

## TransLink Customer Satisfaction Monthly Snapshot

May 2016

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	81	76	87	80
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	66	70	74	68
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	68	79	72
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	77	77	77
<b>Ease of using go card sub-index</b>				
Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	78	76	74	77
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	72	76	73
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	70	72	75	71
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	67	71	77	69
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	78	86	79
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	78	79	86	79
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	55	49	56	53
<b>Overall Service</b>				
A combination of all reported categories	71	70	77	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

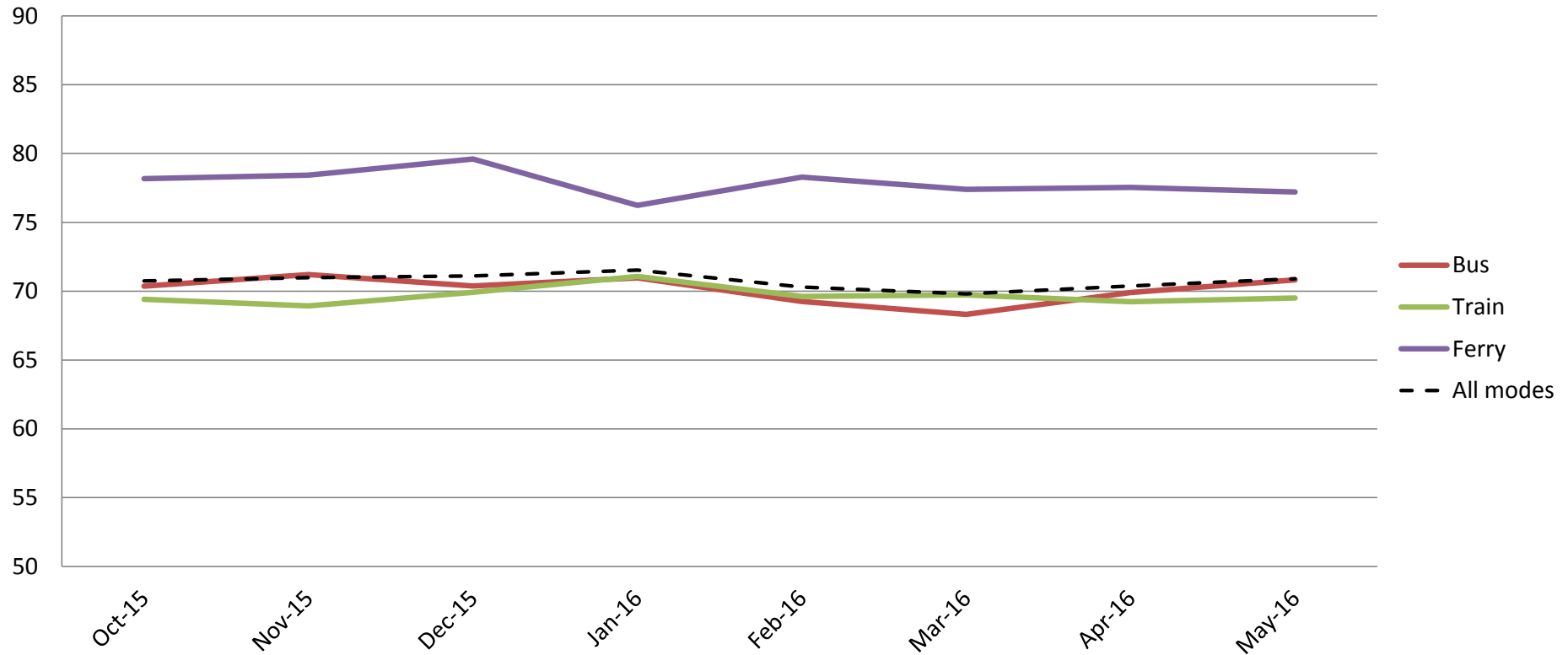
**Green figures** indicate a statistically significant **increase** in the period

## 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
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%
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%

