TransLink Customer Satisfaction Monthly Snapshot

November 2015

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	81	76	90	80
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	**66**	69	77	68
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	68	80	73
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	78	84	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	77	82	79
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	73	78	75
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	70	72	79	72
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	69	69	78	70
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	79	88	81
Staff Knowledge, conduct, presentation and helpfulness of staff	79	80	87	80
Affordability Cost of tickets and benefits of not having to pay for parking	55	45	59	51
Overall Service A combination of all reported categories	71	69	78	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 December 2014	3,248,170	0.37	2.04	14.76	1.94%
14 December 2014	3,055,522	0.44	1.79	13.53	1.93%
21 December 2014	2,951,709	0.44	2.01	12.74	2.05%
28 December 2014	1,792,252	0.40	1.65	15.93	2.30%
4 January 2015	1,788,485	0.32	1.73	14.17	2.46%
11 January 2015	2,665,997	0.41	1.91	13.16	1.82%
18 January 2015	2,904,636	0.39	1.88	12.20	1.77%
25 January 2015	2,876,195	0.25	1.70	12.59	1.80%
1 February 2015	2,942,728	0.31	2.04	12.86	2.02%
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%

## Overall satisfaction – A combination of all reported categories

Index out of 100
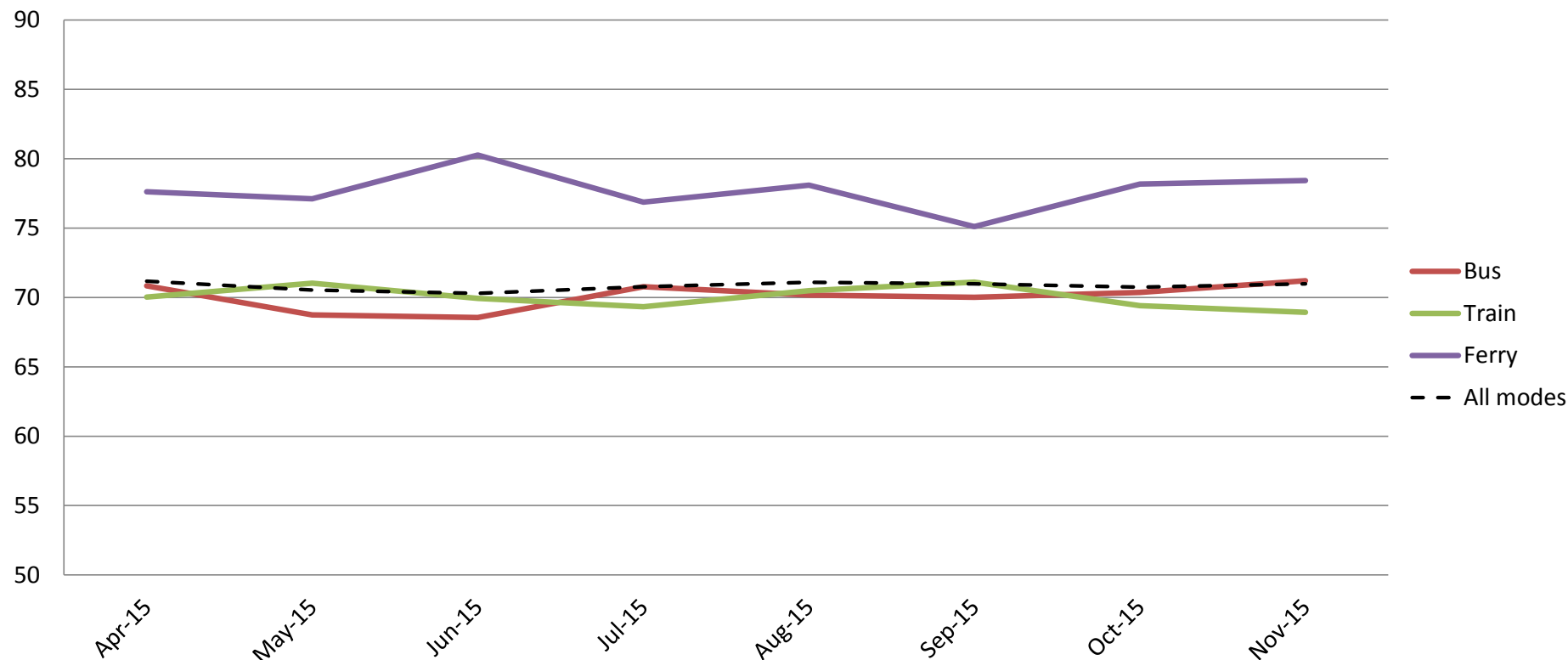
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	71	69	69	71	70	70	70	71
Train	70	71	70	69	70	71	69	69
Ferry	78	77	80	77	78	75	78	78
All Modes	71	71	70	71	71	71	71	71

