

TransLink Customer Satisfaction Monthly Snapshot

July 2013

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	78	74	84	77
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	71	78	70
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	73	66	81	71
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	78	80	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.	78	77	76	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	72	70	77	72
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	66	69	75	68
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	71	75	69
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	79	83	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	76	78	84	78
Affordability				
Cost of tickets and benefits of not having to pay for parking	54	48	57	52
Overall Service				
A combination of all reported categories	69	68	77	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

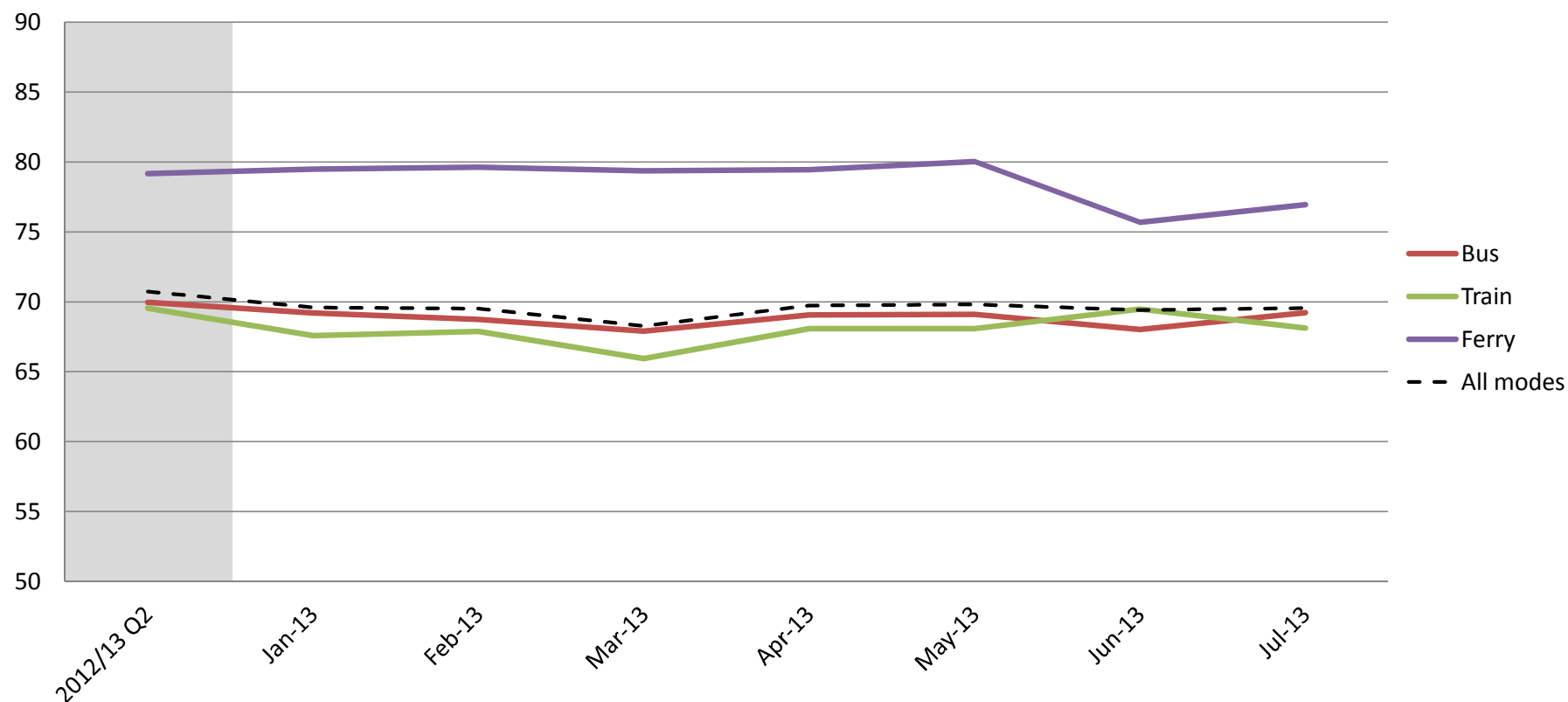
Green figures indicate a statistically significant **increase** in the period

TransLink Patronage, Complaints and *go* card fixed fares Weekly Snapshot

Week ending	Passenger trips	Customer complaints (<i>go</i> card) per 10,000 trips	Customer complaints (other than <i>go</i> card) per 10,000 trips	<i>go</i> card Adjustments per 10,000 <i>go</i> card trips	Fixed fares as a percentage of all <i>go</i> card trips
8 July 2012	3,035,220	0.56	2.40	15.82	2.27%
15 July 2012	3,399,839	0.64	2.68	14.26	2.34%
22 July 2012	3,519,444	0.55	2.18	20.80	2.36%
29 July 2012	3,805,740	0.73	2.01	34.16	2.23%
5 August 2012	3,835,970	0.65	2.08	24.96	2.24%
12 August 2012	3,945,819	0.66	2.13	20.75	2.33%
19 August 2012	3,545,381	0.82	2.43	15.78	2.41%
26 August 2012	3,769,709	0.94	2.91	13.11	2.27%
2 September 2012	3,727,194	0.73	2.33	13.75	2.14%
9 September 2012	3,722,040	0.64	2.21	12.56	2.08%
16 September 2012	3,757,205	0.67	2.19	12.85	2.04%
23 September 2012	3,688,148	0.63	2.21	12.84	2.04%
30 September 2012	3,177,721	0.69	2.34	15.11	2.27%
7 October 2012	2,906,172	0.93	2.10	17.38	2.22%
14 October 2012	3,679,515	1.22	2.54	43.96	2.24%
21 October 2012	3,792,132	0.74	2.41	16.47	2.19%
28 October 2012	3,611,722	0.77	2.29	15.56	2.16%
4 November 2012	3,488,286	0.89	2.35	15.03	2.12%
11 November 2012	3,567,280	0.58	2.14	14.38	2.14%
18 November 2012	3,528,977	0.63	2.32	15.83	2.15%
25 November 2012	3,493,859	0.63	2.29	16.71	2.23%
2 December 2012	3,433,696	0.70	2.62	13.50	2.21%
9 December 2012	3,201,022	0.70	2.38	17.10	2.21%
16 December 2012	3,111,802	0.71	2.47	17.55	2.19%
23 December 2012	2,868,104	0.72	2.45	16.44	2.18%
30 December 2012	1,551,851	0.61	2.45	15.32	2.69%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100



