

TransLink Customer Satisfaction Monthly Snapshot

May 2013

| KPI | Bus | Train | Ferry | All |
|---|-----|-------|-------|-----|
| Safety & Security | | | | |
| Safety at stops, stations and on board vehicles | 78 | 72 | 88 | 77 |
| Reliability & Frequency | | | | |
| Ability to meet departure times, frequency of services and reliability of go card readers | 66 | 71 | 79 | 70 |
| Comfort | | | | |
| Cleanliness, availability of seats, temperature on board, and facilities at stops and stations | 73 | 67 | 84 | 71 |
| Ease of Use | | | | |
| Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 78 | 78 | 83 | 78 |
| 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 | 77 | 80 | 78 |
| Proximity | | | | |
| Convenience of available routes, distances from stops and stations and proximity of go card outlets | 72 | 70 | 80 | 72 |
| Efficiency | | | | |
| Door-to-door travel time, connections with other services and avoidance of congestion | 66 | 70 | 80 | 69 |
| Information | | | | |
| Ability to understand on board and at-station information, timetables, maps and journey planning information | 66 | 71 | 79 | 69 |
| Accessibility | | | | |
| Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators | 80 | 78 | 87 | 80 |
| Staff | | | | |
| Knowledge, conduct, presentation and helpfulness of staff | 77 | 80 | 87 | 79 |
| Affordability | | | | |
| Cost of tickets and benefits of not having to pay for parking | 54 | 47 | 58 | 52 |
| Overall Service | | | | |
| A combination of all reported categories | 69 | 68 | 80 | 70 |

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

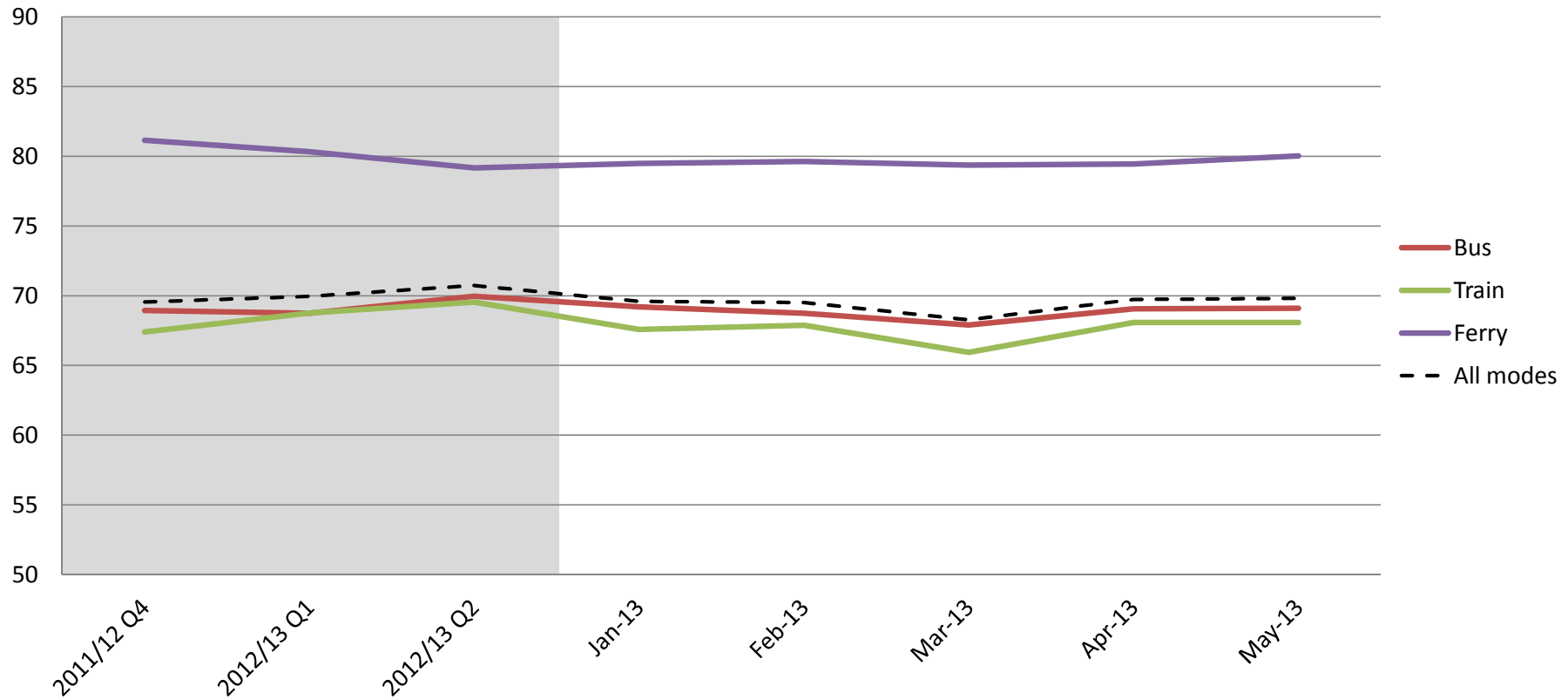
TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

