

# TransLink Tracker

2011–2012 Q2



## 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.

The materials presented in this publication are an information source only. The TransLink Transit Authority makes no statements, representation or warranties about the accuracy, currency or completeness of any information contained in this publication.

The TransLink Transit Authority disclaims all responsibilities for the information and liability (including without limitation,

liability for negligence) for any loss, damage, expense and costs arising from any information being inaccurate or incomplete in any way for any reason.

Materials from this publication may be used or reproduced for study, research or training purposes providing the meaning is unchanged and the TransLink Transit Authority is acknowledged.

## For more information

**Web** [translink.com.au](http://translink.com.au)  
**Phone** 07 3338 4000  
**Fax** 07 3338 4001  
**Mail** TransLink's Tracker  
TransLink Transit Authority  
GPO Box 50  
Brisbane Qld 4001

# Contents



<b>4</b>	<b>Patronage</b>	<b>8</b>	<b>go card</b>	13	Affordability
4	Network-wide patronage	8	go card use network wide	13	Accessibility
4	Bus patronage	8	go card use by mode	13	go card
4	Train patronage	9	go card fixed fares	<b>14</b>	<b>Passenger safety and fare evasion</b>
5	Ferry patronage	9	go card adjustments	14	Fines and warnings
5	Fare and subsidy per trip	9	go card customer complaints	14	Passenger injuries
5	Fare and subsidy - network-wide	<b>10</b>	<b>Customer satisfaction</b>	<b>15</b>	<b>Service kilometres</b>
<b>6</b>	<b>Services on-time running and services delivered</b>	10	Overall satisfaction	15	Service kms – bus
6	On-time running and services delivered – train	10	Safety and security	15	Service kms – train
6	On-time running – bus	10	Reliability and frequency	<b>16</b>	<b>Bus Operator Profile – Veolia Transport Queensland</b>
<b>7</b>	<b>Customer enquiries</b>	11	Comfort of ride		
7	Total customer enquiries	11	Ease of use		
7	Journey planner customer enquiries	11	Proximity		
7	Customer complaints	12	Efficiency		
		12	Information		
		12	Helpfulness of staff		



*“We’re on track for this year’s target of 310,000 additional weekly seats with many more regular and new services.”*

TransLink is continuing to make travel easier with major improvements to bus services in our Brisbane, eastern and northern regions commencing in February.

These bus upgrades are possible due to funds from our five-year fares and product strategy, which also rewards regular travellers and encourages off-peak travel.

In the past two years, we exceeded the targets for additional weekly seats on public transport of 301,000 and 305,000 extra seats.

We’re on track for this year’s target of 310,000 additional weekly seats with many more regular and new services included as part of February’s Brisbane, eastern and northern bus improvements and October’s southern suburbs.

The additional capacity added to Brisbane Transport buses particularly across peak periods, also has a strong focus on improving connections to key destinations including the University of Queensland. The eastern and northern region changes are being delivered by Veolia and Thompsons bus services.

The planning for significant network changes involves close collaboration with our delivery partners and our customers, and often ongoing support from local government, particularly in Brisbane, and on the Sunshine Coast and Gold Coast.

It is exciting to provide direct access to public transport in some of the developing areas within our network for the first time, as well as weekend services in some areas where these haven’t been available previously.

Our customers want more frequency and reliability on services and our fare strategy continues to provide the means to deliver that.

The foreword for the next TransLink Tracker will be the first for our new CEO, Neil Scales.

Neil brings more than 30 years of public transport experience to TransLink and comes directly from 12 years as the Chief Executive and Director-General of Merseytravel. He is credited with making Merseytravel one of the best transport authorities in the UK.

I know Neil is looking forward to his new role.

For my part, I have enjoyed the challenge of being in the chair, particularly during the busy Christmas and New Year period and the introduction of this quarter’s significant service improvements.

*Matt Longland*

**Acting Chief Executive Officer  
TransLink Transit Authority**







## Patronage

Overall patronage for Q2 was 43.3 million trips compared with 42.6 million trips for the same quarter in 2010/11 – an increase of 1.6 per cent.

The half year patronage was 89.2 million – up 0.4 per cent on the same period the previous year.

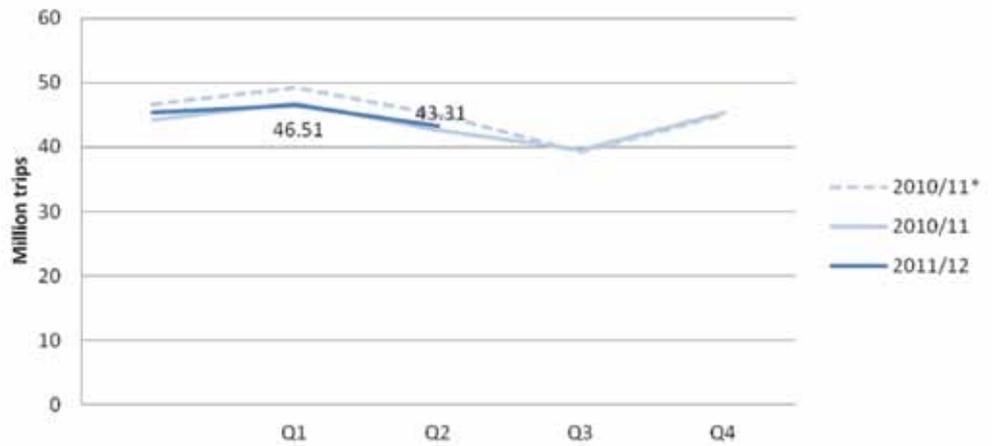
Bus patronage for Q2 was 29.2 million trips which is an increase of just over 20,000 trips compared with Q2 last year.

Train patronage this quarter was 12.8 million trips which is an increase of over five per cent compared with the adjusted Q2 figure from last year (12.08 million).

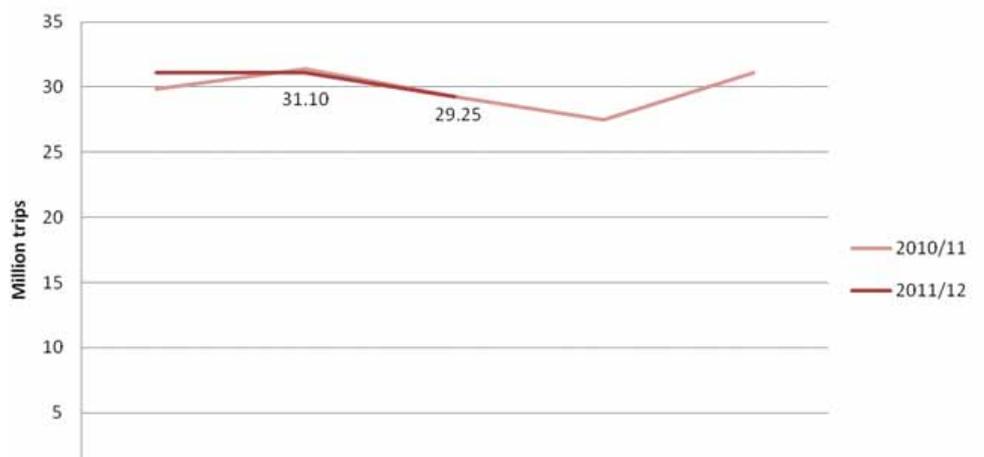
See Q1 2011/12 for more details on the correction applied to train patronage.

Ferry patronage for Q2 was less than 7000 fewer trips than the same quarter last year, with rounded figures for both quarters coming out at 1.3 million trips.

