

## TransLink Customer Satisfaction Monthly Snapshot

June 2018

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	78	76	85	78
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	65	67	73	67
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	67	78	71
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	79	81	79
<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.	79	78	79	79
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	72	75	73
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	69	71	71	70
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	68	70	74	69
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	78	85	79
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	79	81	87	80
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	60	56	56	58
<b>Overall Service</b>				
A combination of all reported categories	71	70	77	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

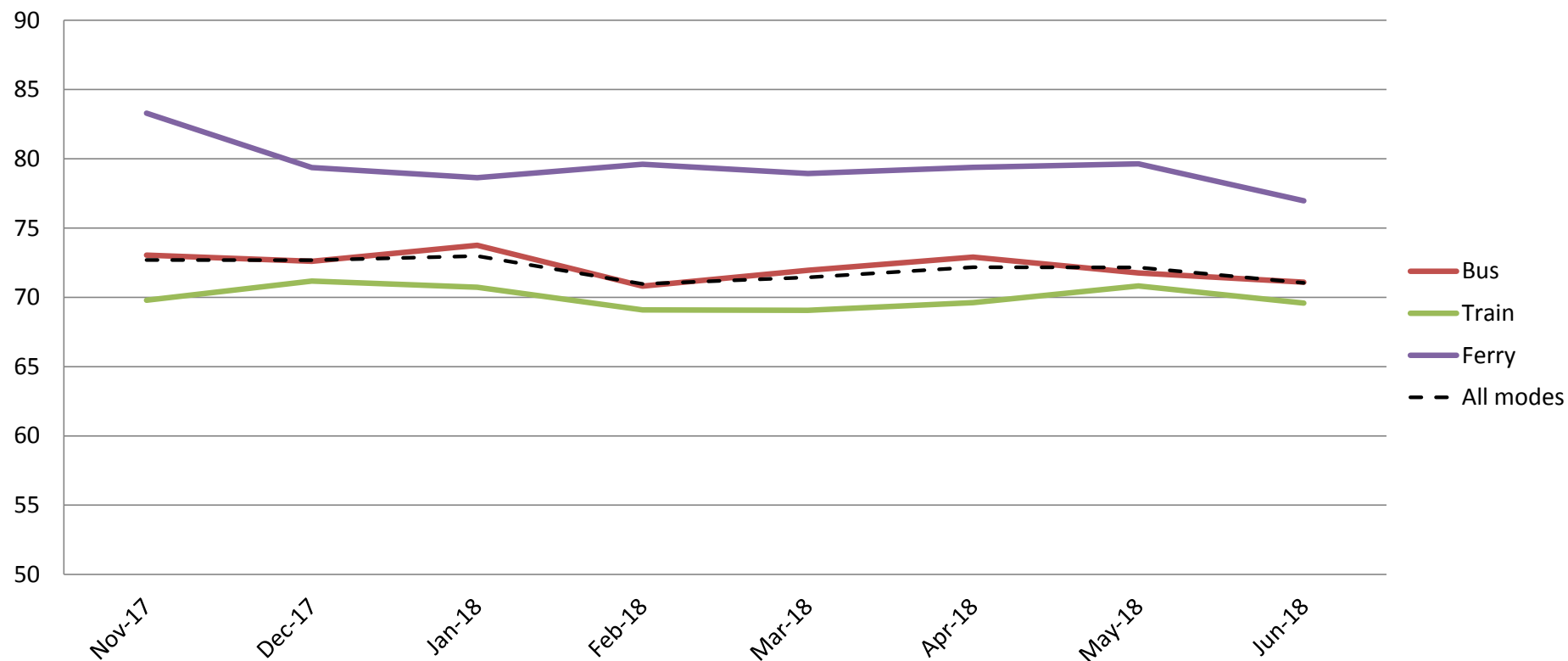
Green figures indicate a statistically significant **increase** in the period

## 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 July 2017	3,025,053	0.28	2.82	53.52	1.79%
9 July 2017	3,062,038	0.21	2.28	63.94	1.74%
16 July 2017	3,613,725	0.27	2.60	21.53	1.74%
23 July 2017	3,594,800	0.23	2.63	20.85	1.77%
30 July 2017	3,661,506	0.24	2.46	18.89	1.94%
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%

