

TransLink Customer Satisfaction Monthly Snapshot

January 2016

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	79	88	81
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	71	76	69
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	72	78	74
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	79	81	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	79	79	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	75	78	75
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	71	75	76	73
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	68	71	76	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	81	86	81
Staff				
Knowledge, conduct, presentation and helpfulness of staff	78	81	88	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	55	45	53	51
Overall Service				
A combination of all reported categories	71	71	76	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".

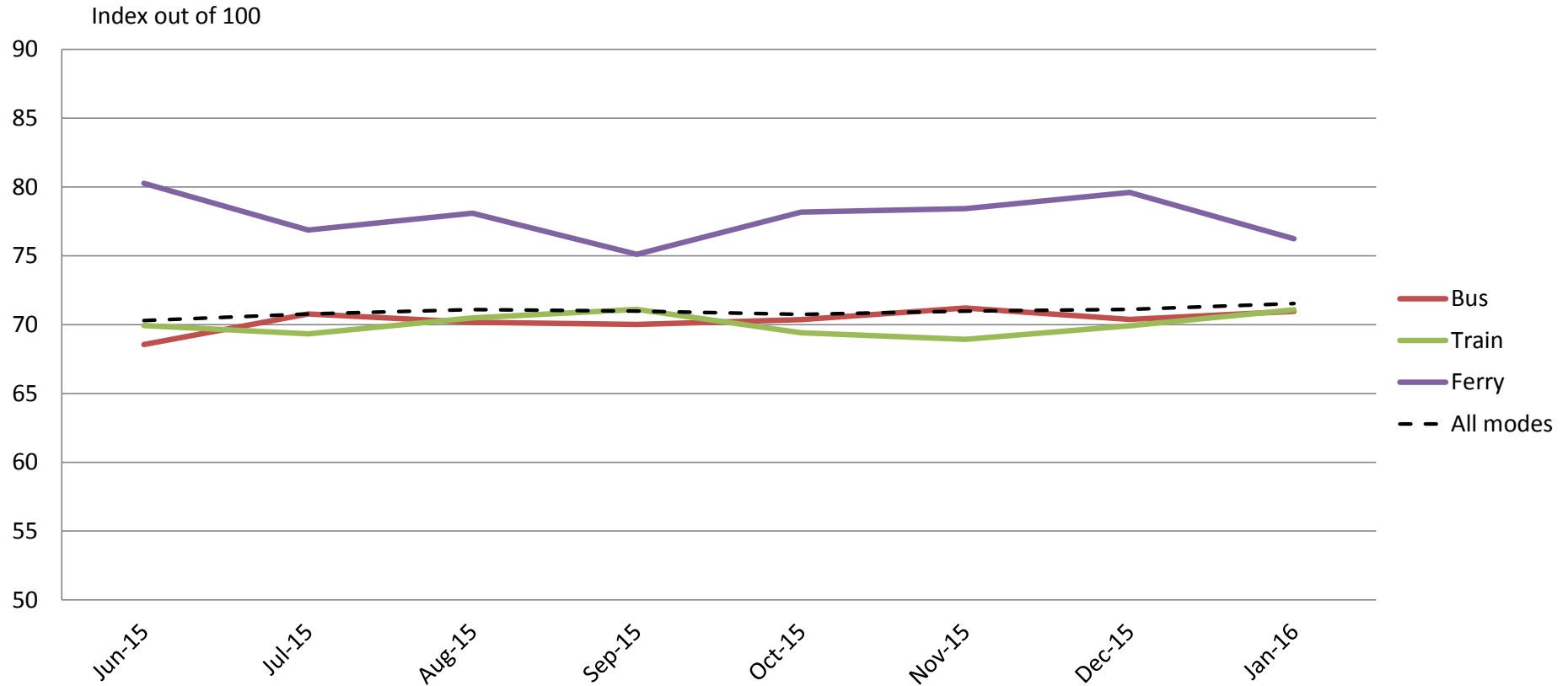
Red figures indicate a statistically significant **decrease** in the period

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

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
8 February 2015	3,473,373	0.32	2.00	11.88	1.98%
15 February 2015	3,507,136	0.28	2.08	12.31	2.06%
22 February 2015	3,233,121	0.43	2.10	12.44	1.93%
1 March 2015	3,937,235	0.26	2.08	11.37	2.02%
8 March 2015	4,082,452	0.42	2.46	11.21	1.93%
15 March 2015	4,051,235	0.40	2.43	11.56	1.93%
22 March 2015	3,966,605	0.35	2.25	18.31	1.92%
29 March 2015	3,953,359	0.39	3.70	10.64	1.81%
5 April 2015	3,213,840	0.26	1.79	12.08	1.84%
12 April 2015	2,723,713	0.55	2.17	12.90	1.93%
19 April 2015	3,469,161	0.44	1.98	12.18	1.72%
26 April 2015	3,844,484	0.39	1.98	10.48	1.75%
3 May 2015	3,667,880	0.52	1.92	12.30	1.83%
10 May 2015	3,878,491	0.43	1.78	27.68	1.86%
17 May 2015	3,787,548	0.55	1.96	11.82	1.83%
24 May 2015	3,823,627	0.24	1.99	10.66	1.68%
31 May 2015	3,786,786	0.50	1.91	10.98	1.67%
7 June 2015	3,702,351	0.37	1.92	10.97	1.68%
14 June 2015	3,077,633	0.18	1.85	11.05	1.74%
21 June 2015	3,531,016	0.22	2.17	10.95	1.71%
28 June 2015	3,324,267	0.14	1.65	17.70	1.79%
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%

