TransLink Customer Satisfaction Monthly Snapshot

October 2017

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	80	76	86	79
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	**66**	69	78	68
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	67	81	72
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	78	83	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	81	79
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	71	77	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	70	71	78	71
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	69	70	79	70
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	77	87	79
Staff Knowledge, conduct, presentation and helpfulness of staff	80	80	88	81
Affordability Cost of tickets and benefits of not having to pay for parking	62	55	61	59
Overall Service A combination of all reported categories	72	70	81	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
6 November 2016	3,482,169	0.08	1.85	13.55	1.76%
13 November 2016	3,570,325	0.18	2.24	12.82	1.68%
20 November 2016	3,577,398	0.04	2.14	12.41	1.72%
27 November 2016	3,447,116	0.06	2.31	12.87	1.79%
4 December 2016	3,238,824	0.09	2.34	12.73	1.81%
11 December 2016	3,106,880	0.11	2.09	69.74	1.94%
18 December 2016	3,007,461	0.21	4.38	140.26	1.94%
25 December 2016	2,582,453	0.19	2.84	20.91	1.89%
1 January 2017	1,694,915	0.08	1.40	20.68	2.51%
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%

## Overall satisfaction – A combination of all reported categories

Index out of 100
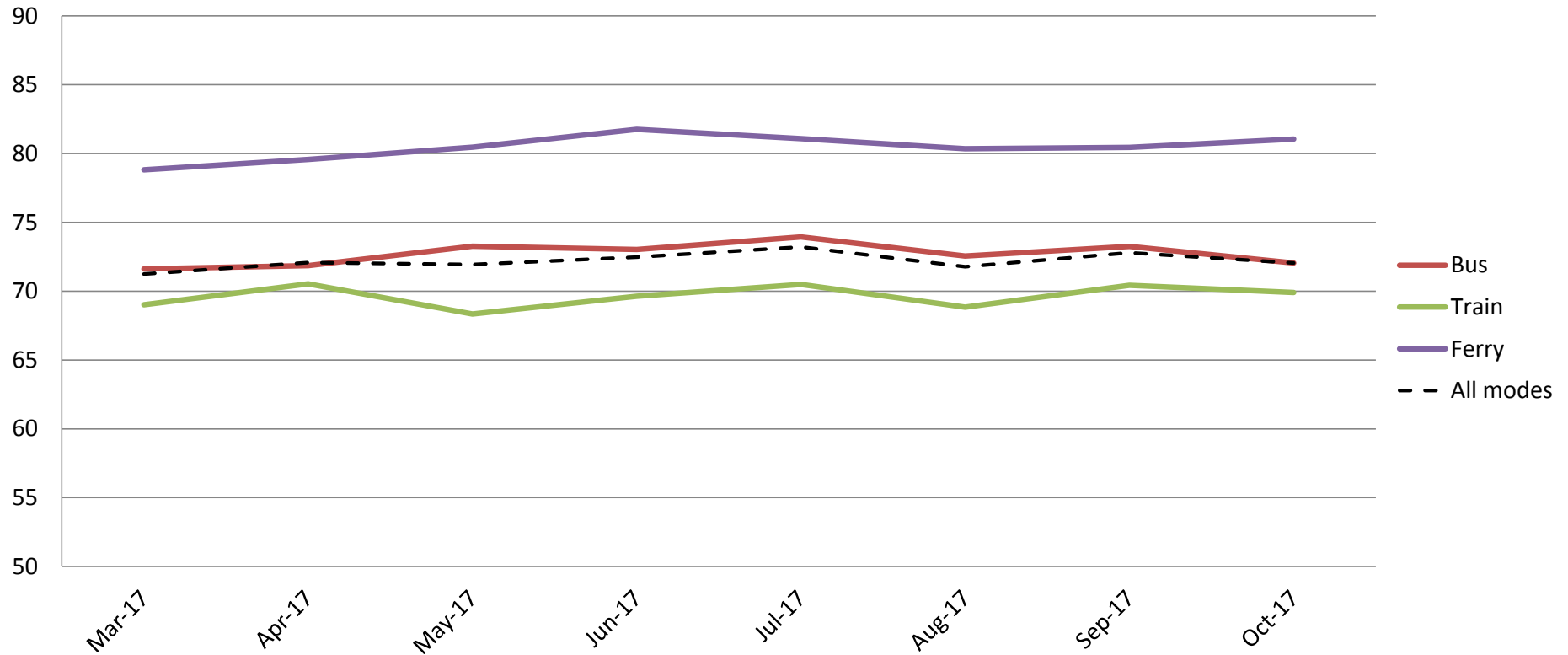
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	72	72	73	73	74	73	73	72
Train	69	71	**68**	70	70	69	70	70
Ferry	79	80	80	82	81	80	80	81
All Modes	71	72	72	72	73	**72**	73	72

