

# CUSTOMER CHARTER

## Safe and secure

Our drivers are the best trained in the country - 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 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.

## Punctual

We will do everything in our power to ensure your bus turns up on time. We are working with Centro 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 Transforming Bus Travel 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 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.

This customer charter has been developed in partnership with Centro, the West Midlands Transport Authority.