

**TRANSURBAN CUSTOMER OMBUDSMAN REVIEW
1 MARCH 2010 – 31 AUGUST 2010**

Transurban response

Interstate travellers

The Ombudsman highlighted difficulties experienced by interstate drivers who are unfamiliar with toll roads. It was suggested we consider producing articles about toll road benefits and obligations in road service magazines published by the NRMA, RACQ, RAASA and RACWA.

Transurban appreciates signage on the road may be confusing for tired travellers, so we currently publish road and tolling information on each of our websites. These websites include maps to assist drivers who are not familiar with the roads, as well as information on payment of tolls. As Sydney has the largest number of toll roads in Australia, the Road Transport Authority operates a separate website which contains information about all Sydney toll roads – www.sydneyhighways.com. Interstate drivers would find it helpful to access all of this information online when they are planning their journey to cities in which toll roads operate.

Transurban currently publishes a quarterly advertisement in Melbourne's Official Visitors Guide. This ad features information about CityLink tolling and location.

Transurban will consider placing advertisements / articles in further publications to help educate motorists about our toll roads.

Compensation for toll road users

In the Review, the Ombudsman stated he cannot award compensation for distress or inconvenience when resolving customer complaints, but can recommend toll credits be applied to accounts to acknowledge monetary loss or poor customer service.

Transurban agrees with this approach and proactively offer toll credits when we identify a situation where we could have improved on our processes or our customer service.

Transurban will continue to apply toll credits to accounts to recognise poor customer service if it is reasonable in the circumstances.

Road Traffic Management

In the Review, the Ombudsman acknowledged the frustration motorists experience during road works and advised public information programs and advance warnings should be implemented to limit disruptions.

Transurban currently operates on the basis that customers need information so they can make informed choices about using the toll road. As a result, we have a range of communication activities depending on the extent and time period of the disruptions.

For example, with the four year M1 Upgrade Project that CityLink was recently involved in, we communicated information about the road works via a dedicated website and hotline, regular emails to stakeholders, print and radio advertising, media announcements, leaflets to local residents and on-road signage before the planned disruption.

For all Transurban projects, all or part of the above is used depending on the circumstances.

CityLink issues traffic updates to media as part of its daily operations to alert travellers to any significant disruption on CityLink. This information is also relayed by on road signage and if appropriate in-tunnel announcements via Public Address and Radio Re Broadcast.

The M1 Upgrade also introduced much more sophisticated and comprehensive real time advisory signs to alert drivers to incidents, delays and lane closures ahead.

Transurban will improve stakeholder notification by auditing our distribution list to ensure we are advising the correct people about road works and potential disruptions.

Transurban will review our approach when planned maintenance or road work does not go according to plan. These situations may require additional communication that was not originally anticipated and a review of our strategy could highlight areas of improvement.

Noise Abatement

The Review provided feedback about noise abatement during road works and the need for community awareness and sensitivity to local concerns.

As outlined above, Transurban has a communication strategy when carrying out road works. We understand consideration needs to be given to local residents and the community when this work involves loud machinery. Our project and construction maintenance work is carried out in a way to minimise both disruption and noise to the

local area. This has included consideration of school class and examine timetable when scheduling work near schools.

In regard to general traffic noise, CityLink operates to a more stringent standard than VicRoads. – 63dB(a) as opposed to 68dB(a) . All complaints about traffic noise are assessed by a qualified acoustic engineer, with acoustic testing undertaken as needed.

Continue to consider noise implications when scheduling road work and communicate to affected people.