



a world class African city



City of Johannesburg
Metrobus

Transportation House
1 Raikes Road
Braamfontein 2001

PO Box 1787
Johannesburg
South Africa
2000

Tel +27(0) 11 403 4300
Fax +27(0) 11 403 4349

www.mbus.co.za

*To: All media
Monday, 22 May 2017*

Joburg Metrobus improves interaction with commuters

Johannesburg Metrobus is improving the interaction with its commuters as part of improving the customer services.

The City of Johannesburg bus entity has launched the customer care email: customer@mbus.co.za; Customer Care Line (011) 403-0019 and Customer Care Centre at Ghandi Square., The aim is to improve both the efficiency and responsiveness of the Metrobus to commuters.

Commuters can plan their trips using printed timetables and maps, or electronic resources such as website and Vaya Moja App. Metrobus is playing a big role in transporting commuters within the City of Johannesburg on daily basis.

We offer affordable, safe and reliable public transport services through regulated fares, which means you can budget for your transport needs ahead of time, with no unforeseen extra costs. It is much better than using your car - save on high fuel cost.

We have reduced the number of the breakdowns of buses and our buses are in a good condition and are punctual. We urge the commuters to utilize these platforms to interact with us and lodge complaints if they are not happy with the services that they receive during their trips. They can do so and remain anonymous to protect their identity.

Johannesburg Metrobus is providing continuous training for all its bus operators to enhance customer service, etiquette and to meet road safety standards.

"The training seeks to highlight the importance of passengers as customers, to improve customer service, to improve excellent service in the public transport sector, and to address issues relating to passenger-driver relations", says Sabata Makoele, the acting Managing Director of the Johannesburg Metrobus.

To emphasize the importance Metrobus places upon maintaining a high standard of service, the company offers customer training to every employee who has direct interaction with commuters.

"At every point of customer contact, our employees must recognize customer service as a priority. This means ticketing agents, bus drivers and Call Centre operators

must all time maintain a friendly and considerate demeanour toward commuters when addressing their needs", emphasizes Makoele.

We are committed to providing a quality service to all our commuters as well accommodating diversity and disability.

We also want to apologise about the offline of the point system to buy the tickets at Rosebank, Eldorado Park and Cresta. Our technicians are attending to the problem and the matter will be resolved. The commuters can still access the tickets at Ghandi Square and Roodepoort Bus Depot. Trip tickets are also issued when the commuters pay with cash inside the bus.

For more information, the commuters can visit our website on: www.mbus.co.za, send us emails on: customer@mbus.co.za or call the Customer Care Line at (011) 403-0019 between 07:30 and 19h00.

ENDS

Issued by Johannesburg Metrobus

For more information, please contact:

Nkosinathi Nkabinde

Communication Specialist

Group Communications and Marketing

Cell: 083 408 7787

Tel: (011) 403-4300/4301

Email: nkosinathin@joburg.org.za or nnkabinde@mbus.co.za