TransLink Customer Satisfaction Monthly Snapshot

February 2018

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	80	76	86	79
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	64	68	77	**67**
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	**74**	66	79	**71**
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	**78**	77	80	**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.	79	76	79	**78**
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	**72**	**70**	79	**72**
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	**68**	**70**	76	**70**
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	**68**	**69**	78	**69**
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	**79**	76	84	**78**
Staff Knowledge, conduct, presentation and helpfulness of staff	80	79	88	**80**
Affordability Cost of tickets and benefits of not having to pay for parking	**61**	52	58	**57**
Overall Service A combination of all reported categories	71	**69**	80	**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
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%
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%

## Overall satisfaction – A combination of all reported categories

Index out of 100
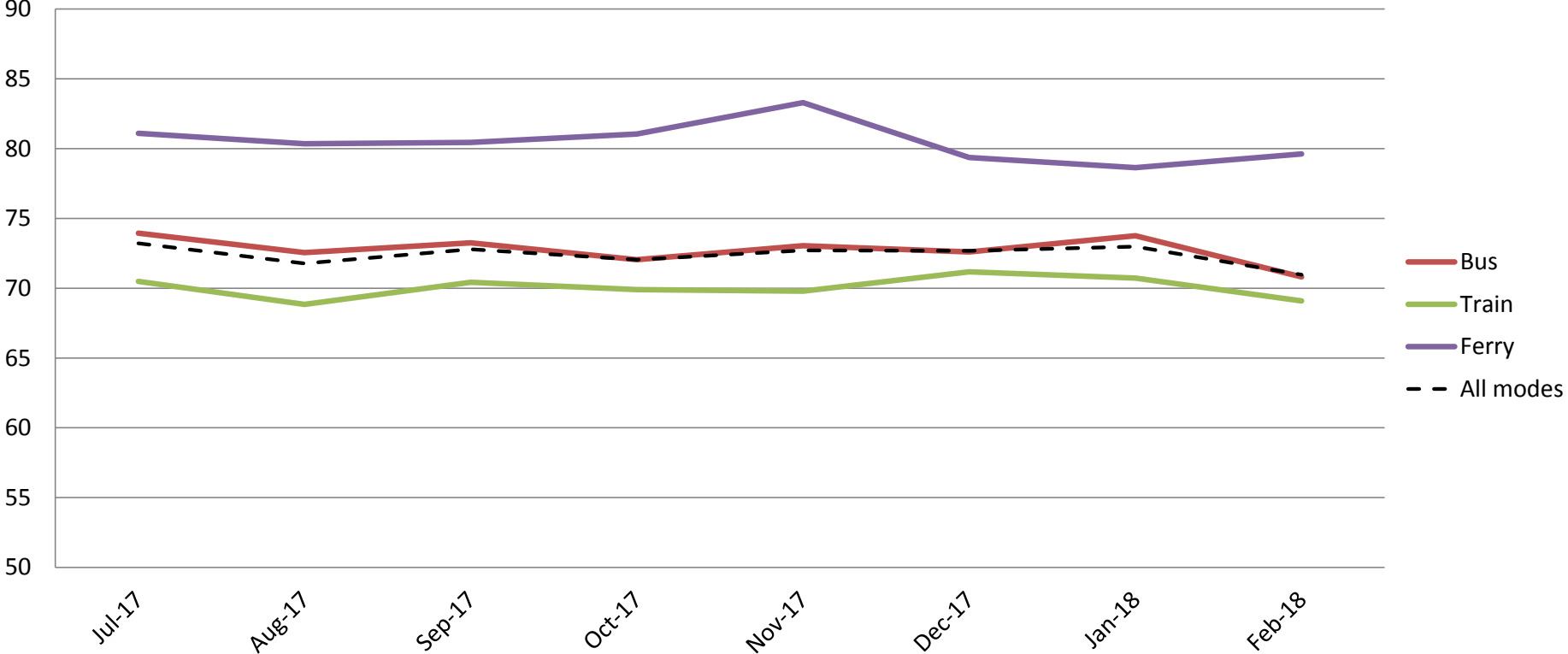
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	74	73	73	72	73	73	74	71
Train	70	69	70	70	70	71	71	**69**
Ferry	81	80	80	81	83	**79**	79	80
All Modes	73	**72**	73	72	73	73	73	**71**

