



TransLink Tracker

January – March 2018 Q3

About TransLink

TransLink, a division of the Department of Transport and Main Roads, is responsible for leading and shaping Queensland's overall passenger transport system. We facilitate passenger transport services for Queenslanders and aim to provide a single integrated transport network accessible to everyone. We partner with a range of service providers and government and non-government agencies throughout Queensland to deliver high quality public transport services, ticketing, information and infrastructure.

TransLink services operate in the Greater Brisbane, Sunshine and Gold Coast regions, as well as Cairns, Mackay and Toowoomba. Within South East Queensland (SEQ), TransLink operates across eight zones and seven regions. The SEQ network stretches from Gympie in the north to Coolangatta in the south and west to Helidon. In North Queensland, TransLink manages the Cairns bus network which stretches from Palm Cove in the far north, south to Gordonvale and west to Redlynch, as well as incorporating Cairns City and suburbs. TransLink also manages a network for the City of Mackay and surrounds up to the Northern Beaches, south to Sarina and west to Mirani and Toowoomba.

TransLink has state-wide responsibility for:

- mass transit including bus, train, ferry and tram across South East Queensland
- buses in Cairns, Mackay, Toowoomba and other regional centres including Townsville, Rockhampton and Bundaberg
- personalised transport regulation including taxi, limousines and ride-booking
- long-distance rail, coaches and regulated air travel.

TransLink operates with a 'customer first' focus and our purpose is to create a single integrated passenger transport network accessible to everyone.

For more information

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For timetable and public transport information, visit translink.com.au, call **13 12 30** anytime or download the **MyTransLink** app.

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Foreword

TransLink Tracker January – March 2018

Welcome to the TransLink Tracker for January – March 2018 (Q3).

When the Palaszczuk Government handed down its 2018 State Budget on Tuesday 12 June, a significant investment was the \$21.7 billion approved for the Transport and Roads Investment Program (QTRIP). This funding, a record amount for the third consecutive year, will be allocated to the QTRIP program over the next four years.

This record budgetary investment will include more than \$300 million to improve Queensland's passenger transport infrastructure, with substantial financial investment approved for major projects such as Cross River Rail, station accessibility upgrades, and park 'n' ride expansions.

This funding will see significant improvements to Queensland's rail network, including a \$160.8 million injection towards the Beerburrum to Nambour Upgrade. This substantial investment will ensure work can get underway on this exciting rail upgrade.

Other key rail projects announced in the budget include \$300 million for the Station Accessibility Upgrade Program. This funding will be directed to progress detailed designs and start early works at Auchenflower, Cannon Hill, Albion, East Ipswich, Fairfield, Dakabin, Loganlea, and Buranda stations. Part of this budget allocation will also be used to begin major construction at Morayfield, Strathpine and Boondall stations.

The Palaszczuk Government will also finalise the accessibility upgrades of Southbank Station courtesy of an \$8.2 million investment, while \$14.7 million has been approved for planning works at Brisbane's Central Station with improvements to include platform raising and new lifts and escalators.

Other significant public transport investments announced in the 2018 State Budget include: \$53 million to deliver bus priority measures along Gympie Arterial Road between Sadlier Street and Hamilton Road; \$22 million for the Eastern Transitway project to improve bus priority measures and upgrade five major intersections on Old Cleveland Road; \$88.6 million for additional car parks at Geebung, Virginia, Lindum, Lawnton, Darra, Springfield Central and Salisbury rail stations; and \$25.5 million for additional car parks at Greenbank and Eight Mile Plains park 'n' rides.

In the next 12 months, the Queensland Government will also invest \$20 million into school transport infrastructure through the new School Transport Infrastructure Program, a 50:50 funding partnership with local councils.

I recently announced the Palaszczuk Government's five-point safety package for bus drivers state-wide, including grants for driver safety barriers and anti-shatter film. Anti-shatter film started being applied to Surfside buses on the Gold Coast in July 2017 and is already in place on the entire Sunbus fleet in Cairns.

The Palaszczuk Government recently announced the successful tenderer for a new ticketing system enabling commuters to pay for their travel by contactless debit or credit cards, smart phones and smart watches in addition to *go* card and paper tickets. The Palaszczuk Government has committed \$371.1 million from this year's budget for this exciting initiative. Importantly, regional Queensland will also enjoy the new payment system, with current *go* card operator Cubic due to deliver the new system in 18 regional areas as well as the metropolitan south east, after being selected as the successful tenderer following a competitive global procurement process.

This unprecedented investment in transport for Queensland delivers on this government's commitment to build our roads network, boost productivity, future proof the state, create jobs, and foster economic growth.

