



Transport
for NSW

Customer Satisfaction Index

May 2014 Appendix



Customer Satisfaction Index May 2014

Train												
% Partly to very <i>satisfied</i>		Suburban and Intercity Train lines										
Service driver	Service attribute	T1 North Shore, Northern & Western	T2 Airport, Inner West & South	T3 Bankstown	T4 Eastern Suburbs & Illawara	T5 Cumberland	T6 Carlingford	Blue Mountains	Central Coast & Newcastle	Hunter	South Coast	Southern Highlands
Overall	How satisfied are you with this service	88%	85%	81%	88%	75%	72%	86%	87%	92%	90%	86%
Timeliness	This train turning up on time	91%	91%	88%	92%	91%	83%	89%	89%	92%	88%	91%
	Frequency of this train service	79%	78%	74%	81%	65%	38%	71%	73%	83%	64%	63%
	Journey time given the distance travelled	82%	78%	73%	86%	77%	74%	81%	73%	94%	76%	78%
	Time to connect to other transport services	76%	75%	69%	81%	71%	62%	81%	73%	80%	76%	82%
Safety & Security	Feeling safe at the train station	89%	84%	76%	91%	74%	76%	88%	82%	84%	86%	91%
	Feeling safe while on this train	88%	86%	80%	92%	78%	77%	88%	86%	88%	87%	89%
Ticketing	Ease of purchasing my ticket	90%	86%	85%	89%	86%	83%	89%	83%	94%	92%	93%
	Choice of tickets that meet my travel needs	88%	83%	83%	87%	84%	81%	87%	88%	92%	87%	90%
Convenience	Availability of car parking facilities near the train station	51%	57%	54%	53%	55%	68%	73%	45%	79%	68%	81%
	Ease of connection with other modes of transport	78%	76%	74%	78%	73%	62%	84%	68%	80%	79%	81%
Accessibility	Ease of accessing the train station	87%	87%	84%	88%	88%	86%	86%	88%	91%	91%	94%
	Ease of getting on and off the train	92%	91%	88%	94%	90%	91%	89%	94%	94%	94%	94%
	Usefulness of signs to help you find your way	89%	87%	85%	88%	87%	84%	88%	87%	92%	89%	91%
Comfort	Comfort at the train station (shelter & seating)	80%	74%	76%	85%	64%	71%	80%	69%	83%	83%	82%
	Seat availability on this train	86%	85%	87%	88%	81%	91%	84%	86%	89%	88%	87%
	Seat comfort on this train	84%	81%	85%	91%	61%	73%	85%	80%	87%	83%	80%
	Temperature on this train	85%	80%	82%	83%	54%	71%	87%	82%	87%	88%	77%
	Personal space on this train	82%	83%	81%	85%	69%	88%	82%	66%	87%	85%	83%
Cleanliness	Cleanliness of the train station	86%	80%	80%	85%	66%	68%	85%	76%	81%	90%	85%
	Cleanliness of this train	83%	78%	80%	84%	61%	66%	78%	79%	74%	85%	85%
Information	Availability of arrival information for this train	90%	87%	86%	87%	82%	62%	87%	85%	86%	88%	86%
	Availability of next stop information on this train	88%	87%	86%	84%	79%	70%	82%	86%	85%	93%	79%
	Availability of information about service delays	78%	80%	76%	78%	73%	57%	79%	67%	75%	82%	73%
	Ease of finding info (routes, stops, timetables)	83%	83%	78%	82%	81%	64%	82%	75%	88%	81%	84%
Customer Service	Willingness of rail staff to help	81%	76%	77%	81%	71%	71%	83%	77%	87%	82%	86%
	Knowledge of rail staff	82%	78%	77%	78%	75%	72%	83%	74%	88%	81%	86%
	Presentation of rail staff	89%	81%	82%	85%	80%	76%	84%	81%	90%	85%	91%

