

TransLink Customer Satisfaction Monthly Snapshot

November 2018

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	78	89	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	68	77	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	70	81	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	82	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	78	81	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	73	80	75
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	71	73	76	72
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	71	72	78	72
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	78	86	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	80	82	89	82
Affordability				
Cost of tickets and benefits of not having to pay for parking	65	57	58	61
Overall Service				
A combination of all reported categories	73	71	80	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

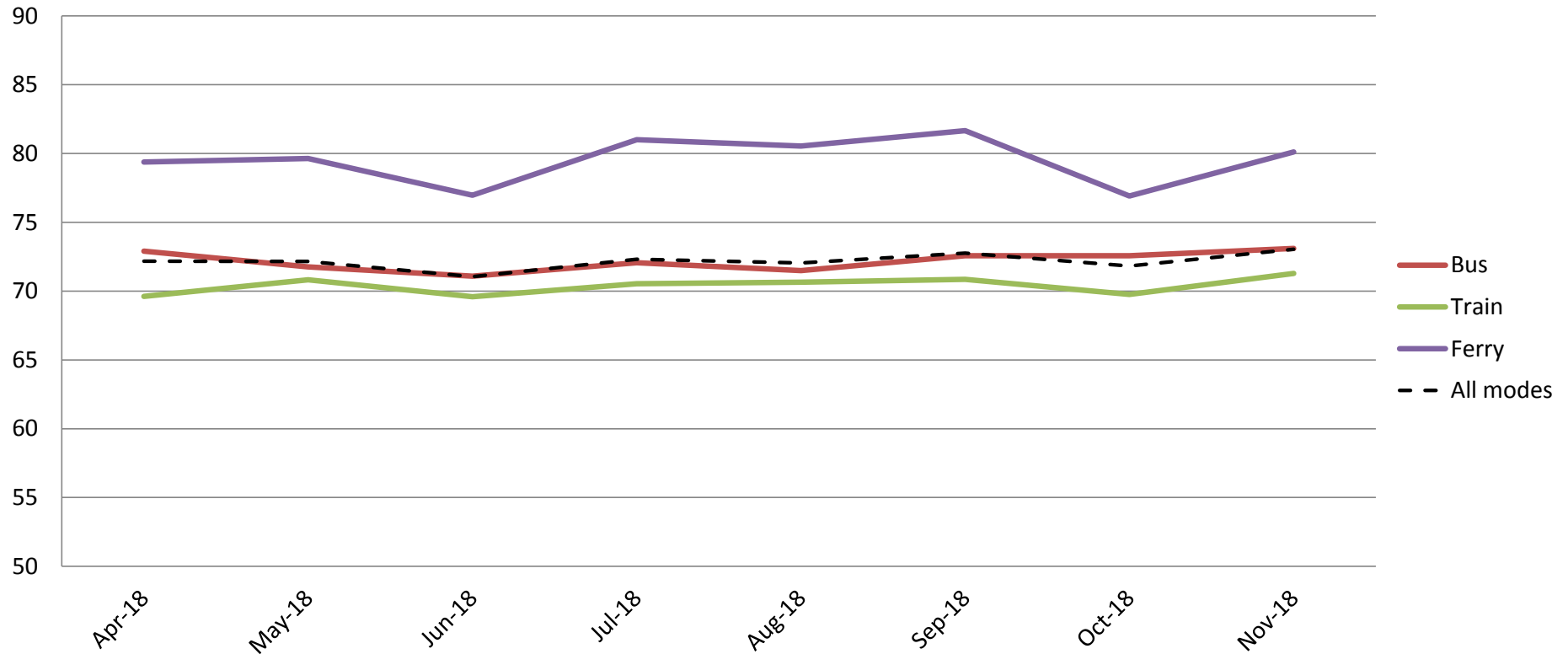
Green figures indicate a statistically significant **increase** in the period

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
3 December 2017	3,354,923	0.07	2.80	14.91	1.67%
10 December 2017	3,249,800	0.14	2.63	13.60	1.71%
17 December 2017	3,124,510	0.09	2.92	14.42	1.76%
24 December 2017	2,953,940	0.10	2.66	15.80	1.80%
31 December 2017	1,645,699	0.05	1.36	15.66	2.38%
7 January 2018	2,170,778	0.05	2.72	15.77	2.03%
14 January 2018	2,867,268	0.08	3.19	29.57	1.80%
21 January 2018	3,029,499	0.10	2.82	15.83	1.77%
28 January 2018	3,085,001	0.05	3.32	14.93	1.94%
4 February 2018	3,532,532	0.06	2.70	14.51	1.88%
11 February 2018	3,700,183	0.07	2.36	13.92	1.91%
18 February 2018	3,784,802	0.08	3.32	14.82	2.00%
25 February 2018	3,978,320	0.04	2.74	13.89	1.92%
4 March 2018	4,243,516	0.10	2.77	14.02	1.82%
11 March 2018	4,121,678	0.08	2.33	13.77	1.77%
18 March 2018	4,226,397	0.07	2.29	14.58	1.80%
25 March 2018	4,160,958	0.06	2.29	18.83	1.76%
1 April 2018	3,475,617	0.04	2.12	14.58	1.83%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100