Hon Mark Bailey MP

Minister for Transport and Main Roads



VERTICAL
CLEARANCE
ABOVE H.A.T.
4.3m

Patronage



28.86
million trips



12.97
million trips



1.71
million trips

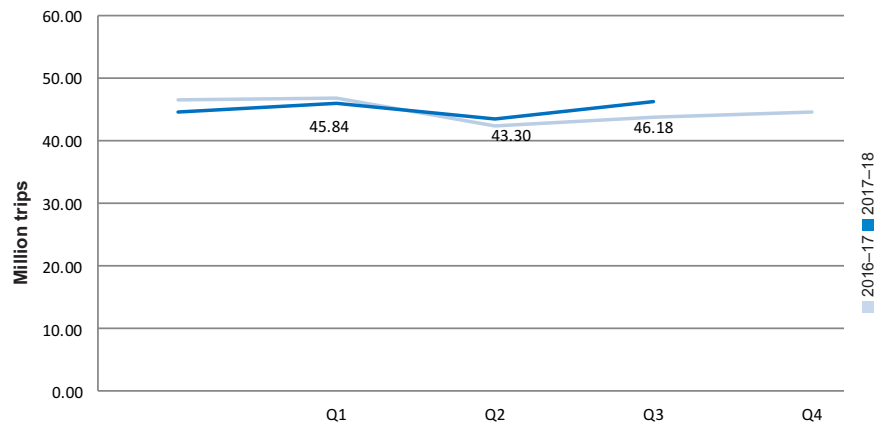


2.64
million trips

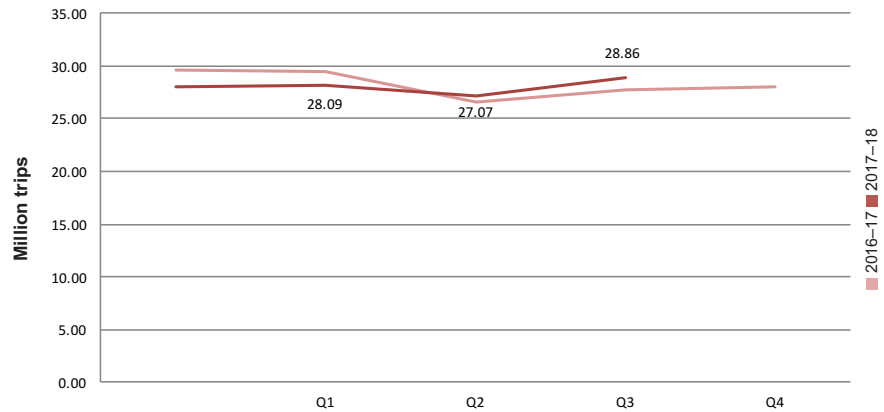
There were 46.18 million trips taken across the TransLink network in

South East Queensland during quarter three of the 2017-18 financial year (Q3). This is an increase of 5.5 per cent or about 2.41 million trips compared with the same period the previous year.

Network-wide patronage



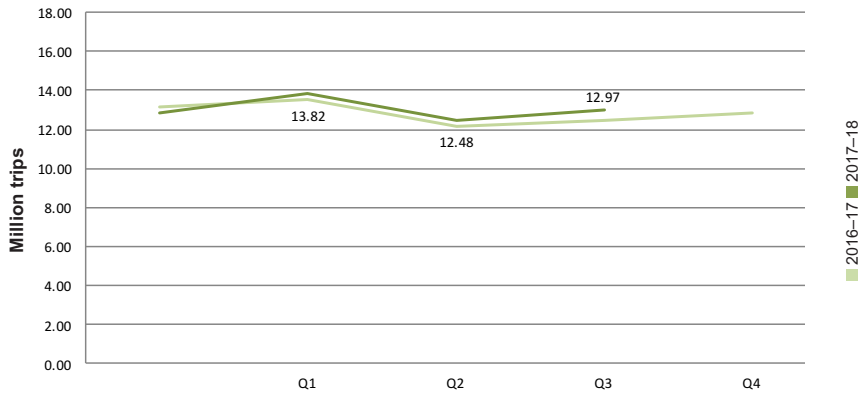
Bus patronage



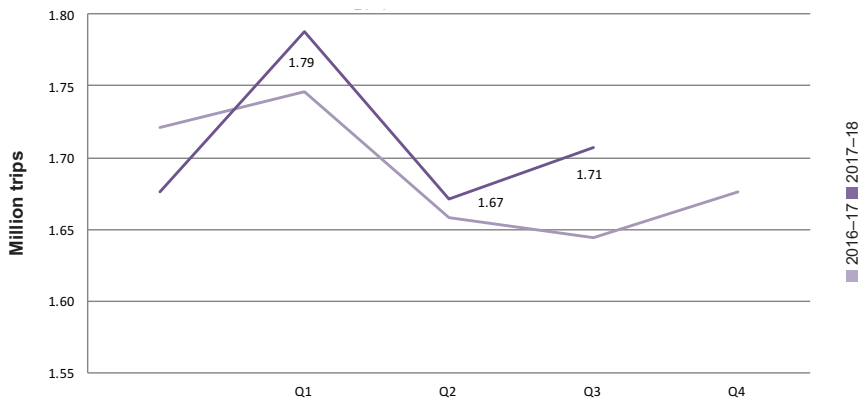
Bus patronage by SEQ region

SEQ Region	2016-17 Q2	2016-17 Q3	2017-18 Q2	2017-18 Q3
Brisbane Region	17,909,715	18,627,175	18,290,034	19,599,092
Sunshine Coast	1,307,975	1,340,483	1,342,260	1,378,449
Northern Region	1,273,290	1,345,499	1,254,405	1,341,555
Eastern Region	706,555	759,816	702,911	758,354
Southern Region	1,528,854	1,585,917	1,520,559	1,626,543
Western Region	466,680	523,900	586,071	648,527
Gold Coast	3,397,530	3,490,286	3,372,675	3,508,156
Total	26,590,599	27,673,076	27,068,915	28,860,676

