

TransLink Customer Satisfaction Monthly Snapshot

March 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	78	88	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	74	76	69
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	71	78	74
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	79	84	80
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	78	83	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	73	79	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	73	76	72
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	71	77	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	80	86	81
Staff				
Knowledge, conduct, presentation and helpfulness of staff	77	82	89	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	51	45	51	49
Overall Service				
A combination of all reported categories	70	70	75	

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".

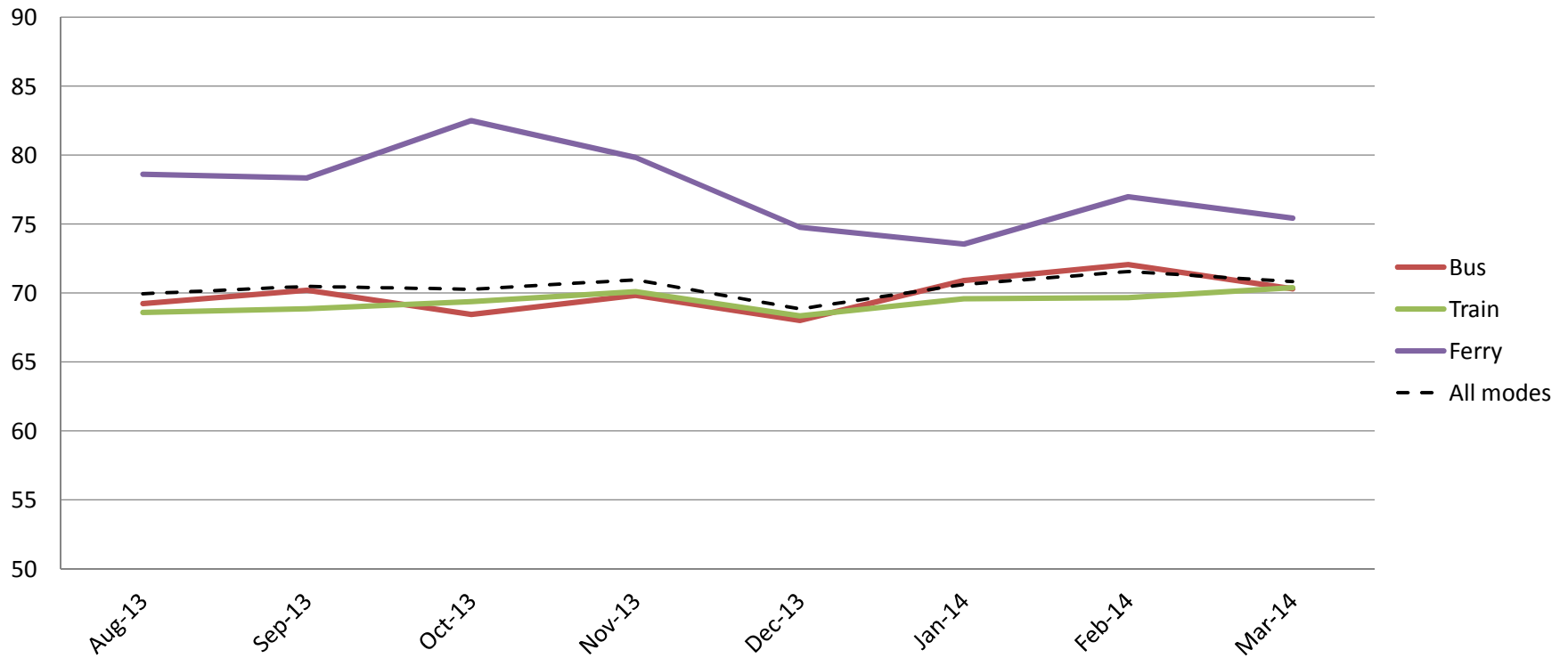
Red figures indicate a statistically significant **decrease** in the period
Green figures indicate a statistically significant **increase** in the period

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
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	12.25	1.90%
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%
1 September 2013	3,692,474	0.56	2.03	12.99	1.88%
8 September 2013	3,723,623	0.41	1.72	12.16	1.82%
15 September 2013	3,697,126	0.52	2.39	11.06	1.80%
22 September 2013	3,629,937	0.43	1.92	10.40	1.79%
29 September 2013	3,313,567	0.39	1.80	12.19	1.91%
6 October 2013	3,019,384	0.44	2.33	20.16	1.94%
13 October 2013	3,226,366	0.46	2.15	10.87	1.91%
20 October 2013	3,679,739	0.45	2.34	12.71	1.89%
27 October 2013	3,586,738	0.39	2.04	11.70	1.88%
3 November 2013	3,492,981	0.42	2.53	12.49	1.95%
10 November 2013	3,547,672	0.43	1.93	12.96	1.93%
17 November 2013	3,511,017	0.41	2.48	12.37	1.80%
24 November 2013	3,481,898	0.37	2.53	12.09	1.93%
1 December 2013	3,367,058	0.46	2.55	14.01	1.93%
8 December 2013	3,299,499	0.45	3.14	15.05	1.97%
15 December 2013	3,067,689	0.44	2.27	15.60	2.02%
22 December 2013	2,944,498	0.42	2.54	26.30	1.93%
29 December 2013	1,652,844	0.45	2.37	13.32	2.37%
5 January 2014	1,872,537	0.50	2.87	53.67	2.33%
12 January 2014	2,583,989	0.64	3.48	18.81	1.98%
19 January 2014	2,779,128	0.56	3.06	14.23	1.87%
26 January 2014	2,781,811	0.56	4.70	15.46	2.01%
2 February 2014	2,806,317	0.68	4.43	13.69	2.12%
9 February 2014	3,299,499	0.60	3.83	14.17	2.12%
16 February 2014	3,425,280	0.47	2.81	12.55	2.09%
23 February 2014	3,566,173	0.56	3.14	12.65	2.13%
2 March 2014	3,809,957	0.54	2.68	16.47	2.09%
9 March 2014	3,947,638	0.48	2.93	11.92	2.02%
16 March 2014	3,965,107	0.46	2.87	11.58	2.00%
23 March 2014	3,951,930	0.44	2.30	12.06	1.91%
30 March 2014	3,781,445	0.43	3.56	12.06	1.82%