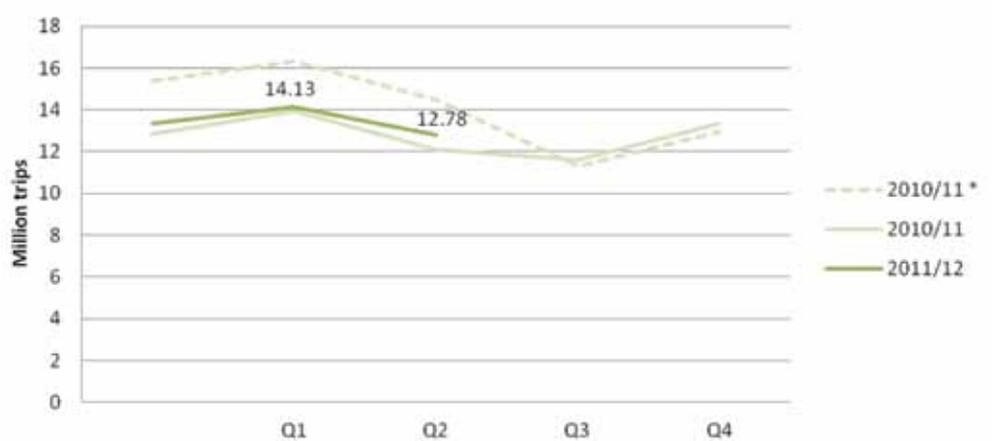
### Network-wide patronage - quarterly



### Bus patronage - quarterly

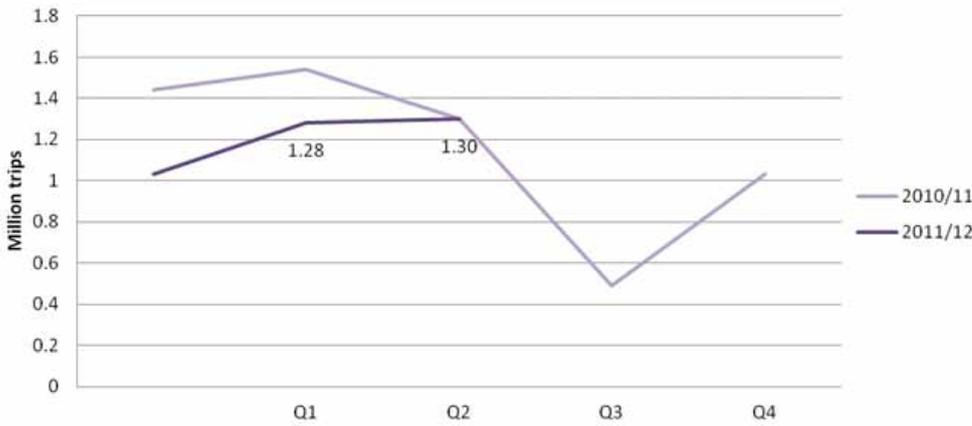


### Train patronage - quarterly



\* Previously reported unadjusted patronage.

**Ferry patronage - quarterly**

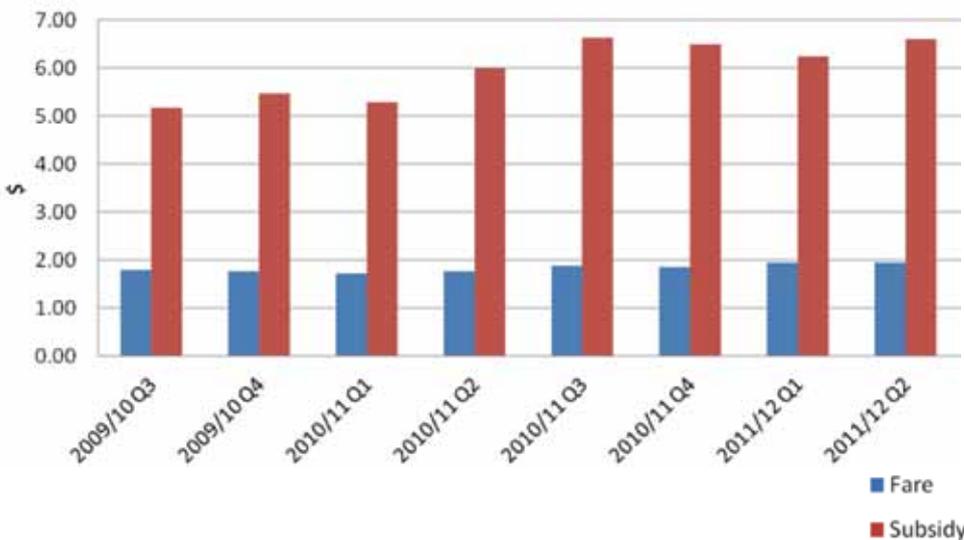


In Q1 the average fare per trip paid by customers was \$1.94 and the average Queensland Government subsidy per trip for the quarter was \$6.62.

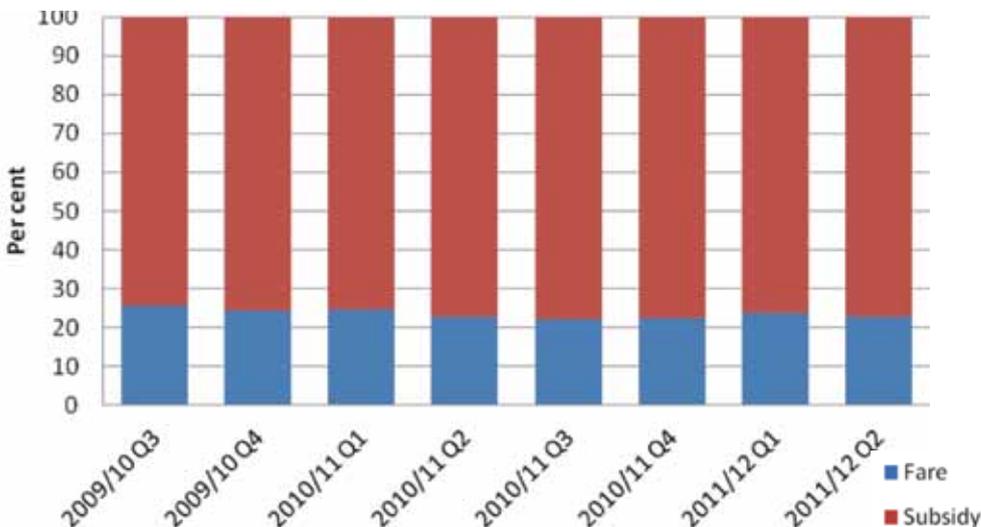
The Q2 subsidy is based on network funding from the Queensland Government of \$286.6 million and fare revenue of \$84.2 million for the quarter. Revenue collected through fares made up 22.7 per cent of total funding during Q2.

In 2011/12, the Brisbane City Council provided \$68.1 million funding toward public transport services, while the Gold Coast City Council and Sunshine Coast Regional Council also contributed to TransLink public transport services. TransLink commercial activities also assist to fund public transport services.

