

TransLink Customer Satisfaction Monthly Snapshot

2012/13 Q2

KPI		Bus	Train	Ferry	All
Safety & Security	Safety at stops, stations and on board vehicles	79	74	89	78
Reliability & Frequency	Ability to meet departure times, frequency of services and reliability of go card readers	67	72	79	70
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	77	79	84	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	74	71	78	73
Efficiency	Door-to-door travel time, connections with other services and avoidance of congestion	67	71	77	70
Information	Ability to understand on board and at-station information, timetables, maps and journey planning information	67	71	77	70
Accessibility	Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	79	87	81
Staff	Knowledge, conduct, presentation and helpfulness of staff	76	79	87	79
Affordability	Cost of tickets and benefits of not having to pay for parking	56	52	58	55
Overall Service - All PT Users	A combination of all reported categories	70	70	79	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".

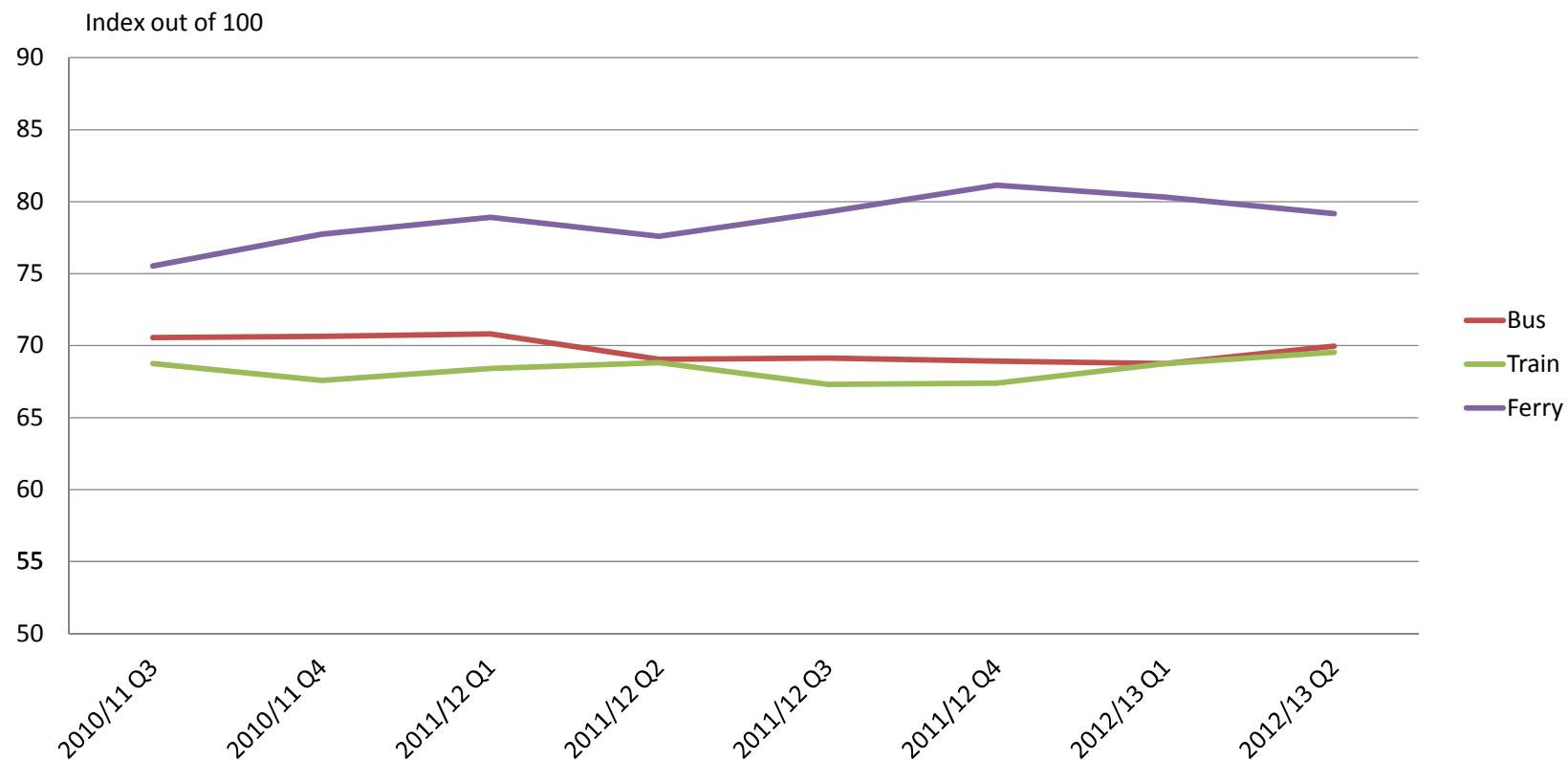
Red figures indicates a statistically significant **decrease** in the period

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

TransLink Patronage, Complaints and go card fixed fares Monthly 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 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	17.78	2.21%
16 December 2012	3,111,802	0.71	2.47	18.28	2.19%
23 December 2012	2,868,104	0.72	2.45	17.32	2.18%
30 December 2012	1,551,851	0.61	2.45	15.97	2.69%
6 January 2013	2,025,318	0.78	2.09	14.91	2.56%
13 January 2013	2,679,546	0.88	3.44	113.55	2.20%
20 January 2013	2,847,554	0.64	2.83	15.77	2.21%
27 January 2013	2,691,003	1.18	2.20	19.15	2.22%
3 February 2013	2,522,369	0.86	2.11	29.50	2.82%
10 February 2013	3,415,127	0.76	2.39	18.10	2.49%
17 February 2013	3,445,133	0.87	3.49	17.51	2.37%
24 February 2013	3,630,800	0.72	2.47	17.53	2.43%
3 March 2013	3,763,201	0.81	3.16	16.03	2.43%
10 March 2013	3,976,726	0.57	2.39	15.09	2.28%
17 March 2013	3,999,340	0.67	3.86	15.32	2.30%
24 March 2013	3,916,520	0.65	3.52	15.07	2.15%
31 March 2013	3,246,846	0.49	4.24	15.82	2.20%

