

# Customer Charter

GO-AHEAD IRELAND

31 JULY 2018

Go-Ahead Ireland is committed to providing a quality service looking after the needs of our customers by providing a safe, friendly, reliable and punctual service that supports our customers with their travelling requirements.

We appreciate that not everything is always perfect and unfortunately problems do occur, but we believe it is how things are handled when they go wrong that makes the difference for our customers. We wish to get things right and to say sorry when something has let you down and ensure we put things right for the future.

Go-Ahead Ireland's Customer Charter outlines our commitments to providing the best service to you, our customers, in line with our contract with the National Transport Authority (NTA).

## **1. Our commitment to you**

Our aim is to provide customers with a safe, accessible, friendly, reliable and punctual service which can consistently be trusted to meet the travelling needs of our customers.

We wish to provide a service which can be consistently relied upon and promise to offer all reasonable support and assistance to help our customers successfully undertake their journeys.

We will always look at ways to improve upon the service we offer to our customers. Listening to our customers is important and we will act upon suggestions and ensure we keep our customers updated.

## **2. Providing a quality and accessible bus service**

Customers deserve a reliable and punctual service and we will strive to operate 100% of our scheduled daily journeys. We will regularly review our timetables to ensure they are realistic and achievable so that our services can be depended upon by our customers.

All of our buses will depart from the terminus no later than five minutes after the scheduled departure time and will never depart early unless for safety reasons.

On occasions our services may be disrupted due to situations beyond our control, such as unplanned roadworks, diversions and severe weather. In these situations, we will ensure that information about our services and any potential impacts are made available in a timely manner via our website and social media to assist customers in planning their journeys.

All our vehicles are low floor and accessible and our drivers are trained to offer all necessary support to any customers that need assistance. Our services will be fully accessible, and we are happy to support and work with customers who need additional assistance. We want all our customers to have confidence in us and to successfully use our services.

### **3. Equality, Diversity and Inclusion**

Go-Ahead Ireland strongly believes in supporting diversity and ensuring our customers are treated equally. We are an equal opportunities employer and fully committed to improving and furthering opportunities for all our customers and colleagues, irrespective of gender, sexual orientation, race, colour, nationality, ethnic or national origin, marital status, family status, disability, religion, age or membership of the Traveller community.

We will not accept any discrimination by customers or colleagues and as such we are committed to the principle that our customers and colleagues should be able to travel and work in an environment which is free from intimidation and harassment.

### **4. Customers Safety and Security**

Providing our customers with a safe and secure travelling experience is one of our primary concerns.

All our vehicles are fitted with a CCTV system for the purposes of crime prevention, detection and for the safety and security of our customers and colleagues.

Our drivers are trained to provide customers with a safe and comfortable journey on all occasions. Drivers hold a Certificate of Professional Competence and receive ongoing professional development to keep their skills relevant. Our training meets the standards set out by the Road Safety Authority and we regularly review and consider best practice to update our courses to ensure they meet the latest standards.

### **5. Lost property**

Losing something can be distressing and inconvenient and we appreciate the disruptive impact this can have on your day. We will always try and assist customers in reuniting them with items of lost property as quickly as possible.

Any lost items are held by Go-Ahead Ireland for a maximum of 2 business days at our depot at Ballymount Road Lower, Dublin 12, D12 X201. Any unclaimed items beyond the 2 days will be transferred to the Dublin Bus Lost Property Office, Earl Place, Dublin, D01 P7K8 for collection.

Customers should note that any lost property returned shall be done so at a maximum charge of €2.00.

### **6. Keeping customers informed**

We believe it is important to keep our customers informed to help provide the best possible experience.

Our services will have real time information available on the Transport for Ireland app and Go-Ahead Ireland's website, [www.goaheadireland.ie](http://www.goaheadireland.ie), and where available on the real time information boards at the roadside. Additionally, timetables will be available from our website and information about our services will be displayed at each bus stop.

In periods of disruption we will use our twitter account to keep customers updated about the status of our services.

On board the bus, the next stop will be announced in both Irish and English to help reassure customers about their location.

When any planned changes are made to a timetable, we will ensure that it is communicated to our customers at least 10 business days in advance of the change.

All details regarding fares are published on our website, and any changes to fares will be communicated on our website at least 10 working days in advance of the change.

## **7. Ways to pay**

Our services operate on an exact fare basis and you can either pay with cash, use a Leap Card or another valid pass such as those issued for the Free Travel Scheme.

If paying by cash you should tell the driver where you are going, and have the exact fare ready in coins as we do not accept notes. The driver will issue you a paper ticket to receipt your payment, you must hold onto this ticket for the duration of your journey for proof of payment for inspectors.

If you overpay for your journey we will not be able to reimburse you for the overpayment so please make sure you have the exact fare ready. Any overpayments will be paid to the National Transport Authority, who will put the money towards a charitable cause.

