

TransLink Customer Satisfaction Monthly Snapshot

December 2015

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	78	89	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	64	71	78	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	80	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	80	86	80
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	80	84	80
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	74	80	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	73	81	72
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	68	70	80	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	79	88	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	79	81	88	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	56	45	60	52
Overall Service				
A combination of all reported categories	70	70	80	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

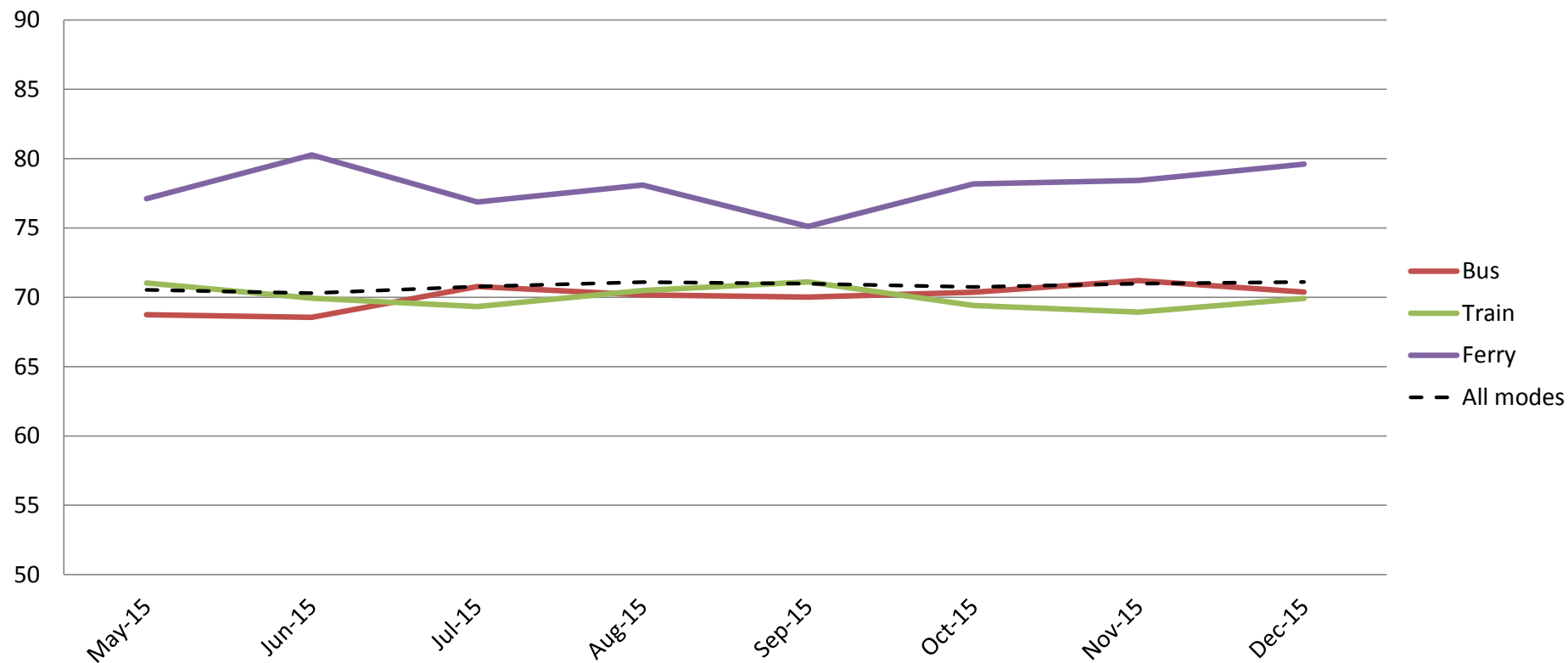
Green figures indicate a statistically significant **increase** in the period

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
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%
4 October 2015	3,104,420	0.10	1.68	15.45	1.83%
11 October 2015	3,308,417	0.08	1.52	14.44	1.78%
18 October 2015	3,785,231	0.08	1.58	14.25	1.55%
25 October 2015	3,689,378	0.07	1.85	15.08	1.71%
1 November 2015	3,692,082	0.07	1.51	14.23	1.68%
8 November 2015	3,541,769	0.05	1.67	15.36	1.79%
15 November 2015	3,614,425	0.11	2.01	14.74	1.72%
22 November 2015	3,602,384	0.09	2.15	15.05	1.83%
29 November 2015	3,540,823	0.04	1.40	14.13	1.86%
6 December 2015	3,297,663	0.06	1.56	14.78	1.83%
13 December 2015	3,130,367	0.22	2.84	15.10	1.82%
20 December 2015	3,084,588	0.04	1.38	15.08	1.77%
27 December 2015	2,132,860	0.14	1.75	16.60	1.94%

