

## TransLink Customer Satisfaction Monthly Snapshot

February 2015

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	81	77	86	80
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	66	72	76	69
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	69	77	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	80	78	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.	80	77	78	79
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	72	78	74
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	70	73	78	72
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	68	70	76	69
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	82	80	85	81
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	78	80	87	80
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	55	46	64	52
<b>Overall Service</b>				
A combination of all reported categories	72	70	77	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

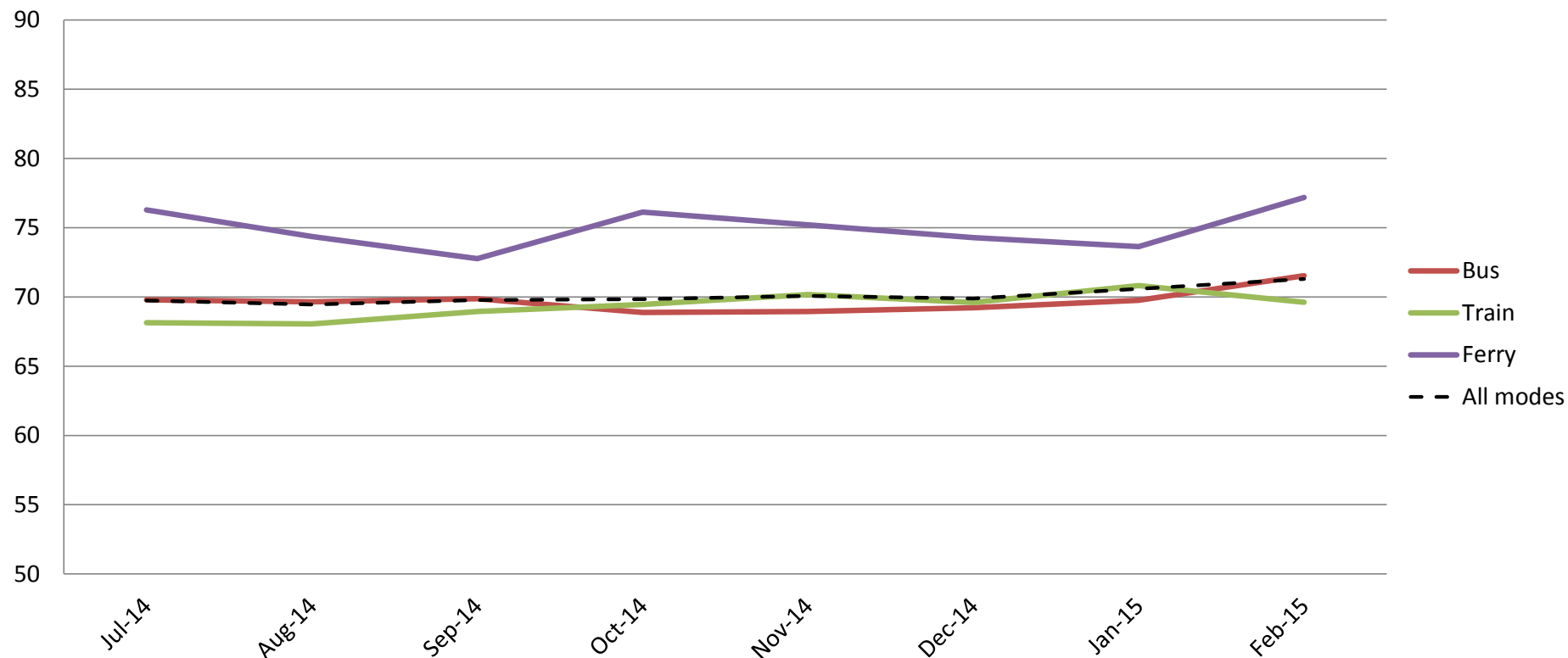
Green figures indicate a statistically significant **increase** in the period

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

Week ending	Passenger trips	Customer complaints (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
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%
6 July 2014	2,900,821	0.87	3.39	13.18	1.88%
13 July 2014	2,871,365	0.67	2.61	13.59	1.86%
20 July 2014	3,282,800	0.37	2.00	12.46	1.81%
27 July 2014	3,571,659	0.48	2.41	10.46	1.92%
3 August 2014	3,740,085	0.59	2.79	11.08	1.90%
10 August 2014	3,865,462	0.51	1.75	11.65	1.85%
17 August 2014	3,422,558	0.38	2.11	12.35	1.96%
24 August 2014	3,632,450	0.35	1.93	10.17	1.79%
31 August 2014	3,654,860	0.50	2.92	10.20	1.78%
7 September 2014	3,694,663	0.41	2.20	10.42	1.77%
14 September 2014	3,671,303	0.40	2.33	12.01	1.78%
21 September 2014	3,616,410	0.35	2.04	11.05	1.81%
28 September 2014	3,252,193	0.42	2.07	11.23	1.87%
5 October 2014	2,995,796	0.57	2.29	12.45	1.93%
12 October 2014	3,221,867	0.37	1.71	11.18	1.89%
19 October 2014	3,718,245	0.43	2.11	10.97	1.84%
26 October 2014	3,611,526	0.57	1.94	11.17	1.82%
2 November 2014	3,646,822	0.65	2.28	9.99	1.83%
9 November 2014	3,531,008	0.35	1.72	11.66	1.82%
16 November 2014	2,852,974	0.47	1.80	12.12	2.04%
23 November 2014	3,417,898	0.31	2.01	27.07	2.18%
30 November 2014	3,358,246	0.54	2.14	35.50	2.28%
7 December 2014	3,248,170	0.37	2.04	14.76	1.94%
14 December 2014	3,055,522	0.44	1.79	13.53	1.93%
21 December 2014	2,951,709	0.44	2.01	12.74	2.05%
28 December 2014	1,792,252	0.40	1.65	15.93	2.30%
4 January 2015	1,788,485	0.32	1.73	14.17	2.46%
11 January 2015	2,665,997	0.41	1.91	13.16	1.82%
18 January 2015	2,904,636	0.39	1.88	12.20	1.77%
25 January 2015	2,876,195	0.25	1.70	12.59	1.80%
1 February 2015	2,942,728	0.31	2.04	12.86	2.02%
8 February 2015	3,473,373	0.32	2.00	11.88	1.98%
15 February 2015	3,507,136	0.28	2.08	12.31	2.06%
22 February 2015	3,233,121	0.43	2.10	12.44	1.93%

