



Transport  
for NSW

# Customer Satisfaction Index

## November 2015



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# Executive summary

## **The NSW Government's vision is for an integrated public transport system that drives better outcomes for all customers.**

Transport for NSW is tasked with putting the customer at the centre of our decision making to boost customer satisfaction with public transport.

The Customer Satisfaction Index November 2015 independently brings together the voices of over 17,000 customers, and demonstrates current satisfaction levels across all public transport.

By publishing these results, we are making operators and ourselves accountable for our decisions and driving continual improvement across the transport network.

We will keep talking with customers about what matters to them, be accountable for our performance and in turn drive a better public transport system for all customers.

The below table shows an increase in overall customer satisfaction over time.

	<b>Overall customer satisfaction</b>						
<b>Mode</b>	<b>Nov-12</b>	<b>Jun-13</b>	<b>Nov-13</b>	<b>May-14</b>	<b>Nov-14</b>	<b>May-15</b>	<b>Nov-15</b>
Overall train network	79%	81%	83%	85%	88%	88%	90%
Overall bus regions	79%	85%	85%	87%	87%	88%	88%
Overall ferry routes	94%	95%	95%	96%	97%	97%	97%
Overall light rail	91%	94%	86%	89%	92%	92%	92%
Urban taxi network	N/A	81%	82%	81%	81%	84%	82%

# Customer satisfaction methodology

## Background

Transport for NSW conducts two surveys each year to measure customer satisfaction levels across the NSW public transport system.

Last year, we reported on satisfaction from November 2014 and May 2015. In this report, we look at data from our November 2015 surveys.

We will continue to survey customers each financial year to help us drive improvements.

The survey was designed by the Customer Services Division of Transport for NSW to ensure that it measured the service attributes that customers value the most. The Customer Services Division used customer research to determine what drives customer satisfaction levels across the various modes. This information was then used to design the questions in the surveys. The results present what customers value most, focusing on the top nine customer service priorities including timeliness, safety & security and comfort.

The Customer Satisfaction Index November 2015 includes responses from more than 17,000 customers across five transport modes: train, bus, ferry, light rail and taxi. For train, ferry and light rail, the survey covered the Sydney metropolitan region. However, bus and taxi encompasses not only the Sydney metropolitan area but also outer metropolitan bus regions and other urban centres for taxis.

## Scale

The survey uses a seven-point scale in order to differentiate levels of satisfaction as shown below. The top three ratings together are defined as satisfied and the bottom three ratings together are defined as dissatisfied.

Dissatisfied				Satisfied		
1	2	3	4	5	6	7
Very Dissatisfied	Dissatisfied	Partly Dissatisfied	Neither Satisfied nor Dissatisfied	Partly Satisfied	Satisfied	Very Satisfied

## Survey methodology

The surveys applied sampling in two stages to better represent the average customer's opinions. Firstly, services were randomly selected by surveyors to meet quotas and secondly, customers on board those services were randomly selected by surveyors. In order to reduce sampling error, maximums were placed on the number of customers to be sampled within each vehicle, at 40 customers for train, bus and light rail and 100 customers for ferry. Sample sizes on board most of the services stayed within these maximums and were exceeded in only a few cases.

The surveys aim to achieve a margin of error of approximately  $\pm 5\%$  with a 95% confidence interval at the bus region, ferry route and train or light rail line level of reporting. Regions of high error have been noted and certain regions of geographical or operational similarity may have been aggregated.

# Customer satisfaction methodology

Survey interviewers worked seven hour shifts in pairs to distribute and collect surveys. Shift times include:

Weekday am 6:30 am – 1:30 pm

Weekday pm 1:30 pm – 8:30 pm

Weekend 10:00 am – 5:00 pm

While on board, customers were asked about their experience of their current trip or most recent experience. Where customers were unable to complete the survey on board, fax and mail back options were provided.

In order to get a result for each overall mode, survey results were weighted for patronage along each line, region or route. The results are then presented for the overall network and the individual operating corridors. For taxi, as patronage data was considered to be commercially sensitive information, no direct patronage weighting was possible. Instead, the overall results for taxi were weighted based on the ratio of bookings accepted by operators in the four geographic regions surveyed.

Taxi customers were surveyed regarding their most recent experience by means of an online questionnaire. Customers were recruited via an online panel and emailed invitations to participate in the survey.

## **Eligibility**

Customers were selected to participate in the survey for train, bus, ferry and light rail while travelling on a typical day of a typical week. A typical day includes weekdays and weekends, but does not include school holidays, public holidays or special events. Customers include all users of the NSW train, bus, ferry and light rail network, including local residents, interstate customers and overseas visitors.

Customers under 17 years old were excluded from the survey and surveys were not distributed to school children in uniform.

For the taxi component of the survey, customers were eligible to complete the survey if they had travelled by taxi in the six months prior to the survey and their home postcode was in one of the relevant districts.

## **Notes about the customer satisfaction results in this report**

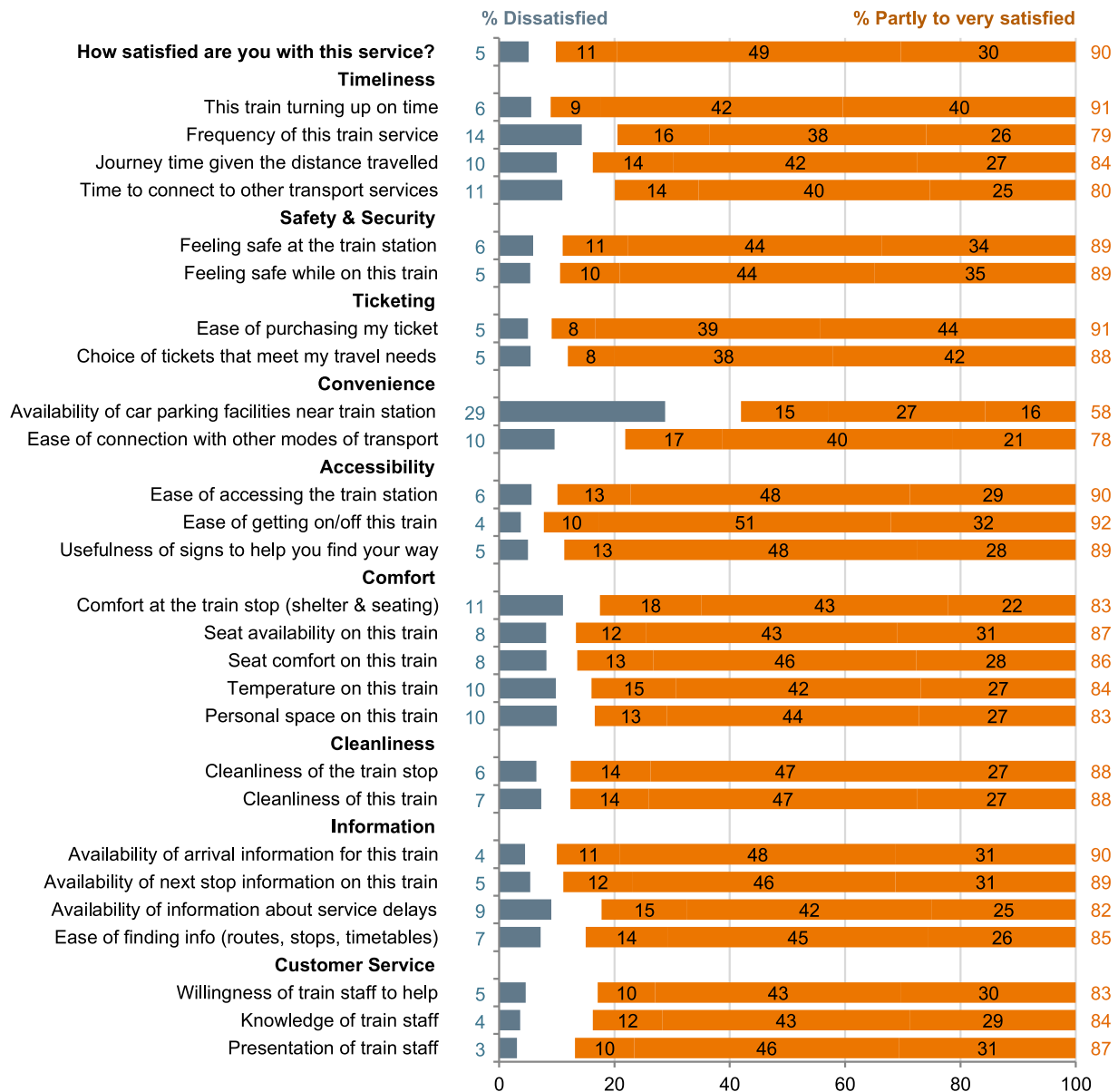
The reported variance between some results across time periods may differ from the variance between the whole number results due to rounding.

