

TransLink Customer Satisfaction Monthly Snapshot

December 2013

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	77	74	86	77
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	72	72	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	67	77	71
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	76	78	80	77
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	77	79	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	71	70	76	71
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	66	69	69	67
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	70	75	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	78	78	83	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	75	80	85	78
Affordability				
Cost of tickets and benefits of not having to pay for parking	52	47	55	50
Overall Service				
A combination of all reported categories	68	68	75	69

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

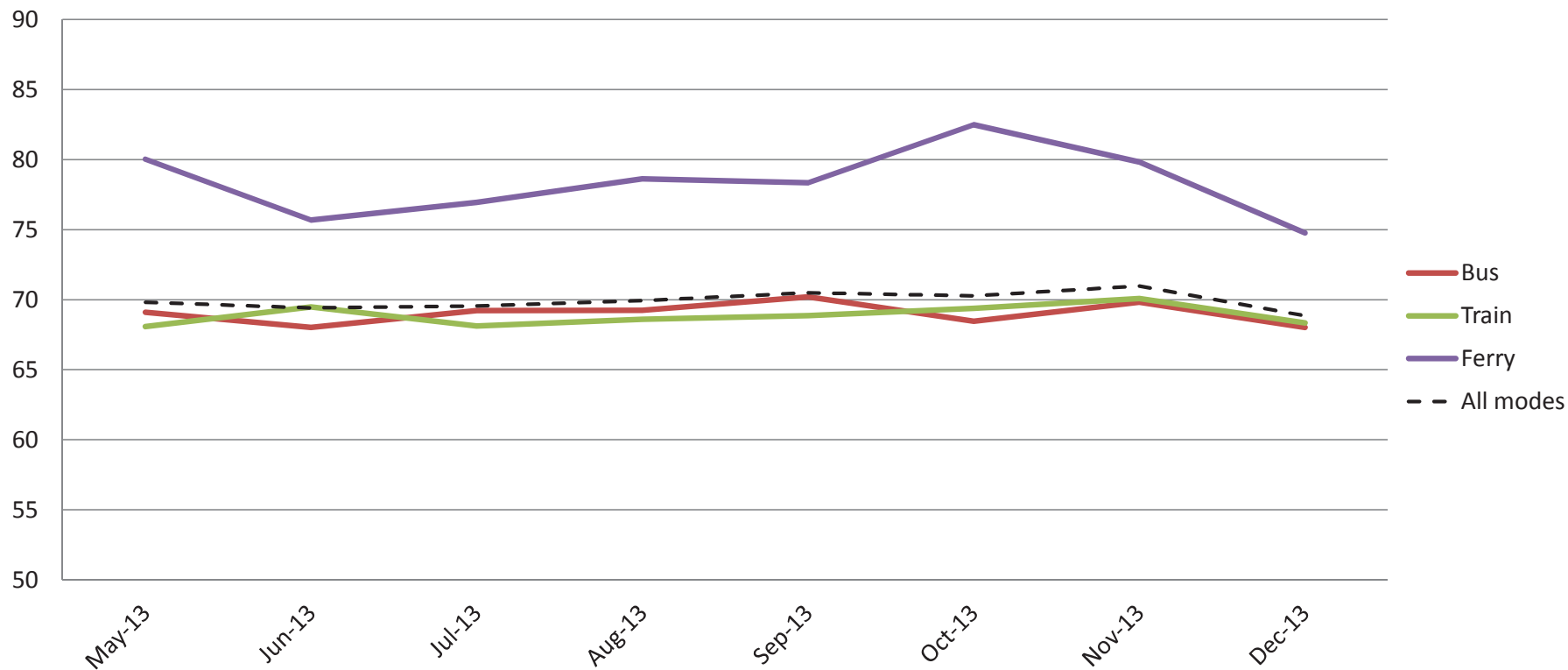
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and go card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (<i>go card</i>) per 10,000 trips	Customer complaints (other than <i>go card</i>) per 10,000 trips	<i>go card</i> Adjustments per 10,000 <i>go card</i> trips	Fixed fares as a percentage of all <i>go card</i> trips
6 January 2013	2,025,318	0.78	2.09	17.93	2.56%
13 January 2013	2,679,546	0.88	3.44	35.52	2.20%
20 January 2013	2,847,554	0.64	2.83	16.82	2.21%
27 January 2013	2,691,003	1.18	2.20	18.09	2.22%
3 February 2013	2,522,369	0.86	2.11	39.44	2.82%
10 February 2013	3,415,127	0.76	2.39	17.25	2.49%
17 February 2013	3,445,133	0.87	3.49	16.70	2.37%
24 February 2013	3,630,800	0.72	2.47	16.79	2.43%
3 March 2013	3,763,201	0.81	3.16	15.38	2.43%
10 March 2013	3,976,726	0.57	2.39	14.01	2.28%
17 March 2013	3,999,340	0.67	3.86	14.87	2.30%
24 March 2013	3,916,520	0.65	3.52	14.60	2.15%
31 March 2013	3,246,846	0.49	4.24	15.24	2.20%
7 April 2013	2,627,094	0.67	2.71	16.19	2.12%
14 April 2013	3,309,635	0.67	2.75	16.37	1.92%
21 April 2013	3,839,892	0.57	2.14	15.68	2.06%
28 April 2013	3,300,716	0.50	1.62	14.72	2.13%
5 May 2013	3,796,756	0.60	2.54	19.79	2.05%
12 May 2013	3,723,527	0.52	2.82	14.61	1.95%
19 May 2013	3,711,755	0.58	2.20	12.87	1.96%
26 May 2013	3,594,857	0.61	2.16	14.36	1.98%
2 June 2013	3,583,686	0.56	1.89	13.53	1.91%
9 June 2013	3,474,086	0.62	2.10	13.03	2.00%
16 June 2013	2,995,213	0.56	2.00	13.63	1.97%
23 June 2013	3,348,186	0.54	1.87	14.22	2.02%
30 June 2013	2,863,623	0.68	2.27	15.38	1.96%
7 July 2013	2,873,930	0.65	2.40	15.72	2.03%
14 July 2013	3,356,376	0.65	2.14	14.95	2.05%
21 July 2013	3,508,864	0.54	2.06	13.04	2.02%
28 July 2013	3,769,169	0.48	2.25	10.94	1.93%
4 August 2013	3,826,417	0.43	2.15	11.96	1.90%
11 August 2013	3,938,072	0.48	2.24	12.25	1.90%
18 August 2013	3,528,811	0.49	1.82	12.59	2.08%
25 August 2013	3,726,512	0.51	2.08	12.18	1.95%
1 September 2013	3,692,474	0.56	2.03	12.99	1.88%
8 September 2013	3,723,623	0.41	1.72	12.16	1.82%
15 September 2013	3,697,126	0.52	2.39	11.06	1.80%
22 September 2013	3,629,937	0.43	1.92	10.40	1.79%
29 September 2013	3,313,567	0.39	1.80	12.19	1.91%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100



