

Customer Satisfaction Index

May 2024



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Executive summary

The NSW Government’s vision is for an integrated public transport system that drives better outcomes for all people and passengers.

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

The Customer Satisfaction Index May 2024 independently brings together the voices of over 19,000 people, and demonstrates current satisfaction levels across all public transport.

By publishing these results, Transport for NSW is enabling operators and the agency to drive accountability for continual improvement for people and passengers across the transport network.

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

The below table shows the movement in overall customer satisfaction over time:

Overall customer satisfaction								
Mode	Nov 2012	Nov 2020	May 2021	May 2022	Nov 2022	May 2023	Nov 2023	May 2024
Overall train network	79%	94%	93%	92%	85%	90%	89%	87%
Overall bus regions	79%	94%	93%	92%	89%	90%	89%	87%
Overall ferry routes*	94%	99%	99%	98%	98%	98%	98%	98%
Overall light rail	91%	96%	93%	93%	91%	93%	93%	92%
Overall metro	N/A	99%	98%	98%	97%	99%	98%	97%

*Newcastle (Stockton) Ferry was first included in May 2022 and subsequent periods. Manly Fast Ferry was first included in May 2024.

Customer satisfaction methodology

Background

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

In the last report, we reported on satisfaction from November 2023. In this report, we look at data from our May 2024 survey.

We will continue to survey passengers to help us drive improvements across public transport.

The survey was designed by Transport for NSW to ensure that it measured the service attributes that passengers value the most. The 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 passengers value most, focusing on the top nine customer service priorities including timeliness, safety & security and comfort.

The Customer Satisfaction Index May 2024 includes responses from over 19,000 passengers across five transport modes: train, bus, ferry, light rail and metro.

Scale

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

Customer satisfaction methodology

Survey methodology

The surveys applied sampling in two stages to better represent the average passenger's opinions. Firstly, services were randomly selected by surveyors to meet quotas and secondly, passengers on board those services were randomly selected by surveyors. In order to reduce sampling error, maximums were placed on the number of passengers to be sampled within each vehicle, at 40 passengers for train, bus, light rail and metro and 100 passengers 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.

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, passengers were asked about their experience of their current trip or most recent experience. Where passengers 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.

Eligibility

Passengers were selected to participate in the survey for train, bus, ferry, light rail and metro 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. Passengers include all users of the NSW train, bus, ferry, metro and light rail network, including local residents, interstate Passengers and overseas visitors.

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

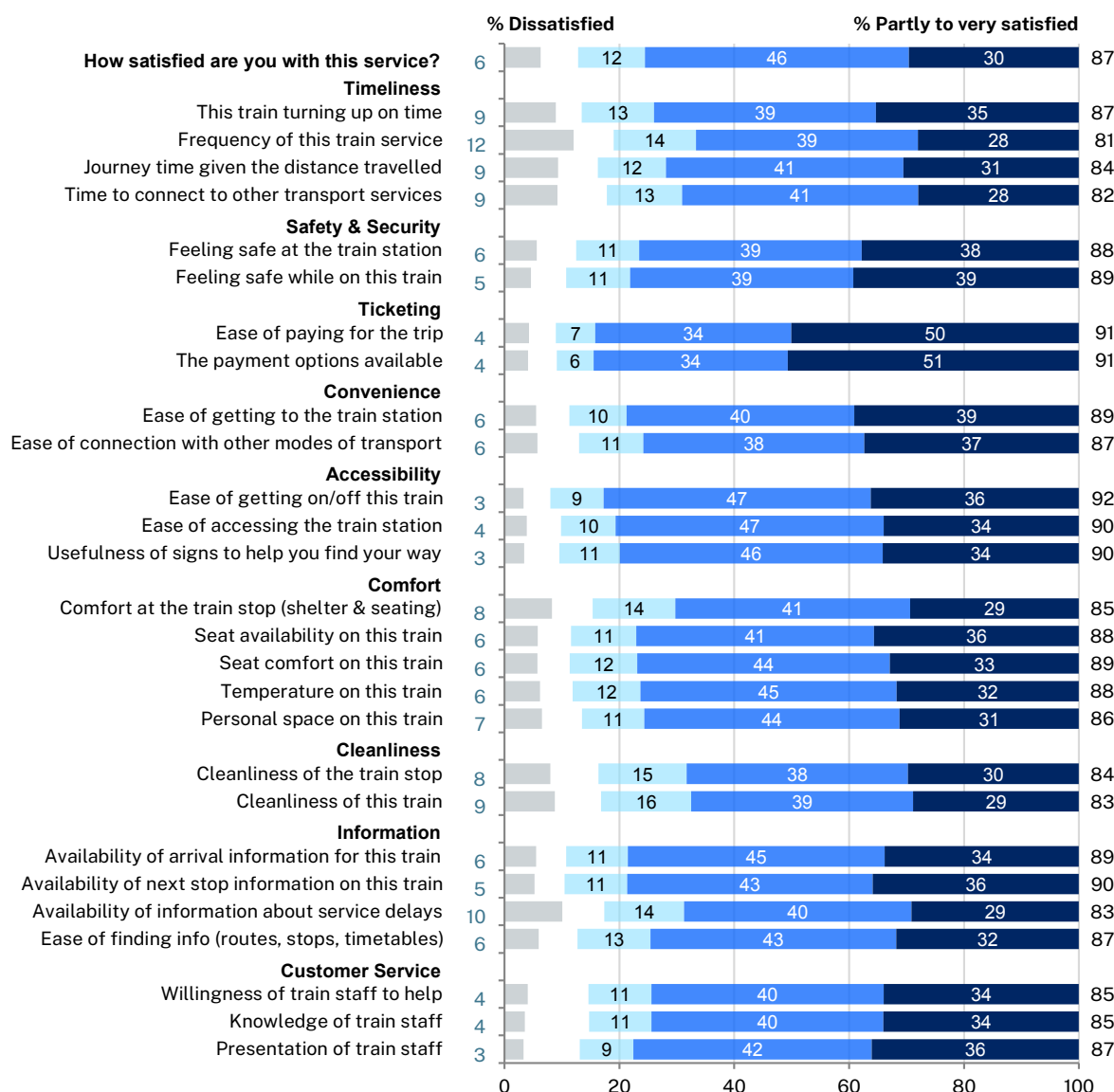
Notes about the customer satisfaction results in this report

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

May 2024 results

Overall train network customer satisfaction

87%
satisfied



Summary

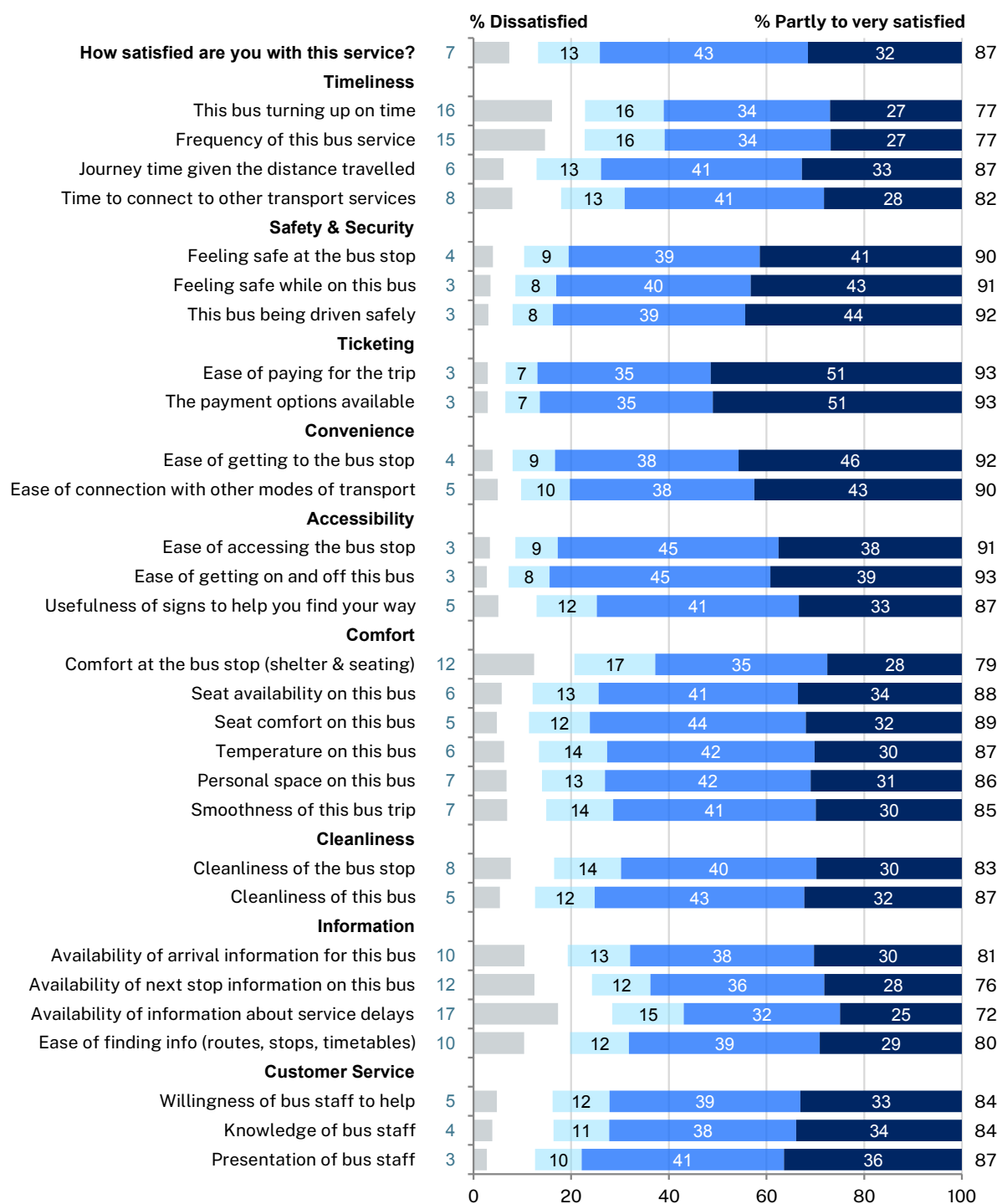
- Satisfaction with the train network is 87%.
- Passengers were most satisfied with Ticketing and Accessibility including: ease of paying for the trip and ease of getting on and off this train.
- Passengers were least satisfied with Cleanliness and Timeliness; including cleanliness of the train and frequency of train service.

Dissatisfied includes individuals 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