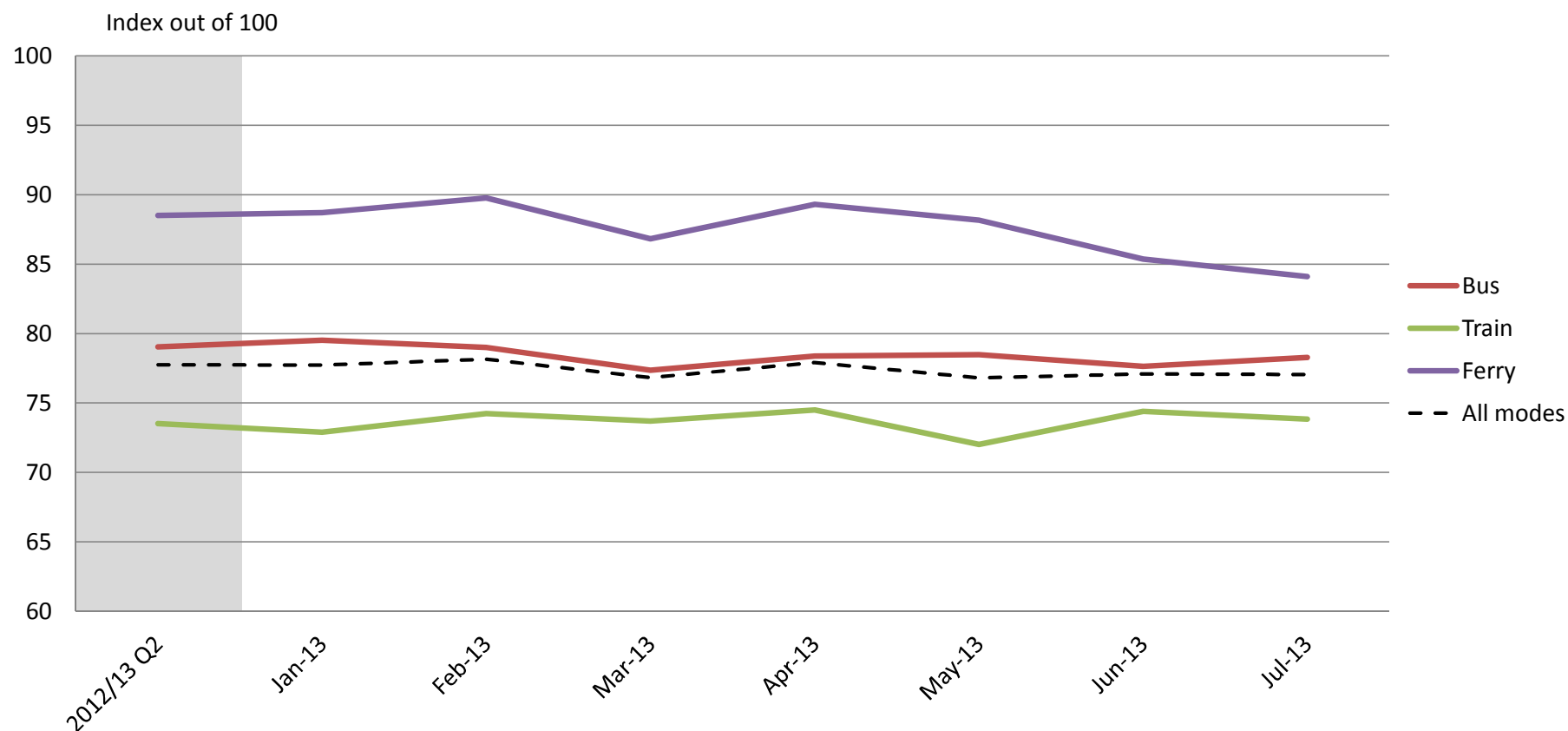
*As of January 2013, customer satisfaction results will be reported monthly rather than quarterly.

	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	70	69	69	68	69	69	68	69
Train	70	68	68	66	68	68	69	68
Ferry	79	79	80	79	79	80	76	77
All Modes	71	70	70	68	70	70	69	70

