

TransLink Tracker

2011–2012 Q4



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 Queensland Rail, 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 since 2004
- managing and ensuring the standards of contracted service delivery partners
- delivering and managing infrastructure, including a 25 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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“ I was privileged to be the MC when Premier Campbell Newman and our Minister Scott Emerson opened the latest section of Brisbane’s busway system ”

I am pleased to introduce this quarter’s Tracker which covers the final quarter for the 2011-12 financial year.

The collation of final figures for the year is always an interesting time and throughout this edition of Tracker you will find many comparisons of this year’s figures with the previous financial year, as well as the usual quarterly comparisons.

In June, I was privileged to be the MC when Premier Campbell Newman and our Minister Scott Emerson opened the latest section of Brisbane’s busway system.

The three-kilometre stretch of the new Northern Busway connects with the Inner Northern Busway at Windsor and travels through Albion and Lutwyche to Kedron using a mixture of tunnel and on-road dedicated bus lane.

This \$444m piece of infrastructure features two busway stations, eight new bus stops, two bridges and sections of driven tunnel and cut-and-cover tunnel—it is a significant addition to our public transport network.

Busways allow for greater reliability and frequency of services, but another lesser known benefit is a reduction in pollution.

Not only do they carry about 5.2 million passengers per month, or up to 50 million fewer car trips on Brisbane’s roads each year, busways also effectively halve the pollution that bus routes would normally produce if they were required to operate in standard traffic.

The busway opening coincided with the delivery of a new comprehensive bus service package that took full advantage of the busway’s benefits to customers, such as the ability to add more frequent services and more reliability around travel times by removing buses from congested roads.

More than 2000 bus trips were added across the northern suburbs including upgrading selected routes to high frequency, increasing frequency in busy commuter corridors, adding a cross-town service with multiple train and bus connections, opening up new connections, and adding areas to the public transport network for the first time.

We’ve already seen an improvement in patronage on bus routes 340 and 330 since increasing frequency as part of the changes, plus a corresponding reduction in overcrowding on route 333—positive proof of improved efficiency and comfort of service for our northern commuters.

Importantly, the service changes were often directly driven by customer input. The new Sandgate to Chermside connection and the new route 329 service were both top of the public’s wish list when we looked at their feedback.

So while it may have been the final quarter for the year, Q4 covered in this Tracker was anything but the quietest.

I hope you find it of interest.

Neil Scales

**Deputy Director – General
TransLink Division**







Patronage

Patronage for the 2011-12 year remained stable, with 178.3 million trips recorded, compared with 178.6 million trips in 2010-11.

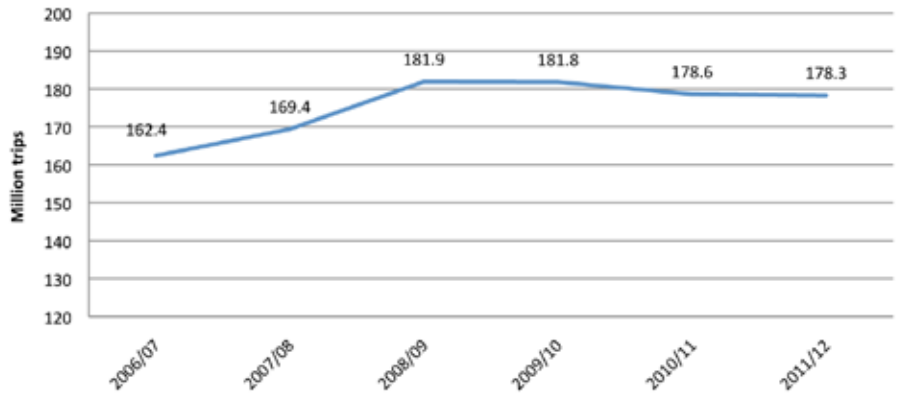
Overall patronage for Q4 was 44.51 million trips compared with 45 million trips for the same quarter in 2010-11, a decrease of 1.08 per cent.

Bus patronage fell about three per cent with 30.05 million trips being taken in Q4 compared with 31.08 million trips in the same quarter last year.

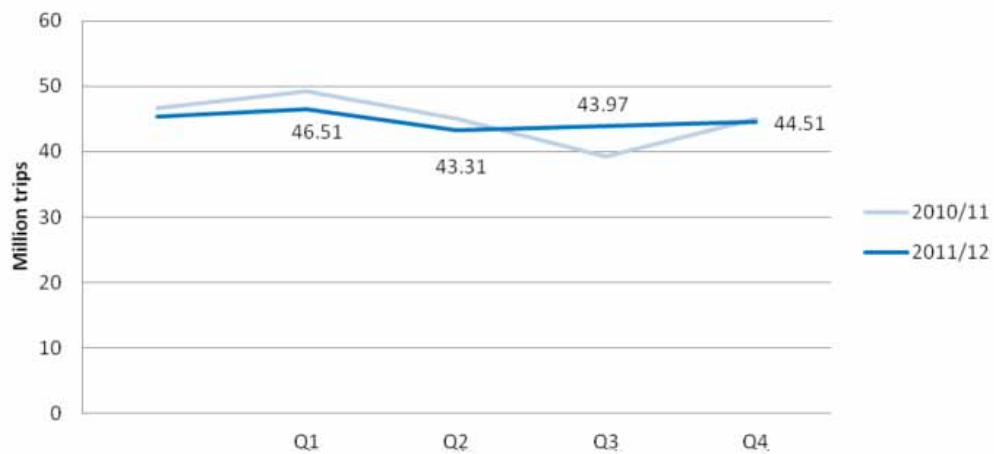
Train patronage increased slightly with 13.12 million trips being taken in Q4 compared with 12.9 million trips in the same quarter last year. This represents a 1.7 per cent increase.

Ferry patronage in Q4 was more than 1.33 million trips, up 29 per cent over the same quarter from last year.

