

TransLink Customer Satisfaction Monthly Snapshot

August 2013

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	79	74	88	78
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	66	71	79	69
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	68	82	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	77	79	81	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	76	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	72	77	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	67	69	80	69
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	65	70	80	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	79	82	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	77	79	85	79
Affordability				
Cost of tickets and benefits of not having to pay for parking	55	49	56	53
Overall Service				
A combination of all reported categories	69	69	79	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

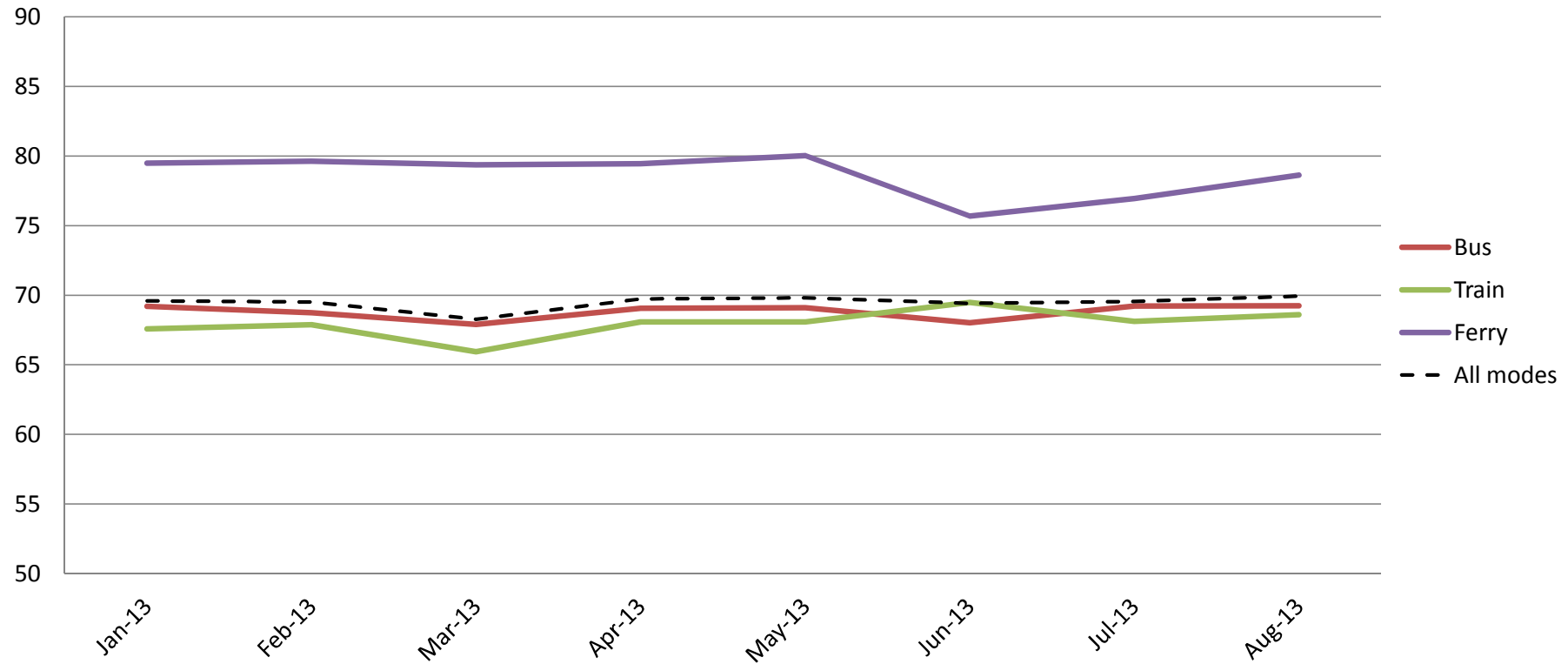
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (<i>go</i> card) per 10,000 trips	Customer complaints (other than <i>go</i> card) per 10,000 trips	<i>go</i> card Adjustments per 10,000 <i>go</i> card trips	Fixed fares as a percentage of all <i>go</i> card trips
8 July 2012	3,035,220	0.56	2.40	15.82	2.27%
15 July 2012	3,399,839	0.64	2.68	14.26	2.34%
22 July 2012	3,519,444	0.55	2.18	20.80	2.36%
29 July 2012	3,805,740	0.73	2.01	34.16	2.23%
5 August 2012	3,835,970	0.65	2.08	24.96	2.24%
12 August 2012	3,945,819	0.66	2.13	20.75	2.33%
19 August 2012	3,545,381	0.82	2.43	15.78	2.41%
26 August 2012	3,769,709	0.94	2.91	13.11	2.27%
2 September 2012	3,727,194	0.73	2.33	13.75	2.14%
9 September 2012	3,722,040	0.64	2.21	12.56	2.08%
16 September 2012	3,757,205	0.67	2.19	12.85	2.04%
23 September 2012	3,688,148	0.63	2.21	12.84	2.04%
30 September 2012	3,177,721	0.69	2.34	15.11	2.27%
7 October 2012	2,906,172	0.93	2.10	17.38	2.22%
14 October 2012	3,679,515	1.22	2.54	43.96	2.24%
21 October 2012	3,792,132	0.74	2.41	16.47	2.19%
28 October 2012	3,611,722	0.77	2.29	15.56	2.16%
4 November 2012	3,488,286	0.89	2.35	15.03	2.12%
11 November 2012	3,567,280	0.58	2.14	14.38	2.14%
18 November 2012	3,528,977	0.63	2.32	15.83	2.15%
25 November 2012	3,493,859	0.63	2.29	16.71	2.23%
2 December 2012	3,433,696	0.70	2.62	13.50	2.21%
9 December 2012	3,201,022	0.70	2.38	17.10	2.21%
16 December 2012	3,111,802	0.71	2.47	17.55	2.19%
23 December 2012	2,868,104	0.72	2.45	16.44	2.18%
30 December 2012	1,551,851	0.61	2.45	15.32	2.69%
6 January 2013	2,025,318	0.78	2.09	17.93	2.56%
13 January 2013	2,679,546	0.88	3.44	35.52	2.20%
20 January 2013	2,847,554	0.64	2.83	16.82	2.21%
27 January 2013	2,691,003	1.18	2.20	18.09	2.22%
3 February 2013	2,522,369	0.86	2.11	39.44	2.82%
10 February 2013	3,415,127	0.76	2.39	17.25	2.49%
17 February 2013	3,445,133	0.87	3.49	16.70	2.37%
24 February 2013	3,630,800	0.72	2.47	16.79	2.43%
3 March 2013	3,763,201	0.81	3.16	15.38	2.43%
10 March 2013	3,976,726	0.57	2.39	14.01	2.28%
17 March 2013	3,999,340	0.67	3.86	14.87	2.30%
24 March 2013	3,916,520	0.65	3.52	14.60	2.15%
31 March 2013	3,246,846	0.49	4.24	15.24	2.20%
7 April 2013	2,627,094	0.67	2.71	16.19	2.12%
14 April 2013	3,309,635	0.67	2.75	16.37	1.92%
21 April 2013	3,839,892	0.57	2.14	15.68	2.06%
28 April 2013	3,300,716	0.50	1.62	14.72	2.13%
5 May 2013	3,796,756	0.60	2.54	19.79	2.05%
12 May 2013	3,723,527	0.52	2.82	14.61	1.95%
19 May 2013	3,711,755	0.58	2.20	12.87	1.96%
26 May 2013	3,594,857	0.61	2.16	14.36	1.98%
2 June 2013	3,583,686	0.56	1.89	13.53	1.91%
9 June 2013	3,474,086	0.62	2.10	13.03	2.00%
16 June 2013	2,995,213	0.56	2.00	13.63	1.97%
23 June 2013	3,348,186	0.54	1.87	14.22	2.02%
30 June 2013	2,863,623	0.68	2.27	15.38	1.96%
7 July 2013	2,873,930	0.65	2.40	15.72	2.03%
14 July 2013	3,356,376	0.65	2.14	14.95	2.05%
21 July 2013	3,508,864	0.54	2.06	13.04	2.02%
28 July 2013	3,769,169	0.48	2.25	10.94	1.93%
4 August 2013	3,826,417	0.43	2.15	11.96	1.90%
11 August 2013	3,938,072	0.48	2.24	13.96	2.17%
18 August 2013	3,528,811	0.49	1.82	12.59	2.08%
25 August 2013	3,726,512	0.51	2.08	12.18	1.95%

