

TransLink Customer Satisfaction Monthly Snapshot

June 2017

| KPI | Bus | Train | Ferry | All |
|---|-----|-------|-------|-----|
| Safety & Security | | | | |
| Safety at stops, stations and on board vehicles | 80 | 76 | 87 | 79 |
| Reliability & Frequency | | | | |
| Ability to meet departure times, frequency of services and reliability of go card readers | 68 | 68 | 79 | 69 |
| Comfort | | | | |
| Cleanliness, availability of seats, temperature on board, and facilities at stops and stations | 75 | 67 | 80 | 72 |
| Ease of Use | | | | |
| Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops | 80 | 77 | 83 | 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 | 77 | 81 | 79 |
| Proximity | | | | |
| Convenience of available routes, distances from stops and stations and proximity of go card outlets | 74 | 71 | 80 | 74 |
| Efficiency | | | | |
| Door-to-door travel time, connections with other services and avoidance of congestion | 71 | 69 | 79 | 71 |
| Information | | | | |
| Ability to understand on board and at-station information, timetables, maps and journey planning information | 71 | 70 | 79 | 71 |
| Accessibility | | | | |
| Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators | 80 | 78 | 85 | 80 |
| Staff | | | | |
| Knowledge, conduct, presentation and helpfulness of staff | 80 | 79 | 89 | 81 |
| Affordability | | | | |
| Cost of tickets and benefits of not having to pay for parking | 64 | 56 | 65 | 61 |
| Overall Service | | | | |
| A combination of all reported categories | 73 | 70 | 82 | 72 |

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".

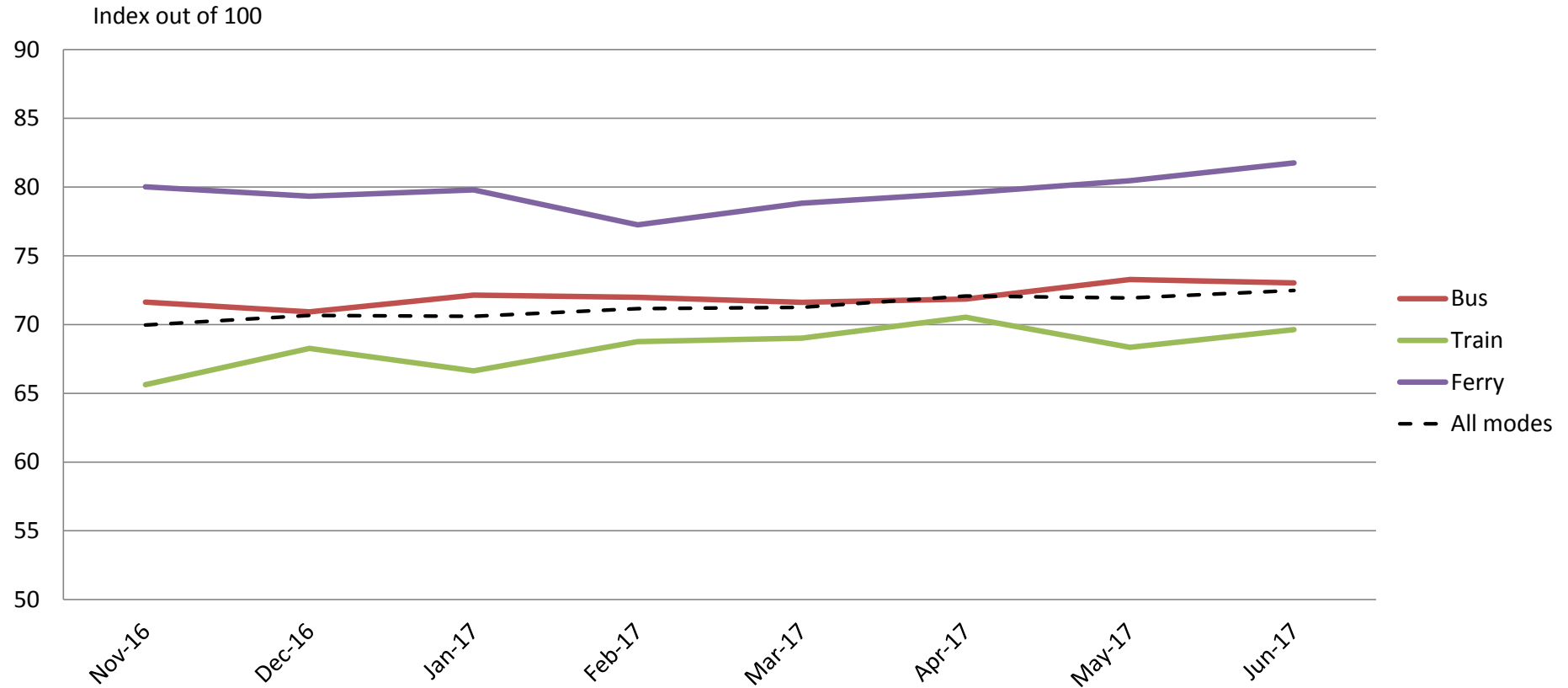
Red figures indicate a statistically significant **decrease** in the period