| 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 |
|-------------------|-----------------|--|--|--|---|
| 8 July 2012 | 3,035,220 | 0.56 | 2.40 | 15.82 | 2.27% |
| 15 July 2012 | 3,399,839 | 0.64 | 2.68 | 14.26 | 2.34% |
| 22 July 2012 | 3,519,444 | 0.55 | 2.18 | 20.80 | 2.36% |
| 29 July 2012 | 3,805,740 | 0.73 | 2.01 | 34.16 | 2.23% |
| 5 August 2012 | 3,835,970 | 0.65 | 2.08 | 24.96 | 2.24% |
| 12 August 2012 | 3,945,819 | 0.66 | 2.13 | 20.75 | 2.33% |
| 19 August 2012 | 3,545,381 | 0.82 | 2.43 | 15.78 | 2.41% |
| 26 August 2012 | 3,769,709 | 0.94 | 2.91 | 13.11 | 2.27% |
| 2 September 2012 | 3,727,194 | 0.73 | 2.33 | 13.75 | 2.14% |
| 9 September 2012 | 3,722,040 | 0.64 | 2.21 | 12.56 | 2.08% |
| 16 September 2012 | 3,757,205 | 0.67 | 2.19 | 12.85 | 2.04% |
| 23 September 2012 | 3,688,148 | 0.63 | 2.21 | 12.84 | 2.04% |
| 30 September 2012 | 3,177,721 | 0.69 | 2.34 | 15.11 | 2.27% |
| 7 October 2012 | 2,906,172 | 0.93 | 2.10 | 17.38 | 2.22% |
| 14 October 2012 | 3,679,515 | 1.22 | 2.54 | 43.96 | 2.24% |
| 21 October 2012 | 3,792,132 | 0.74 | 2.41 | 16.47 | 2.19% |
| 28 October 2012 | 3,611,722 | 0.77 | 2.29 | 15.56 | 2.16% |
| 4 November 2012 | 3,488,286 | 0.89 | 2.35 | 15.03 | 2.12% |
| 11 November 2012 | 3,567,280 | 0.58 | 2.14 | 14.38 | 2.14% |
| 18 November 2012 | 3,528,977 | 0.63 | 2.32 | 15.83 | 2.15% |
| 25 November 2012 | 3,493,859 | 0.63 | 2.29 | 16.71 | 2.23% |
| 2 December 2012 | 3,433,696 | 0.70 | 2.62 | 13.50 | 2.21% |
| 9 December 2012 | 3,201,022 | 0.70 | 2.38 | 17.10* | 2.21% |
| 16 December 2012 | 3,111,802 | 0.71 | 2.47 | 17.55* | 2.19% |
| 23 December 2012 | 2,868,104 | 0.72 | 2.45 | 16.44* | 2.18% |
| 30 December 2012 | 1,551,851 | 0.61 | 2.45 | 15.32* | 2.69% |
| 6 January 2013 | 2,025,318 | 0.78 | 2.09 | 17.93* | 2.56% |
| 13 January 2013 | 2,679,546 | 0.88 | 3.44 | 35.52* | 2.20% |
| 20 January 2013 | 2,847,554 | 0.64 | 2.83 | 16.82* | 2.21% |
| 27 January 2013 | 2,691,003 | 1.18 | 2.20 | 18.09* | 2.22% |
| 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% |

*This data has been adjusted from previously reported data.

Overall satisfaction – A combination of all reported categories

Index out of 100



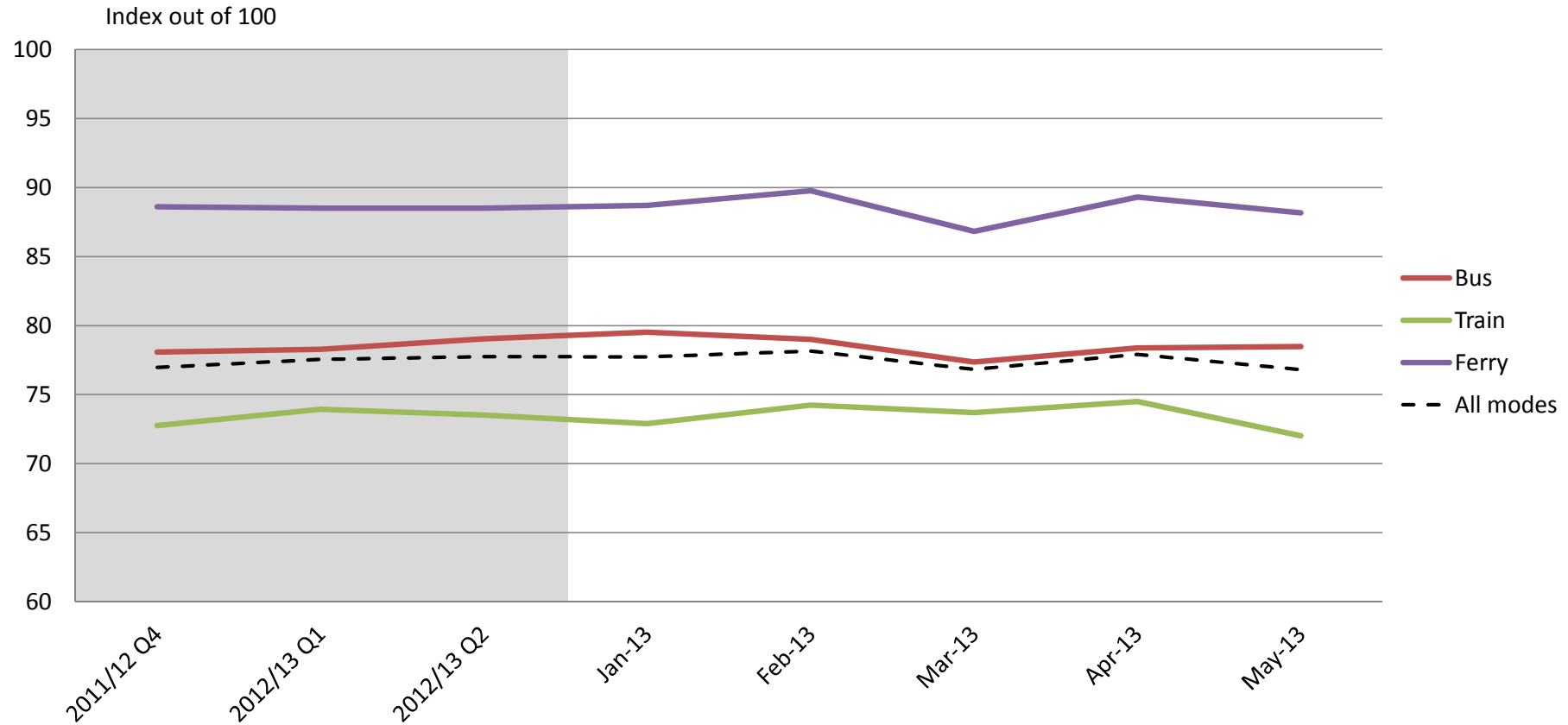
*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 69 | 69 | 70 | 69 | 69 | 68 | 69 | 69 |
| Train | 67 | 69 | 70 | 68 | 68 | 66 | 68 | 68 |
| Ferry | 81 | 80 | 79 | 79 | 80 | 79 | 79 | 80 |
| All Modes | 70 | 70 | 71 | 70 | 70 | 68 | 70 | 70 |

