



# Busways Passenger Relations Plan

Outlining the service delivery and engagement standards our customers can expect from us.

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## 1 Busways Customer Commitment

Busways believes that people deserve great public transport and we relish the challenge to deliver the best possible experience to our customers.

It's important to us that everyone who uses our services feels safe, welcome, comfortable and impressed with their experience. This is the goal of our customer commitment - where we strive to ensure:

- **Customers feel safe** and secure on all parts of their journey and trust they can rely on the bus network
- **Customers feel welcome** and respected on our services and find engagement is inclusive and informative
- **Customers feel comfortable** while on board and enjoy a smooth and pleasant journey.
- **Customers feel impressed** with their experience and recommend it to others.

These goals drive our commitment to service quality and our efforts have been acknowledged with ISO 9001 Quality Management certification for demonstrating leadership and commitment in customer focus.

## 2 Scope

This Customer Service Plan applies to passenger transport services operated by Busways under contract to the NSW Government, including scheduled route and school bus services as part of the NSW integrated transport network.

The Plan outlines:

- Busways' approach to achieving exceptional service delivery through a customer focused culture and training program
- Communication touchpoints and responsibilities for these in compliance with our Contract and Government regulations
- Busways' customer feedback channels, complaint handling procedure and lost property management process.

## 3 Our Team

Meeting our customer commitment is the responsibility of the entire Busways team. To help them fulfil this responsibility, all customer-facing staff receive the support they need to deliver exceptional customer service. From initial training, through to annual programs and regular briefings and updates, content is refreshed annually so that trends in customer experience, and feedback regarding service improvement opportunities, are incorporated.

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## Leadership Team

Customer insights gained from customer satisfaction surveys, customer feedback and complaints, employee performance assessments, post-incident reviews and our community engagement activities are reviewed by Busways' leadership. This inserts the customer voice at the decision-making level of our organisation.

## Drivers and Frontline Staff

Effective and memorable training is best delivered through a combination of real-world situations and small group environments. Our program equips team members with the knowledge and skills to assist all passengers while including an emphasis on specific passenger groups such as the elderly, people with disabilities, culturally and linguistically diverse individuals and school children.

Customer service modules are included in induction, annual and refresher training programs. Drivers receive specialised training in defensive driving, crash avoidance and passenger comfort.

## Customer Service Officers

All Busways Customer Service Officers are dedicated professionals focused on delivering top quality customer assistance. Each Officer has completed a Certificate III in Customer Engagement as a minimum requirement. This qualification ensures our team has the required skills to mediate complex customer interactions, respond to requests, resolve complaints and collect appropriate customer data.

# 4 Information Sources

## Trip planning apps

Transport for NSW makes real-time data available to third parties for the development of smartphone trip planning apps for train, bus, ferry and light rail.

Public transport users can plan their trip from door-to-door, track their services in real-time, check the space on their next bus or train, get transport accessibility information using their smartphones or tablets, and choose the best transport method if there is a disruption.

In addition to the Opal Travel app, there are now a range of apps available to NSW customers which are listed at [transportnsw.info/apps](https://transportnsw.info/apps).

Busways provides timely, accurate data feeds to support these apps with service information.

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## Websites and Social Media

The official website for transport services in NSW provides comprehensive information regarding all aspects of public transport in the state. At [transportnsw.info](http://transportnsw.info) customers can:

- make enquiries and provide feedback about public transport services
- get information regarding a variety of transport apps
- access timetables, service disruptions, bus stops, and trip planning tools
- make lost property enquiries.

For information about Busways' depot locations, community programs and services outside the scope of [transportnsw.info](http://transportnsw.info), visit [busways.com.au](http://busways.com.au).

Official Transport NSW Infoline social media channels publish both planned and unplanned public transport service information.

## Printed Timetables

Printed timetables are available from bus drivers, bus depots and some external sources such as community facilities and local councils. They can be ordered by contacting the Transport NSW Infoline or filling in the form at [busways.com.au](http://busways.com.au).

## Onboard Communication

Notices on buses advertise service changes, ticket information, campaigns and special event information. Buses with digital onboard information systems show next-stop information, advertise planned changes and provide updates during degraded service.

Drivers will provide service updates and help customers with their queries. Where appropriate, they will make announcements regarding service delays and disruptions.

## School Communication

School service changes are communicated to school administration, parents and students through letters distributed on the buses, website content, direct mail correspondence, meetings with school staff and placement of articles/information in school newsletters.

