# TransLink Customer Satisfaction Monthly Snapshot

## October 2016

| KPI | Bus | Train | Ferry | All |
|------|-----|-------|-------|-----|
| **Safety & Security** <br> Safety at stops, stations and on board vehicles | 79 | **79** | 87 | 80 |
| **Reliability & Frequency** <br> Ability to meet departure times, frequency of services and reliability of go card readers | 66 | 70 | 76 | 68 |
| **Comfort** <br> Cleanliness, availability of seats, temperature on board, and facilities at stops and stations | 74 | **70** | 80 | 73 |
| **Ease of Use** <br> Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 79 | 80 | 81 | 80 |
| **Ease of using go card sub-index** <br> Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card. | 79 | 80 | 80 | 80 |
| **Proximity** <br> Convenience of available routes, distances from stops and stations and proximity of go card outlets | 74 | **74** | 75 | 74 |
| **Efficiency** <br> Door-to-door travel time, connections with other services and avoidance of congestion | 69 | 73 | 73 | 71 |
| **Information** <br> Ability to understand on board and at-station information, timetables, maps and journey planning information | 69 | 73 | 77 | 71 |
| **Accessibility** <br> Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators | 78 | **81** | 84 | **80** |
| **Staff** <br> Knowledge, conduct, presentation and helpfulness of staff | 78 | 82 | 87 | 81 |
| **Affordability** <br> Cost of tickets and benefits of not having to pay for parking | 55 | 50 | 58 | 53 |
| **Overall Service** <br> A combination of all reported categories | 71 | **71** | 77 | 72 |

*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 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% |
| 4 September 2016 | 3,708,803 | 0.12 | 2.52 | 12.84 | 1.59% |
| 11 September 2016 | 3,700,677 | 0.08 | 1.79 | 11.22 | 1.58% |
| 18 September 2016 | 3,642,984 | 0.06 | 1.52 | 10.53 | 1.58% |
| 25 September 2016 | 3,210,362 | 0.06 | 1.77 | 31.30 | 1.70% |
| 2 October 2016 | 3,042,995 | 0.11 | 1.82 | 21.98 | 1.69% |
| 9 October 2016 | 3,302,526 | 0.09 | 2.53 | 11.81 | 1.72% |
| 16 October 2016 | 3,758,850 | 0.16 | 2.30 | 11.29 | 1.61% |
| 23 October 2016 | 3,649,199 | 0.14 | 2.60 | 11.10 | 1.66% |
| 30 October 2016 | 3,696,856 | 0.14 | 3.31 | 11.89 | 1.65% |

## Overall satisfaction – A combination of all reported categories
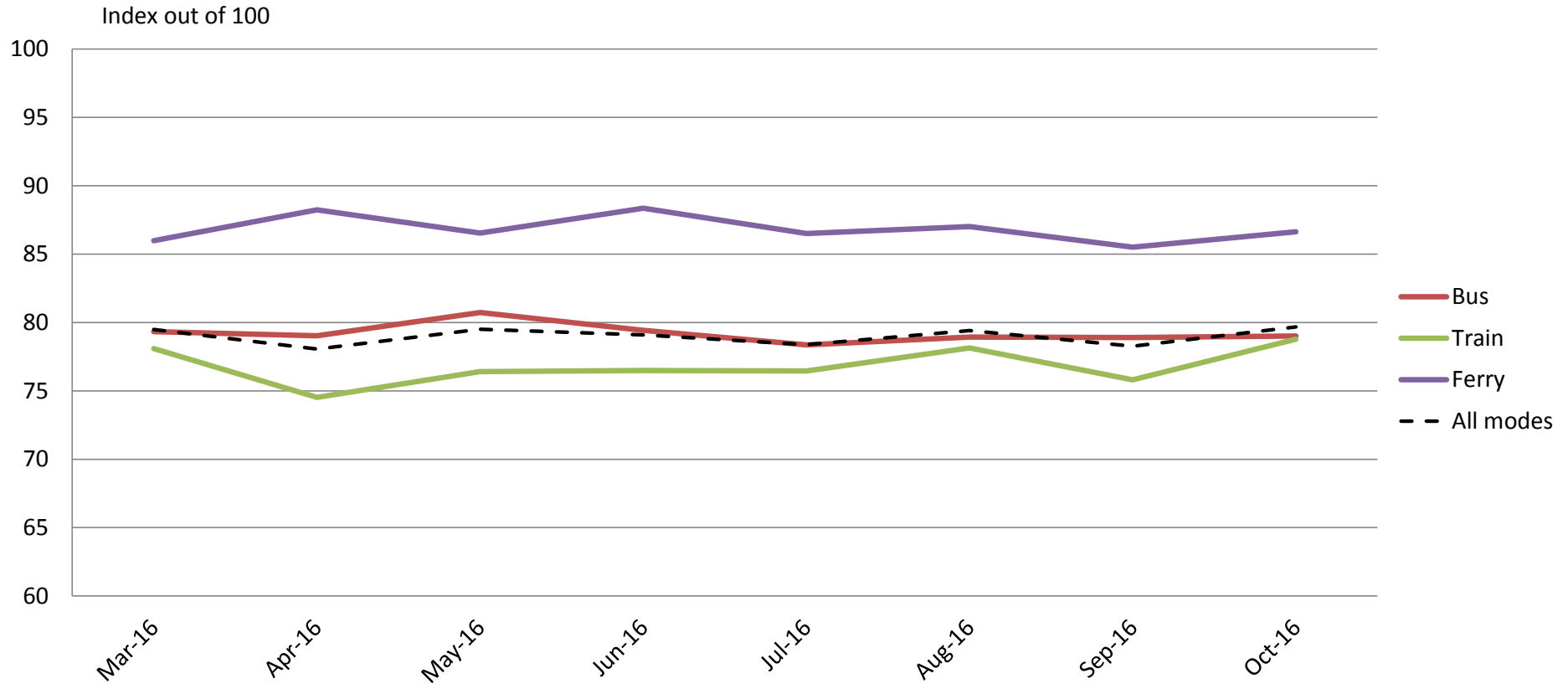
Index out of 100
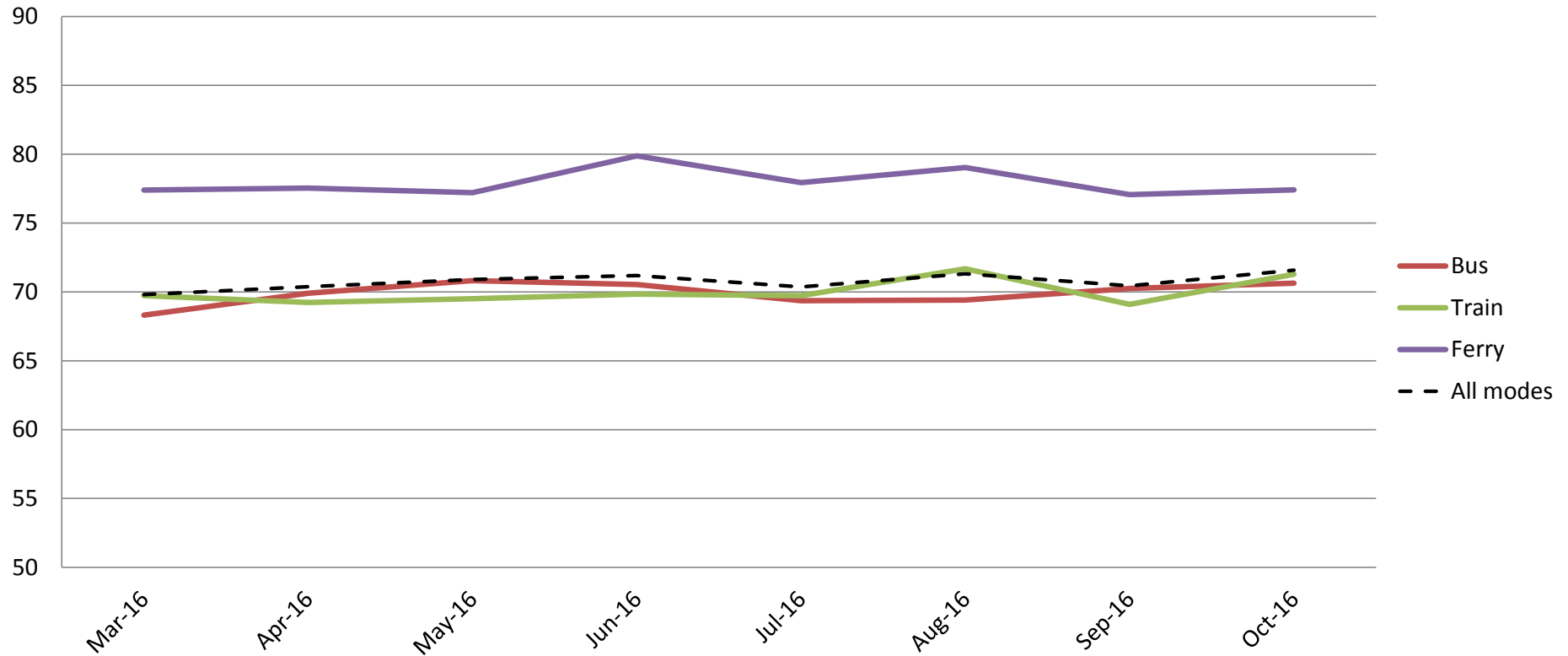


| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 68 | 70 | 71 | 71 | 69 | 69 | 70 | 71 |
| **Train** | 70 | 69 | 70 | 70 | 70 | 72 | 69 | 71 |
| **Ferry** | 77 | 78 | 77 | 80 | 78 | 79 | 77 | 77 |
| **All Modes** | 70 | 70 | 71 | 71 | 70 | 71 | 70 | 72 |

*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

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| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 79 | 79 | 81 | 79 | 78 | 79 | 79 | 79 |
| **Train** | 78 | 75 | 76 | 76 | 76 | 78 | 76 | 79 |
| **Ferry** | 86 | 88 | 87 | 88 | 87 | 87 | 86 | 87 |
| **All Modes** | 79 | 78 | 80 | 79 | 78 | 79 | 78 | 80 |

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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers
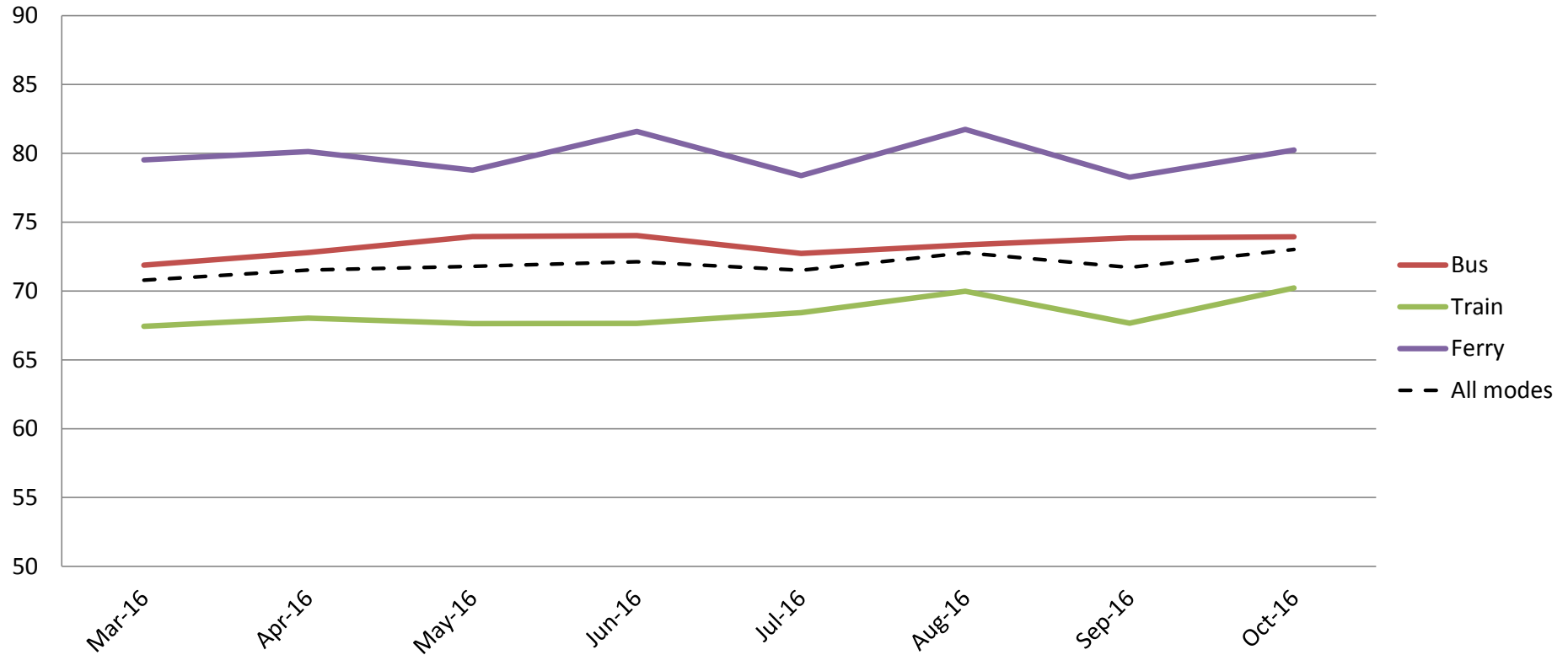
Index out of 100
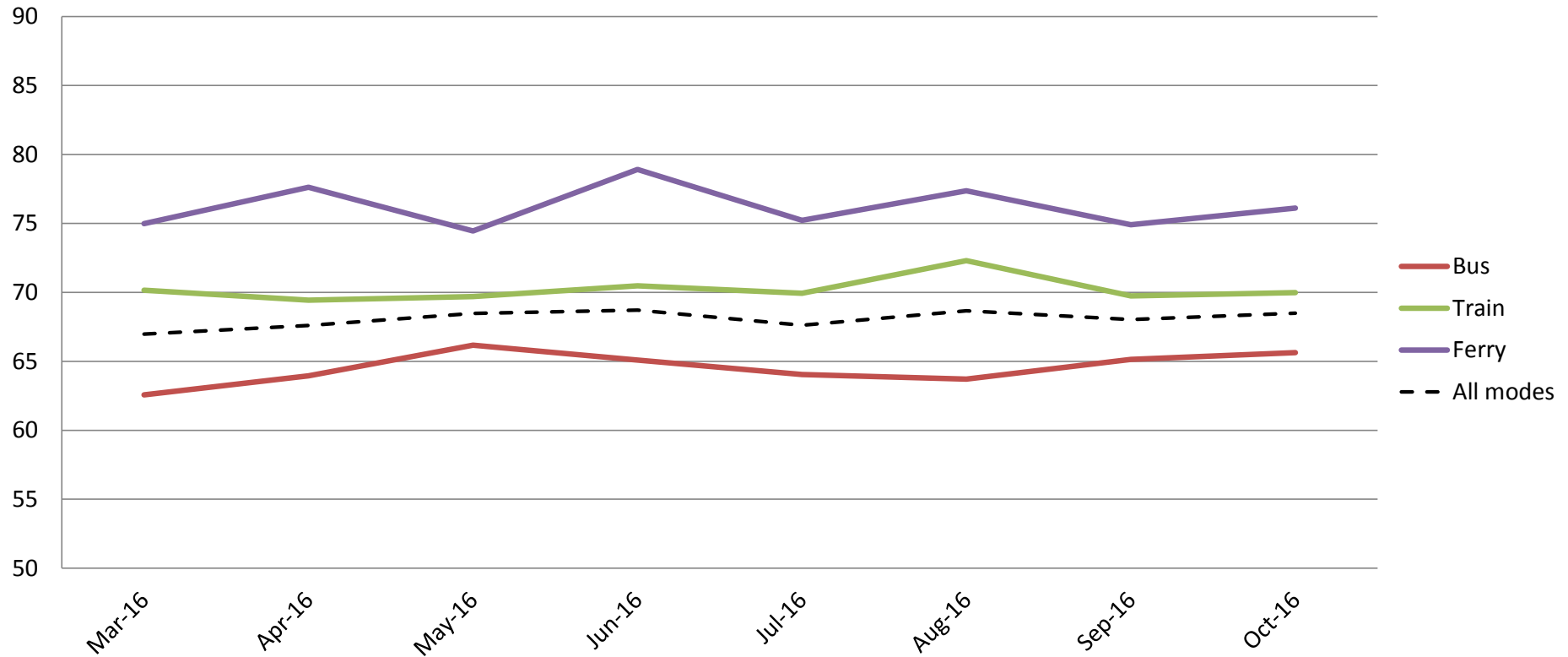


| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 63 | 64 | 66 | 65 | 64 | 64 | 65 | 66 |
| **Train** | 70 | 69 | 70 | 70 | 70 | 72 | 70 | 70 |
| **Ferry** | 75 | 78 | 74 | 79 | 75 | 77 | 75 | 76 |
| **All Modes** | 67 | 68 | 68 | 69 | 68 | 69 | 68 | 68 |

