

# PLAN

## TRANSDEV NSW REVENUE PROTECTION PLAN 1.5 16 Dec 2020

## Contents

INTRODUCTION .....	3
TRAINING .....	3
CASH MANAGEMENT .....	3
Driver Commencement Procedures .....	3
OPAL EQUIPMENT .....	4
PROCEDURES FOR REVENUE AND TICKET IRREGULARITIES .....	5
MANAGEMENT PROCEDURES .....	6
NCO Reports .....	6
Procedures .....	6

## **INTRODUCTION**

Transport for NSW (TfNSW) derives a significant part of their revenues from Opal Card and Contactless Payment use and collected by drivers.

Correct Opal Card and Contactless Payment Card usage not only collects revenue for TfNSW, but it is also an important tool in collecting passenger data for bus service planning in Sydney.

## **TRAINING**

New drivers will be thoroughly trained in Fare Collection Management procedures and this Revenue Protection Plan as part of the employment induction program. Where required, re-training will be provided to drivers.

## **FARE MANAGEMENT**

### **Driver Commencement Procedures**

Drivers are to ensure that the Bus Driver Console communication status displays Success, after the Bus Driver Console is first logged on.

Any Bus Driver Console issues, are to be reported to the Operations Control Centre before drivers leave the yard.

## **OPAL EQUIPMENT**

The Opal system is fare collection device and as such it is very important the equipment operates correctly so customers can successfully process their Opal and Contactless Payment cards. The driver is to ensure all Opal hardware is operational before entering service. Any known faults are reported to the Service Delivery Manager with a fault logged to Cubic for rectification.

- Investigate any driver constantly reporting ticket machine malfunctions – allocate different buses and check the ticket machine each evening.
- Request an inspection by inspectors, if necessary.

## **OPAL/CONTACTLESS PAYMENT CARDS**

Passengers are required to tap on when boarding the bus. Drivers are encouraged to interact with customers as they board the bus. Interacting with customers as they board has a positive impact of customer satisfaction and provides a strong deterrent against opportunistic fare evasion. If customers are observed not tapping on, drivers should remind them to do so.

Drivers should report any deliberate or regular refusal to pay and Transdev can report to the TfNSW contract manager using the Operator Request Form, so that Transport Officers can be deployed to assist Transdev and drivers with Revenue Protection. All relevant information (time of day/day of week/location/route number) should be included in reports. Improving fare compliance and protecting revenue is a joint effort by Transdev, the drivers and TfNSW.

Drivers should also refer customers that have failed to tap on to the Revenue Protection Officers if and when they board their bus

## **SSTS OPAL CARDS**

School students are required to tap on when boarding the bus. Drivers are to remind students to Tap on and Tap off. If a student boards a bus and fails to produce an Opal card, the driver is to register the boarding via the BDC and report the incident to the Service Delivery Manager at the end of their shift. No child is to be refused boarding.

When available, Transdev will report details of misuse or misbehaviour such as the date/time/location/school details to TfNSW so that schools or parents can be contacted.

When an incident occurs regarding misuse of SSTS Opal Card and this matter escalates, CCTV footage may be obtained.

Transdev recognises that assisting students to travel properly with their School Opal cards will assist them in becoming long term compliant customers and contributes to TfNSW's overall Revenue Protection objectives.

## **PROCEDURES FOR REVENUE AND TICKET IRREGULARITIES**

Transdev will continually review incidence of fare evasion and revenue protection and will utilise a range of procedures to minimise losses and fare evasion.

These include the deployment of staff appropriately trained in the use of encouraging fare compliance and the usage of the Opal Revenue Protection Application to enhance revenue protection and compliance.

Transdev will utilise TfNSW Opal Revenue Protection Application as a customer service tool to provide information to customers about the correct use of their Opal and Contactless Payment cards. This will also help to deter fare evaders and highlight to customers at the start and end of their journey to tap on and off, in order for the correct fare to be calculated. It will also be used by the Network Compliance Officers team to scan and validate a customer's Opal and Contactless Payment card to ensure correct usage.

Any faults, problems, or lost or stolen devices are to be reported to the Service Delivery Manager, who will report the issue to the Cubic service desk for rectification.

Any identified customers that has not tapped on with an OPAL or Contactless Payment card will be required to pay for their fare.

Following is a summary of procedures to be followed by the Network Compliance Officer (NCO):

### **NCO Responsibilities:**

NCO's on boarding buses are to use the OPRA unit to check that all customers have tapped on

The NCOs must ensure that where non-compliance occurs, the shift number, bus number, route and driver number is noted.

Examples of scenarios are listed below:

- When a customer refuses to pay for their fare
- When a customer does not have a ticket

- When a customer has a concession ticket but paid an adult fare or vice versa
- When there are customer tickets in the driver's money tray
- When no tickets have been issued at all

The NCO will then speak to the customer involved and then discuss the situation with the driver.

## **MANAGEMENT PROCEDURES**

### **NCO Reports**

NCO reports must be followed up promptly as they may identify problems with ticketing, Opal and Contactless Payment usage, equipment failures, reliability, customer service and driver performance.

### **Procedures**

1. Service Delivery Manager to review NCO Reports on a regular basis.
2. Investigate any comments concerning driver performance, reliability, bus appearance, customer service, passengers and SSTS issues.
3. Action all revenue ticket irregularity reports immediately.
4. All reports to be finalised within 7 days.
5. Complete a Feedback Form for any incident requiring investigation.
6. Service Delivery Manager to carry out a weekly check monitoring Feedback Forms and action required.
7. Service Delivery Manager to carry out a quarterly audit on all Feedback Forms.
8. External contractor to conduct monthly Random and Targeted Surveillance with monthly report submitted to the Service Delivery Manager.
9. Ensure issues and incidents have been reported to senior management, Cubic or TfNSW, as appropriate.

<b>Version</b>	<b>Updated date</b>	<b>Review</b>	<b>Due for review</b>
1.0	30 May 2016	Creation	29 May 2017
1.1	30 May 2017	Regular Review	29 May 2018
1.2	30 May 2018	Regular Review	29 May 2019
1.3	28 May 2019	Regular Review	27 May 2020
1.4	17 Dec 2019	Regular Review	16 Dec 2020
1.5	16 Dec 2020	Regular Review	15 Dec 2021