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SURVEY OF CITYRAIL CUSTOMERS 2005

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EXECUTIVE SUMMARY

This report presents findings from the second annual survey of CityRail customer services by the Independent Transport Safety and Reliability Regulator.

The methodology used for the 2005 survey was essentially the same as that used for the 2004 survey. The survey was conducted by telephone by a market research agency between 16 June and 24 July 2005. The sample of 2,755 train users was drawn from suburban Sydney and regional areas covered by CityRail train services. The survey included questions on the characteristics of the respondents and of their train use, questions where respondents were asked to rate the importance and the quality of various aspects of CityRail services, and questions relating to the respondents' own experience and perceptions in the six months prior to their interview.

Importance and quality ratings

The core questions in the survey related to 37 separate aspects of service which, in the development of the 2004 questionnaire, were identified as being of most importance to customers. Respondents were asked to rate both the importance and the quality of these aspects of CityRail services. Rating was on a five-point scale ranging from 'not at all important' to 'very important' on the importance scale, and from 'very poor' to 'very good' on the quality scale.

Because each of the importance and quality ratings could take five possible values there were 25 possible combinations of the two sets of ratings. Selected groupings of these 25 possible combinations are used to indicate whether or not train users' expectations are being met. For a specified aspect of service:

Train users whose expectations are NOT being met are those who rate the service as high in importance ('important' or 'very important') but low in quality ('poor' or 'very poor').

Train users whose expectations ARE being met are those who rate both importance and quality positively, that is, who rate importance as 'desirable', 'important' or 'very important' and quality as 'acceptable', 'good' or 'very good'.

Expectations not met

The following five aspects of service had the highest percentages of train users with expectations *not* being met:

- punctuality of trains (59%)
- delays and cancellations (59%)
- crowding in trains at peak commuter times (48%)
- frequency of trains (47%)
- clarity of announcements on the train (42%).

Given the poor on-time running performance of CityRail services throughout the survey reference period it is not surprising that these aspects of service are the ones where expectations are least likely to be met. Each of these aspects of service is related to on-time running. Punctuality, and delays and cancellations are directly related to on-time running. Crowding can occur in the peak when there are train delays. Train frequency can also be affected when there are train delays. Announcements on trains of most relevance to passengers are probably those that relate to on-time running.

Compared with 2004, there are statistically significant changes in the proportions of train users with expectations not met, for each of the following aspects of service:

- punctuality – an increase from 54% in 2004 to 59% in 2005
- crowding – a decrease from 53% in 2004 to 48% in 2005
- train frequency – an increase from 41% in 2004 to 47% in 2005
- quality of information provided about train delays and cancellations at stations – an increase from 35% in 2004 to 41% in 2005
- information provided at the station about train arrival and departure times – an increase from 27% in 2004 to 32% in 2005
- personal safety on stations in the evenings – a decrease from 32% in 2004 to 26% in 2005
- journey time – an increase from 20% in 2004 to 26% in 2005
- facilities for calling for help – a decrease from 34% in 2004 to 27% in 2005.

Despite the decrease for crowding, it still rated third highest, as it did in 2004, of the aspects of service with high proportions of train users with expectations not met. The other aspects of service with increases are probably again a reflection of the poor on-time running performance of CityRail. The decreases for personal safety on stations in the evenings and facilities for calling for help may be due to the increased presence of Transit Officers.

Expectations met

The following five aspects of service had the highest percentages of train users with expectations being met:

- CityRail website information service (87%)
- signs to help find your way around the train network (86%)
- personal safety on stations in peak commuter times (82%)
- 131-500 Transport Information telephone service (82%)
- removal of litter from stations (82%).

It should, however, be noted that for both the website and the 131-500 information services these proportions are based on only about half the sample. Many train users were not able to rate these services because they had not used them.

If there is an increase in the proportion of train users with expectations *not met*, there is likely to be a corresponding decrease in the proportion of train users with expectations *met*, and vice versa. Not surprisingly, therefore, there were statistically significant changes in the proportions of train users with expectations met for many of the aspects of service which had statistically significant changes in the proportions of train users with expectations not met. This was the case for personal safety on stations in the evenings, facilities for calling for help, journey time, information provided at the station about train arrival and departure times, quality of information provided about train delays and cancellations at stations, train frequency and punctuality.

There was one additional aspect of service with a significant change. For knowledge and helpfulness of CityRail staff there was a decrease from 83% in 2004 to 78% in 2005 in the proportion of train users with expectations met.

Experience and perceptions

Apart from the importance and quality ratings, the questionnaire included a number of questions on specific experiences and perceptions in the six months prior to interview. In summary, the findings are as follows. Changes from the 2004 survey are only mentioned if statistically significant.

Train service:

- 40% of train users said delays and cancellations had made them more than 10 minutes late, for somewhere they needed to be, at least once a week – an increase from 36% in 2004
- 12% of train users said they were unable to board a train at least once a week because of crowding (not asked in 2004 survey)
- 4% of train users said they had been on a train which failed to stop at their destination at least once a week (not asked in 2004 survey)
- when asked to choose the highest priority out of punctuality, frequency and journey time, 52% of train users chose punctuality, 40% chose frequency and 7% chose journey time.

Security and safety:

- 69% of train users expressed positive feelings towards seeing Transit Officers on their train or at their station (not asked in 2004 survey)
- 30% of train users reported feeling threatened by the actions of other people on a train or at a station
- 21% of train users reported witnessing or being a victim of criminal activity or violent behaviour either at a station or on a train, 18% as witnesses only, 3% as victims
- 27% of train users reported witnessing or being a victim of harassment or verbal abuse either at a station or on a train, 17% as witnesses only, 10% as victims
- 22% of train users said they were worried about being injured or being in an accident on a train or at a station – an increase from 17% in 2004.

Access difficulties:

- 59% of train users said they had arrived at their station to find trains were not running at least once because of trackwork (not asked in 2004 survey)
- 58% of train users said they had changed their travel plans at least once because they knew trackwork was scheduled (not asked in 2004 survey)
- 30% of train users reported having some difficulty getting onto or off platforms or trains – an increase from 24% in 2004
- crowding was the main reason given for access difficulties, affecting 18% of all train users.

Complaints:

- 44% of train users reported wanting to make a complaint about some aspect of CityRail services – an increase from 36% in 2004
- 10% of train users reported they had actually made a formal complaint – an increase from 7% in 2004.

Summary

Punctuality, train delays and cancellations, and crowding remain the three issues of greatest concern to train users. These three aspects of service had the highest proportions of train users with a combination of high importance and low quality ratings. Train users' experience backs up these findings. Large proportions of train users reported being often delayed, or often unable to board a train because of crowding, during the survey reference period. Punctuality, train delays and cancellations, and crowding all relate to on-time running. Given that CityRail's on-time running performance had not improved since the 2004 survey reference period, it is no surprise that aspects of service related to on-time running are the major areas of concern for train users.

Aspects of service where train users are most likely to rate both importance and quality positively are those relating to signage for navigating the network and at stations, the website and 131-500 information services, personal safety in the daytime at stations and on trains, and removal of litter.

A series of bomb attacks occurred on the London Underground on 7 July 2005. Interviewing for this survey continued until 24 July, so a substantial number of the survey's respondents would have been interviewed between 7 July and 24 July. The increase in the proportion of train users worried about being injured in an accident may well be due to the concern about terrorist attacks on CityRail in the wake of the London bombings.

INTRODUCTION

This report presents the findings from the second annual monitoring survey of CityRail customers conducted by the Independent Transport Safety and Reliability Regulator (ITSRR). The purpose of the surveys is to measure changes over time in the quality of CityRail services from a customer perspective.

Background

ITSRR was established in January 2004 by the *Transport Legislation Amendment (Safety and Reliability) Act 2003*. ITSRR's charter includes advising government and the community on the reliability of publicly funded transport services. Reliability is defined in the Act to include quality of service.