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 |
|-------------------|-----------------|--|---|--|--|
| 3 July 2016 | 2,953,869 | 0.15 | 1.87 | 13.75 | 1.75% |
| 10 July 2016 | 2,916,575 | 0.03 | 1.90 | 14.07 | 1.76% |
| 17 July 2016 | 3,441,643 | 0.06 | 1.60 | 11.95 | 1.72% |
| 24 July 2016 | 3,624,703 | 0.10 | 1.84 | 11.51 | 1.76% |
| 31 July 2016 | 3,850,051 | 0.11 | 1.81 | 12.75 | 1.78% |
| 7 August 2016 | 3,976,929 | 0.11 | 1.78 | 12.46 | 1.67% |
| 14 August 2016 | 3,615,757 | 0.10 | 1.71 | 11.91 | 1.80% |
| 21 August 2016 | 3,838,351 | 0.09 | 1.57 | 11.40 | 1.63% |
| 28 August 2016 | 3,745,629 | 0.09 | 1.86 | 11.20 | 1.59% |
| 4 September 2016 | 3,708,803 | 0.12 | 2.52 | 12.84 | 1.59% |
| 11 September 2016 | 3,700,677 | 0.08 | 1.79 | 11.22 | 1.58% |
| 18 September 2016 | 3,642,984 | 0.06 | 1.52 | 10.53 | 1.58% |
| 25 September 2016 | 3,210,362 | 0.06 | 1.77 | 31.30 | 1.70% |
| 2 October 2016 | 3,042,995 | 0.11 | 1.82 | 21.98 | 1.69% |
| 9 October 2016 | 3,302,526 | 0.09 | 2.53 | 11.81 | 1.72% |
| 16 October 2016 | 3,758,850 | 0.16 | 2.30 | 11.29 | 1.61% |
| 23 October 2016 | 3,649,199 | 0.14 | 2.60 | 11.10 | 1.66% |
| 30 October 2016 | 3,696,856 | 0.14 | 3.31 | 11.89 | 1.65% |
| 6 November 2016 | 3,482,169 | 0.08 | 1.85 | 13.55 | 1.76% |
| 13 November 2016 | 3,570,325 | 0.18 | 2.24 | 12.82 | 1.68% |
| 20 November 2016 | 3,577,398 | 0.04 | 2.14 | 12.41 | 1.72% |
| 27 November 2016 | 3,447,116 | 0.06 | 2.31 | 12.87 | 1.79% |
| 4 December 2016 | 3,238,824 | 0.09 | 2.34 | 12.73 | 1.81% |
| 11 December 2016 | 3,106,880 | 0.11 | 2.09 | 69.74 | 1.94% |
| 18 December 2016 | 3,007,461 | 0.21 | 4.38 | 140.26 | 1.94% |
| 25 December 2016 | 2,582,453 | 0.19 | 2.84 | 20.91 | 1.89% |
| 1 January 2017 | 1,694,915 | 0.08 | 1.40 | 20.68 | 2.51% |
| 8 January 2017 | 2,122,744 | 0.18 | 2.40 | 99.86 | 2.05% |
| 15 January 2017 | 2,716,822 | 0.19 | 2.96 | 15.41 | 1.93% |
| 22 January 2017 | 2,849,420 | 0.07 | 2.43 | 41.81 | 1.89% |
| 29 January 2017 | 2,840,134 | 0.18 | 2.78 | 15.53 | 2.18% |
| 5 February 2017 | 3,440,488 | 0.21 | 3.94 | 14.46 | 2.05% |
| 12 February 2017 | 3,485,610 | 0.18 | 2.95 | 13.19 | 1.95% |
| 19 February 2017 | 3,576,711 | 0.16 | 2.90 | 15.81 | 1.99% |
| 26 February 2017 | 3,771,549 | 0.20 | 2.45 | 12.46 | 1.84% |
| 5 March 2017 | 4,088,428 | 0.22 | 2.95 | 12.20 | 1.75% |
| 12 March 2017 | 4,082,085 | 0.21 | 2.22 | 11.71 | 1.74% |
| 19 March 2017 | 3,998,761 | 0.18 | 2.94 | 12.57 | 1.70% |
| 26 March 2017 | 3,853,332 | 0.21 | 2.97 | 13.84 | 1.72% |
| 2 April 2017 | 3,258,348 | 0.30 | 3.26 | 14.05 | 2.08% |
| 9 April 2017 | 3,435,786 | 0.20 | 2.68 | 81.04 | 1.76% |
| 16 April 2017 | 2,882,274 | 0.23 | 2.29 | 26.90 | 1.72% |
| 23 April 2017 | 3,148,001 | 0.16 | 2.27 | 16.27 | 1.74% |
| 30 April 2017 | 3,331,207 | 0.22 | 2.60 | 13.12 | 1.65% |
| 7 May 2017 | 3,339,579 | 0.14 | 2.02 | 31.37 | 1.62% |
| 14 May 2017 | 3,773,239 | 0.13 | 2.23 | 12.72 | 1.54% |
| 21 May 2017 | 3,729,184 | 0.19 | 2.51 | 11.83 | 1.62% |
| 28 May 2017 | 3,727,677 | 0.08 | 2.00 | 12.76 | 1.64% |
| 4 June 2017 | 3,709,967 | 0.21 | 2.74 | 12.91 | 1.69% |
| 11 June 2017 | 3,488,338 | 0.28 | 3.28 | 17.05 | 1.65% |
| 18 June 2017 | 3,437,936 | 0.22 | 2.91 | 15.24 | 1.64% |
| 25 June 2017 | 3,383,728 | 0.17 | 2.35 | 14.08 | 1.64% |

