



OUR SIMPLE PROMISES TO YOU

Sheffield Bus Partnership



travelsouthyorkshire.com/sbp

SHEFFIELD BUS PARTNERSHIP
working together for you

PUTTING PASSENGERS FIRST

Our Promise

We put our customers first in everything we do. We want you to understand how our simplified services will help you get around Sheffield quickly, safely and in comfort.

That's why we have put this document together which sets out the promises we make to you. They tell you about the service you can expect, the information we will provide, how you can contact us and how we will respond.

Listening to you

We are constantly looking at our products and services to see how we can improve them, but we also want to hear from you and learn what you think. We also need you to tell us where you think we could do better? We will always reply to your feedback.

You can contact us at:

travelsouthyorkshire.com/sbp,
call Traveline on 01709 51 51 51 or
come into any Travel South Yorkshire
Information Centre in Sheffield.

MAKING TRAVEL IN SHEFFIELD EASIER

Since its launch in October 2012, the Sheffield Bus Partnership has continued to work together to provide you with a simpler, more coordinated network and great value tickets that can be used on most buses and trams in Sheffield.

Who's in the partnership?

- First
- Sheffield City Council
- Sheffield Community Transport
- South Yorkshire Passenger Transport Executive
- Stagecoach Sheffield

What are the benefits?

- Easier to understand and simpler bus network
- Better coordinated timetables
- Great value ticket range for multi-operator travel
- Frequent services on a number of routes
- Fewer route changes
- Most buses with low floor access

PROMISES

PROMISE 1:

WE WILL KEEP YOU SAFE

The Partnership will endeavour to keep the buses, shelters and interchange facilities clean and to help keep you safe we have installed CCTV in buses and interchange facilities too. We are working with the Police and the City of Sheffield Council to make your whole journey safe.

PROMISE 2:

WE WILL PROVIDE REGULAR, RELIABLE SERVICES

We will work hard to arrive on time and make sure you can always catch your last bus. We will share how well we are doing and if we fail through our own fault we'll endeavour to put things right.

PROMISE 3:

WE WILL BE FRIENDLY, HELPFUL, AND FAIR

Our staff will be welcoming and helpful. We will ensure we treat all customers with courtesy and respect, responding promptly to enquiries.

PROMISE 4:

WE WILL KEEP YOU INFORMED

We will provide clear, timely information about our standards and services on the buses and at bus stops.

PROMISE 5:

WE WILL LISTEN TO YOU

We will make it easy for you to contact us, listen to your feedback or complaint and tell you what we've done as a result.

Contact any of the partners direct or through Travel South Yorkshire:

Online travelsouthyorkshire.com/sbp

By phone 01709 515151

PROMISE 6:

WE WILL ADDRESS ANY ISSUES PROMPTLY

We will aim to resolve any issues you raise within five working days. If we can't, we'll explain why.

CUSTOMERS THAT NEED EXTRA HELP.

Most of the Partnership buses and customer facilities such as bus stops and interchanges are easily accessible for wheelchairs and are buggy friendly.

The low floor buses have enough dedicated space for one wheelchair user. If the wheelchair space is occupied by a non wheelchair user the driver will make every effort to ask them to move to allow you to board.

For customers using buggies please don't be offended if the driver asks you to fold your buggy to enable a customer using a wheelchair to board.

If you need help with timetable information or your journey please contact us either online at travelsouthyorkshire.com or by phone 01709 515151.

TRAVELINE

01709 51 51 51

travelsouthyorkshire.com/sbp



Sheffield Bus Partnership, is working hard to ensure that public transport is fully accessible to all.

All information is correct at the time of print.
October 2013. Terms and conditions apply.



 **recycle**
When you have finished
with this, please
recycle it.