

## TransLink Customer Satisfaction Monthly Snapshot

August 2016

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	79	78	87	79
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	64	72	77	69
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	70	82	73
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	79	81	79
<b>Ease of using go card sub-index</b>				
Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	79	78	80	79
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	72	73	77	73
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	66	73	74	70
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	68	73	78	71
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	78	80	87	80
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	78	81	88	80
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	57	52	62	55
<b>Overall Service</b>				
A combination of all reported categories	69	72	79	71

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".

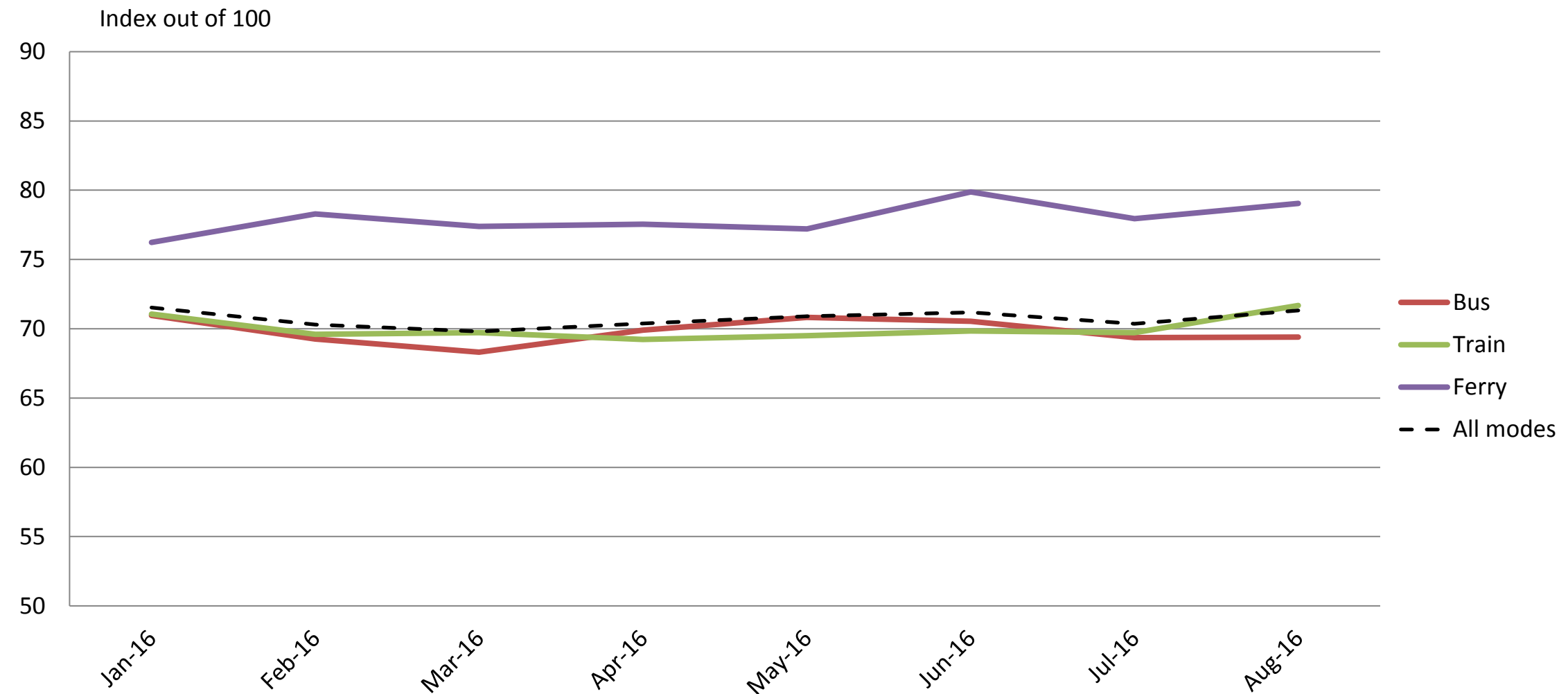
Red figures indicate a statistically significant **decrease** in the period

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
6 September 2015	3,746,197	0.12	1.39	14.71	1.68%
13 September 2015	3,738,604	0.10	1.63	13.77	1.72%
20 September 2015	3,673,438	0.10	1.41	14.25	1.68%
27 September 2015	3,361,532	0.12	1.42	15.03	1.74%
4 October 2015	3,104,420	0.10	1.68	15.45	1.83%
11 October 2015	3,308,417	0.08	1.52	14.44	1.78%
18 October 2015	3,785,231	0.08	1.58	14.25	1.55%
25 October 2015	3,689,378	0.07	1.85	15.08	1.71%
1 November 2015	3,692,082	0.07	1.51	14.23	1.68%
8 November 2015	3,541,769	0.05	1.67	15.36	1.79%
15 November 2015	3,614,425	0.11	2.01	14.74	1.72%
22 November 2015	3,602,384	0.09	2.15	15.05	1.83%
29 November 2015	3,540,823	0.04	1.40	14.13	1.86%
6 December 2015	3,297,663	0.06	1.56	14.78	1.83%
13 December 2015	3,130,367	0.22	2.84	15.10	1.82%
20 December 2015	3,084,588	0.04	1.38	15.08	1.77%
27 December 2015	2,132,860	0.14	1.75	16.60	1.94%
3 January 2016	1,670,275	0.15	1.54	19.11	2.38%
10 January 2016	2,525,209	0.10	2.17	16.96	1.86%
17 January 2016	2,828,104	0.06	1.63	16.50	1.86%
24 January 2016	2,892,571	0.05	1.56	15.85	1.76%
31 January 2016	2,708,510	0.06	2.14	15.84	1.94%
7 February 2016	3,457,158	0.04	2.14	15.35	1.90%
14 February 2016	3,578,686	0.05	2.28	14.53	1.87%
21 February 2016	3,581,879	0.16	2.07	16.77	1.92%
28 February 2016	3,777,072	0.14	2.09	15.45	1.84%
6 March 2016	4,026,578	0.13	1.82	13.34	1.78%
13 March 2016	4,082,397	0.11	1.77	13.17	1.75%
20 March 2016	4,080,252	0.21	3.09	13.07	1.69%
27 March 2016	3,388,663	0.09	1.91	13.72	1.79%
3 April 2016	2,720,743	0.11	1.68	15.61	1.87%
10 April 2016	3,498,831	0.09	1.64	13.46	1.77%
17 April 2016	3,920,595	0.06	1.88	11.38	1.75%
24 April 2016	3,946,084	0.07	1.72	11.20	1.71%
1 May 2016	3,358,827	0.06	1.76	11.66	1.78%
8 May 2016	3,368,662	0.15	2.20	11.67	1.86%
15 May 2016	3,848,075	0.15	1.53	12.76	1.74%
22 May 2016	3,853,865	0.10	1.74	12.01	1.72%
29 May 2016	3,754,947	0.11	1.59	12.03	1.68%
5 June 2016	3,528,420	0.23	2.06	14.50	1.70%
12 June 2016	3,524,785	0.15	1.52	11.58	1.73%
19 June 2016	3,462,127	0.27	3.01	12.95	1.70%
26 June 2016	3,404,000	0.16	1.77	14.01	1.72%
3 July 2016	2,953,869	0.15	1.87	13.75	1.75%
10 July 2016	2,916,575	0.03	1.90	14.07	1.76%
17 July 2016	3,441,643	0.06	1.60	11.95	1.72%
24 July 2016	3,624,703	0.10	1.84	11.51	1.76%
31 July 2016	3,850,051	0.11	1.81	12.75	1.78%
7 August 2016	3,976,929	0.11	1.78	12.46	1.67%
14 August 2016	3,615,757	0.10	1.71	11.91	1.80%
21 August 2016	3,838,351	0.09	1.57	11.40	1.63%
28 August 2016	3,745,629	0.09	1.86	11.20	1.59%

