

## TransLink Customer Satisfaction Monthly Snapshot

June 2019

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	82	79	86	81
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	70	70	78	71
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	78	72	79	75
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	82	81	82	82
<b>Ease of using go card sub-index</b>				
Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	83	80	81	82
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	78	74	76	76
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	75	74	77	74
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	73	73	77	73
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	82	79	86	81
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	83	83	88	83
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	68	59	62	63
<b>Overall Service</b>				
A combination of all reported categories	76	73	80	75

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

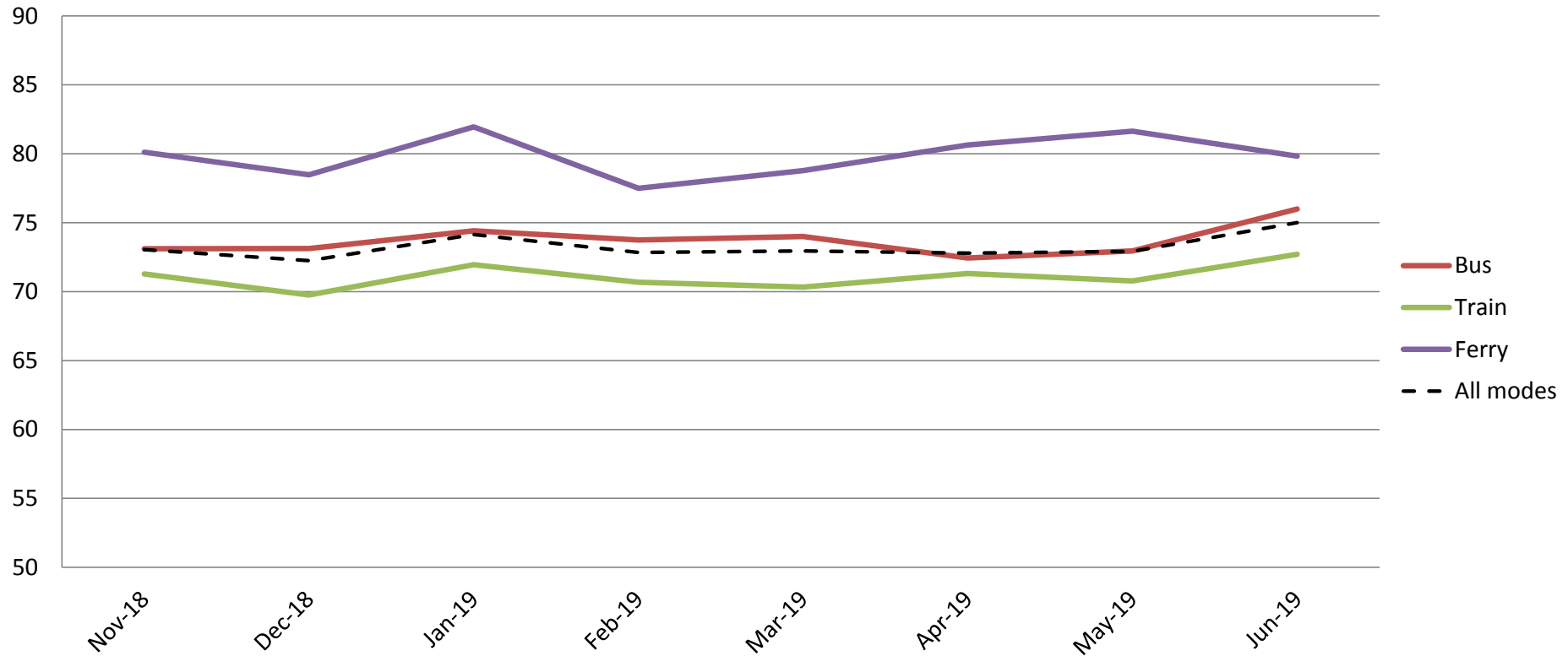
Red figures indicate a statistically significant **decrease** in the period  
 Green figures indicate a statistically significant **increase** in the period

## TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (go card) per 10,000 trips	Customer complaints (other than go card) per 10,000 trips	go card Adjustments per 10,000 go card trips	Fixed fares as a percentage of all go card trips
8 July 2018	3,105,843	0.07	4.04	15.71	1.76%
15 July 2018	3,225,922	0.11	1.92	16.11	1.77%
22 July 2018	3,823,342	0.06	2.03	11.97	1.82%
29 July 2018	4,080,274	0.08	1.90	13.30	1.71%
5 August 2018	4,114,861	0.06	1.85	12.07	1.64%
12 August 2018	4,182,704	0.07	1.75	13.06	1.66%
19 August 2018	3,755,671	0.05	1.72	14.19	1.80%
26 August 2018	3,988,014	0.06	2.02	12.92	1.61%
2 September 2018	3,983,839	0.07	1.75	12.89	1.61%
9 September 2018	3,592,048	0.06	1.92	13.37	1.64%
16 September 2018	3,957,846	0.06	2.00	12.43	1.59%
23 September 2018	3,902,289	0.04	1.65	13.43	1.62%
30 September 2018	3,260,536	0.06	1.81	15.77	1.73%
7 October 2018	3,054,047	0.10	1.79	14.05	1.72%
14 October 2018	3,829,272	0.04	1.87	13.32	1.66%
21 October 2018	3,880,533	0.03	1.96	13.52	1.65%
28 October 2018	3,845,315	0.05	1.97	13.03	1.69%
4 November 2018	3,766,448	0.06	2.02	14.14	1.74%
11 November 2018	3,892,551	0.04	2.09	14.63	1.71%
18 November 2018	3,856,649	0.06	1.96	13.35	1.65%
25 November 2018	3,790,684	0.04	1.98	13.95	1.78%
2 December 2018	3,685,432	0.04	2.09	16.28	1.79%
9 December 2018	3,502,148	0.05	2.01	16.66	1.84%
16 December 2018	3,336,847	0.06	1.91	13.93	1.73%
23 December 2018	3,111,601	0.09	2.09	13.88	1.84%
30 December 2018	1,621,881	0.07	1.68	19.18	2.35%
6 January 2019	2,101,772	0.08	1.85	19.62	2.24%
13 January 2019	2,943,669	0.08	1.78	15.92	1.72%
20 January 2019	3,090,145	0.05	2.06	14.37	1.72%
27 January 2019	3,170,400	0.05	1.99	16.34	1.72%
3 February 2019	3,110,032	0.13	2.69	15.29	1.90%
10 February 2019	3,704,135	0.10	2.76	15.55	1.93%
17 February 2019	3,793,454	0.06	2.74	15.50	1.97%
24 February 2019	4,011,138	0.07	2.85	15.81	1.93%
3 March 2019	4,262,007	0.05	2.45	14.36	1.82%
10 March 2019	4,361,183	0.06	2.52	14.44	1.81%
17 March 2019	4,230,829	0.06	2.86	18.14	1.78%
24 March 2019	4,309,945	0.04	2.62	18.05	1.86%
31 March 2019	4,180,861	0.06	2.69	19.37	1.74%
7 April 2019	4,135,160	0.05	2.04	15.06	1.62%
14 April 2019	3,680,074	0.08	1.90	17.58	1.63%
21 April 2019	3,040,180	0.04	1.73	16.29	1.68%
28 April 2019	2,793,889	0.03	1.40	16.03	1.87%
5 May 2019	4,116,927	0.08	2.06	14.27	1.74%
12 May 2019	3,585,196	0.06	2.24	15.14	1.75%
19 May 2019	4,096,149	0.03	2.14	14.91	1.68%
26 May 2019	4,037,080	0.06	2.10	15.05	1.64%
2 June 2019	3,913,785	0.04	2.14	15.01	1.64%
9 June 2019	3,790,151	0.05	1.99	15.78	1.71%
16 June 2019	3,757,131	0.03	2.28	14.95	1.70%
23 June 2019	3,726,656	0.05	2.07	14.39	1.69%
30 June 2019	3,436,698	0.06	1.80	15.60	1.69%

