TransLink Customer Satisfaction Monthly Snapshot

November 2016

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	80	**74**	90	78
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	66	**63**	78	**66**
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	**65**	79	**72**
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	**75**	84	**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.	80	**74**	84	78
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	**70**	**80**	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	70	**68**	78	70
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	69	**64**	80	**68**
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	**76**	86	**78**
Staff Knowledge, conduct, presentation and helpfulness of staff	**80**	**77**	90	80
Affordability Cost of tickets and benefits of not having to pay for parking	**60**	**45**	59	54
Overall Service A combination of all reported categories	72	**66**	80	**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 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%
1 May 2016	3,358,827	0.06	1.76	11.66	1.78%
8 May 2016	3,368,662	0.15	2.20	11.67	1.86%
15 May 2016	3,848,075	0.15	1.53	12.76	1.74%
22 May 2016	3,853,865	0.10	1.74	12.01	1.72%
29 May 2016	3,754,947	0.11	1.59	12.03	1.68%
5 June 2016	3,528,420	0.23	2.06	14.50	1.70%
12 June 2016	3,524,785	0.15	1.52	11.58	1.73%
19 June 2016	3,462,127	0.27	3.01	12.95	1.70%
26 June 2016	3,404,000	0.16	1.77	14.01	1.72%
3 July 2016	2,953,869	0.15	1.87	13.75	1.75%
10 July 2016	2,916,575	0.03	1.90	14.07	1.76%
17 July 2016	3,441,643	0.06	1.60	11.95	1.72%
24 July 2016	3,624,703	0.10	1.84	11.51	1.76%
31 July 2016	3,850,051	0.11	1.81	12.75	1.78%
7 August 2016	3,976,929	0.11	1.78	12.46	1.67%
14 August 2016	3,615,757	0.10	1.71	11.91	1.80%
21 August 2016	3,838,351	0.09	1.57	11.40	1.63%
28 August 2016	3,745,629	0.09	1.86	11.20	1.59%
4 September 2016	3,708,803	0.12	2.52	12.84	1.59%
11 September 2016	3,700,677	0.08	1.79	11.22	1.58%
18 September 2016	3,642,984	0.06	1.52	10.53	1.58%
25 September 2016	3,210,362	0.06	1.77	31.30	1.70%
2 October 2016	3,042,995	0.11	1.82	21.98	1.69%
9 October 2016	3,302,526	0.09	2.53	11.81	1.72%
16 October 2016	3,758,850	0.16	2.30	11.29	1.61%
23 October 2016	3,649,199	0.14	2.60	11.10	1.66%
30 October 2016	3,696,856	0.14	3.31	11.89	1.65%
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%

## Overall satisfaction – A combination of all reported categories

Index out of 100
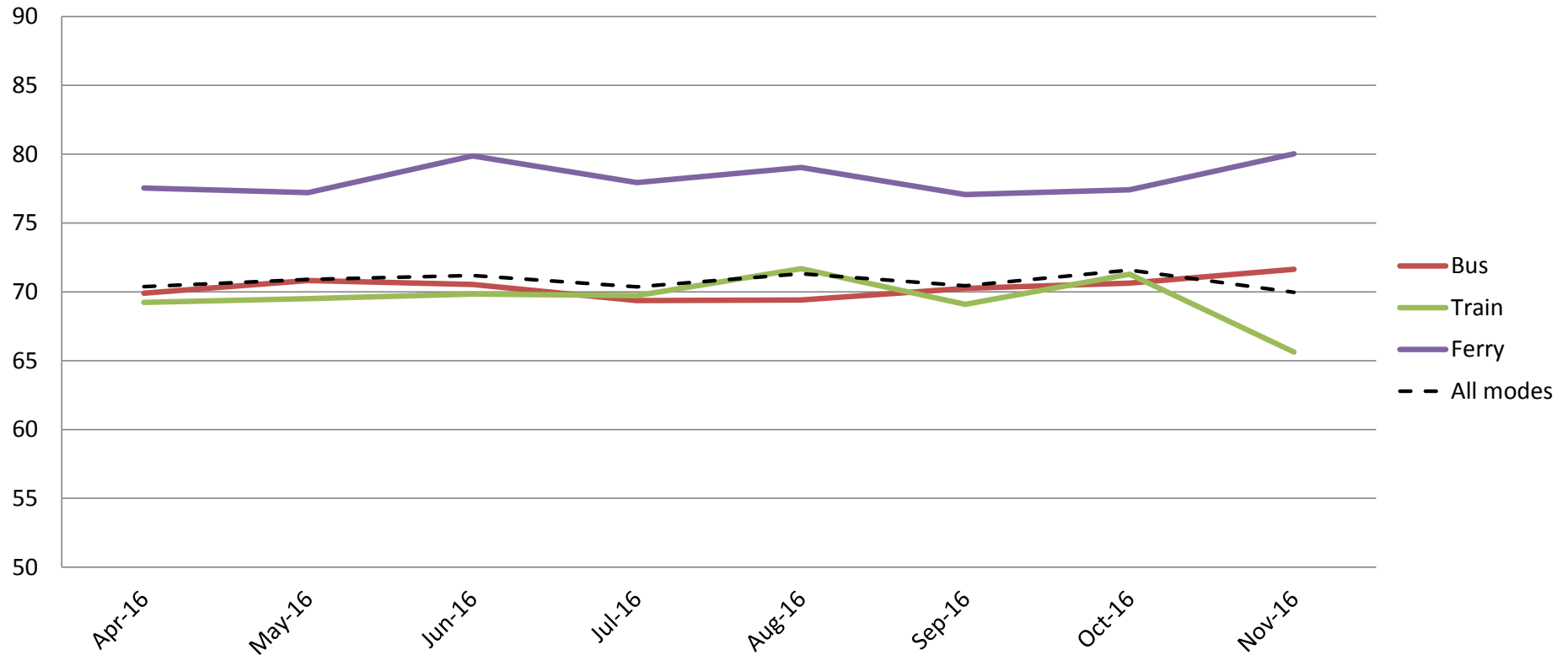
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	70	71	71	69	69	70	71	72
Train	69	70	70	70	72	69	71	66
Ferry	78	77	80	78	79	77	77	80
All Modes	70	71	71	70	71	70	72	70

