

TransLink Customer Satisfaction Monthly Snapshot

February 2017

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	75	87	79
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	67	75	67
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	67	75	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	77	82	79
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.	80	77	81	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	70	76	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	70	70	75	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	69	67	76	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	76	84	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	79	79	86	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	62	57	63	60
Overall Service				
A combination of all reported categories	72	69	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".

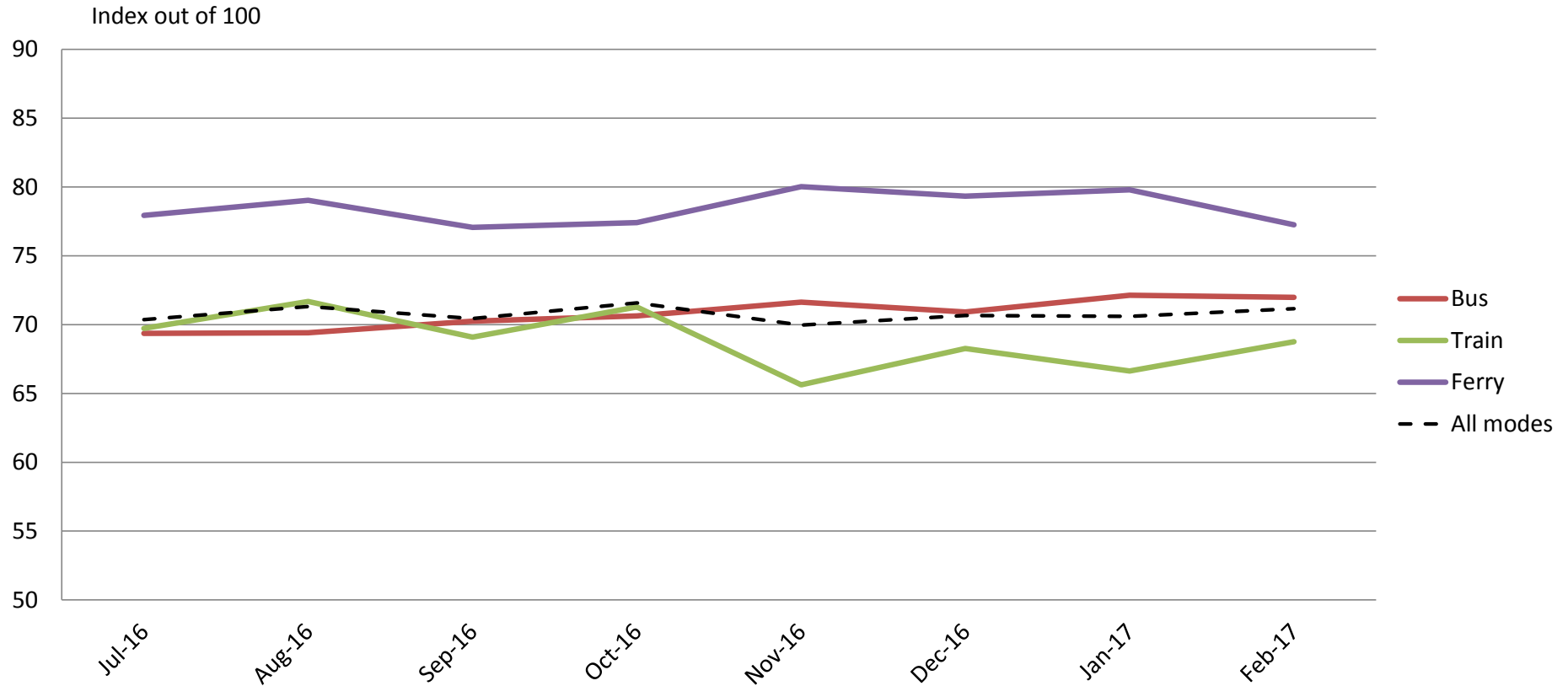
Red figures indicate a statistically significant **decrease** in the period

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
6 March 2016	4,026,578	0.13	1.82	13.34	1.78%
13 March 2016	4,082,397	0.11	1.77	13.17	1.75%
20 March 2016	4,080,252	0.21	3.09	13.07	1.69%
27 March 2016	3,388,663	0.09	1.91	13.72	1.79%
3 April 2016	2,720,743	0.11	1.68	15.61	1.87%
10 April 2016	3,498,831	0.09	1.64	13.46	1.77%
17 April 2016	3,920,595	0.06	1.88	11.38	1.75%
24 April 2016	3,946,084	0.07	1.72	11.20	1.71%
1 May 2016	3,358,827	0.06	1.76	11.66	1.78%
8 May 2016	3,368,662	0.15	2.20	11.67	1.86%
15 May 2016	3,848,075	0.15	1.53	12.76	1.74%
22 May 2016	3,853,865	0.10	1.74	12.01	1.72%
29 May 2016	3,754,947	0.11	1.59	12.03	1.68%
5 June 2016	3,528,420	0.23	2.06	14.50	1.70%
12 June 2016	3,524,785	0.15	1.52	11.58	1.73%
19 June 2016	3,462,127	0.27	3.01	12.95	1.70%
26 June 2016	3,404,000	0.16	1.77	14.01	1.72%
3 July 2016	2,953,869	0.15	1.87	13.75	1.75%
10 July 2016	2,916,575	0.03	1.90	14.07	1.76%
17 July 2016	3,441,643	0.06	1.60	11.95	1.72%
24 July 2016	3,624,703	0.10	1.84	11.51	1.76%
31 July 2016	3,850,051	0.11	1.81	12.75	1.78%
7 August 2016	3,976,929	0.11	1.78	12.46	1.67%
14 August 2016	3,615,757	0.10	1.71	11.91	1.80%
21 August 2016	3,838,351	0.09	1.57	11.40	1.63%
28 August 2016	3,745,629	0.09	1.86	11.20	1.59%
4 September 2016	3,708,803	0.12	2.52	12.84	1.59%
11 September 2016	3,700,677	0.08	1.79	11.22	1.58%
18 September 2016	3,642,984	0.06	1.52	10.53	1.58%
25 September 2016	3,210,362	0.06	1.77	31.30	1.70%
2 October 2016	3,042,995	0.11	1.82	21.98	1.69%
9 October 2016	3,302,526	0.09	2.53	11.81	1.72%
16 October 2016	3,758,850	0.16	2.30	11.29	1.61%
23 October 2016	3,649,199	0.14	2.60	11.10	1.66%
30 October 2016	3,696,856	0.14	3.31	11.89	1.65%
6 November 2016	3,482,169	0.08	1.85	13.55	1.76%
13 November 2016	3,570,325	0.18	2.24	12.82	1.68%
20 November 2016	3,577,398	0.04	2.14	12.41	1.72%
27 November 2016	3,447,116	0.06	2.31	12.87	1.79%
4 December 2016	3,238,824	0.09	2.34	12.73	1.81%
11 December 2016	3,106,880	0.11	2.09	69.74	1.94%
18 December 2016	3,007,461	0.21	4.38	140.26	1.94%
25 December 2016	2,582,453	0.19	2.84	20.91	1.89%
1 January 2017	1,694,915	0.08	1.40	20.68	2.51%
8 January 2017	2,122,744	0.18	2.40	99.86	2.05%
15 January 2017	2,716,822	0.19	2.96	15.41	1.93%
22 January 2017	2,849,420	0.07	2.43	41.81	1.89%
29 January 2017	2,840,134	0.18	2.78	15.53	2.18%
5 February 2017	3,440,488	0.21	3.94	14.46	2.05%
12 February 2017	3,485,610	0.18	2.95	13.19	1.95%
19 February 2017	3,576,711	0.16	2.90	15.81	1.99%
26 February 2017	3,771,549	0.20	2.45	12.46	1.84%

