

TransLink Customer Experience Survey Monthly Snapshot

August 2019

Month

July 2019

August 2019

| ModeRegion Measure | Ferry Score | 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 | 4.09 | 4.08 | | 4.19 | | 4.44 | | 4.16 | |
| NETWORK-Ease of transferring | 3.99 | 3.95 | decreased | 3.93 | | 4.31 | decreased | 3.98 | decreased |
| NETWORK-Ease of using the service overall | 4.23 | 4.20 | | 4.24 | | 4.52 | | 4.25 | decreased |
| NETWORK-Frequency of services | 4.07 | 3.64 | decreased | 3.91 | | 4.50 | | 3.85 | decreased |
| NETWORK-Price/Value | | 3.34 | | 2.44 | decreased | | | 2.80 | decreased |
| OFF BOARD-Accessibility of the station / stop / terminal | 4.42 | 4.28 | | 4.25 | increased | 4.56 | | 4.30 | |
| OFF BOARD-Availability of information at the station / stop / terminal | 4.30 | 4.14 | | 4.23 | increased | 4.53 | | 4.22 | |
| OFF BOARD-Cleanliness at the station / stop / terminal | 4.33 | 4.11 | | 4.22 | | 4.55 | increased | 4.21 | |
| OFF BOARD-Convenience of starting location | 4.29 | 4.23 | decreased | 4.28 | increased | 4.53 | increased | 4.28 | |
| OFF BOARD-Cost of the trip | | | | | | | | | |
| OFF BOARD-Feeling safe at the station / stop / terminal | 4.37 | 4.25 | | 4.25 | | 4.34 | | 4.27 | |
| OFF BOARD-Helpfulness of staff members | 4.42 | | | 4.21 | | 4.25 | increased | 4.25 | increased |
| OFF BOARD-The design of off-board facilities | 4.11 | 4.00 | | 3.98 | | 4.30 | | 4.03 | |
| OFF BOARD-The ease of transferring between services | 4.40 | 4.15 | | 3.92 | | 4.31 | | 4.12 | |
| ON BOARD-Accessibility | 4.56 | 4.40 | | 4.33 | increased | 4.65 | | 4.41 | |
| ON BOARD-Availability of information on-board | 4.34 | 4.18 | | 4.33 | increased | 4.54 | | 4.29 | increased |
| ON BOARD-Availability of seating | 4.39 | 4.25 | decreased | 4.16 | | 4.13 | | 4.21 | decreased |
| ON BOARD-Cleanliness on board | 4.46 | 4.35 | | 4.22 | increased | 4.46 | | 4.32 | |
| ON BOARD-Comfort of the ride | 4.51 | 4.19 | | 4.28 | increased | 4.52 | | 4.28 | |
| ON BOARD-Comfort on-board | 4.27 | 4.17 | | 4.13 | increased | 4.43 | increased | 4.19 | |
| ON BOARD-Cost of the trip | 4.10 | 3.95 | | 3.90 | | 4.22 | | 3.96 | |
| ON BOARD-Feeling safe on board | 4.58 | 4.37 | decreased | 4.33 | increased | 4.38 | | 4.37 | |
| ON BOARD-Friendliness or helpfulness of the driver | | 4.28 | | | | | | 4.28 | |
| ON BOARD-Journey time | 4.53 | 4.20 | decreased | 4.24 | increased | 4.61 | | 4.28 | |
| ON BOARD-Punctuality | 4.58 | 4.06 | decreased | 4.43 | increased | 4.67 | | 4.30 | |
| OVERALL-Experience on last trip | 4.52 | 4.17 | decreased | 4.20 | increased | 4.55 | increased | 4.24 | |
| OVERALL-Overall experience with the network | 4.52 | 4.10 | decreased | 4.17 | increased | 4.52 | | 4.19 | |
| Total | 4.37 | 4.17 | | 4.20 | increased | 4.46 | | 4.22 | |

