

TransLink Customer Satisfaction Monthly Snapshot

February 2019

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	78	85	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	68	68	74	69
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	69	77	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	79	79	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	79	77	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	73	76	75
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	72	72	74	72
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	71	72	75	72
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	79	83	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	81	81	86	82
Affordability				
Cost of tickets and benefits of not having to pay for parking	64	54	61	60
Overall Service				
A combination of all reported categories	74	71	77	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

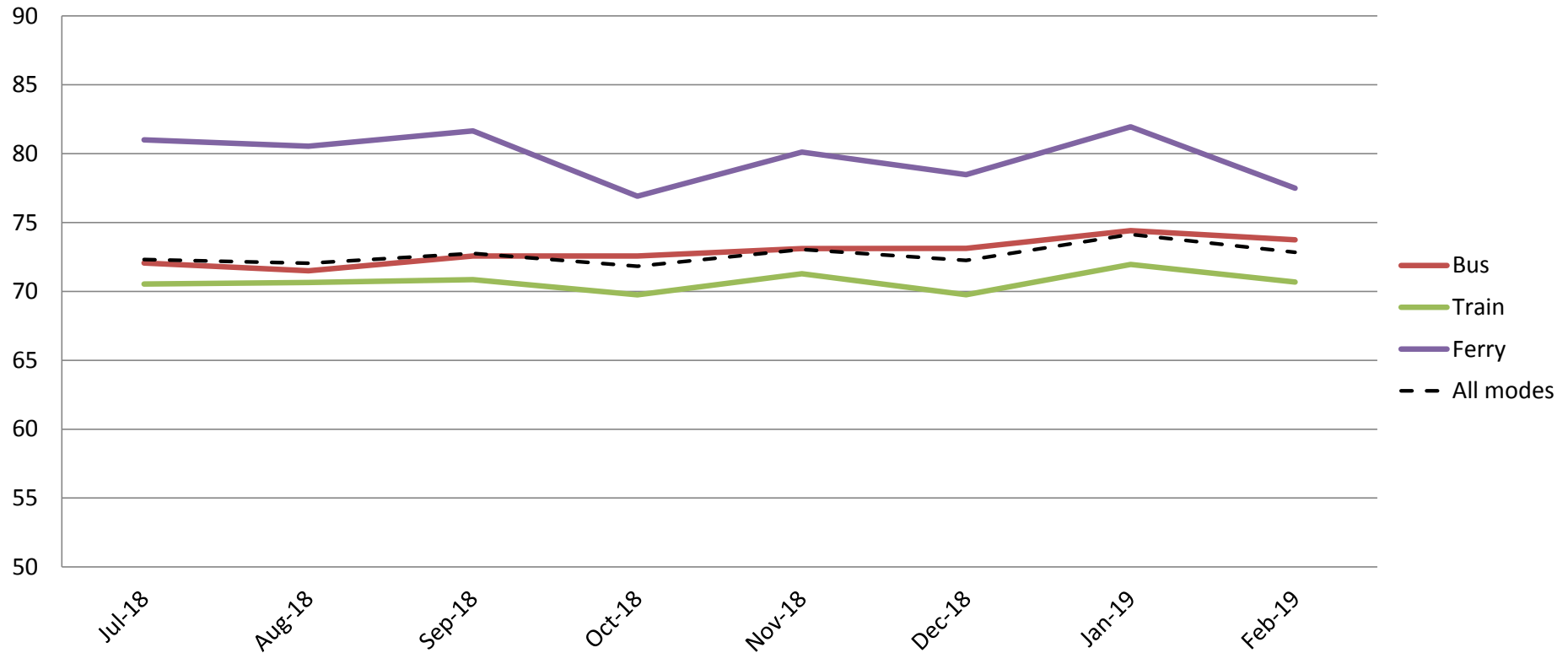
Green figures indicate a statistically significant **increase** in the period

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
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%
2 December 2018	3,685,432	0.04	2.09	16.28	1.79%
9 December 2018	3,502,148	0.05	2.01	16.66	1.84%
16 December 2018	3,336,847	0.06	1.91	13.93	1.73%
23 December 2018	3,111,601	0.09	2.09	13.88	1.84%
30 December 2018	1,621,881	0.07	1.68	19.18	2.35%
6 January 2019	2,101,772	0.08	1.85	19.62	2.24%
13 January 2019	2,943,669	0.08	1.78	15.92	1.72%
20 January 2019	3,090,145	0.05	2.06	14.37	1.72%
27 January 2019	3,170,400	0.05	1.99	16.34	1.72%
3 February 2019	3,110,032	0.13	2.69	15.29	1.90%
10 February 2019	3,704,135	0.10	2.76	15.55	1.93%
17 February 2019	3,793,454	0.06	2.74	15.50	1.97%
24 February 2019	4,011,138	0.07	2.85	15.81	1.93%

