

TransLink Customer Satisfaction Monthly Snapshot

January 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	82	78	86	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	72	73	69
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	77	71	78	75
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	79	81	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	79	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	72	75	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	72	76	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	70	71	68
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	79	81	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	79	82	85	81
Affordability				
Cost of tickets and benefits of not having to pay for parking	51	44	51	48
Overall Service				
A combination of all reported categories	71	70	74	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

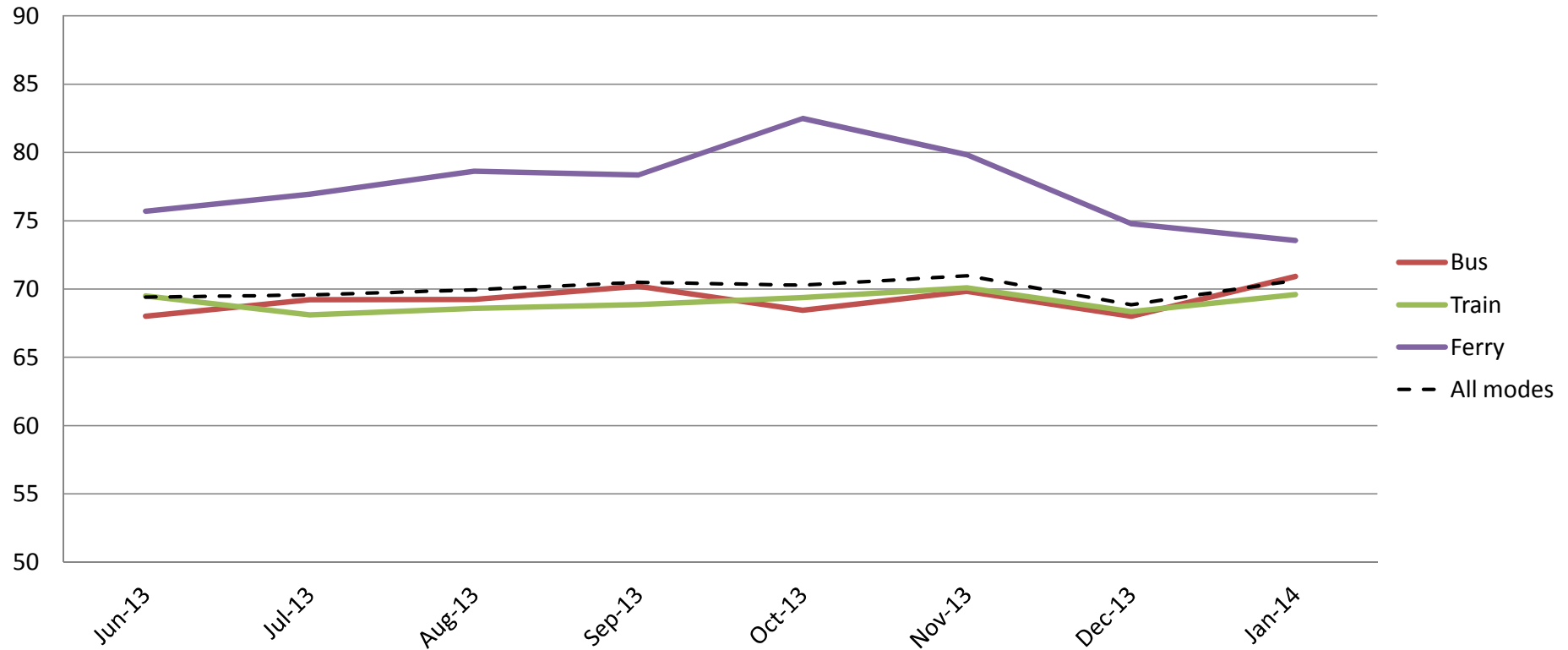
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (<i>go card</i>) per 10,000 trips	Customer complaints (other than <i>go card</i>) per 10,000 trips	<i>go card</i> Adjustments per 10,000 <i>go card</i> trips	Fixed fares as a percentage of all <i>go card</i> trips
3 February 2013	2,522,369	0.86	2.11	39.44	2.82%
10 February 2013	3,415,127	0.76	2.39	17.25	2.49%
17 February 2013	3,445,133	0.87	3.49	16.70	2.37%
24 February 2013	3,630,800	0.72	2.47	16.79	2.43%
3 March 2013	3,763,201	0.81	3.16	15.38	2.43%
10 March 2013	3,976,726	0.57	2.39	14.01	2.28%
17 March 2013	3,999,340	0.67	3.86	14.87	2.30%
24 March 2013	3,916,520	0.65	3.52	14.60	2.15%
31 March 2013	3,246,846	0.49	4.24	15.24	2.20%
7 April 2013	2,627,094	0.67	2.71	16.19	2.12%
14 April 2013	3,309,635	0.67	2.75	16.37	1.92%
21 April 2013	3,839,892	0.57	2.14	15.68	2.06%
28 April 2013	3,300,716	0.50	1.62	14.72	2.13%
5 May 2013	3,796,756	0.60	2.54	19.79	2.05%
12 May 2013	3,723,527	0.52	2.82	14.61	1.95%
19 May 2013	3,711,755	0.58	2.20	12.87	1.96%
26 May 2013	3,594,857	0.61	2.16	14.36	1.98%
2 June 2013	3,583,686	0.56	1.89	13.53	1.91%
9 June 2013	3,474,086	0.62	2.10	13.03	2.00%
16 June 2013	2,995,213	0.56	2.00	13.63	1.97%
23 June 2013	3,348,186	0.54	1.87	14.22	2.02%
30 June 2013	2,863,623	0.68	2.27	15.38	1.96%
7 July 2013	2,873,930	0.65	2.40	15.72	2.03%
14 July 2013	3,356,376	0.65	2.14	14.95	2.05%
21 July 2013	3,508,864	0.54	2.06	13.04	2.02%
28 July 2013	3,769,169	0.48	2.25	10.94	1.93%
4 August 2013	3,826,417	0.43	2.15	11.96	1.90%
11 August 2013	3,938,072	0.48	2.24	12.25	1.90%
18 August 2013	3,528,811	0.49	1.82	12.59	2.08%
25 August 2013	3,726,512	0.51	2.08	12.18	1.95%
1 September 2013	3,692,474	0.56	2.03	12.99	1.88%
8 September 2013	3,723,623	0.41	1.72	12.16	1.82%
15 September 2013	3,697,126	0.52	2.39	11.06	1.80%
22 September 2013	3,629,937	0.43	1.92	10.40	1.79%
29 September 2013	3,313,567	0.39	1.80	12.19	1.91%
6 October 2013	3,019,384	0.44	2.33	20.16	1.94%
13 October 2013	3,226,366	0.46	2.15	10.87	1.91%
20 October 2013	3,679,739	0.45	2.34	12.71	1.89%
27 October 2013	3,586,738	0.39	2.04	11.70	1.88%
3 November 2013	3,492,981	0.42	2.53	12.49	1.95%
10 November 2013	3,547,672	0.43	1.93	12.96	1.93%
17 November 2013	3,511,017	0.41	2.48	12.37	1.80%
24 November 2013	3,481,898	0.37	2.53	12.09	1.93%
1 December 2013	3,367,058	0.46	2.55	14.01	1.93%
8 December 2013	3,299,499	0.45	3.14	15.05	1.97%
15 December 2013	3,067,689	0.44	2.27	15.60	2.02%
22 December 2013	2,944,498	0.42	2.54	26.30	1.93%
29 December 2013	1,652,844	0.45	2.37	13.32	2.37%
5 January 2014	1,872,537	0.50	2.87	53.67	2.33%
12 January 2014	2,583,989	0.64	3.48	18.81	1.98%
19 January 2014	2,779,128	0.56	3.06	14.23	1.87%
26 January 2014	2,781,811	0.56	4.70	15.46	2.01%

