

TransLink Customer Satisfaction Monthly Snapshot

September 2015

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	79	79	88	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	71	74	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	71	80	74
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	79	79	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.	80	79	76	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	74	78	75
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	75	77	72
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	67	72	76	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	80	87	81
Staff				
Knowledge, conduct, presentation and helpfulness of staff	79	82	87	81
Affordability				
Cost of tickets and benefits of not having to pay for parking	54	46	46	50
Overall Service				
A combination of all reported categories	70	71	75	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

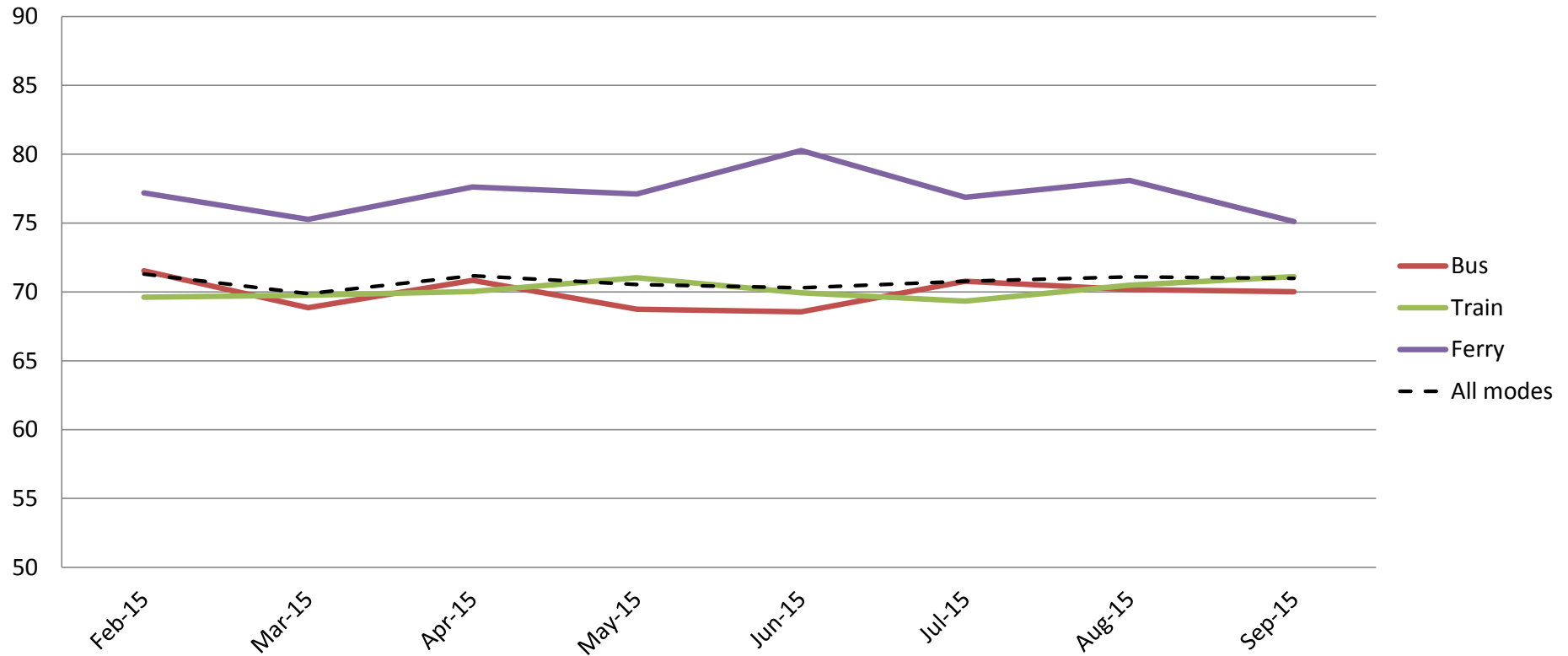
Green figures indicate a statistically significant **increase** in the period

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
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%
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%

