

TransLink Customer Satisfaction Monthly Snapshot

December 2017

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	78	85	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	70	77	70
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	79	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	80	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	79	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	72	76	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	70	72	76	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	71	70	77	71
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	78	84	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	80	80	87	81
Affordability				
Cost of tickets and benefits of not having to pay for parking	63	58	61	61
Overall Service				
A combination of all reported categories	73	71	79	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

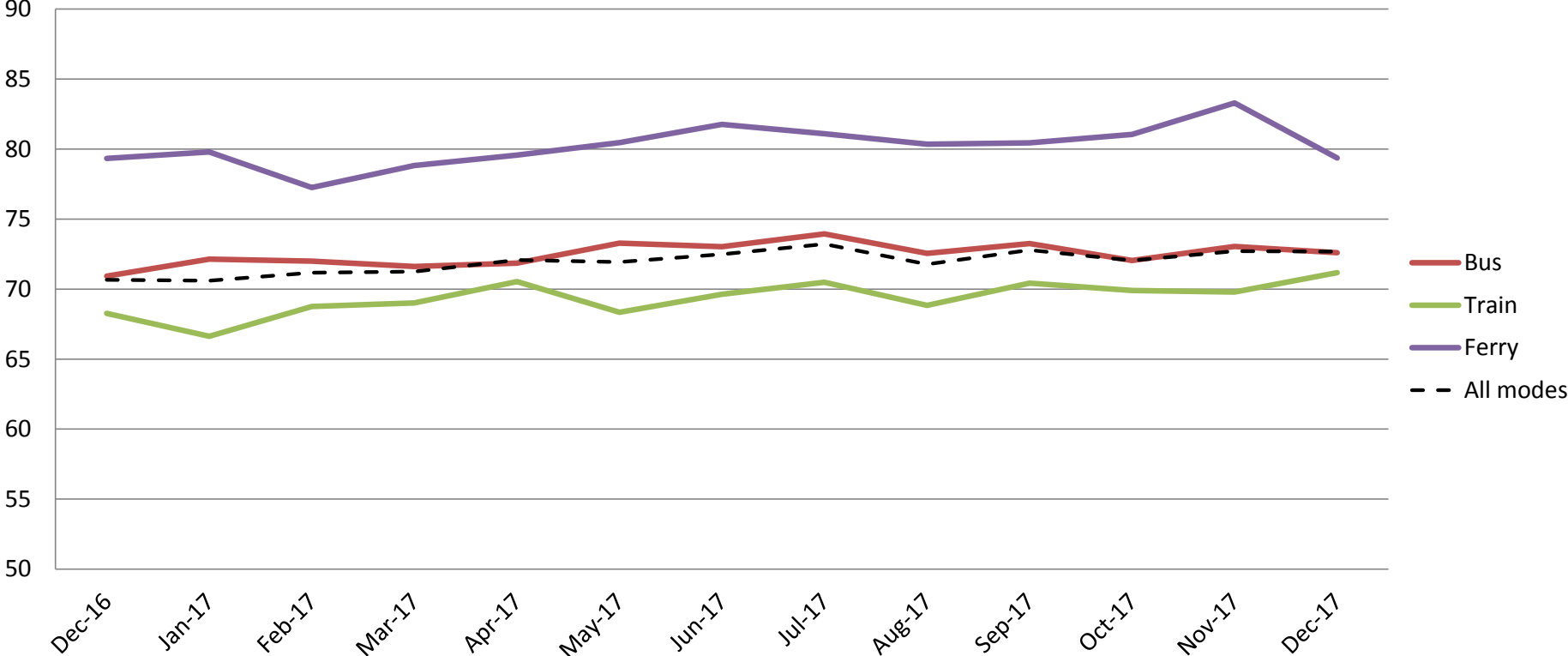
Green figures indicate a statistically significant **increase** in the period

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
8 January 2017	2,122,744	0.18	2.40	99.86	2.05%
15 January 2017	2,716,822	0.19	2.96	15.41	1.93%
22 January 2017	2,849,420	0.07	2.43	41.81	1.89%
29 January 2017	2,840,134	0.18	2.78	15.53	2.18%
5 February 2017	3,440,488	0.21	3.94	14.46	2.05%
12 February 2017	3,485,610	0.18	2.95	13.19	1.95%
19 February 2017	3,576,711	0.16	2.90	15.81	1.99%
26 February 2017	3,771,549	0.20	2.45	12.46	1.84%
5 March 2017	4,088,428	0.22	2.95	12.20	1.75%
12 March 2017	4,082,085	0.21	2.22	11.71	1.74%
19 March 2017	3,998,761	0.18	2.94	12.57	1.70%
26 March 2017	3,853,332	0.21	2.97	13.84	1.72%
2 April 2017	3,258,348	0.30	3.26	14.05	2.08%
9 April 2017	3,435,786	0.20	2.68	81.04	1.76%
16 April 2017	2,882,274	0.23	2.29	26.90	1.72%
23 April 2017	3,148,001	0.16	2.27	16.27	1.74%
30 April 2017	3,331,207	0.22	2.60	13.12	1.65%
7 May 2017	3,339,579	0.14	2.02	31.37	1.62%
14 May 2017	3,773,239	0.13	2.23	12.72	1.54%
21 May 2017	3,729,184	0.19	2.51	11.83	1.62%
28 May 2017	3,727,677	0.08	2.00	12.76	1.64%
4 June 2017	3,709,967	0.21	2.74	12.91	1.69%
11 June 2017	3,488,338	0.28	3.28	17.05	1.65%
18 June 2017	3,437,936	0.22	2.91	15.24	1.64%
25 June 2017	3,383,728	0.17	2.35	14.08	1.64%
2 July 2017	3,025,053	0.28	2.82	53.52	1.79%
9 July 2017	3,062,038	0.21	2.28	63.94	1.74%
16 July 2017	3,613,725	0.27	2.60	21.53	1.74%
23 July 2017	3,594,800	0.23	2.63	20.85	1.77%
30 July 2017	3,661,506	0.24	2.46	18.89	1.94%
6 August 2017	3,719,655	0.13	2.21	16.16	1.85%
13 August 2017	3,484,969	0.22	3.01	19.83	2.27%
20 August 2017	3,496,397	0.12	2.19	19.34	1.92%
27 August 2017	3,664,414	0.08	1.55	19.77	1.83%
3 September 2017	3,369,095	0.05	1.70	18.96	2.04%
10 September 2017	3,770,546	0.07	1.83	19.56	1.68%
17 September 2017	3,698,634	0.05	1.93	17.51	1.63%
24 September 2017	3,275,373	0.06	2.07	18.27	1.61%
1 October 2017	3,160,882	0.07	2.00	15.87	1.78%
8 October 2017	3,287,859	0.06	1.91	14.79	1.75%
15 October 2017	3,710,374	0.07	1.81	12.38	1.64%
22 October 2017	3,575,069	0.08	1.73	11.81	1.64%
29 October 2017	3,709,094	0.08	1.70	12.36	1.66%
5 November 2017	3,615,919	0.06	1.35	13.19	1.70%
12 November 2017	3,619,739	0.07	2.18	12.60	1.69%
19 November 2017	3,611,206	0.12	3.30	13.27	1.63%
26 November 2017	3,644,187	0.07	2.26	12.79	1.74%
3 December 2017	3,354,923	0.07	2.80	14.91	1.67%
10 December 2017	3,249,800	0.14	2.63	13.60	1.71%
17 December 2017	3,124,510	0.09	2.92	14.42	1.76%
24 December 2017	2,953,940	0.10	2.66	15.80	1.80%
31 December 2017	1,645,699	0.05	1.36	15.66	2.38%

