

TransLink Customer Satisfaction Monthly Snapshot

June 2016

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	79	76	88	79
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	70	79	69
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	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	79	77	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.	80	77	83	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	72	80	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	71	76	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	69	72	80	71
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	78	78	88	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	79	80	88	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	56	50	59	54
Overall Service				
A combination of all reported categories	71	70	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".

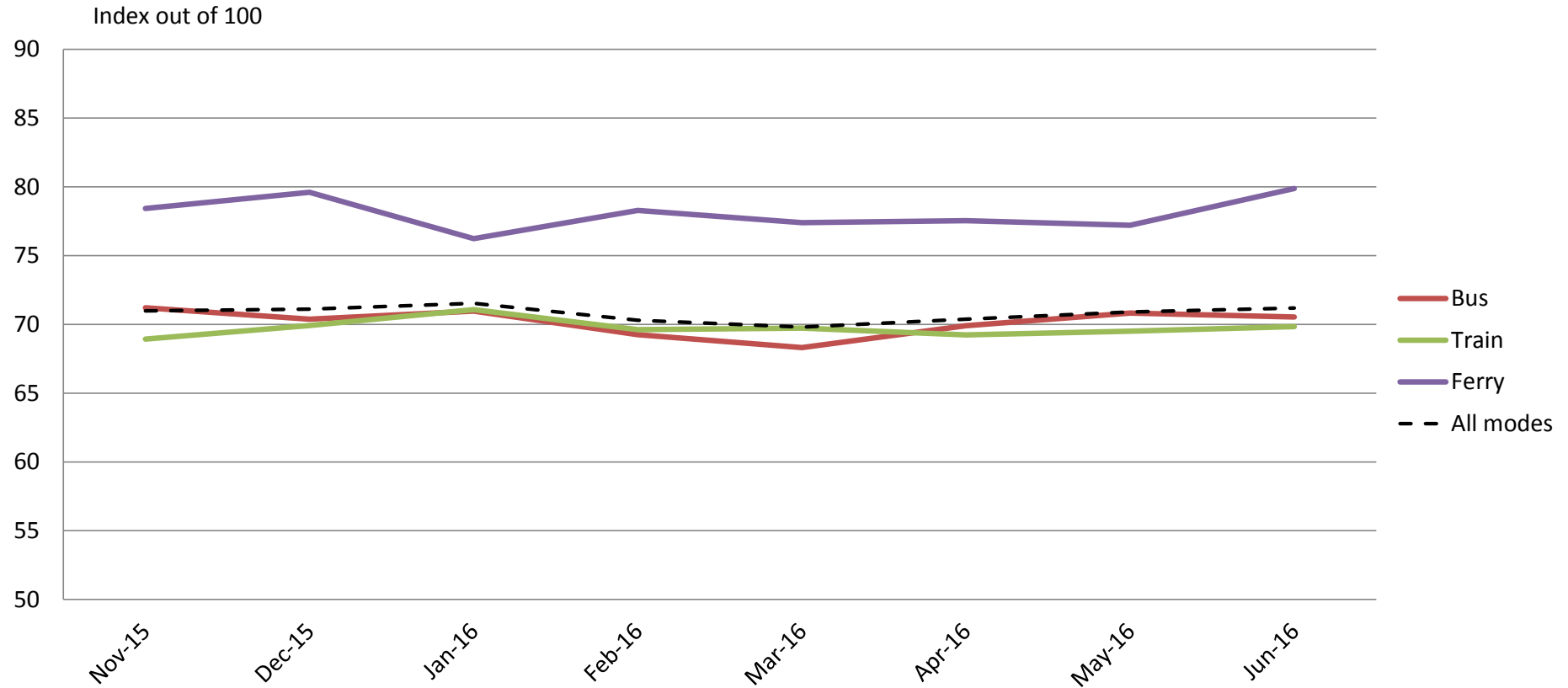
Red figures indicate a statistically significant **decrease** in the period

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 July 2015	2,917,731	0.14	1.57	14.82	1.88%
12 July 2015	2,958,153	0.09	1.82	14.18	1.85%
19 July 2015	3,430,407	0.06	1.55	12.15	1.88%
26 July 2015	3,649,388	0.11	1.75	12.46	1.79%
2 August 2015	3,873,777	0.11	1.61	10.95	1.83%
9 August 2015	3,981,873	0.11	1.65	13.65	1.85%
16 August 2015	3,598,716	0.10	1.37	11.53	1.88%
23 August 2015	3,814,365	0.08	1.34	13.26	1.64%
30 August 2015	3,733,319	0.11	1.84	14.48	1.66%
6 September 2015	3,746,197	0.12	1.39	14.71	1.68%
13 September 2015	3,738,604	0.10	1.63	13.77	1.72%
20 September 2015	3,673,438	0.10	1.41	14.25	1.68%
27 September 2015	3,361,532	0.12	1.42	15.03	1.74%
4 October 2015	3,104,420	0.10	1.68	15.45	1.83%
11 October 2015	3,308,417	0.08	1.52	14.44	1.78%
18 October 2015	3,785,231	0.08	1.58	14.25	1.55%
25 October 2015	3,689,378	0.07	1.85	15.08	1.71%
1 November 2015	3,692,082	0.07	1.51	14.23	1.68%
8 November 2015	3,541,769	0.05	1.67	15.36	1.79%
15 November 2015	3,614,425	0.11	2.01	14.74	1.72%
22 November 2015	3,602,384	0.09	2.15	15.05	1.83%
29 November 2015	3,540,823	0.04	1.40	14.13	1.86%
6 December 2015	3,297,663	0.06	1.56	14.78	1.83%
13 December 2015	3,130,367	0.22	2.84	15.10	1.82%
20 December 2015	3,084,588	0.04	1.38	15.08	1.77%
27 December 2015	2,132,860	0.14	1.75	16.60	1.94%
3 January 2016	1,670,275	0.15	1.54	19.11	2.38%
10 January 2016	2,525,209	0.10	2.17	16.96	1.86%
17 January 2016	2,828,104	0.06	1.63	16.50	1.86%
24 January 2016	2,892,571	0.05	1.56	15.85	1.76%
31 January 2016	2,708,510	0.06	2.14	15.84	1.94%
7 February 2016	3,457,158	0.04	2.14	15.35	1.90%
14 February 2016	3,578,686	0.05	2.28	14.53	1.87%
21 February 2016	3,581,879	0.16	2.07	16.77	1.92%
28 February 2016	3,777,072	0.14	2.09	15.45	1.84%
6 March 2016	4,026,578	0.13	1.82	13.34	1.78%
13 March 2016	4,082,397	0.11	1.77	13.17	1.75%
20 March 2016	4,080,252	0.21	3.09	13.07	1.69%
27 March 2016	3,388,663	0.09	1.91	13.72	1.79%
3 April 2016	2,720,743	0.11	1.68	15.61	1.87%
10 April 2016	3,498,831	0.09	1.64	13.46	1.77%
17 April 2016	3,920,595	0.06	1.88	11.38	1.75%
24 April 2016	3,946,084	0.07	1.72	11.20	1.71%
1 May 2016	3,358,827	0.06	1.76	11.66	1.78%
8 May 2016	3,368,662	0.15	2.20	11.67	1.86%
15 May 2016	3,848,075	0.15	1.53	12.76	1.74%
22 May 2016	3,853,865	0.10	1.74	12.01	1.72%
29 May 2016	3,754,947	0.11	1.59	12.03	1.68%
5 June 2016	3,528,420	0.23	2.06	14.50	1.70%
12 June 2016	3,524,785	0.15	1.52	11.58	1.73%
19 June 2016	3,462,127	0.27	3.01	12.95	1.70%
26 June 2016	3,404,000	0.16	1.77	14.01	1.72%

