

University Shuttle Bus Policy

Our regular term-time bus service between The Village and the University of Leicester Campus, via Brookfield School of Business (and Stoughton Road Playing Fields on Wednesday afternoons) is the University Shuttle Bus, run directly by the University and operated by Centrebus.

Objective

This policy will outline the principles of provision of the University's Shuttle Bus service, including the responsibilities of the University, the service operator and service users.

Scope

This policy applies to the University-managed Shuttle Bus service between The Village accommodation and the University of Leicester campus. The responsibilities outlined within this policy apply to all service users, including but not limited to University students, University staff and authorised visitors.

This policy does not apply to other bus services which may operate from the same bus stops as the University Shuttle.

Responsibilities

The University of Leicester will:

- Work with the service operator to produce a term-time timetable for the bus service that is as widely applicable to as many service users as possible, with a reasonable increase in service level at peak times to meet demand. Please note the timetable will be planned to meet the general needs of all users. We cannot guarantee the service timetable will match specific requirements - including but not limited to teaching start/finish times, campus events or student group travel.
- Work with the service operator to produce a suitable route for the bus service with bus stops applicable to

University students and staff.

- Provide all University students and staff with ID cards that are enabled for access to the Shuttle Bus. Where University ID cards have been issued which are not enabled to access the bus service, this can be requested from the ECS Service Desk at ecs-service@le.ac.uk.
- Advertise the service to all students and staff.
- Receive and collate feedback/complaints from service users and liaise with the service operator to make suitable improvements to the service where required.

Centrebus Limited is our service operator. The service operator administers the Shuttle Bus on behalf of the University. The service operator will:

- Provide the Shuttle Bus service described herein on behalf of the University of Leicester, including but not limited to provision of vehicles, drivers, timetables, routes, bus stops, service maintenance and appropriate insurance.
- Provide a safe and reliable service for all service users, which operates within local, regional and national legislation.
- Maintain the '[Conditions of Carriage](#)' - outlining the rights and obligations of passengers on the service. This is applicable to all journeys.
- Notify the University in a reasonable time frame of any interruptions to the normal service, such as those caused by adverse weather conditions, road closures/diversions or other unpredictable events.
- Issue digital and printed copies of the service timetable for the reference of service users, including the bus tracker web/mobile application where available.

Service users will:

- Be able to utilise the Shuttle Bus service as advertised if they are authorised to do so. The service is available to University of Leicester students, staff and authorised guests (such as open day visitors or conference guests when this has been agreed in advance).
- Show consideration for the safety and comfort of others when using the service, following any instructions given to you by staff or relevant notices in vehicles.
- Respect bus drivers and other staff on the service at all times. Staff have the right to work without fear of assault or intimidation. The service operator reserves the right to pursue prosecution for anybody who does not respect this.
- Remain liable for any losses, damage, costs or inconvenience as a result of the cancellation or delay of the service. This includes if the service is unavailable to you due to being fully occupied.
- Follow all the obligations of customers outlined in the '[Conditions of Carriage](#)'.

Service provision

- The Shuttle Bus service is provided during term-time only, there is no service provision during University holidays. You can [check term dates on the University website](#).
- The service will travel between The Village accommodation (15 Manor Road, Oadby, Leicester, LE2 2LG) and the University campus (University Road, Leicester, LE1 7RH). There are additional stops along this route, as detailed in Appendix 1.
- On Wednesday afternoons only, the Shuttle Bus service will also travel via the Stoughton Road Playing Fields to support Team Leicester sports training and events.
- The timetable for the service has a formal review annually. For the upcoming academic year this will be published during the preceding summer. During the year, the timetable is subject to

change, such as in periods of decreased usage leading up to University holidays. Any changes to the timetable during the academic year will be communicated to service users with a minimum of two weeks notice.