Consultation about proposed service changes is conducted with the school community and upcoming changes are communicated in advance.

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## Media Communications

Advertising and media platforms are used to promote the integrated transport network and any upcoming community consultations and changes to services. In addition to advertising campaigns, we also inform media about service developments and respond to media enquiries regarding the network. During major unplanned service disruptions, we keep local radio stations and social media channels updated on the network status.

## Information Stalls and Street Team Promotions

Information stalls and street teams pop up in community locations such as transport interchanges, shopping centres, community festivals and other events to promote important news about the bus network, such as when major timetable changes are introduced or new services launch.

## 5 Customer Feedback

Information provided by users of bus services is vital to the ongoing improvement of the bus network. Feedback investigation and reporting activities are linked to Busways' performance management and continuous improvement processes to ensure the customer voice is heard and considered in network planning and management.

### Feedback Channels

All customer feedback, including complaints and compliments, can be directed to the official Transport NSW Infoline on 131500 or at [transportnsw.info/contact-us](https://transportnsw.info/contact-us) 24 hours a day, every day.

The Busways Infoline supports the function of the Transport NSW Infoline by investigating and handling feedback referred to us. This service is staffed by trained, experienced Customer Service Officers 7:00am to 7:00pm Monday to Friday, excluding public holidays, and involves responding to customers directly.

### Complaints Handling Procedure

Busways is committed to investigating every complaint and acting in accordance with the findings of an investigation. Feedback is a useful resource for Busways' continuous improvement activities which include development of new campaigns, staff training and service amendments.

### Response Process

Busways will respond to 100% of customer complaints, feedback and requests within two business days. At least 70% will be resolved in two business days and 95% of all matters will be completed within 30 business days. If the investigation is ongoing, the customer is informed of progress within these timeframes.

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## Customer Satisfaction Surveys

Customer satisfaction surveys are conducted throughout the year via multiple channels. Street surveys are conducted periodically by both Busways and Transport for NSW at transport interchanges and onboard services. Monthly follow-up feedback surveys are conducted by phone, and data collected by a permanent customer satisfaction survey on the Busways website is reviewed quarterly. Webform surveys are conducted on a project basis.

## 6 Service Communications

Information regarding normal service timetables and planned service changes is available on [transportnsw.info](http://transportnsw.info), [busways.com.au](http://busways.com.au) or by calling 131 500.

Information regarding major service disruptions is supplied via on board announcements, [transportnsw.info](http://transportnsw.info) and Transport NSW Twitter and Facebook accounts. The [transportnsw.info](http://transportnsw.info) website also features links to a variety of transport apps that provide real-time service updates.

Planned service changes are announced at least two weeks in advance. Communications methods used reflect the impact and scale of the changes and may include posters displayed onboard services, website content, social media and media advertising, community information stalls and stakeholder communications.

Notice of proposed and upcoming service changes or consultation programs are communicated in advance of changes or consultation deadlines.

## 7 Consultation on Service Improvements

Community consultation programs for network and timetable change projects are coordinated taking into consideration stakeholder needs and interests, the impact on the community and the scope to influence outcomes of the project.

Activities are tailored to get relevant input from the community and other stakeholders. This includes surveys, information stalls, stakeholder meetings and data analysis. Submissions and feedback are reviewed and form part of the decision-making processes for service changes and improvements.

## 8 Safety and Security

The safety, health and wellbeing of passengers, community and employees is of paramount importance. Our Safety Management System (SMS) meets all regulatory requirements and contains policies and procedures for implementing and monitoring safe practices including incident response, management and reporting.

Our annual customer service training program includes a focused campaign on safety in addition to safety modules incorporated into training programs throughout the year.

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## Fitness for Work

Busways is committed to the wellbeing of our employees through our Fitness for Work Policy. We provide systems and procedures to promote and maintain our employee's physical, mental and emotional ability to perform their role safely and deal with issues that may arise during their day.

Policies include a zero tolerance for illegal drugs and alcohol and a comprehensive fatigue management strategy.

## Fleet and Infrastructure

In keeping with the priority placed on safety, Busways ensures the safety and security of our fleet and infrastructure through comprehensive asset management and incident management plans and policies. Industry-leading safety initiatives – including advanced fire safety systems, run-away prevention systems and closed-circuit television – maximise the safety of our passengers and employees.

## Care of Children

Busways is committed to the safety and wellbeing of children using our services, particularly when they are travelling without the supervision of a parent or guardian. Our policy is that no child is left behind. If children board the wrong school bus, the driver will contact Busways' Operations Control Centre for assistance in contacting the school and guardian, and arranging to transfer the child to the correct bus.

