



 **TRANSLink**

TransLink's Tracker 2009–2010 Q4

 Information

About TransLink

In July 2008, TransLink Transit Authority was established as the statutory authority responsible for purchasing, delivering and managing public transport services within South East Queensland – an area that stretches from Gympie and the Sunshine Coast to Coolangatta on the Gold Coast, and west to Helidon.

We are committed to developing and delivering a world-class public transport network for the people of South East Queensland.

We contract 18 service delivery partners – including QR, Brisbane City Council and 15 private operators – to deliver public transport. In conjunction with these partners and other stakeholders we drive the improvement and expansion of public transport services across the network.

TransLink's key functions include:

- overseeing the delivery of public transport services across South East Queensland to meet a demand which has increased by 50 per cent in the past five years
- managing and ensuring the standards of contracted service delivery partners
- delivering and managing infrastructure, including a 24 km network consisting of the Eastern, South Eastern, Inner Northern and Northern busways, and train station upgrades
- managing ticketing products, including the development of the go card which was rolled out in 2008
- providing customers with a single point of contact for feedback and information
- planning, coordinating and integrating services for bus, train and ferry across a 10,000 sq km area.

As a statutory authority, the board of TransLink is accountable to the Queensland Government's Minister for Transport.

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This edition of TransLink's Tracker Meeting expectations

TransLink sets high expectations when it comes to all aspects of public transport in South East Queensland.

The Q4 data in these pages provides a good opportunity for our customers to assess our progress when matched against our expectations.

I believe in many areas we are meeting our expectations and those of customers. For example:

- there are now 301 000 extra seats per week on buses, trains and ferries, compared to this time last year
- there are 1 000 more park 'n' ride spaces available across South East Queensland
- the go card continues to deliver the benefits for which it was designed.

However we aren't complacent and will constantly strive to achieve our goal of "making travel easy".

We are also continuing to work closely with our delivery partners to enhance service reliability. During this quarter, TransLink signed a long-term contract with Queensland Rail which will allow us to meet customer growth. Under the new rail contract a number of new performance thresholds will be measured from 2010/11, including an increase in the on-time running benchmark to 93.01 per cent, customer safety and efficiency.

TransLink is continuing to work closely with our service delivery partners to deliver additional security and safety across the network. An additional ten police officers and up to ten senior network officers will work to ensure customer satisfaction with security and safety across the network remain are high. Safety and security data will also be included in future editions of TransLink's Tracker.

We also continue to track our customers' opinions closely, particularly through the customer satisfaction survey results – the results are available from pages 10-13.

The quarterly surveys are taken across ten categories each for train, bus and ferry services providing 30 measurements which paint a customer satisfaction snapshot.

In this quarter, across these 30 results, 24 measurements rose, five remained the same and only two fell compared with the previous quarter, although a continuation of this trend is required before any significance should be placed on these results.

Results such as these suggest we are building a better public transport network, but there is a lot of work ahead for TransLink and our partners as we look to meet customer expectations for the up-coming year.

Peter Strachan

**Chief Executive Officer
TransLink Transit Authority**

Varsity Lakes





Patronage

Patronage for Q4 increased for bus and rail and decreased for ferries.

Overall, there were 46.71 million trips taken across the TransLink network during the final quarter of 2009/10 – an increase of nearly two per cent – or over 900 000 trips – compared with the same period last year.

Bus trips rose by 700 000 to 29.87 million trips across the network compared with the corresponding period last year.

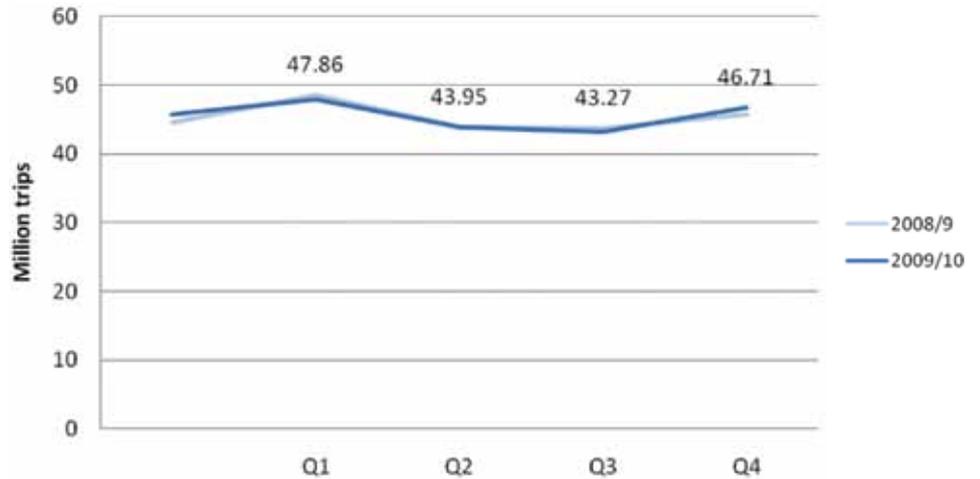
While the number of train trips increased by over 275 000, ferry trips fell about 70 000 using the same quarterly comparison.

TransLink is working with Brisbane City Council to ensure that changes to CityCats and CityFerry services earlier this year are meeting the needs of customers.

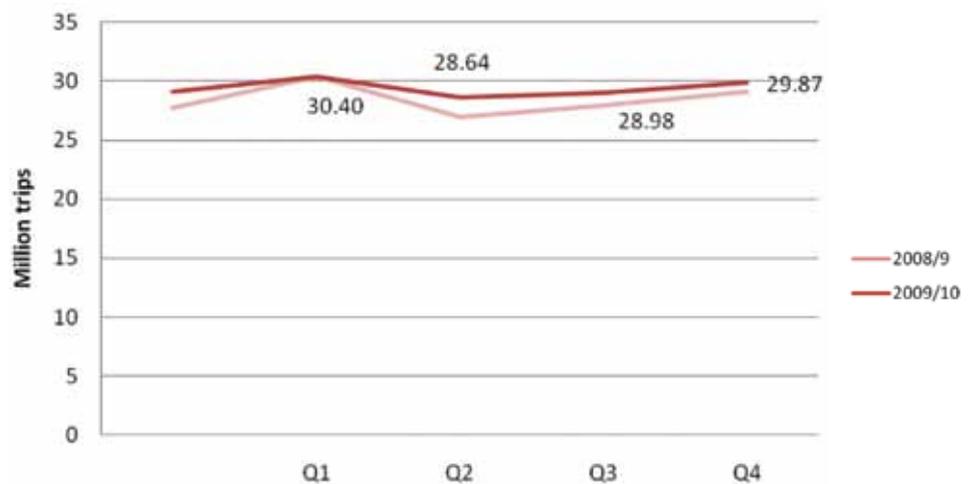
Networkwide patronage for 2009/10 was 181.79 million, a decrease of 0.05 per cent on the previous year.

Train trip numbers continue to be impacted by the increased accuracy of go card data when compared with the formulas applied to periodical paper tickets (as outlined in Tracker Q1 2008/9). Despite this correction trend, train trips recorded a rise this quarter.