Overall satisfaction – A combination of all reported categories

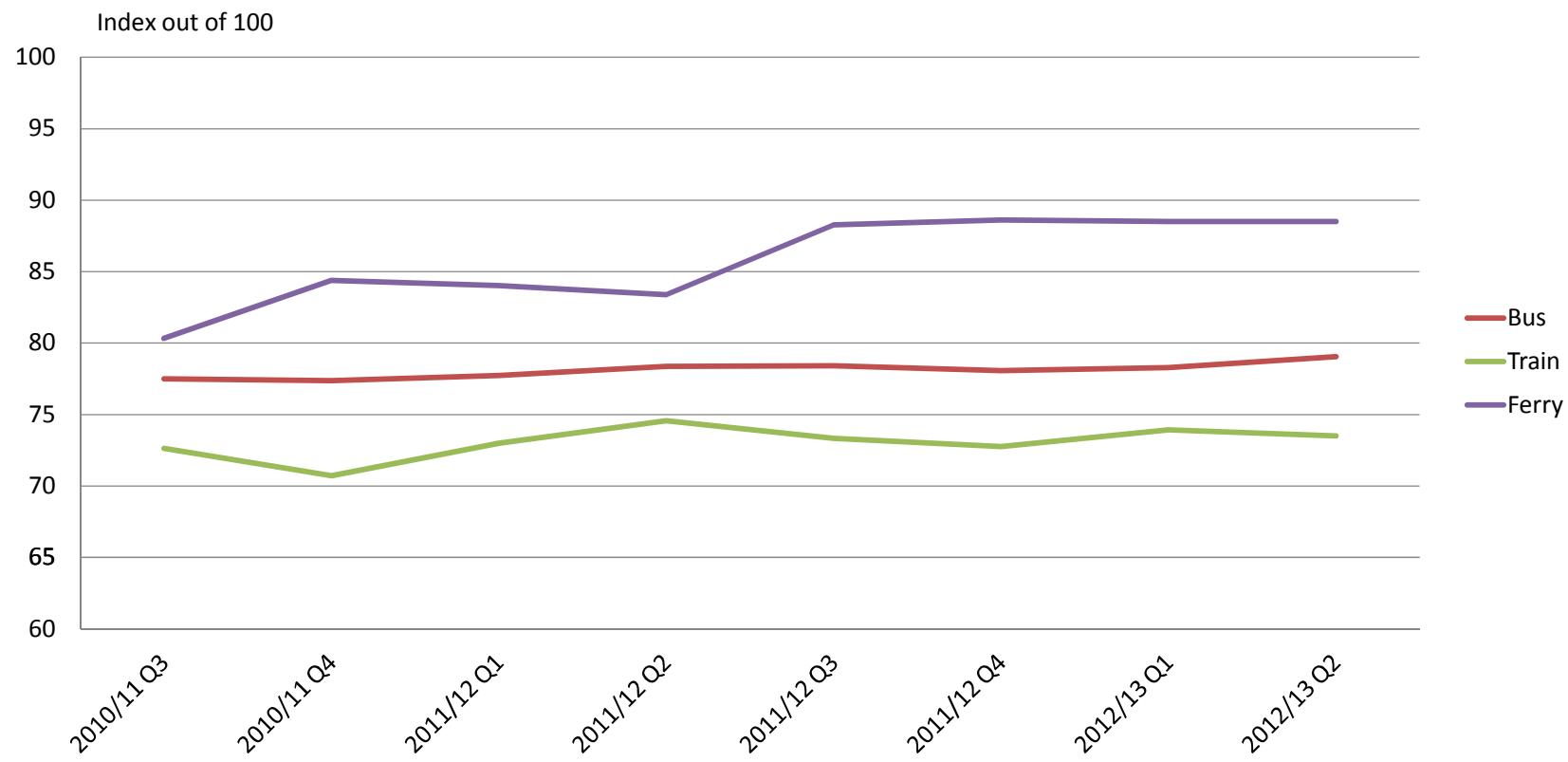


	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	71	71	71	69	69	69	69	70
Train	69	68	68	69	67	67	69	70
Ferry	76	78	79	78	79	81	80	79

Red figures indicates a statistically significant decrease in the period

Green figures indicates a statistically significant increase in the period

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



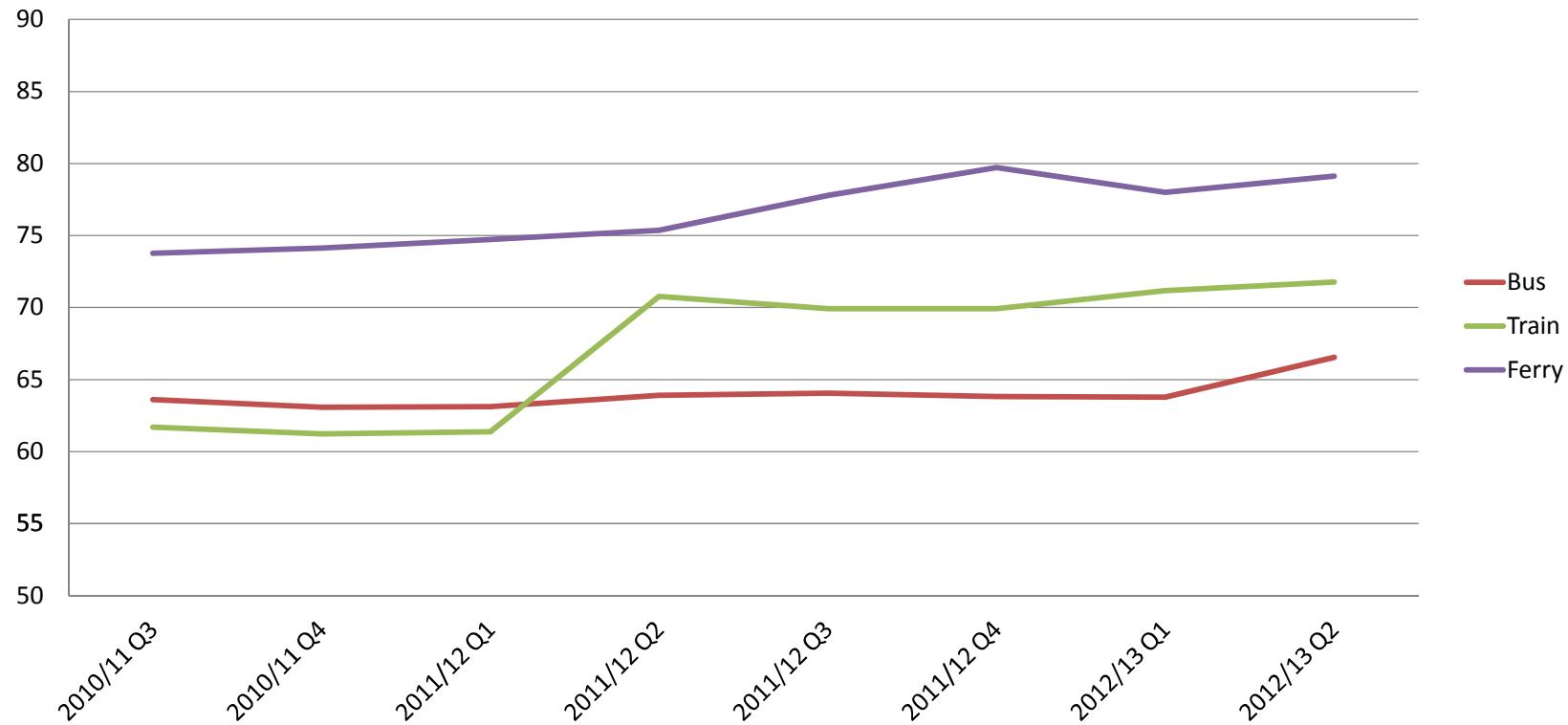
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	78	77	78	78	78	78	78	79
Train	73	71	73	75	73	73	74	74
Ferry	80	84	84	83	88	89	89	89