Overall satisfaction – A combination of all reported categories

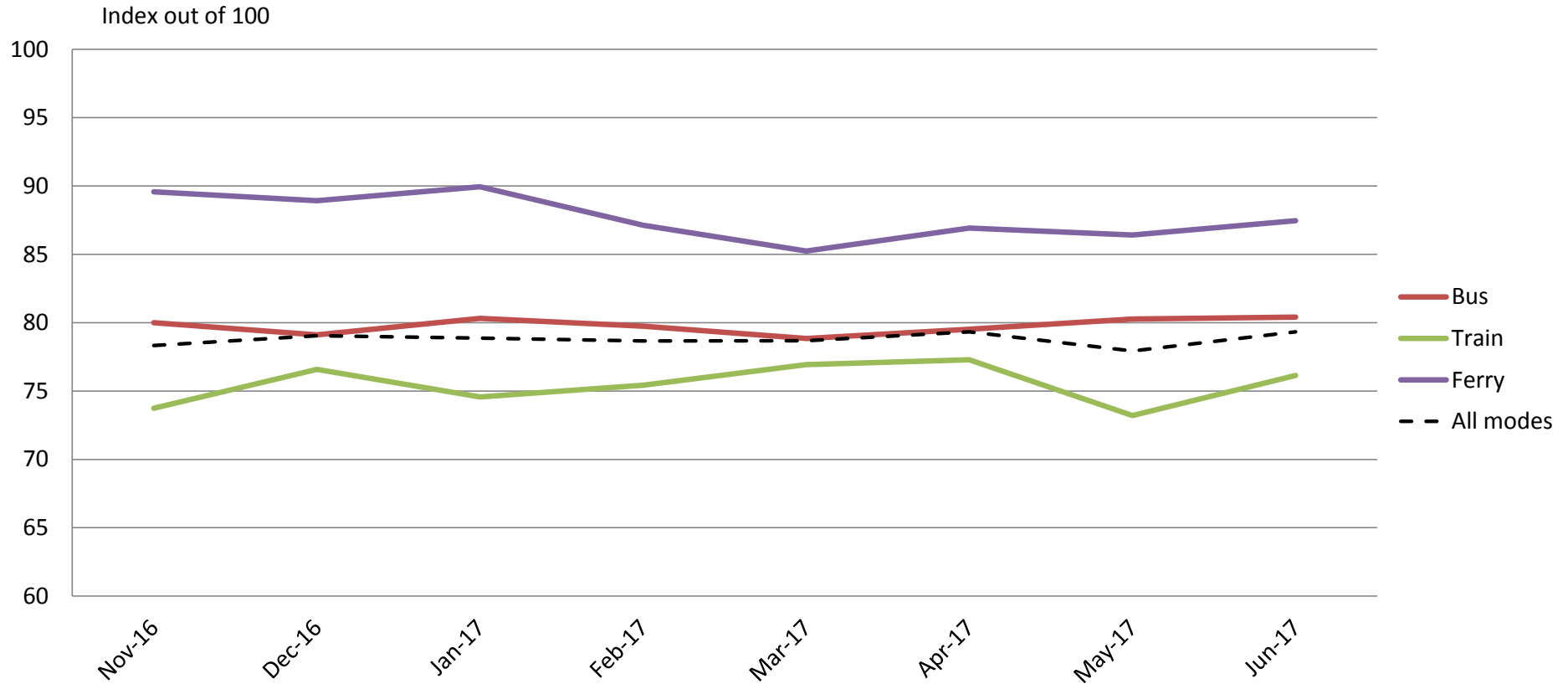


| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 72 | 71 | 72 | 72 | 72 | 72 | 73 | 73 |
| Train | 66 | 68 | 67 | 69 | 69 | 71 | 68 | 70 |
| Ferry | 80 | 79 | 80 | 77 | 79 | 80 | 80 | 82 |
| All Modes | 70 | 71 | 71 | 71 | 71 | 72 | 72 | 72 |

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



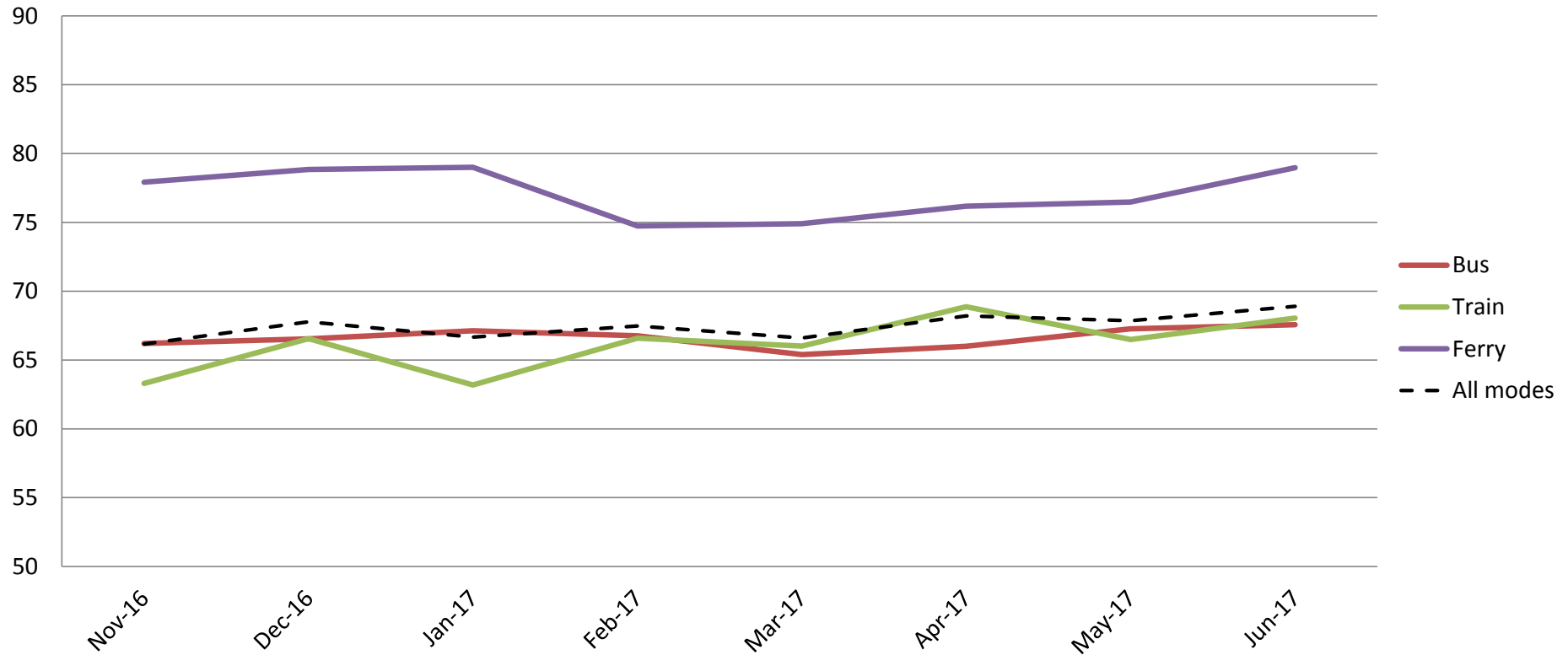
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 80 | 79 | 80 | 80 | 79 | 80 | 80 | 80 |
| Train | 74 | 77 | 75 | 75 | 77 | 77 | 73 | 76 |
| Ferry | 90 | 89 | 90 | 87 | 85 | 87 | 86 | 87 |
| All Modes | 78 | 79 | 79 | 79 | 79 | 79 | 78 | 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