## Overall satisfaction – A combination of all reported categories



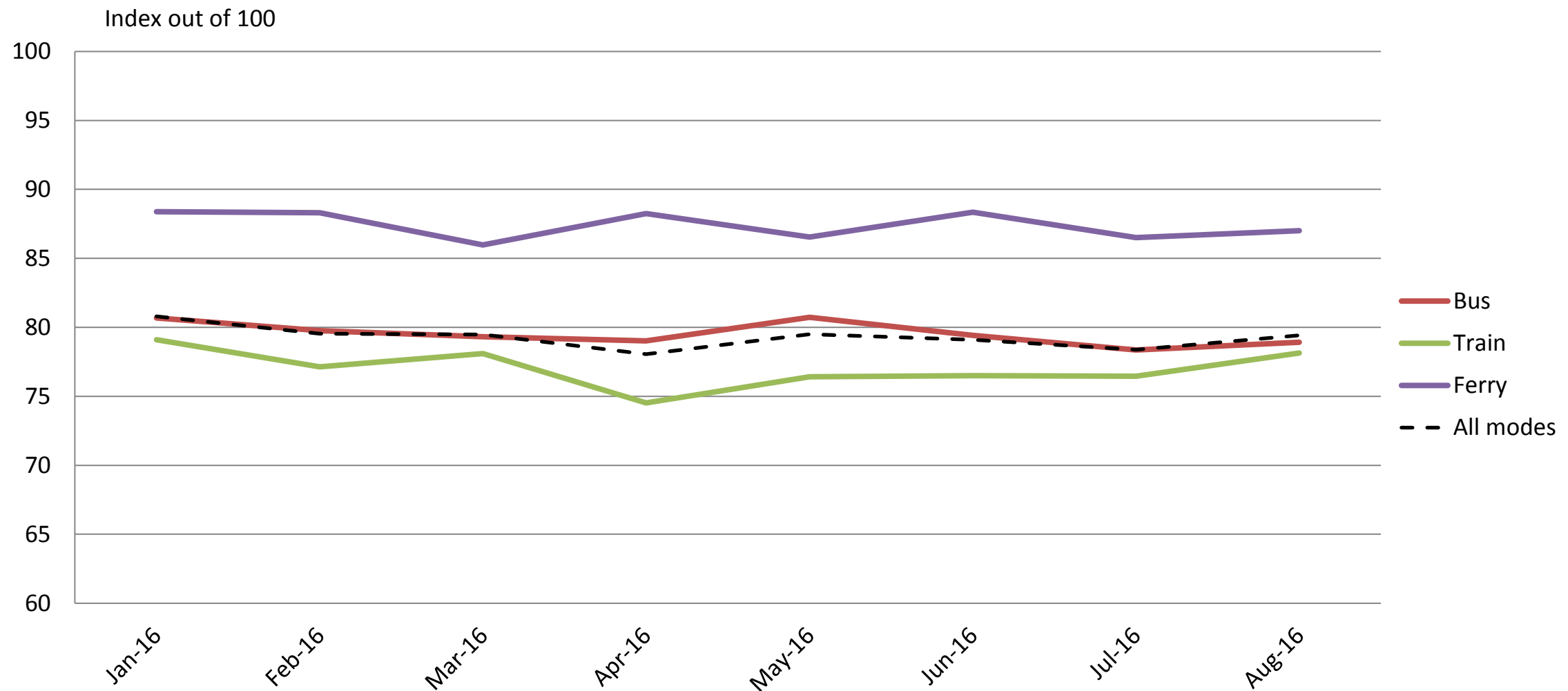
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	71	69	68	70	71	71	69	69
<b>Train</b>	71	70	70	69	70	70	70	72
<b>Ferry</b>	76	78	77	78	77	80	78	79
<b>All Modes</b>	72	70	70	70	71	71	70	71

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



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	81	80	79	79	81	79	78	79
<b>Train</b>	79	77	78	75	76	76	76	78
<b>Ferry</b>	88	88	86	88	87	88	87	87
<b>All Modes</b>	81	80	79	78	80	79	78	79