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

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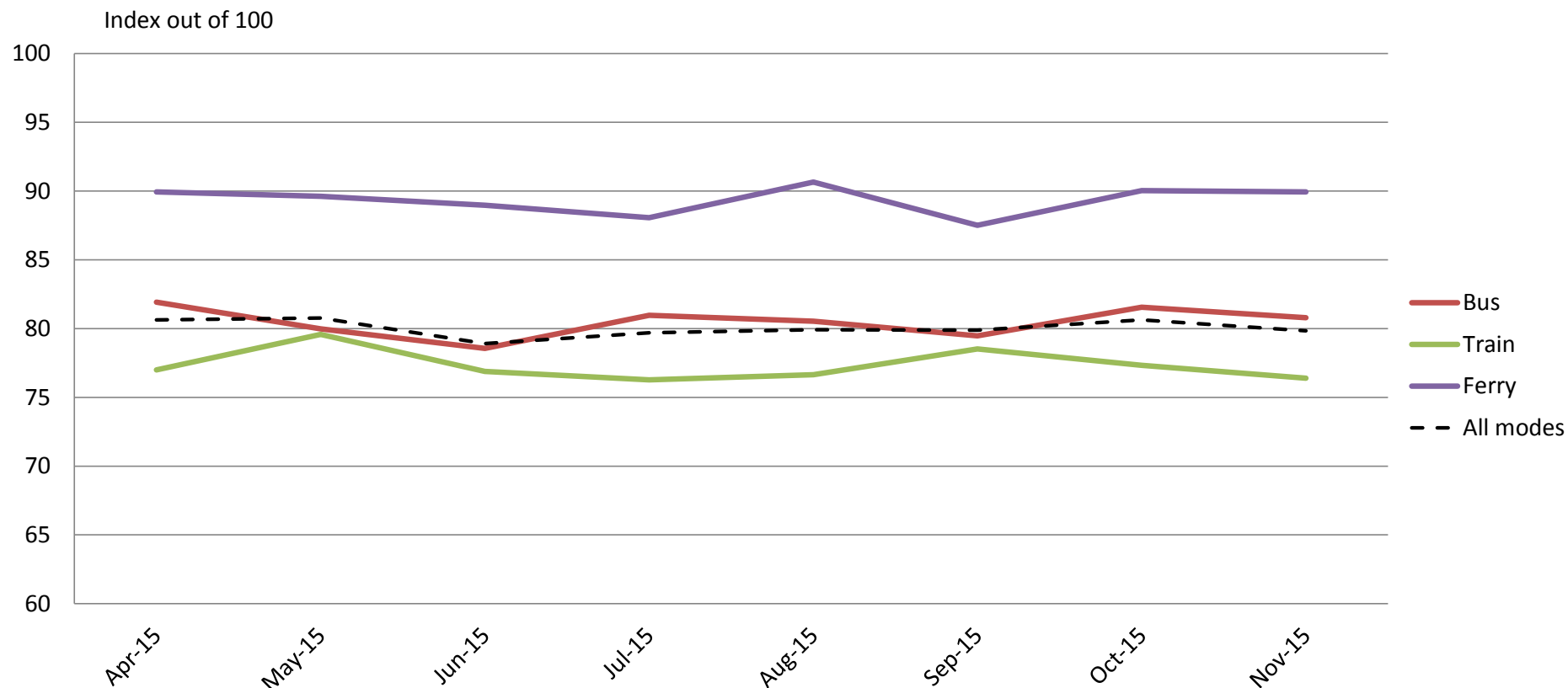
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**82**	80	79	**81**	81	79	82	81
Train	77	**80**	**77**	76	77	79	77	76
Ferry	90	90	89	88	91	88	90	90
All Modes	81	81	**79**	80	80	80	81	80

