



## **CUSTOMER SERVICE CHARTER**

### **Introduction**

For the people in and around Hobart, Launceston and Burnie, Metro aims to provide bus services that are safe, reliable, accessible and run on time and which are provided by helpful and friendly staff.

### **Reliability**

Metro strives to provide a reliable service, but this is not always possible due to situations beyond our control. However, Metro aims to:

- Operate at least 99% of scheduled journeys
- Make at least 85% of scheduled journeys no later than 5 minutes of the published time
- Make all journeys depart no earlier than scheduled from their first stop or scheduled intermediate stops. Scheduled intermediate stops are indicated in bold type in the timetables.

Buses will travel on the scheduled route and stop at all stops where there are passengers waiting and hailing or wishing to alight. However, the bus may not stop if it is an express bus not timetabled to stop or the number of passengers on the bus has reached its operational capacity for standing and seated passengers.

We will work with Tasmania Police, state and local government to make services more reliable by addressing problems of traffic congestion, road closures, infrastructure works and vehicles blocking bus stops.

### **Accessibility**

Metro is committed to making passenger transport a travel option of choice for all Tasmanians.

Currently 35% of our fleet is wheelchair accessible with low floors and kneeling capability which allows the buses to be lowered closer to the pavement level. Metro has a fleet replacement program that will increase the number of wheelchair accessible buses operating in the network. Our customer service centres in Hobart, Launceston and Burnie are also accessible.

If you require a wheelchair accessible bus, please contact our Customer Service Team on 13 22 01, preferably at least two hours prior to your intended journey. Our Customer Service Consultants will be able to confirm whether an accessible bus is being used on a particular service and help you plan your journey.

## **Capacity**

Metro reviews its loading data regularly to ensure that we match the service frequency and bus size to meet customers' travelling patterns and demands. If you regularly encounter buses that are scheduled to stop at your stop but are passing without stopping because they are full please let us know so we can address this problem.

## **Customer Information**

Timetables, journey planning, Greencard and fare information will be available on our website [www.metrotas.com.au](http://www.metrotas.com.au) or by calling the Information Hotline on 13 22 01. The Information Hotline is open from 8am to 7pm on weekdays and aims to answer 80% of calls within 60 seconds.

Timetables, Greencard and fare information will also be available from Metro offices in Hobart, Launceston and Burnie and the Metro Shop in Elizabeth Street, Hobart.

Every bus stop will be clearly identified with a bus stop sign and where timetable information is provided it will be up to date.

All buses will display clear and accurate route numbers and destination information at all times while in service.

When we change a timetable or a route, we will let you know by announcing the changes with at least seven days notice on buses and on our website. If the changes are major, we will announce them at least 14 days before they come into effect through notices on buses, on our website and through a public notice in the newspaper. We will explain the reason why we are making the change and identify any specific service implications.

## **Cleanliness of Buses**

All buses in service will be cleaned internally (swept, remove the rubbish and attend to any spills or soiling) on a daily basis. We will wash the outside of the bus at least once a week or more often if required. A full detail clean of all buses (internal clean and external wash) will be undertaken every 10 weeks.

## **Safety and Security**

Safety and security is at the forefront of Metro's business. To ensure your and our operator's safety we have fitted CCTV to all of our buses. We also have a close working relationship with Tasmania Police to help minimise crime and anti-social behaviour on our services.

All of our bus operators are trained in safe driving practices to maximise passenger safety while on our buses.

To ensure a pleasant on-bus environment we will regularly inspect the heating, ventilation, air conditioning and lighting to ensure they are working correctly.

## **Lost Property**

Property found on our buses should be handed to the bus operator. If you think you have left something on the bus, please call 13 22 01 with a description of the item you hope to recover. You can claim your lost property between 8:30am and 5:00pm, Monday to Friday (except Public Holidays) from the Metro Depot Offices in Hobart, Launceston and Burnie.

Hobart  
212 Main Road  
Moonah

Launceston  
168 Wellington Street  
Launceston

Burnie  
28 Strahan Street  
Burnie

## **Customer Contact**

You are entitled to polite and helpful service from our staff. Our bus operators are trained to consider your safety and comfort when driving, assist you with your travel needs and are required to wear a clean uniform when on duty.

## **Customer Feedback**

We welcome your comments and feedback and provide you with the opportunity to do this through:

Telephone: 13 22 01

Email: [correspondence@metrotas.com.au](mailto:correspondence@metrotas.com.au)

In writing: Customer Service Team, Metro Tasmania, PO Box 61, Moonah TAS 7009

Website: [www.metrotas.com.au](http://www.metrotas.com.au)

When providing feedback, please provide as much detail about the incident as possible. This includes:

- The date and time of travel;
- Bus route;
- Bus number or registration; and
- A contact phone number or email address in case we need more information.

This will allow us to investigate your enquiry with the best possible chance of resolution. In order for Metro to be able to conduct an investigation, complaints must be made within seven days of the incident occurring. We will investigate your complaint and send you a reply within 10 working days of receiving your complaint.

## Contact Details

For customer feedback and lost property call 13 22 01 between 8:00am and 7:00pm Monday to Friday (except Public Holidays) or visit [www.metrotas.com.au](http://www.metrotas.com.au).

Alternatively, you can write to us at:

Metro Tasmania Pty Ltd  
PO Box 61  
Moonah TAS 7009

Email: [correspondence@metrotas.com.au](mailto:correspondence@metrotas.com.au)

Or visit one of our Depot Offices or the Metro Shop at:

Hobart Depot  
212 Main Road  
Moonah

Metro Shop  
GPO Building  
9 Elizabeth Street  
Hobart

Launceston Depot  
168 Wellington Street  
Launceston

Burnie Depot  
28 Strahan Street  
Burnie