Overall satisfaction – A combination of all reported categories

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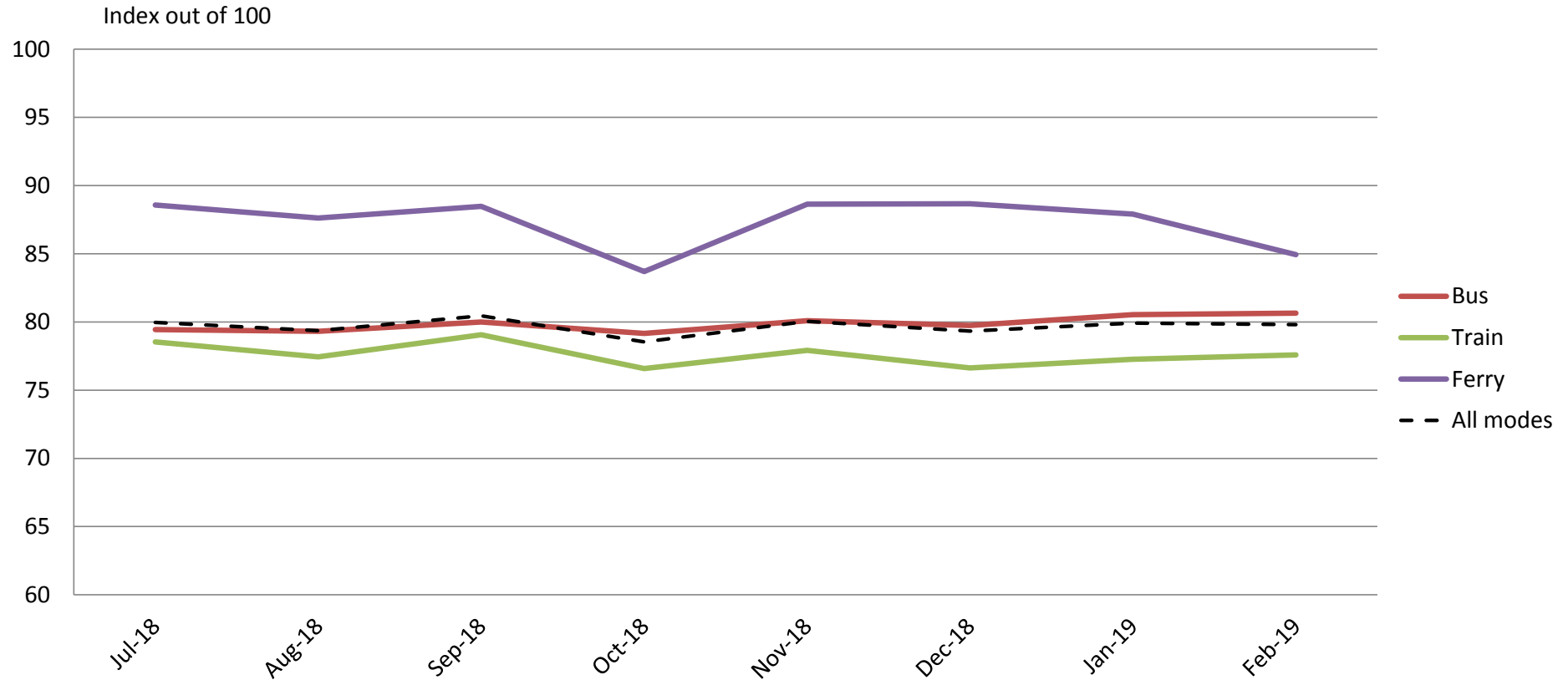


	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	72	71	73	73	73	73	74	74
Train	71	71	71	70	71	70	72	71
Ferry	81	81	82	77	80	78	82	77
All Modes	72	72	73	72	73	72	74	73

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



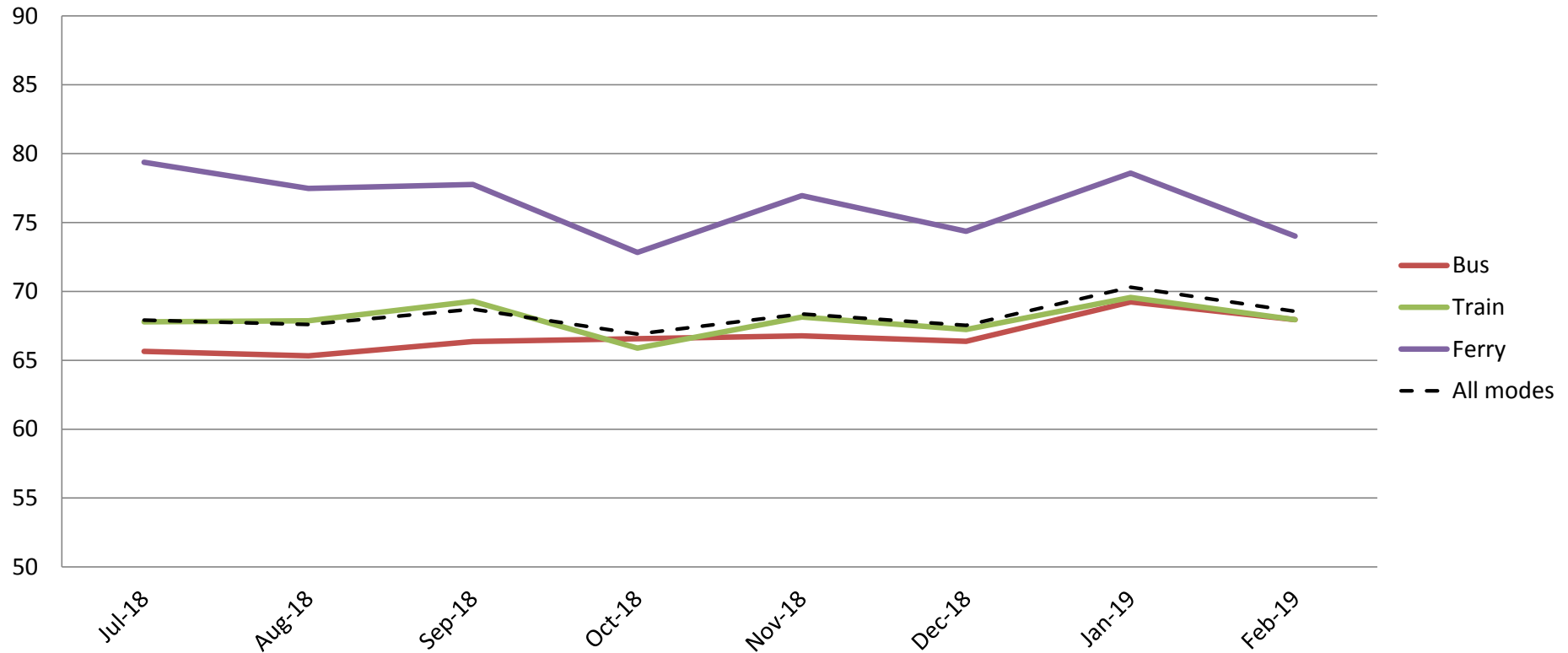
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	79	79	80	79	80	80	81	81
Train	79	77	79	77	78	77	77	78
Ferry	89	88	88	84	89	89	88	85
All Modes	80	79	80	79	80	79	80	80

