TransLink Customer Satisfaction Monthly Snapshot

September 2018

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	80	79	88	80
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	66	69	78	69
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	81	73
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	79	83	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.	81	78	82	80
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	71	80	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	71	71	80	72
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	70	71	77	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	87	80
Staff Knowledge, conduct, presentation and helpfulness of staff	80	**83**	90	**82**
Affordability Cost of tickets and benefits of not having to pay for parking	64	57	63	61
Overall Service A combination of all reported categories	73	71	82	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
8 October 2017	3,287,859	0.06	1.91	14.79	1.75%
15 October 2017	3,710,374	0.07	1.81	12.38	1.64%
22 October 2017	3,575,069	0.08	1.73	11.81	1.64%
29 October 2017	3,709,094	0.08	1.70	12.36	1.66%
5 November 2017	3,615,919	0.06	1.35	13.19	1.70%
12 November 2017	3,619,739	0.07	2.18	12.60	1.69%
19 November 2017	3,611,206	0.12	3.30	13.27	1.63%
26 November 2017	3,644,187	0.07	2.26	12.79	1.74%
3 December 2017	3,354,923	0.07	2.80	14.91	1.67%
10 December 2017	3,249,800	0.14	2.63	13.60	1.71%
17 December 2017	3,124,510	0.09	2.92	14.42	1.76%
24 December 2017	2,953,940	0.10	2.66	15.80	1.80%
31 December 2017	1,645,699	0.05	1.36	15.66	2.38%
7 January 2018	2,170,778	0.05	2.72	15.77	2.03%
14 January 2018	2,867,268	0.08	3.19	29.57	1.80%
21 January 2018	3,029,499	0.10	2.82	15.83	1.77%
