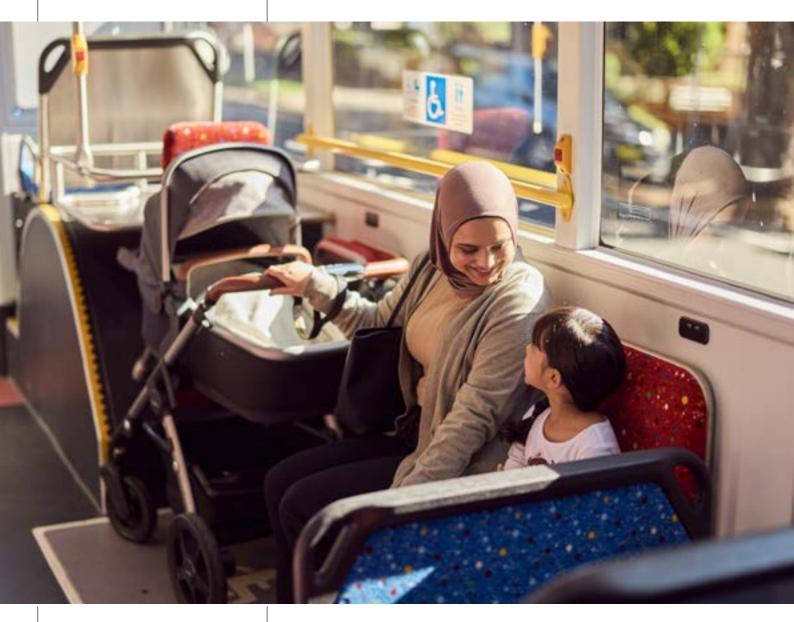
Customer Satisfaction Index

November 2023





transport.nsw.gov.au

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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 November 2023 independently brings together the voices of over 12,000 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:

Mode	Nov 2012	Nov 2019	Nov 2020	May 2021	May 2022	Nov 2022	May 2023	Nov 2023	
Overall train network	79%	90%	94%	93%	92%	85%	90%	89%	
Overall bus regions	79%	91%	94%	93%	92%	89%	90%	89%	
Overall ferry routes	94%	98%	99%	99%	98%*	98%	98%	98%	
Overall light rail	91%	90%	96%	93%	93%	91%	93%	93%	
Overall metro	N/A	96%	99%	98%	98%	97%	99%	98%	

Overall customer satisfaction

*Results for Ferry includes both Sydney Ferries and Newcastle (Stockton) Ferry networks. The Newcastle (Stockton) ferry was first included in May 2022 and subsequent periods.

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 May 2023. In this report, we look at data from our November 2023 survey.

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

The survey was designed by the Customer Strategy and Technology department in 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 November 2023 includes responses from over 12,000 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.

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

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.

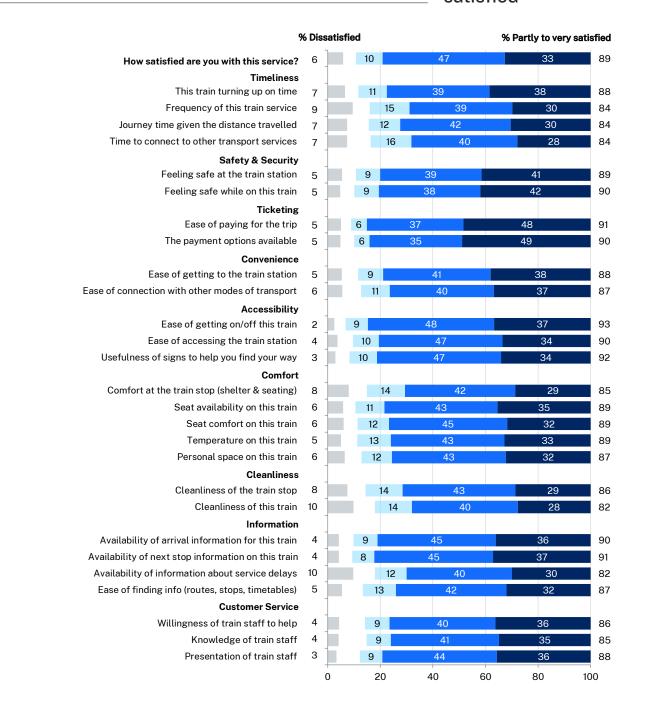
Notes about the customer satisfaction results in this report

