



Customer Satisfaction Index 2013

Appendix



Transport
for NSW

Customer Satisfaction Index 2013

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	South	South Coast	Southern Highlands	Western
Overall	How satisfied are you with this service	82%	81%	87%	60%	85%	90%	83%	81%	86%	84%	82%	74%	86%	81%	74%
Timeliness	This train turning up on time	88%	81%	90%	74%	89%	90%	86%	84%	88%	88%	81%	80%	88%	83%	80%
	Frequency of this train service	76%	69%	70%	34%	81%	85%	77%	75%	76%	74%	67%	74%	69%	50%	65%
	Journey time given the distance travelled	79%	76%	77%	72%	89%	95%	82%	78%	72%	81%	79%	73%	73%	65%	70%
	Time to connect to other transport services	76%	72%	78%	59%	78%	82%	76%	77%	76%	75%	69%	65%	75%	70%	67%
Safety & Security	Feeling safe at the train station	82%	79%	84%	67%	86%	76%	81%	82%	85%	87%	85%	71%	84%	86%	74%
	Feeling safe while on this train	84%	83%	84%	68%	87%	79%	84%	86%	87%	87%	86%	75%	85%	85%	77%
	This train being driven safely	92%	91%	94%	88%	91%	93%	87%	93%	95%	93%	91%	83%	92%	94%	89%
Ticketing	Ease of purchasing my ticket	85%	83%	89%	74%	84%	85%	84%	86%	90%	84%	81%	85%	90%	83%	80%
	Choice of tickets that meet my travel needs	81%	80%	88%	73%	81%	89%	83%	86%	89%	81%	76%	82%	87%	83%	79%
Comfort	Comfort at the train station (shelter & seating)	78%	72%	78%	64%	77%	83%	80%	77%	72%	72%	70%	70%	77%	74%	67%
	Seat availability on this train	83%	82%	90%	87%	87%	91%	83%	86%	81%	87%	86%	81%	91%	86%	76%
	Seat comfort on this train	78%	83%	84%	72%	87%	90%	84%	83%	75%	83%	84%	79%	82%	85%	70%
	Temperature on this train	78%	80%	87%	61%	82%	86%	82%	79%	81%	82%	81%	75%	84%	90%	70%
	Personal space on this train	79%	81%	86%	81%	84%	90%	76%	82%	74%	83%	84%	80%	86%	85%	74%
Accessibility	Ease of accessing the train station	87%	83%	89%	82%	87%	90%	88%	85%	90%	90%	86%	84%	90%	94%	85%
	Ease of boarding this train	92%	87%	92%	89%	90%	93%	90%	91%	92%	92%	91%	87%	93%	93%	86%
	Ease of getting off the train	90%	86%	91%	87%	88%	91%	90%	91%	90%	92%	90%	87%	94%	92%	86%
	Usefulness of signs to help you find your way	85%	84%	86%	80%	82%	89%	85%	86%	85%	86%	86%	86%	88%	89%	83%
Cleanliness	Cleanliness of the train station	79%	76%	84%	71%	74%	85%	78%	81%	79%	82%	81%	74%	87%	85%	72%
	Cleanliness of this train	78%	79%	74%	61%	76%	82%	76%	83%	73%	79%	81%	76%	83%	84%	69%
	Cleanliness of seats on this train	76%	77%	75%	55%	74%	83%	76%	81%	74%	77%	79%	74%	84%	84%	68%
Information	Availability of arrival information for this train	83%	84%	85%	61%	84%	87%	81%	86%	83%	85%	86%	81%	85%	79%	77%
	Availability of next stop information on this train	83%	85%	79%	66%	79%	87%	81%	87%	83%	77%	87%	81%	90%	76%	74%
	Availability of information about service delays	75%	79%	74%	55%	73%	80%	73%	76%	69%	69%	75%	72%	77%	64%	67%
	Ease of finding information (routes, stops, timetables)	81%	80%	84%	65%	78%	88%	81%	81%	83%	79%	80%	76%	82%	77%	73%
Customer Service	Willingness of rail staff to help	77%	75%	79%	60%	72%	82%	70%	75%	78%	73%	76%	69%	79%	85%	72%
	Knowledge of rail staff	77%	76%	79%	62%	73%	82%	71%	77%	80%	75%	75%	72%	80%	78%	71%
	Presentation of rail staff	80%	77%	83%	66%	76%	84%	77%	80%	85%	78%	78%	74%	82%	84%	73%
Convenience	Availability of car parking near the station	59%	59%	75%	55%	44%	76%	53%	58%	64%	54%	50%	60%	76%	80%	60%
	Ease of connection with other modes of transport	71%	70%	79%	56%	73%	77%	70%	72%	77%	69%	70%	68%	82%	72%	70%

