

Customer Service Charter



PUBLIC
TRANSPORT
VICTORIA



About Us



Transdev Melbourne operates one third of Melbourne's bus network, with 46 metropolitan route services (including some SmartBus routes) and more than 100 school bus services.

With six depots across Melbourne, we service the city's western, south eastern and eastern suburbs under contract to Public Transport Victoria.

Transdev Melbourne's ambition is to be the trusted partner of our clients and customers in the delivery of the integrated public transport network and by pioneering in mobility.

Globally, Transdev is a world leader in the operation of passenger transport services. We operate train, bus, ferry and light rail services in 20 countries around the world, have more than 86,000 employees and manage more than 41,000 vehicles.

Our Commitment

At Transdev Melbourne, customer service means anticipating, responding to and exceeding our clients' and customers' changing needs and expectations.

Every trip, every customer interaction, every customer service program and every training session is based on the notion that our business revolves around the customer.

We support this by prioritising and working towards continuous improvement in the following areas:

- > Safety
- > Customer Service
- > Maintenance
- > Ticketing
- > Reliability
- > Feedback
- > Accessibility
- > Respect





You are in safe hands

The safety of our customers and employees is our top priority

We have robust safety management systems in place and we are accredited to international safety standards. We use local and international Transdev innovations to continually improve our already outstanding safety performance record.

Transdev Melbourne has measures in place to ensure your safety and security at all times:

- > Nearly all our buses are fitted with CCTV cameras, so we can review footage of any incidents at our Operations Control Centre.
- > All our drivers are trained in emergency evacuation.
- > Employees are also trained to manually assist customers with limited mobility or a disability to board and alight safely.



Keeping it clean

Our vehicles follow strict maintenance and cleaning schedules

Some of our maintenance activities include:

- > All vehicles are regularly cleaned (inside every day and outside once a week).
- > Any bus with offensive graffiti will be removed from service to be cleaned as soon as is practicable, which is usually at the end of the shift.
- > To ensure a comfortable ride, we regularly inspect the heating, ventilation, air conditioning and lighting to make sure they are working correctly.
- > When purchasing new vehicles, we seek out the best in terms of safety, customer comfort and fuel efficiency.



Your time is gold

We know our customers expect transport services to be reliable and punctual

Under our scheduled arrival time guidelines, buses may arrive 59 seconds early or up to 4 minutes 59 seconds late (these rules apply to major stops only).

Some of our initiatives to ensure we meet these targets and respect your time include:

- > All of our buses are fitted with GPS tracking and are connected by radio to our Operations Control Centre, so we can provide you with information on unplanned service disruptions and incidents.
- > We routinely review our operational improvement plans and maintenance plans to ensure our buses continue running at an optimum level.
- > We analyse travel data and customer feedback to identify timetable improvements for future service changes.

Additional Services

We will at times provide additional services for major sporting and special events. For further information, please visit transdevmelbourne.com.au or ptv.vic.gov.au.



Access for all

We aim to alleviate the barriers for people with special access requirements

At present, 96% of our buses have low floors and are fully accessible. All new vehicles we purchase are low-floor and fully accessible. We work with Public Transport Victoria to identify routes and stops that need to be upgraded to improve accessibility.

While nearly all our buses are wheelchair accessible, if you are having problems accessing a bus please contact us at least 24 hours in advance on 1800 718 121 and we will try to schedule a low-floor bus for you.

Mobility Aid Specifications

To travel safely on our services, mobility aids (wheelchairs, scooters or motorised vehicles) should:

- > Fit within a space of 1300mm (length) by 800mm (width).
- > Be no more than 750mm wide at a height of 300mm above the ground to fit between the wheel axles of a bus.

Additionally, the total weight of the customer, their assistant (if applicable) and their mobility aid must be less than 300kg. This is to ensure they do not exceed the maximum weight capacity of boarding devices such as ramps.

Community Training

To improve safety and confidence in our services, Transdev is able to provide access to stationary vehicles at our depots so customers can practise boarding and alighting.

To book a visit for yourself, a community group or organisation, please email melbourne@transdev.com.au or call 1800 718 121.

Carriage of items and luggage

Prams, strollers, pushchairs and shopping jeeps are welcome on our buses free of charge at any time. However, because of space limitations we cannot accept bicycles (folding bicycles are OK but please try to avoid carrying these during peak hours). Bulky items such as surfboards are not permitted.

Pets

Guide, hearing dogs and assistance animals are permitted on all buses at all times and travel free of charge. Small dogs or cats can be transported on our buses provided they are carried in an appropriate pet carrier.





Enjoy the ride

We are committed to meeting customer expectations

We want our customers to have a positive experience every time they travel on our services. That means providing a smooth journey in a comfortable and clean environment and friendly, professional customer service every time.

Customer Service Initiatives

Some of our initiatives to ensure you enjoy the ride include:

- > Mandatory 'Going for Smiles' customer service training for all employees.
- > Mystery Traveller Programs and internal audits to evaluate our performance.
- > Systems and tools that make it simple for our staff to report any issues that compromise the vehicles' cleanliness and comfort.
- > A purpose-built customer feedback reporting system.

Customer Information

We will continue to introduce innovative customer information systems to keep you better informed at all times.

Currently, customers can find the following information:

- > Public bus timetables and route maps are available on Public Transport Victoria's website at ptv.vic.gov.au.
- > School bus timetables and route maps are available on our website, transdevmelbourne.com.au.
- > Service disruptions are posted on our website and Public Transport Victoria's website. They are also communicated through our Twitter account and travel alert email / sms service (sign up through our website).



