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## Our Passenger Charter: We will...

### do our best to be on time.

We want to get you where you need to be - when you need to be there. It's our goal to be on time, and you're always welcome to see how we're doing - just visit <<your company website>>. If there are delays, we will provide information about them.

### always take your safety seriously.

This means continuing to keep our stations and terminals well lit and our vehicles well maintained. If something does happen, it means getting you the help you need from our trained, professional staff. All in all, it means doing whatever we can to ensure that you get home safely.

### keep you in the know.

Whether it's information that can help you plan your journey, late-breaking news that impacts your trip with us, or an announcement you need to hear; we will be clear and consistent in our communications.

### see that you have a comfortable trip.

We want your trip to be as easy as possible. Your fare will gain you admission to a modern, well-equipped vehicle, giving you well-deserved time to yourself. Your comfort is important to us.

### help you quickly and courteously.

Customer assistance is part of everyone's job at <<your company name>>. If you have a problem, we'll do our very best to resolve it on the spot. If you have questions prior to, or during your trip, we'll answer them for you. In other words, whenever you need help, just ask.

### be welcoming and accessible to all.

<<Your Company>> is at your service. Our vehicles, stops, stations and terminals are accommodating to all passengers. Our signage is clear, and service is available in several languages. All our employees are ready to make your experience a positive one.

### do our best to be a good neighbour.

The area we serve is our home too. <<Your Company>> will strive to be sustainable and smart. We will maintain good relations with our communities and be a good corporate citizen.

### listen and continue to improve.

Looking to the future, two things are certain – we will need to grow to meet increasing demand, and we will adapt to meet your changing needs. If you have ideas, we want to hear them. And as our system grows and changes we think you deserve to know. Together, we can all enjoy the ride.

See what we are doing to make your trip better... visit us at <<Transit Company Website>>