

## TransLink Customer Satisfaction Monthly Snapshot

March 2019

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	81	77	86	80
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	67	68	75	69
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	69	77	73
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	81	78	82	80
<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.	81	77	79	79
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	76	72	78	75
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	72	71	77	72
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	71	72	74	72
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	78	84	80
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	81	81	87	82
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	64	53	64	60
<b>Overall Service</b>				
A combination of all reported categories	74	70	79	73

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

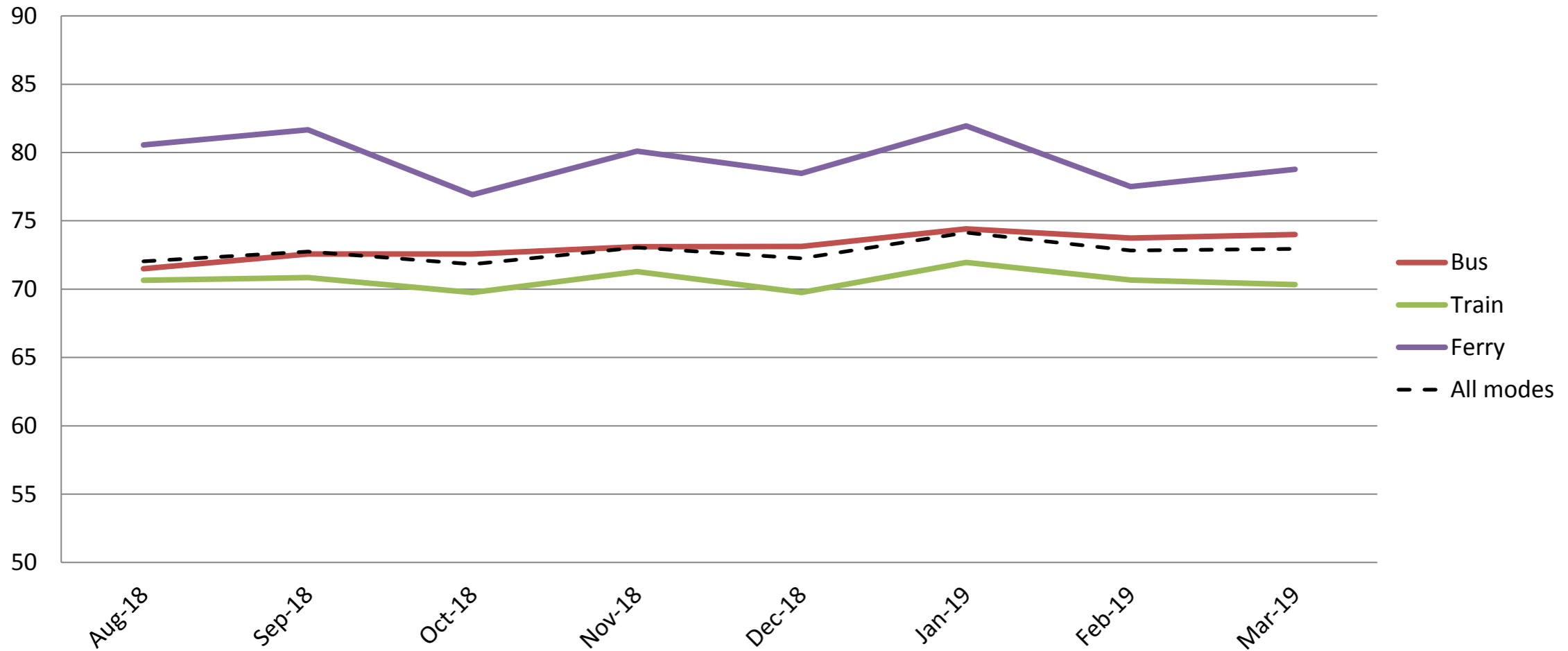
Green figures indicate a statistically significant **increase** in the period

## 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 April 2018	2,954,516	0.05	2.11	11.25	2.06%
15 April 2018	3,369,472	0.04	1.69	8.73	2.02%
22 April 2018	3,946,976	0.06	2.39	11.24	1.83%
29 April 2018	3,568,335	0.06	2.01	11.97	1.80%
6 May 2018	4,064,721	0.09	1.77	13.01	1.78%
13 May 2018	3,457,714	0.06	2.09	13.29	1.79%
20 May 2018	3,958,735	0.12	2.10	12.88	1.75%
27 May 2018	3,905,074	0.04	2.13	13.68	1.69%
3 June 2018	3,865,356	0.05	1.80	12.47	1.65%
10 June 2018	3,675,247	0.05	1.95	13.86	1.67%
17 June 2018	3,711,616	0.03	1.71	13.02	1.64%
24 June 2018	3,629,244	0.06	1.09	15.29	1.69%
1 July 2018	3,408,988	0.05	1.25	12.88	1.62%
8 July 2018	3,105,843	0.07	4.04	15.71	1.76%
15 July 2018	3,225,922	0.11	1.92	16.11	1.77%
22 July 2018	3,823,342	0.06	2.03	11.97	1.82%
29 July 2018	4,080,274	0.08	1.90	13.30	1.71%
5 August 2018	4,114,861	0.06	1.85	12.07	1.64%
12 August 2018	4,182,704	0.07	1.75	13.06	1.66%
19 August 2018	3,755,671	0.05	1.72	14.19	1.80%
26 August 2018	3,988,014	0.06	2.02	12.92	1.61%
2 September 2018	3,983,839	0.07	1.75	12.89	1.61%
9 September 2018	3,592,048	0.06	1.92	13.37	1.64%
16 September 2018	3,957,846	0.06	2.00	12.43	1.59%
23 September 2018	3,902,289	0.04	1.65	13.43	1.62%
30 September 2018	3,260,536	0.06	1.81	15.77	1.73%
7 October 2018	3,054,047	0.10	1.79	14.05	1.72%
14 October 2018	3,829,272	0.04	1.87	13.32	1.66%
21 October 2018	3,880,533	0.03	1.96	13.52	1.65%
28 October 2018	3,845,315	0.05	1.97	13.03	1.69%
4 November 2018	3,766,448	0.06	2.02	14.14	1.74%
11 November 2018	3,892,551	0.04	2.09	14.63	1.71%
18 November 2018	3,856,649	0.06	1.96	13.35	1.65%
25 November 2018	3,790,684	0.04	1.98	13.95	1.78%
2 December 2018	3,685,432	0.04	2.09	16.28	1.79%
9 December 2018	3,502,148	0.05	2.01	16.66	1.84%
16 December 2018	3,336,847	0.06	1.91	13.93	1.73%
23 December 2018	3,111,601	0.09	2.09	13.88	1.84%
30 December 2018	1,621,881	0.07	1.68	19.18	2.35%
6 January 2019	2,101,772	0.08	1.85	19.62	2.24%
13 January 2019	2,943,669	0.08	1.78	15.92	1.72%
20 January 2019	3,090,145	0.05	2.06	14.37	1.72%
27 January 2019	3,170,400	0.05	1.99	16.34	1.72%
3 February 2019	3,110,032	0.13	2.69	15.29	1.90%
10 February 2019	3,704,135	0.10	2.76	15.55	1.93%
17 February 2019	3,793,454	0.06	2.74	15.50	1.97%
24 February 2019	4,011,138	0.07	2.85	15.81	1.93%
3 March 2019	4,262,007	0.05	2.45	14.36	1.82%
10 March 2019	4,361,183	0.06	2.52	14.44	1.81%
17 March 2019	4,230,829	0.06	2.86	18.14	1.78%
24 March 2019	4,309,945	0.04	2.62	18.05	1.86%
31 March 2019	4,180,861	0.06	2.69	19.37	1.74%

