

TransLink Customer Satisfaction Monthly Snapshot

July 2015

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	76	88	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	69	76	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	83	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	77	82	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.	81	76	79	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	72	78	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	70	72	76	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	67	69	77	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	78	86	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	79	80	87	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	55	47	54	51
Overall Service				
A combination of all reported categories	71	69	77	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

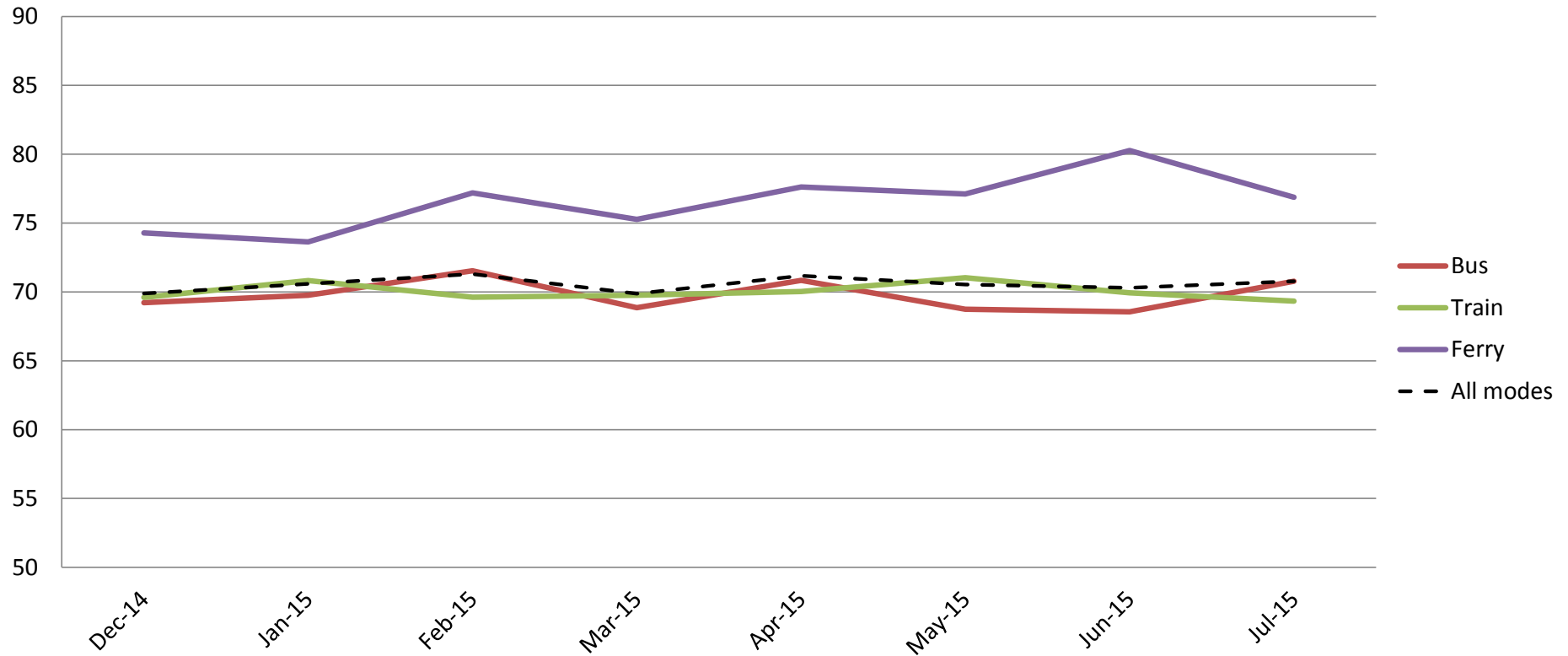
Green figures indicate a statistically significant **increase** in the period

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
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%
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%

