



Region 2 Bus Operator



CUSTOMER CHARTER



Key Area's

Safety

Reliability

Your Feedback

Your Surroundings

Comfort

Accessibility



OUR COMMITMENT:

CUSTOMER SERVICE & CUSTOMER SATISFACTION.

We are committed to delivering the best possible Bus Service to you – our customer- by providing a safe, reliable and comfortable service

'WE BELIEVE THAT BUSES ARE THE FUTURE'

We pride ourselves on providing a service to our customers that is second to none, and we want to change people's perceptions to provide a bus service that delivers a real alternative over other modes of transport. This charter shows our commitment in providing a first class service to our customers.

YOU'RE SAFETY

We are watching out for you with CCTV cameras

Our Drivers have been extensively trained in;

Safe driving techniques

Customer communications and

Mechanical awareness

RELIABILITY

We realise the importance of reliability and we know by the feedback we receive from our valued customers that you want the bus to run on time. We can assure you that we will make every effort to deliver a punctual & reliable service that will satisfy our customer's expectations.

We will do everything within our control to operate to our advertised timetables

We will communicate all scheduled disruptions that could affect services through our website.

If a service is affected due to a reason beyond our control such as an accident, roadwork's, temporary road closure, we will make every effort to get the service operating efficiently and back to the advertised timetabled schedule as soon as possible.

ENVIRONMENT

We are committed to preventing pollution and reducing the overall impact of our operations on the environment. We have invested in the most up to date, environmentally-friendly buses that minimise emission levels. We monitor our environmental performance and set objectives and targets for improvement.

CLEANLINESS

We aim to keep the interior of our buses as clean as possible whilst they are in service, to help us achieve this we would appreciate your help by depositing your litter in the bins provided.

Every evening, buses operating will be put through the bus wash to ensure the exterior bodywork and windows are clean ready for the following day's operation.

COMFORT

Comfort is important when you are travelling with us on a journey to and from your destination, which is why we are providing you with a modern interior design with comfortable seating.

We will also check the following functions daily to ensure you enjoy your bus journey:

Thermostats are working correctly to deliver a regulated temperature throughout the bus.

Graffiti is removed daily if found.

Luggage areas are clean with no obstructions

ACCESSIBILITY

Once the new integrated network is introduced all timetables will display the availability of these services. In the meantime timetables on our website have been updated to show wheel chair accessible services. Also if any timetables require reprints then those timetables are amended to display wheel chair accessible services.

Our accessible buses have low floor easy access entrances and are DDA compliant.

Our website allows customers with disabilities to request timetable information with large style fonts and provide customer feedback.

FEEDBACK

We believe that there is always room for improvement and with this in mind; we very much welcome your feedback about everything we do.

Alternatively, you can make your views known to us through our website at www.interlinebus.com.au

If you would prefer to make contact with us in writing, please write to Customer Services by email enquires@interlinebus.com.au

CONTACT US:

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