TransLink Customer Satisfaction Monthly Snapshot

November 2013

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	80	79	87	**80**
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	65	73	80	70
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	70	80	73
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	80	85	80
Ease of using go card sub-index Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	79	80	80	79
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	73	79	74
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	68	70	76	69
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	67	73	78	71
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	81	87	82
Staff Knowledge, conduct, presentation and helpfulness of staff	77	81	85	80
Affordability Cost of tickets and benefits of not having to pay for parking	55	47	67	53
Overall Service A combination of all reported categories	70	70	80	71

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
2 December 2012	3,433,696	0.70	2.62	13.50	2.21%
9 December 2012	3,201,022	0.70	2.38	17.10	2.21%
16 December 2012	3,111,802	0.71	2.47	17.55	2.19%
23 December 2012	2,868,104	0.72	2.45	16.44	2.18%
30 December 2012	1,551,851	0.61	2.45	15.32	2.69%
6 January 2013	2,025,318	0.78	2.09	17.93	2.56%
13 January 2013	2,679,546	0.88	3.44	35.52	2.20%
20 January 2013	2,847,554	0.64	2.83	16.82	2.21%
27 January 2013	2,691,003	1.18	2.20	18.09	2.22%
3 February 2013	2,522,369	0.86	2.11	39.44	2.82%
10 February 2013	3,415,127	0.76	2.39	17.25	2.49%
17 February 2013	3,445,133	0.87	3.49	16.70	2.37%
24 February 2013	3,630,800	0.72	2.47	16.79	2.43%
3 March 2013	3,763,201	0.81	3.16	15.38	2.43%
10 March 2013	3,976,726	0.57	2.39	14.01	2.28%
17 March 2013	3,999,340	0.67	3.86	14.87	2.30%
24 March 2013	3,916,520	0.65	3.52	14.60	2.15%
31 March 2013	3,246,846	0.49	4.24	15.24	2.20%
7 April 2013	2,627,094	0.67	2.71	16.19	2.12%
14 April 2013	3,309,635	0.67	2.75	16.37	1.92%
21 April 2013	3,839,892	0.57	2.14	15.68	2.06%
28 April 2013	3,300,716	0.50	1.62	14.72	2.13%
5 May 2013	3,796,756	0.60	2.54	19.79	2.05%
12 May 2013	3,723,527	0.52	2.82	14.61	1.95%
19 May 2013	3,711,755	0.58	2.20	12.87	1.96%
26 May 2013	3,594,857	0.61	2.16	14.36	1.98%
2 June 2013	3,583,686	0.56	1.89	13.53	1.91%
9 June 2013	3,474,086	0.62	2.10	13.03	2.00%
16 June 2013	2,995,213	0.56	2.00	13.63	1.97%
23 June 2013	3,348,186	0.54	1.87	14.22	2.02%
30 June 2013	2,863,623	0.68	2.27	15.38	1.96%
7 July 2013	2,873,930	0.65	2.40	15.72	2.03%
14 July 2013	3,356,376	0.65	2.14	14.95	2.05%
21 July 2013	3,508,864	0.54	2.06	13.04	2.02%
28 July 2013	3,769,169	0.48	2.25	10.94	1.93%
4 August 2013	3,826,417	0.43	2.15	11.96	1.90%
11 August 2013	3,938,072	0.48	2.24	12.25	1.90%
18 August 2013	3,528,811	0.49	1.82	12.59	2.08%
25 August 2013	3,726,512	0.51	2.08	12.18	1.95%
1 September 2013	3,692,474	0.56	2.03	12.99	1.88%
8 September 2013	3,723,623	0.41	1.72	12.16	1.82%
15 September 2013	3,697,126	0.52	2.39	11.06	1.80%
22 September 2013	3,629,937	0.43	1.92	10.40	1.79%
29 September 2013	3,313,567	0.39	1.80	12.19	1.91%
6 October 2013	3,019,384	0.44	2.33	20.16	1.94%
13 October 2013	3,226,366	0.46	2.15	10.87	1.91%
20 October 2013	3,679,739	0.45	2.34	12.71	1.89%
27 October 2013	3,586,738	0.39	2.04	11.70	1.88%
3 November 2013	3,492,981	0.42	2.53	12.49	1.95%
10 November 2013	3,547,672	0.43	1.93	12.96	1.93%
17 November 2013	3,511,017	0.41	2.48	12.37	1.80%
24 November 2013	3,481,898	0.37	2.53	12.09	1.93%

