



# Corporate Plan 1999-2000

How we will improve Bus and Ferry services over the next five years

## What we do

State Transit has over 4,300 employees who deliver bus and ferry services 7 days a week, 24 hours a day, to passengers across much of metropolitan Sydney and Newcastle.

## Why we do it

We believe that a quality urban environment can only be achieved if we have efficient and attractive public transport, which is recognised as a benchmark for value and service.

## How we will do it

We are committed to deliver comfortable, safe, dependable services, and to be open and honest in dealing with passengers and the community.



Quality services depend on safety and security, passenger comfort and environmental awareness.



The cornerstone of good performance is value for money: providing new and improved services at least cost.



A good relationship with passengers is vital.



The 2000 Olympics will be an opportunity to show that public transport is a viable alternative to the private car.



Compliance with legislative and regulatory requirements is a solid platform for superior customer service.

## Five key steps to better Bus and Ferry services

### Delivering Quality Services

To improve the quality of our services we will:

- Replace JetCats with SuperCats by early 2000
- Equip all buses with video equipment by 2000
- Have 33% of our fleet air conditioned by June 2000
- Have 20% of our bus fleet wheelchair accessible by June 2000, 25% by 2001 and 40% by June 2002
- Have 12% of our fleet CNG powered by June 2000, 17% by June 2001 and 22% by June 2002

### Expanding and Improving Our Services

To expand and improve our services we will:

- Achieve ISO 9002 certification for all other areas by December 2000
- Achieve Year 2000 compliance for all information systems
- Conduct a review of services on every route at least once every 2 years
- Progressively implement initiatives to improve work practices

### Improving Customer Service

To improve customer services we will:

- Ensure all staff are properly presented and responsive to passenger needs
- Improve our bus stop and timetable information
- Publish a new service charter

### Meeting the Olympics Challenge

To ensure that we meet the Olympics challenge we will:

- Maintain full staffing levels through 2000
- Put on extra services to meet demand during the Games
- Adjust our routes to ensure good connections to the Homebush area

### Meeting our Public Obligations

To satisfy our public obligations, we will:

- Update our Disability plan by September 1999
- Provide a safe environment for passengers and staff
- Produce a revised EEO strategic plan by October 1999
- Ensure that our recruitment program is open to all in the community
- Encourage the increased participation of women in our workforce, particularly in operational areas