

## TransLink Customer Satisfaction Monthly Snapshot

January 2018

| KPI   | Bus | Train | Ferry | All |
|---|-----|-------|-------|-----|
| <b>Safety &amp; Security</b>  |     |       |       |     |
| Safety at stops, stations and on board vehicles   | 81  | 78    | 87    | 80  |
| <b>Reliability &amp; Frequency</b>  |     |       |       |     |
| Ability to meet departure times, frequency of services and reliability of go card readers   | 69  | 69    | 75    | 70  |
| <b>Comfort</b>  |     |       |       |     |
| Cleanliness, availability of seats, temperature on board, and facilities at stops and stations  | 77  | 70    | 77    | 74  |
| <b>Ease of Use</b>  |     |       |       |     |
| Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 81  | 79    | 80    | 80  |
| <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.                | 82  | 79    | 80    | 80  |
| <b>Proximity</b>  |     |       |       |     |
| Convenience of available routes, distances from stops and stations and proximity of go card outlets                                     | 75  | 73    | 76    | 74  |
| <b>Efficiency</b>   |     |       |       |     |
| Door-to-door travel time, connections with other services and avoidance of congestion   | 72  | 70    | 74    | 71  |
| <b>Information</b>  |     |       |       |     |
| Ability to understand on board and at-station information, timetables, maps and journey planning information                            | 70  | 70    | 76    | 71  |
| <b>Accessibility</b>  |     |       |       |     |
| Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators                   | 81  | 78    | 85    | 80  |
| <b>Staff</b>  |     |       |       |     |
| Knowledge, conduct, presentation and helpfulness of staff   | 82  | 81    | 86    | 82  |
| <b>Affordability</b>  |     |       |       |     |
| Cost of tickets and benefits of not having to pay for parking   | 62  | 56    | 62    | 60  |
| <b>Overall Service</b>  |     |       |       |     |
| A combination of all reported categories  | 74  | 71    | 79    | 73  |

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

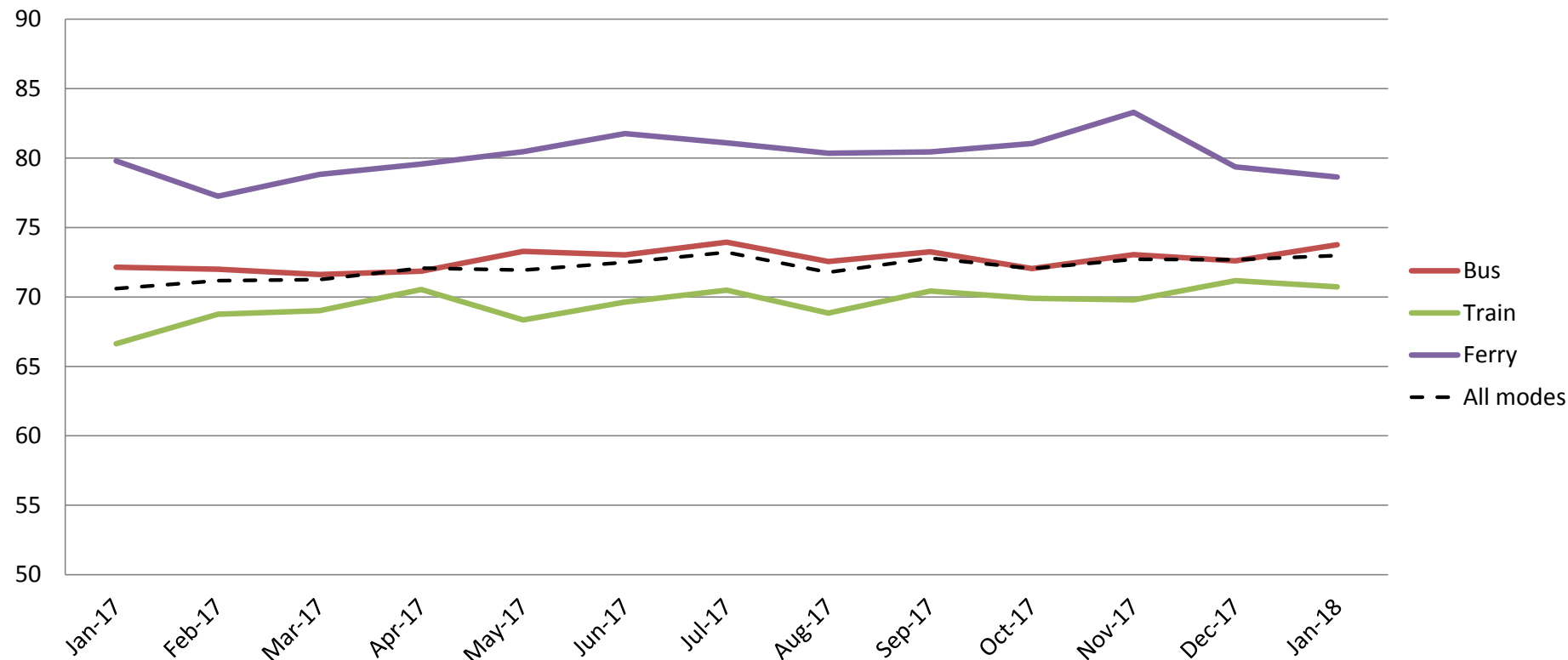
Green figures indicate a statistically significant **increase** in the period

## 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 |
|-------------------|-----------------|--|---|--|--|
| 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%  |
| 5 March 2017      | 4,088,428       | 0.22   | 2.95  | 12.20  | 1.75%  |
| 12 March 2017     | 4,082,085       | 0.21   | 2.22  | 11.71  | 1.74%  |
| 19 March 2017     | 3,998,761       | 0.18   | 2.94  | 12.57  | 1.70%  |
| 26 March 2017     | 3,853,332       | 0.21   | 2.97  | 13.84  | 1.72%  |
| 2 April 2017      | 3,258,348       | 0.30   | 3.26  | 14.05  | 2.08%  |
| 9 April 2017      | 3,435,786       | 0.20   | 2.68  | 81.04  | 1.76%  |
| 16 April 2017     | 2,882,274       | 0.23   | 2.29  | 26.90  | 1.72%  |
| 23 April 2017     | 3,148,001       | 0.16   | 2.27  | 16.27  | 1.74%  |
| 30 April 2017     | 3,331,207       | 0.22   | 2.60  | 13.12  | 1.65%  |
| 7 May 2017        | 3,339,579       | 0.14   | 2.02  | 31.37  | 1.62%  |
| 14 May 2017       | 3,773,239       | 0.13   | 2.23  | 12.72  | 1.54%  |
| 21 May 2017       | 3,729,184       | 0.19   | 2.51  | 11.83  | 1.62%  |
| 28 May 2017       | 3,727,677       | 0.08   | 2.00  | 12.76  | 1.64%  |
| 4 June 2017       | 3,709,967       | 0.21   | 2.74  | 12.91  | 1.69%  |
| 11 June 2017      | 3,488,338       | 0.28   | 3.28  | 17.05  | 1.65%  |
| 18 June 2017      | 3,437,936       | 0.22   | 2.91  | 15.24  | 1.64%  |
| 25 June 2017      | 3,383,728       | 0.17   | 2.35  | 14.08  | 1.64%  |
| 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%  |

## Overall satisfaction – A combination of all reported categories

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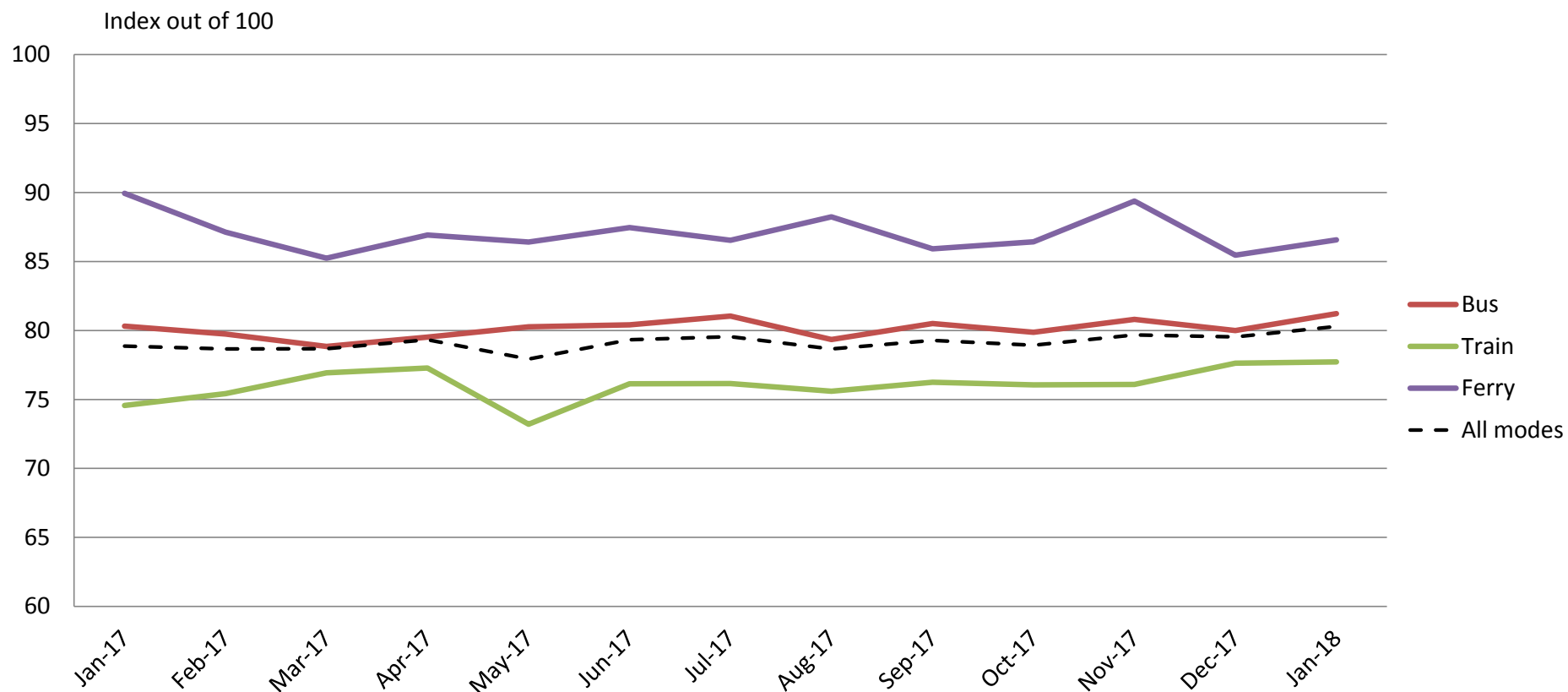


|           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 72     | 72     | 72     | 72     | 73     | 73     | 74     | 73     | 73     | 72     | 73     | 73     | 74     |
| Train     | 67     | 69     | 69     | 71     | 68     | 70     | 70     | 69     | 70     | 70     | 70     | 71     | 71     |
| Ferry     | 80     | 77     | 79     | 80     | 80     | 82     | 81     | 80     | 80     | 81     | 83     | 79     | 79     |
| All Modes | 71     | 71     | 71     | 72     | 72     | 72     | 73     | 72     | 73     | 72     | 73     | 73     | 73     |

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



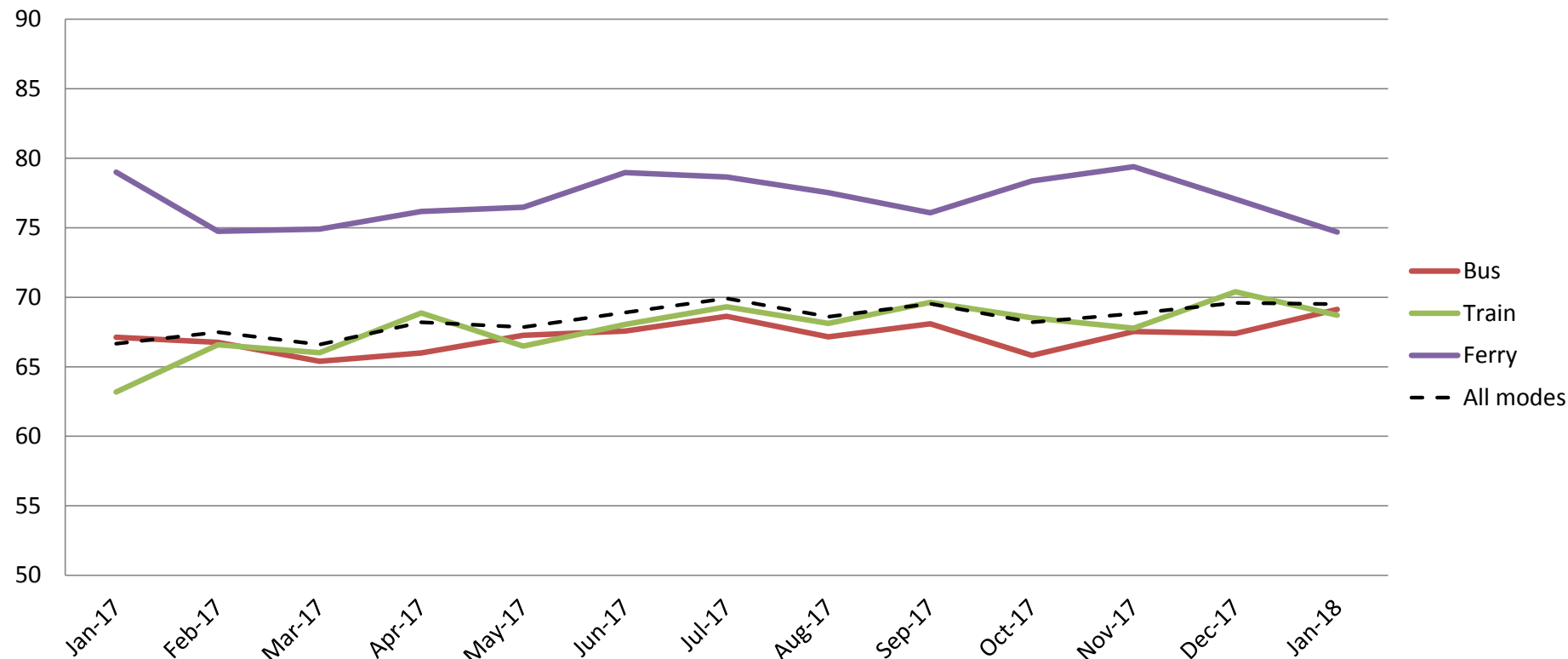
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 80     | 80     | 79     | 80     | 80     | 80     | 81     | 79     | 81     | 80     | 81     | 80     | 81     |
| <b>Train</b>     | 75     | 75     | 77     | 77     | 73     | 76     | 76     | 76     | 76     | 76     | 76     | 78     | 78     |
| <b>Ferry</b>     | 90     | 87     | 85     | 87     | 86     | 87     | 87     | 88     | 86     | 86     | 89     | 85     | 87     |
| <b>All Modes</b> | 79     | 79     | 79     | 79     | 78     | 79     | 80     | 79     | 79     | 79     | 80     | 80     | 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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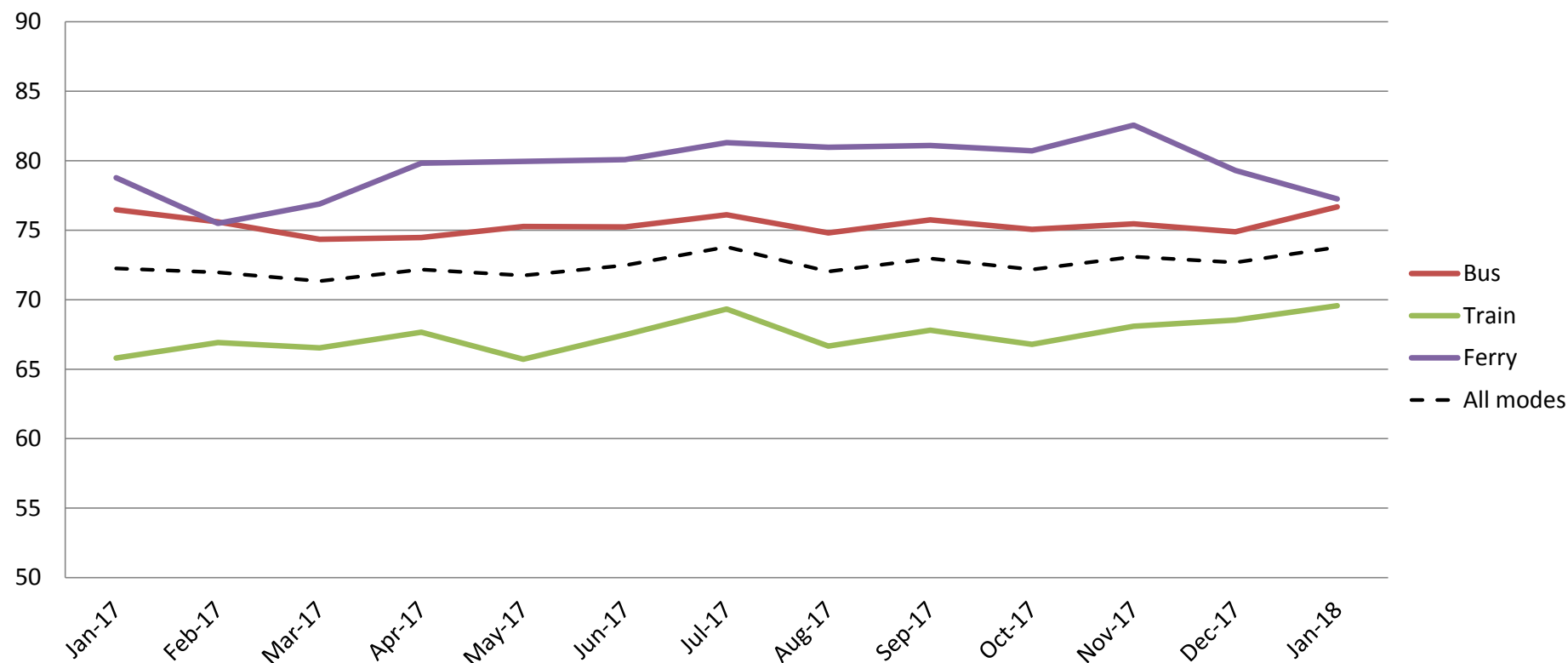
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 67     | 67     | 65     | 66     | 67     | 68     | 69     | 67     | 68     | 66     | 68     | 67     | 69     |
| <b>Train</b>     | 63     | 67     | 66     | 69     | 66     | 68     | 69     | 68     | 70     | 69     | 68     | 70     | 69     |
| <b>Ferry</b>     | 79     | 75     | 75     | 76     | 76     | 79     | 79     | 78     | 76     | 78     | 79     | 77     | 75     |
| <b>All Modes</b> | 67     | 67     | 67     | 68     | 68     | 69     | 70     | 69     | 70     | 68     | 69     | 70     | 70     |

