

TransLink Customer Satisfaction Monthly Snapshot

September 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	76	90	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	64	73	74	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	80	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	78	79	78
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	77	77	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	73	76	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	73	73	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	65	70	74	68
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	79	87	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	77	78	88	79
Affordability				
Cost of tickets and benefits of not having to pay for parking	51	41	41	46
Overall Service				
A combination of all reported categories	70	69	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

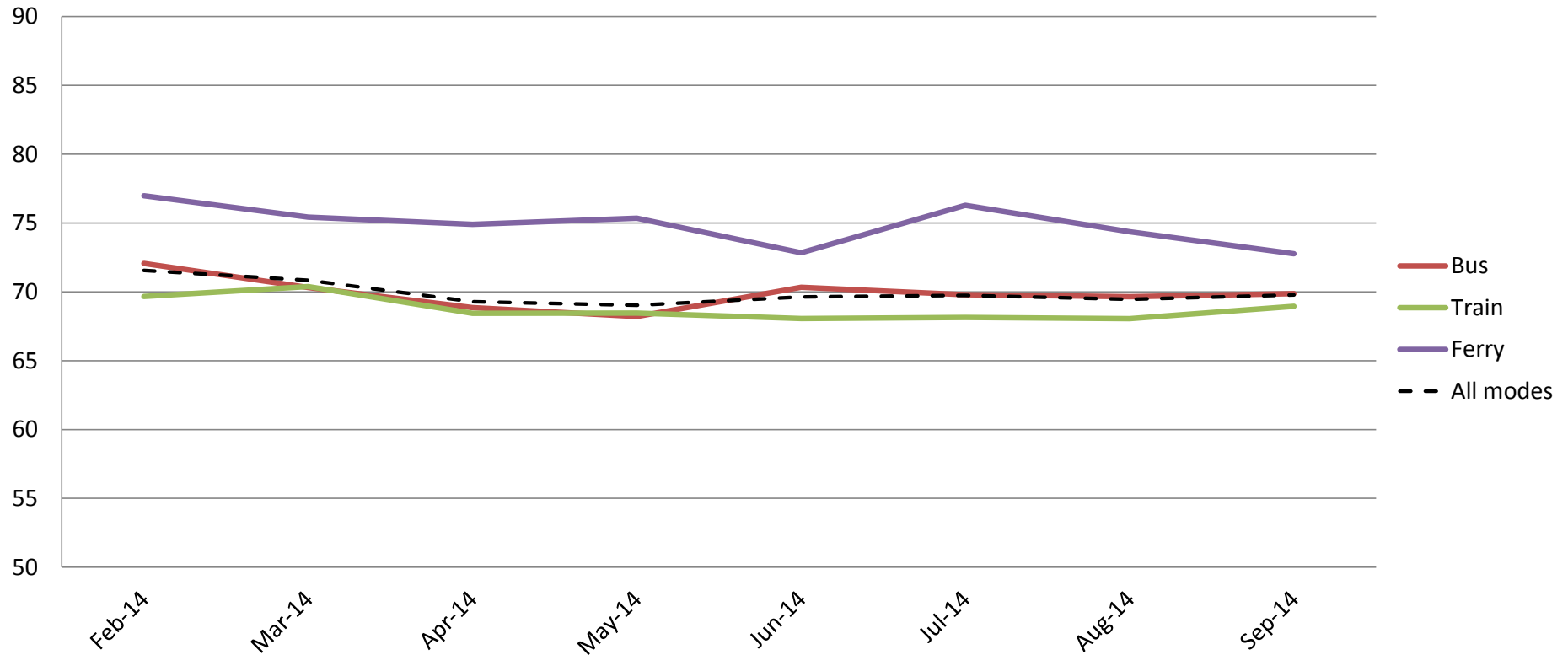
Green figures indicate a statistically significant **increase** in the period

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
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%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100