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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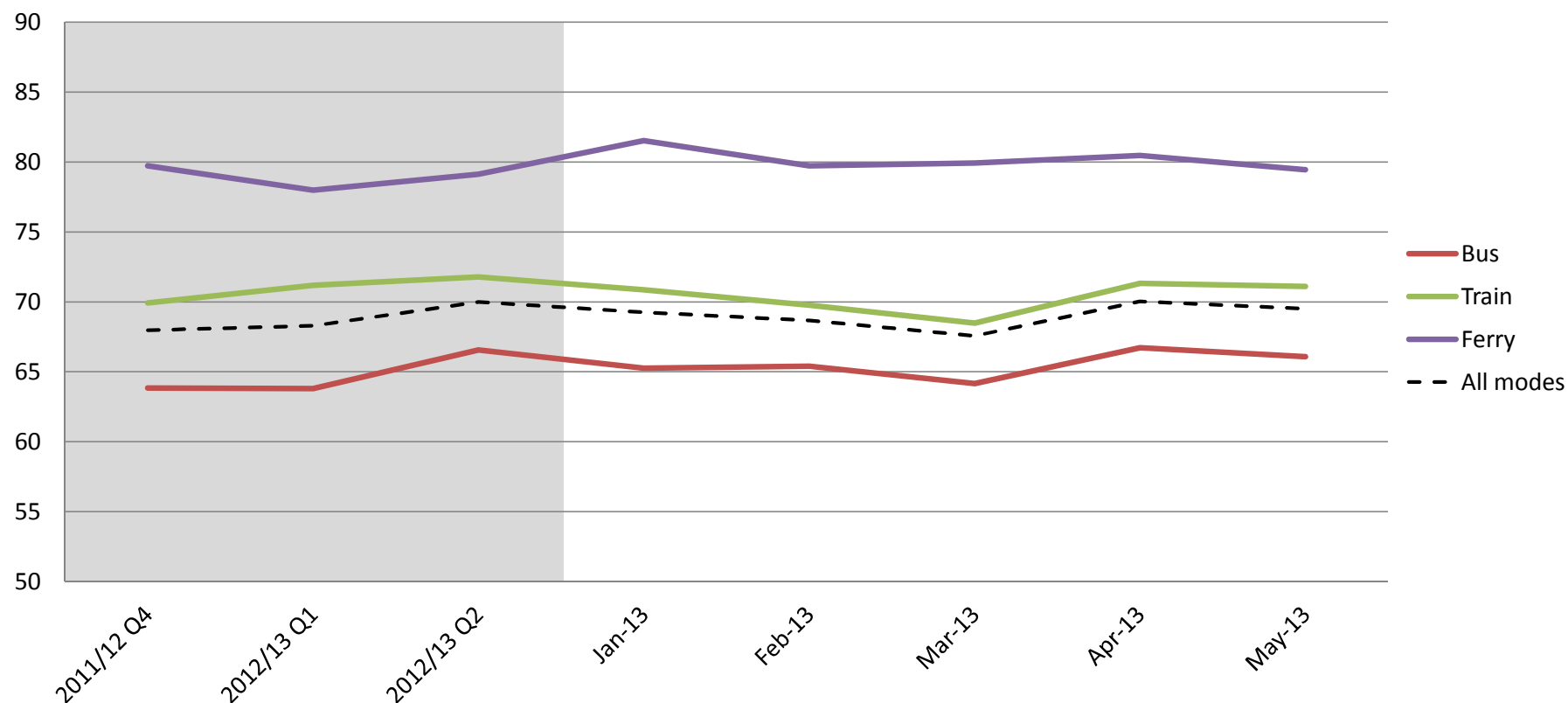
| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 78 | 78 | 79 | 80 | 79 | 77 | 78 | 78 |
| Train | 73 | 74 | 74 | 73 | 74 | 74 | 74 | 72 |
| Ferry | 89 | 89 | 89 | 89 | 90 | 87 | 89 | 88 |
| All Modes | 77 | 78 | 78 | 78 | 78 | 77 | 78 | 77 |

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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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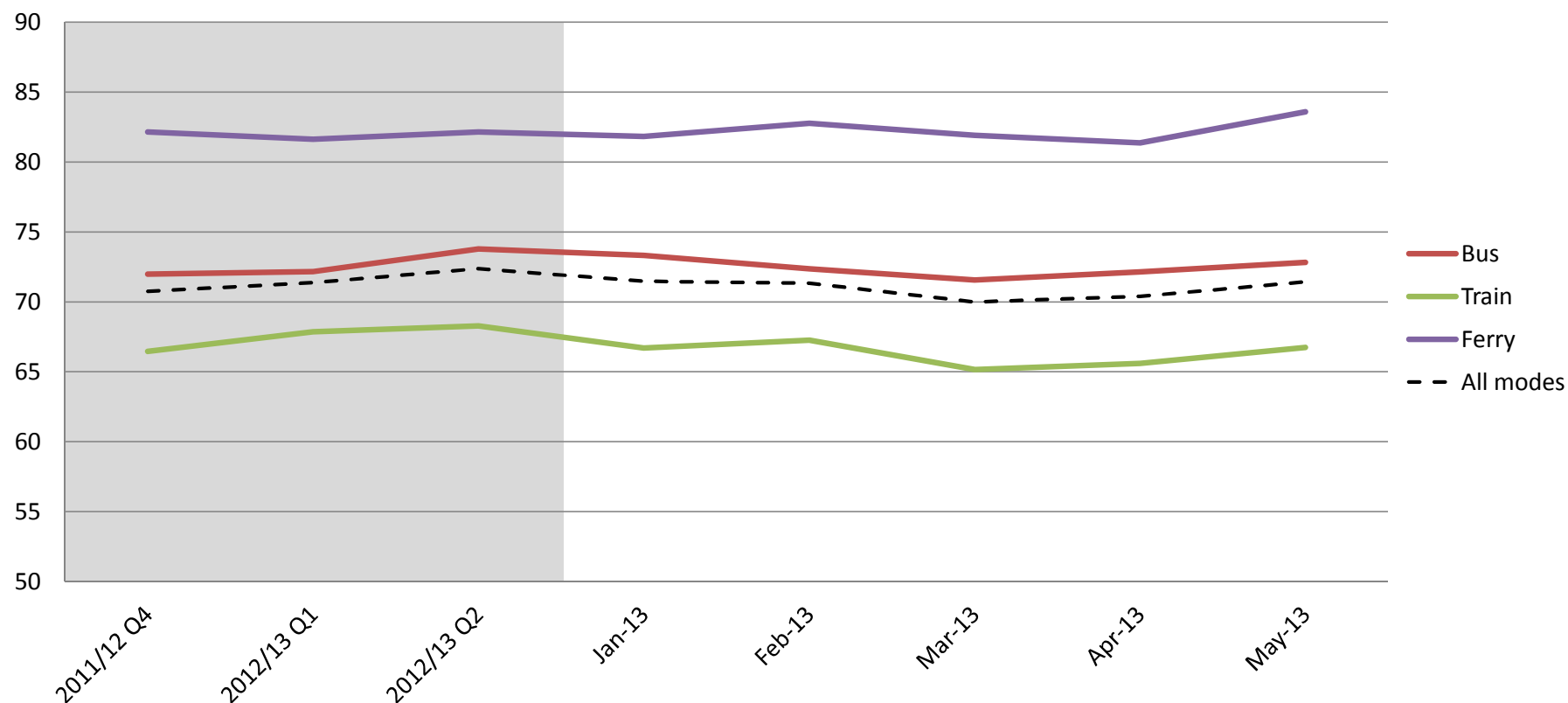
| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|---------------|---------------|---------------|--------|--------|--------|--------|--------|
| Bus | 64 | 64 | 67 | 65 | 65 | 64 | 67 | 66 |
| Train | 70 | 71 | 72 | 71 | 70 | 68 | 71 | 71 |
| Ferry | 80 | 78 | 79 | 82 | 80 | 80 | 80 | 79 |
| All Modes | 68 | 68 | 70 | 69 | 69 | 68 | 70 | 70 |