## Overall satisfaction – A combination of all reported categories

Index out of 100



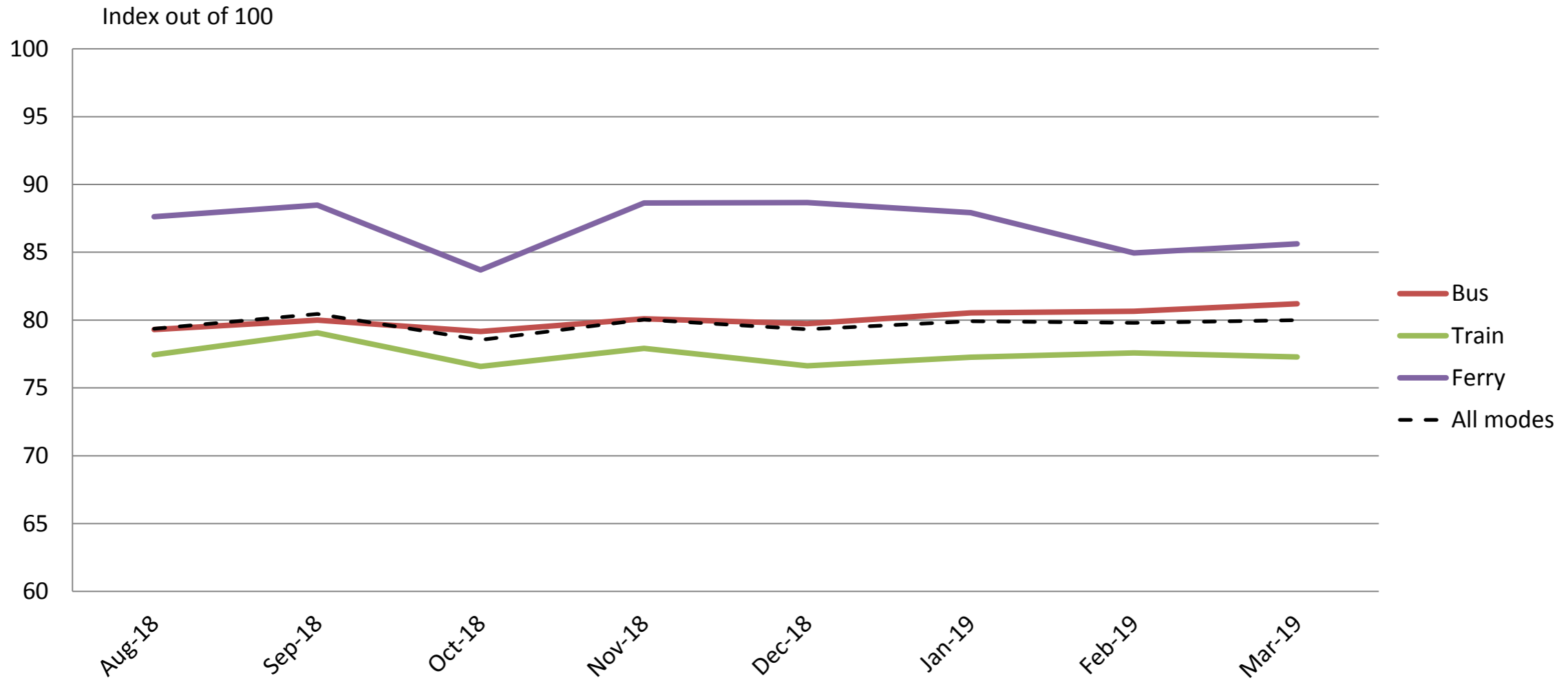
	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	71	73	73	73	73	74	74	74
<b>Train</b>	71	71	70	71	70	72	71	70
<b>Ferry</b>	81	82	77	80	78	82	77	79
<b>All Modes</b>	72	73	72	73	72	74	73	73

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



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	79	80	79	80	80	81	81	81
<b>Train</b>	77	79	77	78	77	77	78	77
<b>Ferry</b>	88	88	84	89	89	88	85	86
<b>All Modes</b>	79	80	79	80	79	80	80	80

