

December 2024

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ModeRegion	Ferry		SEQ Bus		Train		Tram		Total	
Measure	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.31		3.98		4.34	increased	4.28		4.16	
NETWORK-Ease of transferring	3.77		4.04		3.85		4.47		4.00	
NETWORK-Ease of using the service overall	4.49		4.12		4.16	decreased	4.48		4.20	
NETWORK-Frequency of services	3.75		3.71		4.10	increased	4.48		3.92	
OFF BOARD-Accessibility of the station / stop / terminal	4.43		4.23		4.29		4.51		4.30	
OFF BOARD-Availability of information at the station / stop / terminal	4.18		3.98	decreased	4.22		4.45		4.13	
OFF BOARD-Cleanliness at the station / stop / terminal	4.30		3.99		4.26		4.21		4.13	
OFF BOARD-Convenience of starting location	4.26		4.14		4.32		4.47		4.24	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.42		4.19		4.38	increased	4.22		4.27	
OFF BOARD-Helpfulness of staff members					4.29		3.86		4.21	
OFF BOARD-The design of off-board facilities	4.03	decreased	3.82	decreased	3.99		4.29		3.94	
OFF BOARD-The ease of transferring between services			4.35	increased					4.15	
ON BOARD-Accessibility	4.55		4.39		4.36		4.52		4.41	
ON BOARD-Availability of information on-board	4.13		4.07		4.28	increased	4.45		4.18	
ON BOARD-Availability of seating	4.10	decreased	4.29		4.38	increased	3.89		4.26	
ON BOARD-Cleanliness on board	4.50		4.37		4.12		4.29		4.29	
ON BOARD-Comfort of the ride	4.45		4.15		4.27	increased	4.41		4.24	
ON BOARD-Comfort on-board	3.95	decreased	4.22		4.11		4.32		4.17	
ON BOARD-Cost of the trip	4.75		4.77		4.79		4.81		4.78	
ON BOARD-Feeling safe on board	4.38	decreased	4.31		4.27	increased	4.12		4.28	
ON BOARD-Friendliness or helpfulness of the driver	4.45	decreased	4.20						4.24	
ON BOARD-Journey time	4.23		4.20	decreased	4.32	increased	4.49		4.27	
ON BOARD-Punctuality	4.22	decreased	3.97		4.45		4.46	decreased	4.20	
OVERALL-Experience on last trip	4.20	decreased	4.02	decreased	4.13		4.48		4.12	
OVERALL-Overall experience with the network	3.93	decreased	3.93		4.09		4.58		4.05	

Results shown are mean scores out of a possible 5. Where shown as a percentage, percent satisfied includes ratings of 4 and 5 out of 5.