**Fare and subsidy per trip**



**Fare and subsidy - network-wide**





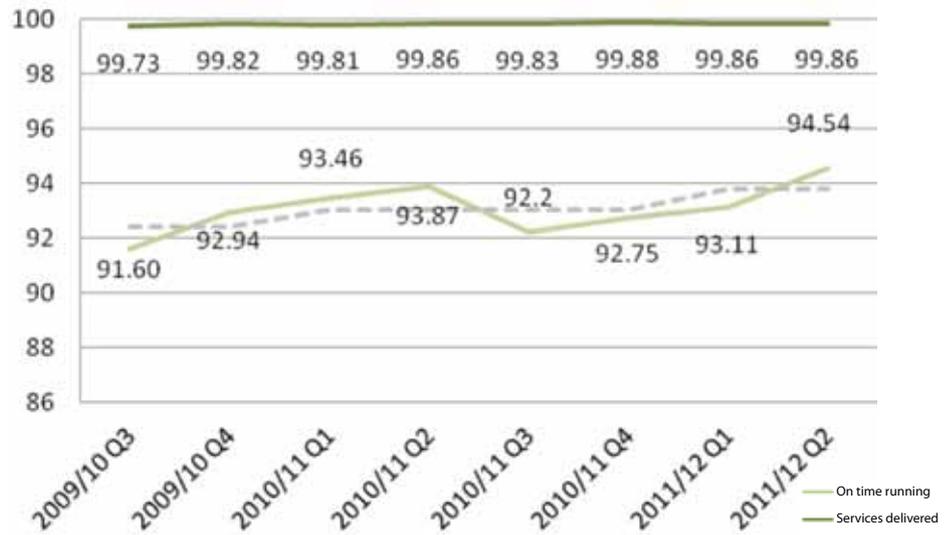
## Services on-time running and services delivered

Bus on-time running for Q2 was 95.38 per cent. The quarterly figure continues to perform above the 90 per cent benchmark set by TransLink.

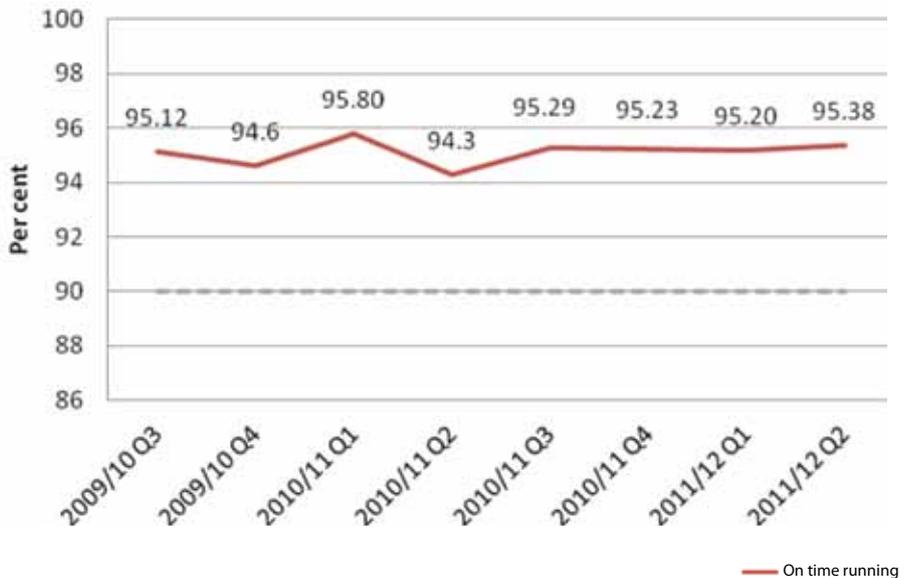
On-time running for this quarter for trains was 94.54 per cent.

The TransLink benchmark for Queensland Rail peak services on-time running has been increased to 93.77 this year.

**On-time running and services delivered – train\***



**On-time running – bus#**

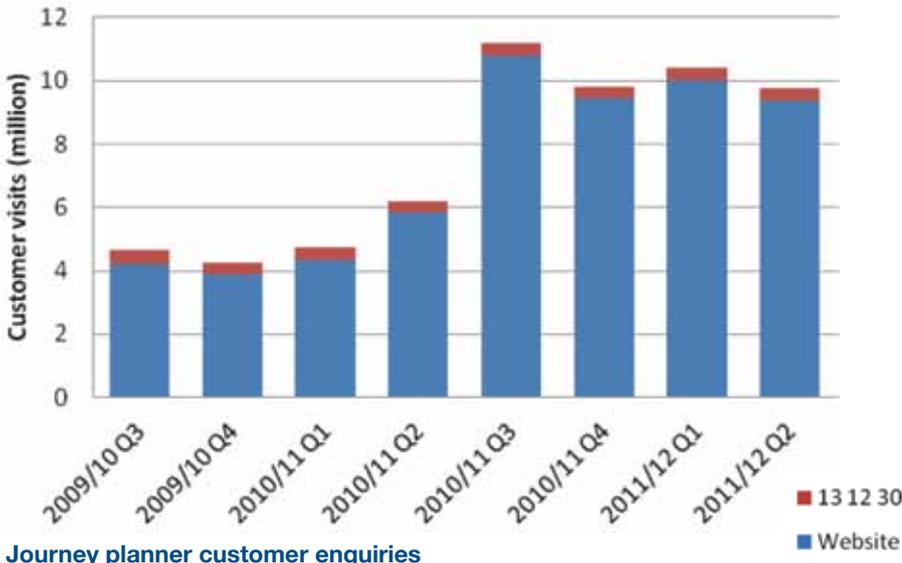


**Footnote**

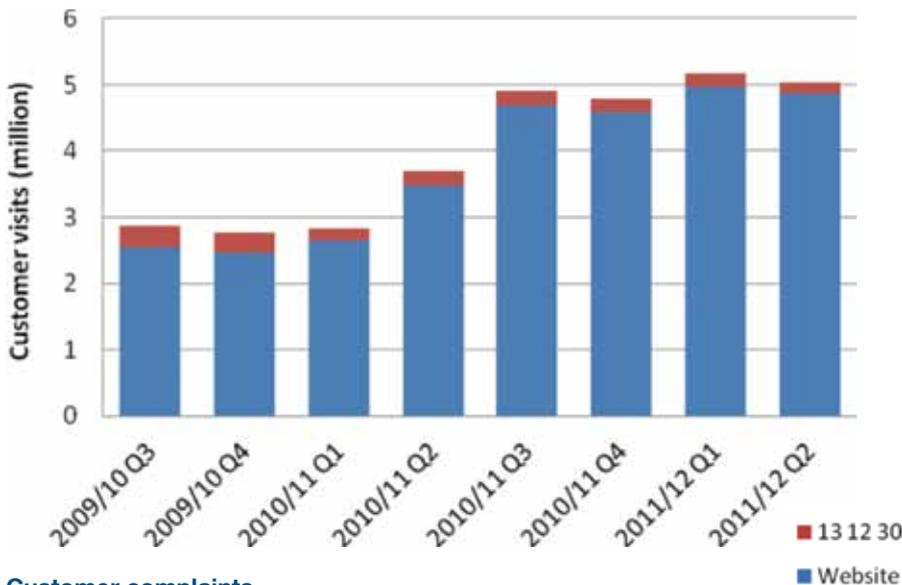
\* Less than four minutes (before or after) the scheduled arrival times on all lines, except Gold Coast and Sunshine Coast where the benchmark is within six minutes.

