

DERWENT VALLEY LINK – TRAVEL TERMS AND CONDITIONS

Reliability

We aim to:

- Deliver 100% of scheduled services; and
- Deliver at least 90% of services within 1 minute before and 5 minutes after their scheduled departure time.

While we strive to provide a reliable service, this may not always be possible due to circumstances beyond our control, such as traffic congestion, roadworks, weather or other disruptions. However, we will continue to work with State and local Government, Tasmania Police and other relevant stakeholders to improve the reliability of public transport.

We are committed to ensuring that our buses always travel on the scheduled route and stop at all bus stops where there are hailing passengers or passengers wishing to alight. However, buses will not stop to collect passengers if the bus has reached its legal capacity for standing and seated passengers. In these cases the driver will stop and advise of alternative travel arrangements.

Express service buses will only stop at timetabled express service bus stops.

Accessibility

We are committed to making passenger transport a travel option of choice for all Tasmanians. 100% of our general access services are operated using wheelchair accessible buses. These have low floors and kneeling capability which allows the buses to be lowered closer to the pavement level.

Customer Information

Timetables, Smartcard and fare information is available on our website www.derwentvalleylink.com.au or by calling our Office: available from 8.30am to 5pm on weekdays except Public Holidays.

Timetables, and fare information is also available on the Department of State Growth website <https://www.transport.tas.gov.au/passenger>:

Every bus stop will be clearly identified with a bus stop sign and where timetable information is provided it will be up to date.

All buses will display clear and accurate route numbers and/or destination information at all times while in service. When out of service a bus will display an out of service message in the destination area.

When we change a timetable or a route, we will use a combination of channels to let you know, including alerts on our website and social media or information at a bus stop. We will explain the reason why we are making the change and identify any specific service implications.

Safety & Security

Safety and security is important to us. To ensure the safety of all bus operators and customers all buses are fitted with CCTV. We also work with Tasmania Police to minimise crime and anti-social behaviour on our services. All our drivers are trained in safe driving practices to maximise customer safety. To ensure a pleasant on-board experience buses regularly have the ventilation, air conditioning and lighting inspected to ensure all are working correctly.

Cleanliness of Buses

All buses in service will be cleaned internally (swept, remove the rubbish and attend to any spills or soiling) on a daily basis. We will wash the outside of the bus at least once a week or more often if required. A full detail clean of all buses (internal clean and external wash) is undertaken weekly.

Unlawful Discrimination

We are committed to ensuring all Derwent Valley Link employees and customers are treated with dignity, respect and are free from discrimination and harassment.

Discrimination is when a person is treated less favourably (worse) than other people because they have a particular characteristic, such as their age, race, sex or disability. It is also discrimination when a person is disadvantaged compared to other people because they have a particular characteristic.

We encourage customers to report any instances of discrimination. We will take any reports seriously and ensure an objective, impartial and confidential investigation is conducted and appropriate action taken.

Conditions of Travel

We ask that all passengers comply with the following Conditions of Travel in order to allow us to provide bus services that are safe, comfortable, reliable and easily accessible.

Failure to comply with the Conditions of Travel may constitute a breach of the Tasmanian Passenger Transport Services Regulations (2013), and result in a passenger being directed to leave the bus.

When travelling with us, you must:

- Have a valid ticket for your journey;
- Carry proof of entitlement if using a Concession or Child/Student ticket;

You must not:

- smoke;
- consume food or drink;
- bring open drinks on to a vehicle, including coffee and soft drinks;
- damage or interfere with a vehicle, service equipment or service;
- bring an animal on to a vehicle unless it is an approved guide or assistance animal;
- use obscene or offensive language;
- carry flammable liquids, firearms or weapons of any type;
- enter or leave or attempt to enter or leave a vehicle whilst it is moving, waiting at any road intersection or traffic signal;

- threaten, abuse or assault any customer or bus operator;
- play any instrument or gamble or play any game which may annoy or inconvenience other customers or distract the bus operator;
- create a nuisance or disturbance.

Standard of Behaviour

To help make everyone's journey a pleasant and safe one, we ask that you:

- Allow other customers to alight the bus before boarding;
- Use headphones or earphones for personal listening devices;
- Respect other passengers by behaving in a considerate manner; and
- Offer your seat to mobility impaired or elderly passengers.

We ask that you don't:

- Place personal items on a seat while customers are standing; and
- Place feet on seats at any time.

Right to Refuse Carriage

We have the right to refuse to carry any person who is:

- Intoxicated or under the influence of drugs;
- Of poor personal hygiene; or
- Considered to be a security or safety risk.

Mobility Aids

While Derwent Valley Link does not refuse carriage on the grounds of disability, to ensure passengers' safety and comfort the following rules must be followed:

- Mobility aid weight must not exceed 300kg (passenger weight included) and must comply with dimension, stability and manoeuvrability standards;
- Occupied mobility aids such as wheelchairs, prams and strollers must be stationed in the designated area facing towards the rear of the bus with safety features applied on low floor General Access buses. On normal high floor buses used on Student Only Services occupied mobility aids will not be able to board;
- Passengers are permitted to carry unoccupied wheelchairs, bikes, prams, strollers and scooters provided they can be stowed away in the luggage racks on General Access buses or under floor bins (if provided) on Student Only services. Bikes may be carried on board a General Access bus provided they can be folded in half and safely stowed in the luggage rack.
- Drivers, if requested, may provide direct **assistance to people with mobility devices** if:
 - it is reasonable and safe for themselves;
 - it is safe for other passengers; and
 - the vehicle is properly secured.

Luggage

You are responsible for the safety and security of your luggage. We will not carry unaccompanied parcels or luggage or be held responsible for any loss or damage to belongings while on-board.

We reserve the right to refuse to carry any items of luggage that could cause inconvenience, danger or offence to others. Carriage of luggage is restricted on safety grounds to where space is available.

Lost Property

We will keep and record all lost property found on our buses and will make all reasonable efforts to return to the rightful owner. If you report a lost item to us and that item is recovered, we will notify you and make arrangements for you to collect the item(s) from our New Norfolk depot. If you are unable to attend our depot we will make every effort to provide an alternative. This may include the Metro Shop in the Hobart City Interchange or from a driver on one of our services.

Customer Feedback

We welcome your comments and feedback. To submit these you can:

- Call 6261 4653
- Email enquiries@derwentvalleylink.com.au
- Visit www.derwentvalleylink.com.au
- Write to: Customer Service Team, Derwent Valley Link, PO Box 363, New Norfolk, TAS, 7140.

To enable us to investigate your enquiry or complaint with the best possible chance of resolution, please provide as much detail as possible, including:

- Date and time of travel
- Bus route
- Bus number or registration
- A contact number or email address in case we need to follow up for more information.

When we receive a complaint, we will investigate and provide a response within 10 working days. Complaints must be made within seven days of an incident occurring in order to be investigated.