PUBLIC TRANSPORT

CUSTOMER SATISFACTION

MONITOR

Summary Report of All Modes

# October to December 2017

# Wallis Market and Social Research

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Key Results Summary

# Key points to note this quarter:

## Metropolitan Services Overall

Satisfaction with Metropolitan services overall (measured on a 6-point scale and indexed to a score out of 100) remained unchanged this quarter with a score of 68.3.

On the same 6-point scale, overall satisfaction with trains (70.4) and buses (69.8) remained steady this quarter. Overall satisfaction with trams however, dropped significantly to 72.2 compared to 74.1 in Jul-Sep17.

On the 0-to-10 scale, results were also relatively steady across the modes overall satisfaction scores this quarter were 74.1 for trains, 76.1 for trams, and 76.6 for buses.

## Metropolitan Trains

The initial ‘top of mind’ measure of overall satisfaction indicated that 88% of train travellers were ‘totally’, ‘very’ or ‘somewhat’ satisfied with the train services. Converted to a score of 100, the result was 70.4, not significantly different to the Jul-Sep17 result of 70.1.

Satisfaction with ‘running of services’, the primary driver of overall satisfaction, saw a slight (non-significant) increase this quarter, scoring 74.4 (74.1 in Jul-Sep17). There were no significant movements in any of the service aspects.

‘Personal security’, a secondary driver of satisfaction, remains stable at 70.9 (71.1 last quarter). A significant increase was observed in ‘presence of security cameras on trains and at this quarter (72.1, up from 74.1) while ‘presence of staff other than drivers on trains’ dropped to 56.8 (59.6 in Jul-Sep17).

Satisfaction with ‘design, space and comfort’, also a secondary driver, showed no statistically significant change this quarter at 71.3 (70.2 in Jul-Sep17). There was a significant increase in service aspect ‘damage to seats, fittings and windows’ at 67.9 (65.9 in Jul-Sep17).

## Metropolitan Trams

The initial ‘top of mind’ measure of overall satisfaction indicated that 91% of tram travellers were ‘totally’, ‘very’ or ‘somewhat’ satisfied with the tram services. Converted to a score of 100, the result was 72.2, significantly lower than the Jul-Sep17 score of 74.1

Overall satisfaction with primary driver ‘personal security’ remained stable this quarter returning a score of 76.0 (75.8 in Jul-Sep17). There were no significant changes in any of the related service aspects.

‘Running of services’, also a primary driver of satisfaction was effectively unchanged this quarter, achieving a satisfaction rating of 75.3 (75.7 in Jul-Sep17). Likewise, there were no significant movements in any of the service aspects relating to ‘running of services’.

Overall satisfaction with ‘design, space and comfort’, the secondary driver of satisfaction, also remained stable this quarter, at 71.8 (71.0 in Jul-Sep17). One individual service aspect, ‘temperature in summer’, showed a significant change, falling to 67.5 this quarter from 70.0 in Jul-Sep17.

## Metropolitan Buses

On the initial ‘top of mind’ satisfaction measure 86% of respondents indicated they were ‘totally’, ‘very’, or ‘somewhat’ satisfied with train services this quarter. Converted to a score of 100, the result was 69.8, not statistically different to last quarter’s score (70.5).

On the more considered 0-to-10 scale (multiplied by ten to get a score out of 100), satisfaction with bus services for Oct-Dec17 was 76.6, statistically unchanged from Jul-Sep17 (76.9).

The primary driver of overall satisfaction with bus services, ‘running of services’ scored 74.4 this quarter, not significantly different to the previous quarter (74.2). Satisfaction with one related service aspect, ‘frequency on weekday off-peak’ rose to 70.2 this quarter, a significant increase from 66.2 in Jul-Sep17.

The secondary driver of overall satisfaction with bus services, ‘personal security’ returned a score of 78.6 this quarter, statistically unchanged from Jul-Sep17 (76.9). There were no significant changes observed in any of the individual aspects of ‘personal security’.

Key Results Summary

# Key points to note this quarter:

## V/Line Services Overall

Satisfaction with V/Line services was relatively stable this quarter. On the ‘top of mind’ measure of satisfaction, 83% of respondents said they were ‘totally’, ‘very’, or ‘somewhat’ satisfied with V/Line services overall. When converted to a scale out of 100, satisfaction was 67.9 (65.5 in Jul-Sep17).

## V/Line Trains

The initial 6-point ‘top of mind’ satisfaction measure returned a score of 69.0 was achieved, slightly higher but not significantly different to 67.4 in the previous quarter. On the more considered 0-to-10 scale, satisfaction with V/Line train services was 77.2, also slightly higher than the Jul-Sep17 score of 75.0.

The primary driver of satisfaction 'running of services' returned an overall satisfaction score of 75.0 for Oct-Dec17, not significantly different to the previous quarter’s score of 72.6. Among the service aspects relating to ‘running of services’ significant improvements were seen in ‘hours of operation’ (76.6 compared to 72.7), ‘frequency on weekday off-peak’ (75.6, compared to 69.7) and ‘frequency on late nights’ (66.4, compared to 57.9).

Satisfaction with ‘design and comfort’, a secondary driver, was also relatively stable with a satisfaction rating of 75.2 this quarter (73.1 in Jul-Sep17). Significant gains were seen in ‘smoothness of the ride’ (78.8, compared to 75.8), ‘comfort of seats’ (78.7, compared to 75.3), and ‘ease of getting of the train’ (83.2, compared to 80.3).

The other secondary driver of overall satisfaction, ‘personal security’, was statistically unchanged this quarter at 79.8 (77.8 in Jul-Sep17). Service aspects ‘personal security at stations during the day’ (85.3, compared to 82.5) and ‘presence and visibility of security cameras’ (74.1, compared to 70.2) both improved significantly since the previous quarter.

## V/Line Coaches

In response to the initial ‘top-of-mind’ question, 92% of users said they were ‘somewhat’, ‘very’ or ‘totally’ satisfied with the services. When converted to a score out of 100 the result was 75.0 which represents a minor (although not statistically significant) increase from the Jul-Sep17 score of 68.2.

Using the more considered 0-to-10 scale (multiplied by 10 to give a rating of 100) overall satisfaction was 82.2 (79.4 in Jul-Sep17), again a non-significant difference.

The primary driver 'running of services' returned an overall satisfaction score of 76.5 this quarter, similar to the 76.6 achieved in Jul-Sep17. There were no significant movements among any of the service aspects relating to ‘running of services’.

There were no significant changes in overall satisfaction for either of the secondary drivers this quarter. ‘Personal security’ (82.5, compared to 84.0 in Jul-Sep17) and ‘coach stops’ (77.9, compared to 75.5 in Jul-Sep17) both remained statistically stable, as did all of the related service aspects.

How the Monitor is Conducted

The broad aim of the research is to monitor customer satisfaction with a range of public transport services.

The monitor is conducted through monthly telephone surveys among public transport users, with similar numbers interviewed each month.

The numbers interviewed each quarter are as follows:

Users of metropolitan (Metro) trains 850

Users of (Yarra) trams 850

Users of metropolitan bus services 425

Users of V/Line services 425

In the case of metropolitan trains and metropolitan trams, equal numbers of frequent users (use the service once per week or more often) and occasional users (use at least six monthly) are interviewed.

Survey samples are obtained by randomly selecting fixed line phone numbers of households within postcodes pre-agreed with Public Transport Victoria. No respondent is interviewed more than once in a six-month period.

In April 2009, the survey questionnaires were revised and updated. One of the major changes was to replace a six-point satisfaction scale used frequently in the surveys with a 0-to-10 scale (where 0 means “extremely dissatisfied” and 10 means “Extremely Satisfied”).

Most Customer Satisfaction Indices (CSIs) presented in this report are average scores based on the 0-to-10 scale (multiplied by 10 to give CSIs out of 100).

SEE THE TECHNICAL DISCUSSION IN THE APPENDIX FOR MORE INFORMATION ON THE CONDUCT OF THE SURVEY, QUESTIONNAIRE CONTENT AND STATISTICAL RELIABILITY

Measures of Satisfaction

In April 2009, the survey questionnaires were revised and updated. One of the major changes was to replace a six-point satisfaction scale used frequently in the surveys with a 0-to-10 scale (where 0 means “extremely dissatisfied” and 10 means “extremely satisfied”).

Customer satisfaction is therefore measured and reported in these surveys in three different ways, as follows.

Early in the questionnaires respondents rate their satisfaction with metropolitan services overall, and with one mode of travel (train, tram, or bus) using a six-point satisfaction scale, as follows:

Totally satisfied 100

Very satisfied 80

Somewhat satisfied 60

Somewhat dissatisfied 40

Very dissatisfied 20

Totally dissatisfied 0

Respondents are counted as “satisfied” with the service if they give a rating of totally satisfied, very satisfied or somewhat satisfied.

The ratings given on the six-point scale are turned into a Customer Satisfaction Index by giving the scores shown above (0, 20, 40, 60, 80, 100) for each response recorded and taking the average across all respondents.

The great majority of satisfaction questions in the questionnaires use the 0-to-10 scale (where 0 means “extremely dissatisfied” and 10 means “extremely satisfied”). Responses are averaged across all respondents and multiplied by 10 to give a score out of 100.

The six-point scale measure was the original scale used in the questionnaires, and for those few questions where it is used, there is more historical data available. The 0-to-10 scale is more precise, and is generally easier for respondents to use, but has been in use only since April 2009.

Statistical Analyses

# Statistical Testing

Where “increase” or “decrease” appears in the column to the right of the score, this indicates that the measure in question has changed significantly since the previous quarter.

Changes are only marked if they are statistically significant at the 95% confidence level. What this means is that statistical analysis suggests that the change measured would only occur “by chance” on one occasion in 20 (or on 5% of all occasions).

# Driver Analysis

The major measure of satisfaction with each mode of transport is the overall satisfaction measured on the 0-to-10 point scale. Various factors measured within the questionnaire (e.g. running of services, personal security, information) are found to impact on respondents’ overall satisfaction, that is to say, when one of these factors increases overall satisfaction will also increase to some extent. These factors are not equally important in determining customers’ overall satisfaction levels - some have very much greater effect than others.

Statistical analysis of large amounts of data over time shows which factors have the most impact on overall satisfaction and the relative strength of each of them. This analysis is known as “driver” analysis, because it tells us what aspects of service “drive” overall satisfaction. Driver analysis is performed annually on each of the modes of transport, and used to indicate where to put most effort in service improvement so as to improve overall satisfaction.

Metropolitan Services Overall

Early in the survey, all metropolitan public transport users are asked how satisfied they are with the metropolitan services in general. The table below tracks over time the proportion of transport users who were totally, very, or somewhat satisfied with the services

*Q. Overall, are you satisfied or dissatisfied with the metropolitan train, tram, and bus services provided? Is that totally, very, or somewhat (satisfied/dissatisfied)?"*

From the same question, responses are translated into a Customer Satisfaction Index (refer to the *How the Monitor is Conducted* section for more details).

## Proportion of Satisfied Users and Customer Satisfaction Index of Metropolitan Services by Quarter

Increase / decrease signifies a significant increase or decrease from the previous quarter

| Period | Satisfied (%) | Increase / decrease |
| --- | --- | --- |
| Oct-Dec '12 | 79.1 |  |
| Jan-Mar '13 | 76.1 | Decrease |
| Apr-Jun'13 | 77.5 |  |
| Jul-Sep'13 | 81.2 | Increase |
| Oct-Dec '13 | 81.6 |  |
| Jan-Mar '14 | 81.6 |  |
| Apr-Jun'14 | 83.1 |  |
| Jul-Sep'14 | 83.6 |  |
| Oct-Dec'14 | 82.8 |  |
| Jan-Mar'15 | 85.3 | Increase |
| Apr-Jun'15 | 84.7 |  |
| Jul-Sep '15 | 85.1 |  |
| Oct-Dec’15 | 87.2 | Increase |
| Jan-Mar '16 | 87.1 |  |
| Apr-Jun '16 | 84.9 | Decrease |
| Jul-Sep '16 | 86.6 |  |
| Oct-Dec’16 | 85.7 |  |
| Jan-Mar '17 | 86.3 |  |
| Apr-Jun '17 | 84.3 |  |
| Jul-Sep '17 | 84.6 |  |
| Oct-Dec'17 | 86.4 |  |

| Period | CSI | Increase / decrease |
| --- | --- | --- |
| Oct-Dec '12 | 63.0 |  |
| Jan-Mar '13 | 61.7 |  |
| Apr-Jun'13 | 62.5 |  |
| Jul-Sep'13 | 64.3 | Increase |
| Oct-Dec '13 | 65.0 |  |
| Jan-Mar '14 | 65.5 |  |
| Apr-Jun'14 | 66.1 |  |
| Jul-Sep'14 | 66.4 |  |
| Oct-Dec'14 | 66.7 |  |
| Jan-Mar'15 | 68.1 | Increase |
| Apr-Jun'15 | 67.3 |  |
| Jul-Sep '15 | 67.8 |  |
| Oct-Dec’15 | 69.6 | Increase |
| Jan-Mar '16 | 69.0 |  |
| Apr-Jun '16 | 67.3 | Decrease |
| Jul-Sep '16 | 68.5 |  |
| Oct-Dec’16 | 67.5 |  |
| Jan-Mar '17 | 68.8 | Increase |
| Apr-Jun '17 | 67.7 |  |
| Jul-Sep '17 | 67.7 |  |
| Oct-Dec'17 | 68.3 |  |

Metropolitan Train Services

# Summary of Findings

The initial ‘top of mind’ measure of overall satisfaction indicated that 88% of train travellers were ‘totally’, ‘very’ or ‘somewhat’ satisfied with the train services. Converted to a score of 100, the result was 70.4, not significantly different to the Jul-Sep17 result of 70.1.

On the more considered 0-to-10 scale (converted to a score out of 100) overall satisfaction remains high at 74.1 in Oct-Dec17 (73.3 in the previous quarter).

Satisfaction with ‘running of services’, the primary driver of overall satisfaction, saw a slight (non-significant) increase this quarter, scoring 74.4 (74.1 in Jul-Sep17). There were no significant movements in any of the service aspects relating to ‘running of services’.

‘Personal security’, a secondary driver of satisfaction, remains stable at 70.9 (71.1 last quarter). A significant increase was observed in one of the related service aspects; satisfaction with ‘presence of security cameras on trains’ this quarter (72.1, up from 74.1), while ‘presence of staff other than drivers on trains’ dropped this quarter to 56.8, effectively reversing the minor gain made in the previous quarter (59.6 in Jul-Sep17).

Satisfaction with ‘design, space and comfort’, another secondary driver of overall satisfaction, also showed no statistically significant change this quarter (71.3, compared to 70.2 in Jul-Sep17). There was however a significant increase in the service aspect ‘damage to seats, fittings and windows’ which increased two points from 65.9 in Jul-Sep17 to 67.9 in Oct-Dec17.

Overall satisfaction with ‘train drivers’, a tertiary driver of satisfaction achieved a score of 83.5 this quarter, significantly higher than in Jul-Sep17 (81.9). Both aspects relating to ‘train drivers’ significantly increased this quarter; ‘safe and smooth driving’ rose to 83.0 (up from 81.6) and ‘provision of information when broken down or delayed’ returned a score of 76.7 (up from 74.6).

The mean likelihood to recommend tram services remained stable at 76.2 (76.3 in Jul-Sep17). The Net Promoter Score (those giving a rating of 9-10 less those giving a 0 to 6 rating) maintained strong improvement with a score of 13 in Oct-Dec17, the highest score on record.

Metropolitan Train Services

Public transport users selected to answer questions about metropolitan train services are asked: "Overall, are you satisfied or dissatisfied with the train service on your line? Is that totally, very or somewhat?”

Asked near the beginning of the survey (before evaluating specific aspects of the service), this question captures the top-of-mind perception of train services. The table below illustrates the proportion of metropolitan train users who were totally, very, or somewhat satisfied with the services.

## Proportion of Satisfied Users of Metropolitan Train Services by Quarter

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **Proportion Satisfied %** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 81.4 |  |
| **Jan-Mar '13** | 75.6 | Decrease |
| **Apr-Jun'13** | 78.3 |  |
| **Jul-Sep'13** | 82.5 | Increase |
| **Oct-Dec '13** | 84.0 |  |
| **Jan-Mar '14** | 83.1 |  |
| **Apr-Jun'14** | 84.6 |  |
| **Jul-Sep'14** | 85.4 |  |
| **Oct-Dec'14** | 86.5 |  |
| **Jan-Mar'15** | 86.4 |  |
| **Apr-Jun'15** | 85.3 |  |
| **Jul-Sep '15** | 85.4 |  |
| **Oct-Dec’15** | 88.9 | Increase |
| **Jan-Mar '16** | 88.3 |  |
| **Apr-Jun '16** | 86.0 |  |
| **Jul-Sep '16** | 87.6 |  |
| **Oct-Dec’16** | 88.2 |  |
| **Jan-Mar '17** | 87.4 |  |
| **Apr-Jun '17** | 86.5 |  |
| **Jul-Sep '17** | 86.9 |  |
| **Oct-Dec'17** | 87.5 |  |

Metropolitan Train Services

From the same question, responses are translated into a Customer Satisfaction Index (refer to the How the Monitor is Conducted section for more details). The table below illustrates the results over time.

### Customer Satisfaction Index (CSI) of Train Services by Quarter (6-point scale)

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 64.6 |  |
| **Jan-Mar '13** | 62.4 |  |
| **Apr-Jun'13** | 64.1 |  |
| **Jul-Sep'13** | 66.6 | Increase |
| **Oct-Dec '13** | 67.4 |  |
| **Jan-Mar '14** | 67.1 |  |
| **Apr-Jun'14** | 68.1 |  |
| **Jul-Sep'14** | 68.5 |  |
| **Oct-Dec'14** | 69.2 |  |
| **Jan-Mar'15** | 69.8 |  |
| **Apr-Jun'15** | 68.8 |  |
| **Jul-Sep '15** | 68.4 |  |
| **Oct-Dec’15** | 72.2 | Increase |
| **Jan-Mar '16** | 70.8 |  |
| **Apr-Jun '16** | 69.8 |  |
| **Jul-Sep '16** | 70.0 |  |
| **Oct-Dec’16** | 70.4 |  |
| **Jan-Mar '17** | 71.3 |  |
| **Apr-Jun '17** | 71.0 |  |
| **Jul-Sep '17** | 70.1 |  |
| **Oct-Dec'17** | 70.4 |  |

Metropolitan Train Services

Near the end of the survey (after evaluating all aspects of the service), train users are asked the same question, this time using a 0-to-10 scale, where 0 means 'extremely dissatisfied' and 10 means 'extremely satisfied'. The scores are then multiplied by 10 to obtain a Customer Satisfaction Index (CSI) out of 100. The average scores over time are illustrated in the table below. This can be regarded as the 'considered' view of overall satisfaction with the services.

### Customer Satisfaction Index of Train Services by Quarter (0-to-10 scale)

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 66.6 |  |
| **Jan-Mar '13** | 65.9 |  |
| **Apr-Jun'13** | 67.5 |  |
| **Jul-Sep'13** | 68.7 |  |
| **Oct-Dec '13** | 70.0 |  |
| **Jan-Mar '14** | 69.5 |  |
| **Apr-Jun'14** | 70.4 |  |
| **Jul-Sep'14** | 71.4 |  |
| **Oct-Dec'14** | 71.5 |  |
| **Jan-Mar'15** | 71.9 |  |
| **Apr-Jun'15** | 71.2 |  |
| **Jul-Sep '15** | 71.4 |  |
| **Oct-Dec’15** | 73.5 | Increase |
| **Jan-Mar '16** | 73.5 |  |
| **Apr-Jun '16** | 70.9 | Decrease |
| **Jul-Sep '16** | 71.7 |  |
| **Oct-Dec’16** | 72.6 |  |
| **Jan-Mar '17** | 73.5 |  |
| **Apr-Jun '17** | 72.7 |  |
| **Jul-Sep '17** | 73.3 |  |
| **Oct-Dec'17** | 74.1 |  |

Drivers of Satisfaction with Metropolitan Train Services

Analysis of survey results over a long time period, and using statistical methods, allows us to determine which aspects of service have the most effect on overall satisfaction. The various aspects that contribute to the public’s rating of overall satisfaction are called the primary, secondary and tertiary drivers of satisfaction depending on how important they are. The technical appendix gives more information on this analysis.

# Primary Driver

## Running of Services

Trains running on time

Frequency of scheduled services

Travel time of train journey

Number of trains that are cancelled

# Secondary Drivers

## Personal Security

Security on trains during the day

Security at stations during the day

Ability to call for assistance

Security at stations after dark

Visibility of security cameras

## Design Space & Comfort

Train design allowing to move around

Seat comfort

Amount of grab handles & poles to hang on to

# Tertiary Drivers

## Information

Info about planned service alterations

Electronic displays at stations

Number of announcements on trains

Info provided about cancellation / delays

## Stations

Level of crowding at stations

Maintenance of facilities

Cleanliness & litter at stations

Range of facilities provided

## myki

Ease of understanding ticketing system

Ease of touching on & off

Ease of topping up

## Price of Train travel

## Other Train Staff

## Train Drivers

Safe and smooth driving of Trains

Provides information if broken down or delayed

## Authorised Officers

Undertake job in appropriate manner

Are courteous & helpful

Satisfaction with Aspects of Metropolitan Train Services

This section contains the quarterly results of satisfaction scores for various aspects of metropolitan train services. These scores are based on the 0-to-10 satisfaction scale, which has been used since April 2009, replacing the previously used 6-point satisfaction scale.

# Running of Services

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking of the operational performance of train services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with how train services are run overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 68.2 |  |
| **Jan-Mar '13** | 66.4 |  |
| **Apr-Jun'13** | 68.3 | Increase |
| **Jul-Sep'13** | 69.3 |  |
| **Oct-Dec '13** | 71.2 | Increase |
| **Jan-Mar '14** | 69.7 |  |
| **Apr-Jun'14** | 71.5 |  |
| **Jul-Sep'14** | 71.9 |  |
| **Oct-Dec'14** | 71.6 |  |
| **Jan-Mar'15** | 72.6 |  |
| **Apr-Jun'15** | 71.2 |  |
| **Jul-Sep '15** | 71.6 |  |
| **Oct-Dec’15** | 74.2 | Increase |
| **Jan-Mar '16** | 72.9 |  |
| **Apr-Jun '16** | 72.1 |  |
| **Jul-Sep '16** | 72.7 |  |
| **Oct-Dec’16** | 73.5 |  |
| **Jan-Mar '17** | 74.1 |  |
| **Apr-Jun '17** | 74.0 |  |
| **Jul-Sep '17** | 74.1 |  |
| **Oct-Dec'17** | 74.4 |  |

# Personal Security

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with your feelings of personal security overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 65.3 | Decrease |
| **Jan-Mar '13** | 65.4 |  |
| **Apr-Jun'13** | 66.4 |  |
| **Jul-Sep'13** | 67.8 |  |
| **Oct-Dec '13** | 69.3 |  |
| **Jan-Mar '14** | 68.4 |  |
| **Apr-Jun'14** | 69.6 |  |
| **Jul-Sep'14** | 71.0 |  |
| **Oct-Dec'14** | 70.8 |  |
| **Jan-Mar'15** | 70.6 |  |
| **Apr-Jun'15** | 69.8 |  |
| **Jul-Sep '15** | 70.1 |  |
| **Oct-Dec’15** | 71.4 |  |
| **Jan-Mar '16** | 71.8 |  |
| **Apr-Jun '16** | 68.1 | Decrease |
| **Jul-Sep '16** | 68.2 |  |
| **Oct-Dec’16** | 69.0 |  |
| **Jan-Mar '17** | 71.0 | Increase |
| **Apr-Jun '17** | 70.0 |  |
| **Jul-Sep '17** | 71.1 |  |
| **Oct-Dec'17** | 70.9 |  |

# Information

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the information provided about train services overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 68.5 |  |
| **Jan-Mar '13** | 67.3 |  |
| **Apr-Jun'13** | 68.0 |  |
| **Jul-Sep'13** | 69.3 |  |
| **Oct-Dec '13** | 70.7 |  |
| **Jan-Mar '14** | 71.2 |  |
| **Apr-Jun'14** | 72.0 |  |
| **Jul-Sep'14** | 72.2 |  |
| **Oct-Dec'14** | 71.6 |  |
| **Jan-Mar'15** | 73.2 |  |
| **Apr-Jun'15** | 72.6 |  |
| **Jul-Sep '15** | 73.3 |  |
| **Oct-Dec’15** | 74.3 |  |
| **Jan-Mar '16** | 73.7 |  |
| **Apr-Jun '16** | 72.9 |  |
| **Jul-Sep '16** | 73.5 |  |
| **Oct-Dec’16** | 74.3 |  |
| **Jan-Mar '17** | 74.4 |  |
| **Apr-Jun '17** | 75.5 |  |
| **Jul-Sep '17** | 74.8 |  |
| **Oct-Dec'17** | 75.4 |  |

# Design, Space, and Comfort

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the design, space and comfort of Melbourne’s trains overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 65.9 |  |
| **Jan-Mar '13** | 66.0 |  |
| **Apr-Jun'13** | 66.5 |  |
| **Jul-Sep'13** | 67.2 |  |
| **Oct-Dec '13** | 68.2 |  |
| **Jan-Mar '14** | 68.6 |  |
| **Apr-Jun'14** | 68.2 |  |
| **Jul-Sep'14** | 69.7 |  |
| **Oct-Dec'14** | 67.8 | Decrease |
| **Jan-Mar'15** | 68.7 |  |
| **Apr-Jun'15** | 68.0 |  |
| **Jul-Sep '15** | 68.5 |  |
| **Oct-Dec’15** | 70.7 | Increase |
| **Jan-Mar '16** | 69.5 |  |
| **Apr-Jun '16** | 67.6 | Decrease |
| **Jul-Sep '16** | 68.6 |  |
| **Oct-Dec’16** | 69.6 |  |
| **Jan-Mar '17** | 70.1 |  |
| **Apr-Jun '17** | 69.0 |  |
| **Jul-Sep '17** | 70.2 |  |
| **Oct-Dec'17** | 71.3 |  |

# Train Stations

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the train stations overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 65.3 |  |
| **Jan-Mar '13** | 66.0 |  |
| **Apr-Jun'13** | 65.0 |  |
| **Jul-Sep'13** | 65.7 |  |
| **Oct-Dec '13** | 67.3 |  |
| **Jan-Mar '14** | 67.2 |  |
| **Apr-Jun'14** | 69.4 | Increase |
| **Jul-Sep'14** | 70.1 |  |
| **Oct-Dec'14** | 68.7 |  |
| **Jan-Mar'15** | 69.2 |  |
| **Apr-Jun'15** | 69.1 |  |
| **Jul-Sep '15** | 70.1 |  |
| **Oct-Dec’15** | 72.1 | Increase |
| **Jan-Mar '16** | 70.6 |  |
| **Apr-Jun '16** | 69.4 |  |
| **Jul-Sep '16** | 68.6 |  |
| **Oct-Dec’16** | 70.3 | Increase |
| **Jan-Mar '17** | 70.5 |  |
| **Apr-Jun '17** | 70.4 |  |
| **Jul-Sep '17** | 70.9 |  |
| **Oct-Dec'17** | 71.1 |  |

# Price of Train Travel

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking about the services you receive, how satisfied are you with the price of train travel in metropolitan Melbourne?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 63.2 |  |
| **Jan-Mar '13** | 60.4 | Decrease |
| **Apr-Jun'13** | 63.1 | Increase |
| **Jul-Sep'13** | 63.1 |  |
| **Oct-Dec '13** | 64.7 |  |
| **Jan-Mar '14** | 62.0 | Decrease |
| **Apr-Jun'14** | 63.3 |  |
| **Jul-Sep'14** | 64.8 |  |
| **Oct-Dec'14** | 64.2 |  |
| **Jan-Mar'15** | 67.3 | Increase |
| **Apr-Jun'15** | 68.3 |  |
| **Jul-Sep '15** | 70.3 |  |
| **Oct-Dec’15** | 71.4 |  |
| **Jan-Mar '16** | 71.1 |  |
| **Apr-Jun '16** | 69.9 |  |
| **Jul-Sep '16** | 70.2 |  |
| **Oct-Dec’16** | 68.9 |  |
| **Jan-Mar '17** | 68.5 |  |
| **Apr-Jun '17** | 69.4 |  |
| **Jul-Sep '17** | 70.6 |  |
| **Oct-Dec'17** | 72.0 |  |

# Authorised Officers

Base: Train travellers who have been on trains where officers check tickets

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with authorised officers overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% of Train travellers who have been on trains where officers check tickets** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 70.6 |  | 69.6 |  |
| **Jan-Mar '13** | 71.5 |  | 67.9 |  |
| **Apr-Jun'13** | 72.0 |  | 65.2 |  |
| **Jul-Sep'13** | 72.2 |  | 68.6 |  |
| **Oct-Dec '13** | 74.5 |  | 64.5 |  |
| **Jan-Mar '14** | 70.8 | Decrease | 67.9 |  |
| **Apr-Jun'14** | 72.0 |  | 68.1 |  |
| **Jul-Sep'14** | 75.1 | Increase | 68.2 |  |
| **Oct-Dec'14** | 71.9 | Decrease | 68.5 |  |
| **Jan-Mar'15** | 74.3 |  | 71.2 |  |
| **Apr-Jun'15** | 73.1 |  | 72.0 |  |
| **Jul-Sep '15** | 73.4 |  | 72.0 |  |
| **Oct-Dec’15** | 73.6 |  | 72.6 |  |
| **Jan-Mar '16** | 74.6 |  | 70.6 |  |
| **Apr-Jun '16** | 72.8 |  | 69.1 |  |
| **Jul-Sep '16** | 73.1 |  | 69.6 |  |
| **Oct-Dec’16** | 74.4 |  | 68.7 |  |
| **Jan-Mar '17** | 75.2 |  | 70.6 |  |
| **Apr-Jun '17** | 74.3 |  | 66.5 |  |
| **Jul-Sep '17** | 77.4 | Increase | 70.7 |  |
| **Oct-Dec'17** | 77.7 |  | 67.8 |  |