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

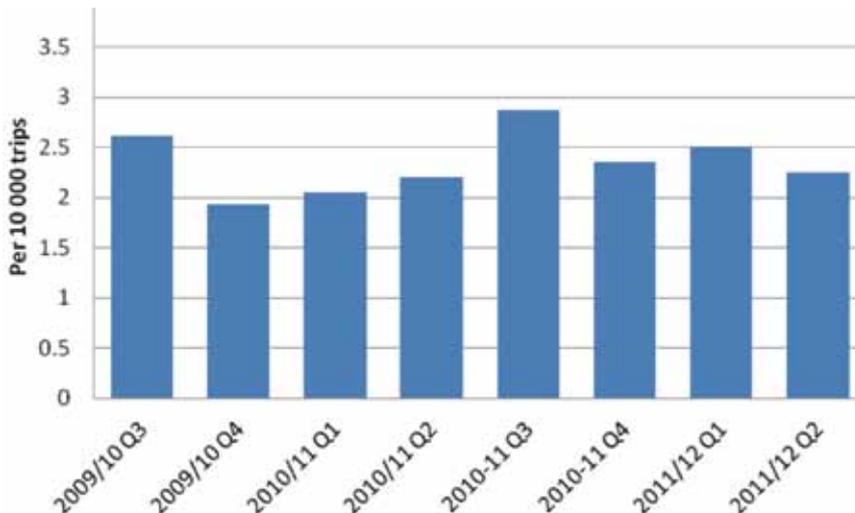
**Total customer enquiries**



**Journey planner customer enquiries**



**Customer complaints**



**Customer enquiries**

There were over 9 million visits to the TransLink website in Q2, compared with 5.8 million for the same quarter in the previous year.

Total customer enquiries to the call centre were more than 380,000 which is an increase compared with 362,000 during Q2 last year.

Journey Planner enquiries represented over half of all enquiries to the website and about 44 per cent of enquiries to the call centre.

The combined customer enquiry measure through the web and call centre spiked following the January 2011 floods and has remained relatively steady at this high level since then.

Customer complaints were 2.2 per 10,000 trips compared with 2.5 per 10,000 trips the previous quarter. This is within the normal range over the last two years.

Customers can access the TransLink website on their computer or mobile devices or contact TransLink through the 24/7 call centre on 13 12 30.



## go card

go card made up 80 per cent of trips across the network in Q2 2011/12. This compares with 64.2 per cent during the same quarter the previous year.

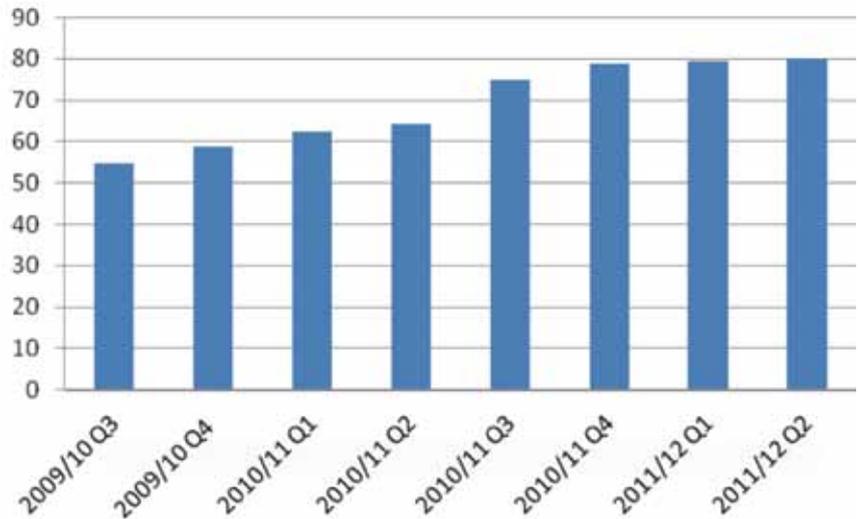
Total go card trips for Q2 were 34.7 million compared with 28.9 million in Q2 the previous year.

There were 22.7 million go card trips during the quarter on bus services, 11.1 million on trains and about 900,000 trips on ferries.

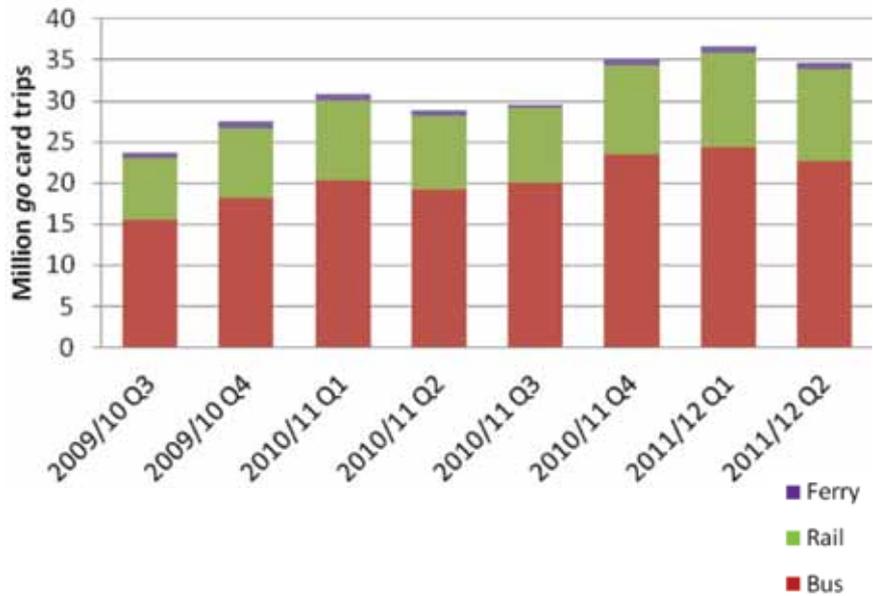
Following the 2011 increase in the fixed amount charged when go cards are not touched off, there has been a reduction in the number of customers incurring a fixed fare.

The latest two quarters, which were both subsequent to the increase, have recorded 2.36 per cent and 2.2 per cent fixed fare rates respectively.

