

## TransLink Customer Satisfaction Monthly Snapshot

April 2019

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	<b>78</b>	78	<b>90</b>	79
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	67	69	79	69
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	<b>74</b>	71	<b>82</b>	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	79	79	81	79
<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.	80	79	79	80
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	74	80	75
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	71	71	75	72
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	70	72	78	72
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	78	87	79
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	<b>79</b>	82	89	81
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	65	<b>57</b>	64	<b>62</b>
<b>Overall Service</b>				
A combination of all reported categories	72	71	81	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

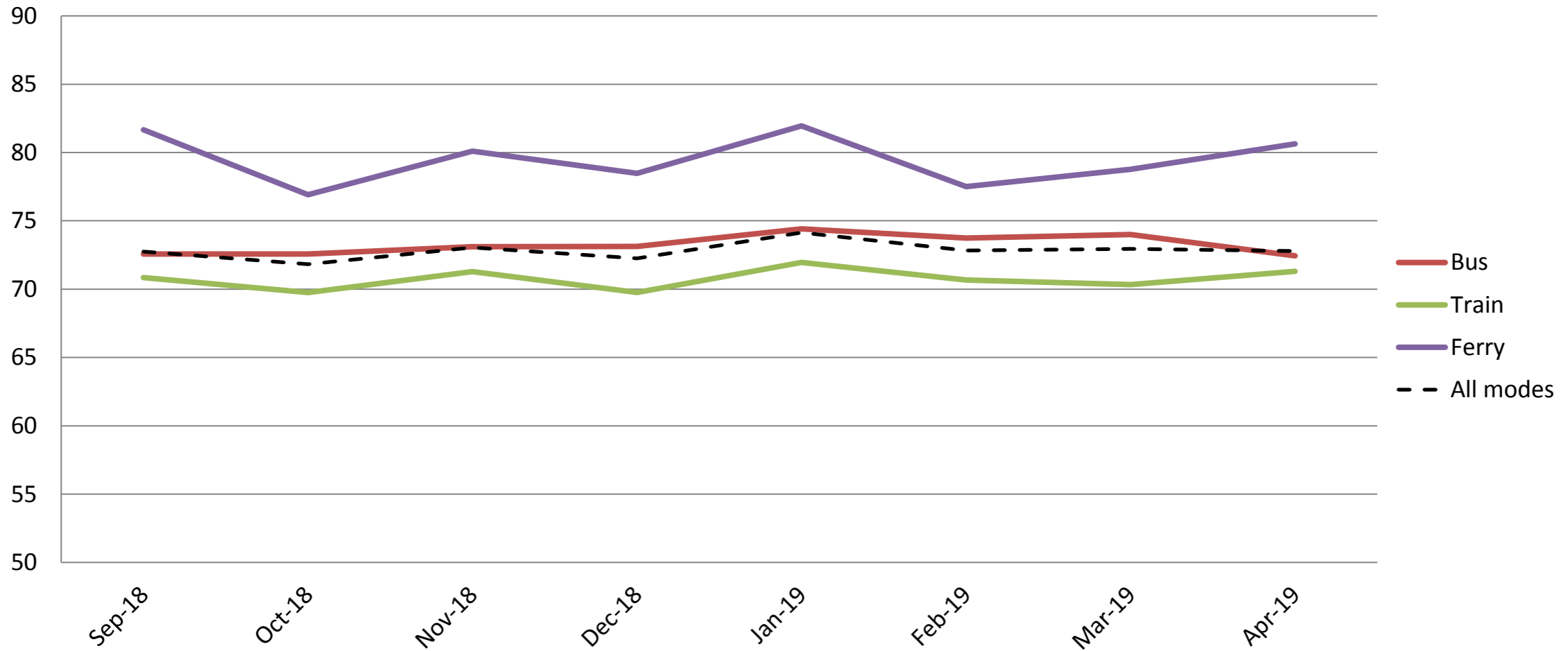
Green figures indicate a statistically significant **increase** in the period

## 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 May 2018	4,064,721	0.09	1.77	13.01	1.78%
13 May 2018	3,457,714	0.06	2.09	13.29	1.79%
20 May 2018	3,958,735	0.12	2.10	12.88	1.75%
27 May 2018	3,905,074	0.04	2.13	13.68	1.69%
3 June 2018	3,865,356	0.05	1.80	12.47	1.65%
10 June 2018	3,675,247	0.05	1.95	13.86	1.67%
17 June 2018	3,711,616	0.03	1.71	13.02	1.64%
24 June 2018	3,629,244	0.06	1.09	15.29	1.69%
1 July 2018	3,408,988	0.05	1.25	12.88	1.62%
8 July 2018	3,105,843	0.07	4.04	15.71	1.76%
15 July 2018	3,225,922	0.11	1.92	16.11	1.77%
22 July 2018	3,823,342	0.06	2.03	11.97	1.82%
29 July 2018	4,080,274	0.08	1.90	13.30	1.71%
5 August 2018	4,114,861	0.06	1.85	12.07	1.64%
12 August 2018	4,182,704	0.07	1.75	13.06	1.66%
19 August 2018	3,755,671	0.05	1.72	14.19	1.80%
26 August 2018	3,988,014	0.06	2.02	12.92	1.61%
2 September 2018	3,983,839	0.07	1.75	12.89	1.61%
9 September 2018	3,592,048	0.06	1.92	13.37	1.64%
16 September 2018	3,957,846	0.06	2.00	12.43	1.59%
23 September 2018	3,902,289	0.04	1.65	13.43	1.62%
30 September 2018	3,260,536	0.06	1.81	15.77	1.73%
7 October 2018	3,054,047	0.10	1.79	14.05	1.72%
14 October 2018	3,829,272	0.04	1.87	13.32	1.66%
21 October 2018	3,880,533	0.03	1.96	13.52	1.65%
28 October 2018	3,845,315	0.05	1.97	13.03	1.69%
4 November 2018	3,766,448	0.06	2.02	14.14	1.74%
11 November 2018	3,892,551	0.04	2.09	14.63	1.71%
18 November 2018	3,856,649	0.06	1.96	13.35	1.65%
25 November 2018	3,790,684	0.04	1.98	13.95	1.78%
2 December 2018	3,685,432	0.04	2.09	16.28	1.79%
9 December 2018	3,502,148	0.05	2.01	16.66	1.84%
16 December 2018	3,336,847	0.06	1.91	13.93	1.73%
23 December 2018	3,111,601	0.09	2.09	13.88	1.84%
30 December 2018	1,621,881	0.07	1.68	19.18	2.35%
6 January 2019	2,101,772	0.08	1.85	19.62	2.24%
13 January 2019	2,943,669	0.08	1.78	15.92	1.72%
20 January 2019	3,090,145	0.05	2.06	14.37	1.72%
27 January 2019	3,170,400	0.05	1.99	16.34	1.72%
3 February 2019	3,110,032	0.13	2.69	15.29	1.90%
10 February 2019	3,704,135	0.10	2.76	15.55	1.93%
17 February 2019	3,793,454	0.06	2.74	15.50	1.97%
24 February 2019	4,011,138	0.07	2.85	15.81	1.93%
3 March 2019	4,262,007	0.05	2.45	14.36	1.82%
10 March 2019	4,361,183	0.06	2.52	14.44	1.81%
17 March 2019	4,230,829	0.06	2.86	18.14	1.78%
24 March 2019	4,309,945	0.04	2.62	18.05	1.86%
31 March 2019	4,180,861	0.06	2.69	19.37	1.74%
7 April 2019	4,135,160	0.05	2.04	15.06	1.62%
14 April 2019	3,680,074	0.08	1.90	17.58	1.63%
21 April 2019	3,040,180	0.04	1.73	16.29	1.68%
28 April 2019	2,793,889	0.03	1.40	16.03	1.87%