Overall satisfaction – A combination of all reported categories

Index out of 100



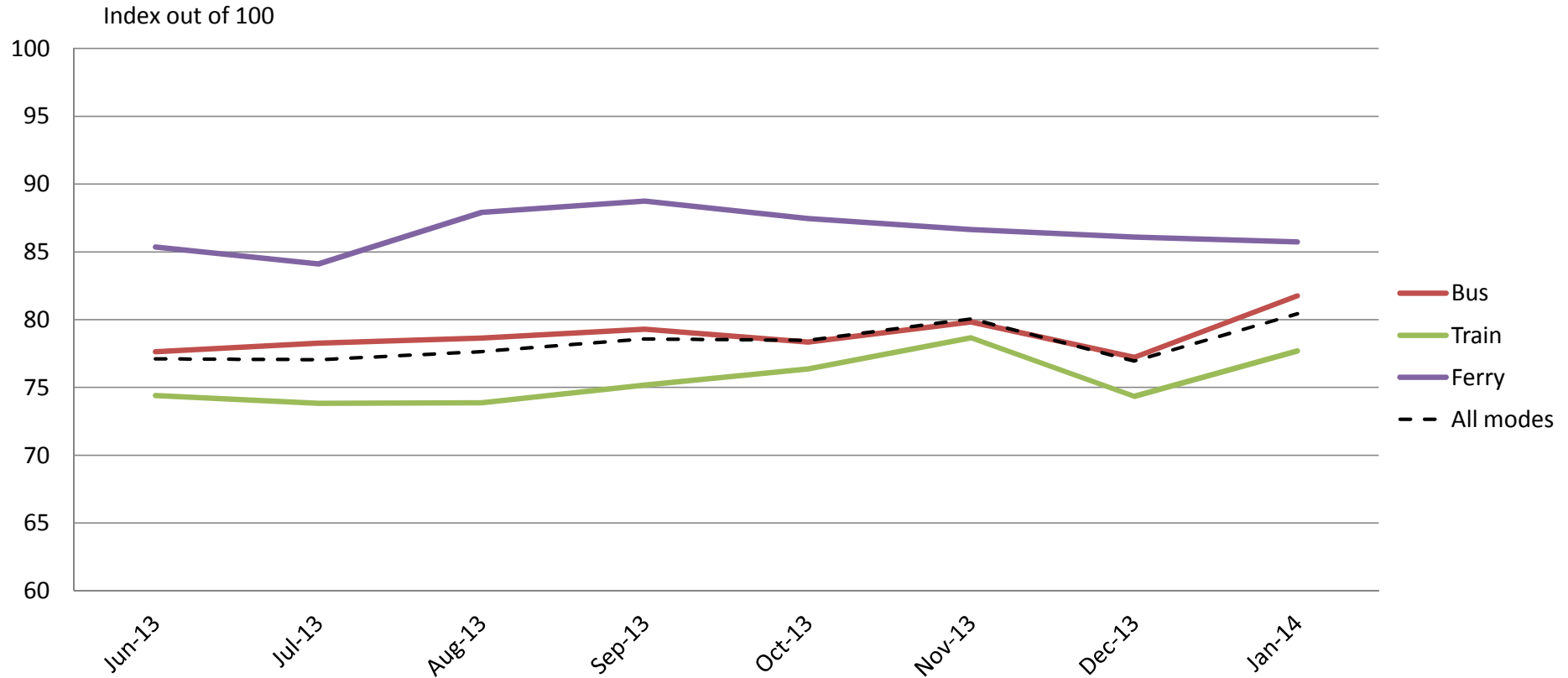
	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	68	69	69	70	68	70	68	71
Train	69	68	69	69	69	70	68	70
Ferry	76	77	79	78	82	80	75	74
All Modes	69	70	70	70	70	71	69	71

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



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	78	78	79	79	78	80	77	82
Train	74	74	74	75	76	79	74	78
Ferry	85	84	88	89	87	87	86	86
All Modes	77	77	78	79	78	80	77	80