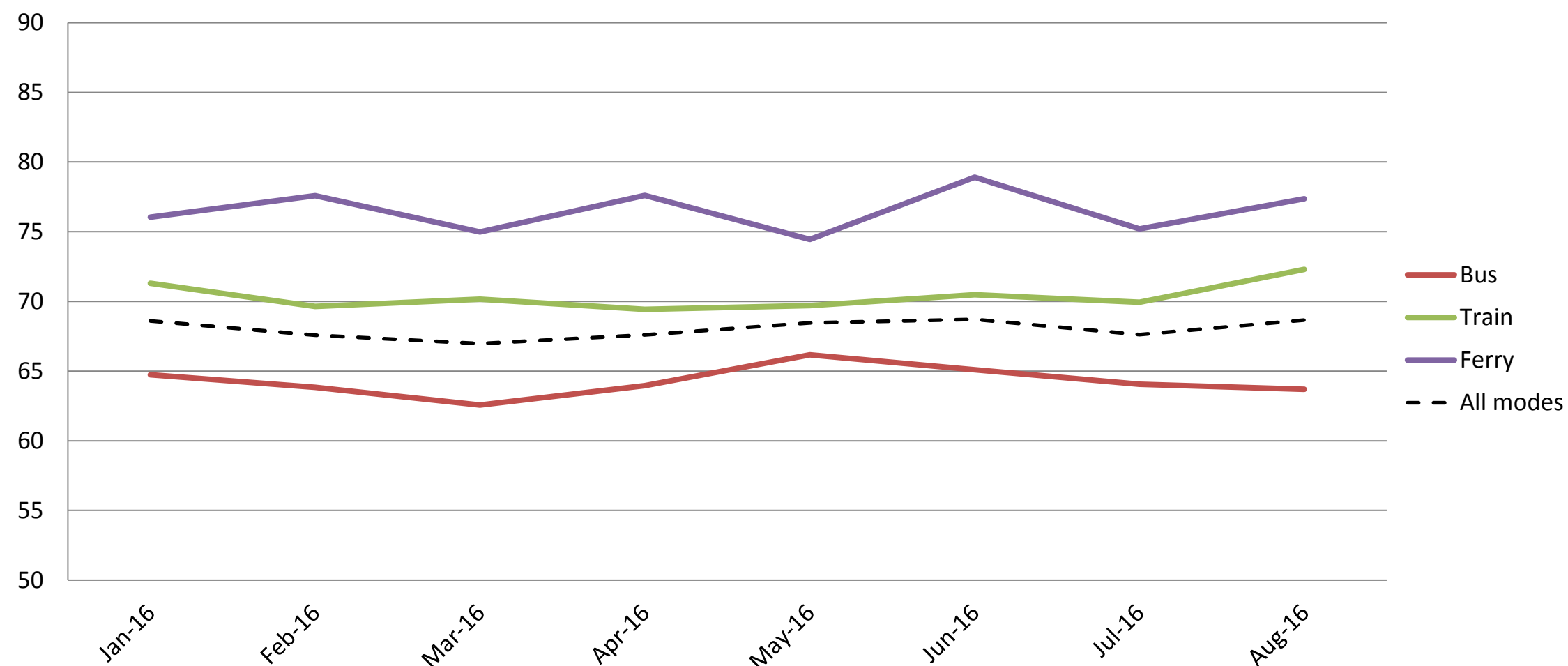
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

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

Index out of 100



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	65	64	63	64	66	65	64	64
<b>Train</b>	71	70	70	69	70	70	70	72
<b>Ferry</b>	76	78	75	78	74	79	75	77
<b>All Modes</b>	69	68	67	68	68	69	68	69

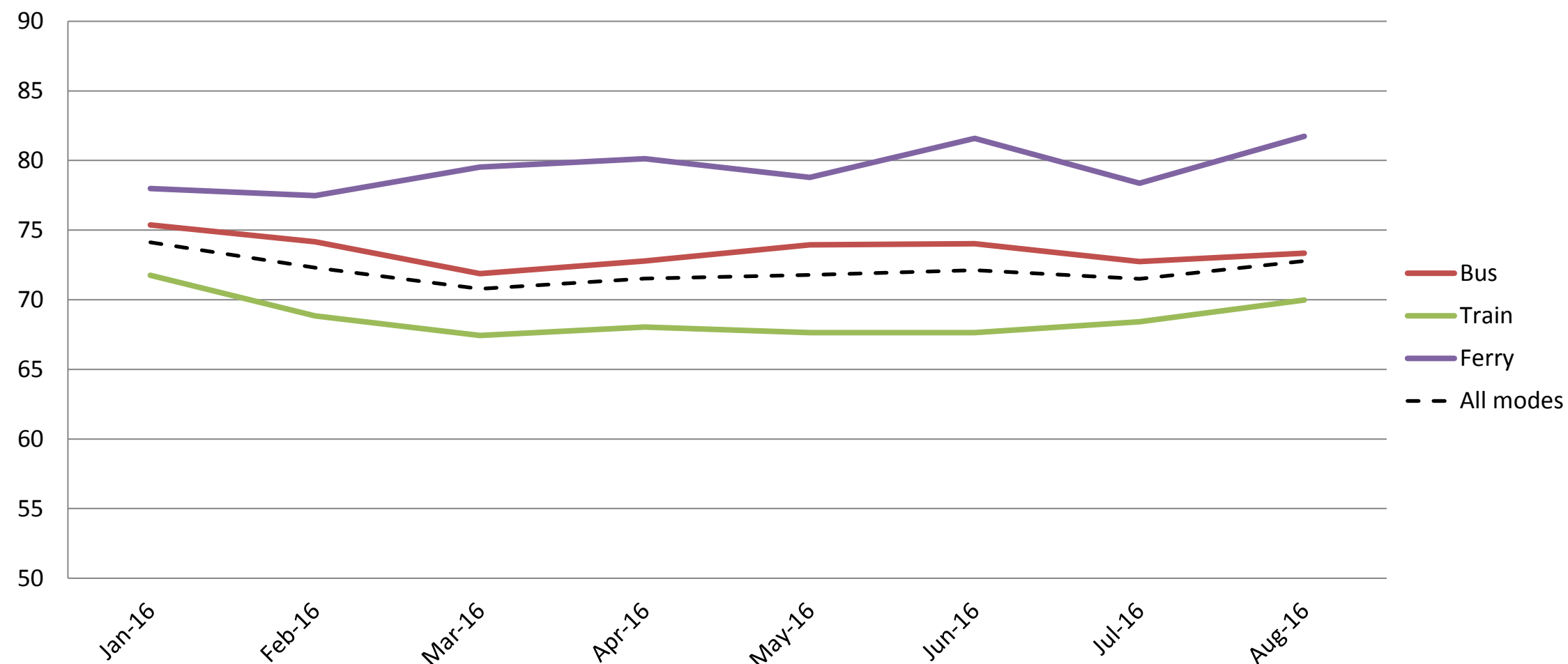
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

