

TransLink Customer Satisfaction Monthly Snapshot

July 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	76	89	79
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	63	71	77	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	83	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	78	83	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	77	78	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	72	79	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	67	70	75	69
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	69	78	68
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	79	90	81
Staff				
Knowledge, conduct, presentation and helpfulness of staff	78	80	90	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	52	42	50	48
Overall Service				
A combination of all reported categories	70	68	76	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

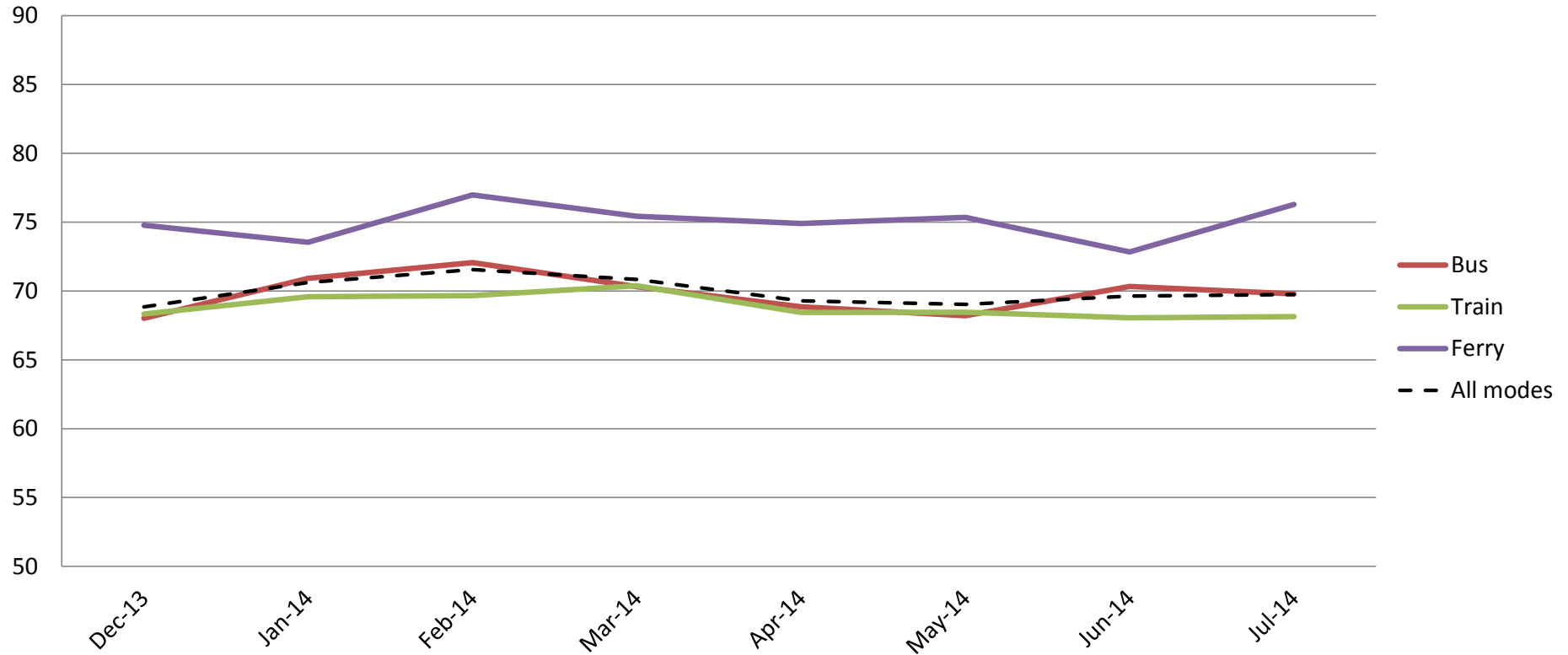
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (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 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%
4 May 2014	3,692,704	0.43	2.31	10.39	1.82%
11 May 2014	3,708,979	0.59	2.51	13.79	1.80%
18 May 2014	3,664,097	0.47	2.30	13.47	1.78%
25 May 2014	3,668,755	0.44	2.10	11.69	1.79%
1 June 2014	3,636,773	0.40	1.94	11.63	1.76%
8 June 2014	3,636,709	0.40	2.43	12.51	1.78%
15 June 2014	2,979,596	0.46	2.38	11.50	1.80%
22 June 2014	3,439,781	0.55	2.06	11.51	1.81%
29 June 2014	3,310,092	0.51	2.29	12.42	1.80%
6 July 2014	2,900,821	0.87	3.39	13.18	1.88%
13 July 2014	2,871,365	0.67	2.61	13.59	1.86%
20 July 2014	3,282,800	0.37	2.00	12.46	1.81%
27 July 2014	3,571,659	0.48	2.41	10.46	1.92%

