

Tabled by JackKestrad MP  
at THLCC Estimates Hearing  
on 18 Oct 12. *on signature*

# TransLink Tracker

2011-2012 Q3





## About TransLink

In July 2006, TransLink Transit Authority was established as the statutory authority responsible for purchasing, delivering and managing public transport services within South East Queensland – an area that stretches from Gympie and the Sunshine Coast to Coolangubra on the Gold Coast, and west to Heliopolis.

We are committed to developing and delivering a world-class public transport network for the people of South East Queensland.

We contract 18 service delivery partners – including Queensland Rail, Brisbane City Council and 15 private operators – to deliver public transport. In conjunction with these partners and other stakeholders we drive the improvement and expansion of public transport services across the network.

TransLink's key functions include:

- overseeing the delivery of public transport services across South East Queensland to meet a demand which has increased by 50 per cent since 2004
- managing and ensuring the standards of contracted service delivery partners
- delivering and managing infrastructure, including a 25 km network consisting of the Eastern, South Eastern, Inner Northern and Northern busways, and train station upgrades
- managing ticketing products, including the development of the go card which was rolled out in 2008
- providing customers with a single point of contact for feedback and information
- planning, coordinating and integrating services for bus, train and ferry across a 10,000 sq km area

As a statutory authority, the board of TransLink is accountable to the Queensland Government's Minister for Transport.

The materials presented in this publication are an information source only. The TransLink Transit Authority makes no statements, representation or warranties about the accuracy, currency or completeness of any information contained in this publication.

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## For more information

**Web** [translink.com.au](http://translink.com.au)  
**Phone** 07 3338 4000  
**Fax** 07 3338 4001  
**Mail** TransLink's Tracker  
TransLink Transit Authority  
GPO Box 50  
Brisbane Qld 4001

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*“I feel privileged to be handed the reins of such a comprehensive and well-developed network.”*

I can think of no better way to start my first Tracker than to say “Giddyay”.

Since arriving in March I have been enjoying beautiful South East Queensland and soaking up much that the area has to offer.

I have been seriously impressed with Brisbane, which is not only one of the cleanest cities in the world I have been to, but also has a collection of public art that is second to none.

My cultural introduction to Queensland has included taking in the delights of the art galleries and museum right on the doorstep of the city – and of course the CityCat takes me directly there. What a wonderful way for visitors and locals to enjoy the river and its many attractions.

As I use my go card to criss-cross the huge public transport area that the TransLink network covers, I am impressed with the services I catch and the facilities in place. I feel privileged to be handed the reins of such a comprehensive and well-developed network.

I've been equally impressed by the team behind the network. TransLink is well served with such a dynamic, interested and committed team driving us forward toward improved frequency, reliability and connectivity on our network.

My first months as CEO have also been a steady stream of meetings with our operators and stakeholders, going to their home turf, seeing what is in place, and coming away with a great sense of satisfaction that we are well placed to achieve our vision of 'making travel easy'.

In keeping with the theme of aesthetics earlier in this foreword, I feel I should apologise for the mug shot on the left, but at the same time I should mention the accolade from the Australian Institute of Architects awards for the recently opened Noosa Junction bus station.

The jury at the awards commended the station for providing an “unexpected oasis from the busy adjacent street,” also stating that it created a “backdrop for a new, vibrant public precinct.” Well done to the project and design team.

I know it is not often picked up in Tracker, but this month's operator profile of Bribie Island Coaches is a cracker of a read. Like previous profiles, this spotlight on one of the bus companies making up our network — their history and challenges — highlights the diversity and commitment of our operators.

**Neil Scobie**

**Chief Executive Officer  
TransLink Transit Authority**





## Patronage

Overall patronage for Q3 was 43.97 million trips compared with the flood-impacted figure of 39.61 million trips for the same quarter in 2010/11 – an increase of 11 per cent.

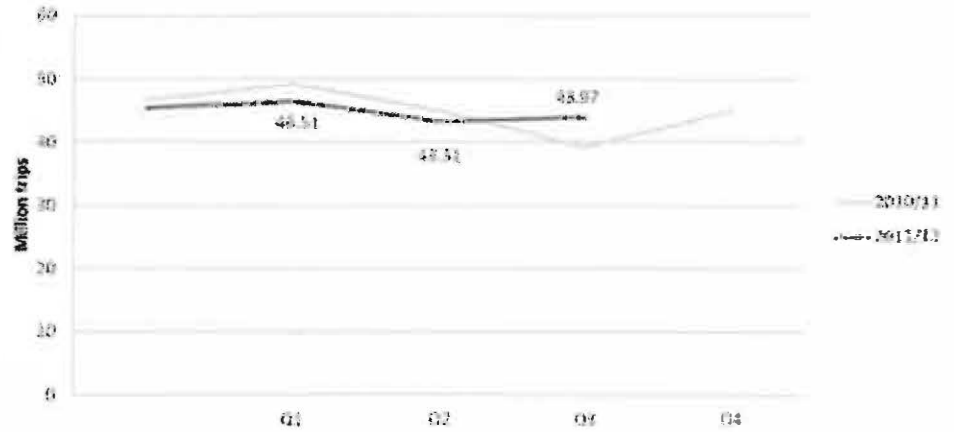
Bus patronage for Q3 was 29.88 million trips which is an increase of more than 2.3 million compared with the flood-impacted quarter last year.

Train patronage this quarter was 12.8 million trips compared with the flood-impacted figure of 11.6 million trips from Q3 last year.

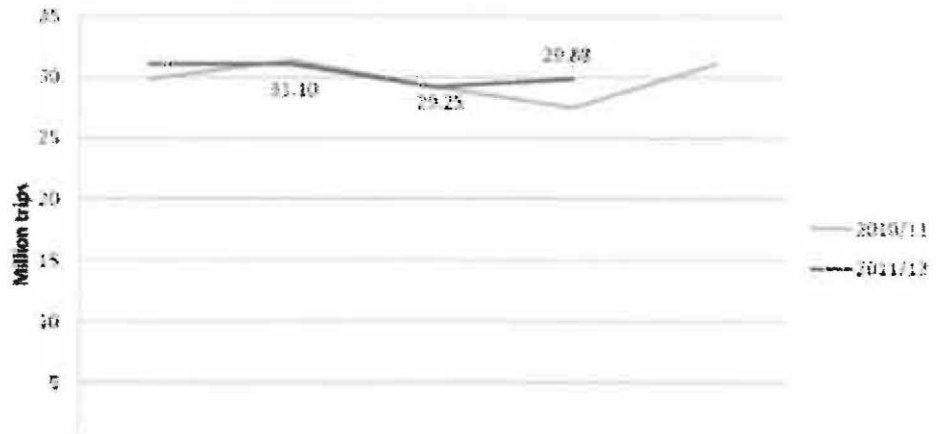
Ferry patronage for Q3 was more than 1.3 million trips. Ferry patronage during Q3 last year (489,000) was heavily impacted by reduced services running.

Recent changes to the formulas used for calculating patronage – outlined in Tracker Q1 2011/12 – continue to be represented in the graphs for this quarter.