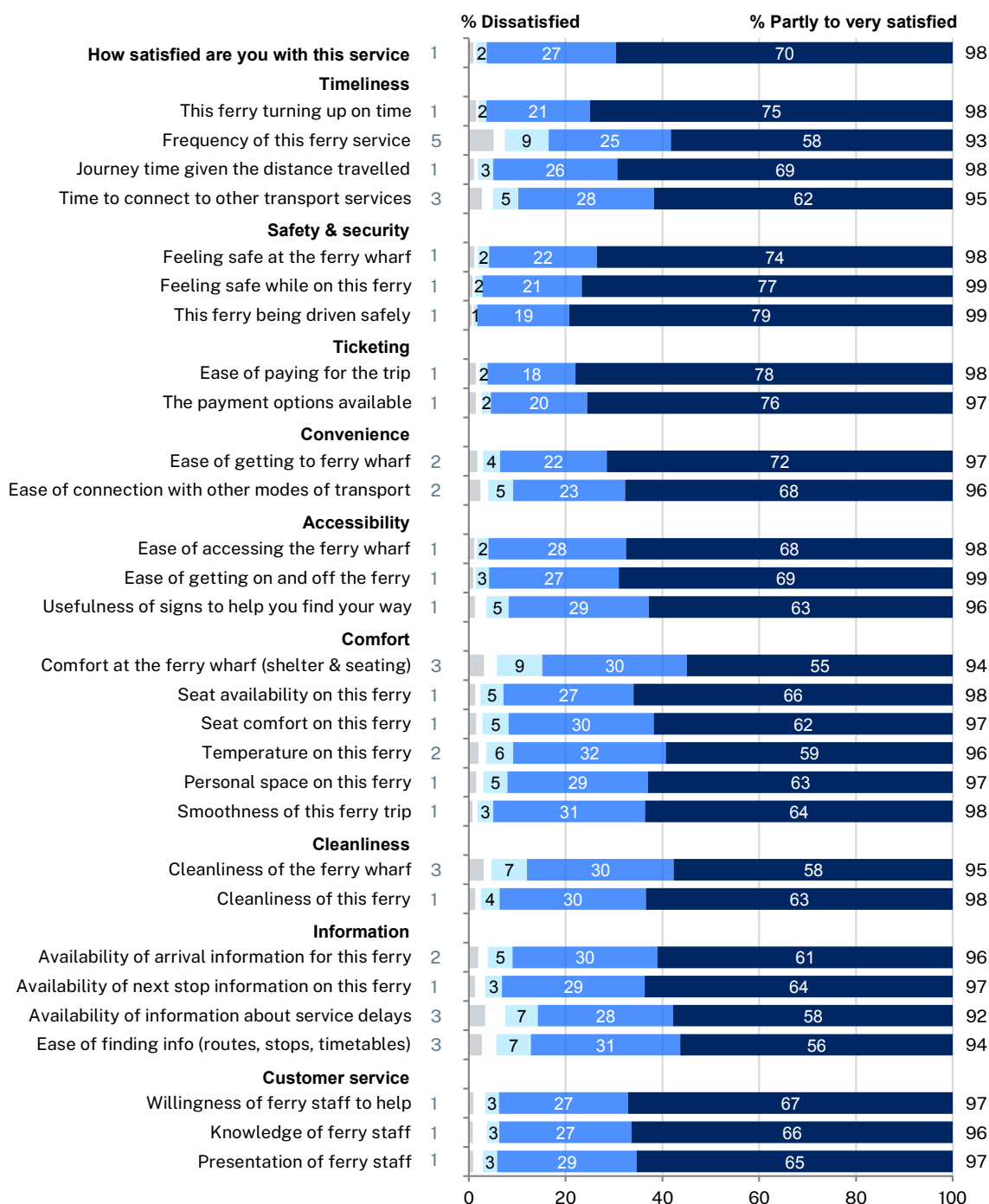
Summary

- Satisfaction with the bus network is 87%.
- Passengers were most satisfied with Ticketing including; payment options available.
- Passengers were least satisfied with Information; including availability of information about service delays.

Dissatisfied includes individuals 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

98%
satisfied



Summary

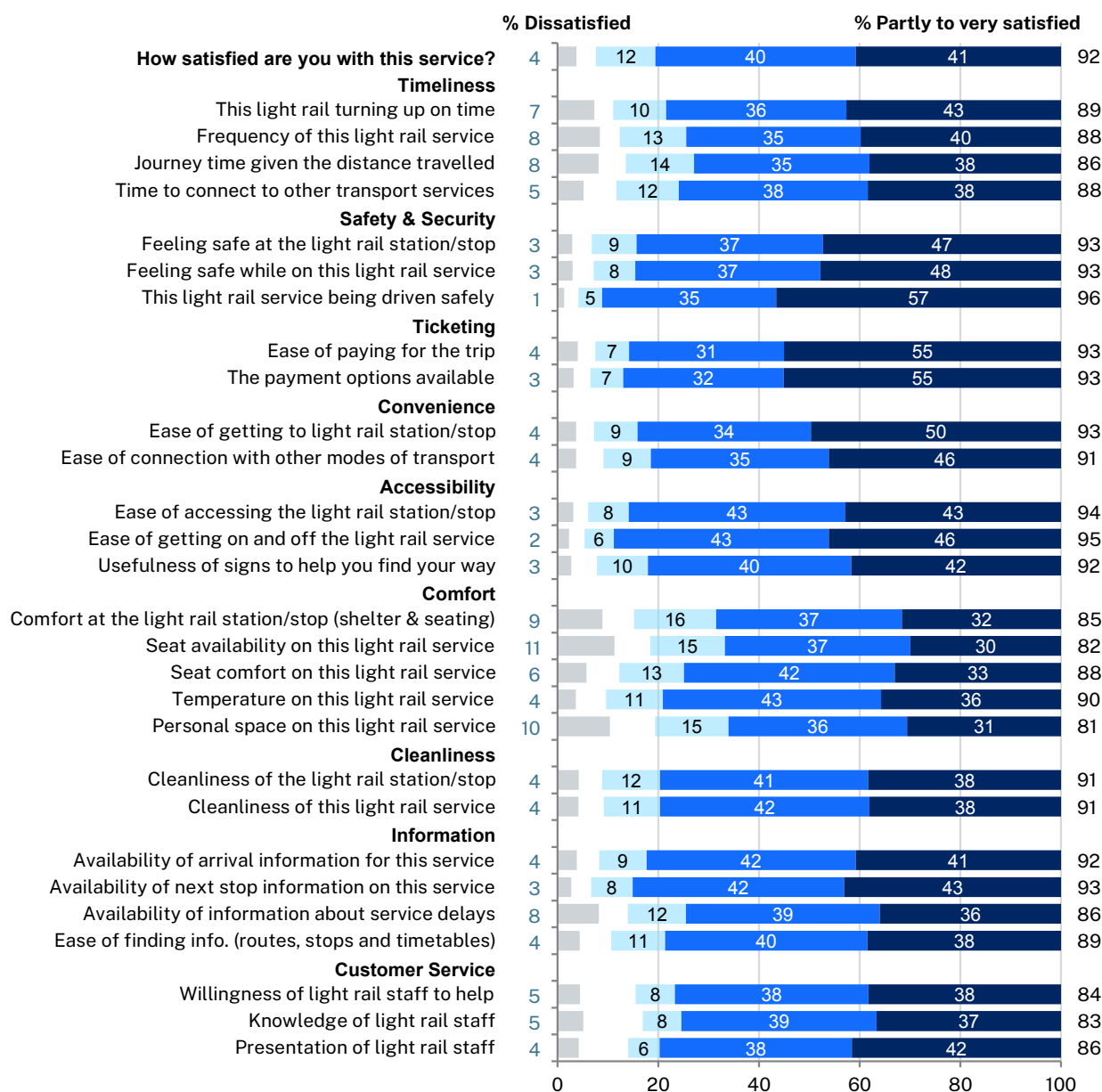
- Satisfaction with the ferry network remains high at 98%.
- Passengers were most satisfied with Safety & Security including; feeling safe while on the ferry and that the ferry was being driven safely.
- Passengers were least satisfied with Information; including availability of information about service delays.

*Includes Sydney ferry services (including Manly Fast Ferry) and Newcastle Stockton ferry
Dissatisfied includes individuals 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



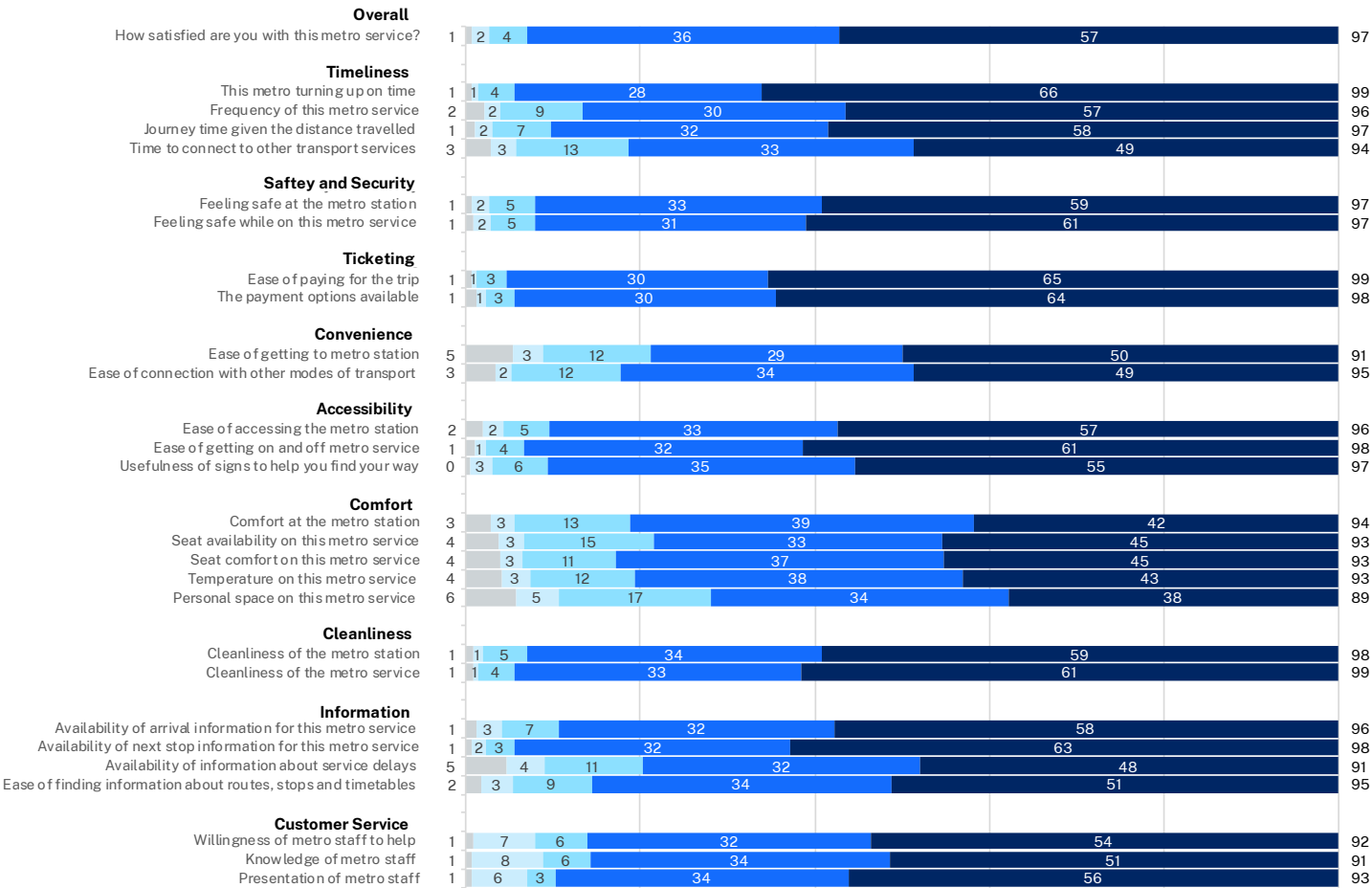
Summary

- Satisfaction with light rail remains high at 92%.
- Passengers were most satisfied with Safety & Security including: light rail service being driven safely.
- Passengers were least satisfied with Customer Service and Comfort including: knowledge of light rail staff, seat availability on the light rail and personal space on the light rail.

Dissatisfied includes individuals 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

97%
satisfied

Overall metro customer satisfaction



Summary

- Satisfaction on the Metro service is high at 97%.
- Metro passengers were most satisfied with Cleanliness including; cleanliness of the Metro service.
- Passengers were least satisfied with Customer Service including: knowledge of Metro staff.

Dissatisfied includes individuals 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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Roads Customer Satisfaction Index

May 2024



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Executive summary

The NSW Government’s vision is for an integrated transport system that drives better outcomes for all people and passengers.

The Roads Customer Satisfaction Index May 2024 independently brings together the voices of over 7,800 road users, and demonstrates current satisfaction levels across all transport modes for roads.

By publishing these results, Transport for NSW is enabling operators and the agency to drive accountability for continual improvement for people using the transport network.

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

The below table shows overall roads customer satisfaction over time:

Overall customer satisfaction									
Mode	Nov 2015	May 2018	May 2019	May 2021	May 2022	Nov 2022	May 2023	Nov 2023	May 2024
Private Vehicle	85%	83%	85%	85%	88%	87%	86%	90%	88%
Heavy Vehicle	67%	75%	70%	70%	63%	58%	64%	66%	68%
Motorcycle	86%	89%	87%	92%	93%	89%	84%	90%	87%
Bicycle	84%	87%	85%	87%	90%	87%	87%	92%	91%
Walking	85%	85%	87%	85%	88%	89%	90%	91%	91%

Customer satisfaction methodology

Background

Transport for NSW has conducted surveys each year to measure customer satisfaction levels across NSW roads since November 2015. We will continue to survey passengers and users each year to help us drive improvement.

The survey was designed by Transport for NSW to ensure that it measured the service attributes that customers value the most. The 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 transport users value most, focusing on the top customer service priorities including journey time reliability, safety, road quality and design.

The Roads Customer Satisfaction Index (RCSI) May 2024 includes responses from over 7,800 users across five modes: private vehicle, heavy vehicle, motorcycle, bicycle and walking.