Overall satisfaction – A combination of all reported categories

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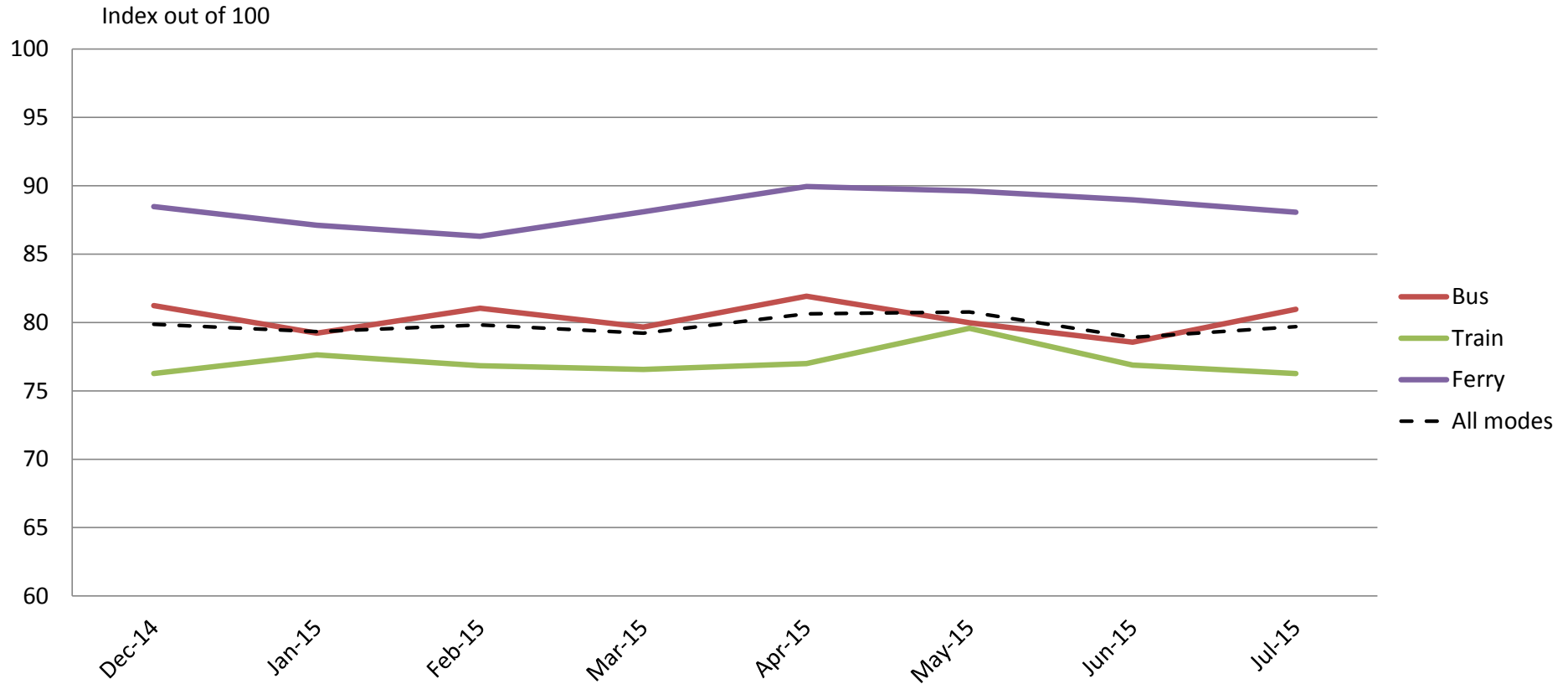


	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	69	70	72	69	71	69	69	71
Train	70	71	70	70	70	71	70	69
Ferry	74	74	77	75	78	77	80	77
All Modes	70	71	71	70	71	71	70	71

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



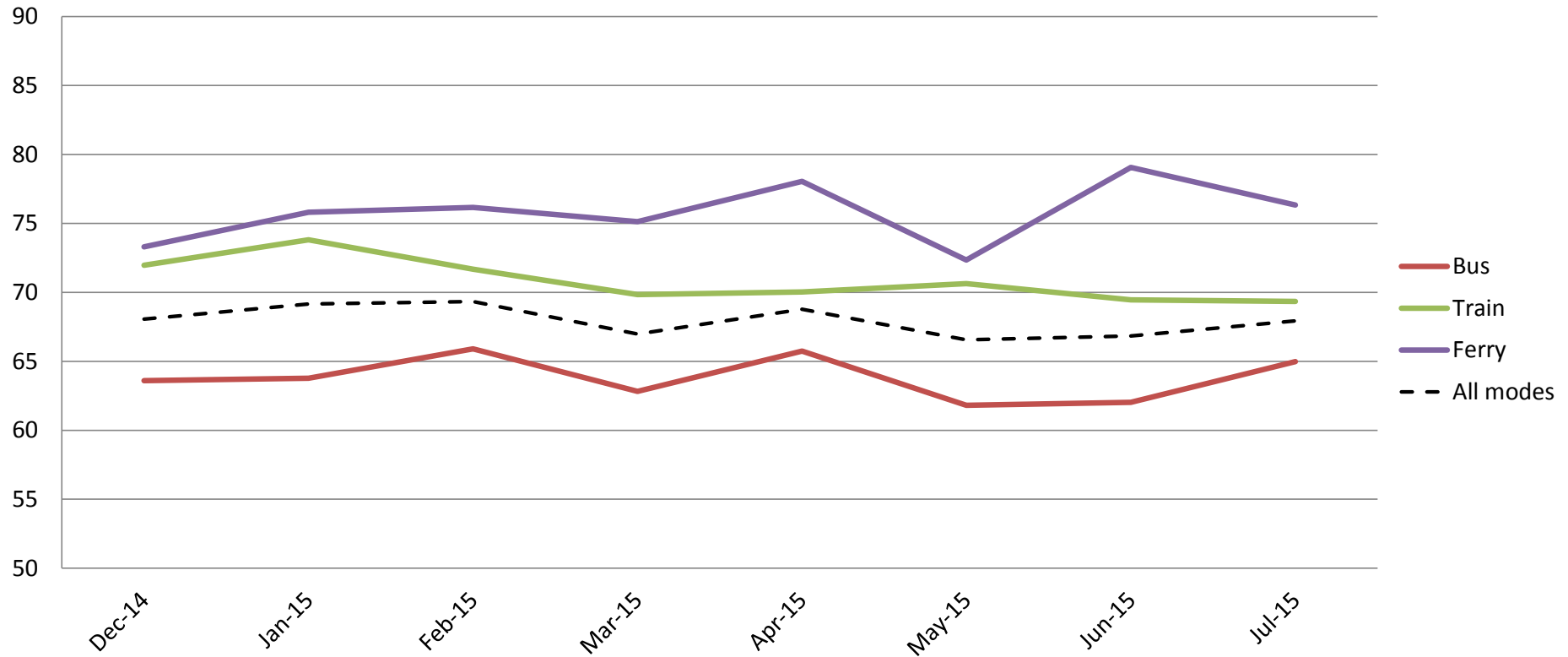
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	81	79	81	80	82	80	79	81
Train	76	78	77	77	77	80	77	76
Ferry	88	87	86	88	90	90	89	88
All Modes	80	79	80	79	81	81	79	80

