



TRANSLink

TransLink's Tracker 2008–2009 Q4

 Information

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About TransLink's Tracker

TransLink has many responsibilities, including planning, ticketing, funding, integrating, developing and managing the public transport network across South East Queensland.

Another key function of TransLink is monitoring the performance of the network, spread across 10,000 square kilometres to inform ourselves, our operators and our customers of areas that are performing well and areas that need our attention.

TransLink's Tracker provides a performance snapshot of the TransLink network following the fourth quarter of the 2008/9 financial year.

The Tracker will become a quarterly feature of TransLink's reporting and information regime for a number of reasons:

- it's important that our customers can access and scrutinise the performance of TransLink and its operators
- it's important that future developments, improvements and enhancements are debated and viewed in the context of the current network
- it's important that Queensland taxpayers, who also heavily subsidise public transport services, are able to view the performance of the network
- most of all, it's important that TransLink be an open and accountable organisation, positioned to maximise public transport options throughout South East Queensland.

Monitoring performance across the network, holding our operators accountable and listening to our customers' opinions are important as we continue to develop a world-class network.

We value your feedback through www.translink.com.au or by phoning 13 12 30.

After all, public transport is, and should always be, about the customer.

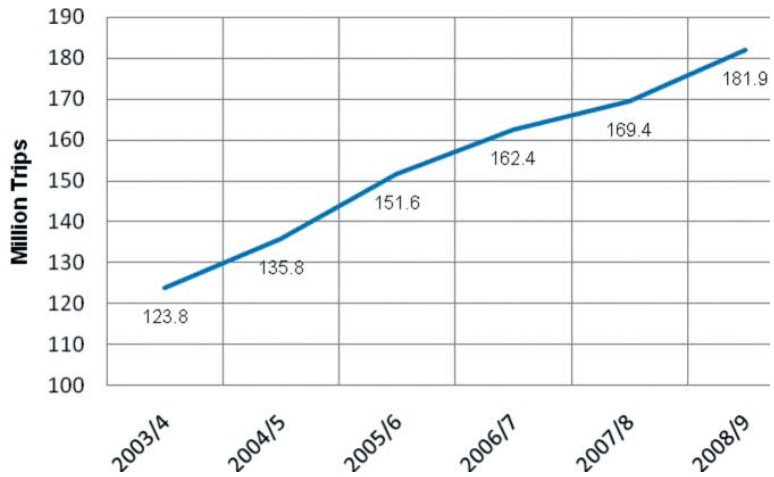
Peter Strachan

Chief Executive Officer

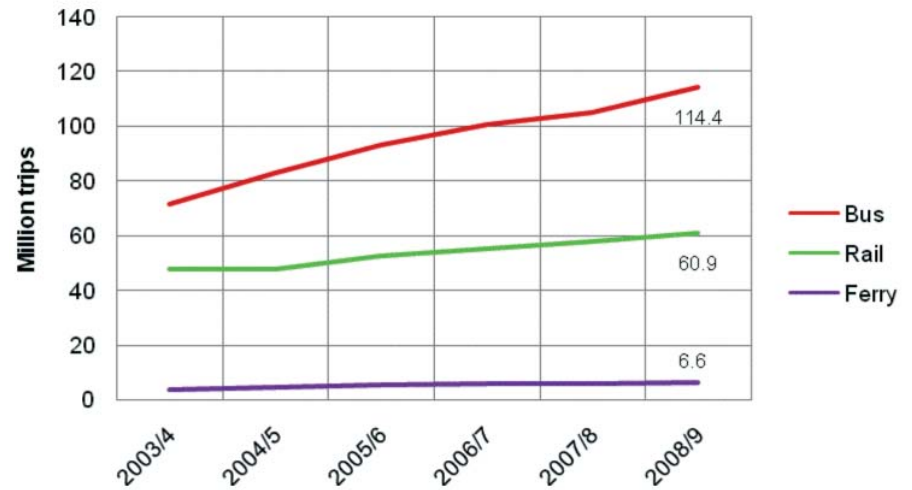
TransLink Transit Authority



Network wide patronage



Patronage by mode



Patronage

Patronage measures the number of trips taken across the TransLink network.

Public transport patronage in South East Queensland continues to grow strongly, with 181.9 million trips taken across the network, and increase of 7.4 per cent compared to the previous year.

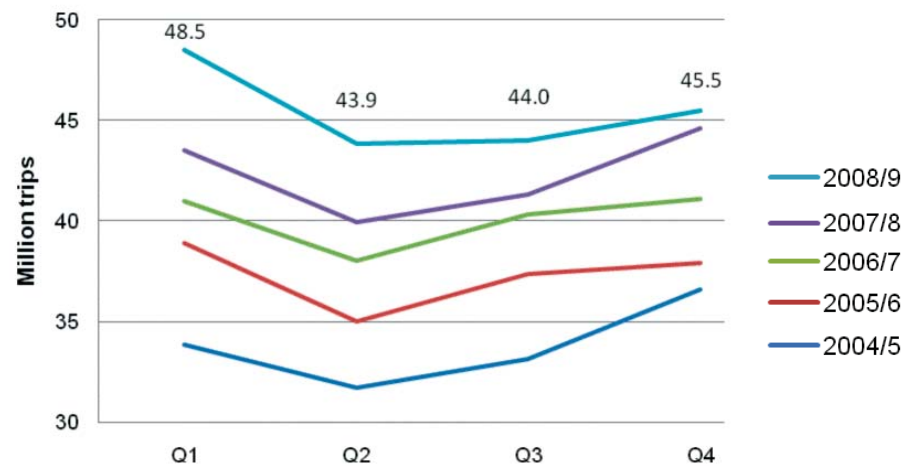
The TransLink network currently consists of three different modes of public transport – bus, rail and ferry. Patronage on each mode continued to grow over the year.

