

# TransLink Customer Experience Survey Monthly Snapshot

## September 2020

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

ModeRegion Measure	Ferry Score	Sig-Diff	SEQ Bus Score	Sig-Diff	Train Score	Sig-Diff	Tram Score	Sig-Diff	Total Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.26		4.09		4.27		4.43		<b>4.19</b>	
NETWORK-Ease of transferring	4.04		4.00		3.97		4.42		<b>4.03</b>	
NETWORK-Ease of using the service overall	4.39		4.20		4.28		4.53		<b>4.27</b>	
NETWORK-Frequency of services	4.29		3.82		4.09		4.60		<b>4.02</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.55		4.28		4.33	increased	4.52		<b>4.34</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.34		4.15		4.29		4.36		<b>4.23</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.38		4.10		4.25		4.45		<b>4.21</b>	
OFF BOARD-Convenience of starting location	4.47		4.24	decreased	4.24		4.48	decreased	<b>4.28</b>	
OFF BOARD-Feeling safe at the station / stop / terminal	4.43		4.25		4.25		4.14		<b>4.26</b>	
OFF BOARD-Helpfulness of staff members	4.33				4.38	increased	3.93	decreased	<b>4.32</b>	
OFF BOARD-The design of off-board facilities	4.20	increased	4.06		4.13		4.28		<b>4.12</b>	
OFF BOARD-The ease of transferring between services			4.19		4.25	increased			<b>4.23</b>	increased
ON BOARD-Accessibility	4.65		4.37		4.38		4.54		<b>4.41</b>	
ON BOARD-Availability of information on-board	4.33		4.19		4.32		4.41		<b>4.27</b>	
ON BOARD-Availability of seating	4.54	increased	4.46		4.55	increased	4.45		<b>4.50</b>	increased
ON BOARD-Cleanliness on board	4.53		4.39		4.24		4.30		<b>4.34</b>	
ON BOARD-Comfort of the ride	4.60		4.26		4.33		4.45	decreased	<b>4.33</b>	
ON BOARD-Comfort on-board	4.47	increased	4.25		4.21		4.39	decreased	<b>4.26</b>	
ON BOARD-Cost of the trip	4.20		4.03		3.95		4.16		<b>4.03</b>	
ON BOARD-Feeling safe on board	4.35		4.35		4.29		4.17		<b>4.31</b>	
ON BOARD-Friendliness or helpfulness of the driver	4.41		4.22						<b>4.25</b>	
ON BOARD-Journey time	4.47		4.29		4.26		4.45		<b>4.31</b>	
ON BOARD-Punctuality	4.56		4.16		4.50		4.56	decreased	<b>4.35</b>	
OVERALL-Experience on last trip	4.34		4.25		4.27		4.27	decreased	<b>4.27</b>	
OVERALL-Overall experience with the network	4.28		4.19		4.18		4.18	decreased	<b>4.20</b>	