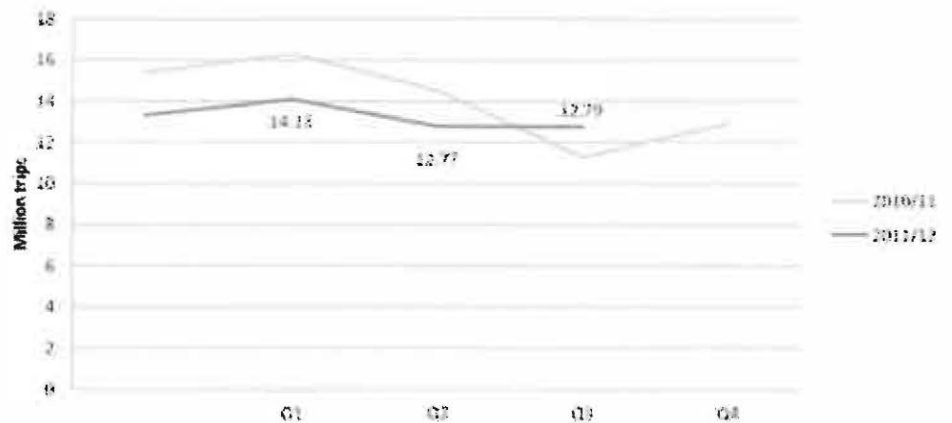
Network-wide patronage - quarterly



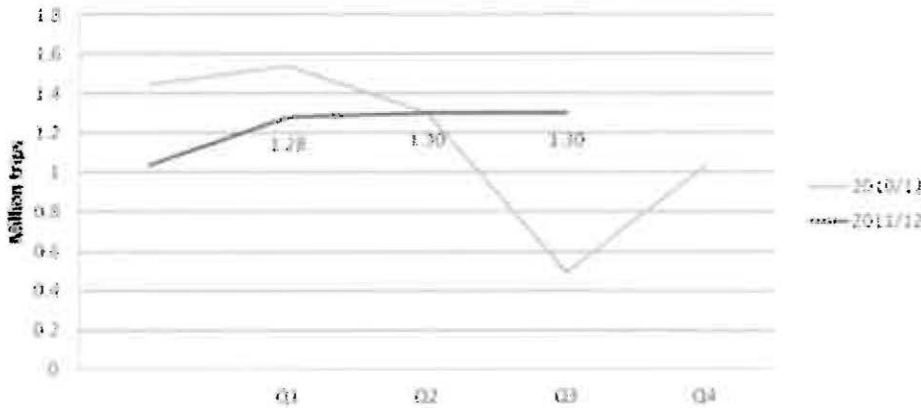
Bus patronage - quarterly



Train patronage - quarterly

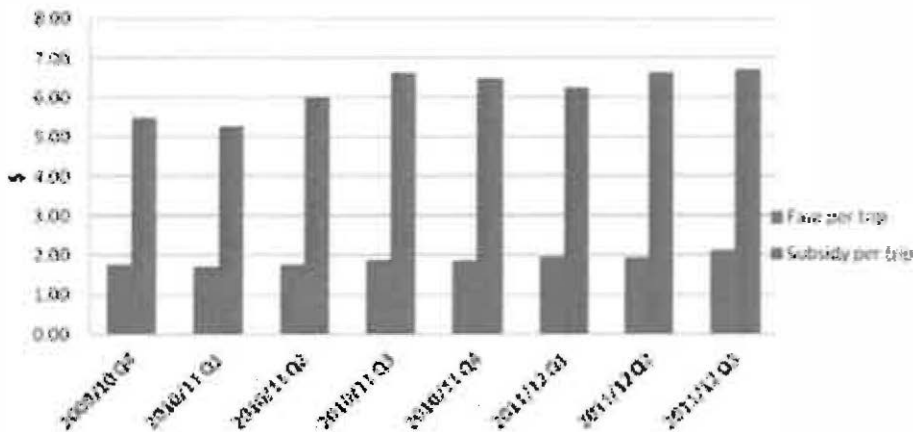


**Ferry patronage - quarterly**



In Q3 the average fare per trip paid by customers was \$2.13 and the average Queensland Government subsidy per trip for the quarter was \$6.71.

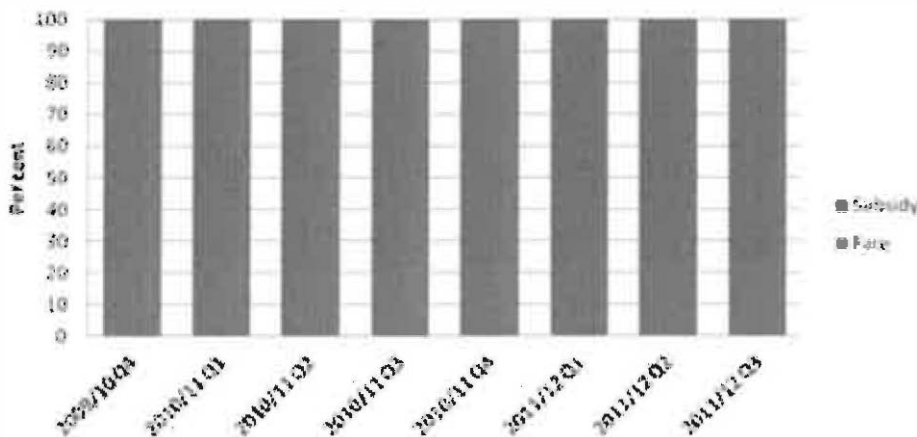
**Fare and subsidy per trip**



The Q3 subsidy is based on network funding from the Queensland Government of \$294.9 million and fare revenue of \$93.47 million for the quarter. Revenue collected through fares made up 24 per cent of total funding during Q3.

In 2011/12, the Brisbane City Council has again committed to a significant contribution of funding to bus and ferry services, while the Gold Coast City Council and Sunshine Coast Regional Council also contributed to TransLink public transport services. TransLink commercial activities also assist to fund public transport services.

**Fare and subsidy - network-wide**





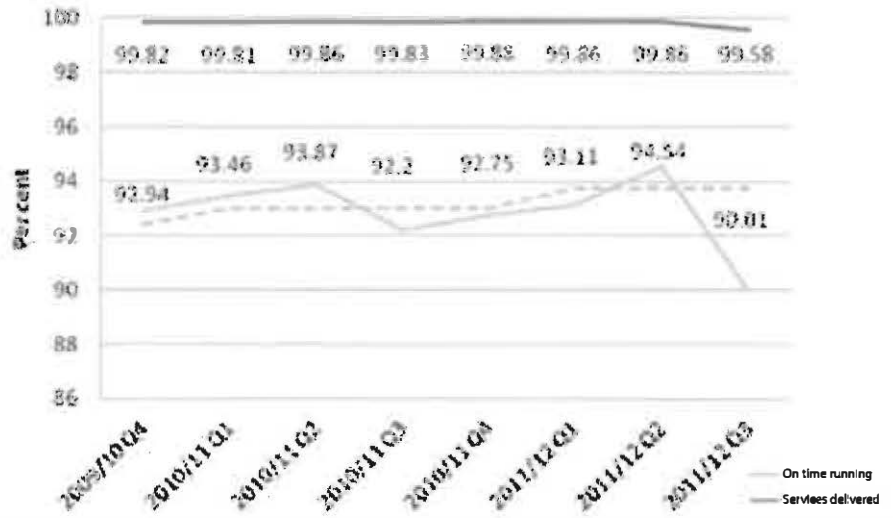
## Services on-time running and services delivered

Bus on-time running for Q3 was 95.52 per cent. The quarterly figure continues to perform above the 90 per cent benchmark set by TransLink.

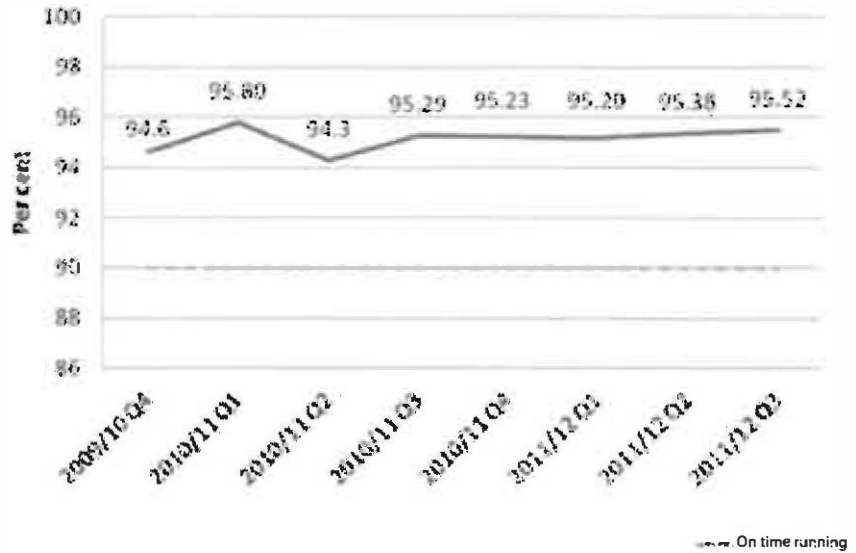
On-time running for this quarter for trains was 90.01 per cent. There were several major outages on the rail network this quarter.