Scale

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

Survey methodology

The survey is a stratified simple random sample according to a sampling frame. Individual sampling frames have been constructed for each of the individual surveys underpinning the RCSI (passenger vehicle, heavy vehicle, motorcycle, bicycle, walking) to achieve a sample that is statistically representative of the population of the users of the service and is achievable during the in-field period based on known incidence rates in previous surveys.

Sampling and sample sizes set for each of the RCSI modes aims to achieve a Margin of Error (MoE) of less than +/-5% with 95% confidence interval for each service overall and a MoE of less than +/-10% with 95% confidence interval for each of the quota variables. Post weighting may then be used to re-align distributions to be representative of the population.

Transport users were surveyed regarding their most recent experience by means of an online questionnaire with additional face-to-face interviews where required. Transport users were recruited via an online panel and emailed invitations to participate in the survey. Response rates were monitored on a daily basis and were used to determine number of reminders sent to panel members. Survey data is weighted based on ABS and Household Travel Survey (HTS) statistics.

Customer satisfaction methodology

Eligibility

Individuals over 18 years of age were eligible to complete the survey if they had recently travelled using private vehicle (within last 24 hours), heavy vehicle (within last 6 months), motorcycle (within last week), bicycle (within last 6 months) or by walking (within last 24 hours) and their home postcode was within NSW.

Notes about the customer satisfaction results in this report

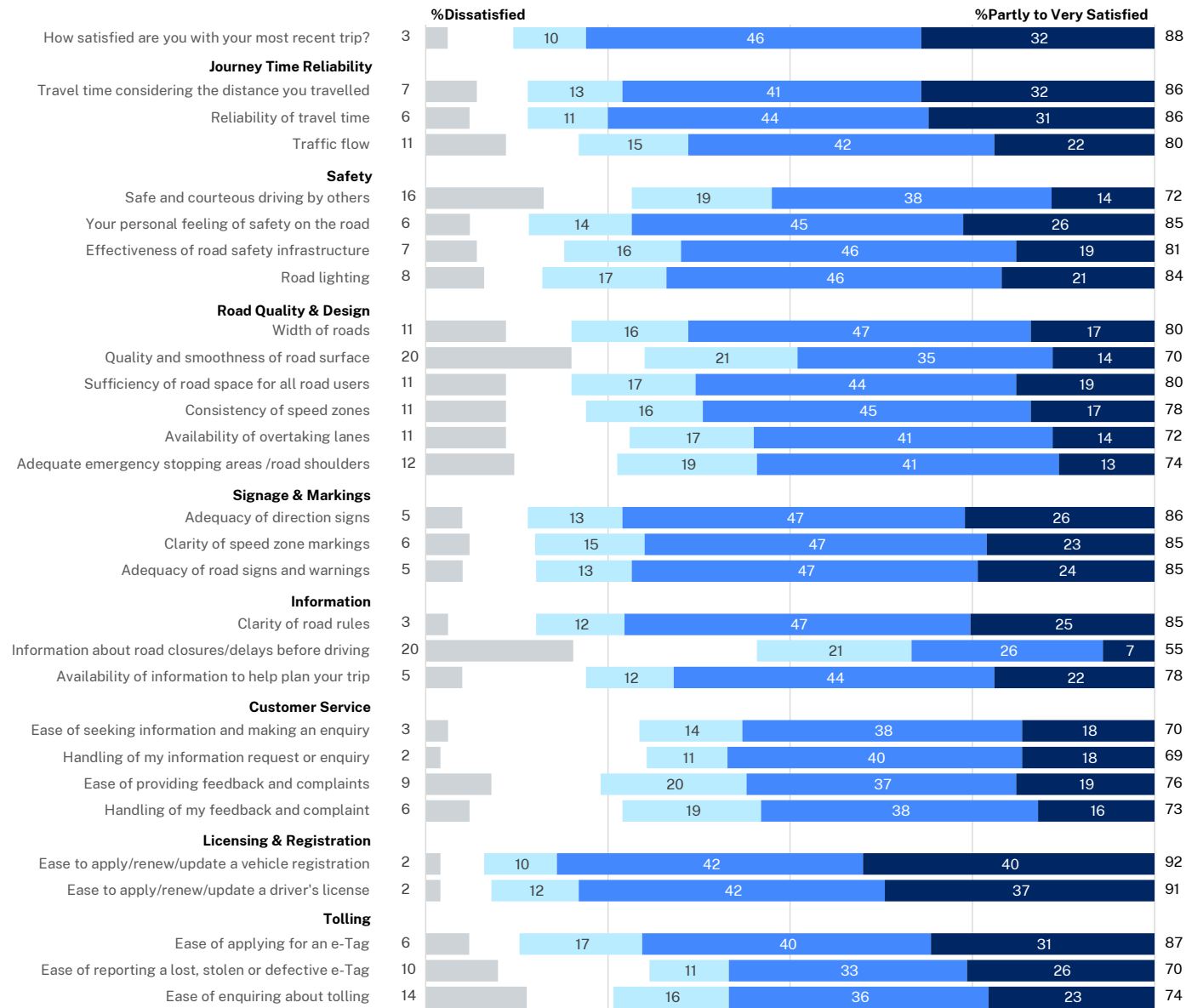
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May 2024 results

Private vehicle customer satisfaction

88%
satisfied



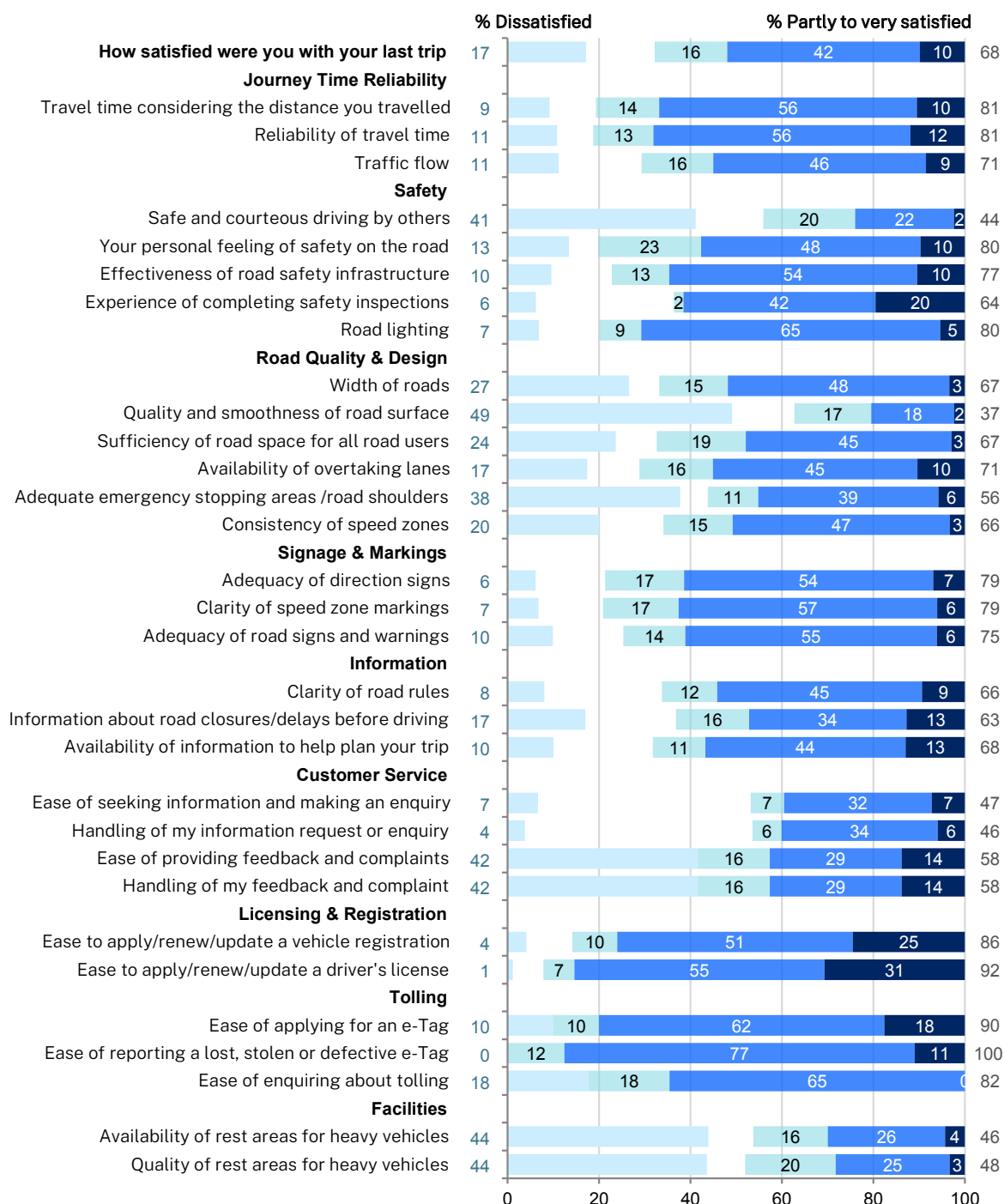
Summary

- Satisfaction with private vehicle trips is 88%
- Private vehicle users were most satisfied with Licensing & Registration including: ease to apply/renew/update vehicle registration
- Private vehicle users were least satisfied with Customer Service.

Dissatisfied includes individuals 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.

Heavy vehicle customer satisfaction

68%
satisfied



Summary

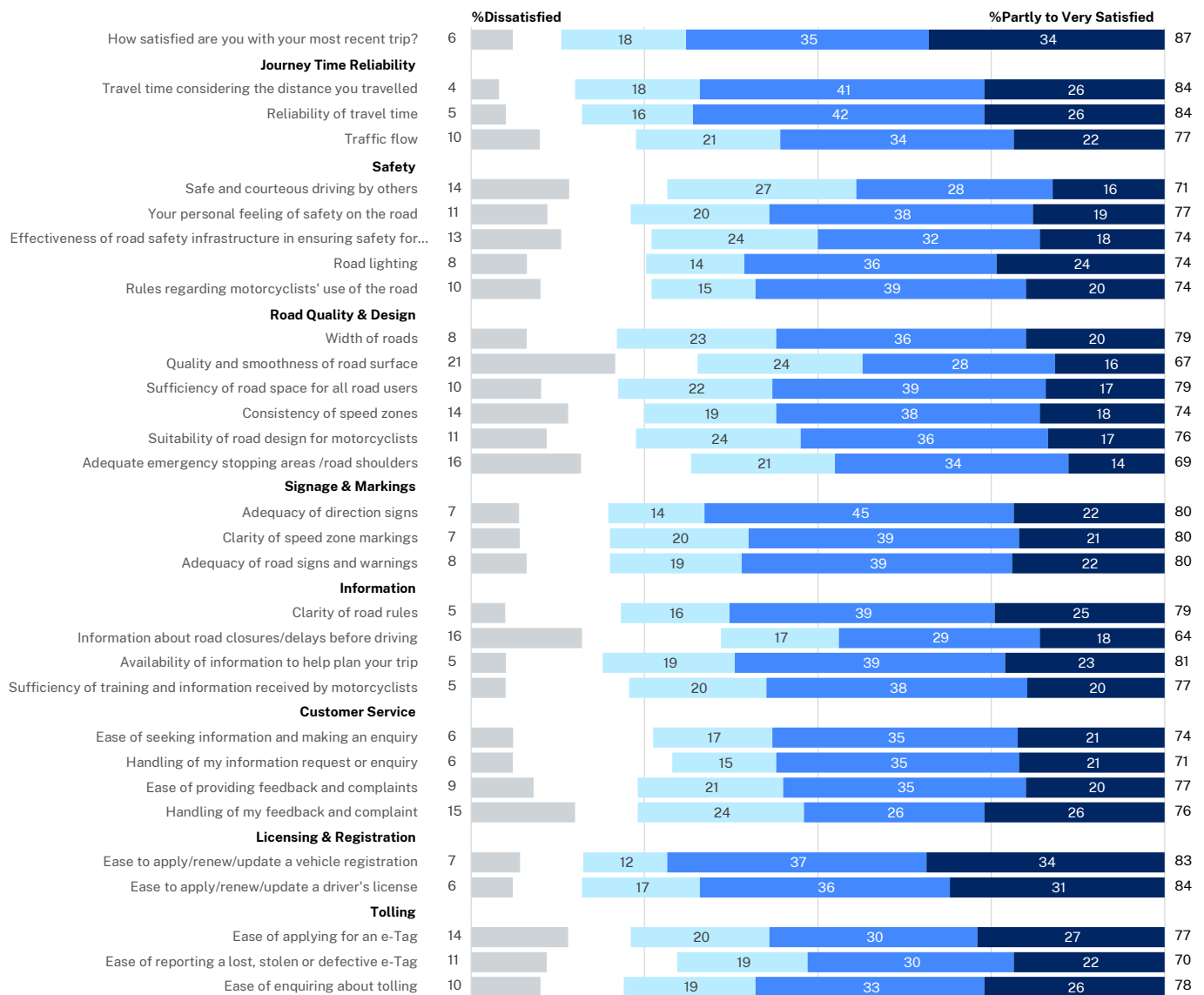
- Satisfaction with heavy vehicle trips is 68%
- Heavy vehicle users were most satisfied with Licensing & Registration
- Heavy vehicle users were least satisfied with availability and quality of rest areas and quality and smoothness of road surface

* Indicates low sample size for reporting purposes.