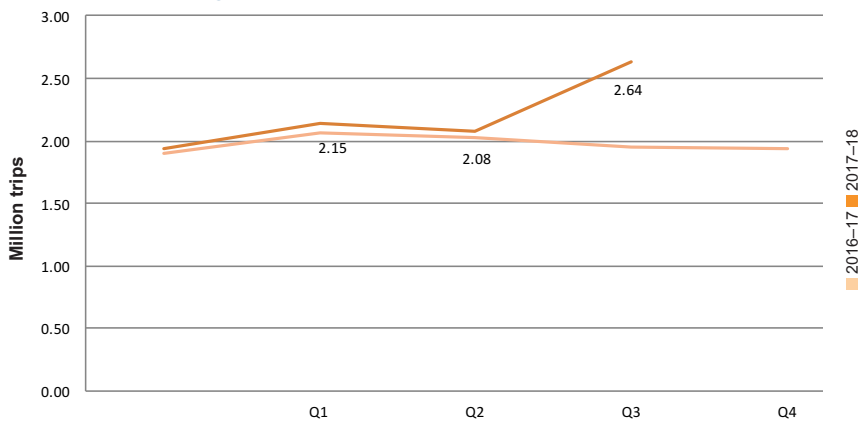
Train patronage



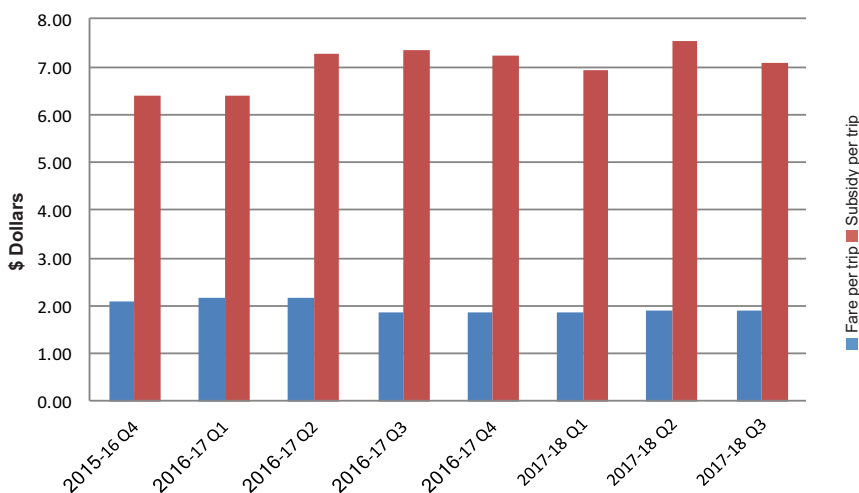
Ferry patronage



Tram patronage



Fare and subsidy per trip



Fare and subsidy per trip



In Q3, the average fare per trip paid by customers was \$1.89 and the average Queensland Government subsidy per trip was \$7.09.

The Q3 subsidy was based on network funding from the Queensland Government of \$414.61 million less fare revenue of \$87.19 million for the quarter.

Revenue collected through fares made up 21 per cent of total funding during Q3.



On-time running and services delivered



94.67% bus
95.02% train

Train and bus operators are contracted by the Queensland Government to meet benchmarks for on-time running.

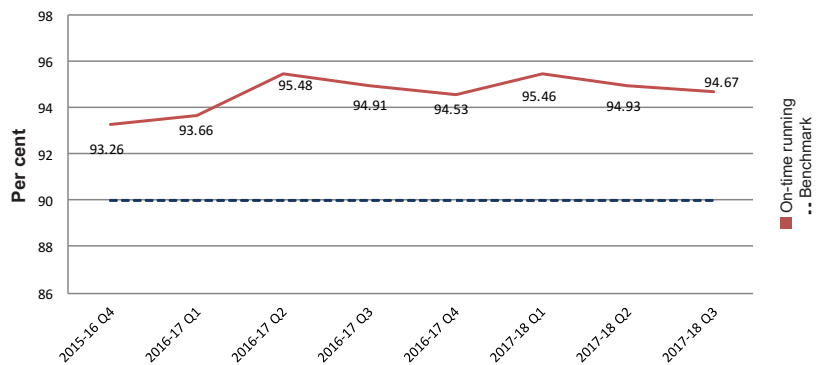
Bus on-time running for Q3 was 94.67 per cent. The quarterly figure continues to perform above the 90 per cent benchmark set by TransLink.

Peak on-time running for trains this quarter was 95.02 per cent with services delivered achieving 99.62 per cent. The benchmark for on-time running of CityTrain services in peak times is 95 per cent. On-time running and services delivered for trains were both above the benchmarks for the first three quarters of 2017-18.

Tram measures are similar to those for train and are presented in terms of punctuality and reliability. In Q3, Tram punctuality was 99.97 per cent and reliability was 99.98 per cent.

Tram data is also reported online at <http://ridetheg.com.au/get-up-to-date/>

On-time running – bus – SEQ overall ^{1 2 3}



¹ Within six minutes after or two minutes before the scheduled arrival time.

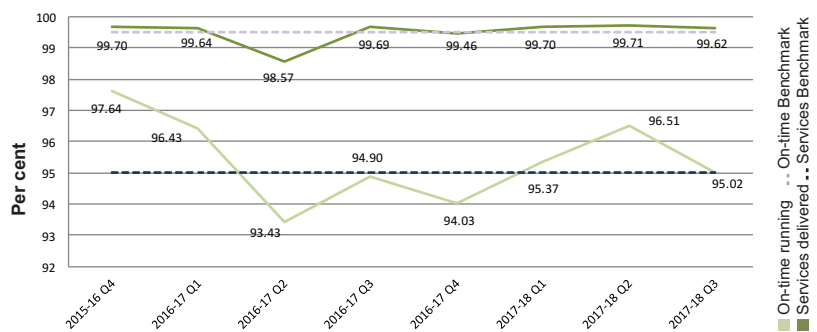
² Results are updated following review as mandated in the operator contract. Updated results may appear in subsequent editions of the TransLink Tracker.

³ On-time running for bus includes events that would normally be classified as out of the control of the operator.

On-time running – bus – by SEQ region

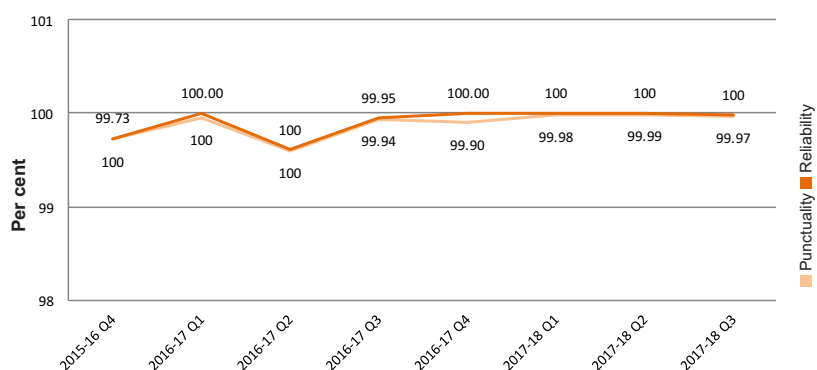
SEQ region	2016-17 Q2	2016-17 Q3	2017-18 Q2	2017-18 Q3
Brisbane Region	88.81	90.98	91.13	89.95
Sunshine Coast	94.51	93.36	95.50	94.16
Northern Region	99.24	98.60	98.05	99.14
Eastern Region	98.08	97.50	97.03	94.79
Southern Region	87.24	87.29	87.25	88.02
Western Region	93.80	90.30	94.75	88.79
Gold Coast	97.32	96.70	96.97	96.45