The annual growth for each mode, when compared to the previous year, is 8.6 per cent for bus, 5.2 per cent for rail and 4.8 per cent for ferry.

Bus trips in Brisbane topped 73 million, up nine per cent, on the back of an additional \$18 million worth of new bus services introduced by TransLink in 2008/09.

Rail trips were boosted by an increase of eight new train services.

Patronage by quarter





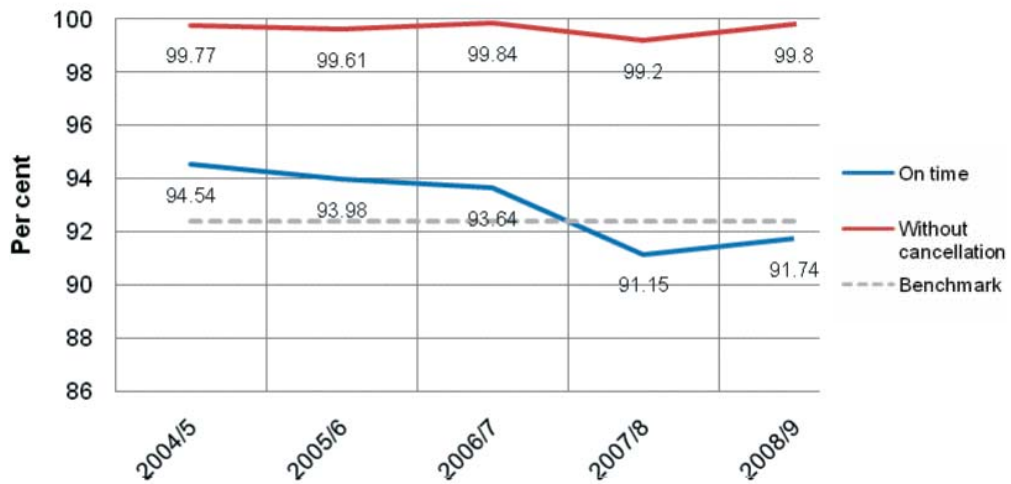
Service on-time running and cancellations

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

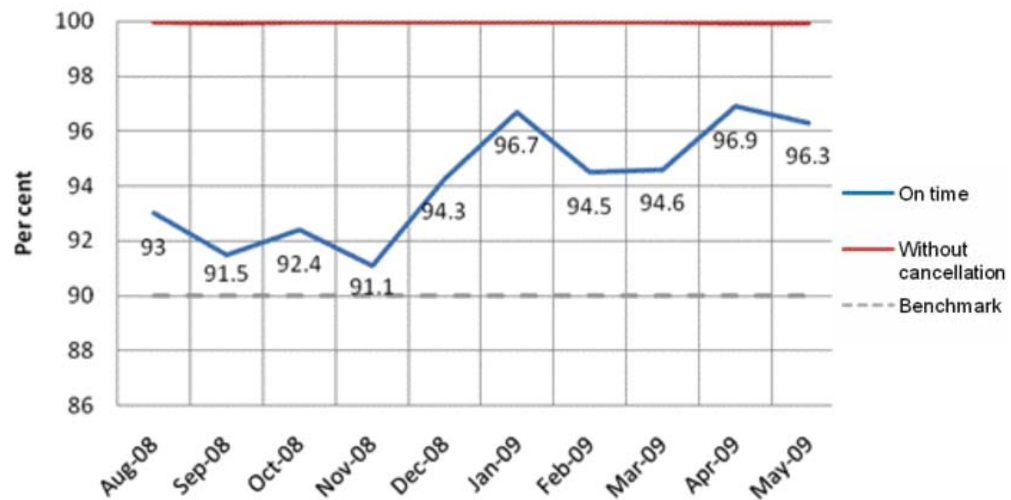
On-time running benchmarks for rail services are 92.4 to 95.4 per cent; and 99.5 to 99.7 for services without cancellation.

On-time running benchmarks for bus operators are 90 per cent; and 99 per cent for services without cancellation.

On-time running and cancellations—train



On-time running and cancellations—bus*



Footnote

* Within four minutes (early or late) of the scheduled arrival time.

† Within six minutes (late) or two minutes (early) of the scheduled arrival time.

‡ Data is compiled monthly. From 2009/10, this data will be presented annually and quarterly.



Customer enquiries

TransLink is the single point of contact for public transport customer information across South East Queensland.

Customers can contact TransLink through the website www.translink.com.au or by calling 13 12 30.

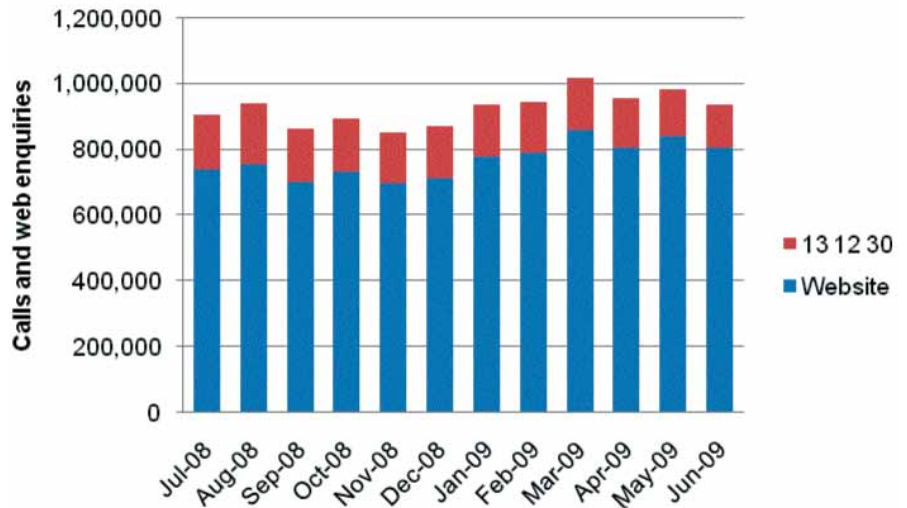
TransLink's call centre and website is the single point of contact for customers requesting information on services or timetables for their up-coming journey.