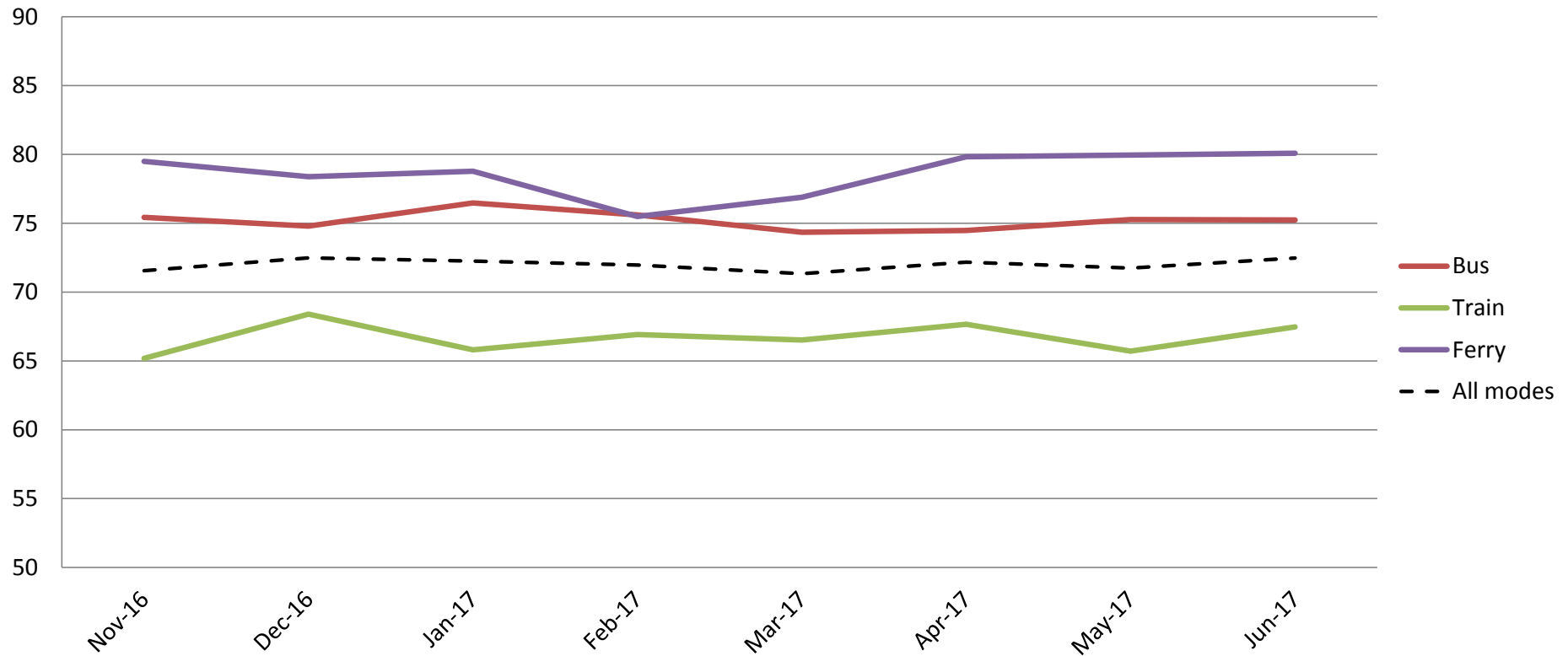
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 66 | 67 | 67 | 67 | 65 | 66 | 67 | 68 |
| Train | 63 | 67 | 63 | 67 | 66 | 69 | 66 | 68 |
| Ferry | 78 | 79 | 79 | 75 | 75 | 76 | 76 | 79 |
| All Modes | 66 | 68 | 67 | 67 | 67 | 68 | 68 | 69 |

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

Index out of 100



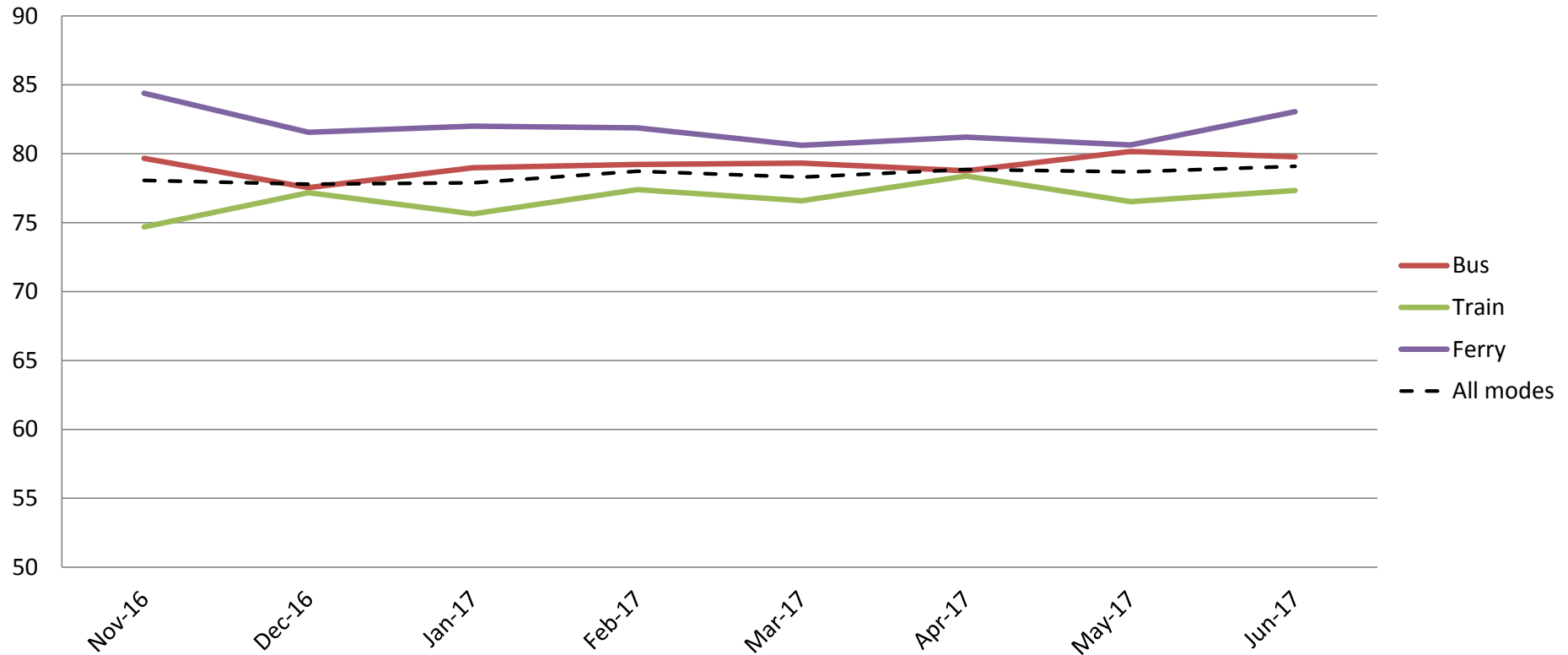
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 75 | 75 | 76 | 76 | 74 | 74 | 75 | 75 |
| Train | 65 | 68 | 66 | 67 | 67 | 68 | 66 | 67 |
| Ferry | 79 | 78 | 79 | 75 | 77 | 80 | 80 | 80 |
| All Modes | 72 | 72 | 72 | 72 | 71 | 72 | 72 | 72 |

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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