Overall satisfaction – A combination of all reported categories

Index out of 100



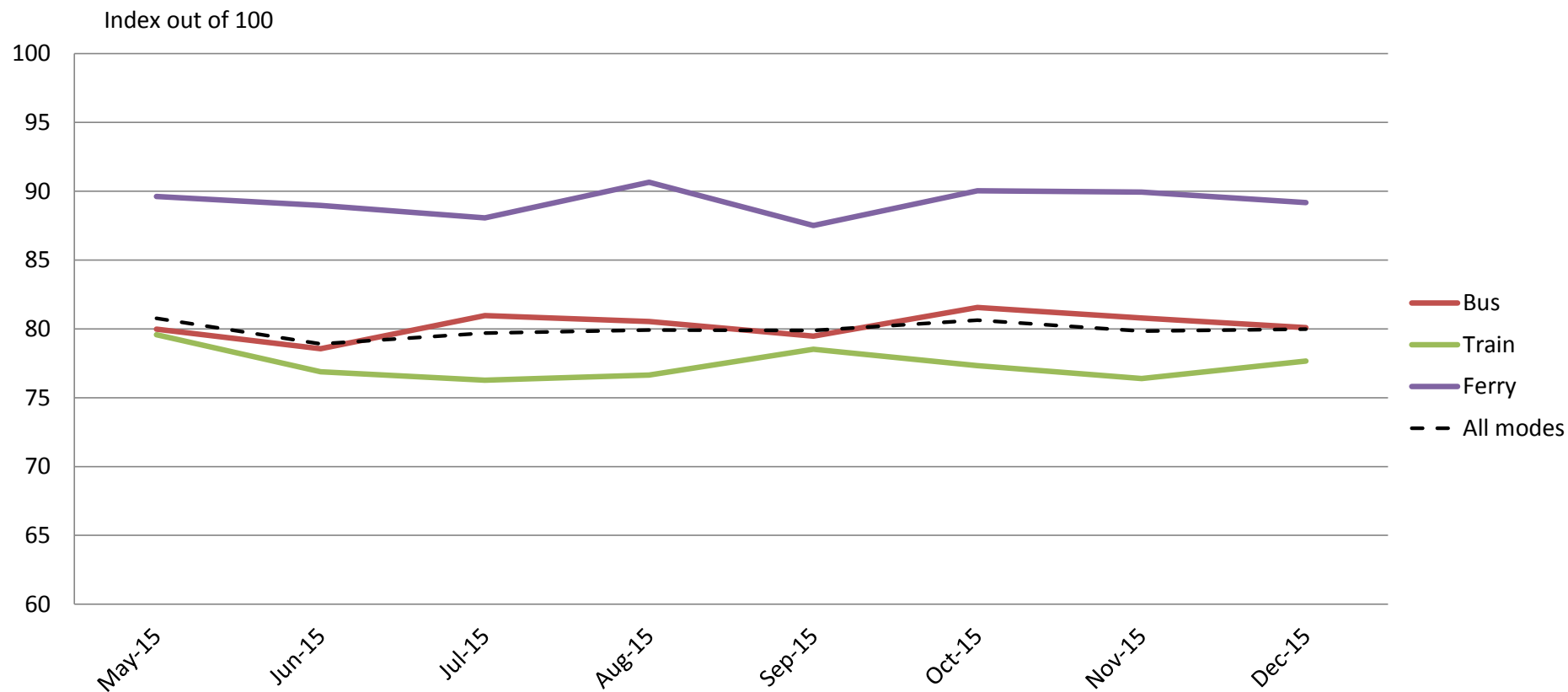
	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	69	69	71	70	70	70	71	70
Train	71	70	69	70	71	69	69	70
Ferry	77	80	77	78	75	78	78	80
All Modes	71	70	71	71	71	71	71	71

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



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	80	79	81	81	79	82	81	80
Train	80	77	76	77	79	77	76	78
Ferry	90	89	88	91	88	90	90	89
All Modes	81	79	80	80	80	81	80	80

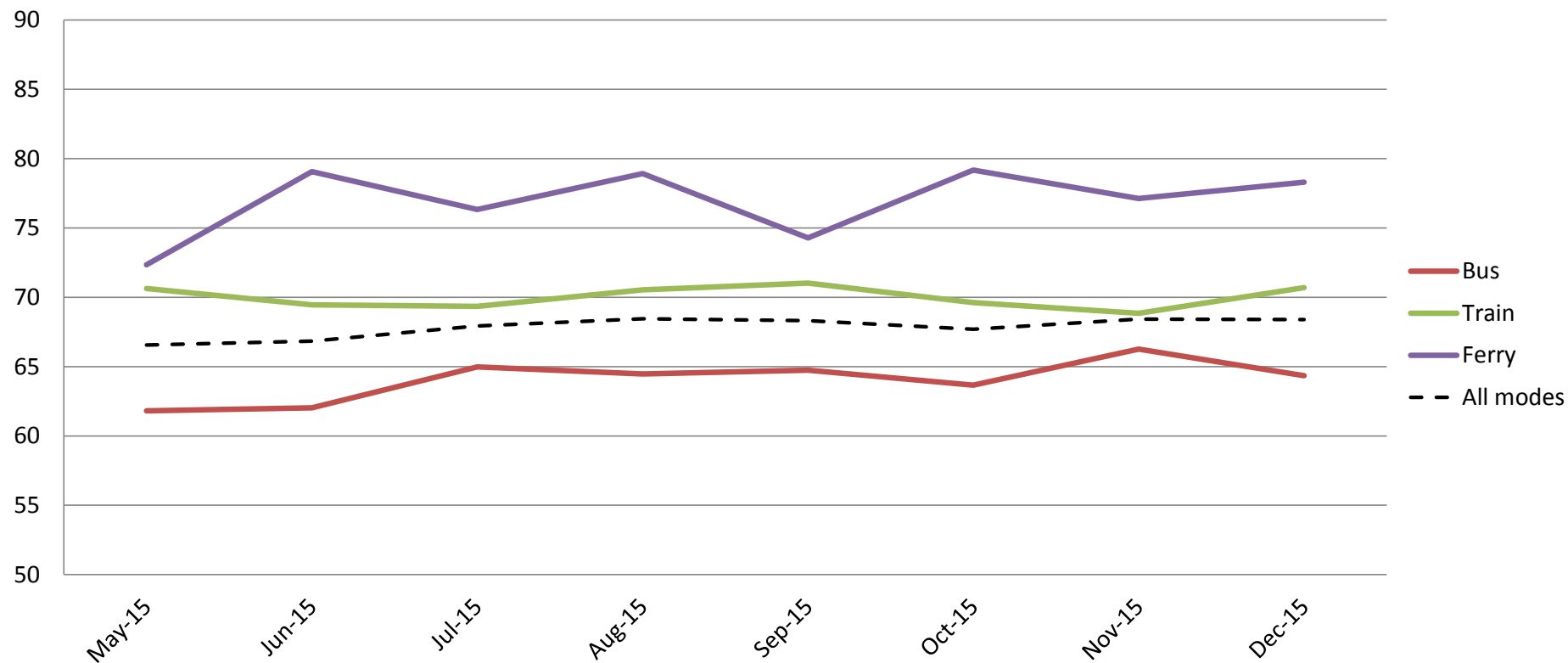
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