Overall satisfaction – A combination of all reported categories

Index out of 100



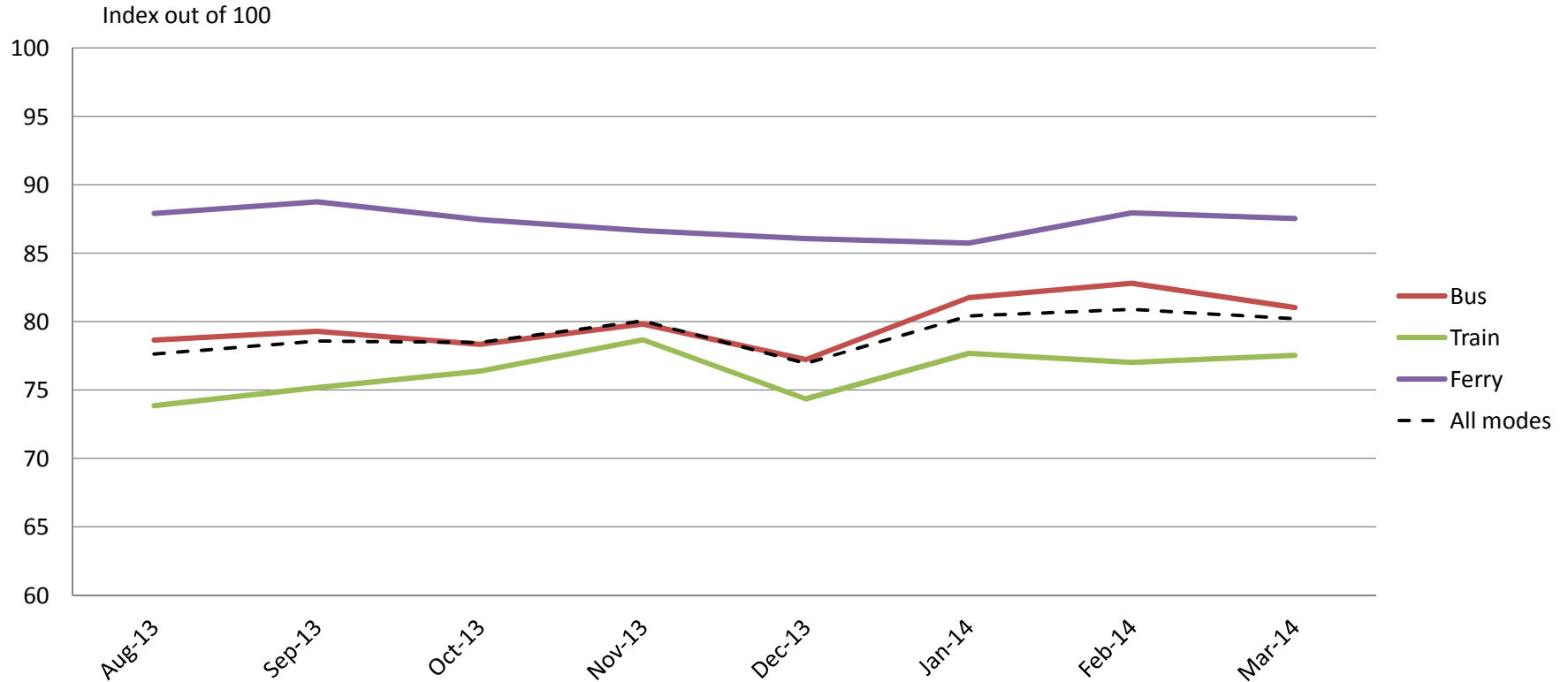
	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	69	70	68	70	68	71	72	70
Train	69	69	69	70	68	70	70	70
Ferry	79	78	82	80	75	74	77	75
All Modes	70	70	70	71	69	71	72	71

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



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	79	79	78	80	77	82	83	81
Train	74	75	76	79	74	78	77	78
Ferry	88	89	87	87	86	86	88	88
All Modes	78	79	78	80	77	80	81	80