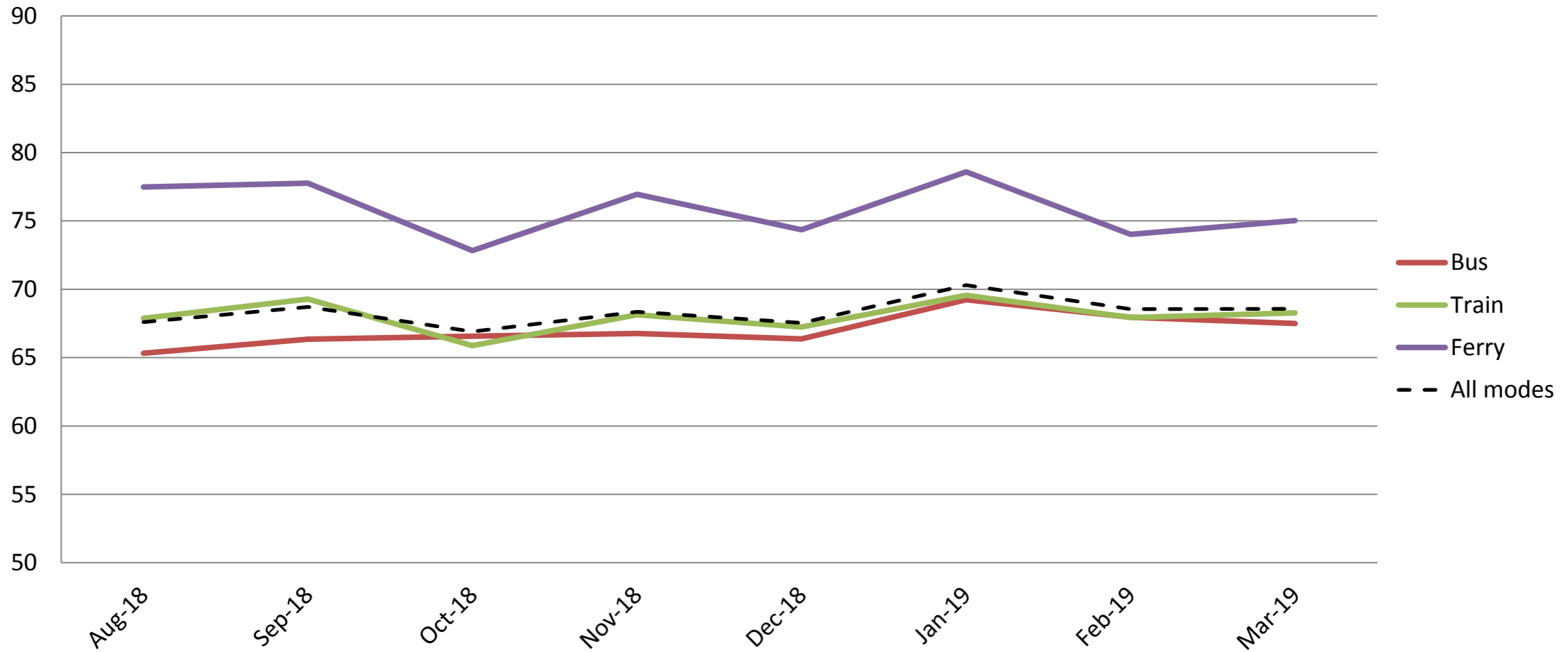
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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	65	66	67	67	66	69	68	67
<b>Train</b>	68	69	66	68	67	70	68	68
<b>Ferry</b>	77	78	73	77	74	79	74	75
<b>All Modes</b>	68	69	67	68	68	70	69	69

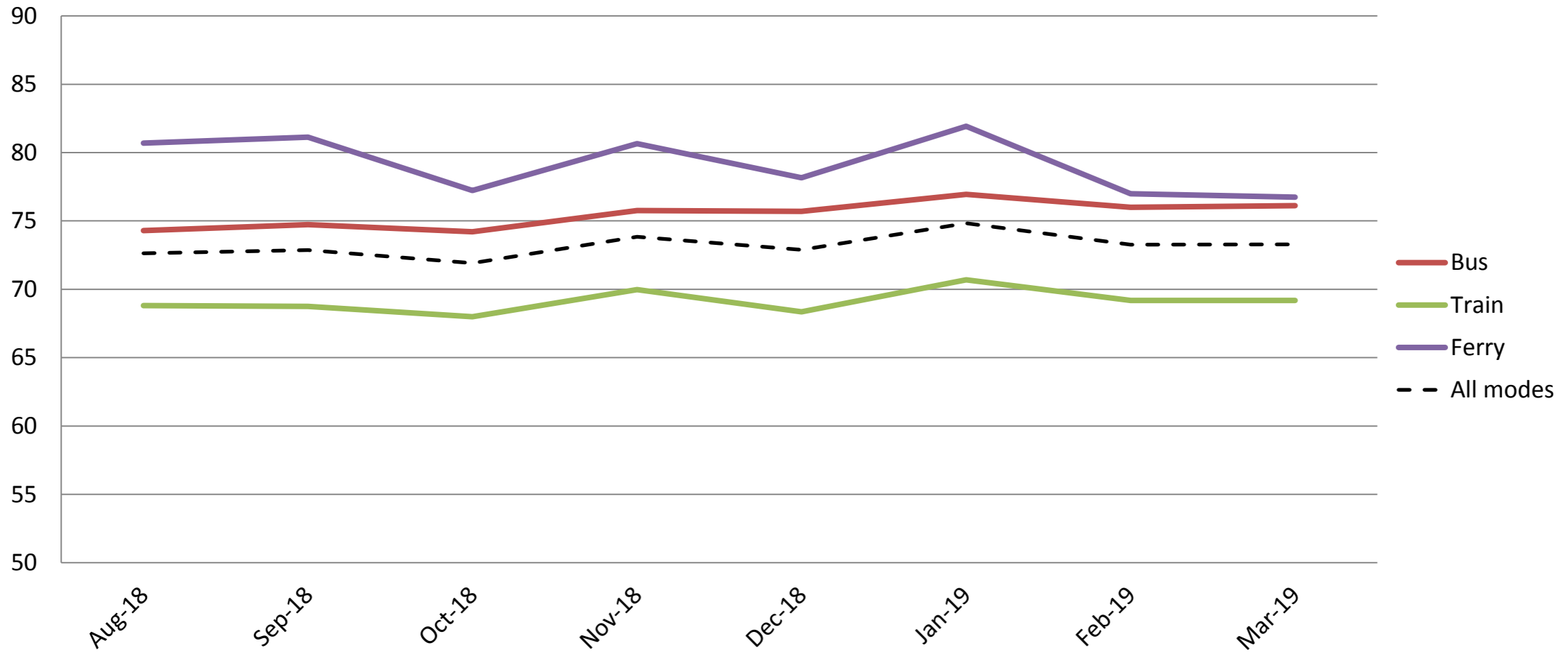
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## Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