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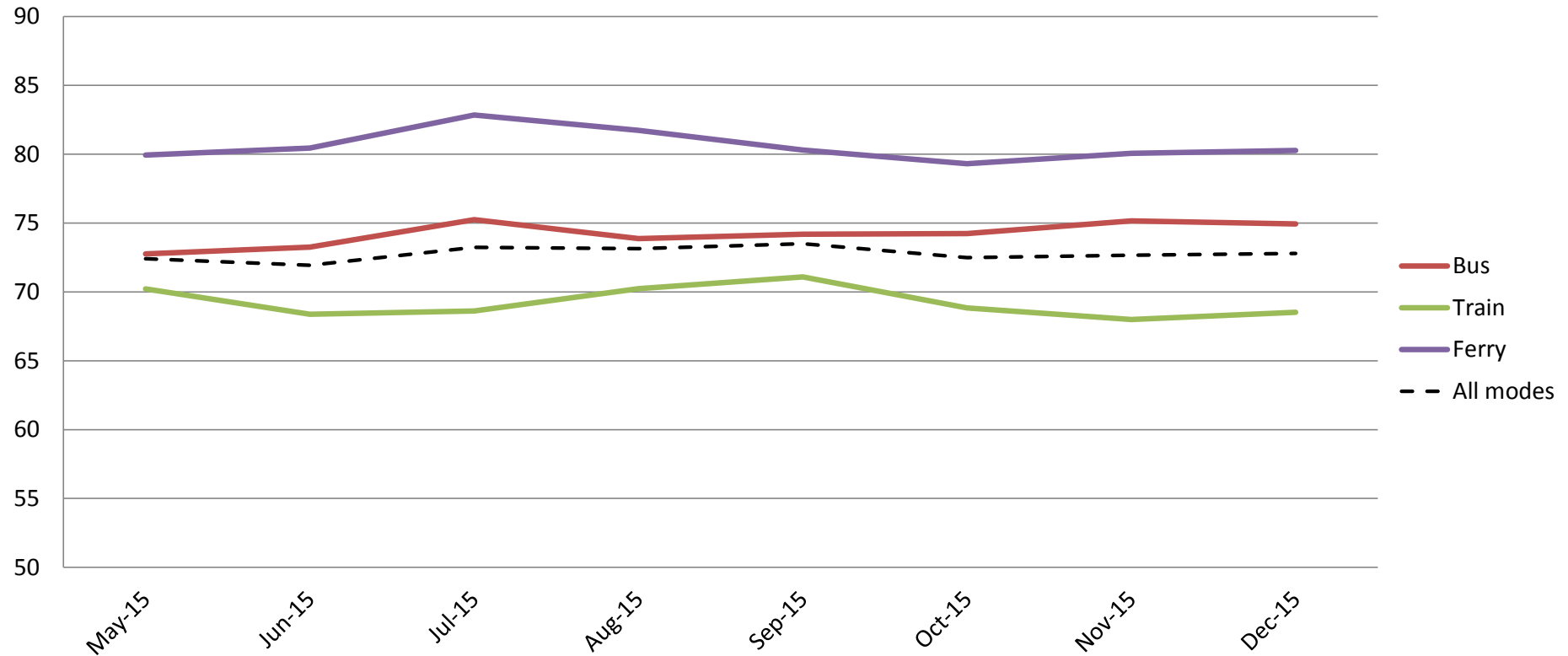
	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	62	62	65	64	65	64	66	64
Train	71	69	69	71	71	70	69	71
Ferry	72	79	76	79	74	79	77	78
All Modes	67	67	68	68	68	68	68	68