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

November 2023 results

Overall train network customer satisfaction

89%



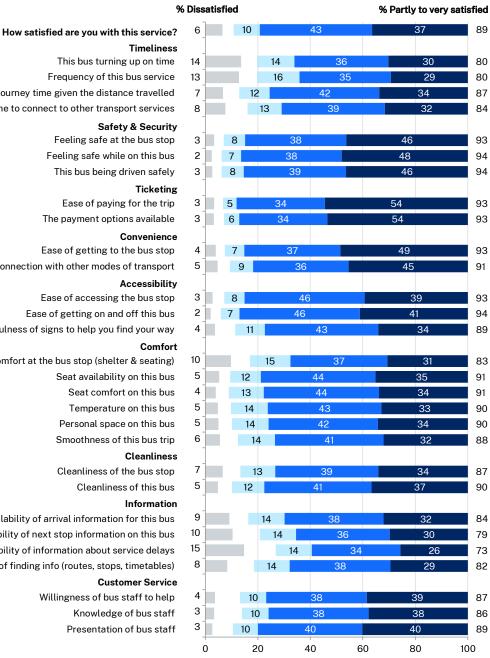
Summary

- Satisfaction with the train network is 89%.
- Passengers were most satisfied with Accessibility including: ease of getting on and off this train.
- Passengers were least satisfied with Cleanliness; including cleanliness of the train.

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

89% satisfied



Timeliness	
This bus turning up on time	14
Frequency of this bus service	13
Journey time given the distance travelled	7
Time to connect to other transport services	8
Safety & Security	
Feeling safe at the bus stop	3
Feeling safe while on this bus	2
This bus being driven safely	3
Ticketing	
Ease of paying for the trip	3
The payment options available	3
Convenience	
Ease of getting to the bus stop	4
$\label{eq:Ease} Ease of \ connection \ with \ other \ modes \ of \ transport$	5
Accessibility	
Ease of accessing the bus stop	3
Ease of getting on and off this bus	2
Usefulness of signs to help you find your way	4
Comfort	
Comfort at the bus stop (shelter & seating)	10
Seat availability on this bus	5
Seat comfort on this bus	4
Temperature on this bus	5
Personal space on this bus	5
Smoothness of this bus trip	6
Cleanliness	
Cleanliness of the bus stop	7
Cleanliness of this bus	5
Information	
Availability of arrival information for this bus	9
Availability of next stop information on this bus	10
Availability of information about service delays	15
Ease of finding info (routes, stops, timetables)	8
Customer Service	
Willingness of bus staff to help	4
Knowledge of bus staff	3
Presentation of bus staff	3

Summary

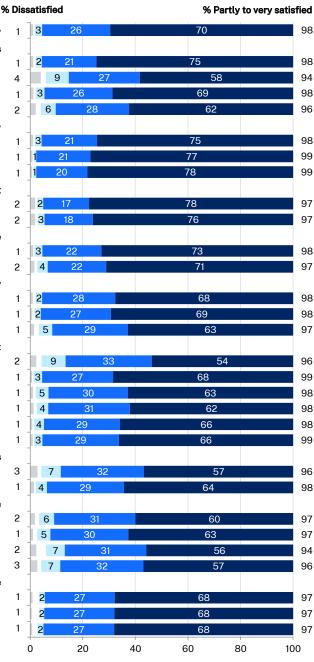
- Satisfaction with the bus network is 89%.
- Passengers were most satisfied with Safety & Security including: feeling safe while on the • bus and the bus was being driven safely.
- Passengers were least satisfied with Information; including availability of information about • service delays.

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.