Overall satisfaction – A combination of all reported categories

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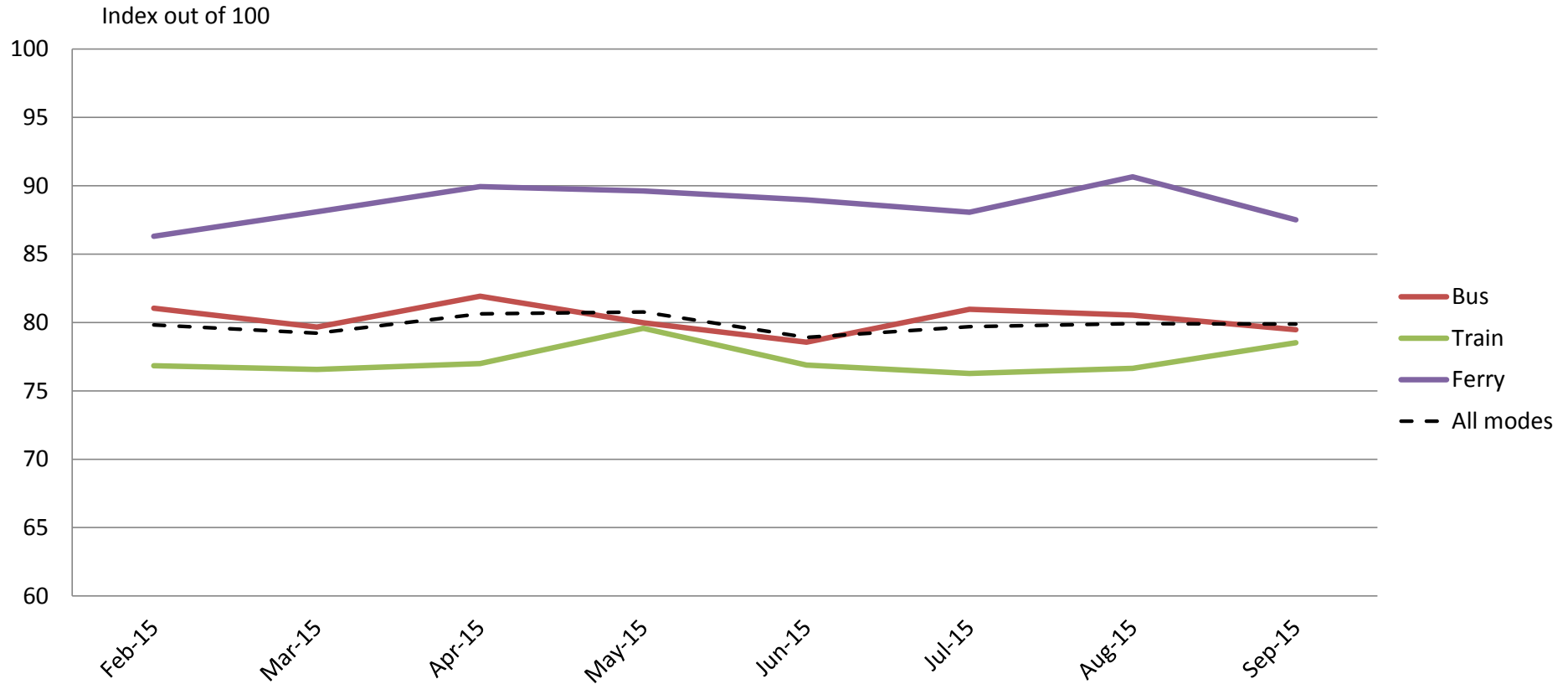


	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	72	69	71	69	69	71	70	70
Train	70	70	70	71	70	69	70	71
Ferry	77	75	78	77	80	77	78	75
All Modes	71	70	71	71	70	71	71	71

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



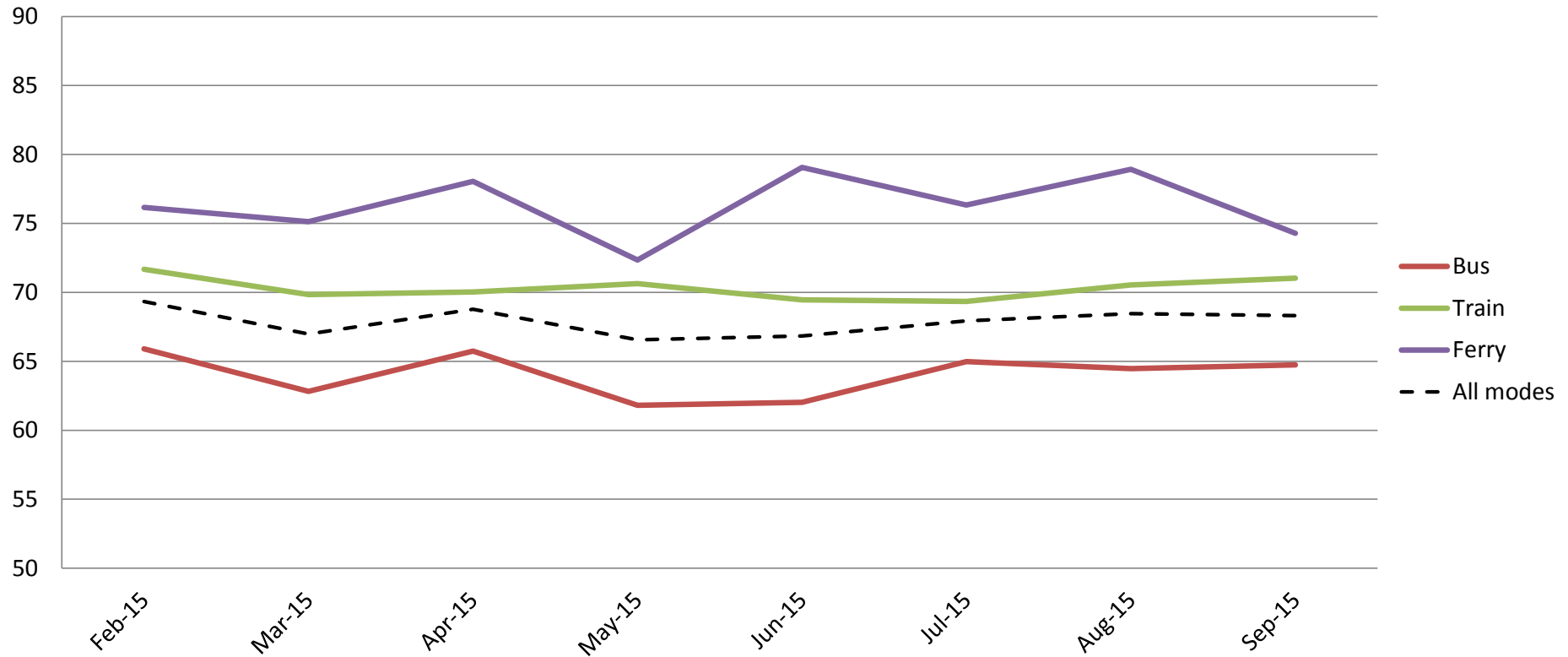
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	81	80	82	80	79	81	81	79
Train	77	77	77	80	77	76	77	79
Ferry	86	88	90	90	89	88	91	88
All Modes	80	79	81	81	79	80	80	80