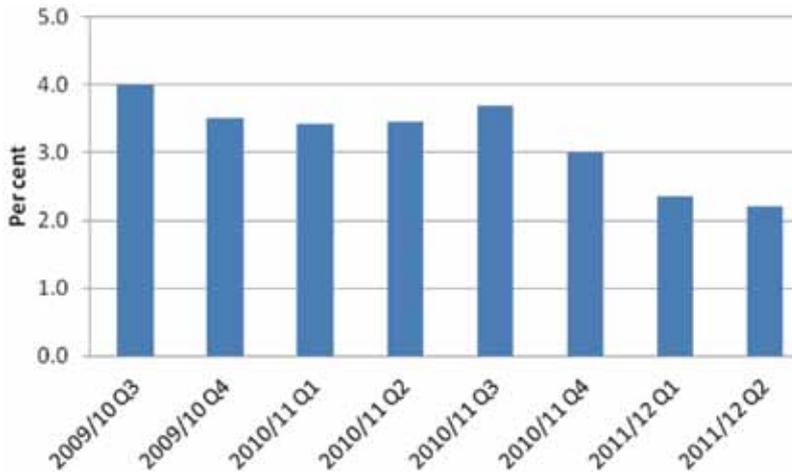
go card use network-wide



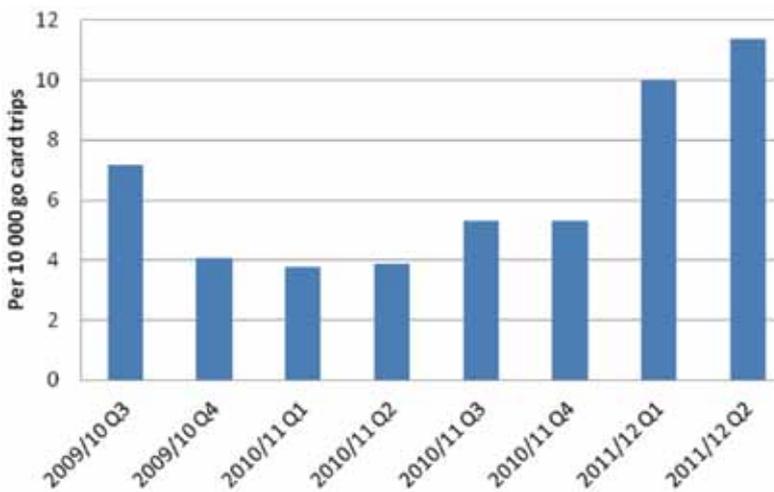
go card use by mode



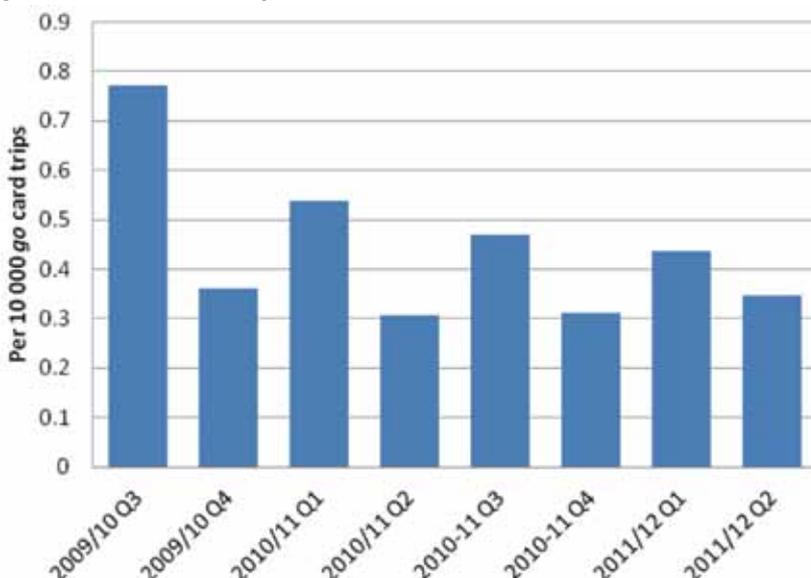
**go card fixed fares**



**go card adjustments**



**go card customer complaints**



The change was implemented to strike the right balance between tackling fare evasion and not disadvantaging commuters who make an honest mistake or were unable to touch off.

go card adjustment requests have increased to 11 per 10,000 trips, up from 10.0 per 10,000 trips the previous quarter.

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

Since Q2 last year, go card complaints have remained at levels between 0.3 and 0.5 per 10,000 go card trips, with the level at 0.34 per 10,000 go cards trips for Q2 this year.



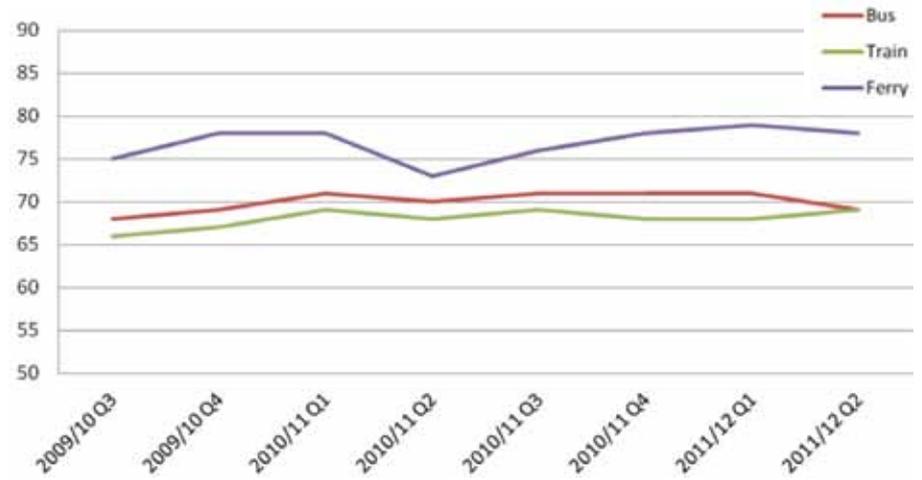
## Customer satisfaction

TransLink undertakes quarterly customer satisfaction surveys to measure and compare changes in the opinions of public transport users across South East Queensland.

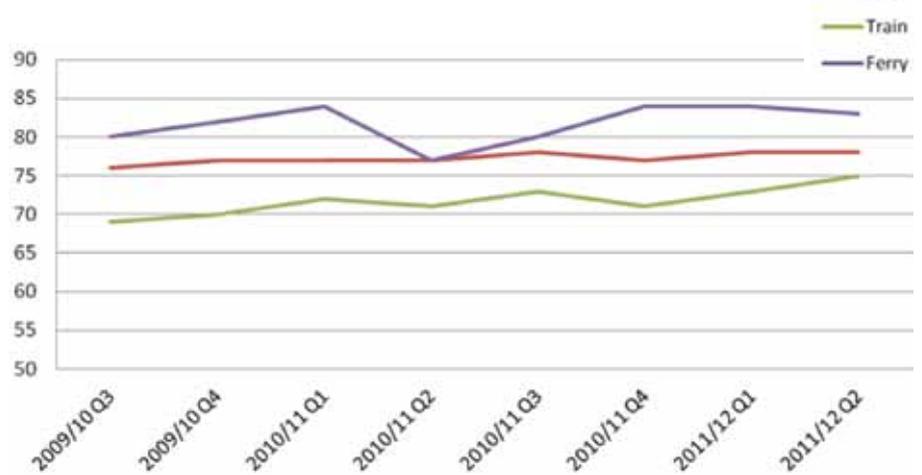
The reported final figure in each of these categories is made up of multiple sub-categories. Scores are out of a possible 100 – levels of 75 and above are classed ‘best practice’ while 60 and above is considered ‘satisfactory’.

The overall customer satisfaction level in Q2 remained stable with an index of 70.

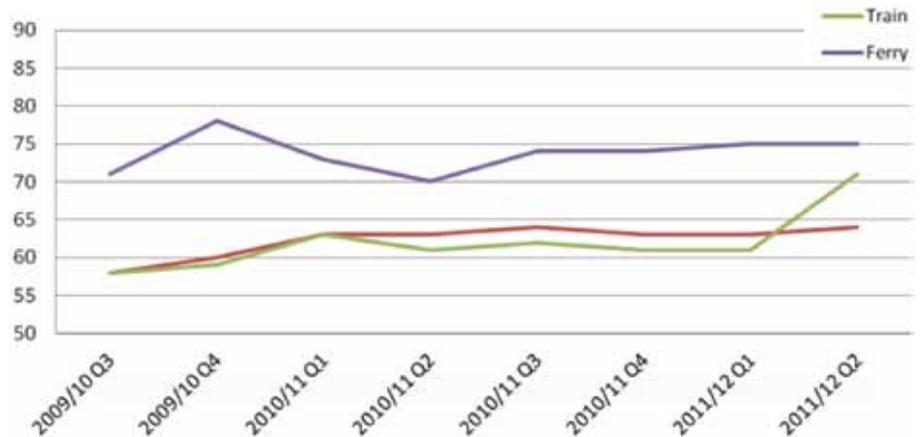
**Overall satisfaction** A combination of all reported categories.