## Overall satisfaction – A combination of all reported categories

Index out of 100

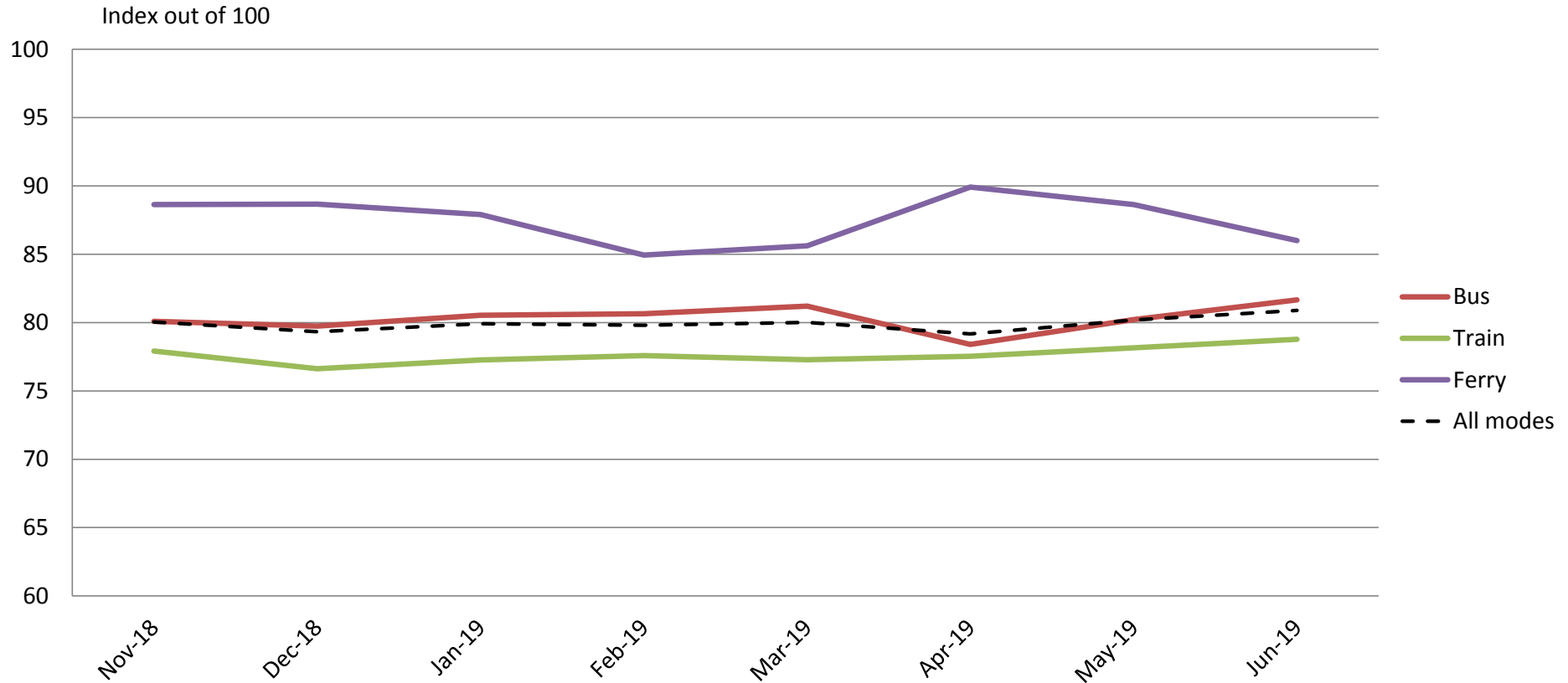


	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	73	73	74	74	74	72	73	<b>76</b>
<b>Train</b>	71	70	<b>72</b>	71	70	71	71	<b>73</b>
<b>Ferry</b>	80	78	<b>82</b>	<b>77</b>	79	81	82	80
<b>All Modes</b>	73	72	<b>74</b>	<b>73</b>	73	73	73	<b>75</b>

Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period  
 Green figures indicate a statistically significant **increase** in the period