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

# Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations
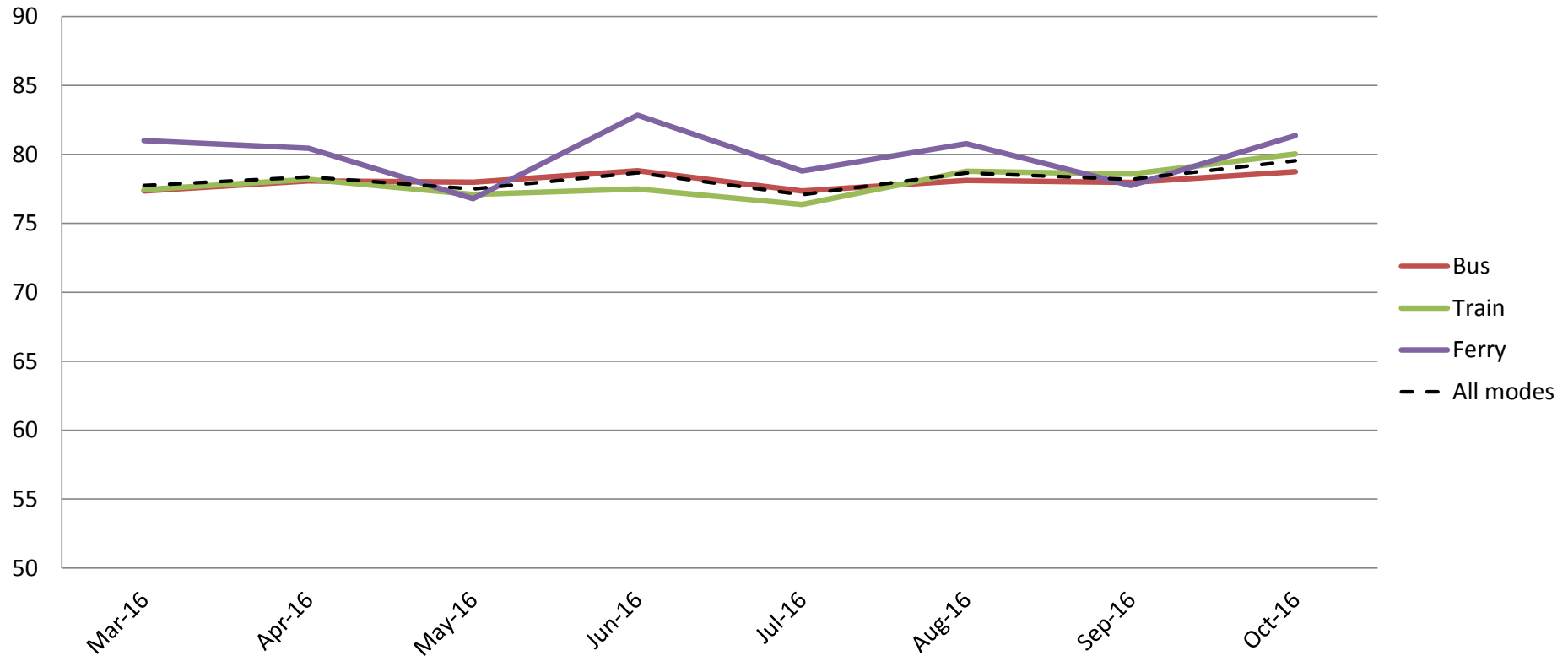
Index out of 100



| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 72 | 73 | 74 | 74 | 73 | 73 | 74 | 74 |
| **Train** | 67 | 68 | 68 | 68 | 68 | 70 | 68 | 70 |
| **Ferry** | 80 | 80 | 79 | 82 | 78 | 82 | 78 | 80 |
| **All Modes** | 71 | 72 | 72 | 72 | 72 | 73 | 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
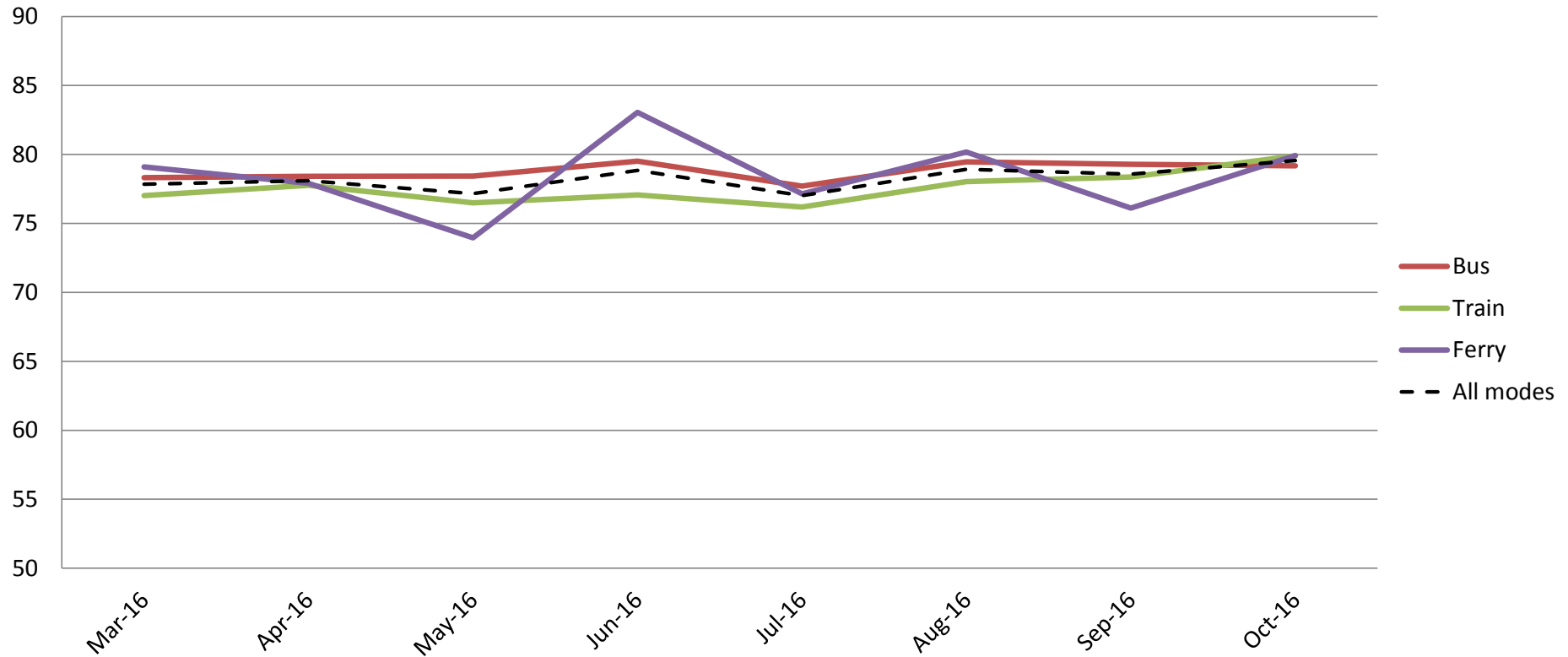
Index out of 100



|  | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 77 | 78 | 78 | 79 | 77 | 78 | 78 | 79 |
| **Train** | 77 | 78 | 77 | 77 | 76 | 79 | 79 | 80 |
| **Ferry** | 81 | 80 | 77 | 83 | 79 | 81 | 78 | 81 |
| **All Modes** | 78 | 78 | 77 | 79 | 77 | 79 | 78 | 80 |

