

TransLink Tracker

April – June 2017 Q4

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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 and Mackay. Within South East Queensland (SEQ), TransLink operates across eight zones and seven regions. The 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 and Mackay and other regional centres including Townsville, Rockhampton and Bundaberg
- active transport (cycling and walking)
- 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 creating a single integrated passenger transport network accessible to everyone.

For more information

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 Brisbane Qld 4001

For timetable and public transport information, visit translink.com.au or call **13 12 30** anytime.



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Patronage

 **27.96**
million trips

 **12.84**
million trips

 **1.68**
million trips

 **1.93**
million trips

There were 44.42 million trips taken across the SEQ TransLink network during Q4. This is a decrease of 4.3 per cent or about 2 million trips compared with the same period the previous year.

The decrease in reported patronage can be attributed to Easter occurring in March last year and in April this year. This caused less trips to be conducted in Q4 this year compared to Q4 last year.

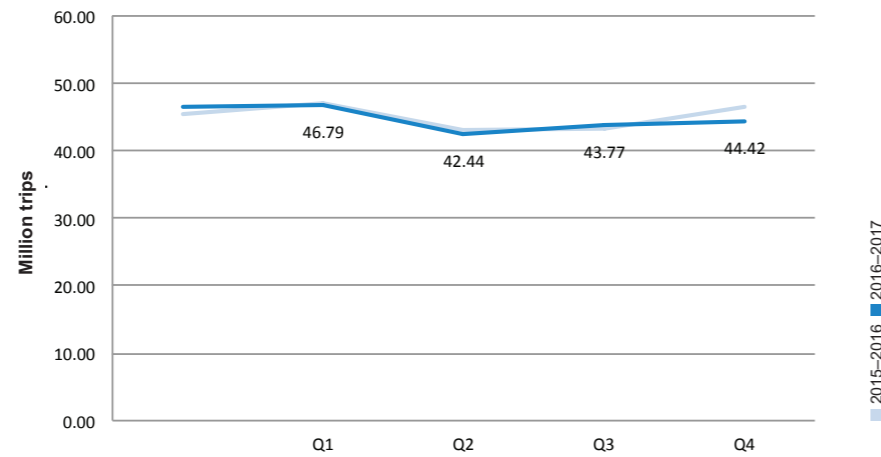
Bus patronage decreased 5.6 per cent or more than 1.6 million trips to 27.96 million.

The number of train trips decreased by approximately 348,000 (2.6 per cent) to 12.84 million, down from 13.19 million for the same quarter last year.

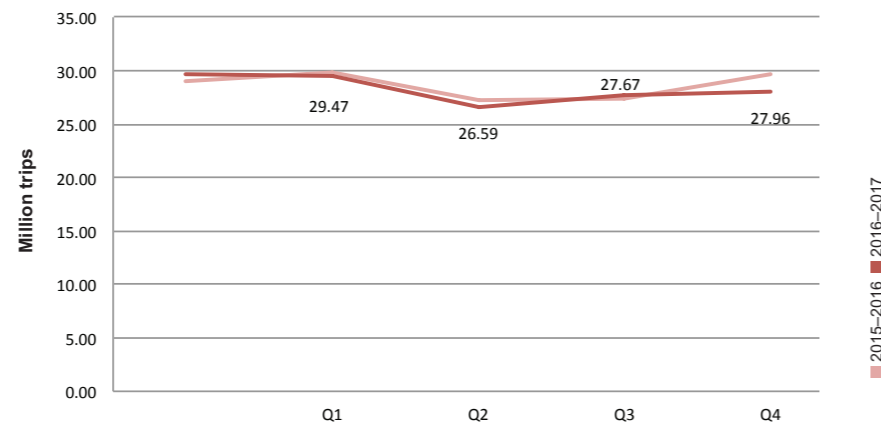
Light rail patronage rose to 1.93 million this quarter, compared with 1.90 million for the same period the previous year. This represents an increase of more than 35,000 trips or 1.9 per cent.

Ferry trips decreased by 44,000 or 2.6 per cent over the same comparative period.