## Overall satisfaction – A combination of all reported categories

Index out of 100

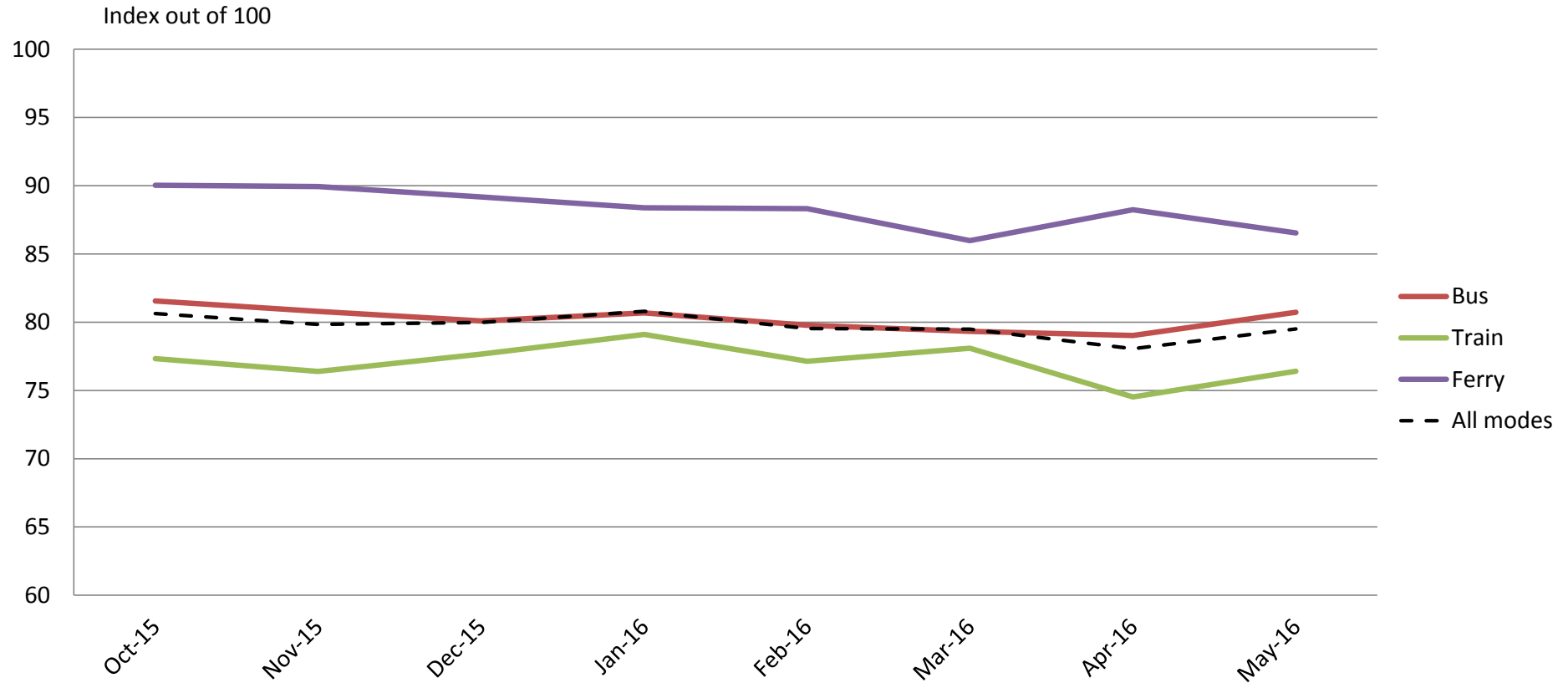


	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	70	71	70	71	69	68	70	71
<b>Train</b>	69	69	70	71	70	70	69	70
<b>Ferry</b>	78	78	80	76	78	77	78	77
<b>All Modes</b>	71	71	71	72	70	70	70	71

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



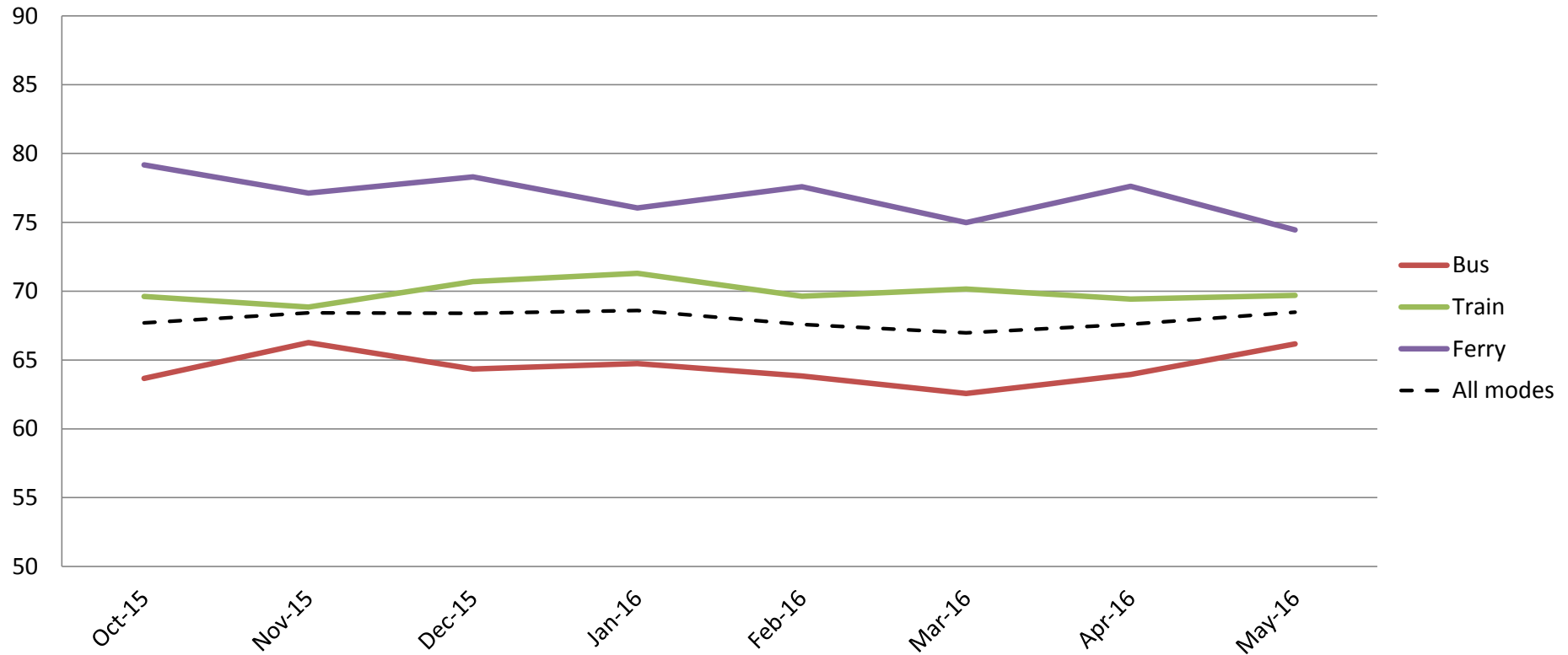
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	82	81	80	81	80	79	79	81
<b>Train</b>	77	76	78	79	77	78	75	76
<b>Ferry</b>	90	90	89	88	88	86	88	87
<b>All Modes</b>	81	80	80	81	80	79	78	80

