



# TransLink Tracker

October – December 2018 Q2



## 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](https://translink.com.au), call **13 12 30** anytime or download the **MyTransLink** app.

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## Foreword

### TransLink Tracker October – December 2018 (Q2)

Welcome to the TransLink Tracker for October – December 2018 (Q2).

Public transport plays a vital role in all of our lives, whether it be getting us to and from work each day, to our important appointments, or to watch our favourite sporting teams.

In great news for netball fans, the Queensland Government has announced an agreement with Stadiums Queensland that will offer free public transport for pre-purchased ticket holders attending events at the new Queensland State Netball Centre.

The free travel period will span from four hours before to four hours after each event and cover all Brisbane City Council buses and Queensland Rail trains (excluding Airtrain).

Customers simply need to show their pre-purchased event ticket when boarding their service.

In addition, special shuttle buses will operate between the Queensland State Netball Centre and Banoon Rail Station, and Eight Mile Plains and Garden City Busway stations during gazetted events.

This is in addition to the many bus routes that service the Mains Road park 'n' ride bus stop, including routes 130 (Drewvale to City), 131 (Parkinson to City), 139 (Sunnybank Hills to University of Queensland), 140 (Browns Plains to City), P137 (Sunnybank Hills to City), and P151 (Calamvale to City).

This complements the \$7.37 million Mains Road park 'n' ride upgrade delivered late last year, a multi-level car park upgrade which delivered 548 car parks, increasing the total park 'n' ride capacity to 689 car parks.

With so many travel options to and from the Queensland State Netball Centre, including the new free travel agreement, it is now so easy for Queenslanders to get behind our netball and Firebird athletes.

The Queensland State Netball Centre is a truly world class venue and between free buses, trains, and the new multi-storey Mains Road park 'n' ride, netball fans are spoiled for transport options to attend events at this venue.

To plan your journey or for further information on public transport options to and from the new Queensland State Netball Centre, visit the TransLink website [translink.com.au](http://translink.com.au).

*Hon Mark Bailey MP*

**Minister for Transport and Main Roads**





VERTICAL  
CLEARANCE  
ABOVE H.A.T.  
4.3m



## Patronage



**28.13**  
million bus trips



**13.17**  
million train trips



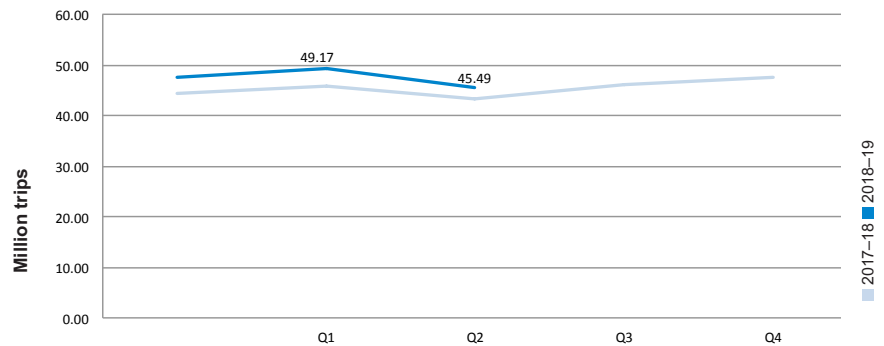
**1.58**  
million ferry trips



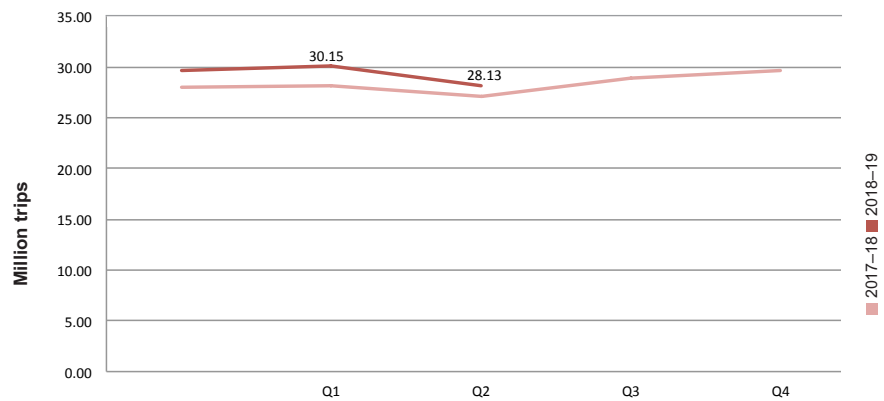
**2.61**  
million tram trips

There were 45.49 million trips taken across the TransLink network in South East Queensland during quarter two of the 2018-19 financial year (Q2). This is an increase of 5 per cent or about 2.19 million trips compared with the same period the previous year.