## Overall satisfaction – A combination of all reported categories

Index out of 100

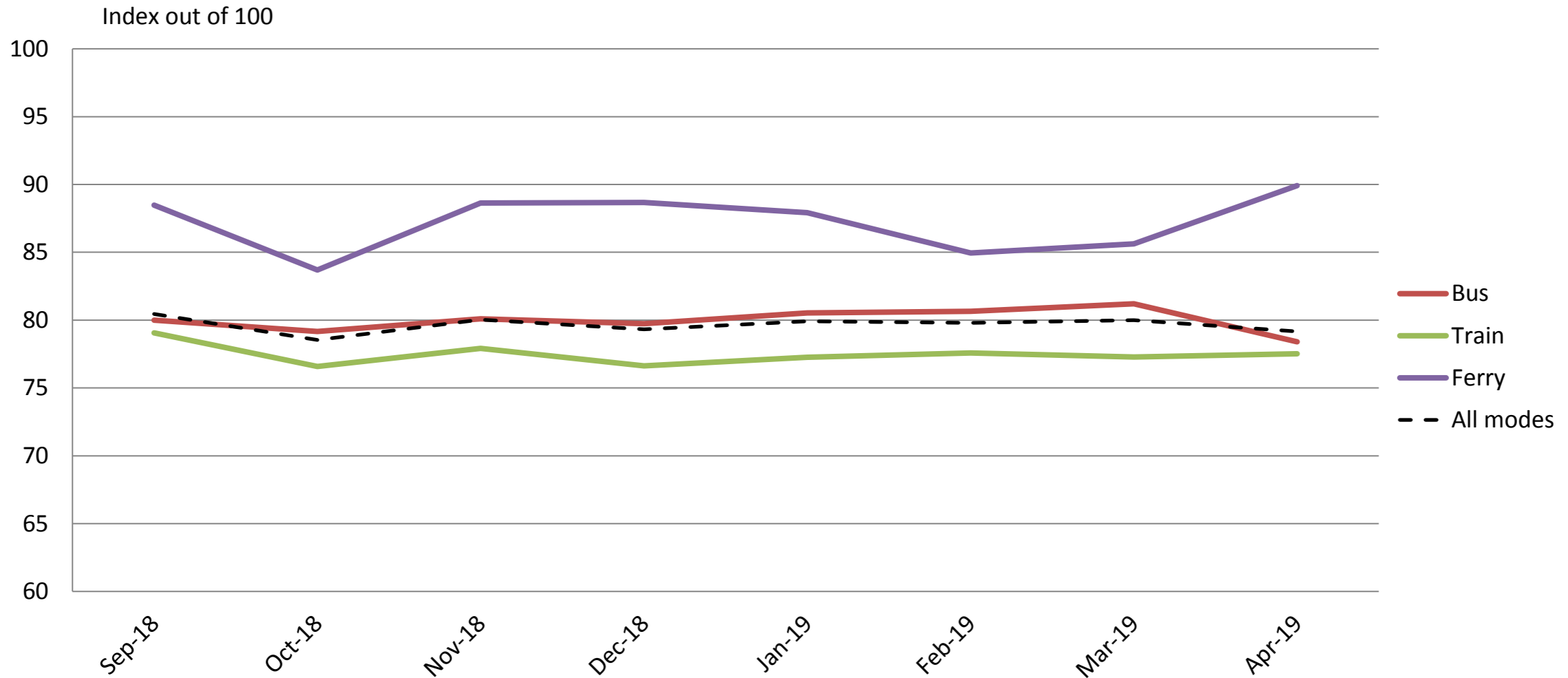


	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	73	73	73	73	74	74	74	72
<b>Train</b>	71	70	71	70	72	71	70	71
<b>Ferry</b>	82	77	80	78	82	77	79	81
<b>All Modes</b>	73	72	73	72	74	73	73	73

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

## Safety and Security – Safety at stops, stations and on board vehicles



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	80	79	80	80	81	81	81	<b>78</b>
<b>Train</b>	79	<b>77</b>	78	77	77	78	77	78
<b>Ferry</b>	88	<b>84</b>	<b>89</b>	89	88	85	86	<b>90</b>
<b>All Modes</b>	80	<b>79</b>	<b>80</b>	79	80	80	80	79