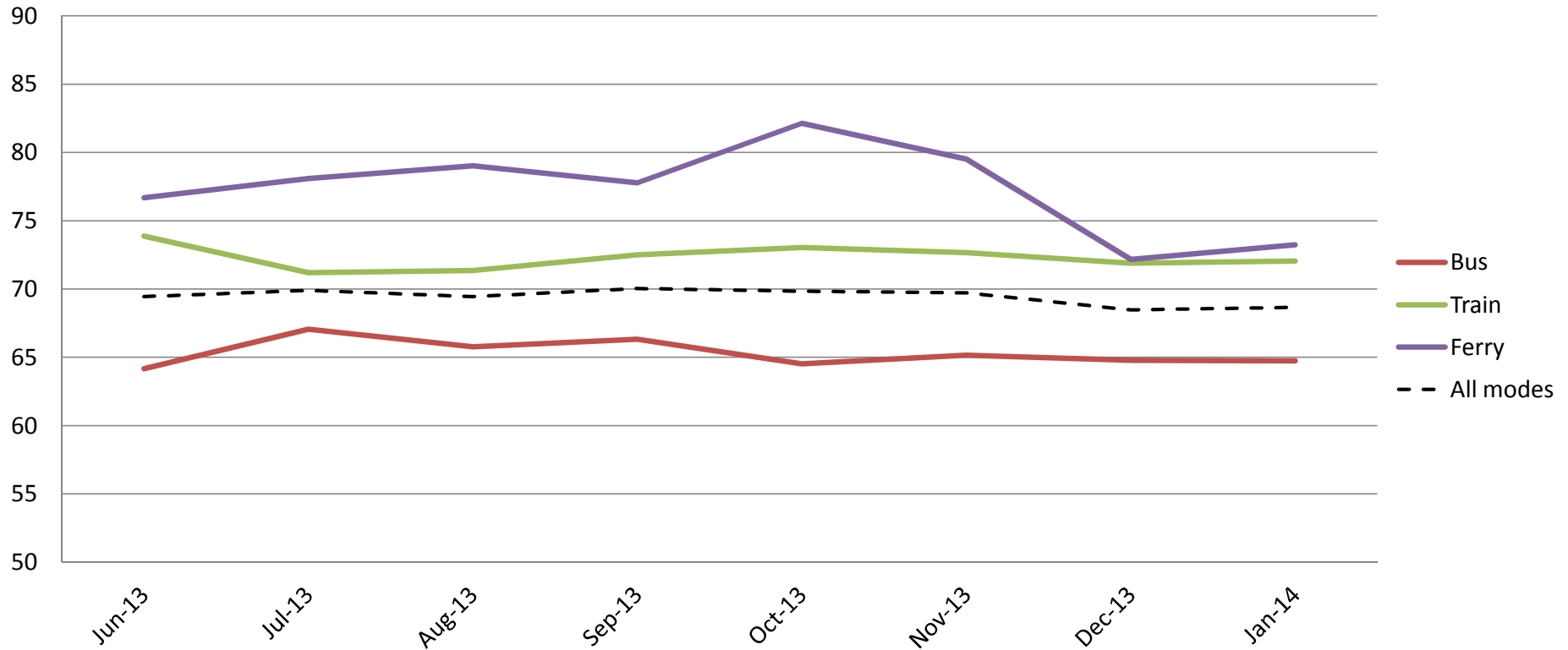
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	64	67	66	66	65	65	65	65
Train	74	71	71	73	73	73	72	72
Ferry	77	78	79	78	82	80	72	73
All Modes	69	70	69	70	70	70	68	69

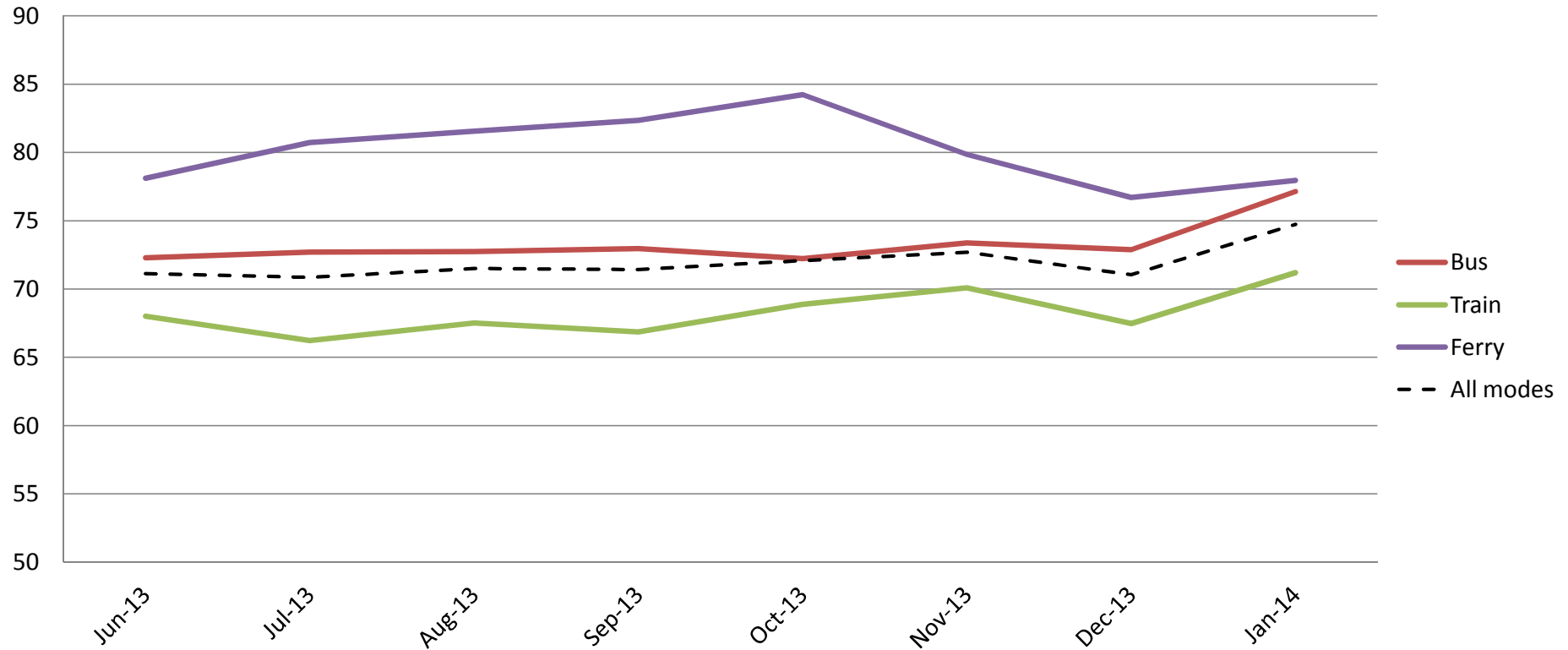
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	72	73	73	73	72	73	73	77
Train	68	66	68	67	69	70	67	71
Ferry	78	81	82	82	84	80	77	78
All Modes	71	71	72	71	72	73	71	75