Overall satisfaction – A combination of all reported categories

Index out of 100

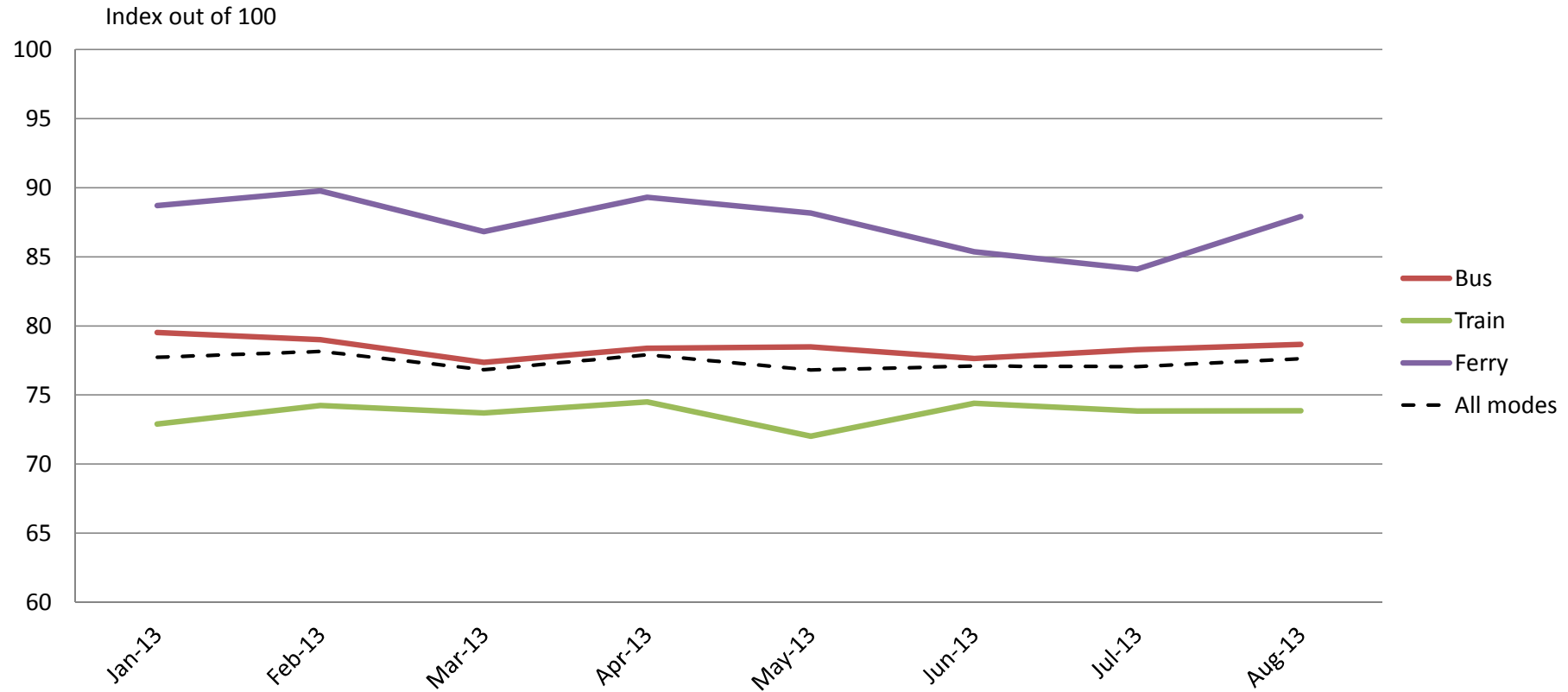


	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	69	69	68	69	69	68	69	69
Train	68	68	66	68	68	69	68	69
Ferry	79	80	79	79	80	76	77	79
All Modes	70	70	68	70	70	69	70	70

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

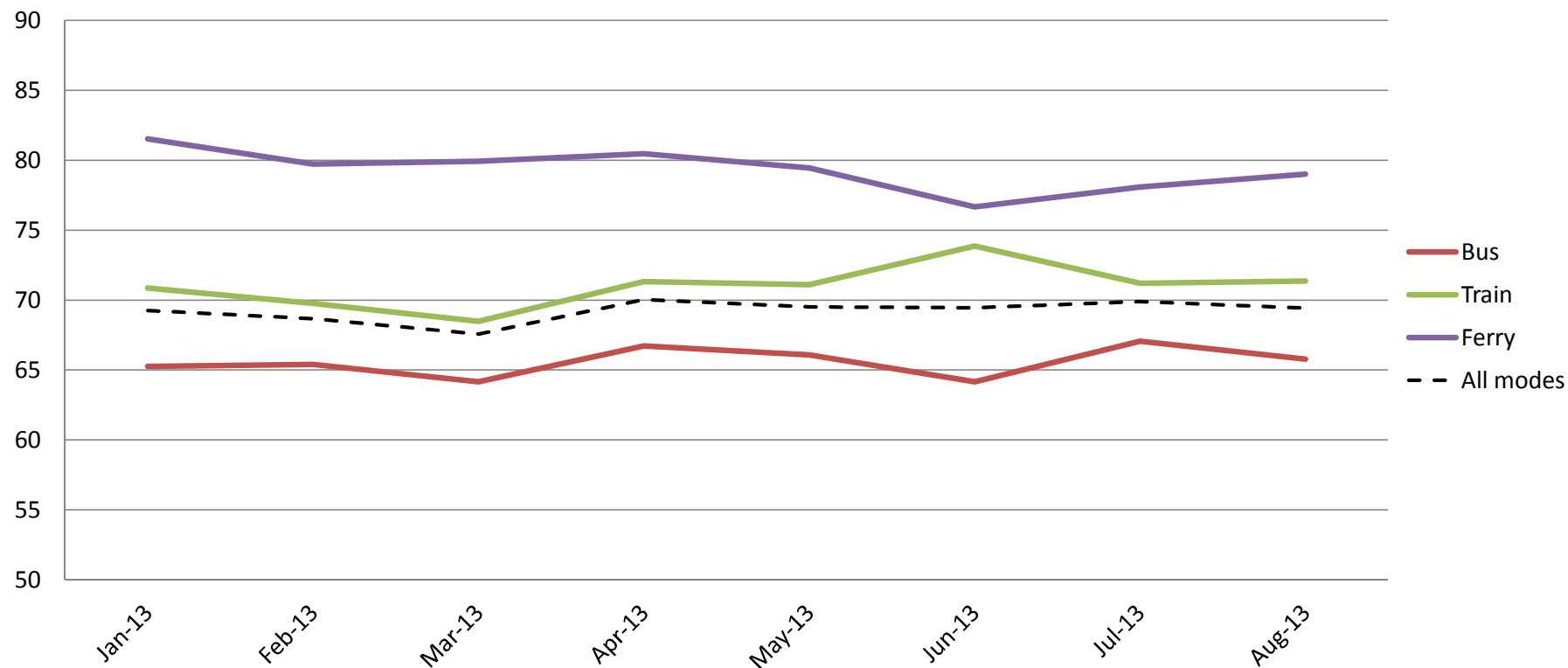


	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	80	79	77	78	78	78	78	79
Train	73	74	74	74	72	74	74	74
Ferry	89	90	87	89	88	85	84	88
All Modes	78	78	77	78	77	77	77	78

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

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

Index out of 100



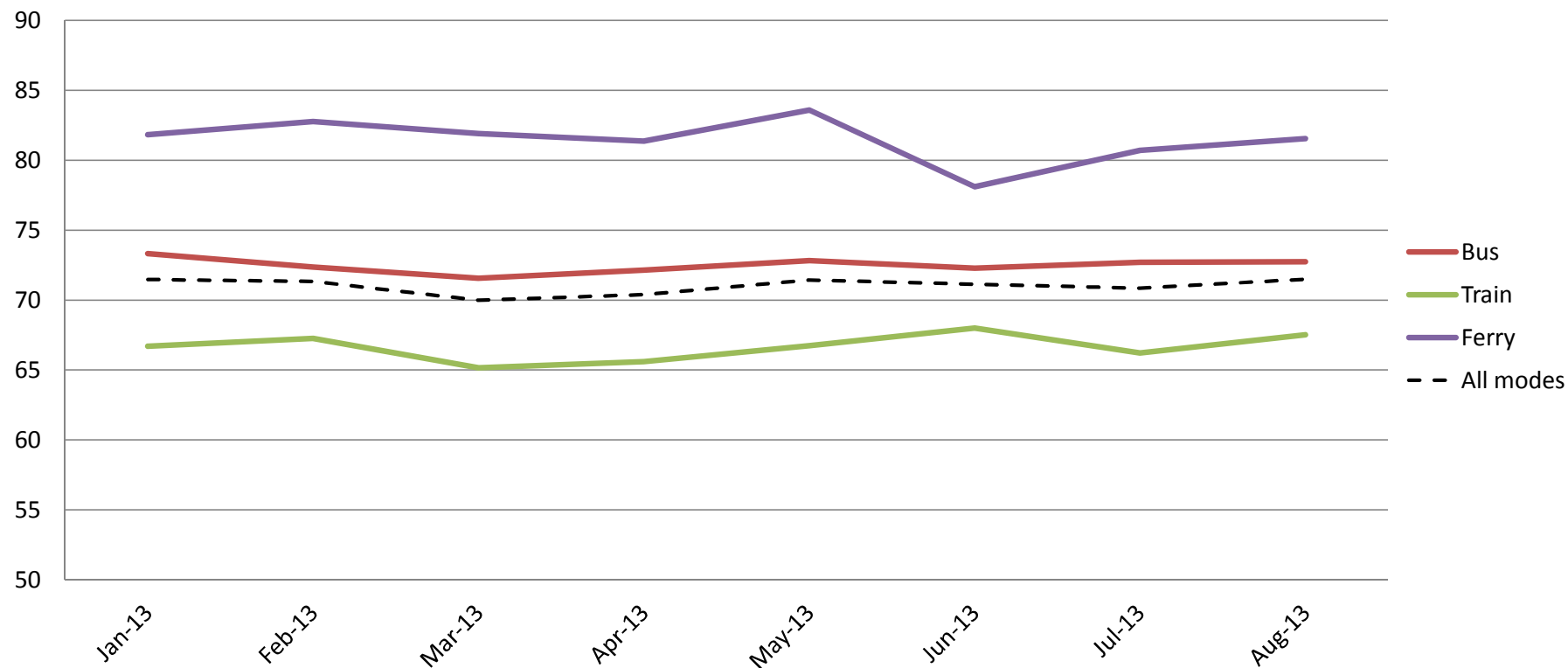
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	65	65	64	67	66	64	67	66
Train	71	70	68	71	71	74	71	71
Ferry	82	80	80	80	79	77	78	79
All Modes	69	69	68	70	70	69	70	69