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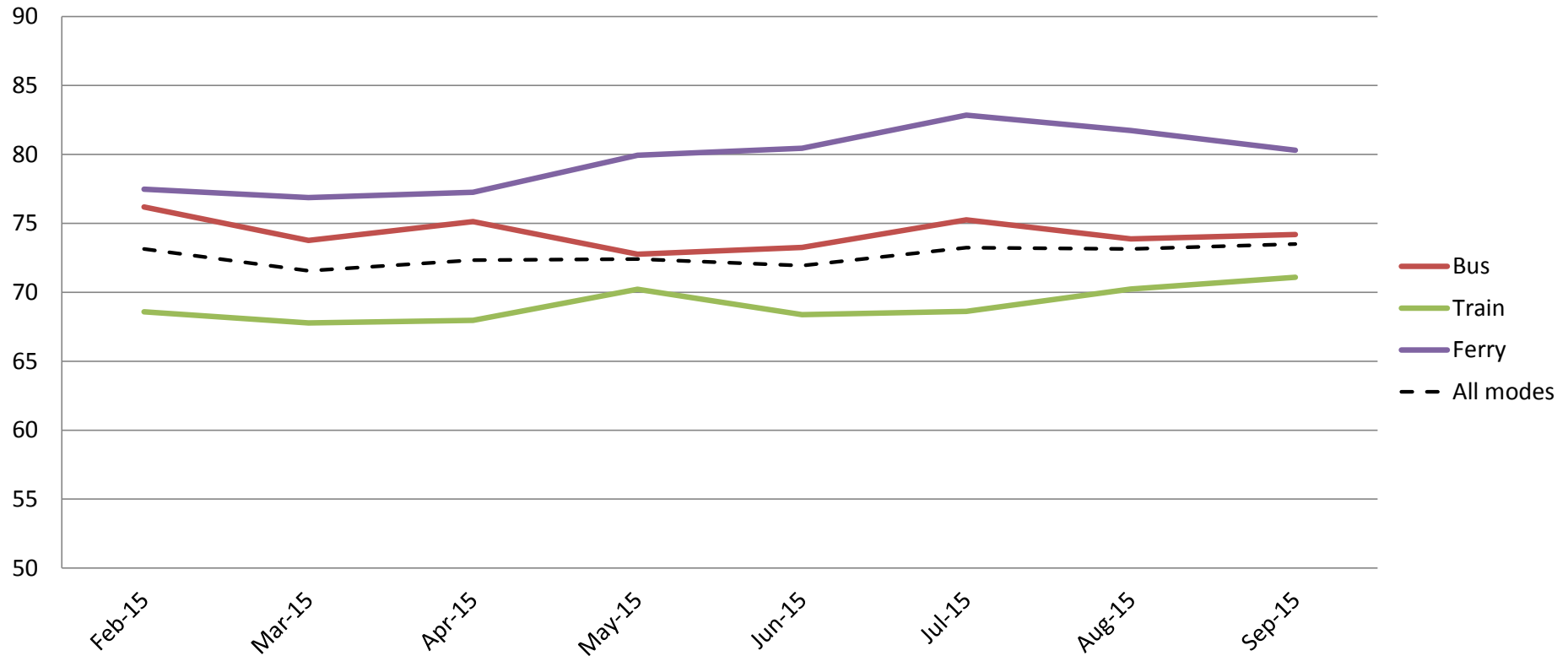
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	66	63	66	62	62	65	64	65
Train	72	70	70	71	69	69	71	71
Ferry	76	75	78	72	79	76	79	74
All Modes	69	67	69	67	67	68	68	68

