

TransLink Customer Satisfaction Monthly Snapshot

April 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	79	75	84	78
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	63	72	77	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	69	80	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	78	84	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.	80	78	82	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	72	68	78	71
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	67	72	76	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	64	70	76	67
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	79	86	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	78	79	86	79
Affordability				
Cost of tickets and benefits of not having to pay for parking	52	43	49	48
Overall Service				
A combination of all reported categories	69	68	75	69

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

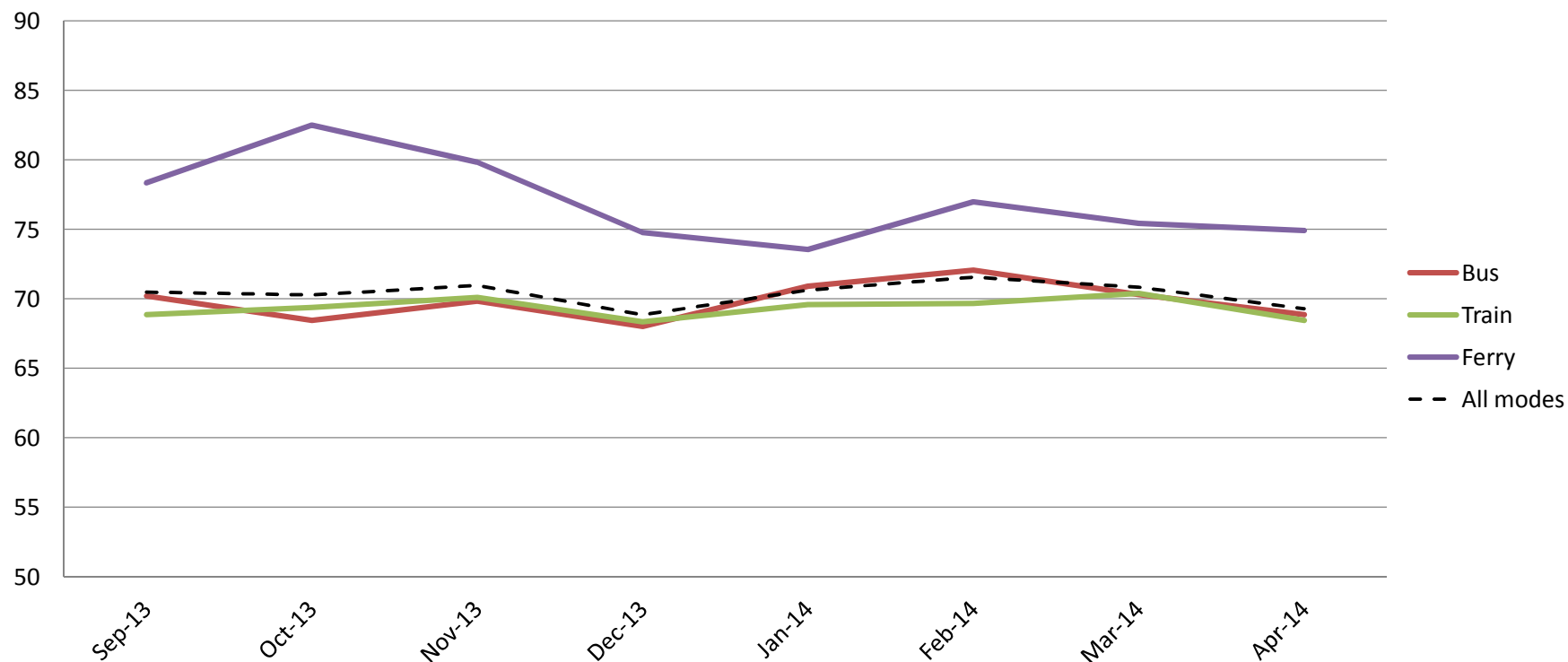
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (<i>go</i> card) per 10,000 trips	Customer complaints (other than <i>go</i> card) per 10,000 trips	<i>go</i> card Adjustments per 10,000 <i>go</i> card trips	Fixed fares as a percentage of all <i>go</i> card trips
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%
2 February 2014	2,806,317	0.68	4.43	13.69	2.12%
9 February 2014	3,299,499	0.60	3.83	14.17	2.12%
16 February 2014	3,425,280	0.47	2.81	12.55	2.09%
23 February 2014	3,566,173	0.56	3.14	12.65	2.13%
2 March 2014	3,809,957	0.54	2.68	16.47	2.09%
9 March 2014	3,947,638	0.48	2.93	11.92	2.02%
16 March 2014	3,965,107	0.46	2.87	11.58	2.00%
23 March 2014	3,951,930	0.44	2.30	12.06	1.91%
30 March 2014	3,781,445	0.43	3.56	12.06	1.82%
6 April 2014	3,830,407	0.47	2.54	10.37	1.78%
13 April 2014	3,362,615	0.54	2.07	12.22	1.66%
20 April 2014	2,868,709	0.55	2.73	11.44	1.78%
27 April 2014	2,525,100	0.49	2.79	12.84	2.06%