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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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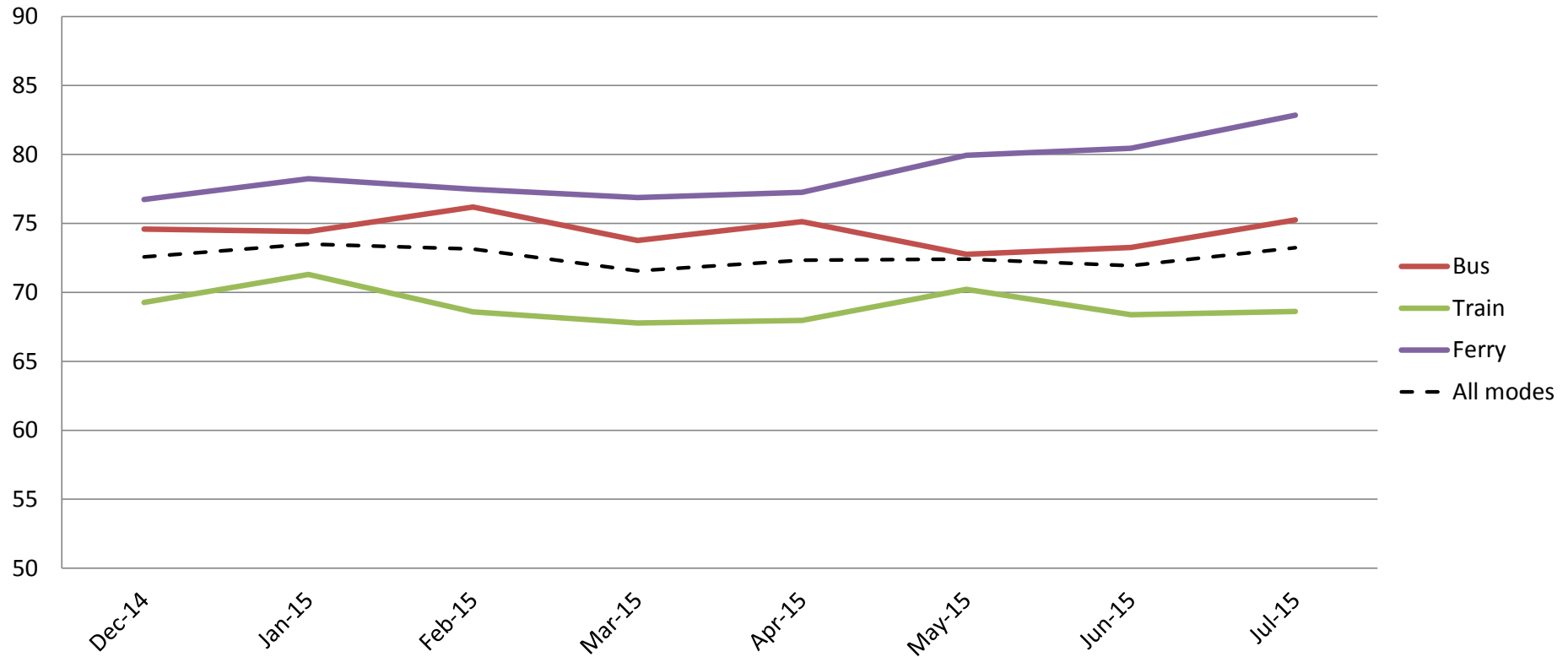
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	64	64	66	63	66	62	62	65
Train	72	74	72	70	70	71	69	69
Ferry	73	76	76	75	78	72	79	76
All Modes	68	69	69	67	69	67	67	68

