Transport for NSW

Responses to post-hearing questions

Portfolio Committee No. 6 – Transport

Inquiry into Privatisation of Bus Services

Hearing Date – Tuesday, 3 May 2022

QUESTIONS ON NOTICE

QUESTION 1
THE CHAIR (Ms Abigail Boyd MLC): Is there perhaps some data that can track the number of multiple journeys people are having to take now versus, say, five years ago and seeing that over time? So some sort of data that shows us what used to be single trips becoming multi-trips against customer satisfaction. Do you have that kind of data? Although it is more efficient is it actually working the way it is designed?
DANIELA FONTANA: I am not aware of specific data. But we can certainly take that on notice and see what we can provide if our colleagues in our data area or customer journey area can provide that.

ANSWER:

Transport for NSW does not hold longitudinal data in relation to single trips becoming multi-trips measured against customer satisfaction.

QUESTION 2
HOWARD COLLINS: These are very respected organisations who do huge amounts of sampling for many, many organisations. And the presentations I have had talk about subconscious bias. They talk about making sure they do a representative sample across age groups, routes, all sorts of things. So these are professional, paid employees who carry out these surveys. Therefore I am very comfortable that the results, which have been going now for 12 or 13 years, are actually a true reflection.
The CHAIR: Is it the same company that you employed at the time to do the survey?
HOWARD COLLINS: I do not know. I would have to take that on notice.

ANSWER:

Yes, the same company has conducted Transport for NSW customer satisfaction surveys for almost ten years.

QUESTION 3
The CHAIR: And how is the complaints data tracking for buses?
HOWARD COLLINS: The bus complaints data, obviously we track that on a weekly basis. Obviously it has been quite unusual over this last two-year period because we have seen a dip right down to 20 per cent and we are up to 55 per cent or 60 per cent operation of the number of customers using our services. And, of course, when fares were free everyone was quite happy and complaints went down a lot. Generally speaking, the issues we used to see a lot of complaints about staff, and their attitudes, or buses which were old and no air conditioning. We have now seen a big improvement of that.
The CHAIR: The raw data on complaints, though, are you able to provide how many complaints there are now compared to 2012?
HOWARD COLLINS: Obviously we can take on notice information that we can provide.

ANSWER:

In the 2012/13 financial year, there were almost 37,000 complaints recorded. In the 2020/21 financial year, there were approximately 26,400 complaints recorded.

QUESTION 4

The Hon. CHRIS RATH: Would you say that the rate of union members as a percentage of the workforce in, say, Region 9 would be higher than in regions 1 and 2?

HOWARD COLLINS: I cannot tell you that; I have no idea. We know generally public sector organisations have a higher rate of employee union membership. There is nothing wrong with that; I think unions do a great job, in many respects, in supporting employees.

The Hon. SHAYNE MALLARD: It is a stepping stone to Parliament for them.

HOWARD COLLINS: But I do think I would be unable to provide that information.

The Hon. CHRIS RATH: Would you be able to take that on notice?

HOWARD COLLINS: I do not think that is available. It is important, I think, to recognise that employees have the right to privacy about their memberships and who they belong to, and I think both sides would respect that. But we understand that most, if not all, companies do have a collective bargaining arrangement and carry out annual awards and discussions about terms and conditions on a regular basis for most, if not all, of these companies.

ANSWER:

Transport for NSW does not record information relating to employee union membership.