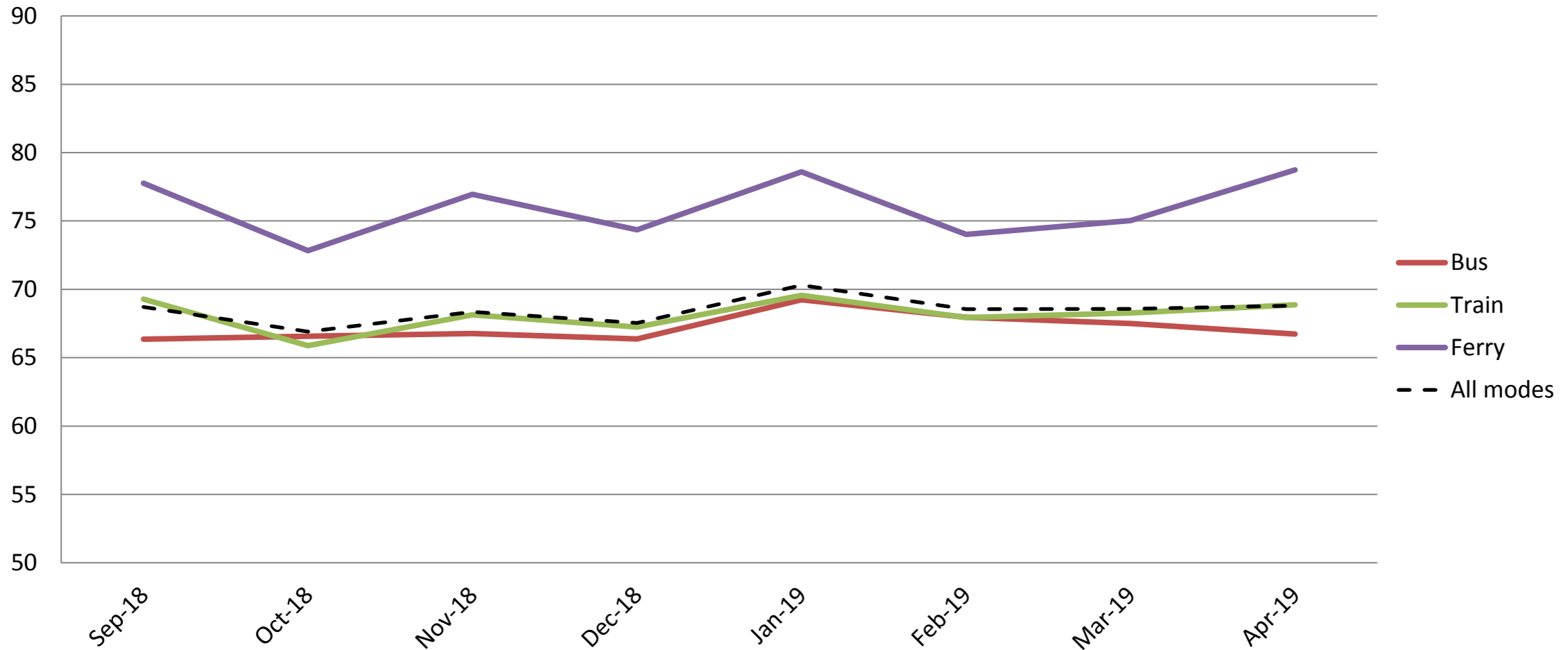
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## Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	66	67	67	66	69	68	67	67
<b>Train</b>	69	66	68	67	70	68	68	69
<b>Ferry</b>	78	73	77	74	79	74	75	79
<b>All Modes</b>	69	67	68	68	70	69	69	69

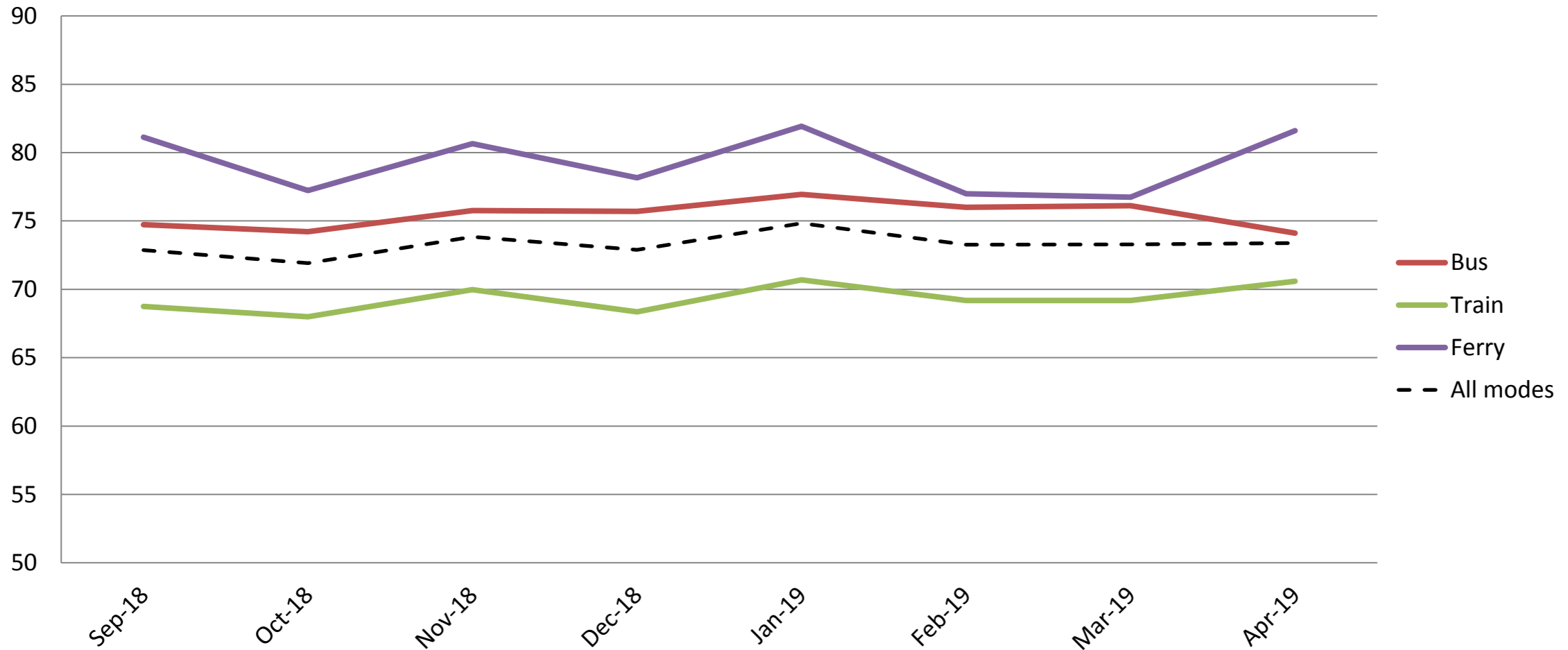
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## Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