Overall satisfaction – A combination of all reported categories

Index out of 100



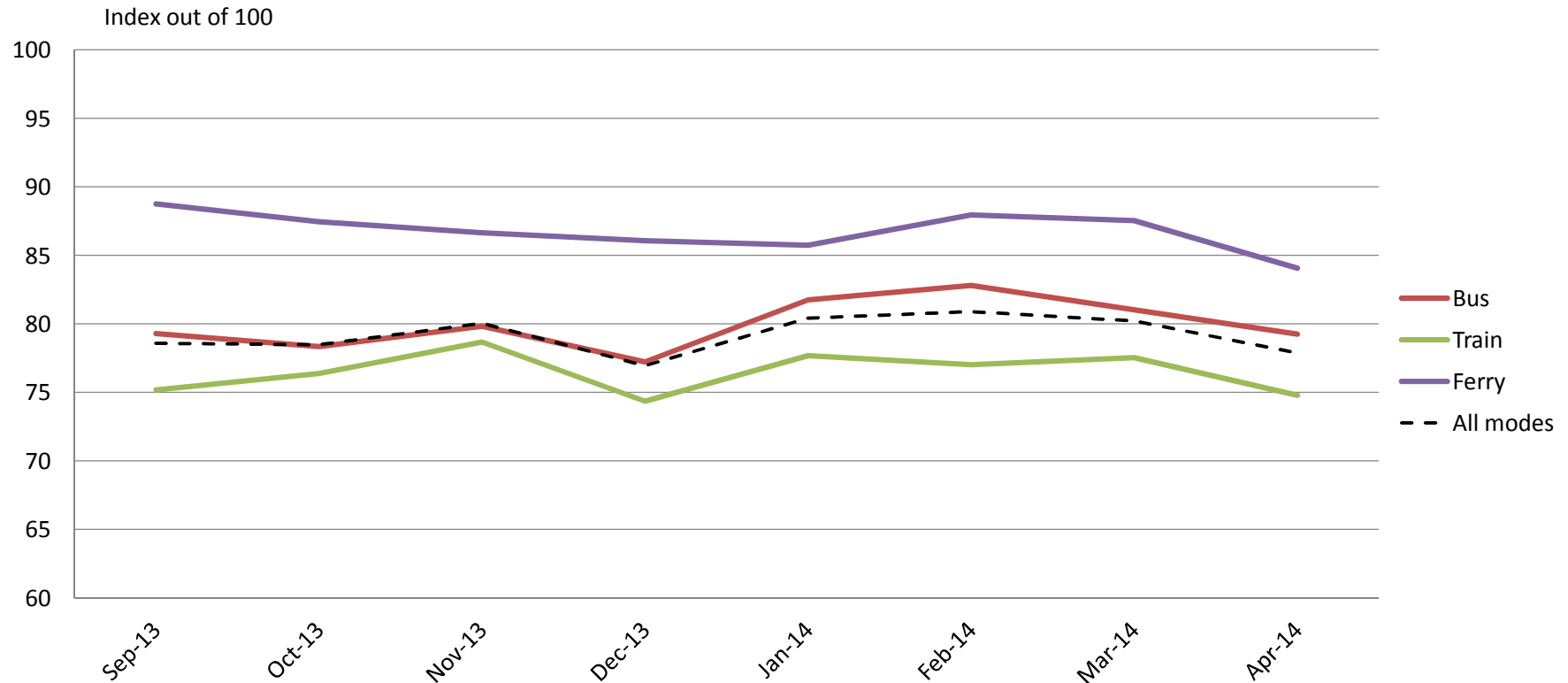
	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	70	68	70	68	71	72	70	69
Train	69	69	70	68	70	70	70	68
Ferry	78	82	80	75	74	77	75	75
All Modes	70	70	71	69	71	72	71	69

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-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	79	78	80	77	82	83	81	79
Train	75	76	79	74	78	77	78	75
Ferry	89	87	87	86	86	88	88	84
All Modes	79	78	80	77	80	81	80	78

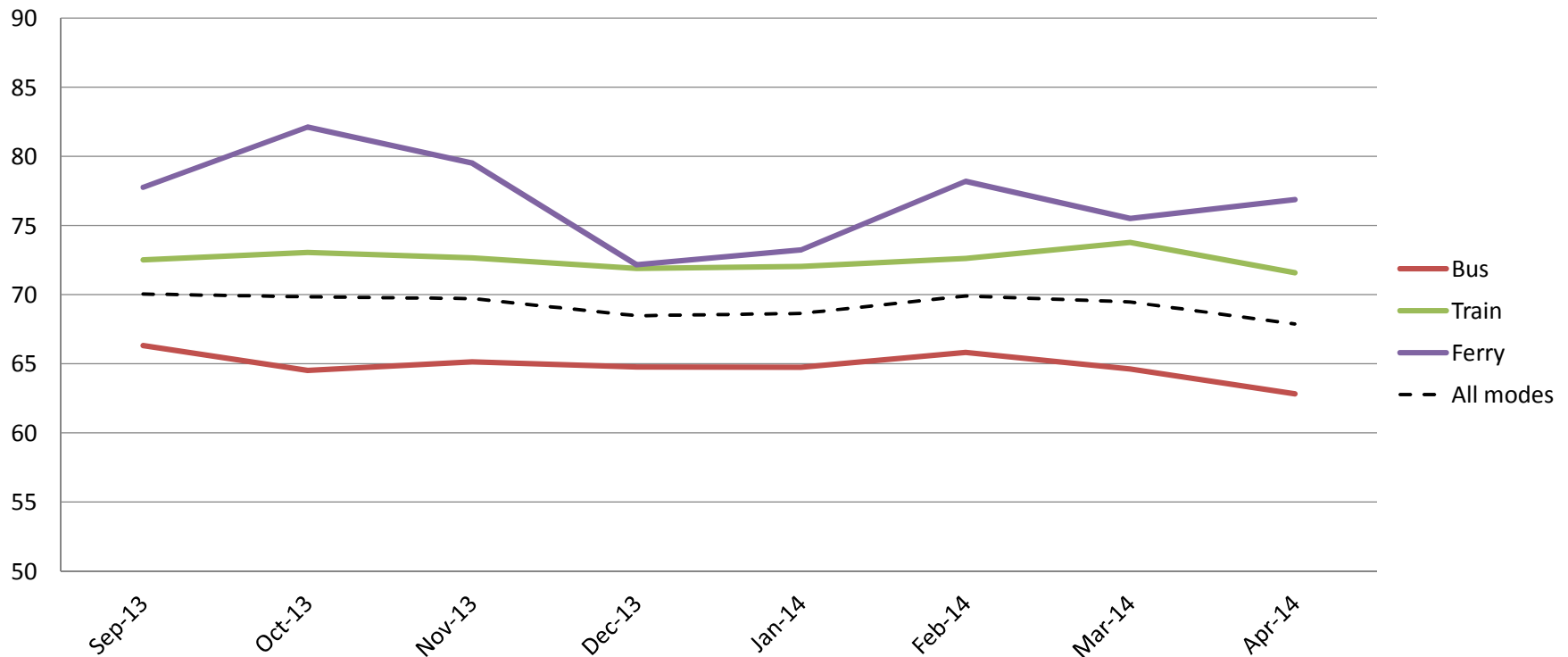
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	66	65	65	65	65	66	65	63
Train	73	73	73	72	72	73	74	72
Ferry	78	82	80	72	73	78	76	77
All Modes	70	70	70	68	69	70	69	68