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

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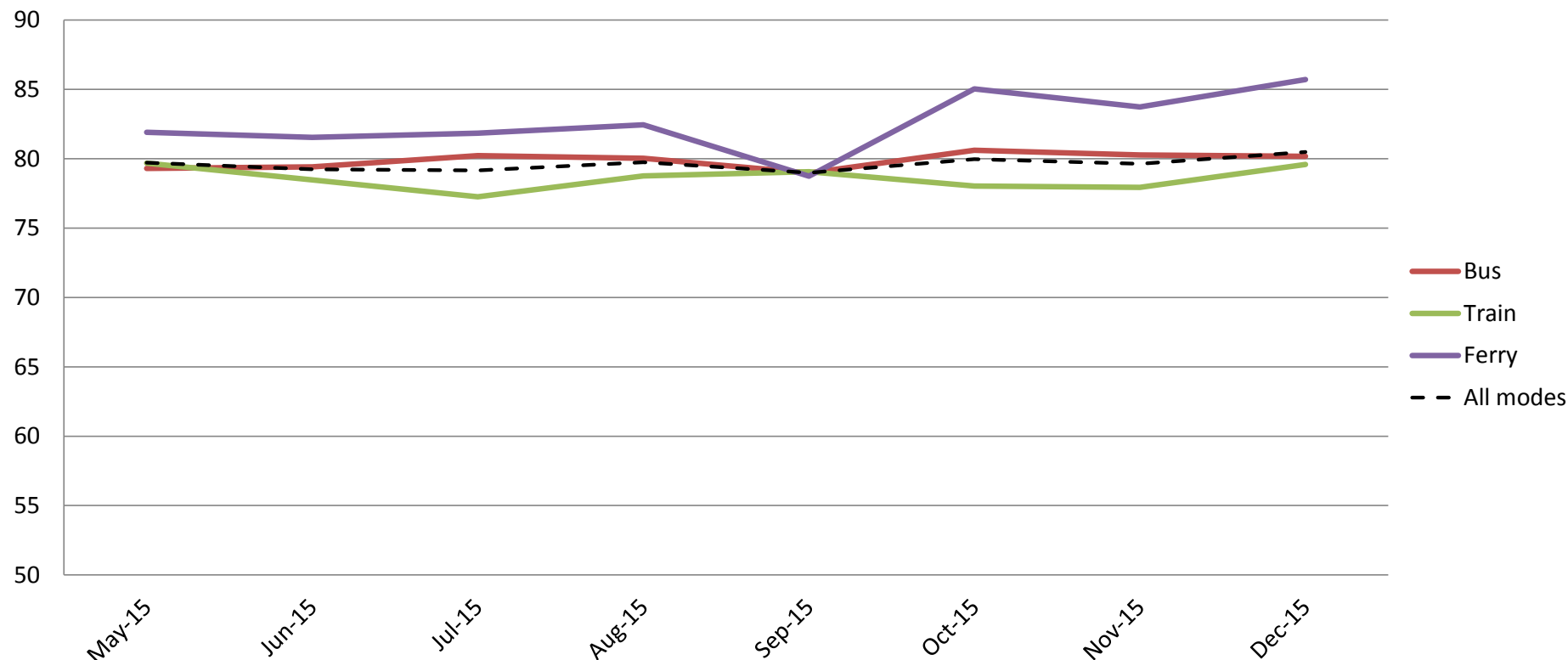
	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	73	73	75	74	74	74	75	75
Train	70	68	69	70	71	69	68	69
Ferry	80	80	83	82	80	79	80	80
All Modes	72	72	73	73	74	72	73	73

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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



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	79	79	80	80	79	81	80	80
Train	80	78	77	79	79	78	78	80
Ferry	82	82	82	82	79	85	84	86
All Modes	80	79	79	80	79	80	80	80

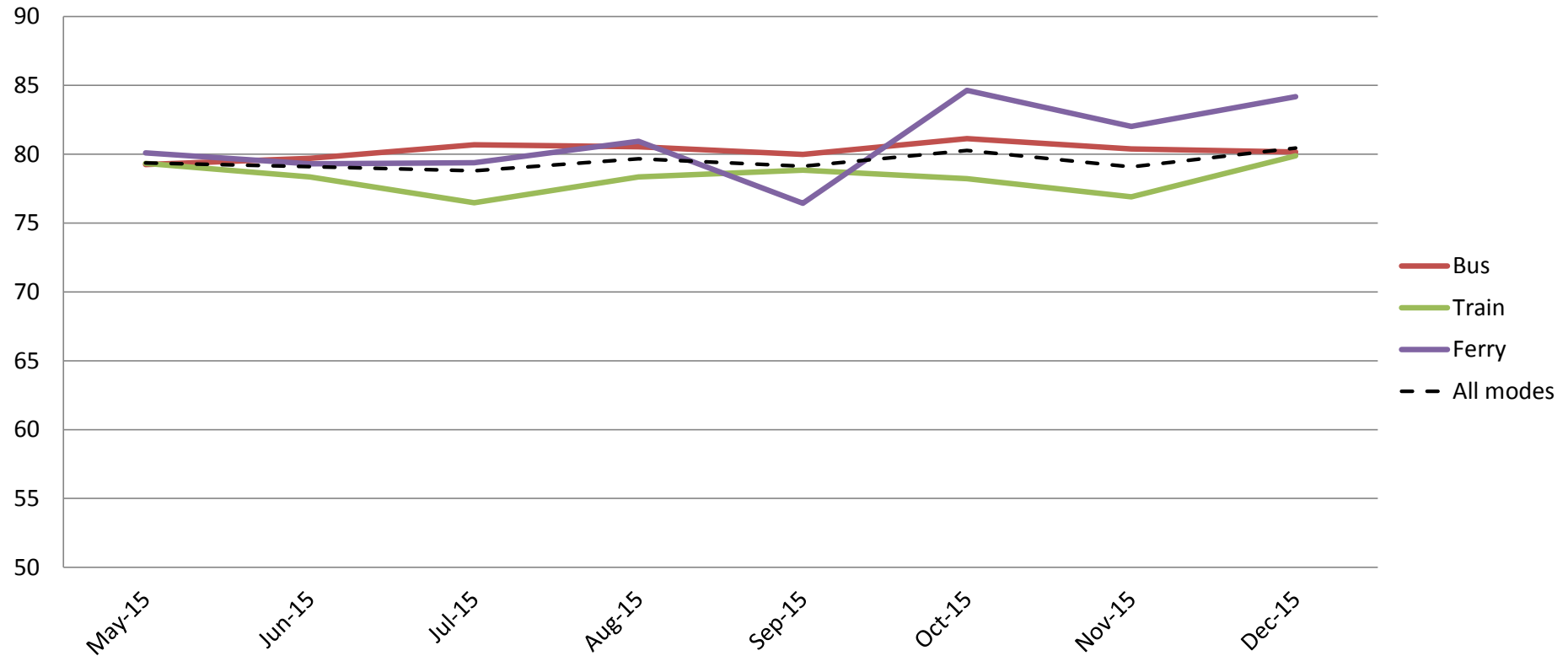
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	79	80	81	81	80	81	80	80
Train	79	78	76	78	79	78	77	80
Ferry	80	79	79	81	76	85	82	84
All Modes	79	79	79	80	79	80	79	80