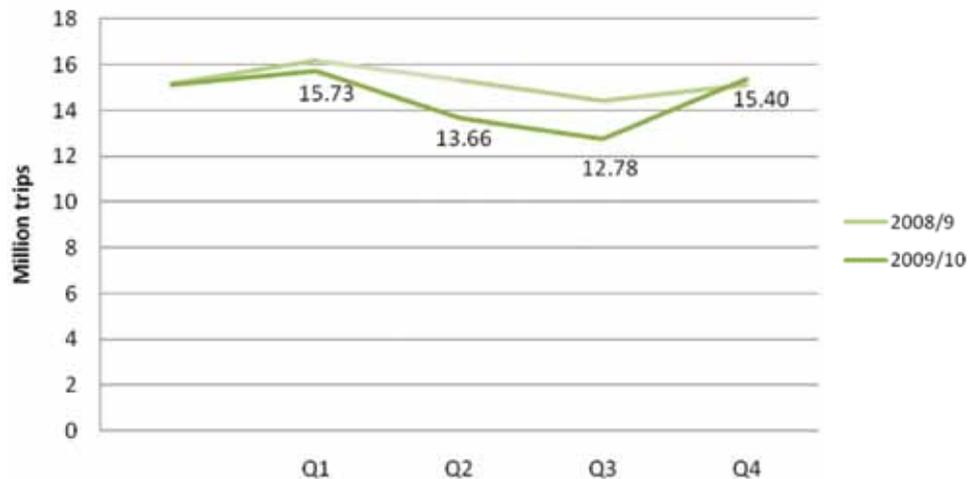
Network wide patronage



Bus patronage – quarterly

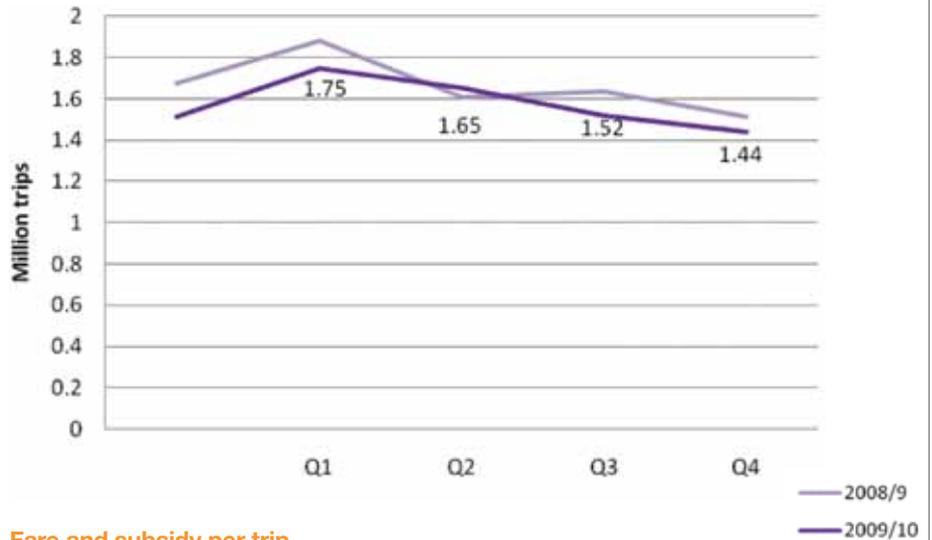


Train patronage – quarterly





Ferry patronage – quarterly



The average fare per trip, compared with the average Queensland Government subsidy per trip for this quarter remained relatively steady compared with the previous quarter.

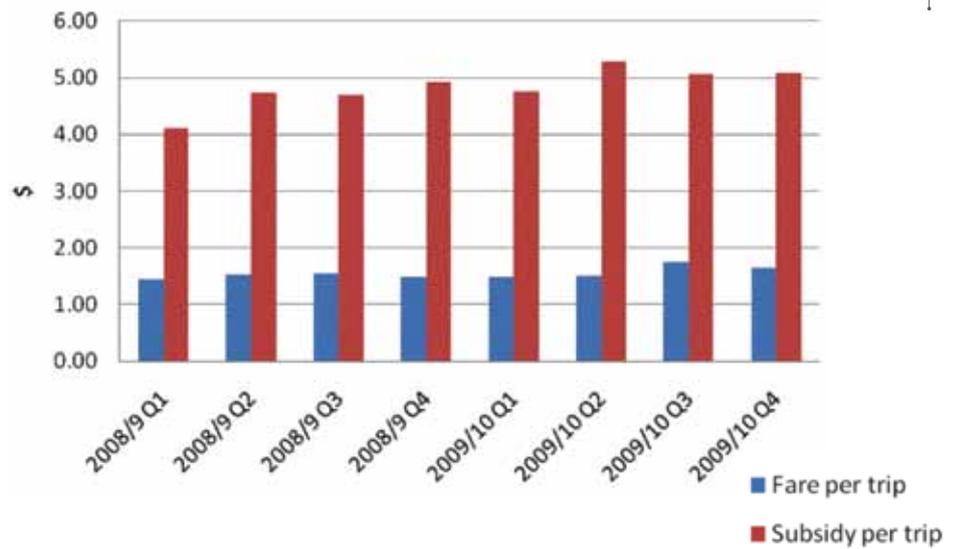
In this quarter, TransLink funded the network through \$76.4 million in fare revenue and \$238 million in subsidy.

The average fare per trip paid by customers across the network was \$1.64 – an increase of 10.8 per cent compared with the same quarter the previous year. The average State Government subsidy was \$5.09 per trip or 75.7 per cent of the cost of that trip.

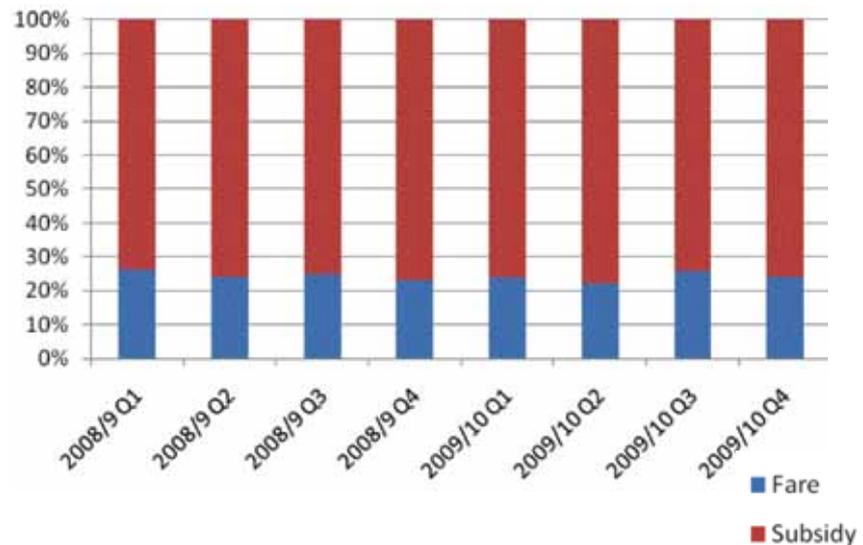
This equates to about \$3.10 government subsidy per \$1 fare paid by travelling public.

Brisbane City Council also contributes significant funding to buses and ferry services (\$65.6 million), while the Gold Coast City Council (\$5.2 million) and Sunshine Coast Regional Council (\$181 000), along with TransLink commercial activities also assist to fund public transport services.