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

Index out of 100
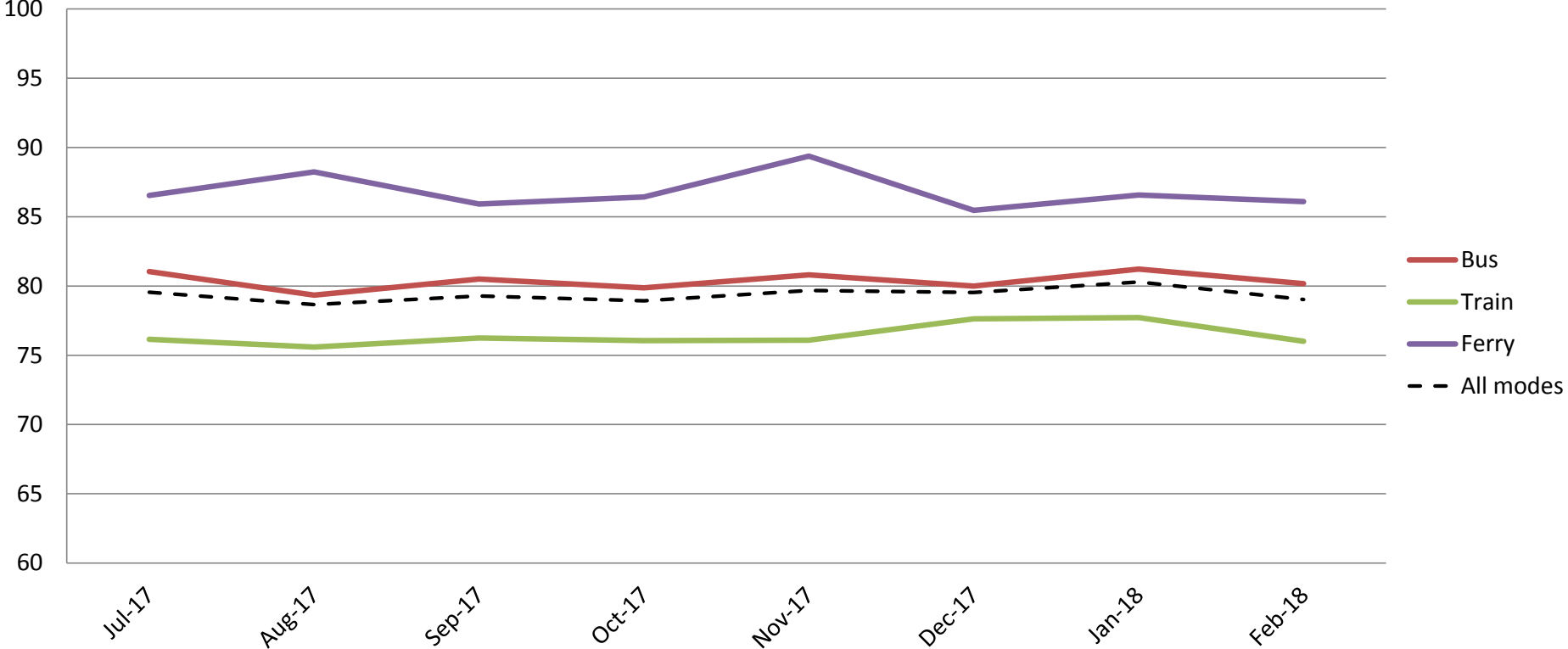
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	81	79	81	80	81	80	81	80
Train	76	76	76	76	76	78	78	76
Ferry	87	88	86	86	89	**85**	87	86
All Modes	80	79	79	79	80	80	80	79

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

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

Index out of 100
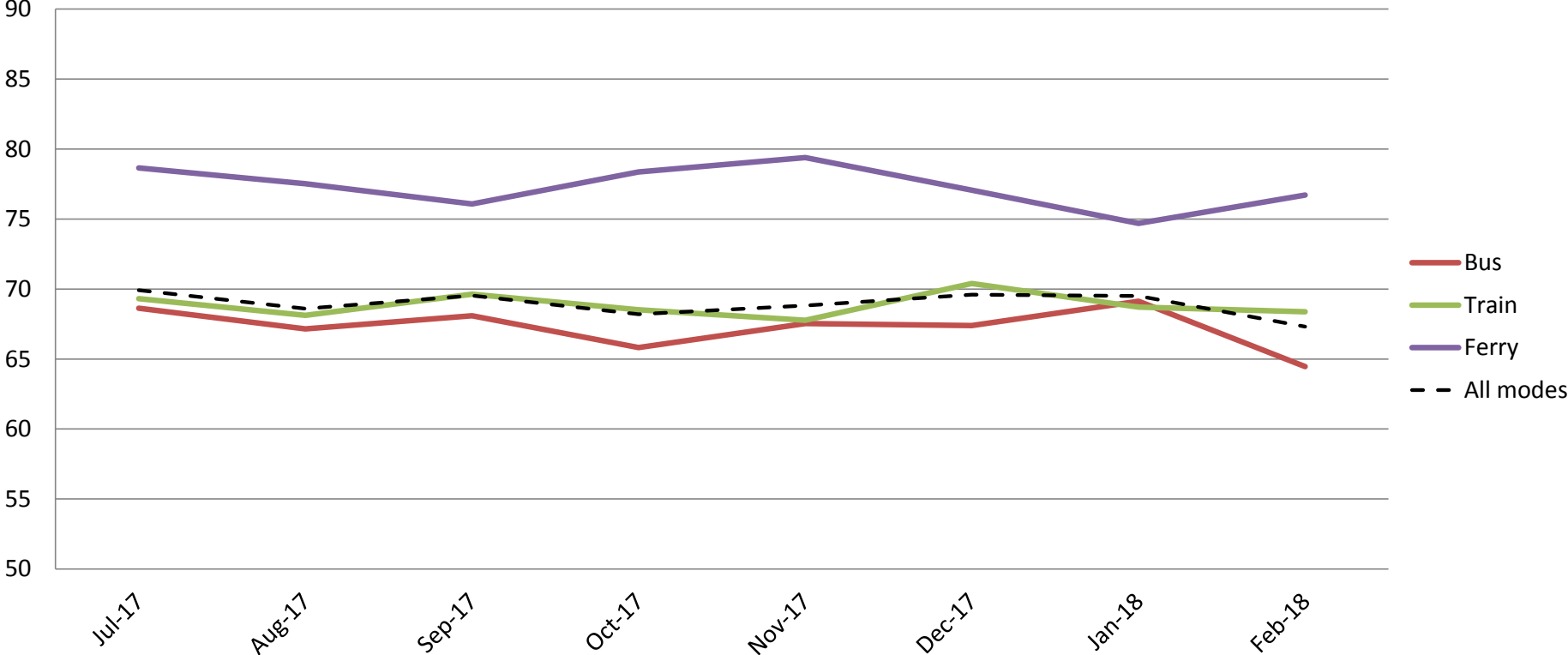
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	69	67	68	**66**	68	67	69	64
Train	69	68	70	69	68	**70**	69	68
Ferry	79	78	76	78	79	77	75	77
All Modes	70	69	70	68	69	70	70	**67**