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



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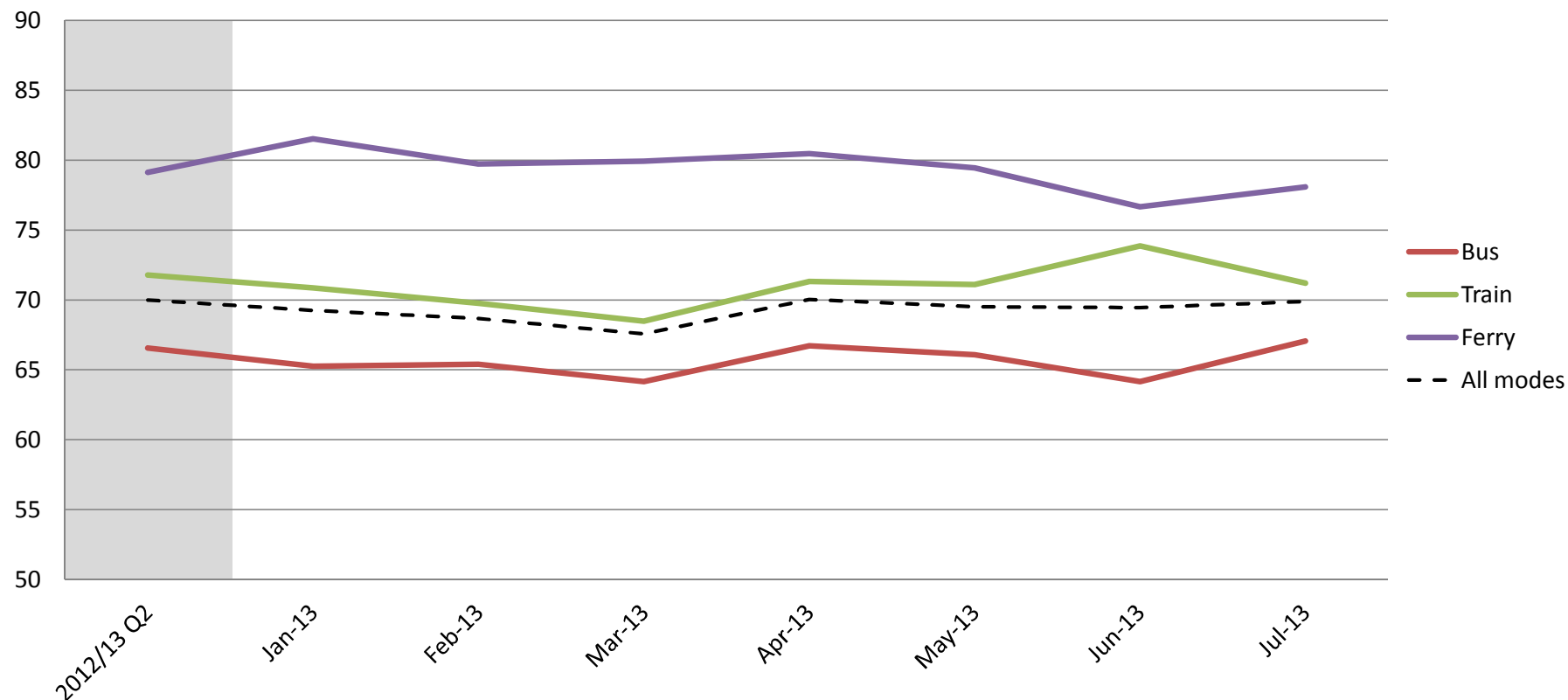
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	79	80	79	77	78	78	78	78
Train	74	73	74	74	74	72	74	74
Ferry	89	89	90	87	89	88	85	84
All Modes	78	78	78	77	78	77	77	77

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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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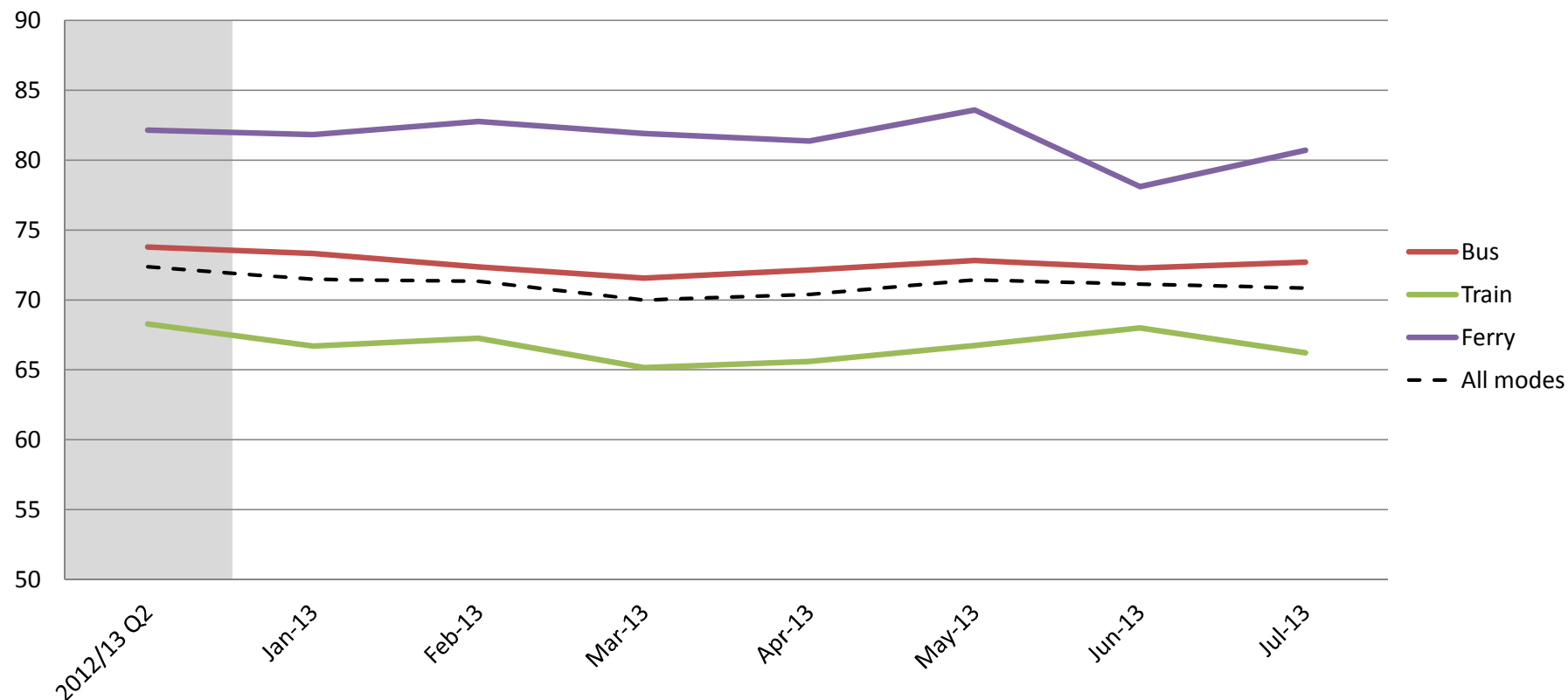
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	67	65	65	64	67	66	64	67
Train	72	71	70	68	71	71	74	71
Ferry	79	82	80	80	80	79	77	78
All Modes	70	69	69	68	70	70	69	70

