



**Customer  
Service  
Charter**

## About Us

Transdev Melbourne operates one third of Melbourne's bus network, with 47 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.

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 82,000 employees and complete 11 million customer trips around the world every day.

Transdev believes that public transport plays an important part in how cities come to life and we are focused on empowering your freedom to move every day.

## Our Commitment

At Transdev Melbourne, customer service means anticipating, responding to and exceeding our 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
- ➔ Community engagement    ➔ Reliability
- ➔ Maintenance    ➔ Accessibility



## 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.
- All our drivers are trained in emergency evacuation.
- We have emergency response protocols in place to gain police assistance and Protective Services Officers patrol the area near our stops at railway stations.



## Keeping it clean

**Our vehicles follow strict maintenance and cleaning schedules**

- 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**

Our performance is measured in a number of ways, including our ability to deliver you on time services. A bus is considered on time if it arrives 59 seconds early or up to 4 minutes 59 seconds late (applies to major stops only).

We're delivering a number of initiatives to help keep our buses on time including:

- All of our buses are fitted with GPS tracking and are connected by radio to our Operations Control Centre.
- 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](http://transdevmelbourne.com.au) or [ptv.vic.gov.au](http://ptv.vic.gov.au).



## Access for all

**We aim to make it as easy as possible for people with special requirements to access our services**

All of our buses except one have low floors and are fully accessible, and all new vehicles meet this criteria. We continue to work with Public Transport Victoria to identify opportunities to improve accessibility.

## 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](mailto: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:

- Network Services Officers patrol our network at known traffic and passenger hot spots.
- Mandatory 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](http://ptv.vic.gov.au).
- School bus timetables and route maps are available on our website, [transdevmelbourne.com.au](http://transdevmelbourne.com.au).
- Major service disruptions are posted on our website, Public Transport Victoria's website and on our Twitter account.



Transdev\_Melb



## Use your ticket

All customers 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

Children aged 4 years and under travel free and do not need a ticket.

### Buying and topping up a myki

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

- PTV Hubs
- Around 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](http://ptv.vic.gov.au) or call 1800 800 007. Allow up to seven days for delivery of a new myki card and around 90 minutes for online top ups.

## Touching on and off

Touch on when you get on the bus and touch off before you get off the bus. 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 who hold the following cards:

- Health Care Card with a Victorian address
- Pensioner Concession Card
- Disability Support Pensioner Card
- Victorian or Interstate Seniors Card
- War Veterans / War Widows
- Asylum Seeker Concession Card
- PTV Tertiary Student ID

Primary and secondary school students aged 5 to 18 can travel on a Child myki. If you're aged 17 and 18 you must carry government issued proof of age ID (such as a passport, learner permit, driver licence, Proof of Age card, Key Pass), or proof of another concession entitlement (such as a PTV School Student ID or Health Care Card). Please note: your bus driver is entitled to see your concession card and you must provide it if requested.

## Replacing a myki

To replace a lost or stolen myki visit [ptv.vic.gov.au](http://ptv.vic.gov.au) or call 1800 800 007. 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](http://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](http://transdevmelbourne.com.au)  
(via our Feedback section)

**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 two 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 directly on 1800 718 121 (Mon – Fri, 9am – 5pm). Alternatively, you can phone PTV on 1800 800 007.

## PTV Customer Advocate

If you are not satisfied with the response you receive from us, you can request Public Transport Victoria to review your complaint. To escalate your case, contact the PTV Customer Relations team by:

**Phone** 1800 800 007

**Email** [customer.advocate@ptv.vic.gov.au](mailto:customer.advocate@ptv.vic.gov.au)

**Mailing Address** Customer Advocacy Team  
Public Transport Victoria, PO Box 4724  
Melbourne VIC 3001

## Public Transport Ombudsman

If you are not satisfied with the outcome of your complaint and wish to have the matter dealt with independently you may raise the matter directly with the Public Transport Ombudsman. The Public Transport Ombudsman is a free, independent and impartial service. Further details about the Public Transport Ombudsman's role and services are available at [www.ptovic.com.au](http://www.ptovic.com.au).

**Phone (Freecall)** 1800 466 865

**Email** [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

**Mailing Address** Public Transport Ombudsman  
PO Box 538 Collins Street, West Melbourne VIC 8007

**Fax** (03) 8623 2100

## 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** [www.travellersaid.org.au](http://www.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.
- Remain seated or hold on to a hand rail until the bus comes to a stop, 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.
- Customers can only board and disembark at a bus stop.

## How to contact us

**Phone** 1800 800 007, daily from 6am - midnight (all night Friday and Saturday)

**Website** [transdevmelbourne.com.au](http://transdevmelbourne.com.au)  
(via our Feedback section)

### **Mailing Address**

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

## **Public Transport Victoria**

**Phone** 1800 800 007

**Website** [ptv.vic.gov.au](http://ptv.vic.gov.au)

### **Mailing Address**

PO BOX 4724  
Melbourne Vic 3001

## **PTV Customer Advocate**

**Phone** 1800 800 007

**Email** [customer.advocate@ptv.vic.gov.au](mailto:customer.advocate@ptv.vic.gov.au)

### **Mailing Address**

Customer Advocacy Team  
Public Transport Victoria  
PO Box 4724, Melbourne VIC 3001

## **Public Transport Ombudsman**

**Phone (Freecall)** 1800 466 865

**TTY Users Phone** 1800 555 677,  
then ask for 1800 466 865

**Email** [enquiries@ptovic.com.au](mailto:enquiries@ptovic.com.au)

**Website** [ptovic.com.au](http://ptovic.com.au)

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