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

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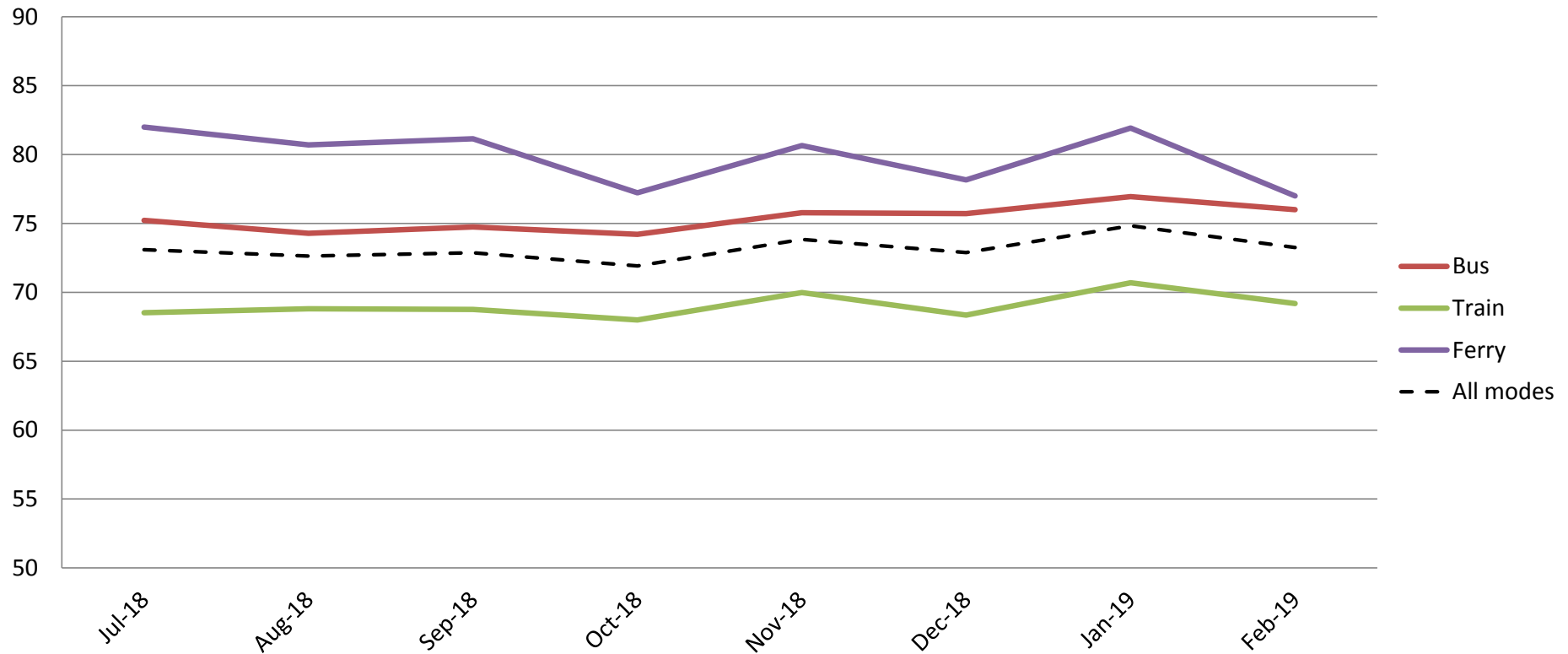
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	66	65	66	67	67	66	69	68
Train	68	68	69	66	68	67	70	68
Ferry	79	77	78	73	77	74	79	74
All Modes	68	68	69	67	68	68	70	69