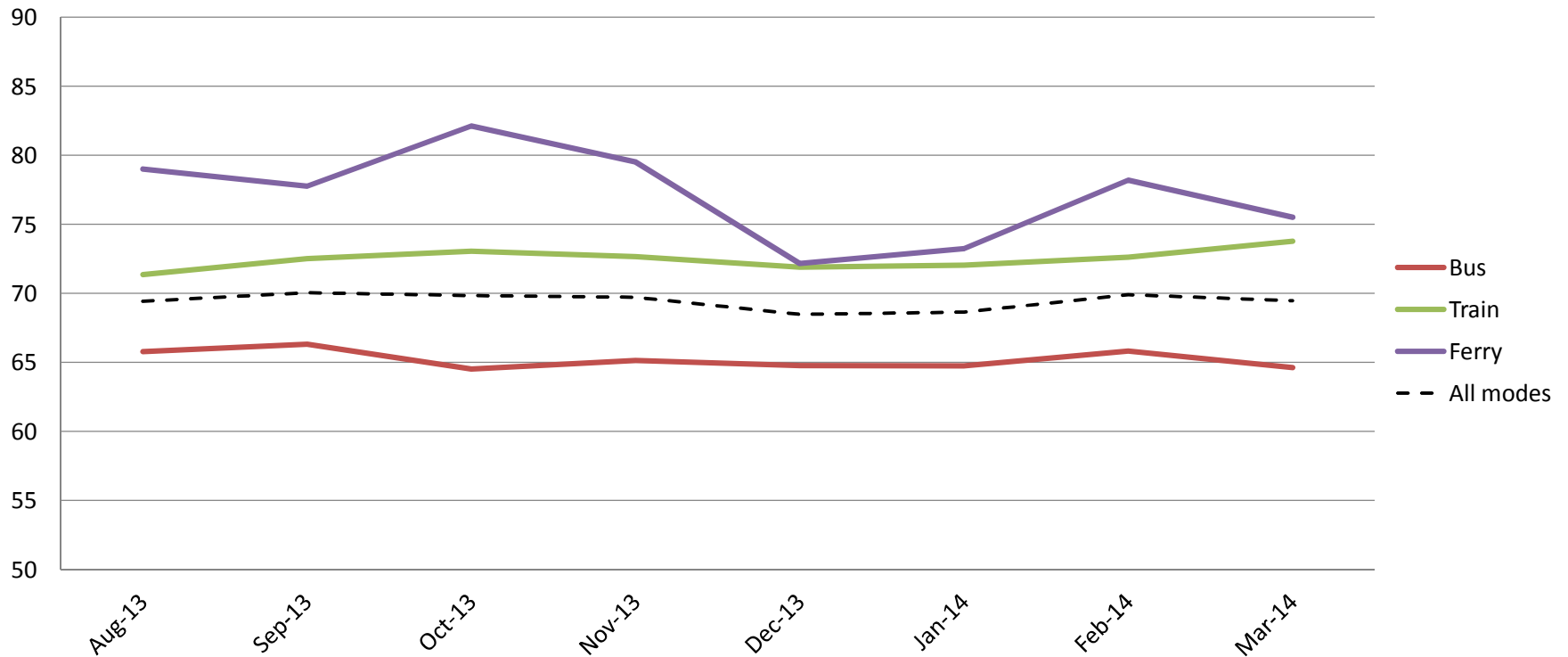
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	66	66	65	65	65	65	66	65
Train	71	73	73	73	72	72	73	74
Ferry	79	78	82	80	72	73	78	76
All Modes	69	70	70	70	68	69	70	69

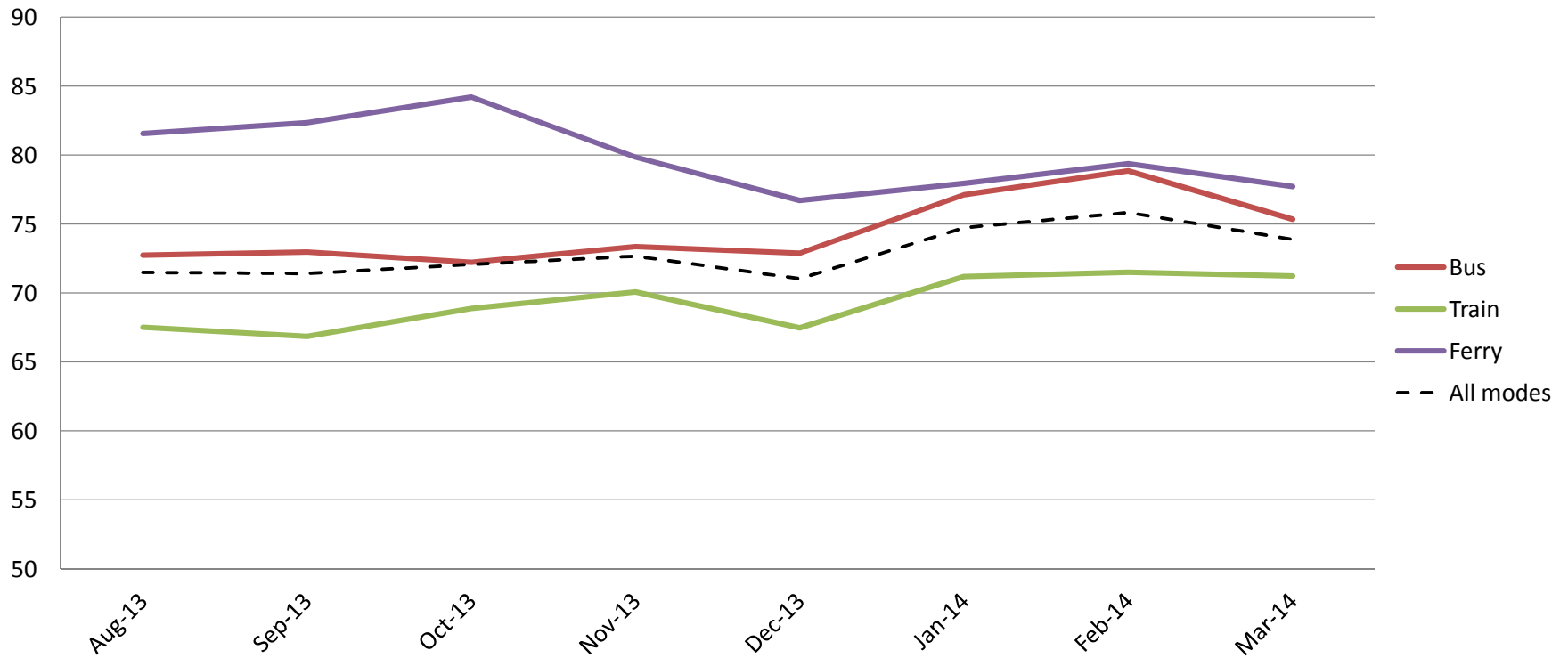
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	73	73	72	73	73	77	79	75
Train	68	67	69	70	67	71	72	71
Ferry	82	82	84	80	77	78	79	78
All Modes	72	71	72	73	71	75	76	74

