

**LAST UPDATED: 17 December 2019, version 1.4**

**FOR REVIEW: DECEMBER 2020**

Customer service is an integral part of the Transdev NSW business; as part of our commitment to customers, we have developed this Passenger Relations Plan.

This plan aligns with the Transport for NSW (TfNSW) focus of 'putting the customer at the centre of everything we do'.

This plan looks at the following areas that affect Transdev NSW's customers:

- **Information and Feedback**
  - Arrangements for collaboration with Transport Info ([transportnsw.info](http://transportnsw.info))
  - Customer Enquiries
  - Complaints Handling
  
- **Incident Management**
  - Lost Children
  - Lost Property
  - Other Emergencies
  
- **Customer Research and Consultation**
  - Service Evaluation
  - Service Review and Development
  
- **Marketing**
  - Promotion of Bus Services
  - Distribution of Information
  - Media
  
- **Transport for NSW Customer Commitment**
  - Customer Experience Charter
  
- **Passenger Training / Assistance**
  - Individualised Assistance

**References:**

This plan has been developed in accordance with quality management organisation's standards and best practices:

- AS 4269: voluntary standard, developed by Standards Australia, for complaints handling;
- ISO 10002: International standard providing guidance for the design and implementation of an effective and efficient complaints-handling process.

## Information and Feedback

### Objective

To provide high quality customer focused passenger transport services that are convenient, desirable and meets the needs of our customers. All passengers will be respected and staff will be polite, friendly and informative. Transdev endeavours to respond to customer enquiries and feedback in a timely manner.

### Arrangements for collaboration with Transport Info ([transportnsw.info](http://transportnsw.info))

Initiatives	Performance Measures
Transdev NSW will: <ul style="list-style-type: none"> <li>support an integrated information service;</li> <li>identify and notify TfNSW in writing of any difficulties involving Transdev NSW;</li> <li>provide to TfNSW and Transport Info information on plans for changes in transport services; and</li> <li>advise TfNSW of any unsatisfactory performance by Transdev NSW.</li> <li>inform passengers of any service disruptions and emergency situations in a timely manner</li> <li>provide customers with information that is concise and up to date in a readily available electronic or printed form</li> </ul>	<ul style="list-style-type: none"> <li>Accurate information is provided to Transport Info (<a href="http://transportnsw.info">transportnsw.info</a>) and reliable information is conveyed to the public.</li> <li>Transport for NSW Customer Satisfaction Survey annual results</li> </ul>

### Customer Enquiries

Initiatives	Performance Measures
<b>Transport Info</b> ( <a href="http://transportnsw.info">transportnsw.info</a> )	<ul style="list-style-type: none"> <li>Customers rate passenger information under a bi-annual customer satisfaction surveys</li> <li>Feedback forms</li> <li>Customer complaints on the handling Customer Enquiries handling</li> </ul>
<b>Customer Experience Ambassadors (CEA's)</b>	
<b>Transdev NSW Customer Experience Team</b>	
<b>Transdev NSW Website</b> <a href="http://www.transdevnsw.com.au">www.transdevnsw.com.au</a>	

	<ul style="list-style-type: none"> <li>• download timetables;</li> <li>• access route descriptions for school and route bus services.</li> </ul>	
	<ul style="list-style-type: none"> <li>• for enquiries regarding fares, please call 131 500</li> </ul>	

## Complaints Handling

	Initiatives	Performance Measures
<b>Processes</b>	<p>Complaints can be received via Transport Info's contact channel 131 500, which are then referred for action by Transdev NSW's Customer Experience Team.</p> <p>Our commitment is to provide all customer complaints with an acknowledgment within 2 business days (if the customer requests to be contacted back); and a resolution provided for 70% of complaints within 2 business days and 100% of complaints resolved within 30 business days.</p> <p>The Transdev NSW Customer Experience Team operates from 08:00 until 17:00 Monday to Friday (excluding public holidays). Where possible, the most senior member of staff on duty will deal with the complaint. However, all Transdev NSW staff will be appropriately trained and expected to deal with telephone and personal contact queries from customers whenever they are on duty.</p> <p>Transdev NSW has developed Work Procedures, which will be available for training and for staff referral when dealing with Customer Complaints and Feedback. These procedures clearly indicate time frames, consistent with Transdev NSW's commitment.</p> <p>Any disciplinary action, determined as a result of an investigation finding the complaint was due to a Transdev NSW employee, will be taken in accordance with the Transdev NSW 'Code of Conduct' and disciplinary procedures.</p>	<ul style="list-style-type: none"> <li>• Key Performance Indicators (KPI) scores regarding Complaint Response and Resolution</li> <li>• Volume of complaints received and breakdown per representative categories</li> <li>• Ratio of complaints received per 100,000 boardings</li> </ul>