# myki

Base: Train travellers who have used myki

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the myki ticketing system overall?"*

| **Period** | **CSI** | **Increase /decrease** | **Percentage of Train travellers who have used myki** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 61.0 |  | 88.8 | Increase |
| **Jan-Mar '13** | 59.1 |  | 94.6 | Increase |
| **Apr-Jun'13** | 60.3 |  | 97.4 | Increase |
| **Jul-Sep'13** | 62.8 | Increase | 100.0 | Increase |
| **Oct-Dec '13** | 63.6 |  | 100.0 |  |
| **Jan-Mar '14** | 59.1 | Decrease | 100.0 |  |
| **Apr-Jun'14** | 64.2 | Increase | 100.0 |  |
| **Jul-Sep'14** | 65.9 |  | 100.0 |  |
| **Oct-Dec'14** | 64.4 |  | 100.0 |  |
| **Jan-Mar'15** | 64.3 |  | 100.0 |  |
| **Apr-Jun'15** | 66.2 |  | 100.0 |  |
| **Jul-Sep '15** | 66.3 |  | 100.0 |  |
| **Oct-Dec’15** | 66.8 |  | 100.0 |  |
| **Jan-Mar '16** | 67.9 |  | 100.0 |  |
| **Apr-Jun '16** | 65.2 | Decrease | 100.0 |  |
| **Jul-Sep '16** | 67.2 |  | 100.0 |  |
| **Oct-Dec’16** | 67.7 |  | 100.0 |  |
| **Jan-Mar '17** | 68.9 |  | 100.0 |  |
| **Apr-Jun '17** | 70.2 |  | 100.0 |  |
| **Jul-Sep '17** | 71.2 |  | 100.0 |  |
| **Oct-Dec'17** | 72.7 |  | 100.0 |  |

# Train Drivers

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with metropolitan train drivers overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 78.3 |  |
| **Jan-Mar '13** | 78.4 |  |
| **Apr-Jun'13** | 78.8 |  |
| **Jul-Sep'13** | 79.4 |  |
| **Oct-Dec '13** | 79.9 |  |
| **Jan-Mar '14** | 80.9 |  |
| **Apr-Jun'14** | 80.6 |  |
| **Jul-Sep'14** | 80.9 |  |
| **Oct-Dec'14** | 80.2 |  |
| **Jan-Mar'15** | 81.2 |  |
| **Apr-Jun'15** | 80.7 |  |
| **Jul-Sep '15** | 80.7 |  |
| **Oct-Dec’15** | 81.4 |  |
| **Jan-Mar '16** | 81.5 |  |
| **Apr-Jun '16** | 79.8 | Decrease |
| **Jul-Sep '16** | 80.9 |  |
| **Oct-Dec’16** | 81.3 |  |
| **Jan-Mar '17** | 81.7 |  |
| **Apr-Jun '17** | 81.7 |  |
| **Jul-Sep '17** | 81.9 |  |
| **Oct-Dec'17** | 83.5 | Increase |

# Other Train Staff

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"I would like to ask you about any other train staff you have had contact with in the past six months.*

*On the 0 to 10 scale, how satisfied are you with other train staff overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 74.5 |  |
| **Jan-Mar '13** | 74.8 |  |
| **Apr-Jun'13** | 75.3 |  |
| **Jul-Sep'13** | 75.2 |  |
| **Oct-Dec '13** | 75.0 |  |
| **Jan-Mar '14** | 74.3 |  |
| **Apr-Jun'14** | 77.9 | Increase |
| **Jul-Sep'14** | 78.1 |  |
| **Oct-Dec'14** | 76.8 |  |
| **Jan-Mar'15** | 78.0 |  |
| **Apr-Jun'15** | 78.0 |  |
| **Jul-Sep '15** | 79.1 |  |
| **Oct-Dec’15** | 79.6 |  |
| **Jan-Mar '16** | 79.9 |  |
| **Apr-Jun '16** | 78.6 |  |
| **Jul-Sep '16** | 77.9 |  |
| **Oct-Dec’16** | 78.6 |  |
| **Jan-Mar '17** | 80.3 | Increase |
| **Apr-Jun '17** | 79.9 |  |
| **Jul-Sep '17** | 81.2 |  |
| **Oct-Dec'17** | 81.7 |  |

# Likelihood to Recommend Metropolitan Train Services

Base: Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend Melbourne’s train services to someone else?"*

| **Period** | **CSI** | **Increase /decrease** | **Net Promoter Score (NPS)** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 67.7 |  | -15.9 |  |
| **Jan-Mar '13** | 65.8 |  | -21.1 |  |
| **Apr-Jun'13** | 67.4 |  | -15.0 |  |
| **Jul-Sep'13** | 68.6 |  | -13.2 |  |
| **Oct-Dec '13** | 71.1 | Increase | -4.6 | Increase |
| **Jan-Mar '14** | 69.2 |  | -11.1 |  |
| **Apr-Jun'14** | 71.2 |  | -7.2 |  |
| **Jul-Sep'14** | 71.7 |  | -4.9 |  |
| **Oct-Dec'14** | 72.5 |  | -2.4 |  |
| **Jan-Mar'15** | 73.2 |  | 1.3 |  |
| **Apr-Jun'15** | 72.4 |  | -3.6 |  |
| **Jul-Sep '15** | 72.6 |  | -0.7 |  |
| **Oct-Dec’15** | 76.3 | Increase | 12.0 | Increase |
| **Jan-Mar '16** | 76.0 |  | 11.1 |  |
| **Apr-Jun '16** | 73.2 | Decrease | 0.8 | Decrease |
| **Jul-Sep '16** | 73.8 |  | 2.5 |  |
| **Oct-Dec’16** | 74.8 |  | 5.2 |  |
| **Jan-Mar '17** | 75.4 |  | 9.5 |  |
| **Apr-Jun '17** | 74.4 |  | 4.5 |  |
| **Jul-Sep '17** | 76.3 |  | 9.2 |  |
| **Oct-Dec'17** | 76.2 |  | 13.2 |  |

Metropolitan Tram Services

# Summary of Findings

The initial ‘top of mind’ measure of overall satisfaction indicated that 91% of tram travellers were ‘totally’, ‘very’ or ‘somewhat’ satisfied with the tram services. Converted to a score of 100, the result was 72.2, significantly lower than the Jul-Sep17 score of 74.1

Overall satisfaction on the more considered 0-to-10 scale, converted to a score out of 100, remained stable at 76.1 (compared to 76.8 in Jul-Sep17).

Overall satisfaction with primary driver ‘personal security’ remained stable this quarter returning a score of 76.0 (75.8 in Jul-Sep17). There were no significant changes in any of the related service aspects.

‘Running of services’, also a primary driver of satisfaction was effectively unchanged this quarter, achieving a satisfaction rating of 75.3 (75.7 in Jul-Sep17). Likewise, there were no significant movements in any of the service aspects relating to ‘running of services’.

Overall satisfaction with ‘design, space and comfort’, the secondary driver of satisfaction, also remained stable this quarter, at 71.8 (71.0 in Jul-Sep17). One individual service aspect, ‘temperature in summer’, showed a significant change, falling to 67.5 this quarter from 70.0 in Jul-Sep17.

The mean likelihood to recommend tram services was effectively unchanged at 79.3 (79.7 last quarter). The Net Promoter Score (those giving a rating of 9-10 less those giving a 0-6 rating) remained stable at 24.

Metropolitan Tram Services

Public transport users selected to answer questions about metropolitan tram services are asked: "Overall, are you satisfied or dissatisfied with the service on your tram route? Is that totally, very or somewhat?”

Asked near the beginning of the survey (before evaluating specific aspects of the service), this question captures the top-of-mind perception of train services. The table below illustrates the proportion of metropolitan tram users who were totally, very, or somewhat satisfied with the services.

## Proportion of Satisfied Users of Metropolitan Tram Services by Quarter

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **Proportion Satisfied %** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 91.1 |  |
| **Jan-Mar '13** | 91.9 |  |
| **Apr-Jun'13** | 88.5 | Decrease |
| **Jul-Sep'13** | 91.1 |  |
| **Oct-Dec '13** | 89.9 |  |
| **Jan-Mar '14** | 91.6 |  |
| **Apr-Jun'14** | 90.8 |  |
| **Jul-Sep'14** | 90.8 |  |
| **Oct-Dec'14** | 91.2 |  |
| **Jan-Mar'15** | 92.3 |  |
| **Apr-Jun'15** | 91.1 |  |
| **Jul-Sep '15** | 93.4 |  |
| **Oct-Dec’15** | 92.6 |  |
| **Jan-Mar '16** | 91.7 |  |
| **Apr-Jun '16** | 90.5 |  |
| **Jul-Sep '16** | 92.4 |  |
| **Oct-Dec’16** | 92.6 |  |
| **Jan-Mar '17** | 91.9 |  |
| **Apr-Jun '17** | 90.3 |  |
| **Jul-Sep '17** | 92.4 |  |
| **Oct-Dec'17** | 91.0 |  |

Metropolitan Tram Services

From the same question, responses are translated into a Customer Satisfaction Index (refer to the How the Monitor is Conducted section for more details). The table below shows the results over time.

### Customer Satisfaction Index (CSI) of Tram Services by Quarter (6-point scale)

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 70.9 |  |
| **Jan-Mar '13** | 72.7 |  |
| **Apr-Jun'13** | 70.9 |  |
| **Jul-Sep'13** | 70.9 |  |
| **Oct-Dec '13** | 70.8 |  |
| **Jan-Mar '14** | 73.7 | Increase |
| **Apr-Jun'14** | 72.8 |  |
| **Jul-Sep'14** | 72.5 |  |
| **Oct-Dec'14** | 72.7 |  |
| **Jan-Mar'15** | 73.6 |  |
| **Apr-Jun'15** | 72.7 |  |
| **Jul-Sep '15** | 74.3 |  |
| **Oct-Dec’15** | 75.1 |  |
| **Jan-Mar '16** | 74.0 |  |
| **Apr-Jun '16** | 72.8 |  |
| **Jul-Sep '16** | 73.9 |  |
| **Oct-Dec’16** | 73.7 |  |
| **Jan-Mar '17** | 73.8 |  |
| **Apr-Jun '17** | 72.4 |  |
| **Jul-Sep '17** | 74.1 |  |
| **Oct-Dec'17** | 72.2 | Decrease |

Metropolitan Tram Services

Near the end of the survey (after evaluating all aspects of the service), tram users are asked the same question, this time using a 0-to-10 scale, where 0 means 'extremely dissatisfied' and 10 means 'extremely satisfied'. The scores are then multiplied by 10 to obtain a Customer Satisfaction Index (CSI) out of 100. The average scores over time are shown in the table below. This can be regarded as the 'considered' view of overall satisfaction with the services.

### Customer Satisfaction Index of Tram Services by Quarter (0-to-10 scale)

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 72.7 |  |
| **Jan-Mar '13** | 73.1 |  |
| **Apr-Jun'13** | 73.5 |  |
| **Jul-Sep'13** | 73.5 |  |
| **Oct-Dec '13** | 73.6 |  |
| **Jan-Mar '14** | 74.4 |  |
| **Apr-Jun'14** | 74.4 |  |
| **Jul-Sep'14** | 73.7 |  |
| **Oct-Dec'14** | 74.7 |  |
| **Jan-Mar'15** | 75.9 |  |
| **Apr-Jun'15** | 75.2 |  |
| **Jul-Sep '15** | 75.6 |  |
| **Oct-Dec’15** | 77.1 | Increase |
| **Jan-Mar '16** | 76.3 |  |
| **Apr-Jun '16** | 75.2 |  |
| **Jul-Sep '16** | 74.9 |  |
| **Oct-Dec’16** | 76.4 | Increase |
| **Jan-Mar '17** | 76.2 |  |
| **Apr-Jun '17** | 76.4 |  |
| **Jul-Sep '17** | 76.8 |  |
| **Oct-Dec'17** | 76.1 |  |

Drivers of Satisfaction with Metropolitan Tram Services

Analysis of survey results over a long time period, and using statistical methods, allows us to determine which aspects of service have the most effect on overall satisfaction. The various aspects that contribute to the public’s rating of overall satisfaction are called the primary, secondary and tertiary drivers of satisfaction depending on how important they are. The technical appendix gives more information on this analysis.

# Primary Driver

## Personal Security

Security on trams during the day

Security at tram stops during the day

## Running of Services

Reliability of Services

Frequency of scheduled services

Travel time of tram journey

# Secondary Driver

## Design Space & Comfort

Design enables moving around

Seat comfort

# Tertiary Drivers

## myki

Ease of understanding system

Ease of touching on and off

## Tram Drivers

Drive safely and smoothly

Courteous and helpful

## Tram Stops

Ability to safely enter and exit the tram

Maintenance of shelter and seating

Level of crowding

## Information

Announcement of arrival at stops

Accuracy of electronic displays

Information provided for planned disruptions

Number of announcements on trams

## Other Tram Staff

Are courteous and helpful

Provide useful information

## Price of Tram Travel

## Authorised Officers

Are courteous and helpful

Undertake job in appropriate manner

Satisfaction with Aspects of Metropolitan Tram Services

This section contains the quarterly results of satisfaction scores for various aspects of metropolitan tram services. These scores are based on the 0-to-10 satisfaction scale, which has been used since April 2009, replacing the previously used 6-point satisfaction scale.

# Running of Services

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking of the operational performance of tram services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with how tram services are run overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 73.3 |  |
| **Jan-Mar '13** | 74.1 |  |
| **Apr-Jun'13** | 73.5 |  |
| **Jul-Sep'13** | 73.3 |  |
| **Oct-Dec '13** | 73.7 |  |
| **Jan-Mar '14** | 74.4 |  |
| **Apr-Jun'14** | 73.9 |  |
| **Jul-Sep'14** | 73.7 |  |
| **Oct-Dec'14** | 74.1 |  |
| **Jan-Mar'15** | 75.3 |  |
| **Apr-Jun'15** | 74.7 |  |
| **Jul-Sep '15** | 75.2 |  |
| **Oct-Dec’15** | 76.3 |  |
| **Jan-Mar '16** | 75.3 |  |
| **Apr-Jun '16** | 75.1 |  |
| **Jul-Sep '16** | 74.8 |  |
| **Oct-Dec’16** | 76.1 |  |
| **Jan-Mar '17** | 75.8 |  |
| **Apr-Jun '17** | 75.2 |  |
| **Jul-Sep '17** | 75.7 |  |
| **Oct-Dec'17** | 75.3 |  |

# Personal Security

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with your feelings of personal security overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 71.9 |  |
| **Jan-Mar '13** | 72.3 |  |
| **Apr-Jun'13** | 72.6 |  |
| **Jul-Sep'13** | 72.7 |  |
| **Oct-Dec '13** | 73.7 |  |
| **Jan-Mar '14** | 74.6 |  |
| **Apr-Jun'14** | 74.1 |  |
| **Jul-Sep'14** | 73.4 |  |
| **Oct-Dec'14** | 74.8 |  |
| **Jan-Mar'15** | 75.6 |  |
| **Apr-Jun'15** | 73.9 | Decrease |
| **Jul-Sep '15** | 74.8 |  |
| **Oct-Dec’15** | 76.2 |  |
| **Jan-Mar '16** | 76.1 |  |
| **Apr-Jun '16** | 74.1 | Decrease |
| **Jul-Sep '16** | 73.5 |  |
| **Oct-Dec’16** | 75.0 |  |
| **Jan-Mar '17** | 74.5 |  |
| **Apr-Jun '17** | 74.8 |  |
| **Jul-Sep '17** | 75.8 |  |
| **Oct-Dec'17** | 76.0 |  |

# Design, Space and Comfort Onboard

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with the design, space and comfort of Melbourne’s trams overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 68.5 |  |
| **Jan-Mar '13** | 68.6 |  |
| **Apr-Jun'13** | 69.4 |  |
| **Jul-Sep'13** | 68.7 |  |
| **Oct-Dec '13** | 69.3 |  |
| **Jan-Mar '14** | 69.4 |  |
| **Apr-Jun'14** | 69.3 |  |
| **Jul-Sep'14** | 69.8 |  |
| **Oct-Dec'14** | 70.1 |  |
| **Jan-Mar'15** | 71.0 |  |
| **Apr-Jun'15** | 70.0 |  |
| **Jul-Sep '15** | 71.4 |  |
| **Oct-Dec’15** | 72.5 |  |
| **Jan-Mar '16** | 70.6 | Decrease |
| **Apr-Jun '16** | 70.4 |  |
| **Jul-Sep '16** | 69.9 |  |
| **Oct-Dec’16** | 71.0 |  |
| **Jan-Mar '17** | 70.8 |  |
| **Apr-Jun '17** | 71.1 |  |
| **Jul-Sep '17** | 71.0 |  |
| **Oct-Dec'17** | 71.8 |  |

# Information

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with the information provided about tram services overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 70.0 |  |
| **Jan-Mar '13** | 72.1 | Increase |
| **Apr-Jun'13** | 71.1 |  |
| **Jul-Sep'13** | 70.9 |  |
| **Oct-Dec '13** | 71.8 |  |
| **Jan-Mar '14** | 73.0 |  |
| **Apr-Jun'14** | 71.8 |  |
| **Jul-Sep'14** | 70.9 |  |
| **Oct-Dec'14** | 71.8 |  |
| **Jan-Mar'15** | 74.3 | Increase |
| **Apr-Jun'15** | 73.5 |  |
| **Jul-Sep '15** | 74.0 |  |
| **Oct-Dec’15** | 75.0 |  |
| **Jan-Mar '16** | 74.8 |  |
| **Apr-Jun '16** | 73.9 |  |
| **Jul-Sep '16** | 74.1 |  |
| **Oct-Dec’16** | 75.7 | Increase |
| **Jan-Mar '17** | 75.5 |  |
| **Apr-Jun '17** | 75.5 |  |
| **Jul-Sep '17** | 76.4 |  |
| **Oct-Dec'17** | 75.8 |  |

# Tram Stops

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with the tram stops overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 72.9 |  |
| **Jan-Mar '13** | 74.0 |  |
| **Apr-Jun'13** | 73.9 |  |
| **Jul-Sep'13** | 72.3 | Decrease |
| **Oct-Dec '13** | 73.8 |  |
| **Jan-Mar '14** | 74.7 |  |
| **Apr-Jun'14** | 73.3 |  |
| **Jul-Sep'14** | 74.0 |  |
| **Oct-Dec'14** | 74.9 |  |
| **Jan-Mar'15** | 75.4 |  |
| **Apr-Jun'15** | 74.0 |  |
| **Jul-Sep '15** | 75.4 |  |
| **Oct-Dec’15** | 76.7 |  |
| **Jan-Mar '16** | 76.2 |  |
| **Apr-Jun '16** | 74.8 |  |
| **Jul-Sep '16** | 74.3 |  |
| **Oct-Dec’16** | 75.5 |  |
| **Jan-Mar '17** | 75.8 |  |
| **Apr-Jun '17** | 75.2 |  |
| **Jul-Sep '17** | 75.7 |  |
| **Oct-Dec'17** | 75.9 |  |

# myki

Base: Tram travellers who have used myki

Increase / decrease signifies a significant increase or decrease from the previous quarter

New question introduced in August 2010

*"How satisfied are you with the myki ticketing system overall?"*

| **Period** | **CSI** | **Increase /decrease** | **Percentage of Tram travellers who have used myki** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 61.4 |  | 88.5 | Increase |
| **Jan-Mar '13** | 57.2 | Decrease | 95.9 | Increase |
| **Apr-Jun'13** | 60.3 | Increase | 97.6 | Increase |
| **Jul-Sep'13** | 60.2 |  | 100.0 | Increase |
| **Oct-Dec '13** | 60.4 |  | 100.0 |  |
| **Jan-Mar '14** | 58.3 |  | 100.0 |  |
| **Apr-Jun'14** | 59.4 |  | 100.0 |  |
| **Jul-Sep'14** | 62.4 | Increase | 100.0 |  |
| **Oct-Dec'14** | 61.5 |  | 100.0 |  |
| **Jan-Mar'15** | 64.5 | Increase | 100.0 |  |
| **Apr-Jun'15** | 63.3 |  | 100.0 |  |
| **Jul-Sep '15** | 62.1 |  | 100.0 |  |
| **Oct-Dec’15** | 64.6 |  | 100.0 |  |
| **Jan-Mar '16** | 64.8 |  | 100.0 |  |
| **Apr-Jun '16** | 64.5 |  | 100.0 |  |
| **Jul-Sep '16** | 62.6 |  | 100.0 |  |
| **Oct-Dec’16** | 65.5 | Increase | 100.0 |  |
| **Jan-Mar '17** | 66.7 |  | 100.0 |  |
| **Apr-Jun '17** | 66.7 |  | 100.0 |  |
| **Jul-Sep '17** | 68.4 |  | 100.0 |  |
| **Oct-Dec'17** | 67.8 |  | 100.0 |  |

# Price of Tram Travel

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“Thinking about the services you receive, how satisfied are you with the price of tram travel in metropolitan Melbourne?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 65.3 |  |
| **Jan-Mar '13** | 62.9 |  |
| **Apr-Jun'13** | 64.7 |  |
| **Jul-Sep'13** | 62.6 |  |
| **Oct-Dec '13** | 64.2 |  |
| **Jan-Mar '14** | 62.9 |  |
| **Apr-Jun'14** | 64.3 |  |
| **Jul-Sep'14** | 65.4 |  |
| **Oct-Dec'14** | 65.5 |  |
| **Jan-Mar'15** | 69.4 | Increase |
| **Apr-Jun'15** | 70.6 |  |
| **Jul-Sep '15** | 70.2 |  |
| **Oct-Dec’15** | 71.6 |  |
| **Jan-Mar '16** | 70.6 |  |
| **Apr-Jun '16** | 69.5 |  |
| **Jul-Sep '16** | 69.9 |  |
| **Oct-Dec’16** | 69.6 |  |
| **Jan-Mar '17** | 68.6 |  |
| **Apr-Jun '17** | 69.1 |  |
| **Jul-Sep '17** | 71.3 |  |
| **Oct-Dec'17** | 71.6 |  |

# Authorised Officers

Base: Tram travellers who have been on trams where officers check tickets

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with authorised officers overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% of Tram travellers been on trams where officers check tickets** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 67.7 |  | 53.2 |  |
| **Jan-Mar '13** | 69.2 |  | 51.9 |  |
| **Apr-Jun'13** | 68.2 |  | 51.5 |  |
| **Jul-Sep'13** | 69.8 |  | 54.7 |  |
| **Oct-Dec '13** | 68.7 |  | 51.5 |  |
| **Jan-Mar '14** | 69.0 |  | 50.4 |  |
| **Apr-Jun'14** | 70.5 |  | 51.6 |  |
| **Jul-Sep'14** | 69.0 |  | 50.5 |  |
| **Oct-Dec'14** | 68.9 |  | 55.9 | Increase |
| **Jan-Mar'15** | 71.2 |  | 58.5 |  |
| **Apr-Jun'15** | 69.8 |  | 56.0 |  |
| **Jul-Sep '15** | 69.7 |  | 58.1 |  |
| **Oct-Dec’15** | 72.3 |  | 55.6 |  |
| **Jan-Mar '16** | 70.2 |  | 59.5 |  |
| **Apr-Jun '16** | 69.2 |  | 55.8 |  |
| **Jul-Sep '16** | 68.2 |  | 52.7 |  |
| **Oct-Dec’16** | 70.3 |  | 56.0 |  |
| **Jan-Mar '17** | 71.0 |  | 56.8 |  |
| **Apr-Jun '17** | 71.4 |  | 54.9 |  |
| **Jul-Sep '17** | 71.7 |  | 52.6 |  |
| **Oct-Dec'17** | 73.1 |  | 54.5 |  |

# Tram Drivers

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with metropolitan tram drivers overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 73.4 |  |
| **Jan-Mar '13** | 73.9 |  |
| **Apr-Jun'13** | 74.9 |  |
| **Jul-Sep'13** | 73.8 |  |
| **Oct-Dec '13** | 75.5 | Increase |
| **Jan-Mar '14** | 75.1 |  |
| **Apr-Jun'14** | 75.3 |  |
| **Jul-Sep'14** | 75.1 |  |
| **Oct-Dec'14** | 75.2 |  |
| **Jan-Mar'15** | 76.5 |  |
| **Apr-Jun'15** | 76.1 |  |
| **Jul-Sep '15** | 76.4 |  |
| **Oct-Dec’15** | 77.2 |  |
| **Jan-Mar '16** | 77.0 |  |
| **Apr-Jun '16** | 75.8 |  |
| **Jul-Sep '16** | 75.8 |  |
| **Oct-Dec’16** | 76.6 |  |
| **Jan-Mar '17** | 77.0 |  |
| **Apr-Jun '17** | 77.4 |  |
| **Jul-Sep '17** | 78.6 |  |
| **Oct-Dec'17** | 78.2 |  |

# Other Tram Staff

Base: Tram travellers who had face-to-face interaction with other tram staff

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“I would like to ask you about any other tram staff you have had contact with in the past six months. On the 0 to 10 scale, how satisfied are you with other tram staff overall?"*

| **Period** | **CSI** | **Increase /decrease** | **Percentage of Tram travellers who had face-to-face interaction with other tram staff** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 77.7 |  | 16.5 |  |
| **Jan-Mar '13** | 79.2 |  | 15.4 |  |
| **Apr-Jun'13** | 79.7 |  | 17.3 |  |
| **Jul-Sep'13** | 80.7 |  | 13.5 | Decrease |
| **Oct-Dec '13** | 77.9 |  | 14.0 |  |
| **Jan-Mar '14** | 79.3 |  | 16.4 |  |
| **Apr-Jun'14** | 78.6 |  | 16.6 |  |
| **Jul-Sep'14** | 80.2 |  | 15.1 |  |
| **Oct-Dec'14** | 78.6 |  | 15.4 |  |
| **Jan-Mar'15** | 83.5 | Increase | 16.9 |  |
| **Apr-Jun'15** | 82.2 |  | 15.2 |  |
| **Jul-Sep '15** | 78.8 |  | 14.6 |  |
| **Oct-Dec’15** | 78.9 |  | 17.2 |  |
| **Jan-Mar '16** | 82.0 |  | 18.2 |  |
| **Apr-Jun '16** | 80.7 |  | 16.2 |  |
| **Jul-Sep '16** | 80.3 |  | 16.9 |  |
| **Oct-Dec’16** | 80.5 |  | 17.5 |  |
| **Jan-Mar '17** | 83.1 |  | 14.7 |  |
| **Apr-Jun '17** | 83.9 |  | 14.4 |  |
| **Jul-Sep '17** | 83.5 |  | 18.9 | Increase |
| **Oct-Dec'17** | 85.2 |  | 13.4 | Decrease |

# Likelihood to Recommend Metropolitan Tram Services

Base: Tram travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend Melbourne’s tram services to someone else?"*

| **Period** | **CSI** | **Increase /decrease** | **Net Promoter Score (NPS)** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 76.3 |  | 12.4 |  |
| **Jan-Mar '13** | 76.3 |  | 11.5 |  |
| **Apr-Jun'13** | 75.4 |  | 8.3 |  |
| **Jul-Sep'13** | 77.1 |  | 12.8 |  |
| **Oct-Dec '13** | 77.2 |  | 15.9 |  |
| **Jan-Mar '14** | 76.8 |  | 13.1 |  |
| **Apr-Jun'14** | 77.9 |  | 16.9 |  |
| **Jul-Sep'14** | 76.9 |  | 12.9 |  |
| **Oct-Dec'14** | 77.3 |  | 15.6 |  |
| **Jan-Mar'15** | 79.4 | Increase | 23.7 | Increase |
| **Apr-Jun'15** | 78.1 |  | 18.8 |  |
| **Jul-Sep '15** | 78.4 |  | 20.9 |  |
| **Oct-Dec’15** | 80.2 |  | 28.2 | Increase |
| **Jan-Mar '16** | 81.1 |  | 29.8 |  |
| **Apr-Jun '16** | 79.2 | Decrease | 22.3 | Decrease |
| **Jul-Sep '16** | 78.4 |  | 19.8 |  |
| **Oct-Dec’16** | 79.4 |  | 25.0 |  |
| **Jan-Mar '17** | 80.8 |  | 29.1 |  |
| **Apr-Jun '17** | 79.9 |  | 24.7 |  |
| **Jul-Sep '17** | 79.7 |  | 24.7 |  |
| **Oct-Dec'17** | 79.3 |  | 23.7 |  |

Metropolitan Bus Services

# Summary of Findings

Results for Metropolitan Bus services have remained stable this quarter, with no significant changes observed across any of the key service areas compared to last quarter.

On the initial ‘top of mind’ satisfaction measure 86% of respondents indicated they were ‘totally’, ‘very’, or ‘somewhat’ satisfied with train services this quarter. Converted to a score of 100, the result was 69.8, not statistically different to last quarter’s score (70.5).

On the more considered 0-to-10 scale (multiplied by ten to get a score out of 100), satisfaction with bus services for Oct-Dec17 was 76.6, statistically unchanged from Jul-Sep17 (76.9).

The primary driver of overall satisfaction with bus services, ‘running of services’ scored 74.4 this quarter, not significantly different to the previous quarter (74.2). Satisfaction with one related service aspect, ‘frequency on weekday off-peak’ rose to 70.2 this quarter, a significant increase from 66.2 in Jul-Sep17.

The secondary driver of overall satisfaction with bus services, ‘personal security’ returned a score of 78.6 this quarter, statistically unchanged from Jul-Sep17 (76.9). There were no significant changes observed in any of the individual aspects of ‘personal security’.

While satisfaction with ‘information’, a tertiary driver, remained stable overall this quarter (73.4, compared to 73.1 in Jul-Sep17), three related service aspects changed significantly. Satisfaction with ‘availability of printed timetables at bus stops’ rose to 73.9, (70.4 in Jul-Sep17), and ‘ease of reading and understanding timetables at bus stops’ rose to 80.2 (77.2 in the previous quarter). There was also a significant drop in satisfaction with service aspect ‘availability of info for unplanned disruptions’ (45.2, down from 50.9 in Jul-Sep17).