Overall satisfaction – A combination of all reported categories

Index out of 100

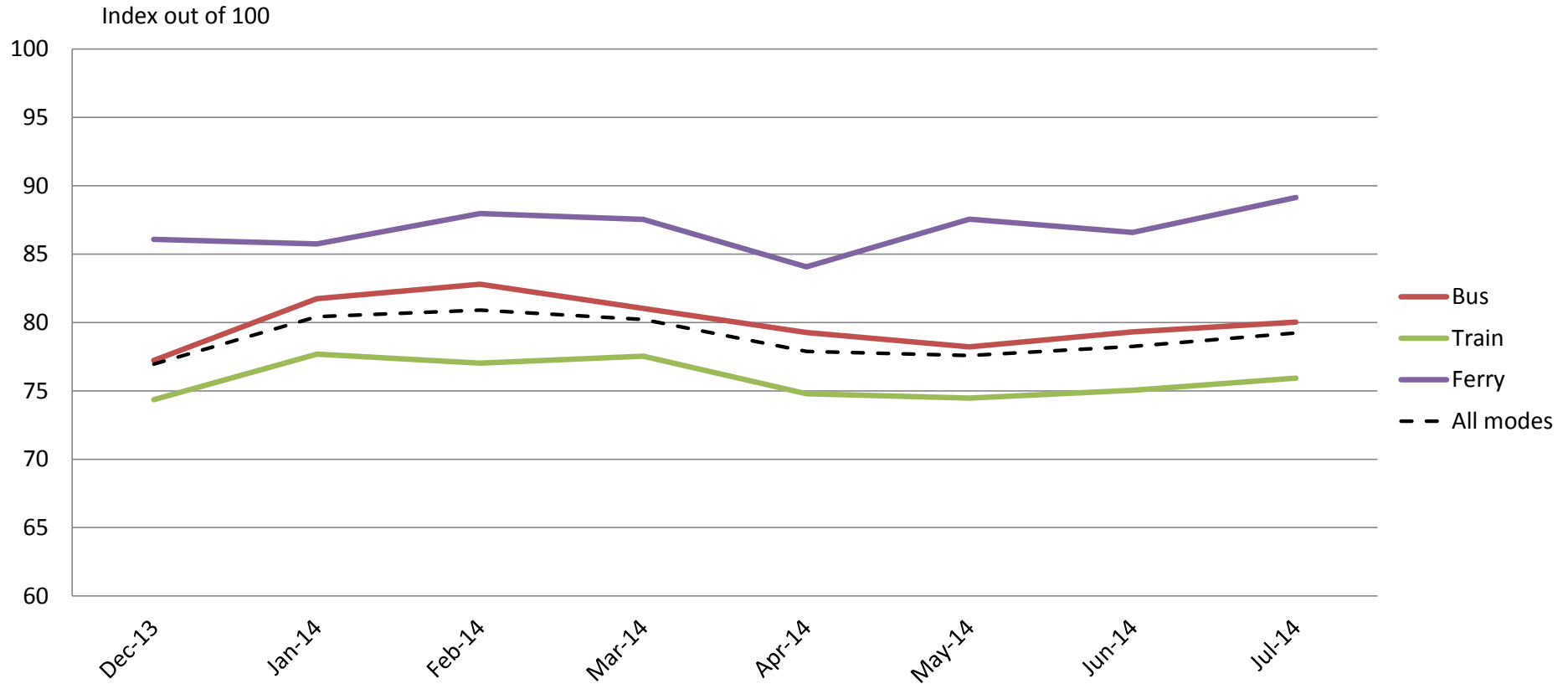


	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	68	71	72	70	69	68	70	70
Train	68	70	70	70	68	68	68	68
Ferry	75	74	77	75	75	75	73	76
All Modes	69	71	72	71	69	69	70	70

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

Safety and Security – Safety at stops, stations and on board vehicles



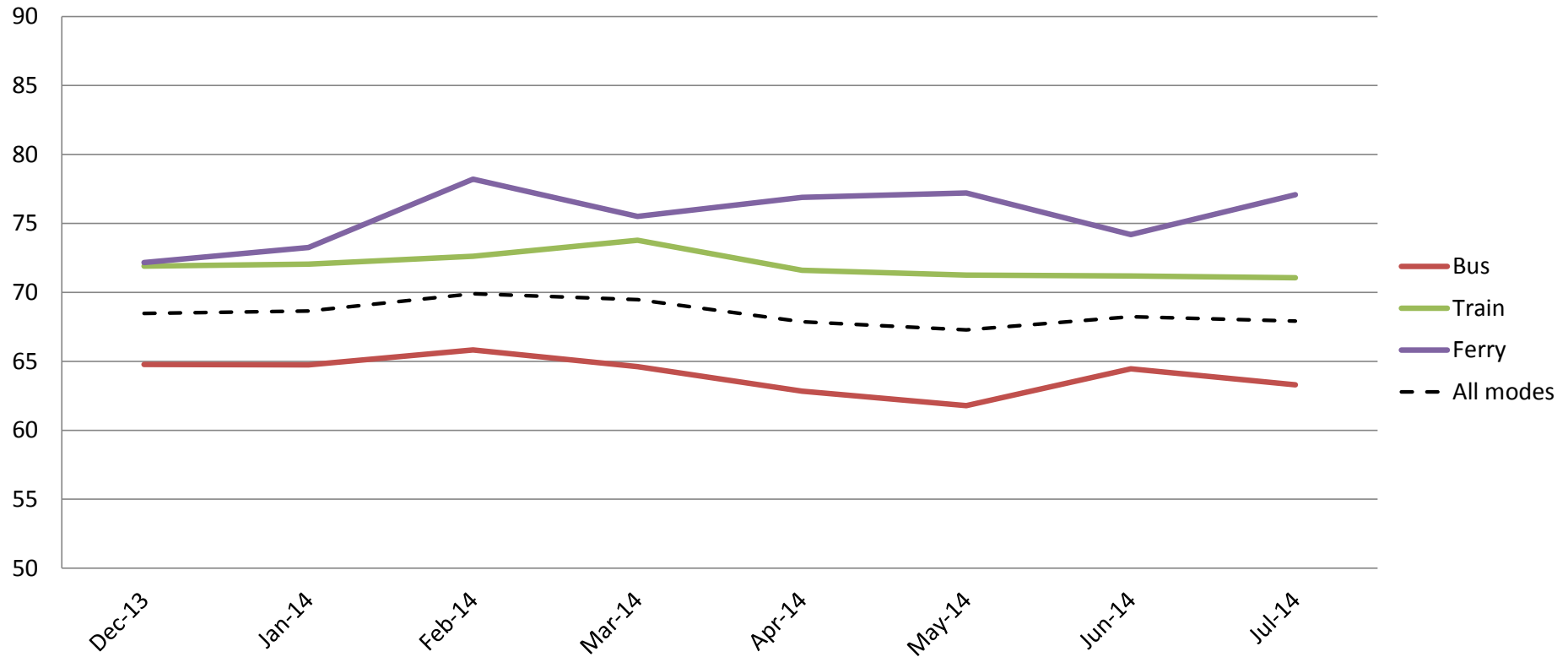
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	77	82	83	81	79	78	79	80
Train	74	78	77	78	75	74	75	76
Ferry	86	86	88	88	84	88	87	89
All Modes	77	80	81	80	78	78	78	79

