Customer Service Charter

Introduction

From road to rail to marine, TransLink provides a variety of transportation services to the entire Metro Vancouver area. Combined, our services travel nearly 161 million kilometers each year. We carry an average of more than 1,000,000 customers each day of the year and currently employ more than 6600 staff. Every day we strive to provide service that is safe, reliable, and comfortable and provides value for money.

Customer Service Charter Mission Statement

TransLink, its subsidiaries and contractors are committed to increasing customer satisfaction with the services we provide.

Customer Service Charter Guiding Principles

- We are in the customer service business - we will be courteous and helpful at all times.
- We will be fair and open in resolving our customers' issues.
- We will be flexible and practical in making prompt decisions that affect our customers.
- We will use feedback of all types to enhance our customers' experience.
- We will respond to customer issues promptly by resolving them as often as possible with our front line staff, or at the point of origin, where appropriate.
- We will make decisions based on the best long-term interests of our customers.
- Our customers will help us deliver on these principles by acting appropriately when on board our services and by letting us know how we can improve our services

Treating all customers equally

We are committed to giving a quality service that suits all of our customers. We will not tolerate any discrimination because of gender, age, disability, race, religion, marital status, family status or sexual orientation.

We will make all efforts to accommodate customers with disabilities and meet the needs that are specific to particular groups of customers.

Offering a service that everyone can use

We are committed to helping everyone use our services. As part of this, we:

- have made 100% of our fleet wheelchair accessible
- have made our public offices accessible
- provide online or telephone access for customer information on all of our services, and
- are working with the region's municipalities to increase the number of accessible bus stops

You can get information on our accessible services from our website at: **www.translink.ca/access**

Providing a service you can count on

We do our best to provide a reliable service across the Metro Vancouver region, but sometimes situations beyond our control, such as weather, road conditions or heavy traffic affect how reliable our service can be. However, at least 99% of our services will follow the timetable and will not leave their terminus early (unless there is a good safety or service reason).

Our transit services are popular at peak times - which means sometimes you have to wait to get onboard. While we regularly look at where our services run at capacity, if you get passed by, please let us know. Contact TransLink Customer Relations at: **www.translink.ca/feedback** or by phone at (604) 953-3040.

Keeping you informed

At least twice a year, we will advertise detailed service change information in the newspapers across Metro Vancouver and of course we will put that same information on our website. If possible, we will also explain why we are making the change and tell you how it will affect your service.

We will put system-wide timetables and fares information on our website: **www.translink.ca**

We will make sure correct and up-to-date information is available at 95% or more of the bus stops and other areas of the system that provide schedule information.

Keeping our system clean

We will clean the inside and outside of all our vehicles and public areas in and around our facilities as often as practical.

We will continue to work with Metro Vancouver municipalities and their bus shelter suppliers to keep them clean and in good repair. To report a damaged bus shelter or one with graffiti on it, in Vancouver phone CBS Outdoor at (604) 630-1090. For the rest of Metro Vancouver, phone Pattison Outdoor at (604) 293-1229.

Looking after your safety and comfort

Your safety and our staff's safety are very important to us.

Transit Police work together with Transit Security, system attendants and operators to ensure transit safety and security. We have also fitted many of our vehicles with CCTV cameras.

We will inspect and maintain all our vehicles regularly to make sure that the light, heat and ventilation are working properly.

All TransLink vehicles are smoke-free zones

Keeping lost property safe for you

We will put anything found on our system in our Lost Property Office within 2 working days. You can claim your lost property between 8.30am and 5.00pm, Monday to Friday (except public holidays) from the Lost Property Office, Stadium SkyTrain Station, 590 Beatty Street, Vancouver. You can also contact the Lost Property Office at (604) 953-3334 or **www.translink.ca/lostproperty**

Help us to serve you

All our staff will:

- be polite and helpful to you,
- wear their uniform or clothing that identifies them as an employee, and
- think of your safety and comfort

When onboard any of the transit services we provide, please do not:

- smoke,
- put your feet on seats,
- put bags in the aisles or in front of doors,
- throw rubbish on the floor or leave it on seats,
- drink or eat unless properly wrapped or covered to prevent spillage, or
- vandalize the vehicle.

To help us provide the highest quality service possible, please:

- make sure you have appropriate fare for the type of service you are using and the distance you are traveling
- obey all operational, safety and security rules, and personnel enforcing these rules
- let people off before you get on
- hold the handrails when you stand or move on a vehicle
- act courteously to other passengers (I.e., provide your seat to the elderly and disabled, remove backpacks, watch your language, do not have loud cell phone conversations, keep your headphone volume low)
- Act courteously to all transit staff and operators. Follow their directions regarding operational issues, transit rules and conduct and safety regulations.

Transit Rules and Conduct and Safety Regulations are enforceable by Transit Police. For detailed information, go to: **www.translink.ca/rulesandregs**

Remember it is your transit system too, so please respect it.

Answering your calls

TransLink Customer Information Centre is open from 6:30 am to 11:30 pm, 7 days a week. We aim that our information and customer service staff will answer 90% of phone calls within 60 seconds.

Making and handling suggestions and complaints

We want to hear from you on how we are doing. We need your suggestions and complaints especially to help us do what we say in this charter. If you found our service helpful, or if you have a complaint about our service, we would like you to let us know. You can do this online, by phone or letter.

Online:

www.translink.ca/feedback

Phone:
(604) 953-3040

Letter:
TransLink Customer Relations
13401 - 108th Ave
Surrey, BC V3T 5T4

When making a complaint, please give us as much detail as possible, including:

- the date and time of travel,
- a vehicle number (numbers are located at the front and rear of every Bus and SkyTrain vehicle, inside and outside)
- route number (if complaint is bus related)
- where you were leaving from and going to, and
- a contact phone number, in case we need more information.

We will treat all customer complaints fairly and sensitively and keep them as confidential as possible. When we receive your complaint, we will investigate the complaint fully (when requested) and, in 95% of cases, send you a complete reply within 15 working days. If you are not happy with the reply, contact our Customer Relations Centre. Your complaint will be reviewed and you will be notified of the results within 15 working days.

General Contact Information

In the "Contact Us" section on our website you will find the most commonly asked for contact information for TransLink and its various operational areas - **www.translink.ca/contactus**