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
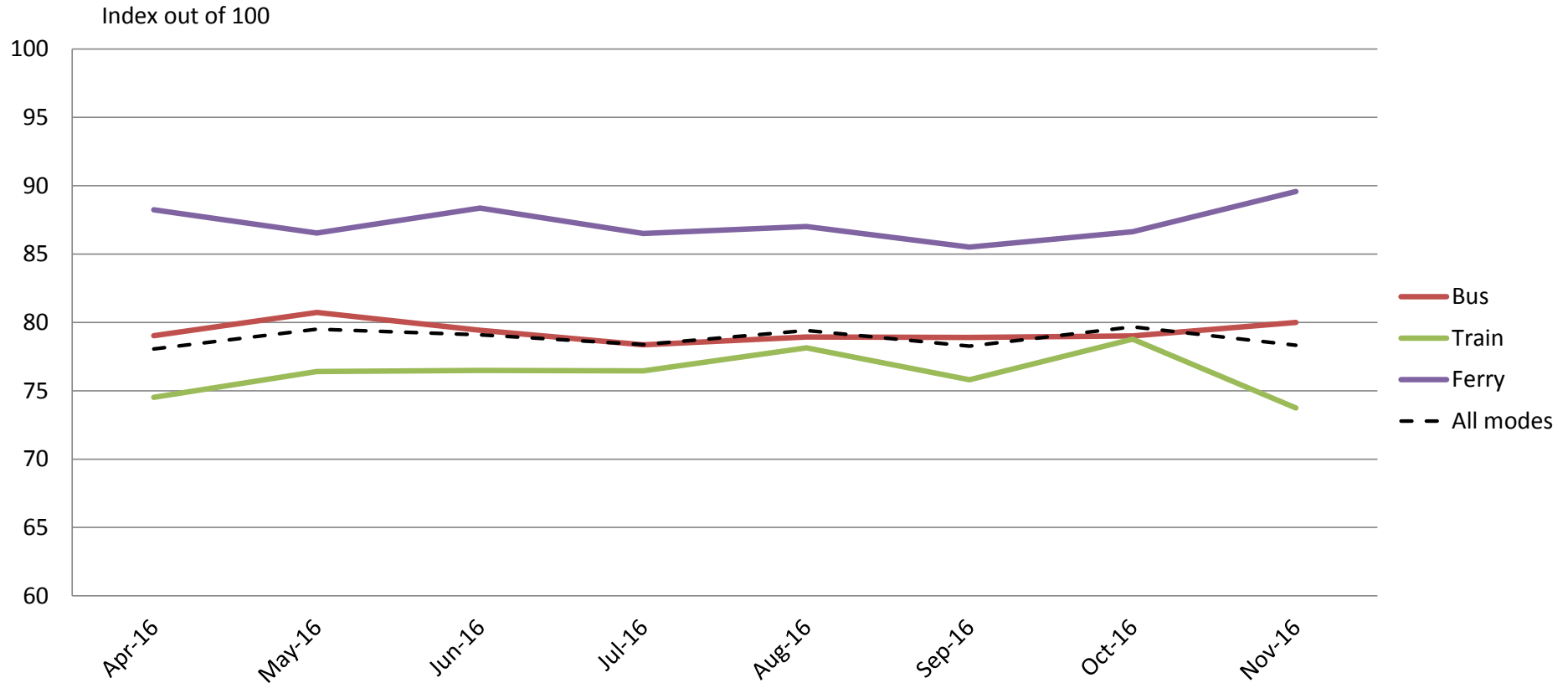
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	79	81	79	78	79	79	79	80
Train	75	76	76	76	78	76	79	74
Ferry	88	87	88	87	87	86	87	90
All Modes	78	80	79	78	79	78	80	78

