

TransLink Customer Experience Survey Monthly Snapshot

January 2020

- Month
- ☐ July 2019
 - ☐ August 2019
 - ☐ September 2019
 - ☐ October 2019
 - ☐ November 2019
 - ☐ December 2019
 - ☒ January 2020

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	4.30		4.08	decreased	4.10		4.32		4.13	decreased
NETWORK-Ease of transferring	4.01		4.04		3.86		4.31		4.00	
NETWORK-Ease of using the service overall	4.48	increased	4.22		4.16	decreased	4.42		4.24	decreased
NETWORK-Frequency of services	4.27	increased	3.74	decreased	3.82	decreased	4.54		3.89	decreased
OFF BOARD-Accessibility of the station / stop / terminal	4.57		4.33		4.14	decreased	4.56		4.30	
OFF BOARD-Availability of information at the station / stop / terminal	4.34		4.15		4.13	decreased	4.43		4.18	decreased
OFF BOARD-Cleanliness at the station / stop / terminal	4.61	increased	4.14		4.09	decreased	4.39		4.18	
OFF BOARD-Convenience of starting location	4.41		4.30		4.17		4.49		4.28	decreased
OFF BOARD-Feeling safe at the station / stop / terminal	4.53		4.24		4.21		4.20		4.25	decreased
OFF BOARD-Helpfulness of staff members	4.63				4.07		4.29		4.20	
OFF BOARD-The design of off-board facilities	4.28		4.00		3.86	decreased	4.31		4.00	decreased
OFF BOARD-The ease of transferring between services			4.04	decreased	3.95	decreased	4.35		4.07	decreased
ON BOARD-Accessibility	4.65		4.48		4.27		4.72	increased	4.44	
ON BOARD-Availability of information on-board	4.47		4.22		4.13	decreased	4.55		4.24	decreased
ON BOARD-Availability of seating	4.55		4.41		4.12	decreased	4.24		4.30	decreased
ON BOARD-Cleanliness on board	4.54		4.42		4.07	decreased	4.52	increased	4.31	decreased
ON BOARD-Comfort of the ride	4.65		4.28		4.14	decreased	4.48		4.27	decreased
ON BOARD-Comfort on-board	4.35		4.28		3.99	decreased	4.44		4.19	decreased
ON BOARD-Cost of the trip	4.24		3.93	decreased	3.71	decreased	4.26		3.90	decreased
ON BOARD-Feeling safe on board	4.71		4.43		4.20	decreased	4.30		4.35	
ON BOARD-Friendliness or helpfulness of the driver			4.34						4.34	
ON BOARD-Journey time	4.49		4.32		3.98	decreased	4.56		4.23	decreased
ON BOARD-Punctuality	4.68		4.15		4.17	decreased	4.68		4.25	decreased
OVERALL-Experience on last trip	4.64		4.24		4.00	decreased	4.43		4.20	decreased
OVERALL-Overall experience with the network	4.62		4.21		3.93	decreased	4.38		4.15	decreased

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

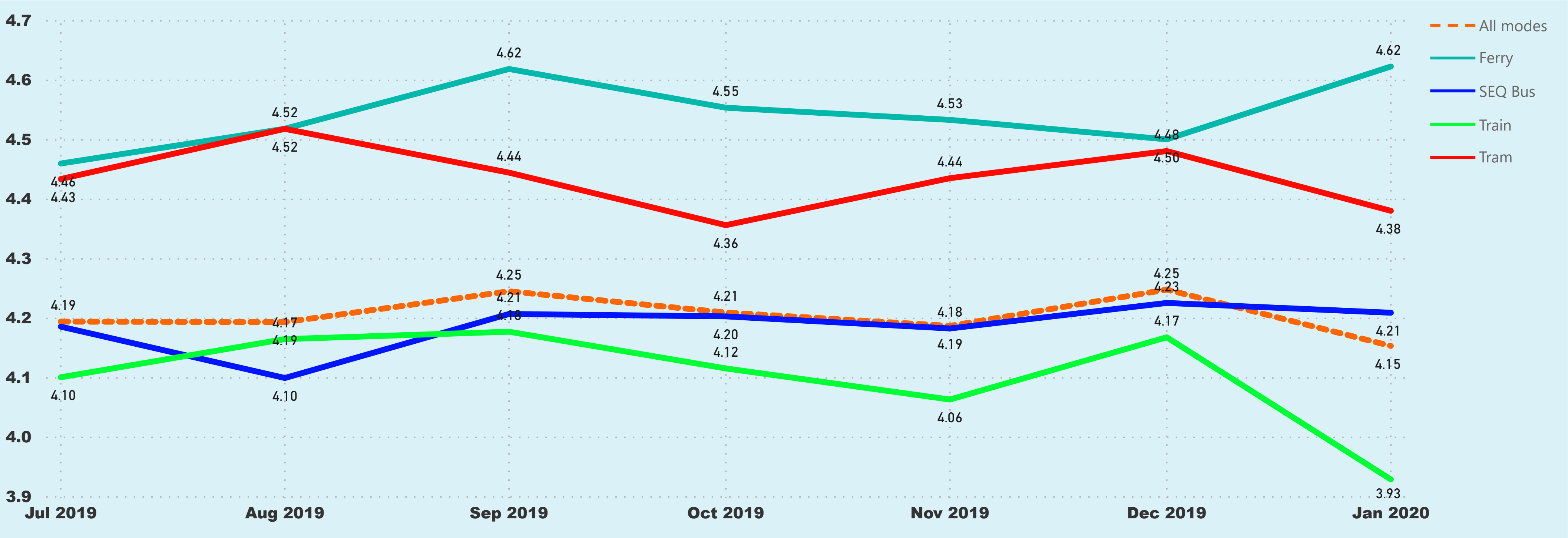
Week ending

24/09/2017

26/01/2020

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
▼					
26 January 2020	3,131,405	0.11	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	2.04	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%
20 October 2019	4,003,375	0.03	1.67	15.10	1.73%
13 October 2019	3,499,161	0.04	1.80	14.56	1.76%
6 October 2019	3,323,105	0.03	1.72	16.91	1.81%
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%

Overall experience with the network



Month	July 2019		August 2019		September 2019		October 2019		November 2019		December 2019		January 2020		Total	
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-...
Ferry	4.46		4.52		4.62		4.55		4.53		4.50		4.62		4.54	
SEQ Bus	4.19		4.10	decreased	4.21	increased	4.20		4.18		4.23		4.21		4.18	
Train	4.10		4.17	increased	4.18		4.12		4.06		4.17	increased	3.93	decreased	4.11	
Tram	4.43		4.52		4.44		4.36		4.44		4.48		4.38		4.44	
Total	4.19		4.19		4.25	increased	4.21		4.19		4.25	increased	4.15	decreased	4.20	