

TransLink Customer Satisfaction Monthly Snapshot

June 2014

| KPI | Bus | Train | Ferry | All |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----|-------|-------|-----|
| Safety & Security | | | | |
| Safety at stops, stations and on board vehicles | 79 | 75 | 87 | 78 |
| Reliability & Frequency | | | | |
| Ability to meet departure times, frequency of services and reliability of go card readers | 64 | 71 | 74 | 68 |
| Comfort | | | | |
| Cleanliness, availability of seats, temperature on board, and facilities at stops and stations | 74 | 68 | 78 | 72 |
| Ease of Use | | | | |
| Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 79 | 77 | 81 | 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 | 78 |
| Proximity | | | | |
| Convenience of available routes, distances from stops and stations and proximity of go card outlets | 74 | 72 | 75 | 73 |
| Efficiency | | | | |
| Door-to-door travel time, connections with other services and avoidance of congestion | 69 | 70 | 71 | 70 |
| Information | | | | |
| Ability to understand on board and at-station information, timetables, maps and journey planning information | 66 | 70 | 75 | 69 |
| Accessibility | | | | |
| Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators | 79 | 79 | 86 | 80 |
| Staff | | | | |
| Knowledge, conduct, presentation and helpfulness of staff | 78 | 80 | 88 | 80 |
| Affordability | | | | |
| Cost of tickets and benefits of not having to pay for parking | 54 | 42 | 48 | 48 |
| Overall Service | | | | |
| A combination of all reported categories | 70 | 68 | 73 | 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".

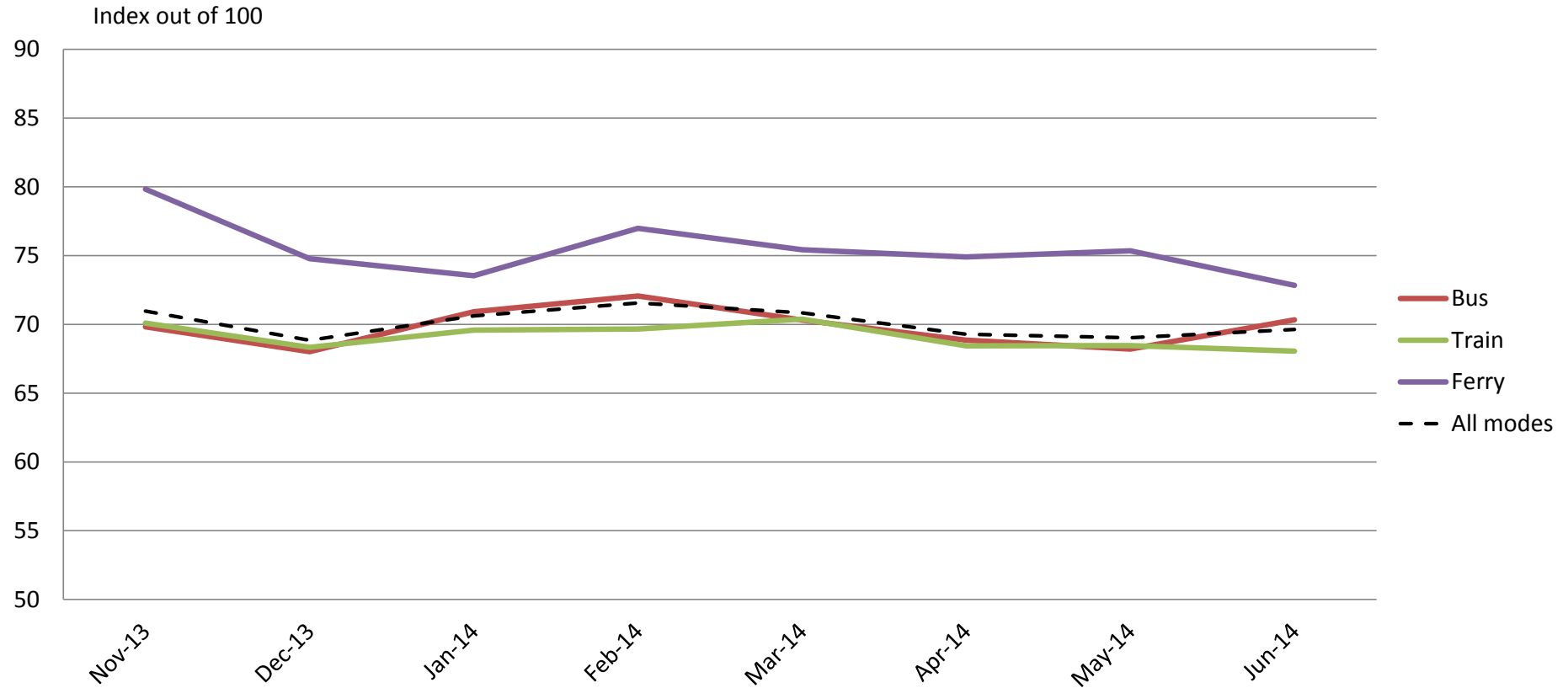
Red figures indicate a statistically significant **decrease** in the period

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 |
|-------------------|-----------------|------------------------------------------------|-----------------------------------------------------------|----------------------------------------------|--------------------------------------------------|
| 7 July 2013 | 2,873,930 | 0.65 | 2.40 | 15.72 | 2.03% |
| 14 July 2013 | 3,356,376 | 0.65 | 2.14 | 14.95 | 2.05% |
| 21 July 2013 | 3,508,864 | 0.54 | 2.06 | 13.04 | 2.02% |
| 28 July 2013 | 3,769,169 | 0.48 | 2.25 | 10.94 | 1.93% |
| 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% |