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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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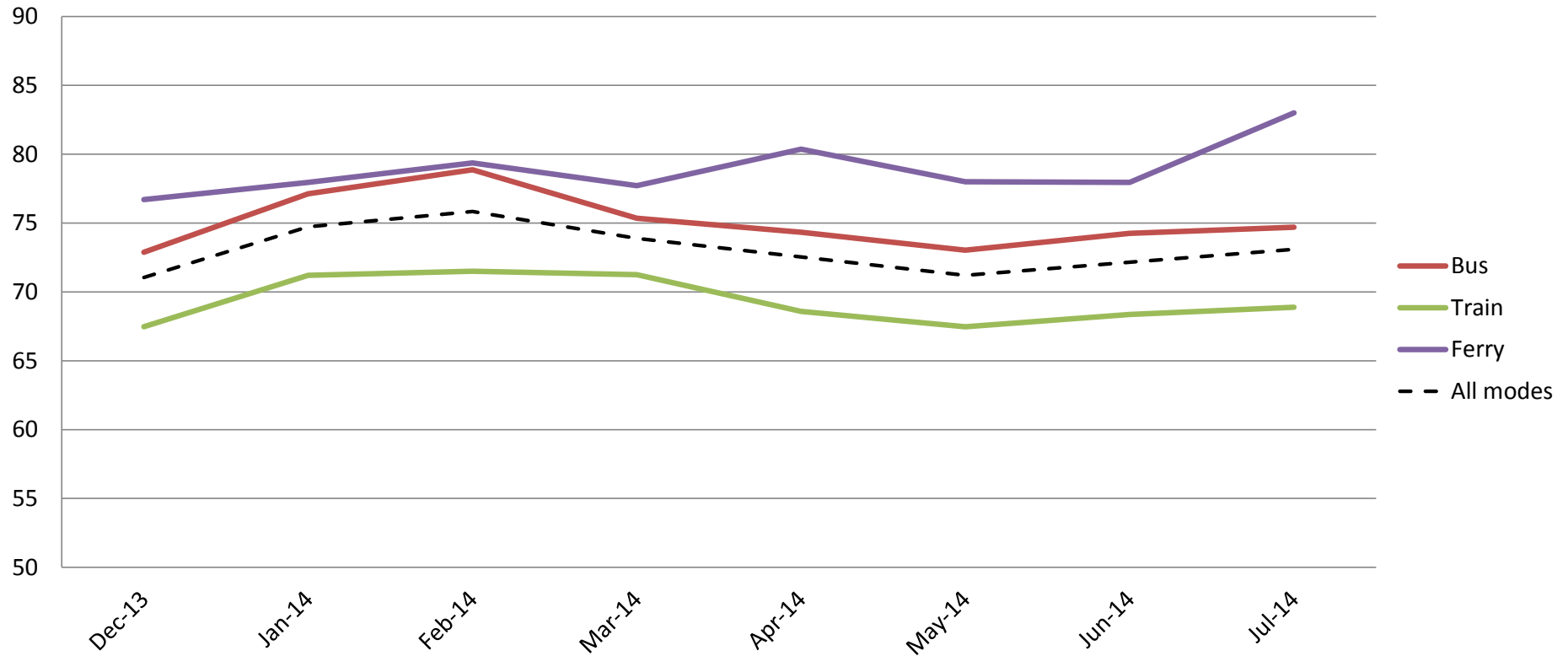
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	65	65	66	65	63	62	64	63
Train	72	72	73	74	72	71	71	71
Ferry	72	73	78	76	77	77	74	77
All Modes	68	69	70	69	68	67	68	68