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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



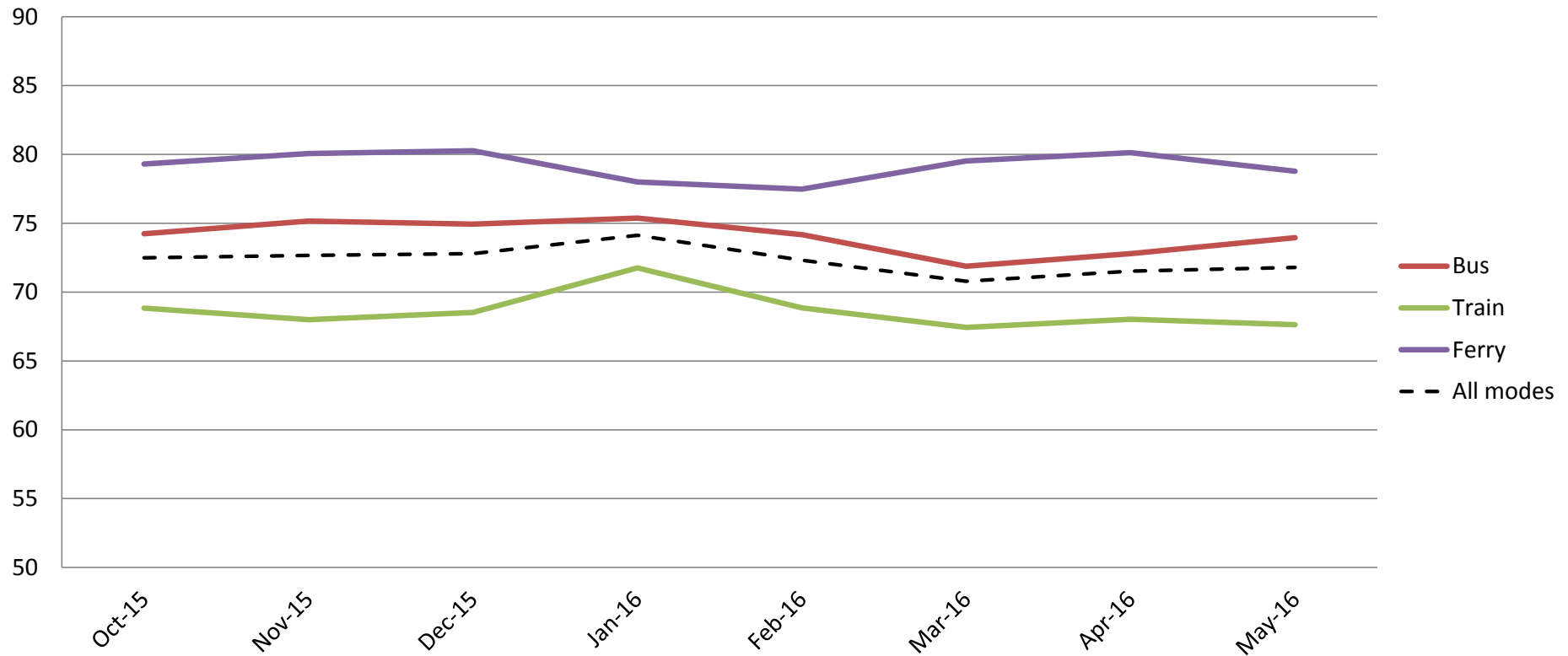
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	64	66	64	65	64	63	64	66
<b>Train</b>	70	69	71	71	70	70	69	70
<b>Ferry</b>	79	77	78	76	78	75	78	74
<b>All Modes</b>	68	68	68	69	68	67	68	68

