


# Customer Service Charter





We acknowledge and pay respect to the past, present and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.

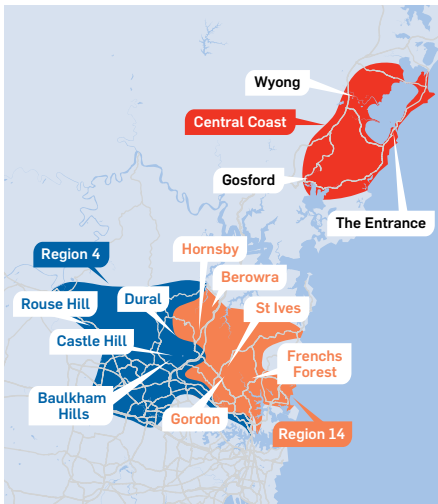
Artwork: Luke Penrith,  
Connecting to Country and People, 2022

# About Us

Serving the Central Coast and Bateau Bay area, Red Bus CDC NSW is a joint venture between CDC NSW and Red Bus Services, bringing together decades of experience and a rich family legacy to provide exceptional bus services.

Our commitment extends beyond transportation, as we strive to enhance the lives of individuals by delivering safe, reliable, and punctual connections that facilitate seamless travel experiences. The Entrance Red Bus Services Pty Ltd ("Red Bus") is one of the oldest bus operators in Australia. It is a family-owned business that has been operating bus services on the Central Coast, north of Sydney, since January 1940. At that time, the company ran five buses operated by members of the Sloman family and three external employees. Red Bus Services employs 160 employees with over 100 buses in total. In addition to operating the Outer Metropolitan Region Bus Contract (across the breadth of the Coast, from Gosford in the South, Lake Haven in the North, Bateau Bay in the East, and Ourimbah and Wyong in the West), Red Bus Services operates coaches servicing the local community for charter and tourist needs.

Our company is responsive and accountable to NSW's everchanging transport needs. We value a great relationship with all our local stakeholders and are keen to continue providing services to the communities we serve and operate in.



## Metro Bus Services:

**Region 4** which covers North West of Sydney, including Castle Hill, Rouse Hill, Dural and Baulkham Hills.

**Region 14** which covers the North Shore including Frenchs Forest and St Ives plus the upper North Shore including Berowra, Hornsby and Gordon.

## Other Regions:

**CDC Broken Hill** operates in the far North Coast of New South Wales, serving communities in Byron Bay, Ballina, Lennox Head, Mullumbimby, Brunswick Heads and Ocean Shores.

**CDC Canberra** cover a large portion of southern New South Wales and the Australian Capital Territory including Canberra, Queanbeyan, Yass, Bungendore, Murrumbateman, Gundaroo, Captains Flat and Michelago.

## Other Metro Bus Services:

**Blue Mountains** which covers from Penrith up to Katoomba.

**Hunter Valley** which covers Maitland, Raymond Terrace, Toronto, Wyee, Morisset and Wyong.

**Central Coast** which covers Gosford, The Entrance and Wyong.



# WeCare

Red Bus CDC NSW prides itself on creating strong partnerships and aims to be an Employer of Choice, striving to deliver best-in-class service to our customers. We are committed to improving transport solutions and helping protect the environment by embracing sustainable practices for the benefit of local communities. Our corporate value "We Care" is at the heart of everything that we do, and we strive to be the Australia's most trusted transport provider.

## We Care VALUES



Integrity



Authentic



Inclusive



Positive



Purposeful



### We Care for our customers

Our customers are always the front and centre of what we do.

We are committed to providing transportation services that are safe, reliable, and efficient. We recognise the existing and future needs of our customers and the communities we serve every day.



### We Care for our partners, suppliers, and stakeholders

We practise win-win partnerships with our partners, suppliers and stakeholders. We recognise the importance of long term, mutually sustainable relationships. As a trusted business partner, we commit to providing high standards of service delivery. With our suppliers, we commit to dealing fairly and ethically.



### We Care for our people

Our people are our greatest asset. The health, safety and well-being of our people is our top priority. We are committed to providing a positive work culture and promoting a safe working environment. We foster diversity and inclusion, dignity, and respect. Our success is achieved through our team of passionate employees with a spirit of teamwork and collaboration, committed to excellent service delivery.



### We Care for our communities and the environment

We respect the people in our communities and promote care for the environment by embracing sustainable practices across our businesses. We foster an environment of trust by engaging the communities we serve and supporting initiatives that provide a broader benefit to society. We are committed to minimising the environmental impact of our operations and promoting sustainable transportation outcomes.



### We Care for our shareholders

We are committed to generating value for our shareholders. We recognise that sustainable long-term value for our shareholders is built through continually recognising and acting on opportunities that have a positive financial impact supported by our internal and external

stakeholders. This is achieved by making life better for our customers and communities, investing in our employees and in strong partnerships with our partners, suppliers, and stakeholders. We also commit to transparency and effective engagement with our shareholders.

