



TransLink Tracker

April – June 2018 Q4

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.

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 April – June 2018 (Q4)

Welcome to the TransLink Tracker for April – June 2018 (Q4).

It was another outstanding quarter for patronage on the TransLink network with 47.52 million public transport trips taken between April - June 2018, compared with 44.42 million for the same period last year, an increase of 3.1 million or 7 per cent.

Public transport use in South East Queensland continues to reach record highs with 182.83 million trips taken across the TransLink network in the 2017-18 financial year. There were an extra 5.41 million trips or 3.1 per cent compared with 2016-17, with all modes showing an increase. These figures are especially positive given they do not include the extra 5.3 million event trips taken during the Commonwealth Games.

The growth in public transport usage has gained momentum since the Palaszczuk Government introduced Fairer Fares in late 2016, slashing the average adult fare by about 13.5 per cent compared to January 2014 levels. Fairer Fares has not only encouraged more people to give public transport a go, it has saved everyday families more than \$117 million (to end of August).

Other measures to encourage public transport use have also been introduced such as a number of concession and discount schemes for asylum seekers, job seekers and veterans' concessions as well as frequent travel incentives and off-peak discounts. Read more on page 13 about our most recent initiative, the removal of fees for the TransLink Access Pass (TAP) for people with a significant permanent disability, along with an extension of the pass validity.

New infrastructure investment such as Gold Coast Light Rail stage 2 and the Redcliffe Peninsula Line have also contributed to the strong patronage growth across the public transport network. Work is also currently underway on infrastructure projects including delivering our election commitment to build more than 2,300 additional park 'n ride spaces across South East Queensland, Sunshine Coast rail duplication, Cross River Rail and the Eastern and Northern Transitways which are all expected to encourage greater public transport use.

In addition, the recently announced new ticketing system, with more payment options, will also make public transport more convenient and easier to use.

Hon Mark Bailey MP

Minister for Transport and Main Roads



Patronage



29.72
million trips



13.47
million trips



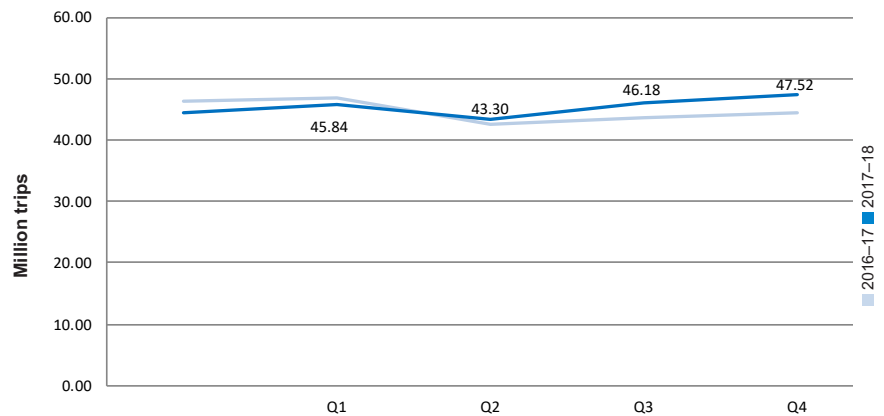
1.71
million trips



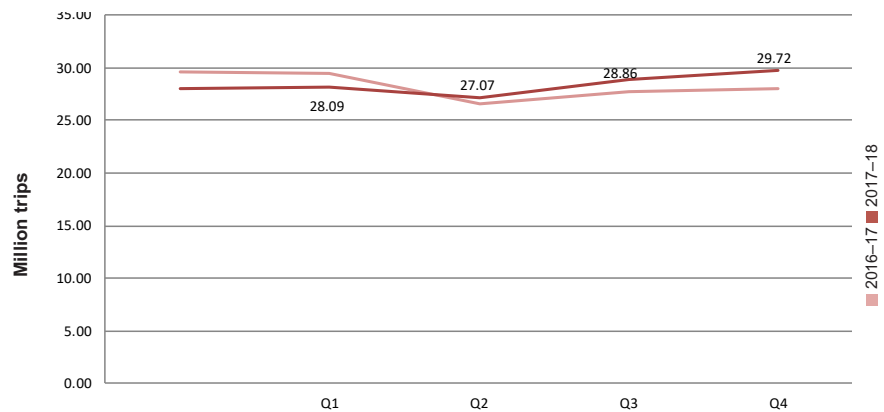
2.62
million trips

There were 47.52 million trips taken across the TransLink network in South East Queensland during quarter four of the 2017-18 financial year (Q4). This is an increase of 7 per cent or about 3.1 million trips compared with the same period the previous year.

