TransLink Customer Satisfaction Monthly Snapshot

April 2016

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	79	**75**	88	78
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	64	69	78	68
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	68	80	72
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	78	80	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.	78	78	78	78
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	71	77	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	**69**	70	74	70
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	67	71	78	70
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	78	86	79
Staff Knowledge, conduct, presentation and helpfulness of staff	79	79	87	79
Affordability Cost of tickets and benefits of not having to pay for parking	55	50	50	52
Overall Service A combination of all reported categories	70	69	78	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
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%
6 September 2015	3,746,197	0.12	1.39	14.71	1.68%
13 September 2015	3,738,604	0.10	1.63	13.77	1.72%
20 September 2015	3,673,438	0.10	1.41	14.25	1.68%
27 September 2015	3,361,532	0.12	1.42	15.03	1.74%
4 October 2015	3,104,420	0.10	1.68	15.45	1.83%
11 October 2015	3,308,417	0.08	1.52	14.44	1.78%
18 October 2015	3,785,231	0.08	1.58	14.25	1.55%
25 October 2015	3,689,378	0.07	1.85	15.08	1.71%
1 November 2015	3,692,082	0.07	1.51	14.23	1.68%
8 November 2015	3,541,769	0.05	1.67	15.36	1.79%
15 November 2015	3,614,425	0.11	2.01	14.74	1.72%
22 November 2015	3,602,384	0.09	2.15	15.05	1.83%
29 November 2015	3,540,823	0.04	1.40	14.13	1.86%
6 December 2015	3,297,663	0.06	1.56	14.78	1.83%
13 December 2015	3,130,367	0.22	2.84	15.10	1.82%
20 December 2015	3,084,588	0.04	1.38	15.08	1.77%
27 December 2015	2,132,860	0.14	1.75	16.60	1.94%
3 January 2016	1,670,275	0.15	1.54	19.11	2.38%
10 January 2016	2,525,209	0.10	2.17	16.96	1.86%
17 January 2016	2,828,104	0.06	1.63	16.50	1.86%
24 January 2016	2,892,571	0.05	1.56	15.85	1.76%
31 January 2016	2,708,510	0.06	2.14	15.84	1.94%
7 February 2016	3,457,158	0.04	2.14	15.35	1.90%
14 February 2016	3,578,686	0.05	2.28	14.53	1.87%
21 February 2016	3,581,879	0.16	2.07	16.77	1.92%
28 February 2016	3,777,072	0.14	2.09	15.45	1.84%
6 March 2016	4,026,578	0.13	1.82	13.34	1.78%
13 March 2016	4,082,397	0.11	1.77	13.17	1.75%
20 March 2016	4,080,252	0.21	3.09	13.07	1.69%
27 March 2016	3,388,663	0.09	1.91	13.72	1.79%
3 April 2016	2,720,743	0.11	1.68	15.61	1.87%
10 April 2016	3,498,831	0.09	1.64	13.46	1.77%
17 April 2016	3,920,595	0.06	1.88	11.38	1.75%
24 April 2016	3,946,084	0.07	1.72	11.20	1.71%

Overall satisfaction – A combination of all reported categories

Index out of 100
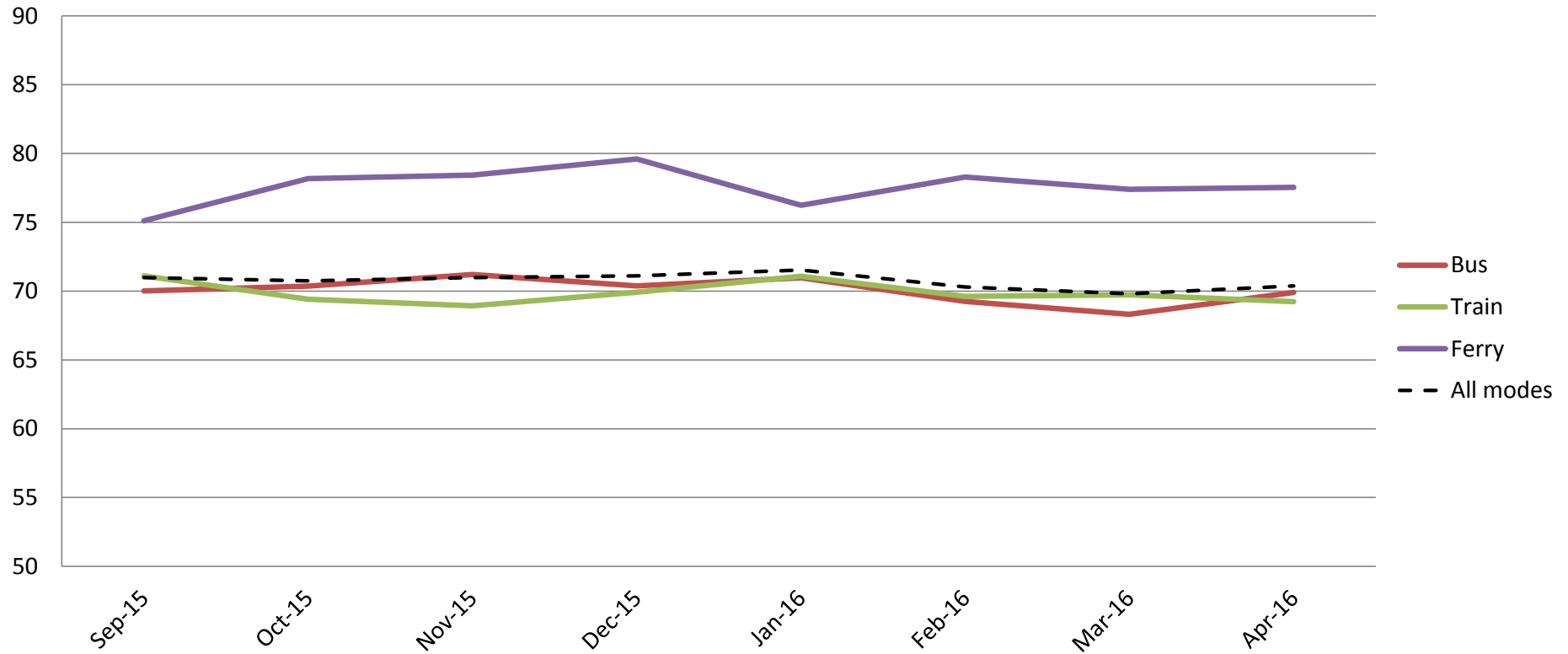
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	70	70	71	70	71	69	68	70
Train	71	69	69	70	71	70	70	69
Ferry	75	78	78	80	76	78	77	78
All Modes	71	71	71	71	72	70	70	70