The mean likelihood of recommending bus services to others remained stable at 74.9 (75.6 in Jul-Sep17). The resulting Net Promoter Score (proportion of Promoters, those giving ratings of 9-10, minus proportion of Detractors, those giving ratings of 0-6) currently sits at 10.

Metropolitan Bus Services

Public transport users selected to answer questions about metropolitan bus services are asked: "Overall, are you satisfied or dissatisfied with the service on your bus route? Is that totally, very or somewhat?”

Asked near the beginning of the survey (before evaluating specific aspects of the service), this question captures the top-of-mind perception of bus services. The table below illustrates the proportion of metropolitan bus users who were totally, very, or somewhat satisfied with the services.

## Proportion of Satisfied Users of Metropolitan Bus Services by Quarter

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **Proportion Satisfied %** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 87.2 |  |
| **Jan-Mar '13** | 86.3 |  |
| **Apr-Jun'13** | 87.0 |  |
| **Jul-Sep'13** | 87.7 |  |
| **Oct-Dec '13** | 87.2 |  |
| **Jan-Mar '14** | 87.4 |  |
| **Apr-Jun'14** | 85.6 |  |
| **Jul-Sep'14** | 87.5 |  |
| **Oct-Dec'14** | 83.8 |  |
| **Jan-Mar'15** | 87.6 |  |
| **Apr-Jun'15** | 87.3 |  |
| **Jul-Sep '15** | 89.6 |  |
| **Oct-Dec’15** | 86.5 |  |
| **Jan-Mar '16** | 87.7 |  |
| **Apr-Jun '16** | 87.9 |  |
| **Jul-Sep '16** | 87.7 |  |
| **Oct-Dec’16** | 85.1 |  |
| **Jan-Mar '17** | 85.9 |  |
| **Apr-Jun '17** | 86.0 |  |
| **Jul-Sep '17** | 86.5 |  |
| **Oct-Dec'17** | 86.0 |  |

Metropolitan Bus Services

From the same question, responses are translated into a Customer Satisfaction Index (refer to the How the Monitor is Conducted section for more details). The table below illustrates the results over time.

### Customer Satisfaction Index (CSI) of Bus Services by Quarter (6-point scale)

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 71.3 |  |
| **Jan-Mar '13** | 69.3 |  |
| **Apr-Jun'13** | 71.9 |  |
| **Jul-Sep'13** | 70.9 |  |
| **Oct-Dec '13** | 70.4 |  |
| **Jan-Mar '14** | 72.7 |  |
| **Apr-Jun'14** | 70.2 |  |
| **Jul-Sep'14** | 70.5 |  |
| **Oct-Dec'14** | 70.5 |  |
| **Jan-Mar'15** | 72.8 |  |
| **Apr-Jun'15** | 70.9 |  |
| **Jul-Sep '15** | 73.2 |  |
| **Oct-Dec’15** | 71.4 |  |
| **Jan-Mar '16** | 73.3 |  |
| **Apr-Jun '16** | 70.8 |  |
| **Jul-Sep '16** | 72.2 |  |
| **Oct-Dec’16** | 69.1 |  |
| **Jan-Mar '17** | 69.6 |  |
| **Apr-Jun '17** | 70.2 |  |
| **Jul-Sep '17** | 70.5 |  |
| **Oct-Dec'17** | 69.8 |  |

Metropolitan Bus Services

Near the end of the survey (after evaluating all aspects of the service), bus users are asked the same question, this time using a 0-to-10 scale, where 0 means 'extremely dissatisfied' and 10 means 'extremely satisfied'. The scores are then multiplied by 10 to obtain a Customer Satisfaction Index (CSI) out of 100.The average scores over time are illustrated in the table below. This can be regarded as the 'considered' view of overall satisfaction with the services.

### Customer Satisfaction Index of Bus Services by Quarter (0-to-10 scale)

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 74.9 |  |
| **Jan-Mar '13** | 75.2 |  |
| **Apr-Jun'13** | 76.5 |  |
| **Jul-Sep'13** | 75.9 |  |
| **Oct-Dec '13** | 76.3 |  |
| **Jan-Mar '14** | 76.3 |  |
| **Apr-Jun'14** | 76.2 |  |
| **Jul-Sep'14** | 76.2 |  |
| **Oct-Dec'14** | 75.2 |  |
| **Jan-Mar'15** | 76.5 |  |
| **Apr-Jun'15** | 76.6 |  |
| **Jul-Sep '15** | 76.9 |  |
| **Oct-Dec’15** | 76.1 |  |
| **Jan-Mar '16** | 77.7 |  |
| **Apr-Jun '16** | 76.0 |  |
| **Jul-Sep '16** | 76.6 |  |
| **Oct-Dec’16** | 76.1 |  |
| **Jan-Mar '17** | 76.7 |  |
| **Apr-Jun '17** | 75.9 |  |
| **Jul-Sep '17** | 76.9 |  |
| **Oct-Dec'17** | 76.6 |  |

Drivers of Satisfaction with Metropolitan Bus Services

Analysis of survey results over a long time period, and using statistical methods, allows us to determine which aspects of service have the most effect on overall satisfaction. The various aspects that contribute to the public’s rating of overall satisfaction are called the primary, secondary and tertiary drivers of satisfaction depending on how important they are. The technical appendix gives more information on this analysis.

# Primary Driver

## Running of Services

Frequency of scheduled services

Buses not arriving late

Travel time of bus journey

# Secondary Driver

## Personal Security

Security on buses during the day

Security at bus stops during the day

# Tertiary Drivers

## Bus Drivers

Courteous and helpful

Drive safely and smoothly

## Design Space & Comfort

Seat comfort

Smoothness of the ride

## myki

Ease of understanding system

Ease of touching on and off

Ease of topping-up myki

## Price

## Bus Stops

Design allows safe entry and exit

Provision of shelter and seating

## Information

Printed timetable information at stops

Information provided for planned disruptions

Ease of reading printed timetables

The remaining service area, “authorised officers”, has low contribution to overall satisfaction with bus services.

Satisfaction with Aspects of Metropolitan Bus Services

This section contains the quarterly results of satisfaction scores for various aspects of metropolitan bus services. These scores are based on the 0-to-10 satisfaction scale, which has been used since April 2009, replacing the previously used 6-point satisfaction scale.

# Running of Services

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“Thinking of the operational performance of bus services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with how bus services are run overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 72.7 |  |
| **Jan-Mar '13** | 72.5 |  |
| **Apr-Jun'13** | 73.8 |  |
| **Jul-Sep'13** | 72.6 |  |
| **Oct-Dec '13** | 73.4 |  |
| **Jan-Mar '14** | 73.2 |  |
| **Apr-Jun'14** | 74.1 |  |
| **Jul-Sep'14** | 73.2 |  |
| **Oct-Dec'14** | 73.2 |  |
| **Jan-Mar'15** | 74.6 |  |
| **Apr-Jun'15** | 73.7 |  |
| **Jul-Sep '15** | 74.4 |  |
| **Oct-Dec’15** | 73.6 |  |
| **Jan-Mar '16** | 76.1 | Increase |
| **Apr-Jun '16** | 73.3 | Decrease |
| **Jul-Sep '16** | 74.0 |  |
| **Oct-Dec’16** | 72.2 |  |
| **Jan-Mar '17** | 73.3 |  |
| **Apr-Jun '17** | 72.9 |  |
| **Jul-Sep '17** | 74.2 |  |
| **Oct-Dec'17** | 74.4 |  |

# Personal Security

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with your feelings of personal security overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 76.4 |  |
| **Jan-Mar '13** | 77.2 |  |
| **Apr-Jun'13** | 78.3 |  |
| **Jul-Sep'13** | 78.2 |  |
| **Oct-Dec '13** | 77.6 |  |
| **Jan-Mar '14** | 77.8 |  |
| **Apr-Jun'14** | 78.1 |  |
| **Jul-Sep'14** | 78.0 |  |
| **Oct-Dec'14** | 77.7 |  |
| **Jan-Mar'15** | 78.3 |  |
| **Apr-Jun'15** | 76.9 |  |
| **Jul-Sep '15** | 77.9 |  |
| **Oct-Dec’15** | 77.8 |  |
| **Jan-Mar '16** | 79.1 |  |
| **Apr-Jun '16** | 77.7 |  |
| **Jul-Sep '16** | 77.1 |  |
| **Oct-Dec’16** | 78.1 |  |
| **Jan-Mar '17** | 78.0 |  |
| **Apr-Jun '17** | 77.6 |  |
| **Jul-Sep '17** | 76.9 |  |
| **Oct-Dec'17** | 78.6 |  |

# Information

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with the information provided about bus services overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 72.8 |  |
| **Jan-Mar '13** | 72.5 |  |
| **Apr-Jun'13** | 72.9 |  |
| **Jul-Sep'13** | 71.2 |  |
| **Oct-Dec '13** | 72.8 |  |
| **Jan-Mar '14** | 72.1 |  |
| **Apr-Jun'14** | 72.7 |  |
| **Jul-Sep'14** | 72.6 |  |
| **Oct-Dec'14** | 72.0 |  |
| **Jan-Mar'15** | 72.8 |  |
| **Apr-Jun'15** | 72.7 |  |
| **Jul-Sep '15** | 73.2 |  |
| **Oct-Dec’15** | 72.4 |  |
| **Jan-Mar '16** | 75.0 | Increase |
| **Apr-Jun '16** | 72.9 |  |
| **Jul-Sep '16** | 72.3 |  |
| **Oct-Dec’16** | 72.7 |  |
| **Jan-Mar '17** | 73.7 |  |
| **Apr-Jun '17** | 72.2 |  |
| **Jul-Sep '17** | 73.1 |  |
| **Oct-Dec'17** | 73.4 |  |

# Bus Drivers

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with metropolitan bus drivers overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 79.6 |  |
| **Jan-Mar '13** | 80.4 |  |
| **Apr-Jun'13** | 79.6 |  |
| **Jul-Sep'13** | 80.4 |  |
| **Oct-Dec '13** | 79.7 |  |
| **Jan-Mar '14** | 80.1 |  |
| **Apr-Jun'14** | 79.2 |  |
| **Jul-Sep'14** | 79.9 |  |
| **Oct-Dec'14** | 80.8 |  |
| **Jan-Mar'15** | 80.1 |  |
| **Apr-Jun'15** | 80.5 |  |
| **Jul-Sep '15** | 80.5 |  |
| **Oct-Dec’15** | 80.4 |  |
| **Jan-Mar '16** | 81.5 |  |
| **Apr-Jun '16** | 79.7 |  |
| **Jul-Sep '16** | 80.9 |  |
| **Oct-Dec’16** | 80.5 |  |
| **Jan-Mar '17** | 81.2 |  |
| **Apr-Jun '17** | 81.8 |  |
| **Jul-Sep '17** | 80.6 |  |
| **Oct-Dec'17** | 81.0 |  |

# Design, Space and Comfort

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with the design, space and comfort of Melbourne’s buses overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 77.2 |  |
| **Jan-Mar '13** | 78.5 |  |
| **Apr-Jun'13** | 77.8 |  |
| **Jul-Sep'13** | 78.0 |  |
| **Oct-Dec '13** | 77.7 |  |
| **Jan-Mar '14** | 77.5 |  |
| **Apr-Jun'14** | 78.0 |  |
| **Jul-Sep'14** | 78.2 |  |
| **Oct-Dec'14** | 77.8 |  |
| **Jan-Mar'15** | 78.1 |  |
| **Apr-Jun'15** | 77.2 |  |
| **Jul-Sep '15** | 78.9 |  |
| **Oct-Dec’15** | 76.9 |  |
| **Jan-Mar '16** | 78.0 |  |
| **Apr-Jun '16** | 77.2 |  |
| **Jul-Sep '16** | 78.3 |  |
| **Oct-Dec’16** | 77.4 |  |
| **Jan-Mar '17** | 77.3 |  |
| **Apr-Jun '17** | 77.2 |  |
| **Jul-Sep '17** | 78.6 |  |
| **Oct-Dec'17** | 77.6 |  |

# Price of Bus Travel

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“Thinking about the services you receive, how satisfied are you with the price of bus travel in metropolitan Melbourne?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 67.9 |  |
| **Jan-Mar '13** | 66.2 |  |
| **Apr-Jun'13** | 69.8 | Increase |
| **Jul-Sep'13** | 68.1 |  |
| **Oct-Dec '13** | 68.4 |  |
| **Jan-Mar '14** | 68.2 |  |
| **Apr-Jun'14** | 67.0 |  |
| **Jul-Sep'14** | 68.3 |  |
| **Oct-Dec'14** | 68.2 |  |
| **Jan-Mar'15** | 71.2 |  |
| **Apr-Jun'15** | 72.2 |  |
| **Jul-Sep '15** | 74.3 |  |
| **Oct-Dec’15** | 72.3 |  |
| **Jan-Mar '16** | 74.0 |  |
| **Apr-Jun '16** | 73.2 |  |
| **Jul-Sep '16** | 71.6 |  |
| **Oct-Dec’16** | 72.5 |  |
| **Jan-Mar '17** | 73.4 |  |
| **Apr-Jun '17** | 73.4 |  |
| **Jul-Sep '17** | 74.3 |  |
| **Oct-Dec'17** | 73.8 |  |

# Bus Stops

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with the bus stops overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec '12** | 73.4 |  |
| **Jan-Mar '13** | 73.4 |  |
| **Apr-Jun'13** | 73.6 |  |
| **Jul-Sep'13** | 74.5 |  |
| **Oct-Dec '13** | 74.4 |  |
| **Jan-Mar '14** | 74.4 |  |
| **Apr-Jun'14** | 73.2 |  |
| **Jul-Sep'14** | 74.8 |  |
| **Oct-Dec'14** | 74.4 |  |
| **Jan-Mar'15** | 75.9 |  |
| **Apr-Jun'15** | 73.8 |  |
| **Jul-Sep '15** | 75.1 |  |
| **Oct-Dec’15** | 73.3 |  |
| **Jan-Mar '16** | 76.1 | Increase |
| **Apr-Jun '16** | 74.9 |  |
| **Jul-Sep '16** | 74.3 |  |
| **Oct-Dec’16** | 74.4 |  |
| **Jan-Mar '17** | 74.5 |  |
| **Apr-Jun '17** | 74.1 |  |
| **Jul-Sep '17** | 74.1 |  |
| **Oct-Dec'17** | 75.5 |  |

# myki

Base: Bus travellers who have used myki

Increase / decrease signifies a significant increase or decrease from the previous quarter

New question introduced in August 2010

*“How satisfied are you with the myki ticketing system overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% of Bus travellers using myki** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 62.4 |  | 84.2 | Increase |
| **Jan-Mar '13** | 61.5 |  | 95.3 | Increase |
| **Apr-Jun'13** | 62.8 |  | 95.8 |  |
| **Jul-Sep'13** | 59.8 |  | 100.0 | Increase |
| **Oct-Dec '13** | 63.5 |  | 98.1 |  |
| **Jan-Mar '14** | 64.4 |  | 98.1 |  |
| **Apr-Jun'14** | 65.2 |  | 97.2 |  |
| **Jul-Sep'14** | 66.2 |  | 98.1 |  |
| **Oct-Dec'14** | 64.6 |  | 98.8 |  |
| **Jan-Mar'15** | 68.4 | Increase | 98.1 |  |
| **Apr-Jun'15** | 68.5 |  | 98.1 |  |
| **Jul-Sep '15** | 69.0 |  | 100.0 |  |
| **Oct-Dec’15** | 67.0 |  | 100.0 |  |
| **Jan-Mar '16** | 70.9 | Increase | 100.0 |  |
| **Apr-Jun '16** | 71.1 |  | 100.0 |  |
| **Jul-Sep '16** | 70.3 |  | 100.0 |  |
| **Oct-Dec’16** | 70.6 |  | 100.0 |  |
| **Jan-Mar '17** | 73.2 |  | 100.0 |  |
| **Apr-Jun '17** | 71.8 |  | 100.0 |  |
| **Jul-Sep '17** | 73.7 |  | 100.0 |  |
| **Oct-Dec'17** | 73.1 |  | 100.0 |  |

# Authorised Officers

Base: Bus travellers who have been on buses where officers check tickets

Increase / decrease signifies a significant increase or decrease from the previous quarter

*“How satisfied are you with authorised officers overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% of Bus travellers been on buses where officers check tickets** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 71.4 |  | 16.7 |  |
| **Jan-Mar '13** | 74.9 |  | 16.7 |  |
| **Apr-Jun'13** | 75.6 |  | 22.8 | Increase |
| **Jul-Sep'13** | 77.4 |  | 22.8 |  |
| **Oct-Dec '13** | 74.8 |  | 16.9 | Decrease |
| **Jan-Mar '14** | 75.2 |  | 20.2 |  |
| **Apr-Jun'14** | 72.5 |  | 20.9 |  |
| **Jul-Sep'14** | 79.2 | Increase | 20.9 |  |
| **Oct-Dec'14** | 76.3 |  | 20.7 |  |
| **Jan-Mar'15** | 76.7 |  | 25.9 |  |
| **Apr-Jun'15** | 74.5 |  | 23.2 |  |
| **Jul-Sep '15** | 78.6 |  | 23.3 |  |
| **Oct-Dec’15** | 75.0 |  | 25.2 |  |
| **Jan-Mar '16** | 73.3 |  | 24.5 |  |
| **Apr-Jun '16** | 76.7 |  | 25.2 |  |
| **Jul-Sep '16** | 73.5 |  | 22.4 |  |
| **Oct-Dec’16** | 78.6 |  | 25.9 |  |
| **Jan-Mar '17** | 79.5 |  | 24.2 |  |
| **Apr-Jun '17** | 81.3 |  | 23.1 |  |
| **Jul-Sep '17** | 78.7 |  | 20.5 |  |
| **Oct-Dec'17** | 79.4 |  | 25.6 |  |

# Likelihood to Recommend Metropolitan Bus Services

Base: Bus travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend Melbourne’s tram services to someone else?"*

| **Period** | **CSI** | **Increase /decrease** | **Net Promoter Score (NPS)** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec '12** | 73.1 |  | 1.0 |  |
| **Jan-Mar '13** | 73.6 |  | 4.8 |  |
| **Apr-Jun'13** | 75.2 |  | 12.6 |  |
| **Jul-Sep'13** | 74.2 |  | 5.5 |  |
| **Oct-Dec '13** | 75.1 |  | 7.4 |  |
| **Jan-Mar '14** | 74.6 |  | 8.6 |  |
| **Apr-Jun'14** | 74.3 |  | 4.6 |  |
| **Jul-Sep'14** | 75.1 |  | 6.0 |  |
| **Oct-Dec'14** | 73.9 |  | 2.4 |  |
| **Jan-Mar'15** | 74.6 |  | 5.0 |  |
| **Apr-Jun'15** | 74.5 |  | 4.5 |  |
| **Jul-Sep '15** | 75.3 |  | 7.9 |  |
| **Oct-Dec’15** | 75.2 |  | 8.9 |  |
| **Jan-Mar '16** | 77.9 |  | 18.4 |  |
| **Apr-Jun '16** | 75.6 |  | 9.0 |  |
| **Jul-Sep '16** | 75.3 |  | 9.8 |  |
| **Oct-Dec’16** | 75.5 |  | 7.7 |  |
| **Jan-Mar '17** | 76.4 |  | 14.1 |  |
| **Apr-Jun '17** | 76.4 |  | 8.2 |  |
| **Jul-Sep '17** | 75.6 |  | 8.8 |  |
| **Oct-Dec'17** | 74.9 |  | 9.5 |  |

V/Line Services Overall

Early in the survey, all V/Line users are asked how satisfied they are with V/Line (train and coach) services in general. The table below tracks over time the proportion of transport users who were totally, very, or somewhat satisfied with the services

*Q. Overall, are you satisfied or dissatisfied with V/Line (train and coach) services provided? Is that totally, very, or somewhat (satisfied/dissatisfied)?"*

From the same question, responses are translated into a Customer Satisfaction Index (refer to the *How the Monitor is Conducted* section for more details).

## Proportion of Satisfied Users and Customer Satisfaction Index of V/Line Services by Quarter

Base: V/Line train and coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| Period | Satisfied (%) | Increase / decrease |
| --- | --- | --- |
| Oct-Dec'12 | 81.5 |  |
| Jan-Mar'13 | 84.0 |  |
| Apr-Jun'13 | 83.6 |  |
| Jul-Sep'13 | 84.2 |  |
| Oct-Dec'13 | 82.6 |  |
| Jan-Mar'14 | 85.1 |  |
| Apr-Jun'14 | 82.2 |  |
| Jul-Sep'14 | 87.5 | Increase |
| Oct-Dec'14 | 82.9 |  |
| Jan-Mar'15 | 85.9 |  |
| Apr-Jun'15 | 85.8 |  |
| Jul-Sep '15 | 83.3 |  |
| Oct-Dec’15 | 86.6 |  |
| Jan-Mar '16 | 76.0 | Decrease |
| Apr-Jun '16 | 75.1 |  |
| Jul-Sep '16 | 82.1 | Increase |
| Oct-Dec '16 | 80.2 |  |
| Jan-Mar '17 | 81.6 |  |
| Apr-Jun '17 | 78.6 |  |
| Jul-Sep '17 | 79.5 |  |
| Oct-Dec '17 | 83.3 |  |

| Period | CSI | Increase / decrease |
| --- | --- | --- |
| Oct-Dec'12 | 68.4 |  |
| Jan-Mar'13 | 68.8 |  |
| Apr-Jun'13 | 68.6 |  |
| Jul-Sep'13 | 70.8 |  |
| Oct-Dec'13 | 69.3 |  |
| Jan-Mar'14 | 70.1 |  |
| Apr-Jun'14 | 68.5 |  |
| Jul-Sep'14 | 71.7 |  |
| Oct-Dec'14 | 69.8 |  |
| Jan-Mar'15 | 71.5 |  |
| Apr-Jun'15 | 72.0 |  |
| Jul-Sep '15 | 69.8 |  |
| Oct-Dec’15 | 71.3 |  |
| Jan-Mar '16 | 64.3 | Decrease |
| Apr-Jun '16 | 64.6 |  |
| Jul-Sep '16 | 68.9 | Increase |
| Oct-Dec '16 | 66.1 |  |
| Jan-Mar '17 | 67.3 |  |
| Apr-Jun '17 | 66.0 |  |
| Jul-Sep '17 | 65.5 |  |
| Oct-Dec '17 | 67.9 |  |

V/Line Train Services

# Summary of Findings

The initial 6-point ‘top of mind’ satisfaction measure returned a score of 69.0 was achieved, slightly higher but not significantly different to 67.4 in the previous quarter. On the more considered 0-to-10 scale, satisfaction with V/Line train services was 77.2, also slightly higher than the Jul-Sep17 score of 75.0.

The primary driver of satisfaction 'running of services' returned an overall satisfaction score of 75.0 for Oct-Dec17, not significantly different to the previous quarter’s score of 72.6. Among the service aspects relating to ‘running of services’ significant improvements were seen in ‘hours of operation’ (76.6 compared to 72.7), ‘frequency on weekday off-peak’ (75.6, compared to 69.7) and ‘frequency on late nights’ (66.4, compared to 57.9).

Satisfaction with ‘design and comfort’, a secondary driver, was also relatively stable with a satisfaction rating of 75.2 this quarter (73.1 in Jul-Sep17). Significant gains were seen in ‘smoothness of the ride’ (78.8, compared to 75.8), ‘comfort of seats’ (78.7, compared to 75.3), and ‘ease of getting of the train’ (83.2, compared to 80.3).

The other secondary driver of overall satisfaction, ‘personal security’, was statistically unchanged this quarter at 79.8 (77.8 in Jul-Sep17). Service aspects ‘personal security at stations during the day’ (85.3, compared to 82.5) and ‘presence and visibility of security cameras’ (74.1, compared to 70.2) both improved significantly since the previous quarter.

Satisfaction with tertiary driver of satisfaction ‘myki ticketing’ rose to 76.1 this quarter (71.5 in Jul-Sep17). Gains were made for seven of the eight related service aspects, however none were statistically significant.

Satisfaction with tertiary driver ‘train stations’ rose to 78.1 this quarter (75.6 in Jul-Sep17) recovering from a decline over the previous two quarters to a similar satisfaction level as Jan-Mar17. There were no significant movements in any of the service aspects relating to ‘train stations’, although minor increases could be seen for the majority.

The mean likelihood of recommending V/Line train services improved significantly this quarter and now stands at 82.9, (79.6 in Jul-Sep17). The resulting Net Promoter Score (proportion of Promoters, those giving ratings of 9-10, minus proportion of Detractors, those giving ratings of 0-6) currently sits at 34 (28 last quarter).

V/Line Train Services

V/Line users selected to answer questions about V/Line train services are asked: "Overall, are you satisfied or dissatisfied with V/Line train services? Is that totally, very or somewhat?”

Asked near the beginning of the survey (before evaluating specific aspects of the service), this question captures the top-of-mind perception of train services. The table below illustrates the proportion of V/Line train users who were totally, very, or somewhat satisfied with the services.

## Proportion of Satisfied Users of V/Line Train Services by Quarter

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **Proportion Satisfied %** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 81.6 | Decrease |
| **Jan-Mar'13** | 84.1 |  |
| **Apr-Jun'13** | 84.2 |  |
| **Jul-Sep'13** | 84.3 |  |
| **Oct-Dec'13** | 85.8 |  |
| **Jan-Mar'14** | 85.8 |  |
| **Apr-Jun'14** | 82.3 |  |
| **Jul-Sep'14** | 89.8 | Increase |
| **Oct-Dec'14** | 84.7 | Decrease |
| **Jan-Mar'15** | 85.7 |  |
| **Apr-Jun'15** | 88.6 |  |
| **Jul-Sep '15** | 86.4 |  |
| **Oct-Dec’15** | 87.2 |  |
| **Jan-Mar '16** | 78.2 | Decrease |
| **Apr-Jun '16** | 79.2 |  |
| **Jul-Sep '16** | 82.9 |  |
| **Oct-Dec '16** | 81.9 |  |
| **Jan-Mar '17** | 82.5 |  |
| **Apr-Jun '17** | 79.7 |  |
| **Jul-Sep '17** | 82.6 |  |
| **Oct-Dec '17** | 84.7 |  |

V/Line Train Services

From the same question, responses are translated into a Customer Satisfaction Index (refer to the How the Monitor is Conducted section for more details). The table below illustrates the results over time.

### Customer Satisfaction Index (CSI) of V/Line Train Services by Quarter (6-point scale)

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 68.0 | Decrease |
| **Jan-Mar'13** | 69.6 |  |
| **Apr-Jun'13** | 69.5 |  |
| **Jul-Sep'13** | 70.7 |  |
| **Oct-Dec'13** | 71.3 |  |
| **Jan-Mar'14** | 70.5 |  |
| **Apr-Jun'14** | 69.3 |  |
| **Jul-Sep'14** | 72.4 |  |
| **Oct-Dec'14** | 70.5 |  |
| **Jan-Mar'15** | 71.5 |  |
| **Apr-Jun'15** | 73.3 |  |
| **Jul-Sep '15** | 71.5 |  |
| **Oct-Dec’15** | 71.1 |  |
| **Jan-Mar '16** | 64.2 | Decrease |
| **Apr-Jun '16** | 65.9 |  |
| **Jul-Sep '16** | 70.8 | Increase |
| **Oct-Dec '16** | 67.4 |  |
| **Jan-Mar '17** | 68.6 |  |
| **Apr-Jun '17** | 65.8 |  |
| **Jul-Sep '17** | 67.4 |  |
| **Oct-Dec '17** | 69.0 |  |

V/Line Train Services

Near the end of the survey (after evaluating all aspects of the service), V/Line train users are asked the same question, this time using a 0-to-10 scale, where 0 means 'extremely dissatisfied' and 10 means 'extremely satisfied'. The scores are then multiplied by 10 to obtain a Customer Satisfaction Index (CSI) out of 100.The average scores over time are illustrated in the table below. This can be regarded as the 'considered' view of overall satisfaction with the services.

### Customer Satisfaction Index of V/Line Train Services by Quarter (0-to-10 scale)

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 75.7 |  |
| **Jan-Mar'13** | 76.4 |  |
| **Apr-Jun'13** | 74.2 |  |
| **Jul-Sep'13** | 76.0 |  |
| **Oct-Dec'13** | 77.0 |  |
| **Jan-Mar'14** | 75.7 |  |
| **Apr-Jun'14** | 75.8 |  |
| **Jul-Sep'14** | 77.3 |  |
| **Oct-Dec'14** | 75.4 |  |
| **Jan-Mar'15** | 75.7 |  |
| **Apr-Jun'15** | 76.9 |  |
| **Jul-Sep '15** | 76.2 |  |
| **Oct-Dec’15** | 78.8 | Increase |
| **Jan-Mar '16** | 73.8 | Decrease |
| **Apr-Jun '16** | 74.5 |  |
| **Jul-Sep '16** | 75.8 |  |
| **Oct-Dec '16** | 75.0 |  |
| **Jan-Mar '17** | 77.1 |  |
| **Apr-Jun '17** | 74.3 | Decrease |
| **Jul-Sep '17** | 75.0 |  |
| **Oct-Dec '17** | 77.2 |  |

Drivers of Satisfaction with V/Line Train Services

Analysis of survey results over a long time period, and using statistical methods, allows us to determine which aspects of service have the most effect on overall satisfaction. The various aspects that contribute to the public’s rating of overall satisfaction are called the primary, secondary and tertiary drivers of satisfaction depending on how important they are. The technical appendix gives more information on this analysis.