- The Shuttle Bus service [timetable can be downloaded on the University website](#). This will always be the most up-to-date version available.
- The timetable is also available on the service operator's website www.centrebus.info or via the Centrebus Bus Tracker mobile app (see Appendix 2 for more information).
- The service provision is always dependent on local traffic situations, operational issues affecting the service operator, adverse weather conditions or other unpredictable events. The service operator and the University of Leicester will always attempt to notify students as soon as possible of any interruptions to the normal service.
- Bus drivers are required by law to take breaks and handover to new drivers at appropriate times. This means there may be times where the bus is parked and not in use, where you will not be able to board the service until it is ready to operate.

Complaints and feedback

Any complaints, feedback or suggestions regarding the Shuttle Bus service should be directed to the University by emailing accommodation@le.ac.uk.

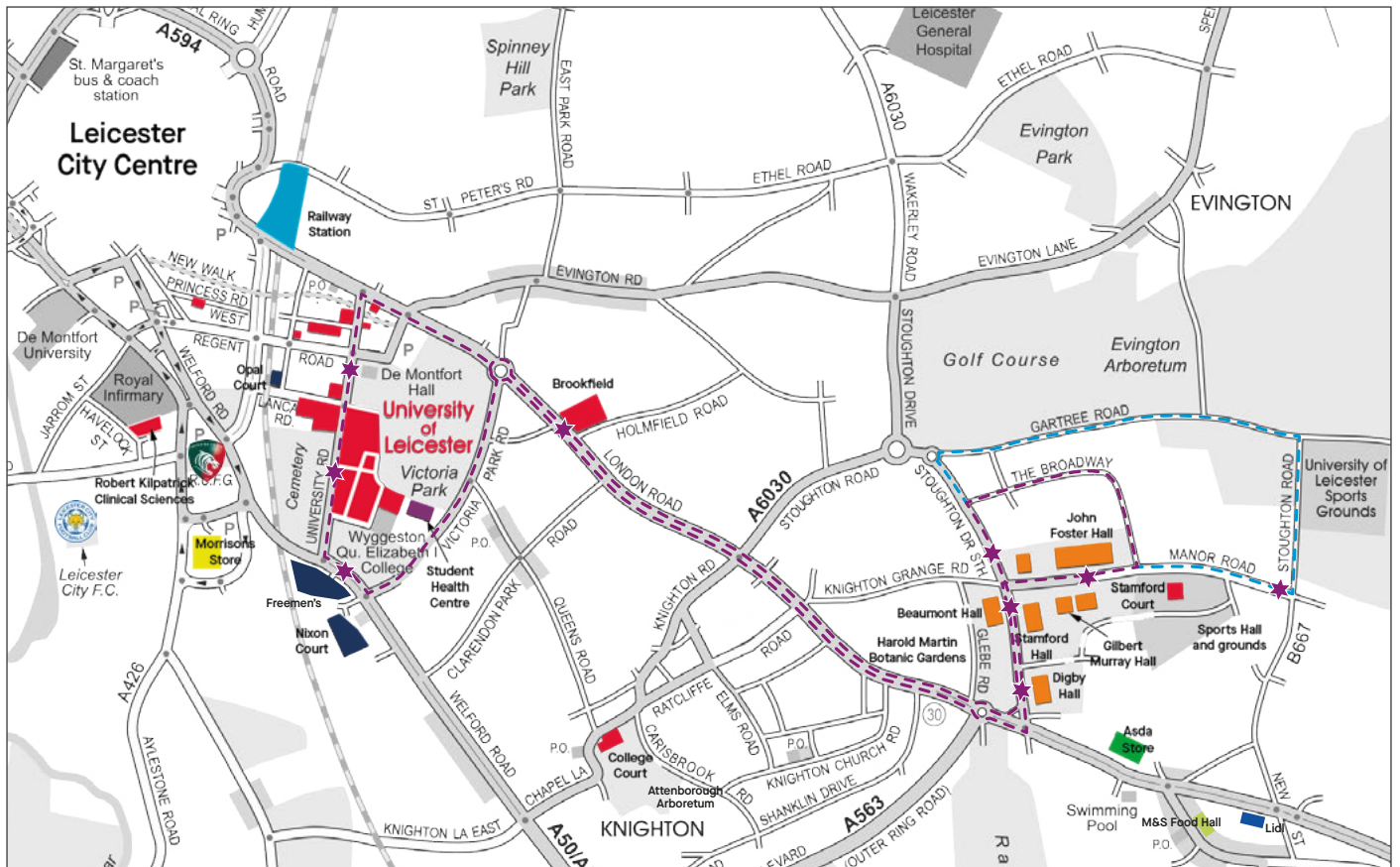
You can also contact Centrebus directly (e.g. for lost property) at help@centrebus.co.uk or by calling 0116 410 5050.

