

TransLink Customer Satisfaction Monthly Snapshot

April 2018

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	77	87	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	67	77	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	67	81	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	79	81	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	78	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	72	79	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	71	70	75	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	70	70	76	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	77	88	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	81	80	86	81
Affordability				
Cost of tickets and benefits of not having to pay for parking	64	57	59	61
Overall Service				
A combination of all reported categories	73	70	79	72

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

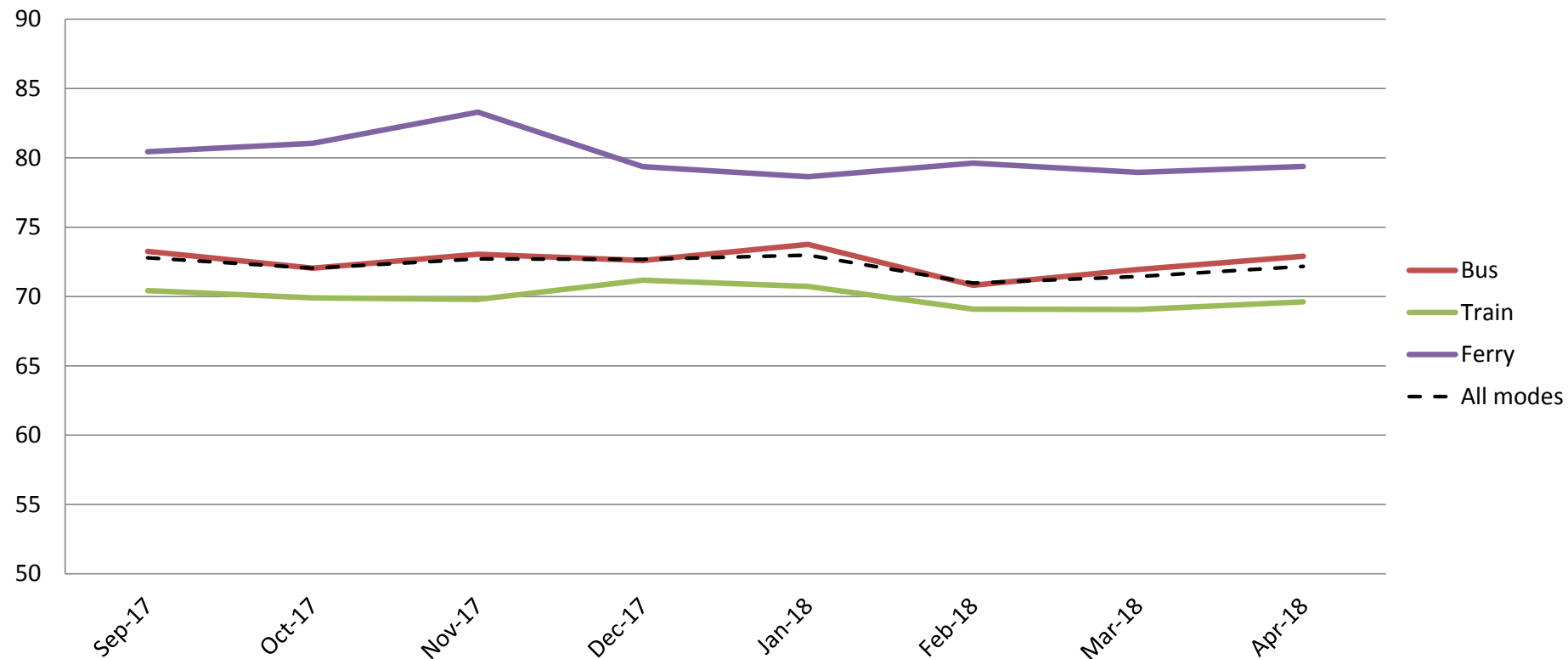
Green figures indicate a statistically significant **increase** in the period

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 May 2017	3,339,579	0.14	2.02	31.37	1.62%
14 May 2017	3,773,239	0.13	2.23	12.72	1.54%
21 May 2017	3,729,184	0.19	2.51	11.83	1.62%
28 May 2017	3,727,677	0.08	2.00	12.76	1.64%
4 June 2017	3,709,967	0.21	2.74	12.91	1.69%
11 June 2017	3,488,338	0.28	3.28	17.05	1.65%
18 June 2017	3,437,936	0.22	2.91	15.24	1.64%
25 June 2017	3,383,728	0.17	2.35	14.08	1.64%
2 July 2017	3,025,053	0.28	2.82	53.52	1.79%
9 July 2017	3,062,038	0.21	2.28	63.94	1.74%
16 July 2017	3,613,725	0.27	2.60	21.53	1.74%
23 July 2017	3,594,800	0.23	2.63	20.85	1.77%
30 July 2017	3,661,506	0.24	2.46	18.89	1.94%
6 August 2017	3,719,655	0.13	2.21	16.16	1.85%
13 August 2017	3,484,969	0.22	3.01	19.83	2.27%
20 August 2017	3,496,397	0.12	2.19	19.34	1.92%
27 August 2017	3,664,414	0.08	1.55	19.77	1.83%
3 September 2017	3,369,095	0.05	1.70	18.96	2.04%
10 September 2017	3,770,546	0.07	1.83	19.56	1.68%
17 September 2017	3,698,634	0.05	1.93	17.51	1.63%
24 September 2017	3,275,373	0.06	2.07	18.27	1.61%
1 October 2017	3,160,882	0.07	2.00	15.87	1.78%
8 October 2017	3,287,859	0.06	1.91	14.79	1.75%
15 October 2017	3,710,374	0.07	1.81	12.38	1.64%
22 October 2017	3,575,069	0.08	1.73	11.81	1.64%
29 October 2017	3,709,094	0.08	1.70	12.36	1.66%
5 November 2017	3,615,919	0.06	1.35	13.19	1.70%
12 November 2017	3,619,739	0.07	2.18	12.60	1.69%
19 November 2017	3,611,206	0.12	3.30	13.27	1.63%
26 November 2017	3,644,187	0.07	2.26	12.79	1.74%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100