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

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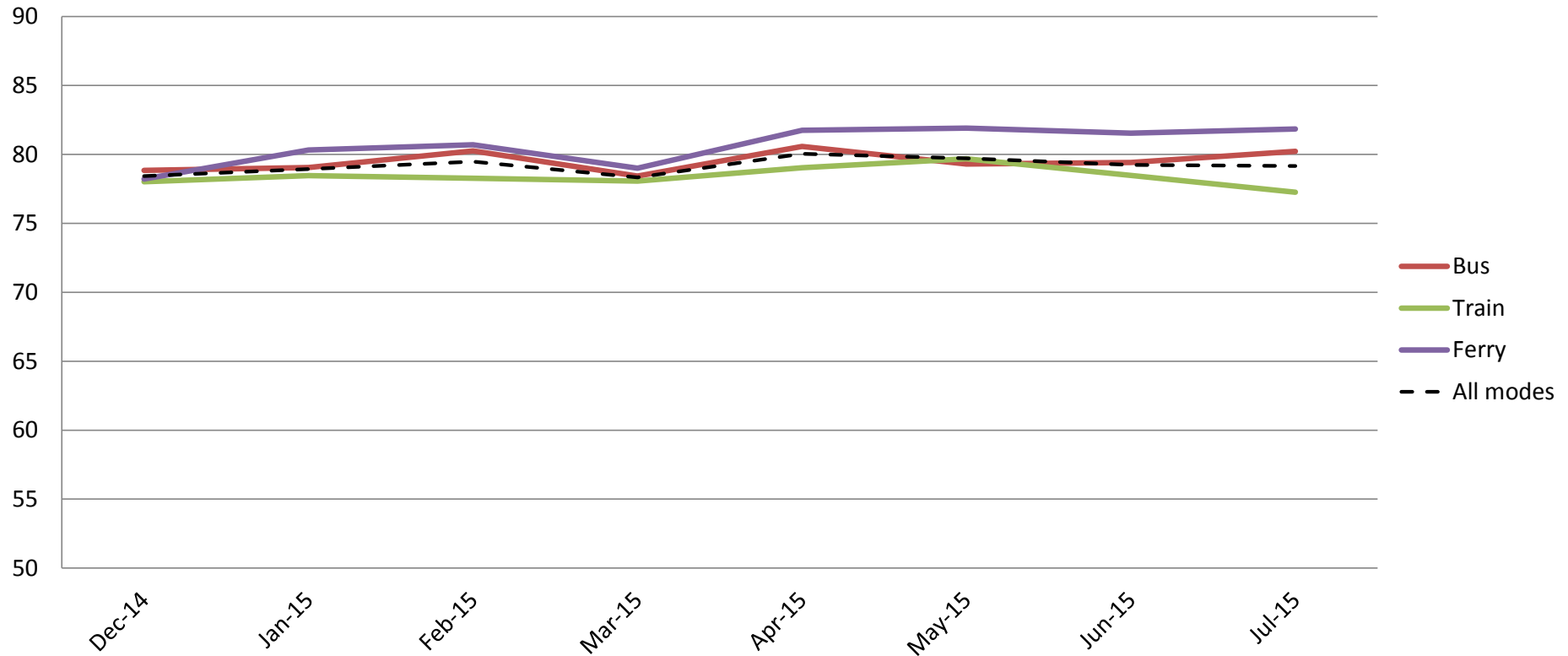
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	75	74	76	74	75	73	73	75
Train	69	71	69	68	68	70	68	69
Ferry	77	78	77	77	77	80	80	83
All Modes	73	74	73	72	72	72	72	73

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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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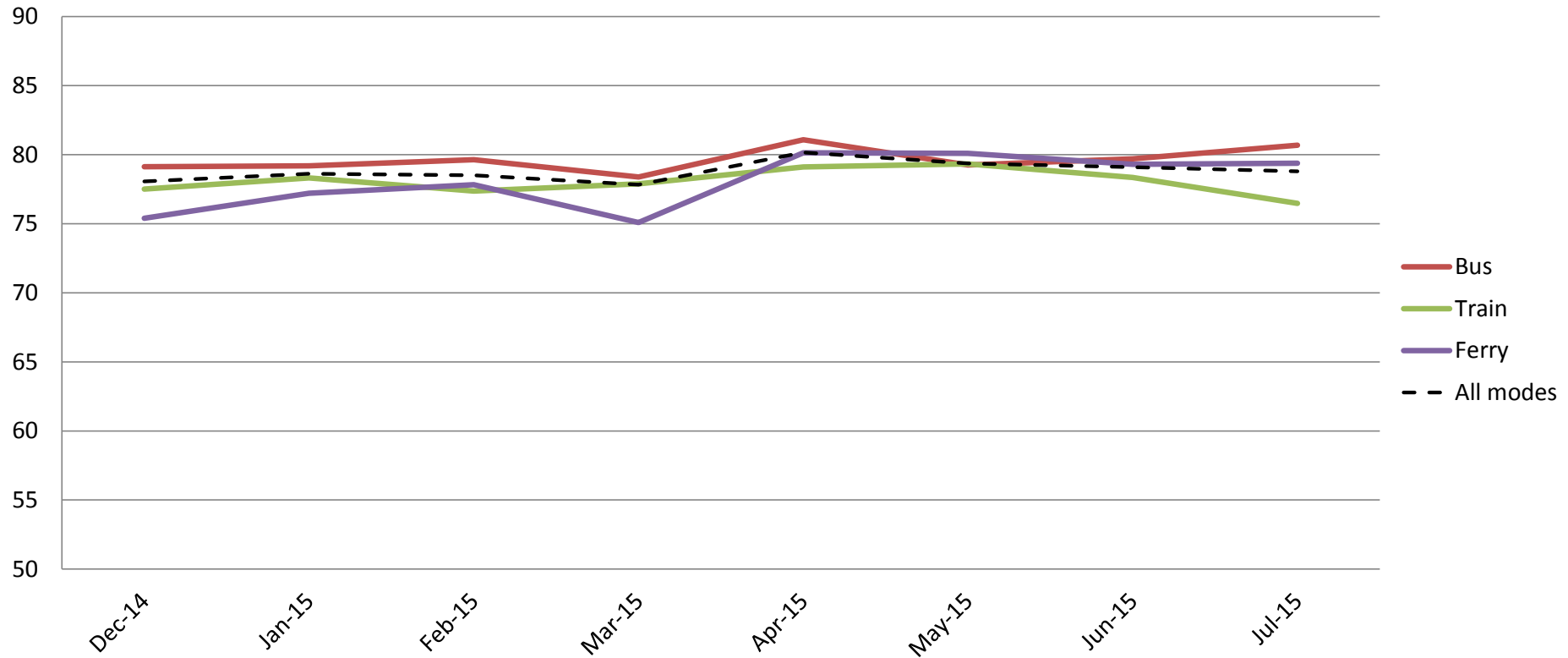
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	79	79	80	78	81	79	79	80
Train	78	78	78	78	79	80	78	77
Ferry	78	80	81	79	82	82	82	82
All Modes	78	79	79	78	80	80	79	79

