



Customer Satisfaction Index 2012

Appendix



Transport
for NSW

Customer Satisfaction Index 2012

Train

% PARTLY TO VERY SATISFIED

SUBURBAN AND INTERCITY TRAIN LINES

Service driver	Service attribute	Airport & East Hills	Bankstown	Blue Mountains	Carlingford	Eastern Suburbs	Hunter	Illawarra	Inner West	Newcastle & Central Coast	North Shore	Northern	Olympic Park	South	South Coast	Southern Highlands	Western
Overall	How satisfied are you with this service	81%	70%	82%	57%	84%	86%	81%	79%	83%	81%	87%	81%	71%	84%	86%	72%
Timeliness	This train turning up on time	84%	78%	87%	68%	87%	86%	90%	85%	87%	80%	85%	83%	73%	85%	86%	83%
	Frequency of this train service	74%	67%	66%	30%	83%	79%	78%	68%	70%	73%	71%	82%	64%	66%	57%	62%
	Journey time given the distance travelled	78%	69%	73%	58%	86%	84%	84%	75%	71%	79%	78%	84%	58%	71%	72%	68%
	Time to connect to other transport services	71%	63%	69%	50%	77%	76%	75%	68%	73%	67%	65%	76%	53%	73%	80%	70%
Safety & Security	Feeling safe at the train station	79%	70%	84%	73%	82%	79%	84%	83%	78%	86%	83%	79%	61%	81%	83%	72%
	Feeling safe while on this train	83%	78%	83%	74%	84%	75%	84%	83%	81%	86%	84%	81%	67%	80%	85%	75%
	This train being driven safely	91%	87%	89%	88%	90%	92%	94%	89%	90%	92%	89%	88%	80%	86%	92%	89%
Ticketing	Ease of purchasing my ticket	83%	81%	84%	67%	78%	84%	86%	81%	87%	87%	81%	80%	77%	84%	89%	78%
	Choice of tickets that meet my travel needs	81%	79%	83%	65%	72%	86%	84%	77%	86%	82%	80%	77%	72%	82%	89%	82%
Comfort	Comfort at the train station (shelter & seating)	70%	70%	76%	64%	68%	78%	75%	73%	72%	67%	75%	73%	65%	82%	82%	63%
	Seat availability on this train	81%	77%	85%	84%	84%	85%	82%	86%	85%	85%	87%	84%	75%	87%	89%	77%
	Seat comfort on this train	77%	70%	81%	64%	78%	84%	81%	78%	71%	75%	80%	76%	69%	80%	85%	69%
	Temperature on this train	70%	58%	80%	45%	72%	84%	73%	70%	79%	74%	80%	67%	69%	86%	81%	68%
	Personal space on this train	77%	70%	81%	80%	79%	81%	74%	80%	73%	79%	82%	82%	69%	85%	87%	67%
Accessibility	Ease of accessing the train station	86%	86%	85%	76%	85%	89%	90%	87%	87%	88%	84%	83%	79%	87%	92%	85%
	Ease of boarding this train	89%	82%	86%	80%	89%	89%	91%	88%	89%	91%	90%	84%	80%	90%	92%	86%
	Ease of getting off the train	90%	85%	85%	81%	85%	89%	91%	86%	90%	91%	88%	86%	81%	90%	91%	83%
	Usefulness of signs to help you find your way	83%	85%	82%	77%	79%	84%	87%	84%	82%	84%	80%	82%	77%	86%	88%	82%
Cleanliness	Cleanliness of the train station	76%	64%	79%	61%	71%	80%	75%	74%	75%	80%	78%	72%	68%	85%	87%	72%
	Cleanliness of this train	72%	57%	70%	57%	66%	71%	69%	73%	72%	69%	72%	66%	64%	83%	87%	65%
	Cleanliness of seats on this train	71%	55%	70%	50%	67%	71%	68%	72%	71%	69%	71%	66%	62%	82%	86%	65%
Information	Availability of arrival information for this train	83%	75%	78%	58%	82%	80%	87%	82%	82%	79%	84%	79%	72%	88%	84%	75%
	Availability of next stop information on this train	82%	74%	74%	62%	78%	81%	76%	82%	84%	67%	81%	79%	69%	91%	75%	70%
	Availability of information about service delays	73%	66%	69%	45%	72%	71%	72%	71%	72%	69%	72%	73%	63%	83%	73%	63%
	Ease of finding information (routes, stops, timetables)	79%	69%	77%	63%	75%	80%	81%	80%	79%	78%	76%	75%	69%	85%	83%	69%
Customer Service	Willingness of rail staff to help	75%	69%	77%	62%	76%	78%	76%	76%	74%	73%	69%	76%	69%	82%	85%	68%
	Knowledge of rail staff	74%	74%	78%	58%	75%	77%	78%	77%	73%	76%	71%	77%	68%	83%	84%	71%
	Presentation of rail staff	79%	73%	81%	64%	79%	81%	82%	79%	78%	76%	73%	81%	73%	84%	88%	74%
Convenience	Availability of car parking near the station	61%	54%	75%	60%	42%	76%	56%	49%	68%	51%	47%	63%	48%	76%	77%	65%
	Ease of connection with other modes of transport	71%	70%	77%	58%	74%	73%	72%	70%	77%	67%	68%	72%	63%	81%	82%	69%