Network-wide patronage



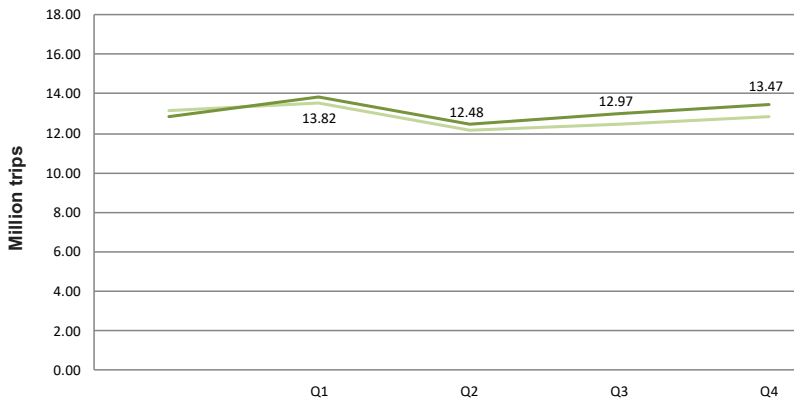
Bus patronage



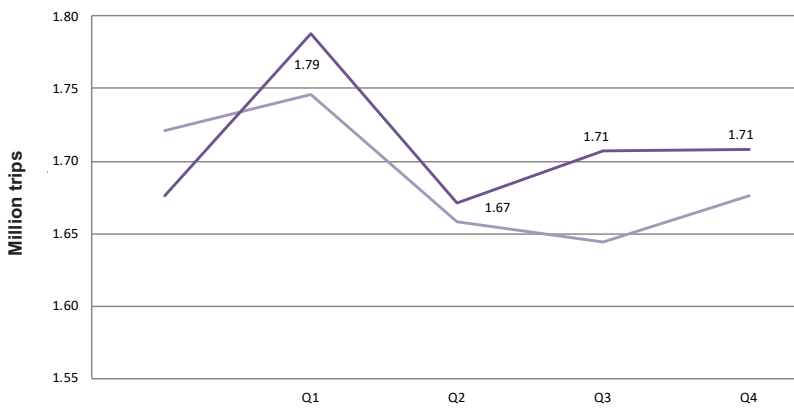
Bus patronage by SEQ region

| SEQ Region | 2016-17 Q3 | 2016-17 Q4 | 2017-18 Q3 | 2017-18 Q4 |
|-----------------|-------------------|-------------------|-------------------|-------------------|
| Brisbane Region | 18,627,175 | 19,196,116 | 19,599,092 | 20,135,476 |
| Sunshine Coast | 1,340,483 | 1,307,978 | 1,378,449 | 1,389,570 |
| Northern Region | 1,345,499 | 1,303,709 | 1,341,555 | 1,379,635 |
| Eastern Region | 759,816 | 736,207 | 758,354 | 780,900 |
| Southern Region | 1,585,917 | 1,586,662 | 1,626,543 | 1,695,676 |
| Western Region | 523,900 | 548,903 | 648,527 | 668,820 |
| Gold Coast | 3,490,286 | 3,284,875 | 3,508,156 | 3,669,765 |
| Total | 27,673,076 | 27,964,450 | 28,860,676 | 29,719,842 |

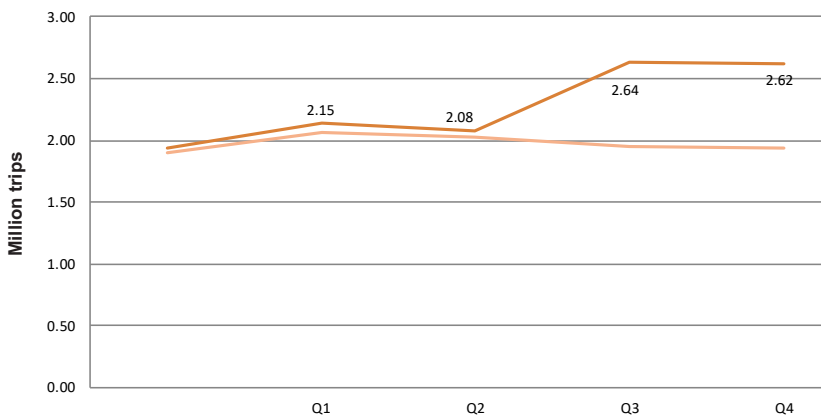
Train patronage



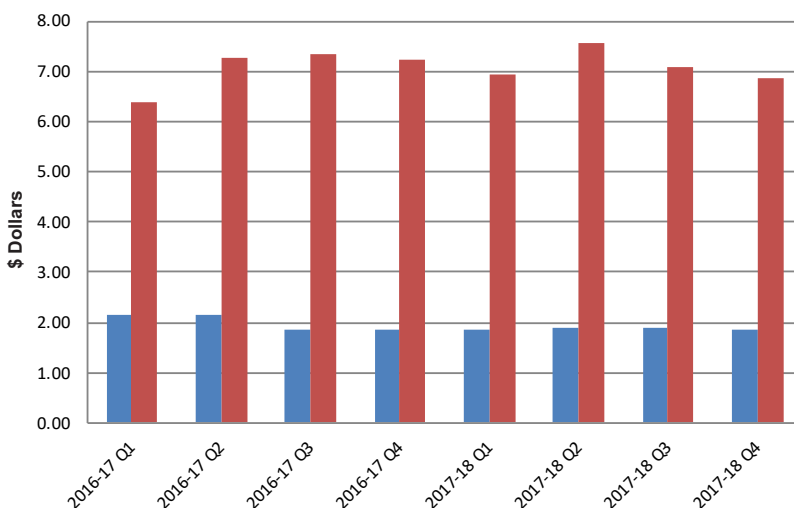
Ferry patronage



Tram patronage



Fare and subsidy per trip



Fare and subsidy per trip



In Q4, the average fare per trip paid by customers was \$1.86 and the average Queensland Government subsidy per trip was \$6.86.

The Q4 subsidy was based on network funding from the Queensland Government of \$414.12 million less fare revenue of \$88.15 million for the quarter.

Revenue collected through fares made up 21 per cent of total funding during Q4.



On-time running and services delivered



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

Bus on-time running for Q4 was 93.65 per cent. The quarterly figure continues to perform above the 90 per cent benchmark set by TransLink.