Customer Satisfaction Index 2013

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	South	South Coast	Southern Highlands	Western
Overall	How dissatisfied are you with this service	11%	12%	8%	32%	10%	5%	11%	10%	10%	10%	11%	15%	7%	16%	15%
Timeliness	This train turning up on time	8%	14%	7%	22%	7%	7%	10%	12%	9%	10%	14%	16%	8%	13%	14%
	Frequency of this train service	18%	23%	25%	61%	14%	10%	15%	20%	20%	19%	25%	19%	25%	42%	25%
	Journey time given the distance travelled	14%	15%	15%	22%	7%	2%	12%	14%	22%	13%	13%	19%	18%	26%	19%
	Time to connect to other transport services	12%	16%	9%	29%	11%	8%	13%	13%	13%	12%	16%	21%	12%	18%	17%
Safety & Security	Feeling safe at the train station	10%	14%	9%	22%	9%	17%	10%	11%	10%	8%	9%	16%	11%	7%	15%
	Feeling safe while on this train	9%	13%	10%	20%	7%	12%	10%	8%	7%	6%	7%	14%	9%	8%	12%
	This train being driven safely	2%	6%	3%	5%	4%	3%	7%	4%	2%	2%	4%	8%	3%	3%	4%
Ticketing	Ease of purchasing my ticket	10%	12%	7%	18%	12%	10%	11%	10%	8%	11%	12%	10%	7%	11%	13%
	Choice of tickets that meet my travel needs	12%	14%	6%	17%	14%	7%	12%	10%	8%	13%	16%	10%	9%	11%	13%
Comfort	Comfort at the train station (shelter & seating)	13%	20%	15%	27%	15%	8%	11%	18%	18%	19%	20%	19%	17%	16%	23%
	Seat availability on this train	12%	12%	6%	9%	8%	3%	11%	8%	14%	6%	8%	12%	5%	10%	17%
	Seat comfort on this train	15%	9%	10%	18%	7%	4%	8%	10%	19%	8%	10%	14%	12%	11%	22%
	Temperature on this train	14%	13%	9%	32%	11%	6%	11%	14%	14%	10%	13%	17%	10%	7%	21%
	Personal space on this train	14%	12%	9%	12%	10%	6%	15%	10%	20%	10%	9%	13%	7%	10%	18%
Accessibility	Ease of accessing the train station	7%	10%	6%	9%	9%	4%	7%	10%	4%	6%	8%	8%	6%	4%	8%
	Ease of boarding this train	3%	6%	5%	6%	6%	2%	5%	4%	3%	3%	6%	5%	2%	5%	6%
	Ease of getting off the train	5%	6%	6%	7%	7%	3%	6%	6%	6%	3%	6%	5%	2%	4%	7%
	Usefulness of signs to help you find your way	7%	8%	6%	10%	11%	3%	7%	7%	6%	5%	6%	5%	6%	4%	6%
Cleanliness	Cleanliness of the train station	13%	16%	9%	22%	16%	8%	14%	12%	15%	11%	13%	15%	9%	7%	20%
	Cleanliness of this train	15%	15%	19%	30%	16%	12%	15%	11%	21%	14%	14%	14%	11%	9%	21%
	Cleanliness of seats on this train	17%	16%	17%	32%	17%	9%	16%	13%	21%	14%	15%	17%	11%	9%	22%
Information	Availability of arrival information for this train	10%	8%	7%	27%	7%	7%	10%	9%	7%	6%	9%	9%	10%	14%	13%
	Availability of next stop information on this train	9%	8%	12%	21%	12%	7%	10%	8%	8%	11%	8%	10%	6%	17%	14%
	Availability of information about service delays	14%	13%	14%	31%	15%	13%	13%	14%	19%	15%	16%	17%	17%	25%	21%
	Ease of finding information (routes, stops, timetables)	9%	11%	6%	20%	12%	7%	8%	8%	8%	9%	10%	14%	7%	14%	14%
Customer Service	Willingness of rail staff to help	8%	11%	7%	24%	12%	8%	14%	11%	9%	10%	9%	13%	9%	9%	14%
	Knowledge of rail staff	7%	10%	6%	21%	10%	8%	10%	8%	8%	9%	8%	10%	8%	9%	12%
	Presentation of rail staff	7%	9%	6%	18%	9%	5%	9%	7%	7%	6%	7%	9%	6%	6%	11%
Convenience	Availability of car parking near the station	28%	23%	12%	19%	31%	11%	31%	27%	27%	29%	35%	28%	14%	11%	23%
	Ease of connection with other modes of transport	14%	15%	9%	29%	13%	10%	16%	14%	14%	13%	14%	20%	10%	16%	15%