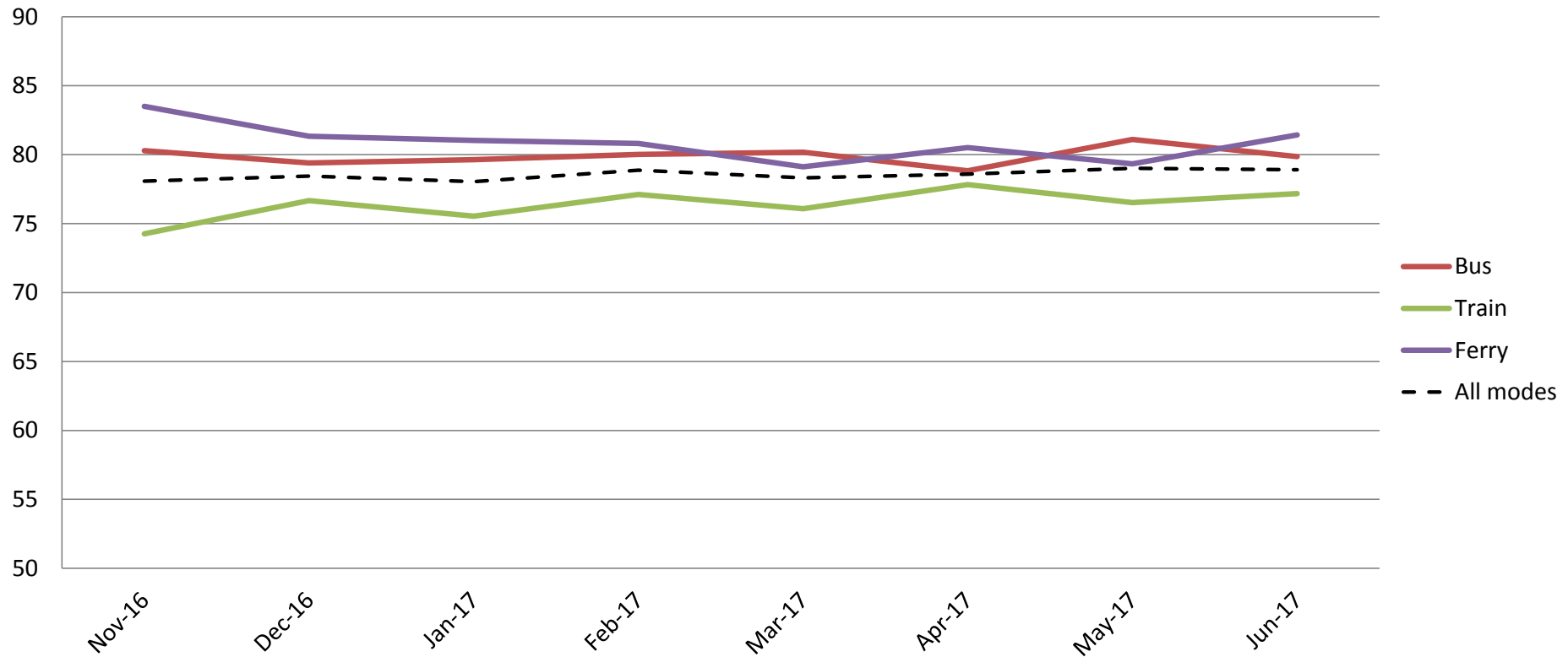
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|-----------|-----------|--------|--------|--------|--------|--------|--------|
| Bus | 80 | 78 | 79 | 79 | 79 | 79 | 80 | 80 |
| Train | 75 | 77 | 76 | 77 | 77 | 78 | 77 | 77 |
| Ferry | 84 | 82 | 82 | 82 | 81 | 81 | 81 | 83 |
| All Modes | 78 | 78 | 78 | 79 | 78 | 79 | 79 | 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



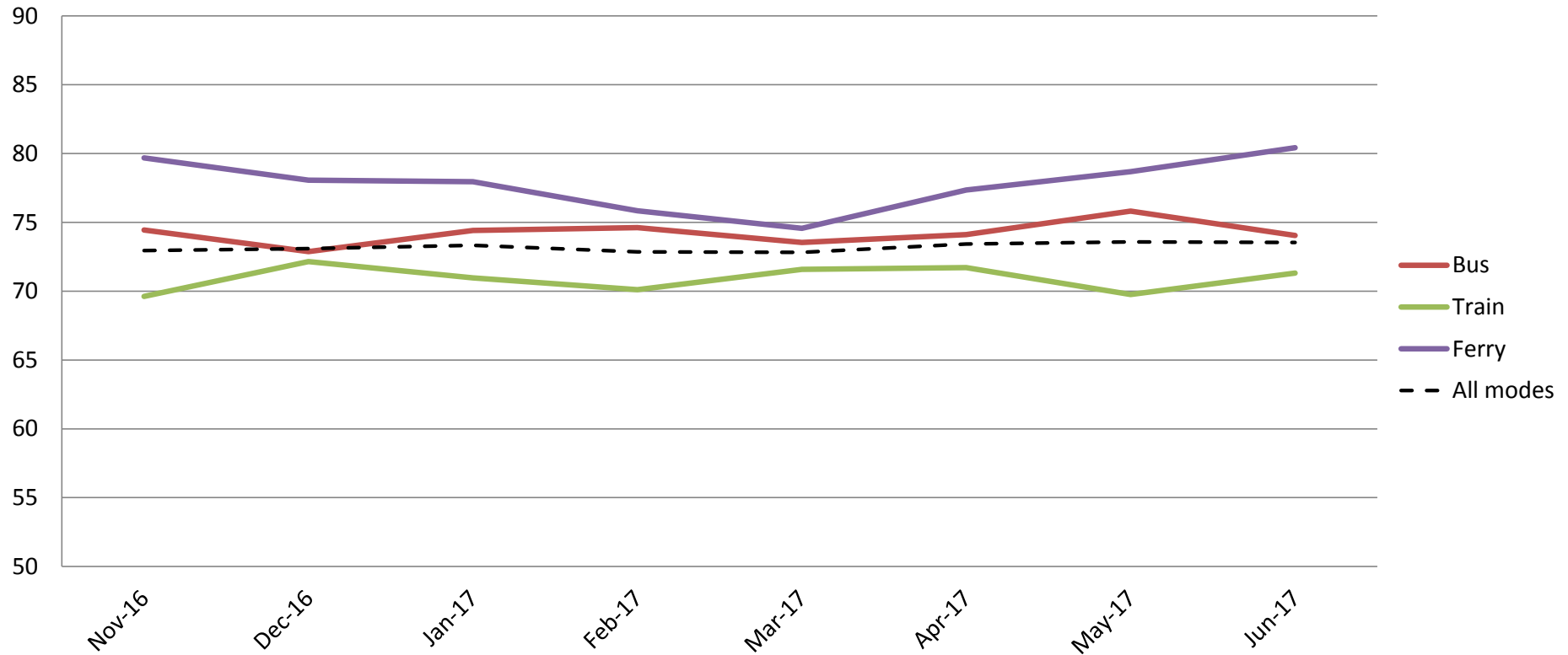
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 80 | 79 | 80 | 80 | 80 | 79 | 81 | 80 |
| Train | 74 | 77 | 76 | 77 | 76 | 78 | 77 | 77 |
| Ferry | 84 | 81 | 81 | 81 | 79 | 81 | 79 | 81 |
| All Modes | 78 | 78 | 78 | 79 | 78 | 79 | 79 | 79 |