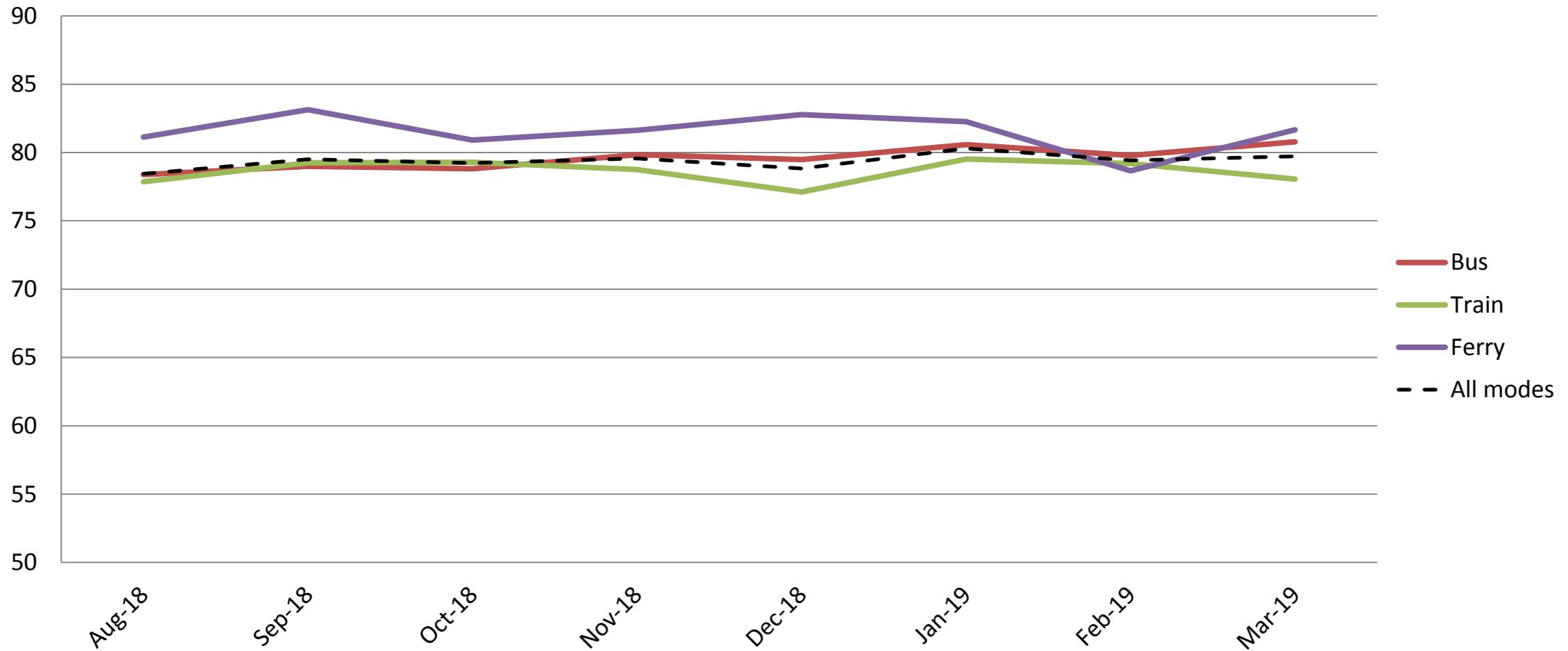
	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	74	75	74	76	76	77	76	76
<b>Train</b>	69	69	68	70	68	71	69	69
<b>Ferry</b>	81	81	77	81	78	82	77	77
<b>All Modes</b>	73	73	72	74	73	75	73	73

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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



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	78	79	79	80	79	81	80	81
<b>Train</b>	78	79	79	79	77	80	79	78
<b>Ferry</b>	81	83	81	82	83	82	79	82
<b>All Modes</b>	78	80	79	80	79	80	79	80