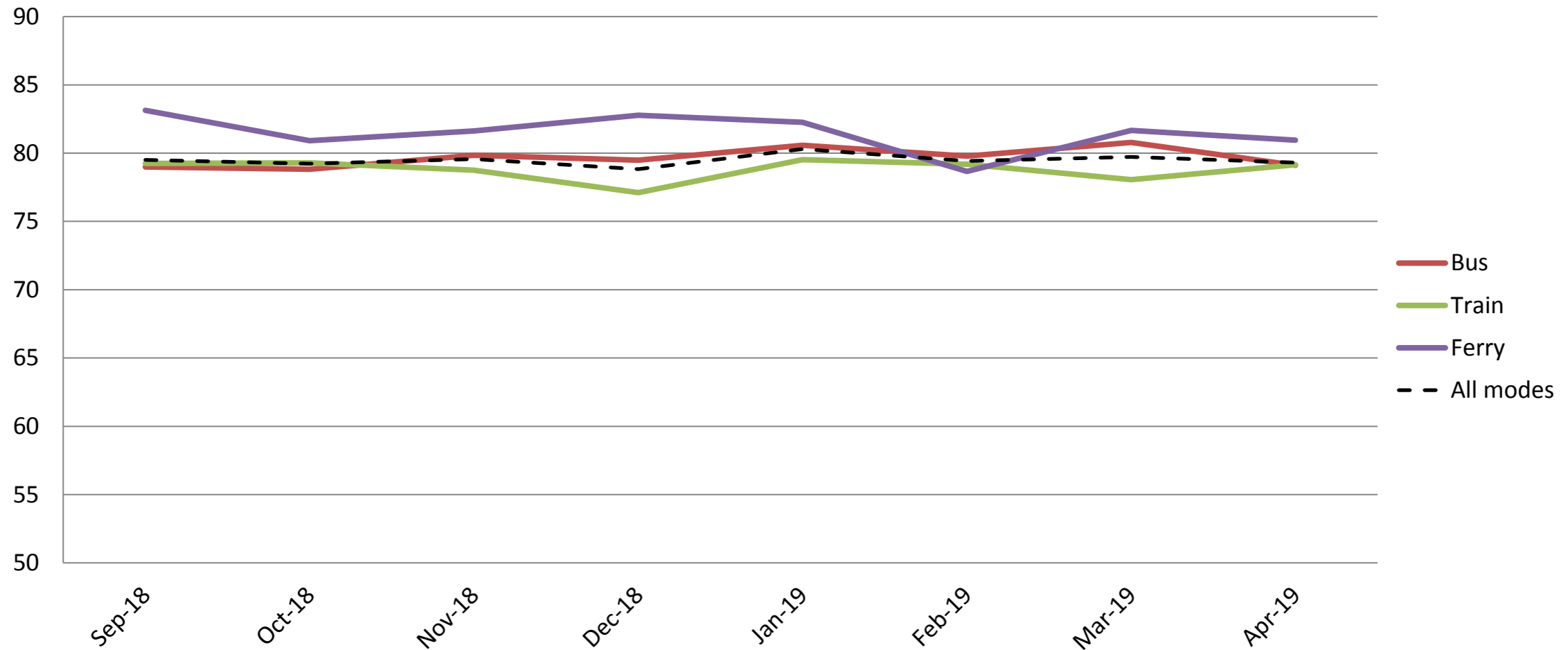
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	75	74	76	76	77	76	76	<b>74</b>
<b>Train</b>	69	68	70	68	<b>71</b>	69	69	71
<b>Ferry</b>	81	77	81	78	82	<b>77</b>	77	<b>82</b>
<b>All Modes</b>	73	72	<b>74</b>	73	<b>75</b>	<b>73</b>	73	73

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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



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	79	79	80	79	81	80	81	79
<b>Train</b>	79	79	79	77	80	79	78	79
<b>Ferry</b>	83	81	82	83	82	79	82	81
<b>All Modes</b>	80	79	80	79	80	79	80	79