Fare and subsidy per trip



Fare and subsidy – network wide





Service on-time running and service delivered

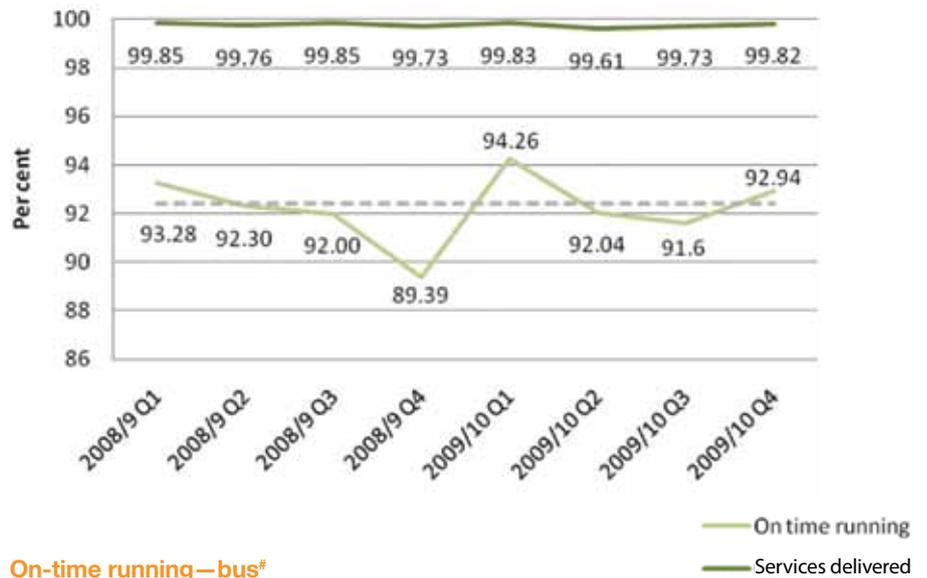
For the three months to June 2010, Queensland Rail remained above the number of peak services without cancellation benchmark of 99.5 per cent set by TransLink, with 99.82 per cent.

The peak on-time running for train services for the quarter was also above the 92.4 per cent benchmark set by TransLink, with 92.94 per cent of trains running within four minutes of the timetable.

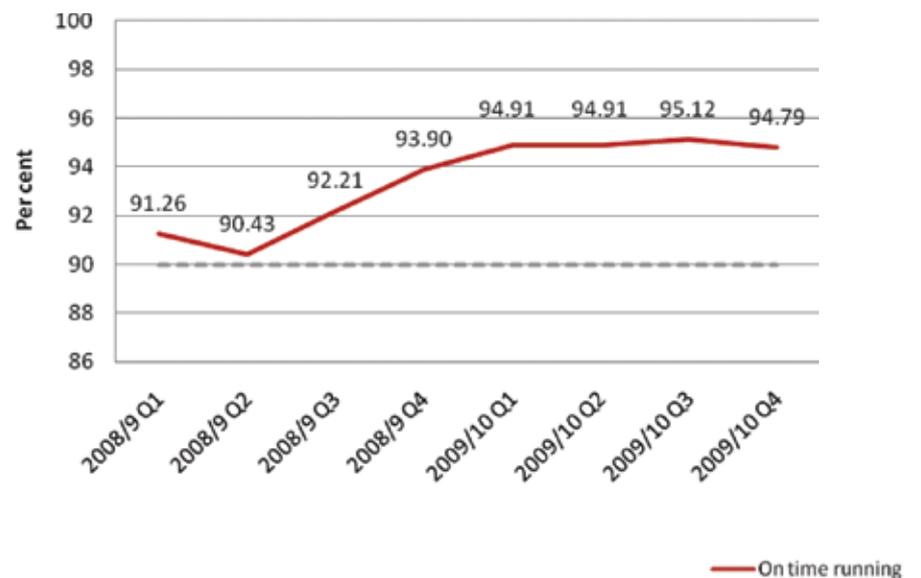
On-time running for bus operators also continued to perform above the 90 per cent benchmark set by TransLink.

Under the existing performance framework, train and bus operators are contracted to meet benchmarks for on-time running and cancelled services.

On-time running and services delivered—train*



On-time running—bus#



Footnote

* Less than four minutes (before or after) the scheduled arrival times.
 # Within six minutes (after) or two minutes (before) of the scheduled arrival time



Customer enquiries

The TransLink website continues to be the busiest Queensland Government website with over 3.8 million visits for the three months of this quarter. This compares with over 2.4 million visits for the same period in 2009 – an increase of over 57 per cent.

The combined website visits and call centre enquiries topped 4.2 million for the quarter.

Over 2.7 million of these website visits and calls to 13 12 30 were customers making journey planner enquiries. By comparison, journey planner enquiries for the same period in 2009 was just over 1.9 million.

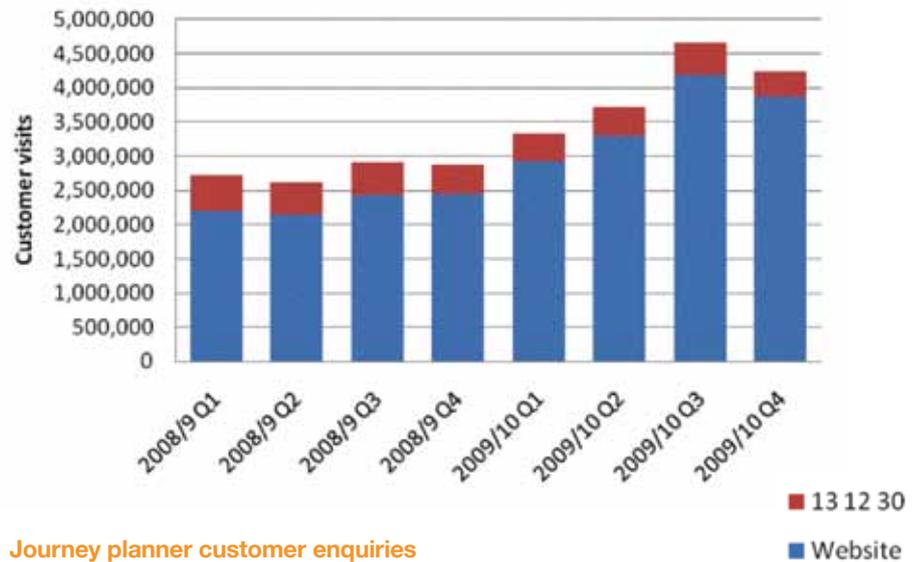
A new mobile website was recently launched to allow easier access from web-based mobile phones. The website can be accessed at www.translink.com.au/mobile

The call centre and website are also the single point of contact for customers wanting to provide feedback, access current and impending service delay information, raise an issue or provide feedback.

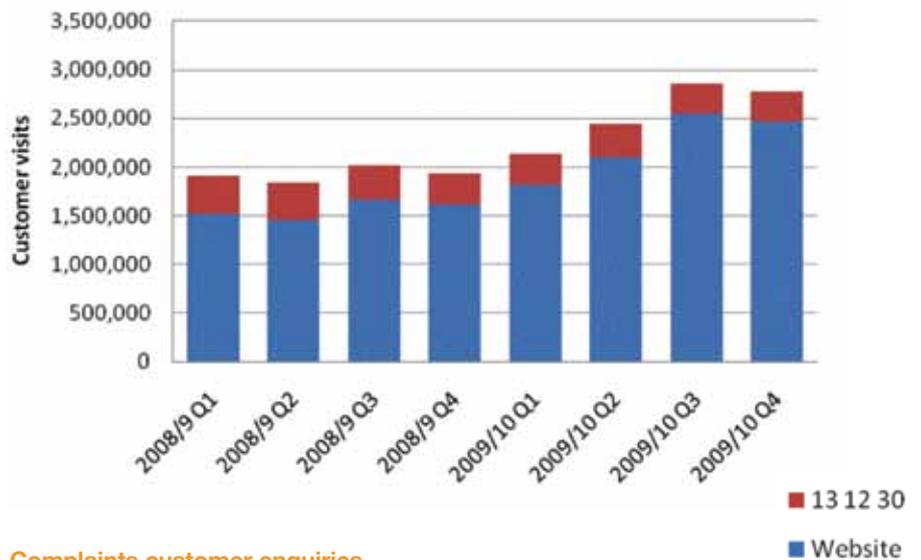
Customer complaints fell to the lowest level in the past two years. Compared with the same quarter last year, the overall number of customer complaints per 10 000 trips fell by more than one, from 4.96 to 3.87.