Customer Satisfaction Index 2013

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	86%	85%	84%	88%	84%	78%	85%	83%	88%	88%	90%	86%	91%	86%
Timeliness	This bus turning up on time	82%	79%	77%	82%	77%	67%	72%	77%	74%	82%	85%	78%	84%	79%
	Frequency of this bus service	81%	77%	76%	74%	74%	66%	71%	74%	73%	80%	71%	79%	74%	79%
	Journey time given the distance travelled	88%	83%	81%	81%	89%	73%	82%	86%	82%	89%	90%	89%	84%	89%
	Time to connect to other transport services	82%	77%	79%	74%	80%	67%	71%	77%	78%	84%	82%	81%	79%	79%
Safety & Security	Feeling safe at the bus stop	84%	82%	83%	91%	87%	87%	85%	86%	93%	86%	92%	83%	94%	87%
	Feeling safe while on this bus	91%	88%	87%	96%	93%	93%	91%	89%	91%	92%	95%	89%	97%	91%
	This bus being driven safely	92%	88%	86%	93%	92%	92%	88%	91%	92%	92%	94%	90%	97%	92%
Ticketing	Ease of purchasing my ticket	93%	90%	87%	91%	89%	82%	85%	82%	86%	90%	96%	89%	89%	93%
	Choice of tickets that meet my travel needs	90%	88%	86%	88%	89%	77%	83%	81%	83%	90%	92%	86%	86%	91%
Comfort	Comfort at the bus stop (shelter & seating)	71%	71%	72%	69%	74%	64%	72%	75%	76%	78%	73%	74%	78%	73%
	Seat availability on this bus	92%	89%	88%	81%	92%	82%	88%	83%	88%	93%	94%	89%	91%	92%
	Seat comfort on this bus	91%	87%	85%	87%	86%	83%	88%	85%	90%	91%	92%	88%	90%	91%
	Temperature on this bus	90%	87%	86%	76%	84%	83%	83%	85%	84%	90%	91%	87%	87%	91%
	Personal space on this bus	90%	89%	86%	81%	90%	78%	83%	82%	85%	92%	93%	87%	85%	89%
	Smoothness of this bus trip	85%	85%	84%	85%	82%	75%	80%	82%	81%	89%	89%	86%	88%	87%
Accessibility	Ease of accessing the bus stop	91%	85%	87%	88%	90%	91%	89%	89%	92%	92%	94%	89%	91%	92%
	Ease of boarding this bus	95%	87%	88%	93%	92%	93%	92%	89%	91%	93%	95%	90%	96%	95%
	Ease of getting off the bus	94%	86%	89%	92%	92%	92%	91%	90%	91%	93%	95%	91%	95%	94%
	Usefulness of signs to help you find your way	89%	84%	86%	80%	84%	76%	82%	81%	83%	89%	86%	82%	85%	91%
Cleanliness	Cleanliness of the bus stop	83%	77%	78%	85%	83%	75%	77%	81%	84%	82%	86%	82%	83%	76%
	Cleanliness of this bus	93%	86%	87%	93%	88%	84%	87%	87%	86%	93%	95%	89%	96%	93%
	Cleanliness of seats on this bus	92%	86%	86%	93%	86%	82%	86%	87%	86%	92%	95%	89%	96%	91%
Information	Availability of arrival information for this bus	83%	81%	78%	77%	79%	67%	71%	75%	76%	82%	81%	77%	80%	86%
	Availability of next stop information on this bus	79%	79%	73%	62%	70%	58%	63%	64%	62%	77%	74%	72%	63%	84%
	Availability of information about service delays	65%	67%	61%	50%	59%	44%	50%	54%	57%	62%	61%	56%	45%	72%
	Ease of finding information (routes, stops, timetables)	79%	79%	75%	73%	76%	64%	68%	71%	69%	77%	84%	73%	76%	82%
Customer Service	Willingness of bus staff to help	85%	84%	81%	81%	84%	71%	76%	81%	76%	87%	91%	80%	88%	85%
	Knowledge of bus staff	84%	83%	80%	81%	83%	71%	74%	82%	76%	87%	90%	81%	87%	89%
	Presentation of bus staff	90%	86%	86%	89%	85%	79%	81%	86%	82%	90%	93%	85%	93%	91%
Convenience	Availability of car parking near the bus stop	77%	75%	71%	62%	68%	43%	54%	60%	62%	70%	75%	68%	67%	80%
	Ease of connection with other modes of transport	85%	83%	81%	75%	83%	70%	77%	76%	79%	86%	86%	82%	80%	87%

