



Transport
for NSW

Customer Satisfaction Index 2015



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Executive summary

The NSW Government's vision is for an integrated public transport system that drives better outcomes for all customers.

Transport for NSW is tasked with putting the customer at the centre of our decision making to boost customer satisfaction with public transport.

The Customer Satisfaction Index 2015 independently brings together the voices of over 37,000 customers, and demonstrates current satisfaction levels across all public transport.

By publishing these results, we are making operators and ourselves accountable for our decisions and driving continual improvement across the transport network.

We will keep talking with customers about what matters to them, be accountable for our performance and in turn drive a better public transport system for all customers.

The below table shows an increase in overall customer satisfaction over time.

	Overall customer satisfaction					
Mode	Nov-12	Jun-13	Nov-13	May-14	Nov-14	May-15
Overall train network	79%	81%	83%	85%	88%	88%
Overall bus regions	79%	85%	85%	87%	87%	88%
Overall ferry routes	94%	95%	95%	96%	97%	97%
Overall light rail	91%	94%	86%	89%	92%	92%
Urban taxi network	N/A	81%	82%	81%	81%	84%

Customer satisfaction methodology

Transport for NSW conducts two surveys each year to measure customer satisfaction levels across the NSW public transport system.

Last year, we reported on satisfaction from November 2013 and May 2014. In this report, we look at data from our November 2014 and May 2015 surveys.

We will continue to survey customers each financial year to help us drive improvements.

The survey was designed by the Customer Services Division of Transport for NSW to ensure that it measured the service attributes that customers value the most. The Customer Services Division used customer research to determine what drives customer satisfaction levels across the various modes. This information was then used to design the questions in the surveys. The results present what customers value most, focusing on the top nine customer service priorities including timeliness, safety & security and comfort.

The Customer Satisfaction Index 2015 includes responses from more than 37,000 customers across five transport modes: train, bus, ferry, light rail and taxi. For train, ferry and light rail, the survey covered the Sydney metropolitan region. However, bus and taxi encompasses not only the Sydney metropolitan area but also outer metropolitan bus regions and other urban centres for taxis.

The survey uses a seven-point scale in order to differentiate levels of satisfaction as shown below. The top three ratings together are defined as satisfied and the bottom three ratings together are defined as dissatisfied.

Dissatisfied				Satisfied		
1	2	3	4	5	6	7
Very Dissatisfied	Dissatisfied	Partly Dissatisfied	Neither Satisfied nor Dissatisfied	Partly Satisfied	Satisfied	Very Satisfied

The surveys applied sampling in two stages to better represent the average customer's opinions. Firstly, services were randomly selected by surveyors to meet quotas and secondly, customers on board those services were randomly selected by surveyors. In order to reduce sampling error, maximums were placed on the number of customers to be sampled within each vehicle, at 40 customers for train, bus and light rail and 100 customers for ferry. Sample sizes on board most of the services stayed within these maximums and were exceeded in only a few cases.

The surveys aim to achieve a margin of error of approximately $\pm 5\%$ with a 95% confidence interval at the bus region, ferry route and train or light rail line level of reporting. Regions of high error have been noted and certain regions of geographical or operational similarity may have been aggregated.

Customer satisfaction methodology

Survey interviewers worked seven hour shifts in pairs to distribute and collect surveys. Shift times include:

Weekday am 6:30 am – 1:30 pm

Weekday pm 1:30 pm – 8:30 pm

Weekend 10:00 am – 5:00 pm

While on board, customers were asked about their experience of their current trip or most recent experience. Where customers were unable to complete the survey on board, fax and mail back options were provided.

In order to get a result for each overall mode, survey results were weighted for patronage along each line, region or route. The results are then presented for the overall network and the individual operating corridors. For taxi, as patronage data was considered to be commercially sensitive information, no direct patronage weighting was possible. Instead, the overall results for taxi were weighted based on the ratio of bookings accepted by operators in the four geographic regions surveyed.

Taxi customers were surveyed regarding their most recent experience by means of an online questionnaire. Customers were recruited via an online panel and emailed invitations to participate in the survey.

Customers were selected to participate in the survey for train, bus, ferry and light rail while travelling on a typical day of a typical week. A typical day includes weekdays and weekends, but does not include school holidays, public holidays or special events. Customers include all users of the NSW train, bus, ferry and light rail network, including local residents, interstate customers and overseas visitors.

Customers under 17 years old were excluded from the survey and surveys were not distributed to school children in uniform.

For the taxi component of the survey, customers were eligible to complete the survey if they had travelled by taxi in the six months prior to the survey and their home postcode was in one of the relevant districts.

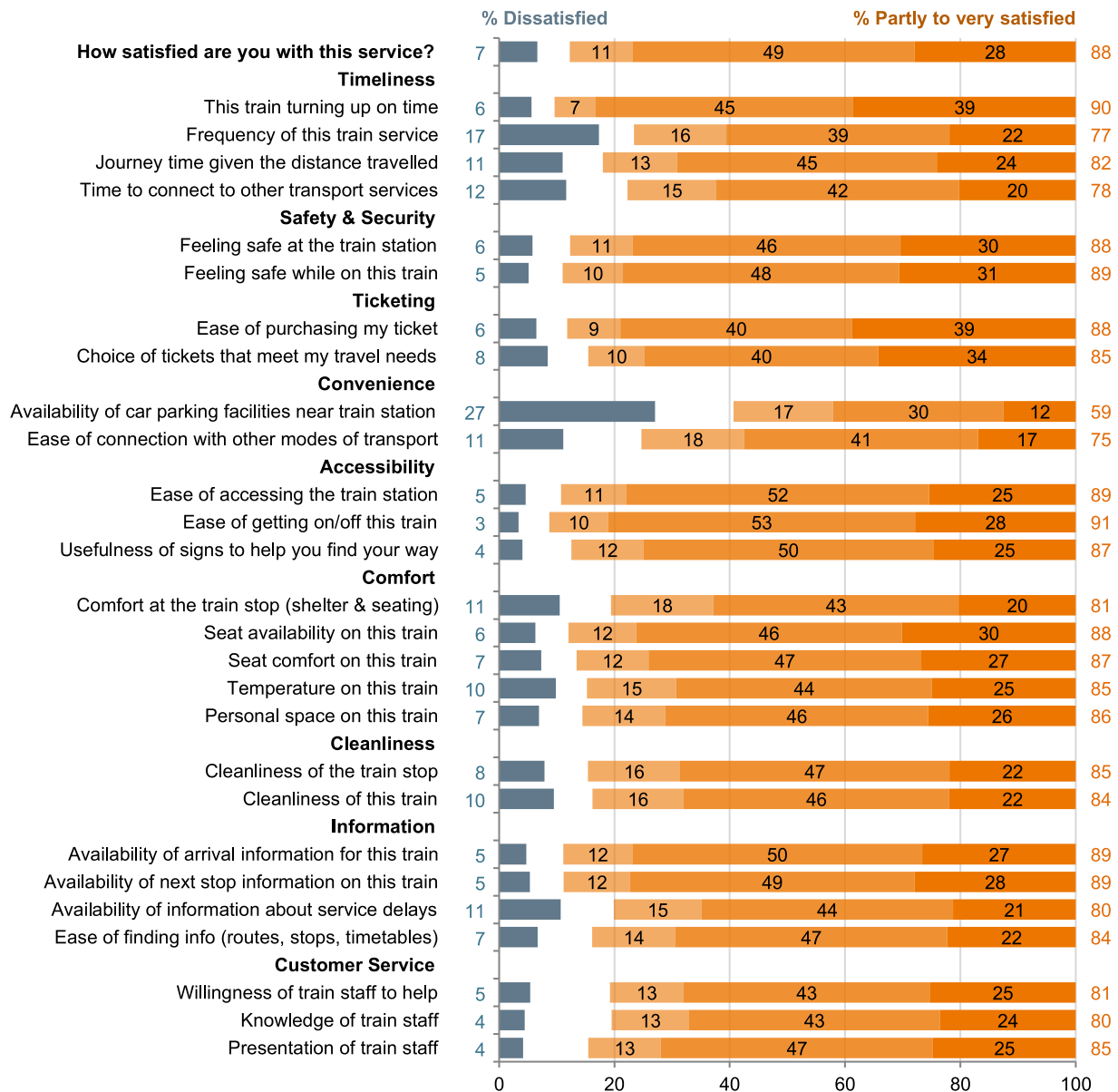
The reported variance between some results across time periods may differ from the variance between the whole number results due to rounding.

November 2014 results

Overall train network

Customer satisfaction

88% satisfied



Summary

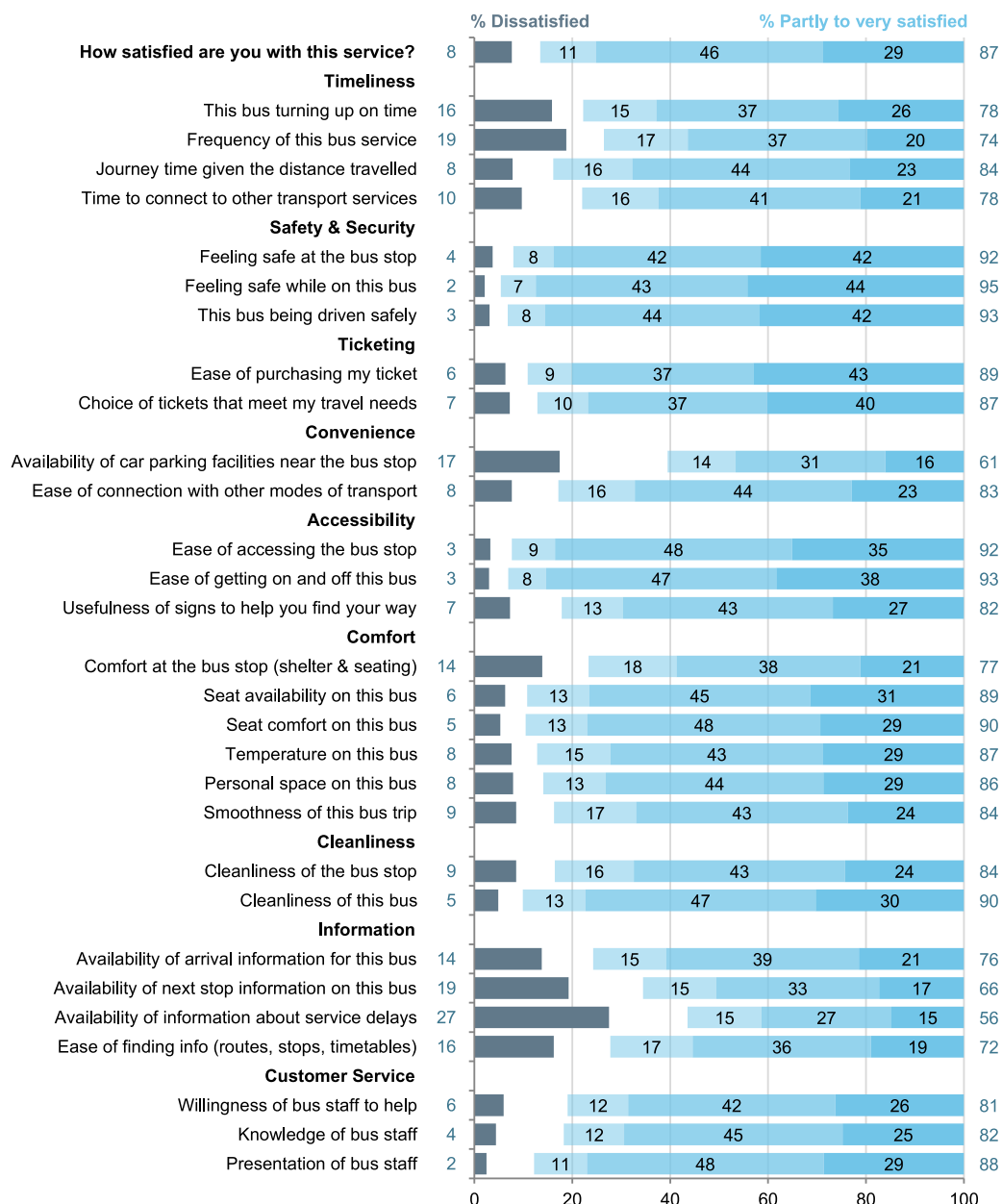
- Satisfaction with the train network increased 4 percentage points from November 2013
- Train customers were more satisfied with ticketing, convenience and comfort
- Customers were most satisfied with accessibility, safety & security and ticketing which include: ease of getting on and off this train, feeling safe while on this train and ease of purchasing my ticket
- Customers were least satisfied with convenience, especially availability of car parking facilities near the station.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Overall bus regions