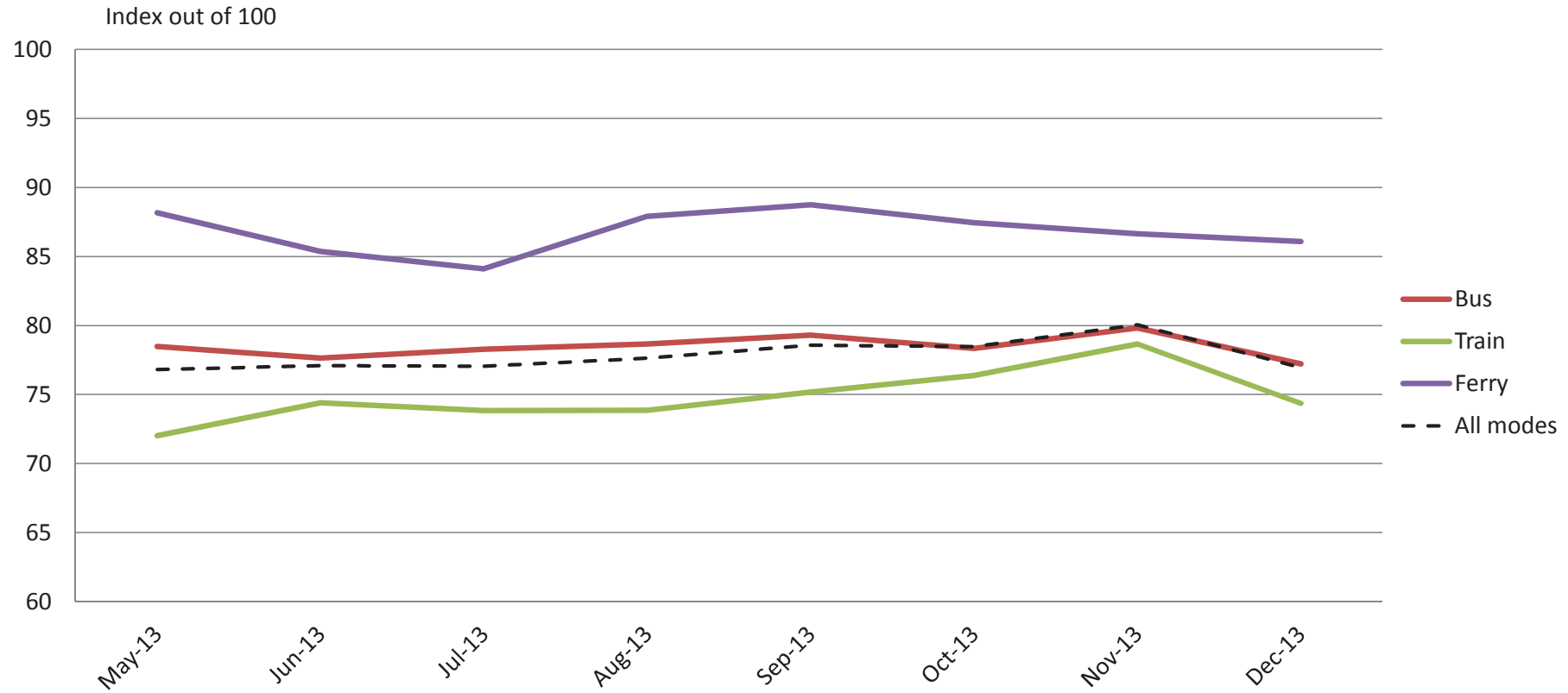
	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	69	68	69	69	70	68	70	68
Train	68	69	68	69	69	69	70	68
Ferry	80	76	77	79	78	82	80	75
All Modes	70	69	70	70	70	70	71	69

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



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	78	78	78	79	79	78	80	77
Train	72	74	74	74	75	76	79	74
Ferry	88	85	84	88	89	87	87	86
All Modes	77	77	77	78	79	78	80	77