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

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

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

Index out of 100



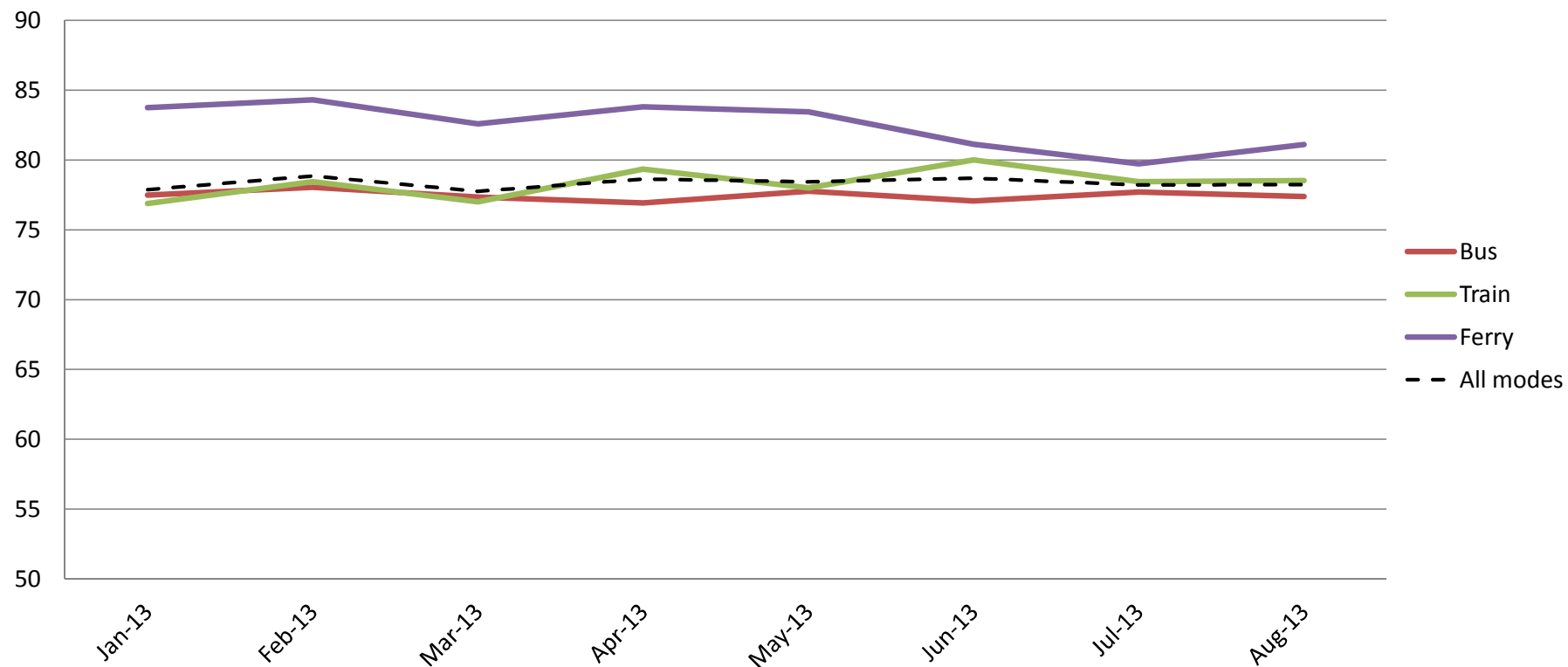
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	73	72	72	72	73	72	73	73
Train	67	67	65	66	67	68	66	68
Ferry	82	83	82	81	84	78	81	82
All Modes	71	71	70	70	71	71	71	72