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



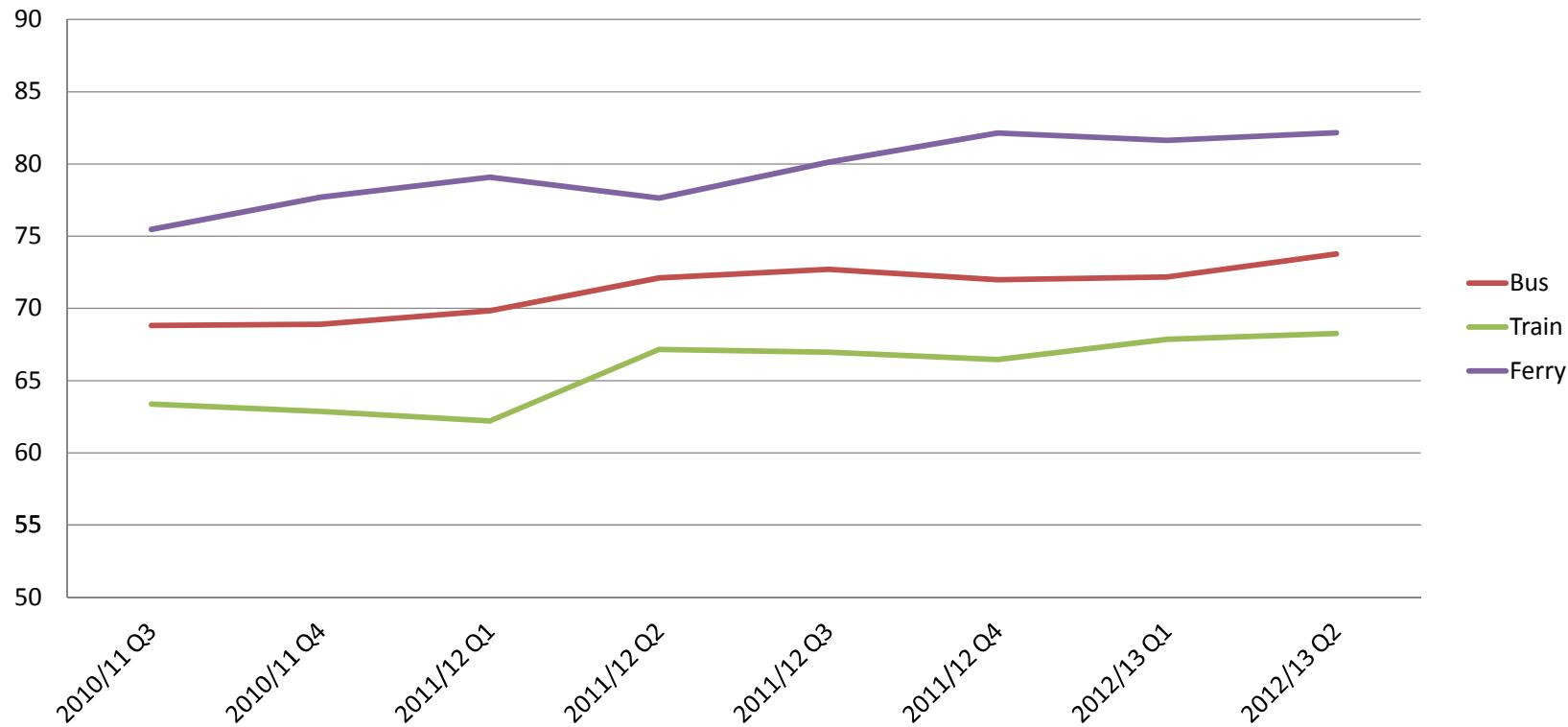
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	64	63	63	64	64	64	64	67
Train	62	61	61	71	70	70	71	72
Ferry	74	74	75	75	78	80	78	79