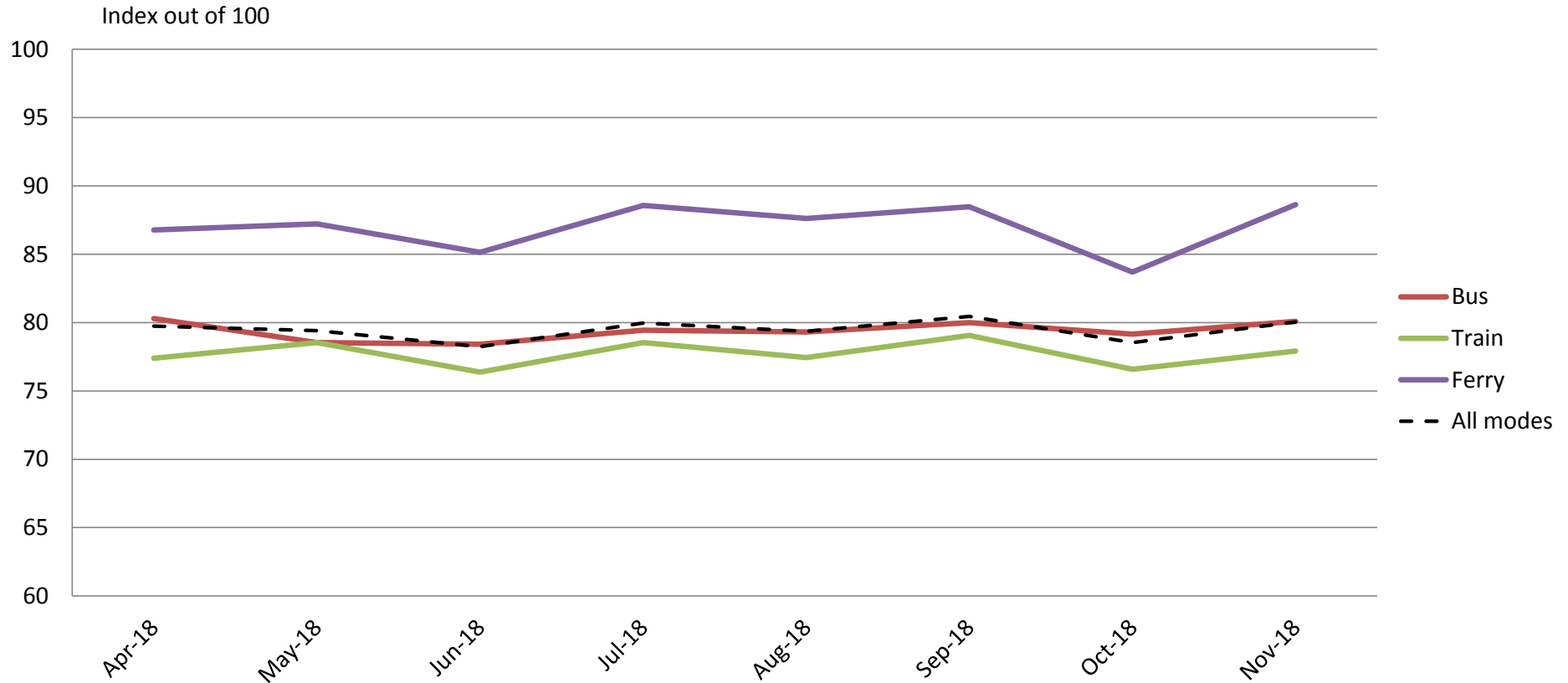


	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	73	72	71	72	71	73	73	73
Train	70	71	70	71	71	71	70	71
Ferry	79	80	77	81	81	82	77	80
All Modes	72	72	71	72	72	73	72	73

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



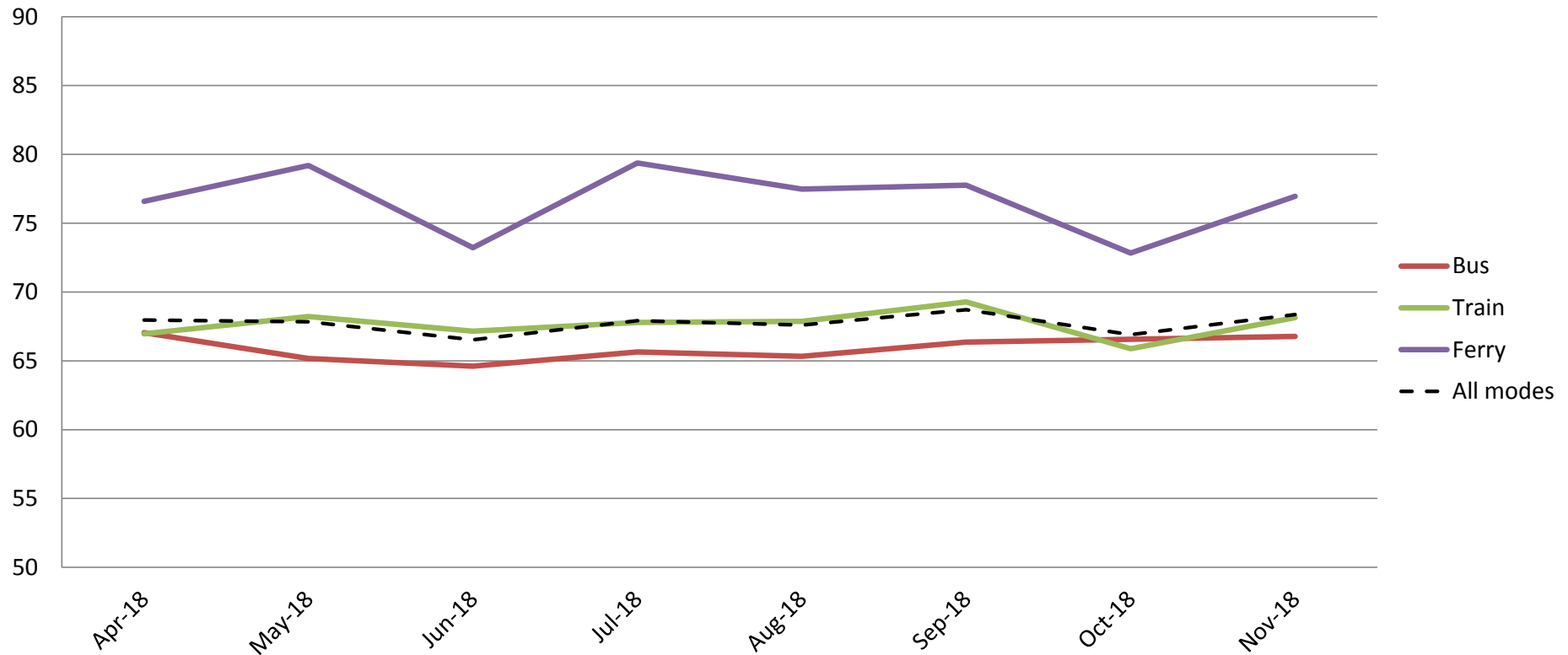
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	80	79	78	79	79	80	79	80
Train	77	79	76	79	77	79	77	78
Ferry	87	87	85	89	88	88	84	89
All Modes	80	79	78	80	79	80	79	80