Customer Satisfaction Index 2013

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	8%	9%	13%	8%	10%	15%	10%	12%	8%	8%	8%	10%	6%	9%
Timeliness	This bus turning up on time	14%	16%	15%	13%	17%	21%	23%	14%	17%	13%	12%	16%	11%	16%
	Frequency of this bus service	13%	19%	17%	21%	21%	27%	21%	16%	20%	15%	24%	14%	19%	14%
	Journey time given the distance travelled	6%	10%	12%	11%	5%	16%	12%	10%	10%	7%	5%	7%	9%	6%
	Time to connect to other transport services	11%	18%	12%	12%	12%	14%	13%	11%	9%	11%	13%	9%	8%	12%
Safety & Security	Feeling safe at the bus stop	8%	11%	12%	6%	7%	6%	8%	7%	5%	9%	4%	11%	3%	9%
	Feeling safe while on this bus	5%	8%	9%	3%	5%	3%	5%	5%	4%	5%	2%	6%	2%	5%
	This bus being driven safely	4%	8%	9%	3%	5%	3%	7%	4%	3%	6%	4%	6%	2%	5%
Ticketing	Ease of purchasing my ticket	3%	7%	10%	6%	7%	12%	8%	11%	7%	7%	4%	8%	7%	5%
	Choice of tickets that meet my travel needs	5%	7%	9%	8%	6%	14%	10%	11%	10%	6%	6%	9%	9%	5%
Comfort	Comfort at the bus stop (shelter & seating)	22%	22%	20%	20%	19%	21%	19%	16%	15%	18%	19%	20%	13%	19%
	Seat availability on this bus	4%	9%	8%	12%	6%	12%	8%	11%	7%	5%	4%	7%	5%	5%
	Seat comfort on this bus	4%	10%	9%	6%	9%	9%	7%	6%	4%	6%	3%	7%	5%	5%
	Temperature on this bus	5%	10%	8%	19%	8%	9%	10%	9%	11%	6%	5%	8%	7%	5%
	Personal space on this bus	5%	8%	9%	11%	8%	13%	11%	11%	6%	5%	4%	9%	9%	6%
	Smoothness of this bus trip	7%	11%	12%	7%	10%	13%	12%	9%	9%	9%	6%	9%	5%	7%
Accessibility	Ease of accessing the bus stop	3%	8%	9%	7%	8%	5%	6%	6%	4%	6%	3%	7%	5%	4%
	Ease of boarding this bus	1%	8%	8%	3%	6%	2%	4%	5%	5%	5%	2%	5%	2%	3%
	Ease of getting off the bus	3%	9%	7%	4%	6%	3%	4%	4%	5%	4%	3%	6%	2%	3%
	Usefulness of signs to help you find your way	4%	11%	9%	7%	9%	9%	7%	8%	7%	6%	8%	9%	5%	3%
Cleanliness	Cleanliness of the bus stop	13%	16%	14%	9%	11%	12%	14%	10%	7%	11%	9%	12%	10%	16%
	Cleanliness of this bus	4%	10%	8%	4%	8%	7%	7%	7%	6%	5%	3%	7%	2%	4%
	Cleanliness of seats on this bus	3%	11%	8%	4%	10%	8%	7%	6%	7%	5%	3%	7%	2%	6%
Information	Availability of arrival information for this bus	10%	15%	16%	15%	13%	20%	18%	14%	16%	11%	11%	14%	12%	9%
	Availability of next stop information on this bus	12%	14%	16%	19%	19%	26%	23%	20%	22%	12%	15%	16%	17%	9%
	Availability of information about service delays	25%	23%	25%	32%	28%	39%	35%	27%	30%	24%	27%	29%	36%	19%
	Ease of finding information (routes, stops, timetables)	13%	14%	17%	15%	15%	21%	20%	17%	16%	13%	8%	16%	15%	10%
Customer Service	Willingness of bus staff to help	5%	11%	12%	7%	11%	11%	10%	8%	8%	7%	4%	12%	4%	7%
	Knowledge of bus staff	6%	9%	11%	6%	8%	7%	10%	7%	4%	5%	3%	9%	4%	6%
	Presentation of bus staff	4%	8%	7%	4%	7%	3%	6%	5%	4%	4%	2%	7%	2%	5%
Convenience	Availability of car parking near the bus stop	8%	16%	15%	23%	12%	22%	18%	20%	16%	16%	10%	14%	16%	9%
	Ease of connection with other modes of transport	6%	11%	9%	14%	9%	13%	8%	11%	8%	7%	8%	8%	8%	9%