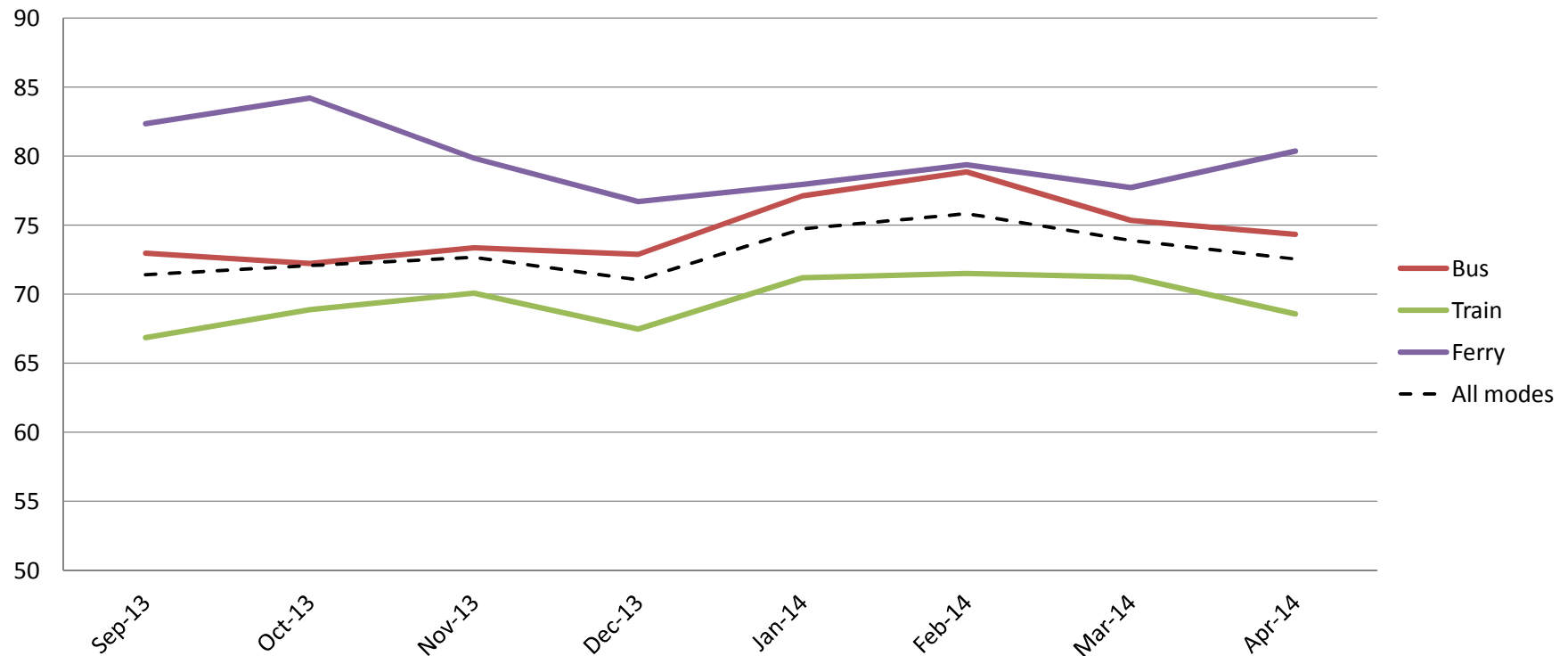
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	73	72	73	73	77	79	75	74
Train	67	69	70	67	71	72	71	69
Ferry	82	84	80	77	78	79	78	80
All Modes	71	72	73	71	75	76	74	73