Customers can contact TransLink through the website at www.translink.com.au or by calling the 24/7 call centre on 13 12 30.

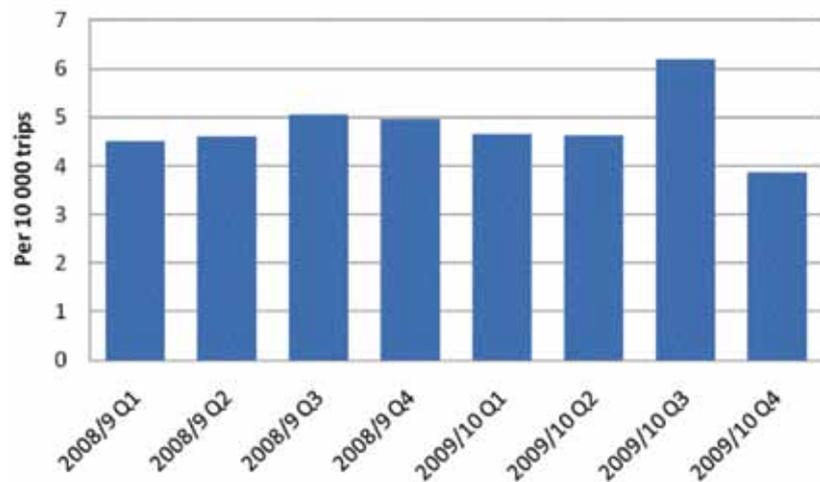
Total customer enquiries



Journey planner customer enquiries



Complaints customer enquiries





go card

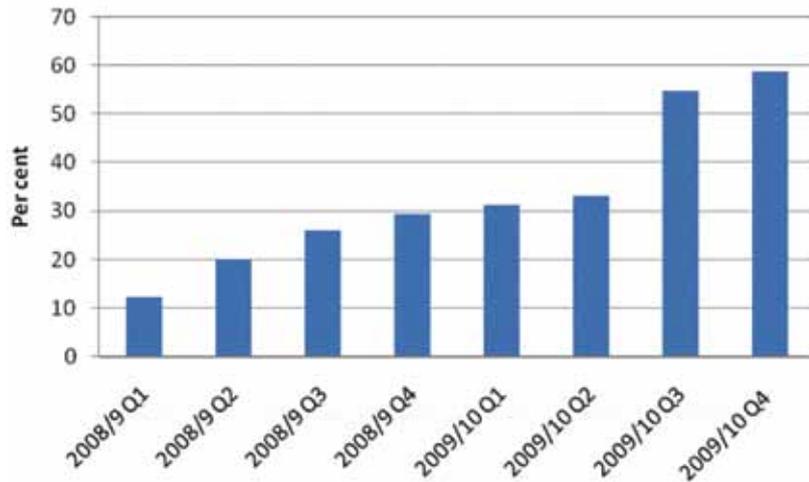
Significant go card milestones were reached during this quarter, including the 100 millionth go card trip during April and the one millionth go card issued during June. A promotion to give away 400 000 go cards with \$10 credit was launched on June 28.

The increase in go card use following the fare change on January 4, 2010, continued during Q4 averaging 58.8 per cent of all trips.

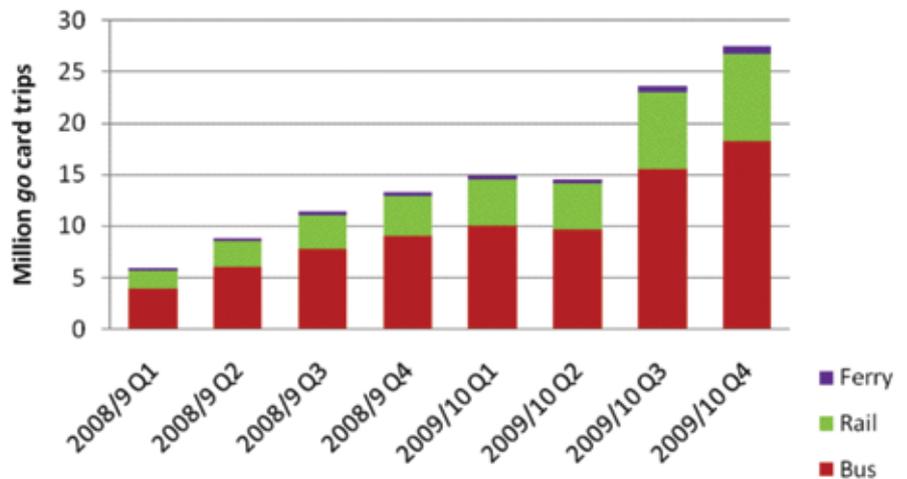
The increase in the use of go cards was reflected by an increase in the number of actual trips taken using go card – 27.44 million during Q4, compared with 23.66 million during Q3.

Total trips taken using go cards is now more than double the 13.33 million trips taken using go cards during the same period last year. The increase in go card use is spread across all modes when compared with the same quarter last year – including bus (rising 101 per cent), train (117 per cent) and ferry (80 per cent).

go card use network wide

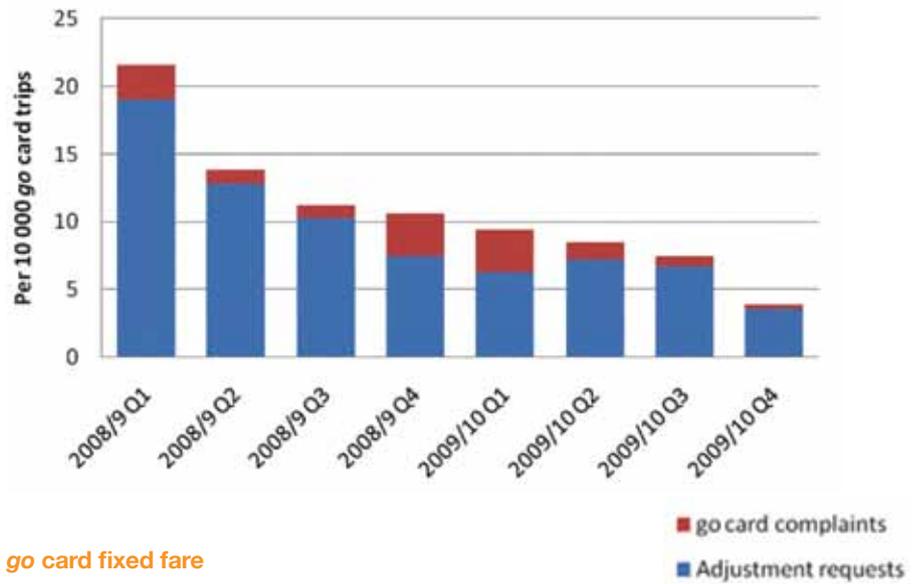


go card use by mode





go card customer complaints and adjustment requests

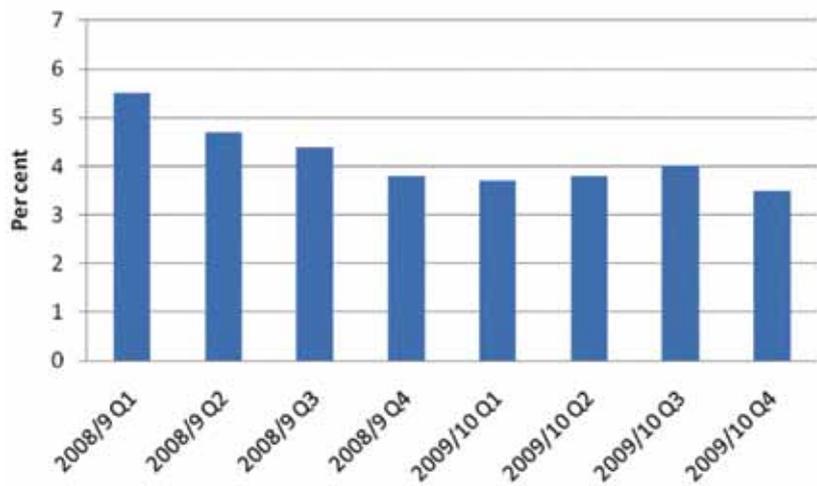


The combined measure of go card complaints and adjustment requests has continued to fall, dropping below four per 10 000 trips for the first time since go card was introduced to the network during the first half of 2008. Actual complaints also fell to its lowest level, falling from 0.8 per 10 000 trips in Q3 to 0.4 per 10 000 trips in Q4.

