

TransLink Customer Satisfaction Monthly Snapshot

April 2013

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	78	74	89	78
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	71	80	70
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	72	66	81	70
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	77	79	84	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.	79	79	81	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	69	80	72
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	67	69	77	68
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	65	71	77	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	78	87	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	77	78	87	78
Affordability				
Cost of tickets and benefits of not having to pay for parking	53	48	58	51
Overall Service - All PT Users				
A combination of all reported categories	69	68	79	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

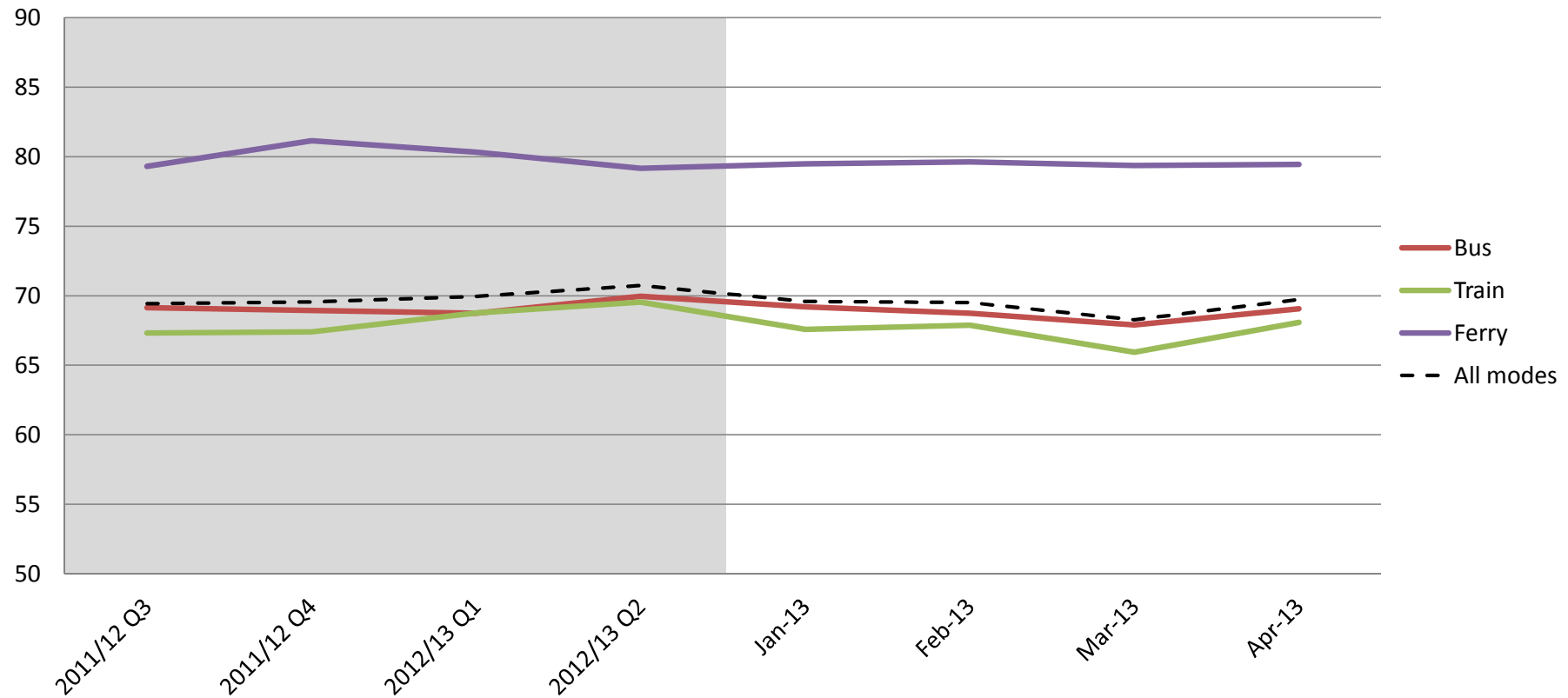
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and *go* card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (<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
8 July 2012	3,035,220	0.56	2.40	15.82	2.27%
15 July 2012	3,399,839	0.64	2.68	14.26	2.34%
22 July 2012	3,519,444	0.55	2.18	20.80	2.36%
29 July 2012	3,805,740	0.73	2.01	34.16	2.23%
5 August 2012	3,835,970	0.65	2.08	24.96	2.24%
12 August 2012	3,945,819	0.66	2.13	20.75	2.33%
19 August 2012	3,545,381	0.82	2.43	15.78	2.41%
26 August 2012	3,769,709	0.94	2.91	13.11	2.27%
2 September 2012	3,727,194	0.73	2.33	13.75	2.14%
9 September 2012	3,722,040	0.64	2.21	12.56	2.08%
16 September 2012	3,757,205	0.67	2.19	12.85	2.04%
23 September 2012	3,688,148	0.63	2.21	12.84	2.04%
30 September 2012	3,177,721	0.69	2.34	15.11	2.27%
7 October 2012	2,906,172	0.93	2.10	17.38	2.22%
14 October 2012	3,679,515	1.22	2.54	43.96	2.24%
21 October 2012	3,792,132	0.74	2.41	16.47	2.19%
28 October 2012	3,611,722	0.77	2.29	15.56	2.16%
4 November 2012	3,488,286	0.89	2.35	15.03	2.12%
11 November 2012	3,567,280	0.58	2.14	14.38	2.14%
18 November 2012	3,528,977	0.63	2.32	15.83	2.15%
25 November 2012	3,493,859	0.63	2.29	16.71	2.23%
2 December 2012	3,433,696	0.70	2.62	13.50	2.21%
9 December 2012	3,201,022	0.70	2.38	17.78	2.21%
16 December 2012	3,111,802	0.71	2.47	18.28	2.19%
23 December 2012	2,868,104	0.72	2.45	17.32	2.18%
30 December 2012	1,551,851	0.61	2.45	15.97	2.69%
6 January 2013	2,025,318	0.78	2.09	14.91	2.56%
13 January 2013	2,679,546	0.88	3.44	113.55	2.20%
20 January 2013	2,847,554	0.64	2.83	15.77	2.21%
27 January 2013	2,691,003	1.18	2.20	19.15	2.22%
3 February 2013	2,522,369	0.86	2.11	29.50	2.82%
10 February 2013	3,415,127	0.76	2.39	18.10	2.49%
17 February 2013	3,445,133	0.87	3.49	17.51	2.37%
24 February 2013	3,630,800	0.72	2.47	17.53	2.43%
3 March 2013	3,763,201	0.81	3.16	16.03	2.43%
10 March 2013	3,976,726	0.57	2.39	15.09	2.28%
17 March 2013	3,999,340	0.67	3.86	15.32	2.30%
24 March 2013	3,916,520	0.65	3.52	15.07	2.15%
31 March 2013	3,246,846	0.49	4.24	15.82	2.20%
7 April 2013	2,627,094	0.67	2.71	16.75	2.12%
14 April 2013	3,309,635	0.67	2.75	17.37	1.92%
21 April 2013	3,839,892	0.57	2.14	16.46	2.06%
28 April 2013	3,300,716	0.50	1.62	15.11	2.13%