Overall satisfaction – A combination of all reported categories

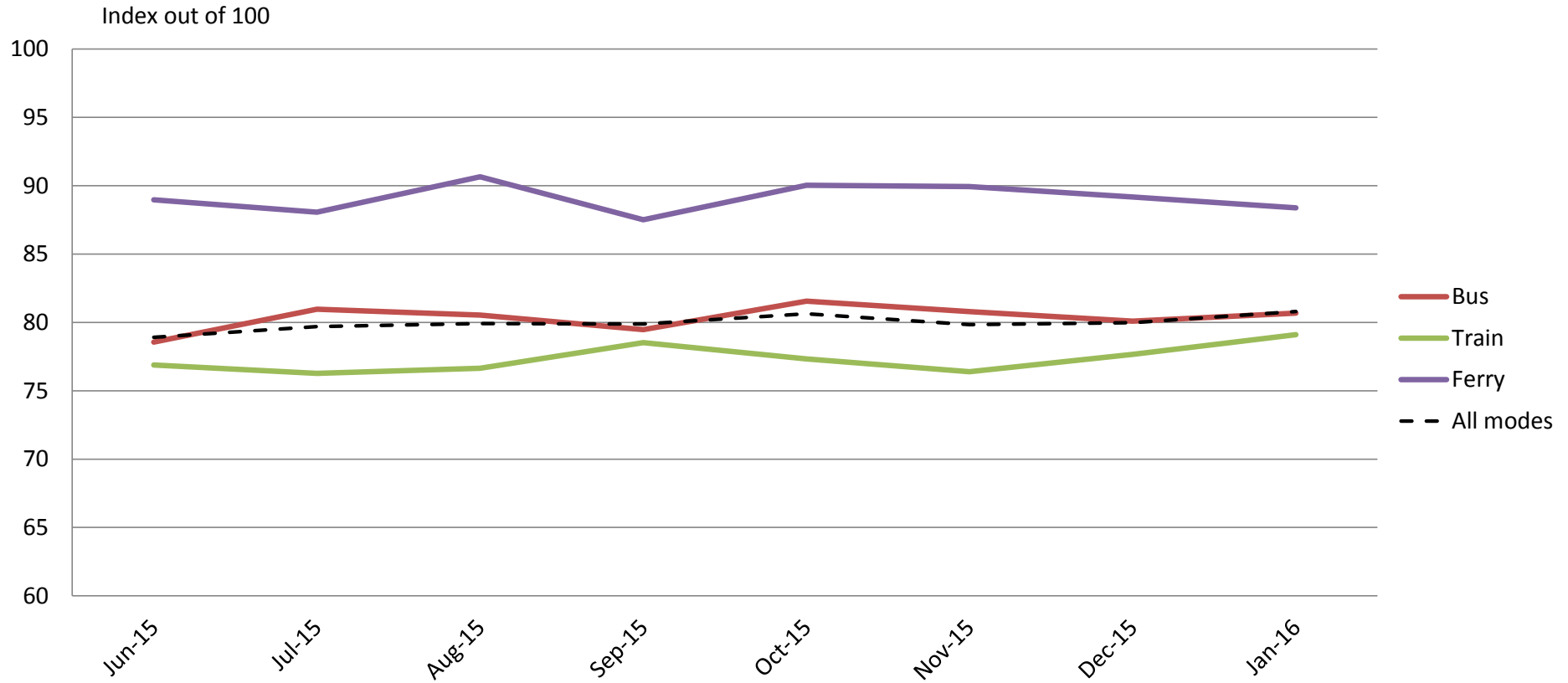


	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	69	71	70	70	70	71	70	71
Train	70	69	70	71	69	69	70	71
Ferry	80	77	78	75	78	78	80	76
All Modes	70	71	71	71	71	71	71	72