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

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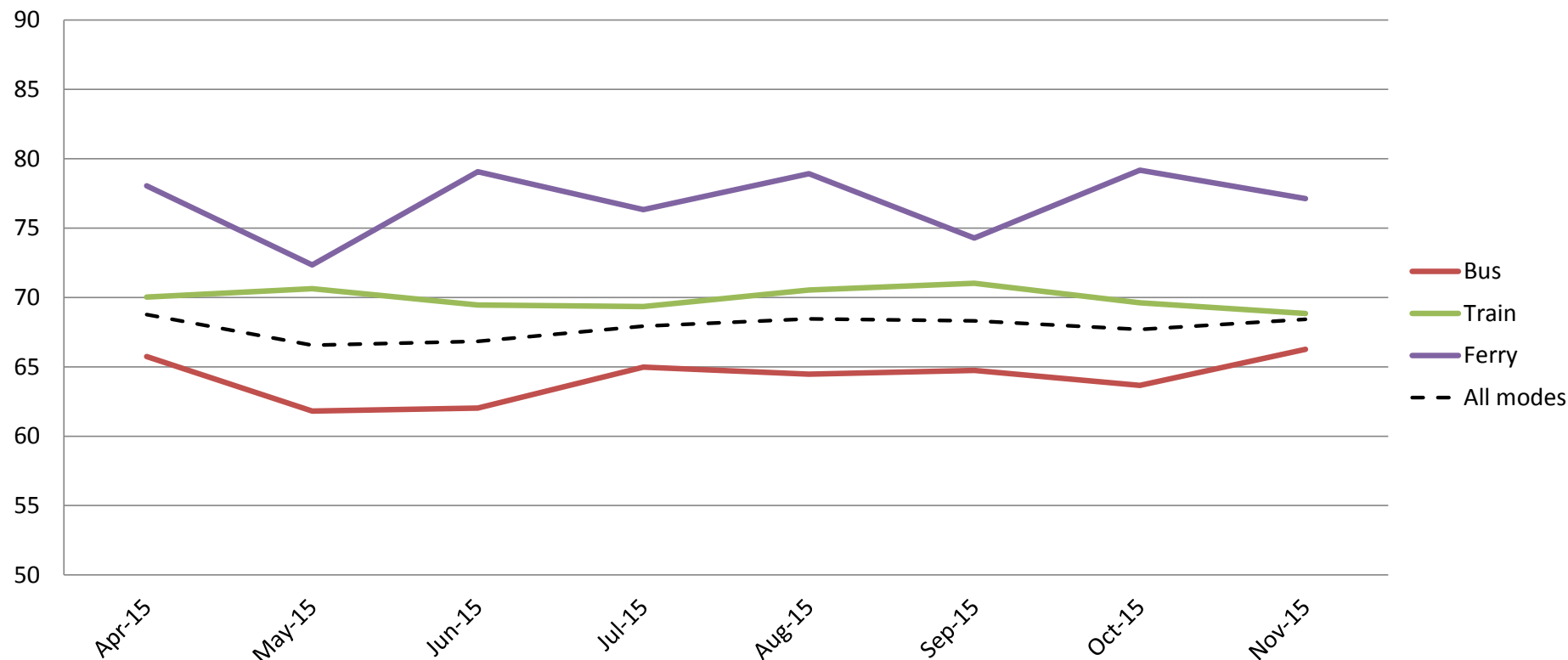
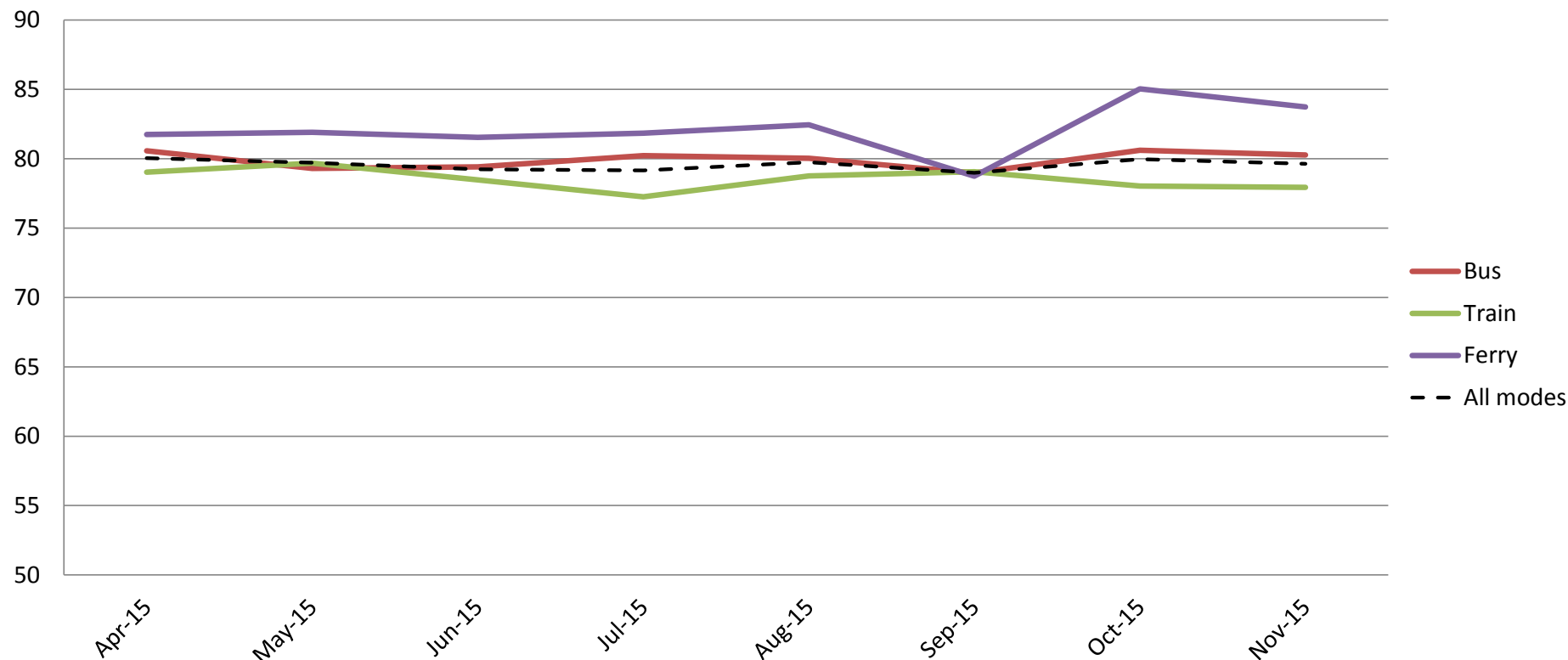|	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**66**	**62**	62	**65**	64	65	64	**66**
Train	70	71	69	69	71	71	70	69
Ferry	78	**72**	**79**	76	79	74	**79**	77
All Modes	**69**	**67**	67	68	68	68	68	68