On-time running and services delivered – train ⁴

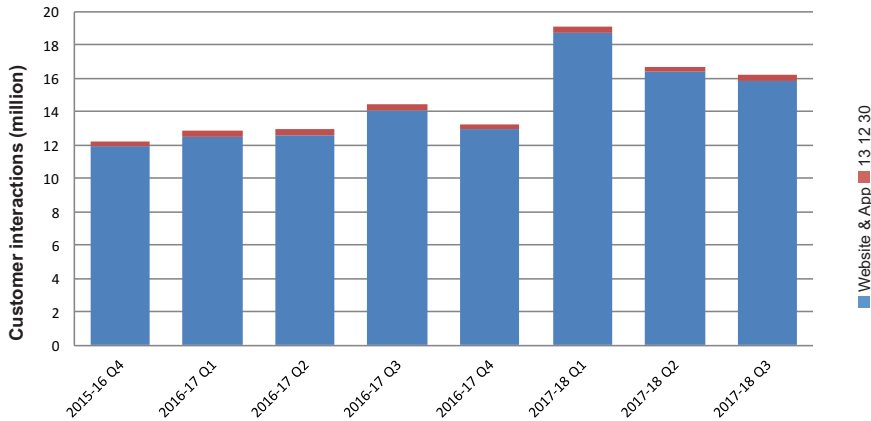


⁴ On-time running refers to inbound morning peak services and outbound afternoon peak services arriving at their destinations less than four minutes after the scheduled arrival time on all lines, except Gold Coast and Sunshine Coast where the benchmark is less than six minutes, both adjusted to exclude events outside of the control of the operator.

Punctuality and reliability – tram



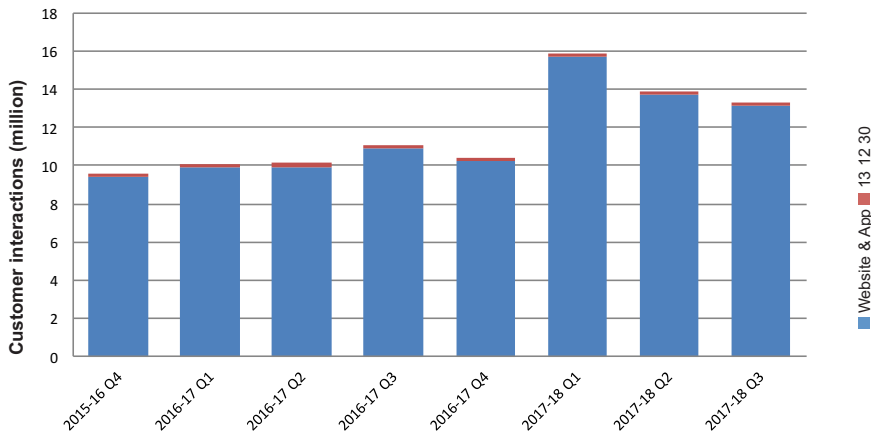
All customer enquiries ^{1 2}



¹ Results reported in this graph are for the entire TransLink network across the state.

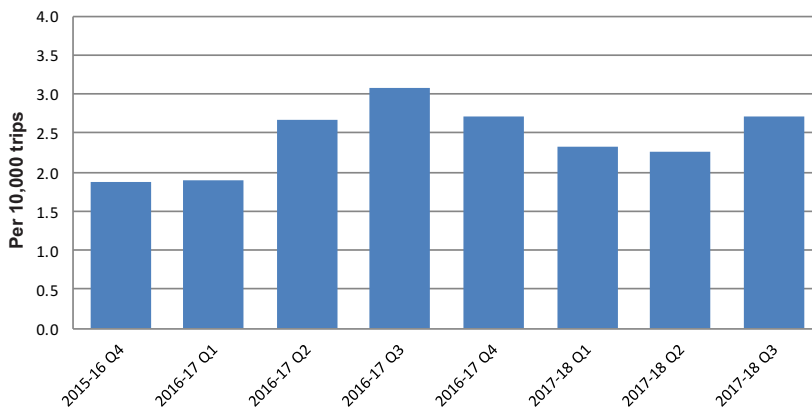
² MyTransLink app sessions are now included in TransLink Tracker data to accurately represent the shift in traffic across digital channels.

Journey planner customer enquiries ²



² MyTransLink app sessions are now included in TransLink Tracker data to accurately represent the shift in traffic across digital channels.

Customer complaints



Customer enquiries



16.19 million

Almost 16.19 million customer sessions and enquiries were received via the TransLink Division website, app and contact centre in Q3.

This comprised 15.84 million website and app sessions and more than 346,000 calls to TransLink's 24-hour contact centre.

Website and app sessions were 13 per cent higher than in Q3 2016-17.

Website and app journey planning sessions rose 21 per cent from Q3 2016-17 to 13.13 million for Q3 2017-18.

Journey planning enquiries to the contact centre via phone decreased more than seven per cent from 178,871 to 165,508 for the same quarter in 2016-17.

In Q3, journey planning accounted for 82 per cent of all TransLink website and app sessions and enquiries to the contact centre. This figure is made up of 82.9 per cent of all visits to the website and app, and 47.8 per cent of all enquiries to the contact centre.

Overall customer complaints this quarter were 2.72 per 10,000 trips, which is a moderate increase from the previous quarter. Proportionally the increase from Q2 to Q3 is in line with historical trends. Ticketing complaints were 0.07 per 10,000 trips. These complaints are also included in the total complaints figure above.

Customers have access to public transport information at their fingertips from translink.com.au, through their mobile on the **MyTransLink** app, or by calling **13 12 30**.



go card

go 86.7 %
of all trips

Our customers used go card on

86.7 per cent of all trips taken across the TransLink public transport network during Q3, increased slightly from 86.2 per cent for the same quarter last year.

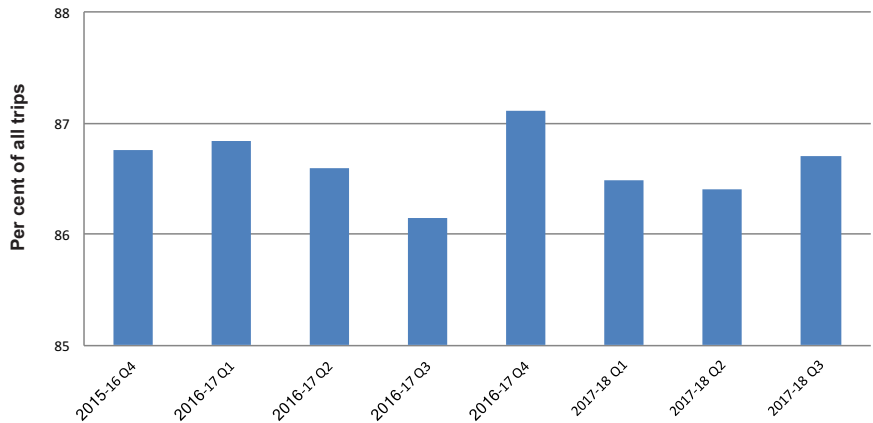
There was an increase in overall percentage of trips using go card. The total number of go card trips has increased by about 2.33 million or 6.2 per cent compared to the same quarter in 2016-17.