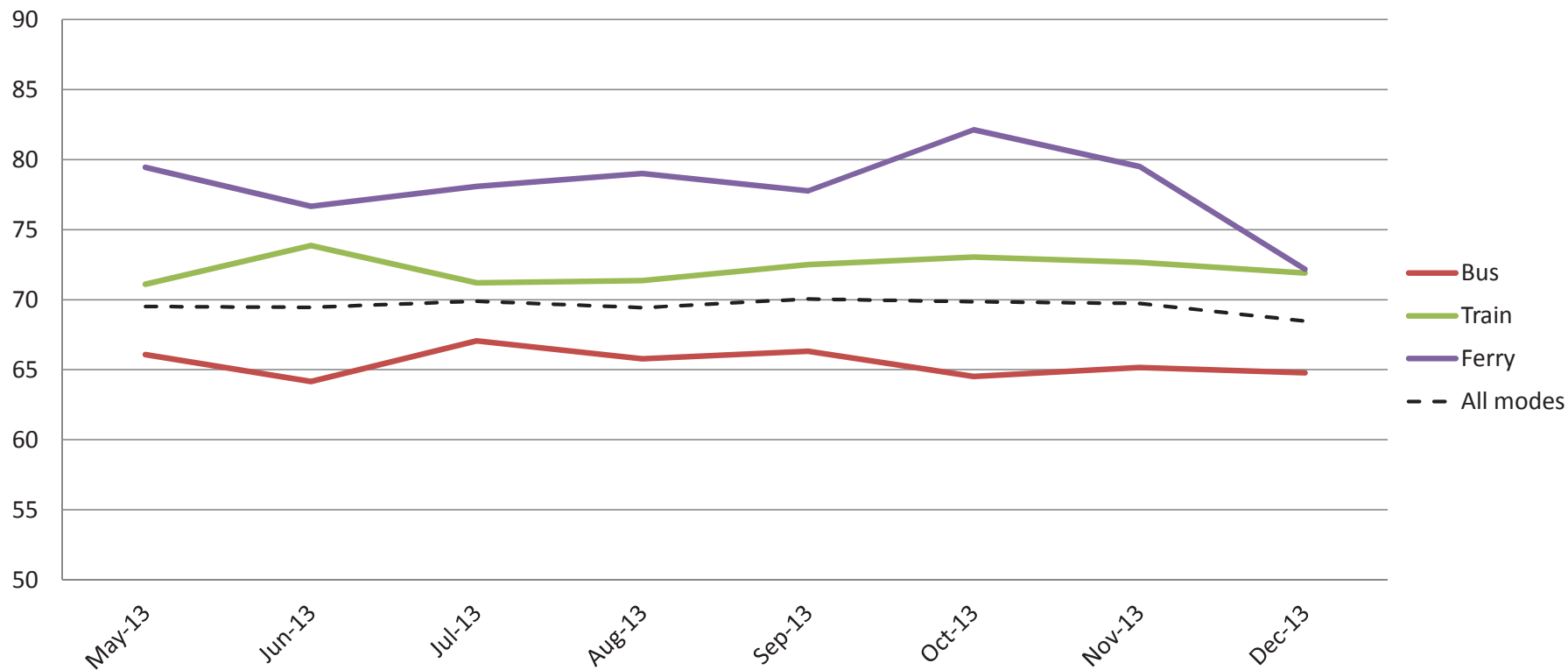
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	66	64	67	66	66	65	65	65
Train	71	74	71	71	73	73	73	72
Ferry	79	77	78	79	78	82	80	72
All Modes	70	69	70	69	70	70	70	68

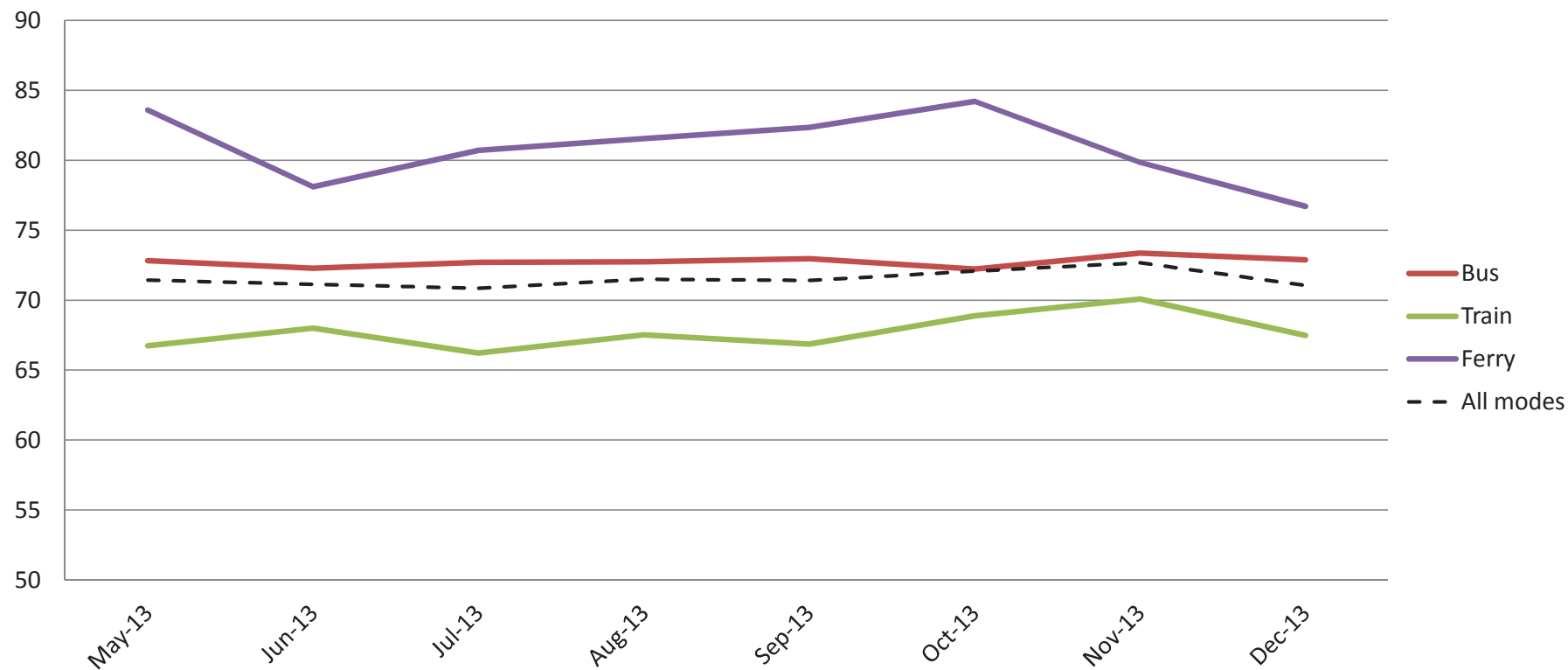
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	73	72	73	73	73	72	73	73
Train	67	68	66	68	67	69	70	67
Ferry	84	78	81	82	82	84	80	77
All Modes	71	71	71	72	71	72	73	71