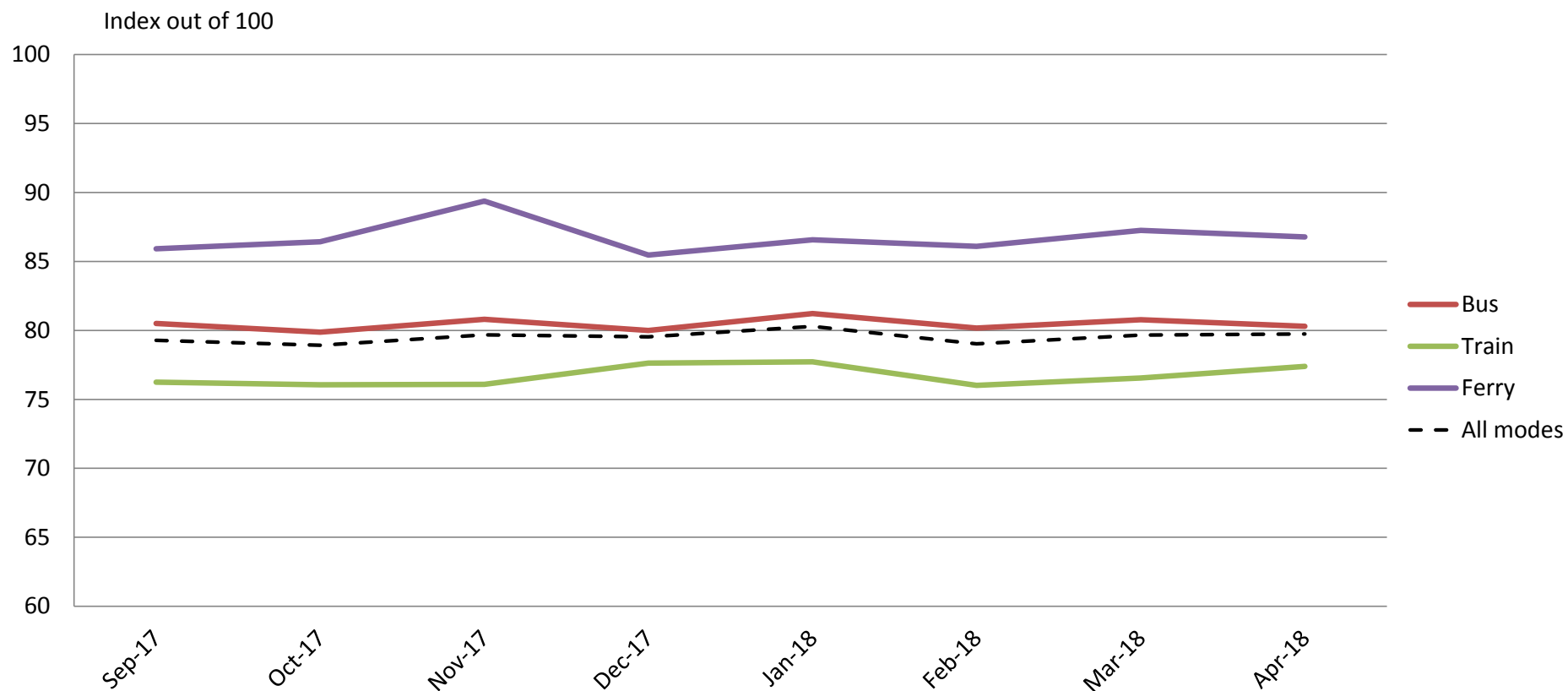
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	73	72	73	73	74	71	72	73
Train	70	70	70	71	71	69	69	70
Ferry	80	81	83	79	79	80	79	79
All Modes	73	72	73	73	73	71	71	72

