

Customer Service Plan

Policy Group	Public Relations
P & P Reference	P09001
Revision	7
Approved	Peter Ogden – Amanda Ogden
Date	March 2023

Ogden's Coaches are committed to the delivery of services that are safe, reliable clean and comfortable.

All of Ogden's Coaches services are operated with this philosophy. This document is our commitment to these goals and explains how we will achieve this outcome.

Information of services operated by Ogden's Coaches

Information regarding our services is provided in several ways:

- Printed timetable for regular route services in Mudgee Town Service
- Printed timetable for regular TownLink services between Wellington – Dubbo – Narromine
- Timetable information for regular route services in Mudgee and regular TownLink services between Wellington – Dubbo – Narromine are detailed on our website
- All School service routes operated are detailed on our website with printable route maps including times at pick up locations.
- Printed timetable information is available for post out on request from our offices in Mudgee, Dubbo, and Wellington
- Information regarding all routes and services operated are obtainable from our service desks operated in Mudgee, 02 6372 2489, Dubbo 02 6884 3101 and Wellington, 02 6845 2800

Customer Service Desk

- Ogden's Coaches provides a service for customers to obtain information regarding services operated, request information regarding lost property, offer feedback and any other issue that may require clarification
- Service Desks are provided in Mudgee, 02 6372 2489, Dubbo 02 6884 3101 and Wellington, 02 6845 2800
- Service desks are manned from 9am to 5pm Monday to Friday. When service desks are unmanned, an afterhours number is provided for enquiries that require immediate attention and an answering service is provided for messages to be left
- Calls can also be made to Transportnsw.info on 131500
- If enquiries are relating to services not operated by Ogden's Coaches, customers are directed to Transportnsw.info; (131500) for assistance

- Our web site also contains a link to Transportnsw.info

Complaint Management

- Ogden's Coaches manages all customer feedback, including complaints, through our PrimeWorks Audit Compliance Register
- Feedback, including complaints, can be lodged via telephone to our service desk, e-mail, feedback option via our website, Australia Post via letter and Transportnsw.info
- All complaints are to be dealt with as promptly as possible and investigated fully by appropriate staff
- If complaints are received in writing, a letter of receipt is to be sent within two business days
- Whenever possible complaint investigations are to be completed within two business days. All results are to be entered into the PrimeWorks Audit Compliance Register. If the complaint is particularly difficult it may take longer to finalise. In this case, the complainant must be kept informed regularly of the progress of the investigation.
- If the investigation reveals performance by an employee that is below the expectations or in breach of company policy or TfNSW regulations, a counselling process will be followed
- If the complaint highlights a problem within the systems used by Ogden's Coaches, routes or timetables. Management, TfNSW or both will be consulted as required
- The management will review complaints regularly, at least weekly, to check for trends or developing performance issues and ensure completion
- If the complaint is of a particularly serious nature or is not able to be resolved, TfNSW will be notified of the circumstances

Lost Children

Ogden's Coaches is committed to the welfare and safety of children travelling on buses. Our objective is to reunite any child that becomes lost on our network with their parent or guardian and as a last resort Police or school staff. Operations staff and drivers are trained on methods of identifying lost or confused children on our network. In the event of a child becoming lost, the following procedure will take place to ensure their safety.

If a child has boarded the incorrect bus (Large Depot)

- On discovering a child is on the incorrect bus the driver will notify the depot via two way radio or mobile phone
- Office staff will assist the driver to identify the child
- Office will arrange for the child to be transferred to the correct bus or arrange for a parent / guardian to meet the bus
- If the child is not able to be identified and the bus is close to the school, the bus will return to the school with the child for assistance by the school.
- If the child is a long way from the school and, or no parent / guardian can be located the child is to be returned to the depot

- Office staff will then resolve the situation with either parents / guardians, school assistance or in a last resort the NSW Police will be contacted
- At all times lost children will be cared for by staff who are cleared for “working with young people”
- All occasions of children becoming lost on buses are to be reported as an incident so tracking of trends, network and driver performance can be monitored