# Primary Driver

## Running of Services

Travel time of train journey

Frequency of scheduled services

V/Line trains running on time

# Secondary Drivers

## Design & Comfort

Smoothness of the ride

Seat comfort

Maintenance and cleanliness of carriages

Level of crowding

## Personal Security

Security on trains during the day

Security at stations during the day

# Tertiary Drivers

## Information

Info about planned service alterations

Amount of information when delayed

Ease of understanding info

**Seat Reservation Service**

## Ticketing

Ease of being able to purchase a ticket when needed

Sufficient places to purchase ticket

The remaining five service areas “price”, “stations”, “refreshments”, “station staff”, and “conductors” have low contribution to overall satisfaction with V/Line train services.

Satisfaction with Aspects of V/Line Train Services

This section contains the quarterly results of satisfaction scores for various aspects of V/Line train services. These scores are based on the 0-to-10 satisfaction scale, which has been used since April 2009, replacing the previously used 6-point satisfaction scale.

# Running of Services

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking of the operational performance of V/Line train services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with how V/Line train services are run overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 72.1 |  |
| **Jan-Mar'13** | 73.6 |  |
| **Apr-Jun'13** | 72.1 |  |
| **Jul-Sep'13** | 73.4 |  |
| **Oct-Dec'13** | 74.2 |  |
| **Jan-Mar'14** | 72.4 |  |
| **Apr-Jun'14** | 73.5 |  |
| **Jul-Sep'14** | 75.6 |  |
| **Oct-Dec'14** | 72.7 | Decrease |
| **Jan-Mar'15** | 73.8 |  |
| **Apr-Jun'15** | 74.5 |  |
| **Jul-Sep '15** | 73.9 |  |
| **Oct-Dec’15** | 75.8 |  |
| **Jan-Mar '16** | 71.0 | Decrease |
| **Apr-Jun '16** | 71.8 |  |
| **Jul-Sep '16** | 74.0 |  |
| **Oct-Dec '16** | 73.0 |  |
| **Jan-Mar '17** | 71.8 |  |
| **Apr-Jun '17** | 71.8 |  |
| **Jul-Sep '17** | 72.6 |  |
| **Oct-Dec '17** | 75.0 |  |

# Personal Security

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with your feelings of personal security overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 77.3 |  |
| **Jan-Mar'13** | 79.0 |  |
| **Apr-Jun'13** | 75.8 | Decrease |
| **Jul-Sep'13** | 77.6 |  |
| **Oct-Dec'13** | 79.0 |  |
| **Jan-Mar'14** | 78.0 |  |
| **Apr-Jun'14** | 77.5 |  |
| **Jul-Sep'14** | 79.6 |  |
| **Oct-Dec'14** | 77.8 |  |
| **Jan-Mar'15** | 78.1 |  |
| **Apr-Jun'15** | 79.6 |  |
| **Jul-Sep '15** | 78.7 |  |
| **Oct-Dec’15** | 81.1 | Increase |
| **Jan-Mar '16** | 79.3 |  |
| **Apr-Jun '16** | 77.4 |  |
| **Jul-Sep '16** | 76.8 |  |
| **Oct-Dec '16** | 77.4 |  |
| **Jan-Mar '17** | 79.7 |  |
| **Apr-Jun '17** | 77.7 |  |
| **Jul-Sep '17** | 77.8 |  |
| **Oct-Dec '17** | 79.8 |  |

# Design, Space and Comfort

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the design and comfort of V/Line trains overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 75.6 |  |
| **Jan-Mar'13** | 75.9 |  |
| **Apr-Jun'13** | 74.5 |  |
| **Jul-Sep'13** | 75.3 |  |
| **Oct-Dec'13** | 76.4 |  |
| **Jan-Mar'14** | 75.9 |  |
| **Apr-Jun'14** | 75.4 |  |
| **Jul-Sep'14** | 77.2 |  |
| **Oct-Dec'14** | 75.1 |  |
| **Jan-Mar'15** | 74.4 |  |
| **Apr-Jun'15** | 76.2 |  |
| **Jul-Sep '15** | 76.4 |  |
| **Oct-Dec’15** | 76.6 |  |
| **Jan-Mar '16** | 75.1 |  |
| **Apr-Jun '16** | 73.4 |  |
| **Jul-Sep '16** | 76.1 |  |
| **Oct-Dec '16** | 74.0 |  |
| **Jan-Mar '17** | 76.2 |  |
| **Apr-Jun '17** | 73.1 | Decrease |
| **Jul-Sep '17** | 73.1 |  |
| **Oct-Dec '17** | 75.2 |  |

# Information

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the information provided about V/Line train services overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 76.8 |  |
| **Jan-Mar'13** | 76.4 |  |
| **Apr-Jun'13** | 75.5 |  |
| **Jul-Sep'13** | 76.1 |  |
| **Oct-Dec'13** | 78.0 |  |
| **Jan-Mar'14** | 77.3 |  |
| **Apr-Jun'14** | 75.8 |  |
| **Jul-Sep'14** | 77.9 |  |
| **Oct-Dec'14** | 76.0 |  |
| **Jan-Mar'15** | 77.0 |  |
| **Apr-Jun'15** | 78.9 |  |
| **Jul-Sep '15** | 76.6 |  |
| **Oct-Dec’15** | 78.9 |  |
| **Jan-Mar '16** | 75.8 | Decrease |
| **Apr-Jun '16** | 76.3 |  |
| **Jul-Sep '16** | 76.3 |  |
| **Oct-Dec '16** | 77.3 |  |
| **Jan-Mar '17** | 78.5 |  |
| **Apr-Jun '17** | 75.7 | Decrease |
| **Jul-Sep '17** | 76.9 |  |
| **Oct-Dec '17** | 78.9 |  |

# Paper Ticketing

Base: V/Line train travellers not using myki

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with V/Line ticketing overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% of V/Line train travellers not using myki** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** | 80.2 |  |  |  |
| **Jan-Mar'13** | 80.9 |  |  |  |
| **Apr-Jun'13** | 79.8 |  |  |  |
| **Jul-Sep'13** | 83.3 | Increase |  |  |
| **Oct-Dec'13** | 82.2 |  |  |  |
| **Jan-Mar'14** | 84.4 |  |  |  |
| **Apr-Jun'14** | 83.0 |  |  |  |
| **Jul-Sep'14** | 84.4 |  |  |  |
| **Oct-Dec'14** | 80.7 |  |  |  |
| **Jan-Mar'15** | 84.8 | Increase |  |  |
| **Apr-Jun'15** | 81.6 |  |  |  |
| **Jul-Sep '15** | 82.0 |  |  |  |
| **Oct-Dec’15** | 82.7 |  |  |  |
| **Jan-Mar '16** | 81.8 |  |  |  |
| **Apr-Jun '16** | 81.0 |  |  |  |
| **Jul-Sep '16** | 83.2 |  |  |  |
| **Oct-Dec '16** | 78.3 | Decrease |  |  |
| **Jan-Mar '17** | 83.5 | Increase |  |  |
| **Apr-Jun '17** | 79.5 |  |  |  |
| **Jul-Sep '17** | 81.1 |  |  |  |
| **Oct-Dec '17** | 84.0 |  |  |  |

# myki

Base: V/Line train travellers using myki

Increase / decrease signifies a significant increase or decrease from the previous quarter

New question introduced in July 2013

*"How satisfied are you with the myki ticketing system overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% of V/Line train travellers using myki** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** |  |  |  |  |
| **Jan-Mar'13** |  |  |  |  |
| **Apr-Jun'13** |  |  |  |  |
| **Jul-Sep'13** | 67.7 |  |  |  |
| **Oct-Dec'13** | 65.4 |  |  |  |
| **Jan-Mar'14** | 65.2 |  |  |  |
| **Apr-Jun'14** | 66.2 |  |  |  |
| **Jul-Sep'14** | 69.6 |  |  |  |
| **Oct-Dec'14** | 65.1 |  |  |  |
| **Jan-Mar'15** | 69.1 |  |  |  |
| **Apr-Jun'15** | 67.3 |  |  |  |
| **Jul-Sep '15** | 71.6 |  |  |  |
| **Oct-Dec’15** | 70.6 |  |  |  |
| **Jan-Mar '16** | 70.9 |  |  |  |
| **Apr-Jun '16** | 73.3 |  |  |  |
| **Jul-Sep '16** | 73.1 |  |  |  |
| **Oct-Dec '16** | 74.6 |  |  |  |
| **Jan-Mar '17** | 75.4 |  |  |  |
| **Apr-Jun '17** | 72.5 |  |  |  |
| **Jul-Sep '17** | 71.5 |  |  |  |
| **Oct-Dec '17** | 76.1 | Increase |  |  |

# Refreshments

Base: V/Line train travellers who have been on a service with refreshments

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the refreshments available when travelling by V/Line overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% V/Line train travellers been on a service with refreshments** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** | 67.9 |  | 35.3 |  |
| **Jan-Mar'13** | 71.9 |  | 38.5 |  |
| **Apr-Jun'13** | 70.6 |  | 30.8 | Decrease |
| **Jul-Sep'13** | 69.0 |  | 34.9 |  |
| **Oct-Dec'13** | 69.7 |  | 27.0 | Decrease |
| **Jan-Mar'14** | 71.6 |  | 38.3 | Increase |
| **Apr-Jun'14** | 68.2 |  | 32.8 |  |
| **Jul-Sep'14** | 73.8 | Increase | 31.8 |  |
| **Oct-Dec'14** | 67.0 | Decrease | 37.8 |  |
| **Jan-Mar'15** | 69.9 |  | 38.2 |  |
| **Apr-Jun'15** | 68.1 |  | 34.1 |  |
| **Jul-Sep '15** | 73.4 |  | 30.3 |  |
| **Oct-Dec’15** | 66.1 | Decrease | 34.5 |  |
| **Jan-Mar '16** | 70.2 |  | 37.1 |  |
| **Apr-Jun '16** | 70.3 |  | 33.5 |  |
| **Jul-Sep '16** | 69.1 |  | 29.6 |  |
| **Oct-Dec '16** | 68.5 |  | 34.3 |  |
| **Jan-Mar '17** | 68.8 |  | 32.1 |  |
| **Apr-Jun '17** | 72.4 |  | 33.6 |  |
| **Jul-Sep '17** | 65.2 | Decrease | 34.5 |  |
| **Oct-Dec '17** | 68.5 |  | 35.7 |  |

# Train Stations

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with V/Line train stations overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 76.2 |  |
| **Jan-Mar'13** | 77.3 |  |
| **Apr-Jun'13** | 75.8 |  |
| **Jul-Sep'13** | 76.2 |  |
| **Oct-Dec'13** | 76.7 |  |
| **Jan-Mar'14** | 77.2 |  |
| **Apr-Jun'14** | 75.9 |  |
| **Jul-Sep'14** | 77.8 |  |
| **Oct-Dec'14** | 76.2 |  |
| **Jan-Mar'15** | 76.6 |  |
| **Apr-Jun'15** | 75.5 |  |
| **Jul-Sep '15** | 76.9 |  |
| **Oct-Dec’15** | 77.8 |  |
| **Jan-Mar '16** | 79.1 |  |
| **Apr-Jun '16** | 76.1 | Decrease |
| **Jul-Sep '16** | 76.8 |  |
| **Oct-Dec '16** | 76.4 |  |
| **Jan-Mar '17** | 78.1 |  |
| **Apr-Jun '17** | 75.6 | Decrease |
| **Jul-Sep '17** | 75.6 |  |
| **Oct-Dec '17** | 78.1 | Increase |

# Price of Train Travel

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking just about the price you pay for V/Line train tickets, how satisfied are you with the price of train travel using V/Line?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 78.7 |  |
| **Jan-Mar'13** | 79.6 |  |
| **Apr-Jun'13** | 77.5 |  |
| **Jul-Sep'13** | 77.5 |  |
| **Oct-Dec'13** | 79.8 |  |
| **Jan-Mar'14** | 77.3 |  |
| **Apr-Jun'14** | 76.6 |  |
| **Jul-Sep'14** | 78.1 |  |
| **Oct-Dec'14** | 76.3 |  |
| **Jan-Mar'15** | 78.9 |  |
| **Apr-Jun'15** | 76.8 |  |
| **Jul-Sep '15** | 78.0 |  |
| **Oct-Dec’15** | 79.8 |  |
| **Jan-Mar '16** | 79.0 |  |
| **Apr-Jun '16** | 77.4 |  |
| **Jul-Sep '16** | 77.2 |  |
| **Oct-Dec '16** | 76.0 |  |
| **Jan-Mar '17** | 77.6 |  |
| **Apr-Jun '17** | 77.5 |  |
| **Jul-Sep '17** | 78.3 |  |
| **Oct-Dec '17** | 78.1 |  |

# Seat Reservation

Base: V/Line train travellers using seat reservation service

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the seat reservation service overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% V/Line train travellers using seat reservation service** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** | 85.8 |  | 34.5 |  |
| **Jan-Mar'13** | 86.0 |  | 35.5 |  |
| **Apr-Jun'13** | 83.4 |  | 29.7 |  |
| **Jul-Sep'13** | 78.8 |  | 27.0 |  |
| **Oct-Dec'13** | 82.2 |  | 27.9 |  |
| **Jan-Mar'14** | 83.4 |  | 35.4 | Increase |
| **Apr-Jun'14** | 83.1 |  | 29.5 |  |
| **Jul-Sep'14** | 83.5 |  | 31.5 |  |
| **Oct-Dec'14** | 83.7 |  | 32.4 |  |
| **Jan-Mar'15** | 83.6 |  | 35.9 |  |
| **Apr-Jun'15** | 84.7 |  | 29.4 |  |
| **Jul-Sep '15** | 86.1 |  | 25.5 |  |
| **Oct-Dec’15** | 87.6 |  | 27.4 |  |
| **Jan-Mar '16** | 84.8 |  | 32.0 |  |
| **Apr-Jun '16** | 83.0 |  | 34.1 |  |
| **Jul-Sep '16** | 82.6 |  | 27.1 | Decrease |
| **Oct-Dec '16** | 83.6 |  | 28.7 |  |
| **Jan-Mar '17** | 84.9 |  | 29.6 |  |
| **Apr-Jun '17** | 84.1 |  | 31.4 |  |
| **Jul-Sep '17** | 83.6 |  | 28.9 |  |
| **Oct-Dec '17** | 85.2 |  | 29.6 |  |

# V/Line Train Staff

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking about the V/Line staff you have had contact with in the past six months, on the 0 to 10 scale, how satisfied are you with V/Line train staff overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 86.7 |  |
| **Jan-Mar'13** | 87.3 |  |
| **Apr-Jun'13** | 85.0 |  |
| **Jul-Sep'13** | 85.9 |  |
| **Oct-Dec'13** | 85.7 |  |
| **Jan-Mar'14** | 85.9 |  |
| **Apr-Jun'14** | 86.6 |  |
| **Jul-Sep'14** | 86.3 |  |
| **Oct-Dec'14** | 85.5 |  |
| **Jan-Mar'15** | 85.7 |  |
| **Apr-Jun'15** | 85.0 |  |
| **Jul-Sep '15** | 86.4 |  |
| **Oct-Dec’15** | 87.3 |  |
| **Jan-Mar '16** | 87.2 |  |
| **Apr-Jun '16** | 86.2 |  |
| **Jul-Sep '16** | 86.5 |  |
| **Oct-Dec '16** | 85.6 |  |
| **Jan-Mar '17** | 88.2 | Increase |
| **Apr-Jun '17** | 86.5 |  |
| **Jul-Sep '17** | 87.9 |  |
| **Oct-Dec '17** | 88.1 |  |

# Train Conductors

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with V/Line conductors overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 85.2 |  |
| **Jan-Mar'13** | 86.2 |  |
| **Apr-Jun'13** | 84.4 |  |
| **Jul-Sep'13** | 85.6 |  |
| **Oct-Dec'13** | 86.4 |  |
| **Jan-Mar'14** | 86.6 |  |
| **Apr-Jun'14** | 86.0 |  |
| **Jul-Sep'14** | 85.7 |  |
| **Oct-Dec'14** | 85.6 |  |
| **Jan-Mar'15** | 85.4 |  |
| **Apr-Jun'15** | 85.9 |  |
| **Jul-Sep '15** | 86.6 |  |
| **Oct-Dec’15** | 86.6 |  |
| **Jan-Mar '16** | 87.2 |  |
| **Apr-Jun '16** | 86.2 |  |
| **Jul-Sep '16** | 85.9 |  |
| **Oct-Dec '16** | 86.3 |  |
| **Jan-Mar '17** | 86.5 |  |
| **Apr-Jun '17** | 86.1 |  |
| **Jul-Sep '17** | 87.0 |  |
| **Oct-Dec '17** | 87.7 |  |

# Likelihood to Recommend Train Services

Base: V/Line Train travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend V/Line’s train services to someone else?"*

| **Period** | **CSI** | **Increase /decrease** | **Net Promoter Score (NPS)** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** | 78.5 |  | 21.3 | Decrease |
| **Jan-Mar'13** | 80.3 |  | 27.4 |  |
| **Apr-Jun'13** | 78.6 |  | 21.0 |  |
| **Jul-Sep'13** | 79.9 |  | 27.7 |  |
| **Oct-Dec'13** | 82.0 |  | 37.4 |  |
| **Jan-Mar'14** | 80.2 |  | 30.1 |  |
| **Apr-Jun'14** | 79.1 |  | 24.9 |  |
| **Jul-Sep'14** | 82.2 | Increase | 34.3 |  |
| **Oct-Dec'14** | 79.1 | Decrease | 24.5 |  |
| **Jan-Mar'15** | 80.7 |  | 30.2 |  |
| **Apr-Jun'15** | 82.1 |  | 35.0 |  |
| **Jul-Sep '15** | 79.6 |  | 28.1 |  |
| **Oct-Dec’15** | 82.9 | Increase | 35.1 |  |
| **Jan-Mar '16** | 76.6 | Decrease | 19.9 | Decrease |
| **Apr-Jun '16** | 77.0 |  | 17.9 |  |
| **Jul-Sep '16** | 80.6 | Increase | 30.1 | Increase |
| **Oct-Dec '16** | 79.7 |  | 24.9 |  |
| **Jan-Mar '17** | 80.8 |  | 32.3 |  |
| **Apr-Jun '17** | 78.3 |  | 19.9 | Decrease |
| **Jul-Sep '17** | 79.6 |  | 27.8 |  |
| **Oct-Dec '17** | 82.9 | Increase | 34.3 |  |

V/Line Coach Services

# Summary of Findings

Satisfaction with V/Line coach services remains relatively stable again this quarter, with no changes observed among the key service aspects.

In response to the initial ‘top-of-mind’ question, 92% of users said they were ‘somewhat’, ‘very’ or ‘totally’ satisfied with the services. When converted to a score out of 100 the result was 75.0 which represents a minor (although not statistically significant) increase from the Jul-Sep17 score of 68.2.

Using the more considered 0-to-10 scale (multiplied by 10 to give a rating of 100) overall satisfaction was 82.2 (79.4 in Jul-Sep17), again a non-significant difference.

The primary driver 'running of services' returned an overall satisfaction score of 76.5 this quarter, similar to the 76.6 achieved in Jul-Sep17. There were no significant movements among any of the service aspects relating to ‘running of services’.

There were no significant changes in overall satisfaction for either of the secondary drivers this quarter. ‘Personal security’ (82.5, compared to 84.0 in Jul-Sep17) and ‘coach stops’ (77.9, compared to 75.5 in Jul-Sep17) both remained statistically stable, as did all of the related service aspects.

Satisfaction with ‘information’, a tertiary driver of satisfaction, bounced back from last quarter’s decline with a score of 81.1 (75.1 in Jul-Sep17). There was a significant improvement in satisfaction with ‘availability of timetable information’ which scored 80.7, almost 10 points higher than last quarter’s result (71.3).

The mean likelihood to recommend V/Line coach services was 83.3, not significantly different to the previous quarter (80.7). The Net Promoter Score (those giving a rating of 9-10 less those giving a 0 to 6 rating) recovered from last quarters drop 22 with a score of 40, although this is not statistically significant.

V/Line Coach Services

V/Line users selected to answer questions about V/Line coach services are asked: "Overall, are you satisfied or dissatisfied with V/Line coach services? Is that totally, very or somewhat?”

Asked near the beginning of the survey (before evaluating specific aspects of the service), this question captures the top-of-mind perception of coach services. The table below illustrates the proportion of V/Line coach users who were totally, very, or somewhat satisfied with the services.

## Proportion of Satisfied Users of V/Line Coach Services by Quarter

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **Proportion Satisfied %** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 93.4 |  |
| **Jan-Mar'13** | 82.1 | Decrease |
| **Apr-Jun'13** | 94.5 | Increase |
| **Jul-Sep'13** | 90.4 |  |
| **Oct-Dec'13** | 86.4 |  |
| **Jan-Mar'14** | 88.5 |  |
| **Apr-Jun'14** | 81.4 |  |
| **Jul-Sep'14** | 91.4 |  |
| **Oct-Dec'14** | 90.6 |  |
| **Jan-Mar'15** | 91.5 |  |
| **Apr-Jun'15** | 98.4 |  |
| **Jul-Sep '15** | 94.4 |  |
| **Oct-Dec’15** | 98.6 |  |
| **Jan-Mar '16** | 94.7 |  |
| **Apr-Jun '16** | 88.6 |  |
| **Jul-Sep '16** | 87.8 |  |
| **Oct-Dec '16** | 90.5 |  |
| **Jan-Mar '17** | 87.0 |  |
| **Apr-Jun '17** | 84.6 |  |
| **Jul-Sep '17** | 82.4 |  |
| **Oct-Dec '17** | 92.2 |  |

V/Line Coach Services

From the same question, responses are translated into a Customer Satisfaction Index (refer to the How the Monitor is Conducted section for more details). The table below illustrates the results over time.

### Customer Satisfaction Index (CSI) of V/Line Coach Services by Quarter (6-point scale)

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 77.1 |  |
| **Jan-Mar'13** | 72.5 |  |
| **Apr-Jun'13** | 76.4 |  |
| **Jul-Sep'13** | 78.9 |  |
| **Oct-Dec'13** | 73.3 |  |
| **Jan-Mar'14** | 73.8 |  |
| **Apr-Jun'14** | 71.5 |  |
| **Jul-Sep'14** | 74.6 |  |
| **Oct-Dec'14** | 77.0 |  |
| **Jan-Mar'15** | 77.6 |  |
| **Apr-Jun'15** | 79.0 |  |
| **Jul-Sep '15** | 77.5 |  |
| **Oct-Dec’15** | 82.5 |  |
| **Jan-Mar '16** | 79.2 |  |
| **Apr-Jun '16** | 70.9 | Decrease |
| **Jul-Sep '16** | 72.2 |  |
| **Oct-Dec '16** | 74.0 |  |
| **Jan-Mar '17** | 71.3 |  |
| **Apr-Jun '17** | 73.5 |  |
| **Jul-Sep '17** | 68.2 |  |
| **Oct-Dec '17** | 75.0 |  |

V/Line Coach Services

Near the end of the survey (after evaluating all aspects of the service), coach users are asked the same question, this time using a 0-to-10 scale, where 0 means 'extremely dissatisfied' and 10 means 'extremely satisfied'. The scores are then multiplied by 10 to obtain a Customer Satisfaction Index (CSI) out of 100. The average scores over time are illustrated in the table below. This can be regarded as the 'considered' view of overall satisfaction with the services.

### Customer Satisfaction Index of V/Line Coach Services by Quarter (0-to-10 scale)

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 85.3 |  |
| **Jan-Mar'13** | 80.8 |  |
| **Apr-Jun'13** | 81.4 |  |
| **Jul-Sep'13** | 83.6 |  |
| **Oct-Dec'13** | 80.7 |  |
| **Jan-Mar'14** | 82.8 |  |
| **Apr-Jun'14** | 81.4 |  |
| **Jul-Sep'14** | 80.3 |  |
| **Oct-Dec'14** | 80.8 |  |
| **Jan-Mar'15** | 84.6 |  |
| **Apr-Jun'15** | 85.7 |  |
| **Jul-Sep '15** | 83.9 |  |
| **Oct-Dec’15** | 86.1 |  |
| **Jan-Mar '16** | 81.6 |  |
| **Apr-Jun '16** | 78.4 |  |
| **Jul-Sep '16** | 80.8 |  |
| **Oct-Dec '16** | 79.5 |  |
| **Jan-Mar '17** | 82.9 |  |
| **Apr-Jun '17** | 82.8 |  |
| **Jul-Sep '17** | 79.4 |  |
| **Oct-Dec '17** | 82.2 |  |

Drivers of Satisfaction with V/Line Coach Services

Analysis of survey results over a long time period, and using statistical methods, allows us to determine which aspects of service have the most effect on overall satisfaction. The various aspects that contribute to the public’s rating of overall satisfaction are called the primary, secondary and tertiary drivers of satisfaction depending on how important they are. The technical appendix gives more information on this analysis.

# Primary Driver

## Running of Services

Hours of operation

Running on time

Time of journey

# Secondary Drivers

## Personal Security

Security on coaches during the day

Security at coach stops after dark

Security at coach stops during the day

## Coach Stops

Maintenance of facilities

Cleanliness of toilets

General cleanliness

# Tertiary Drivers

## Design & Comfort

Seat comfort

Ease getting off coach

## Ticketing

Ease of purchasing tickets

Ease of understanding ticket system

Range of ticket selling locations

## Coach Drivers

Safe and smooth driving

Courtesy and helpfulness of drivers

## Information

Information for planned alterations

Ease of understanding timetable information

Availability of timetable information

The remaining two service areas “price” and “seat reservation” have low contribution to overall satisfaction with V/Line coach services.

Satisfaction with Aspects of V/Line Coach Services

This section contains the quarterly results of satisfaction scores for various aspects of V/Line coach services. These scores are based on the 0-to-10 satisfaction scale, which has been used since April 2009, replacing the previously used 6-point satisfaction scale.

