



Passenger Charter

Introduction

“Vectare Limited” is a company registered in England and Wales, with registered address at 29 Arboretum Street, Nottingham, NG1 4JA and registered number 09964786. **“VBO Transport Limited”** is a company registered in England and Wales, with registered address at 29 Arboretum Street, Nottingham, NG1 4JA and registered number 12464327.

This Passenger Charter (**“this charter”**) is applicable to journeys with Vectare Limited and VBO Transport Limited. References to **“Vectare”** and **“The Company”** throughout this charter refer to both Vectare Limited and VBO Transport Limited.

About Us

We employ exceptional people, who use efficient technology and deliver excellence in transportation. Our vision is to be a global leader in public transportation, with a reputation for extremely high standards of service delivery. Our Passenger Charter sets out what you can expect from us as we deliver that vision.

Vectare currently operates a fleet of approximately 20 buses, coaches and minibuses from three depots across the East Midlands and Essex. We provide a wide range of transport services, including local bus services, contracted home to school and rail replacement services and also private hire journeys. Our teams work 24/7/365, and are frequently called upon at short notice to support other industries by maintaining transport links in emergency situations.

Our Service Standards

Any passenger travelling with Vectare, irrespective of journey type, location and time of day, can expect us to:

1. Deliver the most reliable service possible
2. Keep you informed about changes to your services and service disruption
3. Supply accessible and understandable information about our services
4. Provide safe, clean and comfortable vehicles
5. Operate our network with friendly and helpful staff
6. Always be available on the telephone during our operational hours
7. Keep you on the move and never leave you stranded due to a cancellation



Our Key Performance Indicators

Our Senior Leadership Team have committed to working to the following KPIs:

- We will operate 99% of our scheduled, timetabled journeys
- We will operate 95% of our journeys within the “window of tolerance” of 1 minute early to five minutes late, measured from timing point bus stops
- We will answer 99% of telephone calls to our Service Delivery Centre
- We will answer 95% of emails to our Service Delivery Centre within two hours of receipt (during operating hours)

Keeping you moving when things go wrong

Our Service Delivery Centre team monitors our network, and works hard to keep services running on schedule. However, sometimes this isn't possible and delays and cancellations can occur. This can be caused by traffic congestion, vehicle breakdowns, staff sickness or passenger illness, amongst other things. We know that delays and cancellations are frustrating, and we also want our customers to be able to rely on our services 100%. As a result, we've put in place a number of alternative options to keep you on the move in the event of disruption.

If your bus has not arrived within 10 minutes of the scheduled arrival time, please telephone us on 0115 777 3187. If the bus you wish to catch has departed early, been cancelled or is significantly delayed, we may:

1. Advise alternative bus service(s) that you could use to complete your journey, and refund any additional fares you have to pay if these services are not operated by us
2. Send an alternative Vectare vehicle to collect you and take you to your destination, at no cost to you
3. Book a taxi to collect you and take you to your destination, at no cost to you (using an authorised taxi operator, with a booking on our account, so no money needs to be paid to the driver)

We will take one of the above steps if it was our fault that you were not able to catch your bus, the total delay to your journey will be 30 minutes or more (compared to waiting for the next bus) and the alternative transport will collect you sooner than waiting for the next bus.

We will never, ever leave you stranded due to early running, delays or cancellations - wait at the bus stop, contact our Service Delivery Centre and we will keep you on the move. This includes situations where a problem with our service causes you to miss a connection onto another one of our services.



Making our services accessible for everybody

We believe that public transport should be accessible to everybody, and we work hard to enable this. If you have any particular accessibility needs, get in touch with us using the details below to discuss them with a member of our team.

We accept English National Concessionary Travel Scheme bus passes in accordance with local scheme rules. If you hold a bus pass which allows a carer or companion to travel for free with you, scan this twice on the machine - once for yourself, and once for your carer.