Across the year, 69 per cent of website visits and call centre queries were for journey planning purposes.

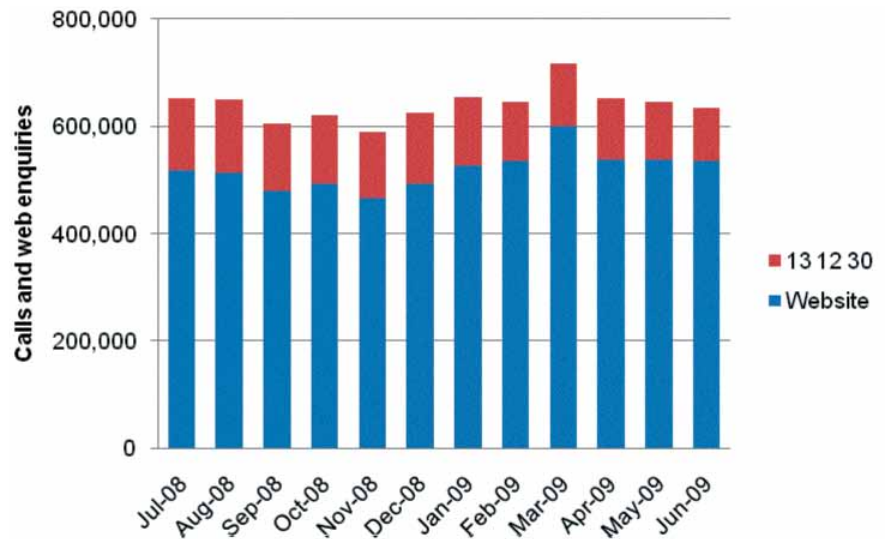
TransLink's call centre and website is also the single point of contract for customers wanting to raise an issue or make a complaint. Across the financial year, 5.4 complaints were received by TransLink for every 10 000 trips made on the network.

Over the same period complaints represented 0.9 per cent of total customer visits made to TransLink.

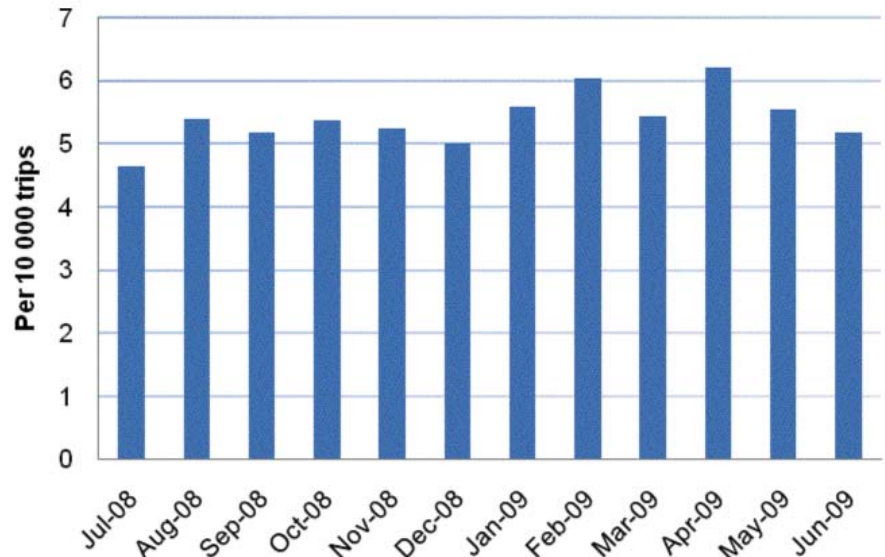
Total customer enquiries



Journey planner customer enquiries



Complaints customer enquiries





Fare evasion

Fare evasion is a major challenge for public transport networks across the world, estimated to cost up to \$16 million a year on the TransLink network.

On the TransLink network, the message is clear; those who aren't doing the right thing risk a \$200 on-the-spot fine.

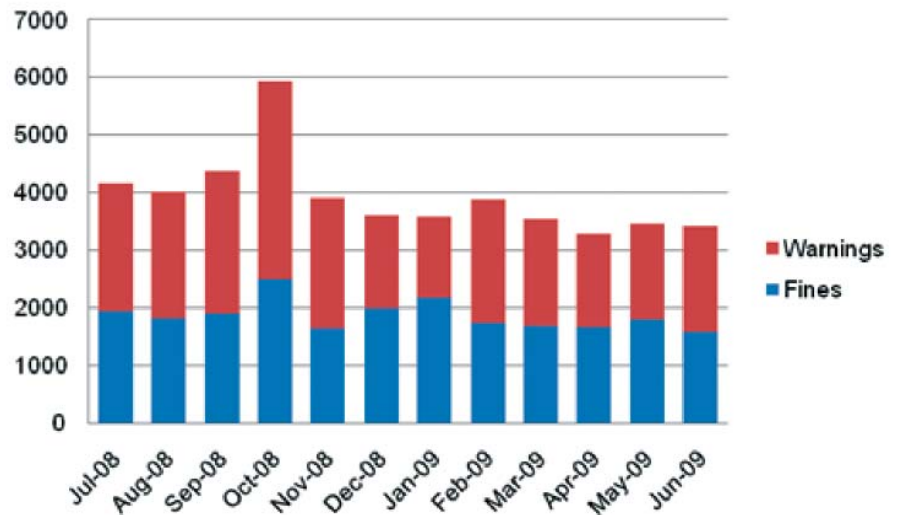
Passengers travelling on the TransLink network should:

- clearly display a valid ticket – with a valid date, time and zones travelled – to the transit officer
- if requested by an authorised transit officer, supply their proof of concession as well as name, age and date of birth for further identification verification.