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

Index out of 100
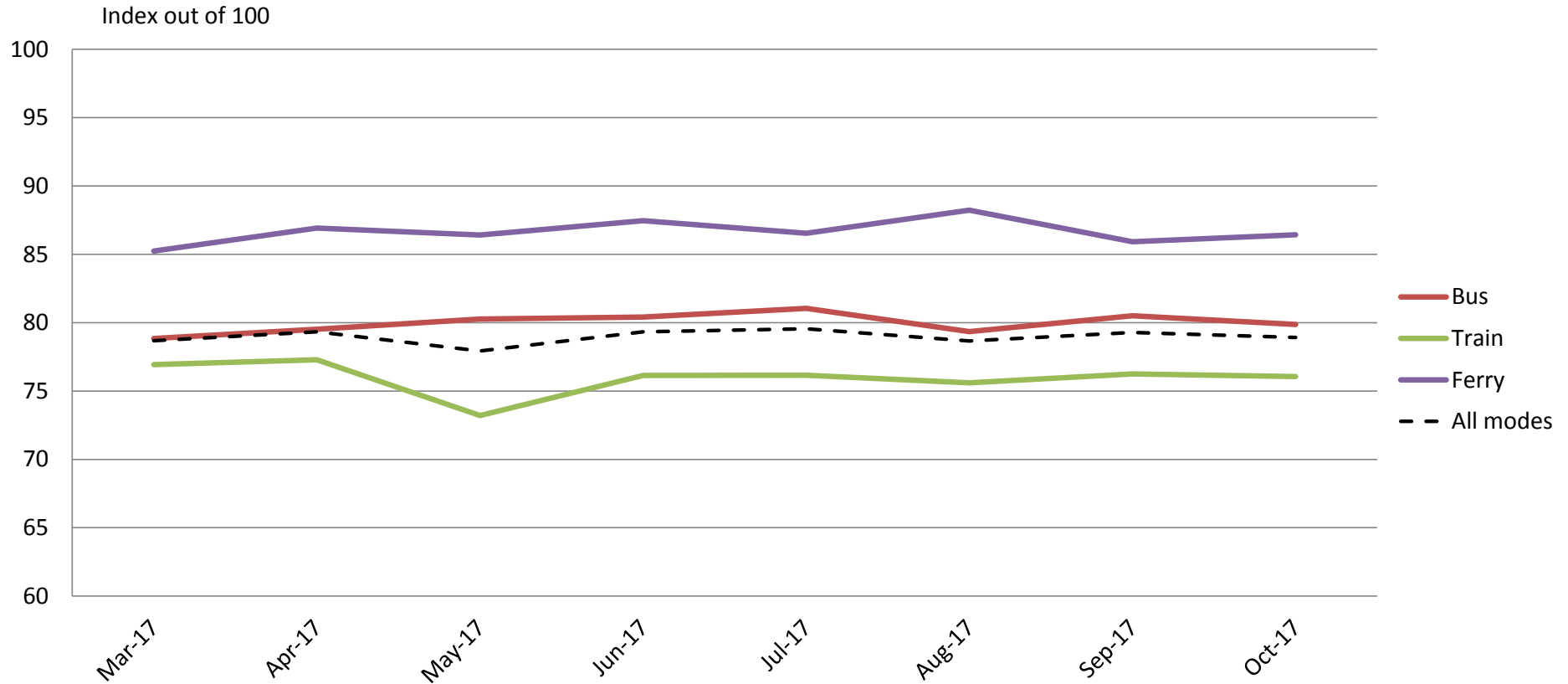
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	79	80	80	80	81	79	81	80
Train	77	77	**73**	**76**	76	76	76	76
Ferry	85	87	86	87	87	88	86	86
All Modes	79	79	78	**79**	80	79	79	79

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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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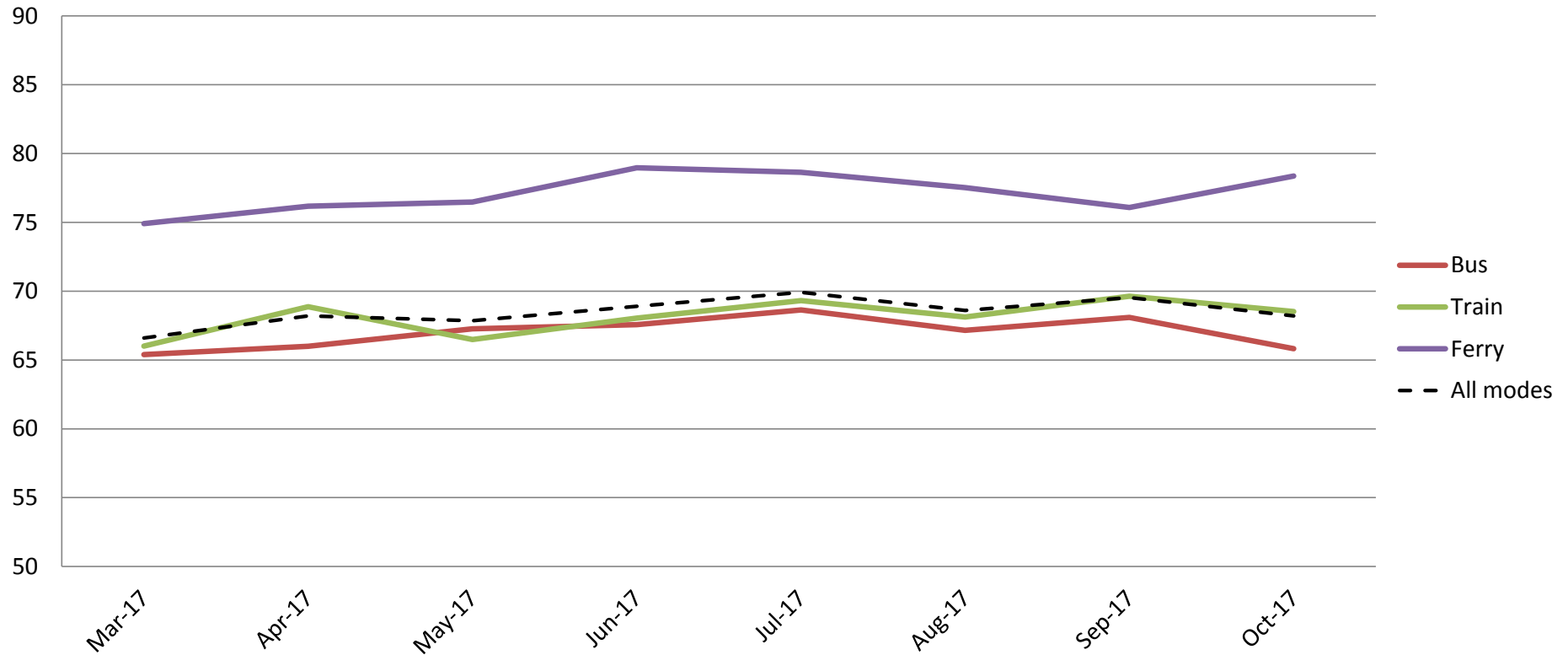
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	65	66	67	68	69	67	68	**66**
Train	66	**69**	**66**	68	69	68	70	69
Ferry	75	76	76	79	79	78	76	78
All Modes	67	**68**	68	69	70	69	70	68