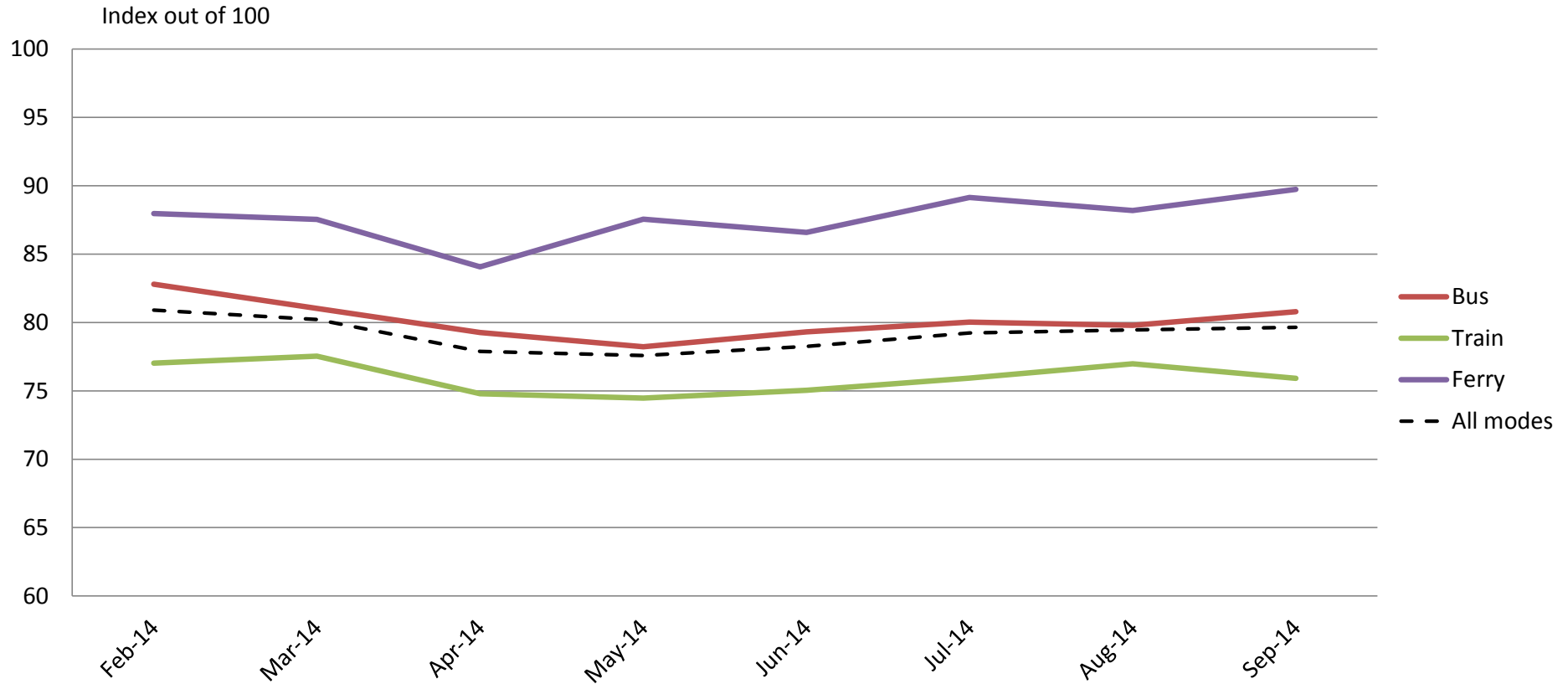


	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	72	70	69	68	70	70	70	70
Train	70	70	68	68	68	68	68	69
Ferry	77	75	75	75	73	76	74	73
All Modes	72	71	69	69	70	70	69	70

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



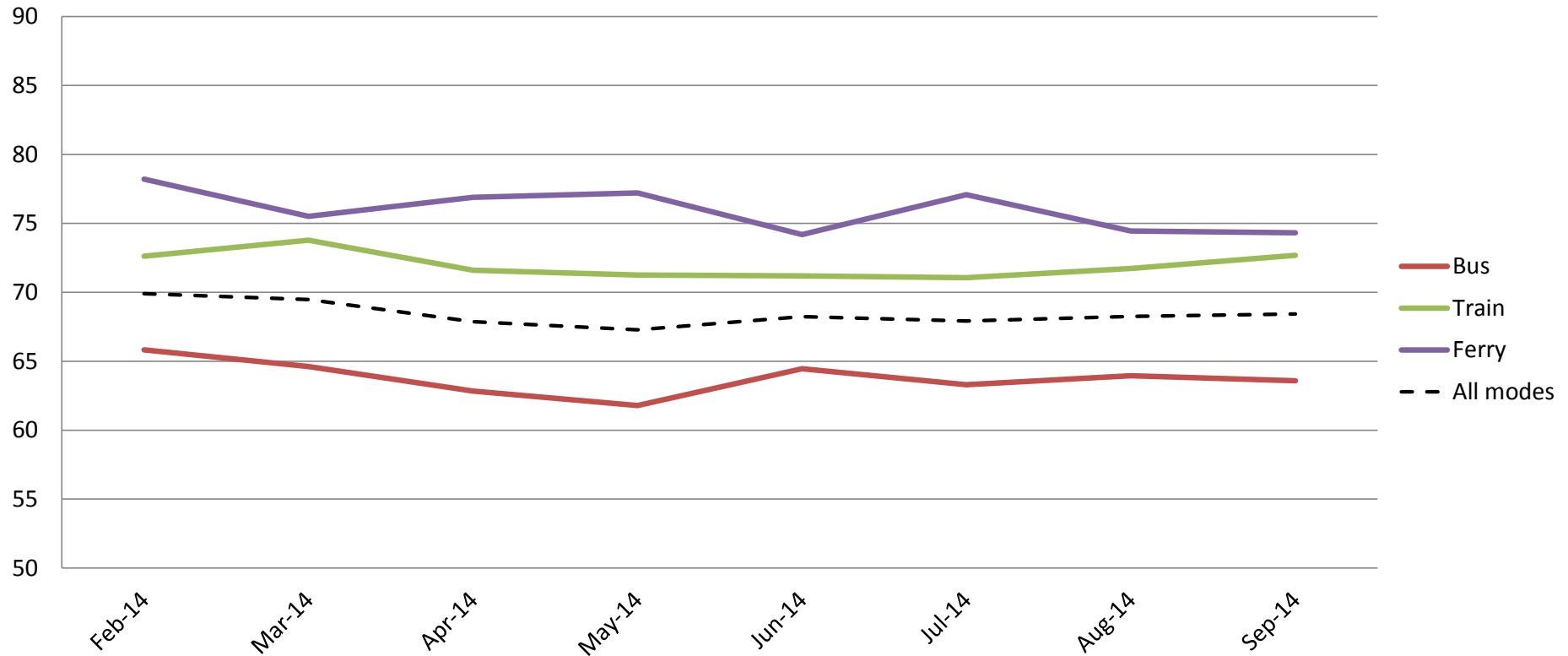
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	83	81	79	78	79	80	80	81
Train	77	78	75	74	75	76	77	76
Ferry	88	88	84	88	87	89	88	90
All Modes	81	80	78	78	78	79	79	80

