G:link

Customer Service Charter

Welcome

Welcome to the Gold Coast light rail, G:link. Keolis Downer, Australia's largest private provider of multi-modal public transport, is the proud operator and maintainer of G:link, and we welcome you aboard the Gold Coast's newest transport system.

The G: is fast becoming the preferred travel option for many locals and tourists on the coast, with more than 20,000 people using the system on average every day. Expansions to the system are being planned and built to integrate with other transport modes and provide a better-connected system for you.

We are committed to providing a safe, reliable, comfortable, and easy to use transport option for the people of the Gold Coast. We have a dedicated team who work hard every day to ensure that you, our customers, enjoy the best possible journey experience.

I invite you to share your experiences, good and bad, so we can celebrate our successes and improve our service, and together achieve our vision of light rail being the natural choice of transport on the Gold Coast.

Loretta Lynch

Managing Director

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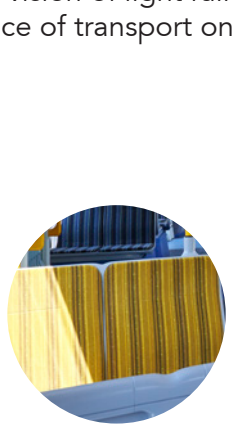

Think Like a Passenger

G:link's guiding principle for operating the Gold Coast light rail network is to 'think like a passenger' - ensuring we put ourselves in your shoes when we consider safety, reliability (trams are maintained and available for service), punctuality (meeting all timetables) and customer service. We will deliver upon these expectations to deliver the best possible travelling experience, contribute to the economic sustainability of the city and strengthen local communities.

Safe Environment

G:link believes that a well maintained system is a key element to creating a safe environment for the Gold Coast light rail. We are committed to ensuring the personal safety and security of passengers is in line with our core value of Zero Harm.

We believe that all our people and passengers have the right to arrive home safely every day.

Having our staff visible, our stations and vehicles clean, and our environment monitored by CCTV, we aim to deter antisocial behaviour and vandalism, and provide a safe and comfortable journey.

G:link has set quality standards for the upkeep of the assets and vehicles, developed in line with our Service Quality Management System.

Regular checks and audits are undertaken by our people on duty. We encourage involvement of the community and our passengers to report defects to us on 1800 064 928, using the on-board or station based passenger information points, or via www.RideTheG.com.au.

For all customer enquiries regarding public transport, fares and ticketing, complaints and service disruptions, we encourage passengers to contact TransLink on 13 12 30 or visit translink.com.au.

We will respond immediately to safety and security incidents.

Services and Performance

To ensure transparency and accountability, G:link will provide customers with monthly performance results that detail service reliability and punctuality. Reliability and punctuality are measured at various points along the route. We will publish performance results for reliability and punctuality no later than 10 days after the end of each month. The results will be displayed in the light rail vehicles and on the G:link website (www.RideTheG.com.au). This information will also be available by calling TransLink on 13 12 30.

When there are planned timetable changes, for example during special events on the Gold Coast, you will be notified at least two weeks prior to the changes through:

- Local newspaper advertisements (permanent timetable changes only)
- The G:link website www.RideTheG.com.au
- TransLink website: www.translink.com.au
- Our smart phone app, My G:
- Passenger information displays
- Twitter from @gclightrail
- Twitter from @TransLinkSEQ.

In the event of planned or unplanned disruptions we have a process in place to provide alternative transport where possible and our Customer Service Officers will assist you.

Regular announcements will be made on board vehicles and at stations, backed up by customer service staff on the system or via the My G: smart phone app. Our aim is to keep you informed about disruptions, including information about alternative transport arrangements if required. Information about service disruptions will also be displayed on the TransLink website.

Fares and Ticketing

Fares and ticketing products are managed across Queensland by TransLink. The electronic ticket *go* card is used across TransLink services in South East Queensland. TransLink is a division of the Department of Transport and Main Roads which coordinates and delivers bus, train, ferry and light rail public transport services, as well as customer information, ticketing and infrastructure across South East Queensland - one of the largest integrated public transport networks in the world. All stations will be equipped with fare machines for ease of topping up your *go* card, purchasing your *go* card or purchasing your single paper ticket. All customer service staff will be trained in first line maintenance of these machines to ensure their availability to you.

For information on fares and ticketing, journey planning and general public transport information, please contact TransLink on 13 12 30 or online at translink.com.au.

Using your *go* card on the G:

Travelling with *go* card is easy - simply touch on at the station using the *go* card reader at the start of your journey and touch off at the station where you end your journey with us. Your fare is automatically calculated and deducted from your *go* card balance. Passengers can buy their *go* card:

- Online at translink.com.au
- By calling 13 12 30, 24 hours per day, 7 days a week.
- At various *go* card retailers throughout the coast.
- At G:link stations (adult *go* cards only)

See the G:link website, or download the My G: smartphone app to see the nearest local retailer to your location.