Overall satisfaction – A combination of all reported categories

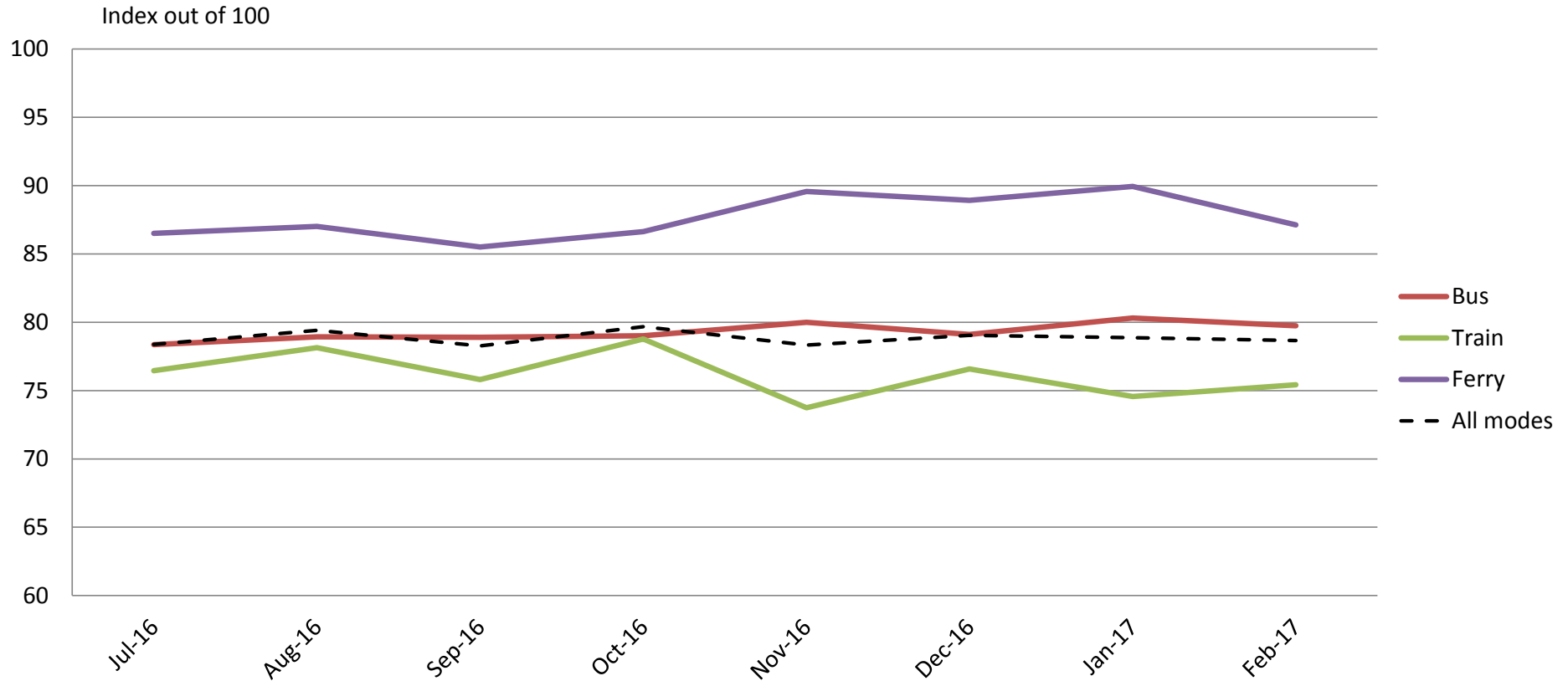


	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	69	69	70	71	72	71	72	72
Train	70	72	69	71	66	68	67	69
Ferry	78	79	77	77	80	79	80	77
All Modes	70	71	70	72	70	71	71	71

