
customerCHARTER

North Sheffield, Barnsley Road Bus Services



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A FirstGroup Company
Registered In England No: 2332529

11/07 DFF



Dear customer

I am delighted to be able to take this opportunity to introduce our Customer Charter for First bus services that serve Barnsley Road in North Sheffield.

As South Yorkshire's leading bus company and part of FirstGroup, we provide an extensive network of bus services in Sheffield, Rotherham and Doncaster as well as routes into neighbouring counties.

Our aim is to transform travel by public transport for the benefit of everyone in South Yorkshire. Within this booklet you will find information on the service standards you can expect from us as part of the North Sheffield Statutory Quality Partnership Scheme (SQPS) and how we are committed to improving bus services.

The North Sheffield SQPS is made by South Yorkshire Passenger Transport Authority, South Yorkshire Passenger Transport Executive and Sheffield City Council to increase passenger numbers through improving standards and service punctuality. The Scheme will operate for a period of 10 years from 18 November 2007.

As bus operators in the Scheme Area, First in South Yorkshire has given an undertaking to the Traffic Commissioner to provide services that meet the standards laid down in the North Sheffield SQPS.

Although we aim to extend this Charter to other services in Sheffield and South Yorkshire, this Customer Charter applies to the 47/48, 75/76 and 97/98 services that operate on Barnsley Road in North Sheffield and certain journeys on the 17/17a services. Full details of services and journeys included in this charter are shown on page 15 (Definitions).

The key benefits of the scheme include:

- Reduced journey times with more bus priority.
- Less delays with bus detection at key junctions.
- Improved bus stop facilities.
- Low floor, accessible buses on core, frequent routes.
- Improved customer care with NVQ Level 2 bus drivers.
- Reduced air pollution with Euro3 engine quality on core routes.

Finally, if you do have any comments with regard to this publication, or any aspect of our service then please do not hesitate to write to our Customer Services team. Contact details are provided on page 14 of this booklet.



Bob Hamilton
Managing Director



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Our journey promise

We aim to:

- Provide reliable and punctual services in accordance with bus service registrations and commitments to the Traffic Commissioner.
- Ensure passengers on a bus which is not able to continue are transferred safely on a replacement or alternative service within 45 minutes.
- Guarantee completion of last journeys in the event of breakdown or accident unless prevented by adverse weather or for issues of Health & Safety.

Certain causes of delay are outside the control of the bus industry. These include vandalism, security alerts, road accidents, road works, road closures and exceptionally severe weather conditions which similarly affect other modes of transport and where no special pre-advertised emergency timetable is in operation. During such disruption we will endeavour to keep our customers informed and provide alternative services, where possible.

Where we depart more than one minute early from a registered time point or where we fail to operate a journey or depart from a boarding stop than 20 minutes late (in circumstances which are within our control) we will provide compensation in the form of a FirstDay ticket. For further details see the "Travel Claim Form" available from travel information centres in Sheffield or by contacting our Customer Services team.





Keeping you informed

We know that it is important you get information about our services prior to starting your journey and on the day you travel. Our aim, in association with South Yorkshire Passenger Transport Executive (SYLTE) is to keep you informed.

- Only make changes to bus routes and timetables in strict accordance with the Transport Executive's Service Change Dates agreement.
- Provide route, timetable, fare, travel pass and forthcoming service change information in buses where possible.
- Ensure any out-of-date information is removed as soon as possible.
- Provide comprehensive, accurate and timely timetable information, giving the service number, departure time and bus stops will be provided. Information will also be available at major interchange points.
- All customer information will be produced in a format that is clear, user-friendly and where possible produced in accordance with the guidelines of the Disability Discrimination Act 1995.
- SYLTE will provide free timetables and other passenger transport information at bus stations and travel information centres and at www.travelsouthyorkshire.com
- Advance information advising customers of changes to services, known road works or special events will also be produced at least two weeks in advance. This on bus information will also be displayed on our website at www.firstgroup.com
- As much notice as possible will be provided in the event of unplanned or emergency service alterations. We will try where possible to keep disruption to a minimum.
- When new timetables are introduced the SYLTE will ensure that they are available at least two weeks prior to their commencement.