Overall satisfaction – A combination of all reported categories

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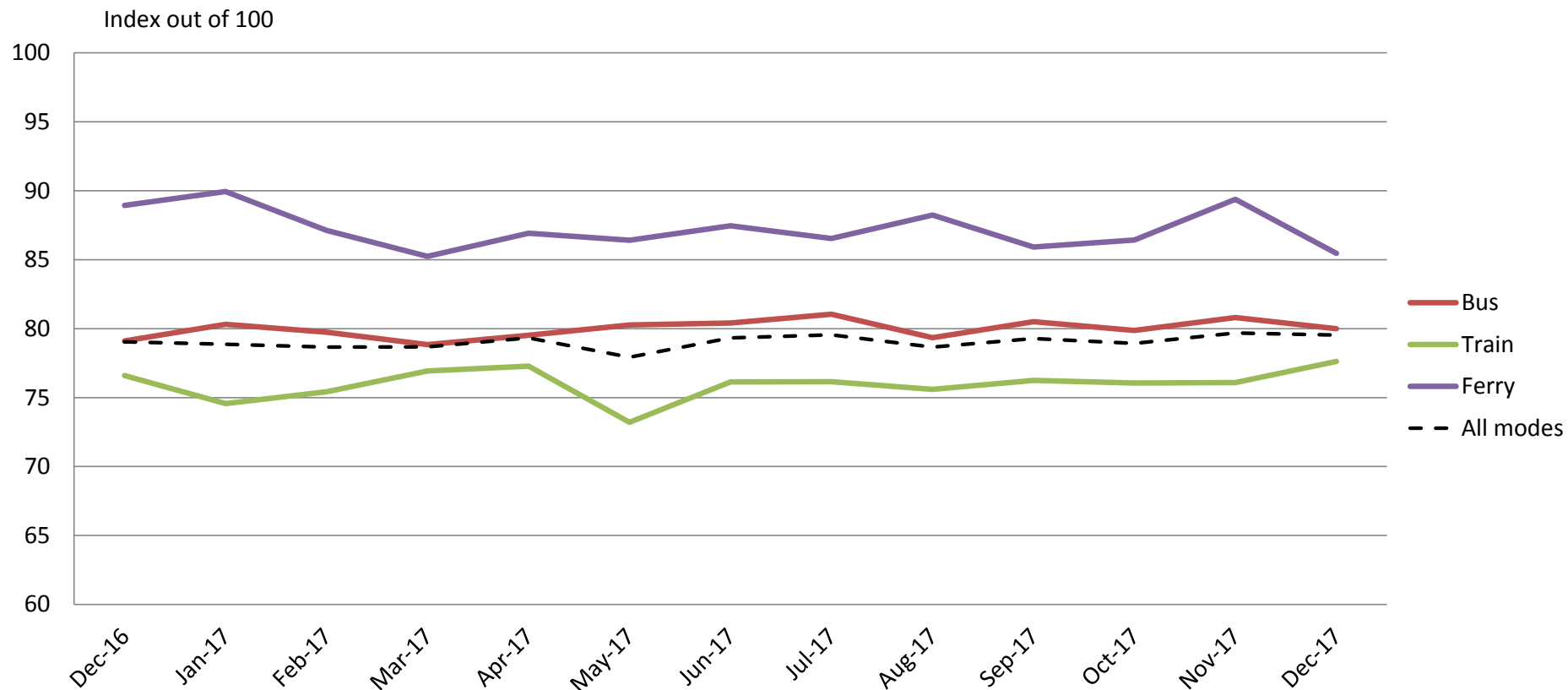


	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	71	72	72	72	72	73	73	74	73	73	72	73	73
Train	68	67	69	69	71	68	70	70	69	70	70	70	71
Ferry	79	80	77	79	80	80	82	81	80	80	81	83	79
All Modes	71	71	71	71	72	72	72	73	72	73	72	73	73