## Overall satisfaction – A combination of all reported categories

Index out of 100



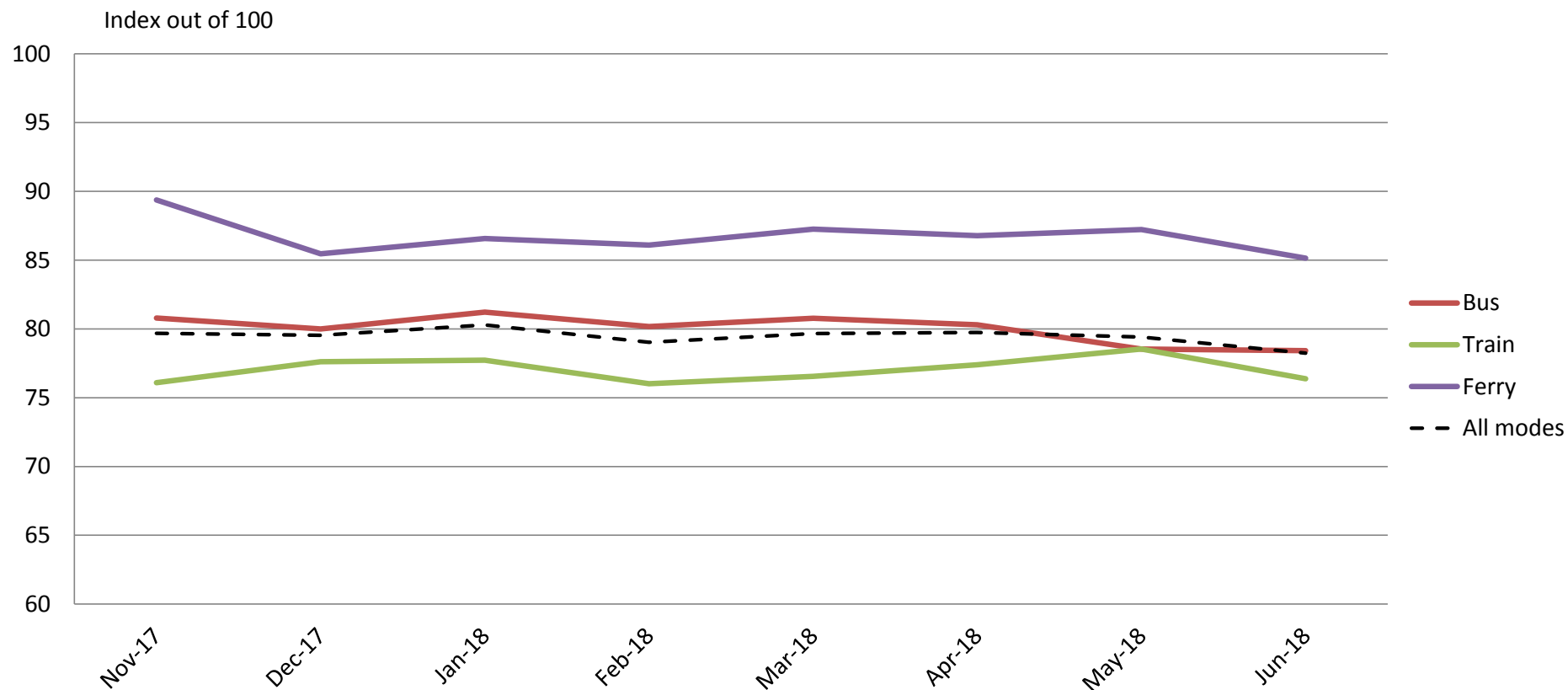
	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	73	73	74	71	72	73	72	71
<b>Train</b>	70	71	71	69	69	70	71	70
<b>Ferry</b>	83	79	79	80	79	79	80	77
<b>All Modes</b>	73	73	73	71	72	72	72	71

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



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	81	80	81	80	81	80	79	78
<b>Train</b>	76	78	78	76	77	77	79	76
<b>Ferry</b>	89	85	87	86	87	87	87	85
<b>All Modes</b>	80	80	80	79	80	80	79	78

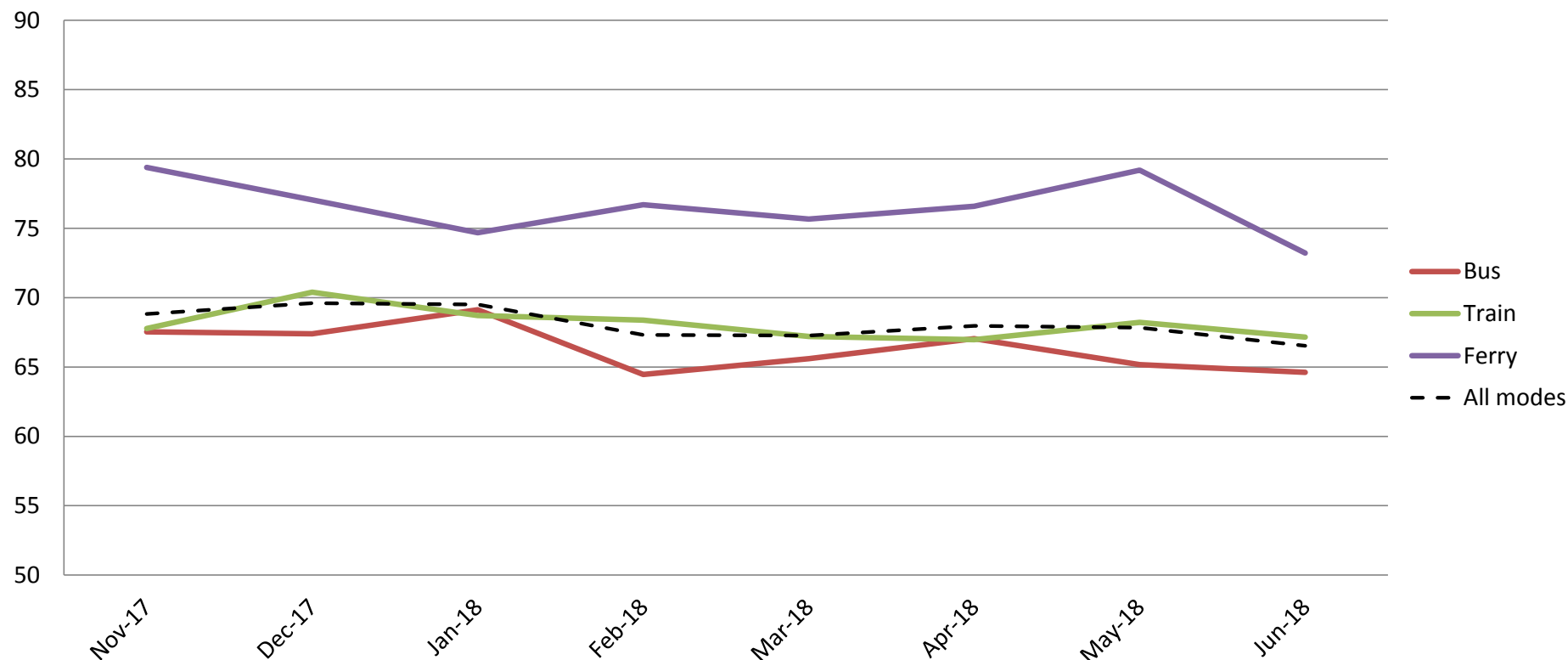
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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	68	67	69	64	66	67	65	65
<b>Train</b>	68	70	69	68	67	67	68	67
<b>Ferry</b>	79	77	75	77	76	77	79	73
<b>All Modes</b>	69	70	70	67	67	68	68	67