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

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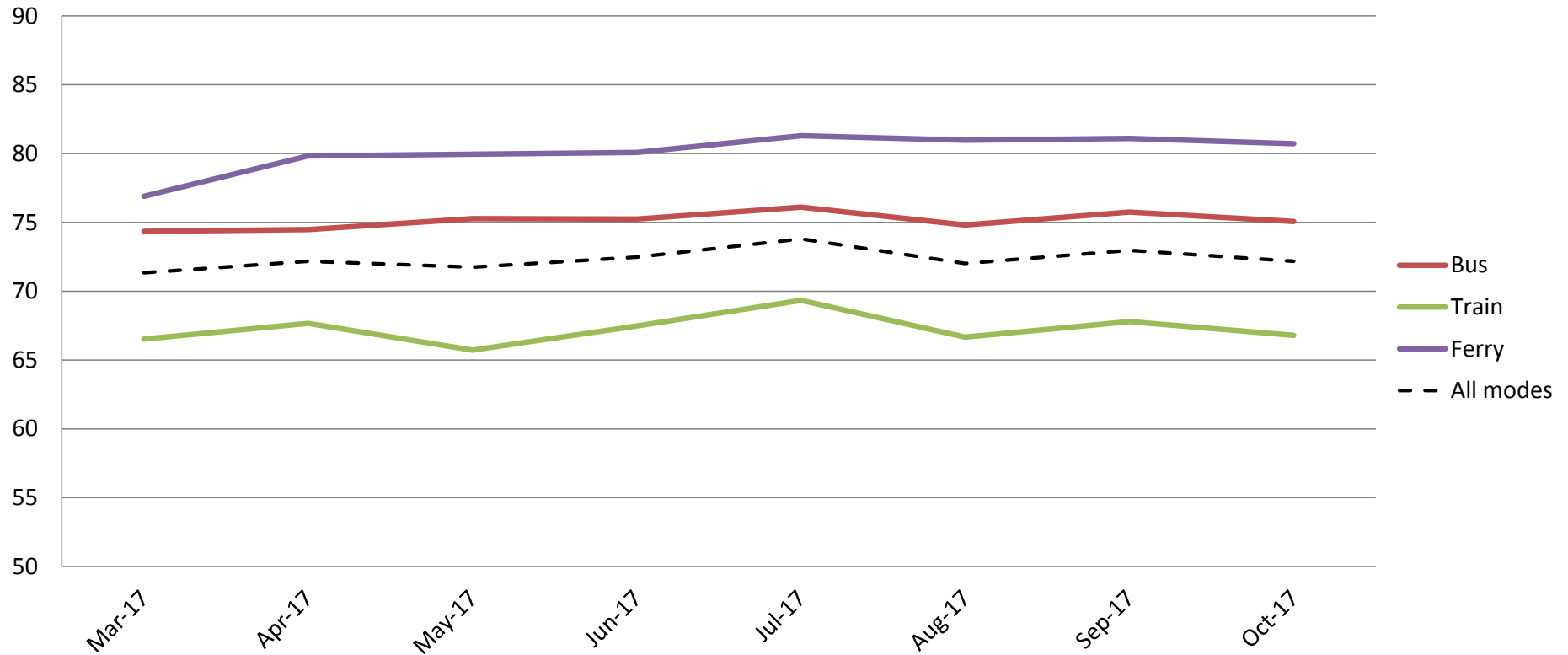
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	74	74	75	75	76	75	76	75
Train	67	68	66	67	69	**67**	68	67
Ferry	77	80	80	80	81	81	81	81
All Modes	71	72	72	72	74	**72**	73	72