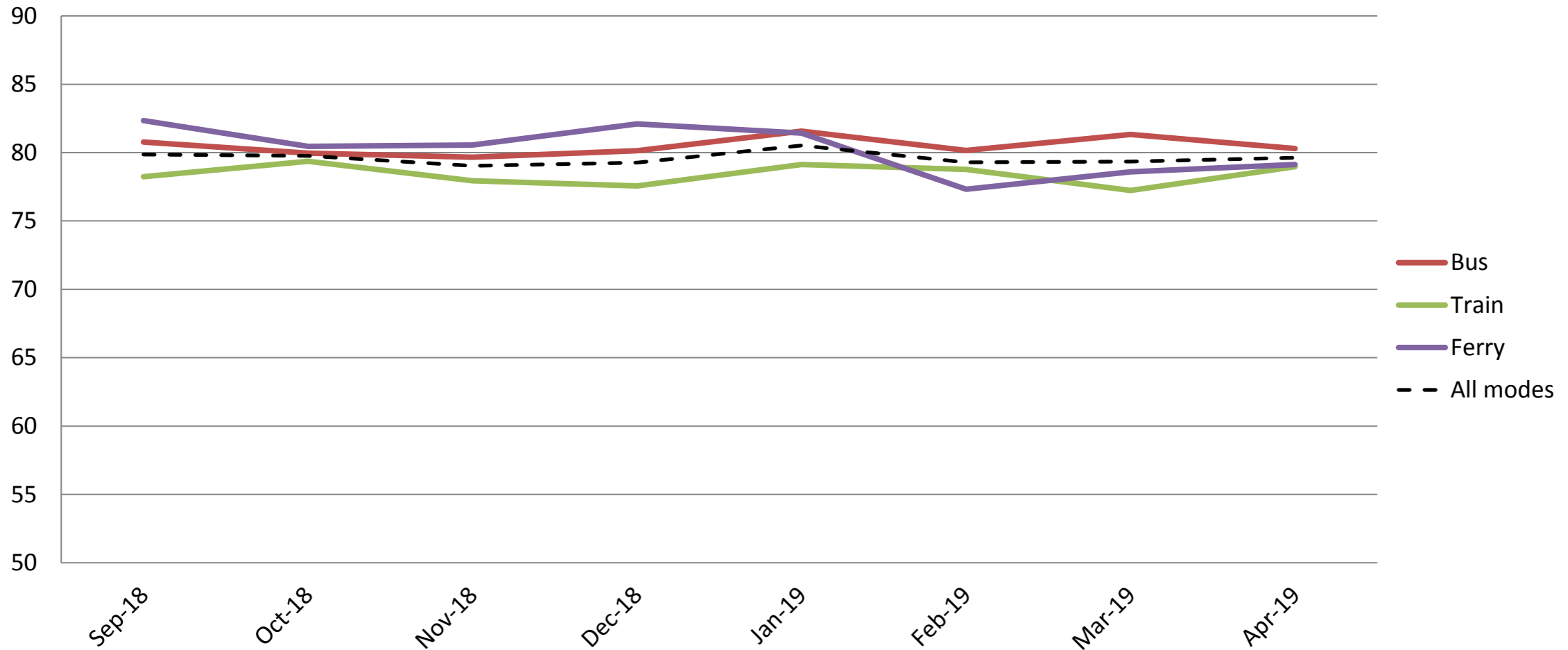
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## Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	81	80	80	80	82	80	81	80
<b>Train</b>	78	79	78	78	79	79	77	79
<b>Ferry</b>	82	80	81	82	81	77	79	79
<b>All Modes</b>	80	80	79	79	81	79	79	80

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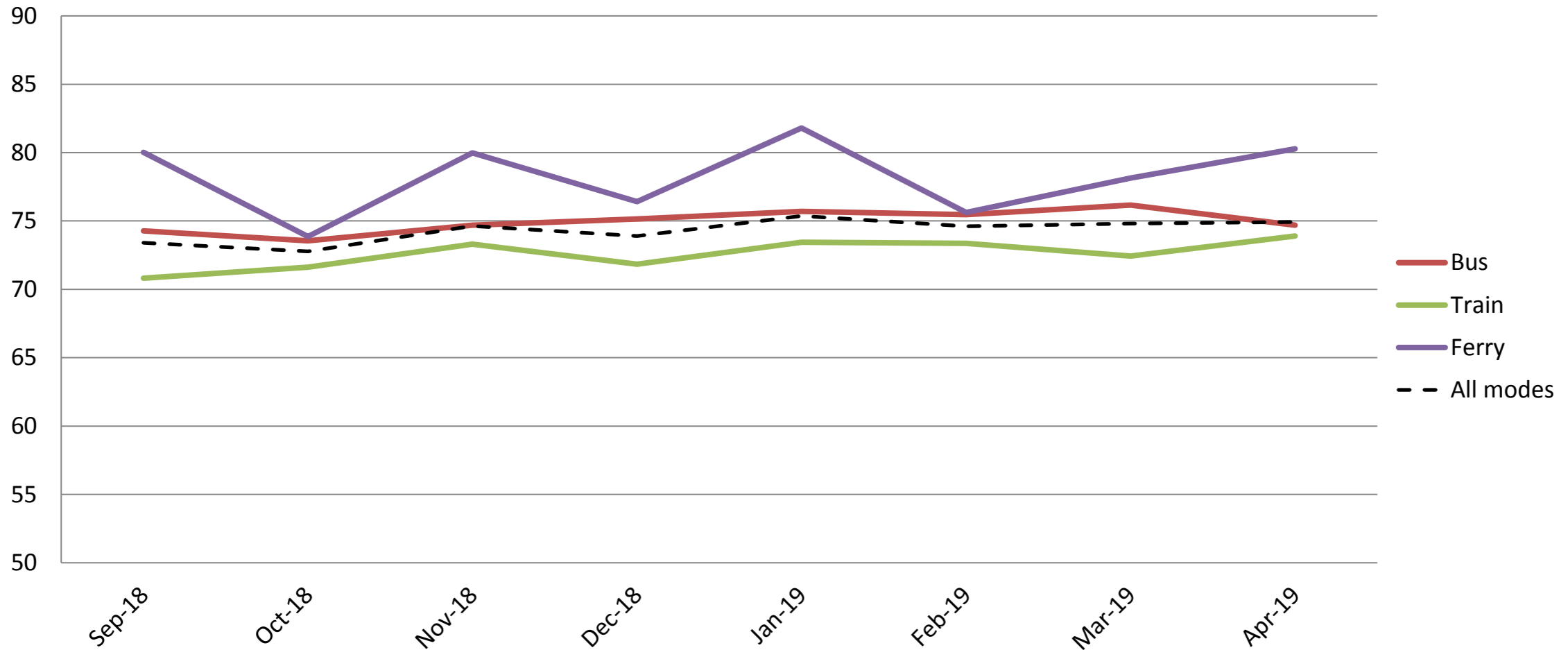
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	74	74	75	75	76	75	76	75
<b>Train</b>	71	72	73	72	73	73	72	74
<b>Ferry</b>	80	74	80	76	82	76	78	80
<b>All Modes</b>	73	73	75	74	75	75	75	75