Transdev_melb



Transdev Melbourne



Use your ticket

All passengers travelling on our buses are required to have a valid ticket

myki - Your ticket to travel

myki is an easy to use, reusable travel card that is your ticket to travel on Melbourne's public transport network and some regional train and bus services across Victoria.

To travel on public transport, customers need to buy a myki, top it up with credit and touch on and touch off at myki readers to pay their fare.

myki types

- > child (aged 5 – 18)
- > concession
- > full fare
- > seniors

Buying and topping up a myki

To use your myki immediately, you can buy and top up a myki at:

- > PTV Hubs
- > Over 800 myki retail outlets including all 7-Eleven stores
- > Premium train station ticket offices
- > myki machines at train stations and premium tram and bus stops (full fare card sales only)
- > Onboard the bus (max \$20 cash only)

If planning ahead, visit ptv.vic.gov.au or call 1800 800 007. Allow up to seven days for delivery of a new myki card and 24 hours for online top ups.

Touching on and off

You must touch on at the myki reader at the start of your journey and touch off at the myki reader at the end. This ensures you have a valid ticket and pay the correct fare for your journey.



Please note: your bus driver may remind you to touch on.

Concessions

Concessions are available for customers aged 16 or under, and for holders of the following cards:

- > Health Care Card with a Victorian address
- > Pensioner Concession Card
- > Victorian Public Transport Student Concession Card
- > Victorian or Interstate Seniors Card
- > War Veterans / War Widows
- > Asylum Seeker Concession Card

Please note: your bus driver is entitled to see your concession card and you must provide it if it is requested.

Replacing a myki

To replace a lost or stolen myki, contact the PTV Call Centre on 1800 800 007 or visit ptv.vic.gov.au.

Please note: to replace a lost or stolen myki with a Student Pass, please return to the issuing location. This also applies for Victorian Public Transport Student Concession Card types.

More information

For more information about concessions, fares, refunds, reimbursements and replacements, visit ptv.vic.gov.au or call 1800 800 007.



Listening to you

We listen to what you have to say and use this feedback to deliver improvements

We encourage our customers to provide us with feedback, whether it is positive or negative. That way we can continue to improve our service to you.

Some of our initiatives to ensure we listen to you include:

- > Purpose-built customer feedback system which helps us to keep track of what you're telling us.
- > Internal procedures that ensure management and relevant teams review your comments and that responsibility is allocated to make the necessary improvements.
- > Regular 'Meet our Managers' sessions where customers have the opportunity to speak to key staff and help improve our services through feedback.

Contact Us

If you lodge formal feedback with us, we will provide you with an initial response within seven business days.

Phone

1800 800 007

Website

transdevmelbourne.com.au
(via our Feedback webform)

Address

Transdev Melbourne Pty Ltd
PO Box 8021, Sumner LPO
Brunswick East VIC 3057

Lost Property

We will keep any property left behind on our buses (other than food items) for up to three months. After this time, it will be disposed of appropriately or donated to charity.

If you have left an item behind, you can contact us on 1800 718 121 (Mon – Fri, 9am – 5pm).

PTV Customer Advocate

If you are not satisfied with the outcome of your case and wish to take this matter further, you can escalate your complaint to the Customer Advocate at Public Transport Victoria.

Phone

1800 800 007

Email

customer.advocate@ptv.vic.gov.au

Public Transport Ombudsman

The Public Transport Ombudsman deals with complaints about Victorian public transport that customers have been unable to resolve directly with the public transport operators. Customers who are not satisfied with the outcome of a complaint can contact the Ombudsman.

Phone

1800 466 865

(8.30am – 5pm,

Mon – Fri)

Email

enquiries@ptovic.com.au

Fax

(03) 8623 2100

Address

Public Transport

Ombudsman

PO Box 538 Collins Street

West Melbourne VIC 3001

TTY Users Phone

1800 555 677, then ask for

1800 466 865

Website

ptovic.com.au

Travellers Aid

Travellers Aid Australia is a not-for-profit organisation that assists travellers by providing simple, practical, travel related support so they may travel independently and confidently, no matter what their background.

Phone

(03) 9670 2072 (Southern Cross Station)

(03) 9610 2030 (Flinders Street Station)

Website

travellersaid.org.au



Help us, help you

Be responsible and respectful on our services

- > Be sure to travel with a valid myki pass, or enough myki money to pay for your trip, and have it ready to touch on as your bus arrives.
- > When waiting at the bus stop, do not stand in a place where you might endanger yourself or others.
- > Hail the approaching bus so that the driver knows you want to board.
- > Hold on to the hand rail or seat in front of you, as buses may be required to brake suddenly due to traffic.
- > Notify the bus driver to stop well before reaching your destination.
- > Be respectful and courteous towards other customers and Transdev Melbourne employees by:
 - > not playing loud music or having loud mobile phone conversations
 - > keeping your feet and bags off the seats
 - > not smoking at bus stops or onboard buses.
- > Always offer seats to the elderly, pregnant customers and customers with disabilities.
- > Avoid eating or drinking on the bus (alcohol is prohibited) and take any rubbish with you.
- > Before alighting, please check your seat and make sure you have all your valuables.
- > Ensure you have appropriate support with you if you are unable to travel independently.





For more information visit
ptv.vic.gov.au or call 1800 800 007

Information in other languages:

عربي	普通話
廣東話	Somali
Hrvatski	Español
Dinka	سوداني
Ελληνικά	Türkçe
Italiano	Việt-ngữ
Македонски	

If you are deaf, or have a hearing or
speech impairment, contact us through
the National Relay Service:

> TTY users phone 133 677,
then ask for 1800 800 007

Authorised by Public Transport Victoria,
750 Collins Street, Docklands