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

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

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



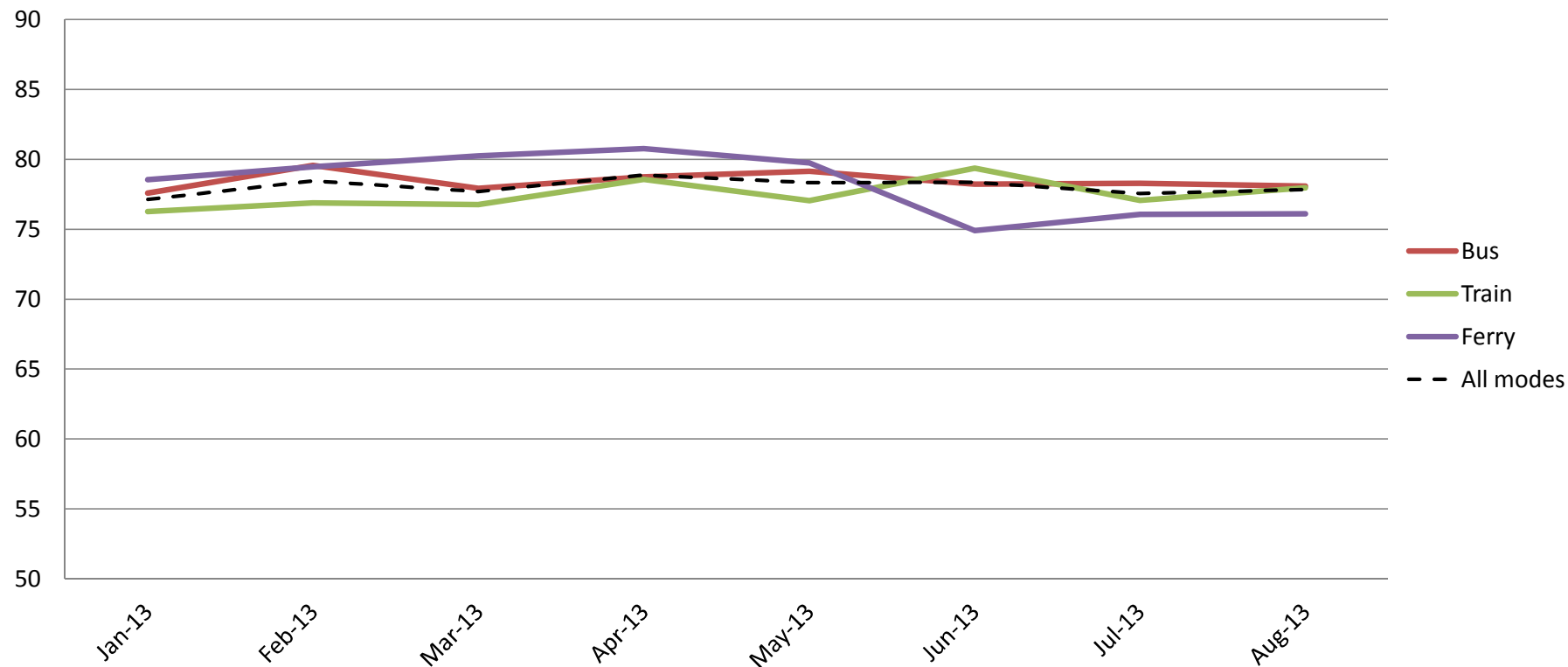
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	77	78	77	77	78	77	78	77
Train	77	78	77	79	78	80	78	79
Ferry	84	84	83	84	83	81	80	81
All Modes	78	79	78	79	78	79	78	78

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

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.

Index out of 100



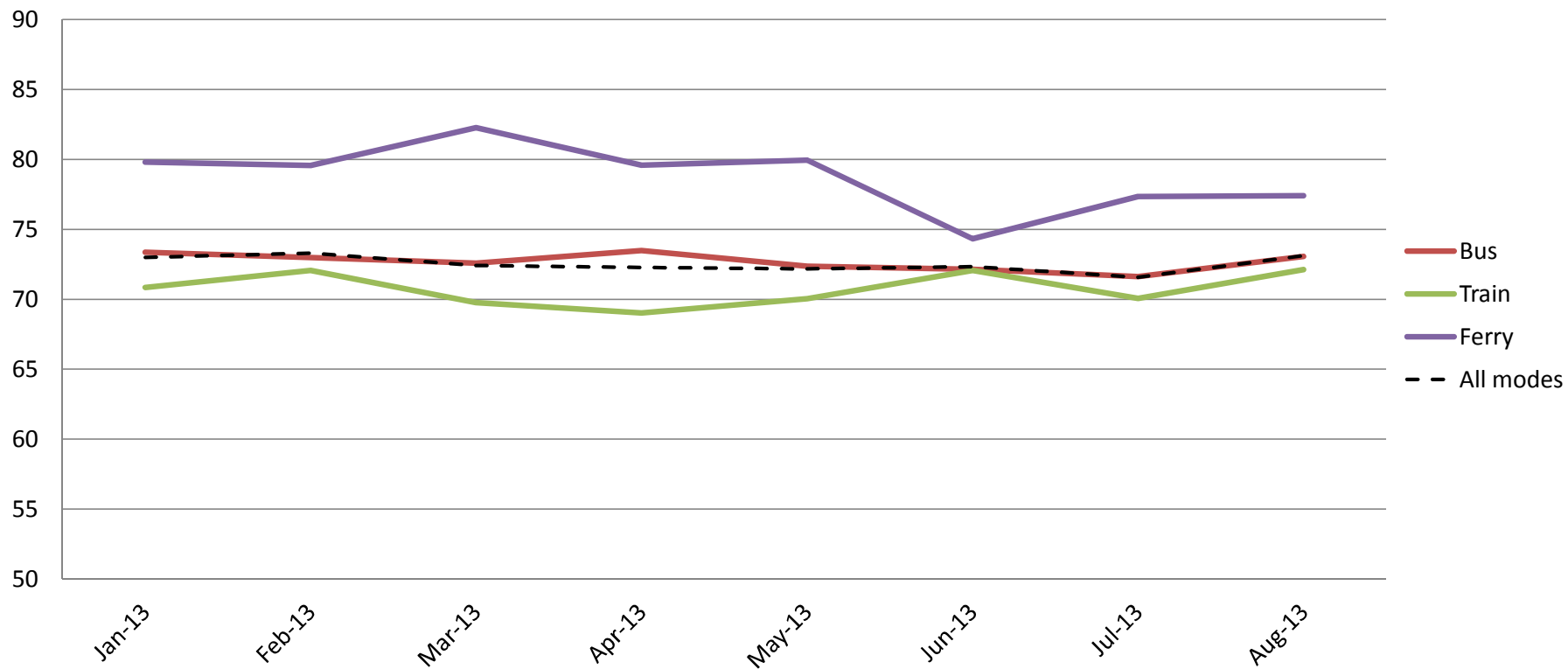
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	78	80	78	79	79	78	78	78
Train	76	77	77	79	77	79	77	78
Ferry	79	79	80	81	80	75	76	76
All Modes	77	78	78	79	78	78	78	78