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

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

Index out of 100
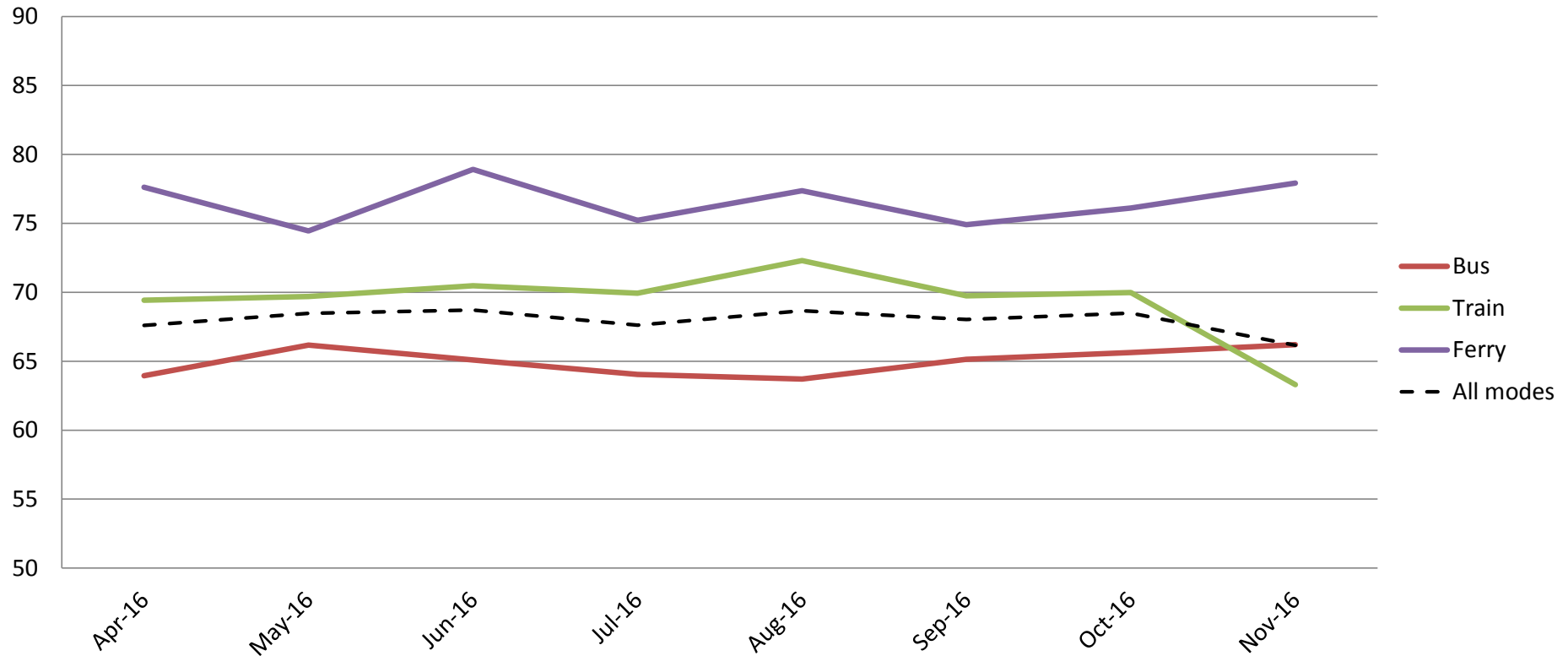
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	64	66	65	64	64	65	66	66
Train	69	70	70	70	72	70	70	63
Ferry	78	74	79	75	77	75	76	78
All Modes	68	68	69	68	69	68	68	66

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

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

Index out of 100
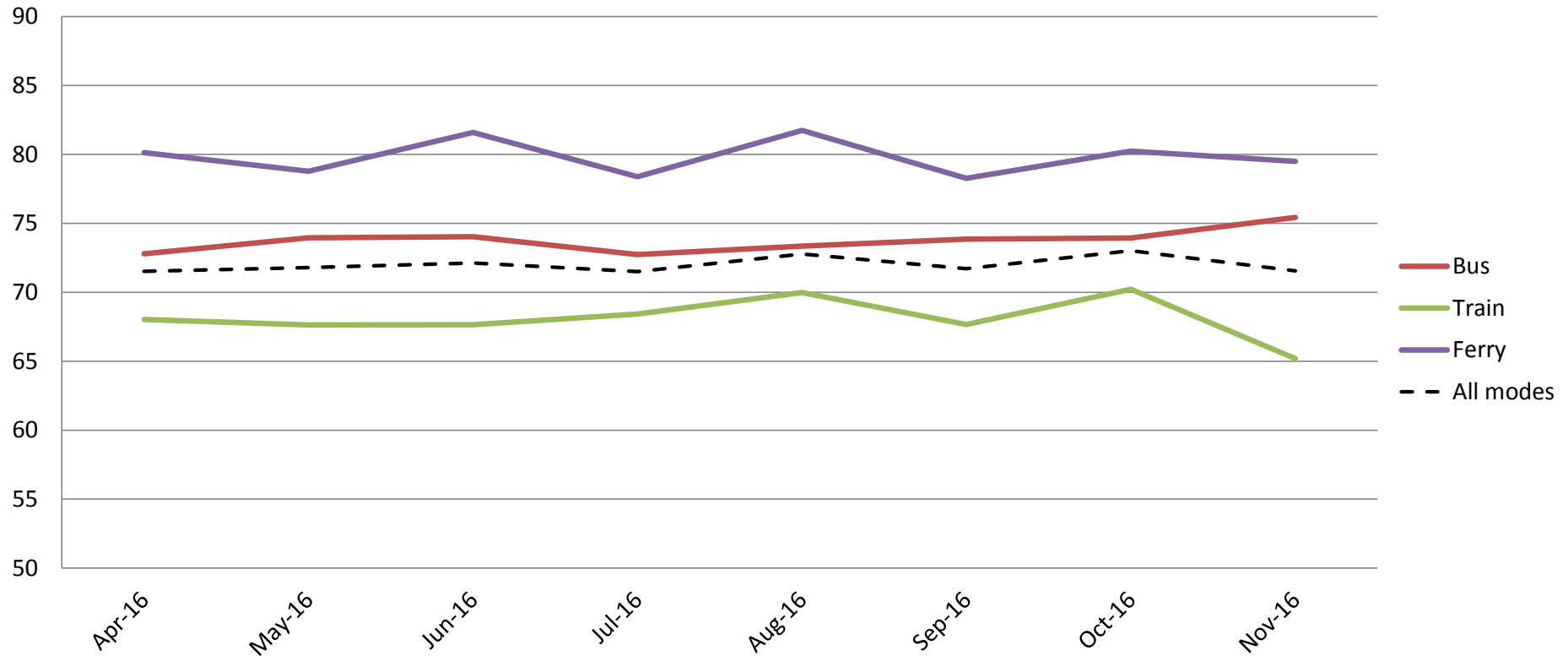
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	73	74	74	73	73	74	74	75
Train	68	68	68	68	70	68	70	65
Ferry	80	79	82	78	82	78	80	79
All Modes	72	72	72	72	73	72	73	72