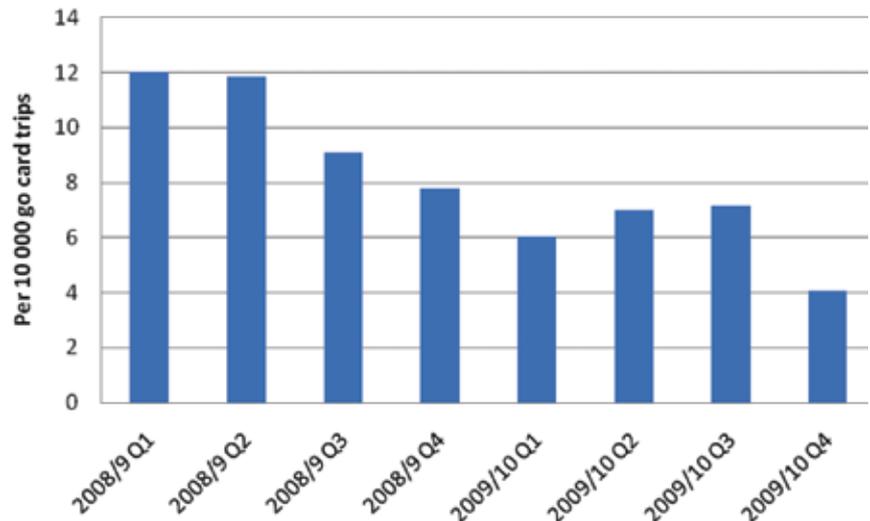
The number of fixed fares – customers either not touching off or touching on – was 3.5 per cent, down from four per cent in Q3.

If the go card fails to read correctly or the customer believes the charge amount is incorrect, they can request an adjustment by ringing TransLink's 24-hour call centre on 13 12 30.

go card fixed fare



go card adjustments





Customer satisfaction

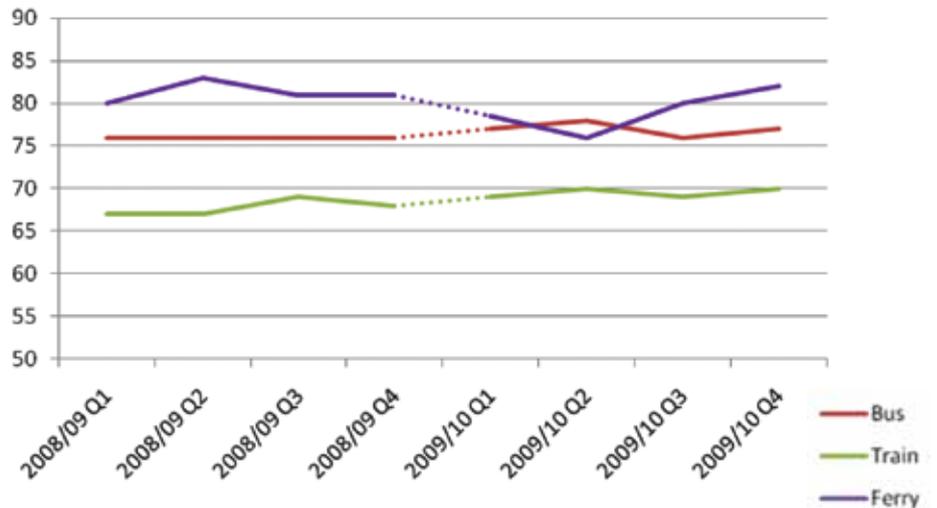
Quarterly customer satisfaction surveys are undertaken by TransLink to measure and compare changes in the opinions of public transport users across South East Queensland.

The customer satisfaction survey program was reviewed and adjusted in the second half of 2009. The surveys now reflect additional aspects of the customer service experience, including go card, public transport information, the 24-hour call centre and the website.

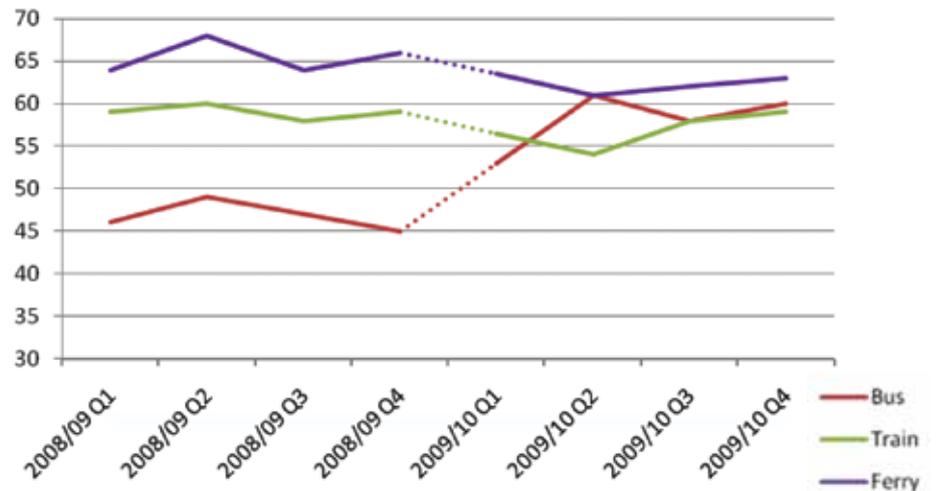
Levels of 75 and above are classed 'best practice' while 60 and above is considered 'satisfactory'.

The 10 categories for each of three modes of public transport give a total of 30 results, which in turn are compiled from multiple sub-categories that make up the final overall figure.

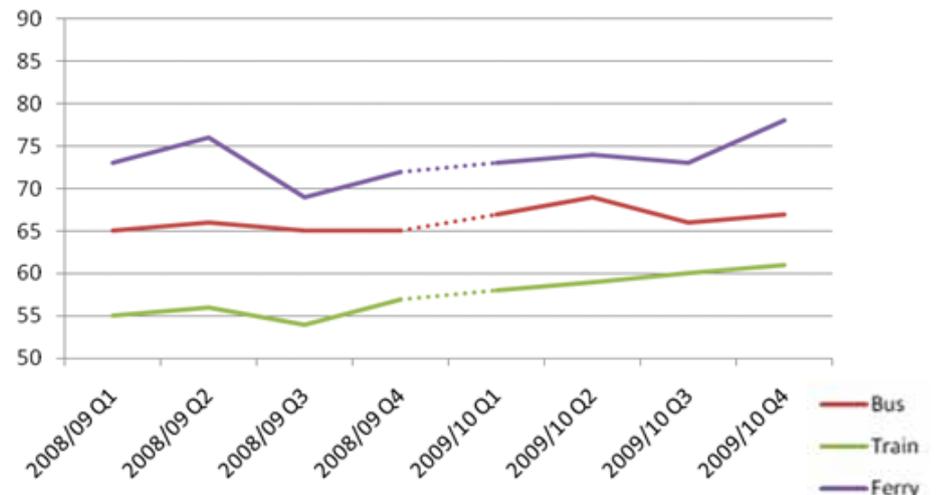
Safety and security Safety at stops, stations and onboard vehicles.