Customer Satisfaction Index – November 2023

Overall ferry routes customer satisfaction

98% satisfied



Journey time given the distance travelled Time to connect to other transport services 2 Safety & Security Feeling safe at the ferry wharf Feeling safe while on this ferry This ferry being driven safely Ticketing Ease of paying for the trip 2 The payment options available 2 Convenience Ease of getting to ferry wharf Ease of connection with other modes of transport 2 Accessibility Ease of accessing the ferry wharf Ease of getting on and off the ferry Usefulness of signs to help you find your way Comfort Comfort at the ferry wharf (shelter & seating) 2 Seat availability on this ferry Seat comfort on this ferry Temperature on this ferry Personal space on this ferry Smoothness of this ferry trip Cleanliness Cleanliness of the ferry wharf З Cleanliness of this ferry Information Availability of arrival information for this ferry 2 Availability of next stop information on this ferry Availability of information about service delays 2 3 Ease of finding info (routes, stops, timetables) **Customer Service** Willingness of ferry staff to help Knowledge of ferry staff

How satisfied are you with this service?

This ferry turning up on time

Frequency of this ferry service

Timeliness

- Presentation of ferry staff
- Presentation of ferry staff

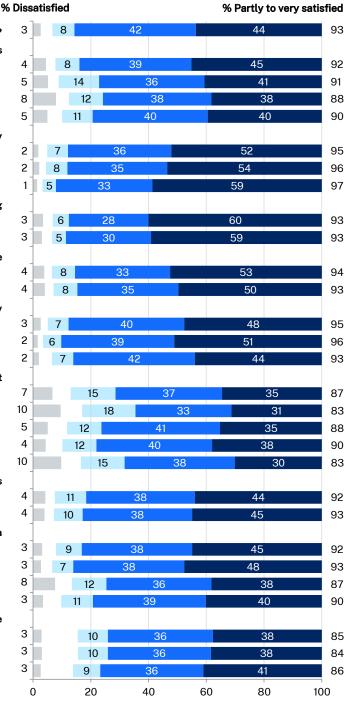
Summary

- 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 ferries 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

Customer Satisfaction Index – November 2023



Overall light rail customer satisfaction

How satisfied are you with this service? Timeliness

Timeline

This light rail turning up on time Frequency of this light rail service Journey time given the distance travelled Time to connect to other transport services

Safety & Security

Feeling safe at the light rail station/stop Feeling safe while on this light rail service This light rail service being driven safely

Ticketing

Ease of paying for the trip The payment options available

Convenience

Ease of getting to light rail station/stop

Ease of connection with other modes of transport

Accessibility

Ease of accessing the light rail station/stop Ease of getting on and off the light rail service Usefulness of signs to help you find your way

Comfort

Comfort at the light rail station/stop (shelter & seating) Seat availability on this light rail service Seat comfort on this light rail service Temperature on this light rail service Personal space on this light rail service

Cleanliness

Cleanliness of the light rail station/stop Cleanliness of this light rail service

Information

Availability of arrival information for this service Availability of next stop information on this service Availability of information about service delays Ease of finding info. (routes, stops and timetables) Customer Service

Willingness of light rail staff to help Knowledge of light rail staff Presentation of light rail staff

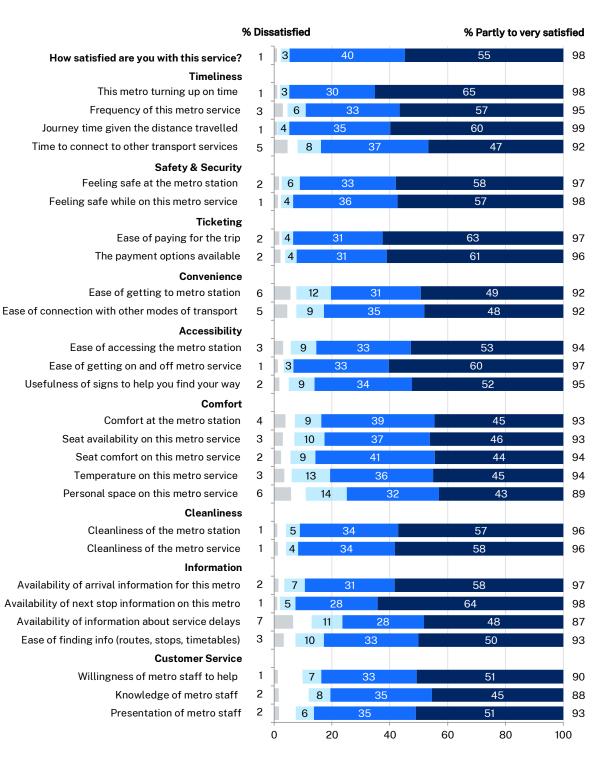
Summary

- Satisfaction with light rail remains high at 93%.
- 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 light rail and personal space on 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

Overall metro customer satisfaction

98% satisfied



Summary

- Satisfaction on the Metro service is high at 98%.
- Metro passengers were most satisfied with Safety & Security including: feeling safe while on 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

November 2023





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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 November 2023 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.