Overall satisfaction – A combination of all reported categories

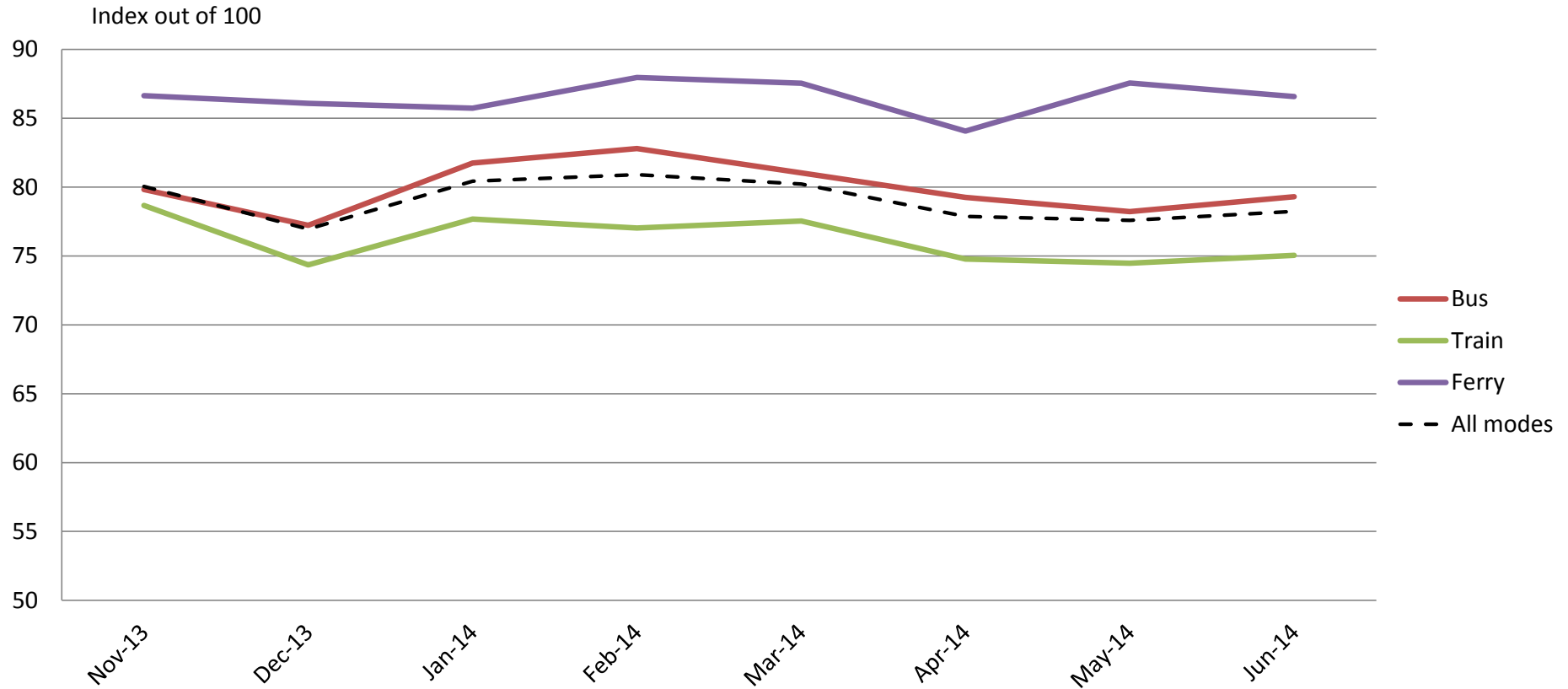


| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 70 | 68 | 71 | 72 | 70 | 69 | 68 | 70 |
| Train | 70 | 68 | 70 | 70 | 70 | 68 | 68 | 68 |
| Ferry | 80 | 75 | 74 | 77 | 75 | 75 | 75 | 73 |
| All Modes | 71 | 69 | 71 | 72 | 71 | 69 | 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

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



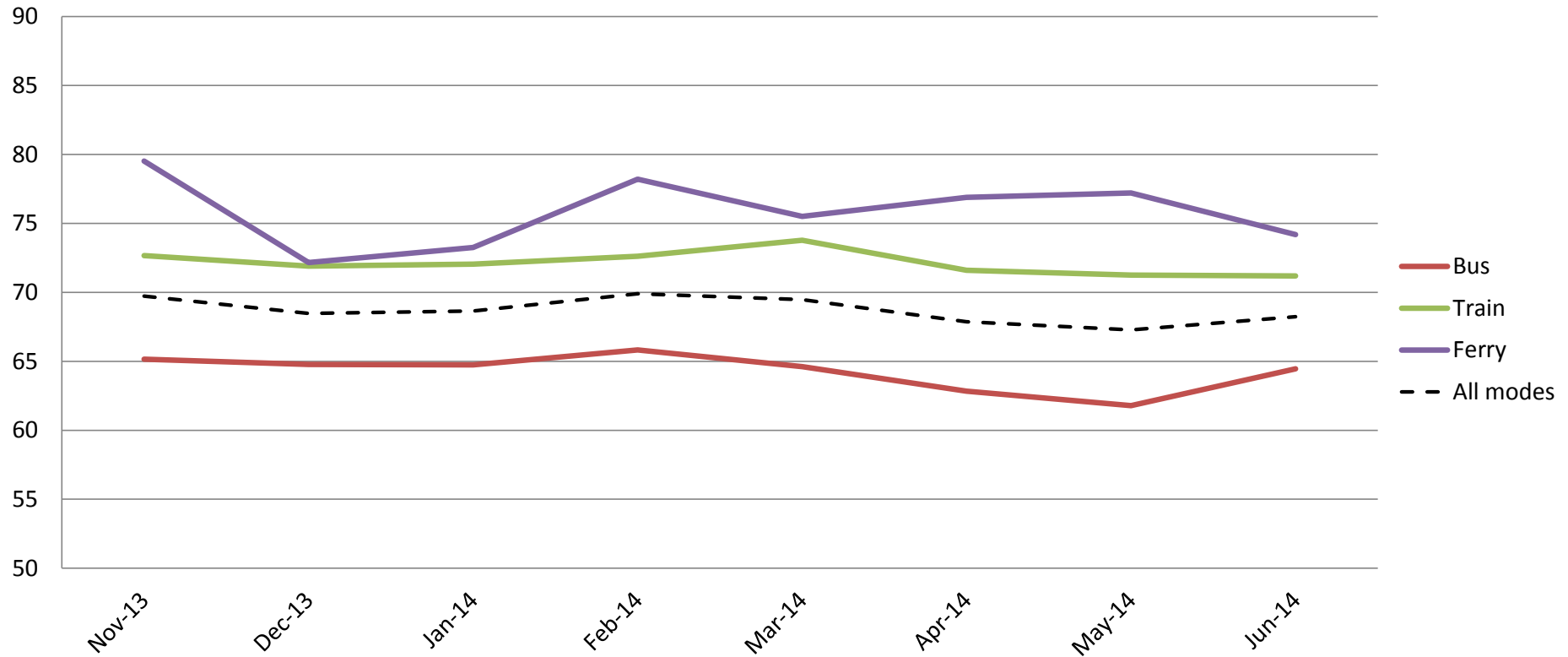
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 80 | 77 | 82 | 83 | 81 | 79 | 78 | 79 |
| Train | 79 | 74 | 78 | 77 | 78 | 75 | 74 | 75 |
| Ferry | 87 | 86 | 86 | 88 | 88 |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

