



Andrew Constance
Minister for Transport and Infrastructure

MEDIA RELEASE

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CUSTOMER SATISFACTION HITS NEW HIGHS

Minister for Transport and Infrastructure Andrew Constance has today released the latest Customer Satisfaction Index which shows improvements across all modes of transport.

More than 17,000 customers were surveyed in the November 2015 report on factors including timeliness, safety and security, ticketing, convenience, accessibility, comfort, cleanliness, information and customer service.

Customers rated safety and security as one of the attributes they were most satisfied with across all modes, with 94 per cent of customers on average feeling safe at either a train station/ferry wharf/bus or light rail stop, while 95 per cent of customers, on average, felt safe when travelling on public transport.

Satisfaction with train services has jumped significantly from 79 per cent in November 2012 to 90 per cent in November 2015. Sydney Trains' improvements to train and station cleanliness, as well as moving more staff out of back offices and on to platforms and concourses so they can assist customers, have helped drive the increase.

The Minister released the Customer Satisfaction Index while visiting the Transport Training Centre in Petersham, where staff develop their skills to perform their jobs to the best of their ability.

"We want more people to use public transport and having great people working on the network is one of the key ingredients in helping to make this happen," Mr Constance said.

"We're investing heavily in our staff whether they're a train or bus driver, a customer service rep or a rail signalling expert, because it's important they all play their part in providing a great public transport experience for the people of NSW. The latest customer satisfaction figures are testament to their hard work and dedication."

The Transport Training Centre runs more than 100,000 courses a year and includes high tech train driving simulators, virtual reality centres to simulate emergency scenarios, a real life rail yard with working rail infrastructure as well as a staged set with all of the latest Opal ticketing technology.

To view the latest Customer Satisfaction Index, visit www.transport.nsw.gov.au/content/customer-satisfaction-index.

Mode	Overall satisfaction		
	Nov 2012*	Nov 2014	Nov 2015
Train	79%	88%	90%
Bus	79%	87%	88%
Ferry	94%	97%	97%
Light Rail	91%	92%	92%

**The inaugural Customer Satisfaction Index was produced in November 2012.*

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