## Safety and Security – Safety at stops, stations and on board vehicles



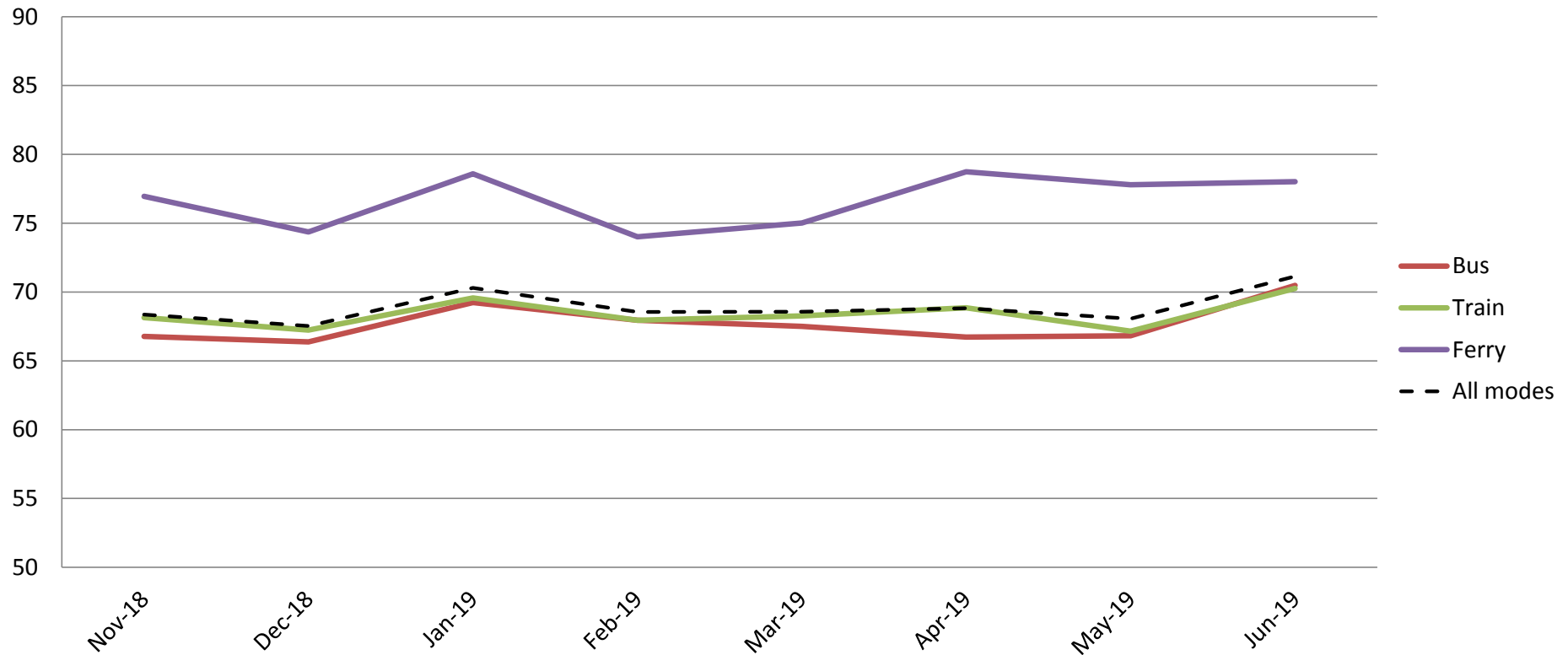
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	80	80	81	81	81	<b>78</b>	80	82
<b>Train</b>	78	77	77	78	77	78	78	79
<b>Ferry</b>	<b>89</b>	89	88	85	86	<b>90</b>	89	86
<b>All Modes</b>	<b>80</b>	79	80	80	80	79	80	81

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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



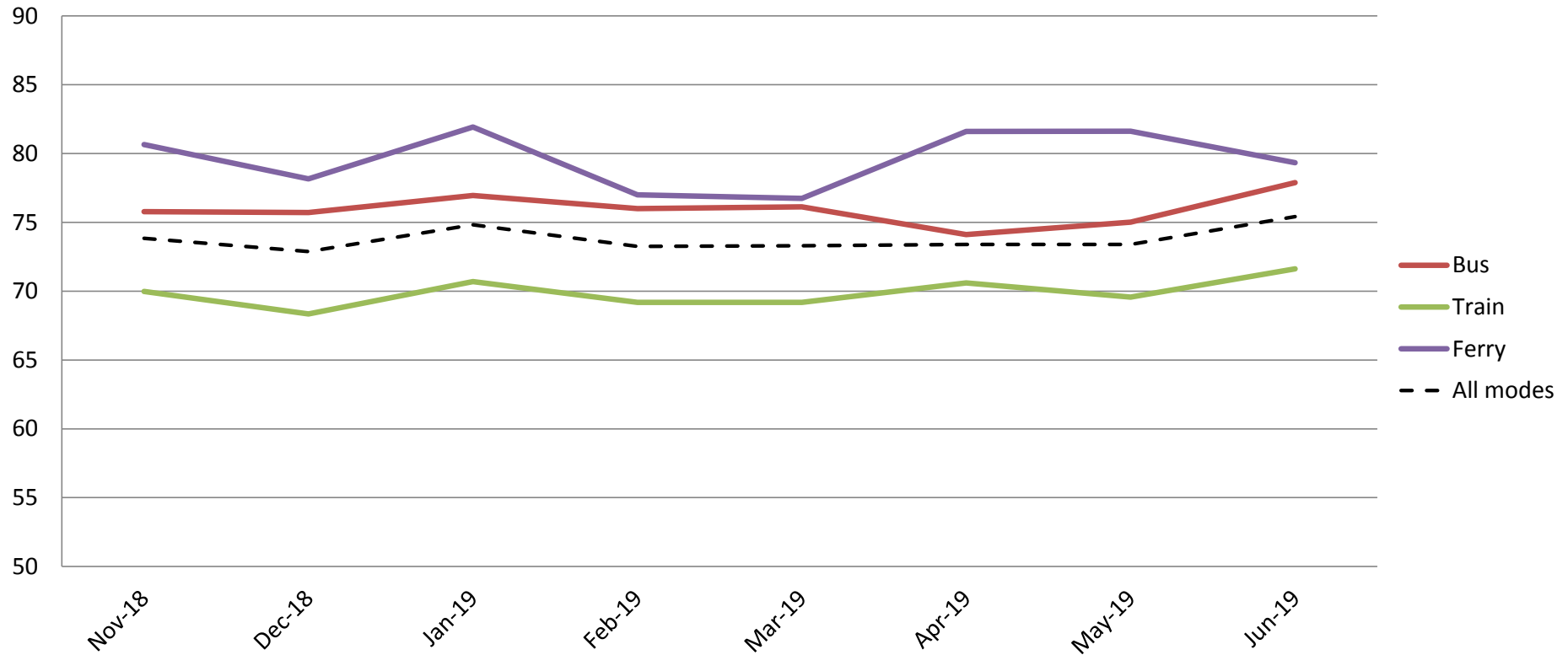
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	67	66	69	68	67	67	67	70
<b>Train</b>	68	67	70	68	68	69	67	70
<b>Ferry</b>	77	74	79	74	75	79	78	78
<b>All Modes</b>	68	68	70	69	69	69	68	71