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

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



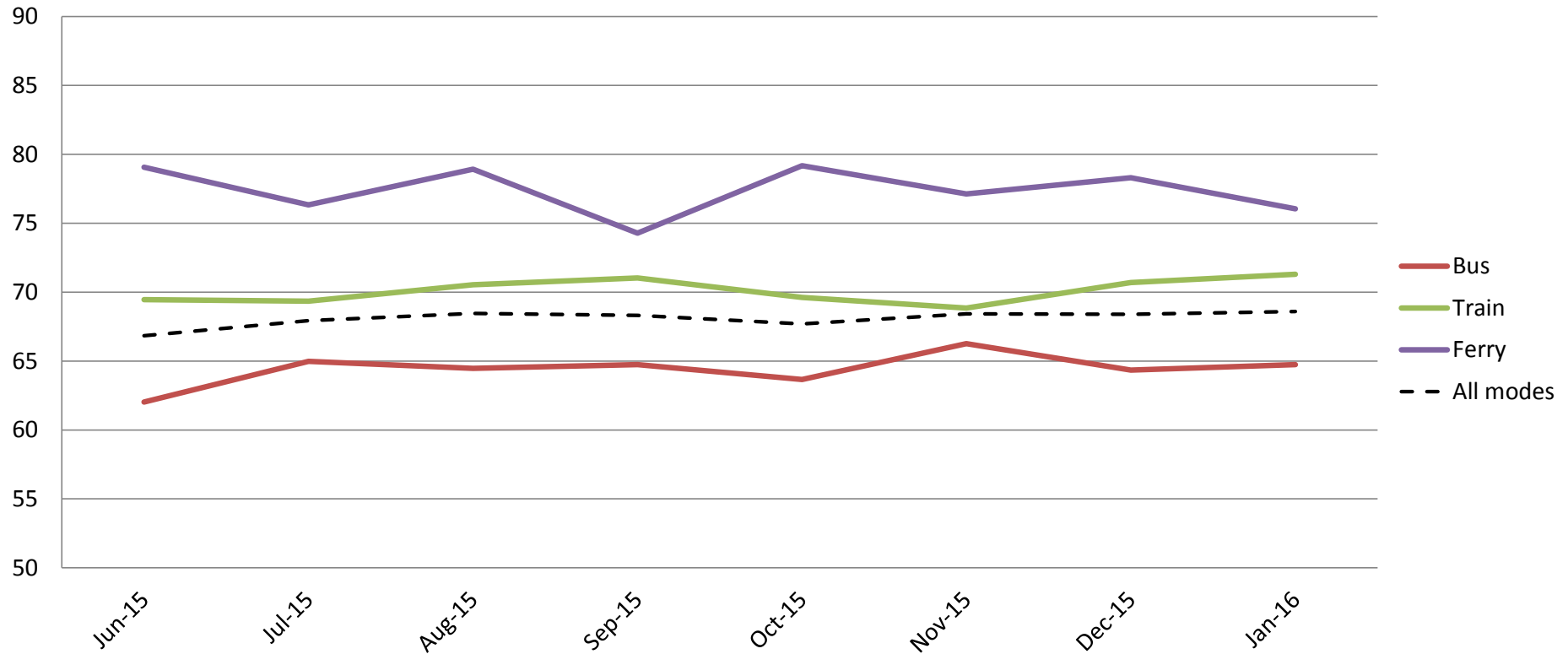
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	79	81	81	79	82	81	80	81
Train	77	76	77	79	77	76	78	79
Ferry	89	88	91	88	90	90	89	88
All Modes	79	80	80	80	81	80	80	81

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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



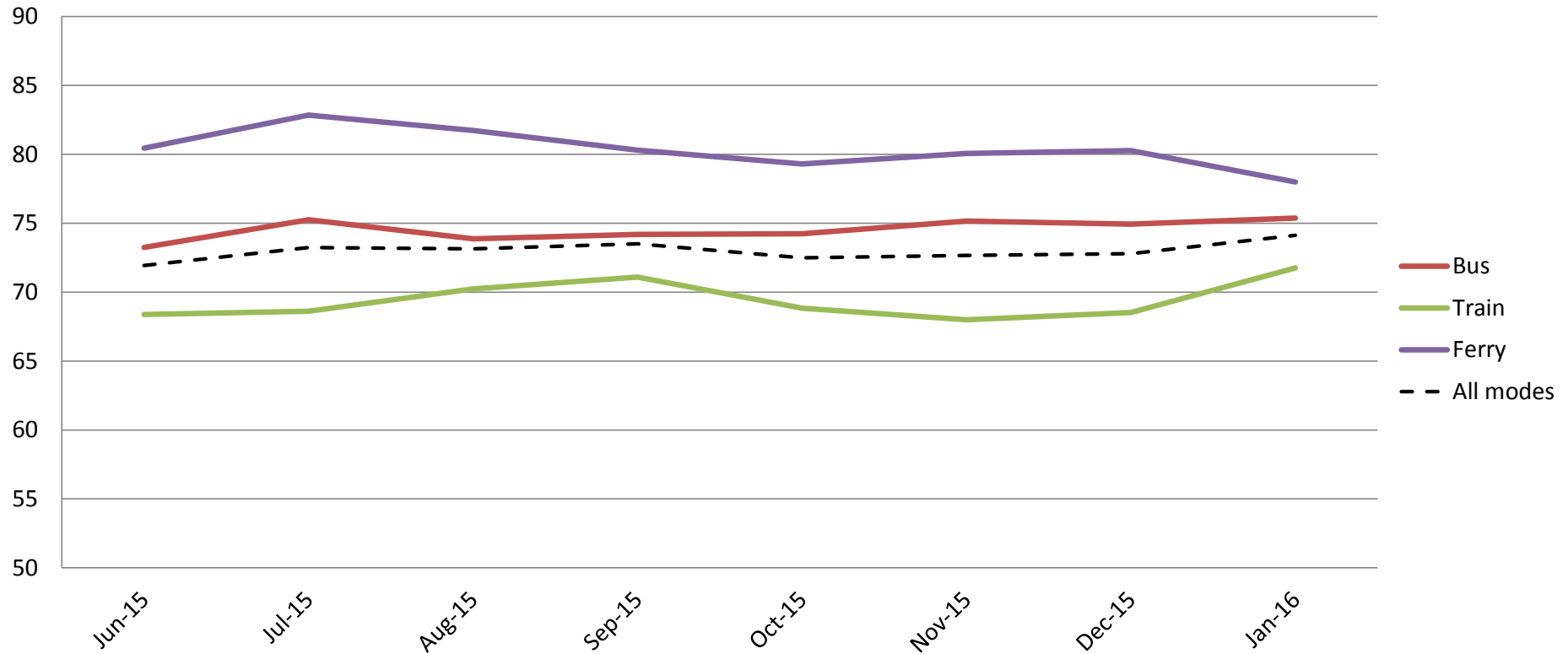
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	62	65	64	65	64	66	64	65
Train	69	69	71	71	70	69	71	71
Ferry	79	76	79	74	79	77	78	76
All Modes	67	68	68	68	68	68	68	69