Customer satisfaction

87% satisfied



Summary

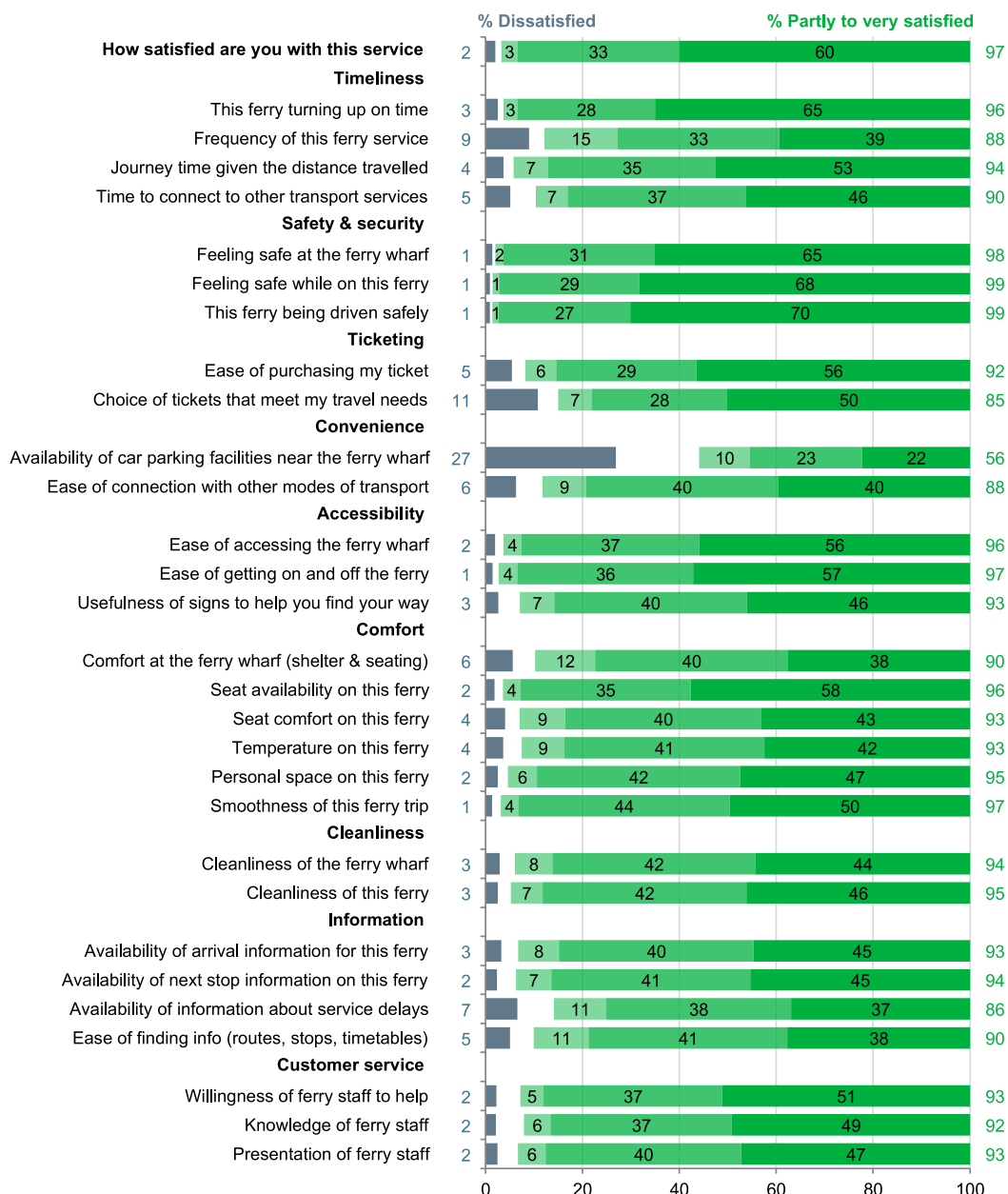
- Satisfaction with the bus network increased 2 percentage points from November 2013
- Bus customers were more satisfied with safety & security and convenience
- Customers were most satisfied with safety & security and accessibility, which include: feeling safe at the bus stop, feeling safe while on this bus, ease of accessing the bus stop and ease of getting on/off this bus
- Customers were least satisfied with information and convenience, especially information about service delays and availability of car parking facilities near the bus stop.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Overall ferry routes

Customer satisfaction

97% satisfied



Summary

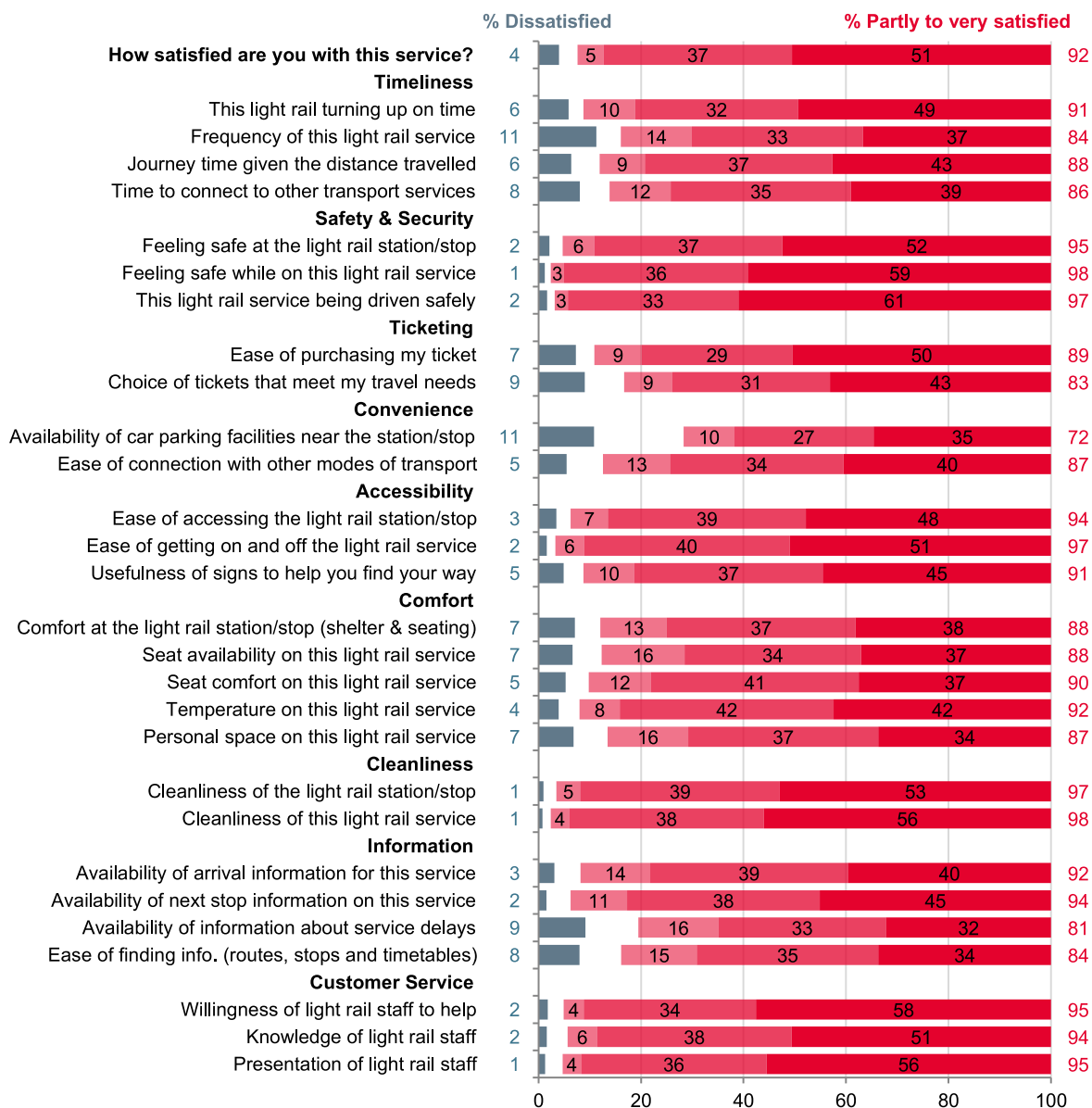
- Satisfaction with the ferry network increased 2 percentage points from November 2013
- Ferry customers were more satisfied with information
- Customers were most satisfied with safety & security and accessibility, which include: feeling safe while on this ferry, this ferry being driven safely and ease of getting on and off the ferry
- Customers were least satisfied with convenience, especially availability of car parking facilities near the ferry wharf.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Overall light rail

Customer satisfaction

92% satisfied



Summary

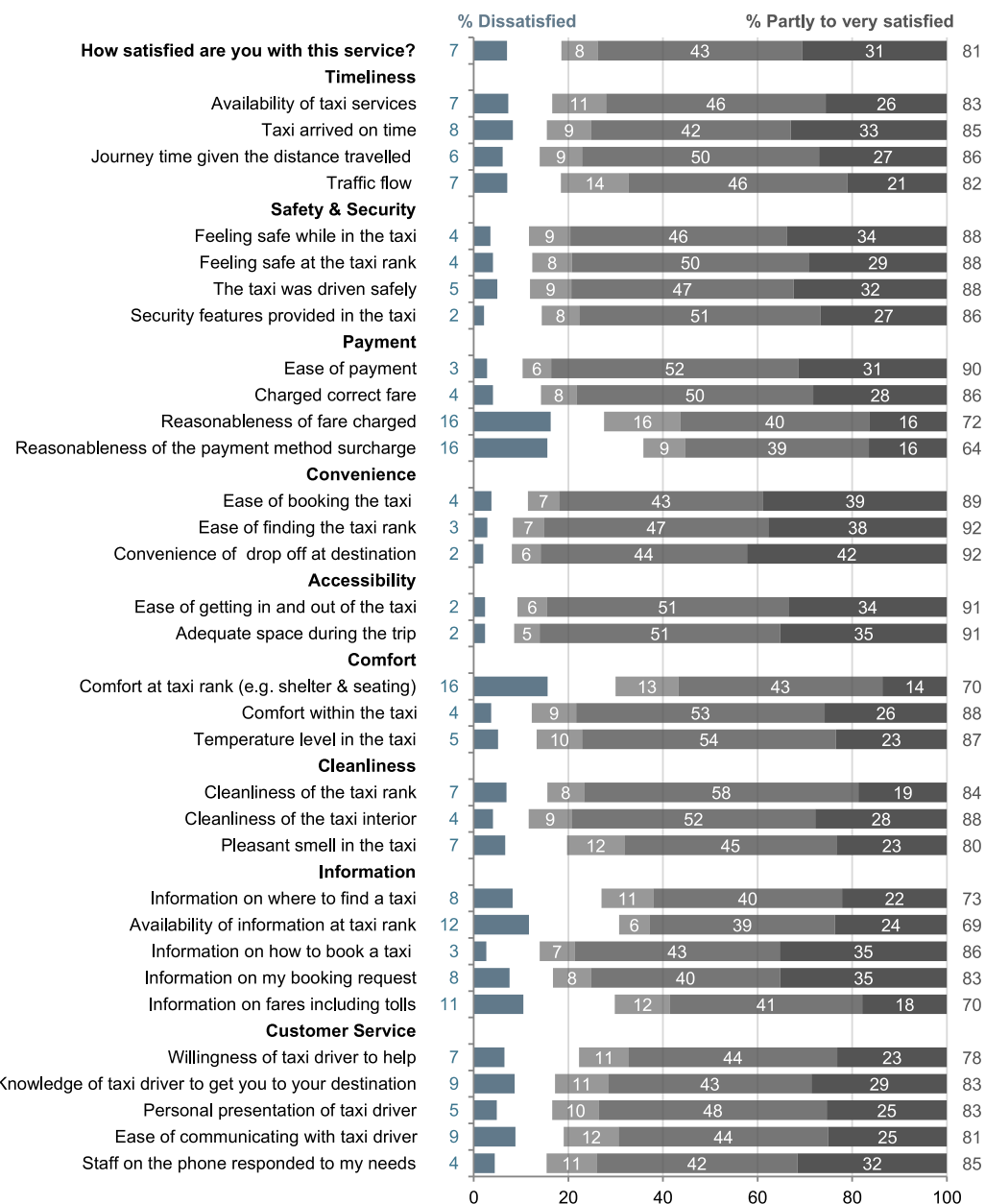
- Satisfaction with light rail increased 7 percentage points from November 2013
- Light rail customers were more satisfied with timeliness and information
- Customers were most satisfied with safety & security and cleanliness, which include feeling safe while on this light rail service and cleanliness of this light rail service
- Customers were least satisfied with convenience, especially availability of car parking facilities near the light rail stop.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Urban taxi network

Customer satisfaction

81% satisfied



Summary

- Satisfaction with taxi service decreased 1 percentage point from November 2013
- Taxi customers were more satisfied with cleanliness
- Customers were most satisfied with convenience and accessibility, which include ease of finding the taxi rank, convenience of drop off at destination and adequate space during the trip
- Customers were least satisfied with information, especially availability of information at taxi rank.