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



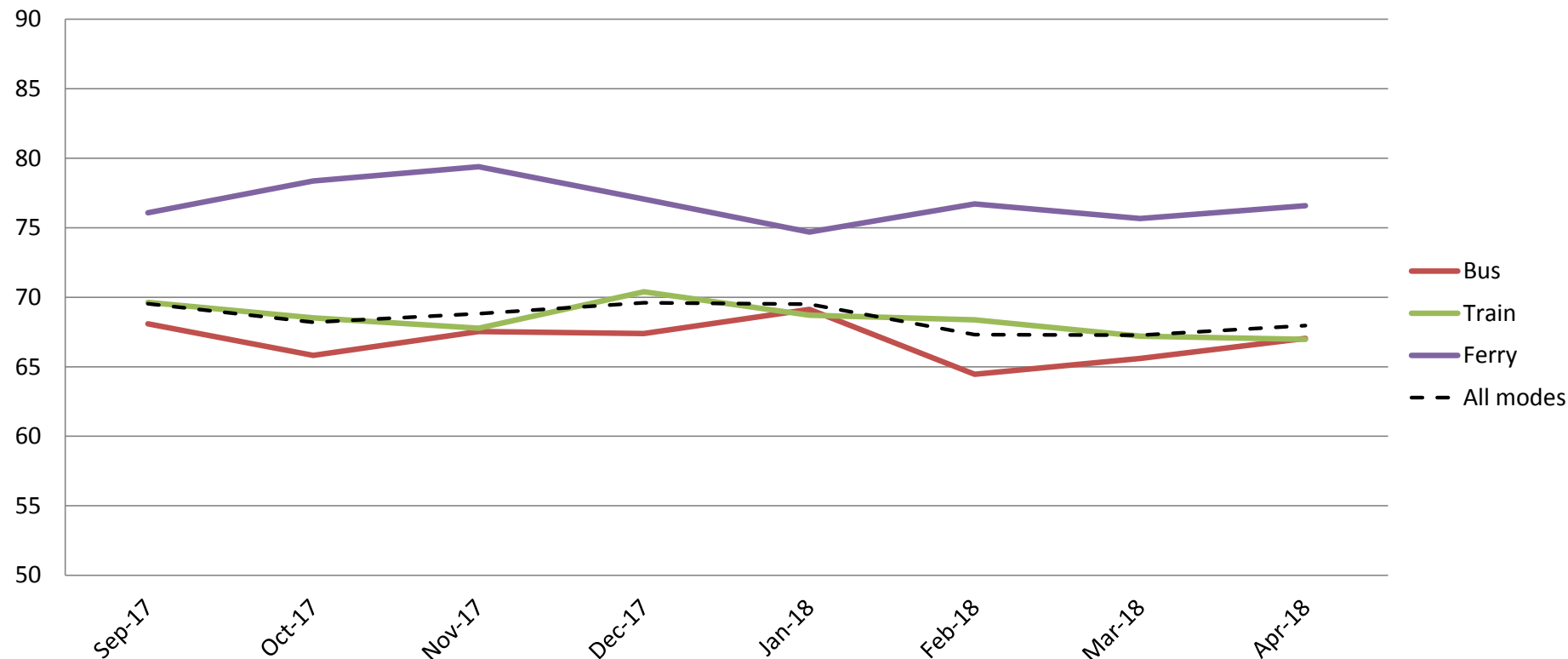
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	81	80	81	80	81	80	81	80
Train	76	76	76	78	78	76	77	77
Ferry	86	86	89	85	87	86	87	87
All Modes	79	79	80	80	80	79	80	80

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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



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	68	66	68	67	69	64	66	67
Train	70	69	68	70	69	68	67	67
Ferry	76	78	79	77	75	77	76	77
All Modes	70	68	69	70	70	67	67	68

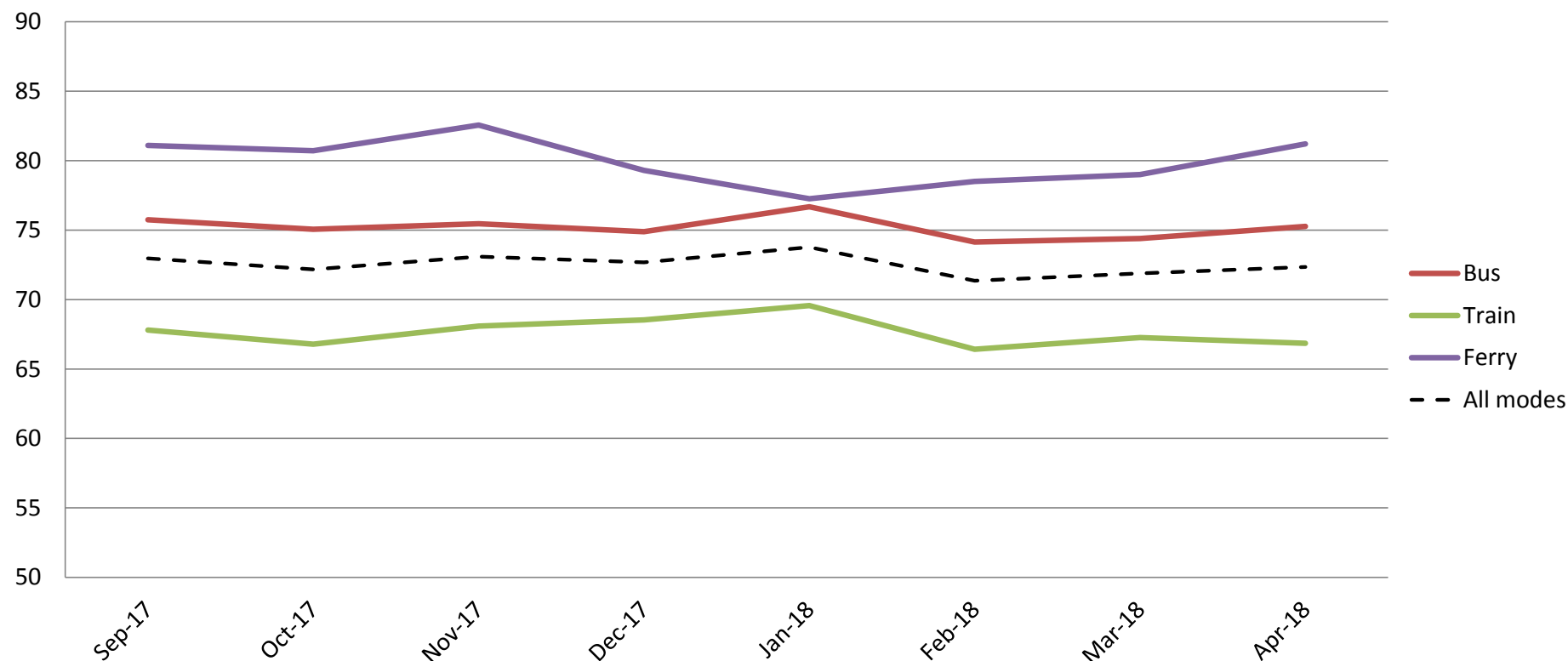
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