Overall satisfaction – A combination of all reported categories

Index out of 100



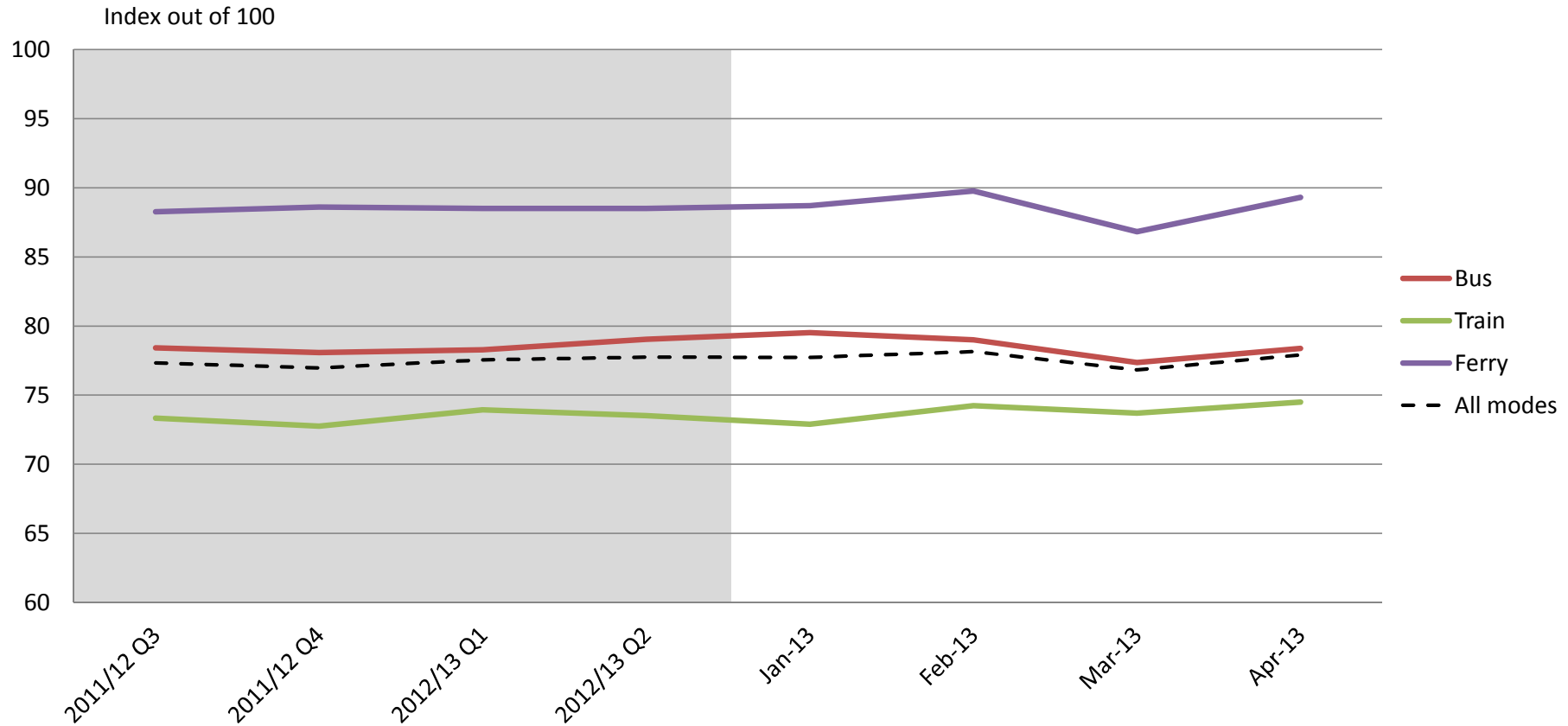
*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	69	69	69	70	69	69	68	69
Train	67	67	69	70	68	68	66	68
Ferry	79	81	80	79	79	80	79	79
All Modes	69	70	70	71	70	70	68	70

