and responsibilities when travelling on our buses are derived from the following legislation and policy statements;

### **Legislation**

EU Passenger Rights : (181/2011)

The Disability Discrimination Act 1995.

Equality Act 2010

The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990.

The Public Service Vehicles Accessibility Regulations 2000.

The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002.

### **West Midlands Travel Ltd Policies & Tayside Public Transport Ltd**

Conditions of Carriage

Disability Awareness and Accessibility

Travelcard Terms and Conditions

Direct Debit Terms and Conditions

Smartcard: Terms & Conditions

Privacy Policy

All the above policies are available on [nxbus.co.uk](http://nxbus.co.uk)

### **CCTV – Video and Audio Recording**

Buses and premises may be fitted with audio and video CCTV to provide added security for our customers and staff. When we record passengers on our CCTV systems, we follow the CCTV code of practice published by the Information Commissioner's Office. Our Inspectors may also be fitted with body cameras which facilitate the audio and video recording of interactions between our staff and passengers. These interactions may take place on the bus or at a nearby roadside location.

The video and sound recordings will be used solely for the monitoring of safety, security, service quality and in support of relevant criminal and civil legal proceedings and complaint investigation. Images may be provided to the police, VOSA, the Traffic Commissioner or any other enforcement agency at their reasonable request. Full details of the company's Data Protection Policies are available from : Data Protection Co-Ordinator, National Express, 51 Bordesley Green, Birmingham B9 4BZ.

## 5. Contact Points

Customer Relations (Bus),  
National Express,  
51 Bordesley Green,  
Birmingham, B9 4BZ  
tel: 0121 254 7272 email: [travelcare@nationalexpress.com](mailto:travelcare@nationalexpress.com)

[www.nxbus.co.uk](http://www.nxbus.co.uk)

We are also on facebook and twitter

West Midlands Travel Ltd  
(T/A National Express West Midlands, National Express Coventry)  
Tayside Public Transport Ltd  
(T/A Xplore Dundee)

Jan 2016 (Dispute Resolution)