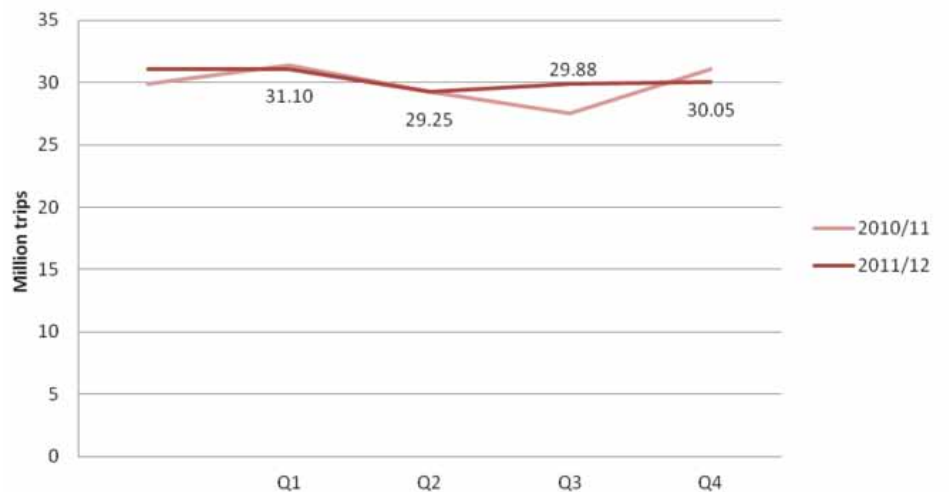
Network-wide patronage - annual



Network-wide patronage - quarterly



Bus patronage - quarterly

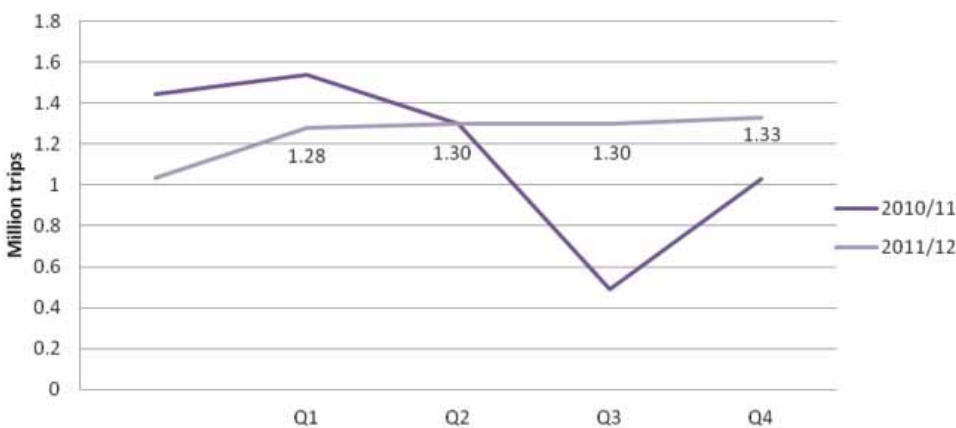


Train patronage - quarterly



The average fare per trip paid by customers in 2011-12 was \$2.02 per trip while the average Queensland Government subsidy was \$6.57 per trip.

Ferry patronage - quarterly

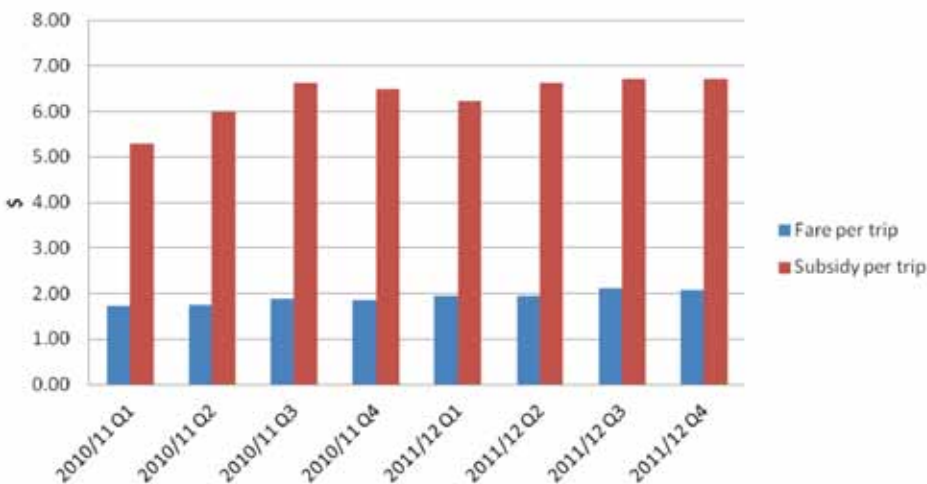


In Q4, the average fare per trip paid by customers was \$2.08 and the average Queensland Government subsidy per trip for the quarter was \$6.72.

The Q4 subsidy is based on network funding from the Queensland Government of \$299.2 million and fare revenue of \$92.51 million for the quarter. Revenue collected through fares made up 23.6 per cent of total funding during Q4.

In 2011-12, Brisbane City Council again committed significant funding to bus and ferry services, while the Gold Coast City Council and Sunshine Coast Regional Council also contributed to TransLink public transport services. TransLink commercial activities also assisted to fund public transport services.

Fare and subsidy per trip





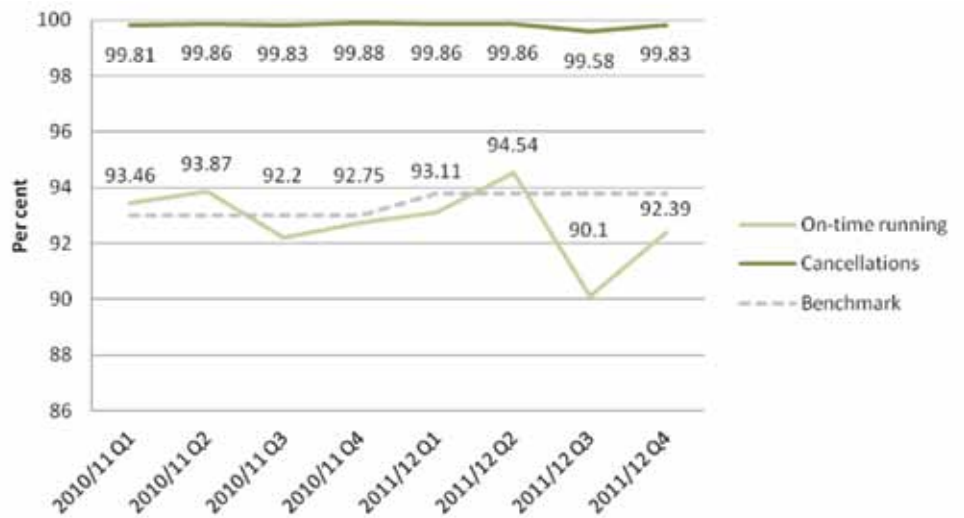
Services on-time running and services delivered

Bus on-time running for Q4 was 96.06 and continues to perform above the 90 per cent benchmark set by TransLink.

