

# The Ultimate Transport Report

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What Sydney Commuters Really Think



*April 2010*







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## FOREWORD

Transport issues have dominated political discussion in New South Wales over the past two years. Increasing concern over Sydney's ability to cope with further population growth, in particular, has made transport into the number one political hot potato. Outside Sydney people have many of the same problems, with inadequate access to public transport services, and an ever-increasing exposure to rising fuel prices.

The newfound interest in transport has led to a rash of plans and blueprints outlining 'solutions' to our transport problems. Various self-appointed 'experts' have been spruiking their pet theories and pet projects. Politicians, academics and business lobbyists have all had their say. But the people who know the most about transport in New South Wales – the public transport workers who run the system, and the commuters who travel on it every day – have been left out of the discussion. The views of ordinary people have been simply ignored, as if they don't count.

The Rail, Tram and Bus Union (RTBU) has decided that enough is enough. It's time for the people to have their say on transport, and to have a voice in crucial decisions that will affect their daily lives. That's why we commissioned the Ultimate Transport Survey, one of the largest surveys of commuter behaviour and attitudes ever undertaken in Australia.

A total of 3,500 people responded to the survey. They left no doubt about what they want from their transport network. They want genuine alternatives to the private car. They want more frequent services, and better value for their public transport fares. They don't want more money poured into roads, and they don't want money wasted on projects that aren't needed. Most of all, they want to see action.

Finally, I'd like to sincerely thank everyone who took the time to fill out the Ultimate Transport Survey. I'd also like to thank the Daily Telegraph for promoting the survey on its web site. And of course, I'd like to thank all the public transport workers who gave up their time to hand out flyers promoting the survey at stations and around their local communities. The result has been well worth the effort. At last, commuters have been given a voice.



**Alex Claassens**

*Secretary – Rail, Tram and Bus Union  
(NSW)*



## EXECUTIVE SUMMARY

### Demographics

3,500 people responded to the Ultimate Transport Survey. 13% of respondents were aged 24 years or less and 14% are aged 55 years and over. The majority of respondents fell in the middle age brackets – 28% were aged 25 – 34, 24% were aged 35 – 44 and 21% aged 45 – 54.

There was a bias in the sample towards females - 69% female/31% male.

The majority of respondents surveyed are employed in full time work. 7% are employed part time and a further 7% were students. 3% were not working and 4% were retired.

### Transport usage

On a normal day, the most common modes of public transport used are train (62%), walking (52%), private car (49%) and the bus (38%). Only 4% cycle, 3% use taxi's and 3% use a ferry on a normal day.

60% of respondents use public transport five days or more per week, 16% use it a few days a week and 6% use it about one day a week. 7% use public transport about once or twice a month and 8% use it less than once a month. Only 3% indicated that they never use public transport.

### Reasons for not using Public Transport

Just under half (42%) of those that don't use public transport indicated that this is because there are no services convenient for where they need to go. 13% prefer to drive and 11% think public transport takes too long. 5% think public transport is too crowded, a further 5% think it's too expensive and 4% think it is not safe.

34% of respondents don't use public transport more often because there are no services convenient for where they need to go. 22% think public transport takes too long and 11% prefer to drive. 7% think public transport is too expensive and 5% think it is too crowded.

Most respondents (70%) use public transport primarily to get to/from work, 14% use it to get to from sport/entertainment/leisure activities and 5% use it to get to/from school.

Just over half (51%) of those surveyed indicated that their secondary reason for using public transport is to get to/from sport, entertainment or leisure activities. 29% use it secondarily for shopping and 24% use it for visiting friends and family.

### Trains

Just under half (48%) of those surveyed use Sydney's train service 5+ days per week, 19% use it a few days/about one day per week, 13% use it once/twice per month and 16% use it less than once a month. Only 4% indicated that they never use Sydney's train services.

Overall, Sydney's train services are considered as very poor/poor by 42% of respondents surveyed. 22% rate the trains positively overall and 36% rate them as average overall.

Just under half (42%) think that compared to 12 months ago, Sydney's train services are about the same, 30% think they are worse and 22% think services are better.

Sydney's train stations receive a high average rating in terms of safety (37%), cleanliness (36%), ticket queues (36%) and comfort (36%). Just over half (53%) rate Sydney's train stations poorly in terms of the availability of car parking and just under half (45%) rate train stations poorly in terms of comfort.

### Buses

22% of respondents use Sydney's bus service 5+ days per week, 20% use it a few days a week/about one day a week and 34% use the service about once or twice a month/less than once a month. 23% never use Sydney's bus service.

39% of respondents give Sydney's buses an overall rating of average. Just under half (48%) rate Sydney's buses good in terms of safety, 45% rate them as good in terms of cleanliness and the buses are rated good in terms of comfort (42%).

Sydney's bus stops receive a high average rating in terms of safety (41%) and cleanliness (39%). In terms of comfort bus stops were rated by just under half (45%) as poor and by 35% as average.

Just under half (49%) of those surveyed think that compared to 12 months ago, Sydney's bus services have stayed much the same, 24% think they have got worse and 14% think services have got better.



### Ferries

Just over half (52%) of those surveyed never use Sydney's ferry service and 37% use it less than once a month. 7% use it about once or twice a month, 3% use it about one day a week/a few days a week and only 1% use the service 5+ days per week.

42% rate Sydney's ferries as overall, good/very good, 36% rate them as overall average and 8% rate ferries as poor/very poor. Over half of those surveyed rate Sydney's ferries positively in terms of safety (55%) and comfort (51%).

44% rate Sydney's ferry wharves as good/very good in terms of safety, 37% rate them positively in terms of cleanliness and 32% for comfort. 40% rate Sydney's ferry wharves as poor/very poor in terms of availability of car parking.

### Trams

72% of respondents surveyed never use Sydney's tram or light rail service, 22% use it less than once a month and 4% use it once or twice a month.

Trams perform well in most areas, particularly in terms of comfort (70% very good/good), cleanliness (70%), safety (67%) and overall (62%). More than half rate trams positively in terms of not being overcrowded (55%) and running to timetable (54%).

61% think that compared to 12 months ago, Sydney's tram/light rail service is much the same as they were 12 months ago, 12% think they are better and 4% think they are worse.

### Safety of Public Transport

Over half (56%) of those surveyed do not feel safe travelling on public transport after dark, 38% do feel safe and 6% don't know.

All areas of staffing that were listed were rated as understaffed by at least half of those surveyed. The areas that received the highest understaffed score were security and safety (73%), cleaners on trains, buses, ferries and trams (71%), and overall levels of staffing (70%).

### Concerns about cuts to staffing level

The majority of respondents surveyed are concerned about cuts to public transport that impact security and safety (87%), maintenance staff for trains, buses, trams and ferries (85%); and the effect cuts will have to public transport overall (85%).

### Public Transport Improvement

The top first priorities that respondents would like to see with Sydney's public transport services are more frequent services (42%), cheaper fares (39%), more reliable timetables (38%) and a less complicated ticketing system (38%).

When it comes to things to improve Sydney's public transport infrastructure, extending the existing rail network into the northwest and south west suburbs was ranked as the first priority (61%), followed by a new metro network (31%) and a bigger network of bus ways dedicated to bus lanes (29%).

### Government and Public Transport

Only 8% of respondents surveyed rate the performance of the State Government on public transport as good/very good, 73% rate it as poor/very poor. Over half (54%) of those surveyed rate the performance of the State Government on public transport as very poor.

Just under half (43%) of those surveyed think the Opposition would perform about the same as the Government on the issue of public transport. 29% think the Opposition would perform better, 14% think they would perform worse and 13% can't say.

### Attitudes towards Public Transport

Most statements obtained agreement from at least half of those surveyed.

The majority of respondents surveyed agree that there should be more train lines to the outer suburbs (87%) and 84% agree that public transport is the most socially and environmentally responsible way to travel.