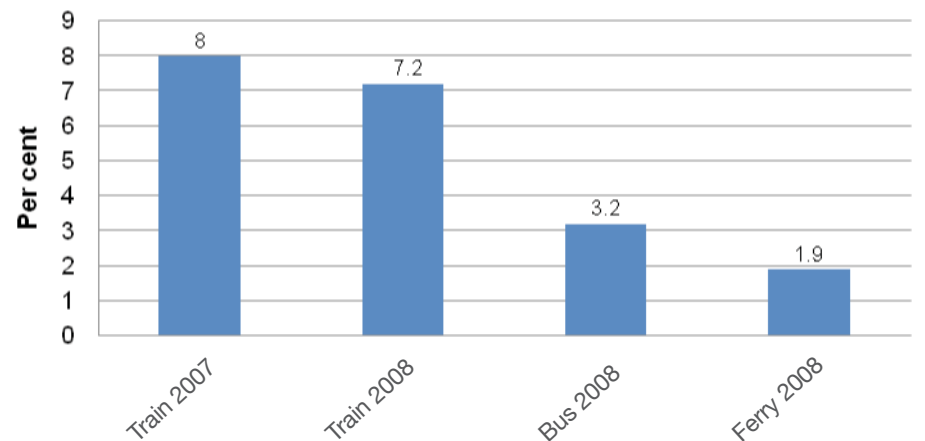
TransLink conducts annual surveys, to identify the level of fare evasion across the network.

Fare evasion is classed as any person travelling without a valid ticket or go card, or without the correct concession for their ticket or go card.

Fines and warnings issued



Network wide fare evasion





go card

TransLink's go card has revolutionised travel across the network, by providing an integrated, paperless ticket system.

The number of go cards issued continues to exceed expectations, with the 370 000th go card issued on June 30, 2009.

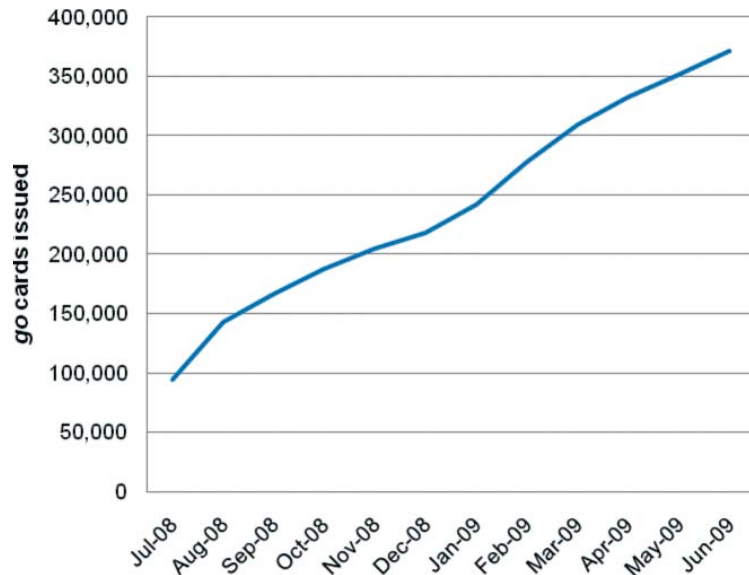
The usage of go cards on the network has also been growing, with more than 1 million go card trips taken in a week for the first time in March or 28.7 per cent of all trips across the network.

All up 4.44 million trips or 33 per cent of all trips were taken across the network in June using a go card.

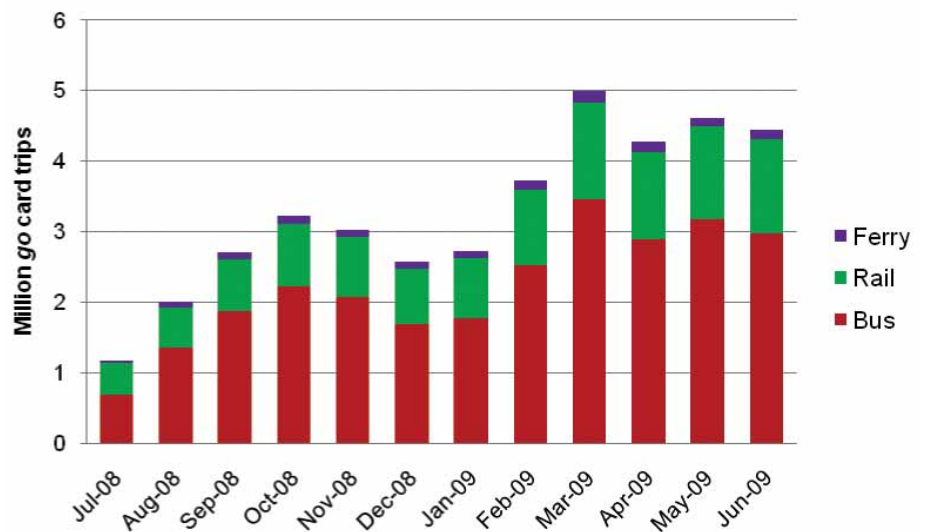
Adjustments fares show the number of customers who have had their go card manually changed because they have not touched off or the system does not have enough information to calculate the exact fare due to technical issues.

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.

