# TransLink Customer Experience Survey Monthly Snapshot

## June 2020

**TRANSLink CES**

Month
- [ ] July 2019
- [ ] August 2019
- [ ] September 2019
- [ ] October 2019
- [ ] November 2019
- [ ] December 2019
- [ ] January 2020
- [ ] February 2020
- [ ] March 2020
- [ ] April 2020
- [ ] May 2020
- [x] June 2020

| ModeRegion | Ferry | | SEQ Bus | | Train | | Tram | | **Total** | |
|---|---|---|---|---|---|---|---|---|---|---|
| Measure | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | **Score** | **Sig-Diff** |
| NETWORK-Availability of information needed to plan a trip | 3.96 | decreased | 4.27 | | 4.31 | | 4.74 | increased | **4.29** | |
| NETWORK-Ease of transferring | 3.54 | decreased | 4.07 | | 4.12 | | 4.62 | | **4.08** | |
| NETWORK-Ease of using the service overall | 4.27 | | 4.37 | | 4.32 | | 4.72 | increased | **4.37** | |
| NETWORK-Frequency of services | 4.06 | | 3.96 | | 4.11 | | 4.73 | increased | **4.08** | |
| OFF BOARD-Accessibility of the station / stop / terminal | 4.09 | decreased | 4.29 | | 4.28 | | 4.70 | | **4.30** | |
| OFF BOARD-Availability of information at the station / stop / terminal | 4.11 | decreased | 4.18 | | 4.24 | | 4.67 | | **4.23** | |
| OFF BOARD-Cleanliness at the station / stop / terminal | 4.09 | decreased | 4.09 | | 4.22 | | 4.55 | | **4.17** | |
| OFF BOARD-Convenience of starting location | 4.27 | decreased | 4.35 | | 4.27 | | 4.67 | | **4.34** | |
| OFF BOARD-Feeling safe at the station / stop / terminal | 3.92 | decreased | 4.21 | decreased | 4.26 | | 4.46 | increased | **4.22** | |
| OFF BOARD-Helpfulness of staff members | 4.22 | decreased | | | 4.15 | | 4.23 | | **4.17** | |
| OFF BOARD-The design of off-board facilities | 3.71 | decreased | 4.03 | decreased | 4.04 | | 4.54 | | **4.04** | decreased |
| OFF BOARD-The ease of transferring between services | | | 4.11 | | 3.96 | | | | **4.11** | decreased |
| ON BOARD-Accessibility | 4.39 | decreased | 4.33 | decreased | 4.37 | | 4.82 | | **4.39** | decreased |
| ON BOARD-Availability of information on-board | 4.38 | | 4.29 | | 4.34 | | 4.73 | increased | **4.35** | |
| ON BOARD-Availability of seating | 4.34 | | 4.51 | decreased | 4.56 | | 4.70 | | **4.53** | decreased |
| ON BOARD-Cleanliness on board | 4.31 | decreased | 4.42 | | 4.34 | increased | 4.51 | increased | **4.39** | |
| ON BOARD-Comfort of the ride | 4.47 | decreased | 4.35 | | 4.34 | | 4.55 | | **4.37** | |
| ON BOARD-Comfort on-board | 4.15 | decreased | 4.32 | decreased | 4.27 | | 4.50 | | **4.31** | decreased |
| ON BOARD-Cost of the trip | 4.11 | | 4.11 | | 4.03 | | 4.27 | | **4.09** | |
| ON BOARD-Feeling safe on board | 4.27 | decreased | 4.32 | decreased | 4.21 | | 4.56 | increased | **4.29** | decreased |
| ON BOARD-Friendliness or helpfulness of the driver | 4.34 | decreased | 4.20 | | | | | | **4.22** | |
| ON BOARD-Journey time | 4.45 | decreased | 4.41 | decreased | 4.33 | | 4.66 | | **4.40** | |
| ON BOARD-Punctuality | 4.38 | decreased | 4.26 | | 4.55 | | 4.70 | | **4.40** | |
| OVERALL-Experience on last trip | 4.31 | decreased | 4.31 | | 4.29 | | 4.60 | increased | **4.32** | |
| OVERALL-Overall experience with the network | 4.16 | decreased | 4.26 | decreased | 4.30 | | 4.65 | increased | **4.30** | |

