# TransLink Customer Experience Survey Monthly Snapshot

## June 2023

**Month**

- [ ] July 2019
- [ ] August 2019
- [ ] September 2019
- [ ] October 2019
- [ ] November 2019
- [ ] December 2019
- [ ] January 2020
- [ ] February 2020
- [ ] March 2020
- [ ] April 2020
- [ ] May 2020
- [ ] June 2020
- [ ] July 2020
- [ ] August 2020
- [ ] September 2020
- [ ] October 2020
- [ ] November 2020
- [ ] December 2020
- [ ] January 2021
- [ ] February 2021
- [ ] March 2021
- [ ] April 2021
- [ ] May 2021
- [ ] June 2021
- [ ] July 2021

| ModeRegion / Measure | Ferry Score | Ferry Sig-Diff | SEQ Bus Score | SEQ Bus Sig-Diff | Train Score | Train Sig-Diff | Tram Score | Tram Sig-Diff | Total Score | Total Sig-Diff |
|---|---|---|---|---|---|---|---|---|---|---|
| NET1_01-Frequency of services | 4.28 | | 3.83 | | 3.94 | | 4.21 | decreased | **3.94** | |
| NET1_02-Price/Value | | | | | | | | | | |
| NET1_03-Ease of using the service overall | 4.36 | increased | 4.16 | | 4.36 | | 4.41 | | **4.27** | |
| NET1_04-Availability of information needed to plan a trip | 4.06 | | 4.14 | | 4.26 | increased | 4.45 | | **4.20** | |
| NET1_05-Ease of transferring | 4.33 | | 3.98 | | 4.15 | | 4.19 | | **4.08** | |
| OFF2_01-Accessibility of the station / stop / terminal | 4.54 | | 4.25 | | 4.29 | | 4.53 | | **4.31** | |
| OFF2_02-Helpfulness of staff members | | | | | 4.26 | increased | 4.16 | | **4.24** | **increased** |
| OFF2_03-Availability of information at the station / stop / terminal | 4.15 | | 4.11 | decreased | 4.25 | | 4.47 | | **4.19** | |
| OFF2_04-Convenience of starting location | 4.47 | | 4.29 | | 4.27 | | 4.38 | | **4.30** | |
| OFF2_05-Cleanliness at the station / stop / terminal | 4.37 | | 4.10 | | 4.26 | | 4.39 | | **4.20** | |
| OFF2_06-Feeling safe at the station / stop / terminal | 4.41 | | 4.17 | | 4.34 | | 4.15 | | **4.25** | |
| OFF2_07-Cost of the trip | | | | | | | | | | |
| OFF2_08-The ease of transferring between services | | | 3.97 | | 3.98 | | | | **3.99** | |
| OFF2_09-The design of off-board facilities | 4.09 | | 3.97 | | 4.04 | | 4.22 | | **4.02** | |
| ON1_01-Comfort of the ride | 4.66 | | 4.23 | | 4.23 | | 4.35 | | **4.27** | |
| ON1_02-Comfort on-board | 4.52 | | 4.26 | | 4.12 | | 4.18 | | **4.22** | |
| ON1_03-Cleanliness on board | 4.62 | | 4.38 | | 4.05 | decreased | 4.13 | | **4.26** | |
| ON1_04-Feeling safe on board | 4.63 | | 4.37 | | 4.13 | | 3.90 | decreased | **4.26** | |
| ON1_05-Availability of information on-board | 4.40 | | 4.20 | | 4.25 | | 4.35 | | **4.25** | |
| ON1_06-Friendliness or helpfulness of the driver | 4.55 | | 4.29 | | | | | | **4.33** | |
| ON1_07-Punctuality | 4.56 | | 4.11 | | 4.24 | decreased | 4.19 | decreased | **4.20** | **decreased** |
| ON1_08-Journey time | 4.59 | | 4.25 | | 4.29 | | 4.40 | | **4.31** | |
| ON1_09-Availability of seating | 4.54 | | 4.39 | | 4.15 | | 3.73 | | **4.26** | |
| ON1_10-Cost of the trip | 4.29 | | 4.09 | | 3.93 | | 4.21 | | **4.06** | |
| ON1_11-Accessibility | 4.62 | | 4.39 | | 4.33 | | 4.38 | decreased | **4.39** | |
| SAT1-Overall experience with the network | 4.57 | | 4.10 | | 3.93 | | 3.99 | decreased | **4.07** | |
| SAT3-Experience on last trip | 4.64 | | 4.13 | | 3.99 | | 4.05 | decreased | **4.12** | **decreased** |

