



Customer Charter

September
2014

Who we are

The organisations responsible for bus travel in Rotherham are working together to improve your services. We are the Rotherham Bus Partnership.

The result is a simpler, more co-ordinated service. You can now travel around the town much more easily, with tickets you can use on any bus in the Rotherham area. Bus passengers are already seeing a big difference and there's much more still to come.

The Partnership is made up of First South Yorkshire, Stagecoach Yorkshire, Stagecoach East Midlands, Rotherham Metropolitan Borough Council, TM Travel and South Yorkshire Passenger Transport Executive.

Contact Us

We welcome your views on buses in Rotherham, to help us improve our products and services.

If you would like to contact Rotherham Bus Partnership:

Visit travelsouthyorkshire.com/tellus

Call Traveline 01709 51 51 51

To find out more visit rotherhambuspartnership.co.uk

Our Pledge

We want everyone to get the best out of travelling by bus in Rotherham. That's why as part of our customer service pledge, we promise to:

- Provide regular, reliable services. We work hard to arrive on time and ensure you can always catch the bus you need.
- Be friendly, helpful and fair. Our staff are welcoming and helpful, and treat all passengers fairly and respectfully.
- Keep you informed. We provide clear, up-to-date information about our standards and services, as well as any delays, changes or cancellations.
- Listen to you. We encourage you to contact us. We listen to your feedback and will tell you what we've done as a result.
- Address any issues promptly. We aim to resolve any issues you raise within five days. If we can't, we'll explain why.
- Keep you safe. Your bus will be safe, clean and well-maintained.