

TransLink Customer Experience Survey Monthly Snapshot

February 2021

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
- ☐ September 2020
- ☐ October 2020
- ☐ November 2020
- ☐ December 2020
- ☐ January 2021
- ☒ February 2021

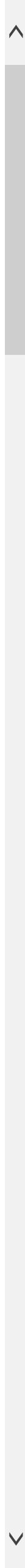
| ModeRegion Measure | Ferry | | SEQ Bus | | Train | | Tram | | Total | |
|--|-------|-----------|---------|-----------|-------|-----------|-------|----------|-------------|------------------|
| | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff | Score | Sig-Diff |
| NETWORK-Availability of information needed to plan a trip | 4.27 | decreased | 4.16 | | 4.24 | | 4.49 | | 4.22 | |
| NETWORK-Ease of transferring | 4.25 | | 4.07 | | 4.00 | | 4.39 | | 4.08 | |
| NETWORK-Ease of using the service overall | 4.28 | | 4.27 | | 4.29 | decreased | 4.66 | | 4.31 | decreased |
| NETWORK-Frequency of services | 4.40 | | 3.87 | | 4.01 | decreased | 4.62 | | 4.02 | decreased |
| OFF BOARD-Accessibility of the station / stop / terminal | 4.45 | | 4.31 | | 4.18 | decreased | 4.66 | | 4.30 | decreased |
| OFF BOARD-Availability of information at the station / stop / terminal | 4.27 | decreased | 4.22 | | 4.21 | decreased | 4.54 | | 4.25 | decreased |
| OFF BOARD-Cleanliness at the station / stop / terminal | 4.51 | | 4.16 | | 4.16 | decreased | 4.53 | | 4.21 | |
| OFF BOARD-Convenience of starting location | 4.48 | | 4.33 | | 4.19 | decreased | 4.62 | | 4.31 | decreased |
| OFF BOARD-Feeling safe at the station / stop / terminal | 4.48 | | 4.30 | | 4.19 | decreased | 4.44 | | 4.28 | decreased |
| OFF BOARD-Helpfulness of staff members | | | | | 4.20 | | 4.09 | | 4.19 | |
| OFF BOARD-The design of off-board facilities | 4.14 | | 4.08 | | 4.00 | decreased | 4.38 | | 4.08 | |
| OFF BOARD-The ease of transferring between services | | | 4.21 | increased | 4.23 | | | | 4.30 | increased |
| ON BOARD-Accessibility | 4.58 | | 4.44 | | 4.34 | decreased | 4.77 | | 4.44 | decreased |
| ON BOARD-Availability of information on-board | 4.42 | | 4.24 | | 4.29 | decreased | 4.61 | | 4.30 | decreased |
| ON BOARD-Availability of seating | 4.61 | | 4.43 | decreased | 4.20 | decreased | 4.51 | | 4.37 | decreased |
| ON BOARD-Cleanliness on board | 4.56 | | 4.46 | | 4.12 | decreased | 4.60 | | 4.35 | decreased |
| ON BOARD-Comfort of the ride | 4.64 | | 4.29 | | 4.26 | decreased | 4.69 | | 4.34 | decreased |
| ON BOARD-Comfort on-board | 4.39 | | 4.31 | | 4.12 | decreased | 4.44 | | 4.25 | decreased |
| ON BOARD-Cost of the trip | 4.30 | | 4.07 | | 3.95 | decreased | 4.28 | | 4.06 | decreased |
| ON BOARD-Feeling safe on board | 4.71 | | 4.42 | | 4.17 | decreased | 4.40 | | 4.35 | decreased |
| ON BOARD-Friendliness or helpfulness of the driver | 4.62 | | 4.28 | increased | | | | | 4.33 | increased |
| ON BOARD-Journey time | 4.68 | | 4.33 | decreased | 4.24 | decreased | 4.68 | | 4.35 | decreased |
| ON BOARD-Punctuality | 4.72 | | 4.21 | | 4.43 | decreased | 4.75 | | 4.37 | decreased |
| OVERALL-Experience on last trip | 4.59 | | 4.24 | decreased | 4.14 | decreased | 4.58 | | 4.25 | decreased |
| OVERALL-Overall experience with the network | 4.58 | | 4.19 | decreased | 4.09 | decreased | 4.64 | | 4.21 | decreased |

