



TORRENS
TRANSIT

THIS IS HOW WE ROLL

CUSTOMER CHARTER



A grayscale photograph of a bus at a stop with its ramp extended. The bus is on the left, and the ramp is on the right. In the background, there is a bus stop shelter and a sign that says "All covered public transport waiting areas are smoke-free".

OUR PURPOSE

**DELIVER UNMATCHED TRAVEL
CONVENIENCE TO DELIGHT
CUSTOMERS IN THE MOMENTS
THAT MATTER.**

OUR CUSTOMERS

**OUR CUSTOMERS ARE THE
COMMUNITY IN WHICH WE
OPERATE. WE BELIEVE IN
CONNECTING OUR CUSTOMERS
WITH PEOPLE AND PLACES
IMPORTANT TO THEM.**

OUR MISSION

CONNECTING PEOPLE,
LINKING COMMUNITIES,
FINDING SOLUTIONS,
CREATING OPPORTUNITIES,
ENHANCING CITIES.



OUR PEOPLE

WE VALUE THE SAFETY
AND CELEBRATE THE DIVERSITY
OF OUR PEOPLE. WE MAINTAIN A
CUSTOMER FOCUS IN EVERYTHING
WE DO.

ABOUT US



EMPLOYEES



BUSES



DEPOTS

* Figures as at August 2023

At Torrens Transit, we operate a modern fleet of over 812 vehicles and employ over 1,436 people to operate and maintain the regions' bus networks.

Torrens Transit is part of Kelsian Group, Australia's largest integrated multi-modal transport provider and tourism operator, with established urban bus operations in Singapore and London. Kelsian has over 30 years' experience delivering tourism experiences and passenger transport services and is now a leader in zero emission public transport as the operator of Australia's largest battery electric and hydrogen powered bus fleets and Australia's largest electrified bus depot.



→ At Torrens Transit, customer service means exceeding our customers' expectations at every step of the customer journey. That means listening to, anticipating and responding to our customers' needs.

The customer is at the heart of everything we do. All staff undertake our dedicated Customer Focus Training to ensure our customer service values are strong across every part of our business – from the vehicle mechanics who ensure our buses run smoothly, to the cleaners who keep our buses clean and tidy, and our drivers who ensure you get to where you need to go safely and efficiently.

CUSTOMER EXPERIENCE PRINCIPLES



SAFE

Safety at every step of the journey



ACCESSIBLE

Designed for every person, for all needs



SEAMLESS

Easy, intuitive and effortless



RELIABLE

Accurate and reliable



CONNECTED

Connected and integrated



PERSONALISED

Services that anticipate and adapt to customer needs



SAFE



Safety at every step of the journey

We live for safety and take the safety management of our vehicles and customers very seriously. We are accredited to international safety standards and have a view of continuous improvement when it comes to our safety performance measures.

- Our drivers receive ongoing comprehensive training in the areas of safe driving techniques.
- All of our buses are fitted with GPS tracking and CCTV cameras.
- Our drivers are trained how to behave and respond to emergency and difficult situations.
- We adhere to the latest standards in safety and maintenance requirements.



ACCESSIBLE



Designed for every person, for all needs

We are committed providing a safe and inclusive travel experience, regardless of physical abilities. We have taken proactive measures to ensure that our buses, which are equipped with features such as ramps and designated spaces, are fully maintained and functional at all times to accommodate passengers with mobility challenges.

Our well-trained staff are always ready to assist individuals who require special attention. With a steadfast dedication to accessibility, we strive to make every journey with us convenient, comfortable, and welcoming for everyone.



SEAMLESS



Easy, intuitive and effortless

Our team's priority is to get you where you need to go, when you need to be there. Under our contract, the scheduled departure from a timed stop is to be no more than 4 minutes 59 seconds late.