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

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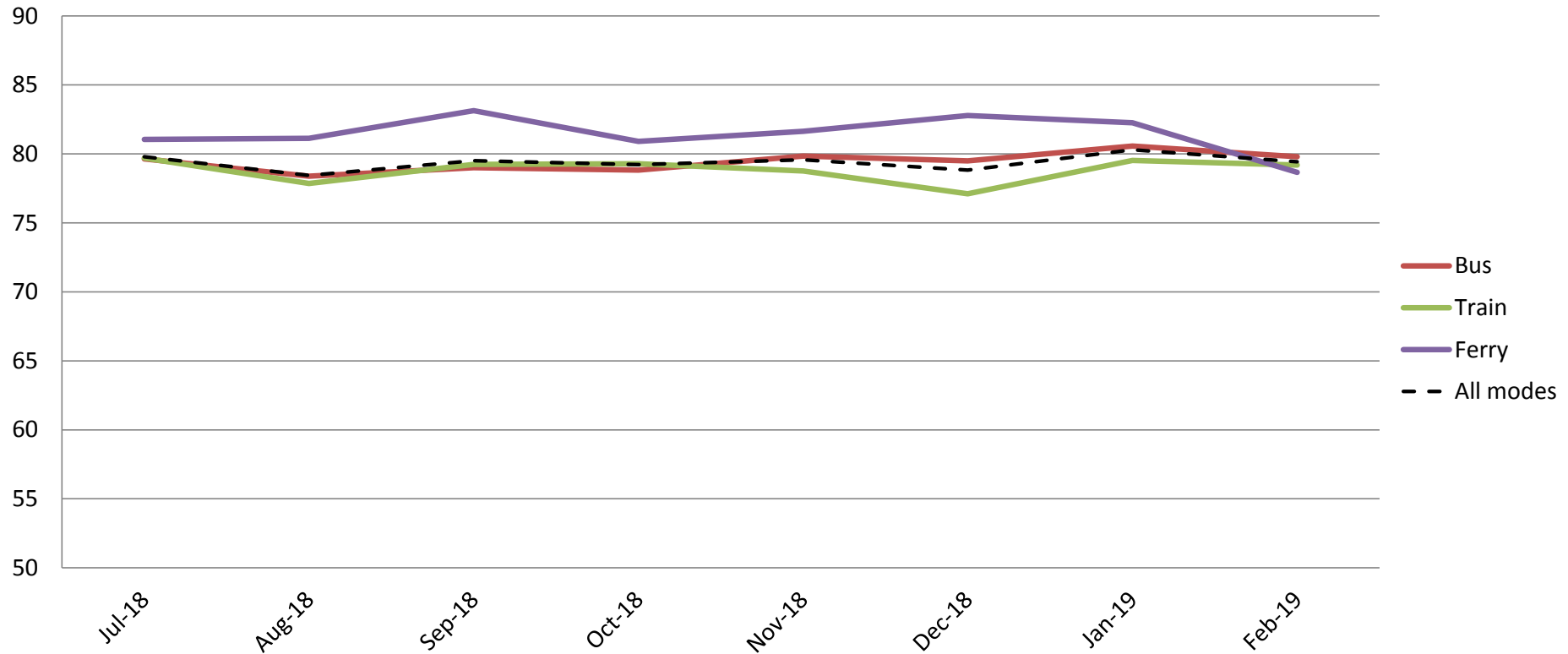
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	75	74	75	74	76	76	77	76
Train	69	69	69	68	70	68	71	69
Ferry	82	81	81	77	81	78	82	77
All Modes	73	73	73	72	74	73	75	73

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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

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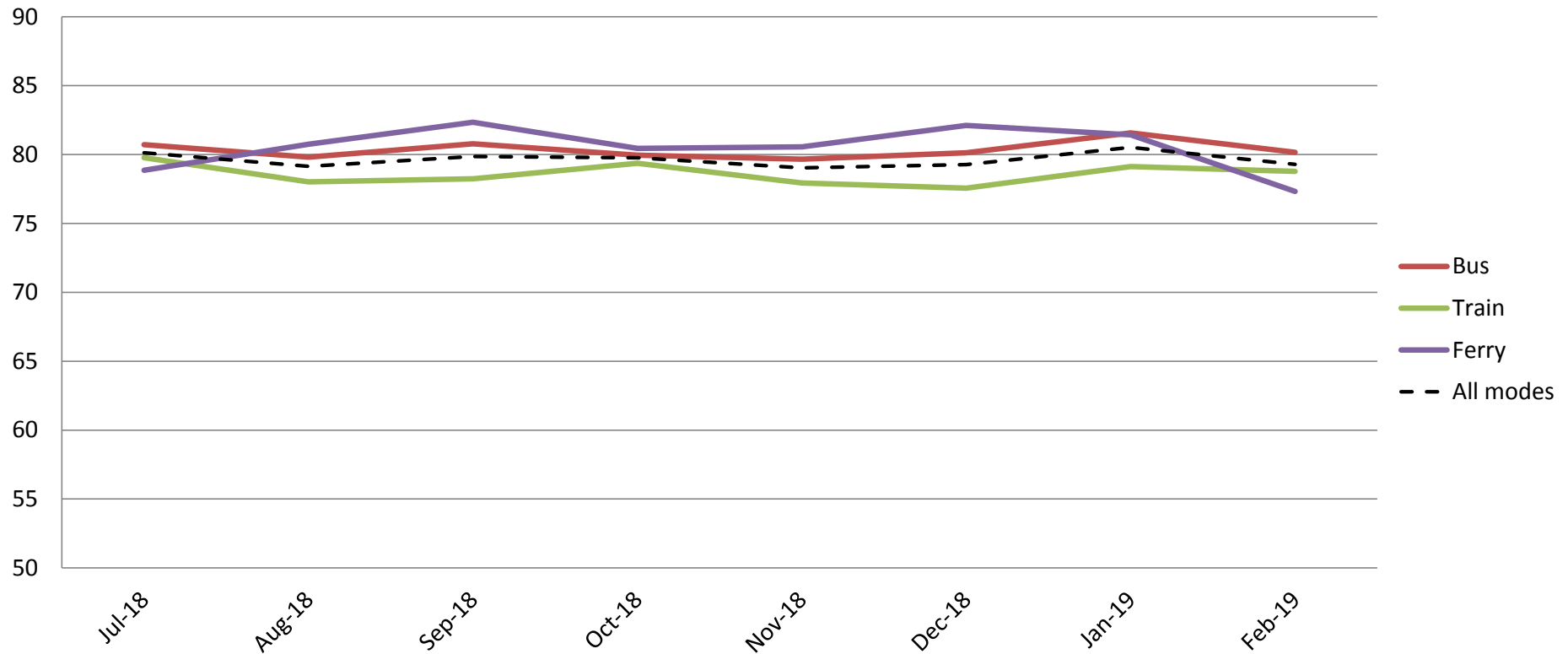
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	80	78	79	79	80	79	81	80
Train	80	78	79	79	79	77	80	79
Ferry	81	81	83	81	82	83	82	79
All Modes	80	78	80	79	80	79	80	79

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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.

