

## TransLink Customer Satisfaction Monthly Snapshot

August 2015

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	81	77	91	80
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	64	71	79	68
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	70	82	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	79	82	80
<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.	81	78	81	80
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	74	80	74
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	69	73	76	71
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	67	71	79	70
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	80	88	81
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	79	81	89	81
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	55	48	56	52
<b>Overall Service</b>				
A combination of all reported categories	70	70	78	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

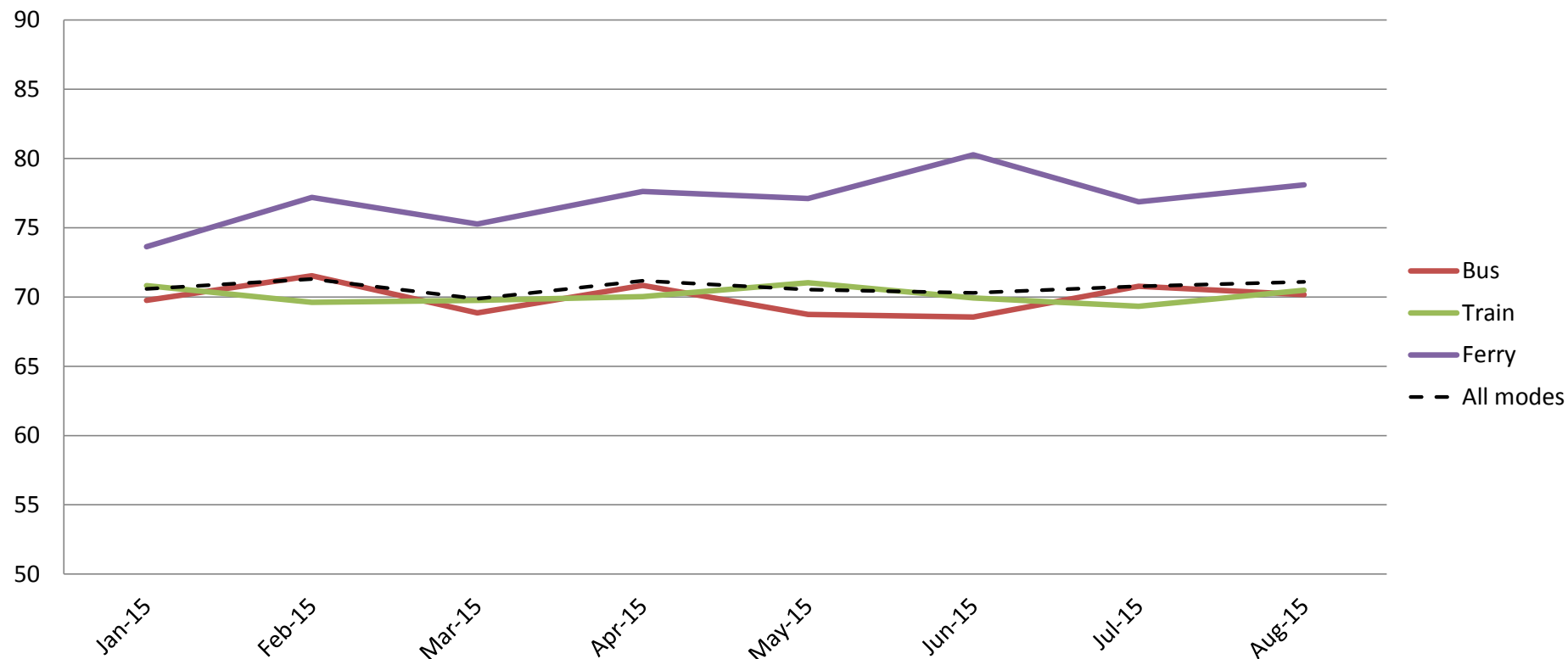
Green figures indicate a statistically significant **increase** in the period

## 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
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%
1 March 2015	3,937,235	0.26	2.08	11.37	2.02%
8 March 2015	4,082,452	0.42	2.46	11.21	1.93%
15 March 2015	4,051,235	0.40	2.43	11.56	1.93%
22 March 2015	3,966,605	0.35	2.25	18.31	1.92%
29 March 2015	3,953,359	0.39	3.70	10.64	1.81%
5 April 2015	3,213,840	0.26	1.79	12.08	1.84%
12 April 2015	2,723,713	0.55	2.17	12.90	1.93%
19 April 2015	3,469,161	0.44	1.98	12.18	1.72%
26 April 2015	3,844,484	0.39	1.98	10.48	1.75%
3 May 2015	3,667,880	0.52	1.92	12.30	1.83%
10 May 2015	3,878,491	0.43	1.78	27.68	1.86%
17 May 2015	3,787,548	0.55	1.96	11.82	1.83%
24 May 2015	3,823,627	0.24	1.99	10.66	1.68%
31 May 2015	3,786,786	0.50	1.91	10.98	1.67%
7 June 2015	3,702,351	0.37	1.92	10.97	1.68%
14 June 2015	3,077,633	0.18	1.85	11.05	1.74%
21 June 2015	3,531,016	0.22	2.17	10.95	1.71%
28 June 2015	3,324,267	0.14	1.65	17.70	1.79%
5 July 2015	2,917,731	0.14	1.57	14.82	1.88%
12 July 2015	2,958,153	0.09	1.82	14.18	1.85%
19 July 2015	3,430,407	0.06	1.55	12.15	1.88%
26 July 2015	3,649,388	0.11	1.75	12.46	1.79%
2 August 2015	3,873,777	0.11	1.61	10.95	1.83%
9 August 2015	3,981,873	0.11	1.65	13.65	1.85%
16 August 2015	3,598,716	0.10	1.37	11.53	1.88%
23 August 2015	3,814,365	0.08	1.34	13.26	1.64%
30 August 2015	3,733,319	0.11	1.84	14.48	1.66%

