



Building buses up in Bracknell Forest

Bus Passenger
Charter for
Bracknell Forest

April 2022



Bracknell Forest Bus Passenger Charter

Issued **April 2022 and valid until March 2023**. The charter will be updated each year.

This charter is available in other formats on request.

The charter sets out what passengers can expect every time they use local bus services in Bracknell Forest. This includes bus services provided by 4 bus operators as follows:

- **Thames Valley Buses** – services 53, 108, 150, 151A, 156, 157/158, 171/172, 194, 299, 598,
- **Reading Buses** – services 4/X4, 702, 703
- **White Bus** – services 01, X94
- **Stagecoach** – service 3

It also covers elements of service provision that are the responsibility of Bracknell Forest Council, which is the local transport authority, including bus stops. Bracknell Forest Council works to co-ordinate and improve public transport and financially supports some of the bus services operating in the area.

You can expect from bus services in Bracknell Forest:

- A network of bus routes that serve the main areas of population at least during the daytime period on Monday – Saturday, with links to a range of destinations.
- A single place from which information about all bus services (map/routes, timetables, fares) can be found.
- A safe place to wait for the bus, with shelter at some stops.
- Up-to-date details about buses at stops equipped with information displays.
- Real-time next bus displays at Bracknell bus station, also via app or smartphone.
- Buses normally arriving on time (not more than 1 minute early or more than 5 minutes late).
- To be able to find out about serious delays to buses when they occur
- A range of tickets, with different payment methods including contactless.
- CCTV for your safety and security.
- A space large enough to take one wheelchair or two buggies, on every bus.
- A bus that is regularly cleaned inside and outside.
- A friendly and helpful driver.
- A pleasant and comfortable journey experience, with a smooth ride.
- Information about improvements and significant changes to bus services.
- To be able to make suggestions and comments about bus services.
- To see information about the performance of bus services against targets. This will be published at [Buses | Bracknell Forest Council \(bracknell-forest.gov.uk\)](https://www.bracknell-forest.gov.uk/buses) and updated every 6 months.

- To be informed of future significant planned changes to services and have an opportunity to comment. Changes to services will be kept to a minimum.

Complaints and comments

If we have not met your expectations, please let us know - we actively welcome comments and suggestions, as well as complaints. Details of how to provide feedback can be found on our website at [Buses | Bracknell Forest Council \(bracknell-forest.gov.uk\)](https://bracknell-forest.gov.uk)

This Charter does not affect your statutory rights. Passengers are carried by each bus operator in accordance with its own conditions of carriage, available from the websites listed above.