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



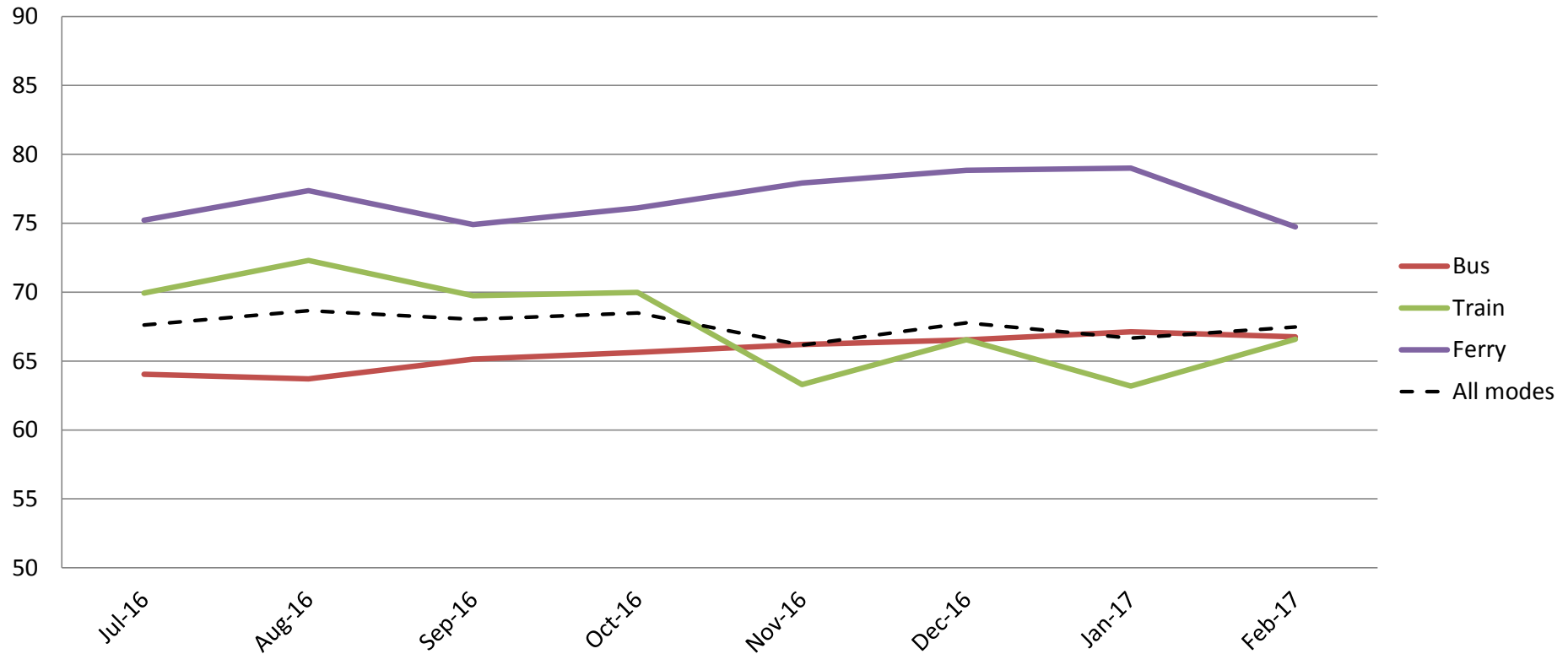
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	78	79	79	79	80	79	80	80
Train	76	78	76	79	74	77	75	75
Ferry	87	87	86	87	90	89	90	87
All Modes	78	79	78	80	78	79	79	79

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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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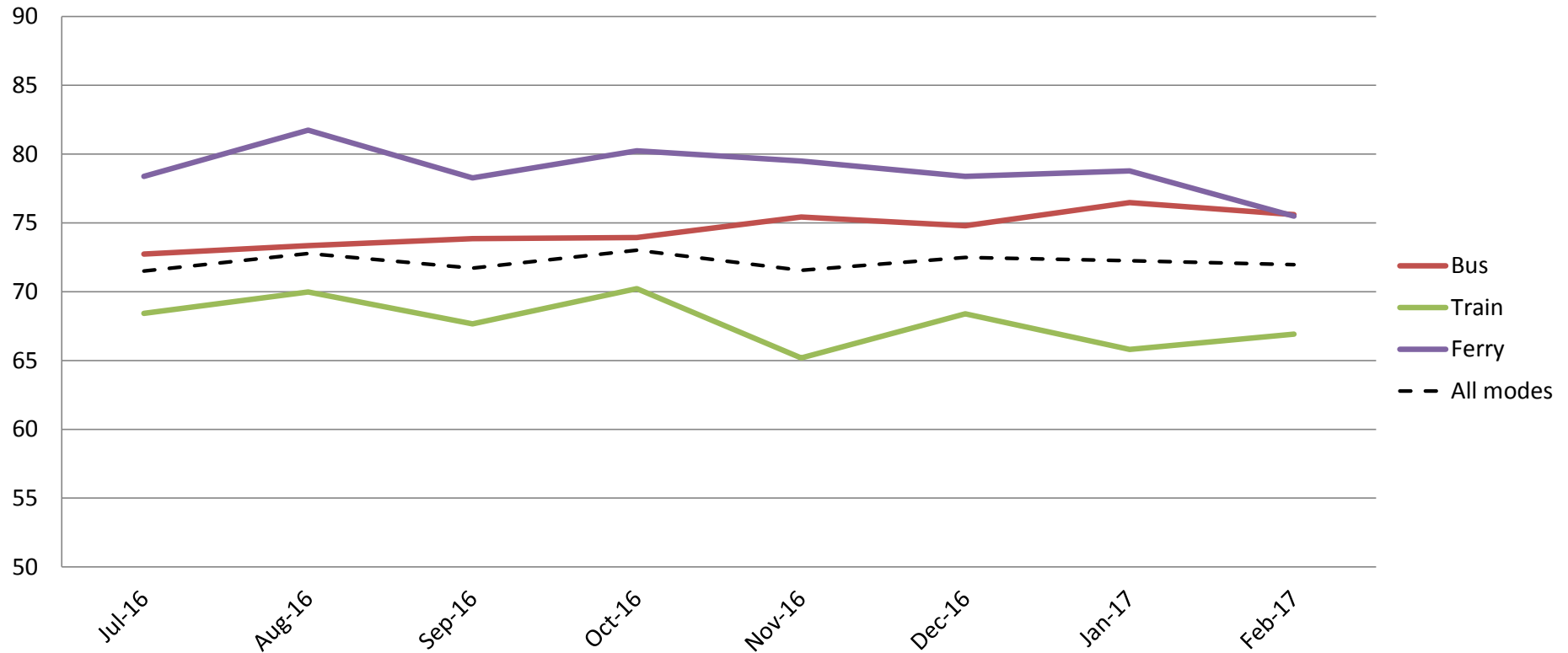
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	64	64	65	66	66	67	67	67
Train	70	72	70	70	63	67	63	67
Ferry	75	77	75	76	78	79	79	75
All Modes	68	69	68	68	66	68	67	67

