

# Passenger Relations Plan

ComfortDelgro Cabcharge is dedicated to delivering quality bus services to all of our customers supported by the provision and management of passenger information. ComfortDelgro Cabcharge has a customer centric philosophy which strives to deliver successful customer outcomes.

Our success comes from:

- Serving our communities
- Safe buses
- Safe driving
- Respect everyone

This Passenger Relations Plan sets out our commitment to customers.

Function	Objective	Targeted Outcome	Delivery Review
Customer Feedback and Satisfaction	Ensure that customer feedback is responded to and resolved in a timely, accurate and confidential manner	Customer feedback is measured: <ul style="list-style-type: none"> <li>• 70% of complaints are resolved within 2 business days</li> <li>• 95% of complaints are resolved within 30 business days</li> <li>• 100% of customers are contacted within 2 business days of receiving feedback</li> <li>• 100% of calls received are included in the 131500 database</li> <li>• 85% of all customers survey ratings above the mid-point of Likert Scale</li> </ul>	Monthly performance and customer service meetings  Get to the bottom (root cause analysis) of missed performance  Monitor trends to address systemic issues promptly

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Customer Service Desk	Provide customers with a staffed contact point during extended business hours to assist with all matters of our service delivery	<p>A service desk is operated by a competent staff member during extended business hours</p> <p>All after hours calls will have an option of being transferred to the Transport Infoline @ 131500</p> <p>Work closely with Transport Infoline to provide seamless customer service on timetable information, service delivery feedback, lost and found and other service updates.</p>	Hours of service desk will be reviewed yearly or earlier depending on customer feedback and/or changes to travel demand
School Services	Provide parents, guardians, schools and other stakeholders with accurate and updated information in relation to school services	<p>School timetable for all schools serviced by CDC will be listed on our website at <a href="http://gcitytransit.com.au">gcitytransit.com.au</a></p> <p>We will proactively communicate service changes</p> <p>Information regarding the School Student Transport Scheme (SSTS) will be provided via our website, <a href="http://www.cdcbus.com.au">www.cdcbus.com.au</a></p>	<p>We conduct start of new year surveys to gauge the impact of student loads to bus ratios.</p> <p>Our website will be updated whenever there is a change that affects school services</p>

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Service Disruptions (Planned)	To ensure that customers are provided up to date information of any planned disruption	All route diversions, amendments or changes will be updated via our website and notices placed at affected bus stops.	Attend Council Transport Management Meetings  Maintain close rapport and open communication with Councils and other government agencies
Service Disruptions (Unplanned)	To ensure customers are provided up to date information of any unplanned disruption	All route diversions, amendments or changes will be updated via our website, where possible  Customers may also be informed of service disruptions on-board the bus as information is relayed to our drivers  Unplanned service disruptions may also be available via other channels such as social media, transport apps, radio and television	Conduct desktop exercises with all operational staff on an as needs basis

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Timetable Information	Provide all current and future customers ready access to timetable information	<p>Up to date timetable information will be available at all times in the following formats:</p> <ul style="list-style-type: none"> <li>• Electronic via our website</li> <li>• Printed timetables at our depots or mailed to customers on request</li> <li>• Displayed timetables at major and designated bus stops</li> </ul> <p>We work closely with Transport Infoline to provide seamless customer service on timetable information</p>	Conduct random checks at bus stops to ensure that timetable information reflects actual operations
Lost Property	Assist customers in reuniting with their lost property promptly	<p>All found property is to be logged into our database so information is available to all depots</p> <p>Attempts will be made to contact the lost property owner, where possible</p> <p>Lost property will be held for 3 months (except perishables) and thereafter disposed or passed to a charitable organisation</p>	Conduct random checks (audits) on lost and found items to ensure they are logged into the database and handled according to CDC's procedures

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Missing Children	Ensure that a missing child or children are safely reunited with their parents or guardians	<p>Drivers are trained to identify lost children on/off our buses and to provide temporary care until help arrives</p> <p>All incidents of a missing child will be reported to our Operations Control Centre</p> <p>Operations staff are trained to respond quickly and empathetically to all incidents of missing children reported by drivers or members of the public</p> <p>We will advise NSW Police as necessary</p>	Conduct desktop exercises with operational staff on as needs basis

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<p>Transport for all (Inclusive transport)</p>	<p>We will facilitate the uptake of bus travel by the elderly, disabled or culturally and linguistically diverse members of the community</p>	<p>We offer travel training on a needs basis to members of the community to assist them to utilise or transport services more confidently</p> <p>Staff will be available for travel training (field or workshops) if requested by individuals or groups such as nursing homes, schools, community groups, health facilities and other organisations</p> <p>Members of the community who do not speak English as their first language can call 131500 to request a Translating and Interpreting Service (TIS)</p>	<p>Conduct face to face meeting with groups and/or individuals (if required) to understand requirements so that assistance could be rightfully tailored</p> <p>Review drivers' and operational staff feedback when requirements are observed or reported</p>



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Marketing and Advertising of Contract Bus Services	Raise awareness of the benefits of traveling on public transportation systems with the aim of increasing patronage	<p>CDC will periodically promote our services, for example: new services, increased service frequency, service changes.</p> <p>Promotion can be via the following channels, letter box drops, CDC’s website, radio, flyers, digital or print media, social media, bust stop notices or bus advertising</p>	<p>Routinely monitor customer feedback</p> <p>Review any survey data made available to CDC</p>