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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



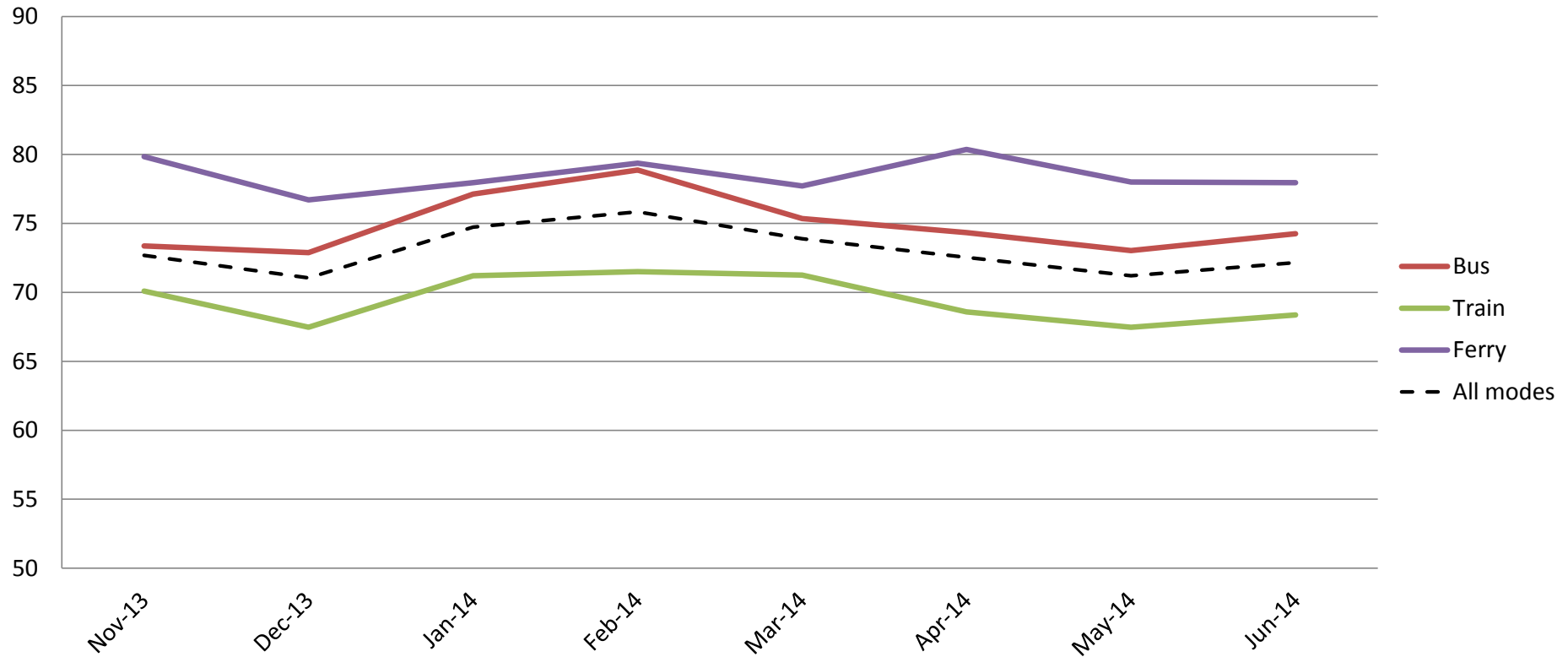
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|-----------|--------|--------|--------|--------|--------|-----------|
| Bus | 65 | 65 | 65 | 66 | 65 | 63 | 62 | 64 |
| Train | 73 | 72 | 72 | 73 | 74 | 72 | 71 | 71 |
| Ferry | 80 | 72 | 73 | 78 | 76 | 77 | 77 | 74 |
| All Modes | 70 | 68 | 69 | 70 | 69 | 68 | 67 | 68 |

