

TRANSURBAN CUSTOMER OMBUDSMAN REVIEW

1 March 2015 to 31 August 2015

Transurban response

Since the previous Tolling Customer Ombudsman review, a number of changes have occurred at Transurban, including the implementation and development of initiatives to help our customers have a better overall experience when dealing with us.

- **Customer Service**

Transurban acknowledges that in 2015 we had a number of incidents that resulted in Customer Service levels not meeting our customer's expectations. As a result of these issues, we have gained a number of learnings and have made a strategic shift to ensure that our customers' needs are at the centre of everything we do. We are currently piloting a number of proactive initiatives across a number of processes, particularly in regards to account suspension and payment failure and look forward to updating you on the results of these in the new year. In addition to this we have been undertaking more detailed customer research and feedback to identify problem areas for our customers and start a program of work to address these.

- **Signage**

Transurban constantly reviews all feedback to ensure that our customers are aware that they are entering a toll section and conveying to them how to make these toll payments.

New signage that is deemed appropriate is reviewed by a Road Safety Audit to ensure that no negative impacts to our customers are experienced. Considerations include sign size and readability, sightlines, distractions, other relevant signage in the area and the frequency of messaging.

Transurban ensures signage is in compliance with the various state legislations.

Variable Message Signs are now being utilised for information regarding website access for the creation and topping up of passes.

- **Change of ownership details**

Transurban will always look at ways of reducing issues for our customers and ensuring the customer experience is a positive one. We will continue to explore any opportunity which will enable a link with the relevant motor vehicle registration authorities to automatically record change of ownership details. Your suggestion regarding information being displayed at the State motor vehicle registration agencies and rental vehicle outlets is currently under consideration.

- **Call Centre Training**

As part of our drive for continuous improvement, we regularly review and update our training session plans for our call centre staff. Transurban appreciates the TCO's feedback on the concerns

that have been raised regarding the lack of clarity of the automatic removal of a vehicle from an account once a new vehicle has been added.

This item of concern will be reinforced for both our existing and new call centre staff, as well as conducting a review of the current process.

- **Transparency of Account Details**

CityLink has recently made changes to their Toll invoices with the intention of providing clarity to customers that may not initially differentiate between an Account and a Toll invoice. Additionally, a process is in place to attempt contact with customers in the instance of a Toll invoice and Final notice not being paid. This is a process that CityLink has invested in to ensure that our customers have every opportunity to pay for their toll invoice, prior to proceeding to an Infringement Notice. Overall, there has been a long term reduction in referrals to Civic Compliance Victoria resulting in fewer Infringement Notices being issued.

Additionally, GoVia has also refreshed their Account statements and Toll invoices in 2015 – again the objective being clarity for customers and fewer referrals to Government agencies.