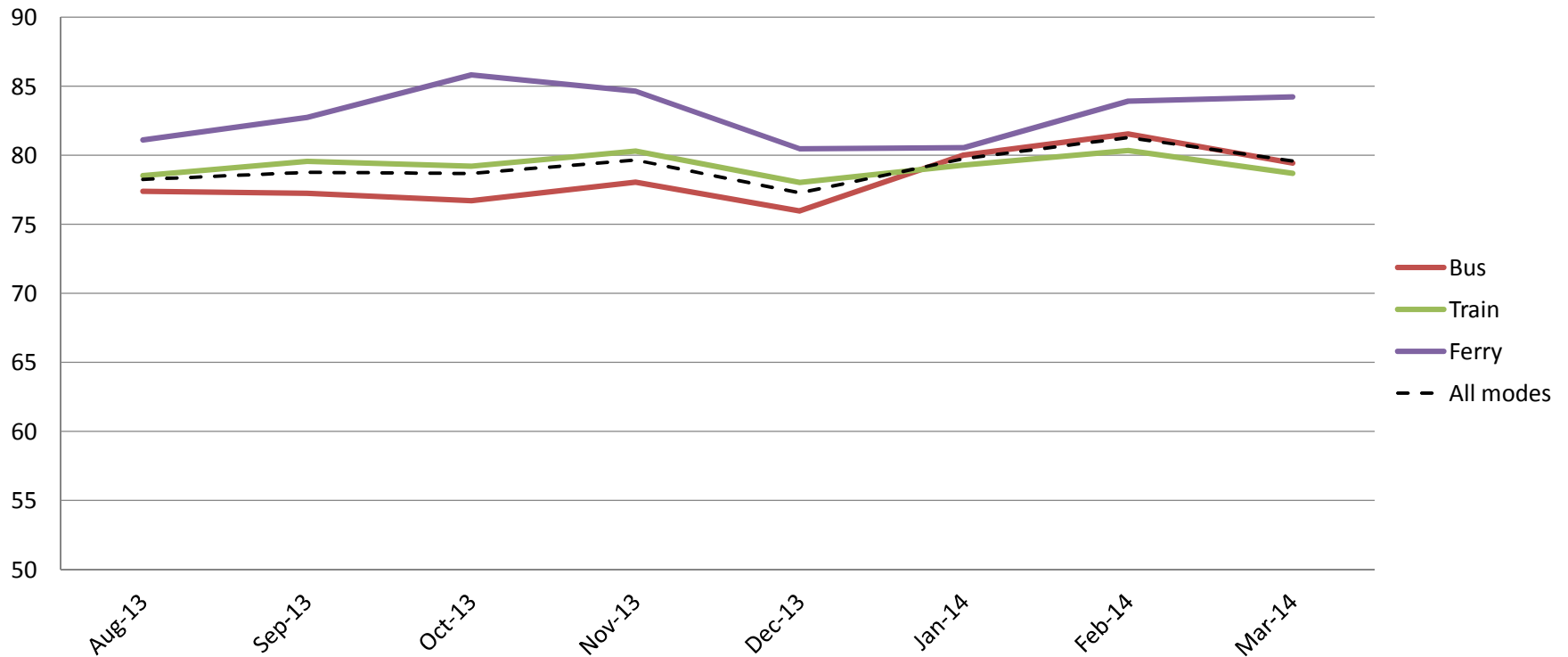
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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	77	77	77	78	76	80	82	79
Train	79	80	79	80	78	79	80	79
Ferry	81	83	86	85	80	81	84	84
All Modes	78	79	79	80	77	80	81	80

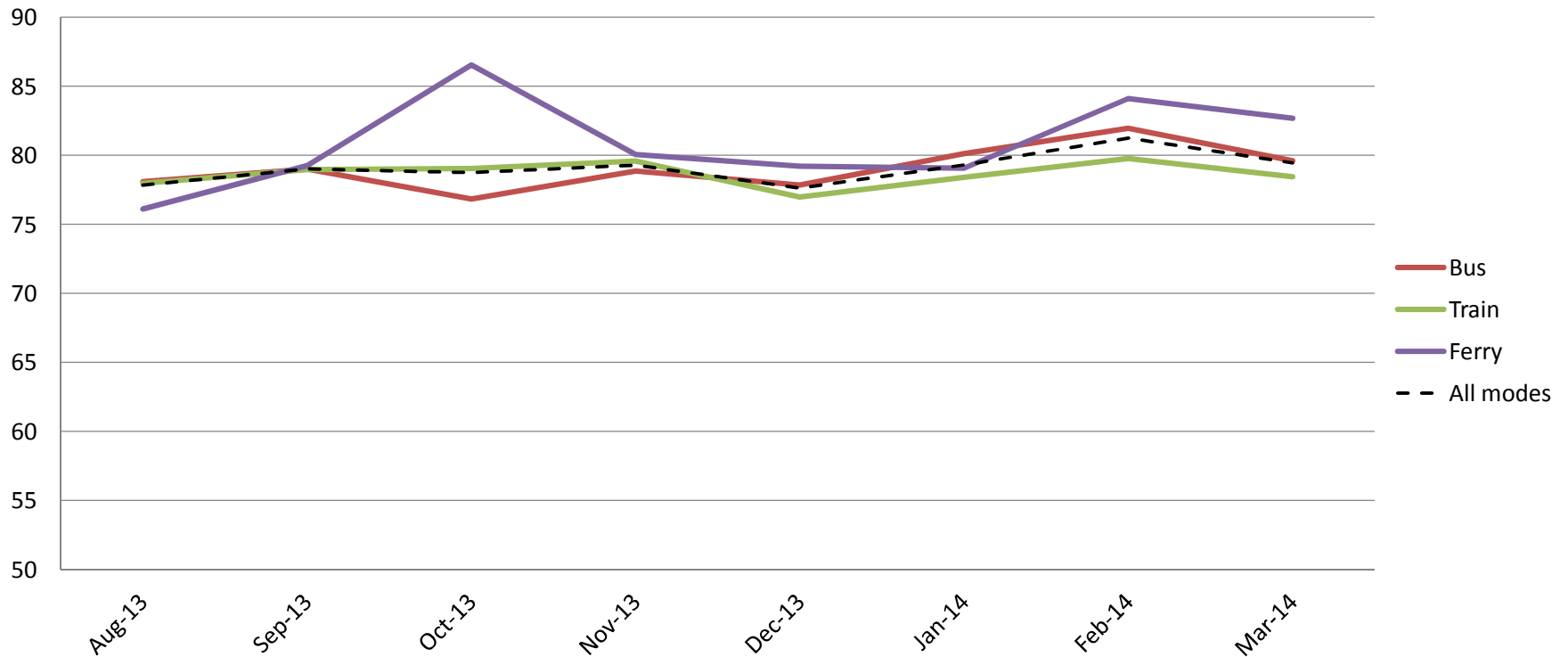
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	78	79	77	79	78	80	82	80
Train	78	79	79	80	77	78	80	78
Ferry	76	79	87	80	79	79	84	83
All Modes	78	79	79	79	78	79	81	79