# November 2015 results

# Overall train network

## Customer satisfaction

90% satisfied



### Summary

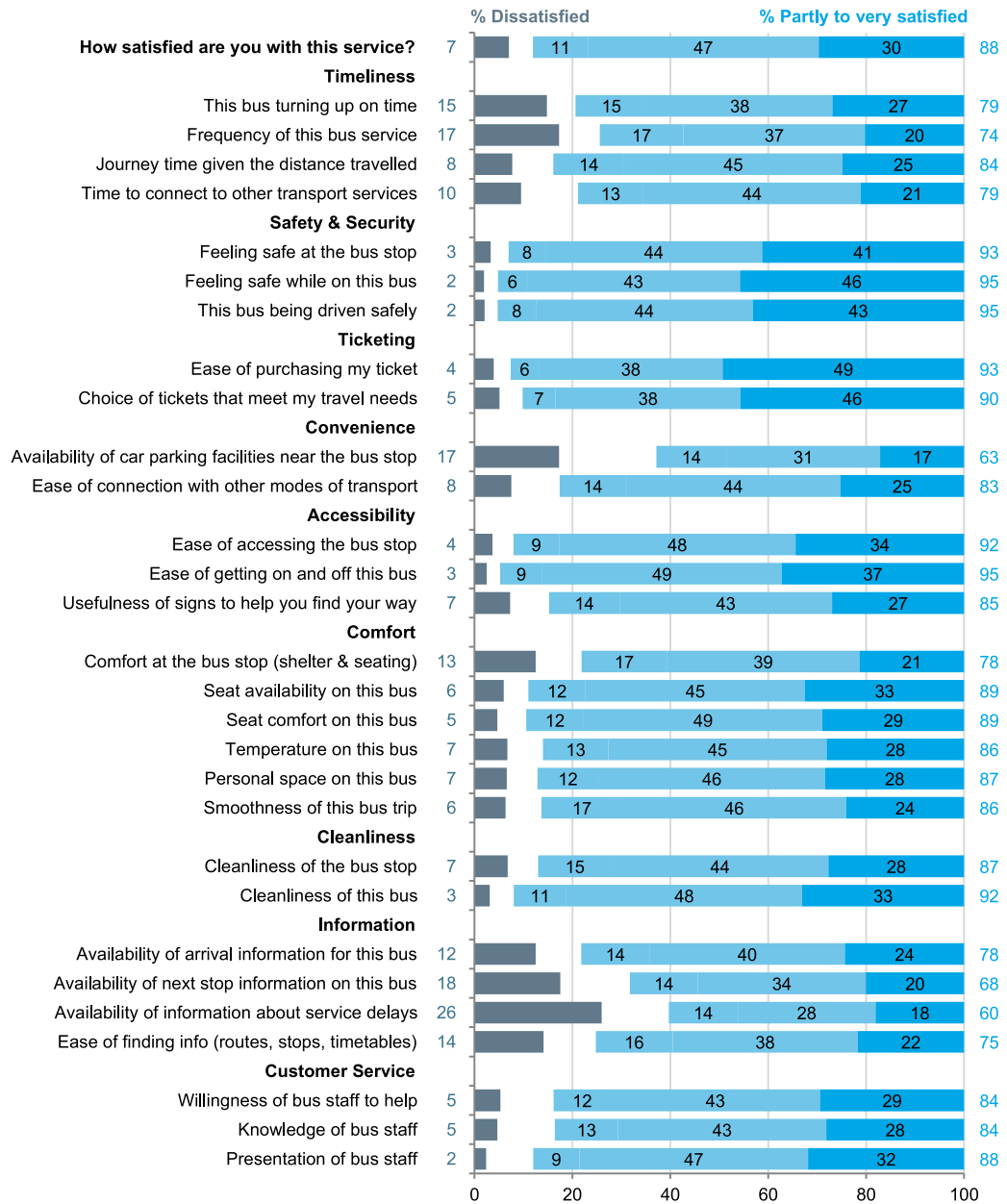
- Overall customer satisfaction for train increased 2 percentage points from November 2014
- Train customers were more satisfied with cleanliness and ticketing
- Customers were most satisfied with accessibility, ticketing and safety & security which include: ease of getting on and off this train, ease of purchasing my ticket and feeling safe while on this train
- Customers were least satisfied with convenience, which includes: especially availability of car parking facilities near the station.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

# Overall bus regions

## Customer satisfaction

88% satisfied



### Summary

- Satisfaction with the bus network increased 2 percentage points from November 2014
- Bus customers were more satisfied with ticketing and information
- Customers were most satisfied with safety & security, ticketing and accessibility, which include: this bus being driven safely, ease of purchasing my ticket and ease of getting on/off this bus
- Customers were least satisfied with information and convenience, especially information about service delays and availability of car parking facilities near the bus stop.

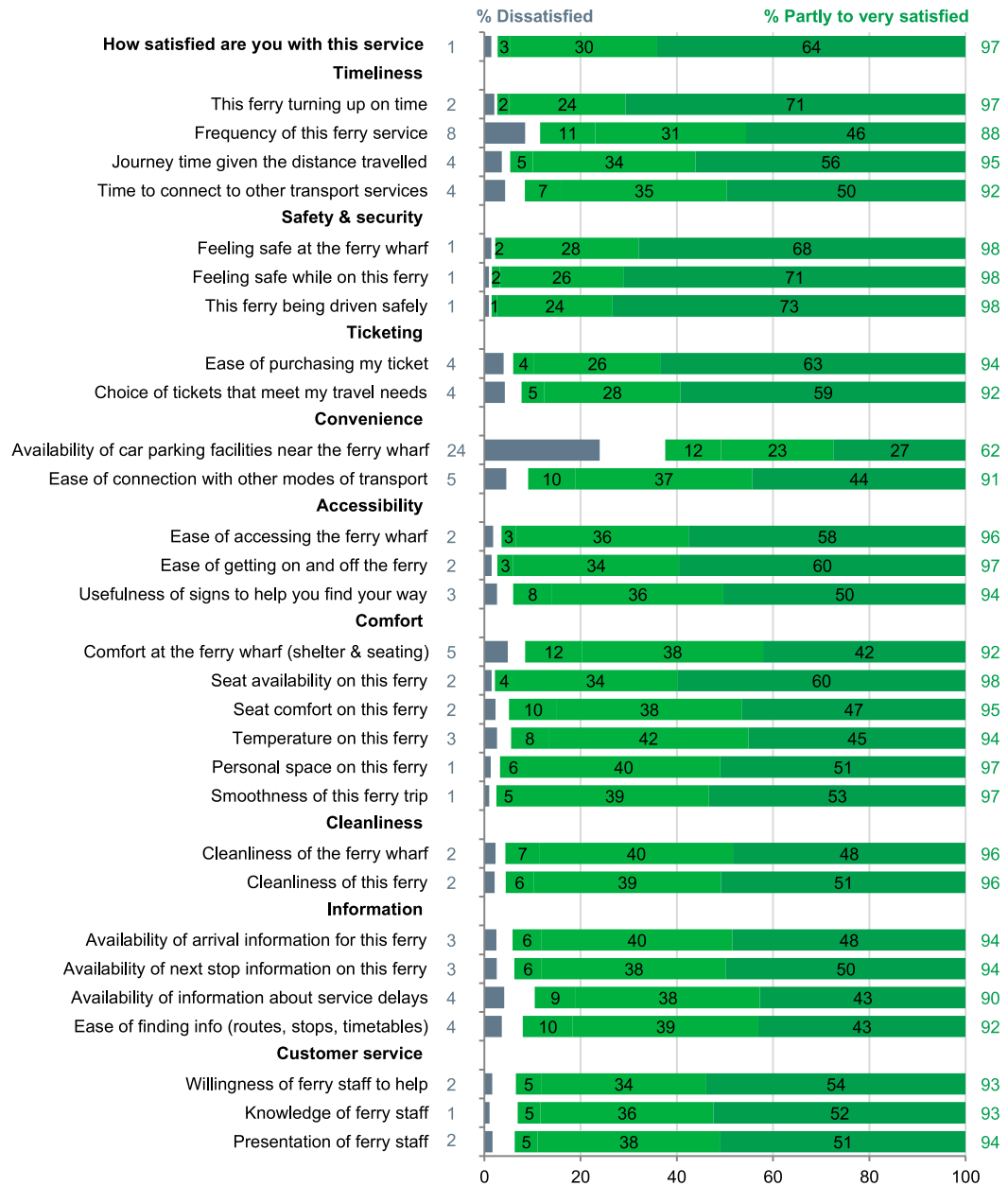
Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.