The TransLink benchmark for Queensland Rail peak services on-time running has been increased to 93.77 this year.

On-time running and services delivered – train\*



On-time running – bus\*

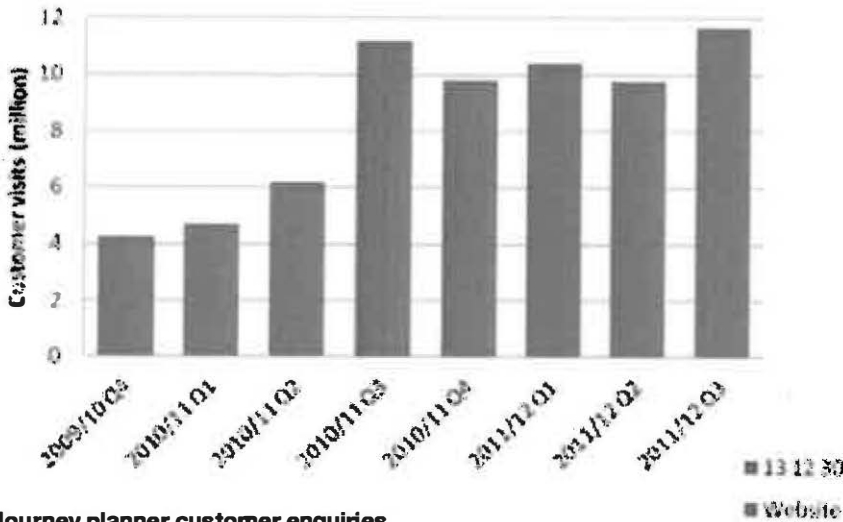


**Footnote**

\* Less than four minutes (before or after) the scheduled arrival times on all lines, except Gold Coast and Sunshine Coast where the benchmark is within six minutes.

‡ Within six minutes (after) or two minutes (before) the scheduled arrival time.

**Total customer enquiries**



**Customer enquiries**

There were over 11 million visits to the TransLink website in Q3, compared with 10 million for the same quarter last year at the height of the floods, which had previously been the highest recorded quarterly figure.

Total customer enquiries to the call centre were more than 437,000, an increase of nearly 13 per cent compared with Q3 last year.

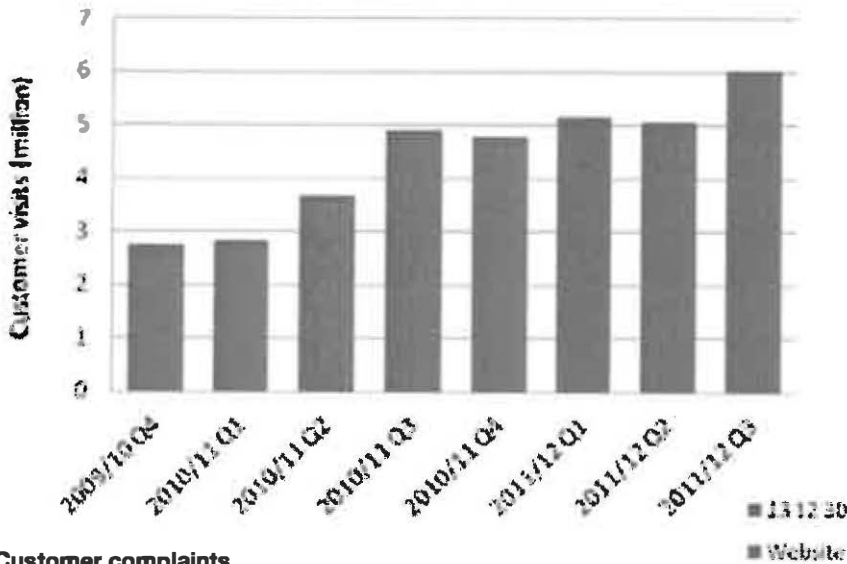
Journey Planner enquiries represented over half of all enquiries to the website and about 47 per cent of enquiries to the call centre.

The combined website and call centre enquiries is at the highest level for any recorded quarter, surpassing the previous record quarter experienced during the floods in January 2011.

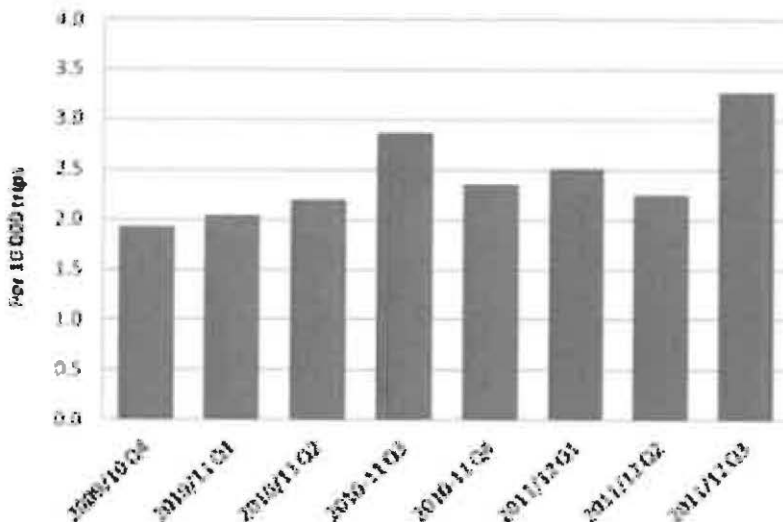
Customer complaints were 3.3 per 10,000 trips compared with 2.9 per 10,000 trips for the same quarter last year.

Customers can access the TransLink website on their computer or mobile devices or contact TransLink through the 24/7 call centre on 13 12 30.

**Journey planner customer enquiries**



**Customer complaints**





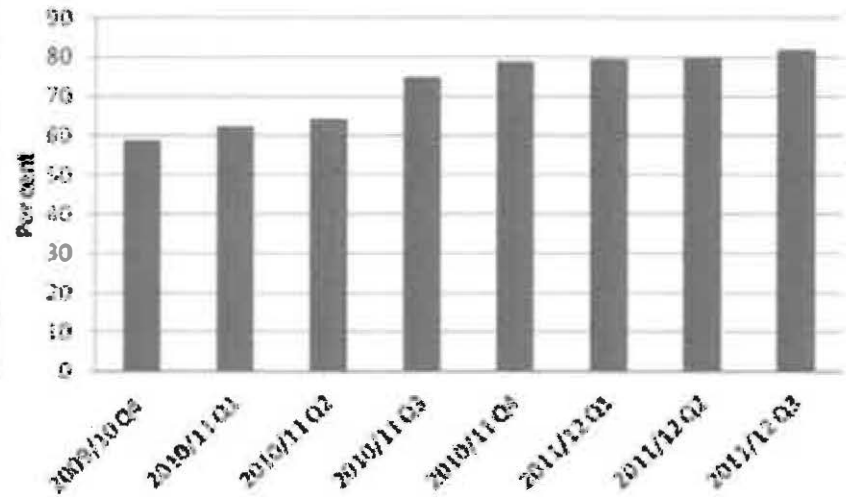
## go card

go card made up nearly 82 per cent of trips across the network in Q3 2011/12. This compares with 75 per cent during the same quarter last year.