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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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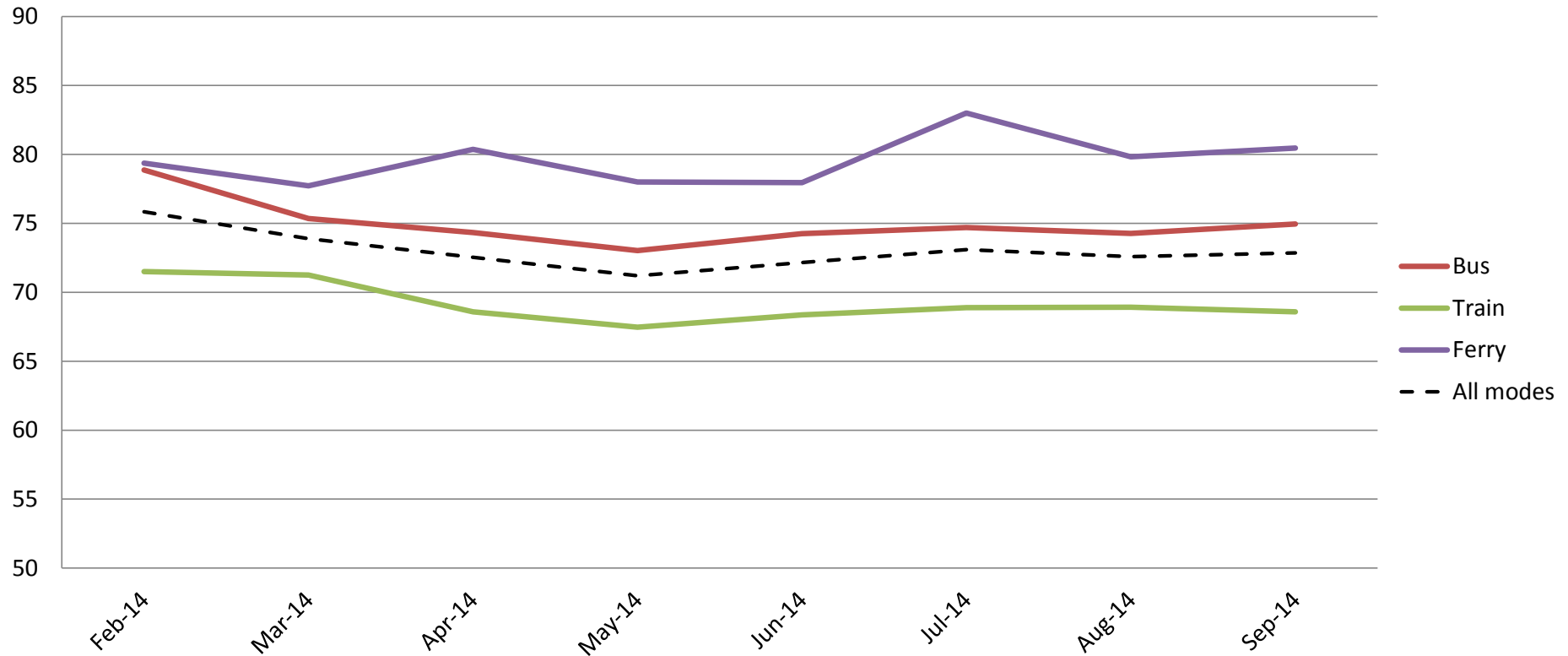
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	66	65	63	62	64	63	64	64
Train	73	74	72	71	71	71	72	73
Ferry	78	76	77	77	74	77	74	74
All Modes	70	69	68	67	68	68	68	68