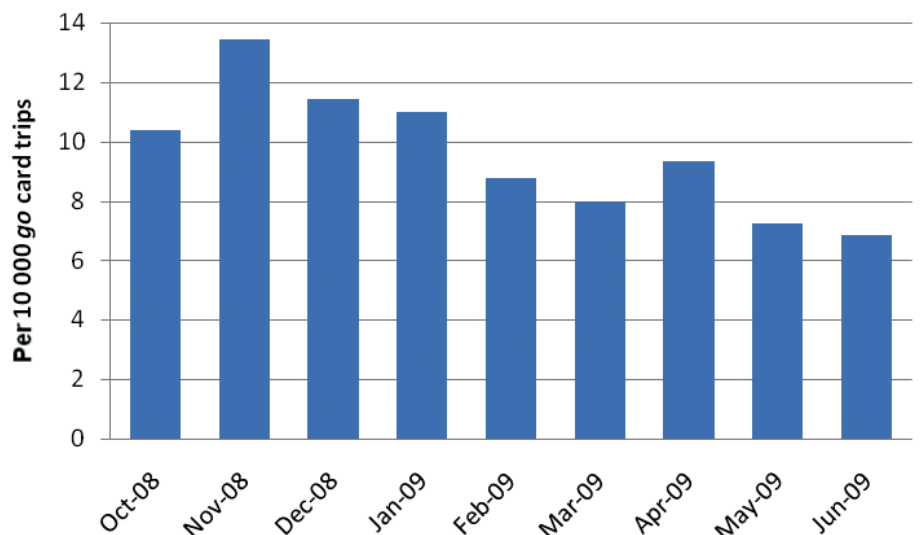
Total go cards issued



go card use



go card adjustments





Customer satisfaction

The quarterly TransLink Customer Satisfaction survey draws on the opinions of public transport users across South East Queensland.

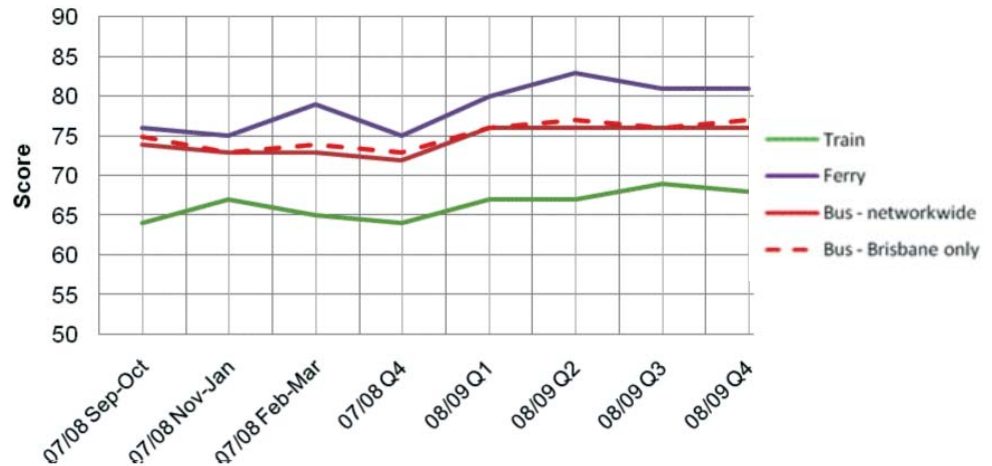
The survey allows TransLink to understand, measure and monitor customer satisfaction with services and operators across the network.

Consistent with measures across leading companies, TransLink has utilised a customer satisfaction score reflecting performance and customer priorities.

A level of 50 is classed as somewhat satisfied, while levels of 75 and above are classed as 'very satisfied'.

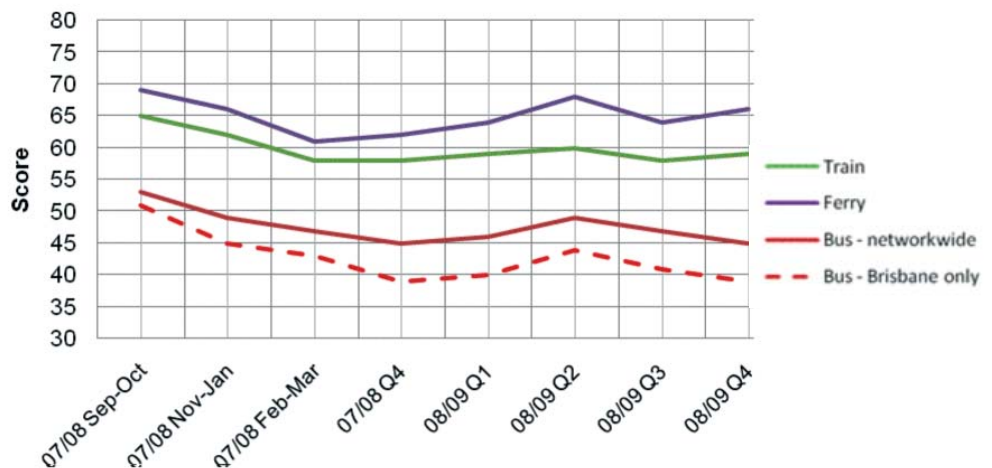
Safety and security

Safety at stops, stations and on board vehicles.



Reliability and frequency

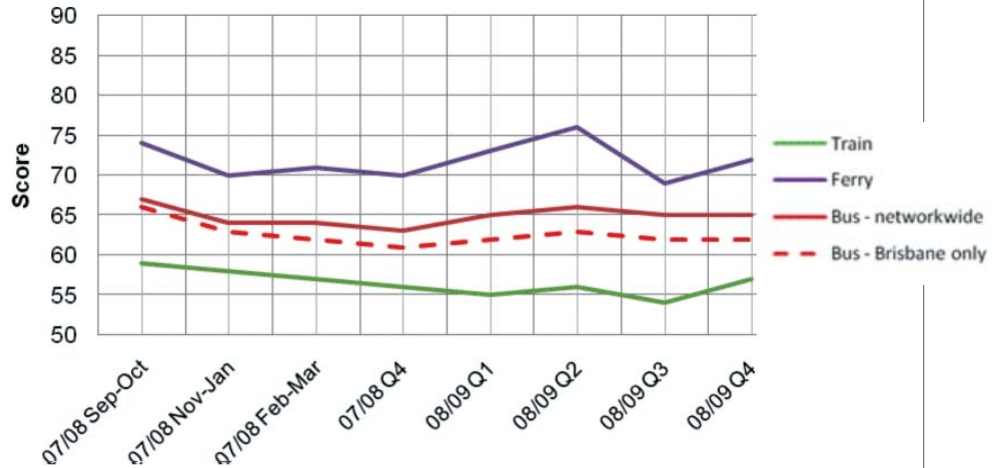
Ability to meet departure times and frequency.