Network-wide patronage – quarterly



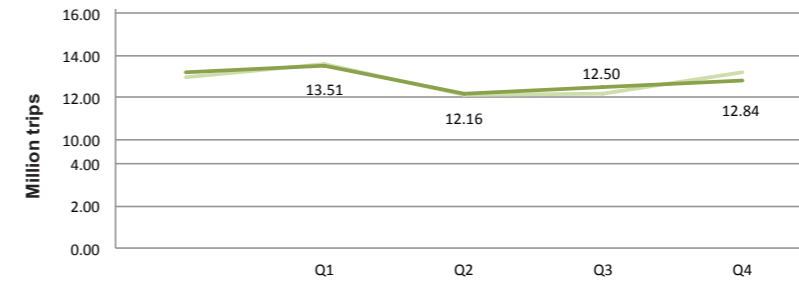
Bus patronage – quarterly



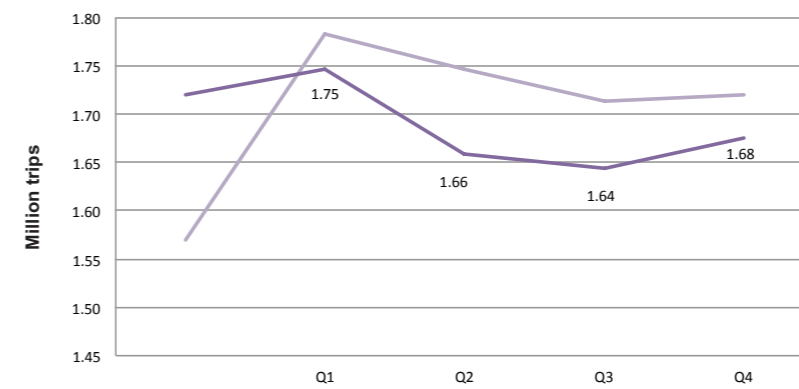
Bus patronage by SEQ region

SEQ Region	2015-16 Q3	2015-16 Q4	2016-17 Q3	2016-17 Q4
Brisbane Region	18,290,824	20,171,577	18,627,175	19,196,116
Sunshine Coast	1,294,742	1,359,667	1,340,483	1,307,978
Northern Region	1,374,415	1,518,185	1,345,499	1,303,709
Eastern Region	723,832	796,813	759,816	736,207
Southern Region	1,568,864	1,720,497	1,585,917	1,586,662
Western Region	539,844	592,965	523,900	548,903
Gold Coast	3,585,945	3,466,976	3,490,286	3,284,875
Total	27,378,466	29,626,680	27,673,076	27,964,450

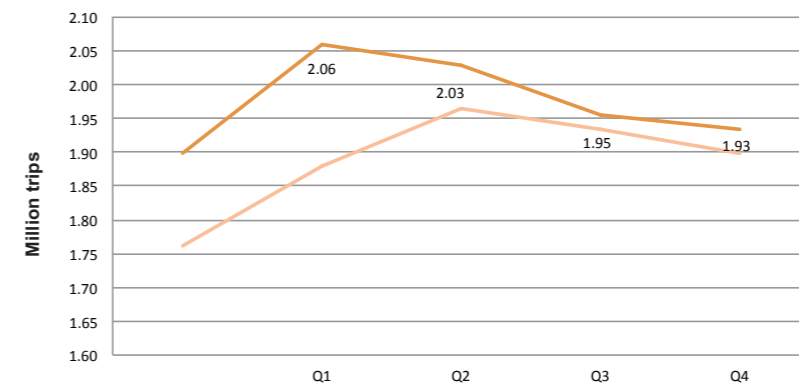
Train patronage – quarterly



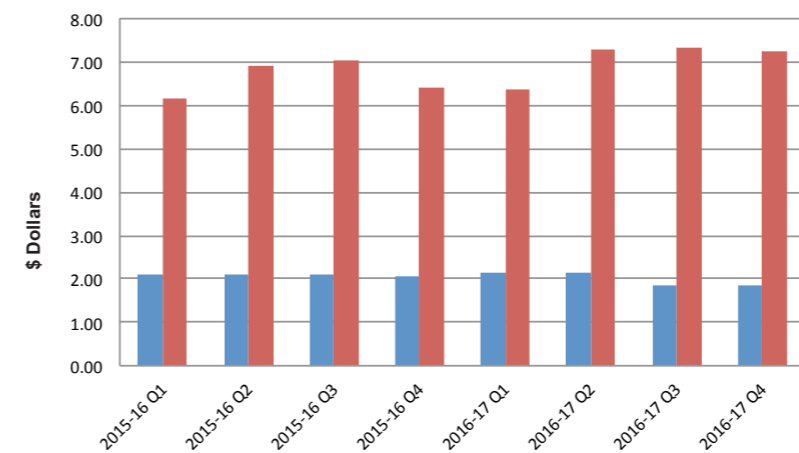
Ferry patronage – quarterly¹



Light rail patronage – quarterly

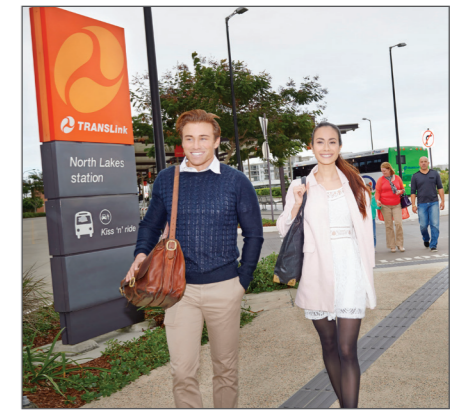


Fare and subsidy per trip



Footnote

¹Ferry patronage data for Q1-Q3 of 2014-15 reflects reduced patronage due to the closure of various Brisbane City Council ferry terminals for reconstruction works. These customers returned to the network in Q1 2015/16.



Fare and subsidy per trip



In Q4, the average fare per trip paid by customers was \$1.85 and the average Queensland Government subsidy per trip was \$7.23.

The Q4 subsidy is based on network funding from the Queensland Government of \$403.2 million less fare revenue of \$82.26 million for this quarter.

Revenues collected through fares made up 20.40 per cent of total funding during Q4.



Services on-time running and services delivered

94.53% bus
94.03% train

Train and bus operators are contracted to meet benchmarks for on-time running.

Bus on-time running for Q4 was 94.53 per cent. The quarterly figure continues to perform above the 90 per cent benchmark set by TransLink Division.

Peak on-time running for trains this quarter was 94.03 per cent. The benchmark for on-time running of CityTrain services in peak times is 95 per cent.

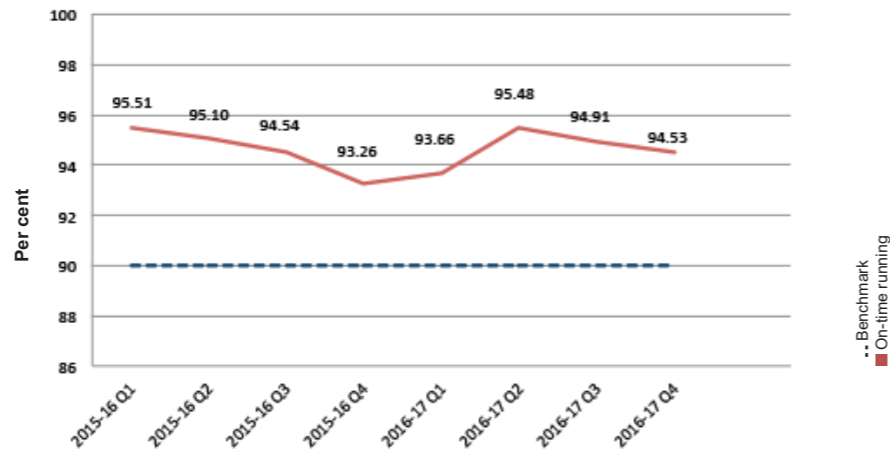
Tram data is presented as punctuality and reliability instead of on-time running.