The report of the first survey in this series, *Survey of CityRail Customers 2004*, was released in February 2005; it provides more detailed background information.

Survey methodology

The methodology for the 2005 survey was similar to that for the 2004 survey. The market research company, Taverner Research, was contracted to administer the survey using the Computer Assisted Telephone Interview (CATI) method. Fieldwork for the survey took place between 16 June and 24 July 2005.

Although the 2005 survey was essentially a repeat of the 2004 survey, there were some minor differences. The 2005 survey only included respondents who had caught a CityRail train in the six months prior to interview, whereas the 2004 survey included non-users as 15% of the sample. Some questions were dropped and some questions were added.

The questions dropped related to:

- three top priorities for improvement
- times avoided when catching the train
- minutes of delay considered acceptable
- frequency of sighting Transit Officers
- awareness of the Clearways Program.

The additional questions related to:

- crowding
- skipped stops
- feelings about Transit Officers
- trackwork.

The key questions in the questionnaire, namely the ratings of the importance and quality of service of 37 separate aspects of service, remained exactly the same as in the 2004 survey. Respondents were asked to rate importance and quality on a five-point scale ranging from 'not at all important' to 'very important' on the importance scale, and from 'very poor' to 'very good' on the quality scale.

Apart from these rating questions and questions on customer perceptions and experience, the questionnaire also included demographic questions (e.g. age, gender, household type) and questions on the characteristics of each respondent's train use (e.g. journey time, trip purpose). The start of the questionnaire consisted of screening questions to exclude RailCorp employees, establish whether or not the household included any train users, and to randomly select a person for interview using the next birthday method.

The sampling methodology used was the same as that used in 2004. The sample was selected from areas covered by CityRail services. To ensure representation from all types of train users, these areas were split into seven strata, consisting of three regions in metropolitan Sydney and four regions along the Intercity train lines. The three Sydney regions were chosen to be at varying distances (short, medium and long) from the Central Business District. The other four regions were the Central Coast, the Blue Mountains, Wollongong and the Southern Highlands.

For sampling efficiency, that is, to minimise the number of households contacted in order to find train users, only selected suburbs and localities in these regions were sampled. The suburbs and localities sampled were those estimated to have a reasonably large proportion of train users resident in the area. An exception was made for the Southern Highlands because no locality in the region met the criterion for selection. As a result the Southern Highlands sample was drawn from all localities in the region.

Random samples were drawn from all seven regions using random selection from the electronic White Pages listings for the selected suburbs and localities. Quota sizes were set for the samples from each of the regions as shown in Table 1.

Table 1: Sample size – quotas and achieved sample

Region	Quota	Achieved sample
Inner Metropolitan Sydney	800	800
Outer Metropolitan Sydney	800	800
Sydney Periphery	450	450
Central Coast	200	201
Blue Mountains	200	200
Wollongong	150	153
Southern Highlands	150	151
All regions	2,750	2,755

Data analysis

Three aspects of the analysis require some explanation. The first is the use of probability weights, the second is the allocation of stations to line for the purpose of analysing the data by train line, and the third is comparisons with 2004.

Probability weights

The purpose of splitting the sampling into separate regions was to ensure sufficiently

large numbers of respondents from each region. Quota sizes for some of the smaller regions were set higher than would have been realised if the sample had been drawn at random from the entire sampling area, without any regional quotas.

The consequence of setting quota sizes which are disproportionate to the population of train users in each region is that a respondent's chance of being selected in the total sample varies depending on which region the respondent lives in. In analysing data from the whole sample it was therefore necessary to make an adjustment for this unequal chance of selection. The method for doing this is to use probability weights when analysing the data. Appendix 1 describes how the probability weights were calculated.

The data were analysed using the statistical package STATA which has commands specifically designed for the analysis of survey data with probability weights. Unless otherwise stated, all the analysis in this report was carried out using probability weights. Hence all percentages quoted are adjusted for the unequal chance of selection in different regions and are not necessarily equivalent to percentages calculated without this adjustment.

Analysis by line

In order to do some analysis by train line it was necessary to allocate respondents to at least one train line. Each train user was asked to give the origin and destination stations of their last train trip. Train users who used the train to travel to or from work, were asked to give the origin and destination of their last trip to or from work. For each respondent there were two stations recorded.

Rather than allocating train users to a train line on the basis of their origin-destination pair, which would have been a huge task, it was decided to assign each train user to the appropriate line for each of their origin and destination stations. For this purpose stations were allocated to a line according to the listing in Appendix 2. The listing only includes the stations that were nominated by train users as origins or destinations for their last trip.

It is important to note that using this allocation method one train user could be allocated to either one or two train lines.

Because small stations on the Inner West line get a very different train service, in terms of train frequency and journey time, from the large stations such as Strathfield, a separate subset of the Inner West line was also defined. Train users using these small stations were allocated to both the Inner West line and to the 'Inner West Small Stations' line.

There were only 6 train users allocated to the Hunter line. Examination of their origin-destination pairs indicated that each would have travelled on the Central Coast line. Accordingly these 6 respondents were allocated to the Central Coast line and the Hunter line was not used for analysis purposes.

Only 11 respondents were assigned to the Olympic Park line. Because of this small sample size and the fact that the line is atypical, having only one station serving an entertainment venue, the Olympic Park line is not included in any of the analyses by train line.

Comparisons with 2004

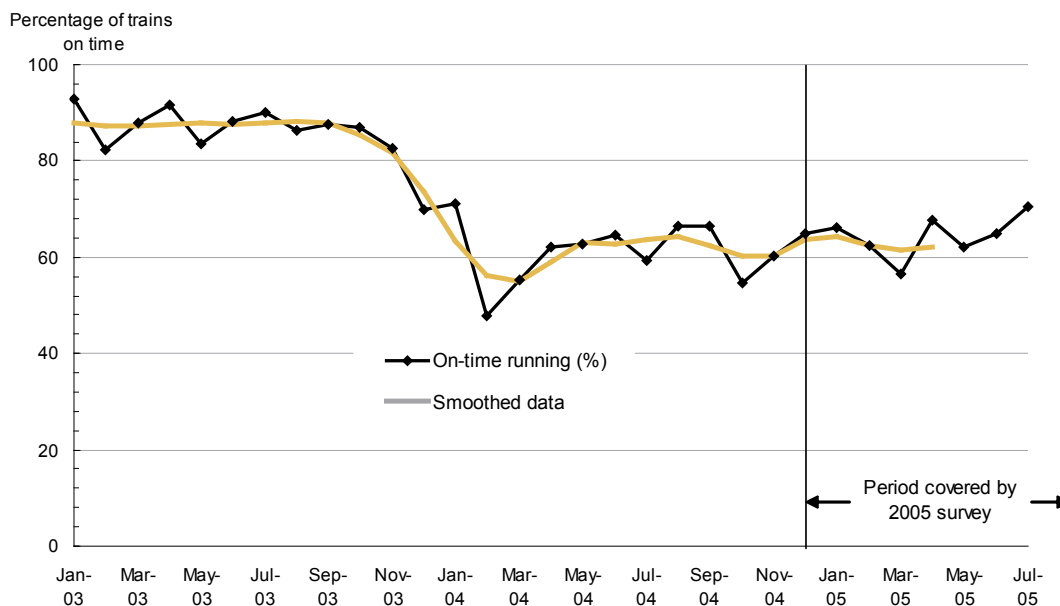
Comparisons are made with results from the 2004 survey. Generally, within the report, comments are made on the differences between 2004 and 2005 only when there were statistically significant differences.¹ Because there were a very large number of statistical tests conducted, the significance level was set at 1%, instead of the usual 5%, to avoid an excessive number of Type 1 errors (a Type 1 error occurs when the test rejects a hypothesis that is true i.e. finds a difference when there is no real difference).

Context

The survey interviews were conducted between mid June and late July. Most questions related to the six months prior to interview. The survey reference period was therefore from mid December to late July. This period was characterised by:

- continued poor on-time running performance (averaging 64% in the reference period for the 2005 survey, compared with 62% for the 2004 survey)
- a decrease in patronage relative to the previous year
- publicity about the new timetable to be introduced in September 2005 with fewer services and slower trains.

**Figure 1: Monthly peak on-time running for CityRail services
January 2003 to July 2005**



¹ Results of statistical tests (except for an occasional *p* value) are not reported in the text to avoid technical complexity in the presentation of the findings. The tests consisted of (1) Kendall's rank-order correlation test when comparing rankings of aspects of service in 2004 and 2005, and (2) chi-square contingency table tests when comparing 2004 with 2005 on the frequencies of responses to individual questions. For the latter the probability weights were taken into account in the testing.

Figure 1 shows the monthly on-time running percentages for CityRail peak services over the period January 2003 to July 2005. On-time running dropped from levels above 80% to levels averaging just over 60% at the start of 2004 and remained under 70% till the end of the 2005 survey reference period, except for 70.6% on-time running in July 2005.

Figure 2: CityRail patronage, January 2003 to May 2005

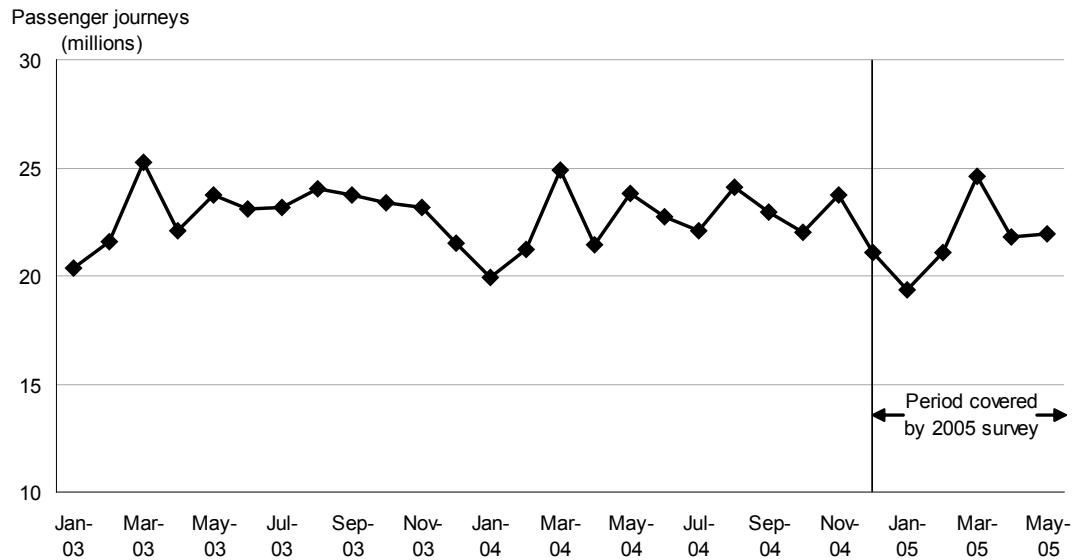


Figure 2 shows CityRail patronage over the period January 2003 to May 2005.² Over the period December 2004 to May 2005 there was an average of 21.6 million passenger journeys per month, compared with an average of 22.1 million for the same months a year earlier. Patronage over the reference period was therefore about 500,000 passenger journeys less per month than during the corresponding period 12 months earlier.

In addition, there were bomb attacks on three London Underground trains on 7 July 2005, about halfway through the interviewing period.

Structure of this report

The report is structured as follows. First there is a description of the sample. This is followed by an overview section on the importance and quality ratings for all 37 aspects of service included in the questionnaire. The remaining section deals with the questions in the survey which asked about specific experience and perceptions.

² May 2005 is the latest month for which data are available at the time of writing.

SAMPLE DESCRIPTION

This section provides a description of the demographic and train use characteristics of the sample of respondents. Comparisons with the 2004 train user sample are briefly summarised. (Note that the 2004 sample consisted of both train users and non-users whereas the 2005 sample consisted entirely of train users.) All of the information in this section is based on unweighted data.

Age and gender

The total sample size was 2,755 respondents. Table 2 shows the age and gender of these respondents. Respondents were spread across all age groups with the majority being aged between 30 and 59. Males comprised 47% of the sample.

The age profile of train users interviewed in 2004 was similar to that in 2005. However there were proportionally more males interviewed in 2005 (47% of the sample) than in 2004 (43% of the train user sample).

Table 2: Age and gender of sample

Age	Male		Female		Total	
	Number	%	Number	%	Number	%
16 to 19	117	9%	102	7%	219	8%
20 to 29	206	16%	245	17%	451	16%
30 to 59	736	57%	793	54%	1,529	55%
60+	231	18%	320	22%	551	20%
Unknown	1	0%	4	0%	5	0%
Total	1,291	100%	1,464	100%	2,755	100%

Train user characteristics

Respondents were asked to provide information about how they use CityRail services. This information included frequency of travel at different times, the journey time for their last trip and their trip purpose.

Table 3 shows the frequency of train use in the peak, the off-peak, weekends and evenings. The table shows there is good coverage of all time periods. Compared with 2004, in the 2005 sample there were relatively more respondents travelling by train 4 or more days a week in peak periods (40% in 2005, compared with 36% in 2004) and relatively more respondents travelling by train in the evenings (45% never used the train in the evening in 2005, compared with 50% in 2004).

Table 3: Frequency of train use by time of day

	Percentage of respondents, frequency of use					Total
	4 or more days a week	1 to 3 days a week	At least one day a month	Less than one day a month	Never	
Peak commuter times	40%	18%	15%	13%	14%	100%
Weekdays outside peak commuter times	10%	25%	27%	18%	20%	100%
Weekends during the day	–	16%	28%	23%	33%	100%
Evenings after peak commuter times	5%	15%	19%	17%	45%	100%

Approximately half the 2005 respondents usually used the train to travel to or from work (49%). This proportion was larger than for the 2004 sample of train users where only 45% used the train to travel to or from work.

Those who did not use the train to travel to or from work were asked the main purpose of their last trip. As Table 4 shows, the largest proportion of this group (35%) used the train to travel to social or recreational activities or for family visits. This profile of trip purpose is very similar to the profile for the sample of 2004 train users. The only differences of any note were in the categories of medical / dental appointments (10% in 2004) and personal business (2% in 2004).

Table 4: Main purpose of trip for train users who do not use the train to travel to or from work

Main purpose of last trip	Percentage of respondents*
Social / family visits or recreation	35%
Work-related business	15%
Shopping	14%
Sport or entertainment	13%
Education	10%
Medical / dental appointments	7%
Personal business	5%
Airport	1%
Other	< 1%
Don't know / can't recall	< 1%
Total	100%

* The percentage is calculated as a total of respondents who do not travel to or from work by train.

Table 5 shows respondents' journey times on their last trip. The journey time was defined as time on the train, that is, it excluded waiting time. The table shows that there is a reasonable spread of journey times in the train user sample. These journey times are reasonably similar to those for the 2004 sample of train users. However it is worth noting that there are relatively more respondents with journey times longer than 45 minutes in the 2005 sample.

Table 5: Journey time on last trip

Journey time on last trip	Percentage of train users
15 minutes or less	16%
16 to 30 minutes	23%
31 to 45 minutes	19%
46 to 60 minutes	15%
Longer than an hour	27%
Don't know / can't say	1%
Total	100%

IMPORTANCE AND QUALITY RATINGS FOR CITYRAIL SERVICES

The core questions in the survey related to 37 separate aspects of service where respondents were asked to rate both the importance of the service to them personally and the quality of service. The ratings were scored on a five-point scale. The scores and their meanings are shown below:³

Score	Importance rating	Score	Quality rating
5	very important	5	very good
4	important	4	good
3	desirable	3	acceptable
2	somewhat unimportant	2	poor
1	not at all important	1	very poor

The 37 aspects of service covered on-site services at stations and comfort in carriages; cleanliness; security; train frequency, punctuality and journey time; communication and information; and off-site services.

