PASSENGER RELATIONS PLAN

The following plan has been developed to ensure the public is kept informed regarding the services provided by Region 15.

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 FeedBack

- All customer feedback will be logged and monitored.
- Customer's complaints will be responded to, where possible, within three 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 Transport for New South Wales or other relevant authorities.
- Complaints of a systemic nature will be monitored and the necessary service amendments will be made to minimise the reoccurrence of similar complaints.
- Any complaints not resolved within three months will be forwarded to Transport for New South Wales.

Reporting

- Region 15 is committed to report to Transport for New South Wales in the format nominated by them on a monthly basis all details of complaints/compliments received.

Industry Systems Participation:

- Region 15 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.