There was significant level of agreement that Sydney is a great place to live, but the transport system is completely frustrating (78%), that road tolls are too expensive (73%) and that more should be done to clean up graffiti on the public transport network (72%).

Over half (58%) of respondents agree that public transport workers do a great job under difficult circumstances.

Statements that obtained the highest disagree rating were public transport services in Sydney are good value for money (61% disagree) and the statement 'Margaret Thatcher was right – any man who rides the bus to work after the age of 30 can count himself a failure in life' (81% disagree).



# ABOUT THE SURVEY

The Ultimate Transport Survey was conducted between 29 November 2009 and 8 January 2010. The purpose of the survey was to find out:

- information about the travel behaviours and patterns of Sydney commuters;
- what commuters like and dislike about Sydney’s transport system;
- what commuters priorities are for improving Sydney’s transport system; and
- how people feel about the performance of the major political parties in transport policy.

With the NSW state election due in March 2011, and the State Government preparing to release its long-awaited transport plan, the survey was an opportunity for commuters to have their say on transport policy and to set the agenda for the upcoming election campaign.

## How did we conduct the survey?

The survey was managed by Essential Research on behalf of the NSW Branch of the Rail, Tram and Bus Union (RTBU). It was an on-line survey that took around 10 minutes to complete. The survey was promoted in three ways:

- through a link on the Daily Telegraph web site ([www.dailytelegraph.com.au](http://www.dailytelegraph.com.au));
- through a link on the Better State campaign web site ([www.betterstate.org.au](http://www.betterstate.org.au)); and
- through the distribution of flyers at train stations around Greater Sydney.

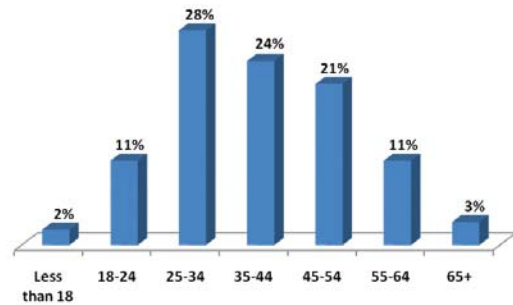
The Daily Telegraph ran a story promoting the survey on 29 November 2009, and offered a prize of an annual public transport pass for a commuter with a particularly complex or difficult daily commute. Survey respondents were given an opportunity to lodge their entry for the Daily Telegraph prize at the end of the survey.

A number of suburban newspapers also ran small stories about the survey, noting that union members had been promoting the survey at train stations in their local areas.

## Who Responded to the Survey?

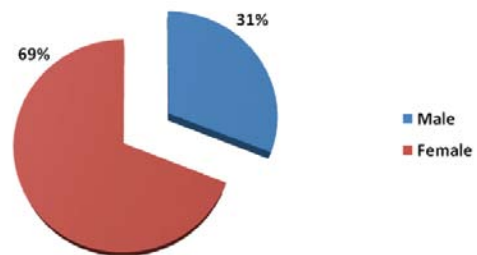
A total of 3,500 people responded to the survey, with 2022 surveys completed in full. This response made the Ultimate Transport Survey one of the largest of its type ever conducted in Australia. While a wide cross section of people responded to the survey, the majority of respondents were aged between 24 and 54. Most respondents were employed full time, and almost 70 per cent were female.

## AGE



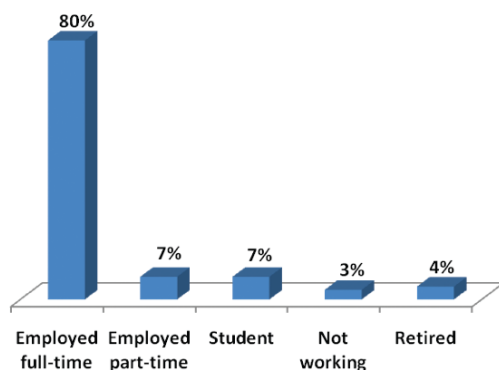
13% of respondents are aged 24 years or less, and 14% are aged 55 years and over. The majority of respondents fall in the middle aged brackets – 28% are aged 25 – 34, 24% aged 35 – 44 and 21% aged 45 – 54.

## GENDER



There was a bias in the sample towards females - 69% female/31% male.

## WORK STATUS



The majority of respondents are in full time employment. 7% are employed part time and a further 7% are students. 3% are not working and 4% are retired.



“The people working for the public transport companies cop a lot of flack about something they have no control over. It’s time to let the government know exactly what we, as commuters, really need as opposed to what they think we need.”

“I hope this survey will help improve the system.”

“Thank you for bringing about this survey. More power to the Sydney public transport system!”

“Great survey, should offer that more often.”

“Stop talking about this and start fixing it!”

“Just fix it.”

“Good luck!”



# USE OF PUBLIC TRANSPORT

The survey showed that multi-modal trips are commonplace in Sydney. A normal day for many commuters involves a combination of walking, driving, and catching a train or bus. In fact, 38% of commuters reported using three modes or more every day. Talking about transport in terms of cars versus public transport, or buses versus trains, simply does not reflect the reality of how people get around.

While most respondents used public transport for work, it is clear that public transport has much broader role in Sydney life. In comments, for example, a number of people highlighted the role of public transport in enabling them to get to and from medical appointments. Furthermore, several people noted that public transport allows them to get home from the pub or a night out. In this respect, public transport services contribute to road safety outcomes by keeping people who should not be driving off the road.

The lack of convenient services is clearly a major disincentive for potential public transport users. This reflects the rapid growth of Sydney's urban area and the failure of public transport infrastructure and service to keep pace with population growth.

## TRANSPORT MODES

**Question** On a normal day, what modes of public transport do you use (tick all types you use)?

TYPE	%
Type	%
Train	62%
Walking	52%
Private Car	49%
Bus	38%
Bicycle	4%
Taxi	3%
Ferry	3%
Motorbike	2%
Tram	1%
None of these	*

N=3137

- On a normal day, the most common modes of public used are train (62%), walking (52%), private car (49%) and the bus (38%). Only 4% cycle, 3% use taxi's and 3% use a ferry on a normal day.
- Respondents aged 18 – 24 were more likely than those aged 55 years and over to use the train on a normal day (70% v 59%).
- Females were more likely than males to use the train on a normal day (67% v 59%).

## FREQUENCY OF USE

**Question** How often do you use public transport?

FREQUENCY	%
Never	3%
Less than once a month	8%
About once or twice a month	7%
About one day a week	6%
A few days a week	16%
5+ days a week	60%

N=3019

- 60% of respondents use public transport five days or more per week, 16% use it a few days a week and 6% use it about one day a week. 7% use public transport about once or twice a month and 8% use it less than once a month. Only 3% indicated that they never use public transport.
- Public transport use decreased with age – 64% of respondents aged 24 years or less use public transport 5 or more days per week compared with 47% of respondents aged 55 years and over who use public transport this much.
- Females were more likely than males to use public transport 5+ days per week (67% v 56%).
- Respondents employed full time (66%) and students (55%) were more likely than those in other work situations to use public transport 5+ days per week.

## REASONS FOR USING PUBLIC TRANSPORT

**Question** What do you mainly use public transport for (select one)?

RESPONSE	%
To get to/from work	70%
To get to/from sport/entertainment/leisure activities	14%
To get to/from school	5%
Shopping	3%
Visiting friends and family	2%
Other	5%

n=2883

- Most respondents (70%) use public transport to get to/from work, 14% use it to get to from sport/entertainment/leisure activities and 5% use it to get to/from school.
- Females were more likely than males to use public transport to get to/from work (77% v 67%).
- 78% of respondents aged 25 – 34, 76% aged 35 – 55 and 76% aged 45 – 54 mainly use public transport to get to/from work.
- 81% of respondents in full-time work mostly use public transport



## USE OF PUBLIC TRANSPORT

to get to/from work, compared with 66% of respondents in part-time work that use it mostly to commute to work.