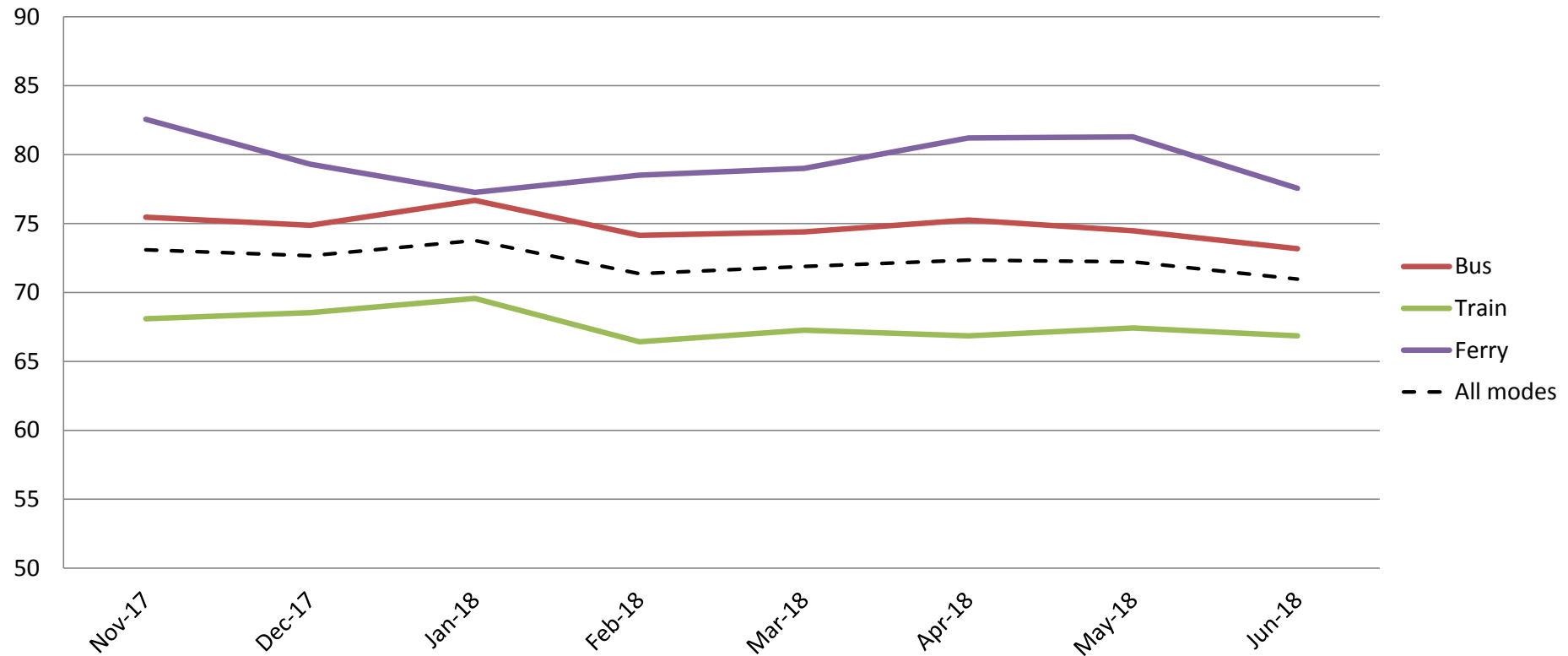
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## Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