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

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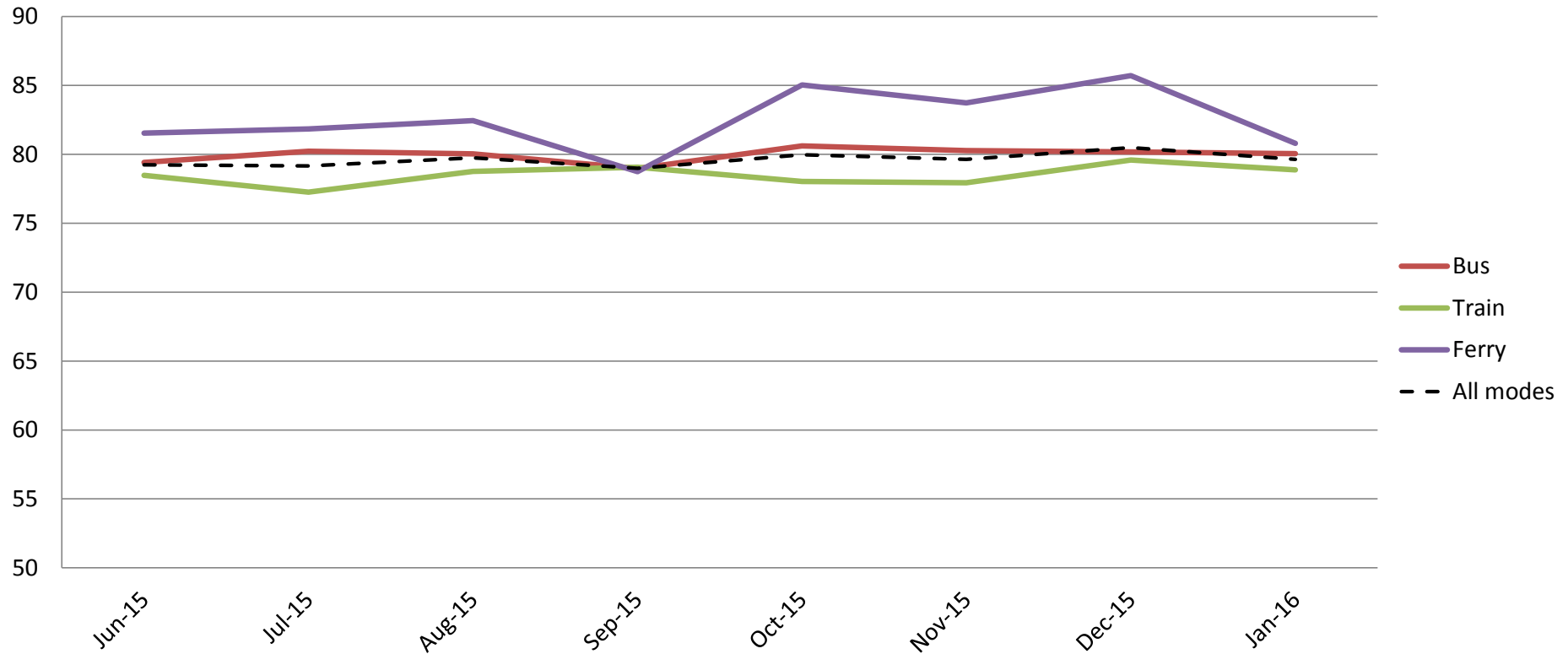
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	73	75	74	74	74	75	75	75
Train	68	69	70	71	69	68	69	72
Ferry	80	83	82	80	79	80	80	78
All Modes	72	73	73	74	72	73	73	74

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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