Dissatisfied includes individuals 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.

Motorcycle customer satisfaction

87%
satisfied



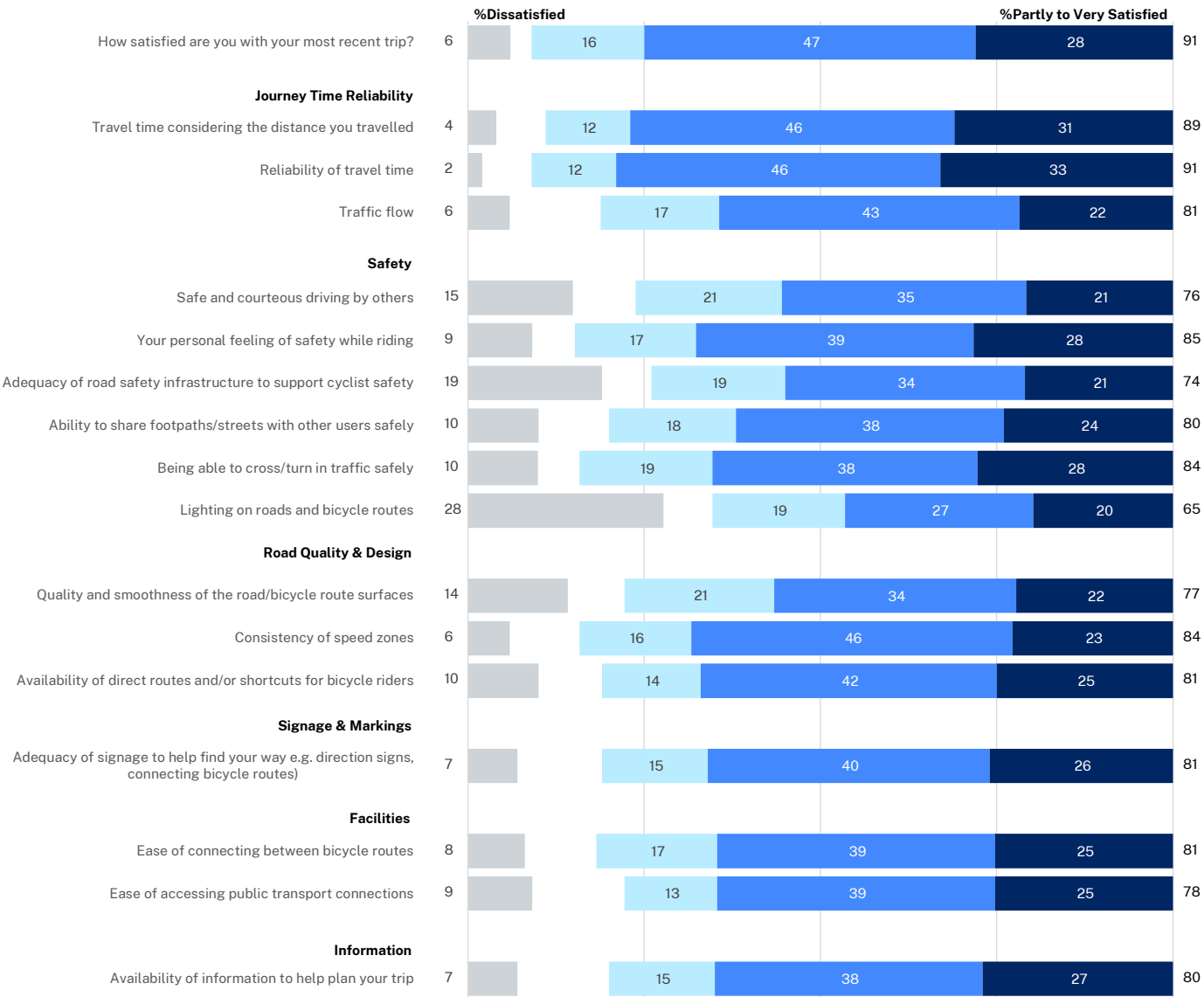
Summary

- Satisfaction among motorcycle users is 87%.
- Users were most satisfied with Licensing & Registration including: ease to apply/renew/update motorcycle licence.
- Users were least satisfied with information about road closures/delays before driving.

Dissatisfied includes individuals 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

Bicycle customer satisfaction

91%
satisfied



Summary

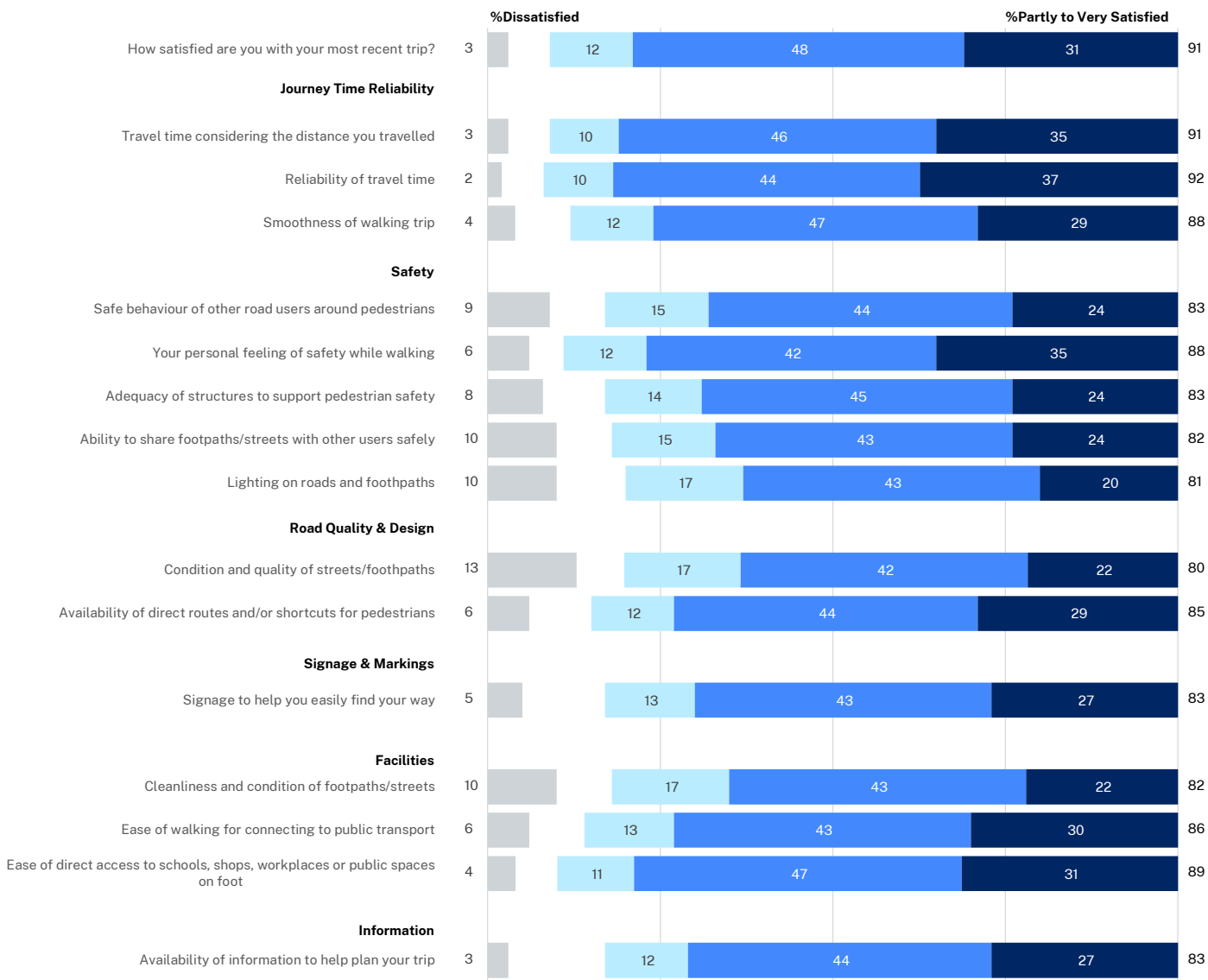
- Satisfaction with bicycle trips is 91%.
- Users were most satisfied with Journey Time Reliability including travel time considering the distance travelled.
- Users were least satisfied with lighting on roads and bicycle routes.

Dissatisfied includes individuals 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

Walking customer satisfaction

91%

satisfied



Summary

- Satisfaction with walking trips is 91%.
- Walkers were most satisfied with Journey Time Reliability including; reliability of travel time.
- Walkers were least satisfied with condition and quality of streets/footpaths.

Dissatisfied includes individuals 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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Point-to-Point Customer Satisfaction Index

May 2024



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Executive summary

The NSW Government’s vision is for an integrated public transport system that drives better outcomes for all people and passengers.

The Point-to-Point Customer Satisfaction Index May 2024 independently brings together the voices of almost 7,500 users, and demonstrates current satisfaction levels across point-to-point transport.

By publishing these results, Transport for NSW is enabling operators and the agency to drive accountability for continual improvement of customer outcomes 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 people and passengers.

The below table shows the movement in overall customer satisfaction over time:

Overall customer satisfaction									
Mode	Nov 2013	May 2018	May 2019	May 2021	May 2022	Nov 2022	May 2023	Nov 2023	May 2024
Taxi	82%	86%	86%	90%	87%	86%	87%	86%	88%
Rideshare	N/A	92%	91%	93%	90%	90%	91%	92%	91%
Hire Car	N/A	91%	86%	93%	87%	88%	88%	89%	86%

Customer satisfaction methodology

Background

Starting in May 2017, Transport for NSW began conducting surveys each year to measure customer satisfaction levels across NSW Point-to-Point transport, including Taxi, Rideshare and Hire Car customers. Prior to this, Taxi customers were surveyed. We will continue to survey passengers and people each year to help us drive improvement.

The survey was designed by Transport for NSW to ensure that it measured the service attributes that customers value the most. The 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 customer service priorities including timeliness, safety and customer service.

The Point-to-Point Customer Satisfaction Index May 2024 includes responses from more than 7,500 users across three modes: taxi, rideshare and hire car.

Scale

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

Survey methodology

The surveys use stratified and simple random samples according to a sampling frame. Individual sampling frames have been constructed for each of the individual modal surveys (Taxi, Rideshare, and Hire Car) to achieve a sample that is statistically representative of the population of the users of the service and is achievable during the in-field period based on known incidence rates in previous surveys.

Sampling and sample sizes set for each of Point-to-Point modes aims to achieve a Margin of Error (MoE) of less than +/-5% with 95% confidence interval for each service overall. Post weighting may then be used to re-align distributions to be representative of the population.

Transport users were surveyed regarding their most recent experience by means of an online questionnaire. Transport users were recruited via an online panel and emailed invitations to participate in the survey. Response rates were monitored on a daily basis and were used to determine number of reminders sent to panel members. Survey data is weighted based on panel and internal KPI statistics.

Customer satisfaction methodology

Eligibility

Individuals over 18 years of age were eligible to complete the survey if they had recently travelled using Taxi, Rideshare and Hire Car (within last 6 months) and their home postcode was within the greater metropolitan area including Sydney, Newcastle, Central Coast and Wollongong.