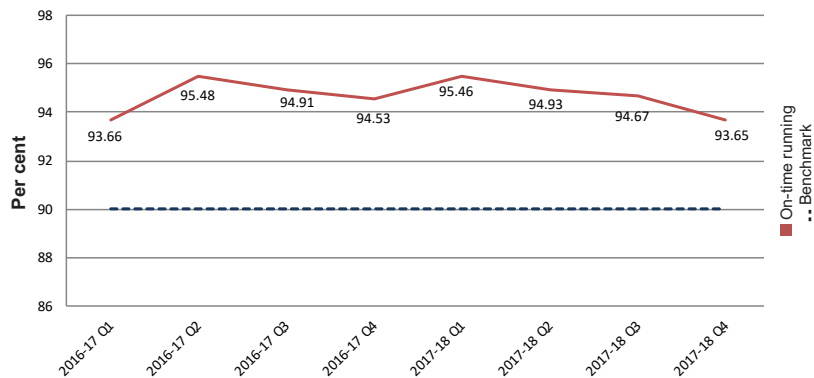
Peak on-time running for trains this quarter was 95.68 per cent with services delivered achieving 99.83 per cent.

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 all quarters of 2017-18.

Tram measures are similar to those for train and are presented in terms of punctuality and reliability. In Q4, Tram punctuality was 100 per cent and reliability was 100 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.

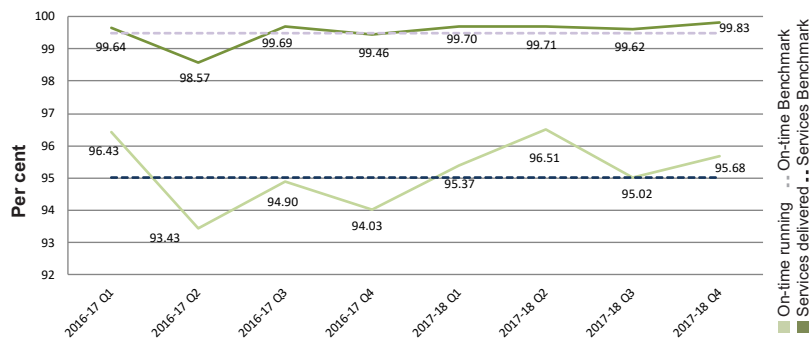
² Results are updated following review as mandated in the operator contract. Updated results may appear in subsequent editions of the TransLink Tracker.

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

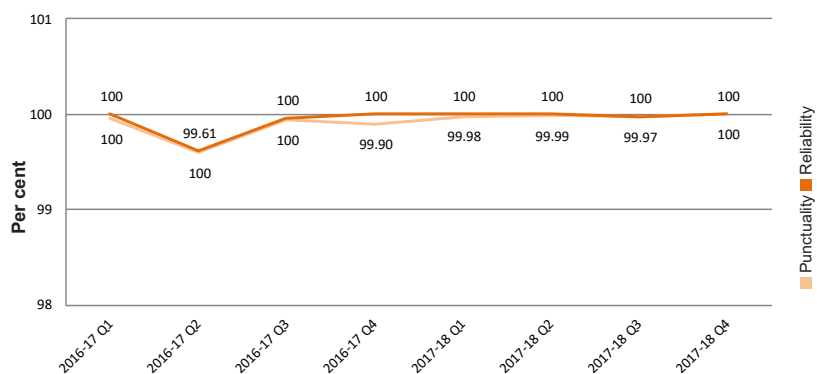
| SEQ region | 2016-17 Q3 | 2016-17 Q4 | 2017-18 Q3 | 2017-18 Q4 |
|-----------------|------------|------------|------------|------------|
| Brisbane Region | 90.98 | 91.43 | 89.95 | 91.29 |
| Sunshine Coast | 93.36 | 92.70 | 94.16 | 94.64 |
| Northern Region | 98.60 | 98.58 | 99.14 | 99.01 |
| Eastern Region | 97.50 | 96.88 | 94.79 | 95.35 |
| Southern Region | 87.29 | 85.73 | 88.02 | 81.04 |
| Western Region | 90.30 | 90.50 | 88.79 | 88.60 |
| Gold Coast | 96.70 | 96.19 | 96.45 | 95.07 |

On-time running and services delivered – train ⁴

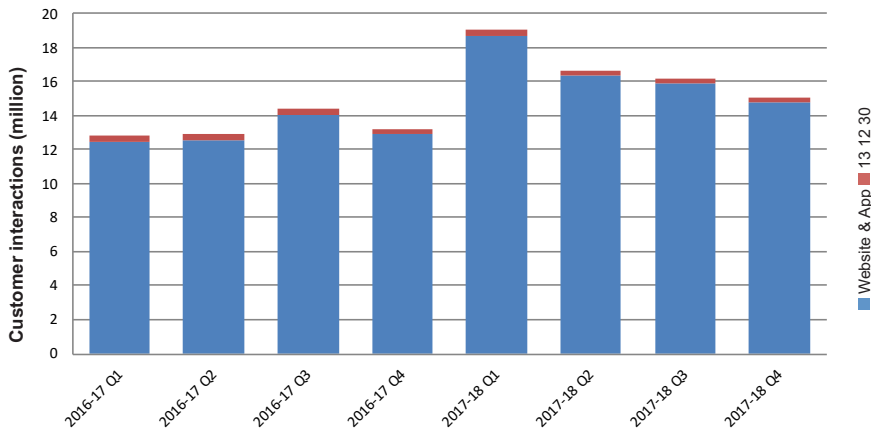


⁴ On-time running refers to inbound morning peak services and outbound afternoon peak services arriving at their destinations less than four minutes after the scheduled arrival time on all lines, except Gold Coast and Sunshine Coast where the benchmark is less than six minutes, both adjusted to exclude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