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

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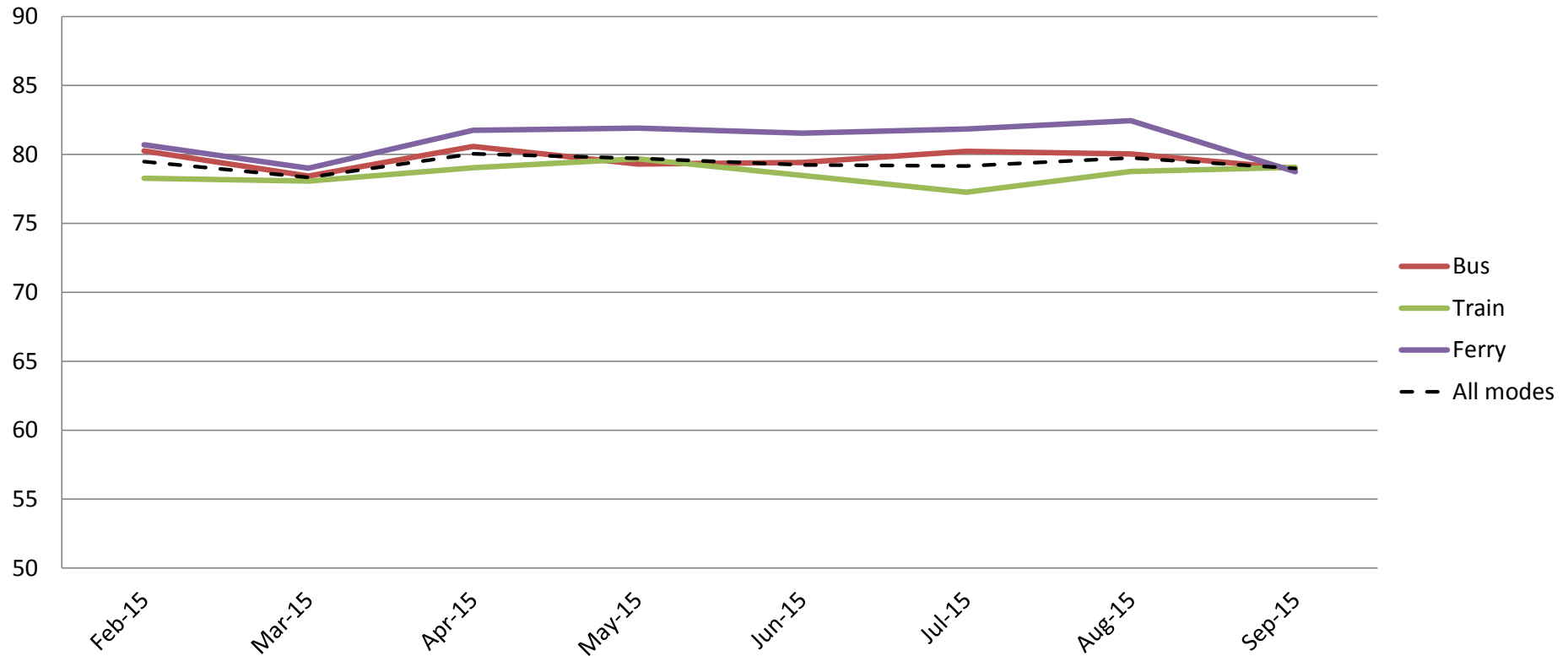
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	76	74	75	73	73	75	74	74
Train	69	68	68	70	68	69	70	71
Ferry	77	77	77	80	80	83	82	80
All Modes	73	72	72	72	72	73	73	74

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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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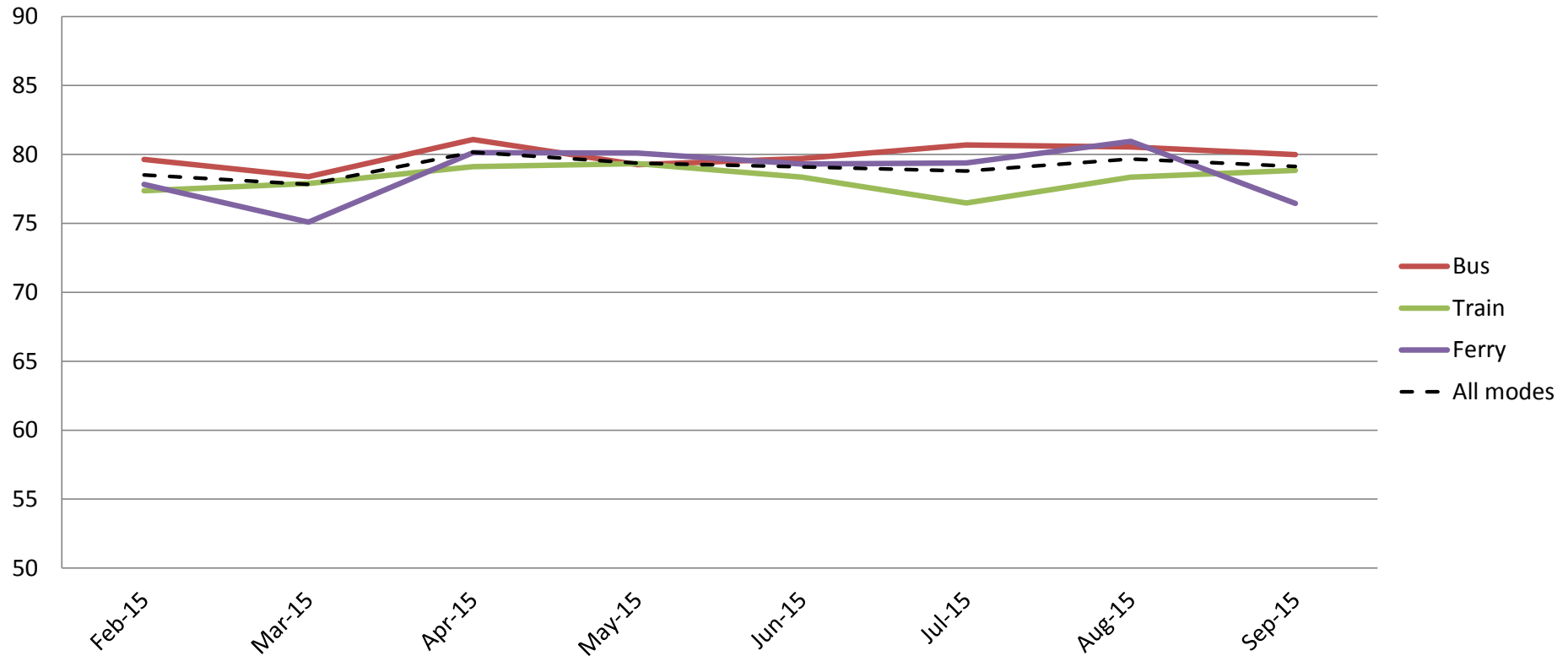
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	80	78	81	79	79	80	80	79
Train	78	78	79	80	78	77	79	79
Ferry	81	79	82	82	82	82	82	79
All Modes	79	78	80	80	79	79	80	79

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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.