- All of our buses are fitted with GPS tracking and are connected to our Operations Control Centre via radio.
- We rigorously track our on-time running to ensure our performance meets our contracted KPIs.
- Our feedback management system ensures we are aware of any customer concerns and can make the necessary improvements when required.
- We communicate all scheduled and unplanned disruptions via signage and through Adelaide Metro's website and social channels.



RELIABLE



Accurate and reliable

We're committed to ensuring your journey is as reliable as possible. From time to time, unplanned and planned disruptions do affect our services. We will endeavor to minimise any inconvenience where possible and thank you for your patience.

For the latest timetable information, real time journey planning, disruption alerts, fare information and more, visit the below for more information.

- adelaidemetro.com.au
- www.twitter.com/AdelaideMetroSA
- InfoLine 1300 311 108

Service disruptions are posted on:

- www.twitter.com/AdelaideMetroSA
- Adelaide Metro Website

CONNECTED



Connected and integrated

At Torrens Transit, customer service means exceeding our customers' expectations at every step of the journey, listening to, anticipating and responding to our customers' needs.

- We train all of our employees in customer service using our custom designed training program.
- Mystery Traveller programs are active across our SA network to continuously review our performance.
- We take a proactive approach to meeting robust KPIs set by the Department for Infrastructure and Transport (DIT) and South Australian Public Transport Authority (SAPTA).
- We communicate our customer service approach internally through campaigns and messaging.
- Our COMPASS Values (Customer Brilliance, One Team, Motivated, Professional, Authentic, Successful and Safety Focused) ensure we retain and recognise the best people and help us to navigate the way we do business.

PERSONALISED



Services that anticipate and adapt to customer needs

Torrens Transit is committed to making your journey tailored and as seamless as possible.

- We continually monitor services through real-time data to understand customers' individual travel choices.
- We explore and embrace new technology that helps deliver tailored services to our customers.
- Our people share a clear purpose to design and deliver a network which is targeted to enhance the customer experience for the entire journey.



TRAVELLING WITH US

METROCARD

You can pay with a rechargeable metroCARD, Adelaide Metro tap and pay ticket by using your credit/debit card or smart device, or the Adelaide Metro Buy & Go app. See more details here >> [Adelaide Metro Fares & Tickets](#)



FARES & TICKETS

CARRIAGE OF ITEMS

Prams, strollers and personal shopping trolleys are permitted on board our vehicles at any time. Bicycles are not permitted on board.

ACCREDITED ASSISTANCE ANIMALS

All accredited assistance animals accompanying a person with a disability are welcome to travel on our services.

MOBILITY AID SPECIFICATIONS

Mobility aids such as such as wheelchairs, four wheel scooters and battery powered motorised vehicles should:

- Be no more than 1250mm in length, 740mm wide and 1500mm high (note: add-ons such as baskets, canopies, sunroofs and luggage carriers must all fit within these dimensions or be removed for public transport travel).
- Park securely in designated and clearly marked areas on board the vehicle.

See more detail here >> [ACCESS & DISABILITY](#)



ACCESS &
DISABILITY

LOST PROPERTY

If you have left an item on board one of our vehicles please contact Adelaide Metro Infoline on 1300 311 108 or report lost property here >>

[CONTACT US](#)



CONTACT US

Please note, lost property will be kept for a maximum of three months (except perishable items).

TRAVELLING ETIQUETTE

**TO ENSURE A PLEASANT JOURNEY WE
EXPECT OUR CUSTOMERS TO:**

01

**Hail the bus when it
approaches your stop.**

02

**Travel with a valid
metroCARD and remember to
validate.**

03

**Hold on to the provided
railings and handles.**

04

**Press the stop button in
advance to give driver ample
warning to stop.**

05

Respect others by keeping your feet off the seats and not playing music or talking loudly.

06

Offer your seat to pregnant, disabled, or elderly patrons.

07

Avoid eating and drinking while on board the bus.

08

Ensure all possessions and rubbish is removed when leaving the bus.

09

Adhere to any government directions that relate to travelling on public transport.



**TORRENS
TRANSIT**

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