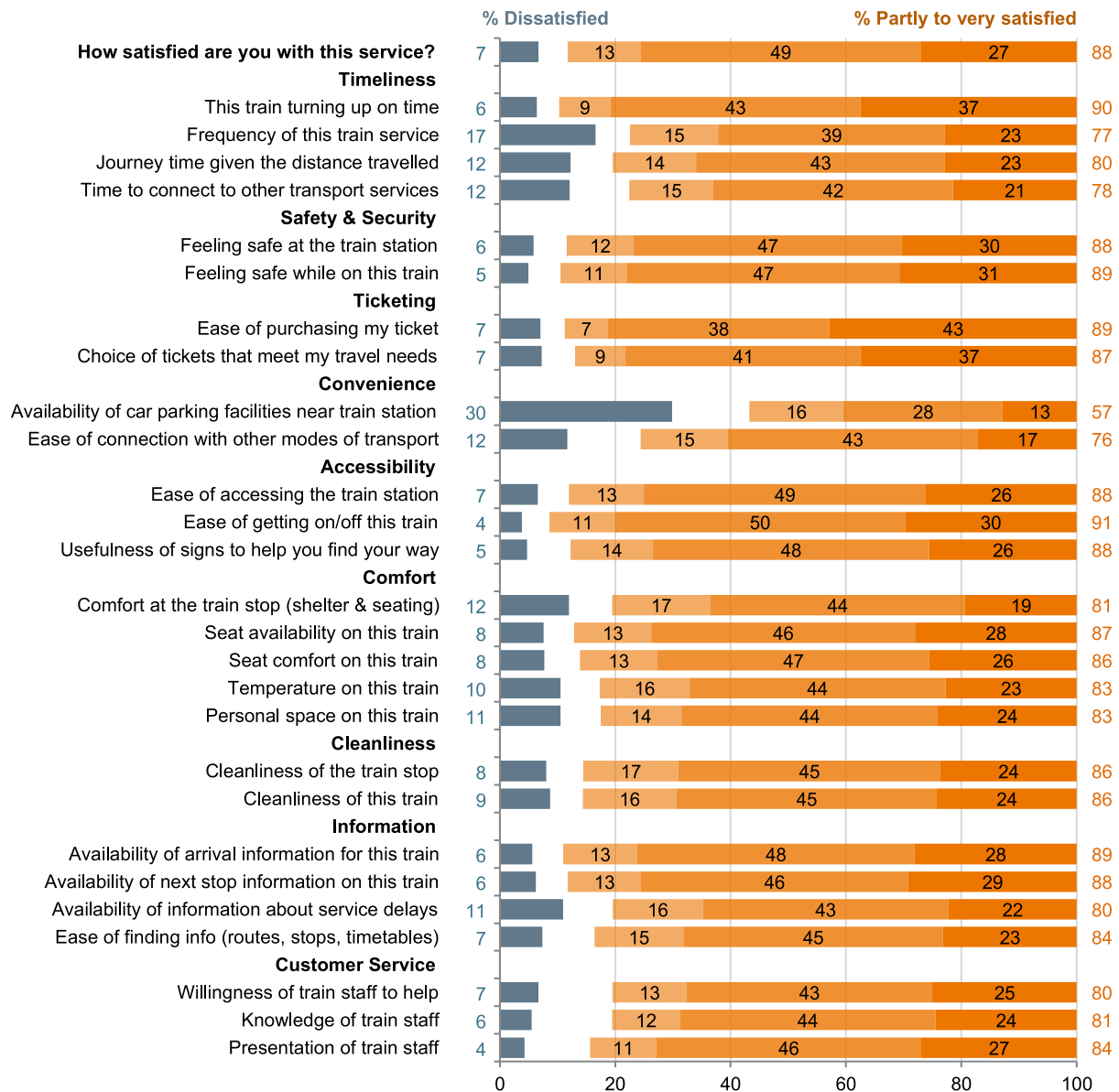
Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

May 2015 results

Overall train network

Customer satisfaction

88% satisfied



Summary

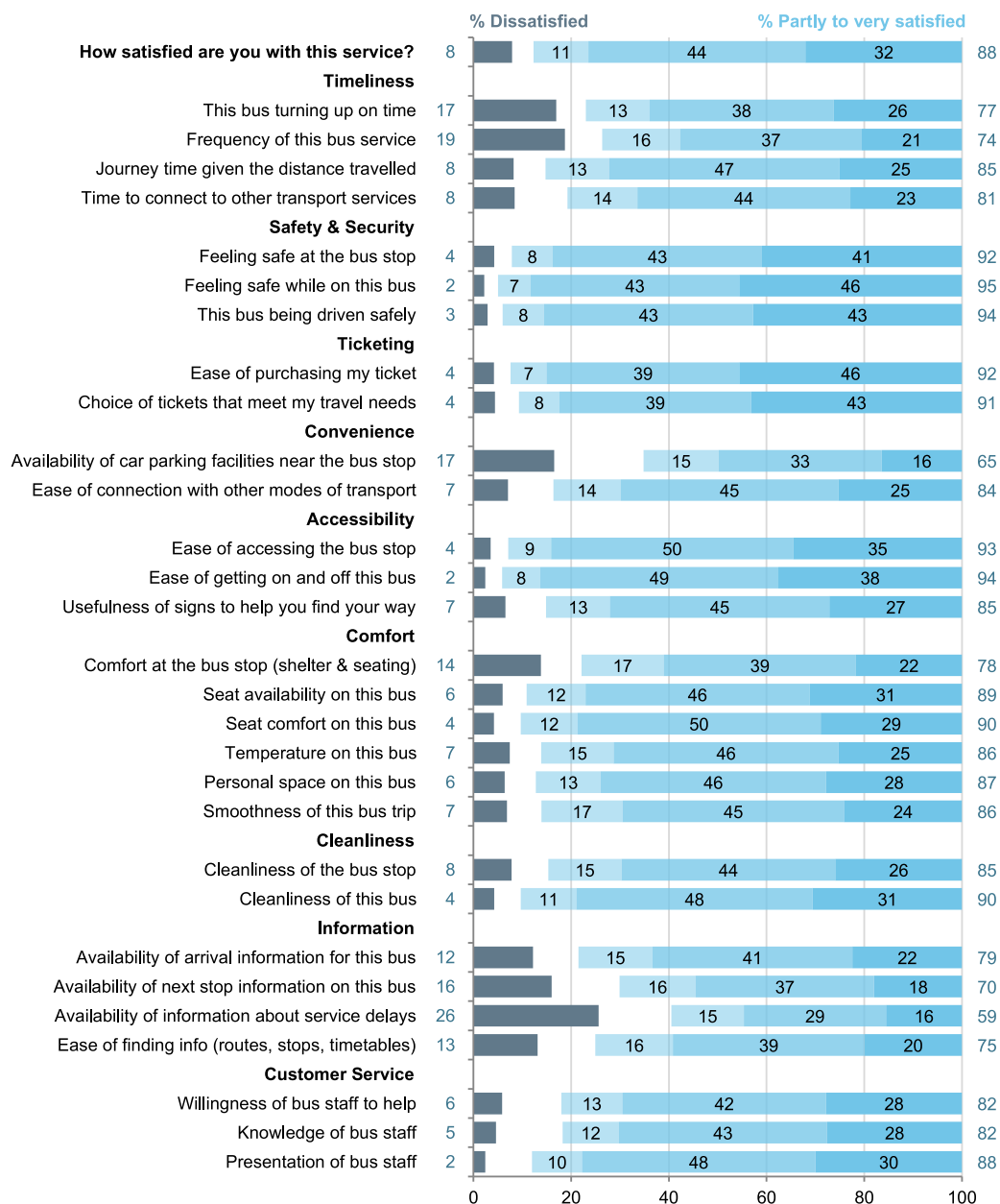
- Satisfaction with the train network increased 3 percentage points from May 2014
- Train customers were more satisfied with cleanliness and safety & security
- Customers were most satisfied with accessibility and safety & security which include: ease of getting on and off this train and feeling safe while on this train
- Customers were least satisfied with convenience, which includes: especially availability of car parking facilities near the station.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Overall bus regions

Customer satisfaction

88% satisfied



Summary

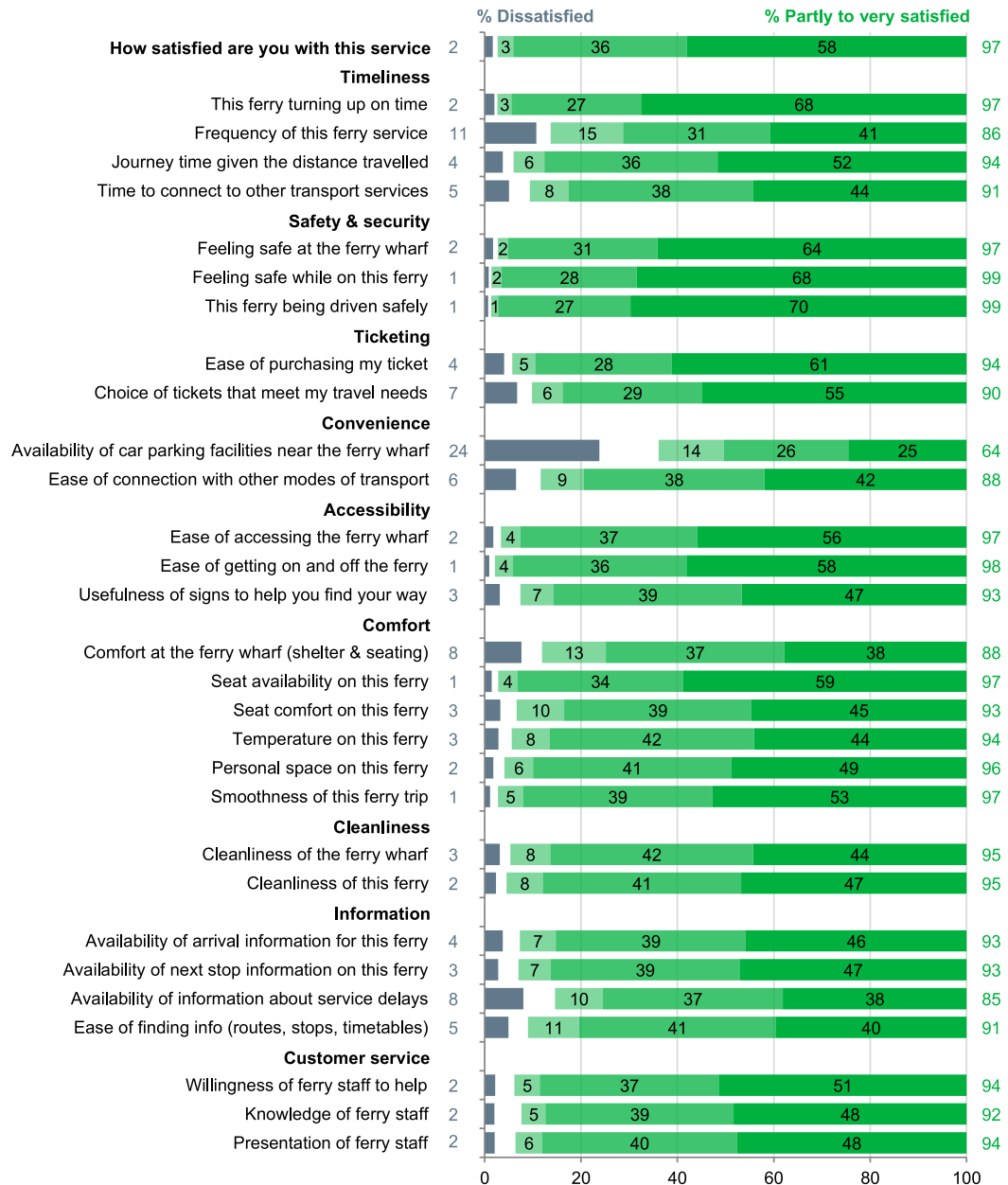
- Satisfaction with the bus network increased 1 percentage point from May 2014
- Bus customers were more satisfied with ticketing
- Customers were most satisfied with safety & security, accessibility and ticketing which include: feeling safe while on this bus, ease of getting on/off this bus and ease of purchasing my ticket
- Customers were least satisfied with information and convenience especially information about service delays and availability of car parking facilities near the bus stop.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Overall ferry routes