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



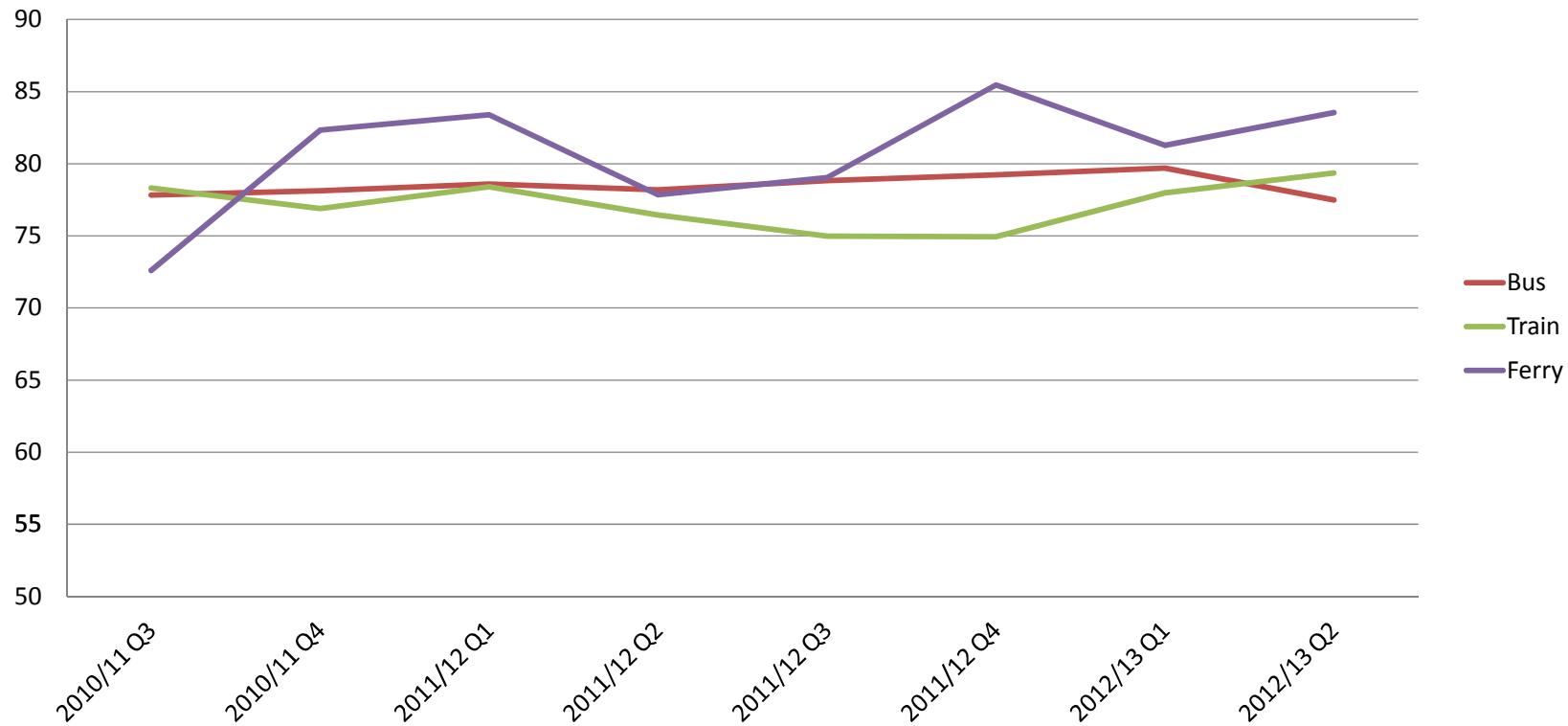
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	69	69	70	72	73	72	72	74
Train	63	63	62	67	67	66	68	68
Ferry	75	78	79	78	80	82	82	82

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



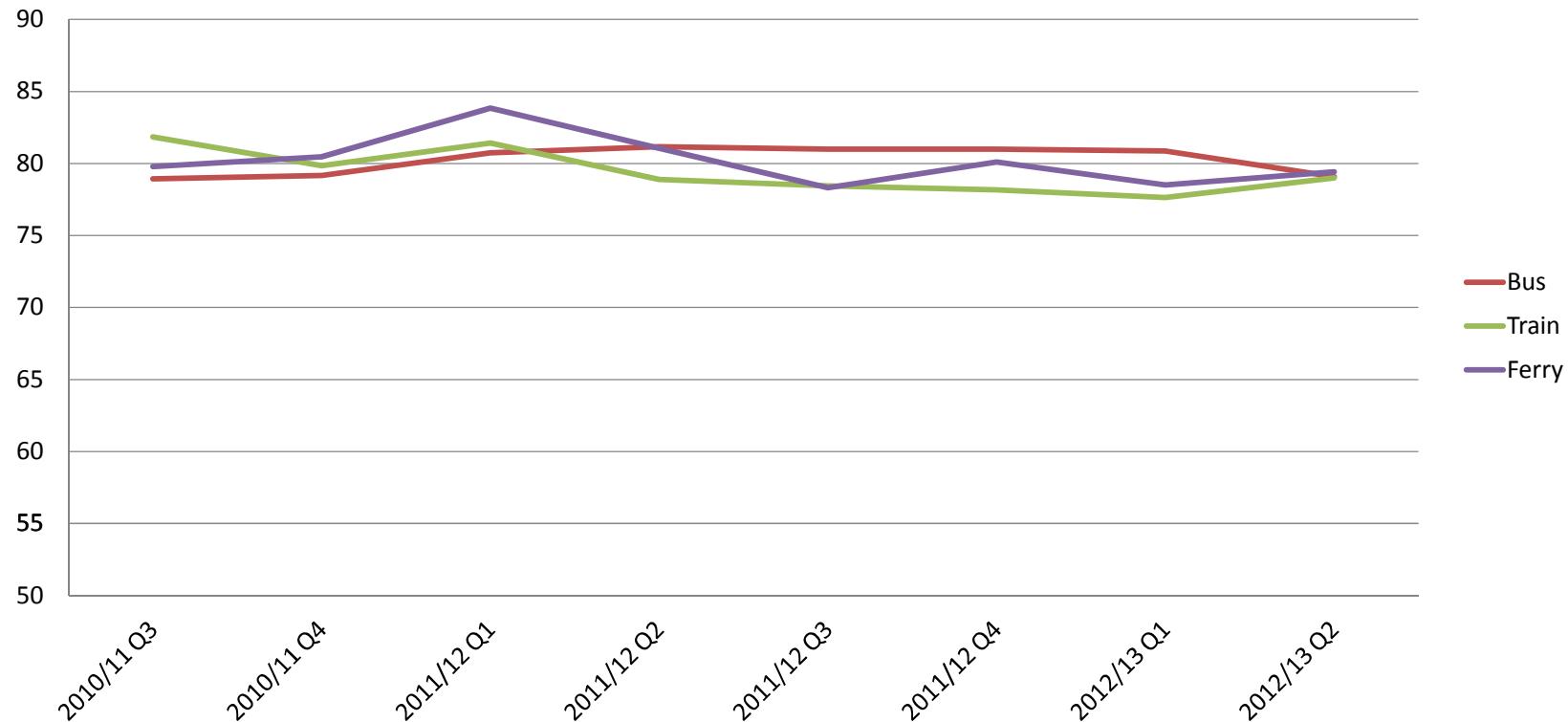
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	78	78	79	78	79	79	80	77
Train	78	77	78	76	75	75	78	79
Ferry	73	82	83	78	79	85	81	84