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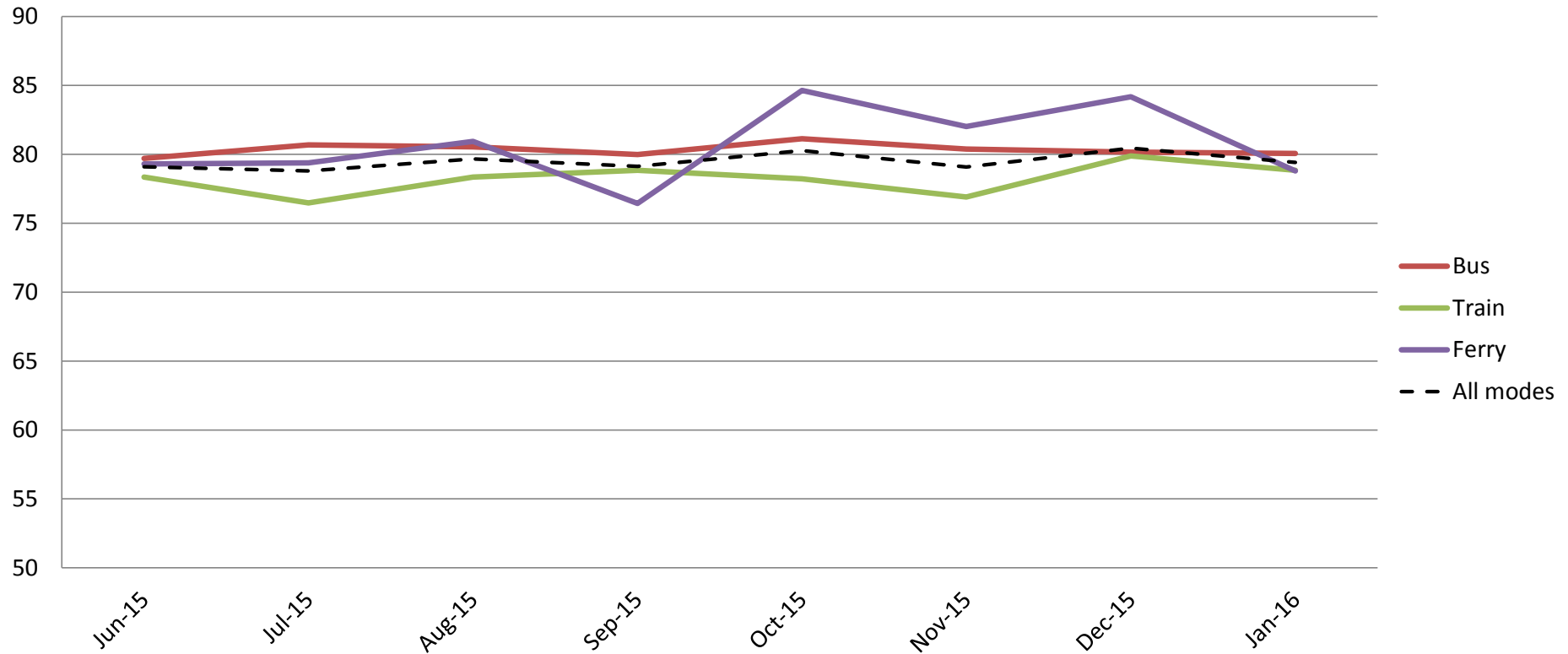
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	79	80	80	79	81	80	80	80
Train	78	77	79	79	78	78	80	79
Ferry	82	82	82	79	85	84	86	81
All Modes	79	79	80	79	80	80	80	80

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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.

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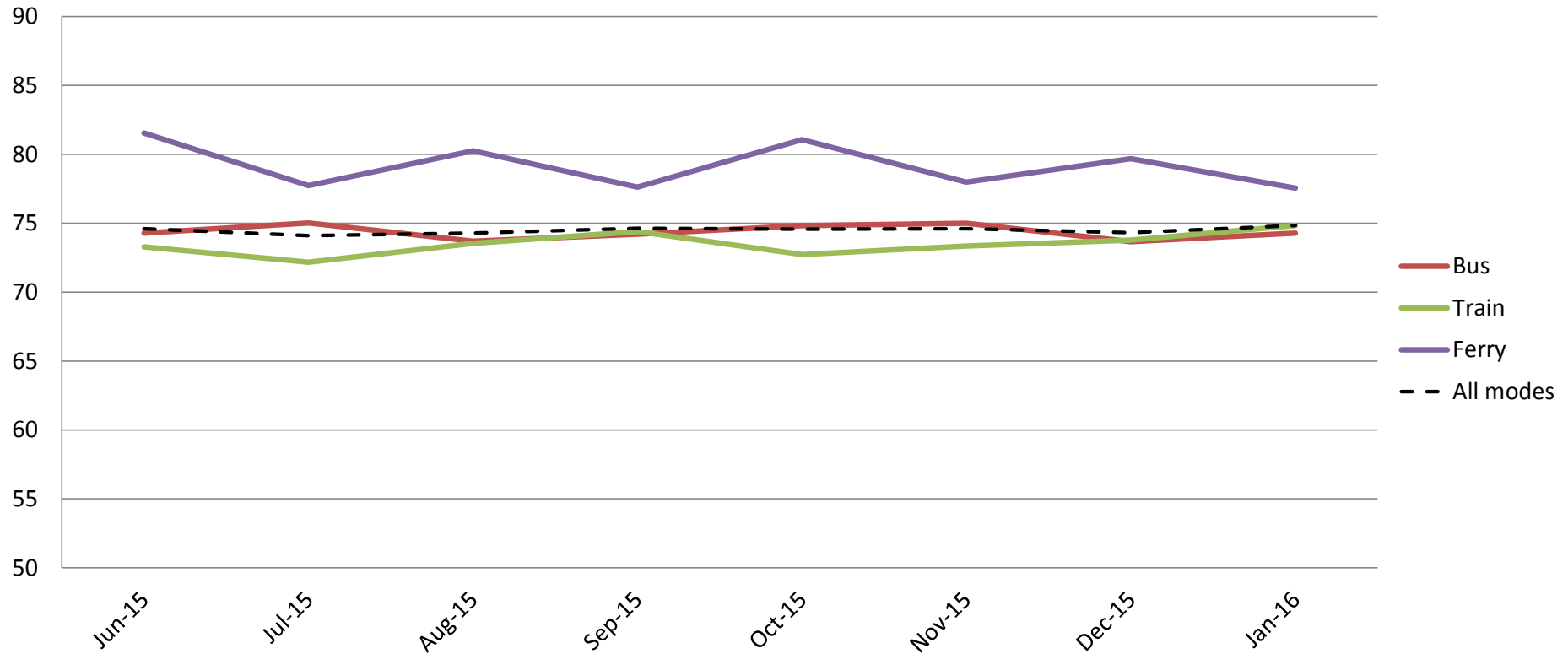
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	80	81	81	80	81	80	80	80
Train	78	76	78	79	78	77	80	79
Ferry	79	79	81	76	85	82	84	79
All Modes	79	79	80	79	80	79	80	79