## Overall satisfaction – A combination of all reported categories

Index out of 100



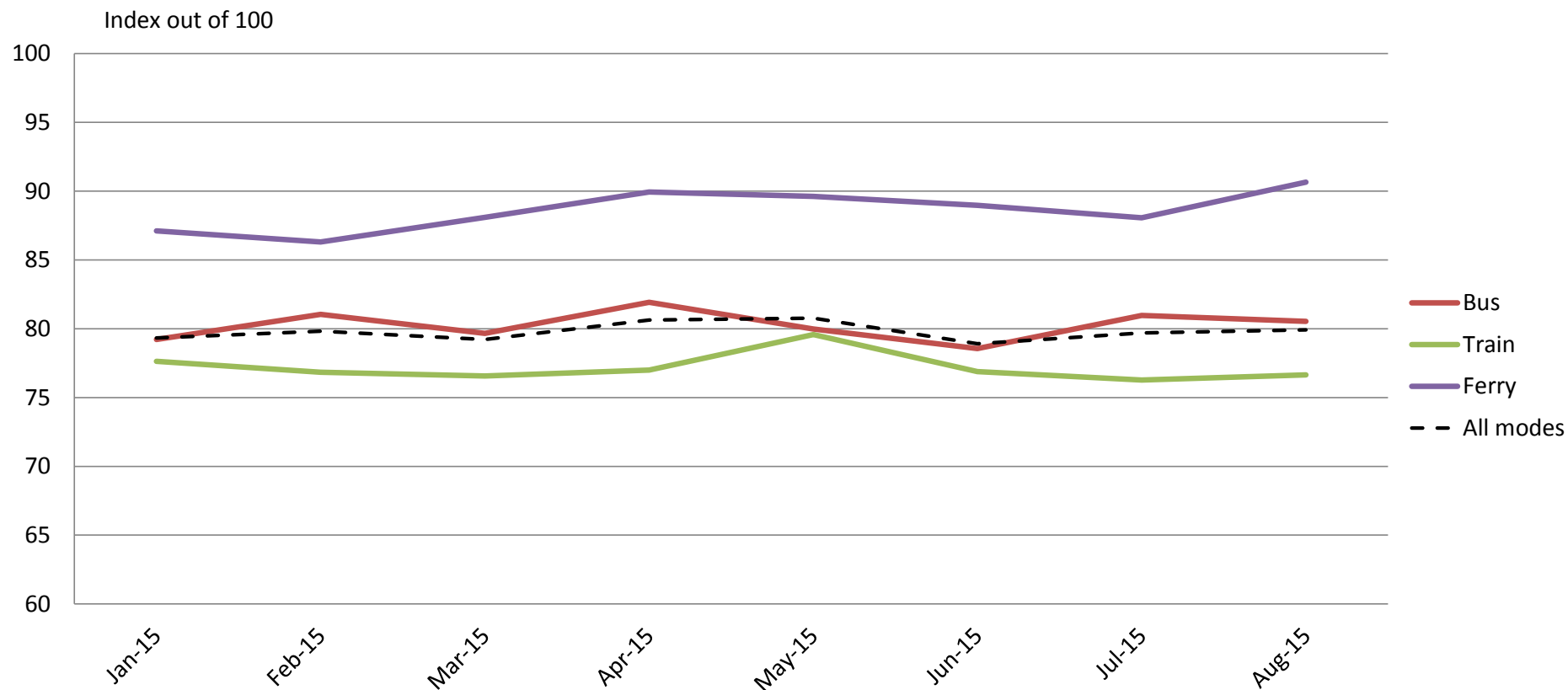
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	70	72	69	71	69	70	71	70
<b>Train</b>	71	70	70	70	71	70	69	70
<b>Ferry</b>	74	77	75	78	77	80	77	78
<b>All Modes</b>	71	71	70	71	71	70	71	71

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



	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	79	81	80	82	80	79	81	81
<b>Train</b>	78	77	77	77	80	77	76	77
<b>Ferry</b>	87	86	88	90	90	89	88	91
<b>All Modes</b>	79	80	79	81	81	79	80	80