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



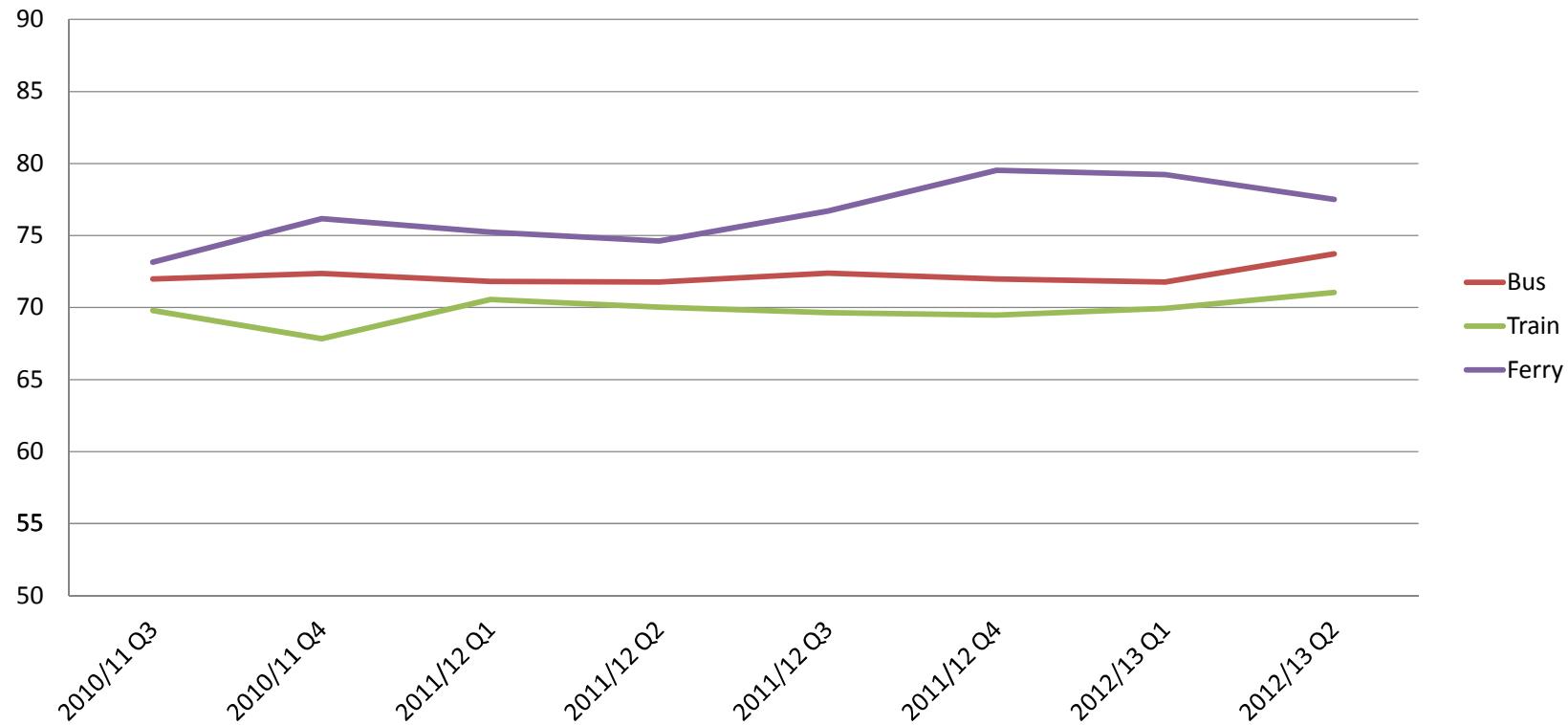
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	79	79	81	81	81	81	81	79
Train	82	80	81	79	78	78	78	79
Ferry	80	80	84	81	78	80	79	79