While ratings of importance and quality are of interest, it is the combination of importance and quality ratings that is most useful in providing information on whether or not customer expectations are being met. This section therefore briefly summarises the results for the importance and quality ratings before focussing on the combinations of quality and importance.

Importance

The five aspects of service with the *highest* average importance scores and are therefore of greatest importance to train users, are:

- personal safety on stations in the evenings
- personal safety in train carriages during evenings
- frequency of trains
- information provided at the station about train arrival and departure times
- punctuality of trains.

Four of these were also in the top five in 2004. Train frequency ranked sixth in importance in 2004 but ranked third in importance in 2005. Punctuality dropped from third to fifth between 2004 and 2005.

The five aspects of service ranking *lowest* on the importance scale (starting with the lowest) are:

- availability of secure car parking
- removal of graffiti

³ Respondents were asked to give scores in reverse order, i.e. to give a score of 1 to 'very important' and 'very good' and a score of 5 to 'not at all important' and 'very poor'. For analysis purposes it was more sensible to recode the scores such that a high score was indicative of a high rating.

- standing time on the train
- 131-500 Transport Information telephone service
- visibility of CityRail staff on the platforms in the daytime outside peak commuter times.

All but one of these aspects of service were ranked identically in 2004. The exception is the 131-500 Transport Information telephone service which replaces the CityRail website information service as the aspect of service ranked fourth lowest in importance.

More generally, when comparing importance ratings for 2004 and 2005 it was notable that, for most aspects of service, there was a change between ‘important’ and ‘very important’, with relatively more respondents rating aspects of service as ‘very important’ and relatively fewer rating them as ‘important’.

Appendix 3 provides more detail. Table A.1 in the appendix shows the percentages of respondents giving each of the importance ratings for all aspects of service. Table A.2 lists all aspects of service in rank order of their average importance score.

Quality

The five aspects of service with the highest average quality scores, and therefore the services which were perceived to be the best delivered, are:

- CityRail website information service
- 131-500 Transport Information telephone service
- signs to help you find your way around the train network to your destination
- removal of litter from stations
- personal safety on the stations at peak commuter times.

These five aspects of service ranked identically in 2004.

The five aspects of service considered to be the most poorly delivered (starting with the poorest) are:

- delays and cancellations
- punctuality of trains
- crowding in trains at peak commuter times
- availability of secure car parking
- frequency of trains.

Compared with 2004, punctuality and crowding have swapped places in the ranking, and frequency of trains has moved from a ranking of seventh poorest to fifth poorest, displacing visibility of CityRail staff on platforms in the evenings which moved to eighth poorest in 2005.

Where there were differences in the quality ratings of individual aspects of service between 2004 and 2005, they generally resulted from a higher proportion of respondents rating the service as ‘very poor’ in 2005 than in 2004.

Appendix 4 provides more detail. Table A.3 in the appendix shows the percentages of

respondents giving each of the quality ratings for all aspects of service. Table A.4 lists all aspects of service in rank order of their average quality score.

Combinations of importance and quality ratings

Ideally the services of most importance to train users should be the best delivered. It is therefore the combination of importance and quality ratings which is the most informative in terms of indicating whether customer expectations are being met.

For each aspect of service, there are twenty-five possible combinations of the importance and quality ratings as shown in Table 6.

Table 6: Combinations of importance and quality ratings

IMPORTANCE	QUALITY				
	very good	good	acceptable	poor	very poor
very important					
important					
desirable					
somewhat unimportant					
not at all important					

This report uses two groups of combinations of ratings to indicate whether or not train users' expectations are being met. The two groups are indicated by the shaded cells in Table 6.

Respondents whose ratings are in the dark-shaded cells are those whose expectations are *not* being met. For these users the specified aspect of service is important or very important to them but the quality of service delivery is perceived to be poor or very poor.

Respondents whose ratings are in the light-shaded cells are those whose expectations *are* being met. For these users the specified aspect of service is desirable or of higher importance to them and the quality of service delivery is perceived to be acceptable or better.

Expectations not met

The percentage of respondents with high importance and low quality ratings (the dark-shaded cells in Table 6) was calculated for each aspect of service. A ranked listing of these percentages for all aspects of service is shown in Table A.5 in Appendix 5.

The following five aspects of service had the highest percentages of respondents with expectations not met:

- punctuality of trains (59%)
- delays and cancellations (59%)
- crowding in trains at peak commuter times (48%)
- frequency of trains (47%)
- clarity of announcements on the train (42%).

Compared with the 2004 survey, punctuality has swapped places with delays and cancellations in the rankings. For both, the proportion of train users with expectations not met has increased in 2005, compared with 2004, from 54% to 59% for punctuality and from 56% to 59% for delays and cancellations. The difference is statistically significant ($p=0.0005$) for punctuality but not for delays and cancellations.

For crowding, the proportion of train users with expectations not met has dropped significantly ($p=0.004$) from 53% to 48% although it ranked third in both 2004 and 2005. For train frequency, the proportion has increased significantly ($p=0.0001$) from 41% in 2004 to 47% in 2005. Its ranking changed from fifth in 2004 to fourth in 2005.

Clarity of announcements on the train ranked sixth in 2004 and fifth in 2005. The proportion of train users with expectations not met did not change significantly with 41% in 2004 and 42% in 2005.

There were also statistically significant changes in the proportions of train users with expectations not met for the following aspects of service:

- quality of information provided about train delays and cancellations at stations – an increase from 35% in 2004 to 41% in 2005
- information provided at the station about train arrival and departure times – an increase from 27% in 2004 to 32% in 2005
- personal safety on stations in the evenings – a decrease from 32% in 2004 to 26% in 2005
- journey time – an increase from 20% in 2004 to 26% in 2005
- facilities for calling for help – a decrease from 34% in 2004 to 27% in 2005.

The aspects of service with increases in proportions of train users with expectations not met, namely punctuality; frequency; quality of information at stations about train delays and cancellations; station information about arrival and departure times; and journey time are all related directly or indirectly to on-time running. Therefore, these findings probably reflect train users' frustration with CityRail's continued poor on-time running performance.

The decreases for personal safety on stations in the evenings and facilities for calling for help may be due to the increased presence of Transit Officers.

Expectations met

The percentage of train users who rated importance as desirable or more important and quality as acceptable or better (the light-shaded cells in Table 6) was also calculated for each aspect of service. A ranked listing of these percentages for all aspects of service is shown in Appendix 6 in Table A.6.

The following five aspects of service had the highest percentages of respondents with expectations met:

- CityRail website information service (87%)
- signs to help find your way around the train network (86%)
- personal safety on stations in peak commuter times (82%)
- 131-500 Transport Information telephone service (82%)
- removal of litter from stations (82%).

It should, however, be noted that for both the website and the 131-500 information services these proportions are based on only about half the sample. Many respondents were not able to rate these services because they had not used them.

For these five aspects of service, there was no significant change in the proportions of train users with expectations met, between 2004 and 2005. Four were ranked in the top five in 2004. However, personal safety on stations in peak commuter times ranked eighth in 2004. Politeness and friendliness of staff dropped from a ranking of 5 in 2004 (83% of train users with expectations met) to a ranking of 9 in 2005 (80% of train users with expectations met).

Compared with 2004, there are statistically significant changes in the proportions of train users with expectations met, for each of the following aspects of service:

- knowledge and helpfulness of CityRail staff – a decrease from 83% in 2004 to 78% in 2005
- personal safety on stations in the evenings – an increase from 66% in 2004 to 71% in 2005
- journey time – a decrease from 75% in 2004 to 69% in 2005
- information provided at the station about train arrival and departure times – a decrease from 71% in 2004 to 66% in 2005
- quality of information provided about train delays and cancellations at stations – a decrease from 63% in 2004 to 57% in 2005
- train frequency – a decrease from 56% in 2004 to 52% in 2005
- punctuality – a decrease from 44% in 2004 to 38% in 2005.