Ticket Inspections

In line with our approach of providing safe environment, we believe that controlling fare evasion on the system is a deterrent to antisocial behaviour and vandalism. This means that our Customer Service Officers are also in charge of checking tickets and creating a presence on the system. All of our Customer Service Officers are fully trained and equipped with handheld card readers to ensure we check all electronic cards efficiently and effectively.

G:link employs customer service staff who are authorised in accordance with the Transport Operations (Passenger Transport) Act 1994 (Qld) to conduct regular ticket checks across the G:link network. Our staff will be professional and courteous at all times. Customer Service Officers undergo extensive training and abide by a strict code of conduct.

Customer Service

The ability of our staff to 'think like a passenger' will encourage all employees to be attentive, caring, courteous and sincere; treating you as we would like to be treated ourselves. We will ensure that our employees are recognisable, well presented and clearly visible at all times. We have a policy of investing in our people and providing training to develop a committed and friendly workforce that delivers services to meet customer expectations.

Our staff will:

- Provide face-to-face customer service
- Assist you with the best ticket options and timetable information.
- Assist you with journey planning.
- Maintain passenger safety and security.

Our performance is monitored through the Passenger Satisfaction Survey, which measures against five major criteria: service reliability, customer service, safety, ease of use and cleanliness.

The community will gain greater transparency through public access to the performance results.

Mobility Access

Every service and every station caters for passengers of all mobility levels. All aspects of the system design including vehicles, stations and access to stations are based on compliance with the Disability Discrimination Act 1992 (Cwlth) and Disability Standards for Accessible Public Transport 2002 (Cwlth).

The platform and the tram have been designed to make it as easy as possible for everyone to board and exit the tram at the platform without the need for ramps.

Every tram has allocated spaces for passengers using wheelchairs, prams or mobility aids. These areas are in the 2nd and 6th carriages and can be identified by the blue push button on the doors and graphics on the adjacent windows.

All stations are accessible via ramps to provide improved access for passengers using mobility aids, parents with prams and elderly people. Each station has blue markings on the station platform which identifies the carriages that has space allocated for wheelchairs, prams or mobility aids. For further information on mobility access, please refer to our website www.RideTheG.com.au.

Cleanliness

We will ensure that our vehicles, stations and other facilities are well maintained, clean and graffiti free.

Graffiti in these areas will be removed within 24 hours of it being reported. Vandalised vehicles will be removed from service as soon as possible. Offensive graffiti will be removed within 24 hours.

To report graffiti or dumped rubbish please call us using the station information button, or TransLink anytime on 13 12 30.

Passenger Responsibilities

We need your help.

G:link takes every step to help make your journey experience a pleasurable one. We do our utmost to meet and exceed our commitments to you. You can contribute to the success of the safe environment concept and help us to provide a safe and reliable service if you respect the system, our employees and your fellow travellers.

When you're on the G: you need to:

- Have a valid ticket. Ensure you touch your *go* card to the card reader on the station platform at the beginning and end of your journey with us.

- Possess a valid concession eligibility card if you are travelling on a concession fare and produce it when asked to do so by our staff.

- Supply your name, address and age when requested by an Authorised Person. An Authorised Person could be a Customer Service Officer, TransLink Senior Network Officer or the Police.

- Not smoke on board the tram or on station platforms. This includes electronic cigarettes.

- Consume your food and drink before boarding the G: or put it away in a bag to adhere to TransLink's 'Conditions of Travel' of not consuming food or drink on board.

- Report any anti-social behaviour to us, so we can respond.
- Leave your animals safe at home unless you travel with an approved assistance animal and carry an identity card for the animal.
- Behave in a socially accepted way that will allow others to also enjoy their travel experience.
- Not obstruct our staff carrying out their duties.
- Not interfere with any vehicle, service equipment or the delivery of passenger services.

We appreciate your support. Together we can create an enjoyable travelling environment.

Customer Feedback

At G:link we pride ourselves on delivering the best possible service to our passengers. We welcome and encourage your feedback by registering your comments, compliments or complaints by contacting us via www.RideTheG.com.au. We will promptly respond to complaints, and aim to respond to all correspondence within two business days.

To give feedback on the general integrated public transport system or for feedback on buses, trains, ferries or trams, please contact TransLink on 13 12 30 or online at translink.com.au.

Thank You

Thank you for taking the time to read our Customer Service Charter. We hope this has helped you to understand our commitment to delivering a safe and reliable service for the people and visitors of the Gold Coast.

Your charter will be available online at www.RideTheG.com.au and via our Customer Service Officers on the trams and at the stations.

See you on the G: