

TransLink Customer Satisfaction Monthly Snapshot

September 2013

| KPI | Bus | Train | Ferry | All |
|---|-----|-------|-------|-----|
| Safety & Security | | | | |
| Safety at stops, stations and on board vehicles | 79 | 75 | 89 | 79 |
| Reliability & Frequency | | | | |
| Ability to meet departure times, frequency of services and reliability of go card readers | 66 | 73 | 78 | 70 |
| Comfort | | | | |
| Cleanliness, availability of seats, temperature on board, and facilities at stops and stations | 73 | 67 | 82 | 71 |
| Ease of Use | | | | |
| Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 77 | 80 | 83 | 79 |
| 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 | 79 | 79 | 79 |
| Proximity | | | | |
| Convenience of available routes, distances from stops and stations and proximity of go card outlets | 73 | 72 | 81 | 74 |
| Efficiency | | | | |
| Door-to-door travel time, connections with other services and avoidance of congestion | 69 | 69 | 77 | 70 |
| Information | | | | |
| Ability to understand on board and at-station information, timetables, maps and journey planning information | 68 | 71 | 78 | 70 |
| Accessibility | | | | |
| Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators | 79 | 80 | 86 | 80 |
| Staff | | | | |
| Knowledge, conduct, presentation and helpfulness of staff | 76 | 80 | 87 | 79 |
| Affordability | | | | |
| Cost of tickets and benefits of not having to pay for parking | 56 | 48 | 52 | 52 |
| Overall Service | | | | |
| A combination of all reported categories | 70 | 69 | 78 | 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% |

* This data has been adjusted from previously reported data

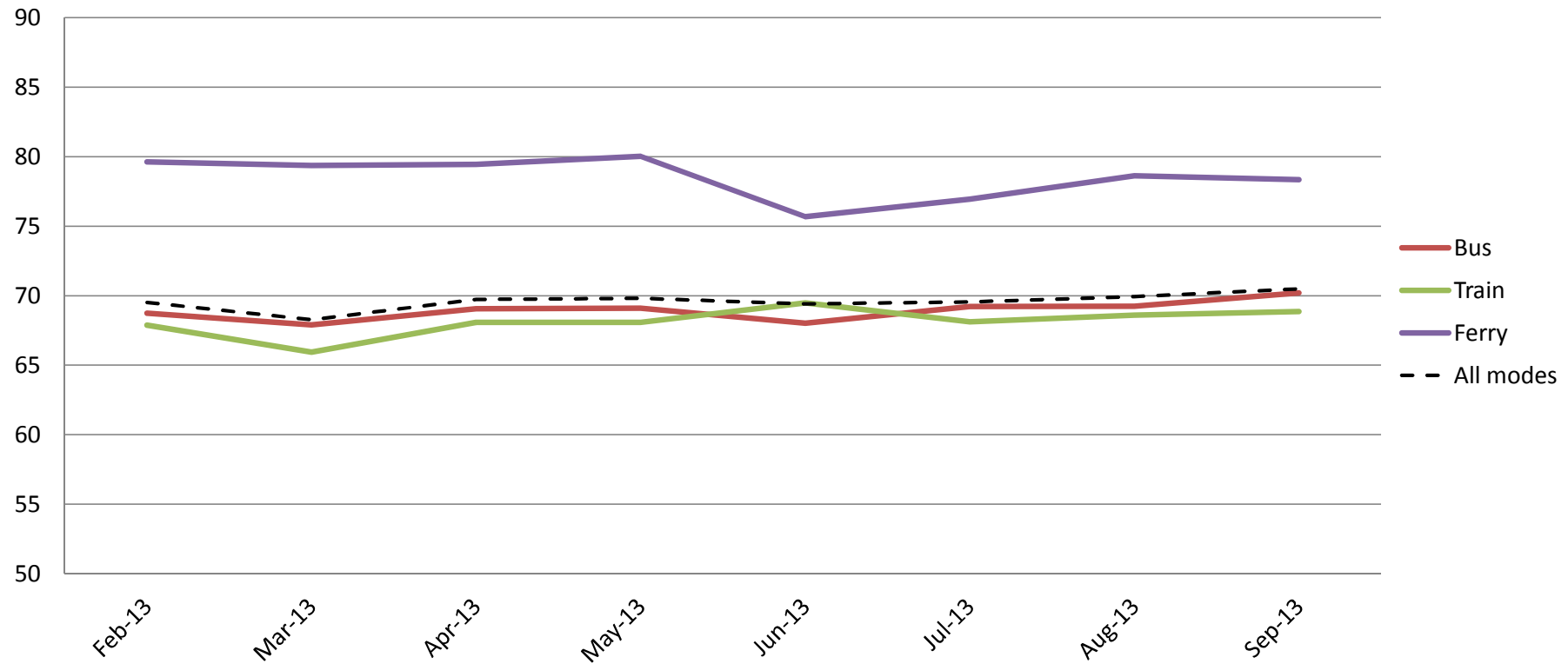
TransLink Patronage, Complaints and *go* card fixed fares Weekly Snapshot

| 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 |
|-------------------|-----------------|--|--|--|---|
| 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% |