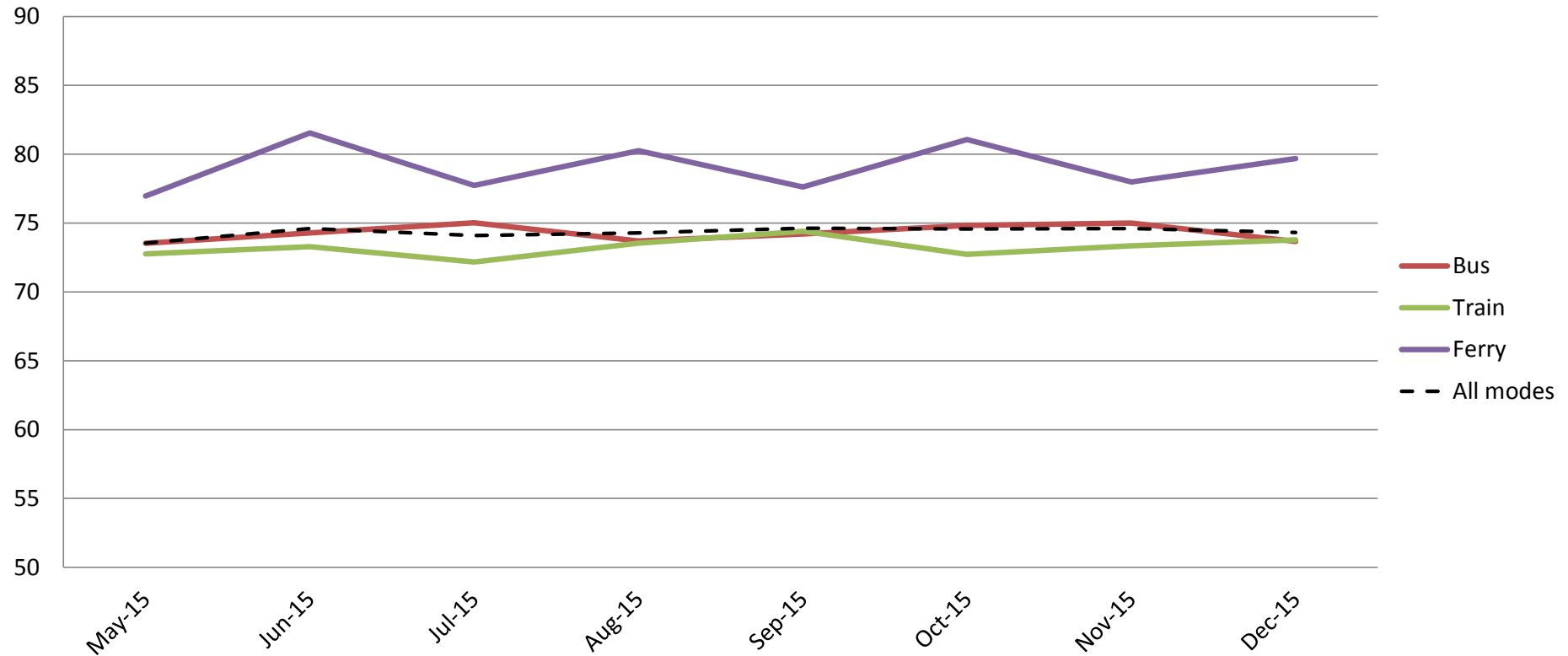
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	74	74	75	74	74	75	75	74
Train	73	73	72	74	74	73	73	74
Ferry	77	82	78	80	78	81	78	80
All Modes	74	75	74	74	75	75	75	74

