

# Customer experience charter



Timeliness



Convenience



Cleanliness



Personal safety / security



Accessibility



Information



Ticketing



Comfort



Customer service / staff

Newcastle Transport's guiding principle is to **Think like a Passenger**.

This means listening to your needs and meeting or exceeding your expectations by providing you with the best possible travelling experience.

As Newcastle's public transport operator, we have an important role in empowering the local community and contributing to the economic sustainability of our region.

This Charter describes our commitment based on what customers have told us is important.

## Our commitment to you

We prioritise safety for our customers and staff. We believe that all our people and passengers have the right to arrive home safely every day.

We are dedicated to delivering an integrated transport system that is reliable, comfortable, easy to use and accessible to all members of the community. Opal cards provide seamless travel across all modes of transport in the Newcastle Transport area and NSW.

We are committed to monitoring, and will seek to continuously improve, the customer experience by maintaining cleanliness, removing graffiti and repairing damage and vandalism across the transport fleet and network infrastructure.

We will keep you informed throughout your journey with timely, reliable information so you feel confident every step of the way.

## Meeting your expectations is our priority

Providing an excellent customer experience is at the heart of everything we do. Our staff are always ready to assist and to help make your travel experience better. We aim to continuously improve your travelling experience and secure your safety through self-assessment and adherence to high quality service standards.

## Your feedback is important to us

Your feedback is important to us. We are committed to working with you to make Newcastle Transport your first choice of travel. We welcome your comments about this Charter and our services. You can provide feedback through the following channels:

Visit [newcastletransport.info](http://newcastletransport.info)

Follow us on [facebook](https://www.facebook.com/NewcastleTransport) @NewcastleTransport.info

Call 131 500 (7am to 9pm Mon to Sat and 8am to 8pm Sunday and public holidays)

Drop in to the Newcastle Transport Hub at the Newcastle Interchange (9am to 4pm, Monday to Friday)

Visit [newcastletransport.info](http://newcastletransport.info)



PROUDLY OPERATED BY  
 Keolis  
Downer