* This data has been adjusted from previously reported data

Overall satisfaction – A combination of all reported categories

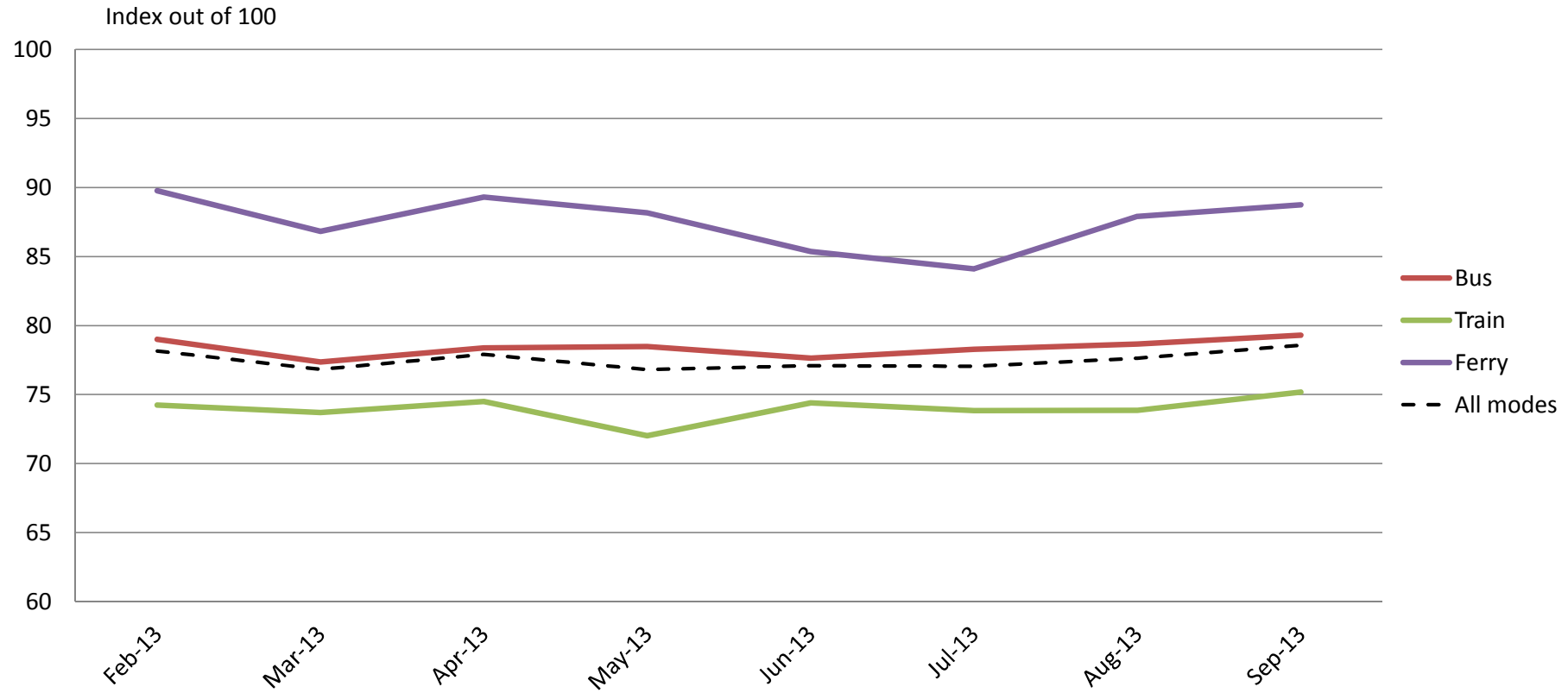
Index out of 100



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

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

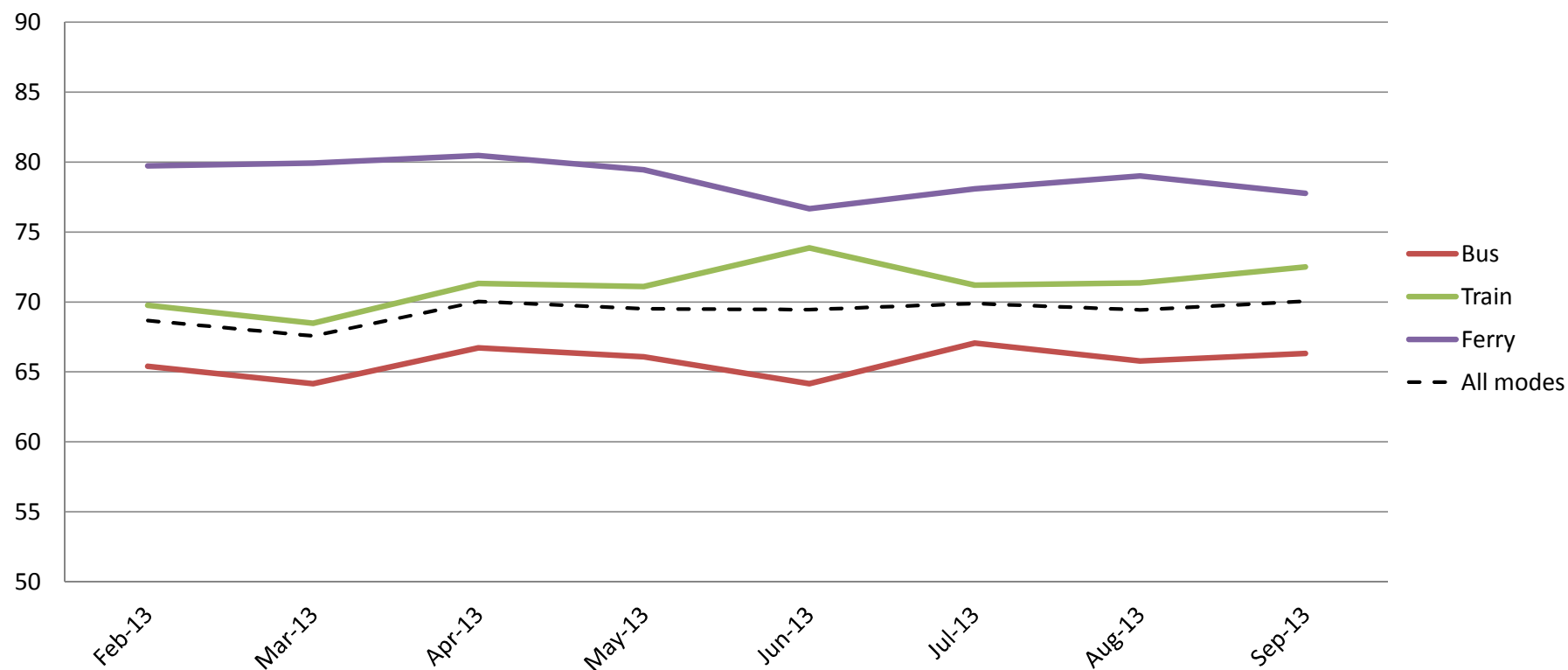
Safety and Security – Safety at stops, stations and on board vehicles