Overall satisfaction – A combination of all reported categories

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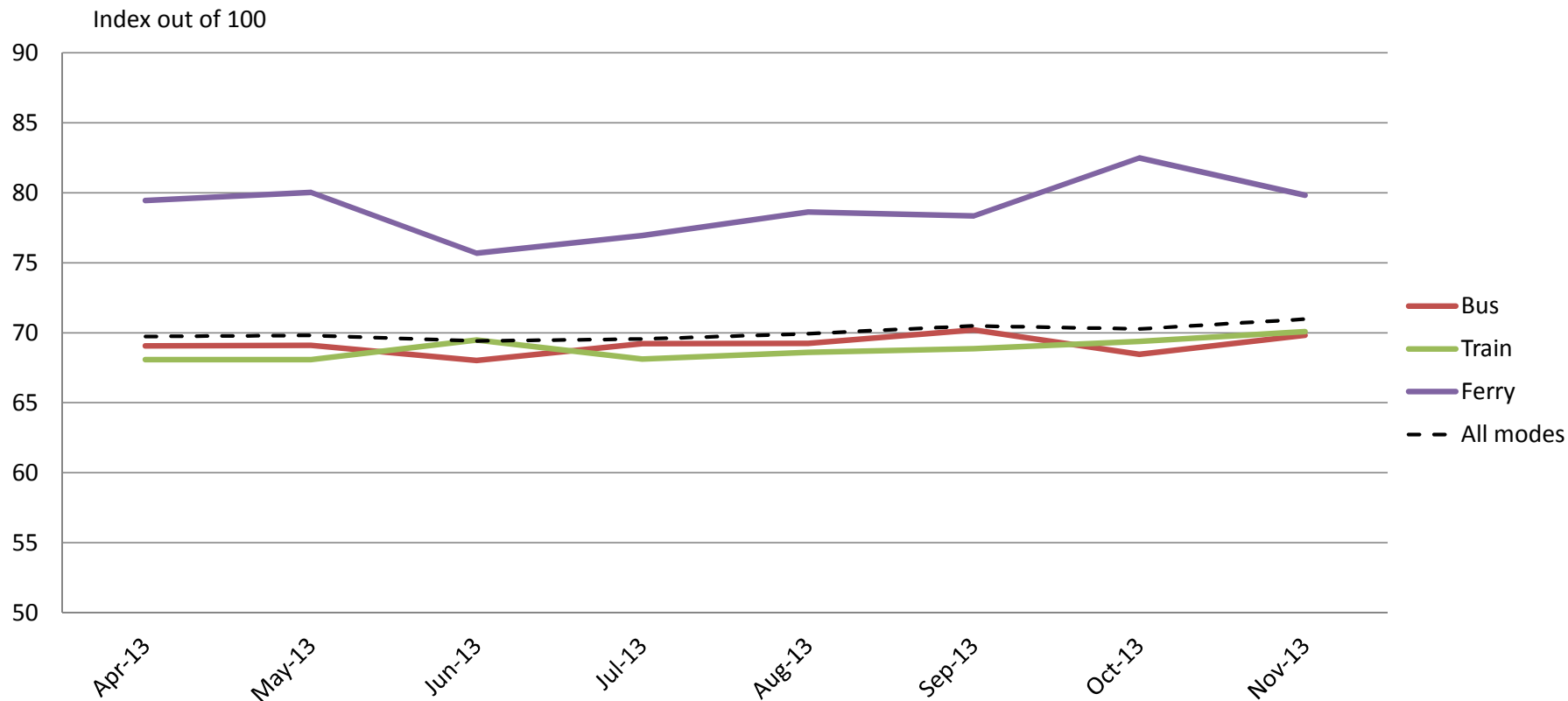
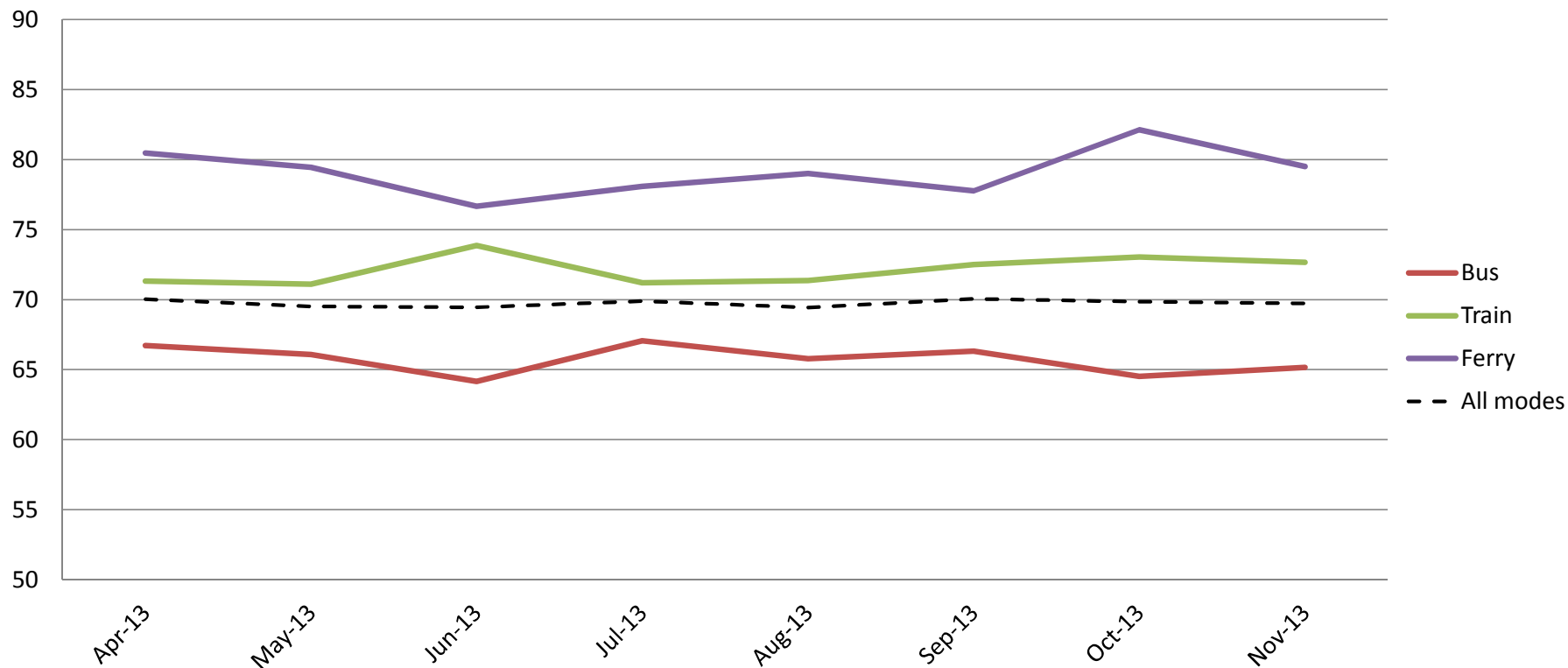|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	69	69	68	69	69	70	68	70
Train	68	68	69	68	69	69	69	70
Ferry	79	80	76	77	79	78	82	80
All Modes	70	70	69	70	70	70	70	71

