TransLink Customer Satisfaction Monthly Snapshot

July 2018

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	79	79	89	**80**
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	66	68	**79**	68
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	**75**	69	**82**	**73**
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	80	81	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.	81	80	79	80
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	73	78	74
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	70	72	**76**	71
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	69	71	**79**	71
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	77	87	79
Staff Knowledge, conduct, presentation and helpfulness of staff	80	82	89	81
Affordability Cost of tickets and benefits of not having to pay for parking	62	56	61	59
Overall Service A combination of all reported categories	72	71	**81**	**72**

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
6 August 2017	3,719,655	0.13	2.21	16.16	1.85%
13 August 2017	3,484,969	0.22	3.01	19.83	2.27%
20 August 2017	3,496,397	0.12	2.19	19.34	1.92%
27 August 2017	3,664,414	0.08	1.55	19.77	1.83%
3 September 2017	3,369,095	0.05	1.70	18.96	2.04%
10 September 2017	3,770,546	0.07	1.83	19.56	1.68%
17 September 2017	3,698,634	0.05	1.93	17.51	1.63%
24 September 2017	3,275,373	0.06	2.07	18.27	1.61%
1 October 2017	3,160,882	0.07	2.00	15.87	1.78%
8 October 2017	3,287,859	0.06	1.91	14.79	1.75%
15 October 2017	3,710,374	0.07	1.81	12.38	1.64%
22 October 2017	3,575,069	0.08	1.73	11.81	1.64%
29 October 2017	3,709,094	0.08	1.70	12.36	1.66%
5 November 2017	3,615,919	0.06	1.35	13.19	1.70%
12 November 2017	3,619,739	0.07	2.18	12.60	1.69%
19 November 2017	3,611,206	0.12	3.30	13.27	1.63%
26 November 2017	3,644,187	0.07	2.26	12.79	1.74%
3 December 2017	3,354,923	0.07	2.80	14.91	1.67%
10 December 2017	3,249,800	0.14	2.63	13.60	1.71%
17 December 2017	3,124,510	0.09	2.92	14.42	1.76%
24 December 2017	2,953,940	0.10	2.66	15.80	1.80%
31 December 2017	1,645,699	0.05	1.36	15.66	2.38%
7 January 2018	2,170,778	0.05	2.72	15.77	2.03%
14 January 2018	2,867,268	0.08	3.19	29.57	1.80%
21 January 2018	3,029,499	0.10	2.82	15.83	1.77%
28 January 2018	3,085,001	0.05	3.32	14.93	1.94%
4 February 2018	3,532,532	0.06	2.70	14.51	1.88%
11 February 2018	3,700,183	0.07	2.36	13.92	1.91%
18 February 2018	3,784,802	0.08	3.32	14.82	2.00%
25 February 2018	3,978,320	0.04	2.74	13.89	1.92%
4 March 2018	4,243,516	0.10	2.77	14.02	1.82%
11 March 2018	4,121,678	0.08	2.33	13.77	1.77%
18 March 2018	4,226,397	0.07	2.29	14.58	1.80%
25 March 2018	4,160,958	0.06	2.29	18.83	1.76%
1 April 2018	3,475,617	0.04	2.12	14.58	1.83%
8 April 2018	2,954,516	0.05	2.11	11.25	2.06%
15 April 2018	3,369,472	0.04	1.69	8.73	2.02%
22 April 2018	3,946,976	0.06	2.39	11.24	1.83%
29 April 2018	3,568,335	0.06	2.01	11.97	1.80%
6 May 2018	4,064,721	0.09	1.77	13.01	1.78%
13 May 2018	3,457,714	0.06	2.09	13.29	1.79%
20 May 2018	3,958,735	0.12	2.10	12.88	1.75%
27 May 2018	3,905,074	0.04	2.13	13.68	1.69%
3 June 2018	3,865,356	0.05	1.80	12.47	1.65%
10 June 2018	3,675,247	0.05	1.95	13.86	1.67%
17 June 2018	3,711,616	0.03	1.71	13.02	1.64%
24 June 2018	3,629,244	0.06	1.09	15.29	1.69%
1 July 2018	3,408,988	0.05	1.25	12.88	1.62%
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%