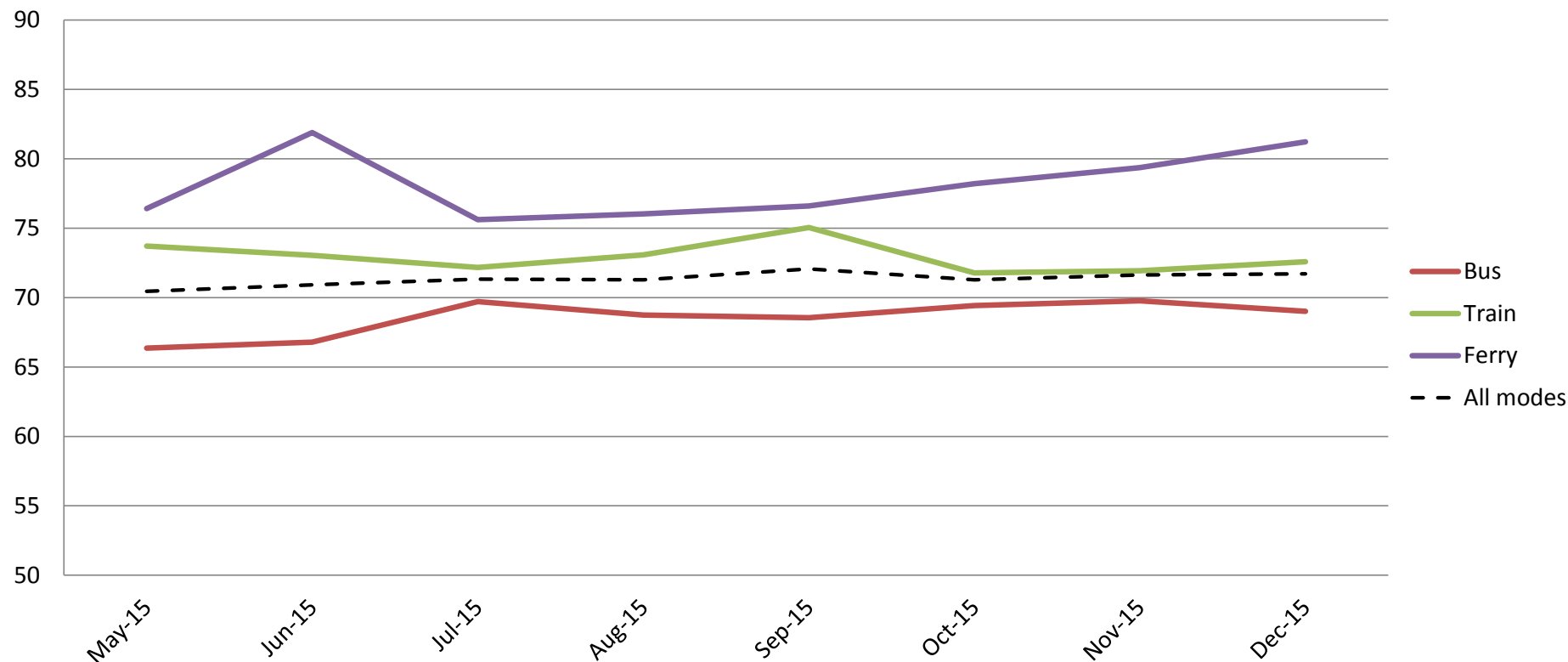
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

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	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	66	67	70	69	69	69	70	69
Train	74	73	72	73	75	72	72	73
Ferry	76	82	76	76	77	78	79	81
All Modes	70	71	71	71	72	71	72	72

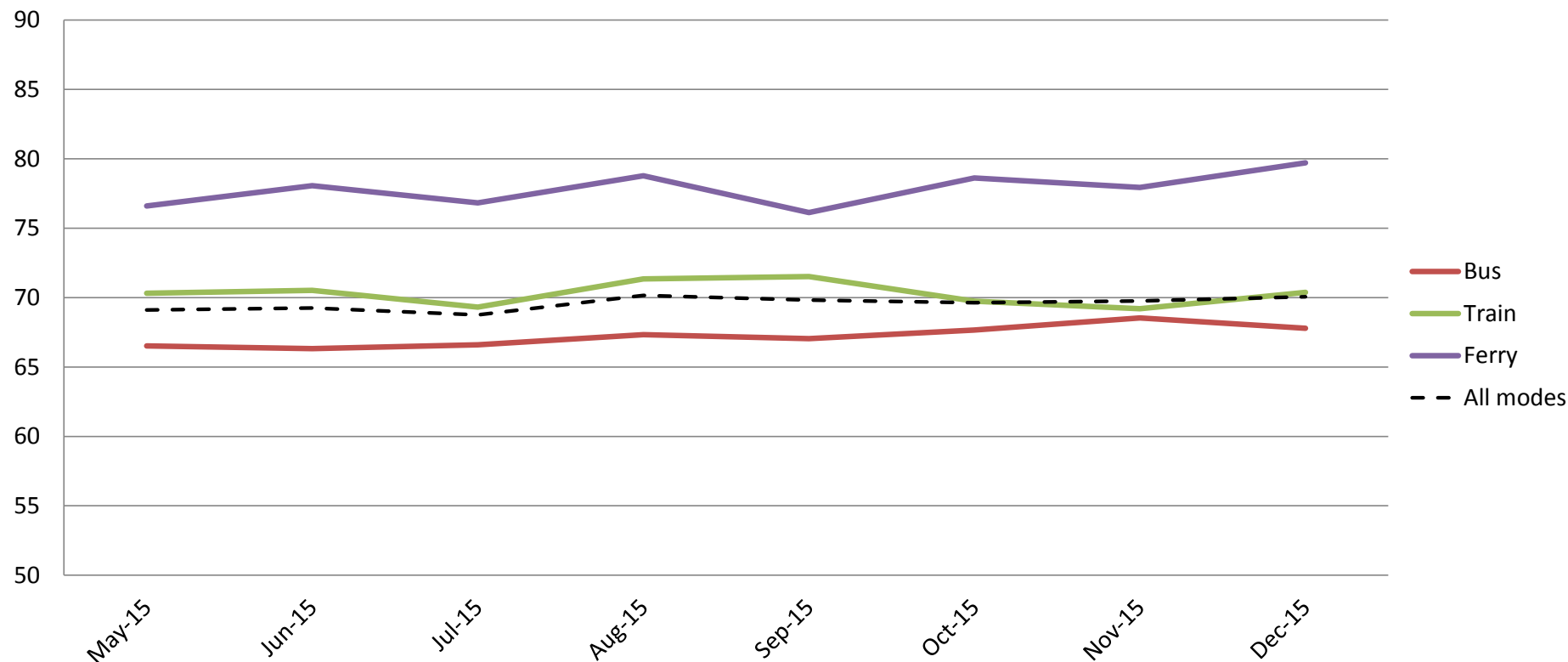
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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

