TransLink Customer Experience Survey Monthly Snapshot

August 2020
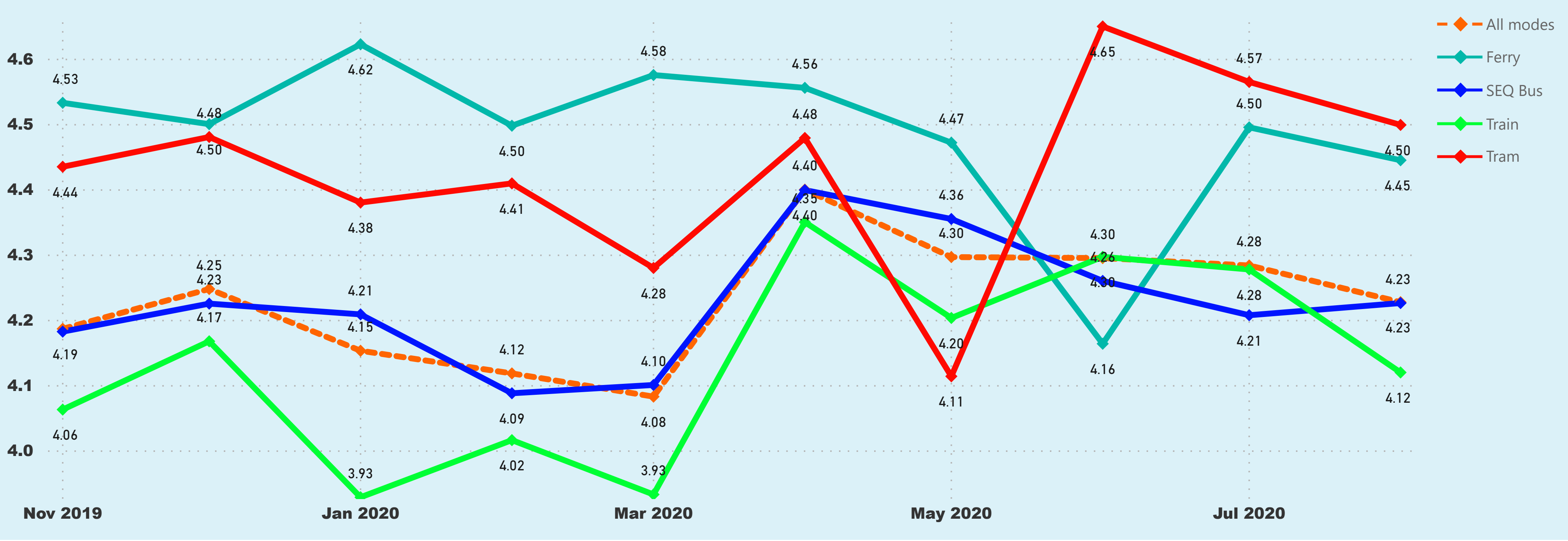
Month

- [ ] 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
- [x] August 2020

ModeRegion / Measure	Ferry Score	Ferry Sig-Diff	SEQ Bus Score	SEQ Bus Sig-Diff	Train Score	Train Sig-Diff	Tram Score	Tram Sig-Diff	Total Score	Total Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.16		4.13		4.25		4.33		**4.19**	
NETWORK-Ease of transferring	4.10		4.01		4.00		4.27		**4.03**	
NETWORK-Ease of using the service overall	4.19		4.22		4.25	decreased	4.63	increased	**4.26**	
NETWORK-Frequency of services	4.20		3.90		3.99		4.63		**4.01**	
OFF BOARD-Accessibility of the station / stop / terminal	4.47		4.34		4.23		4.56		**4.33**	
OFF BOARD-Availability of information at the station / stop / terminal	4.19		4.20		4.22		4.39		**4.22**	
OFF BOARD-Cleanliness at the station / stop / terminal	4.26		4.13		4.23		4.43		**4.20**	
OFF BOARD-Convenience of starting location	4.37		4.33		4.21		4.62		**4.31**	
OFF BOARD-Feeling safe at the station / stop / terminal	4.31		4.23		4.30		4.26		**4.27**	
OFF BOARD-Helpfulness of staff members	4.29				4.23		4.42		**4.26**	
OFF BOARD-The design of off-board facilities	3.97		4.02		4.08		4.33		**4.06**	
OFF BOARD-The ease of transferring between services			4.08		3.82				**4.04**	decreased
ON BOARD-Accessibility	4.62		4.39		4.29	decreased	4.65		**4.39**	
ON BOARD-Availability of information on-board	4.21		4.23		4.25	decreased	4.50		**4.26**	decreased
ON BOARD-Availability of seating	4.38	decreased	4.46		4.42	decreased	4.52		**4.44**	
ON BOARD-Cleanliness on board	4.53		4.35		4.23		4.40		**4.32**	
ON BOARD-Comfort of the ride	4.64		4.28		4.35	decreased	4.60		**4.36**	
ON BOARD-Comfort on-board	4.26		4.23		4.21	decreased	4.54		**4.25**	decreased
ON BOARD-Cost of the trip	4.17		4.11		3.92		4.20		**4.05**	
ON BOARD-Feeling safe on board	4.44		4.31		4.19		4.20		**4.27**	
ON BOARD-Friendliness or helpfulness of the driver	4.50		4.24						**4.28**	
ON BOARD-Journey time	4.54		4.35		4.25		4.59		**4.34**	
ON BOARD-Punctuality	4.63		4.21		4.46		4.72		**4.37**	
OVERALL-Experience on last trip	4.51		4.27		4.16	decreased	4.56		**4.27**	