Customer Satisfaction Index 2012

Train

% PARTLY TO VERY DISSATISFIED

SUBURBAN AND INTERCITY TRAIN LINES

Service driver	Service attribute	Airport & East Hills	Bankstown	Blue Mountains	Carlingford	Eastern Suburbs	Hunter	Illawarra	Inner West	Newcastle & Central Coast	North Shore	Northern	Olympic Park	South	South Coast	Southern Highlands	Western
Overall	How dissatisfied are you with this service	11%	22%	9%	34%	8%	9%	10%	13%	9%	13%	9%	12%	19%	12%	8%	13%
Timeliness	This train turning up on time	11%	15%	8%	25%	9%	10%	4%	12%	9%	17%	12%	11%	16%	11%	10%	15%
	Frequency of this train service	19%	23%	27%	60%	10%	15%	16%	23%	20%	21%	23%	12%	24%	24%	37%	30%
	Journey time given the distance travelled	13%	21%	18%	26%	8%	9%	11%	17%	20%	16%	14%	10%	26%	21%	22%	23%
	Time to connect to other transport services	13%	17%	13%	37%	12%	11%	12%	19%	15%	18%	25%	18%	29%	16%	14%	16%
Safety & Security	Feeling safe at the train station	12%	19%	10%	12%	9%	15%	10%	9%	12%	8%	9%	9%	22%	14%	11%	16%
	Feeling safe while on this train	9%	16%	11%	11%	7%	18%	8%	9%	11%	8%	8%	9%	20%	16%	8%	14%
	This train being driven safely	3%	7%	5%	8%	5%	5%	2%	5%	5%	5%	5%	6%	10%	10%	5%	6%
Ticketing	Ease of purchasing my ticket	12%	11%	11%	20%	15%	12%	8%	13%	9%	8%	14%	13%	13%	10%	8%	14%
	Choice of tickets that meet my travel needs	12%	15%	9%	19%	19%	9%	8%	13%	8%	11%	13%	14%	15%	11%	8%	12%
Comfort	Comfort at the train station (shelter & seating)	19%	21%	17%	22%	21%	13%	16%	18%	20%	22%	15%	17%	26%	13%	10%	26%
	Seat availability on this train	12%	16%	10%	9%	10%	11%	14%	9%	10%	10%	10%	9%	18%	8%	6%	15%
	Seat comfort on this train	16%	22%	12%	20%	14%	9%	14%	14%	22%	15%	13%	16%	23%	15%	9%	22%
	Temperature on this train	22%	33%	13%	41%	18%	10%	18%	22%	14%	19%	15%	23%	24%	10%	13%	20%
	Personal space on this train	14%	17%	12%	7%	12%	13%	19%	13%	20%	13%	11%	11%	20%	10%	9%	20%
Accessibility	Ease of accessing the train station	7%	10%	7%	13%	8%	7%	5%	7%	8%	8%	9%	10%	9%	7%	6%	8%
	Ease of boarding this train	5%	10%	7%	9%	5%	7%	7%	5%	4%	5%	5%	7%	7%	5%	6%	6%
	Ease of getting off the train	4%	9%	7%	7%	8%	7%	6%	8%	4%	5%	7%	6%	7%	6%	6%	8%
	Usefulness of signs to help you find your way	7%	7%	7%	9%	9%	6%	6%	6%	7%	6%	8%	8%	9%	7%	5%	10%
Cleanliness	Cleanliness of the train station	15%	26%	13%	23%	18%	15%	17%	18%	15%	15%	16%	15%	21%	9%	7%	16%
	Cleanliness of this train	19%	31%	23%	29%	22%	23%	24%	20%	19%	23%	21%	22%	25%	12%	9%	24%
	Cleanliness of seats on this train	19%	30%	22%	34%	22%	20%	24%	20%	20%	19%	19%	21%	26%	11%	9%	24%
Information	Availability of arrival information for this train	9%	14%	11%	26%	9%	9%	7%	10%	10%	12%	9%	12%	13%	7%	7%	15%
	Availability of next stop information on this train	10%	15%	15%	24%	12%	11%	15%	8%	7%	21%	12%	10%	16%	5%	13%	19%
	Availability of information about service delays	15%	20%	16%	41%	15%	18%	14%	15%	19%	19%	16%	15%	22%	8%	17%	22%
	Ease of finding information (routes, stops, timetables)	8%	17%	11%	19%	12%	9%	8%	8%	9%	10%	11%	11%	13%	8%	9%	14%
Customer Service	Willingness of rail staff to help	10%	14%	10%	24%	8%	14%	10%	9%	12%	11%	12%	9%	12%	9%	8%	13%
	Knowledge of rail staff	8%	11%	8%	21%	8%	12%	7%	7%	10%	6%	10%	9%	11%	10%	8%	9%
	Presentation of rail staff	6%	12%	7%	19%	7%	10%	5%	6%	8%	7%	9%	8%	10%	8%	5%	9%
Convenience	Availability of car parking near the station	27%	28%	13%	18%	34%	11%	32%	29%	22%	34%	34%	20%	33%	15%	13%	24%
	Ease of connection with other modes of transport	15%	13%	10%	25%	15%	15%	13%	12%	12%	15%	14%	12%	18%	9%	12%	17%