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

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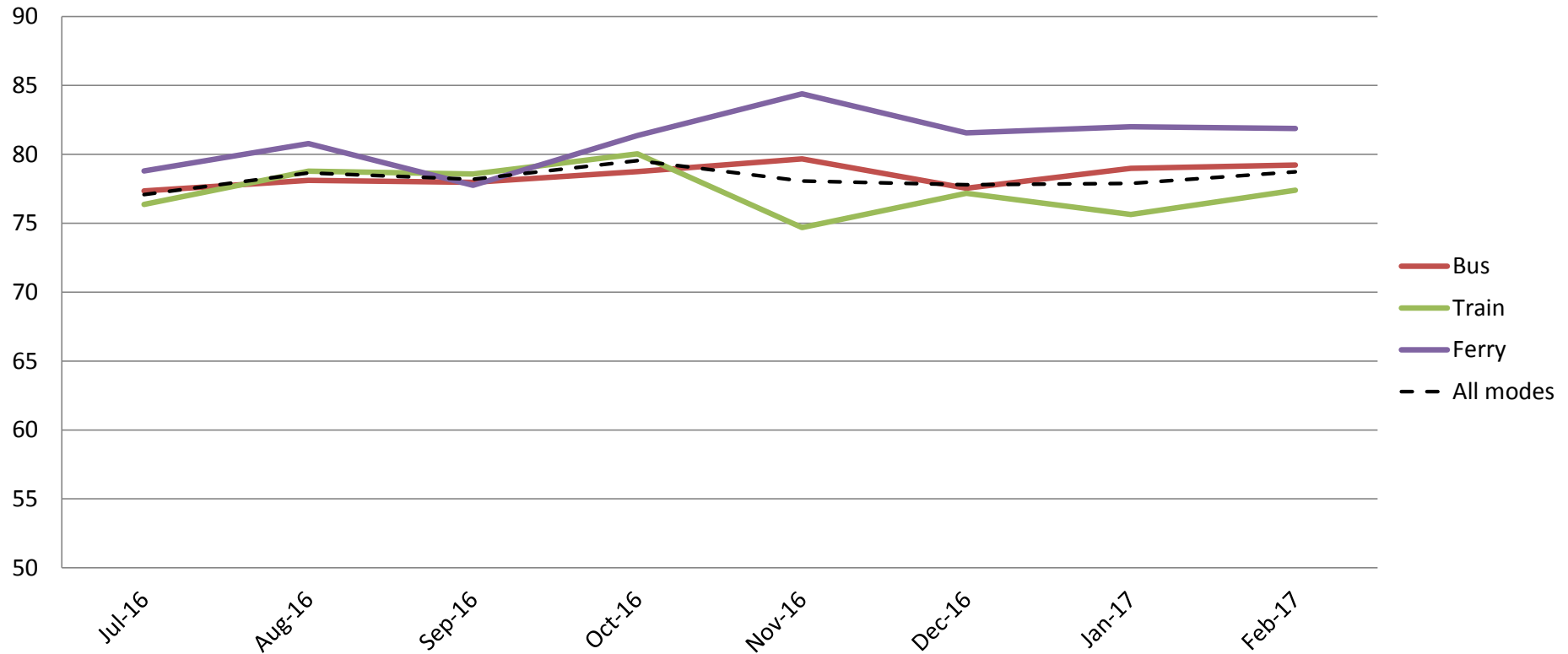
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	73	73	74	74	75	75	76	76
Train	68	70	68	70	65	68	66	67
Ferry	78	82	78	80	79	78	79	75
All Modes	72	73	72	73	72	72	72	72