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

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

Index out of 100
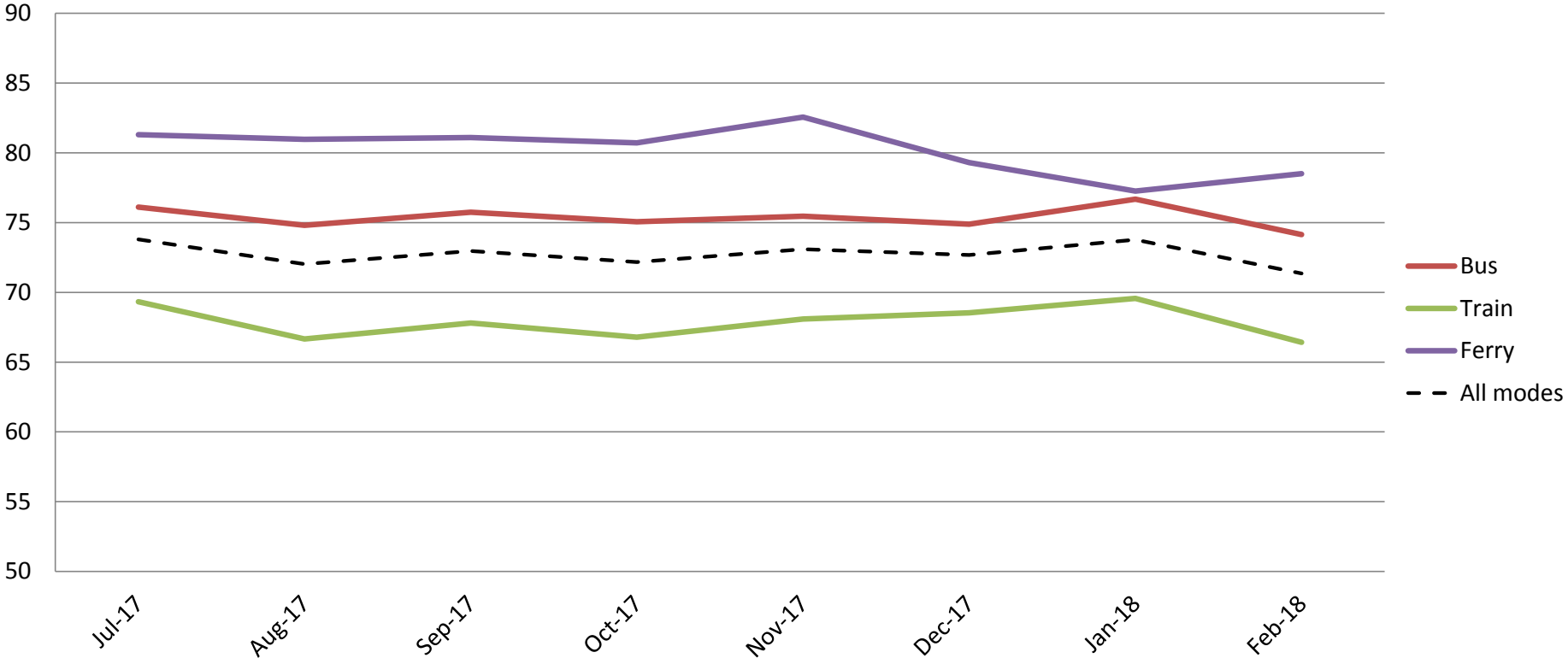
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	76	75	76	75	75	75	**77**	**74**
Train	69	**67**	68	67	68	69	70	66
Ferry	81	81	81	81	83	79	77	79
All Modes	74	**72**	73	72	73	73	74	**71**