## Overall satisfaction – A combination of all reported categories

Index out of 100



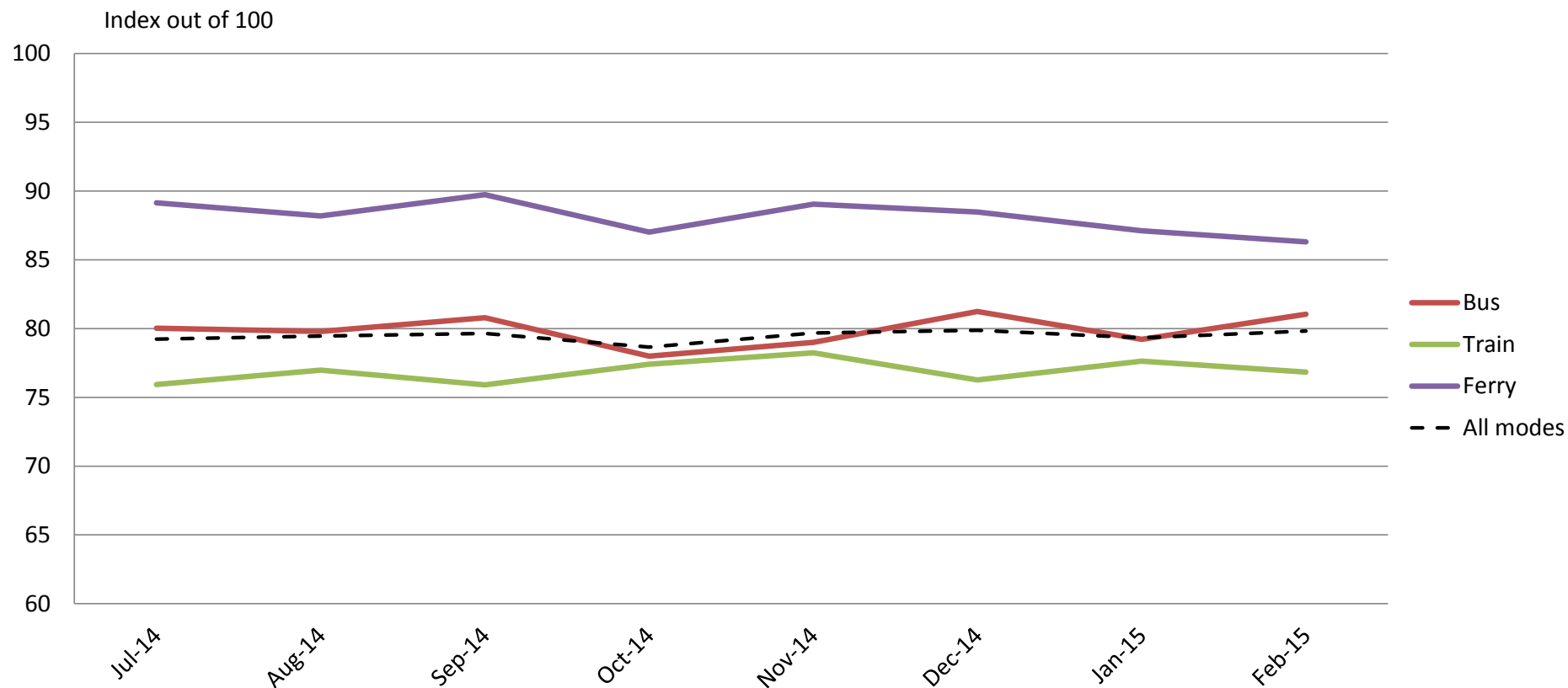
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	70	70	70	69	69	69	70	72
<b>Train</b>	68	68	69	69	70	70	71	70
<b>Ferry</b>	76	74	73	76	75	74	74	77
<b>All Modes</b>	70	69	70	70	70	70	71	71

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



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	80	80	81	78	79	81	79	81
<b>Train</b>	76	77	76	77	78	76	78	77
<b>Ferry</b>	89	88	90	87	89	88	87	86
<b>All Modes</b>	79	79	80	79	80	80	79	80