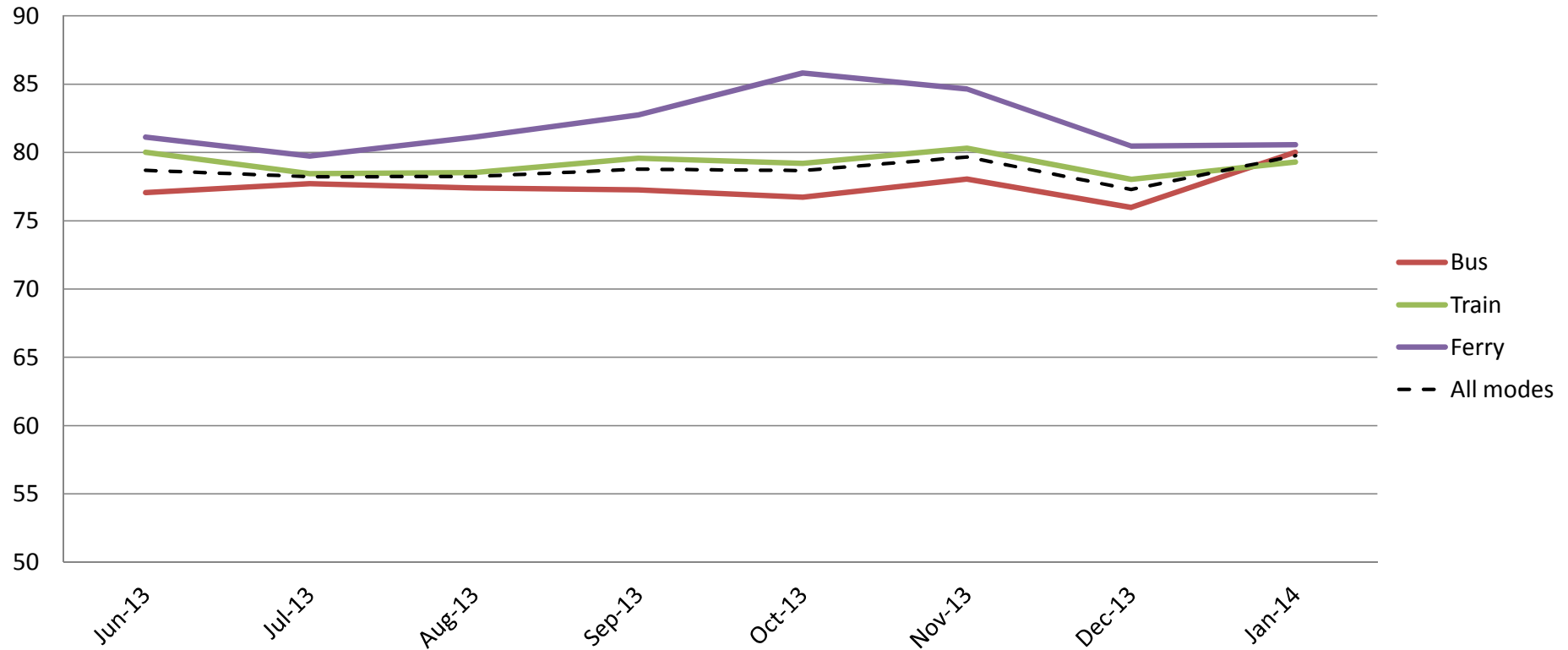
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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	77	78	77	77	77	78	76	80
Train	80	78	79	80	79	80	78	79
Ferry	81	80	81	83	86	85	80	81
All Modes	79	78	78	79	79	80	77	80