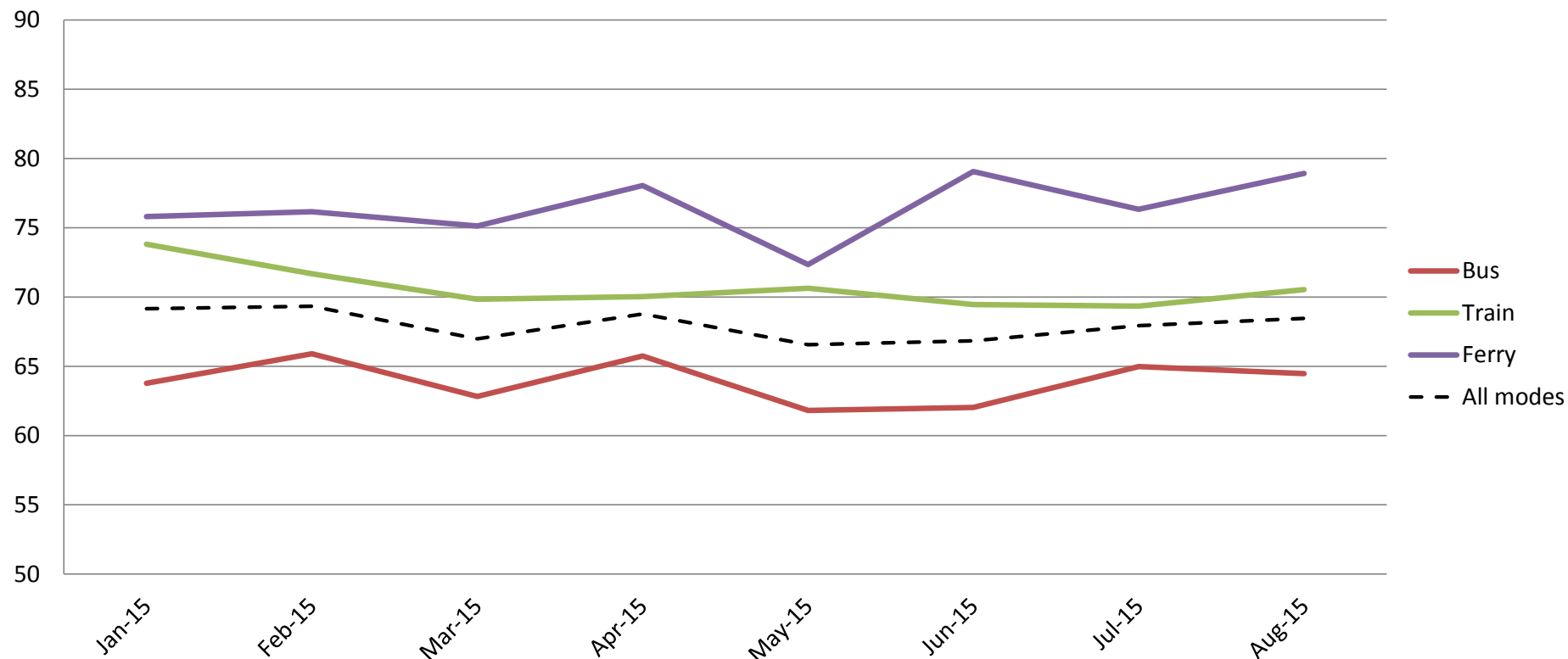
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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



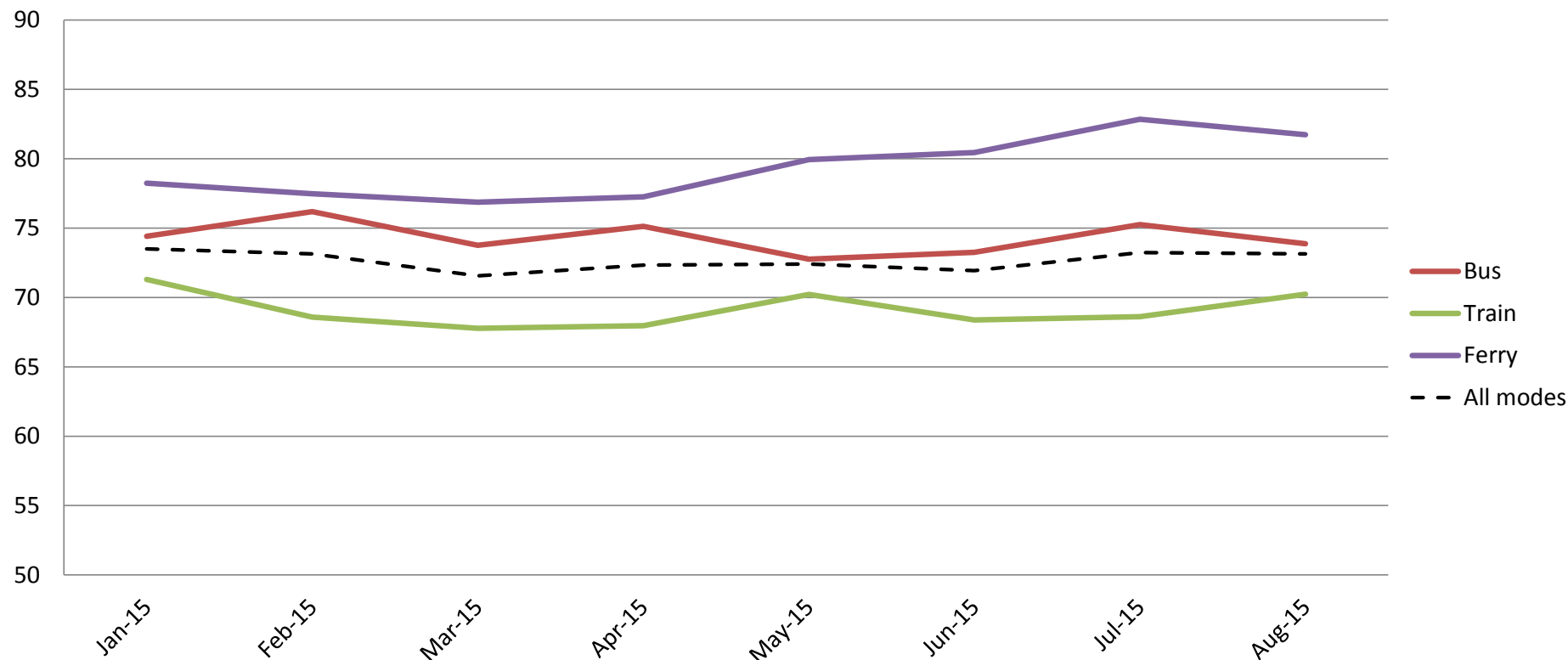
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	64	66	63	66	62	62	65	64
<b>Train</b>	74	72	70	70	71	69	69	71
<b>Ferry</b>	76	76	75	78	72	79	76	79
<b>All Modes</b>	69	69	67	69	67	67	68	68

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

Index out of 100



	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	74	76	74	75	73	73	75	74
<b>Train</b>	71	69	68	68	70	68	69	70
<b>Ferry</b>	78	77	77	77	80	80	83	82
<b>All Modes</b>	74	73	72	72	72	72	73	73

