Customer Service Charter
About Us

Transdev Melbourne operates one third of Melbourne’s bus network, with 47 metropolitan route services (including some SmartBus routes) and more than 100 school bus services. With six depots across Melbourne, we service the city’s western, south eastern and eastern suburbs under contract to Public Transport Victoria.

Globally, Transdev is a world leader in the operation of passenger transport services. We operate train, bus, ferry and light rail services in 20 countries around the world, have more than 82,000 employees and complete 11 million customer trips around the world every day.

Transdev believes that public transport plays an important part in how cities comes to life and we are focused on empowering your freedom to move every day.

Our Commitment

At Transdev Melbourne, customer service means anticipating, responding to and exceeding our customers’ changing needs and expectations.

Every trip, every customer interaction, every customer service program and every training session is based on the notion that our business revolves around the customer.

We support this by prioritising and working towards continuous improvement in the following areas:

- Safety
- Customer service
- Community engagement
- Reliability
- Maintenance
- Accessibility
You are in safe hands
The safety of our customers and employees is our top priority

We have robust safety management systems in place and we are accredited to international safety standards. We use local and international Transdev innovations to continually improve our already outstanding safety performance record.

Transdev Melbourne has measures in place to ensure your safety and security at all times:

• Nearly all our buses are fitted with CCTV cameras.
• All our drivers are trained in emergency evacuation.
• We have emergency response protocols in place to seek police assistance and Protective Services Officers patrol the area near our stops at railway stations.

Keeping it clean
Our vehicles follow strict maintenance and cleaning schedules

• All vehicles are regularly cleaned (inside every day and outside once a week).
• Any bus with offensive graffiti will be removed from service to be cleaned as soon as is practicable, which is usually at the end of the shift.
• To ensure a comfortable ride, we regularly inspect the heating, ventilation, air conditioning and lighting to make sure they are working correctly.
• When purchasing new vehicles, we seek out the best in terms of safety, customer comfort and fuel efficiency.
Your time is gold
We know our customers expect transport services to be reliable and punctual

Our performance is measured in a number of ways, including our ability to deliver you on-time services. A bus is considered on time if it arrives no more than 59 seconds early or 4 minutes 59 seconds late (applies to major stops only).

We’re delivering a number of initiatives to help keep our buses on time, including:

• All of our buses are fitted with GPS tracking and are connected by radio to our Operations Control Centre.
• We routinely review our operational improvement plans and maintenance plans to ensure our buses continue running at an optimum level.
• We analyse travel data and customer feedback to identify timetable improvements for future service changes.

Additional services

We will at times provide additional services for major sporting and special events.

For further information, please visit transdevmelbourne.com.au or ptv.vic.gov.au.

Access for all
We aim to make it as easy as possible for everyone to access our services

All of our buses (except one) have low floors and are fully accessible, and all new vehicles meet this criteria. We continue to work with Public Transport Victoria to identify opportunities to improve accessibility.
Mobility aid specifications

To travel safely on our services, mobility aids (wheelchairs, scooters or motorised vehicles) should:

- fit within a space of 1300mm (length) by 800mm (width); and
- be no more than 750mm wide at a height of 300mm above the ground in order to fit between the wheel axles of a bus.

Additionally, the total weight of the customer, their assistant (if applicable) and their mobility aid must be less than 300kg. This is to ensure the maximum weight capacity of boarding devices such as ramps is not exceeded.

Community training

To improve safety and confidence in our services, Transdev is able to provide access to stationary vehicles at our depots so customers can practise boarding and alighting.

To book a visit for yourself, a community group or organisation, please email melbourne@transdev.com.au or call 1800 718 121.

Carriage of items and luggage

Prams, strollers, pushchairs and shopping jeeps are welcome on our buses free of charge at any time. However, because of space limitations we cannot accept bicycles (folding bicycles are permitted but please try to avoid carrying these during peak hours). Bulky items such as surfboards are not permitted.