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## Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



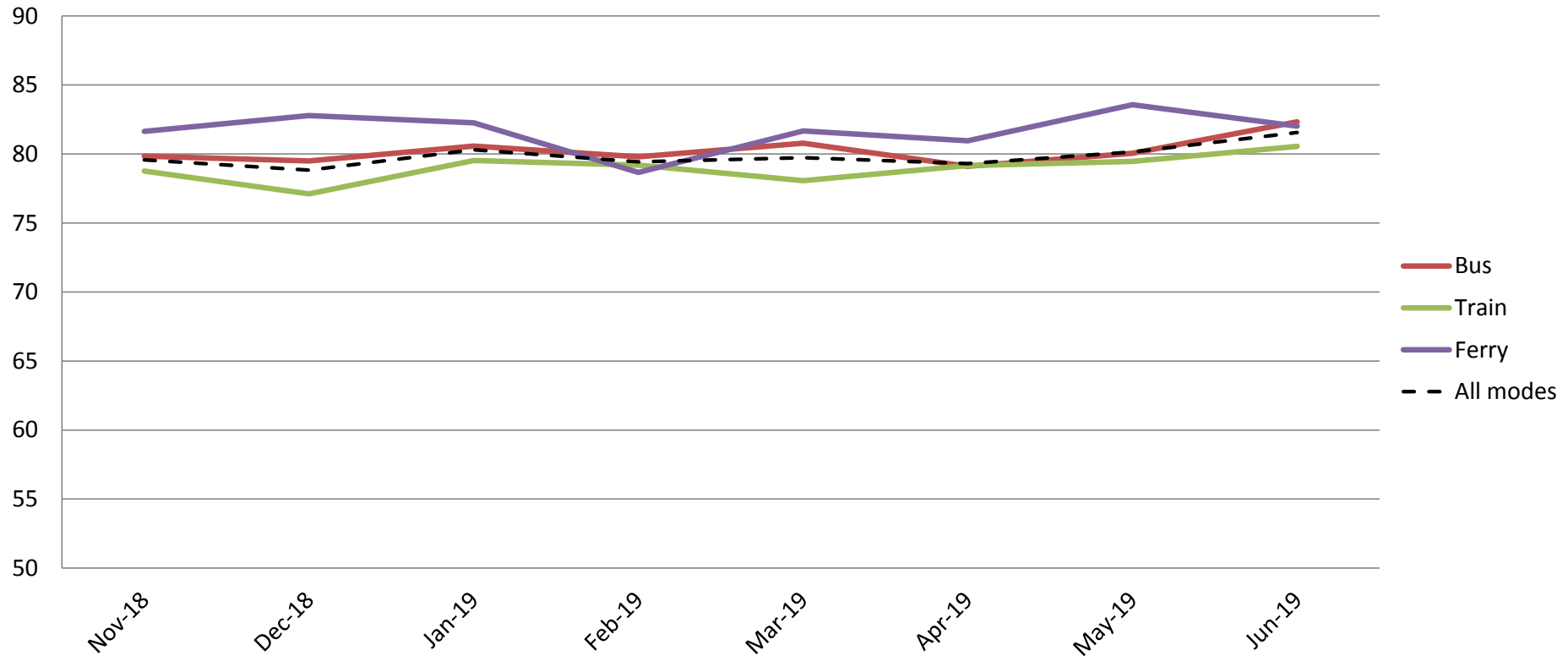
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	76	76	77	76	76	74	75	78
<b>Train</b>	70	68	71	69	69	71	70	72
<b>Ferry</b>	81	78	82	77	77	82	82	79
<b>All Modes</b>	74	73	75	73	73	73	73	75

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## Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