Mode	Nov 2015	Nov 2017	May 2018	May 2019	May 2021	May 2022	Nov 2022	May 2023	Nov 2023
Private Vehicle	85%	85%	83%	85%	85%	88%	87%	86%	90%
Heavy Vehicle	67%	61%	75%	70%	70%	63%	58%	64%	66%
Motorcycle	86%	86%	89%	87%	92%	93%	89%	84%	90%
Bicycle	84%	88%	87%	85%	87%	90%	87%	87%	92%
Walking	85%	86%	85%	87%	85%	88%	89%	90%	91%

The below table shows overall roads customer satisfaction over time:

Overall customer satisfaction

Roads Customer Satisfaction Index – November 2023

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 the Customer Strategy and Technology department in 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) November 2023 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.

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

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.

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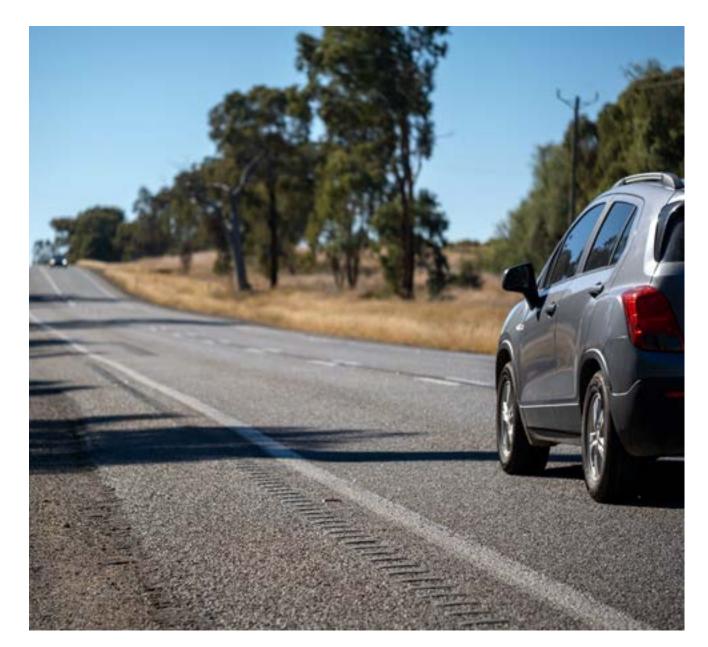
Customer satisfaction methodology

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.

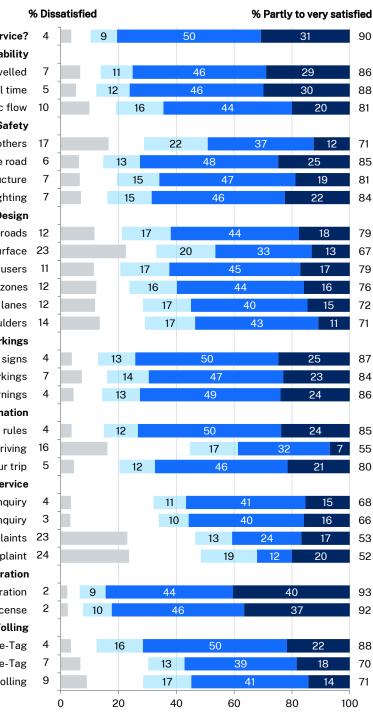
Notes about the customer satisfaction results in this report