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

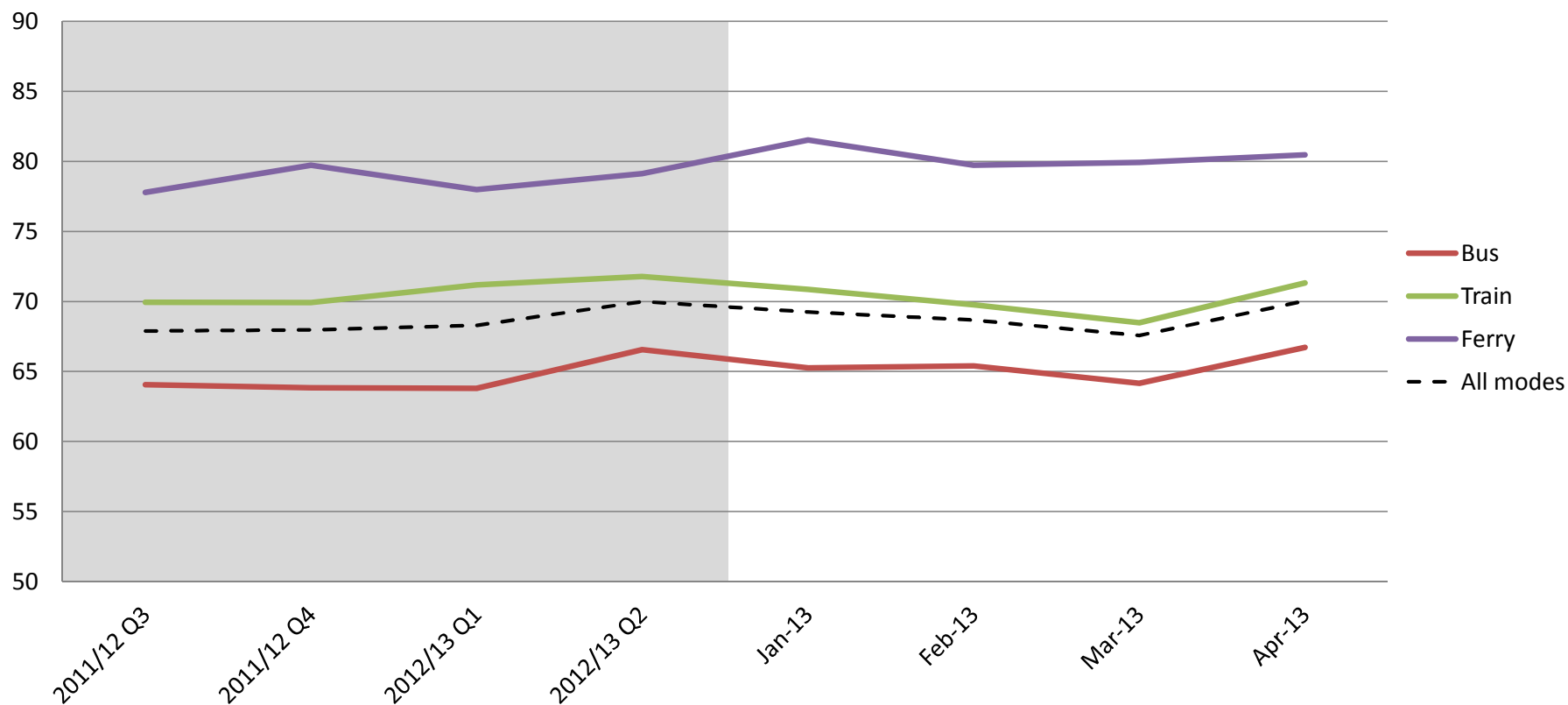
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	78	78	78	79	80	79	77	78
Train	73	73	74	74	73	74	74	74
Ferry	88	89	89	89	89	90	87	89
All Modes	77	77	78	78	78	78	77	78

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

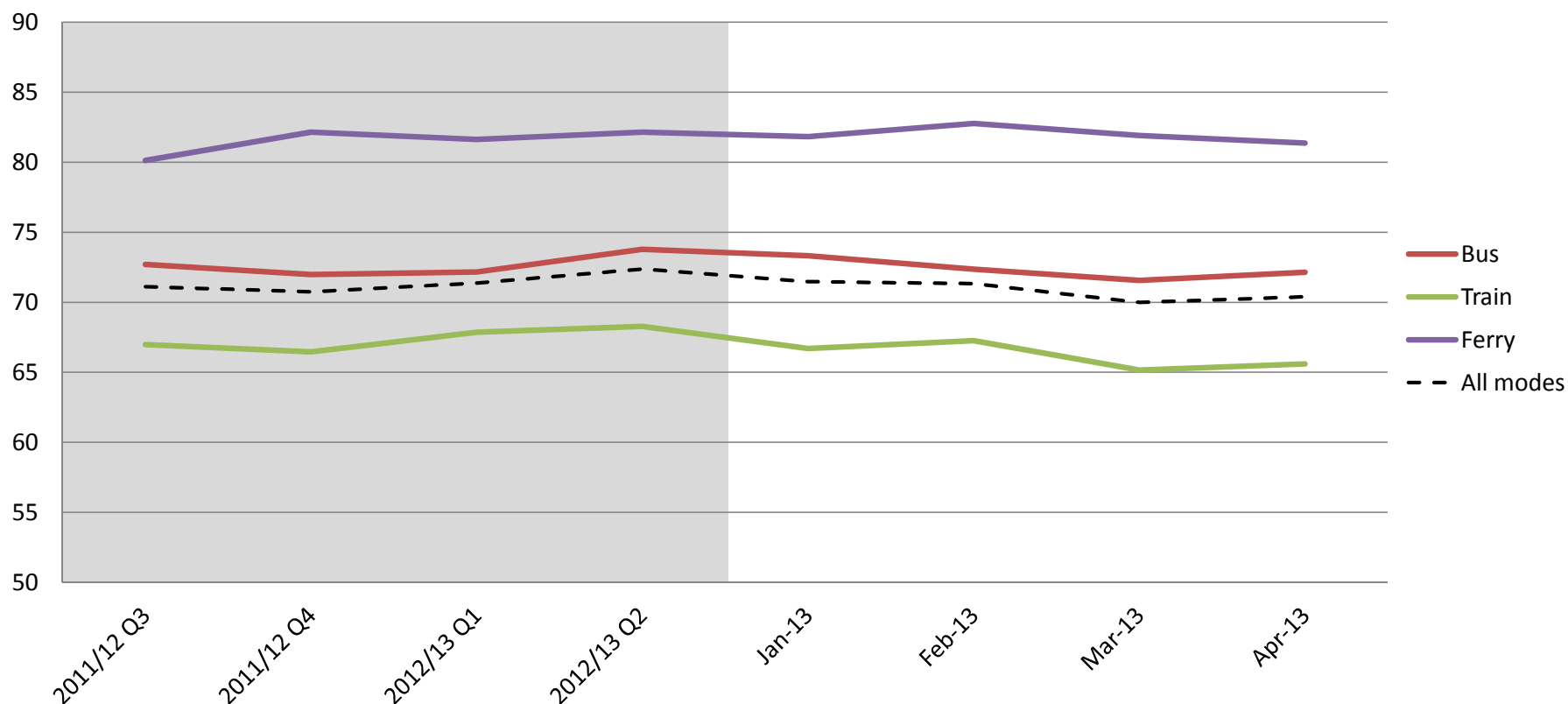
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	64	64	64	67	65	65	64	67
Train	70	70	71	72	71	70	68	71
Ferry	78	80	78	79	82	80	80	80
All Modes	68	68	68	70	69	69	68	70

