

PASSENGER RELATIONS PLAN

1 INTRODUCTION

Under the new Metropolitan Bus Services Contract, Caringbah has developed a comprehensive Passenger Relations Plan, and will submit updated documents annually for review.

Staff will implement the upgraded plan and report on the progress of implementation.

The enhanced plan, is being developed and will identify specific policies, initiatives and outcomes and provide a reporting process against performance measures, as set out in the Service Quality Incentive reported by the Customer Satisfaction Survey.

This comprehensive document will be made available to the public on the Caringbah Website.

2 CONTENT

The Marketing Section of the attached Business Plan outlines several initiatives committed to the marketing of services and to the development of staff.

Periodic market research will also be conducted and will include patronage surveys, loading counts, origin and destination surveys, focus groups, community consultation and other information gathering tools.

A customer relations strategy including objectives, specific initiatives to achieve them, and tangible performance measures will be developed within the first year of the contract.

3 PASSENGERS' CHARTER

Caringbah is strongly committed to its customers and will endeavour to deliver the best possible bus services.

In an attempt to uphold our commitment, we will produce a Passenger Charter. This document will outline Caringbah's commitment to performance in the areas of reliability, punctuality and cleanliness.

This user-friendly document will be made available on the Caringbah website and hard copies will be made available for collection at designed points, or via mail.

The Passenger Charter will contain information on a variety of bus related topics including:

- service levels
- customer information
- our service
- fares
- concessions
- complaints handling
- accessibility
- customer obligations

4 HANDLING CUSTOMER FEEDBACK – COMPLAINTS AND COMPLIMENTS

Caringbah has an established procedure in place for dealing with complaints. Complaints are logged by our office staff and forwarded to the appropriate personnel to respond to accordingly. Complainants will receive initial contact and/or feedback within 48 hours of the complaint being received.

All complaints are completed within 7 days.

Any complaints relating to matters such as driver behaviour, passenger safety and vehicle safety and/or accreditation issues are referred to the MoT, or other relevant authority.

All written complaints are responded to in writing.

Feedback, relating to drivers, are dealt with in accordance with the driver monitoring program outlined in the Motor Bus Drivers and Conductors (State) Award.

A summary of complaints is documented and kept on file in the office.

Over the first year of the contract Caringbah will set up a process to report how all complaints are resolved, or why complaints were not resolved at the end of each financial year. This report will include:

- the number and type of complaints received, by channel (telephone, mail and electronic mail etc) on a month-by-month basis
- number of days taken to resolve complaints
- outcome of complaints
- how complaints were resolved
- any problems of a systematic nature arising from, or identified by the complaints
- any complaints made to the NSW Ombudsman, or any other external body
- any other relevant information required by the Director-General.

5 INDUSTRY SYSTEMS PARTICIPATION

Caringbah welcomes the procedures suggested by the Ministry in relation to the Integrated Transport Information Service (ITIS).

Current protocols already facilitate timely and relevant responses to complaints. Set procedures are also in place to deal with lost property.

Caringbah will endeavour to develop a system to capture all customer feed back including complaints, using systems compatible with the ITIS.

The marketing section of the Business Plan outlines methods of communicating service changes and disruptions to our customers. The IT section also discusses technology which would facilitate new methods of communicating real-time disruptions to customers ie. SMS products.

The Transport Infoline logo and functions will be displayed on the website and all Caringbah printed material.