

TRANSURBAN CUSTOMER OMBUDSMAN REVIEW

1 March 2011 – 31 August 2011

Transurban response

- **Road Safety**

Transurban treats its customer's safety very seriously and takes care in its planning of road works accordingly. Transurban plans maintenance and road works to occur predominantly over night and during weekends to reduce the number of vehicles exposed to the road work conditions. The traffic management plans developed for road works are in accordance with State and National Standards for traffic management including the "Code of Practice for Worksite Safety - Traffic Management 2010". Within the limitations of these standards we aim to have road works speed limits as close as possible to the default operating speed limit, whilst still providing a safe environment for road workers.

Enforcement - Contact with authorities, visible police presence and speed cameras

Transurban is not an enforcement agency for the Road Rules and as such all enforcement must be via the Police or Roads Authorities such as VicRoads or the RTA as with other Roads. However, Transurban does work with enforcement agencies to encourage compliance to road work speed limits. Only a few months ago (September 2011) Victorian Police conducted "Operation Red X" during CityLink routine maintenance works. This operation coordinated between CityLink and Victorian Police resulted in 40 tickets being issued, including 23 speeding offences.

Speed Display Trailers and Temporary Speed Humps

As road works have occurred primarily on Transurban's CityLink over the review period, the following is relevant to that Toll Road.

The Victorian Code of Practice for Worksite Safety - Traffic Management 2010 includes provision for the use of speed display trailers to reinforce road works speed limits. CityLink typically do not use these trailer but rather uses gantry mounted variable message signs displaying messages (e.g. roadwork ahead, advisory speed, etc.) which can relay to the motorist both the reduced speed limit and reason for the speed change. By utilising overhead gantries this also removes a hazard (speed trailers) from the road side. Similarly with temporary speed humps, these are not typically used on CityLink but could be used if appropriate in accordance with the Code of Practice. If a temporary speed hump was to be installed a detailed hazard assessment would take place to ensure the treatment did not lead to a less safe situation for vulnerable customers such as motorcyclists.

- **Toll Charges**

Transurban makes considerable efforts to explain the pass products, their relative value propositions and their associated prices

There are three main channels for customers to access this information

1. Websites –provide extensive information from which customers can make an informed choice. Additionally, there is an easy to use product selector tool which makes a recommendation based on a needs analysis conducted by the customer. It takes an estimated less than 30 seconds to complete.
2. Advertising - CityLink advertises 4 times a year in Destination Melbourne Official Visitor's Guide - www.destinationmelbourne.com.au - which is Vic Tourism's endorsed guide to attractions and events in Melbourne. Please note the ad is focussed on explaining the pass options. This publication is widely distributed for the traveller market e.g. travel agents, accommodation, Victorian Tourism centres, tourism attractions and in response to visitors enquiries. www.sydneytollroads.com provides users of Toll Roads in Sydney with useful information relating to accounts and passes.
In addition each quarter, CityLink publishes a pricing notice in the front section of The Age. Additionally, we publish and distribute a pricing brochure each quarter which is sent to tourism outlets, rental car companies and other stakeholders. It contains pertinent information on pass prices, benefits etc.
3. Inbound telephone enquiries – our work flows require customers be asked if they need more information to make a choice and our operators follow a process which replicates the product selector on the various websites.

- **BPAY**

Transurban acknowledges that BPAY payments can take longer than other payment channels to reach a customer's account. To allow for this period, our accounts operate with a period of grace to allow payments to be received prior to progressing through any overdue process. Additionally, Late Toll Invoices issued by CityLink have a period of grace again to allow payment and prior to enforcement occurring.

- **NEVDIS**

In the instance that a vehicle is not registered for travel on CityLink and the vehicle is not from Victoria, NEVDIS will be utilised to obtain the details of the registered owner. Occasionally, this information will not be the most current which is unfortunately out of Transurban's control. In the instance of a Late Toll invoice being issued to the previous or incorrect owner, a nomination or dispute can be lodged with us, which typically will mean the customer then does not have to pay the toll and associated fees.

It is worth noting that any NEVDIS discrepancy will only affect those vehicles that are not registered for travel on CityLink. Therefore, if a vehicle from interstate is linked to a CityLink or Foreign Toll Operator account – tolling occurs as per normal and NEVDIS is not used.