Overall satisfaction – A combination of all reported categories

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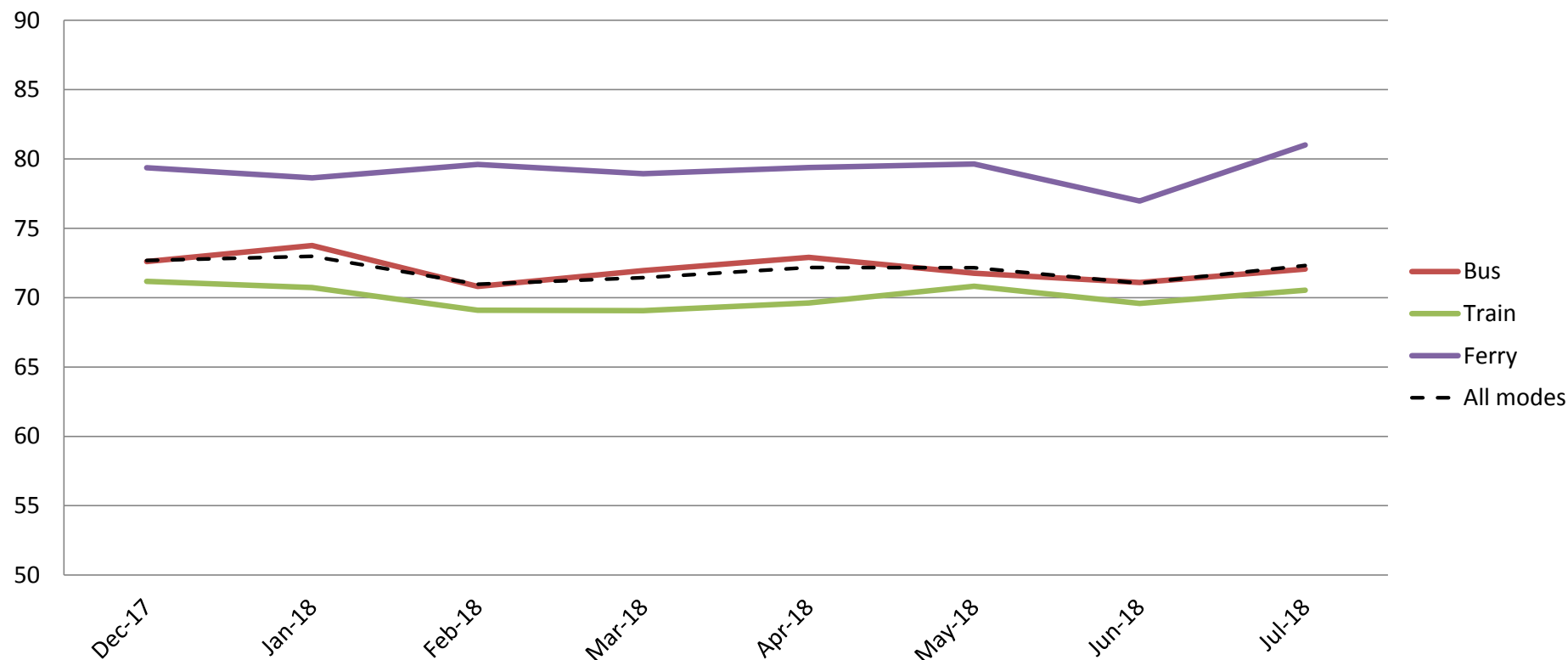
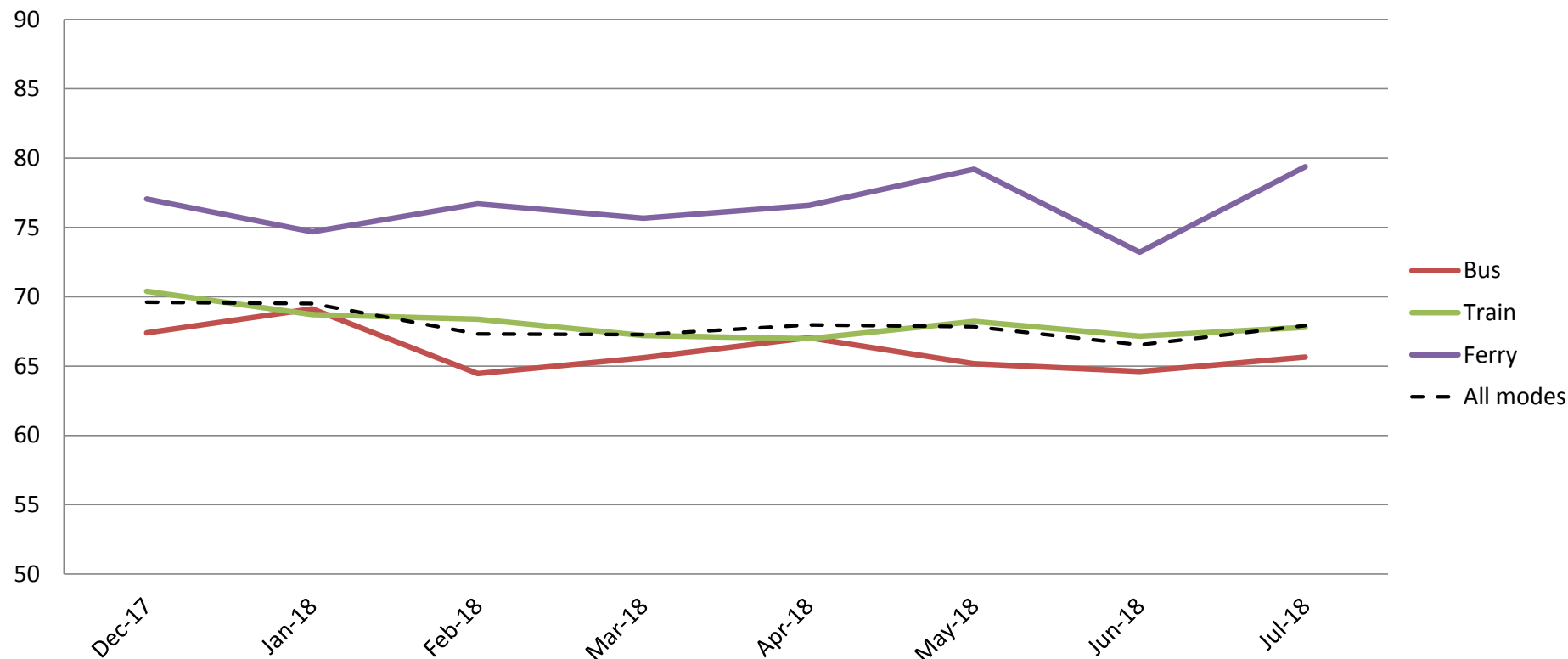|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	73	74	**71**	72	73	72	71	72
Train	71	71	69	69	70	71	70	71
Ferry	**79**	79	80	79	79	80	77	**81**
All Modes	73	73	**71**	71	72	72	71	**72**