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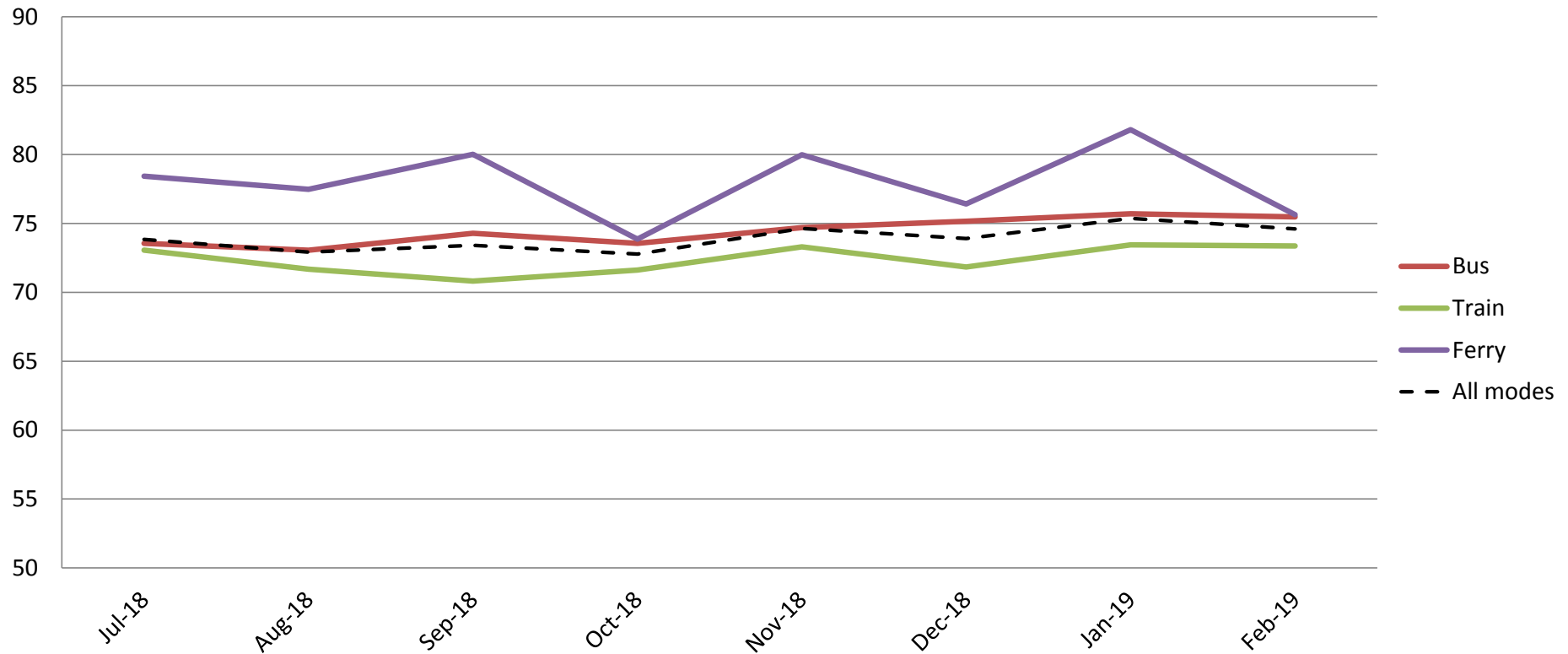
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	81	80	81	80	80	80	82	80
Train	80	78	78	79	78	78	79	79
Ferry	79	81	82	80	81	82	81	77
All Modes	80	79	80	80	79	79	81	79