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



Bus
Train
Ferry

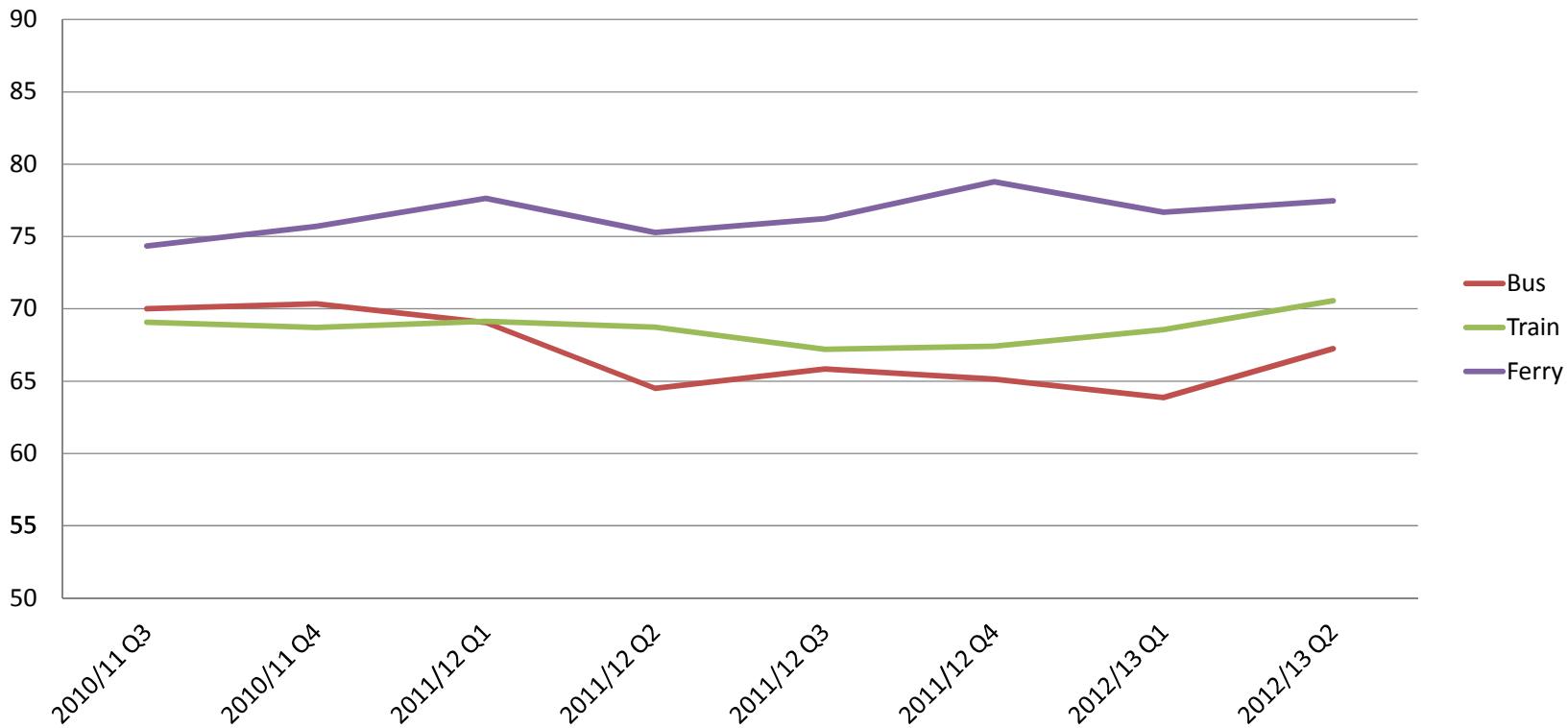
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	72	72	72	72	72	72	72	74
Train	70	68	71	70	70	69	70	71
Ferry	73	76	75	75	77	80	79	78

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



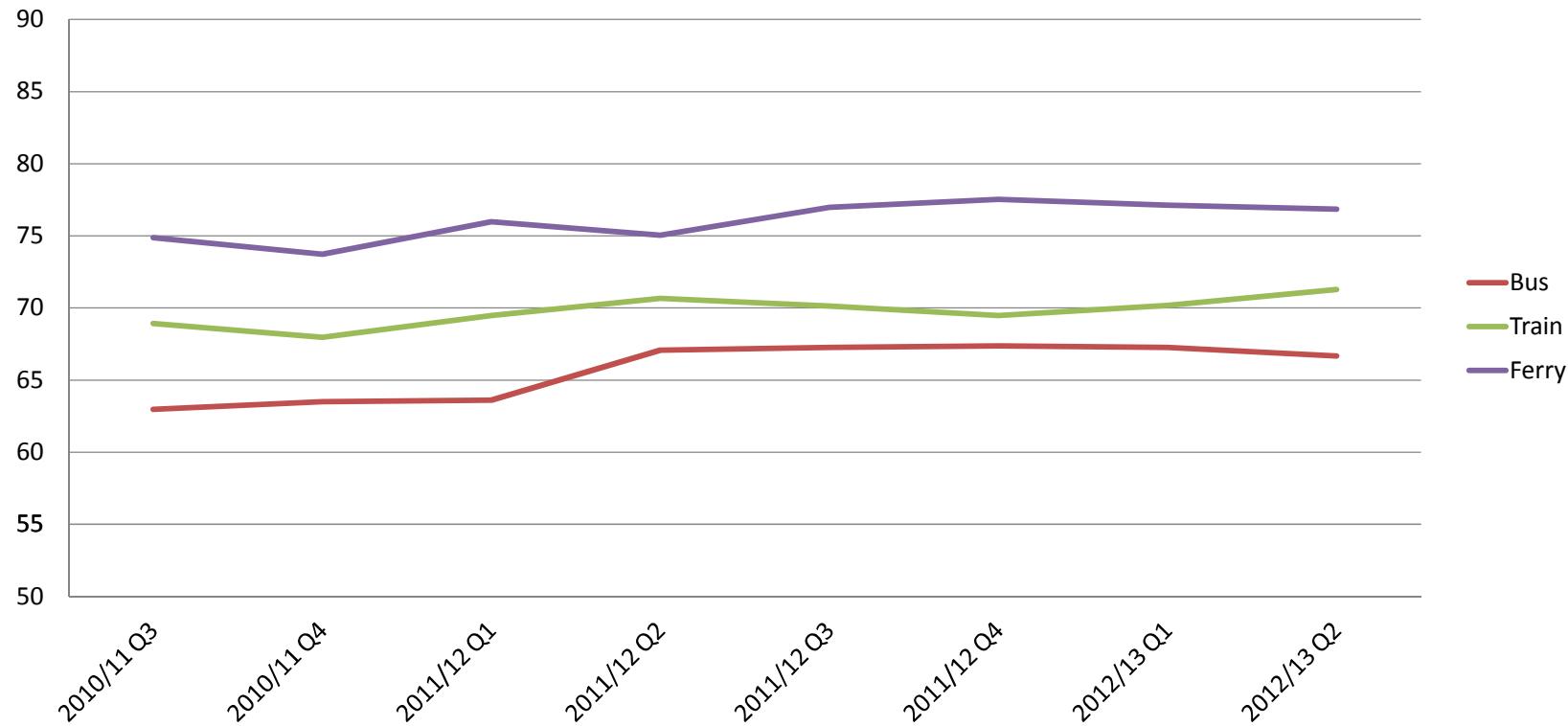
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	70	70	69	65	66	65	64	67
Train	69	69	69	69	67	67	69	71
Ferry	74	76	78	75	76	79	77	77

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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



