

TransLink Customer Experience Survey Monthly Snapshot

March 2020

Month

- July 2019
- August 2019
- September 2019
- October 2019
- November 2019
- December 2019
- January 2020
- February 2020
- March 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	4.26		4.12		4.10	decreased	4.10	decreased	4.12	
NETWORK-Ease of transferring	4.33	increased	4.02		3.76	decreased	4.00	decreased	3.94	
NETWORK-Ease of using the service overall	4.47		4.22		4.20		4.16	decreased	4.22	
NETWORK-Frequency of services	4.20		3.65		3.74	decreased	4.43		3.78	decreased
OFF BOARD-Accessibility of the station / stop / terminal	4.50		4.27		4.17		4.35	decreased	4.25	
OFF BOARD-Availability of information at the station / stop / terminal	4.37		4.16	increased	4.15		4.37		4.18	
OFF BOARD-Cleanliness at the station / stop / terminal	4.50		4.02		4.11		4.28		4.11	decreased
OFF BOARD-Convenience of starting location	4.36		4.26		4.11		4.48		4.23	
OFF BOARD-Feeling safe at the station / stop / terminal	4.43		4.23		4.20		4.20		4.23	
OFF BOARD-Helpfulness of staff members	4.44				4.09		3.73	decreased	4.11	
OFF BOARD-The design of off-board facilities	4.23		3.98	increased	3.93		4.18		3.99	
OFF BOARD-The ease of transferring between services			4.18	increased	4.33				4.21	
ON BOARD-Accessibility	4.64		4.38		4.27		4.44	decreased	4.36	
ON BOARD-Availability of information on-board	4.46		4.16		4.15		4.37		4.19	
ON BOARD-Availability of seating	4.63	increased	4.33		4.09		4.23		4.25	
ON BOARD-Cleanliness on board	4.67	increased	4.26	decreased	3.97	decreased	4.30		4.18	decreased
ON BOARD-Comfort of the ride	4.60		4.15		4.15		4.35		4.20	decreased
ON BOARD-Comfort on-board	4.46	increased	4.15		3.99		4.26		4.12	
ON BOARD-Cost of the trip	4.18		3.99		3.74		4.04		3.91	
ON BOARD-Feeling safe on board	4.71		4.34	decreased	4.15	decreased	4.27		4.28	decreased
ON BOARD-Friendliness or helpfulness of the driver			4.24	decreased					4.24	decreased
ON BOARD-Journey time	4.41		4.20		4.05	decreased	4.48		4.18	decreased
ON BOARD-Punctuality	4.50		4.05		4.22	decreased	4.61		4.19	
OVERALL-Experience on last trip	4.56		4.10		4.01		4.39		4.12	decreased
OVERALL-Overall experience with the network	4.58		4.10		3.93		4.28		4.08	

Week ending

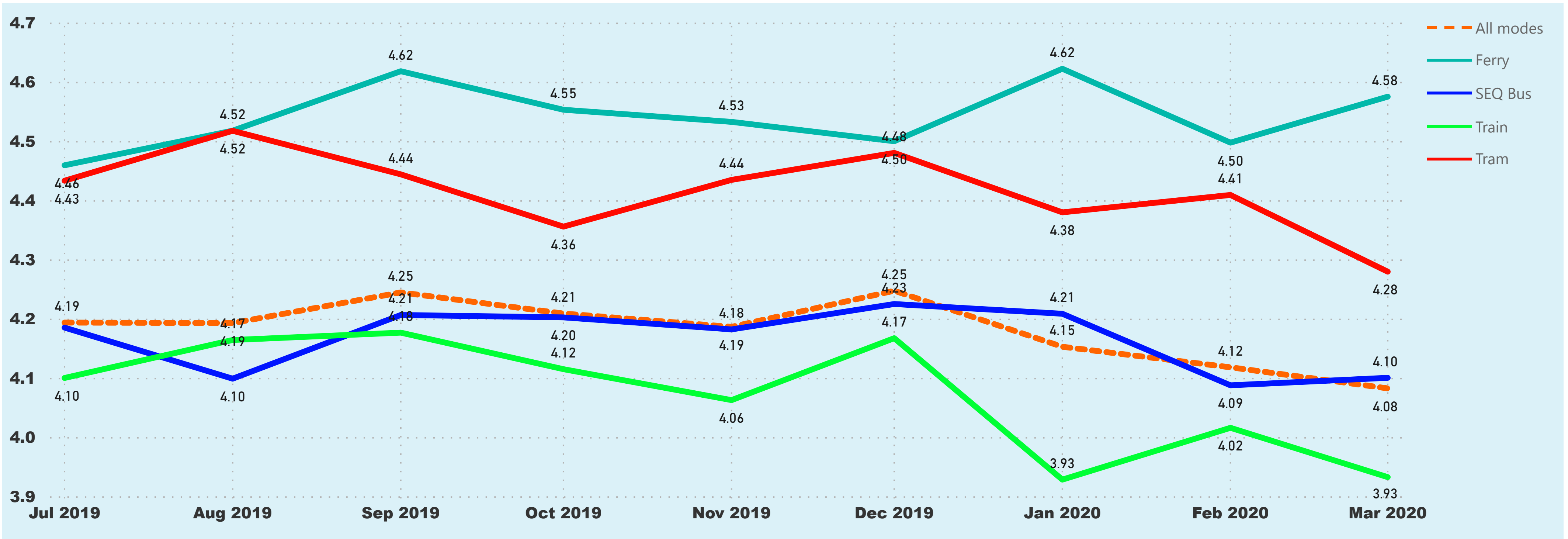
24/09/2017

29/03/2020

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
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%
22 September 2019	3,983,690	0.05	1.79	14.80	1.73%
15 September 2019	4,013,640	0.03	1.63	14.69	1.69%
8 September 2019	4,033,660	0.03	1.80	14.83	1.64%
1 September 2019	4,009,583	0.05	1.57	14.88	1.65%
25 August 2019	4,099,657	0.02	1.94	14.52	1.75%
18 August 2019	3,790,198	0.03	1.74	15.85	1.92%
11 August 2019	4,233,588	0.04	1.96	14.29	1.81%



Overall experience with the network



Month	July 2019		August 2019		September 2019		October 2019		November 2019		December 2019		January 2020		February 2020		March 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
Ferry	4.46		4.52		4.62		4.55		4.53		4.50		4.62		4.50		4.58	
SEQ Bus	4.19		4.10	decreased	4.21	increased	4.20		4.18		4.23		4.21		4.09	decreased	4.10	
Train	4.10		4.17	increased	4.18		4.12		4.06		4.17	increased	3.93	decreased	4.02	increased	3.93	
Tram	4.43		4.52		4.44		4.36		4.44		4.48		4.38		4.41		4.28	
Total	4.19		4.19		4.25	increased	4.21		4.19		4.25	increased	4.15	decreased	4.12		4.08	

Results shown are out of 5.