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

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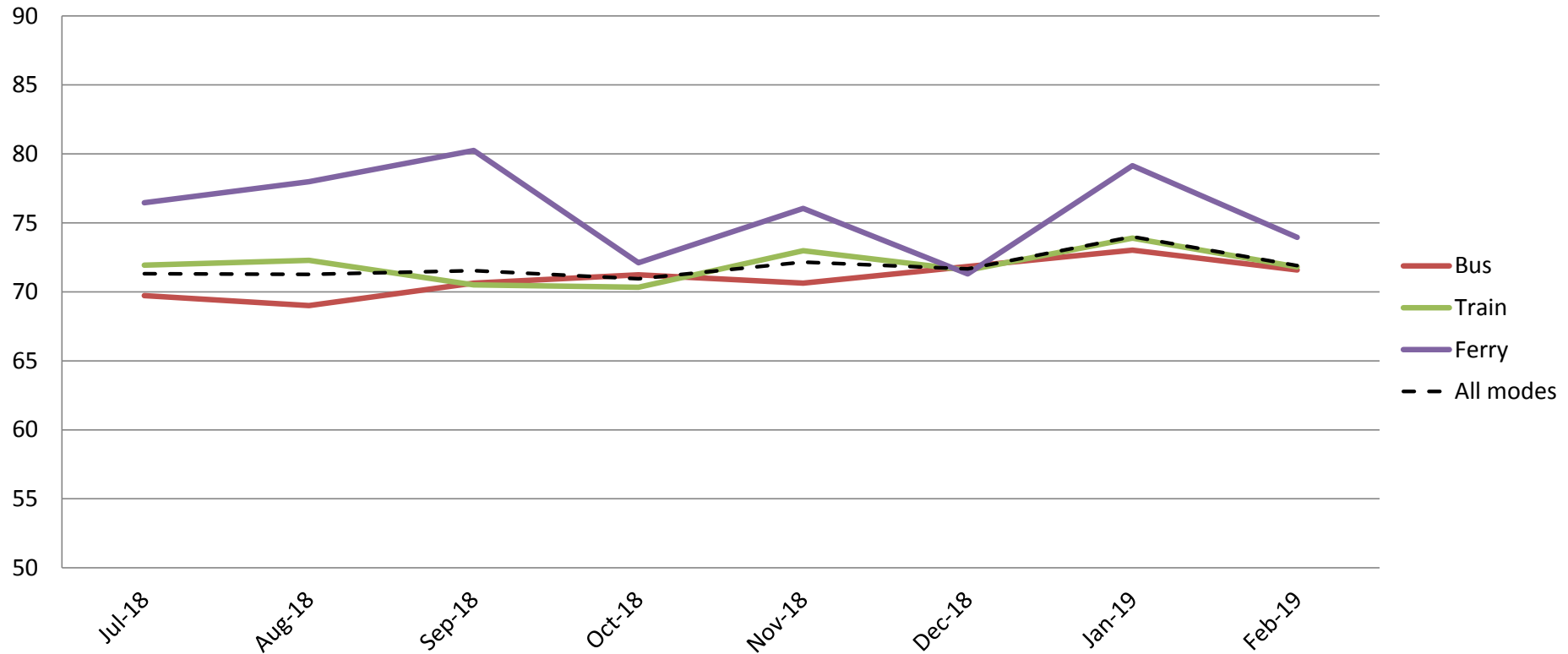
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	74	73	74	74	75	75	76	75
Train	73	72	71	72	73	72	73	73
Ferry	78	77	80	74	80	76	82	76
All Modes	74	73	73	73	75	74	75	75

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

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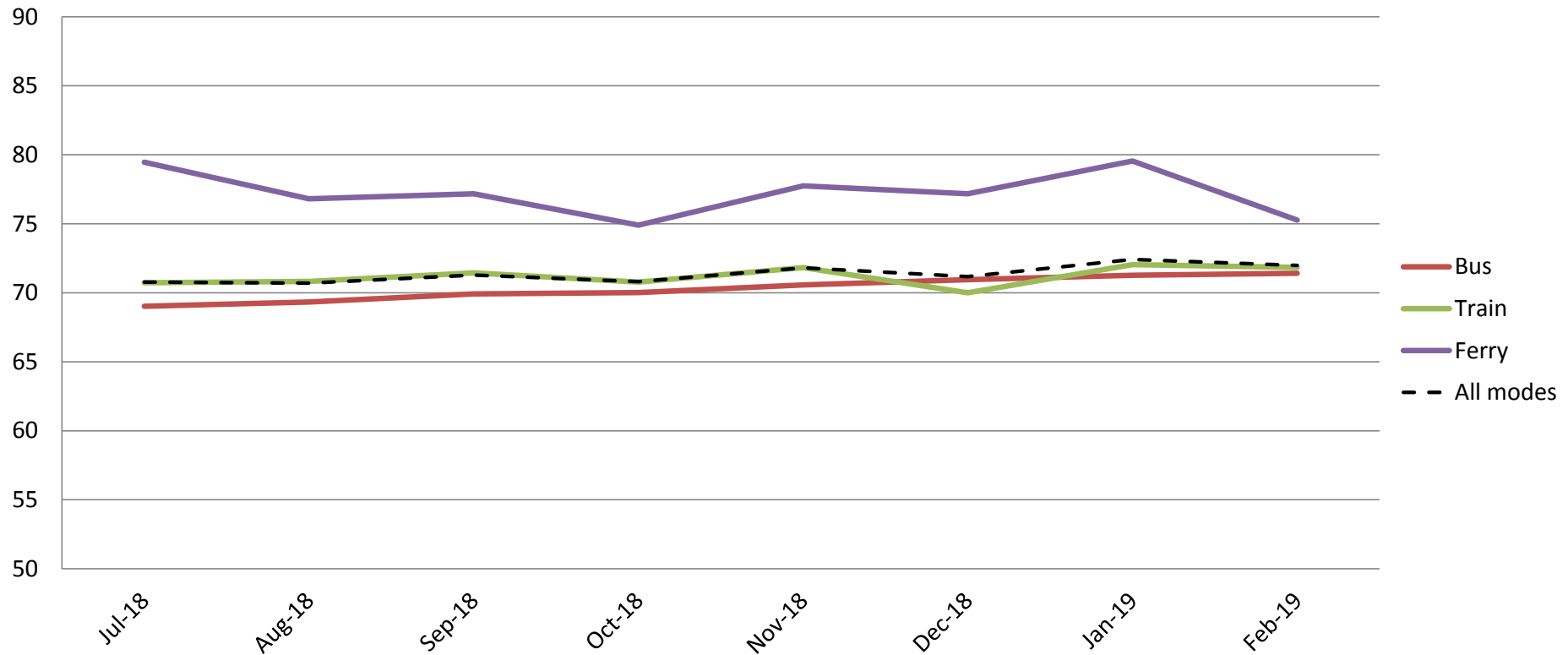
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	70	69	71	71	71	72	73	72
Train	72	72	71	70	73	72	74	72
Ferry	76	78	80	72	76	71	79	74
All Modes	71	71	72	71	72	72	74	72