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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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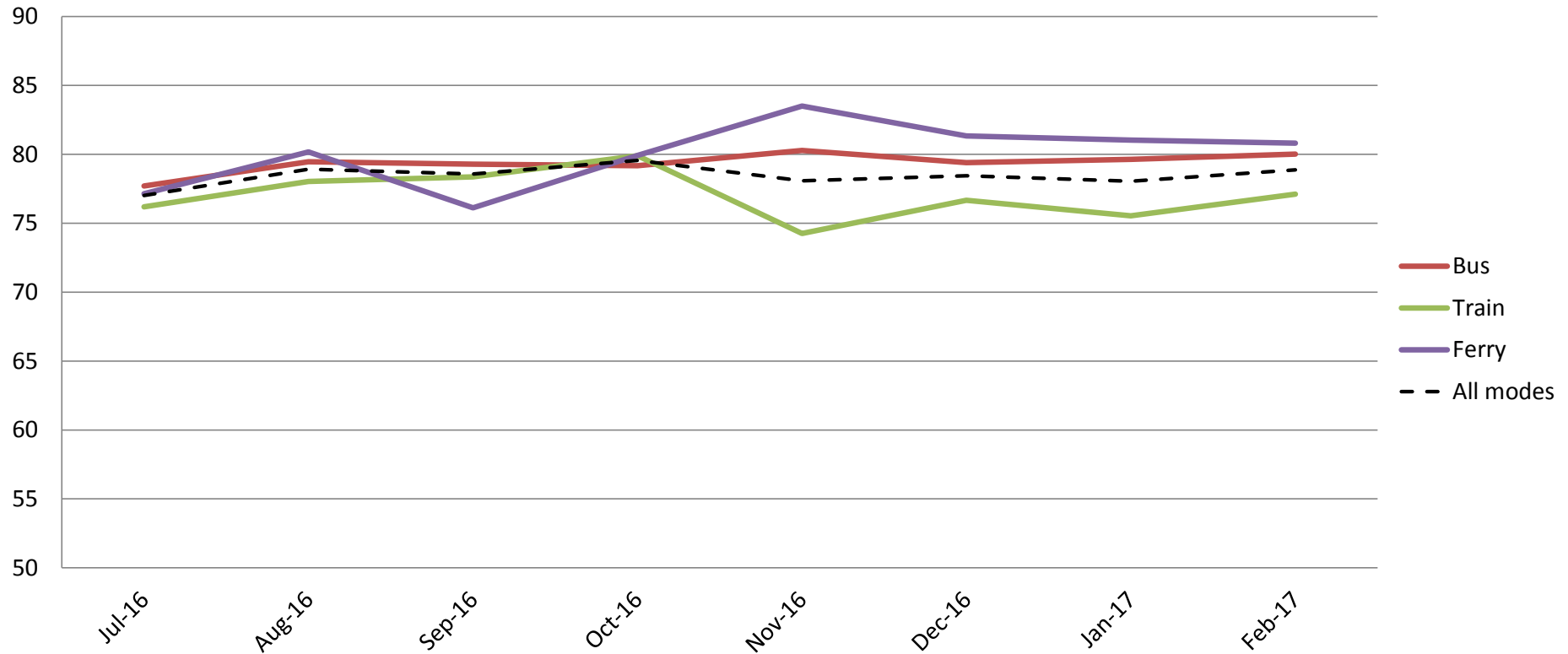
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	77	78	78	79	80	78	79	79
Train	76	79	79	80	75	77	76	77
Ferry	79	81	78	81	84	82	82	82
All Modes	77	79	78	80	78	78	78	79

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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.

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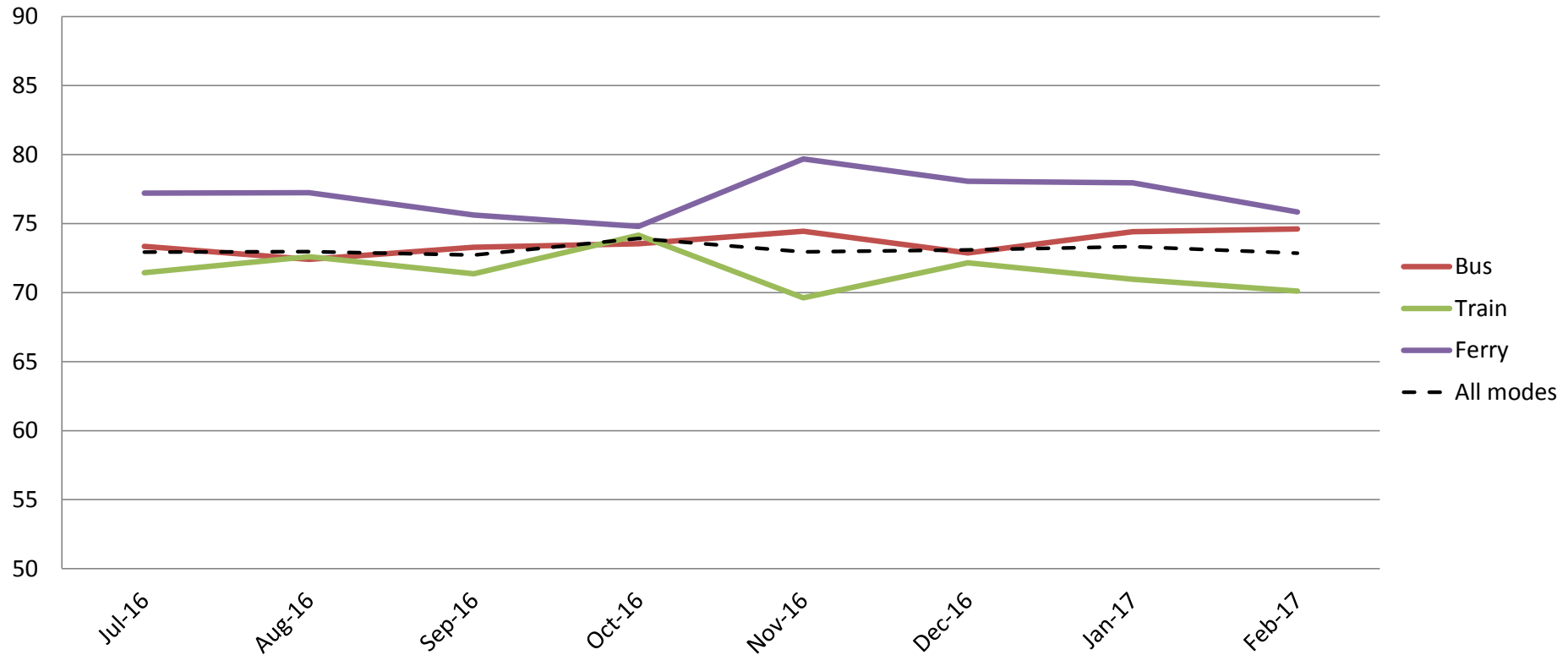
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	78	79	79	79	80	79	80	80
Train	76	78	78	80	74	77	76	77
Ferry	77	80	76	80	84	81	81	81
All Modes	77	79	79	80	78	78	78	79