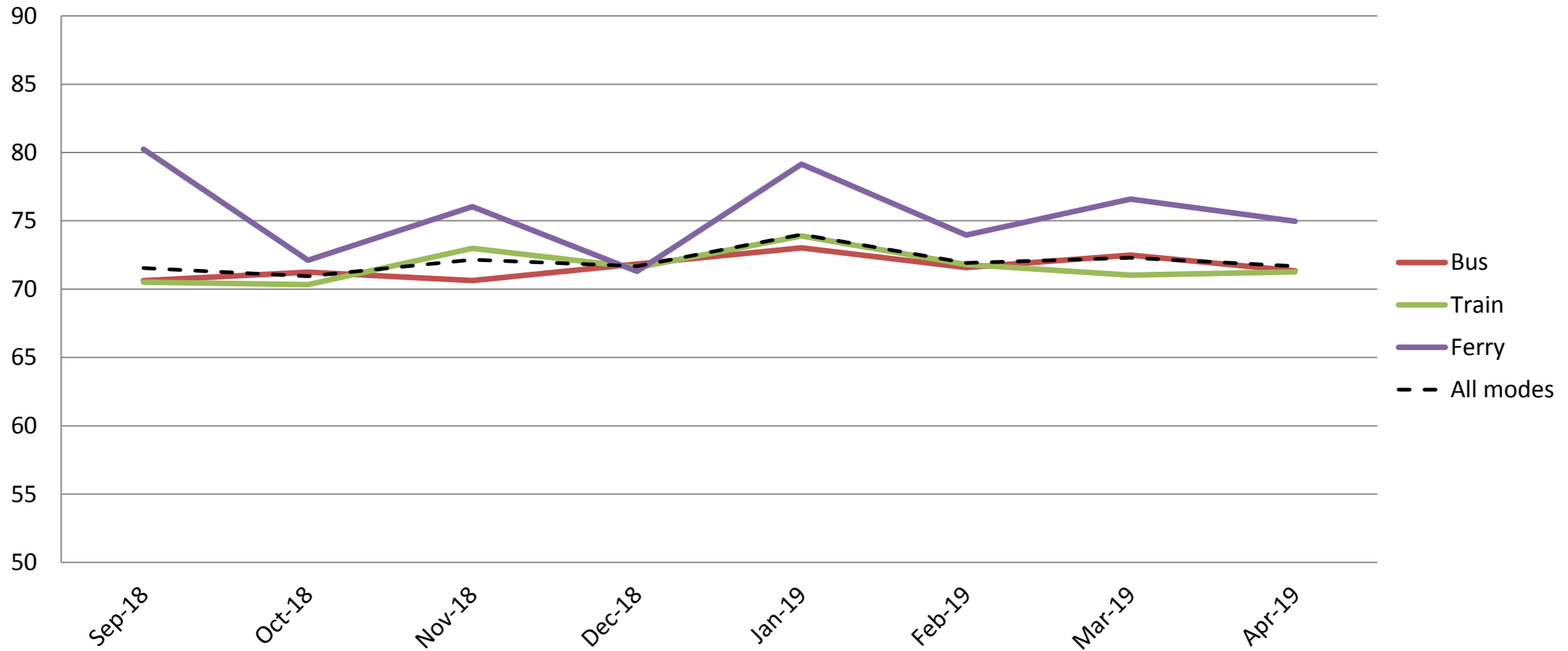
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# Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

Index out of 100



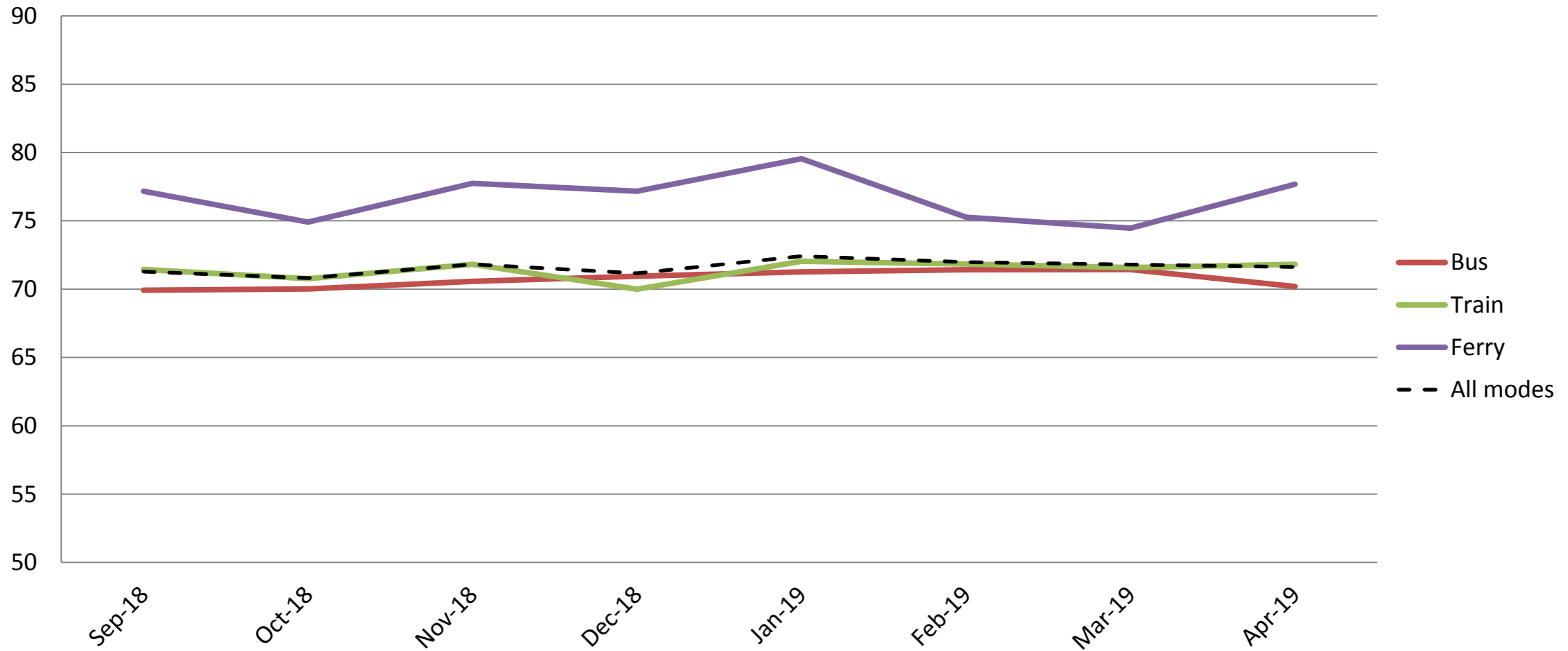
	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	71	71	71	72	73	72	72	71
<b>Train</b>	71	70	73	72	74	72	71	71
<b>Ferry</b>	80	72	76	71	79	74	77	75
<b>All Modes</b>	72	71	72	72	74	72	72	72