Customer satisfaction

97% satisfied



Summary

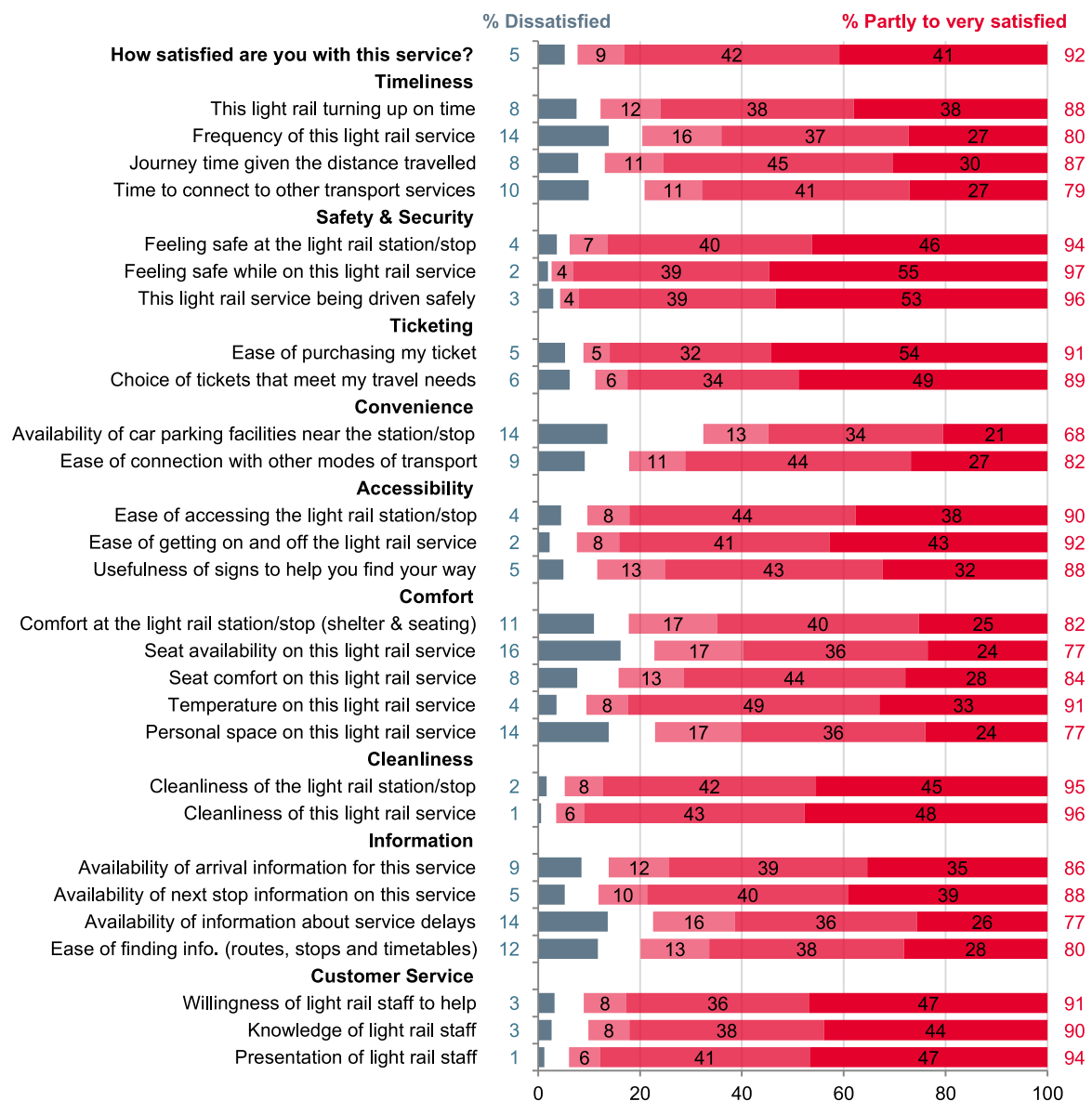
- Satisfaction with the ferry network increased 1 percentage point from May 2014
- Ferry customers were more satisfied with ticketing and convenience
- Customers were most satisfied with safety & security and accessibility, which include: feeling safe while on this ferry, this ferry being driven safely and ease of getting on and off the ferry
- Customers were least satisfied with convenience, especially availability of car parking facilities near the ferry wharf.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Overall light rail

Customer satisfaction

92% satisfied



Summary

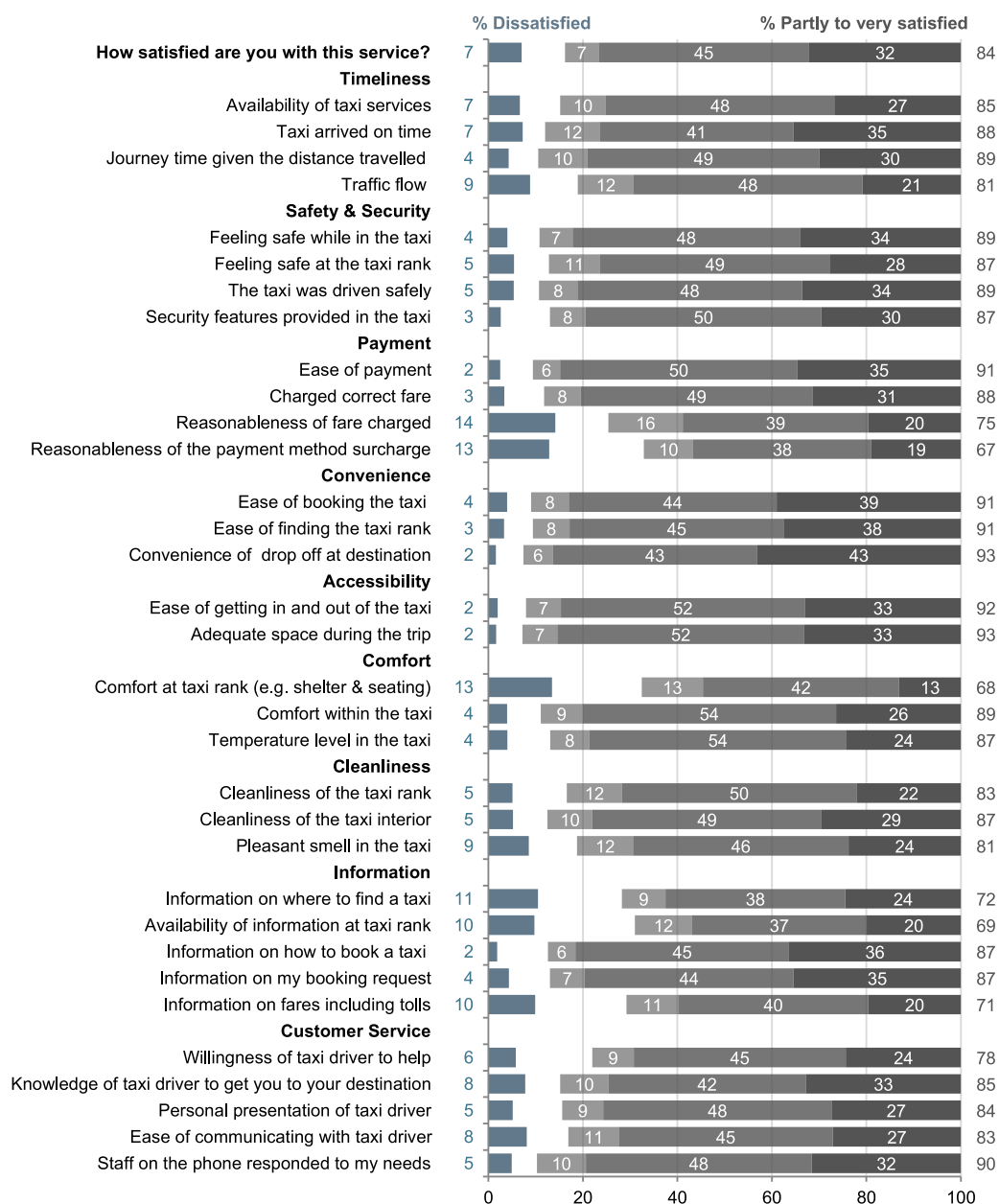
- Satisfaction with light rail increased 3 percentage points from May 2014
- Light rail customers were more satisfied with ticketing and information
- Customers were most satisfied with safety & security and cleanliness, which include feeling safe while on this light rail service and cleanliness of this light rail service
- Customers were least satisfied with convenience, especially availability of car parking facilities near the light rail stop.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

Urban taxi network

Customer satisfaction

84% satisfied



Summary

- Satisfaction with taxi service increased 2 percentage points from May 2014
- Taxi customers were more satisfied with information
- Customers were most satisfied with convenience and accessibility, which include convenience of drop off at destination and adequate space during the trip
- Customers were least satisfied with information, especially availability of information at taxi rank.

Dissatisfied includes customers who responded that they were partly to very dissatisfied. The gap after dissatisfied represents a response of neither satisfied nor dissatisfied. Partly satisfied, satisfied and very satisfied are displayed independently from left to right.

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Customer Satisfaction Index

May 2015 Appendix



Customer Satisfaction Index May 2015

Train

% Partly to very satisfied

		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	91%	90%	81%	88%	82%	71%	86%	87%	78%	84%	73%
Timeliness	This train turning up on time	89%	92%	84%	90%	90%	80%	87%	89%	82%	87%	79%
	Frequency of this train service	80%	79%	72%	80%	68%	26%	73%	78%	73%	65%	50%
	Journey time given the distance travelled	84%	79%	73%	83%	77%	76%	82%	75%	80%	74%	64%
	Time to connect to other transport services	78%	78%	74%	81%	72%	58%	78%	76%	70%	77%	69%
Safety & Security	Feeling safe at the train station	91%	88%	82%	92%	78%	74%	88%	88%	81%	87%	87%
	Feeling safe while on this train	91%	90%	82%	94%	79%	72%	89%	89%	83%	89%	88%
Ticketing	Ease of purchasing my ticket	91%	87%	87%	91%	84%	84%	93%	89%	85%	87%	85%
	Choice of tickets that meet my travel needs	88%	85%	84%	90%	84%	81%	88%	88%	85%	88%	85%
Convenience	Availability of car parking facilities near the train station	54%	58%	59%	51%	61%	59%	73%	67%	71%	69%	77%
	Ease of connection with other modes of transport	74%	75%	73%	80%	73%	58%	78%	78%	68%	79%	72%
Accessibility	Ease of accessing the train station	88%	87%	82%	91%	87%	81%	86%	89%	81%	90%	92%
	Ease of getting on and off the train	92%	92%	87%	93%	90%	89%	86%	92%	87%	91%	93%
	Usefulness of signs to help you find your way	88%	87%	85%	91%	86%	82%	88%	87%	82%	86%	87%
Comfort	Comfort at the train station (shelter & seating)	79%	82%	77%	87%	74%	69%	82%	76%	75%	71%	78%
	Seat availability on this train	87%	89%	85%	89%	82%	91%	93%	84%	87%	78%	82%
	Seat comfort on this train	88%	89%	80%	91%	69%	76%	90%	78%	87%	75%	81%
	Temperature on this train	84%	87%	80%	82%	67%	77%	85%	81%	83%	81%	81%
	Personal space on this train	84%	84%	82%	83%	74%	87%	89%	80%	84%	73%	79%
Cleanliness	Cleanliness of the train station	87%	88%	80%	88%	77%	76%	90%	82%	81%	85%	90%
	Cleanliness of this train	88%	89%	78%	89%	68%	70%	83%	80%	80%	77%	86%
Information	Availability of arrival information for this train	90%	90%	86%	92%	81%	69%	90%	87%	79%	90%	76%
	Availability of next stop information on this train	90%	92%	88%	88%	70%	71%	84%	91%	76%	94%	75%
	Availability of information about service delays	80%	83%	79%	84%	71%	58%	78%	76%	67%	81%	65%
	Ease of finding info (routes, stops, timetables)	83%	85%	83%	87%	76%	68%	84%	83%	75%	87%	76%
Customer Service	Willingness of rail staff to help	81%	81%	82%	81%	75%	72%	86%	79%	79%	83%	84%
	Knowledge of rail staff	80%	81%	81%	82%	75%	75%	85%	79%	77%	83%	80%
	Presentation of rail staff	85%	85%	83%	86%	79%	78%	87%	84%	84%	87%	87%

Customer Satisfaction Index May 2015

Train

% Partly to very *dissatisfied*

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	5%	5%	10%	7%	11%	20%	8%	8%	13%	9%	22%
Timeliness	This train turning up on time	7%	5%	11%	6%	5%	16%	9%	8%	12%	9%	16%
	Frequency of this train service	15%	15%	18%	16%	25%	65%	23%	15%	21%	28%	44%
	Journey time given the distance travelled	10%	14%	17%	10%	13%	16%	11%	15%	10%	18%	26%
	Time to connect to other transport services	13%	10%	15%	10%	16%	34%	11%	12%	21%	13%	20%
Safety & Security	Feeling safe at the train station	5%	5%	10%	3%	13%	17%	6%	5%	10%	9%	6%
	Feeling safe while on this train	5%	5%	9%	2%	9%	16%	6%	5%	8%	6%	5%
Ticketing	Ease of purchasing my ticket	6%	9%	8%	6%	8%	6%	5%	5%	7%	7%	8%
	Choice of tickets that meet my travel needs	7%	8%	7%	8%	6%	6%	7%	6%	8%	8%	7%
Convenience	Availability of car parking facilities near the train station	35%	28%	26%	34%	21%	18%	15%	24%	16%	21%	14%
	Ease of connection with other modes of transport	15%	10%	11%	11%	12%	28%	8%	8%	20%	11%	19%
Accessibility	Ease of accessing the train station	6%	6%	11%	5%	8%	9%	7%	6%	10%	5%	3%
	Ease of getting on and off the train	4%	3%	8%	4%	3%	4%	6%	4%	7%	5%	2%
	Usefulness of signs to help you find your way	5%	4%	6%	4%	5%	6%	6%	7%	6%	5%	6%
Comfort	Comfort at the train station (shelter & seating)	13%	9%	16%	9%	18%	19%	12%	13%	14%	21%	16%
	Seat availability on this train	8%	5%	8%	8%	10%	4%	2%	11%	6%	17%	13%
	Seat comfort on this train	6%	6%	11%	4%	20%	16%	6%	14%	6%	19%	14%
	Temperature on this train	8%	8%	11%	12%	23%	15%	10%	11%	10%	12%	15%
	Personal space on this train	9%	9%	9%	11%	17%	5%	6%	12%	9%	19%	15%
Cleanliness	Cleanliness of the train station	7%	6%	13%	7%	15%	15%	5%	11%	10%	8%	7%
	Cleanliness of this train	7%	5%	15%	7%	23%	20%	14%	14%	10%	15%	9%
Information	Availability of arrival information for this train	5%	4%	9%	5%	10%	20%	6%	4%	9%	5%	17%
	Availability of next stop information on this train	6%	3%	7%	7%	18%	15%	9%	4%	10%	3%	15%
	Availability of information about service delays	11%	8%	13%	9%	19%	29%	16%	13%	21%	12%	26%
	Ease of finding info (routes, stops, timetables)	8%	5%	8%	7%	13%	17%	8%	5%	11%	6%	13%
Customer Service	Willingness of rail staff to help	6%	5%	7%	8%	11%	12%	5%	7%	8%	8%	8%
	Knowledge of rail staff	5%	5%	4%	5%	11%	10%	5%	6%	8%	7%	12%
	Presentation of rail staff	4%	4%	6%	4%	6%	10%	3%	6%	4%	3%	6%