Customer Satisfaction Index 2013

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	90%	91%	93%	91%	86%	91%	92%	91%	90%
Timeliness	This bus turning up on time	85%	84%	93%	90%	77%	93%	87%	91%	85%
	Frequency of this bus service	77%	80%	78%	83%	74%	81%	87%	75%	78%
	Journey time given the distance travelled	92%	91%	88%	90%	80%	90%	90%	96%	88%
	Time to connect to other transport services	85%	83%	77%	79%	74%	85%	88%	79%	82%
Safety & Security	Feeling safe at the bus stop	87%	91%	93%	87%	80%	90%	92%	97%	87%
	Feeling safe while on this bus	93%	96%	96%	95%	91%	93%	96%	97%	91%
	This bus being driven safely	93%	96%	96%	95%	92%	94%	97%	99%	93%
Ticketing	Ease of purchasing my ticket	94%	96%	93%	92%	92%	92%	95%	96%	92%
	Choice of tickets that meet my travel needs	92%	94%	93%	92%	89%	91%	95%	95%	89%
Comfort	Comfort at the bus stop (shelter & seating)	78%	73%	77%	72%	67%	72%	82%	83%	70%
	Seat availability on this bus	94%	97%	97%	95%	92%	94%	98%	98%	92%
	Seat comfort on this bus	93%	95%	91%	92%	93%	91%	96%	96%	92%
	Temperature on this bus	95%	91%	91%	92%	90%	93%	94%	95%	91%
	Personal space on this bus	93%	96%	90%	94%	90%	90%	96%	97%	92%
	Smoothness of this bus trip	90%	89%	89%	90%	87%	87%	92%	96%	90%
Accessibility	Ease of accessing the bus stop	94%	98%	94%	94%	93%	93%	96%	94%	90%
	Ease of boarding this bus	96%	97%	97%	93%	94%	94%	96%	97%	92%
	Ease of getting off the bus	96%	96%	97%	93%	93%	94%	96%	97%	92%
	Usefulness of signs to help you find your way	92%	93%	86%	92%	86%	90%	91%	90%	87%
Cleanliness	Cleanliness of the bus stop	84%	81%	78%	75%	76%	82%	87%	89%	82%
	Cleanliness of this bus	92%	97%	95%	94%	86%	94%	98%	96%	92%
	Cleanliness of seats on this bus	92%	95%	95%	94%	89%	95%	98%	96%	92%
Information	Availability of arrival information for this bus	88%	84%	85%	89%	81%	89%	90%	86%	81%
	Availability of next stop information on this bus	85%	83%	75%	84%	72%	83%	87%	83%	78%
	Availability of information about service delays	76%	70%	69%	70%	62%	73%	78%	74%	65%
	Ease of finding information (routes, stops, timetables)	87%	82%	83%	86%	78%	86%	87%	84%	77%
Customer Service	Willingness of bus staff to help	91%	92%	91%	88%	81%	91%	92%	93%	87%
	Knowledge of bus staff	92%	93%	91%	86%	83%	89%	92%	94%	86%
	Presentation of bus staff	94%	96%	95%	92%	88%	91%	95%	94%	90%
Convenience	Availability of car parking near the bus stop	84%	84%	82%	74%	62%	76%	82%	83%	76%
	Ease of connection with other modes of transport	86%	85%	81%	87%	77%	82%	91%	84%	86%