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

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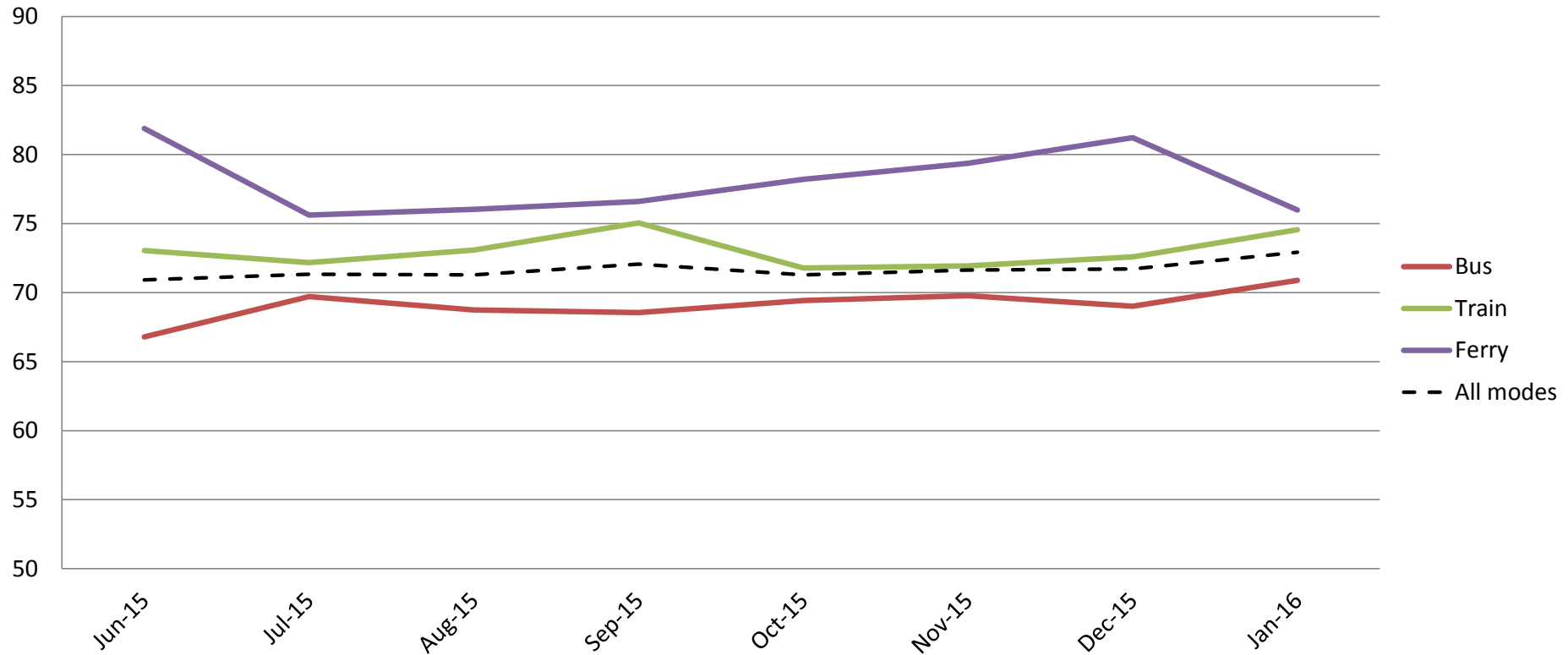
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	74	75	74	74	75	75	74	74
Train	73	72	74	74	73	73	74	75
Ferry	82	78	80	78	81	78	80	78
All Modes	75	74	74	75	75	75	74	75