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

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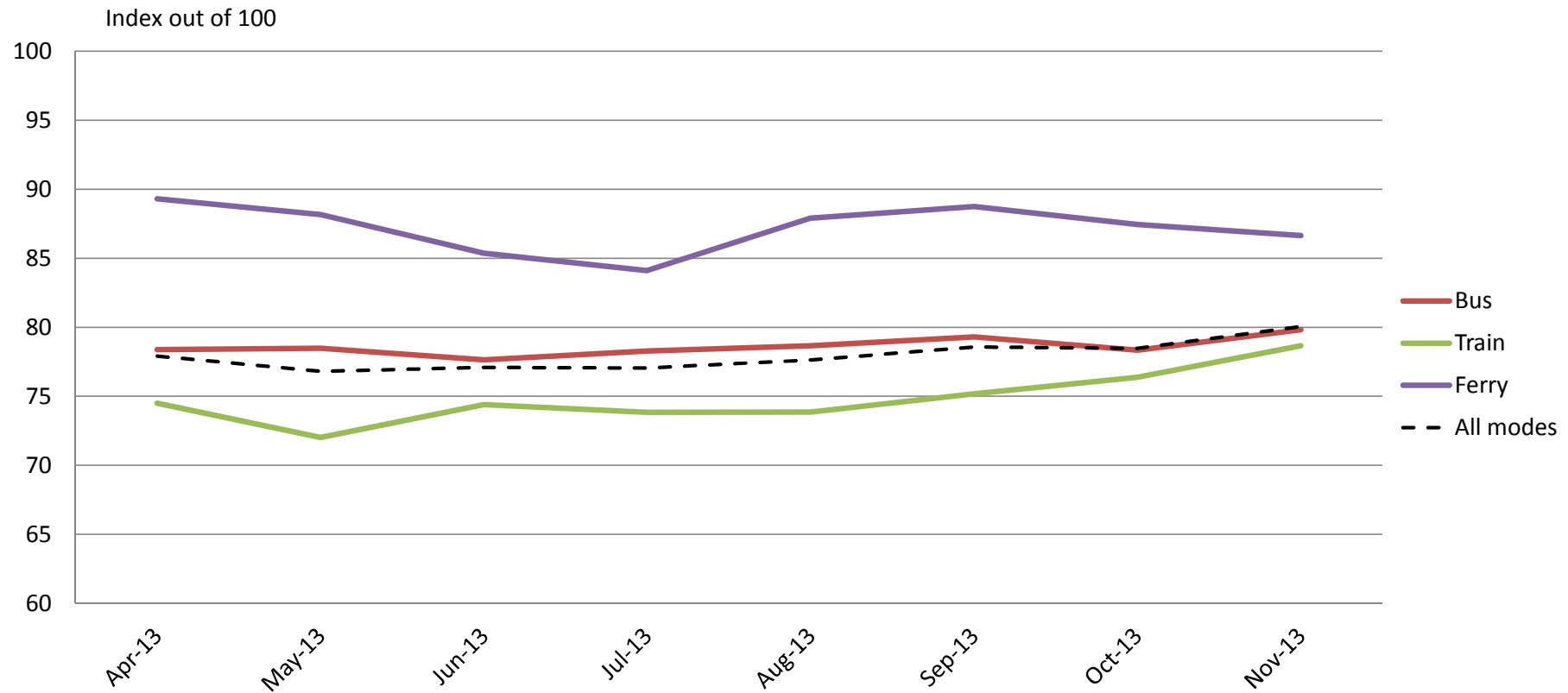
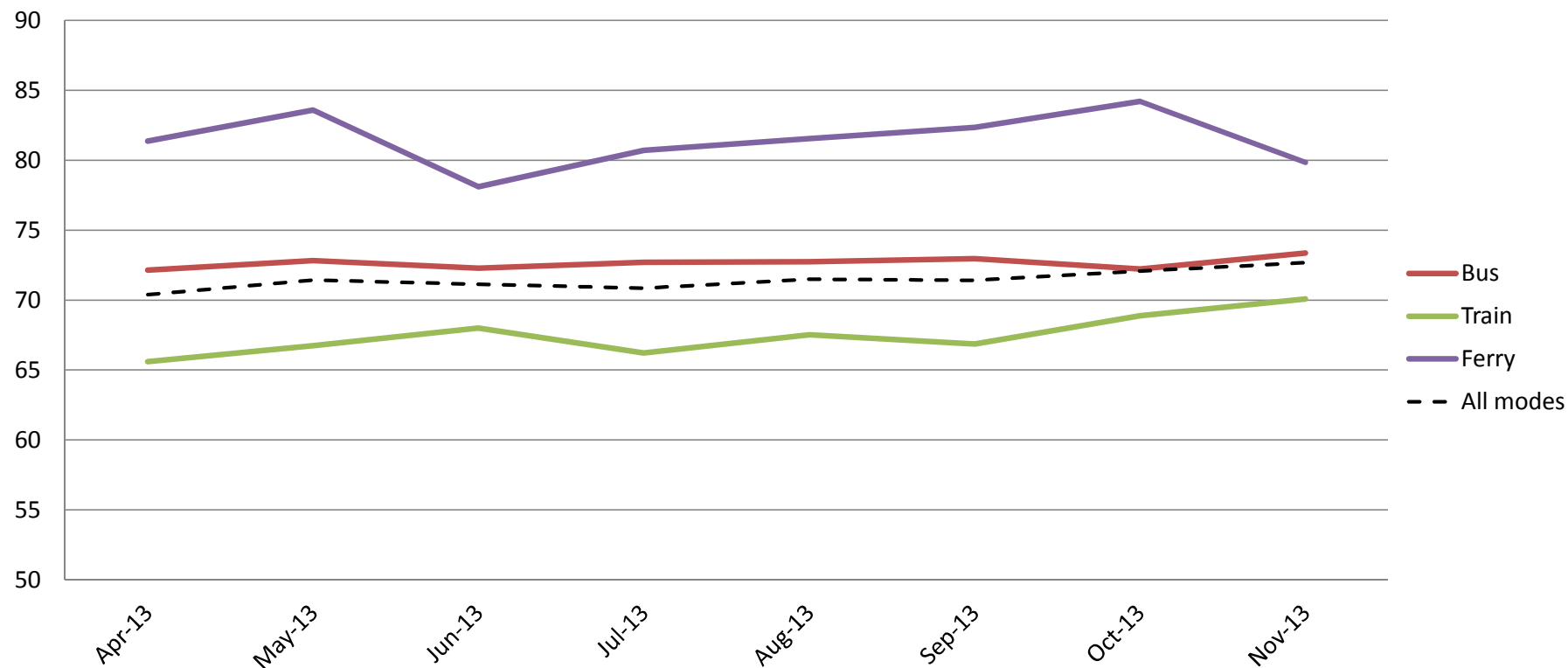|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	78	78	78	78	79	79	78	80
Train	74	72	74	74	74	75	76	79
Ferry	89	88	85	84	88	89	87	87
All Modes	78	77	77	77	78	79	78	**80**