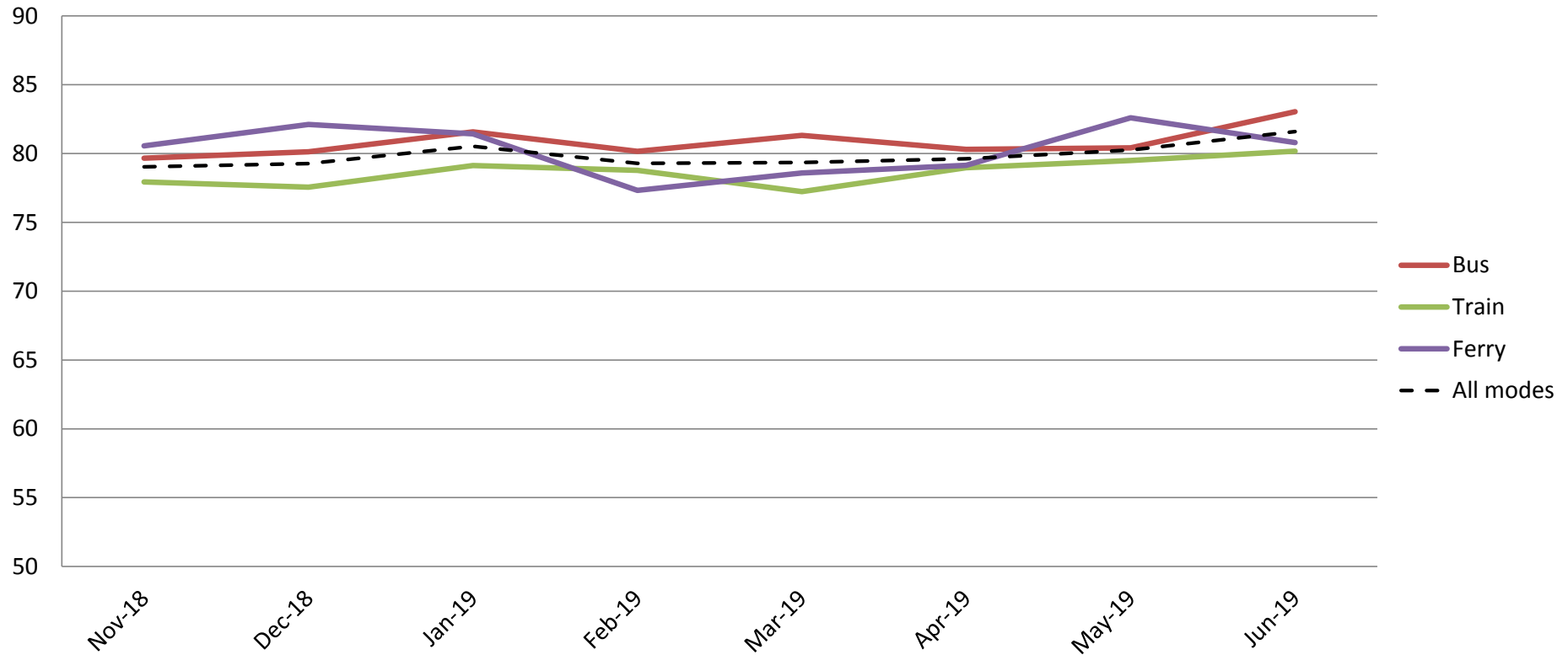
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	80	79	81	80	81	79	80	<b>82</b>
<b>Train</b>	79	77	<b>80</b>	79	78	79	79	81
<b>Ferry</b>	82	83	82	79	82	81	84	82
<b>All Modes</b>	80	79	<b>80</b>	79	80	79	80	<b>82</b>

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## Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	80	80	82	80	81	80	83	83
<b>Train</b>	78	78	79	79	77	79	79	80
<b>Ferry</b>	81	82	81	77	79	79	83	81
<b>All Modes</b>	79	79	81	79	79	80	80	82

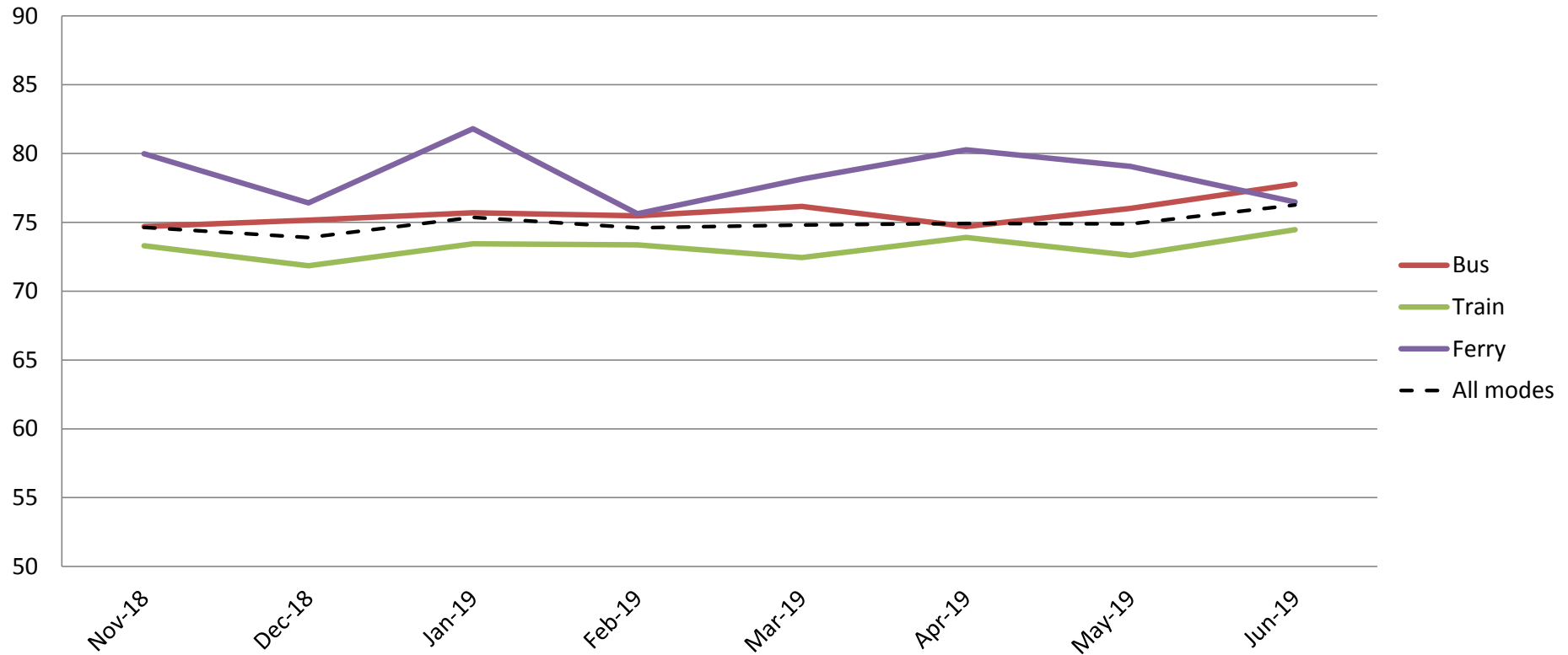
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