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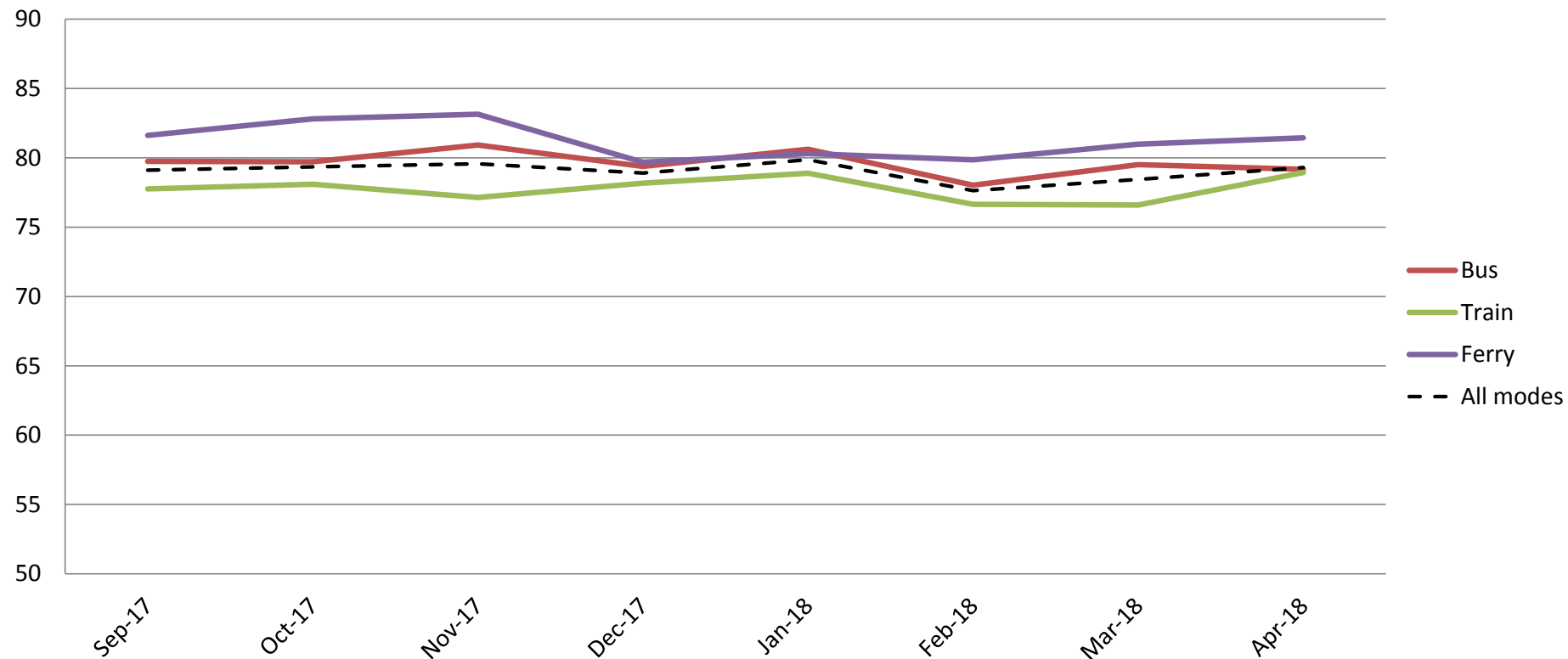
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	76	75	75	75	77	74	74	75
Train	68	67	68	69	70	66	67	67
Ferry	81	81	83	79	77	79	79	81
All Modes	73	72	73	73	74	71	72	72

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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



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	80	80	81	79	81	78	80	79
Train	78	78	77	78	79	77	77	79
Ferry	82	83	83	80	80	80	81	81
All Modes	79	79	80	79	80	78	78	79

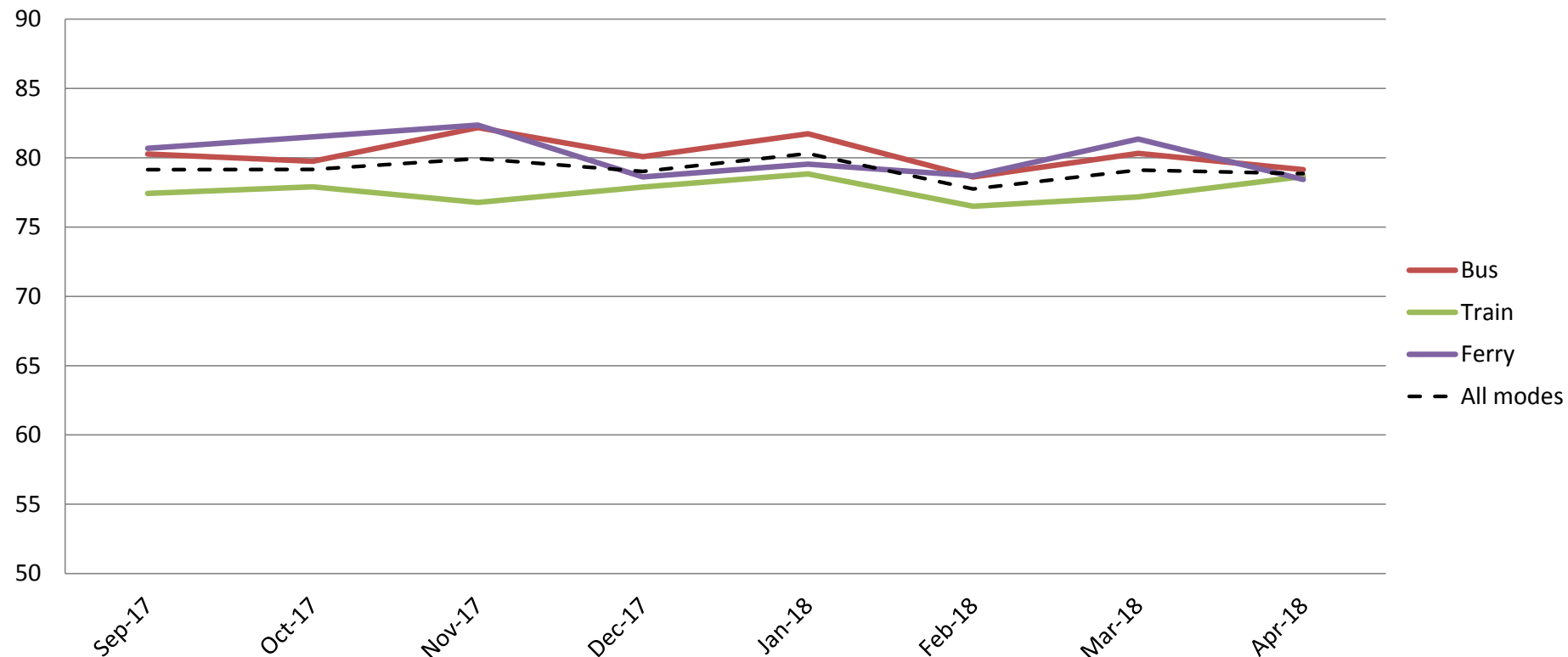
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



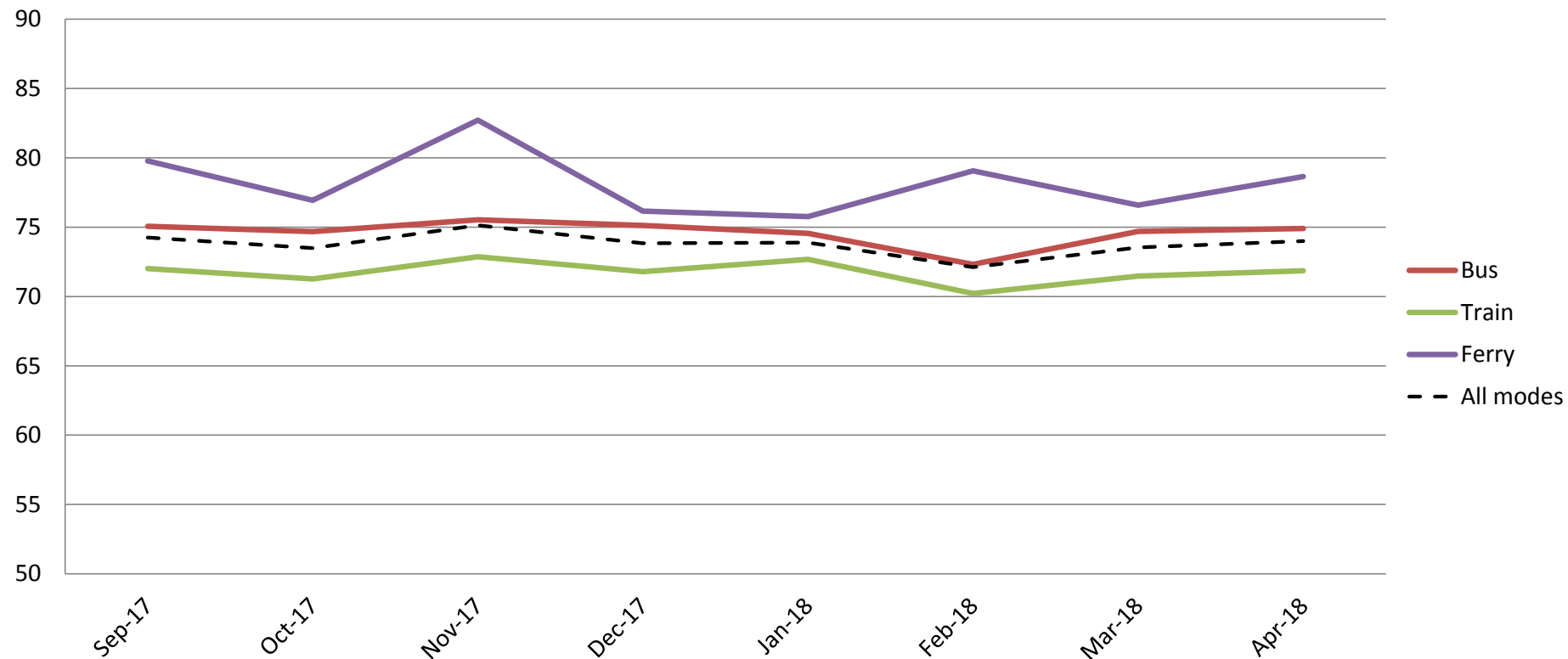
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	80	80	82	80	82	79	80	79
Train	77	78	77	78	79	76	77	79
Ferry	81	81	82	79	80	79	81	78
All Modes	79	79	80	79	80	78	79	79

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

Index out of 100



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	75	75	76	75	75	72	75	75
Train	72	71	73	72	73	70	71	72
Ferry	80	77	83	76	76	79	77	79
All Modes	74	73	75	74	74	72	74	74