	<p>Transdev NSW maintains a register of all customer complaints whether received through email, website, letter or telephone contact to Transport Info (<a href="http://transportnsw.info">transportnsw.info</a>) or Transdev directly. A thorough analysis of this register occurs monthly. All direct enquiries will be uploaded to 131 500.</p>	
--	--	--

## Incident Management

### Objective

To handle any incidents effectively and with care;  
 To have processes in place that minimise the impact of incidents on customers.

### Lost Children

Initiative	Performance Measures
<p>In the event of a lost child (e.g.: a child remaining on the vehicle when all other students have alighted from the bus) the driver immediately contacts the Operational Control Centre (OCC) by 2-way radio notifying that there is a child on the wrong bus/failed to alight. Driver is to await instructions from OCC.</p>	<ul style="list-style-type: none"> <li>• Successful return of lost child</li> </ul>
<p>Driver to reassure child and driver is to remain with the child until a parent or police has received custody of the child.</p>	
<p>The OCC will assist the driver in obtaining the child's details if possible (name, address, phone number, school etc).</p>	
<p>The OCC will telephone the school involved and if school cannot be contacted, the OCC will contact the parent/guardian if information can be obtained.</p>	
<p>After key information is gathered, the OCC will then consider which of the below actions would be the most appropriate and safe in the circumstance:</p> <ol style="list-style-type: none"> <li>1. Return the child to their school and leave the child with a responsible teacher</li> <li>2. If point 1 is not possible, have the child remain on the bus and contact the local police. Under no circumstances is a child to be left unattended at a bus stop.</li> </ol>	

## Lost Property

Initiative	Performance Measures
Drivers return any lost items to the depot. If the owner of a lost item can be identified, Transdev NSW will contact the person and arrange for the return of the item.	<ul style="list-style-type: none"> <li>No. of lost property items returned to the owner</li> <li>No. of complaints concerning Transdev NSW's handling of lost property</li> <li>No. of complaints resolved to the satisfaction of the customer</li> </ul>
In all other cases lost property is kept at the Bankstown or Mt Kuring-gai depot for six (6) weeks. If the owner has not redeemed the item within this timeframe, the lost property is disposed of, or given to charity.	
Transdev NSW will not make a profit on the return of lost property and will ensure that adequate identification is made at the time of lost property being collected. A fee may be charged where the owner requests an item to be couriered to them or a pre-paid post pack may be requested to be sent to return the item.	
We propose that all proceeds from any disposal of unclaimed lost property will be donated to a charitable institution.	
Customers should contact the Bankstown Customer Experience Team at the Bankstown depot (for all Transdev NSW Bus services) to locate a missing item. Alternatively, a passenger can contact Transport Info ( <a href="http://transportnsw.info">transportnsw.info</a> ) to locate lost property. Transport Info ( <a href="http://transportnsw.info">transportnsw.info</a> ) staff should direct the enquiry to Transdev NSW Customer Experience Team.	

## Other Emergencies

Initiative	Performance Measures
Emergencies will be dealt with in accordance with the Emergency and Crisis Management Plan and Response document.	<ul style="list-style-type: none"> <li>Adherence to document</li> </ul>

## Customer Research and Consultation

### Objective

To involve communities and stakeholders in planning and development of all aspects of our services to be able to provide effective services (based on identified need as well as operational considerations) to the communities we service.