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

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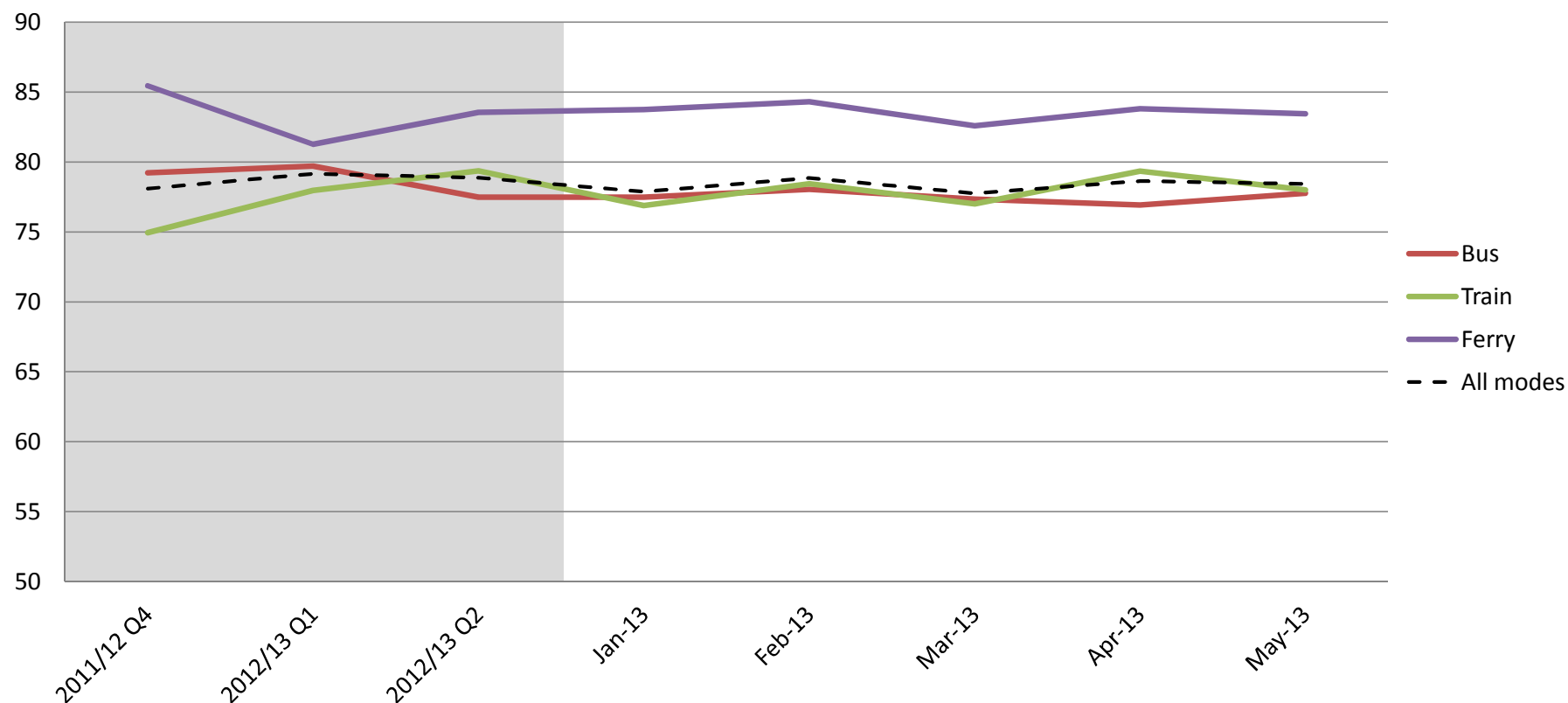
| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 72 | 72 | 74 | 73 | 72 | 72 | 72 | 73 |
| Train | 66 | 68 | 68 | 67 | 67 | 65 | 66 | 67 |
| Ferry | 82 | 82 | 82 | 82 | 83 | 82 | 81 | 84 |
| All Modes | 71 | 71 | 72 | 71 | 71 | 70 | 70 | 71 |