# Running of Services

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking of the operational performance of V/Line coach services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with how V/Line coach services are run overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 82.2 |  |
| **Jan-Mar'13** | 78.3 |  |
| **Apr-Jun'13** | 77.5 |  |
| **Jul-Sep'13** | 80.1 |  |
| **Oct-Dec'13** | 77.0 |  |
| **Jan-Mar'14** | 77.6 |  |
| **Apr-Jun'14** | 79.8 |  |
| **Jul-Sep'14** | 76.9 |  |
| **Oct-Dec'14** | 79.1 |  |
| **Jan-Mar'15** | 83.3 |  |
| **Apr-Jun'15** | 81.1 |  |
| **Jul-Sep '15** | 78.9 |  |
| **Oct-Dec’15** | 81.0 |  |
| **Jan-Mar '16** | 77.8 |  |
| **Apr-Jun '16** | 74.5 |  |
| **Jul-Sep '16** | 75.5 |  |
| **Oct-Dec '16** | 75.5 |  |
| **Jan-Mar '17** | 79.4 |  |
| **Apr-Jun '17** | 81.8 |  |
| **Jul-Sep '17** | 76.6 |  |
| **Oct-Dec '17** | 76.5 |  |

# Coach Drivers

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with V/Line coach drivers overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 89.4 |  |
| **Jan-Mar'13** | 89.3 |  |
| **Apr-Jun'13** | 88.2 |  |
| **Jul-Sep'13** | 90.1 |  |
| **Oct-Dec'13** | 87.2 |  |
| **Jan-Mar'14** | 88.3 |  |
| **Apr-Jun'14** | 89.2 |  |
| **Jul-Sep'14** | 87.5 |  |
| **Oct-Dec'14** | 89.1 |  |
| **Jan-Mar'15** | 89.1 |  |
| **Apr-Jun'15** | 90.3 |  |
| **Jul-Sep '15** | 90.3 |  |
| **Oct-Dec’15** | 89.9 |  |
| **Jan-Mar '16** | 90.3 |  |
| **Apr-Jun '16** | 86.0 | Decrease |
| **Jul-Sep '16** | 88.9 |  |
| **Oct-Dec '16** | 88.9 |  |
| **Jan-Mar '17** | 89.4 |  |
| **Apr-Jun '17** | 89.8 |  |
| **Jul-Sep '17** | 88.4 |  |
| **Oct-Dec '17** | 88.9 |  |

# Personal Security

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with your feelings of personal security overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 85.6 |  |
| **Jan-Mar'13** | 85.1 |  |
| **Apr-Jun'13** | 83.7 |  |
| **Jul-Sep'13** | 86.0 |  |
| **Oct-Dec'13** | 82.3 |  |
| **Jan-Mar'14** | 83.5 |  |
| **Apr-Jun'14** | 86.2 |  |
| **Jul-Sep'14** | 81.1 |  |
| **Oct-Dec'14** | 83.2 |  |
| **Jan-Mar'15** | 84.9 |  |
| **Apr-Jun'15** | 88.4 |  |
| **Jul-Sep '15** | 86.4 |  |
| **Oct-Dec’15** | 87.6 |  |
| **Jan-Mar '16** | 83.6 |  |
| **Apr-Jun '16** | 82.5 |  |
| **Jul-Sep '16** | 81.1 |  |
| **Oct-Dec '16** | 82.4 |  |
| **Jan-Mar '17** | 85.6 |  |
| **Apr-Jun '17** | 84.2 |  |
| **Jul-Sep '17** | 84.0 |  |
| **Oct-Dec '17** | 82.5 |  |

# Coach Stops

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with V/Line coach stops overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 78.0 |  |
| **Jan-Mar'13** | 73.1 |  |
| **Apr-Jun'13** | 73.7 |  |
| **Jul-Sep'13** | 78.8 |  |
| **Oct-Dec'13** | 79.1 |  |
| **Jan-Mar'14** | 77.1 |  |
| **Apr-Jun'14** | 78.3 |  |
| **Jul-Sep'14** | 77.2 |  |
| **Oct-Dec'14** | 78.5 |  |
| **Jan-Mar'15** | 79.4 |  |
| **Apr-Jun'15** | 79.2 |  |
| **Jul-Sep '15** | 78.1 |  |
| **Oct-Dec’15** | 79.0 |  |
| **Jan-Mar '16** | 77.1 |  |
| **Apr-Jun '16** | 70.5 | Decrease |
| **Jul-Sep '16** | 77.7 | Increase |
| **Oct-Dec '16** | 74.9 |  |
| **Jan-Mar '17** | 79.1 |  |
| **Apr-Jun '17** | 76.6 |  |
| **Jul-Sep '17** | 75.5 |  |
| **Oct-Dec '17** | 77.9 |  |

# Design, Space and Comfort

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the design and comfort of V/Line coaches overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 84.0 | Increase |
| **Jan-Mar'13** | 80.7 |  |
| **Apr-Jun'13** | 81.2 |  |
| **Jul-Sep'13** | 81.9 |  |
| **Oct-Dec'13** | 81.1 |  |
| **Jan-Mar'14** | 80.0 |  |
| **Apr-Jun'14** | 81.7 |  |
| **Jul-Sep'14** | 82.6 |  |
| **Oct-Dec'14** | 79.6 |  |
| **Jan-Mar'15** | 83.2 |  |
| **Apr-Jun'15** | 82.3 |  |
| **Jul-Sep '15** | 84.2 |  |
| **Oct-Dec’15** | 83.5 |  |
| **Jan-Mar '16** | 81.3 |  |
| **Apr-Jun '16** | 78.3 |  |
| **Jul-Sep '16** | 80.3 |  |
| **Oct-Dec '16** | 78.4 |  |
| **Jan-Mar '17** | 81.6 |  |
| **Apr-Jun '17** | 81.5 |  |
| **Jul-Sep '17** | 82.4 |  |
| **Oct-Dec '17** | 81.9 |  |

# Ticketing

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with V/Line ticketing overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 81.6 | Increase |
| **Jan-Mar'13** | 77.0 |  |
| **Apr-Jun'13** | 77.1 |  |
| **Jul-Sep'13** | 78.9 |  |
| **Oct-Dec'13** | 79.1 |  |
| **Jan-Mar'14** | 78.4 |  |
| **Apr-Jun'14** | 80.7 |  |
| **Jul-Sep'14** | 77.9 |  |
| **Oct-Dec'14** | 78.7 |  |
| **Jan-Mar'15** | 77.3 |  |
| **Apr-Jun'15** | 83.2 |  |
| **Jul-Sep '15** | 78.5 |  |
| **Oct-Dec’15** | 80.1 |  |
| **Jan-Mar '16** | 80.4 |  |
| **Apr-Jun '16** | 75.5 |  |
| **Jul-Sep '16** | 78.8 |  |
| **Oct-Dec '16** | 75.0 |  |
| **Jan-Mar '17** | 81.9 | Increase |
| **Apr-Jun '17** | 79.2 |  |
| **Jul-Sep '17** | 76.6 |  |
| **Oct-Dec '17** | 77.1 |  |

# Ticket Price

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"Thinking just about the price you pay for V/Line coach tickets, how satisfied are you with the price of coach travel using V/Line?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 87.3 | Increase |
| **Jan-Mar'13** | 80.5 | Decrease |
| **Apr-Jun'13** | 81.4 |  |
| **Jul-Sep'13** | 84.6 |  |
| **Oct-Dec'13** | 82.6 |  |
| **Jan-Mar'14** | 83.2 |  |
| **Apr-Jun'14** | 78.5 |  |
| **Jul-Sep'14** | 85.8 | Increase |
| **Oct-Dec'14** | 85.4 |  |
| **Jan-Mar'15** | 82.0 |  |
| **Apr-Jun'15** | 85.3 |  |
| **Jul-Sep '15** | 83.2 |  |
| **Oct-Dec’15** | 85.3 |  |
| **Jan-Mar '16** | 86.6 |  |
| **Apr-Jun '16** | 78.1 | Decrease |
| **Jul-Sep '16** | 84.0 |  |
| **Oct-Dec '16** | 84.0 |  |
| **Jan-Mar '17** | 86.5 |  |
| **Apr-Jun '17** | 83.8 |  |
| **Jul-Sep '17** | 84.0 |  |
| **Oct-Dec '17** | 82.8 |  |

# Information

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the information provided about V/Line coach services overall?"*

| **Period** | **CSI** | **Increase /decrease** |
| --- | --- | --- |
| **Oct-Dec'12** | 82.2 |  |
| **Jan-Mar'13** | 77.0 |  |
| **Apr-Jun'13** | 82.2 |  |
| **Jul-Sep'13** | 79.4 |  |
| **Oct-Dec'13** | 79.5 |  |
| **Jan-Mar'14** | 80.5 |  |
| **Apr-Jun'14** | 81.1 |  |
| **Jul-Sep'14** | 76.9 |  |
| **Oct-Dec'14** | 81.5 |  |
| **Jan-Mar'15** | 81.1 |  |
| **Apr-Jun'15** | 81.0 |  |
| **Jul-Sep '15** | 78.5 |  |
| **Oct-Dec’15** | 83.9 |  |
| **Jan-Mar '16** | 81.6 |  |
| **Apr-Jun '16** | 75.4 | Decrease |
| **Jul-Sep '16** | 77.6 |  |
| **Oct-Dec '16** | 80.2 |  |
| **Jan-Mar '17** | 81.3 |  |
| **Apr-Jun '17** | 81.9 |  |
| **Jul-Sep '17** | 75.1 | Decrease |
| **Oct-Dec '17** | 81.1 |  |

# Seat Reservation

Base: V/Line coach travellers using seat reservation service

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"How satisfied are you with the seat reservation service overall?"*

| **Period** | **CSI** | **Increase /decrease** | **% V/Line coach travellers using seat reservation service** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** | 84.6 |  | 36.4 |  |
| **Jan-Mar'13** | 85.5 |  | 38.8 |  |
| **Apr-Jun'13** | 86.0 |  | 41.1 |  |
| **Jul-Sep'13** | 85.9 |  | 26.0 |  |
| **Oct-Dec'13** | 82.6 |  | 37.0 |  |
| **Jan-Mar'14** | 82.5 |  | 33.3 |  |
| **Apr-Jun'14** | 81.6 |  | 37.3 |  |
| **Jul-Sep'14** | 81.2 |  | 31.4 |  |
| **Oct-Dec'14** | 84.3 |  | 34.0 |  |
| **Jan-Mar'15** | 84.1 |  | 30.5 |  |
| **Apr-Jun'15** | 86.0 |  | 29.5 |  |
| **Jul-Sep '15** | 85.5 |  | 32.1 |  |
| **Oct-Dec’15** | 86.2 |  | 31.1 |  |
| **Jan-Mar '16** | 87.2 |  | 29.7 |  |
| **Apr-Jun '16** | 86.4 |  | 29.4 |  |
| **Jul-Sep '16** | 86.3 |  | 28.6 |  |
| **Oct-Dec '16** | 83.5 |  | 30.3 |  |
| **Jan-Mar '17** | 84.0 |  | 29.8 |  |
| **Apr-Jun '17** | 83.2 |  | 32.0 |  |
| **Jul-Sep '17** | 84.3 |  | 32.7 |  |
| **Oct-Dec '17** | 85.6 |  | 31.8 |  |

**Likelihood to Recommend V/Line Coach Services**

Base: V/Line coach travellers

Increase / decrease signifies a significant increase or decrease from the previous quarter

*"On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend V/Line’s coach services to someone else?"*

| **Period** | **CSI** | **Increase /decrease** | **Net Promoter Score (NPS)** | **Increase /decrease** |
| --- | --- | --- | --- | --- |
| **Oct-Dec'12** | 85.7 |  | 49.4 |  |
| **Jan-Mar'13** | 80.8 |  | 31.3 | Decrease |
| **Apr-Jun'13** | 81.9 |  | 29.2 |  |
| **Jul-Sep'13** | 85.9 |  | 50.7 |  |
| **Oct-Dec'13** | 81.9 |  | 35.9 |  |
| **Jan-Mar'14** | 82.4 |  | 33.3 |  |
| **Apr-Jun'14** | 82.7 |  | 30.5 |  |
| **Jul-Sep'14** | 83.9 |  | 47.1 |  |
| **Oct-Dec'14** | 84.0 |  | 36.5 |  |
| **Jan-Mar'15** | 85.1 |  | 53.7 |  |
| **Apr-Jun'15** | 90.0 |  | 60.7 |  |
| **Jul-Sep '15** | 83.0 | Decrease | 37.7 |  |
| **Oct-Dec’15** | 85.8 |  | 46.5 |  |
| **Jan-Mar '16** | 82.3 |  | 33.8 |  |
| **Apr-Jun '16** | 79.7 |  | 22.1 |  |
| **Jul-Sep '16** | 80.9 |  | 32.4 |  |
| **Oct-Dec '16** | 80.6 |  | 30.6 |  |
| **Jan-Mar '17** | 83.9 |  | 37.7 |  |
| **Apr-Jun '17** | 82.0 |  | 34.4 |  |
| **Jul-Sep '17** | 80.7 |  | 22.4 |  |
| **Oct-Dec '17** | 83.3 |  | 39.7 |  |

APPENDIX A

**Customer Satisfaction Indices by Financial Year**

Metropolitan Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with Metropolitan Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Metro Services** | 65.2 | 67.1 | 68.4 | 68.1 | 68.0 |
| **Increase / decrease** | Increase | Increase | Increase |  |  |

Train Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with Train Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Train Services** | 67.3 | 69.1 | 70.3 | 70.7 | 70.3 |
| **Increase / decrease** | Increase | Increase | Increase |  |  |

## Overall Satisfaction with Train Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Train Services** | 69.7 | 71.5 | 72.3 | 72.6 | 73.7 |
| **Increase / decrease** | Increase | Increase | Increase |  | Increase |

## Overall Satisfaction with Information by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Information** | 70.8 | 72.4 | 73.6 | 74.4 | 75.1 |
| **Increase / decrease** | Increase | Increase | Increase | Increase |  |

## Overall Satisfaction with Train Stations by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Train Stations** | 67.4 | 69.3 | 70.6 | 69.9 | 71.0 |
| **Increase / decrease** | Increase | Increase | Increase |  | Increase |

## Overall Satisfaction with myki by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18 |
| --- | --- | --- | --- | --- | --- |
| **myki Ticketing** | 62.4 | 65.2 | 66.6 | 68.5 | 72.0 |
| **Increase / decrease** | Increase | Increase | Increase | Increase | Increase |

## Overall Satisfaction with Price of Train Travel by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Price** | 63.3 | 66.2 | 70.7 | 69.2 | 71.3 |
| **Increase / decrease** |  | Increase | Increase | Decrease | Increase |

## Overall Satisfaction with Running of Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Running of Services** | 70.4 | 71.8 | 72.7 | 73.6 | 74.3 |
| **Increase / decrease** | Increase | Increase | Increase | Increase |  |

## Overall Satisfaction with Design, Space & Comfort by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Design, Space & Comfort** | 68.0 | 68.6 | 69.1 | 69.3 | 70.7 |
| **Increase / decrease** | Increase |  |  |  | Increase |

## Overall Satisfaction with Train Drivers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Train Drivers** | 80.2 | 80.7 | 80.8 | 81.4 | 82.7 |
| **Increase / decrease** | Increase |  |  |  | Increase |

## Overall Satisfaction with Other Train Staff by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Other Train Staff** | 75.6 | 77.8 | 79.3 | 79.2 | 81.4 |
| **Increase / decrease** |  | Increase | Increase |  | Increase |

## Overall Satisfaction with Authorised Officers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Authorised Officers** | 72.3 | 73.6 | 73.6 | 74.3 | 77.6 |
| **Increase / decrease** |  |  |  |  | Increase |

## Overall Satisfaction with Personal Security by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Personal Security** | 68.8 | 70.5 | 70.4 | 69.5 | 71.0 |
| **Increase / decrease** | Increase | Increase |  |  | Increase |

Tram Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with Tram Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Tram Services** | 72.0 | 72.9 | 74.0 | 73.4 | 73.2 |
| **Increase / decrease** |  |  | Increase |  |  |

## Overall Satisfaction with Tram Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Tram Services** | 74.0 | 74.9 | 76.0 | 76.0 | 76.5 |
| **Increase / decrease** | Increase | Increase | Increase |  |  |

## Overall Satisfaction with Information by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Information** | 71.9 | 72.6 | 74.4 | 75.2 | 76.1 |
| **Increase / decrease** | Increase |  | Increase | Increase | Increase |

## Overall Satisfaction with Tram Stops by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Tram Stops** | 73.5 | 74.6 | 75.8 | 75.2 | 75.8 |
| **Increase / decrease** |  | Increase | Increase |  |  |

## Overall Satisfaction with myki by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **myki Ticketing** | 59.6 | 62.9 | 64.0 | 65.4 | 68.1 |
| **Increase / decrease** |  | Increase |  | Increase | Increase |

## Overall Satisfaction with Price of Tram Travel by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Price** | 63.5 | 67.7 | 70.5 | 69.3 | 71.4 |
| **Increase / decrease** |  | Increase | Increase | Decrease | Increase |

## Overall Satisfaction with Running of Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Running of Services** | 73.8 | 74.4 | 75.5 | 75.5 | 75.5 |
| **Increase / decrease** |  |  | Increase |  |  |

## Overall Satisfaction with Design, Space & Comfort by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Design, Space & Comfort** | 69.2 | 70.3 | 71.2 | 70.7 | 71.4 |
| **Increase / decrease** |  | Increase | Increase |  |  |

## Overall Satisfaction with Tram Drivers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Tram Drivers** | 74.9 | 75.7 | 76.6 | 76.7 | 78.4 |
| **Increase / decrease** |  | Increase | Increase |  | Increase |

## Overall Satisfaction with Other Tram Staff by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Other Tram Staff** | 79.1 | 81.2 | 80.2 | 81.8 | 84.2 |
| **Increase / decrease** |  | Increase |  |  | Increase |

## Overall Satisfaction with Authorised Officers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Authorised Officers** | 69.5 | 69.8 | 70.4 | 70.2 | 72.4 |
| **Increase / decrease** |  |  |  |  | Increase |

## Overall Satisfaction with Personal Security by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Personal Security** | 73.8 | 74.4 | 75.3 | 74.5 | 75.9 |
| **Increase / decrease** | Increase |  | Increase | Decrease | Increase |

Bus Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with Bus Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Bus Services** | 71.1 | 71.2 | 72.2 | 70.3 | 70.2 |
| **Increase / decrease** |  |  |  | Decrease |  |

## Overall Satisfaction with Bus Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall Bus Services** | 76.2 | 76.1 | 76.7 | 76.3 | 76.8 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Information by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Information** | 72.2 | 72.5 | 73.4 | 72.7 | 73.3 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Bus Stops by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Bus Stops** | 74.1 | 74.7 | 74.8 | 74.3 | 74.8 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with myki by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **myki Ticketing** | 63.2 | 66.9 | 69.5 | 71.4 | 73.4 |
| **Increase / decrease** |  | Increase | Increase | Increase | Increase |

## Overall Satisfaction with Price of Bus Travel by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Price** | 67.9 | 69.9 | 73.4 | 72.7 | 74.0 |
| **Increase / decrease** |  | Increase | Increase |  |  |

## Overall Satisfaction with Running of Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Running of Services** | 73.3 | 73.7 | 74.4 | 73.1 | 74.3 |
| **Increase / decrease** |  |  |  | Decrease |  |

## Overall Satisfaction with Design, Space & Comfort by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Design, Space & Comfort** | 77.8 | 77.8 | 77.8 | 77.5 | 78.1 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Bus Drivers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Bus Drivers** | 79.8 | 80.3 | 80.5 | 81.1 | 80.8 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Authorised Officers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Authorised Officers** | 75.0 | 76.6 | 75.8 | 78.3 | 79.1 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Personal Security by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Personal Security** | 77.9 | 77.7 | 78.1 | 77.7 | 77.8 |
| **Increase / decrease** |  |  |  |  |  |

V/Line Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with V/Line Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall V/Line Services** | 69.7 | 71.2 | 67.5 | 67.1 | 66.7 |
| **Increase / decrease** |  |  | Decrease |  |  |

V/Line Train Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with V/Line Train Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall V/Line Train Services** | 70.4 | 71.9 | 68.2 | 68.1 | 68.2 |
| **Increase / decrease** |  |  | Decrease |  |  |

## Overall Satisfaction with V/Line Train Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall V/Line Train Services** | 76.1 | 76.3 | 75.9 | 75.5 | 76.1 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Information by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Information** | 76.8 | 77.4 | 76.9 | 76.9 | 77.9 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Paper Ticketing by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Paper Ticketing** | 83.2 | 82.8 | 81.9 | 81.2 | 82.5 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with myki by Financial Year

0-10 scale. New question introduced in July 2013

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **myki Ticketing** | 66.0 | 67.7 | 71.6 | 73.9 | 73.8 |
| **Increase / decrease** |  |  | Increase | Increase |  |

## Overall Satisfaction with Price of V/Line Train Travel by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Price** | 77.8 | 77.5 | 78.6 | 77.1 | 78.2 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Seat Reservation Service by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Seat Reservation Service** | 82.0 | 83.8 | 85.3 | 83.8 | 84.4 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with V/Line Train Stations by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **V/Line Train Stations** | 76.5 | 76.5 | 77.5 | 76.7 | 76.9 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Running of Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Running of Services** | 73.4 | 74.2 | 73.2 | 72.6 | 73.8 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Design & Comfort by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Design & Comfort** | 75.7 | 75.7 | 75.4 | 74.8 | 74.1 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Refreshments by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Refreshments** | 69.7 | 69.6 | 69.8 | 69.7 | 66.9 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with V/Line Train Station Staff by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **V/Line Train Station Staff** | 86.0 | 85.6 | 86.8 | 86.7 | 88.0 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with V/Line Train Conductors by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **V/Line Train Conductors** | 86.2 | 85.6 | 86.7 | 86.2 | 87.3 |
| **Increase / decrease** |  |  | Increase |  |  |

## Overall Satisfaction with Personal Security by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Personal Security** | 78.0 | 78.8 | 79.1 | 77.9 | 78.8 |
| **Increase / decrease** |  |  |  | Decrease |  |

V/Line Coach Services

NOTE: Increase / decrease signifies a significant increase or decrease from the previous financial year

## Overall Satisfaction with V/Line Coach Services by Financial Year

6-pt scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall V/Line Coach Services** | 74.5 | 77.0 | 77.2 | 72.7 | 71.5 |
| **Increase / decrease** |  |  |  | Decrease |  |

## Overall Satisfaction with V/Line Coach Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall V/Line Coach Services** | 82.1 | 83.0 | 82.3 | 81.5 | 80.8 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Information by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Overall V/Line Coach Services** | 80.1 | 80.0 | 79.6 | 80.1 | 78.0 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Ticketing by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Ticketing** | 79.2 | 79.1 | 78.5 | 78.8 | 76.8 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Price of V/Line Coach Travel by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Price** | 82.5 | 84.5 | 83.1 | 84.6 | 83.4 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Seat Reservation Service by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Seat Reservation Service** | 81.6 | 86.0 | 86.4 | 83.2 | 85.2 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with V/Line Coach Stops by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **V/Line Coach Stops** | 78.3 | 78.6 | 75.9 | 77.1 | 76.7 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Running of Services by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Running of Services** | 78.5 | 80.3 | 77.9 | 78.0 | 76.6 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Design & Comfort by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Design & Comfort** | 81.1 | 82.1 | 81.6 | 80.5 | 82.1 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with V/Line Coach Drivers by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **V/Line Coach Drivers** | 88.6 | 89.0 | 89.0 | 89.3 | 88.6 |
| **Increase / decrease** |  |  |  |  |  |

## Overall Satisfaction with Personal Security by Financial Year

0-10 scale

| **Year** | 2013/14 | 2014/15 | 2015/16 | 2016/17 | 2017/18  YTD |
| --- | --- | --- | --- | --- | --- |
| **Personal Security** | 84.3 | 84.4 | 84.9 | 83.3 | 83.3 |
| **Increase / decrease** |  |  |  |  |  |

APPENDIX B

# Detailed Methodology & Technical Notes

Background & Objectives

# Background

In the lead up to privatisation of Victoria’s public transport system, customer service benchmarks were obtained via a series of monthly surveys amongst train and tram users. The monitoring process commenced in July 1997 and has continued to provide customer service measures for the franchised public transport businesses. The survey was then extended to monitor V/Line train and coach services in May 1998, and Metropolitan bus services in October 1999.

# Research Objectives

The broad aim of the research is to monitor customer satisfaction with a wide range of service delivery aspects of:

* Metropolitan trains, trams, and buses;
* V/Line trains and coaches.

The specific research objectives are to:

1. Establish types of public transport users;
2. Establish region(s) in which services are used;
3. Determine satisfaction with specific aspects of services;
4. Derive importance of specific aspects of service by mode;
5. Measure perceptions of change in public transport services in the last 12 months;
6. Gauge user intentions for future use and recommendations;
7. Establish demographics of the sample.

Research Methodology

The research methodology involves the following.

* •The primary data collection methodology is telephone interviewing using Computer Assisted Telephone Interviewing (CATI).
* •The research is split into two surveys with quarterly quotas set as follows:

# Metropolitan Trains, Trams, and Buses

## Quarterly Quota

Regular Train Users 425

Occasional Train Users 425

Regular Tram Users 425

Occasional Tram Users 425

Bus Users 425

# V/Line Train and Coaches

## Quarterly Quota

V/Line Users 425

These quotas were set at the commencement of the survey program. Based on a series of screening questions and the quotas, respondents are randomly selected to complete relevant sections of the survey. Due to this selection process, data collected cannot be used to determine usage patterns or changes in patterns in the population. No respondent answers questions relating to more than one mode.

Regular users are those who travel with a particular mode at least once a week whereas occasional users are those who travel at least once in six months (but less often than once a week).

The Metropolitan bus quota includes 69 bus users who reside in outer metropolitan areas / postcodes.

Approximately one-third of the quarterly quotas are completed every month.

Interviewing typically commences on the second Tuesday of every month and finishes ten days later. Interviewing times are between 4.30-8.30pm on weeknights and 10am-5pm on weekends.

All interviewers working on the study undergo a minimum one hour briefing about the survey and are monitored regularly during the fieldwork at a rate determined by the ISO-20252 standards, which is the standard required from members of the Association of Market and Social Research Society (AMSRS).

In February 2009, qualitative research involving multiple focus group discussions with public transport users was conducted to update and refine the questionnaires. Changes to the questionnaires were then implemented in April 2009. One of the major changes included replacing the 6-point satisfaction scale with the 0-to-10 scale.

The questionnaires are outlined on the following pages whereas the full questionnaires can be viewed in Appendix C. Interview lengths vary but the average is approximately 20 minutes.

Results are reported quarterly with separate reports provided for:

* Metropolitan trains
* Metropolitan trams
* Metropolitan buses
* V/Line

Questionnaire – Metropolitan Trains, Trams and Buses

The Metropolitan Trains, Trams and Buses questionnaire is outlined below.

1. **Introduction & Screener**
2. **Assign to the following modes based on travel behaviour:**

* Train Users (425 Regular, 425 Occasional)
* Trams Users (425 Regular, 425 Occasional)
* Bus Users (425)

1. **Satisfaction with Overall Metropolitan Services (6-point scale)**
2. **Mode Travel Behaviour**
3. **Overall Satisfaction with Mode Services (6-point scale)**
4. **Satisfaction with Mode Service Areas (0-10 scale)**

* Information
* Stations / Stops
* myki Ticketing
* Price
* Running of Services
* Design, Space & Comfort
* Drivers
* Authorised Officers
* Other Staff (Train & Tram only)
* Personal Security

1. **Overall Satisfaction with Mode Services (0-10 scale)**
2. **Likelihood to Recommend Mode Services to Others (0-10 scale)**
3. **Demographics and Closing**

Questionnaire Flowchart –

V/Line Trains and Coaches

The V/Line Trains and Coaches questionnaire is outlined below.

1. **Introduction & Screener**
2. **Satisfaction with Overall V/Line Services (6-point scale)**
3. **General V/Line travel behaviour**
4. **Assign to either V/Line Trains or Coaches based on travel behaviour**
5. **Mode Travel Behaviour**
6. **Overall Satisfaction with Mode Services (6-point scale)**
7. **Satisfaction with Mode Service Areas (0-10 scale)**

* Information
* Paper Ticketing
* myki Ticketing (Train only)
* Price
* Seat Reservation
* Stations / Stops
* Running of Services
* Design, Space & Comfort
* Refreshments (Train only)
* Station Staff (Train only)
* Conductors / Drivers
* Personal Security

1. **Overall Satisfaction with Mode Services (0-10 scale)**
2. **Likelihood to Recommend Mode Services to Others (0-10 scale)**
3. **Demographics and Closing**

Technical Notes

# Calculation of Customer Satisfaction Index (CSI)

Throughout this survey respondents are asked to indicate their satisfaction with particular aspects with a 0 to 10 scale (where 0 means “Extremely Dissatisfied” and 10 means “Extremely Satisfied”). In order to gain insight into the performance of these aspects, the scores are then multiplied by 10 to obtain a Customer Satisfaction Index (CSI) out of 100.

Some satisfaction questions still use a 6-point scale. For such questions, the (CSI) is calculated by transforming the scales into numbers as indicated below.

Totally satisfied = 100

Very satisfied = 80

Somewhat satisfied = 60

Somewhat dissatisfied = 40

Very dissatisfied = 20

Totally dissatisfied = 0

Satisfied = 51 to 100

Dissatisfied = 0 to 50

For example, if a person is ‘Totally Satisfied’ they receive a score of 100 and if a person is ‘Totally Dissatisfied’ they receive a score of 0. The CSI represents an average of these scores, taking into account all responses to the question, i.e. both satisfied and dissatisfied

# Interpreting a Significant Difference

A significance test shows how likely it is that any difference observed between two means (or proportions) reflects a real difference in the population and not just a chance difference in the sampling.

When a mean is said to be statistically significantly different at the 0.05 level of significance, it means there is only a 5% chance that the observed discrepancy is a spurious occurrence rather than a genuine difference. In other words, to say that a difference is statistically significant or statistically detectable is to say that the observed result cannot reasonably be attributed to random variation alone. Also, a difference has been established fairly conclusively but no judgement has been made as to the practical importance of the declared difference.

# Maximum Error Margin

The precision of survey estimates correlates with the size of the survey sample. The larger the sample, the more precise survey estimates are. The maximum error margin of survey estimates (at 95% level of confidence) on various sample sizes is shown in the table below

| **n=** | 30 | 75 | 100 | 125 | 300 | 425 | 500 | 1350 | 1700 | 3400 |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Maximum Error Margin** | ± 17.89% | ± 11.32% | ± 9.80% | ± 8.77% | ± 5.66% | ± 4.75% | ± 4.38% | ± 2.67% | ± 2.38% | ± 1.68% |

Sampling

Survey samples for the Metropolitan surveys are obtained by randomly selecting fixed line phone numbers within postcodes from the Melbourne/Metropolitan areas served by public transport. The sample for the buses survey also includes outer suburban areas that only have bus services.

Sample for the V/Line surveys are selected at random from households with a fixed line in postcodes that include, or are close to, V/Line train routes across the state.

No respondent is interviewed more than once in a six-month period.

Adhering to the set quotas, the number of interviews achieved in the past quarters is tabled below:

| **n=** | **Oct-Dec**  **15** | **Jan-Mar 16** | **Apr-Jun**  **16** | **Jul-Sep**  **16** | **Oct-Dec 16** | **Jan-Mar 17** | **Apr-Jun**  **17** | **Jul-Sep**  **17** | **Oct- Dec 17** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Regular Train Users | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 |
| Occasional Train Users | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 |
| Regular Tram Users | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 |
| Occasional Tram Users | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 |
| Bus Users | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 | 425 |
| V/Line Train Users | 354 | 350 | 337 | 351 | 362 | 355 | 360 | 357 | 361 |
| V/Line Coach Users | 71 | 75 | 88 | 74 | 63 | 70 | 65 | 68 | 64 |

The total number of competed interviews by financial year is tabled below:

| **n=** | **2013/14** | **2014/15** | **2015/16** | **2016/17** | **2016/17**  **YTD** |
| --- | --- | --- | --- | --- | --- |
| Regular Train Users | 1700 | 1700 | 1700 | 1700 | 850 |
| Occasional Train Users | 1700 | 1700 | 1700 | 1700 | 850 |
| Regular Tram Users | 1700 | 1700 | 1700 | 1700 | 850 |
| Occasional Tram Users | 1700 | 1700 | 1700 | 1700 | 850 |
| Bus Users | 1700 | 1700 | 1700 | 1700 | 850 |
| V/Line Train Users | 1414 | 1435 | 1394 | 1428 | 718 |
| V/Line Coach Users | 291 | 266 | 306 | 272 | 132 |

APPENDIX C

**Survey Questionnaires**

PUBLIC TRANSPORT VICTORIA

METROPOLITAN PUBLIC TRANSPORT CUSTOMER SATISFACTION MONITOR

QUESTIONNAIRE

OCTOBER - DECEMBER 2017

# INTRODUCTION

Good (...) my name is (...) from Wallis Market & Social Research, calling on behalf of Public Transport Victoria and the Public Transport Companies. They want to know how satisfied customers are with the specific aspects of services they offer to help them improve the services. We’d like to speak to a person over the age of 16 who normally resides in your household, and uses public transport. Would that be you?

IF NO: Is there anyone in the household aged 16 or over who uses public transport?

IF NECESSARY: The survey will take about fifteen minutes and your views will be used in the continuous improvement of public transport services. Your answers will be held in the strictest confidence.

IF QUERIED ABOUT PHONE NUMBER ADD: Your telephone number was chosen at random from numbers generated by samplepages.com.au so that we contact a broad spectrum of the Australian Public

# MONITORING QUESTION

M1 This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.

DO NOT READ OUT

01 Monitoring allowed

02 Monitoring NOT allowed

# SCREENING

S1 Firstly, do you or does anyone else in your household work for Public Transport Victoria, the Department of Transport, V-Line or a private train, tram or bus company?

PROMPT IF NECESSARY

01 Yes **CLOSE1**

02 No

**CLOSE 1:** Thank you for your time today. Unfortunately family members of those who are affiliated with public transport companies are ineligible to take part in this survey.

S2 Do you travel on metropolitan trains, trams or buses at least a few days a year?