Reliability and frequency Ability to meet departure times, frequency of services and reliability of go card readers.



Comfort of ride Cleanliness, availability of seats, temperature on board and facilities at stops and stations.



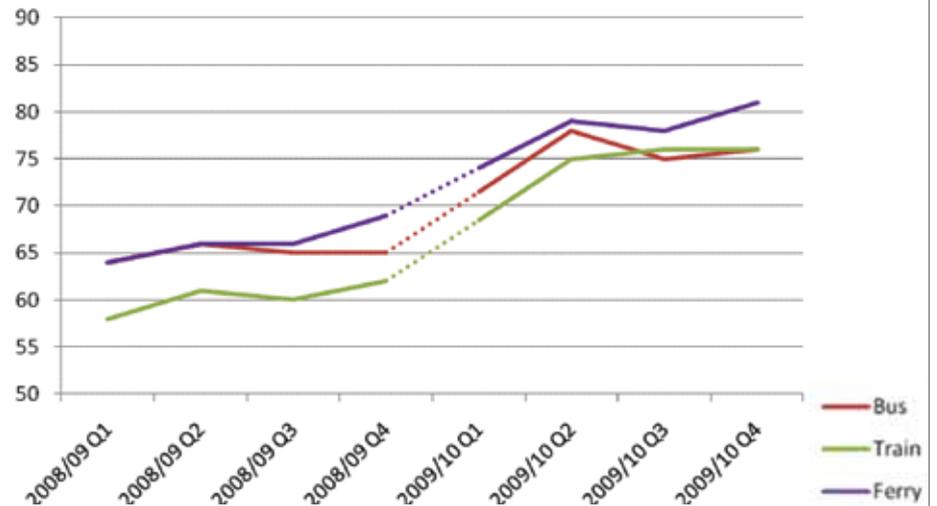


Across the 30 results for this quarter, 24 of these improved, five remained the same and two fell compared with the previous quarter.

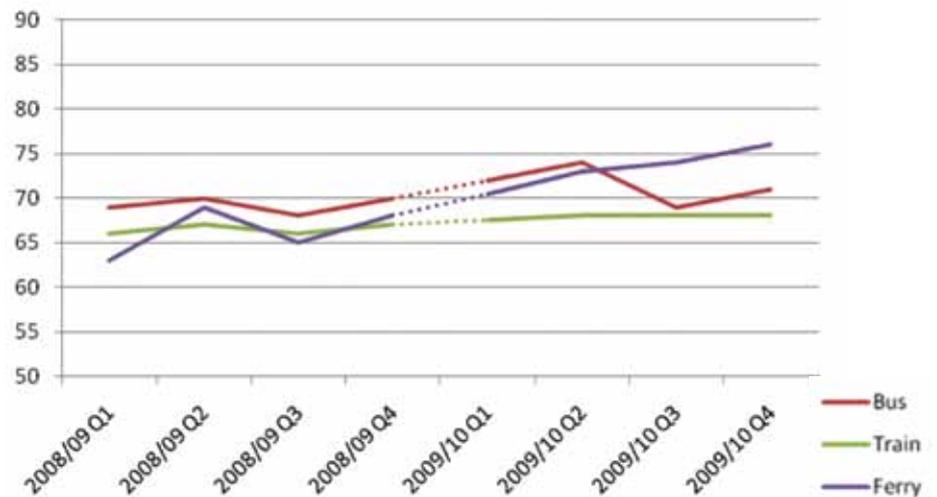
Although overall results improved in all categories for ferry customers and nine out of ten bus categories and either rose or remained the same in nine out of ten categories for train users; the statistical margin of error requires this trend to continue before any conclusion can be drawn.

The three categories with the most influence on overall customer satisfaction are Reliability and frequency, Efficiency, and Comfort of ride.

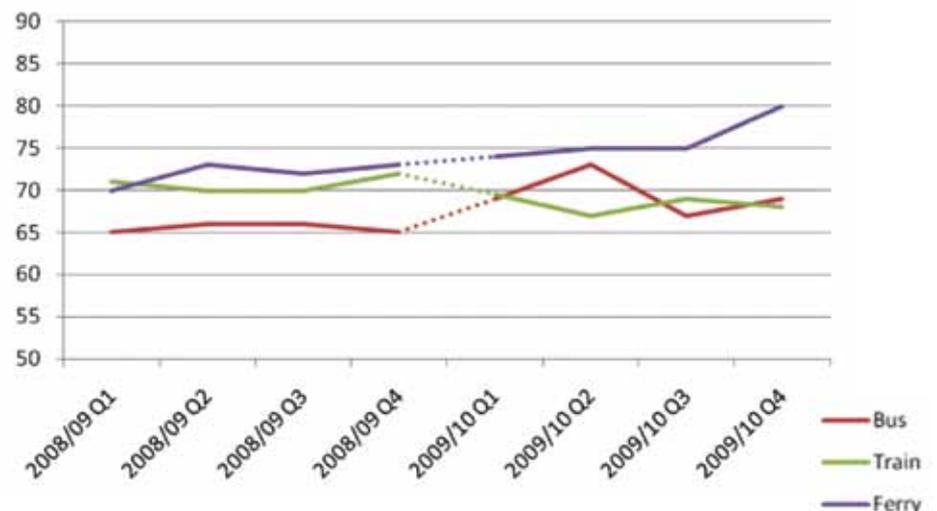
Ease of use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops.



Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets.

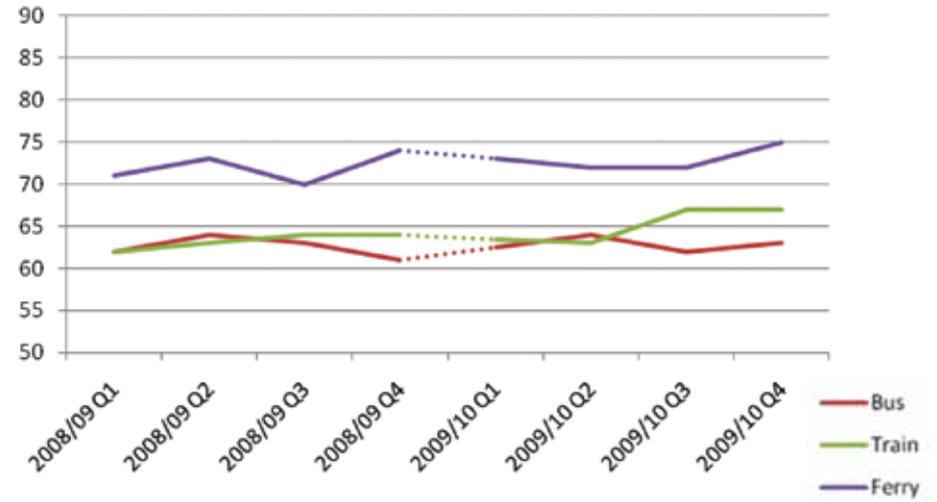


Efficiency Door-to-door travel time, connections with other services and avoidance of congestion.

