

Revenue Protection Plan

Policy	<p>Premier Motor Service derives the major part of its revenues from OPAL/CTP products, which includes contactless payment by credit card through the Opal system. We are committed to ensuring that passengers use the OPAL/CTP products when travelling on our services.</p>
Training	<p>Effective training is delivered through a combination of real-world situations and desktop environment.</p> <p>Our trainers deliver top quality training to drivers with a thorough induction process and ongoing refresher training as required.</p>
Cash Management	<p>Due to a shift in customer ticketing preferences and considerations for driver health and safety, Premier Motor Service operates a cashless ticket system. Customers will need to tap with an Opal card, Credit Card, Debit Card or Linked Device.</p> <p>There are many benefits of cashless buses including faster boarding times, fewer delays and more reliable on-time running, as well as increased safety for drivers.</p>
Opal/ Contactless Transport Payment (CTP) Products	<p>Passengers are required to use OPAL/CTP products for all travel on Premier Motor Service services, hence drivers are to ensure that their ticket machine is open and active at each stop.</p> <p>Drivers ensure that passengers tap on at their boarding point and tap off at their terminal stop.</p> <p>Drivers must also monitor the validation sounds emitted by the card validator as the passenger's board the bus.</p> <p>Drivers will counsel and assist the passenger if the card is invalid or has no credit.</p>
Concession Cards	<p>Drivers are to monitor passengers who are travelling on a concession fare, and ensure that they have a current approved concession card.</p> <p>Our trainers will provide updated information on approved concession cards to all drivers as required.</p>
Inspector Procedures for Revenue and Ticket Irregularities	<p>Premier Motor Service will continually review incidence of fare evasion and revenue protection and will utilise a range of procedures to minimize losses and evasion. These include use/employment of inspections and training program.</p> <p>Inspectors will Check the following:</p> <ul style="list-style-type: none"> • Each customer has tapped on and off correctly with a validation sound emitted? • If a customer uses a concession opal card, do they have a current approved concession card? • Overall customer service provided by driver and condition of bus

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	<p>Any issues found during the above inspections will be included in the Inspectors report and addressed with the customer.</p>
<p>Management Procedures</p>	<p>Inspectors' Reports Inspectors' reports must be followed up promptly as they may identify problems with ticketing, reliability, customer service and driver performance.</p> <p>Procedure</p> <ol style="list-style-type: none"> 1 Management to review Inspectors' Reports on a regular basis. 2 Investigate any comments concerning driver performance, reliability, bus appearance customer service, passengers and SSTS issues. 3 All reports to be finalised within 7 days. 4 Complete a Feedback Form for any incident requiring investigation. 5 Management to conduct a weekly check monitoring Feedback Forms and action required. 6 Compliance Manager to carry out a quarterly audit on all Feedback Forms.

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