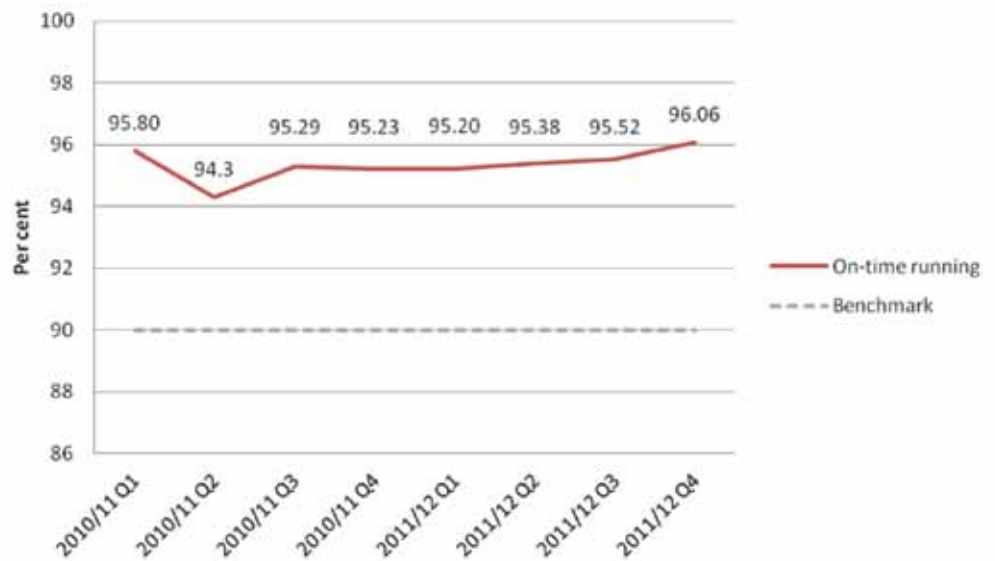
The TransLink benchmark for Queensland Rail peak services on-time running is 93.77 per cent.

In 2011-12, 92.51 per cent of services met the on-time running benchmark. On-time running performance for Q4 was 92.39 per cent, comparable with the same quarter from last year.

On-time running and services delivered – train*



On-time running – bus#

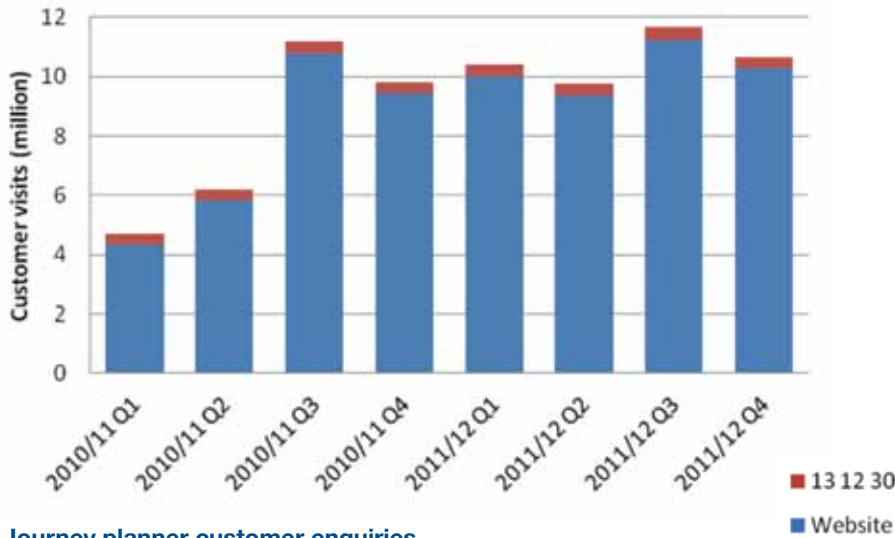


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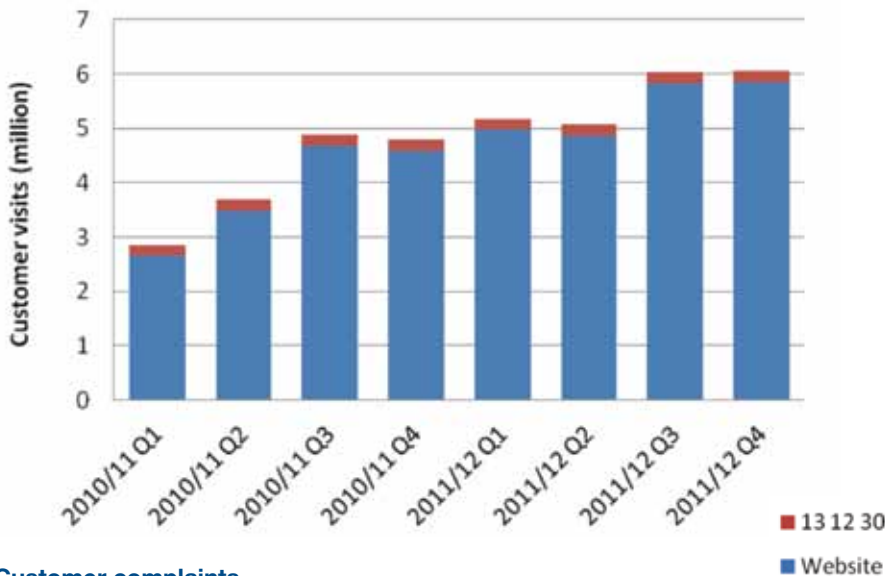
* Less than four minutes (before or after) the scheduled arrival times on all lines, except Gold Coast and Sunshine Coast where the benchmark is within six minutes.

Within six minutes (after) or two minutes (before) the scheduled arrival time.

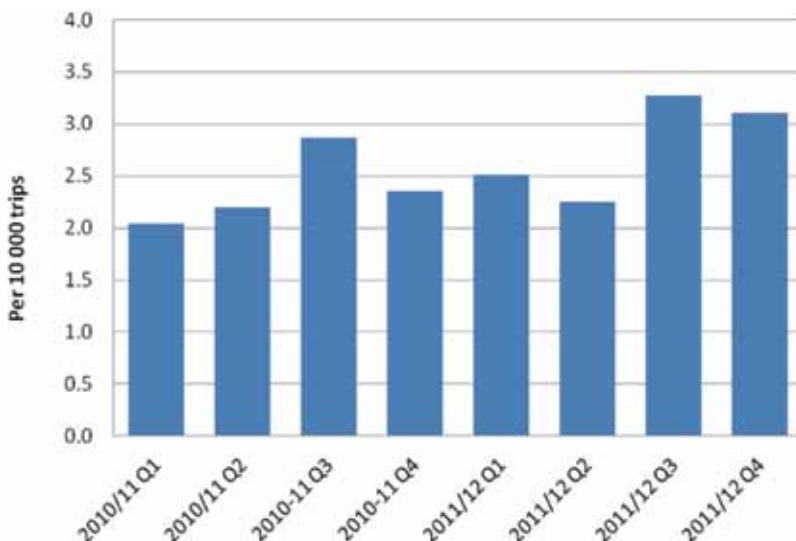
Total customer enquiries



Journey planner customer enquiries



Customer complaints



Customer enquiries

More than 40 million customer enquiries were received via the TransLink website in 2011-12, which is an increase of 33.3 per cent, or an additional 10 million visits. In Q4 alone, 10.3 million visits were received compared with 9.4 million for the same quarter last year.