## Network-wide patronage



## Bus patronage

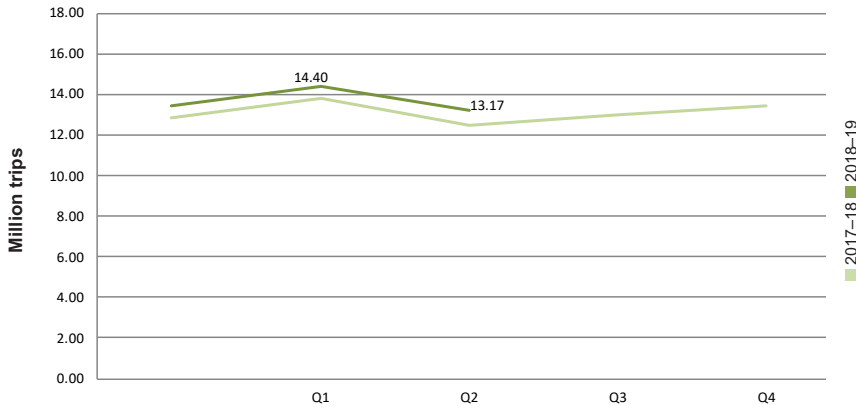


## Bus patronage by SEQ region

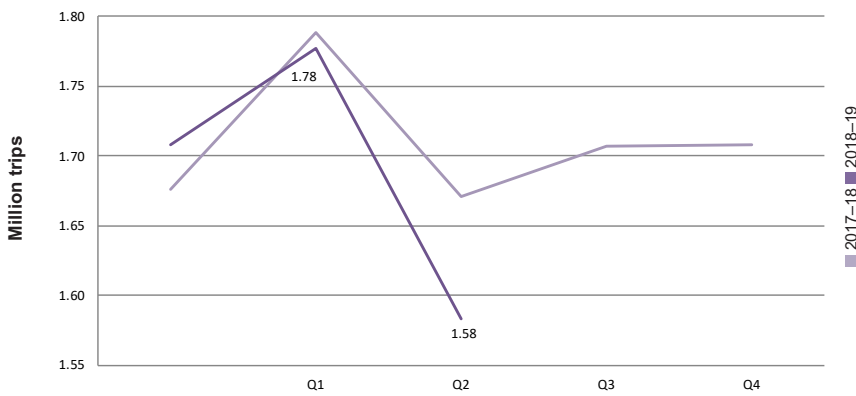
SEQ Region	2017-18 Q1	2017-18 Q2	2018-19 Q1	2018-19 Q2
Brisbane Region	18,770,309	18,290,034	20,744,198	19,065,183
Sunshine Coast	1,444,806	1,342,260	1,474,665	1,391,692
Northern Region	1,341,950	1,254,405	1,367,802	1,301,298
Eastern Region	764,540	702,911	764,175	725,153
Southern Region	1,649,832	1,520,559	1,657,398	1,580,203
Western Region	591,373	586,071	674,675	641,025
Gold Coast	3,523,016	3,372,675	3,462,142	3,423,735
<b>Total</b>	<b>28,085,826</b>	<b>27,068,915</b>	<b>30,145,055</b>	<b>28,128,289</b>



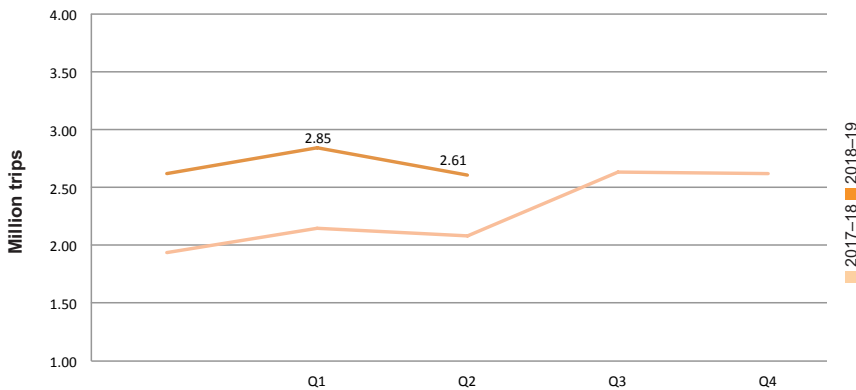
### Train patronage



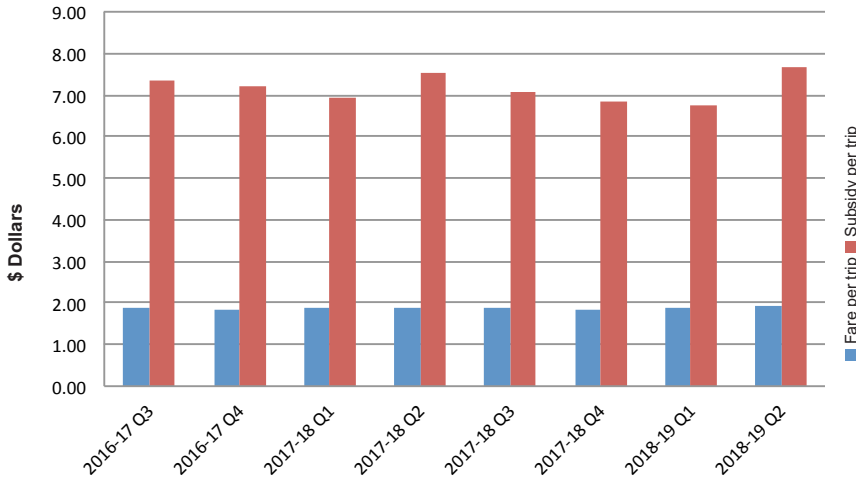
### Ferry patronage



### Tram patronage



### Fare and subsidy per trip



### Fare and subsidy per trip



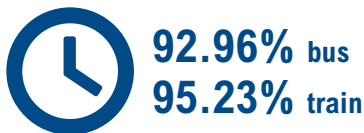
In Q2, the average fare per trip paid by customers was \$1.91 and the average Queensland Government subsidy per trip was \$7.67.

The Q2 subsidy was based on network funding from the Queensland Government of \$435.86 million less fare revenue of \$86.83 million for the quarter.

Revenue collected through fares made up 20 per cent of total funding during Q2.



## 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 Q2 was 92.96 per cent. The quarterly figure continues to perform above the 90 per cent benchmark set by TransLink.