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

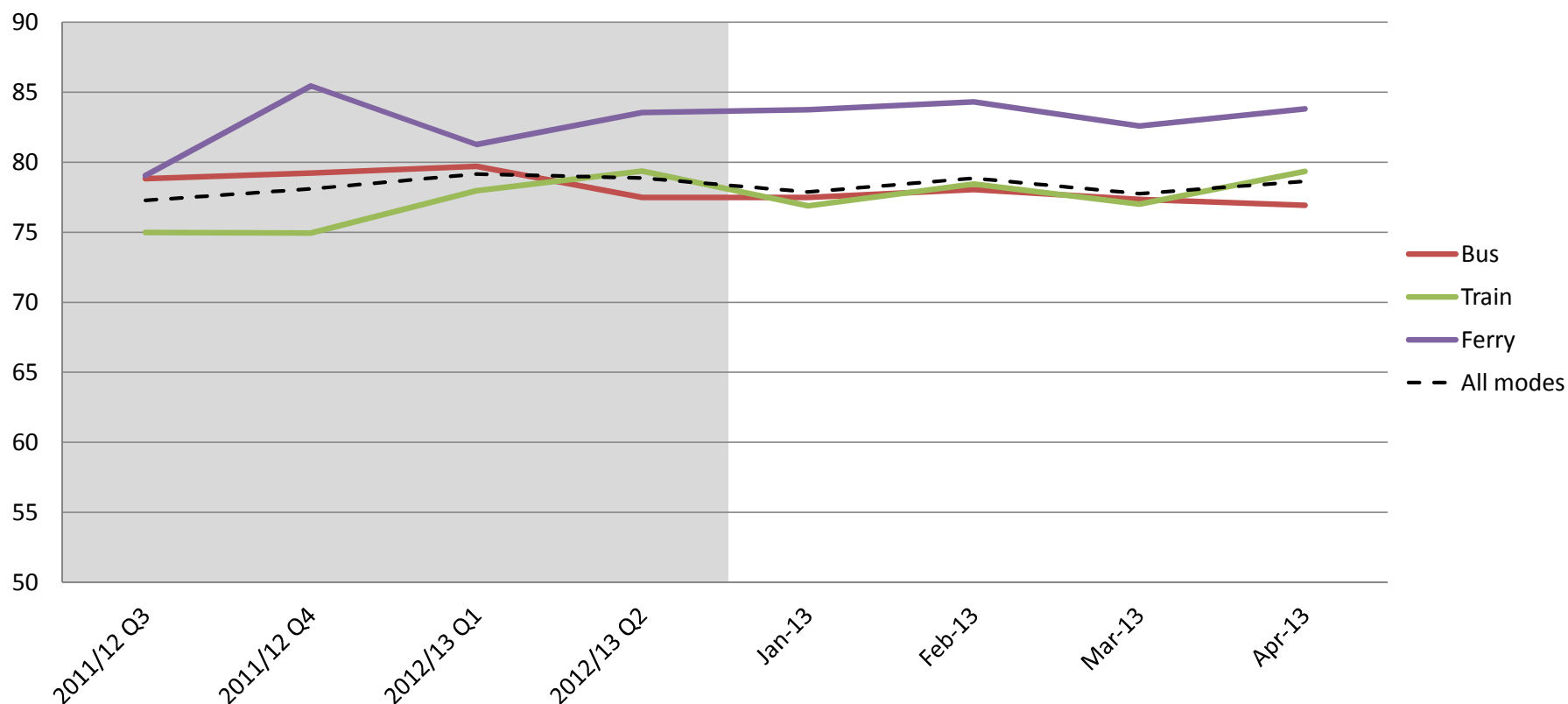
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	73	72	72	74	73	72	72	72
Train	67	66	68	68	67	67	65	66
Ferry	80	82	82	82	82	83	82	81
All Modes	71	71	71	72	71	71	70	70

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

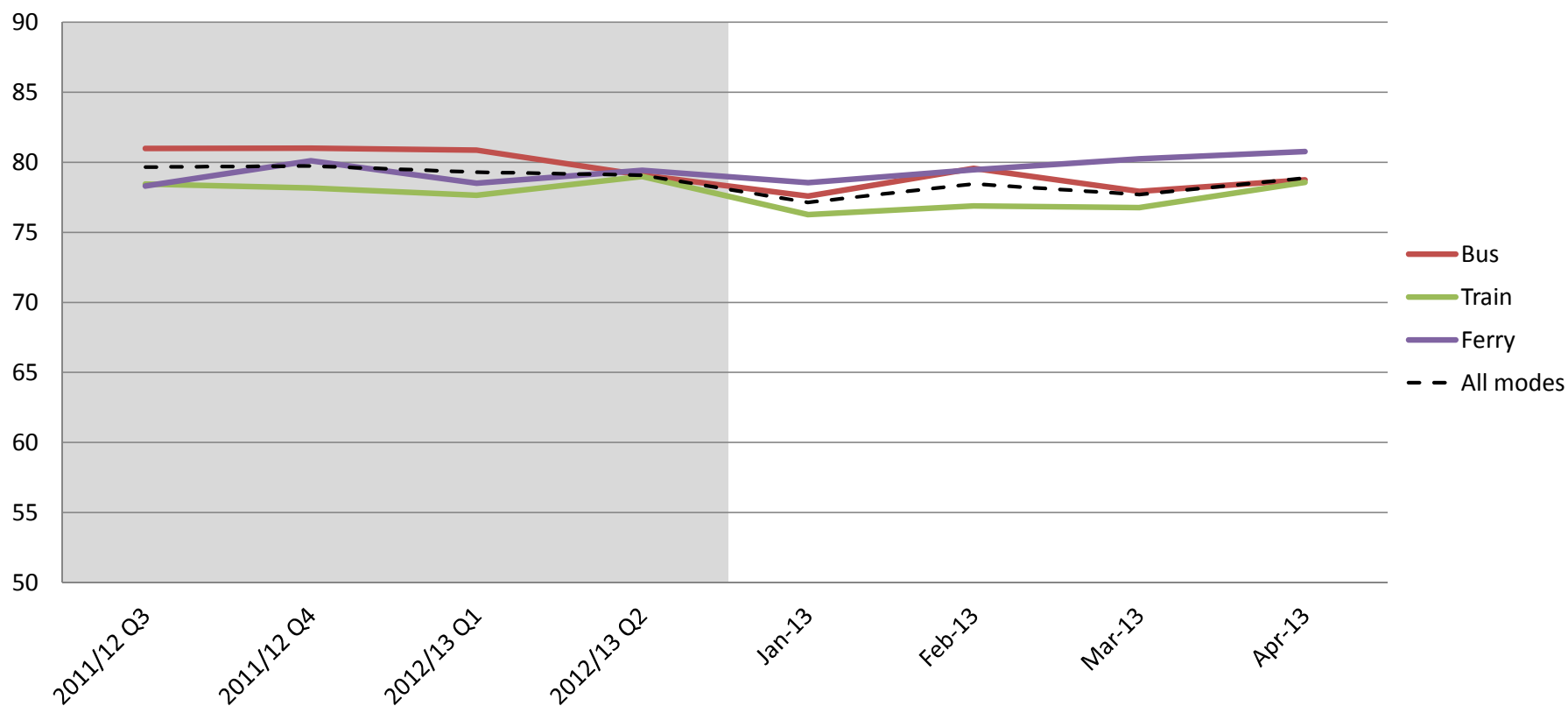
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	79	79	80	77	77	78	77	77
Train	75	75	78	79	77	78	77	79
Ferry	79	85	81	84	84	84	83	84
All Modes	77	78	79	79	78	79	78	79