### Service Evaluation

Initiatives	Performance Measures
At the beginning of term when feedback on school services have been received, Transdev NSW will visit schools which require further service evaluation. Transdev is committed to working closely with schools and TfNSW to ensure student passenger safety is paramount.	<ul style="list-style-type: none"> <li>Feedback received from schools</li> </ul>

<p>A bi-annual independent customer satisfaction survey is conducted by TfNSW (or its contractor) to rate Transdev NSW's performance in a number of areas, including:</p> <ul style="list-style-type: none"> <li>• Staff helpfulness and courtesy;</li> <li>• Vehicle cleanliness;</li> <li>• Provision of information;</li> <li>• Personal security;</li> <li>• Service provision;</li> <li>• Ticket machine availability and reliability of performance;</li> <li>• Overcrowding.</li> </ul>	<ul style="list-style-type: none"> <li>• Surveys conducted</li> <li>• Availability of feedback forms</li> <li>• Number of complaints that have resulted in changes</li> <li>• Media reports</li> <li>• Website hits</li> </ul>
<p>A Meet the Managers Program is run, whereby Managers visit key customer areas to respond to queries and hear feedback.</p>	<ul style="list-style-type: none"> <li>• No. of Meet the Managers visits</li> </ul>
<p>The Customer Information Ambassadors (CEAs) are available to hear feedback on the quality of services.</p>	<ul style="list-style-type: none"> <li>• No. of complaints recorded</li> </ul>
<p>Feedback forms stocked with drivers to give customers who have complaints / compliments.</p>	<ul style="list-style-type: none"> <li>• Stock of timetables</li> </ul>
<p>Record and maintain database of all formal complaints. Review these on a monthly basis.</p>	<ul style="list-style-type: none"> <li>• No. of complaints</li> </ul>
<p>Promote where community feedback has resulted in positive changes.</p>	
<p>Ticket information and patronage count to use in comparison with pre-implementation figures.</p>	
<p>Monitor media coverage.</p>	
<p>Monitor website hits, and in particular, timetable searches.</p>	
<p>Note the demand for new timetables:</p> <ul style="list-style-type: none"> <li>• How long did stock last?</li> <li>• Which areas were most frequently requested?</li> <li>• Which avenue was most used to request timetables? (drivers, depots, website?)</li> </ul>	

## Service Review and Development

Initiatives	Performance Measures
<p>School Services: Annually in October schools are sent a survey regarding:</p> <ul style="list-style-type: none"> <li>• Changes to current year student number forecasts</li> <li>• Changes to bell times</li> <li>• Demographic changes</li> <li>• Any other relevant information</li> </ul> <p>New school establishments will also be considered from a network planning perspective. Beginning of school term:</p> <ul style="list-style-type: none"> <li>• Drivers to report any full standing loads or unsafe services</li> <li>• Staff provided to interchanges/school and known pinch points to manage and direct students to the full complement of buses available</li> <li>• Additional services or change to services are requested through TfNSW as required.</li> </ul> <p>Ongoing:</p> <ul style="list-style-type: none"> <li>• Encouraging OPAL card tap-ons to be able to understand our SSTS bus boarding's.</li> <li>• Inspectors allocated to schools to assist in encouragement of OPAL usage.</li> </ul>	<ul style="list-style-type: none"> <li>• Scores from bi-annual satisfaction surveys</li> <li>• Feedback from schools that we provide dedicated school services for</li> <li>• Feedback from customers</li> <li>• No. of complaints about particular routes</li> <li>• Opal tap on data and driver count of passengers to review route utilisation</li> <li>• Reports from OCC of any overcrowded, full capacity or unsafe capacity loading</li> </ul>
<p>Service Integration:</p> <ul style="list-style-type: none"> <li>• Improve connectivity with other transport providers and modes to provide a seamless transfer arrangement where practical. Effective communication with service providers such as railways and other bus operators servicing common facilities or adjoining regions.</li> </ul>	
<p>Surveys:</p> <ul style="list-style-type: none"> <li>• Customers;</li> <li>• Potential bus users;</li> <li>• Mystery shoppers surveys on services.</li> <li>• CRM – Customers surveys sent via - feedback</li> </ul>	
<p>Invitation for comment:</p> <ul style="list-style-type: none"> <li>• Newspaper advertisements;</li> <li>• Media coverage;</li> <li>• Feedback forms (stocked with CEAS, drivers, at depots, Meet the Manager days, letterboxed dropped [when necessary] and on the website);</li> <li>• Material on buses and at community facilities;</li> <li>• Letters to Councils, MPs and community groups;</li> </ul>	
<p>Analysis of records of complaints / compliments / suggestions.</p>	
<p>Route cause analysis of top complaint categories and routes with high level of complaints. Targeted action plans once data has been analysed.</p>	

