

Customer Information

Name Kevin Kantono
Phone
Email [REDACTED]@[REDACTED]
Address

Case Classification Details

Status		Status Reason	Closed
Case Descriptor		Service Area	
Service Code	8240	Assets and Service	
Default Team		Topic	
Default BU		Call Type	
Priority	Routine	Parent Case	
Case Closed Date	19/12/2017		

Description

Customer would like to feedback about the policy of NZ bus about passenger smoking in the bus.

He caught this NZ bus with vehicle # NB4322 from Vermont Street to the city. He said that there was one passenger who was smoking in the bus and one passenger approached the driver to inform and then thats only when the driver asked the passenger to get off the bus.

The passenger did not get off the bus until all passengers got off the bus.

Customer would like NZ bus to think of more effective ways and policies in dealing with scenarios like this particular policies that NZ bus drivers can carry out or deliver. He thinks that asking customer to get off the bus is not enough precautions.

He would like to receive a response about this complain.

Case Details

Channel	Phone	Assignee	NZ Bus
Created On	18/12/2017 5:02 p.m.		

Notes

Created On	Created By	Note Text
19/12/2017 8:07 p.m.		
19/12/2017 8:07 p.m.		Spoken to the customer and emailed him as well