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

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



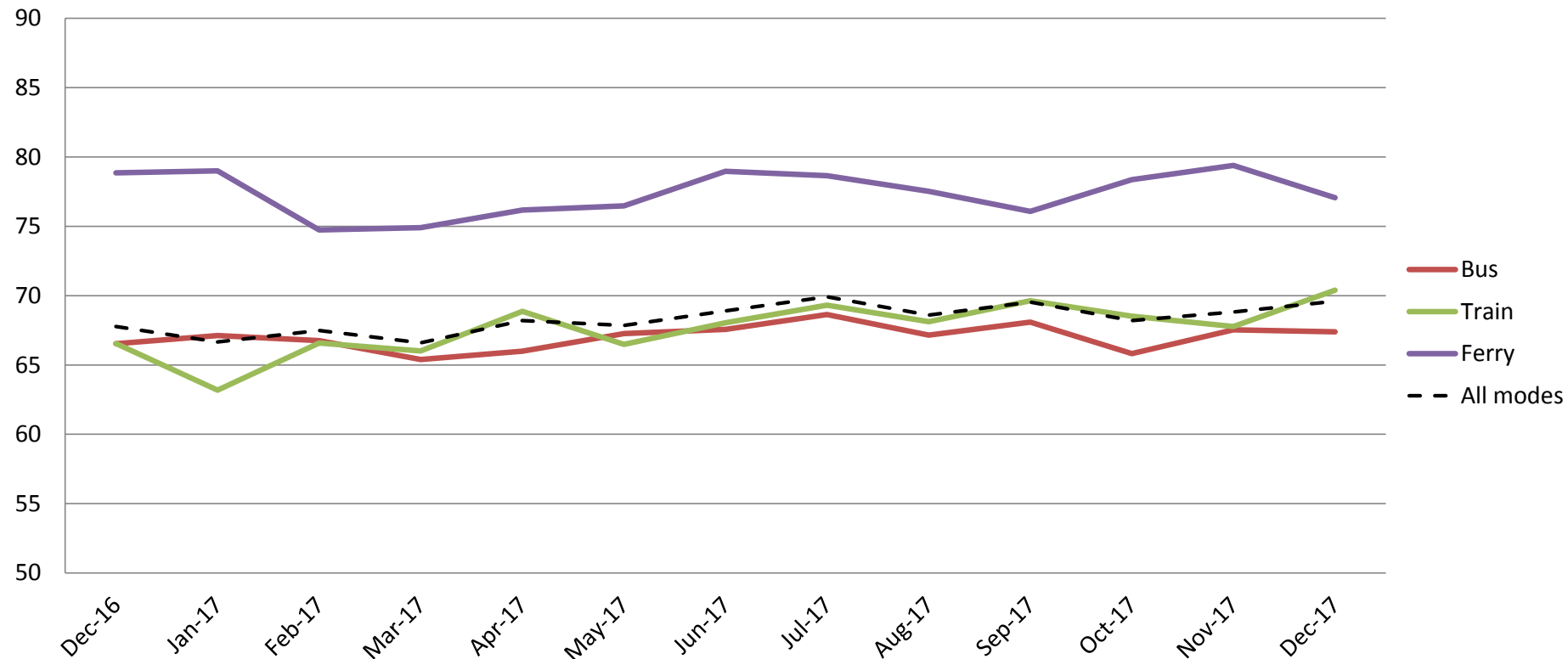
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	79	80	80	79	80	80	80	81	79	81	80	81	80
Train	77	75	75	77	77	73	76	76	76	76	76	76	78
Ferry	89	90	87	85	87	86	87	87	88	86	86	89	85
All Modes	79	79	79	79	79	78	79	80	79	79	79	80	80

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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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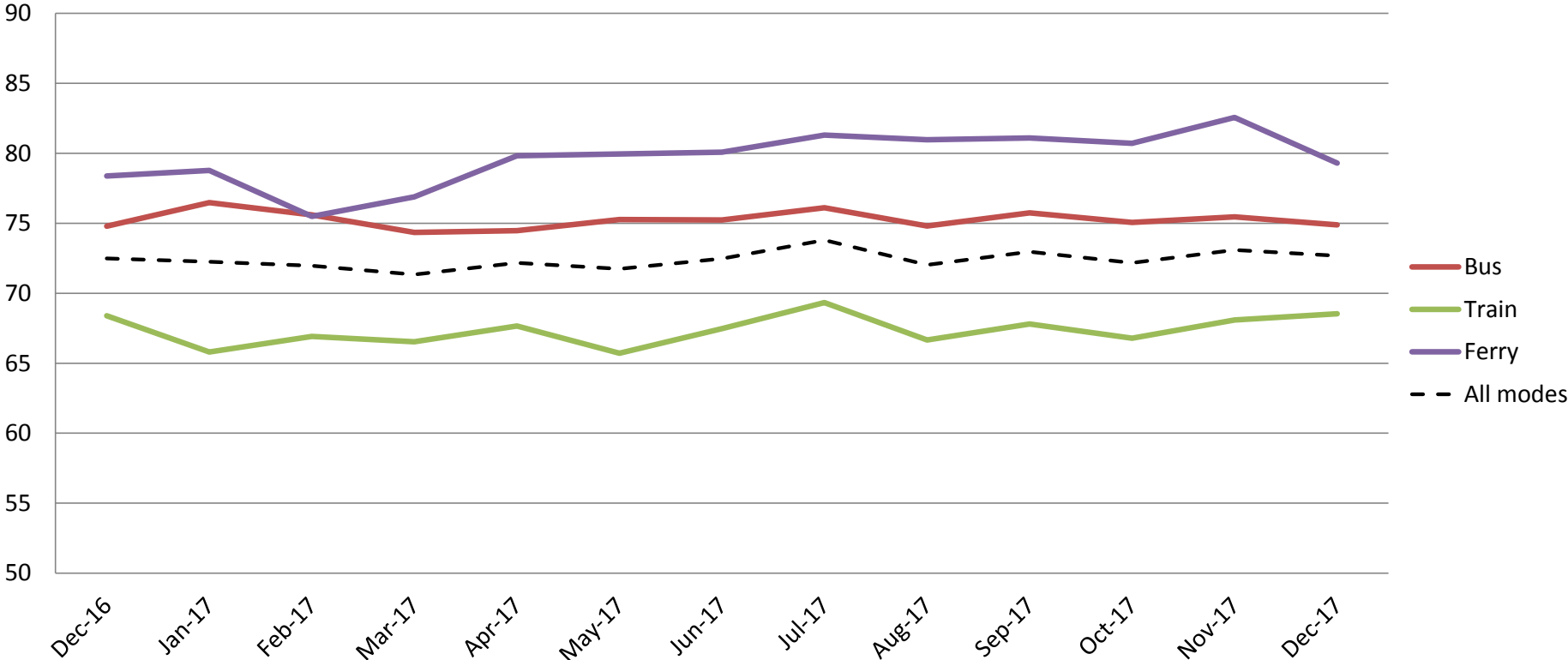
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	67	67	67	65	66	67	68	69	67	68	66	68	67
Train	67	63	67	66	69	66	68	69	68	70	69	68	70
Ferry	79	79	75	75	76	76	79	79	78	76	78	79	77
All Modes	68	67	67	67	68	68	69	70	69	70	68	69	70