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

Index out of 100
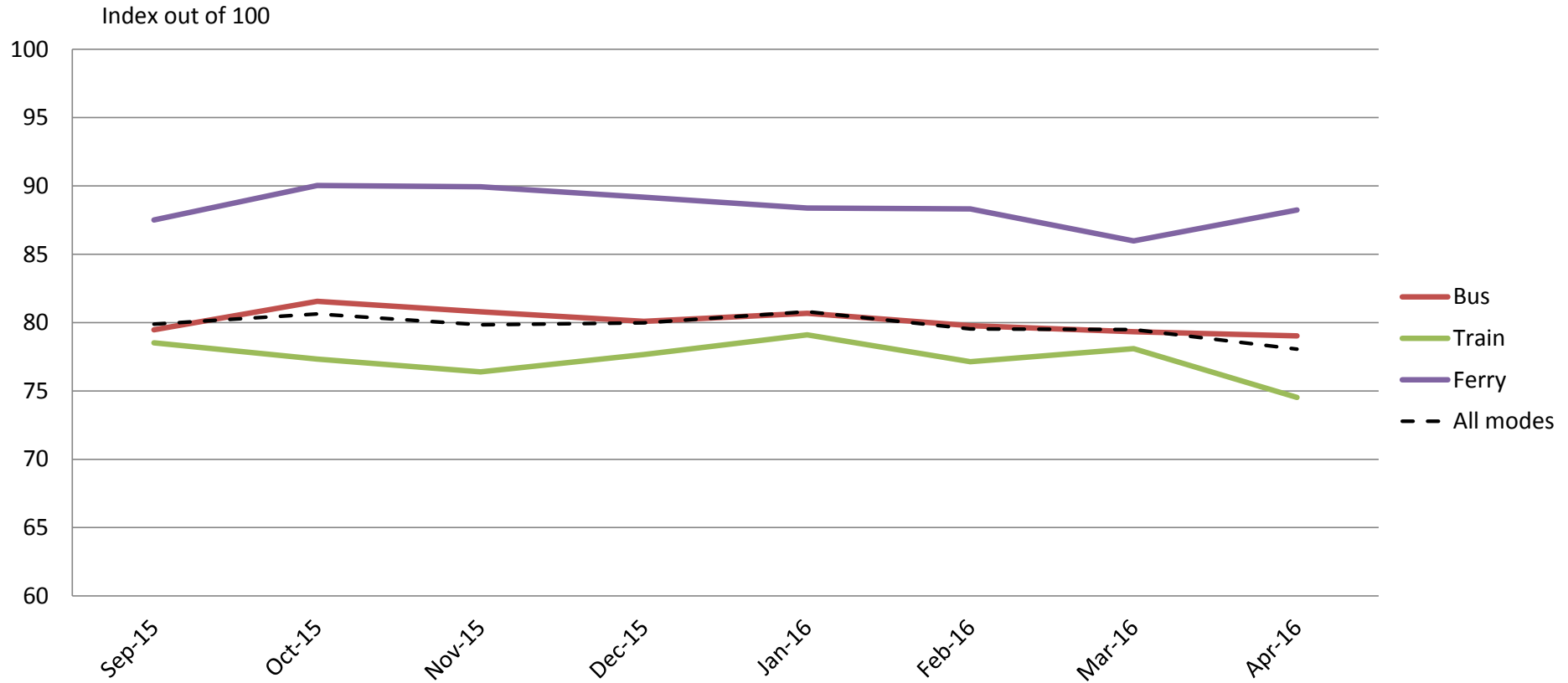
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	79	82	81	80	81	80	79	79
Train	79	77	76	78	79	77	78	75
Ferry	88	90	90	89	88	88	86	88
All Modes	80	81	80	80	81	80	79	78