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

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
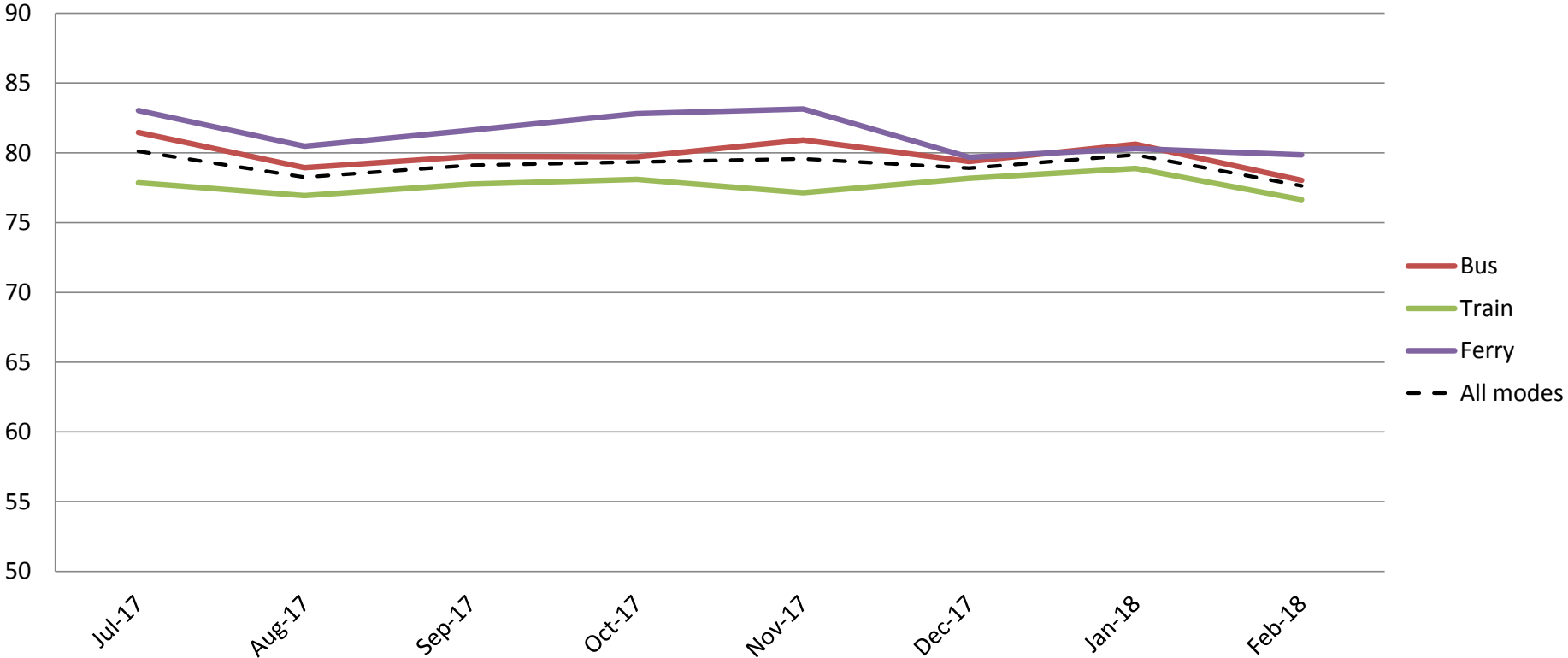
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	81	**79**	80	80	81	79	81	**78**
Train	78	77	78	78	77	78	79	77
Ferry	83	80	82	83	83	80	80	80
All Modes	80	**78**	79	79	80	79	80	**78**