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

Index out of 100



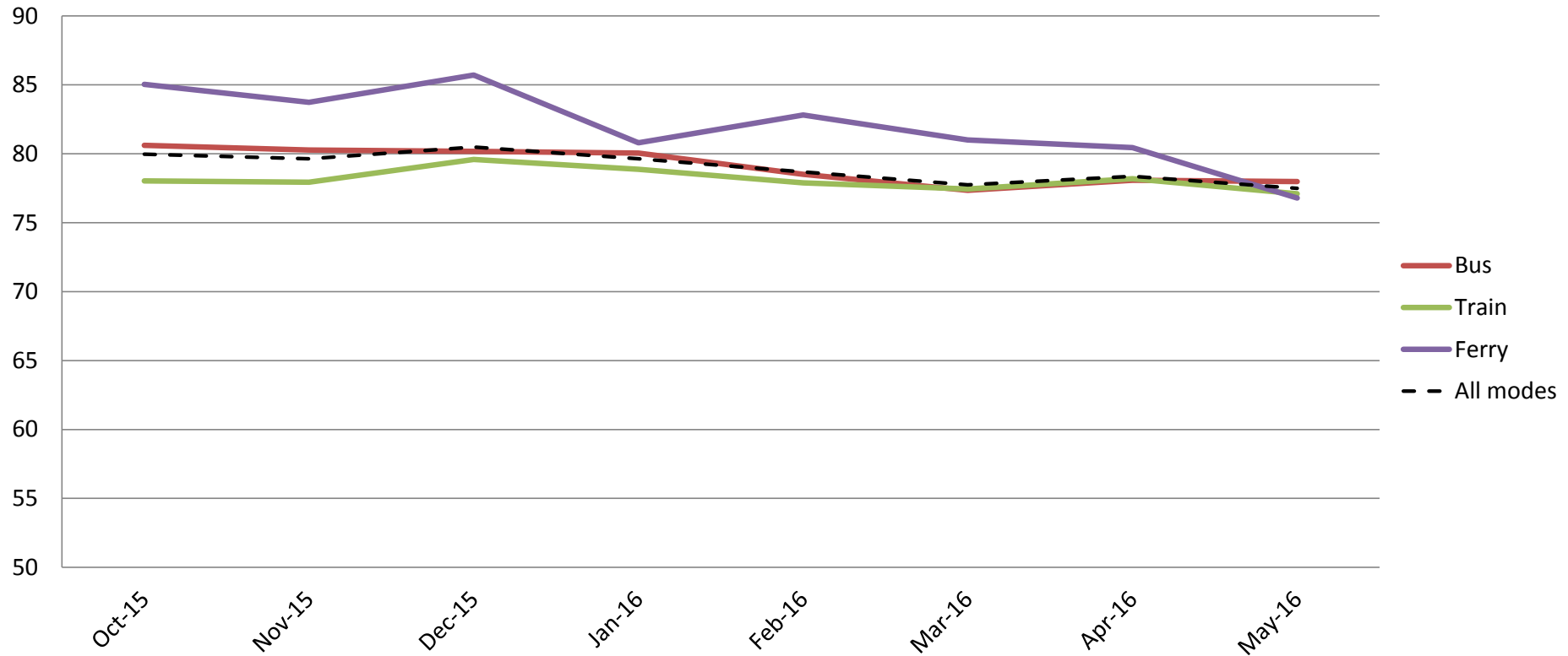
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	74	75	75	75	74	72	73	74
<b>Train</b>	69	68	69	72	69	67	68	68
<b>Ferry</b>	79	80	80	78	77	80	80	79
<b>All Modes</b>	72	73	73	74	72	71	72	72

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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

Index out of 100



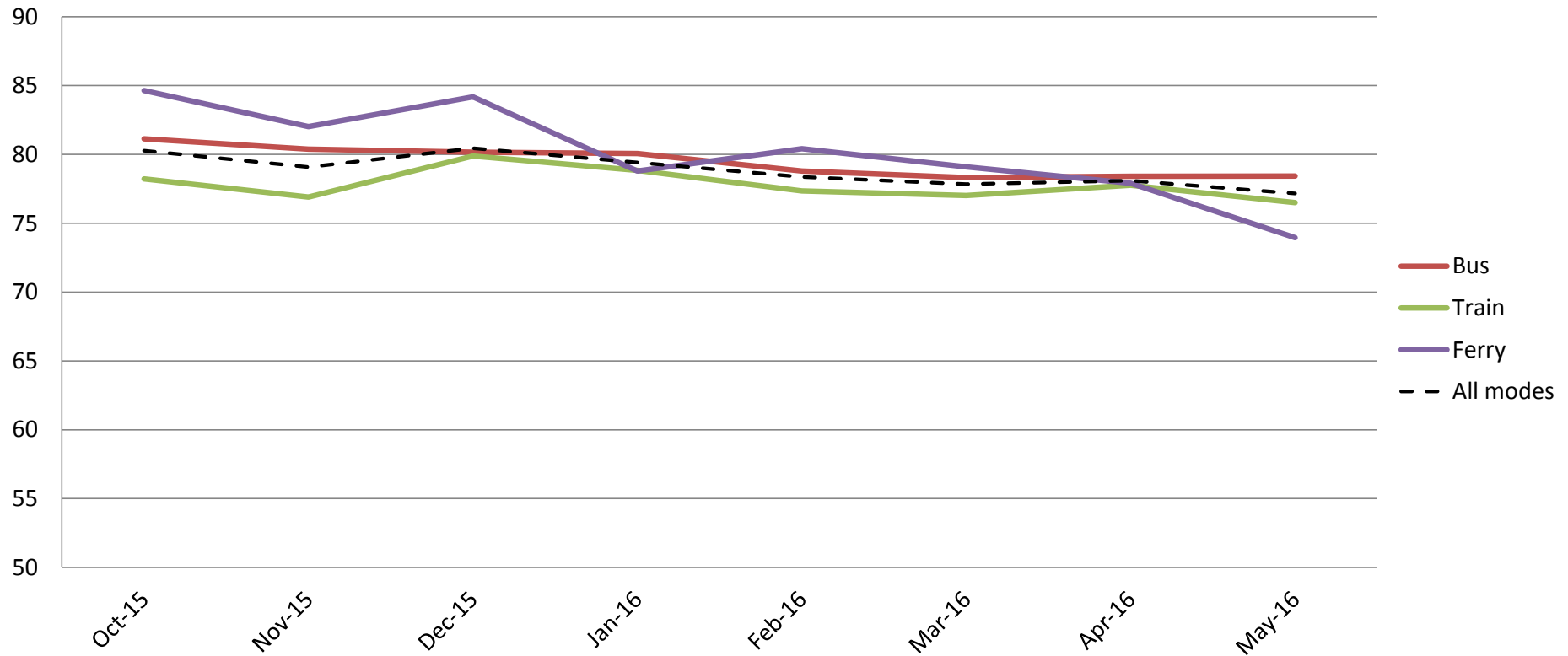
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	81	80	80	80	79	77	78	78
<b>Train</b>	78	78	80	79	78	77	78	77
<b>Ferry</b>	85	84	86	81	83	81	80	77
<b>All Modes</b>	80	80	80	80	79	78	78	77