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

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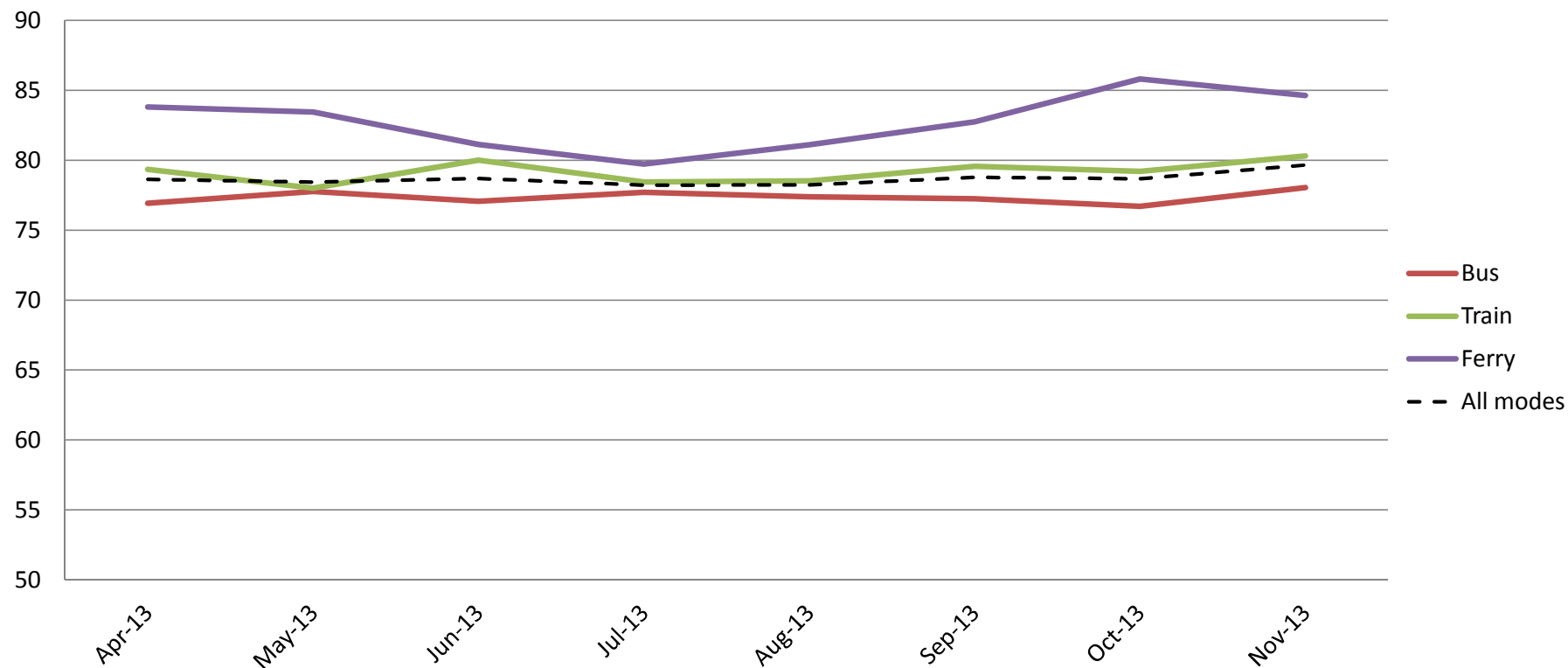|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	67	66	64	67	66	66	65	65
Train	71	71	74	71	71	73	73	73
Ferry	80	79	77	78	79	78	82	80
All Modes	70	70	69	70	69	70	70	70

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

Index out of 100

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	72	73	72	73	73	73	72	73
Train	66	67	68	66	68	67	69	70
Ferry	81	84	**78**	81	82	82	84	80
All Modes	70	71	71	71	72	71	72	73

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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