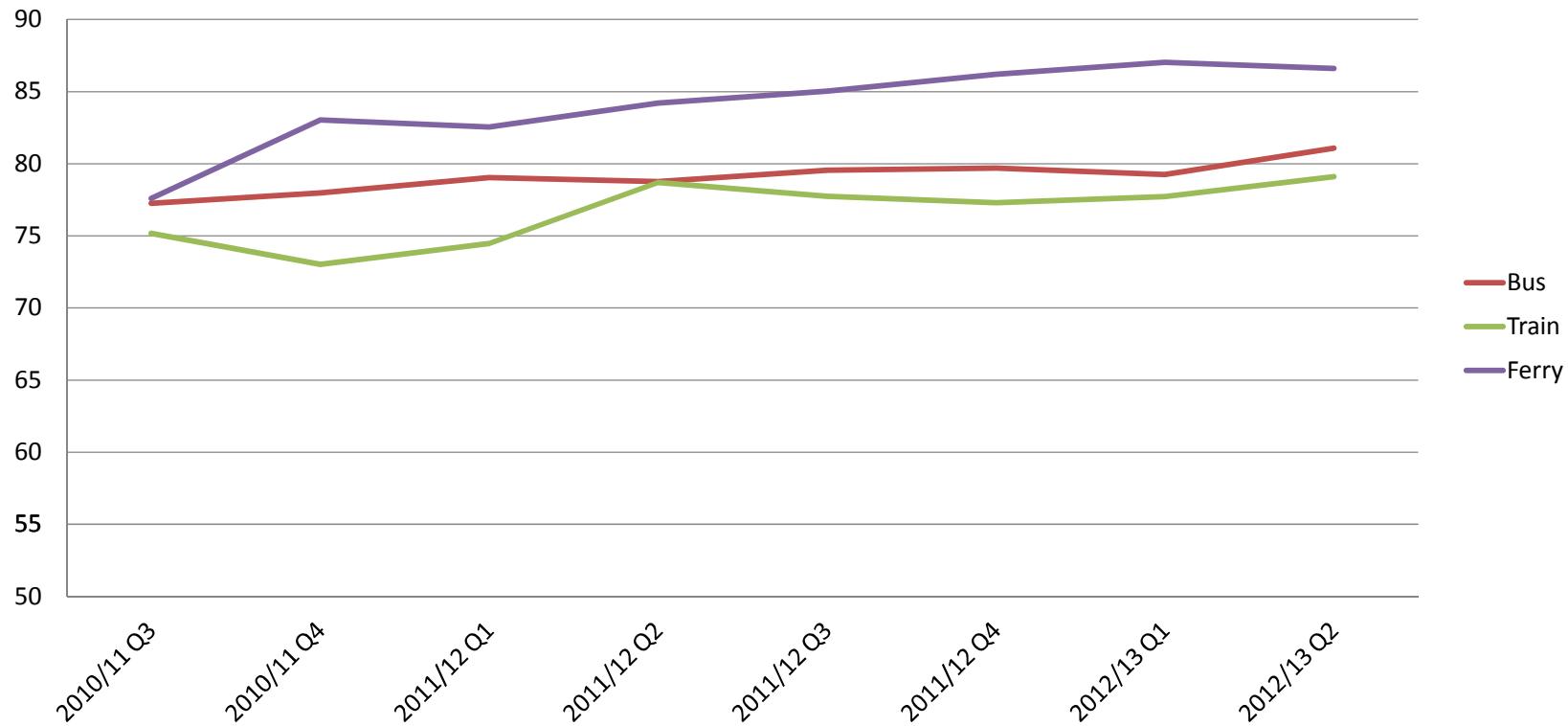
	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	63	63	64	67	67	67	67	67
Train	69	68	69	71	70	69	70	71
Ferry	75	74	76	75	77	78	77	77