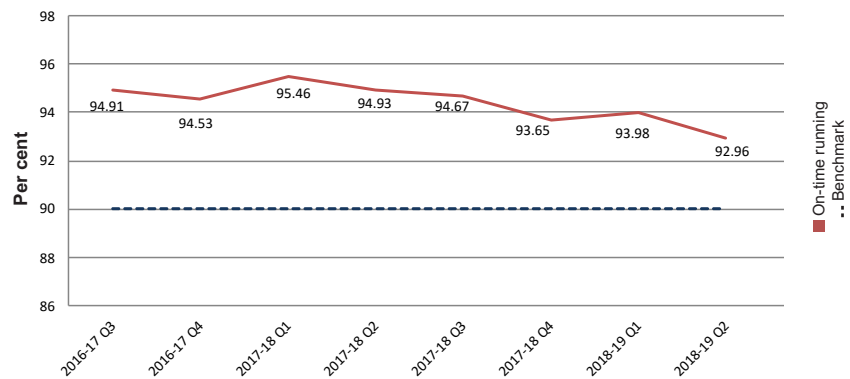
Peak on-time running for trains this quarter was 95.23 per cent with services delivered achieving 99.83 per cent.

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 quarter 2 of 2018-19.

Tram measures are similar to those for train and are presented in terms of punctuality and reliability. In Q2, Tram punctuality was 99.19 per cent and reliability was 99.20 per cent. This was due to impacts to trams from rail maintenance works in November and December.

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

### On-time running – bus – SEQ overall <sup>1 2 3</sup>



<sup>1</sup> Within six minutes after or two minutes before the scheduled arrival time.

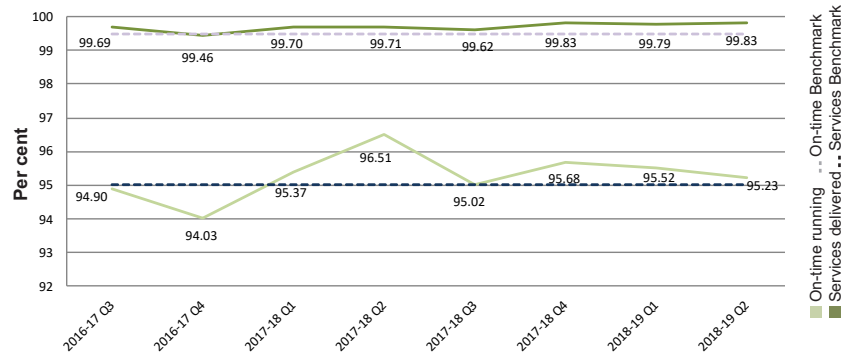
<sup>2</sup> Results are updated following review as mandated in the operator contract. Updated results may appear in subsequent editions of the TransLink Tracker.

<sup>3</sup> 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

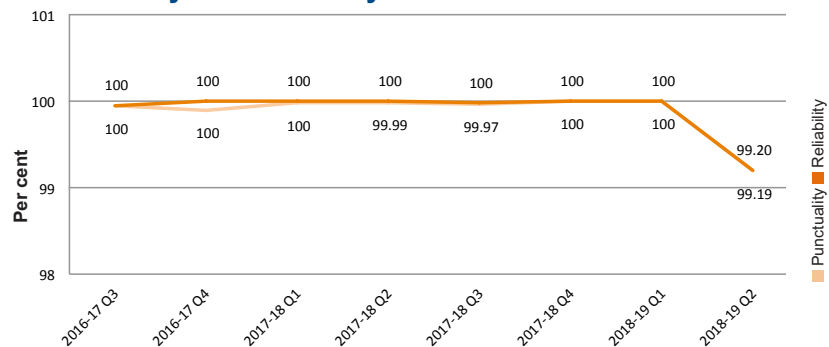
SEQ Region	2017-18 Q1	2017-18 Q2	2018-19 Q1	2018-19 Q2
Brisbane Region	91.86	91.13	91.45	91.06
Sunshine Coast	96.14	95.50	95.42	93.23
Northern Region	98.62	98.05	98.48	97.85
Eastern Region	97.37	97.03	96.69	94.74
Southern Region	88.91	87.25	81.99	80.83
Western Region	90.75	94.75	89.12	87.43
Gold Coast	96.51	96.97	95.95	96.36

### On-time running and services delivered – train <sup>4</sup>



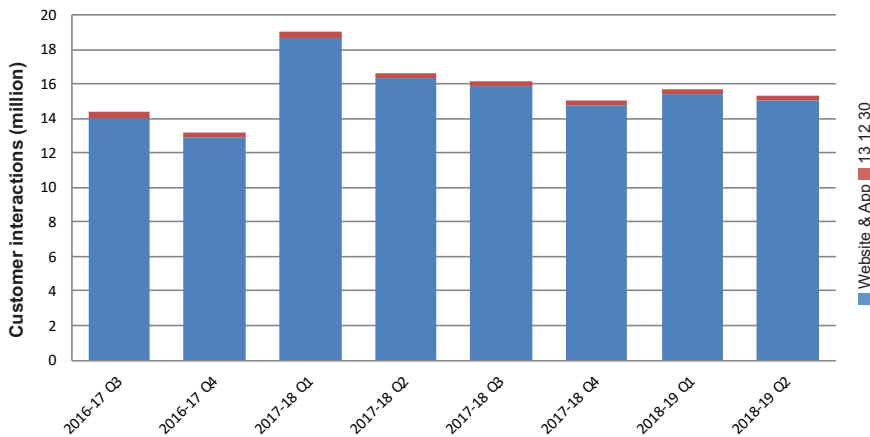
<sup>4</sup> On-time running refers to inbound morning peak services and outbound afternoon peak services arriving at their destinations less than four minutes after the scheduled arrival time on all lines, except Gold Coast and Sunshine Coast where the benchmark is less than six minutes, both adjusted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