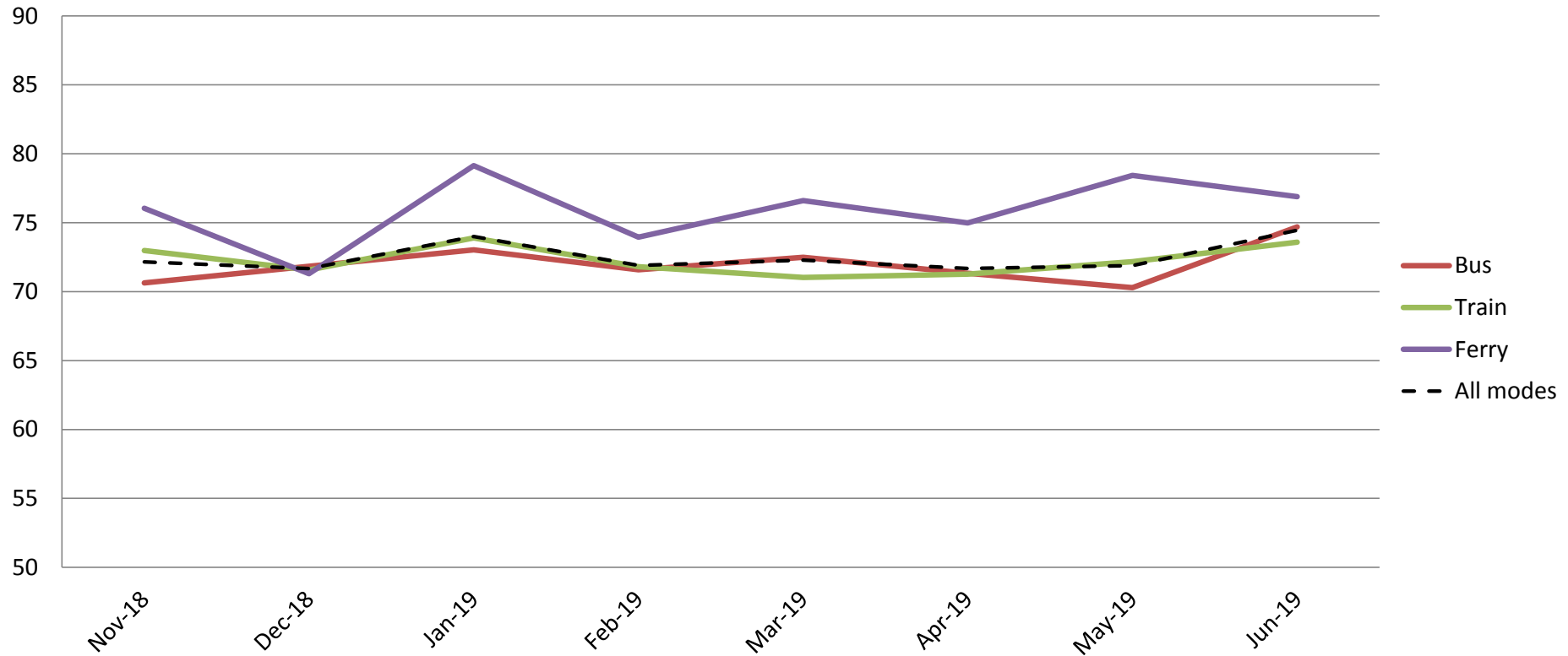
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	75	75	76	75	76	75	76	78
<b>Train</b>	73	72	73	73	72	74	73	74
<b>Ferry</b>	80	76	82	76	78	80	79	76
<b>All Modes</b>	75	74	75	75	75	75	75	76

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## Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



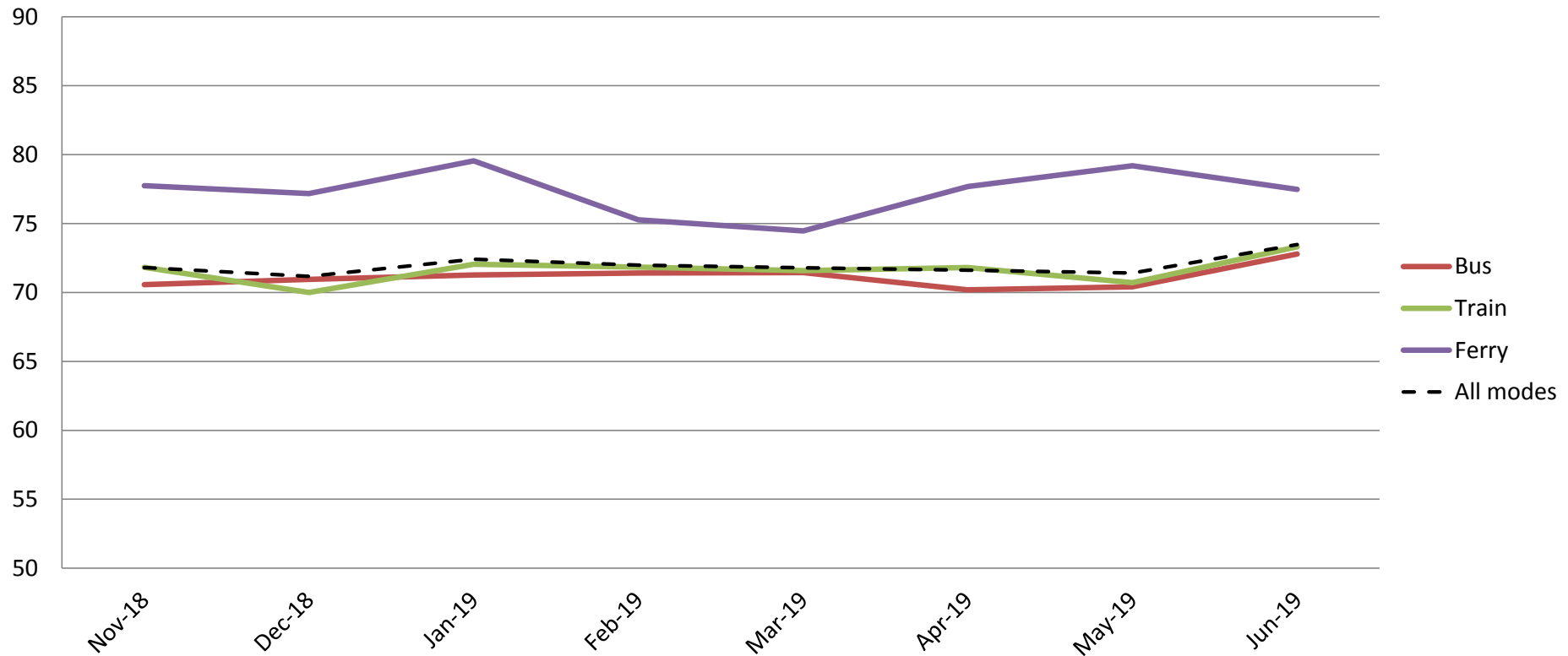
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	71	72	73	72	72	71	70	<b>75</b>
<b>Train</b>	73	72	74	72	71	71	72	74
<b>Ferry</b>	76	71	<b>79</b>	<b>74</b>	77	75	78	77
<b>All Modes</b>	72	72	<b>74</b>	<b>72</b>	72	72	72	<b>74</b>