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

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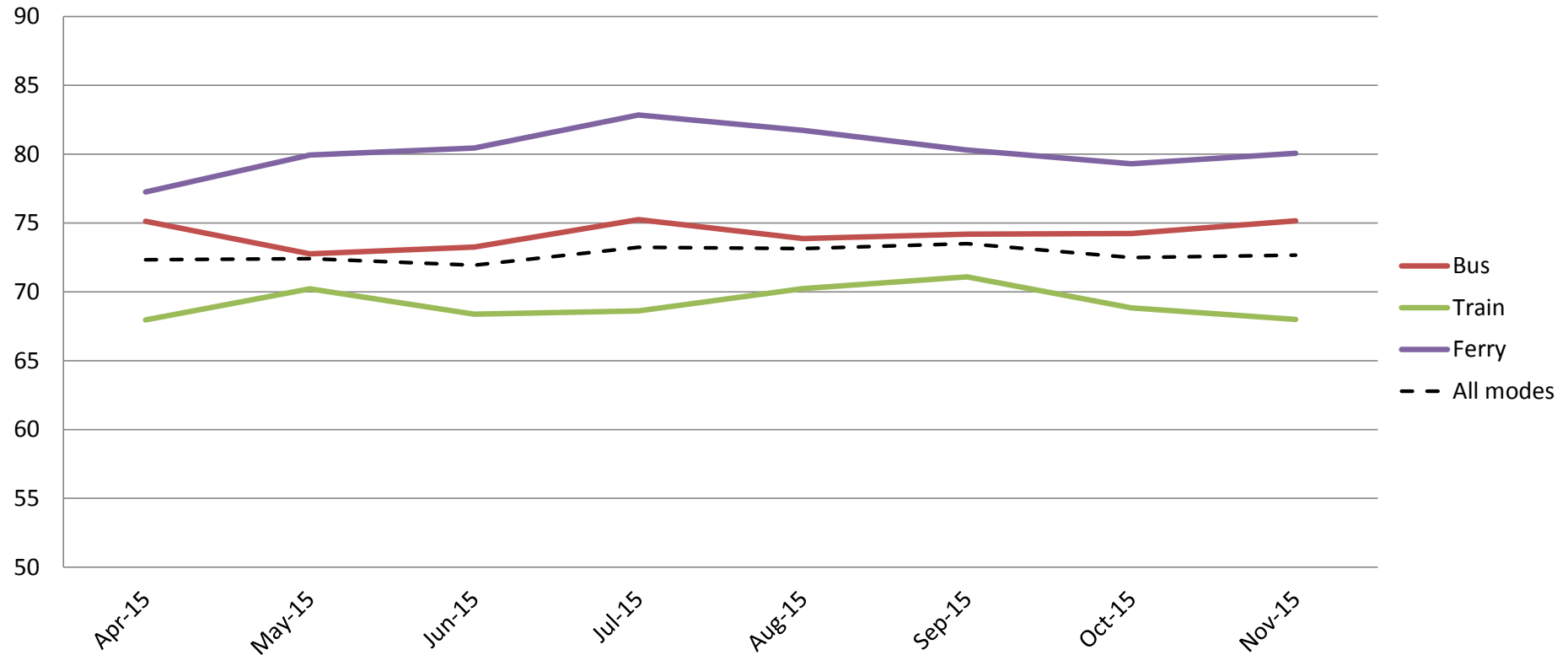
	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	75	**73**	73	**75**	74	74	74	75
Train	68	**70**	68	69	70	71	69	68
Ferry	77	80	80	83	82	80	79	80
All Modes	72	72	72	73	73	74	72	73

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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

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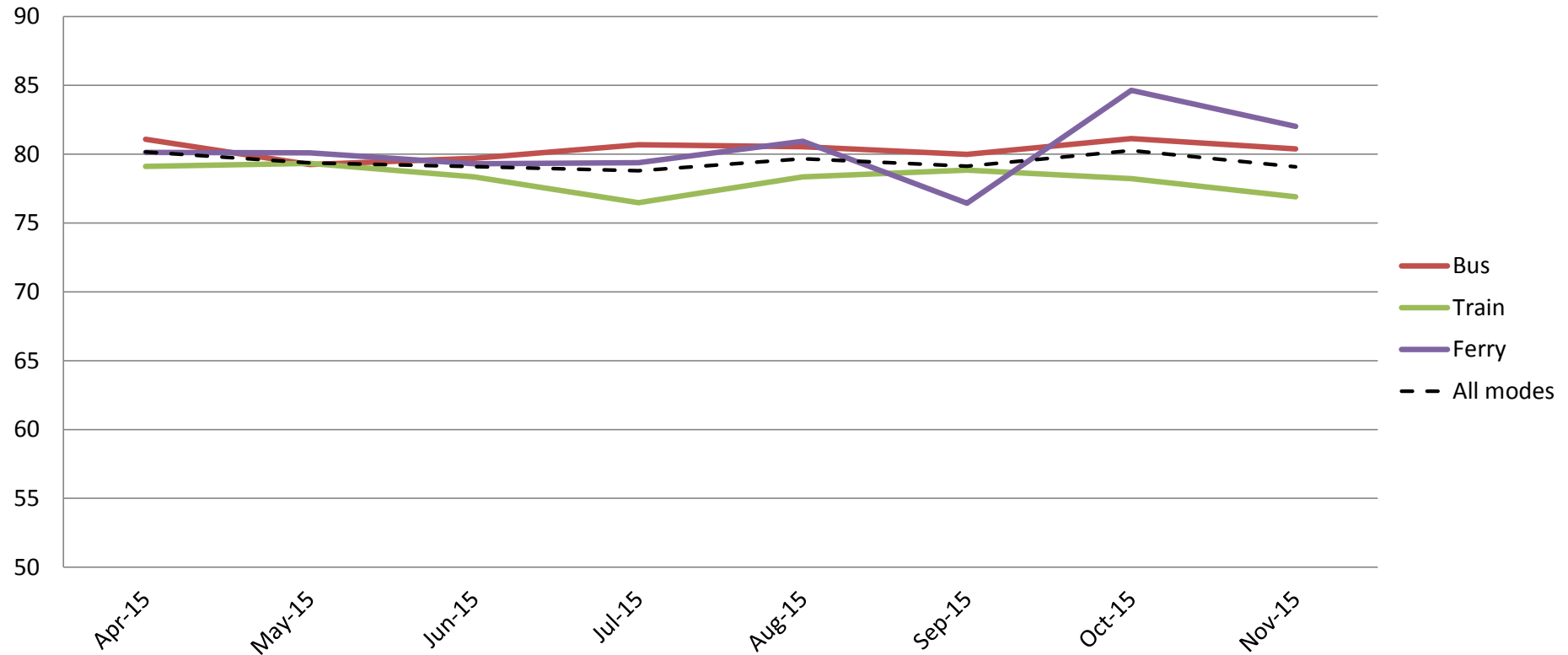|	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**81**	79	79	80	80	79	81	80
Train	79	80	78	77	79	79	78	78
Ferry	82	82	82	82	82	79	**85**	84
All Modes	**80**	80	79	79	80	79	80	80

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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.