28 January 2018	3,085,001	0.05	3.32	14.93	1.94%
4 February 2018	3,532,532	0.06	2.70	14.51	1.88%
11 February 2018	3,700,183	0.07	2.36	13.92	1.91%
18 February 2018	3,784,802	0.08	3.32	14.82	2.00%
25 February 2018	3,978,320	0.04	2.74	13.89	1.92%
4 March 2018	4,243,516	0.10	2.77	14.02	1.82%
11 March 2018	4,121,678	0.08	2.33	13.77	1.77%
18 March 2018	4,226,397	0.07	2.29	14.58	1.80%
25 March 2018	4,160,958	0.06	2.29	18.83	1.76%
1 April 2018	3,475,617	0.04	2.12	14.58	1.83%
8 April 2018	2,954,516	0.05	2.11	11.25	2.06%
15 April 2018	3,369,472	0.04	1.69	8.73	2.02%
22 April 2018	3,946,976	0.06	2.39	11.24	1.83%
29 April 2018	3,568,335	0.06	2.01	11.97	1.80%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100
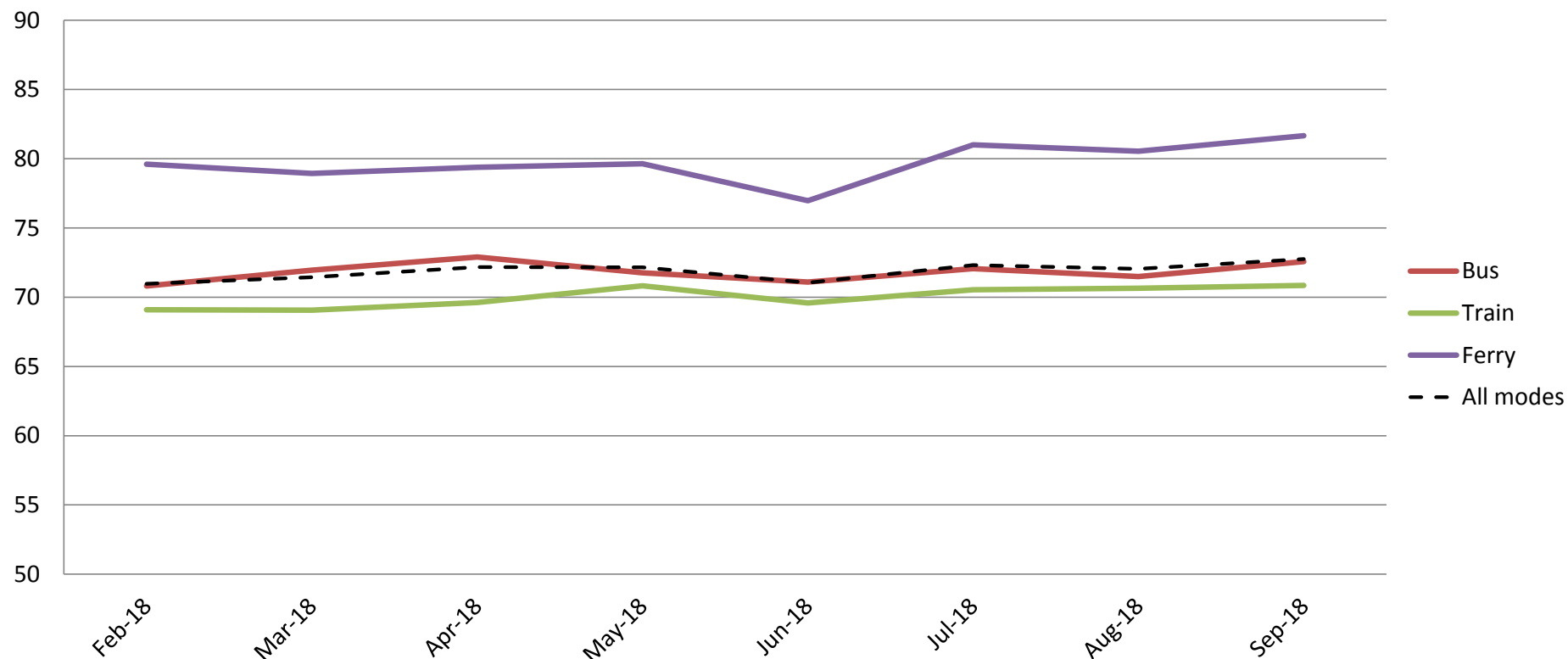
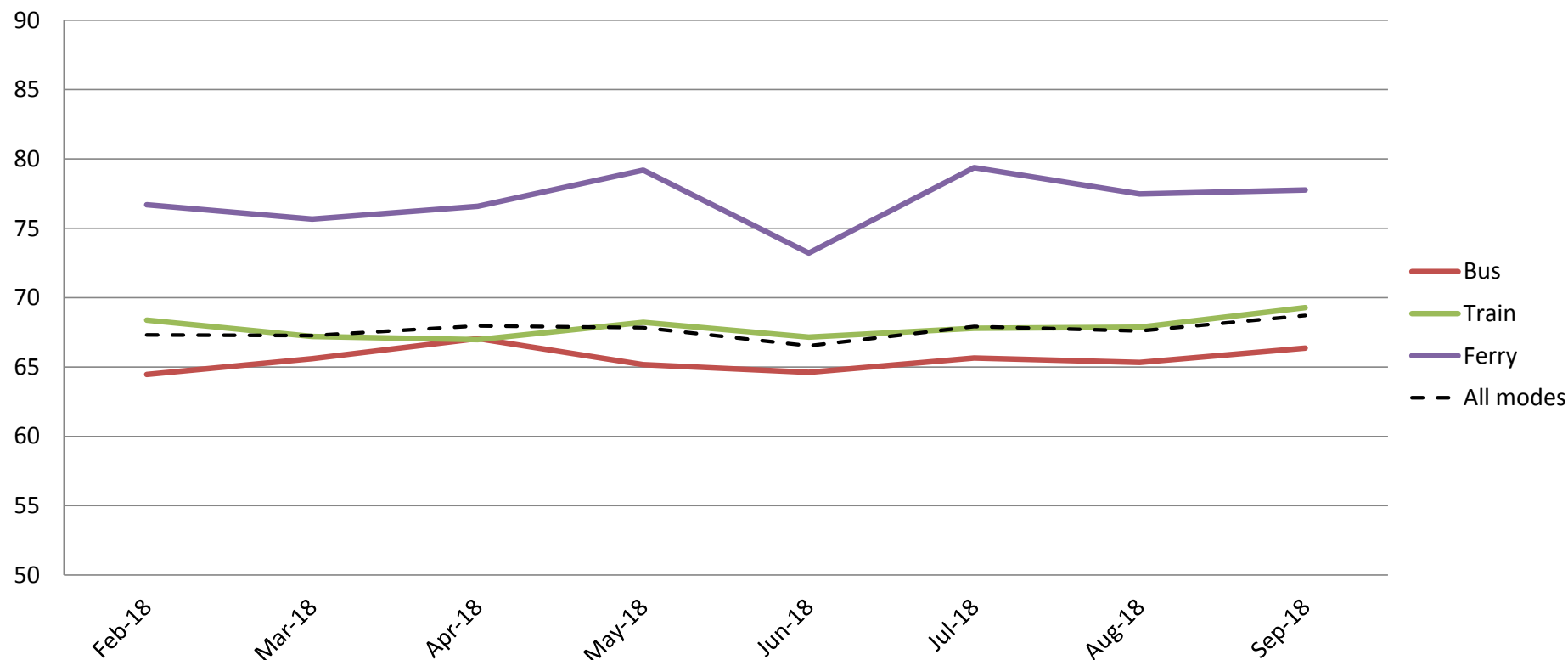|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	71	72	73	72	71	72	71	73
Train	69	69	70	71	70	71	71	71
Ferry	80	79	79	80	77	81	81	82
All Modes	71	71	72	72	71	72	72	73

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

Index out of 100
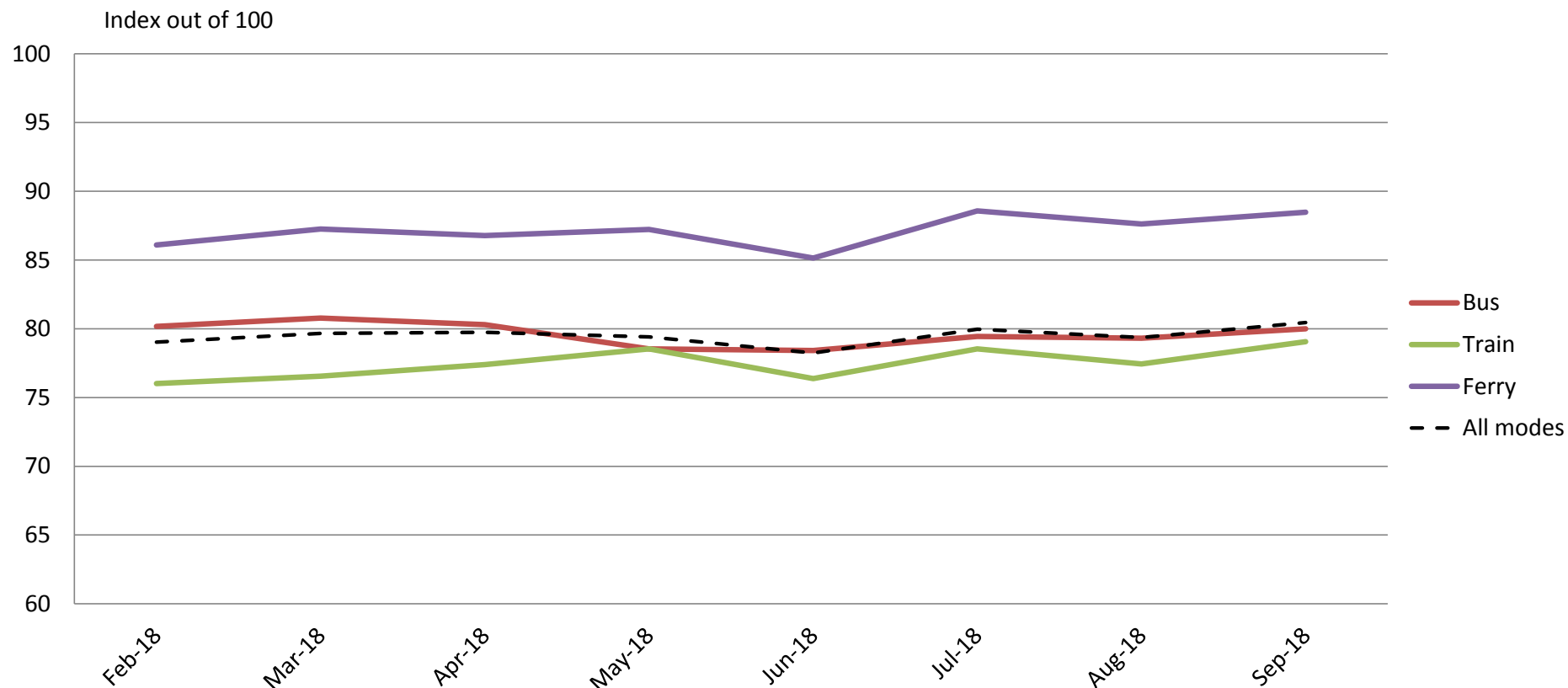
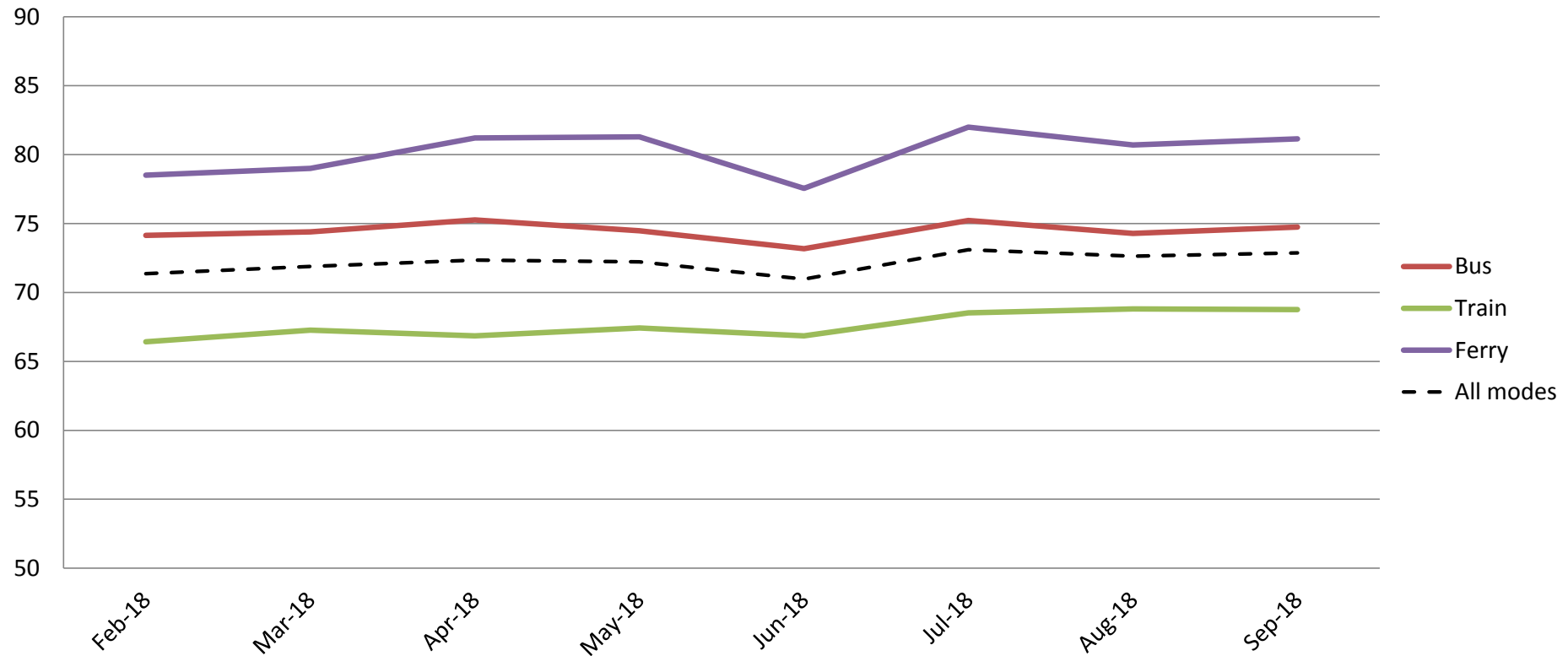|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	80	81	80	79	78	79	79	80