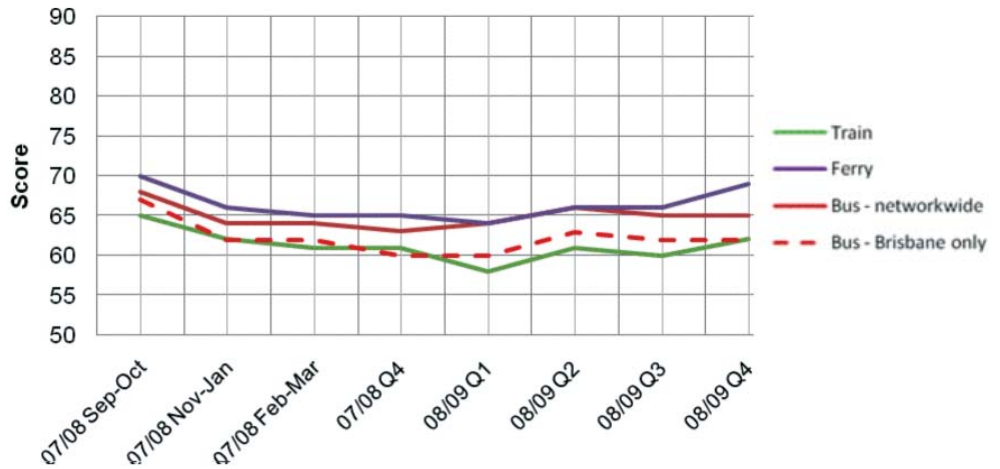
Comfort of ride

Cleanliness, availability of seats and temperature on board.



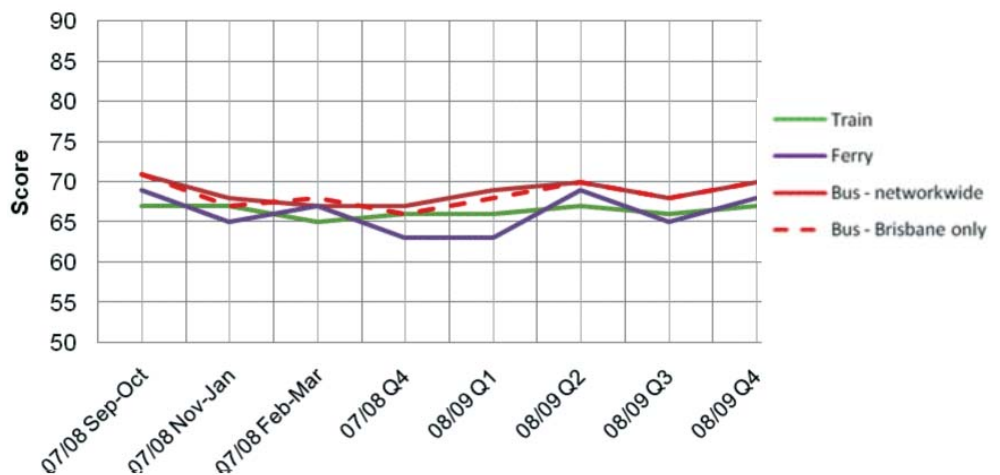
Ease of use

Modal connection, ability to transfer and using and understanding ticketing.



Proximity

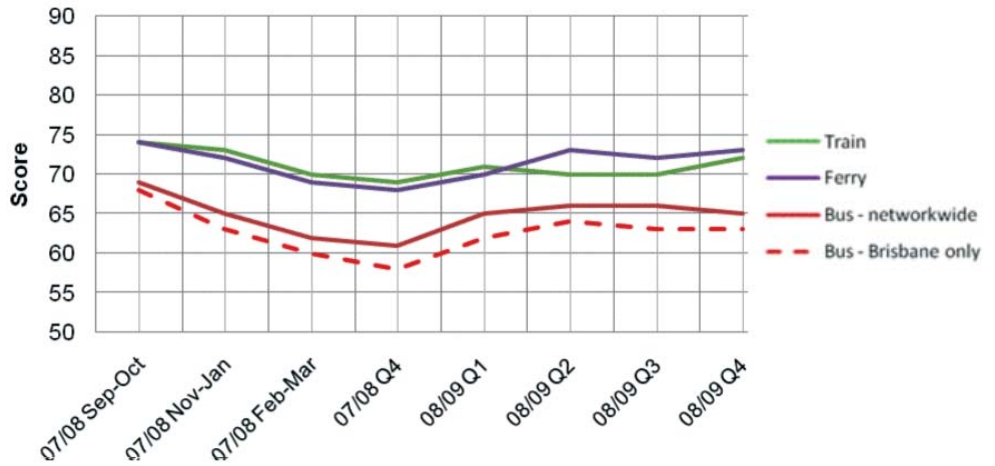
Convenience of available routes and distances from stops and stations.