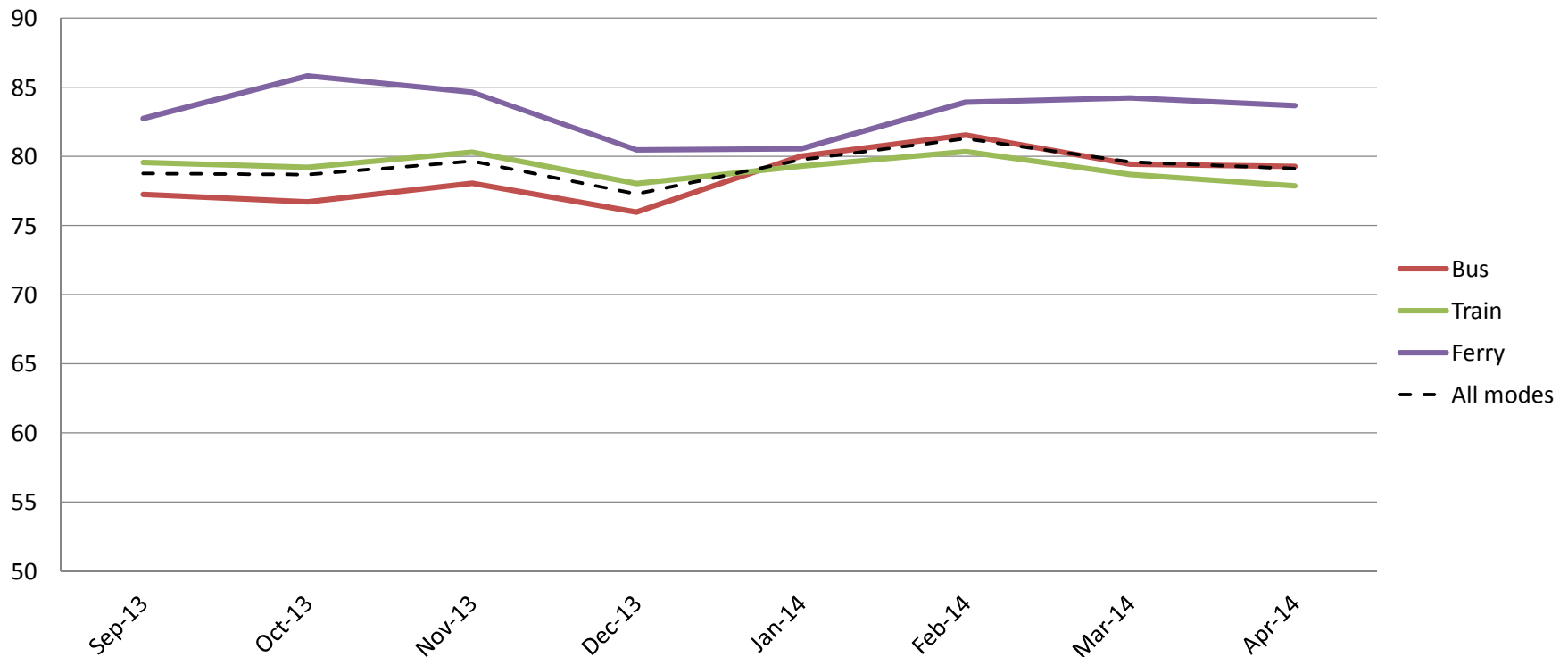
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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	77	77	78	76	80	82	79	79
Train	80	79	80	78	79	80	79	78
Ferry	83	86	85	80	81	84	84	84
All Modes	79	79	80	77	80	81	80	79

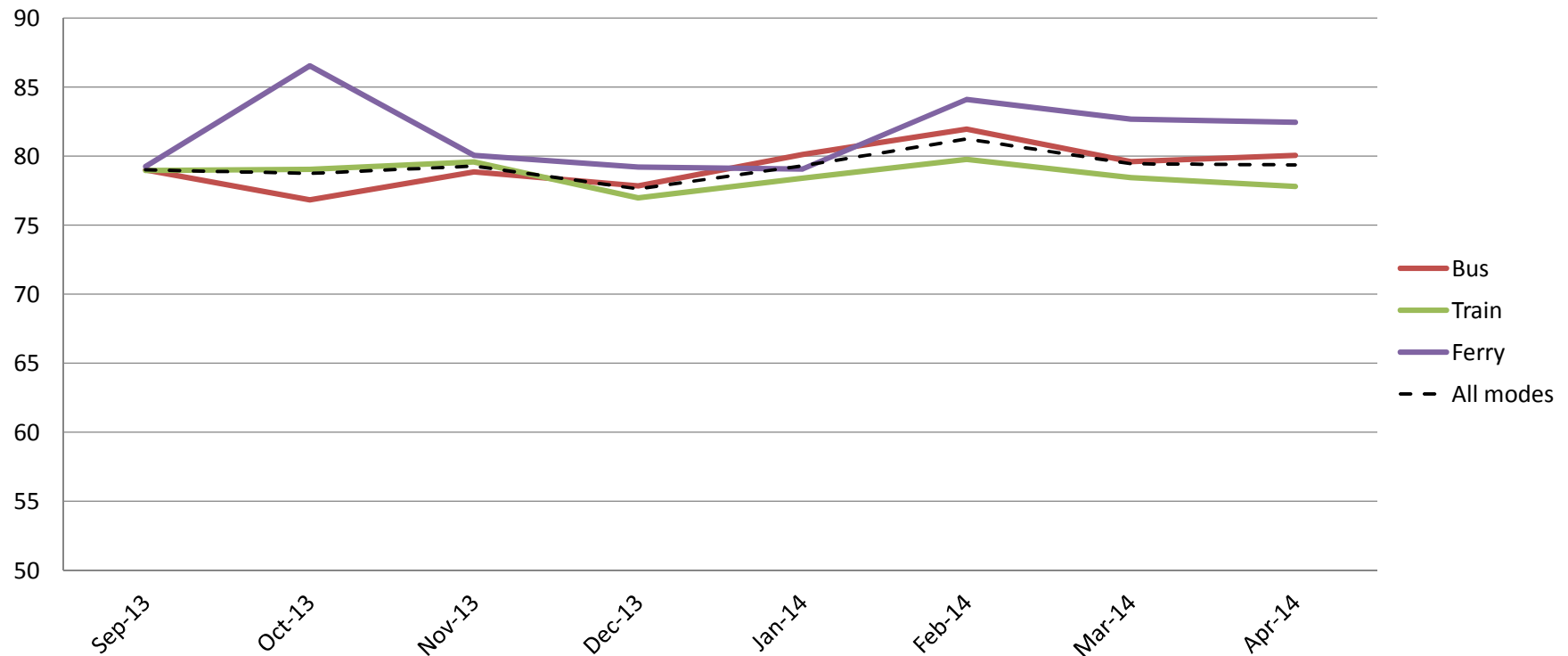
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	79	77	79	78	80	82	80	80
Train	79	79	80	77	78	80	78	78
Ferry	79	87	80	79	79	84	83	82
All Modes	79	79	79	78	79	81	79	79