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

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

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

Index out of 100



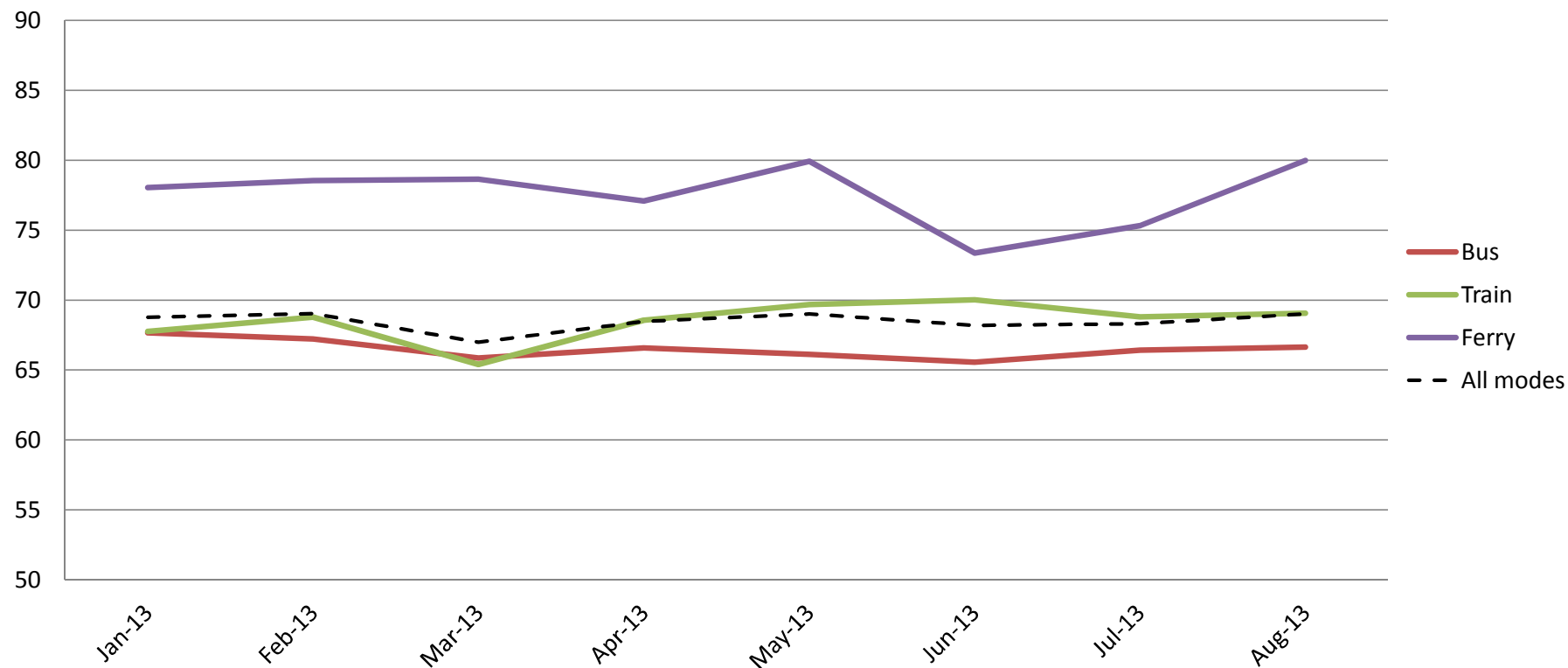
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	73	73	73	73	72	72	72	73
Train	71	72	70	69	70	72	70	72
Ferry	80	80	82	80	80	74	77	77
All Modes	73	73	72	72	72	72	72	73

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

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

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

Index out of 100



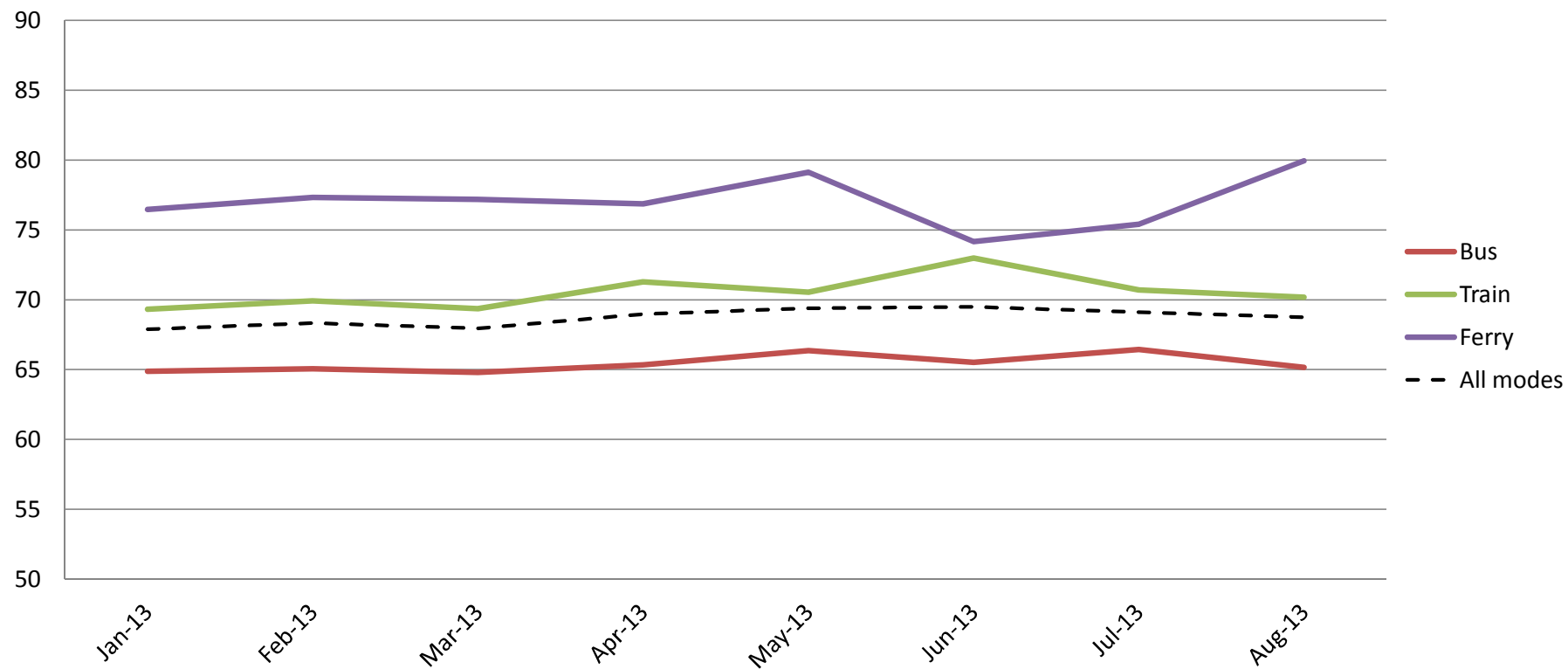
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	68	67	66	67	66	66	66	67
Train	68	69	65	69	70	70	69	69
Ferry	78	79	79	77	80	73	75	80
All Modes	69	69	67	68	69	68	68	69

