



PASSENGER RELATIONS PLAN

Policy

Provide a high level of customer service, ensuring that all patrons are treated courteously, provided with accurate information, and reach their destination on time. Staff must project a high level of professionalism, both in themselves and their environment, at all times.

Objective

Customer Service is integral to the success of our business. Every effort will be taken to identify regular customers as well as potential customers and treat them with respect, to retain and build patronage value.

Green's Northern Coaches will continue to develop and maintain systems and procedures to identify, report and resolve all customer dissatisfaction issues. This will assist us in developing countermeasures to reduce the incidents of customer dissatisfaction.

Handling Customer Feedback

Green's Northern Coaches is committed to responding to and resolving all complaints, feedback and requests within agreed timeframes in a satisfactory and confidential manner.

Customer Feedback can be submitted via;

- Phoning 131500
- Online at greenbus@optusnet.com.au

All complaints, feedback and requests will be responded to within 2 days from when a GNC employee receives the feedback, with an aim to have more than 85% of all matters resolved within 10 business days. If further investigation is required past this point, customer will be updated on the progress until the matter is resolved.

All GNC personnel are appropriately trained and are expected to deal with any and all telephone enquiries from customers. All complaints are handled in line with AS4269-1995, with the necessary action and disciplinary procedures implemented based on the determination of the findings of the investigation.

A register of customer complaints is maintained and available to 131500. From this register, complaints will be monitored to allow the identification or recurring problems or trends of a systemic nature, so the appropriate action can be implemented to rectify the matter ongoing.

Enquiries

Lost Children: In the event that a child has failed to alight at their normal stop, Green's Northern Coaches has clear procedures which outline the duty of care of all employees. This information is contained within Green's Northern Coaches' Driver Handbook, under Section E: School Students.

Lost Property: Lost Property enquiries and collections can be made during office hours. All lost property is held for a period of three months (except for perishables) and then either disposed of or sent to local charities.

Every effort is made to return lost property to its rightful owner; however Green's Northern Coaches do not accept responsibility for the return of lost property.

Arrangements for Passenger Information on Contract Services

Enquiries

Green's Northern Coaches is open between the hours of 8:00am – 5:00pm on weekdays only. During this time, calls should be directed to the office for enquiries on services, timetables, etc.

Outside this time, customers can utilise the 131500 Info Line which is able to provide trip information on all services operated by Green's Northern Coaches.

Timetables

Timetables are accurate and reflect all Contract Bus Services scheduled to operate. Timetables are available on request to all customers in either paper form from the bus driver, or via the office, or electronic copy from the web.

Any approved amendments to a Timetable or Dedicated School Service Timetable will be notified to the public prior to publication through in-bus advertising and web-based communication.

Schools

Any approved amendments to a Timetable or Dedicated School Service Timetable will be notified to the school/s prior to publication. This allows the school to provide feedback and gain valuable consultation with the community, to ensure the services meet the needs of the public. Final communication is via general correspondence or personalised letters to individuals affected.

Web

The Green's Northern Coaches website contains accurate Timetables and Dedicated School Services Timetables with route maps. Additionally, any planned delays and other planning or service information will be listed. Charter bookings and feedback capabilities are also available on the website.

Bus Stops

Bus Stop infrastructure ranges from complete covered shelters with signage to a plinth, to a metal information display on a post. Regardless of the infrastructure, Green's ensures that passengers are provided with adequate, reliable information regarding timetabled Contract Bus Services at all Transit Stops.

Customer Relations Strategy

Green's Northern Coaches continues to identify opportunities to increase its presence in the community, and educate the public in the benefits of utilising bus transportation. This includes, but is not limited to, the following initiatives;

Community Involvement

Green's Northern Coaches is responsive to segment groups by producing additional material supporting disabilities, tailoring information and service delivery to meet target group needs.

Information Availability

Green's aims to ensure that the public have access to all information relating to Contract Bus Services through our website.

Reliability of services

Every effort is made to run buses at the times outlined in the timetable. However, unforeseen circumstances, such as traffic congestion, may sometimes cause unavoidable delays.

In situations, where Green's Northern Coaches are aware of the delays ahead of time, GNC will support an integrated information service through;

- Identifying and notifying to TfNSW in writing of any difficulties involving Green's Northern Coaches;
- Providing to TfNSW and the Contract Administrator (CA) information on plans for changes in transport services;
- Doing all things necessary, within GNC's power, to enable Transport Administration Corporation (TAC) to carry out its obligations; and
- Not making any public statements in relation to ITIS or TAC without the approval of TAC.

In the event that the delay is unplanned, Green's Northern Coaches will;

- Work with the relevant authorities, such as the council, to resolve the concerns as quickly as possible;
- Inform 131500 (TfNSW) of any relevant service delays; and
- Work with TfNSW as required from time to time to minimise the impact of delays on customers

Marketing

Green's Northern Coaches advertises services via in-bus posters, various print media, and our website:

- In-Bus Advertising: Posters are utilised in the bus to communicate changes to services such as planned delays, planned diversions, or annual events. Additionally, other products and services, such as charters, will also be promoted through In-Bus Advertising
- Internet: All communication to the public is published on our company website to provide accurate and timely information to all patrons. This includes fare increases, changes to routes, holiday changes etc.