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

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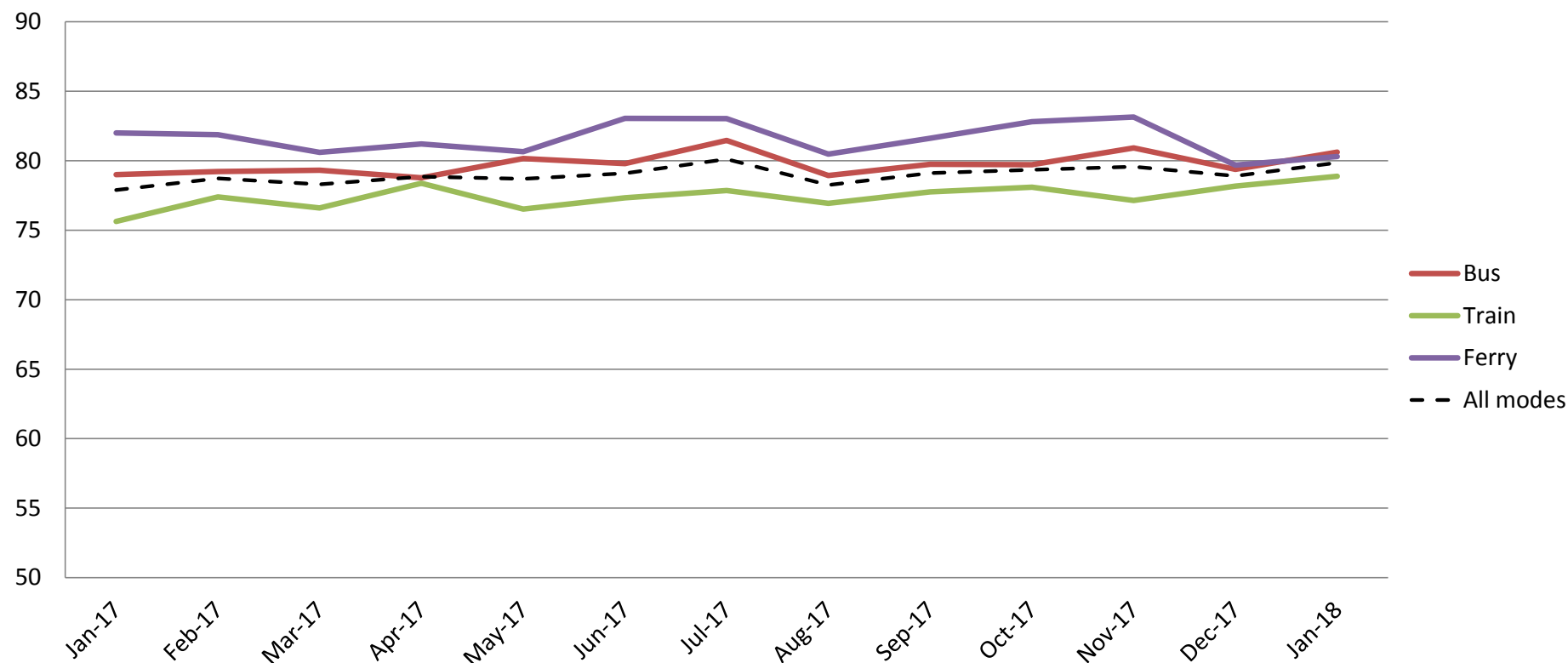
|           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 76     | 76     | 74     | 74     | 75     | 75     | 76     | 75     | 76     | 75     | 75     | 75     | 77     |
| Train     | 66     | 67     | 67     | 68     | 66     | 67     | 69     | 67     | 68     | 67     | 68     | 69     | 70     |
| Ferry     | 79     | 75     | 77     | 80     | 80     | 80     | 81     | 81     | 81     | 81     | 83     | 79     | 77     |
| All Modes | 72     | 72     | 71     | 72     | 72     | 72     | 74     | 72     | 73     | 72     | 73     | 73     | 74     |

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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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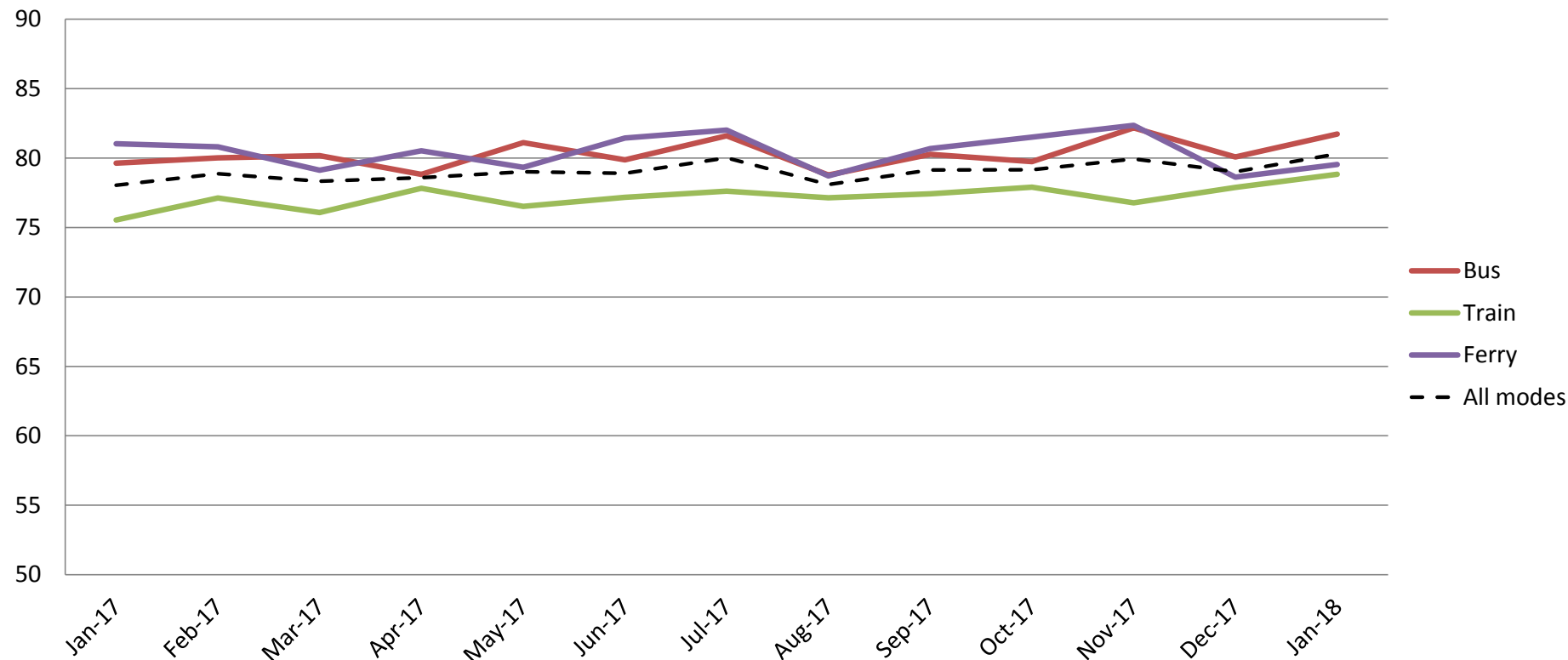
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 79     | 79     | 79     | 79     | 80     | 80     | 81     | 79     | 80     | 80     | 81     | 79     | 81     |
| <b>Train</b>     | 76     | 77     | 77     | 78     | 77     | 77     | 78     | 77     | 78     | 78     | 77     | 78     | 79     |
| <b>Ferry</b>     | 82     | 82     | 81     | 81     | 81     | 83     | 83     | 80     | 82     | 83     | 83     | 80     | 80     |
| <b>All Modes</b> | 78     | 79     | 78     | 79     | 79     | 79     | 80     | 78     | 79     | 79     | 80     | 79     | 80     |