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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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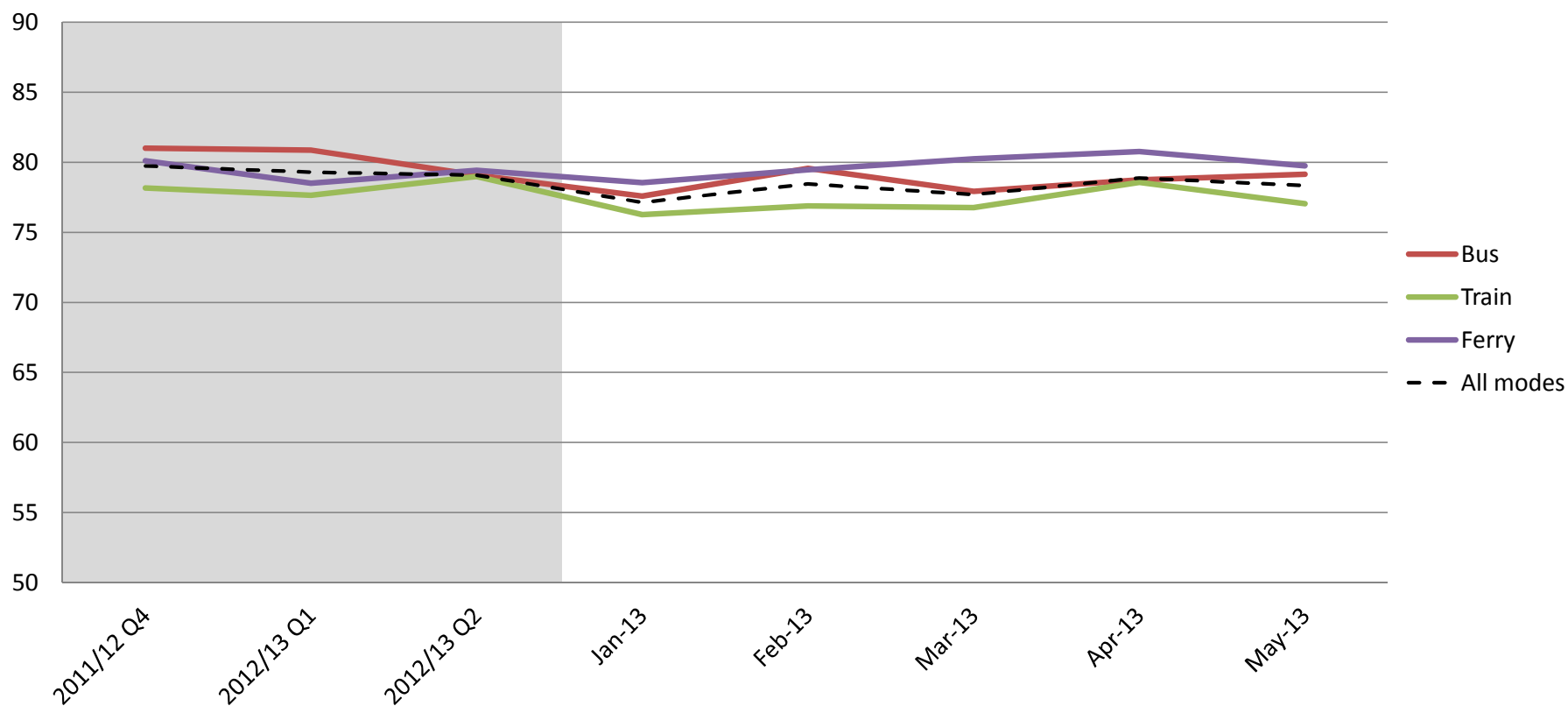
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|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 79 | 80 | 77 | 77 | 78 | 77 | 77 | 78 |
| Train | 75 | 78 | 79 | 77 | 78 | 77 | 79 | 78 |
| Ferry | 85 | 81 | 84 | 84 | 84 | 83 | 84 | 83 |
| All Modes | 78 | 79 | 79 | 78 | 79 | 78 | 79 | 78 |

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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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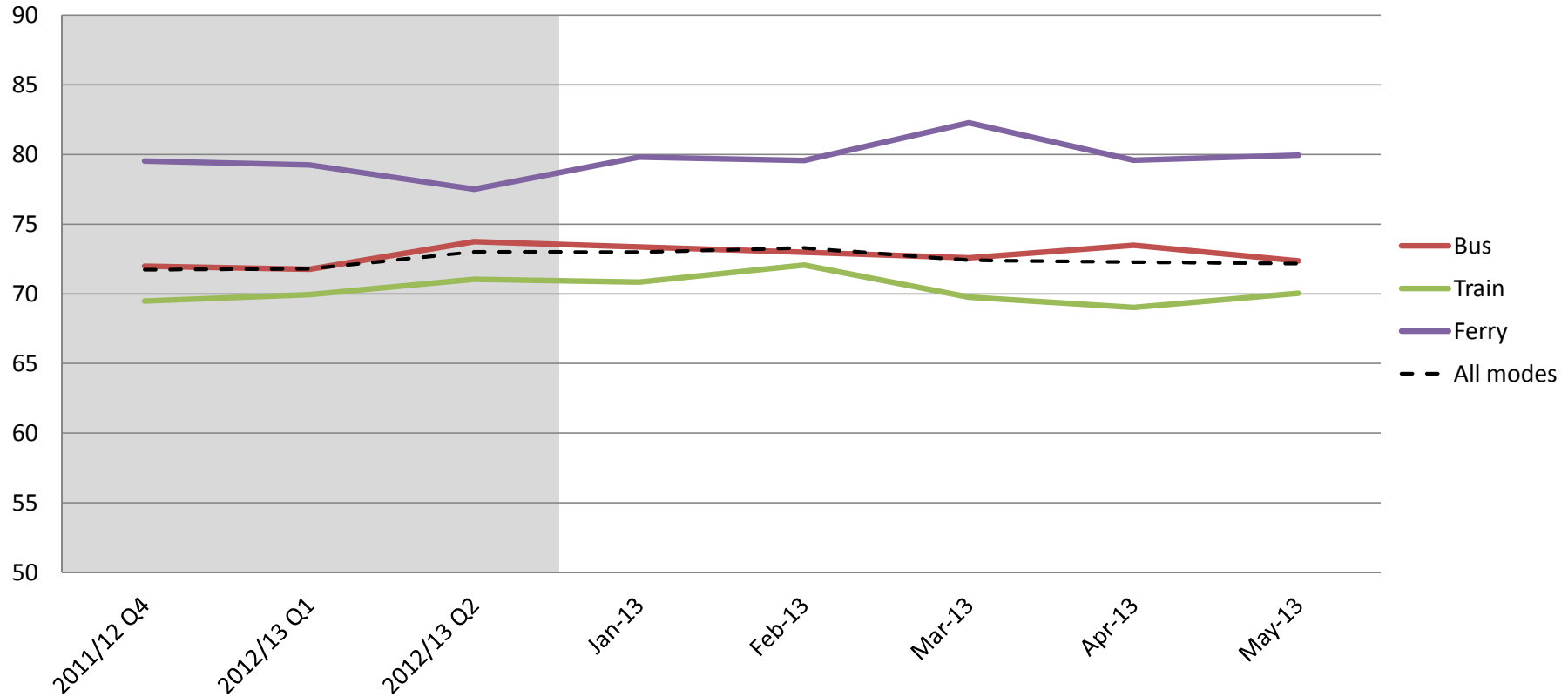
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|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 81 | 81 | 79 | 78 | 80 | 78 | 79 | 79 |
| Train | 78 | 78 | 79 | 76 | 77 | 77 | 79 | 77 |
| Ferry | 80 | 79 | 79 | 79 | 79 | 80 | 81 | 80 |
| All Modes | 80 | 79 | 79 | 77 | 78 | 78 | 79 | 78 |

