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How are we performing?

A summary of our West Midlands Bus Passenger Charter commitments
March - August 2025

79%

Overall Passenger
Satisfaction*



*Transport Focus "Your Bus Journey" survey results for 2024

83%

Bus Service
Punctuality*



*Monday to Friday, 7am to 11am and 3pm to 6:30pm. Registered local services operating between 1 minute early and 5 minutes late at origin and intermediate timing points

85%



Availability of
Real Time Information

99%



Buses cleaned prior to
entering service each day

81%



New bus timetables available
online in advance of changes

55%



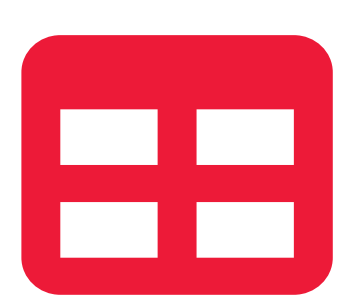
Buses fitted with Next Stop
Audio/Visual announcements

95%



Complaints replied to within
10 working days

73%



At-Stop timetable information
updated no later than 7 days
after service change

Keeping Passengers and colleagues safe:

No of crimes
per 100,000
passenger
journeys



	Bus	1.70
	Train	4.70
	Tram	1.70

No of Transport
Safety Officer's
Engagement and
Incidents dealt with



Overall engagements: 70,281
Incidents dealt with: 4,816

No of Transport
Safety Officer
patrol hours



5,777

Duty time on network: 84%

The West Midlands Bus Passenger Charter has been agreed by all the local bus operators and Transport for West Midlands. It covers local bus services in Birmingham, Coventry, Dudley, Sandwell, Solihull, Walsall and Wolverhampton council areas. Data for this period provided by Transport for West Midlands, Arriva, Carolean, Chaserider, Diamond Bus, Kev's Cars and Coaches, Landflight, National Express Coventry, National Express West Midlands, Stagecoach Midlands and Walsall Community Transport. For more information, please visit tfwm.org.uk/charter



West
Midlands
Bus