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

Index out of 100



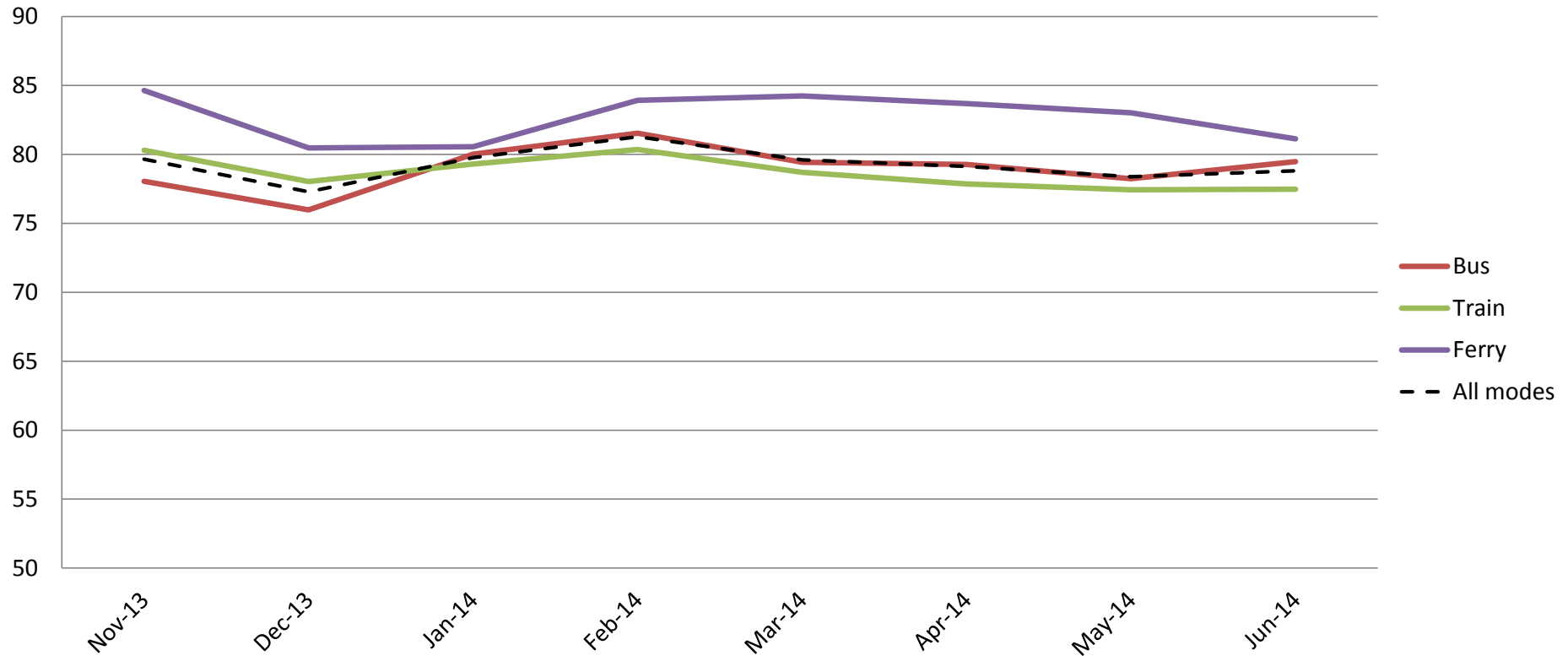
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 73 | 73 | 77 | 79 | 75 | 74 | 73 | 74 |
| Train | 70 | 67 | 71 | 72 | 71 | 69 | 67 | 68 |
| Ferry | 80 | 77 | 78 | 79 | 78 | 80 | 78 | 78 |
| All Modes | 73 | 71 | 75 | 76 | 74 | 73 | 71 | 72 |

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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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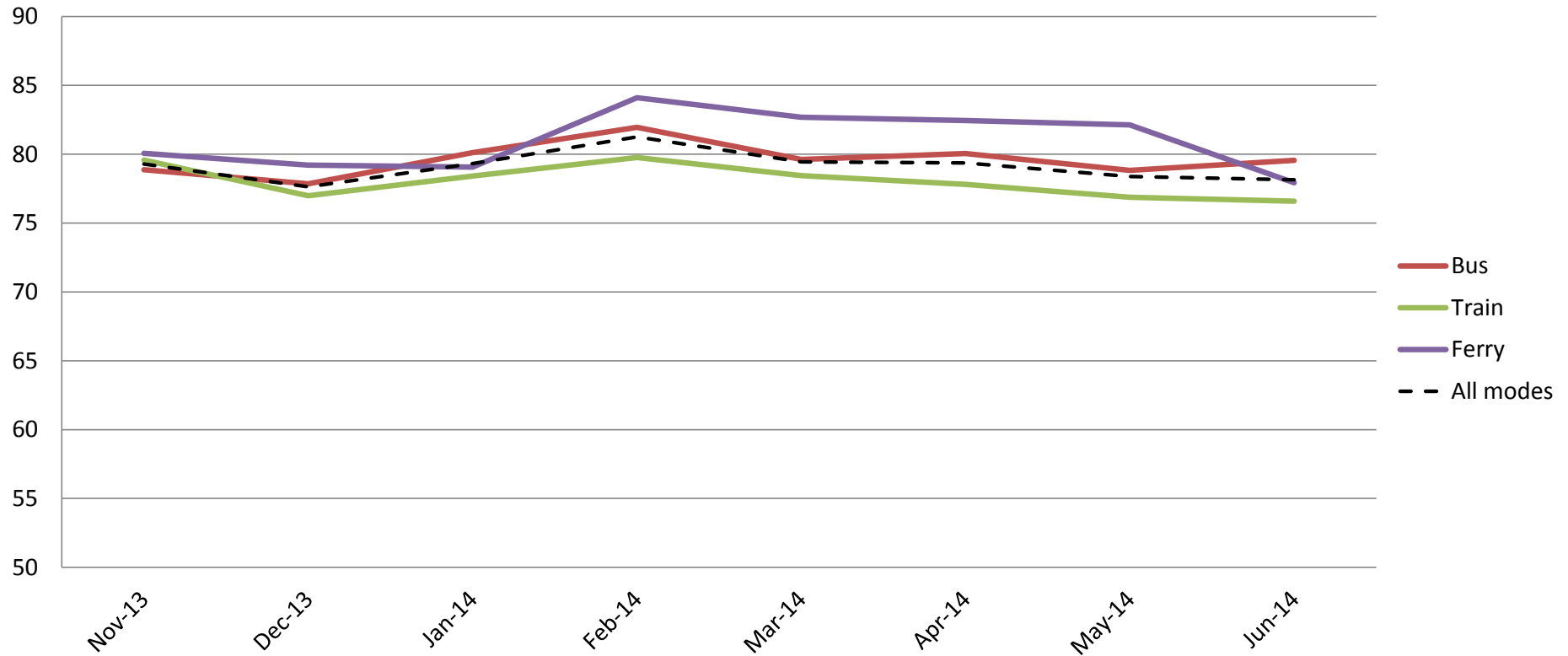
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 78 | 76 | 80 | 82 | 79 | 79 | 78 | 79 |
| Train | 80 | 78 | 79 | 80 | 79 | 78 | 77 | 77 |
| Ferry | 85 | 80 | 81 | 84 | 84 | 84 | 83 | 81 |
| All Modes | 80 | 77 | 80 | 81 | 80 | 79 | 78 | 79 |