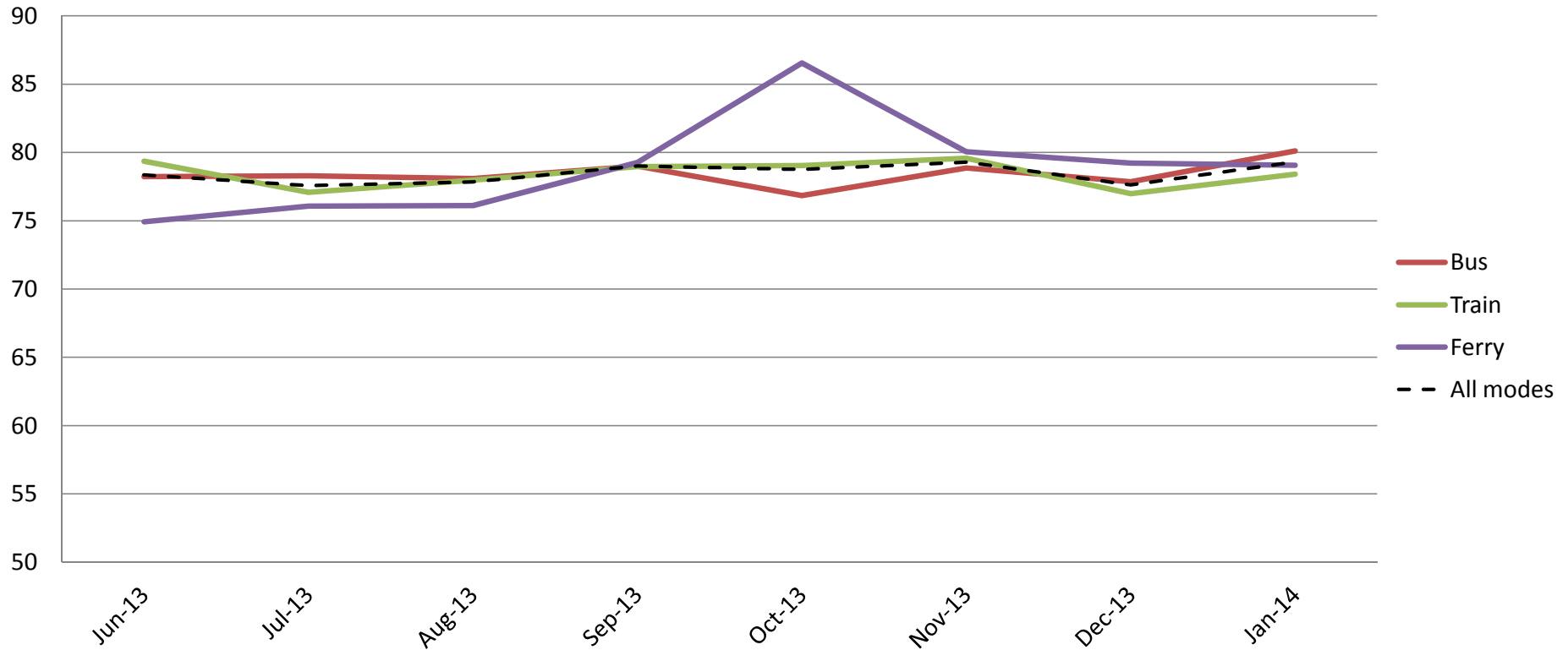
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



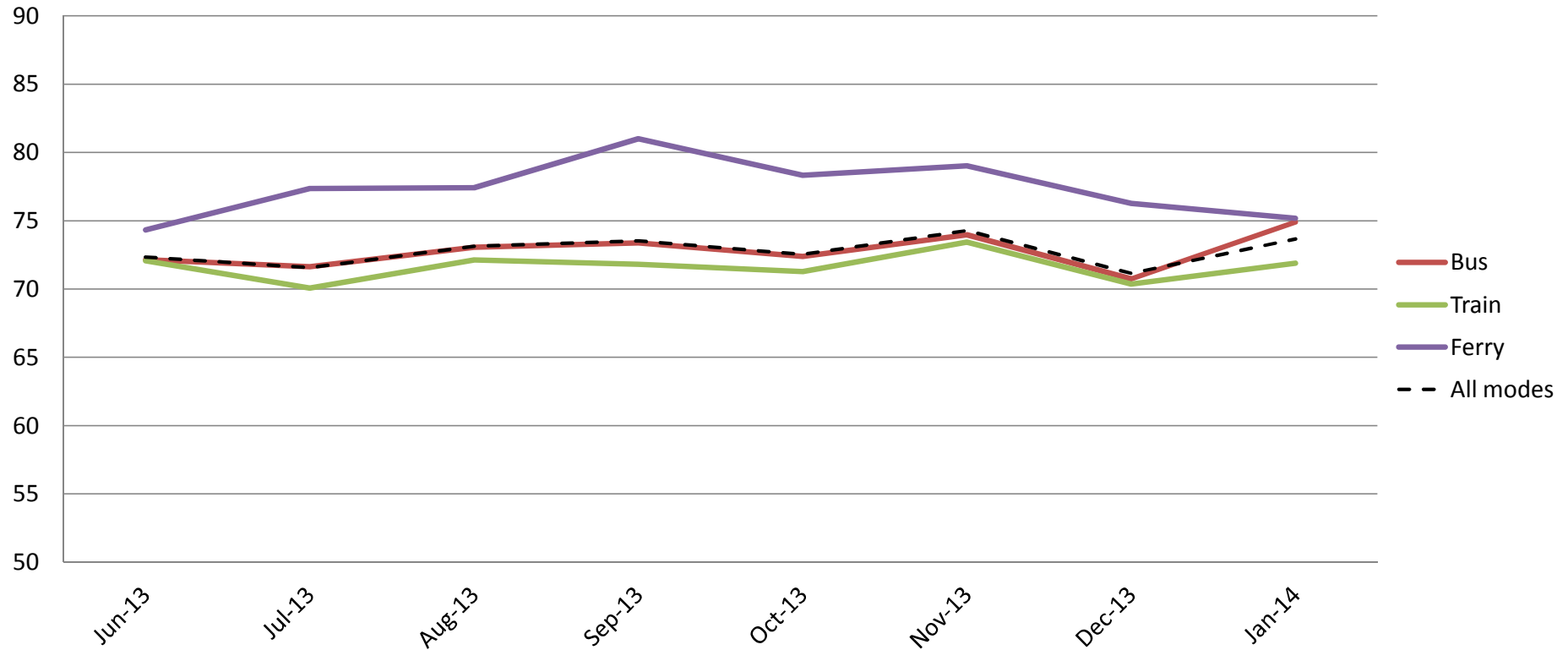
	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	78	78	78	79	77	79	78	80
Train	79	77	78	79	79	80	77	78
Ferry	75	76	76	79	87	80	79	79
All Modes	78	78	78	79	79	79	78	79