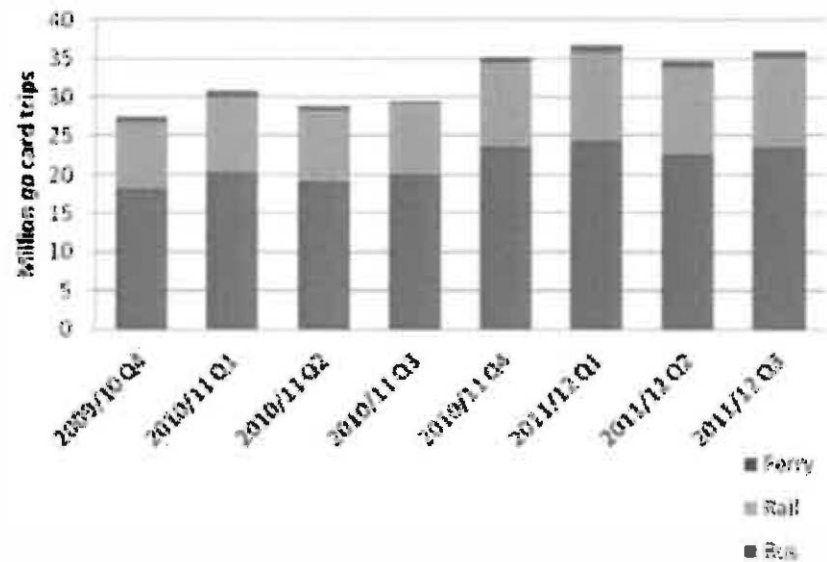
Total go card trips for Q3 were 36.0 million compared with 34.7 million the previous quarter.

There were 23.6 million go card trips during the quarter on bus services, 11.4 million on trains and more than 960,000 trips on ferries.

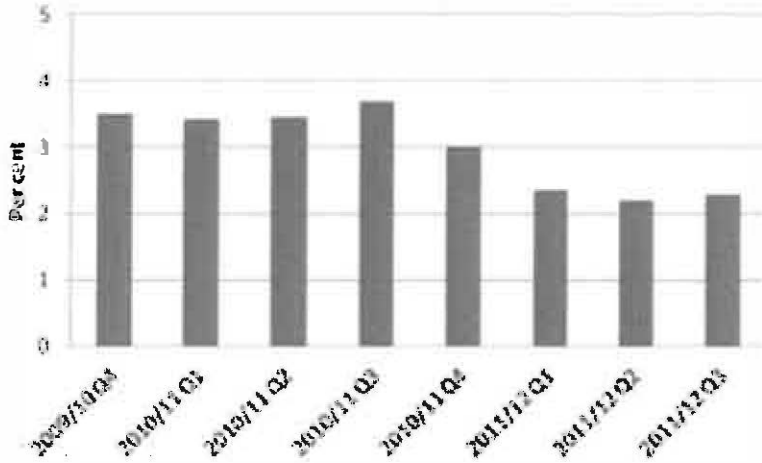
go card use network-wide



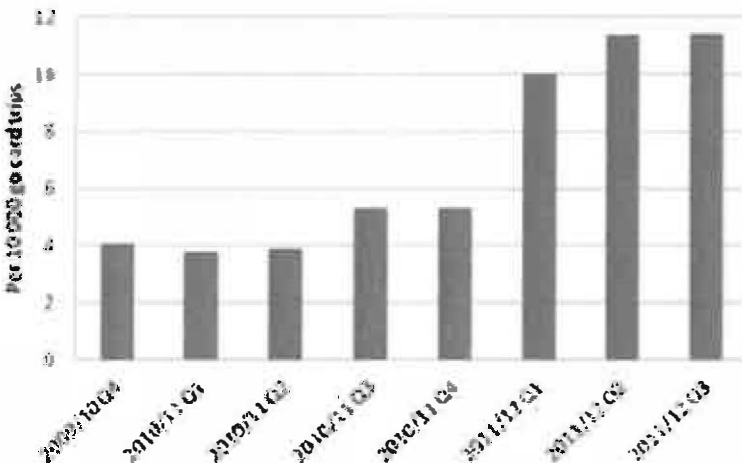
go card use by mode



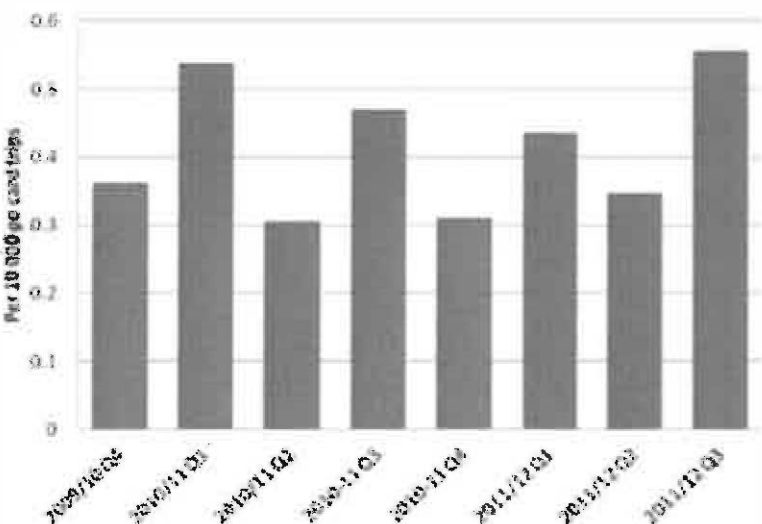
**go card fixed fares**



**go card adjustments**



**go card customer complaints**



A fixed fare is incurred when a go card touch on or touch off is not recorded correctly and the system is unable to calculate the actual fare.

Following an increase in fixed fares which has impacted on figures for Q1 and Q2 this year, Q3 has also experienced a reduction in the fixed fare rate and an increase in fixed fare adjustments.

Q3 fixed fare rate was 2.3 per cent, compared with 2.4 per cent and 2.2 per cent for the previous two quarters.

Prior to the fixed fare increase, the rate of fixed fares over the previous two years has fallen within the 3 to 4 per cent range.

go card adjustment requests remained stable compared with the previous quarter at 11 per 10,000 trips.

If the go card fails to read correctly or the customer believes the charge amount is incorrect, they can request an adjustment by phoning TransLink's 24-hour call centre on 13 12 30.

go card complaints for Q3 were 0.56 per 10,000 go card trips.



## Customer satisfaction

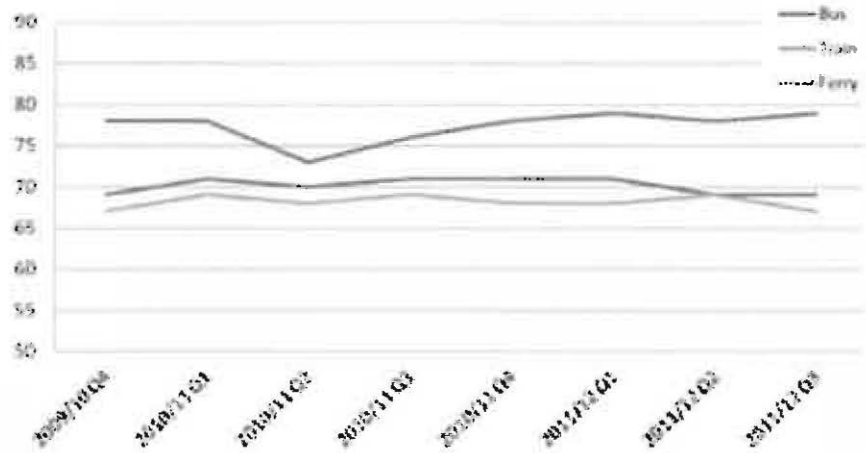
TransLink undertakes quarterly customer satisfaction surveys to measure and compare changes in the opinions of public transport users across South East Queensland.

The reported final figure in each of these categories is made up of multiple sub-categories. Scores are out of a possible 100 – levels of 75 and above are classed 'best practice' while 60 and above is considered 'satisfactory'.