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

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

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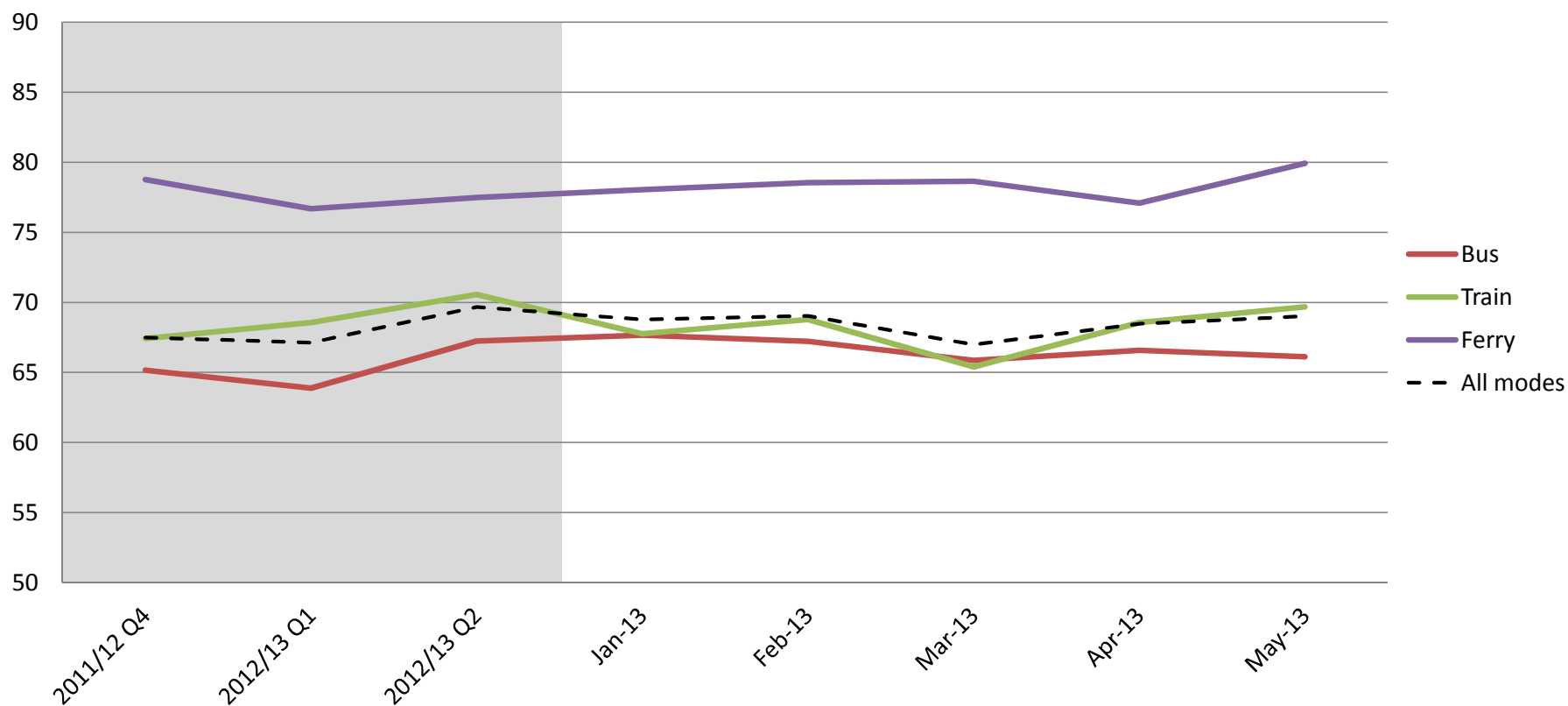
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|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 72 | 72 | 74 | 73 | 73 | 73 | 73 | 72 |
| Train | 69 | 70 | 71 | 71 | 72 | 70 | 69 | 70 |
| Ferry | 80 | 79 | 78 | 80 | 80 | 82 | 80 | 80 |
| All Modes | 72 | 72 | 73 | 73 | 73 | 72 | 72 | 72 |

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

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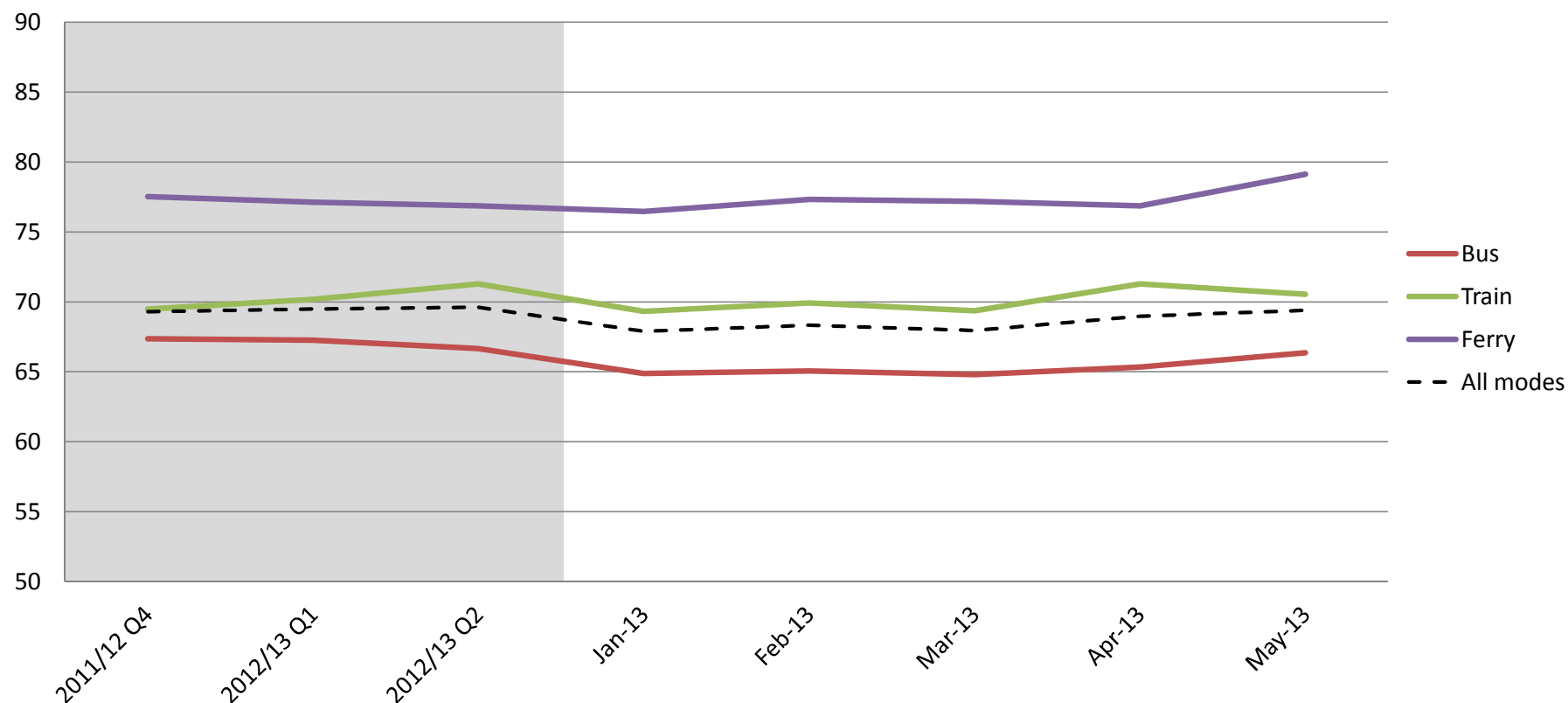
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|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 65 | 64 | 67 | 68 | 67 | 66 | 67 | 66 |
| Train | 67 | 69 | 71 | 68 | 69 | 65 | 69 | 70 |
| Ferry | 79 | 77 | 77 | 78 | 79 | 79 | 77 | 80 |
| All Modes | 67 | 67 | 70 | 69 | 69 | 67 | 68 | 69 |

