

TransLink Customer Experience Survey Monthly Snapshot

April 2020

Month

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

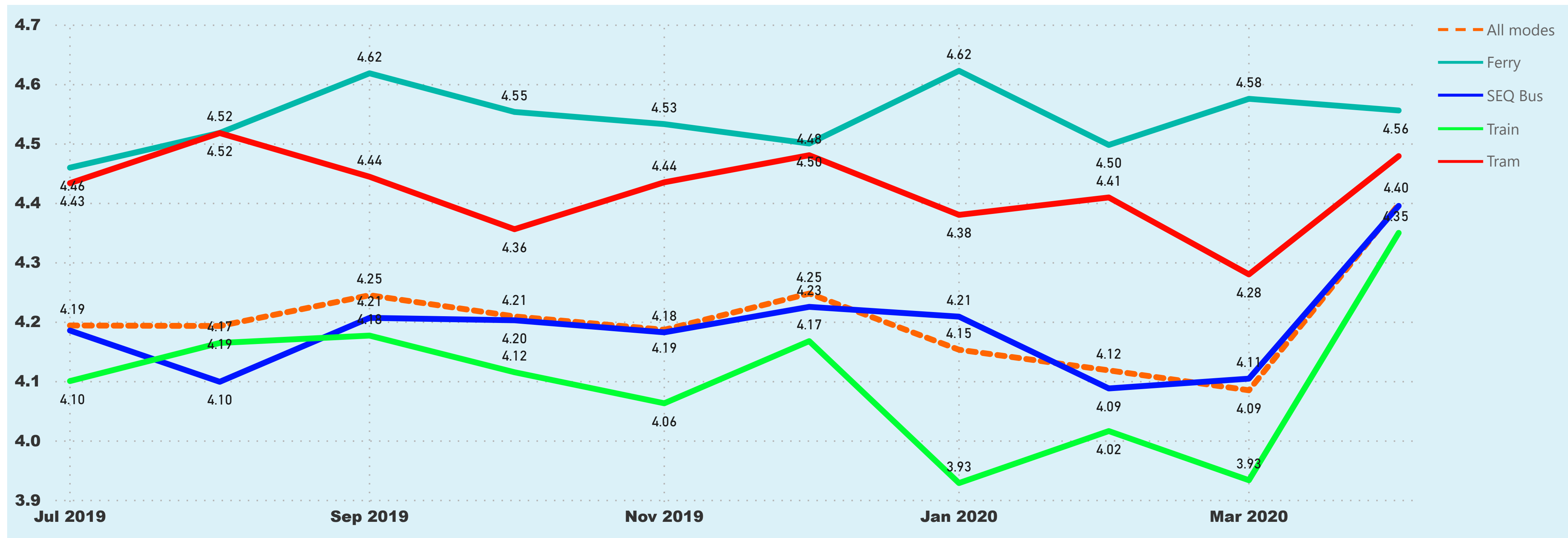
ModeRegion Measure	Ferry		SEQ Bus		Train		Tram		Total	
	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.18		4.24		4.45	increased			4.33	increased
NETWORK-Ease of transferring			4.21	increased	4.28	increased			4.25	increased
NETWORK-Ease of using the service overall	4.49		4.28		4.45	increased	4.66	increased	4.38	increased
NETWORK-Frequency of services	4.51		3.96	increased	4.16	increased	4.66		4.12	increased
OFF BOARD-Accessibility of the station / stop / terminal	4.41		4.33		4.36	increased	4.68	increased	4.37	increased
OFF BOARD-Availability of information at the station / stop / terminal	4.36		4.30	increased	4.37	increased	4.63	increased	4.35	increased
OFF BOARD-Cleanliness at the station / stop / terminal	4.43		4.12		4.37	increased	4.61	increased	4.26	increased
OFF BOARD-Convenience of starting location	4.59	increased	4.40	increased	4.35	increased	4.59		4.41	increased
OFF BOARD-Feeling safe at the station / stop / terminal	4.61		4.26		4.31		4.40		4.31	increased
OFF BOARD-Helpfulness of staff members	4.64				4.23				4.32	increased
OFF BOARD-The design of off-board facilities	4.13		4.14	increased	4.14	increased	4.47	increased	4.16	increased
OFF BOARD-The ease of transferring between services			4.43	increased					4.46	increased
ON BOARD-Accessibility	4.57		4.45		4.49	increased	4.64		4.49	increased
ON BOARD-Availability of information on-board	4.55		4.42	increased	4.32	increased	4.64	increased	4.42	increased
ON BOARD-Availability of seating	4.72		4.68	increased	4.65	increased	4.77	increased	4.68	increased
ON BOARD-Cleanliness on board	4.58		4.49	increased	4.37	increased	4.54		4.46	increased
ON BOARD-Comfort of the ride	4.69		4.43	increased	4.45	increased	4.60	increased	4.47	increased
ON BOARD-Comfort on-board	4.55		4.41	increased	4.28	increased	4.40		4.38	increased
ON BOARD-Cost of the trip	4.01		4.13	increased	3.99	increased	4.22		4.08	increased
ON BOARD-Feeling safe on board	4.68		4.44	increased	4.30	increased	4.63	increased	4.43	increased
ON BOARD-Friendliness or helpfulness of the driver	4.62		4.40	increased					4.42	increased
ON BOARD-Journey time	4.66	increased	4.52	increased	4.35	increased	4.62		4.48	increased
ON BOARD-Punctuality	4.64		4.33	increased	4.56	increased	4.56		4.44	increased
OVERALL-Experience on last trip	4.56		4.43	increased	4.36	increased	4.56		4.43	increased
OVERALL-Overall experience with the network	4.56		4.40	increased	4.35	increased	4.48		4.40	increased

Week ending

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 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	0.11	2.72	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%
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%



Overall experience with the network



Month	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	January 2020	February 2020	March 2020	April 2020										
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff										
Ferry	4.46		4.52		4.62		4.55		4.53		4.50		4.62		4.50		4.58		4.56	
SEQ Bus	4.19		4.10	decreased	4.21	increased	4.20		4.18		4.23		4.21		4.09	decreased	4.11		4.40	increased
Train	4.10		4.17	increased	4.18		4.12		4.06		4.17	increased	3.93	decreased	4.02	increased	3.93		4.35	increased
Tram	4.43		4.52		4.44		4.36		4.44		4.48		4.38		4.41		4.28		4.48	
Total	4.19		4.19		4.25	increased	4.21		4.19		4.25	increased	4.15	decreased	4.12		4.09		4.40	increased