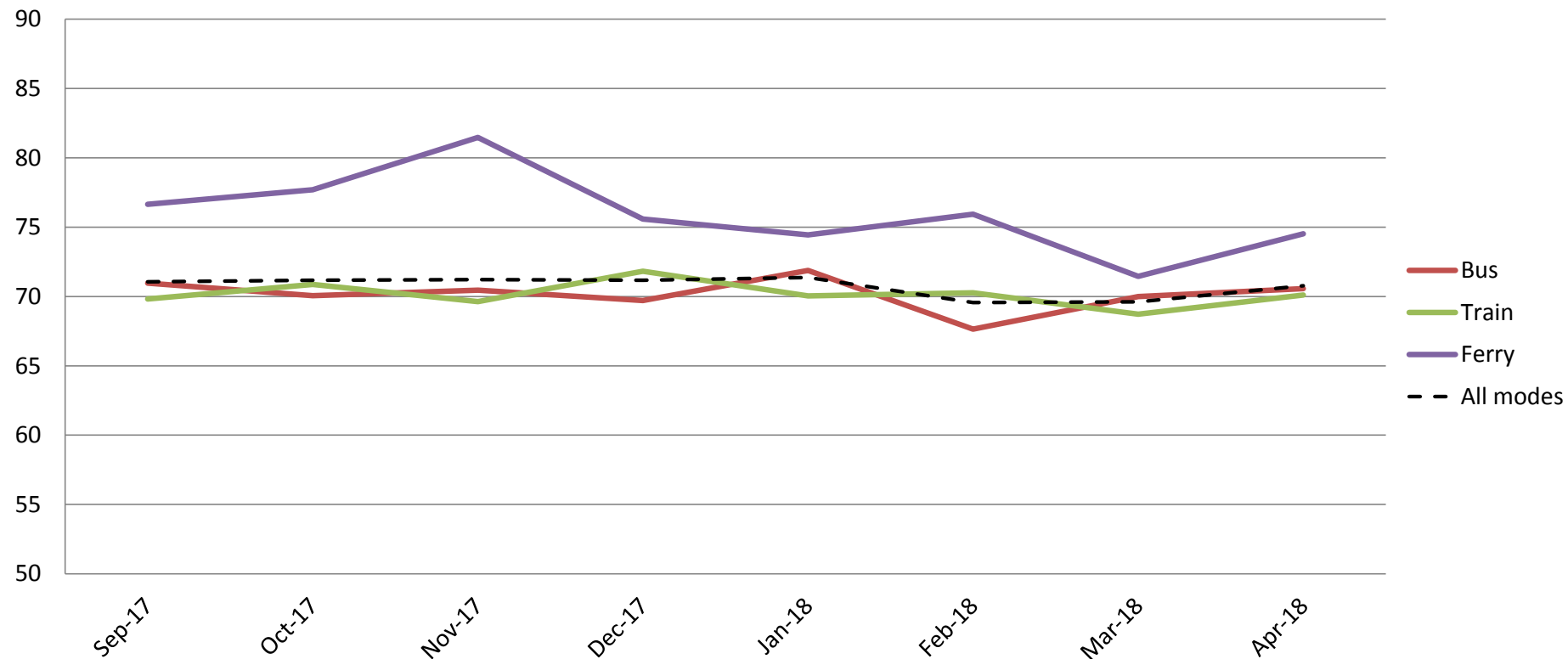
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

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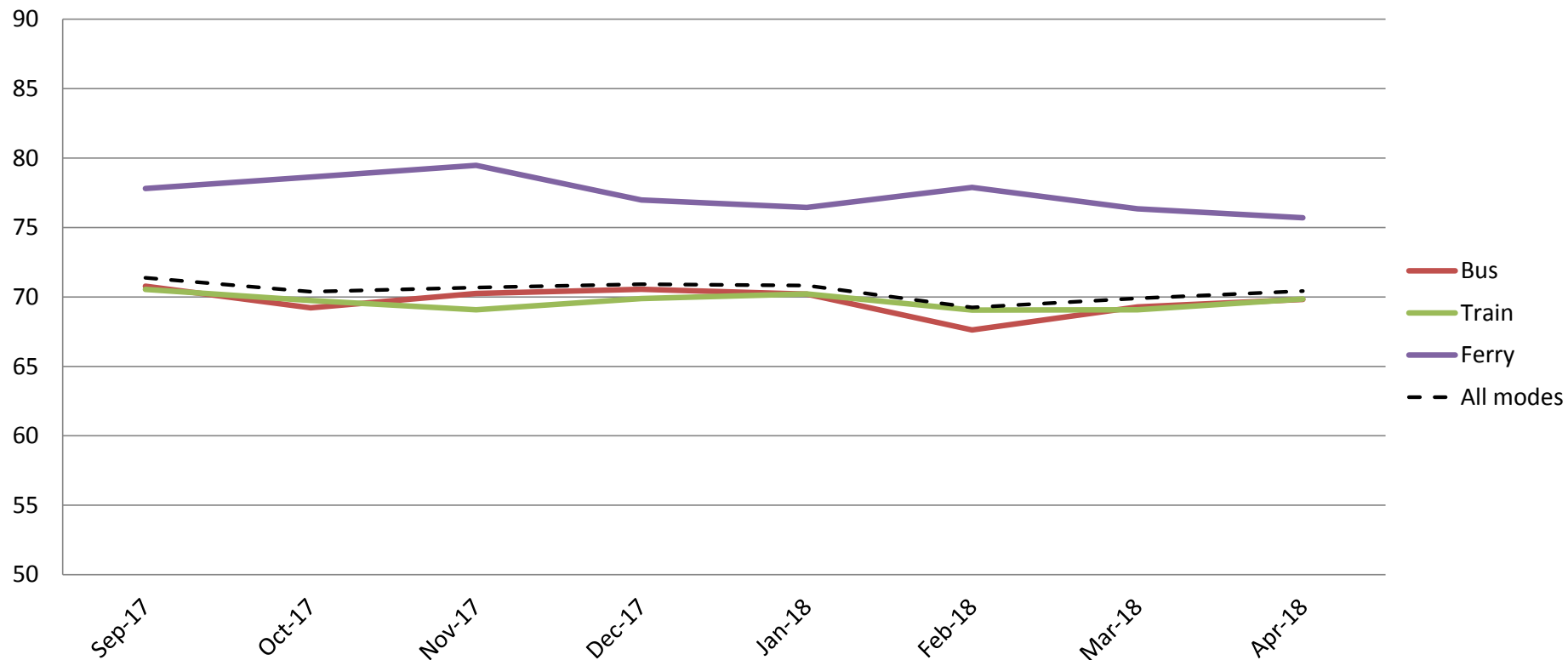
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	71	70	70	70	72	68	70	71
Train	70	71	70	72	70	70	69	70
Ferry	77	78	81	76	74	76	71	75
All Modes	71	71	71	71	71	70	70	71