Overall satisfaction – A combination of all reported categories

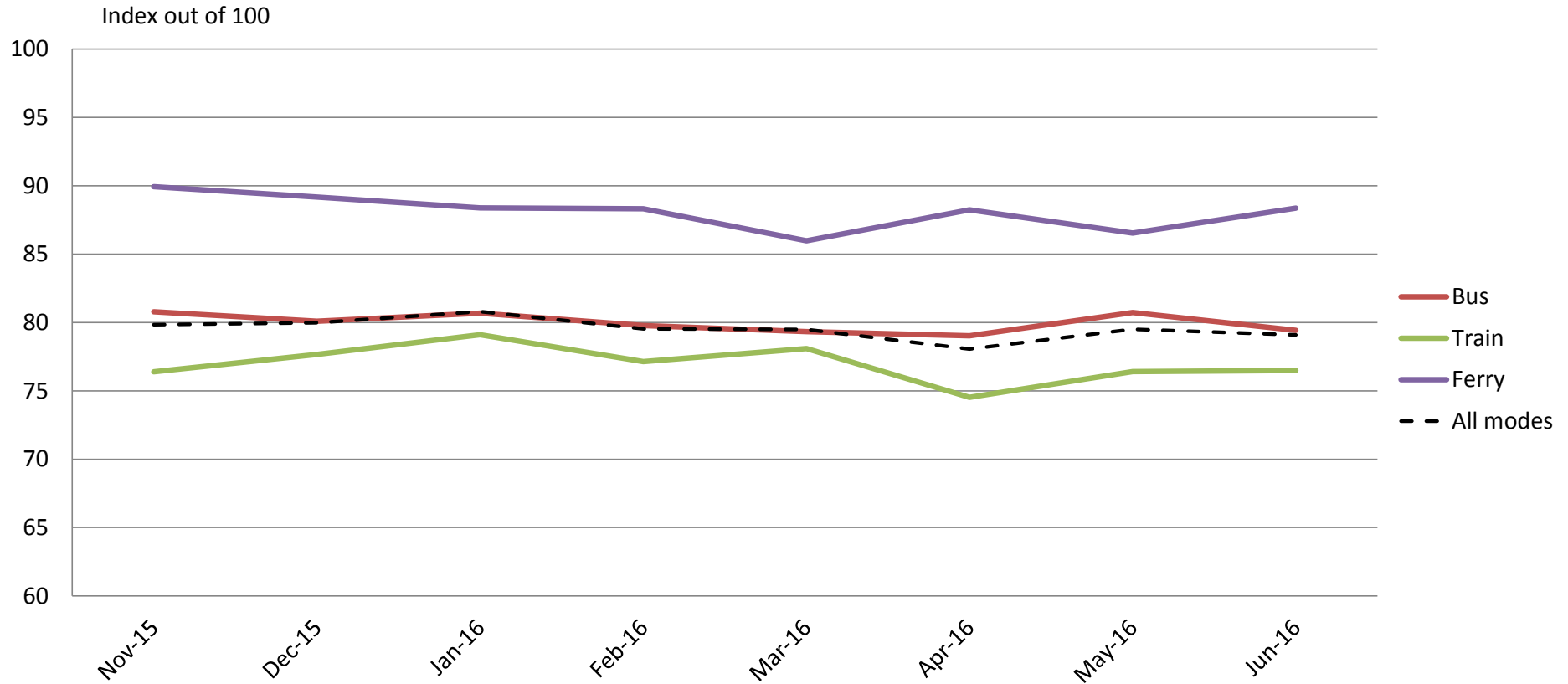


	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	71	70	71	69	68	70	71	71
Train	69	70	71	70	70	69	70	70
Ferry	78	80	76	78	77	78	77	80
All Modes	71	71	72	70	70	70	71	71

