



CONNECTING ADELAIDE

CUSTOMER CHARTER





EMPLOYEES IN SA



TRAMS



BUSES

ABOUT US

AT TORRENS CONNECT we operate a fleet of over 190 buses and 24 trams. We employ over 170 local community members to operate and maintain Adelaide's busy north and south bus areas as well as the iconic tram network.

Torrens Connect is a consortium of SeaLink Travel Group, Australia's largest land and marine, tourism and public transport service provider, and Adelaide Metro, a partnership between two of Australia's largest rail operators and maintainers; John Holland and UGL.



OUR PURPOSE

At Torrens Connect, we safely and easily connect all of our customers with people and places in Adelaide.

OUR MISSION

Torrens Connect believes in connecting with our customers is at the core of everything we do. This means exceeding our customers expectations at every step of the customer journey.

OUR CUSTOMERS

Our customers are the community of Adelaide and visitors to the city. We believe in connecting our customers with people and places important to them.



OUR PEOPLE

We value safety and celebrate the diversity of our people allowing Torrens Connect to place the connected customer at the core of everything we do.



OUR COMMITMENT

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.

With the customer at the core of everything we do, all of our people undertake our dedicated Connected Customer Training. This ensures our customer service values are embedded across every part of our business - from our mechanics who ensure our vehicles run smoothly, to our cleaners who keep our trams and buses clean and tidy, and our drivers and operators who ensure you get to where you need to go simpler, faster and more connected.

01

SAFE, RELIABLE AND SUSTAINABLE

02

SEAMLESS AND EASY TO USE

03

LISTEN, ENGAGE AND COLLABORATE

04

CONSISTENTLY DELIVER & CONTINUOUSLY IMPROVE



PROTECTED

01 SAFE, RELIABLE AND SUSTAINABLE

Safety is our priority.

We couple it with reliability for our customers and sustainability to assist Adelaide with the goal of carbon neutrality and environmentally-friendly design.

We deliver our services with reliability at all times. You can count on us to connect you with the people and places important to you.

Equally, we (wherever possible) leverage local businesses as vendors and suppliers to sustain the Adelaide community.

PERSONAL

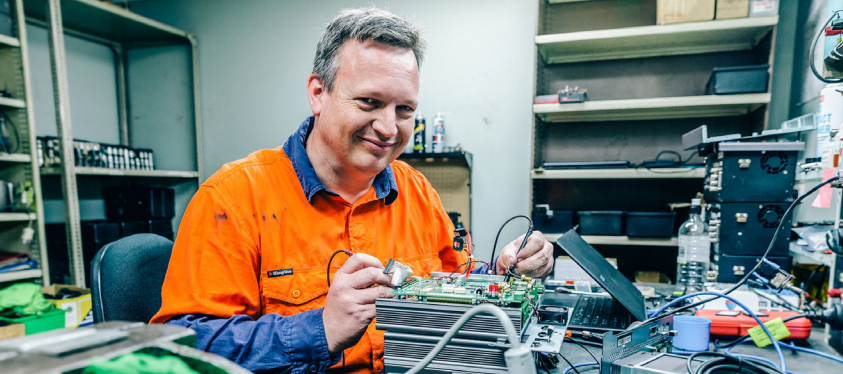
02 SEAMLESS AND EASY TO USE

Our services are integrated with transfers that are easy to make and personalised for each customer and journey.

Our trams and some bus services offer a "turn up and go" timetable, allowing for easy journey planning.

We provide our customers choices in how they travel. We make it easy for all customers to use our services.

This includes accessibility in buses, on demand transport vehicles and trams, as well as how we receive and respond to feedback



INVOLVED

03

LISTEN, ENGAGE AND COLLABORATE

We co-create and co-design our services and improvements with our customers and stakeholders. We are involved and contribute to our community with the goal of improving Adelaide. We actively engage with our community and customers and listen to feedback.

We encourage feedback through:

- 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

FOCUSED

04

CONSISTENTLY DELIVER AND CONTINUOUSLY IMPROVE

Not only do we consistently deliver our services for our customers and community, but we are committed to continuous improvement.

This includes ongoing research and adoption of best practices across all areas of our services, as well as leveraging the diversity of our people and stakeholders to drive a culture to consistently improve public transport services for Adelaide.

We train all of our employees in customer service using our custom designed training program, called Customer Connect. Mystery Shopper programs are active across our network to continuously review our performance.

We meet robust customer service KPIs set by the South Australian Public Transport Authority and Department Planning, Transport and Infrastructure.

TRAVELLING WITH TORRENS CONNECT



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-tram (for items left behind on a tram), or adelaidemetro.com.au/Contact-us#lost-property|lostproperty-bus (for items left behind on a bus)

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 and stay safe behind the line

05 Respect others by keeping your feet off the seats, not smoking, and not playing music or talking loudly

02 Travel with a valid metroCARD and remember to validate or purchase the correct fare onboard

06 Offer your seat to pregnant, disabled, or elderly customers, or those who need it more

03 Hold on to the provided railings and handles

07 Avoid eating and drinking while on board the bus and tram

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

08 Ensure you take all personal items and rubbish when you leave the vehicle



CONTACT US

BUS CONTACT 71 Richmond Road,
Mile End South SA 5031
PO Box 331, Marleston SA 5033

EMAIL mileend@torrenstransit.com.au

PHONE +61 8 8292 8100

TRAM CONTACT 75 Maxwell Terrace
Glengowrie SA
5044

EMAIL info@torrensconnect.com.au

PHONE +61 8 8473 0000

