



Sydney Ferries

# 2010

## Customer Charter

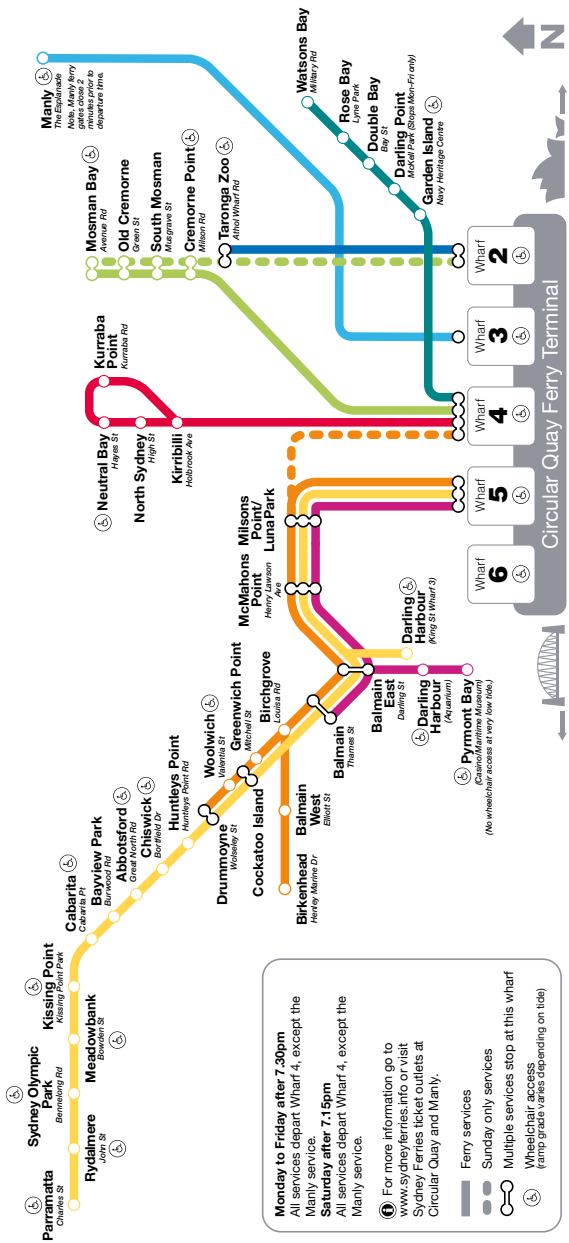


Part of our  
**CONTINUOUS  
IMPROVEMENT  
PROGRAM**



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**Transport Info**  
Information for people on the move

# Network map





## Sydney Ferries Customer Charter

In 2010 Sydney Ferries will deliver a better ferry service. Sydney Ferries' employees aim to provide you the highest standard of customer service and safety.

Every year, Sydney Ferries carries millions of commuters across Sydney Harbour and the Parramatta River. Sydney Ferries provides monthly performance results at [www.sydneyferries.info](http://www.sydneyferries.info). Our Continuous Improvement Program will modernise operations and deliver you better service.

The Customer Charter outlines eight key areas of improvement that Sydney Ferries will achieve in the next twelve months for the benefit of our commuters.

# 1 Travel safely

Safety is our first priority. Sydney Ferries sustains strong safety management systems, safety awareness and safe work practices.

## 2010 Improvements:

- Upgrade of closed-circuit TV cameras and support system to operate 24 hours a day, seven days a week to monitor activity on wharves
- Installation of night vision equipment on all vessels
- Upgrade of radar navigation equipment on all vessels.



## 2 Dependable service

Sydney Ferries strives to successfully meet service contract targets of 99.5% service reliability and 99.5% on-time running.

### 2010 Improvements:

- Continued investment in electronic gangways and double gangways for use at Circular Quay to speed up boarding and disembarking time
- Installation of Global Positioning System (GPS) tracking on all vessels to enable Controlling Officers to know the accurate location of vessels on the harbour and river so they can be directed to respond to customer demand.

*Welcome Aboard*



## 3 Keeping you informed

Sydney Ferries' goal is to provide you with the best information available to keep you informed. Sydney Ferries does this via up-to-date timetables, Transport Info 131 500 and 131500.com.au, signage and announcements on the wharves.

### 2010 Improvements

- New customer service staff to assist with enquiries and wharf announcements
- New LCD displays and audio announcement system on every wharf and vessel, powered by real-time GPS information (see page 7)
- New SMS service to keep you informed of last minute service changes.

# 4 Clean, comfortable ferries

Sydney Ferries will provide clean, well presented and comfortable ferries free of litter, grime and graffiti, with well maintained facilities.

## 2010 Improvements

- New seats on Manly Ferries
- Vessel facilities improvement
- Off-season cleaning blitz of all vessel interiors and re-painting at scheduled dockings.





# Coming soon ...

Sydney Ferries' \$14 million dollar investment in the Ferry Operations and Customer Information System (FOCIS) is set to roll out in 2010.

FOCIS will modernise ferry travel in Sydney by transforming the way information is collected and shared.

Information will be powered by a Global Positioning System (GPS) and delivered to you via automated LCD displays and audio announcements on all 43 wharves and 28 vessels. Information about the next three services will be visible on the screens. Announcements will advise current and next stop and interchange information.

There will be facilities on wharves and vessels for hearing and vision impaired customers providing constant updates on the progress of ferries.

For those who opt in, a tailored SMS service will also be available to provide an early warning if a ferry is unavoidably delayed.