If you are blind or partially sighted

- If you would like us to print off a large print bus timetable, or any of our other information in large print, we will do this and then post it to you, free of charge.
- To help you stop the correct bus at a bus stop, we can provide laminated A4 signs with bus route numbers on. When you hear a bus approaching, hold the sign up and if it is the correct bus, the driver will stop for you.
- Assistance Dogs are welcome on our buses, and travel free of charge
- Our buses do not (yet) have audiovisual next stop announcements, but our drivers will be happy to tell you when you get to a particular bus stop, so that you know to get off. Just ask them as you board.

If you are deaf or hard of hearing

- Assistance Dogs are welcome on our buses, and travel free of charge

If you are a wheelchair user

Our fleet is almost 100% wheelchair accessible, so you can travel in confidence that you'll be able to get onto any of our buses. If a non-accessible bus does arrive, or the wheelchair bay is already occupied by another wheelchair user, we'll arrange alternative transport for you at our expense.

This could be sending a spare bus to pick you up, or booking (and paying for) a wheelchair accessible taxi. Unfortunately in rural areas there can sometimes be a bit of a wait for a wheelchair accessible taxi to arrive, but we'll always arrange transport to keep you on the move and we promise never to leave you stranded.

The wheelchair user has priority over other users when it comes to the wheelchair bay. If other users are in the wheelchair bay, our drivers will instruct them to vacate it for the wheelchair user. If the passengers fail to comply with this instruction they will be breaking our Terms and Conditions of Carriage.



How to Contact Us

If you need bus service information, journey planning advice or help with a bus ticket, please contact us - we are only too happy to help. Our Service Delivery Centre is open whenever our vehicles are operational, so you can always get in touch with us if you need support whilst travelling with us.

How to contact our Service Delivery Centre:

- Email - contact@vectare.co.uk (Monitored 7 days a week)
- Telephone - 0115 777 3187 (Monday to Saturday, 06:00 - 20:00)
- Twitter (East Midlands) - @VectareLive (Monitored 7 days a week)
- Twitter (Essex) - @VectareEssexBus (Monitored 7 days a week)
- Post - Vectare Customer Services, ATIC, 5 Oakwood Drive, Loughborough, LE11 3QF

Customer Feedback

When things go well

We think our staff are great, and we try and ensure that they always provide excellent service to our customers. If you've been pleased with the service that a particular member of our team has delivered to you, please do take the time to let us know.

Each team member's line manager personally congratulates staff when positive feedback about them is received, and the compliments are also celebrated at our depots as well. You can email us, write to us or send us a Direct Message on Twitter.

When things go wrong

Your feedback is very important and it allows us to identify areas where we can improve the service we provide to you. If you let us know when something is wrong, we have the opportunity to put it right.

We recognise that you will want us to investigate your comments thoroughly and appreciate you will want a prompt response. We will acknowledge all complaints within 24-48 hours, and aim to provide a full response within five days. If we cannot provide a response within five days, you will receive an update within this timescale to advise you of this.

All complaints must be made in written form to enable thorough and accurate investigation. You can email us, write to us or send us a Direct Message on Twitter:

- Email - contact@vectare.co.uk (Monitored 7 days a week)
- Twitter (East Midlands) - @VectareLive (Monitored 7 days a week)



- Twitter (Essex) - @VectareEssexBus (Monitored 7 days a week)
- Post - Vectare Customer Services, ATIC, 5 Oakwood Drive, Loughborough, LE11 3QF

Wherever possible, complaints should be received within 48 hours of the incident to allow us to thoroughly investigate.

When making a complaint, please try to provide sufficient details to assist with our investigation. This includes the date, time, route number, bus number, where you boarded the bus, a description of the driver and details of the actual complaint. If you were issued with a ticket on the journey that you are complaining about, a photograph of the ticket is also very helpful to us.

If you are unhappy with the initial response to your complaint, you can ask for it to be escalated to our Commercial and Operations Director or our Finance Director for a Senior Leadership Team review. If you remain unsatisfied, you can complain separately to Bus Users. They are an approved Alternative Dispute Resolution body for the bus and coach industry, and the nominated body for dealing with complaints under the European Passenger Rights Regulation. You can complain online at <https://bususers.org/passengers/complaints/make-a-complaint/> or by telephone on 0300 111 0001.