OVERALL-Overall experience with the network	4.45		4.23		4.12	decreased	4.50		**4.23**	

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

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

TRANSLink - CustomerLink

Week ending

| 24/09/2017 | 30/08/2020 |

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
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	1.77	15.91	2.17%
2 August 2020	2,200,476	0.05	1.73	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%
21 June 2020	1,871,080	0.05	2.04	15.58	2.50%
14 June 2020	1,747,029	0.05	1.97	17.72	2.55%
7 June 2020	1,739,254	0.02	1.85	17.03	2.48%
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%

TRANSLink - Customer Experience Survey

Overall experience with the network

Legend:
- All modes (dashed)
- Ferry
- SEQ Bus
- Train
- Tram

Chart data points:

Ferry: Nov 2019: 4.53, Dec: 4.50, Jan 2020: 4.62, Feb: 4.50, Mar: 4.58, Apr: 4.56, May: 4.47, Jun: 4.16, Jul: 4.50, Aug: 4.45

Tram: Nov 2019: 4.44, Dec: 4.48, Jan 2020: 4.38, Feb: 4.41, Mar: 4.28, Apr: 4.48, May: 4.11, Jun: 4.65, Jul: 4.57, Aug: 4.50

SEQ Bus: Nov 2019: 4.18, Dec: 4.23, Jan 2020: 4.21, Feb: 4.09, Mar: 4.10, Apr: 4.40, May: 4.36, Jun: 4.26, Jul: 4.21, Aug: 4.23

All modes / Total: Nov 2019: 4.19, Dec: 4.25, Jan 2020: 4.15, Feb: 4.12, Mar: 4.08, Apr: 4.40, May: 4.30, Jun: 4.30, Jul: 4.28, Aug: 4.23

Train: Nov 2019: 4.06, Dec: 4.17, Jan 2020: 3.93, Feb: 4.02, Mar: 3.93, Apr: 4.35, May: 4.20, Jun: 4.30, Jul: 4.28, Aug: 4.12

Month	November 2019		December 2019		January 2020		February 2020		March 2020		April 2020		May 2020		June 2020		July 2020		August 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	4.53		4.50		4.62		4.50		4.58		4.56		4.47		4.16	decreased	4.50	increased	4.45	
SEQ Bus	4.18		4.23		4.21		4.09	decreased	4.10		4.40	increased	4.36		4.26	decreased	4.21		4.23	
Train	4.06		4.17	increased	3.93	decreased	4.02	increased	3.93		4.35	increased	4.20		4.30		4.28		4.12	decreased
Tram	4.44		4.48		4.38		4.41		4.28		4.48		4.11	decreased	4.65	increased	4.57		4.50	
Total	**4.19**		**4.25**	**increased**	**4.15**	**decreased**	**4.12**		**4.08**		**4.40**	**increased**	**4.30**	**decreased**	**4.30**		**4.28**		**4.23**	

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