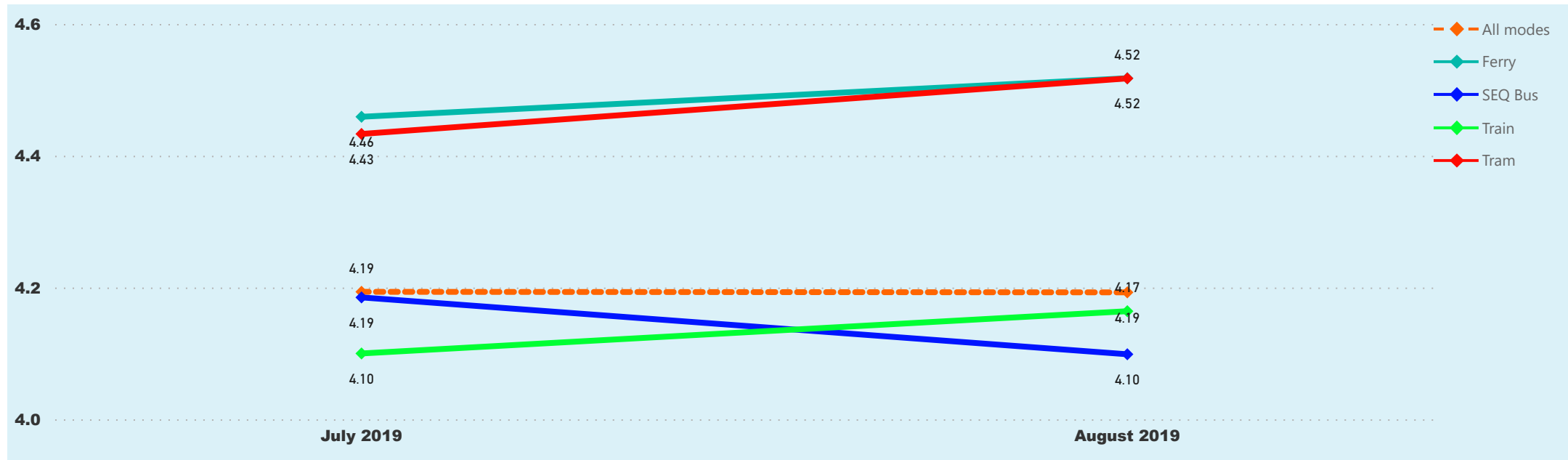
Week ending

24/09/2017

04/11/2019

| 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 August 2019 | 4,099,657 | 0.02 | 1.94 | 14.52 | 1.75% |
| 18 August 2019 | 3,790,198 | 0.03 | 1.74 | 15.85 | 1.92% |
| 11 August 2019 | 4,233,588 | 0.04 | 1.96 | 14.29 | 1.81% |
| 4 August 2019 | 4,164,801 | 0.06 | 1.87 | 14.68 | 1.75% |
| 28 July 2019 | 4,159,466 | 0.06 | 2.03 | 14.63 | 1.82% |
| 21 July 2019 | 3,956,399 | 0.05 | 2.01 | 15.67 | 1.88% |
| 14 July 2019 | 3,314,753 | 0.03 | 1.90 | 15.77 | 1.86% |
| 7 July 2019 | 3,127,366 | 0.05 | 1.94 | 17.25 | 1.87% |
| 30 June 2019 | 3,436,698 | 0.06 | 1.80 | 15.60 | 1.69% |
| 23 June 2019 | 3,726,656 | 0.05 | 2.07 | 14.39 | 1.69% |
| 16 June 2019 | 3,757,131 | 0.03 | 2.28 | 14.95 | 1.70% |
| 9 June 2019 | 3,790,151 | 0.05 | 1.98 | 15.78 | 1.71% |
| 2 June 2019 | 3,913,785 | 0.04 | 2.14 | 15.01 | 1.64% |
| 26 May 2019 | 4,037,080 | 0.06 | 2.10 | 15.05 | 1.64% |
| 19 May 2019 | 4,096,149 | 0.03 | 2.14 | 14.91 | 1.68% |
| 12 May 2019 | 3,585,196 | 0.06 | 2.23 | 15.14 | 1.75% |
| 5 May 2019 | 4,116,927 | 0.07 | 2.05 | 14.27 | 1.74% |
| 28 April 2019 | 2,793,889 | 0.02 | 1.40 | 16.03 | 1.87% |
| 21 April 2019 | 3,040,180 | 0.04 | 1.73 | 16.29 | 1.68% |
| 14 April 2019 | 3,680,074 | 0.08 | 1.90 | 17.58 | 1.63% |
| 7 April 2019 | 4,135,160 | 0.05 | 2.04 | 15.06 | 1.62% |
| 31 March 2019 | 4,180,861 | 0.06 | 2.69 | 19.37 | 1.74% |
| 24 March 2019 | 4,309,945 | 0.04 | 2.62 | 18.05 | 1.86% |
| 17 March 2019 | 4,230,829 | 0.06 | 2.86 | 18.14 | 1.78% |
| 10 March 2019 | 4,361,183 | 0.06 | 2.52 | 14.44 | 1.81% |
| 3 March 2019 | 4,262,007 | 0.05 | 2.44 | 14.36 | 1.82% |
| 24 February 2019 | 4,011,138 | 0.07 | 2.85 | 15.81 | 1.93% |
| 17 February 2019 | 3,793,454 | 0.06 | 2.74 | 15.50 | 1.97% |
| 10 February 2019 | 3,704,135 | 0.10 | 2.76 | 15.55 | 1.93% |
| 3 February 2019 | 3,110,032 | 0.13 | 2.69 | 15.29 | 1.90% |
| 27 January 2019 | 3,170,400 | 0.05 | 1.98 | 16.34 | 1.72% |
| 20 January 2019 | 3,090,145 | 0.05 | 2.08 | 14.37 | 1.72% |
| 13 January 2019 | 2,943,669 | 0.07 | 1.76 | 15.92 | 1.72% |
| 6 January 2019 | 2,101,772 | 0.08 | 1.87 | 19.62 | 2.24% |

Overall experience with the network



| Month | July 2019 | | August 2019 | | Total | |
|--------------|-------------|----------|-------------|-----------|-------------|---------|
| ModeRegion | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-... |
| Ferry | 4.46 | | 4.52 | | 4.49 | |
| Regional Bus | | | | | | |
| SEQ Bus | 4.19 | | 4.10 | decreased | 4.15 | |
| Train | 4.10 | | 4.17 | increased | 4.13 | |
| Tram | 4.43 | | 4.52 | | 4.47 | |
| Total | 4.19 | | 4.19 | | 4.19 | |