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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.**
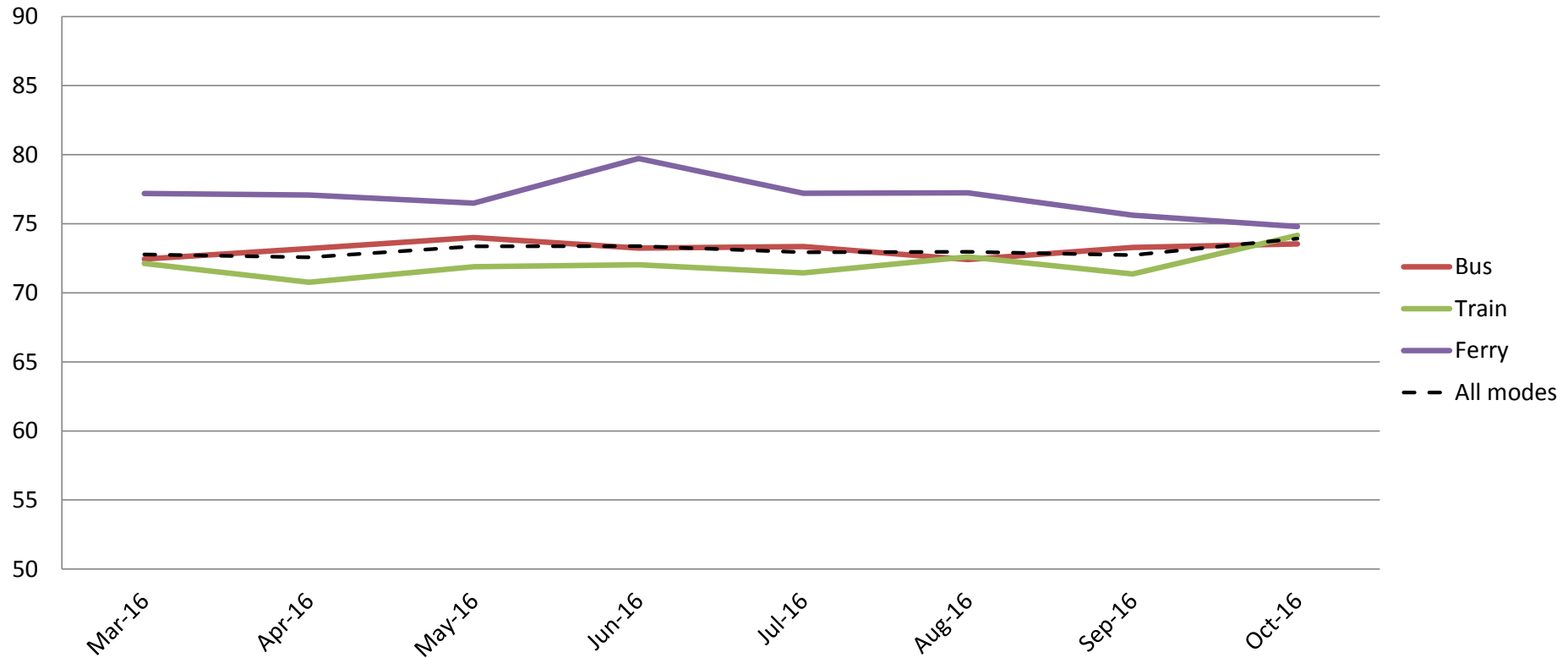
Index out of 100



| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 78 | 78 | 78 | 80 | 78 | 79 | 79 | 79 |
| **Train** | 77 | 78 | 76 | 77 | 76 | 78 | 78 | 80 |
| **Ferry** | 79 | 78 | 74 | 83 | 77 | 80 | 76 | 80 |
| **All Modes** | 78 | 78 | 77 | 79 | 77 | 79 | 79 | 80 |