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



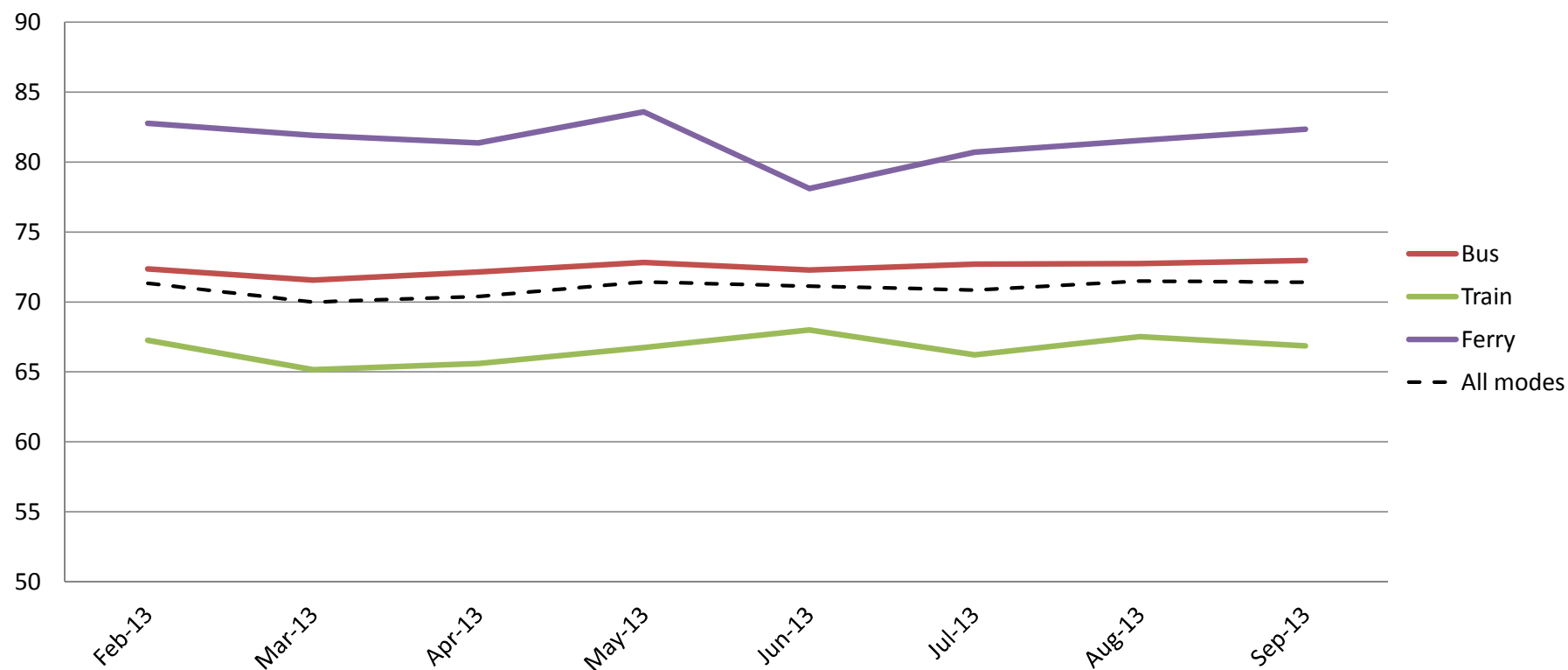
| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 65 | 64 | 67 | 66 | 64 | 67 | 66 | 66 |
| Train | 70 | 68 | 71 | 71 | 74 | 71 | 71 | 73 |
| Ferry | 80 | 80 | 80 | 79 | 77 | 78 | 79 | 78 |
| All Modes | 69 | 68 | 70 | 70 | 69 | 70 | 69 | 70 |

