

Customer Charter

CONNECTING BRISBANE



INTRODUCTION

RiverCity Ferries operates and maintains a fleet of 22 CityCats, 1 CityFerry, and 5 KittyCats.

Employing 250 staff RiverCity Ferries is part of the Sealink Travel Group, Australia's only multi-modal integrated land and marine passenger transport business.

The Group delivers comprehensive and integrated solutions built on unparalleled local knowledge and global expertise.

RiverCity Ferries will provide world-class capabilities and operational excellence to Brisbane City Council, Brisbane residents and visitors.



250
LOCAL JOBS



28
VESSELS



AUS
OWNED GLOBAL
COMPANY



OUR COMMITMENT

At RiverCity Ferries, 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.

The customer is at the heart of everything we do. All staff undertake our dedicated Customer Focus Training to ensure our customer service values are strong across every part of our business – from the mechanics team who ensure our ferries operate smoothly, to the cleaners who keep our vessels clean and tidy, and our crew who ensure you get to where you need to go safely and efficiently.

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SERVICES

Taking you from A to B

02

COMFORT

Enjoying a pleasant journey

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Feeling safe on board our vessels

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Living a customer focus ethos

SERVICES

Taking you from A to B

Our team's priority is to get you where you need to go, when you need to be there. Some of the initiatives we have in place to help us meet these requirements are:

- ~ All of our vessels are fitted with GPS tracking and are connected to our Operations Control Centre via radio.
- ~ We rigorously track our on time running performance and report our results to Brisbane City Council on a monthly basis.
- ~ Our feedback management system and ongoing "Ask our Managers" Coffee Chat program ensures we are aware of any customer concerns and can make the necessary improvements when required.
- ~ We will communicate all scheduled and unplanned disruptions via terminal signage, the Brisbane City Council website and via twitter.



COMFORT

Enjoy a pleasant journey

Ensuring you have an enjoyable journey on board with us is of utmost importance and there are a number of things we do to make sure we deliver:

- ~ Our vessels are cleaned inside and out on a daily basis.
- ~ Graffiti is removed as soon as practicable.



SAFETY

Feeling safe on board our vessels

- ~ We live for safety and take the safety management of our vessels and customers very seriously. We are accredited to international safety standards and have a view of continuous improvement when it comes to our safety performance measures.
- ~ Our masters and crew receive ongoing comprehensive training in the areas of safe driving techniques.
- ~ All of our vessels are fitted with CCTV cameras.
- ~ Our Crew are First Aid certified and trained in emergency situations and dealing with difficult circumstances and people.
- ~ We adhere to the latest in safety and maintenance requirements.



INFORMATION

Giving you access to the information you need

We're committed to ensuring your journey is as comfortable and efficient as possible. From time to time, planned maintenance and unforeseen disruptions do affect our services.

Public CityCat and Ferry timetables and planned maintenance information is available at:

- ~ www.translink.com.au

Service disruptions are posted on:

- ~ <https://twitter.com/TransLinkSEQ>
- ~ <https://www.facebook.com/TransLinkQLD>

Listening to your needs

We believe there is always room for improvement and encourage your feedback.

VIA TRANSLINK:

translink.com.au/contact-us/feedback

VIA EMAIL:

info@rivercityferries.com.au

VIA PHONE:

TRANSLINK - 13 12 30

RiverCity Ferries - 07 3229 7778

IN PERSON:

Via our “Ask Our Managers” sessions which occur on the network throughout the year, or at one of our terminals.

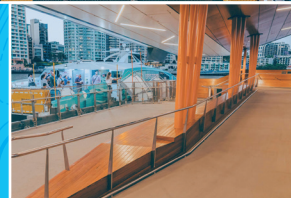
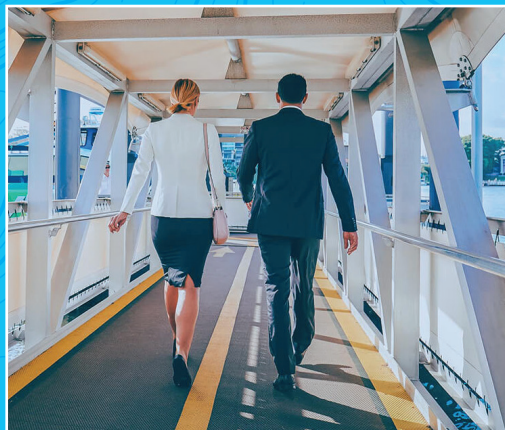


CUSTOMER CULTURE

Living a customer focus ethos

At RiverCity Ferries, customer service means exceeding our customers' expectations at every step of the journey, listening to, anticipating and responding to our customers' needs.

- ~ We train all of our employees in customer service using our custom designed training program, called Customer Focus.
- ~ Mystery Traveller programs are active across the ferry network to continuously review our performance.
- ~ Our Customer Feedback Management system has been specifically built and designed for RiverCity Ferries to ensure no comment or complaint is left unanswered.
- ~ We meet robust customer service KPIs set by Brisbane City Council.
- ~ We communicate our customer service approach internally through campaigns and messaging.



TRAVELLING WITH US

Go cards

The go card is TransLink's electronic ticket to fast, easy and convenient travel in South East Queensland. With a go card, all you need to do is top up the balance online or at one of the hundreds of participating retailers (including onboard CityCats), then touch on each time you board and touch off each time you disembark a ferry (free CityHopper services excluded).

Fares are calculated automatically and based on the number of zones you travel through during your journey. The fare is deducted from your go card balance when touching off at the end of your journey. All trips onboard Brisbane ferry services travel within Zone 1.

To find out more about zones, go cards, and other types of tickets, including single paper tickets, concessions and special access passes, visit <https://translink.com.au/tickets-and-fares/go-card> or call 13 12 30.

Carriage of items

Prams, strollers, shopping carts and bicycles are permitted on board our vessels, but must be placed in the identified areas on board.

Accessibility

TERMINALS

Many of the CityCat terminals are fully accessible, however ferry terminal ramp gradients may fluctuate with tidal movements. Customers with mobility issues, Seniors and people with prams are reminded to exercise care when travelling at low tide.

VESSELS

All CityCats are fully accessible, with four spaces for wheelchairs and mobility scooters on each vessel. CityHopper and CrossRiver Ferry services are not accessible.

Public announcements will be made onboard, identifying the next stop and information during service disruptions.



TRAVELLING WITH US

Lost Property

If you have lost something onboard one of our services, we will do everything we can to get it back to you. Call us as soon as possible to register your lost item. Alternatively, you can contact us via our contact form on our website rivercityferries.com.au.

PHONE: 07 3229 7778

It's important that you give us a full description of the item/s lost. If you are able to provide us with a service, vessel name and the time of travel there's a better chance of tracking your lost item/s.

Please note, lost property will be kept for a maximum of three months (except food items).



TRAVEL ETIQUETTE

01

Stay behind the yellow line as the vessel approaches. Board the vessel at the direction of crew

02

Travel with a valid Go card and remember to tap on and off

03

Hold on to the provided railings and handles

04

Listen for the disembarkation exit for your stop

05

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

06

Offer your seat to pregnant, disabled, or elderly patrons

07

Avoid eating and drinking while on board the vessel

08

Ensure you take all possessions and rubbish when you leave the vessel

Phone

07 3229 7778

Email

info@rivercityferries.com.au