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

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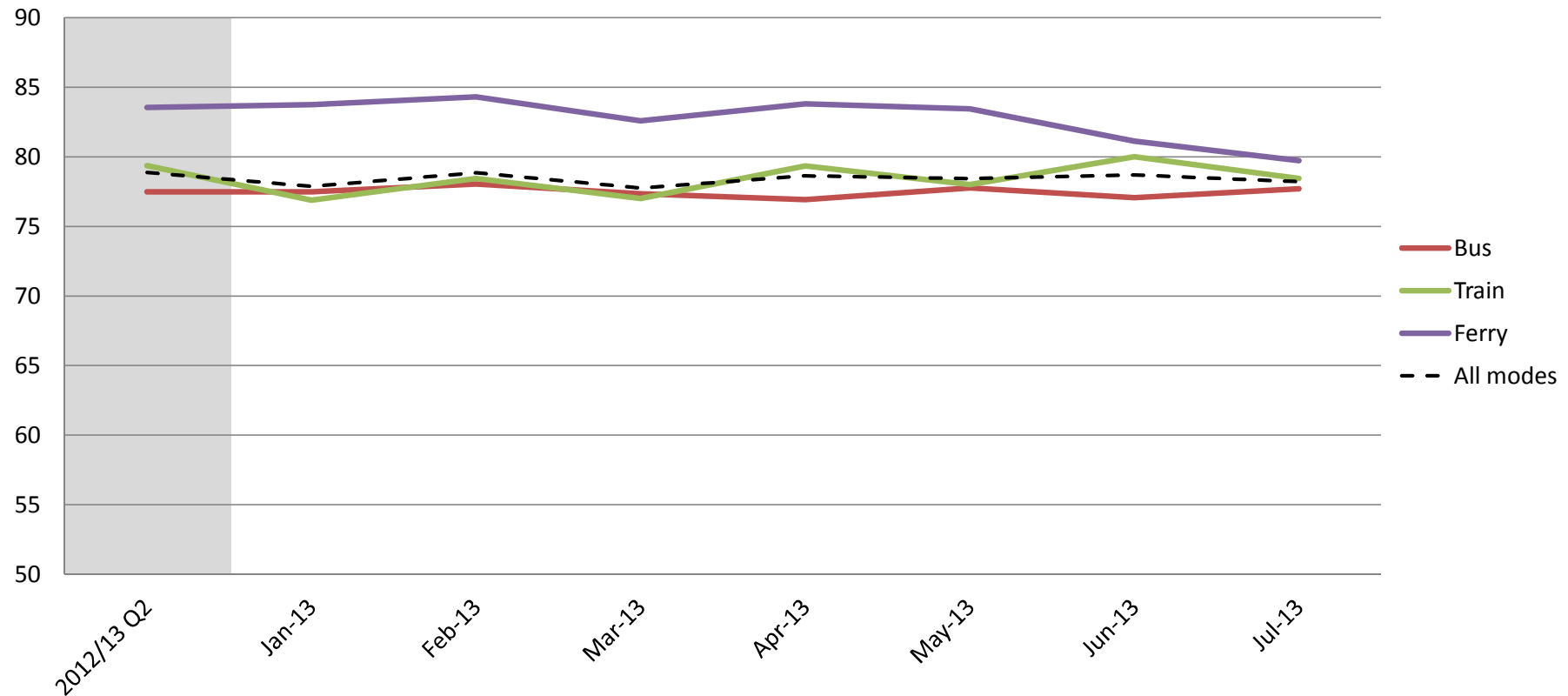
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	74	73	72	72	72	73	72	73
Train	68	67	67	65	66	67	68	66
Ferry	82	82	83	82	81	84	78	81
All Modes	72	71	71	70	70	71	71	71

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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

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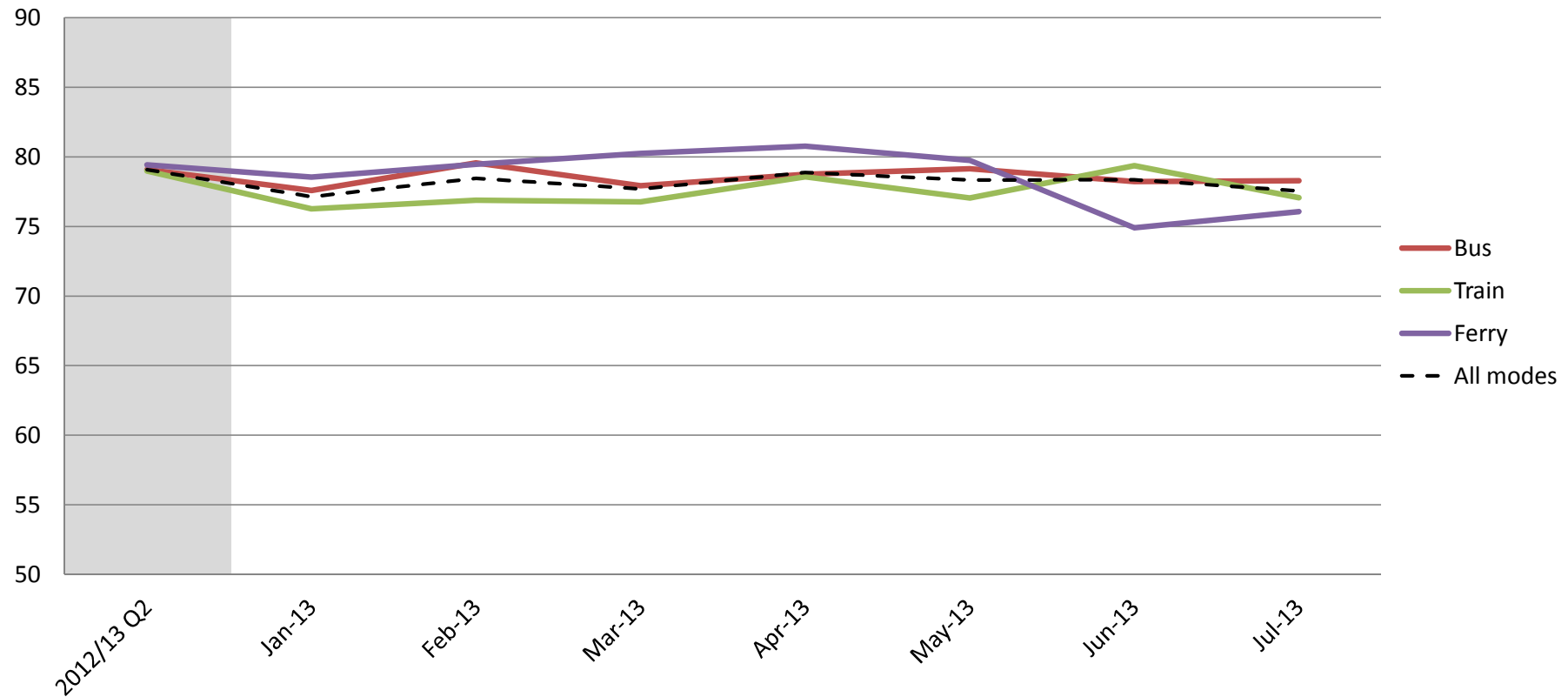
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	77	77	78	77	77	78	77	78
Train	79	77	78	77	79	78	80	78
Ferry	84	84	84	83	84	83	81	80
All Modes	79	78	79	78	79	78	79	78

