

TransLink Customer Experience Survey Monthly Snapshot

February 2020

Month

- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020

ModeRegion	Ferry	SEQ Bus	Train	Tram	Total	
Measure	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.20		4.05		4.20	increased
NETWORK-Ease of transferring	3.97		3.99		3.99	increased
NETWORK-Ease of using the service overall	4.33		4.21		4.26	increased
NETWORK-Frequency of services	4.01	decreased	3.69		3.96	increased
OFF BOARD-Accessibility of the station / stop / terminal	4.49		4.28		4.19	
OFF BOARD-Availability of information at the station / stop / terminal	4.31		4.07	decreased	4.17	
OFF BOARD-Cleanliness at the station / stop / terminal	4.37	decreased	4.08		4.15	
OFF BOARD-Convenience of starting location	4.41		4.29		4.16	
OFF BOARD-Feeling safe at the station / stop / terminal	4.49		4.21		4.25	increased
OFF BOARD-Helpfulness of staff members	4.51				4.08	
OFF BOARD-The design of off-board facilities	4.26		3.91	decreased	3.95	increased
OFF BOARD-The ease of transferring between services			3.97		4.19	
ON BOARD-Accessibility	4.56		4.42	decreased	4.28	
ON BOARD-Availability of information on-board	4.36		4.17		4.18	
ON BOARD-Availability of seating	4.44		4.35	decreased	4.14	
ON BOARD-Cleanliness on board	4.44		4.38		4.09	
ON BOARD-Comfort of the ride	4.58		4.20	decreased	4.22	increased
ON BOARD-Comfort on-board	4.25		4.20	decreased	4.05	
ON BOARD-Cost of the trip	4.12		3.98		3.80	increased
ON BOARD-Feeling safe on board	4.67		4.42		4.26	
ON BOARD-Friendliness or helpfulness of the driver			4.31			
ON BOARD-Journey time	4.52		4.22	decreased	4.14	increased
ON BOARD-Punctuality	4.55		3.99	decreased	4.34	increased
OVERALL-Experience on last trip	4.50	decreased	4.13	decreased	4.10	increased
OVERALL-Overall experience with the network	4.50		4.09	decreased	4.02	increased

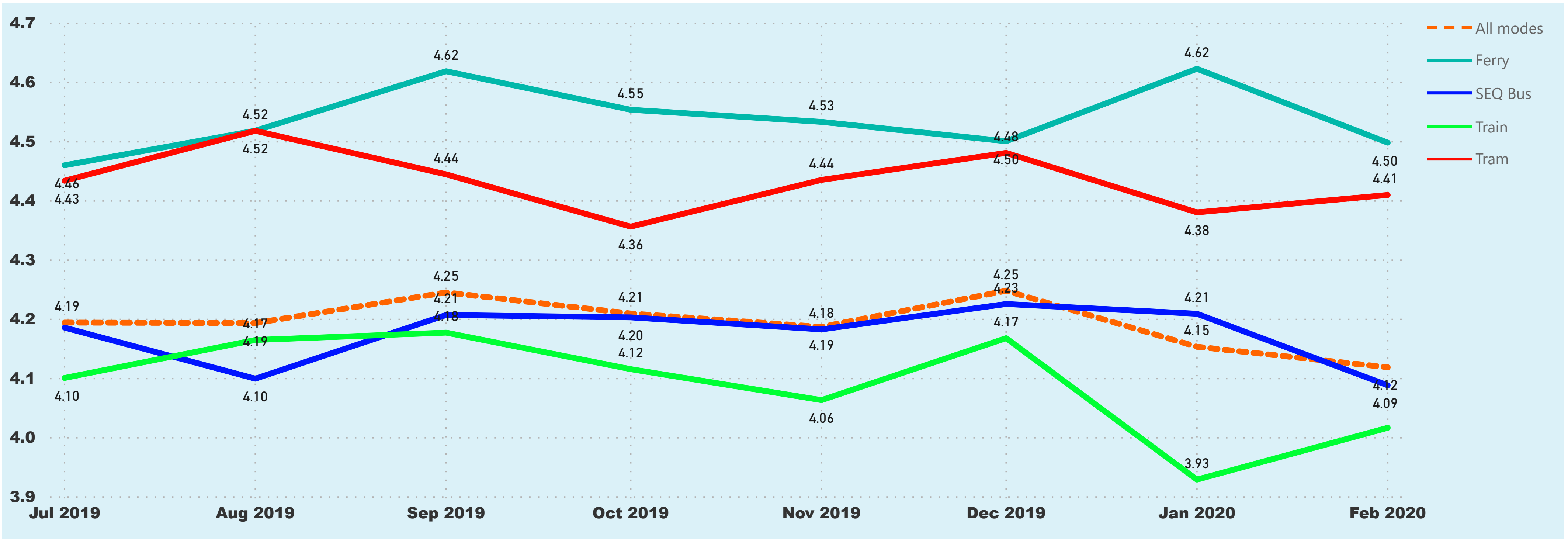
Week ending

24/09/2017

23/02/2020

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
23 February 2020	3,896,779	0.08	2.75	13.33	2.07%
16 February 2020	3,635,838	0.07	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%
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%

Overall experience with the network



Month	July 2019		August 2019		September 2019		October 2019		November 2019		December 2019		January 2020		February 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-Diff	Score	Sig-...
Ferry	4.46		4.52		4.62		4.55		4.53		4.50		4.62		4.50		4.53	
SEQ Bus	4.19		4.10	decreased	4.21	increased	4.20		4.18		4.23		4.21		4.09	decreased	4.18	
Train	4.10		4.17	increased	4.18		4.12		4.06		4.17	increased	3.93	decreased	4.02	increased	4.10	
Tram	4.43		4.52		4.44		4.36		4.44		4.48		4.38		4.41		4.43	
Total	4.19		4.19		4.25	increased	4.21		4.19		4.25	increased	4.15	decreased	4.12		4.20	

Results shown are out of 5.