Week ending

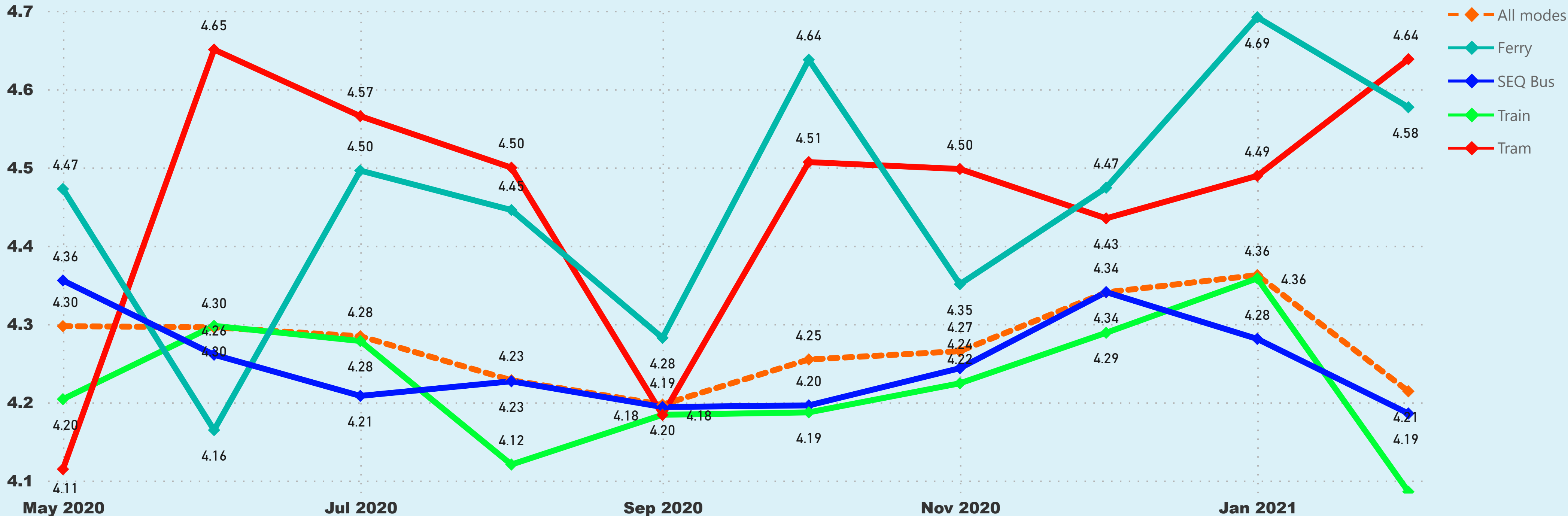
24/09/2017

28/02/2021

| 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 |
|-------------------|-----------------|--|---|--|--|
| ▼ | | | | | |
| 28 February 2021 | 2,766,106 | 0.05 | 2.10 | 14.69 | 2.35% |
| 21 February 2021 | 2,670,766 | 0.06 | 2.02 | 16.77 | 2.35% |
| 14 February 2021 | 2,650,045 | 0.05 | 2.25 | 15.30 | 2.32% |
| 7 February 2021 | 2,599,159 | 0.05 | 2.50 | 13.12 | 2.39% |
| 31 January 2021 | 2,023,493 | 0.06 | 2.13 | 14.36 | 2.36% |
| 24 January 2021 | 1,923,948 | 0.06 | 1.86 | 14.32 | 2.16% |
| 17 January 2021 | 1,577,726 | 0.04 | 1.90 | 15.18 | 2.17% |
| 10 January 2021 | 1,528,909 | 0.05 | 1.88 | 15.69 | 2.22% |
| 3 January 2021 | 1,279,549 | 0.03 | 1.51 | 17.31 | 2.77% |
| 27 December 2020 | 1,528,248 | 0.01 | 1.71 | 17.87 | 2.80% |
| 20 December 2020 | 2,083,867 | 0.03 | 1.88 | 16.19 | 2.22% |
| 13 December 2020 | 2,202,206 | 0.06 | 1.89 | 17.65 | 2.23% |
| 6 December 2020 | 2,393,256 | 0.02 | 1.68 | 18.71 | 2.26% |
| 29 November 2020 | 2,521,790 | 0.04 | 1.86 | 16.70 | 2.40% |
| 22 November 2020 | 2,468,085 | 0.02 | 1.80 | 13.92 | 2.36% |
| 15 November 2020 | 2,435,430 | 0.07 | 1.54 | 14.69 | 2.37% |
| 8 November 2020 | 2,416,019 | 0.07 | 1.62 | 15.39 | 2.41% |
| 1 November 2020 | 2,382,832 | 0.03 | 1.77 | 15.08 | 2.42% |
| 25 October 2020 | 2,404,685 | 0.03 | 1.74 | 14.93 | 2.34% |
| 18 October 2020 | 2,431,549 | 0.03 | 1.63 | 13.20 | 2.26% |
| 11 October 2020 | 2,135,162 | 0.02 | 1.55 | 12.18 | 2.30% |
| 4 October 2020 | 1,882,019 | 0.03 | 1.65 | 15.50 | 2.23% |
| 27 September 2020 | 1,901,217 | 0.05 | 1.67 | 14.44 | 2.22% |
| 20 September 2020 | 2,263,046 | 0.04 | 1.53 | 14.45 | 2.13% |
| 13 September 2020 | 2,234,171 | 0.04 | 1.69 | 13.58 | 2.15% |
| 6 September 2020 | 2,142,125 | 0.04 | 1.61 | 14.03 | 1.83% |
| 30 August 2020 | 2,186,724 | 0.03 | 1.67 | 13.11 | 2.12% |
