

# TransLink Customer Experience Survey Monthly Snapshot

## July 2021

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<br>Measure  | Ferry<br>Score | Sig-Diff  | SEQ Bus<br>Score | Sig-Diff  | Train<br>Score | Sig-Diff | Tram<br>Score | Sig-Diff  | Total<br>Score | Sig-Diff  |
|--|----------------|-----------|------------------|-----------|----------------|----------|---------------|-----------|----------------|-----------|
| NETWORK-Availability of information needed to plan a trip              | 4.45           |           | 4.19             | decreased | 4.29           |          | 4.52          |           | <b>4.27</b>    |           |
| NETWORK-Ease of transferring   | 3.85           |           | 4.16             |           | 4.14           |          | 3.83          |           | <b>4.12</b>    |           |
| NETWORK-Ease of using the service overall                              | 4.49           | increased | 4.30             | decreased | 4.30           |          | 4.52          |           | <b>4.33</b>    |           |
| NETWORK-Frequency of services  | 4.33           | increased | 3.91             | decreased | 4.09           |          | 4.55          |           | <b>4.06</b>    |           |
| OFF BOARD-Accessibility of the station / stop / terminal               | 4.66           | increased | 4.32             |           | 4.28           |          | 4.54          |           | <b>4.35</b>    |           |
| OFF BOARD-Availability of information at the station / stop / terminal | 4.54           | increased | 4.18             | decreased | 4.27           |          | 4.46          |           | <b>4.26</b>    |           |
| OFF BOARD-Cleanliness at the station / stop / terminal                 | 4.57           |           | 4.14             |           | 4.23           |          | 4.37          |           | <b>4.22</b>    |           |
| OFF BOARD-Convenience of starting location                             | 4.54           | increased | 4.34             |           | 4.30           |          | 4.54          |           | <b>4.35</b>    |           |
| OFF BOARD-Feeling safe at the station / stop / terminal                | 4.67           | increased | 4.30             |           | 4.32           |          | 4.23          |           | <b>4.33</b>    |           |
| OFF BOARD-Helpfulness of staff members                                 |                |           |                  |           | 4.28           |          | 3.99          |           | <b>4.25</b>    |           |
| OFF BOARD-The design of off-board facilities                           | 4.42           | increased | 4.06             |           | 4.07           |          | 4.24          |           | <b>4.10</b>    |           |
| OFF BOARD-The ease of transferring between services                    |                |           | 4.04             | decreased | 4.39           |          |               |           | <b>4.14</b>    | decreased |
| ON BOARD-Accessibility   | 4.70           |           | 4.43             |           | 4.32           |          | 4.63          |           | <b>4.42</b>    |           |
| ON BOARD-Availability of information on-board                          | 4.38           |           | 4.20             | decreased | 4.32           |          | 4.44          |           | <b>4.28</b>    | decreased |
| ON BOARD-Availability of seating                                       | 4.64           |           | 4.41             | decreased | 4.27           |          | 4.18          | decreased | <b>4.35</b>    | decreased |
| ON BOARD-Cleanliness on board  | 4.67           |           | 4.39             |           | 4.29           |          | 4.35          |           | <b>4.37</b>    |           |
| ON BOARD-Comfort of the ride   | 4.70           |           | 4.29             | decreased | 4.34           |          | 4.35          |           | <b>4.35</b>    |           |
| ON BOARD-Comfort on-board  | 4.38           |           | 4.28             |           | 4.18           |          | 4.24          | decreased | <b>4.25</b>    |           |
| ON BOARD-Cost of the trip  | 4.35           | increased | 4.17             |           | 4.02           |          | 4.04          | decreased | <b>4.12</b>    |           |
| ON BOARD-Feeling safe on board   | 4.55           | decreased | 4.33             | decreased | 4.21           |          | 4.12          |           | <b>4.29</b>    | decreased |
| ON BOARD-Friendliness or helpfulness of the driver                     | 4.47           | decreased | 4.23             | decreased |                |          |               |           | <b>4.26</b>    | decreased |
| ON BOARD-Journey time  | 4.69           | increased | 4.34             | decreased | 4.20           |          | 4.41          | decreased | <b>4.32</b>    |           |
| ON BOARD-Punctuality   | 4.64           |           | 4.16             | decreased | 4.44           |          | 4.60          |           | <b>4.33</b>    | decreased |
| OVERALL-Experience on last trip  | 4.38           |           | 4.14             | decreased | 4.17           |          | 4.20          | decreased | <b>4.17</b>    | decreased |
| OVERALL-Overall experience with the network                            | 4.34           |           | 4.12             | decreased | 4.12           |          | 4.13          | decreased | <b>4.14</b>    | decreased |

