

QON #2 – Dr Marjorie O’Neill MP – Coogee

Question: “Would your community have suggestions as to the type of performance indicators you would like off the operators? On notice would you like to tell us what you think they should be around reliability, frequency, bus stops?”

Response:

In order to gauge what was most important to the Eastern Suburbs community in applying KPIs to our new bus operators, an online survey was placed on my website (available to be found at <https://marjorieoneill.com.au/campaigns/save-our-buses/>) asking for constituents to weigh in. As of 2pm on 27 May 2022 195 responses had been submitted to this survey.

The question of what performance indicators people would like to see applied was left open ended to allow constituents to answer in as much or as little detail as they would like. For the sake of collating this data, responses were categorised into one or more of 11 broad recurring themes representative of the performance elements my constituents value.

Performance element	Key Terms
Network connectivity	Trip convenience, less transfers, travel times, access to key areas/landmarks, longer routes, more express services, more stops, service integration
Frequency	Shorter wait times, more off-peak/weekend services, most common response to keep off-peak waits <20mins
Reliability	Less cancelled services, on-time arrival, reliability of in-app live tracking
Safety	Safer stop locations, onboard safety features, safe driving practices, COVID rule enforcement (masks)
Vehicle maintenance Standards	Vehicle condition, cleanliness, graffiti
Restoring cut services/stops	Preventing/penalising future cuts, reversing all bus cuts
Ridership	Bus service patronage
Workers pay/conditions	more drivers, more full-time staff, better trained drivers
Accessibility/comfort	disabled/pram access on buses and at stops, minimising overcrowding, use of new buses, sheltered stops, more seats at stops, more information at stops, up-to date information at stops, easy/easier to use online trip planners
Affordability	Trip costs
Responsiveness	operator transparency, responsiveness to commuter feedback, more open complaints processes

