
FW: Compliment / Free Fare Yesterday / CSR-2025-023939

From Cordner, Julie <JCordner@BCTransit.Com>

Date Thu 6/5/2025 9:36 AM

To Wren, Elise <EWren@BCTransit.Com>

FYI

In case you want something positive to pass on to the transit commission. Customers really appreciate the free fare days and reach out to say thank you.

Julie

Julie Cordner

*Manager, Customer Service Excellence,
Victoria Regional Transit System*

BC Transit

520 Gorge Road East | Victoria, BC V8T 2W6

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We acknowledge with respect that BC Transit delivers our mission on the ancestral territories of Indigenous Peoples across British Columbia, and their historical relationships with the land continue to this day.

From: Palmer, Anne <APalmer@BCTransit.Com>

Sent: Thursday, June 5, 2025 9:12 AM

To: Cordner, Julie <JCordner@BCTransit.Com>; Pavlis, Matt <MPavlis@BCTransit.Com>

Subject: Compliment / Free Fare Yesterday / CSR-2025-023939

Good morning,

One of our regular route 6 customers called into BusLine this morning asking that this compliment be passed along to all those involved:

Incident Details - CSR-2025-023939

Customer Relations/Compliment/Special Events

BCT Accident / Security File #

Status Open

Reported Date/Time 2025-06-05 9:00:00 AM

Occurred From Date/Time 2025-06-04 12:00:00 PM

Occurred To Date/Time

Site Rollup VICTORIA (990)

Business Unit Rollup 6

Summary Free Fare for Clean Air Day –

Customer states:

Please thank BC Transit for the free ride yesterday. It was great! I was on the number 6 and many people said a loud thank you to the driver. I'm sure many people appreciated it.

Thank you,

Anne Palmer

Customer Relations Agent

BC Transit

520 Gorge Road East, PO Box 9861 Victoria, BC V8W 9T5

Victoria BusLine: 250-382-6161 | transitinfo@bctransit.com | bctransit.com

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