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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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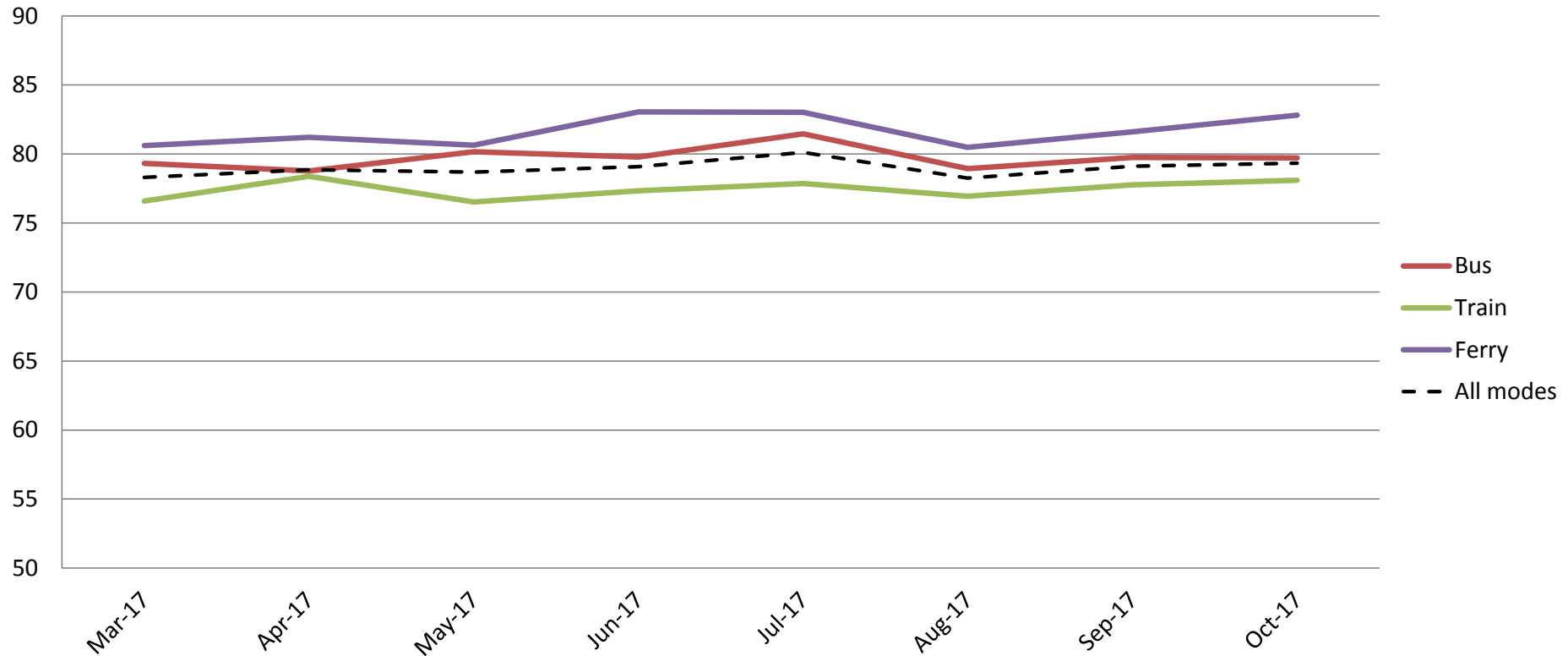
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	79	79	80	80	81	**79**	80	80
Train	77	78	77	77	78	77	78	78
Ferry	81	81	81	83	83	80	82	83
All Modes	78	79	79	79	80	**78**	79	79

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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.

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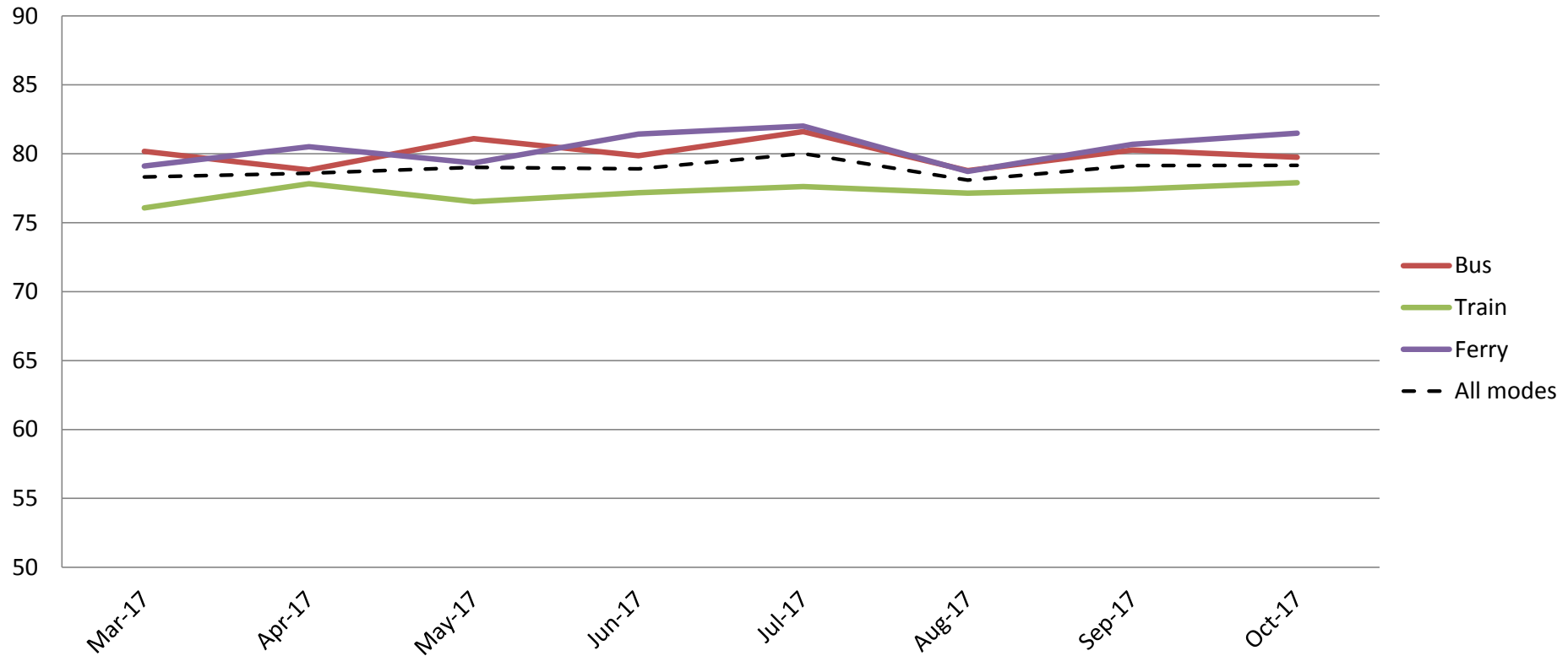
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	80	79	**81**	80	82	**79**	80	80
Train	76	78	77	77	78	77	77	78
Ferry	79	81	79	81	82	79	81	81
All Modes	78	79	79	79	80	**78**	79	79