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

Index out of 100



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	75	74	72	73	74	74	73	73
<b>Train</b>	72	69	67	68	68	68	68	70
<b>Ferry</b>	78	77	80	80	79	82	78	82
<b>All Modes</b>	74	72	71	72	72	72	72	73

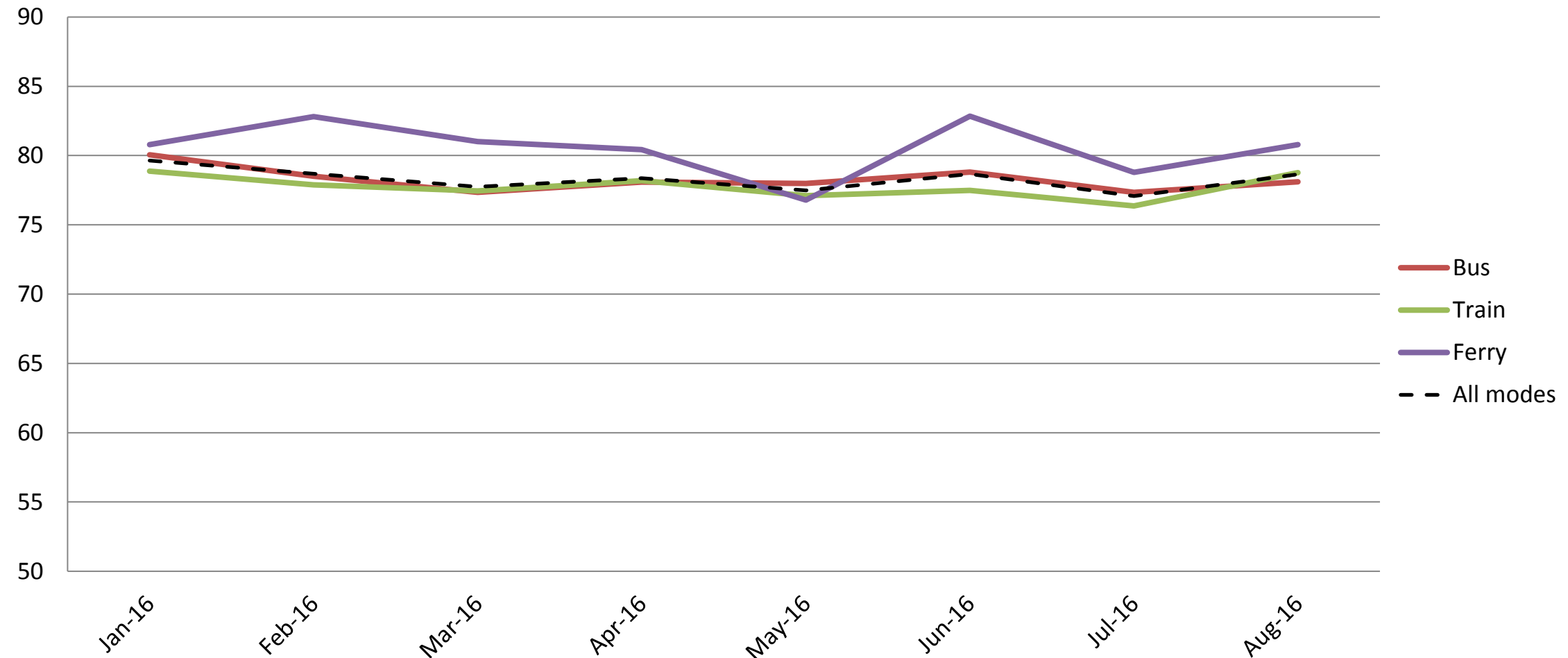
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

## 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



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	80	79	77	78	78	79	77	78
<b>Train</b>	79	78	77	78	77	77	76	79
<b>Ferry</b>	81	83	81	80	77	83	79	81
<b>All Modes</b>	80	79	78	78	77	79	77	79