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

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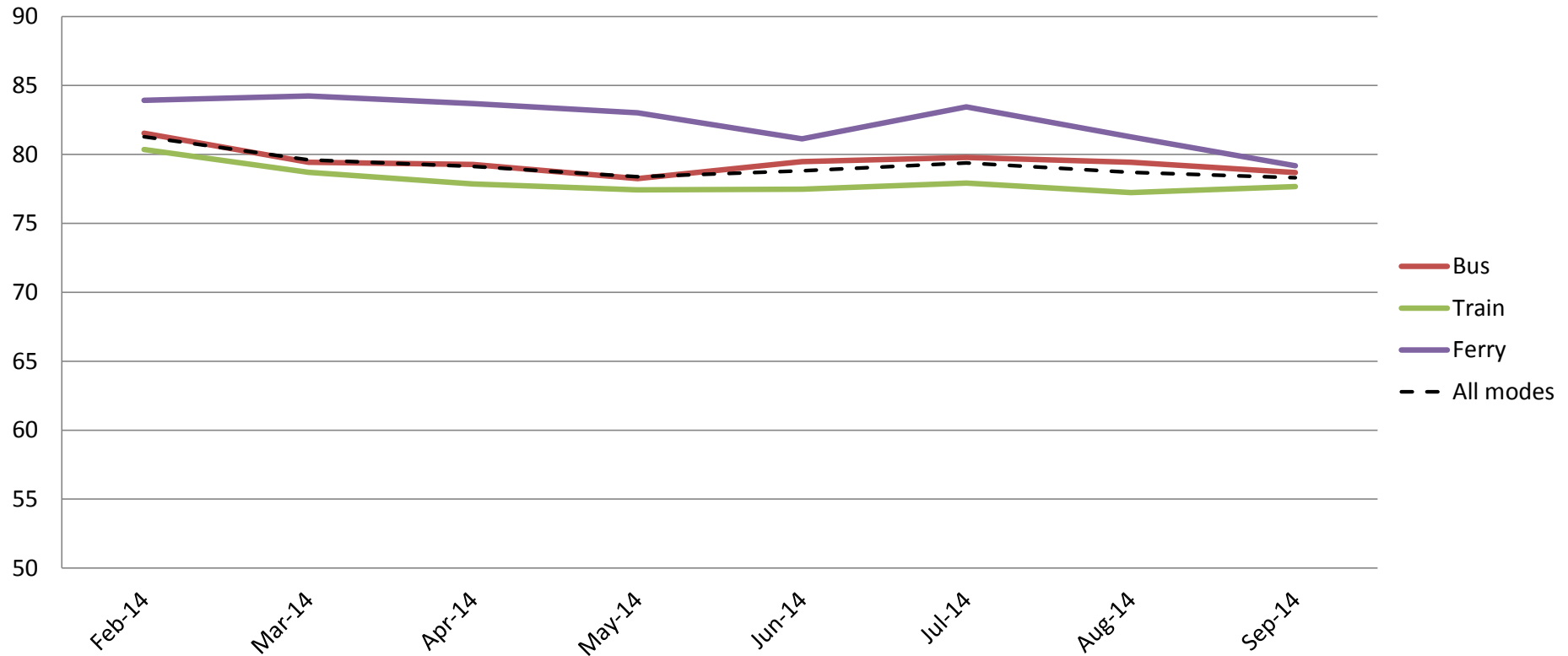
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	79	75	74	73	74	75	74	75
Train	72	71	69	67	68	69	69	69
Ferry	79	78	80	78	78	83	80	80
All Modes	76	74	73	71	72	73	73	73

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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

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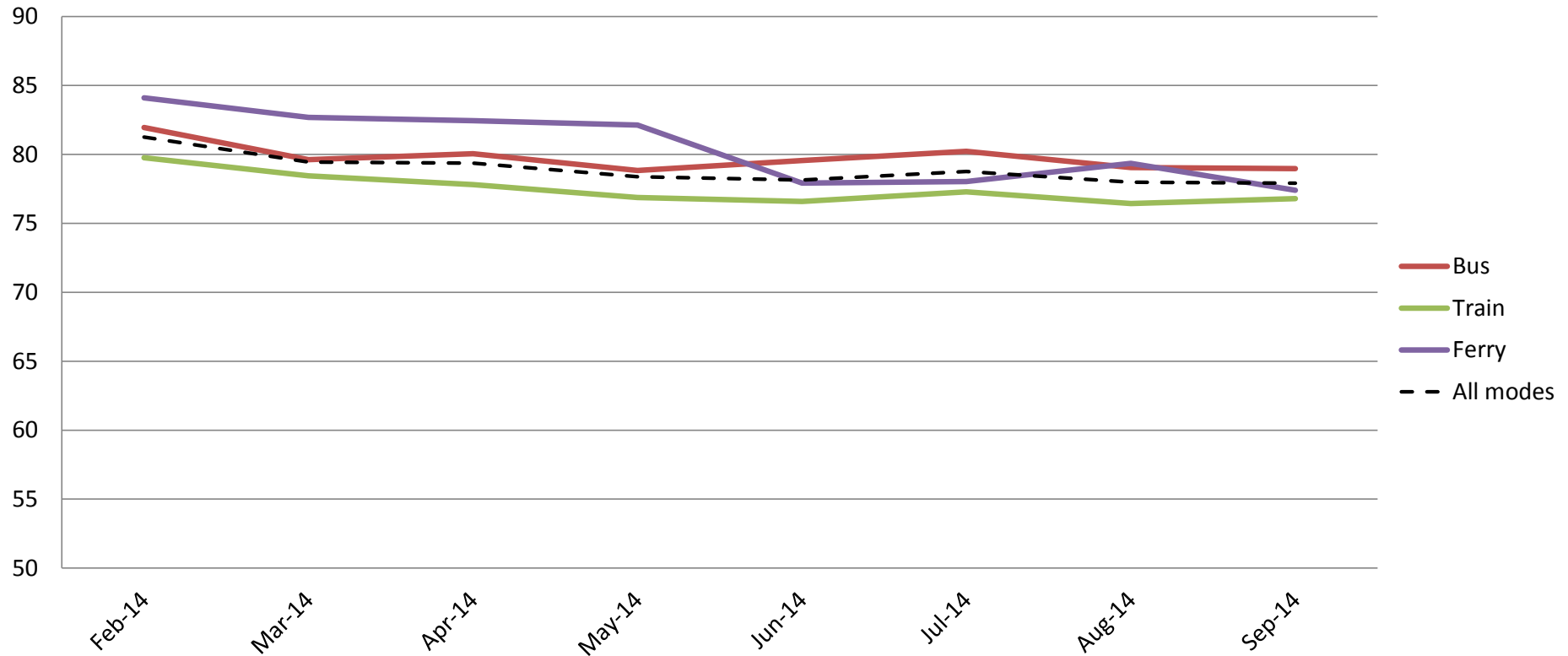
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	82	79	79	78	79	80	79	79
Train	80	79	78	77	77	78	77	78
Ferry	84	84	84	83	81	83	81	79
All Modes	81	80	79	78	79	79	79	78