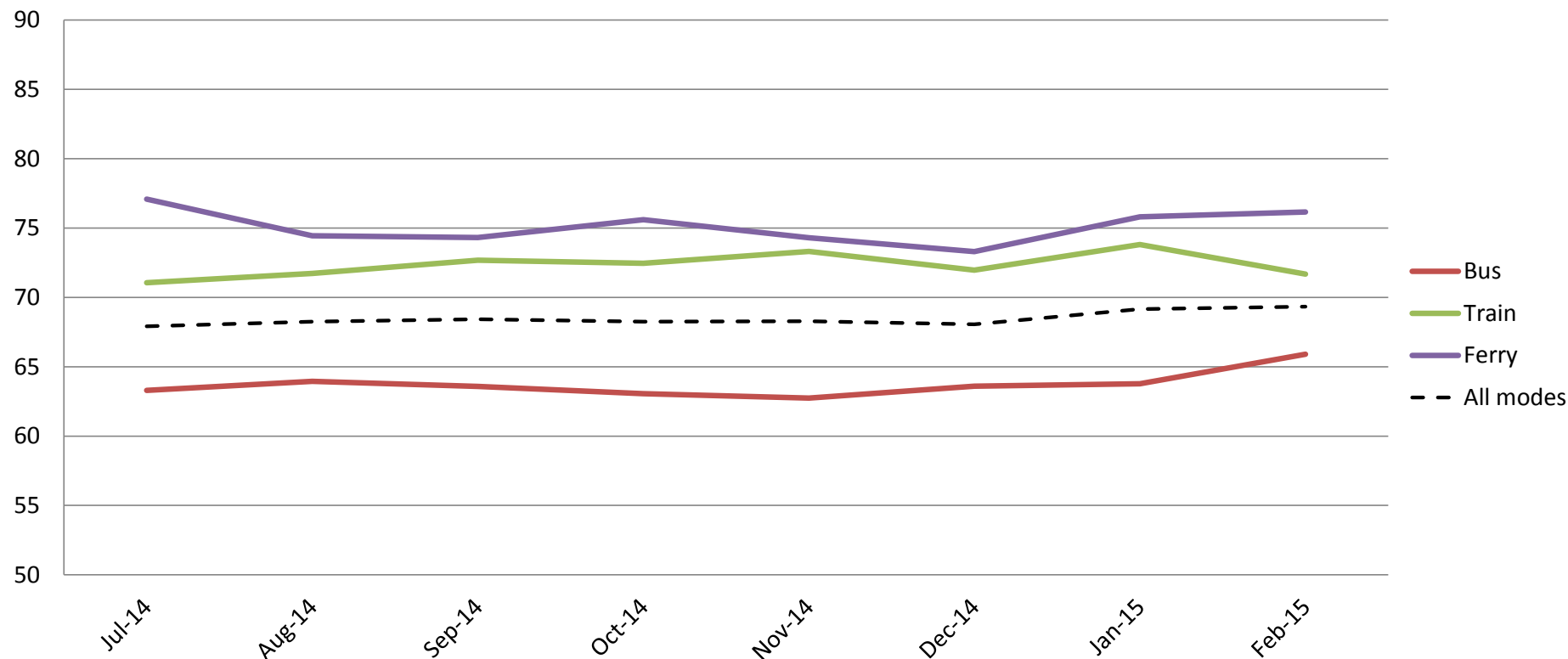
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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	63	64	64	63	63	64	64	66
<b>Train</b>	71	72	73	72	73	72	74	72
<b>Ferry</b>	77	74	74	76	74	73	76	76
<b>All Modes</b>	68	68	68	68	68	68	69	69

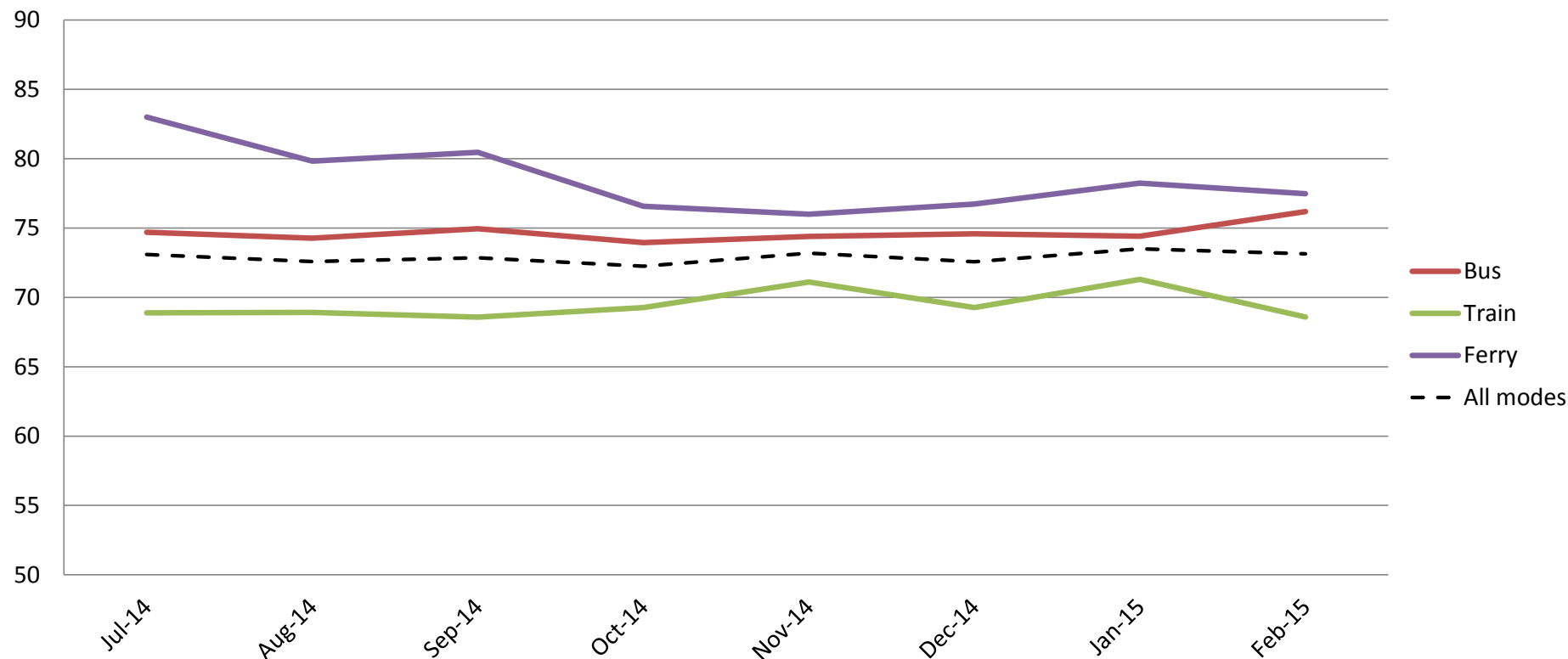
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## Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	75	74	75	74	74	75	74	76
<b>Train</b>	69	69	69	69	71	69	71	69
<b>Ferry</b>	83	80	80	77	76	77	78	77
<b>All Modes</b>	73	73	73	72	73	73	74	73