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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



	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	81	80	80	80	79	78	78	78
<b>Train</b>	78	77	80	79	77	77	78	76
<b>Ferry</b>	85	82	84	79	80	79	78	74
<b>All Modes</b>	80	79	80	79	78	78	78	77

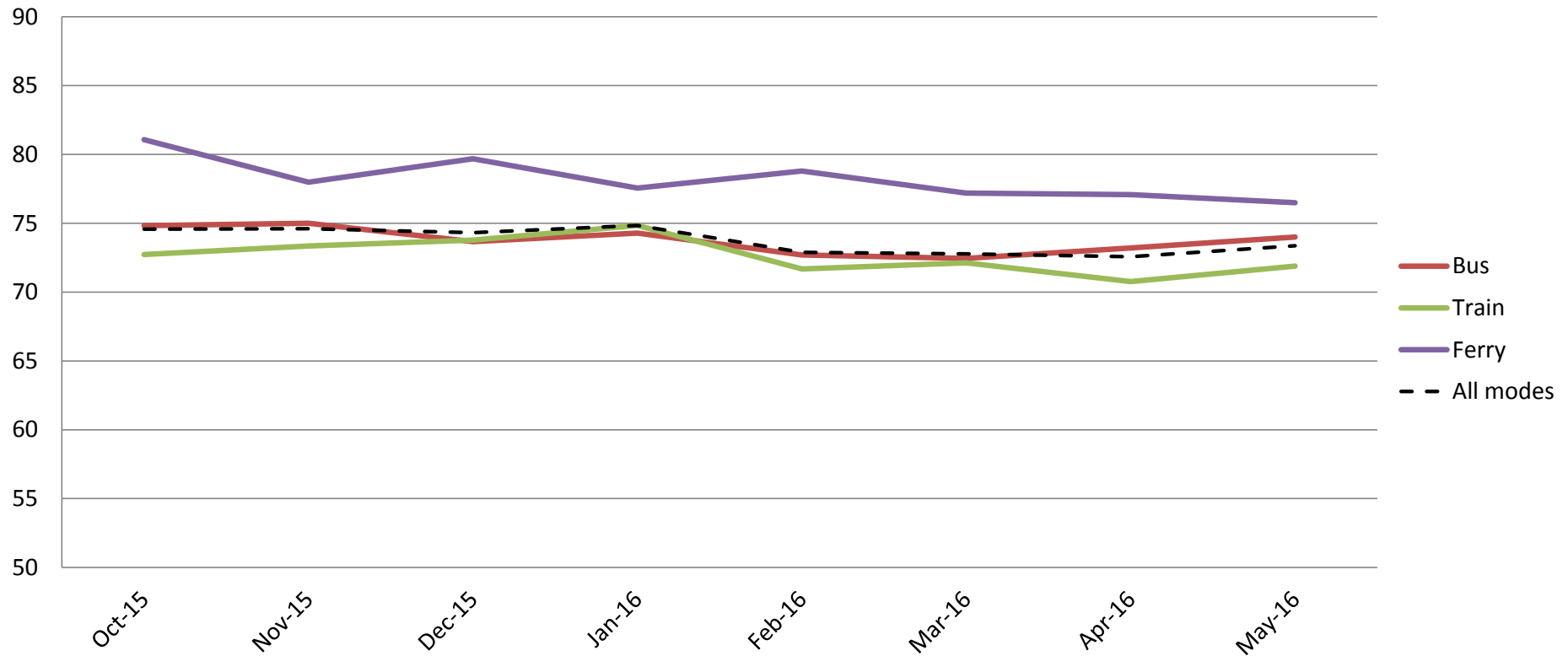
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



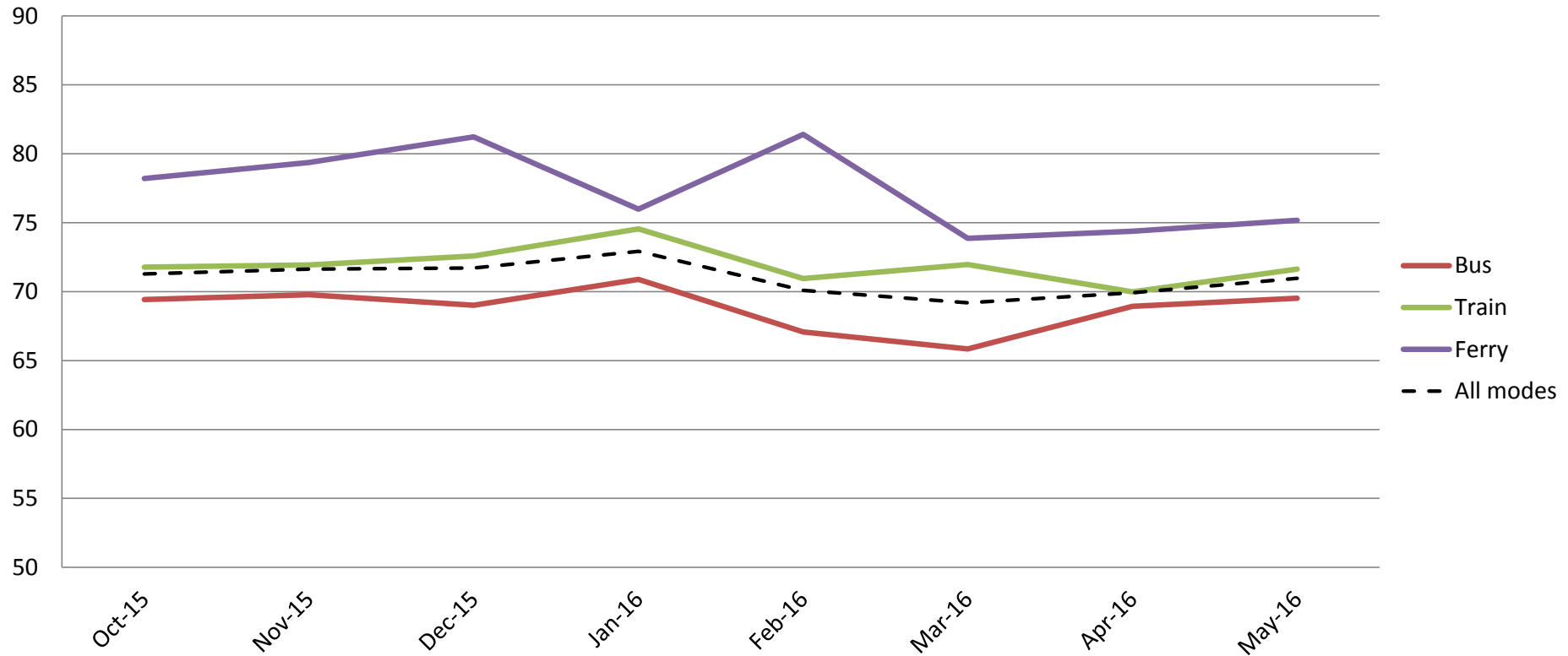
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	75	75	74	74	73	72	73	74
<b>Train</b>	73	73	74	75	72	72	71	72
<b>Ferry</b>	81	78	80	78	79	77	77	76
<b>All Modes</b>	75	75	74	75	73	73	73	73