Customer Satisfaction Index May 2015

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	12	13	14	15
Overall	How satisfied are you with this service	85%	90%	87%	92%	86%	87%	89%	87%	85%	93%	94%	90%	94%	92%
Timeliness	This bus turning up on time	76%	81%	81%	87%	82%	75%	81%	75%	70%	86%	88%	81%	88%	82%
	Frequency of this bus service	77%	82%	77%	79%	73%	73%	73%	72%	70%	81%	68%	80%	78%	79%
	Journey time given the distance travelled	85%	89%	87%	88%	87%	84%	84%	80%	84%	91%	91%	92%	88%	90%
	Time to connect to other transport services	76%	83%	83%	82%	82%	83%	82%	76%	79%	87%	79%	84%	84%	81%
Safety & Security	Feeling safe at the bus stop	85%	88%	89%	93%	91%	94%	95%	90%	93%	94%	96%	93%	95%	88%
	Feeling safe while on this bus	91%	93%	94%	95%	93%	96%	97%	92%	95%	97%	100%	96%	97%	93%
	This bus being driven safely	88%	92%	92%	94%	92%	93%	96%	93%	94%	97%	99%	96%	98%	93%
Ticketing	Ease of purchasing my ticket	92%	94%	94%	96%	95%	93%	92%	90%	90%	94%	98%	95%	94%	93%
	Choice of tickets that meet my travel needs	92%	94%	94%	93%	92%	92%	88%	87%	91%	93%	97%	93%	92%	92%
Convenience	Availability of car parking facilities near the bus stop	72%	75%	73%	65%	72%	63%	62%	53%	64%	72%	69%	78%	72%	77%
	Ease of connection with other modes of transport	83%	88%	89%	87%	88%	82%	84%	78%	83%	91%	88%	93%	85%	85%
Accessibility	Ease of accessing the bus stop	91%	94%	94%	92%	95%	93%	93%	90%	93%	95%	97%	95%	94%	95%
	Ease of getting on and off this bus	91%	93%	96%	96%	94%	95%	95%	92%	92%	96%	99%	97%	97%	95%
	Usefulness of signs to help you find your way	87%	91%	90%	87%	85%	84%	85%	80%	84%	89%	89%	91%	89%	89%
Comfort	Comfort at the bus stop (shelter & seating)	74%	74%	79%	78%	80%	79%	78%	75%	79%	84%	75%	80%	82%	73%
	Seat availability on this bus	89%	95%	93%	89%	92%	90%	89%	84%	86%	95%	99%	95%	96%	94%
	Seat comfort on this bus	90%	94%	93%	92%	90%	91%	91%	85%	89%	95%	98%	95%	92%	93%
	Temperature on this bus	84%	93%	88%	81%	87%	90%	84%	82%	84%	95%	96%	90%	92%	91%
	Personal space on this bus	88%	94%	93%	85%	93%	87%	84%	82%	86%	96%	99%	93%	92%	92%
	Smoothness of this bus trip	85%	89%	88%	87%	81%	86%	86%	82%	85%	92%	92%	91%	91%	86%
Cleanliness	Cleanliness of the bus stop	79%	83%	85%	90%	86%	84%	85%	80%	85%	91%	92%	89%	91%	84%
	Cleanliness of this bus	90%	94%	94%	94%	90%	92%	90%	84%	87%	94%	100%	93%	97%	94%
Information	Availability of arrival information for this bus	80%	89%	76%	83%	80%	76%	80%	74%	76%	84%	84%	83%	83%	85%
	Availability of next stop information on this bus	70%	83%	76%	73%	73%	69%	71%	58%	68%	80%	75%	78%	70%	81%
	Availability of information about service delays	60%	70%	64%	62%	59%	56%	59%	57%	58%	68%	65%	65%	62%	72%
	Ease of finding info (routes, stops, timetables)	74%	86%	76%	78%	81%	73%	74%	74%	73%	84%	80%	81%	79%	81%
Customer Service	Willingness of bus staff to help	80%	89%	82%	81%	85%	80%	80%	82%	80%	90%	97%	89%	91%	87%
	Knowledge of bus staff	77%	86%	81%	83%	84%	80%	80%	83%	79%	89%	95%	88%	91%	88%
	Presentation of bus staff	86%	92%	87%	90%	90%	86%	87%	86%	87%	93%	97%	92%	94%	92%

Customer Satisfaction Index May 2015

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	12	13	14	15
Overall	How satisfied are you with this service	9%	6%	7%	5%	9%	9%	5%	7%	11%	4%	3%	5%	3%	4%
Timeliness	This bus turning up on time	18%	12%	14%	9%	14%	18%	14%	19%	23%	9%	10%	13%	9%	12%
	Frequency of this bus service	15%	13%	14%	17%	18%	20%	18%	19%	21%	13%	27%	16%	18%	13%
	Journey time given the distance travelled	8%	4%	6%	7%	6%	9%	9%	11%	9%	2%	4%	4%	8%	5%
	Time to connect to other transport services	14%	8%	6%	7%	11%	6%	9%	11%	9%	6%	12%	9%	7%	11%
Safety & Security	Feeling safe at the bus stop	9%	7%	7%	3%	5%	4%	3%	7%	4%	3%	4%	2%	1%	5%
	Feeling safe while on this bus	5%	4%	3%	2%	3%	2%	1%	4%	2%	1%	0%	1%	1%	2%
	This bus being driven safely	8%	4%	5%	2%	5%	4%	1%	3%	3%	1%	1%	3%	1%	3%
Ticketing	Ease of purchasing my ticket	5%	4%	3%	1%	2%	4%	3%	6%	6%	3%	1%	2%	2%	2%
	Choice of tickets that meet my travel needs	3%	3%	2%	4%	2%	4%	5%	8%	4%	3%	2%	2%	4%	2%
Convenience	Availability of car parking facilities near the bus stop	13%	10%	9%	21%	13%	16%	20%	29%	16%	13%	12%	10%	14%	6%
	Ease of connection with other modes of transport	8%	5%	3%	6%	8%	8%	6%	10%	7%	4%	5%	4%	6%	6%
Accessibility	Ease of accessing the bus stop	4%	4%	1%	4%	3%	3%	4%	5%	4%	3%	2%	3%	2%	1%
	Ease of getting on and off this bus	4%	3%	1%	1%	4%	2%	2%	3%	3%	2%	1%	1%	2%	2%
	Usefulness of signs to help you find your way	7%	5%	5%	4%	6%	7%	6%	10%	7%	3%	5%	3%	4%	4%
Comfort	Comfort at the bus stop (shelter & seating)	15%	20%	14%	15%	14%	12%	12%	16%	13%	10%	15%	13%	11%	18%
	Seat availability on this bus	5%	3%	2%	6%	4%	6%	6%	9%	8%	3%	0%	2%	2%	3%
	Seat comfort on this bus	4%	3%	2%	5%	6%	4%	4%	6%	4%	3%	2%	2%	3%	4%
	Temperature on this bus	7%	2%	5%	13%	6%	6%	9%	9%	8%	3%	2%	5%	4%	5%
	Personal space on this bus	4%	4%	2%	8%	4%	6%	8%	11%	7%	2%	1%	3%	3%	3%
	Smoothness of this bus trip	8%	6%	7%	6%	12%	8%	7%	9%	6%	5%	5%	3%	3%	7%
Cleanliness	Cleanliness of the bus stop	13%	12%	9%	4%	9%	9%	6%	10%	7%	3%	4%	5%	4%	10%
	Cleanliness of this bus	4%	4%	3%	2%	5%	2%	5%	8%	6%	2%	0%	3%	1%	2%
Information	Availability of arrival information for this bus	10%	6%	15%	6%	13%	14%	11%	16%	14%	9%	10%	9%	10%	7%
	Availability of next stop information on this bus	16%	9%	13%	11%	15%	17%	15%	23%	17%	10%	13%	13%	14%	8%
	Availability of information about service delays	22%	19%	22%	21%	31%	29%	25%	26%	28%	22%	24%	21%	24%	16%
	Ease of finding info (routes, stops, timetables)	14%	5%	12%	10%	10%	15%	12%	14%	14%	10%	12%	9%	11%	9%
Customer Service	Willingness of bus staff to help	7%	5%	8%	6%	6%	5%	6%	6%	7%	3%	1%	4%	3%	4%
	Knowledge of bus staff	7%	6%	8%	4%	5%	3%	4%	5%	6%	3%	1%	3%	1%	4%
	Presentation of bus staff	3%	3%	4%	1%	3%	3%	2%	3%	3%	1%	0%	2%	0%	1%

Customer Satisfaction Index May 2015

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	11	12
Overall	How satisfied are you with this service	95%	94%	96%	94%	89%	93%	93%	93%	92%	88%	98%	91%
Timeliness	This bus turning up on time	94%	89%	95%	87%	78%	86%	92%	89%	94%	83%	96%	90%
	Frequency of this bus service	81%	88%	78%	80%	77%	82%	84%	73%	82%	77%	84%	80%
	Journey time given the distance travelled	94%	92%	92%	91%	86%	94%	92%	91%	97%	89%	97%	93%
	Time to connect to other transport services	90%	84%	89%	85%	71%	85%	89%	77%	90%	0%	89%	88%
Safety & Security	Feeling safe at the bus stop	90%	92%	93%	85%	90%	90%	91%	94%	92%	85%	91%	91%
	Feeling safe while on this bus	97%	95%	97%	96%	96%	95%	96%	98%	99%	94%	97%	94%
	This bus being driven safely	98%	95%	96%	97%	97%	97%	98%	97%	99%	94%	98%	97%
Ticketing	Ease of purchasing my ticket	96%	92%	96%	98%	92%	95%	96%	93%	96%	93%	98%	92%
	Choice of tickets that meet my travel needs	96%	94%	95%	94%	88%	90%	97%	93%	95%	92%	98%	91%
Convenience	Availability of car parking facilities near the bus stop	81%	83%	87%	83%	71%	75%	82%	78%	81%	74%	92%	83%
	Ease of connection with other modes of transport	89%	89%	88%	87%	77%	83%	89%	82%	85%	85%	93%	87%
Accessibility	Ease of accessing the bus stop	94%	94%	96%	95%	93%	95%	95%	94%	94%	91%	98%	92%
	Ease of getting on and off this bus	96%	95%	96%	96%	94%	95%	96%	95%	95%	93%	97%	95%
	Usefulness of signs to help you find your way	91%	92%	92%	90%	85%	91%	93%	86%	91%	90%	97%	90%
Comfort	Comfort at the bus stop (shelter & seating)	83%	67%	76%	68%	68%	77%	85%	78%	79%	74%	70%	73%
	Seat availability on this bus	96%	96%	98%	97%	92%	98%	98%	97%	95%	95%	98%	97%
	Seat comfort on this bus	95%	95%	95%	97%	92%	93%	96%	96%	94%	93%	97%	93%
	Temperature on this bus	95%	89%	97%	89%	93%	96%	96%	95%	94%	91%	98%	91%
	Personal space on this bus	94%	96%	97%	96%	95%	97%	96%	97%	94%	93%	99%	93%
	Smoothness of this bus trip	92%	89%	94%	91%	89%	87%	93%	96%	94%	88%	98%	91%
Cleanliness	Cleanliness of the bus stop	85%	84%	88%	78%	75%	85%	86%	87%	90%	83%	89%	85%
	Cleanliness of this bus	97%	96%	97%	97%	92%	97%	98%	95%	93%	91%	99%	93%
Information	Availability of arrival information for this bus	89%	85%	86%	86%	79%	89%	93%	82%	91%	83%	93%	89%
	Availability of next stop information on this bus	86%	82%	84%	80%	76%	79%	87%	77%	82%	77%	89%	83%
	Availability of information about service delays	79%	72%	75%	67%	63%	64%	72%	69%	73%	70%	70%	69%
	Ease of finding info (routes, stops, timetables)	90%	84%	84%	84%	75%	79%	91%	78%	87%	76%	87%	85%
Customer Service	Willingness of bus staff to help	95%	93%	94%	95%	90%	93%	92%	93%	93%	85%	95%	89%
	Knowledge of bus staff	93%	92%	95%	94%	89%	94%	94%	95%	95%	89%	95%	91%
	Presentation of bus staff	96%	95%	97%	96%	93%	95%	97%	96%	96%	92%	97%	94%