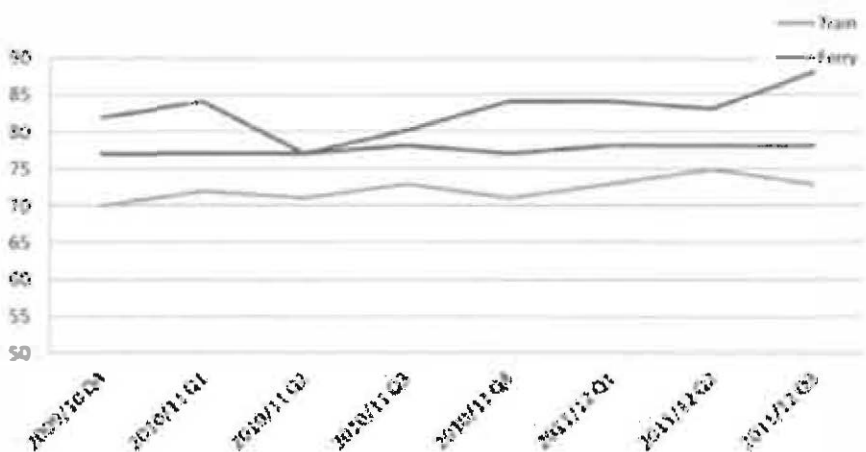
The overall customer satisfaction level in Q3 remained stable with an index of 69.

This stability is reflected in the overall satisfaction figures for bus customers at 69 (compared with 69 in quarter 2), train customers at 67 (69 in quarter 2), and ferry customers at 79 (78 in quarter 2).

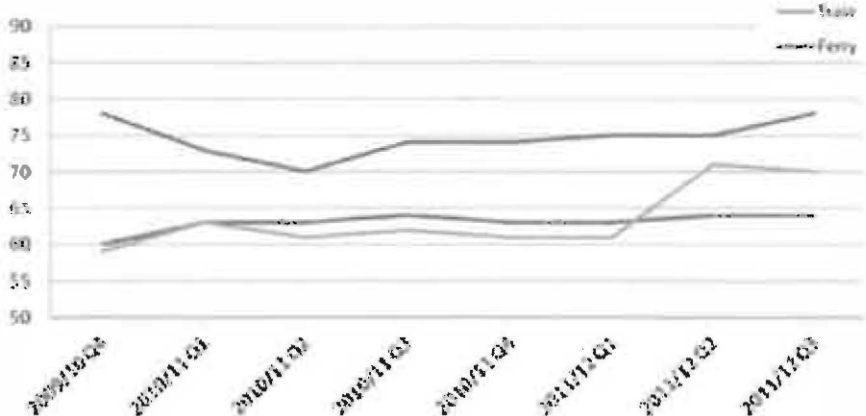
**Overall satisfaction** A combination of all reported categories.



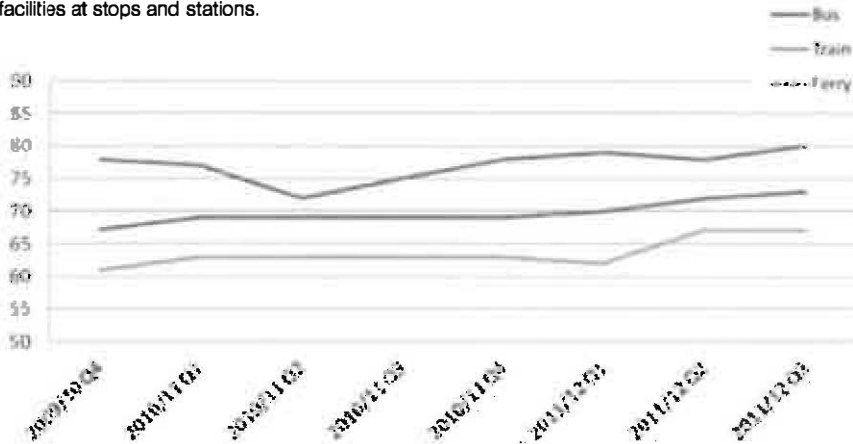
**Safety and security** Safety at stops, stations and on board vehicles.



**Reliability and frequency** Ability to meet departure times, frequency of services and reliability of go card readers\*.

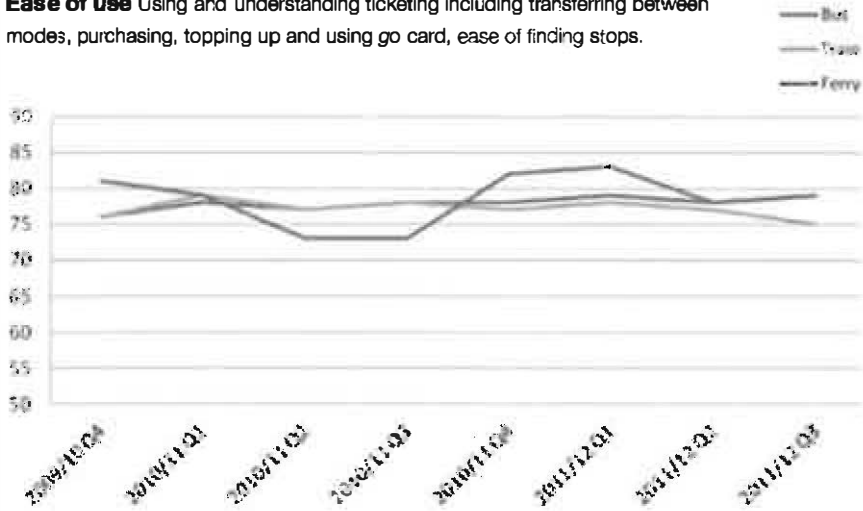


**Comfort of ride** Cleanliness, availability of seats, temperature on board and facilities at stops and stations.



Four categories fell entirely within 'best practice' figures (75 and above) for bus, rail and ferry customers – go card, accessibility, helpfulness of staff, and ease of use.

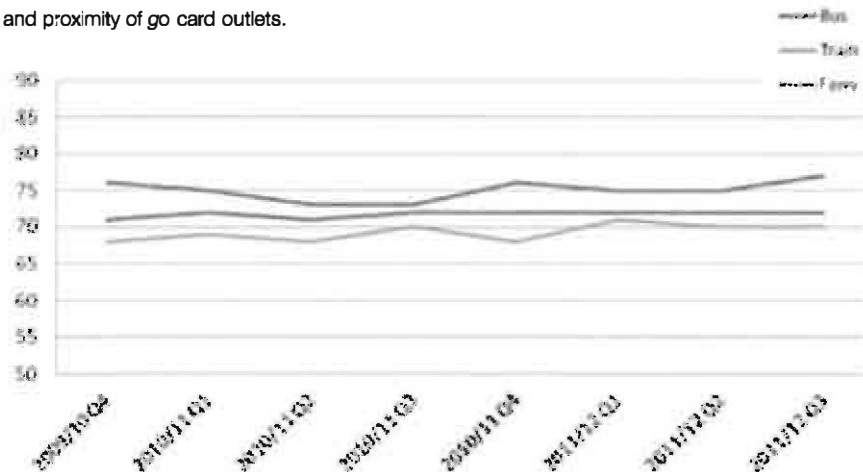
**Ease of use** Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops.



One category fell below the 'satisfactory' category (below 60) across all three modes of public transport – affordability.