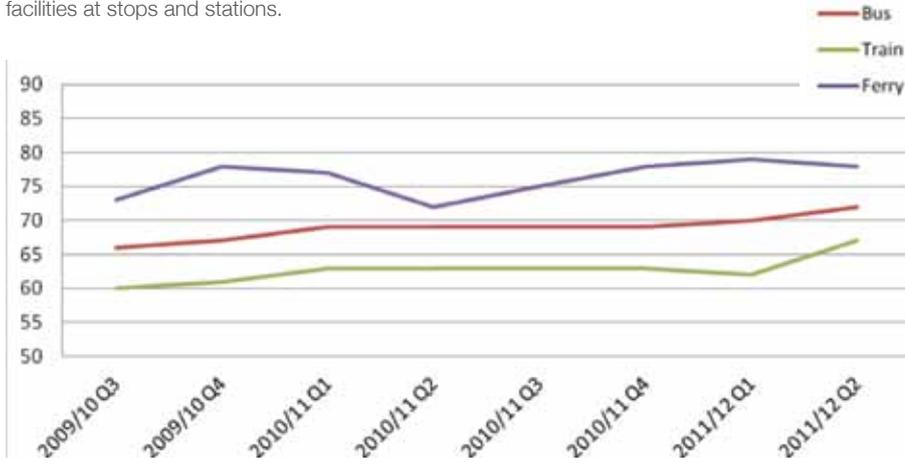
**Safety and security** Safety at stops, stations and on board vehicles.



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

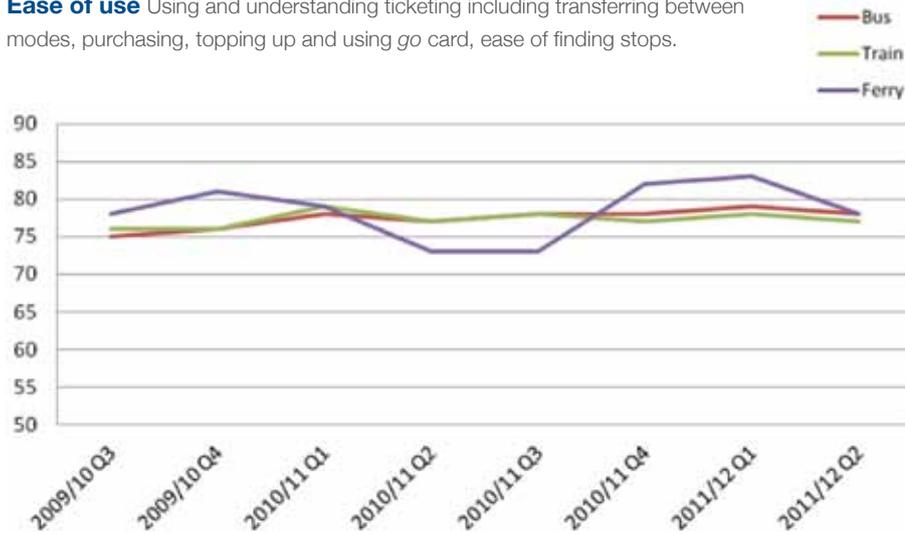


**Comfort of ride** Cleanliness, availability of seats, temperature on board and facilities at stops and stations.



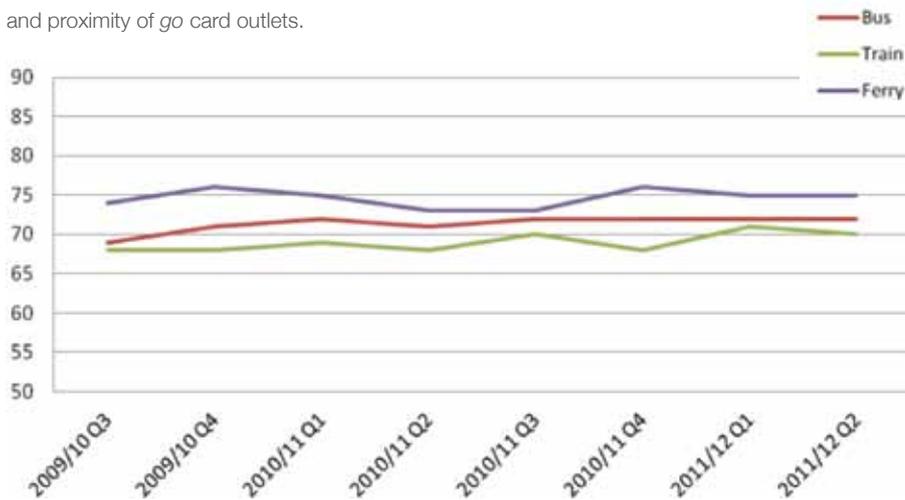
There has been significant movement in seven of the ten categories, with increases for Reliability and Frequency, Comfort of Ride, Information, and Accessibility; and decreases for Affordability, Efficiency and Ease of Use.

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



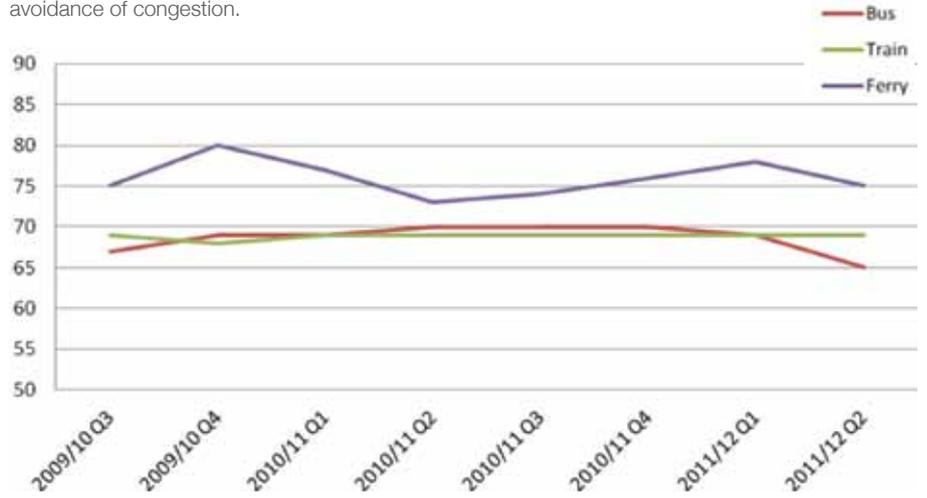
Overall satisfaction with go card remains among the highest of all categories.