Enquiries to the call centre increased 9.4 per cent when compared with the 2010-11 year, with 1.6 million enquiries received this year. The call centre received over 373,000 enquiries in Q4, an increase of 7.8 per cent compared with the same quarter last year.

In 2011-12, journey planner enquiries accounted for 52.7 per cent of all enquiries received. In Q4, 56.9 per cent of website visits used journey planner, an increase of 27.5 per cent when compared with Q4 last year. Journey planner enquiries to the call centre decreased by 4.5 per cent.

Customer complaints fell this quarter to 3.1 per 10,000 trips, down from 3.2 in the previous quarter.

Customers can access the TransLink website on their computers and mobile devices or contact the TransLink call centre on 13 12 30, anytime.



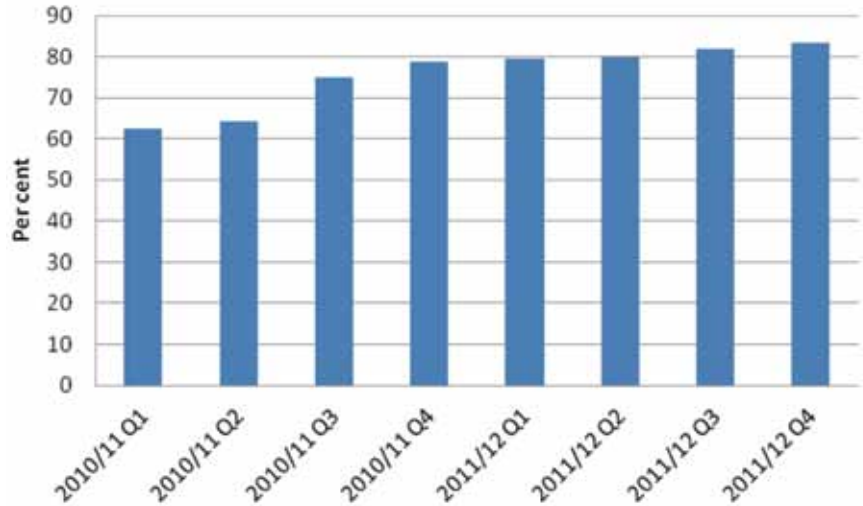
go card

go card made up 81 per cent of trips taken across the network in 2011-12. More than 144.48 million trips were taken by go card during 2011-12, which is 20.26 million more than last financial year.

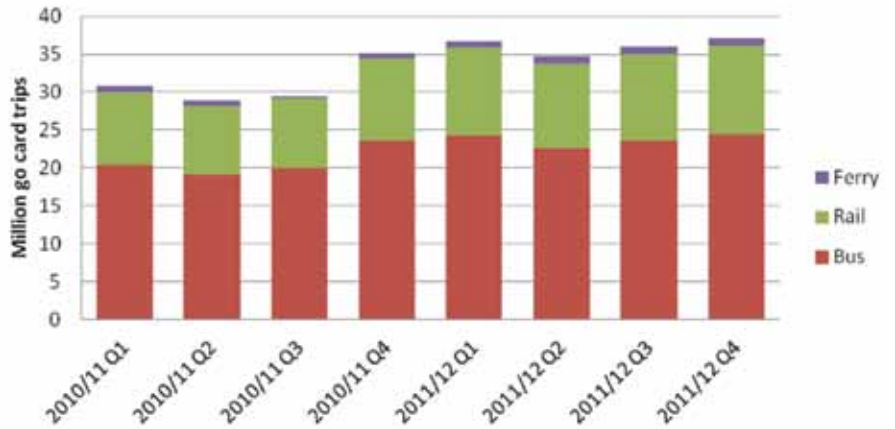
A record number of go card trips were taken in Q4 at 37.12 million, which is 83 per cent of all total trips. This is an increase of 5.8 per cent when compared with the 35.1 million trips taken in the same quarter last year.

Buses accounted for the largest number of go card trips taken in Q4, with 24.37 million trips being recorded (65.67 per cent), followed by 11.71 million train trips (31.55 per cent) and 1.02 million trips (2.77 per cent) ferry trips.