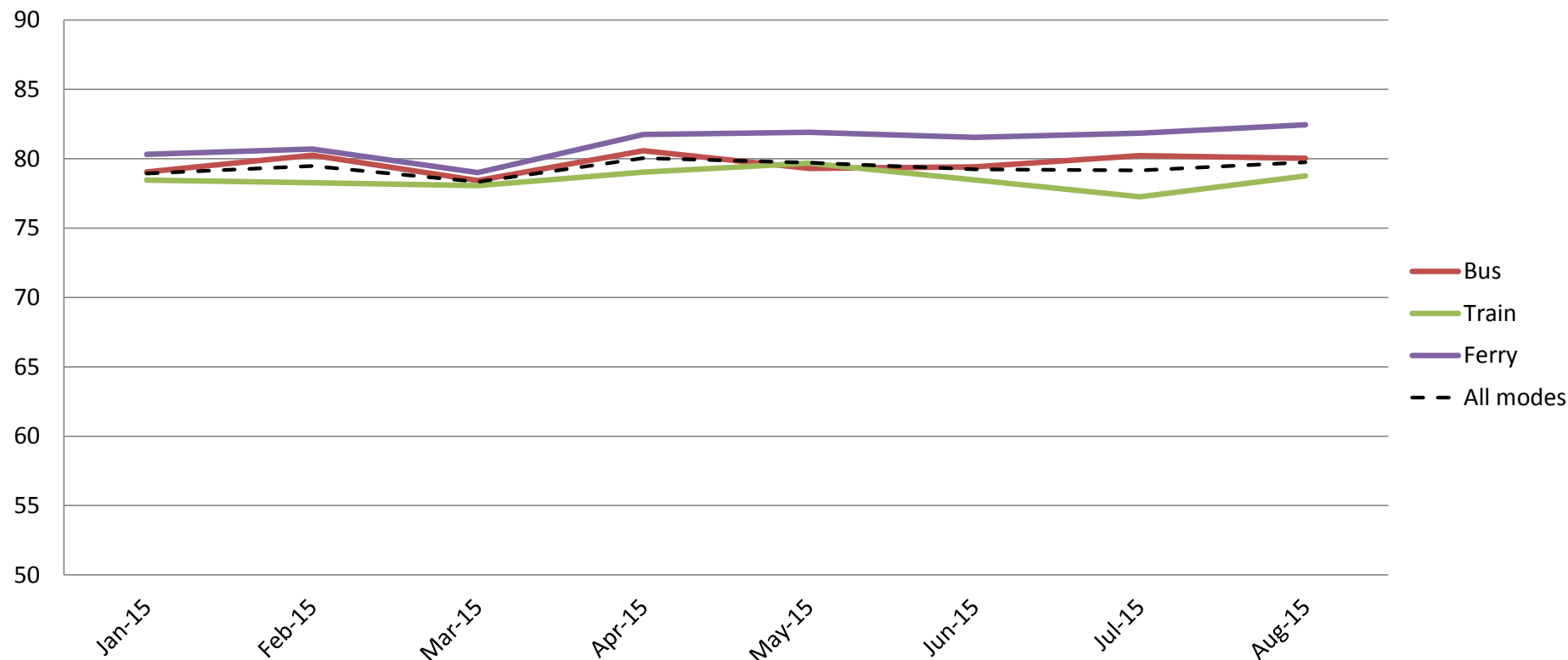
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## Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



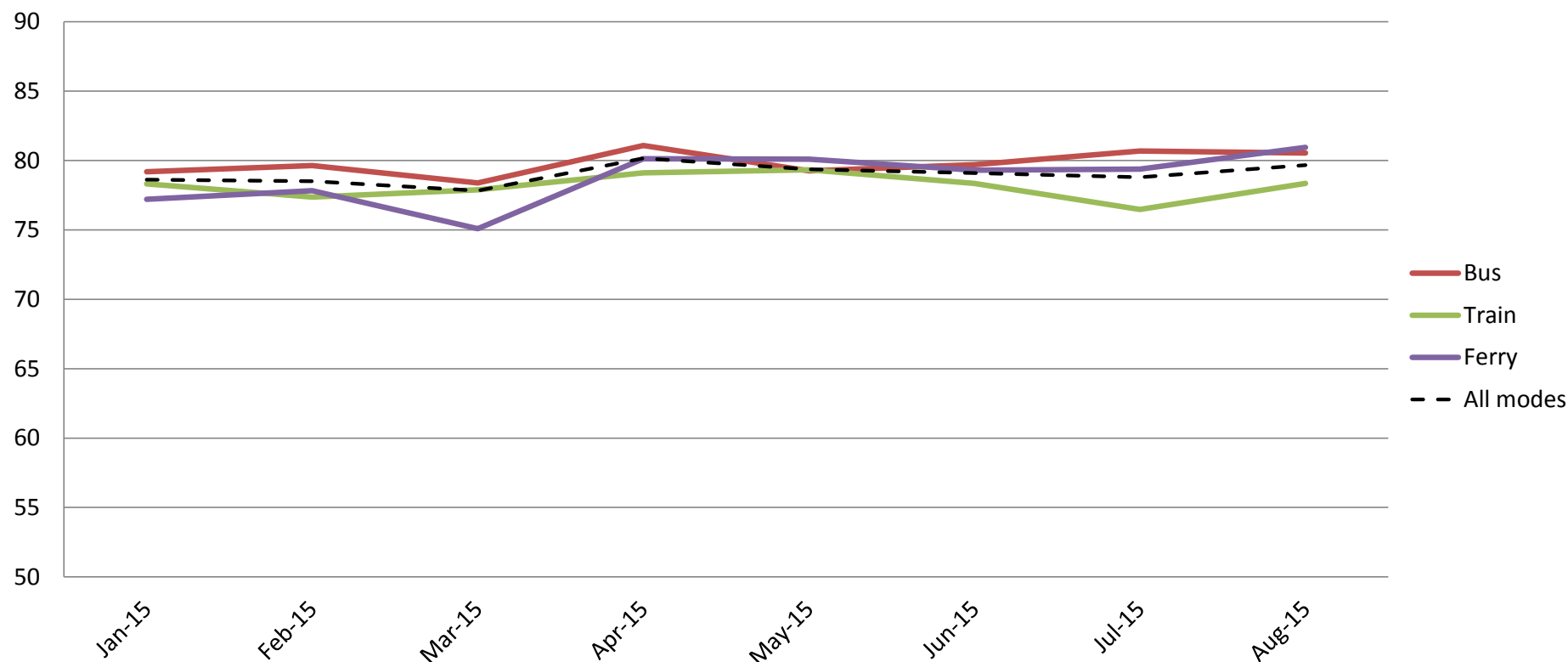
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	79	80	78	81	79	79	80	80
<b>Train</b>	78	78	78	79	80	78	77	79
<b>Ferry</b>	80	81	79	82	82	82	82	82
<b>All Modes</b>	79	79	78	80	80	79	79	80