Notes about the customer satisfaction results in this report

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

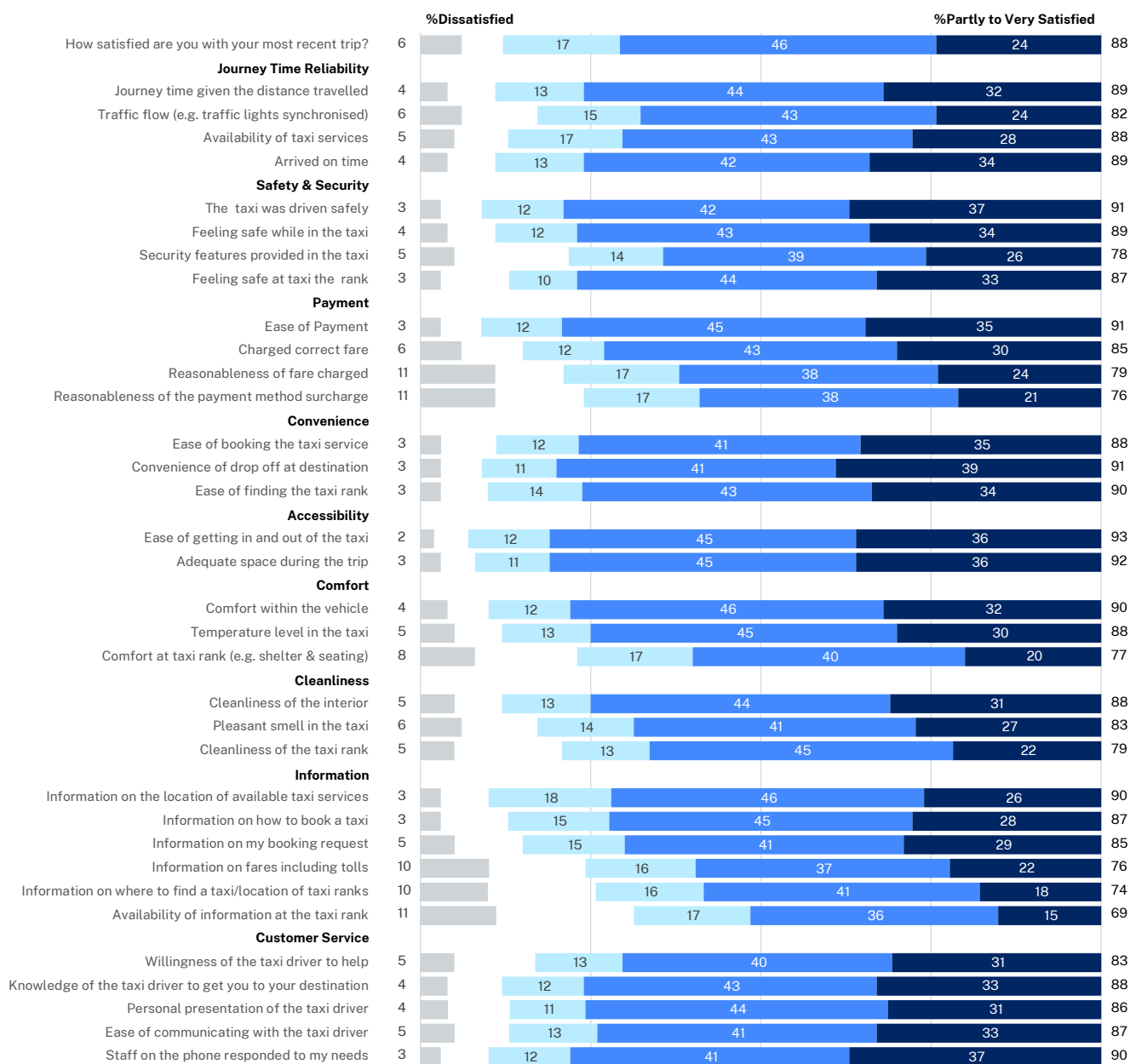


May 2024 results

Urban taxi network customer satisfaction

88%

satisfied



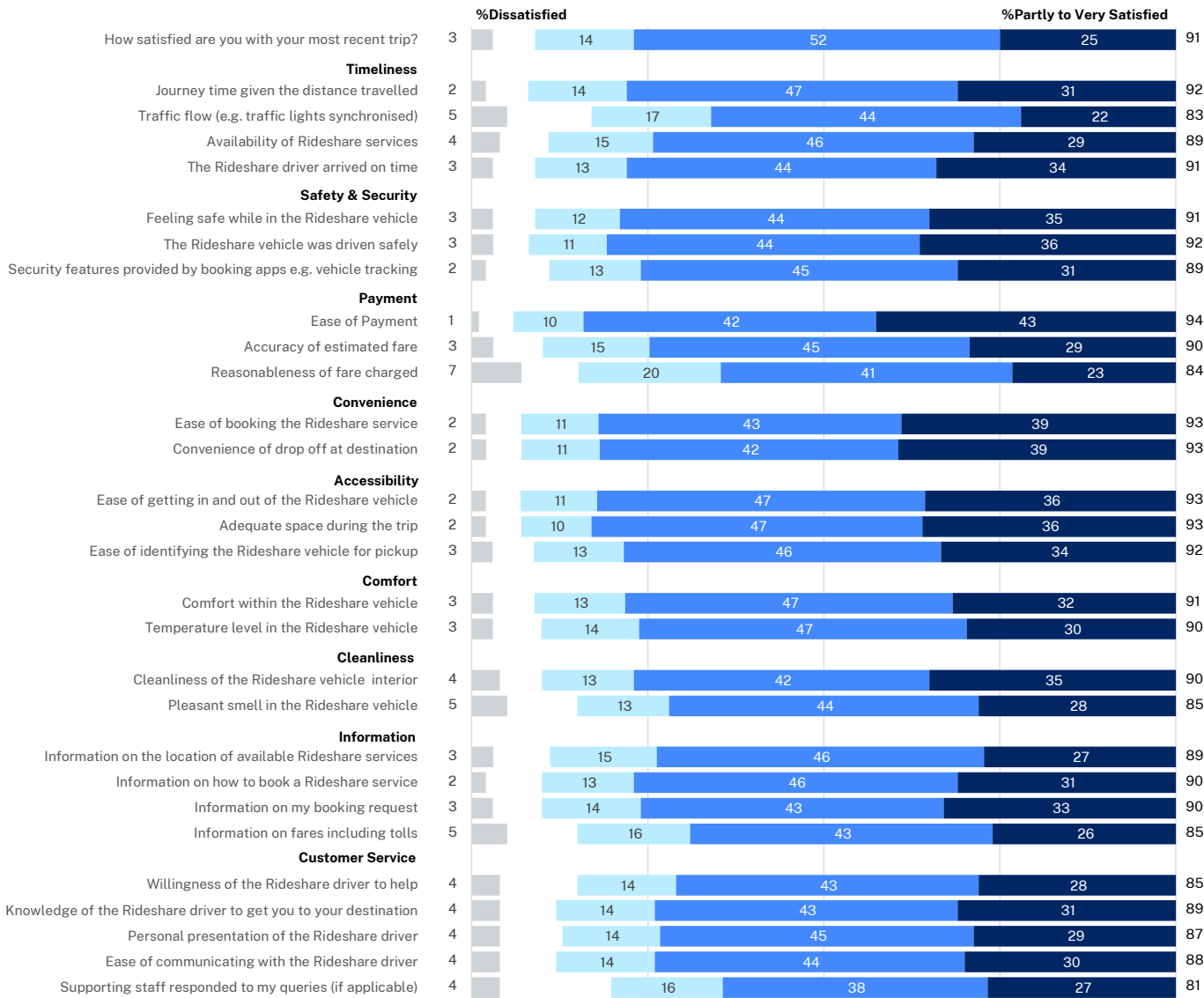
Summary

- Satisfaction with Taxi services is 88%.
- Taxi users were most satisfied with Accessibility.
- Taxi users were least satisfied with Information including; availability of information at taxi rank.

Dissatisfied includes individuals 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.

Rideshare customer satisfaction

91%
satisfied



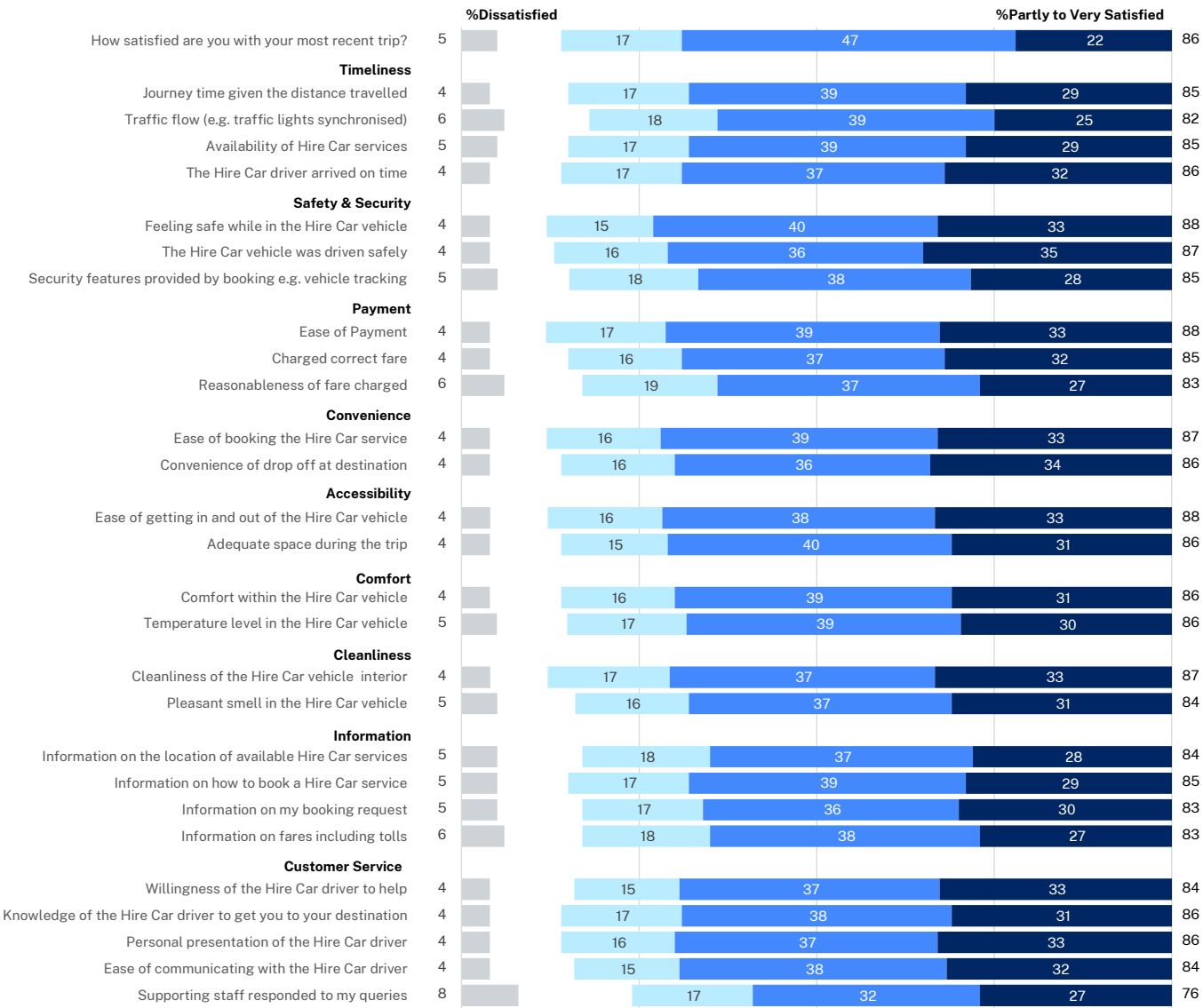
Summary

- Satisfaction with rideshare services is 91%.
- Rideshare users were most satisfied with Convenience and Accessibility.
- Rideshare users were least satisfied with Customer Service.

Dissatisfied includes individuals 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.

Hire car customer satisfaction

86%
satisfied



Summary

- Satisfaction with Hire Car services is 86%.
- Hire Car users were most satisfied with Convenience, Accessibility and Safety and Security.
- Hire Car users were least satisfied with Information.

