

TransLink Customer Experience Survey Monthly Snapshot

May 2021

Month

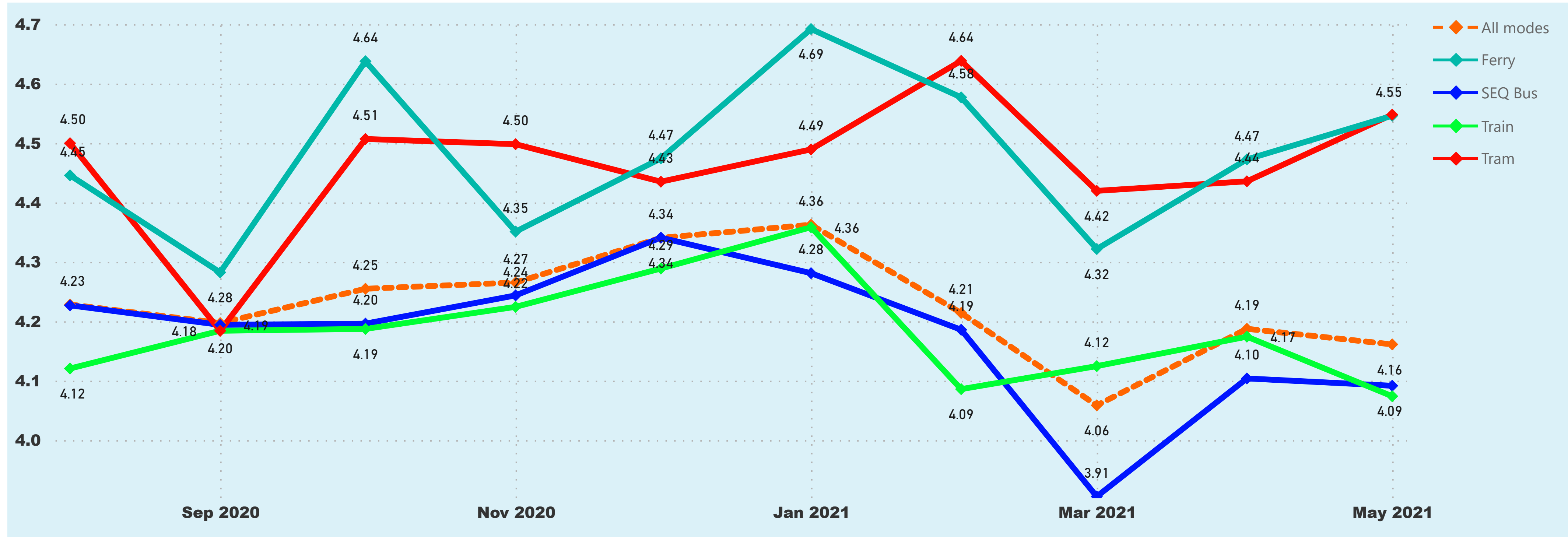
- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
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- June 2020
- July 2020
- August 2020
- September 2020
- October 2020
- November 2020
- December 2020
- January 2021
- February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

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	4.01		4.11		4.18		4.45		4.16	
NETWORK-Ease of transferring	3.86		4.04		4.00		4.49		4.05	
NETWORK-Ease of using the service overall	4.01		4.27		4.29		4.63		4.29	
NETWORK-Frequency of services	4.17		3.89		4.05		4.62		4.04	
OFF BOARD-Accessibility of the station / stop / terminal	4.56		4.28		4.22		4.59		4.31	decreased
OFF BOARD-Availability of information at the station / stop / terminal	4.22		4.13		4.20	decreased	4.54	increased	4.20	
OFF BOARD-Cleanliness at the station / stop / terminal	4.43		4.07		4.15	decreased	4.50	increased	4.16	
OFF BOARD-Convenience of starting location	4.25		4.30		4.21		4.58		4.29	
OFF BOARD-Feeling safe at the station / stop / terminal	4.48		4.26		4.25		4.31	increased	4.28	
OFF BOARD-Helpfulness of staff members					4.20		4.32	increased	4.22	
OFF BOARD-The design of off-board facilities	4.18		4.01		4.03		4.42	increased	4.06	
OFF BOARD-The ease of transferring between services			3.99	decreased	4.06				4.04	decreased
ON BOARD-Accessibility	4.60		4.35		4.22	decreased	4.67		4.35	decreased
ON BOARD-Availability of information on-board	4.30		4.16		4.25		4.61	increased	4.24	
ON BOARD-Availability of seating	4.59		4.39		4.13	decreased	4.29		4.30	decreased
ON BOARD-Cleanliness on board	4.60	increased	4.36	decreased	4.12		4.53		4.31	
ON BOARD-Comfort of the ride	4.57		4.23		4.24	decreased	4.46		4.28	
ON BOARD-Comfort on-board	4.53	increased	4.22		4.11		4.46		4.23	
ON BOARD-Cost of the trip	4.26	increased	4.05		3.86		4.24		4.01	
ON BOARD-Feeling safe on board	4.61		4.39		4.23		4.47	increased	4.36	
ON BOARD-Friendliness or helpfulness of the driver	4.60		4.21						4.27	
ON BOARD-Journey time	4.57		4.29		4.15	decreased	4.50		4.28	
ON BOARD-Punctuality	4.66		4.07		4.34	decreased	4.60		4.26	decreased
OVERALL-Experience on last trip	4.54		4.16		4.11	decreased	4.59		4.21	
OVERALL-Overall experience with the network	4.55		4.09		4.07		4.55		4.16	

