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
- [ ] June 2020
- [ ] July 2020
- [ ] August 2020
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- [ ] April 2021
- [ ] May 2021
- [ ] June 2021
- [ ] July 2021

ModeRegion / Measure	Ferry Score	Ferry Sig-Diff	SEQ Bus Score	SEQ Bus Sig-Diff	Train Score	Train Sig-Diff	Tram Score	Tram Sig-Diff	Total Score	Total Sig-Diff
NET1_01-Frequency of services	4.42		3.77		3.92		4.58		**3.95**	
NET1_02-Price/Value										
NET1_03-Ease of using the service overall	4.33		4.12		4.16		4.61	increased	**4.20**	
NET1_04-Availability of information needed to plan a trip	3.94		4.08		4.04		4.52		**4.10**	
NET1_05-Ease of transferring	4.38	increased	3.90		3.91		4.43		**3.98**	
OFF2_01-Accessibility of the station / stop / terminal	4.62	increased	4.29		4.16	decreased	4.57		**4.30**	
OFF2_02-Helpfulness of staff members					4.00	decreased	4.27		**4.03**	decreased
OFF2_03-Availability of information at the station / stop / terminal	4.37		4.13		3.94	decreased	4.54		**4.12**	decreased
OFF2_04-Convenience of starting location	4.53		4.25	decreased	4.25		4.60		**4.30**	
OFF2_05-Cleanliness at the station / stop / terminal	4.40		4.14		4.21	decreased	4.36		**4.20**	
OFF2_06-Feeling safe at the station / stop / terminal	4.48		4.27		4.25		4.39		**4.29**	
OFF2_07-Cost of the trip										
OFF2_08-The ease of transferring between services			4.06						**4.10**	
OFF2_09-The design of off-board facilities	4.40	increased	4.05		3.94		4.38		**4.07**	
ON1_01-Comfort of the ride	4.70		4.29		4.26		4.67	increased	**4.35**	increased
ON1_02-Comfort on-board	4.73	increased	4.29		4.10		4.51	increased	**4.28**	increased
ON1_03-Cleanliness on board	4.69		4.41		4.11		4.51	increased	**4.33**	
ON1_04-Feeling safe on board	4.67		4.36		4.17		4.47	increased	**4.33**	
ON1_05-Availability of information on-board	4.52	increased	4.11	decreased	3.90	decreased	4.68	increased	**4.11**	decreased
ON1_06-Friendliness or helpfulness of the driver	4.62		4.34						**4.37**	
ON1_07-Punctuality	4.74	increased	4.16		4.12		4.64	increased	**4.23**	
ON1_08-Journey time	4.75	increased	4.34		4.06		4.69	increased	**4.30**	
ON1_09-Availability of seating	4.54		4.44		4.29		4.14	increased	**4.36**	increased
ON1_10-Cost of the trip	4.36		4.03	decreased	3.94		4.42		**4.06**	
ON1_11-Accessibility	4.77		4.44		4.28		4.74	increased	**4.43**	
SAT1-Overall experience with the network	4.56		4.13		3.79		4.56	increased	**4.08**	
SAT3-Experience on last trip	4.56		4.20		3.94		4.52	increased	**4.17**	

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
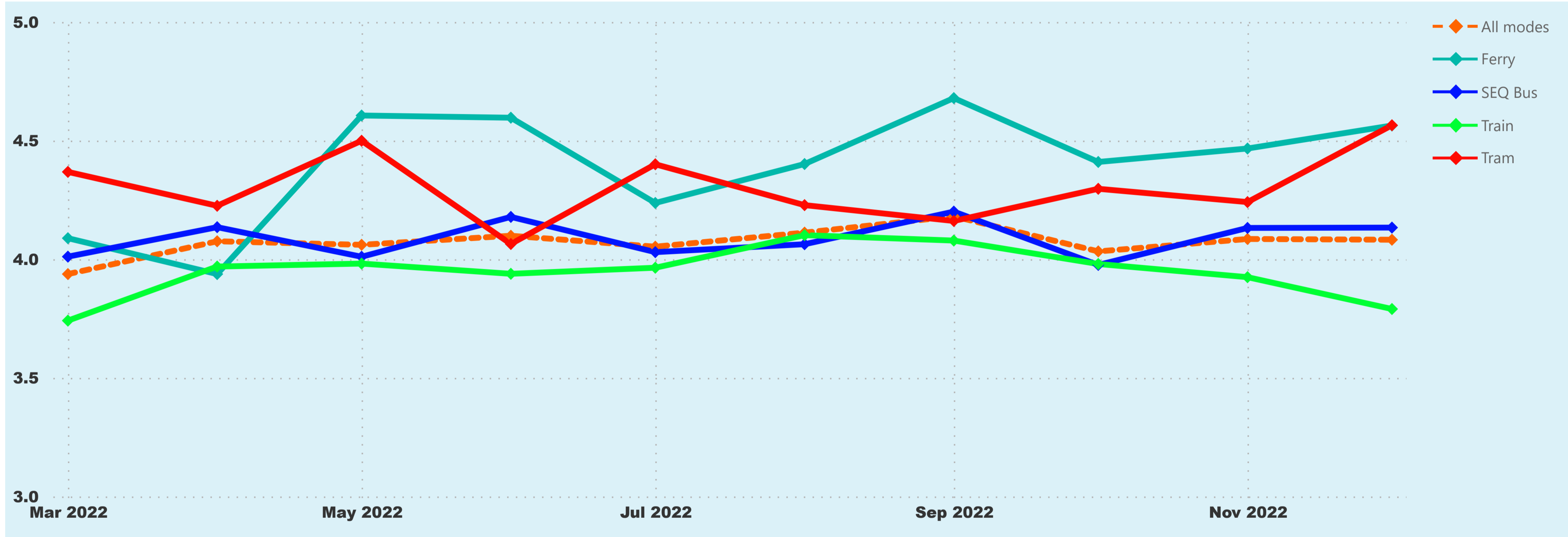
Week Ending

