

November 2024

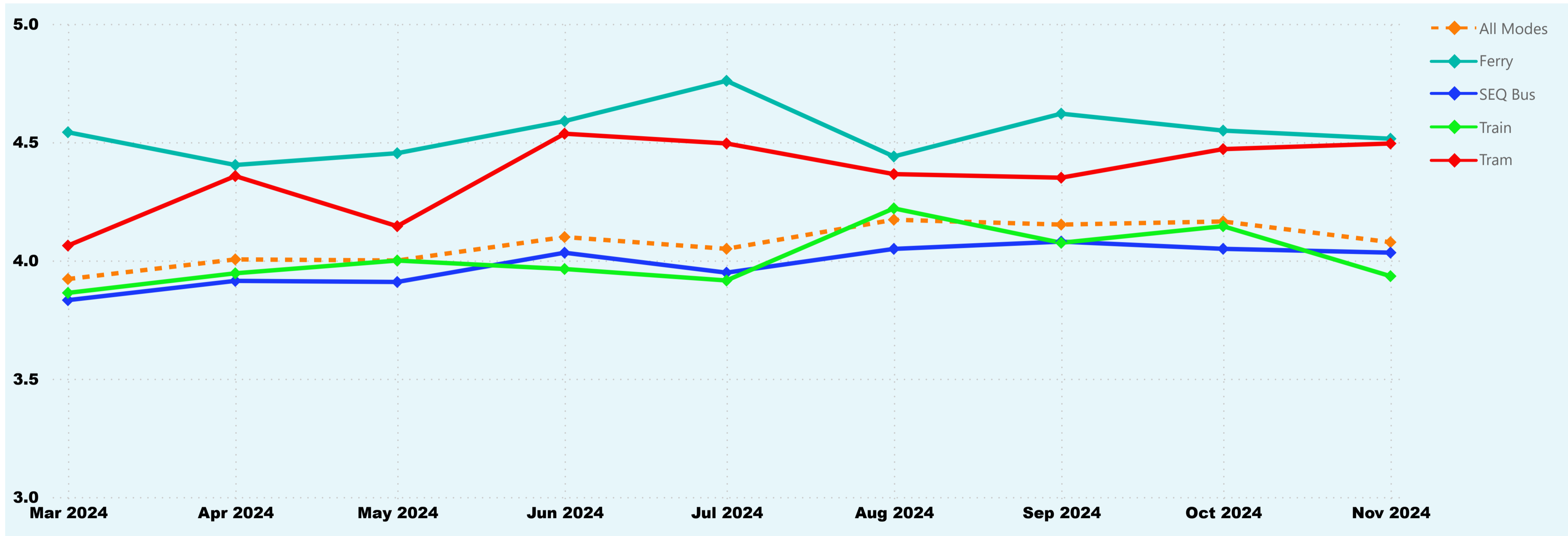
YY/MM

- 19/01
- 19/02
- 19/03
- 19/04
- 19/05
- 19/06
- 19/07
- 19/08
- 19/09
- 19/10
- 19/11
- 19/12
- 20/01
- 20/02
- 20/03
- 20/04
- 20/05
- 20/06
- 20/07
- 20/08
- 20/09
- 20/10
- 20/11
- 20/12
- 21/01

ModeRegion Measure	Ferry		SEQ Bus		Train		Tram		Total	
	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff
NETWORK-Availability of information needed to plan a trip	4.38		4.04	decreased	4.11	decreased	4.34		4.12	decreased
NETWORK-Ease of transferring	3.72	decreased	4.00		3.77		4.25	decreased	3.92	decreased
NETWORK-Ease of using the service overall	4.40		4.16	decreased	4.33	decreased	4.44		4.26	decreased
NETWORK-Frequency of services	3.97		3.82		3.87		4.37		3.90	
OFF BOARD-Accessibility of the station / stop / terminal	4.55		4.24		4.19	decreased	4.53		4.27	decreased
OFF BOARD-Availability of information at the station / stop / terminal	4.28		4.09		4.19	decreased	4.46		4.17	decreased
OFF BOARD-Cleanliness at the station / stop / terminal	4.23	decreased	4.01		4.20		4.28		4.12	decreased
OFF BOARD-Convenience of starting location	4.28		4.20	decreased	4.27		4.43		4.25	decreased
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.54		4.22		4.22		4.26		4.25	decreased
OFF BOARD-Helpfulness of staff members					4.19	decreased			4.20	decreased
OFF BOARD-The design of off-board facilities	4.36		3.99		3.94	decreased	4.08	decreased	4.01	
OFF BOARD-The ease of transferring between services			3.95	decreased					4.01	decreased
ON BOARD-Accessibility	4.60		4.41	decreased	4.34		4.59		4.42	decreased
ON BOARD-Availability of information on-board	4.38		4.09	decreased	4.12	decreased	4.46		4.15	decreased
ON BOARD-Availability of seating	4.48		4.37		4.19		3.88		4.27	
ON BOARD-Cleanliness on board	4.59		4.37		4.02		4.37		4.27	
ON BOARD-Comfort of the ride	4.63		4.22		4.14	decreased	4.39		4.24	
ON BOARD-Comfort on-board	4.47		4.25		4.04		4.20	decreased	4.19	
ON BOARD-Cost of the trip	4.84		4.79		4.78		4.81		4.79	
ON BOARD-Feeling safe on board	4.70		4.33		4.14	decreased	4.23		4.29	decreased
ON BOARD-Friendliness or helpfulness of the driver	4.70		4.26						4.32	
ON BOARD-Journey time	4.42		4.33		4.06	decreased	4.57		4.27	decreased
ON BOARD-Punctuality	4.57		4.06		4.34	decreased	4.69		4.25	
OVERALL-Experience on last trip	4.50		4.14		4.01	decreased	4.51		4.16	decreased
OVERALL-Overall experience with the network	4.51		4.03		3.93	decreased	4.49		4.08	decreased

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.

Overall experience with the network



Month	March 2024	April 2024	May 2024	June 2024	July 2024	August 2024	September 2024	October 2024	November 2024									
ModeRegion	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff	Score	Sig-Diff								
Ferry	4.54		4.40		4.45		4.59		4.76		4.44	decreased	4.62		4.55		4.51	
SEQ Bus	3.83		3.91		3.91		4.03	increased	3.95		4.05		4.08		4.05		4.03	
Train	3.86		3.95		4.00		3.96		3.92		4.22	increased	4.07	decreased	4.14		3.93	decreased
Tram	4.06		4.36		4.14		4.54	increased	4.49		4.36		4.35		4.47		4.49	
Total	3.92		4.00		4.00		4.10	increased	4.05		4.17	increased	4.15		4.16		4.08	decreased

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

24/11/2024

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
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%
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%