# Overall ferry routes

## Customer satisfaction

97% satisfied



### Summary

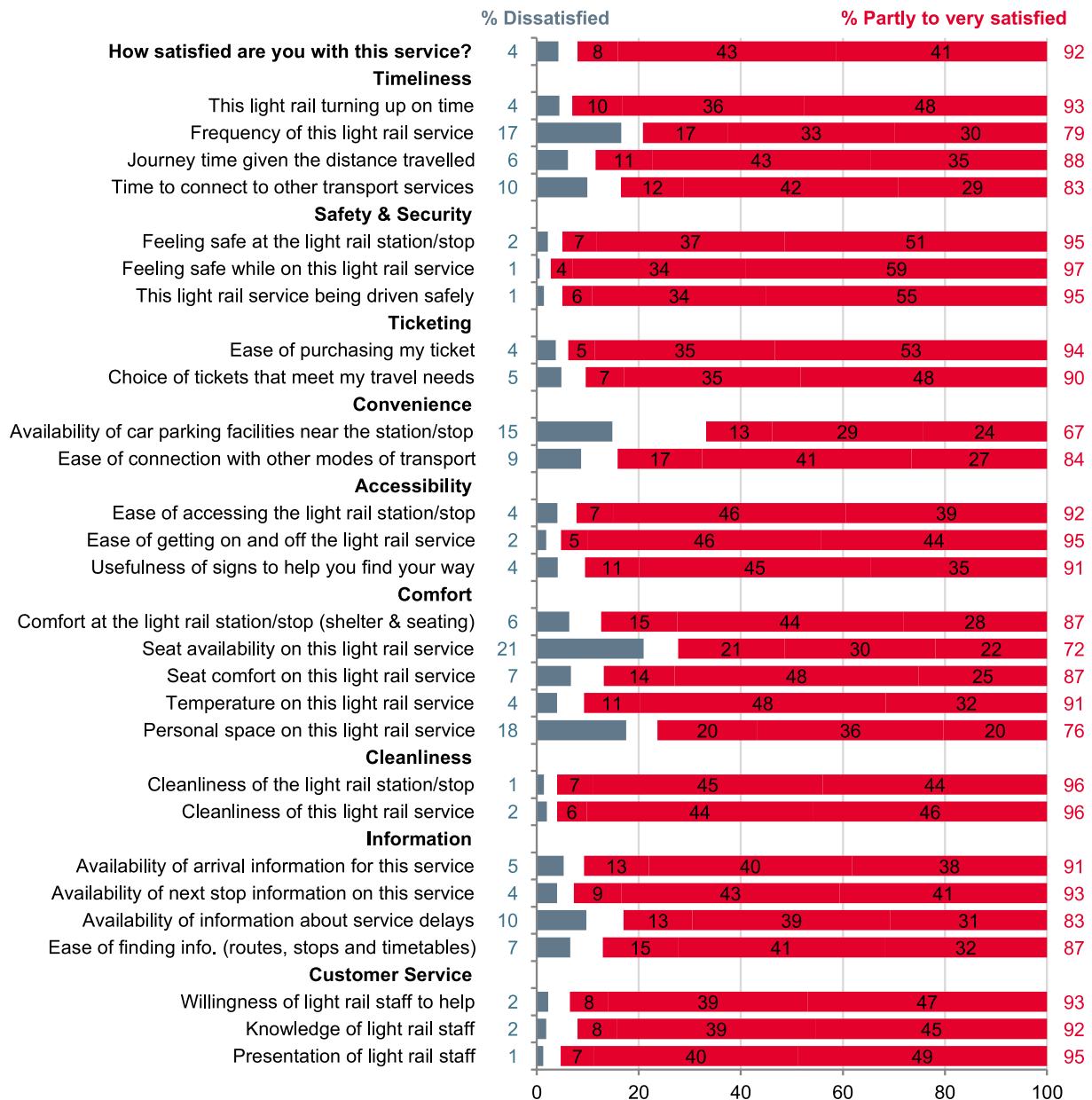
- Satisfaction with the ferry network has remained steady since November 2014 at 97%
- Ferry customers were more satisfied with ticketing and convenience
- Customers were most satisfied with safety & security and accessibility, which include: feeling safe while on this ferry, this ferry being driven safely and ease of getting on and off the ferry
- Customers were least satisfied with convenience, especially availability of car parking facilities near the ferry wharf.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