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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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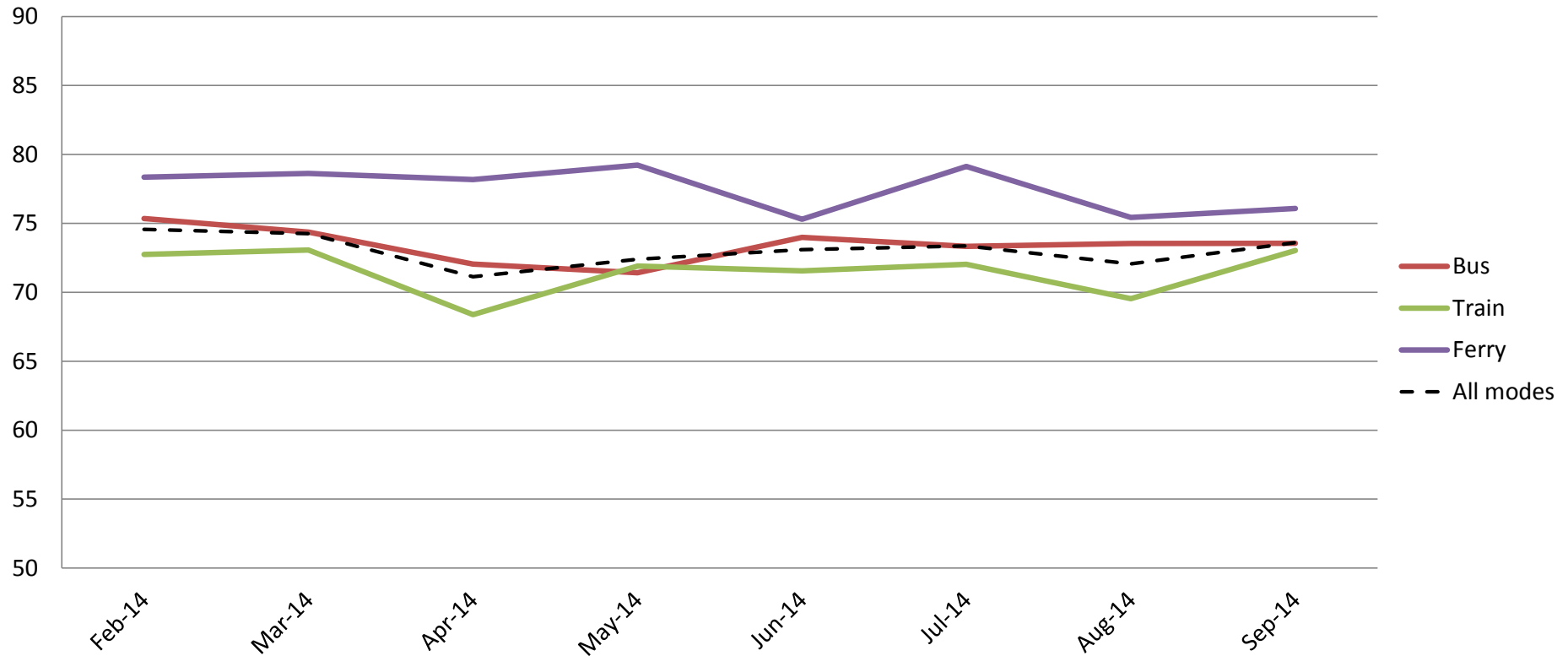
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	82	80	80	79	80	80	79	79
Train	80	78	78	77	77	77	76	77
Ferry	84	83	82	82	78	78	79	77
All Modes	81	79	79	78	78	79	78	78

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

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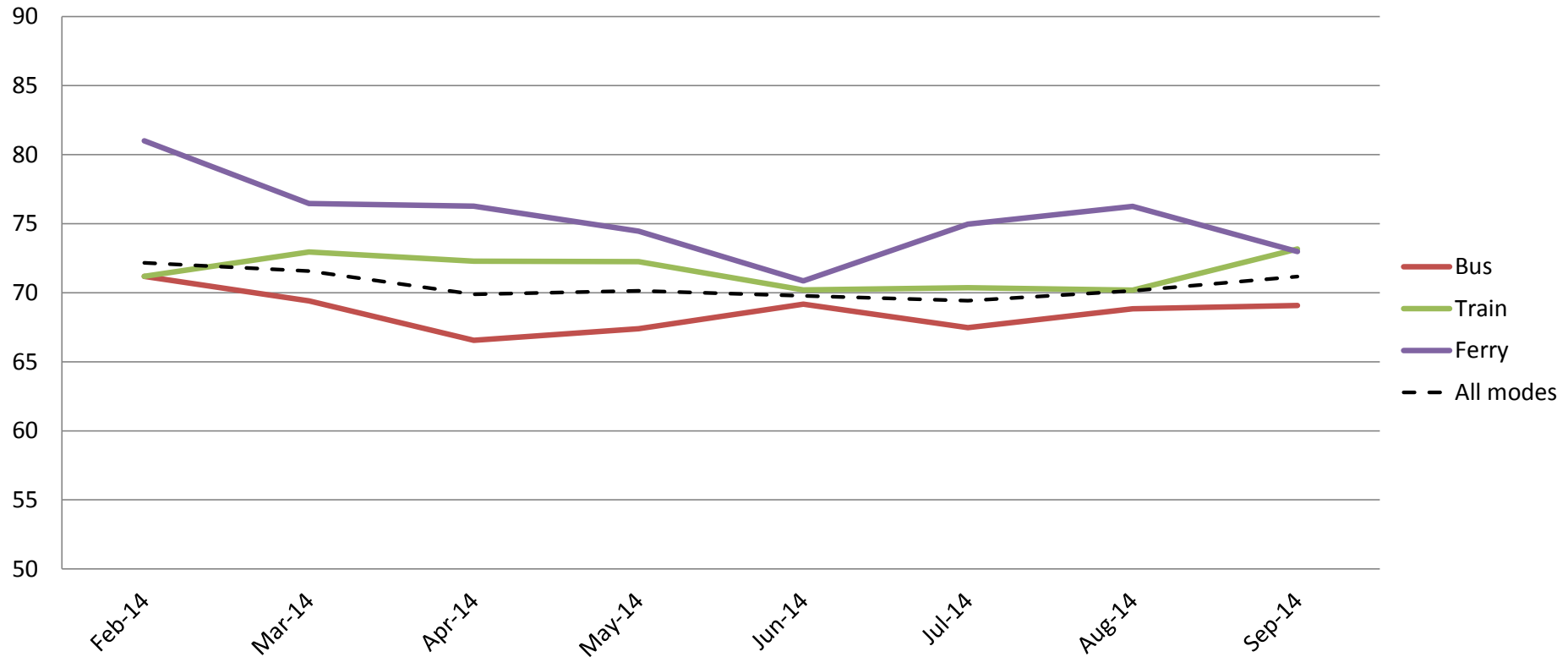
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	75	74	72	71	74	73	74	74
Train	73	73	68	72	72	72	70	73
Ferry	78	79	78	79	75	79	75	76
All Modes	75	74	71	72	73	73	72	74