Train	76	77	77	79	76	79	77	79
Ferry	86	87	87	87	85	89	88	88
All Modes	79	80	80	79	78	**80**	79	80

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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-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	64	66	67	65	65	66	65	66
Train	68	67	67	68	67	68	68	69
Ferry	77	76	77	79	73	79	77	78
All Modes	67	67	68	68	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

	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	74	74	75	74	73	75	74	75
Train	66	67	67	67	67	69	69	69
Ferry	79	79	81	81	78	82	81	81
All Modes	71	72	72	72	71	73	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
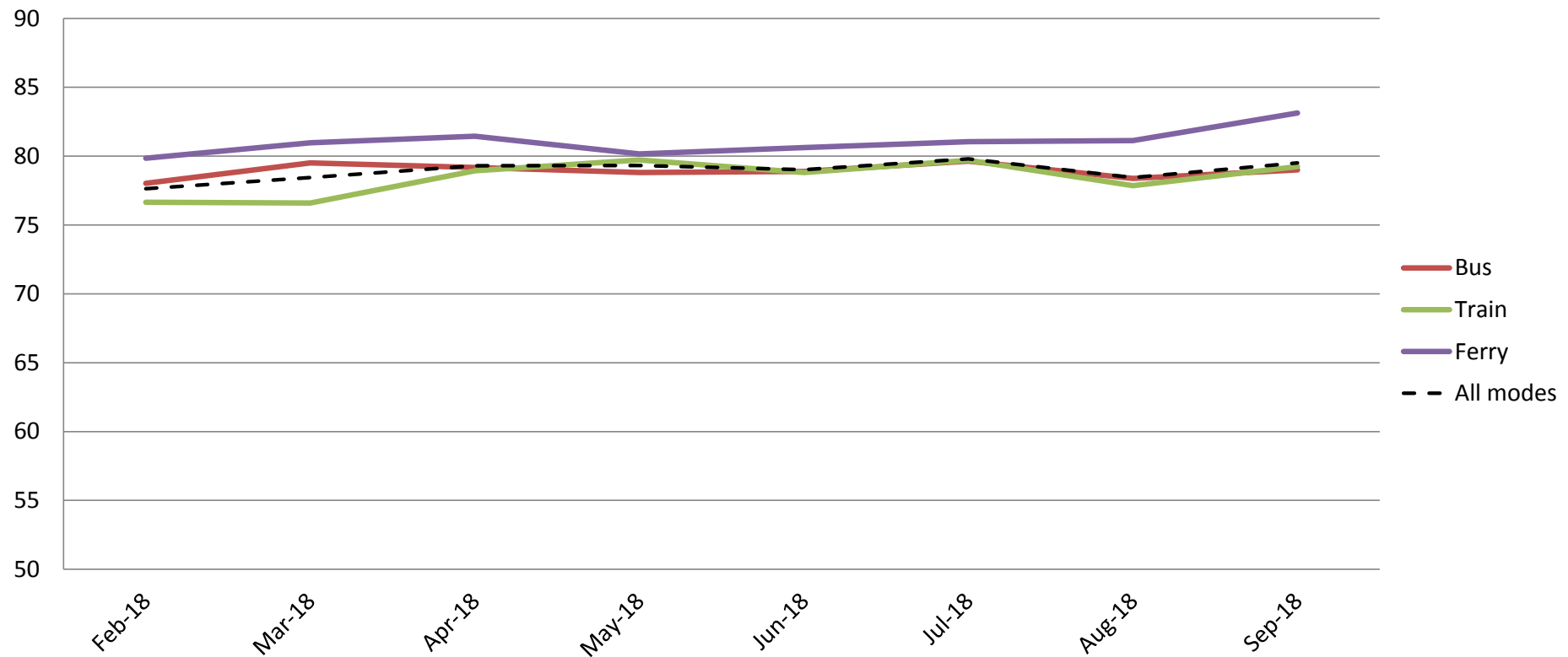
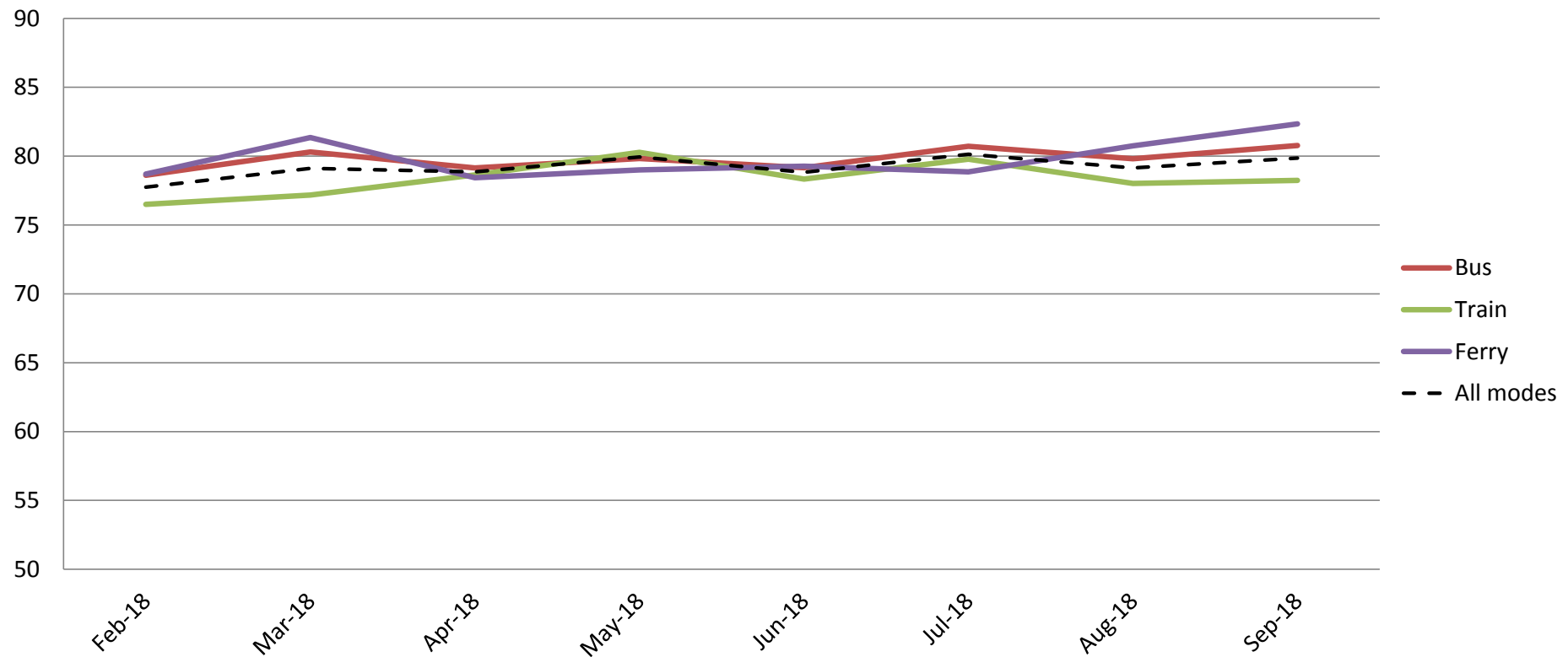|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	**78**	80	79	79	79	80	78	79
Train	**77**	77	**79**	80	79	80	78	79
Ferry	80	81	81	80	81	81	81	83
All Modes	**78**	78	79	79	79	80	**78**	80

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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

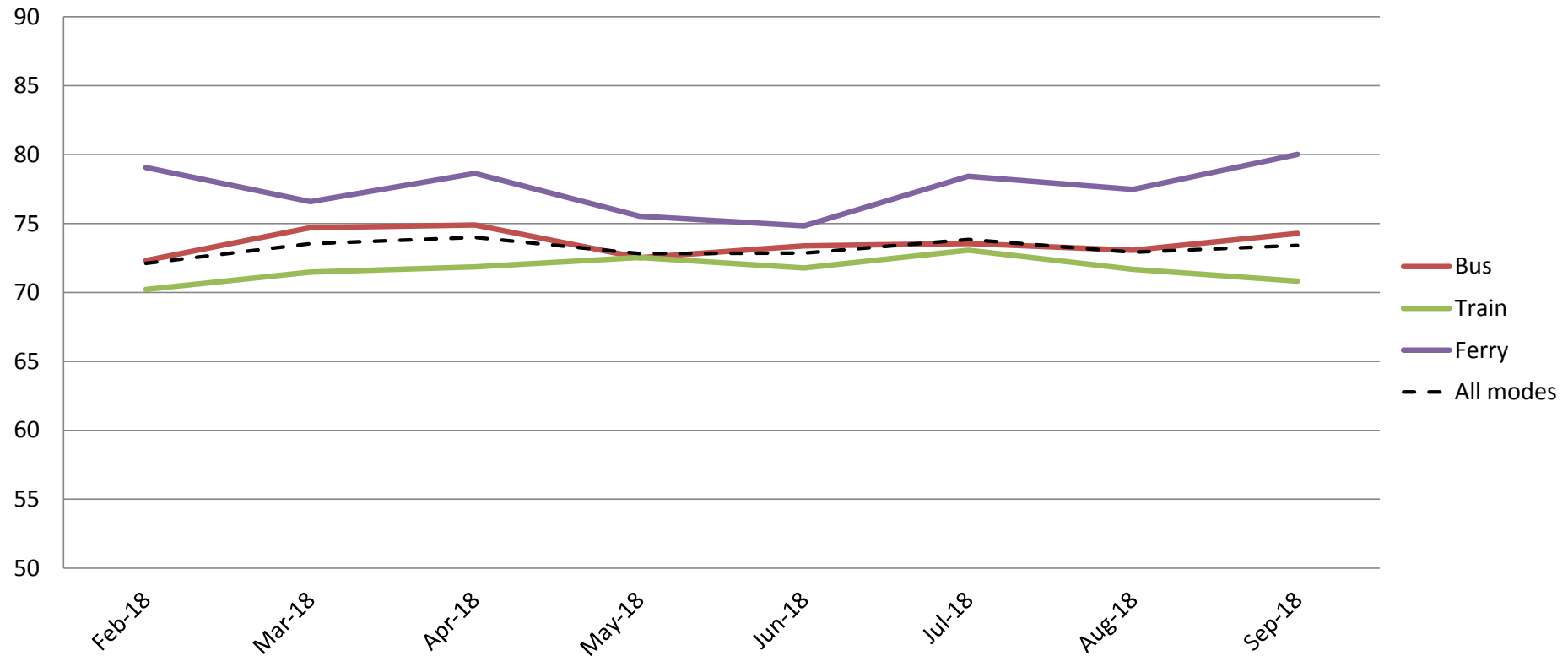|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	**79**	80	79	80	79	81	80	81