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 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



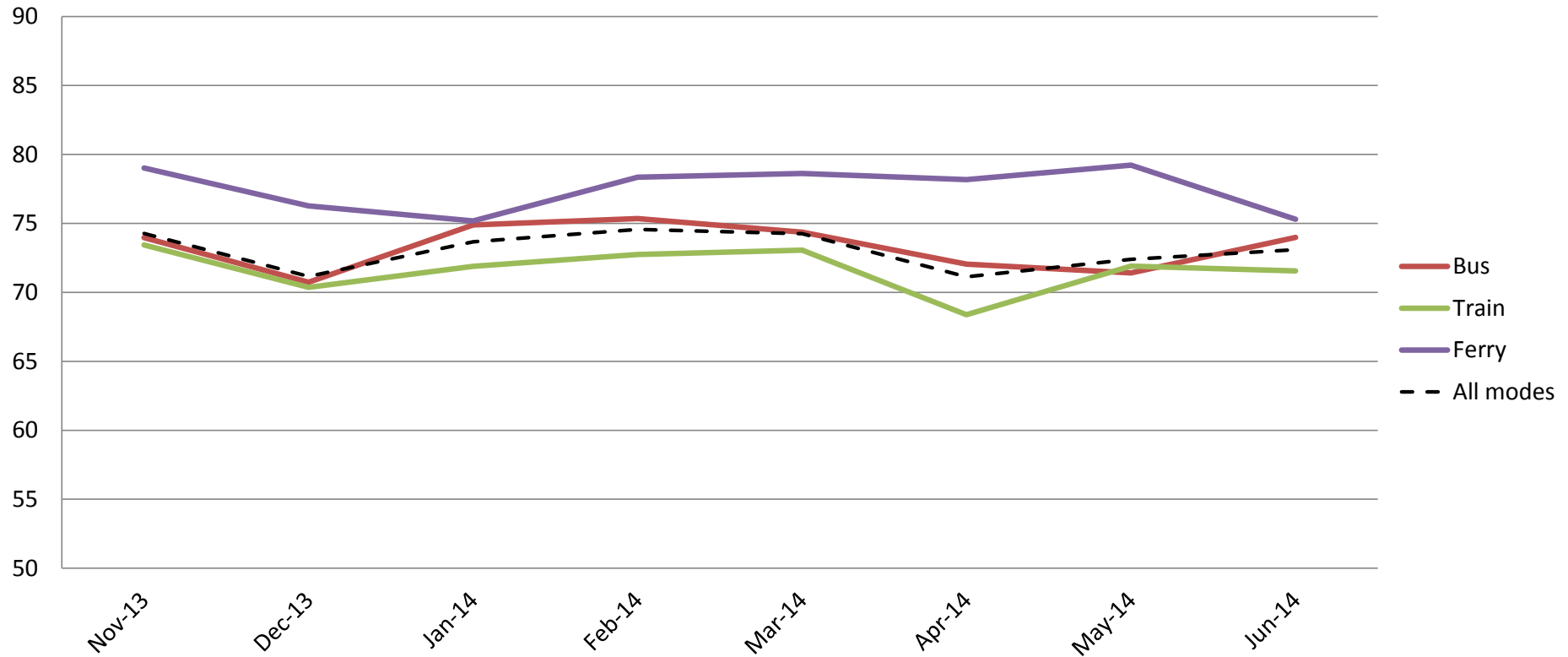
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 79 | 78 | 80 | 82 | 80 | 80 | 79 | 80 |
| Train | 80 | 77 | 78 | 80 | 78 | 78 | 77 | 77 |
| Ferry | 80 | 79 | 79 | 84 | 83 |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