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



November 2023 results

Private vehicle customer satisfaction



·	% Diss
How satisfied are you with this service?	4
Journey Time Reliability	
Travel time considering the distance you travelled	7
Reliability of travel time	5
Traffic flow	10
Safety	
Safe and courteous driving by others	17
Your personal feeling of safety on the road	6
Effectiveness of road safety infrastructure	7
Road lighting	7
Road Quality & Design	
Width of roads	12
Quality and smoothness of road surface	23
Sufficiency of road space for all road users	11
Consistency of speed zones	12
Availability of overtaking lanes	12
Adequate emergency stopping areas /road shoulders	14
Signage & Markings	
Adequacy of direction signs	4
Clarity of speed zone markings	7
Adequacy of road signs and warnings	4
Information	
Clarity of road rules	4
Information about road closures/delays before driving	16
Availability of information to help plan your trip	5
Customer Service	
Ease of seeking information and making an enquiry	4
Handling of my information request or enquiry	3
Ease of providing feedback and complaints	23
Handling of my feedback and complaint	24
Licensing & Registration	
Ease to apply/renew/update a vehicle registration	2
Ease to apply/renew/update a driver's license	2
Tolling	
Ease of applying for an e-Tag	4
Ease of reporting a lost, stolen or defective e-Tag	7
Ease of enquiring about tolling	9

Summary

- Satisfaction with private vehicle trips is 90%
- 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.

11 66

8

8 74

8 72

> 3 47

76

79

80

75

76

61

75

64

52

65

49

87

87

89

91

52

40

76

34

3 35

4

100

18

16

60

80

4

4 39

6 63

4 53

4

7 73

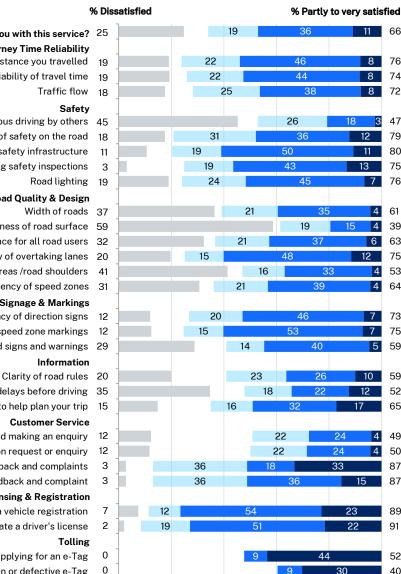
7 75

5 59

10 59

> 4 50

12



How satisfied are you with this service? Journey Time Reliability

Travel time considering the distance you travelled

Heavy vehicle customer satisfaction

- Reliability of travel time
- Safe and courteous driving by others
- Your personal feeling of safety on the road Effectiveness of road safety infrastructure
- Experience of completing safety inspections

Road Quality & Design

- Ouality and smoothness of road surface
- Sufficiency of road space for all road users
 - Availability of overtaking lanes
- Adequate emergency stopping areas /road shoulders
 - Consistency of speed zones

Signage & Markings

- Adequacy of direction signs
- Clarity of speed zone markings
- Adequacy of road signs and warnings

- Information about road closures/delays before driving
- Availability of information to help plan your trip

Customer Service

- Ease of seeking information and making an enquiry
 - Handling of my information request or enquiry
 - Ease of providing feedback and complaints
 - Handling of my feedback and complaint

Licensing & Registration

- Ease to apply/renew/update a vehicle registration Ease to apply/renew/update a driver's license
 - Ease of applying for an e-Tag
- Ease of reporting a lost, stolen or defective e-Tag 24 Ease of enquiring about tolling Facilities