*Results shown are out of 5. Results with sample size <n=30 are not displayed.*

# translink - CustomerLink

## Translink Patronage, Complaints and go card fixed fares Weekly Snapshot
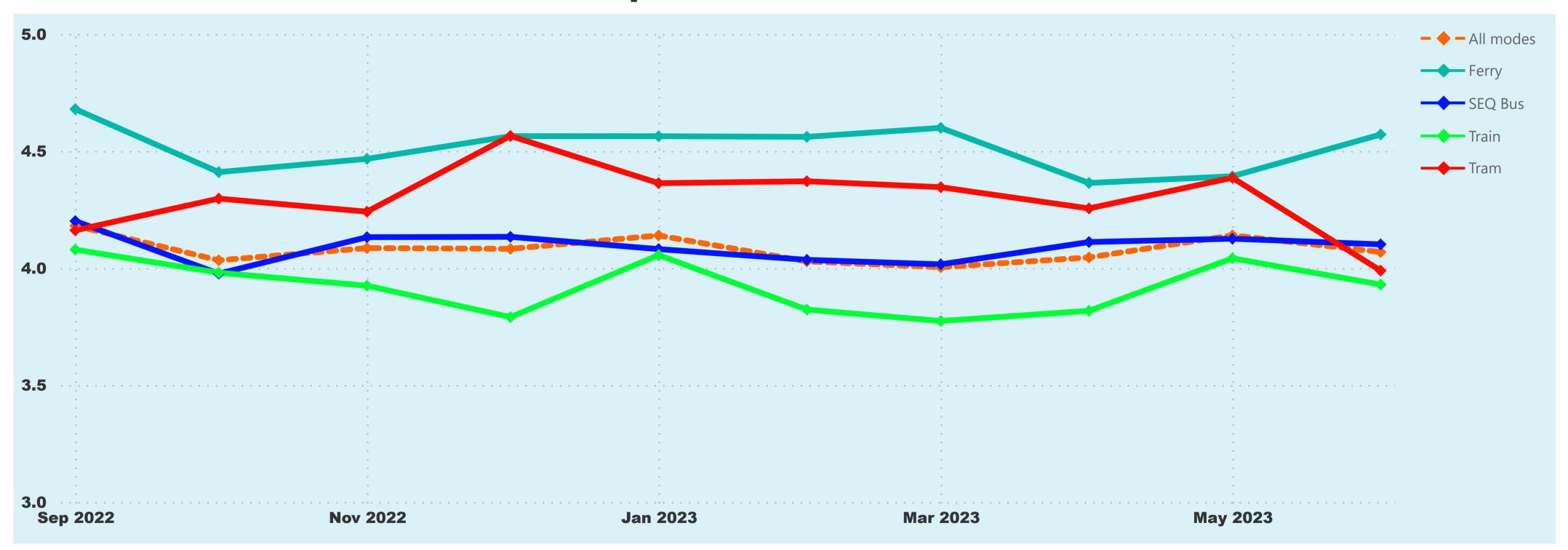
**Week Ending**