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Train												
% Partly to very <i>dissatisfied</i>		Suburban and Intercity Train lines										
Service driver	Service attribute	T1 North Shore, Northern & Western	T2 Airport, Inner West & South	T3 Bankstown	T4 Eastern Suburbs & Illawara	T5 Cumberland	T6 Carlingford	Blue Mountains	Central Coast & Newcastle	Hunter	South Coast	Southern Highlands
Overall	How satisfied are you with this service	6%	8%	11%	7%	15%	21%	9%	5%	3%	5%	11%
Timeliness	This train turning up on time	5%	5%	8%	5%	6%	13%	8%	7%	6%	8%	6%
	Frequency of this train service	15%	15%	20%	10%	27%	54%	23%	18%	12%	29%	31%
	Journey time given the distance travelled	12%	15%	19%	6%	13%	17%	12%	19%	4%	16%	15%
	Time to connect to other transport services	13%	13%	14%	9%	15%	29%	11%	11%	8%	14%	13%
Safety & Security	Feeling safe at the train station	7%	9%	15%	5%	17%	14%	7%	11%	10%	8%	6%
	Feeling safe while on this train	7%	7%	11%	3%	13%	11%	8%	6%	8%	8%	6%
Ticketing	Ease of purchasing my ticket	7%	8%	10%	6%	8%	10%	5%	12%	3%	4%	4%
	Choice of tickets that meet my travel needs	8%	9%	10%	8%	8%	10%	6%	6%	3%	8%	4%
Convenience	Availability of car parking facilities near the train station	34%	32%	29%	34%	27%	12%	15%	47%	10%	16%	10%
	Ease of connection with other modes of transport	10%	13%	12%	11%	14%	23%	9%	12%	7%	10%	12%
Accessibility	Ease of accessing the train station	8%	7%	8%	8%	5%	5%	9%	5%	4%	6%	3%
	Ease of getting on and off the train	5%	5%	5%	2%	4%	3%	7%	2%	3%	2%	2%
	Usefulness of signs to help you find your way	5%	6%	8%	6%	5%	6%	7%	3%	3%	4%	4%
Comfort	Comfort at the train station (shelter & seating)	11%	18%	17%	7%	26%	21%	15%	19%	9%	12%	11%
	Seat availability on this train	9%	10%	9%	8%	12%	5%	12%	9%	6%	8%	10%
	Seat comfort on this train	11%	12%	10%	5%	28%	16%	10%	15%	5%	10%	12%
	Temperature on this train	10%	11%	11%	10%	37%	18%	8%	13%	8%	6%	18%
	Personal space on this train	10%	12%	11%	10%	20%	5%	13%	23%	6%	8%	11%
Cleanliness	Cleanliness of the train station	8%	13%	12%	9%	23%	22%	9%	14%	12%	6%	10%
	Cleanliness of this train	10%	14%	12%	11%	29%	26%	16%	13%	18%	10%	11%
Information	Availability of arrival information for this train	5%	6%	7%	6%	9%	25%	8%	6%	7%	7%	8%
	Availability of next stop information on this train	7%	8%	6%	10%	12%	18%	10%	7%	8%	3%	13%
	Availability of information about service delays	14%	11%	11%	10%	11%	31%	12%	19%	13%	9%	16%
	Ease of finding info (routes, stops, timetables)	7%	9%	10%	8%	11%	21%	10%	5%	4%	9%	9%
Customer Service	Willingness of rail staff to help	7%	10%	9%	5%	14%	13%	7%	8%	4%	8%	7%
	Knowledge of rail staff	6%	8%	8%	5%	11%	11%	7%	4%	2%	8%	6%
	Presentation of rail staff	3%	7%	8%	3%	8%	7%	6%	6%	2%	5%	4%