0

20

40

60 Availability of rest areas for heavy vehicles

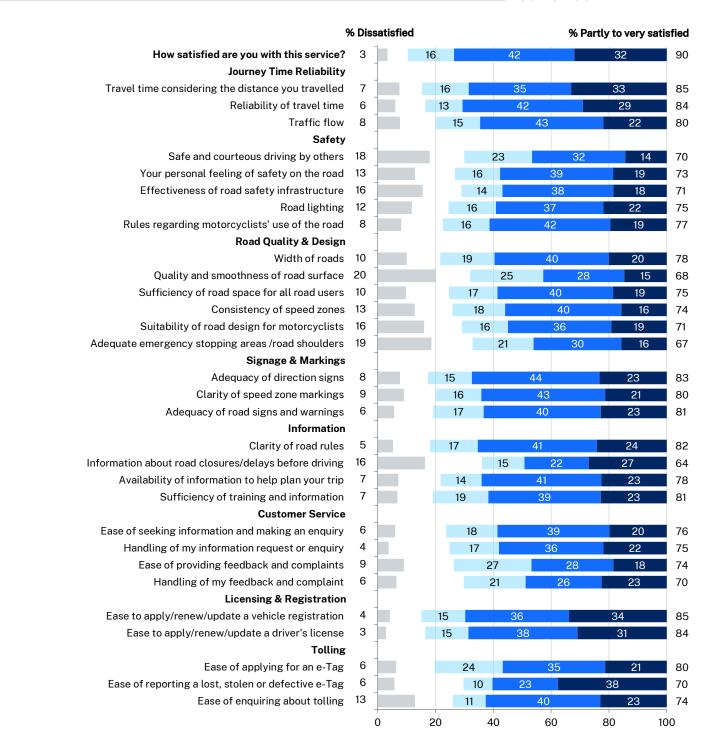
Quality of rest areas for heavy vehicles 63

- Satisfaction with heavy vehicle trips is 66%
- 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

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.

^{*} Indicates low sample size for reporting purposes.

Motorcycle customer satisfaction

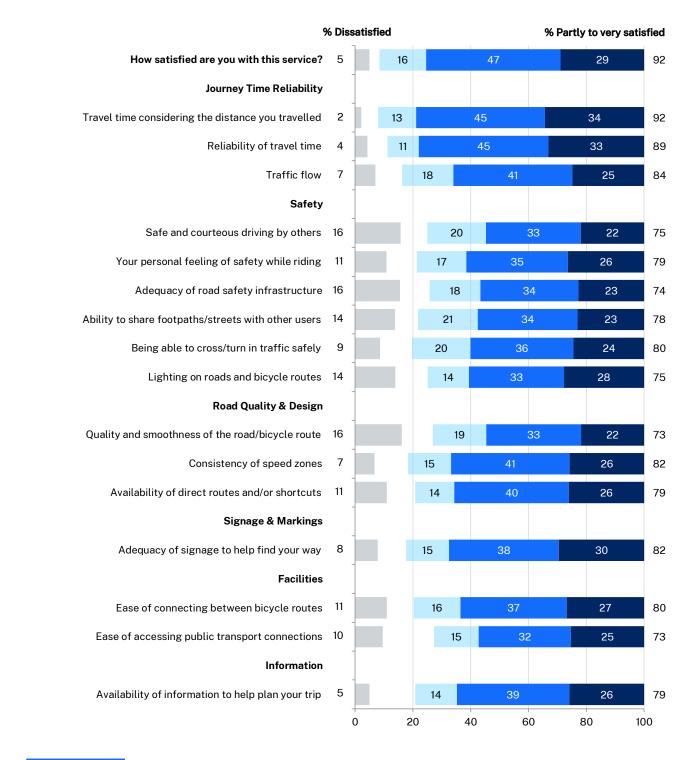


Summary

- Satisfaction among motorcycle users is 90%.
- Users were most satisfied with Licensing & Registration including: ease to apply/renew/update vehicle registration
- 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



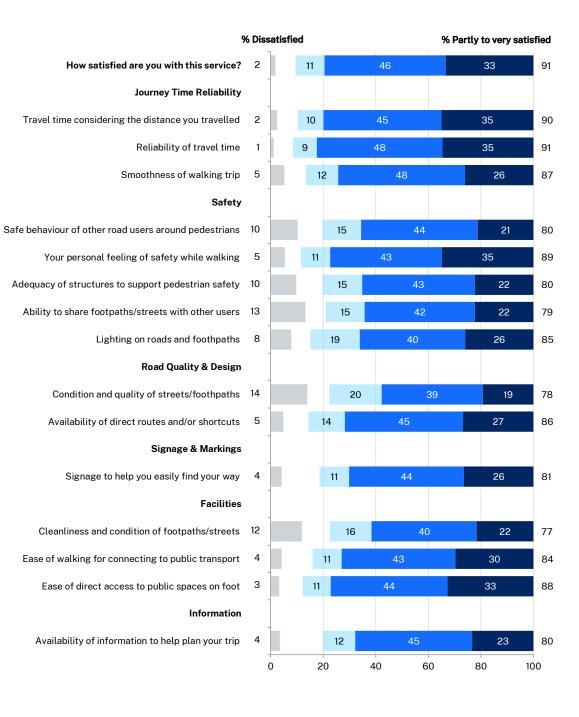
Summary

- Satisfaction with bicycle trips is 92%.
- Users were most satisfied with Journey Time Reliability including travel time considering the distance travelled.
- Users were least satisfied with quality and smoothness of road surfaces and ease of accessing public transport connections.