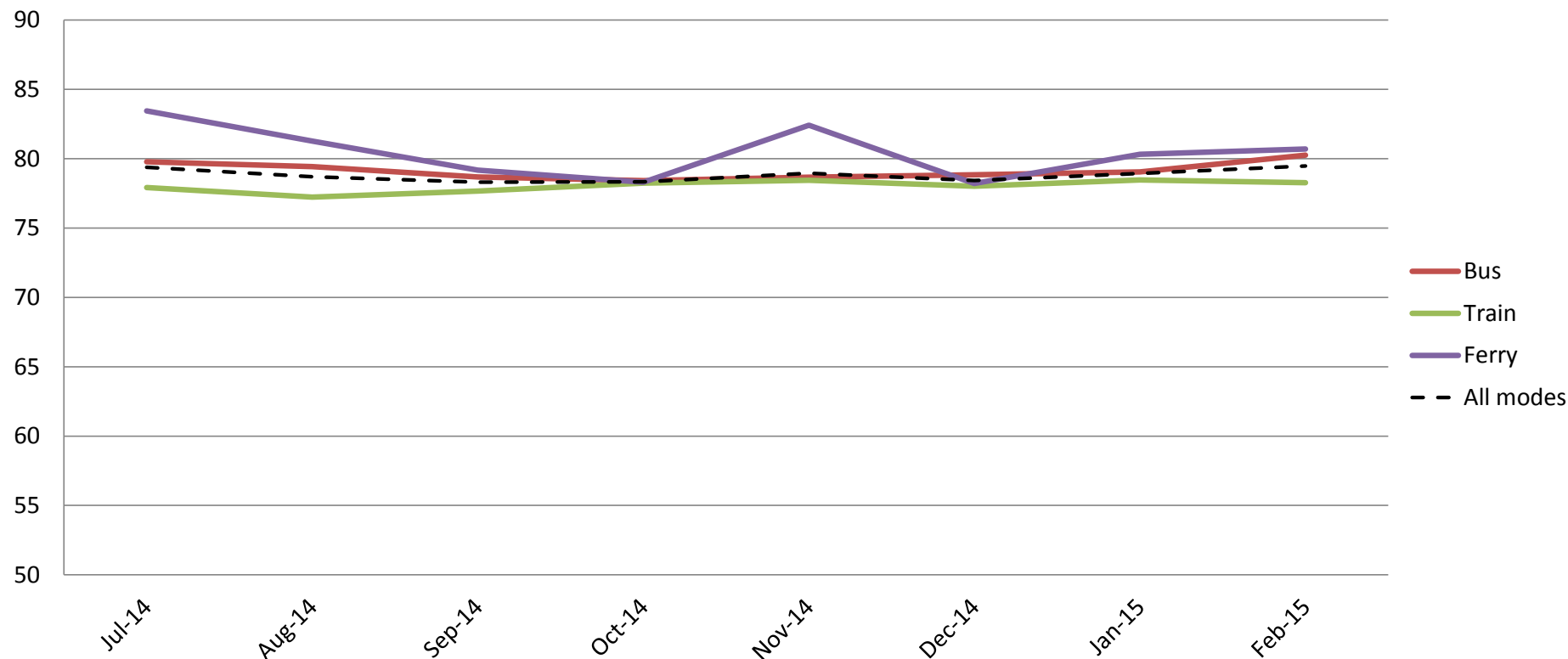
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## Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	80	79	79	78	79	79	79	80
<b>Train</b>	78	77	78	78	78	78	78	78
<b>Ferry</b>	83	81	79	78	82	78	80	81
<b>All Modes</b>	79	79	78	78	79	78	79	79

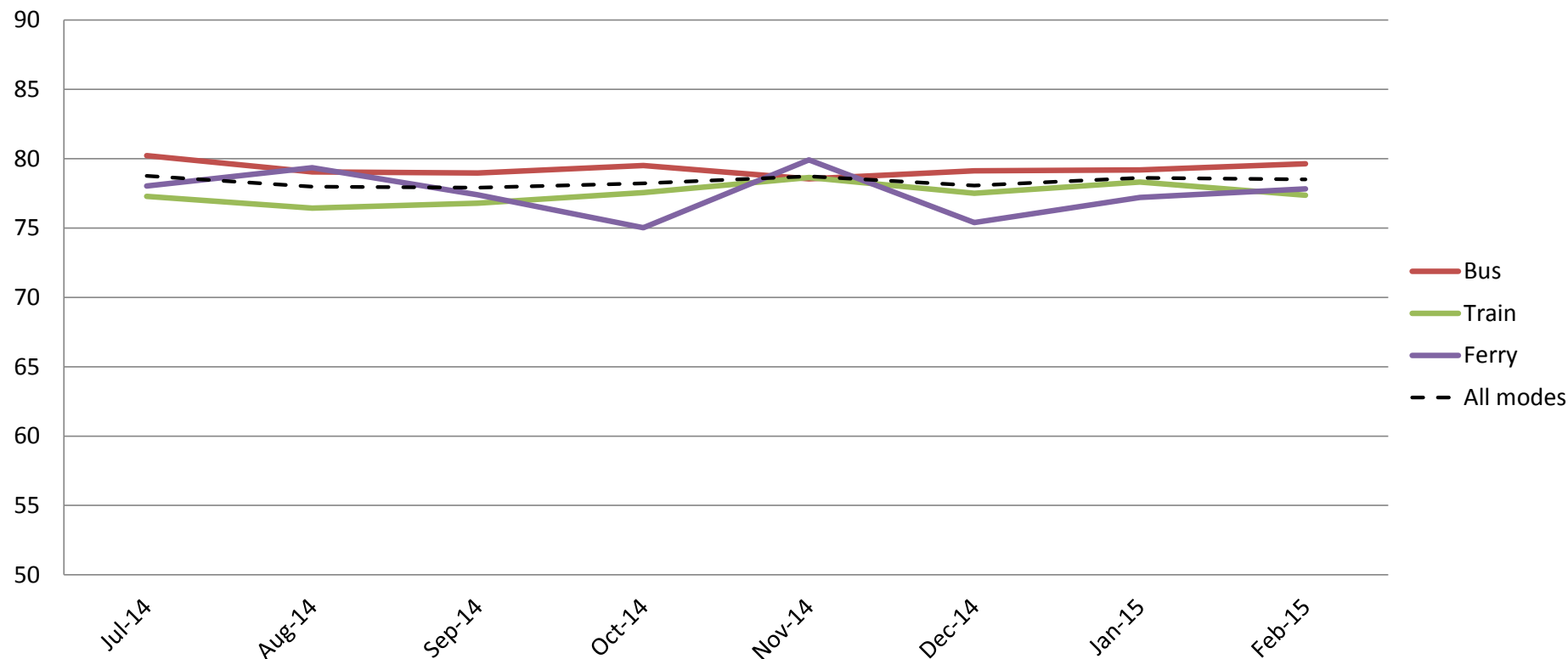
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## Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	80	79	79	80	79	79	79	80
<b>Train</b>	77	76	77	78	79	78	78	77
<b>Ferry</b>	78	79	77	75	80	75	77	78
<b>All Modes</b>	79	78	78	78	79	78	79	79