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

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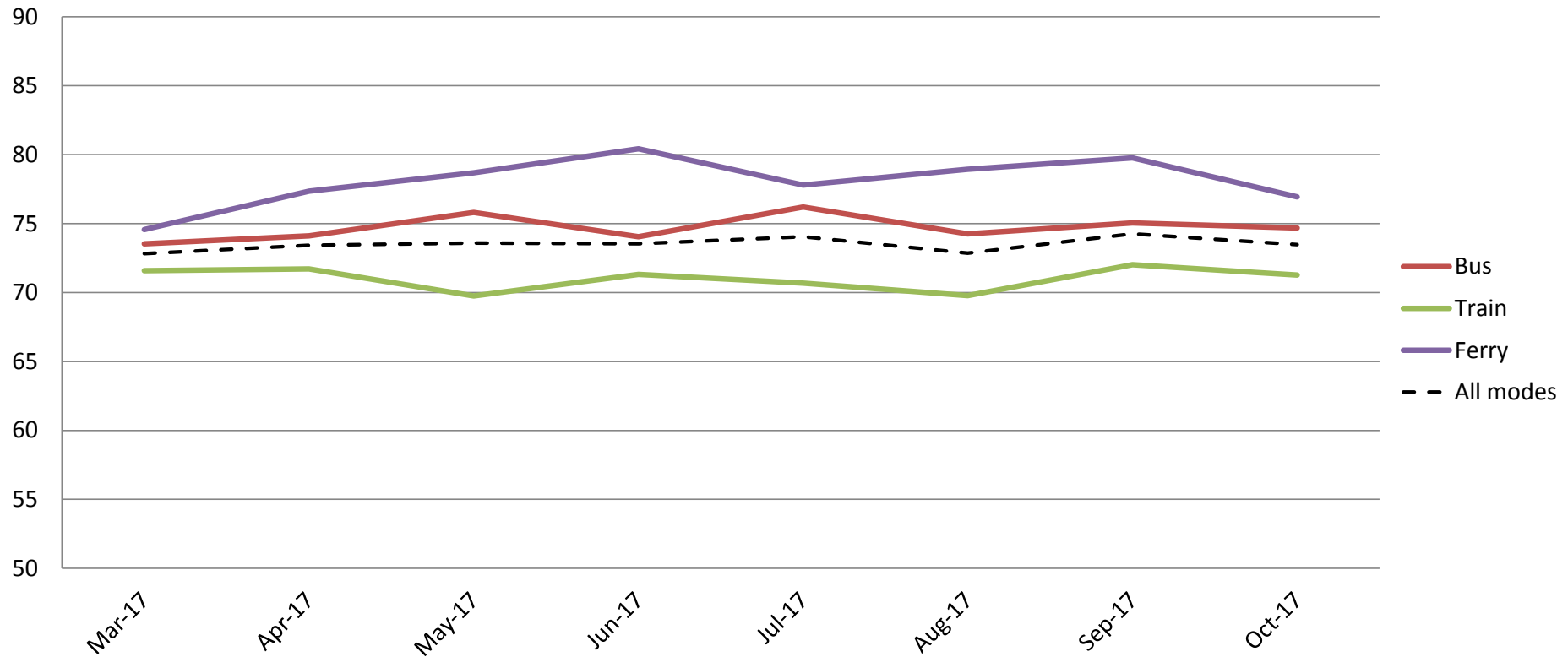
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	74	74	76	74	**76**	74	75	75
Train	72	72	70	71	71	70	**72**	71
Ferry	75	77	79	80	78	79	80	77
All Modes	73	73	74	74	74	73	74	73