### Punctuality and reliability – tram





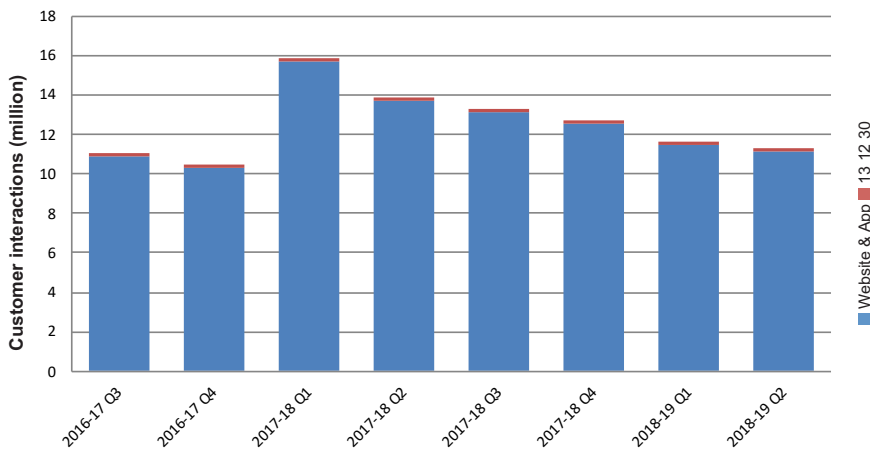
## All customer enquiries <sup>1 2</sup>



<sup>1</sup> Results reported in this graph are for the entire TransLink network across the state.

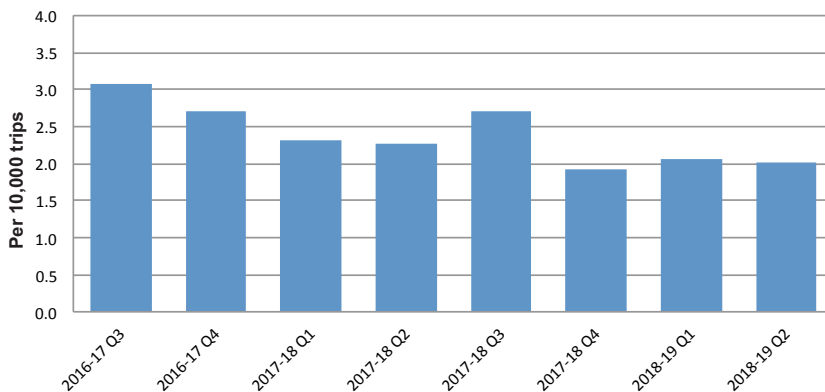
<sup>2</sup> MyTransLink app sessions are now included in TransLink Tracker data to accurately represent the shift in traffic across digital channels.

## Journey planner customer enquiries <sup>2</sup>



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

## Customer complaints



## Customer enquiries



**15.33 million**

Almost 15.33 million customer sessions and enquiries were received via the TransLink Division website, app and contact centre in Q2.

This comprised 15.04 million website and app sessions and more than 281,400 calls to TransLink's 24-hour contact centre.

Website and app sessions were 8 per cent lower than in Q2 2017-18.

Website and app journey planning sessions decreased 19 per cent from Q2 2017-18 to 11.1 million for Q2 2018-19.

Journey planning enquiries to the contact centre via phone decreased more than 11 per cent from 167,195 to 148,009 for the same quarter in 2017-18.

In Q2, journey planning accounted for 74 per cent of all TransLink website visits, app sessions and enquiries to the contact centre.

Overall customer complaints this quarter were 2.02 per 10,000 trips, which is a decrease from the previous quarter. The decrease from Q1 2018-19 to Q2 2018-19 is in line with historical trends. Ticketing complaints were 0.05 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](http://translink.com.au), through their mobile on the **MyTransLink** app, or by calling **13 12 30**.



## Ticketing and go card

**go** 86.9 %  
of all trips

Our customers used *go* card on 86.9 per cent of all trips taken across the TransLink public transport network during Q2, increasing from 86.4 per cent for the same quarter last year.

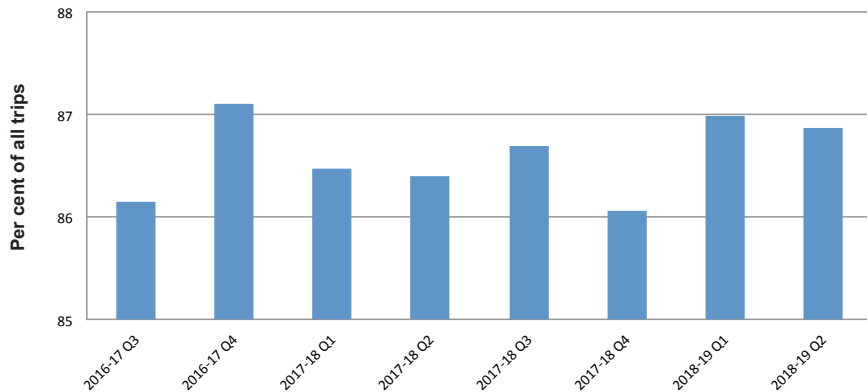
There was an increase in overall percentage of trips using *go* card. The total number of *go* card trips has increased by about 2.10 million or 5.6 per cent compared to the same quarter in 2017-18.