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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets
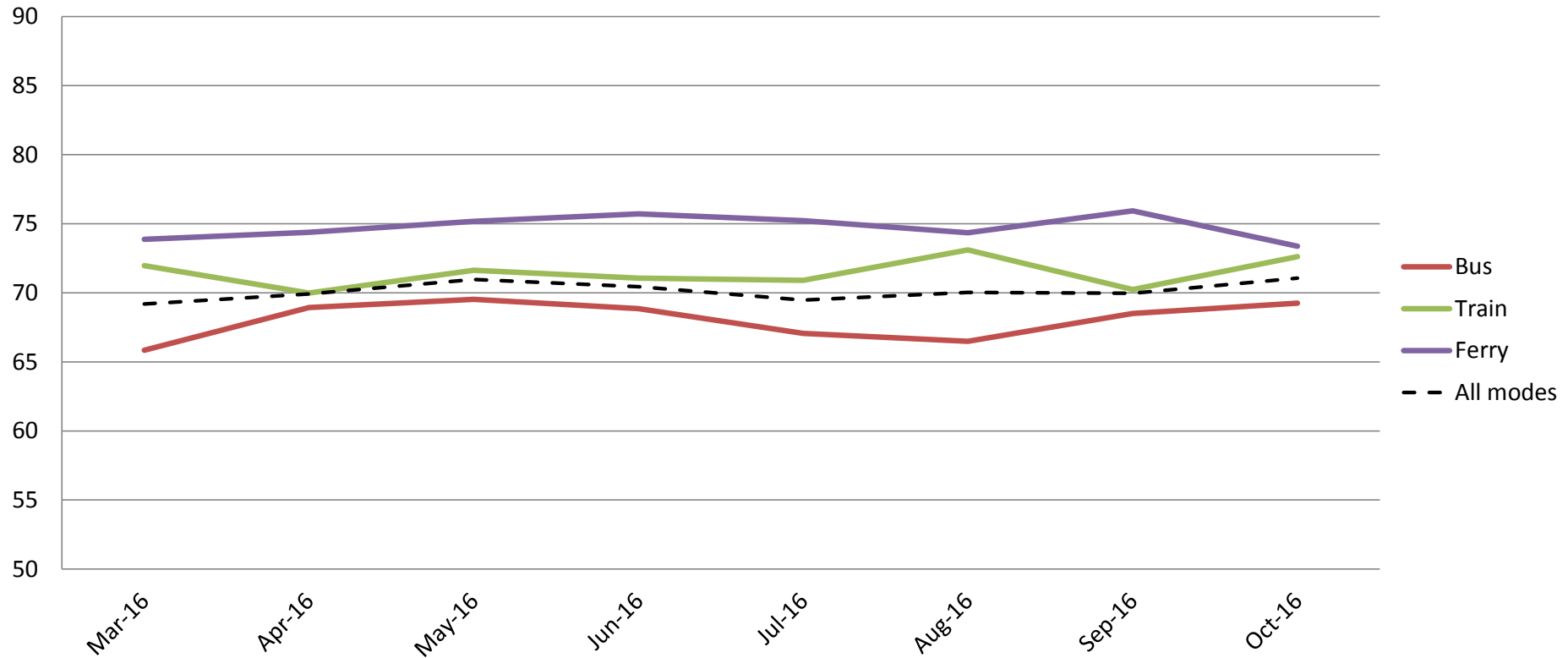
Index out of 100



| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 72 | 73 | 74 | 73 | 73 | 72 | 73 | 74 |
| **Train** | 72 | 71 | 72 | 72 | 71 | 73 | 71 | **74** |
| **Ferry** | 77 | 77 | 76 | 80 | 77 | 77 | 76 | 75 |
| **All Modes** | 73 | 73 | 73 | 73 | 73 | 73 | 73 | 74 |

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## Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion
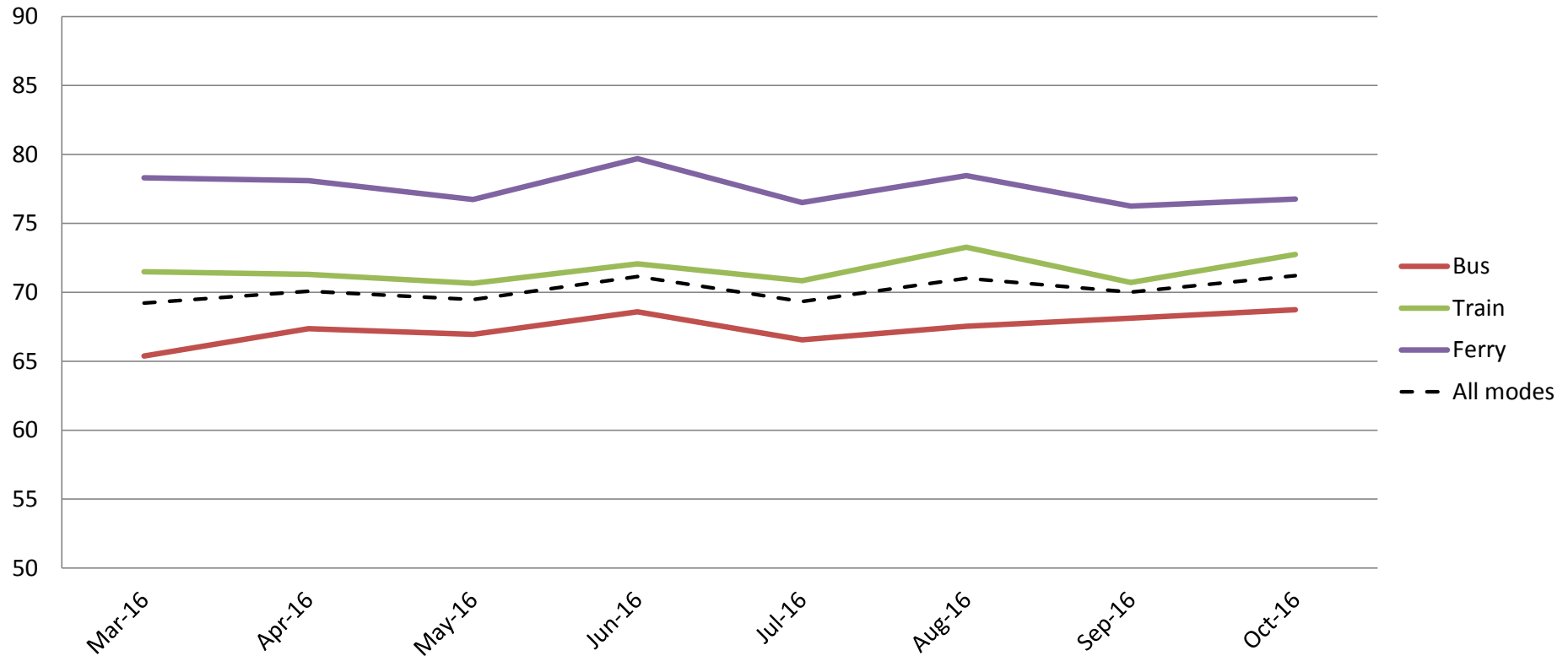
Index out of 100



| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 66 | **69** | 70 | 69 | 67 | 66 | 69 | 69 |
| **Train** | 72 | 70 | 72 | 71 | 71 | 73 | **70** | 73 |
| **Ferry** | **74** | 74 | 75 | 76 | 75 | 74 | 76 | 73 |
| **All Modes** | 69 | 70 | 71 | 70 | 69 | 70 | 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