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

## 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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|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 80     | 80     | 80     | 79     | 81     | 80     | 82     | 79     | 80     | 80     | 82     | 80     | 82     |
| <b>Train</b>     | 76     | 77     | 76     | 78     | 77     | 77     | 78     | 77     | 77     | 78     | 77     | 78     | 79     |
| <b>Ferry</b>     | 81     | 81     | 79     | 81     | 79     | 81     | 82     | 79     | 81     | 81     | 82     | 79     | 80     |
| <b>All Modes</b> | 78     | 79     | 78     | 79     | 79     | 79     | 80     | 78     | 79     | 79     | 80     | 79     | 80     |

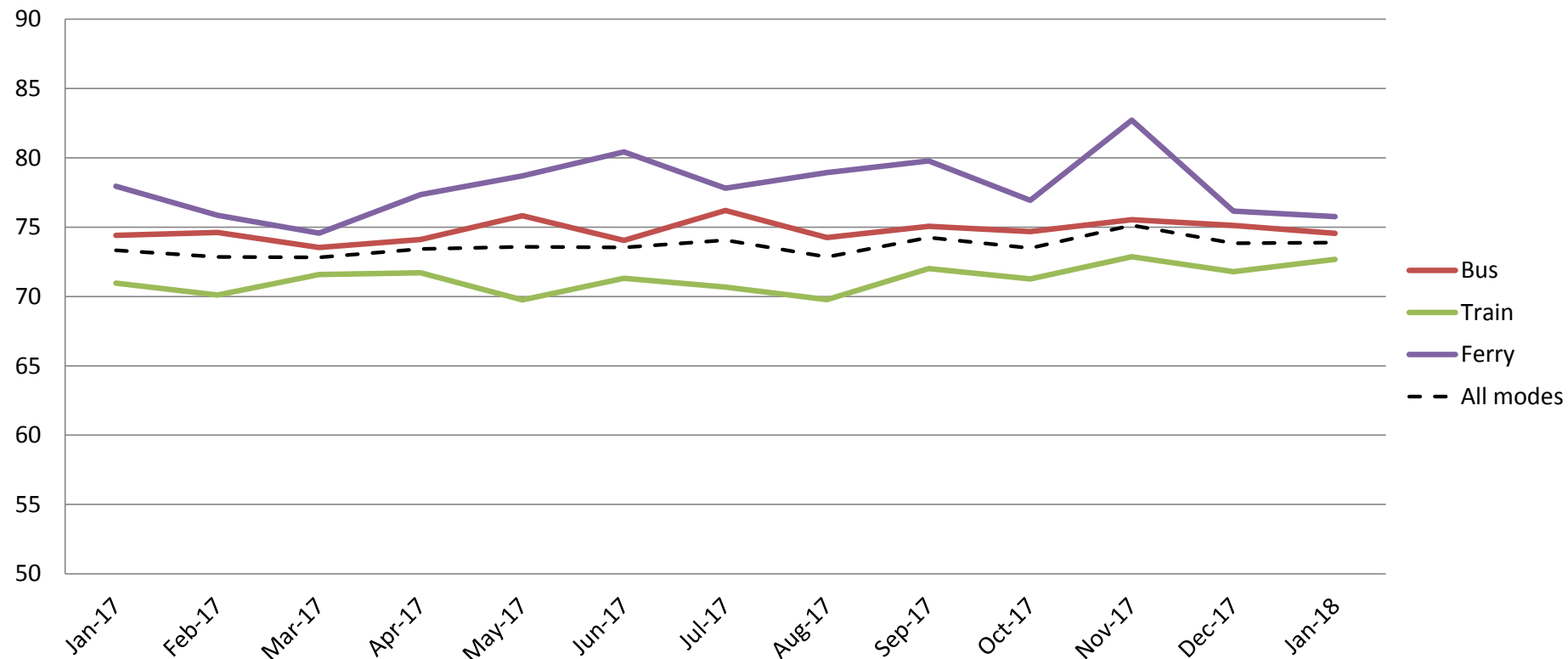
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

