**Transit Systems NSW**

**Passenger Relations Plan – R6BSP**

Transit Systems NSW is committed to providing high quality, customer-focused passenger transport services that are convenient, desirable and meet the needs of our customers.

We share the NSW Government’s vision: - *The customer is at the centre of everything we do in Transport*.

Transit Systems NSW’s commitment and procedures for improving the quality and customer satisfaction are set out in this Passenger Relations Plan.

If you have any comments or suggestions regarding our Passenger Relations Plan, we encourage you to contact us so that we can work with you to further improve the level of service provided.

**Passenger Relations Plan**

| **Policies / Programmes** | **Goals / Targets** | **Strategy** | **Owner** | **Review** |
| --- | --- | --- | --- | --- |
| Customer Comments | Provide prompt and informed responses to Customers | Ensure that Customer Comments are responded to in accordance with the Bus Services Contract including the following response KPIs.   * All complaints to be reported to Transportnsw.info - 131 500. * 70% of complaints resolved within 2 business days * 95% complaints resolved within 30 business days, * 100% of all complaints and enquiries are responded to within 2 Business Days.   All customer comments received by Transit Systems are recorded and added to the Transport for NSW Customer Feedback Management System. | Area Manager  Depot Operations Managers | Customer feedback  Driver evaluation checks  Supervisory Reports  Complaints Database and Trend Analysis  Management System Planning and Review Meetings |
| Timetable Information | Ensure that existing and potential customers have ready access to bus timetable information | Provide timetable data to Transport for NSW to ensure accurate route and trip information is available for Transport for NSW and third-party app channels  Provide links to transportnsw.info for all public timetables operated in the Region on the Transit Systems’ Website  Provide timetables and maps for school services operated in the Region on the Transit Systems’ website  Provide relevant information in an electronic format to Transportnsw.info for inclusion on the Transportnsw.info Website  Ensure that printed versions of the public timetables are available at Transit Systems’ depots and mailed to customers on request.  Provide timetable information at designated bus stops within the Contract Region and ensuring that damaged information is promptly replaced. | Network Optimisation Manager  Customer Experience and Communications Manager  On Road Support  Officer | Customer Comments  Driver and Supervisory Reports  Focus Group Inputs  Stakeholder Meetings |
| Fares | Provide customers with information that is concise, up-to-date and readily available in electronic or printed form | Maintain the Transit Systems Website to ensure information is relevant and up to date including a hyperlink to: [www.transportnsw.info](http://www.transportnsw.info) | Customer Experience and Communications Manager | Management Review Meetings  Customer Comments  Stakeholder Meetings |
| School Services | Provide accurate information on public timetables and designated school services that convey school children to schools within the operating area | Develop and maintain a detailed list of school services for each school in line with the Bus Services Contract  Liaise with individual schools to ensure that the information provided is correct and updated in a timely manner when there are adjustments to services | Network Optimisation Manager | Continual review of loading data and on time running surveys  Driver and Supervisor Reports  Customer Comments  Representations and requests from Schools |
| Service Disruption Information and Emergency Situations | Provide customers with information that is concise, up-to-date and readily available in electronic, or printed form | Maintain the Transit Systems Website to ensure information is relevant and up to date.  Where practical, include information on the Transit Systems Website of service changes due to special events, or diversions as a result of road works or road closures.  Provide passenger alert posters in buses and at major stops advising passengers of service changes or short-term disruptions to services. | Customer Experience and Communications Manager  Network Optimisation Manager  On Road Support Officer | Information provided by local agencies such as, Councils, RMS and Police  Desktop exercises with drivers, supervisors and senior management. |
| Lost Property | Re-unite passengers with lost property | Ensure that policies and procedures are maintained to log lost property in accordance with the Bus Services Contract.  Provide contact details for passengers to register, or enquire about property lost on services, or at bus stops  Provide secure storage facilities for lost property for the period stipulated in the Lost Property Procedures. | Depot Operations Managers Depot Administrator | Business Management System Audits  Customer Comments |
| Service Desk | Provide a convenient contact point for customers requiring to speak to a company representative | Contact details will be provided on the Company’s Website and on printed material.  The Service Desk will be staffed during office hours, Monday to Friday.  An After Hours recorded message will also be available for customers. | Area Manager  Depot Operations Managers | Administrative Reports  Customer Comments  Business Management System Audits |
| Transport Info –  Transportnsw.info or 131500 | All customer information to include advice on accessible services, fares, timetables and Journey Planning | Work with TfNSW to implement approved standards for communications material and interactive systems to deliver information on the local and wider area transport network through an electronic medium. | Customer Experience and Communications Manager | Continuous as service proposals are developed  Customer Comments |
| Missing Children | Ensure that children travel safely on buses and are reunited with their parent or guardian if they become lost. | Provide a structure whereby lost children can be identified and reunited with their guardian or transferred to police.  Operations personnel and drivers will be trained in methods of identifying lost or confused children on the network  Establish an escalation process to deal with lost children to ensure that every effort is made to provide support to guardian and police to locate lost children. | Depot Operations Manager  Area Manager | Business Management System Audits  Desk top exercises with drivers, supervisors and senior management.  Customer Comments |
| 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. | Learning and Development Manager  Area Manager | Staff training evaluation reports  Customer Comments  Management System Planning and Review Meetings |
| Service Integration | Improve connectivity with other transport providers and modes to provide a seamless transfer arrangement where practical. | Establish effective communication with service providers such as railways and other bus operators servicing common facilities, or adjoining regions | Network Optimisation Manager | Focus Group inputs  Stakeholder Meetings  Service Planning Meetings with TfNSW. |
| 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. | Area Manger  Customer Experience and Communications Manager  Asset Manager | Patronage Increase  Customer Comments |
| Marketing of Services & Promotion of Public Transport Services | Increase public awareness of available transport options | Conduct regular Focus Groups of transport users and non-users  Undertake Customer Surveys to determine the level of customer satisfaction with the service levels currently provided.  Identify areas of potential improvement in route design, hours of operation, or frequency of service.  Target marketing initiatives such as letterbox drops and local media campaigns.  Align and support Company Marketing Activities with those undertaken by major stakeholders such as TfNSW. | Network Optimisation Manager  Customer Experience and Communications Manager | Customer Surveys  Focus Group Sessions  Stakeholder Meetings |
| Service Planning and Design | Ensure that the customer receives the highest quality bus service, within commercial constraints and road use restrictions | Continually review passenger loading data to ensure services meet patronage demand and addresses fluctuations in passenger loading and traffic conditions. | Area Manager  Network Optimisation Manager | With State and local governments during project planning stages  Customer feedback  During project-based community consultation  Management System Planning and Review Meetings |