

April 2024

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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	4.05		4.01		4.30	increased	4.49		4.15	increased
NETWORK-Ease of transferring			3.93		3.98	increased	4.41		3.95	
NETWORK-Ease of using the service overall	4.34		4.02		4.37	increased	4.66		4.22	
NETWORK-Frequency of services	4.11		3.68		4.01	increased	4.36	increased	3.89	increased
OFF BOARD-Accessibility of the station / stop / terminal	4.49		4.15		4.29		4.44		4.25	
OFF BOARD-Availability of information at the station / stop / terminal	4.25		3.95		4.22		4.52	increased	4.12	
OFF BOARD-Cleanliness at the station / stop / terminal	4.32	decreased	3.89		4.25	increased	4.36		4.09	
OFF BOARD-Convenience of starting location	4.36		4.17		4.26		4.41		4.23	
OFF BOARD-Cost of the trip										
OFF BOARD-Feeling safe at the station / stop / terminal	4.42		4.00	decreased	4.28		4.28	increased	4.16	
OFF BOARD-Helpfulness of staff members					4.39	increased			4.36	increased
OFF BOARD-The design of off-board facilities	4.15		3.80		4.02		4.51	increased	3.96	
OFF BOARD-The ease of transferring between services			3.73		3.85				3.83	
ON BOARD-Accessibility	4.61		4.26		4.33		4.54		4.34	
ON BOARD-Availability of information on-board	4.25		3.99		4.16		4.58	increased	4.12	
ON BOARD-Availability of seating	4.35		4.20		4.06		3.87	increased	4.14	
ON BOARD-Cleanliness on board	4.42	decreased	4.26		4.07		4.35	increased	4.21	
ON BOARD-Comfort of the ride	4.58		4.09		4.19		4.39	increased	4.19	increased
ON BOARD-Comfort on-board	4.40		4.09		4.12	increased	4.35	increased	4.15	
ON BOARD-Cost of the trip	4.20		3.92		3.88	decreased	4.24	increased	3.96	
ON BOARD-Feeling safe on board	4.58	decreased	4.25		4.21		4.28	increased	4.27	
ON BOARD-Friendliness or helpfulness of the driver	4.63		4.22						4.28	
ON BOARD-Journey time	4.47	decreased	4.17		4.14		4.51	increased	4.21	
ON BOARD-Punctuality	4.50		3.91		4.29	increased	4.57	increased	4.15	increased
OVERALL-Experience on last trip	4.42		3.96		3.99		4.42	increased	4.05	
OVERALL-Overall experience with the network	4.40		3.91		3.95		4.36		4.00	