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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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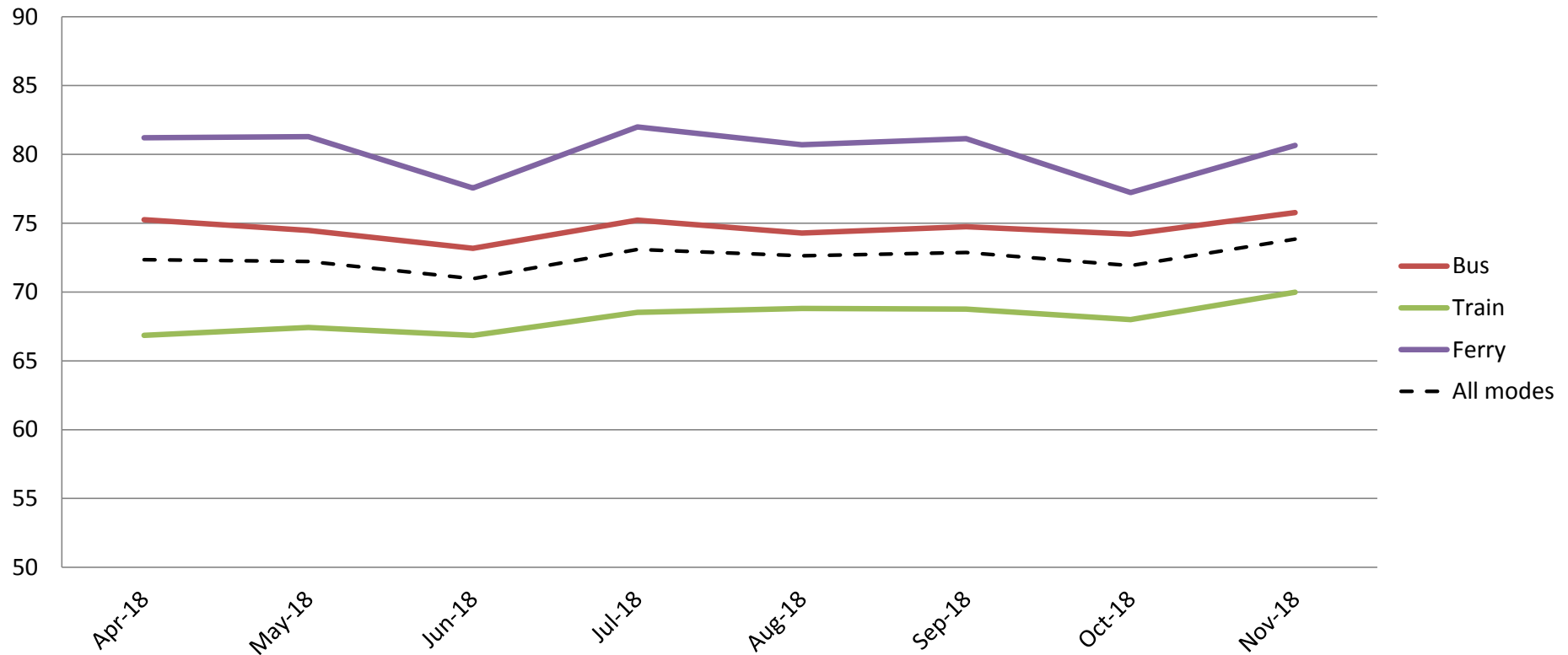
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	67	65	65	66	65	66	67	67
Train	67	68	67	68	68	69	66	68
Ferry	77	79	73	79	77	78	73	77
All Modes	68	68	67	68	68	69	67	68