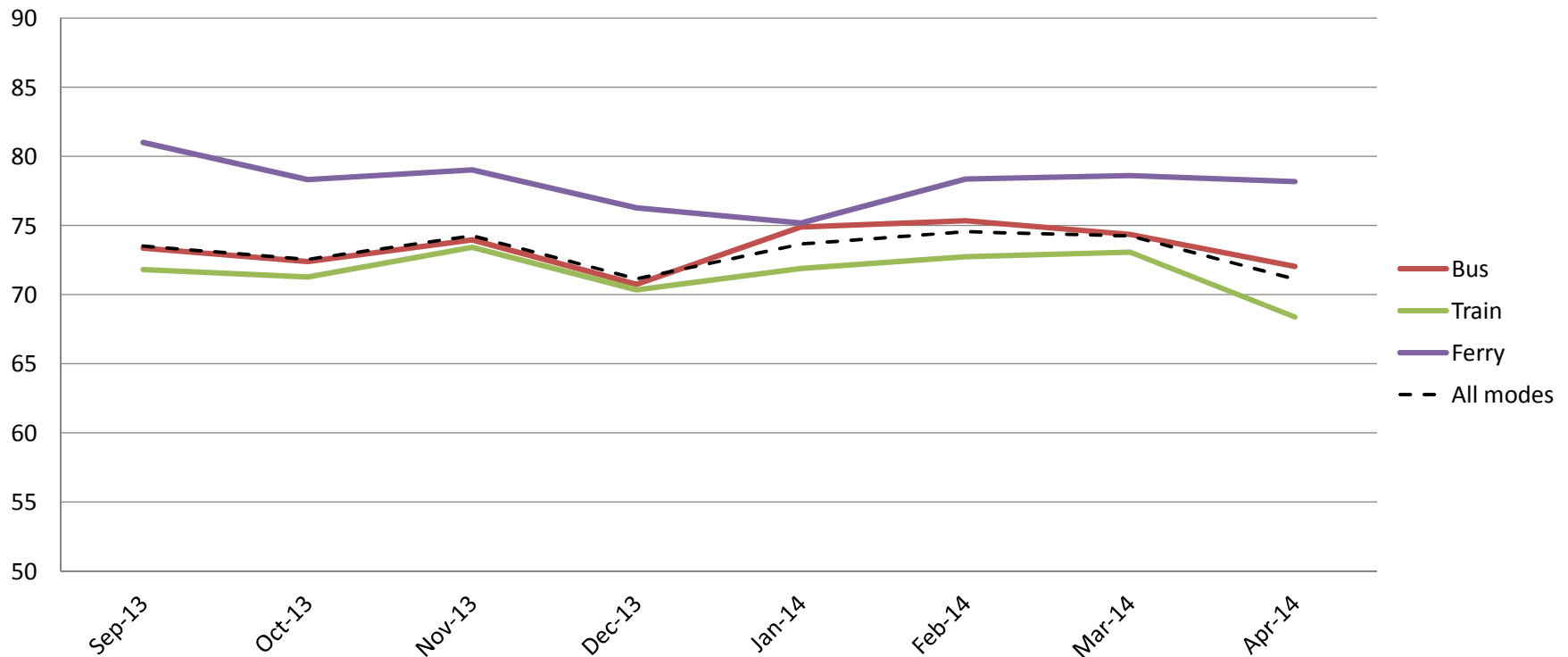
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	73	72	74	71	75	75	74	72
Train	72	71	73	70	72	73	73	68
Ferry	81	78	79	76	75	78	79	78
All Modes	74	73	74	71	74	75	74	71