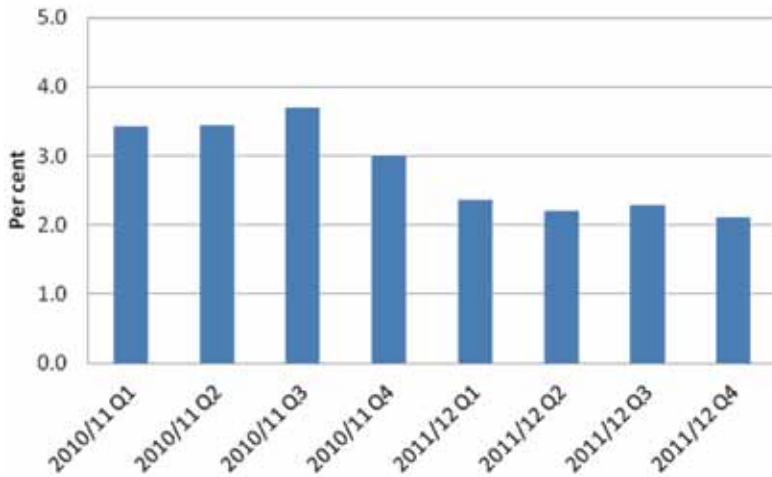
go card use network-wide



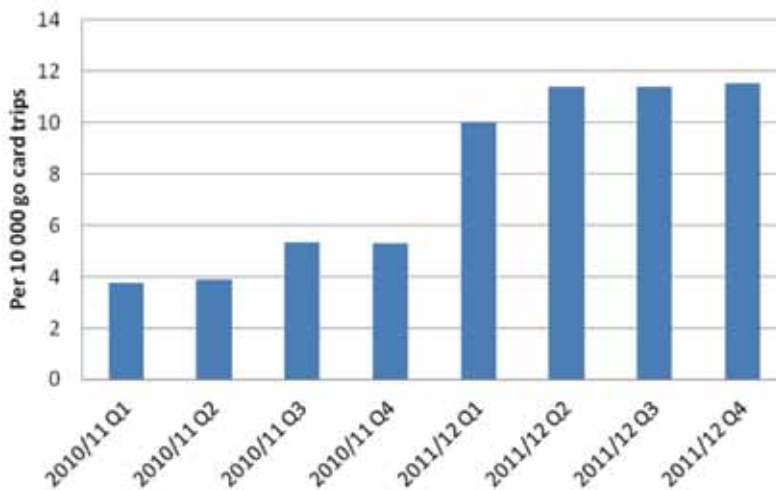
go card use by mode



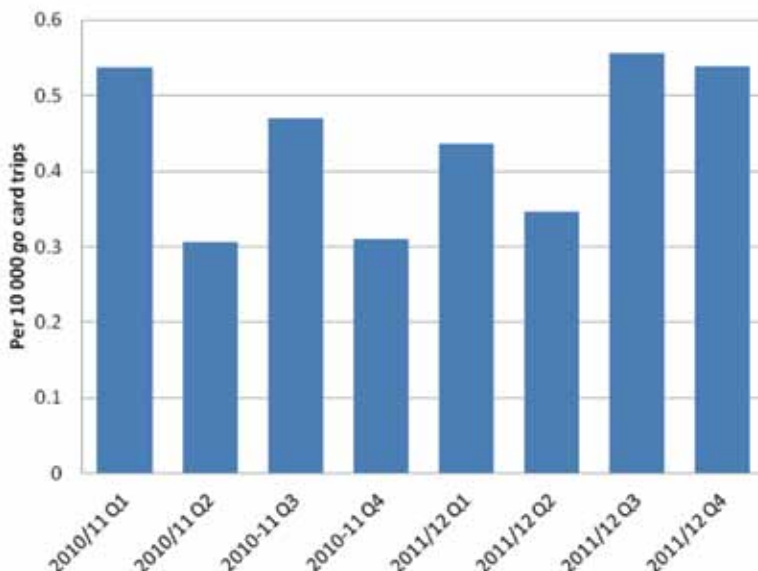
go card fixed fares



go card adjustments



go card customer complaints



When a *go* card is not correctly touched on or off, the system is unable to calculate the fare and a fixed fare is incurred. Customers who are unable to touch on or off can request an adjustment by contacting TransLink's 24-hour call centre on 13 12 30.

In 2011-12, the fixed fare rate was 2.2 per cent, down from 3.4 per cent last financial year.

In Q4, the fixed fare rate was 2.1 per cent, compared with 2.2 and 2.3 per cent for the previous two quarters.

go card adjustment requests remained stable again this quarter at 11 per 10,000 trips.

The total number of *go* card complaints for Q4 was 0.54 per 10,000 trips, compared with 0.34 and 0.56 per 10,000 trips for the previous two quarters.



Customer satisfaction

TransLink conducts quarterly customer satisfaction surveys to measure and compare changes in the opinions of public transport users across the TransLink network.

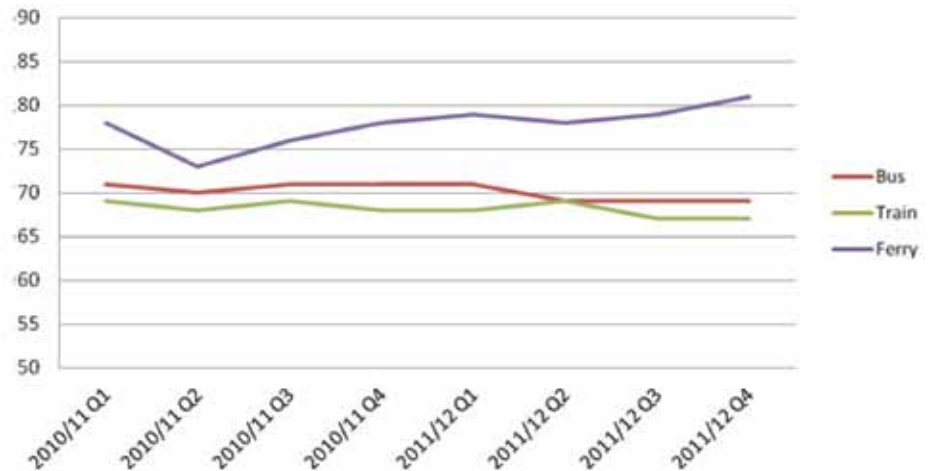
The reported final figure in each survey category is made up of multiple sub-categories. Scores are out of a possible 100—levels of 75 and above are classed ‘best practice’ while 60 and above is considered ‘satisfactory’.

The overall customer satisfaction remained stable in Q4 with overall satisfaction figures for bus customers at 69 (compared with 69 in quarter 3), train customers at 67 (67 in quarter 3) and ferry customers at 81 (79 in quarter 3).

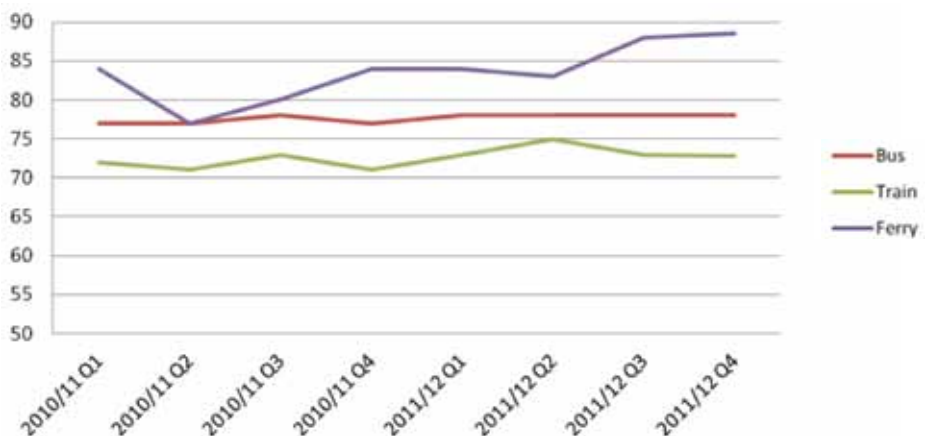
Satisfaction with the important ‘reliability and frequency’ index increased in the 2011-12 year, reflecting increased satisfaction for train and ferry customers, and stable satisfaction for bus customers.

In Q4, four categories produced results that indicate best practice service: ‘ease of use’, ‘helpfulness of staff’, ‘safety and security’ and ‘accessibility’.

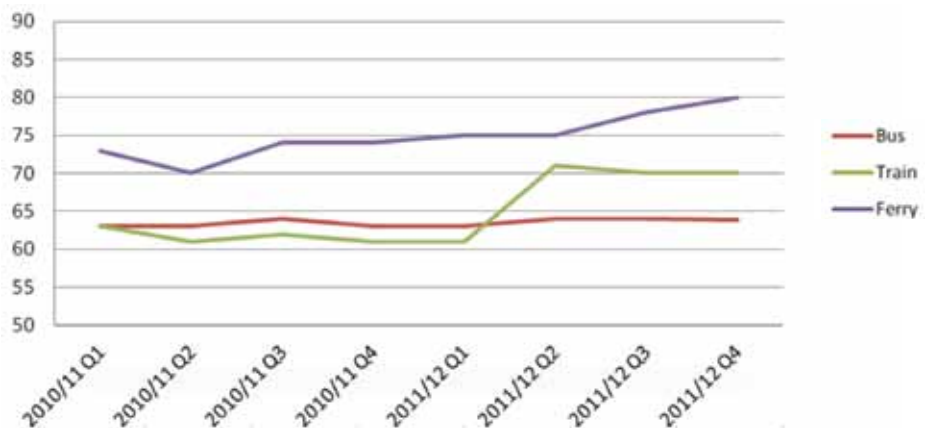
Overall satisfaction A combination of all reported categories.