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

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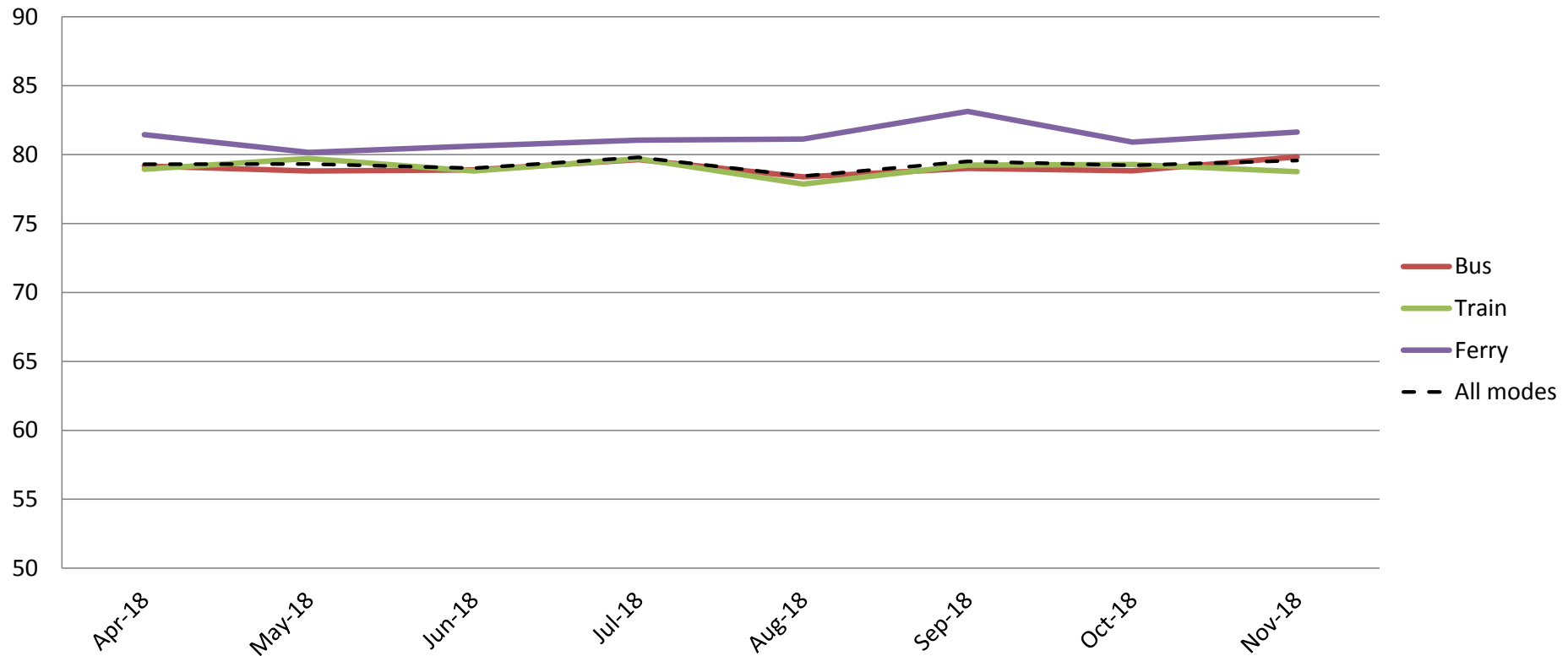
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	75	74	73	75	74	75	74	76
Train	67	67	67	69	69	69	68	70
Ferry	81	81	78	82	81	81	77	81
All Modes	72	72	71	73	73	73	72	74

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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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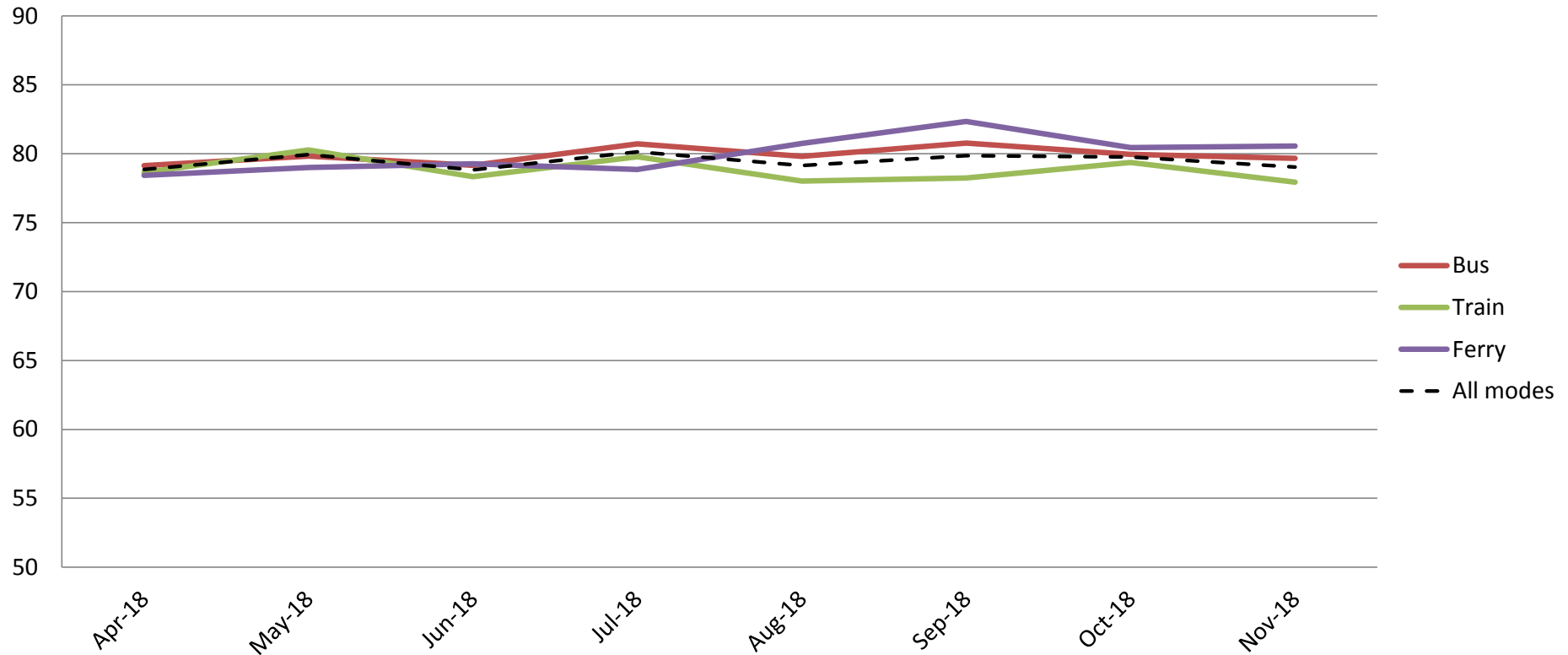
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	79	79	79	80	78	79	79	80
Train	79	80	79	80	78	79	79	79
Ferry	81	80	81	81	81	83	81	82
All Modes	79	79	79	80	78	80	79	80

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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.