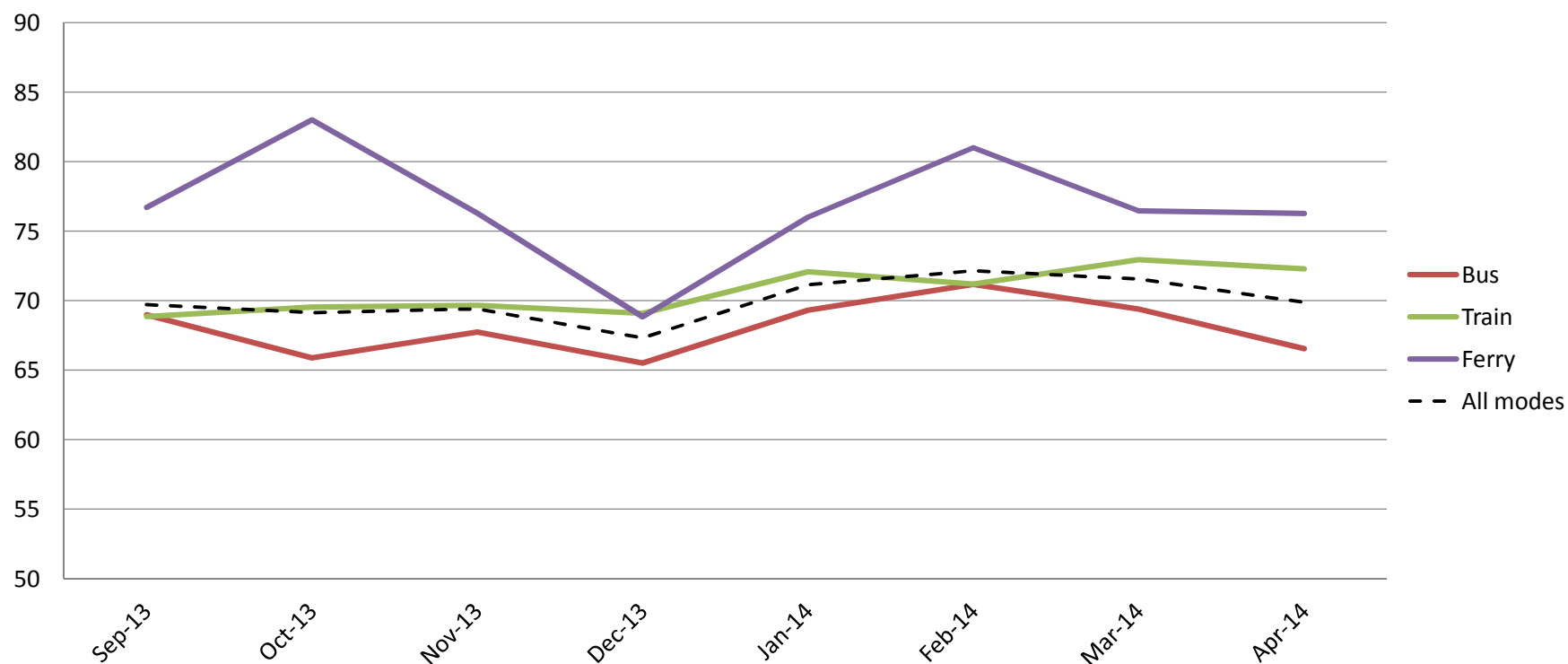
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	69	66	68	66	69	71	69	67
Train	69	70	70	69	72	71	73	72
Ferry	77	83	76	69	76	81	76	76
All Modes	70	69	69	67	71	72	72	70

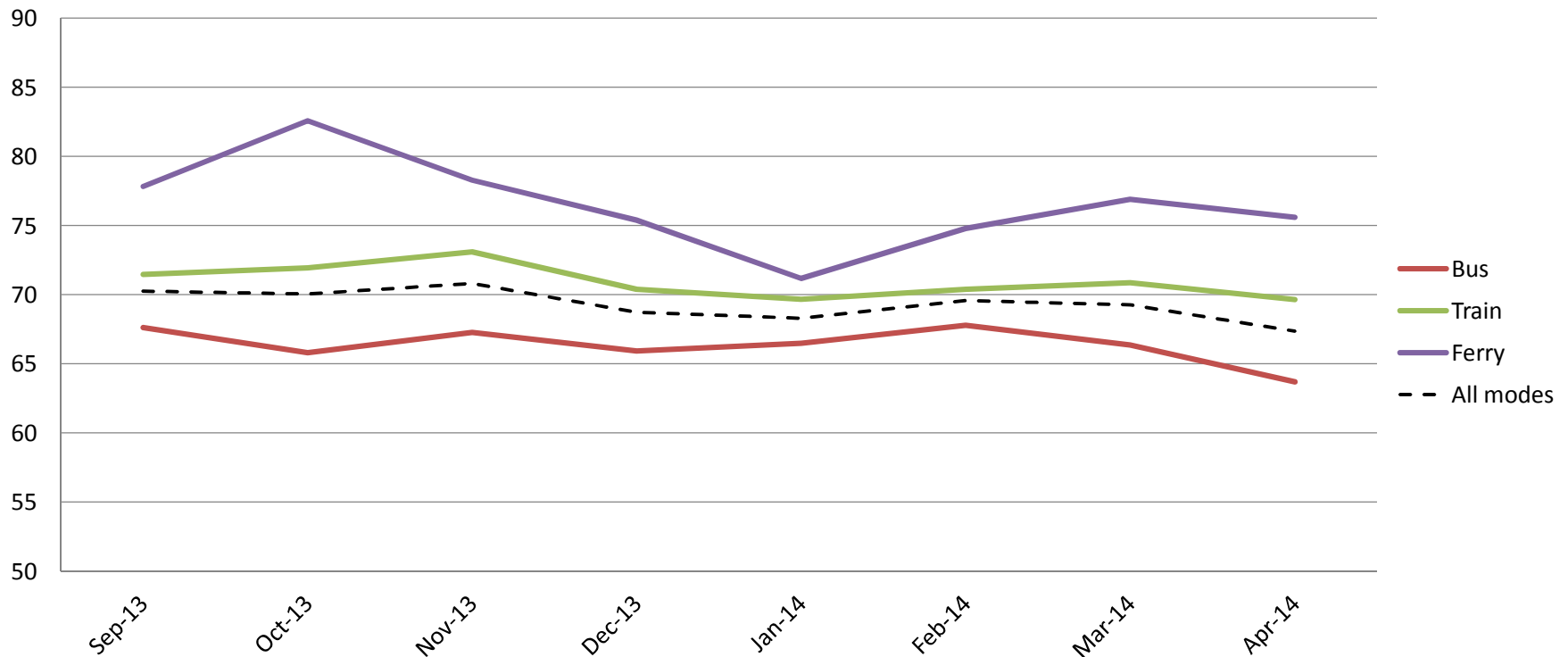
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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	68	66	67	66	66	68	66	64
Train	71	72	73	70	70	70	71	70
Ferry	78	83	78	75	71	75	77	76
All Modes	70	70	71	69	68	70	69	67