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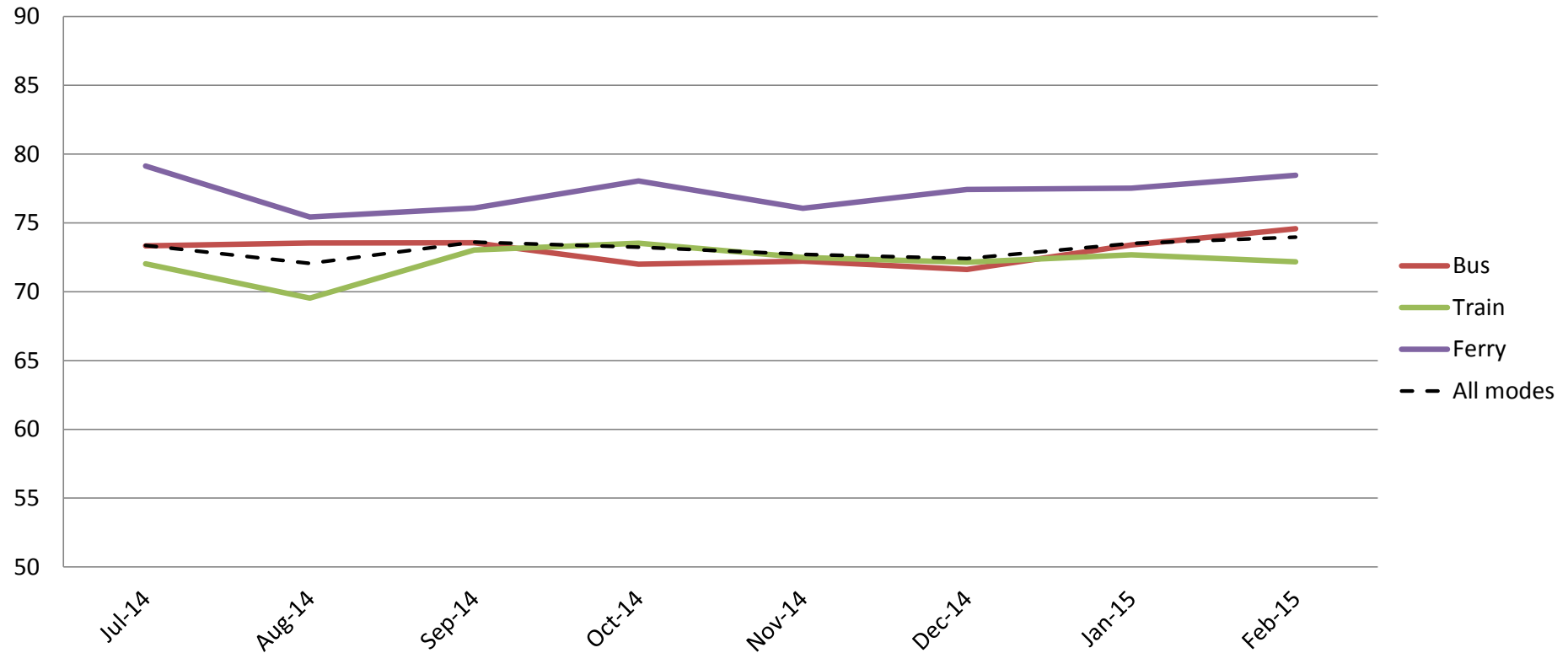
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