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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



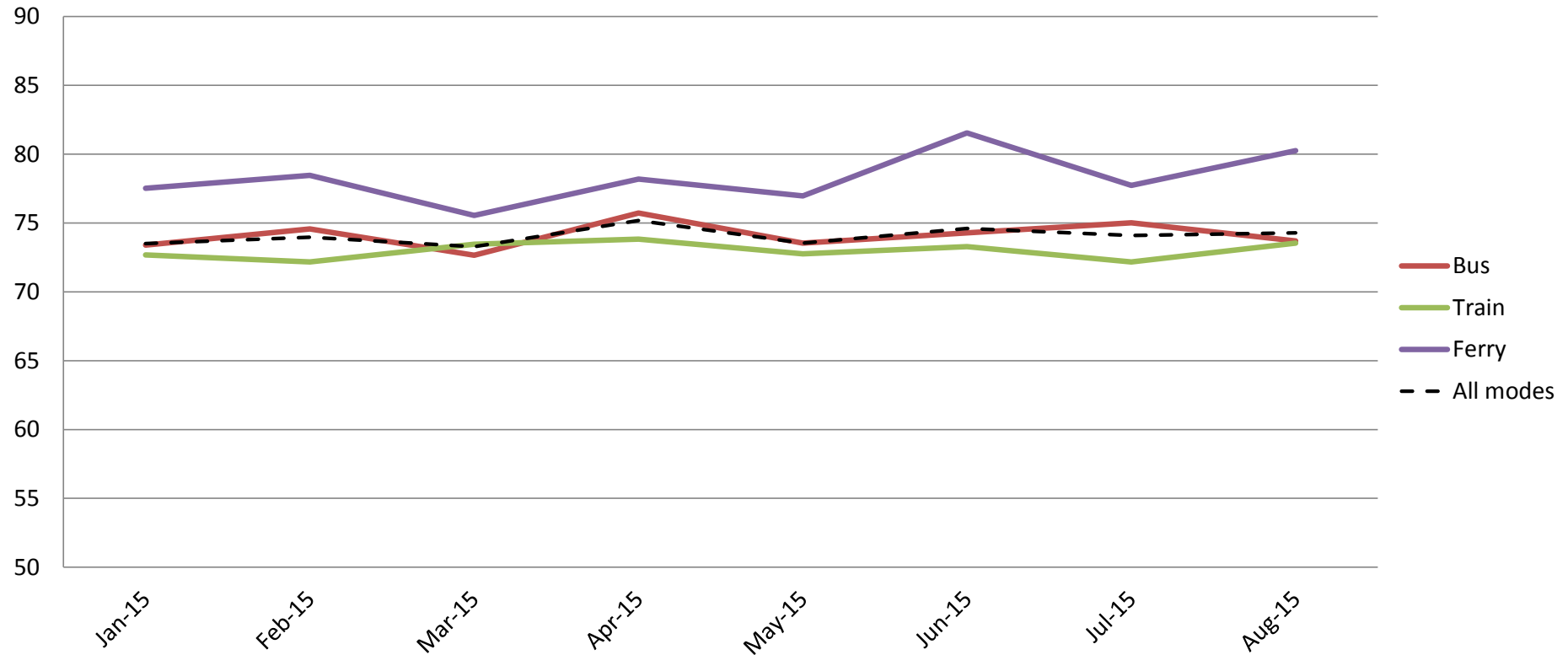
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	79	80	78	81	79	80	81	81
<b>Train</b>	78	77	78	79	79	78	76	78
<b>Ferry</b>	77	78	75	80	80	79	79	81
<b>All Modes</b>	79	79	78	80	79	79	79	80