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

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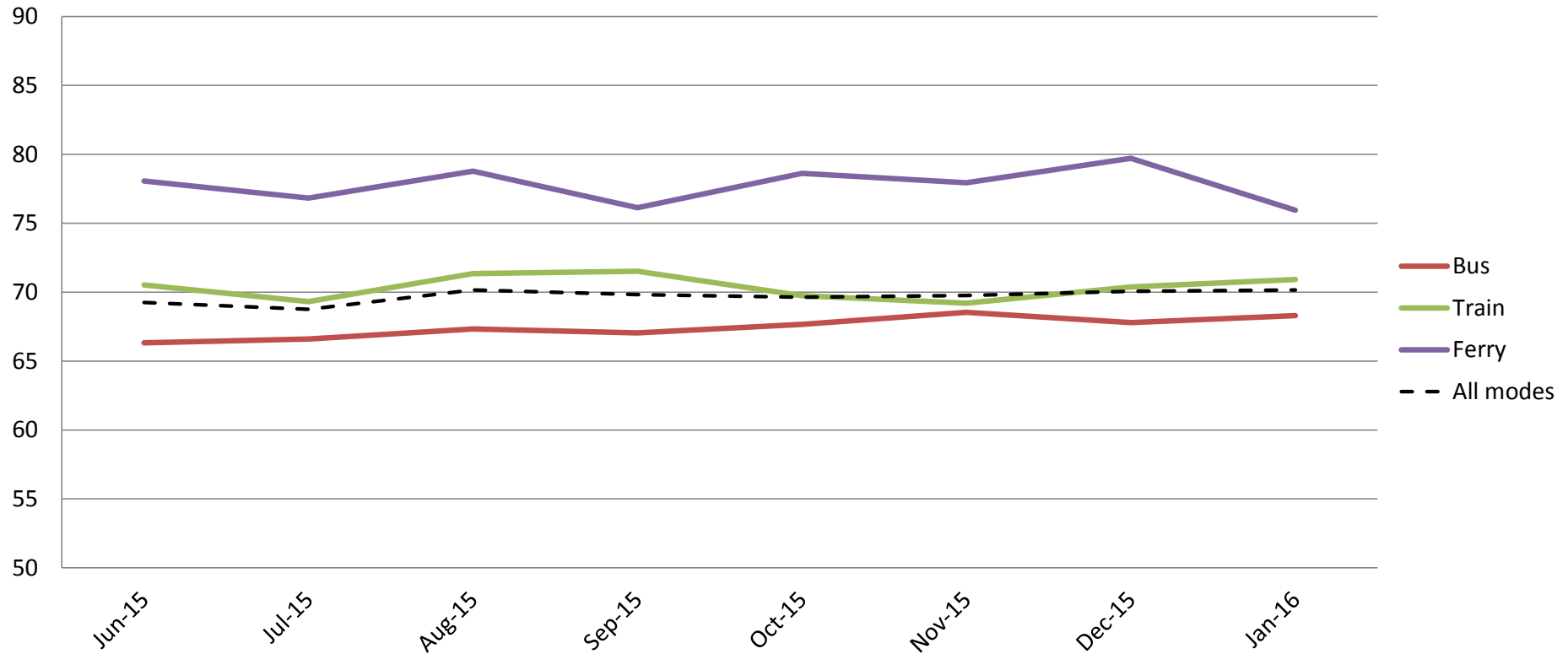
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	67	70	69	69	69	70	69	71
Train	73	72	73	75	72	72	73	75
Ferry	82	76	76	77	78	79	81	76
All Modes	71	71	71	72	71	72	72	73

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

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	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	66	67	67	67	68	69	68	68
Train	71	69	71	72	70	69	70	71
Ferry	78	77	79	76	79	78	80	76
All Modes	69	69	70	70	70	70	70	70

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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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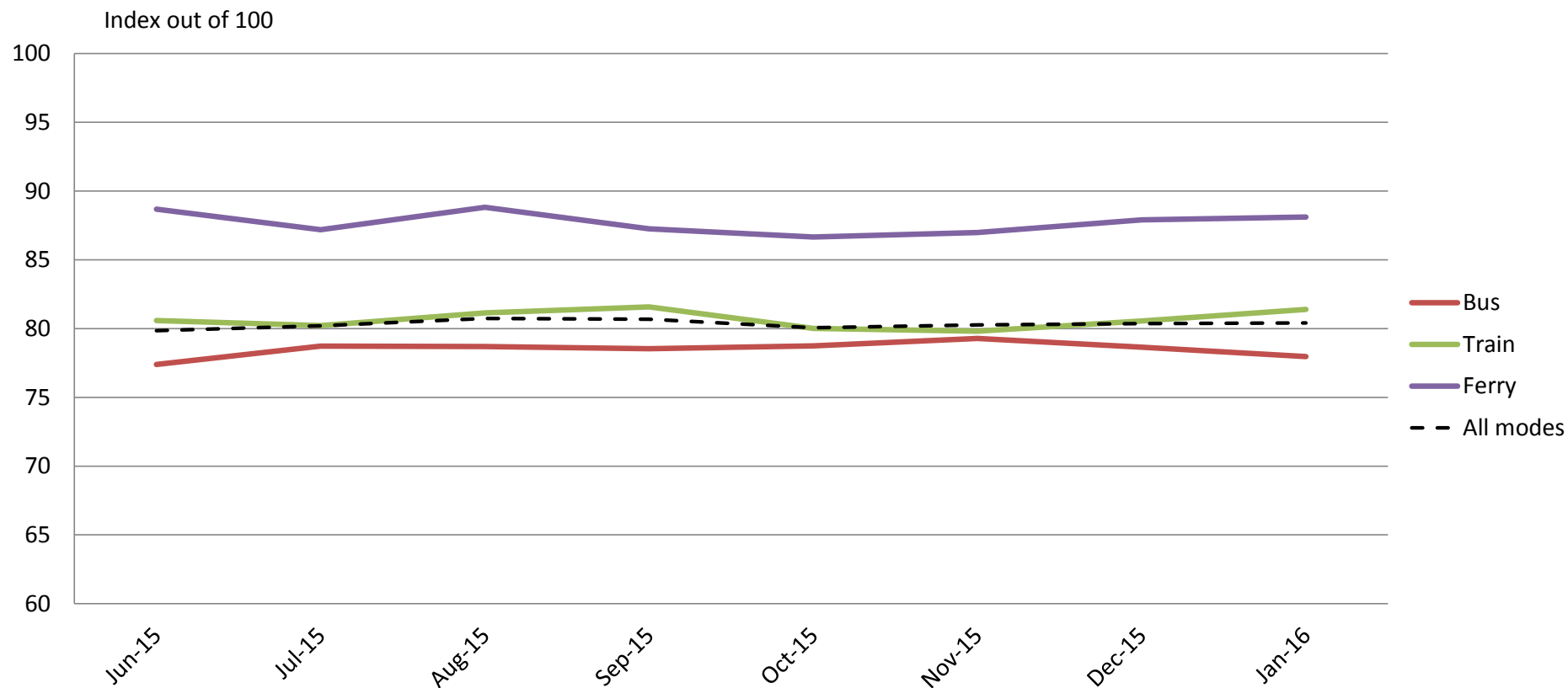