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

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
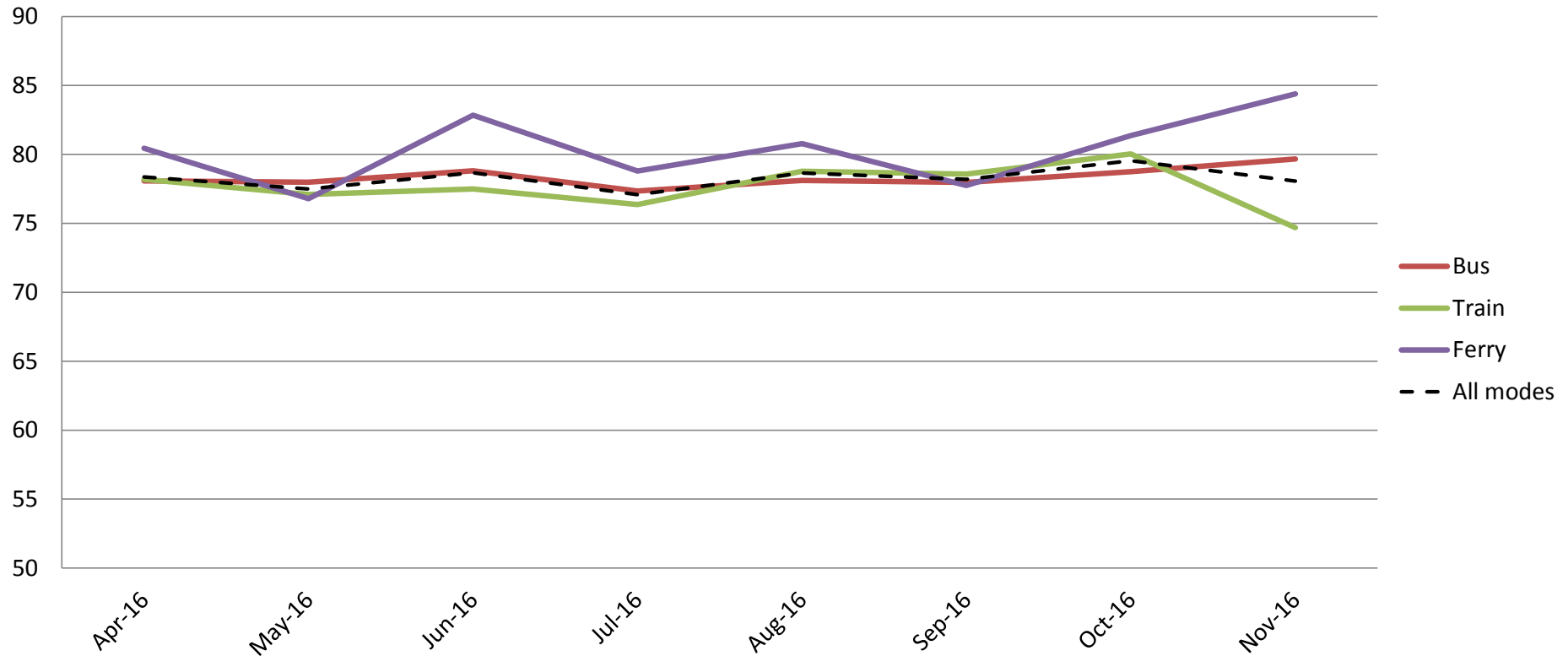
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	78	78	79	77	78	78	79	80
Train	78	77	77	76	79	79	80	75
Ferry	80	77	83	79	81	78	81	84
All Modes	78	77	79	77	79	78	80	78

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

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
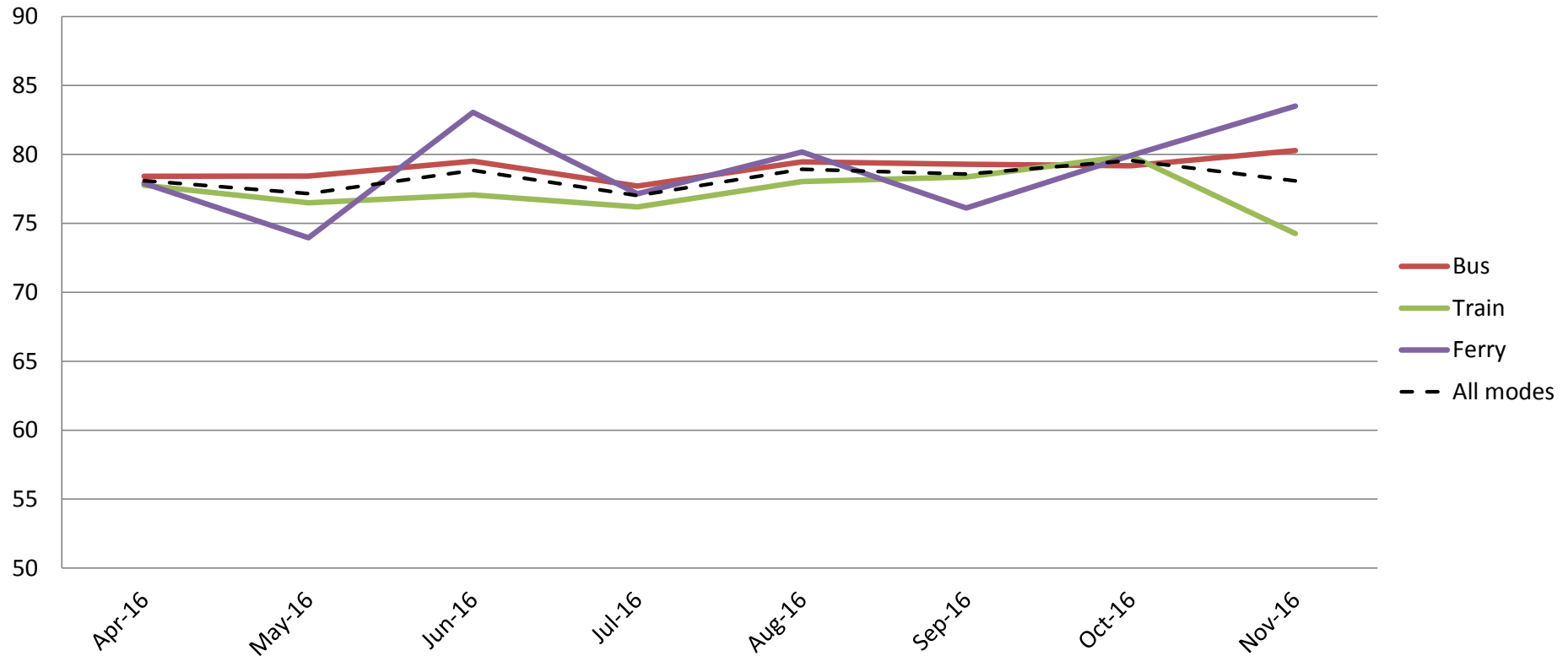
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	78	78	80	78	79	79	79	80
Train	78	76	77	76	78	78	80	74
Ferry	78	74	83	77	80	76	80	84
All Modes	78	77	79	77	79	79	80	78