<p>Service Planning Forum (meetings of customers and stakeholders, when required), with:</p> <ul style="list-style-type: none"> <li>• TfNSW</li> <li>• Councillors, Council staff and MP(s);</li> <li>• Trip attractors and Points of Interest (eg: shopping centres, retirement villages, TAFE, tourist attractions);</li> <li>• Community groups (eg: Community Transport, transport advocacy groups, youth forums);</li> <li>• Form working groups to consult throughout the development of services.</li> </ul>	
---	--

## Marketing

### Promotion of Bus Services

Initiatives	Performance Measures
<ul style="list-style-type: none"> <li>• Web presence;</li> <li>• External advertising on buses;</li> <li>• Participation in cooperative events promoting bus use;</li> <li>• Targeted marketing initiatives.</li> </ul>	<ul style="list-style-type: none"> <li>• Uptake of new services.</li> </ul>
<ul style="list-style-type: none"> <li>• Inclusive Transport: increased usage of public transport options by target groups. Work with stakeholders to deliver transport solutions that encourage increased travel on public transport services by older people, persons with mobility challenges and culturally and linguistically diverse members of the community.</li> </ul>	

### Distribution of Information

Initiatives	Performance Measures
<ul style="list-style-type: none"> <li>• Distribution of timetables at a variety of outlets, including website, through drivers, depot, community facilities, Councils, real estate agents, general stores, etc;</li> </ul>	<ul style="list-style-type: none"> <li>• Current information available</li> <li>• No complaints regarding inaccurate information</li> </ul>
<ul style="list-style-type: none"> <li>• Bus stop information (have timetable information at all major bus stops);</li> </ul>	
<ul style="list-style-type: none"> <li>• Regional maps printed and on website;</li> <li>• Website;</li> </ul>	
<ul style="list-style-type: none"> <li>• Transdev NSW Customer Experience Team's contact channels for timetable distribution.</li> </ul>	

### Media

Initiatives	Performance Measures
<ul style="list-style-type: none"> <li>• Develop positive relationships with journalists;</li> <li>• Respond to published articles;</li> </ul>	<ul style="list-style-type: none"> <li>• Relationships with media</li> </ul>

<ul style="list-style-type: none"> <li>Respond to media requests;</li> </ul>	
<ul style="list-style-type: none"> <li>Proactive media releases.</li> </ul>	

## NSW Transport Customer Commitment

### Objective

To ensure that assistance is provided for passenger training to facilitate the uptake of bus travel by the elderly, disabled or culturally and linguistically diverse members of the community.

### Customer Experience Charter

Initiatives	Performance Measures
Transdev has developed a Customer Promise that outlines the commitments relating to customers, including commitments and initiatives detailed in the Passenger Relations Strategy.	<ul style="list-style-type: none"> <li>Feedback from community</li> </ul>
The Customer Promise is available on the Transdev website and features in company marketing material where appropriate. The Promise adheres to the standards set in the Transport for NSW Customer Commitment.	<ul style="list-style-type: none"> <li>Feedback from community</li> </ul>

## Passenger Training / Assistance

### Objective

We will ensure that assistance is provided for passenger training to facilitate the uptake of bus travel by the elderly, disabled or culturally and linguistically diverse members of the community.

### Individualised Assistance

Initiatives		Performance Measures
Travel Education	Staff available for individual travel education when requested by individuals or groups, including schools and students, nursing homes, community groups, health facilities.	<ul style="list-style-type: none"> <li>No. of locations visited</li> </ul>
Driver Training	Drivers to provide exceptional customer service. Maintain a driver training program that embeds a culture of providing a high level of service to the customer, including consideration for passengers who may be unfamiliar with the transport system, or have special needs.	<ul style="list-style-type: none"> <li>Feedback from community regarding driver behaviour</li> </ul>

**Version Control:**

Version Number	Date of Issue	Details
1.0	1/09/2016	Publish
1.1	21/12/2017	Regular Review
1.2	12/06/2018	Ad hoc Review
1.3	21/12/2018	Regular Review
1.4	17/12/2019	Regular Review