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

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
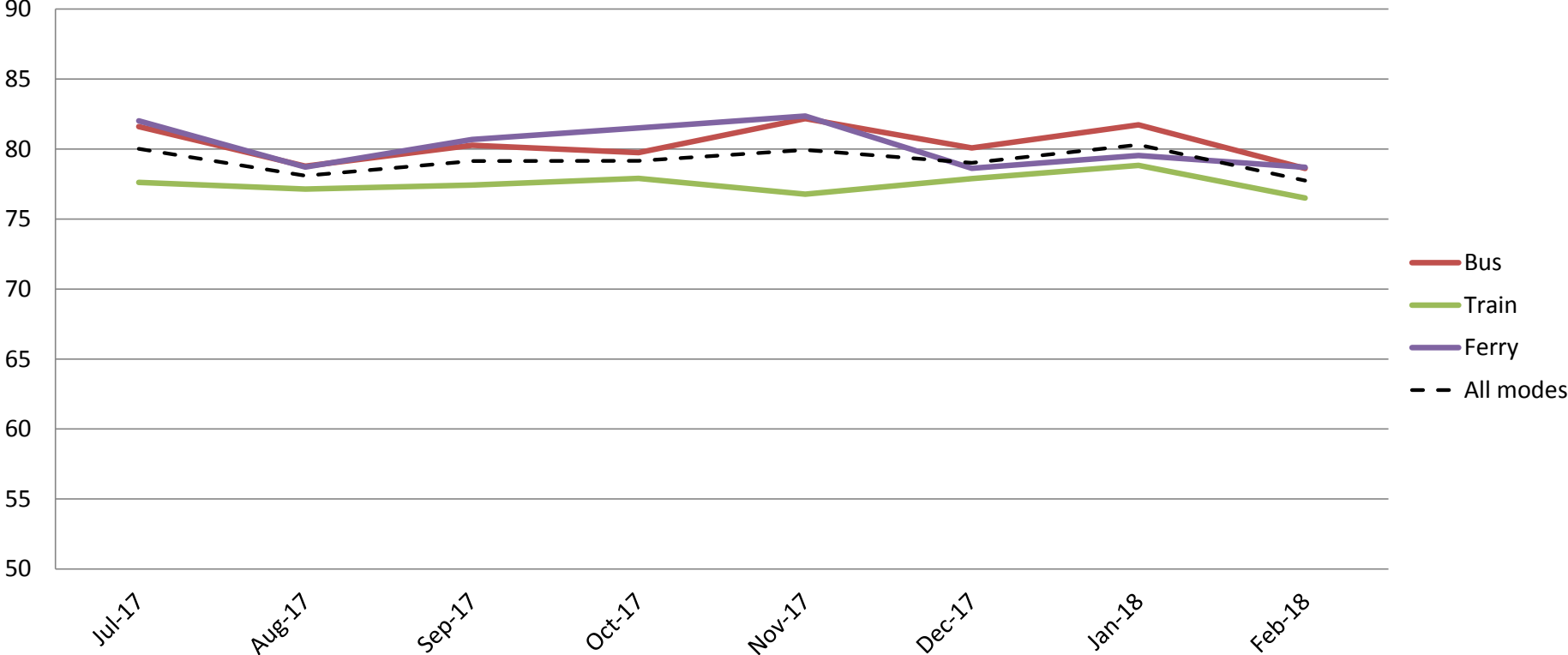
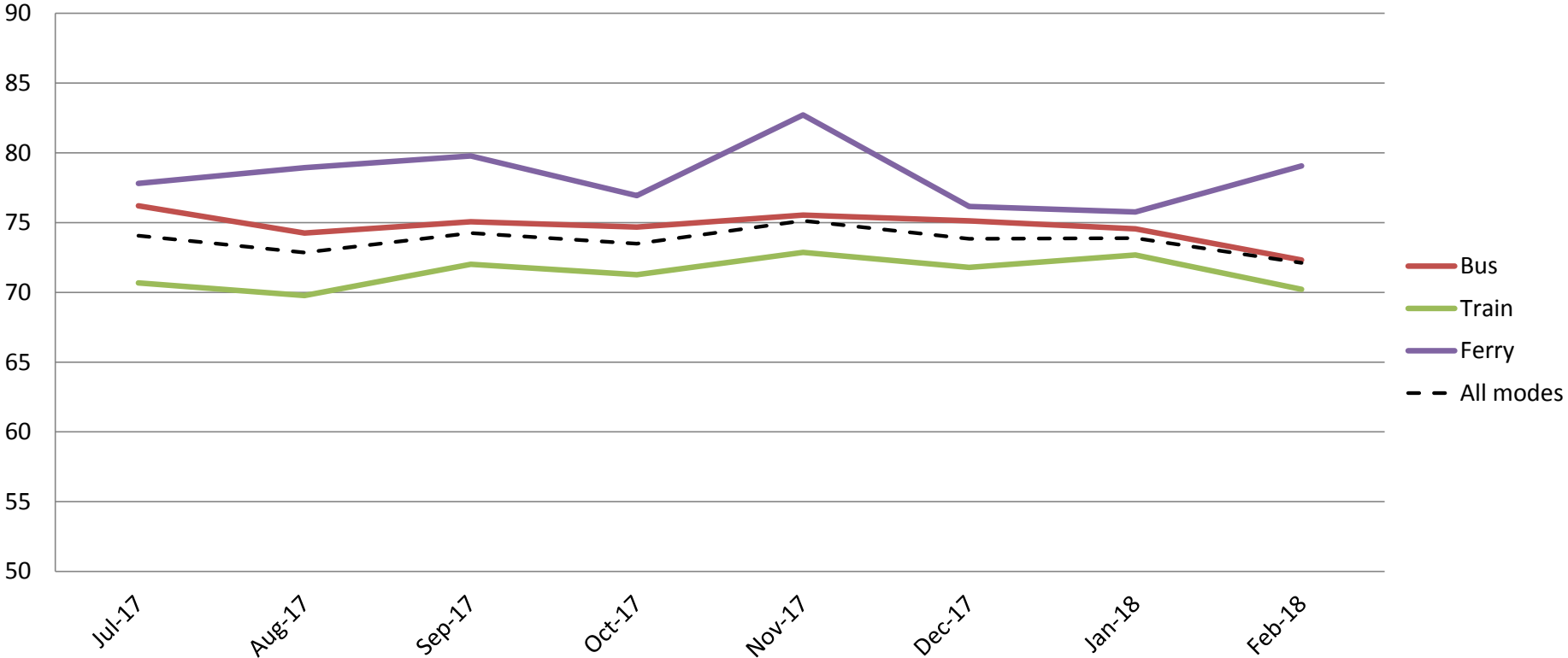|	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	82	**79**	80	80	**82**	**80**	82	79
Train	78	77	77	78	77	78	79	76
Ferry	82	79	81	81	82	79	80	79
All Modes	80	**78**	79	79	80	79	80	**78**

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

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

Index out of 100

	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	**76**	74	75	75	76	75	75	**72**
Train	71	70	**72**	71	73	72	73	**70**
Ferry	78	79	80	77	**83**	**76**	76	79
All Modes	74	73	74	73	**75**	74	74	**72**