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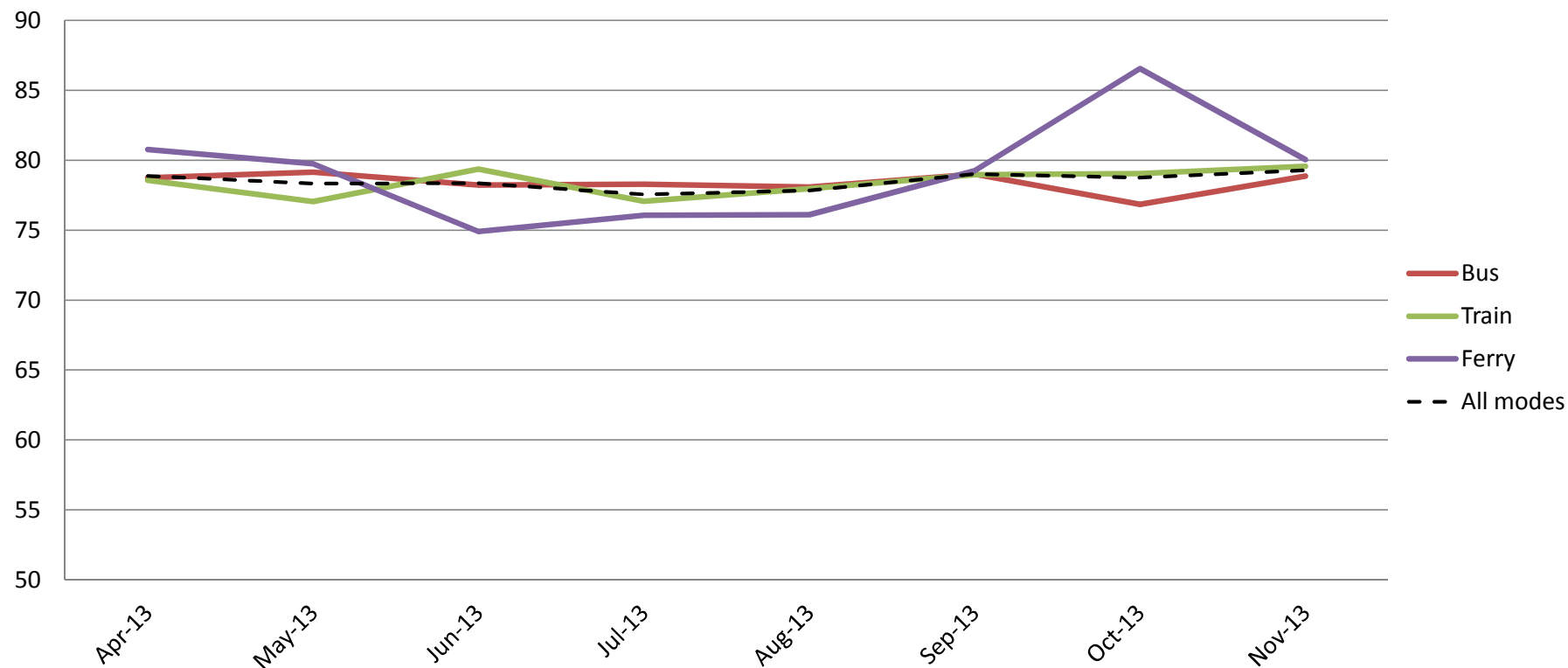|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	77	78	77	78	77	77	77	78
Train	79	78	80	78	79	80	79	80
Ferry	84	83	81	80	81	83	86	85
All Modes	79	78	79	78	78	79	79	80

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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.

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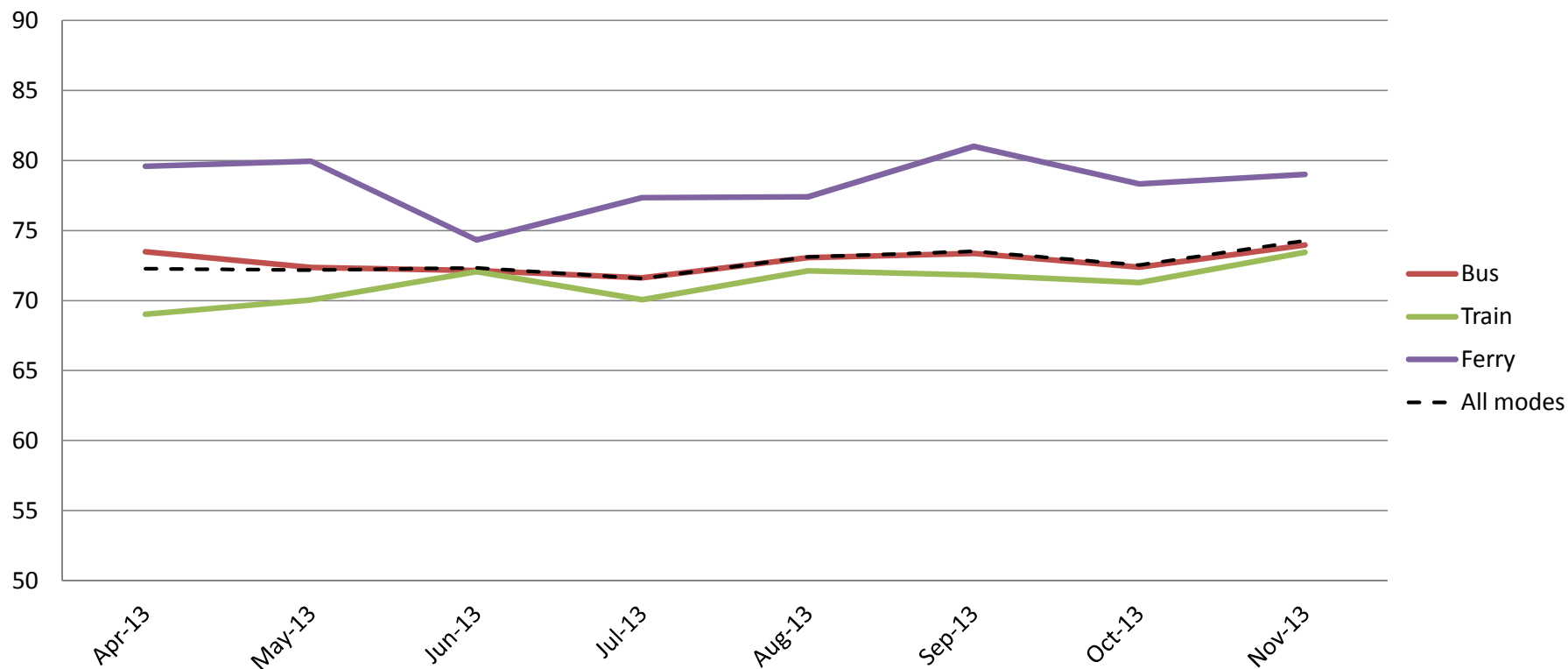|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	79	79	78	78	78	79	77	79
Train	79	77	79	77	78	79	79	80
Ferry	81	80	75	76	76	79	**87**	80
All Modes	79	78	78	78	78	79	79	79