PROMPT IF NECESSARY

01 Yes

02 No **CLOSE2**

**CLOSE 2:** Thank you for your time today. Unfortunately this survey is only for users of public transport.

S5 How often do you travel on metropolitan TRAINS in Melbourne?

PROMPT IF NECESSARY

01 6 or 7 days a week

02 5 days a week

03 3 or 4 days a week

04 1 or 2 days a week

05 Between 1 and 3 times per month

06 Once every 2 to 3 months

07 Once every 4 to 6 months

08 Once a year

09 Less than once a year

10 Never

S6 How often do you travel on TRAMS?

PROMPT IF NECESSARY

01 6 or 7 days a week

02 5 days a week

03 3 or 4 days a week

04 1 or 2 days a week

05 Between 1 and 3 times per month

06 Once every 2 to 3 months

07 Once every 4 to 6 months

08 Once a year

09 Less than once a year

10 Never

S7 How often do you travel on metropolitan BUSES? Please note this DOES NOT include train replacement bus services.

IF NECESSARY: Private bus companies in the metropolitan area or Met Buses, not chartered or school buses

PROMPT IF NECESSARY

01 6 or 7 days a week

02 5 days a week

03 3 or 4 days a week

04 1 or 2 days a week

05 Between 1 and 3 times per month

06 Once every 2 to 3 months

07 Once every 4 to 6 months

08 Once a year

09 Less than once a year

10 Never

If 2 or 3 of (S5, S6 and S7) = 1-4, ask S10, else GO to S8.

S10 Do you regularly undertake a journey that uses two or more of these types of transport as part of the same journey?

IF NECESSARY:For example, a bus then a train, or a train then a tram.

INTERVIEWER NOTE: regularly = once a week or more often

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know / Can’t say

S8 RECORD GENDER

01 Male

02 Female

IF (S5=8-10) AND (S6=8-10) AND (S7=8-10), CLOSE3

**CLOSE 3:** Thank you for your time today. Unfortunately this survey is only for those who use a mode of public transport more often than once a year.

S9 Overall are you satisfied or dissatisfied with the metropolitan train, tram and bus services provided?

WAIT FOR RESPONSE: Is that totally, very or somewhat?

do not read out

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

QUOTA SELECTION

RESPONDENT USES ONE MODE – CHECK QUOTA – GO TO RELEVANT SECTION

RESPONDENT USES TWO MODES – CHECK QUOTA IF BOTH UNFILLED – SELECT AT RANDOM – GO TO RELEVANT SECTION

RESPONDENT USES ALL THREE MODES – SELECT ONE AT RANDOM FROM UNFILLED QUOTAS

IF RELEVANT QUOTAS ARE FULL, CLOSE4

**CLOSE 4:** Thank you for your time today. Unfortunately we have interviewed enough users of public transport mode you use.

# TRAINS SECTION

I am now going to ask you about your experiences as a TRAIN user in Melbourne over the past six months…

TR1a When travelling from home, at which station do you **most frequently** board the train?

multicode

01 Type in name of station (SPECIFY)

99 (DO NOT READ) Don’t know

TR1b And for your most typical journey from home, at which station do you most often get off?

multicode

01 Type in name of station (SPECIFY)

99 (DO NOT READ) Don’t know

TR2a What times of day do you generally travel by train?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

PROMPT IF NECESSARY

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9.30am? (Weekday morning peaks)

03 Weekdays between 9.30am – 4.30pm? (Morning and afternoon off-peaks)

04 Weekdays between 4.30 – 7pm? (Weekday afternoon peaks)

05 Weekdays between 7pm – 2am? (Weekday evenings)

06 Weekends during day time?

07 Weekends during night time?

08 (DO NOT READ) It varies

99 (DO NOT READ) Can’t say

TR2b

IF CODE 1-7 AT TR2a And what other days and times do you travel by train?

IF CODE 8 or 99 AT TR2a Have you ever travelled by train on…?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

PROMPT IF NECESSARY

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9.30am? (Weekday morning peaks)

03 Weekdays between 9.30am – 4.30pm? (Morning and afternoon off-peaks)

04 Weekdays between 4.30 – 7pm? (Weekday afternoon peaks)

05 Weekdays between 7pm – 2am? (Weekday evenings)

06 Weekends during day time?

07 Weekends during night time?

08 (DO NOT READ) It varies

97 None – no other times

99 (DO NOT READ) Can’t say

TR3 How do you usually get to the train station to begin your journey?

DO NOT READ OUT

multicode

01 Walk

02 Drive car and park

03 Get a lift with someone else

04 Cycle

05 Bus

06 Tram

07 Taxi

08 V/ Line train or coach

95 Other (SPECIFY)

97 It varies – no usual method

IF TR2a or tr2b=07 ASK TR2Bi, ELSE GO TO TR3

TR2Bi Have you caught a ‘Night Network’ train service since they began on the first of January?

INTERVIEWER NOTE: Night Network services are the late night weekend services running roughly between midnight and 5am on Friday and Saturday nights (or technically Saturday and Sunday mornings).

prompt if necessary

01 Yes

02 No

TR4 Have you caught a metropolitan train to or from a special event, such as concert, festival or sporting event in the past six months?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

TR0 Overall are you satisfied or dissatisfied with the TRAIN SERVICE on your line?

WAIT FOR RESPONSE: Is that totally, very or somewhat?

do not read out

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

TR5a In the past six months, have you significantly increased or decreased your use of metropolitan trains?

PROMPT IF NECESSARY

01 Significantly increased

02 Significantly decreased

03 Stayed about the same

04 Only started to use trains in last 6 months

99 (DO NOT READ) Don’t know / Hard to say

TR5b In the **next six months**, would you expect your use of metropolitan trains to…?

READ OUT

01 Significantly increase

02 Significantly decrease

03 Stay about the same

99 (DO NOT READ) Don’t know / Hard to say

# SATISFACTION QUESTIONS

## Information

TR6a Where do you USUALLY access train timetables or other information to plan journeys?

PROMPT: Anywhere else?

DO NOT READ OUT

multicode

01 At train stations

02 Printed booklets from stations

03 PTV Call Centre (PT info line)

04 Internet (computer) - PTV website

05 Internet (computer) - Metrotrains website

06 SMS updates

07 Smartphone application - PTV

08 Smartphone application - third party

09 Smartphone application - web browser

95 Other (SPECIFY)

97 Don't use timetables

99 (DO NOT READ) Don’t know

TR7 Now I am going to ask you to rate various aspects of train service using a 0 to 10 scale. 0 means Extremely Dissatisfied and 10 means Extremely Satisfied. If a question is not relevant to you, please say so.

Firstly, I would like you to rate your level of satisfaction with aspects of the INFORMATION provided about train services. Using the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a The availability of up-to-date printed timetable information at train stations?

b The information provided on electronic displays at train stations about arrival times?

c The number of announcements on trains?

d The clarity of announcements on trains?

e The number of automated announcements on stations?

f The amount of information provided when trains are cancelled or delayed?

g The availability of information provided when there is a planned alteration to train services, such as for track works?

h [IF TR6a = 3] The quality of information from the PTV call centre?

i [IF TR6a = 4] The quality of information from the PTV website?

j [IF TR6a = 5] The quality of information from the Metrotrains website?

j [IF TR6a = 7] The quality of information from the PTV App?

k [IF TR6a = 6] The SMS update service?

z So, thinking of all these aspects, how satisfied are you with the INFORMATION provided about train services **overall**?

## Train Stations

TR8 Now, I would like you to rate your level of satisfaction with aspects of the TRAIN STATIONS you have used in the past six months. On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARYROTATE GROUPS

a The level of lighting provided?

b The range of facilities provided at trains stations?

c The maintenance of facilities provided, such as shelter and seating?

d The general cleanliness and amount of litter at train stations?

e The level of graffiti at train stations?

f The amount of car parking provided?

g [IF TR3= 4] The bicycle storage facilities?

h [IF TR3 = 5] The bus interchange facilities?

i The level of crowding (at stations) at the times you travel?

z So, thinking of all these aspects, how satisfied are you with the TRAIN STATIONS **overall**?

**Ticketing**

Now, I would like you to ask you about the TICKETING on train services in Melbourne.

TR9a When you last travelled, was it on a full fare or a concession fare?

PROMPT IF NECESSARY

01 Full fare

02 Concession fare

03 (DO NOT READ) Free pass

99 (DO NOT READ) Don’t know

IF TR9a= 3 go TO TR12

[MYKI USERS - ALL]

TR25a Thinking about the myki smartcard you are currently using, where do you normally top-up your myki?

do not read out

multicode

01 Train station - ticket office

02 Train station - myki vending machine

03 On the internet / PTV website (ptv.vic.gov.au)

04 Newsagent

05 Auto top-up / direct debit

06 7-Eleven

07 On board bus

08 Tram stop - myki vending machine

09 PTV Call Centre (1800 800 007)

10 Chemist / pharmacy

11 Milk bar

12 PTV Hub (at Southern Cross Station)

13 PTV Hub (at 750 Collins St Docklands)

14 On board tram

15 Bus stop / interchange - myki vending machine

16 V/Line station

17 On board V/Line trains / coaches

18 V/Line ticket agent

19 Commuter Club (annual pass) / top-up through work / salary package scheme

95 Other (SPECIFY)

99 Don't know

TR25b Are you using myki money or myki pass for your public transport travel?

INTERVIEWER NOTE: If respondent asks for clarification please provide the following explanation and code accordingly: **myki money** is a ‘pay as you go’ system. You load a credit on to the card and use that progressively whenever you travel. **myki pass** is for a continuous block of travel days e.g. one week, month or year for regular travellers.

PROMPT IF NECESSARY

01 Myki money

02 Myki pass

03 Both

99 (DO NOT READ) Don’t know

TR25c Have you registered your myki card which links your name and address to your individual card?

IF YES, ASK: Where did you register your myki card?

PROMPT IF NECESSARY

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – PTV Call Centre (1800 800 007)

03 Yes – mailed a myki Registration Form

04 Yes – registered at metropolitan retail outlets (e.g. Southern Cross PTV Hub / 7-Eleven)

05 Yes – pre-registered myki card sent to pensioners

06 Yes – pre registered through Commuter Club / work / salary package scheme

07 No **GO TO PRE TR25e**

99 (DO NOT READ) Don’t know GO TO PRE TR25e

TR25d Have you ever accessed your myki transaction records or travel details?

IF YES, ASK: where did you access them?

PROMPT IF NECESSARY

MULTICODE

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – myki vending machine

03 Yes – myki check machine (small blue-coloured device)

04 No

99 (DO NOT READ) Don’t know

PRE TR25E IF tr25a=3 or CODE 1 AT TR25c / TR25d, AUTOCODE TR25e WITH CODE 1 THEN GO TO TR26. ELSE, CONTINUE

TR25e Have you ever used the PTV website (ptv.vic.gov.au)?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

TR26 Now, I would like you to ask about your satisfaction with the myki ticketing system. On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARYROTATE GROUPS

a The amount of ticketing information provided at stations about myki?

b The ease of understanding the myki ticketing system?

c The ease of being able to top-up your myki when you need to?

d There being sufficient places where you can top-up your myki?

e The accuracy of the fares that myki automatically calculates based on your travel?

f **[IF TR25d = 1, 2, OR 3]** The accuracy of your transaction records or travel details?

g The ease of touching on and touching off using myki?

z So, thinking of all these aspects, how satisfied are you with the myki TICKETING system **overall**?

## Price

TR12Now, thinking about the services you receive, how satisfied are you with the PRICE of train travel in metropolitan Melbourne?

## How services are run

TR13 Now, I would like you to rate your level of satisfaction with the OPERATIONAL running of the train services that you have experienced in the past six months provided on your line. Using the 0 to 10 scale, how satisfied are you with:

INTERVIEWER NOTE:

Peak times are considered to be 7am to 9:30am and 4:30pm to 7pm on weekdays]

Off peak times are considered to be during the week before 7am, 9:30am to 4:30pm and after 7pm – and all times on weekends and public holidays]

PROMPT IF NECESSARYROTATE GROUPS

a **[IF TR2a OR TR2b1 OR TR2b2= 2 OR 4]** The frequency of scheduled weekday peak services?

b [IF TR2a OR TR2b1 OR TR2b2 = 1, 3 OR 5] The frequency of scheduled weekday off-peak services?

c [IF TR2a OR TR2b1 OR TR2b2= 6 OR 7] The frequency of scheduled weekend services?

d [IF TR4 = 1] The frequency of train services to and from special events?

e That you are generally able to get on your first train that arrives?

f The trains running on time?

g The time your train journeys generally take once you are on?

h The number of trains that are cancelled?

z So, thinking of the operational performance of train services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with HOW TRAIN SERVICES ARE RUN **overall**?

## Experience of travelling on trains

TR14 Now, I would like you to rate your level of satisfaction with your experience when on board trains, including train design, in the past six months. On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARYROTATE GROUPS

a The level of crowding on the train at the times you need to travel?

b The amount of space allocated for standing in trains?

c The train design allowing you to move around the train once you are on?

d There being enough accessible grab handles and poles for you to hang on to?

e The comfort of the seats?

f The level of graffiti in trains?

g The general cleanliness and amount of litter in trains?

h The level of damage to seats, fittings and windows (including scratching)?

i That it is easy for you to get off trains?

j The temperature in the carriages in summer?

k The temperature in the carriages in winter?

z So, thinking of all these aspects, how satisfied are you with the design, space and comfort of Melbourne’s trains overall?

## Train Staff

TR15 Now, I would like you to rate your level of satisfaction with the train STAFF you may have interacted with in the past six months. First of all train drivers, using the same 0 to 10 scale again how satisfied are you with…

PROMPT IF NECESSARYROTATE

a With the safe and smooth driving of trains?

b That drivers provide you with useful information if a train breaks down or is delayed?

z So, how satisfied are you with metropolitan train drivers **overall**?

TR16 Have you been on a train where Authorised Officers have been checking passenger tickets in the last six months?

INTERVIEWER NOTE: Authorised Officers are employed by public transport operators to check tickets, improve customer safety, provide customer information and assist during special events.

PROMPT IF NECESSARY

01 Yes

02 No **GO TO TR19**

99 (DO NOT READ) Don’t know GO TO TR19

TR17 I’d like you to rate your level of satisfaction with the Train Authorised Officers you have seen in the past six months. On the 0 to 10 scale, how satisfied are you that…

PROMPT IF NECESSARYROTATE

a Authorised officers are courteous and helpful?

b Authorised officers undertake their job in an appropriate manner?

z And how satisfied are you with AUTHORISED OFFICERS **overall**?

ASK ALL TRAIN QUOTA

TR19 Now, I would like to ask you about any other train staff you have had contact with in the past six months. On the 0 to 10 scale, how satisfied are you with OTHER TRAIN STAFF **overall**?

## Personal Security

TR20 Now, I’d like you to rate your level of satisfaction with your feelings of PERSONAL SECURITY when you travel by train.

On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARY

ROTATE

a Your feelings of personal security when travelling on trains during the day?

b Your feelings of personal security when travelling on trains after dark?

c Your feelings of personal security at train stations during the day?

d Your feelings of personal security at train stations after dark?

e Your feelings of personal security at train station car parks during the day?

f Your feelings of personal security at train station car parks after dark?

g The presence and visibility of security cameras on trains and train stations?

h The presence and visibility of train staff other than the train driver on trains?

i The ability to call for assistance when needed?

z So, thinking of all these aspects, how satisfied are you with your feelings of PERSONAL SECURITY **overall**?

## Overall

TR21 Using the same scale again, and taking into consideration all the aspects of the service we have discussed, and any others of importance to you, how satisfied are you with Melbourne’s metropolitan TRAIN SERVICES OVERALL in the past six months?

IF TR2Bi=01 continue, ELSE GO TO TR22

TR21a Thinking just about your experience with ‘Night Network’, how satisfied are you with ‘Night Network’ overall?

TR22 I’d like you to think about any changes that may have occurred in the last 12 months with Melbourne’s TRAIN service. Would you say that the TRAIN service is now…?

READ OUT

01 Much better (than 12 months ago)

02 A little better (than 12 months ago)

03 The same

04 A little worse (than 12 months ago)

05 Much worse (than 12 months ago)

06 (DO NOT READ) Did not use it 12 months ago

99 (DO NOT READ) Don’t know

IF CODE 1 OR 5 AT TR22, ASK

TR22X Why do you say that?

PROBE FULLY/RECORD VERBATIM

ASK ALL

TR23 In the past six months, have you seriously considered reducing your use of trains in favour of other means of transport?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

TR24 On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend Melbourne’s train services to someone else?

GO TO Demographics section

# TRAMS SECTION

I am now going to ask you about your experiences as a TRAM user in Melbourne over the past six months…

TM1a Which tram route have you caught most often in the past six months?

PROMPT FOR ROUTE NUMBER

multicode

114 CBD/City Trams (streets e.g. Bourke, Collins, Elizabeth, Flinders, Latrobe, Spencer, Spring, Swanston, William)

115 St Kilda Road (any route)

119 Trams to Melbourne University along Swanston St (no route given)

001 (No.1) East Coburg – South Melbourne Beach

003 (No. 3/3a) Melbourne University - East Malvern

005 (No. 5) Melbourne University – Malvern

006 (No. 6) Moreland - Glen Iris

008 (No. 8) Moreland - Toorak

011 (No. 11) Docklands - West Preston

012 (No. 12) St Kilda – Victoria Gardens

016 (No. 16) Melbourne University - Kew via St Kilda Beach

019 (No. 19) North Coburg – Flinders St Station via Elizabeth St

030 (No. 30) St Vincent’s Plaza - Etihad Stadium Docklands

035 (No. 35) City Circle

048 (No. 48) North Balwyn - Victoria Harbour Docklands

055 (No. 55) West Coburg - Domain Interchange

057 (No. 57) West Maribyrnong - Flinders St Station via Elizabeth St

058 (No. 58) West Coburg - Toorak

059 (No. 59) Airport West - Flinders St Station via Elizabeth St

064 (No. 64) Melbourne University - East Brighton

067 (No. 67) Melbourne University - Carnegie

070 (No. 70) Waterfront City Docklands - Wattle Park

072 (No. 72) Melbourne University - Camberwell

075 (No. 75) Etihad Stadium Docklands - Vermont South

078 (No. 78) North Richmond – Balaclava via Prahran

082 (No. 82) Moonee Ponds - Footscray

086 (No. 86) Bundoora RMIT - Waterfront City Docklands

096 (No. 96) East Brunswick - St Kilda Beach

109 (No. 109) Box Hill - Port Melbourne

995 Other

999 Don’t know

IF CODE 114 IN TM1a ASK TM1c, ELSE go TO TM2a

TM1c What streets in the city have you particularly travelled by tram in last six months?

READ OUT

01 Bourke Street

02 Collins Street

03 Elizabeth Street

04 Flinders Street

05 La Trobe Street

06 Spencer Street

07 Spring Street

08 Swanston Street

09 William Street

95 Other (SPECIFY)

99 (DO NOT READ) Don’t know / not sure

TM2a What times of day do you generally travel by tram?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

READ OUT

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9.30am? (Weekday morning peaks)

03 Weekdays between 9.30am – 4.30pm? (Morning and afternoon off-peaks)

04 Weekdays between 4.30 – 7pm? (Weekday afternoon peaks)

05 Weekdays between 7pm – 2am? (Weekday evenings)

06 Weekends during day time?

07 Weekends during night time?

08 (DO NOT READ) It varies

99 (DO NOT READ) Can’t say

TM2b1

IF CODE 1-7 AT TM2a And what other days and times do you travel by tram?

IF CODE 8 or 99 AT TM2a Have you ever travelled by tram on…?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

PROMPT IF NECESSARY

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9.30am? (Weekday morning peaks)

03 Weekdays between 9.30am – 4.30pm? (Morning and afternoon off-peaks)

04 Weekdays between 4.30 – 7pm? (Weekday afternoon peaks)

05 Weekdays between 7pm – 2am? (Weekday evenings)

06 Weekends during day time?

07 Weekends during night time?

08 (DO NOT READ) It varies

97 None – no other times

99 (DO NOT READ) Can’t say

IF Tm2A OR TM2B=07 ASK Tm2Bi, ELSE GO TO Tm3

TM2Bi Have you caught a ‘Night Network’ tram service since they began on the first of January?

INTERVIEWER NOTE: Night Network services are the late night weekend services running roughly between midnight and 5am on Friday and Saturday nights (or technically Saturday and Sunday mornings).

prompt if necessary

01 Yes

02 No

TM3 How do you usually get to the tram stop to begin your journey?

DO NOT READ OUT

01 Walk

02 Drive car and park

03 Get a lift with someone else

04 Cycle

05 Bus

06 Train

07 Taxi

08 V/Line train or coach

95 Other

97 It varies – no usual method

99 Can’t say

TM4 Have you caught a tram to or from a special event, such as concert, festival or sporting event in the past six months?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

TM0 Overall are you satisfied or dissatisfied with the SERVICE on your tram route?

WAIT FOR RESPONSE: Is that totally, very or somewhat?

do not read out

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

TM5a In the past six months, have you significantly increased or decreased your use of metropolitan trams?

PROMPT IF NECESSARY

01 Significantly increased

02 Significantly decreased

03 Stayed about the same

04 Only started to use trams in last 6 months

99 (DO NOT READ) Don’t know / Can’t say

TM5b In the **next six months**, would you expect your use of metropolitan trams to…?

READ OUT

01 Significantly increase

02 Significantly decrease

03 Stay about the same

99 (DO NOT READ) Don’t know / Hard to say

# SATISFACTION QUESTIONS

## Information

TM6a Where do you usually access tram timetables or other information to plan tram journeys?  
PROMPT: Anywhere else?

DO NOT READ OUT

multicode

01 At tram stops (printed timetables)

02 At tram stops (electronic screens)

03 On trams (printed booklets)

04 PTV Call Centre (PT info line)

05 Internet (computer) - Yarra Trams website

06 Internet (computer) – PTV website

07 TramTRACKER - by iPhone / iPad ‘app’

08 TramTRACKER - by android smartphone/tablet ‘app’

09 TramTRACKER - by web browser (computer, smartphone, tablet)

10 TramTRACKER - other (e.g. SMS, phone call)

11 PTV smartphone/tablet ‘app’

12 Third party smartphone/tablet ‘app’

95 Other (SPECIFY)

97 Don't use timetables

99 (DO NOT READ) Don't know

IF TM6a NOT CODED 7-10

TM6b Are you aware of the tramTRACKER information service?

INTERVIEWER NOTE: if necessary, explain that tramTRACKER provides real time tram arrival information via smart phone apps, internet, SMS or phone

PROMPT IF NECESSARY

01 Yes

02 No GO TO TM7

99 (DO NOT READ) Don't know / Can't Say **GO TO TM7**

IF TM6B=01

TM6c Have you ever used the tramTRACKER service?

PROMPT IF NECESSARY

MULTICODE

01 Yes – by iPhone / iPad ‘app’

02 Yes- by android smartphone/tablet ‘app’

03 Yes – by web browser (e.g. computer, smartphone, tablet)

04 Yes - by other (e.g. SMS, telephone call)

05 No

99 (DO NOT READ) Don't know / Can't Say

TM7 Now I am going to ask you to rate various aspects of tram service using a 0 to 10 scale. 0 means Extremely Dissatisfied and 10 means Extremely Satisfied. If a question is not relevant to you, please say so.

Firstly, I would like you to rate your level of satisfaction with aspects of the INFORMATION provided about tram services. Using the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a The availability of up-to-date printed timetable information at tram stops?

b The ease of reading and understanding printed timetables at tram stops?

c The information provided on the electronic displays at some tram stops about tram arrival times?

d The accuracy of the information provided on the electronic displays?

e The clarity of announcements on trams?

f The number of announcements on trams?

g That there is sufficient announcement or signage to inform you that you have arrived at your tram stop?

h The availability of information provided when there is a planned disruption to tram services, (such as tram works or a major event)?

I The availability of information provided when there is an unplanned disruption to tram services, (such as a car accident or tram breakdown)?

j **[IF TM6a = 7-10 or TM6c = 1, 2, 3, 4]** The tramTRACKER information you have received?

k **[IF TM6a = 6]** The quality of information from the PTV website?

**l [IF TM6a = 5]** The quality of information from the Yarra Trams website?

**m [IF TM6a = 4]** The quality of information from the PTV call centre?

n **[IF TM6a = 11]** The quality of information from the PTV App?

z So, thinking of all these aspects, how satisfied are you with the INFORMATION provided about tram services overall?

## Tram Stops

TM8 Now, I would like you to rate your level of satisfaction with aspects of the TRAM STOPS you have used in the past six months. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARYROTATE GROUPS

a The level of lighting provided?

b The general cleanliness and amount of litter at tram stops?

c The level of graffiti at tram stops?

d That shelter and seating is provided at tram stops?

e The maintenance of shelters and seating?

f Being able to safely enter and exit the tram at the tram stops you use?

g The level of crowding (at tram stops) at the times you travel?

z So, thinking of all these aspects, how satisfied are you with TRAM STOPS **overall**?

IF TM8z= 0-5 CONTINUE ELSE GO TO TM9A

TM27a What tram stop or stops in particular are you most dissatisfied with?

RECORD

TM27b Is that a platform stop, stop with barriers, or kerbside stop?

do not read out

MULTICODE

01 Platform stop

02 Stop with barriers

03 Kerbside stop

99 Don’t know

## Ticketing

Now, I would like you to ask you about the TICKETING on tram services in Melbourne.

TM9a When you last travelled, was it on full fare or concession fare?

PROMPT IF NECESSARY

01 Full fare

02 Concession fare

03 (DO NOT READ) Free pass

99 (DO NOT READ) Don’t know

IF TM9a= 3 GO TO TM12

MYKI USERS- ALL

TM25a Thinking about the myki smartcard you are currently using, where do you normally top-up your myki?

DO NOT READ OUT

multicode

01 Train station - ticket office

02 Train station - myki vending machine

03 On the internet / PTV website (ptv.vic.gov.au)

04 Tram stop - myki vending machine

05 Newsagent

06 Auto top-up / direct debit

07 7-Eleven

08 Chemist / pharmacy

09 Milk bar

10 On board bus

11 Commuter Club (annual pass) / top-up through work / salary package scheme

12 PTV Hub (at Southern Cross Station)

13 PTV Hub (at 750 Collins St Docklands)

14 On board tram

15 Bus stop / interchange - myki vending machine

16 PTV Call Centre (1800 800 007)

17 V/Line station

18 On board V/Line trains / coaches

19 V/Line ticket agent

95 Other (SPECIFY)

99 Don't know

TM25b Are you using myki money or myki pass for your public transport travel?

INTERVIEWER NOTE**:** If respondent asks for clarification please provide the following explanation and code accordingly):

**myki money** is a ‘pay as you go’ system. You load a credit on to the card and use that progressively whenever you travel.

**myki pass** is for a continuous block of travel days e.g. one week, month or year for regular travellers.

PROMPT IF NECESSARY

01 Myki money

02 Myki pass

03 Both

99 (DO NOT READ) Don’t know

TM25c Have you registered your myki card which links your name and address to your individual card?

IF YES, ASK: Where did you register your myki card?

PROMPT IF NECESSARY

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – PTV Call Centre (1800 800 007)

03 Yes – mailed a myki Registration Form

04 Yes – registered at metropolitan retail outlets (e.g. Southern Cross PTV Hub/ 7-Eleven)

05 Yes – pre-registered myki card sent to pensioners

06 Yes- preregistered through Commuter Club / work / salary package scheme

07 No GO TO PRE TM25e

99 (DO NOT READ) Don’t know **GO TO PRE TM25e**

TM25d Have you ever accessed your myki transaction records or travel details?

IF YES, ASK: Where did you access them?

PROMPT IF NECESSARY

MULTICODE

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – myki vending machine

03 Yes – myki check machine (small blue-coloured device)

04 No

99 (DO NOT READ) Don’t know

PRE TM25E IF tm25a=3 or CODE 1 AT TM25c / TM25d, AUTOCODE TM25e WITH CODE 1 THEN GO TO TM26. ELSE, CONTINUE

TM25e Have you ever used the PTV website (ptv.vic.gov.au)?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

TM26 Now, I would like you to ask about your satisfaction with the myki ticketing system. On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARYROTATE GROUPS

a The amount of ticketing information provided on trams about myki?

b The ease of understanding the myki ticketing system?

c The ease of being able to top-up your myki when you need to?

d There being sufficient places where you can top-up your myki?

e The accuracy of the fares that myki automatically calculates based on your travel?

f [IF TM25d = 1, 2, OR 3] The accuracy of your transaction records or travel details?

g The ease of touching on (and touching off) using myki?

z So, thinking of all these aspects, how satisfied are you with the myki TICKETING system **overall**?

## Price

TM12Now, thinking about the services you receive, how satisfied are you with the PRICE of tram travel in Melbourne?

## How services are run

TM13 Now, I would like you to rate your level of satisfaction with the OPERATIONAL running of the tram services that you have experienced in the past six months provided on your route. Using the 0 to 10 scale, how satisfied are you with:

INTERVIEWER NOTE**:**

Peak times are considered to be 7am to 9:30am and 4:30pm to 7pm on weekdays

Off peak times are considered to be during the week before 7am, 9:30am to 4:30pm and after 7pm – and all times on weekends and public holidays

PROMPT IF NECESSARYROTATE GROUPS

a [IF TM2a OR TM2b1 OR TM2b2 = 2 OR 4]The frequency of tram services at peak times?

b **[IF TM2a OR TM2b1 OR TM2b2 = 1, 3 or 5**] The frequency of tram services in off peak times on weekdays?

c **[IF TM2a OR TM2b1 OR TM2b2 = 6 or 7]** The frequency of tram services at the weekend?

d **[IF TM4 = 1]** The frequency of tram services to and from special events?

e The frequency of tram services at night?

f That you are generally able to get on your first tram that arrives?

g The hours of operation of tram services?

h The reliability of tram services?

i Extent of delays compared to the timetable?

j The time your tram journeys generally take once you are on board?

z So, thinking of the operational performance of tram services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with HOW TRAM SERVICES ARE RUN **overall**?

