

January 2025

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- 21/01

ModeRegion Measure	Ferry Score	SEQ Bus Score	Train Score	Tram Score	Total Score
NETWORK-Availability of information needed to plan a trip	4.04	4.19 increased	4.07 decreased	3.93 decreased	4.11
NETWORK-Ease of transferring	3.97	4.01	3.90		3.96
NETWORK-Ease of using the service overall	4.29	4.23	4.29	4.41	4.27
NETWORK-Frequency of services	3.94	3.72	3.97	4.44	3.89
OFF BOARD-Accessibility of the station / stop / terminal	4.52	4.32	4.23	4.41	4.32
OFF BOARD-Availability of information at the station / stop / terminal	4.10	4.14 increased	4.12	4.45	4.16
OFF BOARD-Cleanliness at the station / stop / terminal	4.31	4.07	4.27	4.18	4.17
OFF BOARD-Convenience of starting location	4.52 increased	4.34 increased	4.30	4.38	4.35 increased
OFF BOARD-Cost of the trip					
OFF BOARD-Feeling safe at the station / stop / terminal	4.51	4.25	4.26 decreased	4.18	4.27
OFF BOARD-Helpfulness of staff members			4.31	4.09	4.26
OFF BOARD-The design of off-board facilities	4.11	4.02 increased	4.04	3.80 decreased	4.01
OFF BOARD-The ease of transferring between services		4.45			4.32
ON BOARD-Accessibility	4.48	4.47	4.32	4.65	4.44
ON BOARD-Availability of information on-board	4.11	4.19 increased	4.11 decreased	4.31	4.17
ON BOARD-Availability of seating	4.34	4.33	4.21 decreased	3.76	4.24
ON BOARD-Cleanliness on board	4.52	4.46 increased	4.12	4.39	4.35
ON BOARD-Comfort of the ride	4.68 increased	4.22	4.27	4.45	4.30
ON BOARD-Comfort on-board	4.21	4.24	4.18	4.22	4.22
ON BOARD-Cost of the trip	4.85	4.82	4.74	4.82	4.80
ON BOARD-Feeling safe on board	4.70 increased	4.43 increased	4.21	4.16	4.36 increased
ON BOARD-Friendliness or helpfulness of the driver	4.63	4.36 increased			4.40 increased
ON BOARD-Journey time	4.53 increased	4.33 increased	4.14 decreased	4.53	4.31
ON BOARD-Punctuality	4.66 increased	4.12 increased	4.35	4.63	4.29 increased
OVERALL-Experience on last trip	4.42	4.16 increased	4.10	4.30	4.18
OVERALL-Overall experience with the network	4.37 increased	4.08 increased	3.91 decreased	4.27 decreased	4.07

Results shown are mean scores out of a possible 5. Where shown as a percentage, percent satisfied includes ratings of 4 and 5 out of 5.

