

West Yorkshire Bus Passenger Charter

Valid from June 2024 to May 2025



Delivered by

**West
Yorkshire
Combined
Authority**

**Tracy
Brabin
Mayor of
West Yorkshire**

Reviewed annually by the West Yorkshire Bus Alliance

A pledge to provide the **best possible bus services** in West Yorkshire



The Passenger Charter

This charter sets out what you (our passenger) can expect when using local bus services that operate across West Yorkshire. You deserve a high-quality, safe and enjoyable experience no matter the bus service you are on.

We (West Yorkshire Combined Authority and local bus operators) pledge to meet the commitments set out in this charter to the best of our ability.

The charter also covers elements of service provision that are the responsibility of West Yorkshire Combined Authority, the local transport authority. The Combined Authority works to co-ordinate and improve public transport and financially supports some of the bus services operating in West Yorkshire.

This charter can be made available in other formats. If you would like this information in another format or language, please contact us: wymetro.com/contact-us.

The West Yorkshire Bus Network

Our bus network is brought to you by Metro – the transport network of the West Yorkshire Combined Authority – in partnership with local operators.

The Core Bus Network is made up of routes where services run every 15 minutes or under – 65% of homes in the region are currently within 400m of a bus stop on this high frequency network. The Connecting and Community Networks are where services run less frequently but you can still expect them to follow regular patterns and be reliable. We are also working together to improve the punctuality, reliability and journey times across all services.

We are committed to decarbonising our bus network and ensuring it's a sustainable choice for your travel needs. The bus network is part of a wider sustainable transport offer across our region.



Our pledge to you

What you can expect from bus services in West Yorkshire:

Services and information

- Simple, convenient and reliable travel by bus.
- You are our number one priority, and we will do all we can to ensure you are satisfied with your experience of bus travel.
- A network of regular bus services designed to be sustainable and connect you to places around the region.
- A range of value for money tickets offered by individual operators and through MCard (valid on any bus in West Yorkshire), with a choice of payment methods including mobile, contactless and cash – and if you ask, we promise to advise you on the best value fare for your journey.
- We will provide **fare information at m-card.co.uk** or from each bus operator.
- Bus service information available at **wymetro.com** or from each bus operator.
- A place to wait for the bus that is in a suitable location with shelter at many stops

**Got an issue with a bus stop or shelter?
Visit wymetro.com/contact-us/
to let us know.**

- Up-to-date information at every bus stop and real time information at selected bus stops. Each stop should have a timetable and/or link to the 'yournextbus' page on the **wymetro.com** website.

Reliability

- A reliable and punctual bus service – buses should run no more than one minute early or five minutes late.
- Real time information will be available at selected bus stops and can be accessed at all stops via a QR code, bus operators' apps and **wymetro.com**. Live vehicle tracking and occupancy information is also available.
- In exceptional circumstances when buses can't operate as advertised, we will keep you informed and let you know about planned changes ahead of time. We will post disruption information on **wymetro.com** and on Twitter **@MetroTravelNews**.

On the bus and in bus stations

- CCTV on most buses and in all staffed bus stations for your safety and security.
- Provide at least one designated priority wheelchair space on each bus.
- Offer clean, safe, fully accessible and welcoming bus services and bus stations.
- Smart, friendly and helpful staff.
- A pleasant and comfortable bus journey experience.

Supporting equality, diversity and inclusion

Bus travel is for everyone. We aim to meet people's different needs and ensure the network takes people where they need to go, when they need to go. Here are our key commitments to ensure an inclusive offer for everyone:

- Our staff will provide accessibility support at every stage of your journey.
- Everyone is welcome on board our buses. We will not tolerate discrimination, harassment or anti-social behaviour. We encourage passengers to report their experiences of safety via **wymetro.com** or the MCard Mobile app.

Our customer guarantees

- Journey satisfaction guarantee – If you are not happy with your bus journey, you can claim a free travel voucher directly from the bus operators listed at this web address: **wymetro.com***
- Last journey promise – If your last bus doesn't arrive within 20 minutes of the scheduled time, you can call a taxi, save the receipt and claim the cost back from either First, Arriva or Transdev.
- Mayor's Fares – we are committed to keeping single fares low. Any adult single bus fare will cost no more than £2 until 30 March 2025 and then no more than £2.50 until 31 December 2025.
- DaySaver – You need never pay more for a day's bus travel anywhere in West Yorkshire than our MCard DaySaver fare.
- Young Person's Fare Deal – All under 19s are entitled to discounted "My" MCard tickets for use on all buses across the region as we want to instil bus travel as a good habit for life and ensure young people have access to opportunities across the region.

* subject to reasonable eligibility restrictions

Complaints and comments

- You can make a complaint or send us suggestions and comments about bus services and ways that they can be improved by contacting the operator.
- Operators will aim to resolve passenger complaints directly but if you're not happy with their final response, you can contact Bus Users UK who will try to help you get satisfactory outcome. You can contact them at **Bus Users UK**.

Or

- You can make your complaint to the Combined Authority using the Complaints Policy online portal westyorks-ca.gov.uk/contact-us/complaints
- If your journey has not met your expectations, please let the operator know – they actively welcome comments and suggestions, as well as complaints.
- We will always fully investigate your complaint and provide an acknowledgement within three working days. If required, we will provide a follow-up response normally within 15 working days (for some complaints relating to bus stop/shelters, our response time is normally within 28 days).
- If you are unable to contact us using the online portal, please contact MetroLine via telephone on **0113 245 7676**.

The small print

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 operators' websites.

Keeping you informed

This charter will be reviewed annually on the month stated at the top of this document. Any queries with regard to this charter can be made to wymetro.com/contact-us/.

Key Performance Indicators of the West Yorkshire Enhanced Partnership will be published every six months at westyorks-ca.gov.uk.



West Yorkshire Bus and Rail Operators

For a list of bus operators, visit:
wymetro.com/buses/bus-operators

For a list of rail operators, visit:
wymetro.com/trains/train-operators-contact

wymetro.com/contact-us

This charter was agreed and signed up to by the West Yorkshire Bus Alliance which includes the Combined Authority and local bus operators. In March 2022, the Bus Alliance entered into an Enhanced Partnership which set clear targets and standards so all parties can work together to achieve more local control of services and increase bus patronage.



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