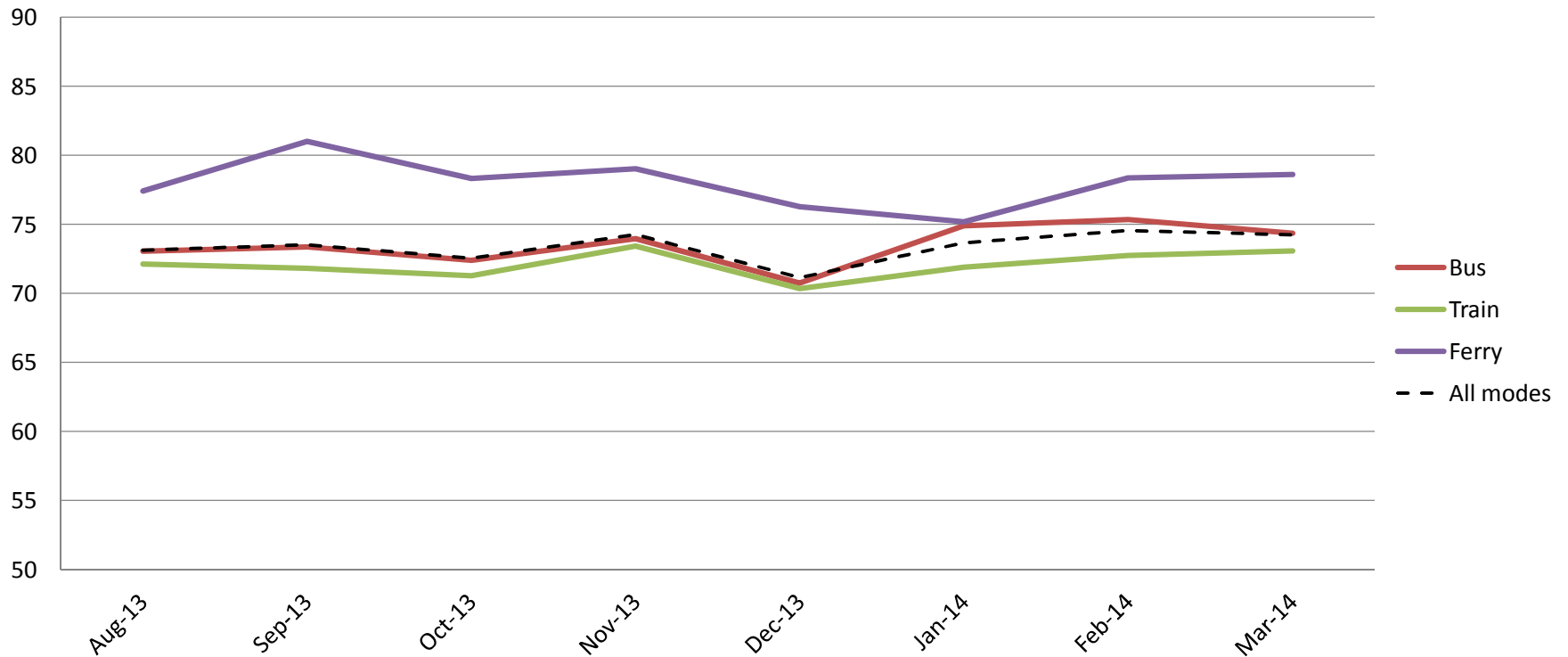
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	73	73	72	74	71	75	75	74
Train	72	72	71	73	70	72	73	73
Ferry	77	81	78	79	76	75	78	79
All Modes	73	74	73	74	71	74	75	74