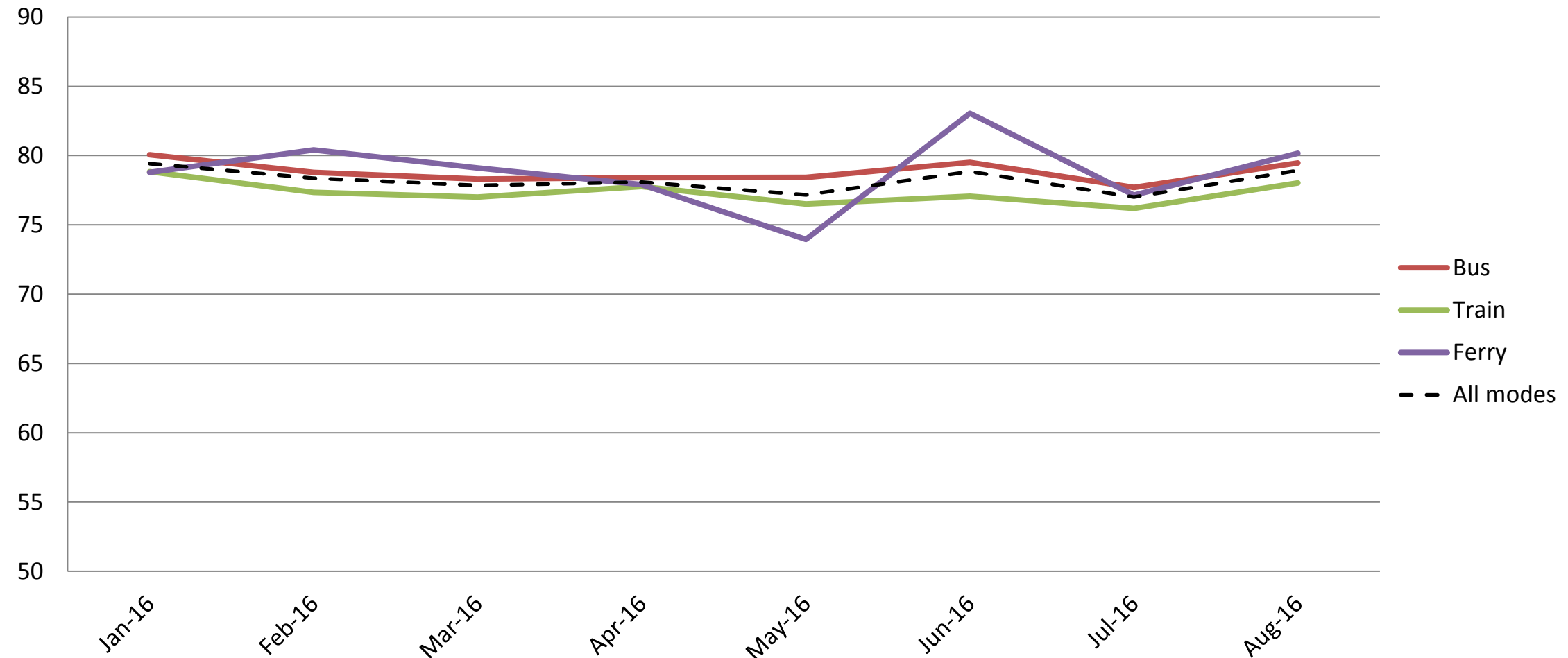
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

## 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



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	80	79	78	78	78	80	78	79
<b>Train</b>	79	77	77	78	76	77	76	78
<b>Ferry</b>	79	80	79	78	74	83	77	80
<b>All Modes</b>	79	78	78	78	77	79	77	79

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".

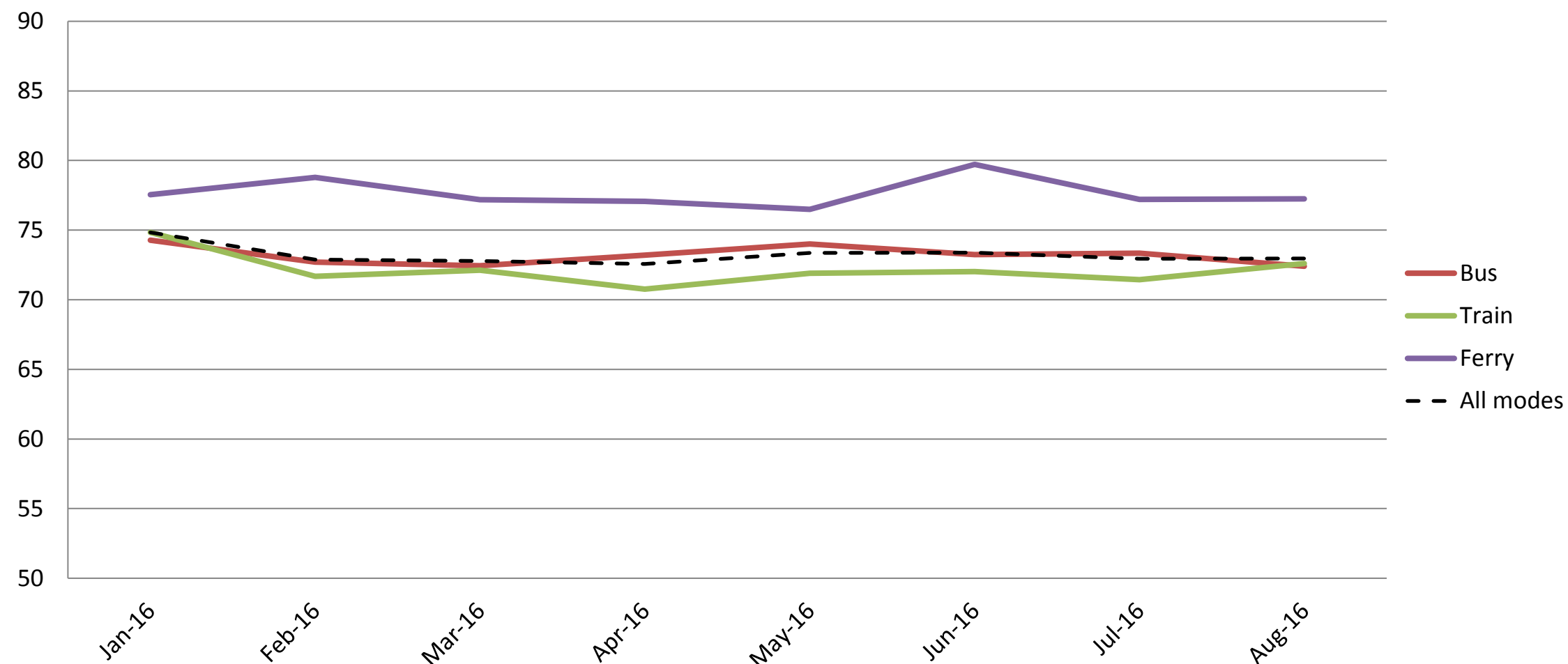
Red figures indicate a statistically significant **decrease** in the period

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



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

Index out of 100



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	74	73	72	73	74	73	73	72
<b>Train</b>	75	72	72	71	72	72	71	73
<b>Ferry</b>	78	79	77	77	76	80	77	77
<b>All Modes</b>	75	73	73	73	73	73	73	73