In Q3 2017-18, the total number of recorded go card trips was 40.03 million compared to the 37.71 million go card trips recorded in Q3 2016-17.

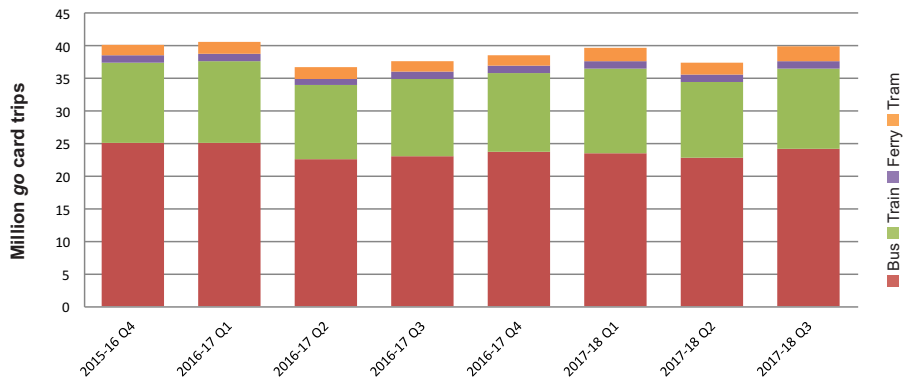
Fixed fares only
1.86 %
of trips

The number of fixed fares – no recorded touch on or touch off for the go card trip – is only 1.86 per cent of all trips.

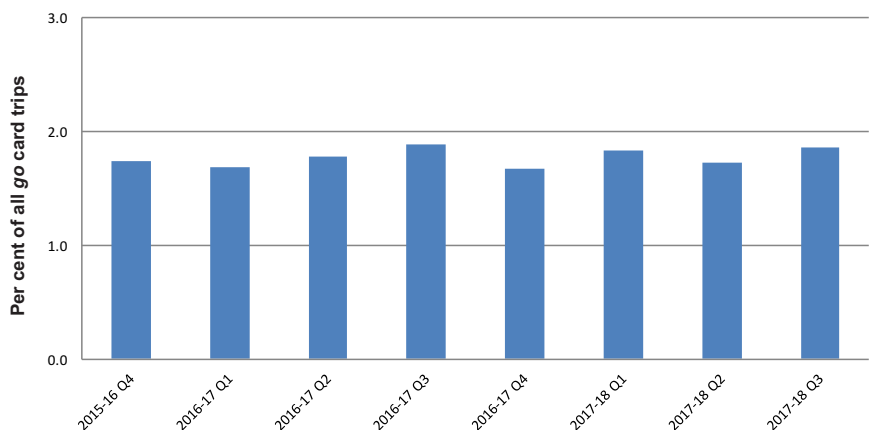
go card use network-wide



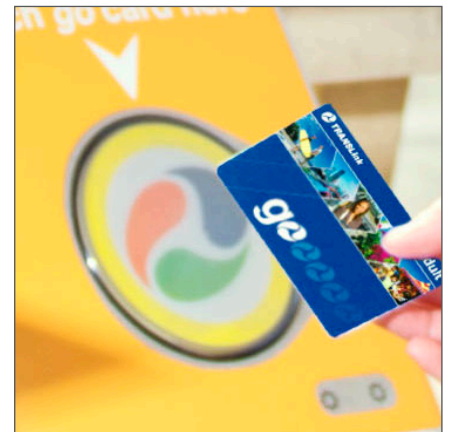
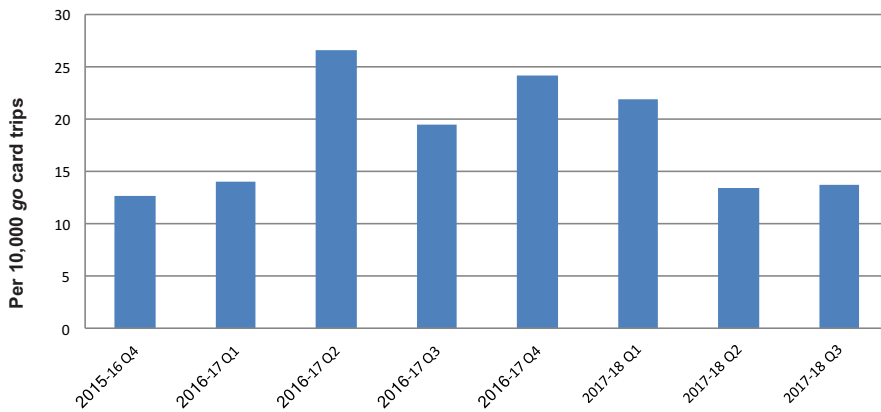
go card use by mode



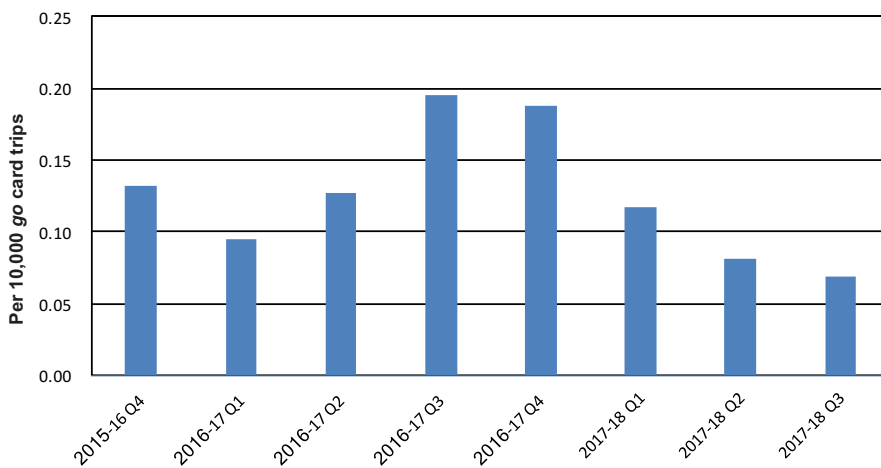
go card fixed fares



go card adjustments



go card customer complaints



There was a slight increase in the volume of go card adjustments per 10,000 trips.

go card customer complaints per 10,000 trips decreased from 0.08 in Q2 to 0.07 in Q3.