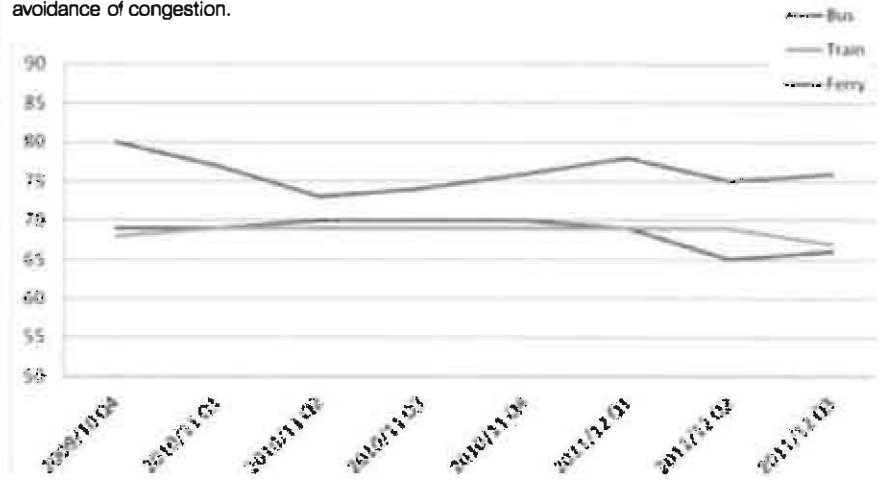
All other categories with scores in the satisfactory range (more than 60, less than 75), also had at least one or two modes of transport reaching the 'best practice' figure.

**Proximity** Convenience of available routes, distances from stops and stations and proximity of go card outlets.

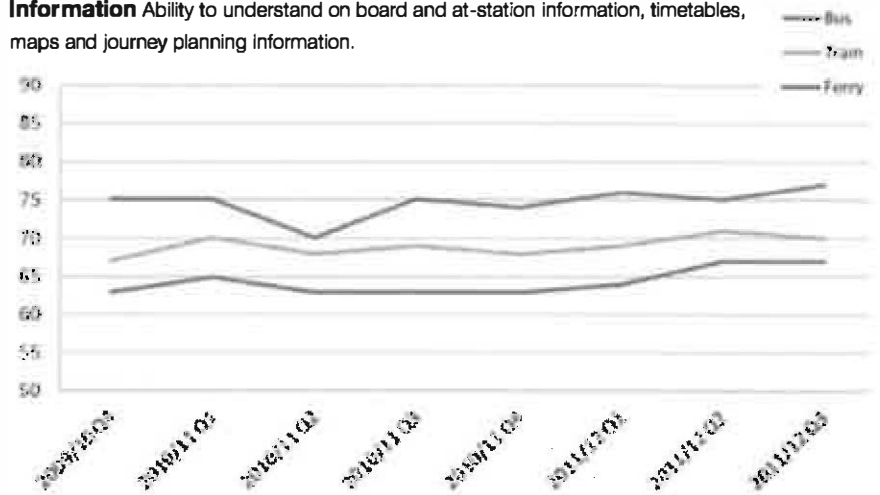




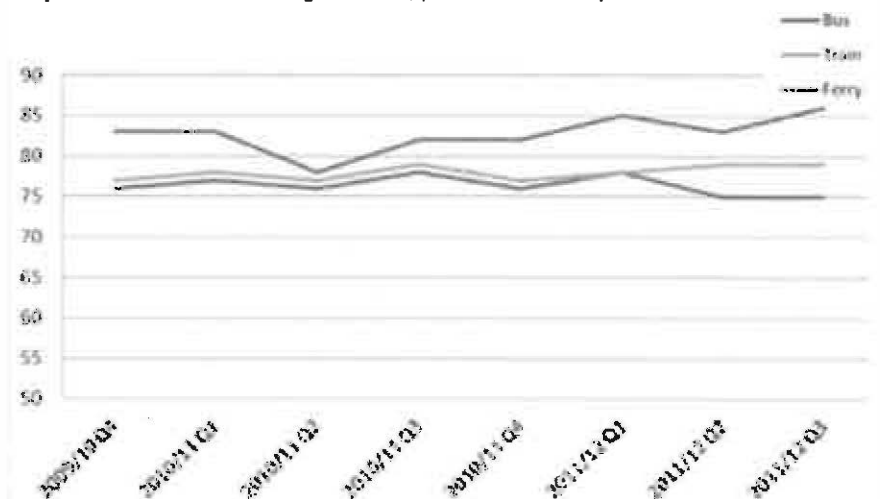
**Efficiency** Door-to-door travel time, connections with other services and avoidance of congestion.



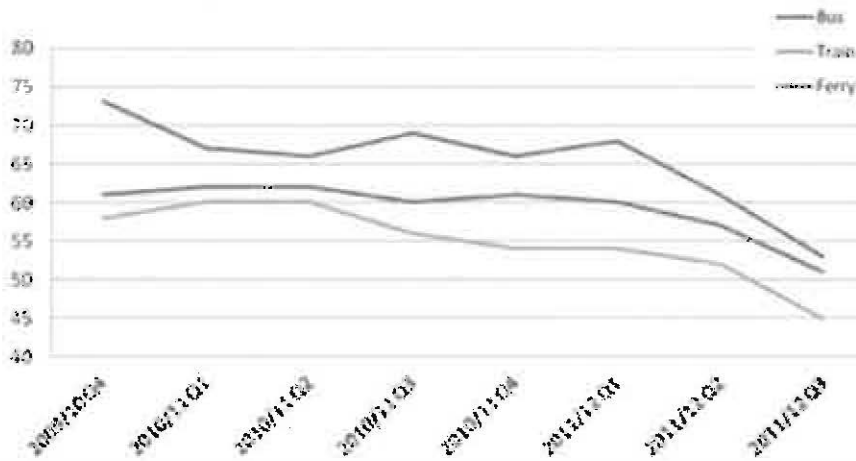
**Information** Ability to understand on board and at-station information, timetables, maps and journey planning information.



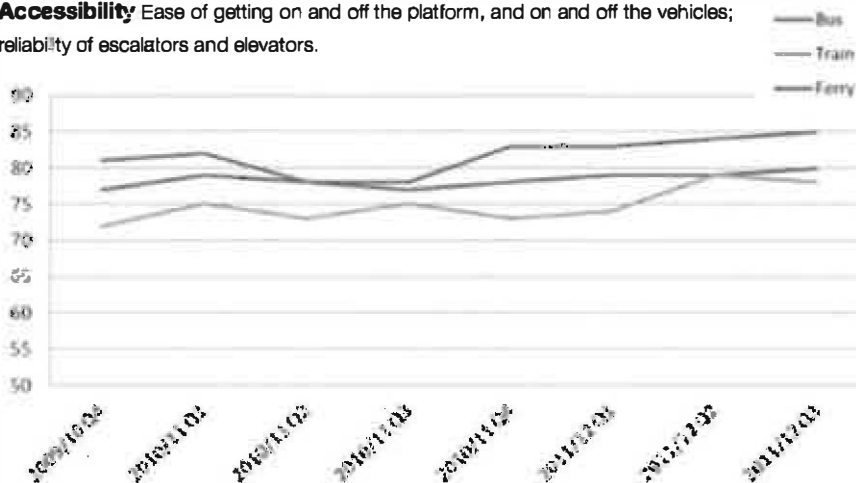
**Helpfulness of staff** Knowledge, conduct, presentation and helpfulness of staff.



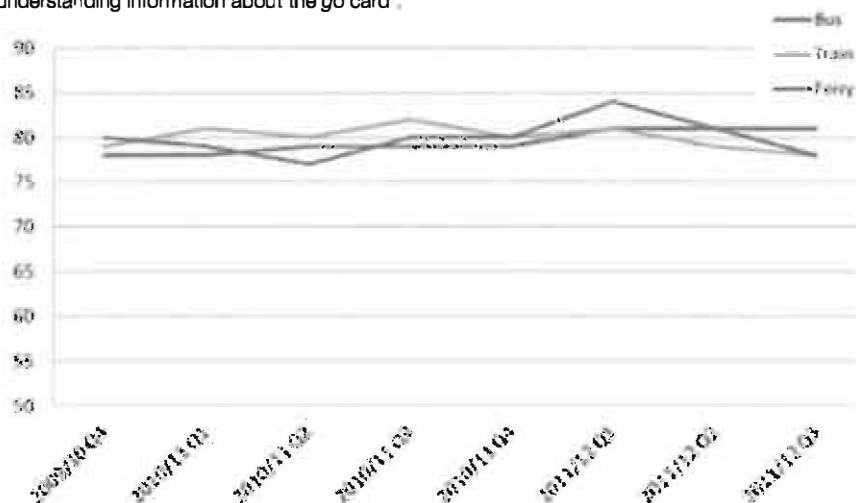
**Affordability** Cost of tickets and benefit of not having to pay for parking.