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

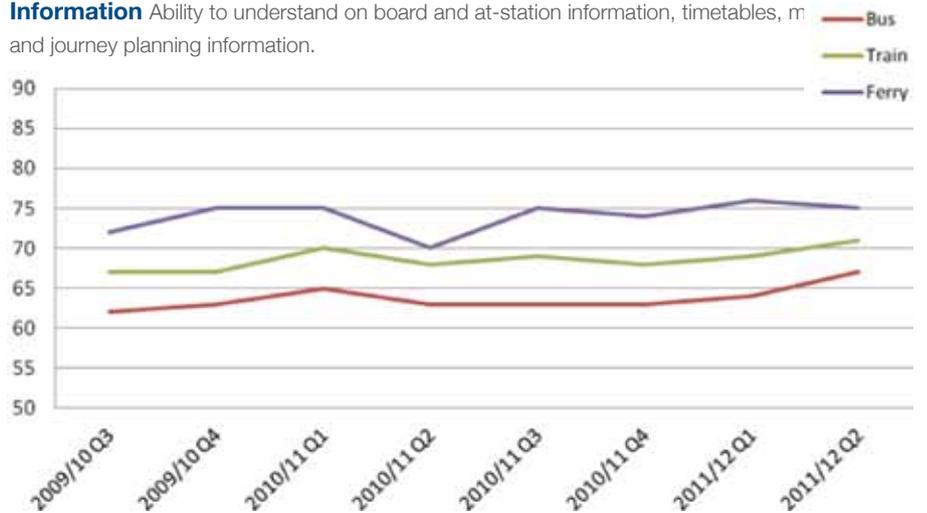




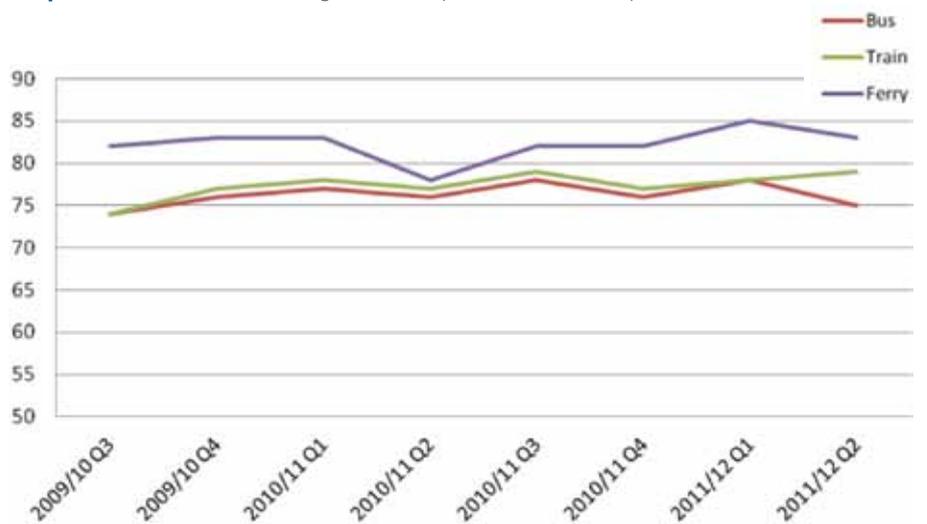
**Efficiency** Door-to-door travel time, connections with other services and avoidance of congestion.



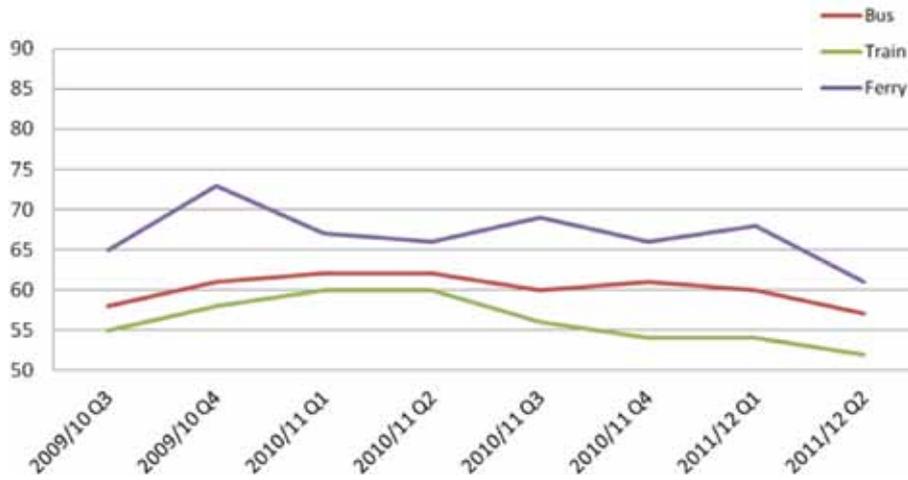
**Information** Ability to understand on board and at-station information, timetables, maps and journey planning information.



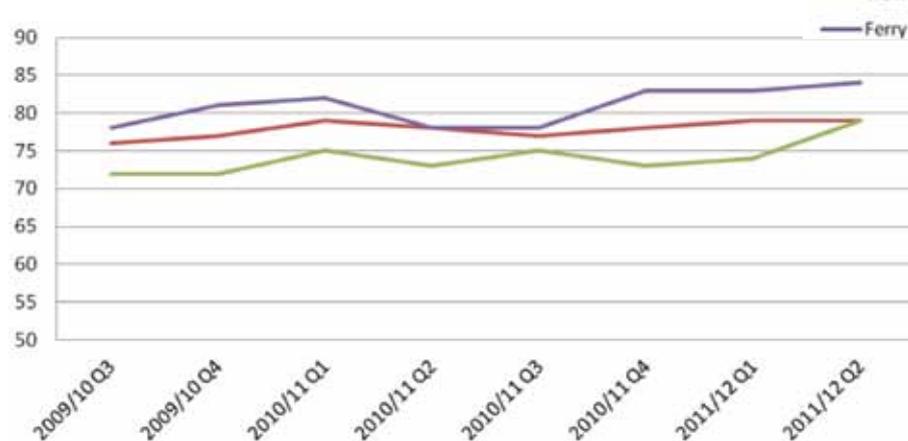
**Helpfulness of staff** Knowledge, conduct, presentation and helpfulness of staff.



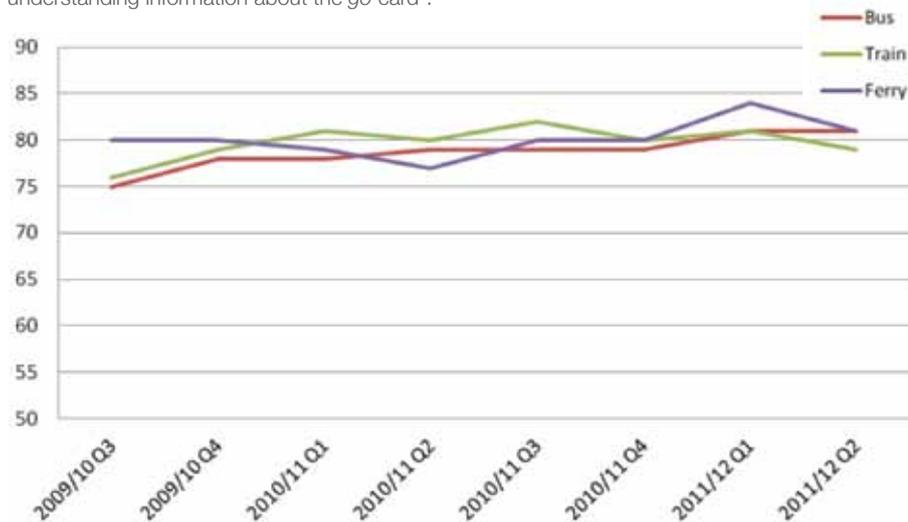
**Affordability** Cost of tickets and benefit of not having to pay for parking.



**Accessibility** Ease of getting on and off the platform, and on and off the vehicles; re-use 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.

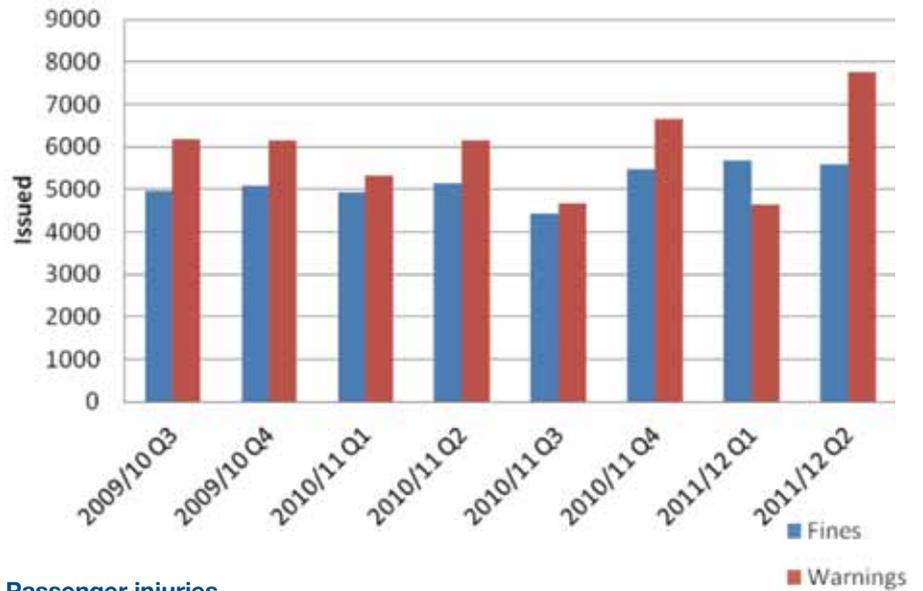
During Q2, 13 new Senior Network Officers were deployed on the network in time for the busy Christmas/New Year period after graduating in December. This brings the total number of Senior Network Officers to 33.

