



South Coast
British Columbia
REGIONAL
TRANSPORTATION
COMMISSION
ORDER NUMBER: 10-02

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IN THE MATTER OF
Statutes of British Columbia Chapter 30
South Coast British Columbia Regional Transportation Authority Act, Section 225
And the **Customer Complaints Process of the Authority** (TransLink)

BEFORE: Martin Crilly, Regional Transportation Commissioner on July 28, 2010.

A P P R O V A L

WHEREAS:

- A. The Act requires TransLink to obtain the Commissioner's approval of its process for dealing with customer complaints, and of subsequent amendments;
- B. On December 18, 2008, the Commissioner issued Order 08-02 giving conditional approval of the process;
- C. On May 1, 2010 TransLink submitted extensive material containing both (a) a description of its complaints handling process with amendments since 2008 and (b) a response addressing the shortcomings identified in 2008;
- D. After examining this material the Commission is satisfied that TransLink and its major operating subsidiaries and contractors are:
 - Regularly reporting the number and nature of complaints;
 - Identifying patterns and trends in customer complaints;
 - Reporting them to the TransLink board and subsidiary boards as appropriate, including quarterly reporting to the boards;
 - Providing a summary in the 2009 annual report as required by the SCBCTA Act;
 - Identifying proposals for corrective actions to address frequent and /or significantly increasing causes of complaint, consistent with TransLink's goals;

NOW THEREFORE the Commissioner orders as follows:

1. the Commissioner removes the condition placed in 2008 and gives unconditional approval to TransLink's Customer Complaint Handling Process as described in its submission of May 1 2010; and
2. future amendments to the complaints process will require prior approval only if they are of a major kind, as defined in Section 5 of the Review appended to Order 08-02.

DATED in Comox, in the Province of British Columbia, this 28th day of July 2010.

BY ORDER

A handwritten signature in black ink, appearing to read 'M Crilly', written over a horizontal line.

Martin Crilly
Regional Transportation Commissioner