Punctuality is a measure of how close to timetable the trams run, whereas reliability is a measure of whether a scheduled service actually ran.

In this quarter, punctuality was 99.90 per cent and reliability was 100 per cent.

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

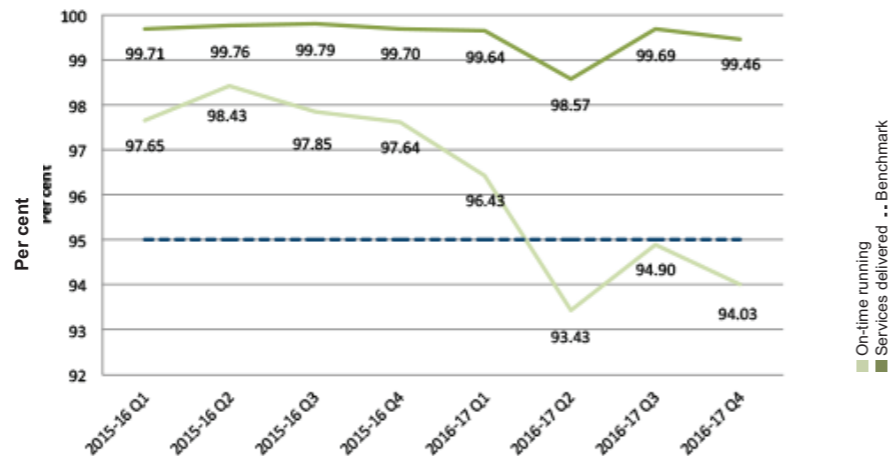
Bus on-time running – overall ^{1 2 3}



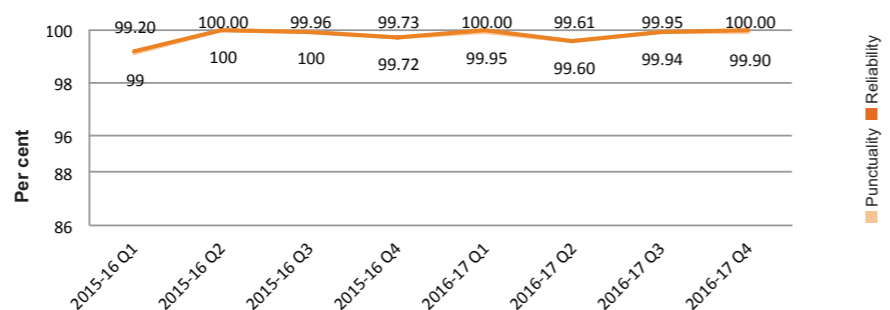
Bus on-time running – by SEQ region

SEQ Region	2015-16 Q3	2015-16 Q4	2016-17 Q3	2016-17 Q4
Brisbane Region	86.27	87.90	90.98	91.43
Sunshine Coast	95.33	95.56	93.36	92.70
Northern Region	96.83	96.47	98.60	98.58
Eastern Region	97.24	97.75	97.50	96.88
Southern Region	90.82	82.95	87.29	85.73
Western Region	92.79	90.91	90.30	90.50
Gold Coast	94.30	94.32	96.70	96.19

On-time running and services delivered - train ⁴



Punctuality and reliability - light rail ⁵



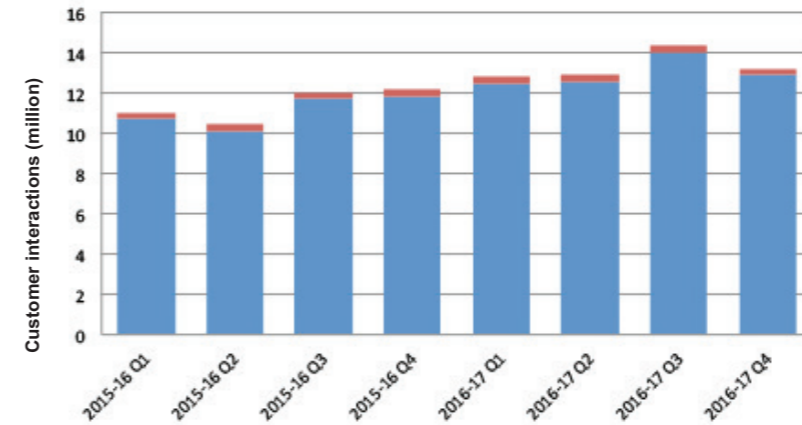
Footnote

¹ Within six minutes (after) or two minutes (before) the scheduled arrival time.

