

ModeRegion

- Ferry
- Regional Bus
- SEQ Bus
- Train
- Tram

TransLink Customer Experience Survey Monthly Results

Categories	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024
OVERALL-Overall experience with the network	4.10	4.14	4.10	3.99	3.90	3.95
OVERALL-Experience on last trip	4.15	4.18	4.19	4.04	3.97	4.09
ON BOARD-Punctuality	4.27	4.26	4.21	4.11	4.10	4.14
ON BOARD-Journey time	4.28	4.32	4.26	4.20	4.12	4.20
ON BOARD-Friendliness or helpfulness of the driver	4.38	4.38	4.26	4.29	4.31	4.29
ON BOARD-Feeling safe on board	4.31	4.33	4.30	4.28	4.28	4.27
ON BOARD-Cost of the trip	4.03	4.07	4.02	4.00	3.98	3.99
ON BOARD-Comfort on-board	4.24	4.23	4.22	4.23	4.12	4.11
ON BOARD-Comfort of the ride	4.29	4.28	4.26	4.23	4.18	4.20
ON BOARD-Cleanliness on board	4.29	4.33	4.30	4.27	4.26	4.21
ON BOARD-Availability of seating	4.33	4.30	4.23	4.29	4.23	4.17
ON BOARD-Availability of information on-board	4.22	4.28	4.20	4.15	4.07	4.15
ON BOARD-Accessibility	4.40	4.44	4.38	4.37	4.30	4.35
OFF BOARD-The ease of transferring between services	4.09	3.92	4.31	4.14	3.96	4.18
OFF BOARD-The design of off-board facilities	4.09	4.08	3.99	3.96	3.98	3.93
OFF BOARD-Helpfulness of staff members	4.18	4.25	4.26	4.27	4.13	4.16
OFF BOARD-Feeling safe at the station / stop / terminal	4.27	4.26	4.27	4.24	4.22	4.20
OFF BOARD-Convenience of starting location	4.32	4.34	4.29	4.24	4.23	4.23
OFF BOARD-Cleanliness at the station / stop / terminal	4.18	4.19	4.13	4.09	4.11	4.08
OFF BOARD-Availability of information at the station / stop / terminal	4.20	4.20	4.18	4.15	4.09	4.12
OFF BOARD-Accessibility of the station / stop / terminal	4.31	4.32	4.30	4.27	4.25	4.22
NETWORK-Frequency of services	4.02	3.99	3.91	3.87	3.88	3.75
NETWORK-Ease of using the service overall	4.29	4.31	4.19	4.15	4.21	4.19
NETWORK-Ease of transferring	4.09	4.10	4.00	4.01	3.93	3.90
NETWORK-Availability of information needed to plan a trip	4.14	4.14	4.13	4.10	4.07	4.09

Results shown are indices out of possible 5. Satisfaction level of 3.50 and above are classed as "best practice", while 3.00 and above is considered "satisfactory".

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 February 2024	3,655,239	0.02	2.50	9.77	2.79%
18 February 2024	3,465,027	0.01	2.76	9.88	2.80%
11 February 2024	3,400,399	0.01	2.73	9.51	2.82%
4 February 2024	3,299,803	0.01	2.89	10.04	2.91%
28 January 2024	2,825,139	0.00	2.55	10.64	2.84%
21 January 2024	2,720,346	0.01	1.83	50.12	2.53%
14 January 2024	2,495,096	0.02	2.13	12.22	2.68%
7 January 2024	1,849,488	0.02	1.99	12.94	3.05%
31 December 2023	1,459,847	0.01	1.72	11.89	3.50%
24 December 2023	2,498,307	0.01	1.57	13.89	2.46%
17 December 2023	2,786,840	0.00	2.00	11.72	2.47%
10 December 2023	3,003,925	0.01	1.98	12.46	2.55%
3 December 2023	3,061,824	0.00	2.18	15.43	2.62%
26 November 2023	3,267,888	0.01	1.95	16.84	2.70%
19 November 2023	3,335,530	0.01	1.90	14.67	2.73%
12 November 2023	3,349,825	0.02	1.71	11.54	2.75%
5 November 2023	3,267,321	0.01	1.75	13.04	2.84%
29 October 2023	3,411,631	0.03	1.74	11.53	2.84%
22 October 2023	3,507,516	0.05	1.63	11.90	2.84%
15 October 2023	3,544,966	0.06	1.72	20.94	2.81%
8 October 2023	3,002,815	0.02	1.80	13.55	2.93%
1 October 2023	2,940,146	0.01	1.37	11.40	2.87%
24 September 2023	3,052,780	0.03	1.50	10.64	2.90%
17 September 2023	3,502,374	0.00	1.87	10.37	2.96%
10 September 2023	3,483,807	0.02	1.84	10.49	3.03%
3 September 2023	3,552,769	0.01	1.68	13.56	2.79%
27 August 2023	3,503,686	0.01	1.88	12.48	2.70%
20 August 2023	3,352,625	0.02	1.75	11.54	2.83%
13 August 2023	3,683,396	0.01	1.99	14.50	2.74%
6 August 2023	3,608,464	0.02	2.35	11.68	2.71%
30 July 2023	3,607,233	0.01	1.98	12.63	2.76%
23 July 2023	3,377,455	0.01	2.19	11.68	2.78%
16 July 2023	3,310,868	0.02	1.69	11.11	2.76%
9 July 2023	2,711,357	0.01	1.95	11.90	2.60%
2 July 2023	2,725,203	0.00	1.89	13.16	2.47%
25 June 2023	3,064,317	0.02	2.04	11.83	2.57%

