

Passenger Relations Plan

Coastal Liner is committed to providing high quality, customer focused passenger transport services that are convenient, desirable and meet the needs of our customers.

We share the NSW Government's vision: - *The Customer is at the centre of everything we do in Transport.*

Coastal Liner commitment and procedures for improving the quality and customer satisfaction are set out in this Passenger Relations Plan.

If you have any comments or suggestions regarding our Passenger Relations Plan, we encourage you to contact us so that we can work with you to further improve the level of service provided.

Passenger Relations Plan

POLICIES / PROGRAMMES	GOALS / TARGETS	STRATEGY	OWNER	REVIEW
Customer Comments	Provide prompt and informed responses to Customers	<p>Ensure that Customer Comments are responded to in accordance with the Bus Services Contract including the following response KPIs.</p> <ul style="list-style-type: none"> All complaints to be reported to 131 500. 70% of complaints resolved within 2 business days 95% complaints resolved within 30 business days, 100% of all complaints are responded to within 2 Business Days. <p>All customer comments received by Coastal Liner will be recorded and provided to Transport for NSW for inclusion in the 131 500 customer enquiry database.</p>	Area Manager Depot Operations Managers	Customer feedback Driver evaluation checks Supervisory Reports Complaints Database and Trend Analysis Management System Planning and Review Meetings
Timetable Information	Ensure that existing and potential customers have ready access to bus timetable information	<p>Provide electronic versions of all public timetables operated in the Region on the Coastal Liner Website</p> <p>Provide relevant information in an electronic format to TfNSW for inclusion on the Transinfo Website</p> <p>Ensure that printed versions of the public timetables are available at Coastal Liner depots and mailed to customers on request.</p> <p>Provide timetable information at designated bus stops within the Contract Region and ensuring that damaged information is promptly replaced.</p>	Area Manager Service Support Manager	Customer Comments Driver and Supervisory Reports Focus Group Inputs Stakeholder Meetings

POLICIES / PROGRAMMES	GOALS / TARGETS	STRATEGY	OWNER	REVIEW
Fares	Provide customers with information that is concise, up to date and readily available in electronic or printed form	Maintain the Coastal Liner Website to ensure information is relevant and up to date including a hyperlink to www.131500.com.au	Area Manager	Management Review Meetings Customer Comments Stakeholder Meetings
School Services	Provide accurate information on public timetables and designated school services that convey school children to schools within the Contract Region	Develop and maintain a detailed list of school services for each school in line with the Bus Services Contract Liaise with individual schools to ensure that the information provided is correct and updated in a timely manner when there are adjustments to services	School Services Manager	Continual review of loading data and on time running surveys Driver and Supervisor Reports Customer Comments Representations and requests from Schools
Service Disruption Information and Emergency Situations	Provide customers with information that is concise, up to date and readily available in electronic, or printed form	Maintain the Coastal Liner Website to ensure information is relevant and up to date. Where practical, include information on the Coastal Liner Website of service changes due to special events, or diversions as a result of road works or road closures. Provide passenger alert posters in buses and at major stops advising passengers of service changes or short term disruptions to services.	Depot Operations Managers Service Support Manager	Information provided by local agencies such as, Councils, RMS and Police Desk top exercises with drivers, supervisors and senior management.

POLICIES / PROGRAMMES	GOALS / TARGETS	STRATEGY	OWNER	REVIEW
Lost Property	Re-unite passengers with lost property	<p>Ensure that policies and procedures are maintained to log lost property in accordance with the Bus Services Contract.</p> <p>Provide contact details for passengers to register, or enquire about property lost on services, or at bus stops</p> <p>Provide secure storage facilities for lost property for the period stipulated in the Lost Property Procedures.</p>	<p>Depot Operations Managers</p> <p>Administration Manager</p>	<p>Business Management System Audits</p> <p>Customer Comments</p>
Service Desk	Provide a convenient contact point for customers requiring to speak to a company representative	<p>Contact details will be provided on the Company's Website and on printed material.</p> <p>The Service Desk will be staffed during office hours, Monday to Friday.</p> <p>An After Hours recorded message will also be available for customers.</p>	<p>Area Manager</p> <p>Depot Operations Managers</p>	<p>Administrative Reports</p> <p>Customer Comments</p> <p>Business Management System Audits</p>
Transport Info – 131 500	All customer information to include advice on accessible services, fares, timetables and Journey Planning	Work with TfNSW to implement approved standards for communications material and interactive systems to deliver information on the local and wider area transport network through an electronic medium.	Area Manager	<p>Continuous as service proposals are developed</p> <p>Customer Comments</p>

POLICIES / PROGRAMMES	GOALS / TARGETS	STRATEGY	OWNER	REVIEW
Missing Children	Ensure that children travel safely on buses and are reunited with their parent or guardian if they become lost.	<p>Provide a structure whereby lost children can be identified and reunited with their guardian or transferred to police.</p> <p>Operations personnel and drivers will be trained in methods of identifying lost or confused children on the network</p> <p>Establish an escalation process to deal with lost children to ensure that every effort is made to provide support to guardian and police to locate lost children.</p>	<p>Depot Operations Manager</p> <p>Area Manager</p>	<p>Business Management System Audits</p> <p>Desk top exercises with drivers, supervisors and senior management.</p> <p>Customer Comments</p>
Driver Training	Drivers to provide exceptional customer service.	Maintain a Driver Training program that embeds a culture of providing a high level of service to the customer, including consideration for passengers who may be unfamiliar with the transport system, or have special needs.	<p>Senior Training Officer</p> <p>Area Manager</p>	<p>Staff training evaluation reports</p> <p>Customer Comments</p> <p>Management System Planning and Review Meetings</p>
Service Integration	Improve connectivity with other transport providers and modes to provide a seamless transfer arrangement where practical.	Establish effective communication with service providers such as railways and other bus operators servicing common facilities, or adjoining regions	Service Support Manager	<p>Focus Group inputs</p> <p>Stakeholder Meetings</p> <p>Service Planning Meetings with TfNSW.</p>
Inclusive Transport	Increased usage of public transport options by target groups	Work with stakeholders to deliver transport solutions that encourage increased travel on public transport services by older people, persons with mobility challenges and culturally and linguistically diverse members of the community.	<p>Area Manger</p> <p>Service Delivery Manager</p> <p>Service Planner</p>	<p>Patronage Increase</p> <p>Customer Comments</p>

POLICIES / PROGRAMMES	GOALS / TARGETS	STRATEGY	OWNER	REVIEW
Marketing of Services & Promotion of Public Transport Services	Increase public awareness of available transport options	<p>Conduct regular Focus Groups of transport users and non users</p> <p>Undertake Customer Surveys to determine the level of customer satisfaction with the service levels currently provided.</p> <p>Identify areas of potential improvement in route design, hours of operation, or frequency of service.</p> <p>Target marketing initiatives such as letterbox drops and local media campaigns.</p> <p>Align and support Company Marketing Activities with those undertaken by major stakeholders such as TfNSW.</p>	Area Manager	<p>Customer Surveys</p> <p>Focus Group Sessions</p> <p>Stakeholder Meetings</p>
Service Planning and Design	Ensure that the customer receives the highest quality bus service, within commercial constraints and road use restrictions	Continually review passenger loading data to ensure services meet patronage demand and addresses fluctuations in passenger loading and traffic conditions.	<p>Area Manager</p> <p>Service Support Manager</p> <p>Service Planner</p>	<p>With State and local governments during project planning stages</p> <p>Customer feedback</p> <p>During project based community consultation</p> <p>Management System Planning and Review Meetings</p>