Other travel options

Don't fancy using the Shuttle Bus, or need an option out of term-time? There are plenty of other travel options such as public buses, cycling, driving and walking - [find out more on the University website](#).

Appendix 1 - University Shuttle Bus Route and Bus Stops

The shuttle bus route is depicted in the map below as a dashed purple line (---), with the stops depicted as purple stars (★). The route is extended to cover the Stoughton Road Playing Fields on Wednesday afternoons. This additional section of the route is shown as a dashed blue line (---).



Bus Stop Locations

Passengers should clearly signal from the roadside, at one of the designated bus stops, if they wish to board the service. To alight from the service, ring the stop bell before the designated bus stop to alert the driver.

University of Leicester to The Village

- University Road (Entrance 2)*
- University Road (Entrance 1)
- Elmfield Avenue (Brookfield)*
- Stoughton Drive South (Digby Hall)
- Stoughton Drive South (Beaumont Hall)
- Manor Road (John Foster Hall)*

The Village to University of Leicester

- Manor Road (John Foster Hall)*
- Manor Road (Cranbourne Gardens) - Wednesday afternoons only
- Stoughton Drive South (Knighton Rise)
- Stoughton Drive South (Beaumont Hall)
- Stoughton Drive South (Digby Hall)
- St Johns Road (Brookfield)
- Elmfield Avenue (Brookfield)*
- University Road (De Montfort Hall)
- University Road (Entrance 2)*

* These stops are timing points. If the bus is ahead of schedule, the driver will stop here and wait until the timetabled departure time, even if there are no passengers boarding or alighting the service.

Appendix 2 - Centrebus Bus Tracker App



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le.ac.uk/accommodation

Where's my bus?

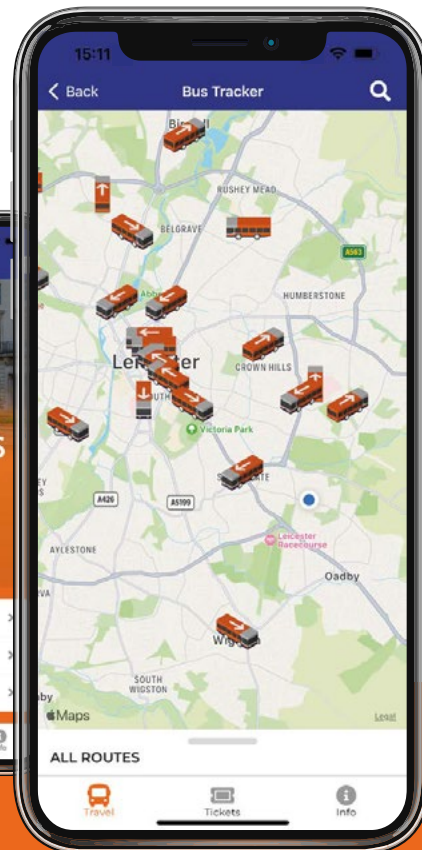
Use the Centrebus live bus tracker, so you'll always know how far away the next bus is!

Real-Time information lets you know when the next bus is due and allows you to track your bus, while service updates make sure you are always informed about your journey.

The Centrebus app has many features such as the Centrebus Tracker, Route Finder and more. All the features of our Bus Tracker can be accessed through your desktop computer too at www.centrebus.info/bus-tracker.

Either type the required route number into the Route Finder, or go to the bus tracker.

Check out our website, download our app, or scan the QR code at your bus stop!



Centrebus

@centrebustlive
www.centrebus.info
 0116 410 50 50
help@centrebus.co.uk

Find out more at: www.le.ac.uk/shuttle-bus