Dissatisfied includes individuals 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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Transport for NSW

Customer Satisfaction Index

Appendix

May 2024



Train

Percentage (%) partly to very satisfied		Suburban and intercity Train lines											
Service driver	Service attribute	T1 North Shore & Western	T2 Inner West & Leppington	T3 Bankstown	T4 Eastern Suburbs & Illawarra	T5 Cumberland	T8 Airport & South	T9 Northern	Blue Mountains	Hunter	Central Coast & Newcastle	South Coast	Southern Highlands
Overall	How satisfied are you with this service?	86%	87%	82%	89%	91%	90%	84%	89%	87%	88%	90%	76%
Timeliness	This train turning up on time	86%	85%	87%	91%	85%	90%	79%	91%	79%	84%	85%	74%
	Frequency of this train service	82%	82%	72%	87%	74%	84%	77%	78%	75%	77%	63%	56%
	Journey time given the distance travelled	84%	81%	79%	89%	84%	88%	83%	82%	90%	75%	73%	64%
	Time to connect to other transport services	82%	82%	76%	86%	83%	84%	80%	85%	77%	80%	78%	73%
Safety & Security	Feeling safe at the train station	85%	87%	84%	90%	87%	89%	91%	90%	84%	87%	88%	89%
	Feeling safe while on this train	87 %	91%	87%	91%	93%	91%	92%	91%	86%	89%	87%	92%
Ticketing	Ease of paying for the trip	88%	91%	88%	93%	93%	92%	93%	95%	91%	93%	95%	92%
	The payment options available	88%	93%	88%	92%	91%	92%	93%	93%	90%	92%	94%	92%
Convenience	Ease of getting to the train station	87%	87%	85%	92%	92%	89%	89%	92%	87%	89%	89%	87%
	Ease of connection with other modes of transport	85%	88%	81%	90%	92%	87%	89%	89%	85%	89%	90%	84%
Accessibility	Ease of getting on/off this train	90%	93%	92%	91%	95%	94%	95%	91%	92%	94%	96%	94%
	Ease of accessing the train station	90%	89%	87%	89%	93%	92%	93%	90%	92%	91%	94%	92%
	Usefulness of signs to help you find your way	89%	91%	89%	89%	94%	93%	92%	92%	91%	91%	90%	92%
Comfort	Comfort at the train stop (shelter & seating)	84%	85%	82%	86%	86%	86%	89%	89%	85%	82%	79%	89%
	Seat availability on this train	89%	88%	85%	89%	87%	89%	90%	94%	87%	87%	84%	90%
	Seat comfort on this train	89%	88%	87%	89%	91%	90%	92%	90%	88%	81%	82%	87%
	Temperature on this train	87%	89%	85%	88%	88%	88%	92%	90%	88%	87%	91%	90%
	Personal space on this train	86%	87%	82%	88%	84%	87%	89%	91%	89%	83%	82%	92%
Cleanliness	Cleanliness of the train stop	83%	81%	81%	83%	81%	88%	87%	87%	87%	87%	85%	91%
	Cleanliness of this train	84%	82%	81%	82%	84%	85%	87%	79%	82%	85%	80%	92%
Information	Availability of arrival information for this train	88%	89%	88%	89%	91%	93%	89%	89%	87%	88%	90%	88%
	Availability of next stop information on this train	90%	89%	91%	86%	91%	93%	90%	85%	88%	90%	93%	83%
	Availability of information about service delays	83%	84%	79%	81%	85%	88%	81%	80%	73%	80%	75%	76%
	Ease of finding info (routes, stops, timetables)	89%	89%	84%	83%	92%	90%	87%	84%	85%	85%	88%	83%
Customer Service	Willingness of train staff to help	85%	86%	84%	86%	87%	85%	88%	88%	91%	82%	83%	91%
	Knowledge of train staff	86%	86%	84%	84%	86%	85%	87%	88%	89%	82%	81%	89%
	Presentation of train staff	87%	86%	86%	86%	88%	87%	90%	91%	90%	86%	85%	92%

Train

Percentage (%) partly to very dissatisfied		Suburban and intercity Train lines											
Service driver	Service attribute	T1 North Shore & Western	T2 Inner West & Leppington	T3 Bankstown	T4 Eastern Suburbs & Illawarra	T5 Cumberland	T8 Airport & South	T9 Northern	Blue Mountains	Hunter	Central Coast & Newcastle	South Coast	Southern Highlands
Overall	How satisfied are you with this service?	7%	6%	11%	4%	5%	5%	9%	5%	9%	6%	7%	19%
Timeliness	This train turning up on time	11%	10%	7%	7%	8%	5%	12%	5%	17%	12%	12%	22%
	Frequency of this train service	12%	11%	18%	8%	17%	10%	13%	14%	18%	15%	31%	36%
	Journey time given the distance travelled	9%	11%	10%	6%	4%	7%	10%	9%	3%	15%	20%	26%
	Time to connect to other transport services	10%	9%	14%	7%	8%	7%	11%	6%	12%	10%	9%	17%
Safety & Security	Feeling safe at the train station	7%	6%	5%	5%	5%	5%	5%	2%	10%	7%	6%	5%
	Feeling safe while on this train	6%	4%	5%	5%	3%	2%	5%	3%	7%	5%	8%	2%
Ticketing	Ease of paying for the trip	5%	3%	7%	4%	3%	3%	4%	2%	5%	3%	2%	3%
	The payment options available	5%	3%	6%	4%	3%	3%	4%	3%	4%	4%	3%	3%
Convenience	Ease of getting to the train station	6%	5%	8%	5%	3%	5%	5%	3%	7%	3%	6%	5%
	Ease of connection with other modes of transport	7%	4%	9%	6%	5%	4%	5%	4%	7%	5%	5%	8%
Accessibility	Ease of getting on/off this train	4%	3%	2%	4%	3%	3%	2%	2%	6%	2%	2%	3%
	Ease of accessing the train station	4%	5%	3%	4%	2%	4%	2%	4%	5%	3%	3%	2%
	Usefulness of signs to help you find your way	4%	3%	4%	5%	2%	2%	3%	2%	3%	2%	4%	3%
Comfort	Comfort at the train stop (shelter & seating)	10%	8%	9%	7%	7%	7%	5%	5%	8%	10%	14%	7%
	Seat availability on this train	5%	6%	8%	6%	6%	6%	4%	3%	9%	8%	11%	5%
	Seat comfort on this train	5%	7%	6%	4%	5%	5%	4%	6%	6%	12%	10%	8%
	Temperature on this train	6%	7%	8%	6%	7%	7%	3%	4%	8%	6%	6%	4%
	Personal space on this train	7%	6%	8%	6%	6%	7%	4%	3%	5%	10%	9%	4%
Cleanliness	Cleanliness of the train stop	8%	9%	9%	9%	9%	6%	6%	6%	7%	7%	7%	2%
	Cleanliness of this train	8%	8%	11%	10%	10%	7%	7%	13%	9%	7%	12%	3%
Information	Availability of arrival information for this train	8%	5%	4%	5%	4%	3%	7%	4%	7%	6%	6%	6%
	Availability of next stop information on this train	5%	6%	3%	8%	4%	2%	5%	9%	7%	5%	4%	11%
	Availability of information about service delays	10%	10%	11%	10%	8%	7%	12%	9%	18%	12%	14%	17%
	Ease of finding info (routes, stops, timetables)	6%	6%	6%	7%	3%	4%	6%	5%	7%	5%	5%	8%
Customer Service	Willingness of train staff to help	6%	4%	5%	3%	3%	2%	2%	3%	2%	4%	3%	2%
	Knowledge of train staff	5%	3%	5%	3%	3%	2%	2%	3%	4%	5%	2%	2%
	Presentation of train staff	4%	3%	4%	3%	3%	2%	2%	2%	2%	3%	3%	2%

Metropolitan bus

Percentage (%) partly to very satisfied		Metropolitan bus service contract region									
Service driver	Service attribute	1	2	3	4	6	7	8	9	10	14
Overall	How satisfied are you with this service?	83%	90%	86%	91%	85%	86%	89%	86%	84%	88%
Timeliness	This bus turning up on time	74%	81%	79%	81%	75%	77%	81%	75%	73%	79%
	Frequency of this bus service	80%	80%	77%	84%	76%	73%	83%	76%	72%	66%
	Journey time given the distance travelled	88%	89%	87%	90%	85%	85%	91%	86%	86%	86%
	Time to connect to other transport services	79%	84%	81%	86%	78%	85%	87%	81%	80%	85%
Safety & Security	Feeling safe at the bus stop	88%	90%	88%	94%	85%	92%	93%	90%	92%	95%
	Feeling safe while on this bus	90%	93%	90%	95%	89%	93%	95%	89%	93%	97%
	This bus being driven safely	91%	93%	90%	96%	90%	91%	94%	91%	93%	95%
Ticketing	Ease of paying for the trip	92%	93%	92%	96%	92%	94%	96%	93%	92%	96%
	The payment options available	94%	92%	90%	94%	91%	92%	96%	96%	93%	95%
Convenience	Ease of getting to bus stop	91%	92%	92%	93%	90%	91%	94%	93%	91%	92%
	Ease of connection with other modes of transport	90%	89%	90%	93%	88%	88%	92%	92%	92%	92%
Accessibility	Ease of accessing the bus stop	91%	92%	91%	93%	89%	92%	93%	92%	90%	94%
	Ease of getting on and off this bus	93%	94%	93%	96%	89%	94%	95%	92%	92%	95%
	Usefulness of signs to help you find your way	90%	90%	88%	92%	84%	85%	91%	84%	89%	89%
Comfort	Comfort at the bus stop (shelter & seating)	74%	83%	81%	81%	78%	76%	81%	79%	85%	82%
	Seat availability on this bus	89%	95%	89%	87%	87%	83%	91%	86%	92%	90%
	Seat comfort on this bus	88%	93%	89%	89%	88%	86%	90%	87%	92%	88%
	Temperature on this bus	89%	92%	89%	86%	85%	84%	85%	86%	91%	89%
	Personal space on this bus	89%	94%	89%	85%	84%	84%	84%	83%	93%	90%
	Smoothness of this bus trip	86%	91%	88%	90%	80%	85%	86%	82%	88%	91%
Cleanliness	Cleanliness of the bus stop	83%	87%	85%	88%	79%	86%	86%	81%	86%	88%
	Cleanliness of this bus	89%	95%	88%	91%	82%	90%	87%	84%	90%	93%
Information	Availability of arrival information for this bus	86%	86%	82%	84%	77%	79%	81%	78%	81%	82%
	Availability of next stop information on this bus	81%	85%	81%	79%	72%	71%	80%	72%	80%	77%
	Availability of information about service delays	79%	78%	75%	75%	67%	68%	72%	71%	72%	69%
	Ease of finding info (routes, stops, timetables)	84%	86%	80%	82%	78%	78%	81%	80%	80%	80%
Customer Service	Willingness of bus staff to help	86%	87%	84%	84%	84%	84%	80%	81%	85%	88%
	Knowledge of bus staff	85%	88%	84%	85%	84%	81%	81%	81%	86%	85%
	Presentation of bus staff	88%	91%	87%	89%	86%	87%	87%	86%	89%	90%