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

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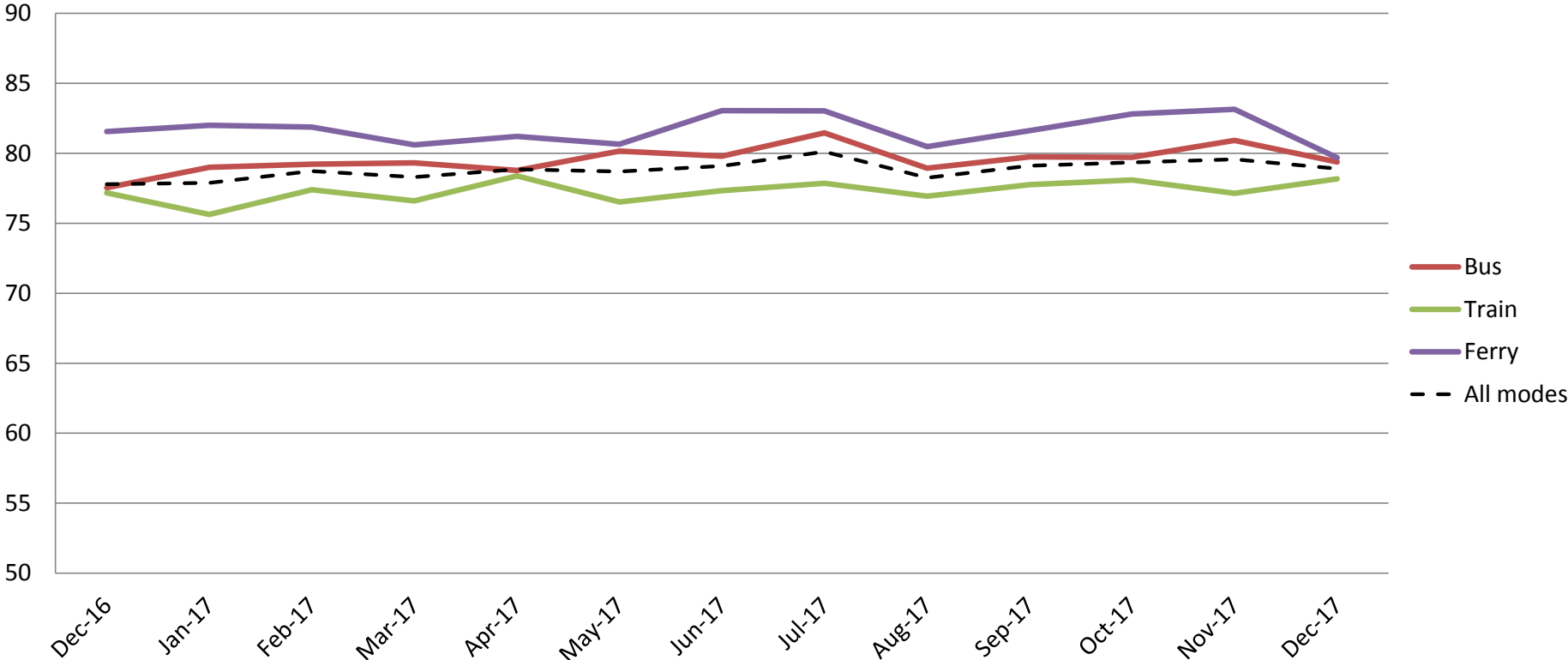
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	75	76	76	74	74	75	75	76	75	76	75	75	75
Train	68	66	67	67	68	66	67	69	67	68	67	68	69
Ferry	78	79	75	77	80	80	80	81	81	81	81	83	79
All Modes	72	72	72	71	72	72	72	74	72	73	72	73	73