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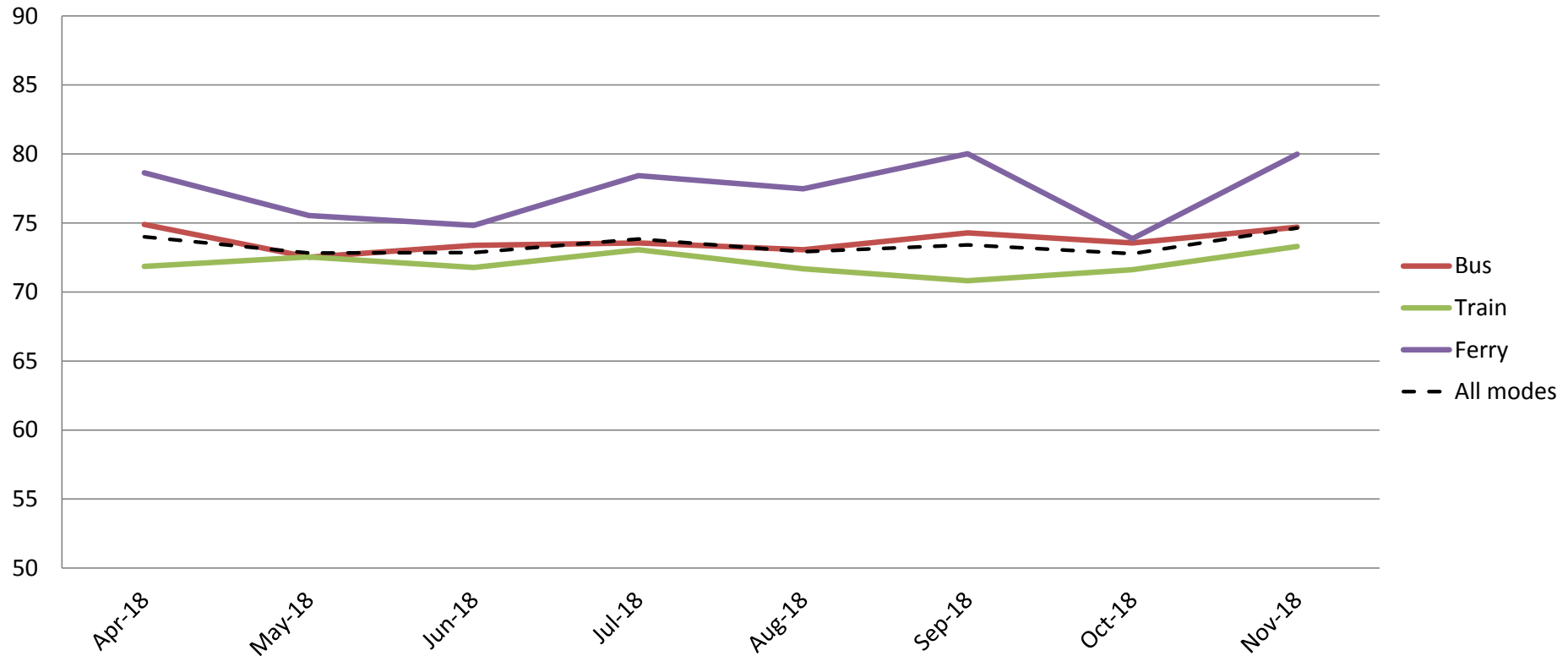
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	79	80	79	81	80	81	80	80
Train	79	80	78	80	78	78	79	78
Ferry	78	79	79	79	81	82	80	81
All Modes	79	80	79	80	79	80	80	79