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Bus															
% Partly to very <i>satisfied</i>		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	83%	88%	85%	90%	87%	85%	85%	84%	84%	94%	91%	88%	92%	88%
Timeliness	This bus turning up on time	74%	78%	80%	85%	79%	73%	75%	82%	75%	89%	87%	84%	86%	80%
	Frequency of this bus service	75%	78%	79%	79%	71%	73%	74%	77%	74%	84%	64%	81%	78%	70%
	Journey time given the distance travelled	82%	86%	85%	86%	87%	84%	82%	78%	80%	92%	87%	90%	90%	88%
	Time to connect to other transport services	77%	75%	80%	79%	82%	80%	76%	76%	78%	87%	77%	82%	85%	78%
Safety & Security	Feeling safe at the bus stop	84%	85%	84%	88%	90%	88%	91%	90%	91%	94%	93%	90%	95%	91%
	Feeling safe while on this bus	89%	92%	89%	93%	94%	93%	95%	92%	91%	97%	96%	95%	97%	94%
	This bus being driven safely	89%	90%	90%	92%	94%	93%	93%	93%	92%	98%	96%	93%	98%	94%
Ticketing	Ease of purchasing my ticket	88%	89%	88%	89%	92%	88%	88%	86%	86%	95%	94%	92%	91%	95%
	Choice of tickets that meet my travel needs	88%	89%	90%	83%	91%	82%	83%	84%	81%	92%	90%	90%	86%	92%
Convenience	Availability of car parking facilities near the bus stop	74%	73%	68%	63%	72%	61%	55%	56%	54%	72%	74%	74%	68%	71%
	Ease of connection with other modes of transport	84%	81%	84%	82%	86%	81%	79%	81%	81%	88%	89%	87%	86%	84%
Accessibility	Ease of accessing the bus stop	90%	87%	91%	89%	93%	93%	89%	90%	91%	95%	94%	90%	93%	95%
	Ease of getting on and off this bus	91%	91%	92%	93%	91%	95%	94%	94%	92%	95%	96%	91%	97%	94%
	Usefulness of signs to help you find your way	87%	86%	85%	79%	86%	84%	82%	77%	80%	90%	89%	90%	87%	90%
Comfort	Comfort at the bus stop (shelter & seating)	73%	74%	80%	73%	86%	74%	76%	73%	78%	85%	77%	80%	83%	71%
	Seat availability on this bus	90%	91%	87%	85%	94%	87%	90%	81%	87%	94%	97%	92%	94%	85%
	Seat comfort on this bus	89%	90%	89%	87%	92%	88%	90%	84%	85%	95%	94%	93%	93%	86%
	Temperature on this bus	88%	89%	86%	76%	90%	86%	87%	81%	80%	93%	91%	91%	90%	91%
	Personal space on this bus	89%	89%	85%	81%	94%	87%	87%	74%	82%	95%	95%	92%	92%	87%
	Smoothness of this bus trip	87%	87%	81%	85%	87%	83%	88%	79%	81%	93%	89%	88%	92%	86%
Cleanliness	Cleanliness of the bus stop	78%	79%	81%	83%	87%	83%	84%	77%	82%	86%	91%	84%	88%	79%
	Cleanliness of this bus	89%	93%	87%	91%	89%	90%	89%	84%	84%	96%	96%	92%	96%	94%
Information	Availability of arrival information for this bus	81%	81%	73%	78%	81%	76%	75%	71%	77%	83%	84%	82%	84%	85%
	Availability of next stop information on this bus	75%	76%	69%	66%	73%	70%	67%	59%	63%	74%	71%	76%	69%	77%
	Availability of information about service delays	66%	62%	58%	55%	59%	56%	56%	49%	54%	65%	62%	65%	59%	62%
	Ease of finding info (routes, stops, timetables)	77%	82%	73%	72%	80%	70%	73%	70%	68%	80%	79%	78%	81%	80%
Customer Service	Willingness of bus staff to help	79%	84%	80%	82%	84%	78%	78%	80%	76%	90%	91%	86%	93%	86%
	Knowledge of bus staff	81%	84%	77%	81%	87%	76%	77%	81%	76%	90%	89%	85%	92%	87%
	Presentation of bus staff	86%	89%	86%	90%	87%	81%	81%	81%	82%	93%	93%	86%	95%	94%

