

Passenger Relations Plan

Surfside Buslines is privileged to provide services that help people commute to school and work, explore new cities, connect with essential services, meet with friends and return home safely. Our passenger relations plan ensures that we fulfil our customers' expectations.

Customer feedback and enquiries

At Surfside we welcome and appreciate all types of feedback. Our customers can provide feedback to us by phone or email. Our employees are also a valuable source of feedback and are the frontline in delivering customer service excellence. If you would like to provide feedback, or make an enquiry, please [click here](#). To ensure that we respond to your feedback in a timely manner we set our Customer Service Centre of Excellence team the following targets for responding to customer feedback.

Feedback mechanism	Timeline for initial response	Timeline for closure
Inbound Phone Call	Answered within 60 seconds 95% of the time	
Urgent Requests	Immediate	24 Hours
Ministerial requests	Within 24 hours	3 days
Moderate	Within 48 hours	5 days

All customer feedback is captured in an internal electronic management system known as TIMS. This management system ensures that we respond to every piece of feedback that we receive, and also that we track our performance against targets. Internally we review trends in feedback on a periodic basis to help us continually improve our services, and provide excellent customer service.

Measuring customer satisfaction

We engage with our customers regularly through customer satisfaction surveys carried out throughout the network by our own staff. This feedback is critical to help us continuously improve our service to our customers. We also regularly undertake customer research such as;

- Loading counts;
- Origin and destination surveys;
- Community consultation.



Service information

At Surfside Buslines, we pride ourselves on delivering reliable and timely services, and we know that this is what our customers expect from us.

We endeavour to deliver;

- All of our services running as scheduled;
- All of our trips starting on time.

For more information visit the following websites:

- translink.com.au (for South East Queensland);
- tp.transportnsw.info (for Tweed Services).

We also ensure that our drivers carry up to date timetables for each service as we know some customers still enjoy utilising them.

Charter and special events

At Surfside we are passionate about helping people get to and from special events. For more information on special events or enquiring about a charter please [click here](#)

Managing emergencies including lost children

In the event of an emergency and where it is reported that a person has been lost whilst using our services, particularly children and the elderly, our Customer Service Centre for Excellence liaises directly with our operations Radio Room where established procedures are activated to provide timely assistance. We regularly test and review our operational procedures to ensure that they are effective.

Customer Relations program

Surfside Buslines has implemented a number of community-based initiatives aimed at improving the profile of public transport throughout the communities in which we operate. These initiatives include;

1. Developing and implementing a customer service focused driver training program that is formally recognised as a national qualification - a Certificate III in Driving Operations (Bus);
2. Supporting local community groups through our Corporate Social Responsibility program which includes an annual donations program.