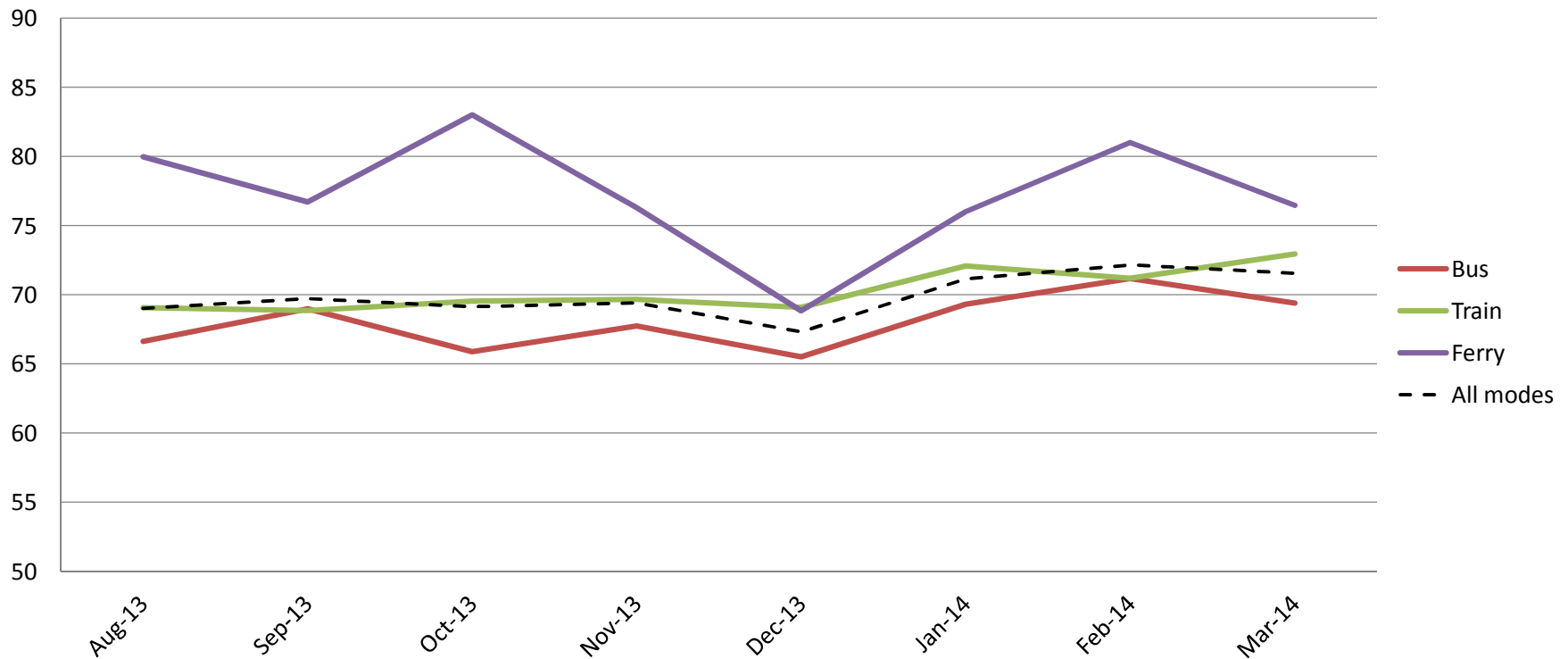
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	67	69	66	68	66	69	71	69
Train	69	69	70	70	69	72	71	73
Ferry	80	77	83	76	69	76	81	76
All Modes	69	70	69	69	67	71	72	72

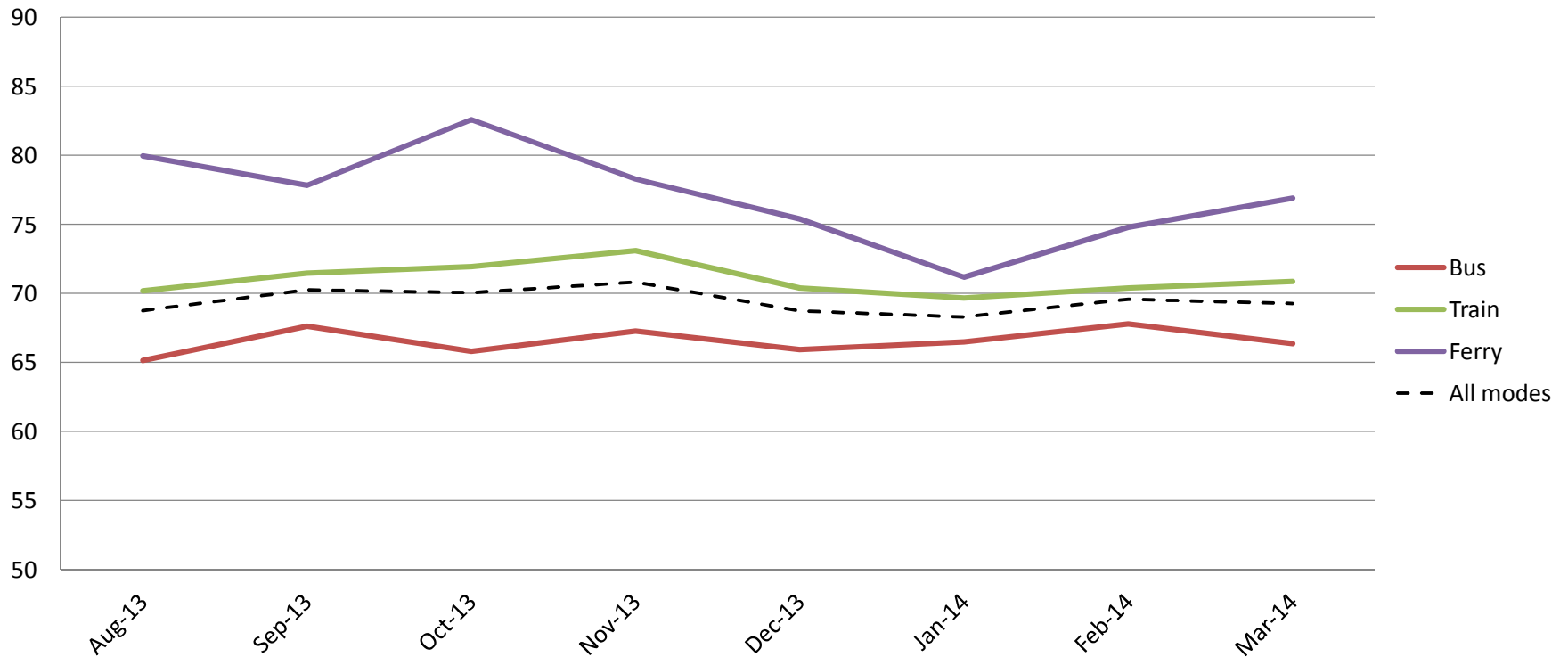
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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	65	68	66	67	66	66	68	66
Train	70	71	72	73	70	70	70	71
Ferry	80	78	83	78	75	71	75	77
All Modes	69	70	70	71	69	68	70	69