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

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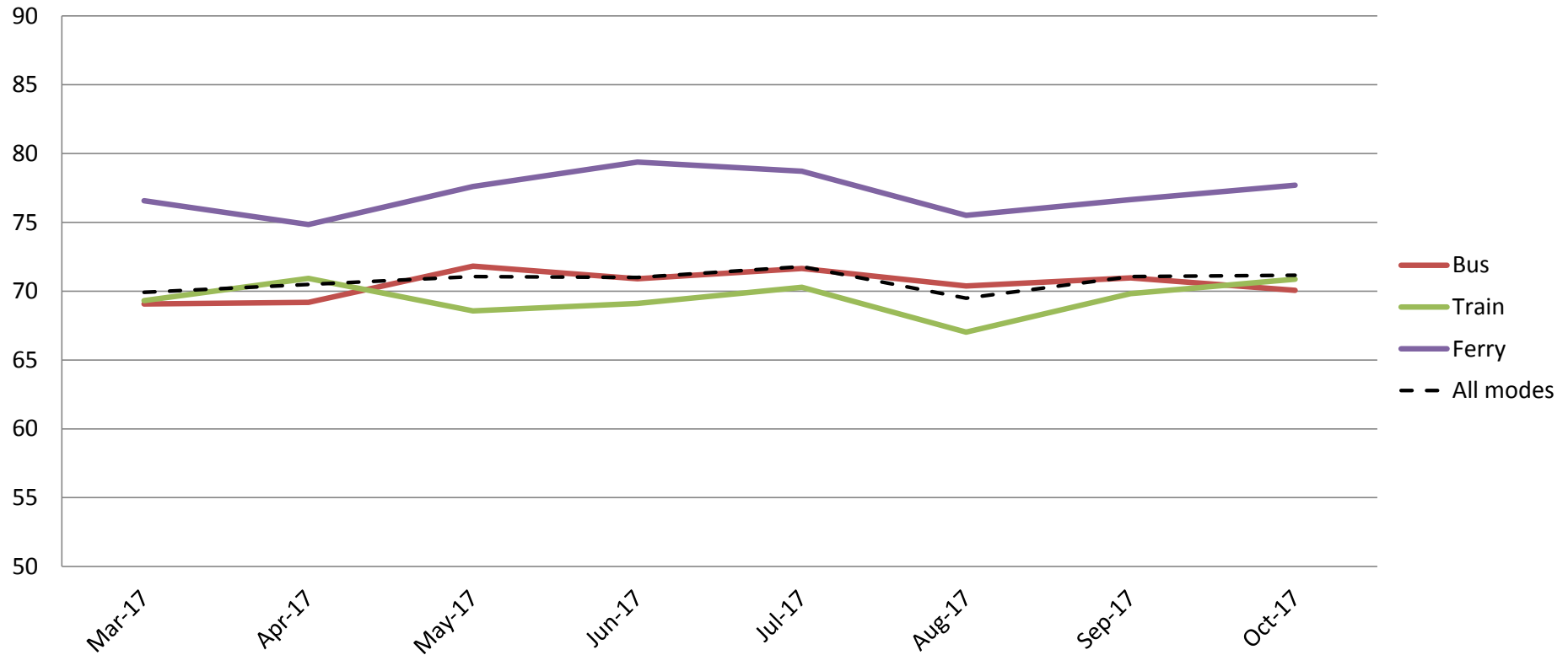
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	69	69	**72**	71	72	70	71	70
Train	69	71	69	69	70	**67**	**70**	71
Ferry	77	75	78	79	79	76	77	78
All Modes	70	70	71	71	72	**69**	71	71

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

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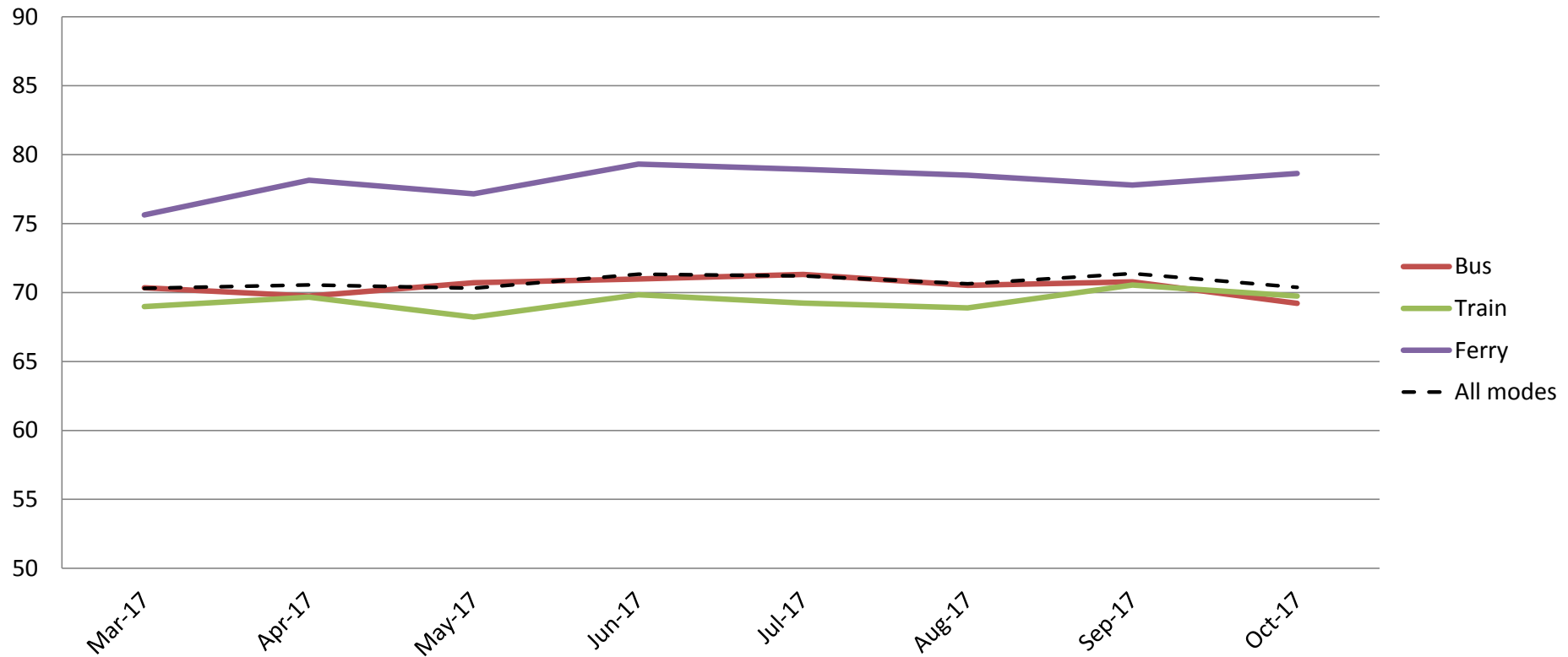
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	70	70	71	71	71	71	71	69
Train	69	70	68	70	69	69	71	70
Ferry	76	78	77	79	79	79	78	79
All Modes	70	71	70	71	71	71	71	70