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

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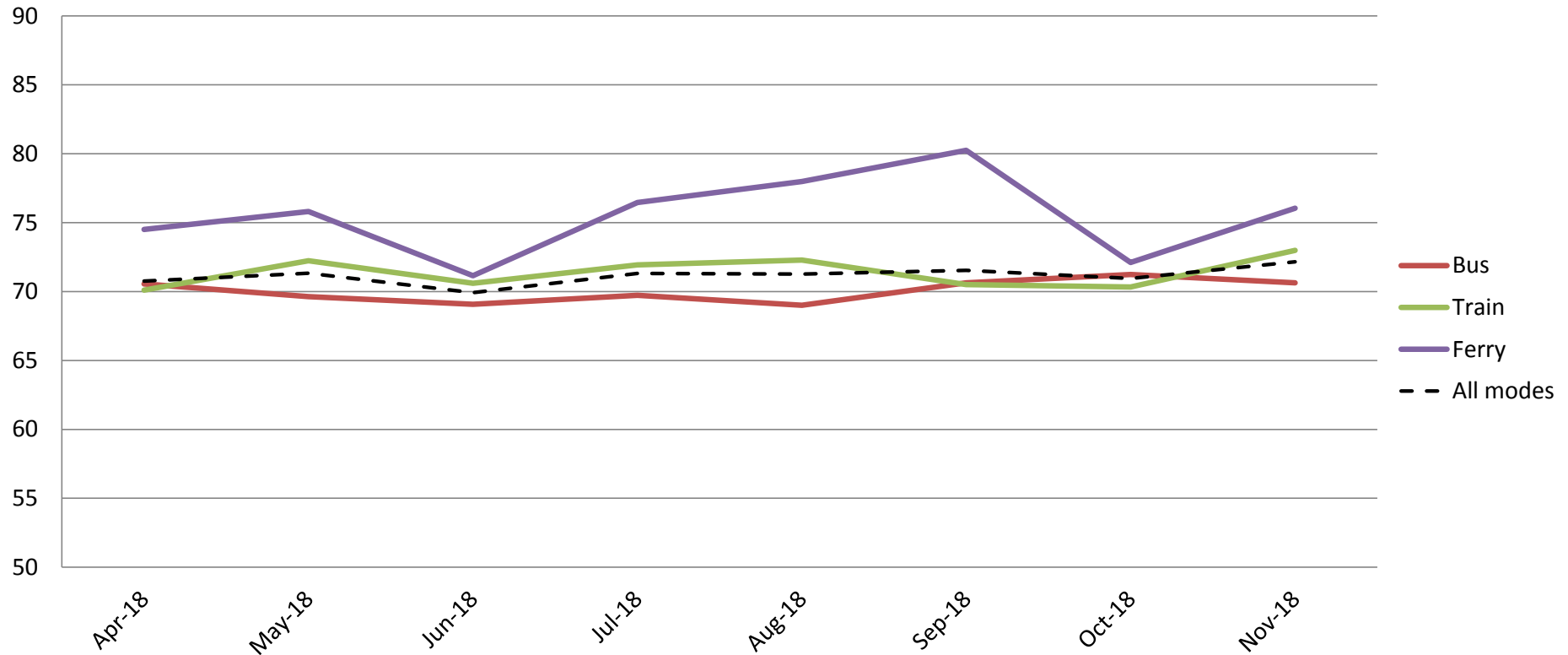
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	75	73	73	74	73	74	74	75
Train	72	73	72	73	72	71	72	73
Ferry	79	76	75	78	77	80	74	80
All Modes	74	73	73	74	73	73	73	75

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

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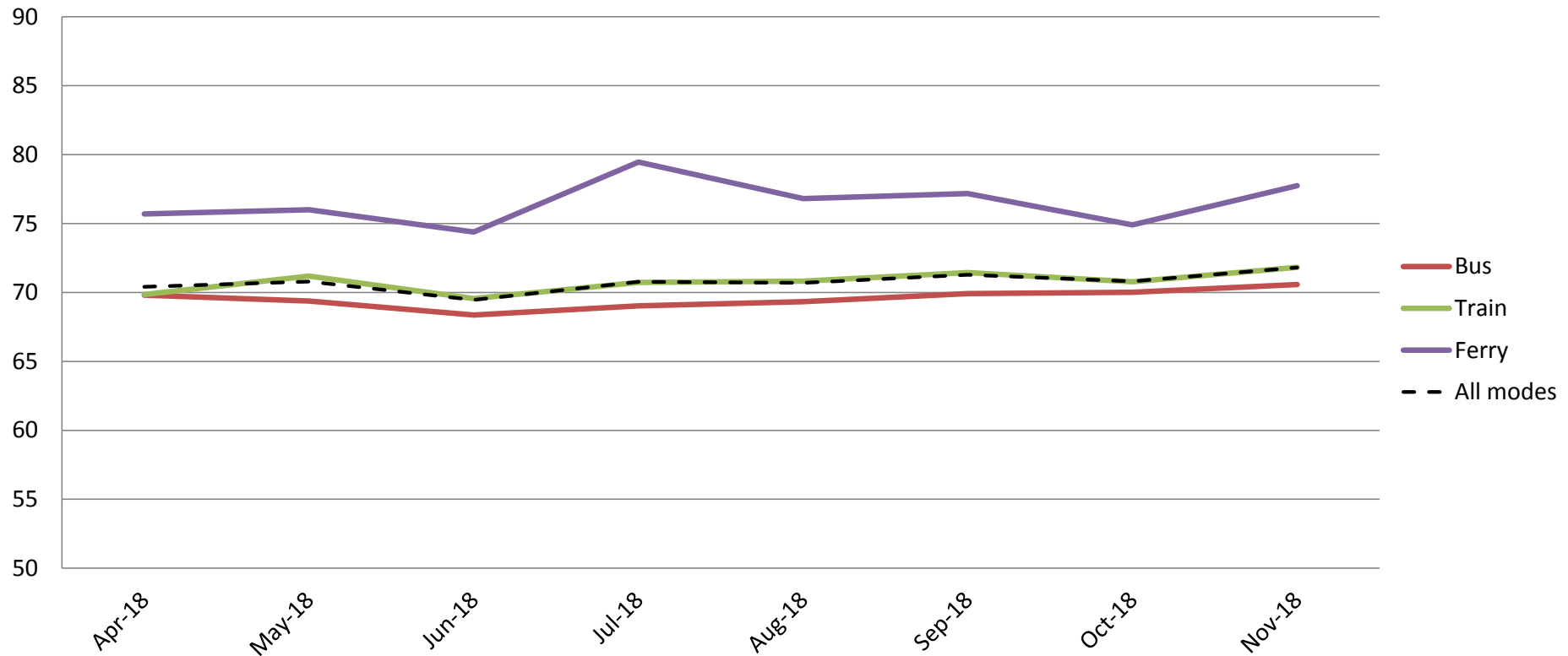
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	71	70	69	70	69	71	71	71
Train	70	72	71	72	72	71	70	73
Ferry	75	76	71	76	78	80	72	76
All Modes	71	71	70	71	71	72	71	72