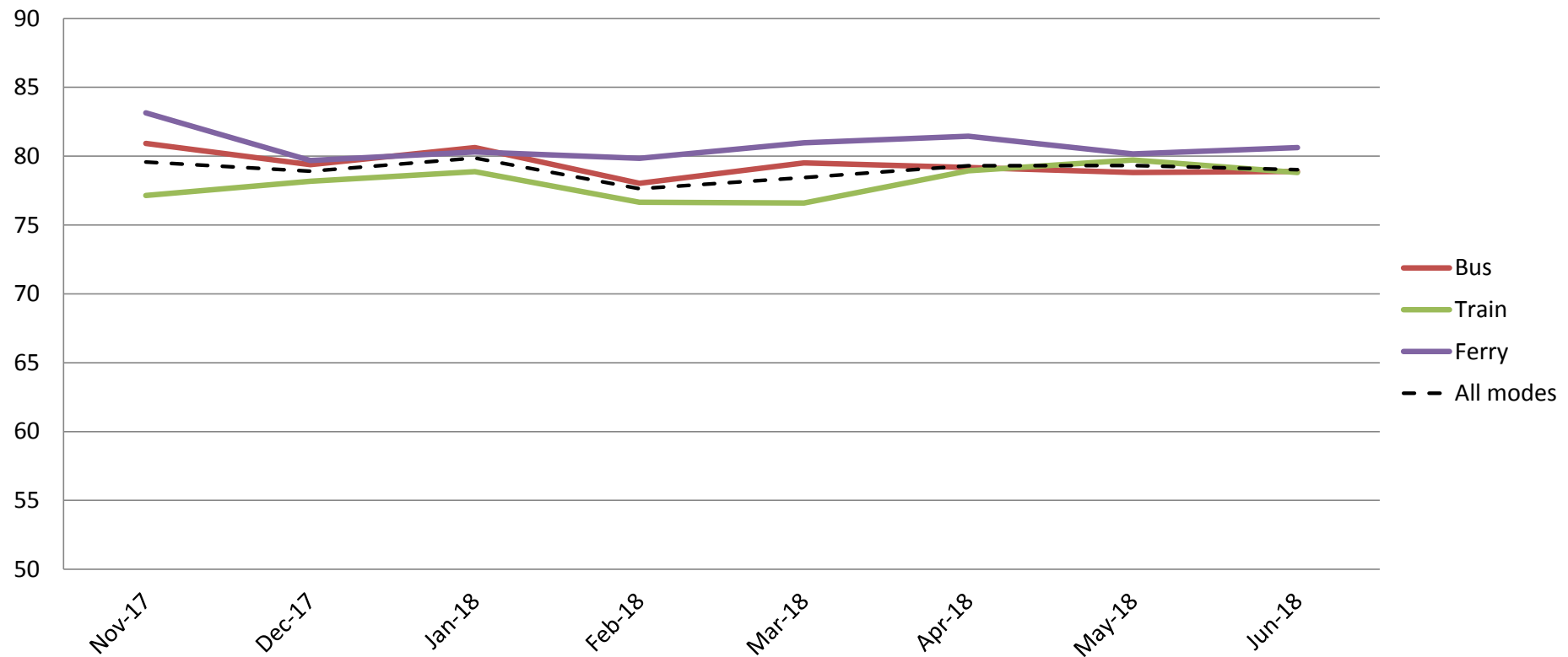
	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	75	75	77	74	74	75	74	73
<b>Train</b>	68	69	70	66	67	67	67	67
<b>Ferry</b>	83	79	77	79	79	81	81	78
<b>All Modes</b>	73	73	74	71	72	72	72	71

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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



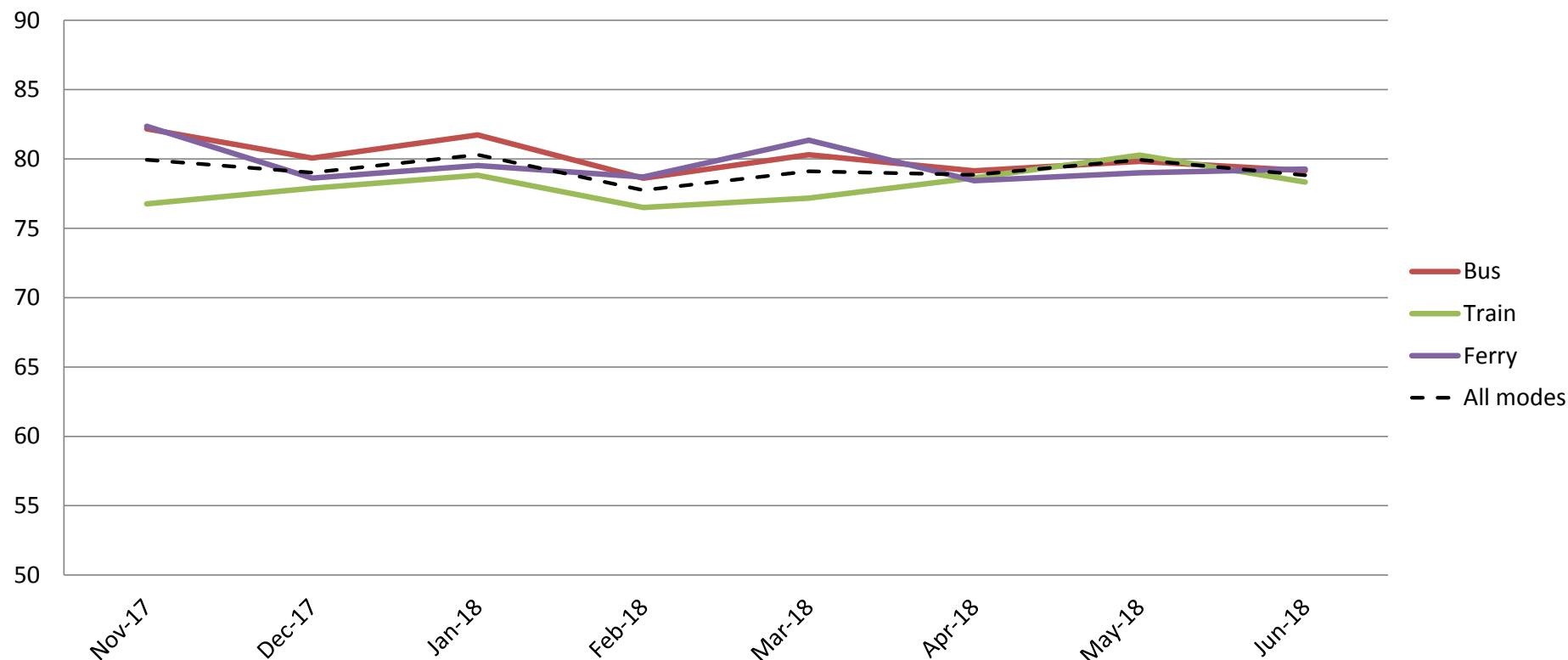
	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	81	79	81	78	80	79	79	79
<b>Train</b>	77	78	79	77	79	80	80	79
<b>Ferry</b>	83	80	80	80	81	81	80	81
<b>All Modes</b>	80	79	80	78	79	79	79	79