Customer Satisfaction Index 2013

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%	7%	5%	7%	8%	6%	4%	6%	7%
Timeliness	This bus turning up on time	10%	10%	7%	6%	18%	6%	11%	6%	11%
	Frequency of this bus service	20%	17%	17%	12%	19%	14%	8%	20%	14%
	Journey time given the distance travelled	6%	6%	8%	6%	14%	7%	6%	1%	6%
	Time to connect to other transport services	11%	10%	14%	8%	15%	12%	6%	15%	9%
Safety & Security	Feeling safe at the bus stop	9%	6%	4%	5%	14%	9%	4%	2%	6%
	Feeling safe while on this bus	6%	3%	3%	2%	6%	4%	2%	2%	5%
	This bus being driven safely	5%	4%	3%	2%	4%	5%	2%	1%	5%
Ticketing	Ease of purchasing my ticket	5%	4%	6%	3%	5%	5%	2%	3%	6%
	Choice of tickets that meet my travel needs	6%	6%	5%	4%	6%	5%	3%	3%	8%
Comfort	Comfort at the bus stop (shelter & seating)	16%	20%	14%	17%	21%	20%	13%	11%	22%
	Seat availability on this bus	5%	3%	3%	2%	3%	4%	1%	2%	4%
	Seat comfort on this bus	5%	4%	6%	3%	2%	5%	1%	2%	4%
	Temperature on this bus	5%	6%	6%	4%	5%	4%	3%	3%	6%
	Personal space on this bus	4%	3%	6%	3%	3%	5%	2%	1%	5%
	Smoothness of this bus trip	7%	6%	6%	3%	5%	5%	3%	4%	6%
Accessibility	Ease of accessing the bus stop	5%	2%	3%	3%	3%	5%	1%	3%	5%
	Ease of boarding this bus	4%	3%	2%	3%	3%	4%	1%	3%	4%
	Ease of getting off the bus	3%	3%	1%	3%	4%	4%	2%	3%	4%
	Usefulness of signs to help you find your way	5%	6%	5%	3%	8%	3%	3%	5%	6%
Cleanliness	Cleanliness of the bus stop	12%	15%	15%	15%	17%	14%	8%	6%	12%
	Cleanliness of this bus	5%	2%	3%	2%	6%	5%	0%	0%	4%
	Cleanliness of seats on this bus	5%	3%	4%	3%	4%	4%	1%	1%	6%
Information	Availability of arrival information for this bus	10%	10%	11%	5%	10%	7%	5%	7%	11%
	Availability of next stop information on this bus	10%	11%	15%	6%	14%	9%	5%	7%	13%
	Availability of information about service delays	16%	20%	15%	16%	23%	16%	13%	15%	23%
	Ease of finding information (routes, stops, timetables)	10%	15%	10%	5%	11%	7%	8%	7%	15%
Customer Service	Willingness of bus staff to help	7%	5%	4%	3%	8%	5%	5%	4%	7%
	Knowledge of bus staff	5%	4%	2%	5%	7%	5%	4%	2%	7%
	Presentation of bus staff	5%	2%	2%	1%	3%	5%	1%	1%	4%
Convenience	Availability of car parking near the bus stop	9%	7%	5%	4%	11%	12%	6%	4%	11%
	Ease of connection with other modes of transport	12%	9%	9%	7%	9%	10%	5%	11%	5%

Customer Satisfaction Index 2013

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	94%	96%	96%	96%	97%	97%	93%	95%
Timeliness	This ferry turning up on time	95%	93%	96%	96%	93%	98%	91%	95%
	Frequency of this ferry service	87%	80%	88%	83%	78%	83%	74%	89%
	Journey time given the distance travelled	91%	90%	93%	93%	95%	97%	95%	95%
	Time to connect to other transport services	85%	85%	88%	91%	92%	94%	87%	93%
Safety & Security	Feeling safe at the ferry wharf	96%	96%	96%	97%	95%	96%	96%	95%
	Feeling safe while on this ferry	96%	97%	98%	98%	97%	98%	97%	96%
	This ferry being driven safely	97%	97%	98%	98%	97%	98%	97%	96%
Ticketing	Ease of purchasing my ticket	90%	91%	86%	90%	89%	90%	85%	93%
	Choice of tickets that meet my travel needs	85%	88%	90%	88%	87%	88%	84%	92%
Comfort	Comfort at the ferry wharf (shelter & seating)	85%	90%	88%	92%	90%	86%	89%	91%
	Seat availability on this ferry	96%	97%	96%	97%	96%	97%	93%	97%
	Seat comfort on this ferry	91%	93%	94%	95%	94%	92%	93%	94%
	Temperature on this ferry	93%	93%	94%	94%	95%	94%	93%	95%
	Personal space on this ferry	95%	94%	95%	96%	96%	96%	93%	96%
	Smoothness of this ferry trip	94%	97%	96%	97%	96%	98%	96%	95%
Accessibility	Ease of accessing the ferry wharf	96%	96%	96%	96%	92%	98%	95%	95%
	Ease of boarding this ferry	96%	98%	92%	97%	95%	98%	94%	97%
	Ease of getting off the ferry	97%	97%	94%	96%	95%	98%	93%	96%
	Usefulness of signs to help you find your way	93%	93%	91%	93%	90%	94%	89%	94%
Cleanliness	Cleanliness of the ferry wharf	94%	93%	92%	93%	90%	93%	95%	94%
	Cleanliness of this ferry	92%	93%	95%	96%	93%	97%	96%	95%
	Cleanliness of seats on this ferry	89%	88%	96%	94%	93%	95%	96%	95%
Information	Availability of arrival information for this ferry	92%	86%	90%	91%	88%	91%	88%	92%
	Availability of next stop information on this ferry	91%	82%	88%	89%	87%	90%	87%	94%
	Availability of information about service delays	82%	75%	85%	82%	74%	81%	76%	87%
	Ease of finding information (routes, stops, timetables)	88%	88%	88%	92%	85%	91%	88%	91%
Customer Service	Willingness of ferry staff to help	86%	93%	92%	93%	92%	93%	93%	91%
	Knowledge of ferry staff	84%	92%	91%	92%	90%	92%	92%	91%
	Presentation of ferry staff	89%	93%	94%	93%	92%	94%	94%	93%
Convenience	Availability of car parking near the ferry wharf	48%	73%	60%	74%	41%	69%	63%	64%
	Ease of connection with other modes of transport	87%	83%	81%	88%	78%	90%	80%	90%