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

Index out of 100



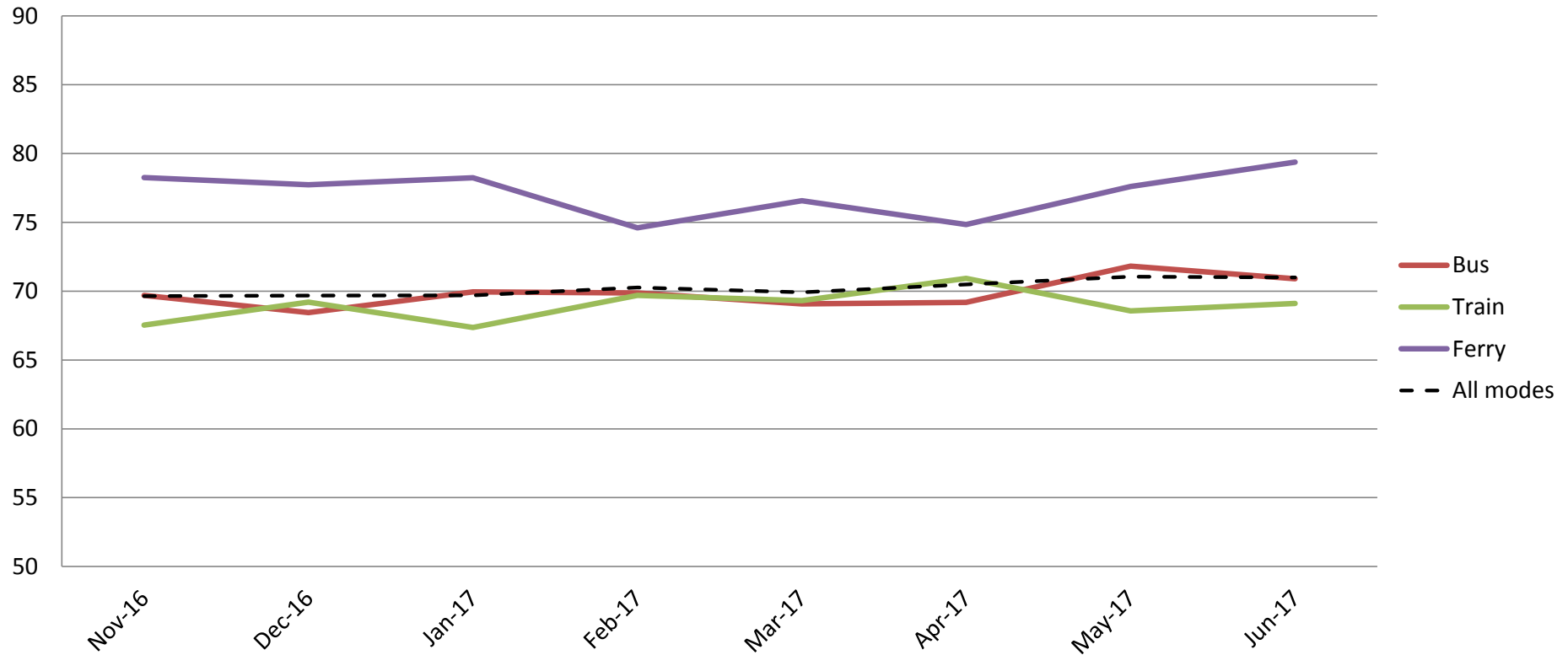
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 74 | 73 | 74 | 75 | 74 | 74 | 76 | 74 |
| Train | 70 | 72 | 71 | 70 | 72 | 72 | 70 | 71 |
| Ferry | 80 | 78 | 78 | 76 | 75 | 77 | 79 | 80 |
| All Modes | 73 | 73 | 73 | 73 | 73 | 73 | 74 | 74 |

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

Index out of 100



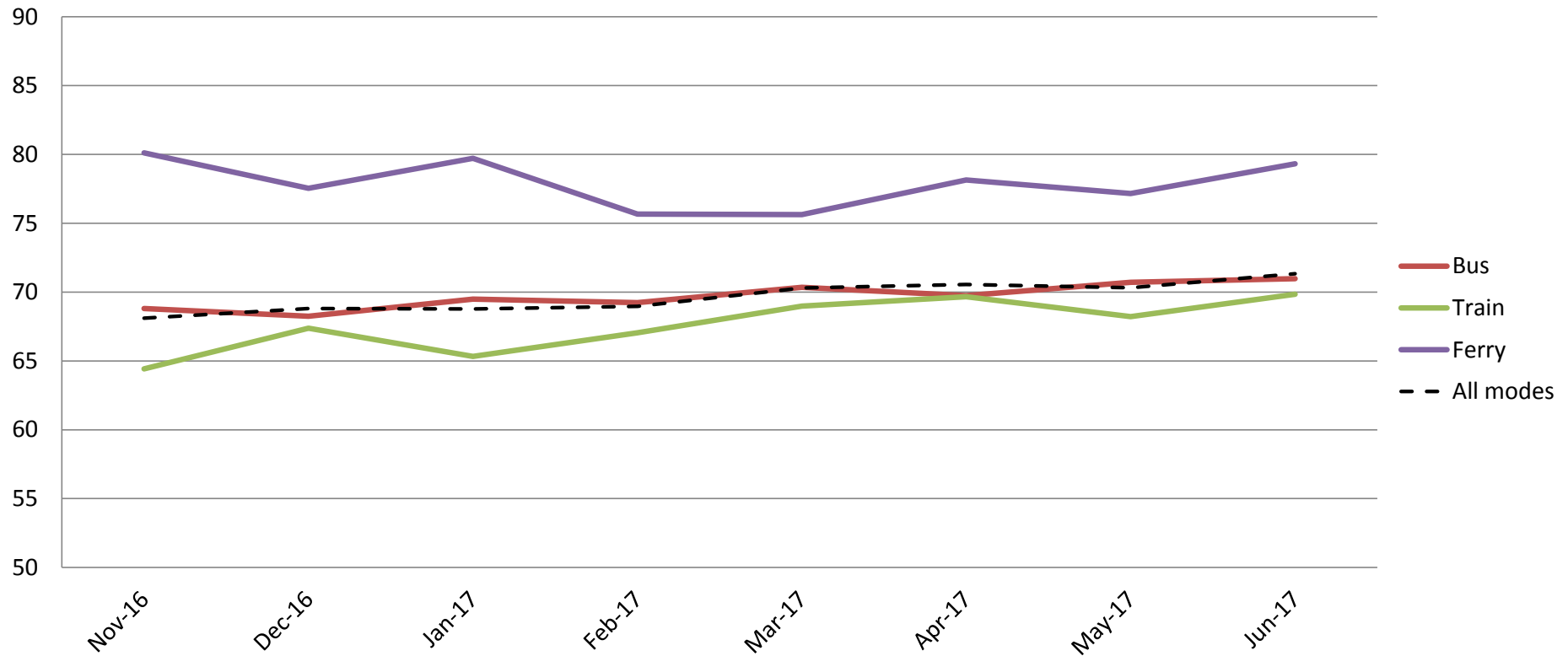
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 70 | 68 | 70 | 70 | 69 | 69 | 72 | 71 |
| Train | 68 | 69 | 67 | 70 | 69 | 71 | 69 | 69 |
| Ferry | 78 | 78 | 78 | 75 | 77 | 75 | 78 | 79 |
| All Modes | 70 | 70 | 70 | 70 | 70 | 70 | 71 | 71 |