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

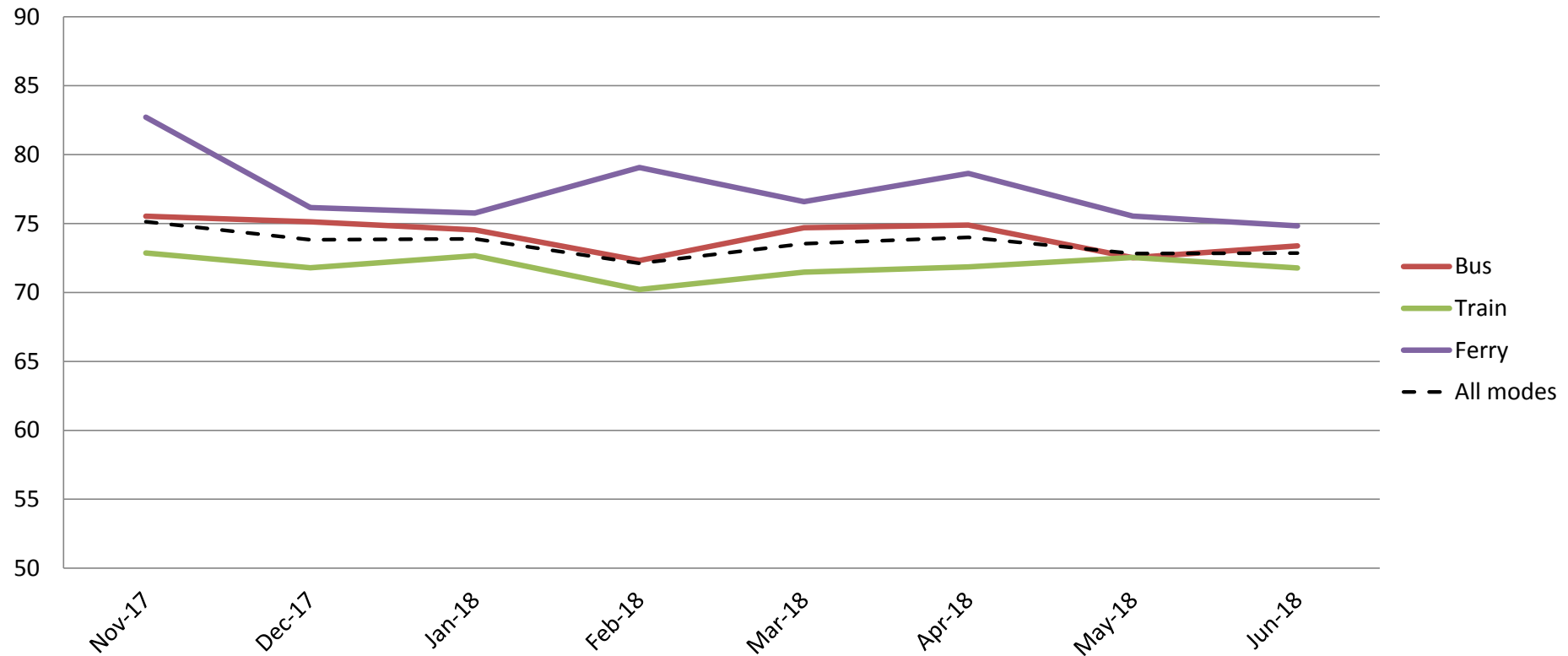
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	76	75	75	72	75	75	73	73
<b>Train</b>	73	72	73	70	71	72	73	72
<b>Ferry</b>	83	76	76	79	77	79	76	75
<b>All Modes</b>	75	74	74	72	74	74	73	73

