

January extended track closures - impacts all lines

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Record customer satisfaction

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12 March 2019 | South East Queensland

Customer satisfaction with TransLink's public transport network has reached a record high!

Data captured in TransLink's customer survey shows an increase in satisfaction for January 2019, with the score rising by two points to **74**, the highest since monthly reporting began in 2012.

Improved satisfaction with **trains (72)** and **ferries (82)** also helped boost the overall rating, while customers remained pleased with **buses (74)**.

Several satisfaction categories contributed to the overall rating, with multiple significant results:

- **Efficiency:** 74 (+2 points, highest in 7 years)
- **Comfort:** 75 (+2 points, highest in 5 years)
- **Accessibility:** 81 (+2 points, highest since 2016)
- **Reliability and frequency:** 70 (+3 points, highest since Jan 2018)

These results come hot off the heels of the announcement last month of TransLink's new customer survey pilot. The new survey will allow customers to provide feedback with a mobile device, increasing the amount of respondents and the making the survey easier to complete.

If you would like to leave feedback outside of the survey, you can contact us [online](#) or by calling **13 12 30**.

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Get in touch

We are available to answer your questions and help you with travelling on public transport across Queensland.

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