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

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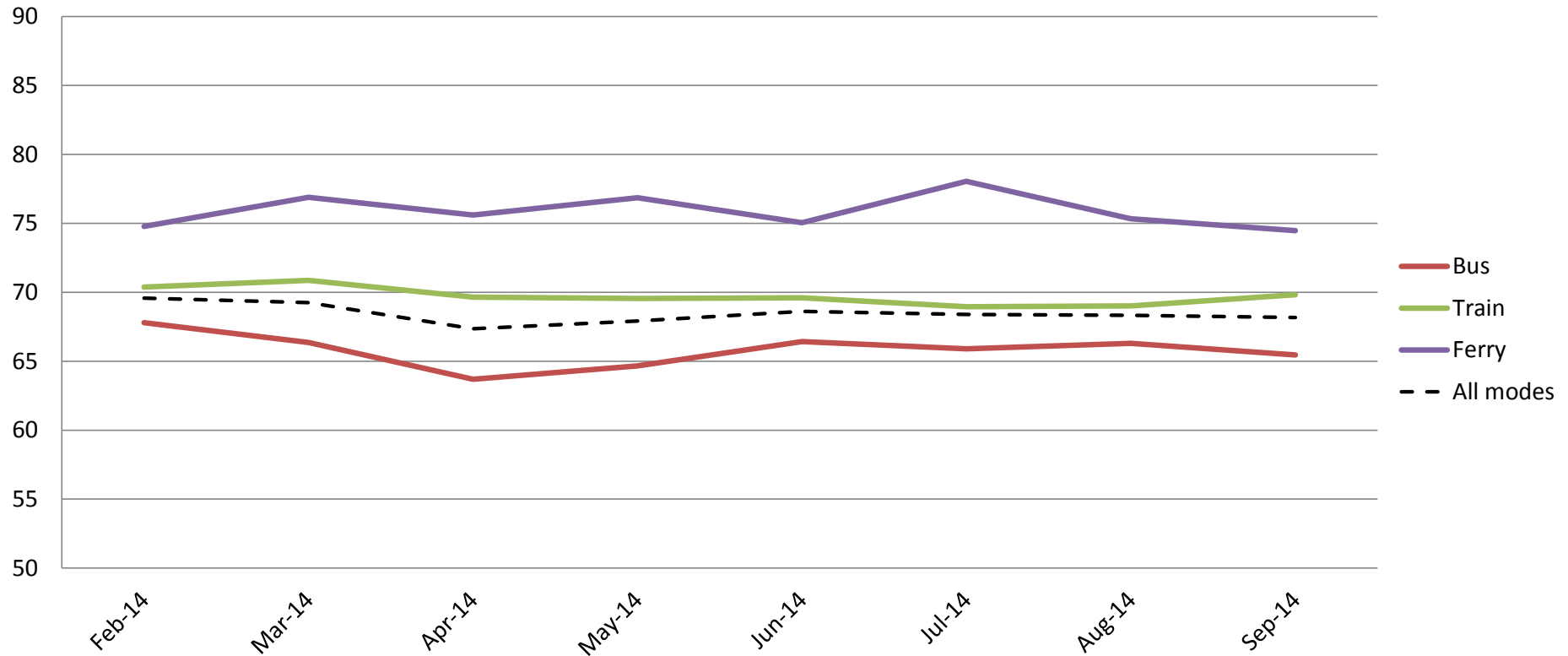
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	71	69	67	67	69	67	69	69
Train	71	73	72	72	70	70	70	73
Ferry	81	76	76	74	71	75	76	73
All Modes	72	72	70	70	70	69	70	71