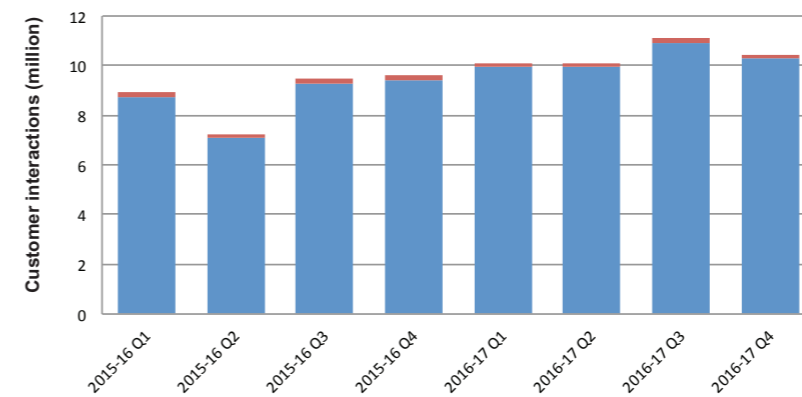
² Results for the current quarter are subject to change and updated results may appear in subsequent editions of this document. Results are updated following review as mandated under the terms of the operator contract.

³ On-time running for bus includes events that would normally be classified as out of the control of the operator.

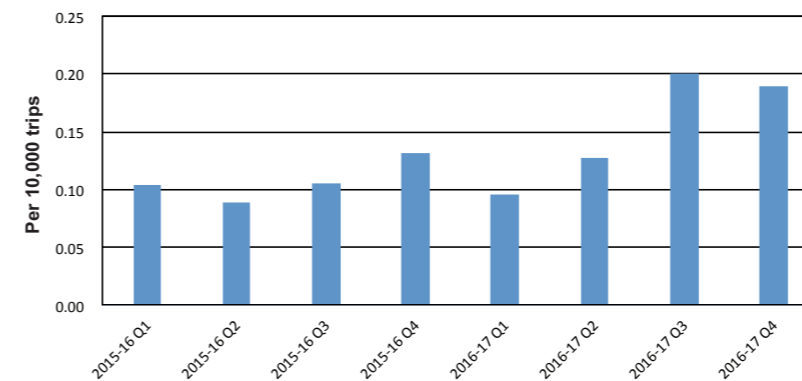
Total customer interactions ⁶



Journey planner customer interactions ⁶



Customer complaints



Footnote

⁴ Less than four minutes after the scheduled arrival times on all lines, except Gold Coast and Sunshine Coast where the benchmark is within six minutes.

⁵ Tram does not have an individual on-time running benchmark. Instead, performance levels are monitored through punctuality and reliability measures.

⁶ Results reported in this graph are for the entire TransLink network across the state.

Customer enquiries

13.22 million

More than 13.22 million customer enquiries were received via the TransLink Division website and contact centre in Q4.

This comprised of 12.90 million enquiries to the website and more than 327,860 enquiries to the TransLink Divisions 24/7 contact centre. Website enquiries were 8.7 per cent higher than in Q4 2015/16.

Enquiries to the contact centre via the website regarding the Journey Planner rose 8.8 per cent from Q4 2015/16's mark to 10.26 million.

Enquiries to the contact centre via phone rose 17.5 per cent up from about 150,838 to 177,265.

In Q4, TransLink's journey planner accounted for 78.9 per cent of all enquiries received through the website and contact centre.

This figure is made up of 79.6 per cent of all visits to the website and 54.1 per cent of all enquiries to the contact centre.

Overall customer complaints this quarter were 3.07 per 10,000 trips.

go card complaints were 0.20 per 10,000 go card trips.

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.



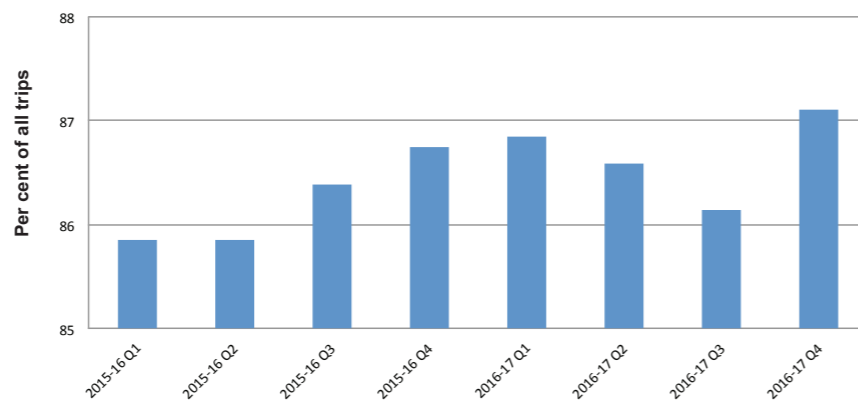
go card

go 87.1 %
of all trips

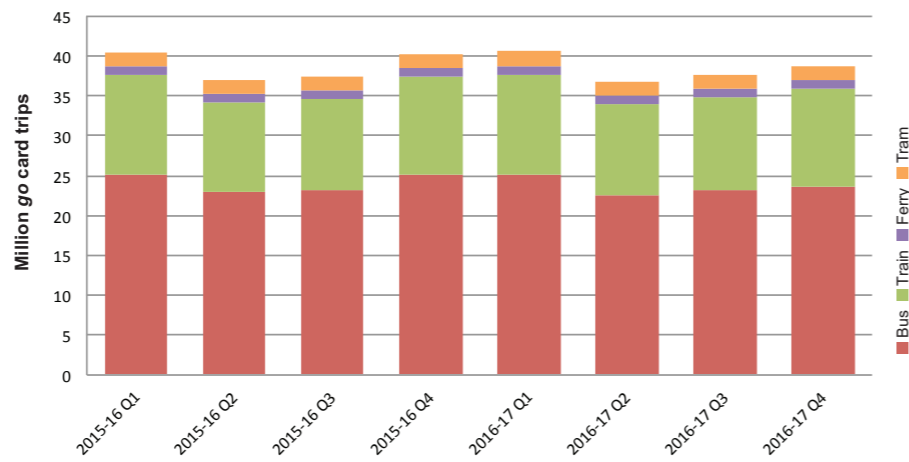
The go card was used on 87.1 per cent of all trips taken across the TransLink Division public transport network during Q4, down slightly from 86.8 per cent for the same quarter last year.