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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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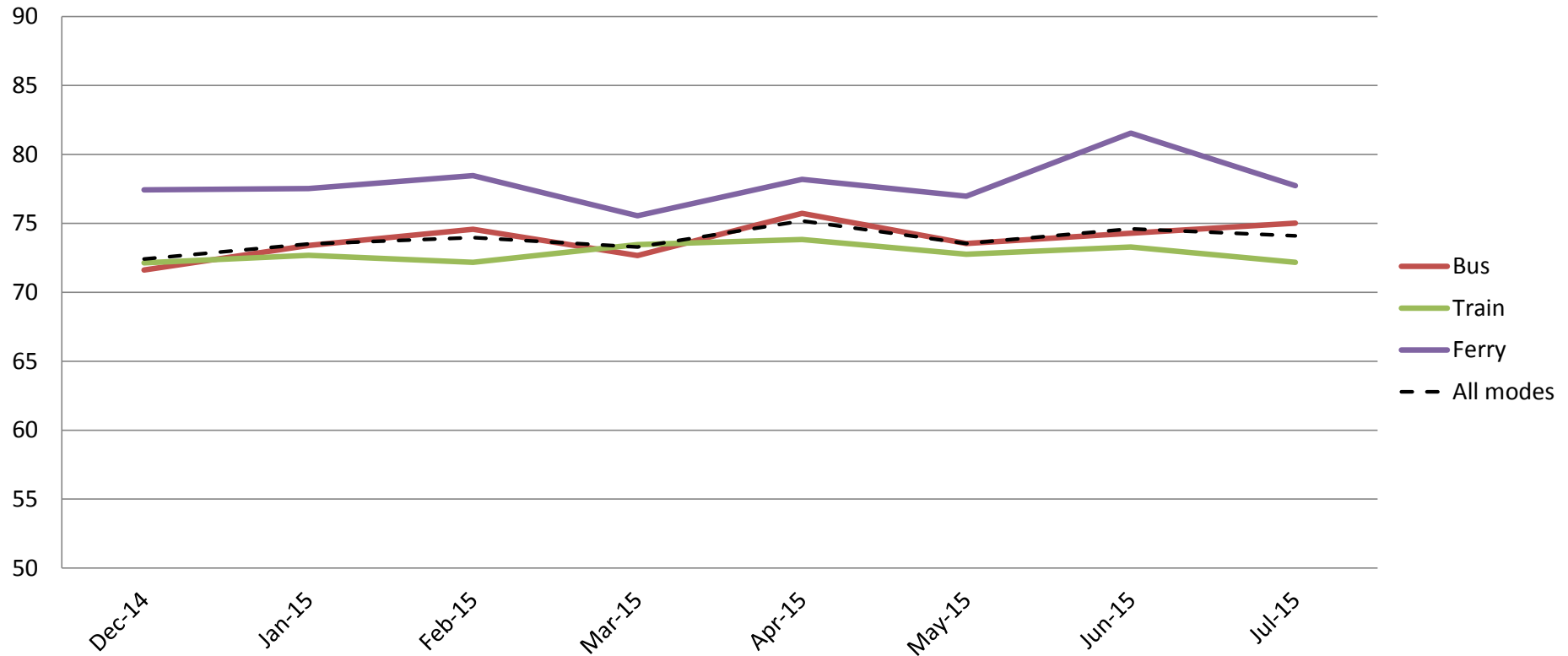
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	79	79	80	78	81	79	80	81
Train	78	78	77	78	79	79	78	76
Ferry	75	77	78	75	80	80	79	79
All Modes	78	79	79	78	80	79	79	79

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

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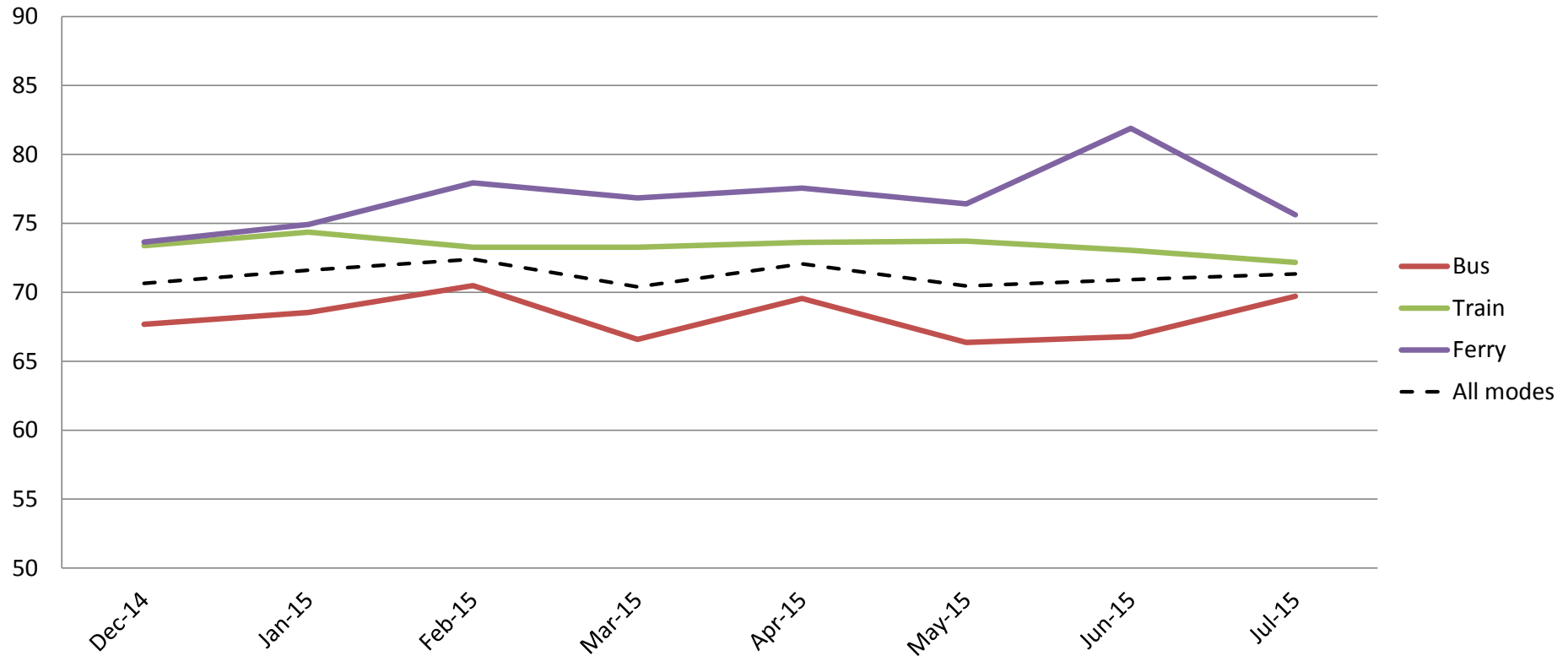
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	72	73	75	73	76	74	74	75
Train	72	73	72	73	74	73	73	72
Ferry	77	78	78	76	78	77	82	78
All Modes	72	74	74	73	75	74	75	74