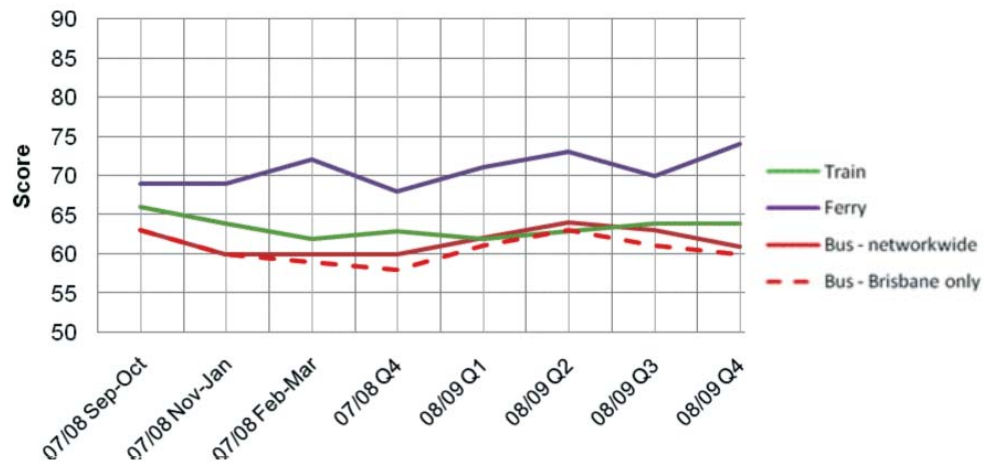
Efficiency

Door-to-door travel time and avoidance of congestion.



Information

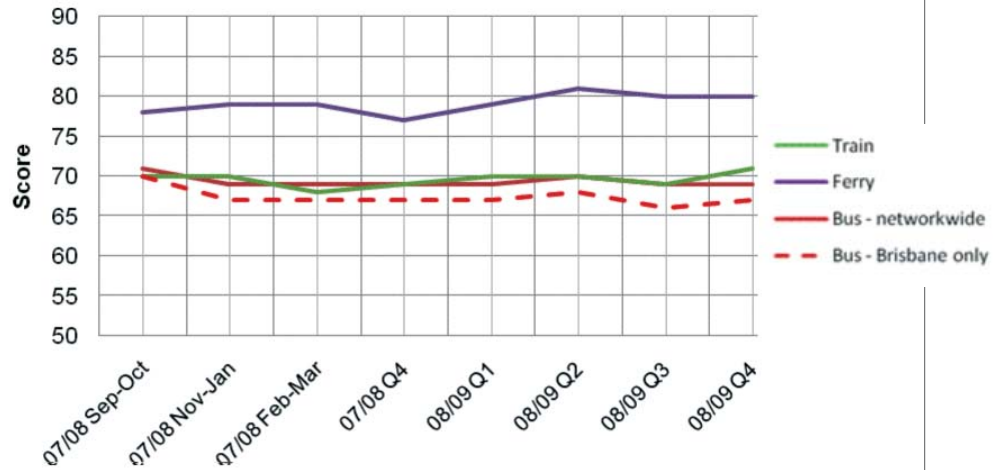
Ability to understand on-board and at-station information and timetables.





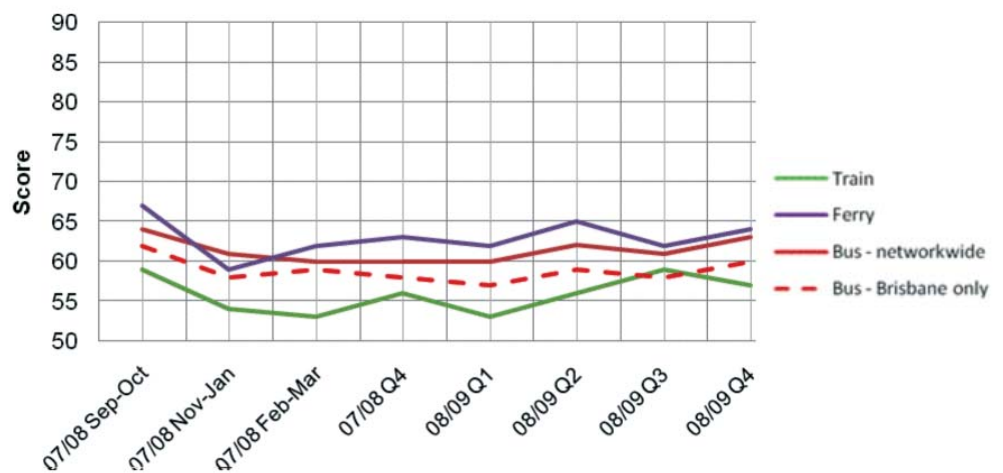
Helpfulness of staff

Knowledge, conduct, presentation and helpfulness of staff.



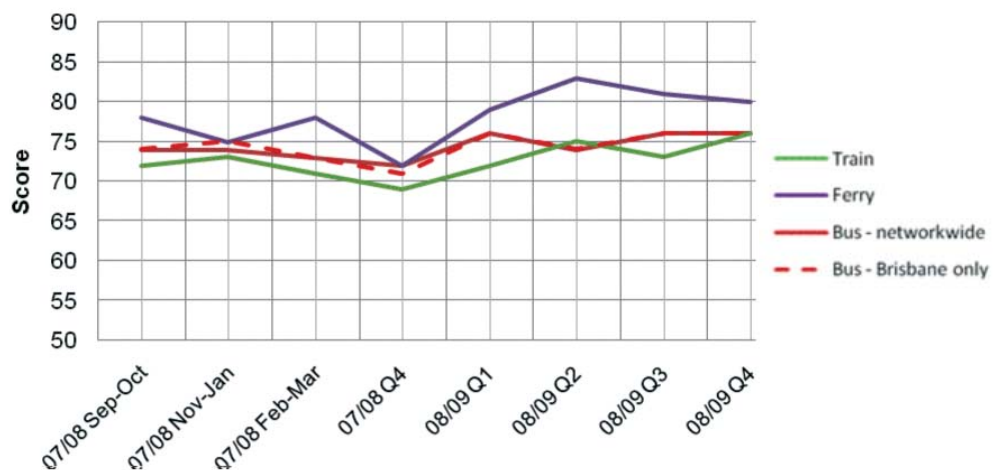
Affordability

Range of tickets, cost of tickets and ability to buy multi-trip tickets.