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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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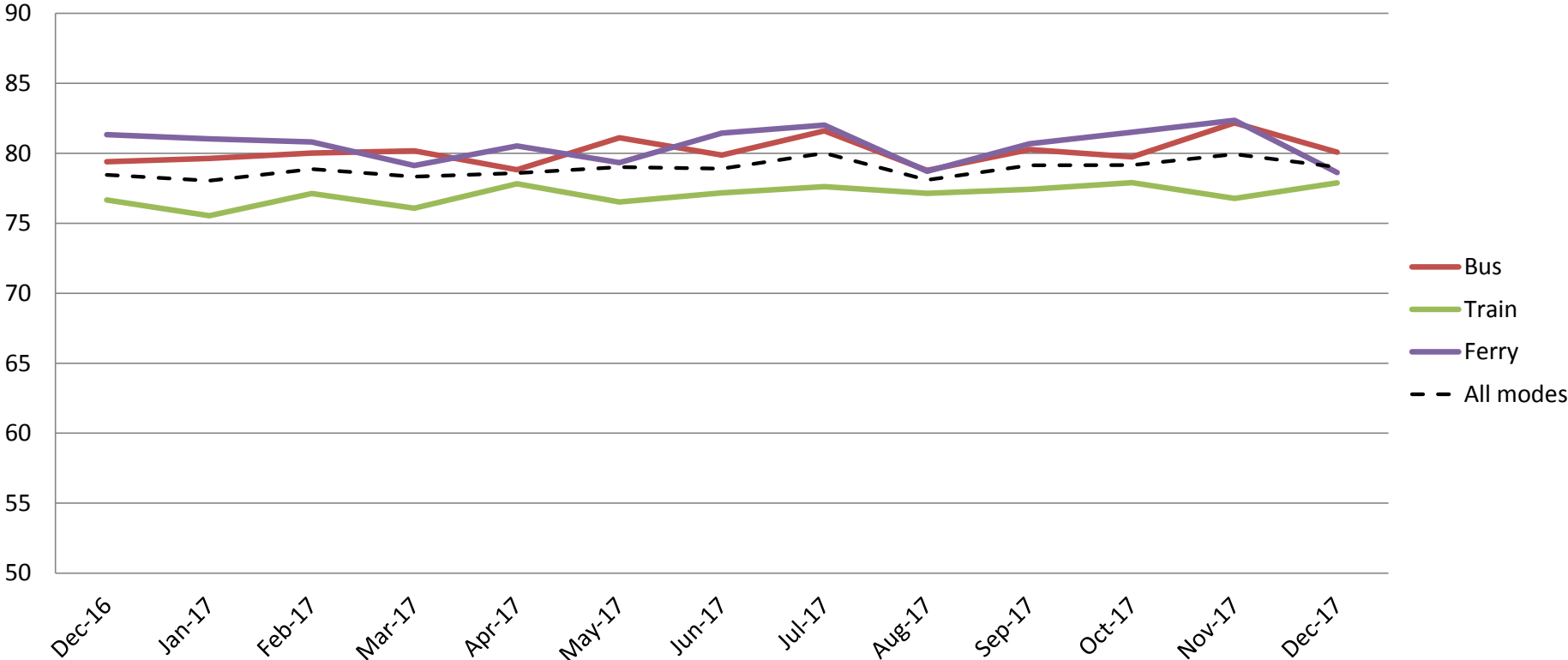
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	78	79	79	79	79	80	80	81	79	80	80	81	79
Train	77	76	77	77	78	77	77	78	77	78	78	77	78
Ferry	82	82	82	81	81	81	83	83	80	82	83	83	80
All Modes	78	78	79	78	79	79	79	80	78	79	79	80	79

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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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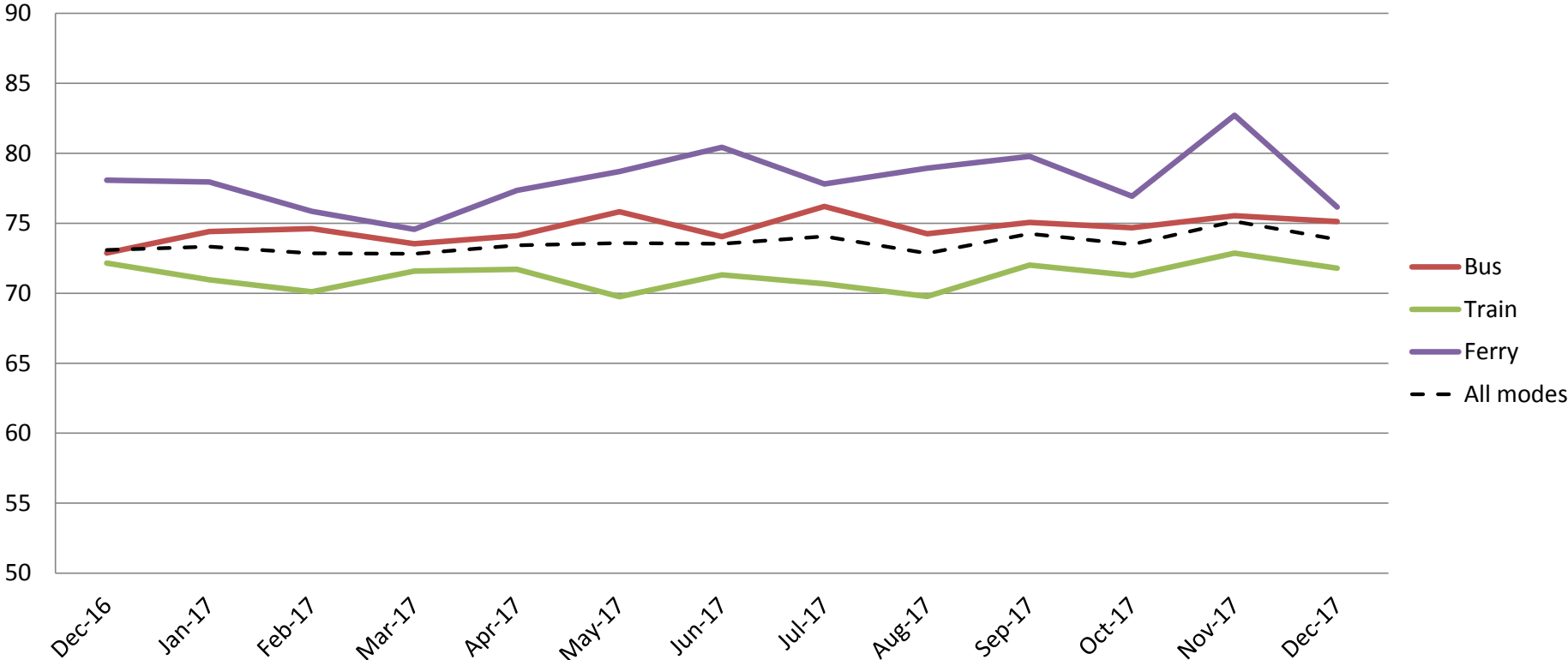
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	79	80	80	80	79	81	80	82	79	80	80	82	80
Train	77	76	77	76	78	77	77	78	77	77	78	77	78
Ferry	81	81	81	79	81	79	81	82	79	81	81	82	79
All Modes	78	78	79	78	79	79	79	80	78	79	79	80	79