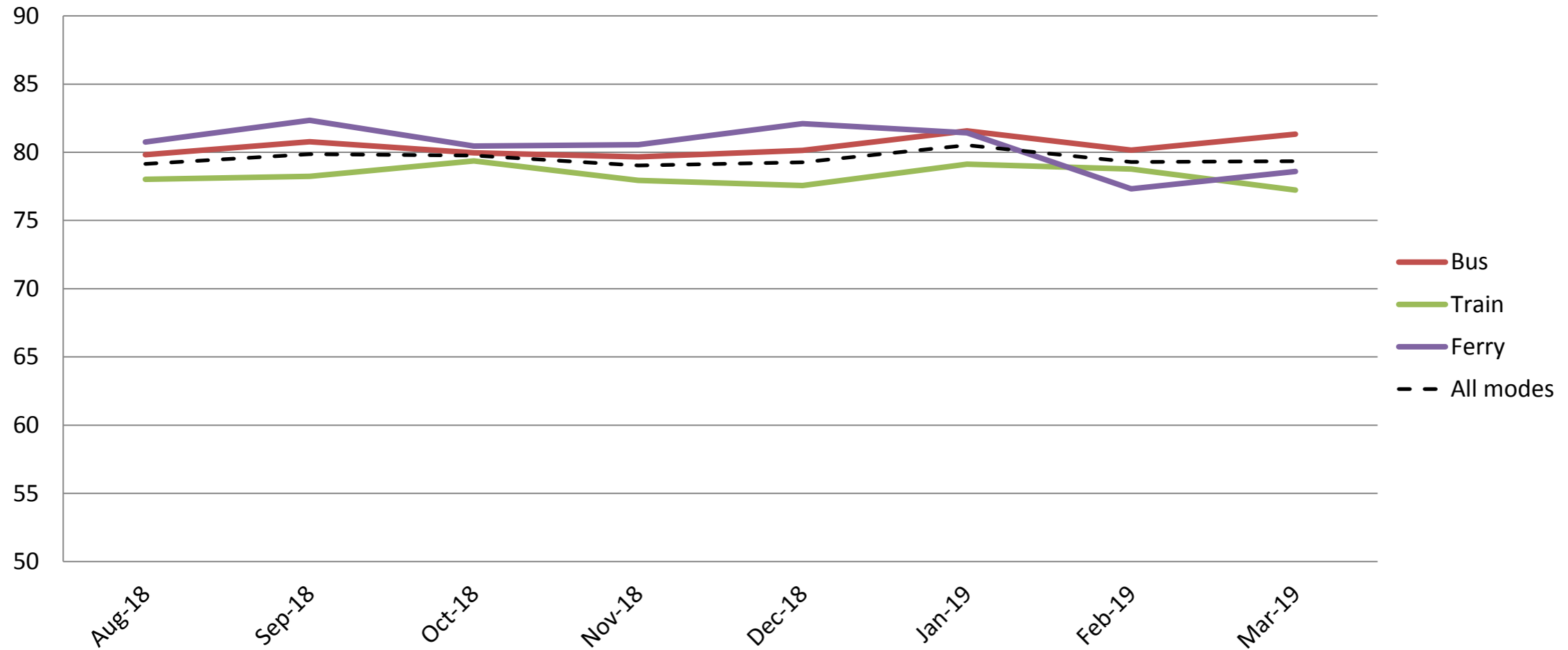
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## Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	80	81	80	80	80	82	80	81
<b>Train</b>	78	78	79	78	78	79	79	77
<b>Ferry</b>	81	82	80	81	82	81	77	79
<b>All Modes</b>	79	80	80	79	79	81	79	79

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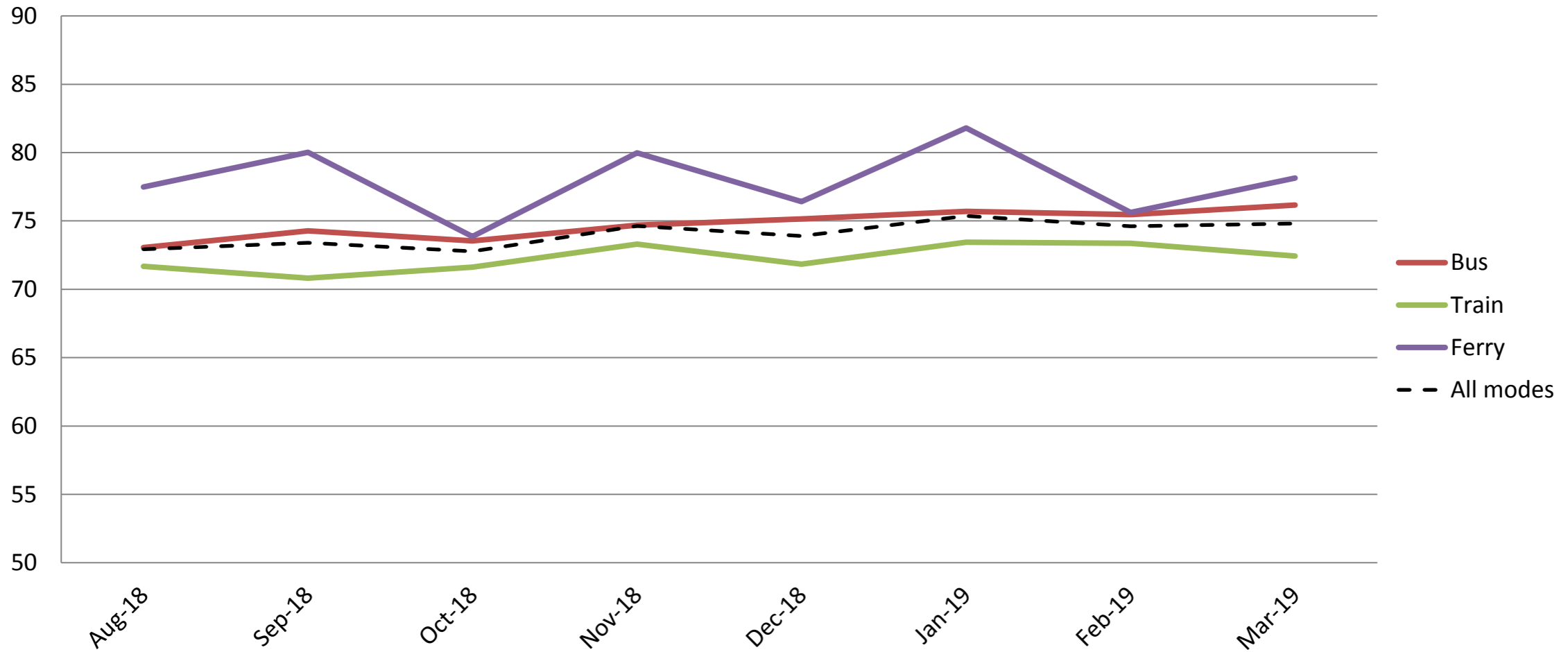
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	73	74	74	75	75	76	75	76
<b>Train</b>	72	71	72	73	72	73	73	72
<b>Ferry</b>	77	80	74	80	76	82	76	78
<b>All Modes</b>	73	73	73	75	74	75	75	75