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	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	67	66	67	67	67	68	69	68
Train	70	71	69	71	72	70	69	70
Ferry	77	78	77	79	76	79	78	80
All Modes	69	69	69	70	70	70	70	70

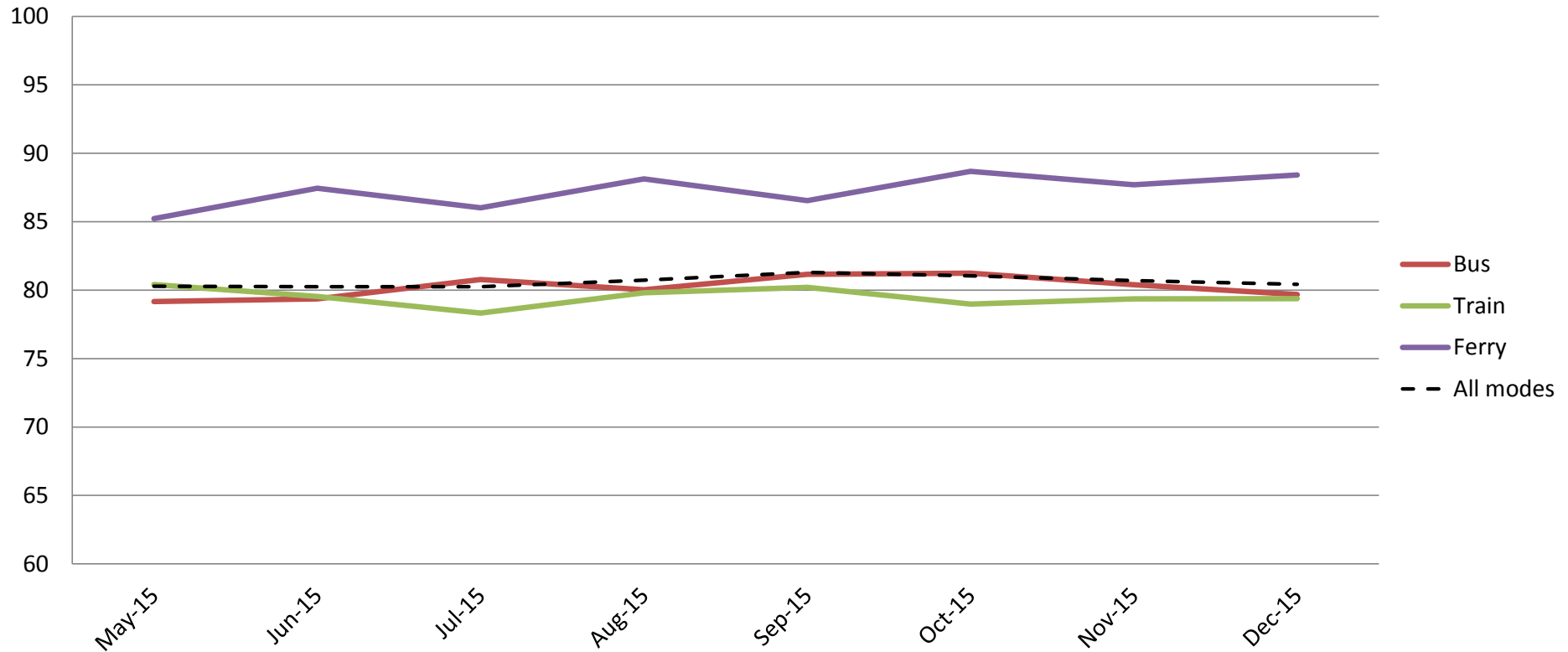
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