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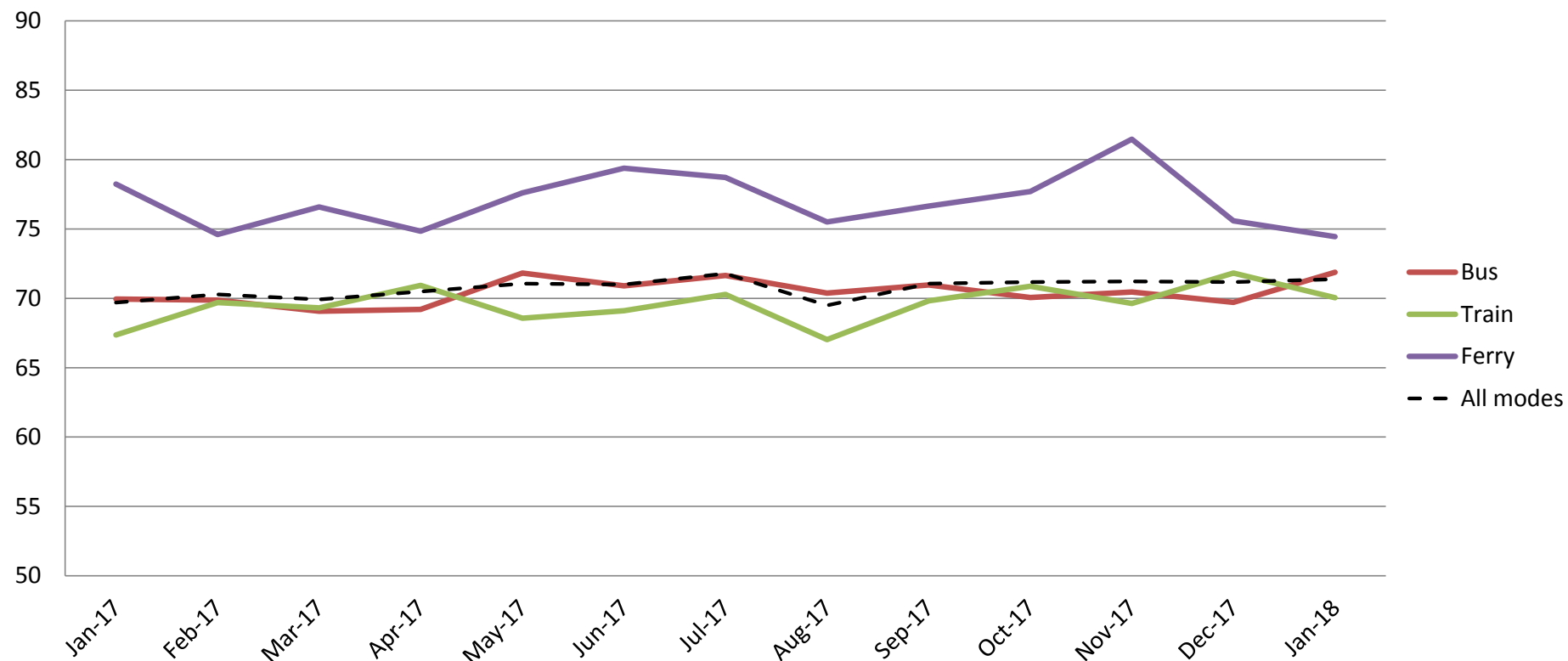
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 74     | 75     | 74     | 74     | 76     | 74     | 76     | 74     | 75     | 75     | 76     | 75     | 75     |
| <b>Train</b>     | 71     | 70     | 72     | 72     | 70     | 71     | 71     | 70     | 72     | 71     | 73     | 72     | 73     |
| <b>Ferry</b>     | 78     | 76     | 75     | 77     | 79     | 80     | 78     | 79     | 80     | 77     | 83     | 76     | 76     |
| <b>All Modes</b> | 73     | 73     | 73     | 73     | 74     | 74     | 74     | 73     | 74     | 73     | 75     | 74     | 74     |

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

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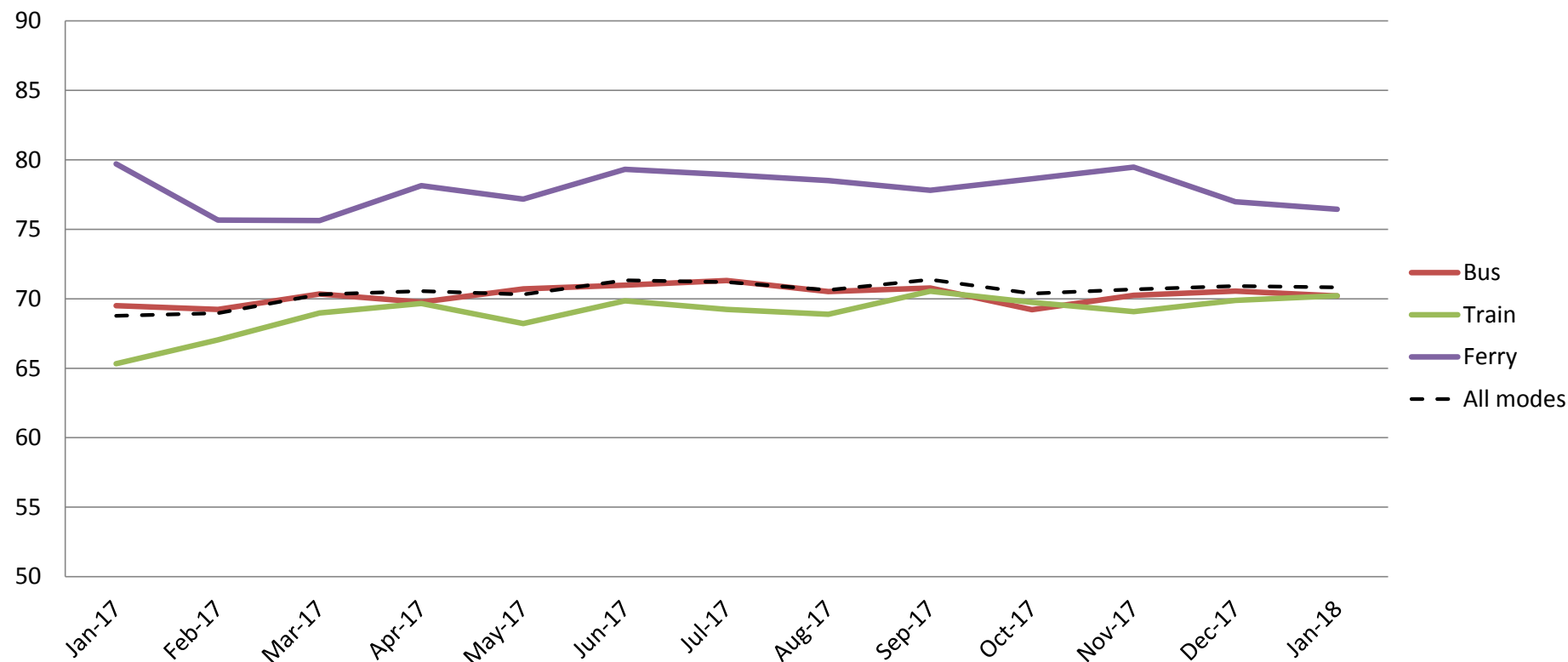
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 70     | 70     | 69     | 69     | 72     | 71     | 72     | 70     | 71     | 70     | 70     | 70     | 72     |
| <b>Train</b>     | 67     | 70     | 69     | 71     | 69     | 69     | 70     | 67     | 70     | 71     | 70     | 72     | 70     |
| <b>Ferry</b>     | 78     | 75     | 77     | 75     | 78     | 79     | 79     | 76     | 77     | 78     | 81     | 76     | 74     |
| <b>All Modes</b> | 70     | 70     | 70     | 70     | 71     | 71     | 72     | 69     | 71     | 71     | 71     | 71     | 71     |