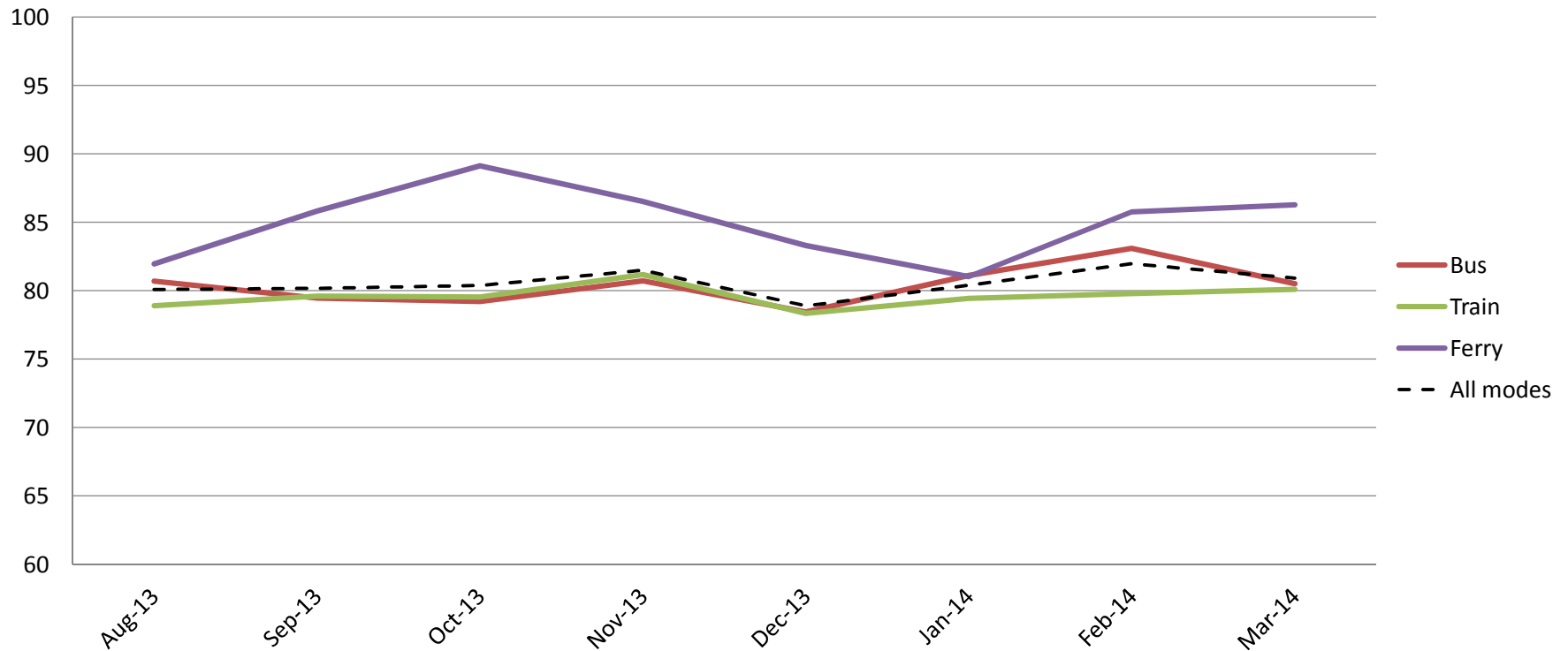
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100