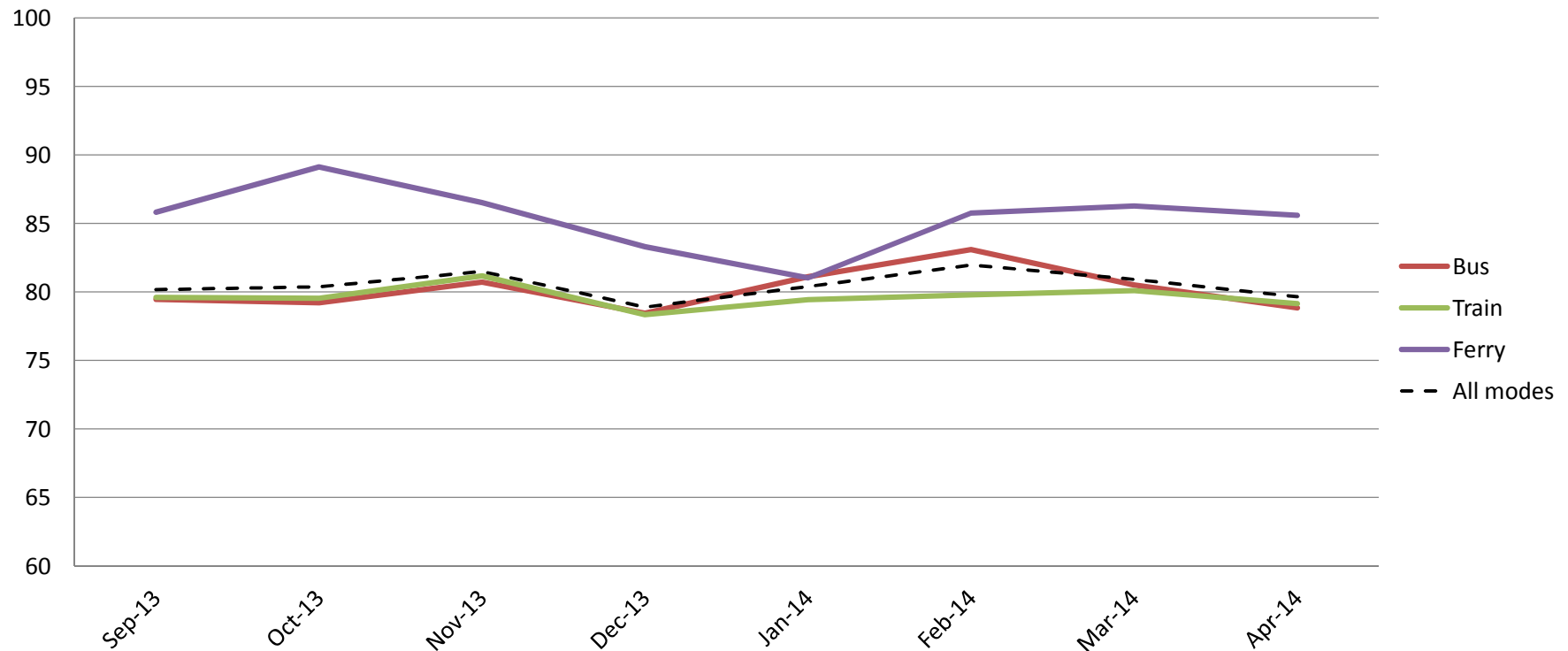
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100