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

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

Index out of 100
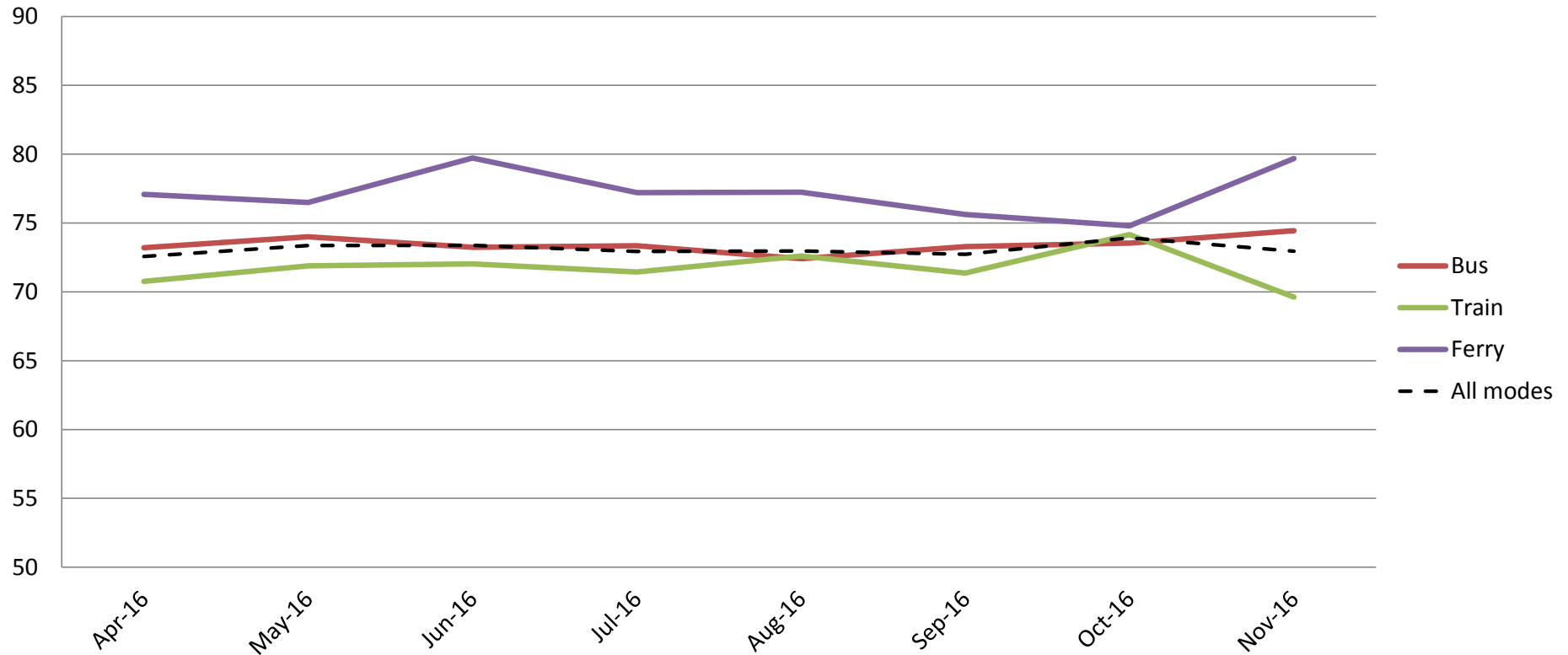
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	73	74	73	73	72	73	74	74
Train	71	72	72	71	73	71	**74**	**70**
Ferry	77	76	80	77	77	76	75	**80**
All Modes	73	73	73	73	73	73	74	73