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Bus															
% Partly to very <i>dissatisfied</i>		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	13%	6%	8%	6%	8%	8%	10%	9%	8%	2%	7%	7%	6%	5%
Timeliness	This bus turning up on time	19%	15%	14%	10%	16%	19%	18%	13%	19%	8%	10%	13%	9%	16%
	Frequency of this bus service	18%	15%	15%	15%	19%	17%	16%	17%	18%	10%	31%	16%	16%	22%
	Journey time given the distance travelled	9%	7%	6%	7%	5%	8%	7%	15%	10%	2%	9%	7%	5%	7%
	Time to connect to other transport services	15%	15%	11%	11%	9%	9%	8%	13%	9%	6%	14%	10%	7%	14%
Safety & Security	Feeling safe at the bus stop	10%	8%	11%	4%	5%	6%	4%	5%	5%	2%	4%	7%	3%	4%
	Feeling safe while on this bus	6%	4%	5%	4%	3%	3%	2%	4%	5%	1%	2%	3%	2%	3%
	This bus being driven safely	7%	5%	5%	5%	3%	5%	3%	4%	5%	1%	3%	4%	2%	3%
Ticketing	Ease of purchasing my ticket	7%	6%	7%	7%	4%	7%	9%	7%	10%	3%	4%	6%	7%	3%
	Choice of tickets that meet my travel needs	8%	6%	3%	10%	4%	8%	12%	7%	12%	4%	6%	7%	8%	4%
Convenience	Availability of car parking facilities near the bus stop	11%	14%	14%	21%	13%	16%	20%	23%	16%	10%	13%	8%	17%	11%
	Ease of connection with other modes of transport	11%	7%	7%	10%	8%	6%	9%	9%	9%	6%	7%	7%	7%	6%
Accessibility	Ease of accessing the bus stop	5%	7%	4%	8%	3%	3%	6%	5%	3%	2%	4%	6%	5%	2%
	Ease of getting on and off this bus	5%	4%	3%	3%	6%	2%	3%	4%	4%	1%	3%	7%	2%	3%
	Usefulness of signs to help you find your way	5%	6%	8%	7%	7%	5%	8%	9%	8%	3%	5%	5%	5%	4%
Comfort	Comfort at the bus stop (shelter & seating)	21%	18%	13%	18%	7%	17%	13%	17%	12%	9%	15%	14%	10%	21%
	Seat availability on this bus	6%	6%	7%	9%	3%	8%	5%	11%	7%	2%	2%	5%	4%	10%
	Seat comfort on this bus	7%	5%	5%	8%	4%	6%	5%	9%	8%	2%	3%	5%	4%	7%
	Temperature on this bus	8%	4%	6%	15%	4%	8%	7%	12%	11%	2%	6%	5%	6%	3%
	Personal space on this bus	7%	4%	7%	12%	3%	6%	4%	13%	10%	2%	2%	5%	4%	8%
	Smoothness of this bus trip	10%	4%	9%	7%	7%	10%	6%	11%	11%	3%	7%	5%	4%	9%
Cleanliness	Cleanliness of the bus stop	16%	13%	11%	8%	7%	11%	8%	13%	9%	8%	5%	10%	6%	14%
	Cleanliness of this bus	6%	3%	6%	4%	4%	6%	4%	9%	8%	2%	3%	5%	2%	3%
Information	Availability of arrival information for this bus	11%	13%	18%	13%	9%	13%	14%	16%	13%	10%	11%	12%	10%	8%
	Availability of next stop information on this bus	12%	11%	18%	22%	15%	16%	19%	25%	25%	12%	17%	13%	16%	10%
	Availability of information about service delays	21%	23%	27%	30%	25%	31%	30%	35%	32%	21%	25%	23%	23%	23%
	Ease of finding info (routes, stops, timetables)	12%	11%	15%	17%	9%	19%	14%	17%	19%	11%	14%	13%	12%	11%
Customer Service	Willingness of bus staff to help	8%	7%	10%	6%	6%	7%	7%	6%	10%	3%	4%	8%	2%	6%
	Knowledge of bus staff	8%	6%	11%	7%	4%	6%	7%	4%	7%	3%	4%	6%	2%	4%
	Presentation of bus staff	5%	4%	5%	3%	2%	4%	5%	5%	6%	2%	3%	7%	1%	2%