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

Index out of 100



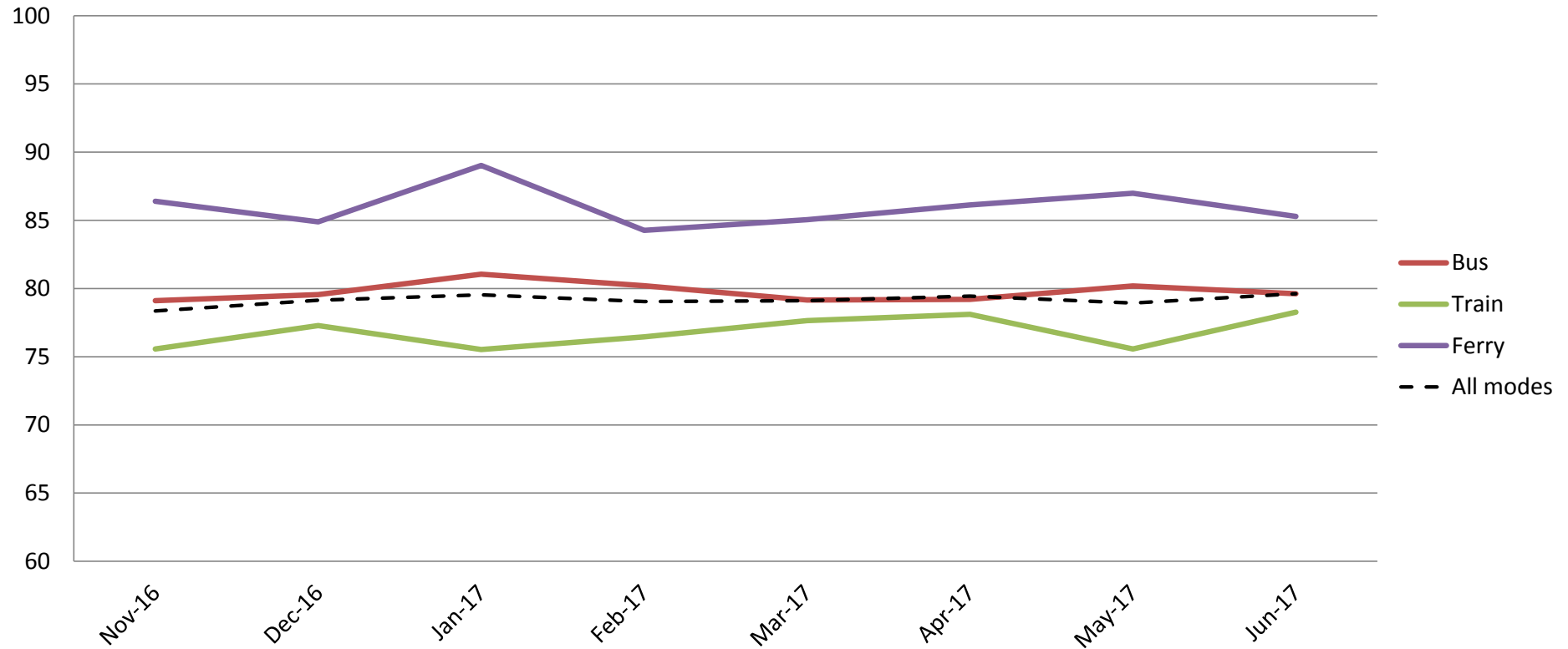
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 69 | 68 | 69 | 69 | 70 | 70 | 71 | 71 |
| Train | 64 | 67 | 65 | 67 | 69 | 70 | 68 | 70 |
| Ferry | 80 | 78 | 80 | 76 | 76 | 78 | 77 | 79 |
| All Modes | 68 | 69 | 69 | 69 | 70 | 71 | 70 | 71 |

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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