Punctuality and reliability – tram



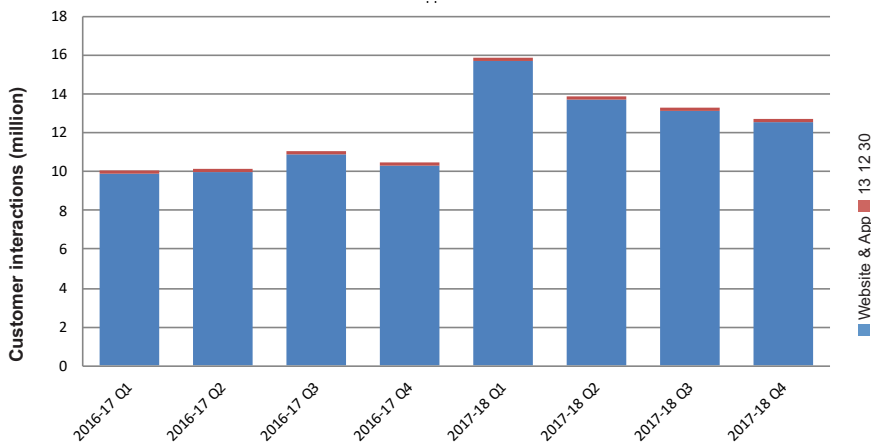
All customer enquiries ^{1 2}



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

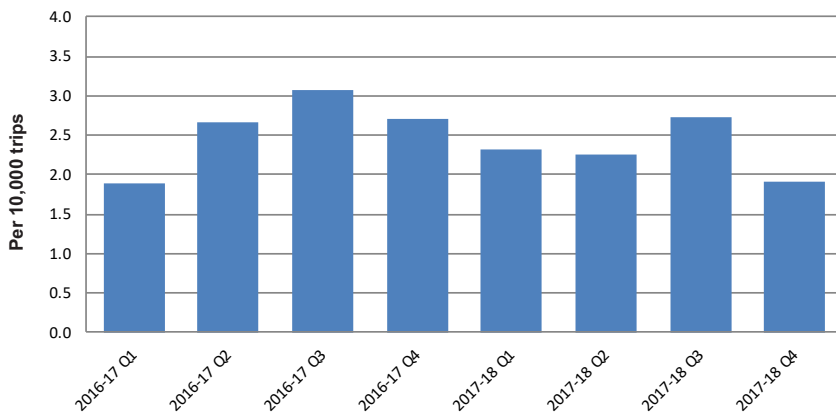
² MyTransLink app sessions are now included in TransLink Tracker data to accurately represent the shift in traffic across digital channels.

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



15.09 million

Almost 15.09 million customer sessions and enquiries were received via the TransLink Division website, app and contact centre in Q4.

This comprised 14.78 million website and app sessions and more than 298,900 calls to TransLink's 24-hour contact centre.

Website and app sessions were 15 per cent higher than in Q4 2016-17.

Website and app journey planning sessions rose 22 per cent from Q4 2016-17 to 12.56 million for Q4 2017-18.

Journey planning enquiries to the contact centre via phone decreased more than 16 per cent from 177,265 to 147,517 for the same quarter in 2016-17.

In Q4, journey planning accounted for 84 per cent of all TransLink website visits, app sessions and enquiries to the contact centre.

Overall customer complaints this quarter were 1.91 per 10,000 trips, which is a decrease from the previous quarter. The decrease from Q3 to Q4 is in line with historical trends. Ticketing complaints were 0.06 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 86.1 %
of all trips

Our customers used *go* card on 86.1 per cent of all trips taken across the TransLink public transport network during Q4, decreased slightly from 87.1 per cent for the same quarter last year.

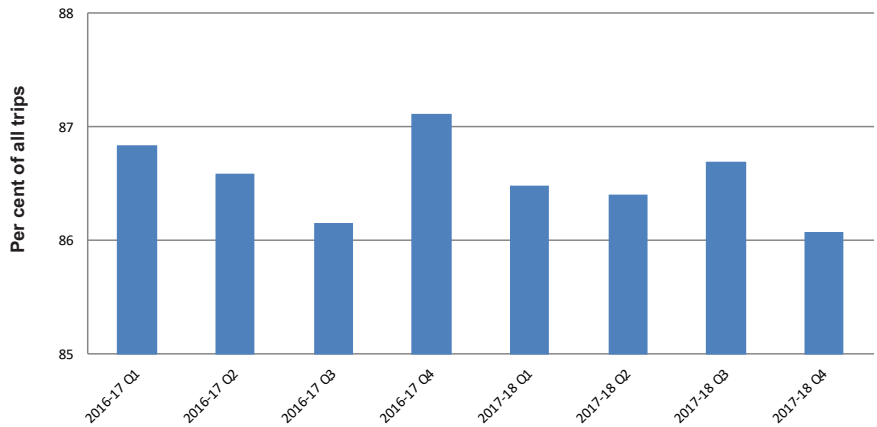
There was an increase in overall percentage of trips using *go* card. The total number of *go* card trips has increased by about 2.20 million or 5.7 per cent compared to the same quarter in 2016-17.

In Q4 2017-18, the total number of recorded *go* card trips was 40.9 million compared to the 38.7 million *go* card trips recorded in Q4 2016-17.