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

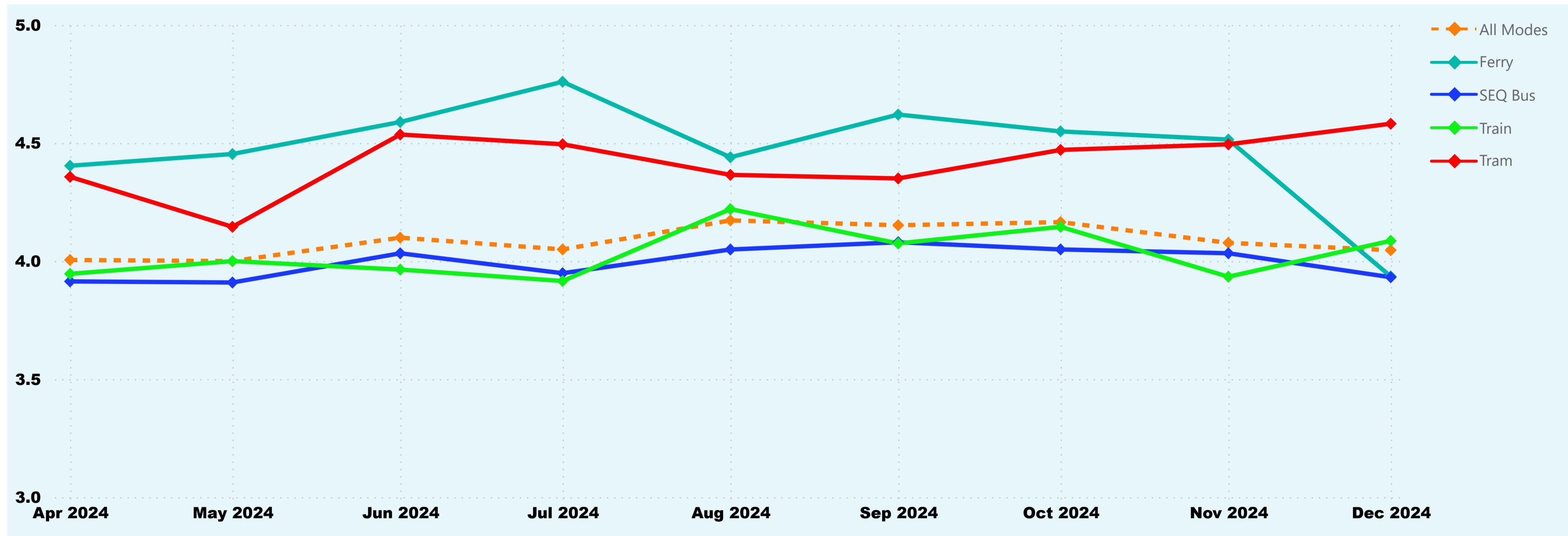
Week ending

2/01/2023

29/12/2024

Week Ending	Patronage	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 December, 2024	1,951,772	0.01	1.39	10.51	3.50%
22 December, 2024	3,249,099	0.00	1.75	9.76	2.89%
15 December, 2024	3,474,780	0.00	1.82	9.40	2.82%
8 December, 2024	3,787,575	0.01	1.78	9.50	2.85%
1 December, 2024	3,756,098	0.00	2.17	9.08	2.88%
24 November, 2024	3,778,585	0.01	2.05	9.96	2.91%
17 November, 2024	3,921,975	0.01	2.25	10.01	2.91%
10 November, 2024	3,971,131	0.01	2.04	10.25	3.02%
3 November, 2024	3,939,668	0.01	1.98	9.51	2.87%
27 October, 2024	4,087,560	0.01	1.94	8.97	2.85%
20 October, 2024	4,086,095	0.00	2.01	8.50	2.83%
13 October, 2024	3,592,251	0.01	1.97	8.59	2.91%
6 October, 2024	4,202,370	0.01	1.84	8.94	2.83%
29 September, 2024	3,279,869	0.01	1.80	10.54	2.98%
22 September, 2024	3,629,560		1.82	9.01	2.75%
15 September, 2024	3,986,991	0.02	1.93	8.52	2.70%
8 September, 2024	4,114,015	0.01	2.10	9.07	2.74%
1 September, 2024	4,132,001	0.01	2.12	8.62	2.84%
25 August, 2024	4,103,308	0.00	1.78	16.31	2.68%
18 August, 2024	3,673,510	0.00	1.69	12.18	2.77%
11 August, 2024	4,109,765	0.02	1.84	9.94	2.55%
4 August, 2024	3,667,915	0.00	2.15	8.77	2.53%
28 July, 2024	3,627,231	0.02	2.22	8.46	2.57%
21 July, 2024	3,503,047	0.02	2.29	8.67	2.59%
14 July, 2024	3,459,692	0.01	2.32	6.96	2.59%
7 July, 2024	2,624,936	0.04	2.08	8.65	2.59%
30 June, 2024	2,755,541	0.01	1.86	7.78	2.33%
23 June, 2024	3,081,207	0.04	2.16	12.48	2.51%
16 June, 2024	3,384,897	0.03	2.36	7.13	2.49%
9 June, 2024	3,388,522	0.04	2.48	11.13	2.56%
2 June, 2024	3,374,988	0.03	2.39	8.54	2.51%
26 May, 2024	3,479,018	0.02	2.24	9.97	2.48%
19 May, 2024	3,598,233	0.05	2.43	7.43	2.55%
12 May, 2024	3,122,438	0.08	2.30	10.31	2.51%

Overall experience with the network



Month	April 2024		May 2024		June 2024		July 2024		August 2024		September 2024		October 2024		November 2024		December 2024	
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	4.40		4.45		4.59		4.76		4.44	decreased	4.62		4.55		4.51		3.93	decreased
SEQ Bus	3.91		3.91		4.03	increased	3.95		4.05		4.08		4.05		4.03		3.93	
Train	3.95		4.00		3.96		3.92		4.22	increased	4.07	decreased	4.14		3.93	decreased	4.09	
Tram	4.36		4.14		4.54	increased	4.49		4.36		4.35		4.47		4.49		4.58	
Total	4.00		4.00		4.10	increased	4.05		4.17	increased	4.15		4.16		4.08	decreased	4.05	

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