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



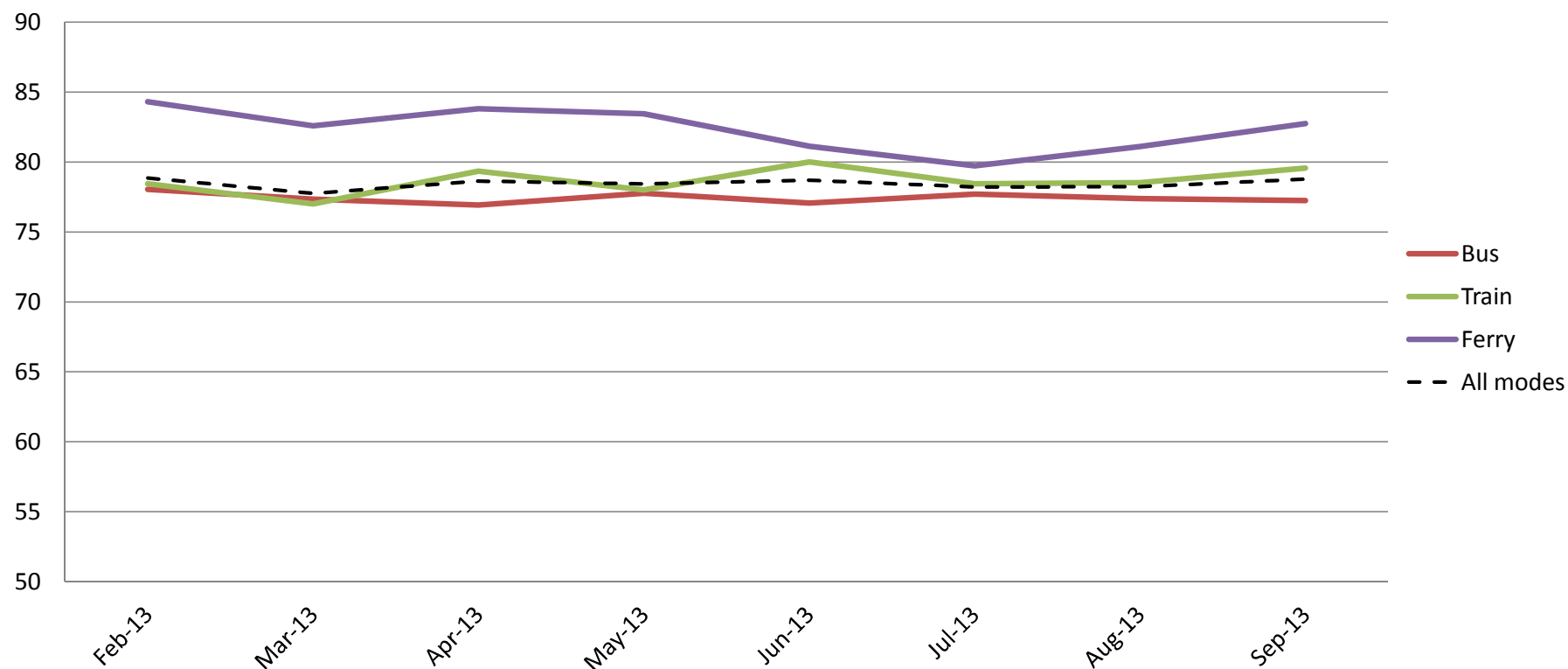
| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 72 | 72 | 72 | 73 | 72 | 73 | 73 | 73 |
| Train | 67 | 65 | 66 | 67 | 68 | 66 | 68 | 67 |
| Ferry | 83 | 82 | 81 | 84 | 78 |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