Index out of 100

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**81**	79	80	81	81	80	81	80
Train	79	79	78	76	78	79	78	77
Ferry	80	80	79	79	81	76	**85**	82
All Modes	**80**	79	79	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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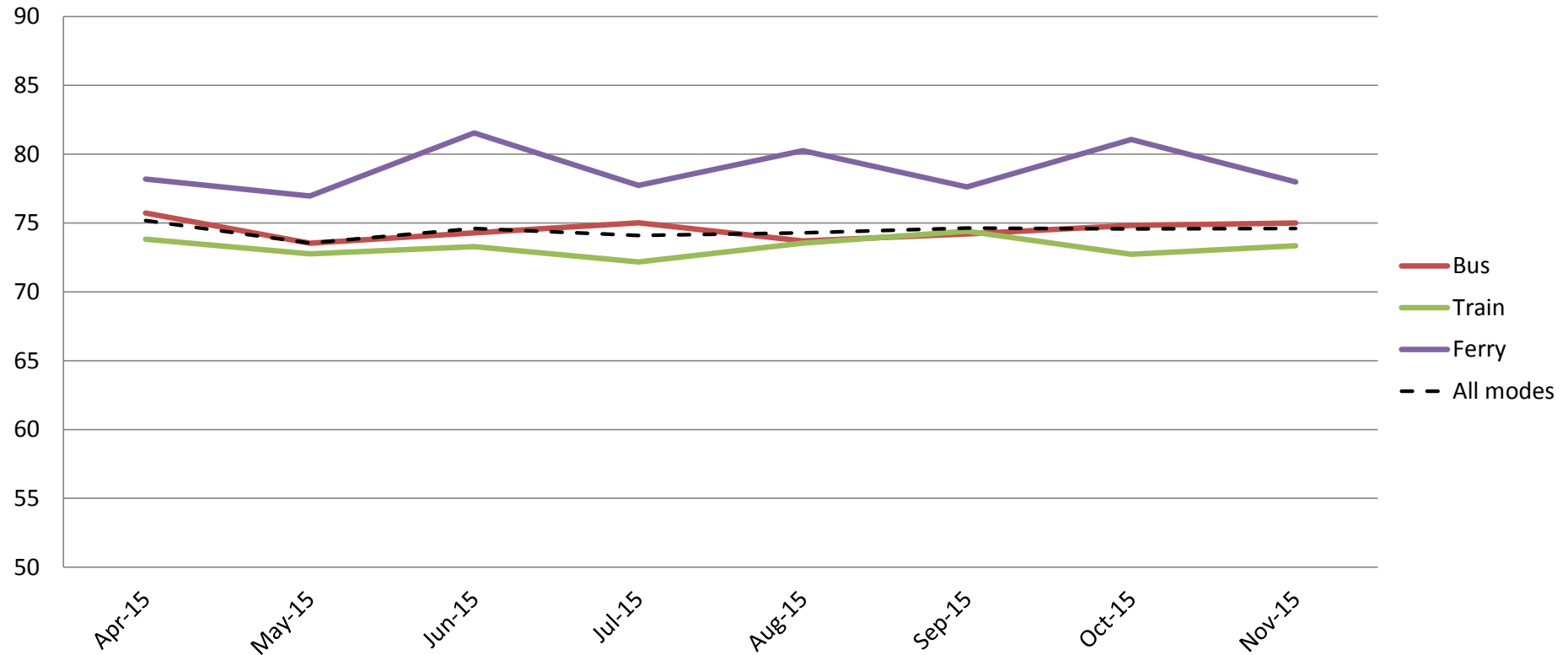
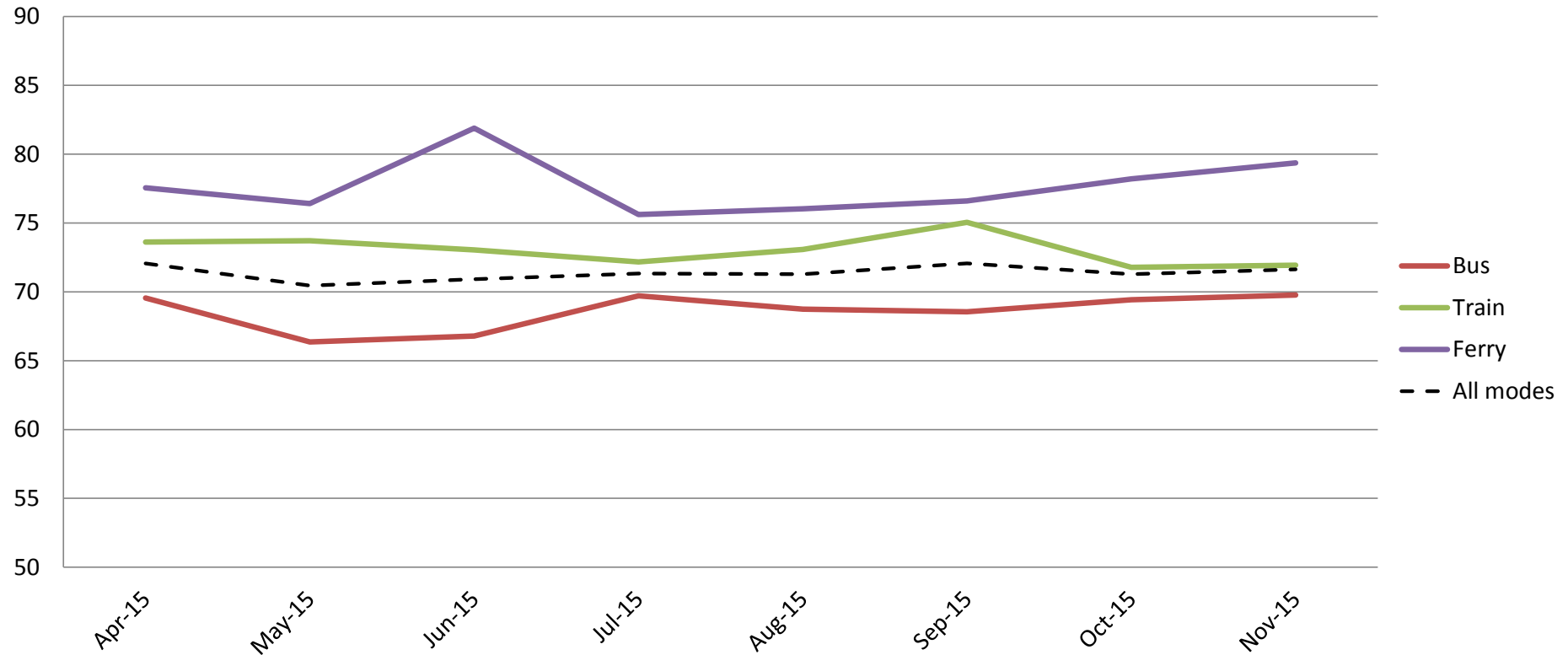|	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**76**	74	74	75	74	74	75	75
Train	74	73	73	72	74	74	73	73
Ferry	78	77	82	78	80	78	81	78
All Modes	**75**	**74**	75	74	74	75	75	75