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

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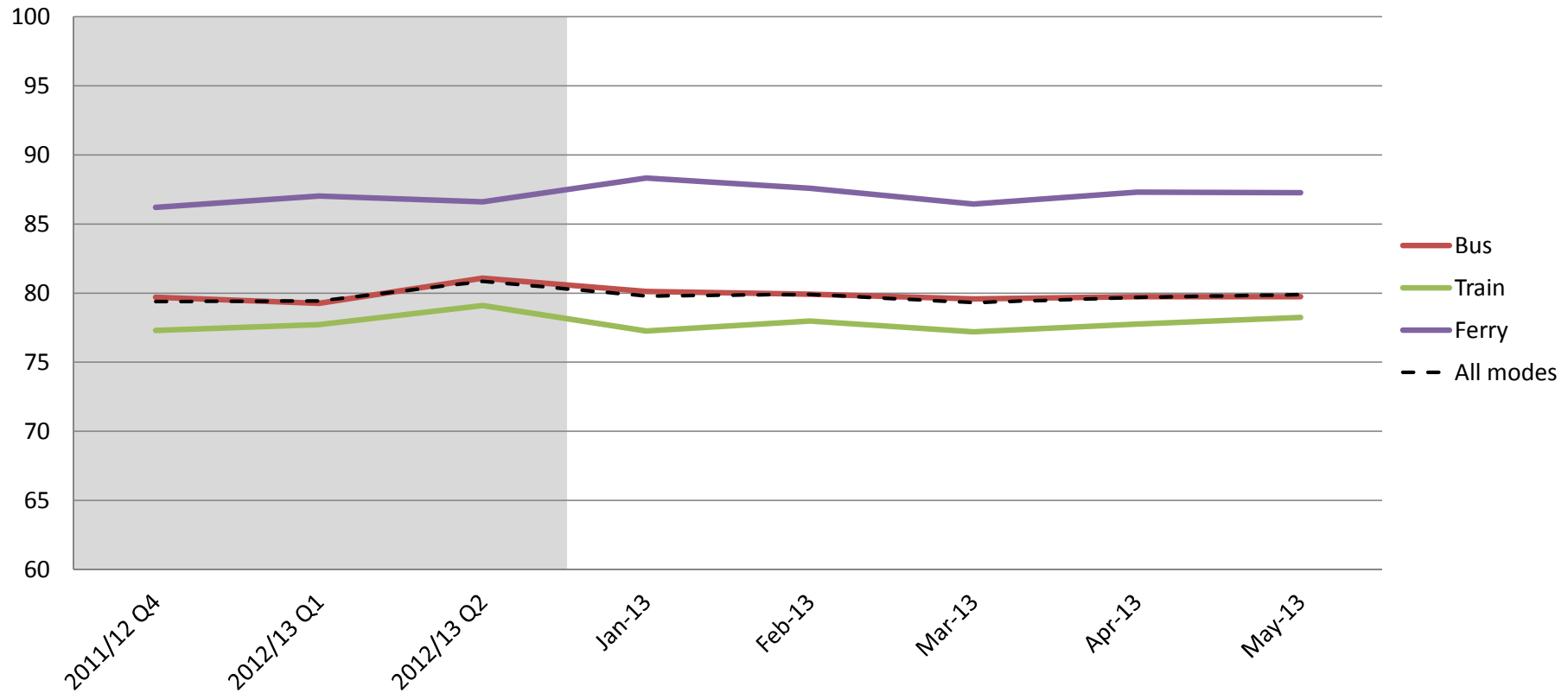
| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 67 | 67 | 67 | 65 | 65 | 65 | 65 | 66 |
| Train | 69 | 70 | 71 | 69 | 70 | 69 | 71 | 71 |
| Ferry | 78 | 77 | 77 | 76 | 77 | 77 | 77 | 79 |
| All Modes | 69 | 69 | 70 | 68 | 68 | 68 | 69 | 69 |

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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