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



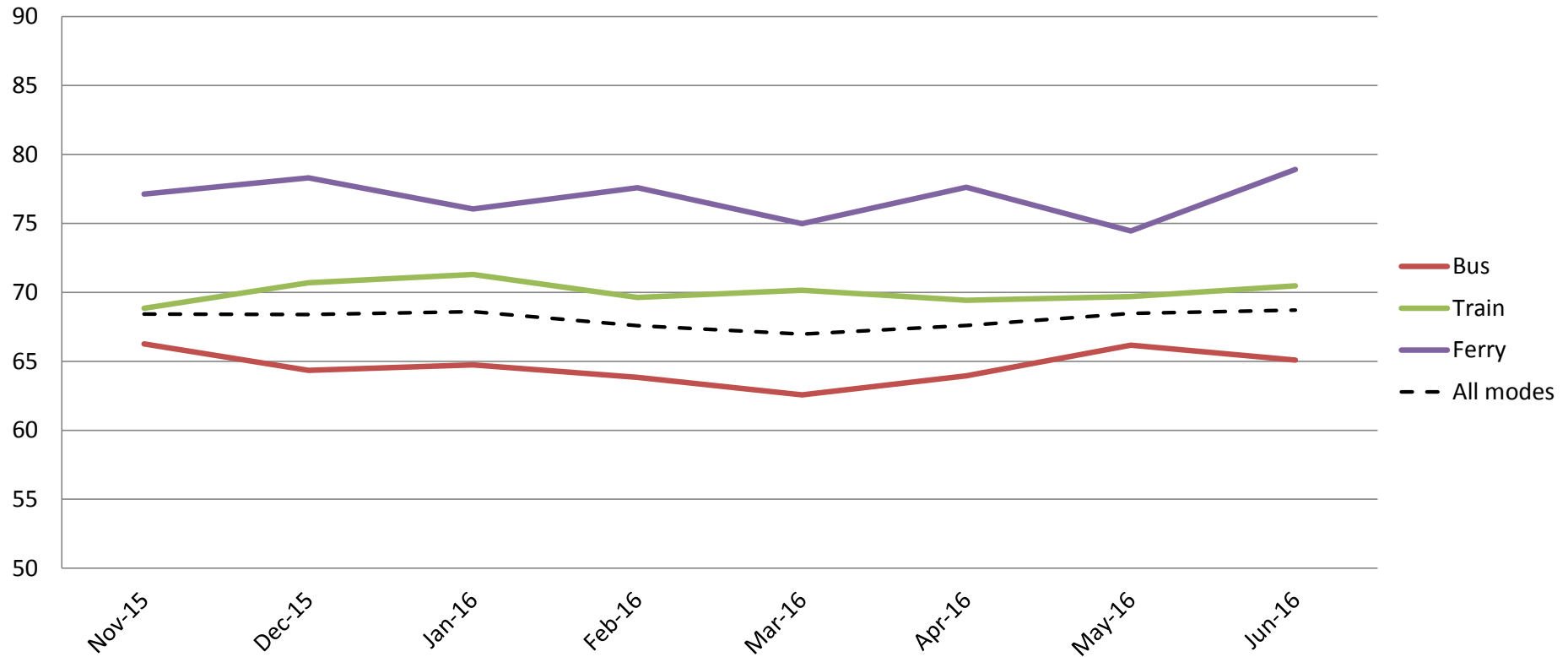
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	81	80	81	80	79	79	81	79
Train	76	78	79	77	78	75	76	76
Ferry	90	89	88	88	86	88	87	88
All Modes	80	80	81	80	79	78	80	79

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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



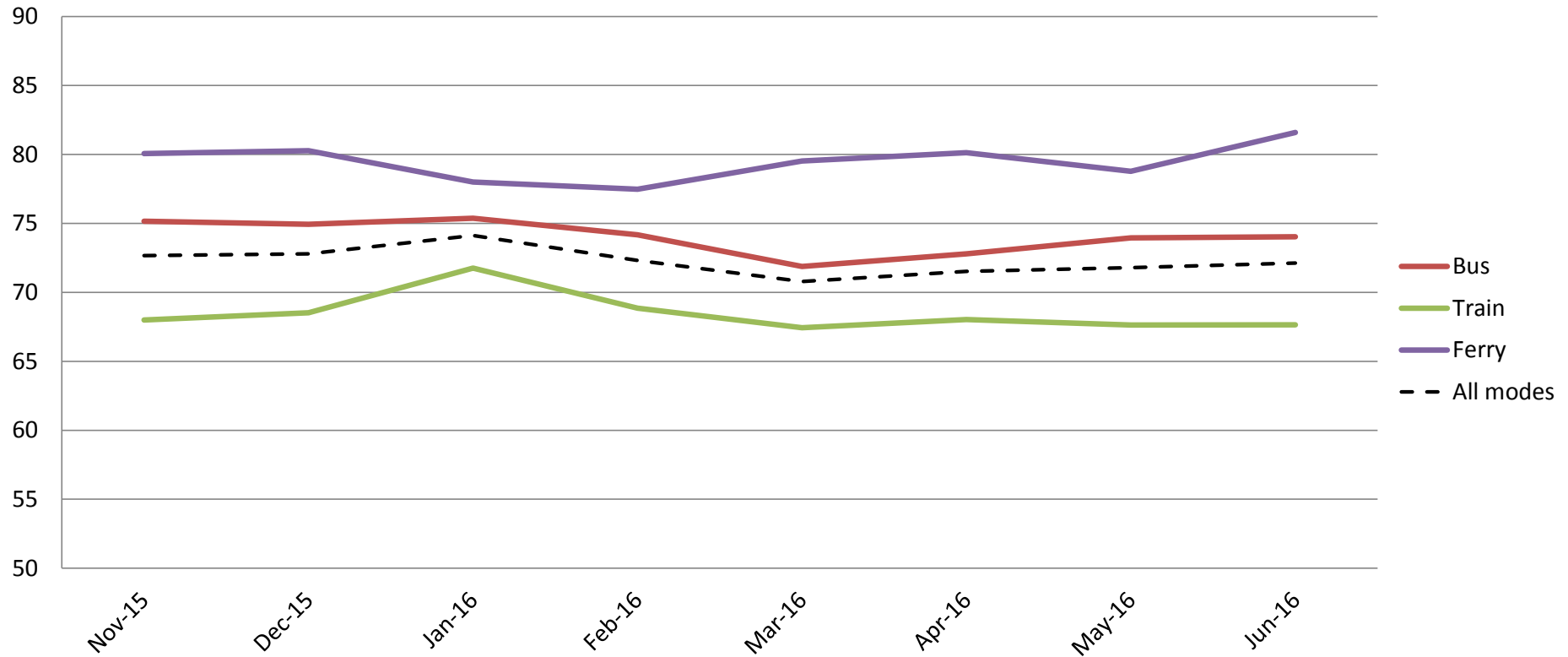
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	66	64	65	64	63	64	66	65
Train	69	71	71	70	70	69	70	70
Ferry	77	78	76	78	75	78	74	79
All Modes	68	68	69	68	67	68	68	69

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

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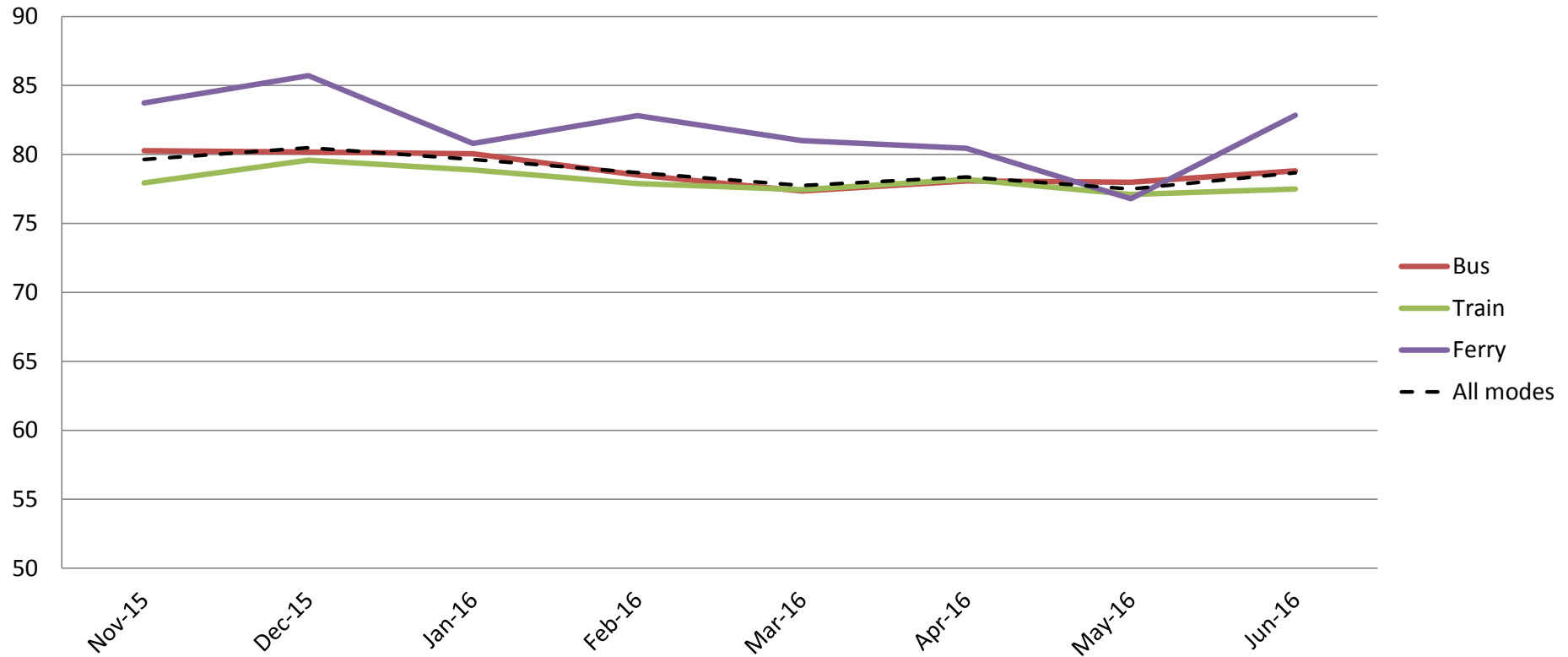
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	75	75	75	74	72	73	74	74
Train	68	69	72	69	67	68	68	68
Ferry	80	80	78	77	80	80	79	82
All Modes	73	73	74	72	71	72	72	72

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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

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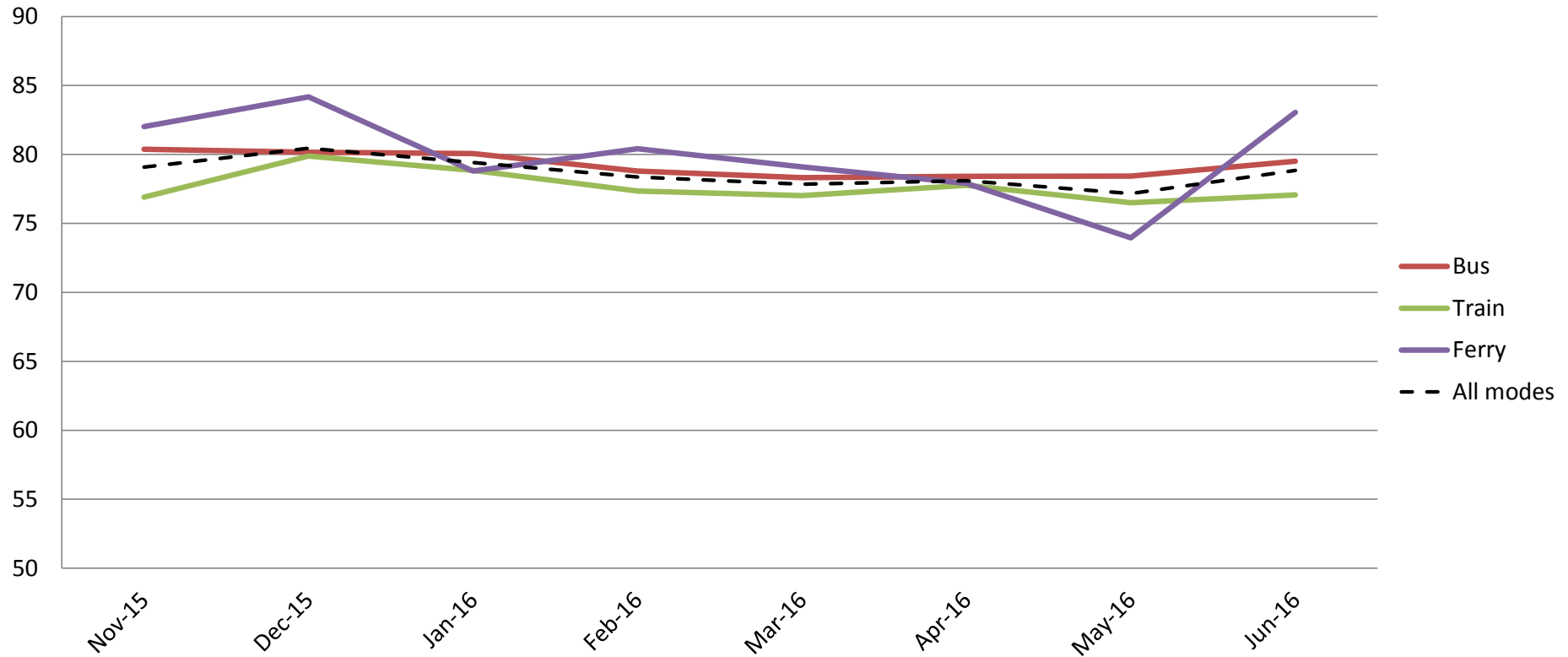
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	80	80	80	79	77	78	78	79
Train	78	80	79	78	77	78	77	77
Ferry	84	86	81	83	81	80	77	83
All Modes	80	80	80	79	78	78	77	79

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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.

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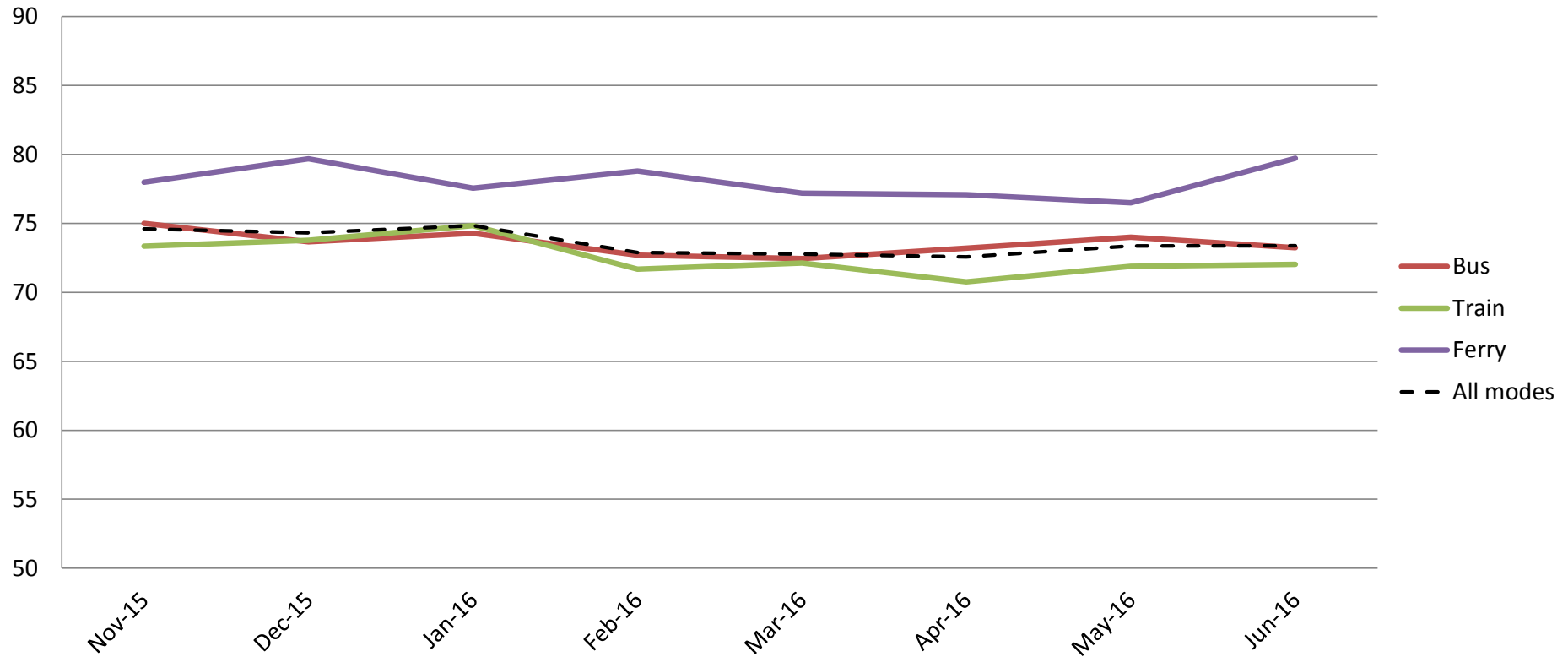
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	80	80	80	79	78	78	78	80
Train	77	80	79	77	77	78	76	77
Ferry	82	84	79	80	79	78	74	83
All Modes	79	80	79	78	78	78	77	79