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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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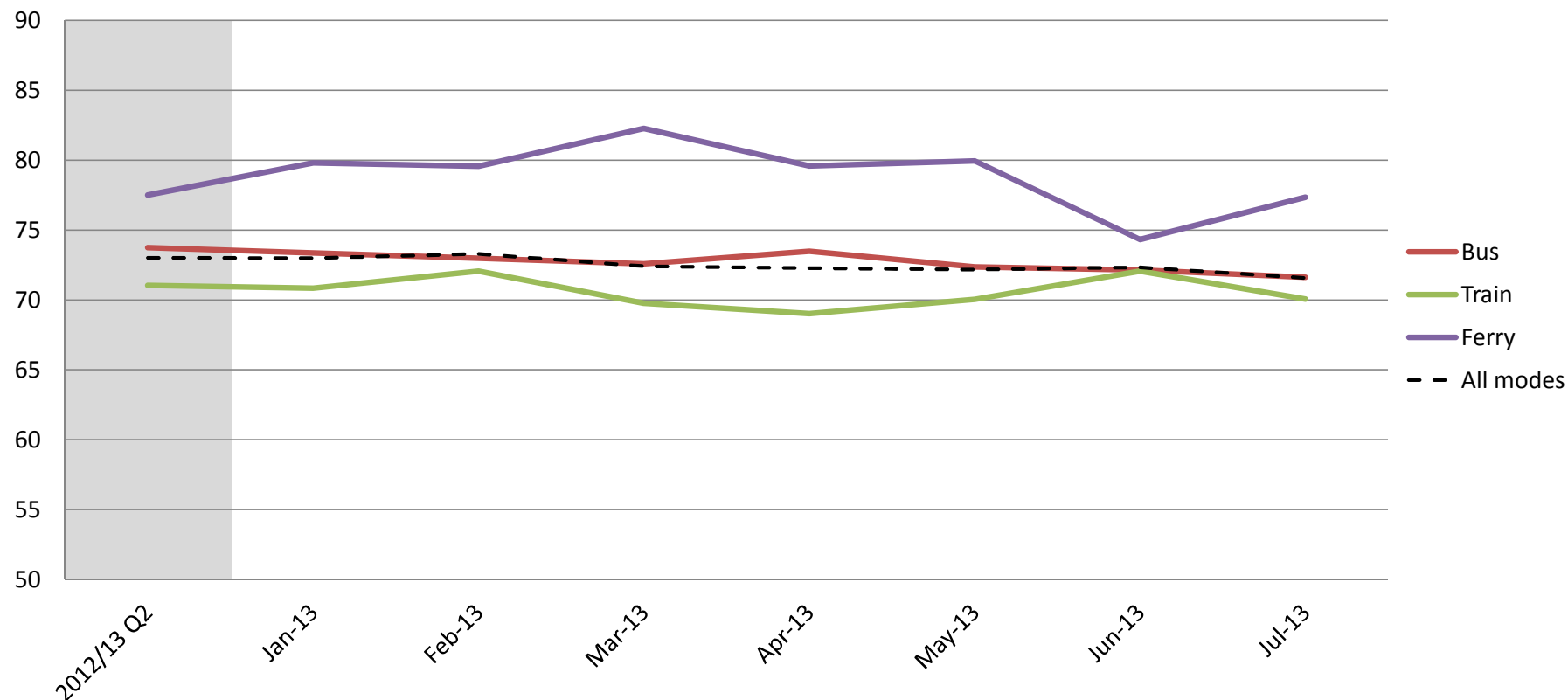
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	79	78	80	78	79	79	78	78
Train	79	76	77	77	79	77	79	77
Ferry	79	79	79	80	81	80	75	76
All Modes	79	77	78	78	79	78	78	78