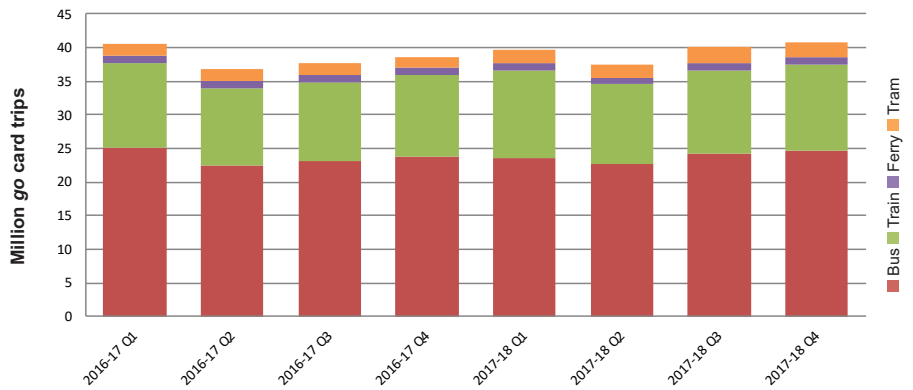
Fixed fares only
1.76 %
of trips

The number of fixed fares – no recorded touch on or touch off for the *go* card trip – is only 1.76 per cent of all trips.

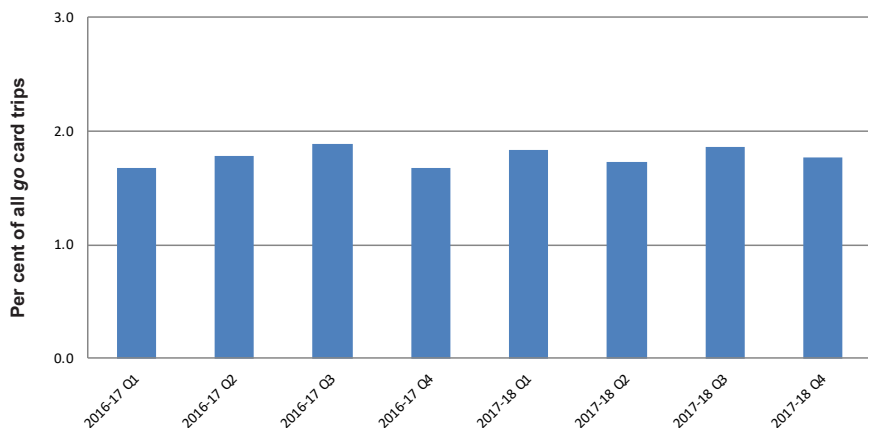
go card use network-wide



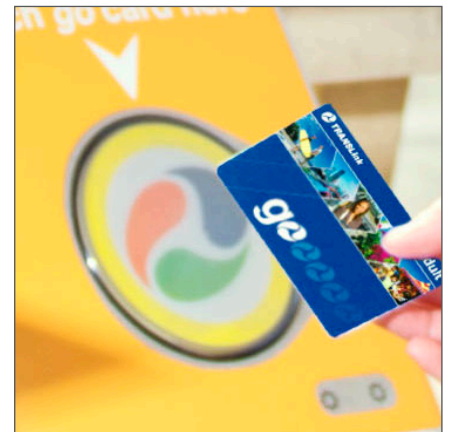
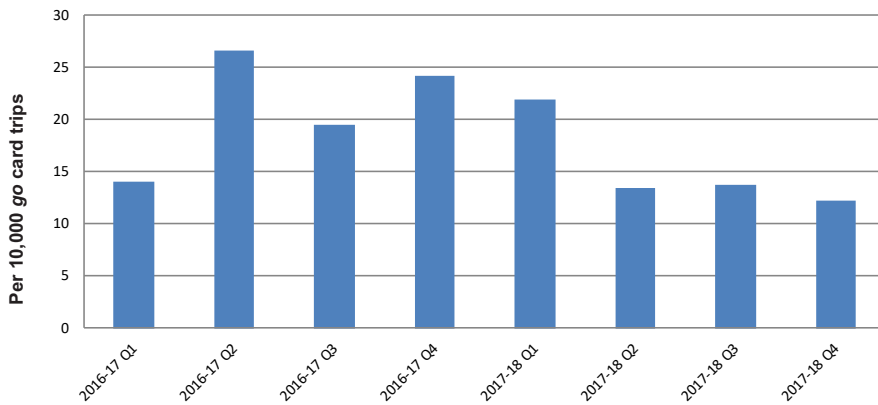
go card use by mode



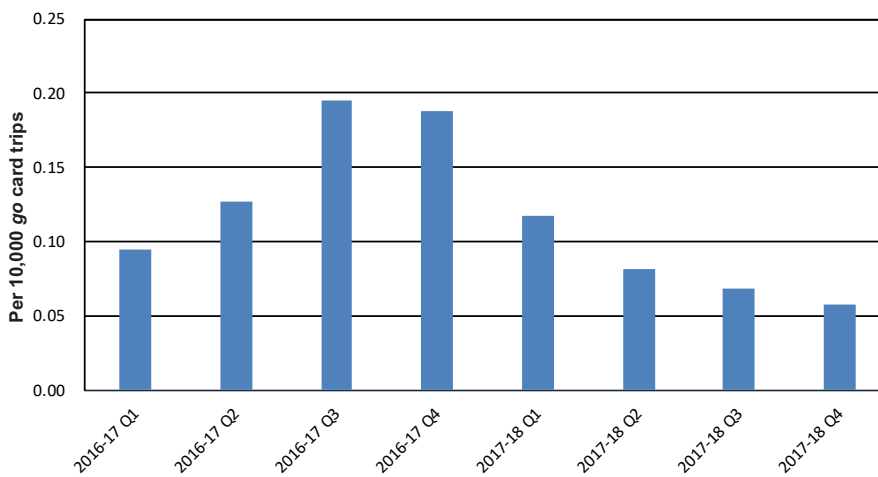
go card fixed fares



go card adjustments



go card customer complaints



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

go card customer complaints per 10,000 trips decreased from 0.07 in Q3 to 0.06 in Q4.