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Bus										
% Partly to very <i>satisfied</i>		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	95%	96%	94%	96%	91%	93%	94%	91%	91%
Timeliness	This bus turning up on time	90%	92%	94%	92%	81%	91%	91%	92%	83%
	Frequency of this bus service	76%	78%	74%	86%	78%	82%	85%	80%	78%
	Journey time given the distance travelled	93%	91%	89%	94%	90%	90%	90%	93%	86%
	Time to connect to other transport services	90%	83%	85%	87%	77%	87%	89%	80%	80%
Safety & Security	Feeling safe at the bus stop	91%	92%	90%	92%	90%	89%	91%	94%	89%
	Feeling safe while on this bus	96%	98%	96%	99%	96%	92%	96%	96%	93%
	This bus being driven safely	96%	98%	97%	98%	98%	95%	96%	97%	94%
Ticketing	Ease of purchasing my ticket	95%	97%	94%	94%	96%	97%	92%	94%	92%
	Choice of tickets that meet my travel needs	95%	96%	94%	93%	92%	93%	91%	92%	92%
Convenience	Availability of car parking facilities near the bus stop	85%	82%	81%	73%	73%	78%	76%	75%	77%
	Ease of connection with other modes of transport	88%	83%	87%	82%	76%	90%	87%	86%	86%
Accessibility	Ease of accessing the bus stop	95%	95%	95%	96%	95%	97%	94%	95%	92%
	Ease of getting on and off this bus	96%	96%	95%	97%	95%	98%	93%	96%	93%
	Usefulness of signs to help you find your way	92%	91%	90%	95%	90%	95%	90%	89%	87%
Comfort	Comfort at the bus stop (shelter & seating)	81%	71%	77%	73%	72%	70%	75%	82%	75%
	Seat availability on this bus	97%	98%	96%	98%	93%	95%	94%	94%	93%
	Seat comfort on this bus	91%	96%	93%	98%	93%	91%	93%	96%	93%
	Temperature on this bus	93%	95%	94%	96%	96%	91%	94%	95%	91%
	Personal space on this bus	94%	98%	94%	98%	93%	95%	93%	96%	92%
	Smoothness of this bus trip	92%	95%	93%	93%	90%	85%	92%	94%	86%
Cleanliness	Cleanliness of the bus stop	82%	85%	83%	82%	78%	87%	76%	89%	82%
	Cleanliness of this bus	96%	96%	94%	98%	92%	96%	94%	96%	92%
Information	Availability of arrival information for this bus	88%	86%	89%	93%	90%	91%	91%	84%	81%
	Availability of next stop information on this bus	79%	77%	83%	89%	82%	88%	84%	78%	77%
	Availability of information about service delays	70%	69%	73%	76%	67%	71%	69%	62%	66%
	Ease of finding info (routes, stops, timetables)	83%	83%	86%	90%	84%	87%	88%	80%	82%
Customer Service	Willingness of bus staff to help	93%	91%	95%	97%	89%	92%	90%	91%	85%
	Knowledge of bus staff	92%	93%	95%	97%	90%	92%	90%	92%	87%
	Presentation of bus staff	95%	96%	98%	97%	94%	95%	92%	95%	90%