# Overall light rail

## Customer satisfaction

92% satisfied



### Summary

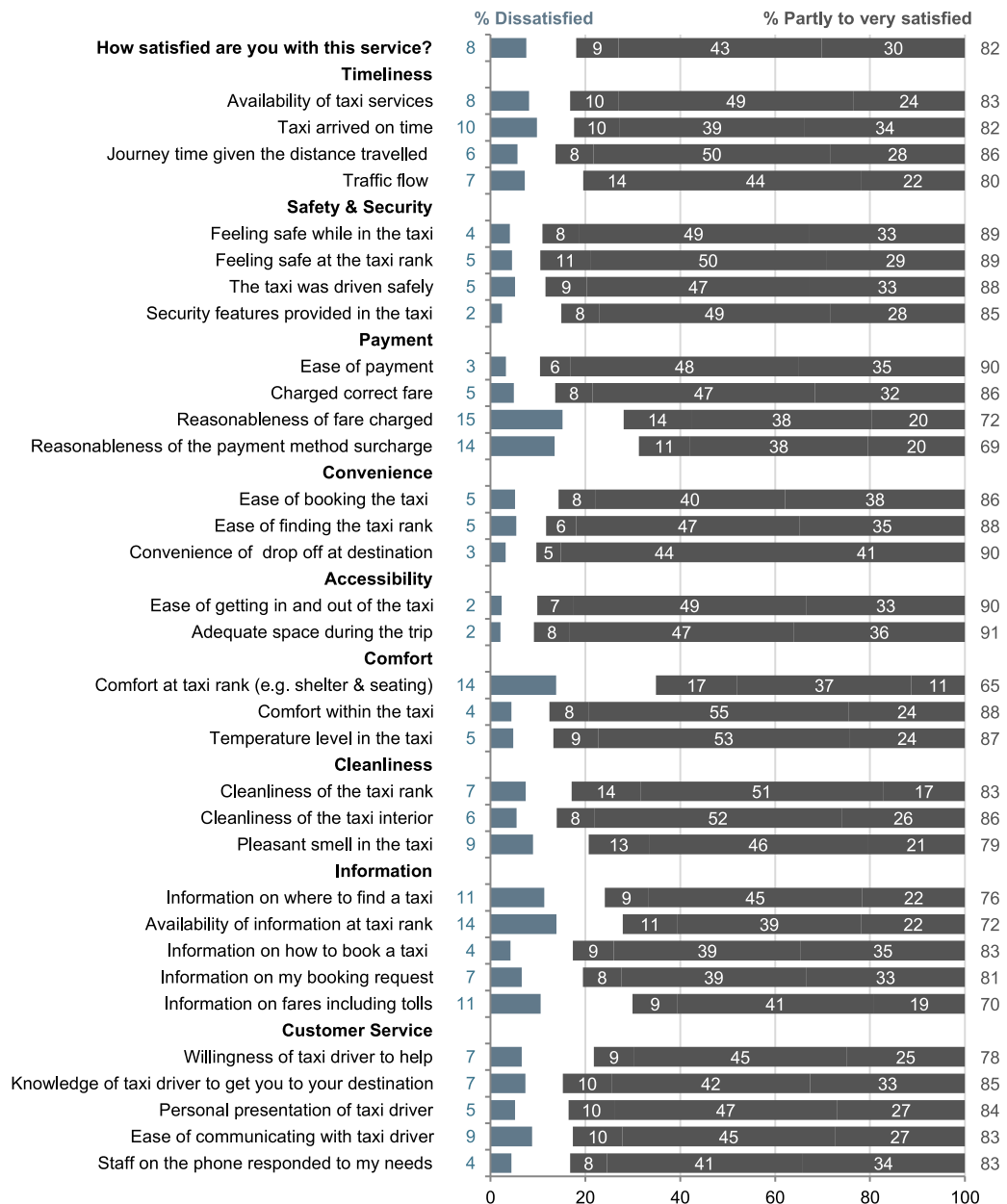
- Satisfaction with light rail has remained steady since November 2014 at 92%
- Light rail customers were more satisfied with ticketing
- Customers were most satisfied with safety & security and cleanliness, which include feeling safe while on this light rail service and cleanliness of this light rail service
- Customers were least satisfied with convenience, especially availability of car parking facilities near the light rail stop.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

# Urban taxi network

## Customer satisfaction

82% satisfied



### Summary

- Satisfaction with taxi service remained steady at 82%
- Taxi customers were more satisfied with payment
- Customers were most satisfied with convenience and accessibility, which include ease of finding the taxi rank, convenience of drop off at destination and adequate space during the trip
- Customers were least satisfied with information, especially information on fares including tolls.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

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# Customer Satisfaction Index

## November 2015 Appendix



# Customer Satisfaction Index November 2015

Train												
% Partly to very satisfied		Suburban and Intercity Train lines										
Service driver	Service attribute	T1 North Shore, Northern & Western	T2 Airport, Inner West & South	T3 Bankstown	T4 Eastern Suburbs & Illawara	T5 Cumberland	T6 Carlingford	Blue Mountains	Central Coast & Newcastle	Hunter	South Coast	Southern Highlands
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>93%</b>	<b>90%</b>	<b>86%</b>	<b>91%</b>	<b>79%</b>	<b>69%</b>	<b>94%</b>	<b>89%</b>	<b>85%</b>	<b>84%</b>	<b>79%</b>
<b>Timeliness</b>	This train turning up on time	90%	91%	92%	93%	90%	83%	93%	92%	89%	86%	78%
	Frequency of this train service	79%	80%	78%	88%	65%	31%	72%	77%	75%	68%	55%
	Journey time given the distance travelled	83%	84%	77%	90%	82%	71%	89%	78%	88%	69%	68%
	Time to connect to other transport services	79%	80%	76%	85%	72%	56%	88%	83%	70%	76%	70%
<b>Safety &amp; Security</b>	Feeling safe at the train station	90%	88%	87%	91%	84%	81%	93%	90%	82%	87%	90%
	Feeling safe while on this train	91%	87%	87%	92%	83%	83%	92%	92%	83%	87%	91%
<b>Ticketing</b>	Ease of purchasing my ticket	92%	90%	91%	92%	87%	93%	94%	91%	88%	86%	91%
	Choice of tickets that meet my travel needs	88%	88%	88%	89%	84%	91%	92%	92%	88%	85%	89%
<b>Convenience</b>	Availability of car parking facilities near the train station	55%	58%	65%	56%	59%	62%	74%	71%	76%	75%	74%
	Ease of connection with other modes of transport	78%	75%	82%	81%	77%	61%	88%	84%	74%	77%	79%
<b>Accessibility</b>	Ease of accessing the train station	89%	90%	87%	91%	90%	83%	90%	93%	90%	88%	93%
	Ease of getting on and off the train	93%	92%	90%	93%	92%	87%	90%	94%	88%	91%	93%
	Usefulness of signs to help you find your way	90%	86%	88%	90%	87%	86%	91%	93%	81%	87%	90%
<b>Comfort</b>	Comfort at the train station (shelter & seating)	84%	82%	76%	86%	77%	70%	85%	78%	81%	79%	83%
	Seat availability on this train	90%	86%	85%	87%	78%	92%	94%	82%	90%	77%	90%
	Seat comfort on this train	88%	86%	82%	93%	71%	81%	91%	73%	88%	73%	86%
	Temperature on this train	86%	82%	80%	86%	77%	76%	91%	85%	85%	83%	79%
	Personal space on this train	85%	81%	85%	86%	76%	89%	94%	77%	87%	73%	90%
<b>Cleanliness</b>	Cleanliness of the train station	90%	87%	85%	90%	78%	78%	92%	87%	85%	84%	91%
	Cleanliness of this train	90%	87%	84%	89%	76%	71%	91%	85%	85%	81%	86%
<b>Information</b>	Availability of arrival information for this train	93%	89%	89%	88%	86%	70%	93%	89%	87%	86%	86%
	Availability of next stop information on this train	93%	90%	88%	84%	76%	75%	88%	91%	88%	90%	84%
	Availability of information about service delays	85%	82%	84%	79%	79%	67%	82%	81%	78%	74%	73%
	Ease of finding info (routes, stops, timetables)	87%	83%	85%	85%	81%	75%	84%	88%	84%	81%	87%
<b>Customer Service</b>	Willingness of rail staff to help	85%	80%	82%	84%	82%	75%	90%	86%	85%	83%	85%
	Knowledge of rail staff	85%	81%	81%	87%	83%	77%	87%	84%	81%	82%	86%
	Presentation of rail staff	87%	85%	87%	89%	85%	80%	92%	89%	87%	85%	90%