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

Index out of 100



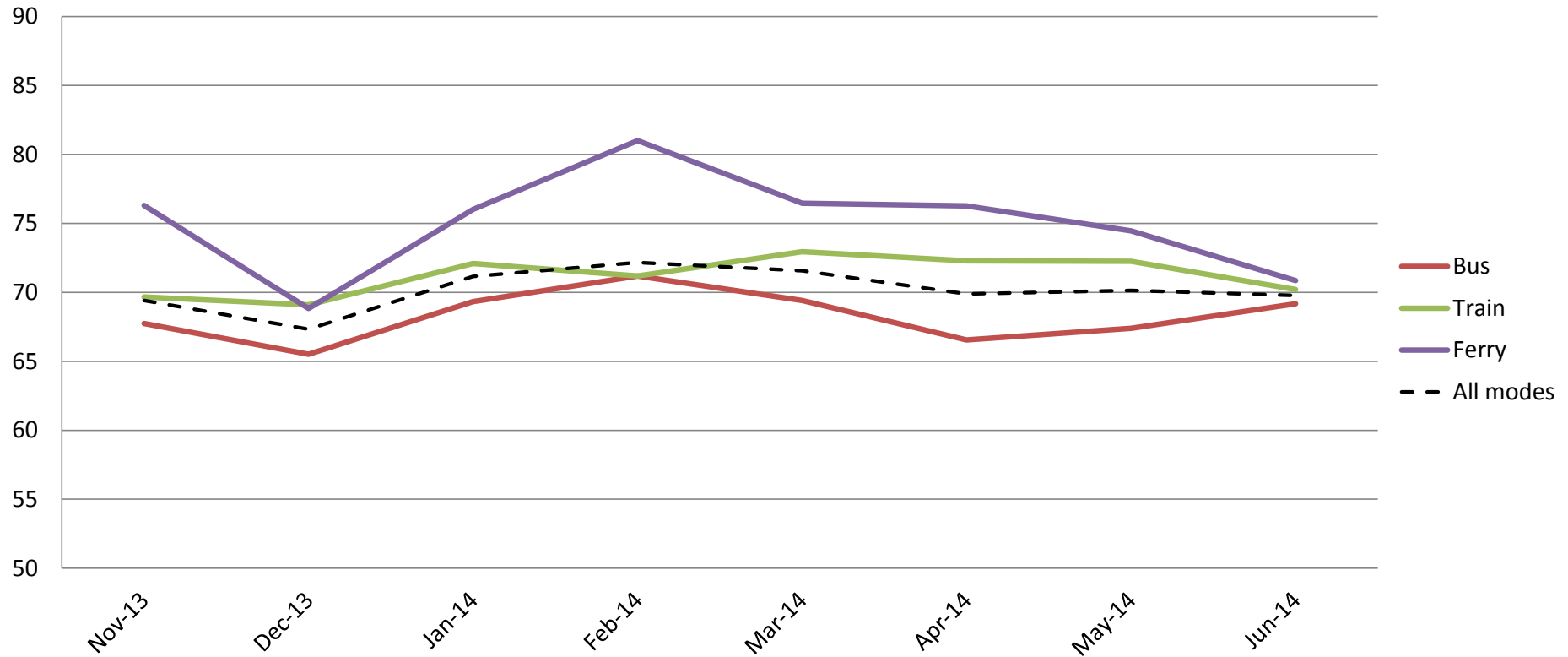
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 74 | 71 | 75 | 75 | 74 | 72 | 71 | 74 |
| Train | 73 | 70 | 72 | 73 | 73 | 68 | 72 | 72 |
| Ferry | 79 | 76 | 75 | 78 | 79 |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

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

Index out of 100



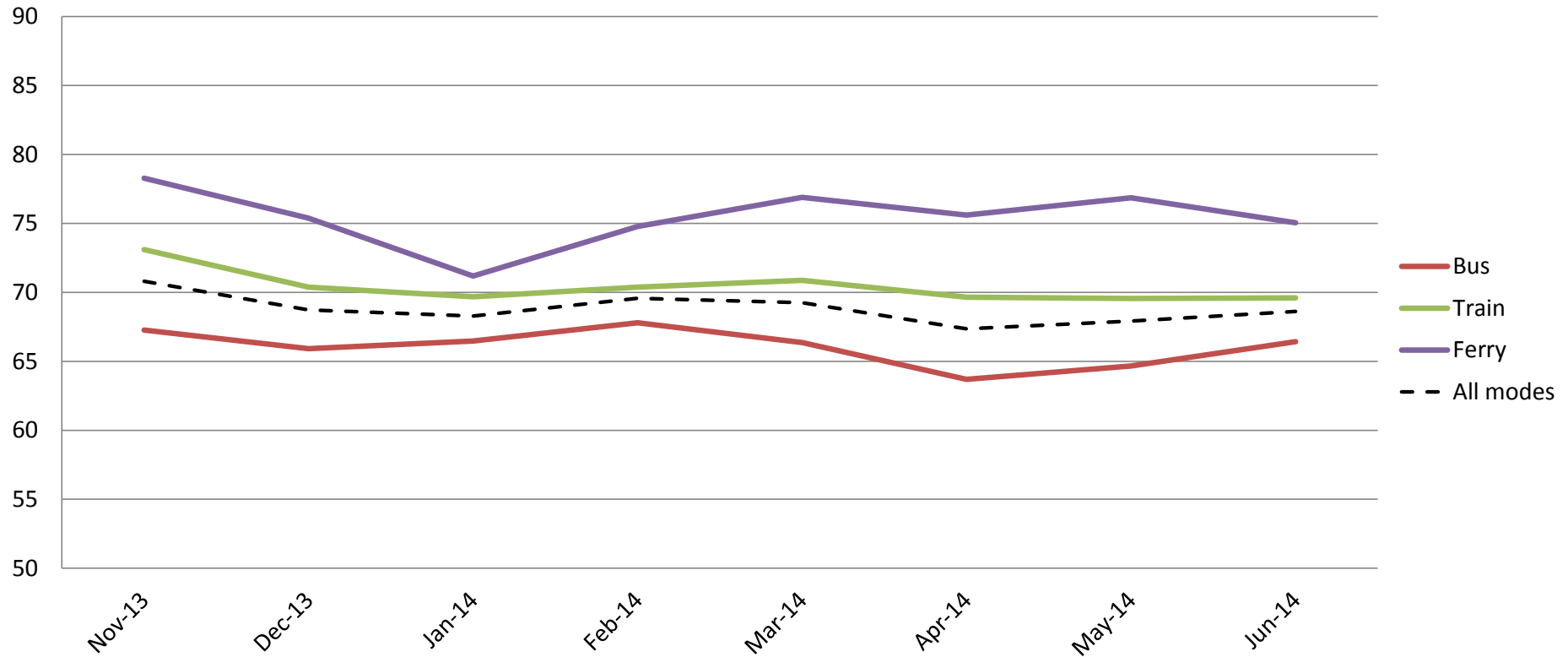
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 68 | 66 | 69 | 71 | 69 | 67 | 67 | 69 |
| Train | 70 | 69 | 72 | 71 | 73 | 72 | 72 | 70 |
| Ferry | 76 | 69 | 76 | 81 | 76 | 76 | 74 | 71 |
| All Modes | 69 | 67 | 71 | 72 | 72 | 70 | 70 | 70 |