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

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

Index out of 100



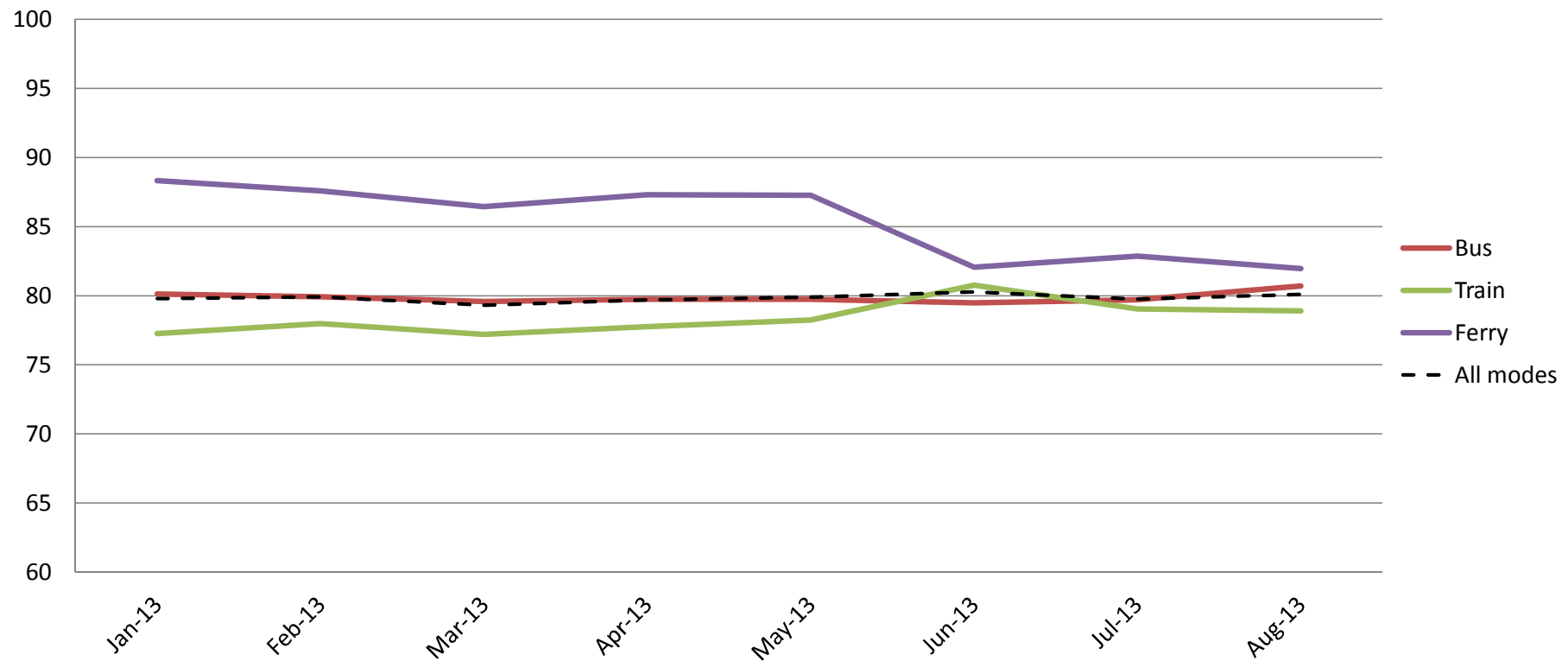
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	65	65	65	65	66	66	66	65
Train	69	70	69	71	71	73	71	70
Ferry	76	77	77	77	79	74	75	80
All Modes	68	68	68	69	69	69	69	69