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

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

Index out of 100
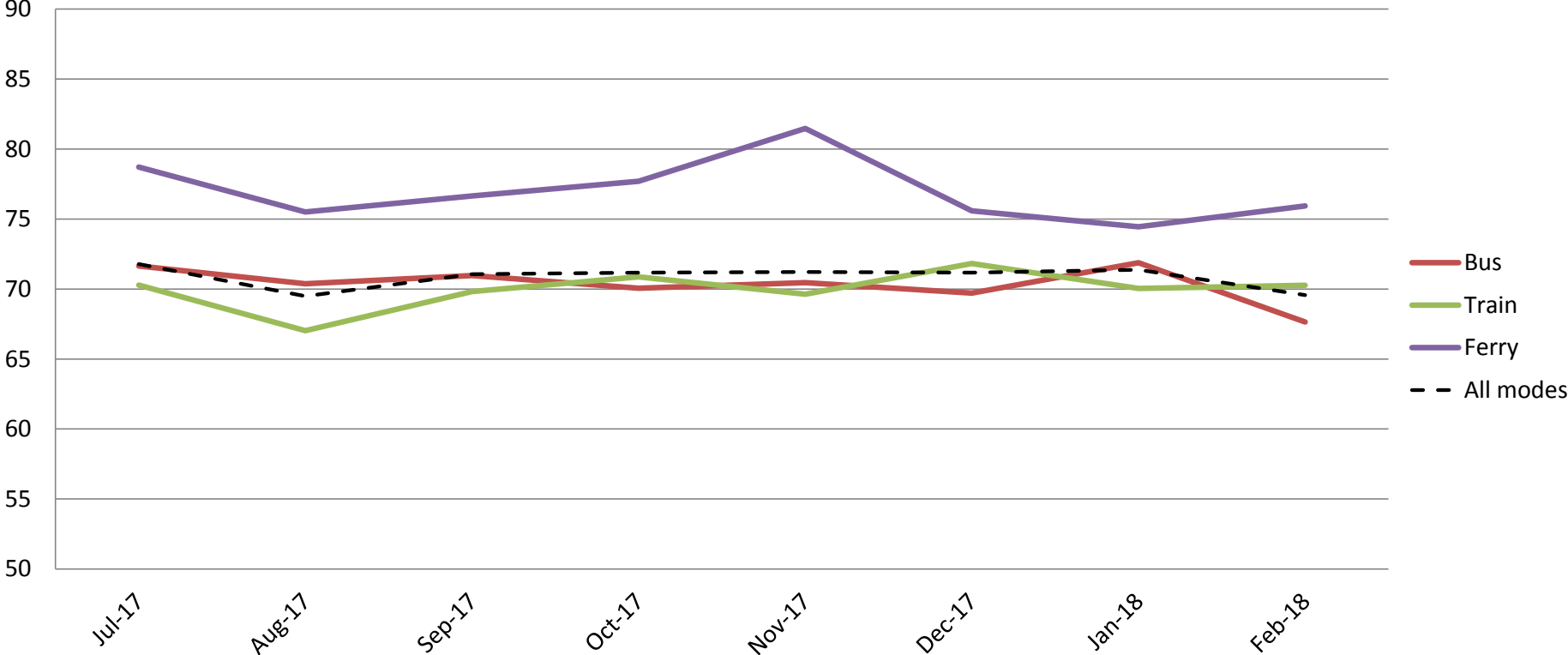
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	72	70	71	70	70	70	72	**68**
Train	70	**67**	**70**	71	70	72	70	**70**
Ferry	79	76	77	78	81	**76**	74	76
All Modes	72	**69**	71	71	71	71	71	**70**

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

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

Index out of 100
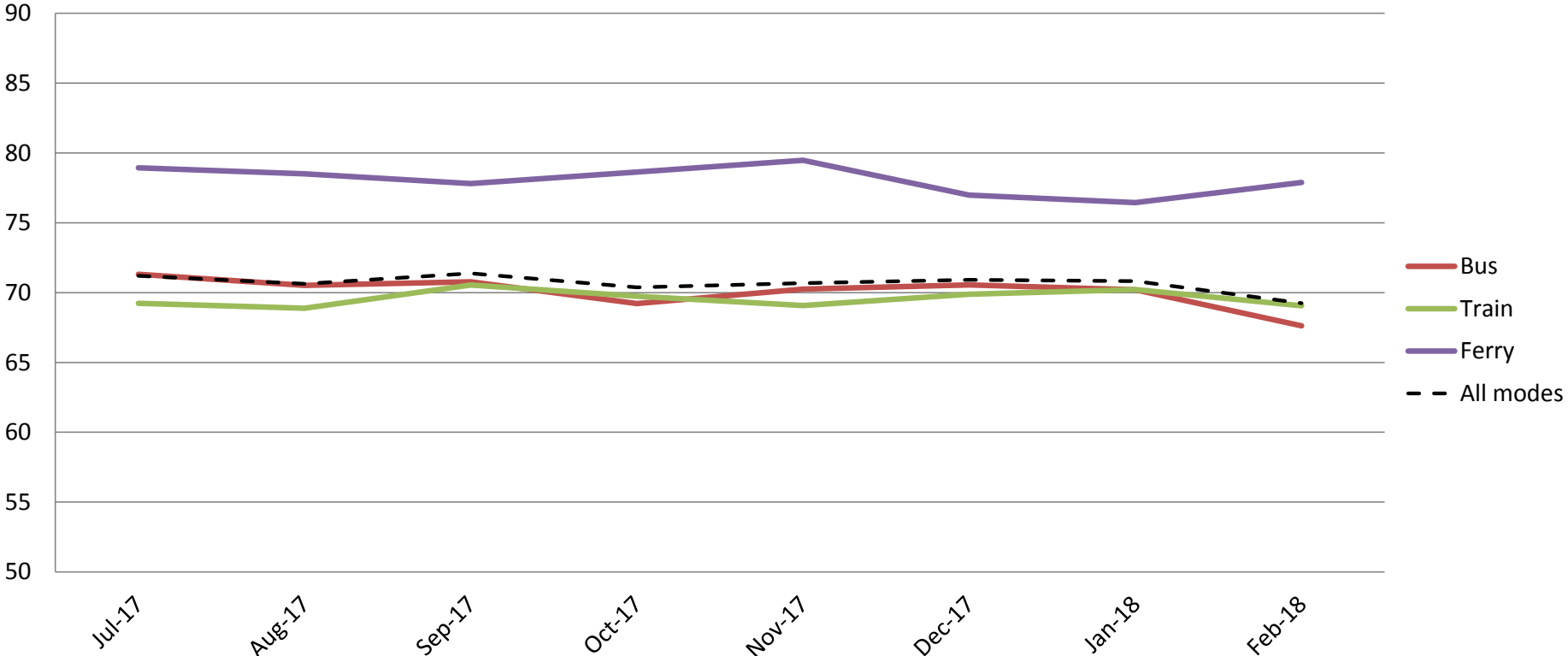
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	71	71	71	69	70	71	70	**68**
Train	69	69	71	70	69	70	70	**69**
Ferry	79	79	78	79	79	77	76	78
All Modes	71	71	71	70	71	71	71	**69**