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

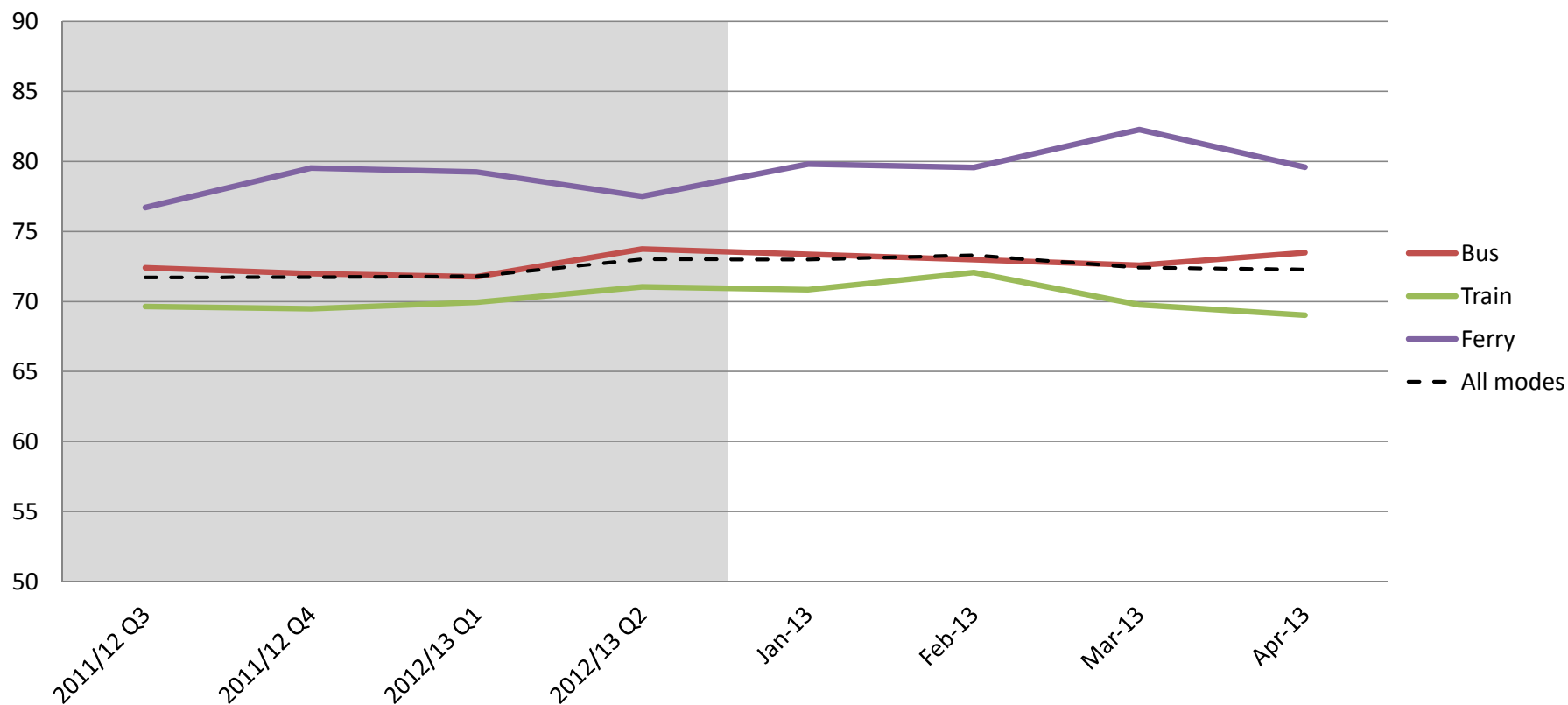
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	81	81	81	79	78	80	78	79
Train	78	78	78	79	76	77	77	79
Ferry	78	80	79	79	79	79	80	81
All Modes	80	80	79	79	77	78	78	79