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

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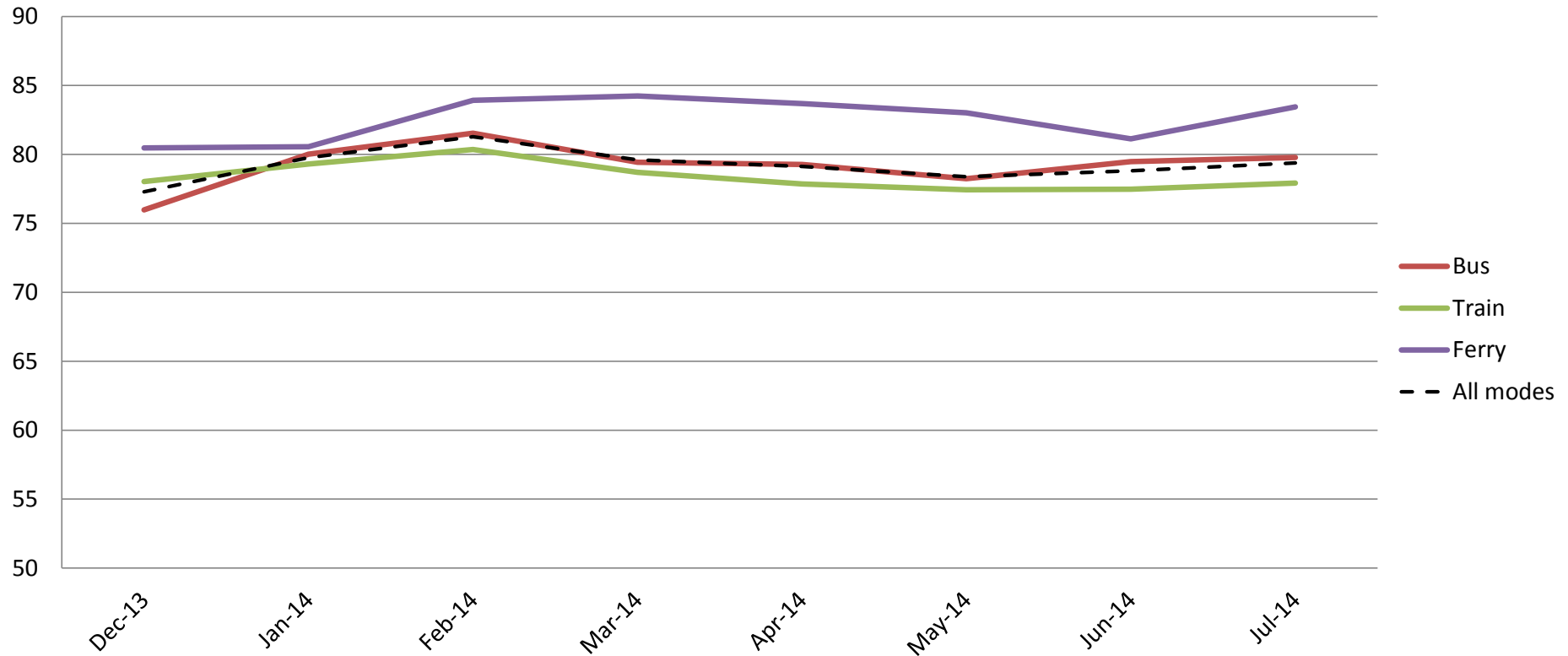
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	73	77	79	75	74	73	74	75
Train	67	71	72	71	69	67	68	69
Ferry	77	78	79	78	80	78	78	83
All Modes	71	75	76	74	73	71	72	73

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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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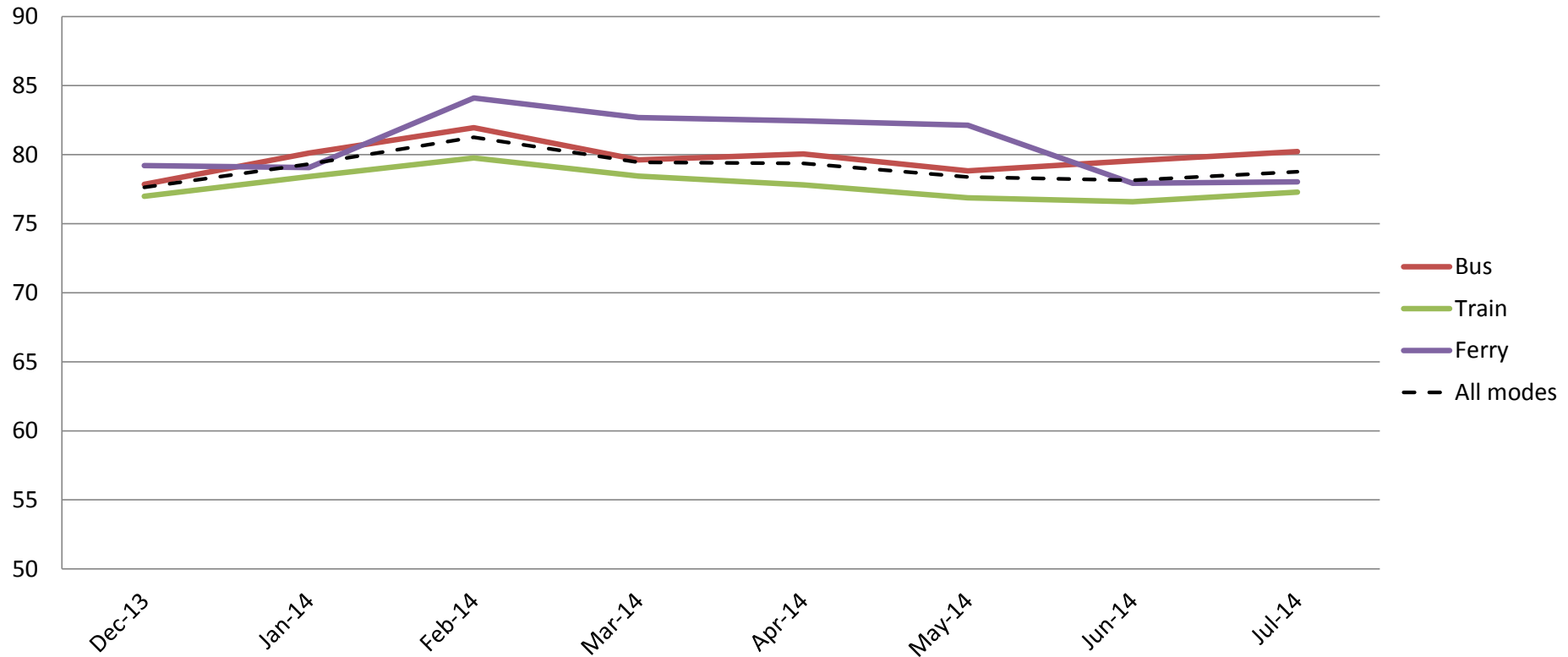
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	76	80	82	79	79	78	79	80
Train	78	79	80	79	78	77	77	78
Ferry	80	81	84	84	84	83	81	83
All Modes	77	80	81	80	79	78	79	79