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

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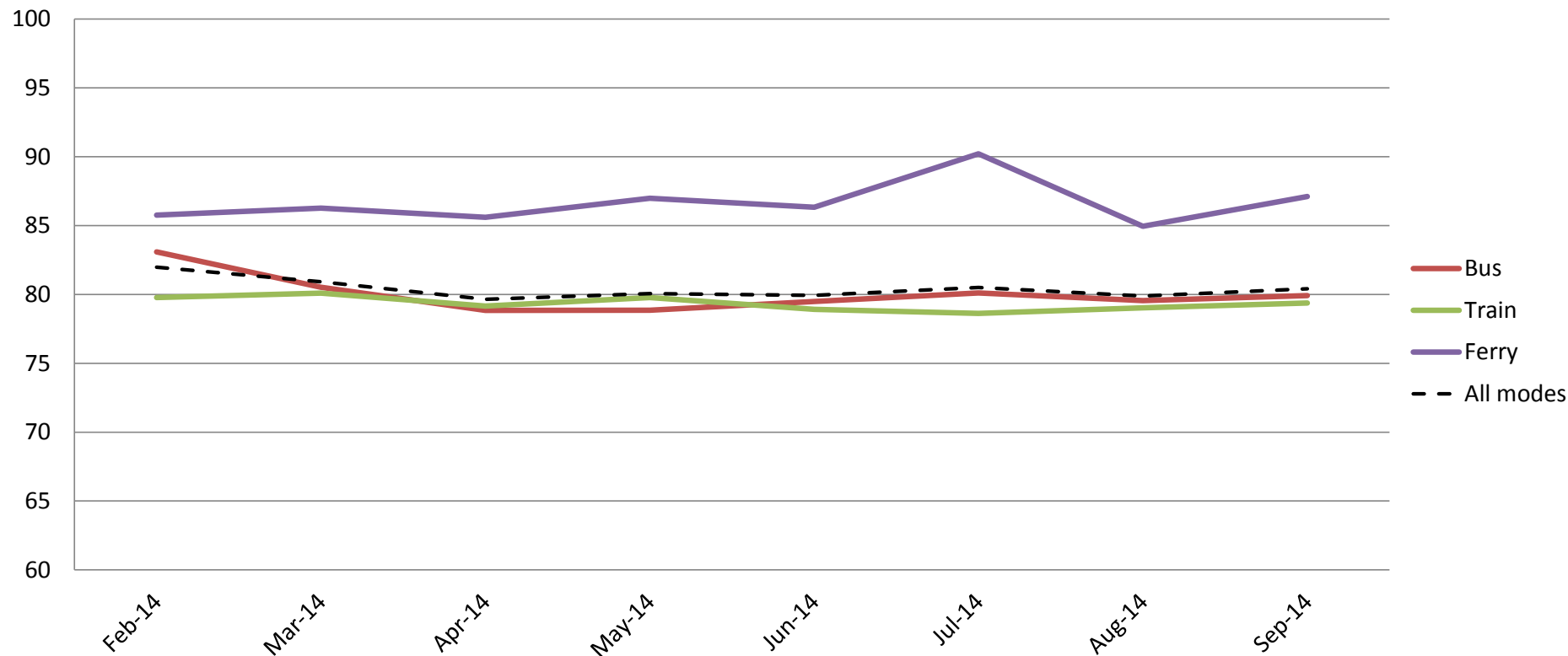
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	68	66	64	65	66	66	66	65
Train	70	71	70	70	70	69	69	70
Ferry	75	77	76	77	75	78	75	74
All Modes	70	69	67	68	69	68	68	68

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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