- Traveline provides comprehensive information on all our bus services. First in South Yorkshire will continue to promote this bus information service. Traveline can be contacted by telephoning **01709 51 51 51**.
- Customer Services will be able to answer enquiries and provide help and advice if you call **01709 566000**. Wherever possible, bus drivers will also be happy to help you with quick queries regarding fares and local services.
- We will endeavour to widen the range of outlets that carry our bus information and promotional material, such as travel information centres, libraries, tourist information centres, schools, colleges, businesses etc.
- We understand the importance to our customers of a clearly identifiable bus route and destination. All buses will show the correct number and destination when in service and display "Sorry, out of service" when not in service.
- We will ensure that leaflets and other information is available on bus and via travel information centres is accurate.
- All posters displayed on bus will be current, professionally produced (we will not allow hand-drawn/written signs/posters, unless in an emergency situation).
- Information about our services can be accessed via www.firstgroup.com, select 'Travel by Bus', then South Yorkshire.



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Customers with special needs

- First in South Yorkshire welcome customers with restricted mobility or other special needs.
- We are constantly looking at ways of improving services for disabled people wishing to travel by bus.
- We will try to provide space as far as is practicable in our vehicles for customers using standard wheelchairs or powered wheelchairs up to a maximum width of 67cm and length of 120cm. Unfortunately, powered scooters and other runabout vehicles cannot be carried without specific authorisation in writing from the company.
- Our driver will always endeavour to stop as close to any kerb as is possible and to use the ramp where fitted. We would expect our drivers to do this as a matter of course, but please ask if you require ramp assistance. The ramp facility for passengers using wheelchairs is available on all frequent services (4 buses per hour or better) in this scheme.
- First in South Yorkshire participates in the Disabled Concessionary Fares Schemes which entitles disabled passengers to free travel. Concessionary permits are available through SYTPE.
- We will do as much as possible to ensure ease of access onto our vehicles.
- We will continue to consult with disabled user groups to improve the service provided.
- Guide dogs and trainee guide dogs are accepted on bus for travel without exception.
- All our drivers are trained in disability awareness.



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Driving standards and customer care

We will ensure all our drivers:

- Are route trained and proficient in the use of ticket machines and fare options in the Scheme Area.
- Have gained or are acquiring an NVQ Level 2 in Road Passenger Transport.
- Wear a uniform on duty and promote a tidy and professional appearance.
- Drive at all times in a safe and professional manner.
- Endeavour to be in position to always commence interchange departures on time.
- Observe all bus stops on request and maximum displayed vehicle capacities are observed.
- Do not use mobile phones or consume food or drink whilst driving.
- Provide assistance when requested for boarding and alighting when appropriate.



Vehicle standards

Our buses that operate on core, frequent services (4 buses per hour or better) will be:

- Accessible, with low-floor and wheelchair ramp
- Fitted with CCTV
- Provided with seat and interior coverings of a similar material and matching
- Meet low emission Euro3 Standards
- Fitted with Real Time technology and provide 2-way bus driver radio communication
- Equipped with a heating/ventilation system to maintain ambient temperature control for passenger comfort
- Be well lit internally during hours of darkness or poor daylight
- Fitted with destination equipment to display accurate route number and destination
- Maintained to high standards such that:
 - All internal electrical equipment is operational
 - Paintwork is in good order and free of damaged adverts
 - Visibility out of windows is clear
 - Graffiti is removed at the earliest practical opportunity
 - Electrical and mechanical defects are rectified within 7 working days wherever reasonably practicable
- Our buses will be checked every day before entering service to ensure that they are well maintained and are cleaned to a high standard, both inside and outside.
- Our buses will be serviced at least every 28 days. In addition they will undergo a full inspection and test at least every 12 months. This is to ensure your safety and keep breakdowns and disruption to services to a minimum.



Buying a ticket

- A range of tickets are available to buy on bus. In addition, tickets can be purchased via travel information centres across South Yorkshire or online at **www.firstgroup.com**
- We will endeavour to provide value-for-money unlimited travel fares through our range of all day, week and month tickets, which offer considerable benefits over the costs of individual fares.
- We will actively promote our range of moneysaver tickets, so all customers are aware of what is on offer.
- We will participate in, and help with the promotion of, bus/rail integrated travel initiatives such as the national Journey Solutions PlusBus initiative. For further details, please visit **www.journeysolutions.com**
- We will continue to identify opportunities where special fares and promotional offers can be introduced, to encourage the use of local bus services and consequently reduce dependency on private transport.
- Wherever possible, we will provide change for tickets purchased on buses. However, to speed up boarding times, for the benefit of all customers, it would be helpful if you could try to have the correct fare available.
- We will serve you in a professional and efficient way.
- Please ensure you check your ticket at the point of purchase and retain throughout your journey in accordance with our Conditions of Carriage.
- Customers must be able to present a valid ticket pass or permit for their journey or our Standard Fare of £35 will apply.
- For further details, please visit **www.firstgroup.com** select 'Travel by Bus', then South Yorkshire.