Customer Satisfaction Index 2012

Bus															
% PARTLY TO VERY SATISFIED		METROPOLITAN BUS SERVICE REGION													
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10 & 11	12	13	14	15
Overall	How satisfied are you with this service	73%	86%	80%	82%	75%	75%	82%	84%	77%	82%	88%	82%	95%	80%
Timeliness	This bus turning up on time	59%	71%	72%	70%	65%	62%	72%	74%	68%	80%	77%	67%	84%	77%
	Frequency of this bus service	60%	75%	66%	63%	61%	61%	62%	72%	59%	72%	66%	51%	71%	70%
	Journey time given the distance travelled	71%	78%	81%	77%	74%	79%	79%	74%	74%	87%	88%	75%	86%	86%
	Time to connect to other transport services	61%	71%	73%	66%	65%	68%	67%	72%	69%	80%	78%	64%	78%	76%
Safety & Security	Feeling safe at the bus stop	72%	83%	82%	80%	80%	86%	86%	86%	88%	87%	86%	69%	92%	79%
	Feeling safe while on this bus	82%	89%	89%	87%	82%	87%	91%	90%	90%	90%	91%	79%	96%	85%
	This bus being driven safely	86%	89%	88%	86%	82%	90%	89%	91%	88%	88%	92%	78%	96%	87%
Ticketing	Ease of purchasing my ticket	82%	83%	87%	86%	82%	81%	83%	83%	82%	89%	87%	77%	91%	86%
	Choice of tickets that meet my travel needs	82%	84%	89%	81%	82%	81%	81%	82%	78%	88%	83%	78%	89%	87%
Comfort	Comfort at the bus stop (shelter & seating)	64%	65%	77%	72%	69%	68%	71%	72%	77%	72%	71%	63%	79%	69%
	Seat availability on this bus	87%	89%	89%	85%	89%	88%	86%	85%	85%	92%	93%	81%	95%	87%
	Seat comfort on this bus	86%	88%	90%	85%	84%	89%	88%	86%	87%	90%	91%	83%	95%	83%
	Temperature on this bus	82%	90%	88%	81%	79%	87%	83%	84%	82%	86%	88%	74%	91%	86%
	Personal space on this bus	86%	89%	89%	83%	85%	85%	81%	80%	82%	90%	93%	78%	90%	86%
	Smoothness of this bus trip	80%	84%	84%	76%	75%	83%	78%	81%	80%	85%	87%	74%	91%	88%
Accessibility	Ease of accessing the bus stop	86%	87%	90%	83%	84%	87%	88%	90%	89%	91%	90%	82%	92%	87%
	Ease of boarding this bus	87%	90%	91%	88%	85%	89%	90%	93%	91%	93%	94%	86%	96%	89%
	Ease of getting off the bus	85%	89%	91%	88%	85%	89%	89%	91%	91%	93%	94%	86%	96%	90%
	Usefulness of signs to help you find your way	77%	86%	87%	81%	78%	79%	78%	78%	79%	86%	84%	71%	87%	81%
Cleanliness	Cleanliness of the bus stop	74%	78%	81%	81%	78%	78%	78%	77%	78%	78%	83%	72%	87%	76%
	Cleanliness of this bus	87%	88%	89%	90%	80%	90%	87%	87%	82%	89%	91%	83%	95%	88%
	Cleanliness of seats on this bus	87%	88%	88%	90%	82%	89%	87%	86%	83%	89%	93%	82%	96%	87%
Information	Availability of arrival information for this bus	70%	80%	77%	73%	77%	75%	71%	73%	70%	81%	78%	71%	77%	78%
	Availability of next stop information on this bus	65%	77%	70%	63%	66%	61%	58%	58%	58%	74%	63%	68%	65%	70%
	Availability of information about service delays	55%	66%	60%	54%	56%	50%	44%	45%	48%	58%	44%	55%	44%	59%
	Ease of finding information (routes, stops, timetables)	71%	83%	69%	68%	72%	72%	70%	68%	66%	77%	72%	68%	74%	76%
Customer Service	Willingness of bus staff to help	71%	80%	79%	73%	80%	74%	75%	79%	78%	79%	88%	71%	90%	81%
	Knowledge of bus staff	73%	84%	83%	74%	78%	76%	78%	80%	80%	84%	86%	76%	91%	79%
	Presentation of bus staff	77%	89%	91%	80%	84%	83%	84%	85%	85%	84%	88%	80%	93%	86%
Convenience	Availability of car parking near the bus stop	65%	73%	64%	59%	68%	53%	53%	54%	55%	64%	67%	61%	69%	78%
	Ease of connection with other modes of transport	72%	76%	76%	66%	75%	74%	75%	72%	74%	80%	84%	77%	85%	83%