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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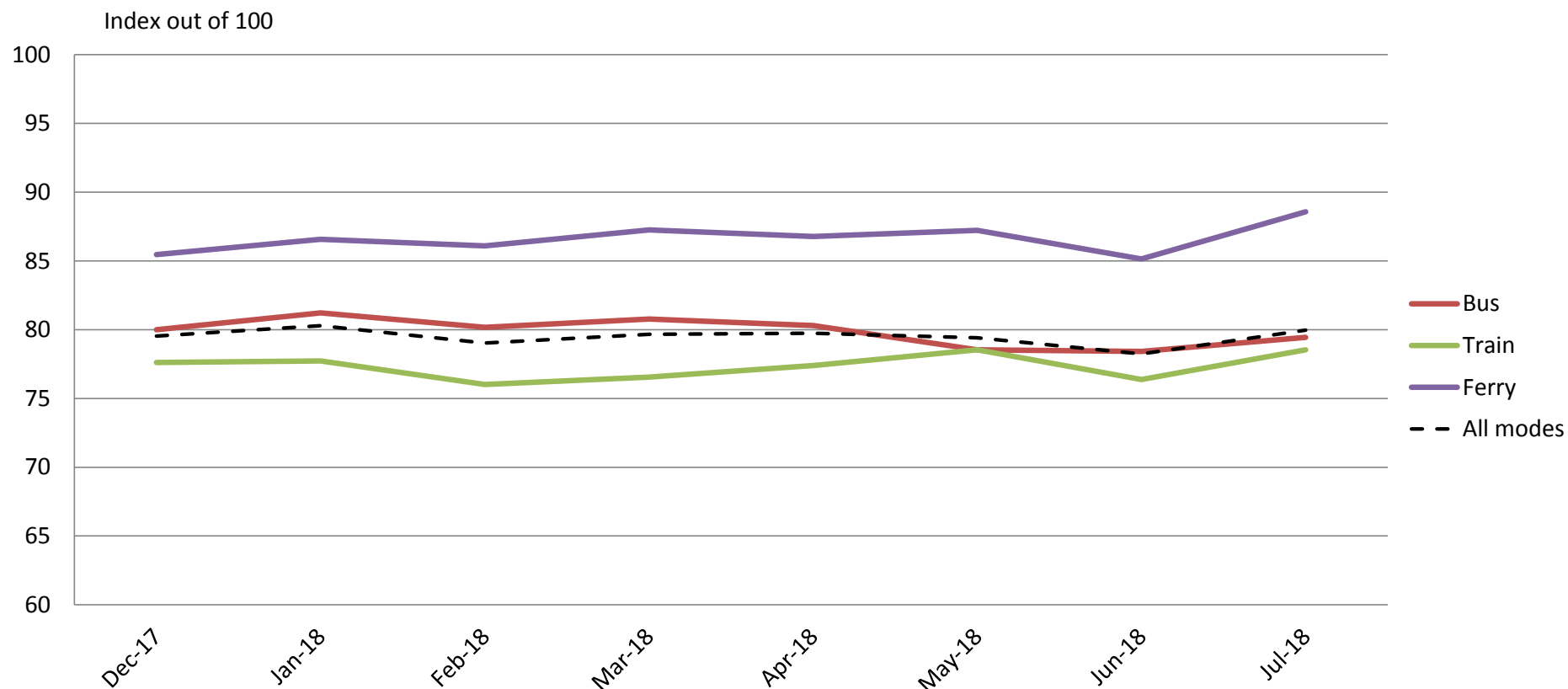
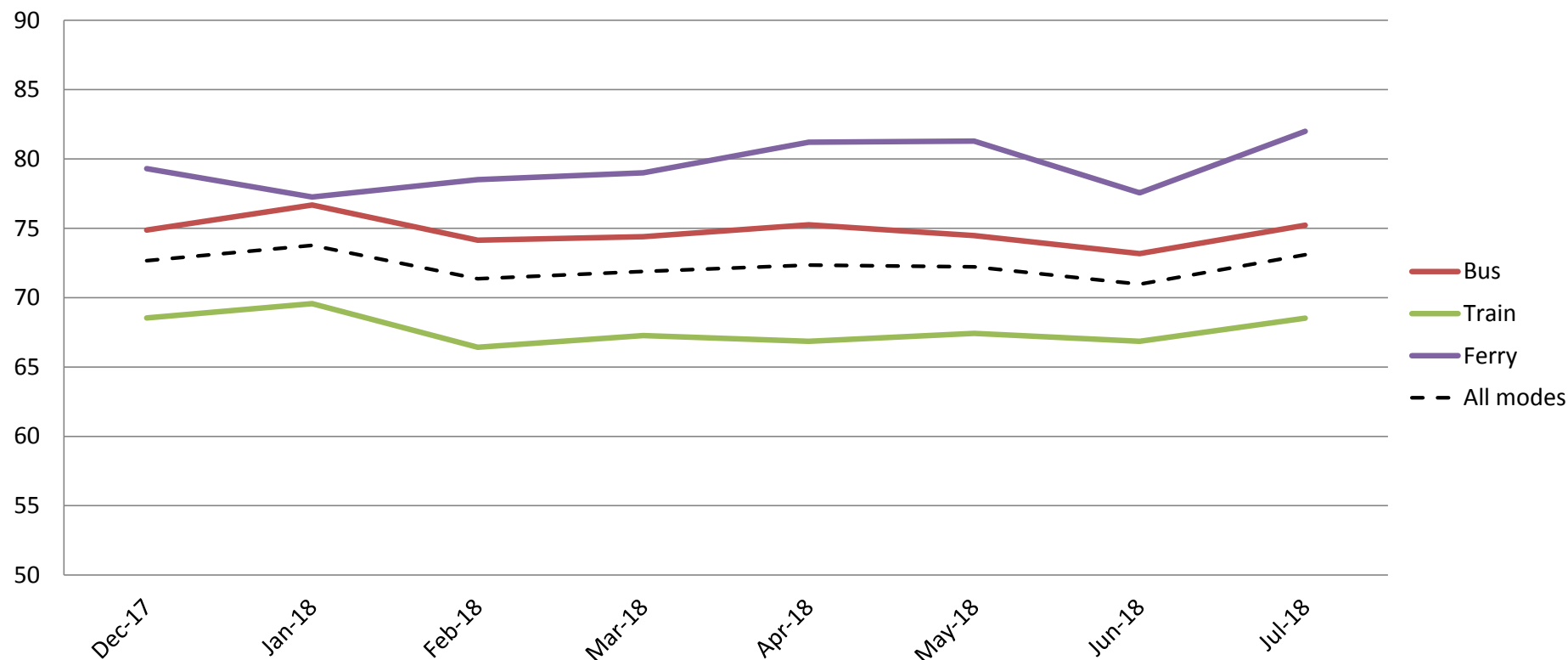|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	80	81	80	81	80	79	78	79
Train	78	78	76	77	77	79	76	79
Ferry	85	87	86	87	87	87	85	89
All Modes	80	80	79	80	80	79	78	80

