

Section 4

Delivering for our customers

Our Customer Charter

Roads and Maritime is committed to putting our customers at the centre of everything we do. This is underpinned by our Customer Charter, which articulates our commitments.

Our commitments

We will listen and take action

- We will use your feedback to continually improve services.
- We will actively manage your matter from start to finish.
- We will be contactable in ways that work for you.

We will make safety our priority

- We will work to maximise safety on our roads and waterways.
- We will provide a safe environment for the community and our staff.
- We will work to ensure vehicles and vessels are registered, licensed and operated safely.

We will consult and collaborate

- We will consult with you regularly on projects and matters that impact you.
- We will include communities in our decision-making processes.
- We will use your insights to inform our decisions and outcomes.

We will keep you informed

- We will provide you with information to make safe and efficient travel choices.
- We will minimise disruption to your travel through appropriate diversions and relevant information.
- We will communicate future plans for NSW roads and waterways.

Our services

In 2013–14 Roads and Maritime:

- Supported 5.14 million motor vehicle licence holders, 444,141 boat licence holders and 44,985 personal watercraft licence holders.
- Registered more than 5.98 million vehicles and 231,778 recreational vessels.
- Serviced 1.36 million E-Toll customers and 1.3 million rental car customers, who record more than 117 million trips on motorways annually.
- Supported more than 12 million online customer visits to our websites.
- Completed 26 million motor vehicle transactions and around 662,000 marine safety licence transactions.
- Conducted more than 2500 survey inspections and 500 safety management system audits for commercial vessels and certification of their crews.
- Operated 106 motor registries while supporting the opening of 18 Service NSW centres, six government access centres, 29 online council agencies and 42 mobile sites that conduct driver tests, including seven that offer limited transactions.

We engaged with our customers and stakeholders by:

- Preparing over 2100 media releases to communicate events, updates and Roads and Maritime achievements.
- Coordinating and delivering approximately 85 major media events.
- Hosting in excess of 4750 meetings with local residents and community stakeholders.
- Holding over 250 community information sessions.
- Delivering more than 2325 project updates to communities featuring project information and seeking the community's feedback. This included more than 175 consultation displays and exhibitions.
- Distributing over 150 community newsletters and 2000 plus letters to community stakeholders.

We responded to:

- Over 5350 customer and stakeholder inquiries and more than 15,000 general inquiries (including compliments, complaints and suggestions).
- Around 1000 suburban, regional and metropolitan media inquiries.
- More than 2600 requests under the *Government Information (Public Access) Act 2009*.