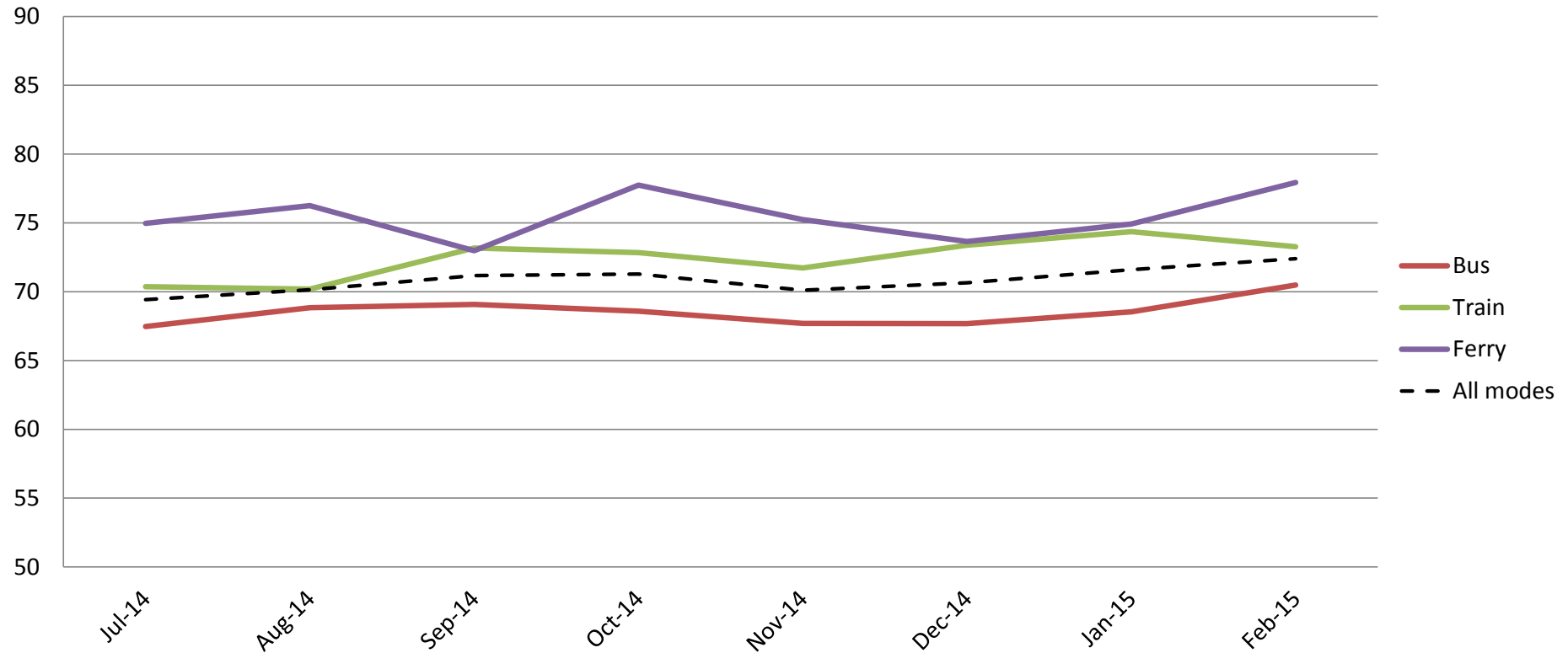
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Bus	73	74	74	72	72	72	73	75
Train	72	70	73	74	72	72	73	72
Ferry	79	75	76	78	76	77	78	78
All Modes	73	72	74	73	73	72	74	74

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

Index out of 100



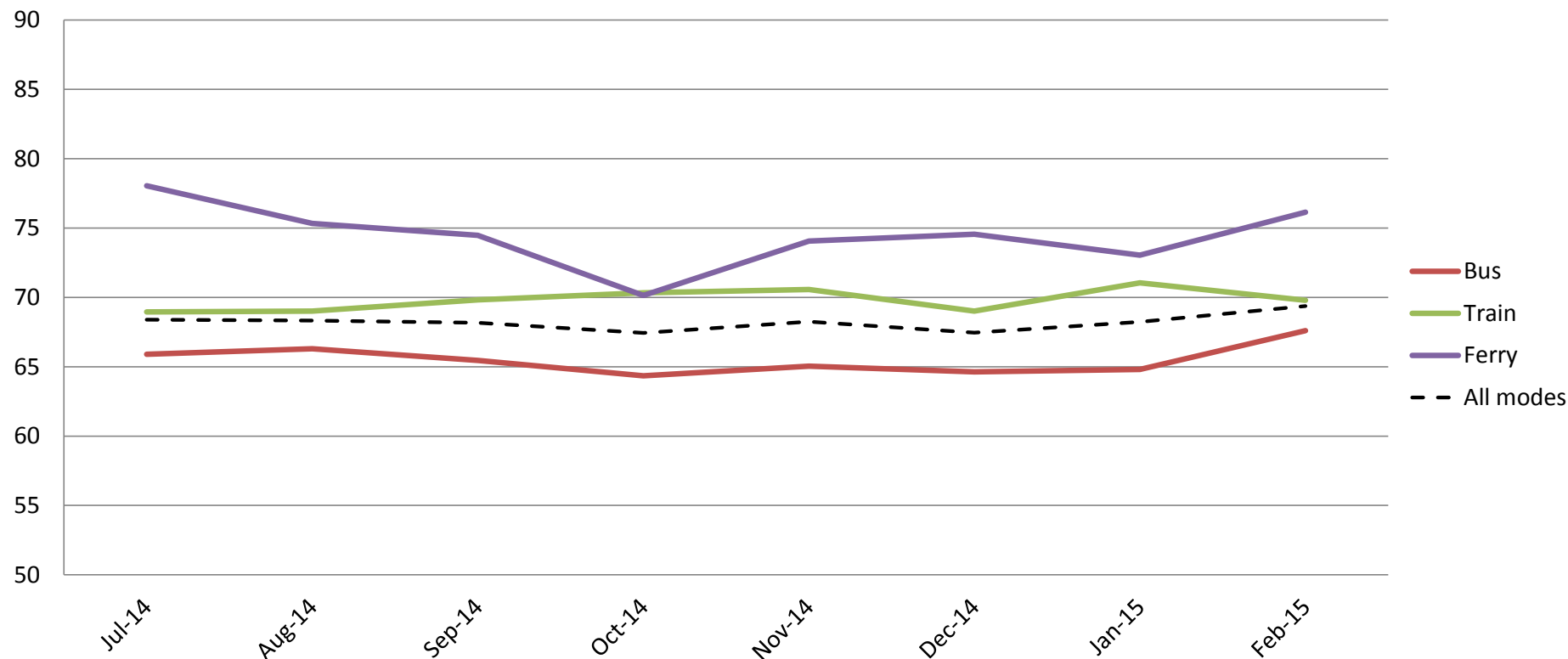
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	67	69	69	69	68	68	69	70
<b>Train</b>	70	70	73	73	72	73	74	73
<b>Ferry</b>	75	76	73	78	75	74	75	78
<b>All Modes</b>	69	70	71	71	70	71	72	72