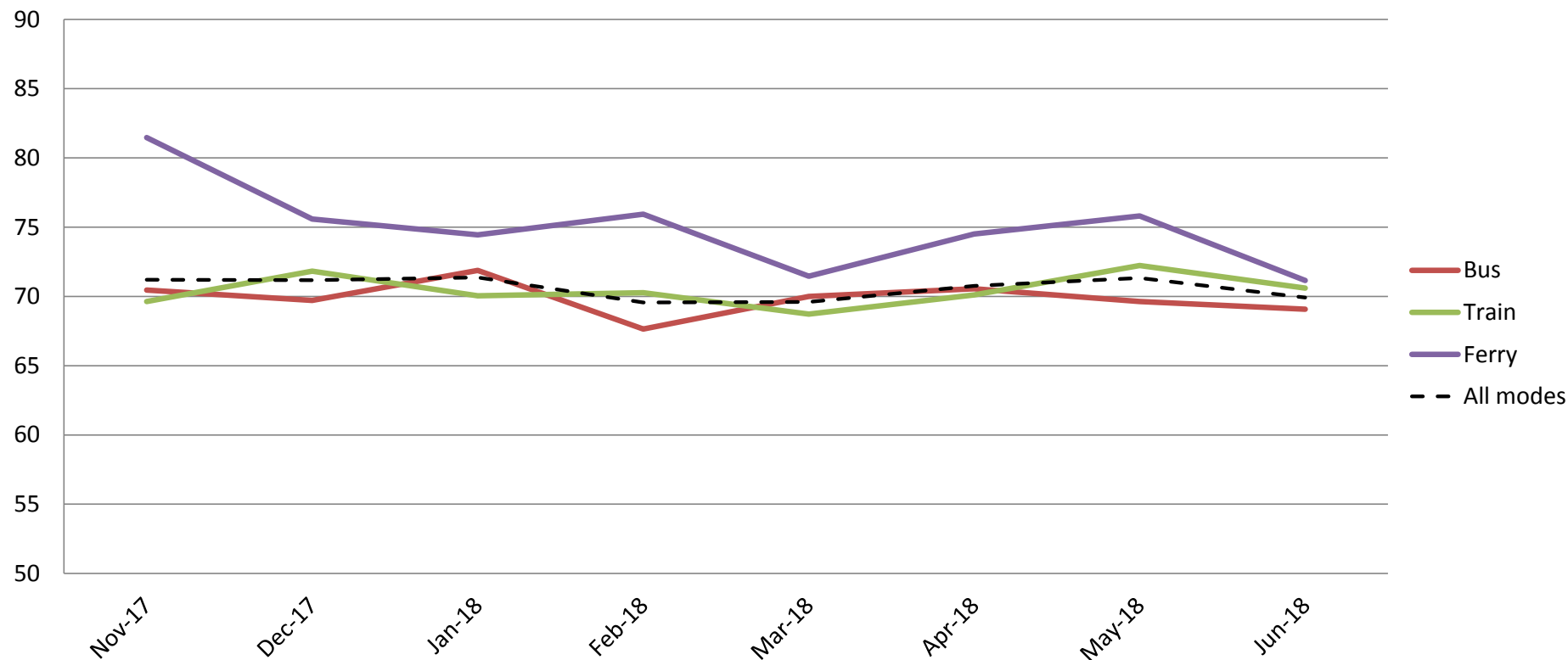
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## Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	70	70	72	68	70	71	70	69
<b>Train</b>	70	72	70	70	69	70	72	71
<b>Ferry</b>	81	76	74	76	71	75	76	71
<b>All Modes</b>	71	71	71	70	70	71	71	70

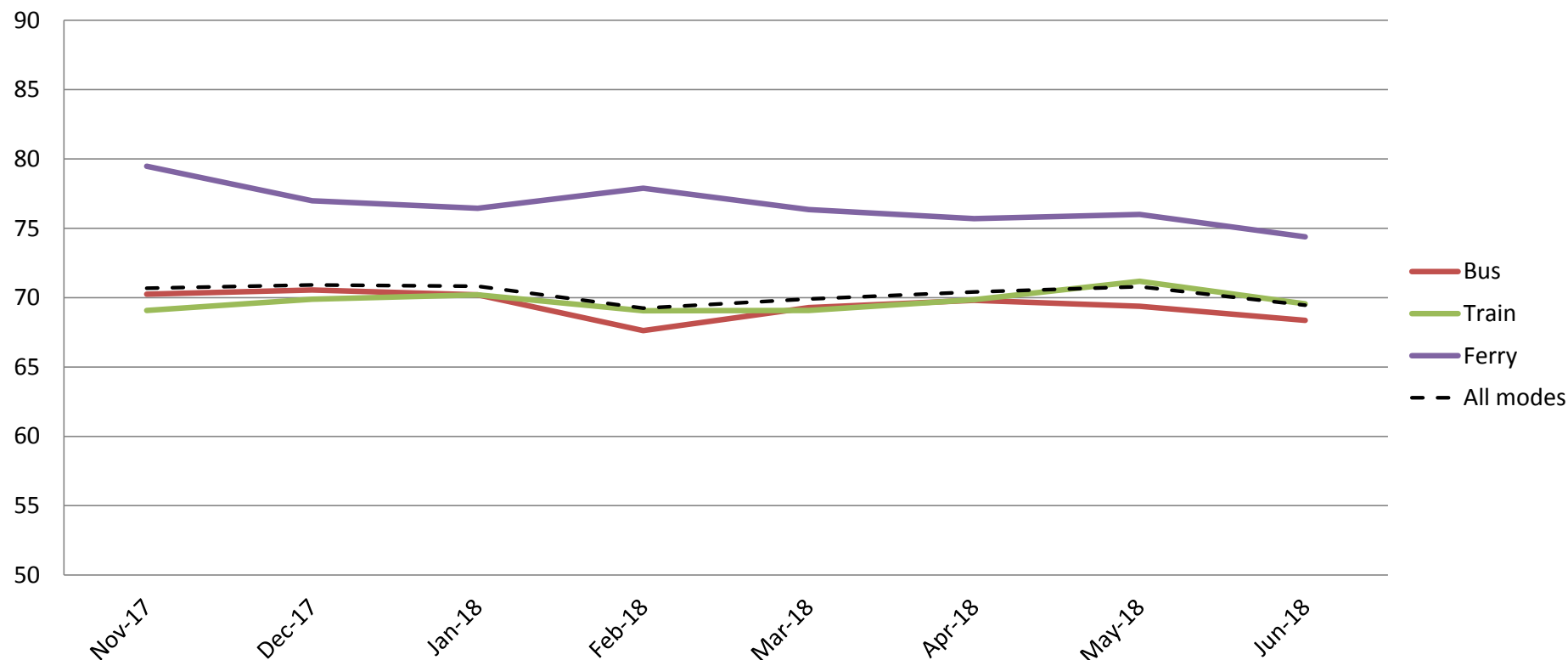
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## Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	70	71	70	68	69	70	69	68
<b>Train</b>	69	70	70	69	69	70	71	70
<b>Ferry</b>	79	77	76	78	76	76	76	74
<b>All Modes</b>	71	71	71	69	70	70	71	69