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

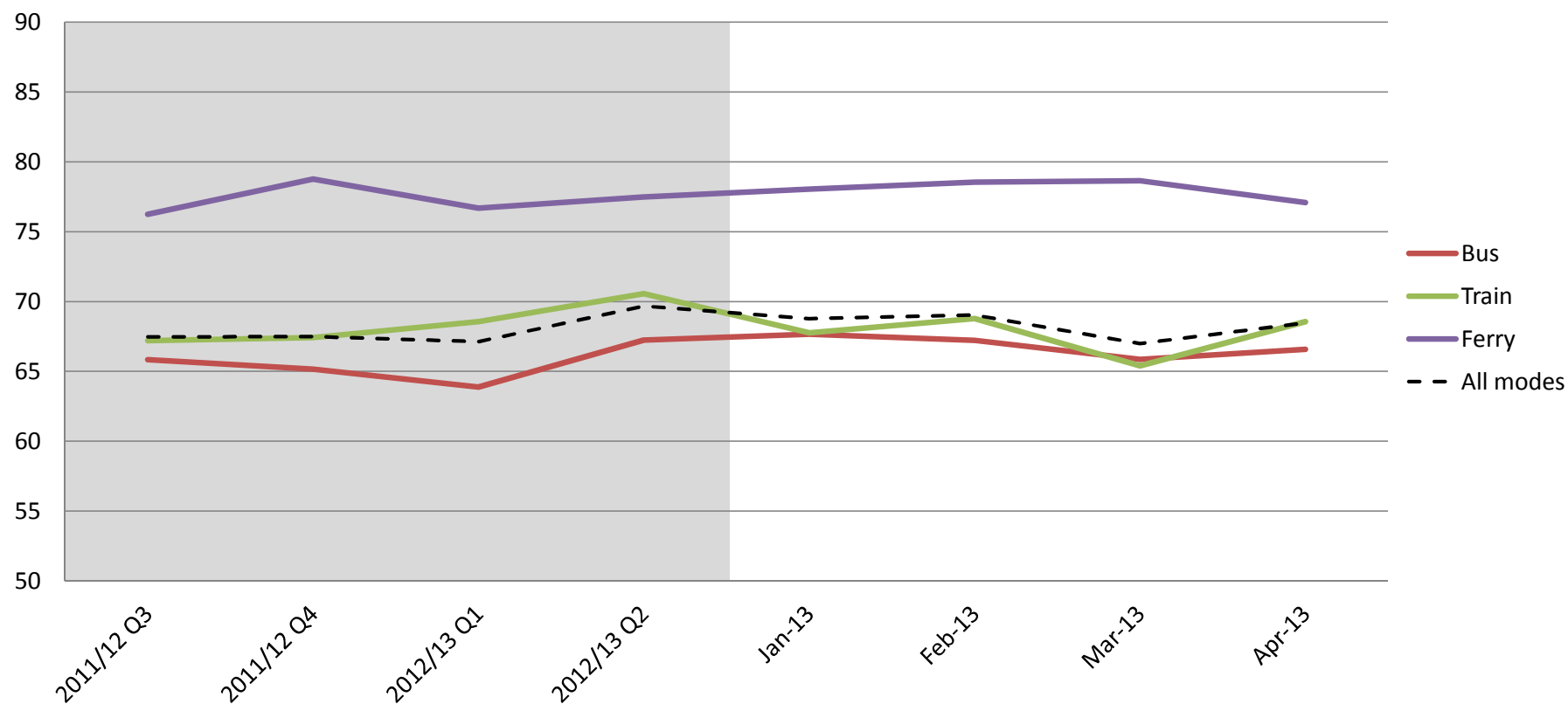
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	72	72	72	74	73	73	73	73
Train	70	69	70	71	71	72	70	69
Ferry	77	80	79	78	80	80	82	80
All Modes	72	72	72	73	73	73	72	72

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

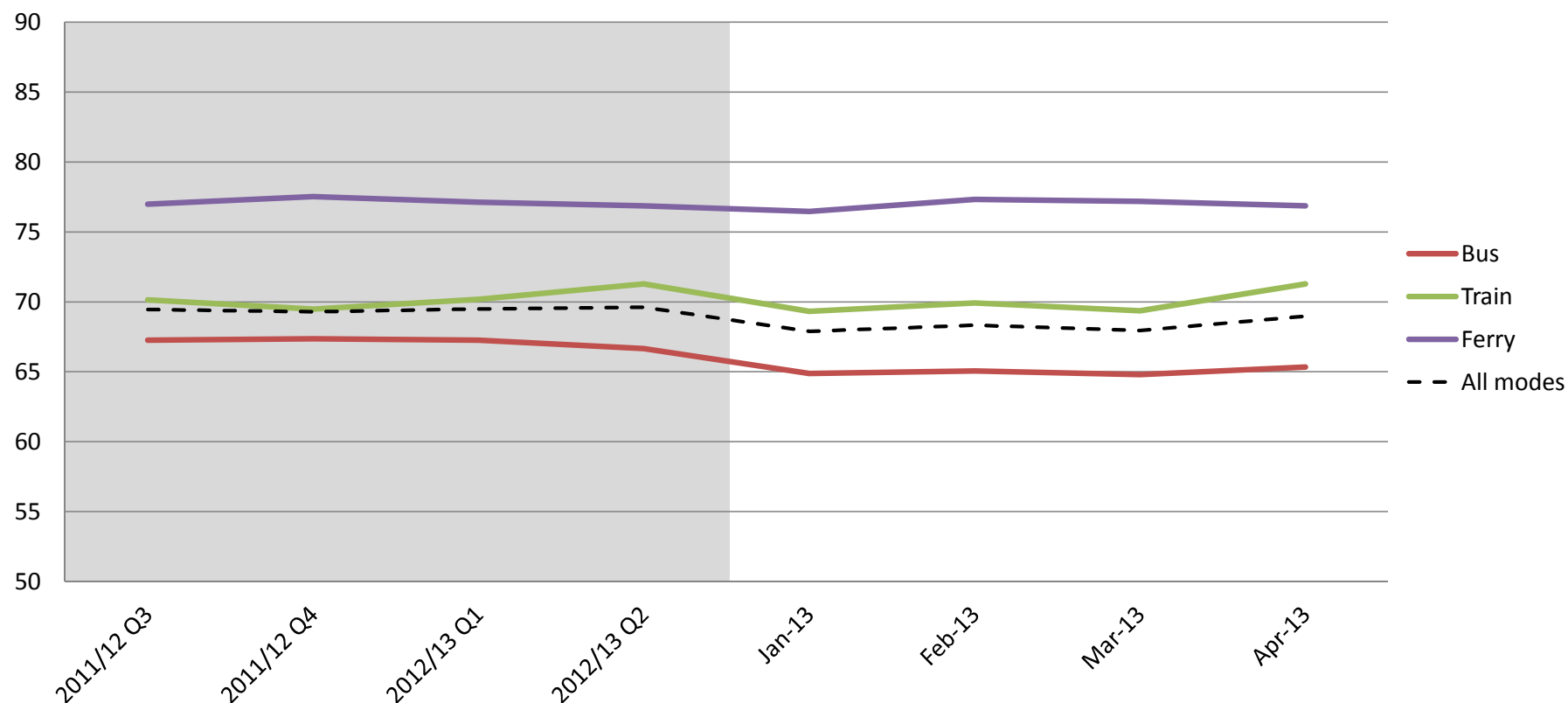
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	66	65	64	67	68	67	66	67
Train	67	67	69	71	68	69	65	69
Ferry	76	79	77	77	78	79	79	77
All Modes	67	67	67	70	69	69	67	68