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

Index out of 100



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	66	66	65	64	65	65	65	68
<b>Train</b>	69	69	70	70	71	69	71	70
<b>Ferry</b>	78	75	74	70	74	75	73	76
<b>All Modes</b>	68	68	68	67	68	67	68	69

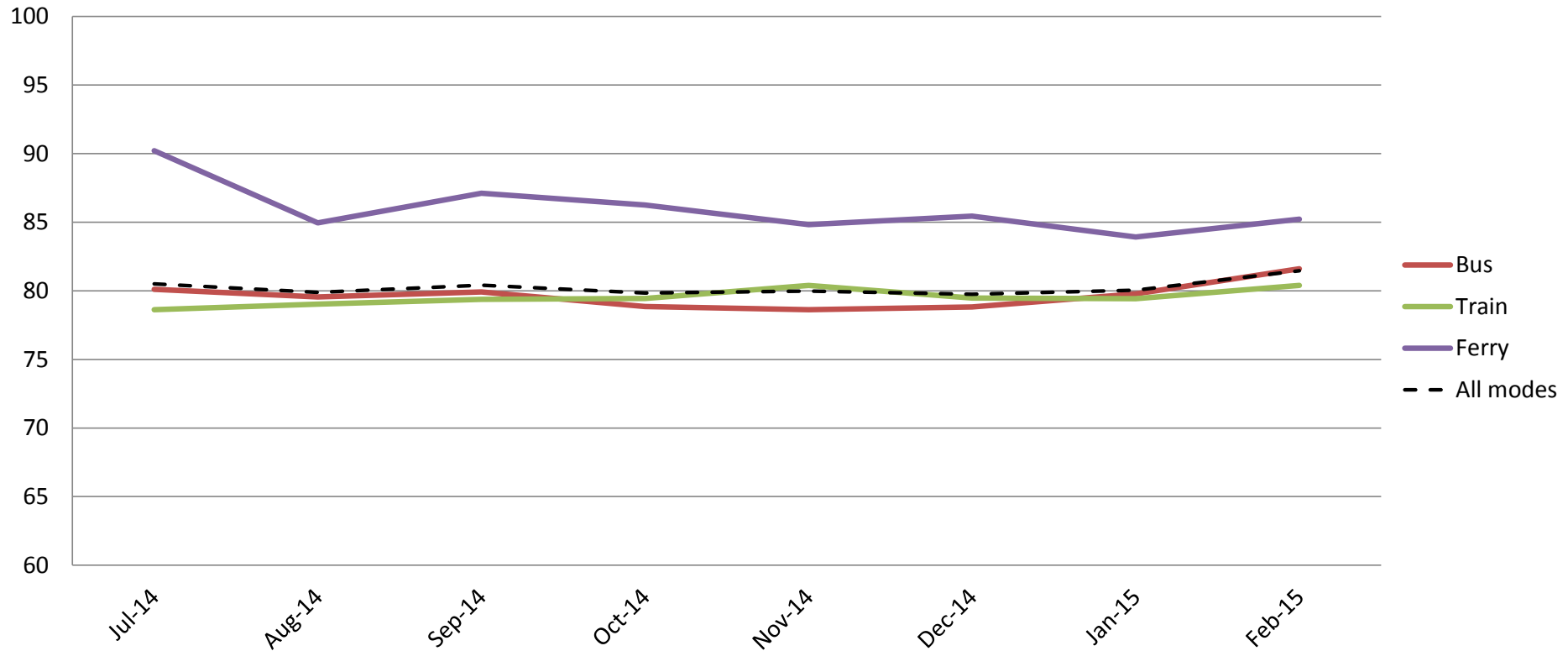
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## Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100