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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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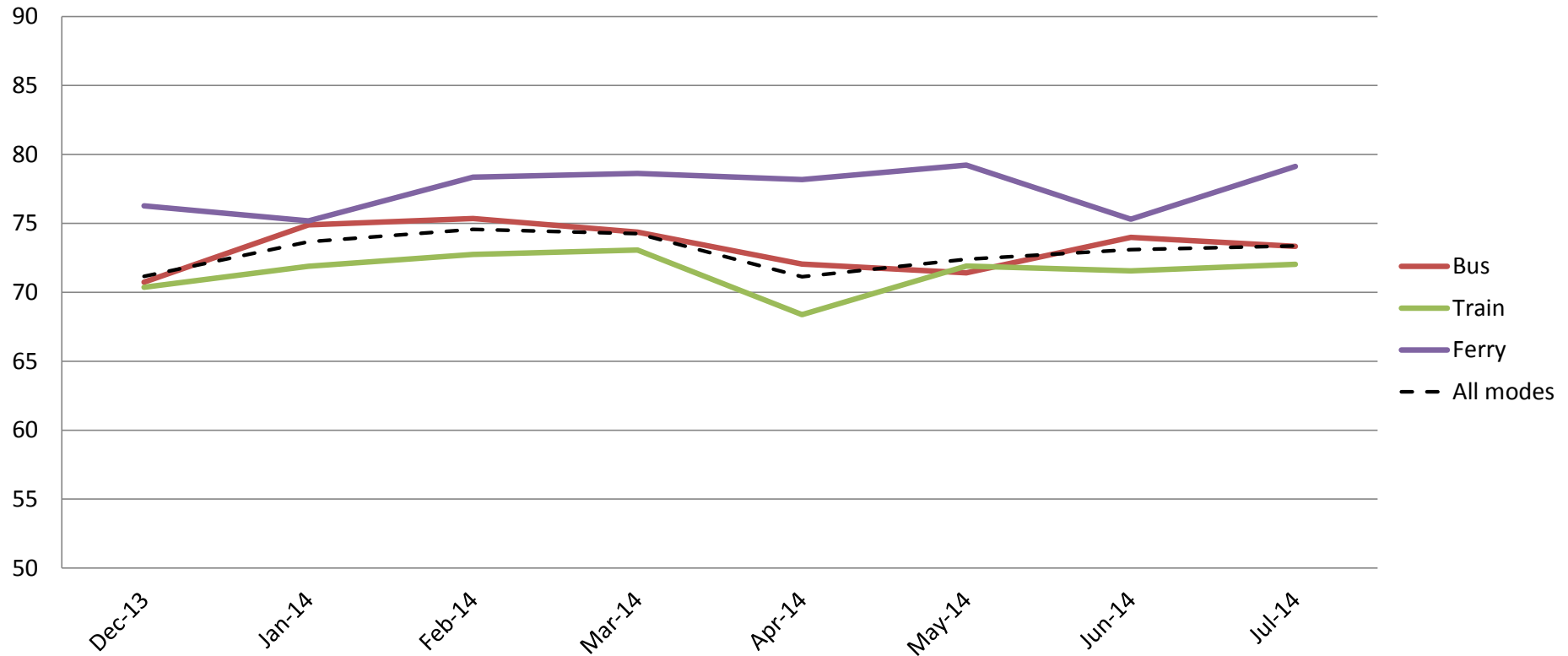
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	78	80	82	80	80	79	80	80
Train	77	78	80	78	78	77	77	77
Ferry	79	79	84	83	82	82	78	78
All Modes	78	79	81	79	79	78	78	79

