

## **West Yorkshire Bus Passenger Charter: A pledge to provide the best possible bus services in West Yorkshire**

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 (the bus operators & Combined Authority of West Yorkshire's Enhanced Partnership) pledge to meet the commitments set out in this Charter to the best of our ability. A full list of participating bus operators is provided at the end of this Charter.

The Charter also covers elements of service provision that are the responsibility of West Yorkshire Combined Authority (WYCA), the local transport authority. WYCA 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: [wymetro.com/contact-us/](http://wymetro.com/contact-us/)

### [What you need to know about the West Yorkshire Bus Network](#)

West Yorkshire's bus network is brought to you by [Metro](#) - the transport network of the West Yorkshire Combined Authority - in partnership with local operators.

The West Yorkshire Core Bus Network is made up of routes where services run every 15 minutes or better – 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 areas 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 West Yorkshire.

### [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 West Yorkshire
- 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 & 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](http://m-card.co.uk) or from each bus operator
- Bus service information available at [wymetro.com](http://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? You can let the authority know by visiting [wymetro.com/contact-us/](http://wymetro.com/contact-us/)*
- Up-to-date information at every bus stop – Real Time information will be displayed at many stops and they should have a bus stop timetable and/or QR code pointing to the stops 'yournextbus' web link on the [wymetro.com](http://wymetro.com) website. Live information is available on mobile devices even when there is no QR code.

## 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 displayed at many stops and is available for all stops on bus operators' travel apps or the moovitapp.com journey planner including live vehicle tracking and vehicle occupancy.
- 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 at [www.wymetro.com](http://www.wymetro.com) and on @MetroTravelNews

## On the Bus And In Bus Stations

- CCTV on most buses and in all of our manned 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 should be 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 Safety Feedback via contact us at [metro.com](http://metro.com) or via the MCard mobile App

## Our Passenger 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: [Voucher claims and taxi refunds for bus journeys in West Yorkshire. | Metro \(wymetro.com\)](#)
- **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.
- **Day Saver** - You need never pay more for a day's bus travel anywhere in West Yorkshire than our MCard Day Saver fare
- **Young Person's Fare Deal** – All under 19's are entitled to discounted "My" MCard tickets for use on all buses across West Yorkshire as we want to instil bus travel as a good habit for life and ensure young people have access to opportunities across the region

## 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 your operator (contact details can be found on pages 3 and 4)
- 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 a satisfactory outcome. You can contact them at [bususers.org](http://bususers.org).  
OR
- You can make your complaint to the Combined Authority using the online [Complaints Policy](#) with [online portal](#)
- 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 3 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).

### 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. Details listed at the end of this Charter.

### Keeping you informed

This Charter will be reviewed annually on the anniversary date at the top of this document. Any queries with regard to this Charter can be made to [wymetro.com/contact-us/](https://www.wymetro.com/contact-us/). Key Performance Indicators of the West Yorkshire Enhanced Partnership will be published every six months at [westyorks-ca.gov.uk](https://www.westyorks-ca.gov.uk)