# Customer Satisfaction Index November 2015

Train												
% Partly to very <i>dissatisfied</i>		Suburban and Intercity Train lines										
Service driver	Service attribute	T1 North Shore, Northern & Western	T2 Airport, Inner West & South	T3 Bankstown	T4 Eastern Suburbs & Illawara	T5 Cumberland	T6 Carlingford	Blue Mountains	Central Coast & Newcastle	Hunter	South Coast	Southern Highlands
<b>Overall</b>	<b>How satisfied are you with this service</b>	4%	5%	6%	4%	13%	24%	2%	5%	10%	11%	14%
<b>Timeliness</b>	This train turning up on time	6%	5%	4%	4%	7%	12%	3%	6%	7%	10%	16%
	Frequency of this train service	14%	15%	15%	8%	28%	60%	21%	16%	18%	24%	36%
	Journey time given the distance travelled	10%	12%	15%	5%	12%	17%	6%	13%	8%	21%	22%
	Time to connect to other transport services	11%	11%	12%	8%	14%	33%	7%	10%	22%	11%	19%
<b>Safety &amp; Security</b>	Feeling safe at the train station	5%	7%	6%	5%	10%	12%	2%	4%	12%	6%	6%
	Feeling safe while on this train	4%	7%	6%	4%	9%	7%	3%	3%	10%	7%	5%
<b>Ticketing</b>	Ease of purchasing my ticket	5%	5%	4%	5%	8%	3%	4%	6%	6%	5%	5%
	Choice of tickets that meet my travel needs	6%	5%	5%	5%	6%	5%	3%	2%	6%	5%	5%
<b>Convenience</b>	Availability of car parking facilities near the train station	34%	29%	20%	28%	27%	22%	10%	20%	16%	14%	14%
	Ease of connection with other modes of transport	10%	11%	10%	7%	11%	27%	5%	8%	19%	10%	12%
<b>Accessibility</b>	Ease of accessing the train station	6%	5%	6%	6%	4%	11%	6%	5%	6%	6%	3%
	Ease of getting on and off the train	3%	5%	3%	4%	4%	5%	6%	3%	8%	4%	4%
	Usefulness of signs to help you find your way	4%	7%	4%	5%	5%	5%	4%	2%	7%	6%	4%
<b>Comfort</b>	Comfort at the train station (shelter & seating)	11%	10%	12%	10%	16%	17%	6%	14%	13%	13%	11%
	Seat availability on this train	6%	8%	8%	8%	17%	2%	4%	12%	6%	18%	6%
	Seat comfort on this train	8%	6%	11%	4%	22%	10%	6%	21%	5%	19%	10%
	Temperature on this train	9%	10%	12%	9%	16%	15%	5%	7%	10%	8%	14%
	Personal space on this train	9%	11%	8%	9%	19%	4%	4%	13%	5%	20%	5%
<b>Cleanliness</b>	Cleanliness of the train station	5%	7%	8%	5%	13%	14%	3%	5%	9%	9%	5%
	Cleanliness of this train	6%	7%	10%	6%	15%	19%	6%	8%	10%	13%	8%
<b>Information</b>	Availability of arrival information for this train	4%	4%	4%	5%	8%	19%	3%	3%	7%	5%	7%
	Availability of next stop information on this train	3%	4%	6%	8%	14%	16%	9%	4%	5%	4%	9%
	Availability of information about service delays	8%	9%	10%	9%	13%	21%	6%	12%	14%	15%	21%
	Ease of finding info (routes, stops, timetables)	6%	8%	7%	7%	12%	15%	7%	5%	8%	10%	9%
<b>Customer Service</b>	Willingness of rail staff to help	5%	4%	6%	5%	6%	9%	4%	2%	8%	6%	7%
	Knowledge of rail staff	4%	3%	4%	3%	5%	8%	4%	3%	8%	6%	6%
	Presentation of rail staff	3%	2%	3%	3%	6%	8%	2%	3%	6%	4%	4%

# Customer Satisfaction Index November 2015

Bus															
% Partly to very <i>satisfied</i>															
Metropolitan bus service region															
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	12	13	14	15
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>88%</b>	<b>89%</b>	<b>87%</b>	<b>92%</b>	<b>86%</b>	<b>80%</b>	<b>89%</b>	<b>89%</b>	<b>90%</b>	<b>92%</b>	<b>97%</b>	<b>91%</b>	<b>91%</b>	<b>91%</b>
<b>Timeliness</b>	This bus turning up on time	78%	85%	84%	89%	79%	70%	80%	84%	77%	86%	89%	80%	83%	83%
	Frequency of this bus service	79%	80%	79%	80%	75%	66%	78%	76%	73%	82%	72%	73%	76%	76%
	Journey time given the distance travelled	86%	90%	86%	84%	89%	77%	85%	84%	84%	92%	91%	86%	82%	89%
	Time to connect to other transport services	79%	82%	81%	78%	82%	72%	82%	78%	80%	86%	81%	80%	77%	80%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	89%	90%	87%	94%	92%	94%	94%	95%	93%	94%	95%	88%	94%	90%
	Feeling safe while on this bus	93%	95%	90%	94%	94%	96%	99%	95%	95%	95%	98%	92%	97%	92%
	This bus being driven safely	93%	95%	90%	94%	92%	96%	97%	97%	95%	96%	98%	92%	96%	93%
<b>Ticketing</b>	Ease of purchasing my ticket	93%	94%	93%	93%	95%	92%	91%	92%	93%	95%	98%	92%	94%	92%
	Choice of tickets that meet my travel needs	93%	94%	90%	91%	94%	91%	88%	88%	89%	95%	94%	92%	90%	91%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	74%	78%	73%	62%	69%	56%	60%	61%	58%	79%	67%	71%	71%	80%
	Ease of connection with other modes of transport	87%	88%	89%	78%	86%	78%	83%	79%	84%	92%	91%	83%	83%	86%
<b>Accessibility</b>	Ease of accessing the bus stop	93%	92%	91%	87%	93%	91%	94%	91%	93%	95%	97%	91%	91%	92%
	Ease of getting on and off this bus	93%	95%	92%	94%	92%	96%	96%	94%	95%	95%	98%	93%	95%	93%
	Usefulness of signs to help you find your way	89%	89%	90%	84%	81%	84%	84%	83%	83%	90%	84%	88%	86%	87%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	79%	82%	78%	76%	77%	71%	87%	79%	80%	81%	78%	79%	82%	74%
	Seat availability on this bus	93%	95%	88%	86%	94%	86%	90%	83%	89%	98%	96%	93%	93%	92%
	Seat comfort on this bus	90%	96%	90%	88%	91%	88%	92%	86%	89%	94%	94%	91%	91%	92%
	Temperature on this bus	87%	94%	87%	79%	83%	83%	90%	86%	85%	92%	91%	91%	84%	91%
	Personal space on this bus	90%	97%	84%	83%	92%	84%	90%	80%	88%	94%	94%	89%	88%	93%
	Smoothness of this bus trip	88%	92%	83%	86%	84%	84%	89%	85%	86%	90%	91%	85%	86%	88%
<b>Cleanliness</b>	Cleanliness of the bus stop	80%	87%	84%	87%	83%	86%	91%	84%	89%	90%	93%	86%	85%	81%
	Cleanliness of this bus	92%	97%	90%	93%	88%	90%	93%	88%	93%	96%	99%	91%	94%	95%
<b>Information</b>	Availability of arrival information for this bus	83%	86%	79%	82%	75%	69%	78%	81%	78%	84%	89%	83%	82%	86%
	Availability of next stop information on this bus	80%	80%	72%	67%	66%	62%	70%	67%	66%	77%	81%	74%	68%	79%
	Availability of information about service delays	71%	73%	62%	62%	56%	52%	63%	60%	60%	65%	73%	65%	58%	67%
	Ease of finding info (routes, stops, timetables)	83%	82%	77%	78%	71%	71%	78%	75%	72%	78%	85%	80%	76%	82%
<b>Customer Service</b>	Willingness of bus staff to help	83%	90%	84%	83%	81%	81%	86%	85%	82%	88%	94%	83%	89%	87%
	Knowledge of bus staff	84%	91%	80%	83%	80%	82%	86%	84%	81%	90%	95%	82%	88%	87%
	Presentation of bus staff	88%	95%	87%	88%	87%	87%	88%	89%	86%	93%	96%	87%	91%	92%