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

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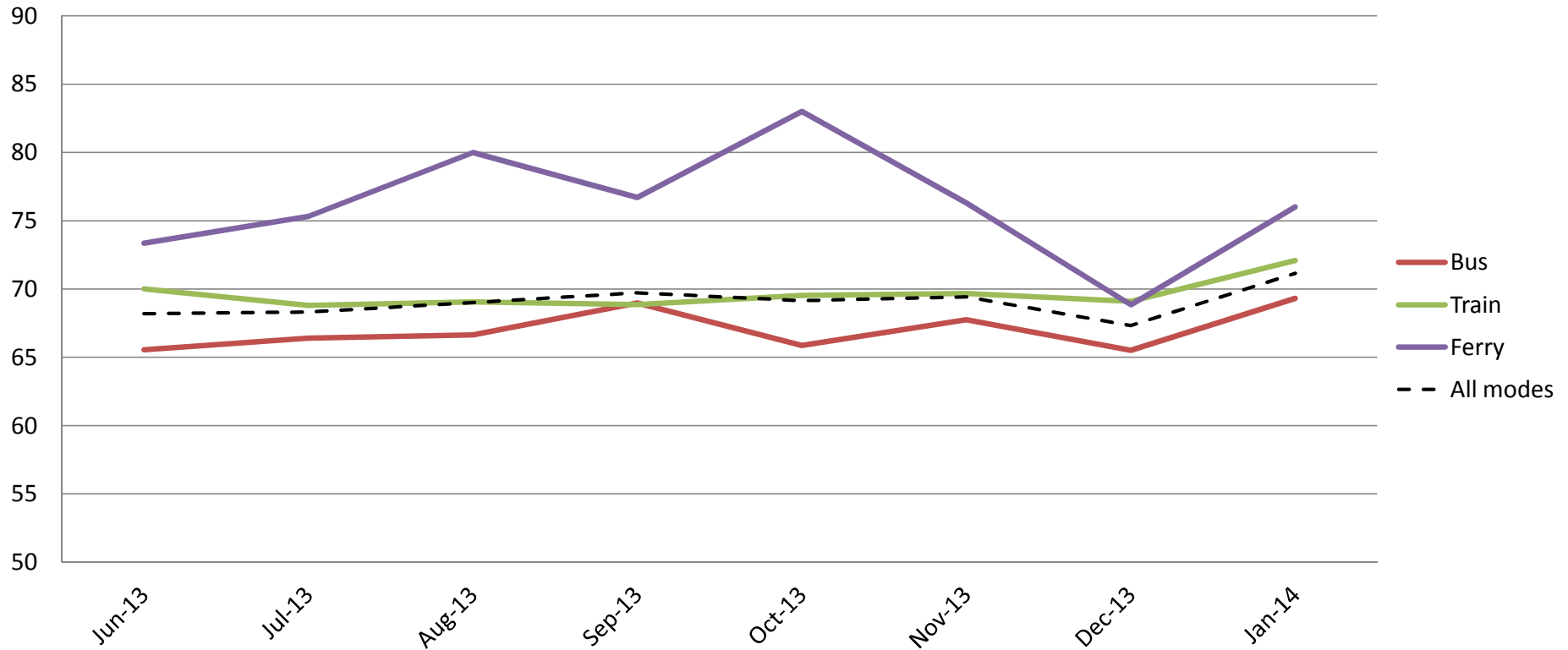
	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	72	72	73	73	72	74	71	75
Train	72	70	72	72	71	73	70	72
Ferry	74	77	77	81	78	79	76	75
All Modes	72	72	73	74	73	74	71	74

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

Index out of 100



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	66	66	67	69	66	68	66	69
Train	70	69	69	69	70	70	69	72
Ferry	73	75	80	77	83	76	69	76
All Modes	68	68	69	70	69	69	67	71

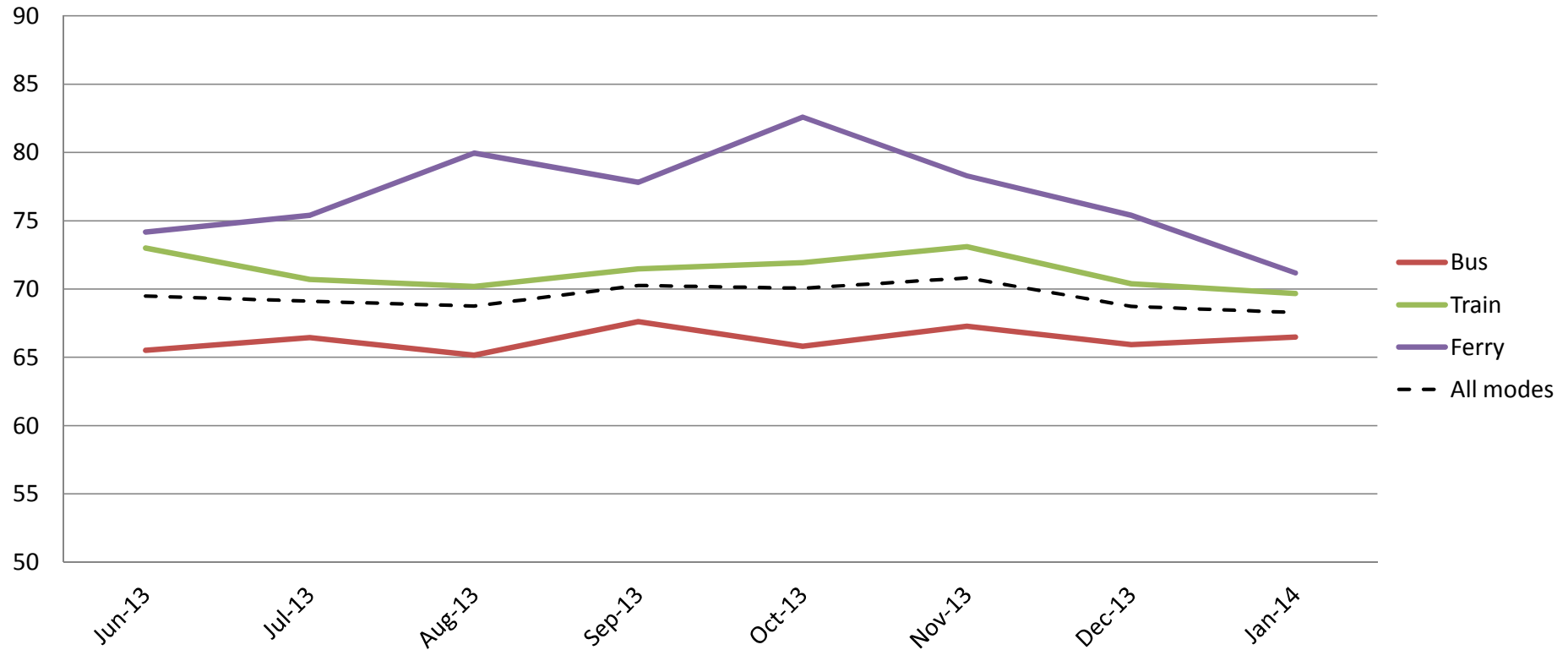
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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	66	66	65	68	66	67	66	66
Train	73	71	70	71	72	73	70	70
Ferry	74	75	80	78	83	78	75	71
All Modes	69	69	69	70	70	71	69	68