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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
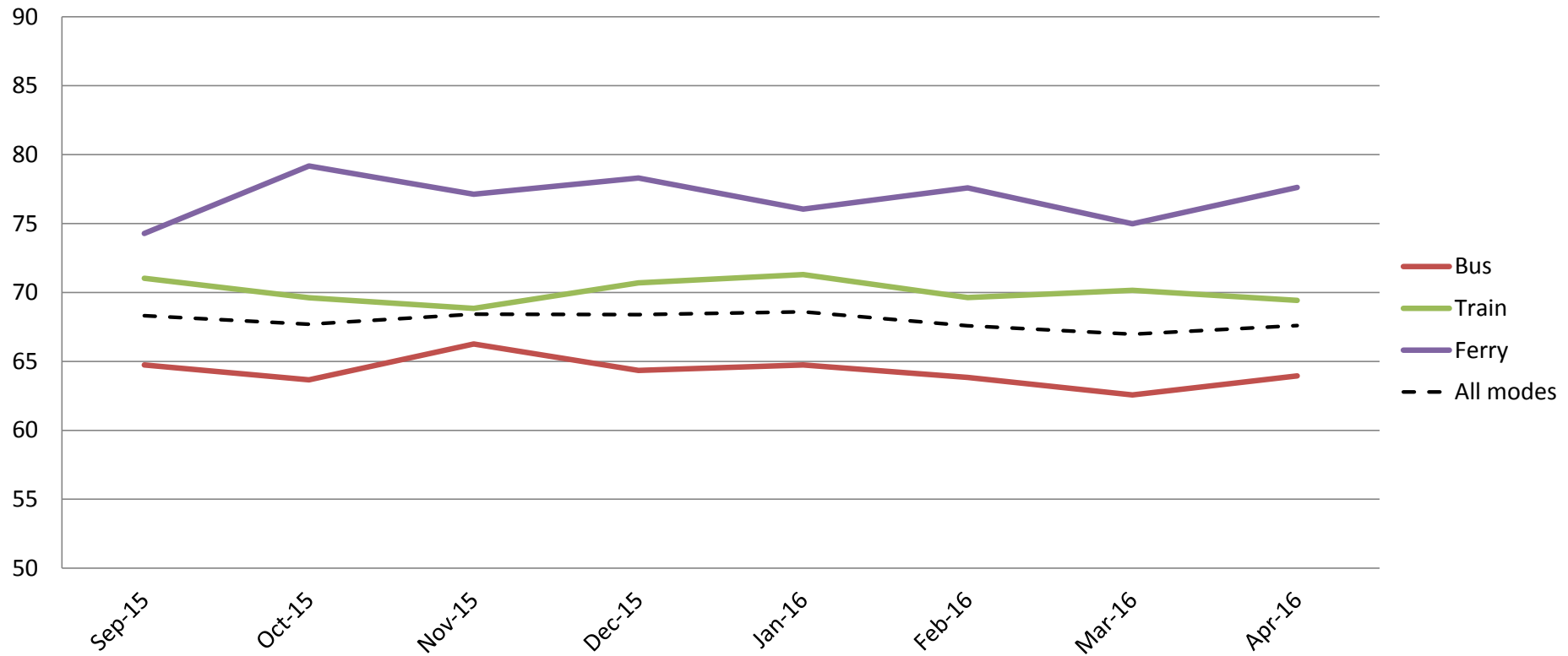
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	65	64	**66**	64	65	64	63	64
Train	71	70	69	71	71	70	70	69
Ferry	74	**79**	77	78	76	78	75	78
All Modes	68	68	68	68	69	68	67	68

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

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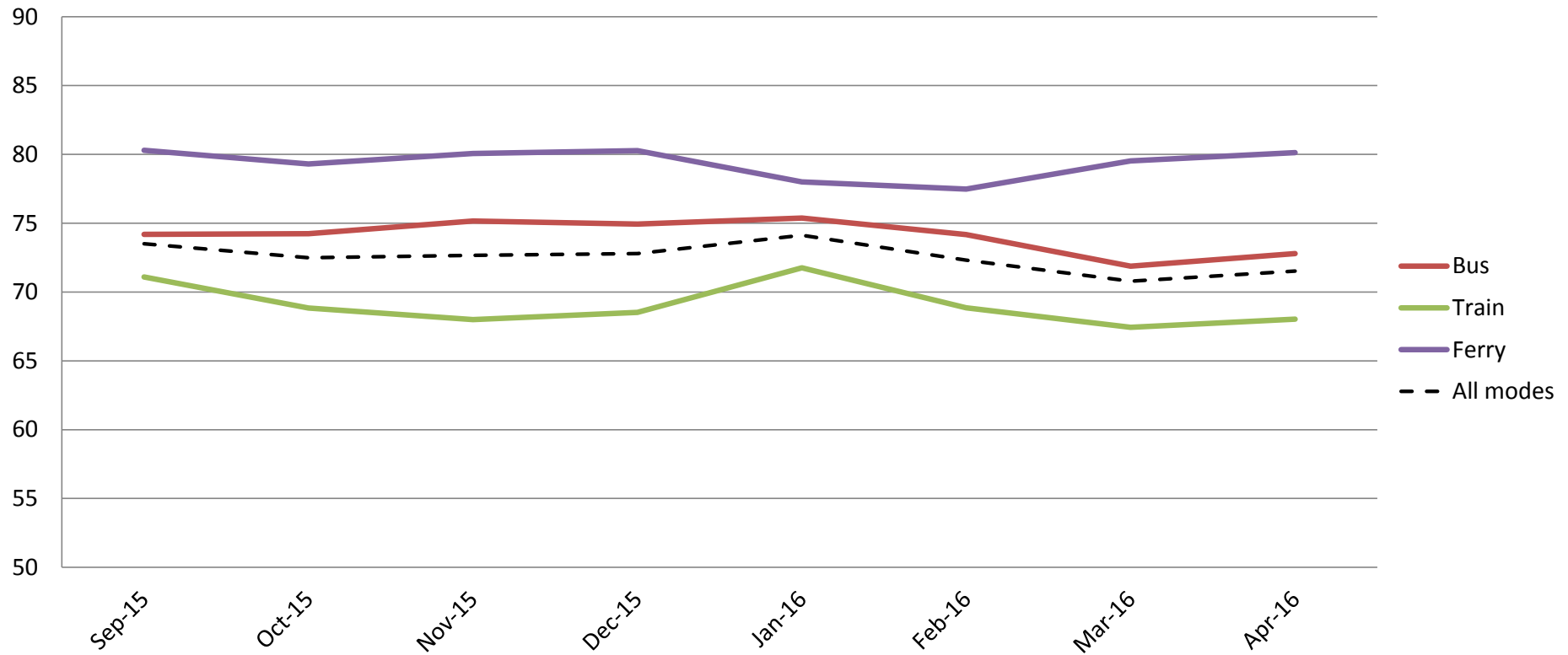
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	74	74	75	75	75	74	**72**	73
Train	71	69	68	69	**72**	**69**	67	68
Ferry	80	79	80	80	78	77	80	80
All Modes	74	72	73	73	74	**72**	**71**	72