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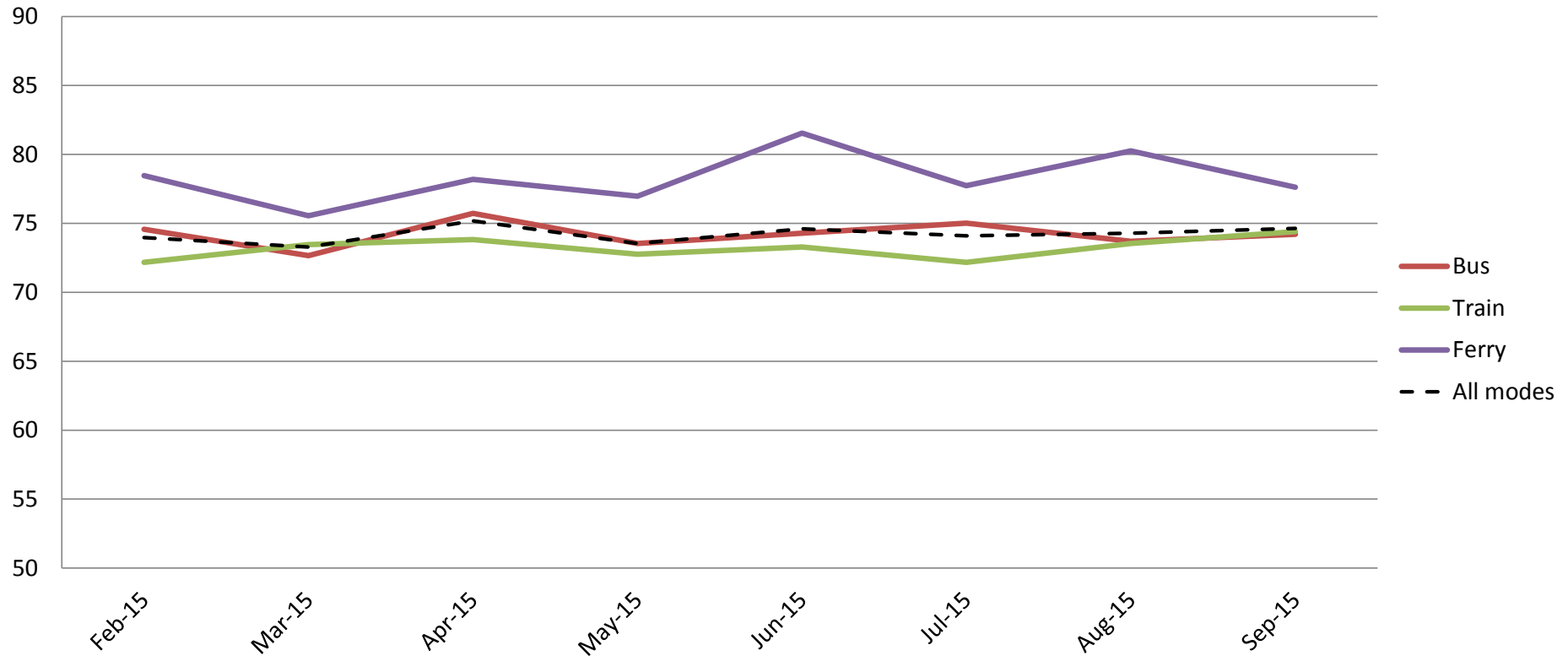
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	80	78	81	79	80	81	81	80
Train	77	78	79	79	78	76	78	79
Ferry	78	75	80	80	79	79	81	76
All Modes	79	78	80	79	79	79	80	79