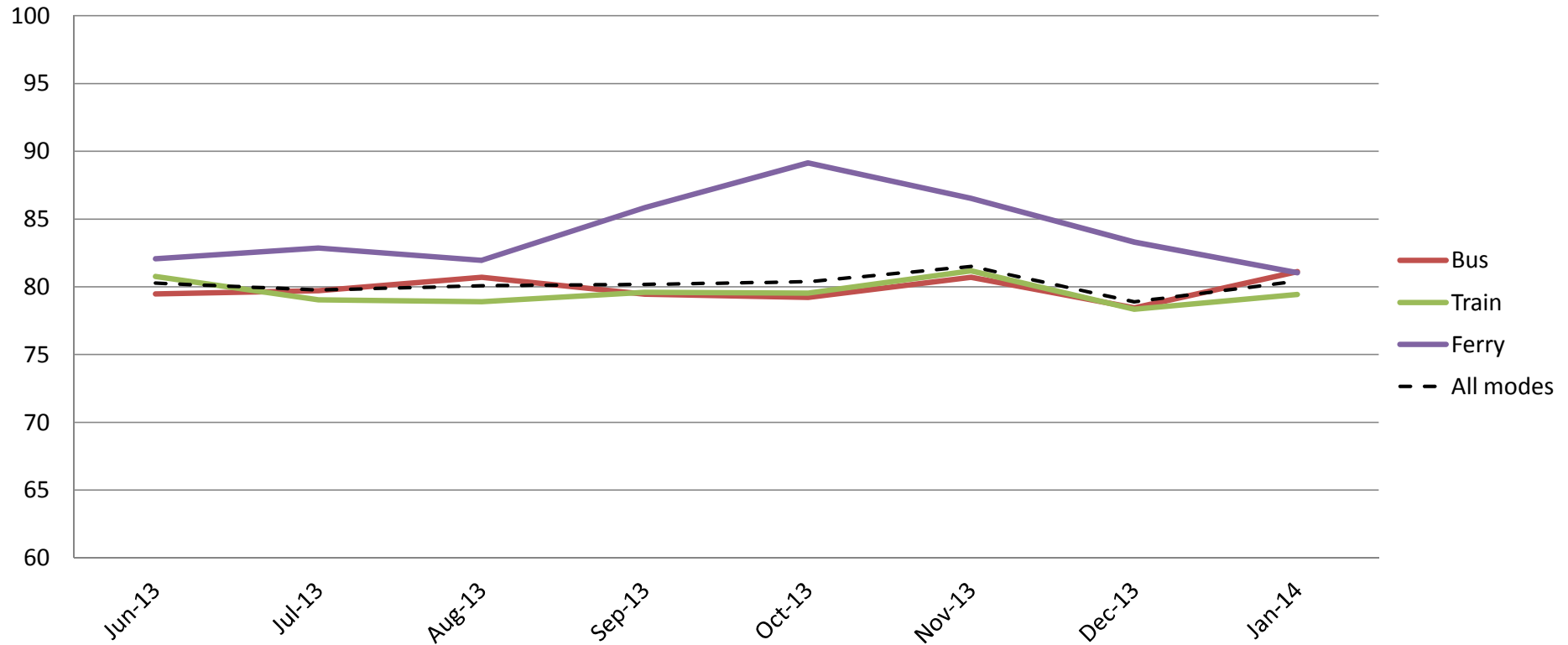
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