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

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

Index out of 100
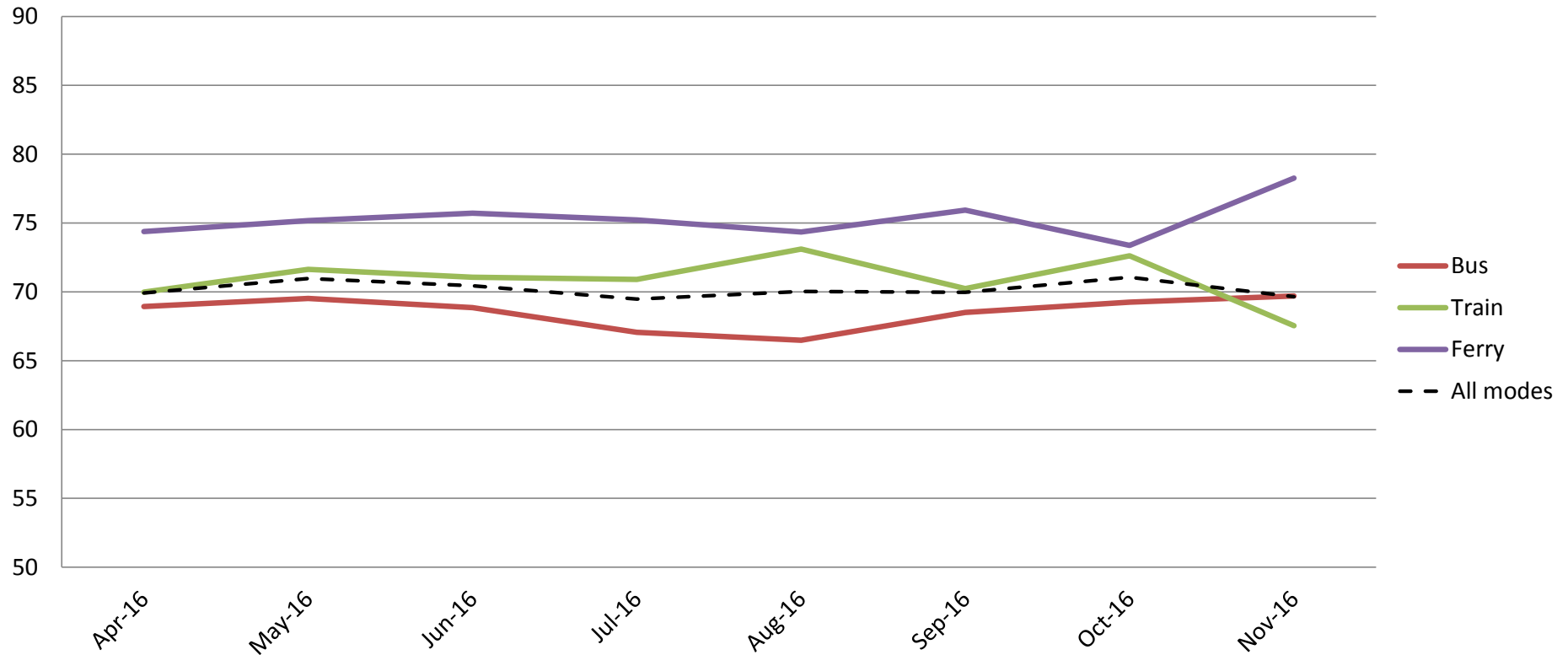
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	**69**	70	69	67	66	69	69	70
Train	70	72	71	71	73	**70**	73	**68**
Ferry	74	75	76	75	74	76	73	78
All Modes	70	71	70	69	70	70	71	70

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

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

Index out of 100
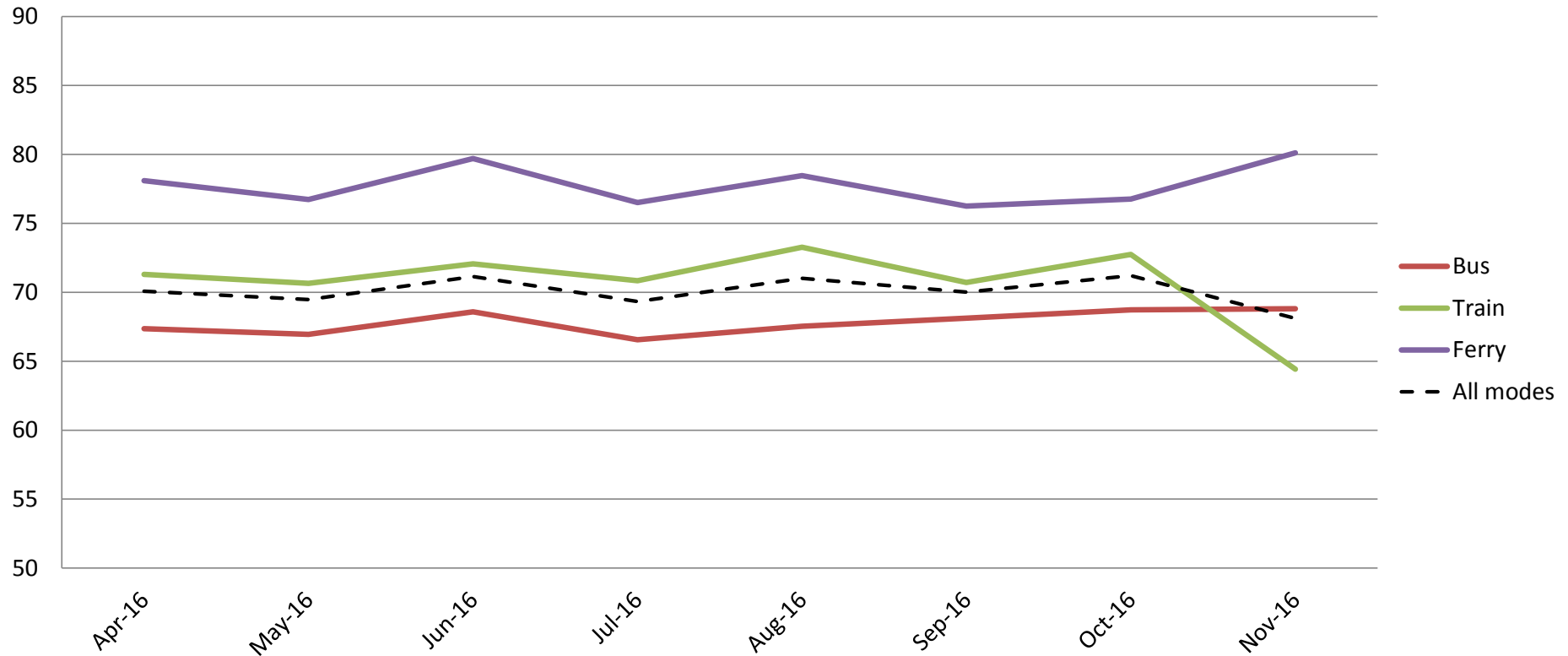
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	67	67	69	**67**	68	68	69	69
Train	71	71	72	71	**73**	**71**	73	**64**
Ferry	78	77	80	77	78	76	77	80
All Modes	70	69	**71**	**69**	**71**	70	71	**68**

