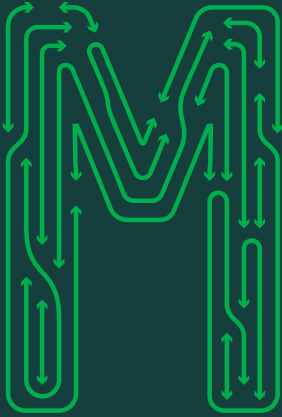




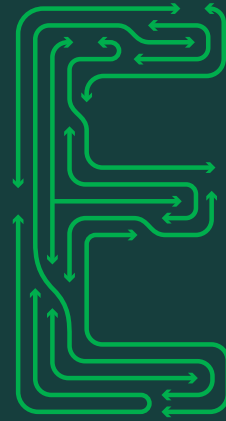
THIS IS HOW WE ROLL

CUSTOMER CHARTER





**WE HELP CITIES
STAY ON THE MOVE**



ABOUT US



EMPLOYEES IN NSW



VEHICLES



AUSTRALIAN OWNED
COMPANY

At Transit Systems NSW we operate a modern fleet of over 230 vehicles in Western Sydney (Region 3) and over 600 vehicles in Inner West Sydney (Region 6). Collectively we employ over 1500 staff to operate and maintain the regions' bus networks.

Transit Systems is an Australian-owned company that has built a reputation for a positive work culture and its ability to collaborate effectively with Government to deliver improved services for customers. The Transit Systems group currently operates innovative bus services in Western Australia, New South Wales, South Australia, Northern Territory, Singapore and London. We have 6477 staff servicing 333 million customers on more than 3164 vehicles.

OUR COMMITMENT

→ At Transit Systems, customer service means exceeding our customers' expectations at every step of the customer journey. That means listening to, anticipating and responding to our customers' needs.

The customer is at the heart of everything we do. All staff undertake our dedicated Customer Focus Training to ensure our customer service values are strong across every part of our business - from the vehicle mechanics who ensure our buses run smoothly, to the cleaners who keep our buses clean and tidy, and our drivers who ensure you get to where you need to go safely and efficiently.

01

SERVICES

TAKING YOU FROM A TO B

02

COMFORT

ENJOYING A PLEASANT JOURNEY

03

SAFETY

FEELING SAFE ON BOARD OUR VEHICLES

04

INFORMATION

ACCESS TO THE INFORMATION YOU NEED

05

FEEDBACK

LISTENING TO YOUR NEEDS

06

CUSTOMER CULTURE

LIVING A CUSTOMER FOCUS ETHOS



SERVICES

01

COMMITTED TO:
**TAKING YOU
FROM A TO B**

Our team's priority is to get you where you need to go, when you need to be there. Under our contract, our arrival time requirements are between 2 minutes early arriving at a stop and 5 minutes 59 seconds late from the departure of a stop.

Some of the initiatives we have in place to help us meet these requirements are:

- All of our buses are fitted with GPS tracking and are connected to our Operations Control Centre via radio.
- We rigorously track our on-time running performance and have consistently performed higher than any other operator in Sydney since 2016.
- Our feedback management system and ongoing "Ask our Managers" program ensures we are aware of any customer concerns and can make the necessary improvements when required.
- We will communicate all scheduled and unplanned disruption via the Transit Systems website and Transport for NSW digital and social channels.

COMFORT

02

COMMITTED TO:
**ENJOYING A
PLEASANT JOURNEY**

Ensuring you have an enjoyable journey on board with us is of utmost importance and there are a number of things we do to make sure we deliver:

- Our vehicles are cleaned inside and out on a daily basis.
- Graffiti is removed as soon as practicable.
- Our drivers are specifically trained to drive in a manner that offers the smoothest ride for our passengers.
- Our vehicles are regularly and thoroughly maintained; ensuring heating, cooling, ventilation and lighting are all working as they should.



SAFETY

03

COMMITTED TO:
**FEELING SAFE ON
BOARD OUR VEHICLES**

We live for safety and take the safety management of our vehicles and customers very seriously. We are accredited to international safety standards and have a view of continuous improvement when it comes to our safety performance measures.

- Our drivers receive ongoing comprehensive training in the areas of safe driving techniques.
- All of our buses are fitted with CCTV cameras.
- Our drivers are trained in emergency situations and dealing with difficult situations and people.
- We adhere to the latest in safety and maintenance requirements.

INFORMATION

04

COMMITTED TO:
**ENJOYING A
PLEASANT JOURNEY**

We're committed to ensuring your journey is as comfortable and efficient as possible. From time to time, planned maintenance and unforeseen disruptions do affect our services. We thank you for your patience, and urge you to stay informed.

Public bus timetables and planned maintenance information is available at:

— www.transitsystems.com.au/NSW

— www.transportnsw.info

Service disruptions are posted on:

— www.twitter.com/TransportforNSW

— <https://www.facebook.com/NSWPublicTransport/>

— TfNSW Website and Apps

FEEDBACK

COMMITTED TO:

05 LISTENING TO YOUR NEEDS

We believe there is always room for improvement and encourage your feedback.

