



Policy Title: Service Changes	
Department: Business Development	
Approved By: Chief Executive Officer	
Originated: 17 May 2009	Revision Date: 17 May 2011

SERVICE CHANGES POLICY

Background

Metro (and other operators) hold a number of service contracts managed in accordance with State Legislation by the Transport Commission, located in the Department of Infrastructure, Energy and Resources.

Each service contract specifically determines the minimum levels of service standard that must be provided, including the frequency of services, the distance between services (how far passengers must walk to get to a bus stop), and the timing of services (daytime only, or nights and weekends as well).

Metro and other operators are paid for the delivery of the services as specified in the service contract, and must meet performance standards relating to safety, on-time performance, and quality of service delivery.

Service Changes

Metro is making constant adjustments to its network of services, involving minor timetable changes, minor route changes, and other adjustments in response to changing circumstances.

Metro is also updating its service planning practices in accordance with best practice service design, in order to provide the best possible services to the greatest number of people, with the resources available.

Minor Service Changes

Metro will provide a minimum of 7 days notice of minor service changes. This advice will be provided in the form of on-bus notices, at bus-stop notices, and alerts on Metro's public website. There may be times when Metro also delivers a letter of advice to letterboxes or directly to passengers, or takes out advertisements in major papers.

Minor service changes may involve a range of actions including, but not limited to:

- Adjustments to timetables to improve the running times of buses ensuring connecting services are operating etc.
- Adjustments to routes made in the interests of safety (poor or deteriorating road quality, three point turns locations, etc)
- The removal of diversions which consume time but have low loadings. This straightens the route and speeds the journey for other passengers

Major Service Changes

Metro's team of service planners is working to review services in partnership with the State Government, Local Councils and Community Groups. The objective of service reviews is to implement best practice service design to provide fast, frequent, efficient services to the greatest number of people possible, with the available resources.

Major Service Changes involve extensive formal consultation with the following stakeholders:

- Local Councils through a nominated liaison officer and briefings to meetings of Councillors;
- Community Groups such as Disability Groups and Transport Hubs;
- General Public (advised of consultation through advertisements on-bus and in newspapers and invited to contact a nominated Metro officer); and
- Metro drivers (a committee is formed for each major review to represent the views of drivers).

The consultation process feeds into the service review and when new timetables have been developed, the public is provided with 14 days advance notice. Minimum information requirements are for on-bus notices, new timetables available at all Metro outlets, Metro website, and advertising in both local and major newspaper. Metro may also choose to undertake targeted letter drops or other media information as required.

Feedback

Metro is able to respond to inquiries and complaints and provide information to the public via its hotline number, its generic email, through written correspondence or through direct contact with senior staff.

Tony Sim
Chief Executive Officer