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

Index out of 100



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	70	70	71	71	71	71	71	70
<b>Train</b>	71	71	72	70	72	72	72	72
<b>Ferry</b>	77	75	78	77	80	75	74	78
<b>All Modes</b>	71	71	72	71	72	72	72	72

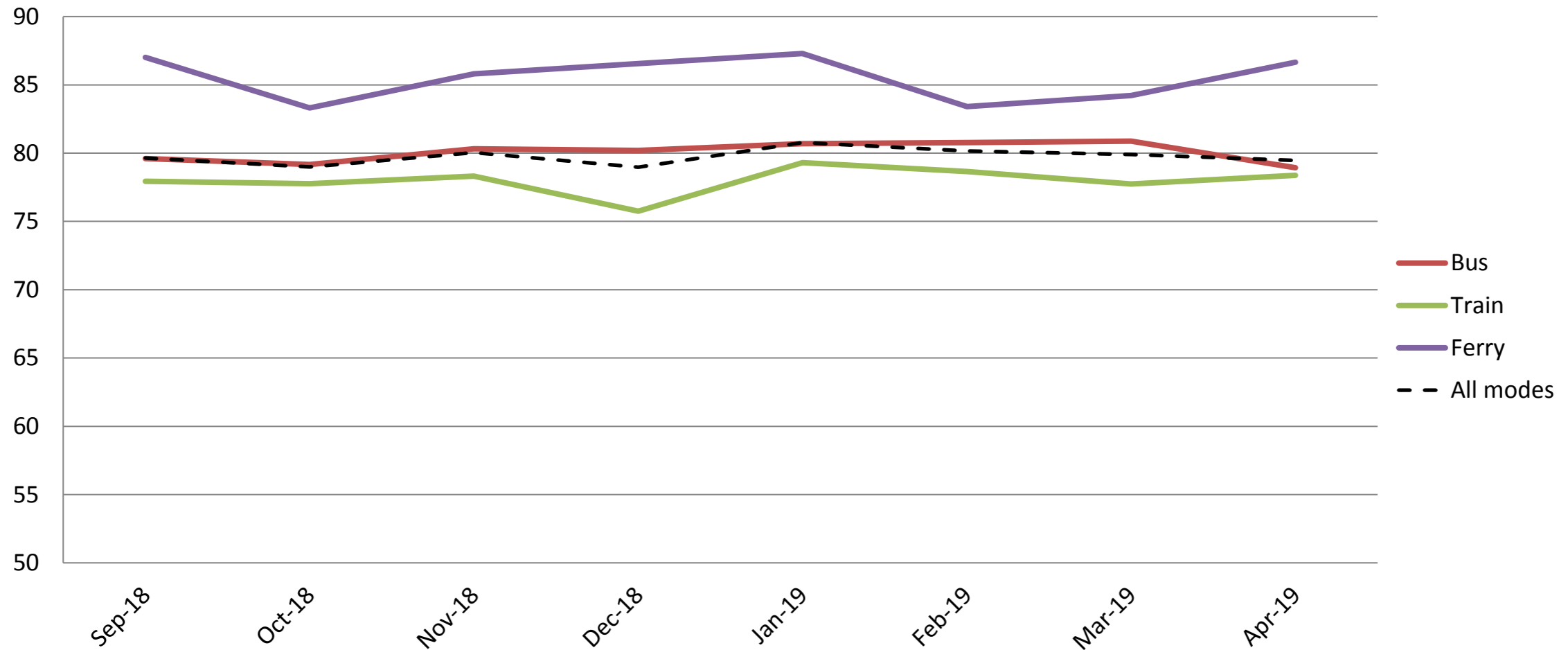
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## Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