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

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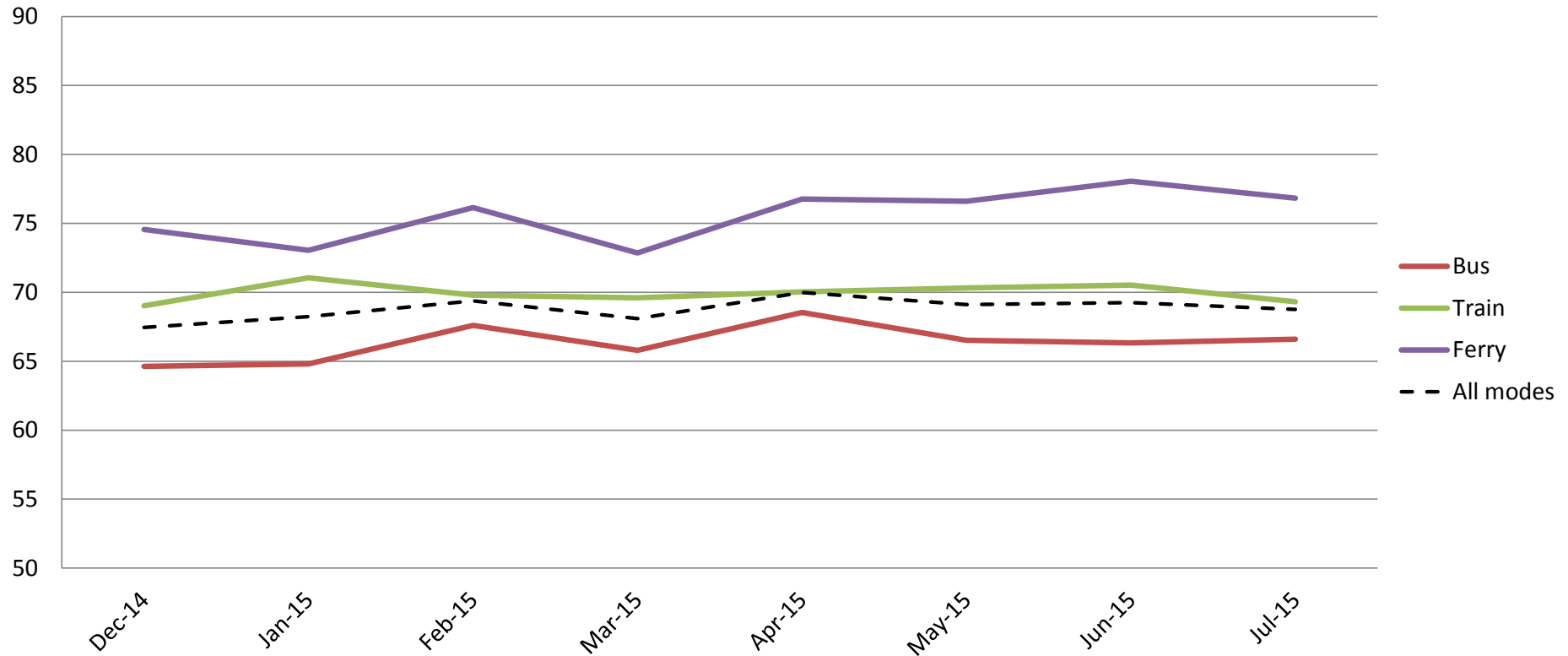
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	68	69	70	67	70	66	67	70
Train	73	74	73	73	74	74	73	72
Ferry	74	75	78	77	78	76	82	76
All Modes	71	72	72	70	72	70	71	71

