



Bus and rail

Bus passengers

Bus service overview

A guide to the management and responsibility of bus services in England.

Concessionary bus fares

Concessionary fares schemes offer discounted travel on local public transport for older and disabled people.

Improving personal security across the whole journey

Guidance for improving personal security for staff and passengers in bus travel.

Rail passengers

Train Operating Company Passenger's Charter

A list of the train operating companies on the 'National Rail' website which also provide links to Train Operating Companies' websites where copies of their Passengers' Charter: the commitments each Train Operating Company is required to make to its customers, can be found.

Passenger Focus (operating name for the Rail Passengers Council)

An independent public body set up by the Government to protect the interests of Britain's rail passengers. They have a strong emphasis on evidence based research which is used to influence decision makers and campaign for improvements. They also provide practical advice for passengers and help resolve complaints.

Beware of mobile phone thieves

Advice from the British Transport Police on the most common crime on Britain's railways.

Travel Safe - By Train

The British Transport Police's guide to ensuring a safe journey by rail.

Secure station scheme

The Department for Transport's initiative to improve public safety in and around the country's train stations.

For related documents, pages and internet links, see the column on the right.