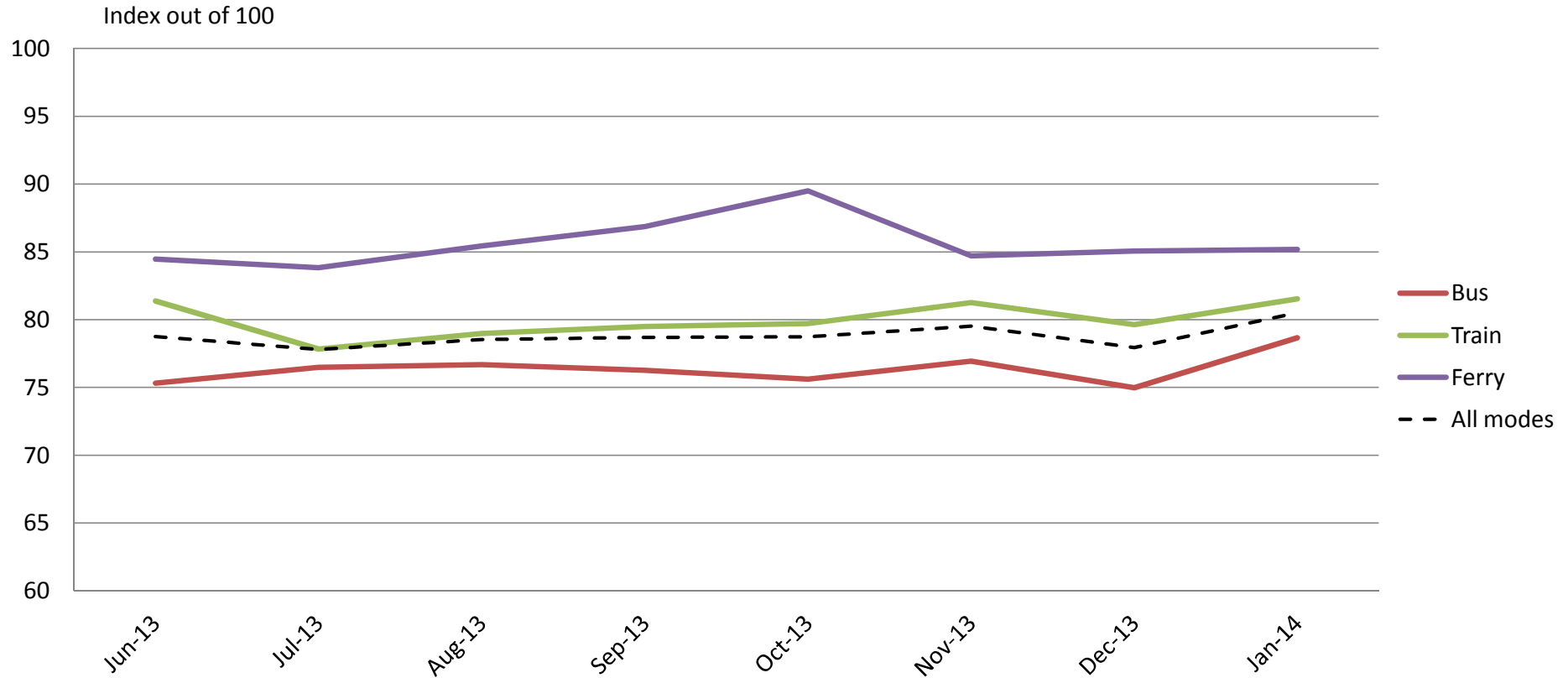


	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	79	80	81	79	79	81	78	81
Train	81	79	79	80	80	81	78	79
Ferry	82	83	82	86	89	87	83	81
All Modes	80	80	80	80	80	82	79	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	75	76	77	76	76	77	75	79
Train	81	78	79	80	80	81	80	82
Ferry	84	84	85	87	90	85	85	85
All Modes	79	78	79	79	79	80	78	81

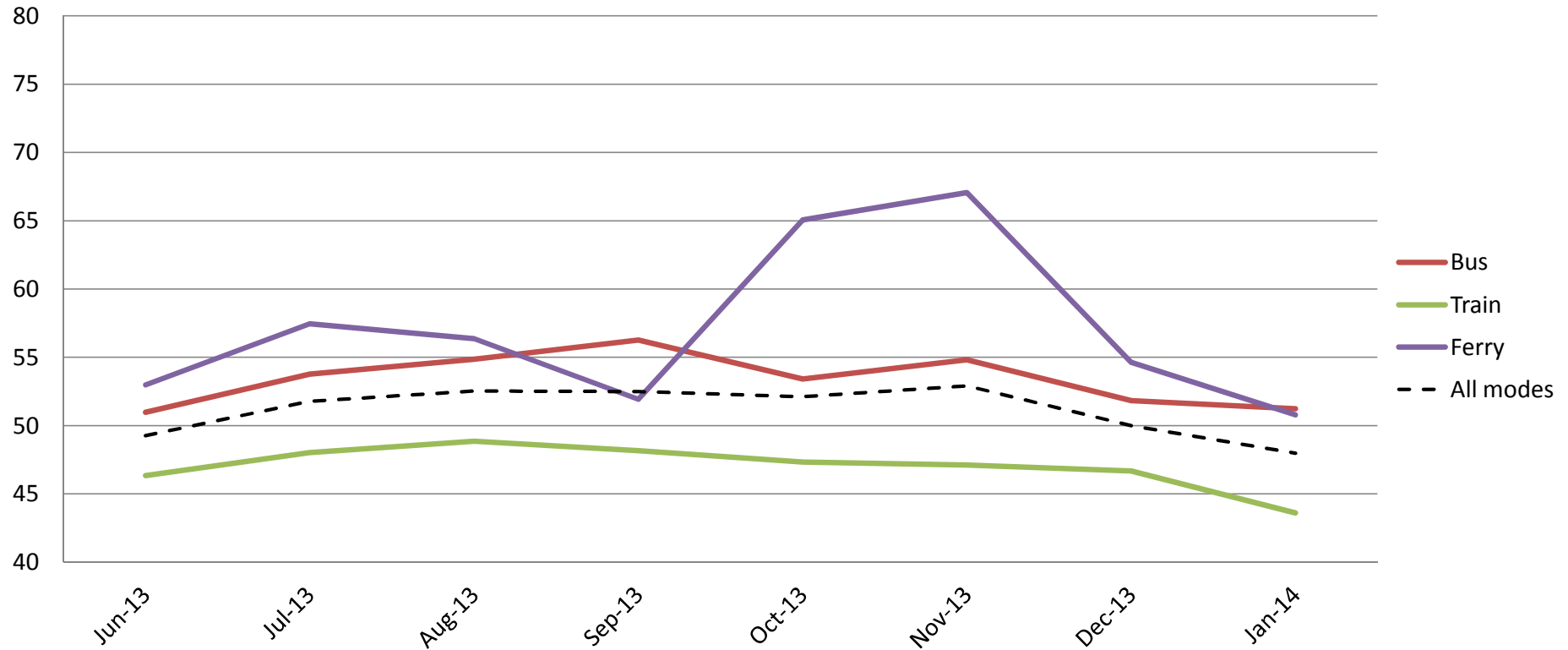
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14
Bus	51	54	55	56	53	55	52	51
Train	46	48	49	48	47	47	47	44
Ferry	53	57	56	52	65	67	55	51
All Modes	49	52	53	52	52	53	50	48

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