In Q2 2018-19, the total number of recorded *go* card trips was 39.5 million compared to the 37.4 million *go* card trips recorded in Q2 2017-18.

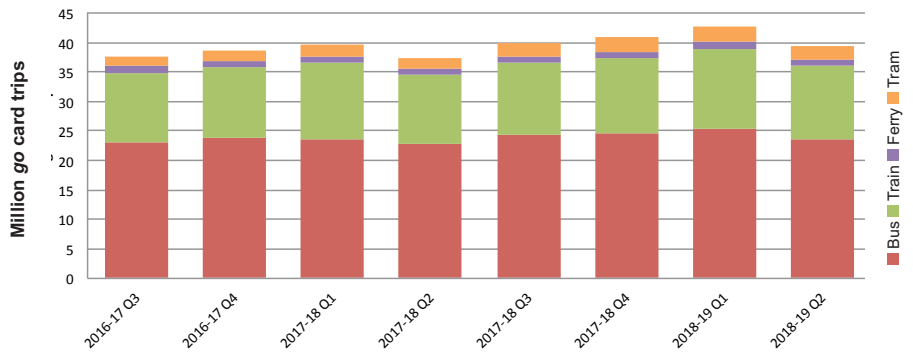
**Fixed fares only**  
1.76 %  
of trips

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.

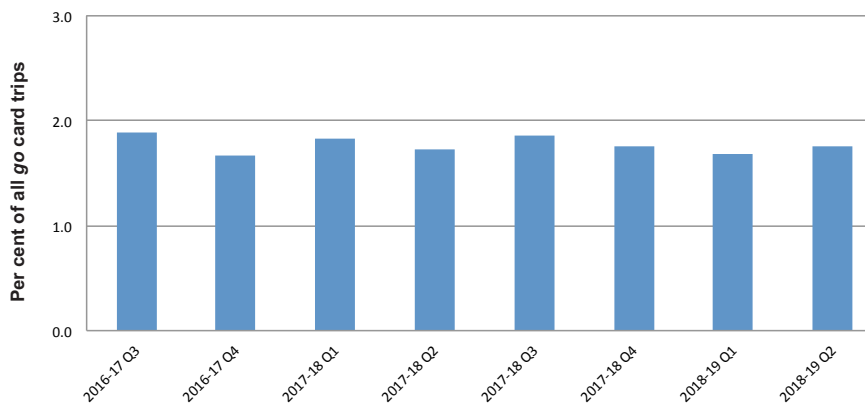
### go card use network-wide



### go card use by mode

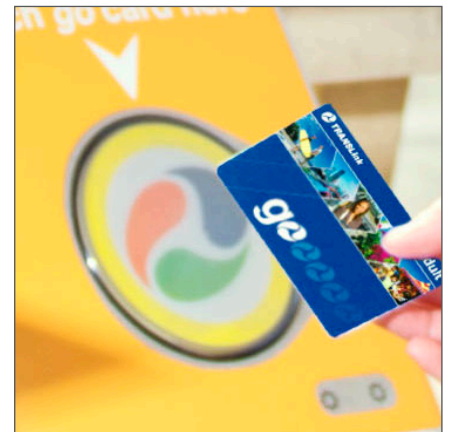
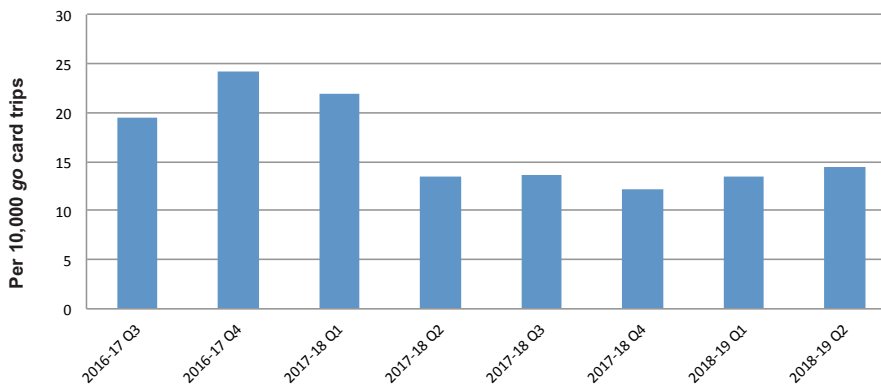


### go card fixed fares





## go card adjustments

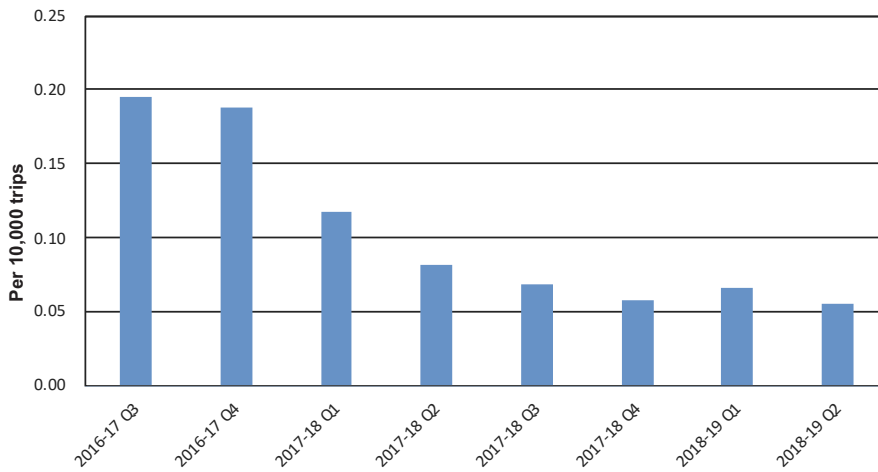


There was a slight increase in the volume of go card adjustments per 10,000 trips.