**Accessibility** Ease of getting on and off the platform, and on and off the vehicles; reliability of escalators and elevators.



**Go card** Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card\*.



**Footnote**

\* This is a sub-category of the 'Ease of Use' category.



## Passenger safety and fare evasion

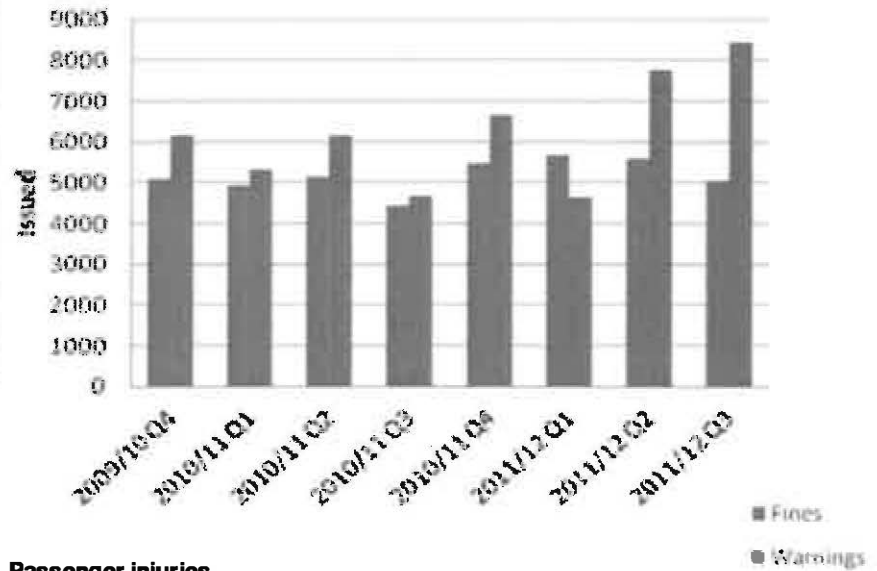
Fare evasion continues to be a major challenge across the network.

There are 33 Senior Network officers, in addition to uniformed and plain clothes police, TransLink Transit Officers and Busway Safety Officers who patrol the TransLink network.

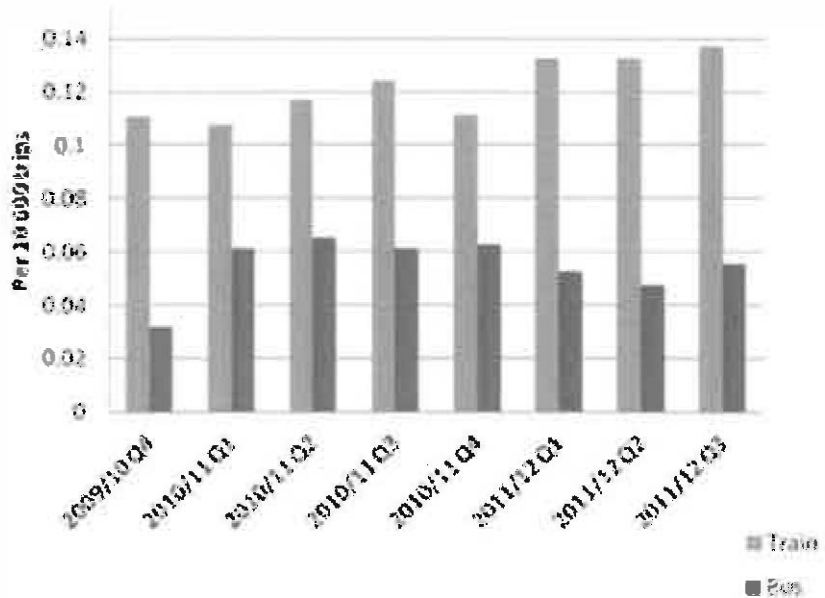
Fare evasion reduction strategies introduced this financial year have also included the new fare gates at Nerang and Coomera stations on the Gold Coast line.

Transit staff issued 5061 fines and 8432 warnings during Q3.

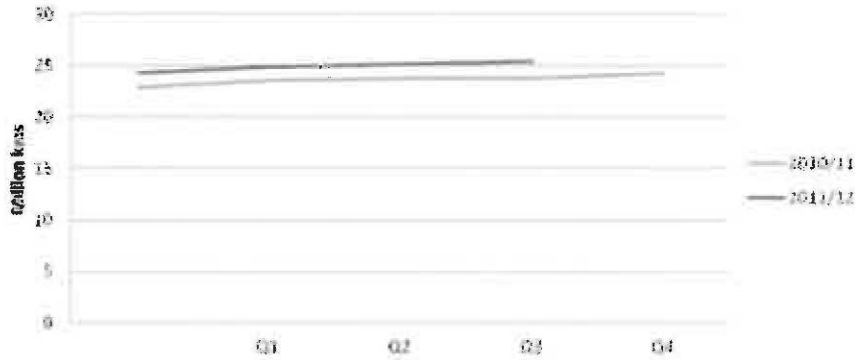
**Fines and warnings**



**Passenger injuries**

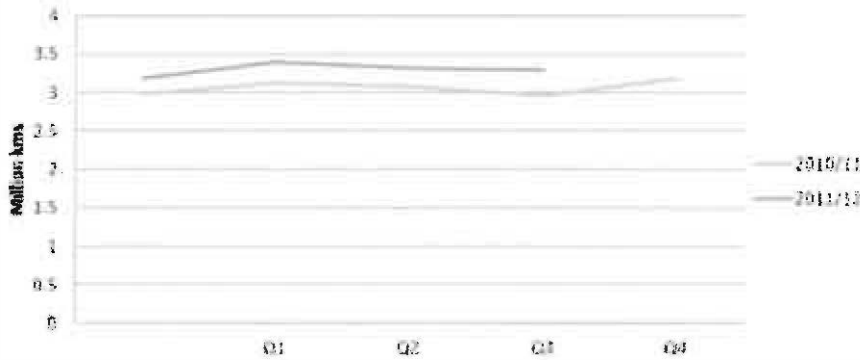


**Service kms – bus**



**Service kilometres**

**Service kms – train**



There were 3.3 million service kilometres delivered by Queensland Rail during Q3 2010/11, relatively unchanged from Q2.

Bus service kilometres increased from 25.1 million the previous quarter to 25.4 million kilometres this quarter.

The increase in service kilometres compared with 2010/11 figures reflects the additional services added as part of the June 2011 train timetable change and recent southern, eastern and northern bus changes.



## Train passenger load

Passenger load is a measure of the number of trains with a passenger standing when the train is more than 20 minutes from Central station, or north or south of Caboolture and Beenleigh stations respectively for measures on the Sunshine Coast and Gold Coast lines.

This quarter's passenger load data is from a survey undertaken between 6 March and 23 March, 2012. The surveys are completed during the mid-week peak period with the timing of the survey designed to capture passenger load data at the time of maximum demand.

Following a change to the passenger load survey cycle, Tracker now displays the data from the first and third quarter of every year.