- 89% that use public transport 5+ days per a week use it to get to/from work, 60% that use it a few days a week use it to get to/from work.

### Question What other purposes do you use public transport for (select all that apply)?

RESPONSE	%
To get to/from sport/entertainment/leisure activities	51%
Shopping	29%
Visiting friends and family	24%
To get to/from work	17%
To get to/from school	3%
Other	8%

N=3137

- Just over half (51%) of those surveyed indicated that their secondary reason for using public transport is to get to/from sport, entertainment or leisure activities.
- Respondents aged 18 – 24 (55%) and 25 – 34 (55%) were more likely than those in other age groups to indicate that their secondary reason for using public transport is to commute for sport, entertainment, leisure activities.
- Females were more likely than males to use it to get to/from sport, entertainment and leisure activities (54% v 49%).
- Females were more likely than males to use public transport for shopping (37% v 25%). Respondents aged 24 years or less were also more likely than those in other age groups to use it for shopping (40%).

## REASONS FOR NOT USING PUBLIC TRANSPORT

### Question: As you don't use public transport, why not?

Response %

RESPONSE	%
No services convenient for where I need to go	42%
I prefer to drive	13%
Takes too long	11%
Too crowded	5%
Too expensive	5%
Not safe	4%
I don't know how to use public transport	1%
Too dirty	1%
Other	18%

N=105

- Just under half (42%) of those that don't use public transport indicated that this is because there are no services convenient for where they need to go. 13% prefer to drive and 11% think public transport takes too long. 5% think public transport is too crowded, a further 5% think it's too expensive and 4% think it is not safe.
- Convenience was more likely to be the main issue for respondents aged 55 years and over (53%), while those aged 24 years and younger were more likely to indicate they prefer driving (32%).
- Females were more likely to indicate a preference for driving (24%), while males were more likely to point to the issue of convenience (45%) as their reason for not using public transport.

### Question Why don't you use public transport more often?

RESPONSE	%
No services convenient for where I need to go	34%
Takes too long	22%
I prefer to drive	11%
Too expensive	7%
Too crowded	5%
Too dirty	2%
Not safe	2%
I don't know how to use public transport	*
Other	18%

N=628

- 34% of respondents don't use public transport more often because there are no services convenient for where they need to go. 22% think public transport takes too long and 11% prefer to drive. 7% think public transport is too expensive and 5% think it is too crowded.
- Respondents aged 24 or less were more likely to not use public transport more often because there are 'no services convenient for where I need to go' (37%).
- Respondents who use public transport less than once a month were more likely to not use it more often because there are 'no services convenient for where I need to go' (41%).
- Respondents who use public transport about once or twice a month were more likely to indicate they do not use public transport more often because it takes too long (24%).



"No direct services to where I work, more expensive than driving my car and paying for parking, takes 1 hour and 30 minutes compared to 25 minutes in the car, dirty, unreliable."

"NO SERVICES AT ALL"

"I live in the North West and there is NO DECENT PUBLIC TRANSPORT. There's HillsBus, that's it. WHERE'S OUR RAIL LINE?!?"

"One of my main criticisms of the public transport network in Sydney is that the majority of train and bus services are city centric. The focus is to get commuters to and from work (predominantly in the Sydney CDB) during the working week."

"There should be more services between suburbs, not just to and from the city."

"Public transport is too crowded, too expensive and too slow."

"I would like to see more marketing of public transport to encourage more people to use it."

"There needs to be better services all round, not everyone travels to work in the city."

"I believe there is not enough public transport in Sydney to cater for the population. I also think that if trains were made more comfortable – which means cleaner and less crowded, and if there were more peak hour buses, then more workers/commuters would choose to leave their cars at home and patronise the public system. The trains are often suffocatingly hot and no air-conditioning, or even just air, and this does not encourage people to use them. No-one wants to arrive at work dirty and sweaty and exhausted from battling too many people. In mornings, so many buses pass and not stop as they are packed to capacity."



# TRAINS

While a majority commuters said they used trains regularly, they also gave trains the least favourable performance rating of the public transport modes, with just 22% of commuters rating the overall performance of trains as either good or very good.

The train system received the most positive ratings for punctuality, with 48% of commuters rating trains as good or very good in their performance in running to the timetable. Conversely, only 18% of commuters rating the punctuality performance of trains as poor or very poor. Commuters were less happy with the performance of trains in regard to overcrowding, frequency and disabled access. Just under one quarter of commuters (24%) thought the frequency of train services was good or very good, while 42% thought it was poor or very poor. While many commuters were not sure about the adequacy of disability access (32%), only 21% thought disability access on trains was good or very good, while 25% thought it was poor or very poor. Most notably, only 12% of commuters rated the performance of trains as good or very good in regard to overcrowding, whereas 56% thought it was poor or very poor.

Commuters expressed frustration with the lack of air conditioning in many suburban trains. 43% of commuters rated the comfort of train services as poor. With Sydney just experiencing its most humid summer in 40 years, the lack of air-conditioning in trains is a continuing bug-bear of regular passengers. Further delays in the delivery of new rolling stock will only add to this frustration.

Cleanliness of stations is also a big issue for commuters. Many people commented on the lack of car parking at stations, noting that lack of parking was a barrier to public transport use. Poor access to trains and train stations for people with disabilities, the elderly and parents with prams was another recurring theme throughout the comments.

Put simply, commuters think that Sydney's trains by and large run on time, but they would like to see trains running more frequently and they are not happy with the level of overcrowding and lack of comfort – especially the lack of air-conditioning.

## FREQUENCY OF USE OF TRAINS

**Question** How often do you use Sydney's Train services?

FREQUENCY	%
Never	4%
Less than once a month	16%
About once or twice a month	13%
About one day a week	6%
A few days a week	13%
5+ days a week	48%

N=2852

- Just under half (48%) of those surveyed use Sydney's train ser-

vices 5+ days per week, 19% use it a few days/about one day per week, 13% use it once/twice per month and 16% use it less than once a month. Only 4% indicated that they never use Sydney's train services.

- Females were more likely than males to use Sydney's train services 5+ days per week (52% v 46%).
- Respondents aged 18 – 24 (52%) and 25 – 34 (52%) were more likely to use public transport 5+ days per week.
- 54% of respondents in full time work use Sydney's train service 5+ days per week compared with 39% of students that use it this much and 19% of respondents in part time work.

## TRAIN PERFORMANCE

**Question** How do you rate the performance of Sydney's trains in the following areas?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Running to timetable	48%	18%	11%	37%	32%	11%	7%	2%
Safety	43%	23%	9%	34%	32%	15%	8%	2%
Frequency of Services	24%	42%	4%	20%	32%	24%	18%	2%
<b>Overall</b>	<b>22%</b>	<b>42%</b>	<b>3%</b>	<b>19%</b>	<b>36%</b>	<b>26%</b>	<b>16%</b>	<b>1%</b>
Disabled access	21%	25%	4%	17%	21%	14%	11%	32%
Comfort	20%	43%	3%	17%	36%	25%	18%	1%
Cleanliness	15%	55%	2%	13%	30%	30%	25%	1%
Not overcrowded	12%	56%	2%	10%	30%	24%	32%	2%

n=2605

- Overall, Sydney's train services are considered as very poor/poor by 42% of respondents surveyed. 22% rate the trains positively overall and 36% rate them as average overall.
- Just under half (48%) rate the performance of Sydney's trains very good/good when it comes to running to timetable and 43% rate Sydney's trains positively in terms of safety.
- Sydney's trains receive a high negative rating in terms of not being overcrowded (56% very poor/poor), cleanliness (55%), comfort (43%) and frequency of services (42%).
- Respondents aged 25 – 34 were more likely than those in other age groups to rate Sydney's trains as overall poor/very poor (45%).