However the total number of go card trips has decreased by about 1.6 million trips or 4 per cent compared with the same quarter in 2015/16.

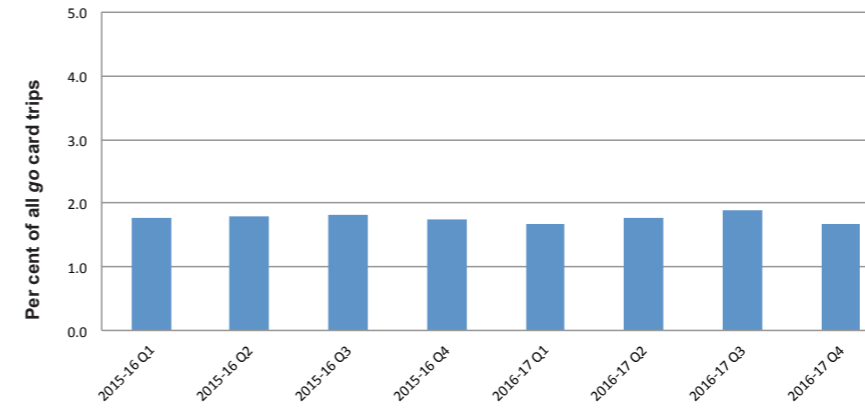
go card use network-wide



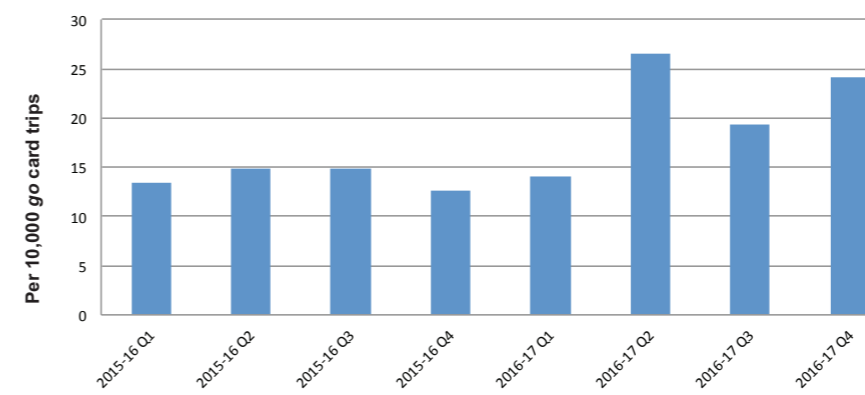
go card use by mode



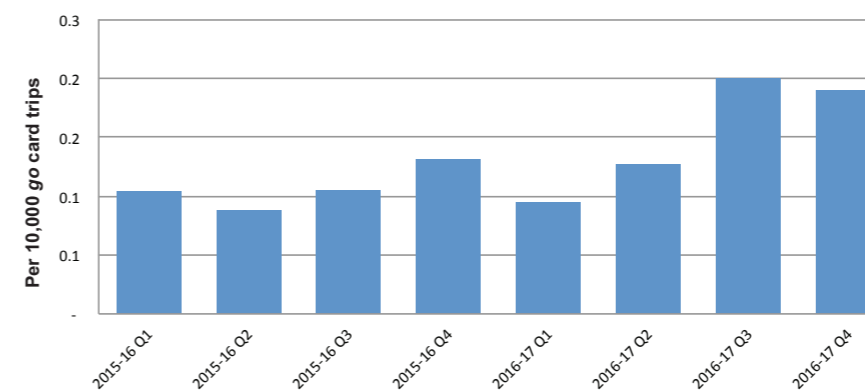
go card fixed fares



go card adjustments



go card customer complaints¹



Fixed fares

Fixed fares only
1.67 %
of trips

The number of fixed fares - no recorded touch on or touch off for the go card trip - is 1.67 per cent of all trips, down from 1.89 per cent in Q3 2016/17.

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.

Footnote

¹ Q1 2015-16 data onwards reflects a significant drop in go card complaints mainly due to a category update. Prior to Q1 standard transaction requests, including balance transfers, were inaccurately categorised as complaints.



