

Passenger Charter

Purpose of service

The University of Nottingham provides a hopper bus service for the primary purpose of enabling safe, low-carbon and affordable travel between the University's UK campuses: for students in support of their study commitments and for staff business travel, where there is no alternative means of transport.

Acknowledging the importance of intercampus travel in promoting inclusivity and enabling students to take part in wider university life, including accessing a range of extra-curricular activities, welfare services and sports facilities, the hopper bus service also operates outside of formal teaching hours.

Scope of service

The hopper bus service is currently operated under contract to Arriva Midlands Ltd working to bus timetables that have been mutually agreed. Any change to either the bus timetables or the resources required to operate those timetables is assessed by Arriva for its implication on the University's contract price. The University has allocated a fixed budget to the hopper bus services, so any changes need to be accommodated within this limit.

Responsibilities of passengers and bus operator

As a passenger using the hopper bus service, you are expected to:

- Use your University Card to swipe on to the Bus
- Treat the bus driver and other passengers with respect, avoiding aggressive behaviour and language
- Adhere to drivers' requests, e.g. for standing passengers to move farther into the bus
- Not bring hot food or drink onto the bus
- Not play music that can be heard by other passengers
- Not smoke, vape or use e-cigarettes

In return, you can expect:

- Safe journey on clean, comfortable wheelchair accessible buses
- Drivers who are courteous, helpful and professional
- To travel free of charge

Notification of changes to services

Planned changes to hopper bus services, such as temporary diversions, will be publicised in advance (e.g. on social media). Unplanned changes to hopper bus services, such as delays due to severe congestion, will be notified on social media as soon as Arriva becomes aware of the incident. In addition, all liveried hopper buses are equipped with real-time tracking that is shown on the electronic displays installed at bus stops.

Providing feedback

All feedback about the hopper bus service should be emailed to unihopperbus@arriva.co.uk. Arriva aims to respond to all feedback within 7 working days. In order for the feedback to be followed up, please be as specific as you can, for example providing date, time, location, route number and direction of travel. The University does not undertake to provide individual responses to feedback provided to University representatives. To propose a suggestion for change to hopper bus timetables or routes, please email sustainability@nottingham.ac.uk for consideration annually by the Hopper Bus Working Group.

Contacts

For enquiries about the hopper bus service please contact Arriva on Tel: 01332 861510 (06:00 to 22:00 Mon-Sat; 09:00- 19:00 Sun) Email: unihopperbus@arriva.co.uk. Outside of office hours please contact University Security on 0115 951 3013.

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