

TransLink Customer Experience Survey Monthly Snapshot

May 2020

Month

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

ModeRegion Measure	Ferry Score	Sig-Diff	SEQ Bus Score	Sig-Diff	Train Score	Sig-Diff	Tram Score	Sig-Diff	Total Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.31		4.32		4.32		4.44		4.33	
NETWORK-Ease of transferring	4.11		4.19		4.09		4.31		4.16	
NETWORK-Ease of using the service overall	4.36		4.35		4.45		4.27	decreased	4.38	
NETWORK-Frequency of services	4.30		3.88		4.21		4.41		4.07	
OFF BOARD-Accessibility of the station / stop / terminal	4.59		4.30		4.25		4.60		4.33	
OFF BOARD-Availability of information at the station / stop / terminal	4.44		4.21		4.27		4.49		4.27	decreased
OFF BOARD-Cleanliness at the station / stop / terminal	4.55		4.06		4.20	decreased	4.38	decreased	4.17	decreased
OFF BOARD-Convenience of starting location	4.48		4.34		4.21	decreased	4.54		4.32	decreased
OFF BOARD-Feeling safe at the station / stop / terminal	4.51		4.31		4.20		4.21		4.28	
OFF BOARD-Helpfulness of staff members	4.49				4.18				4.25	
OFF BOARD-The design of off-board facilities	4.26		4.14		4.01		4.39		4.12	
OFF BOARD-The ease of transferring between services			4.37						4.37	
ON BOARD-Accessibility	4.63		4.43		4.41		4.74		4.46	
ON BOARD-Availability of information on-board	4.45		4.31	decreased	4.36		4.50		4.35	
ON BOARD-Availability of seating	4.49	decreased	4.59	decreased	4.57		4.64		4.58	decreased
ON BOARD-Cleanliness on board	4.60		4.45		4.19	decreased	4.19	decreased	4.36	decreased
ON BOARD-Comfort of the ride	4.65		4.41		4.27	decreased	4.54		4.39	decreased
ON BOARD-Comfort on-board	4.50		4.40		4.30		4.31		4.37	
ON BOARD-Cost of the trip	4.35	increased	4.10		4.03		4.11		4.10	
ON BOARD-Feeling safe on board	4.63		4.44		4.24		4.27	decreased	4.37	
ON BOARD-Friendliness or helpfulness of the driver	4.65		4.24	decreased					4.30	decreased
ON BOARD-Journey time	4.62		4.49		4.34		4.48		4.45	
ON BOARD-Punctuality	4.68		4.28		4.53		4.66		4.43	
OVERALL-Experience on last trip	4.60		4.35		4.24		4.17	decreased	4.32	decreased
OVERALL-Overall experience with the network	4.47		4.36		4.20		4.11	decreased	4.30	decreased

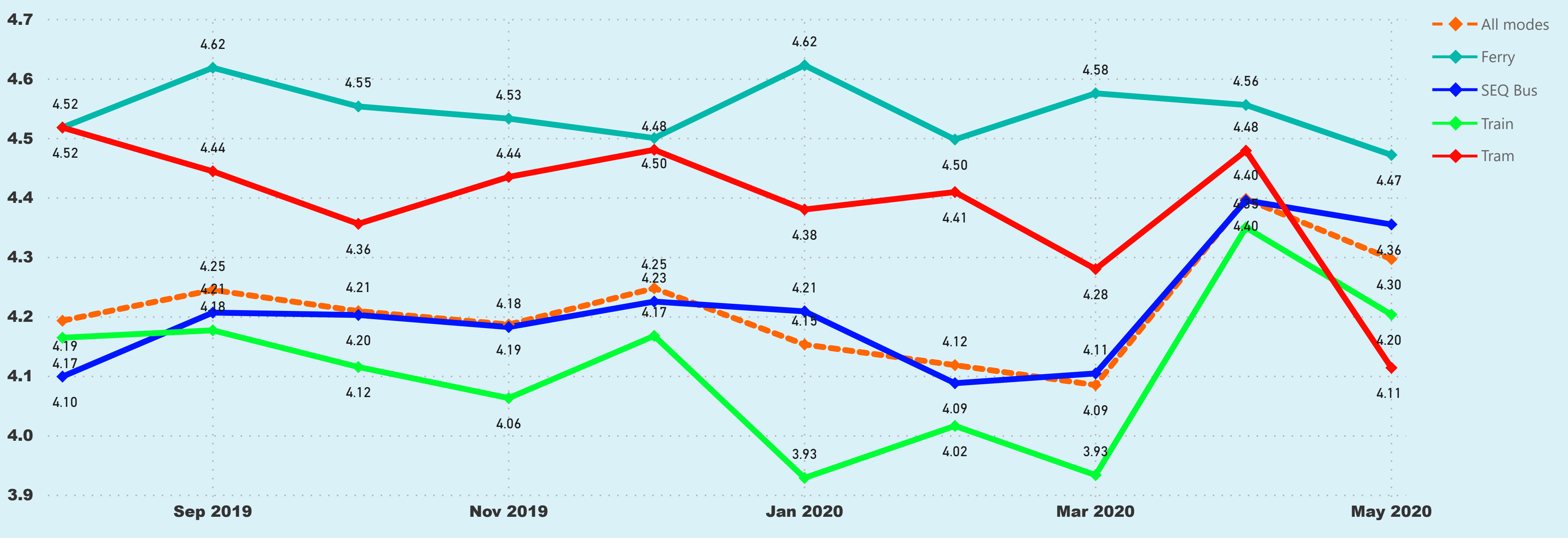
Week ending

24/09/2017

31/05/2020

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
▼					
31 May 2020	1,603,911	0.11	2.19	10.32	2.49%
24 May 2020	1,197,728	0.08	2.23	15.13	2.23%
17 May 2020	1,096,613	0.08	2.47	17.57	2.34%
10 May 2020	795,630	0.09	2.71	19.37	2.38%
3 May 2020	784,572	0.06	2.57	22.67	2.45%
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	0.13	2.71	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%

Overall experience with the network



Month	August 2019		September 2019		October 2019		November 2019		December 2019		January 2020		February 2020		March 2020		April 2020		May 2020	
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	4.52		4.62		4.55		4.53		4.50		4.62		4.50		4.58		4.56		4.47	
SEQ Bus	4.10	decreased	4.21	increased	4.20		4.18		4.23		4.21		4.09	decreased	4.11		4.40	increased	4.36	
Train	4.17	increased	4.18		4.12		4.06		4.17	increased	3.93	decreased	4.02	increased	3.93		4.35	increased	4.20	
Tram	4.52		4.44		4.36		4.44		4.48		4.38		4.41		4.28		4.48		4.11	decreased
Total	4.19		4.25	increased	4.21		4.19		4.25	increased	4.15	decreased	4.12		4.09		4.40	increased	4.30	decreased

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