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## 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, National Express Coventry or National Express Bus.

## 2 Our Passenger Charter is our commitment to you

Developed in partnership with Transport for West Midlands, part of the West Midlands Combined Authority, we work hard to make sure every journey you take with us is as easy as possible. Whether on our buses, at bus stations or at bus stops, our charter sets out what you can expect from us.

### **National Express Bus & partners will:**

- Let you know if your bus service is changing**

Any upcoming alterations to bus services will be communicated online and on the affected bus route.

- Make it as easy as possible to plan your journey**

Access journey planning, timetables and travel information online or on our website. Also plan your journey on the TfWM app or by calling Traveline on 0871 200 22 33.

- Offer simple, affordable tickets and passes**

You can pay onboard, online, at Swift kiosks and Payzone shops, or through our app.

- Give you extra help if you need it**

Passengers who need extra assistance can get additional help to plan and make their journey. For example, if you require the driver to lower the step or to put out the access ramp, then you can ask them to do so.

- **Provide a safe, clean vehicle**

Buses are cleaned and inspected every morning before hitting the road.

- **Look after bus stations and shelters**

Bus stations will be cleaned daily and bus shelters will be well-maintained.

- **Publish our performance**

We're investing in improving journey times along key routes. We'll be publishing our performance every six months to keep us accountable.

- **Maintain a safer transport network**

We will do everything we can to ensure you feel confident while travelling around the region. Help us by always acting in the interest of other passengers and reporting any crimes, anti-social or nuisance behaviour.

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

- Have a valid ticket or make a valid contactless transaction for your journey
- No smoking or vaping
- No strong-smelling food or drinks that can spill
- No loud music or feet on seats
- Disposing of litter responsibly, by taking it with them when leaving the vehicle
- Respecting other passengers, the driver, bus shelters and the vehicle
- Not distracting the driver, except in an emergency
- Making the wheelchair space available if a wheelchair user requires it

## 4 Passenger Rights

This section sets out rights that passengers have under 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 and concessionary 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 Transport for West Midlands website ([tfwm.org.uk](http://tfwm.org.uk))
- On main bus stops
- On buses running on the route in question, please ask the driver

All our buses display a route number 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.

## 5 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. The company will not be liable for any loss or damage caused to wheelchair or other mobility equipment or assistive devices.

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

Our website which contains all route timetables and fare information, 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.

Information on our buses can be seen in real time on the CityMapper app for iPhone and Android.

Transport for West Midlands can provide large print timetables, maps, and departure lists for bus stops on request.

We follow the [CPT Code for Mobility Scooters](#).

Some of our tickets require accompanying photographic ID, other forms of ID may be accepted, please refer to our [Conditions of Carriage](#). 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 ticket.

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

We encourage feedback on our performance – good or bad. You can contact us by phone, webform or post at the address listed 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.

Please submit your complaint through the form on our website.

<http://nxbus.co.uk/contact>

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/make-a-complaint/](http://www.bususers.org/make-a-complaint/)

Telephone : 0300 111 0001

## **7 Legal Section and Policy Statements**

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

- The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990.
- The Disability Discrimination Act 1995.
- The Public Service Vehicles Accessibility Regulations 2000.
- The Transport Act 2000
- The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) (Amendment) Regulations 2002.
- The Equality Act 2010.
- EU Passenger Rights: (181/2011)
- The Public Service Vehicles (Accessible Information) Regulations 2023
- West Midlands Travel Ltd Policies & Conditions of Carriage
- Disability Awareness and Accessibility
- Ticket terms and conditions

West Midlands Travel Ltd policies are available at [nxbus.co.uk](http://nxbus.co.uk)

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

Buses and premises are 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.

## **9 Telephone calls to our Contact Centre are recorded.**

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 Officer, National Express House, Mill Lane, Birmingham B5 6DD.

## **10 Contact Points**

Socials: On X or Facebook: @nxwestmidlands

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

Tel: 0121 254 7272

(Lines are open Monday to Friday, 8am – 6pm. Calls to this number are charged at a local rate.)

Bus Customer Relations,  
National Express House  
Digbeth  
Birmingham B5 6DD  
[nxbus.co.uk](http://nxbus.co.uk)

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