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

Index out of 100

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**70**	**66**	67	**70**	69	69	69	70
Train	74	74	73	72	73	75	**72**	72
Ferry	78	76	**82**	**76**	76	77	78	79
All Modes	72	70	71	71	71	72	71	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
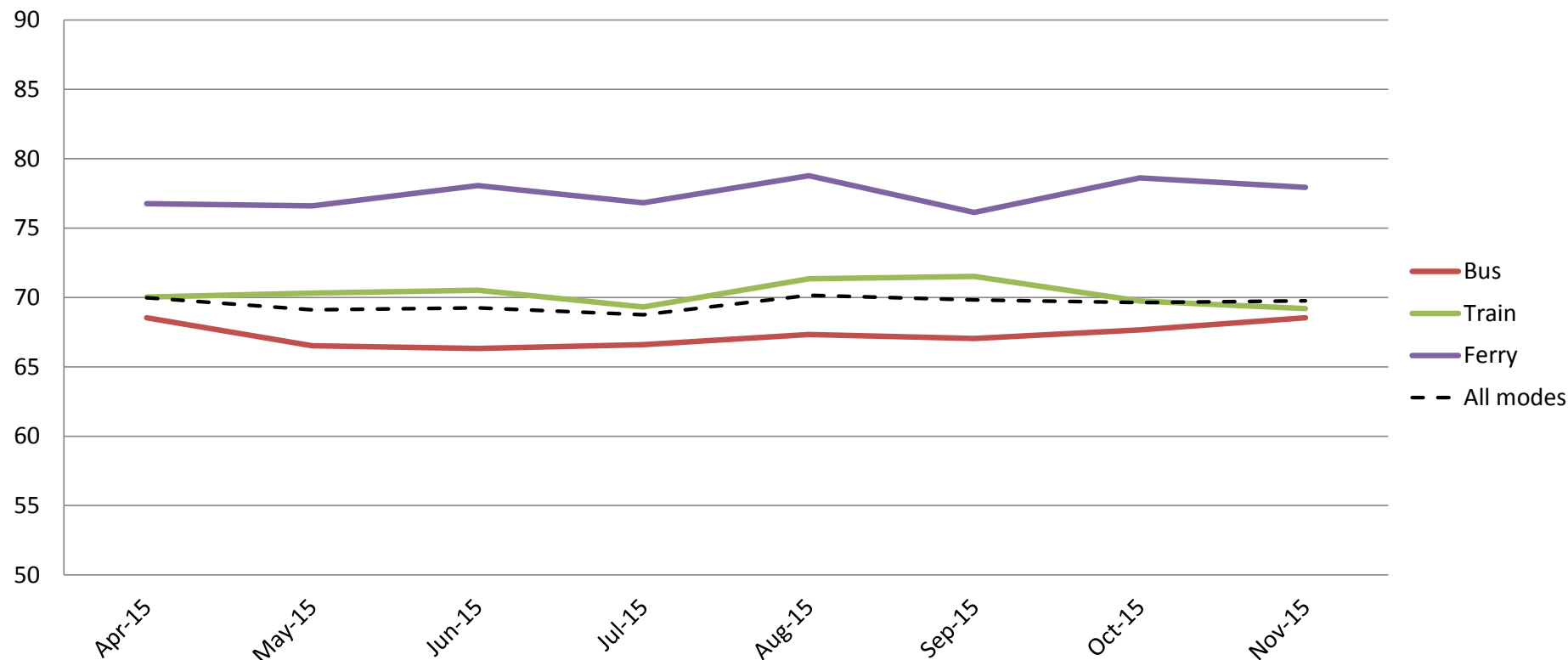
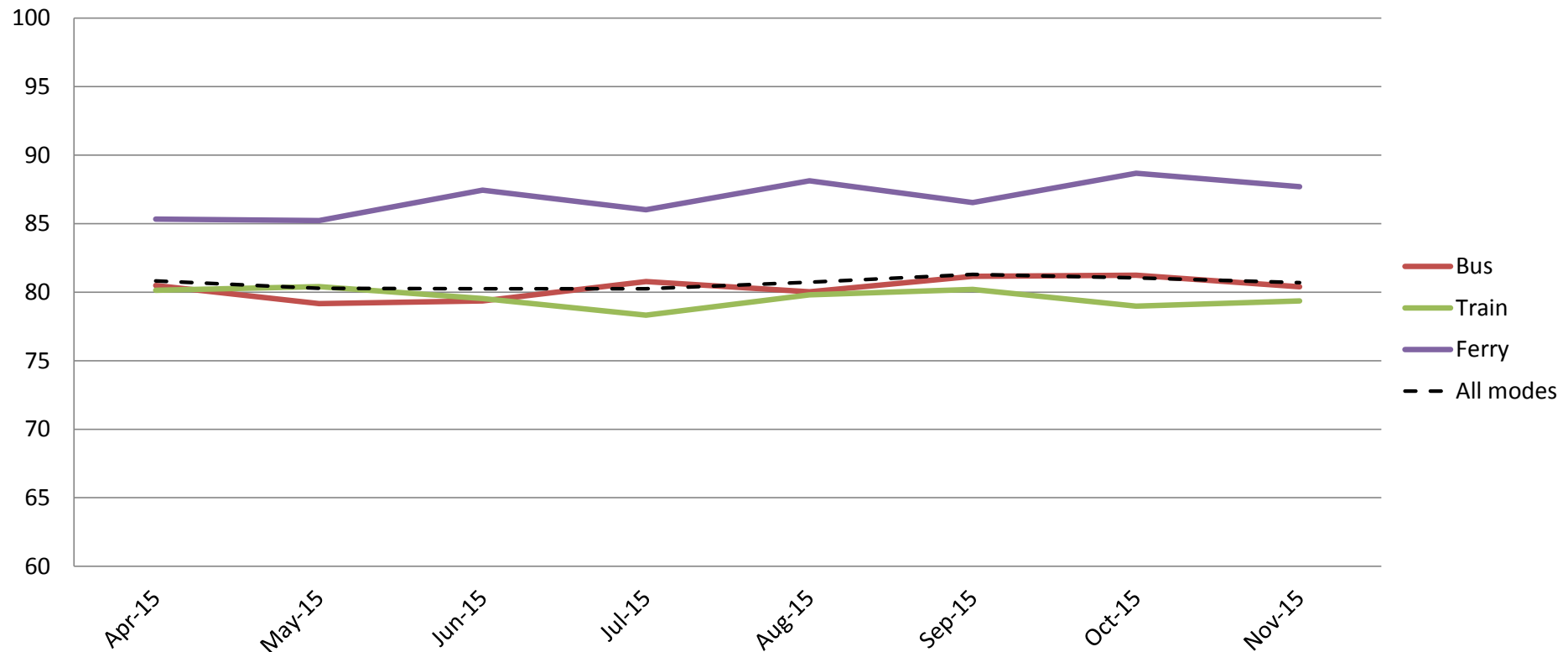|	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	**69**	67	66	67	67	67	68	69
Train	70	70	71	69	71	72	70	69
Ferry	77	77	78	77	79	76	79	78
All Modes	**70**	69	69	69	70	70	70	70