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

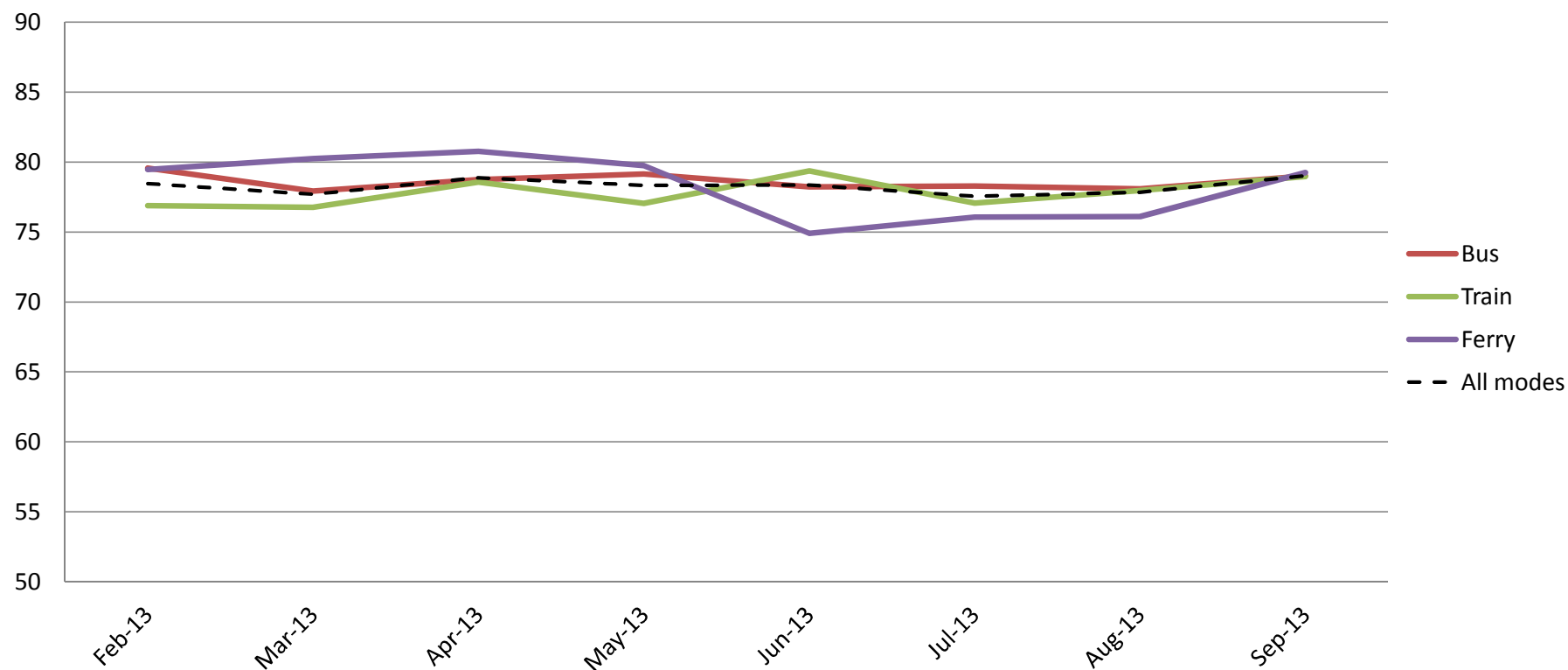


Red figures indicate a statistically significant **decrease** in the period

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

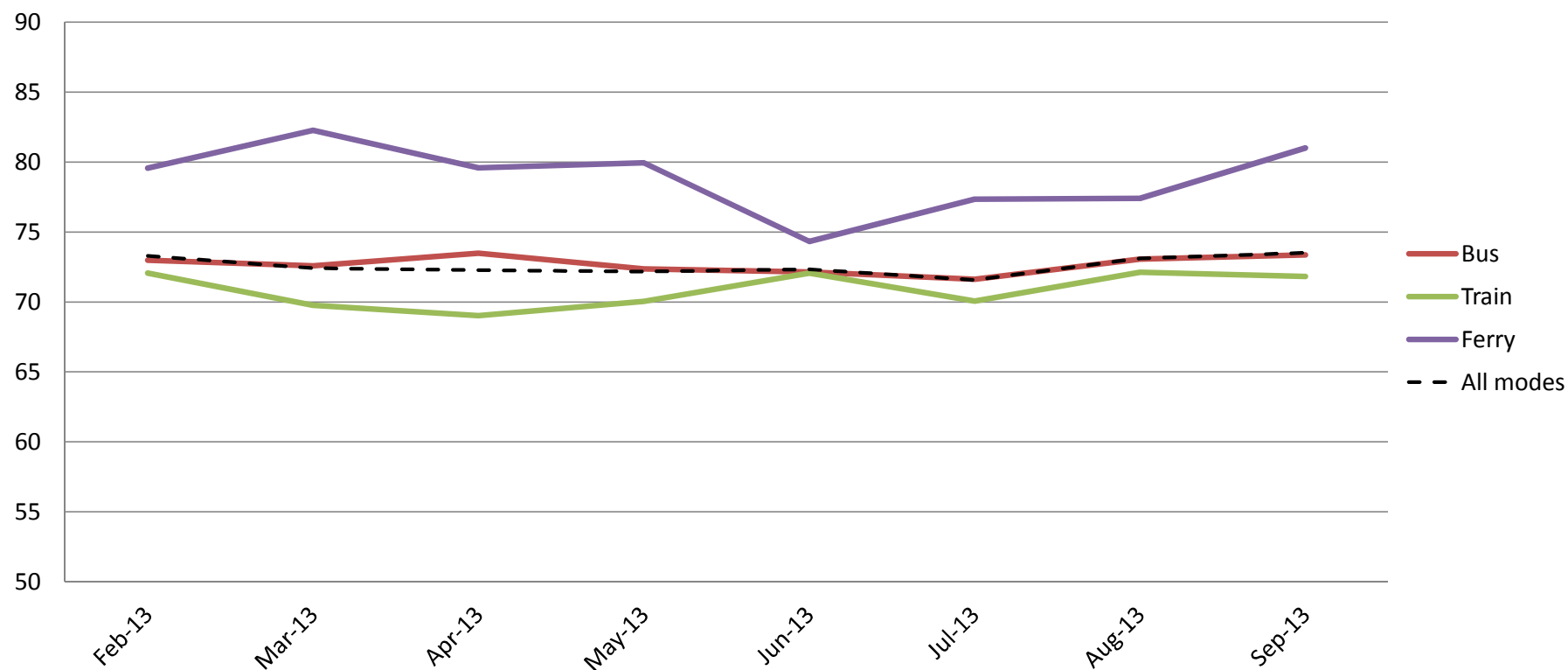


Red figures indicate a statistically significant **decrease** in the period