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

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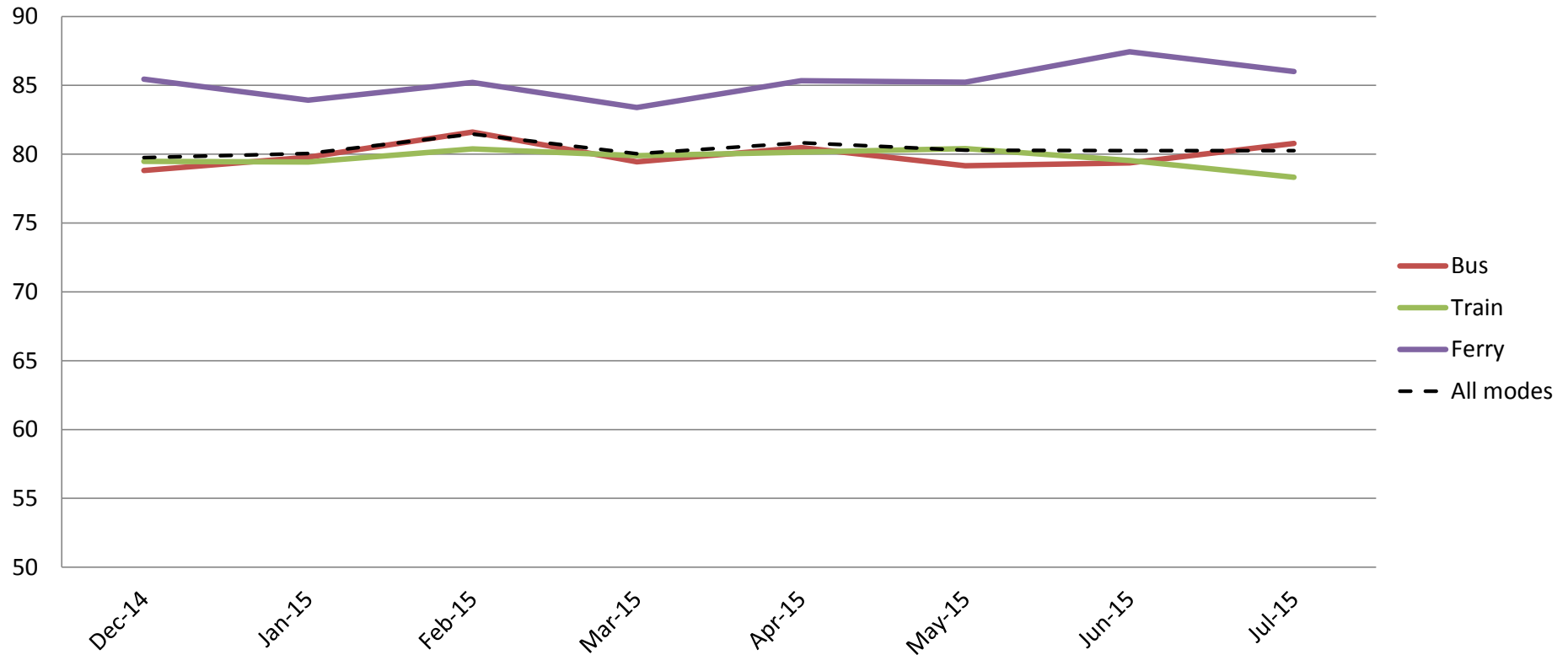
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	65	65	68	66	69	67	66	67
Train	69	71	70	70	70	70	71	69
Ferry	75	73	76	73	77	77	78	77
All Modes	67	68	69	68	70	69	69	69

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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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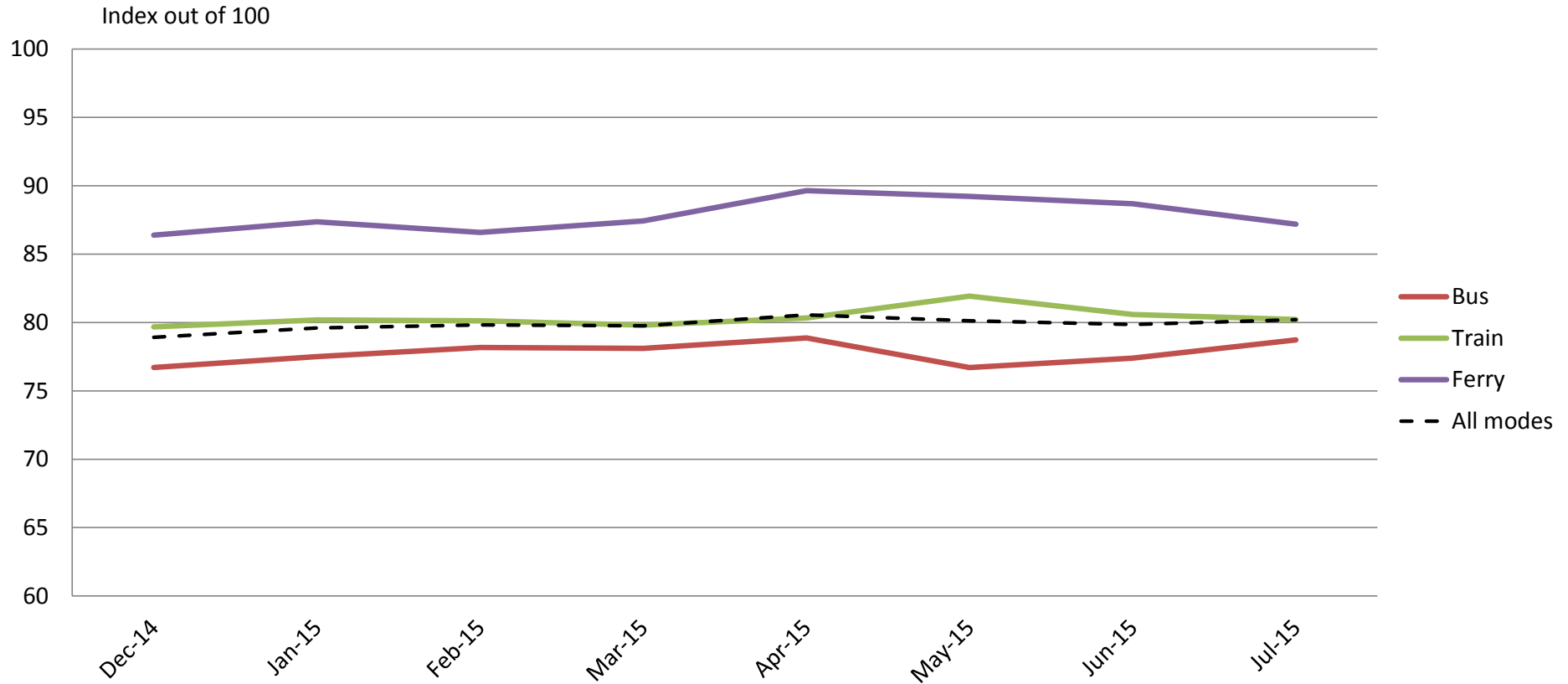