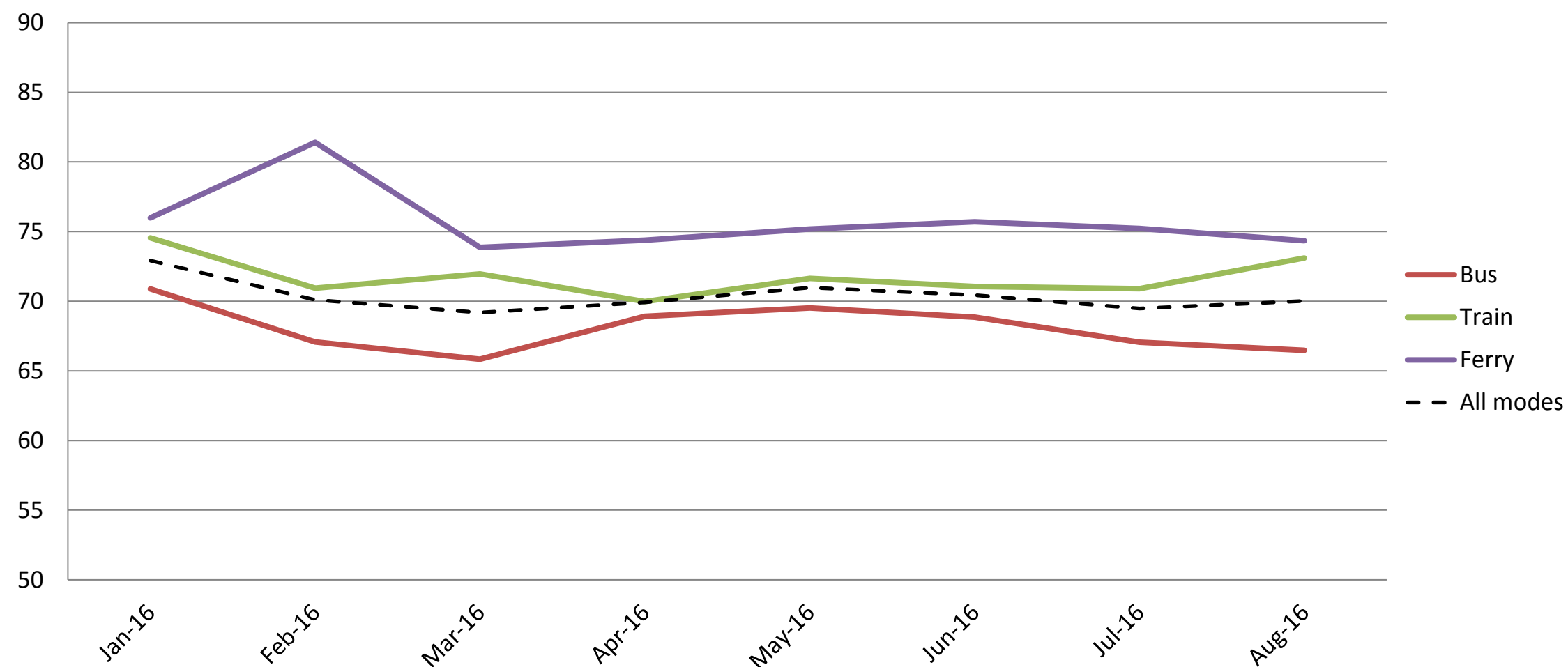
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

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

Index out of 100



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	71	67	66	69	70	69	67	66
<b>Train</b>	75	71	72	70	72	71	71	73
<b>Ferry</b>	76	81	74	74	75	76	75	74
<b>All Modes</b>	73	70	69	70	71	70	69	70

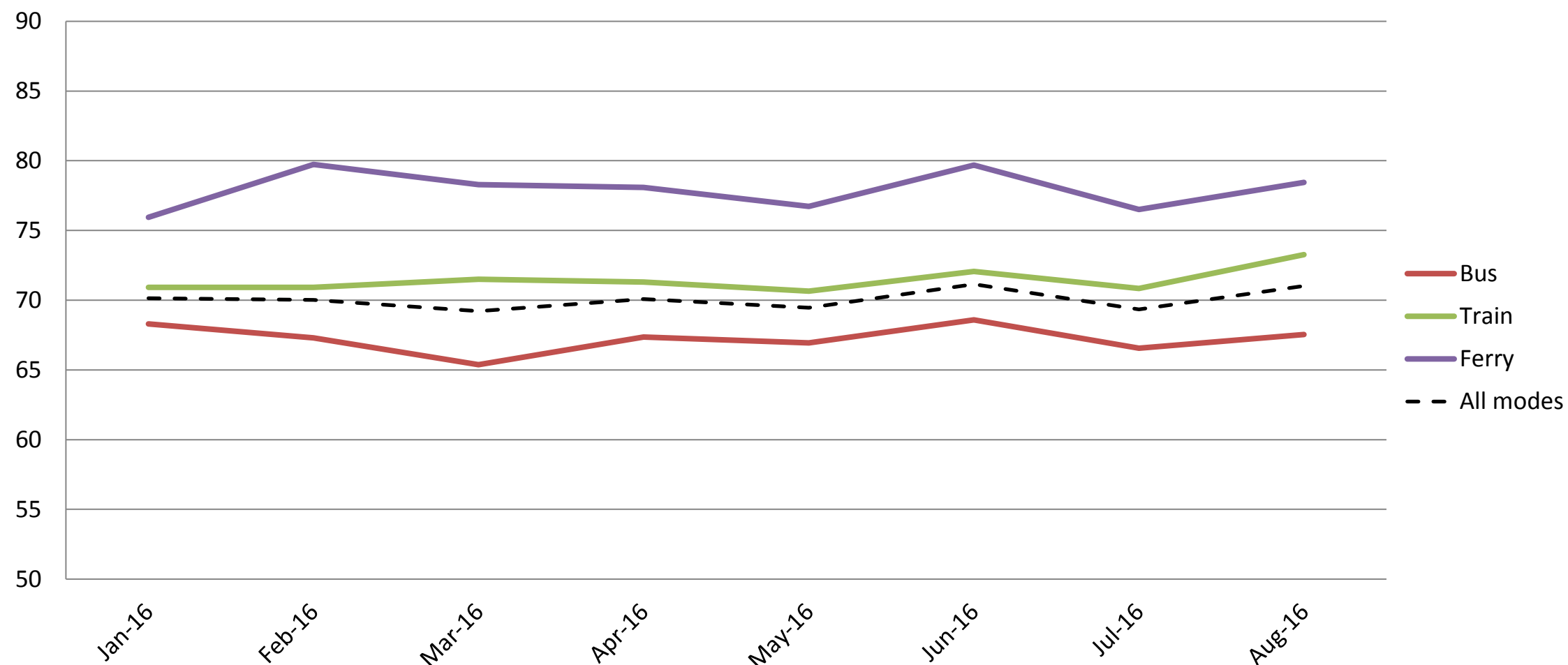
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