| 23 August 2020 | 2,290,617 | 0.04 | 1.79 | 13.32 | 2.16% |
| 16 August 2020 | 2,021,470 | 0.05 | 1.88 | 13.87 | 2.21% |
| 9 August 2020 | 2,148,797 | 0.11 | 1.76 | 15.91 | 2.17% |
| 2 August 2020 | 2,200,476 | 0.05 | 1.72 | 14.48 | 2.29% |
| 26 July 2020 | 2,179,281 | 0.07 | 1.86 | 14.99 | 2.31% |
| 19 July 2020 | 2,202,297 | 0.06 | 1.99 | 14.62 | 2.37% |
| 12 July 2020 | 1,645,651 | 0.06 | 1.85 | 15.79 | 2.31% |
| 5 July 2020 | 1,597,488 | 0.06 | 1.83 | 15.57 | 2.38% |
| 28 June 2020 | 1,855,036 | 0.01 | 1.64 | 15.45 | 2.51% |



Overall experience with the network



| Month | May 2020 | | June 2020 | | July 2020 | | August 2020 | | September 2020 | | October 2020 | | November 2020 | | December 2020 | | January 2021 | | February 2021 | |
|------------|----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------|----------------|-----------|--------------|-----------|---------------|-----------|---------------|-----------|--------------|-----------|---------------|-----------|
| 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-Diff | Score | Sig-Diff |
| Ferry | 4.47 | | 4.16 | decreased | 4.50 | increased | 4.45 | | 4.28 | | 4.64 | increased | 4.35 | decreased | 4.47 | | 4.69 | increased | 4.58 | |
| SEQ Bus | 4.36 | | 4.26 | decreased | 4.21 | | 4.23 | | 4.19 | | 4.20 | | 4.24 | | 4.34 | increased | 4.28 | | 4.19 | decreased |
| Train | 4.20 | | 4.30 | | 4.28 | | 4.12 | decreased | 4.18 | | 4.19 | | 4.22 | | 4.29 | | 4.36 | | 4.09 | decreased |
| Tram | 4.11 | decreased | 4.65 | increased | 4.57 | | 4.50 | | 4.18 | decreased | 4.51 | increased | 4.50 | | 4.43 | | 4.49 | | 4.64 | |
| Total | 4.30 | decreased | 4.30 | | 4.28 | | 4.23 | | 4.20 | | 4.25 | increased | 4.27 | | 4.34 | increased | 4.36 | | 4.21 | decreased |

Results shown are out of 5. Results with sample size <n=30 are not displayed.