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

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

Index out of 100



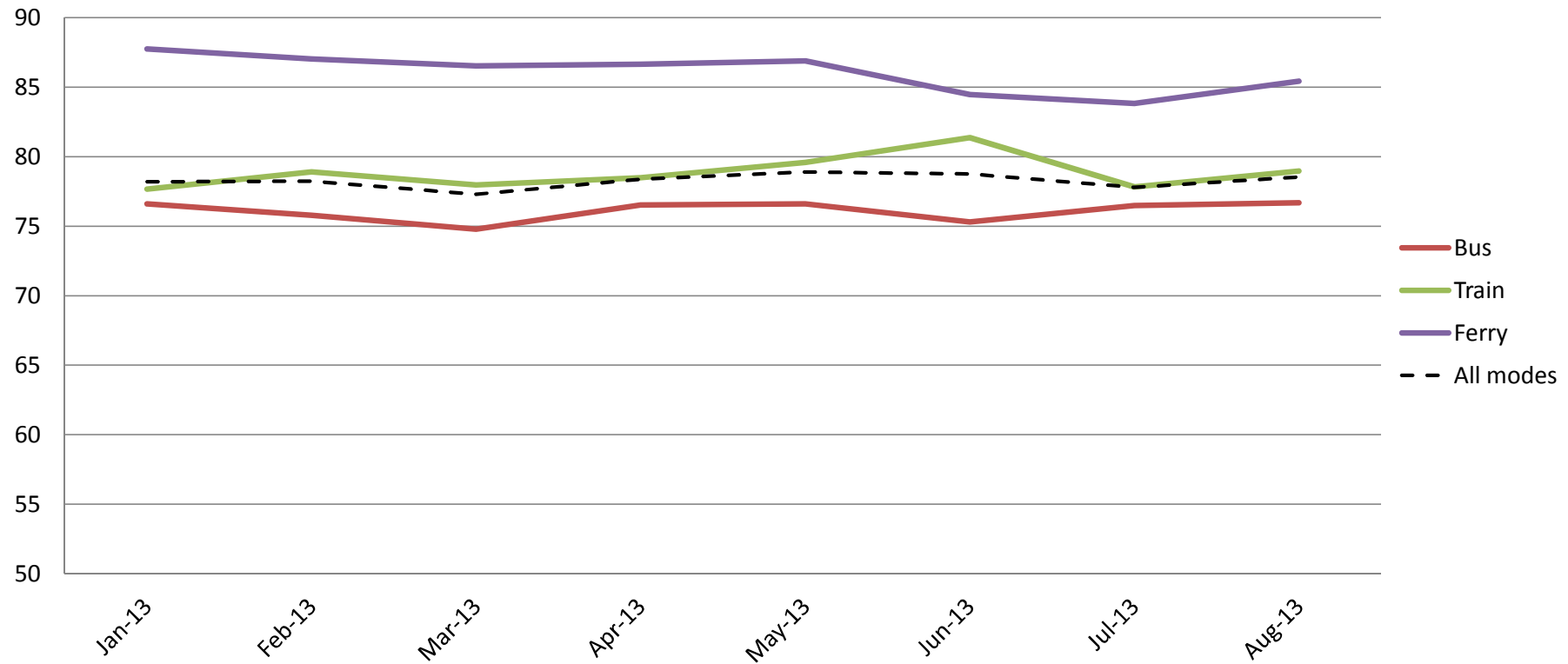
	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	80	80	80	80	80	79	80	81
Train	77	78	77	78	78	81	79	79
Ferry	88	88	86	87	87	82	83	82
All Modes	80	80	79	80	80	80	80	80

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

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

Staff – Knowledge, conduct, presentation and helpfulness of staff

Index out of 100

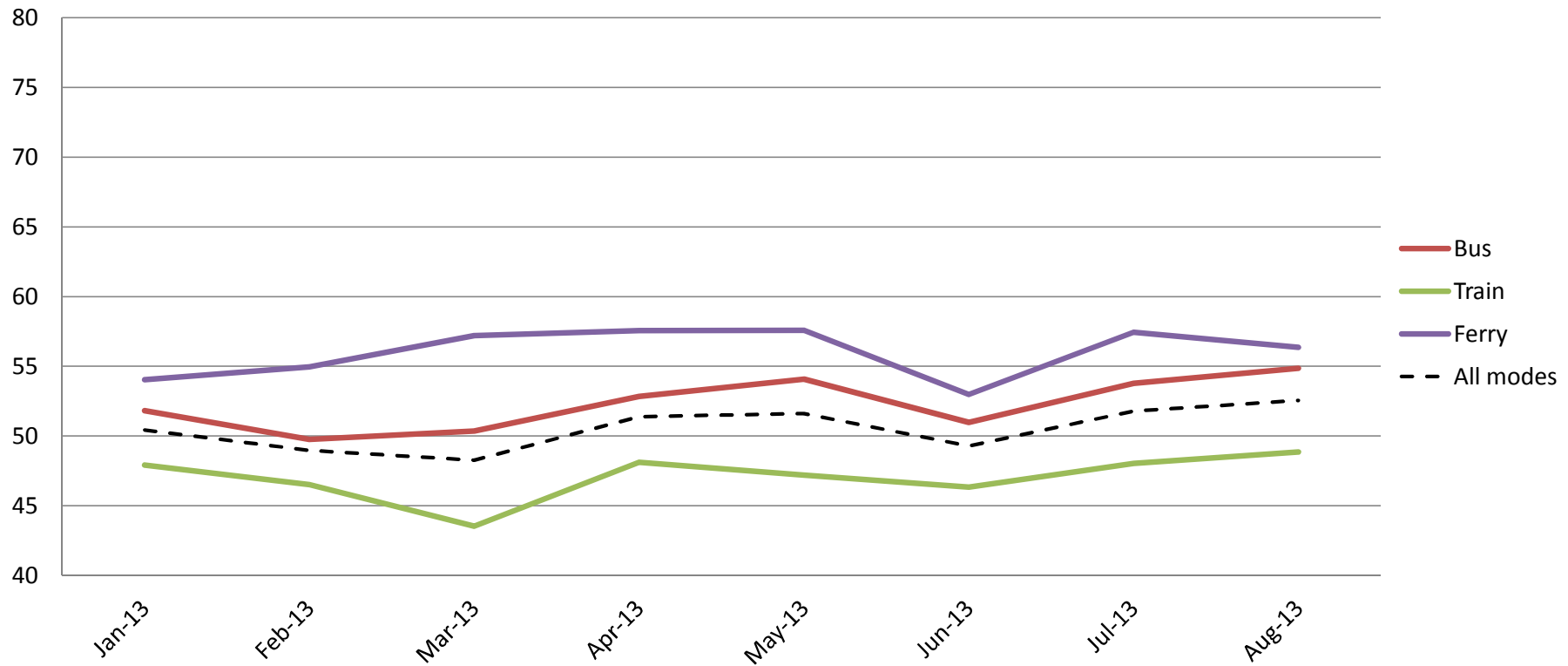


Red figures indicate a statistically significant **decrease** in the period

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

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

Index out of 100



	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
Bus	52	50	50	53	54	51	54	55
Train	48	47	44	48	47	46	48	49
Ferry	54	55	57	58	58	53	57	56
All Modes	50	49	48	51	52	49	52	53

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

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