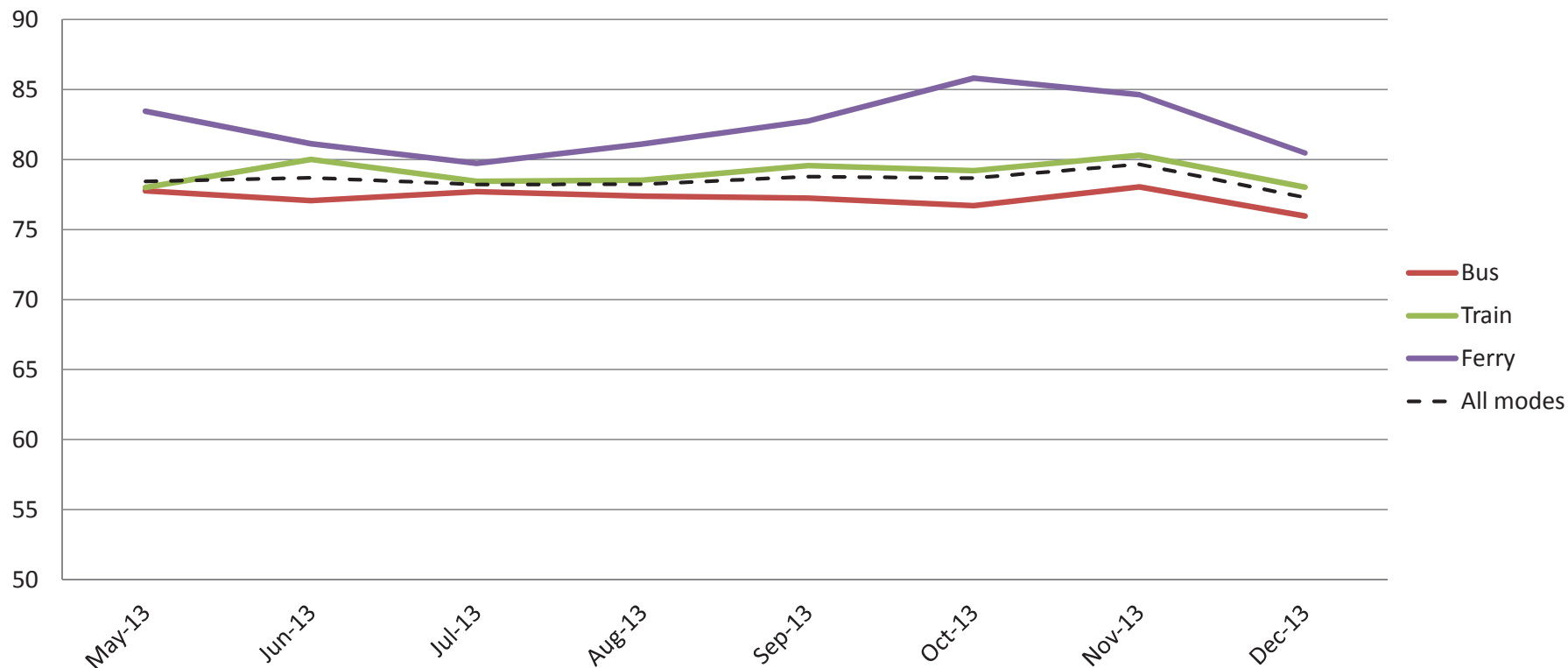
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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	78	77	78	77	77	77	78	76
Train	78	80	78	79	80	79	80	78
Ferry	83	81	80	81	83	86	85	80
All Modes	78	79	78	78	79	79	80	77