Customer Satisfaction Index 2012

Bus															
% PARTLY TO VERY DISSATISFIED		METROPOLITAN BUS SERVICE REGION													
Service driver	Service attribute	1	2	3	4	5	6	7	8	9	10 & 11	12	13	14	15
Overall	How dissatisfied are you with this service	18%	8%	12%	13%	21%	17%	11%	9%	16%	14%	9%	11%	4%	13%
Timeliness	This bus turning up on time	33%	21%	20%	23%	27%	25%	20%	16%	21%	17%	18%	30%	14%	18%
	Frequency of this bus service	29%	19%	22%	25%	29%	27%	26%	19%	26%	20%	28%	40%	21%	20%
	Journey time given the distance travelled	15%	14%	12%	16%	17%	12%	14%	16%	12%	7%	7%	17%	10%	6%
	Time to connect to other transport services	23%	20%	19%	19%	23%	14%	14%	12%	14%	12%	15%	19%	14%	15%
Safety & Security	Feeling safe at the bus stop	16%	12%	13%	12%	16%	8%	9%	8%	7%	11%	9%	22%	4%	13%
	Feeling safe while on this bus	11%	8%	7%	10%	13%	7%	6%	5%	5%	7%	7%	11%	2%	8%
	This bus being driven safely	9%	8%	8%	10%	16%	7%	6%	5%	7%	10%	6%	14%	2%	9%
Ticketing	Ease of purchasing my ticket	10%	10%	10%	11%	15%	13%	12%	11%	12%	10%	10%	19%	6%	9%
	Choice of tickets that meet my travel needs	9%	9%	6%	13%	14%	13%	11%	11%	15%	8%	13%	16%	5%	6%
Comfort	Comfort at the bus stop (shelter & seating)	26%	28%	19%	20%	25%	21%	19%	15%	13%	19%	22%	26%	13%	21%
	Seat availability on this bus	9%	7%	8%	12%	9%	6%	8%	8%	8%	6%	5%	13%	2%	6%
	Seat comfort on this bus	8%	8%	6%	9%	12%	6%	9%	8%	8%	7%	7%	10%	3%	9%
	Temperature on this bus	12%	5%	9%	13%	15%	7%	10%	8%	9%	11%	7%	17%	3%	8%
	Personal space on this bus	8%	5%	9%	10%	8%	9%	11%	12%	9%	6%	4%	9%	5%	6%
	Smoothness of this bus trip	13%	10%	10%	13%	18%	9%	13%	10%	11%	10%	6%	14%	5%	8%
Accessibility	Ease of accessing the bus stop	8%	9%	7%	11%	15%	6%	7%	5%	5%	8%	8%	10%	5%	8%
	Ease of boarding this bus	8%	5%	5%	8%	11%	5%	5%	3%	4%	5%	5%	9%	3%	6%
	Ease of getting off the bus	7%	6%	6%	7%	10%	4%	6%	4%	4%	5%	4%	7%	2%	5%
	Usefulness of signs to help you find your way	10%	7%	8%	9%	14%	9%	8%	10%	9%	7%	11%	17%	5%	9%
Cleanliness	Cleanliness of the bus stop	18%	14%	13%	15%	18%	12%	15%	12%	11%	16%	13%	16%	8%	16%
	Cleanliness of this bus	8%	6%	7%	7%	13%	7%	8%	6%	9%	9%	6%	12%	2%	6%
	Cleanliness of seats on this bus	9%	7%	7%	8%	13%	6%	8%	7%	8%	8%	4%	11%	2%	6%
Information	Availability of arrival information for this bus	22%	11%	16%	18%	17%	14%	16%	15%	19%	13%	14%	19%	16%	15%
	Availability of next stop information on this bus	20%	12%	20%	22%	17%	20%	23%	20%	27%	17%	19%	22%	19%	16%
	Availability of information about service delays	31%	20%	28%	34%	28%	34%	37%	31%	37%	31%	43%	32%	37%	25%
	Ease of finding information (routes, stops, timetables)	18%	11%	17%	23%	19%	15%	18%	16%	22%	15%	17%	16%	17%	16%
Customer Service	Willingness of bus staff to help	16%	11%	10%	17%	15%	11%	10%	9%	9%	13%	5%	16%	3%	13%
	Knowledge of bus staff	12%	7%	9%	15%	16%	8%	8%	5%	7%	10%	6%	14%	2%	9%
	Presentation of bus staff	9%	5%	4%	10%	11%	6%	5%	4%	4%	10%	4%	9%	2%	7%
Convenience	Availability of car parking near the bus stop	15%	15%	13%	23%	22%	19%	23%	22%	19%	22%	17%	18%	16%	11%
	Ease of connection with other modes of transport	15%	13%	10%	20%	17%	11%	11%	13%	11%	12%	9%	13%	7%	9%