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

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
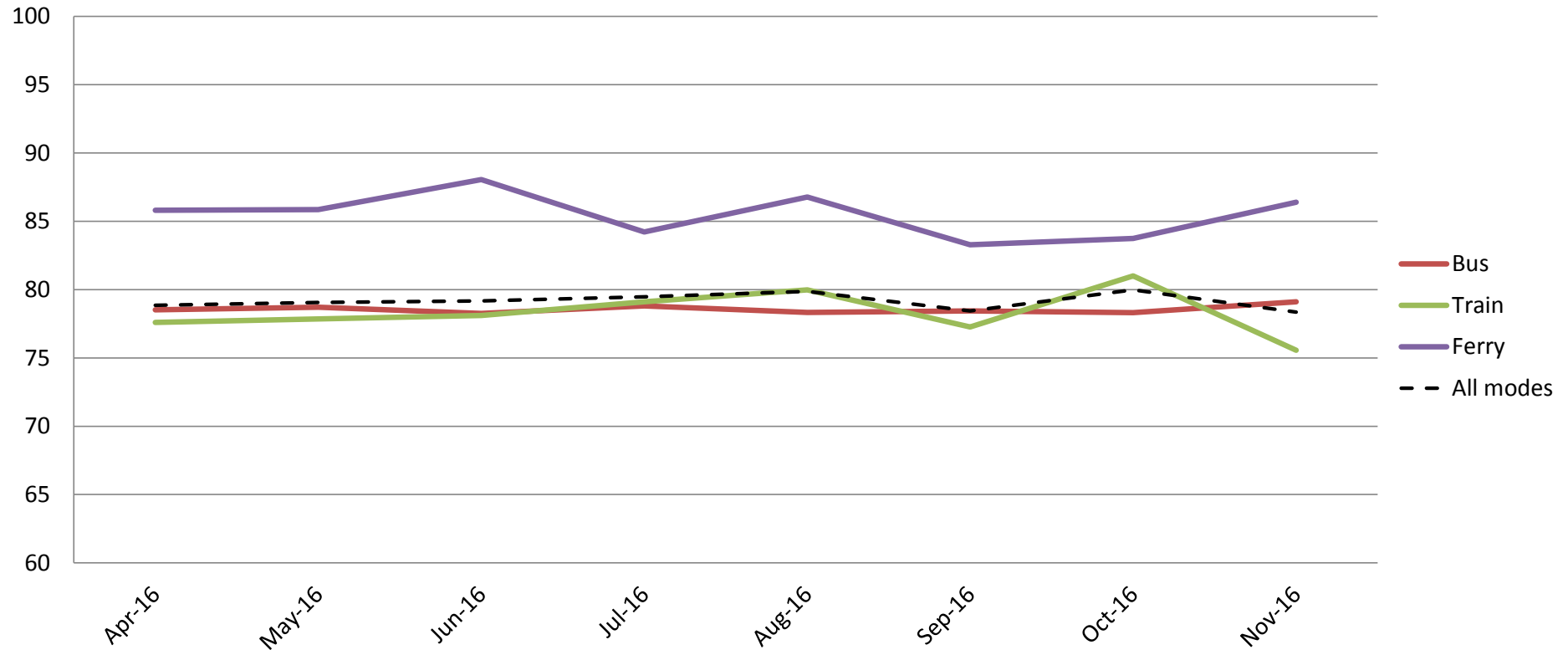
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	79	79	78	79	78	78	78	79
Train	78	78	78	79	80	77	81	76
Ferry	86	86	88	84	87	83	84	86
All Modes	79	79	79	79	80	78	80	78