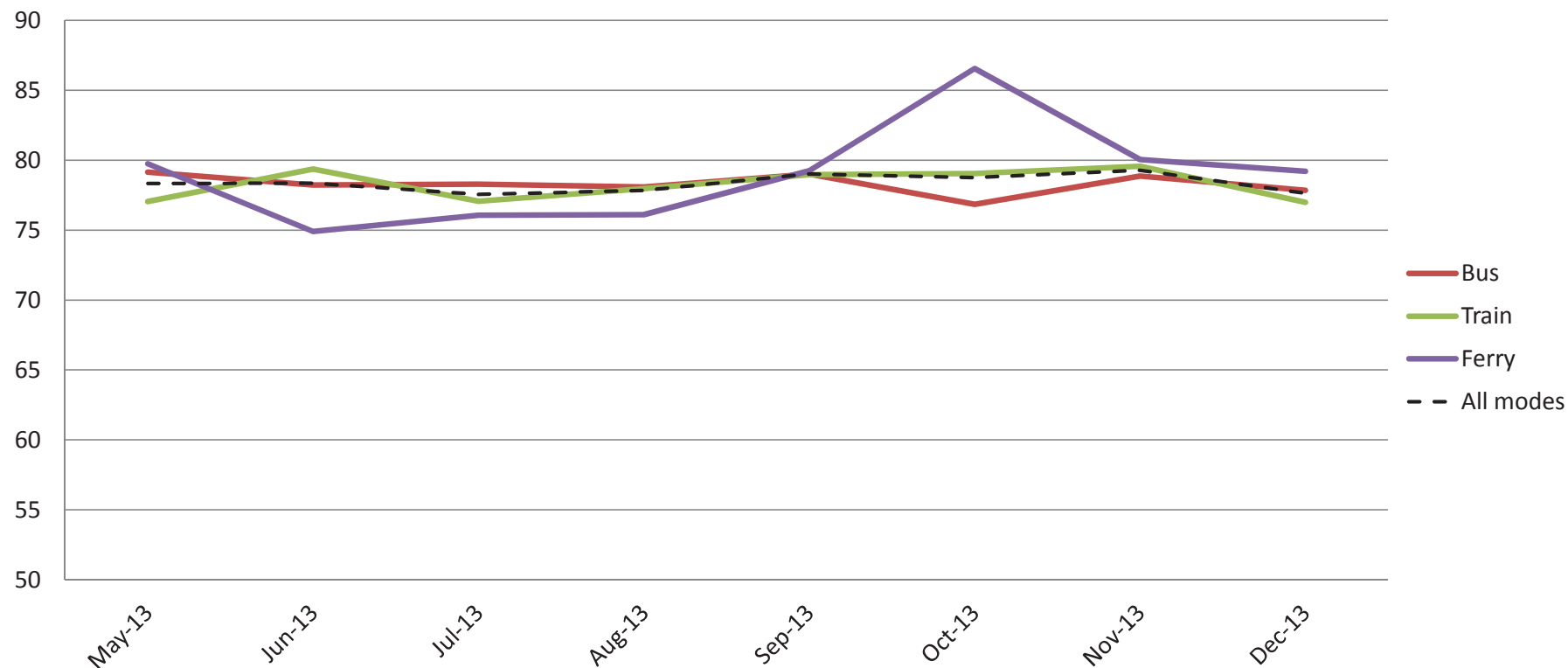
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	79	78	78	78	79	77	79	78
Train	77	79	77	78	79	79	80	77
Ferry	80	75	76	76	79	87	80	79
All Modes	78	78	78	78	79	79	79	78

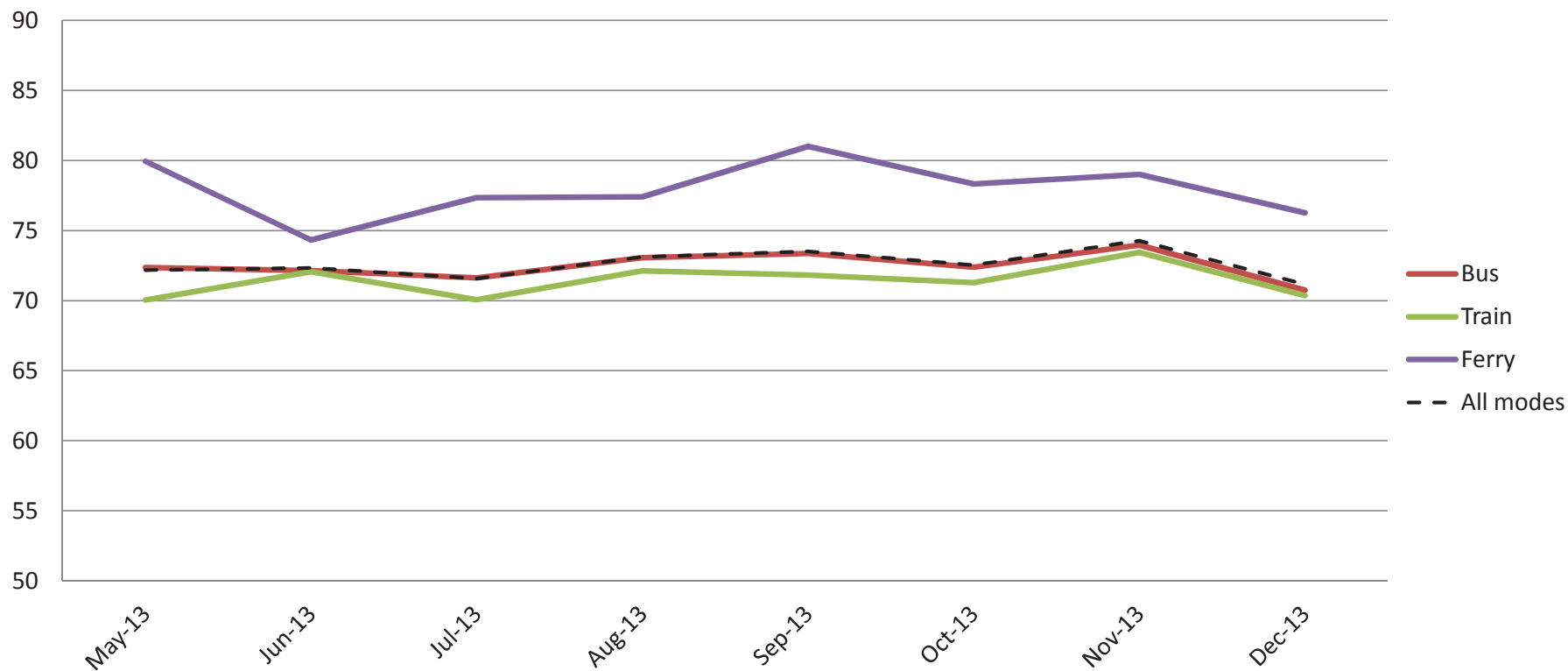
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	72	72	72	73	73	72	74	71
Train	70	72	70	72	72	71	73	70
Ferry	80	74	77	77	81	78	79	76
All Modes	72	72	72	73	74	73	74	71