Week Ending

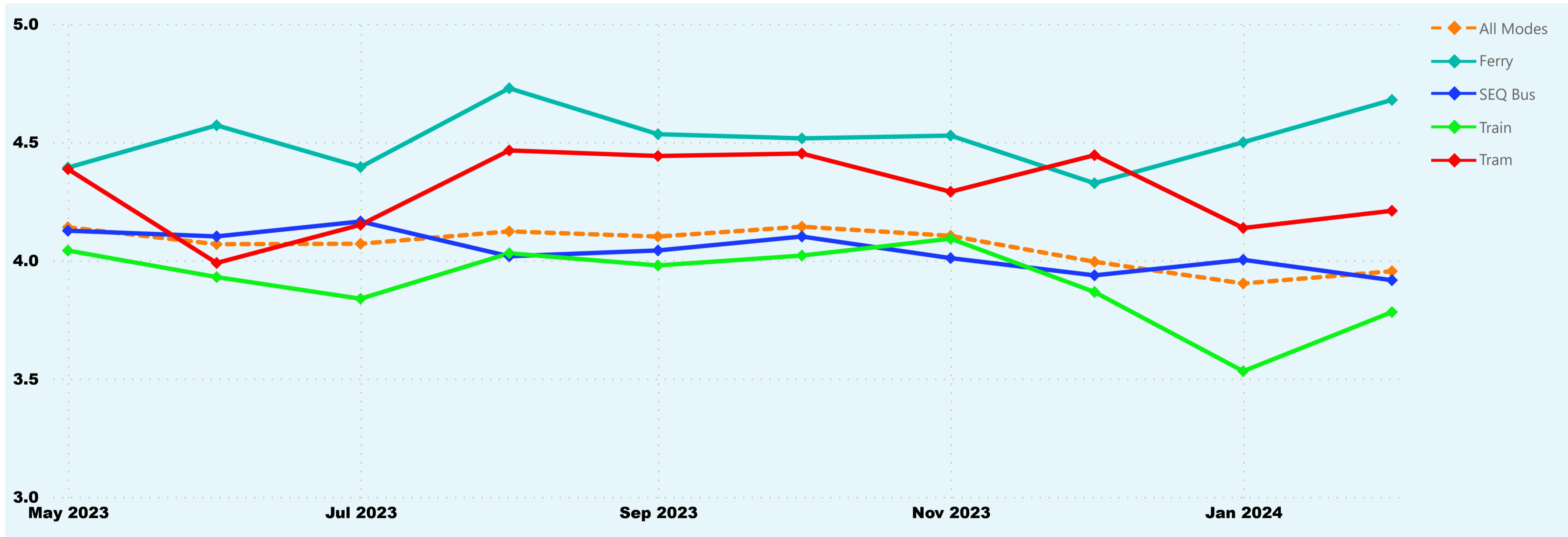
24/09/2017



25/02/2024



Overall experience with the network



Month	May 2023	June 2023	July 2023	August 2023	September 2023	October 2023	November 2023	December 2023	January 2024	February 2024										
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff										
Ferry	4.39		4.57		4.39	increased	4.53		4.52		4.53		4.33		4.50		4.68			
SEQ Bus	4.13		4.10		4.16	decreased	4.04		4.10		4.01		3.94		4.00		3.92			
Train	4.04	increased	3.93		3.84		4.03	increased	3.98		4.02		4.09		3.87	decreased	3.53	decreased	3.78	increased
Tram	4.39		3.99	decreased	4.15		4.46	increased	4.44		4.45		4.29		4.44		4.14	decreased	4.21	
Total	4.14	increased	4.07		4.07		4.12		4.10		4.14		4.10		3.99	decreased	3.90	decreased	3.95	

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