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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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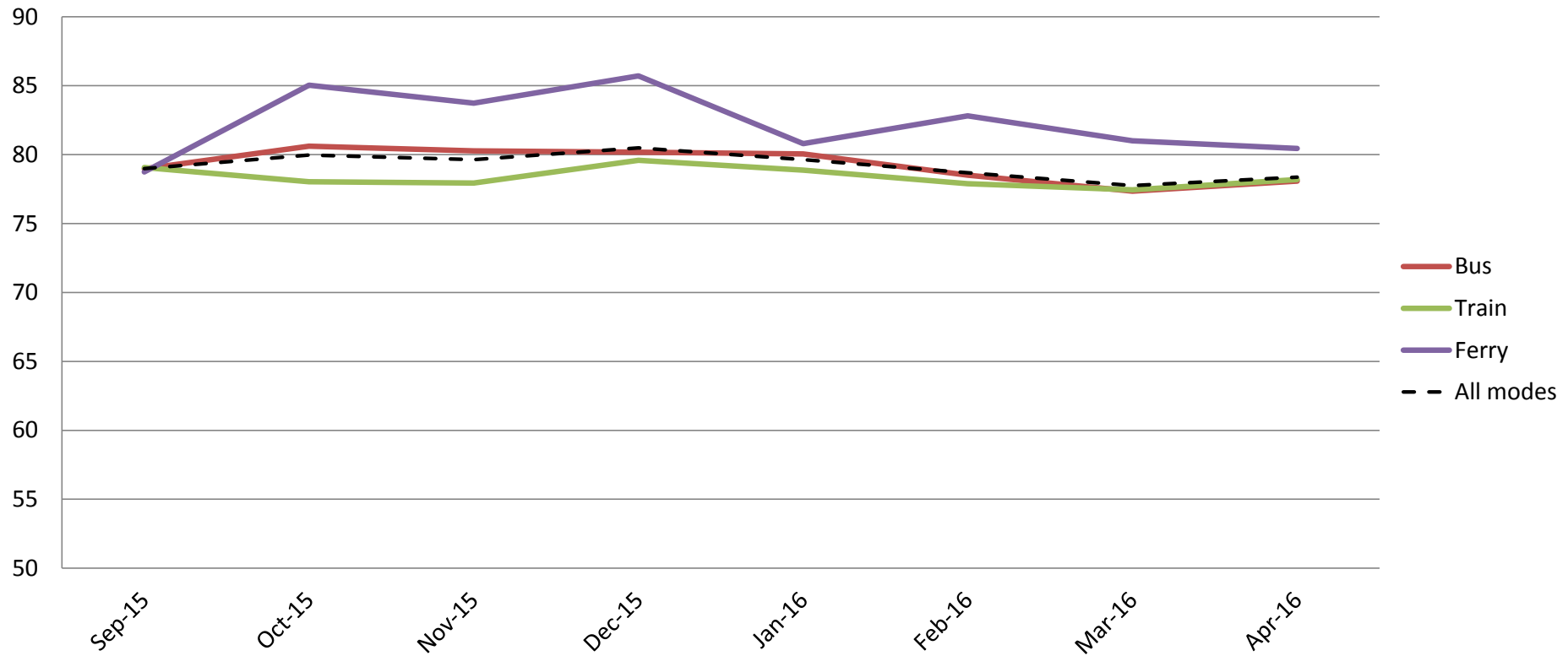
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	79	81	80	80	80	79	77	78
Train	79	78	78	80	79	78	77	78
Ferry	79	85	84	86	81	83	81	80
All Modes	79	80	80	80	80	79	78	78

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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.

Index out of 100
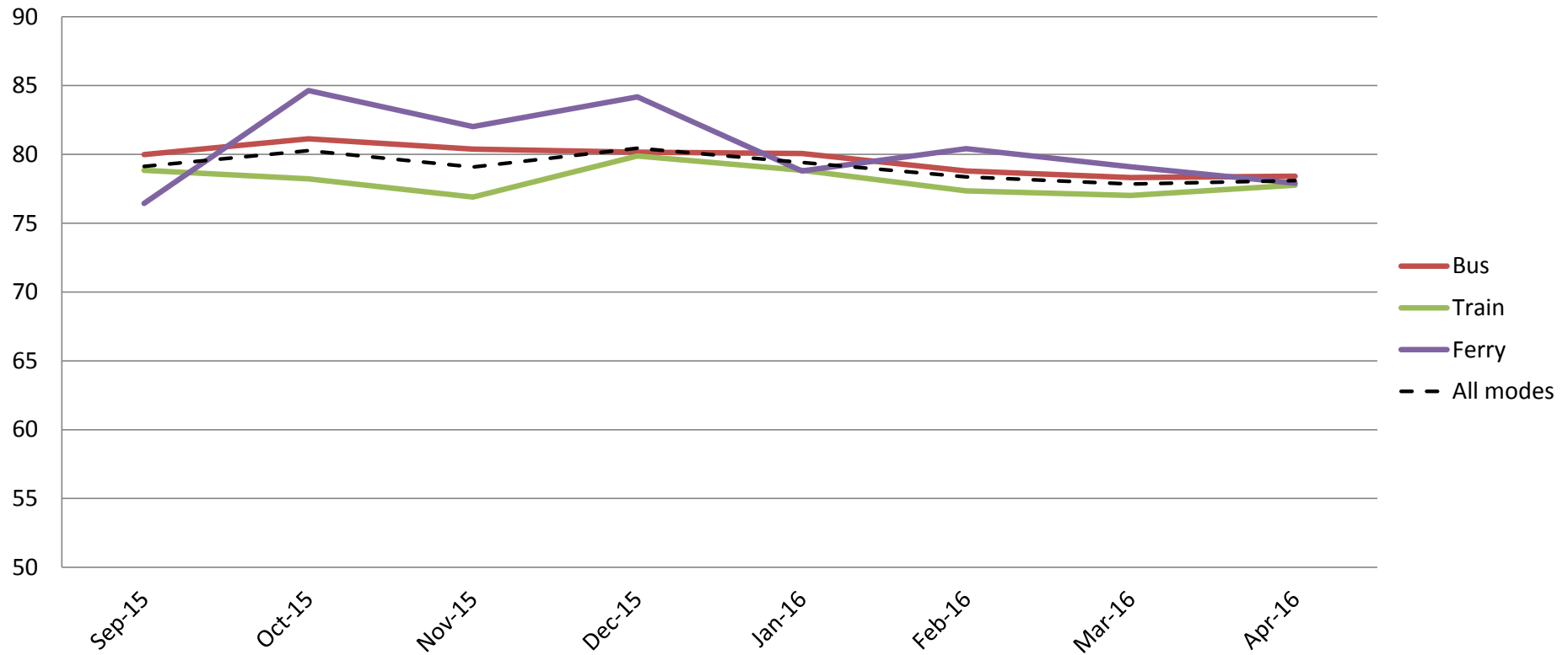
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	80	81	80	80	80	79	78	78
Train	79	78	77	80	79	77	77	78
Ferry	76	85	82	84	79	80	79	78
All Modes	79	80	79	80	79	78	78	78