Metropolitan bus

Percentage (%) partly to very dissatisfied		Metropolitan bus service contract region									
Service driver	Service attribute	1	2	3	4	6	7	8	9	10	14
Overall	How satisfied are you with this service?	8%	6%	7%	5%	8%	9%	7%	7%	11%	7%
Timeliness	This bus turning up on time	19%	15%	14%	13%	18%	19%	15%	15%	20%	15%
	Frequency of this bus service	10%	16%	12%	11%	17%	21%	12%	12%	20%	26%
	Journey time given the distance travelled	4%	4%	5%	5%	8%	7%	5%	7%	7%	7%
	Time to connect to other transport services	9%	10%	8%	4%	11%	7%	6%	6%	11%	9%
Safety & Security	Feeling safe at the bus stop	4%	6%	4%	3%	5%	3%	2%	4%	4%	3%
	Feeling safe while on this bus	3%	4%	4%	1%	3%	3%	1%	6%	3%	1%
	This bus being driven safely	4%	3%	4%	2%	5%	3%	2%	2%	3%	2%
Ticketing	Ease of paying for the trip	3%	4%	4%	2%	4%	3%	2%	3%	4%	2%
	The payment options available	3%	4%	3%	3%	5%	3%	1%	2%	3%	2%
Convenience	Ease of getting to bus stop	3%	4%	4%	4%	5%	5%	3%	3%	5%	4%
	Ease of connection with other modes of transport	3%	7%	5%	4%	7%	6%	5%	4%	4%	4%
Accessibility	Ease of accessing the bus stop	2%	5%	4%	4%	4%	4%	1%	4%	3%	2%
	Ease of getting on and off this bus	1%	2%	2%	2%	5%	2%	0%	3%	2%	2%
	Usefulness of signs to help you find your way	2%	4%	4%	3%	9%	5%	1%	6%	5%	4%
Comfort	Comfort at the bus stop (shelter & seating)	14%	12%	10%	11%	13%	16%	12%	11%	9%	10%
	Seat availability on this bus	4%	3%	4%	7%	6%	10%	5%	6%	3%	5%
	Seat comfort on this bus	3%	4%	4%	6%	6%	6%	5%	5%	3%	4%
	Temperature on this bus	1%	4%	4%	7%	7%	8%	8%	8%	3%	5%
	Personal space on this bus	3%	3%	4%	6%	8%	7%	9%	9%	2%	6%
	Smoothness of this bus trip	4%	4%	6%	4%	11%	7%	6%	7%	7%	5%
Cleanliness	Cleanliness of the bus stop	6%	7%	8%	6%	11%	7%	7%	6%	6%	7%
	Cleanliness of this bus	4%	3%	6%	5%	10%	4%	5%	5%	3%	3%
Information	Availability of arrival information for this bus	6%	10%	10%	10%	11%	14%	12%	11%	10%	11%
	Availability of next stop information on this bus	5%	9%	10%	13%	13%	17%	12%	14%	9%	14%
	Availability of information about service delays	11%	14%	14%	17%	17%	22%	18%	19%	17%	21%
	Ease of finding info (routes, stops, timetables)	7%	7%	11%	10%	12%	13%	10%	9%	9%	11%
Customer Service	Willingness of bus staff to help	4%	6%	5%	4%	4%	4%	7%	7%	5%	3%
	Knowledge of bus staff	2%	4%	5%	3%	4%	5%	4%	4%	4%	3%
	Presentation of bus staff	2%	4%	3%	2%	3%	4%	3%	2%	3%	2%

Outer-metropolitan bus

Percentage (%) partly to very satisfied		Outer-metropolitan bus service contract 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?	92%	82%	97%	90%	86%	93%	93%	95%	91%	91%	92%	95%
Timeliness	This bus turning up on time	90%	67%	92%	82%	72%	88%	86%	91%	86%	78%	88%	84%
	Frequency of this bus service	75%	67%	77%	76%	74%	82%	82%	81%	72%	82%	80%	89%
	Journey time given the distance travelled	94%	85%	94%	85%	86%	93%	87%	95%	92%	88%	94%	94%
	Time to connect to other transport services	81%	73%	87%	76%	68%	90%	80%	89%	84%	88%	88%	85%
Safety & Security	Feeling safe at the bus stop	92%	85%	93%	83%	84%	90%	87%	96%	95%	87%	87%	90%
	Feeling safe while on this bus	96%	87%	94%	87%	89%	93%	93%	99%	98%	87%	92%	95%
	This bus being driven safely	99%	91%	98%	89%	93%	94%	96%	99%	95%	95%	96%	97%
Ticketing	Ease of paying for the trip	91%	88%	98%	89%	90%	96%	96%	96%	95%	94%	89%	95%
	The payment options available	88%	88%	95%	88%	87%	95%	95%	96%	97%	93%	90%	92%
Convenience	Ease of getting to bus stop	92%	83%	92%	86%	89%	95%	97%	92%	94%	94%	96%	94%
	Ease of connection with other modes of transport	88%	82%	90%	81%	81%	94%	93%	93%	94%	92%	89%	91%
Accessibility	Ease of accessing the bus stop	94%	90%	96%	87%	90%	96%	96%	94%	94%	93%	96%	93%
	Ease of getting on and off this bus	95%	92%	97%	92%	91%	97%	98%	96%	95%	94%	95%	95%
	Usefulness of signs to help you find your way	92%	88%	94%	86%	88%	89%	95%	92%	86%	91%	88%	90%
Comfort	Comfort at the bus stop (shelter & seating)	77%	65%	85%	64%	75%	82%	85%	89%	79%	79%	72%	83%
	Seat availability on this bus	95%	90%	97%	93%	93%	92%	95%	96%	92%	90%	95%	95%
	Seat comfort on this bus	94%	91%	92%	88%	94%	96%	94%	96%	92%	90%	94%	90%
	Temperature on this bus	93%	88%	95%	86%	90%	95%	93%	97%	92%	93%	94%	93%
	Personal space on this bus	96%	94%	96%	87%	92%	95%	95%	96%	95%	91%	94%	92%
	Smoothness of this bus trip	94%	85%	92%	86%	92%	91%	91%	94%	89%	92%	92%	94%
Cleanliness	Cleanliness of the bus stop	86%	77%	89%	74%	79%	91%	88%	91%	92%	82%	86%	87%
	Cleanliness of this bus	96%	88%	95%	89%	91%	98%	94%	95%	97%	91%	97%	95%
Information	Availability of arrival information for this bus	90%	73%	93%	83%	89%	90%	86%	90%	96%	85%	81%	88%
	Availability of next stop information on this bus	83%	71%	86%	76%	75%	84%	83%	86%	96%	80%	80%	78%
	Availability of information about service delays	79%	62%	84%	70%	66%	75%	79%	84%	93%	80%	75%	79%
	Ease of finding info (routes, stops, timetables)	86%	73%	91%	81%	78%	84%	84%	86%	94%	84%	80%	84%
Customer Service	Willingness of bus staff to help	89%	82%	97%	86%	88%	91%	88%	93%	94%	88%	88%	94%
	Knowledge of bus staff	90%	83%	95%	81%	89%	92%	90%	91%	94%	88%	89%	90%
	Presentation of bus staff	96%	87%	98%	86%	93%	95%	94%	93%	94%	91%	89%	96%

Outer-metropolitan bus

Percentage (%) partly to very dissatisfied		Outer-metropolitan bus service contract 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?	4%	11%	2%	4%	7%	3%	1%	3%	5%	7%	4%	3%
Timeliness	This bus turning up on time	5%	24%	5%	12%	19%	7%	9%	6%	5%	12%	4%	13%
	Frequency of this bus service	20%	21%	18%	17%	19%	12%	10%	10%	15%	10%	10%	5%
	Journey time given the distance travelled	3%	5%	2%	8%	5%	5%	6%	1%	0%	3%	0%	0%
	Time to connect to other transport services	11%	11%	8%	11%	18%	6%	9%	5%	7%	3%	6%	6%
Safety & Security	Feeling safe at the bus stop	4%	10%	2%	9%	8%	3%	7%	2%	2%	4%	3%	4%
	Feeling safe while on this bus	2%	7%	1%	7%	4%	5%	3%	1%	0%	3%	0%	2%
	This bus being driven safely	1%	5%	1%	4%	3%	4%	2%	1%	0%	1%	0%	2%
Ticketing	Ease of paying for the trip	4%	6%	1%	7%	4%	1%	2%	2%	3%	2%	2%	3%
	The payment options available	5%	4%	3%	8%	6%	3%	3%	1%	0%	3%	3%	4%
Convenience	Ease of getting to bus stop	3%	9%	3%	8%	4%	1%	3%	4%	6%	1%	0%	5%
	Ease of connection with other modes of transport	8%	9%	5%	14%	9%	2%	6%	1%	3%	3%	3%	3%
Accessibility	Ease of accessing the bus stop	2%	5%	2%	7%	3%	0%	2%	3%	3%	0%	1%	5%
	Ease of getting on and off this bus	2%	4%	1%	4%	3%	1%	0%	1%	3%	1%	1%	2%
	Usefulness of signs to help you find your way	2%	6%	1%	9%	3%	4%	2%	4%	3%	3%	6%	4%
Comfort	Comfort at the bus stop (shelter & seating)	9%	26%	11%	25%	19%	9%	8%	6%	10%	10%	17%	13%
	Seat availability on this bus	2%	5%	1%	2%	3%	2%	3%	1%	0%	1%	3%	4%
	Seat comfort on this bus	3%	4%	3%	4%	1%	0%	2%	1%	3%	3%	1%	3%
	Temperature on this bus	4%	6%	3%	4%	4%	2%	3%	1%	3%	0%	2%	5%
	Personal space on this bus	2%	4%	1%	3%	3%	2%	2%	2%	0%	0%	2%	6%
	Smoothness of this bus trip	1%	9%	2%	4%	2%	5%	3%	2%	3%	3%	3%	5%
Cleanliness	Cleanliness of the bus stop	8%	15%	5%	17%	13%	3%	7%	3%	5%	9%	4%	10%
	Cleanliness of this bus	2%	5%	3%	4%	4%	0%	0%	2%	3%	4%	1%	4%
Information	Availability of arrival information for this bus	6%	17%	2%	8%	4%	4%	6%	4%	3%	4%	7%	5%
	Availability of next stop information on this bus	8%	12%	3%	15%	9%	6%	9%	5%	4%	7%	10%	9%
	Availability of information about service delays	9%	22%	5%	15%	16%	17%	14%	8%	4%	8%	15%	13%
	Ease of finding info (routes, stops, timetables)	8%	13%	3%	12%	8%	9%	9%	6%	6%	5%	9%	8%
Customer Service	Willingness of bus staff to help	3%	7%	1%	4%	3%	4%	1%	1%	1%	2%	4%	2%
	Knowledge of bus staff	4%	6%	1%	3%	2%	4%	0%	2%	0%	2%	1%	3%
	Presentation of bus staff	1%	2%	0%	2%	1%	2%	0%	1%	0%	2%	1%	1%

Ferry

Percentage (%) partly to very satisfied		Ferry route							
Service driver	Service attribute	Sydney Ferries							Manly Fast Ferry
		Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo	
Overall	How satisfied are you with this service?	98%	99%	99%	98%	99%	99%	97%	99%
Timeliness	This ferry turning up on time	97%	98%	97%	98%	99%	99%	98%	99%
	Frequency of this ferry service	95%	87%	92%	86%	87%	93%	93%	97%
	Journey time given the distance travelled	98%	96%	98%	98%	98%	99%	98%	99%
	Time to connect to other transport services	94%	93%	93%	96%	96%	97%	97%	96%
Safety & Security	Feeling safe at the ferry wharf	99%	97%	99%	99%	97%	98%	98%	98%
	Feeling safe while on this ferry	98%	98%	100%	99%	99%	100%	98%	99%
	This ferry being driven safely	99%	99%	100%	99%	99%	100%	98%	99%
Ticketing	Ease of paying for the trip	97%	98%	97%	99%	98%	98%	97%	98%
	The payment options available	97%	96%	97%	99%	97%	99%	97%	98%
Convenience	Ease of getting to ferry wharf	97%	97%	98%	98%	96%	97%	97%	96%
	Ease of connection with other modes of transport	96%	94%	95%	98%	95%	96%	97%	97%
Accessibility	Ease of accessing the ferry wharf	99%	97%	98%	97%	97%	99%	98%	99%
	Ease of getting on and off the ferry	98%	99%	99%	99%	98%	100%	98%	99%
	Usefulness of signs to help you find your way	95%	96%	98%	95%	95%	96%	96%	97%
Comfort	Comfort at the ferry wharf (shelter & seating)	95%	95%	95%	96%	92%	94%	94%	93%
	Seat availability on this ferry	98%	95%	99%	98%	97%	97%	97%	99%
	Seat comfort on this ferry	98%	95%	98%	98%	99%	98%	97%	95%
	Temperature on this ferry	96%	95%	98%	98%	98%	98%	97%	94%
	Personal space on this ferry	98%	93%	99%	99%	98%	97%	98%	95%
	Smoothness of this ferry trip	98%	98%	98%	99%	99%	98%	98%	98%
Cleanliness	Cleanliness of the ferry wharf	97%	90%	95%	95%	94%	98%	97%	96%
	Cleanliness of this ferry	98%	96%	99%	99%	98%	98%	98%	96%
Information	Availability of arrival information for this ferry	96%	95%	96%	98%	96%	98%	93%	96%
	Availability of next stop information on this ferry	97%	96%	97%	98%	98%	98%	94%	97%
	Availability of information about service delays	93%	91%	92%	95%	93%	92%	91%	94%
	Ease of finding info (routes, stops, timetables)	95%	92%	96%	93%	94%	95%	93%	95%
Customer Service	Willingness of ferry staff to help	96%	96%	98%	97%	97%	98%	96%	96%
	Knowledge of ferry staff	96%	96%	96%	97%	97%	97%	97%	95%
	Presentation of ferry staff	97%	97%	98%	98%	97%	98%	98%	96%