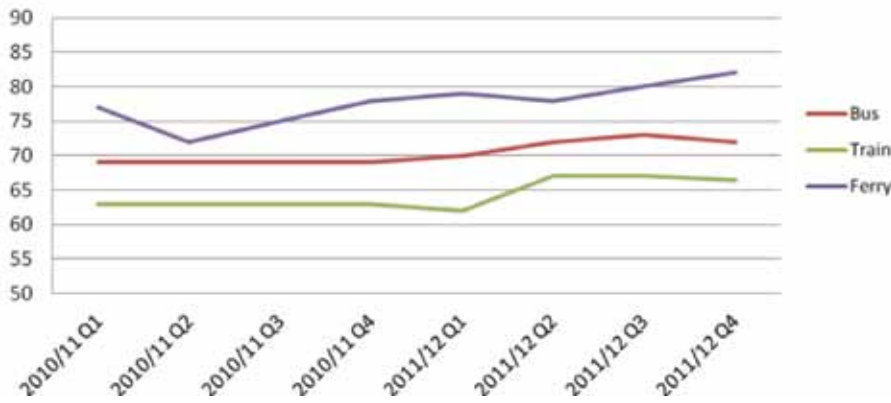
Safety and security Safety at stops, stations and on board vehicles.



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

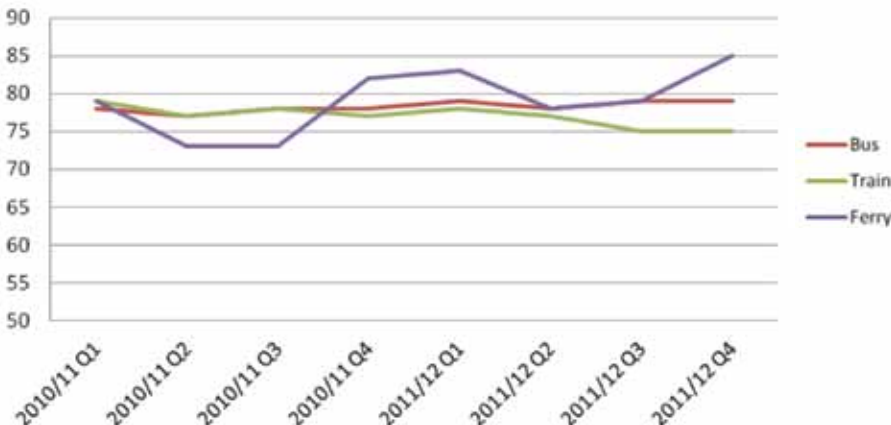


Comfort of ride Cleanliness, availability of seats, temperature on board and facilities at stops and stations.



Satisfaction with affordability has improved in Q4, following a two-quarter downward trend, although 2011-12 overall affordability satisfaction levels are down on the 2010-11 year.

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

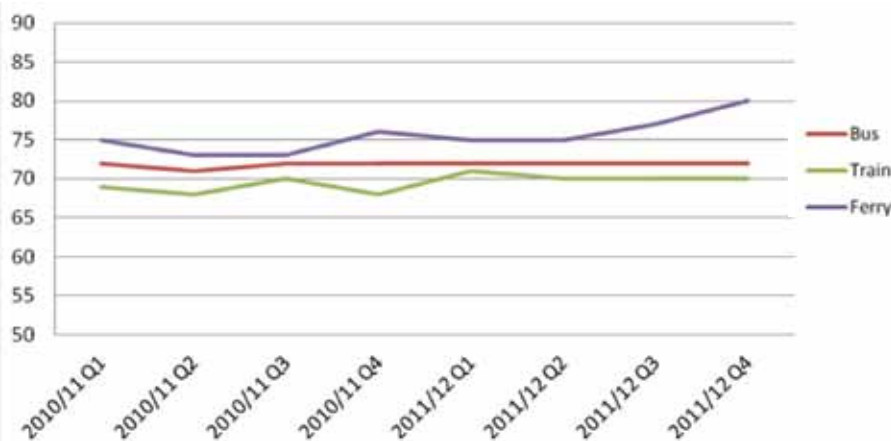


Satisfaction with the ease of using go card remains high with results indicating 'best practice' delivery across all transport modes.

Ferry customers' satisfaction remains high with increases in the ease of ferry use and proximity of services.

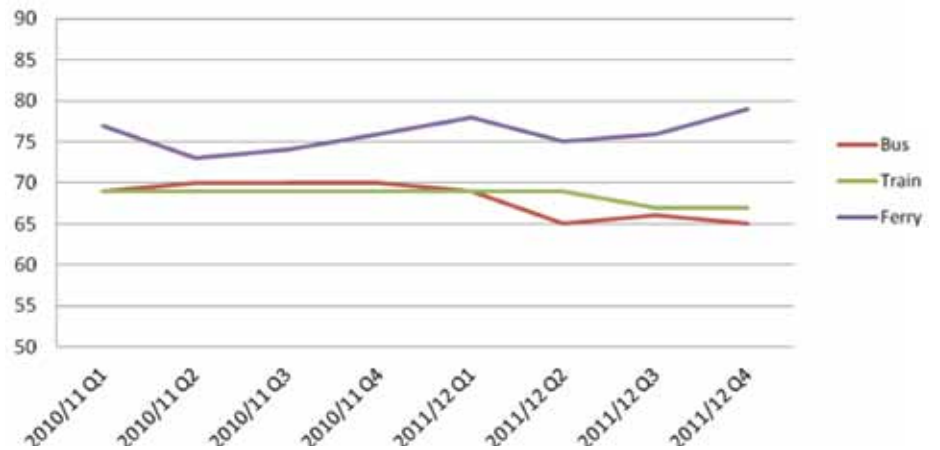
All other categories remained satisfactory, except for affordability.