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

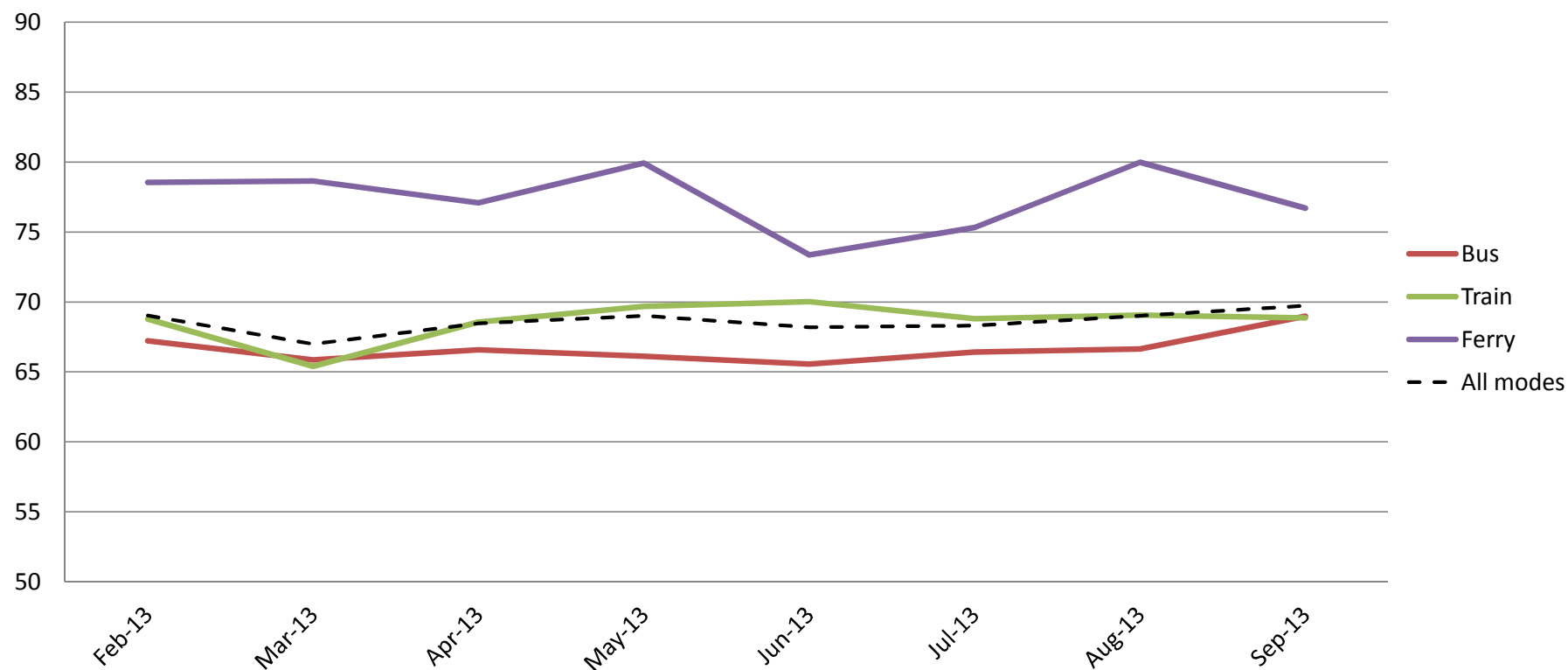


Red figures indicate a statistically significant **decrease** in the period

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

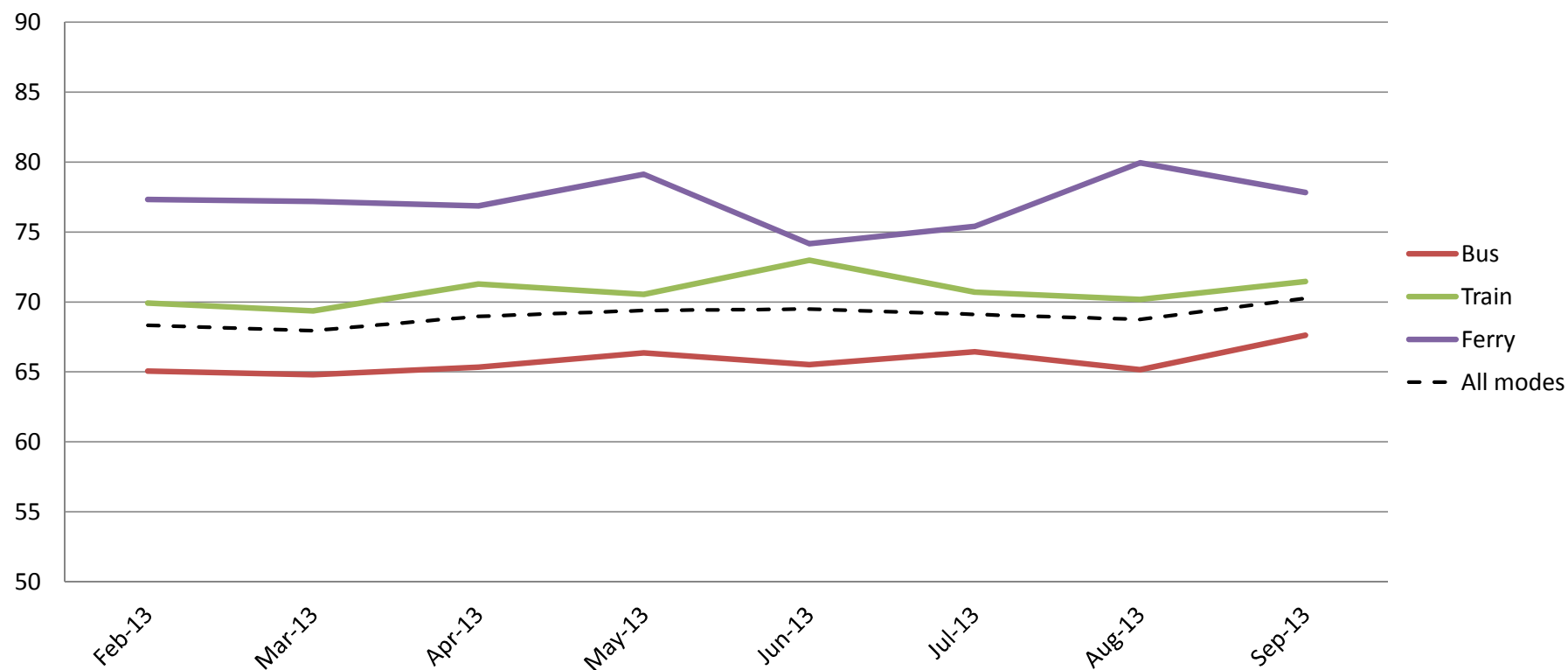


Red figures indicate a statistically significant **decrease** in the period