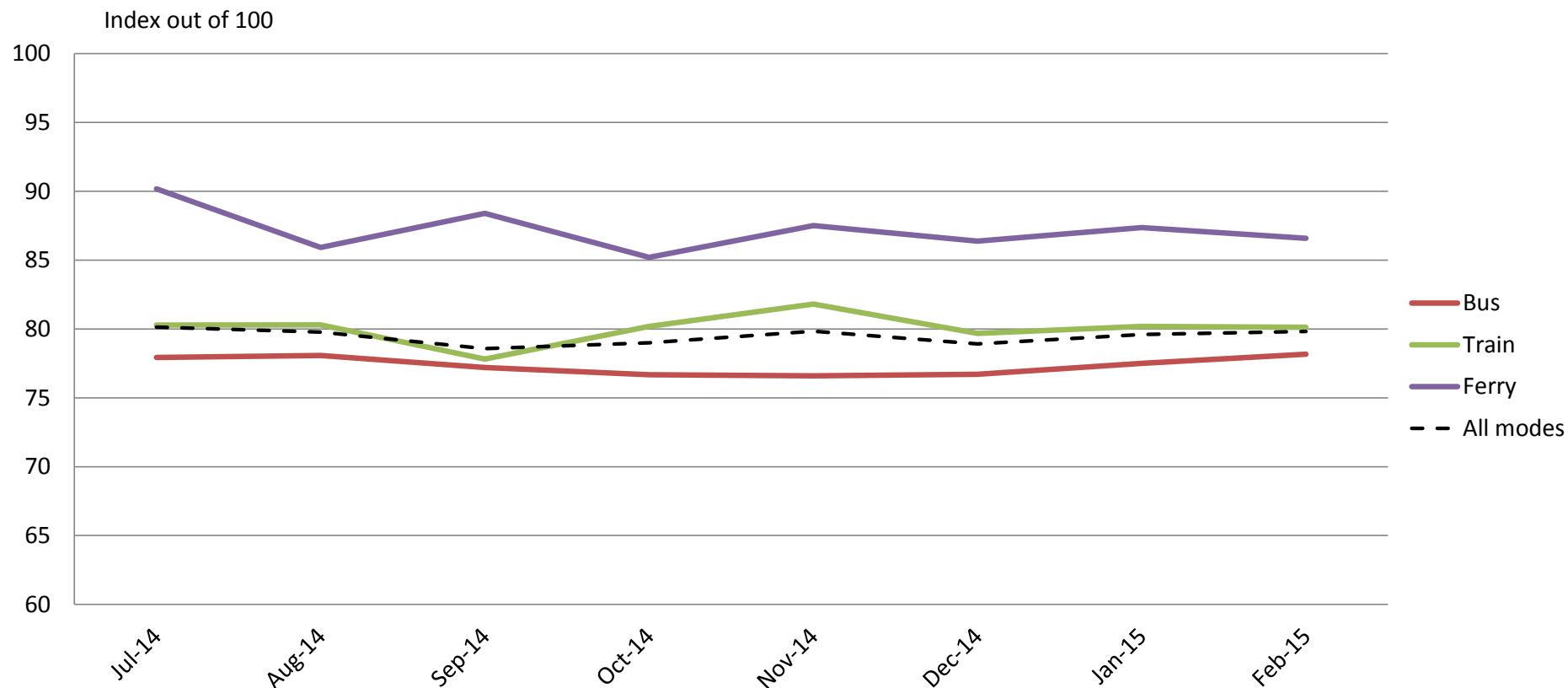
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	80	80	80	79	79	79	80	82
<b>Train</b>	79	79	79	79	80	79	79	80
<b>Ferry</b>	90	85	87	86	85	85	84	85
<b>All Modes</b>	81	80	80	80	80	80	80	81

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



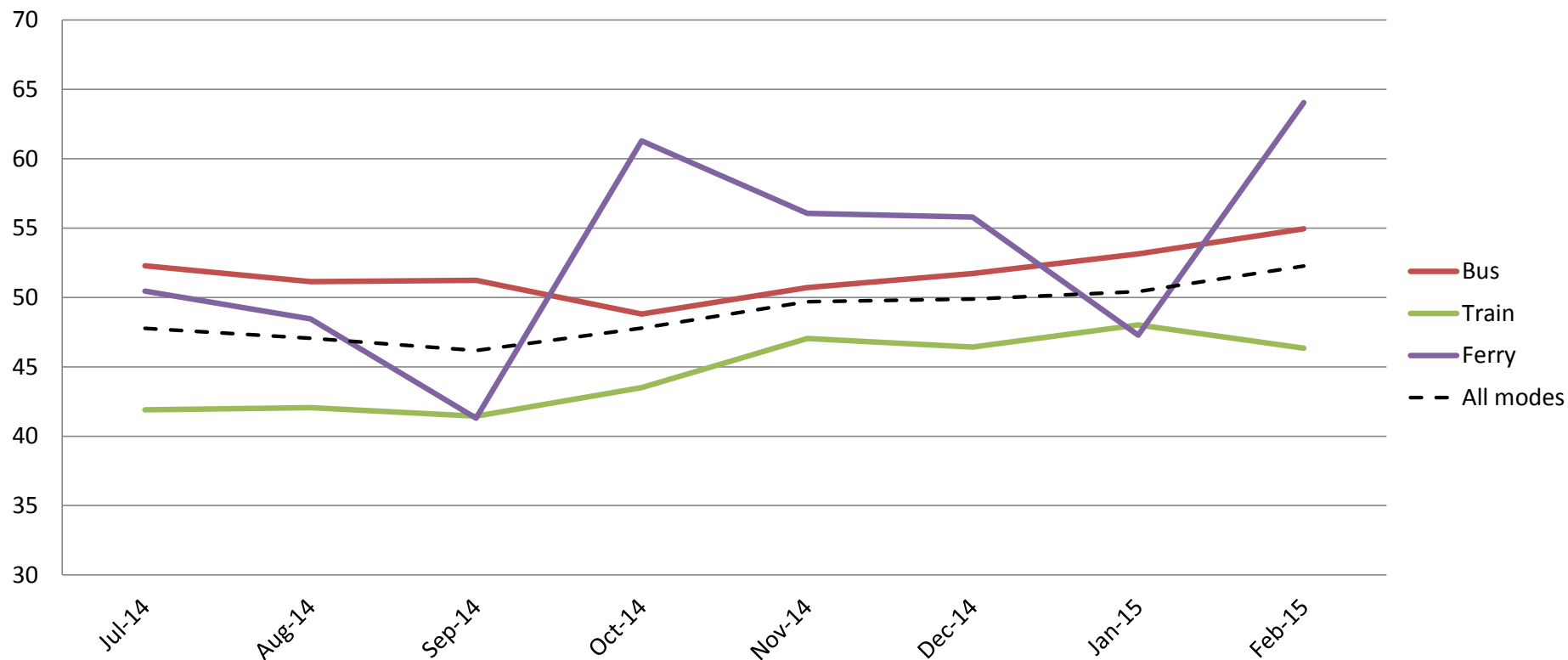
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
Bus	78	78	77	77	77	77	78	78
Train	80	80	78	80	82	80	80	80
Ferry	90	86	88	85	88	86	87	87
All Modes	80	80	79	79	80	79	80	80

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

Index out of 100



	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>Bus</b>	52	51	51	49	51	52	53	55
<b>Train</b>	42	42	41	43	47	46	48	46
<b>Ferry</b>	50	48	41	61	56	56	47	64
<b>All Modes</b>	48	47	46	48	50	50	50	52

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