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## Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



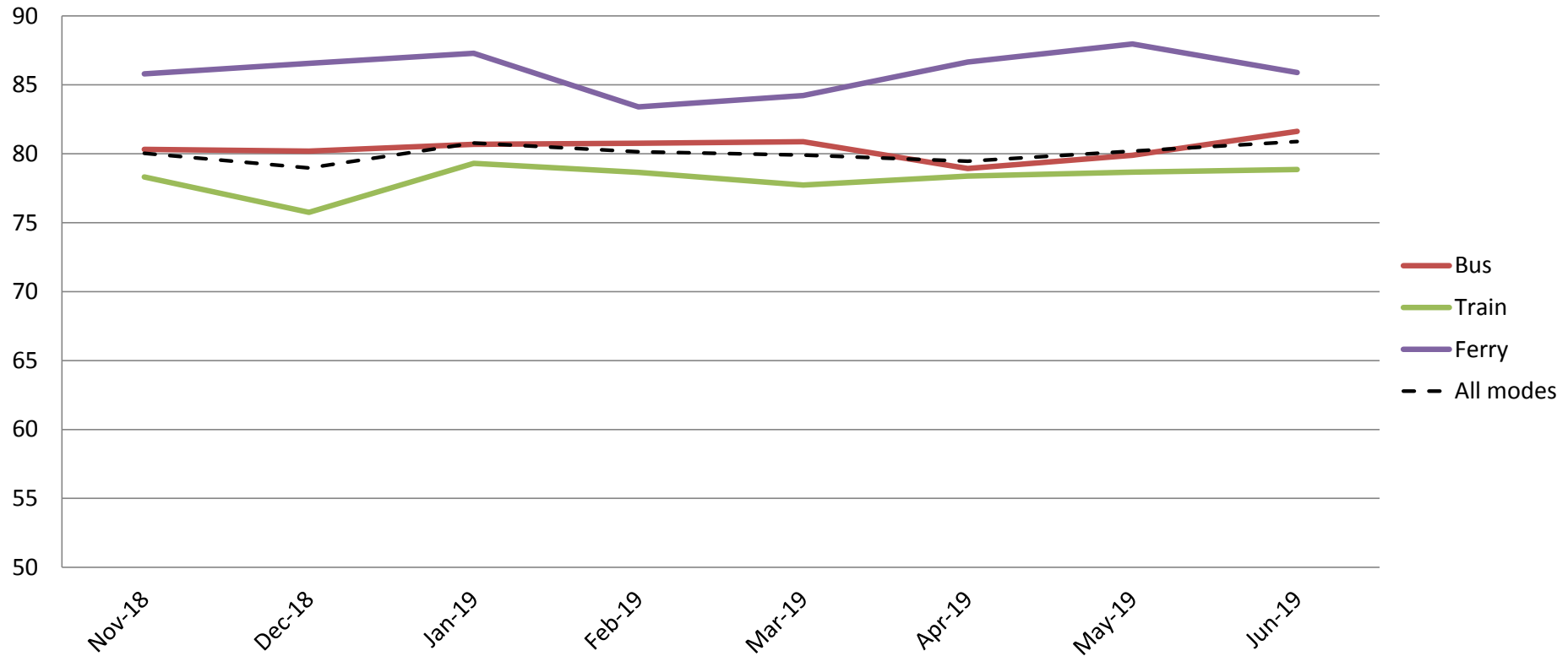
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	71	71	71	71	71	70	70	<b>73</b>
<b>Train</b>	72	70	72	72	72	72	71	<b>73</b>
<b>Ferry</b>	78	77	80	<b>75</b>	74	78	79	77
<b>All Modes</b>	72	71	72	72	72	72	71	<b>73</b>

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## Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