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

Index out of 100



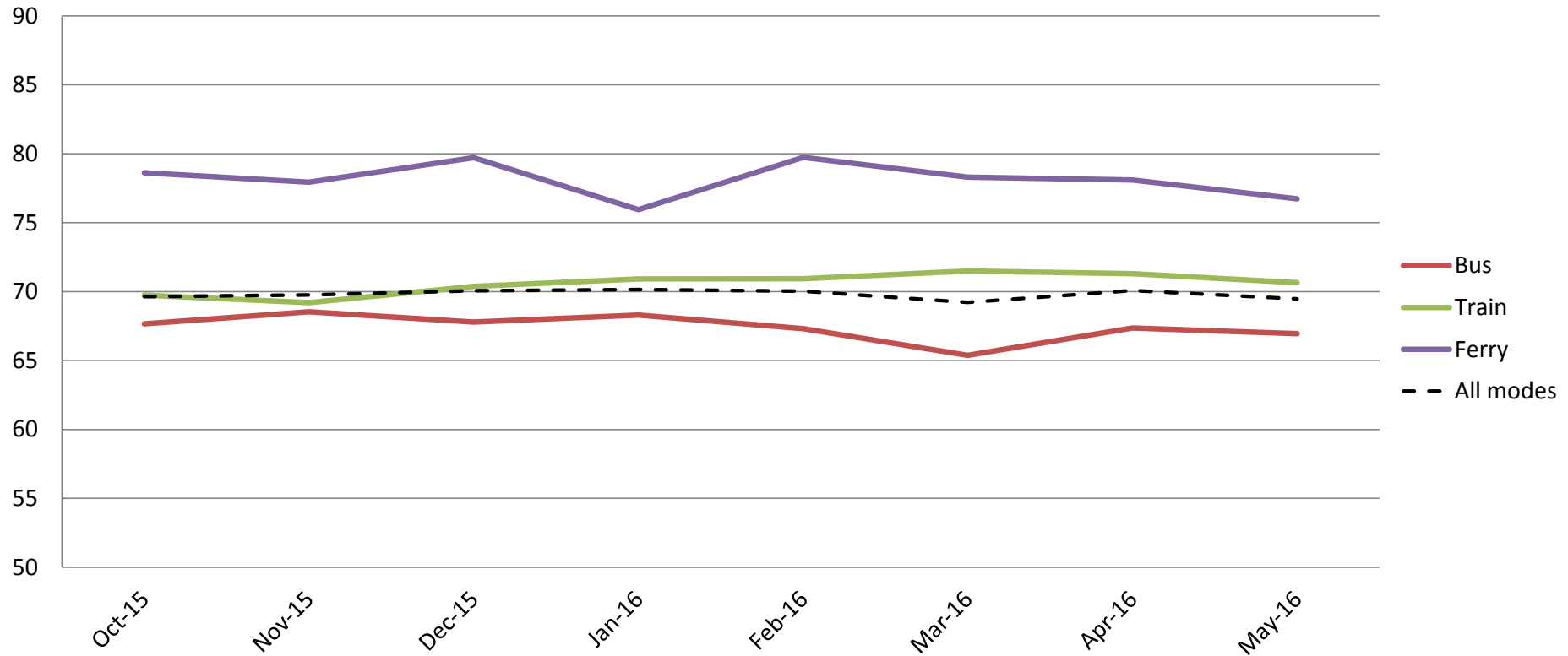
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	69	70	69	71	67	66	69	70
<b>Train</b>	72	72	73	75	71	72	70	72
<b>Ferry</b>	78	79	81	76	81	74	74	75
<b>All Modes</b>	71	72	72	73	70	69	70	71