Employees who work regularly with passengers must meet all regulatory requirements and a valid Working with Children Check is a prerequisite for drivers.

## Passenger Codes of Conduct

Passengers on our services have a responsibility to behave in a manner that ensures the safety and comfort of other passengers and Drivers. Busways displays our Passenger Rights and Responsibilities and Student Code of Conduct on every vehicle.

## 9 Fares and Ticketing

Ticketing products are managed by Transport for NSW, with fare prices set and regulated by the Government, usually on an annual basis. Fare and ticketing information is published on the TfNSW website.

Busways collects fares in accordance with government requirements. The Transport for NSW Metropolitan and Outer Metropolitan Sydney integrated transport network is a cashless service operating on the Opal smartcard system which accepts payment by Opal Card or contactless payment. The rural and regional NSW bus network accepts onboard cash and contactless payments.

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## Revenue protection

Busways implements fare revenue protection measures to ensure the network is fair, valued and sustainable. All Busways drivers are trained in the Opal smartcard, contactless payment and fare collection systems, including identifying and reporting machine problems. They fulfill their responsibilities in ensuring all passengers pay a correct fare and show appropriate proof of eligibility for concession or free travel as required.

Busways inspectors conduct fare revenue protection activities every day, educating customers and using inspection data to work with state authorised revenue protection officers and NSW Police officers to enforce ticketing compliance.

## 10 Public transport services integration

As a provider of services in the broader New South Wales transport network, Busways appreciates that many of our customers connect with other services as part of their journey. Our timetables are designed to co-ordinate with other available transport options to support smooth connections and seamless experiences.

On-time running is a major priority and every effort is made to ensure timely arrivals at inter-modal connections, such as train stations and major hub interchanges for other bus services. Schools serviced by Busways are consulted regarding morning and afternoon bell times to align with class commencement and homeward journeys.

## 11 Special event services support

Travelling by public transport to and from special events is often the easiest and most convenient option. Busways, as part of the Sydney public transport ticketing network, will recognise integrated ticketing entitlements authorised by the TMC and free travel declarations authorised by Transport for NSW and allow access to patrons carrying an event ticket with integrated travel, or a declaration to enter and exit buses without the need to tap a valid OPAL card or other payment method, on the day of the special event from 6 hours prior to the event scheduled start time until 4am the day following the integrated ticketing event.

Busways supports customers travelling to special events on our buses by:

- Engaging with special event organisers and other stakeholder to jointly address event service parameters and arrangements
- Implementing special event marketing and information communications as requested by TfNSW
- Communicating service amendments or impacts on other services ahead of time to assist trip planning
- Deploying key personnel to supplement frontline staff for major events within the Contract area
- Rostering additional cleaning hours to maintain high levels of fleet cleanliness

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- Working with the emergency services to manage safety risks during special events
  - Partnering with organisers to promote transport options using our marketing platforms.

## 12 Lost Property

Lost property found on the network is managed by a digital multi-modal lost property system which features an automated matching capability to efficiently match lost and found items and reunite customers with their lost items. This easy to use, accessible system operates 24 hours a day, 7 days a week, providing customers with updates to their enquiry, and increasing the chances of finding the lost items.

The Transport NSW Lost Property System applies to most public transport operators across the Greater Sydney and Newcastle area and for all NSW TrainLink services. This means in the majority of cases a customer can submit a single lost item enquiry even if they have travelled across multiple modes of transport on their journey.

Enquiries can be submitted via the Lost Property form at [transportnsw.info](http://transportnsw.info) or via the Opal Travel app.

Busways records and manages all property found on Busways buses in accordance with our lost property procedure. Any item found on the bus, whether handed in to the Driver or found by the Driver while completing the end-of-shift procedure, is considered lost property.

Every effort will be made to identify and contact the owner of a lost item using the Lost Property System. Lost property that isn't returned to its owner is stored for 28 days before disposal.

## 13 Accessible Transport

Busways is committed to providing all members of the community with access to our public transport network. We continually monitor and adapt services in consideration of the needs of those with physical, intellectual, or cognitive challenges. This includes the elderly, people with a disability, physical injury or sensory impairment, people with language barriers, and passengers travelling with prams.

Our Accessible Transport Action Plan, available on the Busways website, provides a detailed insight into the measures we take and ensures our compliance with all regulatory and legislative requirements.