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

Index out of 100



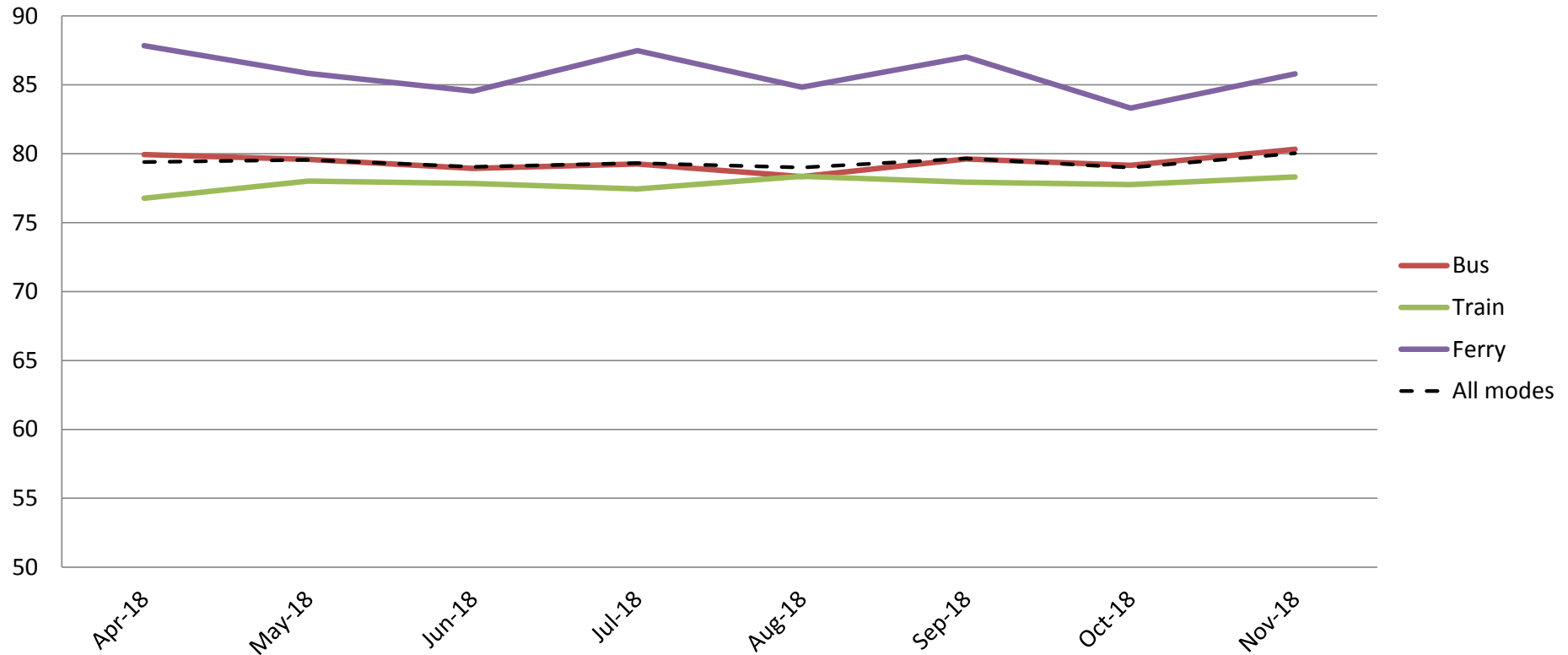
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	70	69	68	69	69	70	70	71
Train	70	71	70	71	71	71	71	72
Ferry	76	76	74	79	77	77	75	78
All Modes	70	71	69	71	71	71	71	72

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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