### Morning peak by line

	Mar-09	Sep-09	Mar-10	Sep-10	Mar-11	Sep-11	Mar-12
Beenleigh*	5 of 14	4 of 15	3 of 15	2 of 15	5 of 15	3 of 16	3 of 16
Caboolture*	7 of 21	9 of 21	8 of 21	9 of 22	12 of 22	5 of 26	6 of 26
Cleveland*	5 of 15	4 of 15	5 of 15	1 of 15	7 of 15	2 of 15	3 of 15
Doomben*	1 of 5	0 of 5	0 of 5	0 of 5	1 of 5	0 of 5	0 of 5
Ferny Grove*	3 of 15	0 of 15	2 of 15	0 of 15	2 of 15	1 of 15	3 of 15
Ipswich/ Richlands*	6 of 26	8 of 25	5 of 25	6 of 25	6 of 34**	3 of 30**	2 of 30**
Shorncliffe*	4 of 8	3 of 8	3 of 8	3 of 8	4 of 8	3 of 8	4 of 8
Gold Coast*	6 of 7	5 of 7	5 of 8	4 of 8	6 of 8	5 of 8	6 of 8
Sunshine Coast*	3 of 5	3 of 5	4 of 5	3 of 5	4 of 5	1 of 6	1 of 6
Sunshine Coast only*	0 of 5	0 of 5	0 of 5	0 of 5	2 of 5	0 of 6	0 of 5
Gold Coast only*	5 of 7	3 of 7	5 of 8	3 of 8	5 of 8	5 of 8	5 of 8

### Afternoon peak by line

	Mar-09	Sep-09	Mar-10	Sep-10	Mar-11	Sep-11	Mar-12
Beenleigh*	1 of 12	1 of 12	1 of 12	0 of 12	0 of 12	0 of 13	0 of 13
Caboolture*	5 of 16	5 of 16	8 of 16	5 of 17	8 of 17	3 of 21	4 of 21
Cleveland*	4 of 12	3 of 12	3 of 12	2 of 12	2 of 12	3 of 12	3 of 12
Doomben*	0 of 4	0 of 4	0 of 4	0 of 4	0 of 4	0 of 4	0 of 4
Ferny Grove*	0 of 16	0 of 16	0 of 16	0 of 16	0 of 16	0 of 16	1 of 16
Ipswich/ Richlands*	5 of 19	2 of 19	4 of 20	3 of 20	2 of 32**	1 of 26**	1 of 26**
Shorncliffe*	1 of 8	1 of 8	1 of 8	1 of 8	1 of 8	1 of 8	1 of 8
Gold Coast*	5 of 8	4 of 8	3 of 9	4 of 9	6 of 9	6 of 9	6 of 9
Sunshine Coast*	2 of 5	1 of 5	2 of 5	2 of 5	3 of 5	2 of 7	3 of 7
Sunshine Coast only*	0 of 5	0 of 5	0 of 5	0 of 5	0 of 5	0 of 7	0 of 7
Gold Coast only*	1 of 8	1 of 8	2 of 9	2 of 9	5 of 9	2 of 9	4 of 9

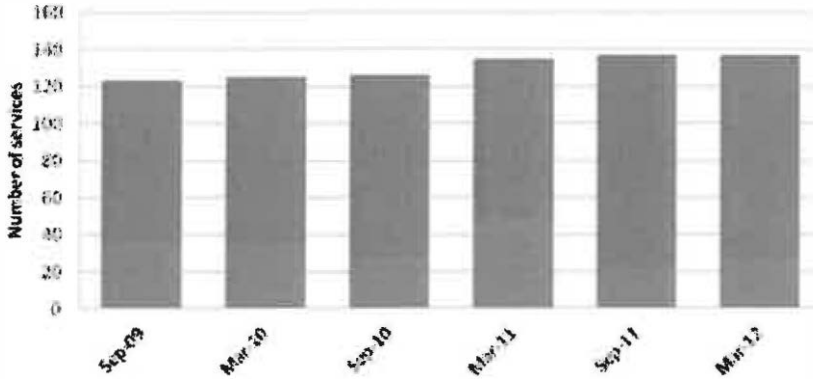
#### Footnote

\* Considers passengers standing north of Caboolture (Sunshine Coast) and south of Beenleigh (Gold Coast)

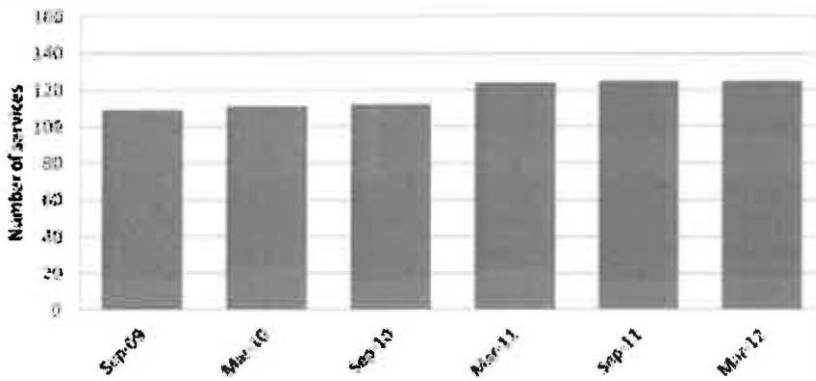
\*\* Combined Ipswich and Richlands line data

‡ Considers passengers standing outside 20 minutes of the CBD

**Morning peak period – overall\*\***



**Afternoon peak period – overall\*\***



When compared with the same quarter last year, the number of morning services outside the 20 minute benchmark decreased from 35 to 20 per cent, although this is an increase over the previous September result of 16.8 per cent.

Afternoon services decreased compared with the same quarter last year at 14.0 percent compared with 18.0 percent last year. The previous quarter's 20 minute benchmark figure for afternoon services was 12.8 per cent.

The full passenger load survey is available in the reporting and publications section on the TransLink website.

**Footnote**

\*\* Includes Airport services.

## Bus operator profile

# Bribie Island Coaches



One of the originals  
Bribie Island  
Coaches

Bribie Island is one of only two islands in Queensland which is connected to the mainland by a bridge.

The island was initially serviced by Bribie Island Bus and Coaches; a company owned operated by Barry and Glynis Muir.

They operated six buses – three of which were over 20-years-old – from facilities consisting of a tin shed containing the workshop, office and drivers amenities.

Routes were minimal local and urban services to Caboolture rail and school services to the two primary and one secondary school on the Island.

In 1937 the company was purchased by George and Patricia Lee and renamed Bribie Island Coaches.

The new shopping complex had just opened on the island, and recognising the future growth in the area the Lee's purchased a block and building adjacent

to the old tin shed, to create a depot capable of operating 30 buses, with full mechanical workshops and washing facilities.

In 1999 an extension of the Caboolture rail service to Bribie Island – known as 'Trainlink service' – started operating seven days a week, using the first low floor wheel chair accessible bus. The fare machines introduced by Bribie Island Coaches at the time were state of the art "ERG" ticket machines and the company became only bus operator in the world to operate two different fare scales on the same ticket machine.

Between 1997 and 2009 additional services were introduced in the urban timetable and particularly for school students. Student numbers increased on the island but there was also a noticeable increase in students schooling off the island.

The fleet during this time grew from 6

buses to 20 buses with an average age of six and a half years. The majority of the growth was experienced in school travel, with a minimum increase to the fleet of one bus per year.

In March, 2009, the Lee's sold the business to Des and Carol Trotter.

Since March 2009 the fleet has grown to 28 buses, 10 of which are used for urban services and 18 for school travel. The wheelchair accessible buses have grown to 13, meaning all urban services are provided with safe and comfortable low floor buses.

Passenger numbers have increased over this period with the population of Bribie Island growing from 12,500 residents in 1997 to over 17,500 residents. Passenger numbers have increased since 1997 with approximately 14,500 urban passengers per year to 353,055 per year and school travel from 29,400 per year to 354,745 per year in 2011.

In August, 2010, a new 120-space park'n'ride facility was opened on Bribie Island which included a loading platform for three buses.

Between 1997 and 2012 fleet changes saw old vehicles updated to the modern state of the art fleet currently operating. Staff numbers have grown from 10 to 45. The depot facilities have increased and been updated to keep up with this growth.

The dedication of the drivers, mechanics, maintenance and administrative staff is what has impressed the people of Bribie Island who are proud of their local bus service and the friendly drivers and support staff who endeavour to make their journey as enjoyable and safe as possible.

Bribie Island Coaches is endeavouring to grow with the community in continuing to provide safe and comfortable travel in clean and well maintained vehicles with pleasant and helpful staff.