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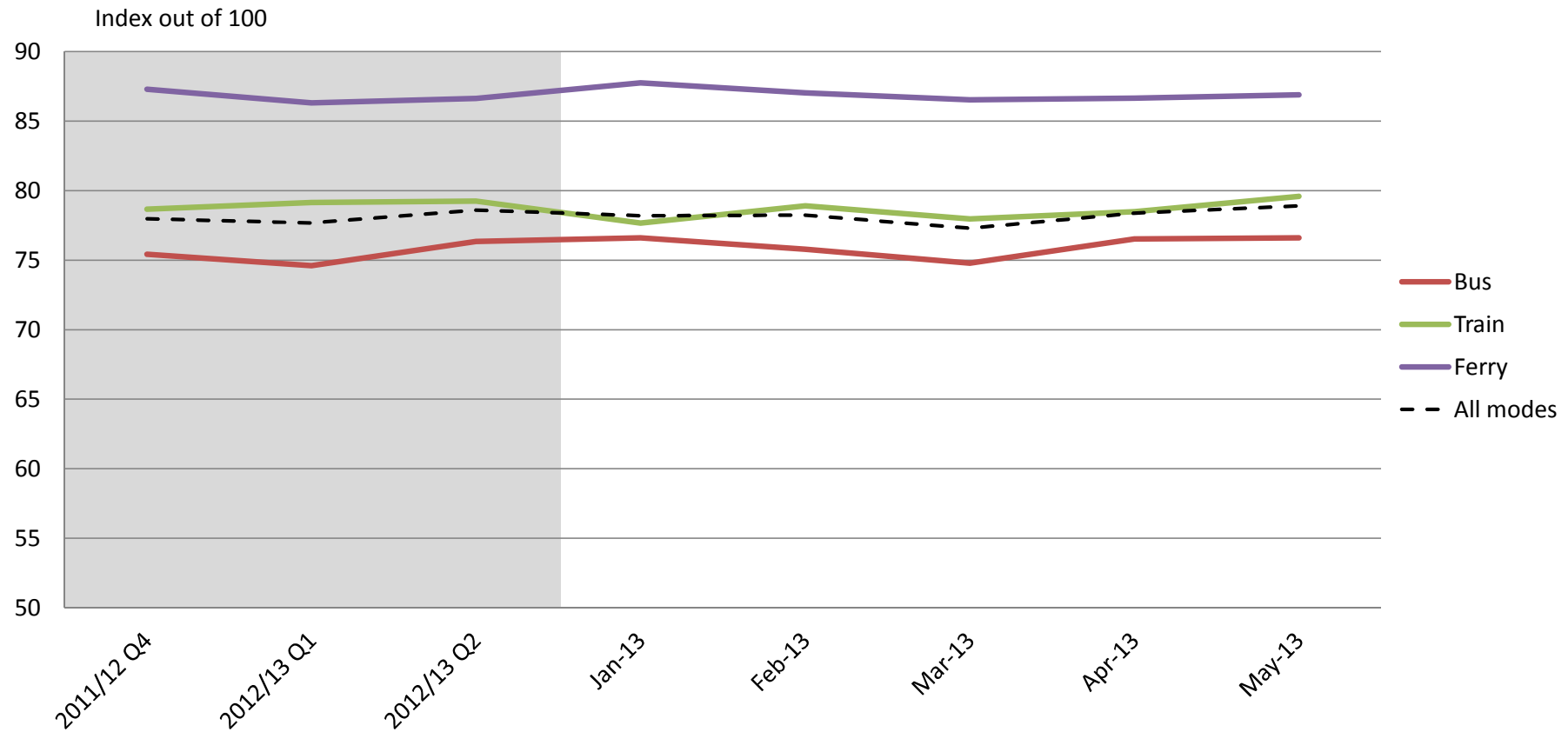
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|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 80 | 79 | 81 | 80 | 80 | 80 | 80 | 80 |
| Train | 77 | 78 | 79 | 77 | 78 | 77 | 78 | 78 |
| Ferry | 86 | 87 | 87 | 88 | 88 | 86 | 87 | 87 |
| All Modes | 79 | 79 | 81 | 80 | 80 | 79 | 80 | 80 |

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Staff – Knowledge, conduct, presentation and helpfulness of staff



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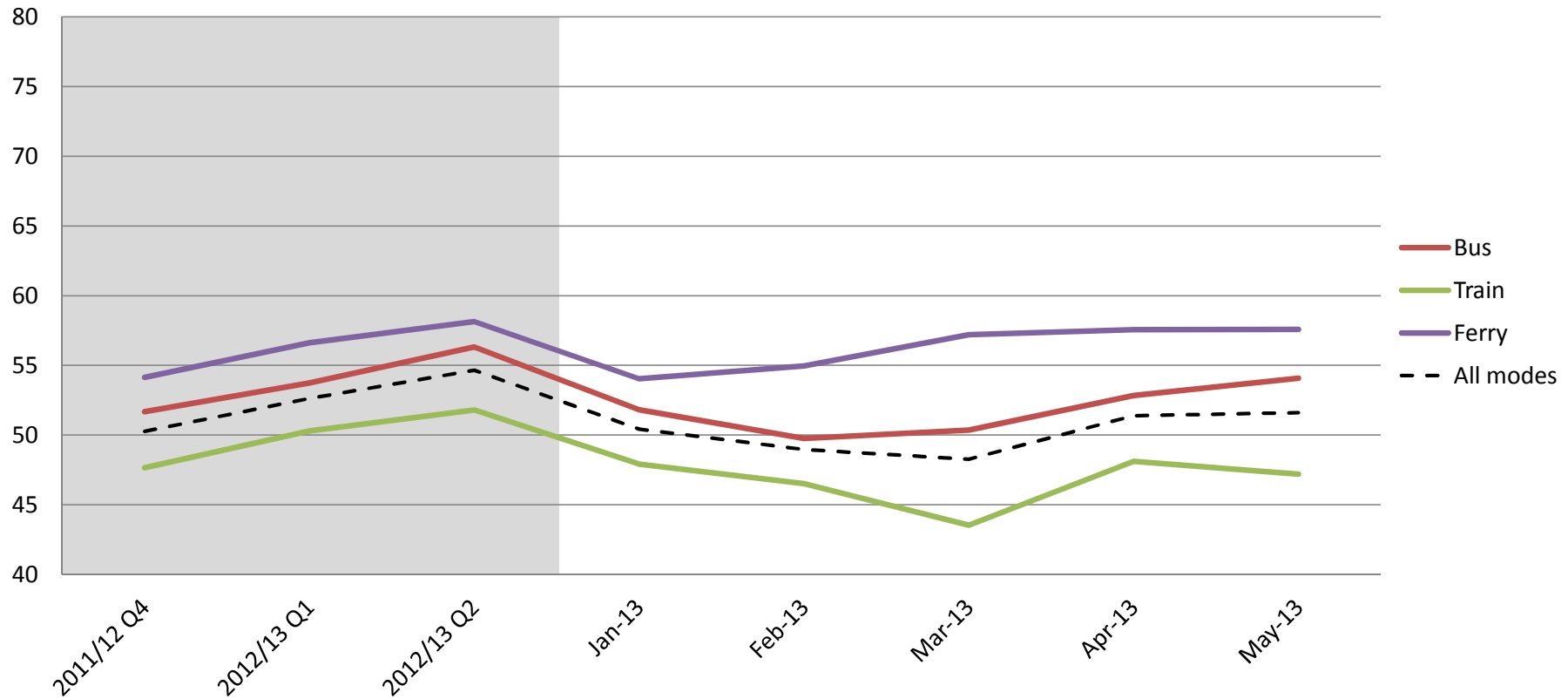
| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 75 | 75 | 76 | 77 | 76 | 75 | 77 | 77 |
| Train | 79 | 79 | 79 | 78 | 79 | 78 | 78 | 80 |
| Ferry | 87 | 86 | 87 | 88 | 87 | 87 | 87 | 87 |
| All Modes | 78 | 78 | 79 | 78 | 78 | 77 | 78 | 79 |

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

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| | 2011/12 Q4 | 2012/13 Q1 | 2012/13 Q2 | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 |
|------------------|------------|------------|------------|--------|--------|--------|--------|--------|
| Bus | 52 | 54 | 56 | 52 | 50 | 50 | 53 | 54 |
| Train | 48 | 50 | 52 | 48 | 47 | 44 | 48 | 47 |
| Ferry | 54 | 57 | 58 | 54 | 55 | 57 | 58 | 58 |
| All Modes | 50 | 53 | 55 | 50 | 49 | 48 | 51 | 52 |

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