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

# TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

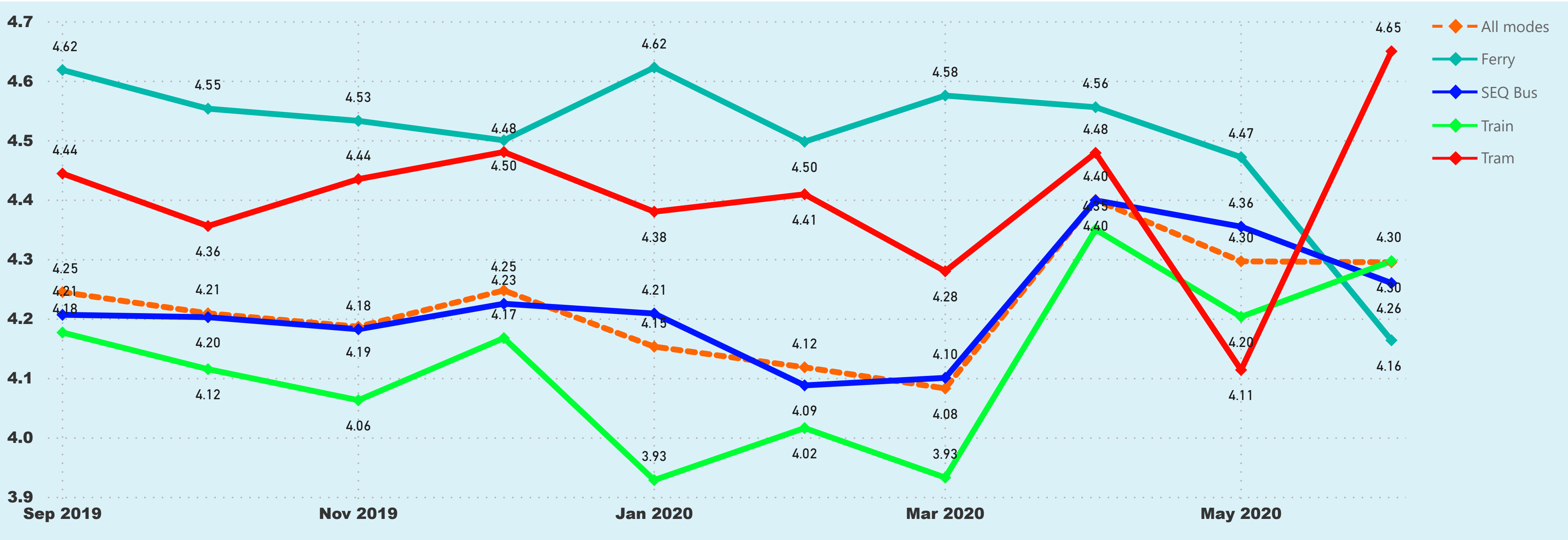**TRANSLink - CustomerLink**

Week ending

| 24/09/2017 | 28/06/2020 |

| 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 |
|---|---|---|---|---|---|
| 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% |
| 19 January 2020 | 3,047,458 | 0.05 | 1.75 | 41.47 | 1.87% |
| 12 January 2020 | 2,939,236 | 0.06 | 2.03 | 17.83 | 1.93% |
| 5 January 2020 | 2,018,423 | 0.11 | 1.76 | 24.44 | 2.48% |
| 29 December 2019 | 1,781,035 | 0.05 | 1.82 | 22.76 | 2.40% |
| 22 December 2019 | 3,194,694 | 0.11 | 2.18 | 15.00 | 1.87% |
| 15 December 2019 | 3,239,472 | 0.06 | 2.09 | 13.77 | 1.96% |
| 8 December 2019 | 3,395,745 | 0.06 | 2.06 | 14.13 | 1.87% |
| 1 December 2019 | 3,592,739 | 0.05 | 2.03 | 13.89 | 1.85% |
| 24 November 2019 | 3,611,032 | 0.06 | 2.22 | 16.02 | 1.95% |
| 17 November 2019 | 3,881,578 | 0.04 | 2.00 | 15.61 | 1.87% |
| 10 November 2019 | 3,810,374 | 0.04 | 1.78 | 16.07 | 1.79% |
| 3 November 2019 | 3,804,756 | 0.05 | 1.42 | 16.20 | 1.74% |
| 27 October 2019 | 3,901,900 | 0.05 | 1.79 | 14.69 | 1.79% |

# TRANSLink - Customer Experience Survey

## Overall experience with the network



Legend: All modes, Ferry, SEQ Bus, Train, Tram

Chart values:

Ferry: 4.62, 4.55, 4.53, 4.48, 4.62, 4.50, 4.58, 4.56, 4.47, 4.16
Tram: 4.44, 4.36, 4.44, 4.50, 4.38, 4.41, 4.28, 4.48, 4.11, 4.65
SEQ Bus: 4.21, 4.20, 4.18, 4.23, 4.21, 4.09, 4.10, 4.40, 4.36, 4.26
All modes: 4.25, 4.21, 4.19, 4.25, 4.15, 4.12, 4.08, 4.40, 4.30, 4.30
Train: 4.18, 4.12, 4.06, 4.17, 3.93, 4.02, 3.93, 4.35, 4.20, 4.30

X-axis: Sep 2019, Nov 2019, Jan 2020, Mar 2020, May 2020

| Month | September 2019 | | October 2019 | | November 2019 | | December 2019 | | January 2020 | | February 2020 | | March 2020 | | April 2020 | | May 2020 | | June 2020 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ModeRegion | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff |
| Ferry | 4.62 | | 4.55 | | 4.53 | | 4.50 | | 4.62 | | 4.50 | | 4.58 | | 4.56 | | 4.47 | | 4.16 | decreased |
| SEQ Bus | 4.21 | increased | 4.20 | | 4.18 | | 4.23 | | 4.21 | | 4.09 | decreased | 4.10 | | 4.40 | increased | 4.36 | | 4.26 | decreased |
| Train | 4.18 | | 4.12 | | 4.06 | | 4.17 | increased | 3.93 | decreased | 4.02 | increased | 3.93 | | 4.35 | increased | 4.20 | | 4.30 | |
| Tram | 4.44 | | 4.36 | | 4.44 | | 4.48 | | 4.38 | | 4.41 | | 4.28 | | 4.48 | | 4.11 | decreased | 4.65 | increased |
| **Total** | **4.25** | **increased** | **4.21** | | **4.19** | | **4.25** | **increased** | **4.15** | **decreased** | **4.12** | | **4.08** | | **4.40** | **increased** | **4.30** | **decreased** | **4.30** | |

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