# Information – Ability to understand on board and at-station information, timetables, maps and journey planning information
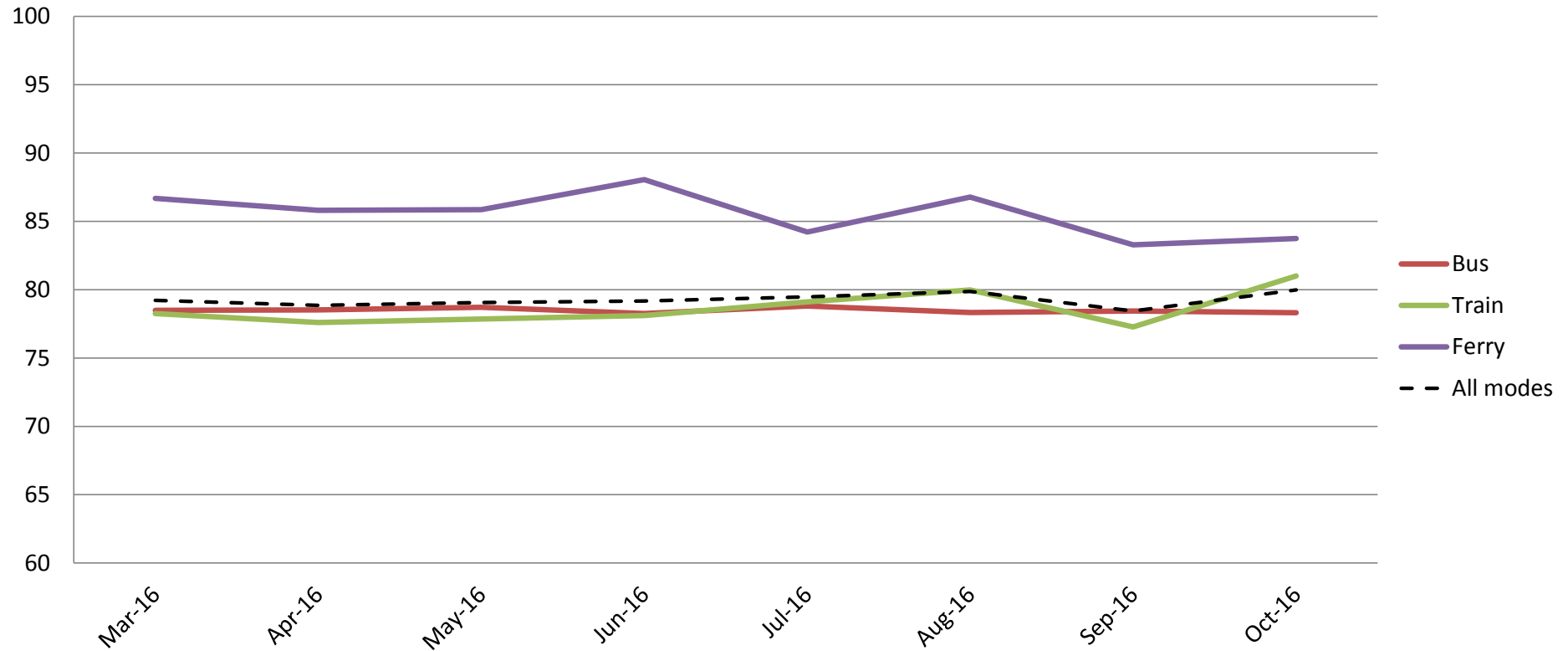
Index out of 100



| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 65 | 67 | 67 | 69 | 67 | 68 | 68 | 69 |
| **Train** | 71 | 71 | 71 | 72 | 71 | 73 | 71 | 73 |
| **Ferry** | 78 | 78 | 77 | 80 | 77 | 78 | 76 | 77 |
| **All Modes** | 69 | 70 | 69 | 71 | 69 | 71 | 70 | 71 |

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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
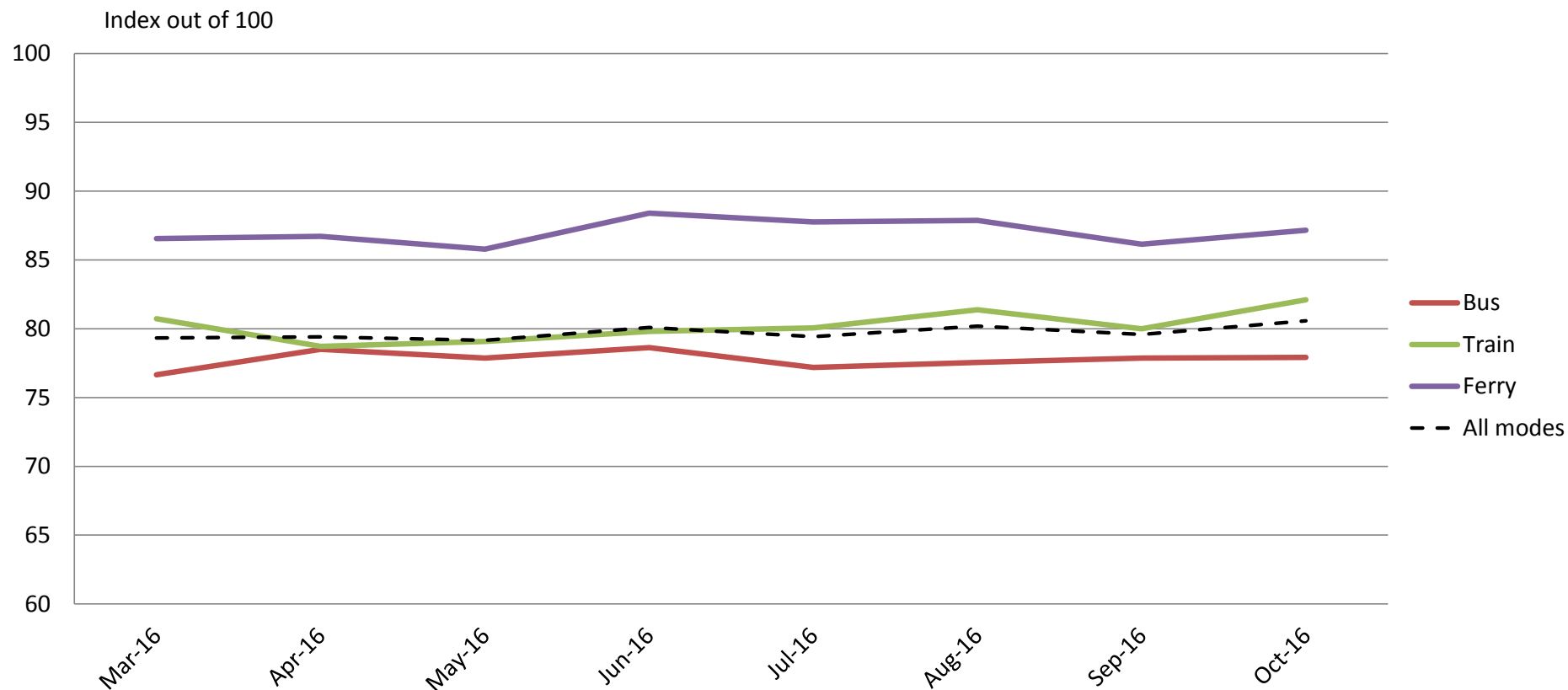
Index out of 100