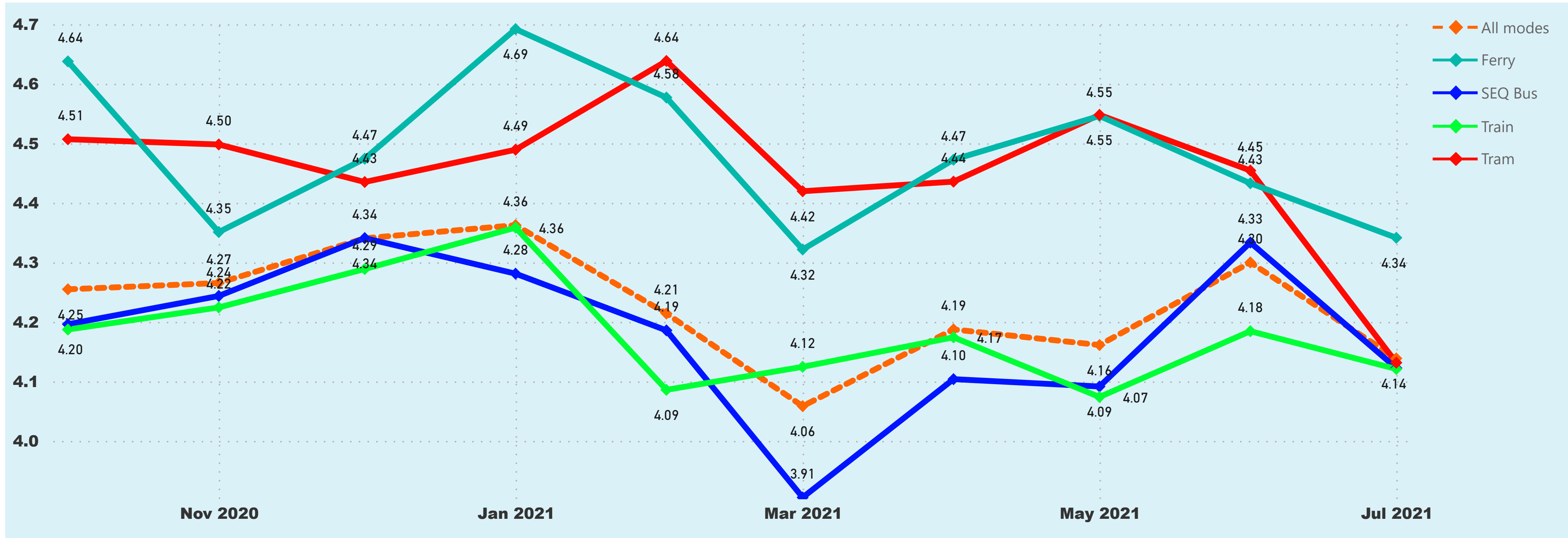
Week ending

24/09/2017

25/07/2021

| 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 July 2021     | 2,531,671       | 0.04   | 2.12  | 14.49                                     | 2.37%  |
| 18 July 2021     | 2,509,538       | 0.04   | 1.90  | 13.95                                     | 2.36%  |
| 11 July 2021     | 1,889,386       | 0.04   | 2.01  | 12.01                                     | 2.19%  |
| 4 July 2021      | 1,190,547       | 0.03   | 2.23  | 19.04                                     | 2.19%  |
| 27 June 2021     | 2,569,330       | 0.02   | 1.83  | 16.49                                     | 2.22%  |
| 20 June 2021     | 2,704,365       | 0.04   | 1.75  | 16.49                                     | 2.35%  |
| 13 June 2021     | 2,679,986       | 0.04   | 1.69  | 15.02                                     | 2.34%  |
| 6 June 2021      | 2,722,028       | 0.03   | 1.77  | 16.67                                     | 2.30%  |
| 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%  |

### Overall experience with the network



| Month        | October 2020 | November 2020    | December 2020 | January 2021 | February 2021 | March 2021       | April 2021  | May 2021  | June 2021   | July 2021        |             |                  |             |                  |             |  |             |                  |             |                  |
|--------------|--------------|------------------|---------------|--------------|---------------|------------------|-------------|-----------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|--|-------------|------------------|-------------|------------------|
| ModeRegion   | Score        | Sig-Diff         | Score         | Sig-Diff     | Score         | Sig-Diff         | Score       | Sig-Diff  | Score       | Sig-Diff         |             |                  |             |                  |             |  |             |                  |             |                  |
| Ferry        | 4.64         | increased        | 4.35          | decreased    | 4.47          |                  | 4.69        | increased | 4.58        |                  | 4.32        | decreased        | 4.47        |                  | 4.55        |  | 4.43        |                  | 4.34        |                  |
| SEQ Bus      | 4.20         |                  | 4.24          |              | 4.34          | increased        | 4.28        |           | 4.19        | decreased        | 3.91        | decreased        | 4.10        | increased        | 4.09        |  | 4.33        | increased        | 4.12        | decreased        |
| Train        | 4.19         |                  | 4.22          |              | 4.29          |                  | 4.36        |           | 4.09        | decreased        | 4.12        |                  | 4.17        |                  | 4.07        |  | 4.18        | increased        | 4.12        |                  |
| Tram         | 4.51         | increased        | 4.50          |              | 4.43          |                  | 4.49        |           | 4.64        |                  | 4.42        | decreased        | 4.44        |                  | 4.55        |  | 4.45        |                  | 4.13        | decreased        |
| <b>Total</b> | <b>4.25</b>  | <b>increased</b> | <b>4.27</b>   |              | <b>4.34</b>   | <b>increased</b> | <b>4.36</b> |           | <b>4.21</b> | <b>decreased</b> | <b>4.06</b> | <b>decreased</b> | <b>4.19</b> | <b>increased</b> | <b>4.16</b> |  | <b>4.30</b> | <b>increased</b> | <b>4.14</b> | <b>decreased</b> |

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