These 33 officers are in addition to uniformed and plain clothes police, Translink Transit Officers, Busway Safety Officers and Queensland Rail station staff who also patrol the network.

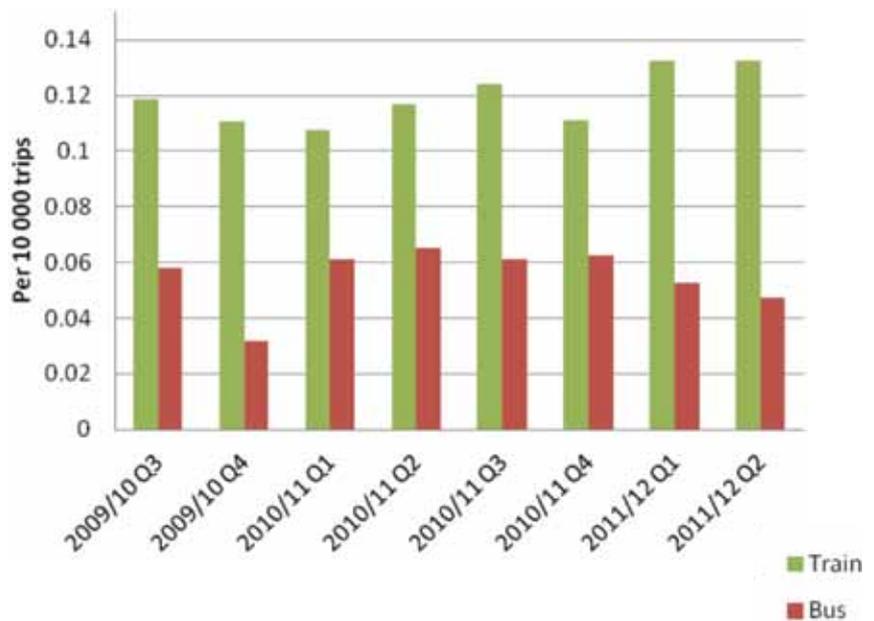
Fare evasion reduction strategies introduced this financial year have also included the new fare gates at Nerang and Coomera stations on the Gold Coast line.

Transit staff issued 5590 fines and 7765 warnings during Q2.

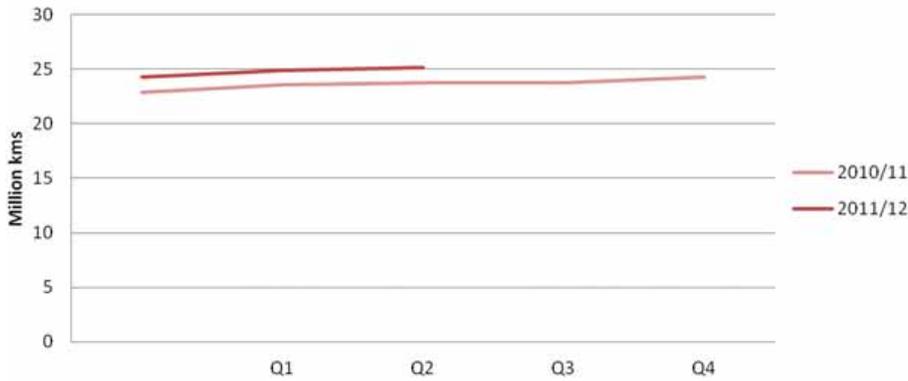
### Fines and warnings



### Passenger injuries



**Service kms – bus**



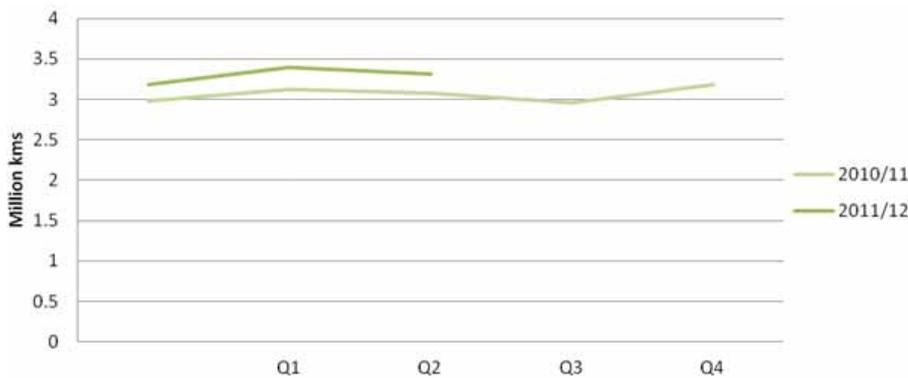
## Service kilometres

There were 3.3 million service kilometres delivered by Queensland Rail during Q1 2010/11, up from 3.1 million the previous quarter.

Bus service kilometres increased from 23.7 million the previous quarter to 25.1 million kilometres this quarter.

The increase in service kilometres compared with 2010/11 figures reflects the additional services added as part of the June 2011 train timetable change and the October bus services changes. Additional services to be introduced in February 2012 will be partially captured in the Q3 figure for this financial year.

**Service kms – train**



**Bus operator profile**

# Veolia Transport Queensland



Now a business operating over 150 vehicles with urban, school and charter services, Veolia Transport Queensland, part of Veolia Transdev, began in 1926 with just one bus service from Lota to North Quay.

Some 86 years later, having changed hands and rebranded a number of times along the way, the business's vision of connecting communities is as strong today as it was then.

From those humble beginnings the company has been serving the Redlands community for over 50 years and was the first private operator to introduce

air-conditioning on buses operating urban services. The company has been based in Capalaba since 1993.

In the early 1980s, as the fleet grew and depot space was at a premium, it was common practice for some drivers to take their buses home. One morning, the driver of the first run of the day found his bus wouldn't start. Not wishing to leave his regular passengers stranded, he arranged for a replacement bus to meet him part way through the route, then put the destination sign on the windscreen of his personal car and commenced the trip. That morning, four passengers got

part way to their destination in an HQ Holden Monaro!

Managing Director Colin Jennings said, "The use of a personal vehicle to transport passengers could not be condoned today but the commitment for providing exceptional service remains at our core.

"We want our customers to have a positive experience when they interact with us.

"Developed specifically for Veolia Transdev, Going for Green is a just one arm of our customer service approach



that focuses on helping employees understand our customers' needs and giving them the tools to use in serving those needs."

Colin goes on to say, "We invest heavily in staff training to ensure that whatever the employee's role within the company, they have the tools to enable them perform at their optimum level.

"All new bus drivers undertake a comprehensive and industry-leading 17 day training program prior to commencing route service work.

"Our employees are passionate about the community in which they live and work," he said.

"As well as providing practical support for local charitable causes, many of our employees take part in a workplace giving scheme - Veolia Spirit.

"Various local and national charities have benefited from over \$200,000 raised since launching the scheme in 2009."

## Veolia facts and figures

### Number of staff

Over 225

### Vehicle kilometres

6.9 million per annum

### Number of vehicles

More than 150

### Passengers

3.2 million per annum

### Weekly services

Over 4,200





TRANSLink

Grovely  
station

Park 'n' ride