|  | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 78 | 79 | 79 | 78 | 79 | 78 | 78 | 78 |
| **Train** | 78 | 78 | 78 | 78 | 79 | 80 | **77** | **81** |
| **Ferry** | 87 | 86 | 86 | 88 | **84** | 87 | **83** | 84 |
| **All Modes** | 79 | 79 | 79 | 79 | 79 | 80 | **78** | **80** |

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

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

Index out of 100



|  | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 77 | 79 | 78 | 79 | 77 | 78 | 78 | 78 |
| **Train** | 81 | 79 | 79 | 80 | 80 | 81 | 80 | 82 |
| **Ferry** | 87 | 87 | 86 | 88 | 88 | 88 | 86 | 87 |
| **All Modes** | 79 | 79 | 79 | 80 | 79 | 80 | 80 | 81 |

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

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

Index out of 100
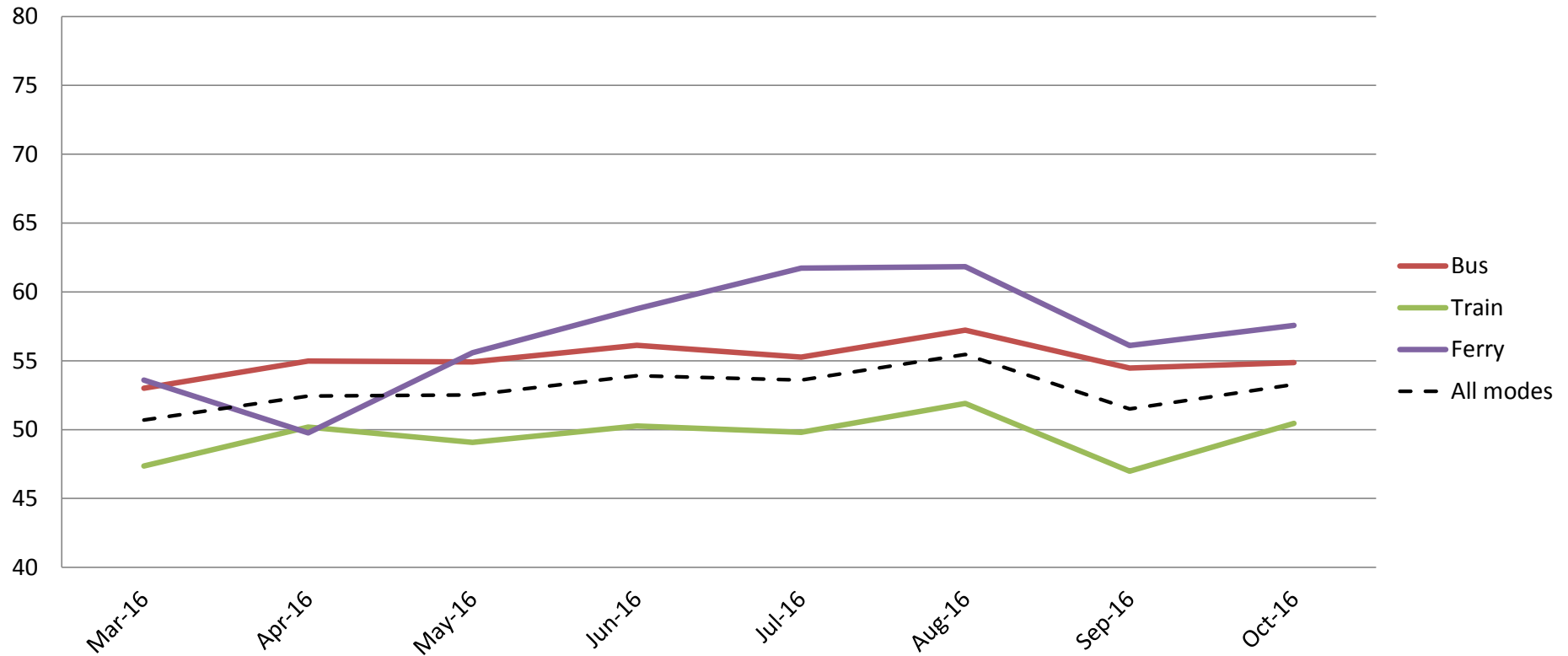


| | Mar-16 | Apr-16 | May-16 | Jun-16 | Jul-16 | Aug-16 | Sep-16 | Oct-16 |
|---|---|---|---|---|---|---|---|---|
| **Bus** | 53 | 55 | 55 | 56 | 55 | 57 | 54 | 55 |
| **Train** | 47 | 50 | 49 | 50 | 50 | 52 | **47** | 50 |
| **Ferry** | 54 | 50 | 56 | 59 | 62 | 62 | 56 | 58 |
| **All Modes** | 51 | 52 | 53 | 54 | 54 | 55 | **51** | 53 |

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