

TransLink Customer Experience Survey Monthly Snapshot

August 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
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- ☐ March 2021
- ☐ April 2021
- ☐ May 2021
- ☐ June 2021
- ☐ July 2021

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	4.21		4.12		4.24		4.33		4.18	decreased
NETWORK-Ease of transferring	4.31	increased	4.05		4.15		4.46	increased	4.10	
NETWORK-Ease of using the service overall	4.20	decreased	4.24		4.36		4.46		4.29	
NETWORK-Frequency of services	4.19		3.82		4.06		4.36	decreased	3.94	decreased
OFF BOARD-Accessibility of the station / stop / terminal	4.53		4.32		4.32		4.51		4.34	
OFF BOARD-Availability of information at the station / stop / terminal	4.22	decreased	4.13		4.31		4.46		4.21	
OFF BOARD-Cleanliness at the station / stop / terminal	4.50		4.10		4.29		4.40		4.19	
OFF BOARD-Convenience of starting location	4.38		4.32		4.28		4.41		4.31	
OFF BOARD-Feeling safe at the station / stop / terminal	4.43	decreased	4.26		4.26		4.25		4.27	decreased
OFF BOARD-Helpfulness of staff members					4.25		4.09		4.24	
OFF BOARD-The design of off-board facilities	4.09	decreased	4.02		4.04		4.22		4.04	decreased
OFF BOARD-The ease of transferring between services			3.74		3.91				3.86	
ON BOARD-Accessibility	4.65		4.43		4.38		4.64		4.43	
ON BOARD-Availability of information on-board	4.42		4.17		4.28		4.39		4.23	
ON BOARD-Availability of seating	4.61		4.47		4.43	increased	4.40	increased	4.46	increased
ON BOARD-Cleanliness on board	4.68		4.38		4.24		4.46		4.35	
ON BOARD-Comfort of the ride	4.70		4.29		4.36		4.54	increased	4.34	
ON BOARD-Comfort on-board	4.43		4.28		4.24		4.37		4.28	
ON BOARD-Cost of the trip	4.05	decreased	4.06	decreased	4.02		4.32	increased	4.06	
ON BOARD-Feeling safe on board	4.71	increased	4.28		4.25		4.25		4.28	
ON BOARD-Friendliness or helpfulness of the driver	4.61		4.24						4.26	
ON BOARD-Journey time	4.55		4.26	decreased	4.27		4.50		4.29	
ON BOARD-Punctuality	4.65		4.16		4.38		4.65		4.28	
OVERALL-Experience on last trip	4.63	increased	4.22		4.17		4.36		4.23	
OVERALL-Overall experience with the network	4.56	increased	4.15		4.16		4.40	increased	4.18	