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Bus										
% Partly to very <i>dissatisfied</i>		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	3%	3%	3%	3%	6%	5%	5%	6%	5%
Timeliness	This bus turning up on time	7%	5%	3%	6%	15%	6%	8%	6%	11%
	Frequency of this bus service	18%	17%	18%	11%	14%	17%	12%	17%	14%
	Journey time given the distance travelled	5%	4%	5%	3%	7%	5%	7%	3%	7%
	Time to connect to other transport services	5%	8%	7%	8%	14%	11%	8%	15%	10%
Safety & Security	Feeling safe at the bus stop	4%	4%	5%	5%	7%	7%	6%	3%	7%
	Feeling safe while on this bus	2%	1%	2%	1%	3%	7%	3%	2%	3%
	This bus being driven safely	2%	1%	1%	1%	1%	5%	3%	2%	3%
Ticketing	Ease of purchasing my ticket	2%	1%	4%	2%	2%	3%	5%	5%	5%
	Choice of tickets that meet my travel needs	2%	1%	3%	5%	5%	4%	6%	6%	4%
Convenience	Availability of car parking facilities near the bus stop	4%	4%	5%	3%	8%	6%	16%	6%	12%
	Ease of connection with other modes of transport	4%	10%	6%	7%	13%	8%	8%	10%	8%
Accessibility	Ease of accessing the bus stop	3%	2%	2%	2%	3%	3%	4%	4%	4%
	Ease of getting on and off this bus	2%	1%	2%	2%	3%	2%	5%	2%	4%
	Usefulness of signs to help you find your way	3%	4%	3%	3%	5%	4%	7%	2%	8%
Comfort	Comfort at the bus stop (shelter & seating)	12%	21%	16%	21%	22%	24%	17%	11%	17%
	Seat availability on this bus	1%	1%	2%	1%	4%	4%	3%	4%	6%
	Seat comfort on this bus	5%	1%	5%	3%	3%	8%	5%	3%	5%
	Temperature on this bus	3%	3%	3%	2%	1%	6%	3%	3%	4%
	Personal space on this bus	2%	1%	3%	1%	5%	5%	5%	3%	4%
	Smoothness of this bus trip	3%	2%	2%	2%	4%	10%	5%	3%	7%
Cleanliness	Cleanliness of the bus stop	11%	8%	8%	12%	17%	10%	14%	6%	12%
	Cleanliness of this bus	2%	0%	2%	1%	4%	3%	5%	2%	4%
Information	Availability of arrival information for this bus	5%	10%	4%	4%	8%	7%	5%	11%	14%
	Availability of next stop information on this bus	9%	15%	6%	6%	11%	7%	10%	9%	13%
	Availability of information about service delays	13%	20%	13%	15%	19%	21%	17%	24%	22%
	Ease of finding info (routes, stops, timetables)	7%	10%	7%	6%	11%	9%	8%	11%	13%
Customer Service	Willingness of bus staff to help	4%	4%	2%	2%	3%	4%	5%	5%	8%
	Knowledge of bus staff	4%	4%	1%	1%	3%	3%	6%	4%	6%
	Presentation of bus staff	3%	2%	0%	2%	1%	3%	5%	2%	5%

Customer Satisfaction Index May 2014

Ferry								
% Partly to very <i>satisfied</i>		Ferry route						
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
Overall	How satisfied are you with this service	97%	96%	96%	98%	96%	98%	96%
Timeliness	This ferry turning up on time	97%	98%	96%	95%	97%	98%	97%
	Frequency of this ferry service	88%	81%	92%	76%	75%	83%	94%
	Journey time given the distance travelled	91%	92%	95%	95%	96%	95%	96%
	Time to connect to other transport services	92%	87%	91%	90%	92%	90%	95%
Safety & Security	Feeling safe at the ferry wharf	97%	98%	96%	96%	98%	97%	97%
	Feeling safe while on this ferry	98%	99%	97%	97%	99%	98%	98%
	This ferry being driven safely	98%	98%	96%	97%	98%	98%	98%
Ticketing	Ease of purchasing my ticket	94%	91%	89%	87%	89%	93%	92%
	Choice of tickets that meet my travel needs	88%	90%	89%	82%	84%	89%	88%
Convenience	Availability of car parking facilities near the ferry wharf	47%	73%	70%	41%	50%	70%	56%
	Ease of connection with other modes of transport	91%	89%	89%	86%	89%	86%	92%
Accessibility	Ease of accessing the ferry wharf	97%	96%	96%	90%	93%	98%	96%
	Ease of getting on and off the ferry	97%	97%	97%	96%	97%	98%	98%
	Usefulness of signs to help you find your way	95%	91%	93%	90%	91%	94%	94%
Comfort	Comfort at the ferry wharf (shelter & seating)	89%	92%	93%	88%	86%	90%	92%
	Seat availability on this ferry	97%	97%	98%	97%	97%	100%	97%
	Seat comfort on this ferry	94%	95%	96%	94%	97%	98%	96%
	Temperature on this ferry	93%	94%	96%	95%	93%	96%	95%
	Personal space on this ferry	96%	96%	98%	98%	97%	99%	97%
	Smoothness of this ferry trip	96%	98%	98%	98%	97%	99%	97%
Cleanliness	Cleanliness of the ferry wharf	95%	93%	95%	92%	92%	96%	95%
	Cleanliness of this ferry	95%	97%	98%	97%	97%	98%	96%
Information	Availability of arrival information for this ferry	93%	93%	94%	93%	91%	95%	96%
	Availability of next stop information on this ferry	93%	93%	95%	95%	95%	95%	95%
	Availability of information about service delays	87%	84%	90%	83%	85%	88%	91%
	Ease of finding info (routes, stops, timetables)	90%	89%	92%	90%	89%	91%	94%
Customer Service	Willingness of ferry staff to help	91%	96%	93%	90%	96%	97%	97%
	Knowledge of ferry staff	92%	95%	93%	89%	96%	95%	96%
	Presentation of ferry staff	92%	97%	95%	90%	95%	97%	96%