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 or phone TransLink's 24-hour contact centre on **13 12 30**.



Customer satisfaction



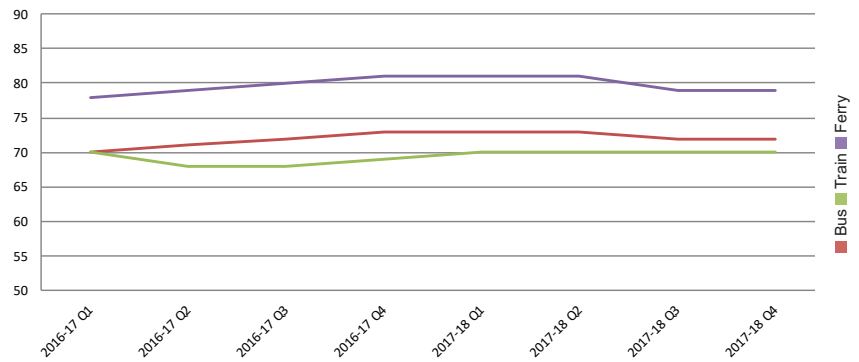
SEQ bus, train and ferry services

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

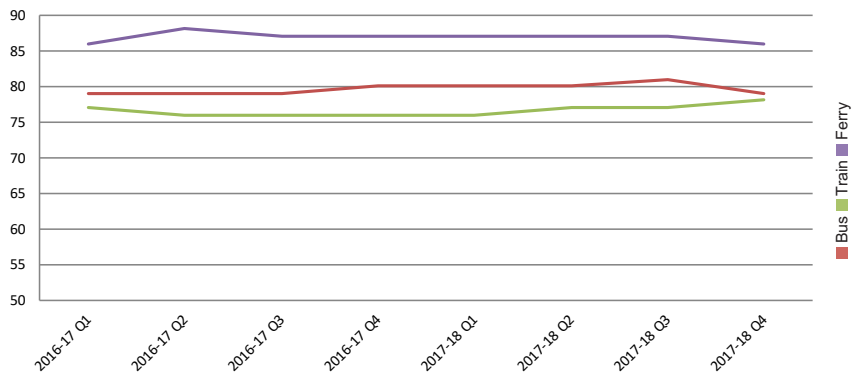
The survey is conducted by an independent market research company.

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.