Customers who experience issues with their go card or wish to query their transactions can submit an enquiry through the TransLink website: [translink.com.au](https://www.translink.com.au) or phone TransLink's 24-hour contact centre on **13 12 30**.



Customer satisfaction



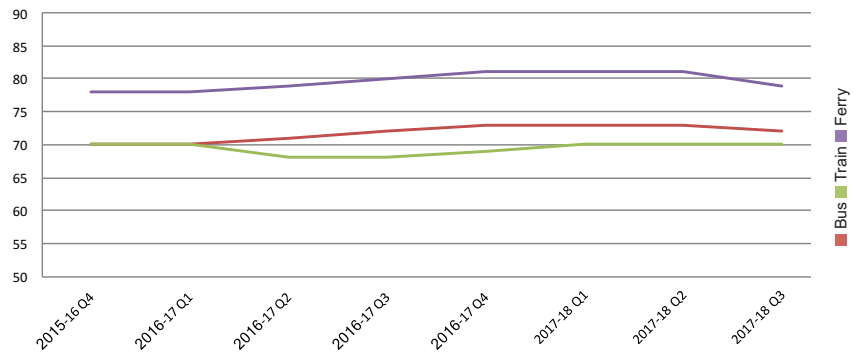
Customer satisfaction with TransLink bus, train and ferry services in South East Queensland

The TransLink customer satisfaction survey measures customer satisfaction with TransLink bus, train and ferry services in South East Queensland.

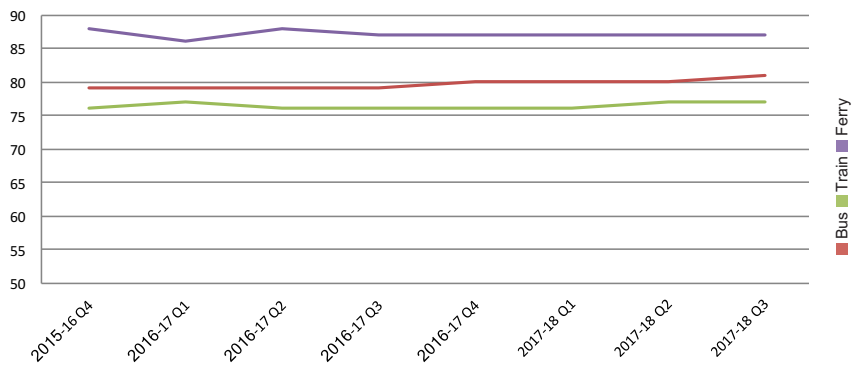
The survey is conducted by an independent market research company.

Satisfaction levels of 75 and above are classed 'best practice', while 60 and above is considered to be 'satisfactory'. The survey measures satisfaction across 10 categories: safety and security, reliability and frequency, comfort, ease of use, proximity, efficiency, information, staff, affordability and accessibility.