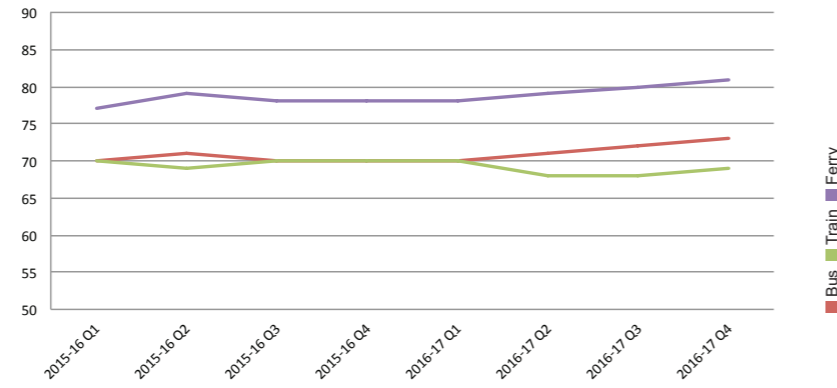
Customer satisfaction



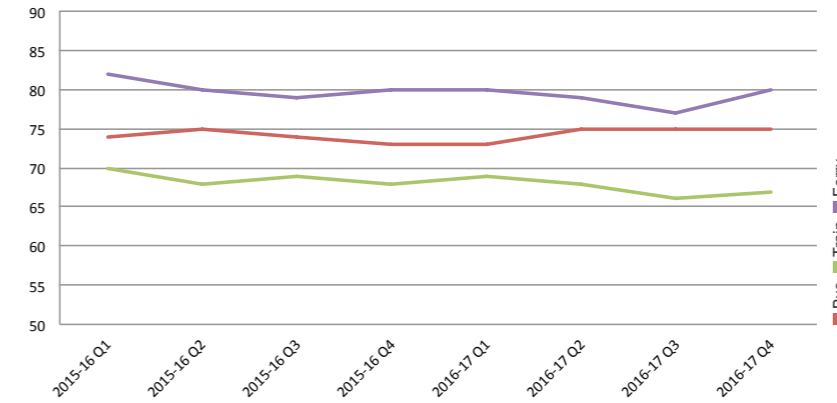
The quarterly customer satisfaction survey undertaken by TransLink measures and compares changes in the opinions of public transport users across South East Queensland. The survey measures satisfaction with bus, train and ferry services and is conducted by an independent market research company.

Due to different survey questions and methodology, tram customer satisfaction is unable to be aligned with bus, train and ferry results and is not reported in TransLink Tracker.

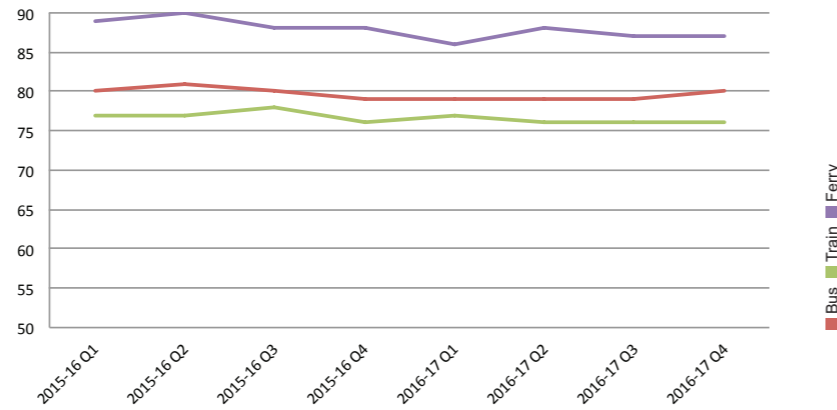
Overall satisfaction



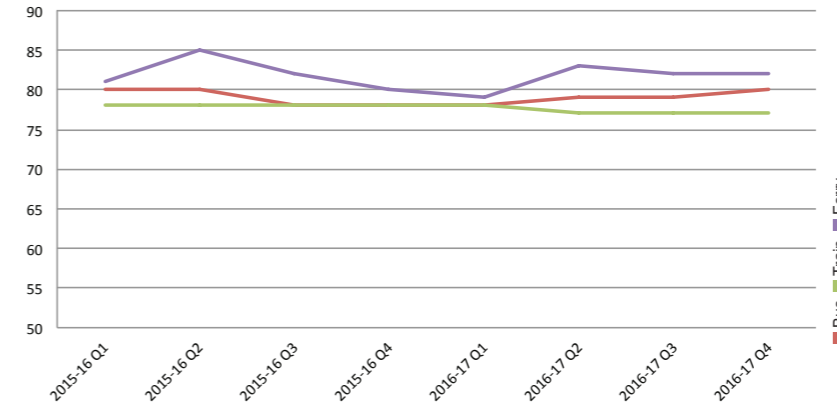
Comfort of ride



Safety and security



Ease of use



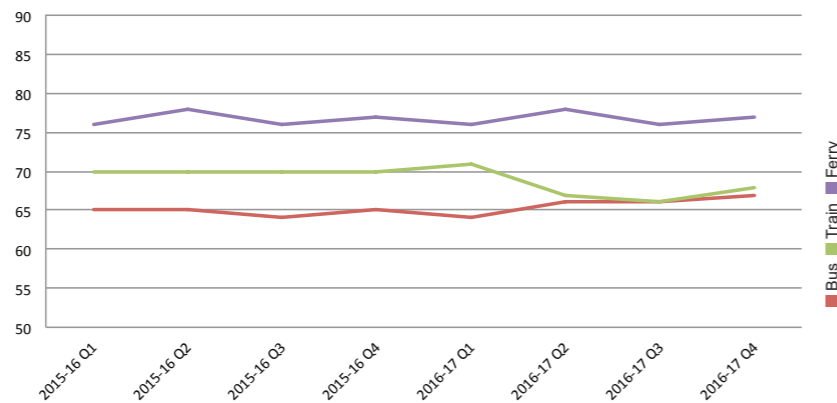
Satisfaction levels of 75 and above are classed 'best practice', while 60 and above is considered to be 'satisfactory'.

This report records an overall satisfaction result and results from 10 categories for bus, train and ferry. Each category is made up of a sub-category and the sub-category score for go card is also recorded in this report.

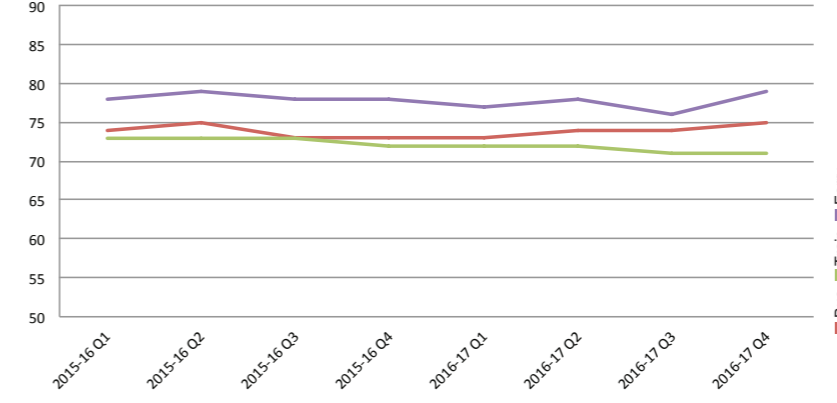
Customer satisfaction results naturally increase and decrease, but the changes are usually within the margin of error for the survey and do not necessarily represent a statistically significant change in the data.

