

G:link

Customer Service Charter



Welcome Aboard

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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 G: is the preferred travel option for many locals and tourists on the coast, with more than 30,000 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, clean, 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 experience. I invite you to share your experiences, good and bad, so we can celebrate our successes and improve our service.



George Davis - General Manager

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, punctuality and customer service. We will deliver upon these expectations to provide the best possible travelling experience, contribute to the economic sustainability of the city and strengthen local communities.

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.



Getting Our Passengers Home Safely

G:link believes that a well maintained system is a key element to creating a safe environment for the Gold Coast light rail which is in line with our core value of Zero Harm. We are invested in ensuring all our passengers get home safely and by having our staff visible, our stations and vehicles clean, and our environment monitored by CCTV, we aim to deter anti-social 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 the involvement of our community and passengers to report defects to us on 1800 064 928, using the onboard or station information points or via RideTheG.com.au/get-in-touch.

Fares and Ticketing

Fares and ticketing products are managed across Queensland by Translink. If you are paying an adult fare you can now trial Smart Ticketing by tapping on and off using a Mastercard or American Express contactless debit or credit card, smartphone or smart device to pay across the entire G:link network. Continue to use your go card or purchase a paper ticket if you wish to travel on a concession fare. All stations are equipped with fare machines for purchasing or topping up your go card. Paper tickets can also be purchased from fare machines. Translink manages the fares and ticketing across Queensland.

For ticketing and fare information, visit translink.com.au or call 13 12 30.



Ticket Inspections

Our approach is to provide a safe environment. We believe that controlling fare evasion on the G:link network deters anti-social behaviour and vandalism. This means that our Customer Service Officers are also in charge of checking tickets and creating a presence on the system. G:link customer service staff 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.

Services and Performance

The G:link team is here to get you to your destination safely and on time. We pride ourselves on being reliable and punctual. To ensure you are arriving at your destination on time you can track our services via the Passenger Information Displays on the station or by accessing the My G: app. When there are planned timetable changes, for example during special events on the Gold Coast, you will be notified of the changes through:

- The G:link website at RideTheG.com.au or the Translink website at translink.com.au;
- G:link social media accounts including Facebook or via Twitter at @gclightrail and Passenger Information Displays on stations;
- Translink social media accounts including Facebook or via Twitter at @Translink_QLD.

In the event of planned or unplanned disruptions we have a process in place to provide alternative transport where possible via a replacement bus service. Regular announcements will be made on board vehicles and at stations, backed up by customer service staff on the system. 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.

Accessibility

Every service and every station is accessible for passengers. All stations are accessible via ramps and the trams have been designed to make it as easy as possible for everyone to board and exit without the need for a ramp. Each station has blue markings on the station platform which identifies the carriages that have space allocated for 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 windows. For further information on mobility access, please refer to our website 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.

To report graffiti or dumped rubbish please call us on 1800 064 928, use the onboard or station information points or call Translink anytime on 13 12 30.



Passenger Responsibilities

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

- Have a valid ticket.
- 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 a Queensland Police Officer.
- Not smoke onboard the tram or on station platforms. This includes electronic cigarettes.
- Not consume your food or drink onboard.
- 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 acceptable 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.

For full conditions of travel, please go to translink.com.au. 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 and welcome your feedback online at RideTheG.com.au/get-in-touch, via email at customerservice@ridetheg.com.au or by calling 1800 064 928.

For feedback and enquiries on the integrated public transport system or buses, trains, ferries or trams, please visit translink.com.au or call 13 12 30.