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

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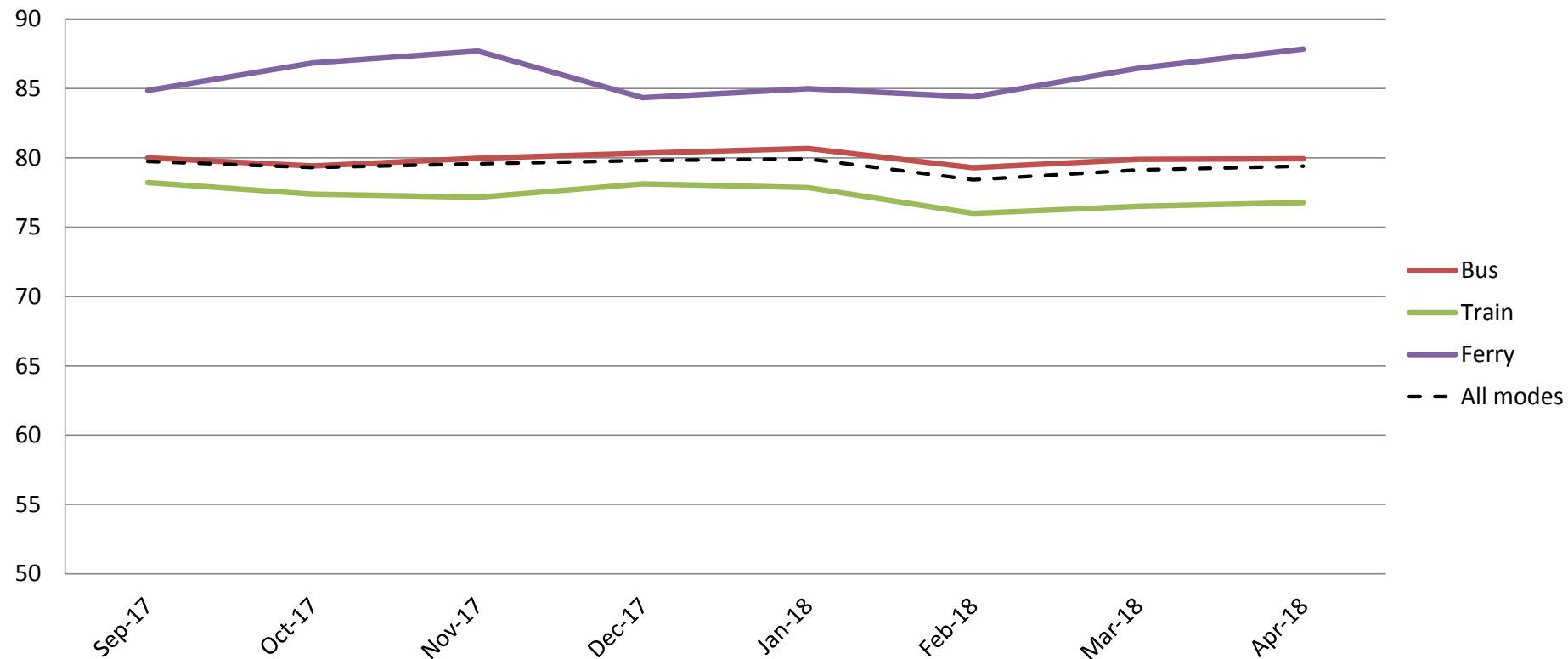
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	71	69	70	71	70	68	69	70
Train	71	70	69	70	70	69	69	70
Ferry	78	79	79	77	76	78	76	76
All Modes	71	70	71	71	71	69	70	70

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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