If a child has boarded the incorrect bus (Small Depot)

- On discovering a child is on the incorrect bus the driver will notify the depot via mobile phone or the school from where the child is enrolled. The driver may also call other buses via UHF radio to ascertain which bus the child should be on.
- The depot, school or other drivers will assist in identifying the child
- Office, school, or driver will arrange for the child to be transferred to the correct bus or arrange for a parent / guardian to meet the bus
- If the child is not able to be identified and the bus is close to the school, the bus will return to the school with the child for assistance by the school
- If the child is a long way from the school and, or no parent / guardian can be located, the child is to return to the depot with the driver at the completion of the run
- The relevant after hour's manager will be contacted to assist in locating the parent / carer of the child.
- If no parent / carer is able to be located, assistance from the NSW Police will be requested. The child will remain with the driver until a suitable arrangement can be made.

Dealing with Emergencies

- Emergencies will be dealt with in accordance with the Bus Industry Confederations “Bus and Coach Operators Incident Management Guidelines” March 2004 (Reviewed and updated 2012) or any successor document
- Ogden's Coaches has developed a Critical Incident Management Plan (P07001) This plan is based on the above standard and also outlines procedures for staff involved in managing incidents
- Protocols from the TfNSW Serious Incident Guide March 2022 will be followed.

Service Disruptions

- Company website will be updated when road closures or the like affect services
- Company has a Facebook page where regular updates are made regarding service disruptions, closed roads, floods or the like.
- Disruptions to services that the company is advised of in advance will be advertised in buses via way of notice, On the company website and via drivers sharing information to customers

Lost Property

- All lost property that is left on buses is recorded in our Lost Property Register
- Any perishable lost property not claimed, will be disposed of at the end of the day it was lost
- Every effort will be made to return property to its owner if it is identifiable
- All customer enquiries for lost property are logged in our Lost Property Register
- All stored property is kept in a secure storage area for three months
- Lost Property register is to be reviewed at the end of each month

Service Monitoring

- Buses are regularly checked for cleanliness
- Bus Services are monitored for on time running and any anomalies are recorded and reviewed for adequate controls
- Student behaviour is monitored via the "Managing Student Behaviour on Buses" policy
- Passenger loading is monitored on all school services to ensure that overloading does not occur
- Driver qualifications are reviewed regularly to ensure all drivers are fully qualified to operate services
- Driver performance including customer service standards are monitored regularly to ensure services are being delivered in accordance with required standards and Ogden's Coaches customer service standards
- Regular surveys and passenger information checks are conducted on board services by management staff.

Promotion of services

- Ogden's Coaches regularly promotes accessible services in local media, Our website and Facebook.
- Ogden's Coaches TownLink buses are clearly sign written promoting the service branding
- Ogden's Coaches has developed and maintains a vibrant relationship with schools serviced by our operation. This is achieved by attendance at new student orientation days and safety days also donations to student achievement celebrations
- Timetables are displayed and maintained in bus stops serviced by regular passenger services
- Timetables are made available on all regular passenger services free of charge to customers
- Ogden's Coaches has on its website in printable format, all school services within the Ogden's Coaches Network
- Ogden's Coaches staff attend regional pensioner groups, CWA groups, Retirement villages within our area, providing services to inform these groups of transport options within the region
- Passenger trends are monitored weekly to identify trends with patronage, including origin and destination counts

- Passenger surveys will be completed from time to time to ensure passenger satisfaction

Staff Training

- All staff are trained on induction with company policies including Drug and Alcohol, customer service expectations including dealing with difficult passengers, passengers with special needs and passengers from culturally diverse backgrounds
- All staff attend training on an annual basis or when required for changes in procedure
- Company has a "Members Only" section on our website for notification of changes in policy and distribution of memo's This system has member tracking and an SMS notification system to alert drivers of issues or items to be read and acknowledged



Jeffrey Neill
General Manager
13/03/2023