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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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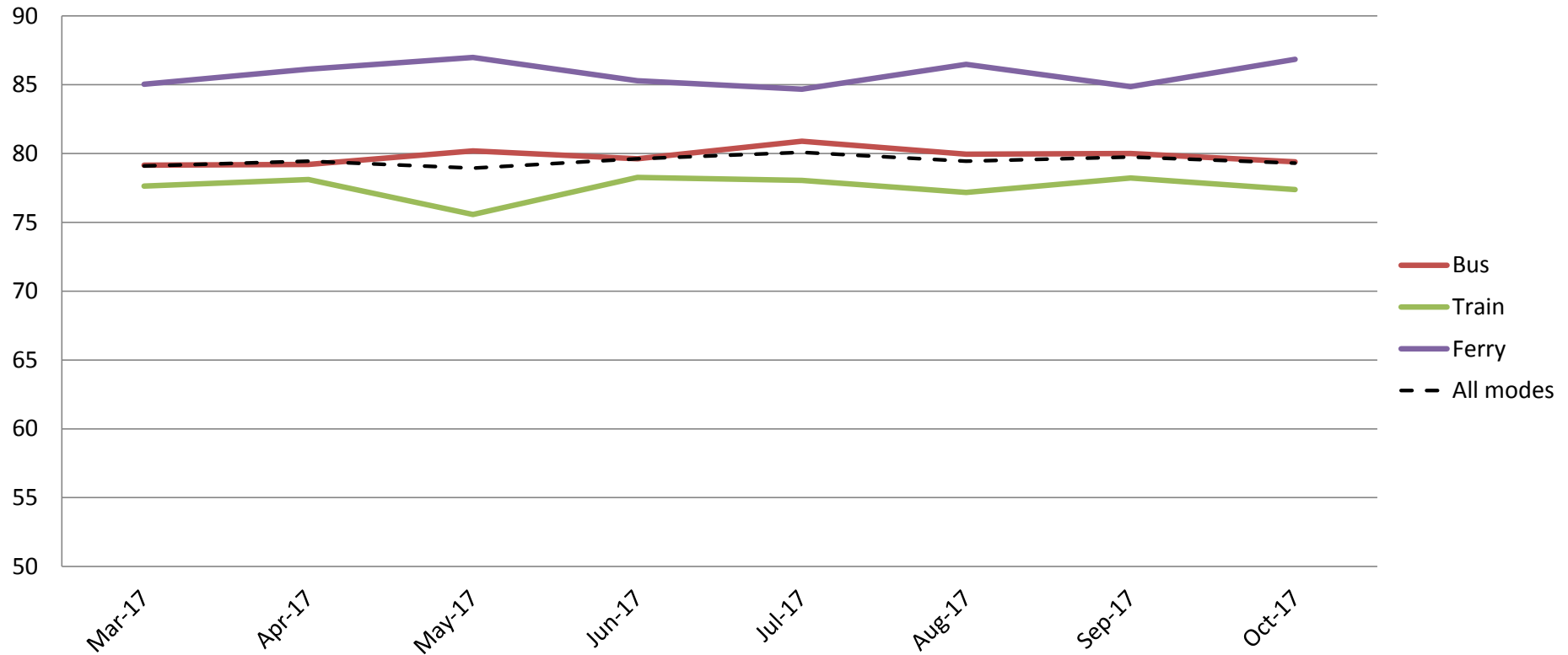
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	79	79	80	80	81	80	80	79
Train	78	78	**76**	**78**	78	77	78	77
Ferry	85	86	87	85	85	86	85	87
All Modes	79	79	79	80	80	79	80	79

