

### September 2024

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ModeRegion	Ferry	SEQ Bus	Train	Tram	Total					
Measure	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff				
NETWORK-Availability of information needed to plan a trip	4.49		4.12		4.22		4.70	increased	<b>4.24</b>	
NETWORK-Ease of transferring	4.34		4.08		4.02		4.21		<b>4.09</b>	
NETWORK-Ease of using the service overall	4.47		4.26		4.34		4.62		<b>4.34</b>	
NETWORK-Frequency of services	4.39		3.63		3.86	decreased	4.65	increased	<b>3.87</b>	
OFF BOARD-Accessibility of the station / stop / terminal	4.57		4.30		4.26		4.70		<b>4.35</b>	
OFF BOARD-Availability of information at the station / stop / terminal	4.57		4.15		4.26		4.57		<b>4.27</b>	
OFF BOARD-Cleanliness at the station / stop / terminal	4.72	increased	4.06		4.20	decreased	4.41		<b>4.20</b>	
OFF BOARD-Convenience of starting location	4.48		4.32		4.25		4.65	increased	<b>4.34</b>	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.71	increased	4.25		4.25	decreased	4.35		<b>4.30</b>	
OFF BOARD-Helpfulness of staff members					4.31		4.22		<b>4.30</b>	
OFF BOARD-The design of off-board facilities	4.59	increased	3.96		4.01		4.38		<b>4.07</b>	
OFF BOARD-The ease of transferring between services			4.27		4.18				<b>4.29</b>	
ON BOARD-Accessibility	4.74		4.40		4.36		4.74		<b>4.45</b>	
ON BOARD-Availability of information on-board	4.64	increased	4.18		4.26		4.44		<b>4.27</b>	
ON BOARD-Availability of seating	4.53		4.33		4.28		3.96		<b>4.30</b>	increased
ON BOARD-Cleanliness on board	4.68		4.39		4.09		4.30		<b>4.31</b>	
ON BOARD-Comfort of the ride	4.76	increased	4.27	increased	4.28		4.48		<b>4.34</b>	increased
ON BOARD-Comfort on-board	4.52		4.24		4.17		4.51		<b>4.27</b>	
ON BOARD-Cost of the trip	4.92	increased	4.76	increased	4.80	increased	4.86	increased	<b>4.80</b>	increased
ON BOARD-Feeling safe on board	4.78		4.40		4.29		4.41		<b>4.40</b>	
ON BOARD-Friendliness or helpfulness of the driver	4.82		4.35	increased					<b>4.43</b>	increased
ON BOARD-Journey time	4.58		4.27		4.24		4.65		<b>4.32</b>	
ON BOARD-Punctuality	4.74	increased	4.02		4.49		4.55		<b>4.29</b>	
OVERALL-Experience on last trip	4.70	increased	4.17		4.09	decreased	4.42		<b>4.22</b>	
OVERALL-Overall experience with the network	4.62		4.08		4.07	decreased	4.35		<b>4.15</b>	