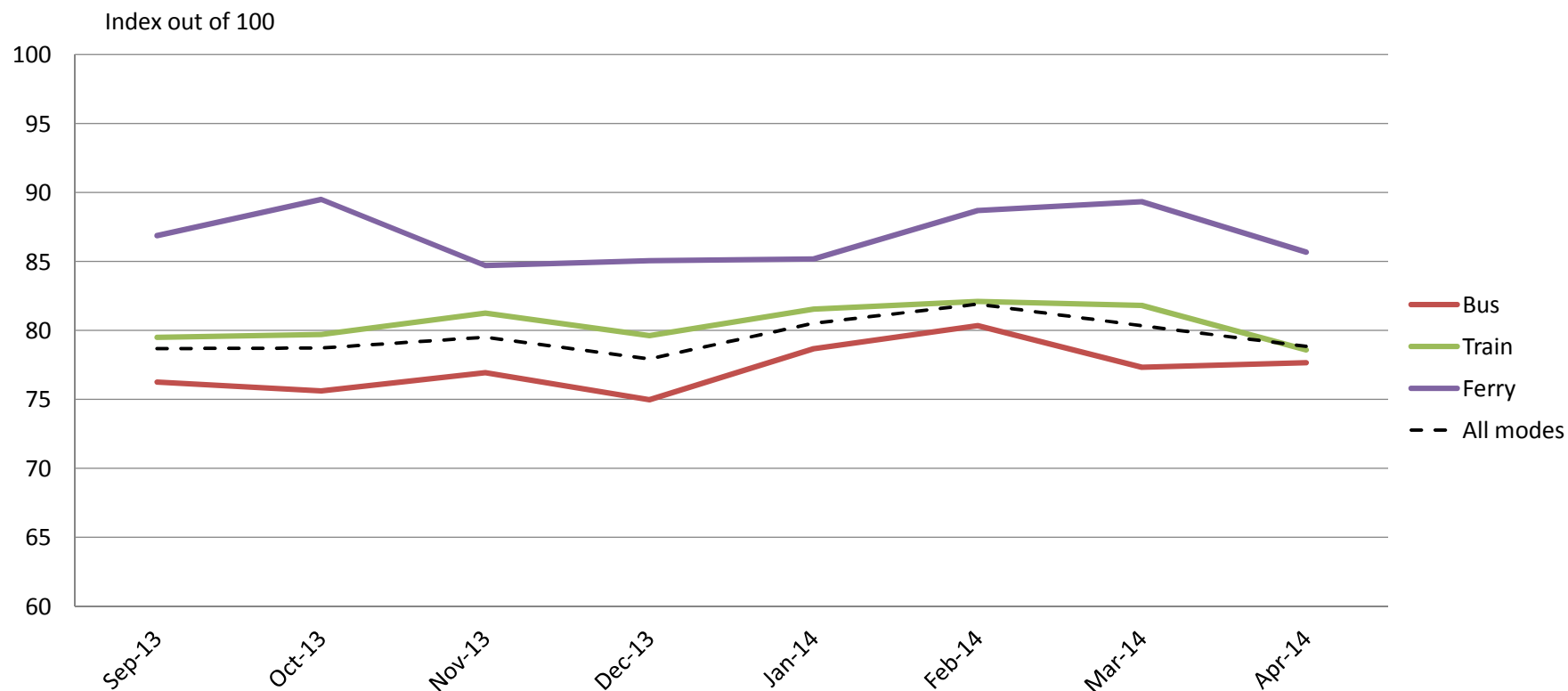
	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	79	79	81	78	81	83	81	79
Train	80	80	81	78	79	80	80	79
Ferry	86	89	87	83	81	86	86	86
All Modes	80	80	82	79	80	82	81	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	76	76	77	75	79	80	77	78
Train	80	80	81	80	82	82	82	79
Ferry	87	90	85	85	85	89	89	86
All Modes	79	79	80	78	81	82	80	79

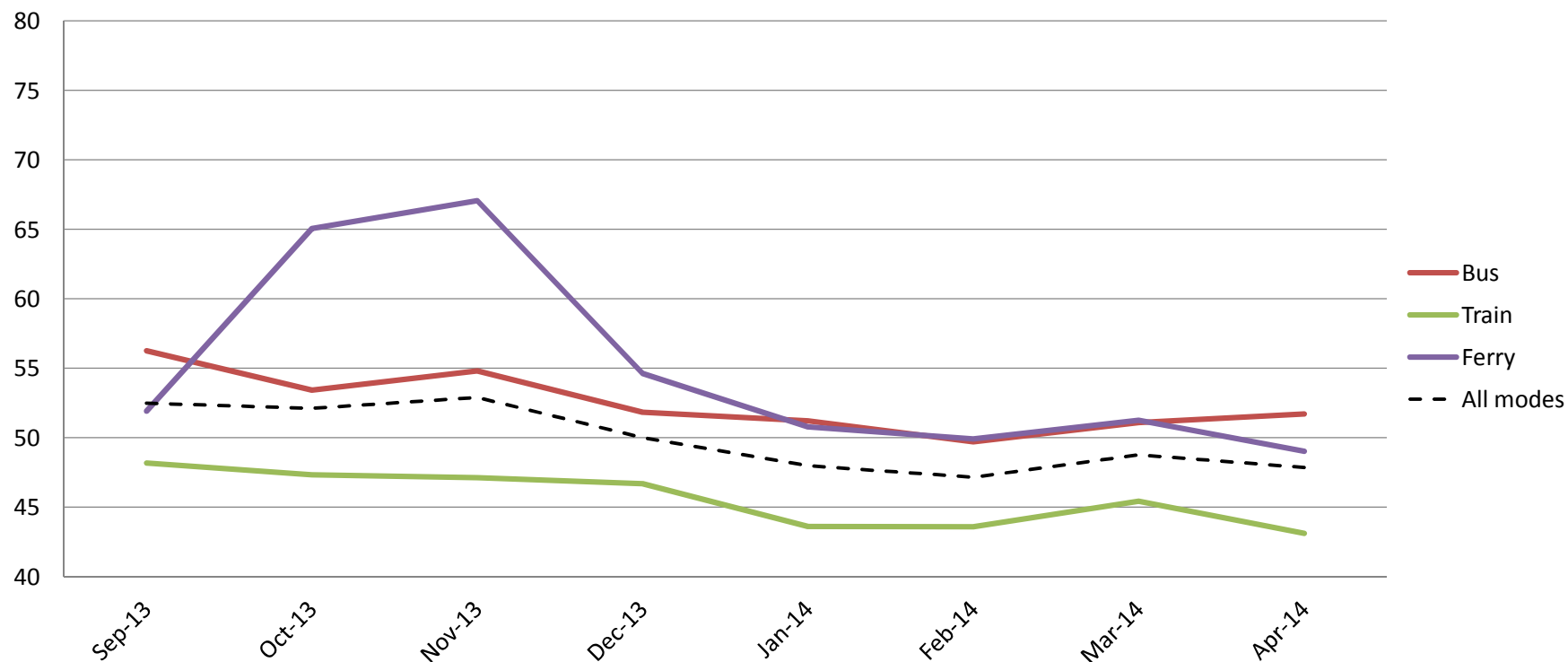
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14
Bus	56	53	55	52	51	50	51	52
Train	48	47	47	47	44	44	45	43
Ferry	52	65	67	55	51	50	51	49
All Modes	52	52	53	50	48	47	49	48

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