# Customer Satisfaction Index November 2015

Bus															
% Partly to very <i>dissatisfied</i>															
Metropolitan bus service region															
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	12	13	14	15
<b>Overall</b>	<b>How satisfied are you with this service</b>	6%	7%	6%	4%	9%	14%	8%	5%	5%	5%	2%	6%	6%	4%
<b>Timeliness</b>	This bus turning up on time	16%	11%	10%	6%	17%	22%	17%	12%	16%	9%	8%	14%	13%	13%
	Frequency of this bus service	14%	14%	13%	13%	19%	25%	15%	19%	16%	15%	22%	20%	19%	16%
	Journey time given the distance travelled	6%	7%	7%	8%	5%	12%	8%	9%	6%	2%	5%	8%	11%	6%
	Time to connect to other transport services	11%	10%	10%	10%	9%	14%	9%	11%	6%	6%	7%	11%	14%	12%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	5%	4%	7%	3%	4%	2%	3%	3%	3%	4%	2%	6%	3%	5%
	Feeling safe while on this bus	4%	2%	5%	2%	4%	1%	1%	3%	2%	3%	1%	5%	1%	5%
	This bus being driven safely	4%	3%	6%	4%	5%	2%	1%	1%	1%	2%	2%	4%	2%	4%
<b>Ticketing</b>	Ease of purchasing my ticket	4%	3%	4%	3%	2%	4%	4%	4%	5%	2%	0%	4%	3%	4%
	Choice of tickets that meet my travel needs	2%	3%	6%	4%	2%	5%	5%	7%	6%	3%	1%	4%	6%	3%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	11%	12%	13%	28%	15%	17%	21%	19%	17%	12%	8%	13%	15%	8%
	Ease of connection with other modes of transport	7%	6%	5%	12%	6%	9%	8%	9%	6%	4%	4%	8%	9%	6%
<b>Accessibility</b>	Ease of accessing the bus stop	4%	3%	5%	7%	4%	4%	2%	4%	3%	3%	1%	5%	5%	4%
	Ease of getting on and off this bus	3%	2%	3%	4%	5%	2%	2%	2%	2%	4%	2%	5%	2%	4%
	Usefulness of signs to help you find your way	5%	2%	5%	9%	7%	8%	9%	6%	8%	4%	5%	6%	5%	6%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	14%	13%	13%	13%	15%	16%	7%	12%	10%	15%	15%	16%	13%	17%
	Seat availability on this bus	4%	1%	6%	9%	3%	8%	4%	10%	5%	1%	3%	4%	4%	4%
	Seat comfort on this bus	5%	2%	4%	7%	5%	7%	3%	8%	3%	4%	3%	4%	5%	5%
	Temperature on this bus	6%	2%	6%	12%	11%	6%	5%	8%	7%	5%	6%	4%	9%	5%
	Personal space on this bus	5%	1%	7%	11%	3%	9%	5%	11%	5%	3%	3%	5%	7%	3%
<b>Cleanliness</b>	Smoothness of this bus trip	5%	4%	7%	10%	11%	8%	5%	7%	4%	5%	3%	8%	9%	5%
	Cleanliness of the bus stop	13%	7%	8%	7%	9%	6%	7%	7%	5%	5%	3%	8%	8%	10%
<b>Information</b>	Cleanliness of this bus	3%	0%	5%	4%	6%	3%	4%	7%	1%	2%	1%	4%	2%	2%
	Availability of arrival information for this bus	9%	10%	14%	10%	13%	18%	14%	9%	13%	8%	4%	10%	9%	8%
<b>Customer Service</b>	Availability of next stop information on this bus	11%	10%	14%	19%	19%	19%	17%	19%	20%	10%	13%	14%	18%	10%
	Availability of information about service delays	18%	18%	25%	23%	27%	32%	25%	23%	28%	22%	15%	22%	25%	17%
	Ease of finding info (routes, stops, timetables)	10%	10%	12%	15%	14%	16%	14%	13%	16%	10%	8%	11%	12%	9%
	Willingness of bus staff to help	6%	3%	6%	7%	8%	6%	4%	6%	5%	5%	2%	8%	2%	6%
<b>Customer Service</b>	Knowledge of bus staff	4%	2%	8%	7%	8%	5%	4%	4%	4%	4%	3%	8%	2%	4%
	Presentation of bus staff	4%	2%	3%	5%	4%	2%	3%	2%	2%	3%	1%	5%	2%	3%

# Customer Satisfaction Index November 2015

Bus													
% Partly to very <i>satisfied</i>													
Outer-metropolitan bus service region													
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	11	12
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>97%</b>	<b>96%</b>	<b>95%</b>	<b>96%</b>	<b>90%</b>	<b>95%</b>	<b>95%</b>	<b>92%</b>	<b>98%</b>	<b>93%</b>	<b>91%</b>	<b>97%</b>
<b>Timeliness</b>	This bus turning up on time	90%	94%	97%	88%	85%	93%	94%	90%	97%	89%	94%	87%
	Frequency of this bus service	79%	85%	79%	80%	81%	81%	90%	75%	84%	81%	82%	87%
	Journey time given the distance travelled	96%	94%	90%	96%	87%	94%	93%	92%	96%	92%	89%	93%
	Time to connect to other transport services	91%	91%	85%	84%	82%	87%	91%	80%	93%	84%	89%	89%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	91%	91%	96%	92%	87%	93%	93%	97%	99%	89%	87%	92%
	Feeling safe while on this bus	99%	96%	98%	98%	92%	95%	96%	99%	96%	94%	94%	95%
	This bus being driven safely	99%	97%	98%	98%	97%	96%	97%	98%	100%	96%	96%	96%
<b>Ticketing</b>	Ease of purchasing my ticket	96%	92%	98%	96%	95%	93%	95%	93%	98%	93%	94%	94%
	Choice of tickets that meet my travel needs	95%	90%	97%	96%	90%	93%	95%	93%	93%	95%	93%	93%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	76%	91%	93%	82%	72%	80%	82%	78%	75%	76%	86%	81%
	Ease of connection with other modes of transport	85%	88%	82%	84%	82%	91%	91%	87%	91%	82%	84%	88%
<b>Accessibility</b>	Ease of accessing the bus stop	95%	96%	97%	97%	96%	96%	93%	94%	97%	93%	97%	97%
	Ease of getting on and off this bus	96%	96%	99%	96%	95%	96%	93%	96%	96%	94%	97%	97%
	Usefulness of signs to help you find your way	93%	93%	95%	95%	87%	89%	90%	83%	90%	87%	94%	91%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	80%	75%	77%	77%	74%	80%	77%	79%	88%	77%	73%	80%
	Seat availability on this bus	97%	97%	99%	99%	95%	96%	97%	94%	100%	94%	95%	96%
	Seat comfort on this bus	95%	97%	96%	98%	93%	95%	93%	95%	98%	93%	96%	99%
	Temperature on this bus	97%	97%	95%	92%	93%	94%	93%	94%	98%	92%	95%	96%
	Personal space on this bus	96%	97%	98%	97%	96%	97%	94%	92%	100%	94%	96%	95%
	Smoothness of this bus trip	93%	91%	90%	92%	91%	88%	90%	91%	96%	92%	95%	95%
<b>Cleanliness</b>	Cleanliness of the bus stop	90%	82%	89%	84%	79%	86%	83%	95%	98%	86%	86%	89%
	Cleanliness of this bus	97%	97%	98%	96%	92%	97%	94%	97%	99%	93%	96%	97%
<b>Information</b>	Availability of arrival information for this bus	90%	89%	95%	90%	84%	91%	94%	81%	90%	86%	89%	93%
	Availability of next stop information on this bus	86%	87%	90%	89%	75%	86%	85%	72%	79%	76%	87%	84%
	Availability of information about service delays	76%	77%	82%	76%	61%	73%	77%	70%	68%	73%	74%	75%
	Ease of finding info (routes, stops, timetables)	87%	86%	90%	90%	79%	89%	85%	75%	80%	80%	87%	90%
<b>Customer Service</b>	Willingness of bus staff to help	96%	95%	97%	94%	88%	94%	94%	94%	93%	90%	94%	93%
	Knowledge of bus staff	96%	96%	96%	94%	89%	94%	95%	93%	93%	89%	94%	94%
	Presentation of bus staff	98%	96%	98%	98%	92%	97%	95%	97%	96%	93%	95%	95%

