

## **PASSENGER RELATIONS PLAN.**

The following plan has been developed to ensure the public is kept informed regarding the services provided by Region 3.

### **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 3 working days and advised of the outcome.
- Complaints concerning passenger and or vehicle safety, driver’s behavior and or accreditation issues will be referred to the Ministry of Transport or other relevant authorities.
- Complaints of a systemic nature will be monitored and the necessary service amendments will be made to minimize the re-occurrence of similar complaints.
- Any complaints not resolved within 3 months will be forwarded to the Ministry of Transport.

### **Reporting**

- Region 3 is committed to report to the Ministry of Transport in the format nominated by them on monthly basis all details of complaints/compliments received.

### **Industry Systems Participation:**

- Region 3 will provide the following services
  1. Publicize the Transport Infoline 131500 as a mode for the public to access timetable information and provided customer feedback including complaints.
  2. Provide an after hours service directing the public to the Transport Infoline 131500.
  3. Facilitate lost property enquiries
  4. Provide passengers with up-to-date information including transport delays and incidents by informing the Transport Infoline of any such disruptions.
  5. Advertise the Transport Infoline logo and functions on our website, in our timetables and our bus stop displays.