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

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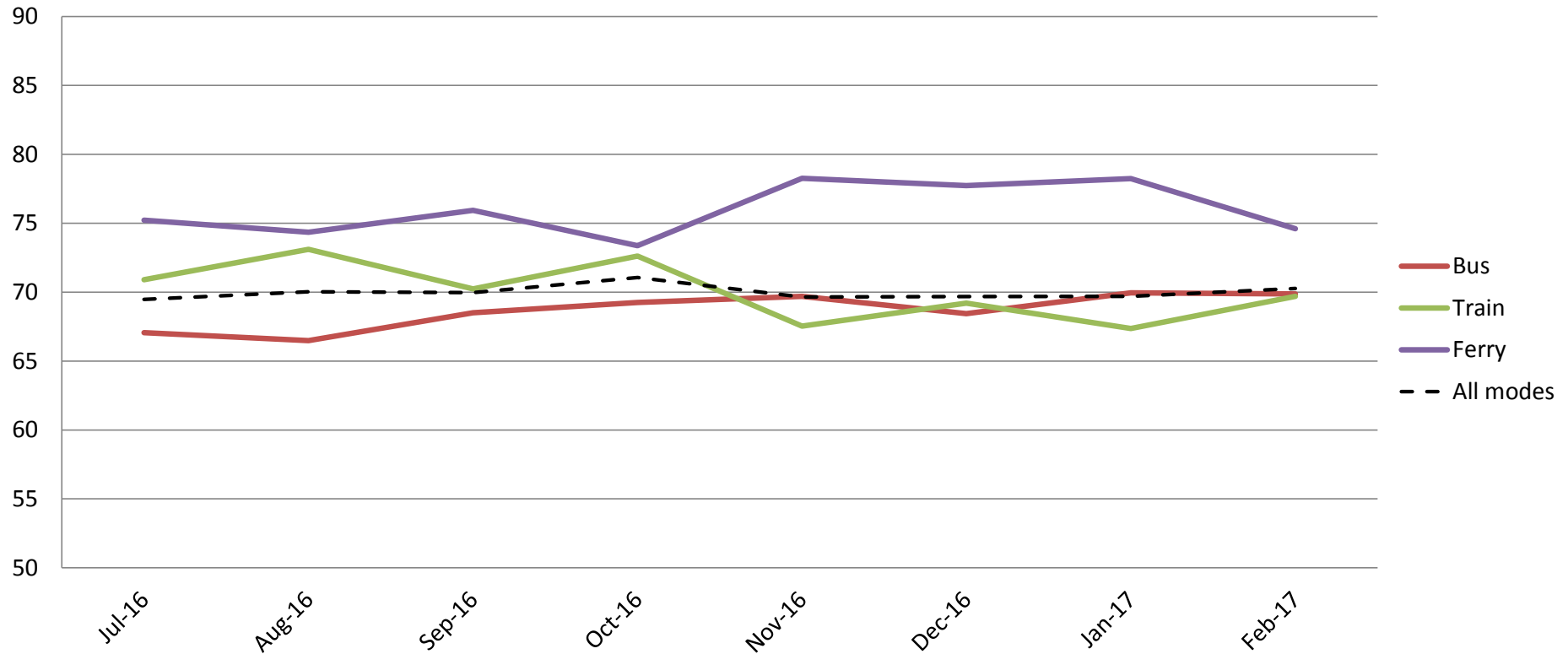
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	73	72	73	74	74	73	74	75
Train	71	73	71	74	70	72	71	70
Ferry	77	77	76	75	80	78	78	76
All Modes	73	73	73	74	73	73	73	73

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

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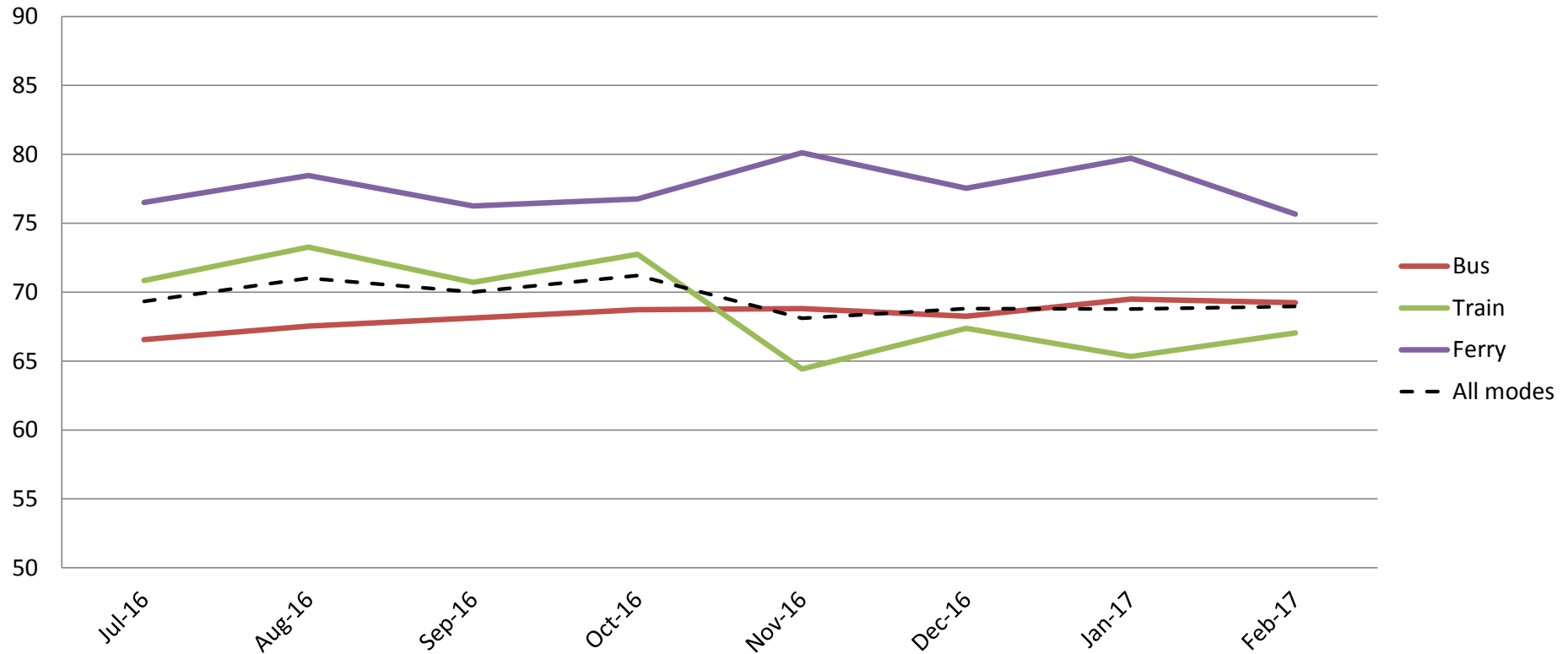
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	67	66	69	69	70	68	70	70
Train	71	73	70	73	68	69	67	70
Ferry	75	74	76	73	78	78	78	75
All Modes	69	70	70	71	70	70	70	70