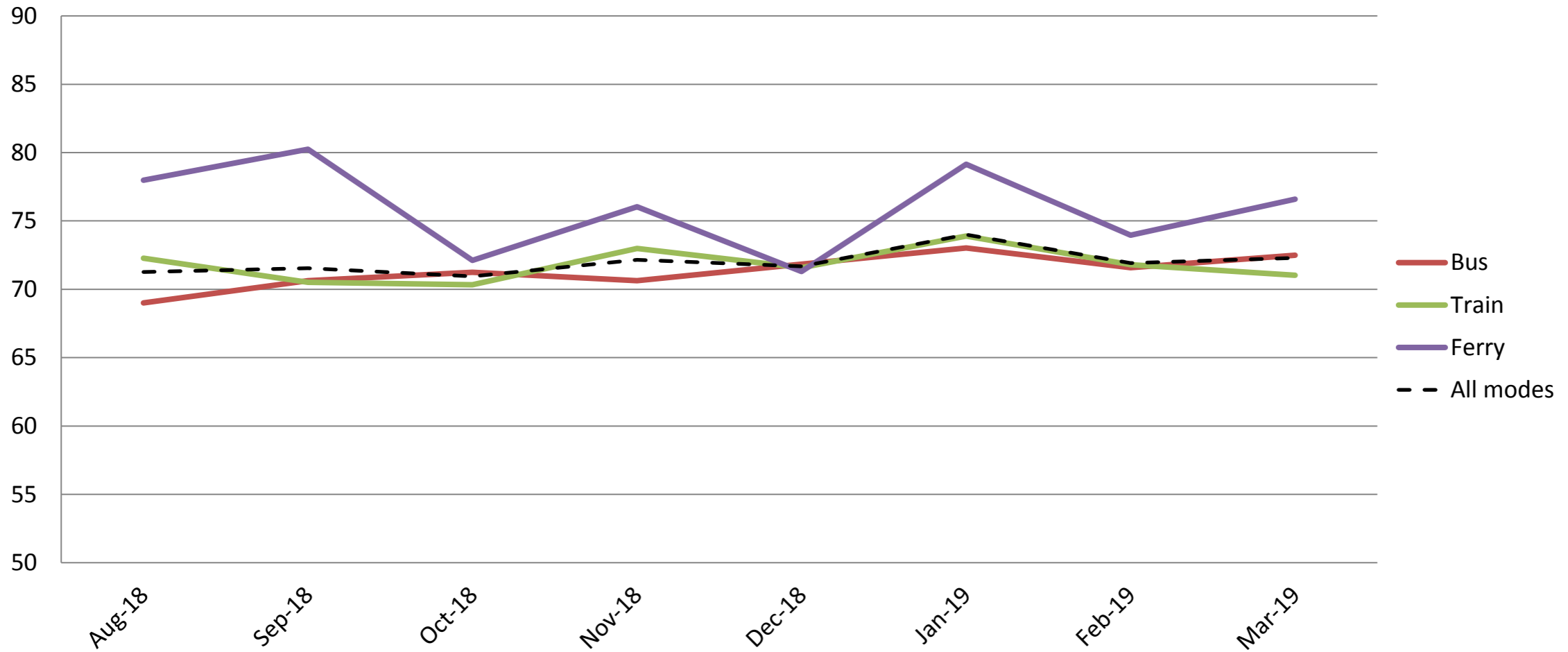
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## Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	69	71	71	71	72	73	72	72
<b>Train</b>	72	71	70	73	72	74	72	71
<b>Ferry</b>	78	80	72	76	71	79	74	77
<b>All Modes</b>	71	72	71	72	72	74	72	72

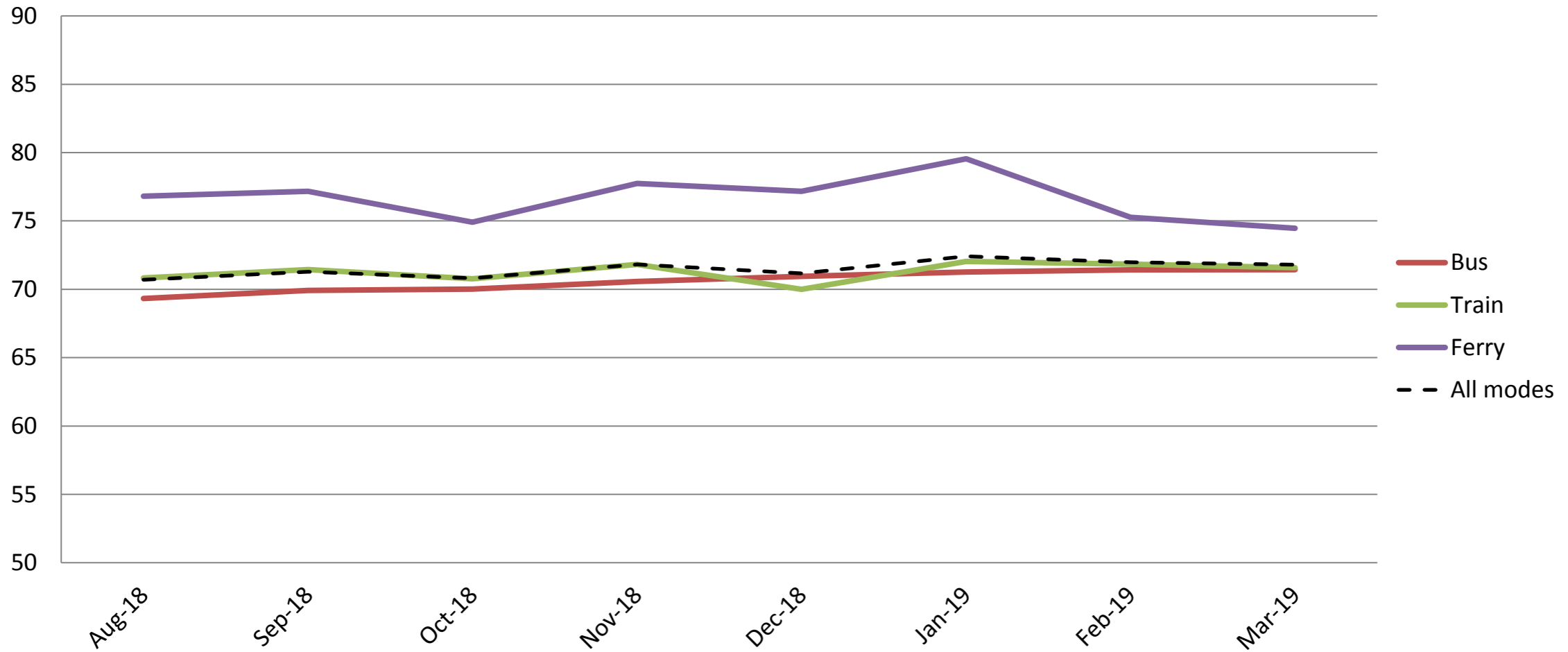
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## Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	69	70	70	71	71	71	71	71
<b>Train</b>	71	71	71	72	70	72	72	72
<b>Ferry</b>	77	77	75	78	77	80	<b>75</b>	74
<b>All Modes</b>	71	71	71	72	71	72	72	72