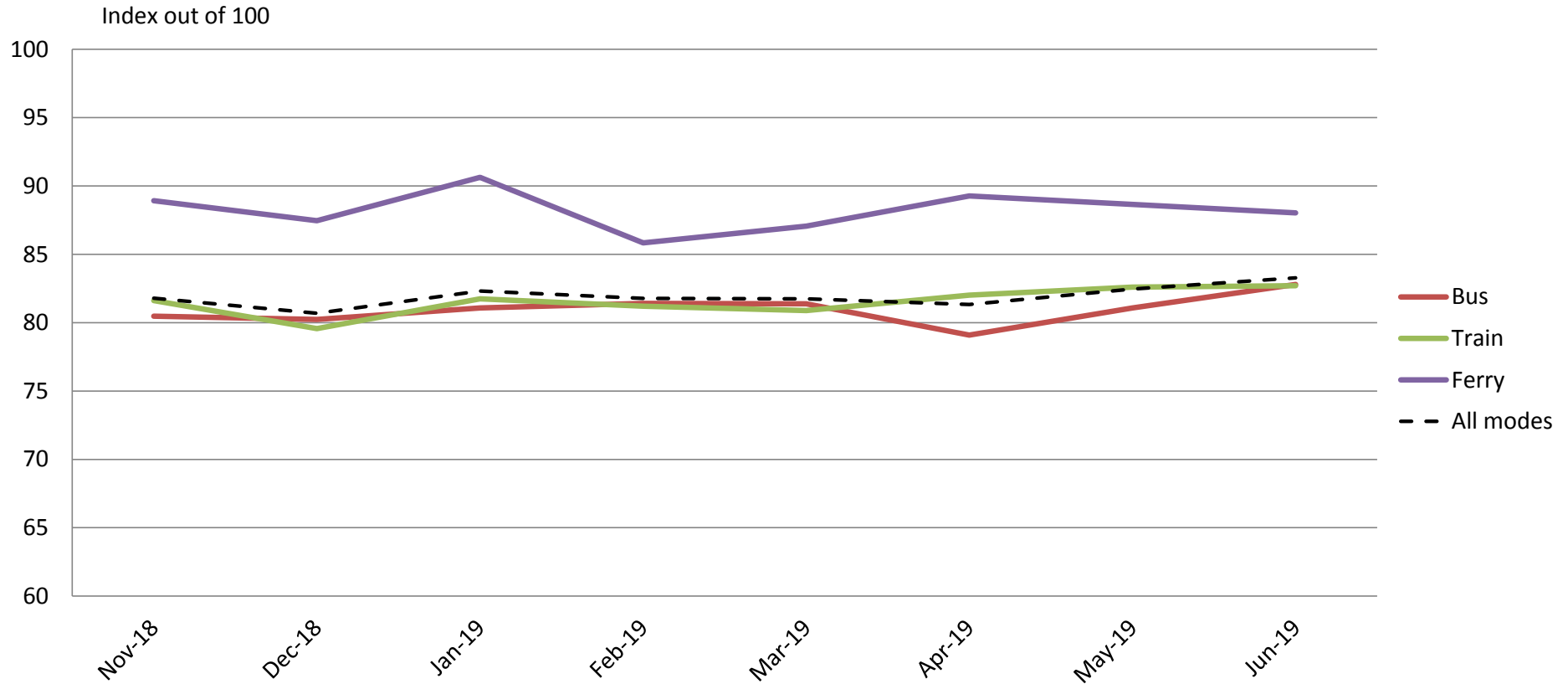


	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	80	80	81	81	81	79	80	82
<b>Train</b>	78	76	79	79	78	78	79	79
<b>Ferry</b>	86	87	87	83	84	87	88	86
<b>All Modes</b>	80	79	81	80	80	79	80	81

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## Staff – Knowledge, conduct, presentation and helpfulness of staff



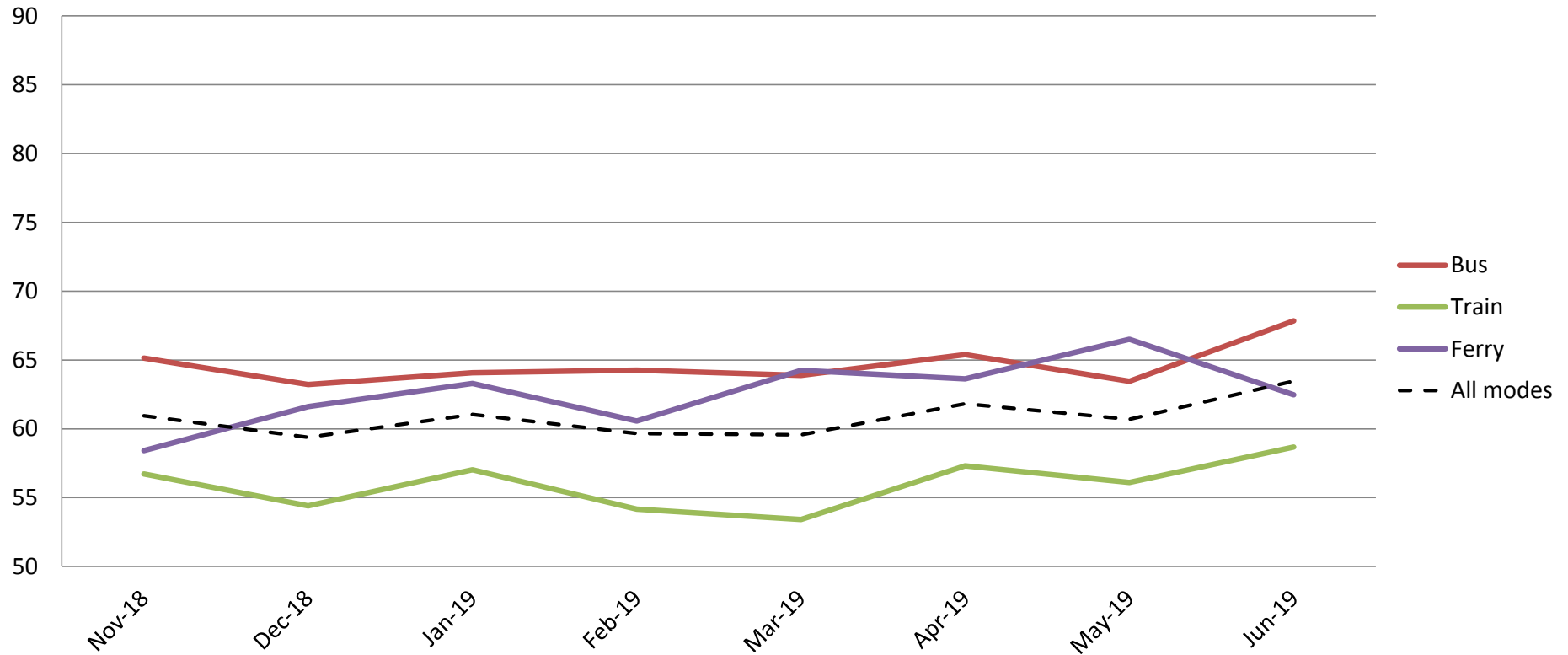
	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	80	80	81	81	81	79	81	83
<b>Train</b>	82	80	82	81	81	82	83	83
<b>Ferry</b>	89	87	91	86	87	89	89	88
<b>All Modes</b>	82	81	82	82	82	81	82	83

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## Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
<b>Bus</b>	65	63	64	64	64	65	63	<b>68</b>
<b>Train</b>	57	54	57	54	53	<b>57</b>	56	59
<b>Ferry</b>	58	62	63	61	64	64	67	62
<b>All Modes</b>	61	59	61	60	60	<b>62</b>	61	<b>63</b>

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