

Handling Disruption

In a perfect world we would want all of our journeys to run on time. Unfortunately, customers will be delayed on our services from time to time due to circumstances that are both inside and outside of our control.

In spite of delays, customers can still have a good impression of us and their experience.

5 star review left on trustpilot

"Very friendly driver who kept us informed on an unexpected delay due to a broken down bus. Excellent service"

You, our driver, becomes pivotal in ensuring the customer has the best possible experience, despite delays to their journey. Using the framework below will help you when faced with a delay:

- Use of the public address system (PA), *This should only be used when you are able to apply the handbrake in stationary traffic.*
- Acknowledge as quickly as you can that you know something has gone wrong.
- Establish where people can regularly seek updated information such as coachtracker.nationalexpress.com or let them know you will try to find out more from our Network Control Centre.
- Quickly get hold of accurate information and share it transparently. If you don't have any information, please also acknowledge that and you are attempting to find out further updates.
- Follow-up is critical. A single, quick statement within two minutes isn't meaningful unless you follow-up regularly with updates, displaying your commitment to the cause

The following tools and approaches will also ensure you can get accurate information or customers can self-serve for information relating to their journey:

- Build rapport with customers at the start of the journey by introducing yourself and give advanced notice of known disruption along the way. Being proactive and honest with customers shows that we are empathetic and care about their journey. *Imagine being stuck in traffic getting delayed and not knowing what's going on*
- Use the NCC to proactively manage the experience at points along the journey (i.e prime coach stations to assist onward travel)
- FRANCIS cards. Make sure you have a supply of these; hand them out where needed and relay the incident number to the customers. If time is tight, use the PA (when safe to do so) to tell customers the reference number
- In some situations customers can help gather information for you by using apps such as Google maps to inform of length of delay or nature of delay
- Advising customers that NX social media feed and website will also have updates of disruption