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

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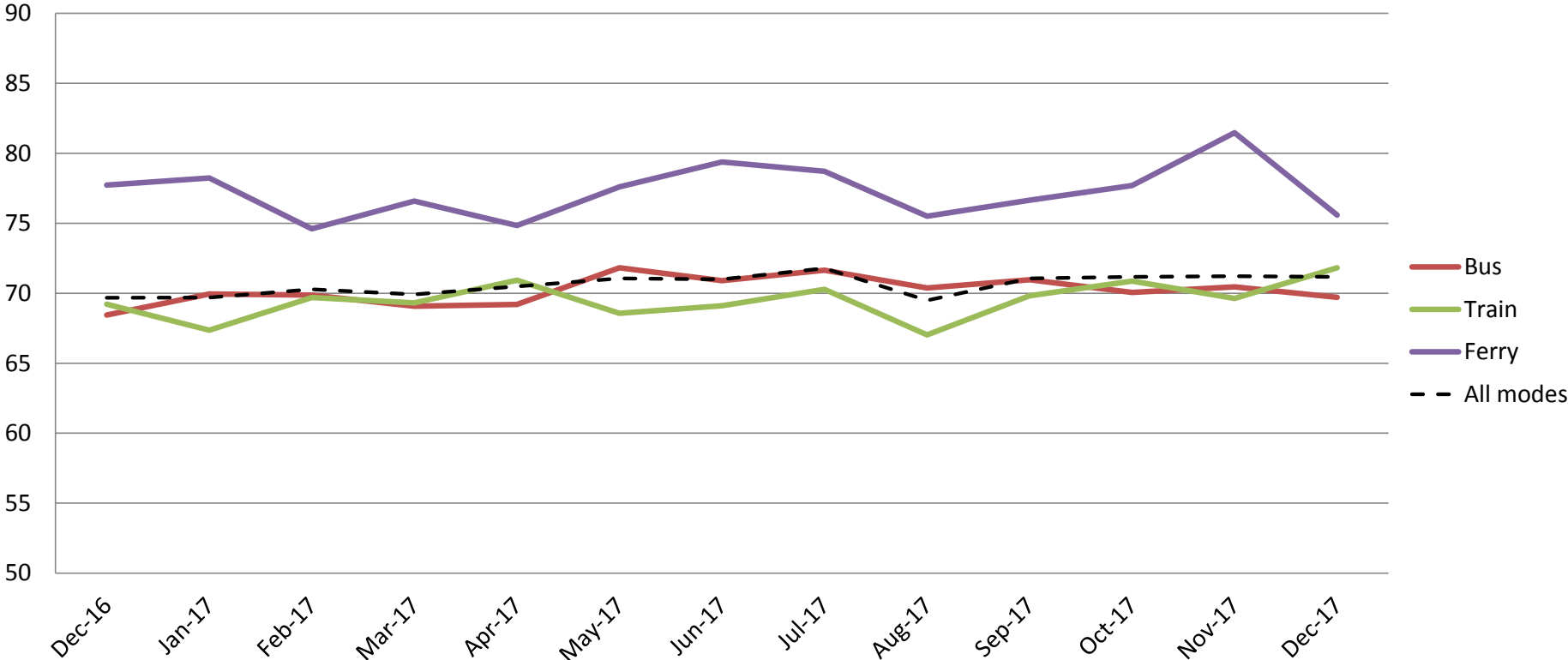
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	73	74	75	74	74	76	74	76	74	75	75	76	75
Train	72	71	70	72	72	70	71	71	70	72	71	73	72
Ferry	78	78	76	75	77	79	80	78	79	80	77	83	76
All Modes	73	73	73	73	73	74	74	74	73	74	73	75	74

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

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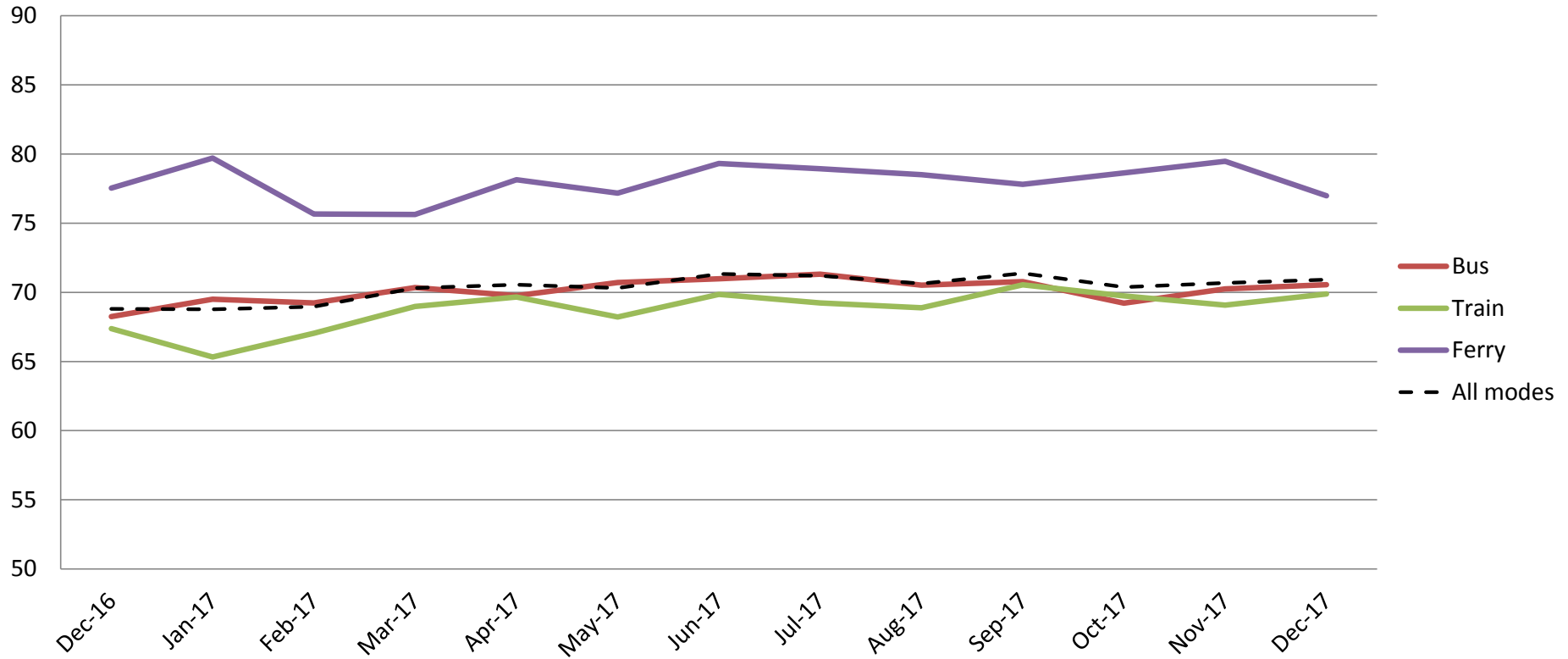
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	68	70	70	69	69	72	71	72	70	71	70	70	70
Train	69	67	70	69	71	69	69	70	67	70	71	70	72
Ferry	78	78	75	77	75	78	79	79	76	77	78	81	76
All Modes	70	70	70	70	70	71	71	72	69	71	71	71	71