Ferry

Percentage (%) partly to very dissatisfied		Ferry route							
Service driver	Service attribute	Sydney Ferries							Manly Fast Ferry
		Manly	Parramatta River	Darling Harbour / Balmain East	Neutral Bay	Mosman	Eastern Suburbs	Taronga Zoo	
Overall	How satisfied are you with this service?	2%	1%	0%	0%	1%	0%	2%	1%
Timeliness	This ferry turning up on time	2%	1%	2%	0%	1%	1%	2%	1%
	Frequency of this ferry service	3%	11%	5%	10%	10%	5%	5%	1%
	Journey time given the distance travelled	1%	2%	1%	0%	1%	0%	1%	1%
	Time to connect to other transport services	3%	1%	4%	2%	3%	1%	2%	3%
Safety & Security	Feeling safe at the ferry wharf	1%	2%	0%	0%	2%	1%	1%	1%
	Feeling safe while on this ferry	2%	1%	0%	0%	1%	0%	1%	1%
	This ferry being driven safely	1%	1%	0%	0%	0%	0%	1%	1%
Ticketing	Ease of paying for the trip	2%	2%	1%	0%	1%	1%	2%	1%
	The payment options available	2%	2%	1%	0%	2%	1%	2%	1%
Convenience	Ease of getting to ferry wharf	2%	2%	2%	2%	2%	2%	2%	2%
	Ease of connection with other modes of transport	3%	2%	3%	1%	3%	1%	1%	2%
Accessibility	Ease of accessing the ferry wharf	1%	2%	1%	2%	2%	0%	2%	1%
	Ease of getting on and off the ferry	2%	1%	0%	1%	1%	0%	2%	1%
	Usefulness of signs to help you find your way	2%	1%	1%	2%	1%	1%	1%	1%
Comfort	Comfort at the ferry wharf (shelter & seating)	3%	3%	3%	2%	5%	3%	3%	3%
	Seat availability on this ferry	1%	4%	0%	0%	1%	2%	2%	1%
	Seat comfort on this ferry	1%	3%	0%	0%	0%	1%	2%	2%
	Temperature on this ferry	3%	2%	0%	0%	1%	1%	2%	3%
	Personal space on this ferry	1%	3%	0%	0%	1%	2%	1%	2%
	Smoothness of this ferry trip	1%	1%	1%	0%	1%	0%	1%	1%
Cleanliness	Cleanliness of the ferry wharf	2%	6%	4%	3%	4%	1%	2%	2%
	Cleanliness of this ferry	2%	1%	1%	0%	1%	0%	1%	2%
Information	Availability of arrival information for this ferry	2%	1%	1%	1%	3%	1%	4%	2%
	Availability of next stop information on this ferry	1%	2%	0%	0%	1%	0%	2%	2%
	Availability of information about service delays	3%	4%	4%	2%	3%	3%	2%	3%
	Ease of finding info (routes, stops, timetables)	2%	3%	1%	4%	4%	2%	3%	3%
Customer Service	Willingness of ferry staff to help	1%	1%	0%	1%	1%	0%	1%	1%
	Knowledge of ferry staff	1%	1%	1%	0%	0%	0%	2%	1%
	Presentation of ferry staff	1%	1%	0%	1%	0%	1%	1%	2%

Light Rail

Percentage (%) partly to very satisfied		Light rail line			
Service driver	Service attribute	L1 - Dulwich Hill	L2 & L3 Combined	Sydney LR	Newcastle LR
Overall	How satisfied are you with this light rail service?	92%	92%	92%	97%
Timeliness	This light rail turning up on time	84%	90%	89%	96%
	Frequency of this light rail service	85%	88%	88%	94%
	Journey time given the distance travelled	85%	86%	86%	97%
	Time to connect to other transport services	85%	89%	88%	89%
Safety & Security	Feeling safe at the light rail station/stop	91%	94%	93%	92%
	Feeling safe while on this light rail service	92%	93%	93%	93%
	This light rail service being driven safely	94%	96%	96%	99%
Ticketing	Ease of paying for the trip	93%	92%	92%	96%
	The payment options available	91%	94%	93%	96%
Convenience	Ease of getting to light rail station/stop	93%	93%	93%	96%
	Ease of connection with other modes of transport	90%	91%	91%	93%
Accessibility	Ease of accessing the light rail station/stop	92%	94%	94%	97%
	Ease of getting on and off the light rail service	95%	95%	95%	98%
	Usefulness of signs to help you find your way	90%	93%	92%	96%
Comfort	Comfort at the light rail station/stop (shelter & seating)	88%	84%	85%	90%
	Seat availability on this light rail service	83%	81%	81%	96%
	Seat comfort on this light rail service	87%	88%	88%	96%
	Temperature on this light rail service	90%	90%	90%	97%
	Personal space on this light rail service	83%	80%	80%	95%
Cleanliness	Cleanliness of the light rail station/stop	94%	90%	91%	96%
	Cleanliness of this light rail service	94%	90%	91%	97%
Information	Availability of arrival information for this light rail service	88%	93%	92%	96%
	Availability of next stop information on this light rail service	89%	94%	93%	97%
	Availability of information about service delays	81%	87%	86%	90%
	Ease of finding information about routes, stops and timetables	86%	90%	89%	93%
Customer Service	Willingness of light rail staff to help	84%	85%	84%	88%
	Knowledge of light rail staff	83%	83%	83%	88%
	Presentation of light rail staff	87%	86%	86%	91%

Light Rail

Percentage (%) partly to very dissatisfied		Light rail line			
Service driver	Service attribute	L1 - Dulwich Hill	L2 & L3 Combined	Sydney LR	Newcastle LR
Overall	How satisfied are you with this light rail service?	5%	3%	4%	2%
Timeliness	This light rail turning up on time	10%	7%	7%	2%
	Frequency of this light rail service	10%	8%	9%	4%
	Journey time given the distance travelled	8%	8%	8%	2%
	Time to connect to other transport services	5%	5%	5%	6%
Safety & Security	Feeling safe at the light rail station/stop	4%	3%	3%	5%
	Feeling safe while on this light rail service	4%	3%	3%	3%
	This light rail service being driven safely	2%	1%	1%	1%
Ticketing	Ease of paying for the trip	5%	4%	4%	2%
	The payment options available	4%	3%	3%	2%
Convenience	Ease of getting to light rail station/stop	4%	4%	4%	3%
	Ease of connection with other modes of transport	4%	3%	4%	5%
Accessibility	Ease of accessing the light rail station/stop	5%	3%	3%	1%
	Ease of getting on and off the light rail service	3%	2%	2%	1%
	Usefulness of signs to help you find your way	5%	2%	3%	1%
Comfort	Comfort at the light rail station/stop (shelter & seating)	9%	9%	9%	5%
	Seat availability on this light rail service	11%	12%	12%	2%
	Seat comfort on this light rail service	5%	6%	6%	2%
	Temperature on this light rail service	4%	4%	4%	1%
	Personal space on this light rail service	10%	11%	11%	1%
Cleanliness	Cleanliness of the light rail station/stop	2%	5%	4%	2%
	Cleanliness of this light rail service	3%	5%	4%	1%
Information	Availability of arrival information for this light rail service	8%	3%	4%	1%
	Availability of next stop information on this light rail service	6%	2%	3%	1%
	Availability of information about service delays	12%	7%	8%	3%
	Ease of finding information about routes, stops and timetables	6%	4%	4%	2%
Customer Service	Willingness of light rail staff to help	6%	4%	5%	3%
	Knowledge of light rail staff	6%	5%	5%	1%
	Presentation of light rail staff	4%	4%	4%	1%

Taxi

Percentage (%) partly to very satisfied		Taxi service area			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
Overall	How satisfied were you with your most recent taxi service	87%	86%	88%	94%
Timeliness	Availability of taxi services	88%	83%	83%	89%
	Taxi arrived on time	90%	90%	86%	89%
	Journey time given the distance travelled	89%	88%	87%	85%
	Traffic flow	82%	85%	83%	83%
Safety & Security	Feeling safe while in the taxi	90%	87%	85%	93%
	Feeling safe at the taxi rank	87%	90%	86%	94%
	The taxi was driven safely	91%	91%	85%	94%
	Security features provided in the taxi	78%	74%	77%	80%
Payment	Ease of payment	92%	87%	80%	92%
	Charged correct fare	85%	81%	84%	94%
	Reasonableness of fare charged	79%	72%	72%	84%
	Reasonableness of the payment method surcharge	77%	70%	64%	76%
Convenience	Ease of booking the taxi	89%	86%	84%	89%
	Ease of finding the taxi rank	91%	94%	72%	100%
	Convenience of drop off at destination	92%	88%	89%	85%
Accessibility	Ease of getting in and out of the taxi	93%	91%	88%	91%
	Adequate space during the trip	93%	91%	89%	88%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	76%	64%	82%	94%
	Comfort within the taxi	90%	92%	90%	91%
	Temperature level in the taxi	89%	85%	83%	87%
Cleanliness	Cleanliness of the taxi rank	82%	63%	53%	82%
	Cleanliness of the taxi interior	89%	88%	86%	87%
	Pleasant smell in the taxi	82%	82%	84%	84%
Information	Information on where to find a taxi	72%	69%	78%	100%
	Availability of information at taxi rank	66%	75%	68%	100%
	Information on how to book a taxi	89%	79%	76%	85%
	Information on my booking request	87%	75%	68%	87%
	Information on fares including tolls	77%	70%	66%	78%
	Information on location of available taxis	90%	69%	100%	100%
Customer Service	Willingness of taxi driver to help	84%	86%	74%	80%
	Knowledge of taxi driver to get you to your destination	88%	84%	83%	93%
	Personal presentation of taxi driver	86%	87%	86%	87%
	Ease of communicating with taxi driver	88%	88%	85%	87%
	Staff on the phone responded to my needs	89%	86%	95%	96%

Taxi

Percentage (%) partly to very dissatisfied		Taxi service area			
Service driver	Service attribute	Sydney Transport District	Central Coast Taxi Area	Newcastle Transport District	Wollongong Transport District
Overall	How satisfied were you with your most recent taxi service	6%	4%	6%	3%
Timeliness	Availability of taxi services	5%	7%	6%	2%
	Taxi arrived on time	4%	6%	2%	1%
	Journey time given the distance travelled	4%	4%	4%	5%
	Traffic flow	6%	3%	11%	4%
Safety & Security	Feeling safe while in the taxi	4%	5%	4%	3%
	Feeling safe at the taxi rank	3%	6%	0%	0%
	The taxi was driven safely	4%	2%	2%	1%
	Security features provided in the taxi	5%	3%	5%	4%
Payment	Ease of payment	3%	3%	4%	3%
	Charged correct fare	6%	5%	6%	1%
	Reasonableness of fare charged	11%	14%	10%	8%
	Reasonableness of the payment method surcharge	11%	14%	9%	11%
Convenience	Ease of booking the taxi	3%	4%	6%	1%
	Ease of finding the taxi rank	3%	0%	0%	0%
	Convenience of drop off at destination	2%	6%	4%	2%
Accessibility	Ease of getting in and out of the taxi	2%	4%	5%	0%
	Adequate space during the trip	3%	3%	2%	6%
Comfort	Comfort at taxi rank (e.g. shelter & seating)	9%	5%	0%	0%
	Comfort within the taxi	4%	4%	3%	2%
	Temperature level in the taxi	4%	8%	6%	7%
Cleanliness	Cleanliness of the taxi rank	4%	0%	10%	12%
	Cleanliness of the taxi interior	5%	4%	5%	6%
	Pleasant smell in the taxi	6%	5%	3%	8%
Information	Information on where to find a taxi	11%	17%	0%	0%
	Availability of information at taxi rank	12%	0%	12%	0%
	Information on how to book a taxi	3%	6%	4%	4%
	Information on my booking request	4%	7%	12%	4%
	Information on fares including tolls	10%	11%	15%	3%
	Information on location of available taxis	3%	10%	0%	0%
Customer Service	Willingness of taxi driver to help	4%	7%	5%	6%
	Knowledge of taxi driver to get you to your destination	4%	5%	4%	2%
	Personal presentation of taxi driver	5%	2%	4%	3%
	Ease of communicating with taxi driver	5%	4%	4%	4%
	Staff on the phone responded to my needs	4%	8%	0%	0%

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