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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

Index out of 100

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	80	79	79	81	80	81	81	80
Train	80	80	80	78	80	80	79	79
Ferry	85	85	87	86	88	87	89	88
All Modes	81	80	80	80	81	81	81	81

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Staff – Knowledge, conduct, presentation and helpfulness of staff

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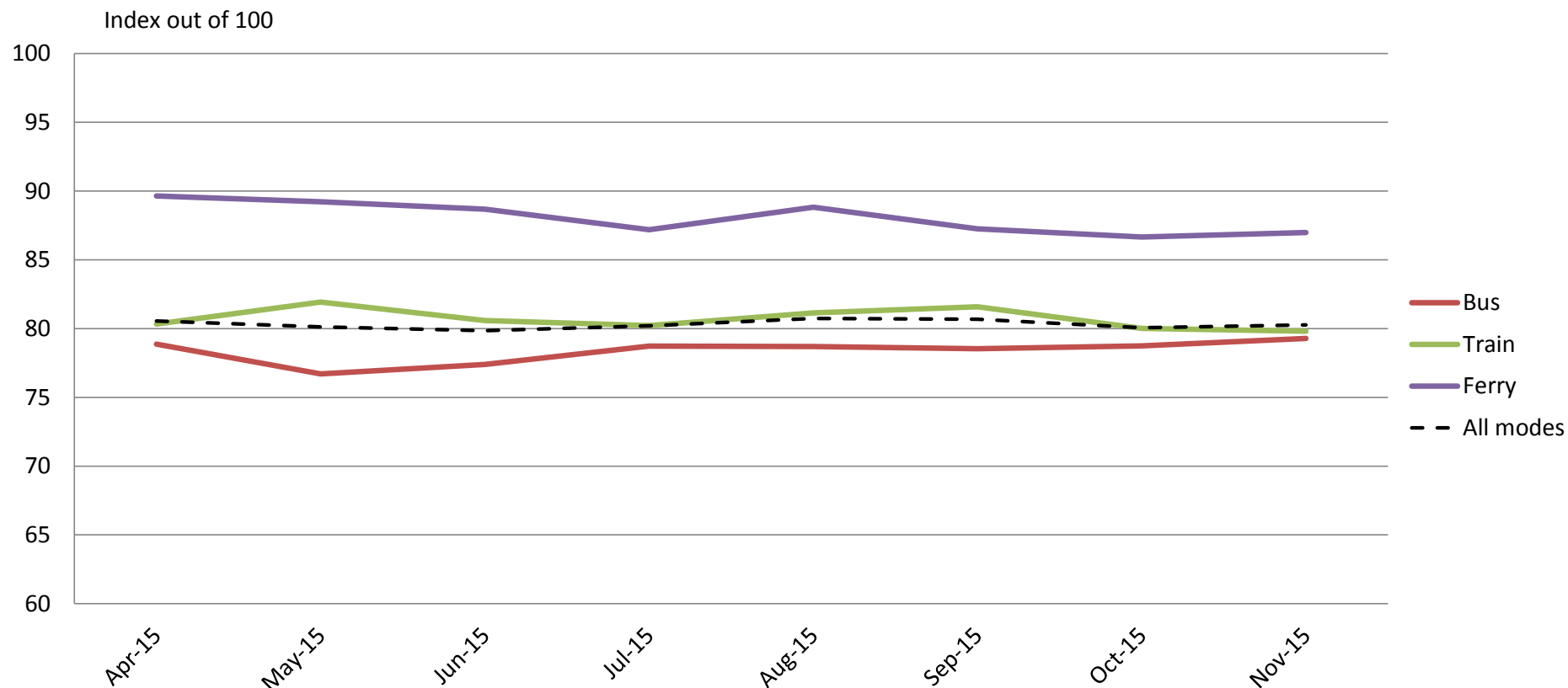