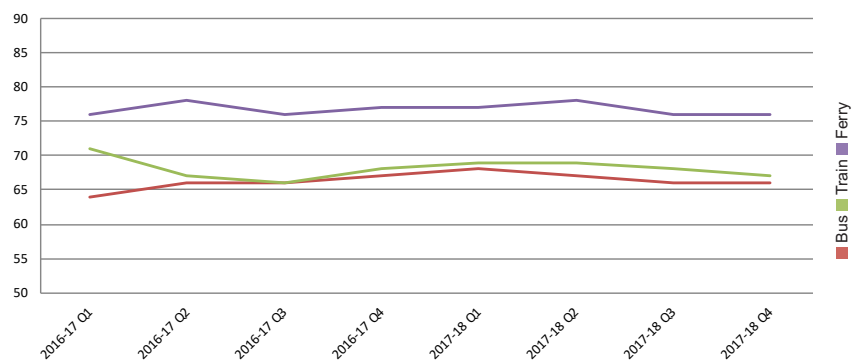
Overall satisfaction



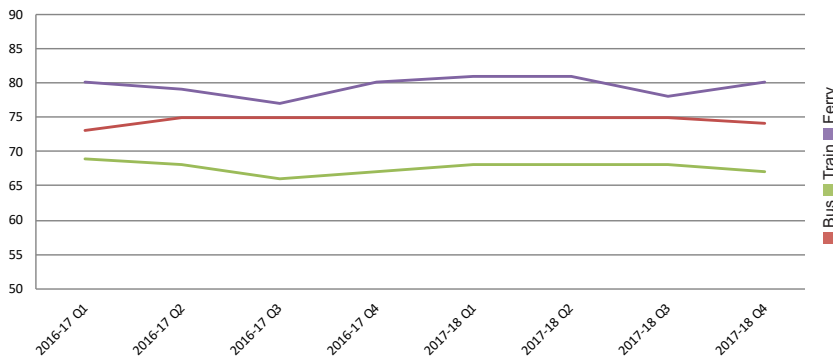
Safety and security



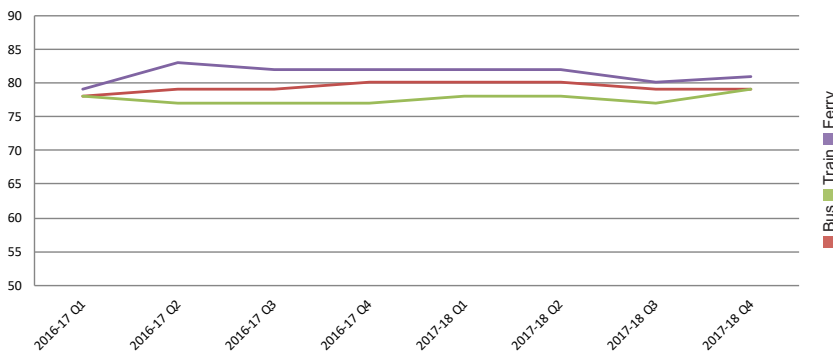
Reliability and frequency



Comfort



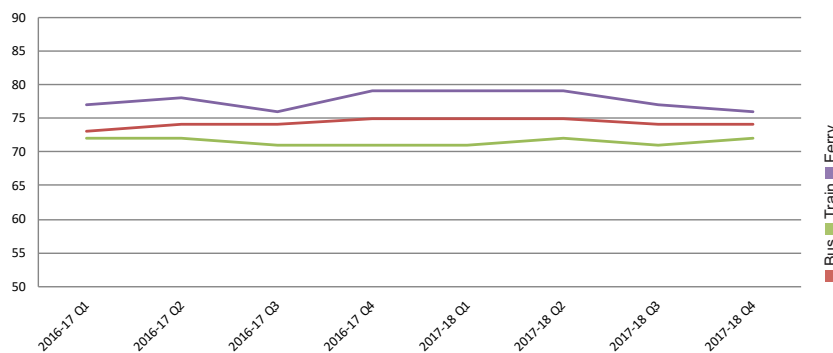
Ease of use



Overall satisfaction with TransLink bus, train and ferry services in South East Queensland remained stable at 72 (out of 100) in Q4 2017-18. At a modal level, overall satisfaction with:

- SEQ bus is stable at 72 (out of 100) and nine of the ten categories remained stable. Satisfaction with Safety & Security decreased when compared to the previous quarter, while still continuing to perform strongly.
- train services is stable at 70 (out of 100). Two categories increased: Ease of Use and Affordability. The other eight categories remained stable.
- ferry services remained stable at 79 (out of 100) and all ten categories also remained stable.

Proximity



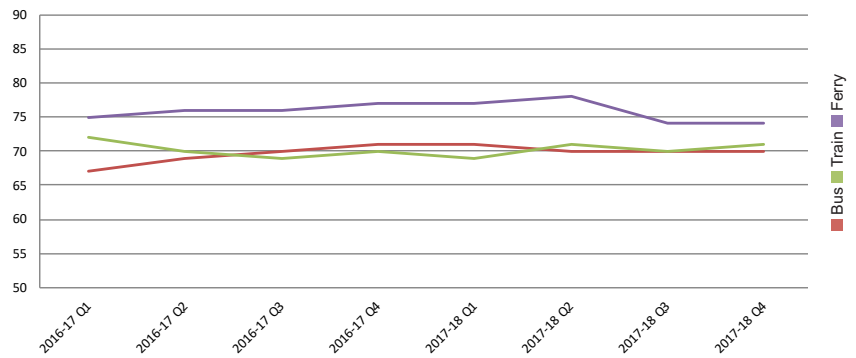


Customer satisfaction survey results are tested for statistical significance. This test identifies whether a change in the score can be considered an increase or a decrease, or should be regarded as a stable result.

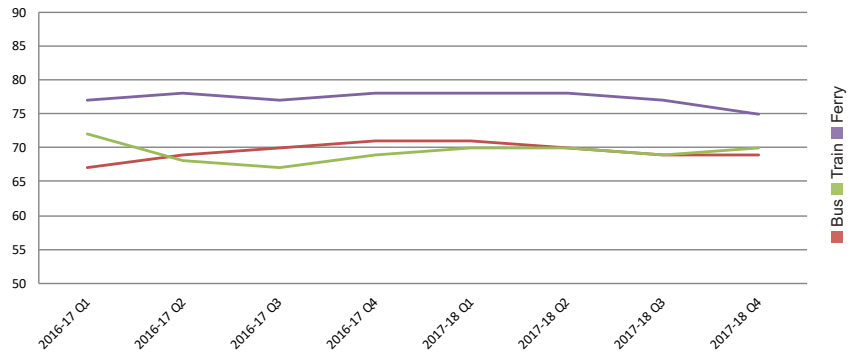
Due to a different survey questionnaire and methodology, tram customer satisfaction results are not included in the TransLink survey and are not reported in the TransLink Tracker.

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

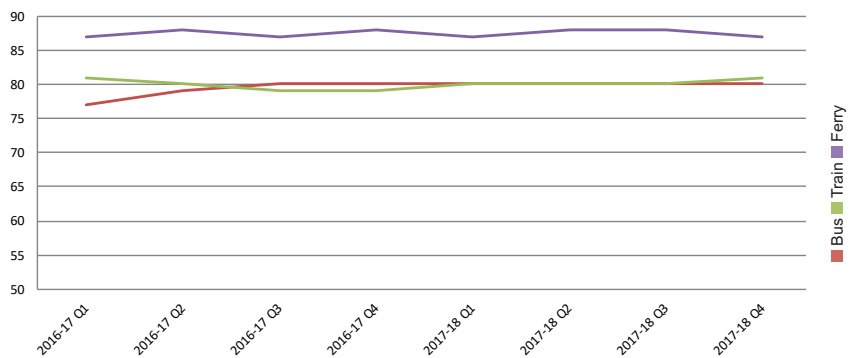
Efficiency



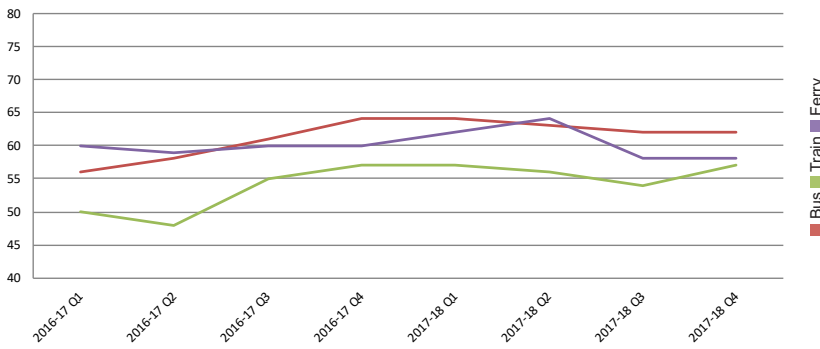
Information



Staff



Affordability



Fees cut for public transport disability pass

The Queensland government is committed to making Queensland's public transport network inclusive and ensuring it caters to the needs of the community.