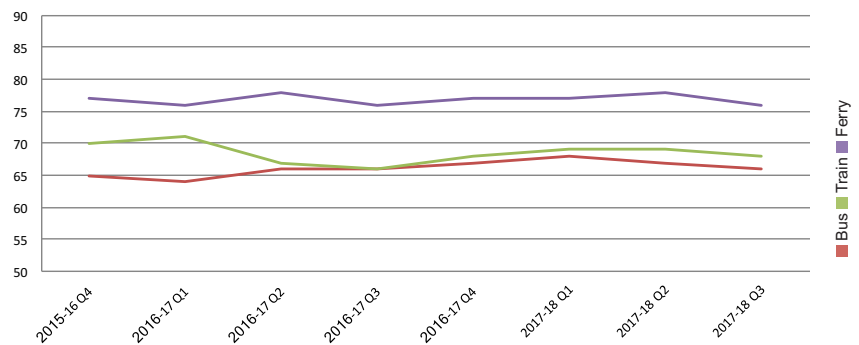
Overall satisfaction



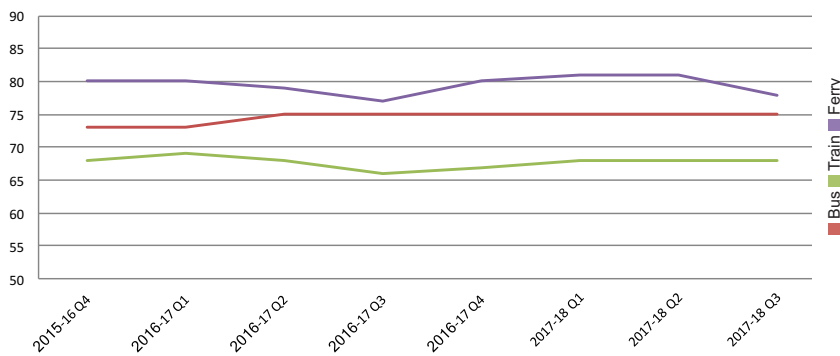
Safety and security



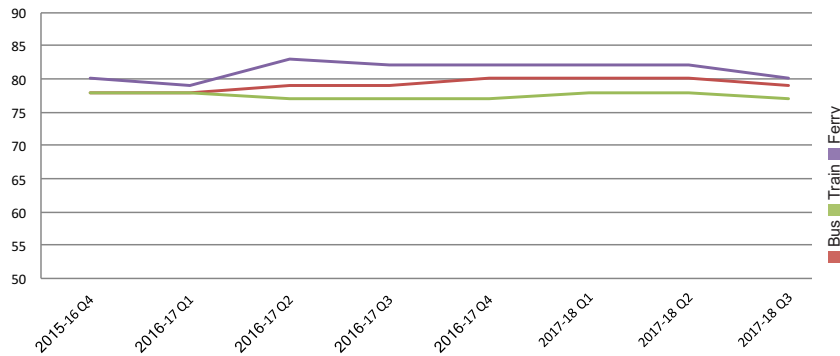
Reliability and frequency



Comfort



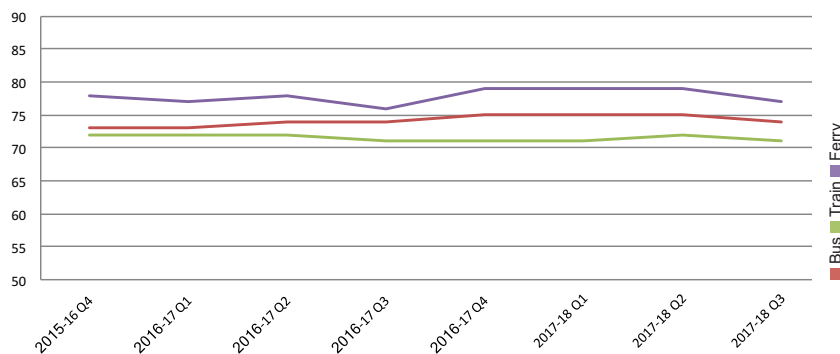
Ease of use



Overall satisfaction with TransLink bus, train and ferry services in South East Queensland (SEQ) remained stable at 72 (out of 100) in Q3 2017-18. At a modal level, overall satisfaction with:

- SEQ bus is stable at 72 (out of 100) and all ten categories remained stable when compared to the previous quarter.
- train services is stable at 70 (out of 100). Satisfaction with Affordability decreased and the other nine categories remained stable.
- ferry services decreased to 79 (out of 100) and four categories decreased: Reliability & Frequency, Comfort, Efficiency and Affordability.

Proximity



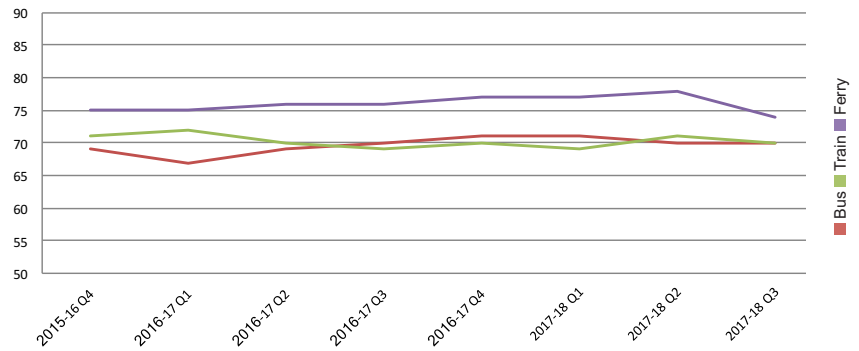


Customer satisfaction survey results are tested for statistical significance. This test identifies whether a change in the score can be considered an increase or a decrease, or should be regarded as a stable result.

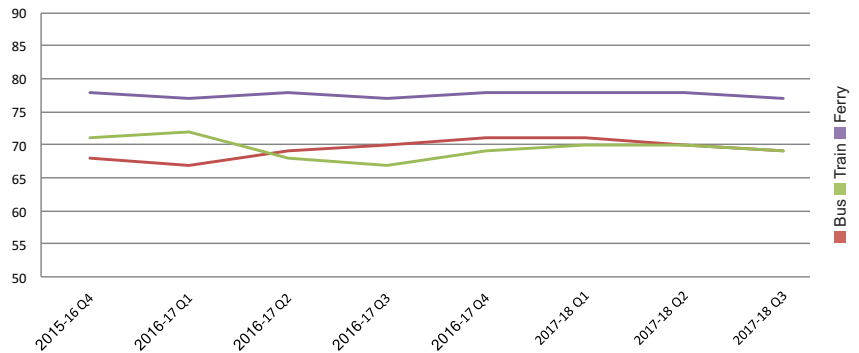
Due to a different survey questionnaire and methodology, tram customer satisfaction results are not included in the TransLink survey and are not reported in the TransLink Tracker.

Monthly customer satisfaction results are reported here: <https://publications.qld.gov.au/dataset/TransLink-publictransport-performance-snapshots>