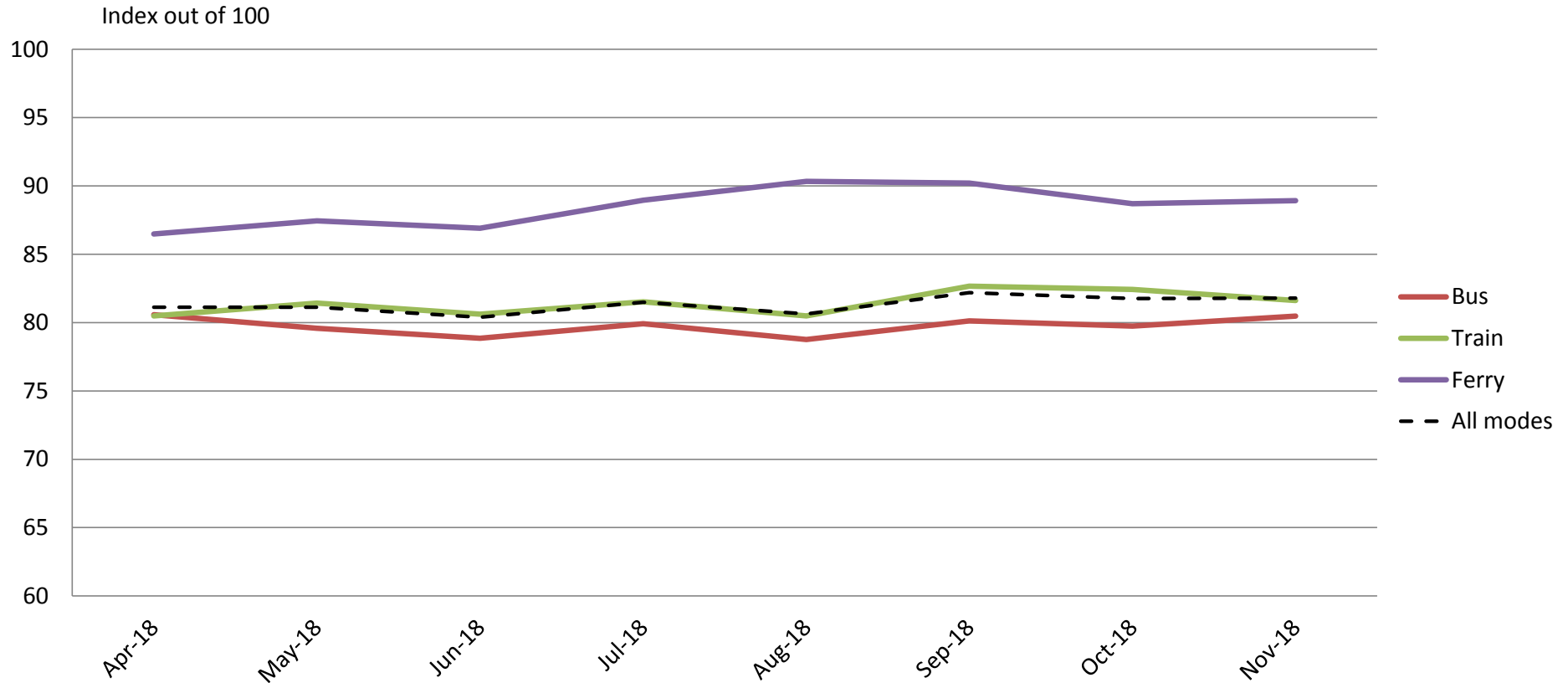


	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	80	80	79	79	78	80	79	80
Train	77	78	78	77	78	78	78	78
Ferry	88	86	85	87	85	87	83	86
All Modes	79	80	79	79	79	80	79	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



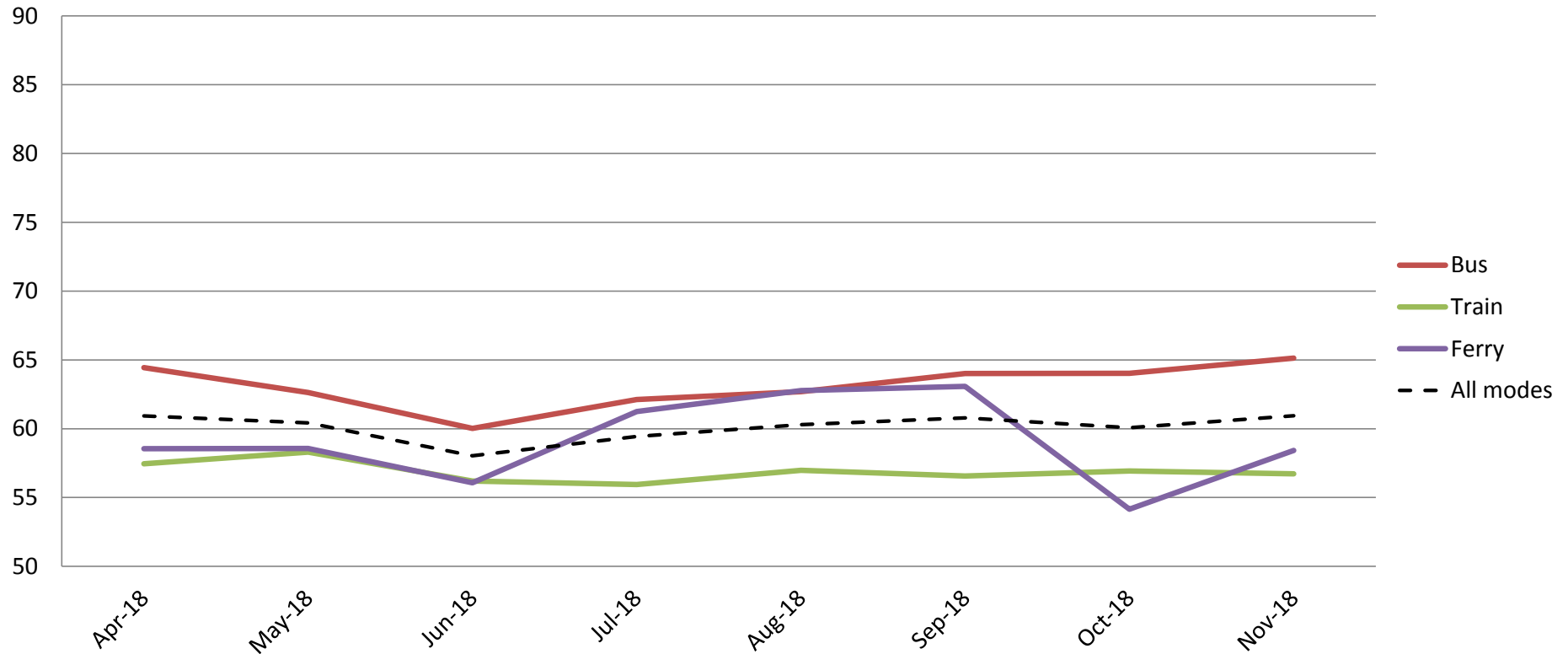
	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	81	80	79	80	79	80	80	80
Train	80	81	81	82	80	83	82	82
Ferry	86	87	87	89	90	90	89	89
All Modes	81	81	80	81	81	82	82	82

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

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	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
Bus	64	63	60	62	63	64	64	65
Train	57	58	56	56	57	57	57	57
Ferry	59	59	56	61	63	63	54	58
All Modes	61	60	58	59	60	61	60	61

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