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

Index out of 100



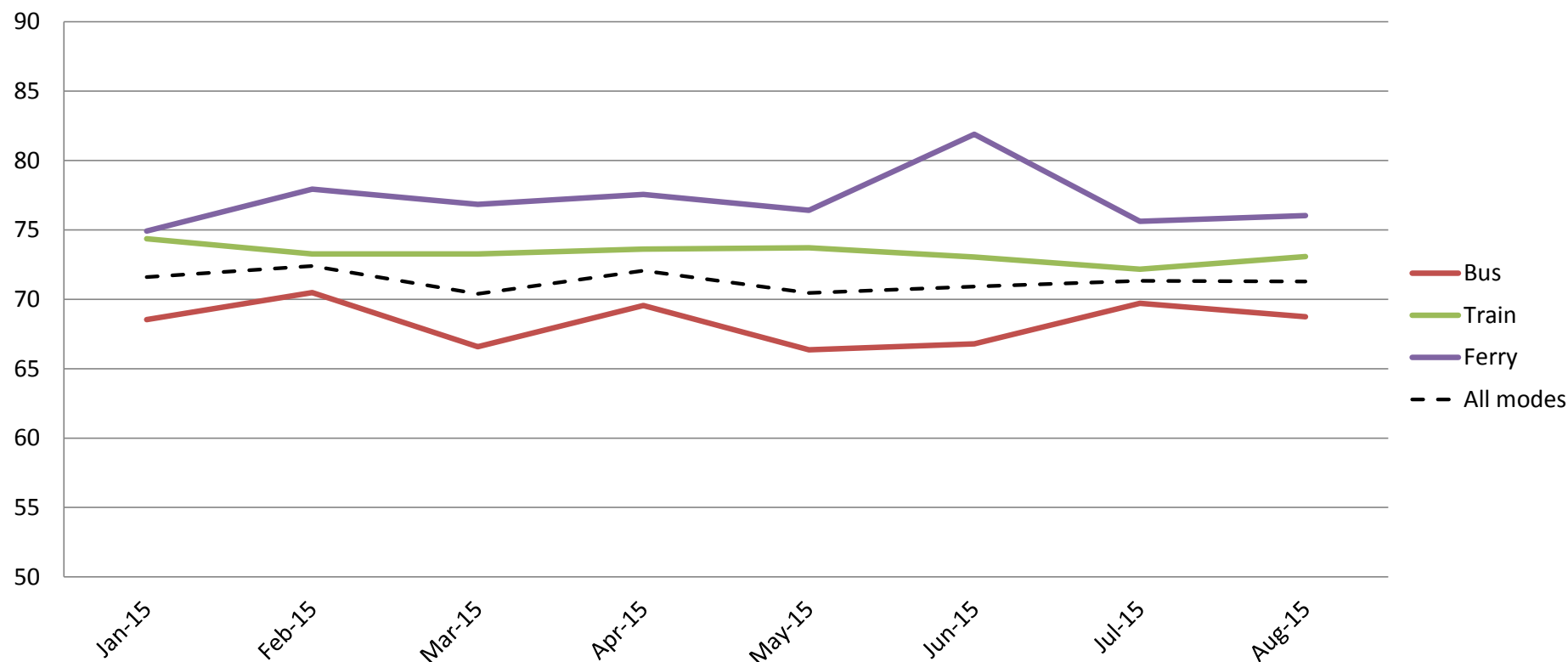
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	73	75	73	76	74	74	75	74
<b>Train</b>	73	72	73	74	73	73	72	74
<b>Ferry</b>	78	78	76	78	77	82	78	80
<b>All Modes</b>	74	74	73	75	74	75	74	74

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

Index out of 100



	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	69	70	67	70	66	67	70	69
<b>Train</b>	74	73	73	74	74	73	72	73
<b>Ferry</b>	75	78	77	78	76	82	76	76
<b>All Modes</b>	72	72	70	72	70	71	71	71

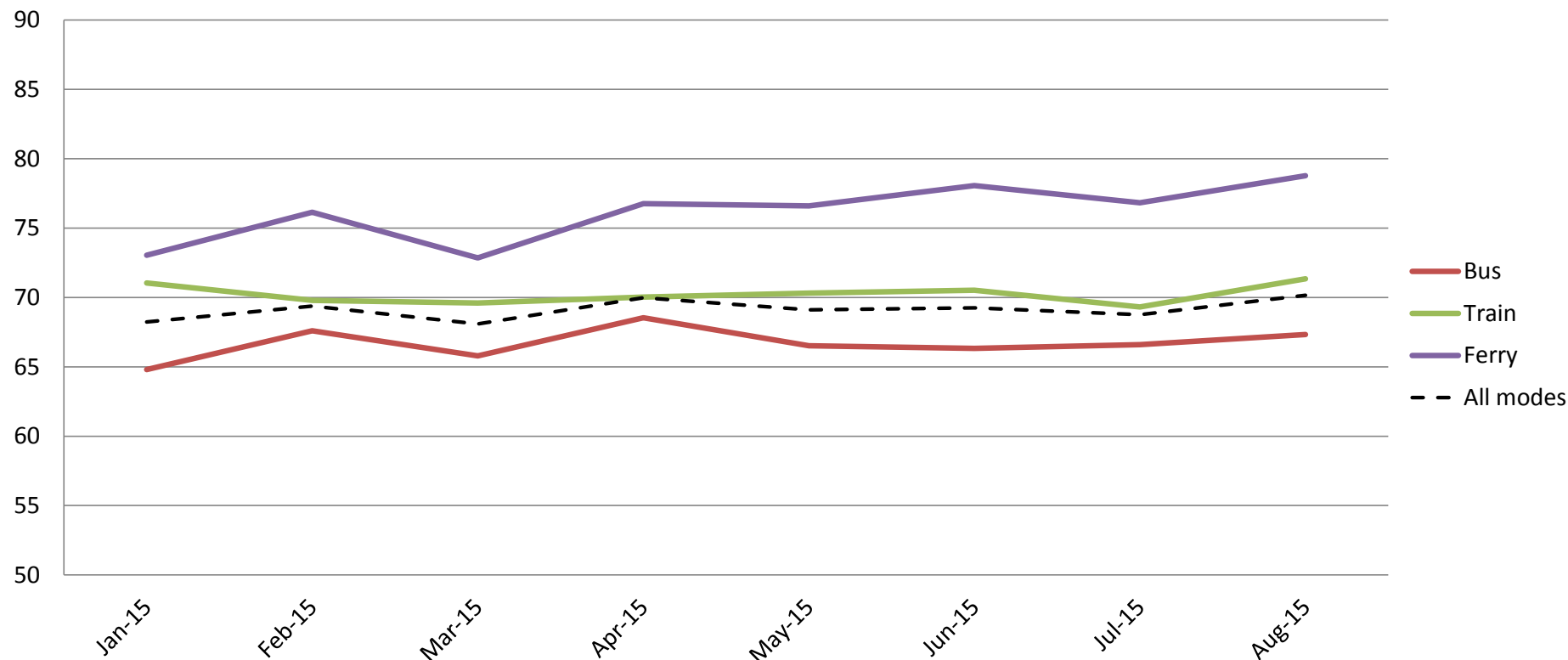
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## Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	65	68	66	69	67	66	67	67
<b>Train</b>	71	70	70	70	70	71	69	71
<b>Ferry</b>	73	76	73	77	77	78	77	79
<b>All Modes</b>	68	69	68	70	69	69	69	70