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

Index out of 100



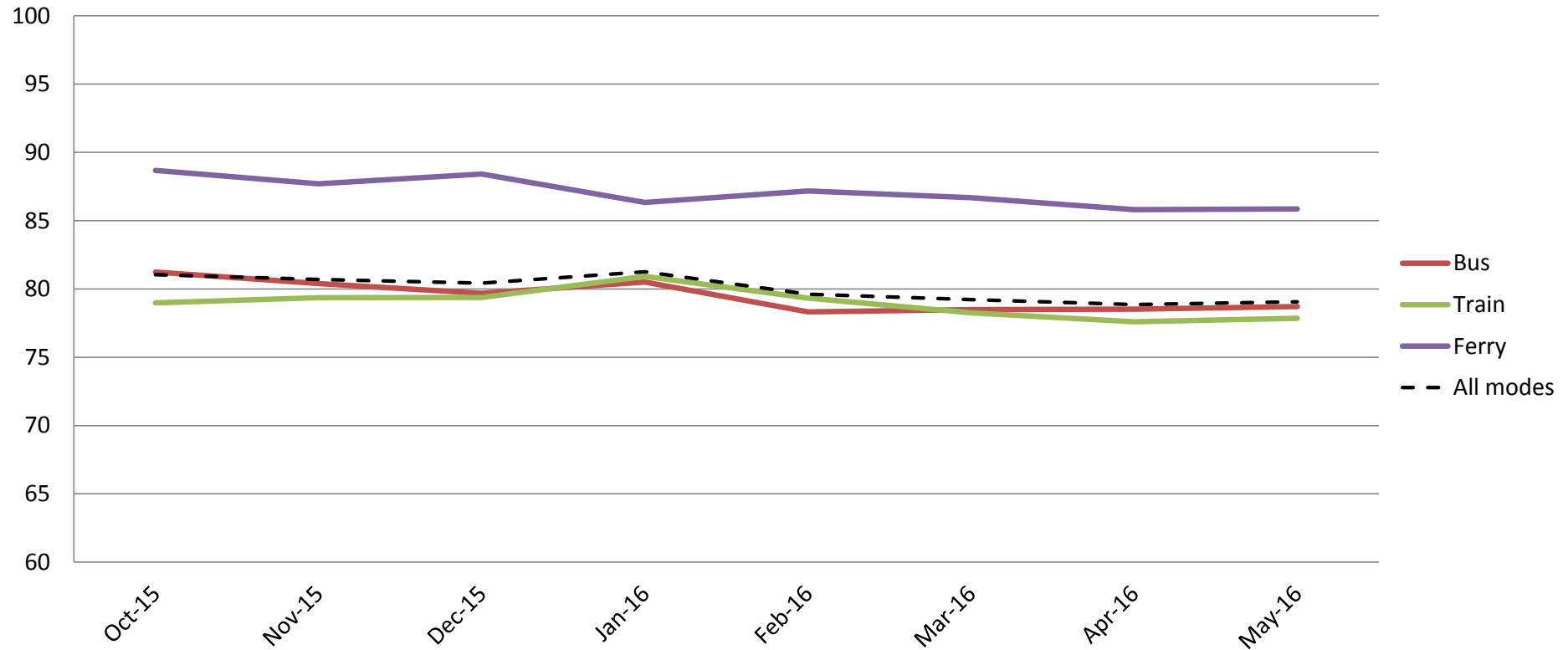
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	68	69	68	68	67	65	67	67
<b>Train</b>	70	69	70	71	71	71	71	71
<b>Ferry</b>	79	78	80	76	80	78	78	77
<b>All Modes</b>	70	70	70	70	70	69	70	69

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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