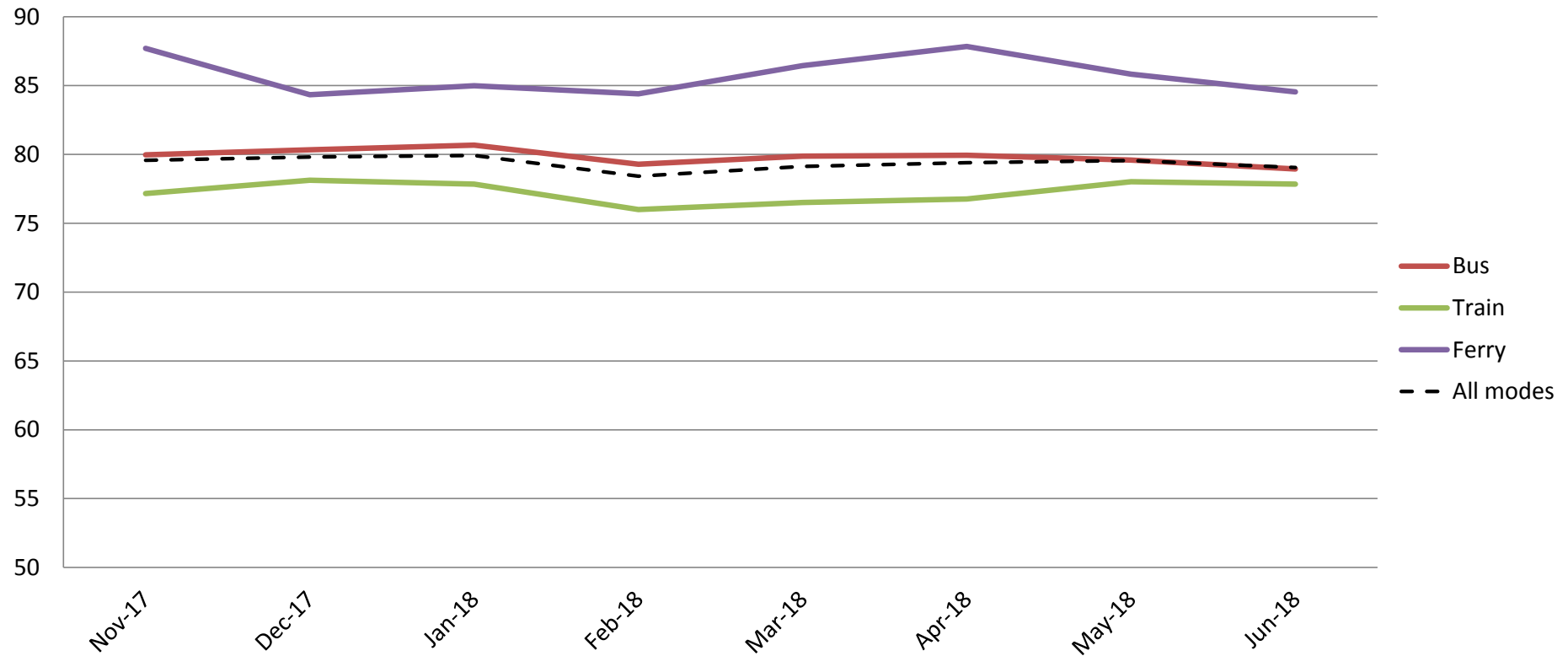
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## Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100



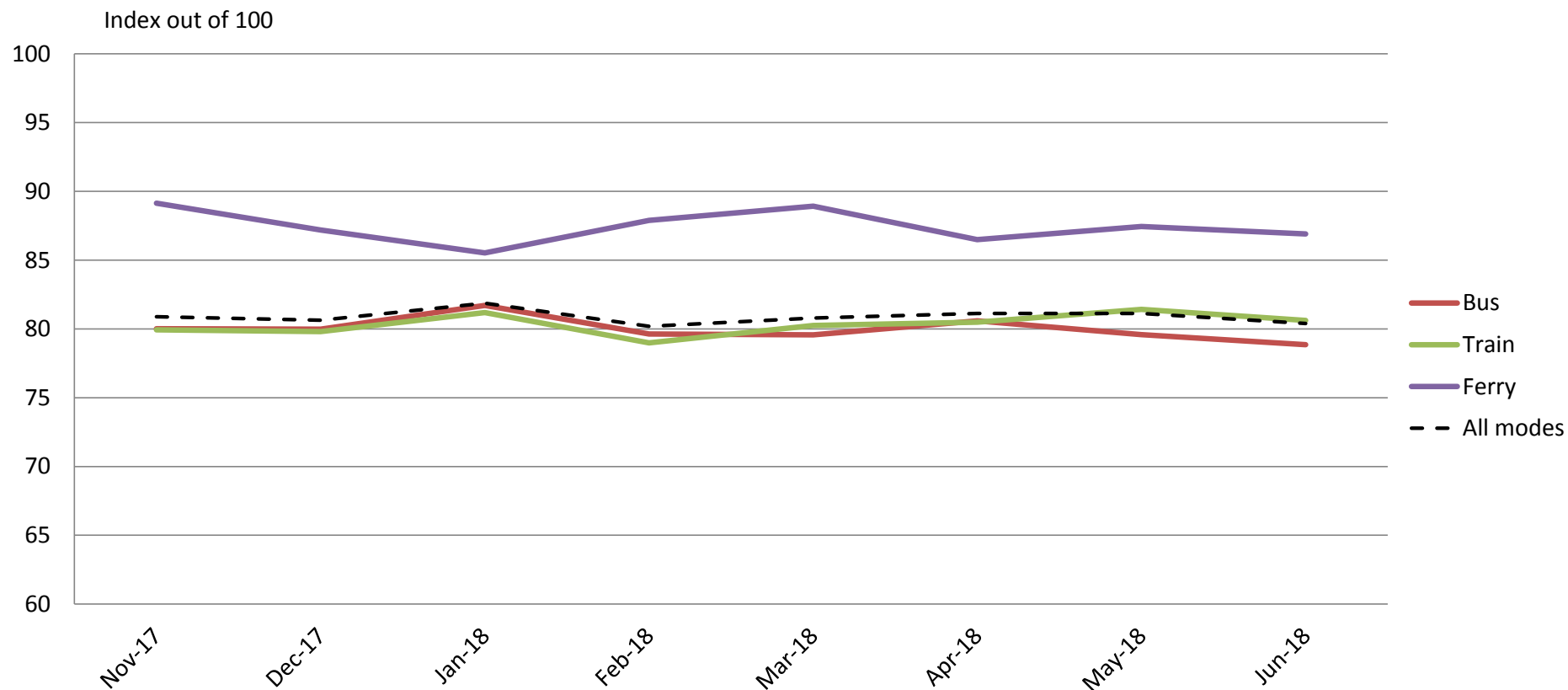
	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	80	80	81	79	80	80	80	79
<b>Train</b>	77	78	78	76	77	77	78	78
<b>Ferry</b>	88	84	85	84	86	88	86	85
<b>All Modes</b>	80	80	80	78	79	79	80	79