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



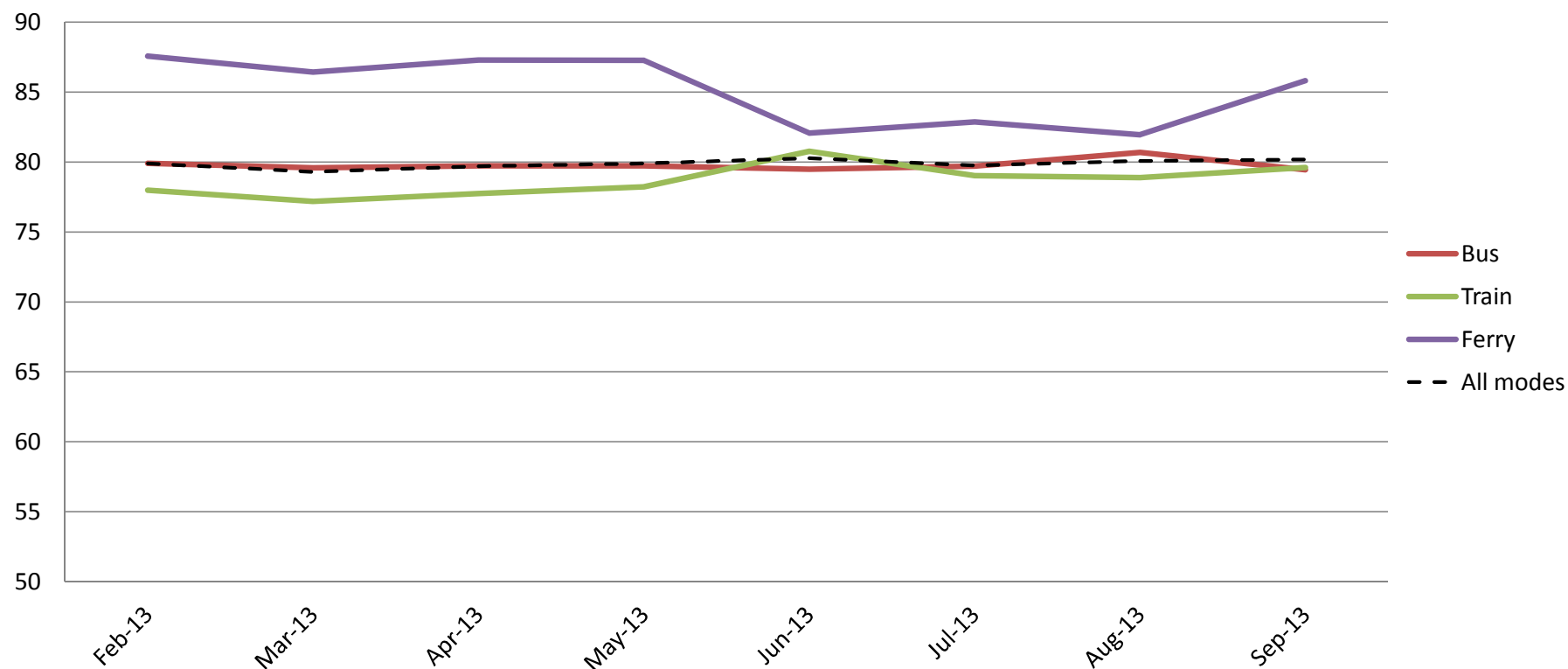
| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 65 | 65 | 65 | 66 | 66 | 66 | 65 | 68 |
| Train | 70 | 69 | 71 | 71 | 73 | 71 | 70 | 71 |
| Ferry | 77 | 77 | 77 | 79 | 74 | 75 | 80 | 78 |
| All Modes | 68 | 68 | 69 | 69 | 69 | 69 | 69 | 70 |