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

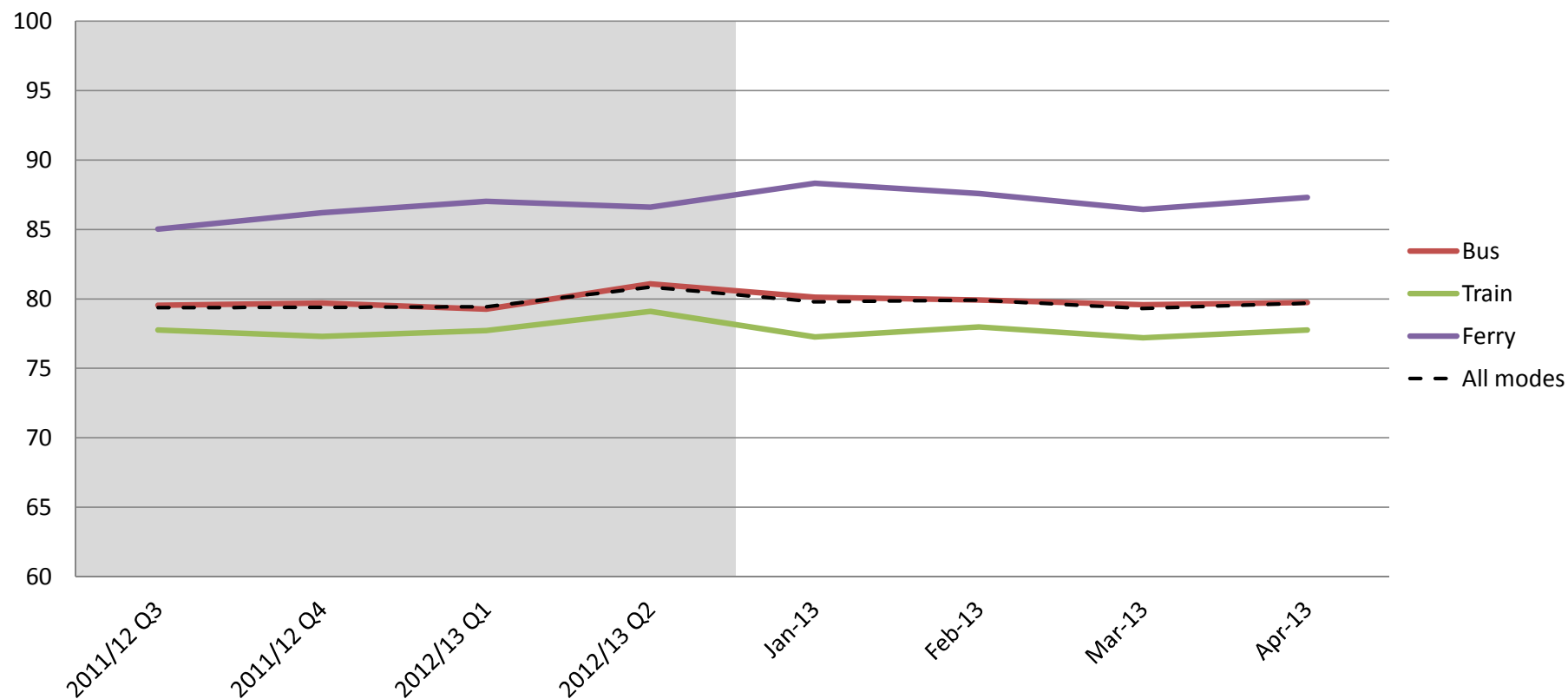
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	67	67	67	67	65	65	65	65
Train	70	69	70	71	69	70	69	71
Ferry	77	78	77	77	76	77	77	77
All Modes	69	69	69	70	68	68	68	69