## Experience of travelling on trams

TM14 I would like you to rate your level of satisfaction with your experience when on board a tram, including the tram design, in the past six months. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a The level of crowding on the tram at the times you need to travel?

b The tram design allowing you to move around the tram once you are on?

c There being enough accessible straps and rails for you to hang on to?

d The smoothness of the tram ride?

e The comfort of the seats?

f The comfort of the ride when you can’t be seated?

g The level of graffiti in trams?

h The general cleanliness and amount of litter in trams?

I The level of damage to seats, fittings and windows (including scratching)?

j The temperature of trams in summer?

k The temperature of trams in winter?

l That it is easy for you to get off trams?

z So, thinking of all these aspects, how satisfied are you with the design, space and comfort of Melbourne’s trams **overall**?

## Tram Staff

TM15 Now, I would like you to rate your level of satisfaction with the tram STAFF you may have interacted with in the past six months. How satisfied are you that…

PROMPT IF NECESSARY

ROTATE

Tram drivers…

a are courteous and helpful?

b drive safely and smoothly?

c provide you with useful information if a tram breaks down or cannot run?

d request passengers move well inside the trams when they are crowded?

z So, thinking of all these aspects, how satisfied are you with TRAM DRIVERS **overall**?

TM16 Have you been on a tram where authorised officers have been checking passenger tickets in the last six months?

INTERVIEWER NOTE: Authorised Officers are employed by public transport operators to check tickets, improve customer safety, provide customer information and assist during special events.

prompt if necessary

01 Yes

02 No GO TO TM18

99 (DO NOT READ) Don’t know **GO TO TM18**

TM17 I would like you to rate your level of satisfaction with the Tram Authorised Officers you have seen in the past six months. On the 0 to 10 scale, how satisfied are you that…

PROMPT IF NECESSARY

ROTATE

a Authorised officers are courteous and helpful?

b Authorised officers undertake their job in an appropriate manner?

z So how satisfied are you with AUTHORISED OFFICERS **overall**?

TM18 Have you had face-to-face interaction with any other tram staff member in the last six months?

prompt if necessary

01 Yes

02 No GO TO TM20

99 (DO NOT READ) Don’t know / Can't say **GO TO TM20**

TM19 I would like you to rate your level of satisfaction with any other tram staff you have had face-to-face contact with in the past six months. On the 0 to 10 scale, how satisfied are you that…

PROMPT IF NECESSARYROTATE

a Yarra trams staff are courteous and helpful?

b Yarra trams staff provide useful information, if asked?

z So how satisfied are you with YARRA TRAM STAFF, (other than authorised officers) **overall**?

## Personal Security

TM20 Now, I’d like you to rate your level of satisfaction with your feelings of PERSONAL SECURITY when you travel by tram. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE ALL

a Your feelings of personal security when travelling on trams during the day

b Your feelings of personal security when travelling on trams after dark?

c Your feelings of personal security at tram stops during the day?

d Your feelings of personal security at tram stops after dark?

e The presence and visibility of security cameras on trams?

f The presence and visibility of staff other than the tram driver on trams?

g The ability to call for assistance when needed?

z So, thinking of all these aspects, how satisfied are you with your feelings of PERSONAL SECURITY **overall**?

## Overall

TM21 Using the same scale again, and taking into consideration ALL aspects of the service we have discussed, and any others of importance to you, how satisfied are you with Melbourne’s metropolitan TRAM SERVICES OVERALL in the past six months?

IF TM2Bi=01 continue, ELSE GO TO TM22

TM21a Thinking just about your experience with ‘Night Network’, how satisfied are you with ‘Night Network’ overall?

TM22 I’d like you to think about any changes that may have occurred in the last 12 months with Melbourne’s TRAM service. Would you say that the TRAM service is now…?

READ OUT

01 Much better (than 12 months ago)

02 A little better (than 12 months ago)

03 The same

04 A little worse (than 12 months ago)

05 Much worse (than 12 months ago)

06 (DO NOT READ) Did not use it 12 months ago

99 (DO NOT READ) Don’t know

IF CODE 1 OR 5 AT TM22, ASK

TM22XWhy do you say that?

PROBE FULLY/RECORD VERBATIM

TM23 In the past six months, have you seriously considered reducing your use of trams in favour of other means of transport?

prompt if necessary

01 Yes

02 No

99 (DO NOT READ) Don’t know

TM24 On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend Melbourne’s tram services to someone else?

**GO TO DEMOGRAPHICS SECTION**

# BUSES SECTION

I am now going to ask you about your experiences as a BUS user in Melbourne over the past six months….Please answer based on your experience with regular scheduled bus services, NOT any train replacement bus services you may have been on.

BU1a Which bus have you caught **most often** in the past six months?

PROMPT FOR ROUTE NUMBER

multicode

01 ROUTE NUMBER - record number

95 Other (SPECIFY)

99 (DO NOT READ) Don't know / Can't Say

BU2a What times of day do you generally travel by bus?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

READ OUT

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9.30am? (Weekday morning peaks)

03 Weekdays between 9.30am – 3.30pm? (Morning and afternoon off-peaks)

04 Weekdays between 3.30 – 7pm? (Weekday afternoon peaks)

05 Weekdays between 7pm – 2am? (Weekday evenings)

06 Weekends during day time?

07 Weekends during night time?

08 (DO NOT READ) It varies

99 (DO NOT READ) Can’t say

BU2b

IF CODE 1-7 AT BU2a And what other days and times do you travel by bus?

IF CODE 8 or 99 AT BU25a Have you ever travelled by bus on…?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

prompt if necessary

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9.30am? (Weekday morning peaks)

03 Weekdays between 9.30am – 3.30pm? (Morning and afternoon off-peaks)

04 Weekdays between 3.30 – 7pm? (Weekday afternoon peaks)

05 Weekdays between 7pm – 2am? (Weekday evenings)

06 Weekends during day time?

07 Weekends during night time?

08 (DO NOT READ) It varies

97 None – no other times

99 (DO NOT READ) Can’t say

BU2c Have you caught a SmartBus service in the past six months?

INTERVIEWER NOTE: SmartBus is a premium bus service that has been designed to complement Melbourne's radial train and tram network, by providing 'cross-town' connections. SmartBus numbers are 703, 900, 901, 902, 903, 905, 906, 907, and 908

prompt if necessary

01 Yes

02 No

IF BU2A OR BU2B=07 ASK BU2Bi, ELSE GO TO BU3

BU2Bi Have you caught a ‘Night Network’ bus service since they began on the first of January?

INTERVIEWER NOTE: Night Network services are the late night weekend services running roughly between midnight and 5am on Friday and Saturday nights (or technically Saturday and Sunday mornings).

prompt if necessary

01 Yes

02 No

BU3 How do you usually get to the bus stop to begin your journey?

DO NOT READ OUT

multicode

01 Walk

02 Drive car and park

03 Get a lift with someone else

04 Cycle

05 Tram

06 Train

07 Taxi

08 V/Line train or coach

95 Other (SPECIFY)

97 It varies – no usual method

99 Can’t say

BU4 Have you caught a bus to or from a special event, such as concert, festival or sporting event in the past six months?

prompt if necessary

01 Yes

02 No

99 (DO NOT READ) Don’t know

BU0 Overall are you satisfied or dissatisfied with the SERVICE on your bus route?

WAIT FOR RESPONSE: Is that totally, very or somewhat?

DO NOT READ OUT

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

BU5a In the past six months, have you significantly increased or decreased your use of metropolitan Buses?

prompt if necessary

01 Significantly increased

02 Significantly decreased

03 Stayed about the same

04 Only started to use buses in last 6 months

99 (DO NOT READ) Don’t know / can’t say

BU5b In the **next six months**, would you expect your use of metropolitan buses to…?

READ OUT

01 Significantly increase

02 Significantly decrease

03 Stay about the same

99 (DO NOT READ) Don’t know / Hard to say

# SATISFACTION QUESTIONS

## Information

BU6a Where do you USUALLY access bus timetables or other information to plan bus journeys?

PROMPT: Anywhere else?

DO NOT READ OUT

multicode

01 Use timetables at bus stops

02 Get timetable from bus driver / on bus / from depot

03 Ring call centre to send a timetable by post

04 Phone PTV Call Centre (PT info line) for information

05 Internet (computer) - Bus company websites

06 Internet (computer) - PTV website

07 SMS updates

09 Smartphone application- PTV

10 Smartphone application- third party

11 Smartphone- web browser

12 Printed timetables from train stations

95 Other (SPECIFY)

97 Don't use timetables

99 Don't know

BU7 Now I am going to ask you to rate various aspects of bus service using a 0 to 10 scale. 0 means Extremely Dissatisfied and 10 means Extremely Satisfied. If a question is not relevant to you, please say so.

Firstly, I would like you to rate your level of satisfaction with aspects of the INFORMATION provided about bus services. Using the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a The availability of up-to-date printed timetable information at bus stops?

b The ease of reading and understanding timetable information at bus stops?

c The availability of printed timetables that you can carry around with you?

d The information provided on the electronic displays at some bus stops about bus arrival times?

e The availability of information provided when there is a planned disruption to bus services, such as road works or a major event?

f The availability of information provided when there is an unplanned disruption to bus services, such as a bus breakdown?

g **[IF BU6a = 4]** The quality of information from the PTV call centre?

h **[IF BU6a = 5]** The quality of information from the Bus Company websites?

i **[IF BU6a = 6]** The quality of information from the PTV website?

j **[IF BU6A = 09]** The quality of information from the PTV App?

z So, thinking of all these aspects, how satisfied are you with the INFORMATION provided about bus services **overall**?

## Bus Stops

BU8 Now, I would like you to rate your level of satisfaction with aspects of the BUS STOPS you have used in the past six months. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARYROTATE GROUPS

a The level of lighting provided?

b The general cleanliness and amount of litter at bus stops?

c The level of graffiti at bus stops?

d The shelter and seating provided at bus stops?

e The maintenance of shelters and seating?

f The design of bus stops allowing you to safely enter and exit the bus?

g The level of crowding (at bus stops) at the times you travel?

z So, thinking of all these aspects, how satisfied are you with BUS STOPS **overall**?

IF bu8z IS 5 OR LESS

BU25 What bus stop or stops in particular are you most dissatisfied with?

RECORD DETAILS

## Ticketing

Now, I would like you to ask you about the TICKETING on bus services in Melbourne.

BU9a When you last travelled, was it on full fare or concession fare?

prompt if necessary

01 Full fare

02 Concession fare

03 Free pass

99 (DO NOT READ) Don’t know

IF bu9a=3 go TO BU12

MYKI USERS- ALL

BU18a Thinking about the myki smartcard you are currently using, where do you normally top-up your myki?

DO NOT READ OUT

multicode

01 Train station – ticket vending machine

02 Train station – ticket office

03 On board bus

04 Newsagent

05 On the internet / PTV website (ptv.vic.gov.au)

06 Auto top-up / direct debit

07 7-Eleven

08 Chemist / pharmacy

09 Milk bar

10 Bus stop / interchange – ticket vending machine

11 Tram stop – ticket vending machine

12 Commuter Club (annual pass) / top-up through work / salary package scheme

13 PTV Hub (at Southern Cross Station)

14 PTV Hub (at 750 Collins St Docklands)

15 On board tram

16 V/Line station

17 PTV Call Centre (1800 800 007)

18 On board V/Line trains / coaches

19 V/Line ticket agent

95 Other (SPECIFY)

99 Don’t know

BU18b Are you using myki money or myki pass for your public transport travel?

(INTERVIEWER NOTE: If respondent asks for clarification please provide the following explanation and code accordingly):

**myki money** is a ‘pay as you go’ system. You load a credit on to the card and use that progressively whenever you travel.

**myki pass** is for a continuous block of travel days e.g. one week, month or year for regular travellers.

prompt if necessary

01 Myki money

02 Myki pass

03 Both

99 (DO NOT READ) Don’t know

BU18c Have you registered your myki card which links your name and address to your individual card?

IF YES, ASK: Where did you register your myki card?

prompt if necessary

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – PTV Call Centre (1800 800 007)

03 Yes – mailed a myki Registration Form

04 Yes – registered at metropolitan retail outlets (e.g. Southern Cross PTV Hub / 7-Eleven)   
05 Yes – pre-registered myki card sent to pensioners   
06 Yes- preregistered through Commuter Club / work / salary package scheme

07 No **GO TO PRE BU18e**

99 (DO NOT READ) Don’t know **GO TO PRE BU18e**

BU18d Have you ever accessed your myki transaction records or travel details?

IF YES, ASK: Where did you access them?

prompt if necessary

MULTICODE

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – myki vending machine

03 Yes – myki check machine (small blue-coloured device)

04 No

99 (DO NOT READ) Don’t know

PRE BU18e IF bu18a=3 or CODE 1 AT BU18c / BU18d, AUTOCODE BU18e WITH CODE 1 THEN GO TO BU19. ELSE, CONTINUE

BU18e Have you ever used the PTV website (ptv.vic.gov.au)?

prompt if necessary

01 Yes

02 No

99 (DO NOT READ) Don’t know

BU19 Now, I would like you to ask about your satisfaction with the myki ticketing system. On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARY

ROTATE GROUPS

a The amount of ticketing information provided on buses about myki?

b The ease of understanding the myki ticketing system?

c The ease of being able to top-up your myki when you need to?

d There being sufficient places where you can top-up your myki?

e The accuracy of the fares that myki automatically calculates based on your travel?

f **[IF BU18d = 1, 2, OR 3]** The accuracy of your transaction records or travel details?

g The ease of touching on and touching off using myki?

z So, thinking of all these aspects, how satisfied are you with the myki TICKETING system **overall**?

## Price

BU12 Now, thinking about the services you receive, how satisfied are you with the PRICE of bus travel in metropolitan Melbourne?

## How services are run

BU13 Now, I would like you to rate your level of satisfaction with the OPERATIONAL running of the bus services that you have experienced in the past six months provided on your route. Using the 0 to 10 scale, how satisfied are you with:

INTERVIEWER NOTE: Peak times are considered to be 7am to 9:30am and 3:30pm to 7pm on weekdays

Off peak times are considered to be during the week before 7am, 9:30am to 3:30pm and after 7pm – and all times on weekends and public holidays

PROMPT IF NECESSARYROTATE GROUPS

a [IF BU2a OR BU2b1 OR BU2b2 = 2 or 4]The frequency of bus services at weekday peak times?

b **[IF BU2a OR BU2b1 OR BU2b2 = 1, 3, 5]** The frequency of bus services in weekday off peak times?

c **[IF BU2a OR BU2b1 OR BU2b2 = 6 or 7]** The frequency of bus services at the weekend?

d That you are generally able to get on your first bus that arrives?

e Buses not leaving too early (compared to the scheduled time)?

f Buses not arriving late?

g The hours of operation of bus services?

h That you are able to make connections with other public transport services?

i The time your bus journeys generally take once you are on board?

z So, thinking of the operational performance of bus services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with HOW BUS SERVICES ARE RUN **overall**?

## Experience of travelling on Buses

BU14 Now, I would like you to rate your level of satisfaction with your experience when on board a bus, including the bus design, in the past six months. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a The aisles being kept clear of bags and other items?

b The level of crowding on the bus at the times you need to travel?

c The smoothness of the bus ride?

d The comfort of the seats?

e The level of graffiti in buses?

f The general cleanliness and amount of litter in buses?

g The level of damage to seats, fittings and windows (including scratching)?

h The temperature inside buses in winter?

i The temperature inside buses in summer?

j The quality and level of lighting on buses?

k That it is easy for you to get off buses

z So, thinking of all these aspects, how satisfied are you with the design, space and comfort of Melbourne’s BUSES **overall**?

## Bus Staff

BU15 Now, I would like you to rate your level of satisfaction with the bus STAFF you may have interacted with in the past six months. First of all, the BUS DRIVER. On the 0 to 10 scale, how satisfied are you that…

PROMPT IF NECESSARY

ROTATE

Bus drivers…

a are courteous and helpful?

b are well-presented and well groomed?

c drive safely and smoothly?

d provide you with useful information regarding travel, if requested?

e are easy to understand, if you are speaking with them?

z So, thinking of all these aspects, how satisfied are you with BUS DRIVERS **overall**?

BU16 Have you been on a bus where bus Authorised Officers have been checking passenger tickets in the last six months?

INTERVIEWER NOTE: Authorised Officers are employed by public transport operators to check tickets, improve customer safety, provide customer information and assist during special events.

prompt if necessary

01 Yes

02 No **GO TO BU20**

99 (DO NOT READ) Don't know/Can't Say) **GO TO BU20**

BU17 Now, I would like you to rate your level of satisfaction with the Bus Authorised Officers you have seen in the past six months. On the 0 to 10 scale, how satisfied are you that…

PROMPT IF NECESSARY

ROTATE

a Authorised officers are courteous and helpful?

b Authorised officers undertake their job in an appropriate manner?

z And how satisfied are you with AUTHORISED OFFICERS **overall**?

## Personal Security

BU20 Now, I’d like you to rate your level of satisfaction with your feelings of PERSONAL SECURITY when you travel by Bus.

On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARY

ROTATE ALL

a Your feelings of personal security when travelling on buses during the day?

b Your feelings of personal security when travelling on buses after dark?

c Your feelings of personal security at bus stops during the day?

d Your feelings of personal security at bus stops after dark?

e The presence and visibility of security cameras on buses?

f The presence and visibility of bus staff other than the bus driver on buses?

g The ability to call for assistance when needed?

z So, thinking of all these aspects, how satisfied are you with your feelings of PERSONAL SECURITY overall?

## Overall

BU21a Using the same scale again, and taking into consideration all the aspects of the service we have discussed, and any others of importance to you, how satisfied are you with Melbourne’s metropolitan bus services overall in the past six months?

IF BU2c =1 ASK B21b, ELSE go TO PRE bu21c

BU21b Thinking just about your experience on SmartBuses, how satisfied are you with your experience on SmartBuses overall in the past six months?

IF BU2Bi=01 continue, ELSE GO TO BU22

BU21d Thinking just about your experience with ‘Night Network’, how satisfied are you with ‘Night Network’ overall?

BU22 I’d like you to think about any changes that may have occurred in the last 12 months with Melbourne’s BUS services. Would you say that the BUS service is now…?

READ OUT

01 Much better (than 12 months ago)

02 A little better (than 12 months ago)

03 The same

04 A little worse (than 12 months ago)

05 Much worse (than 12 months ago)

06 (DO NOT READ) Did not use it 12 months ago

99 (DO NOT READ) Don’t know

BU23 In the past six months, have you seriously considered reducing your use of buses in favour of other means of transport?

prompt if necessary

01 Yes

02 No

99 (DO NOT READ) Don’t know

BU24 On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend Melbourne’s bus services to someone else?

# DEMOGRAPHICS SECTION

ASK A2 – A3 IN APR-JUN 2017

A2 The public transport industry has an independent body to deal with unresolved customer complaints involving public transport. Do you know what the body is called?

01 Yes – Public Transport Ombudsman go TO D1

95 Yes – other (SPECIFY)

02 No

99 (DO NOT READ) Don’t know

A3 Have you heard of the Public Transport Ombudsman?

01 Yes

02 No

99 (DO NOT READ) Don’t know

ASK ALL

D1 Now we have just a few questions to help us analyse the survey answers. Firstly, which of the following best describes the composition of your household?

READ OUT

01 Family or single parent with children under the age of 5

02 Family or single parent with school age children at home

03 Family with older children at home

04 Couple whose children have now left home

05 Married couple or couple in de facto relationship with no children

06 A single person living alone

07 Shared household of unattached people

95 Other (SPECIFY)

98 (DO NOT READ) Refused/Can’t say

D2 And in which year were you born?

RECORD FOUR-DIGIT YEAR; 1900 - 1995

[ANALYST: CREATE A CONSTRUCTION FOR AGE VARIABLE BASED ON THIS]

D3 What was your main activity in the last week?

READ OUT

01 Full time work (30+ hours per week)

02 Part time work (8-29 hours per week)

03 Retired **GO TO D5**

04 Home duties **GO TO D5**

05 Student attending formal education **GO TO D5**

06 Unemployed, looking for work **GO TO D5**

07 Have a job but away for vacation, illness, strike etc. **GO TO D5**

08 Permanent invalid, not seeking work **GO TO D5**

95 Other (SPECIFY) **GO TO D5**

98 Refused **GO TO** D5

D4 What is your occupation?

RECORD FULL DETAILS

D5 Do you have access to a car for your own personal use when needed?

prompt if necessary

01 Yes

02 No

03 Other response

99 (DO NOT READ) Don’t know

D5i Would you be interested in participating in further research regarding public transport in the future?

01 Yes **go to Q5ii**

02 No go to CLOSE

D5ii Can I confirm your phone number, email address and name?

01 Name:

02 Phone Number:

03 Email Address:

D6 Finally, do you have any further comments you wish to make about public transport that we have not covered today?

RECORD VERBATIM

CONFIRM POSTCODE

# CLOSE

That was my final question. On behalf of Public Transport Victoria, the Public Transport Companies, and Wallis Market & Social Research, thanks for your help. Your views count and we’re glad you made them known to us. Just in case you missed it, my name is (INTERVIEWER STATE NAME), and I am from Wallis. If you have any questions about this survey you may contact the Australian Market and Social Research Society on 1300 364 830. If you’d like to see a copy of our Privacy Policy you can find it on our website at [www.wallisgroup.com.au](http://www.wallisgroup.com.au/home/privacy)/privacy

# QUALITY CONTROL SECTION

Q1 INTERVIEWER CODE: Please rate the level of the respondent’s interest in this survey. How involved did the respondent appear to be?

01 High

02 Average

03 Low

Q2 INTERVIEWER CODE: Please rate the quality of communication with the respondent (i.e. How well did the respondent appear to understand the questions?)

01 High

02 Medium

03 Low

PUBLIC TRANSPORT VICTORIA

V/LINE CUSTOMER SATISFACTION MONITOR

QUESTIONNAIRE

OCTOBER - DECEMBER 2017

# INTRODUCTION

Good (...) my name is (...) from Wallis Market & Social Research, calling on behalf of Public Transport Victoria and V/Line. Public Transport Victoria is the new body responsible for public transport in Victoria. They want to know how satisfied customers are with the non-metropolitan public transport services. We’d like to speak to a person over the age of 16 who normally resides in your household, and uses V/Line. Would that be you?

IF NO: Is there anyone in the household aged 16 or over who uses V/Line?

IF NECESSARY: The survey will take about fifteen minutes and your views will be used in the continuous improvement of V/Line services. Your answers will be held in the strictest confidence

IF QUERIED ABOUT PHONE NUMBER ADD:

Your telephone number was chosen at random from numbers generated by samplepages.com.au so that we contact a broad spectrum of the Australian Public

# MONITORING QUESTION

M1 This call will be recorded and may be monitored for quality control purposes. If you do not want this call to be monitored, please say so now.

DO NOT READ OUT

01 Monitoring allowed

02 Monitoring NOT allowed

# SCREENING

S1 Firstly, do you or does anyone else in your household work for Public Transport Victoria, the Department of Transport, V-Line or a private train, tram or bus company?

PROMPT IF NECESSARY

01 Yes **CLOSE1**

02 No

**CLOSE 1:** Thank you for your time today. Unfortunately family members of those who are affiliated with public transport companies are ineligible to take part in this survey.

S2 Do you travel on a V/Line train or a V/Line coach at least a few days a year?

PROMPT IF NECESSARY

01 Yes **GO TO S5**

02 No **CLOSE2**

**CLOSE 2:** Thank you for your time today. Unfortunately this survey is only for users of V/Line.

S3 How often do you travel on V/Line TRAINS?

PROMPT IF NECESSARY

01 6 or 7 days a week

02 5 days a week

03 3 or 4 days a week

04 1 or 2 days a week

05 Between 1 and 3 times per month

06 Once every 2-3 months (4 – 6 times a year)

07 Once every 4 to 6 months (2 – 3 times a year)

08 Once a year

09 Less than once a year

10 Never

S4 How often do you travel on V/Line COACHES? This does not include any replacement coach service you may have experienced

IF NECESSARY: for example, trains were replaced by coaches due to track works.

PROMPT IF NECESSARY

01 6 or 7 days a week

02 5 days a week

03 3 or 4 days a week

04 1 or 2 days a week

05 Between 1 and 3 times per month

06 Once every 2-3 months (4 – 6 times a year)

07 Once every 4 to 6 months (2 – 3 times a year)

08 Once a year

09 Less than once a year

10 Never

S8 RECORD GENDER

01 Male

02 Female

IF CODE 8-10 AT S3 AND S4, CLOSE3

**CLOSE 3:** Thank you for your time today. Unfortunately this survey is only for those who use V/Line Trains or Coaches more often than once a year.

# SECTION 1: GENERAL TRAVEL BEHAVIOUR

V0 Overall, are you satisfied or dissatisfied with V/Line (train and coach) services?

WAIT FOR RESPONSE: Is that totally, very, or somewhat?

DO NOT READ OUT

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

V1 For what reasons do you usually travel by V/Line train or coach?

DO NOT READ OUT

MULTICODE

01 To go to or from work

02 Work related but not commuting

03 Leisure (i.e. shopping, day trip)

04 Education/ study

05 Visiting friends/ relatives

06 Tourism/ Holiday

07 Personal business (i.e. doctors)

08 Special events (i.e. sporting/cultural)

95 Other (SPECIFY)

99 (DO NOT READ) Can't remember

V2 And what type of fare do you NORMALLY purchase?

INTERVIEWER NOTE: if respondent answers more than one type, probe for the one MOST FREQUENTLY purchased

If respondent says ‘myki’, probe to determine what **type of journey** is most common

READ OUT

01 Peak single

02 Off peak single

03 Peak daily return

04 Off peak daily return

05 Period ticket such as weekly, monthly, or date to date [including ‘myki pass’ periodical tickets]

06 Family Traveller

07 Seniors **AUTOCODE V3 WITH CODE 02 AND GO TO INSTRUCTION BEFORE V4a**

08 Free pass **GO TO QUOTA SELECTION**

09 (DO NOT READ) Uses myki money for a variety of journey types

95 Other

99 (DO NOT READ) Don’t know **GO TO QUOTA SELECTION**

V3 And is that...?

INTERVIEWER NOTE: if respondent answers more than one type, probe for the one MOST FREQUENTLY purchased

READ OUT

01 Full fare

02 or Concession

99 (DO NOT READ) Don’t know

IF S5=01 – 07, ASK V4 ELSE GO TO QUOTA SELECTION

V4 And when you purchase a TRAIN ticket do you NORMALLY purchase a ...?

INTERVIEWER NOTE: if respondent answers more than one type, probe for the one MOST FREQUENTLY purchased; if respondent says “there is no first class ticket on my train”, code as ‘economy’

READ OUT

01 First class ticket

02 or Economy ticket

03 (DO NOT READ) Uses myki money for both first class and economy travel

99 (DO NOT READ) Don’t know

QUOTA SELECTION:

IF CODE 1-7 AT S5, QUALIFY AS TRAIN USERS

IF CODE 1-7 AT S6, QUALIFY AS COACH USERS

IF QUALIFY TO BOTH TRAIN AND COACH, SELECT RANDOMLY

(IF SELECTED FOR COACH GO TO VC2)

# SECTION 2: TRAINS

VT2 How do you identify or describe a V/Line train?

INTERVIEWER NOTE: refer to photos - but do not prompt

DO NOT READ OUT

PROBE FULLY

MULTICODE

01 V/Line name on side - written on side **GO TO VT4A**

02 Red/burgundy with blue **GO TO VT4A**

03 Mostly silver with red & blue **GO TO VT4A**

04 Mostly sliver with red & purple **GO TO VT4A**

05 Purple and Green **GO TO VT4A**

06 Name on the ticket **GO TO VT4A**

07 Name on staff uniforms **GO TO VT4A**

08 V/Line seat on Great Southern Railway (GSR) or CountryLink XPT (NSW) **GO TO VT4A**

95 Other - CORRECT response (SPECIFY) **GO TO VT4A**

96 INCORRECT response (SPECIFY)

99 (DO NOT READ) Don’t know (FIRST RESPONSE ONLY)

VT3 For this survey, we need to talk to people who have used V/Line trains.

Is there anything about the V/Line trains that you can describe?   
DO NOT AID OR PROMPT

01 Yes - Correct description

02 Yes - Incorrect description **CLOSE4**

99 No - still don't know **CLOSE4**

**CLOSE 4:** Thank you for your time today. Unfortunately, to distinguish users of V/Line with other regional transport services, this survey is only for those who can correctly identify V/Line Trains.

VT4a When travelling from home, at which V/Line station do you most frequently board the train?

INTERVIEWER NOTE: if more than one, record all

PROMPT IF NECESSARY

multicode

01 Southern Cross (Spencer Street)

02 Flinders Street

03 North Melbourne

04 Richmond

05 Footscray

06 Sunshine

07 Dandenong

95 Type in name of station (SPECIFY)

99 (DO NOT READ) Don't know/Can't Say

VT4b And for your most typical journey from home, at which V/Line station do you most often get off?

INTERVIEWER NOTE: if more than one, record all

PROMPT IF NECESSARY

multicode

01 Southern Cross (Spencer Street)

95 Type in name of station (SPECIFY)

99 (DO NOT READ) Don't know/Can't Say

VT5a What times of day do you mostly travel by train? Do you mostly travel….?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

READ OUT

multicode

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9am? (Weekday morning peaks)

03 Weekdays between 9am – 4.00pm? (Morning and afternoon off-peaks)

04 Weekdays between 4 – 6pm? (Weekday afternoon peaks)

05 Weekdays between 6pm – 2am? (Weekday evenings)

06 Weekends during day time

07 Weekends during night time

08 (DO NOT READ) It varies

99 (DO NOT READ) Can’t say

VT5b IF CODE 1-7 AT VT5a And what other days and times do you travel by train?