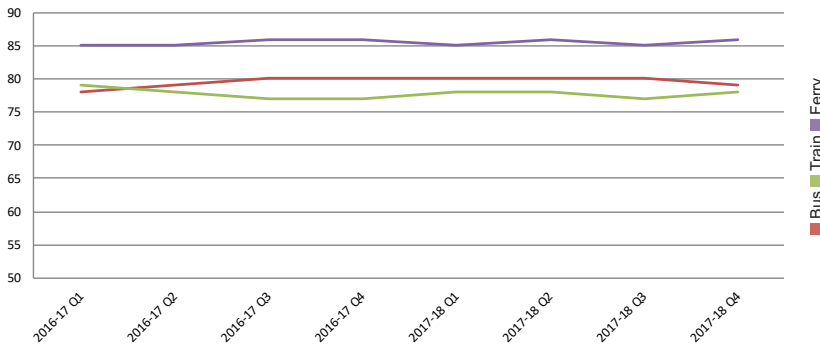
That's why, from 1 August 2018, annual fees and replacement card charges for the TransLink Access Pass (TAP) for people with a significant permanent disability, were removed.

Cards will now be issued with a 5-year expiry date, with no fee payable to replace lost or stolen TAP cards.

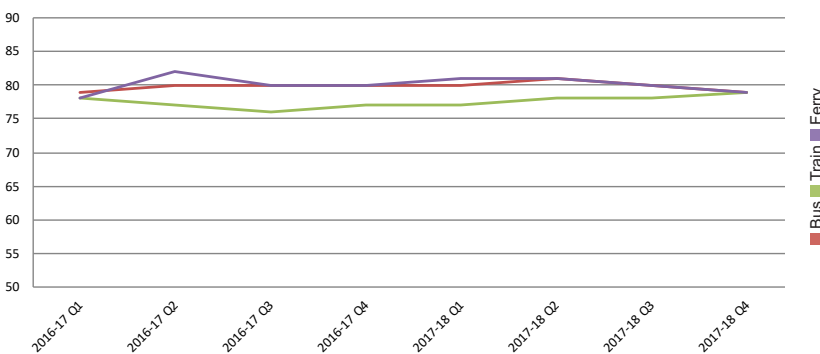
The TAP provides free travel for people who are able to travel independently on the public transport network but may experience difficulty using TransLink's ticketing system.

Further information on TransLink ticketing concessions and passes can be found at translink.com.au/tickets-and-fares/ticket-types/disability or by calling 13 12 30.

Accessibility



go card





Passenger safety and fare revenue protection



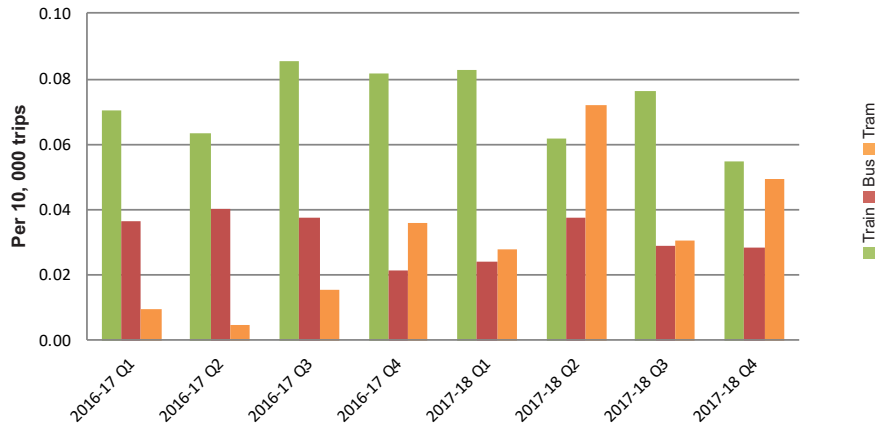
Senior Network Officers are a key component of TransLink’s strategy to protect fare revenue and improve customer service and safety on all modes of public transport.

TransLink’s 58 Senior Network Officers operate across the TransLink South East Queensland network alongside 33 Queensland Rail Authorised Officers, 78 Queensland Police Service Rail Squad Officers and 31 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.

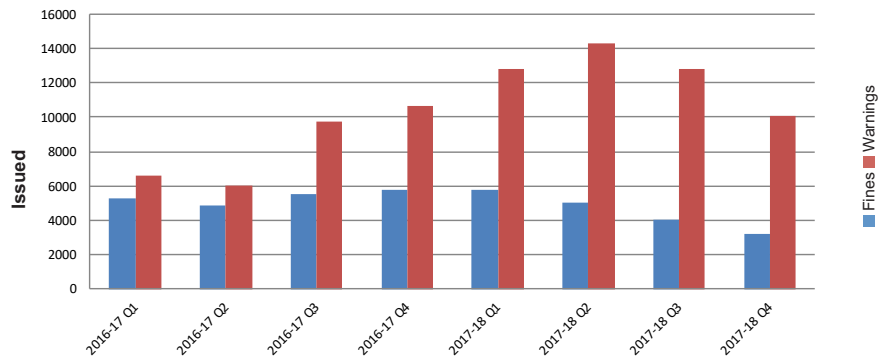
In Q4 2017-18, the combined workforces issued a total of 3,227 fines and 10,091 warnings.

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.