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

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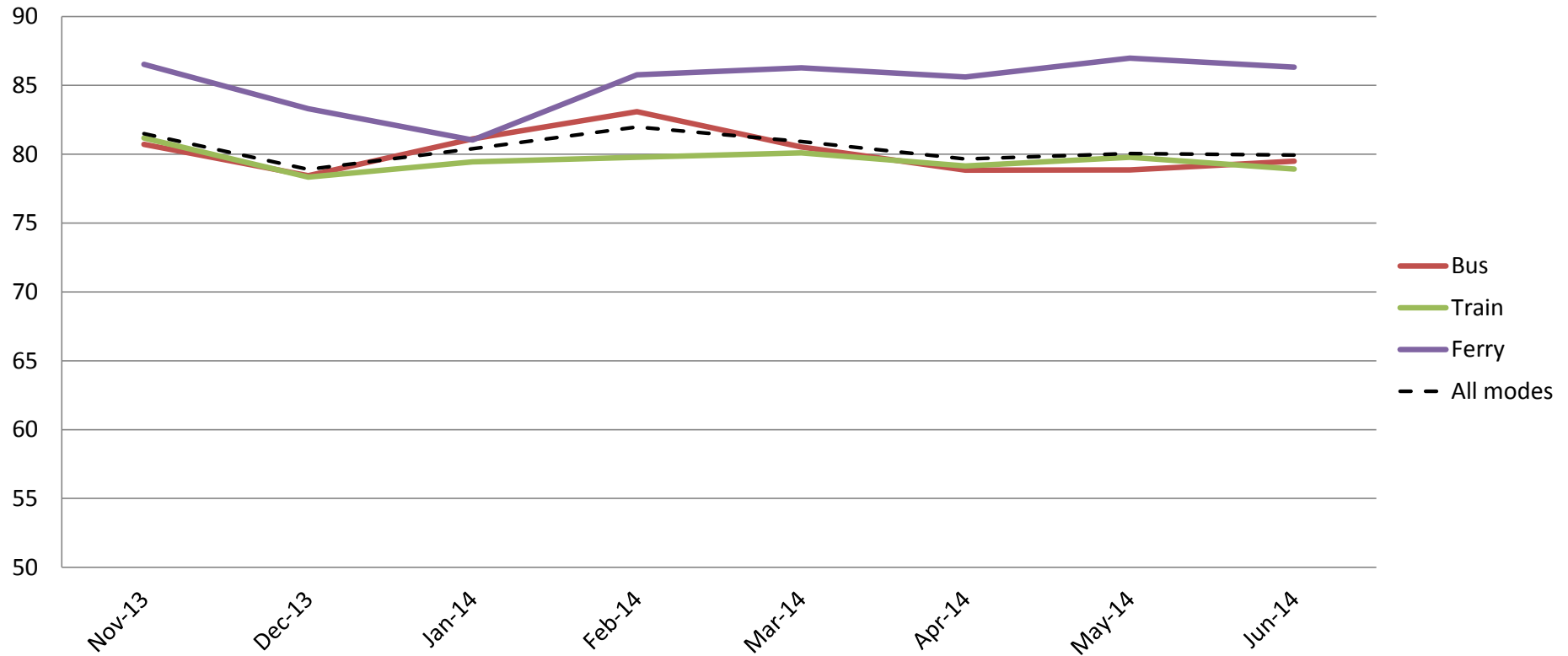
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 67 | 66 | 66 | 68 | 66 | 64 | 65 | 66 |
| Train | 73 | 70 | 70 | 70 | 71 | 70 | 70 | 70 |
| Ferry | 78 | 75 | 71 | 75 | 77 | 76 | 77 | 75 |
| All Modes | 71 | 69 | 68 | 70 | 69 | 67 | 68 | 69 |

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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