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

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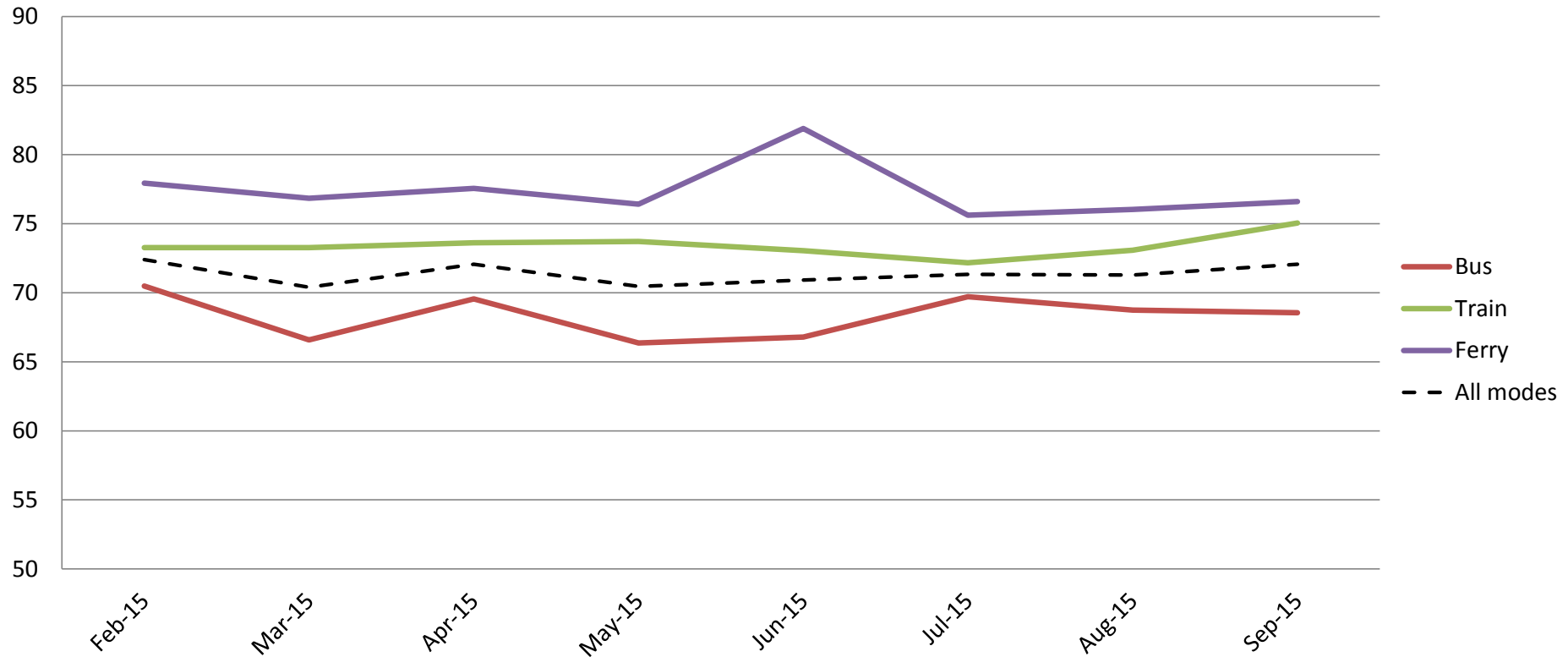
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	75	73	76	74	74	75	74	74
Train	72	73	74	73	73	72	74	74
Ferry	78	76	78	77	82	78	80	78
All Modes	74	73	75	74	75	74	74	75

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

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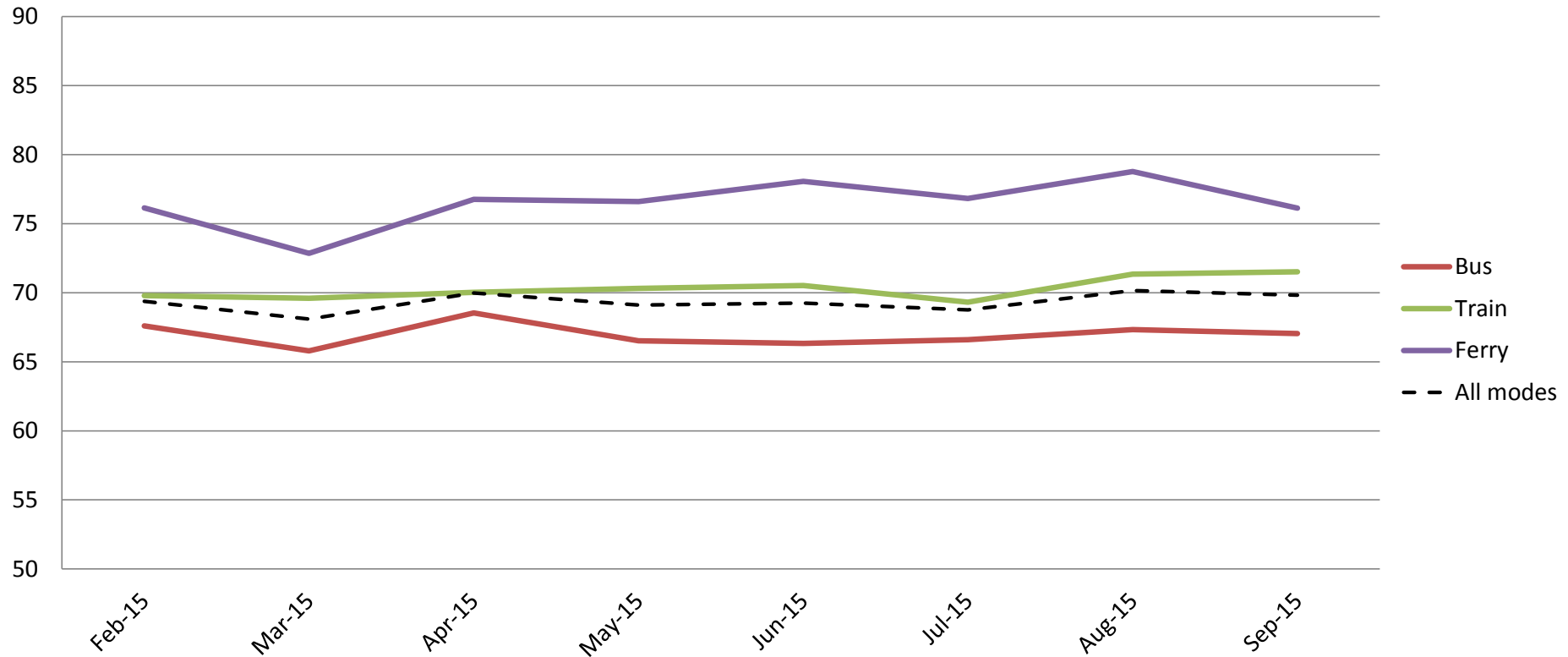
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	70	67	70	66	67	70	69	69
Train	73	73	74	74	73	72	73	75
Ferry	78	77	78	76	82	76	76	77
All Modes	72	70	72	70	71	71	71	72

