



**TORRENS
TRANSIT**

CUSTOMER CHARTER SA

THIS IS HOW WE ROLL

CUSTOMER CHARTER





OUR PURPOSE

TO SAFELY AND EASILY
CONNECT ALL OF OUR
CUSTOMERS WITH PEOPLE
AND PLACES.

OUR MISSION

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

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 PEOPLE

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

ABOUT US



EMPLOYEES IN SA



BUSES



GLOBAL
COMPANY

At Torrens Transit we operate a modern fleet of over 820 vehicles and employ over 1,360 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.

As at 30 June 2022, Kelsian employs 8,744 people and operates 4,134 buses, 114 vessels and 24 light rail vehicles that delivered more than 240 million customer journeys over the last year. Through its London bus joint venture, Kelsian has involvement in employing a further 4,000 people operating 1,250 buses in London, including 300 electric vehicles.



OUR COMMITMENT

→ 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.

01

SERVICES

**TAKING YOU
FROM A TO B**

02

COMFORT

**ENJOYING A
PLEASANT JOURNEY**

03

SAFETY

**FEELING SAFE ON
BOARD OUR VEHICLES**

04

INFORMATION

**ACCESS TO THE
INFORMATION YOU NEED**

05

FEEDBACK

**LISTENING TO
YOUR NEEDS**

06

CUSTOMER CULTURE

**LIVING A CUSTOMER
FOCUS ETHOS**



SERVICES

01

COMMITTED TO:
**TAKING YOU
FROM A TO B**

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 59 seconds early or 4 minutes 59 seconds late.

Some of the initiatives we have in place to help us meet these requirements are:

- 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 KPI's.
- Our feedback management system ensures we are aware of any customer concerns and can make the necessary improvements when required.
- We will communicate all scheduled and unplanned disruptions via signage and through Adelaide Metro's website and social channels.

COMFORT

02

COMMITTED TO:
**ENJOYING A
PLEASANT JOURNEY**

Ensuring you have an enjoyable journey on board with us is of utmost importance and there are a number of things we do to make sure we deliver:

- Our vehicles are cleaned inside and out on a daily basis.
- Our drivers are specifically trained using DriveRight and GreenRoad technology to ensure they drive in a manner that offers the smoothest and safest ride for our passengers.
- Our vehicles are regularly and thoroughly maintained; ensuring heating, cooling, ventilation and lighting are all working as they should.



SAFETY

COMMITTED TO:

03

FEELING SAFE ON BOARD OUR VEHICLES

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 CCTV cameras.
- Our drivers are trained in emergency situations and dealing with difficult situations and people.
- We adhere to the latest standards in safety and maintenance requirements.

INFORMATION

COMMITTED TO:

04

ACCESS TO THE INFORMATION YOU NEED

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 endeavour 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
- InfoCentre

Service disruptions are posted on:

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

FEEDBACK

COMMITTED TO:

05 LISTENING TO YOUR NEEDS

We believe there is always room for improvement and encourage your feedback.

VIA ADELAIDE METRO:

adelaidemetro.com.au/Contact-us#feedback

VIA EMAIL:

mileend@torrenstransit.com.au

PHONE:

Mile End Depot - +61 8 8292 8100

IN PERSON:

Via one of our Customer Service Officers who roam our network daily.



CUSTOMER CULTURE

06

COMMITTED TO:
**LIVING A CUSTOMER
FOCUS ETHOS**

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, called *Customer Focus*.
- Mystery Traveller programs are active across our SA network to continuously review our performance.
- We meet robust customer service KPIs set by South Australian Public Transport Authority and Department of Infrastructure and Transport.
- We communicate our customer service approach internally through campaigns and messaging.



CUSTOMER CHARTER SA



TRAVELLING WITH US

METROCARD

To travel on our services customers will need to use a metroCARD. For information on how to top up a metroCARD and learn about the different types of metroCARD's available, please see adelaidemetro.com.au/Tickets-Fares/metroCARD

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 board our services.