IF CODE 8 or 99 AT VT5a Have you ever travelled by V/Line train on…?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

READ OUT

MULTIPLE RESPONSE

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9am? (Weekday morning peaks)

03 Weekdays between 9am – 4.00pm? (Morning and afternoon off-peaks)

04 Weekdays between 4 – 6pm? (Weekday afternoon peaks)

05 Weekdays between 6pm – 2am? (Weekday evenings)

06 Weekends during day time

07 Weekends during night time

08 (DO NOT READ) It varies

97 (DO NOT READ) None – no other times

99 (DO NOT READ) Can’t say

VT6 How do you usually get to the V/Line train station to begin your journey?

DO NOT READ OUT

PROBE FULLY

multicode

01 Walk

02 Drive car and park

03 Get a lift with someone else

04 Cycle

05 Bus

06 Tram

07 Taxi

08 V/ Line train or coach

95 Other (SPECIFY)

97 It varies – no usual method

VT7 Have you caught a V/Line train to or from a special event, such as concert, festival or sporting event in the past six months?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

VT0 Overall, are you satisfied or dissatisfied with V/Line TRAIN services?

WAIT FOR RESPONSE: Is that totally, very, or somewhat?

DO NOT READ OUT

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

VT8a In the past six months, have you significantly increased or decreased your use of V/Line trains?

PROMPT IF NECESSARY

01 Significantly increased

02 Significantly decreased

03 Stayed about the same

04 Only started to use trains in last 6 months

99 (DO NOT READ) Don’t know / Hard to say

VT8b In the **next six months**, would you expect your use of V/Line trains to…?

READ OUT

01 Significantly increase

02 Significantly decrease

03 Stay about the same

99 (DO NOT READ) Don’t know / Hard to say

# SATISFACTION QUESTIONS

## Information

VT10a Where do you USUALLY access train timetable or other journey information?

PROMPT: Anywhere else?

DO NOT READ OUT

multicode

01 At train stations – station timetable posters

02 At train stations – V/Line staff

03 At train stations – LED screens

04 Printed timetables from stations

05 V/Line Call Centre (136 169 Info Line)

06 Internet (computer) – V/Line website

07 Internet (computer) –PTV website

08 SMS updates / INFORM SERVICE

09 Smartphone application- PTV

10 Smartphone application- third party

11 Smartphone- web browser

95 Other (SPECIFY)

97 Don’t use timetables

99 (DO NOT READ) Don’t know

IF VT10a NOT CODED 08

VT10b Are you aware of V/Line’s update service called INFORM?

INTERVIEWER NOTE:if necessary, explain that this service provides information about train cancellations via mobile text message and email

PROMPT IF NECESSARY

01 Yes

02 No **GO TO VT11**

99 (DO NOT READ) Don’t know / Can’t say **GO TO VT11**

VT10c Have you ever used V/Line’s INFORM service?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know / Can’t say

VT11 Now I am going to ask you to rate various aspects of V/Line train service using a 0 to 10 scale. 0 means Extremely Dissatisfied and 10 means Extremely Satisfied. If a question is not relevant to you, please say so.

Firstly, I would like you to rate your level of satisfaction with aspects of the INFORMATION provided about V/Line train services. On the 0 to 10 scale, how satisfied are you with:

Read out

ROTATE GROUPS

a Ease of understanding timetable information?

b The availability of up-to-date printed timetable information at train stations?

c The number of announcements at stations and on trains?

d The clarity of announcements at stations and on trains?

e The amount of information provided when V/Line trains are cancelled or delayed?

f The availability of information provided when there is a planned alteration to V/Line train services, such as for track works?

g [IF VT10a = 5] The quality of information from the V/Line call centre?

h [IF VT10a = 6] The quality of information from the V/Line website?

i [IF VT10a = 7] The quality of information from the / PTV website?

j [IF VT10a = 8 or VT10c = 1] The V/Line INFORM update service?

k [IF VT10a = 09] The quality of information from the PTV app?

z So, thinking of all these aspects, how satisfied are you with the INFORMATION provided about V/Line train services **overall**?

## Ticketing

VT34 The myki ticketing system, which operates in Melbourne, has been introduced for V/Line services on some train lines. Are you currently using the paper ticketing system for your V/Line train travel, or the myki ticketing system?

INTERVIEWER NOTE: myki is a ticketing system that allows public transport users to use a pre-paid reusable plastic smartcard, instead of the old paper tickets. It is the only ticketing system for metropolitan public transport, and was introduced for V/Line trains in June-July 2013.

Further info can be found on [the V/Line website](http://www.vline.com.au/)

PROMPT IF NECESSARY

multicode

01 Paper ticket

02 myki smartcard

95 Other (SPECIFY)

99 (DO NOT READ) Don’t know

IF CODE 2 AT VT34 CONTINUE, ELSE GO TO VT14

VT36a Thinking about the myki smartcard you are currently using, where do you normally top-up your myki?   
DO NOT READ OUT

multicode

01 Train station - ticket office

02 Train station - myki vending machine

03 On the internet / PTV website (ptv.vic.gov.au)

04 Newsagent

05 V/Line station

06 On board bus

07 Auto top-up / direct debit

08 7-Eleven

09 PTV Call Centre (1800 800 007)

10   Chemist / pharmacy

11 PTV Hub (at Southern Cross Station)

12 PTV Hub(at 750 Collins St Docklands)

13 Tram stop - myki vending machine

14 On board tram

15   Milk bar

16 Bus stop / interchange - myki vending machine

17 On board V/Line trains / coaches

18 V/Line ticket agent

19   Commuter Club (annual pass) / top-up through work / salary package scheme

95 Other (SPECIFY)

99 Don't know

VT36b Are you using myki money or myki pass for your public transport travel?

INTERVIEWER NOTE: If respondent asks for clarification please provide the following explanation and code accordingly): **myki money** is a ‘pay as you go’ system. You load a credit on to the card and use that progressively whenever you travel. **myki pass** is for a continuous block of travel days e.g. one week, month or year for regular travellers.

PROMPT IF NECESSARY

01 Myki money

02 Myki pass

03 Both

99 (DO NOT READ) Don’t know

VT36c Have you registered your myki card which links your name and address to your individual card?

IF YES, ASK: Where did you register your myki card?

PROMPT IF NECESSARY

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – PTV Call Centre (1800 800 007)

03 Yes – mailed a myki Registration Form

04 Yes – registered at metropolitan retail outlets (e.g. Southern Cross PTV Hub / 7-Eleven)

05 Yes – pre-registered myki card sent to pensioners

06 Yes- pre registered through Commuter Club / work / salary package scheme

07 No **GO TO PRE VT36e**

99 (DO NOT READ) Don’t know **GO TO PRE VT36e**

VT36d Have you ever accessed your myki transaction records or travel details?

IF YES, ASK: Where did you access them?

PROMPT IF NECESSARY

multicode

01 Yes – on the internet / PTV website (ptv.vic.gov.au)

02 Yes – myki vending machine

03 Yes – myki check machine (small blue-coloured device)

04 No

99 (DO NOT READ) Don’t know

PRE VT36E IF vt36a=3 or CODE 1 AT VT36c / VT36d, AUTOCODE VT36e WITH CODE 1 THEN GO TO VT37. ELSE, CONTINUE

VT36e Have you ever used the PTV website (ptv.vic.gov.au)?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

VT37 Now, I would like you to ask about your satisfaction with the V/Line myki ticketing system. On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARY

ROTATE GROUPS

a The amount of ticketing information provided at stations about myki?

b The ease of understanding the myki ticketing system?

c The ease of being able to top-up your myki when you need to?

d There being sufficient places where you can top-up your myki?

e The accuracy of the fares that myki automatically calculates based on your travel?

f **[IF VT36d = 1, 2, OR 3]** The accuracy of your transaction records or travel details?

g The ease of touching on and touching off using myki?

z So, thinking of all these aspects, how satisfied are you with the myki TICKETING system **overall**?

MYKI USERS GO TO VT15

VT14 Now, I would like you to ask about your satisfaction with the V/Line PAPER TICKETING system. On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARY

ROTATE GROUPS

a The ease of understanding the current V/Line ticketing system?

b The range of ticket types available?

c The ease of being able to purchase a ticket when you need to?

d There being sufficient places where you can purchase tickets?

e The frequency with which tickets are checked on board?

z So, thinking of all these aspects, how satisfied are you with V/LINE TICKETING **overall**?

## Price

VTI5Now, thinking **just** about the **price** you pay for V/Line trains, how satisfied are you with the PRICE of train travel using V/Line?

## Seat Reservation

VT16a In the past six months, have you used the seat reservation service for any of your V/Line train services?

PROMPT IF NECESSARY

01 Yes

02 No **GO TO VT18**

99 (DO NOT READ) Don’t know **GO TO VT18**

VT16b How did you reserve your seat? Was it…

READ OUT

multicode

01 In person at a V/Line train station

02 In person at a Melbourne train station

03 Via V/Line call centre

04 Via V/Line on-line booking

05 Via local V/Line

95 (DO NOT READ) Other (SPECIFY)

99 (DO NOT READ) Don’t know

VT17 Thinking of all aspects of the reservation service, including the reservation staff you dealt with and that you were able to sit in your allocated seat, how satisfied are you with the SEAT RESERVATION SERVICE **overall**?

## Train Stations

VT18 Now, I would like you to rate your level of satisfaction with aspects of the V/LINE TRAIN STATIONS you have used in the past six months. On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARY

ROTATE GROUPS

a The level of lighting provided?

b The amount of seating and shelter at stations?

c The maintenance of facilities provided, such as shelter and seating?

d The general cleanliness and amount of litter at V/Line train stations?

e The cleanliness of toilets at V/Line stations?

f The level of graffiti at train stations?

g The amount of car parking provided?

h [IF VT6= 4]The bicycle storage facilities?

i [IF VT6 = 5]The bus-interchange facilities?

z So, thinking of all these aspects, how satisfied are you with V/LINE TRAIN STATIONS **overall**?

## How Train Services are Run

VT19 Now, I would like you to rate your level of satisfaction with the OPERATIONAL running of the V/Line train services that you have experienced in the past six months. Using the 0 to 10 scale, how satisfied are you with…

INTERVIEWER NOTE:

Peak times are considered to be 7am to 9.00 am and 4.00 pm to 6pm weekdays

Off peak times are considered to be during the week after 9am to 4pm and after 6pm – and all times on weekends and public holidays

PROMPT IF NECESSARY

ROTATE GROUPS

a The trains running on time?

b The hours of operation of train services?

c The time your train journeys generally take once you are on board

d [IF VT5a OR VT5b= 2 OR 4]The frequency of scheduled weekday peak services?

e [IF VT5a OR VT5b = 1, 3 OR 5] The frequency of scheduled weekday off-peak services?

f [IF VT5a OR VT5b = 6 OR 7]The frequency of scheduled weekend services?

g The frequency of late night services?

h [If VT7 = 1]The frequency of train services to and from special events?

i The reliability of connections to other V/Line rail services?

j That you are generally able to get on to your first train that arrives

k The number of trains that are cancelled?

z So, thinking of the operational performance of train services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with HOW V/LINE TRAIN SERVICES ARE RUN **overall**?

## Experience of travelling on trains

VT21 Now, I would like you to rate your level of satisfaction with your experience when on board trains in the past six months. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a The temperature of the carriages?

[IF VT21a<6 then

a2 Is it too hot or too cold?

DO NOT READ OUT

01 Too hot

02 Too cold

03 Other

99 Don’t know

**]**

b The maintenance and cleanliness of the interior of carriages?

c The cleanliness of the toilets on board V/Line trains?

d The smoothness of the ride?

e The comfort of the seats?

f The comfort of the train if you have to stand?

g The amount of space allocated for standing in trains?

h There being enough accessible grab handles and poles for you to hang on to?

i The facilities for storing personal items?

j There being sufficient space for bicycle and other larger items on trains?

k The level of crowding on the train at the times you travel?

l That it is easy for you to get off the train?

z So, thinking of all these aspects, how satisfied are you with the DESIGN AND COMFORT of V/Line’s trains **overall**?

## Refreshments

VT23a Have you been on a long haul service with refreshments in the past six months?

prompt if necesary

01 Yes

02 No **GO TO VT24**

99 (DO NOT READ) Don’t know / can’t remember **GO TO VT24**

VT23b On the 0 to 10 scale, how satisfied are you with the REFRESHMENTS available when travelling by V/Line **overall**?

## Train Staff

IF VT10a=2 OR VT16b=1, AUTOCODE VT24 WITH CODE 1 AND GO TO VT25

VT24 Have you had contact with V/Line staff at stations in the past six months?

prompt if necessary

01 Yes

02 No **GO TO VT26**

99 (DO NOT READ) Don’t know / can’t say **GO TO VT26**

VT25 Thinking about the V/Line staff at stations you have had contact with in the past six months, on the 0 to 10 scale, how satisfied are you with V/Line STATION STAFF **overall**?

ASK ALL TRAIN QUOTA

VT26 Now about any V/Line conductors you have had contact with in the past six months. On the 0 to 10 scale, how satisfied are you with V/Line CONDUCTORS **overall**?

## Personal Security

VT29 Now, I’d like you to rate your level of satisfaction with your feelings of PERSONAL SECURITY when you travel by train.

On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARY

ROTATE GROUPS

a Your feelings of personal security when travelling on V/Line trains during the day?

b Your feelings of personal security when travelling on V/Line trains after dark?

c Your feelings of personal security at V/Line train stations during the day?

d Your feelings of personal security at V/Line train stations after dark?

e The presence and visibility of security cameras on trains and at stations?

f The steps taken to control unruly passengers when on board the train?

z So, thinking of all these aspects, how satisfied are you with your feelings of PERSONAL SECURITY on V/Line **overall**?

## Overall

VT30 So, using the same scale again, and taking into consideration all the aspects of the service we have discussed, and any others of importance to you, how satisfied are you with V/Line train services overall?

VT31 I’d like you to think about any changes that may have occurred in the last 12 months with V/Line’s TRAIN service. Would you say that the TRAIN service is now…

READ OUT

01 Much better (than twelve months ago)

02 A little better (than twelve months ago)

03 The same

04 A little worse (than twelve months ago)

05 Much worse (than twelve months ago)

06 (DO NOT READ) Did not use it twelve months ago

99 (DO NOT READ) Don’t know

VT32 In the past six months, have you seriously considered reducing your use of trains in favour of other means of transport?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

VT33 On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend V/Line’s train services to someone else?

GO TO DEMOGRAPHICS SECTION

# COACHES SECTION

VC2 How do you identify or describe a V/Line Coach?

DO NOT READ OUT

PROBE FULLY

INTERVIEWER NOTE: refer to photos - but do not prompt

multicode

01 V/Line name on side - written on sideGO TO VC4A

02 The V symbol GO TO VC4A

03 Mostly White with Red/burgundy & blueGO TO VC4A

04 Mostly White with red & purple GO TO VC4A

05 Name on the ticketGO TO VC4A

06 Name on staff uniformsGO TO VC4A

95 Other - CORRECT response (SPECIFY)GO TO VC4A

96 INCORRECT response (SPECIFY)

99 (DO NOT READ) Don’t know FIRST RESPONSE ONLY

VC3 For this survey we need to talk to people who have used V/Line coaches. Is there anything about V/Line coaches that you can describe?

DO NOT READ OUT

01 Yes - Correct description

02 Yes - Incorrect description **CLOSE5**

99 No - still don't know **CLOSE5**

**CLOSE 5:** Thank you for your time today. Unfortunately, to distinguish users of V/Line with other regional transport services, this survey is only for those who can correctly identify V/Line Coaches.

VC4a When travelling from home, at which town do you most frequently board the coach?

PROBE FULLY

MULTICODE

01 Type in name of TOWN (SPECIFY)

99 (DO NOT READ) Don’t know / Can't Say

VC4b And for your most typical journey from home, at which town do you most often get off?

MULTICODE

01 Type in name of TOWN (SPECIFY)

99 (DO NOT READ) Don’t know / Can't Say

VC5a What times of day do you generally travel by coach? Do you mostly travel…?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

READ OUT

MULTICODE

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9am? (Weekday morning peaks)

03 Weekdays between 9am – 4.00pm? (Morning and afternoon off-peaks)

04 Weekdays between 4 – 6pm? (Weekday afternoon peaks)

05 Weekdays between 6pm – 2am? (Weekday evenings)

06 Weekends during day time

07 Weekends during night time

08 (DO NOT READ) It varies

99 (DO NOT READ) Can’t say

VC5b IF CODE 1-7 AT VC5a And what other days and times do you travel by coach?

IF CODE 8 OR 99 AT VC5a Have you ever travelled by V/Line coach on…?

INTERVIEWER NOTE: TIMES REFER TO JOURNEY START TIMES

READ OUT

MULTICODE

01 Weekdays before 7am? (Weekdays 4:00 AM to 7:00 AM)

02 Weekdays between 7 – 9am? (Weekday morning peaks)

03 Weekdays between 9am – 4.00pm? (Morning and afternoon off-peaks)

04 Weekdays between 4 – 6pm? (Weekday afternoon peaks)

05 Weekdays between 6pm – 2am? (Weekday evenings)

06 Weekends during day time

07 Weekends during night time

08 (DO NOT READ) It varies

97 (DO NOT READ) None – no other times

99 (DO NOT READ) Can’t say

IF VC5a or VC5b=07 ASK VC5Bi, ELSE GO TO VC6

VC5Bi Have you caught a ‘Night Network’ coach service since they began on the first of January?

INTERVIEWER NOTE: ‘Night Network’ coaches depart from Southern Cross Station around 2am, bound for Bendigo, Ballarat, Traralgon and Geelong.

prompt if necessary

01 Yes

02 No

VC6 How do you usually get to the V/Line coach stop to begin your journey?

DO NOT READ OUT

PROBE FULLY

MULTICODE

01 Walk

02 Drive car and park

03 Get a lift with someone else

04 Cycle

05 Bus

06 Tram

07 Taxi

08 V/ Line train

95 Other (SPECIFY)

97 It varies – no usual method

VC7 Have you caught a V/Line coach to or from a special event, such as concert, festival or sporting event in the past six months?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

VC0 Overall, are you satisfied or dissatisfied with V/Line COACH services?

WAIT FOR RESPONSE: Is that totally, very, or somewhat?

do not read out

01 Totally satisfied

02 Very satisfied

03 Somewhat satisfied

04 Somewhat dissatisfied

05 Very dissatisfied

06 Totally dissatisfied

99 (DO NOT READ) Don’t know

VC8a In the past six months, have you significantly increased or decreased your use of V/Line coaches?

PROMPT IF NECESSARY

01 Significantly increased

02 Significantly decreased

03 Stayed about the same

04 Only started to use coaches in last 6 months

99 (DO NOT READ) Don’t know / Hard to say

VC8b In the **next six months**, would you expect your use of V/Line coaches to…?

READ OUT

01 Significantly increase

02 Significantly decrease

03 Stay about the same

99 (DO NOT READ) Don’t know / Hard to say

# SATISFACTION QUESTIONS

## Information

VC9 Where do you USUALLY access coach timetable or journey information?

PROMPT: Anywhere else?

DO NOT READ OUT

MULTICODE

01 At coach stops

02 Printed timetables from coach stops

03 V/Line Call Centre (136 169)

04 V/Line website

05 Internet (computer) –/ PTV website

06 SMS updates

07 Smartphone application –PTV

08 Smartphone application – third party

09 Smartphone application – web browser

10 At train stations

11 Newsagent / post office / milk bar

12 Local newspapers

13 Tourist information centre

14 Coach driver

95 Other (SPECIFY)

97 Don’t use timetables

99 (DO NOT READ) Don’t know

VC10 Now I am going to ask you to rate various aspects of V/Line coach service using a 0 to 10 scale. 0 means Extremely Dissatisfied and 10 means Extremely Satisfied. If a question is not relevant to you, please say so

Firstly, I would like you to rate your level of satisfaction with aspects of the INFORMATION provided about V/Line coach services. On the 0 to 10 scale, how satisfied are you with:

PROMPT IF NECESSARY

ROTATE GROUPS

a Ease of understanding timetable information?

b The availability of up-to-date printed timetable information at coach stops?

c The number of announcements at stops and on coaches?

d The clarity of announcements at stops and on coaches?

e The amount of information provided when V/Line coaches are cancelled or delayed?

f The availability of information provided when there is a planned alteration to V/Line coach services, such as for road works?

g [IF VC9a = 3] The quality of information from the V/Line call centre?

h [IF VC9a= 4] The quality of information from the V/Line website?

i [IF VC9a = 5] The quality of information from the / PTV website?

j [IF VC9 = 07] The quality of information from the PTV app?

z So, thinking of all these aspects, how satisfied are you with the INFORMATION provided about V/Line coach services **overall**?

## Ticketing

VC12 Now, I would like you to ask about your satisfaction with the current V/Line TICKETING system. On the 0 to 10 scale, how satisfied are you with...

PROMPT IF NECESSARY

ROTATE GROUPS

a The ease of understanding the current V/Line ticketing system?

b The range of ticket types?

c The ease of being able to purchase a ticket when you need to?

d There being sufficient places where you can purchase tickets?

z So, thinking of all these aspects, how satisfied are you with V/LINE TICKETING **overall**?

## Price

VC13Now, thinking **just** about the **price** you pay for V/Line coach tickets, how satisfied are you with the PRICE of coach travel using V/Line?

## Seat Reservation

VC14a In the past six months, have you used the seat reservation service for any of your V/Line coach services?

PROMPT IF NECESSARY

01 Yes

02 No **GO TO VC16**

99 (DO NOT READ) Don’t know **GO TO VC16**

VC14b How did you reserve your seat? Was it…

READ OUT

multicode

01 In person at a V/Line coach stop

02 In person at a Melbourne train station

03 Via V/Line call centre

04 Via V/Line on-line booking

05 Via local V/Line

95 (DO NOT READ) Other SPECIFY

99 (DO NOT READ) Don’t know

VC15 Thinking of all aspects of the reservation service, including the reservation staff you dealt with and that you were able to sit in your allocated seat, how satisfied are you with the SEAT RESERVATION SERVICE **overall**?

## Coach Stops

VC16 I would like you to rate your level of satisfaction with aspects of the COACH STOPS you have used in the past six months. On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARY

ROTATE GROUPS

a The level of lighting provided?

b The amount of seating and shelter at stops?

c The maintenance of facilities provided, such as shelter and seating?

d The general cleanliness and amount of litter at coach stops?

e The cleanliness of toilets at V/Line coach stops?

f The level of graffiti at coach stops?

g The amount of car parking provided?

z So, thinking of all these aspects, how satisfied are you with V/LINE COACH STOPS **overall**?

## How Coach Services are Run

VC18 Now, I would like you to rate your level of satisfaction with the OPERATIONAL running of the V/Line coach services that you have experienced in the past six months. Using the 0 to 10 scale, how satisfied are you with…

INTERVIEWER NOTE:

Peak times are considered to be 7am to 9.00 am and 4.00 pm to 6pm weekdays

Off peak times are considered to be during the week after 9am to 4pm and after 6pm – and all times on weekends and public holidays

PROMPT IF NECESSARY

ROTATE GROUPS

a That coaches are scheduled to depart when it suits you?

b The coaches running on time?

c The hours of operation of coach services?

d The time your coach journeys generally take once you are on board?

e The number of coaches that are cancelled?

f [IF VC5a OR VC5b= 2 OR 4] The frequency of scheduled weekday peak services?

g [VC5a OR VC5b = 1, 3 OR 5]The frequency of scheduled weekday off-peak services?

h [VC5a OR VC5b = 6 OR 7]The frequency of scheduled weekend services?

i The frequency of late night services?

j [If VC7 = 1]The frequency of coach services to and from special events?

k The ease of making connections to V/Line train services?

z So, thinking of the operational performance of coach services in terms of frequency, on-time performance and time taken to travel, how satisfied are you with HOW V/LINE COACH SERVICES ARE RUN **overall**?

## Experience of travelling on coaches

VC19 Now, I would like you to rate your level of satisfaction with your experience when on board coaches in the past six months. On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARY

ROTATE GROUPS

a The maintenance and cleanliness of the interior of coaches?

b The cleanliness of the toilets on board V/Line coaches?

c The smoothness of the ride?

d The comfort of the seats?

e There being enough accessible grab handles and poles for you to hang on to?

f The facilities for storing personal items?

g There being sufficient space for larger items inside coaches?

h The level of crowding on the coach at the times you travel?

i That it is easy for you to get off the coach?

z So, thinking of all these aspects, how satisfied are you with the design and comfort of coaches **overall**?

ASK ALL COACH QUOTA

VC21 Now, I would like you to rate your level of satisfaction with any V/Line coach drivers you have had contact with in the past six months. On the 0 to 10 scale, how satisfied are you…

PROMPT IF NECESSARY

ROTATE

a With the courtesy and helpfulness of V/Line coach drivers?

b With the appearance of V/Line coach drivers

c That coach drivers are able to provide appropriate service, timetable and ticketing information if asked?

d That V/Line coach drivers drive coaches safely and smoothly?

e That coach drivers check tickets in an appropriate manner?

f That coach drivers maintain comfortable temperature inside the coaches?

[IF VC21F<6 then

f2 Is that too hot or too cold?

DO NOT READ OUT

01 Too hot

02 Too cold

03 Other

99 Don’t know

**]**

z And how satisfied are you with V/LINE COACH DRIVERS **overall**?

## Personal Security

VC24 Now, I’d like you to rate your level of satisfaction with your feelings of PERSONAL SECURITY when you travel by coach.

On the 0 to 10 scale, how satisfied are you with…

PROMPT IF NECESSARY

ROTATE GROUPS

a Your feelings of personal security when travelling on V/Line coaches during the day?

b Your feelings of personal security when travelling on V/Line coaches after dark?

c Your feelings of personal security at V/Line coach stops during the day?

d Your feelings of personal security at V/Line coach stops after dark?

e The presence and visibility of security cameras on coaches and at coach stops?

f The steps taken to control unruly or antisocial passengers when on board the coach?

z So, thinking of all these aspects, how satisfied are you with your feelings of PERSONAL SECURITY on V/Line **overall**?

## Overall

VC25 Using the same scale again, and taking into consideration all the aspects of the service we have discussed, and any others of importance to you, how satisfied are you with V/Line coach services overall?

IF VC5Bi=01 continue, ELSE GO TO VC26

VC25a Thinking just about your experience with ‘Night Network’, how satisfied are you with ‘Night Network’ overall?

VC26 I’d like you to think about any changes that may have occurred in the last 12 months with V/Line’s COACH service. Would you say that the COACH service is now…

READ OUT

01 Much better (than twelve months ago)

02 A little better (than twelve months ago)

03 The same

04 A little worse (than twelve months ago)

05 Much worse (than twelve months ago)

06 (DO NOT READ) Did not use it twelve months ago

99 (DO NOT READ) Don’t know

VC27 In the past six months, have you seriously considered reducing your use of coaches in favour of other means of transport?

PROMPT IF NECESSARY

01 Yes

02 No

99 (DO NOT READ) Don’t know

VC28 On a scale of 0 to 10, where 0 is no likelihood and 10 is extremely likely, how likely would you be to recommend V/Line’s coach services to someone else?

# DEMOGRAPHICS SECTION

ASK A2 – A3 IN APR-JUN 2017

A2 The public transport industry has an independent body to deal with unresolved customer complaints involving public transport. Do you know what the body is called?

01 Yes – Public Transport Ombudsman go TO D1

95 Yes – other (SPECIFY)

02 No

99 (DO NOT READ) Don’t know

A3 Have you heard of the Public Transport Ombudsman?

01 Yes

02 No

99 (DO NOT READ) Don’t know

ASK ALL

D1 Now we have just a few questions to help us analyse the survey answers. Firstly, which of the following best describes the composition of your household?

READ OUT

01 Family or single parent with children under the age of 5

02 Family or single parent with school age children at home

03 Family with older children at home

04 Couple whose children have now left home

05 Married couple or couple in de facto relationship with no children

06 A single person living alone

07 Shared household of unattached people

95 Other (SPECIFY)

98 (DO NOT READ) Refused/Can’t say

D2 And in which year were you born?

RECORD FOUR-DIGIT YEAR; 1900-1999

[ANALYST: CREATE A CONSTRUCTION FOR AGE VARIABLE BASED ON THIS]

D3 What was your main activity in the last week?

READ OUT

01 Full time work (30+ hours per week)

02 Part time work (8-29 hours per week)

03 Retired **GO TO D5**

04 Home duties **GO TO D5**

05 Student attending formal education **GO TO D5**

06 Unemployed, looking for work **GO TO D5**

07 Have a job but away for vacation, illness, strike etc **GO TO D5**

08 Permanent invalid, not seeking work **GO TO D5**

95 Other (SPECIFY) **GO TO D5**

98 (DO NOT READ) Refused **GO TO D5**

D4 What is your occupation?

RECORD FULL DETAILS

D5 Do you have access to a car for your own personal use when needed?

PROMPT IF NECESSARY

01 Yes

02 No

03 Other response

99 (DO NOT READ) Don’t know

D5i Would you be interested in participating in further research regarding public transport in the future?

PROMPT IF NECESSARY

01 Yes go to Q5ii

02 No go to CLOSE

D5ii Can I confirm your phone number, email address and name?

PROMPT IF NECESSARY

01 Name:

02 Phone Number:

03 Email Address:

CONFIRM POSTCODE

**CLOSE:** That was my final question. On behalf of Public Transport Victoria, V/Line, and Wallis Market & Social Research, thanks for your help. Your views count and we’re glad you made them known to us. Just in case you missed it, my name is (INTERVIEWER STATE NAME), and I am from Wallis. If you have any questions about this survey you may contact the Australian Market and Social Research Society on 1300 364 830. If you’d like to see a copy of our Privacy Policy you can find it on our website at [www.wallisgroup.com.au](http://www.wallisgroup.com.au/home/privacy)/privacy

# QUALITY CONTROL SECTION

Q1 INTERVIEWER CODE: Please rate the level of the respondent’s interest in this survey. How involved did the respondent appear to be?

01 High

02 Average

03 Low

Q2 INTERVIEWER CODE: Please rate the quality of communication with the respondent (i.e. How well did the respondent appear to understand the questions?)

01 High

02 Medium

03 Low