Pets

Guide dogs, hearing dogs and assistance animals are permitted on all buses at all times and travel free of charge. Small dogs or cats can be transported on our buses provided they are carried in an appropriate pet carrier.
Enjoy the ride
We are committed to meeting customer expectations

We want our customers to have a positive experience every time they travel on our services. That means providing a smooth journey in a comfortable and clean environment and friendly, professional customer service every time.

Customer service initiatives

Some of our initiatives to ensure you enjoy the ride include:

• Network Services Officers patrolling our network at known traffic and passenger hot spots to assist with managing disruptions and other issues.
• Mandatory customer service training for all employees.
• Mystery Traveller Programs and internal audits to evaluate our performance.
• Systems and tools that make it easy for our staff to report any issues that compromise the vehicles’ cleanliness and comfort.
• A purpose-built customer feedback reporting system.

Customer information

We will continue to introduce innovative customer information systems to keep you better informed at all times. Currently, customers can access the following information:

• Public bus timetables and route maps are available on Public Transport Victoria’s website at ptv.vic.gov.au.
• School bus timetables and route maps are available on our website at transdevmelbourne.com.au.
• Major service disruptions are posted on our website, Public Transport Victoria’s website and on our Twitter account.
myki - Your ticket to travel

myki is an easy to use, reusable travel card that is your ticket to travel on Melbourne’s public transport network, as well as some regional train and bus services across Victoria.

To travel on public transport, customers need to purchase a myki, top it up with credit and touch on and touch off at myki readers to pay their fare.

myki types

- Child (aged 5 – 18)
- Concession
- Full fare
- Seniors

Children aged 4 years and under travel free and do not need a ticket.

Buying and topping up a myki

To use your myki immediately, you can purchase and top up a myki at the following locations:

- PTV Hubs
- Hundreds of shops including 7-Eleven stores
- Premium train station ticket offices
- myki machines at train stations and premium tram and bus stops (full fare card sales only)
- On board the bus (max $20 cash only)
- If you have an Android phone, you can purchase and top up with a Mobile myki

If planning ahead, visit ptv.vic.gov.au or call 1800 800 007. Allow up to seven days for delivery of a new myki card and around 90 minutes for online top ups.
Touching on and off

Touch on when you get on the bus and touch off before you get off the bus. This ensures you have a valid ticket and pay the correct fare for your journey. Please note: your bus driver may remind you to touch on.

Concessions

Concessions are available for customers who hold the following cards:

- Health Care Card with a Victorian address
- Pensioner Concession Card
- Disability Support Pensioner Card
- Victorian or Interstate Seniors Card
- War Veterans / War Widows Card
- Asylum Seeker Concession Card
- PTV Tertiary Student ID

Primary and secondary school students aged 5 to 18 can travel on a Child myki. If you’re aged 17 to 18 you must carry government issued proof of age ID (such as a passport, learner permit, driver’s licence, Proof of Age card or Key Pass) or proof of another concession entitlement (such as a PTV School Student ID or Health Care Card). Please note: your bus driver is entitled to see your concession card and you must provide it if requested.

Replacing a myki

To replace a lost or stolen myki visit ptv.vic.gov.au or call 1800 800 007. Please note: to replace a lost or stolen myki with a Student Pass, please return to the issuing location. This also applies for Victorian Public Transport Student Concession Card types.

More information

For more information about concessions, fares, refunds, reimbursements and replacements visit ptv.vic.gov.au or call 1800 800 007.
We encourage our customers to provide us with feedback so that we can continue to improve our service to you. Some of our initiatives to ensure we listen to you include:

- Our purpose-built customer feedback system which helps us keep track of what you’re telling us.
- Internal procedures that ensure management and the relevant teams review your comments and that responsibility is allocated to make the necessary improvements.
- Regular ‘Meet our Managers’ sessions where customers have the opportunity to speak to key staff and help improve our services through feedback.

Passenger feedback

If you lodge formal feedback with us, we will provide you with an initial response within seven business days.

