



GOVERNMENT OF GIBRALTAR
Ministry of Enterprise, Development, Technology and Transport
Suite 771
Europort
Gibraltar

PRESS RELEASE

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GOVERNMENT TO UNDERTAKE CUSTOMER SATISFACTION SURVEY ON NEW BUS ROUTES

When the new bus routes were launched on the 28th May 2011, the Government stated that these routes were being introduced for a trial period of three months. During this time the Government committed itself to assess the success of the new route and monitor any feedback from the public.

The Government, in conjunction with the Gibraltar Bus Company Limited and Calypso Travel Limited, will be conducting a customer satisfaction survey from Monday 15th August 2011 to Friday 19th August 2011.

The survey will be conducted on all bus routes and will be carried out both at the bus stops and on board the buses by accredited agents.

Persons who may not be surveyed but wish to submit suggestions, may do so by either writing to the Ministry of Enterprise, Development, Technology and Transport, Suite 771, Europort, Gibraltar for the attention of Mr Paul Martinez or alternatively by e-mail at paul.martinez@gibraltar.gov.gi by no later than noon on Monday 22nd August 2011.

Any person or organisation that has, since the introduction of the new routes, already written in to either the Government or any of the bus companies do not need to resend their comments as their submissions will also form part of the survey.

Commenting on the launch of this survey, Minister Holliday said, "this survey forms part of the Government's commitment to consult bus users on the new routes introduced on 28th May 2011. This survey will be used to determine the level of service that is currently being offered and consider how the new routes can be further improved. The information gathered will be considered and the appropriate improvements will be made".