“Frequency, frequency, frequency! In a city the size of Sydney we should never have to wait more than 15 minutes for a train in the off-peak (middle of day, late night or weekend) or 7 minutes during peak periods. More frequent services would not only be more convenient but also go towards solving the problem of overcrowding.”

“The trains are too slow! They are not frequent enough!”

“I am confined to a powered wheelchair and I find it near impossible.”

“Living in the western suburbs, on the Richmond line, you know when you aren’t a priority. You know that on 40 degree days you probably won’t get an air conditioned train – or during peak hours a seat. These are things you resign yourself to. The worst though is if you are supposed to have an air-conditioned train and the air-conditioning doesn’t work. There is no way to open a window or circulate air.”

“The main problems I have with the system are lack of air-conditioning on a lot of services on the western line which is quite frustrating in hot or cold weather.”

“Running non air-conditioned trains close to 40 years old is simply a joke!”

“Air-conditioned trains would be appreciated.”

“Would like to see MORE air-conditioned trains in hot summers.”

“I am frustrated by the lack of air-conditioned trains. During days of high temperatures the un-air-conditioned trains are unbearable.”



## TRAIN STATIONS

**Question** How do you rate Sydney’s train stations for the following?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Safety	33%	29%	5%	28%	37%	19%	10%	1%
Cleanliness	28%	36%	4%	24%	36%	23%	13%	1%
Ticket queues	24%	36%	4%	20%	36%	20%	16%	4%
Comfort	19%	45%	3%	16%	36%	29%	16%	1%
Availability of Car Parking	10%	53%	2%	8%	18%	20%	33%	18%

N=2602

- A high proportion rated Sydney’s train stations as average in terms of safety (37%), cleanliness (36%), ticket queues (36%) and comfort (36%). Just over half (53%) rate Sydney’s train stations poorly in terms of the availability of car parking and just under half (45%) rate stations poorly in terms of comfort.
- Respondents that use public transport less than once a month were more likely than those that use it 5+ days per week to rate the availability of car parking at Sydney’s train stations as poor/very poor (71% v 49%).

## TRAIN SERVICES COMPARED TO 12 MONTHS AGO

**Question** Compared to 12 months ago, do you think Sydney’s train services are better or worse?

RESPONSE	%
<b>Total better</b>	<b>22%</b>
<b>Total worse</b>	<b>30%</b>
A lot better	5%
A little better	17%
Much the same	42%
A little worse	17%
A lot worse	13%
Don't Know	6%

N=2610

- Just under half (42%) think that compared to 12 months ago, Sydney’s train services are about the same, 30% think they are worse and 22% think services are better.
- Respondents aged 24 years or less were more likely to think Sydney’s train services are getting better than compared to twelve months ago (30%), while respondents aged 55 years and over were more likely to think they are getting worse (35%).



“Train stations and access to them should be totally smoke-free. In this day and age, why is smoking allowed on public transport areas, cigarette butts scattered on stations and in trains.”

“We need to put back rubbish bins at train stations. The mess is unbearable.”

“Please add newspaper recycling bins at stations.”

“I would catch more trains if the public toilets were available and unlocked.”

“I believe there needs to be more car parking areas around stations so that commuters can get to utilise public transport in Sydney. A lot of areas have inadequate parking facilities for the population density of the area. For example, Campbelltown Station needs to have a multi-storey car parking facility on both sides of the railway.”

“I would like to see more parking at stations.”

“NEED BETTER PARK AND RIDE!!”

“Station car parks ... total lack of them! Security ... well there is none. Lucky if car is there on return. Already had one stolen.”

“Parking at train stations is almost non-existent. The State Government has completely disregarded this vital element.”

“The other thing that needs to be addressed is disability access across the network, particularly at two major city circle stations – that is St James and Museum. It is appalling that if you are disabled, old or have young children and a pram and get off at Museum you’d be stuck – just pathetic in this day and age.”

“If I knew I could take a pram on a train without any issues of getting on or off the station I would catch trains a lot more frequently. My experience in the past has been quite stressful as you get to a platform and there is no way of getting off because a) the lift isn’t working or b) there is no disabled access.”

# BUSES

Buses play a major role in Sydney's transport network, with 35% of surveyed commuters travelling on buses at least a few days every week. 22% of commuters said they travelled on buses at least five days a week. Sydney's buses are well-regarded for their levels of passenger safety and cleanliness. Just under half of regular bus travellers rated safety as good or very good, while 45% rated cleanliness as good or very good. Commuters were less impressed, however, by the performance of the bus network in regards to punctuality and frequency. More than one third of commuters rated the bus network's performance for 'running to timetable' as poor or very poor, while 41% rated the frequency of services as poor or very poor. Overall, buses received a net positive result in terms of commuter satisfaction, with more commuters satisfied with bus services than dissatisfied.

## FREQUENCY OF USE

**Question** How often do you use Sydney's Bus services?

FREQUENCY	%
Never	23%
Less than once a month	22%
About once or twice a month	12%
About one day a week	7%
A few days a week	13%
5+ days a week	22%

N=2726

- 22% of respondents use Sydney's Bus services 5+ days per week, 20% use it a few days a week/about one day a week and 34% use the service about once or twice a month/less than once a month. 23% never use Sydney's Bus service.
- Respondents aged 24 years or less were more likely than those in other age groups to use Sydney's Bus services 5+ days per week (30%).
- Females were more likely than males to use the bus 5+ days per week (28% v 19%).
- 28% of students and 23% of respondents employed full time use the bus 5+ days per week.

## PERFORMANCE

**Question** How do you rate the performance of Sydney's buses in the following areas?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Safety	48%	11%	8%	40%	35%	8%	3%	5%
Cleanliness	45%	16%	7%	38%	34%	10%	6%	5%
Comfort	42%	18%	6%	36%	35%	12%	6%	4%
<b>Overall</b>	<b>29%</b>	<b>27%</b>	<b>3%</b>	<b>26%</b>	<b>39%</b>	<b>19%</b>	<b>8%</b>	<b>5%</b>
Running to timetable	25%	35%	4%	21%	31%	21%	14%	10%
Disabled access	24%	19%	4%	20%	24%	12%	7%	33%
Frequency of Services	22%	41%	4%	18%	31%	24%	17%	6%
Not over-crowded	21%	38%	3%	18%	34%	22%	16%	6%

N=2726

- 39% of respondents rate Sydney's buses average in terms of 'overall' service. Just under half (48%) rate Sydney's buses good in terms of safety, 45% rate them as good in terms of cleanliness and the buses are rated good in terms of comfort (42%).
- The highest negative ratings for Sydney's buses are in terms of frequency of services (41%), overcrowding (38%) and running to timetable (35%).
- Respondents aged 24 years or less were more likely than those in other age groups to rate frequency of services as poor/very poor (44%).

## BUS STOPS

**Question** How do you rate Sydney's bus stops for the following?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Safety	23%	31%	4%	19%	41%	20%	11%	6%
Cleanliness	20%	36%	3%	17%	39%	22%	14%	5%
Comfort	16%	45%	3%	13%	35%	28%	17%	5%

N=2044

- Sydney's bus stops receive a high average rating in terms of safety (41%) and cleanliness (39%). In terms of comfort bus stops were rated by 35% as average and by just under half (45%) as poor.



- Respondents who use public transport less than once a month were more likely than those who use it more frequently to rate Sydney’s bus stops as poor in terms of cleanliness (54%), (comfort (53%) and safety (40%).

“As my current bus schedule is unreliable, I would find it enormously helpful if there existed a website for which you could zoom to your suburb / region, and look at a map which showed the current position of the different buses on the roads (and of course their corresponding bus number and direction of travel), ie a website which in real-time updates bus positions via GPS and plots them online. In this way, I could then stay in my house until I see that the bus is approx 5 mins away, then walk to the bus stop. I currently have to walk to my bus stop and wait 20-30 minutes for buses that do not run to schedule. Once this infrastructure was in place, the concept would be relatively straightforward to incorporate into portable device applications (ie i-phone apps).”