Red figures indicates a statistically significant decrease in the period

Green figures indicates 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

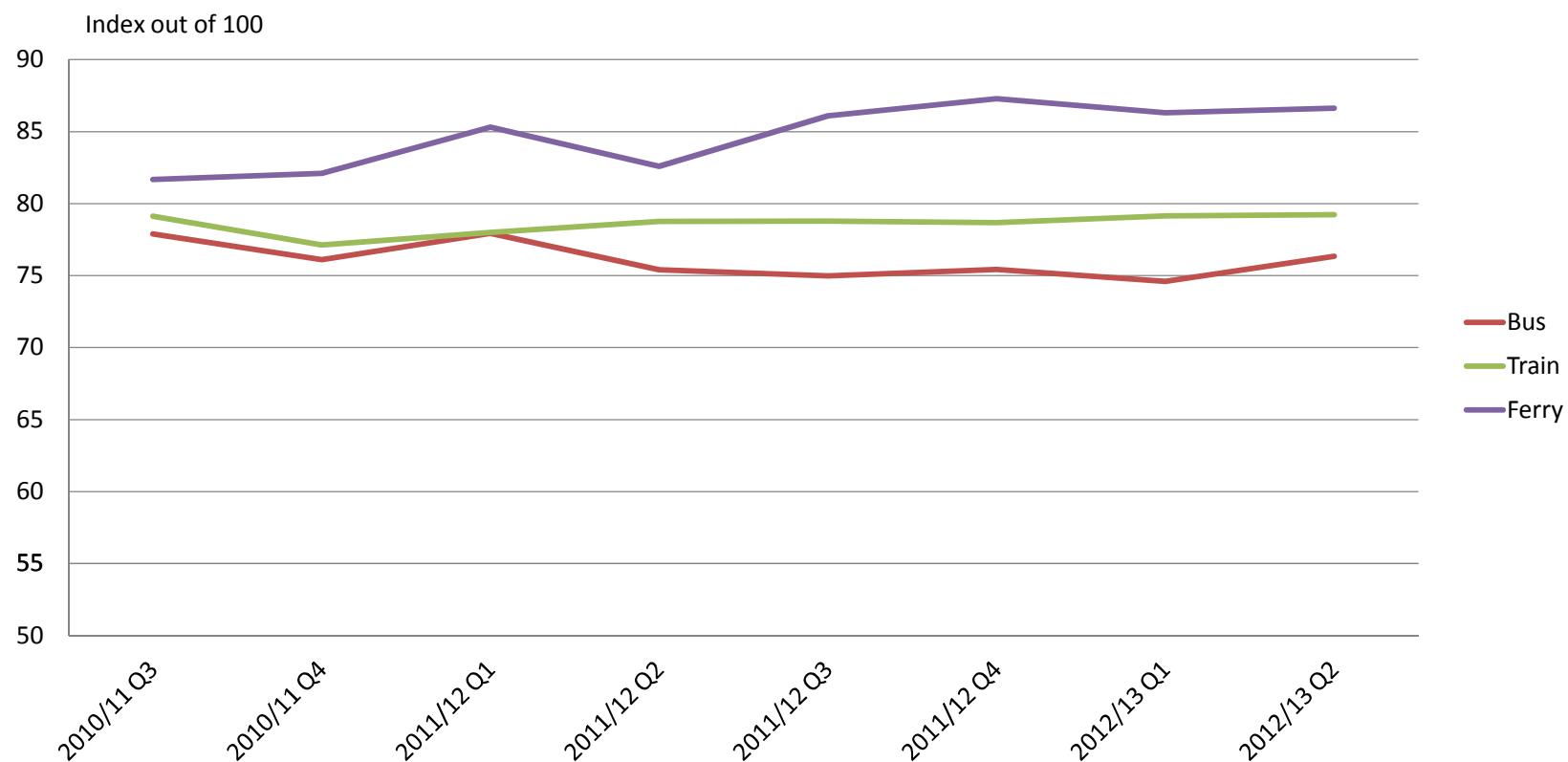


	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	77	78	79	79	80	80	79	81
Train	75	73	74	79	78	77	78	79
Ferry	78	83	83	84	85	86	87	87

Red figures indicates a statistically significant decrease in the period

Green figures indicates a statistically significant increase in the period

Staff – Knowledge, conduct, presentation and helpfulness of staff

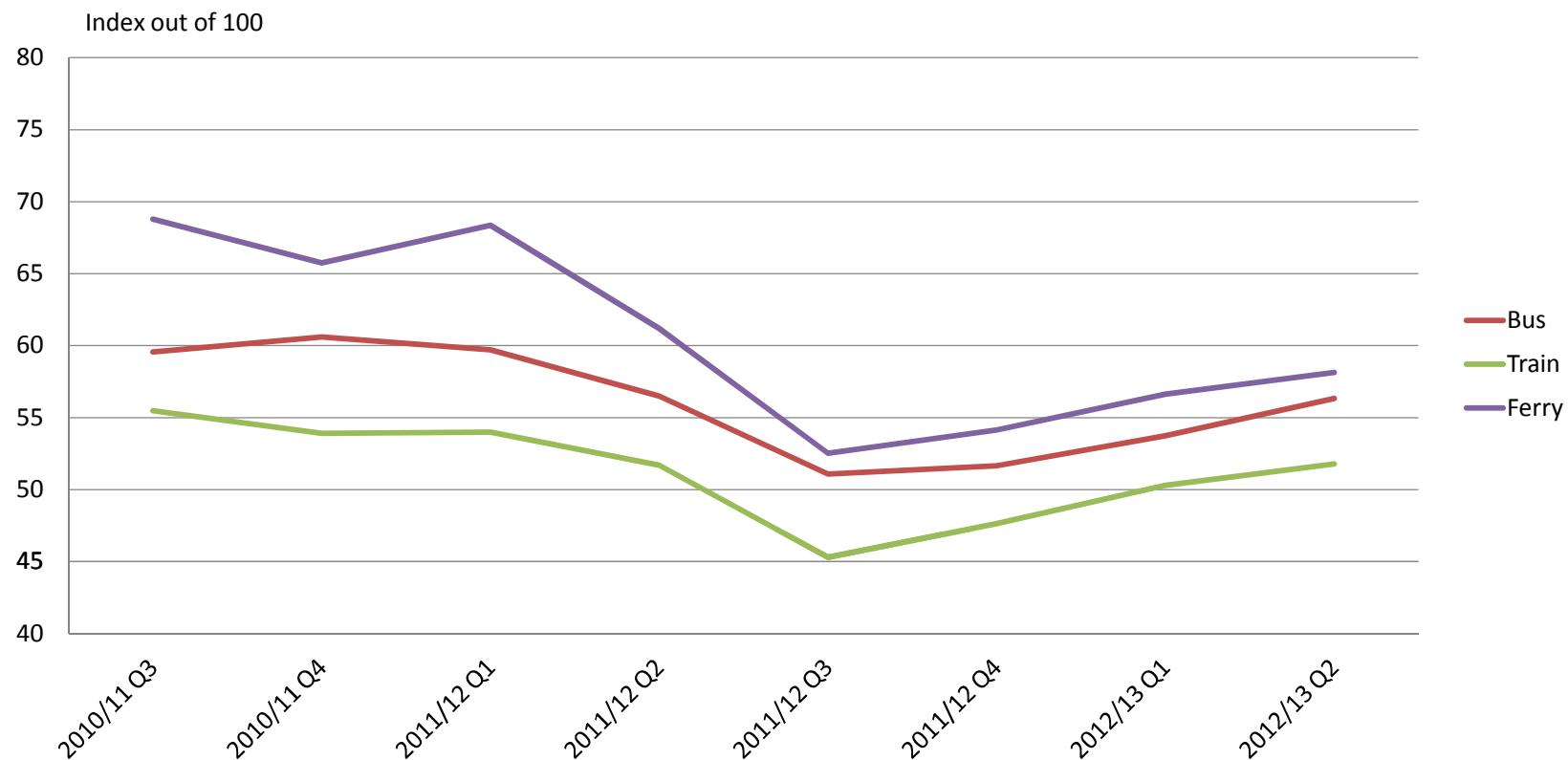


	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	78	76	78	75	75	75	75	76
Train	79	77	78	79	79	79	79	79
Ferry	82	82	85	83	86	87	86	87

Red figures indicates a statistically significant decrease in the period

Green figures indicates a statistically significant increase in the period

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



	2010/11 Q3	2010/11 Q4	2011/12 Q1	2011/12 Q2	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2
Bus	60	61	60	57	51	52	54	56
Train	55	54	54	52	45	48	50	52
Ferry	69	66	68	61	53	54	57	58

Red figures indicates a statistically significant decrease in the period

Green figures indicates a statistically significant increase in the period