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

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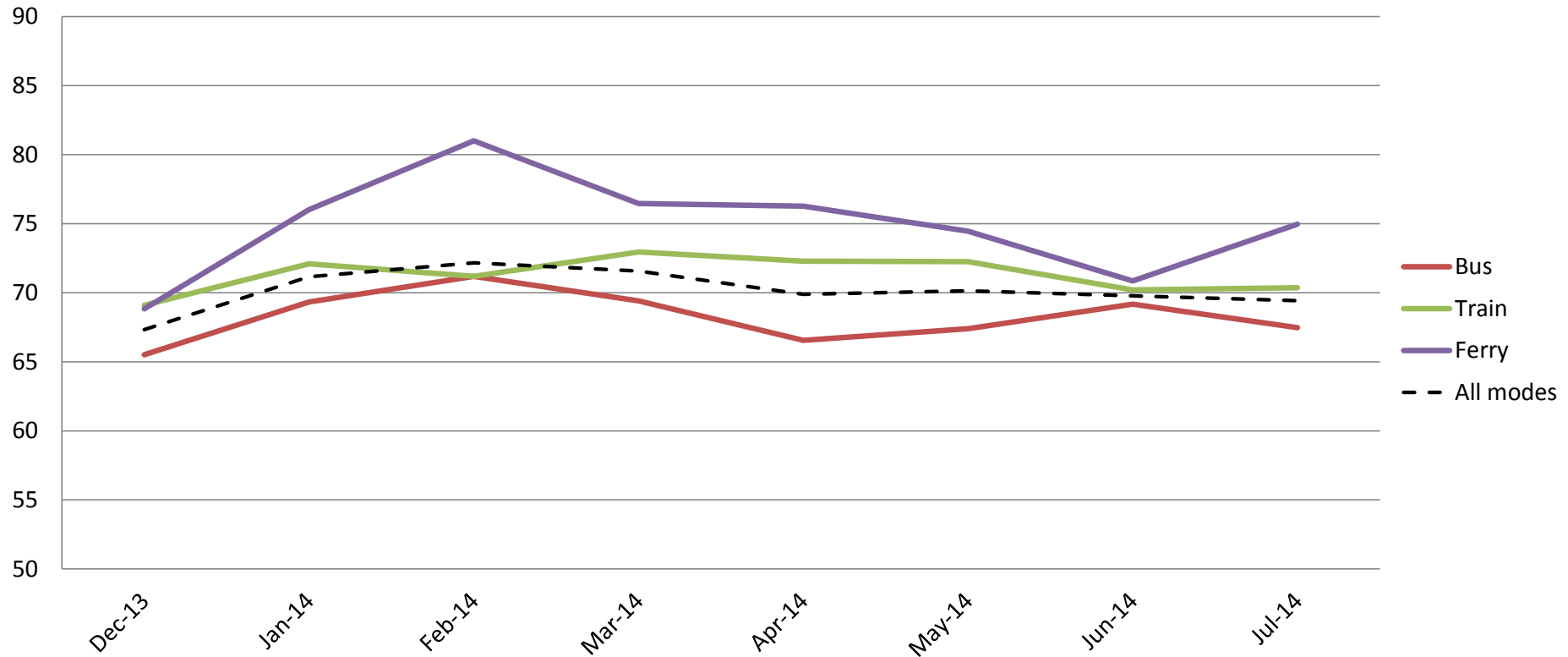
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	71	75	75	74	72	71	74	73
Train	70	72	73	73	68	72	72	72
Ferry	76	75	78	79	78	79	75	79
All Modes	71	74	75	74	71	72	73	73

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

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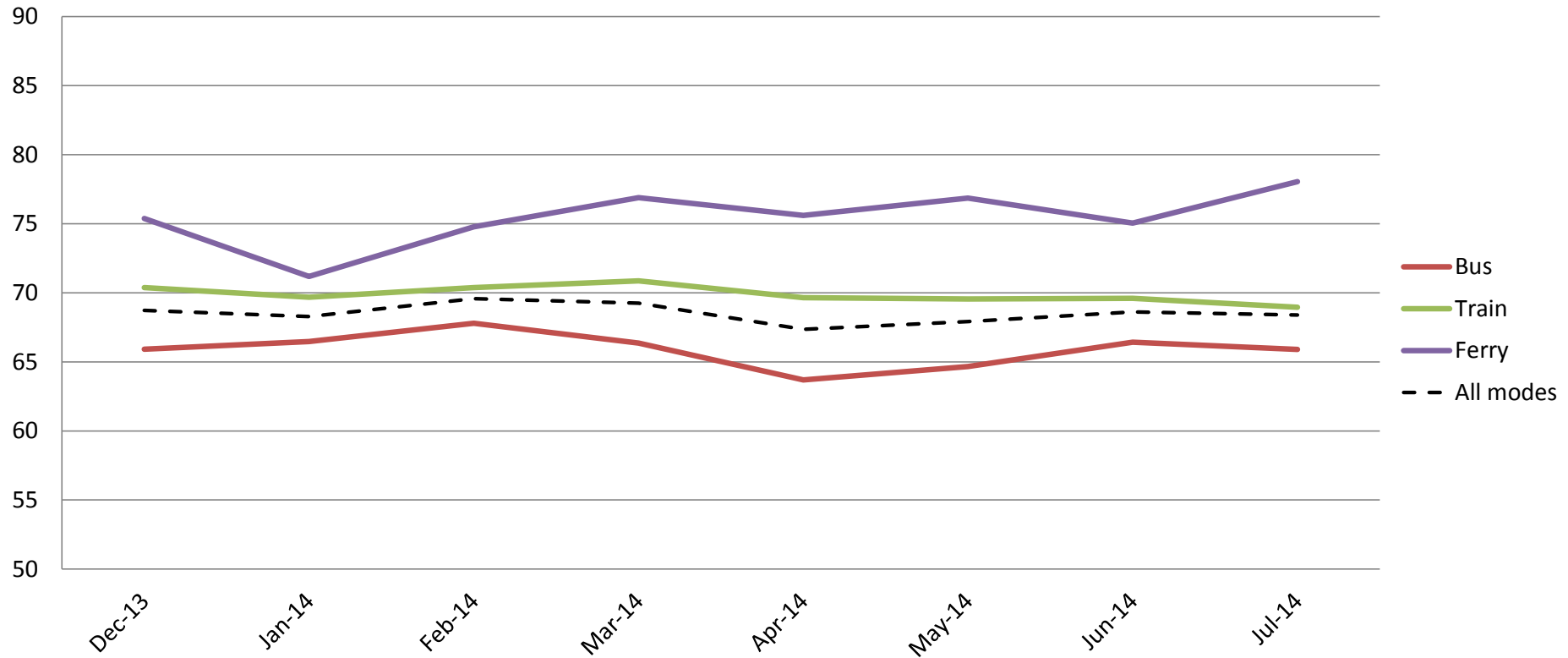
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	66	69	71	69	67	67	69	67
Train	69	72	71	73	72	72	70	70
Ferry	69	76	81	76	76	74	71	75
All Modes	67	71	72	72	70	70	70	69