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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Walking customer satisfaction



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 cleanliness and condition of footpaths/streets.

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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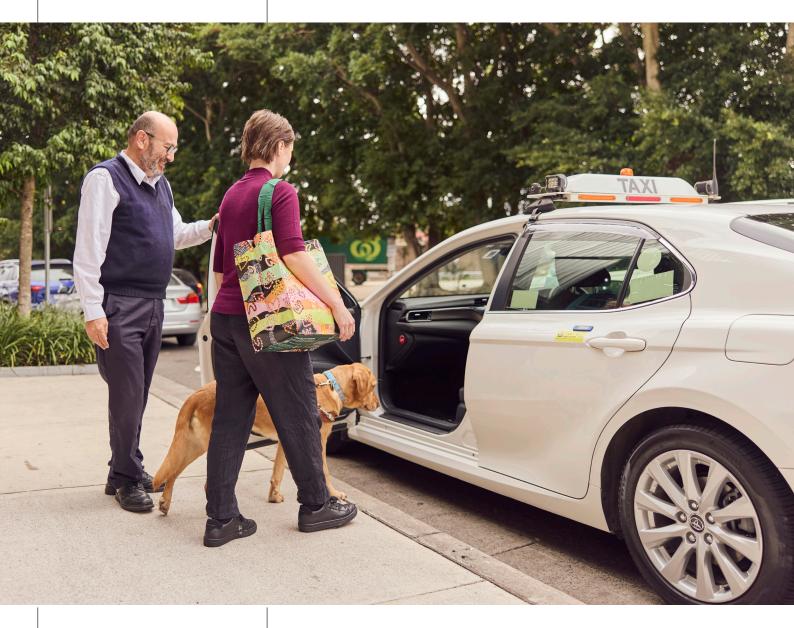
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Point-to-Point Customer Satisfaction Index

November 2023





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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 November 2023 independently brings together the voices of over 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:

Mode	Nov 2013	Nov 2017	May 2018	May 2019	May 2021	May 2022	Nov 2022	May 2023	Nov 2023
Тахі	82%	84%	86%	86%	90%	87%	86%	87%	86%
Rideshare	N/A	91%	92%	91%	93%	90%	90%	91%	92%
Hire Car	N/A	88%	91%	86%	93%	87%	88%	88%	89%

Overall customer satisfaction

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 the Customer Strategy & Technology of 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 November 2023 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

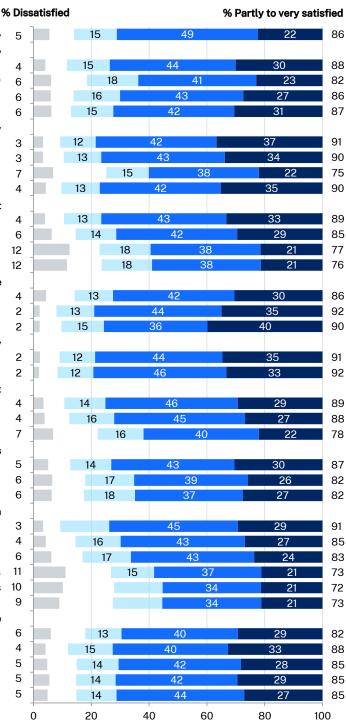
The reported variance between some results across time periods may differ from the variance between the whole number results due to rounding.