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**How you can assist us**

You can assist us in providing a safe and high quality bus service by always ensuring that you:

- Do not speak to the driver whilst the vehicle is moving (unless in an emergency situation).
- Indicate to the driver in good time that you wish to get on or off the bus.
- Allow people off before you get on.
- State where you are going and, wherever possible, give the driver the correct fare.
- Hold on to the handrails when you stand or move down the vehicle, and sit down when seats are available.
- Always use the luggage racks, where available, and avoid obstructing the aisles with baggage.
- Use audio equipment and mobile phones with consideration for other passengers.
- Refrain from putting your feet on the seats and consuming food or drink while on the bus.
- Refrain from smoking, a no smoking policy applies on all services operated by First.

Dogs are admitted at the drivers discretion and where dogs are brought onto our services, customers are asked not to allow their dogs to occupy a seat.

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**Safety and environmental issues**

- The safety of our passengers and staff is of paramount importance to us.
- All staff employed by First in South Yorkshire receive health & safety training as part of their induction.
- We always ensure that all aspects of the business focus on safety issues.
- We are constantly reviewing health & safety issues, identifying areas for continuous improvement, thus reducing the risk to our staff and our customers.
- We have set up internal communication systems to ensure that all of our staff are aware of changes to standards to ensure customers comfort and safety is given our highest priority.
- First in South Yorkshire is committed to working in partnership with Councils, employers and other agencies to promote green travel in the region.
- We respect environmental considerations in all aspects of our operation.
- We will support staff and customers legally against violence and verbal abuse. CCTV images may be recorded to assist crime prevention and public safety.
- If you are aware of any crime on the bus contact Crimestoppers on **0800 555 111**



customerCHARTER**How to contact us**

If you have any comments, suggestions or complaints please contact:

Customer Services

First

Midland Road

Rotherham

S61 1TF

Email: southyorks.enquiry@firstgroup.com

Telephone: 01709 566000

Please note that Customer Services are available from
Monday – Friday 0830-1700.

Responding to your comments

We value your comments and will provide a full written response to you within 10 working days (except where a return phone call has been requested).

If you have a complaint that we cannot resolve to your satisfaction then you can contact Bus Users UK who will take your complaint to the Bus Appeals Body which is the official national arbiter for bus users.

The Bus Appeals Body

c/o BUS USERS UK

PO Box 2950

Stoke-on-Trent

ST4 9EW

Tel: 01782 442 855

Website: www.bususers.org

Email: enquiries@bususers.org

If you are still not satisfied you can contact the licensing authority for bus operators and services:

The Traffic Commissioner

North Eastern Traffic Area Office

Hillcrest House

386 Harehills Lane

Leeds

LS9 6NF

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This page summarises the services, journeys and corridor covered by the North Sheffield Statutory Quality Partnership Scheme.

The Scheme Area comprises the Barnsley Road corridor from Spital Hill to Ecclesfield Road at Chapeltown. The Corridor commences at the Spital Hill junction at Carlisle Street through Burngreave, Fir Vale, Sheffield Lane Top, Ecclesfield mini Interchange to the junction of Ecclesfield Road and Park View Road. The area is defined by areas within which enhanced facilities have been provided including the bus stops along the route.

The following services are included within the North Sheffield Statutory Quality Partnership Scheme. These are services or journeys that observe 5 or more bus stops in each direction within the Scheme Area as defined above with a frequency of 4 or more buses (within any one hour period between 0700 and 1800 Monday to Saturday) or are fully or partially financed by and operated under contract to the Transport Executive.

Services 47 and 48 between Shiregreen and Sheffield.

Service 75 between Sheffield Lane Top and Sheffield.

Service 76 between High Green and Sheffield.

Services 97 and 98 between Ecclesfield, Southey Green and Sheffield.

Service 17/17A between Hillsborough and Meadowhall on the following journeys.

- All Monday to Saturday journeys after 2140 from Hillsborough and after 2230 from Meadowhall.
- All Saturday journeys before 0740.
- All Sunday journeys before 0950 and after 1840.