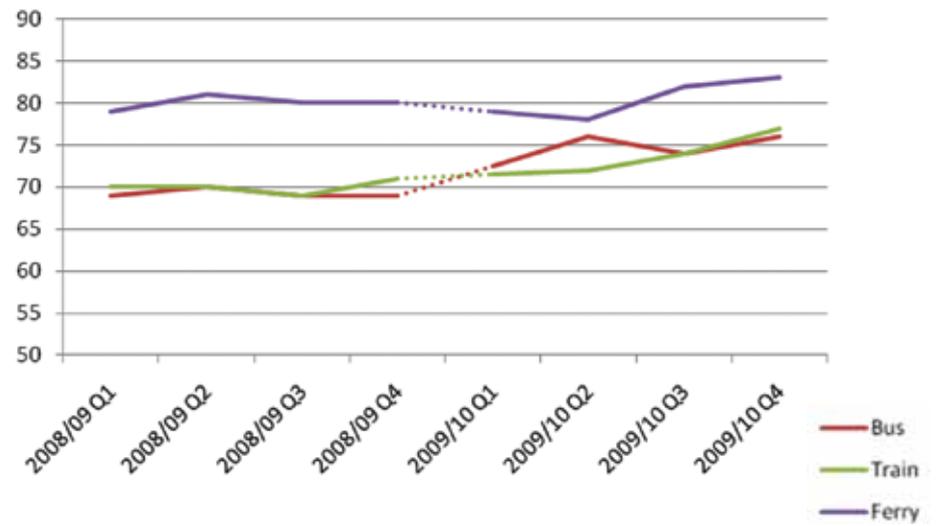




Information Ability to understand onboard and at-station information, timetables, maps and journey planning information.

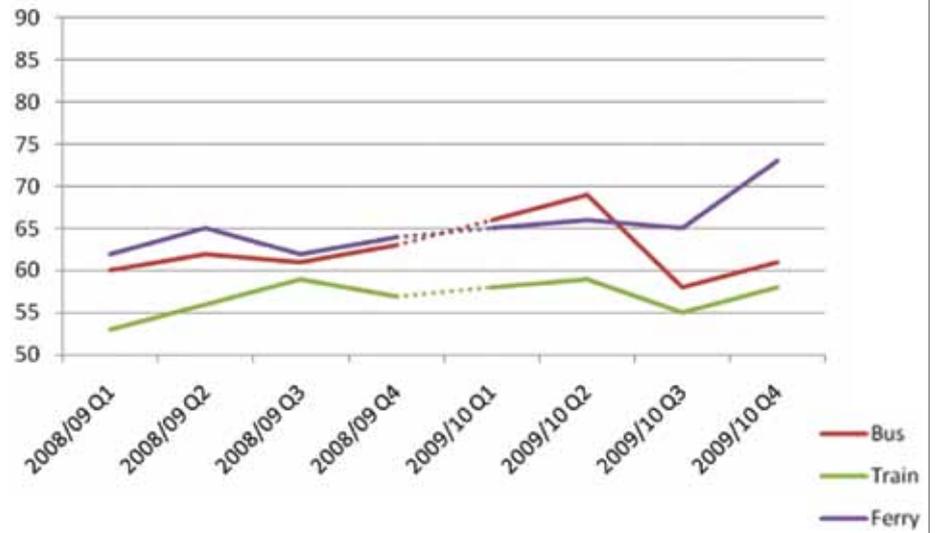


Helpfulness of staff Knowledge, conduct, presentation and helpfulness of staff.

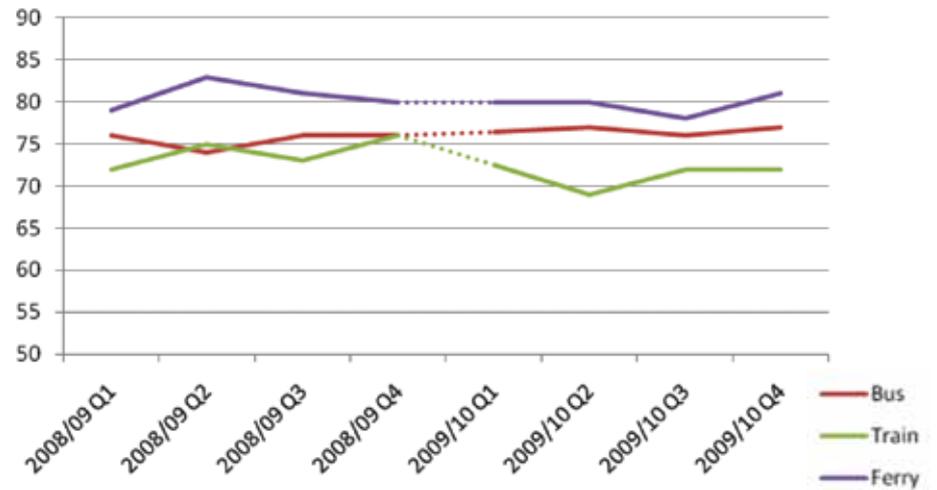




Affordability Cost of tickets and benefit of not having to pay for parking.



Accessibility Ease of getting on and off the platform, and on and off the vehicles; reliability of escalators and elevators.





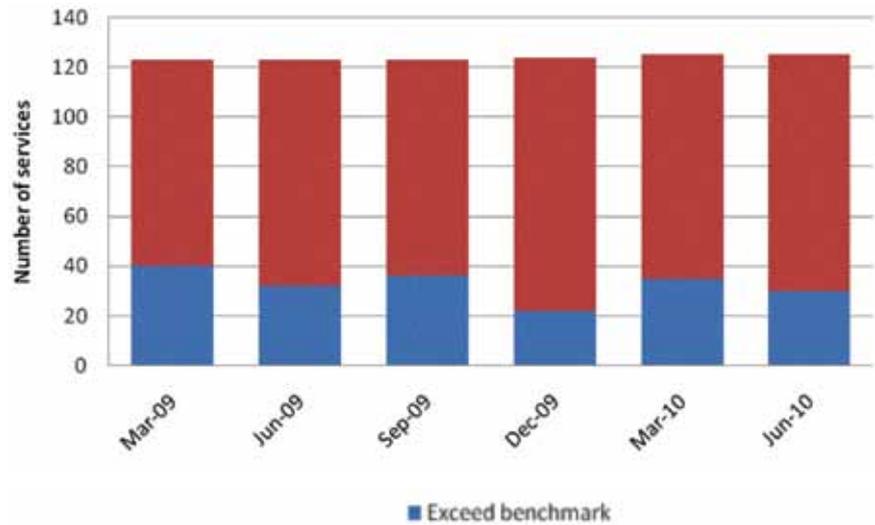
Train passenger load

Passenger load is a measure of the number of trains with a passenger standing when the train is more than 20 minutes from Central station, or north or south of Caboolture and Beenleigh stations respectively for measures on the Sunshine Coast and Gold Coast lines.

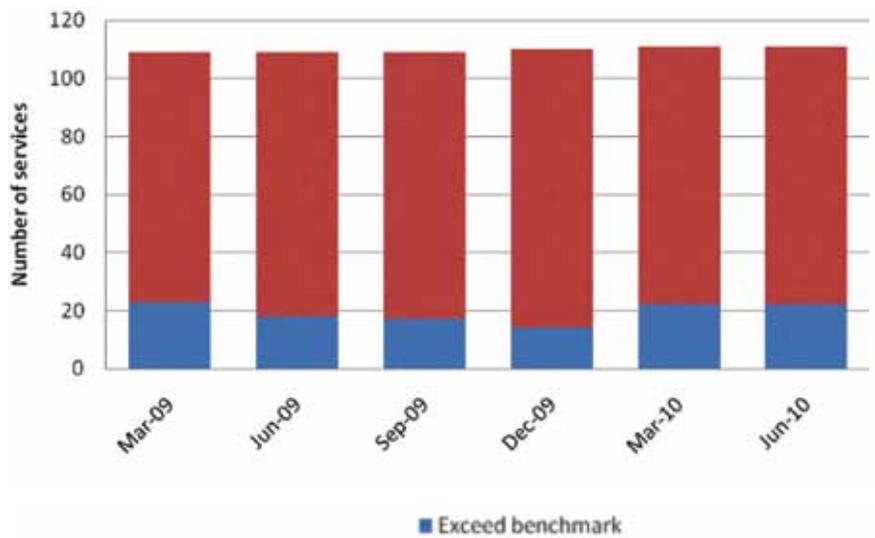
The data for this survey – conducted in June – was collated from customer count surveys completed on mid-week peak period services. This mid-week timing is designed to capture passenger load data at the time of maximum demand.