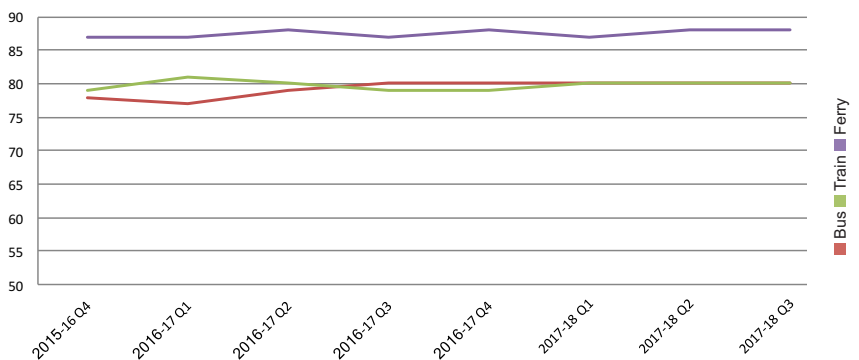
Efficiency



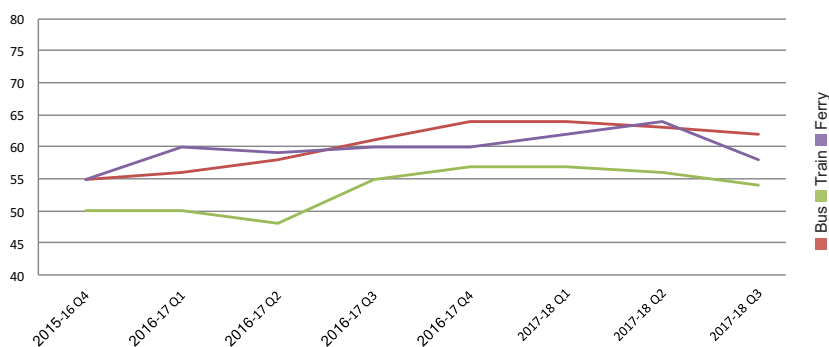
Information



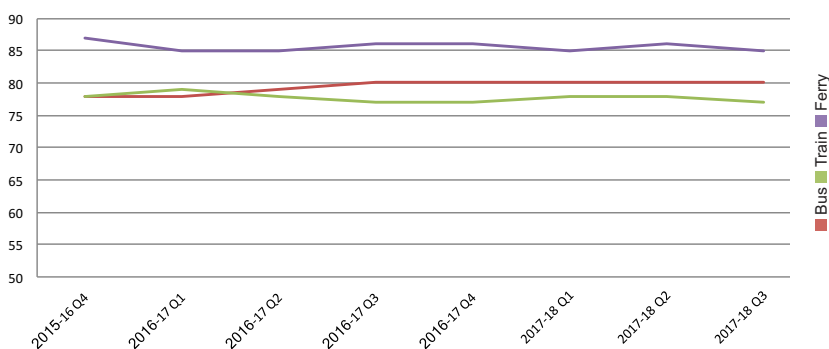
Staff



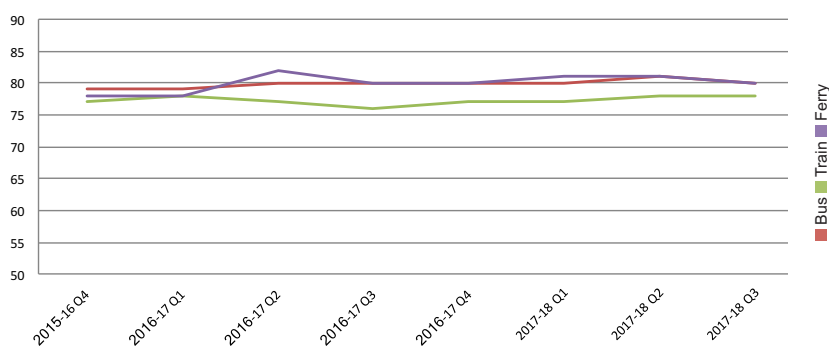
Affordability



Accessibility



go card



Bus Safety Initiatives

The safety of passengers and drivers is a priority for TransLink, with a number of initiatives implemented to help ensure travelling on the bus network is as safe as possible.

TransLink's Senior Network Officers help uphold the safety and security across the network while busway safety officers patrol our South East Queensland busways 24 hours a day, seven days a week.

TransLink is also committed to implementing the Palaszczuk Government's recently developed five point plan to improve safety for bus drivers.

The plan will see the roll out of additional physical safety measures; changes to policies and procedures improve safety outcomes; education campaigns increased to improve awareness of bus safety issues; bus industry stakeholders will be encouraged to share best practice; and high risk areas will be targeted with a range of safety measures.

Nearly 200 urban buses across Queensland are currently fitted with driver barriers and a grants program which will enable operators to apply to for funding assistance to install barriers on buses will also be made available. For further information visit www.translink.com.au.

TransLink will continue to partner with operators and stakeholders to encourage a greater focus on accurate reporting of incidents. This data will be used to accurately deploy safety measures where they are most needed and help improve the culture of safety across bus services.



Passenger safety and fare revenue protection



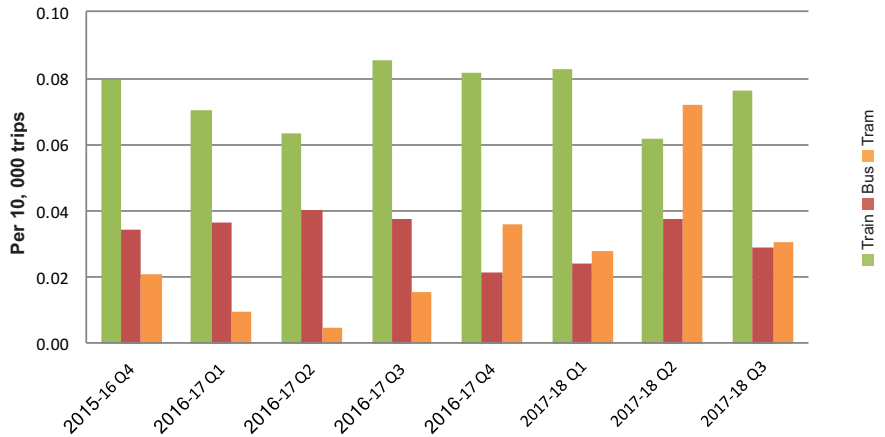
Senior Network Officers are a key component of TransLink’s strategy to protect fare revenue and improve customer service and safety on all modes of public transport.

TransLink’s 58 Senior Network Officers operate across the TransLink South East Queensland network alongside 22 Queensland Rail Authorised Officers, 78 Queensland Police Service Rail Squad Officers and 32 Gold Coast G:link Customer Service Officers.

Senior Network Officers work across the bus, rail, tram and ferry services to protect fare revenue and improve customer service and safety on all mode of public transport.

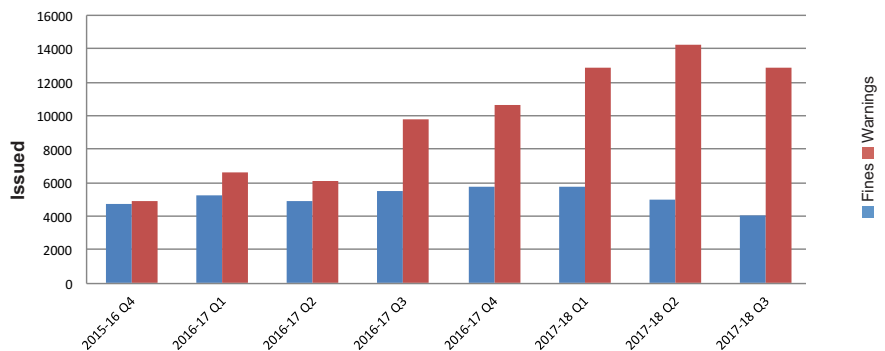
In Q3 2017-18, the combined workforces issued a total of 4012 fines and 12,835 warnings.

Passenger injuries ¹



¹ Tram injuries were unusually high in Q2 2017-18 due to an increase in recorded trips and falls at University Hospital station.

Fines and warnings ²



² Data is subject to change due to ongoing incident investigation and processing times.