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

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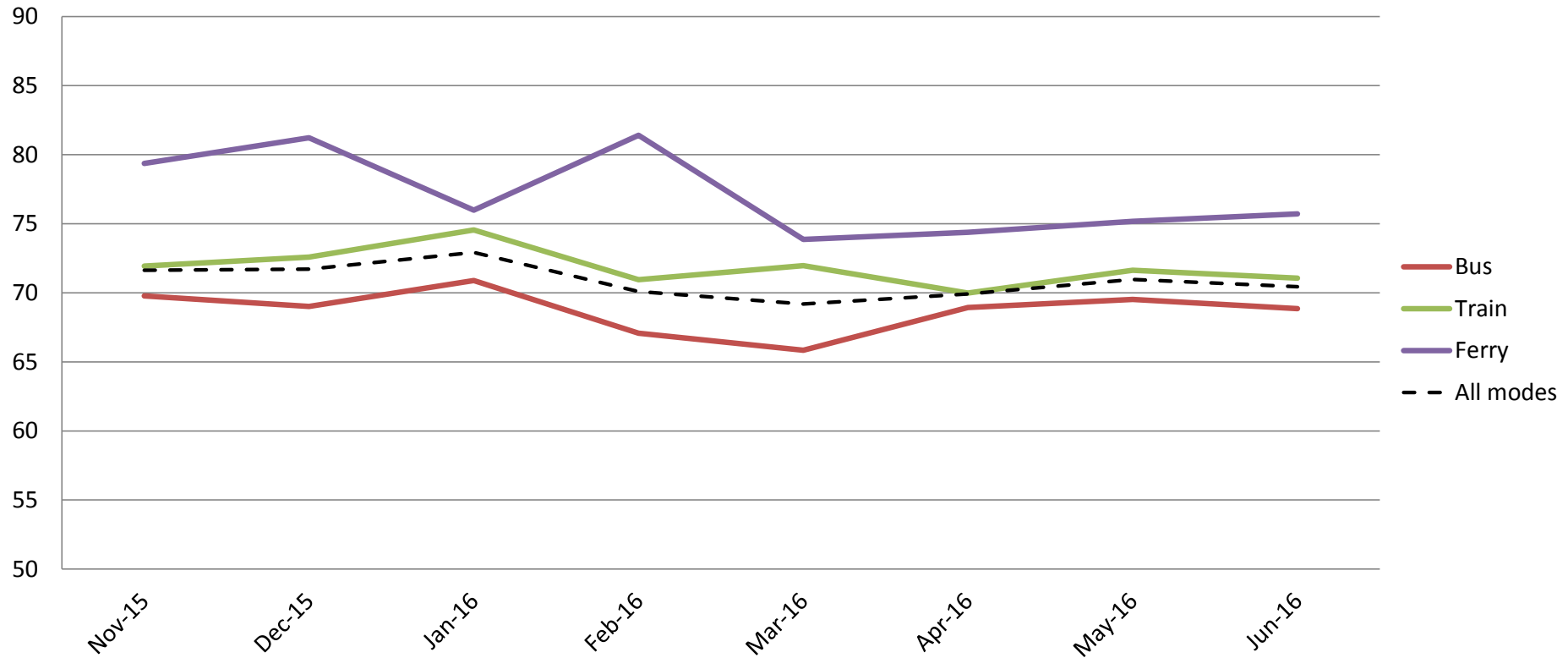
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	75	74	74	73	72	73	74	73
Train	73	74	75	72	72	71	72	72
Ferry	78	80	78	79	77	77	76	80
All Modes	75	74	75	73	73	73	73	73

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

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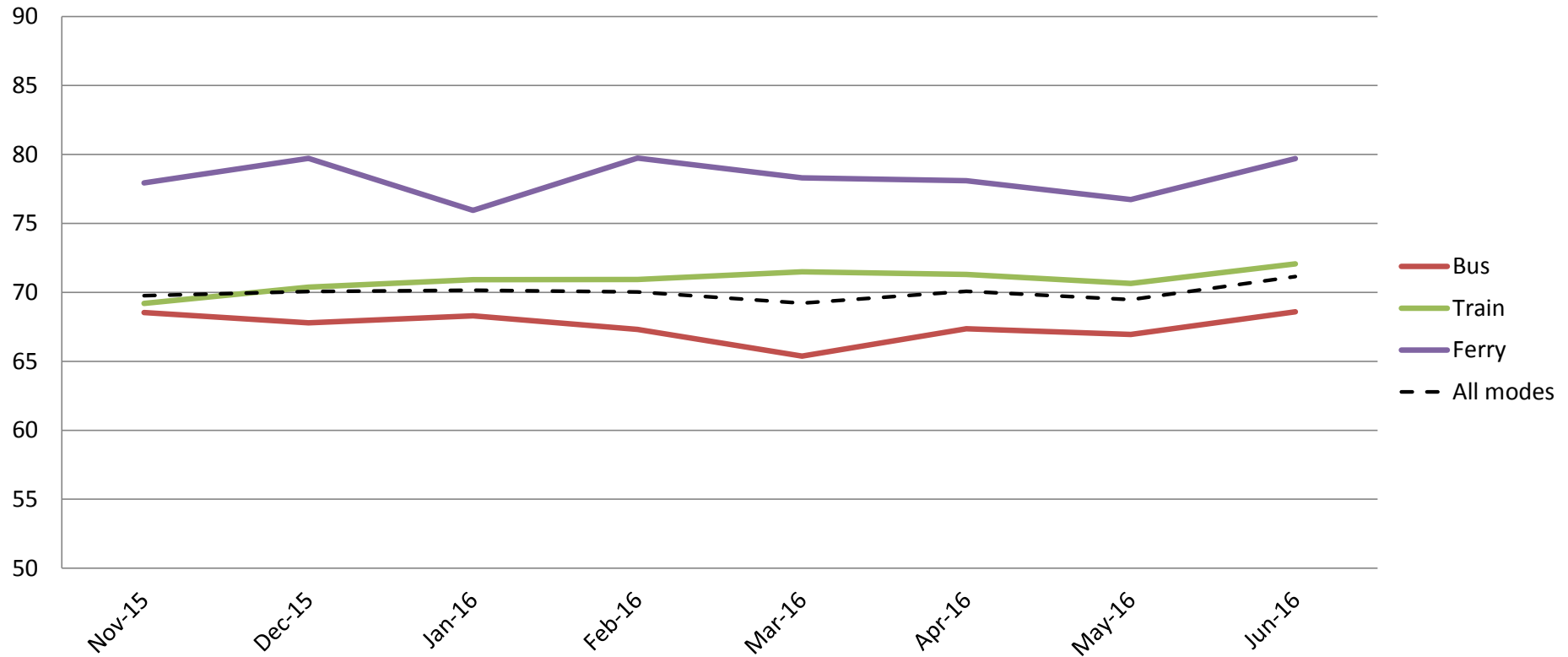
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	70	69	71	67	66	69	70	69
Train	72	73	75	71	72	70	72	71
Ferry	79	81	76	81	74	74	75	76
All Modes	72	72	73	70	69	70	71	70