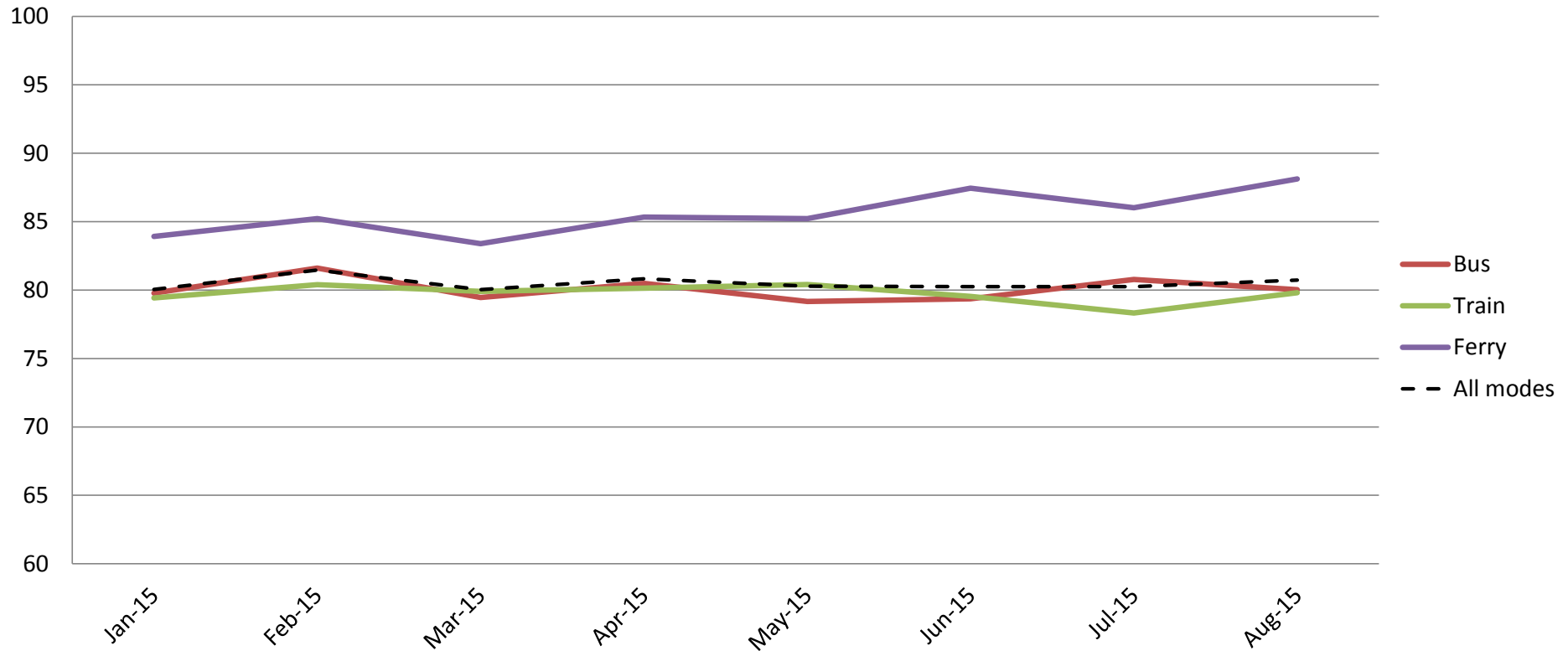
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## Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