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

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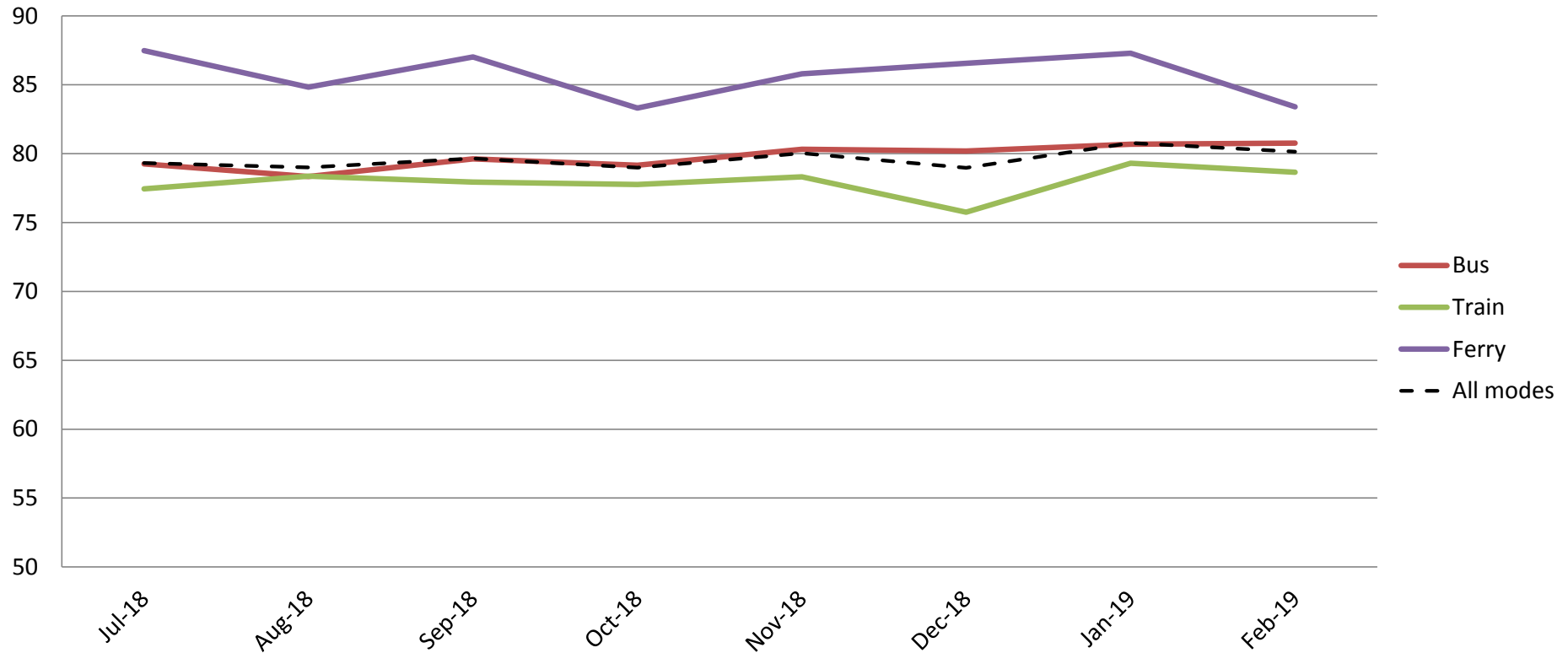
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	69	69	70	70	71	71	71	71
Train	71	71	71	71	72	70	72	72
Ferry	79	77	77	75	78	77	80	75
All Modes	71	71	71	71	72	71	72	72

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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

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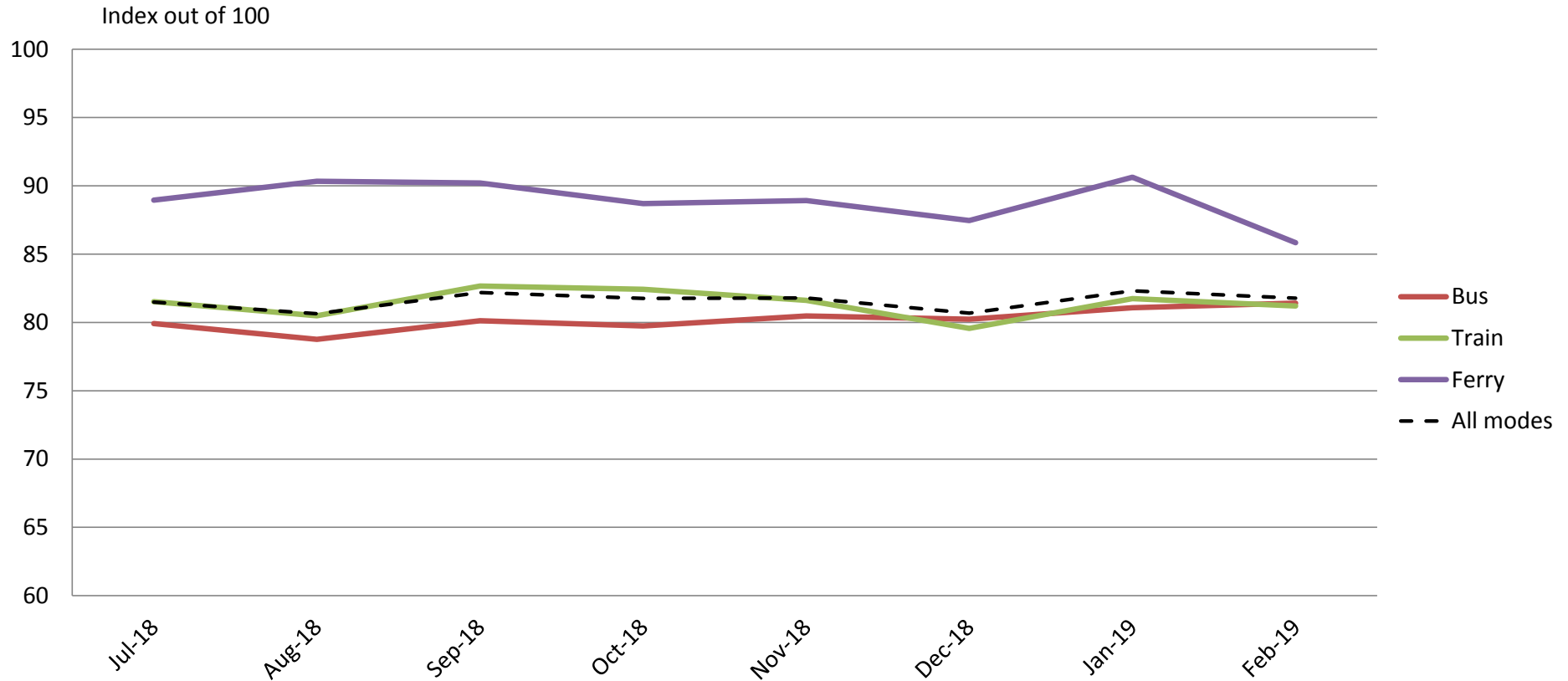