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

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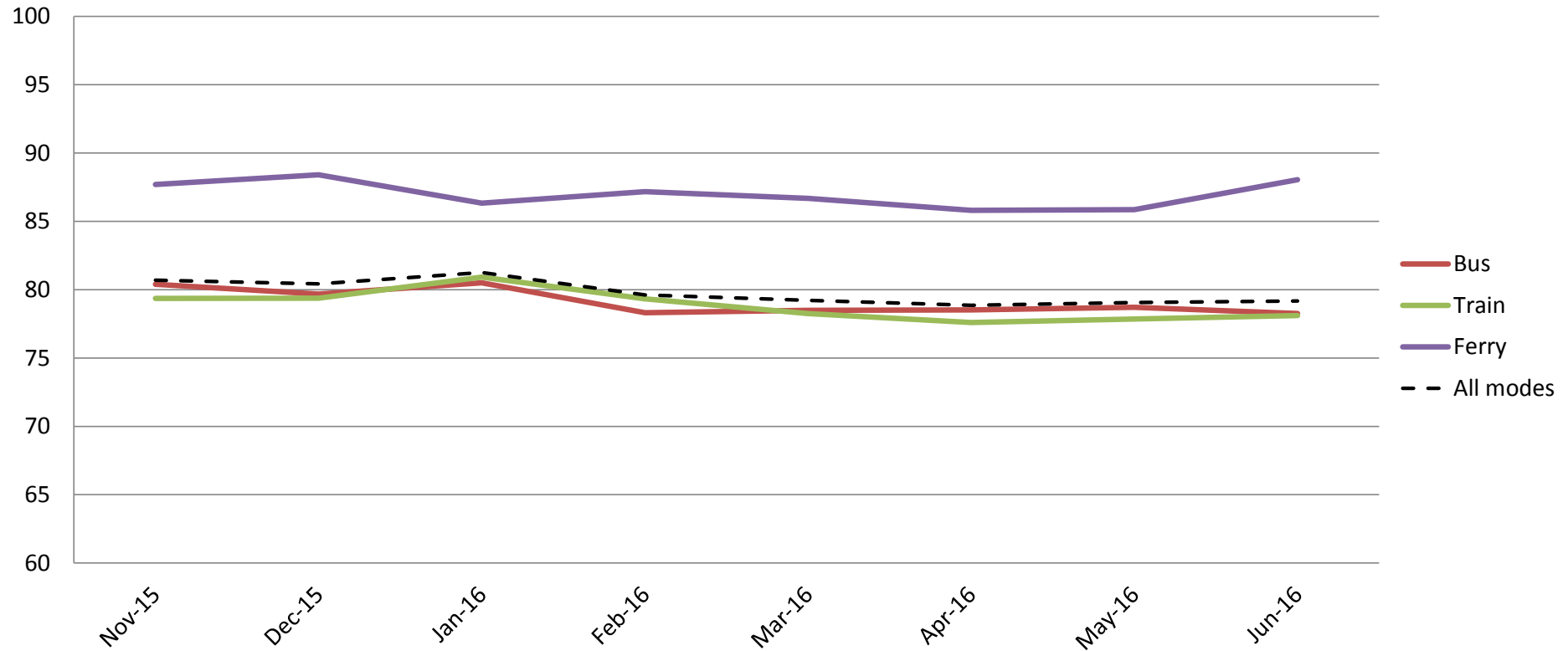
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	69	68	68	67	65	67	67	69
Train	69	70	71	71	71	71	71	72
Ferry	78	80	76	80	78	78	77	80
All Modes	70	70	70	70	69	70	69	71