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

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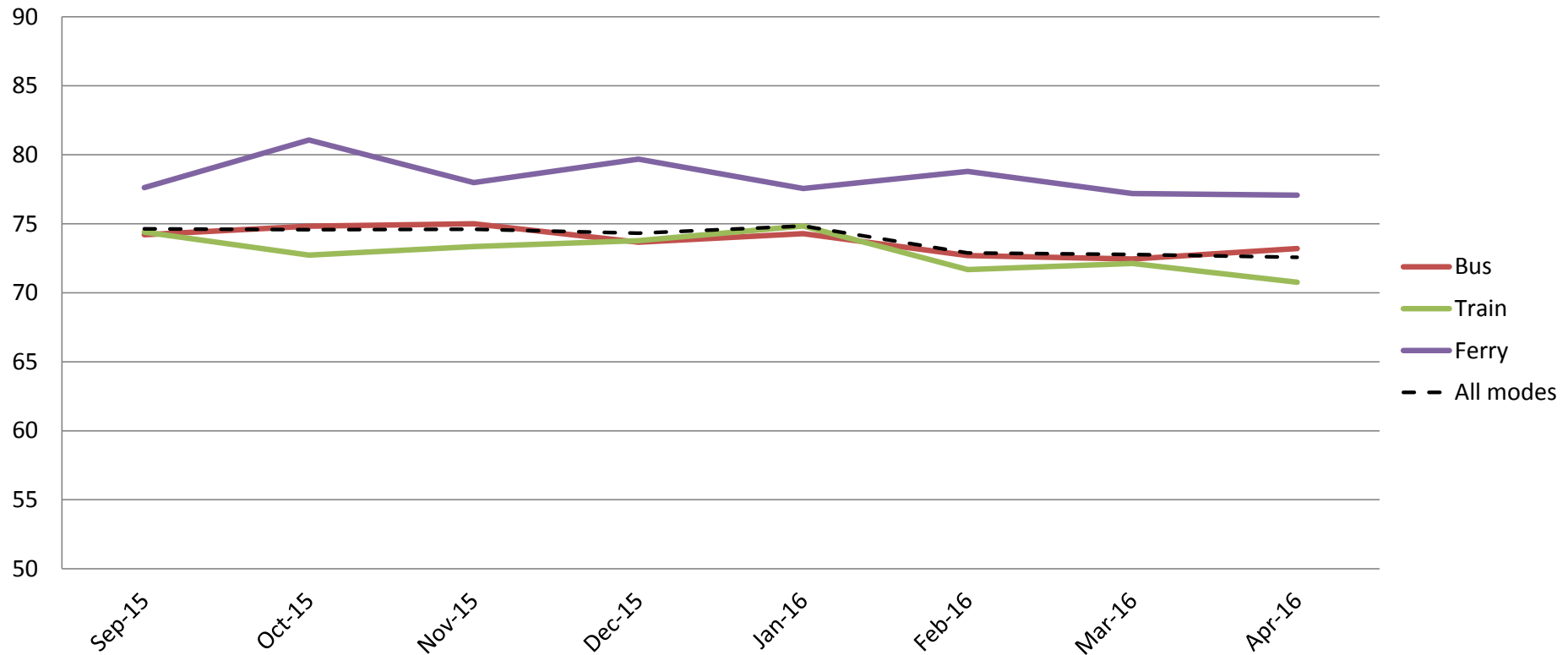
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	74	75	75	74	74	73	72	73
Train	74	73	73	74	75	72	72	71
Ferry	78	81	78	80	78	79	77	77
All Modes	75	75	75	74	75	73	73	73