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

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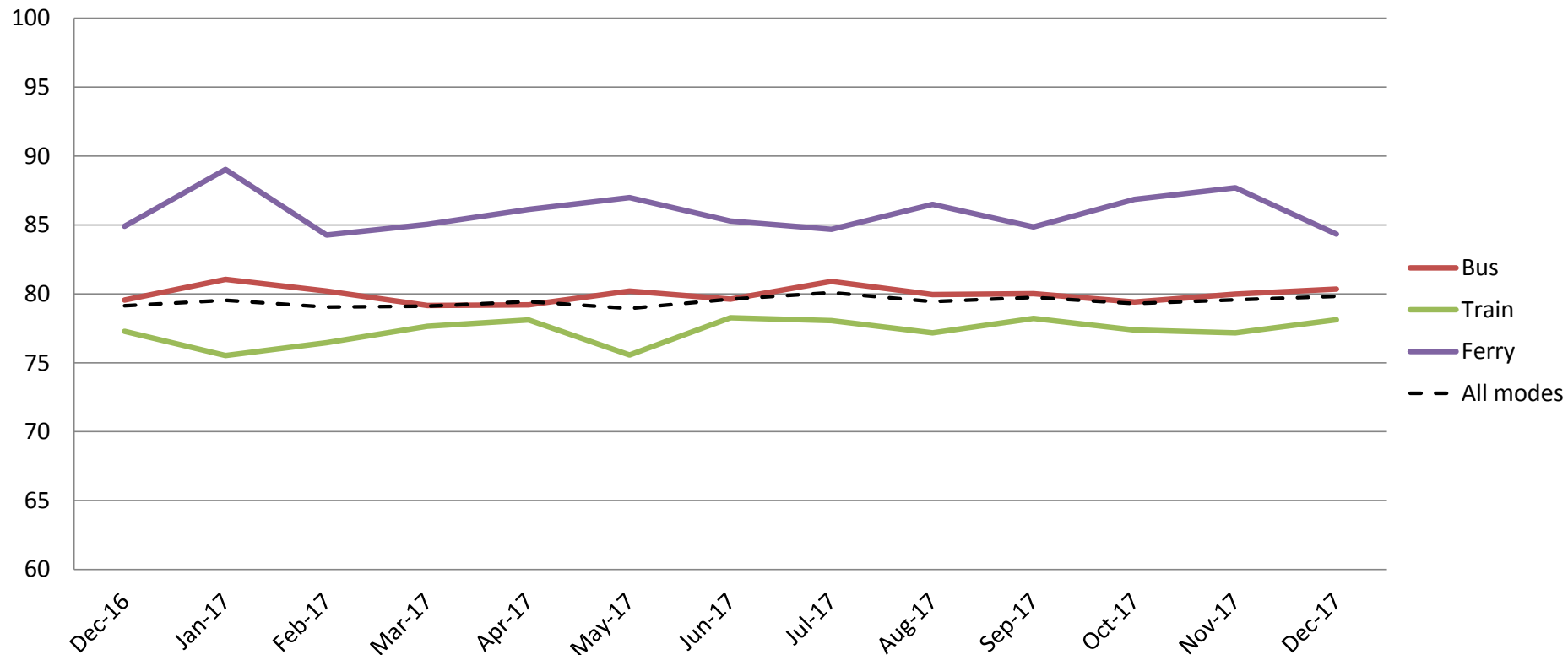
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	68	69	69	70	70	71	71	71	71	71	69	70	71
Train	67	65	67	69	70	68	70	69	69	71	70	69	70
Ferry	78	80	76	76	78	77	79	79	79	78	79	79	77
All Modes	69	69	69	70	71	70	71	71	71	71	70	71	71

