

CDC Victoria Customer Service Charter





About Us

CDC Victoria is a significant operator of route and school bus services in Victoria. With a fleet of close to 500 buses and coaches, our company's focus is linking people with places and communities.

Using the knowledge, experience and resources of our international and interstate networks, we aim to deliver a consistently good quality travel experience that is both safe and reliable.

CDC Victoria is wholly owned by ComfortDelGro Corporation (Singapore). ComfortDelGro is one of the world's largest land transport companies with a fleet of about 43,000 vehicles. Aside from Australia, the Group operates in seven countries including the United Kingdom, Ireland, China, Singapore, Vietnam, and Malaysia.

Our Values

CDC Victoria's corporate values are the core of what we believe in and how our business operates. Our values form the acronym SPaRCQ (pronounced 'spark') and they are:



The health, safety and well-being of our team, customers and the community is our top priority.



Commitment to operational excellence, superior customer service, community engagement, being known as a great organisation to work in, and providing high shareholder value.



Our customers can rely on us to deliver excellent service quality and recognise us as industry leaders.



As providers of an essential public service, we take pride in providing a unique offering by being an economic, community-driven social asset to every community in which we do business.



We offer outstanding services that delivers premium value to our customers, and we strive to improve all that we do.



Our Commitment

CDC Victoria is committed to providing a reliable service that you, our customer, can depend on. Public Transport is an essential service that links people to 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 plan sets out our commitment to our customers.



Reliable

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

We do operate in a dynamic environment and are subject to daily variations in traffic conditions. We also have the rare occasion 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. The Operations and Customer Centre can see what is occurring on the road, from traffic conditions to planned / unplanned disruptions which will be communicated to drivers in buses to better keep you on time.

Through the Operations and Customer Centre, we are developing a range of communications 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 Public Transport Victoria offerings.



Safe and Sound

At the most basic level our service is to deliver you to your destination safely.

Safety of our customers and drivers is more than a priority at CDC Victoria – it is a passion. We employ a mix of measures to deliver safe outcomes and focus on staff interaction with our customers. We are proud to deliver public transport in Victoria where our service includes selling myki products, assistance in operating the wheelchair ramp and simply confirming that the bus is heading to your intended destination.

CDC Victoria has measures in place to ensure your safety and security at all time. Nearly all our buses are fitted with CCTV cameras, so we can review footage of any incidents at our depots. Our staff are provided customer service training that includes managing and using the safety systems on-board our buses.

All our drivers are also trained in emergency evaluation. Please follow the instructions of our driver in an emergency.

Our buses are equipped with many safety systems and CDC is proud to be an industry leader in 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 both within and outside the bus and the monitoring of activity from an Operations and Customer Centre based right here in Melbourne.





Accessible

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

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

Over 90% of our buses are low floor and fully accessible, and 100% compliance will be reached by 2019 which is well ahead of the 2022 regulatory deadline. 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 our customers with special requirements, CDC Victoria has implemented "CDC 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 CDC's commitment to ensure your travel experience is as comfortable as possible and thereby encourage you to use our services over and over again. CDC Victoria is proud of our 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 CDC Managers ride our buses regularly to understand the customer's perspective and experience.

Our buses are provided with comfortable seating and consistent air-conditioning to ensure a pleasant and comfortable journey. The climate controlled system (heat/cool system) in our buses enable the setting of a comfortable and consistent temperature catering to the different seasons in 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 staff and we are constantly reviewing training to improve the customer experience.

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

For any major network changes, you will see our customer service staff on 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. CDC's website and our social media channels (Facebook and Twitter) have information on service changes including network upgrades/ changes and planned disruptions. All unplanned disruptions, incidents or late running will be communicated through our Twitter account. Aside from our website, the PTV website is a rich source of information on the broader public transport network including trains and trams.





Feedback

If we've let you down, we apologise and welcome your feedback.

You can contact us through the PTV Contact Centre by calling **1800 800 007** or visiting

www.ptv.vic.gov.au.

You can also lodge your feedback directly with us by visiting our website,

www.cdcvictoria.com.au (via the Feedback & Comments webform).

Our website also provides contact details if you need to speak to a member of our staff (for example, for lost property related queries).

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





Carrying Items

Carriage of items and luggage

Prams, strollers, pushers and shopping jeeps may be carried free on our buses, provided they are of a suitable size and space is available. However, because of space limitations we cannot accept bicycles (folding bicycles are OK but please try to avoid carrying these during peak hours). Bulky items such as surfboards and other large items cannot be carried on buses as they obstruct other passengers and may be a safety hazard. Flammable goods, explosives and other dangerous items are not permitted on board our buses at any time.

Pets

Guide dogs, hearing dogs and assistance animals can travel on buses at all time, free of charge. Small pets can be transported on our buses provided they are carried in an appropriate pet carrier.





Fares and Ticketing

All customers travelling on our buses are required to have a valid ticket

myki

myki is a reusable travel card – your tickets for trains, trams and buses in Melbourne and many parts of regional Victoria. To travel on public transport, customers need to buy a myki, top it up with credit and touch on and touch off at myki readers to pay their fare.

You can buy your myki and top up at:

- around 800 shops including all 7-Elevens
- myki machines at selected stations and stops
- premium station ticket offices
- PTV Hubs
- on the bus (\$20max)
- ptv.vic.gov.au or by calling 1800 800 007 (allow seven days for delivery of a myki and around 90 minutes for online top ups.)

Concession fares

You may be able to travel on a concession fare if you're a child, student or Australian senior. Other types of concessions are also available. Check if you're eligible at ptv.vic.gov.au/concession. Always carry proof of eligibility when you travel.

Touching on and off

On buses, you must touch on at the myki reader at the start of your journey and touch off at the myki 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 yours expires every four years
- manage multiple cards

More information

For more information about concessions, fares, refunds, reimbursements and replacements, visit ptv.vic.gov.au or call **1800 800 007**



How to contact us

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

Call **1800 800 007** (6am – midnight daily)

Online www.cdcvictoria.com.au (via Feedback forms)

Write to CDC Victoria:

Customer Service

P.O Box 4197

Hoppers Crossing, Vic 3029

Other contact information

Public Transport Victoria

Call 1800 800 007, daily from 6am to midnight
(all night Friday and Saturday)

Online www.ptv.vic.gov.au

Write to Public Transport Victoria:

PO BOX 4724

Melbourne Vic 3001

Customer Advocate

Public Transport Victoria

PO BOX 4724

Melbourne Vic 3001

Call **1800 800 007**

Email: customer.advocate@ptv.vic.gov.au

Public Transport Ombudsman (Victoria)

P.O Box 538

Collins Street West

Melbourne Vic 8007

Call **1800 466 865**

TTY Users Phone: **1800 555 677**, then ask for **1800 466 865**

Email: enquiries@ptovic.com.au

Online www.ptovic.com.au