# Customer Satisfaction Index November 2015

Bus													
% Partly to very <i>dissatisfied</i>													
Outer-metropolitan bus service region													
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10	11	12
<b>Overall</b>	<b>How satisfied are you with this service</b>	1%	2%	3%	3%	6%	3%	5%	5%	1%	2%	2%	2%
<b>Timeliness</b>	This bus turning up on time	7%	4%	1%	7%	11%	4%	3%	6%	1%	8%	3%	7%
	Frequency of this bus service	16%	8%	16%	13%	12%	13%	6%	18%	11%	16%	12%	6%
	Journey time given the distance travelled	2%	4%	5%	2%	5%	3%	5%	2%	1%	3%	3%	2%
	Time to connect to other transport services	5%	6%	11%	9%	5%	6%	6%	12%	1%	9%	4%	3%
<b>Safety &amp; Security</b>	Feeling safe at the bus stop	5%	3%	2%	5%	5%	4%	3%	1%	1%	8%	7%	5%
	Feeling safe while on this bus	0%	1%	1%	1%	3%	1%	3%	1%	2%	3%	2%	1%
	This bus being driven safely	1%	0%	1%	0%	1%	3%	1%	1%	0%	2%	2%	2%
<b>Ticketing</b>	Ease of purchasing my ticket	2%	5%	1%	1%	2%	3%	2%	4%	3%	4%	3%	3%
	Choice of tickets that meet my travel needs	4%	6%	1%	2%	5%	1%	3%	4%	3%	1%	3%	3%
<b>Convenience</b>	Availability of car parking facilities near the bus stop	12%	4%	7%	3%	8%	6%	11%	9%	11%	11%	3%	6%
	Ease of connection with other modes of transport	7%	7%	9%	10%	9%	5%	5%	8%	4%	7%	8%	3%
<b>Accessibility</b>	Ease of accessing the bus stop	2%	1%	2%	2%	1%	2%	4%	4%	2%	3%	1%	2%
	Ease of getting on and off this bus	1%	1%	1%	1%	4%	3%	3%	3%	2%	3%	1%	2%
	Usefulness of signs to help you find your way	3%	3%	4%	0%	7%	4%	3%	8%	5%	6%	2%	2%
<b>Comfort</b>	Comfort at the bus stop (shelter & seating)	15%	19%	15%	18%	22%	15%	17%	16%	6%	16%	21%	18%
	Seat availability on this bus	2%	1%	1%	0%	1%	3%	2%	3%	0%	2%	1%	1%
	Seat comfort on this bus	4%	1%	3%	0%	2%	4%	4%	3%	1%	4%	2%	1%
	Temperature on this bus	2%	2%	4%	3%	2%	4%	5%	4%	2%	5%	3%	1%
	Personal space on this bus	3%	1%	2%	2%	1%	2%	4%	3%	0%	3%	2%	3%
	Smoothness of this bus trip	3%	4%	4%	5%	5%	6%	5%	6%	1%	5%	2%	2%
<b>Cleanliness</b>	Cleanliness of the bus stop	6%	12%	8%	12%	14%	8%	10%	1%	1%	9%	10%	5%
	Cleanliness of this bus	1%	1%	1%	2%	4%	3%	3%	0%	0%	2%	2%	0%
<b>Information</b>	Availability of arrival information for this bus	4%	7%	4%	6%	8%	5%	3%	12%	5%	8%	5%	2%
	Availability of next stop information on this bus	6%	9%	6%	6%	16%	6%	6%	17%	11%	9%	7%	5%
	Availability of information about service delays	13%	15%	9%	11%	24%	16%	12%	18%	21%	14%	17%	16%
	Ease of finding info (routes, stops, timetables)	6%	8%	7%	4%	13%	7%	7%	13%	11%	9%	8%	5%
<b>Customer Service</b>	Willingness of bus staff to help	2%	2%	3%	3%	4%	2%	2%	1%	0%	5%	2%	2%
	Knowledge of bus staff	1%	2%	3%	2%	4%	2%	4%	3%	1%	3%	2%	1%
	Presentation of bus staff	0%	1%	1%	1%	1%	1%	2%	1%	0%	2%	2%	0%

# Customer Satisfaction Index November 2015

Ferry								
% Partly to very satisfied		Ferry route						
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>98%</b>	<b>94%</b>	<b>98%</b>	<b>97%</b>	<b>98%</b>	<b>98%</b>	<b>98%</b>
<b>Timeliness</b>	This ferry turning up on time	98%	96%	97%	98%	98%	96%	99%
	Frequency of this ferry service	88%	87%	92%	80%	85%	87%	93%
	Journey time given the distance travelled	94%	91%	95%	98%	98%	97%	97%
	Time to connect to other transport services	90%	89%	92%	94%	95%	95%	97%
<b>Safety &amp; Security</b>	Feeling safe at the ferry wharf	98%	96%	97%	97%	99%	98%	99%
	Feeling safe while on this ferry	99%	98%	97%	99%	99%	99%	98%
	This ferry being driven safely	99%	98%	97%	99%	100%	99%	99%
<b>Ticketing</b>	Ease of purchasing my ticket	95%	93%	92%	96%	93%	94%	94%
	Choice of tickets that meet my travel needs	94%	90%	92%	91%	93%	91%	94%
<b>Convenience</b>	Availability of car parking facilities near the ferry wharf	47%	72%	68%	49%	73%	72%	70%
	Ease of connection with other modes of transport	92%	86%	89%	92%	94%	89%	96%
<b>Accessibility</b>	Ease of accessing the ferry wharf	96%	96%	97%	94%	96%	98%	99%
	Ease of getting on and off the ferry	96%	98%	97%	99%	99%	97%	99%
	Usefulness of signs to help you find your way	95%	90%	94%	94%	94%	94%	96%
<b>Comfort</b>	Comfort at the ferry wharf (shelter & seating)	89%	92%	93%	93%	96%	89%	97%
	Seat availability on this ferry	98%	97%	97%	99%	99%	98%	99%
	Seat comfort on this ferry	93%	95%	95%	96%	96%	98%	96%
	Temperature on this ferry	94%	93%	94%	96%	95%	96%	97%
	Personal space on this ferry	97%	96%	96%	98%	98%	98%	97%
	Smoothness of this ferry trip	97%	97%	97%	99%	99%	98%	99%
<b>Cleanliness</b>	Cleanliness of the ferry wharf	96%	95%	95%	94%	96%	96%	98%
	Cleanliness of this ferry	94%	98%	95%	96%	98%	97%	97%
<b>Information</b>	Availability of arrival information for this ferry	94%	93%	96%	96%	96%	90%	95%
	Availability of next stop information on this ferry	93%	92%	96%	95%	95%	93%	95%
	Availability of information about service delays	90%	88%	91%	87%	90%	86%	93%
	Ease of finding info (routes, stops, timetables)	93%	91%	94%	92%	92%	89%	92%
<b>Customer Service</b>	Willingness of ferry staff to help	91%	96%	93%	95%	97%	93%	97%
	Knowledge of ferry staff	91%	96%	91%	95%	97%	95%	96%
	Presentation of ferry staff	91%	96%	94%	93%	96%	95%	96%