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

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
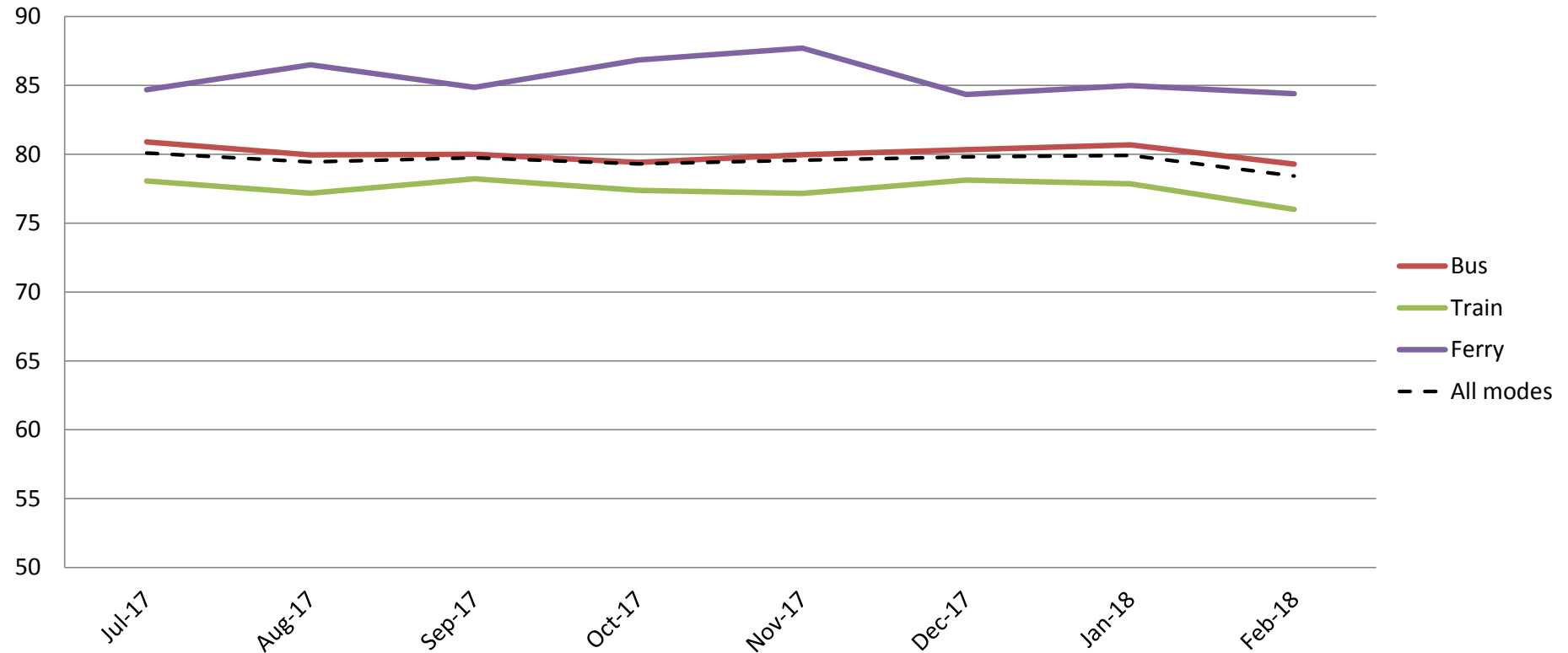
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	81	80	80	79	80	80	81	**79**
Train	78	77	78	77	77	78	78	76
Ferry	85	86	85	87	88	84	85	84
All Modes	80	79	80	79	80	80	80	**78**