VIA TRANSPORT FOR NSW:

transportnsw.info

VIA EMAIL:

customerservicensw@transitsystems.com.au

PHONE:

TfNSW – 131 500
Western Sydney – (02) 8778 5800
Sydney Inner West – (02) 8118 7102

IN PERSON:

Via our “Ask Our Managers” sessions which occur on the network throughout the year, or at one of our depots.



CUSTOMER CULTURE

06

COMMITTED TO:

INSTILLING A CUSTOMER FOCUS ETHOS

At Transit Systems, customer service means exceeding our customers' expectations at every step of the journey, listening to, anticipating and responding to our customers' needs.

- We train all of our employees in customer service using our custom designed training program, called *Customer Focus*.
- Mystery Traveller programs are active across our NSW network to continuously review our performance.
- Our Customer Feedback Management system has been specifically built and designed for Transit Systems to ensure no comment or complaint is left unanswered.
- We meet robust customer service KPIs set by Transport for NSW.
- We communicate our customer service approach internally through campaigns and messaging.



TRAVELLING WITH US

OPAL CARDS

To travel on our services customers will need to use an Opal card. Simply add value to your Opal card then tap on and tap off to get the correct fares. For information on how to top up an Opal card and learn about the different types of Opal cards available, please see www.opal.com.au

OPAL SINGLE TRIP TICKETS

Opal single trip tickets are single-use tickets for bus trips within the Opal network and available in Region 6 and Region 3. They're designed as a back-up option, just in case you don't have an Opal card yet, or you don't have your Opal card with you.

The Opal single bus ticket is a ticket that you can purchase from the driver on board the bus (except prepaid services). Customers do not need to tap on or tap off.

CARRIAGE OF ITEMS

Prams, strollers and shopping carts are permitted on board our vehicles at any time. Bicycles are not permitted on board and other bulky items are permitted at the driver's discretion.

PETS

Guide dogs, hearing dogs and assistance animals are permitted on board our vehicles at any time.

MOBILITY AID SPECIFICATIONS

Mobility aids such as wheelchairs, four wheel scooters and battery powered motorised vehicles should:

- Be no more than 1300mm in length, 800mm in width and 300kg in weight.
- Park securely in designated and clearly marked areas on board the vehicle.

Three wheel scooters are not permitted on buses.

See more detail at <https://transportnsw.info/travel-info/accessible-travel/mobility-aid-specifications>

LOST PROPERTY

If you have left an item on board one of our vehicles please contact:

customerservicensw@transitsystems.com.au

Western Sydney - Smithfield Depot

(02) 8778 5830
2 Airfield Drive,
Len Waters Estate NSW 2171

Sydney Inner West - Leichhardt Depot

(02) 8118 7101
230-240 Balmain Road,
Leichhardt NSW 2040

Please note, lost property will be kept for a maximum of three months (except food items).

TRAVEL ETIQUETTE


TO ENSURE A PLEASANT JOURNEY
WE EXPECT OUR CUSTOMERS TO:

FOR MORE INFORMATION VISIT


<https://www.transport.nsw.gov.au/operations/buses-and-coaches> or www.transitsystems.com.au/NSW



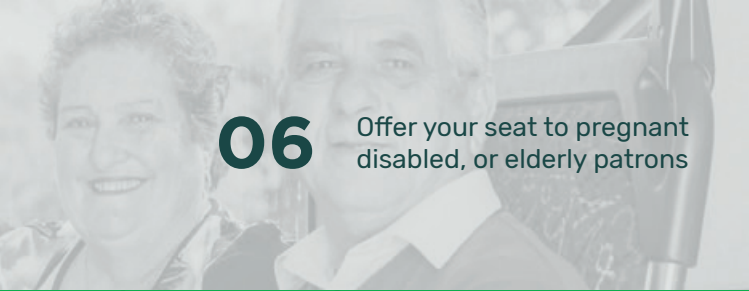
01 Hail the bus when it approaches your stop



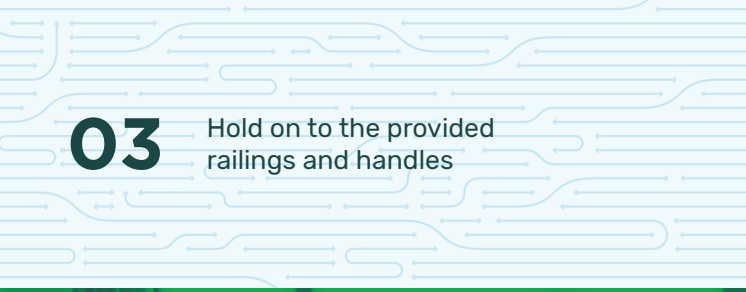
05 Respect others by keeping your feet off the seats, not smoking, and not playing music or talking loudly




02 Travel with a valid Opal card and remember to tap on and off




06 Offer your seat to pregnant disabled, or elderly patrons




03 Hold on to the provided railings and handles



07 Avoid eating and drinking while on board the bus



04 Ring the bell in advance to give your driver ample warning to stop



08 Ensure you take all possessions and rubbish when you leave the bus

SYDNEY INNER WEST

(02) 8118 7102

WESTERN SYDNEY

(02) 8778 5830

HEAD OFFICE

(07) 3434 8900

EMAIL

info@transitsystems.com.au