Customer Satisfaction Index May 2015

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	11	12
Overall	How satisfied are you with this service	2%	3%	3%	4%	7%	4%	3%	5%	5%	6%	1%	6%
Timeliness	This bus turning up on time	5%	7%	3%	10%	17%	11%	6%	6%	5%	12%	2%	8%
	Frequency of this bus service	16%	10%	17%	17%	16%	14%	12%	21%	11%	16%	14%	16%
	Journey time given the distance travelled	3%	5%	4%	5%	8%	4%	5%	2%	1%	5%	2%	3%
	Time to connect to other transport services	5%	9%	5%	8%	15%	8%	9%	14%	4%	0%	7%	5%
Safety & Security	Feeling safe at the bus stop	5%	7%	3%	7%	6%	4%	5%	4%	4%	10%	6%	5%
	Feeling safe while on this bus	1%	2%	1%	0%	2%	1%	3%	2%	0%	2%	2%	3%
	This bus being driven safely	1%	3%	1%	1%	1%	2%	2%	2%	0%	3%	1%	2%
Ticketing	Ease of purchasing my ticket	2%	5%	2%	1%	7%	3%	3%	3%	2%	4%	1%	6%
	Choice of tickets that meet my travel needs	2%	2%	1%	3%	6%	4%	3%	4%	4%	2%	1%	6%
Convenience	Availability of car parking facilities near the bus stop	6%	7%	2%	9%	10%	12%	9%	9%	12%	9%	2%	7%
	Ease of connection with other modes of transport	5%	5%	7%	7%	10%	13%	6%	12%	7%	5%	4%	6%
Accessibility	Ease of accessing the bus stop	3%	2%	2%	2%	5%	3%	4%	5%	5%	3%	2%	6%
	Ease of getting on and off this bus	2%	2%	3%	2%	3%	4%	2%	2%	3%	3%	3%	3%
	Usefulness of signs to help you find your way	3%	1%	4%	5%	7%	5%	4%	8%	1%	3%	2%	5%
Comfort	Comfort at the bus stop (shelter & seating)	10%	27%	18%	27%	26%	19%	13%	16%	15%	15%	27%	21%
	Seat availability on this bus	1%	1%	0%	2%	4%	1%	2%	1%	4%	2%	1%	1%
	Seat comfort on this bus	3%	3%	4%	1%	4%	4%	3%	2%	3%	4%	1%	3%
	Temperature on this bus	2%	6%	2%	5%	4%	3%	3%	0%	2%	3%	2%	3%
	Personal space on this bus	3%	1%	3%	1%	3%	2%	3%	1%	1%	3%	0%	4%
	Smoothness of this bus trip	5%	5%	4%	5%	6%	9%	3%	2%	5%	7%	1%	4%
Cleanliness	Cleanliness of the bus stop	11%	12%	9%	14%	16%	11%	9%	8%	5%	11%	7%	12%
	Cleanliness of this bus	2%	3%	1%	1%	4%	3%	1%	3%	2%	5%	0%	4%
Information	Availability of arrival information for this bus	9%	9%	10%	8%	13%	9%	4%	11%	4%	8%	4%	9%
	Availability of next stop information on this bus	11%	9%	7%	12%	17%	12%	5%	8%	4%	10%	7%	9%
	Availability of information about service delays	14%	22%	13%	25%	24%	24%	18%	15%	6%	16%	21%	20%
	Ease of finding info (routes, stops, timetables)	9%	12%	10%	13%	16%	16%	6%	12%	5%	14%	9%	10%
Customer Service	Willingness of bus staff to help	2%	4%	2%	3%	4%	1%	4%	3%	6%	5%	1%	7%
	Knowledge of bus staff	3%	4%	2%	3%	4%	1%	3%	3%	2%	3%	2%	4%
	Presentation of bus staff	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	3%

Customer Satisfaction Index May 2015

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%	97%	98%	98%	97%	99%	98%
Timeliness	This ferry turning up on time	97%	96%	98%	97%	97%	98%	98%
	Frequency of this ferry service	89%	77%	91%	77%	84%	87%	95%
	Journey time given the distance travelled	92%	92%	96%	96%	98%	97%	97%
	Time to connect to other transport services	89%	86%	95%	91%	95%	92%	95%
Safety & Security	Feeling safe at the ferry wharf	98%	95%	98%	98%	98%	99%	98%
	Feeling safe while on this ferry	98%	98%	99%	99%	100%	99%	98%
	This ferry being driven safely	98%	99%	99%	99%	99%	99%	98%
Ticketing	Ease of purchasing my ticket	95%	94%	93%	92%	92%	93%	96%
	Choice of tickets that meet my travel needs	90%	90%	91%	87%	89%	90%	93%
Convenience	Availability of car parking facilities near the ferry wharf	52%	70%	73%	46%	65%	69%	68%
	Ease of connection with other modes of transport	89%	82%	91%	91%	93%	87%	95%
Accessibility	Ease of accessing the ferry wharf	97%	95%	97%	94%	96%	97%	97%
	Ease of getting on and off the ferry	98%	97%	99%	98%	98%	97%	99%
	Usefulness of signs to help you find your way	93%	90%	94%	91%	93%	96%	93%
Comfort	Comfort at the ferry wharf (shelter & seating)	87%	85%	92%	91%	93%	86%	93%
	Seat availability on this ferry	98%	95%	97%	98%	99%	98%	96%
	Seat comfort on this ferry	91%	94%	94%	97%	96%	97%	96%
	Temperature on this ferry	93%	95%	95%	96%	95%	94%	96%
	Personal space on this ferry	95%	95%	96%	98%	97%	97%	97%
	Smoothness of this ferry trip	97%	97%	98%	98%	99%	98%	96%
Cleanliness	Cleanliness of the ferry wharf	94%	94%	97%	95%	91%	96%	95%
	Cleanliness of this ferry	93%	97%	98%	97%	97%	98%	95%
Information	Availability of arrival information for this ferry	94%	89%	92%	94%	94%	93%	96%
	Availability of next stop information on this ferry	92%	91%	94%	94%	93%	95%	95%
	Availability of information about service delays	86%	79%	89%	86%	86%	88%	91%
	Ease of finding info (routes, stops, timetables)	91%	89%	93%	91%	91%	92%	92%
Customer Service	Willingness of ferry staff to help	93%	94%	94%	94%	96%	96%	94%
	Knowledge of ferry staff	90%	93%	93%	93%	95%	95%	93%
	Presentation of ferry staff	91%	96%	94%	94%	95%	96%	94%

Customer Satisfaction Index May 2015

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%	2%	1%	1%	3%	0%	1%
Timeliness	This ferry turning up on time	2%	3%	1%	2%	3%	1%	1%
	Frequency of this ferry service	8%	20%	5%	20%	12%	11%	4%
	Journey time given the distance travelled	5%	5%	2%	1%	0%	2%	2%
	Time to connect to other transport services	6%	7%	3%	4%	3%	4%	2%
Safety & Security	Feeling safe at the ferry wharf	1%	4%	1%	1%	1%	1%	1%
	Feeling safe while on this ferry	1%	1%	1%	1%	0%	1%	1%
	This ferry being driven safely	1%	0%	1%	1%	0%	1%	1%
Ticketing	Ease of purchasing my ticket	3%	4%	5%	5%	6%	5%	3%
	Choice of tickets that meet my travel needs	7%	7%	6%	9%	7%	7%	4%
Convenience	Availability of car parking facilities near the ferry wharf	31%	23%	12%	34%	20%	21%	18%
	Ease of connection with other modes of transport	7%	10%	3%	4%	3%	8%	2%
Accessibility	Ease of accessing the ferry wharf	1%	3%	2%	4%	3%	2%	1%
	Ease of getting on and off the ferry	1%	2%	1%	1%	1%	1%	0%
	Usefulness of signs to help you find your way	3%	4%	4%	3%	4%	1%	3%
Comfort	Comfort at the ferry wharf (shelter & seating)	8%	11%	4%	6%	4%	10%	2%
	Seat availability on this ferry	1%	3%	1%	0%	1%	1%	1%
	Seat comfort on this ferry	4%	4%	2%	1%	2%	1%	1%
	Temperature on this ferry	4%	3%	2%	1%	3%	3%	1%
	Personal space on this ferry	2%	3%	1%	0%	1%	1%	1%
	Smoothness of this ferry trip	1%	2%	1%	0%	0%	1%	1%
Cleanliness	Cleanliness of the ferry wharf	3%	4%	2%	4%	8%	3%	2%
	Cleanliness of this ferry	4%	2%	1%	1%	1%	1%	2%
Information	Availability of arrival information for this ferry	2%	8%	5%	3%	2%	3%	2%
	Availability of next stop information on this ferry	2%	5%	3%	2%	1%	3%	1%
	Availability of information about service delays	7%	14%	5%	7%	6%	6%	3%
	Ease of finding info (routes, stops, timetables)	5%	7%	4%	3%	5%	5%	4%
Customer Service	Willingness of ferry staff to help	2%	2%	3%	1%	1%	1%	3%
	Knowledge of ferry staff	2%	2%	3%	1%	0%	1%	2%
	Presentation of ferry staff	4%	1%	2%	1%	1%	1%	2%

Customer Satisfaction Index May 2015

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	83%	89%	89%	83%
Timeliness	Availability of taxi service	84%	86%	88%	87%
	Taxi arrived on time	89%	86%	88%	86%
	Journey time given the distance travelled	89%	94%	93%	88%
	Traffic flow	79%	91%	92%	88%
Safety & Security	Feeling safe while in the taxi	88%	94%	95%	89%
	Feeling safe at the taxi rank	88%	81%	86%	81%
	The taxi was driven safely	88%	94%	95%	90%
	Security features provided in the taxi	86%	92%	95%	90%
Payment	Ease of payment	90%	94%	96%	92%
	Charged correct fare	88%	91%	93%	88%
	Reasonableness of fare charged	74%	84%	80%	72%
	Reasonableness of the payment method surcharge	65%	77%	76%	70%
Convenience	Ease of booking the taxi	90%	91%	92%	93%
	Ease of finding the taxi rank	90%	94%	93%	89%
	Convenience of drop off at destination	92%	96%	96%	92%
Accessibility	Ease of getting in and out of the taxi	92%	92%	96%	93%
	Adequate space during the trip	92%	94%	97%	92%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	68%	75%	65%	56%
	Comfort within the taxi	88%	93%	95%	90%
	Temperature level in the taxi	86%	92%	94%	89%
Cleanliness	Cleanliness of the taxi rank	84%	77%	84%	77%
	Cleanliness of the taxi interior	86%	91%	95%	91%
	Pleasant smell in the taxi	80%	85%	89%	84%
Information	Information on where to find a taxi	71%	77%	81%	72%
	Availability of information at taxi rank	71%	66%	55%	55%
	Information on how to book a taxi	87%	89%	90%	86%
	Information on my booking request	88%	85%	87%	84%
	Information on fares including tolls	70%	78%	77%	72%
Customer Service	Willingness of taxi driver to help	76%	87%	86%	81%
	Knowledge of taxi driver to get you to your destination	84%	92%	90%	89%
	Personal presentation of taxi driver	83%	91%	92%	87%
	Ease of communicating with taxi driver	82%	92%	92%	83%
	Staff on the phone responded to my needs	91%	88%	88%	87%

Customer Satisfaction Index May 2015

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	7%	6%	6%	8%
Timeliness	Availability of taxi service	6%	8%	8%	7%
	Taxi arrived on time	7%	9%	9%	9%
	Journey time given the distance travelled	5%	2%	3%	3%
	Traffic flow	10%	3%	1%	4%
Safety & Security	Feeling safe while in the taxi	4%	3%	3%	6%
	Feeling safe at the taxi rank	5%	10%	6%	12%
	The taxi was driven safely	6%	3%	4%	3%
	Security features provided in the taxi	3%	1%	2%	2%
Payment	Ease of payment	3%	2%	1%	3%
	Charged correct fare	3%	2%	3%	5%
	Reasonableness of fare charged	14%	11%	14%	18%
	Reasonableness of the payment method surcharge	13%	7%	11%	12%
Convenience	Ease of booking the taxi	4%	6%	4%	2%
	Ease of finding the taxi rank	3%	2%	2%	3%
	Convenience of drop off at destination	2%	2%	1%	2%
Accessibility	Ease of getting in and out of the taxi	2%	2%	2%	2%
	Adequate space during the trip	2%	2%	1%	1%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	12%	12%	14%	35%
	Comfort within the taxi	4%	4%	1%	3%
	Temperature level in the taxi	4%	4%	3%	5%
Cleanliness	Cleanliness of the taxi rank	4%	10%	5%	11%
	Cleanliness of the taxi interior	6%	5%	3%	4%
	Pleasant smell in the taxi	9%	7%	5%	7%
Information	Information on where to find a taxi	11%	5%	10%	11%
	Availability of information at taxi rank	9%	8%	18%	15%
	Information on how to book a taxi	2%	4%	2%	2%
	Information on my booking request	4%	8%	5%	3%
	Information on fares including tolls	10%	8%	7%	13%
Customer Service	Willingness of taxi driver to help	6%	6%	6%	5%
	Knowledge of taxi driver to get you to your destination	8%	4%	7%	4%
	Personal presentation of taxi driver	5%	5%	4%	3%
	Ease of communicating with taxi driver	9%	5%	5%	7%
	Staff on the phone responded to my needs	5%	8%	5%	4%