Customer Satisfaction Index 2013

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%	3%	4%	3%	3%	2%	7%	4%
Timeliness	This ferry turning up on time	4%	5%	3%	2%	6%	2%	8%	4%
	Frequency of this ferry service	10%	16%	9%	10%	20%	15%	22%	9%
	Journey time given the distance travelled	7%	7%	4%	3%	3%	2%	3%	4%
	Time to connect to other transport services	9%	7%	7%	2%	5%	2%	8%	5%
Safety & Security	Feeling safe at the ferry wharf	3%	4%	4%	2%	4%	2%	3%	4%
	Feeling safe while on this ferry	3%	2%	2%	1%	3%	1%	2%	3%
	This ferry being driven safely	2%	2%	2%	1%	3%	1%	2%	3%
Ticketing	Ease of purchasing my ticket	7%	8%	9%	8%	9%	7%	12%	6%
	Choice of tickets that meet my travel needs	10%	7%	8%	8%	10%	6%	11%	6%
Comfort	Comfort at the ferry wharf (shelter & seating)	10%	6%	9%	4%	6%	7%	7%	5%
	Seat availability on this ferry	3%	2%	3%	2%	3%	1%	6%	3%
	Seat comfort on this ferry	6%	4%	3%	3%	3%	4%	4%	4%
	Temperature on this ferry	5%	6%	4%	2%	3%	2%	6%	3%
	Personal space on this ferry	3%	4%	2%	3%	3%	2%	5%	3%
	Smoothness of this ferry trip	3%	1%	2%	2%	2%	1%	3%	3%
Accessibility	Ease of accessing the ferry wharf	2%	3%	4%	2%	7%	1%	4%	4%
	Ease of boarding this ferry	2%	2%	6%	1%	4%	1%	5%	3%
	Ease of getting off the ferry	2%	2%	5%	1%	3%	1%	5%	3%
	Usefulness of signs to help you find your way	3%	4%	4%	3%	5%	2%	4%	3%
Cleanliness	Cleanliness of the ferry wharf	4%	4%	5%	5%	9%	6%	4%	5%
	Cleanliness of this ferry	7%	5%	3%	2%	4%	1%	2%	3%
	Cleanliness of seats on this ferry	9%	8%	3%	4%	4%	3%	4%	3%
Information	Availability of arrival information for this ferry	4%	8%	6%	5%	8%	4%	6%	6%
	Availability of next stop information on this ferry	3%	11%	8%	5%	6%	4%	6%	4%
	Availability of information about service delays	11%	14%	9%	10%	13%	10%	14%	8%
	Ease of finding information (routes, stops, timetables)	6%	8%	7%	5%	8%	4%	7%	6%
Customer Service	Willingness of ferry staff to help	5%	4%	4%	2%	3%	3%	3%	5%
	Knowledge of ferry staff	5%	3%	4%	3%	3%	1%	2%	4%
	Presentation of ferry staff	4%	2%	4%	2%	3%	2%	2%	4%
Convenience	Availability of car parking near the ferry wharf	32%	18%	21%	15%	36%	18%	29%	24%
	Ease of connection with other modes of transport	7%	11%	11%	7%	12%	3%	14%	6%

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Customer Satisfaction Index 2013