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

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

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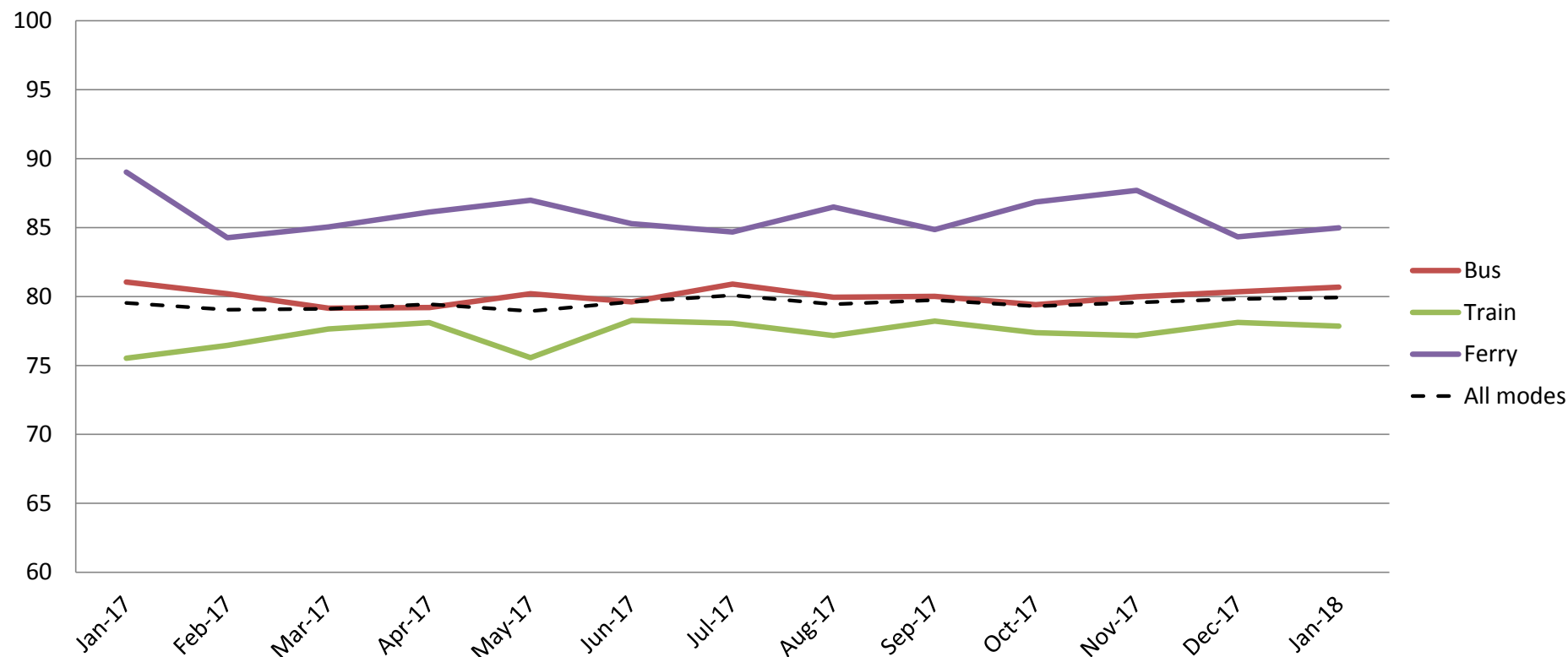
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 69     | 69     | 70     | 70     | 71     | 71     | 71     | 71     | 71     | 69     | 70     | 71     | 70     |
| <b>Train</b>     | 65     | 67     | 69     | 70     | 68     | 70     | 69     | 69     | 71     | 70     | 69     | 70     | 70     |
| <b>Ferry</b>     | 80     | 76     | 76     | 78     | 77     | 79     | 79     | 79     | 78     | 79     | 79     | 77     | 76     |
| <b>All Modes</b> | 69     | 69     | 70     | 71     | 70     | 71     | 71     | 71     | 71     | 70     | 71     | 71     | 71     |

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

## 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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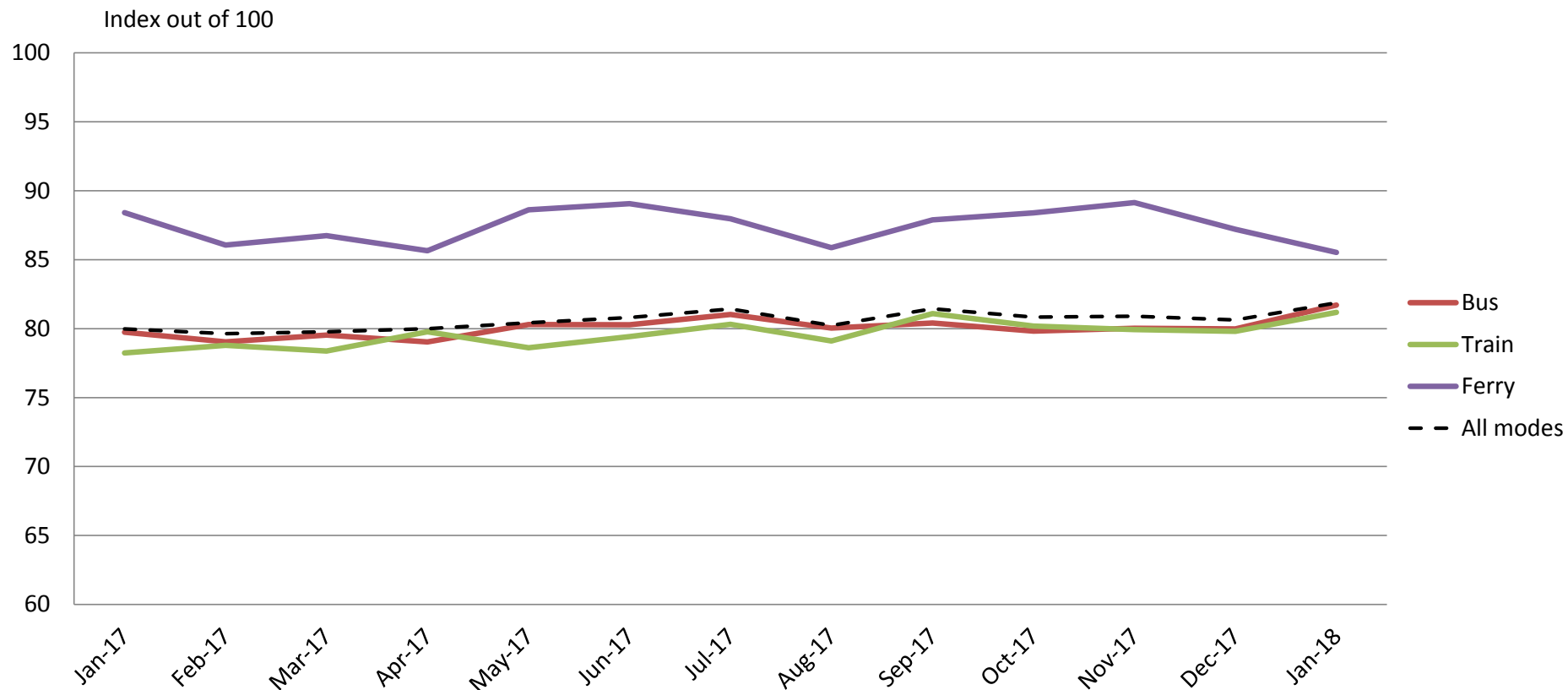