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

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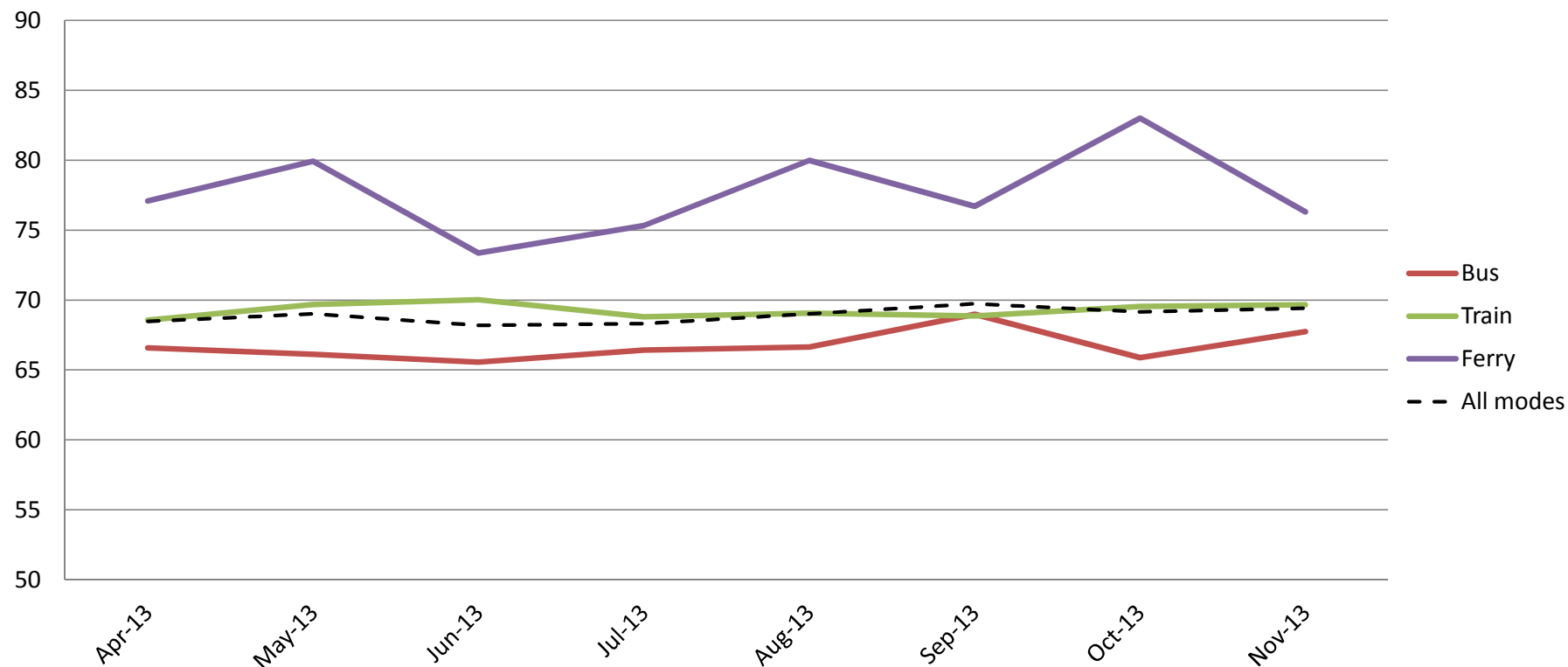|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	73	72	72	72	73	73	72	74
Train	69	70	72	70	72	72	71	73
Ferry	80	80	**74**	77	77	81	78	79
All Modes	72	72	72	72	73	74	73	74

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

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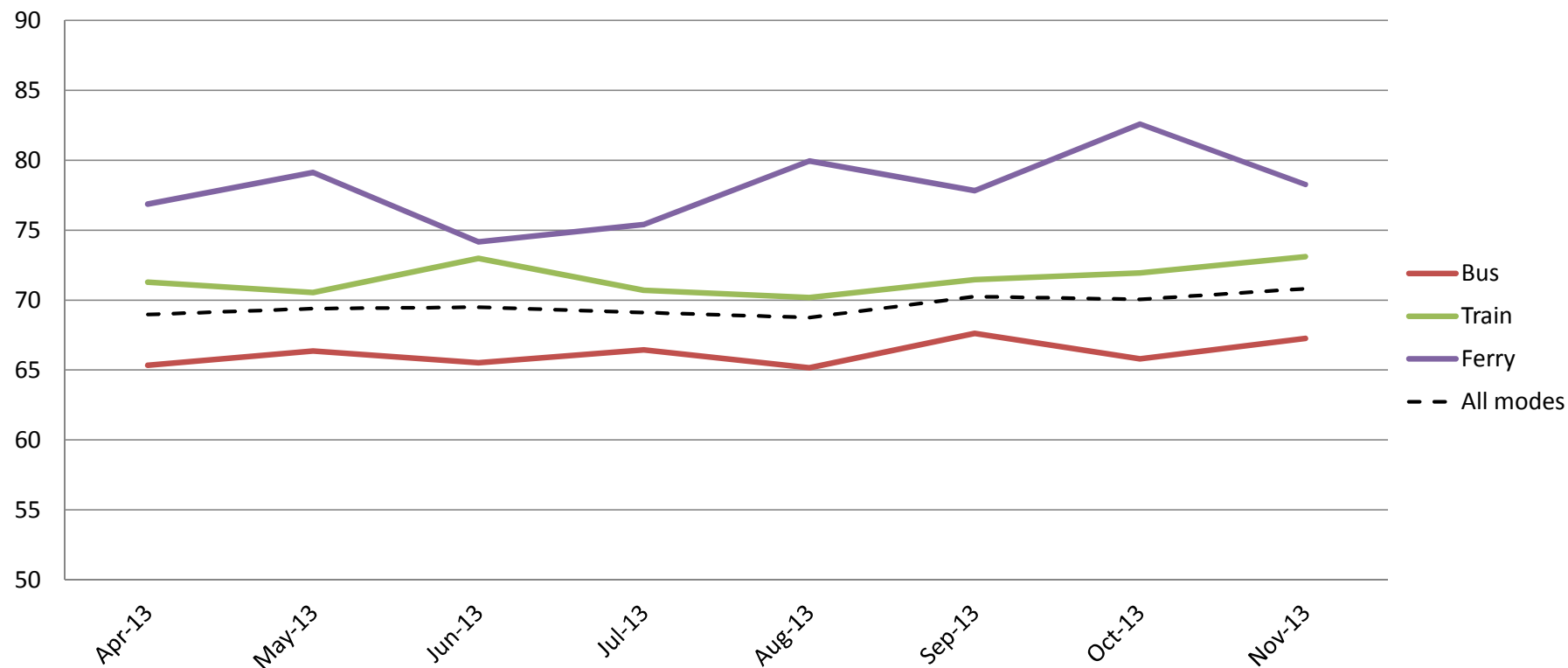|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	67	66	66	66	67	69	**66**	68
Train	69	70	70	69	69	69	70	70
Ferry	77	80	**73**	75	80	77	83	76
All Modes	68	69	68	68	69	70	69	69