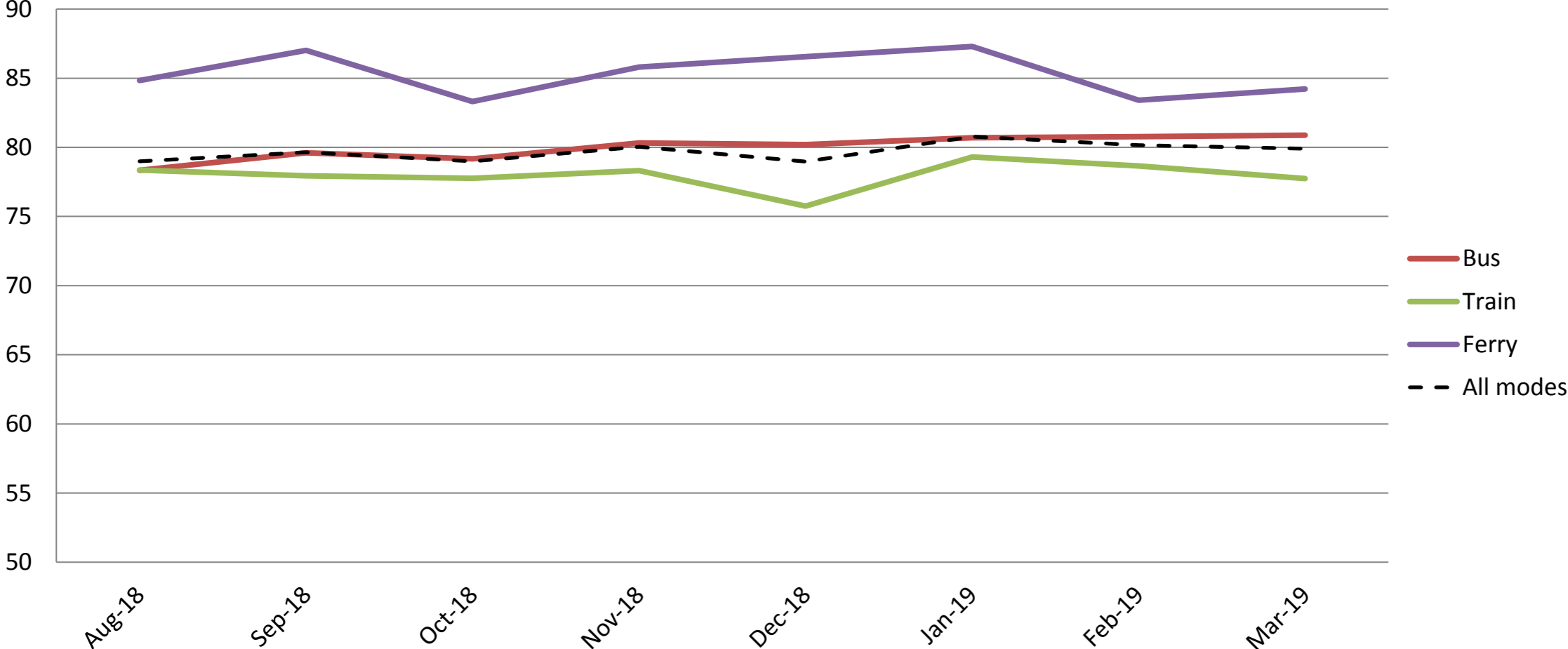
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# Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