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



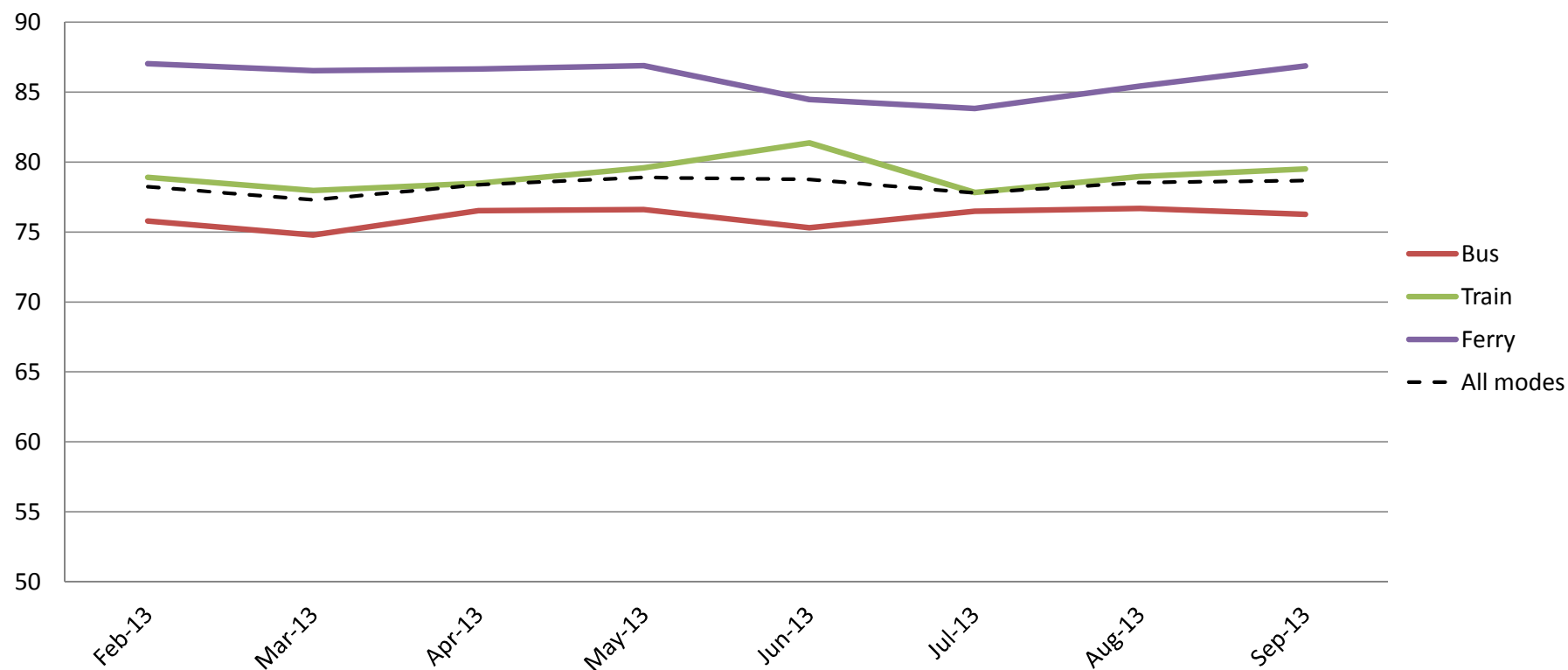
| | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 80 | 80 | 80 | 80 | 79 | 80 | 81 | 79 |
| Train | 78 | 77 | 78 | 78 | 81 | 79 | 79 | 80 |
| Ferry | 88 | 86 | 87 | 87 | 82 |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

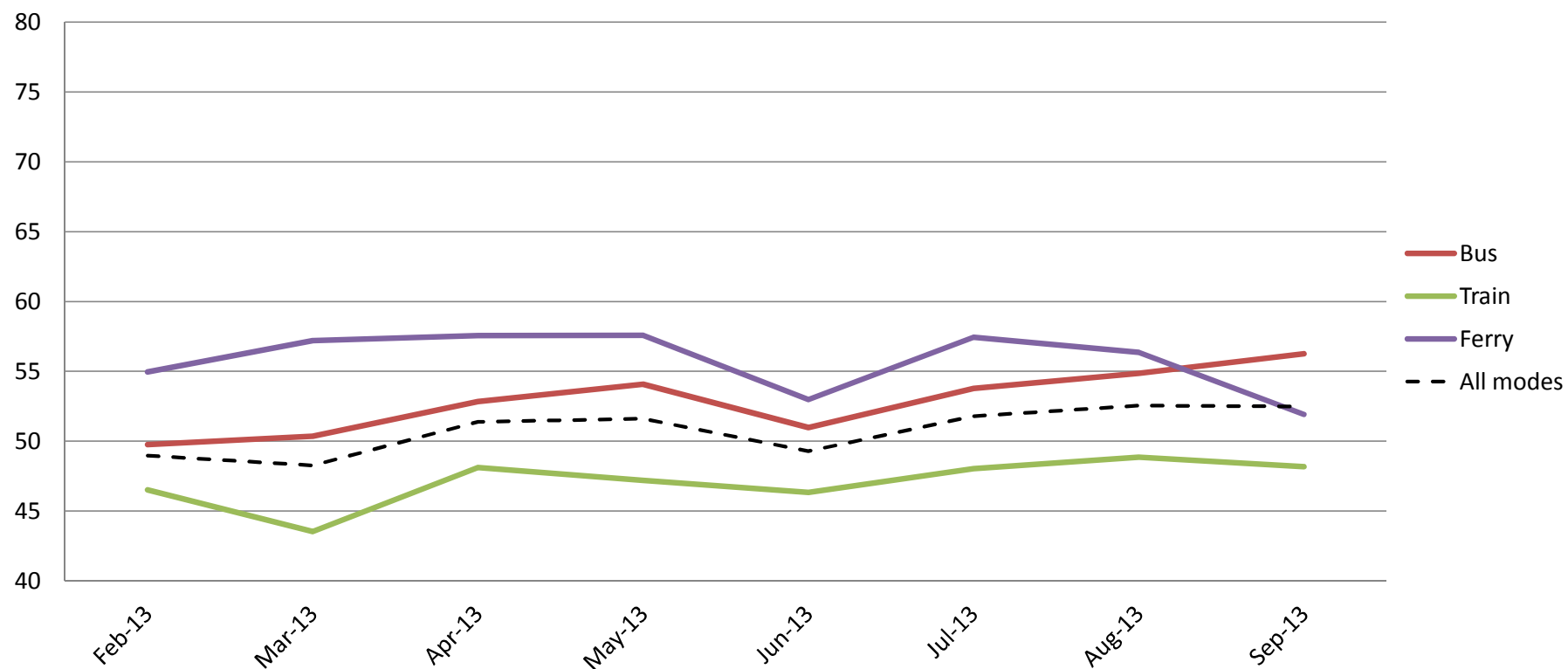


Red figures indicate a statistically significant **decrease** in the period

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



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

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

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