Customer Satisfaction Index

November 2014 Appendix



Customer Satisfaction Index November 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	89%	91%	84%	87%	81%	74%	88%	84%	95%	83%	86%
Timeliness	This train turning up on time	91%	93%	86%	91%	86%	75%	92%	88%	93%	90%	87%
	Frequency of this train service	73%	80%	73%	82%	71%	37%	71%	80%	84%	65%	59%
	Journey time given the distance travelled	80%	83%	74%	86%	85%	76%	80%	85%	90%	71%	68%
	Time to connect to other transport services	73%	79%	73%	82%	78%	59%	79%	86%	82%	77%	75%
Safety & Security	Feeling safe at the train station	89%	89%	82%	88%	80%	78%	89%	89%	83%	83%	89%
	Feeling safe while on this train	91%	91%	84%	90%	80%	78%	88%	90%	84%	85%	91%
Ticketing	Ease of purchasing my ticket	90%	89%	88%	85%	86%	87%	90%	87%	87%	88%	94%
	Choice of tickets that meet my travel needs	85%	84%	87%	84%	84%	85%	88%	82%	84%	84%	91%
Convenience	Availability of car parking facilities near the train station	57%	60%	62%	53%	65%	66%	79%	68%	78%	69%	80%
	Ease of connection with other modes of transport	72%	77%	74%	77%	80%	64%	82%	71%	79%	78%	80%
Accessibility	Ease of accessing the train station	92%	87%	85%	91%	84%	87%	90%	94%	91%	89%	93%
	Ease of getting on and off the train	93%	90%	90%	91%	90%	88%	90%	95%	92%	92%	95%
	Usefulness of signs to help you find your way	87%	87%	85%	89%	87%	82%	86%	92%	88%	89%	89%
Comfort	Comfort at the train station (shelter & seating)	79%	85%	78%	82%	73%	74%	85%	81%	84%	79%	86%
	Seat availability on this train	90%	89%	87%	87%	83%	88%	91%	87%	91%	76%	93%
	Seat comfort on this train	88%	91%	83%	89%	70%	77%	88%	84%	91%	75%	84%
	Temperature on this train	90%	87%	78%	84%	69%	75%	82%	91%	88%	84%	82%
	Personal space on this train	87%	88%	81%	86%	78%	89%	85%	87%	86%	75%	89%
Cleanliness	Cleanliness of the train station	87%	88%	79%	84%	74%	76%	88%	85%	85%	81%	90%
	Cleanliness of this train	87%	87%	81%	85%	69%	70%	84%	82%	80%	78%	84%
Information	Availability of arrival information for this train	90%	91%	83%	88%	86%	70%	87%	88%	85%	88%	87%
	Availability of next stop information on this train	90%	95%	85%	84%	82%	75%	77%	90%	84%	92%	77%
	Availability of information about service delays	78%	83%	79%	83%	76%	62%	77%	77%	75%	80%	72%
	Ease of finding info (routes, stops, timetables)	83%	87%	79%	85%	79%	72%	81%	83%	84%	84%	80%
Customer Service	Willingness of rail staff to help	81%	83%	78%	80%	80%	71%	86%	77%	85%	82%	89%
	Knowledge of rail staff	81%	83%	79%	78%	81%	70%	85%	73%	82%	82%	87%
	Presentation of rail staff	85%	85%	82%	83%	86%	72%	88%	81%	86%	87%	93%

Customer Satisfaction Index November 2014

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	7%	4%	9%	5%	10%	17%	7%	10%	2%	11%	10%
Timeliness	This train turning up on time	5%	5%	9%	4%	8%	16%	6%	8%	5%	6%	10%
	Frequency of this train service	21%	15%	20%	13%	18%	56%	23%	15%	10%	26%	36%
	Journey time given the distance travelled	13%	11%	17%	8%	7%	11%	13%	10%	5%	19%	23%
	Time to connect to other transport services	14%	12%	13%	9%	9%	31%	10%	11%	6%	14%	16%
Safety & Security	Feeling safe at the train station	4%	6%	9%	4%	11%	11%	5%	8%	10%	7%	3%
	Feeling safe while on this train	4%	5%	6%	3%	11%	9%	8%	6%	9%	6%	2%
Ticketing	Ease of purchasing my ticket	6%	6%	9%	7%	6%	4%	5%	8%	8%	7%	3%
	Choice of tickets that meet my travel needs	9%	8%	9%	8%	8%	8%	8%	10%	7%	9%	4%
Convenience	Availability of car parking facilities near the train station	32%	24%	23%	31%	24%	18%	8%	19%	13%	24%	10%
	Ease of connection with other modes of transport	14%	10%	11%	9%	10%	24%	11%	18%	9%	11%	9%
Accessibility	Ease of accessing the train station	3%	6%	10%	3%	6%	6%	6%	2%	4%	6%	5%
	Ease of getting on and off the train	2%	3%	5%	5%	5%	4%	6%	2%	3%	4%	2%
	Usefulness of signs to help you find your way	4%	4%	6%	3%	6%	6%	6%	2%	3%	4%	5%
Comfort	Comfort at the train station (shelter & seating)	14%	7%	14%	8%	14%	17%	8%	12%	8%	13%	6%
	Seat availability on this train	5%	6%	6%	6%	8%	6%	5%	7%	6%	22%	6%
	Seat comfort on this train	7%	4%	9%	5%	18%	10%	7%	10%	5%	16%	11%
	Temperature on this train	5%	9%	13%	11%	21%	14%	11%	6%	7%	9%	14%
	Personal space on this train	8%	5%	8%	6%	7%	5%	9%	7%	7%	17%	5%
Cleanliness	Cleanliness of the train station	7%	6%	14%	8%	11%	11%	7%	6%	7%	12%	7%
	Cleanliness of this train	8%	7%	15%	8%	19%	20%	11%	10%	12%	15%	10%
Information	Availability of arrival information for this train	3%	5%	9%	5%	5%	21%	7%	7%	7%	3%	7%
	Availability of next stop information on this train	4%	3%	8%	7%	10%	12%	13%	4%	8%	2%	12%
	Availability of information about service delays	12%	11%	12%	7%	10%	25%	13%	16%	14%	11%	18%
	Ease of finding info (routes, stops, timetables)	7%	6%	10%	7%	7%	12%	9%	5%	5%	7%	11%
Customer Service	Willingness of rail staff to help	6%	5%	8%	4%	6%	14%	5%	6%	7%	7%	4%
	Knowledge of rail staff	5%	5%	7%	3%	3%	11%	5%	7%	5%	6%	5%
	Presentation of rail staff	4%	5%	6%	4%	3%	7%	4%	5%	4%	4%	2%

Customer Satisfaction Index November 2014

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	12	13	14	15
Overall	How satisfied are you with this service	87%	89%	89%	89%	90%	83%	84%	90%	85%	93%	94%	89%	92%	89%
Timeliness	This bus turning up on time	77%	81%	84%	82%	88%	74%	74%	86%	73%	84%	88%	86%	82%	79%
	Frequency of this bus service	75%	75%	79%	81%	80%	71%	72%	78%	70%	83%	69%	75%	76%	73%
	Journey time given the distance travelled	89%	89%	86%	84%	89%	83%	81%	88%	80%	93%	90%	88%	85%	89%
	Time to connect to other transport services	82%	80%	79%	81%	84%	75%	75%	83%	76%	84%	82%	82%	83%	83%
Safety & Security	Feeling safe at the bus stop	87%	87%	88%	94%	94%	91%	92%	94%	93%	93%	95%	92%	94%	91%
	Feeling safe while on this bus	92%	95%	92%	95%	95%	95%	94%	96%	94%	96%	98%	95%	97%	95%
	This bus being driven safely	90%	93%	90%	93%	95%	92%	92%	95%	93%	95%	97%	93%	97%	93%
Ticketing	Ease of purchasing my ticket	94%	95%	90%	94%	95%	84%	87%	91%	88%	93%	95%	92%	91%	94%
	Choice of tickets that meet my travel needs	95%	96%	89%	91%	95%	84%	83%	85%	87%	93%	92%	91%	88%	94%
Convenience	Availability of car parking facilities near the bus stop	77%	73%	68%	66%	70%	56%	53%	60%	54%	73%	68%	72%	63%	72%
	Ease of connection with other modes of transport	86%	84%	84%	83%	91%	83%	79%	82%	81%	88%	90%	88%	88%	86%
Accessibility	Ease of accessing the bus stop	93%	94%	91%	92%	95%	89%	92%	92%	94%	94%	96%	92%	93%	93%
	Ease of getting on and off this bus	93%	95%	93%	94%	95%	91%	93%	94%	93%	95%	97%	92%	96%	95%
	Usefulness of signs to help you find your way	90%	89%	82%	85%	89%	78%	84%	84%	79%	88%	83%	89%	85%	86%
Comfort	Comfort at the bus stop (shelter & seating)	74%	76%	77%	76%	81%	70%	81%	78%	79%	82%	73%	81%	81%	73%
	Seat availability on this bus	93%	94%	88%	86%	96%	89%	86%	87%	89%	95%	98%	93%	93%	91%
	Seat comfort on this bus	91%	95%	88%	88%	92%	89%	89%	89%	88%	93%	97%	92%	91%	92%
	Temperature on this bus	92%	92%	84%	84%	85%	85%	88%	84%	88%	91%	93%	91%	90%	91%
	Personal space on this bus	91%	94%	86%	85%	95%	85%	84%	80%	85%	93%	95%	92%	90%	93%
	Smoothness of this bus trip	86%	91%	85%	84%	86%	81%	83%	83%	82%	89%	92%	91%	91%	86%
Cleanliness	Cleanliness of the bus stop	83%	83%	80%	87%	91%	83%	83%	80%	84%	90%	89%	86%	87%	85%
	Cleanliness of this bus	93%	93%	88%	93%	94%	91%	91%	88%	87%	96%	96%	94%	95%	93%
Information	Availability of arrival information for this bus	81%	84%	79%	81%	81%	70%	74%	78%	72%	83%	79%	85%	82%	85%
	Availability of next stop information on this bus	76%	82%	73%	71%	78%	59%	67%	64%	59%	75%	71%	79%	71%	80%
	Availability of information about service delays	69%	71%	59%	58%	67%	51%	55%	57%	54%	61%	60%	67%	56%	67%
	Ease of finding info (routes, stops, timetables)	77%	81%	73%	79%	78%	67%	71%	71%	69%	77%	75%	82%	81%	82%
Customer Service	Willingness of bus staff to help	85%	87%	81%	85%	89%	72%	79%	82%	80%	87%	90%	86%	92%	87%
	Knowledge of bus staff	84%	88%	81%	84%	87%	76%	80%	83%	80%	87%	88%	88%	91%	86%
	Presentation of bus staff	90%	92%	86%	90%	91%	85%	85%	87%	87%	91%	92%	91%	95%	92%

Customer Satisfaction Index November 2014

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

Customer Satisfaction Index November 2014

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	98%	96%	97%	95%	89%	92%	96%	91%	89%
Timeliness	This bus turning up on time	95%	88%	93%	92%	83%	87%	93%	92%	81%
	Frequency of this bus service	79%	82%	73%	82%	77%	85%	89%	75%	78%
	Journey time given the distance travelled	95%	94%	88%	95%	86%	94%	93%	91%	93%
	Time to connect to other transport services	91%	84%	87%	84%	78%	82%	91%	81%	81%
Safety & Security	Feeling safe at the bus stop	95%	94%	92%	96%	85%	94%	94%	95%	91%
	Feeling safe while on this bus	99%	98%	98%	98%	92%	96%	97%	96%	96%
	This bus being driven safely	99%	98%	98%	97%	93%	98%	99%	98%	96%
Ticketing	Ease of purchasing my ticket	98%	96%	97%	97%	90%	99%	95%	92%	94%
	Choice of tickets that meet my travel needs	96%	96%	95%	96%	88%	98%	94%	90%	93%
Convenience	Availability of car parking facilities near the bus stop	84%	83%	78%	89%	69%	80%	78%	80%	70%
	Ease of connection with other modes of transport	94%	87%	86%	85%	80%	87%	91%	86%	83%
Accessibility	Ease of accessing the bus stop	97%	93%	94%	98%	94%	96%	96%	91%	95%
	Ease of getting on and off this bus	98%	94%	97%	97%	96%	97%	96%	93%	95%
	Usefulness of signs to help you find your way	95%	93%	89%	91%	90%	93%	93%	85%	90%
Comfort	Comfort at the bus stop (shelter & seating)	83%	65%	75%	73%	69%	75%	77%	85%	75%
	Seat availability on this bus	99%	97%	98%	99%	95%	96%	97%	97%	98%
	Seat comfort on this bus	97%	97%	90%	99%	91%	96%	94%	98%	96%
	Temperature on this bus	96%	95%	94%	98%	89%	96%	97%	92%	91%
	Personal space on this bus	98%	99%	96%	98%	89%	96%	96%	95%	94%
	Smoothness of this bus trip	98%	94%	96%	95%	90%	90%	94%	95%	90%
Cleanliness	Cleanliness of the bus stop	85%	79%	86%	86%	79%	90%	81%	92%	80%
	Cleanliness of this bus	99%	98%	98%	98%	89%	98%	98%	96%	96%
Information	Availability of arrival information for this bus	96%	84%	92%	90%	83%	91%	92%	79%	84%
	Availability of next stop information on this bus	93%	73%	85%	80%	73%	87%	85%	73%	76%
	Availability of information about service delays	83%	65%	76%	69%	65%	72%	73%	71%	63%
	Ease of finding info (routes, stops, timetables)	93%	85%	87%	84%	80%	84%	89%	78%	80%
Customer Service	Willingness of bus staff to help	98%	94%	96%	97%	88%	96%	95%	94%	88%
	Knowledge of bus staff	97%	95%	95%	98%	90%	94%	96%	93%	91%
	Presentation of bus staff	98%	99%	98%	98%	92%	97%	97%	95%	94%