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

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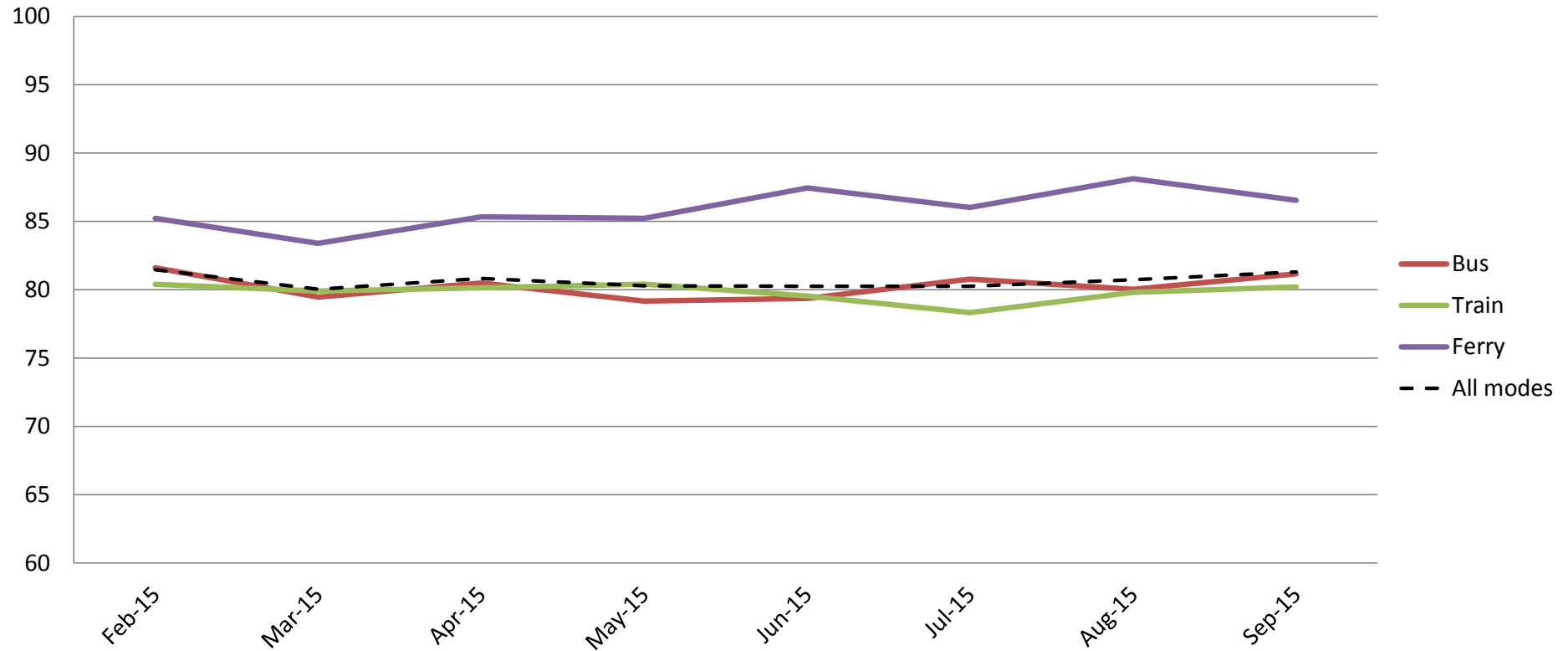
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	68	66	69	67	66	67	67	67
Train	70	70	70	70	71	69	71	72
Ferry	76	73	77	77	78	77	79	76
All Modes	69	68	70	69	69	69	70	70

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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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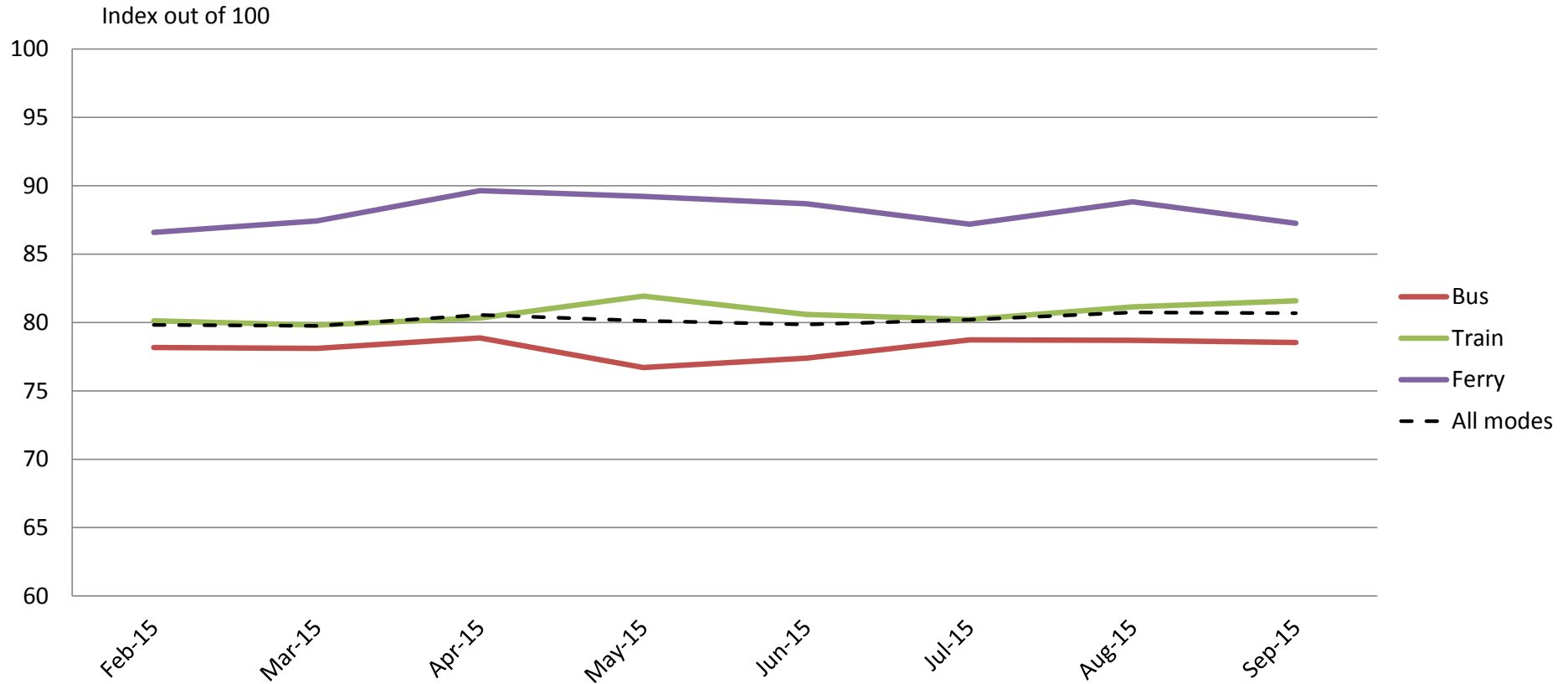