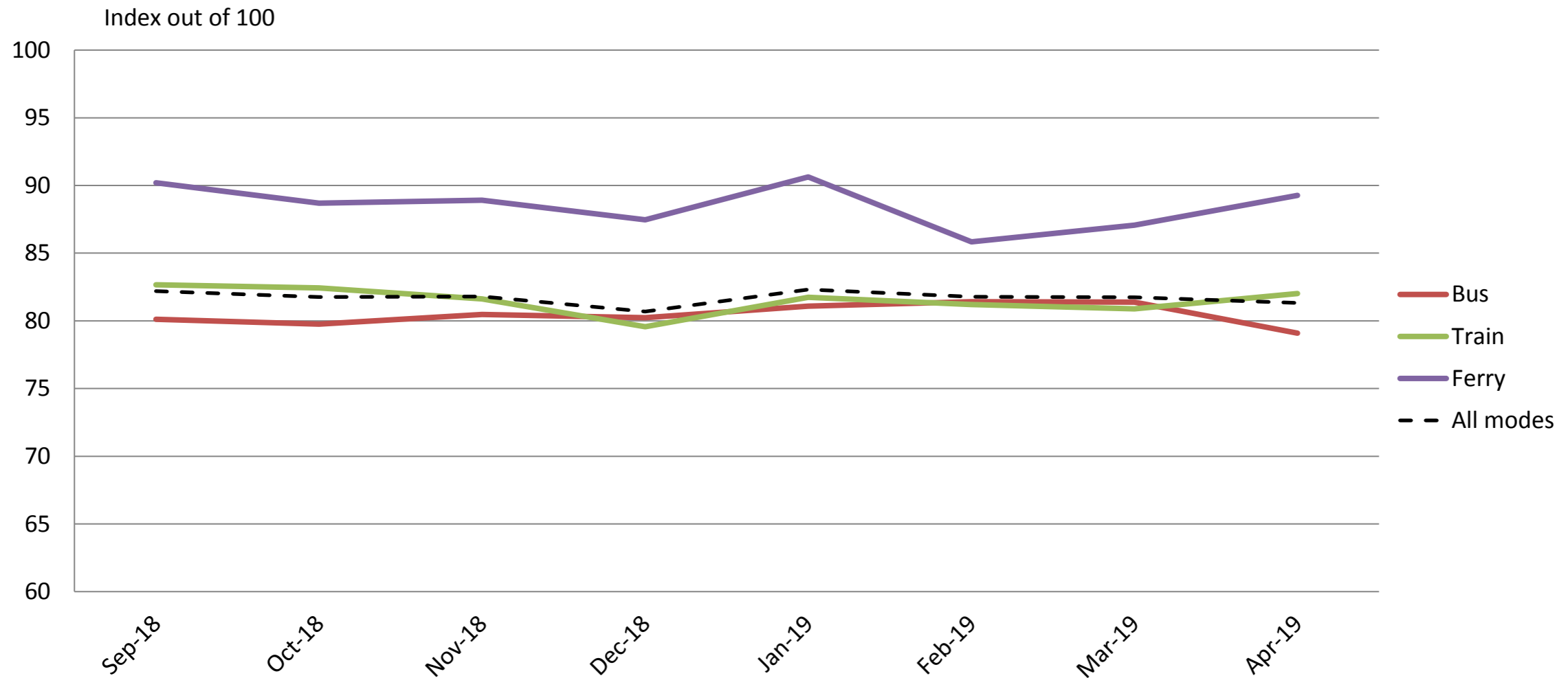


	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	80	79	80	80	81	81	81	79
<b>Train</b>	78	78	78	76	79	79	78	78
<b>Ferry</b>	87	83	86	87	87	83	84	87
<b>All Modes</b>	80	79	80	79	81	80	80	79

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



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	80	80	80	80	81	81	81	<b>79</b>
<b>Train</b>	<b>83</b>	82	82	80	<b>82</b>	81	81	82
<b>Ferry</b>	90	89	89	87	91	<b>86</b>	87	89
<b>All Modes</b>	<b>82</b>	82	82	81	<b>82</b>	82	82	81

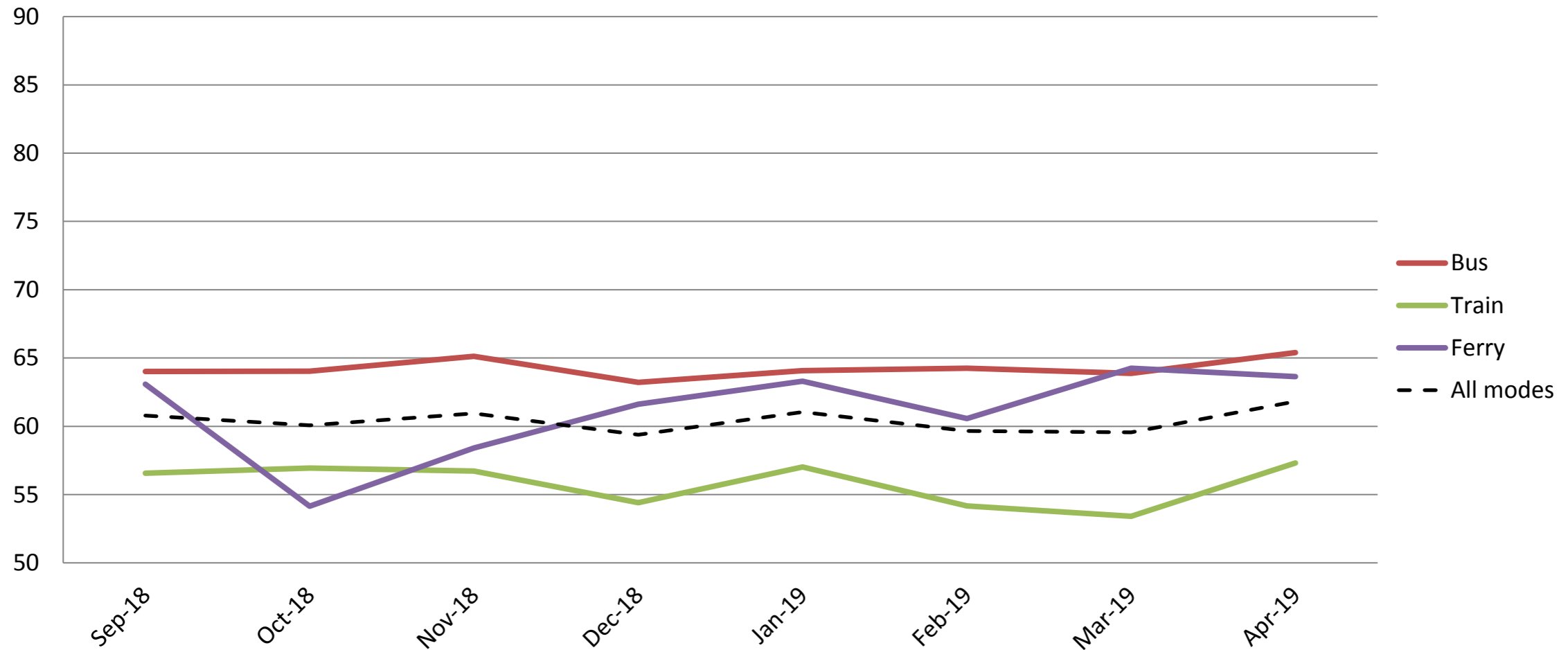
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## Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19
<b>Bus</b>	64	64	65	63	64	64	64	65
<b>Train</b>	57	57	57	54	57	54	53	57
<b>Ferry</b>	63	54	58	62	63	61	64	64
<b>All Modes</b>	61	60	61	59	61	60	60	62

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