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

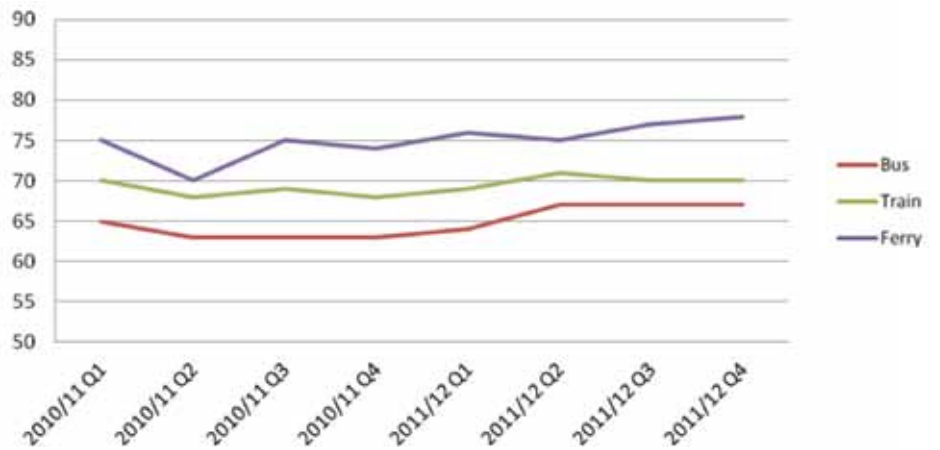




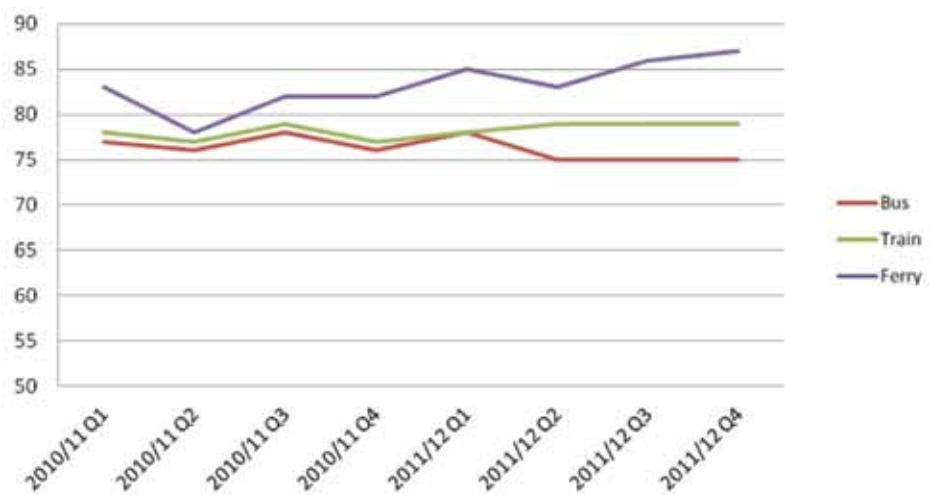
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion.



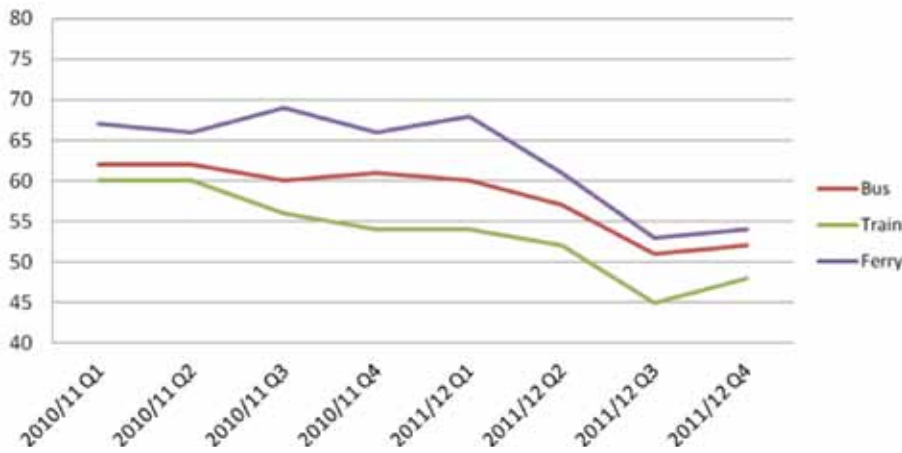
Information Ability to understand on board and at-station information, timetables, maps and journey planning information.



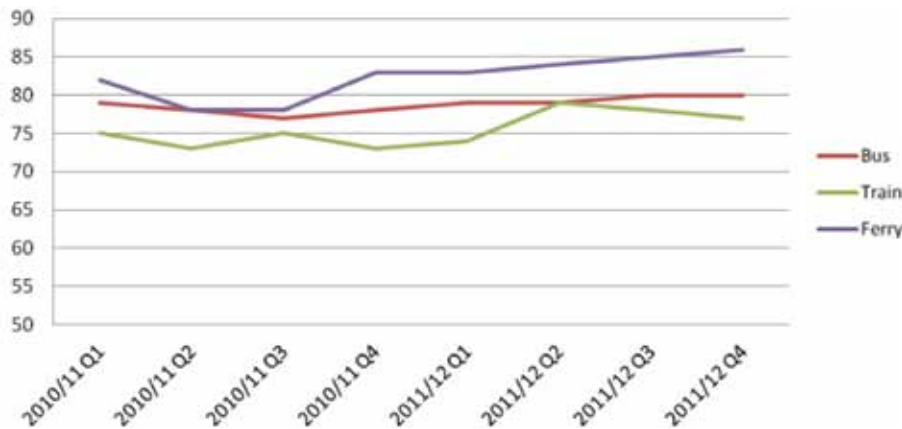
Helpfulness of staff Knowledge, conduct, presentation and helpfulness of staff.



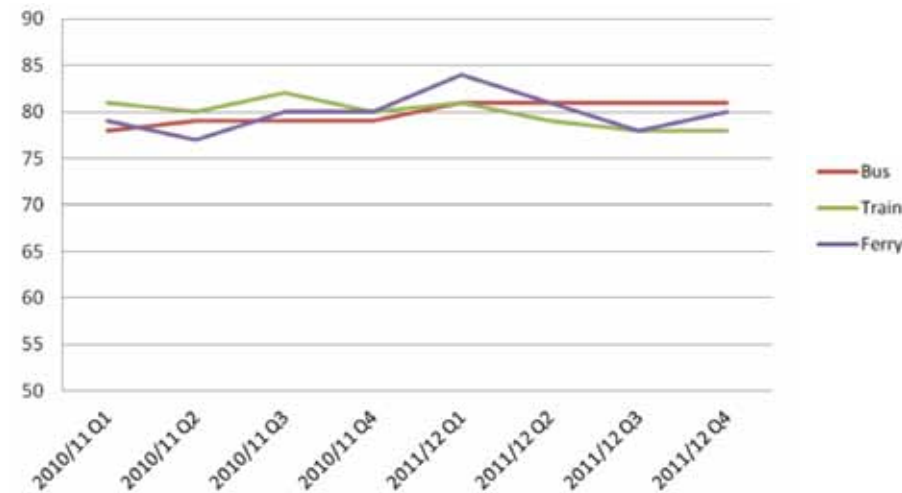
Affordability Cost of tickets and benefit of not having to pay for parking.