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

Index out of 100



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	68	67	65	67	67	69	67	68
<b>Train</b>	71	71	71	71	71	72	71	73
<b>Ferry</b>	76	80	78	78	77	80	77	78
<b>All Modes</b>	70	70	69	70	69	71	69	71

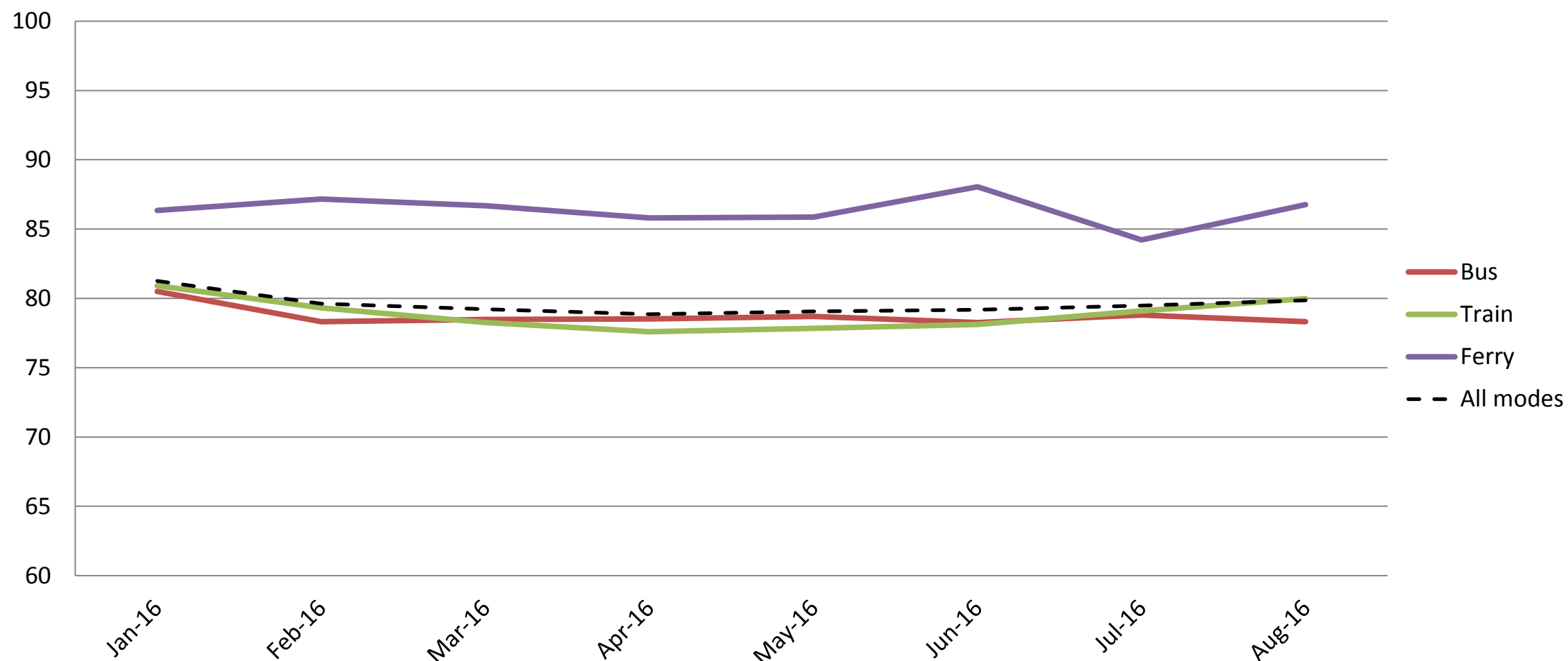
Results shown are indices out of a possible 100. Satisfaction levels of 75 and above are classed as "best practice", while 60 and above is considered "satisfactory".