Customer Satisfaction Index 2012

Bus										
% PARTLY TO VERY SATISFIED		OUTER-METROPOLITAN BUS SERVICE REGION								
Service driver	Service attribute	1	2*	3	4*	5	6	7	8*	9 & 10*
Overall	How satisfied are you with this service	87%	84%	95%	94%	81%	86%	94%	95%	81%
Timeliness	This bus turning up on time	81%	73%	92%	94%	71%	74%	82%	85%	70%
	Frequency of this bus service	66%	73%	81%	87%	66%	73%	81%	72%	68%
	Journey time given the distance travelled	85%	78%	90%	94%	79%	79%	85%	92%	73%
	Time to connect to other transport services	75%	73%	83%	84%	71%	72%	82%	83%	66%
Safety & Security	Feeling safe at the bus stop	83%	89%	90%	91%	76%	81%	88%	88%	81%
	Feeling safe while on this bus	90%	87%	96%	93%	83%	88%	96%	91%	85%
	This bus being driven safely	91%	89%	96%	93%	85%	87%	95%	93%	85%
Ticketing	Ease of purchasing my ticket	89%	85%	94%	94%	79%	85%	95%	93%	78%
	Choice of tickets that meet my travel needs	91%	84%	92%	91%	82%	86%	91%	92%	81%
Comfort	Comfort at the bus stop (shelter & seating)	81%	63%	82%	75%	71%	72%	78%	88%	64%
	Seat availability on this bus	89%	88%	96%	94%	90%	90%	97%	97%	82%
	Seat comfort on this bus	86%	85%	94%	94%	87%	89%	97%	90%	82%
	Temperature on this bus	90%	83%	93%	89%	83%	89%	98%	93%	79%
	Personal space on this bus	90%	83%	95%	93%	89%	89%	97%	95%	78%
	Smoothness of this bus trip	87%	83%	91%	94%	83%	87%	95%	95%	83%
Accessibility	Ease of accessing the bus stop	88%	82%	93%	90%	85%	88%	95%	90%	83%
	Ease of boarding this bus	90%	85%	96%	93%	87%	91%	97%	92%	83%
	Ease of getting off the bus	89%	85%	97%	93%	90%	91%	98%	95%	83%
	Usefulness of signs to help you find your way	87%	82%	90%	94%	84%	87%	94%	95%	82%
Cleanliness	Cleanliness of the bus stop	78%	74%	79%	86%	73%	81%	87%	91%	82%
	Cleanliness of this bus	92%	88%	97%	94%	87%	91%	98%	96%	87%
	Cleanliness of seats on this bus	91%	88%	97%	96%	87%	90%	97%	96%	87%
Information	Availability of arrival information for this bus	86%	78%	90%	84%	82%	81%	89%	89%	72%
	Availability of next stop information on this bus	83%	71%	84%	91%	77%	76%	87%	82%	69%
	Availability of information about service delays	78%	68%	76%	85%	69%	61%	79%	75%	57%
	Ease of finding information (routes, stops, timetables)	85%	77%	85%	86%	81%	74%	92%	87%	69%
Customer Service	Willingness of bus staff to help	90%	86%	93%	93%	77%	84%	92%	95%	79%
	Knowledge of bus staff	91%	85%	93%	93%	79%	83%	94%	96%	83%
	Presentation of bus staff	93%	87%	96%	96%	86%	90%	94%	95%	84%
Convenience	Availability of car parking near the bus stop	83%	79%	87%	83%	65%	70%	83%	83%	62%
	Ease of connection with other modes of transport	80%	86%	84%	84%	77%	76%	86%	78%	69%

* The customer satisfaction survey margin of error due to sample size exceeds 10% at 95% confidence for this region.

