



Easy
Read



What to expect on buses in Surrey

A Bus Passenger Charter



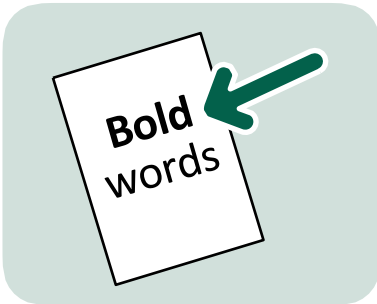
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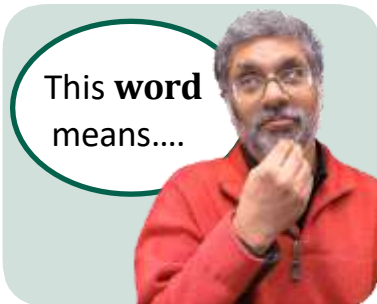
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This is the Bus Passenger Charter from Surrey County Council.



The charter will tell you what you can expect from bus services in Surrey.

What you can expect from bus services

1. Buses will be reliable

This means you can expect your bus to:



- Arrive on time.



- Get you to where you need to go.



- You will see that money is put into the bus services to make them run better.



- When buses are running late, we will make sure that you are told about this.

2. The number of buses and where they go



You can expect bus services to serve people where they live.



This means:

- More buses in towns where more people live.



- Fewer buses in the countryside where fewer people live.

3. Value for money



You can expect:

- To have different ticket choices to suit your needs.



- Tickets that help people who use buses a lot to save money.



- To be able to pay in different ways, like with cash, by bank card or with a mobile app.

4. Your bus journey



You can expect:

- To feel safe on the bus.



- The bus to be comfortable and clean.



- To see money going into new buses that do not run on petrol.

5. Including different groups of people

You can expect:



- Buses to support people's needs, like ramps for people in wheelchairs.



- Bus drivers who know how to support disabled people.



- Waiting areas to be improved so they are better for disabled people to use.

6.Information



You can expect:

- Up to date information at bus stops.



- To be given information if buses are not running at the usual times.



- To find correct travel information online.

You can use these websites to plan your bus journey:



- [Bus timetables on our website](#)



- Plan your journey on the [Traveline website](#)

7. Listening to customers



We want to know when:

- The things above do not happen.



- Things go well.



- You have ideas of how we could do things differently.



- Everything you tell us will help us to make the bus services in Surrey better.



- You can tell the bus company if you have anything to say.



- You can find out their contact details on [our website](#)



- You can also contact our Passenger Transport Group by emailing: passenger.transport@surrey.gov.uk

You can expect that:



- We will tell you when we get your complaint or comments about bus services.



- We will listen to what you say and try to sort the problem out.



- We will tell you what is happening in a clear and easy way.



- If you are not happy with what we say, you can complain to [Bus Users UK](http://www.bususersuk.com)

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