With the exception of knowledge and helpfulness of CityRail staff, these aspects of service all had significant changes in expectations *not* being met. It is not surprising to find aspects of service which have significant increases (or decreases) in expectations not met to have corresponding significant decreases (or increases) in expectations met.

EXPERIENCE AND PERCEPTIONS

This section relates to the questions on specific experience and perceptions in the survey reference period, that is, the six months prior to interview. It has four main sub-sections dealing, respectively, with the train service itself; access to trains and platforms; safety and security; and complaints. Analysis by train line is included where it is considered to be of greatest relevance.

Train service

Delays

Respondents were asked how often, in the six months prior to interview, train delays and cancellations had made them more than 10 minutes late for somewhere they needed to be.

The results are shown in Table 7 for those who use the train to travel to or from work and those who don't.

Table 7: Frequency of being more than 10 minutes late in previous six months

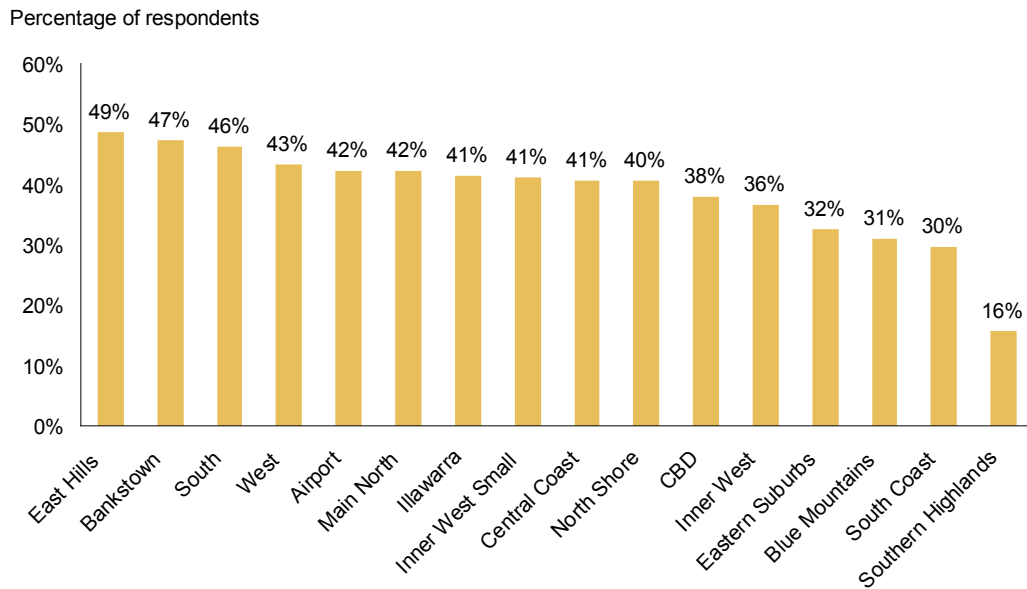
	Travel to or from work by train?		All respondents
	Yes	No	
At least once a week	61%	18%	40%
At least once a month	26%	24%	25%
Less often than once a month	9%	29%	19%
Not at all	4%	26%	15%
Don't know	0%	2%	1%
Total	100%	100%	100%

There was a significant difference between 2004 and 2005 in responses to this question. The proportion of all train users experiencing delays of 10 minutes or more at least once a week increased from 36% in 2004 to 40% in 2005. Mostly this increase was due to an increase in experience of delays for those *not* using the train for travel to or from work (from 13% in 2004 to 18% in 2005 for delays of 10 minutes or more at least once a week).

The proportion of respondents reporting being more than 10 minutes late at least once a week is shown in Figure 3 for each train line.

The East Hills and Bankstown lines have the highest proportions of respondents experiencing delays of more than 10 minutes at least once a week, 49% and 47% respectively.

Figure 3: Proportion of respondents more than 10 minutes late at least once a week in previous six months, by train line



Crowding

One of the new questions in the 2005 survey related to crowding. Respondents were asked how often, in the six months prior to interview, they had been unable to board a train because it was too crowded. Table 8 shows the frequencies for those who use the train to travel to or from work and those who don't.

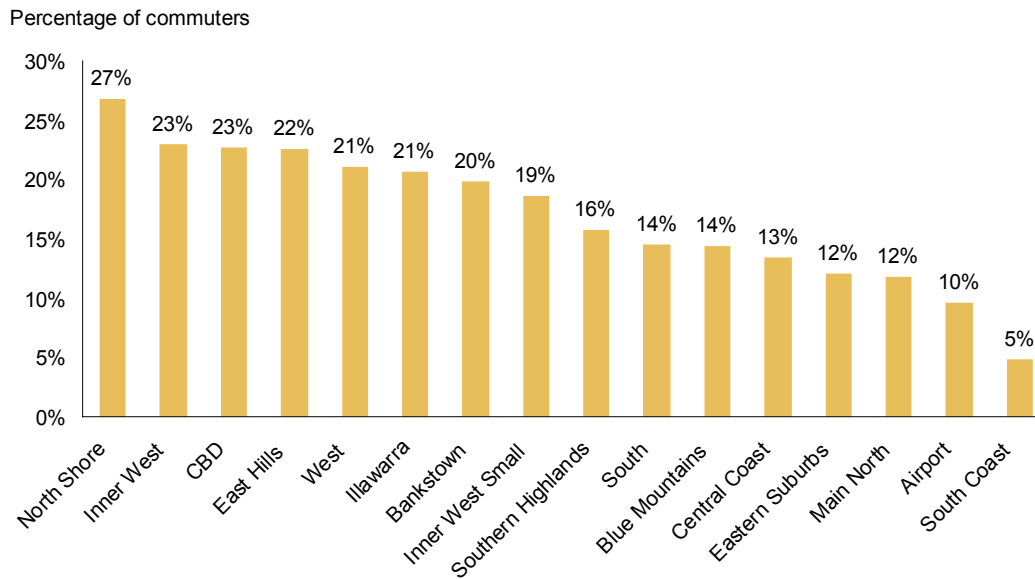
Table 8: Frequency of being unable to board train because of crowding in previous six months

	Travel to or from work by train?		All respondents
	Yes	No	
At least once a week	20%	4%	12%
At least once a month	24%	9%	17%
Less often than once a month	17%	13%	15%
Not at all	38%	73%	55%
Don't know	0%	1%	1%
Total	100%	100%	100%

Clearly crowding is mainly a problem for those using the train to travel to or from work. For these respondents the proportion unable to board a train because of crowding at least once a week is quite high at 20%.

For those who use the train to travel to or from work ('commuters'), Figure 4 shows the proportion of respondents who were unable to board a train because of crowding *at least once a week* in the six months prior to interview for each train line. The North Shore and Inner West lines have the highest proportions of train users in this category, 27% and 23% respectively.

Figure 4: Percentage of ‘commuters’ unable to board train because of crowding at least once a week in previous six months, by train line



Note: ‘Commuters’ refers to respondents who use the train to travel to or from work.

Skipped stops

Another new question in the 2005 survey was one relating to skipped stops. Respondents were asked how often in the six months prior to interview they had been on a train that had failed to stop at their destination.

Table 9 shows the frequencies for those who use the train to travel to or from work and those who don’t. Twelve per cent of respondents were on trains that failed to stop at their destinations once a month or more often in the six months prior to interview. Skipped stops were experienced more frequently by those who use the train to travel to or from work than those who don’t (6% compared with 2% respectively for at least once a week, and 9% compared with 7% for at least once a month).