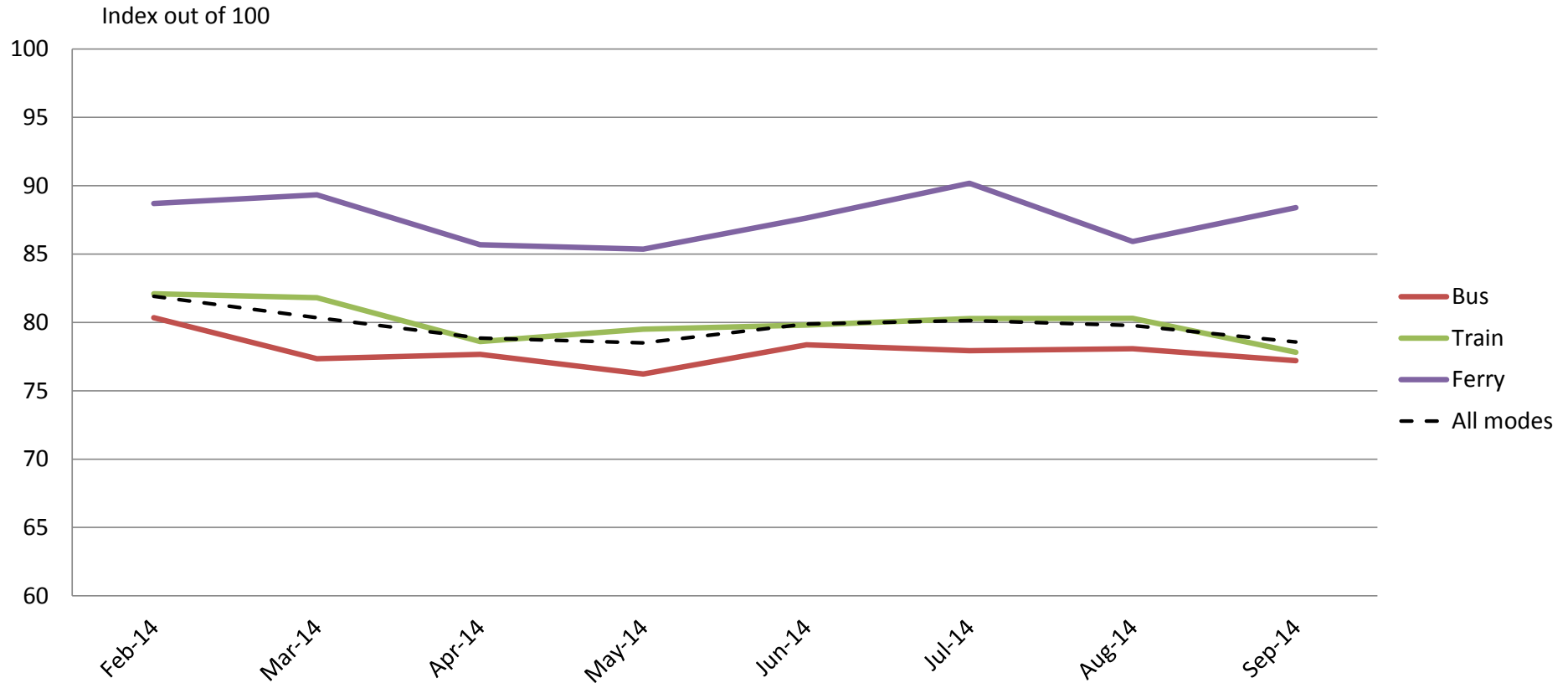


	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	83	81	79	79	79	80	80	80
Train	80	80	79	80	79	79	79	79
Ferry	86	86	86	87	86	90	85	87
All Modes	82	81	80	80	80	81	80	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



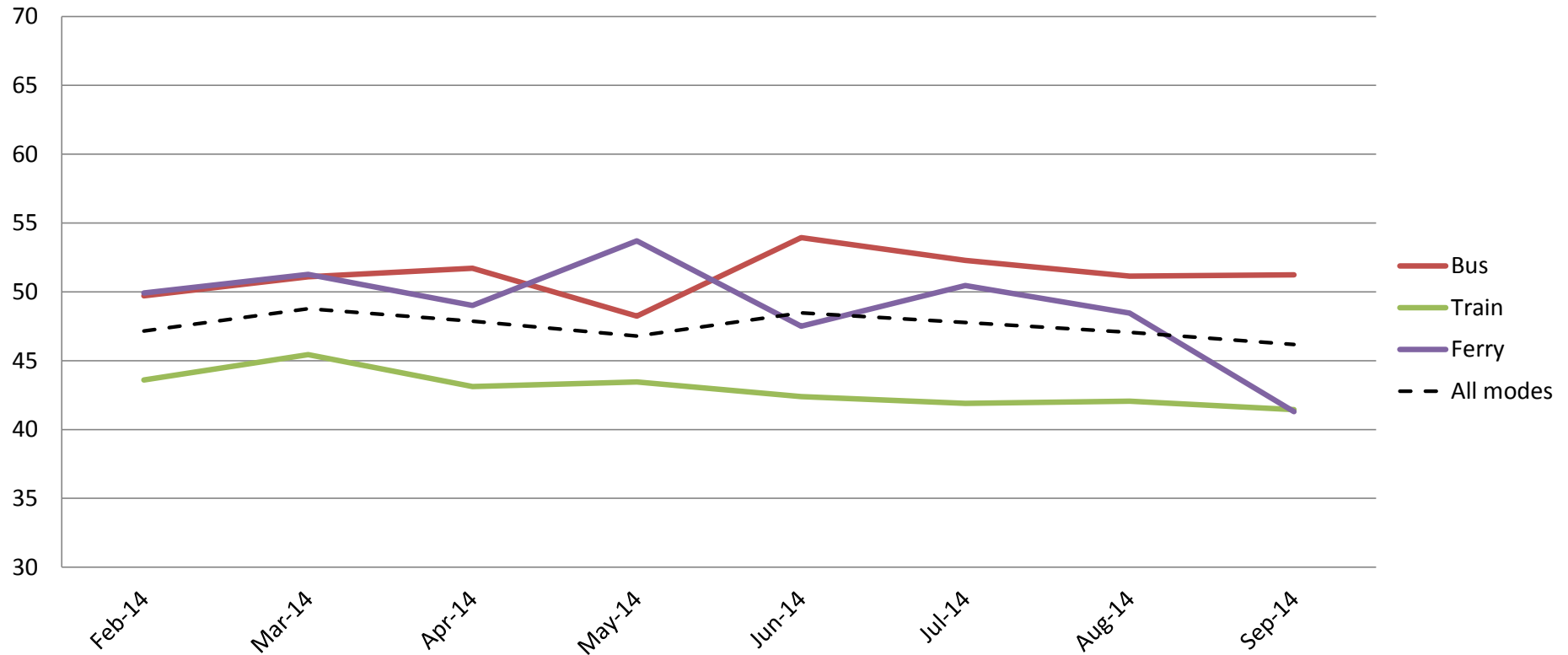
	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	80	77	78	76	78	78	78	77
Train	82	82	79	80	80	80	80	78
Ferry	89	89	86	85	88	90	86	88
All Modes	82	80	79	79	80	80	80	79

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

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	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Bus	50	51	52	48	54	52	51	51
Train	44	45	43	43	42	42	42	41
Ferry	50	51	49	54	48	50	48	41
All Modes	47	49	48	47	48	48	47	46

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