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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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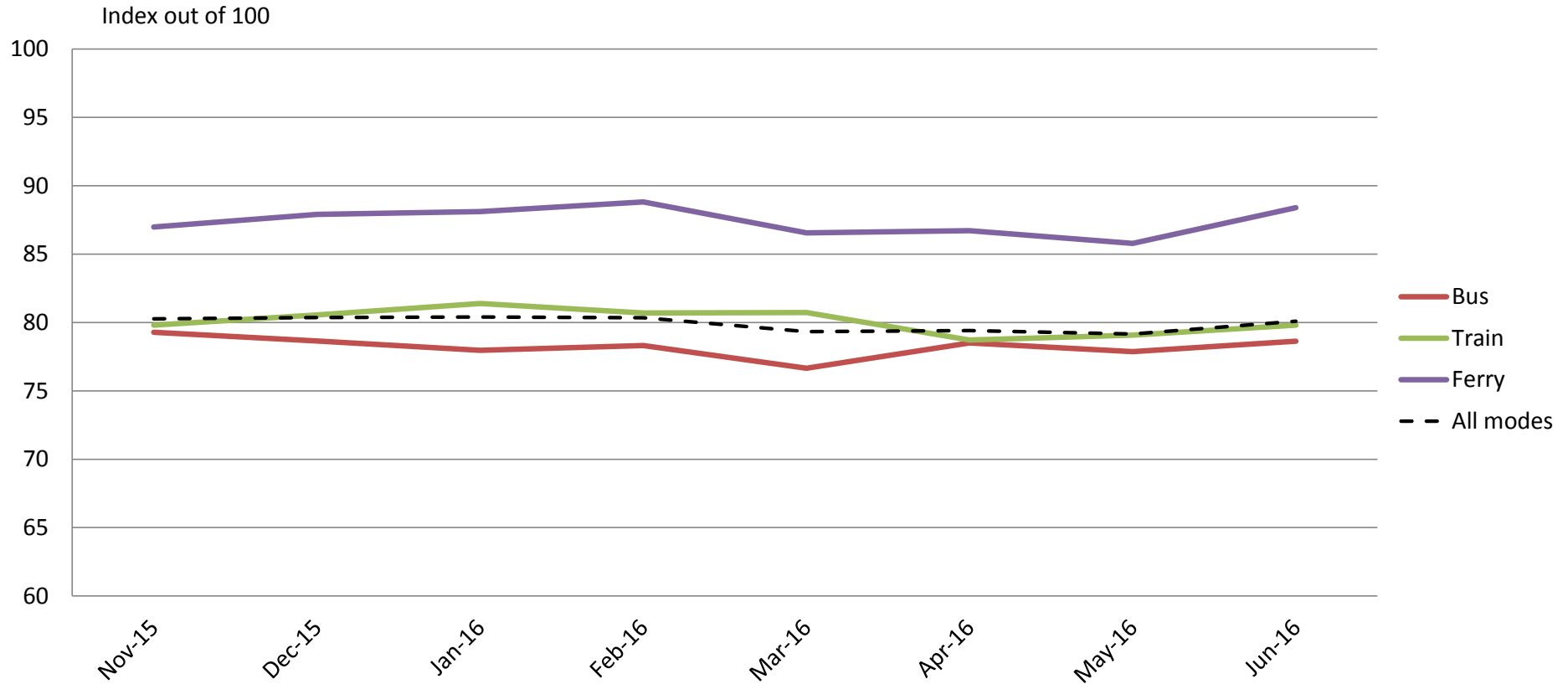


	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	80	80	81	78	78	79	79	78
Train	79	79	81	79	78	78	78	78
Ferry	88	88	86	87	87	86	86	88
All Modes	81	80	81	80	79	79	79	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff



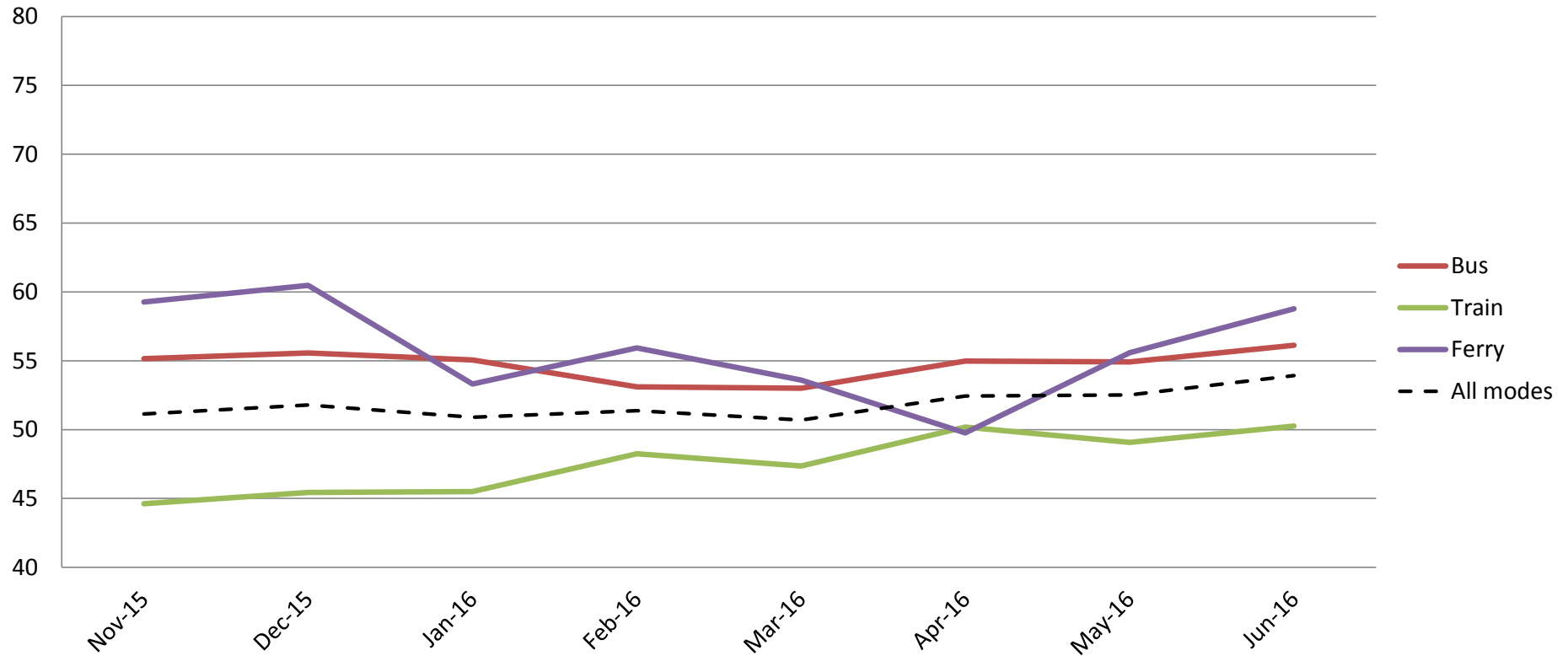
	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	79	79	78	78	77	79	78	79
Train	80	81	81	81	81	79	79	80
Ferry	87	88	88	89	87	87	86	88
All Modes	80	80	80	80	79	79	79	80

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

Index out of 100



	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Bus	55	56	55	53	53	55	55	56
Train	45	45	45	48	47	50	49	50
Ferry	59	60	53	56	54	50	56	59
All Modes	51	52	51	51	51	52	53	54

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