Table 9: Frequency of train failing to stop at destination in previous six months

	Travel to or from work by train?		All respondents
	Yes	No	
At least once a week	6%	2%	4%
At least once a month	9%	7%	8%
Less often than once a month	18%	12%	16%
Not at all	65%	79%	72%
Don’t know	0%	1%	0%
Total	100%	100%	100%

The frequency of experiencing skipped stops varied by train line. The 5 lines most affected were as follows (percentages are proportions of respondents experiencing skipped stops once a month or more often):

- East Hills (19%)
- Bankstown (18%)
- South (17%)
- Inner West Small Stations (17%)
- North Shore (16%).

Top priority out of punctuality, frequency, journey time

Respondents were asked to nominate which of the following was the highest priority to them personally:

- punctuality of trains (trains keeping to timetable)
- frequent trains that come often
- journey times as short as possible.

Fifty-two per cent nominated punctuality, 40% frequency and 7% journey times. This finding is not significantly different from the 2004 result.

Access

Trackwork

The 2005 survey included two questions on trackwork. Respondents were asked how frequently in the six months prior to interview they had (1) arrived at a station to find trains were not running because of trackwork and (2) changed their travel plans because they knew trackwork was scheduled. The frequency distribution of the responses is shown in Table 10. For both types of trackwork disruption there were nearly 60% of respondents affected at least once in the six months prior to interview, and nearly 40% more than once.

Table 10: Frequency of trackwork disruption experiences in previous six months

	Arrived at station to find trains not running	Changed travel plans because trackwork scheduled
Not at all	41%	42%
Once	20%	20%
More than once	39%	38%
Total	100%	100%

The train lines with the highest proportions of respondents arriving at the station more than once in the previous six months to find trains not running were:

- Eastern Suburbs (59%)
- Inner West Small Stations (50%)
- Airport (48%).

The train lines with the highest proportions of respondents who changed travel plans more than once in the previous six months because they knew trackwork was scheduled were:

- Eastern Suburbs (54%)
- Blue Mountains (46%)
- South Coast (46%).

Difficulty getting onto or off platforms or trains

Respondents were asked if they had had any difficulty getting onto or off platforms or trains in the six months prior to interview. Thirty per cent of respondents reported experiencing some difficulty, a significant increase compared with the 24% in 2004. Some respondents experienced more than one type of difficulty.

Table 11 shows the percentage of train users experiencing difficulty for different types of difficulty. Crowding was the type of difficulty experienced most often, affecting 18% of train users. In the 2004 survey 15% of train users reported having difficulty because of crowding.

Table 11: Percentage of respondents experiencing difficulty, by type of difficulty

Type of difficulty	Percentage of all respondents
Crowding	18%
Large gap between train and platform	3%
Travelling with pram, stroller or small children	3%
Personal difficulties walking distances or climbing stairs	2%
Trains cancelled or wrong platform information given	2%
Doors not left open long enough by guards	1%
Faulty doors / doors not opening	1%
Lifts or escalators not working / construction or maintenance work at station	1%
Travelling with luggage or heavy bags	1%
Train not completely into platform	1%
Accident or bomb scare	0%

Note: Some respondents experienced more than one type of difficulty so the sum of these percentages is greater than 30% (the total percentage experiencing difficulty).

Although in each case the proportions affected are small, compared with 2004 there were increases in the proportions of train users having difficulty because of:

- train doors not being left open long enough (from 7 per thousand in 2004 to 15 per thousand in 2005)
- trains being cancelled or wrong platform information being given (from 3 per thousand in 2004 to 16 per thousand in 2005)
- lifts or escalators not working, or construction or maintenance work at the station (from 3 per thousand in 2004 to 13 per thousand in 2005).

Safety and security

Transit Officers

Respondents were asked which feeling best described the way they felt when Transit Officers were present on their train or at their station. They were given a choice of five feelings: pleased, more secure, nervous, annoyed, harassed. Some were unable to select one of the nominated feelings because they had not seen Transit Officers or they had no specific feelings about them. A relatively small number gave an alternative to the feelings nominated. Table 12 shows the percentages giving each response. It is clear that a substantial majority of train users (69%) have positive feelings towards Transit Officers.

Table 12: Feelings about Transit Officers

Feeling	Percentage of respondents
Pleased	30%
More secure	39%
Other positive	< 1%
Total positive	69%
Neutral	15%
Nervous	3%
Annoyed	7%
Harassed	3%
Other negative	1%
Total negative	14%
Not seen them	2%

Feeling threatened

Respondents were asked whether they had felt threatened by the actions of other people on a train or at a station in the six months prior to interview. Overall, 30% of respondents reported feeling threatened. Compared with 2004, there was no significant change in the proportions of train users feeling threatened either overall or on any train line.

Witnesses or victims of crime and abuse

Respondents were asked if they had witnessed or been the victim of criminal activity or violent behaviour, either at a station or on a train, in the six months prior to interview. Twenty-one per cent responded in the affirmative to this question. Most were witnesses. Three per cent were victims. These findings are similar to those for the same questions in the 2004 survey. The Bankstown line had the highest proportion of victims (6%). The Airport, Southern Highlands and Eastern Suburbs lines had the lowest proportions of victims, each with less than 1%. Compared with 2004, there was no significant change in the proportion of train users who were victims of criminal activity or violent behaviour on any train line.

Respondents were also asked if they had witnessed or been the victim of harassment or verbal abuse, either at a station or on a train, in the six months prior to interview. Twenty-seven per cent of respondents responded 'yes' to this question, 17% as witnesses only and 10% as victims. These percentages are unchanged from the 2004 survey.

Victims were asked if the last incident where they were a victim (of either crime or violence, or harassment or verbal abuse) was reported to CityRail staff, CityRail Transit Officers or the police. Twenty-two per cent reported the incident themselves, 12% said the incident was reported by someone else and the remaining 66% did not know if the incident had been reported. There was no change in the level of victim reporting between 2004 and 2005.

Worry about accidents

Respondents were asked, if in the previous six months, they had worried about being injured in an accident on a train or at a station. Overall, 22% of respondents were worried about being injured in an accident. This is a significant increase from the 17% of train users worried about being injured in an accident in 2004 ($p < 0.0001$). The significant increase may be a reflection of increased concern about terrorism, particularly given that bombs exploded on three London Underground trains on 7 July 2005, about halfway through the interviewing period for the survey.

The Bankstown and Blue Mountains lines had the highest proportions of respondents worried about being injured in an accident, both 27%. The line with the biggest increase is the Central Coast line where the proportion of respondents worried about being in an accident rose from 11% to 23% ($p = 0.0017$).

Complaints

Respondents were asked if, in the previous six months, they had ever wanted to make a formal complaint, and if so, whether they had actually made a complaint and to whom the complaint was reported.

There was a substantial increase between 2004 and 2005 in the proportion of train users who said that they wanted to make a formal complaint, 44% in 2005 compared with 36% in 2004 ($p < 0.0001$). Of those who said they wanted to complain, 22% actually did make a formal complaint, a proportion similar to the corresponding statistic in 2004.

The proportion of *all train users* who reported actually making a complaint in 2005 was 10%, a significant increase from the 7% in 2004 ($p < 0.0001$).

Table 13 shows the proportions of respondents who reported making a formal complaint for each of the different means of making a complaint. Some respondents used more than one means, for example both the 131-500 telephone complaints line and a letter to Head Office. The same respondent may therefore be counted in more than one row of the table and therefore the percentages do not sum to 100%. The group 'Other' includes agencies such as police and rail user groups.

The most popular methods of making complaints are clearly via the telephone complaints line, directly to CityRail staff or via the website.

**Table 13: Percentage of respondents who made complaint,
by means used to report complaint**

	Percentage of respondents who reported making a formal complaint
Your Say Line or 131-500	44%
CityRail staff	35%
Website	13%
Member of Parliament	5%
Head Office (by mail)	2%
Other	3%

APPENDIX 1: PROBABILITY WEIGHTS

To ensure representation from all areas serviced by CityRail train services, the sampling area was divided into seven distinct regions. These regions consisted of three bands around the Sydney Central Business District, at a short, medium and long distance from the city centre, respectively. The four other regions were along the Intercity train service routes to the Central Coast, the Blue Mountains, Wollongong and the Southern Highlands.

