

TransLink Customer Satisfaction Monthly Snapshot

March 2015

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	77	88	79
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	63	70	75	67
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	68	77	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	78	79	78
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.	78	78	75	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	73	76	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	67	73	77	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	70	73	68
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	80	83	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	78	80	87	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	54	48	52	51
Overall Service				
A combination of all reported categories	69	70	75	70

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

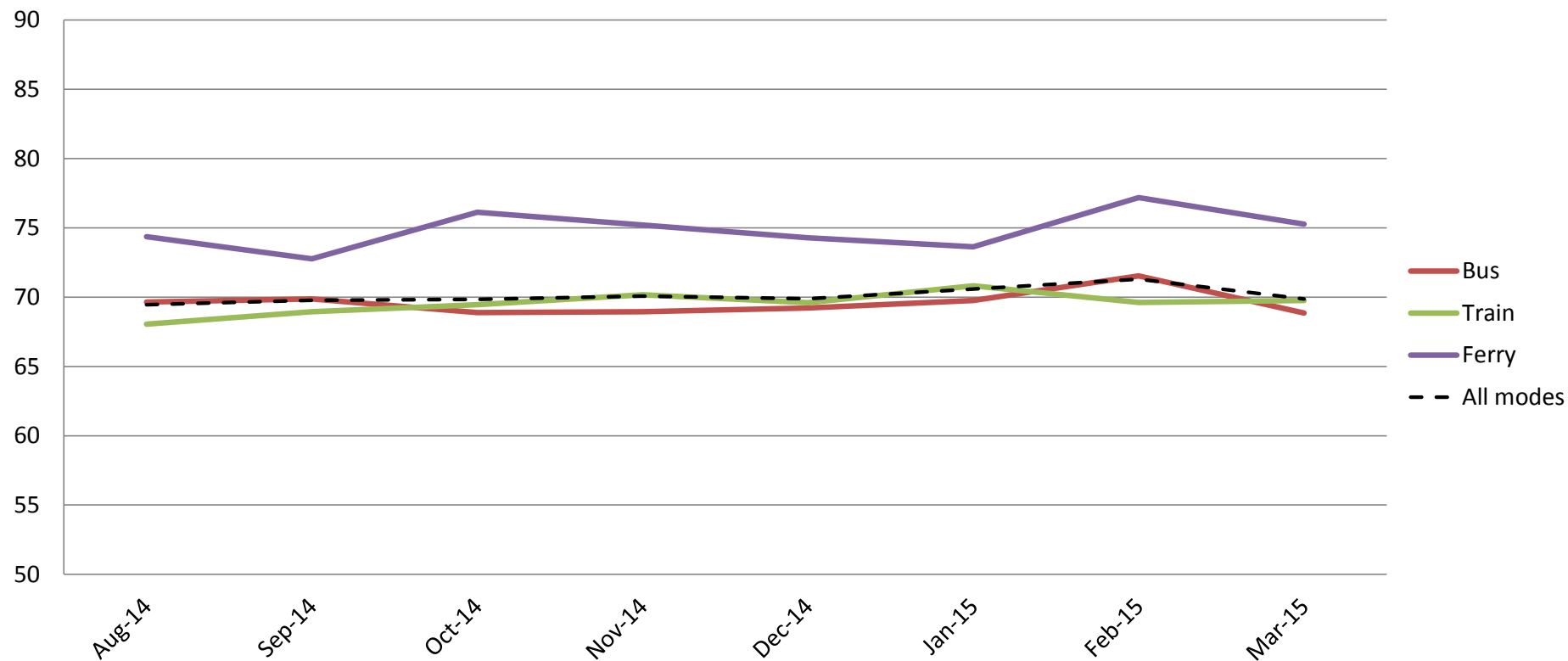
Green figures indicate a statistically significant **increase** in the period

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 April 2014	3,830,407	0.47	2.54	10.37	1.78%
13 April 2014	3,362,615	0.54	2.07	12.22	1.66%
20 April 2014	2,868,709	0.55	2.73	11.44	1.78%
27 April 2014	2,525,100	0.49	2.79	12.84	2.06%
4 May 2014	3,692,704	0.43	2.31	10.39	1.82%
11 May 2014	3,708,979	0.59	2.51	13.79	1.80%
18 May 2014	3,664,097	0.47	2.30	13.47	1.78%
25 May 2014	3,668,755	0.44	2.10	11.69	1.79%
1 June 2014	3,636,773	0.40	1.94	11.63	1.76%
8 June 2014	3,636,709	0.40	2.43	12.51	1.78%
15 June 2014	2,979,596	0.46	2.38	11.50	1.80%
22 June 2014	3,439,781	0.55	2.06	11.51	1.81%
29 June 2014	3,310,092	0.51	2.29	12.42	1.80%
6 July 2014	2,900,821	0.87	3.39	13.18	1.88%
13 July 2014	2,871,365	0.67	2.61	13.59	1.86%
20 July 2014	3,282,800	0.37	2.00	12.46	1.81%
27 July 2014	3,571,659	0.48	2.41	10.46	1.92%
3 August 2014	3,740,085	0.59	2.79	11.08	1.90%
10 August 2014	3,865,462	0.51	1.75	11.65	1.85%
17 August 2014	3,422,558	0.38	2.11	12.35	1.96%
24 August 2014	3,632,450	0.35	1.93	10.17	1.79%
31 August 2014	3,654,860	0.50	2.92	10.20	1.78%
7 September 2014	3,694,663	0.41	2.20	10.42	1.77%
14 September 2014	3,671,303	0.40	2.33	12.01	1.78%
21 September 2014	3,616,410	0.35	2.04	11.05	1.81%
28 September 2014	3,252,193	0.42	2.07	11.23	1.87%
5 October 2014	2,995,796	0.57	2.29	12.45	1.93%
12 October 2014	3,221,867	0.37	1.71	11.18	1.89%
19 October 2014	3,718,245	0.43	2.11	10.97	1.84%
26 October 2014	3,611,526	0.57	1.94	11.17	1.82%
2 November 2014	3,646,822	0.65	2.28	9.99	1.83%
9 November 2014	3,531,008	0.35	1.72	11.66	1.82%
16 November 2014	2,852,974	0.47	1.80	12.12	2.04%
23 November 2014	3,417,898	0.31	2.01	27.07	2.18%
30 November 2014	3,358,246	0.54	2.14	35.50	2.28%
7 December 2014	3,248,170	0.37	2.04	14.76	1.94%
14 December 2014	3,055,522	0.44	1.79	13.53	1.93%
21 December 2014	2,951,709	0.44	2.01	12.74	2.05%
28 December 2014	1,792,252	0.40	1.65	15.93	2.30%
4 January 2015	1,788,485	0.32	1.73	14.17	2.46%
11 January 2015	2,665,997	0.41	1.91	13.16	1.82%
18 January 2015	2,904,636	0.39	1.88	12.20	1.77%
25 January 2015	2,876,195	0.25	1.70	12.59	1.80%
1 February 2015	2,942,728	0.31	2.04	12.86	2.02%
8 February 2015	3,473,373	0.32	2.00	11.88	1.98%
15 February 2015	3,507,136	0.28	2.08	12.31	2.06%
22 February 2015	3,233,121	0.43	2.10	12.44	1.93%
1 March 2015	3,937,235	0.26	2.08	11.37	2.02%
8 March 2015	4,082,452	0.42	2.46	11.21	1.93%
15 March 2015	4,051,235	0.40	2.43	11.56	1.93%
22 March 2015	3,966,605	0.35	2.25	18.31	1.92%
29 March 2015	3,953,359	0.39	3.70	10.64	1.81%