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

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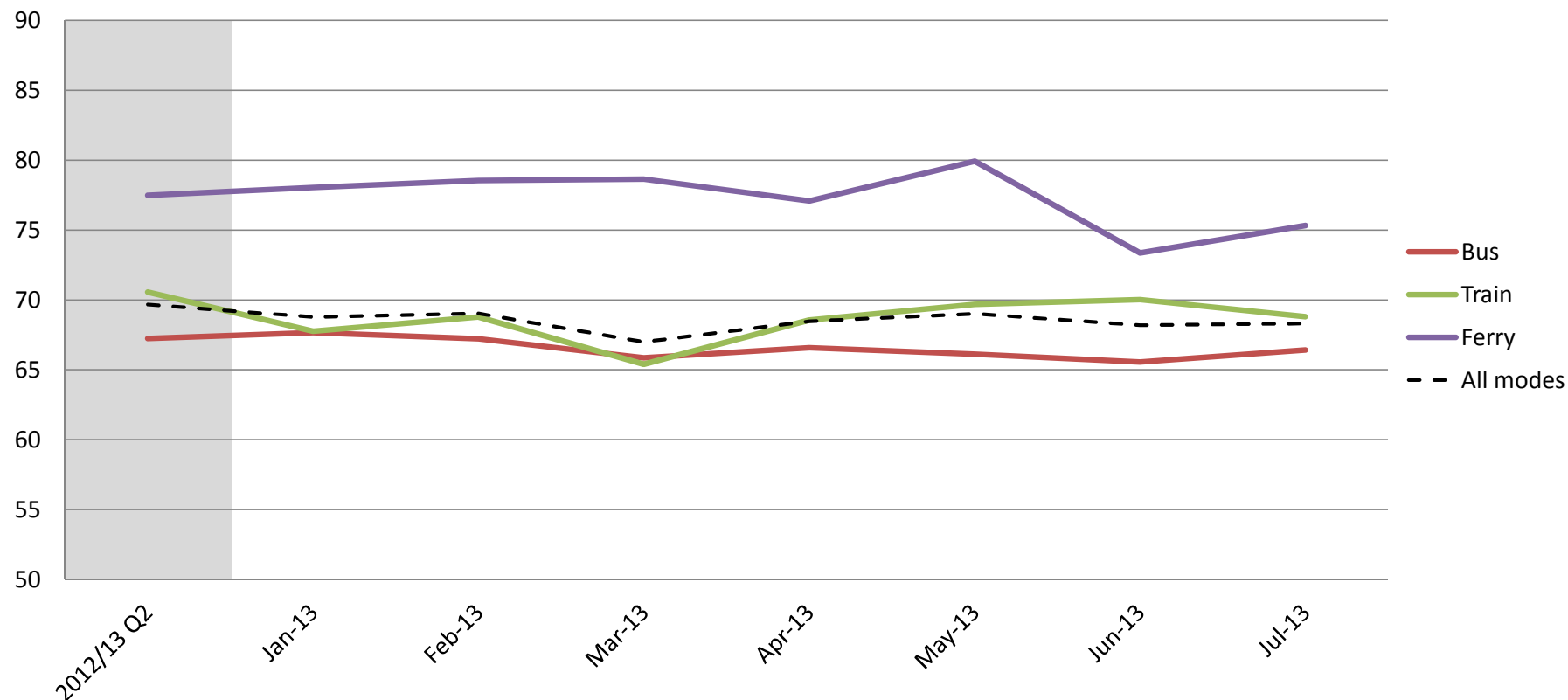
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	74	73	73	73	73	72	72	72
Train	71	71	72	70	69	70	72	70
Ferry	78	80	80	82	80	80	74	77
All Modes	73	73	73	72	72	72	72	72

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

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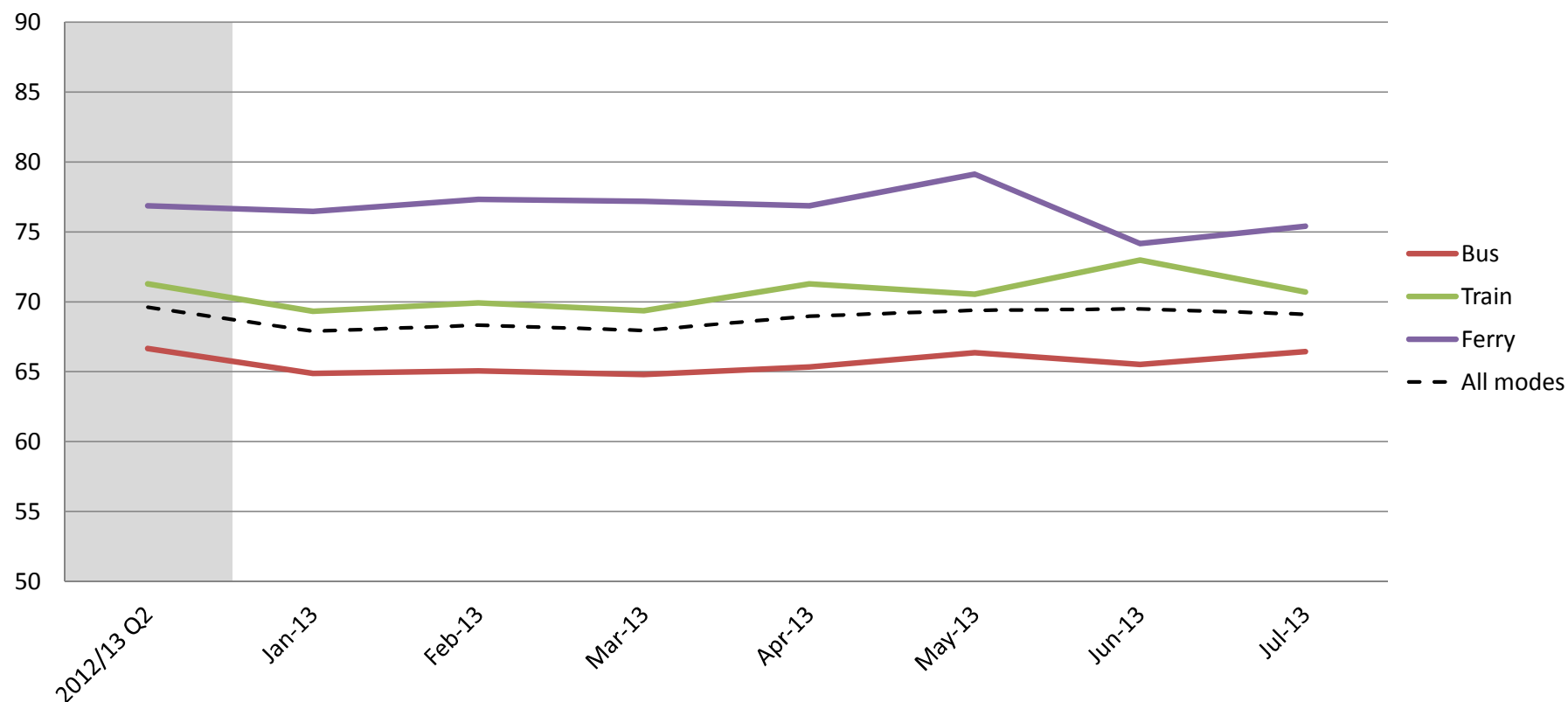
	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	67	68	67	66	67	66	66	66
Train	71	68	69	65	69	70	70	69
Ferry	77	78	79	79	77	80	73	75
All Modes	70	69	69	67	68	69	68	68