Taxi

% PARTLY TO VERY SATISFIED		TAXI SERVICE AREA			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
Overall	How satisfied are you with this service	77%	88%	87%	81%
Timeliness	Availability of taxi service	83%	84%	82%	86%
	Taxi turned up	87%	90%	88%	89%
	Taxi already at rank	81%	71%	67%	85%
	Taxi arrived on time	82%	85%	85%	85%
	Journey time given the distance travelled	85%	87%	90%	88%
	Traffic flow	81%	83%	88%	83%
Safety & Security	Feeling safe while in the taxi	86%	90%	93%	90%
	Feeling safe at the taxi rank	82%	82%	77%	82%
	The taxi was driven safely	86%	92%	93%	88%
	Safety features provided	83%	86%	89%	86%
Payment	Ease of payment	88%	92%	91%	90%
	Cost of the service	61%	70%	72%	72%
	Charged correct fare	77%	84%	85%	81%
Comfort	Comfort at taxi rank (shelter & seating)	57%	64%	60%	57%
	Seating comfort in the taxi	85%	91%	91%	88%
	Temperature level in the taxi	85%	90%	91%	88%
	Pleasant smell in the taxi	74%	78%	83%	79%
	Smoothness of the journey	82%	87%	90%	86%
Convenience	Ease of booking the taxi	86%	88%	88%	91%
	Ease of finding the taxi	86%	84%	80%	81%
	Ease of passenger drop off near stations/stops/wharfs	89%	92%	90%	88%
Accessibility	Ease of getting in the taxi	89%	93%	91%	91%
	Ease of getting out of the taxi	89%	94%	92%	92%
	Adequate space during the trip	90%	95%	95%	92%
	Appropriate taxi type for my needs	91%	94%	94%	93%
Cleanliness	Cleanliness of the taxi rank	76%	80%	79%	80%
	Cleanliness of seats in the taxi	85%	89%	91%	87%
	Cleanliness of the taxi	85%	90%	90%	88%
Information	Information on where to catch a taxi/location of taxi ranks	68%	77%	76%	69%
	Availability of information at taxi rank	62%	65%	51%	56%
	Information on how to book a taxi	86%	87%	90%	81%
	Information on my booking request	83%	86%	83%	78%
	Information on the options available to me to plan my taxi trip	60%	64%	62%	61%
	Access to available service information	63%	68%	64%	66%
Customer Service	Willingness of taxi driver to help	75%	84%	85%	77%
	Knowledge of taxi driver to get you to your destination	81%	92%	88%	83%
	Personal presentation of taxi driver	81%	89%	90%	85%
	Staff on the phone responded to my needs	81%	88%	80%	87%

Customer Satisfaction Index 2013

Taxi

% PARTLY TO VERY DISSATISFIED		TAXI SERVICE AREA			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
Overall	How dissatisfied are you with this service	10%	6%	6%	9%
Timeliness	Availability of taxi service	10%	10%	14%	7%
	Taxi turned up	7%	3%	7%	4%
	Taxi already at rank	9%	22%	21%	4%
	Taxi arrived on time	12%	7%	10%	11%
	Journey time given the distance travelled	6%	6%	5%	4%
	Traffic flow	9%	6%	7%	6%
Safety & Security	Feeling safe while in the taxi	5%	3%	3%	3%
	Feeling safe at the taxi rank	7%	8%	14%	10%
	The taxi was driven safely	6%	4%	4%	4%
	Safety features provided	3%	4%	3%	3%
Payment	Ease of payment	3%	2%	4%	3%
	Cost of the service	27%	21%	21%	20%
	Charged correct fare	7%	5%	6%	6%
Comfort	Comfort at taxi rank (shelter & seating)	20%	15%	23%	15%
	Seating comfort in the taxi	4%	2%	4%	3%
	Temperature level in the taxi	5%	3%	3%	3%
	Pleasant smell in the taxi	13%	12%	8%	9%
	Smoothness of the journey	9%	5%	4%	5%
Convenience	Ease of booking the taxi	6%	4%	7%	7%
	Ease of finding the taxi	9%	10%	16%	7%
	Ease of passenger drop off near stations/stops/wharfs	3%	2%	4%	3%
Accessibility	Ease of getting in the taxi	3%	1%	4%	2%
	Ease of getting out of the taxi	3%	1%	4%	2%
	Adequate space during the trip	2%	1%	2%	2%
	Appropriate taxi type for my needs	2%	1%	3%	1%
Cleanliness	Cleanliness of the taxi rank	11%	9%	15%	7%
	Cleanliness of seats in the taxi	7%	4%	5%	5%
	Cleanliness of the taxi	8%	5%	5%	4%
Information	Information on where to catch a taxi/location of taxi ranks	12%	8%	13%	11%
	Availability of information at taxi rank	15%	16%	21%	17%
	Information on how to book a taxi	4%	4%	5%	4%
	Information on my booking request	8%	6%	9%	10%
	Information on the options available to me to plan my taxi trip	10%	10%	12%	11%
	Access to available service information	13%	13%	16%	12%
Customer Service	Willingness of taxi driver to help	7%	5%	7%	7%
	Knowledge of taxi driver to get you to your destination	11%	5%	8%	9%
	Personal presentation of taxi driver	7%	7%	4%	5%
	Staff on the phone responded to my needs	7%	7%	8%	5%