



## MEMBERS

The transport organisations subscribing to this Customer Commitment are:

### StateRail

PO Box K349 Haymarket NSW 1238  
[www.staterail.info](http://www.staterail.info)

Includes CityRail and CountryLink, offering passenger rail services for NSW.



State Transit

PO Box 2557 Strawberry Hills 2010  
[www.sta.nsw.gov.au](http://www.sta.nsw.gov.au)

Includes Sydney Buses and Ferries, Newcastle Buses and Ferries.



BUS AND COACH  
ASSOCIATION (NSW)

Locked Bag 13 North Parramatta NSW 1750  
[www.bcansw.com.au](http://www.bcansw.com.au)

Representing the private bus industry across NSW.



Locked Bag A4090 Sydney South NSW 1235  
[www.ric.nsw.gov.au](http://www.ric.nsw.gov.au)

Provides a safe, reliable, effective and efficient rail track network.



GPO Box 1620 Sydney NSW 2001  
[www.transport.nsw.gov.au](http://www.transport.nsw.gov.au)

The main transport policy and planning agency.



Each transport agency has a detailed customer service commitment which is consistent with this Customer Commitment. You can obtain copies at the above addresses.



## CUSTOMER FEEDBACK

We welcome your comments. Your feedback helps us improve the whole transport system.

### We:

- Provide feedback forms on the Transport Infoline website – [www.131500.com.au](http://www.131500.com.au).
- Provide customer service staff at the Transport Infoline (telephone **131 500**) to receive, record and answer your feedback between 6am and 10pm daily.
- Address customer complaints made by phone within 5 days.
- Respond to written correspondence within 21 days.
- Analyse feedback to help with planning improvements.



## TRANSPORT INFOLINE

Phone: **131 500**

TTY: **1800 637 500**

[www.131500.com.au](http://www.131500.com.au)



## UPDATES

This Customer Commitment will be updated in 2004 in response to your feedback and our continuing commitment to improved performance.

# NSW TRANSPORT CUSTOMER COMMITMENT





## OUR COMMITMENT

**This Customer Commitment defines the standards you can expect on trains, buses and public ferries.**

**In NSW, more than 2 million trips are made on these services each weekday.**



## OUR VISION

Our member organisations will continue to work together to provide cost effective and convenient journeys for customers.

- In consultation with our communities, we will plan and deliver transport services to meet the current and future needs of our suburbs, towns and cities.
- Through listening to our passengers we will continually improve services for the benefit of all.
- We will consult customers in relation to major initiatives such as the Parramatta Rail Link, Transitways and the upgrade of transport interchanges.



## RELIABILITY

Whatever your reason for travelling, you can rely on public transport to get you to and from your destination.

**Our ongoing targets are:**

- 92% of suburban peak hour trains to run within 3 minutes;
- 92% of intercity peak hour trains to run within 5 minutes;
- 95% of buses and public ferries to commence services within 5 minutes;
- 90% of CountryLink trains to run within 10 minutes;

**of the published timetable.**



## SAFETY

You are entitled to feel safe when waiting for or using public transport.

- Security cameras are used on metropolitan buses and new CityRail trains.
- Security guards patrol every CityRail train after 7pm at night.
- We are placing security cameras and help points on all Sydney wharves and CityRail stations.
- Customer service staff travel on all CountryLink trains.



## COMFORT

You are entitled to clean and comfortable transport.

- All trains, buses and ferries are cleaned daily to make your trip a pleasant experience.
- Most new route service buses will be air conditioned.
- We are introducing Millennium carriages for CityRail and have upgraded many stations.
- The maintenance and upgrading of the CityRail fleet and facilities will continue.



## COURTESY

You are entitled to professional, courteous treatment at all times from our staff.

- We are continually improving our customer service.
- Our staff are trained to understand and assist customer needs.



## ACCESSIBILITY

If you have a disability, or travel with small children, continuous improvements are designed for your needs.

To assist a range of customers with reduced mobility the following public transport services are wheelchair accessible:

- All new stations and trains;
- 60 CityRail stations currently;
- 25 per cent of buses within 5 years;
- All ferries;
- Half of Sydney's wharves. Newcastle wharves will soon be made wheelchair accessible;
- All CountryLink Xplorer trains.



## INFORMATION

When choosing the best public transport options, you can expect accurate information.

- Timetables, routes, and fares for train, bus and ferry services are available on the Transport Infoline website **[www.131500.com.au](http://www.131500.com.au)** or by telephoning **131 500**.
- For **CountryLink** services go to **[www.countrylink.info](http://www.countrylink.info)** or telephone **132 232**.
- Train stations, public ferry wharves and major bus stops display current timetables.