

Signature

in a different class...



Customer Charter

From June 2010

Valid for our Signature Services



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CentralConnect



Customer Charter



Bus travel is a two way interaction between you, the passenger, and us, the bus operator. As a result, this Customer Charter sets out some assurances that we make to you and in return what we expect from you, as the passenger and customer, of our service.

Signature Timekeeping

What we aim to do for you:

We understand that timekeeping is cited as one of the 'bugbears' of using public transport. Due to this, Signature aims to do its utmost to keep to the timetables we advertise to you in order for you to experience stress-free travel.

- ✓ Our punctuality target is that 95% of all scheduled journeys will run no more than 5 minutes late or one minute early.
- ✓ Signature will be regularly monitored by uniformed and covert inspectors to ensure we meet the above punctuality target.
- ✓ In the event of a change in route due to roadworks or other factors which may lead to the service being diverted we will advertise the diversion on our website and onboard Signature buses as soon as we are notified by the relevant party.
- ✓ In the event of a significant disruption to service, due to factors outside of our control (e.g. heavy snowfall), we endeavour to pass full details onto Traveline, local radio stations, Solihull Council and through our free text service.

- ✓ In order to keep service running in the event of a breakdown, we may use non-Signature vehicles for the duration of time that the vehicle is off the road.
- ✓ Aim to provide a mobile phone texting service providing you with updates of any disruption to your service.
- ✓ On some stops RTI (Real Time Information) may be available helping you make informed decisions.

What you need to do for us

- ✓ Subscribe to our free text service so that you are kept informed of any factors which may disrupt your signature service. Alternatively, listen to the local radio or contact Traveline for additional information.
- ✓ In the event of a 'no-show', 20 minutes after the service's scheduled departure time, please contact us directly with details of the time of your journey / expected journey and where you were travelling from and to.



Signature Staff

What we aim to do for you

We understand how passengers like their bus service to be tailored to their needs and for their journey to be as stress-free and easy to use as possible. We also feel that the biggest single factor in making your journey a pleasant experience or not is the driver so rest assured that we seek only to employ drivers that are smart, helpful and friendly. Signature drivers are part of the community they serve and we encourage them to take that responsibility seriously.

- ✔ We aim to have a dedicated set of drivers on Signature services so that you, the passenger, can experience a service tailored to your needs.
- ✔ All our drivers hold NVQ Level 2 qualifications in customer care.
- ✔ All our drivers either hold or are working toward their Driver Certificate of Professional Competence qualifications
- ✔ If for any reason your journey is seriously delayed, your driver will endeavour to tell you what the problem is and keep you updated.
- ✔ All our front-of-house staff (Drivers and Inspectors) will wear the Signature uniform with standards upheld by periodic checks by covert inspectors.

What you need to do for us

- ✔ Provide us with feedback, good or bad, so that we are aware of any issues which may need working on.

Signature Information availability

What we aim to do for you

We want you to use our services, and for you to feel confident in using them and trusting us, to operate them. Therefore:

- ✔ We will publish a comprehensive timetable, which will include details of our services and a map of the route.
- ✔ We also have all our other timetables available at local places of interest (i.e: train stations, public libraries) and onboard clearly showing the date of introduction.
- ✔ Service information is provided on our website www.connectbuses.com
- ✔ Notification of service changes will be available electronically and on bus at least 21 days in advance.



Signature Vehicles

What we aim to do for you

We understand that passengers want to travel in smart, clean, environmentally friendly vehicles so that your journey is as pleasant and enjoyable as possible.

- ✓ We will maintain a high standard of vehicle presentation, and our buses will be clearly identifiable as being operated by the Company.
 - ✓ Vehicles used on Signature services will be low floor accessible and easy-to-use.
 - ✓ Our buses will be maintained by skilled staff on a regular and planned basis to exceed legal requirements.
 - ✓ Our buses will be thoroughly cleaned inside and out every day.
 - ✓ We will endeavour to ensure that any lost property is collected and sent to our local depot (see contact details for address). Please note that we cannot take responsibility for lost property and you will need to collect it from our depot in Aston.
 - ✓ We make services available to the widest number of people and to provide seating near the entrance for elderly and disabled customers.
 - ✓ The destination and service number of the bus is shown on the front and side of Signature buses with service number also being displayed on the rear of the vehicle.
- ✓ Contact details and full fare information will be available onboard all Signature vehicles.
 - ✓ In the event of an emergency on the bus, first contact the driver. All our drivers and support staff have been instructed to call for help if necessary.

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Operated by **Central Connect Ltd**

Long Acre, Beacon House, Birmingham, B7 5JJ

Tel: 0121 322 2222 (Monday to Friday 09:00 - 17:30)

Email: signature@rotala.co.uk

Web: www.signaturebus.co.uk