### BUSES COMPARED TO 12 MONTHS AGO

**Question Compared to 12 months ago, do you think Sydney’s bus services are better or worse?**

RESPONSE	%
<b>Total better</b>	<b>14%</b>
<b>Total worse</b>	<b>24%</b>
A lot better	3%
A little better	11%
Much the same	49%
A little worse	15%
A lot worse	9%
Don’t Know	13%

N=2046

- Just under half (49%) of those surveyed think that compared to 12 months ago, Sydney’s bus services have stayed much the same, 24% think they have got worse and 14% think services have got better.
- Respondents aged 24 years or less were more likely to think Sydney’s bus services are better than they were 12 months ago (20%), while respondents aged 55 years and over were more likely to think bus services are worse (29%).

“Generally, the staff serving the public are very good, with the bus drivers in particular being exemplary and, I notice, very helpful to tourists and the elderly.”

“The bus network needs a complete overhaul. The increase in car traffic on the roads has impacted on the reliability of bus services especially on the Northern Beaches and Eastern Suburbs. Much has been done to improve rail services which is great for those who have access, however where buses are the only method of transport, not much has been done recently to improve reliability.”

“There wasn’t any rating choice for level of information about services. I believe this is poor for both trains and buses. Bus stops don’t tell you the route of a bus, so you don’t know where it goes other than start and end destinations.”

“Morning buses along Parramatta Rd are too crowded. Buses brake hard ALL THE TIME – not long before passengers suffers an injury as result, and makes for a very uncomfortable journey.”

“There should be more buses in the Western suburbs. The present Busways are one-in-30 minutes and one-an-hour during weekends. There is no bus for the aged to take to go to the Medical Centre. They have to walk 30 minutes to see the doctor. Imagine the plight of the old and the young who can’t drive.”

“I wish there were more regular buses during the off-peak time.”

“Bus drivers have a very bad habit of driving past people waiting at bus stops, and waving, without stopping. They are rarely overcrowded and could easily stop but they often simply ignore the waving public.”



# FERRIES AND TRAMS

The survey results for ferries and trams show that although these two modes are the least-used by commuters, they are considered to be the best performing. Just under 90% of commuters indicated they used ferries less than once a month or never, while 94% of commuters used Sydney's limited light rail system less than once a month or never.

Regular users of Sydney Ferries showed a high level of satisfaction with the service – a result which vindicates the State Government's decision to retain the current government-owned operator. The high levels of satisfaction with Sydney's limited light rail network also demonstrate the potential for this service to play a much bigger role in moving people around the city. Light rail received particularly strong results for comfort, cleanliness, and safety.

## FERRIES

### FREQUENCY OF USE OF FERRIES

**Question** How often do you use Sydney's Ferry Services?

FREQUENCY	%
Never	52%
Less than once a month	37%
About once or twice a month	7%
About one day a week	2%
A few days a week	1%
5+ days a week	1%

N=2663

- Just over half (52%) of those surveyed never use Sydney's Ferry Services and 37% use it less than once a month. 7% use it about once or twice a month, 3% use it about one day a week/a few days a week and only 1% use the service 5+ days per week.
- Younger respondents were more likely than older respondents to indicate they never use the ferry service (62% 24 years and less v 46% v 55 years and over).

### FERRY PERFORMANCE

**Question** How do you rate the performance of Sydney's ferries in the following areas?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Safety	55%	7%	11%	44%	25%	5%	2%	13%
Comfort	51%	8%	9%	42%	29%	6%	2%	11%
Cleanliness	48%	10%	9%	39%	30%	7%	3%	12%
Running to timetable	45%	6%	10%	35%	24%	4%	2%	24%
Not over-crowded	42%	10%	9%	33%	32%	7%	3%	16%
Overall	42%	8%	6%	36%	36%	5%	3%	14%
Frequency of Services	25%	24%	5%	20%	32%	16%	8%	19%
Disabled access	25%	10%	6%	19%	22%	7%	3%	42%

N=1264

- Overall, 42% rate Sydney's ferries as good/very good, 36% rate them as average and 8% rate them as poor/very poor.
- Over half of those surveyed rate Sydney's ferries positively in terms of safety (55%) and comfort (51%).
- Respondents aged 55 years and over were more likely than those aged 24 years or less to rate Sydney's ferries as overall 'average' (39% v 26%).



## FERRY WHARVES

**Question** How do you rate Sydney’s ferry wharves for the following?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Safety	44%	11%	8%	36%	33%	8%	3%	12%
Cleanliness	37%	14%	6%	31%	37%	9%	5%	12%
Comfort	32%	22%	5%	27%	36%	17%	5%	11%
Availability of Car Parking	11%	40%	3%	8%	15%	18%	22%	34%

N=1259

- 44% rate Sydney’s ferry wharves as good/very good in terms of safety, 37% rate them positively in terms of cleanliness and 32% for comfort. 40% rate Sydney’s ferry wharves as poor/very poor in terms of availability of car parking.
- Respondents who use public transport less than once a month were more likely to rate Sydney’s ferry wharves poorly in terms of availability of parking (58%) and safety (20%).

## FERRIES COMPARED TO 12 MONTHS AGO

**Question** Compared to 12 months ago, do you think Sydney’s ferry services are better or worse?

RESPONSE	%
Total better	11%
Total worse	11%
A lot better	3%
A little better	8%
Much the same	50%
A little worse	7%
A lot worse	4%
Don't Know	28%

N=1273

- Half (50%) of those surveyed think that compared to 12 months ago, Sydney’s ferry services are much the same, 11% think they are better and 11% think they are worse.
- Males were more likely than females to think Sydney’s ferry services are much the same as they were 12 months ago (53% v 42%).

“Just the ferry services are my problem – they are not frequent enough.”

“Security on Sydney Ferries needs to be addressed (particularly on the Manly ferries of a night time), and I don’t mean private security firms (useless), I mean Transit Police.”

“Kudos to Sydney Ferries for the new River Express services to Parramatta that started (quietly) from 23 November 2009. A great way to get home on Friday nights at the end of the week.”

“I personally would love to see some all-day commuter parking at Olympic Park ferry wharf as that would be a good way for me to get to work, but I am not prepared to catch two buses to get there. Would do it if I could drive. Also, prefer the RiverCat to go a bit later at night because it only caters for people who knock off at 5pm at the moment.”

“Keep up the excellent work Sydney Ferries - a top notch service!”



## TRAMS

### FREQUENCY OF USE OF TRAMS

**Question** How often do you use Sydney's Tram or Light Rail services?

FREQUENCY	%
Never	72%
Less than once a month	22%
About once or twice a month	4%
About one day a week	1%
A few days a week	*
5+ days a week	1%

N=2642

- 72% of respondents surveyed never use Sydney's tram or light rail services, 22% use it less than once a month and 4% use it once or twice a month. Only 1% use tram or light rail about one day per week and another 1% use it 5+ days per week.
- Usage increased with age – 14% of respondents aged 24 years or less use tram or light rail less than once a month compared with 31% of those aged 55 years or more that use it this much.

### TRAM PERFORMANCE

**Question** How do you rate the performance of Sydney's trams/light rail in the following areas?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Comfort	70%	5%	21%	49%	17%	2%	3%	8%
Cleanliness	70%	4%	22%	48%	17%	2%	2%	9%
Safety	67%	4%	19%	48%	18%	1%	3%	10%
Overall	62%	5%	15%	47%	23%	2%	3%	10%
Not over-crowded	55%	10%	18%	37%	25%	6%	4%	11%
Running to timetable	54%	5%	16%	38%	19%	2%	3%	23%
Frequency of Services	47%	15%	12%	35%	25%	10%	5%	13%
Disabled access	42%	6%	13%	29%	16%	3%	3%	25%

N=726

- Sydney's tram or light rail performs well in most areas, particularly in terms of comfort (70% very good/good), cleanliness (70%), safety (67%) and overall (62%). More than half rate it positively in terms not overcrowded (55%) and running to timetable (54%).

