

RESPONSE INFORMATION

423239

Response

RESPONSE DETAILS

Description *

Thank you for contacting us in relation to the near miss incident you observed on 17 September. We apologize for any distress this may have caused. We have identified the driver involved and our local Operations Manager will be speaking with the driver concerning this incident. Additionally, the operations team may recover the CCTV footage from the bus so that the actions of the driver can be assessed. If the driver is found to have been driving recklessly or carelessly this may lead to disciplinary action. We apologize for this event and expect our drivers to behave professionally at all times.

Thank you for taking the time to contact us in relation to this incident and we hope your next trip will be far more enjoyable.

Kind regards,

Proposed By (User)

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Modified By (Contact)

[Redacted]

REFERRED TO

Operator/Team

Transurban

Date & Time Referred

17/09/2018 19:52

Date & Time Due

25/09/2018 08:00

Date & Time Proposed

19/09/2018 13:43

APPROVAL / REJECTION DETAILS

Status *

Superseded

Rejection Reason *

Other

Date & Time Approval / Rejection

20/09/2018 13:47

Approved/Rejected By

[Redacted]