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

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

Index out of 100
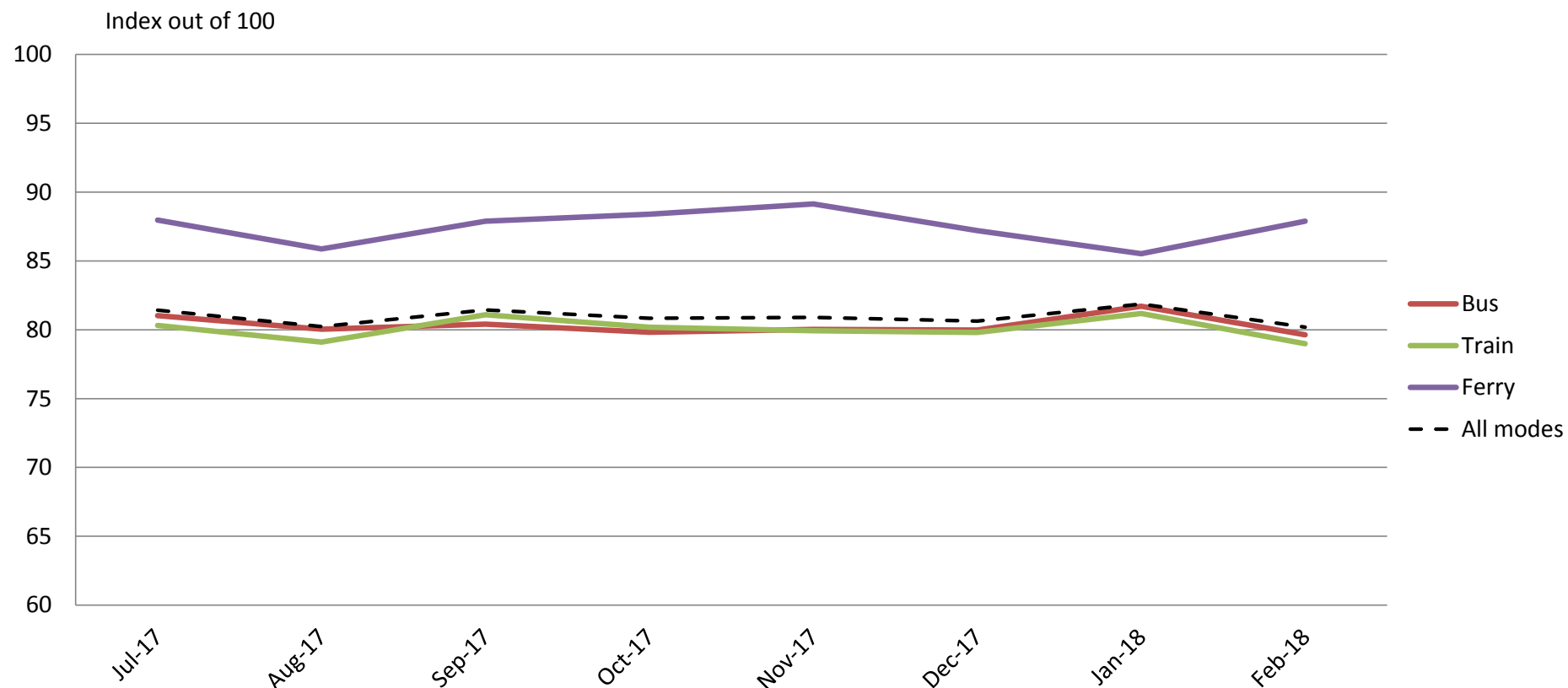
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	81	80	80	80	80	80	**82**	80
Train	80	79	81	80	80	80	81	79
Ferry	88	86	88	88	89	87	86	88
All Modes	81	80	81	81	81	81	82	**80**

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

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

Index out of 100
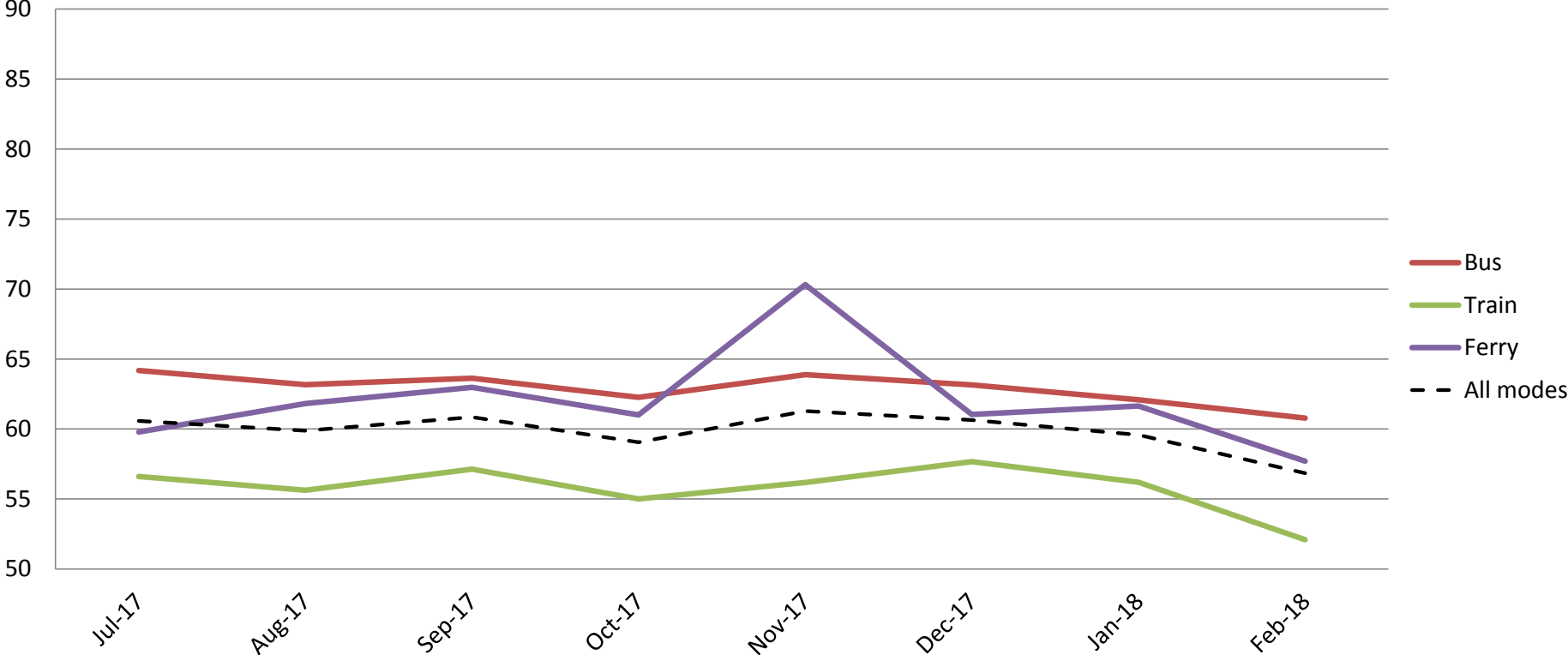
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
Bus	64	63	64	62	64	63	62	**61**
Train	57	56	57	55	56	58	56	52
Ferry	60	62	63	61	**70**	**61**	62	58
All Modes	61	60	61	59	**61**	61	60	**57**

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