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

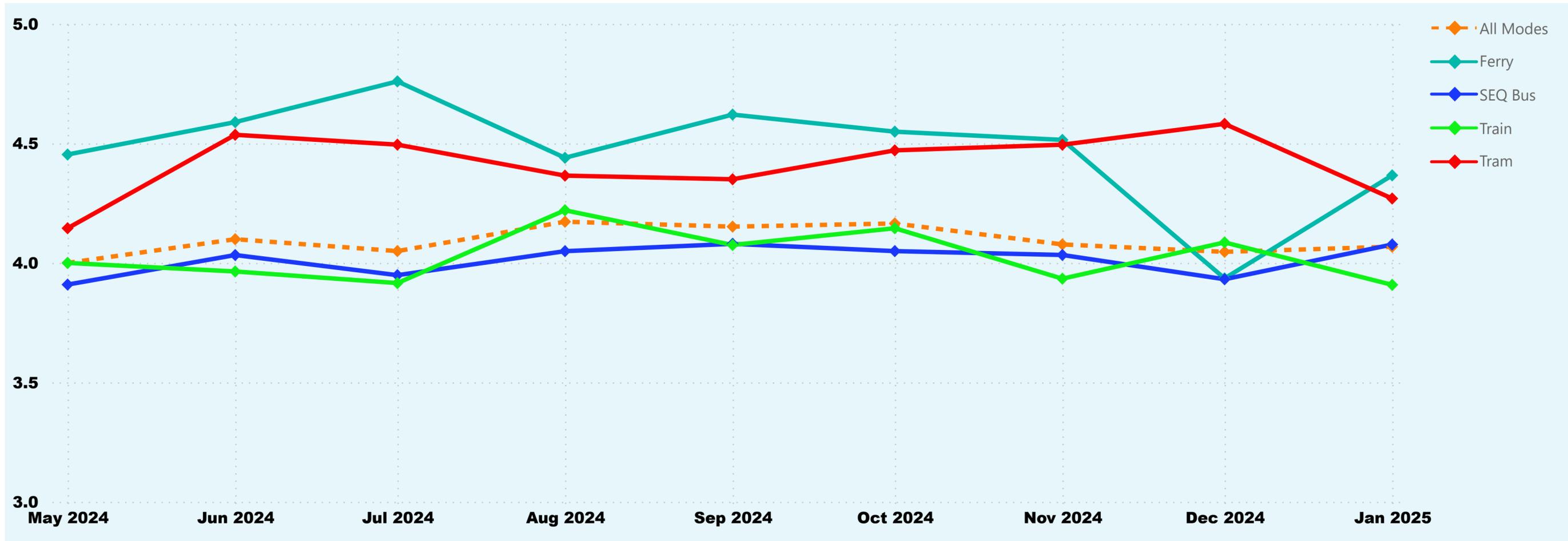
Week ending

2/01/2023

26/01/2025

Week Ending	Patronage	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, 2025	3,396,973	0.01	1.82	9.58	2.85%
19 January, 2025	3,192,068	0.02	1.97	87.21	3.07%
12 January, 2025	2,925,023	0.01	1.56	11.04	3.09%
5 January, 2025	2,266,521	0.01	1.40	10.66	3.51%
29 December, 2024	1,951,772	0.01	1.39	10.51	3.50%
22 December, 2024	3,249,099	0.00	1.75	9.76	2.89%
15 December, 2024	3,474,780	0.00	1.82	9.40	2.82%
8 December, 2024	3,787,575	0.01	1.78	9.50	2.85%
1 December, 2024	3,756,098	0.00	2.17	9.08	2.88%
24 November, 2024	3,778,585	0.01	2.05	9.96	2.91%
17 November, 2024	3,921,975	0.01	2.25	10.01	2.91%
10 November, 2024	3,971,131	0.01	2.04	10.25	3.02%
3 November, 2024	3,939,668	0.01	1.98	9.51	2.87%
27 October, 2024	4,087,560	0.01	1.94	8.97	2.85%
20 October, 2024	4,086,095	0.00	2.01	8.50	2.83%
13 October, 2024	3,592,251	0.01	1.97	8.59	2.91%
6 October, 2024	4,202,370	0.01	1.84	8.94	2.83%
29 September, 2024	3,279,869	0.01	1.80	10.54	2.98%
22 September, 2024	3,629,560		1.82	9.01	2.75%
15 September, 2024	3,986,991	0.02	1.93	8.52	2.70%
8 September, 2024	4,114,015	0.01	2.10	9.07	2.74%
1 September, 2024	4,132,001	0.01	2.12	8.62	2.84%
25 August, 2024	4,103,308	0.00	1.78	16.31	2.68%
18 August, 2024	3,673,510	0.00	1.69	12.18	2.77%
11 August, 2024	4,109,765	0.02	1.84	9.94	2.55%
4 August, 2024	3,667,915	0.00	2.15	8.77	2.53%
28 July, 2024	3,627,231	0.02	2.22	8.46	2.57%
21 July, 2024	3,503,047	0.02	2.29	8.67	2.59%
14 July, 2024	3,459,692	0.01	2.32	6.96	2.59%
7 July, 2024	2,624,936	0.04	2.08	8.65	2.59%
30 June, 2024	2,755,541	0.01	1.86	7.78	2.33%
23 June, 2024	3,081,207	0.04	2.16	12.48	2.51%
16 June, 2024	3,384,897	0.03	2.36	7.13	2.49%
9 June, 2024	3,388,522	0.04	2.48	11.13	2.56%

Overall experience with the network



Month	May 2024	June 2024	July 2024	August 2024	September 2024	October 2024	November 2024	December 2024	January 2025											
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff										
Ferry	4.45		4.59		4.76	decreased	4.62		4.55		4.51		3.93	decreased	4.37	increased				
SEQ Bus	3.91		4.03	increased	3.95		4.05		4.08		4.05		4.03		3.93		4.08	increased		
Train	4.00		3.96		3.92		4.22	increased	4.07	decreased	4.14		3.93	decreased	4.09		4.09		3.91	decreased
Tram	4.14		4.54	increased	4.49		4.36		4.35		4.47		4.49		4.58		4.58		4.27	decreased
Total	4.00		4.10	increased	4.05		4.17	increased	4.15		4.16		4.08	decreased	4.05		4.05		4.07	

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