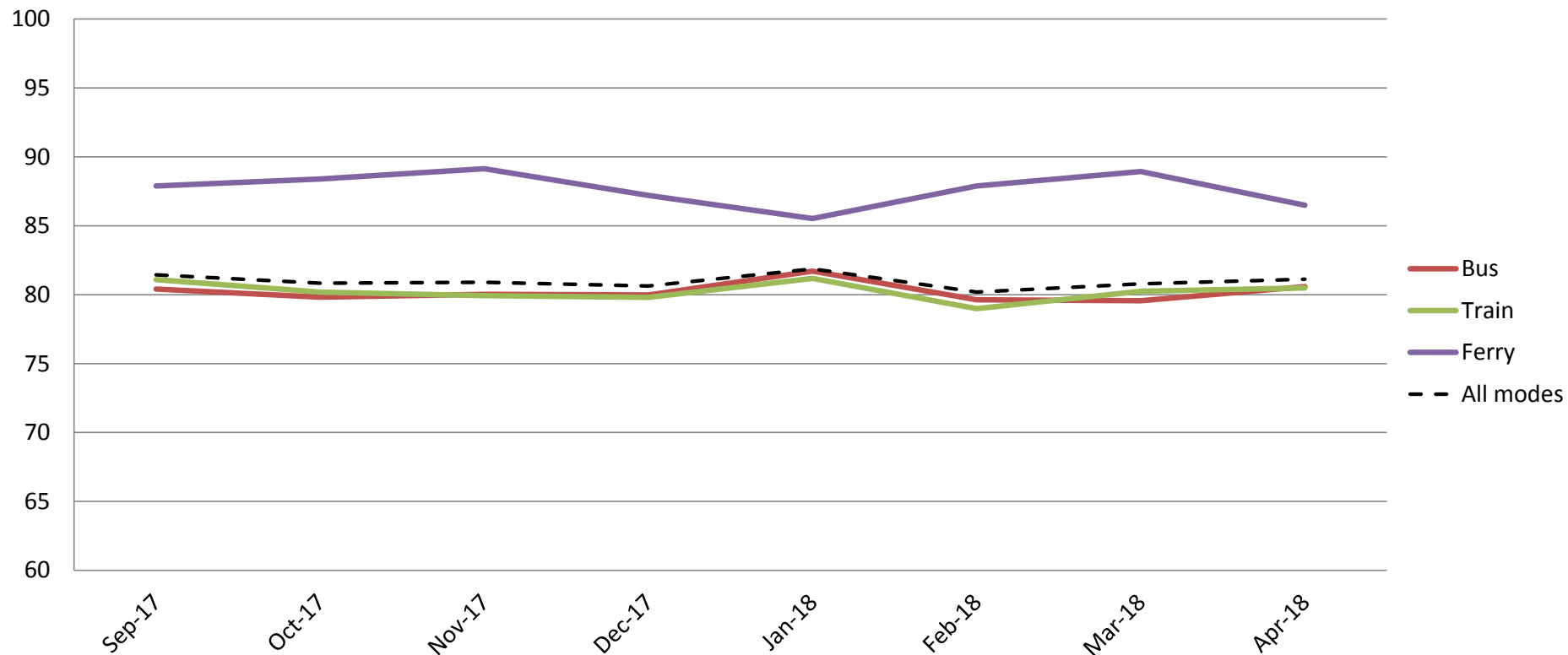
	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	80	79	80	80	81	79	80	80
Train	78	77	77	78	78	76	77	77
Ferry	85	87	88	84	85	84	86	88
All Modes	80	79	80	80	80	78	79	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff

Index out of 100



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	80	80	80	80	82	80	80	81
Train	81	80	80	80	81	79	80	80
Ferry	88	88	89	87	86	88	89	86
All Modes	81	81	81	81	82	80	81	81

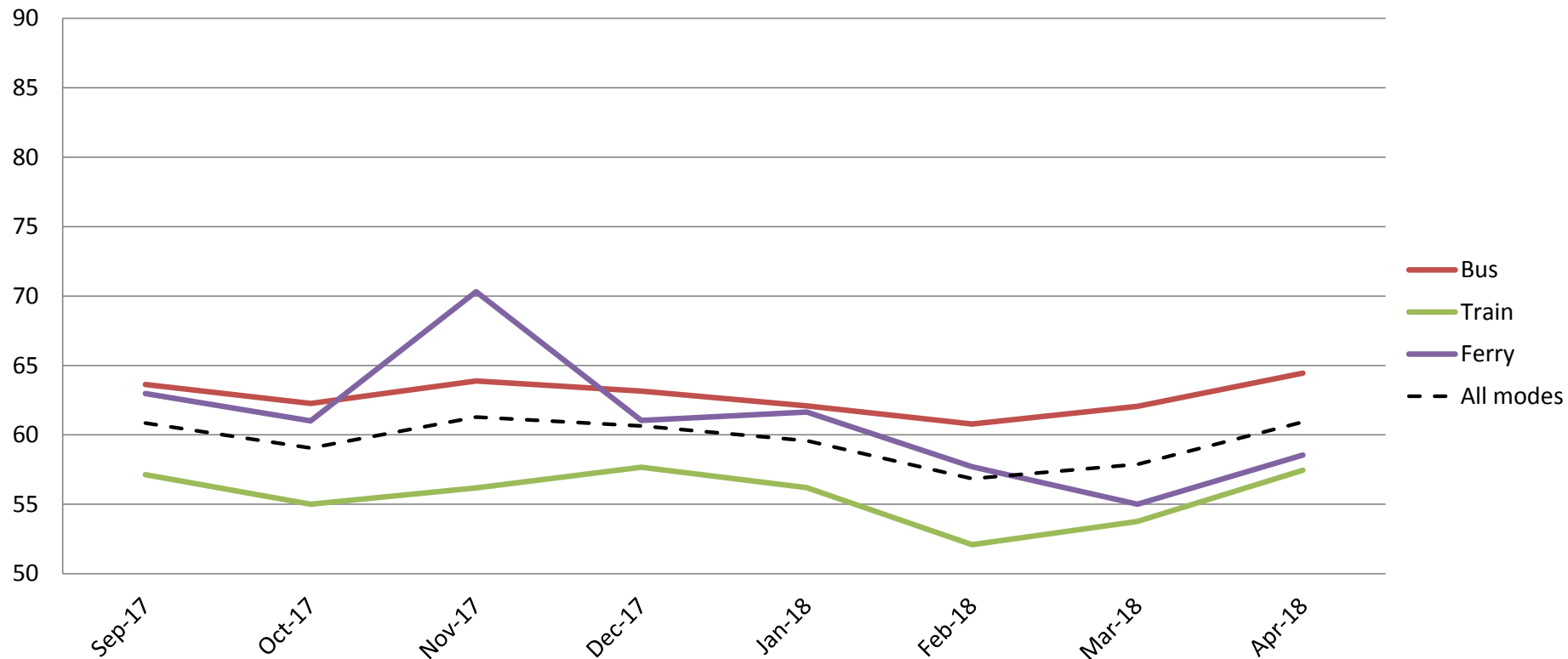
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
Bus	64	62	64	63	62	61	62	64
Train	57	55	56	58	56	52	54	57
Ferry	63	61	70	61	62	58	55	59
All Modes	61	59	61	61	60	57	58	61

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