	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	79	80	82	79	80	79	79	81
Train	79	79	80	80	80	80	80	78
Ferry	85	84	85	83	85	85	87	86
All Modes	80	80	81	80	81	80	80	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



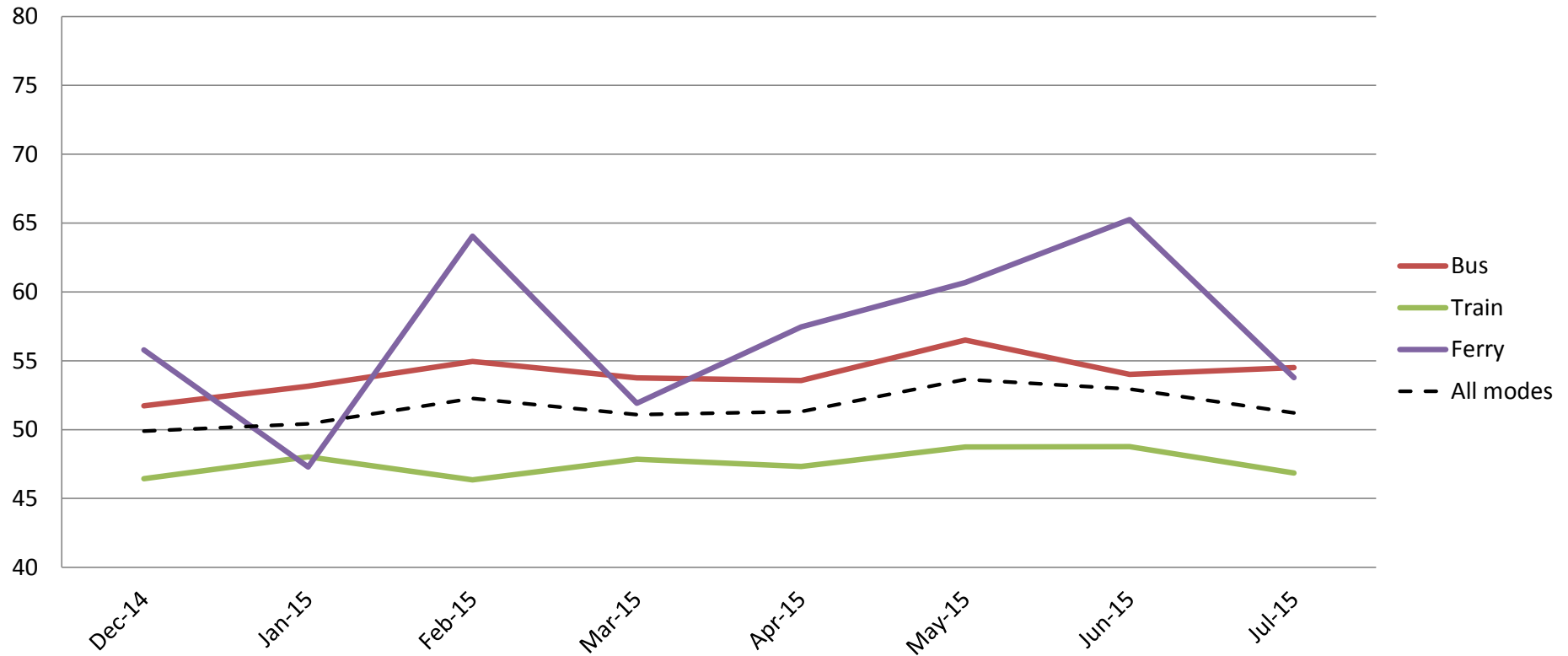
	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	77	78	78	78	79	77	77	79
Train	80	80	80	80	80	82	81	80
Ferry	86	87	87	87	90	89	89	87
All Modes	79	80	80	80	81	80	80	80

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

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	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15
Bus	52	53	55	54	54	57	54	55
Train	46	48	46	48	47	49	49	47
Ferry	56	47	64	52	57	61	65	54
All Modes	50	50	52	51	51	54	53	51

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