Only specified suburbs and localities were sampled from each region. The selected areas were those estimated to have reasonably high proportions of train users resident in the areas.

The populations of train users in the sampling areas in each region were calculated as follows. First, using data from the 2001 Census, two totals were calculated for each region, by summing over all sampled suburbs and localities in the region:

- 1) the total of all residents aged 16 and over
- 2) the total of all residents aged 16 and over who used the train to travel to work on the Census reference day.

The second total was then calculated as a percentage of the first, giving a percentage of the population who used the train to travel to work for each region.

The next step was to use the survey data to estimate the proportion of train users who travel to work by train. This was a simple task because there was a question in the survey asking people whether they use the train to travel to or from work.

Then, using three pieces of information for each region, namely (1) the total resident population aged 16 and over (from Census data), (2) the percentage of this population who travel to work by train (from Census data), and (3) the percentage of train users who travel to work by train (from the survey), it was possible to estimate the population of train users aged 16 and over in each region.

Quota sizes were set for each region to ensure a reasonable sample size from each region. These quota sizes were not in proportion to the relative numbers of train users in each region. That is, residents in some regions had a greater chance of being a survey respondent than residents in other regions.

To adjust for this inequality in the probability of selection, a probability weight was calculated for each respondent and was set equal to the number of train users the person represented. For example, if there were an estimated 10,000 train users in a region and a sample size of 100 for that region, then each respondent would represent 100 (=10,000/100) train users.

Central Coast	Illawarra	South Coast	Southern Highlands
Cowan	Allawah	Albion Park	Bargo
Gosford	Arncliffe	Austinmer	Bowral
Hawkesbury River	Banksia	Bellambi	Bundanoon
Koolewong	Caringbah	Dapto	Mittagong
Lisarow	Carlton	Gerringong	Moss Vale
Morisset	Como	Helensburgh	Picton
Narara	Cronulla	North Wollongong	Tahmoor
Niagara Park	Engadine	Nowra	Yerrinbool
Ourimbah	Gymea	Oak Flats	
Point Clare	Heathcote	Port Kembla	Hunter
Tascott	Hurstville	Scarborough	Civic
Tuggerah	Jannali	Thirroul	Hamilton
Woy Woy	Kirrawee	Unanderra	Maitland
Wyee	Kogarah	Wollongong	Newcastle
Wyong	Loftus	Wombarra	
	Miranda		
Blue Mountains	Mortdale		
Blackheath	Oatley		
Blaxland	Penshurst		
Bullaburra	Rockdale		
Faulconbridge	Sutherland		
Glenbrook	Tempe		
Hazelbrook	Waterfall		
Katoomba	Wolli Creek		
Lapstone	Woolooware		
Lawson			
Lithgow			
Medlow Bath			
Mt Victoria			
Springwood			
Valley Heights			
Warrimoo			
Wentworth Falls			
Woodford			

APPENDIX 3: IMPORTANCE RATINGS

Table A.1: Importance ratings for aspects of service

Aspect of service	Percentage of train users who rated the service					Total
	Not at all important	Somewhat unimportant	Desirable	Important	Very important	
Stations and carriages						
Knowledge and helpfulness of staff	2%	4%	12%	28%	55%	100%
Crowding in trains in peak	3%	6%	13%	26%	52%	100%
Comfort of temperature in carriages	1%	4%	15%	36%	43%	100%
Queuing time for tickets	5%	7%	12%	27%	49%	100%
Politeness and friendliness of station staff	2%	5%	24%	31%	39%	100%
Length of standing time on the train	5%	8%	17%	26%	45%	100%
Cleanliness						
Removal of litter from the train	1%	2%	6%	31%	60%	100%
Removal of dirt and grime from the train	1%	2%	8%	33%	56%	100%
Removal of litter from stations	1%	3%	11%	35%	50%	100%
Removal of dirt and grime from stations	2%	5%	15%	36%	42%	100%
Removal of graffiti	6%	11%	21%	26%	37%	100%
Security						
Personal safety on stations in the evenings	1%	1%	3%	15%	81%	100%
Personal safety in train carriages in the evenings	1%	1%	3%	15%	80%	100%
Staff effectiveness dealing with security problems	0%	1%	6%	26%	67%	100%
Facilities for calling for help	1%	3%	7%	21%	68%	100%
Personal safety on stations, peak	1%	3%	8%	19%	69%	100%
Personal safety on stations, non-peak daytime	1%	2%	8%	22%	66%	100%
Staff visibility on platforms in the evenings	2%	3%	9%	26%	61%	100%
Personal safety in train carriages, non-peak daytime	1%	3%	12%	25%	58%	100%
Personal safety in train carriages, peak	2%	5%	11%	24%	57%	100%
Staff visibility on platforms, non-peak daytime	3%	6%	19%	33%	39%	100%
Train service						
Frequency of trains	0%	1%	4%	22%	73%	100%
Punctuality of trains	1%	1%	4%	19%	75%	100%
Delays and cancellations	1%	2%	5%	20%	72%	100%
Journey time	1%	3%	9%	32%	55%	100%
Communication and information						
Station information on arrival & departure times	1%	1%	3%	23%	73%	100%
Quality of information about delays & cancellations	1%	1%	4%	24%	70%	100%
Clarity of announcements on the platform	0%	1%	5%	25%	68%	100%
Timeliness of delay/cancellation announcements	1%	1%	5%	27%	67%	100%
Clarity of announcements on the train	1%	2%	7%	28%	62%	100%
Signs to help find your way around network	2%	3%	9%	29%	58%	100%
Signs telling you where to go at the station	2%	4%	9%	26%	59%	100%
Offsite services						
Cost of train travel	1%	3%	9%	25%	62%	100%
CityRail complaints service	5%	7%	16%	26%	46%	100%
CityRail website information service	6%	6%	12%	31%	45%	100%
131-500 Transport Information phone line	7%	8%	13%	25%	47%	100%
Availability of secure car parking	17%	10%	11%	18%	44%	100%

Table A.2: Aspects of service listed in rank order of their average importance score

Rank	Aspect of service
1	Personal safety on stations in the evenings
2	Personal safety in train carriages in the evenings
3	Frequency of trains
4	Station information on arrival & departure times
5	Punctuality of trains
6	Quality of information about delays & cancellations
7	Delays and cancellations
8	Clarity of announcements on the platform
9	Timeliness of delay/cancellation announcements
10	Staff effectiveness dealing with security problems
11	Facilities for calling for help
12	Personal safety on stations at peak commuter times
13	Personal safety on stations in the daytime outside peak commuter times
14	Removal of litter from the train
15	Clarity of announcements on the train
16	Cost of train travel
17	Removal of dirt and grime from the train
18	Staff visibility on platforms in the evenings
19	Signs to help find your way around network
20	Journey time
21	Signs telling you where to go at the station
22	Personal safety in train carriages, non-peak daytime
23	Personal safety in train carriages, peak
24	Removal of litter from stations
25	Knowledge and helpfulness of staff
26	Crowding in trains at peak commuter times
27	Comfort of temperature in carriages
28	Removal of dirt and grime from stations
29	Queuing time for tickets
30	CityRail complaints service
31	CityRail website information service
32	Politeness and friendliness of station staff
33	Staff visibility on platforms, non-peak daytime
34	131-500 Transport Information phone line
35	Length of standing time on the train
36	Removal of graffiti
37	Availability of secure car parking