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

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

Index out of 100
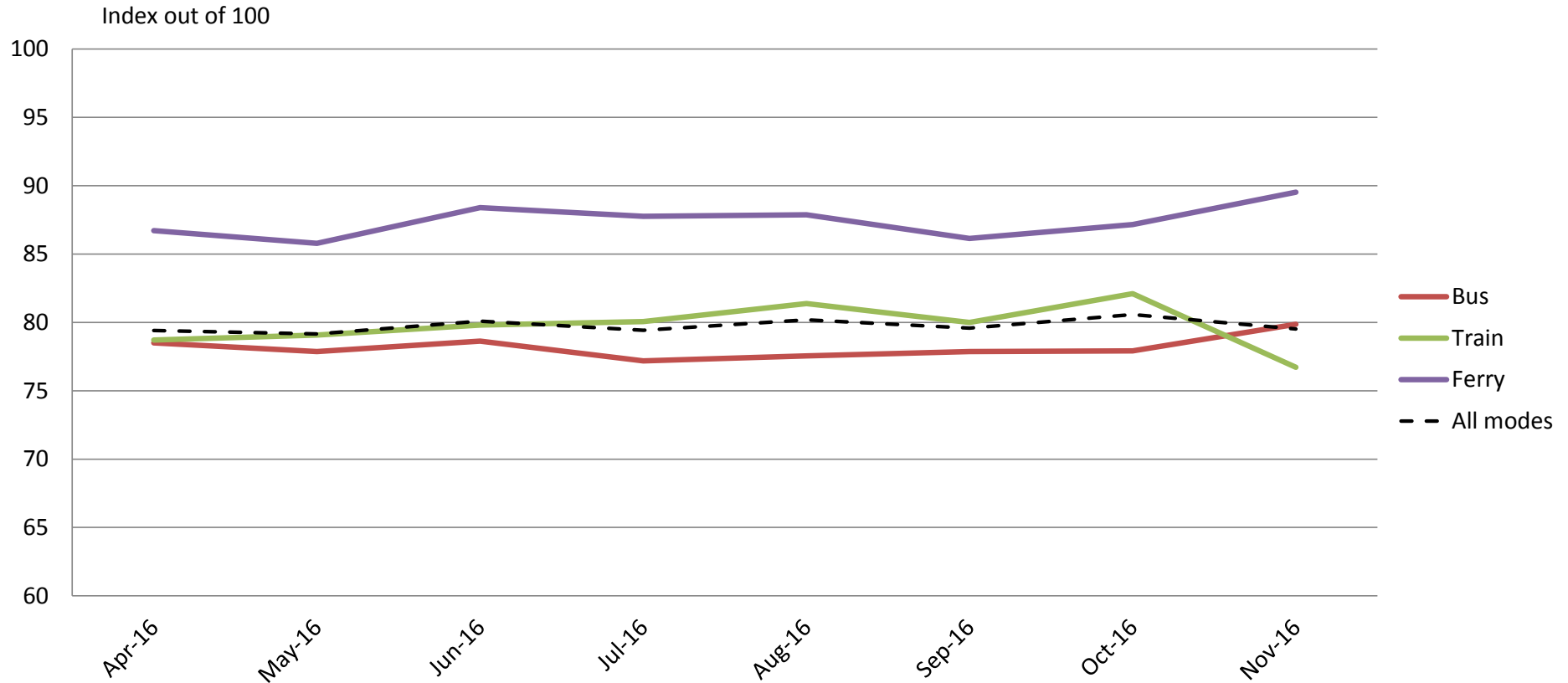
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	79	78	79	77	78	78	78	**80**
Train	79	79	80	80	81	80	82	**77**
Ferry	87	86	88	88	88	86	87	90
All Modes	79	79	80	79	80	80	81	80

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

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

Index out of 100
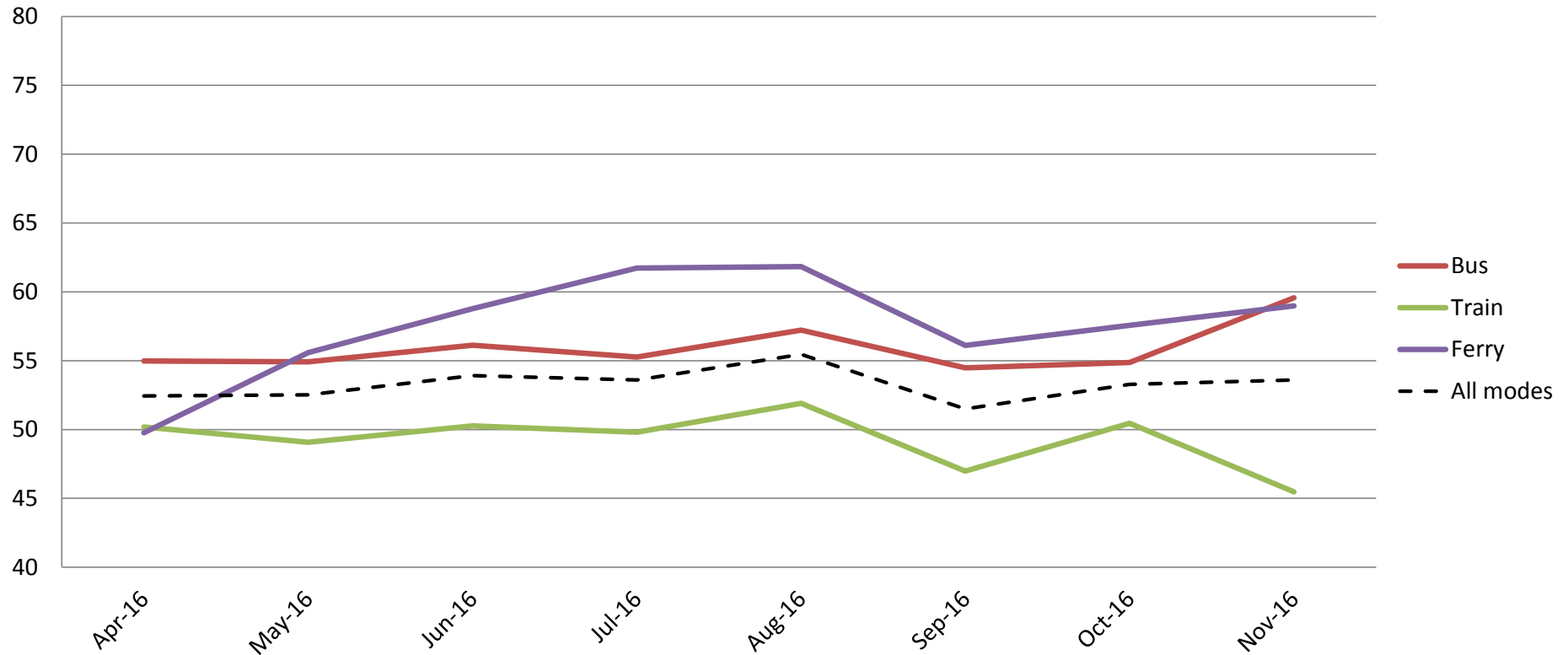
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Bus	55	55	56	55	57	54	55	**60**
Train	50	49	50	50	52	**47**	50	**45**
Ferry	50	56	59	62	62	56	58	59
All Modes	52	53	54	54	55	**51**	53	54

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