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



go card Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card*.



Footnote

* This is a sub-category of the 'Ease of Use' category.



Passenger safety and fare evasion

Fare evasion continues to be a major challenge across the network.

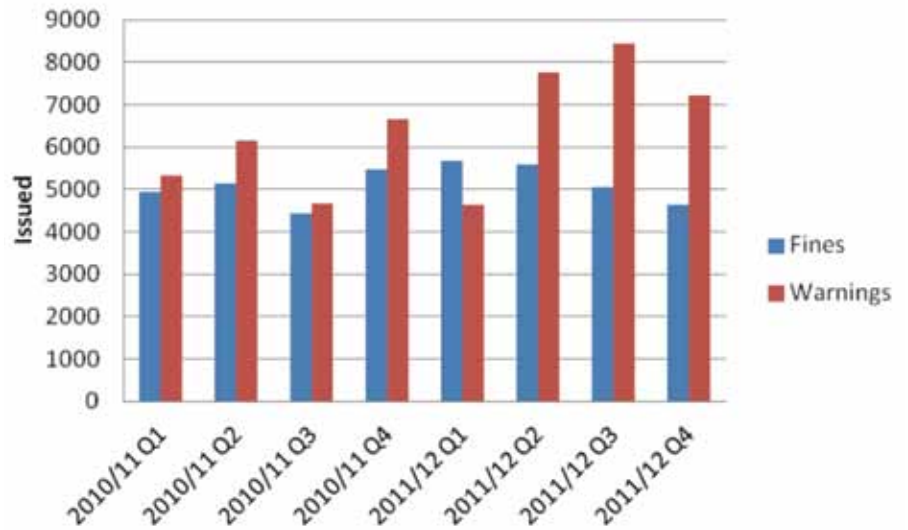
Senior Network Officers patrol the TransLink network, in addition to uniformed and plain-clothed police, Transit Ticketing Officers and Busway Safety Officers.

Strategies to reduce fare evasion continue to be implemented this financial year, including the installation of new fare gates at train stations on the network.

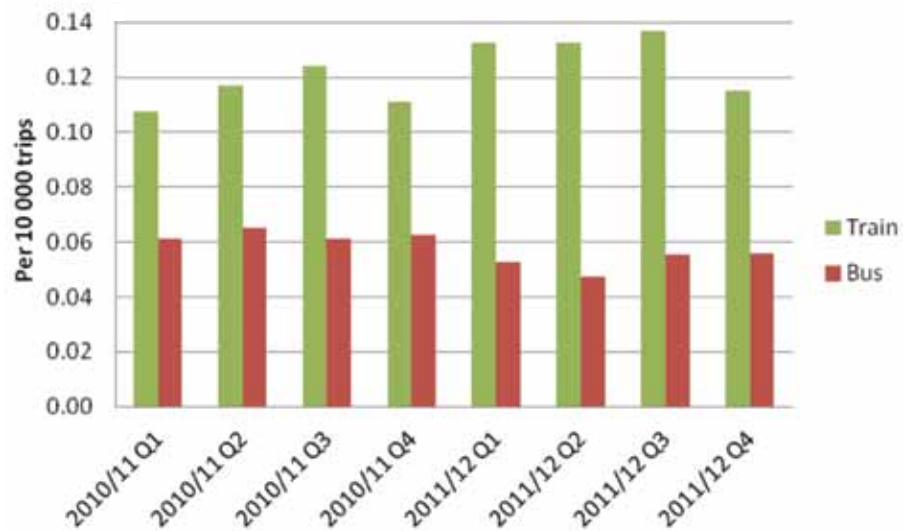
In 2011-12, transit staff issued more than 49,000 fines and warnings, up 6,200 from the previous year.

Transit staff also issued 4,637 fines and 7,219 warnings in Q4.

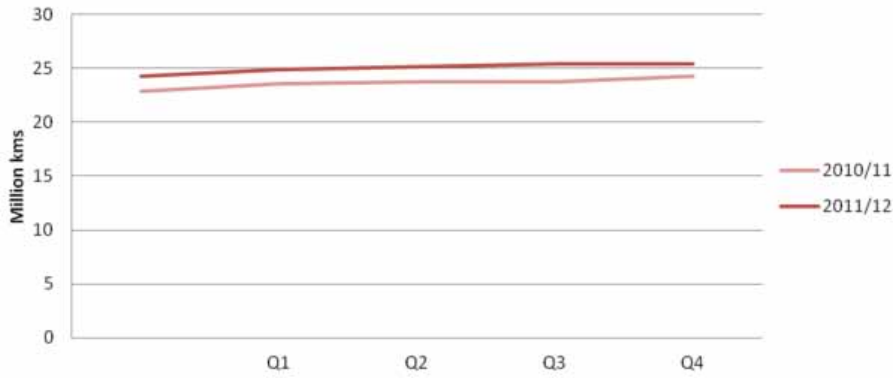
Fines and warnings



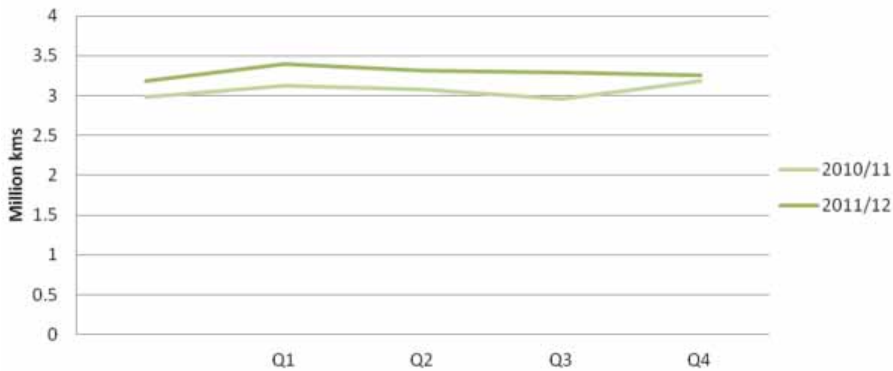
Passenger injuries



Service kms – bus



Service kms – train



Service kilometres



Queensland Rail delivered 13.3 million service kilometres in 2011-12, up 7.5 per cent compared with the previous year.

In Q4, 3.3 million service kilometres were delivered which remains stable compared with Q3.

Bus service kilometres increased from 95.3 million in 2010-11 to 100.8 million this year. Q4 figures increased from 24.3 million kilometres last year to 25.4 kilometres this quarter.



Grovely
station

  Park 'n' ride