Customer Satisfaction Index 2012

Bus										
% PARTLY TO VERY DISSATISFIED			OUTER-METROPOLITAN BUS SERVICE REGION							
Service driver	Service attribute	1	2*	3	4*	5	6	7	8*	9 & 10*
Overall	How dissatisfied are you with this service	9%	12%	4%	3%	11%	8%	2%	0%	17%
Timeliness	This bus turning up on time	15%	22%	6%	6%	24%	16%	14%	10%	23%
	Frequency of this bus service	29%	18%	15%	13%	24%	17%	12%	23%	26%
	Journey time given the distance travelled	10%	16%	4%	4%	16%	12%	10%	0%	17%
	Time to connect to other transport services	14%	20%	10%	11%	15%	16%	5%	6%	26%
Safety & Security	Feeling safe at the bus stop	11%	9%	7%	7%	19%	13%	5%	8%	15%
	Feeling safe while on this bus	5%	11%	3%	6%	13%	8%	2%	5%	13%
	This bus being driven safely	8%	9%	3%	6%	11%	8%	2%	4%	13%
Ticketing	Ease of purchasing my ticket	9%	13%	3%	6%	16%	12%	2%	5%	17%
	Choice of tickets that meet my travel needs	7%	9%	3%	7%	11%	10%	3%	4%	14%
Comfort	Comfort at the bus stop (shelter & seating)	15%	25%	10%	20%	23%	19%	12%	10%	27%
	Seat availability on this bus	7%	10%	1%	4%	8%	6%	1%	2%	14%
	Seat comfort on this bus	9%	13%	2%	3%	9%	7%	1%	3%	17%
	Temperature on this bus	8%	10%	2%	8%	13%	6%	0%	0%	18%
	Personal space on this bus	6%	15%	3%	3%	7%	6%	2%	0%	19%
	Smoothness of this bus trip	7%	13%	3%	4%	12%	6%	2%	3%	15%
Accessibility	Ease of accessing the bus stop	7%	14%	3%	7%	10%	7%	2%	3%	15%
	Ease of boarding this bus	7%	9%	2%	6%	7%	5%	0%	7%	13%
	Ease of getting off the bus	7%	9%	2%	6%	6%	5%	0%	3%	15%
	Usefulness of signs to help you find your way	11%	11%	3%	5%	7%	7%	1%	2%	15%
Cleanliness	Cleanliness of the bus stop	17%	16%	15%	13%	19%	9%	9%	5%	17%
	Cleanliness of this bus	7%	10%	2%	4%	7%	4%	1%	0%	11%
	Cleanliness of seats on this bus	7%	8%	3%	4%	7%	4%	1%	0%	13%
Information	Availability of arrival information for this bus	10%	12%	6%	13%	13%	11%	3%	7%	27%
	Availability of next stop information on this bus	10%	13%	9%	6%	13%	13%	4%	9%	25%
	Availability of information about service delays	14%	18%	10%	11%	18%	19%	10%	9%	30%
	Ease of finding information (routes, stops, timetables)	8%	11%	7%	13%	12%	13%	3%	6%	27%
Customer Service	Willingness of bus staff to help	8%	8%	4%	3%	12%	9%	3%	2%	13%
	Knowledge of bus staff	6%	11%	3%	3%	8%	6%	1%	0%	11%
	Presentation of bus staff	4%	9%	2%	3%	6%	5%	0%	2%	13%
Convenience	Availability of car parking near the bus stop	9%	13%	7%	6%	16%	11%	6%	5%	24%
	Ease of connection with other modes of transport	14%	7%	7%	14%	14%	16%	7%	10%	22%

* The customer satisfaction survey margin of error due to sample size exceeds 10% at 95% confidence for this region.

Customer Satisfaction Index 2012

Ferry									
% PARTLY TO VERY SATISFIED		FERRY ROUTE							
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Woolwich / Balmain	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
Overall	How satisfied are you with this service	93%	95%	94%	95%	94%	93%	95%	96%
Timeliness	This ferry turning up on time	93%	94%	95%	95%	95%	94%	94%	95%
	Frequency of this ferry service	90%	81%	89%	78%	70%	74%	80%	87%
	Journey time given the distance travelled	90%	92%	95%	91%	95%	92%	95%	96%
	Time to connect to other transport services	85%	87%	92%	83%	90%	90%	86%	94%
Safety & Security	Feeling safe at the ferry wharf	93%	95%	96%	96%	94%	95%	95%	96%
	Feeling safe while on this ferry	95%	96%	96%	97%	95%	96%	96%	95%
	This ferry being driven safely	95%	96%	96%	97%	95%	96%	96%	96%
Ticketing	Ease of purchasing my ticket	92%	91%	86%	88%	89%	86%	90%	87%
	Choice of tickets that meet my travel needs	91%	90%	88%	85%	85%	87%	88%	88%
Comfort	Comfort at the ferry wharf (shelter & seating)	83%	91%	90%	83%	91%	84%	88%	85%
	Seat availability on this ferry	95%	93%	96%	97%	98%	96%	97%	97%
	Seat comfort on this ferry	89%	92%	96%	96%	95%	93%	94%	93%
	Temperature on this ferry	92%	90%	94%	94%	95%	93%	91%	89%
	Personal space on this ferry	93%	91%	96%	97%	97%	95%	95%	94%
	Smoothness of this ferry trip	93%	95%	96%	96%	97%	96%	96%	95%
Accessibility	Ease of accessing the ferry wharf	93%	96%	96%	95%	95%	95%	95%	96%
	Ease of boarding this ferry	92%	95%	96%	95%	96%	95%	96%	94%
	Ease of getting off the ferry	91%	96%	95%	96%	97%	94%	95%	94%
	Usefulness of signs to help you find your way	90%	93%	93%	93%	91%	91%	92%	94%
Cleanliness	Cleanliness of the ferry wharf	90%	93%	93%	93%	93%	91%	94%	93%
	Cleanliness of this ferry	91%	95%	95%	96%	95%	95%	96%	93%
	Cleanliness of seats on this ferry	88%	93%	96%	96%	94%	93%	95%	94%
Information	Availability of arrival information for this ferry	91%	86%	90%	87%	86%	89%	89%	90%
	Availability of next stop information on this ferry	90%	84%	87%	79%	84%	85%	87%	88%
	Availability of information about service delays	85%	81%	80%	71%	81%	73%	82%	84%
	Ease of finding information (routes, stops, timetables)	88%	90%	89%	84%	89%	87%	91%	89%
Customer Service	Willingness of ferry staff to help	86%	94%	94%	90%	91%	90%	93%	91%
	Knowledge of ferry staff	86%	93%	94%	92%	88%	88%	94%	91%
	Presentation of ferry staff	89%	94%	94%	91%	93%	90%	95%	92%
Convenience	Availability of car parking near the ferry wharf	49%	75%	67%	68%	44%	67%	67%	48%
	Ease of connection with other modes of transport	84%	81%	86%	82%	88%	89%	81%	93%