Customer Satisfaction Index May 2014

Ferry								
% Partly to very <i>dissatisfied</i>		Ferry route						
Service driver	Service attribute	Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo
Overall	How satisfied are you with this service	2%	3%	3%	2%	3%	2%	2%
Timeliness	This ferry turning up on time	2%	1%	3%	4%	1%	2%	2%
	Frequency of this ferry service	9%	15%	5%	21%	22%	16%	4%
	Journey time given the distance travelled	6%	6%	4%	3%	2%	4%	2%
	Time to connect to other transport services	4%	6%	4%	6%	6%	6%	3%
Safety & Security	Feeling safe at the ferry wharf	2%	2%	3%	3%	1%	2%	2%
	Feeling safe while on this ferry	2%	1%	2%	2%	1%	1%	1%
	This ferry being driven safely	1%	1%	3%	2%	1%	1%	1%
Ticketing	Ease of purchasing my ticket	4%	5%	7%	8%	7%	4%	5%
	Choice of tickets that meet my travel needs	8%	7%	6%	10%	11%	6%	7%
Convenience	Availability of car parking facilities near the ferry wharf	35%	19%	19%	38%	33%	25%	31%
	Ease of connection with other modes of transport	4%	7%	5%	7%	8%	7%	3%
Accessibility	Ease of accessing the ferry wharf	2%	2%	3%	7%	4%	1%	2%
	Ease of getting on and off the ferry	1%	1%	2%	3%	2%	1%	1%
	Usefulness of signs to help you find your way	2%	5%	3%	4%	3%	2%	2%
Comfort	Comfort at the ferry wharf (shelter & seating)	7%	5%	5%	7%	9%	7%	4%
	Seat availability on this ferry	2%	2%	1%	2%	2%	0%	1%
	Seat comfort on this ferry	4%	3%	3%	3%	2%	0%	1%
	Temperature on this ferry	4%	3%	2%	3%	4%	3%	2%
	Personal space on this ferry	2%	2%	1%	1%	1%	1%	1%
	Smoothness of this ferry trip	1%	1%	1%	1%	1%	1%	1%
Cleanliness	Cleanliness of the ferry wharf	3%	5%	4%	6%	6%	2%	3%
	Cleanliness of this ferry	3%	1%	1%	3%	2%	1%	2%
Information	Availability of arrival information for this ferry	3%	4%	4%	5%	4%	2%	1%
	Availability of next stop information on this ferry	3%	4%	3%	3%	2%	2%	1%
	Availability of information about service delays	5%	8%	5%	8%	6%	5%	3%
	Ease of finding info (routes, stops, timetables)	5%	6%	6%	6%	6%	6%	3%
Customer Service	Willingness of ferry staff to help	4%	1%	4%	4%	1%	2%	1%
	Knowledge of ferry staff	2%	1%	2%	3%	1%	2%	1%
	Presentation of ferry staff	3%	1%	3%	3%	1%	1%	1%