There are three more peak TransLink services, and an additional airport service, operating during this quarter's peak periods compared with the June survey last year.

Morning peak period – overall**



Afternoon peak period – overall**



Footnote

** Includes Airport services.



Services which exceed benchmark

Morning peak by line

	Mar-09	Jun-09	Sep-09	Dec-09	Mar-10	Jun-10
Beenleigh [#]	5 of 14	5 of 15	4 of 15	1 of 15	3 of 15	3 of 15
Caboolture [#]	7 of 21	6 of 21	9 of 21	6 of 21	8 of 21	10 of 21
Cleveland [#]	5 of 15	4 of 15	4 of 15	4 of 15	5 of 15	4 of 15
Doomben [#]	1 of 5	0 of 5	0 of 5	0 of 5	0 of 5	1 of 5
Ferny Grove [#]	3 of 15	0 of 15	0 of 15	0 of 15	2 of 15	0 of 15
Ipswich [#]	6 of 26	7 of 25	8 of 25	4 of 26	5 of 25	4 of 25
Shorncliffe [#]	4 of 8	3 of 8	3 of 8	2 of 8	3 of 8	3 of 8
Gold Coast [#]	6 of 7	5 of 7	5 of 7	4 of 7	5 of 8	3 of 8
Sunshine Coast [#]	3 of 5	2 of 5	3 of 5	1 of 5	4 of 5	2 of 5
Gold Coast only [*]	5 of 7	2 of 7	3 of 7	1 of 7	5 of 8	2 of 8
Sunshine Coast only [*]	0 of 5	1 of 5				

This quarter's figure for morning peak services exceeding the passenger load benchmark is 24 per cent. This is a drop from the previous quarter's figure of 28 per cent and slightly lower than the 26 per cent recorded for the same quarter last year.

The number of afternoon services exceeding the passenger load benchmark is 19.8 per cent. This is unchanged from the previous quarter and compares to just over 16.5 per cent for the same quarter last year.

Afternoon peak by line

	Mar-09	Jun-09	Sep-09	Dec-09	Mar-10	Jun-10
Beenleigh [#]	1 of 12	0 of 12	1 of 12	0 of 12	1 of 12	0 of 12
Caboolture [#]	5 of 16	4 of 16	5 of 16	4 of 16	8 of 16	9 of 16
Cleveland [#]	4 of 12	3 of 12				
Doomben [#]	0 of 4					
Ferny Grove [#]	0 of 16					
Ipswich [#]	5 of 19	4 of 19	2 of 19	2 of 20	4 of 20	2 of 20
Shorncliffe [#]	1 of 8					
Gold Coast [#]	5 of 8	4 of 8	4 of 8	4 of 8	3 of 9	5 of 9
Sunshine Coast [#]	2 of 5	2 of 5	1 of 5	0 of 5	2 of 5	2 of 5
Gold Coast only [*]	1 of 8	2 of 8	1 of 8	0 of 8	2 of 9	2 of 9
Sunshine Coast only [*]	0 of 5					

Footnote

* Considers passengers standing north of Caboolture (Sunshine Coast only) and south of Beenleigh (Gold Coast only).

Considers passengers standing outside 20 minutes of the CBD.



Service kilometres and fare evasion

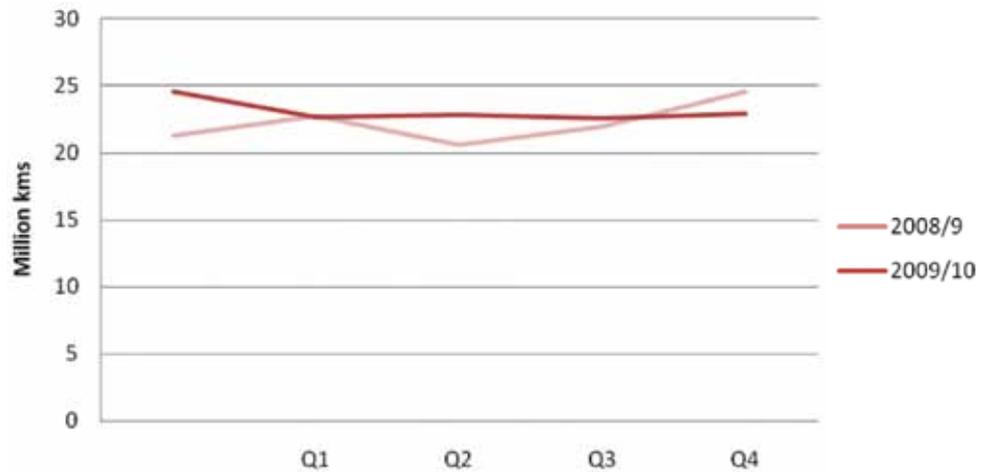
There were 22.9 million service kilometres travelled by buses across the TransLink network during this quarter.

Train service kilometres for this quarter were 2.98 million. This is just under 250 000 more than the same period last year.

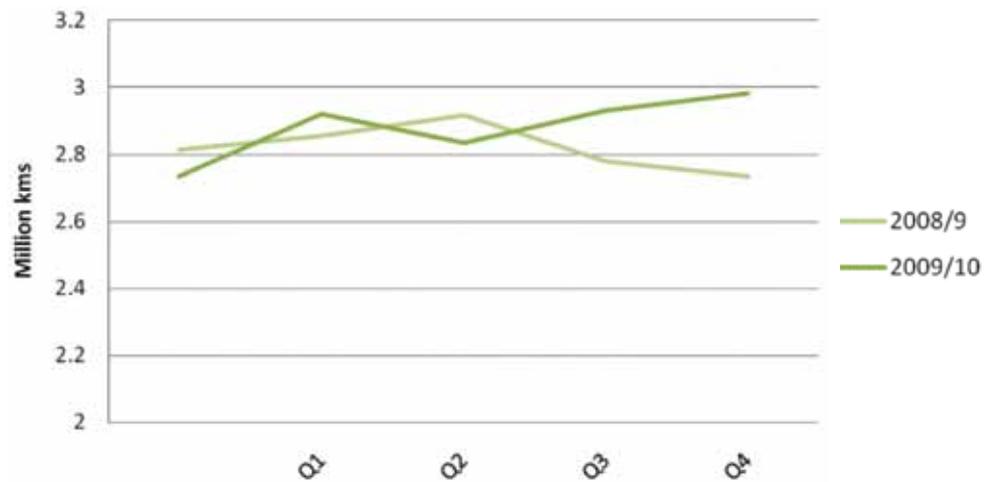
Fare evasion continues to be a major challenge across the network, estimated to cost up to \$18 million a year.

TransLink Transit Officers issued 5 090 fines and 6 164 warnings during the fourth quarter of 2009–10. This is consistent with the previous quarter.

Service kms – bus



Service kms – train



Fines and warnings issued

