



Metro

CUSTOMER SERVICE CHARTER

This charter tells Metro's customers what type and level of service they can expect from Metro.

This charter outlines:

- Who Metro sees as its customers;
- What Metro aims to do for its customers;
- What customers have told Metro they want;
- How Metro will provide what customers want;
- What you can do if Metro does not meet its charter obligations;
- What Metro will do if it does not meet its charter obligations;
- What Metro expects from you; and
- Other things Metro undertakes to deliver

WHO METRO SEES AS ITS CUSTOMERS:

Metro's primary customers are all those who use its bus services. These are mainly school students, concession card-holders and adult work-commuter passengers.

Metro has other customers including casual bus users, tourists and charter passengers and those with whom it has a business relationship.

As well, Metro sees its front-line staff as its internal customers.

WHAT METRO AIMS TO DO FOR ITS CUSTOMERS:

Metro's aim is to provide, for the people of Tasmania, in particular the regions surrounding Hobart, Launceston and Burnie, safe, reliable, easily accessible bus services, which run to time and are provided by helpful, friendly staff.

WHAT METRO CUSTOMERS HAVE TOLD US THEY EXPECT FROM METRO:

Buses which will:-

- Run as timetabled;
- Run on the scheduled routes;
- Run on time; and
- Stop at all stops where there are passengers waiting.

Information, explanation and assistance when services do not run as timetabled.

Clean buses.

Buses displaying clear and accurate destinations and route numbers.

Helpful and friendly staff.

Readily available and easily accessible information about services, fares and timetables.

Personal safety and security while travelling on or waiting for Metro buses.

Adequate shelters and seats at bus stops.

Ticketing systems, which are easy to use.

To know that Metro listens to your comments, suggestions and complaints.

WHAT METRO UNDERTAKES TO PROVIDE ITS CUSTOMERS:

98% of buses will depart and arrive no more than three (3) minutes after the time specified on timetables.

No bus will depart ahead of the scheduled time.

All buses will travel on the scheduled route and stop, when timetabled to do so, at all stops where there are passengers waiting and hailing.

Metro will always provide all the information it has and explain why services have not run as timetabled.

Metro will provide whatever assistance it can to customers affected.

All buses will be cleaned daily.

All buses will have clear and accurate destinations and route numbers.

All Metro staff will be helpful, friendly and pleasant to customers.

Information about services, fares and timetables will be readily available to customers from Metro offices, Metro Shop, at all major bus malls.

All drivers will have means of obtaining information about services, fares and timetables for all customers who require it.

Metro will continually examine how it can locate its bus stops at or near well-lit areas.

All bus termini will be located in areas lit at night-time and Metro will continually endeavour to ensure that all bus shelter are located in a well-lit area.

Subject to local council agreements, bus malls will be monitored by video surveillance.

All buses operating services, which run after 7pm, will be fitted with video surveillance equipment.

Metro will endeavour to ensure that all bus stops, where, more than 40 people regularly wait for buses over the course of the travelling day, will be equipped with adequate shelter or seating.

Metro will make available full information about its ticketing system and how to use it.

Metro staff will provide helpful assistance for customers who are unsure of how the ticketing system works or who have difficulty in using it.

Metro will listen to, consider and respond within 10 working days, to all comments and suggestions and complaints from its customers.

WHAT YOU CAN DO IF METRO DOES NOT MEET ITS CHARTER OBLIGATIONS.....

If Metro does not fulfil its charter obligations or if it does not provide the service you think it should, you should complain by:-

- Discussing the matter with the driver or other Metro staff at the time of the unsatisfactory service.

If this does not resolve the matter to your satisfaction or if you prefer not to do this, you should complain:-

- By ringing:-

In Hobart:	(03) 62 334232
In Launceston:	(03) 63 365888
In Burnie:	(03) 64 313822

- By writing to:-

PO Box 61	MOONAH 7009
PO Box 578	LAUNCESTON 7250
PO Box 182	BURNIE 7320

- In person at:-

Metro Shop, GPO Building, Elizabeth Street, Hobart
Metro Administration Office, 212 Main Road, Moonah
Metro Depot, 168 Wellington Street, Launceston; or
Metro Depot, 28 Strahan Street, Burnie.

Metro will always respond within 10 working days.

Metro will advertise its contact telephone numbers clearly on buses and on-road timetables at major bus stops.

(In order to help Metro deal adequately with any complaint and ensure that problems do not re-occur, please provide as much detail about the incident as possible, preferably including times, route and bus numbers. However, even if you do not have this information, Metro will respond.)

WHAT METRO WILL DO IF IT DOES NOT MEET ITS CHARTER OBLIGATIONS:

If Metro fails to meet its charter obligations, it will:-

- Always apologise, either privately and publicly, to customers affected;
- Always provide full information and explanation about what happened and why it happened;
- Always explain what it will do to try to ensure that such an event will not occur again;
- Do whatever it can to assist customers adversely affected by its failure; and
- Tell you regularly, through the press or on buses, about its failures to do what it has said it will and what it has done or will do to try to ensure such failures do not re-occur.

WHAT METRO EXPECTS FROM YOU:

In order to fulfil its obligations as promised in this charter, Metro needs your cooperation.

Metro needs you to:-

- Treat your fellow passengers and Metro staff in a polite manner;
- Not mistreat Metro equipment;
- Pay the correct fare for your travel; and
- Follow safety directions, whether on signs on buses or at bus stops or given to you by drivers or other Metro staff.

Metro also asks you to tell us about the things you like about our services. You can do this by ringing:-

- In Hobart: the Customer Relations Manager
On telephone number (03) 62 334232

- In Launceston: the Depot Manager
On telephone number (03) 63 365888

- In Burnie: the Depot Officer
On telephone number (03) 64 313822

METRO ALSO UNDERTAKES TO DELIVER THE FOLLOWING:

Metro will:-

- Try to ensure that drivers consider your safety and comfort by:
 - . driving carefully;
 - . not departing until passengers are seated or stationary;
 - . stopping as close as they can to the kerb and using bus-lowering devices where fitted;
- Work with Tasmania Police and Local Government to make services more reliable by dealing with the problem of vehicles blocking bus stops and areas of persistent high traffic congestion;
- Constantly review timetables to ensure we meet your needs as closely as possible;
- Work with ticket agents to try to provide you with the service information you need in the most convenient way;
- Tell you regularly, through the press or on buses, about how well Metro is meeting its charter obligations, but will also report on how many buses were late or cancelled or did not meet our service targets in some other way; and
- Ensure that Metro staff travel by bus, where possible, to ensure an overall perspective is gained on how Metro is performing operationally and the success or otherwise of its customer service initiatives.

OUR AIM IS NEVER TO GIVE CAUSE FOR YOU TO COMPLAIN, BUT, IF YOU DO, WE WILL TREAT YOUR COMPLAINT SERIOUSLY AND DEAL WITH IT OBJECTIVELY, EFFICIENTLY AND COURTEOUSLY.