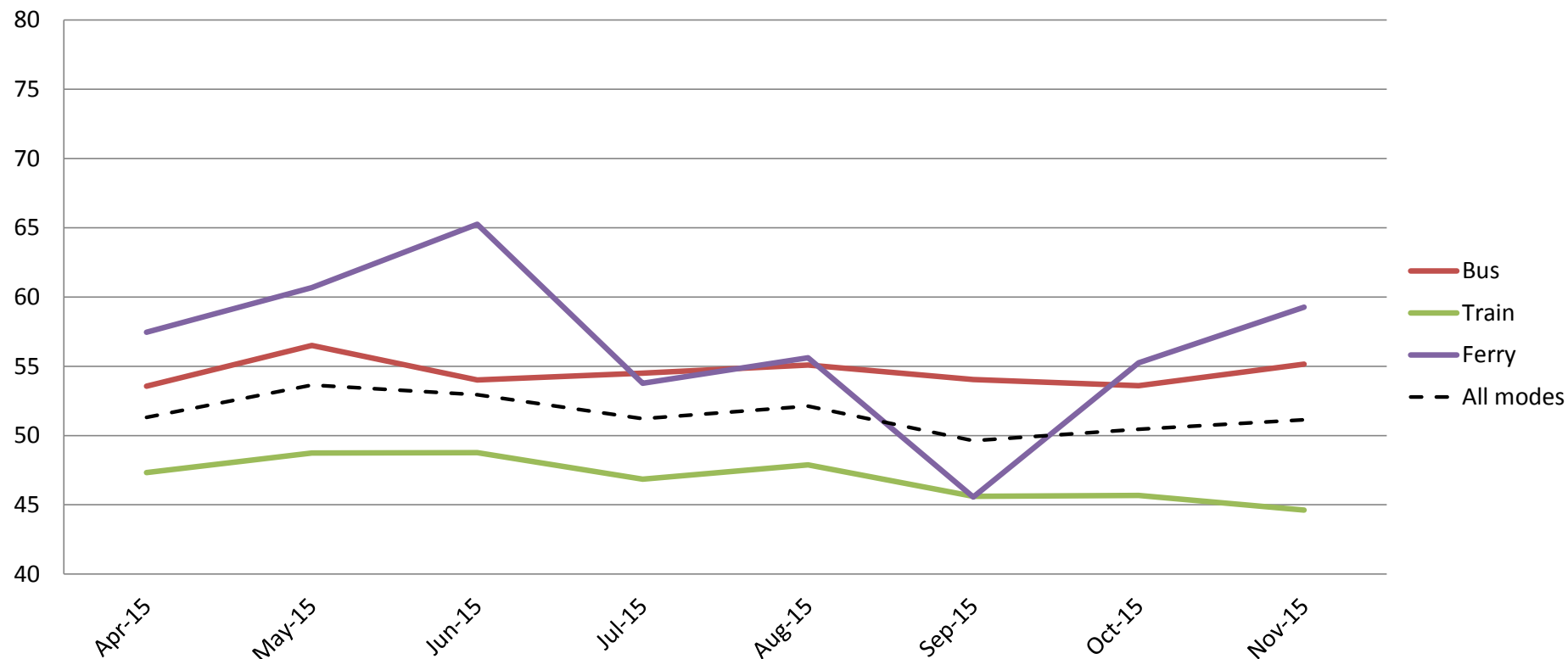|	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	79	**77**	77	79	79	79	79	79
Train	80	82	81	80	81	82	80	80
Ferry	90	89	89	87	89	87	87	87
All Modes	81	80	80	80	81	81	80	80

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

Index out of 100

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Bus	54	57	54	55	55	54	54	55
Train	47	49	49	47	48	46	46	45
Ferry	57	61	65	54	56	46	55	59
All Modes	51	54	53	51	52	50	50	51

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