

## **PASSENGER RELATIONS PLAN**

The following plan has been developed to ensure the public is kept informed regarding the services provided by Region 2.

### **Objective**

- To deliver and provide quality bus services to the public and to provide the public with a means for allowing customer feedback.

### **Initiatives:**

- Adhere to our “Customer Service Charter”
- Market our services by providing access to timetable information through - our website, advertising the Transport Infoline “131500” and ensuring timetables are available on our buses.
- Ensure our buses display clear destination signs.
- Regularly maintain timetable displays at interchanges and bus stops.
- Provide regular Customer Service Training to our bus operators and staff.

### **Customer Feed Back**

- All customer feedback will be logged and monitored.
- Customer’s complaints will be responded to where possible within 2 working days and advised of the outcome.
- Complaints concerning passenger and or vehicle safety, driver’s behaviour and or accreditation issues will be referred to Transport for NSW or other relevant authorities.
- Complaints of a systemic nature will be monitored and the necessary service amendments will be made to minimise the re-occurrence of similar complaints.
- Any complaints not resolved within 3 months will be forwarded to Transport for NSW

### **Reporting**

- Region 2 is committed to report to the Transport for NSW in the format nominated by them on monthly basis all details of complaints/compliments received.

### **Industry Systems Participation:**

- Region 2 will provide the following services
  - Publicise the Transport Infoline 131500 as a mode for the public to access timetable information and provided customer feedback including complaints.
  - Provide an after hours service directing the public to the Transport Infoline 131500.
  - Facilitate lost property enquiries
  - Provide passengers with up-to-date information including transport delays and incidents by informing the Transport Infoline of any such disruptions.
  - Advertise the Transport Infoline logo and functions on our website, in our timetables and our bus stop displays.