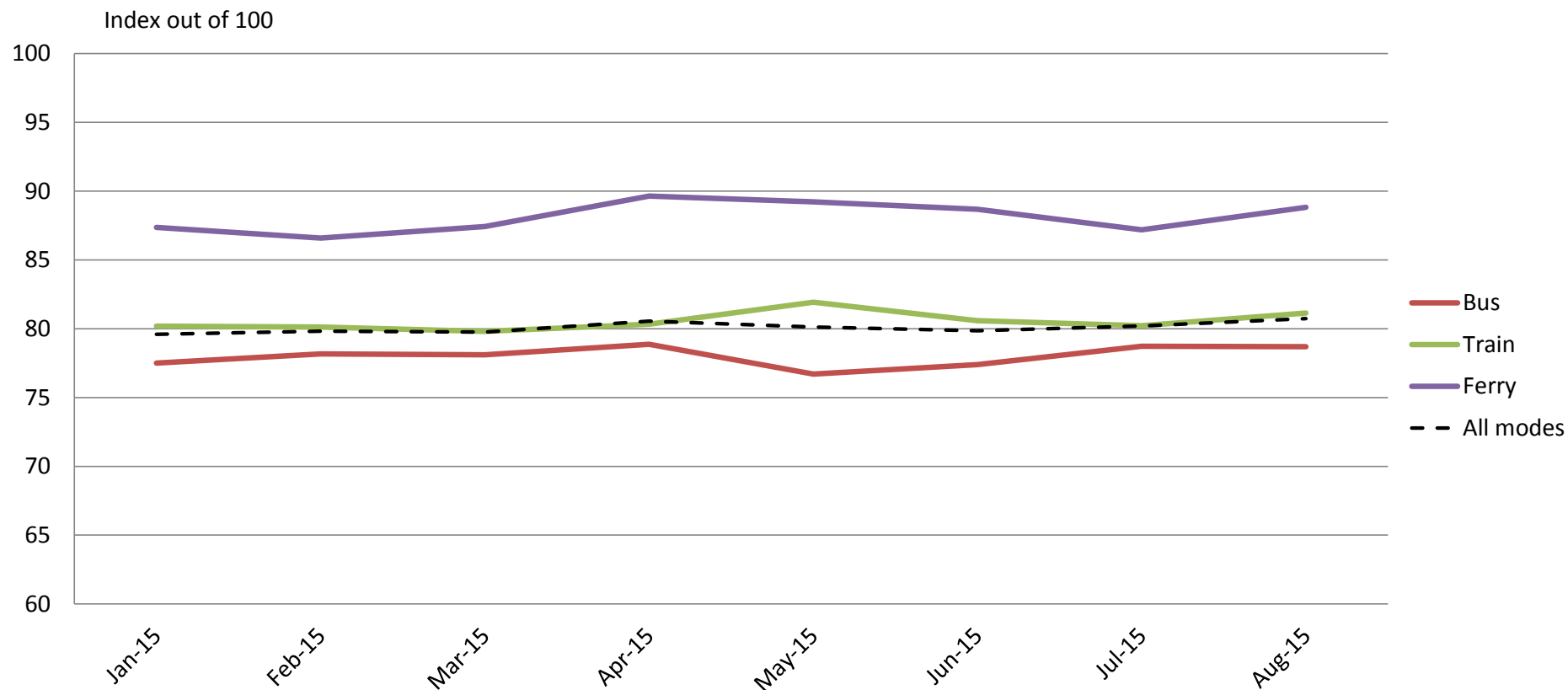


	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	80	82	79	80	79	79	81	80
<b>Train</b>	79	80	80	80	80	80	78	80
<b>Ferry</b>	84	85	83	85	85	87	86	88
<b>All Modes</b>	80	81	80	81	80	80	80	81

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



	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	78	78	78	79	77	77	79	79
<b>Train</b>	80	80	80	80	82	81	80	81
<b>Ferry</b>	87	87	87	90	89	89	87	89
<b>All Modes</b>	80	80	80	81	80	80	80	81

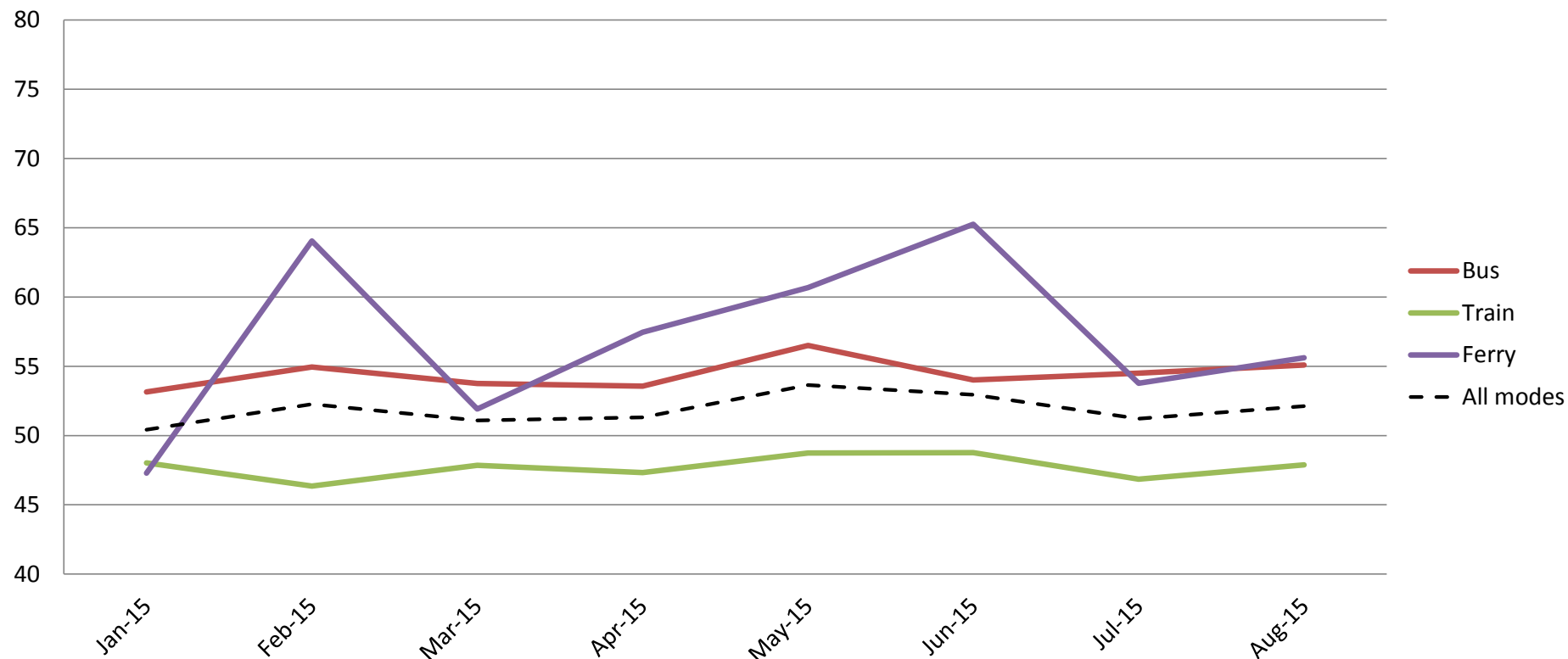
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## Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
<b>Bus</b>	53	55	54	54	57	54	55	55
<b>Train</b>	48	46	48	47	49	49	47	48
<b>Ferry</b>	47	64	52	57	61	65	54	56
<b>All Modes</b>	50	52	51	51	54	53	51	52

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