## TRAM STOPS

**Question** How do you rate Sydney's tram/light rail stops for the following?

Issue	Total Good	Total Poor	Very Good	Good	Average	Poor	Very Poor	Can't Say
Cleanliness	53%	9%	14%	39%	28%	6%	3%	9%
Safety	51%	11%	12%	39%	28%	8%	3%	9%
Comfort	47%	15%	13%	34%	29%	11%	4%	9%

N=732

- Just over half rate Sydney's tram/light rail stops as good in terms of cleanliness (53%) and safety (51%); and 47% rate them good in terms of comfort.

### TRAM SERVICES COMPARED TO 12 MONTHS AGO

**Question** Compared to 12 months ago, do you think Sydney's tram/light rail services are better or worse?

RESPONSE	%
Total better	12%
Total worse	4%
A lot better	3%
A little better	9%
Much the same	61%
A little worse	2%
A lot worse	2%
Don't Know	22%

N=734

- 61% think that compared to 12 months ago, Sydney's tram/light rail serves are much the same as they were 12 months ago, 12% think they are better and 4% think they are worse.
- Males were more likely than females to think that compared with 12 months ago, Sydney's tram/light rail service is much the same (65% v 53%).



“The State Government’s opposition to light rail / trams is appalling and unjustified.”

“Who was the Einstein that decided to get rid of trains from Sydney. The lines should be extended to the outer suburbs. They can carry more, and quieter less polluting than buses. Melbourne has it right.”

“It would be great to see the return of trams to Sydney.”

“The best transport I’ve experienced in the light rail / tram system. – the government should definitely help extend this service to the inner suburbs and invest more money into the rail system for the outer suburbs.”



# SAFETY AND STAFFING

Safety was identified as a serious concern for commuters. A telling finding was that 56% of commuters did not feel safe travelling on public transport after dark. It is clear that commuters associate the presence of staff on the network with greater levels of safety and security – and consequently a reduction in staff levels is seen as a threat to commuter safety. More than 70% of commuters felt that security and safety personnel were either a bit understaffed or very understaffed. Almost two thirds of commuters (65%) were very concerned about cuts to security and safety staff, and an additional 22% were somewhat concerned.

With regards to the overall level of staffing, 70% of commuters felt the public transport network was very understaffed or a bit understaffed. The prospect of further cut-backs was strongly opposed, with 85% of commuters being very concerned or somewhat concerned about staff cuts.

## PUBLIC TRANSPORT AFTER DARK

**Question** Do you feel safe travelling on public transport after dark?

	%
Yes	38%
No	56%
Don't Know	6%

N=1003

- Over half (56%) of those surveyed do not feel safe travelling on public transport after dark, 38% do feel safe and 6% don't know.
- Respondents aged 45 – 54 (59%) and 55 years and over (59%) were more likely than those in other age groups to not feel safe travelling on public transport after dark.
- Females were more likely than males to not feel safe (64% v 52%).
- 71% of respondents that catch public transport less than once a month indicated that they do not feel safe travelling on public transport after dark. This is significantly higher than those who use public transport more frequently.

“Security is an issue for many single females commuting daily, not only the trains but the stations too. Only last weekend I had my car window smashed for nothing.”

“Town Hall Station is grossly overcrowded during peak hours at the end of the working day – Platform 2 specifically. More renovations need to be made to this platform to make it safe for commuters. While rail staff are currently doing a fine job in keeping people away from the edge of the platform, there should still be more room.”

“I feel that safety is my greatest concern about travelling on public transport. Even 30 years ago one had a lot more security and less violence. It doesn't really make sense.”

“I think trains are very dirty and not very safe at night.”

“Until something is done to curb the thugs that terrorise our public transport system, any improvements or upgrades will be futile.”

“Removing full-time station masters from stations on the Blue Mountains line has decreased security and already led to more than usual vandalism and graffiti. CCTV is useless if someone falls over or has a medical emergency, whereas a Station Master or attendant can administer first aid and quickly call an ambulance.”



## LEVEL OF STAFFING

**Question** How do you rate the level of staffing on the public transport network in terms of the following?

Type of Staffing	Total under-staffed	Total over-staffed	Very under-staffed	A bit under-staffed	About the right number of staff	A bit over-staffed	Very over-staffed	Don't know
Security and safety	<b>73%</b>	<b>4%</b>	34%	39%	20%	3%	1%	3%
Cleaners on trains, buses, ferries and trams	<b>71%</b>	<b>2%</b>	32%	39%	22%	1%	1%	6%
Overall	<b>70%</b>	<b>3%</b>	24%	46%	21%	2%	1%	6%
Ticket sellers	<b>66%</b>	<b>2%</b>	23%	43%	27%	1%	1%	4%
Cleaners at stations	<b>60%</b>	<b>3%</b>	27%	33%	29%	2%	1%	8%
Maintenance staff for trains, buses, trams and ferries	<b>58%</b>	<b>2%</b>	27%	31%	20%	1%	1%	19%

N=2611

- All areas of staffing that were listed were rated as understaffed by at least half of those surveyed. The areas that received the highest understaffed score were security and safety (73%), cleaners on trains, buses, ferries and trams (71%), and overall levels of staffing (70%).
- Respondents who catch public transport less than once a month were more likely to rate the level of staffing on the public transport as understaffed in most areas, in particular in terms security and safety (80%).

“Intoxicated people can be quite intimidating when travelling late at night on the train for 45 minutes. However, it is safer that they are on trains rather than putting more lives at risk by drink driving. There really needs to be more security all the time on trains not just at certain times. For me it becomes quite scary. I would feel safer if there were more security.”

“The anti-social behaviour and swearing at times has to be seen to be believed. I have worked on Navy and Army bases and they do not swear as much as what is heard on public transport. I have asked some to tone it down a bit and have been thanked by women for saying something and I think that many women are intimidated by some groups of youth and their language (both male and female). When rail employees arrive the word gets around and they behave themselves. Perhaps more rail transport officers in civilian dress to travel as pretend passengers would have a better deterrent rate for would-be offenders.”

**STAFF CUTS**

**Question** How concerned are you about cuts to public transport in the following areas?

Type of staffing	Total concerned	Total not concerned	Somewhat concerned	Very concerned	Not very concerned	Not concerned at all	Don't know
Security and safety	<b>87%</b>	<b>11%</b>	22%	65%	7%	4%	2%
Maintenance staff for trains, buses, trams and ferries	<b>85%</b>	<b>10%</b>	22%	63%	7%	3%	5%
<b>Overall</b>	<b>85%</b>	<b>11%</b>	<b>36%</b>	<b>49%</b>	<b>8%</b>	<b>3%</b>	<b>3%</b>
Cleaners on trains, buses, ferries and trams	<b>83%</b>	<b>14%</b>	37%	46%	11%	3%	3%
Cleaners at stations	<b>77%</b>	<b>20%</b>	38%	39%	16%	4%	4%
Ticket sellers	<b>69%</b>	<b>29%</b>	35%	34%	21%	8%	3%

N=2579

- The majority of respondents surveyed were concerned about cuts to public transport that impact security and safety (87%), maintenance staff for trains, buses, trams and ferries (85%); and the effect of cuts to services overall (85%).
- Respondents aged 55 years and over were more likely to be concerned about cuts to public transport that impact security and safety (90%).
- Females were more likely than males to be concerned about cuts to security and safety (91% v 85%).

“I think there are probably too many managers in our public transport and not so many railway workers who are actually the ones who do all the work. The salary of those high-level managers should be reduced for doing such a poor job and wages should be increased for all the railway workers for putting up with these poor working conditions.”