Accessibility

Ease of getting on and off the platform, and on and off the vehicles.





Train passenger load

QR conducts Passenger Load Surveys to provide a snapshot of peak period passenger levels on trains across the TransLink network.

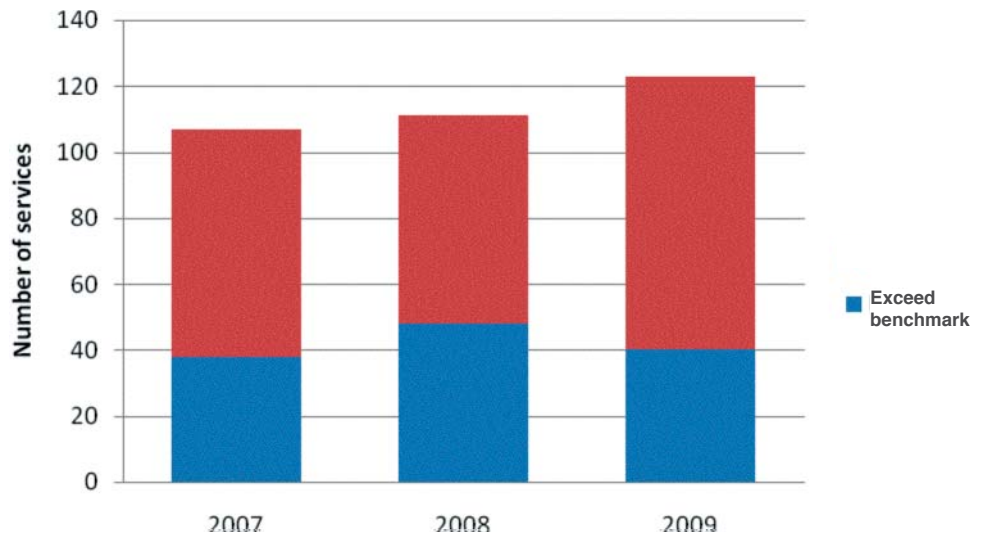
The design capacity, for this survey, is a factor of the trains' distance from Central station – it records the number of trains outside 20 minutes from Central station where a passenger is standing.

The number of peak period trains in the morning which exceeded this benchmark, has fallen from 48 of 111 down to 40 of 123*. The number of peak period trains in the afternoon which exceeded this benchmark has risen from 17 of 106 to 23 of 109*.

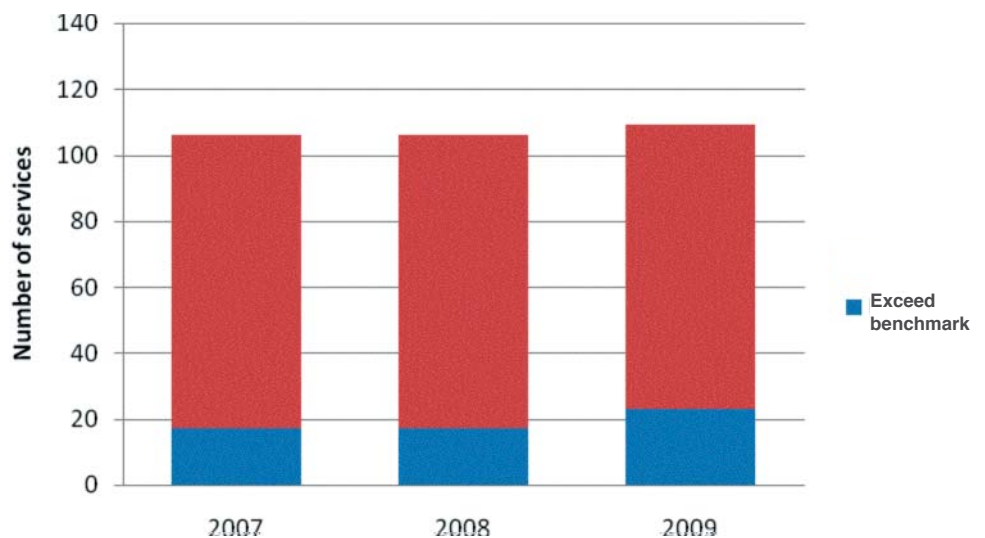
The count from this survey, conducted in March 2009, shows that peak period train patronage numbers have increased on the same period in 2008.

An average of 65 752 people caught train services between 6am and 9am on weekdays in March, compared to 62 517 people the previous year. An average of 57 286 passengers alighted services between 3.30pm and 6.30pm in March, compared to 56 272 the previous year.

Morning peak period - overall



Afternoon peak period – overall



Services which exceed benchmark

Morning peak period by line

	2008	2009
Beenleigh	5 of 15	5 of 14
Caboolture	10 of 18	7 of 21
Cleveland	6 of 15	5 of 15
Doomben	0 of 5	1 of 5
Ferry Grove	5 of 13	3 of 15
Ipswich	11 of 19	6 of 26
Nambour	2 of 5	3 of 5
Robina	5 of 6	6 of 7
Shorncliffe	3 of 8	4 of 8

Afternoon peak period by line

	2008	2009
Beenleigh	0 of 13	1 of 12
Caboolture	7 of 16	5 of 16
Cleveland	2 of 11	4 of 12
Doomben	0 of 3	0 of 4
Ferry Grove	0 of 15	0 of 16
Ipswich	2 of 19	5 of 19
Nambour	0 of 5	2 of 5
Robina	5 of 6	5 of 8
Shorncliffe	1 of 8	1 of 8

Footnote

* Includes Airport services.