| 24/09/2017 | 25/06/2023 |
|---|---|

| Week Ending ▼ | Patronage Trips | Customer complaints (go card) per 10,000 trips | Customer complaints (other than go card) per 10,000 trips | go card Adjustments per 10K go card trips | Fixed fares as a percentage of all go card trips |
|---|---|---|---|---|---|
| 25 June 2023 | 3,064,317 | 0.01 | 1.98 | 11.83 | 2.57% |
| 18 June 2023 | 3,268,060 | 0.02 | 2.01 | 13.17 | 2.68% |
| 11 June 2023 | 3,272,922 | 0.01 | 1.80 | 11.63 | 2.61% |
| 4 June 2023 | 3,217,437 | 0.01 | 2.17 | 12.00 | 2.53% |
| 28 May 2023 | 3,342,954 | 0.01 | 2.12 | 11.87 | 2.56% |
| 21 May 2023 | 3,378,578 | 0.01 | 2.19 | 10.61 | 2.58% |
| 14 May 2023 | 3,376,820 | 0.02 | 2.10 | 12.33 | 2.54% |
| 7 May 2023 | 3,047,429 | 0.02 | 1.86 | 12.19 | 2.64% |
| 30 April 2023 | 2,973,774 | 0.01 | 1.92 | 13.38 | 2.67% |
| 23 April 2023 | 3,495,853 | 0.01 | 2.53 | 10.57 | 2.71% |
| 16 April 2023 | 2,549,072 | 0.01 | 1.93 | 12.85 | 2.68% |
| 9 April 2023 | 2,534,113 | 0.02 | 1.81 | 13.60 | 2.54% |
| 2 April 2023 | 3,376,461 | 0.01 | 2.80 | 12.51 | 2.65% |
| 26 March 2023 | 3,517,174 | 0.01 | 2.30 | 15.13 | 2.73% |
| 19 March 2023 | 3,567,652 | 0.02 | 2.53 | 13.69 | 2.79% |
| 12 March 2023 | 3,512,882 | 0.02 | 2.47 | 12.95 | 2.83% |
| 5 March 2023 | 3,556,870 | 0.01 | 2.17 | 12.07 | 2.87% |
| 26 February 2023 | 3,443,937 | 0.03 | 2.23 | 17.81 | 2.83% |
| 19 February 2023 | 3,350,259 | 0.01 | 2.66 | 10.71 | 2.87% |
| 12 February 2023 | 3,215,978 | 0.02 | 2.31 | 11.24 | 2.86% |
| 5 February 2023 | 3,107,806 | 0.01 | 2.59 | 12.61 | 2.92% |
| 29 January 2023 | 2,661,718 | 0.00 | 2.10 | 59.42 | 2.88% |
| 22 January 2023 | 2,632,454 | 0.02 | 1.70 | 12.78 | 2.56% |
| 15 January 2023 | 2,488,330 | 0.02 | 2.10 | 11.62 | 2.55% |
| 8 January 2023 | 1,925,967 | 0.02 | 1.56 | 15.29 | 2.79% |
| 1 January 2023 | 1,536,861 | 0.01 | 1.57 | 12.63 | 3.25% |
| 25 December 2022 | 2,204,731 | 0.02 | 1.78 | 11.95 | 2.49% |
| 18 December 2022 | 2,648,603 | 0.03 | 2.47 | 16.12 | 2.66% |
| 11 December 2022 | 2,788,651 | 0.01 | 2.93 | 14.09 | 2.72% |
| 4 December 2022 | 2,851,419 | 0.00 | 2.56 | 10.64 | 2.59% |
| 27 November 2022 | 3,131,123 | 0.02 | 2.06 | 12.19 | 2.65% |
| 20 November 2022 | 3,108,670 | 0.01 | 2.49 | 12.27 | 2.61% |
| 13 November 2022 | 3,148,472 | 0.04 | 2.53 | 13.76 | 2.58% |
| 6 November 2022 | 3,031,556 | 0.07 | 2.90 | 11.61 | 2.73% |
| 30 October 2022 | 3,125,765 | 0.04 | 2.92 | 9.35 | 2.60% |
| 23 October 2022 | 2,964,019 | 0.04 | 2.54 | 11.02 | 2.49% |

# translink - Customer Experience Survey

## Overall experience with the network



| Month | September 2022 | | October 2022 | | November 2022 | | December 2022 | | January 2023 | | February 2023 | | March 2023 | | April 2023 | | May 2023 | | June 2023 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ModeRegion | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff |
| Ferry | 4.68 | increased | 4.41 | | 4.47 | | 4.56 | | 4.56 | | 4.56 | | 4.60 | | 4.36 | | 4.39 | | 4.57 | |
| SEQ Bus | 4.20 | increased | 3.98 | decreased | 4.13 | increased | 4.13 | | 4.08 | | 4.04 | | 4.02 | | 4.11 | | 4.13 | | 4.10 | |
| Train | 4.08 | | 3.98 | | 3.92 | | 3.79 | | 4.06 | increased | 3.82 | decreased | 3.77 | | 3.82 | | 4.04 | increased | 3.93 | |
| Tram | 4.16 | | 4.30 | | 4.24 | | 4.56 | increased | 4.36 | | 4.37 | | 4.35 | | 4.25 | | 4.39 | | 3.99 | decreased |
| **Total** | **4.18** | | **4.03** | **decreased** | **4.09** | | **4.08** | | **4.14** | | **4.03** | **decreased** | **4.00** | | **4.05** | | **4.14** | **increased** | **4.07** | |

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