	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	82	79	80	79	79	81	80	81
Train	80	80	80	80	80	78	80	80
Ferry	85	83	85	85	87	86	88	87
All Modes	81	80	81	80	80	80	81	81

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Staff – Knowledge, conduct, presentation and helpfulness of staff



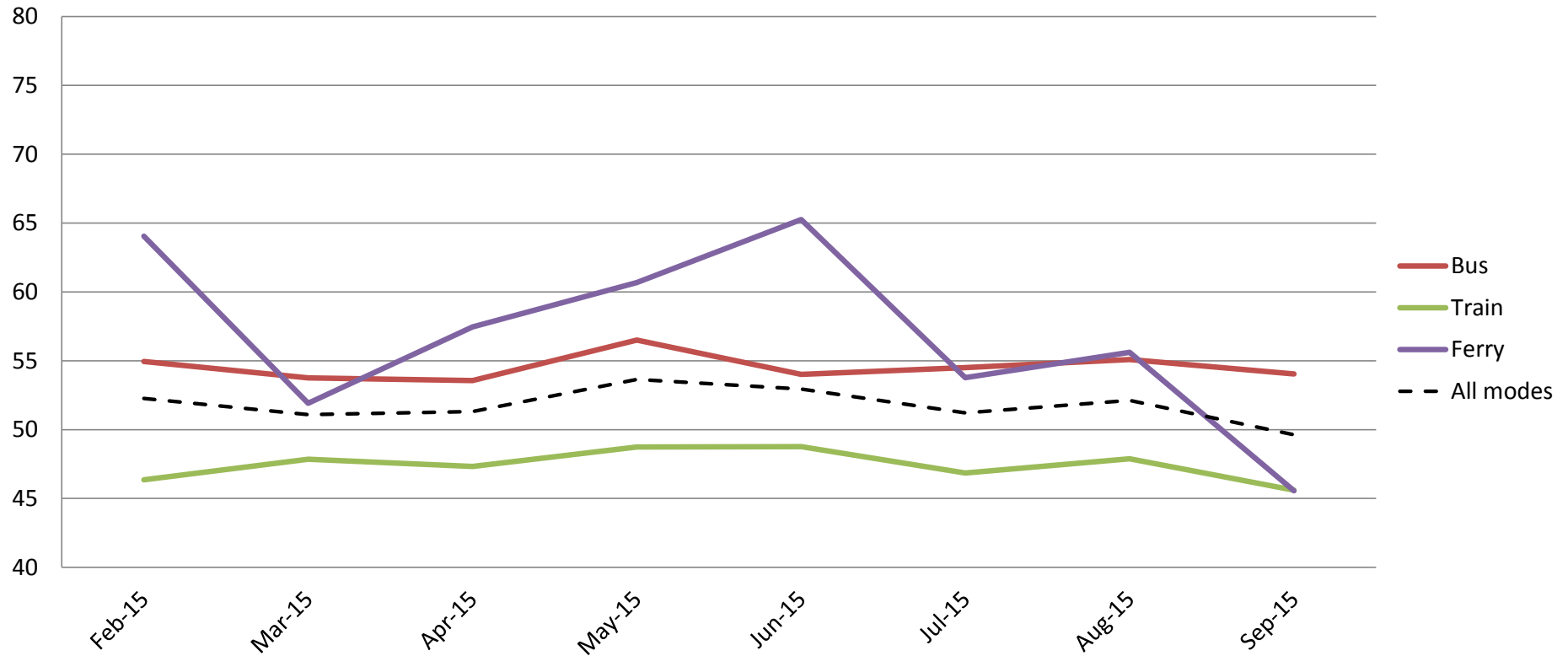
	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
Bus	78	78	79	77	77	79	79	79
Train	80	80	80	82	81	80	81	82
Ferry	87	87	90	89	89	87	89	87
All Modes	80	80	81	80	80	80	81	81

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

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

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