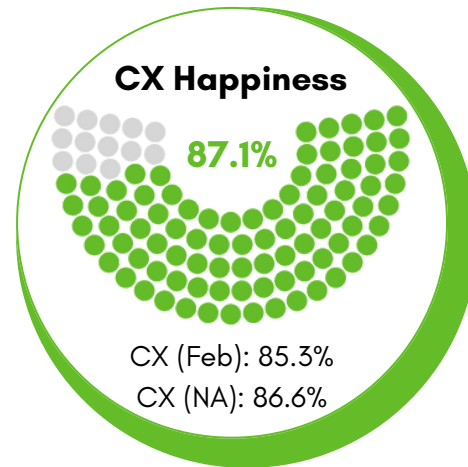


“Together  
**WE**  
Thrive”  
As a Team



“Alone we can do so little;  
together we can do so much.”

– Helen Keller

Service Diagnostics : March 2025 (February Statistics)			
	Very Happy/Happy 90.9% (n=30)	Neutral 3.03% (n=1)	Very Unhappy /Unhappy 6.06% (n=2)
Communication	60%	0	0
Drop-off	43%	0	0
Alternative Transport	37%	0	0
Customer Service	83%	0	0
Pick-up	37%	100%	0
Finish By Promised Time	90%	0	0
Service And Repair Quality	60%	0	50%
Vehicle Condition At Collection	63%	0	0
Booking Experience	57%	100%	0
Other	7%	0	50%

“When it is clear that someone is not delivering in their role, we do something about it.”

We used this action item to reenforce with Managers the importance of not walking past bad behaviour and privately speaking one on one to correct behaviour. Nevertheless, this is something we are struggling to improve. Often the issues are relatively minor and irritating. Such as a coworker taking too many breaks or not being tidy enough. When we speak with a relevant person, we don't communicate that to the whole team, for obvious reasons. However, the complainant doesn't see that, and thinks we haven't done anything, especially if the behaviour doesn't really change, and it doesn't warrant dismissal.

**COMMITTED TO THE EMPLOYEE ENGAGEMENT SURVEY**

# BRT Service Team – 2025 Vision

“Together  
**WE**  
Thrive”  
As a Team

**We Love Locals**