“I have noticed recently that there seems to be less front-line staff working at train stations which is slowing down my travel in relation to purchasing a ticket, as the ticket windows are opening later and closing earlier. The staff at the station don't seem to be as happy as they once were. Why is morale so low? It seems to me that the Government is trying to save money by taking these people away from the customers, which in turn will create more complaints as the staffing levels are dropping which makes it harder for the general public to be able to ask for advice or help. Why is it when staffing levels need to be cut, they start from the bottom and not the top?”

“More transit officers on trains to prevent people from smoking and drinking on the train. Last week a sleeping couple took up 6 seats in a peak hour train and were violent when approached. More transit officers could have prevented this from happening.”



## PUBLIC TRANSPORT IMPROVEMENTS

The most important way to improve public transport services, according to commuters, is to make them run more frequently. Other priorities for service improvements include cheaper fares, more reliable timetables, a less complicated ticketing system and more security. Many commuters cited the public transport ticketing systems of Hong Kong, London and Melbourne as examples what should be implemented in Sydney. The lack of a 10-trip ticket for rail commuters also came up regularly in comments.

Commuters clearly identified extensions to the CityRail network as the number one priority for improvements to Sydney's public transport infrastructure. The need for an alternative metro system was also recognised as the second most important priority. The majority of commuters also agreed or strongly agreed with the statements that 'more lines should be built to the outer suburbs' (87%) and 'the proposed metro to Rozelle is a massive waste of money' (65%).

These results indicate that CityRail extensions should be prioritised by the State Government, and construction of the North West and South West rail links should be expedited. Meanwhile, planning work on the metro system should continue, with a view to future construction once the CityRail projects are finished.

### IMPROVEMENTS TO SERVICES

**Question** In order of priority, what are the three main things you'd like to see done to improve Sydney's public transport services?

Improvements	1st Priority	2nd Priority	3rd Priority
More frequent services	25%	19%	15%
Cheaper fares	18%	15%	13%
More reliable timetables	16%	13%	13%
More security staff	12%	11%	11%
A less complicated ticketing system	12%	10%	9%
Improved passenger comfort	8%	13%	13%
Better coordination of bus and train timetables	6%	9%	10%
More late night services	2%	5%	8%
Shorter queues for tickets	*	2%	3%
Better information about services and timetables	1%	2%	4%

N=2472

- More frequent services was the top first (25%), second (19%) and third (15%) priority for people surveyed.
- 18% rated cheaper fares as the first priority, 15% rated it as a second priority and 13% rated it as a third priority.

"Simplify the fare structure to a set number of zones across the city for all modes of transport. Melbourne has three zones. Let us use one ticket for all modes. Make the fares cheaper."

"More trains to Campbelltown and Macarthur in afternoon peaks would be great. Air-conditioned trans would also be helpful, as the old silver ones make me very sick on hot days."

"Completely idiotic weekly ticketing system. How many people use their weekly ticket 7 days a week? Why should I have to pay for 7 days when I only travel 5 days a week?"

"The schedule for fares across the network don't seem to reflect the service being provided. Most other cities in the works have a much better integrated ticketing/transport system which Sydney desperately needs."

"We need a 'travel ten' or 'Oyster card' type system, rather than return or weekly tickets."

"It's a disgrace that I live in the inner city and have to wait 15 minutes for a train in peak hour and then it's usually so crowded when it arrives I have to wait for the next train."

"Generally I like to travel on public transport. If I could change two things it would be cost and cleanliness."

"Why doesn't State Rail sell a 10-trip ticket – then I'd only have to line-up one in every 10 trips as opposed to every day (because I only travel one-way three times a week)."



“I am happy on public transport but more late night trains are required. Also few more modern trains and bus services required. I believe these things will encourage more people to catch public transport. Also more tourists will come to Sydney to enjoy this beautiful city.”

“If you could move Melbourne’s transport system to Sydney then Sydney would be the effect city.”

“Although not perfect either, I have travelled many times on Melbourne’s PT system, and it’s a lot better than Sydney’s. When you buy a ticket, you can use it on any type of service – bus, train, tram. It’s also broken into zones, so you can buy say a 2-hour ticket and travel anywhere in that zone, as many times as you like.”

- When it comes to improving Sydney’s public transport infrastructure, 49% ranked extending the existing rail network into the northwest and south west suburbs as the first priority, followed by a bigger network of bus ways dedicated to bus lanes (12%) and a new metro network (11%).
- 25% rate the completion of the Epping to Parramatta line as the second priority to improve Sydney’s public transport infrastructure and 17% rate extending the existing rail network into the north-west and south west suburbs as the second priority to improve transport infrastructure.

“Instead of wasting money on a metro that will duplicate existing CBD infrastructure the rail network should be expanded and further developed.”

“The focus of an improved rail network also needs to be more than the south west and North West rail links. The Christie Report from earlier this decade set out a strategic plan to meet the city’s future need. We don’t need a new plan - we just need a plan to implement what has already been set out.”

“Many other nations, often less economically developed, have more advanced systems, which provide a much higher capacity and with greater frequency services.”

“We are 30 years behind rest of world including developing countries. It is a disgrace!”

### IMPROVEMENTS TO INFRASTRUCTURE

**Question** In order of priority, what are the three main things you’d like to see done to improve Sydney’s public transport infrastructure?

Improvements	1st Priority	2nd Priority	3rd Priority
Extend the existing rail network into the north west and south west suburbs	49%	17%	11%
A bigger network of bus ways and dedicated bus lanes	12%	14%	16%
A new metro network	11%	12%	13%
Completing the Epping to Parramatta line	8%	25%	17%
New tram lines	7%	10%	14%
More roads	6%	8%	10%
Completing the rail line to Bondi Beach	4%	9%	13%
Extending the ferry network	1%	4%	7%

N=2455



## POLITICAL PARTIES AND PUBLIC TRANSPORT

Commuters gave the State Government a strong rebuke for its performance in public transport, with the majority (54%) rating its performance as very poor. A mere 2% rated the State Government's performance as very good. The Liberal Opposition, however, is yet to convince commuters that it offers a better alternative. Over half of commuters (57%) thought the State Opposition would be about the same, a bit worse or much worse than the State Government.

Clearly, both major parties have a lot of work to do to convince commuters that they are on the right track when it comes to public transport. Most importantly, both sides of politics need to make investment in public transport a priority if they are to build trust with the community.

### STATE GOVERNMENT PERFORMANCE

**Question** How would you rate the performance of the State Government on public transport?

PERFORMANCE	%
<b>Total good</b>	<b>8%</b>
<b>Total poor</b>	<b>73%</b>
Very Good	2%
Good	6%
Average	19%
Poor	19%
Very Poor	54%
Can't Say	1%

N=2511

- 73% rate the performance as poor/very poor and only 8% of respondents rate the performance of the State Government on public transport as good/very good and 19% rate it as average.
- Respondents aged 55 years and over were more likely than those aged 24 years or less to rate the performance of the State Government on public transport as very poor (58% v 46%).
- Respondents who never use public transport were more likely than those that use it 5+ days per week to rate the performance of the State Government as very poor (68% v 51%).
- Males were more likely than females to rate the State Government's performance as very poor on the issue of public transport (57% v 45%).

"This survey was good, however this will only assist in determining what us (commuters) would like to see – nothing else will happen because the (NSW) State Government is not prepared to go any further. They are likely to conduct a review of the situation and this will lead to nothing."

"Get your act together NSW Government."

"The State Government, no matter which party is in power, should invest in public infrastructure for the betterment of its citizens and not their political ambitions. This is the main reason why people should enter politics!"