	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	79	78	80	79	80	80	81	81
Train	77	78	78	78	78	76	79	79
Ferry	87	85	87	83	86	87	87	83
All Modes	79	79	80	79	80	79	81	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



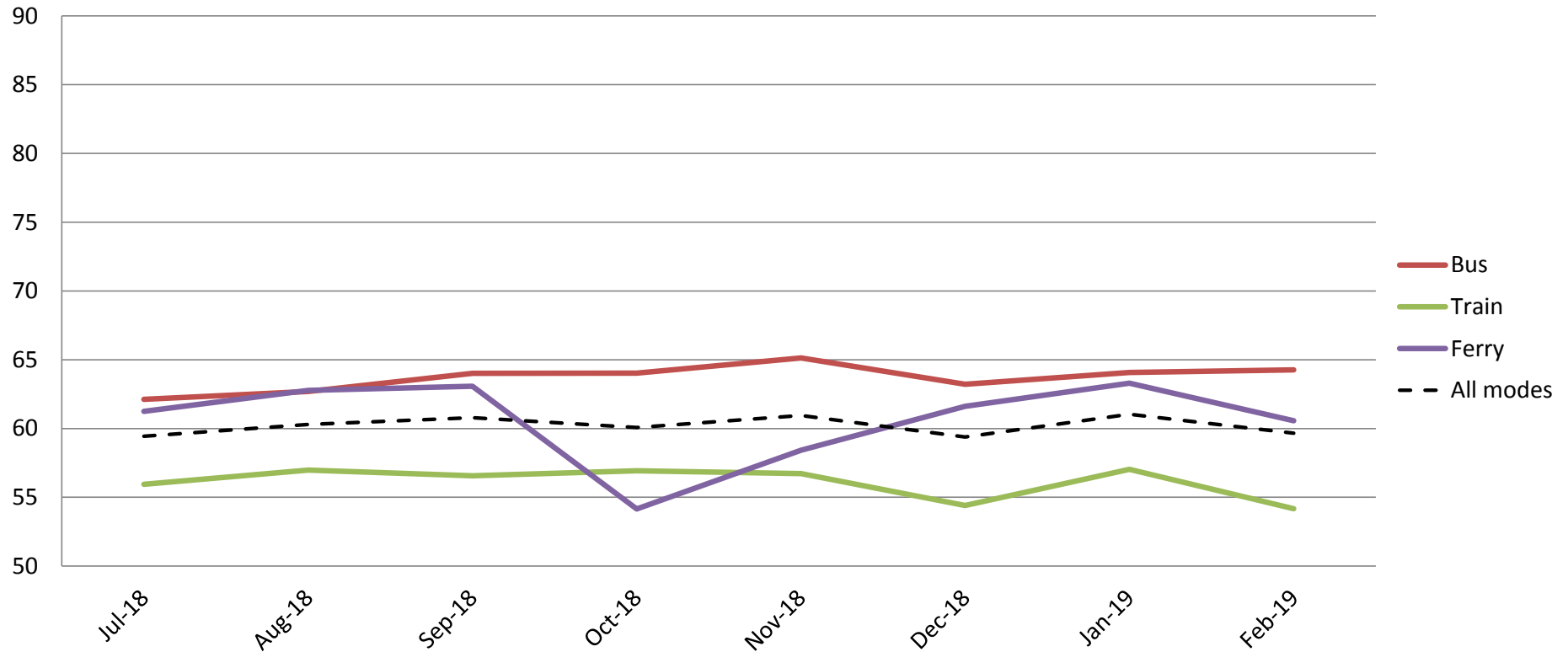
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	80	79	80	80	80	80	81	81
Train	82	80	83	82	82	80	82	81
Ferry	89	90	90	89	89	87	91	86
All Modes	81	81	82	82	82	81	82	82

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

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	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Bus	62	63	64	64	65	63	64	64
Train	56	57	57	57	57	54	57	54
Ferry	61	63	63	54	58	62	63	61
All Modes	59	60	61	60	61	59	61	60

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