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

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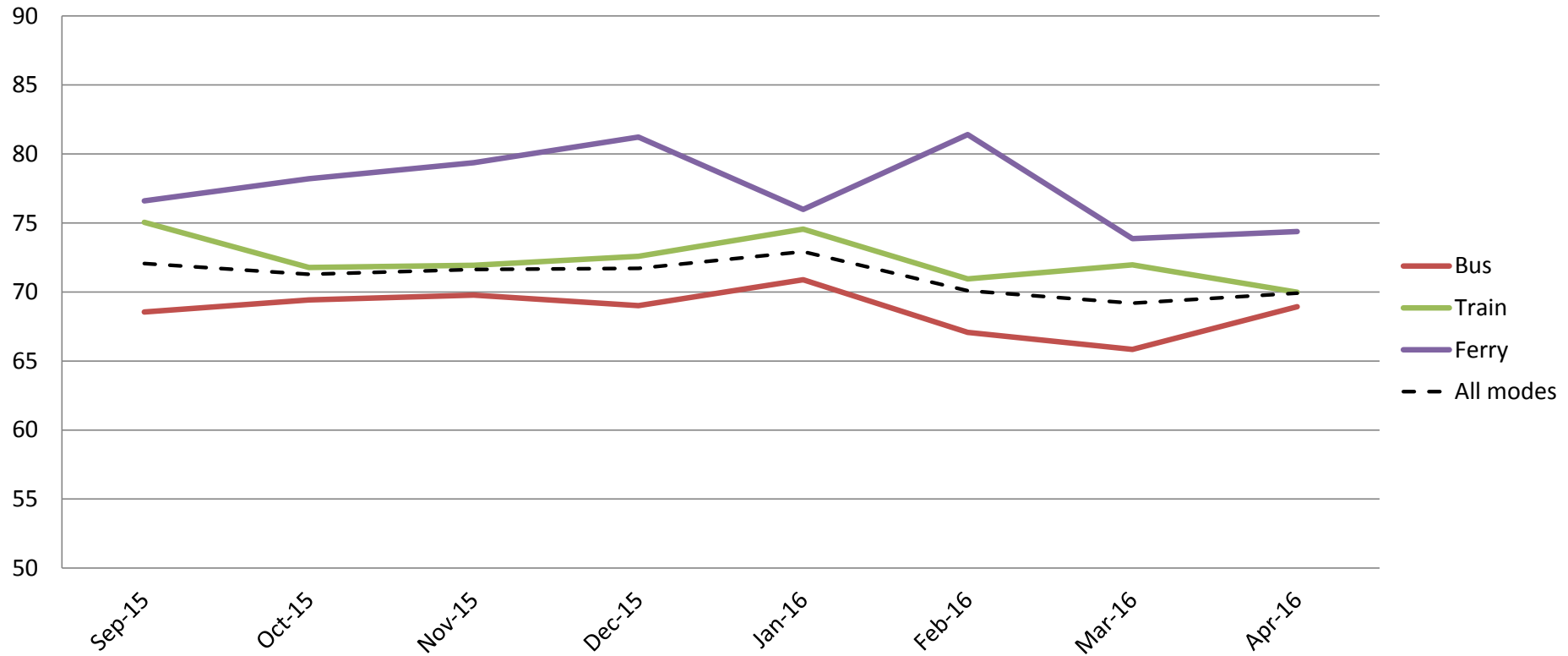
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	69	69	70	69	71	**67**	66	**69**
Train	75	**72**	72	73	75	**71**	72	70
Ferry	77	78	79	81	76	**81**	**74**	74
All Modes	72	71	72	72	73	**70**	69	70

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

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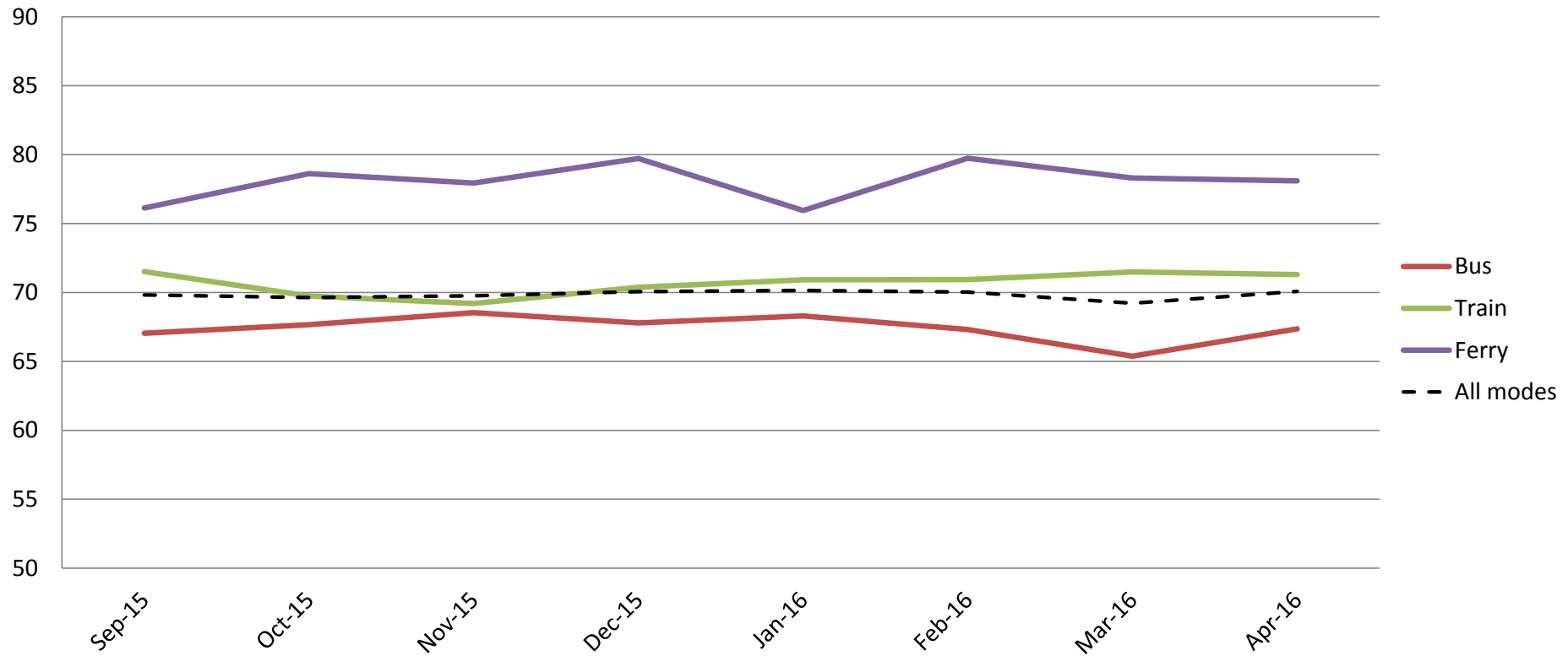
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	67	68	69	68	68	67	65	67
Train	72	70	69	70	71	71	71	71
Ferry	76	79	78	80	76	80	78	78
All Modes	70	70	70	70	70	70	69	70