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

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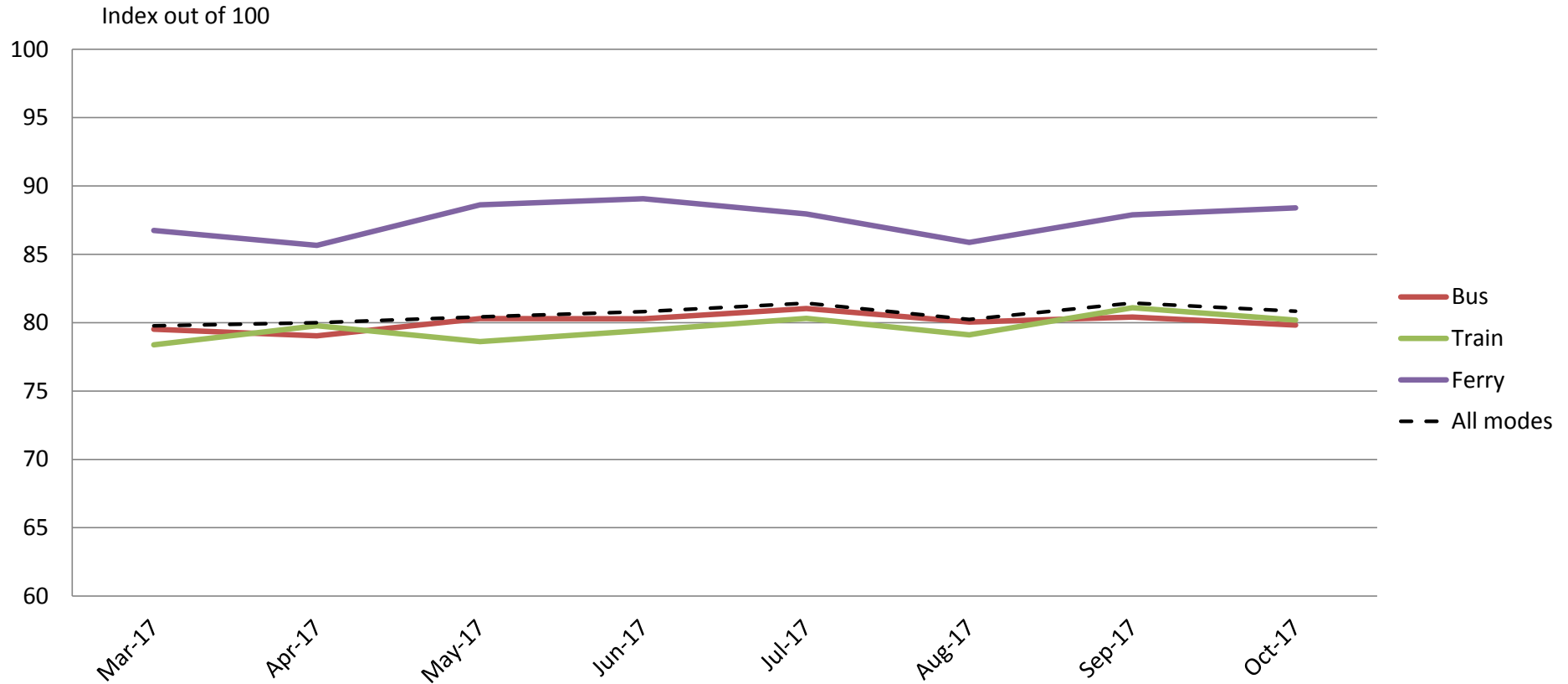
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	80	79	80	80	81	80	80	80
Train	78	80	79	79	80	79	81	80
Ferry	87	86	89	89	88	86	88	88
All Modes	80	80	80	81	81	80	81	81

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

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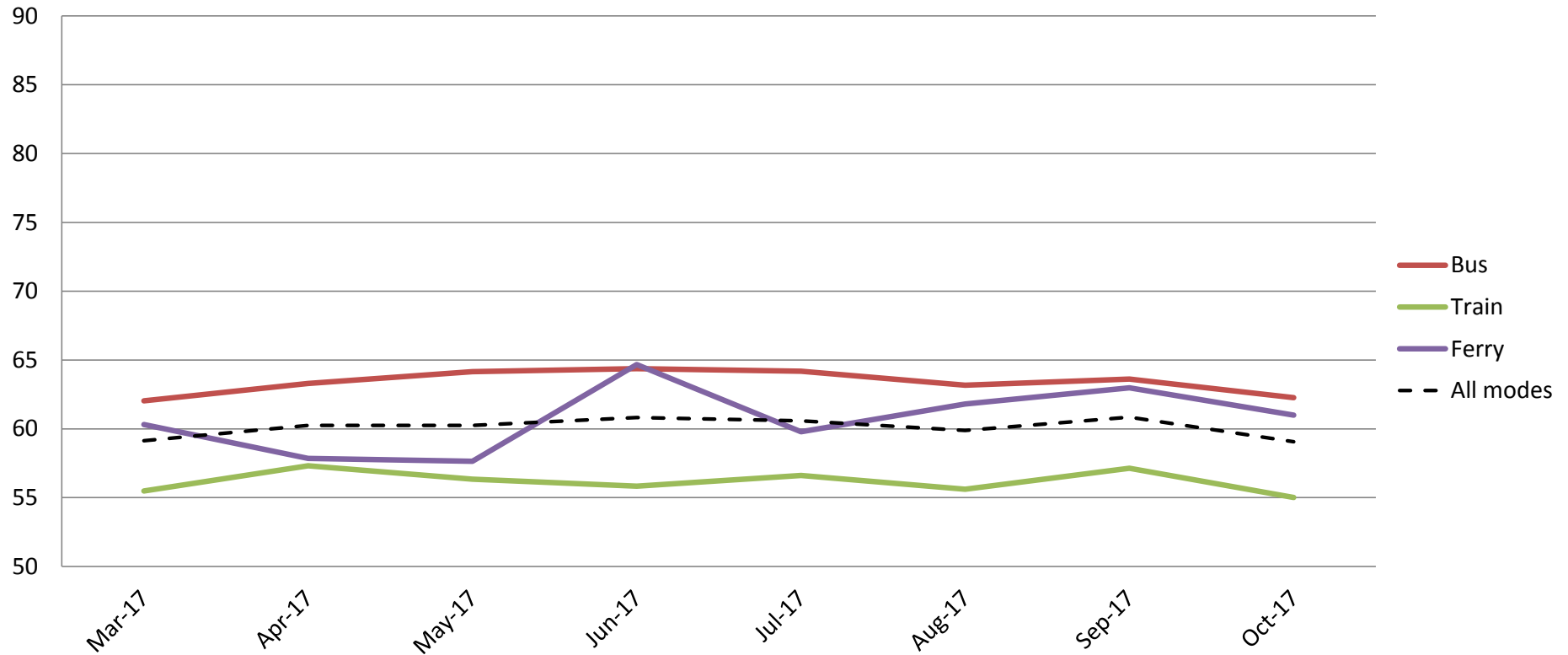
	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17
Bus	62	63	64	64	64	63	64	62
Train	55	57	56	56	57	56	57	55
Ferry	60	58	58	**65**	60	62	63	61
All Modes	59	60	60	61	61	60	61	59

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