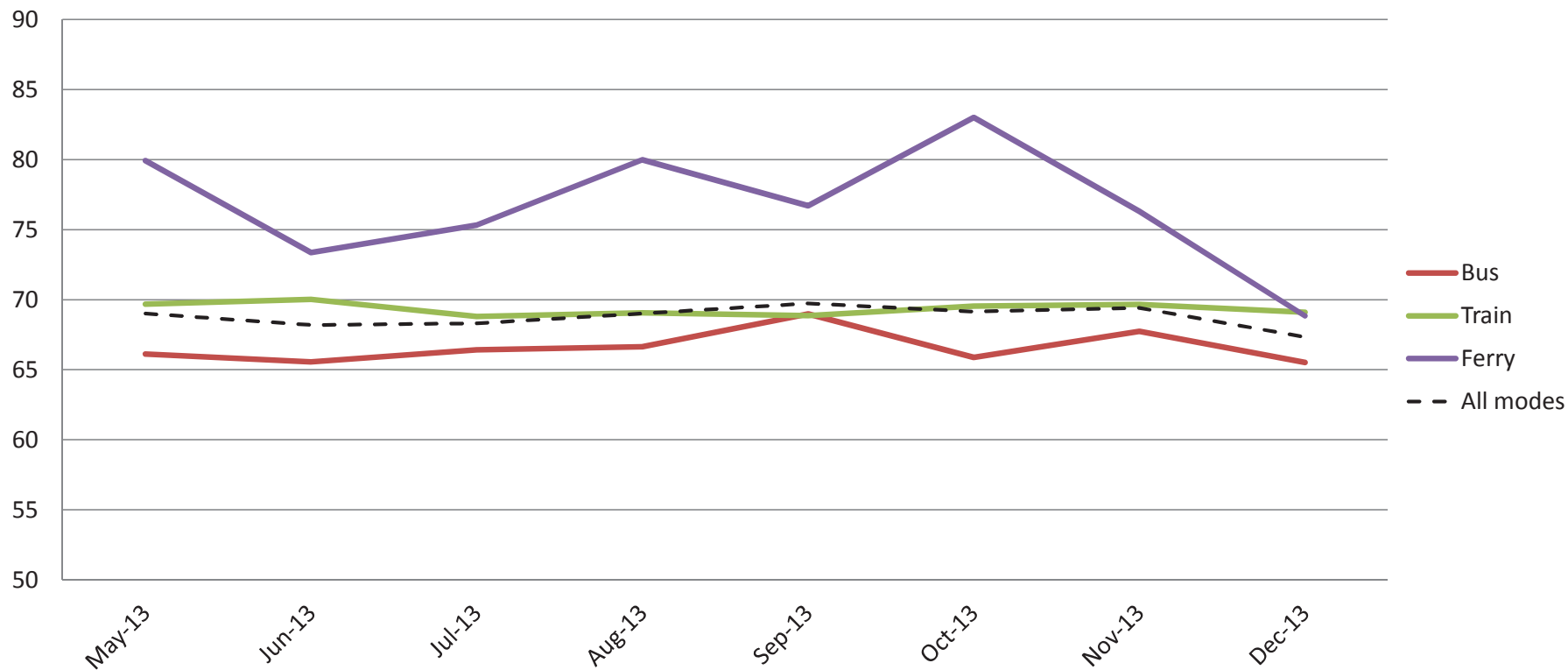
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	66	66	66	67	69	66	68	66
Train	70	70	69	69	69	70	70	69
Ferry	80	73	75	80	77	83	76	69
All Modes	69	68	68	69	70	69	69	67

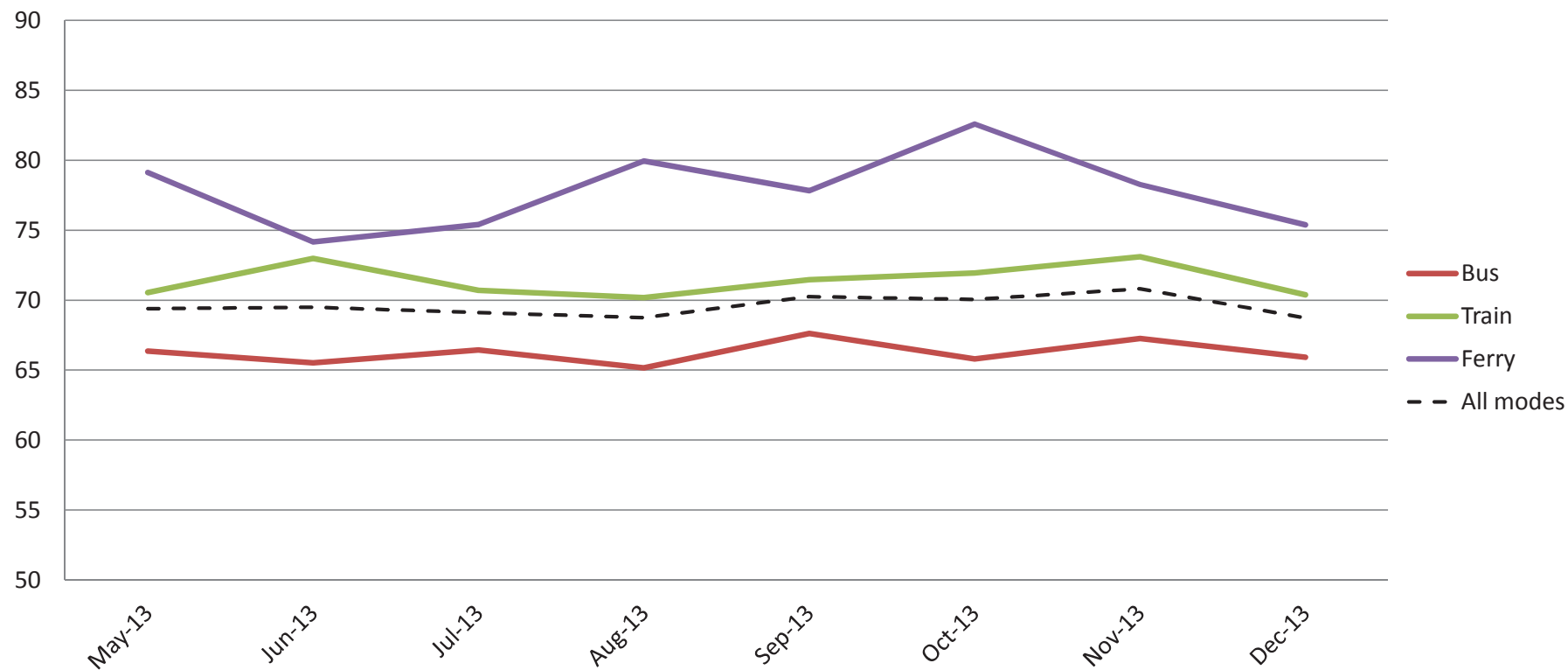
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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	66	66	66	65	68	66	67	66
Train	71	73	71	70	71	72	73	70
Ferry	79	74	75	80	78	83	78	75
All Modes	69	69	69	69	70	70	71	69