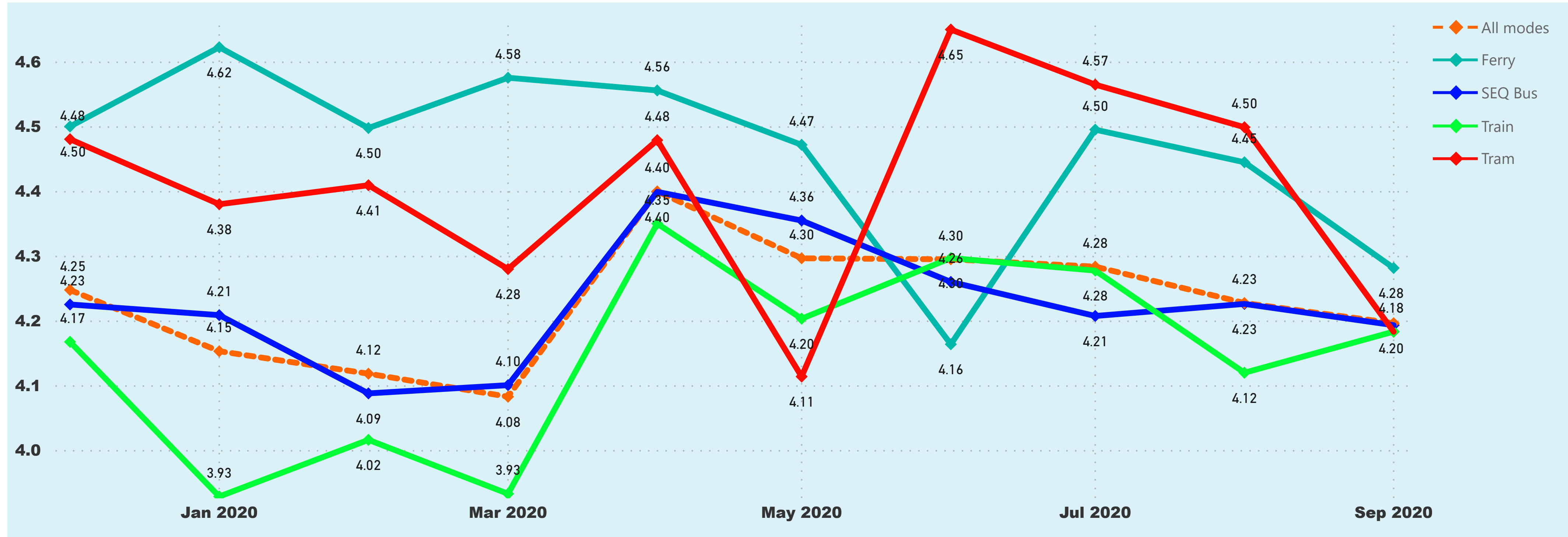
Week ending

24/09/2017

27/09/2020

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
27 September 2020	1,901,217	0.04	1.67	14.44	2.22%
20 September 2020	2,263,046	0.04	1.53	14.45	2.13%
13 September 2020	2,234,171	0.04	1.69	13.58	2.15%
6 September 2020	2,142,125	0.04	1.62	14.03	1.83%
30 August 2020	2,186,724	0.03	1.67	13.11	2.12%
23 August 2020	2,290,617	0.04	1.79	13.32	2.16%
16 August 2020	2,021,470	0.05	1.88	13.87	2.21%
9 August 2020	2,148,797	0.11	1.77	15.91	2.17%
2 August 2020	2,200,476	0.05	1.73	14.48	2.29%
26 July 2020	2,179,281	0.07	1.86	14.99	2.31%
19 July 2020	2,202,297	0.06	1.99	14.62	2.37%
12 July 2020	1,645,651	0.06	1.85	15.79	2.31%
5 July 2020	1,597,488	0.06	1.83	15.57	2.38%
28 June 2020	1,855,036	0.01	1.64	15.45	2.51%
21 June 2020	1,871,080	0.05	2.04	15.58	2.50%
14 June 2020	1,747,029	0.05	1.97	17.72	2.55%
7 June 2020	1,739,254	0.02	1.85	17.03	2.48%
31 May 2020	1,603,911	0.11	2.19	10.32	2.49%
24 May 2020	1,197,728	0.08	2.23	15.13	2.23%
17 May 2020	1,096,613	0.08	2.47	17.57	2.34%
10 May 2020	795,630	0.09	2.71	19.37	2.38%
3 May 2020	784,572	0.06	2.57	22.67	2.45%
26 April 2020	700,154	0.14	2.89	25.26	2.70%
19 April 2020	563,181	0.21	2.75	27.35	2.63%
12 April 2020	558,050	0.13	2.71	34.34	3.14%
5 April 2020	700,866	0.11	2.70	52.59	5.05%
29 March 2020	1,381,149	0.02	1.98	34.37	3.92%
22 March 2020	2,810,214	0.03	1.91	23.55	1.78%
15 March 2020	3,806,443	0.05	2.22	17.58	1.85%
8 March 2020	4,078,358	0.04	2.33	16.14	1.95%
1 March 2020	4,119,345	0.05	2.46	14.03	1.98%
23 February 2020	3,896,779	0.08	2.75	13.33	2.07%
16 February 2020	3,635,838	0.06	2.43	17.89	2.06%
9 February 2020	3,495,271	0.08	2.46	17.66	2.02%
2 February 2020	3,071,201	0.07	2.52	18.26	2.08%
26 January 2020	3,131,405	0.10	2.17	31.61	1.91%

### Overall experience with the network



Month	December 2019	January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020										
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff										
Ferry	4.50		4.62		4.50		4.58		4.56		4.47		4.16	decreased	4.50	increased	4.45		4.28	
SEQ Bus	4.23		4.21		4.09	decreased	4.10		4.40	increased	4.36		4.26	decreased	4.21		4.23		4.19	
Train	4.17	increased	3.93	decreased	4.02	increased	3.93		4.35	increased	4.20		4.30		4.28		4.12	decreased	4.18	
Tram	4.48		4.38		4.41		4.28		4.48		4.11	decreased	4.65	increased	4.57		4.50		4.18	decreased
<b>Total</b>	<b>4.25</b>	<b>increased</b>	<b>4.15</b>	<b>decreased</b>	<b>4.12</b>		<b>4.08</b>		<b>4.40</b>	<b>increased</b>	<b>4.30</b>	<b>decreased</b>	<b>4.30</b>		<b>4.28</b>		<b>4.23</b>		<b>4.20</b>	

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