Ticketing complaints per 10,000 trips decreased from 0.07 in Q1 2018-19 to 0.05 in Q2 2018-19.

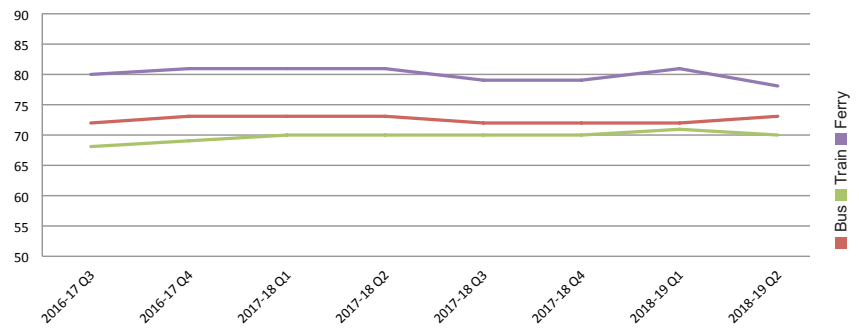
Customers who experience issues with ticketing or wish to query their transactions can submit an enquiry through the TransLink website: [translink.com.au](https://www.translink.com.au) or phone TransLink's 24-hour contact centre on **13 12 30**.

## Ticketing complaints





## Overall satisfaction



## Customer satisfaction



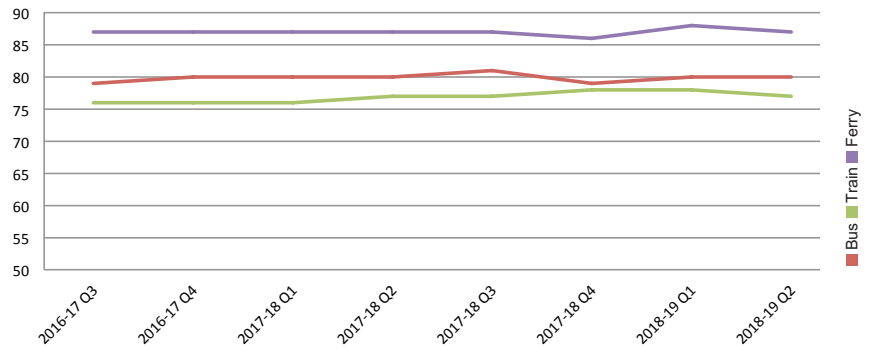
### SEQ bus, train and ferry services

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

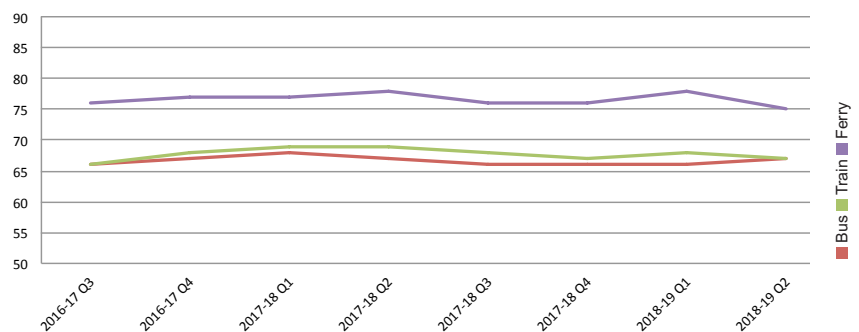
The survey is conducted by an independent market research company.

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.