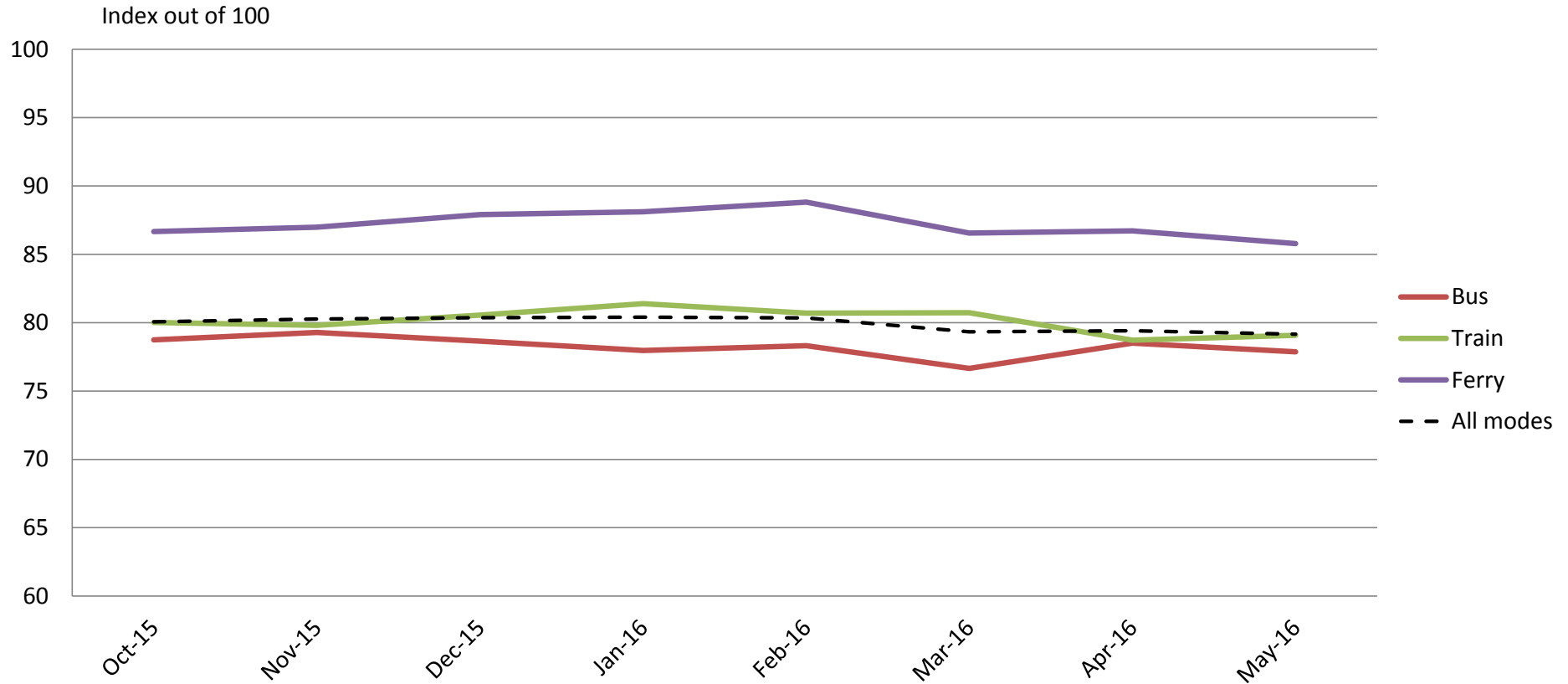


	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	81	80	80	81	78	78	79	79
<b>Train</b>	79	79	79	81	79	78	78	78
<b>Ferry</b>	89	88	88	86	87	87	86	86
<b>All Modes</b>	81	81	80	81	80	79	79	79

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



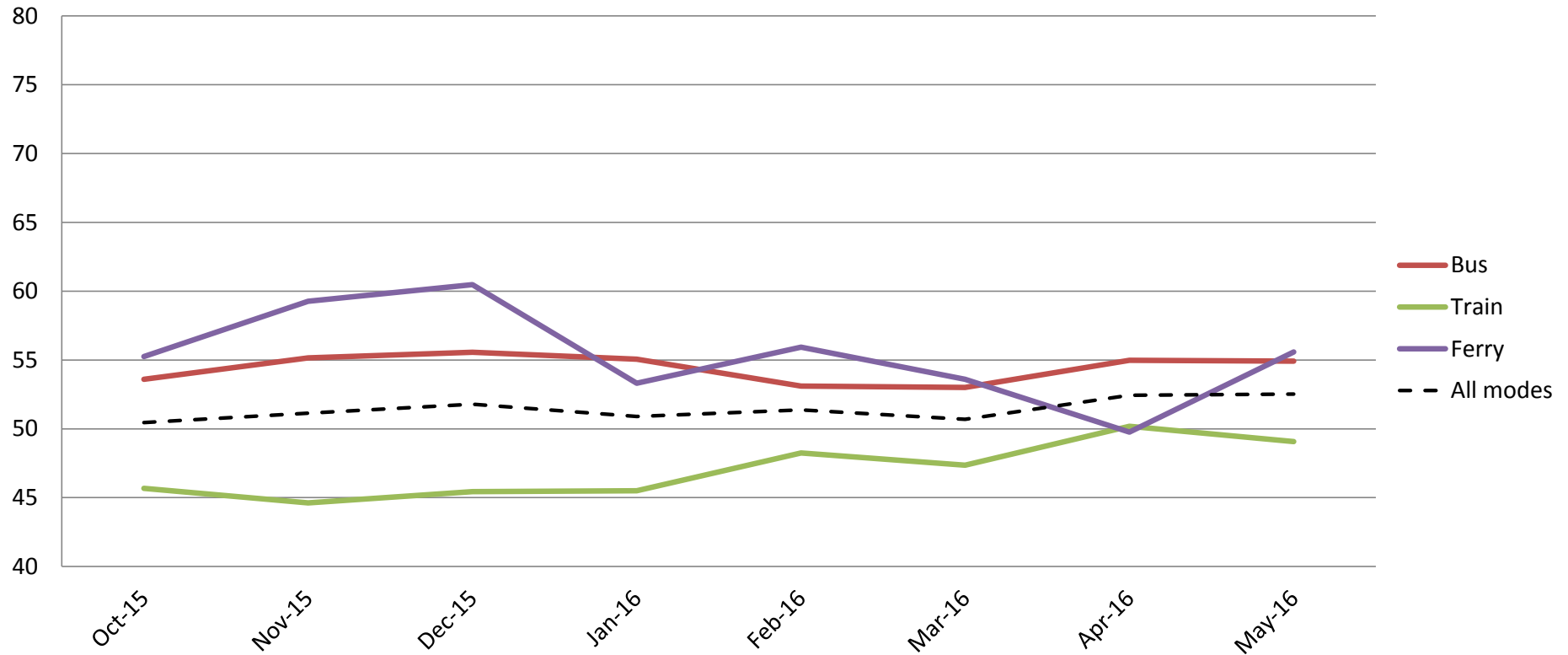
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	79	79	79	78	78	77	79	78
<b>Train</b>	80	80	81	81	81	81	79	79
<b>Ferry</b>	87	87	88	88	89	87	87	86
<b>All Modes</b>	80	80	80	80	80	79	79	79

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

Index out of 100



	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
<b>Bus</b>	54	55	56	55	53	53	55	55
<b>Train</b>	46	45	45	45	48	47	50	49
<b>Ferry</b>	55	59	60	53	56	54	50	56
<b>All Modes</b>	50	51	52	51	51	51	52	53

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