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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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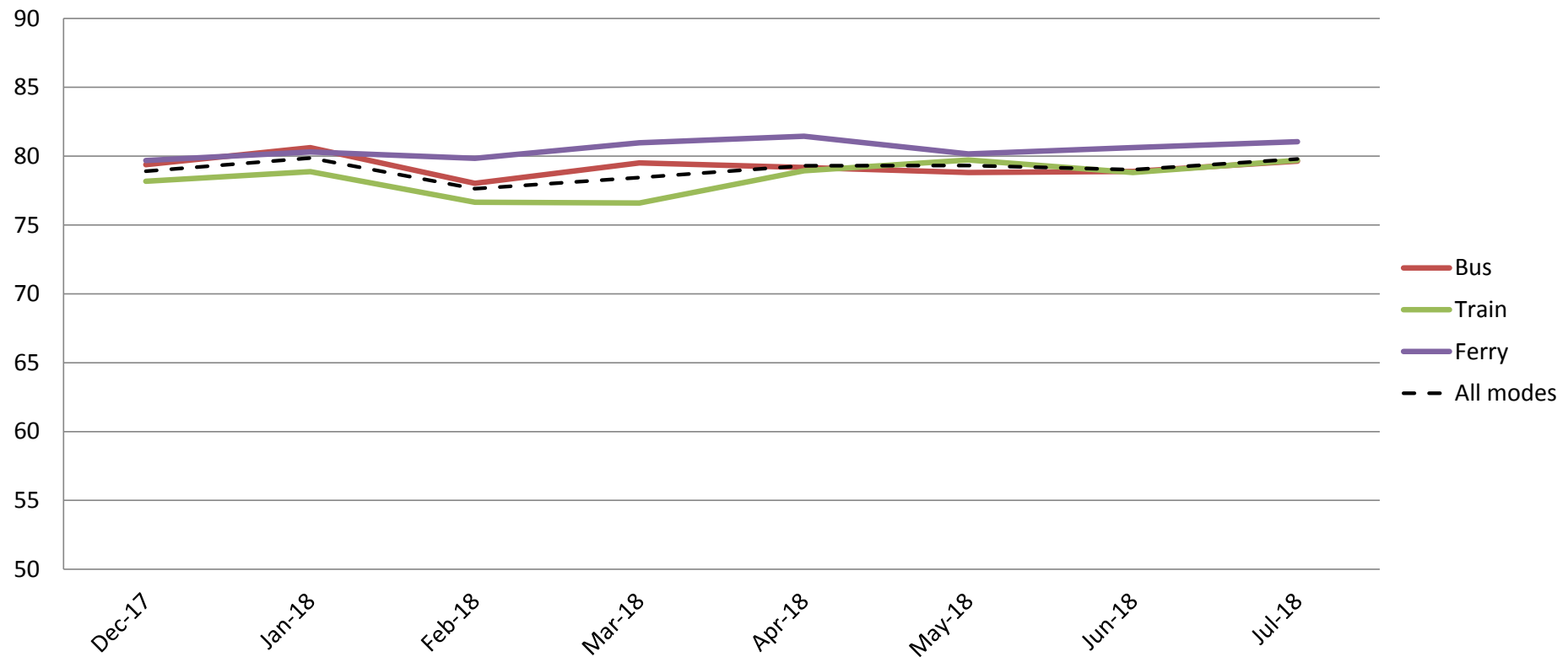|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	67	69	**64**	66	67	65	65	66
Train	**70**	69	68	67	67	68	67	68
Ferry	77	75	77	76	77	79	**73**	**79**
All Modes	70	70	**67**	67	68	68	67	68

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

Index out of 100

	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	75	**77**	**74**	74	75	74	73	**75**
Train	69	70	**66**	67	67	67	67	69
Ferry	79	77	79	79	81	81	78	**82**
All Modes	73	74	**71**	72	72	72	71	**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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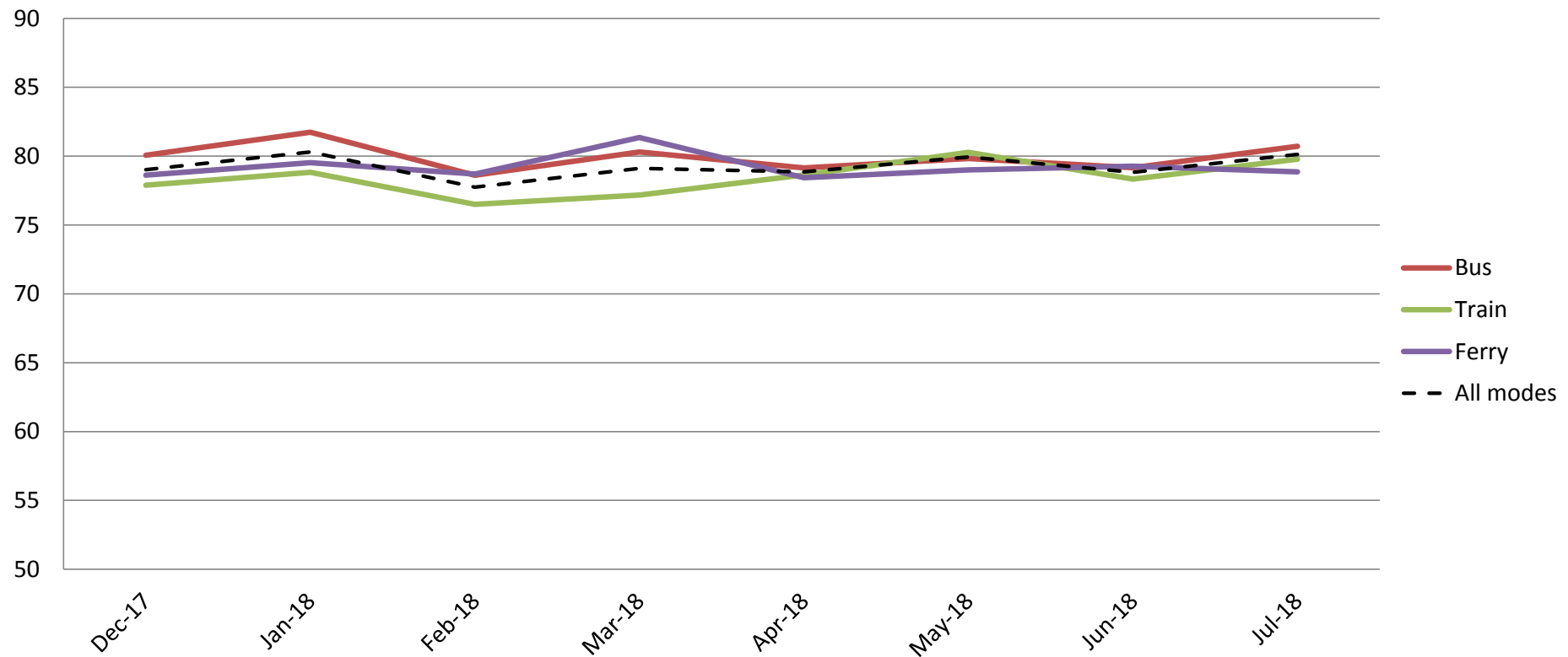|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	79	81	**78**	80	79	79	79	80
Train	78	79	**77**	77	**79**	80	79	80
Ferry	80	80	80	81	81	80	81	81
All Modes	79	80	**78**	78	79	79	79	80