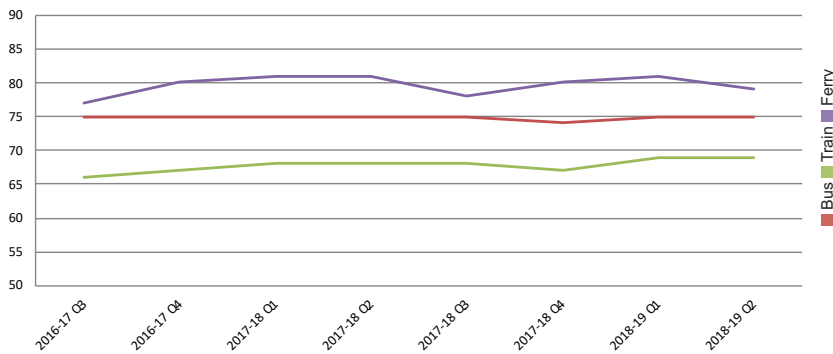
## Safety and security



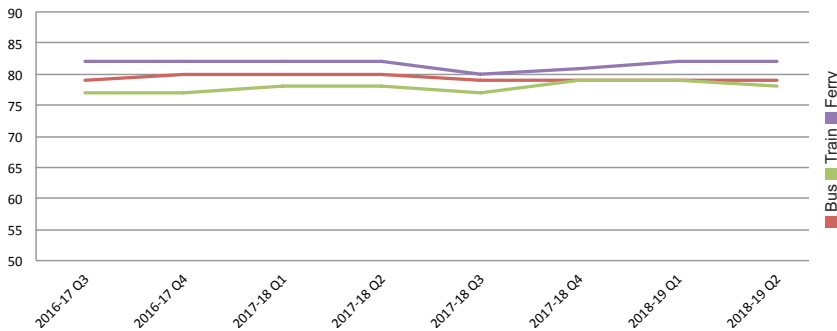
## Reliability and frequency



## Comfort



## Ease of use

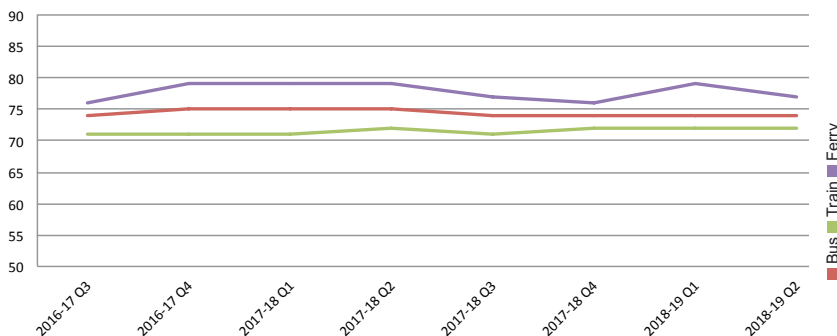


Overall satisfaction with TransLink bus, train and ferry in South East Queensland remained stable at 72 (out of 100) in Q2 2018-19 and all ten categories also remained stable when compared to the previous quarter.

At a modal level, overall satisfaction with:

- SEQ bus is stable at 73 (out of 100). Satisfaction with Efficiency increased while the other nine categories remained stable when compared to the previous quarter.
- train services is stable at 70 (out of 100) and all ten categories remained stable.
- ferry services decreased to 78 (out of 100) and four categories decreased: Reliability & Frequency, Comfort, Efficiency and Affordability. The other six categories remained stable when compared to the previous quarter.

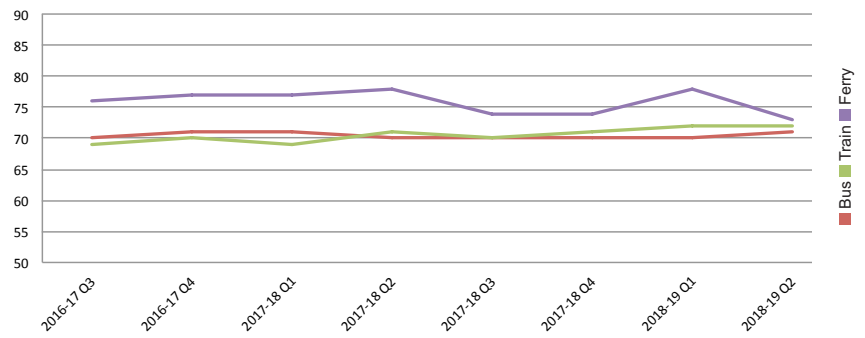
## Proximity







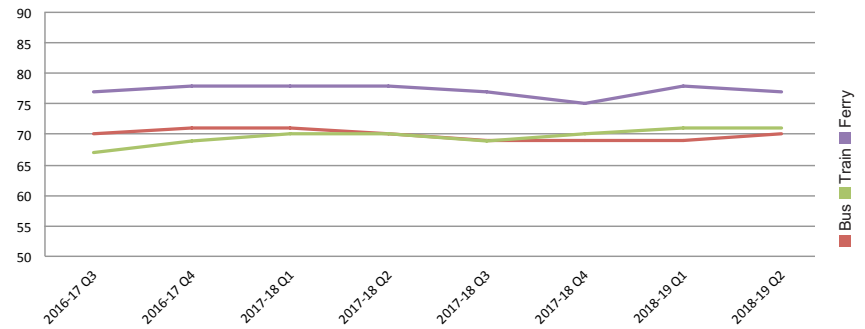
## Efficiency



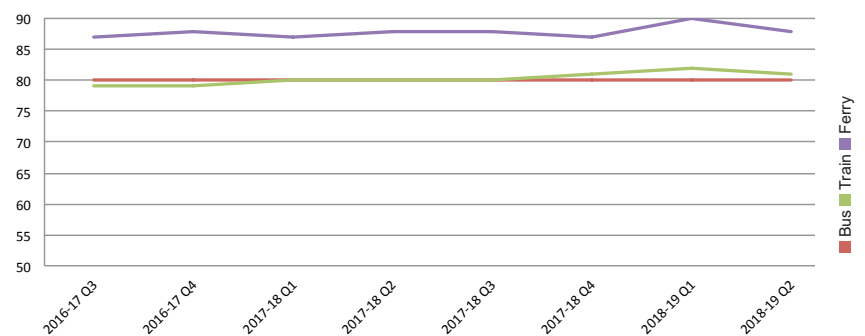
Customer satisfaction survey results are tested for statistical significance. This test identifies whether a change in the score can be considered an increase or a decrease or should be regarded as a stable result.

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.