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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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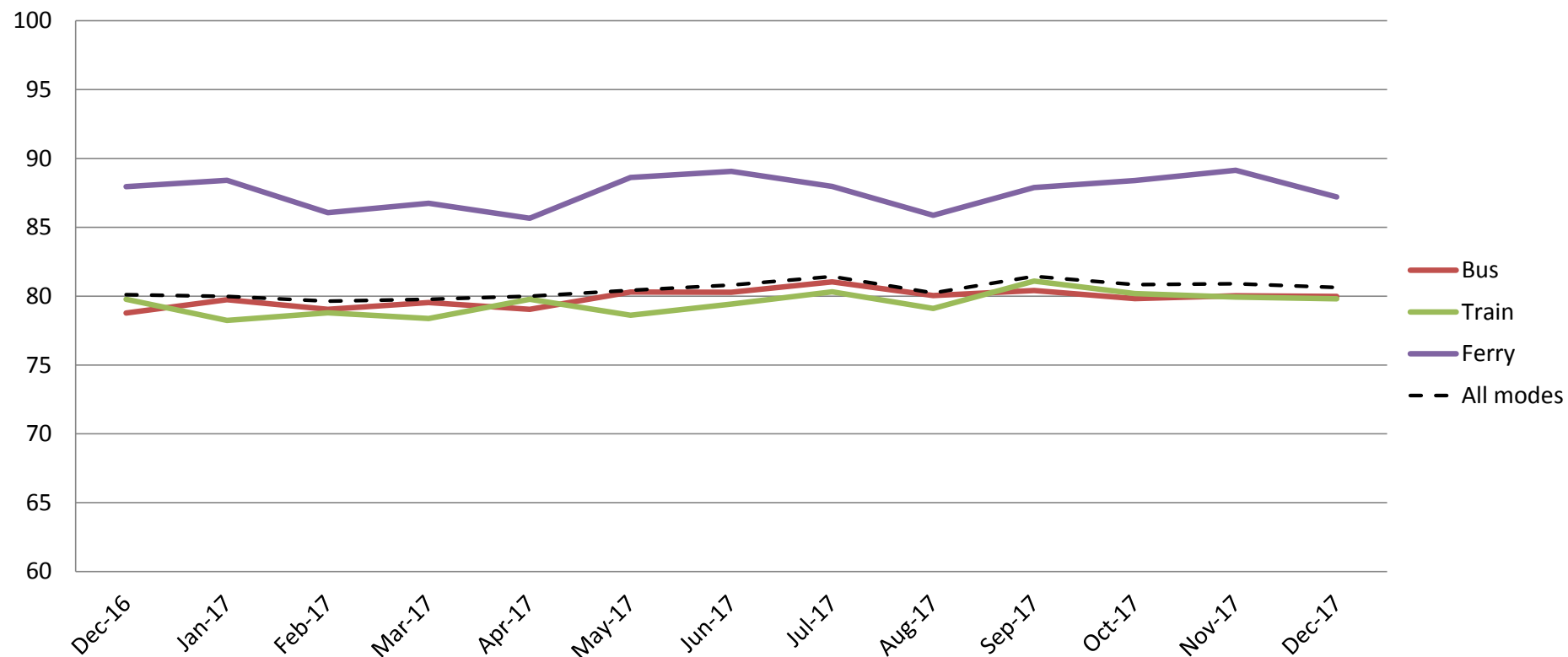
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	80	81	80	79	79	80	80	81	80	80	79	80	80
Train	77	76	76	78	78	76	78	78	77	78	77	77	78
Ferry	85	89	84	85	86	87	85	85	86	85	87	88	84
All Modes	79	80	79	79	79	79	80	80	79	80	79	80	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff

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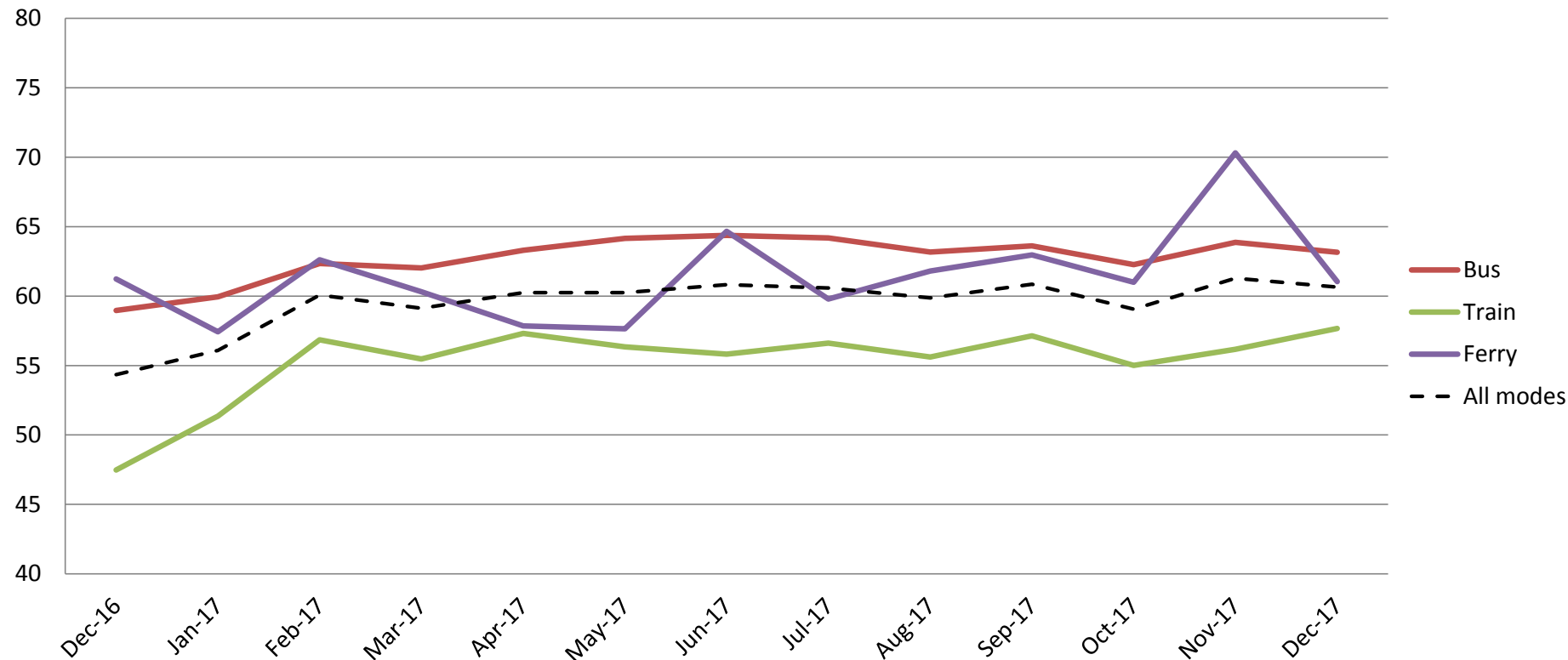
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	79	80	79	80	79	80	80	81	80	80	80	80	80
Train	80	78	79	78	80	79	79	80	79	81	80	80	80
Ferry	88	88	86	87	86	89	89	88	86	88	88	89	87
All Modes	80	80	80	80	80	80	81	81	80	81	81	81	81

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

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	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Bus	59	60	62	62	63	64	64	64	64	63	64	64	63
Train	47	51	57	55	57	56	56	56	57	56	57	55	58
Ferry	61	57	63	60	58	58	65	60	62	63	61	70	61
All Modes	54	56	60	59	60	60	61	61	61	60	61	59	61

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