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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

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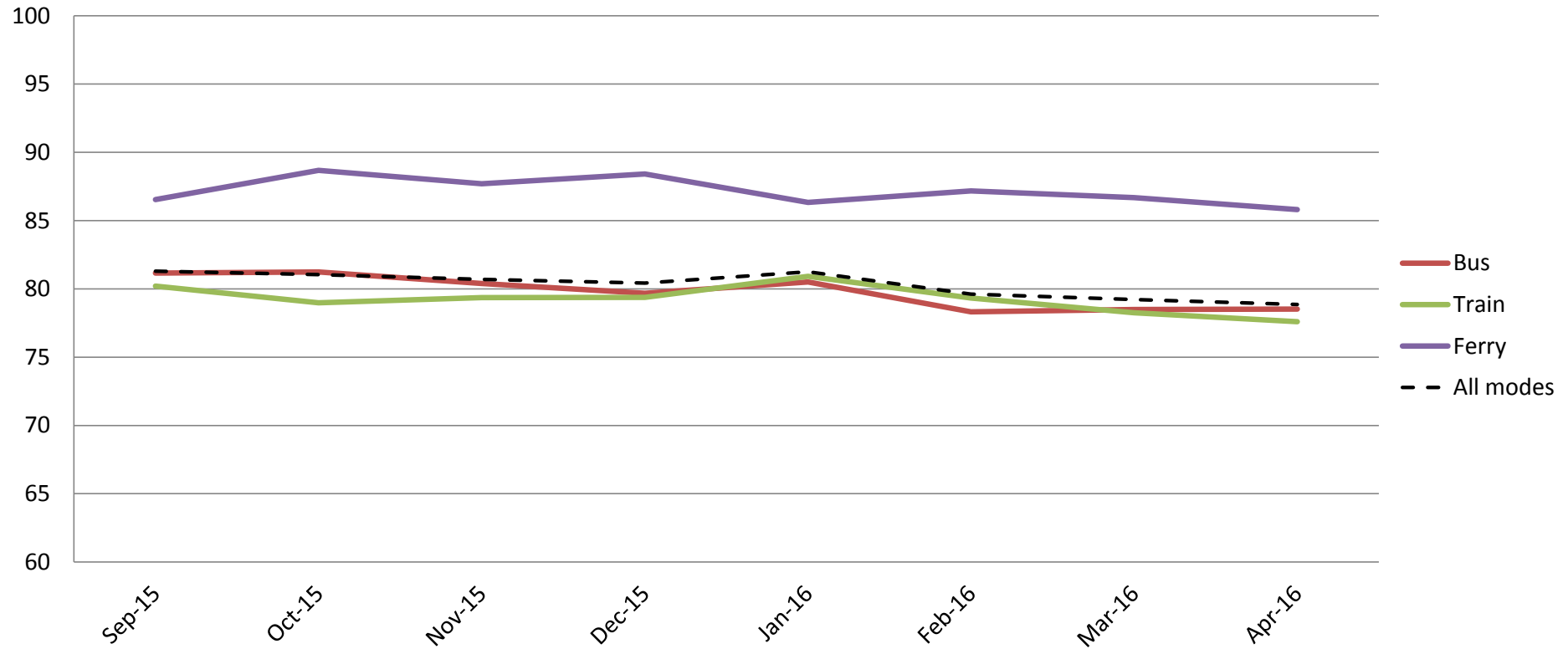
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	81	81	80	80	81	**78**	78	79
Train	80	79	79	79	81	79	78	78
Ferry	87	89	88	88	86	87	87	86
All Modes	81	81	81	80	81	**80**	79	79