Overall satisfaction – A combination of all reported categories

Index out of 100



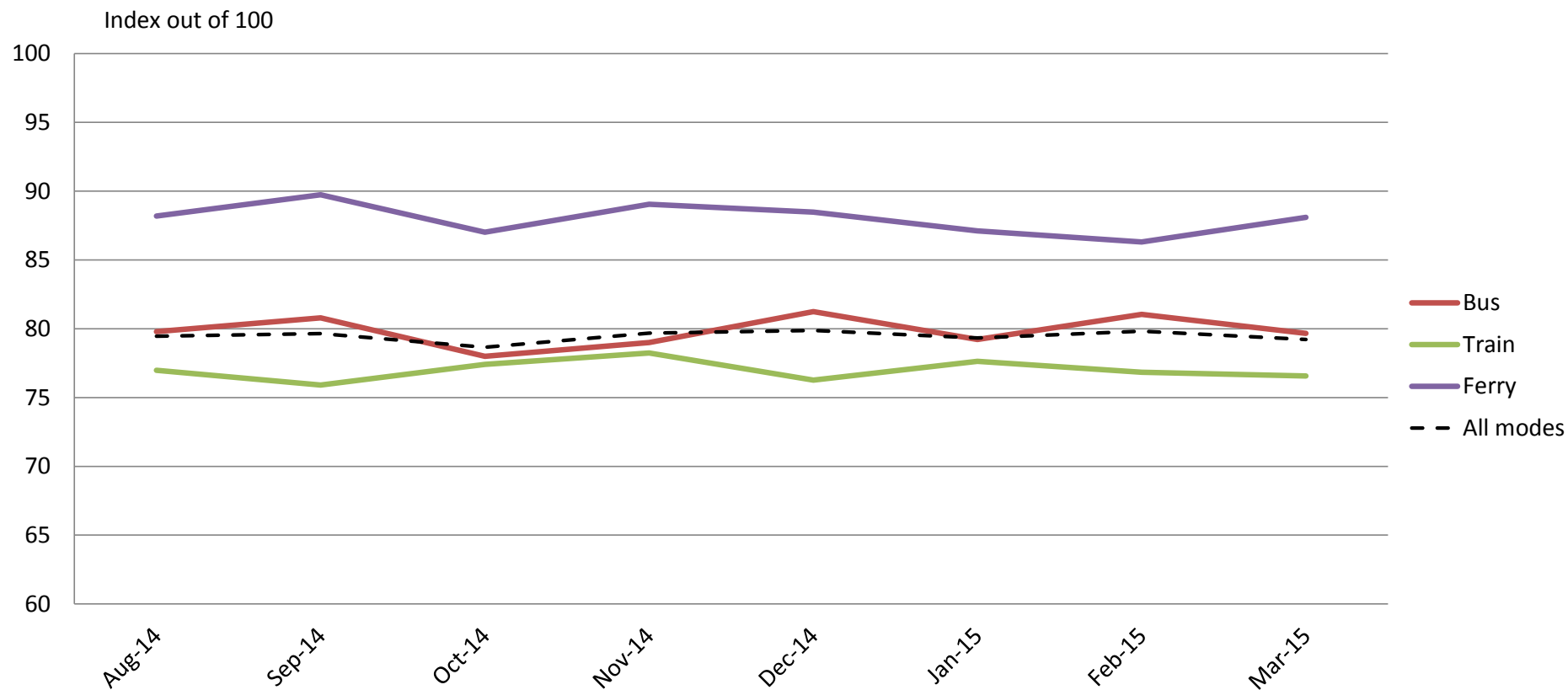
	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	70	70	69	69	69	70	72	69
Train	68	69	69	70	70	71	70	70
Ferry	74	73	76	75	74	74	77	75
All Modes	69	70	70	70	70	71	71	70

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



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	80	81	78	79	81	79	81	80
Train	77	76	77	78	76	78	77	77
Ferry	88	90	87	89	88	87	86	88
All Modes	79	80	79	80	80	79	80	79

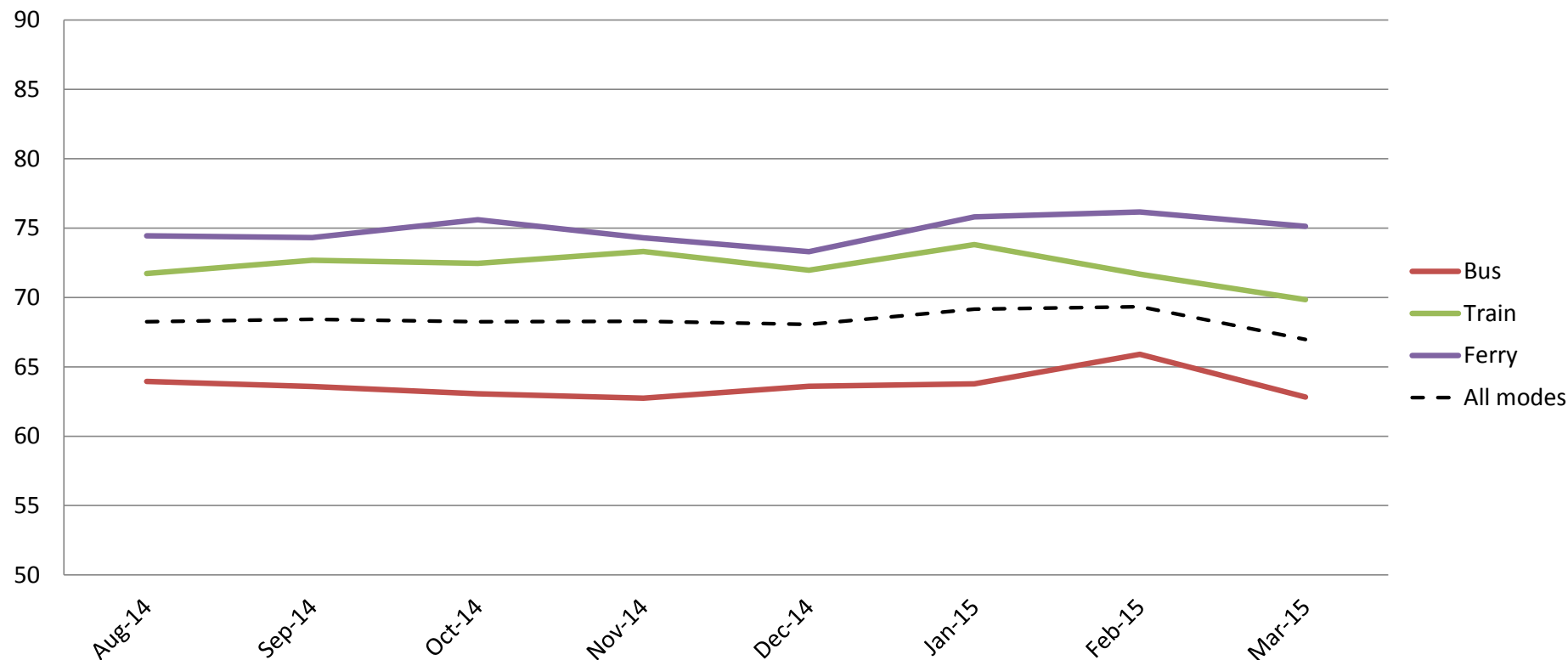
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	64	64	63	63	64	64	66	63
Train	72	73	72	73	72	74	72	70
Ferry	74	74	76	74	73	76	76	75
All Modes	68	68	68	68	68	69	69	67

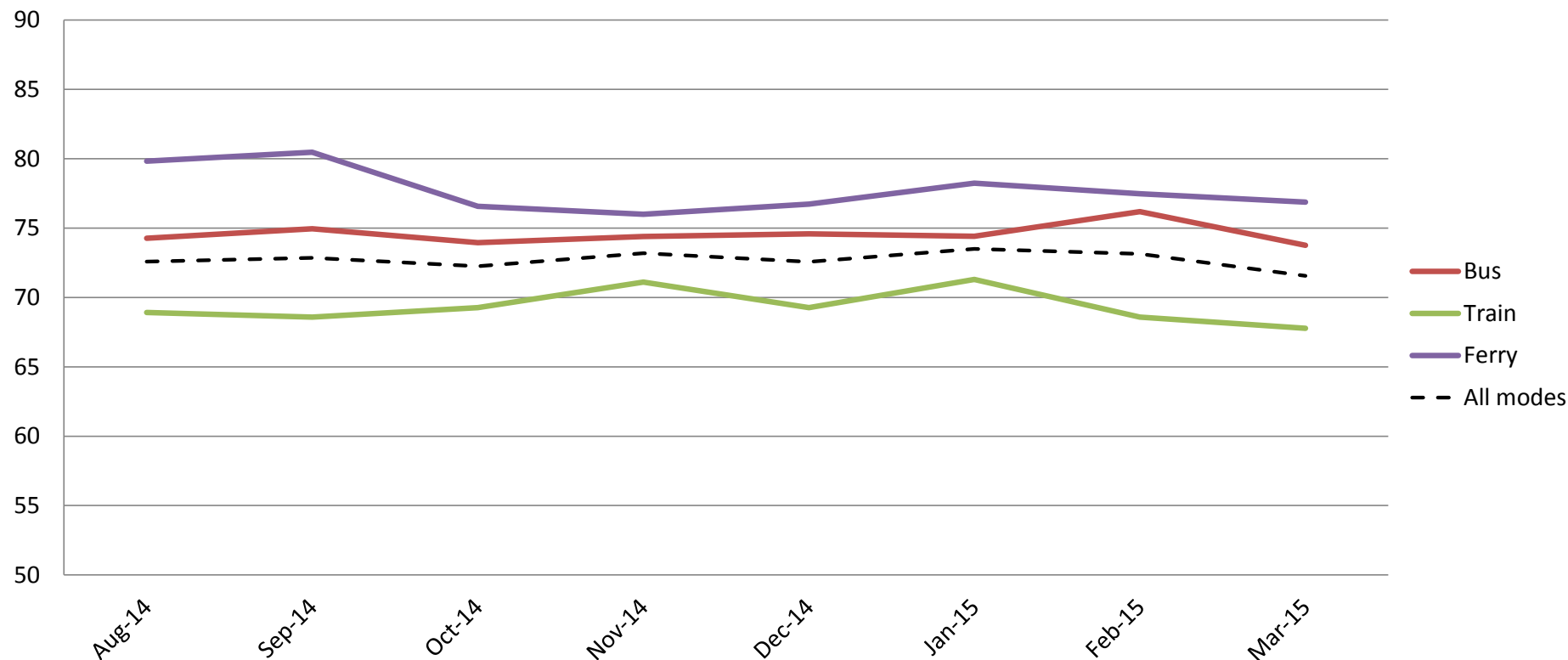
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	74	75	74	74	75	74	76	74
Train	69	69	69	71	69	71	69	68
Ferry	80	80	77	76	77	78	77	77
All Modes	73	73	72	73	73	74	73	72

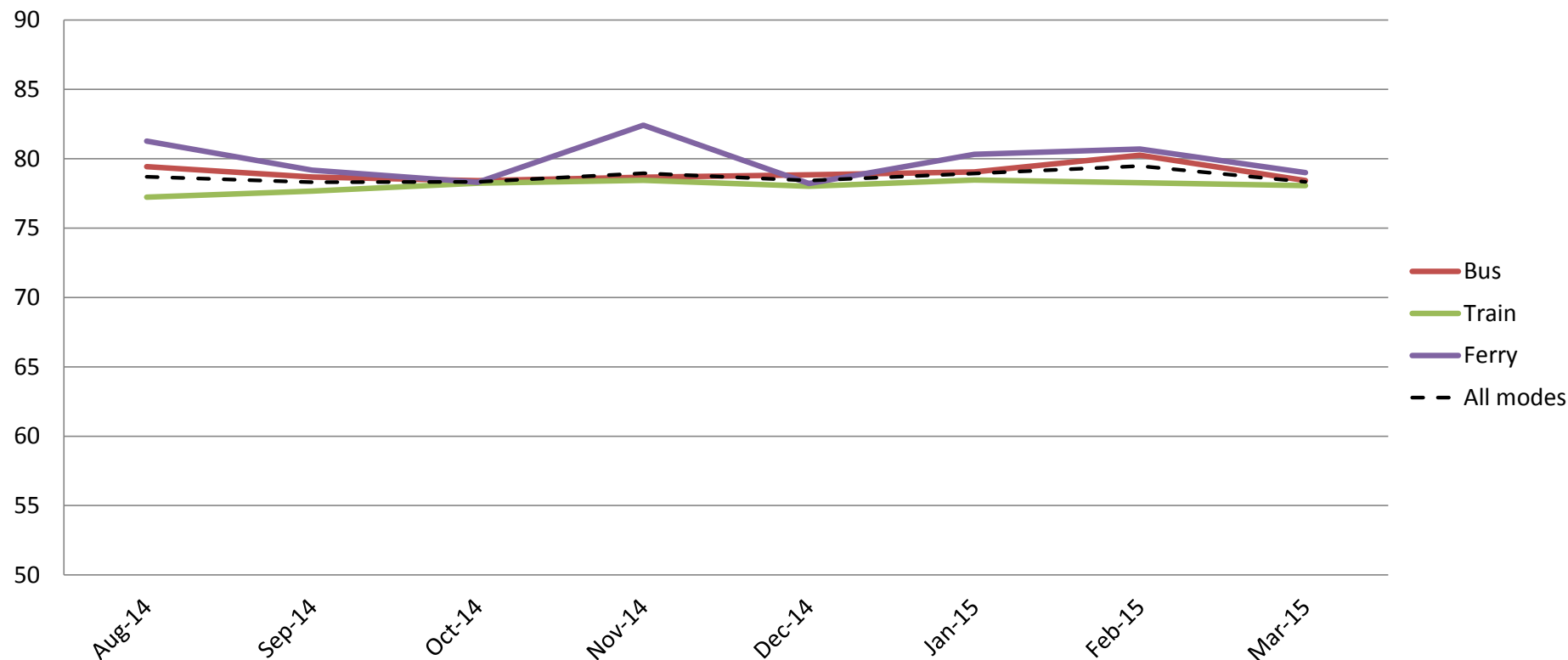
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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	79	79	78	79	79	79	80	78
Train	77	78	78	78	78	78	78	78
Ferry	81	79	78	82	78	80	81	79
All Modes	79	78	78	79	78	79	79	78

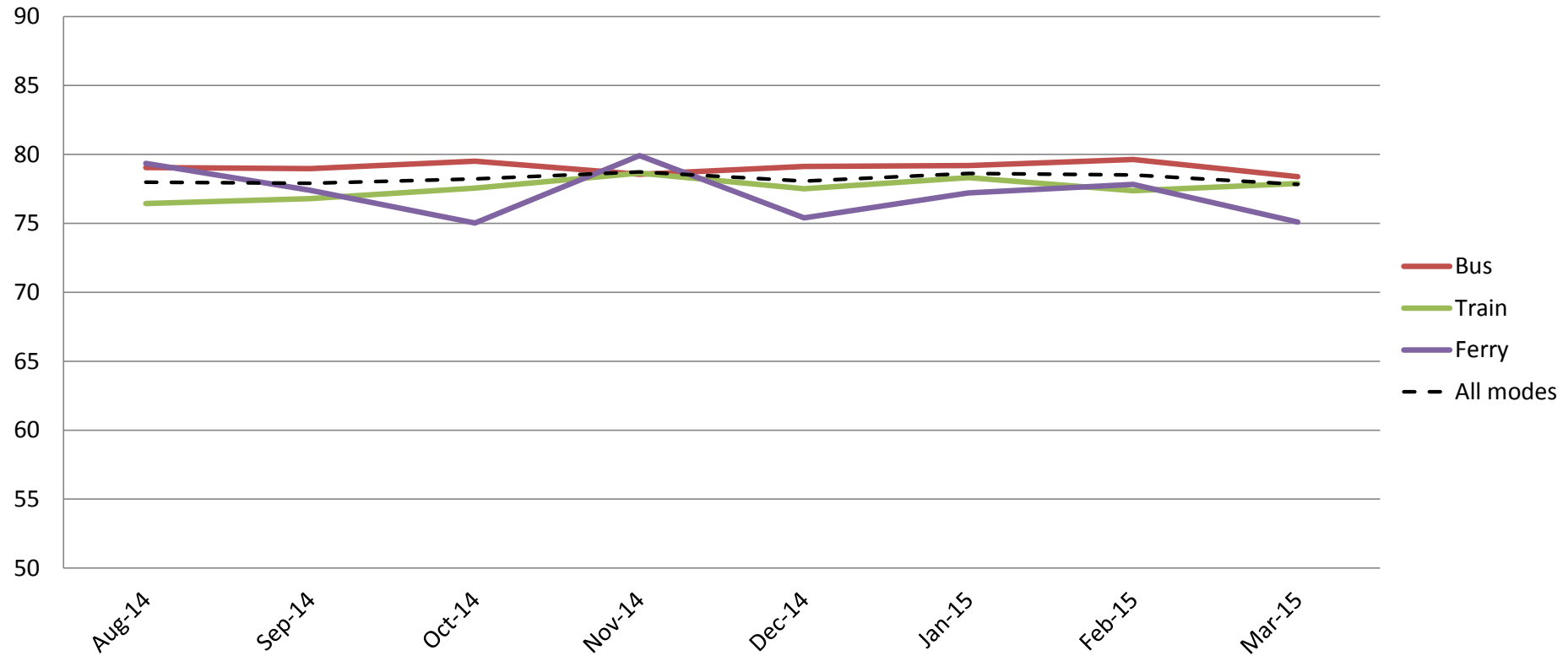
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	79	79	80	79	79	79	80	78
Train	76	77	78	79	78	78	77	78
Ferry	79	77	75	80	75	77	78	75
All Modes	78	78	78	79	78	79	79	78

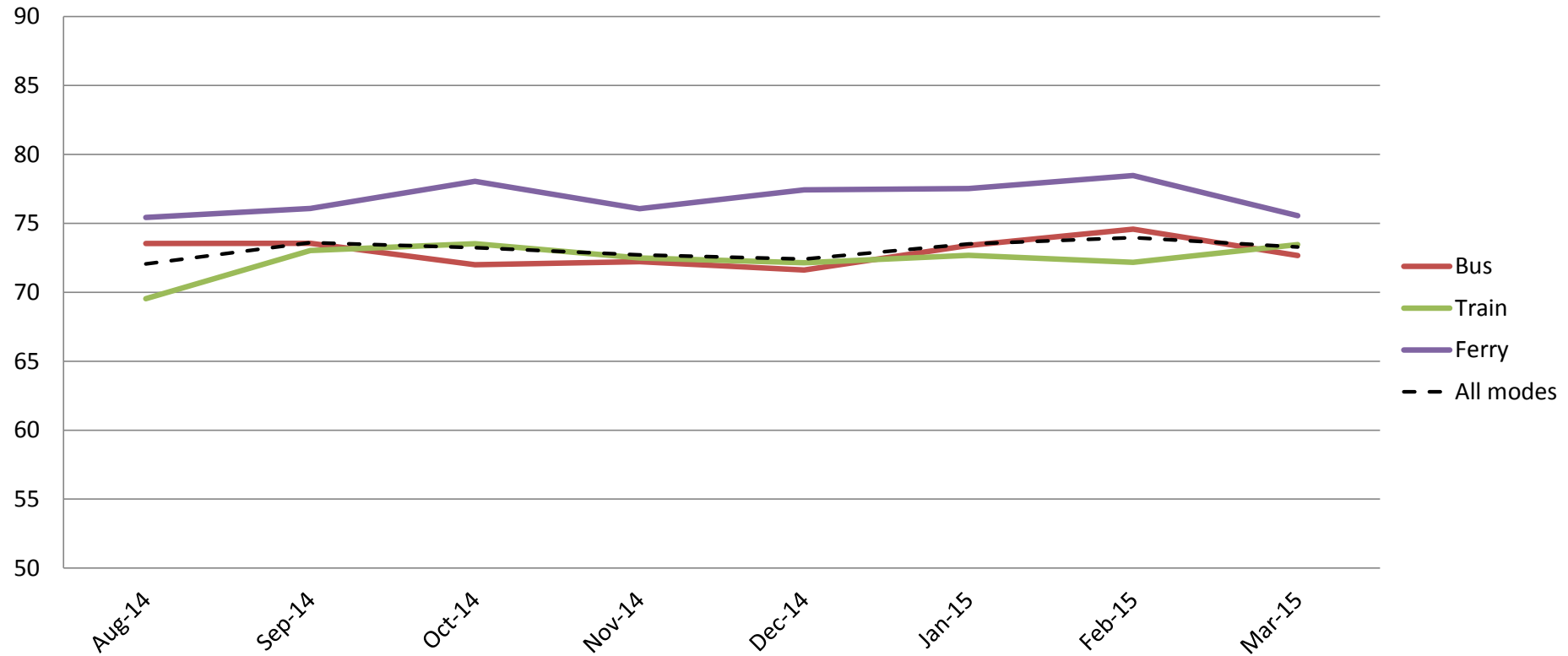
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	74	74	72	72	72	73	75	73
Train	70	73	74	72	72	73	72	73
Ferry	75	76	78	76	77	78	78	76
All Modes	72	74	73	73	72	74	74	73

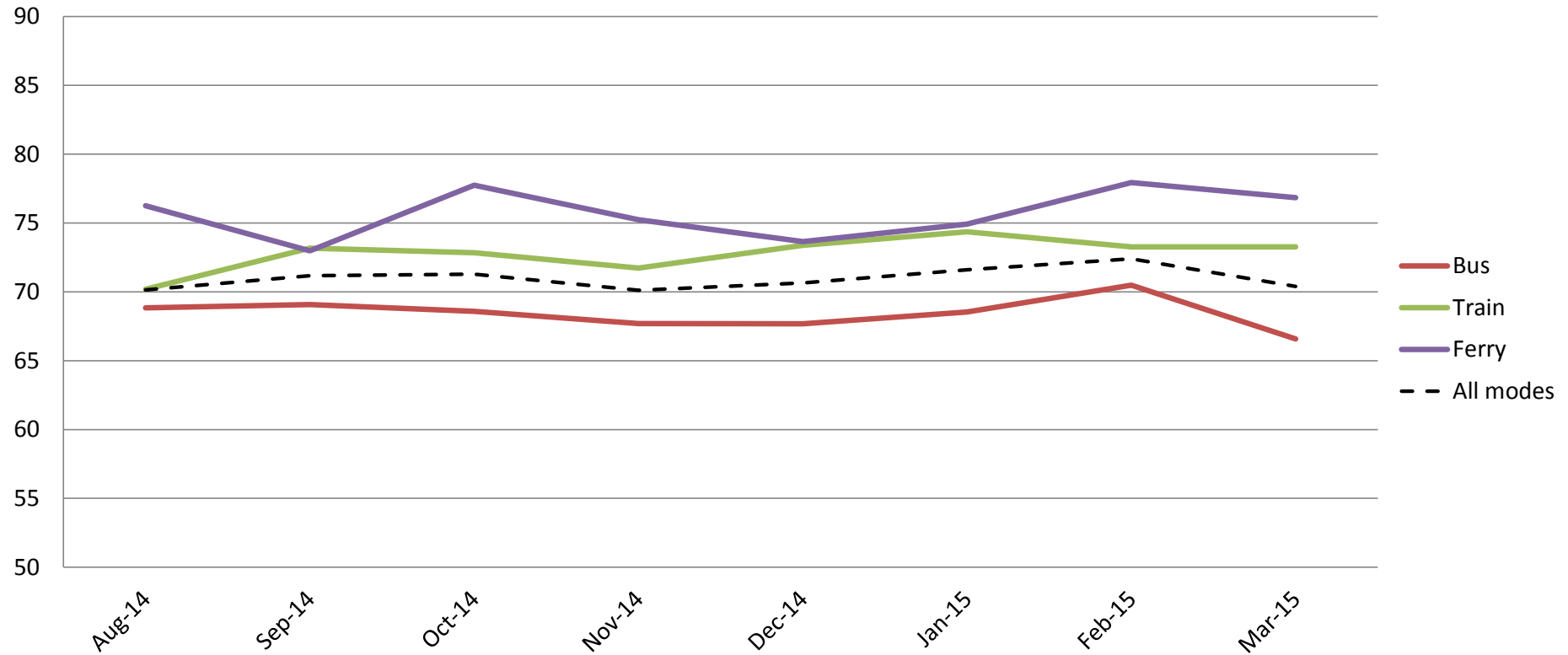
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

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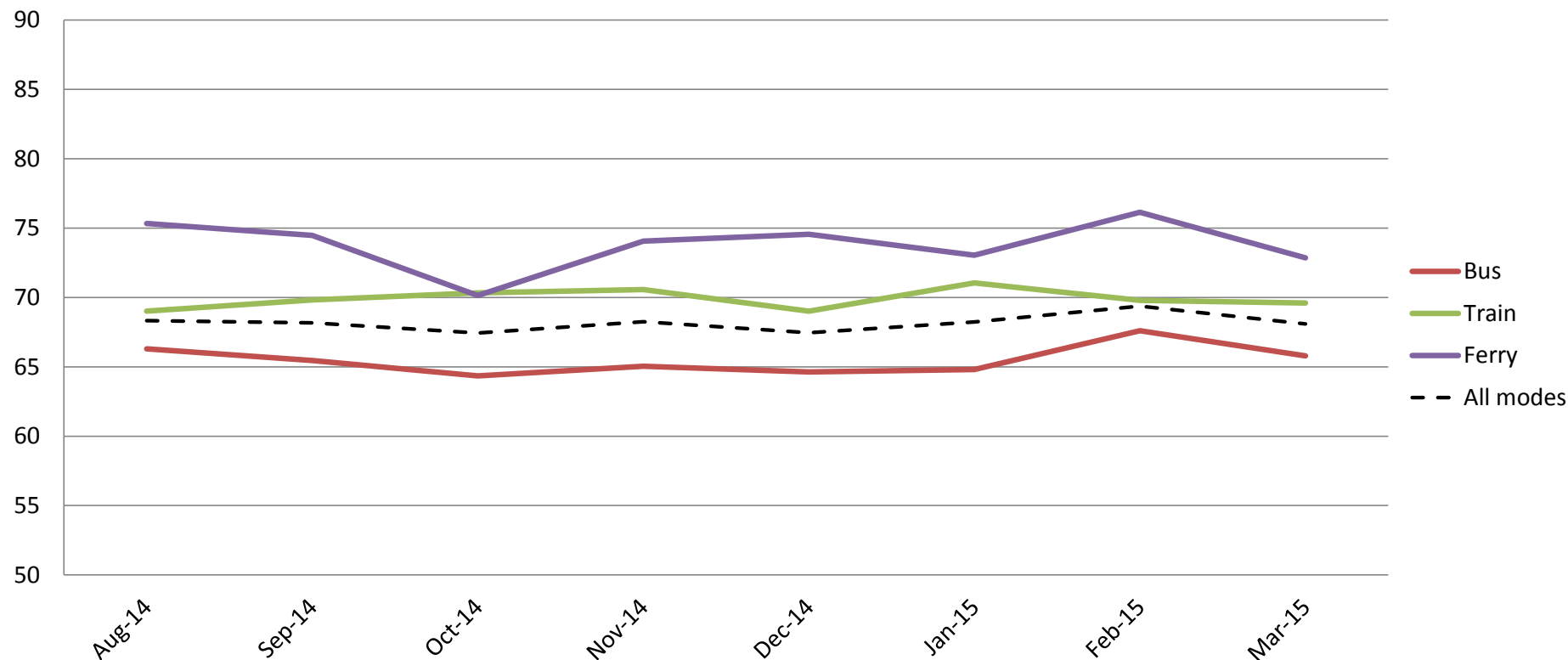
	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	69	69	69	68	68	69	70	67
Train	70	73	73	72	73	74	73	73
Ferry	76	73	78	75	74	75	78	77
All Modes	70	71	71	70	71	72	72	70

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

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	66	65	64	65	65	65	68	66
Train	69	70	70	71	69	71	70	70
Ferry	75	74	70	74	75	73	76	73
All Modes	68	68	67	68	67	68	69	68

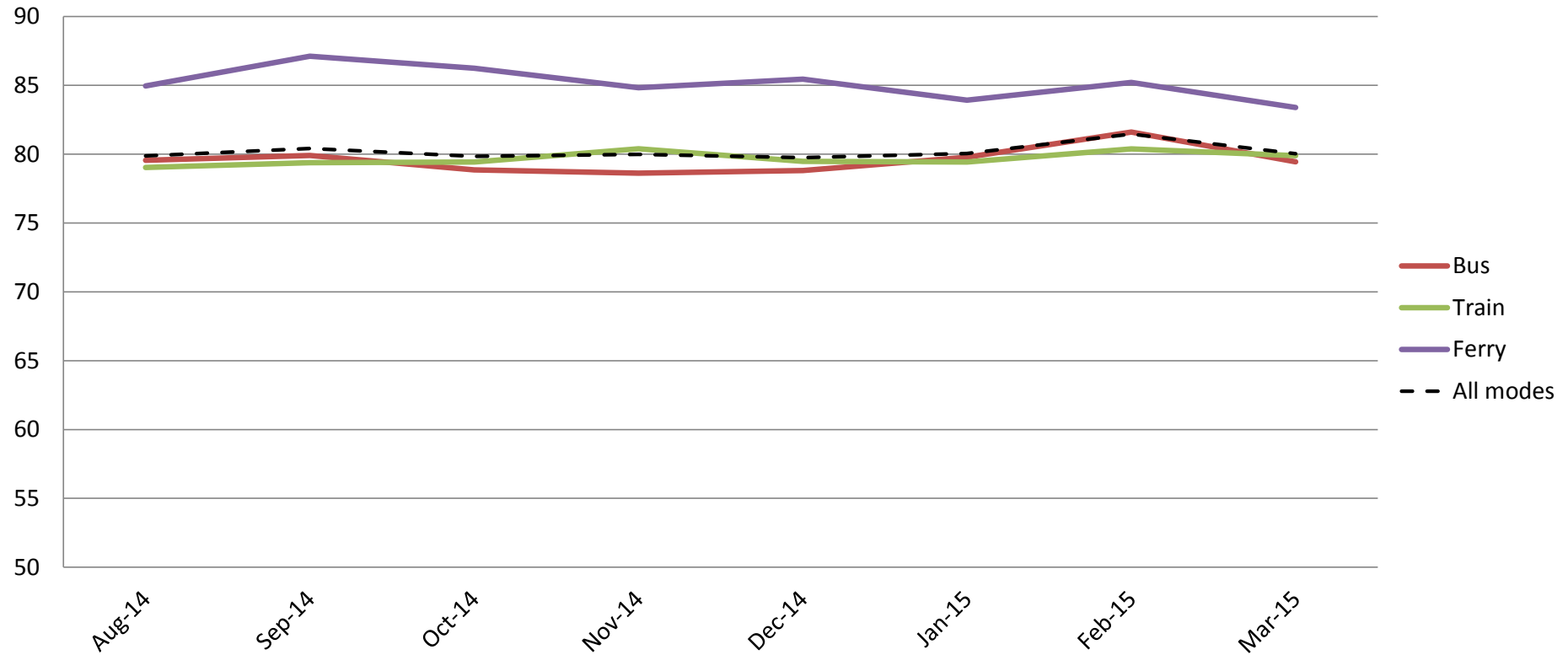
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