# Customer Satisfaction Index November 2015

Ferry								
% Partly to very <i>dissatisfied</i>		Ferry route						
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>1%</b>	<b>4%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>
<b>Timeliness</b>	This ferry turning up on time	2%	3%	3%	1%	2%	3%	1%
	Frequency of this ferry service	8%	10%	6%	16%	11%	10%	4%
	Journey time given the distance travelled	5%	6%	2%	1%	1%	2%	1%
	Time to connect to other transport services	5%	5%	4%	4%	2%	2%	2%
<b>Safety &amp; Security</b>	Feeling safe at the ferry wharf	1%	3%	2%	1%	0%	1%	0%
	Feeling safe while on this ferry	1%	1%	2%	1%	0%	1%	1%
	This ferry being driven safely	1%	2%	1%	0%	0%	1%	0%
<b>Ticketing</b>	Ease of purchasing my ticket	3%	4%	7%	3%	3%	4%	4%
	Choice of tickets that meet my travel needs	3%	7%	5%	5%	3%	6%	4%
<b>Convenience</b>	Availability of car parking facilities near the ferry wharf	35%	20%	16%	35%	16%	18%	17%
	Ease of connection with other modes of transport	4%	7%	5%	4%	4%	8%	2%
<b>Accessibility</b>	Ease of accessing the ferry wharf	1%	2%	2%	4%	2%	2%	1%
	Ease of getting on and off the ferry	2%	1%	2%	0%	1%	3%	0%
	Usefulness of signs to help you find your way	3%	5%	2%	2%	2%	2%	2%
<b>Comfort</b>	Comfort at the ferry wharf (shelter & seating)	6%	4%	4%	5%	2%	9%	1%
	Seat availability on this ferry	2%	2%	2%	0%	1%	1%	0%
	Seat comfort on this ferry	3%	2%	2%	2%	1%	1%	1%
	Temperature on this ferry	2%	4%	3%	2%	2%	3%	1%
	Personal space on this ferry	1%	2%	2%	1%	1%	1%	1%
	Smoothness of this ferry trip	1%	1%	2%	1%	1%	1%	1%
<b>Cleanliness</b>	Cleanliness of the ferry wharf	2%	3%	2%	4%	2%	2%	1%
	Cleanliness of this ferry	3%	1%	2%	2%	2%	1%	1%
<b>Information</b>	Availability of arrival information for this ferry	2%	4%	2%	1%	3%	3%	2%
	Availability of next stop information on this ferry	2%	5%	1%	2%	3%	2%	2%
	Availability of information about service delays	3%	7%	3%	5%	3%	6%	2%
	Ease of finding info (routes, stops, timetables)	3%	5%	2%	3%	3%	5%	4%
<b>Customer Service</b>	Willingness of ferry staff to help	2%	2%	1%	1%	1%	3%	1%
	Knowledge of ferry staff	2%	1%	1%	0%	1%	2%	1%
	Presentation of ferry staff	3%	1%	1%	2%	1%	1%	2%

# Customer Satisfaction Index November 2015

Taxi					
% Partly to very <i>satisfied</i>		Taxi service area			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>81%</b>	<b>88%</b>	<b>88%</b>	<b>85%</b>
<b>Timeliness</b>	Availability of taxi service	83%	85%	83%	88%
	Taxi arrived on time	81%	87%	86%	89%
	Journey time given the distance travelled	85%	92%	91%	90%
	Traffic flow	78%	89%	90%	90%
<b>Safety &amp; Security</b>	Feeling safe while in the taxi	88%	93%	93%	89%
	Feeling safe at the taxi rank	91%	85%	78%	81%
	The taxi was driven safely	87%	93%	94%	89%
	Security features provided in the taxi	84%	90%	89%	89%
<b>Payment</b>	Ease of payment	89%	91%	90%	91%
	Charged correct fare	85%	90%	91%	90%
	Reasonableness of fare charged	71%	80%	77%	74%
	Reasonableness of the payment method surcharge	67%	73%	74%	77%
<b>Convenience</b>	Ease of booking the taxi	84%	92%	93%	87%
	Ease of finding the taxi rank	88%	90%	85%	91%
	Convenience of drop off at destination	90%	95%	94%	91%
<b>Accessibility</b>	Ease of getting in and out of the taxi	90%	91%	95%	89%
	Adequate space during the trip	90%	92%	96%	90%
<b>Comfort</b>	Comfort at taxi rank (e.g. shelter & seating)	65%	69%	70%	65%
	Comfort within the taxi	87%	92%	92%	90%
	Temperature level in the taxi	86%	91%	93%	90%
<b>Cleanliness</b>	Cleanliness of the taxi rank	84%	76%	78%	81%
	Cleanliness of the taxi interior	85%	93%	92%	88%
	Pleasant smell in the taxi	78%	84%	88%	85%
<b>Information</b>	Information on where to find a taxi	76%	77%	73%	75%
	Availability of information at taxi rank	73%	65%	68%	67%
	Information on how to book a taxi	81%	89%	86%	86%
	Information on my booking request	80%	85%	81%	82%
	Information on fares including tolls	69%	78%	77%	73%
<b>Customer Service</b>	Willingness of taxi driver to help	77%	85%	84%	83%
	Knowledge of taxi driver to get you to your destination	84%	88%	91%	87%
	Personal presentation of taxi driver	82%	88%	89%	89%
	Ease of communicating with taxi driver	81%	88%	89%	87%
	Staff on the phone responded to my needs	83%	85%	82%	88%

# Customer Satisfaction Index November 2015

Taxi					
% Partly to very <i>dissatisfied</i>		Taxi service area			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
<b>Overall</b>	<b>How satisfied are you with this service</b>	<b>8%</b>	<b>6%</b>	<b>6%</b>	<b>4%</b>
<b>Timeliness</b>	Availability of taxi service	8%	7%	9%	4%
	Taxi arrived on time	11%	6%	10%	6%
	Journey time given the distance travelled	6%	3%	3%	1%
	Traffic flow	9%	2%	2%	1%
<b>Safety &amp; Security</b>	Feeling safe while in the taxi	5%	2%	2%	3%
	Feeling safe at the taxi rank	4%	7%	12%	7%
	The taxi was driven safely	6%	3%	2%	2%
	Security features provided in the taxi	3%	2%	2%	1%
<b>Payment</b>	Ease of payment	3%	3%	4%	2%
	Charged correct fare	6%	4%	3%	1%
	Reasonableness of fare charged	15%	10%	16%	13%
	Reasonableness of the payment method surcharge	15%	9%	11%	6%
<b>Convenience</b>	Ease of booking the taxi	5%	2%	5%	7%
	Ease of finding the taxi rank	5%	4%	9%	5%
	Convenience of drop off at destination	4%	2%	2%	2%
<b>Accessibility</b>	Ease of getting in and out of the taxi	2%	2%	1%	4%
	Adequate space during the trip	2%	1%	1%	3%
<b>Comfort</b>	Comfort at taxi rank (e.g. shelter & seating)	14%	13%	16%	16%
	Comfort within the taxi	5%	3%	2%	3%
	Temperature level in the taxi	5%	2%	2%	2%
<b>Cleanliness</b>	Cleanliness of the taxi rank	7%	7%	13%	5%
	Cleanliness of the taxi interior	6%	3%	4%	3%
	Pleasant smell in the taxi	10%	6%	7%	4%
<b>Information</b>	Information on where to find a taxi	12%	8%	15%	4%
	Availability of information at taxi rank	14%	15%	23%	8%
	Information on how to book a taxi	4%	2%	6%	4%
	Information on my booking request	6%	4%	9%	6%
	Information on fares including tolls	11%	7%	7%	8%
<b>Customer Service</b>	Willingness of taxi driver to help	7%	6%	5%	5%
	Knowledge of taxi driver to get you to your destination	8%	6%	5%	5%
	Personal presentation of taxi driver	5%	4%	5%	3%
	Ease of communicating with taxi driver	10%	4%	6%	4%
	Staff on the phone responded to my needs	4%	6%	7%	4%