Red figures indicate a statistically significant **decrease** in the period

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

## 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



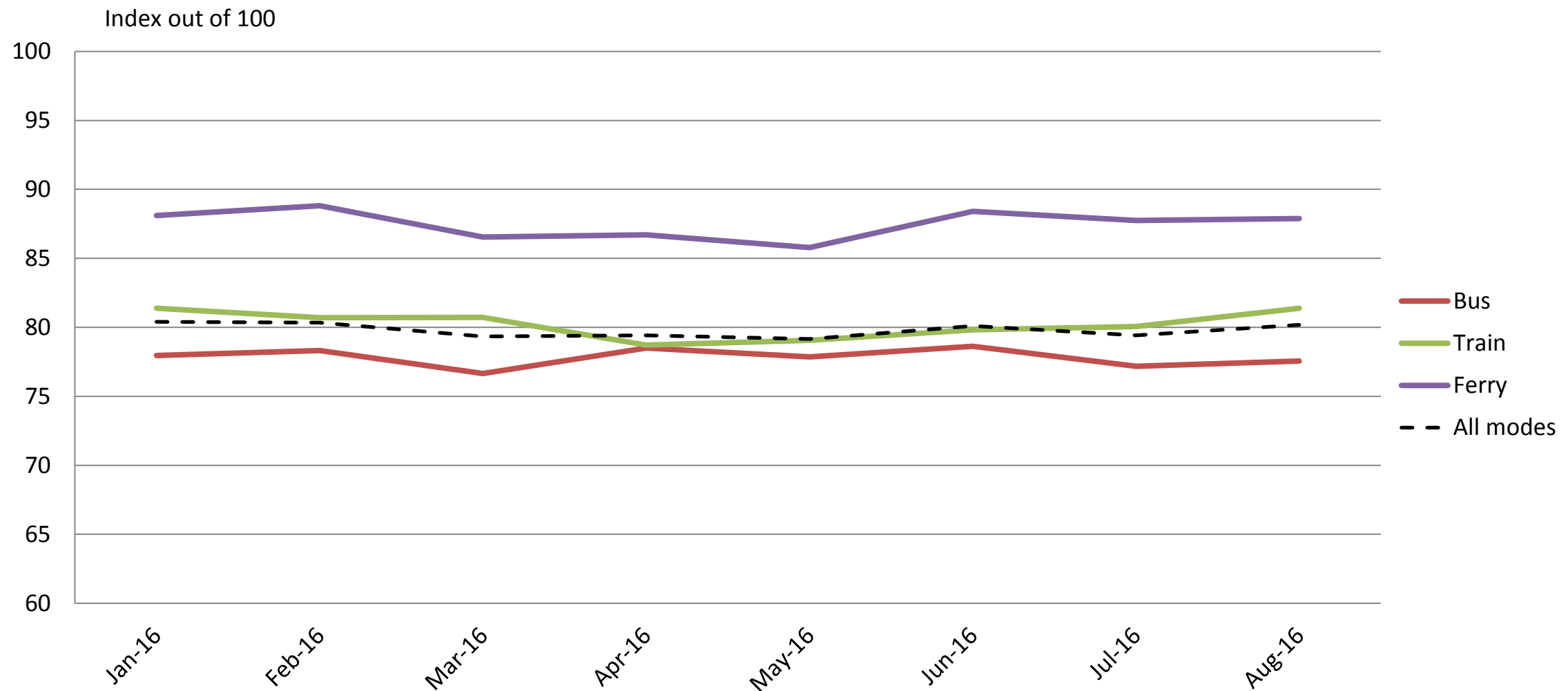
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	81	78	78	79	79	78	79	78
<b>Train</b>	81	79	78	78	78	78	79	80
<b>Ferry</b>	86	87	87	86	86	88	84	87
<b>All Modes</b>	81	80	79	79	79	79	79	80

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

## Staff – Knowledge, conduct, presentation and helpfulness of staff



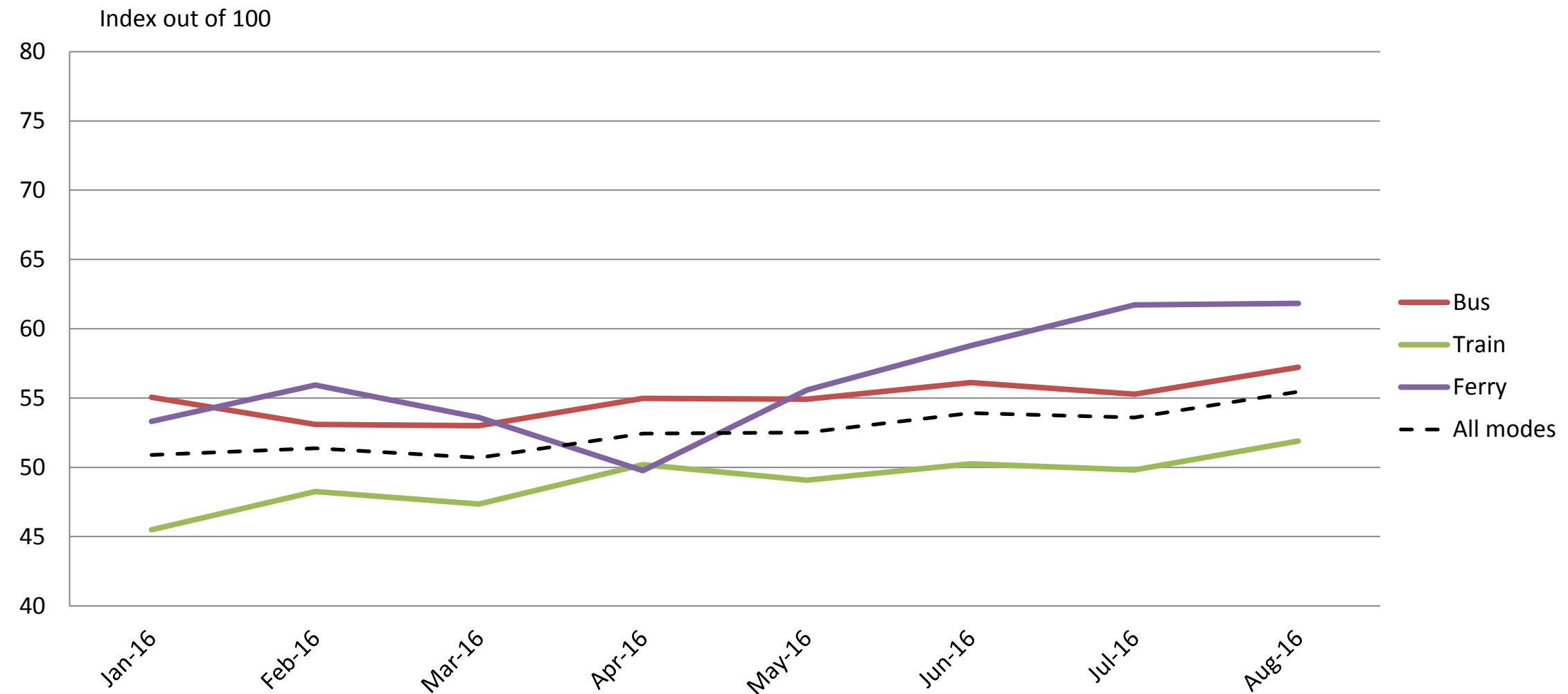
	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	78	78	77	79	78	79	77	78
<b>Train</b>	81	81	81	79	79	80	80	81
<b>Ferry</b>	88	89	87	87	86	88	88	88
<b>All Modes</b>	80	80	79	79	79	80	79	80

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

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



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
<b>Bus</b>	55	53	53	55	55	56	55	57
<b>Train</b>	45	48	47	50	49	50	50	52
<b>Ferry</b>	53	56	54	50	56	59	62	62
<b>All Modes</b>	51	51	51	52	53	54	54	55

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