Point-to-Point Customer Satisfaction Index – November 2023

November 2023 results

Urban taxi network customer satisfaction



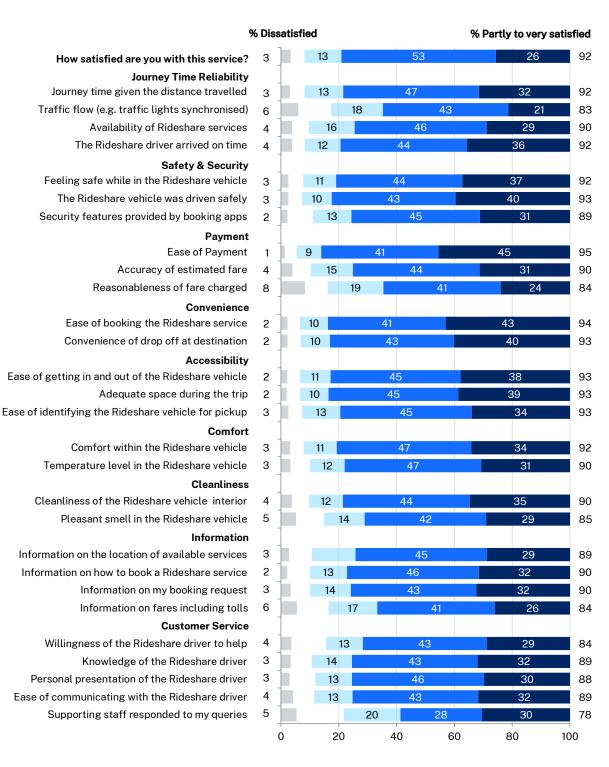
How satisfied are you with this service? Journey Time Reliability Journey time given the distance travelled Traffic flow (e.g. traffic lights synchronised) Availability of taxi services Arrived on time Safety & Security The taxi was driven safely Feeling safe while in the taxi Security features provided in the taxi Feeling safe at taxi the rank Payment Ease of Payment Charged correct fare Reasonableness of fare charged Reasonableness of the payment method surcharge Convenience Ease of booking the taxi service Convenience of drop off at destination Ease of finding the taxi rank Accessibility Ease of getting in and out of the taxi Adequate space during the trip Comfort Comfort within the vehicle Temperature level in the taxi Comfort at taxi rank (e.g. shelter & seating) Cleanliness Cleanliness of the interior Pleasant smell in the taxi Cleanliness of the taxi rank Information Information on the location of available taxi services Information on how to book a taxi Information on my booking request Information on fares including tolls Information on where to find a taxi/location of taxi ranks Availability of information at the taxi rank **Customer Service** Willingness of the taxi driver to help Knowledge of the taxi driver Personal presentation of the taxi driver Ease of communicating with the taxi driver Staff on the phone responded to my needs

Summary

- Satisfaction with Taxi services is 86%.
- Taxi users were most satisfied with Accessibility.
- Taxi users were least satisfied with Information, including; information on where to find a 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.

92%



Rideshare customer satisfaction

Summary

- Satisfaction with rideshare services is 92%.
- · 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.

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% Dissatisfied % Partly to very satisfied How satisfied are you with this service? Journey Time Reliability Journey time given the distance travelled Traffic flow (e.g. traffic lights synchronised) Availability of Hire Car services The Hire Car driver arrived on time Safety & Security Feeling safe while in the Hire Car vehicle The Hire Car vehicle was driven safely З Security features provided by booking Payment Ease of Payment Charged correct fare Reasonableness of fare charged 4(Convenience Ease of booking the Hire Car service З Convenience of drop off at destination Accessibility Ease of getting in and out of the Hire Car vehicle Adequate space during the trip Comfort Comfort within the Hire Car vehicle Temperature level in the Hire Car vehicle Cleanliness Cleanliness of the Hire Car vehicle interior Pleasant smell in the Hire Car vehicle Information Information on the location of available services З Information on how to book a Hire Car service Information on my booking request Information on fares including tolls **Customer Service** Willingness of the Hire Car driver to help Knowledge of the Hire Car driver Personal presentation of the Hire Car driver Ease of communicating with the Hire Car driver Supporting staff responded to my queries

Summary

Satisfaction with Hire Car services is 89%.

Hire car customer satisfaction

- Hire Car users were most satisfied with Convenience, Accessibility and Comfort.
- Hire Car 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

Point-to-Point Customer Satisfaction Index – November 2023

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