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



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	80	80	82	80	80	81	80	79
<b>Train</b>	80	80	81	79	80	80	81	81
<b>Ferry</b>	89	87	86	88	89	86	87	87
<b>All Modes</b>	81	81	82	80	81	81	81	80

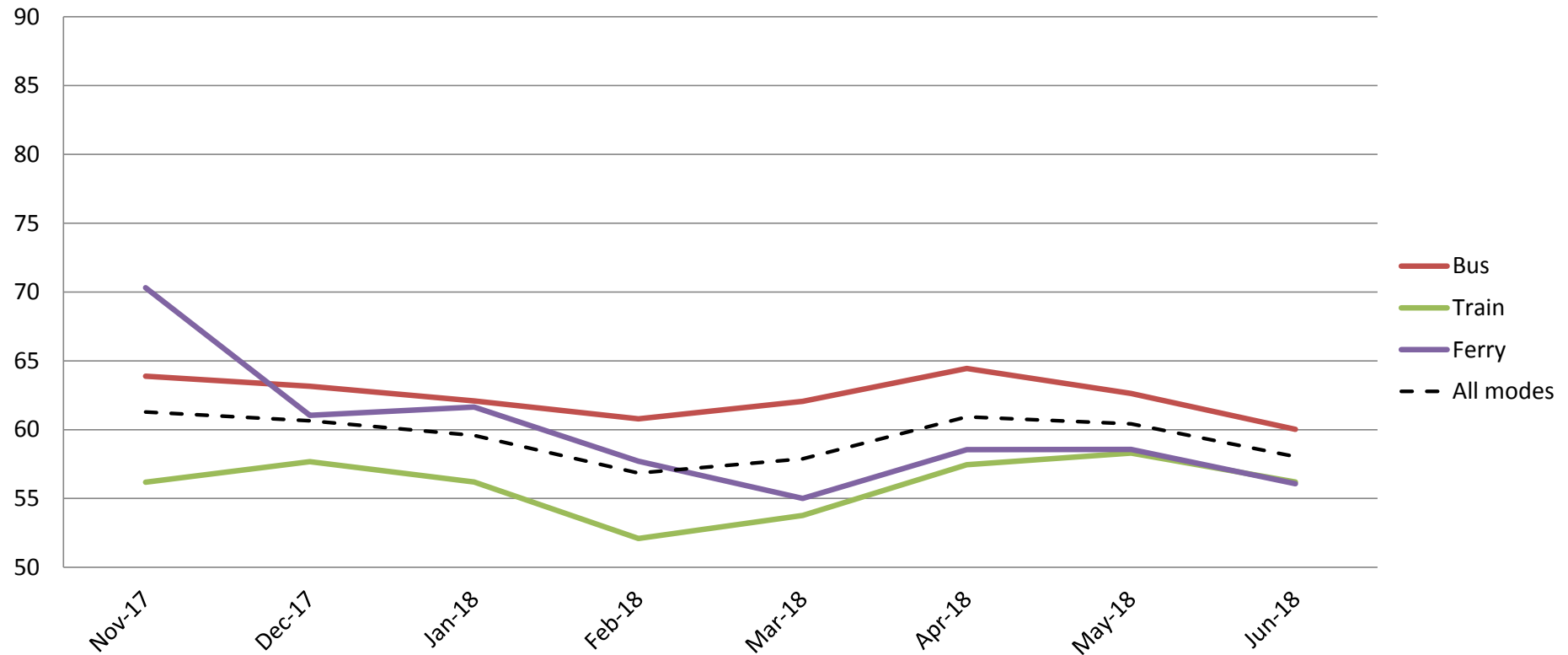
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## Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
<b>Bus</b>	64	63	62	61	62	64	63	60
<b>Train</b>	56	58	56	52	54	57	58	56
<b>Ferry</b>	70	61	62	58	55	59	59	56
<b>All Modes</b>	61	61	60	57	58	61	60	58

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