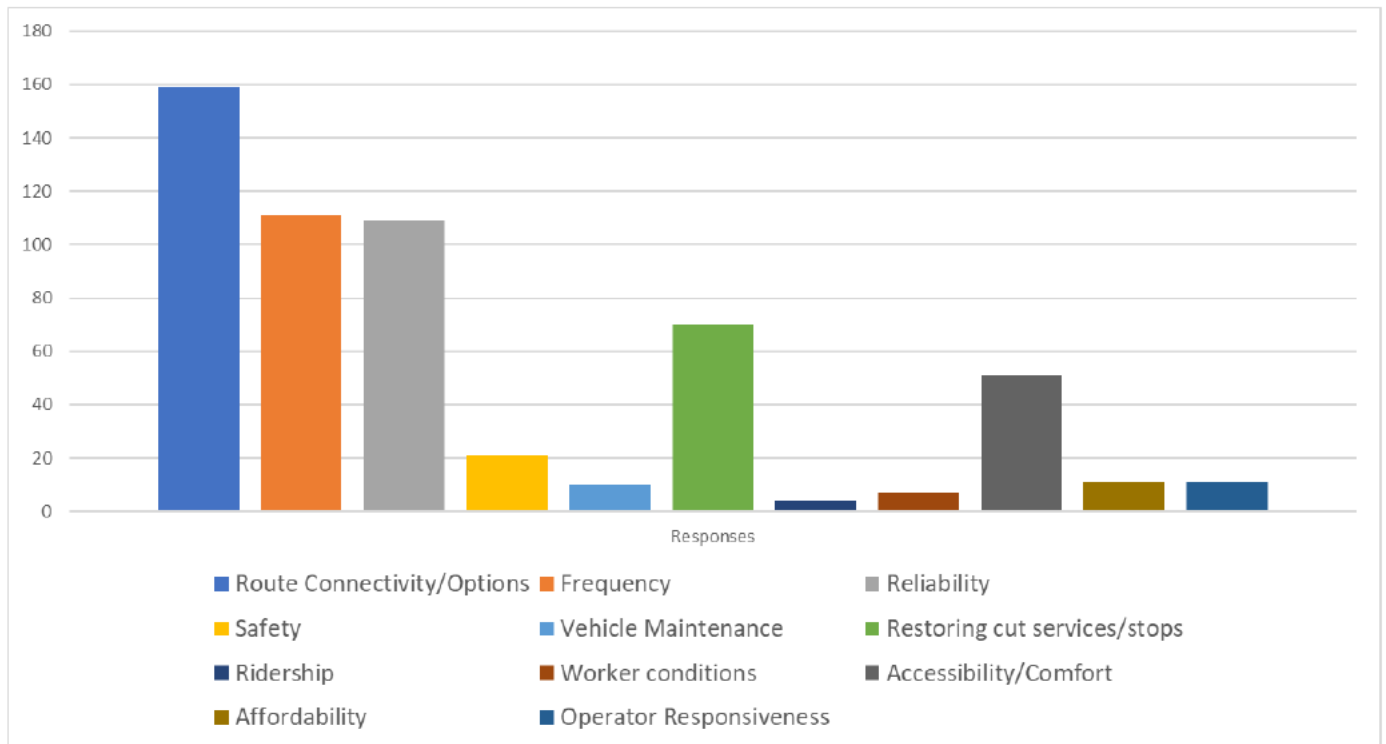
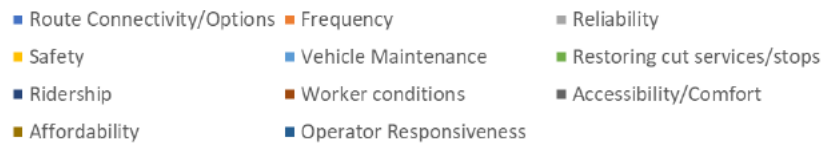
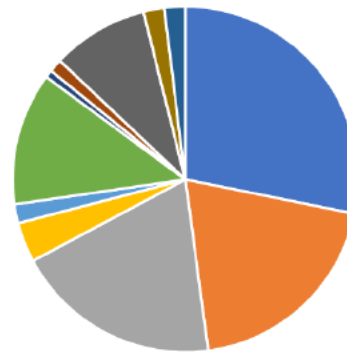
Other one-off responses included requests for operators to be held to environmental standards, reducing advertising, and provision of more dedicated school services.

Survey Results

PERFORMANCE

ELEMENT	#	%
Network connectivity	159	82
Frequency	111	57
Reliability	109	56
Safety	21	11
Vehicle maintenance	10	5
Restoring cut services	70	36
Ridership	4	2
Worker conditions	7	4
Accessibility/comfort	51	26
Affordability	11	6
Operator responsiveness	11	6

Responses



Key Takeaways

- 82% of respondents stated that they would like to have the performance of their bus operators measured by how effectively they are able to get them from A to B with as few transfers, mode changes, and long walks as possible.
- Measuring frequency and reliability of services were priorities for more than half of respondents.
- Many respondents specifically mentioned the importance of frequency at off-peak times and on weekends, most commonly suggesting maximum wait times of 20

minutes – Eastern Suburbs commuters clearly rely on buses for much more than just work-related travel to and from the CBD

- Restoring old routes/stops was the 4th most common response despite not explicitly being an indicator of performance. These responses were left as a separate category to demonstrate the importance of continuity and service improvement when considering changes to the network
- Far more commuters stated a willingness to see reduced crowding on buses used as a metric of effective service delivery than those who indicated a preference for ridership as a KPI. These responses generally fell into the “accessibility/comfort” and/or “frequency” categories.

Suggested Key Performance Indicators

- Access to key areas within the Sydney CBD (Central, Martin Place, Circular Quay) from the Eastern Suburbs with a single trip
- On-time arrivals reliably above 85%, penalties for cancelled services
- No service less frequent than every 20 minutes
- Minimum standards of information accessibility – commuters should not be required to be technologically sophisticated to plan a trip, check bus times, or deliver feedback
- Target of maintaining seating space for at least 50% of the route for peak services