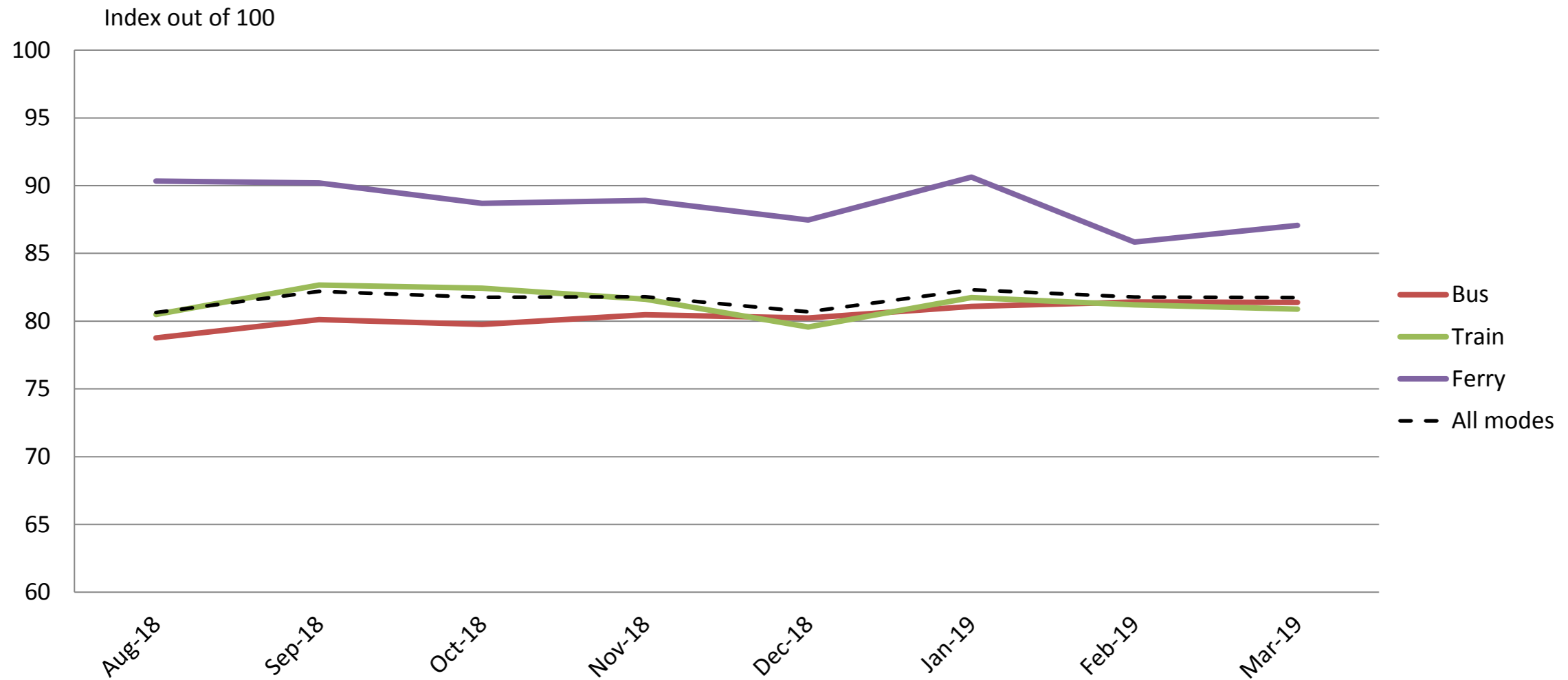


	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	78	80	79	80	80	81	81	81
<b>Train</b>	78	78	78	78	76	79	79	78
<b>Ferry</b>	85	87	83	86	87	87	83	84
<b>All Modes</b>	79	80	79	80	79	81	80	80

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



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	79	80	80	80	80	81	81	81
<b>Train</b>	80	83	82	82	80	82	81	81
<b>Ferry</b>	90	90	89	89	87	91	86	87
<b>All Modes</b>	81	82	82	82	81	82	82	82

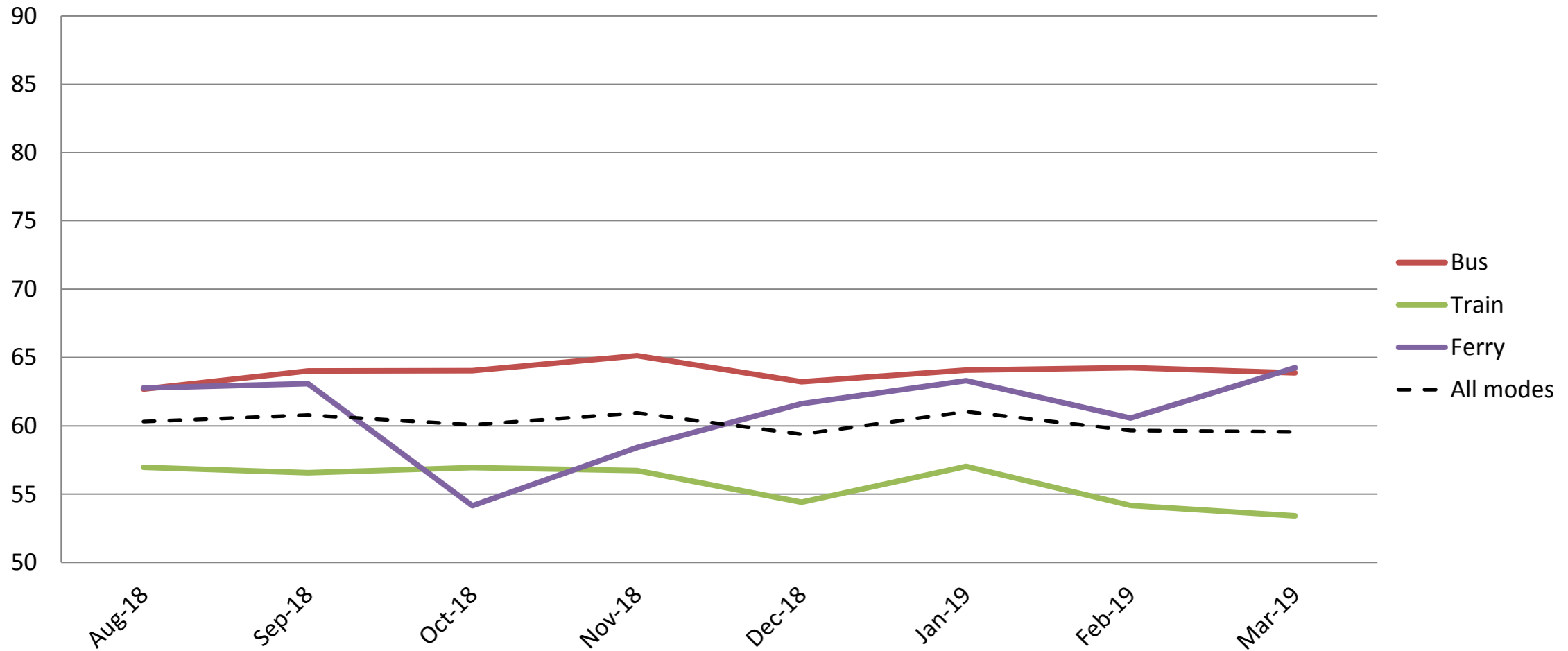
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## Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
<b>Bus</b>	63	64	64	65	63	64	64	64
<b>Train</b>	57	57	57	57	54	57	54	53
<b>Ferry</b>	63	63	54	58	62	63	61	64
<b>All Modes</b>	60	61	60	61	59	61	60	60

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