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

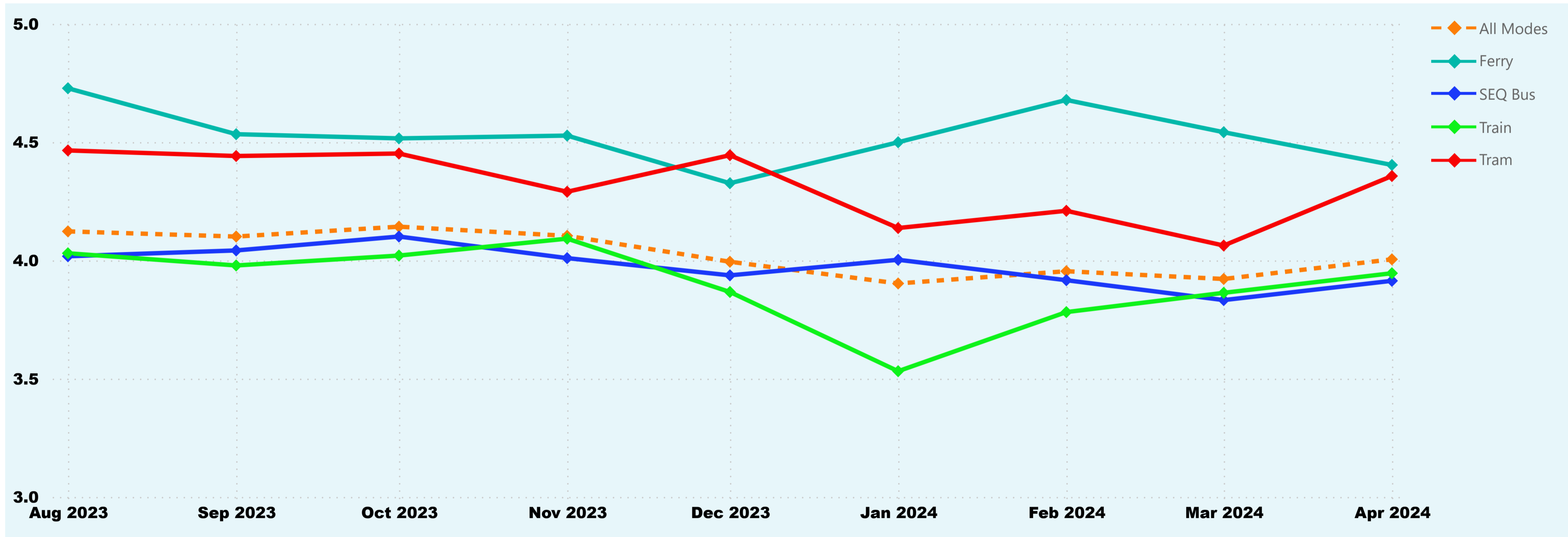
Week ending

02/01/2023

28/04/2024

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
28 April, 2024	3,164,809	0.01	2.35	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%
4 February, 2024	3,299,803	0.01	2.84	10.04	2.91%
28 January, 2024	2,825,139	0.00	2.60	10.64	2.84%
21 January, 2024	2,720,346	0.01	1.77	50.12	2.53%
14 January, 2024	2,495,096	0.02	2.17	12.22	2.68%
7 January, 2024	1,849,488	0.02	2.01	12.94	3.05%
31 December, 2023	1,459,847	0.01	1.72	11.89	3.50%
24 December, 2023	2,498,307	0.01	1.57	13.89	2.46%
17 December, 2023	2,786,840		2.00	11.72	2.47%
10 December, 2023	3,003,925	0.01	1.98	12.46	2.55%
3 December, 2023	3,061,824	0.00	2.18	15.43	2.62%
26 November, 2023	3,267,888	0.01	1.95	16.84	2.70%
19 November, 2023	3,335,530	0.01	1.89	14.67	2.73%
12 November, 2023	3,349,825	0.02	1.71	11.54	2.75%
5 November, 2023	3,267,321	0.01	1.75	13.04	2.84%
29 October, 2023	3,411,631	0.03	1.74	11.53	2.84%
22 October, 2023	3,507,516	0.05	1.63	11.90	2.84%
15 October, 2023	3,544,966	0.06	1.71	20.94	2.81%
8 October, 2023	3,002,815	0.02	1.80	13.55	2.93%
1 October, 2023	2,940,146	0.01	1.37	11.40	2.87%
24 September, 2023	3,052,780	0.03	1.50	10.64	2.90%
17 September, 2023	3,502,374	0.00	1.87	10.37	2.96%
10 September, 2023	3,483,807	0.02	1.84	10.49	3.03%

Overall experience with the network



Month	August 2023		September 2023		October 2023		November 2023		December 2023		January 2024		February 2024		March 2024		April 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	4.73	increased	4.53		4.52		4.53		4.33		4.50		4.68		4.54		4.40	
SEQ Bus	4.02	decreased	4.04		4.10		4.01		3.94		4.00		3.92		3.83		3.91	
Train	4.03	increased	3.98		4.02		4.09		3.87	decreased	3.53	decreased	3.78	increased	3.86		3.95	
Tram	4.46	increased	4.44		4.45		4.29		4.44		4.14	decreased	4.21		4.06		4.36	
Total	4.12		4.10		4.14		4.10		3.99	decreased	3.90	decreased	3.95		3.92		4.00	

Results shown are indices out of possible 5. Satisfaction level of 3.50 and above are classed as "best practice", while 3.00 and above is considered "satisfactory".