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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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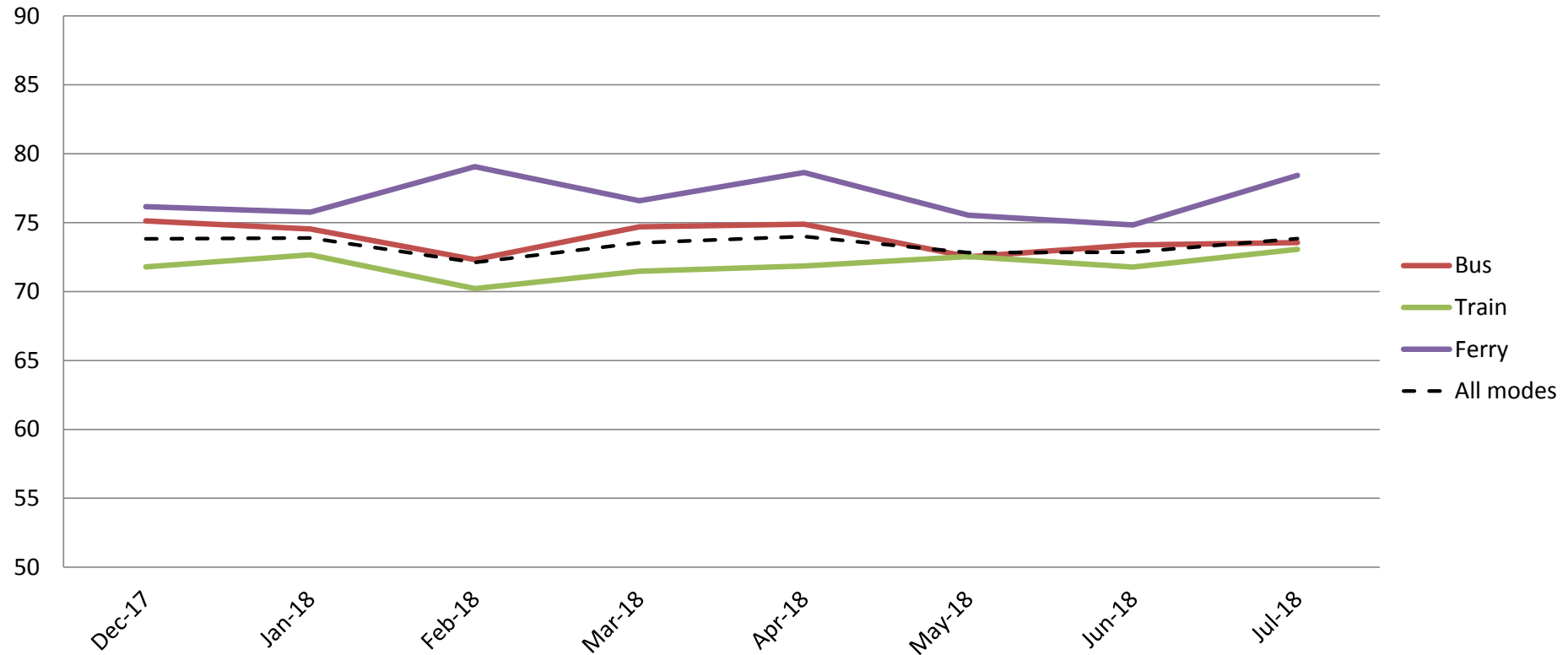|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	**80**	82	**79**	80	79	80	79	81
Train	78	79	76	77	79	80	78	80
Ferry	79	80	79	81	78	79	79	79
All Modes	79	80	**78**	79	79	80	79	80