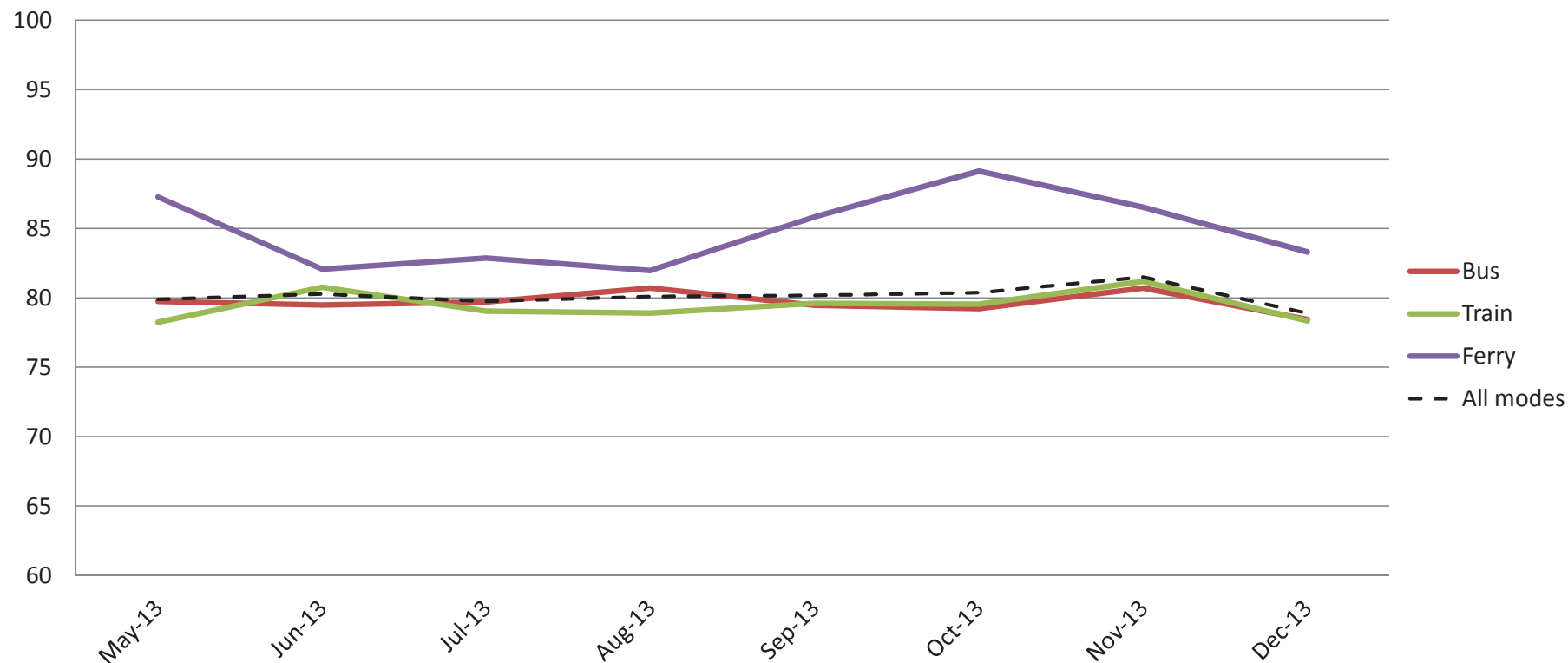
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100