# Our Commitment

**Red Bus CDC NSW is committed to providing a reliable service that you, our customer, can depend on.**

Public transport is an essential service that links people with places and communities. Our success will come from living our values and we strive to do this every day and with every customer engagement. This Customer Service Charter sets out our commitment to our customers.



## Customer Service Philosophy

**Red Bus CDC NSW is committed to providing a safe, reliable, quality and friendly service to our customers.**

To demonstrate this commitment, Red Bus CDC NSW has developed a Customer Service Charter and deployed it across its businesses.

Key components of the Customer Service Charter are:



Safe & Sound



Reliable & Convenient



Accessible



Comfortable



Quality Service



Feedback





## Reliable & Convenient

**It is our commitment that you can rely on us to deliver industry-leading service quality.**

We operate in a dynamic environment and are subject to daily variations in traffic conditions. We also encounter rare occasions where our buses will be involved in an incident or will suffer a mechanical failure, despite our rigorous maintenance regime. Our commitment is to minimise any disruption and quickly return you back to your journey.

To do this, we monitor our bus services in real-time through the Operations and Customer Centre (OCC). The OCC can see what is occurring on the road, from traffic conditions to planned and unplanned disruptions which will be communicated to our drivers to better keep you on time. The OCC also proactively tracks and monitors live running of services and responds accordingly, to ensure our customers are always getting the best-possible service.

Through the OCC, we are developing a range of communication channels to better inform you of how our bus services are performing. Our growing range of online and digital channels are designed to supplement what is available through the broader Transport for NSW offerings.





## Safe & Sound

### **Our service is geared to deliver you to your destination safely.**

Safety of our customers and drivers is more than a priority at Red Bus CDC NSW, it is a passion. We employ a mix of measures to deliver safe outcomes and are focused on interacting with our customers. We are proud to deliver public transport services in New South Wales and our drivers will assist in many ways, including operating the wheelchair ramp or simply confirming that the bus is heading to your intended destination.



Red Bus CDC NSW has measures in place to ensure your safety and security, at all times. Our buses are fitted with CCTV cameras, so we can review footage of any incidents at our depots. Our staff are provided with customer service training which covers managing and using the safety systems on our buses.

Our buses are equipped with many safety systems and our drivers are trained in emergency evacuation. Please follow the instructions of our driver in an emergency.

Red Bus CDC NSW is proud to be an industry leader when it comes to introducing world-class technology, such as Mobileye.

Mobileye is a vision-based Advanced Driver Assistance System that helps both seasoned and new drivers to keep an "extra eye" on the road by alerting drivers to potential accidents.

Other systems installed include a digital radio system with duress capability, CCTV to monitor activities in and outside the bus and the Operations and Customer Centre which monitors on-road activities 24 hours a day, 7 days a week, 365 days a year.



## Accessible

**Public transport is integral to people's lives. Red Bus CDC NSW recognises and respects the rights of all our customers travelling with us.**

We aim to understand the needs of all our customers and alleviate and barriers to people with special access requirements.

Our buses feature low floors and all route services are operated with fully accessible buses. Our drivers have been trained to lower the entry ramp and assist any customers who require assistance to board our buses.

To travel safely on our services, mobility aids (wheelchairs, electric scooters, or motorised vehicles) must conform to the requirements that are published on our website (a hard copy of these requirements can be provided on request).



As part of our initiative to better serve customers with special requirements, Red Bus CDC NSW has implemented "Red Bus CDC NSW Priority Seating" in our buses. These seats are at the front section of each bus and identified through distinctive seat coverings and signs to encourage customers to offer their seat to someone who might need it more.

This initiative reduces the risk of slips, trips and falls for those who are more vulnerable within our communities.





## Comfortable

**Passenger comfort is an important element of customer experience.**

It is Red Bus CDC NSW's commitment to ensuring your travel experience is as comfortable as possible, to encourage you to use our services over and over again. Red Bus CDC NSW is proud of its vehicle fleet and we work hard to keep each vehicle's presentation to a high standard each time it leaves the depot. All vehicles undergo a regular cleaning regime and Red Bus CDC NSW Managers regularly conduct mystery shopper exercises to understand the customers' perspective and experience.

Our buses are provided with comfortable seating and the majority are fitted with consistent air-conditioning to ensure a pleasant and comfortable journey. The climate-controlled system (heating/cooling system) in our buses provide a comfortable and consistent temperature, catering to the different seasons of the year.





## Quality Service

**You will experience quality service – clean, comfortable, safe, and reliable – it's that simple.**

We pride ourselves on our team of friendly, helpful and professional people and we are constantly reviewing training to improve the customer experience.