MOBILITY AID SPECIFICATIONS

Mobility aids 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, sun roofs 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 at adelaidemetro.com.au/Using-Adelaide-Metro/Accessibility-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 register enquiry through adelaidemetro.com.au/Contact-us#lost-property | [lostproperty-bus](https://adelaidemetro.com.au/Contact-us#lost-property)


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

TRAVEL ETIQUETTE

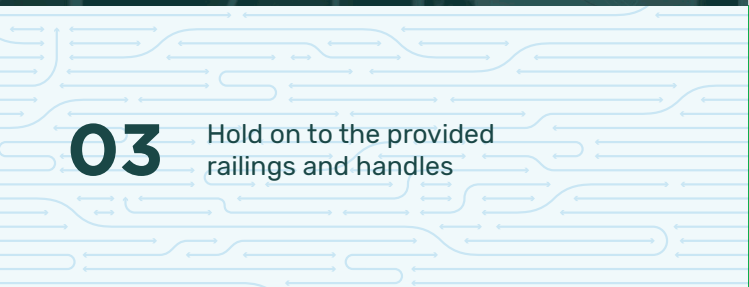
TO ENSURE A PLEASANT JOURNEY
WE EXPECT OUR CUSTOMERS TO:



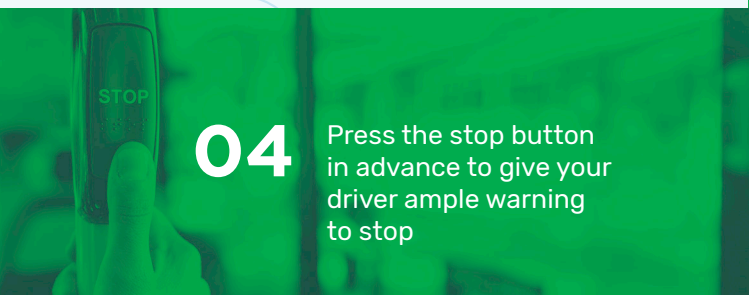
01 Hail the bus when it approaches your stop




02 Travel with a valid metroCARD and remember to validate



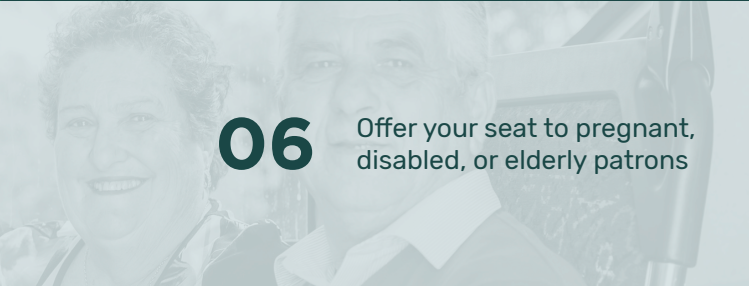
03 Hold on to the provided railings and handles



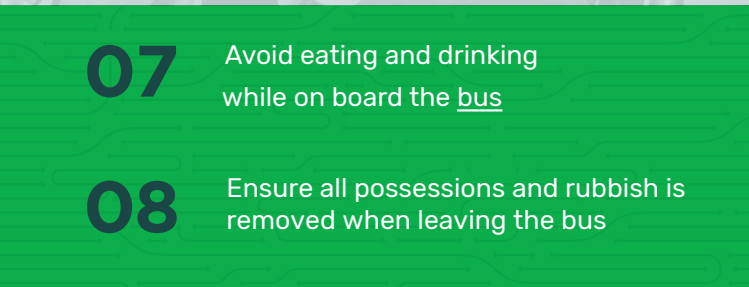
04 Press the stop button in advance to give your driver ample warning to stop




05 Respect others by keeping your feet off the seats, not smoking, 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.

MILE END DEPOT

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Mile End South SA 5031
PO Box 331, Marleston SA 5033

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EMAIL

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