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

Index out of 100

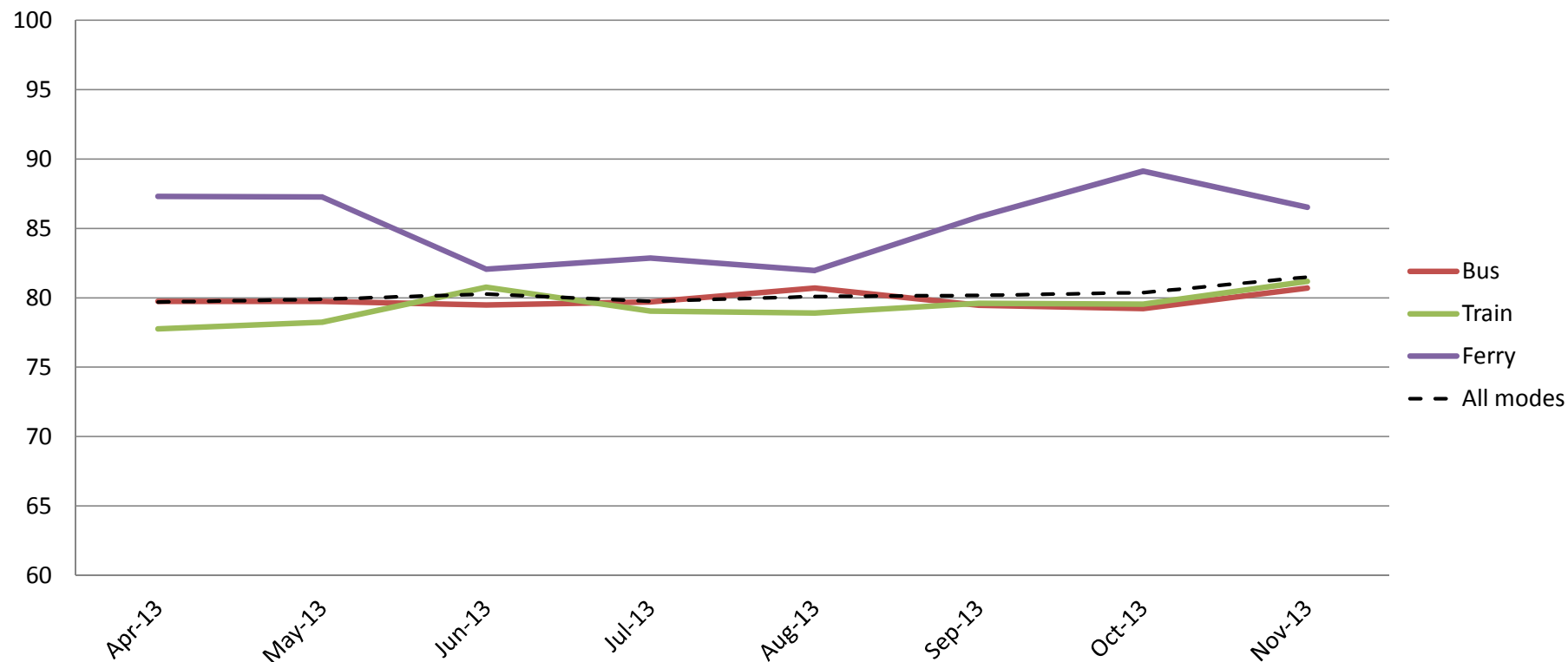|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	65	66	66	66	65	68	66	67
Train	71	71	73	71	70	71	72	73
Ferry	77	79	74	75	80	78	83	78
All Modes	69	69	69	69	69	70	70	71

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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

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	80	80	79	80	81	79	79	81
Train	78	78	**81**	79	79	80	80	81
Ferry	87	87	**82**	83	82	86	89	87
All Modes	80	80	80	80	80	80	80	82

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Staff – Knowledge, conduct, presentation and helpfulness of staff