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

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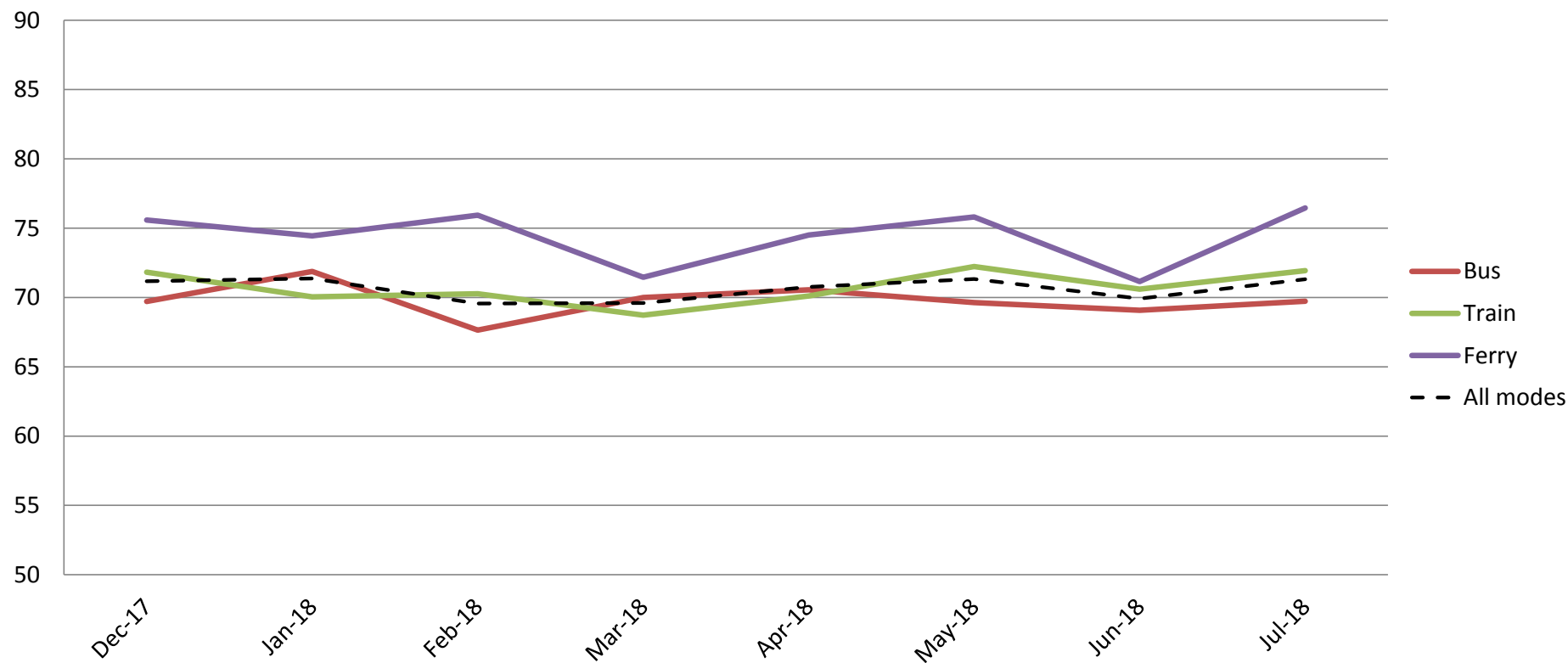|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	75	75	**72**	75	75	**73**	73	74
Train	72	73	**70**	71	72	73	72	73
Ferry	**76**	76	79	77	79	76	75	78
All Modes	74	74	**72**	74	74	73	73	74

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

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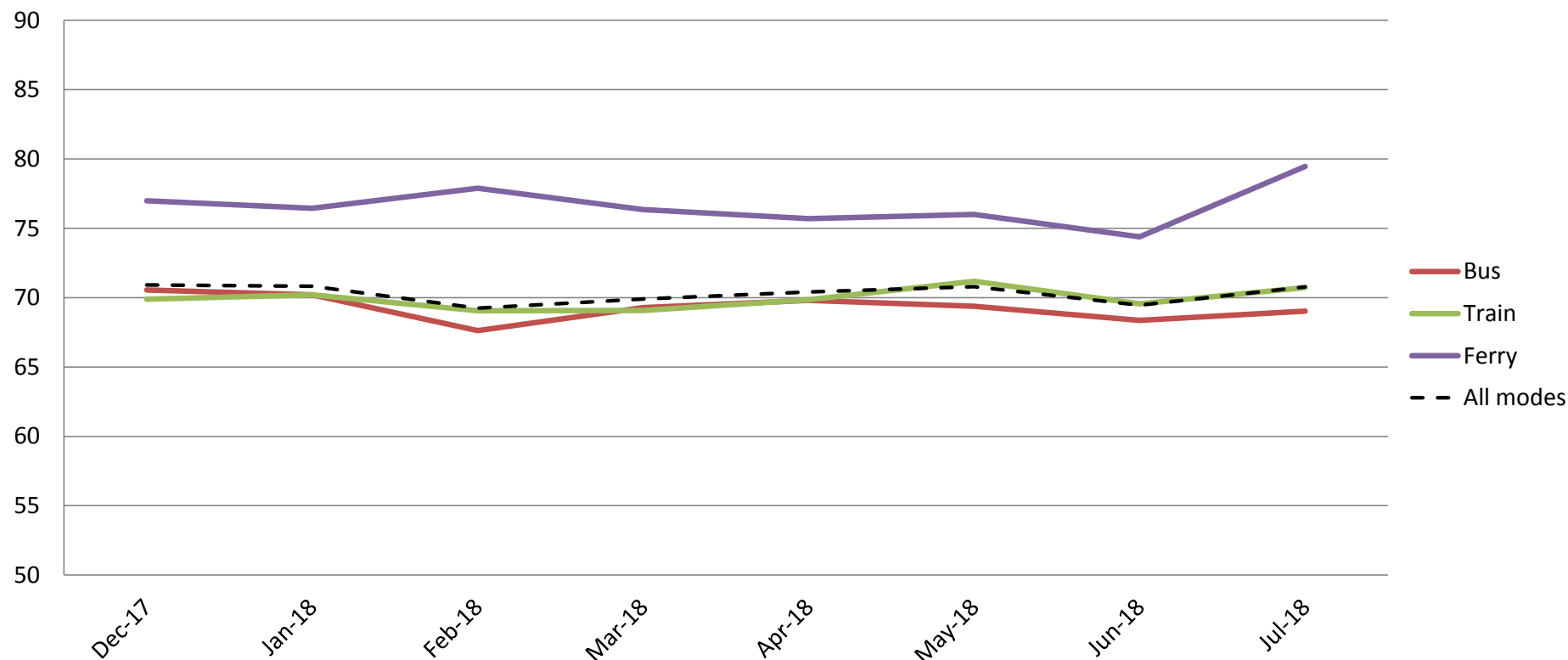|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	70	72	**68**	**70**	71	70	69	70
Train	72	70	70	69	70	72	71	72
Ferry	**76**	74	76	71	75	76	71	**76**
All Modes	71	71	**70**	70	71	71	70	71