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

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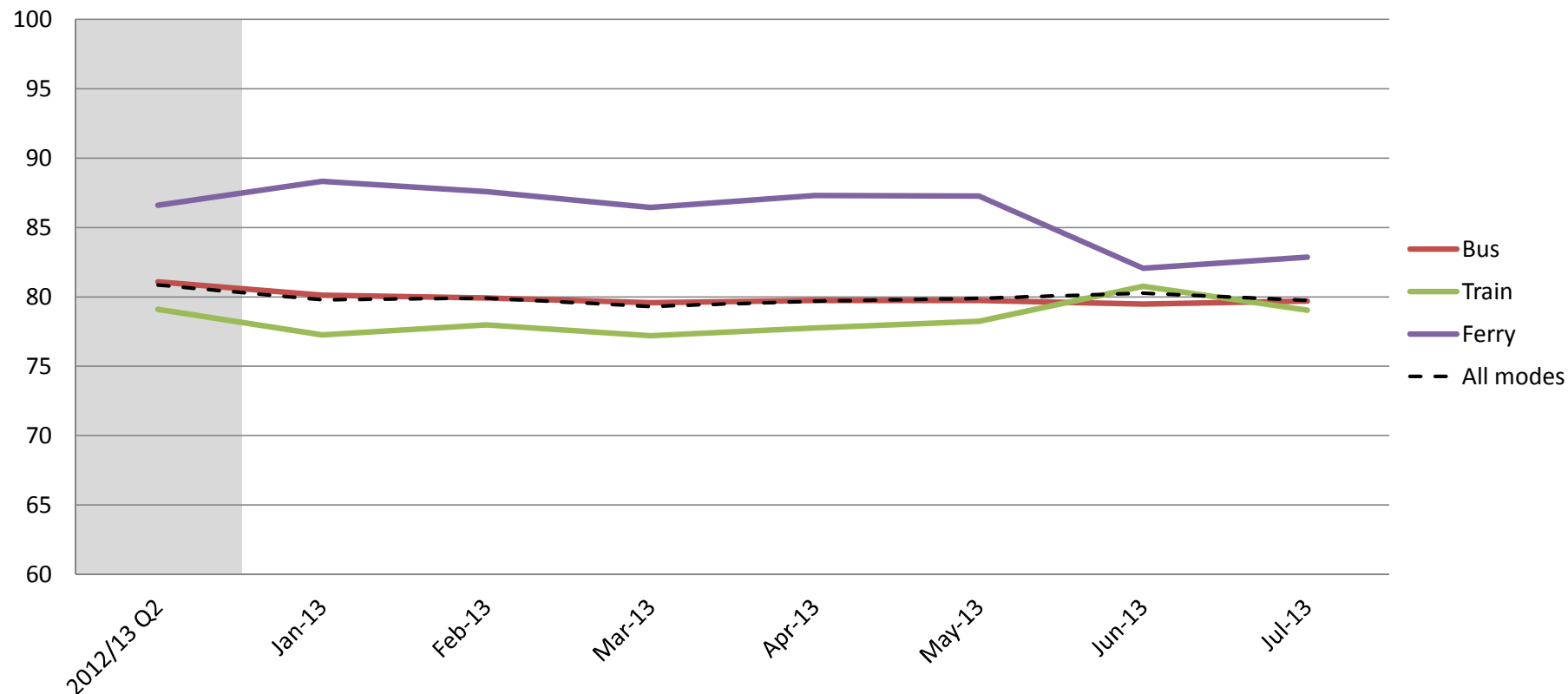
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Bus	67	65	65	65	65	66	66	66
Train	71	69	70	69	71	71	73	71
Ferry	77	76	77	77	77	79	74	75
All Modes	70	68	68	68	69	69	69	69

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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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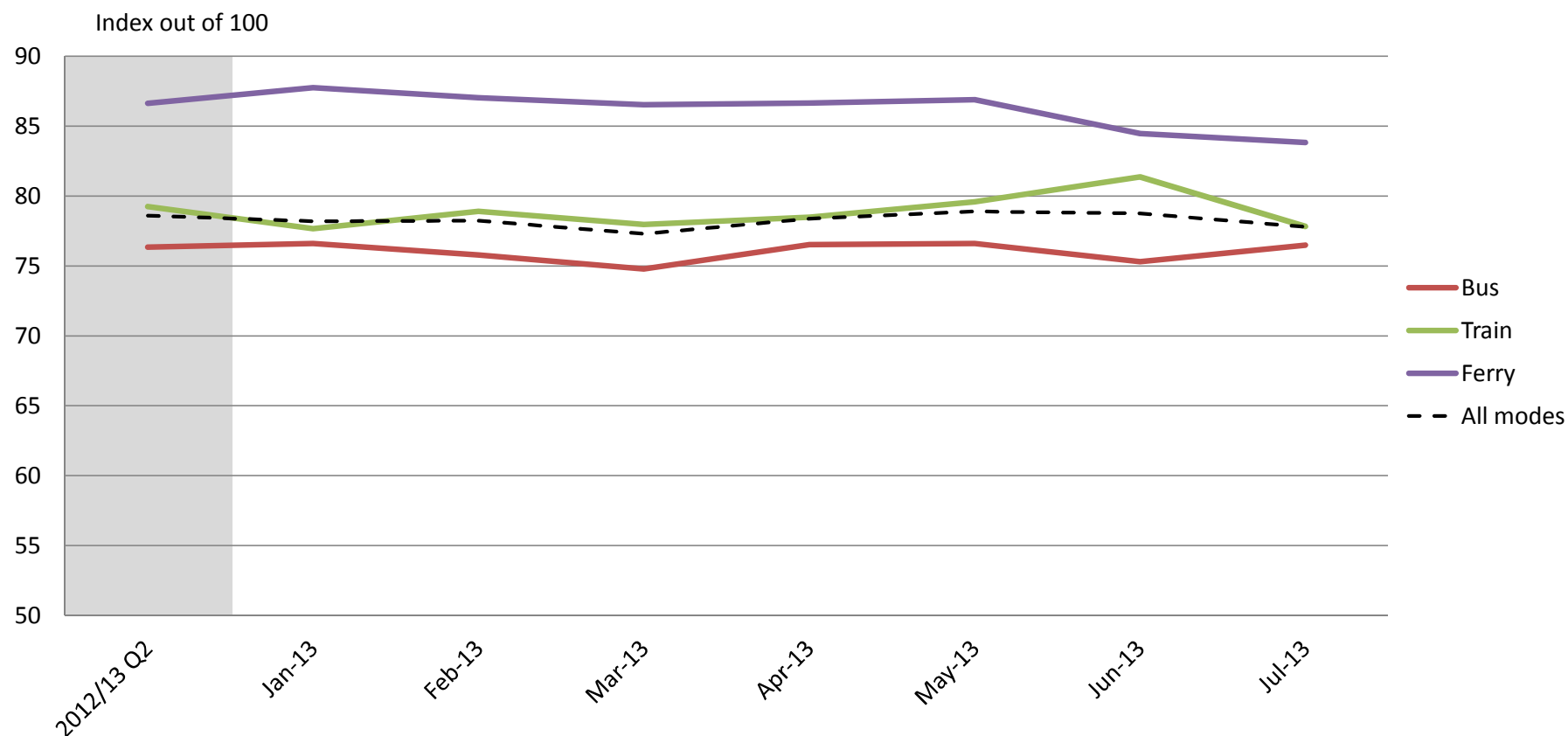
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	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	81	80	80	80	80	80	79	80
Train	79	77	78	77	78	78	81	79
Ferry	87	88	88	86	87	87	82	83
All Modes	81	80	80	79	80	80	80	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