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

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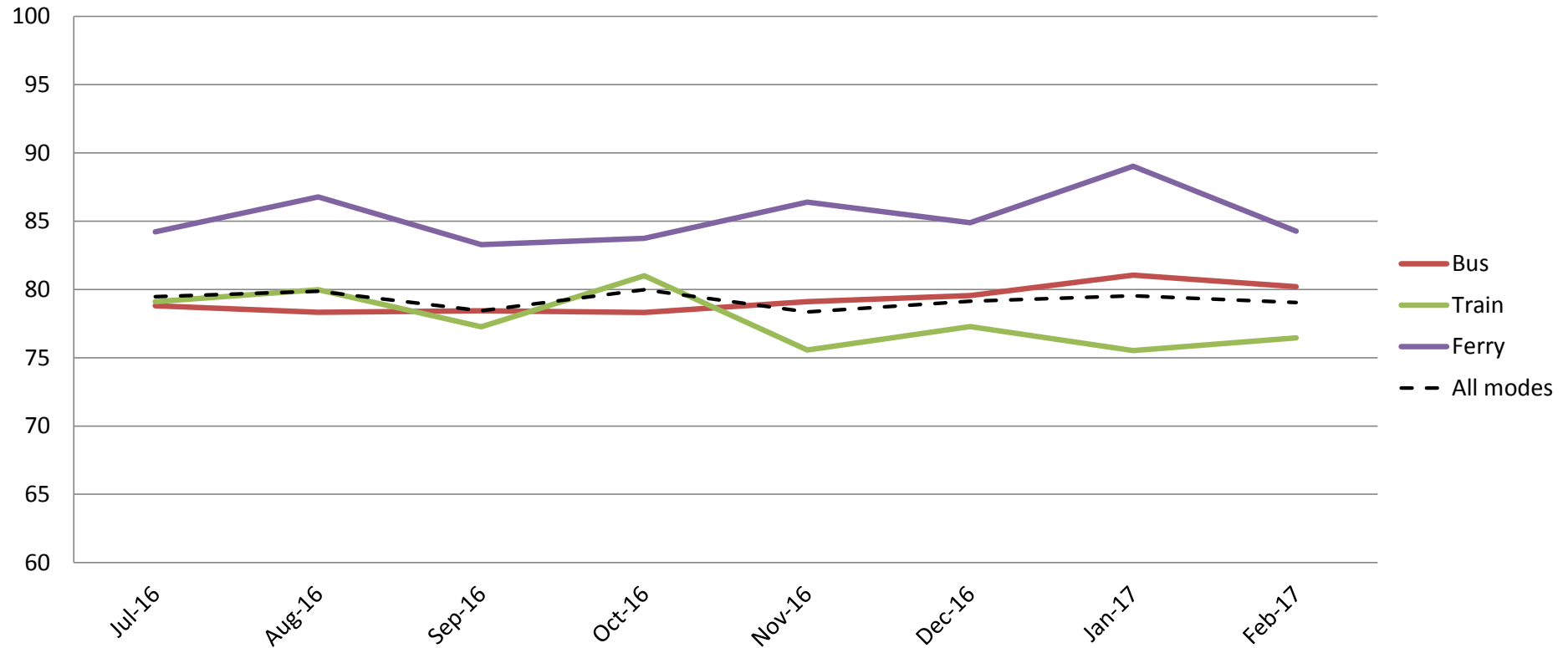
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	67	68	68	69	69	68	69	69
Train	71	73	71	73	64	67	65	67
Ferry	77	78	76	77	80	78	80	76
All Modes	69	71	70	71	68	69	69	69

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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

