



TRANSIT  
SYSTEMS

Part of  
**KELSIAN**  
CONNECTING PEOPLE & PLACES

VERSION 1.0



# VICTORIA

# CUSTOMER



# CHARTER



## OUR COMMITMENT

At Transit Systems Victoria, we are committed to providing safe, reliable and accessible public transport that connects people with their communities every day.

This Charter sets out the service you can expect from us, how we'll deliver it, and how you can help us provide the best possible experience for everyone.

Our commitment is guided by our **COMPASS** Values, which shape how we serve our customers, support each other and contribute to the communities in which we operate.

2

Depots

166

Buses

346

Employees

# SAFE RELIABLE AND ACCESSIBLE PUBLIC TRANSPORT

We are committed to delivering safe, reliable, accessible and customer-focused public transport that helps connect people and communities across Victoria.



## WE HEARD THAT

## WE WILL

## PLEASE HELP US BY

Above all else, you want every journey to be safe and to feel safe while travelling

Drive safely, provide a secure onboard environment and respond promptly to safety concerns so you can travel with confidence.

Following driver instructions, remaining behind the yellow line while the bus is moving, wearing a seatbelt where fitted, respecting fellow passengers, and reporting unsafe behaviour or hazards.

You expect buses to be reliable and operate as scheduled.

Provide services as scheduled wherever possible and keep you well informed through open, honest and prompt communication when delays, disruptions or service changes occur.

Planning ahead, checking for service updates and allowing extra travel time during major events, roadworks or emergencies.

You want clean, comfortable and accessible buses.

Provide buses that are clean, well-presented, comfortable and accessible, for customers with disability, older passengers and people travelling with prams or mobility aids, so every customer can travel with confidence.

Respecting our buses by disposing of rubbish responsibly and reporting damage or cleanliness issues and giving priority seating to those who need it.

You expect easy and convenient ways to pay.

Deliver efficient, high-quality services that make travelling by bus a convenient and dependable choice.

Using a valid ticket or myki and travelling in accordance with the Conditions of Travel.





# EASY TO DEAL WITH

You matter to us. We value every customer and are committed to providing respectful, responsive and professional service.

## WE HEARD THAT

## WE WILL

## PLEASE HELP US BY

**You want clear and timely information.**

Be Authentic by communicating openly, honestly and transparently about service changes and disruptions.

Keeping up to date with service information before travelling.

**You want to be treated with respect.**

Act Professionally by treating every customer fairly, respectfully and without discrimination.

Treating our drivers, employees and fellow passengers with courtesy and respect.

**You want your feedback to make a difference.**

Listen to compliments, suggestions and complaints, investigate them fairly and keep you informed of the outcome wherever possible.

Sharing your experiences openly and respectfully and providing enough information for us to investigate and share outcomes with you.

**You expect to be able to contact us.**

Make it easy to contact us by providing accessible customer service channels and responding in a timely manner.

Keeping your contact details current if you request a response to your enquiry or feedback.

# SUPPORTING OUR COMMUNITIES AND FUTURE

We recognise that public transport plays an important role in connecting communities and improving quality of life.



## WE HEARD THAT

## WE WILL

## PLEASE HELP US BY

**You want to travel in an environment where everyone feels welcome and respected.**

Foster a safe, respectful and inclusive environment where everyone feels welcome.

Treating fellow passengers and our employees with courtesy and reporting inappropriate or unsafe behaviour.

**You expect our employees to be approachable, knowledgeable and professional.**

Support and develop our people to provide safe, courteous and customer-focused service every day.

Understanding that drivers must remain focused on safely operating the bus.

**You want environmentally responsible public transport.**

Continue investing in cleaner technologies and supporting the transition to lower-emission public transport.

Choosing public transport to reduce traffic congestion and emissions.

**You expect us to care for our communities.**

Minimise the environmental impact of our operations and comply with environmental legislation and best practice.

Reporting environmental issues you observe relating to our operations.

**You want services that meet future needs.**

Remain Motivated to innovate, improve our services and work with government and stakeholders to meet the needs of growing communities.

Sharing your ideas and feedback to help us improve our services.

# OUR COMPASS VALUES HELP US NAVIGATE THE WAY WE DO BUSINESS



## **IS FOR CUSTOMER FOCUSED**

We focus on delivering an excellent experience for every customer.



## **IS FOR ONE TEAM**

We are one united team. We support, respect and value each other.



## **IS FOR MOTIVATED**

We embrace each day with energy, enthusiasm and a can-do attitude.



## **IS FOR PROFESSIONAL**

We take responsibility to 'do the right thing' with honesty and integrity.



## **IS FOR AUTHENTIC**

We are 'real' and genuinely care about what we do.



## **IS FOR SUCCESSFUL**

We are easy to do business with and we deliver results.



## **IS FOR SAFETY FIRST**

We make safety the priority in everything we do.



# OUR CUSTOMER SERVICE COMMITMENT

We are committed to:

- › Delivering safe, smooth, reliable and accessible public transport services.
- › Living our COMPASS values in every interaction.
- › Treating every customer with dignity, respect and fairness.
- › Providing accurate, timely and transparent information.
- › Listening to feedback and responding quickly, openly, honestly and transparently.
- › Supporting accessible, inclusive and sustainable transport.
- › Putting safety first in everything we do.



## ● HOW YOU CAN HELP

# TOGETHER WE CAN CREATE A BETTER JOURNEY FOR EVERYONE BY:

- › Travelling with a valid ticket or Myki card.
- › Following driver instructions and bus safety rules.
- › Being courteous and respectful to other passengers and our employees.
- › Giving priority seating to those who need it.
- › Keeping buses clean and free from damage.
- › Reporting hazards, damage or suspicious behaviour.
- › Providing feedback.
- › Helping us create a safe, welcoming and inclusive environment for everyone.





 OUR PROMISE



# EVERY JOURNEY MATTERS



Whether you're travelling to work, school, appointments or home, we are committed to providing a service that is safe, reliable, accessible and easy to use.

By living our **COMPASS** Values every day, we will deliver an experience that earns your trust, supports our communities and helps keep Victoria moving.



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