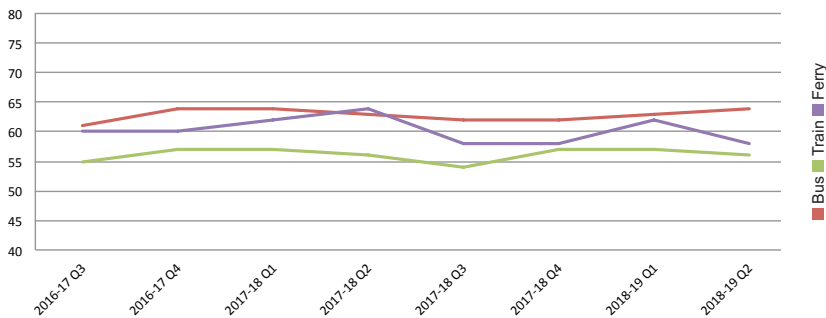
## Information



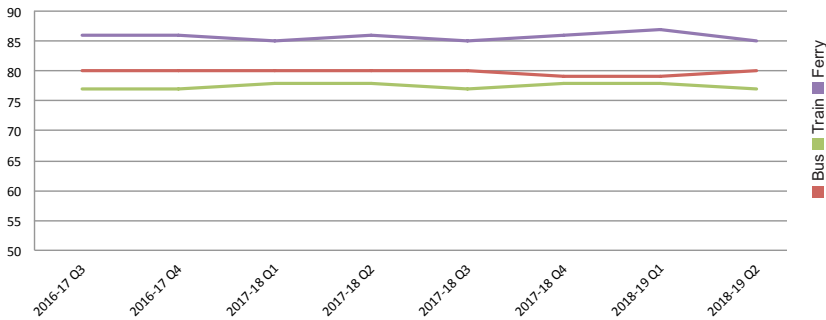
## Staff



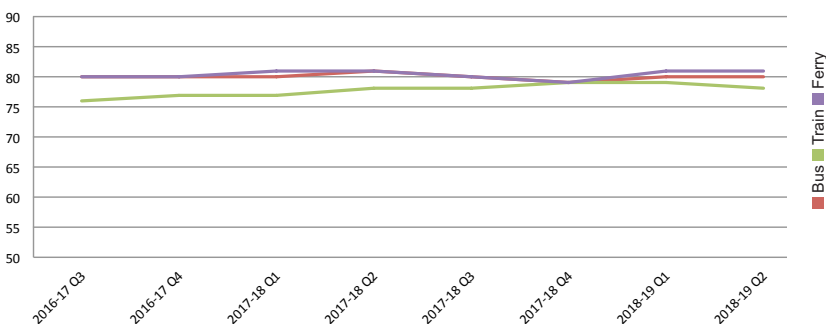
## Affordability



## Accessibility



## go card



### Tackling fare evasion

Sixteen new Senior Network Officers (SNOs) are being recruited to boost ticket inspector numbers to combat a surge in fare evasion on Queensland's public transport.

Fare evasion on public transport, particularly school buses, is costing about \$25 million a year in lost revenue. Last financial year, Queensland's school bus drivers recorded more than 1.53 million fare evasions, compared to about 875,000 the year before. This trend is mirrored on urban bus services, where there were almost 600,000 more fare evasions in 2017/18, compared to the 1.06 million the year before.

The 16 new SNOs will join the current pool of 55 officers that patrol all modes of public transport. Officers handed out more than 17,000 fines for public transport ticketing offences last financial year.

In addition, a roundtable was also held in April with experts across government, the community services and education sectors sharing their views on how to discourage fare evasion and address associated behavioural issues. This opportunity to discuss policy options, enforcement, penalties and whether more education or early intervention programs are needed has been welcomed by the industry and the wider community.



## Passenger safety and fare revenue protection

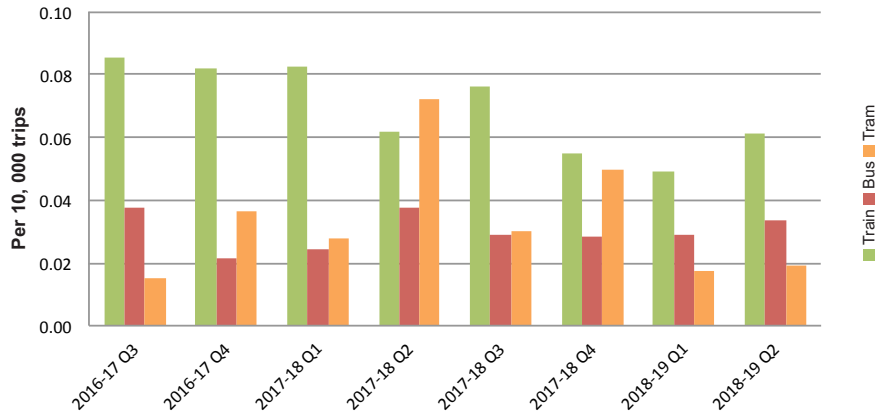


Senior Network Officers are a key component of TransLink’s strategy to protect fare revenue and improve customer service and safety on all modes of public transport.

TransLink’s 55 Senior Network Officers operate across the TransLink South East Queensland network alongside 28 Queensland Rail Authorised Officers, 78 Queensland Police Service Rail Squad Officers and 29 Gold Coast G:link Customer Service Officers.

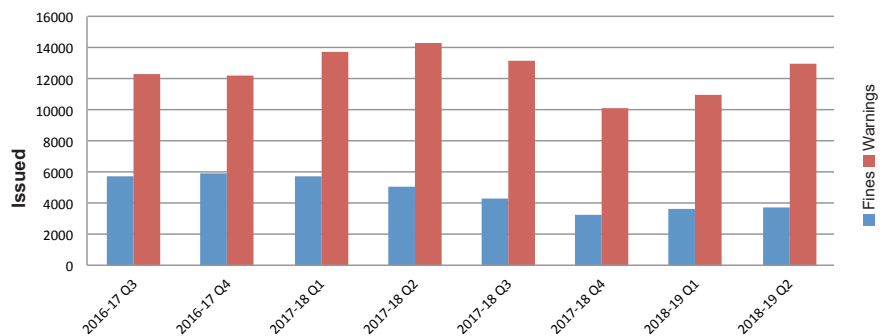
In Q2 2018-19, the combined workforces issued a total of 3751 fines and 12,959 warnings.

### Passenger injuries <sup>1</sup>



<sup>1</sup> 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 <sup>1</sup>



<sup>1</sup> Data is subject to change due to ongoing incident investigation and processing times.