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

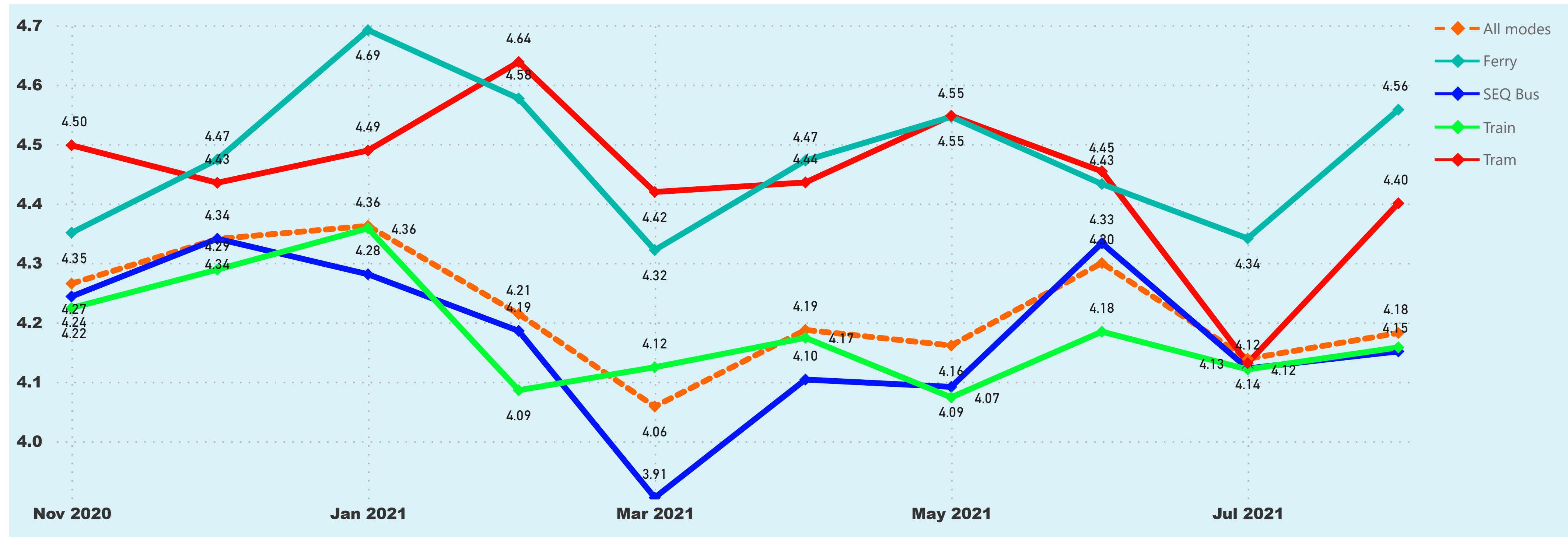
Week ending

24/09/2017

29/08/2021

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
▼					
29 August 2021	2,493,705	0.04	1.85	12.10	2.27%
22 August 2021	2,392,876	0.02	2.12	11.15	2.34%
15 August 2021	1,965,396	0.02	1.89	11.47	2.41%
8 August 2021	559,798	0.05	3.95	21.17	2.32%
1 August 2021	2,498,287	0.03	2.07	13.95	2.20%
25 July 2021	2,531,671	0.04	2.12	14.49	2.37%
18 July 2021	2,509,538	0.04	1.90	13.95	2.36%
11 July 2021	1,889,386	0.04	2.01	12.01	2.19%
4 July 2021	1,190,547	0.03	2.23	19.04	2.19%
27 June 2021	2,569,330	0.02	1.83	16.49	2.22%
20 June 2021	2,704,365	0.04	1.75	16.49	2.35%
13 June 2021	2,679,986	0.04	1.69	15.02	2.34%
6 June 2021	2,722,028	0.03	1.77	16.67	2.30%
30 May 2021	2,785,525	0.01	1.84	15.43	2.40%
23 May 2021	2,862,089	0.05	1.93	15.88	2.42%
16 May 2021	2,873,877	0.03	2.25	14.37	2.51%
9 May 2021	2,464,073	0.01	1.90	15.98	2.53%
2 May 2021	2,453,593	0.04	1.74	13.88	2.51%
25 April 2021	2,836,504	0.03	2.03	15.59	2.58%
18 April 2021	2,297,679	0.03	1.81	17.58	2.65%
11 April 2021	1,732,066	0.03	2.01	19.69	3.16%
4 April 2021	1,184,730	0.05	2.07	16.30	2.35%
28 March 2021	2,749,006	0.04	2.62	20.07	2.33%
21 March 2021	2,813,707	0.05	1.97	16.71	2.32%
14 March 2021	2,891,866	0.04	2.18	14.62	2.34%
7 March 2021	2,871,984	0.05	2.20	13.83	2.44%
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%

Overall experience with the network



Month	November 2020		December 2020		January 2021		February 2021		March 2021		April 2021		May 2021		June 2021		July 2021		August 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	4.35	decreased	4.47		4.69	increased	4.58		4.32	decreased	4.47		4.55		4.43		4.34		4.56	increased
SEQ Bus	4.24		4.34	increased	4.28		4.19	decreased	3.91	decreased	4.10	increased	4.09		4.33	increased	4.12	decreased	4.15	
Train	4.22		4.29		4.36		4.09	decreased	4.12		4.17		4.07		4.18	increased	4.12		4.16	
Tram	4.50		4.43		4.49		4.64		4.42	decreased	4.44		4.55		4.45		4.13	decreased	4.40	increased
Total	4.27		4.34	increased	4.36		4.21	decreased	4.06	decreased	4.19	increased	4.16		4.30	increased	4.14	decreased	4.18	

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