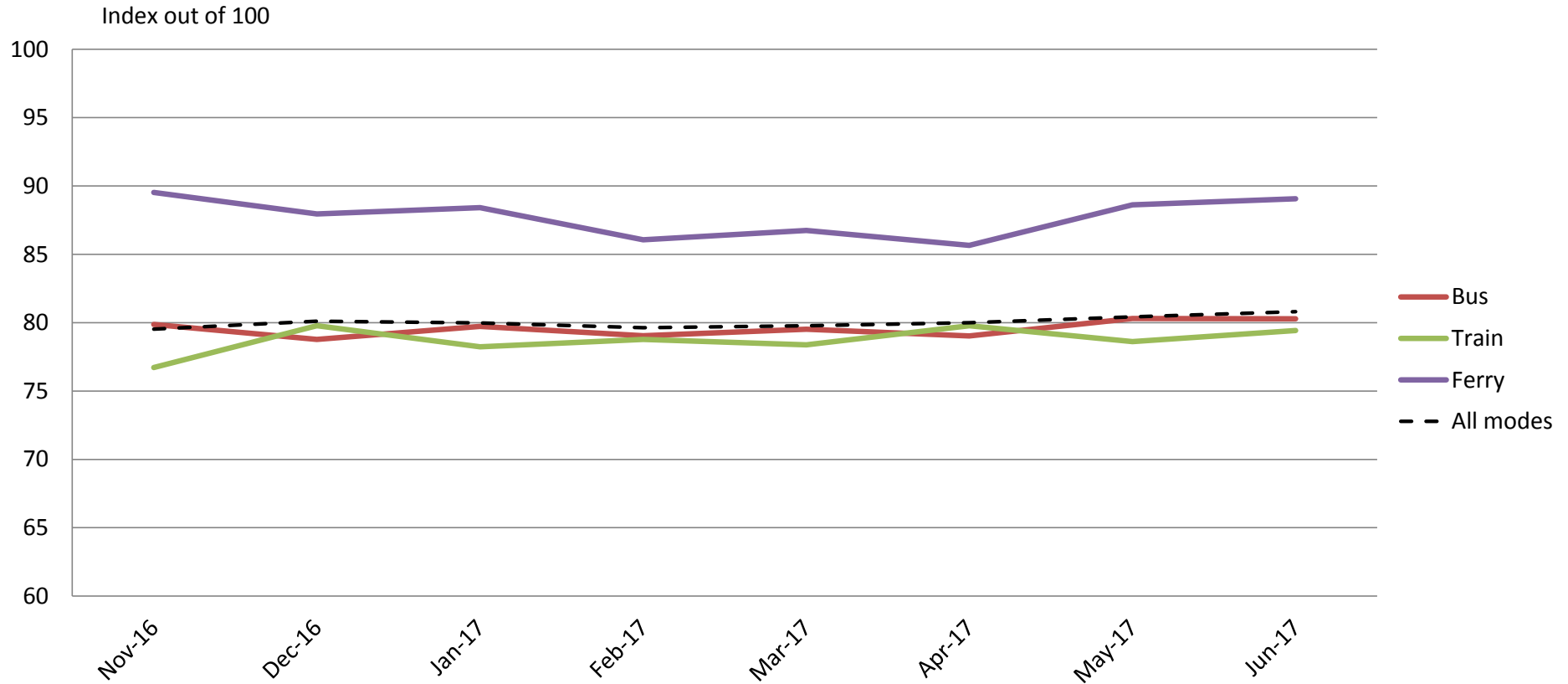


| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 79 | 80 | 81 | 80 | 79 | 79 | 80 | 80 |
| Train | 76 | 77 | 76 | 76 | 78 | 78 | 76 | 78 |
| Ferry | 86 | 85 | 89 | 84 | 85 | 86 | 87 | 85 |
| All Modes | 78 | 79 | 80 | 79 | 79 | 79 | 79 | 80 |

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Staff – Knowledge, conduct, presentation and helpfulness of staff



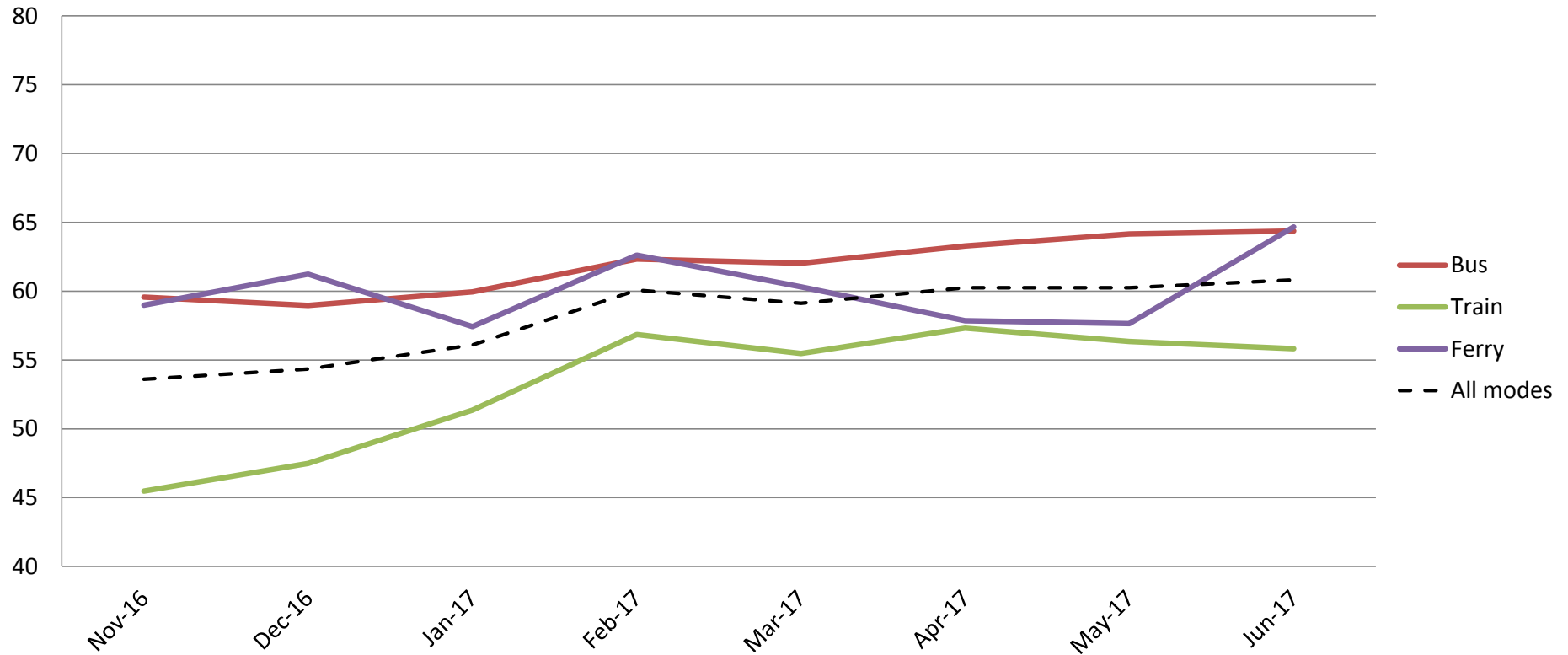
| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 80 | 79 | 80 | 79 | 80 | 79 | 80 | 80 |
| Train | 77 | 80 | 78 | 79 | 78 | 80 | 79 | 79 |
| Ferry | 90 | 88 | 88 | 86 | 87 | 86 | 89 | 89 |
| All Modes | 80 | 80 | 80 | 80 | 80 | 80 | 80 | 81 |

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

Index out of 100



| | Nov-16 | Dec-16 | Jan-17 | Feb-17 | Mar-17 | Apr-17 | May-17 | Jun-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|
| Bus | 60 | 59 | 60 | 62 | 62 | 63 | 64 | 64 |
| Train | 45 | 47 | 51 | 57 | 55 | 57 | 56 | 56 |
| Ferry | 59 | 61 | 57 | 63 | 60 | 58 | 58 | 65 |
| All Modes | 54 | 54 | 56 | 60 | 59 | 60 | 60 | 61 |

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