



## Passenger Relations Plan

This Passenger Relations Plan outlines the objectives, initiatives and performance measures of Premier Motor Service Pty Ltd pertaining to information, feedback, research, marketing and passenger training.

Our commitments and initiatives in relation to customers and customer service are identified in our company charter.

### Charter

Premier Motor Service Pty Ltd will provide our customers with professional and friendly service in accordance with the standards set by Transport for NSW.

Our customer service charter outlines our commitment to passengers and reflects that of Transport for NSW “customer service commitment”.

Premier Motor Service customer service charter is available on request and is also displayed in our buses.

### Objectives

- To provide our customers with a pleasant and safe travel experience
- To ensure our customers receive professional, friendly and efficient service
- To respond to customer inquiries in an efficient and timely manner

### Key Stakeholders

- Public Transport users and the Wollongong / Illawarra community
- Transport for NSW
- Bus NSW

### Timetable Information

Service timetable information is available from our office (in person or via the telephone 9.00am to 5.00pm), website, 131500, or by mail upon request from our office.

### 131500 infoline

Premier Motor Service Pty Ltd have designated administration staff available to continually update 131500 of any timetable alterations or service disruptions to ensure that passengers would call 131500 (or website –www.131500.com.au) are able to access up to date service information.

The same administration staff are available to liaise with 131500 in regards to any customer service issues.

### Premier Motor Service – avenue for inquiries, feedback and complaints

Premier Motor Service Pty Ltd provides the following avenues for customers to gain information and / or provide feedback and complaints:-

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Premier Motor Service infoline - 9.00am to 5.00pm Monday to Friday  
Premier Motor Service website – www.premierillawarra.com.au  
Email or written correspondence  
In person at our office

### Complaints handling process

Customers are able to lodge a complaint via 131500, or online transportnsw.info

In most circumstances the complaint will be dealt with by a senior member of staff. If this is not possible the complaint will be dealt with by an appropriately trained member of staff  
All complaints will be dealt with in accordance with our set policies and procedures  
Customers will be advised of the outcome of complaint investigations  
If necessary disciplinary procedures will be instigated  
A register of all complaints will be maintained  
Premier Motor Service will respond to all complaints within 2 business days and resolve within 30 days.

### Research and Consultation

Customers, stakeholders and communities will be involved and consulted in regards to the planning and development of service networks.

Consultation will involve, but not be limited to; information brochures, advertising and public meetings where the public will be invited to make any comments or submissions.

### Marketing

Periodic promotion will be undertaken via the following avenues (avenues to be determined by management) to ensure customers and the community are aware of the services and products offered by Premier Motor Service Pty Ltd:-

- Newspaper advertising
- Television advertising
- Radio advertising
- Website and internet advertising
- Social Media advertising
- Brochure and public signage

### Passenger Training

Premier Motor Service Pty Ltd will provide resources to ensure assistance is provided for passenger training to facilitate bus travel is accessible to all members of the community. Where possible this may involve making staff available to provide training and assistance.

### Responsible Person and Review

The Compliance Manager is responsible for overseeing the Passenger Relations Plan which will be reviewed every 12 months.

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