Phone 1800 800 007

Website transdevmelbourne.com.au (via our Feedback section)

Address Transdev Melbourne Pty Ltd
PO Box 8021, Sumner LPO
Brunswick East VIC 3057

If you’re not satisfied with our response or how your feedback was handled, you can escalate your feedback to the Public Transport Ombudsman (PTO) or the PTV Customer Relations team.

The Public Transport Ombudsman is an independent office that investigates public transport complaints. It provides fair, free and fast resolutions to public transport disputes and works with its members on systemic complaints to help improve Victoria’s public transport system.
You can raise your matter directly with the PTO by phone (free call) 1800 466 865, by email at enquiries@ptovic.com.au or online at ptovic.com.au/complaints.

Letters can be addressed to:

**The Public Transport Ombudsman**  
PO Box 538  
Collins Street West  
Melbourne VIC 8007  

Alternatively, you can have your feedback reviewed by a case manager in PTV’s Customer Relations team. You can send your case for review by email to customer.relations@ptv.vic.gov.au, by phone on 1800 800 007 or online at ptv.vic.gov.au (tick the box marked ‘escalate my feedback’ in the feedback form).

Letters can be addressed to:

**Customer Relations Team**  
Public Transport Victoria  
PO Box 4724  
Melbourne VIC 3001  

**Lost property**

We will keep any property left behind on our buses (other than food items) for up to two months. After this time, it will be disposed of appropriately or donated to charity. If you have left an item behind, you can contact us directly on 1800 718 121 (Mon – Fri, 9am – 5pm). Alternatively, you can phone PTV on 1800 800 007.

**Travellers Aid**

Travellers Aid Australia is a not-for-profit organisation that assists travellers by providing simple, practical, travel-related support so they may travel independently and confidently, no matter what their background.

**Phone**

(03) 9670 2072 (Southern Cross Station)  
(03) 9068 8187 (Flinders Street Station)  

**Website** travellersaid.org.au
Help us, help you

Be responsible and respectful on our services

• Be sure to travel with a valid myki pass, or enough myki money to pay for your trip, and have it ready to touch on as your bus arrives.

• When waiting at the bus stop, do not stand in a place where you might endanger yourself or others.

• Hail the approaching bus so that the driver knows you want to board.

• Remain seated or hold on to a hand rail until the bus comes to a complete stop, as buses may be required to brake suddenly due to traffic.

• Notify the bus driver to stop well before reaching your destination.

• Be respectful and courteous towards other customers and Transdev Melbourne employees by:
  • not playing loud music or having loud mobile phone conversations;
  • keeping your feet and bags off the seats;
  • not smoking at bus stops or on board buses.

• Always offer seats to pregnant customers, the elderly and customers with disabilities.

• Avoid eating or drinking on the bus (alcohol is prohibited) and take any rubbish with you.

• Before alighting, please check your seat and make sure you have all your valuables.

• Customers can only board and disembark at a bus stop.
How to contact us

Phone 1800 800 007 daily from 6am - midnight (all night Friday and Saturday)
Website transdevmelbourne.com.au (via our Feedback section)
Mailing Address
Transdev Melbourne Pty Ltd
PO Box 8021, Sumner LPO
Brunswick East VIC 3057

Public Transport Victoria

Phone 1800 800 007
Website ptv.vic.gov.au
Mailing Address
PO Box 4724
Melbourne VIC 3001

Public Transport Ombudsman

Phone (Freecall) 1800 466 865
TTY Users Phone 1800 555 677, then ask for 1800 466 865
Email enquiries@ptovic.com.au
Website ptovic.com.au
Mailing Address
PO Box 538, Collins Street
West Melbourne VIC 8007
Fax (03) 8623 2100

PTV Customer Relations

Phone 1800 800 007
Email customer.relations@ptv.vic.gov.au
Mailing Address
Customer Relations Team
Public Transport Victoria
PO Box 4724
Melbourne VIC 3001

Authorised by Transport for Victoria, 1 Spring Street, Melbourne.