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

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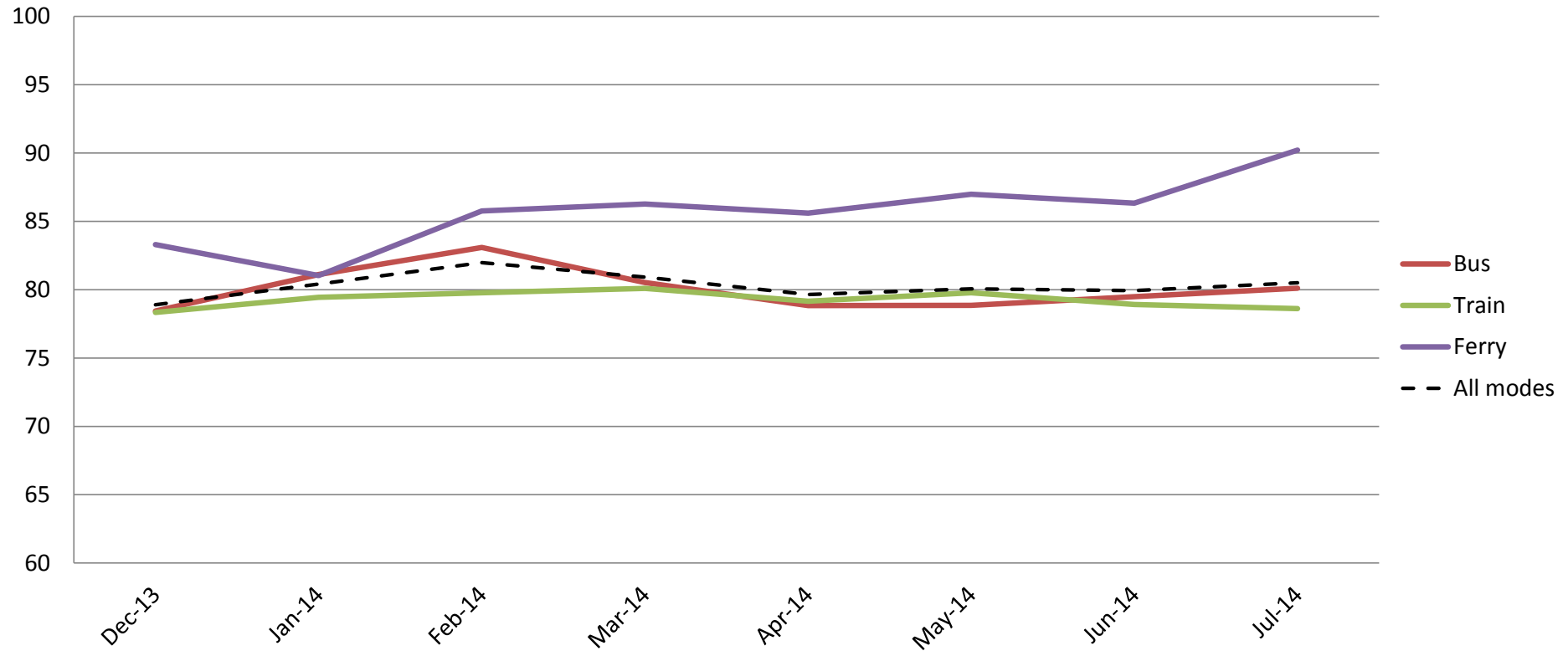
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	66	66	68	66	64	65	66	66
Train	70	70	70	71	70	70	70	69
Ferry	75	71	75	77	76	77	75	78
All Modes	69	68	70	69	67	68	69	68

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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