The Leap card provides excellent savings for customers compared to cash fares, removing the need for cash and improving convenience and ease of use. For further information on how and where to purchase tickets, including on-line purchases and top up of Leap Cards please check out our website.

Our services will accept those eligible for the Free Travel Scheme on production of a valid pass. All customers must carry their pass with them at all times while travelling on our services.

If you are not in possession of a valid ticket for the journey you are undertaking you will be liable to be issued with a Standard Fare Notice (SFN) of €100. However, if your fine is paid within 21 days of issue we will accept a reduced payment of €50. A SFN may also be issued for other reasons in accordance with the National Transport Authority byelaws including but not limited to,

- Any ticket which has been forged, altered, defaced, mutilated or destroyed
- You have not paid the correct fare in consideration of your age or length of journey
- You are unable to present the correct photographic identity required to validate your ticket

If you fail to pay the SFN you may face legal proceedings.

## **8. Environmental Standards**

Our services provide important community links and help provide transport solutions which can also reduce or remove customer use of private cars. 90% of our fleet meets the latest European standards (Euro 6) reducing harmful emissions and improving air quality.

We will work closely with the NTA and vehicle manufacturers to identify, evaluate and trial alternative fuelling technologies that will further help to reduce emissions, improve air quality and contribute to the delivery of a sustainable transport network for Dublin.

Additionally, our depot premises are designed to reduce our environmental impact with a range of measures in place to reduce the use of gas and electricity. We educate all colleagues within the organisation in ways to conserve energy and reduce our environmental impact. We are also actively working to reduce and eliminate plastic waste within the organisation by looking at biodegradable solutions and liaising with suppliers to provide us with sustainable alternatives to plastic.

## 9. Comments and Complaints

If you experience any problems with any of our services you should initially contact Go-Ahead Ireland in the first instance and we will work with you to resolve your problem. If you wish to contact us you can do so in several ways as set out below. We actively wish to listen to our customers to help identify ways to improve our service.

Our Customer Service Centre is open during the following times.

- 0700 – 1900 Monday to Friday (excluding Public Holidays)
- 0800 – 1800 Saturday, Sunday and Public Holidays (except Christmas Day)

The Customer Service team will be happy to provide support on any element of the service we provide and will do everything they can to help resolve your query.

If you experience a problem with our service it would greatly assist our investigation if you are able to supply as many details as possible about your journey, including but not limited to,

- The time and date of travel
- The registration number of the bus
- The bus stop number where you boarded the bus
- If you purchased a paper ticket, a copy of the ticket
- Your contact details

Customers can be assured that we will deal with any correspondence in a confidential manner. We will acknowledge all comments and complaints that are sent via email within 1 business day, by letter within 3 business days and all posts to twitter shall be acknowledged within 1 hour during the opening hours of the Customer Service Centre. Following on from this, you can expect a substantive response within 5 business days of receipt of your comment. If this is not possible we will update you about our investigation and respond to you within 15 business days of receiving your original complaint. If we receive correspondence in Irish, we will respond in Irish.

We will ensure that 99% of calls to the Customer Service Centre are answered by a holding message within 10 seconds, and that 90% of all calls are answered within 60 seconds by a member of our Customer Service team.

We do hope that you will be fully satisfied with our response; however, should you find yourself in a situation where you feel we have not responded to you correctly, you can refer your complaint to the National Transport Authority at the following email address. [info@nationaltransport.ie](mailto:info@nationaltransport.ie)

## Contact Information

Phone	1850 80 40 71
Postal Address	Customer Service Centre, Ballymount Road Lower, Dublin 12, D12 X201
Email:	<a href="mailto:customercomment@goaheadireland.ie">customercomment@goaheadireland.ie</a>
Twitter:	<a href="https://twitter.com/goaheadireland">@goaheadireland</a>

## **10. Customer Rights under EC Regulation 181/2011**

Our services are covered by EC Regulation 181/2011 outlining a range of rights for Customers, a summary of those which are applicable are listed below. Where standards already exceed the basic rights, they have already been outlined in the Charter above.

- Go-Ahead Ireland shall not refuse travel, or apply an additional cost, to a person on the grounds of disability or reduced mobility unless vehicle loading constraints are exceeded or the stop makes it physically impossible to safely board and alight
- Any loss or damage caused by the negligence of Go-Ahead Ireland to wheelchairs or other mobility equipment and assistive devices shall be adequately compensated
- Customers shall be provided with relevant information throughout their journey. Where feasible we will endeavour to provide information in accessible formats on request
- Within 1 month of receiving a complaint, if submitted by the customer within 3 months of the issue encountered, GAI shall inform the customer if the complaint has been substantiated, rejected or is still being considered. The time taken to provide the final reply shall not be longer than 3 months from the receipt of the complaint