

## Our Promise

First in Manchester set high standards in public transport with our comprehensive bus network which links many centres and destinations across Greater Manchester.

We aim to offer you the best service we can on every journey every day. To show how important you are to us we make the following promises to you, our customers:

- We will continue to build upon and improve our network of services to meet your changing travel needs.
- Our Overground services will operate every 10 minutes or better Monday - Saturday daytime.
- We will aim to provide safe, comfortable journeys on clean, well-maintained vehicles.
- We will provide helpful, friendly driving staff that will look after the needs of our passengers.
- We will aim to operate all journeys as scheduled and will endeavour to reduce the impact of delays out of our control.
- Timetables and journey information for every service we operate will be available from GMPTE Travelshops, online at [www.firstgroup.com](http://www.firstgroup.com) and from our Careline.
- We will offer easy to purchase, simple to use tickets which offer value for money for regular bus users.
- We will constantly seek and encourage your feedback, listen to your needs and use this information to help improve our services wherever possible.
- We will respond to comments within 10 working days of receipt and keep you up to date with progress made.
- We will provide you with a high level of customer service at all times.
- We appreciate all our customers and will always treat you with respect, just as you treat us with respect.