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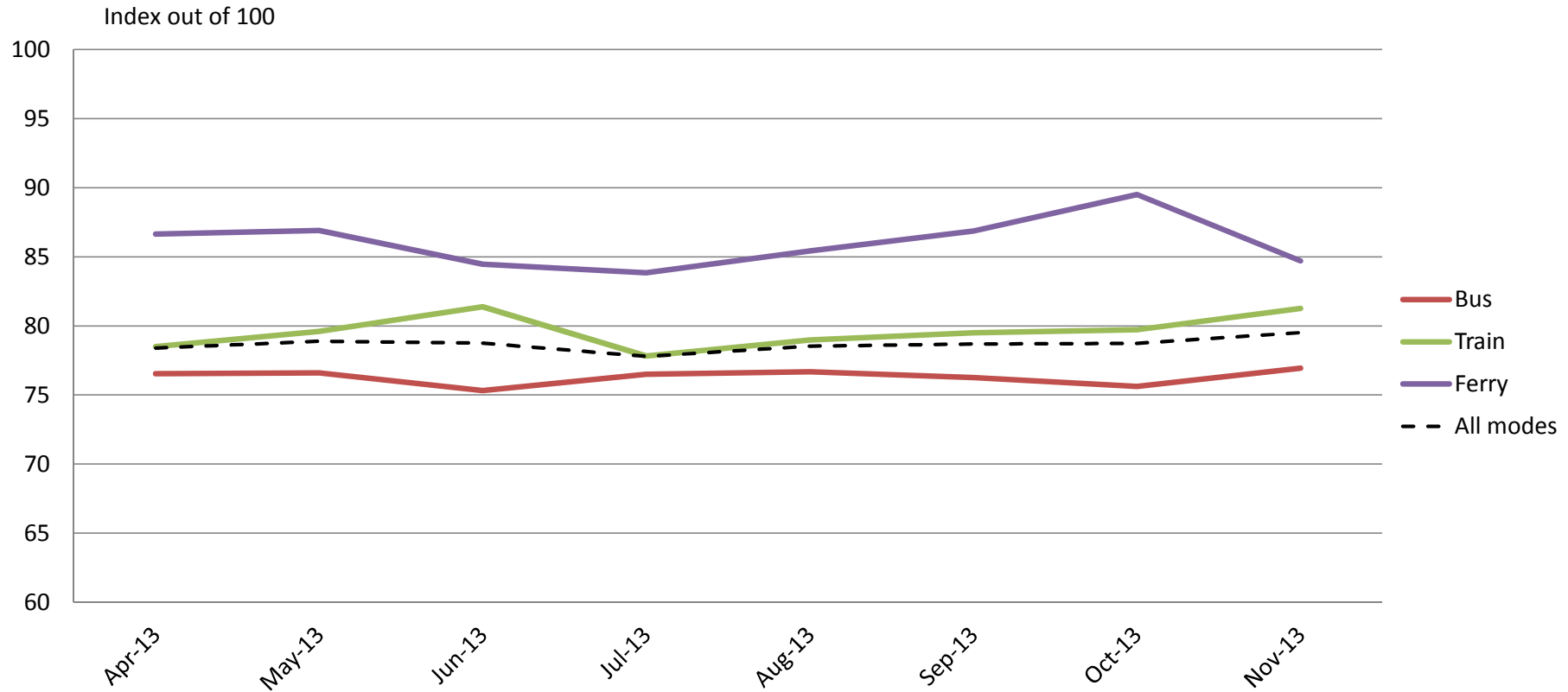
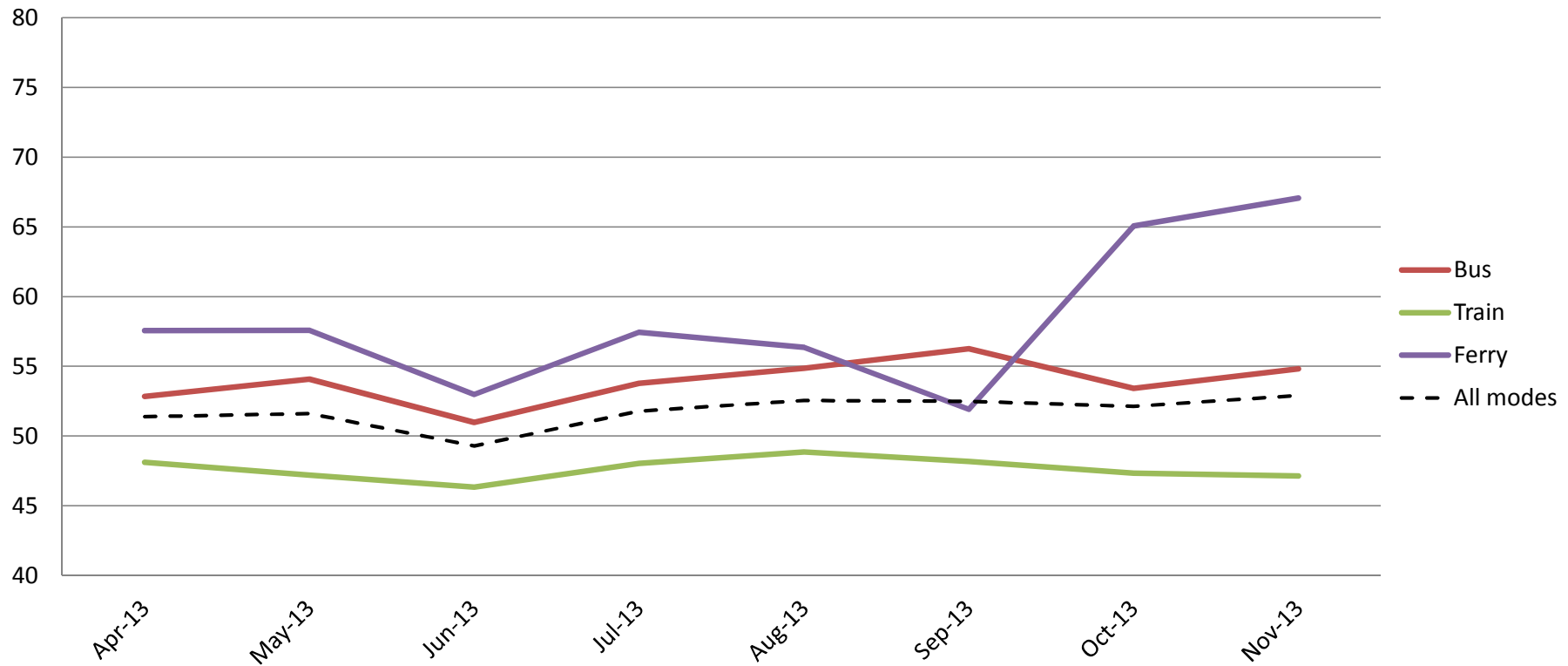|	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	77	77	75	76	77	76	76	77
Train	78	80	81	78	79	80	80	81
Ferry	87	87	84	84	85	87	90	85
All Modes	78	79	79	78	79	79	79	80

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

Index out of 100

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
Bus	53	54	51	54	55	56	53	55
Train	48	47	46	48	49	48	47	47
Ferry	58	58	53	57	56	52	**65**	67
All Modes	**51**	52	49	52	53	52	52	53

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