Our drivers are our “everyday ambassadors”. Our training program covers all aspects of serving you including customer service and handling enquiries and complaints.

For major network changes, you will see our marshals on the ground to assist with any queries, providing information and most importantly, ensuring that you get to your destination without any hassle.

We are striving to constantly improve on our delivery of service information. We use a mix of online and digital channels and will continue to search for new ways to interact with you. Red Bus CDC NSW's website and our social media channels have information on service changes including network upgrades/ changes and planned disruptions.

All unplanned disruptions will be communicated through the Transport for NSW and Red Bus CDC NSW's websites and social media platforms along with other platforms as required.





# Feedback

**If we've let you down, we apologise and welcome your feedback. Feedback from our customers is important to us as we use this to improve our service delivery and network performance.**

Customer feedback, complaints and compliments can be submitted via phone, email or via an online form at [transportnsw.info](https://transportnsw.info).

You can reach us through the Transport for NSW Contact Centre by calling **131 500** or visiting [transportnsw.info](https://transportnsw.info).

Our website also provides contact details if you need to speak to a member of our staff.

Red Bus CDC NSW takes all feedback seriously and a Customer Advocate will be allocated to manage your feedback throughout the process. All feedback is investigated with the depot and the driver and findings documented and used to continuously improve the services we provide.

All feedback and requests will be responded to within two business days with 80% addressed within five business days and we aim to resolve all cases within 30 days.

Our Customer Advocates will keep you informed throughout the process and update you with findings once complete.



Our drivers are part of your community and we welcome compliments and feedback to the team, so we can acknowledge a job well done.

It is only through your feedback that we can understand any gaps in our commitment. Aside from the usual feedback channels, we carry out biannual customer satisfaction surveys to better understand where we can improve and where we are doing well.



## Lost Property

**Red Bus CDC NSW aligns to the Transport for NSW lost property procedure. Any item found on a bus, whether handed into a Driver or found by the Driver at the end of shift, is considered lost property.**

A lost property office is located at each depot and is open Monday to Friday between 8am and 4pm for enquiries and collection. Log any lost property items through the Red Bus CDC NSW website, providing a description of the item and your contact details.

All lost property is logged into a lost property register and kept at the depot the bus returns to.

Our team at the depot will do their best to identify and contact the owner of lost items. Lost property that isn't reunited with its owner is stored for three months before being donated to a local charity.





# Fares & Ticketing

## Opal Card

Opal is a reusable travel card – it's your ticket for trains, trams and buses in Sydney and many parts of regional NSW. To travel on public transport, customers need to buy an Opal card, top it up with credit and touch on and touch off at Opal readers to pay their fare.

You can buy your Opal card and top up at:

- around 800 shops including all 7-Eleven stores
- Opal machines at selected stations and stops
- premium station ticket offices
- Transport for NSW Hubs – [transportnsw.info](https://transportnsw.info) or by calling **131 500** (allow seven days for delivery of an Opal card and around 90 minutes for online top ups.)



## Contactless & Linked Devices

Contactless payments are another way to pay for all public transport in the Opal network.

Use the same contactless card or device for all your travel all week to pay Adult Opal fares and to receive the same travel benefits of an Adult Opal card.

## Tap on and off

On buses, you must tap on at the Opal card reader at the start of your journey and tap off at the Opal card reader at the end, just before you disembark from the bus. This ensures you have a valid ticket and pay the correct fare for your journey.

### Register online to protect your card.

You can choose to register online to protect your card. By registering your card online, you can:

- secure your card's balance if it's lost or stolen
- see the cost of your recent trips and balance
- set Auto Top Up
- request a replacement card when your card expires every four years
- manage your card

Be sure to keep your payment card separate to other contactless cards or devices, to avoid overpaying for your trip through 'card clash'.

## Concession Fares

You may be able to travel on a concession fare if you are a child, student or Australian senior. Other types of concessions are also available. Check if you're eligible at [www.transport.nsw.gov.au/Who\\_can\\_use\\_NSW\\_travel\\_concessions](http://www.transport.nsw.gov.au/Who_can_use_NSW_travel_concessions).

Always carry proof of eligibility.

## School Passes

School bus passes are provided free of charge to eligible students via the School Student Transport Scheme. These passes can be obtained through your child's school or via the Opal website. School students are required to tap on and off.







# How to contact us

**For all enquiries, feedback or to share with us your experience, please:**

Call **131 500** or

Email [communications@redbuscdc.com.au](mailto:communications@redbuscdc.com.au)

A full list of our depots can be found on our website [redbuscdc.com.au](http://redbuscdc.com.au)

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## Other contact information

For trip planning, maps and ticket info visit [transportnsw.info](http://transportnsw.info) or call **131500**.