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



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

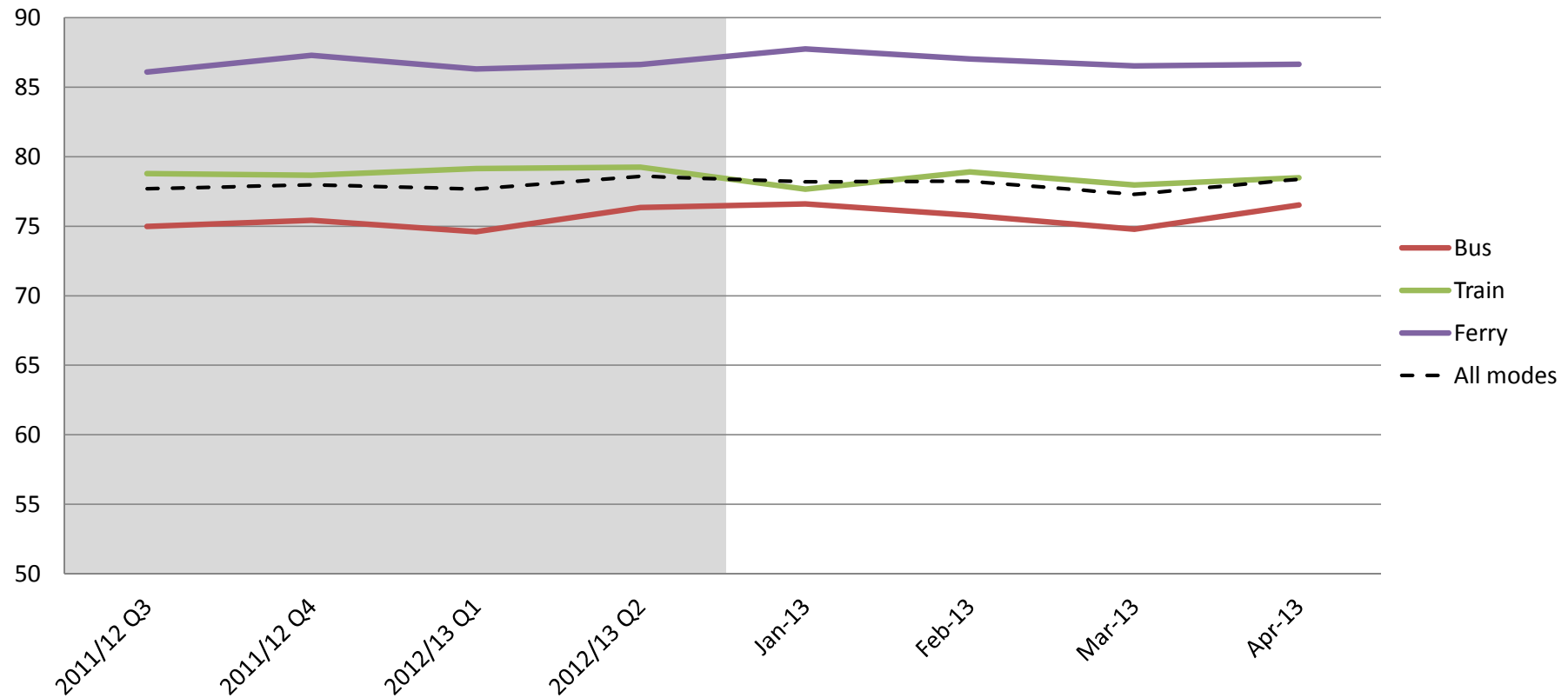
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	80	80	79	81	80	80	80	80
Train	78	77	78	79	77	78	77	78
Ferry	85	86	87	87	88	88	86	87
All Modes	79	79	79	81	80	80	79	80

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

Index out of 100



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

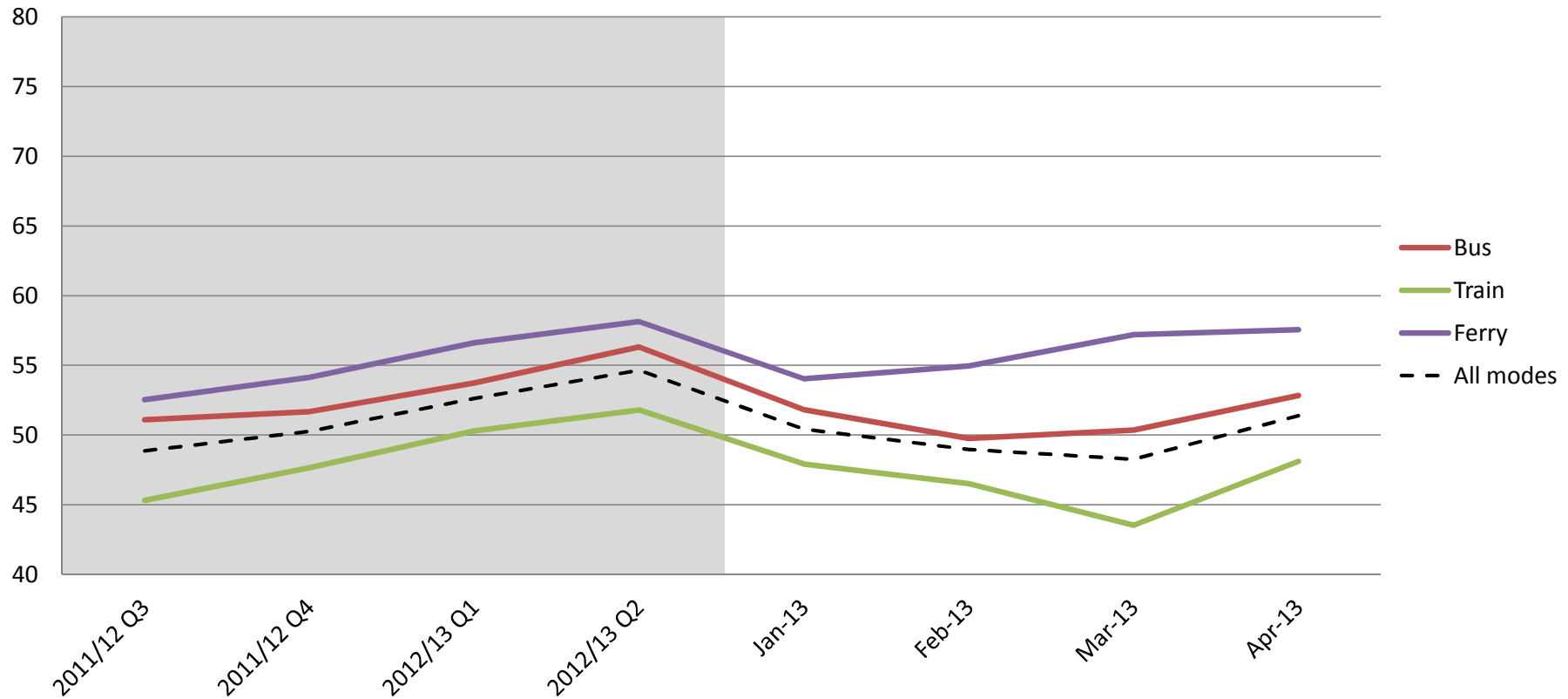
	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	75	75	75	76	77	76	75	77
Train	79	79	79	79	78	79	78	78
Ferry	86	87	86	87	88	87	87	87
All Modes	78	78	78	79	78	78	77	78

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

Index out of 100



*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

	2011/12 Q3	2011/12 Q4	2012/13 Q1	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13
Bus	51	52	54	56	52	50	50	53
Train	45	48	50	52	48	47	44	48
Ferry	53	54	57	58	54	55	57	58
All Modes	49	50	53	55	50	49	48	51

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

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