Week ending

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
30 May 2021	2,785,525	0.01	1.84	15.43	2.40%
23 May 2021	2,862,089	0.05	1.93	15.88	2.42%
16 May 2021	2,873,877	0.03	2.24	14.37	2.51%
9 May 2021	2,464,073	0.01	1.90	15.98	2.53%
2 May 2021	2,453,593	0.04	1.74	13.88	2.51%
25 April 2021	2,836,504	0.03	2.03	15.59	2.58%
18 April 2021	2,297,679	0.03	1.81	17.58	2.65%
11 April 2021	1,732,066	0.03	2.01	19.69	3.16%
4 April 2021	1,184,730	0.05	2.07	16.30	2.35%
28 March 2021	2,749,006	0.04	2.62	20.07	2.33%
21 March 2021	2,813,707	0.05	1.97	16.71	2.32%
14 March 2021	2,891,866	0.04	2.18	14.62	2.34%
7 March 2021	2,871,984	0.05	2.20	13.83	2.44%
28 February 2021	2,766,106	0.05	2.10	14.69	2.35%
21 February 2021	2,670,766	0.06	2.02	16.77	2.35%
14 February 2021	2,650,045	0.05	2.25	15.30	2.32%
7 February 2021	2,599,159	0.05	2.50	13.12	2.39%
31 January 2021	2,023,493	0.06	2.13	14.36	2.36%
24 January 2021	1,923,948	0.06	1.86	14.32	2.16%
17 January 2021	1,577,726	0.04	1.90	15.18	2.17%
10 January 2021	1,528,909	0.05	1.88	15.69	2.22%
3 January 2021	1,279,549	0.03	1.51	17.31	2.77%
27 December 2020	1,528,248	0.01	1.71	17.87	2.80%
20 December 2020	2,083,867	0.03	1.88	16.19	2.22%
13 December 2020	2,202,206	0.06	1.89	17.65	2.23%
6 December 2020	2,393,256	0.02	1.68	18.71	2.26%
29 November 2020	2,521,790	0.04	1.86	16.70	2.40%
22 November 2020	2,468,085	0.02	1.80	13.92	2.36%
15 November 2020	2,435,430	0.07	1.54	14.69	2.37%
8 November 2020	2,416,019	0.07	1.62	15.39	2.41%
1 November 2020	2,382,832	0.03	1.77	15.08	2.42%
25 October 2020	2,404,685	0.03	1.74	14.93	2.34%
18 October 2020	2,431,549	0.03	1.63	13.20	2.26%
11 October 2020	2,135,162	0.02	1.55	12.18	2.30%
4 October 2020	1,882,019	0.03	1.65	15.50	2.23%
27 September 2020	1,901,217	0.05	1.67	14.44	2.22%

Overall experience with the network



Month	August 2020	September 2020	October 2020	November 2020	December 2020	January 2021	February 2021	March 2021	April 2021	May 2021									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff									
Ferry	4.45		4.28	increased	4.64	increased	4.35	decreased	4.47	increased	4.69	increased	4.58	decreased	4.32	decreased	4.47	increased	4.55
SEQ Bus	4.23		4.19		4.20		4.24	increased	4.34	increased	4.28		4.19	decreased	3.91	decreased	4.10	increased	4.09
Train	4.12	decreased	4.18		4.19		4.22		4.29		4.36		4.09	decreased	4.12		4.17		4.07
Tram	4.50		4.18	decreased	4.51	increased	4.50		4.43		4.49		4.64		4.42	decreased	4.44		4.55
Total	4.23		4.20		4.25	increased	4.27		4.34	increased	4.36		4.21	decreased	4.06	decreased	4.19	increased	4.16

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