Customer Satisfaction Index November 2014

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	1%	2%	2%	2%	7%	4%	2%	8%	9%
Timeliness	This bus turning up on time	2%	6%	3%	5%	14%	10%	6%	7%	16%
	Frequency of this bus service	14%	16%	20%	14%	16%	10%	5%	17%	14%
	Journey time given the distance travelled	1%	2%	5%	3%	10%	3%	5%	4%	4%
	Time to connect to other transport services	4%	8%	7%	11%	13%	11%	3%	13%	9%
Safety & Security	Feeling safe at the bus stop	2%	3%	3%	1%	11%	5%	4%	2%	6%
	Feeling safe while on this bus	0%	1%	1%	1%	6%	4%	1%	2%	3%
	This bus being driven safely	0%	0%	1%	2%	4%	2%	1%	1%	3%
Ticketing	Ease of purchasing my ticket	1%	3%	1%	2%	7%	0%	4%	5%	5%
	Choice of tickets that meet my travel needs	1%	3%	3%	2%	7%	1%	4%	3%	3%
Convenience	Availability of car parking facilities near the bus stop	4%	5%	4%	3%	16%	5%	9%	3%	11%
	Ease of connection with other modes of transport	2%	6%	5%	7%	9%	8%	4%	10%	7%
Accessibility	Ease of accessing the bus stop	1%	5%	3%	1%	3%	2%	1%	4%	2%
	Ease of getting on and off this bus	1%	2%	1%	2%	2%	0%	3%	3%	4%
	Usefulness of signs to help you find your way	2%	2%	5%	4%	6%	3%	3%	3%	5%
Comfort	Comfort at the bus stop (shelter & seating)	12%	30%	19%	21%	22%	21%	17%	10%	16%
	Seat availability on this bus	1%	1%	1%	1%	4%	2%	1%	1%	1%
	Seat comfort on this bus	2%	2%	7%	1%	6%	1%	3%	1%	2%
	Temperature on this bus	1%	3%	3%	2%	6%	1%	2%	7%	6%
	Personal space on this bus	0%	1%	3%	0%	8%	2%	2%	2%	3%
	Smoothness of this bus trip	1%	2%	2%	3%	6%	6%	3%	1%	6%
Cleanliness	Cleanliness of the bus stop	9%	15%	10%	9%	16%	7%	11%	4%	10%
	Cleanliness of this bus	1%	1%	1%	1%	8%	1%	1%	1%	1%
Information	Availability of arrival information for this bus	1%	11%	3%	6%	9%	6%	5%	13%	10%
	Availability of next stop information on this bus	2%	15%	5%	12%	14%	5%	7%	14%	16%
	Availability of information about service delays	7%	22%	9%	19%	24%	16%	15%	13%	24%
	Ease of finding info (routes, stops, timetables)	2%	10%	9%	10%	14%	9%	6%	13%	12%
Customer Service	Willingness of bus staff to help	1%	2%	1%	1%	7%	2%	4%	3%	7%
	Knowledge of bus staff	0%	2%	0%	0%	4%	3%	2%	3%	3%
	Presentation of bus staff	0%	0%	0%	0%	4%	0%	1%	2%	2%

Customer Satisfaction Index November 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	96%	96%	98%	99%	98%	97%	97%
Timeliness	This ferry turning up on time	97%	95%	98%	96%	98%	94%	95%
	Frequency of this ferry service	88%	86%	93%	82%	87%	84%	90%
	Journey time given the distance travelled	91%	93%	98%	99%	97%	96%	97%
	Time to connect to other transport services	87%	87%	95%	95%	94%	89%	94%
Safety & Security	Feeling safe at the ferry wharf	98%	97%	99%	98%	99%	98%	98%
	Feeling safe while on this ferry	98%	98%	100%	99%	100%	97%	99%
	This ferry being driven safely	98%	98%	100%	99%	99%	98%	99%
Ticketing	Ease of purchasing my ticket	92%	94%	90%	91%	90%	91%	94%
	Choice of tickets that meet my travel needs	83%	86%	88%	82%	84%	84%	88%
Convenience	Availability of car parking facilities near the ferry wharf	40%	72%	52%	44%	66%	63%	65%
	Ease of connection with other modes of transport	90%	82%	90%	88%	93%	84%	93%
Accessibility	Ease of accessing the ferry wharf	96%	96%	98%	93%	94%	98%	97%
	Ease of getting on and off the ferry	96%	97%	100%	96%	98%	97%	99%
	Usefulness of signs to help you find your way	93%	91%	95%	92%	91%	93%	95%
Comfort	Comfort at the ferry wharf (shelter & seating)	87%	93%	91%	91%	93%	88%	94%
	Seat availability on this ferry	96%	93%	98%	97%	99%	97%	99%
	Seat comfort on this ferry	90%	91%	97%	95%	97%	97%	96%
	Temperature on this ferry	89%	93%	97%	97%	97%	94%	95%
	Personal space on this ferry	94%	92%	98%	98%	99%	97%	97%
	Smoothness of this ferry trip	95%	97%	99%	99%	99%	98%	98%
Cleanliness	Cleanliness of the ferry wharf	92%	95%	95%	92%	96%	96%	96%
	Cleanliness of this ferry	91%	97%	97%	95%	99%	97%	97%
Information	Availability of arrival information for this ferry	93%	92%	95%	95%	94%	92%	93%
	Availability of next stop information on this ferry	93%	94%	97%	96%	95%	93%	92%
	Availability of information about service delays	86%	83%	90%	84%	85%	83%	89%
	Ease of finding info (routes, stops, timetables)	89%	92%	92%	90%	89%	89%	89%
Customer Service	Willingness of ferry staff to help	91%	95%	93%	92%	95%	94%	93%
	Knowledge of ferry staff	90%	95%	92%	92%	95%	93%	92%
	Presentation of ferry staff	91%	96%	95%	94%	95%	94%	94%

Customer Satisfaction Index November 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%	1%	1%	1%	2%	2%
Timeliness	This ferry turning up on time	2%	3%	2%	3%	1%	4%	3%
	Frequency of this ferry service	8%	12%	4%	14%	11%	12%	5%
	Journey time given the distance travelled	6%	5%	1%	1%	2%	3%	2%
	Time to connect to other transport services	6%	6%	3%	2%	4%	7%	2%
Safety & Security	Feeling safe at the ferry wharf	1%	2%	1%	1%	1%	1%	1%
	Feeling safe while on this ferry	1%	1%	0%	1%	0%	2%	0%
	This ferry being driven safely	1%	2%	0%	1%	0%	1%	0%
Ticketing	Ease of purchasing my ticket	5%	4%	8%	6%	7%	6%	3%
	Choice of tickets that meet my travel needs	12%	9%	9%	12%	13%	12%	7%
Convenience	Availability of car parking facilities near the ferry wharf	36%	19%	27%	36%	22%	23%	20%
	Ease of connection with other modes of transport	7%	9%	4%	5%	4%	10%	1%
Accessibility	Ease of accessing the ferry wharf	1%	3%	1%	6%	4%	2%	1%
	Ease of getting on and off the ferry	2%	1%	0%	1%	1%	2%	0%
	Usefulness of signs to help you find your way	2%	3%	2%	3%	4%	2%	2%
Comfort	Comfort at the ferry wharf (shelter & seating)	7%	4%	4%	6%	5%	6%	4%
	Seat availability on this ferry	2%	4%	1%	2%	1%	2%	0%
	Seat comfort on this ferry	5%	7%	2%	2%	2%	2%	2%
	Temperature on this ferry	6%	3%	1%	2%	1%	4%	2%
	Personal space on this ferry	3%	5%	1%	2%	1%	2%	1%
	Smoothness of this ferry trip	2%	2%	1%	1%	0%	1%	1%
Cleanliness	Cleanliness of the ferry wharf	3%	3%	3%	4%	3%	3%	1%
	Cleanliness of this ferry	4%	2%	1%	3%	1%	2%	1%
Information	Availability of arrival information for this ferry	3%	5%	3%	3%	3%	3%	3%
	Availability of next stop information on this ferry	2%	3%	2%	1%	1%	3%	2%
	Availability of information about service delays	6%	8%	5%	10%	7%	8%	5%
	Ease of finding info (routes, stops, timetables)	5%	5%	4%	6%	6%	6%	6%
Customer Service	Willingness of ferry staff to help	3%	2%	1%	3%	2%	3%	2%
	Knowledge of ferry staff	3%	1%	2%	2%	2%	3%	1%
	Presentation of ferry staff	4%	2%	1%	2%	2%	2%	1%

Customer Satisfaction Index November 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	80%	89%	86%	86%
Timeliness	Availability of taxi service	83%	87%	89%	85%
	Taxi arrived on time	83%	89%	90%	85%
	Journey time given the distance travelled	85%	94%	93%	87%
	Traffic flow	79%	92%	92%	89%
Safety & Security	Feeling safe while in the taxi	87%	95%	93%	90%
	Feeling safe at the taxi rank	88%	87%	88%	84%
	The taxi was driven safely	87%	95%	91%	89%
	Security features provided in the taxi	85%	90%	89%	87%
Payment	Ease of payment	89%	95%	95%	91%
	Charged correct fare	85%	92%	92%	87%
	Reasonableness of fare charged	72%	80%	77%	72%
	Reasonableness of the payment method surcharge	62%	77%	73%	68%
Convenience	Ease of booking the taxi	87%	90%	91%	90%
	Ease of finding the taxi rank	92%	94%	91%	90%
	Convenience of drop off at destination	91%	97%	95%	93%
Accessibility	Ease of getting in and out of the taxi	90%	96%	96%	91%
	Adequate space during the trip	91%	97%	96%	92%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	70%	74%	67%	70%
	Comfort within the taxi	87%	93%	94%	89%
	Temperature level in the taxi	86%	93%	93%	87%
Cleanliness	Cleanliness of the taxi rank	85%	85%	83%	84%
	Cleanliness of the taxi interior	88%	94%	93%	86%
	Pleasant smell in the taxi	79%	89%	87%	83%
Information	Information on where to find a taxi	73%	78%	75%	72%
	Availability of information at taxi rank	72%	66%	49%	59%
	Information on how to book a taxi	86%	91%	88%	84%
	Information on my booking request	83%	85%	87%	77%
	Information on fares including tolls	69%	74%	76%	69%
Customer Service	Willingness of taxi driver to help	77%	86%	83%	79%
	Knowledge of taxi driver to get you to your destination	81%	95%	90%	85%
	Personal presentation of taxi driver	82%	91%	91%	86%
	Ease of communicating with taxi driver	79%	92%	90%	84%
	Staff on the phone responded to my needs	83%	89%	88%	83%

Customer Satisfaction Index November 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	7%	8%	7%	6%
Timeliness	Availability of taxi service	8%	9%	6%	6%
	Taxi arrived on time	9%	7%	5%	7%
	Journey time given the distance travelled	7%	2%	3%	4%
	Traffic flow	8%	1%	2%	2%
Safety & Security	Feeling safe while in the taxi	4%	2%	2%	1%
	Feeling safe at the taxi rank	4%	7%	4%	8%
	The taxi was driven safely	5%	1%	4%	4%
	Security features provided in the taxi	3%	1%	1%	1%
Payment	Ease of payment	3%	0%	1%	0%
	Charged correct fare	4%	1%	3%	2%
	Reasonableness of fare charged	17%	12%	15%	15%
	Reasonableness of the payment method surcharge	17%	4%	11%	9%
Convenience	Ease of booking the taxi	4%	6%	2%	4%
	Ease of finding the taxi rank	3%	2%	2%	2%
	Convenience of drop off at destination	2%	1%	1%	1%
Accessibility	Ease of getting in and out of the taxi	3%	0%	1%	0%
	Adequate space during the trip	3%	0%	0%	1%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	16%	13%	17%	14%
	Comfort within the taxi	4%	2%	1%	1%
	Temperature level in the taxi	6%	3%	2%	4%
Cleanliness	Cleanliness of the taxi rank	7%	5%	8%	5%
	Cleanliness of the taxi interior	4%	3%	1%	4%
	Pleasant smell in the taxi	7%	4%	4%	7%
Information	Information on where to find a taxi	8%	4%	11%	10%
	Availability of information at taxi rank	11%	12%	20%	16%
	Information on how to book a taxi	3%	2%	3%	2%
	Information on my booking request	8%	6%	6%	8%
	Information on fares including tolls	11%	10%	8%	10%
Customer Service	Willingness of taxi driver to help	7%	3%	5%	4%
	Knowledge of taxi driver to get you to your destination	10%	2%	6%	5%
	Personal presentation of taxi driver	5%	3%	3%	3%
	Ease of communicating with taxi driver	10%	4%	5%	6%
	Staff on the phone responded to my needs	5%	7%	4%	2%