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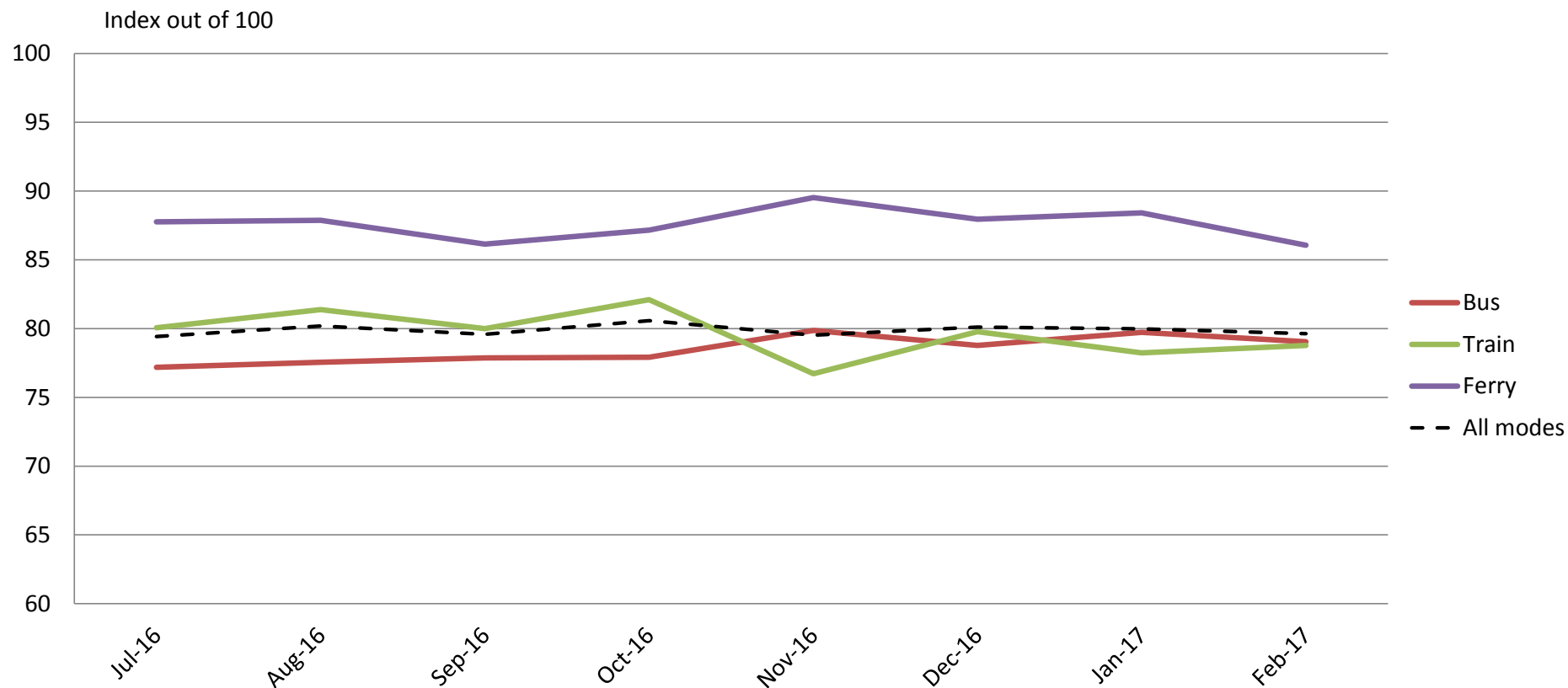


	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	79	78	78	78	79	80	81	80
Train	79	80	77	81	76	77	76	76
Ferry	84	87	83	84	86	85	89	84
All Modes	79	80	78	80	78	79	80	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff



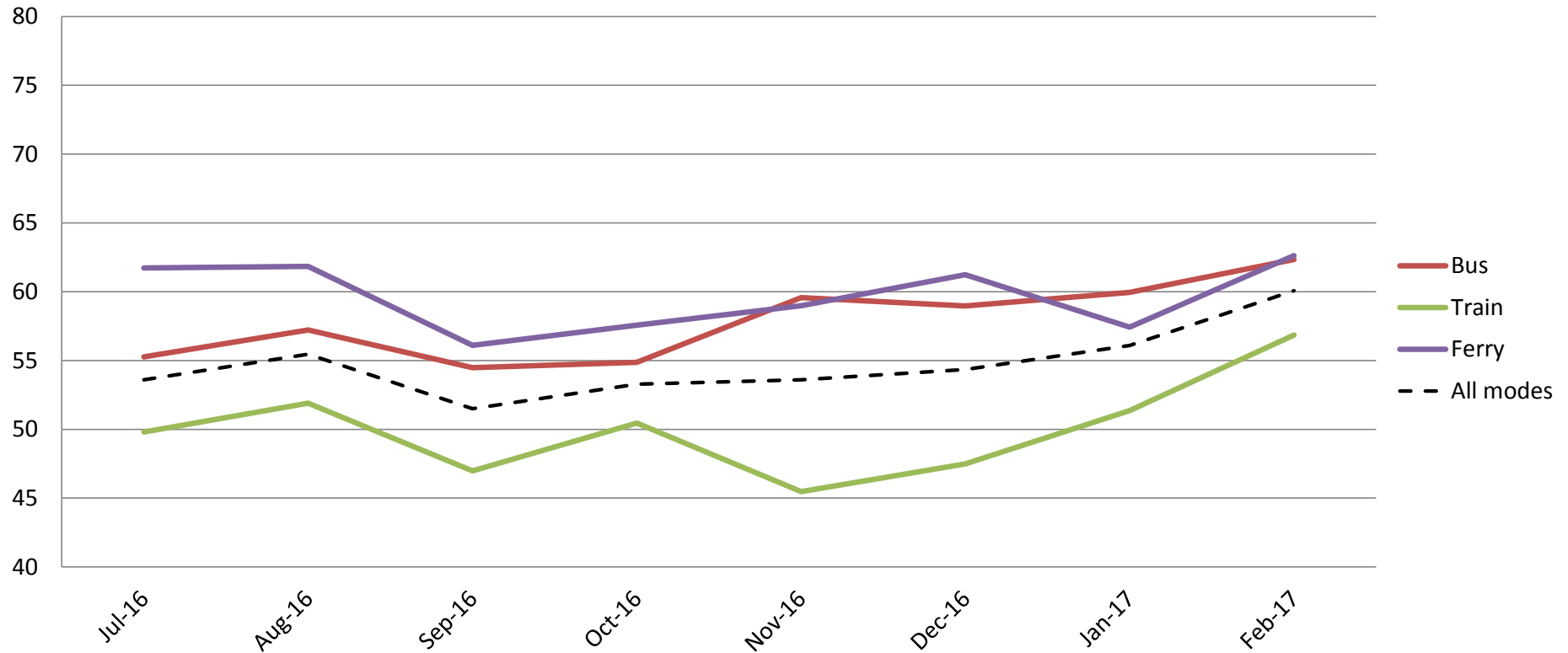
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	77	78	78	78	80	79	80	79
Train	80	81	80	82	77	80	78	79
Ferry	88	88	86	87	90	88	88	86
All Modes	79	80	80	81	80	80	80	80

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

Index out of 100



	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Bus	55	57	54	55	60	59	60	62
Train	50	52	47	50	45	47	51	57
Ferry	62	62	56	58	59	61	57	63
All Modes	54	55	51	53	54	54	56	60

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