Customer Satisfaction Index May 2014

Taxi					
% Partly to very <i>satisfied</i>		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	81%	87%	85%	87%
Timeliness	Availability of taxi service	82%	84%	83%	88%
	Taxi arrived on time	85%	80%	81%	88%
	Journey time given the distance travelled	86%	92%	90%	90%
	Traffic flow	78%	87%	89%	87%
Safety & Security	Feeling safe while in the taxi	89%	93%	90%	90%
	Feeling safe at the taxi rank	87%	83%	79%	86%
	The taxi was driven safely	87%	93%	90%	90%
	Security features provided in the taxi	84%	90%	87%	87%
Payment	Ease of payment	90%	94%	92%	91%
	Charged correct fare	86%	91%	87%	89%
	Reasonableness of fare charged	70%	77%	70%	74%
Convenience	Ease of booking the taxi	89%	89%	90%	90%
	Ease of finding the taxi rank	89%	92%	89%	91%
	Convenience of drop off at destination	91%	95%	94%	92%
Accessibility	Ease of getting in and out of the taxi	91%	95%	93%	92%
	Adequate space during the trip	91%	94%	94%	92%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	64%	74%	61%	65%
	Comfort within the taxi	86%	90%	91%	90%
	Temperature level in the taxi	85%	90%	91%	90%
Cleanliness	Cleanliness of the taxi rank	83%	80%	79%	80%
	Cleanliness of the taxi interior	86%	91%	90%	91%
	Pleasant smell in the taxi	76%	84%	84%	86%
Information	Information on where to find a taxi	69%	80%	74%	71%
	Availability of information at taxi rank	65%	68%	65%	64%
	Information on how to book a taxi	86%	81%	82%	85%
	Information on my booking request	82%	75%	76%	82%
	Information on fares including tolls	67%	74%	72%	73%
Customer Service	Willingness of taxi driver to help	77%	86%	82%	81%
	Knowledge of taxi driver to get you to your destination	82%	90%	86%	89%
	Personal presentation of taxi driver	83%	92%	88%	88%
	Ease of communicating with taxi driver	80%	91%	87%	87%
	Staff on the phone responded to my needs	86%	86%	84%	86%
	Personal presentation of taxi driver	81%	89%	90%	85%
	Staff on the phone responded to my needs	81%	88%	80%	87%

Customer Satisfaction Index May 2014

Taxi					
% Partly to very <i>dissatisfied</i>					
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	8%	6%	7%	5%
Timeliness	Availability of taxi service	9%	11%	9%	5%
	Taxi arrived on time	9%	14%	13%	4%
	Journey time given the distance travelled	6%	3%	3%	1%
	Traffic flow	10%	4%	3%	2%
Safety & Security	Feeling safe while in the taxi	4%	2%	4%	3%
	Feeling safe at the taxi rank	5%	7%	9%	8%
	The taxi was driven safely	6%	3%	4%	3%
	Security features provided in the taxi	3%	2%	2%	3%
Payment	Ease of payment	3%	1%	1%	1%
	Charged correct fare	5%	2%	4%	3%
	Reasonableness of fare charged	18%	16%	18%	14%
Convenience	Ease of booking the taxi	4%	5%	5%	4%
	Ease of finding the taxi rank	4%	2%	3%	3%
	Convenience of drop off at destination	3%	1%	1%	1%
Accessibility	Ease of getting in and out of the taxi	3%	0%	2%	1%
	Adequate space during the trip	3%	2%	1%	1%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	16%	14%	19%	18%
	Comfort within the taxi	5%	2%	3%	2%
	Temperature level in the taxi	7%	2%	3%	2%
Cleanliness	Cleanliness of the taxi rank	7%	9%	7%	3%
	Cleanliness of the taxi interior	5%	3%	4%	2%
	Pleasant smell in the taxi	10%	5%	7%	4%
Information	Information on where to find a taxi	13%	5%	12%	10%
	Availability of information at taxi rank	15%	16%	18%	19%
	Information on how to book a taxi	3%	4%	3%	4%
	Information on my booking request	8%	9%	8%	7%
	Information on fares including tolls	13%	8%	10%	9%
Customer Service	Willingness of taxi driver to help	6%	2%	5%	4%
	Knowledge of taxi driver to get you to your destination	8%	4%	7%	3%
	Personal presentation of taxi driver	5%	3%	6%	3%
	Ease of communicating with taxi driver	10%	3%	6%	5%
	Staff on the phone responded to my needs	4%	6%	7%	5%
	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%