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

Reliability and frequency

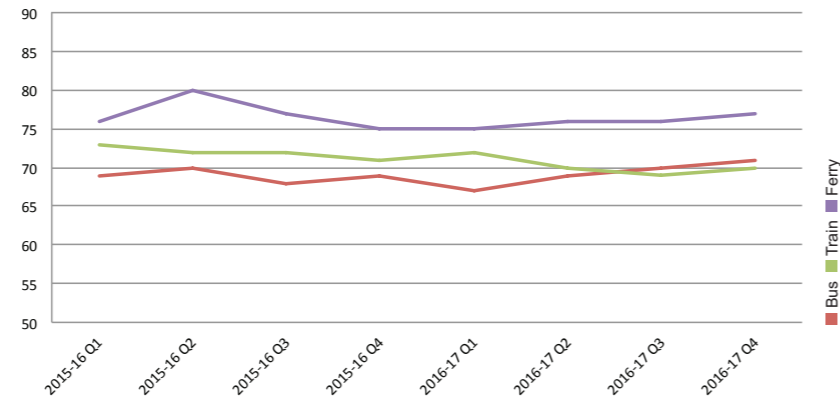


Proximity

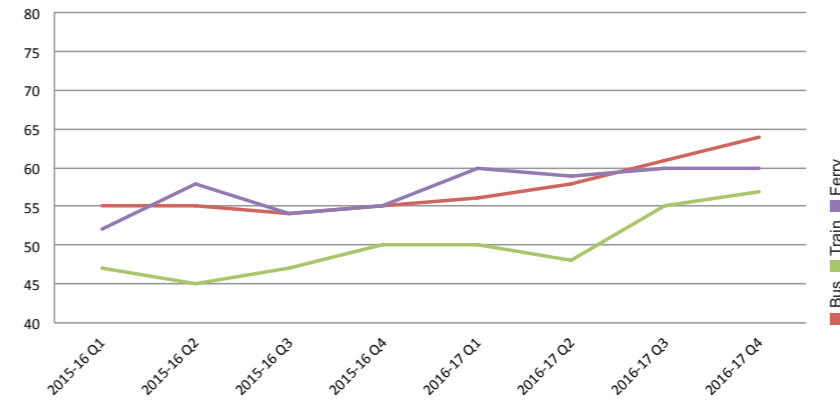




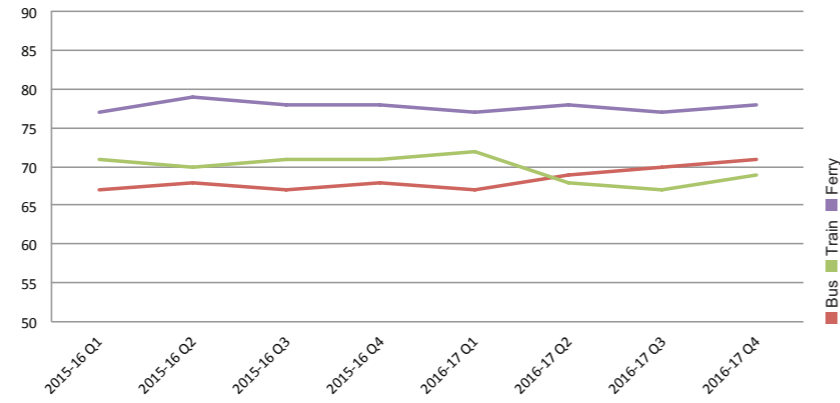
Efficiency



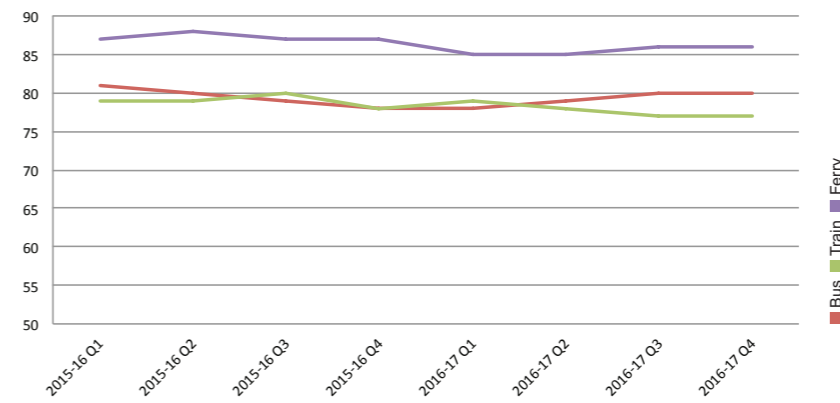
Affordability



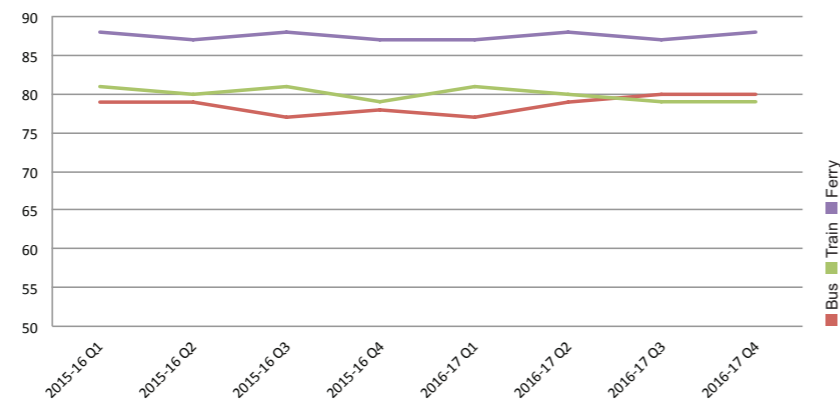
Information



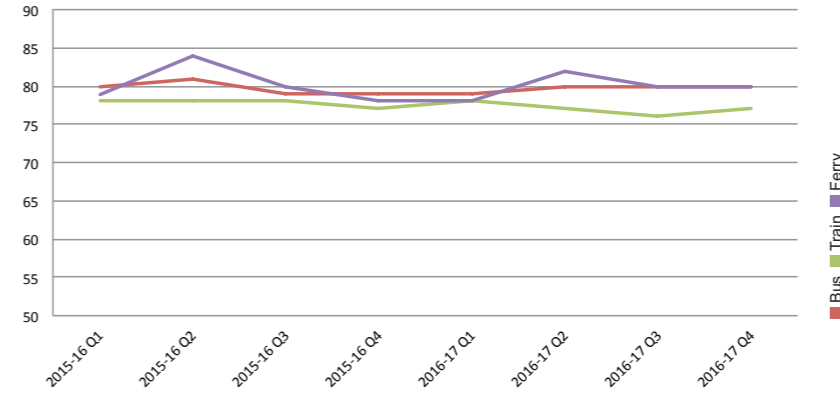
Accessibility

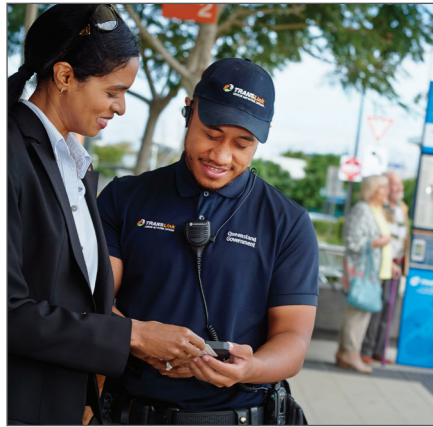


Helpfulness of staff



go card





Passenger safety and fare evasion

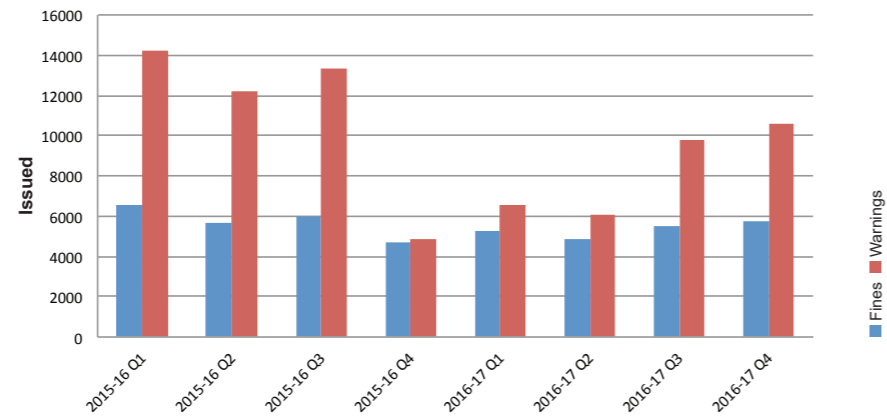


Senior Network Officers are a key component of TransLink's strategy to protect fare revenue and improve customer service and safety on all modes of public transport.

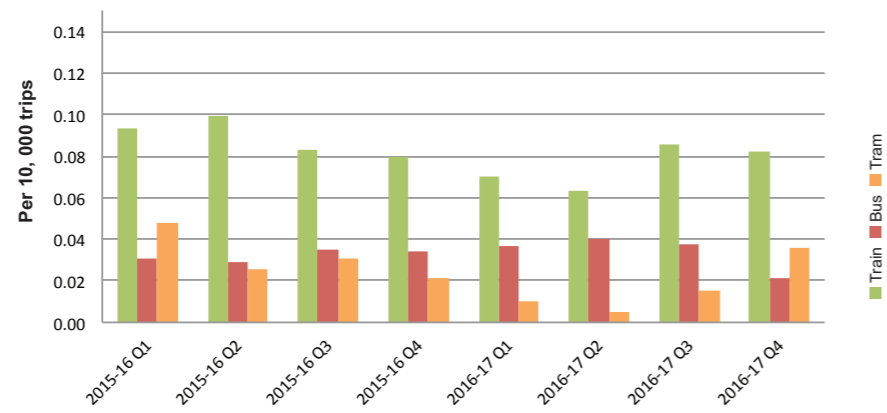
There are currently 59 Senior Network Officers on the TransLink South East Queensland network, following the recruitment of an additional nine officers in late 2016. These Senior Network Officers work alongside 19 Queensland Rail Authorised Officers, 70 Queensland Police Service Rail Squad Officers and 27 G:Link Customer Service Officers covering bus, rail, tram and ferry services on the TransLink South East Queensland network.

This combined workforce issued 5740 fines and 10,627 warnings during the fourth quarter of 2016-17.

Fines and warnings ^{1 2}



Passenger injuries ²



Footnote

¹ The increase in fines and warnings reflect the introduction of G:Link Customer Service Officers in July 2014 following the opening of the tram.

² Data is subject to change due to ongoing incident investigation and processing times.