*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

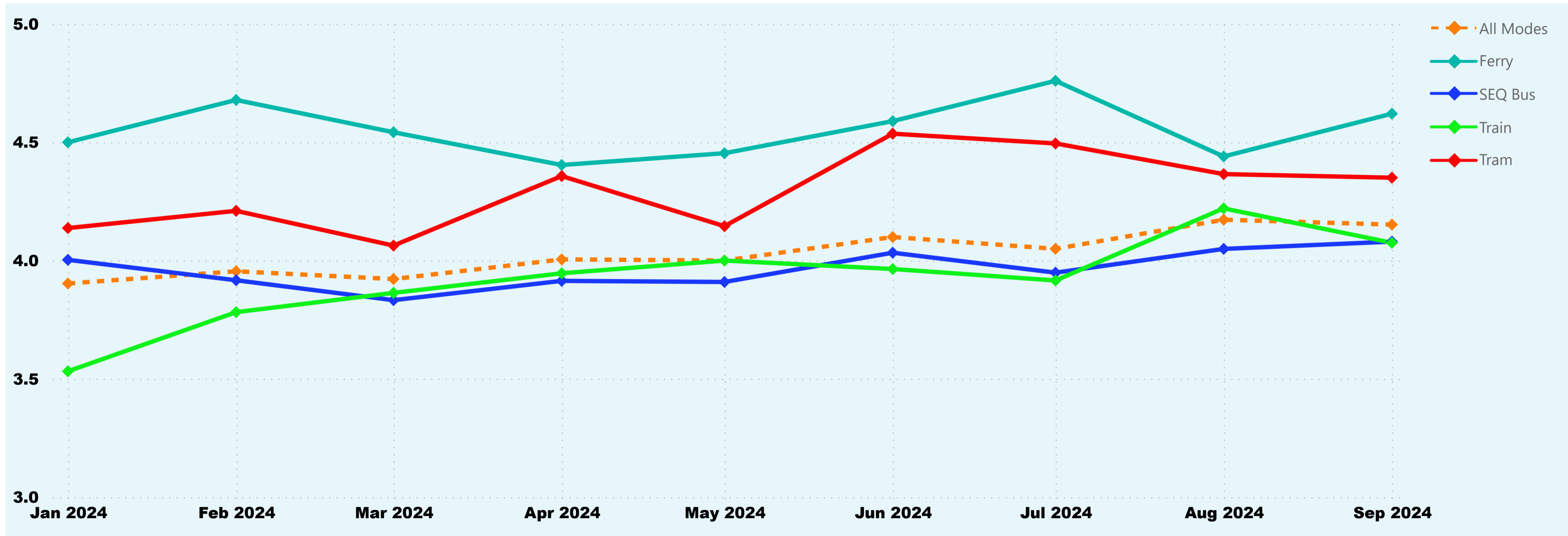
Week ending

2/01/2023

29/09/2024

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 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%
5 May, 2024	3,610,133	0.07	2.17	8.22	2.51%
28 April, 2024	3,164,809	0.01	2.37	9.43	2.60%
21 April, 2024	3,648,168	0.02	2.46	9.19	2.59%
14 April, 2024	3,134,948	0.01	1.88	8.96	2.45%
7 April, 2024	2,529,153	0.02	1.66	12.42	2.49%
31 March, 2024	3,020,562	0.03	2.50	12.86	2.73%
24 March, 2024	3,748,792	0.01	2.30	10.36	2.61%
17 March, 2024	3,771,690	0.01	2.73	10.90	2.67%
10 March, 2024	3,852,498	0.01	2.34	14.10	2.70%
3 March, 2024	3,761,646	0.01	2.72	12.22	2.77%
25 February, 2024	3,655,239	0.02	2.48	9.77	2.79%
18 February, 2024	3,465,027	0.02	2.76	9.88	2.80%
11 February, 2024	3,400,399	0.00	2.75	9.51	2.82%

### Overall experience with the network



Month	January 2024	February 2024	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff								
Ferry	4.50		4.68		4.54		4.40		4.45		4.59		4.76		4.44	decreased	4.62	
SEQ Bus	4.00		3.92		3.83		3.91		3.91		4.03	increased	3.95		4.05		4.08	
Train	3.53	decreased	3.78	increased	3.86		3.95		4.00		3.96		3.92		4.22	increased	4.07	decreased
Tram	4.14	decreased	4.21		4.06		4.36		4.14		4.54	increased	4.49		4.36		4.35	
<b>Total</b>	<b>3.90</b>	<b>decreased</b>	<b>3.95</b>		<b>3.92</b>		<b>4.00</b>		<b>4.00</b>		<b>4.10</b>	<b>increased</b>	<b>4.05</b>		<b>4.17</b>	<b>increased</b>	<b>4.15</b>	

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