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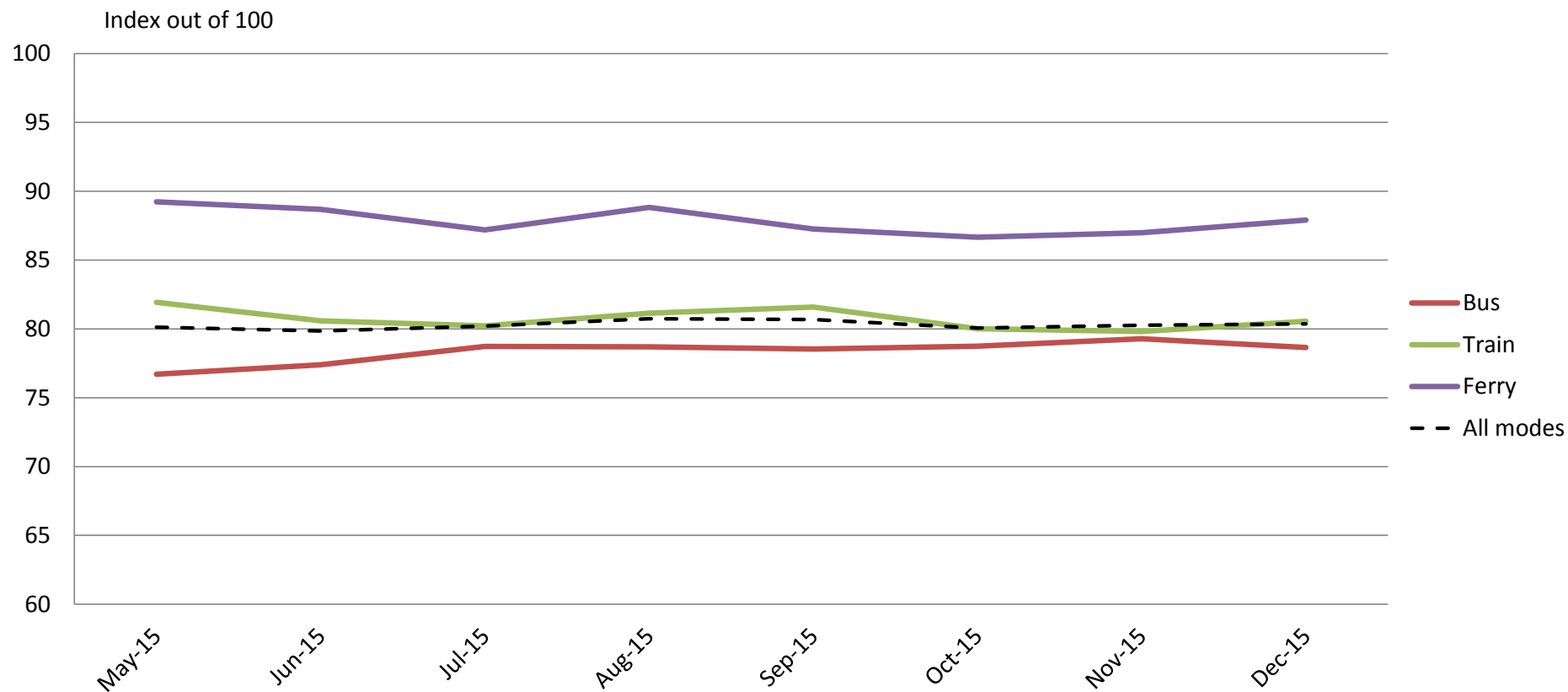
	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	79	79	81	80	81	81	80	80
Train	80	80	78	80	80	79	79	79
Ferry	85	87	86	88	87	89	88	88
All Modes	80	80	80	81	81	81	81	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	77	77	79	79	79	79	79	79
Train	82	81	80	81	82	80	80	81
Ferry	89	89	87	89	87	87	87	88
All Modes	80	80	80	81	81	80	80	80

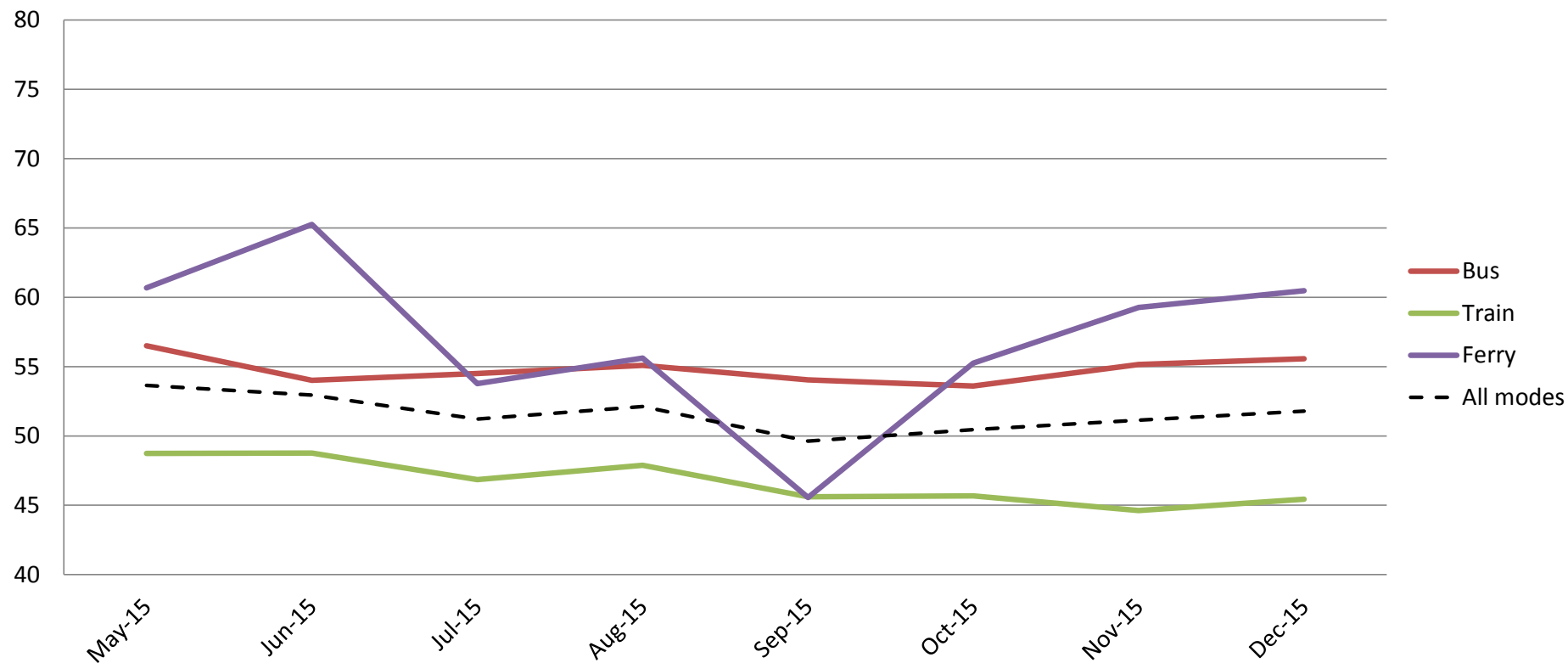
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Bus	57	54	55	55	54	54	55	56
Train	49	49	47	48	46	46	45	45
Ferry	61	65	54	56	46	55	59	60
All Modes	54	53	51	52	50	50	51	52

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