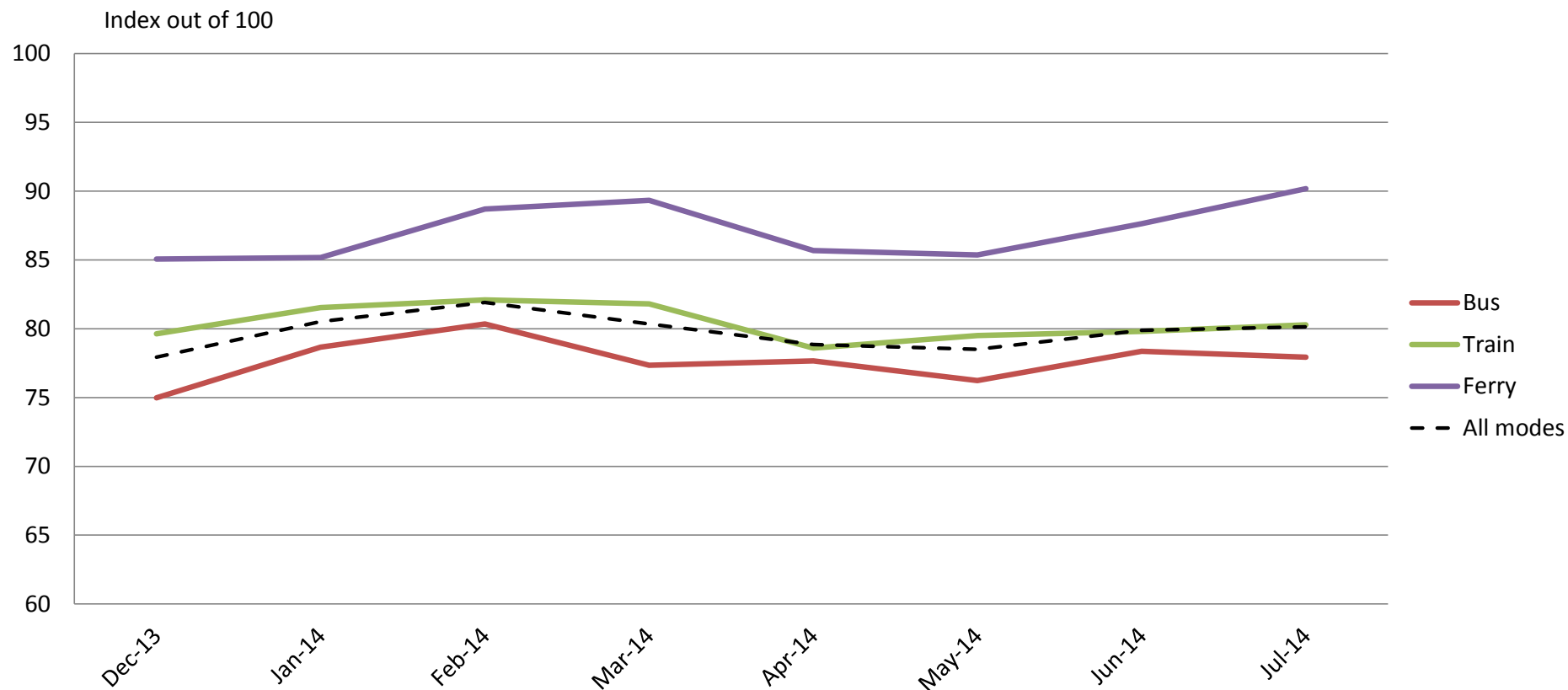


	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	78	81	83	81	79	79	79	80
Train	78	79	80	80	79	80	79	79
Ferry	83	81	86	86	86	87	86	90
All Modes	79	80	82	81	80	80	80	81

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Staff – Knowledge, conduct, presentation and helpfulness of staff



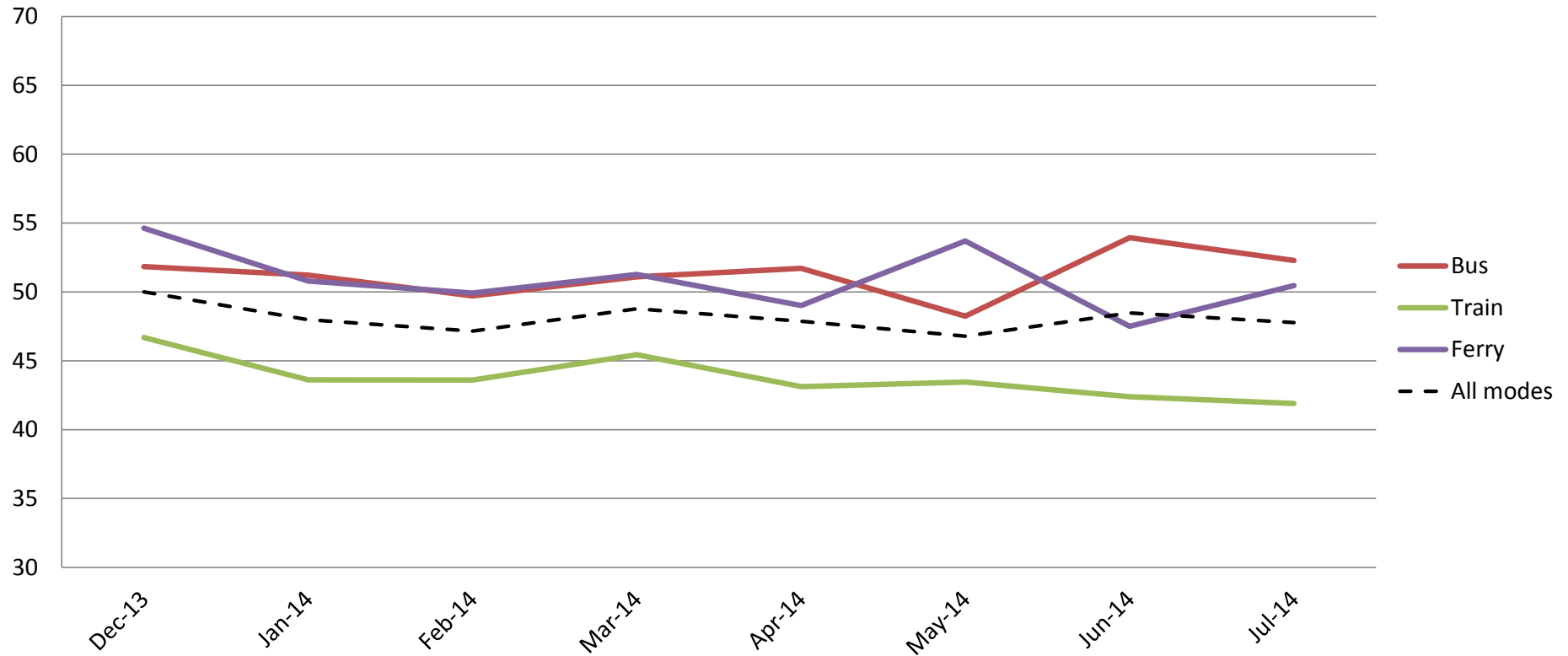
	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	75	79	80	77	78	76	78	78
Train	80	82	82	82	79	80	80	80
Ferry	85	85	89	89	86	85	88	90
All Modes	78	81	82	80	79	79	80	80

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

Index out of 100



	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14
Bus	52	51	50	51	52	48	54	52
Train	47	44	44	45	43	43	42	42
Ferry	55	51	50	51	49	54	48	50
All Modes	50	48	47	49	48	47	48	48

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