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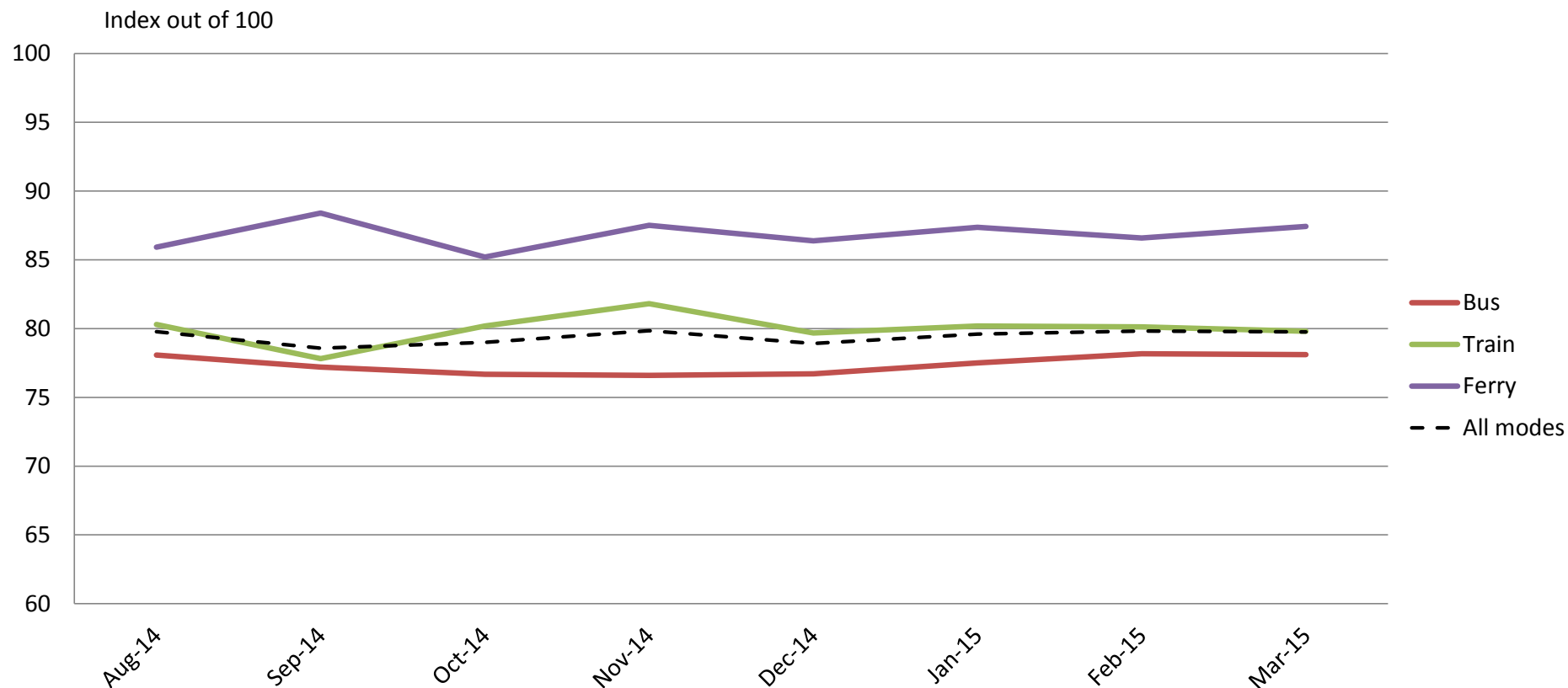
	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	80	80	79	79	79	80	82	79
Train	79	79	79	80	79	79	80	80
Ferry	85	87	86	85	85	84	85	83
All Modes	80	80	80	80	80	80	81	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	78	77	77	77	77	78	78	78
Train	80	78	80	82	80	80	80	80
Ferry	86	88	85	88	86	87	87	87
All Modes	80	79	79	80	79	80	80	80

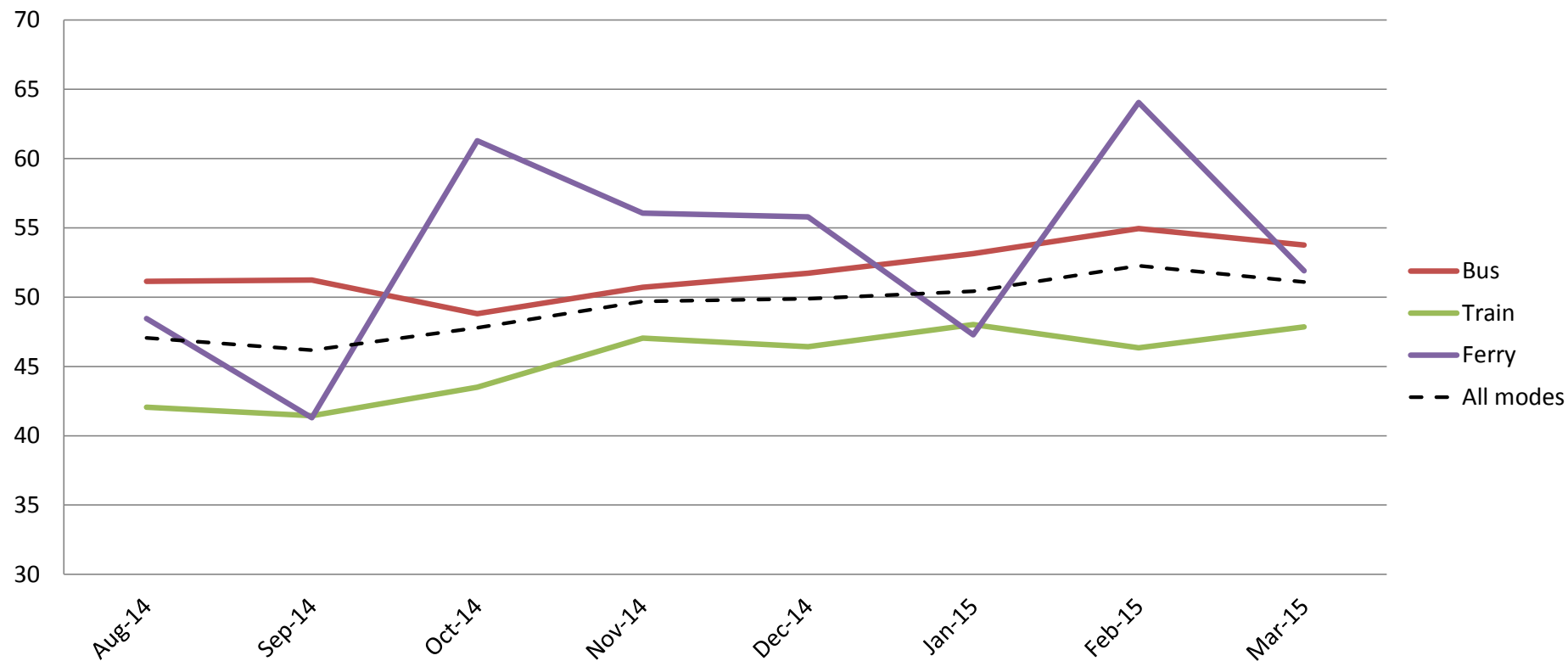
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15
Bus	51	51	49	51	52	53	55	54
Train	42	41	43	47	46	48	46	48
Ferry	48	41	61	56	56	47	64	52
All Modes	47	46	48	50	50	50	52	51

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