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

Index out of 100

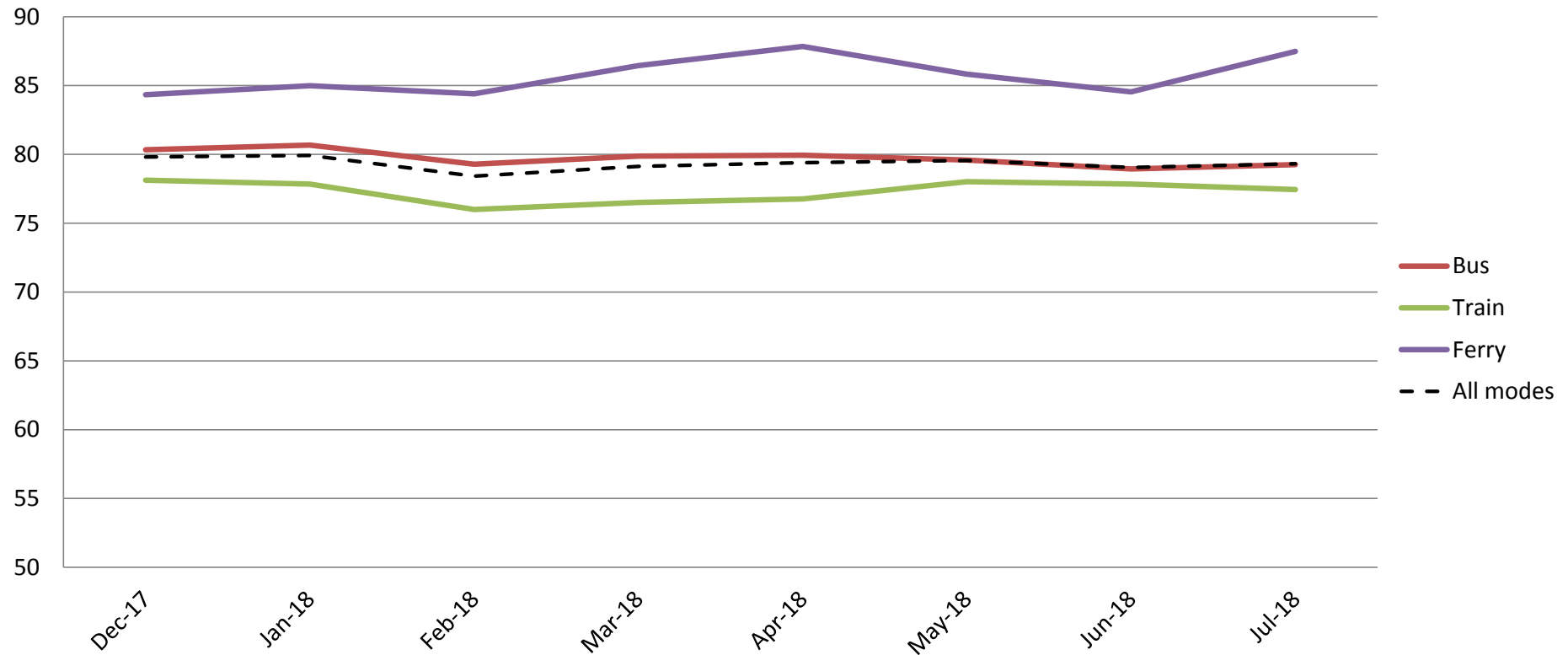|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	71	70	**68**	**69**	70	69	68	69
Train	70	70	69	69	70	71	70	71
Ferry	77	76	78	76	76	76	74	**79**
All Modes	71	71	**69**	70	70	71	69	71

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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

	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	80	81	79	80	80	80	79	79
Train	78	78	76	77	77	78	78	77
Ferry	84	85	84	86	88	86	85	87
All Modes	80	80	**78**	79	79	80	79	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff

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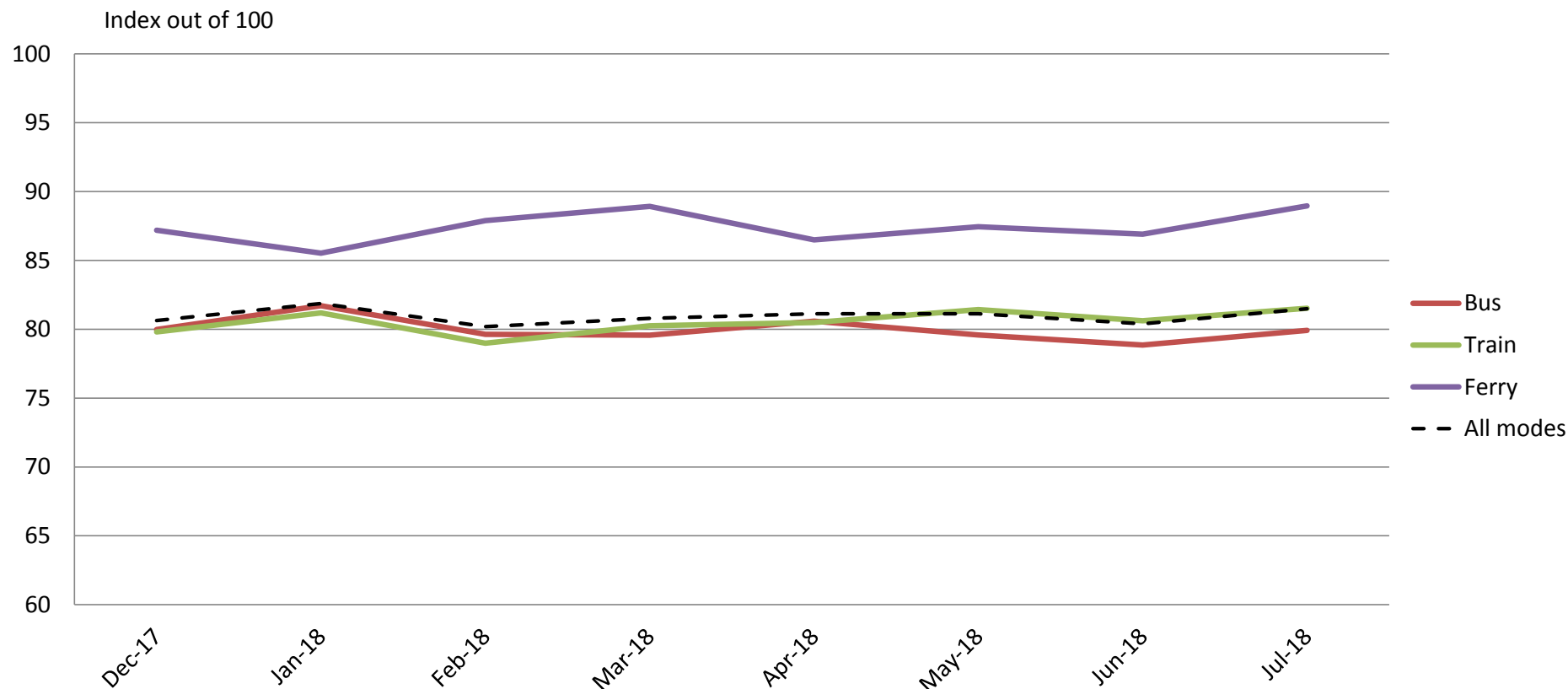
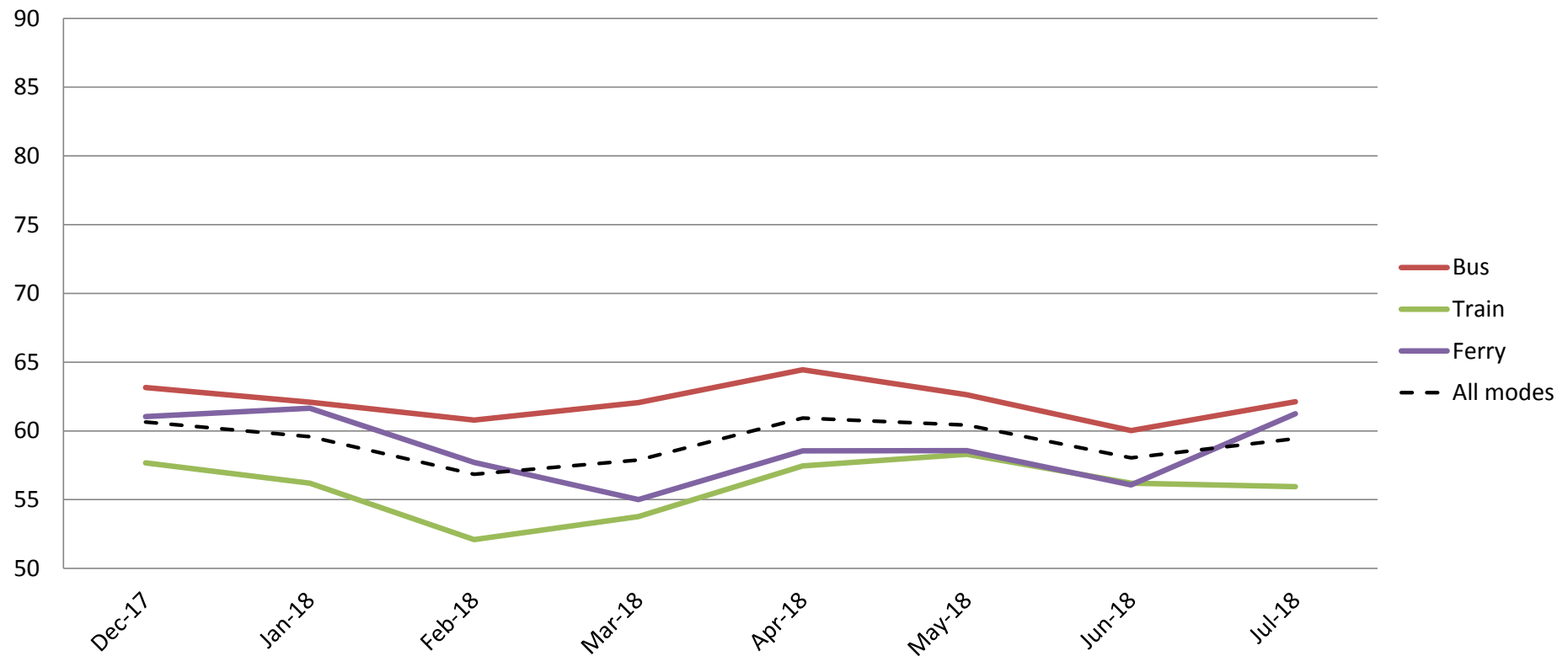|	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	80	**82**	**80**	80	81	80	79	80
Train	80	81	**79**	80	80	81	81	82
Ferry	87	86	88	89	86	87	87	89
All Modes	81	82	**80**	81	81	81	80	81

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

Index out of 100

	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Bus	63	62	61	62	64	63	60	62
Train	58	56	**52**	54	**57**	58	56	56
Ferry	**61**	62	58	55	59	59	56	61
All Modes	61	60	**57**	58	**61**	60	**58**	59

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