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Customer Satisfaction Index 2012

Ferry									
% PARTLY TO VERY DISSATISFIED		FERRY ROUTE							
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Woolwich / Balmain	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
Overall	How dissatisfied are you with this service	5%	4%	4%	3%	5%	6%	5%	2%
Timeliness	This ferry turning up on time	6%	5%	4%	5%	4%	5%	5%	2%
	Frequency of this ferry service	7%	14%	7%	17%	23%	22%	17%	8%
	Journey time given the distance travelled	7%	6%	5%	6%	5%	6%	4%	1%
	Time to connect to other transport services	9%	8%	6%	8%	5%	5%	9%	3%
Safety & Security	Feeling safe at the ferry wharf	6%	4%	3%	3%	5%	4%	5%	2%
	Feeling safe while on this ferry	3%	3%	4%	2%	4%	4%	4%	2%
	This ferry being driven safely	3%	4%	3%	2%	4%	4%	4%	2%
Ticketing	Ease of purchasing my ticket	6%	7%	9%	9%	7%	11%	9%	9%
	Choice of tickets that meet my travel needs	6%	7%	9%	10%	11%	9%	8%	8%
Comfort	Comfort at the ferry wharf (shelter & seating)	11%	6%	5%	9%	6%	11%	9%	7%
	Seat availability on this ferry	4%	5%	3%	3%	2%	3%	3%	2%
	Seat comfort on this ferry	8%	5%	3%	4%	2%	4%	4%	2%
	Temperature on this ferry	6%	5%	3%	4%	3%	4%	6%	3%
	Personal space on this ferry	5%	6%	3%	2%	2%	3%	3%	2%
	Smoothness of this ferry trip	4%	3%	3%	2%	2%	3%	3%	2%
Accessibility	Ease of accessing the ferry wharf	5%	3%	3%	5%	5%	4%	4%	2%
	Ease of boarding this ferry	5%	3%	3%	4%	3%	4%	4%	4%
	Ease of getting off the ferry	6%	3%	3%	3%	3%	4%	4%	3%
	Usefulness of signs to help you find your way	4%	4%	4%	4%	3%	3%	4%	2%
Cleanliness	Cleanliness of the ferry wharf	6%	5%	4%	5%	6%	7%	4%	3%
	Cleanliness of this ferry	7%	4%	3%	3%	3%	3%	3%	2%
	Cleanliness of seats on this ferry	8%	4%	3%	2%	4%	4%	4%	3%
Information	Availability of arrival information for this ferry	5%	7%	5%	6%	6%	5%	7%	2%
	Availability of next stop information on this ferry	4%	7%	7%	9%	8%	5%	7%	3%
	Availability of information about service delays	7%	12%	8%	11%	7%	13%	10%	5%
	Ease of finding information (routes, stops, timetables)	6%	6%	7%	7%	4%	7%	7%	3%
Customer Service	Willingness of ferry staff to help	7%	4%	4%	3%	4%	5%	4%	3%
	Knowledge of ferry staff	6%	4%	2%	2%	3%	3%	3%	0%
	Presentation of ferry staff	5%	3%	3%	4%	3%	5%	3%	2%
Convenience	Availability of car parking near the ferry wharf	31%	18%	16%	19%	35%	21%	23%	39%
	Ease of connection with other modes of transport	8%	11%	8%	9%	8%	6%	12%	4%

