

# TransLink Customer Experience Survey Monthly Snapshot

## September 2019

Month

- July 2019
- August 2019
- September 2019

ModeRegion Measure	Ferry		SEQ Bus		Train		Tram		Total	
	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.26		4.13		4.24		4.43		<b>4.20</b>	<b>increased</b>
NETWORK-Ease of transferring	4.21		4.05	increased	3.99		4.25		<b>4.06</b>	<b>increased</b>
NETWORK-Ease of using the service overall	4.44	increased	4.22		4.29		4.46		<b>4.28</b>	
NETWORK-Frequency of services	4.11		3.81	increased	3.94		4.58		<b>3.95</b>	<b>increased</b>
NETWORK-Price/Value			3.88		2.91		5.00		<b>3.37</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.57	increased	4.30		4.25		4.49		<b>4.31</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.42		4.14		4.24		4.40	decreased	<b>4.22</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.51	increased	4.10		4.23		4.35	decreased	<b>4.20</b>	
OFF BOARD-Convenience of starting location	4.42		4.29	increased	4.25		4.46		<b>4.30</b>	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.50	increased	4.25		4.25		4.27		<b>4.27</b>	
OFF BOARD-Helpfulness of staff members	4.53				4.19		3.86	decreased	<b>4.21</b>	
OFF BOARD-The design of off-board facilities	4.22		4.02		3.98		4.29		<b>4.05</b>	
OFF BOARD-The ease of transferring between services	4.15		4.17		4.02		4.37		<b>4.14</b>	
ON BOARD-Accessibility	4.65		4.42		4.35		4.56		<b>4.42</b>	
ON BOARD-Availability of information on-board	4.50	increased	4.20		4.27	decreased	4.46		<b>4.27</b>	
ON BOARD-Availability of seating	4.52		4.33	increased	4.23	increased	4.10		<b>4.28</b>	<b>increased</b>
ON BOARD-Cleanliness on board	4.61	increased	4.34		4.18		4.41		<b>4.30</b>	
ON BOARD-Comfort of the ride	4.62	increased	4.19		4.28		4.44		<b>4.27</b>	
ON BOARD-Comfort on-board	4.36		4.18		4.12		4.32		<b>4.18</b>	
ON BOARD-Cost of the trip	4.23		3.97		3.95		4.28		<b>4.01</b>	<b>increased</b>
ON BOARD-Feeling safe on board	4.67	increased	4.37		4.32		4.36		<b>4.37</b>	
ON BOARD-Friendliness or helpfulness of the driver			4.28						<b>4.28</b>	
ON BOARD-Journey time	4.51		4.26	increased	4.26		4.57		<b>4.30</b>	
ON BOARD-Punctuality	4.62		4.11		4.43		4.63		<b>4.31</b>	
OVERALL-Experience on last trip	4.68	increased	4.24	increased	4.20		4.51		<b>4.28</b>	
OVERALL-Overall experience with the network	4.62		4.21	increased	4.18		4.44		<b>4.25</b>	<b>increased</b>
<b>Total</b>	<b>4.48</b>		<b>4.20</b>		<b>4.21</b>		<b>4.40</b>		<b>4.24</b>	

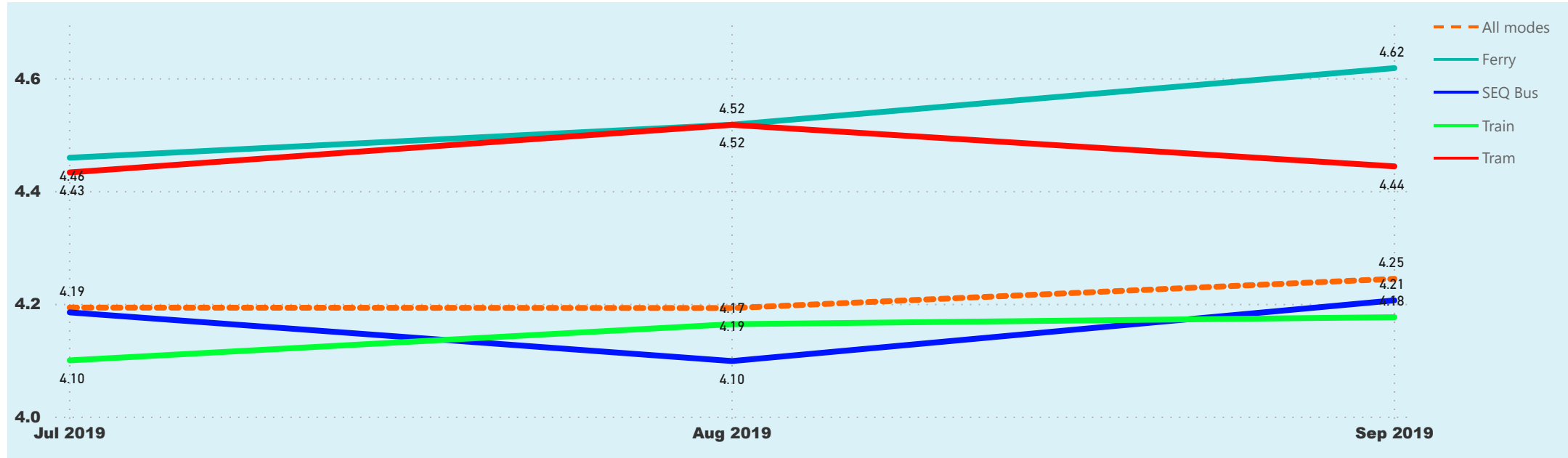
Week ending

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
29 September 2019	3,509,127	0.02	1.72	15.69	1.79%
22 September 2019	3,983,690	0.05	1.79	14.80	1.73%
15 September 2019	4,013,640	0.03	1.63	14.69	1.69%
8 September 2019	4,033,660	0.03	1.80	14.83	1.64%
1 September 2019	4,009,583	0.05	1.57	14.88	1.65%
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%

### Overall experience with the network



Month	July 2019		August 2019		September 2019		Total	
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-...
Ferry	4.46		4.52		4.62		<b>4.52</b>	
Regional Bus								
SEQ Bus	4.19		4.10	decreased	4.21	increased	<b>4.17</b>	
Train	4.10		4.17	increased	4.18		<b>4.14</b>	
Tram	4.43		4.52		4.44		<b>4.46</b>	
<b>Total</b>	<b>4.19</b>		<b>4.19</b>		<b>4.25</b>	increased	<b>4.21</b>	