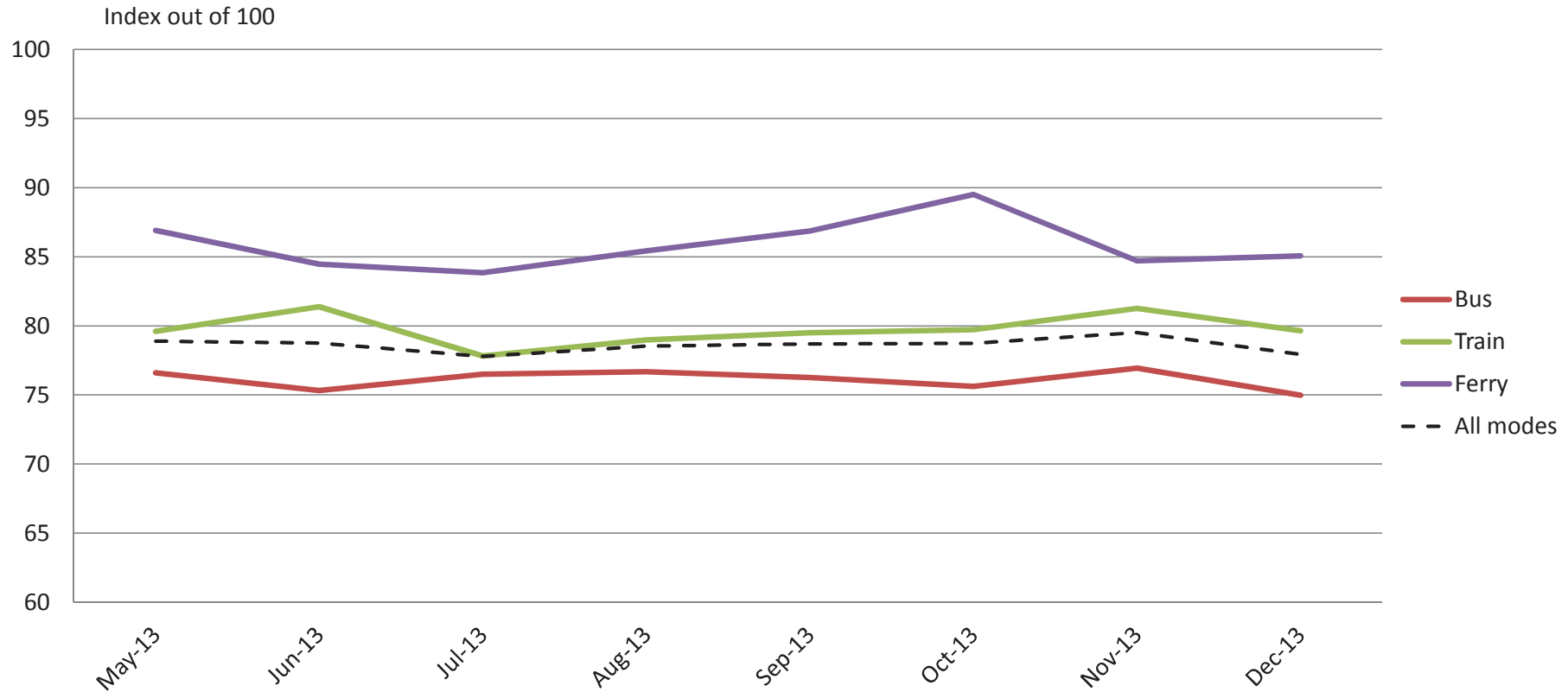
	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	80	79	80	81	79	79	81	78
Train	78	81	79	79	80	80	81	78
Ferry	87	82	83	82	86	89	87	83
All Modes	80	80	80	80	80	80	82	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	77	75	76	77	76	76	77	75
Train	80	81	78	79	80	80	81	80
Ferry	87	84	84	85	87	90	85	85
All Modes	79	79	78	79	79	79	80	78

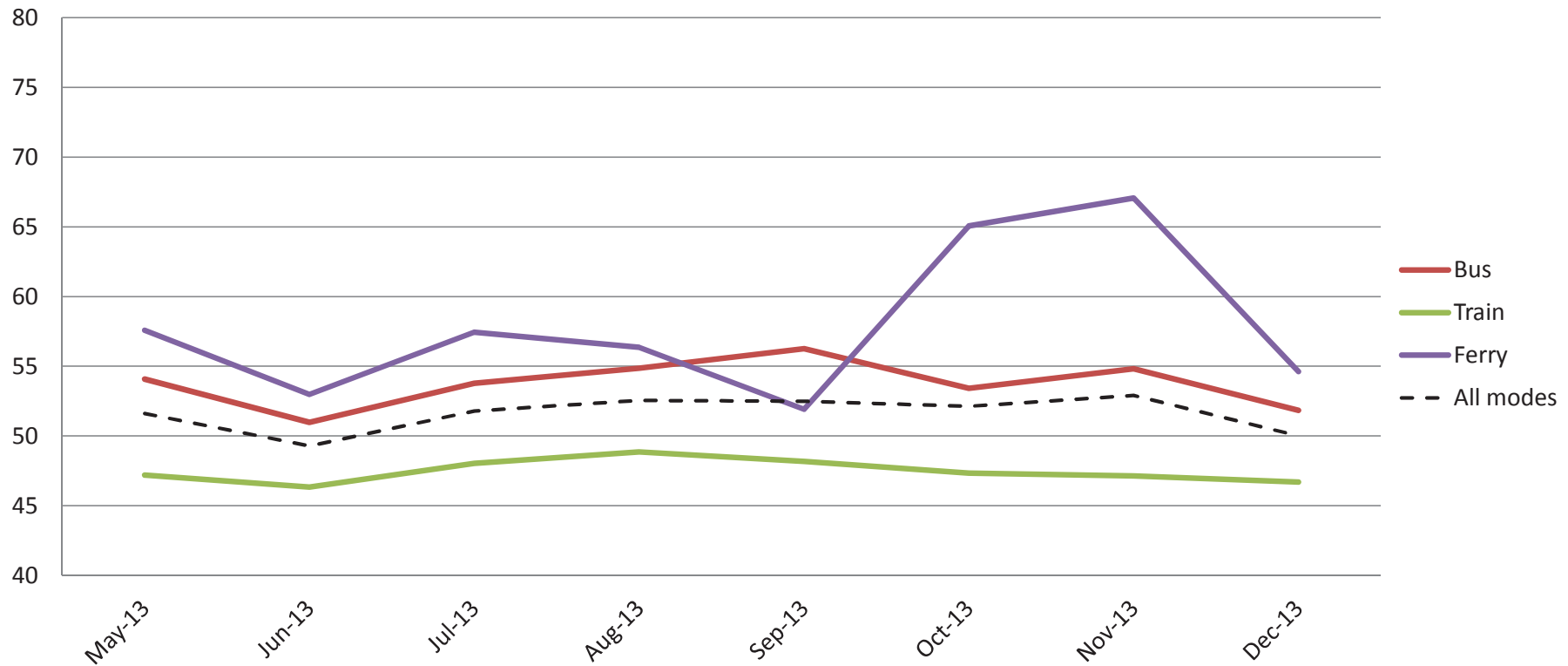
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
Bus	54	51	54	55	56	53	55	52
Train	47	46	48	49	48	47	47	47
Ferry	58	53	57	56	52	65	67	55
All Modes	52	49	52	53	52	52	53	50

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