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

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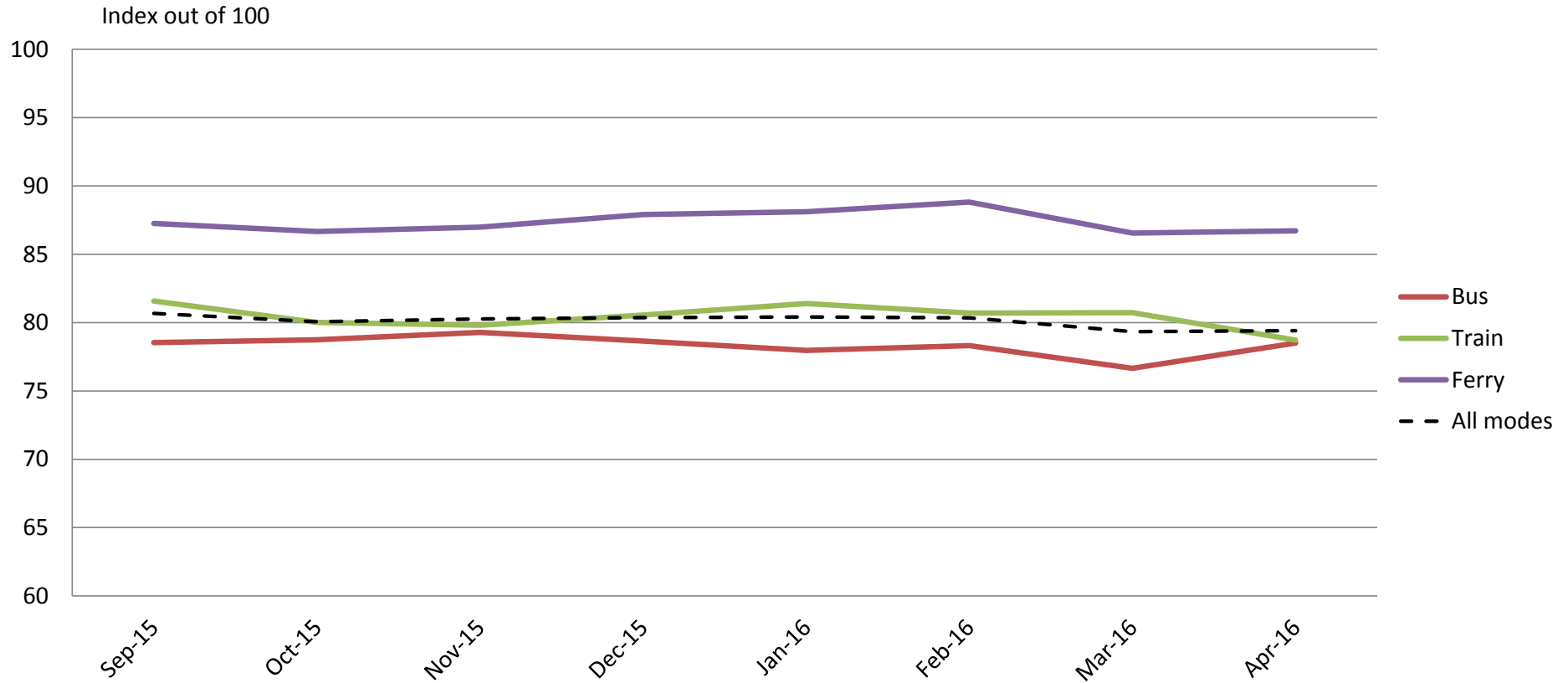
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	79	79	79	79	78	78	77	79
Train	82	80	80	81	81	81	81	79
Ferry	87	87	87	88	88	89	87	87
All Modes	81	80	80	80	80	80	79	79

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

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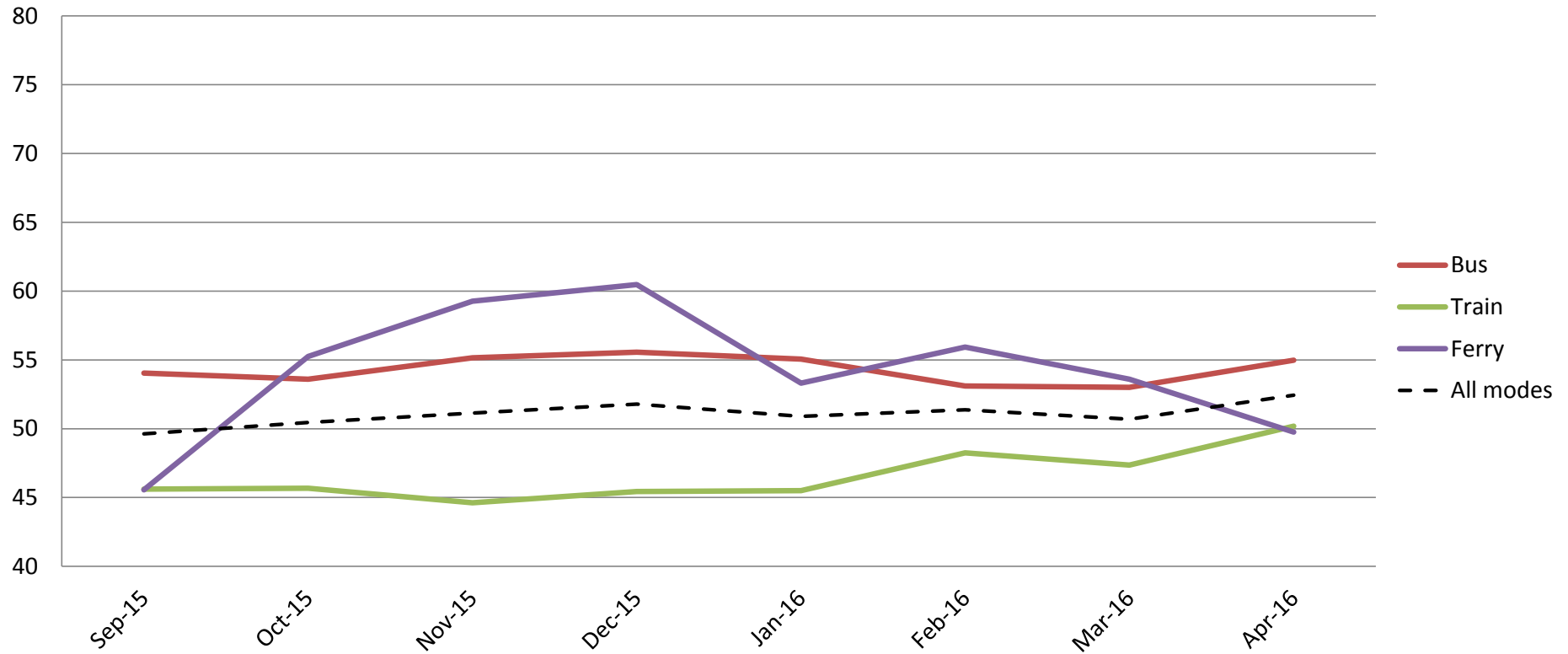
	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16
Bus	54	54	55	56	55	53	53	55
Train	46	46	45	45	45	48	47	50
Ferry	46	55	59	60	53	56	54	50
All Modes	50	50	51	52	51	51	51	52

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