

West Midlands Bus Alliance

Customer Charter



**Our promise is built on trust.
You can rely on us to do the
following things.**

FOR OUR CUSTOMERS

WE ARE RESPONSIBLE

Our staff will be approachable and knowledgeable making it easy for you to talk to us. We will take responsibility for solving problems you may have - always asking ourselves have we done everything we can.

WE ARE LISTENING

We welcome your feedback and actively consult local people before making major changes. We will improve our services where we can, creating opportunities for our customers voice to be heard.

WE ARE INFORMATIVE

We will tell you in advance when services are planned to change. We will keep websites, timetables and other important sources of information updated so that information is accurate and available when you need it.

WE ARE HONEST

Things sometimes go wrong and if they do we will try to resolve them and put them right. We will be honest about things we can't directly control and always try to put you in touch with someone who can help.

ACROSS OUR NETWORK

HIGH QUALITY

The best possible experience for customers before, during and after your journey.

SAFE

An environment where you feel safe and secure.

RELIABLE

Services that you can trust to get you to where you need to be.

CLEANER

Buses, bus stations and stops that are well looked after and pleasant to use.

GREEN

Committed to improving the region in which we live, reducing bus vehicle emissions and improving air quality and health.

ACCESSIBLE

Services and facilities that provide inclusive travel for all.

We are a member of the West Midlands Bus Alliance, committed to working with others to deliver the best possible experience to our customers across the bus network in the West Midlands.

To find out more about the West Midlands Bus Alliance please visit tfwm.org.uk/operations/bus-alliance