APPENDIX 4: QUALITY RATINGS

Table A.3: Quality ratings for aspects of service

Aspect of service	Percentage of train users who rated the service					Total
	Very poor	Poor	Acceptable	Good	Very good	
Stations and carriages						
Politeness and friendliness of station staff	4%	10%	38%	32%	16%	100%
Knowledge and helpfulness of staff	5%	13%	34%	32%	16%	100%
Queuing time for tickets	6%	12%	30%	33%	19%	100%
Crowding in trains in peak	26%	28%	28%	14%	5%	100%
Length of standing time on the train	14%	20%	34%	21%	11%	100%
Comfort of temperature in carriages	7%	14%	38%	30%	11%	100%
Cleanliness						
Removal of graffiti	8%	16%	38%	28%	10%	100%
Removal of litter from stations	5%	10%	26%	39%	20%	100%
Removal of dirt and grime from stations	4%	11%	37%	35%	14%	100%
Removal of litter from the train	5%	13%	34%	35%	12%	100%
Removal of dirt and grime from the train	6%	16%	36%	33%	10%	100%
Security						
Personal safety on stations, peak	5%	9%	29%	36%	20%	100%
Personal safety on stations, non-peak daytime	5%	12%	31%	35%	17%	100%
Personal safety on stations in the evenings	9%	18%	35%	27%	10%	100%
Staff visibility on platforms, non-peak daytime	8%	20%	41%	23%	9%	100%
Staff visibility on platforms in the evenings	15%	27%	34%	18%	6%	100%
Personal safety in train carriages, peak	4%	11%	36%	33%	15%	100%
Personal safety in train carriages, non-peak daytime	5%	14%	40%	31%	12%	100%
Personal safety in train carriages in the evenings	11%	22%	36%	23%	8%	100%
Facilities for calling for help*	10%	20%	32%	24%	13%	100%
Staff effectiveness dealing with security problems	12%	22%	36%	21%	9%	100%
Train service						
Frequency of trains	20%	28%	28%	18%	7%	100%
Punctuality of trains	32%	29%	23%	12%	4%	100%
Journey time	10%	17%	34%	29%	10%	100%
Delays and cancellations	33%	28%	25%	11%	4%	100%
Communication and information						
Station information on arrival & departure times	14%	20%	27%	25%	15%	100%
Quality of information about delays & cancellations	17%	25%	29%	19%	9%	100%
Timeliness of delay/cancellation announcements	16%	25%	33%	19%	8%	100%
Clarity of announcements on the platform	17%	21%	31%	21%	10%	100%
Clarity of announcements on the train	18%	27%	31%	18%	6%	100%
Signs telling you where to go at the station	4%	10%	34%	37%	15%	100%
Signs to help find your way around network	3%	7%	29%	40%	21%	100%
Offsite services						
Availability of secure car parking	20%	27%	33%	15%	5%	100%
CityRail complaints service	20%	20%	36%	18%	6%	100%
CityRail website information service	3%	6%	26%	41%	24%	100%
131-500 Transport Information phone line	4%	8%	24%	34%	30%	100%
Cost of train travel**	8%	16%	36%	25%	15%	100%

* About 4% of train users were not able to rate the quality of service because they did not know that facilities for calling for help existed.

** For the cost of train travel, the quality ratings were 'very poor value for money', 'poor value for money', 'OK', 'good value for money', 'great value for money'.

Table A.4: Aspects of service listed in rank order of their average quality score

Rank	Aspect of service
1	CityRail website information service
2	131-500 Transport Information phone line
3	Signs to help find your way around network
4	Removal of litter from stations
5	Personal safety on stations at peak commuter times
6	Signs telling you where to go at the station
7	Personal safety on stations in the daytime outside peak commuter times
8	Queuing time for tickets
9	Politeness and friendliness of station staff
10	Personal safety in train carriages, peak
11	Removal of dirt and grime from stations
12	Knowledge and helpfulness of staff
13	Removal of litter from the train
14	Personal safety in train carriages, non-peak daytime
15	Comfort of temperature in carriages
16	Removal of dirt and grime from the train
17	Cost of train travel
18	Removal of graffiti
19	Journey time
20	Facilities for calling for help
21	Personal safety on stations in the evenings
22	Station information on arrival & departure times
23	Staff visibility on platforms, non-peak daytime
24	Length of standing time on the train
25	Personal safety in train carriages in the evenings
26	Staff effectiveness dealing with security problems
27	Clarity of announcements on the platform
28	Quality of information about delays & cancellations
29	Timeliness of delay/cancellation announcements
30	Staff visibility on platforms in the evenings
31	CityRail complaints service
32	Clarity of announcements on the train
33	Frequency of trains
34	Availability of secure car parking
35	Crowding in trains at peak commuter times
36	Punctuality of trains
37	Delays and cancellations

APPENDIX 5: EXPECTATIONS NOT MET

Table A.5: Aspects of service listed in rank order of the percentage of train users who rated the service as being high in importance and low in quality

Aspect of service	% of train users who rated the service
Punctuality of trains	59%
Delays and cancellations	59%
Crowding in trains at peak commuter times	48%
Frequency of trains	47%
Clarity of announcements on the train	42%
Quality of information about delays & cancellations	41%
Timeliness of delay/cancellation announcements	40%
Staff visibility on platforms in the evenings	38%
Availability of secure car parking	38%
Clarity of announcements on the platform	37%
CityRail complaints service	34%
Station information on arrival & departure times	32%
Staff effectiveness dealing with security problems	32%
Personal safety in train carriages in the evenings	32%
Length of standing time on the train	29%
Facilities for calling for help	27%
Personal safety on stations in the evenings	26%
Journey time	26%
Cost of train travel	22%
Staff visibility on platforms, non-peak daytime	22%
Removal of dirt and grime from the train	20%
Comfort of temperature in carriages	19%
Removal of graffiti	18%
Removal of litter from the train	17%
Personal safety in train carriages, non-peak daytime	17%
Queuing time for tickets	16%
Personal safety on stations, daytime outside peak commuter times	15%
Knowledge and helpfulness of staff	15%
Removal of litter from stations	14%
Personal safety in train carriages at peak commuter times	13%
Personal safety on stations at peak commuter times	13%
Signs telling you where to go at the station	13%
Removal of dirt and grime from stations	12%
Politeness and friendliness of station staff	10%
131-500 Transport Information phone line	9%
Signs to help find your way around network	9%
CityRail website information service	6%

APPENDIX 6: EXPECTATIONS MET

Table A.6: Aspects of service listed in rank order of the percentage of train users who rated the service as being desirable or more important and acceptable or better in quality

Aspect of service	% of train users who rated the service
CityRail website information service	87%
Signs to help find your way around network	86%
Personal safety on stations at peak commuter times	82%
131-500 transport information phone line	82%
Removal of litter from stations	82%
Signs telling you where to go at the station	81%
Personal safety on stations, daytime outside peak commuter times	81%
Removal of litter from the train	80%
Politeness and friendliness of station staff	80%
Removal of dirt and grime from stations	80%
Personal safety in train carriages at peak commuter times	79%
Knowledge and helpfulness of staff	78%
Personal safety in train carriages, non-peak daytime	78%
Removal of dirt and grime from the train	77%
Comfort of temperature in carriages	74%
Cost of train travel	73%
Queuing time for tickets	73%
Personal safety on stations in the evenings	71%
Journey time	69%
Facilities for calling for help	68%
Personal safety in train carriages in the evenings	67%
Staff visibility on platforms, non-peak daytime	66%
Station information on arrival & departure times	66%
Staff effectiveness dealing with security problems	65%
Removal of graffiti	64%
Clarity of announcements on the platform	61%
Timeliness of delay/cancellation announcements	58%
Quality of information about delays & cancellations	57%
CityRail complaints service	56%
Length of standing time on the train	56%
Staff visibility on platforms in the evenings	55%
Clarity of announcements on the train	53%
Frequency of trains	52%
Availability of secure car parking	43%
Crowding in trains at peak commuter times	41%
Delays and cancellations	38%
Punctuality of trains	38%