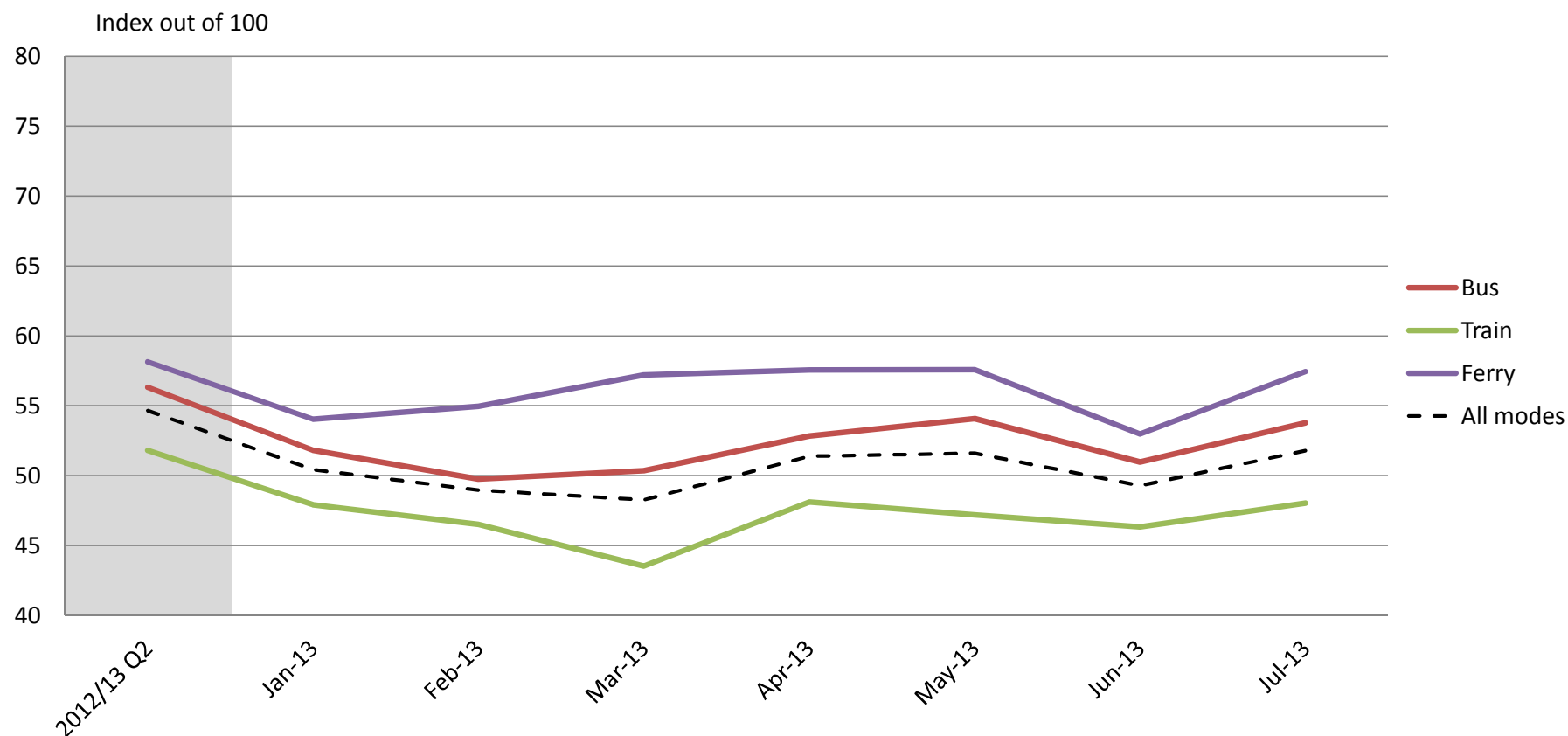
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	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	76	77	76	75	77	77	75	76
Train	79	78	79	78	78	80	81	78
Ferry	87	88	87	87	87	87	84	84
All Modes	79	78	78	77	78	79	79	78

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



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	2012/13 Q2	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
Bus	56	52	50	50	53	54	51	54
Train	52	48	47	44	48	47	46	48
Ferry	58	54	55	57	58	58	53	57
All Modes	55	50	49	48	51	52	49	52

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