24/09/2017   25/12/2022

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 December 2022	2,204,731	0.02	1.78	11.95	2.49%
18 December 2022	2,648,603	0.03	2.47	16.12	2.66%
11 December 2022	2,788,651	0.01	2.93	14.09	2.72%
4 December 2022	2,851,419	0.00	2.56	10.64	2.59%
27 November 2022	3,131,123	0.02	2.06	12.19	2.65%
20 November 2022	3,108,670	0.01	2.49	12.27	2.61%
13 November 2022	3,148,472	0.04	2.53	13.76	2.58%
6 November 2022	3,031,556	0.07	2.90	11.61	2.73%
30 October 2022	3,125,765	0.04	2.92	9.35	2.60%
23 October 2022	2,964,019	0.04	2.54	11.02	2.49%
16 October 2022	3,143,778	0.05	2.47	11.68	2.55%
9 October 2022	2,711,948	0.04	2.42	12.14	2.65%
2 October 2022	2,486,819	0.04	2.39	23.04	2.48%
25 September 2022	2,306,136	0.05	2.47	11.82	2.49%
18 September 2022	2,984,870	0.11	2.80	11.31	2.50%
11 September 2022	2,983,621	0.10	2.50	11.44	2.55%
4 September 2022	2,908,518	0.07	2.17	12.09	2.55%
28 August 2022	2,959,527	0.05	2.49	11.67	2.57%
21 August 2022	2,984,161	0.04	2.21	12.07	2.66%
14 August 2022	2,776,649	0.03	1.93	11.59	2.68%
7 August 2022	2,959,046	0.05	2.24	11.69	2.53%
31 July 2022	2,833,560	0.01	1.87	11.74	2.54%
24 July 2022	2,633,695	0.01	2.29	12.67	2.61%
17 July 2022	2,778,452	0.03	2.26	12.69	2.67%
10 July 2022	2,270,190	0.06	2.01	13.24	2.54%
3 July 2022	2,225,453	0.05	2.21	14.29	2.46%
26 June 2022	2,615,701	0.04	1.71	12.73	2.46%
19 June 2022	2,713,913	0.03	2.08	12.77	2.54%
12 June 2022	2,729,156	0.04	2.02	12.46	2.69%
5 June 2022	2,728,328	0.02	1.83	13.48	2.36%
29 May 2022	2,782,453	0.01	1.81	12.96	2.58%
22 May 2022	2,699,574	0.04	2.55	12.92	2.62%
15 May 2022	2,520,550	0.04	2.23	12.33	2.59%
8 May 2022	2,403,549	0.03	2.05	12.52	2.67%
1 May 2022	2,415,616	0.03	2.27	16.74	2.68%
24 April 2022	2,357,694	0.03	2.61	15.74	2.87%

Overall experience with the network

Month ModeRegion	March 2022 Score	Sig-Diff	April 2022 Score	Sig-Diff	May 2022 Score	Sig-Diff	June 2022 Score	Sig-Diff	July 2022 Score	Sig-Diff	August 2022 Score	Sig-Diff	September 2022 Score	Sig-Diff	October 2022 Score	Sig-Diff	November 2022 Score	Sig-Diff	December 2022 Score	Sig-Diff
Ferry					4.61		4.60		4.24	decreased	4.40		4.68	increased	4.41		4.47		4.56	
SEQ Bus	4.01	decreased	4.14	increased	4.01	decreased	4.18	increased	4.03	decreased	4.06		4.20	increased	3.98	decreased	4.13	increased	4.13	
Train	3.74	decreased	3.97	increased	3.98		3.94		3.96		4.10	increased	4.08		3.98		3.92		3.79	
Tram	4.37	increased	4.23		4.50		4.06	decreased	4.40	increased	4.23		4.16		4.30		4.24		4.56	increased
Total	**3.94**	**decreased**	**4.08**	**increased**	**4.06**		**4.10**		**4.05**		**4.11**		**4.18**		**4.03**	**decreased**	**4.09**		**4.08**	

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