	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	79	81	80	81	81	80	80	81
Train	80	78	80	80	79	79	79	81
Ferry	87	86	88	87	89	88	88	86
All Modes	80	80	81	81	81	81	80	81

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Staff – Knowledge, conduct, presentation and helpfulness of staff



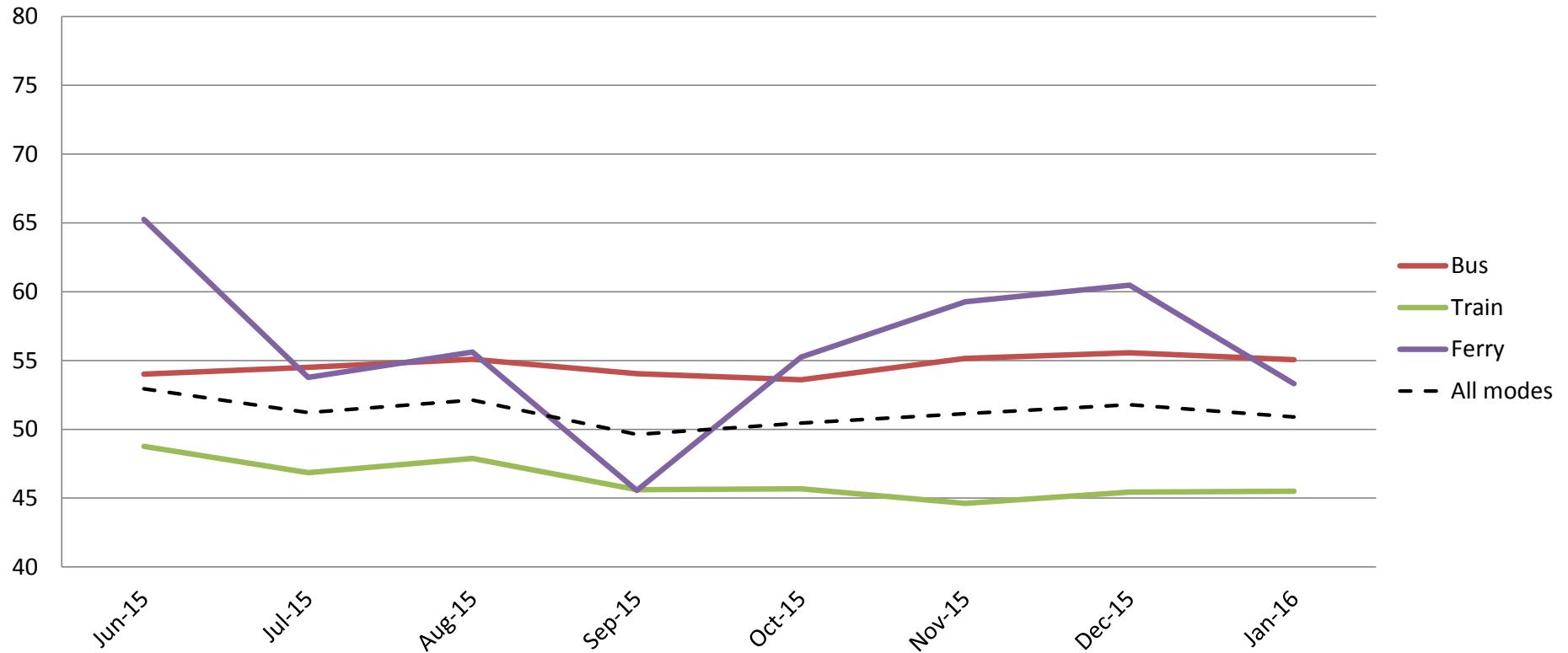
	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	77	79	79	79	79	79	79	78
Train	81	80	81	82	80	80	81	81
Ferry	89	87	89	87	87	87	88	88
All Modes	80	80	81	81	80	80	80	80

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

Index out of 100



	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16
Bus	54	55	55	54	54	55	56	55
Train	49	47	48	46	46	45	45	45
Ferry	65	54	56	46	55	59	60	53
All Modes	53	51	52	50	50	51	52	51

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