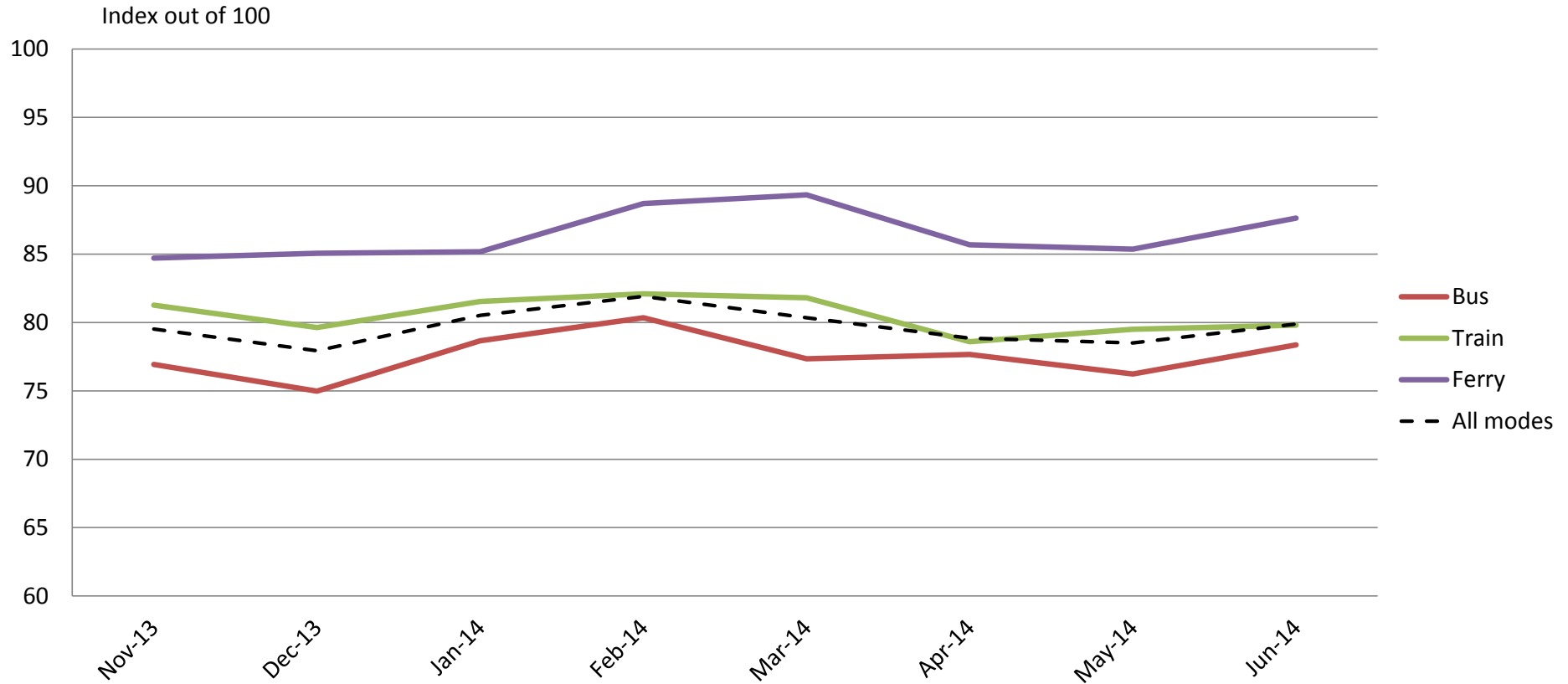


| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 81 | 78 | 81 | 83 | 81 | 79 | 79 | 79 |
| Train | 81 | 78 | 79 | 80 | 80 | 79 | 80 | 79 |
| Ferry | 87 | 83 | 81 | 86 | 86 |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

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Staff – Knowledge, conduct, presentation and helpfulness of staff



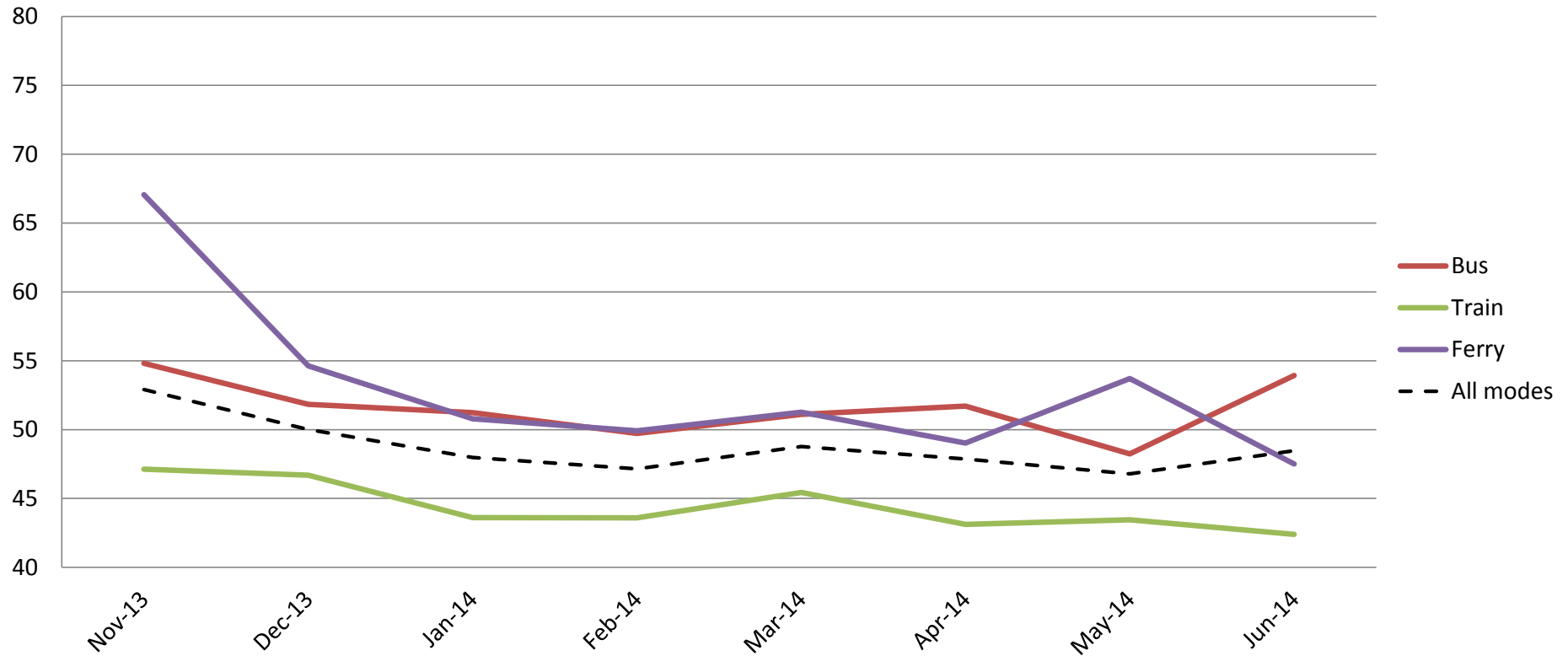
| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 77 | 75 | 79 | 80 | 77 | 78 | 76 | 78 |
| Train | 81 | 80 | 82 | 82 | 82 | 79 | 80 | 80 |
| Ferry | 85 | 85 | 85 | 89 | 89 |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

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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



| | Nov-13 | Dec-13 | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 55 | 52 | 51 | 50 | 51 | 52 | 48 | 54 |
| Train | 47 | 47 | 44 | 44 | 45 | 43 | 43 | 42 |
| Ferry | 67 | 55 | 51 | 50 | 51 | 49 | 54 | 48 |
| All Modes | 53 | 50 | 48 | 47 | 49 | 48 | 47 | 48 |

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