## OPPOSITION PERFORMANCE

**Question** Do you think the Opposition would do better or worse than the Government on public transport?

PERFORMANCE	%
<b>Total better</b>	<b>29%</b>
<b>Total worse</b>	<b>14%</b>
Much better	11%
A bit better	18%
About the same	43%
A bit worse	6%
Much worse	8%
Can't Say	13%

N=2500

- Just under half (43%) of those surveyed think the Opposition would perform about the same as the Government on the issue of public transport. 29% think the Opposition would perform better, 14% think they would perform worse and 13% can't say.
- Females were more likely to think the Opposition would do about the same as the Government (49%), while males were more likely to think the Opposition would do better (35%).
- Respondents aged 55 years and over were more likely than those in other age groups to think the Opposition would perform better (38%).

“If the Kennett Government experiment of privatising transport in Victoria is the Libs blueprint for public transport then we too will be investing in overseas companies’ profits ahead of residents of NSW.”

“The opposition are not really interested in public transport – only selling it off. This will result in greater cost and less non-peak hour services.”

“The opposition has been critical of Sydney’s public transport providers but has been almost silent on what they are going to do to fix the systems in place and what they plan to implement for the future.”



## ATTITUDES TOWARDS PUBLIC TRANSPORT

Sydney commuters today see public transport as an important part of their daily life. Public transport is overwhelmingly seen as a socially and environmentally responsible way to travel, and is no longer just for people who can't afford to travel in a private car. Public transport workers are seen to be doing a good job under difficult circumstances, and there is a strong negative feeling towards the anti-social behaviour of some passengers. About half of commuters would pay more for public transport if they knew the money was going back into better

services, but there is a perception that at present public transport in Sydney does not provide good value for money. There is general agreement that negotiating Sydney's transport network can be very frustrating.

All in all, the 3,500 commuters surveyed feel positively about the role of public transport in their daily lives, but they feel that the network can be greatly improved.

### Question Do you agree or disagree with the following statements?

Statement	Total agree	Total dis-agree	Strongly Agree	Agree	Neither agree nor disagree	Dis-agree	Strongly Disagree	Don't know
There should be more train lines to the outer suburbs	87%	2%	59%	28%	9%	1%	1%	2%
Public transport is the most socially and environmentally responsible way to travel	84%	6%	44%	40%	10%	4%	2%	*
Sydney is a great place to live, but the transport system is completely frustrating	78%	10%	48%	30%	11%	7%	3%	*
Road tolls are too expensive	73%	11%	46%	27%	13%	6%	5%	2%
More should be done to clean up graffiti on the public transport network	72%	6%	36%	36%	21%	4%	2%	1%
The proposed metro to Rozelle is a massive waste of money	65%	12%	48%	17%	14%	7%	5%	9%
There are too many idiots on public transport	61%	12%	32%	29%	24%	9%	3%	2%
Public transport workers do a great job under difficult circumstances	58%	17%	18%	40%	24%	11%	6%	1%
I would catch public transport more often if it wasn't so crowded	51%	16%	25%	26%	31%	12%	4%	1%
I would be prepared to pay more for public transport if I knew that money was going back into better service	50%	30%	12%	38%	19%	19%	11%	1%
I would like to see more bike lanes around Sydney	45%	27%	19%	26%	25%	12%	15%	3%
Public transport services in Sydney are good value for money	19%	61%	4%	15%	19%	31%	30%	1%
Margaret Thatcher was right – any man who rides the bus to work after age 30 can count himself a failure in life	7%	81%	3%	4%	10%	20%	61%	2%



- Most statements obtained agreement from at least half of those surveyed.
- The majority of respondents agree that there should be more train lines to the outer suburbs (87%) and 84% agree that public transport is the most socially and environmentally responsible way to travel.
- There was significant level of agreement that Sydney is a great place to live, but the transport system is completely frustrating (78%), that road tolls are too expensive (73%) and that more should be done to clean up graffiti on the public transport network (72%).
- Over half (58%) agree that public transport workers do a great job under difficult circumstances.  
Statements that obtained the highest disagree rating were public transport services in Sydney are good value for money (61% disagree) and the statement 'Margaret Thatcher was right – any man who rides the bus to work after the age of 30 can count himself a failure in life' (81% disagree).
- Respondents aged 55 years and over were more likely than those aged 24 years or less to agree that there should be more train lines to the outer suburbs (89% v 79%), as were females over males (89% v 84%).

“Public transport around Sydney is more than acceptable, despite what the media opposition say about it. It is understood that with the number of transport movements each day, there are going to be stuff-ups caused by mechanical, electronic and sometimes human failures. I have no complaints.”

“Train travel would be more enjoyable if more effort was made to control the behaviour of the ‘idiots’ who go out of their way to upset other passengers.”

“There may be idiots on public transport but I would rather they were there than driving on the road.”

“As a dedicated commuter, would like to say that the transport system in Sydney is one of the best I have ever seen. It is in so easy to complain, but many people work hard every day to make commuting not only an efficient, but also an enjoyable way of getting to and from work. I have lived in other cities and regional areas where the public transport system really was shocking (or missing altogether), and I think many Sydneysiders do not fully appreciate what they have got in a system that is already very good and continually strives to be even better. Catching public transport is an important step towards a better environment and a healthier lifestyle, and I wholeheartedly support it. Keep up the good work CityRail, Sydney Buses and Sydney Ferries, and thank you for getting me around our beautiful city safely and efficiently all the time.”



## NSW GOVERNMENT'S TRANSPORT BLUEPRINT

Since the Ultimate Transport Survey was conducted, the State Government has released its long-awaited Transport and Urban Planning Blueprint. The State Government also has announced a new simplified public transport fares structure, to be called MyZone.

The release of the blueprint effectively signalled the end of the State Government's misguided CBD metro project, and put rail links to the outer suburbs back on the agenda.

The RTBU believes the Transport and Urban Planning Blueprint has the Government pointing in the right direction again on transport.

The North West rail link is back on, and the need for more busways has been recognised. More platforms at key stations will bring relief for peak hour crowds. The Eveleigh to Wynyard tunnel is a good idea that will improve travel times and increase network capacity.

A major omission, however, was the failure of the Government to commit to completing the Parramatta to Chatswood link. The timelines for the construction of major infrastructure projects is also far too slow, and nothing was said of the need to appropriately staff the expanded staff network.

As the Ultimate Transport Survey show, commuters are suspicious of the State Government's record on delivering transport promises. They will stay sceptical until they see shovels in the ground, tracks being laid and new buses hitting the road.

The RTBU therefore, supports the infrastructure projects outlined in the Transport Blueprint, but calls for them to be delivered sooner rather than later.



## THE LAST WORD

The Ultimate Transport Survey has shed new light on both the travel behaviours and the priorities of Sydney commuters. It has shown conclusively that there needs to be urgent action to address issues such as the reach of public transport services, the frequency of services and the perceptions of safety on the public transport network.

Sydney's transport network is complex and multi-layered. People use many different modes to travel around the city, depending on the type of trip and the transport services that are available. While public transport already picks up a large share of the transport task in the city, it is clear that it could do a lot more. Lack of access services in the outer suburbs is the biggest barrier to people using public transport more often. Lack of air-conditioning is also a major frustration for regular commuters.

The survey also shows, however, that the transport debate shouldn't just be about infrastructure. A bigger network, with more frequent services, can only work if there are more drivers, guards and

maintenance staff to keep it running. The safety and security of public transport is a major concern for commuters. Cutbacks to staff at stations is a big worry. Commuters are also annoyed at the lack of cleanliness on trains and at train stations, and want to see more cleaners employed on the network.

Public transport workers are the heart and soul of our transport system. They love their jobs, and are proud of what they do. When given the chance, our public transport workers know how to step up to the plate and deliver. This was proved beyond any doubt by the success of the Sydney Olympics. Investing in people, as well as infrastructure, will be the key to building a better public transport system for the future. The onus is now on both sides of politics to demonstrate their commitment to public transport and to deliver better transport services for commuters.