|           | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus       | 81     | 80     | 79     | 79     | 80     | 80     | 81     | 80     | 80     | 79     | 80     | 80     | 81     |
| Train     | 76     | 76     | 78     | 78     | 76     | 78     | 78     | 77     | 78     | 77     | 77     | 78     | 78     |
| Ferry     | 89     | 84     | 85     | 86     | 87     | 85     | 85     | 86     | 85     | 87     | 88     | 84     | 85     |
| All Modes | 80     | 79     | 79     | 79     | 79     | 80     | 80     | 79     | 80     | 79     | 80     | 80     | 80     |

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



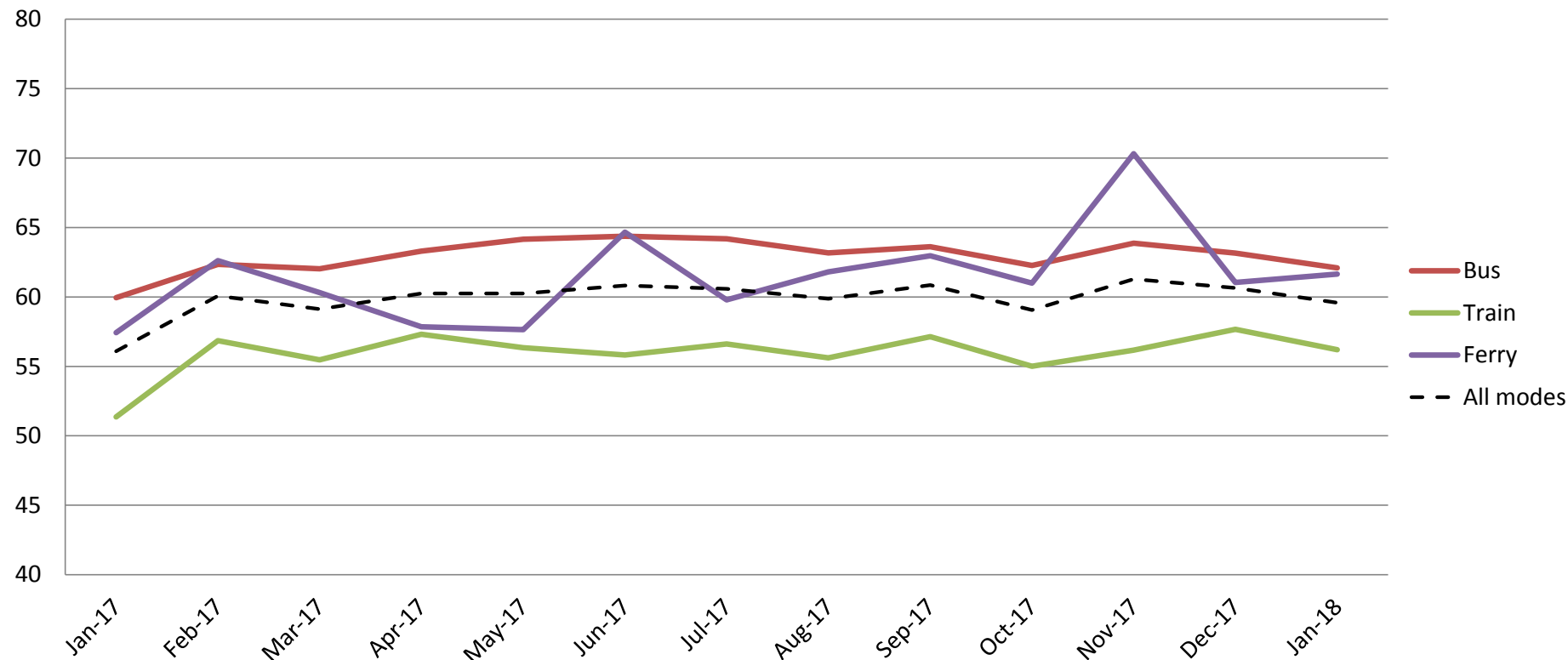
|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 80     | 79     | 80     | 79     | 80     | 80     | 81     | 80     | 80     | 80     | 80     | 80     | 82     |
| <b>Train</b>     | 78     | 79     | 78     | 80     | 79     | 79     | 80     | 79     | 81     | 80     | 80     | 80     | 81     |
| <b>Ferry</b>     | 88     | 86     | 87     | 86     | 89     | 89     | 88     | 86     | 88     | 88     | 89     | 87     | 86     |
| <b>All Modes</b> | 80     | 80     | 80     | 80     | 80     | 81     | 81     | 80     | 81     | 81     | 81     | 81     | 82     |

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".

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

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

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|                  | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 | Jul-17 | Aug-17 | Sep-17 | Oct-17 | Nov-17 | Dec-17 | Jan-18 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| <b>Bus</b>       | 60     | 62     | 62     | 63     | 64     | 64     | 64     | 63     | 64     | 62     | 64     | 63     | 62     |
| <b>Train</b>     | 51     | 57     | 55     | 57     | 56     | 56     | 57     | 56     | 57     | 55     | 56     | 58     | 56     |
| <b>Ferry</b>     | 57     | 63     | 60     | 58     | 58     | 65     | 60     | 62     | 63     | 61     | 70     | 61     | 62     |
| <b>All Modes</b> | 56     | 60     | 59     | 60     | 60     | 61     | 61     | 60     | 61     | 59     | 61     | 61     | 60     |

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