

# Transit Safety Unit: Customer Service Charter

Transit Officers are employed by the Department of Infrastructure, Planning and Logistics to patrol the Darwin bus network. This Customer Service Charter defines the role of Transit Officers and outlines what services and to what standard customers can expect.

## Who We Are and What We Do

As Transit Officers, our primary objective is to contribute to a safe and secure environment for the passengers and staff of the Northern Territory bus networks through the delivery of an effective safety and security service.

## Our Customer Service Principles

Our customer service principles are determined by our three core functions; safety and security, customer service and community engagement.



## Safety and Security

Customer safety is our top priority.

Transit Officers are committed to making your journey safe by always putting safety first in everything we do. We have robust safety management systems in place and have a zero tolerance approach to anti-social behaviour at bus interchanges, bus stops and on the bus network itself.

How we ensure your safety:

- we display a strong visual presence and proactively patrol bus stops, shelters, interchanges and park and ride facilities during peak periods;
- we identify and target any hazards that may lead to safety issues;
- we identify and resolve any instances of anti-social behaviour;
- there are CCTV cameras fitted at every bus interchange which are monitored 24/7 by NT Police whom we work closely with and maintain constant radio communications; and
- we are always in contact with bus drivers who alert us of any instances of anti-social behaviour on board buses.

## Customer Service

Customers are at the centre of everything we do.

Transit Officers aim to provide services that meet community demand and customer expectations.

We are here to:

- provide you with information about the bus network, from timetable information to best value ticket options;
- assist you with any network queries you may have; and
- facilitate a safe and enjoyable journey for you, from beginning to end.

## Community Engagement

Building strong relationships with customers and the community is a fundamental part of our culture.

As part of our business practices, Transit Officers aim to promote a positive image of the Department by engaging with all members of the community while communicating positive outcomes for customers on the bus network.

As part of our community engagement commitments we participate in:

- local forum working groups; and
- activities to engage with the community, for example by visiting schools or public housing venues to provide information and raise awareness about issues relevant to the safe use of public transport.

# Customer Rights, Satisfaction & Feedback

## What are your rights and obligations?

- You must be in possession of a valid ticket at all times while travelling on the bus and must present it on request from a Transit Officer or bus driver.
- You must adhere to the Rules of Travel while travelling on the bus and while at bus interchanges/stops.
- If requested, you must provide your name, address and date of birth to a Transit Officer. They are permitted to ask you to provide this information if they have a reasonable belief that you:
  - a) committed, are committing, or are about to commit, a relevant offence; or
  - b) may be in a position to assist in the investigation of a relevant offence.<sup>1</sup>
- You have the right to ask a Transit Officer his or her name and their officer identity number.
- You have the right to complain about the conduct or actions of an individual Transit Officer as well as the policies, practices and procedures of the Transit Safety Unit. All complaints will be handled in accordance with the *Transit Safety Complaints Handling Policy*.

## Feedback

The Department of Infrastructure, Planning and Logistics welcomes your feedback to help improve the quality of our services.

If you would like to provide feedback or lodge a complaint, please phone the Transit Safety Unit Manager on 08 8936 4015 or email [passenger.transport@nt.gov.au](mailto:passenger.transport@nt.gov.au).

---

<sup>1</sup> For more information about relevant offences, refer to the *Passenger Transport (Public Safety) Act 2008*, section 4 and Part 3.