Customer Satisfaction Index 2012

Taxi

% SLIGHTLY TO VERY SATISFIED		TAXI SERVICE AREA			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
Timeliness	Availability of taxi service	81%	83%	82%	82%
	Taxi turned up	83%	87%	90%	87%
	Taxi already at rank	81%	78%	63%	74%
	Taxi arrived on time	80%	79%	86%	82%
	Journey time given the distance travelled	84%	89%	89%	87%
	Traffic flow	78%	84%	87%	84%
Safety & Security	Feeling safe while in the taxi	85%	89%	93%	85%
	Feeling safe at the taxi rank	86%	79%	77%	73%
	The taxi was driven safely	85%	90%	91%	86%
	Safety features provided	82%	86%	89%	87%
Payment	Ease of payment	87%	92%	94%	92%
	Cost of the service	64%	71%	69%	66%
	Charged correct fare	78%	83%	84%	81%
Comfort	Comfort at taxi rank (shelter & seating)	57%	66%	43%	55%
	Seating comfort in the taxi	85%	91%	93%	90%
	Temperature level in the taxi	81%	90%	89%	86%
	Pleasant smell in the taxi	70%	77%	82%	77%
	Smoothness of the journey	80%	85%	87%	85%
Convenience	Ease of booking the taxi	83%	88%	87%	88%
	Ease of finding the taxi	82%	85%	73%	82%
	Ease of passenger drop off near stations/stops/wharfs	86%	91%	89%	90%
Accessibility	Ease of getting in the taxi	88%	90%	92%	88%
	Ease of getting out of the taxi	89%	92%	93%	90%
	Adequate space during the trip	90%	93%	93%	89%
	Appropriate taxi type for my needs	90%	93%	93%	91%
Cleanliness	Cleanliness of the taxi rank	75%	80%	70%	81%
	Cleanliness of seats in the taxi	83%	89%	92%	90%
	Cleanliness of the taxi	83%	90%	92%	90%
Information	Information on where to catch a taxi/location of taxi ranks	64%	71%	64%	71%
	Availability of information at taxi rank	60%	58%	44%	52%
	Information on how to book a taxi	79%	78%	81%	73%
	Information on my booking request	78%	74%	81%	68%
	Information on the options available to me to plan my taxi trip	56%	53%	56%	54%
	Access to available service information	58%	60%	61%	61%
Customer Service	Willingness of taxi driver to help	75%	83%	79%	78%
	Knowledge of taxi driver to get you to your destination	80%	87%	90%	85%
	Personal presentation of taxi driver	80%	87%	89%	87%
	Staff on the phone responded to my needs	79%	82%	86%	85%

Customer Satisfaction Index 2012

Taxi

% SLIGHTLY TO VERY DISSATISFIED		TAXI SERVICE AREA			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
Timeliness	Availability of taxi service	10%	10%	12%	9%
	Taxi turned up	7%	9%	4%	4%
	Taxi already at rank	11%	11%	28%	13%
	Taxi arrived on time	11%	14%	7%	9%
	Journey time given the distance travelled	6%	5%	5%	4%
	Traffic flow	10%	6%	7%	6%
Safety & Security	Feeling safe while in the taxi	4%	4%	4%	4%
	Feeling safe at the taxi rank	6%	9%	10%	10%
	The taxi was driven safely	7%	6%	6%	7%
	Safety features provided	3%	3%	2%	2%
Payment	Ease of payment	4%	2%	1%	1%
	Cost of the service	22%	18%	17%	21%
	Charged correct fare	7%	5%	4%	5%
Comfort	Comfort at taxi rank (shelter & seating)	20%	16%	29%	23%
	Seating comfort in the taxi	4%	3%	2%	2%
	Temperature level in the taxi	7%	4%	4%	4%
	Pleasant smell in the taxi	13%	10%	8%	7%
	Smoothness of the journey	8%	8%	6%	4%
Convenience	Ease of booking the taxi	6%	6%	5%	6%
	Ease of finding the taxi	10%	9%	20%	6%
	Ease of passenger drop off near stations/stops/wharfs	3%	2%	4%	2%
Accessibility	Ease of getting in the taxi	4%	4%	4%	1%
	Ease of getting out of the taxi	3%	2%	3%	1%
	Adequate space during the trip	2%	1%	2%	2%
	Appropriate taxi type for my needs	1%	2%	2%	1%
Cleanliness	Cleanliness of the taxi rank	10%	7%	15%	8%
	Cleanliness of seats in the taxi	7%	5%	4%	4%
	Cleanliness of the taxi	7%	5%	5%	4%
Information	Information on where to catch a taxi/location of taxi ranks	11%	10%	14%	9%
	Availability of information at taxi rank	15%	17%	26%	20%
	Information on how to book a taxi	4%	8%	5%	5%
	Information on my booking request	8%	13%	9%	11%
	Information on the options available to me to plan my taxi trip	11%	11%	12%	12%
	Access to available service information	13%	13%	12%	14%
Customer Service	Willingness of taxi driver to help	9%	5%	8%	7%
	Knowledge of taxi driver to get you to your destination	10%	7%	5%	6%
	Personal presentation of taxi driver	7%	6%	5%	5%
	Staff on the phone responded to my needs	6%	8%	6%	4%