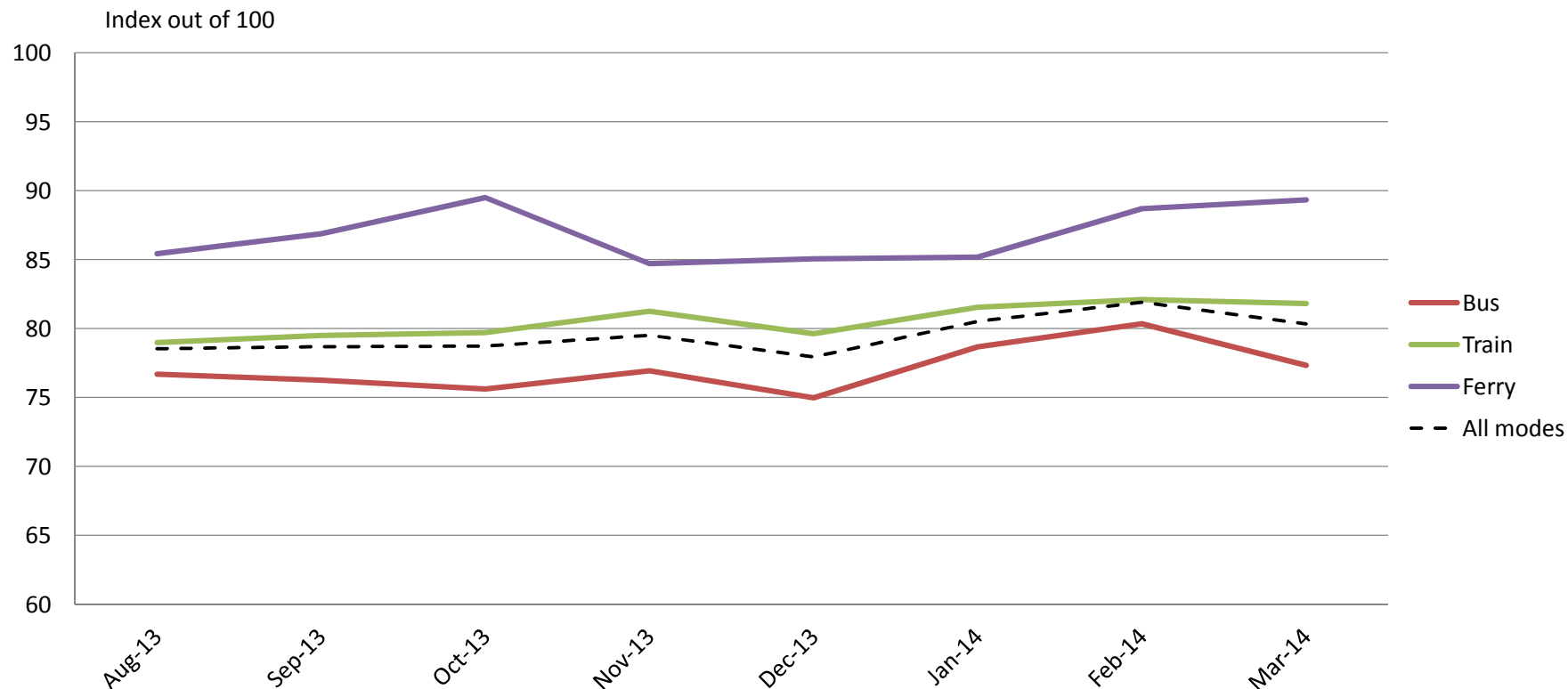
	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	81	79	79	81	78	81	83	81
Train	79	80	80	81	78	79	80	80
Ferry	82	86	89	87	83	81	86	86
All Modes	80	80	80	82	79	80	82	81

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	77	76	76	77	75	79	80	77
Train	79	80	80	81	80	82	82	82
Ferry	85	87	90	85	85	85	89	89
All Modes	79	79	79	80	78	81	82	80

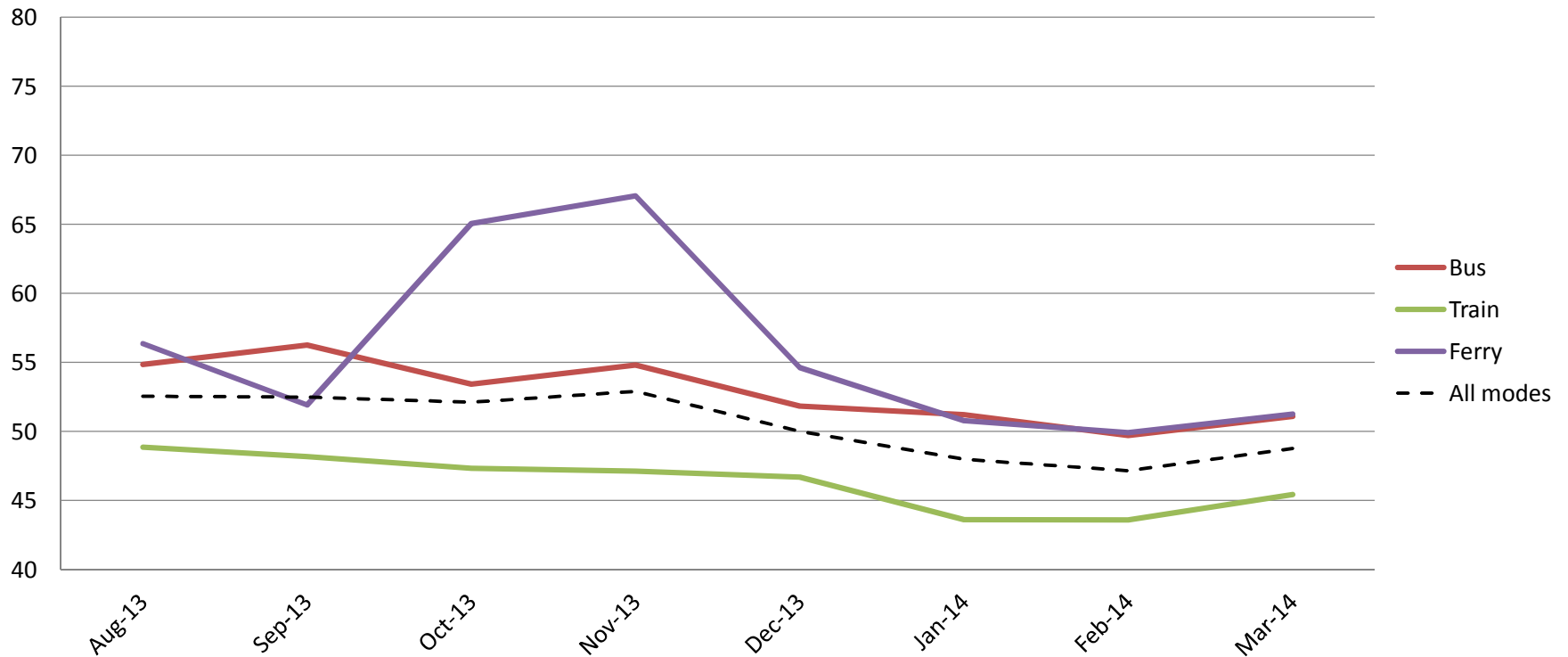
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
Bus	55	56	53	55	52	51	50	51
Train	49	48	47	47	47	44	44	45
Ferry	56	52	65	67	55	51	50	51
All Modes	53	52	52	53	50	48	47	49

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