Information will be updated automatically at [www.131500.com](http://www.131500.com)



FOCIS has equally valuable operational benefits that will improve services. FOCIS will integrate with Sydney Ferries vessel timetabling and crew rostering software to streamline services. In addition, FOCIS will interchange data with 131 500 and Sydney Buses to improve timetable integration.

FOCIS automated passenger counting technology will provide accurate data about passenger demand to enable more flexible timetabling to meet customer needs.

## 2010 Improvements

New FOCIS signage and announcement system installation plan:

**March to June 2010:** Circular Quay, Manly, Taronga Zoo, Cremorne Point, South Mosman, Old Cremorne and Mosman Bay wharves, First Fleet, Lady Class and Freshwater vessels.

**June to September 2010:** Kirribilli, North Sydney, Neutral Bay, Kurraba Point, Milsons Point, McMahons Point and Balmain East, Darling Harbour, Aquarium, Pyrmont Bay wharves.

**September to December 2010:** Darling Harbour, King Street, Balmain, Balmain West, Birkenhead, Birchgrove, Greenwich Point, Cockatoo Island, Woolwich, Drummoyne, Huntleys Point, Chiswick, Abbotsford, Bayview Park, Cabarita, Kissing Point, Meadowbank, Sydney Olympic Park, Rydalmere, Parramatta, Garden Island, Darling Point, Double Bay, Rose Bay, Watsons Bay wharves, RiverCat, SuperCat and HarbourCat vessels.

# 5 Clean and comfortable wharves

NSW Maritime control all commuter wharves on Sydney Harbour.

Sydney Ferries actively reports issues and incidents on the wharves to NSW Maritime, Sydney Ports Corporation, Sydney Water Police and local councils to improve wharf amenities and ensure wharves are safe, clean and comfortable for Sydney Ferries' customers.

## 2010 Improvements

- Safety improvements at Circular Quay
- Commencement of Wharf Upgrade at Milsons Point, Neutral Bay (Hayes St) and Cremorne Point.



# 6 Easy access to tickets

Sydney Ferries is reducing ticketing queues and locating convenient ticket outlets for you.

## 2010 Improvements

- Introduction of credit card facilities on Ticket Vending Machines
- Expanded PREPAY network including the café on the Manly Ferry
- New ticket vending machines at Darling Harbour – King Street Wharf 3
- Additional roving cashiers to clear queues at busy times.



# 7 Integrated services and ticketing

Sydney Ferries works with all transport agencies to simplify and streamline the delivery of public transport.

## 2010 Improvements

- Continued improvement of ferry connections with Sydney Buses
- New data interchange technology to feed up-to-date information to Transport Info 131 500
- Replacement bus service when Manly Ferry services are suspended
- Ongoing development of the Electronic Ticket System for all Sydney public transport
- Ongoing daily staffing of Transport Management Centre in Redfern.





# 8 Access for everyone

Sydney Ferries will continue to champion the NSW Accessible Transport Action Plan to make ferry travel accessible to everyone.

All vessels are wheel chair accessible\*. Currently Circular Quay\*, Abbotsford, Cabarita, Chiswick, Cremorne Point\*, Darling Harbour – King Street, Darling Harbour – Aquarium, Kissing Point, Manly, Meadowbank, Mosman Bay, Neutral Bay\*, Parramatta, Rydalmere, Sydney Olympic Park, Taronga Zoo and Woolwich wharves are wheelchair accessible.\*

## 2010 improvements

- New hearing loops will be available on every wharf
- New double gangways at Circular Quay to allow for improved pram and wide wheelchair access
- New LCD screens will offer improved readability.

NOTE: Gangway and Ramp gradients are tide dependent. \*Assisted access may be required at low tide.



# Contact

## SYDNEY FERRIES

Sydney Ferries values your feedback. To share your comments, complaints, compliments and suggestions about our services please contact us via the following methods:

**In person** To any Sydney Ferries staff member

**Via web** Transport Info 131500.com.au or  
www.sydneyferries.info

**Via phone** 131 500

**Via email** Confidential web email form at  
131500.com.au

### **Via post**

Sydney Ferries PO Box R1799  
Royal Exchange NSW 1225

### **Non-English speaking callers**

Please call 13 12 30 (to arrange a three-way conversation with an interpreter).

### **TTY response for hearing and speech impaired customers**

Please call 1800 637 500.

**177,861  
timetabled  
services**

July 2008 to  
June 2009

## How We Are Charting

### Service reliability <sup>(1)</sup>

Target	Performance June 2009	Performance July to June 2008	Performance July to June 2009
<b>99.5%</b>	99.7%	99.4%	<b>99.5%</b>

### On-time running <sup>(2)</sup>

Target	Performance June 2009	Performance July to June 2008	Performance July to June 2009
<b>99.5%</b>	98.1%	98.3%	<b>98.1%</b>

### Patronage growth <sup>(3)</sup>

Target	Performance June 2009	Performance July to June 2008	Performance July to June 2009
<b>1.0%</b>	9.6%	-1.3%	<b>5.8%</b>

### Number of complaints per 100,000 passengers

Target	Performance June 2009	Performance July to June 2008	Performance July to June 2009
<b>6.0</b>	3.7	8.7	<b>6.2</b>

- (1) Percentage of scheduled services that operated.
- (2) Percentage of services which ran on-time measured at the time of departure from the first wharf of the service. Services which depart five or more minutes after the scheduled departure time from this wharf are recorded as a delayed service.
- (3) Patronage adjusted for cessation of JetCat services.

Monthly performance results are published at [www.sydneyferries.info](http://www.sydneyferries.info)



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