Train	76	77	79	80	78	80	78	78
Ferry	79	81	78	79	79	79	81	82
All Modes	**78**	79	79	80	79	80	79	80

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

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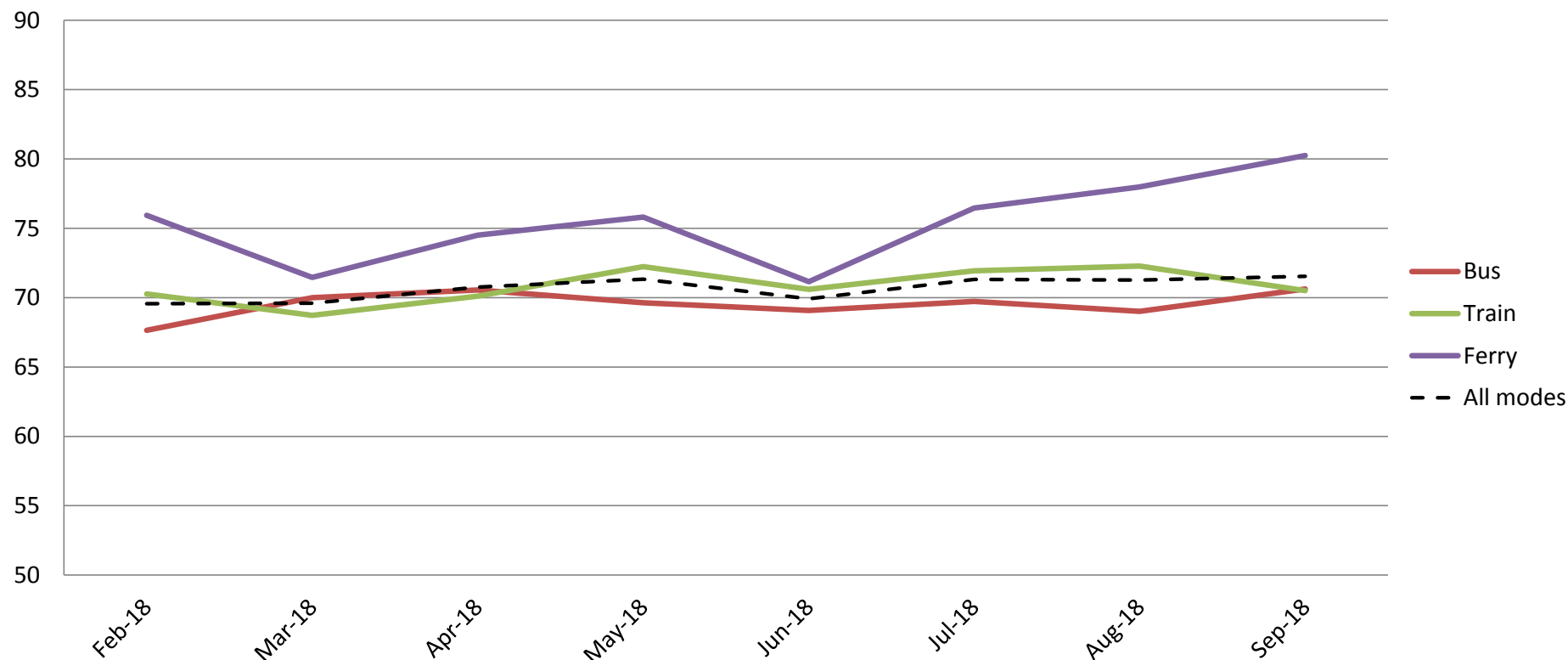|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	**72**	75	75	**73**	73	74	73	74
Train	**70**	71	72	73	72	73	72	71
Ferry	79	77	79	76	75	78	77	80
All Modes	**72**	74	74	73	73	74	73	73

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

Index out of 100

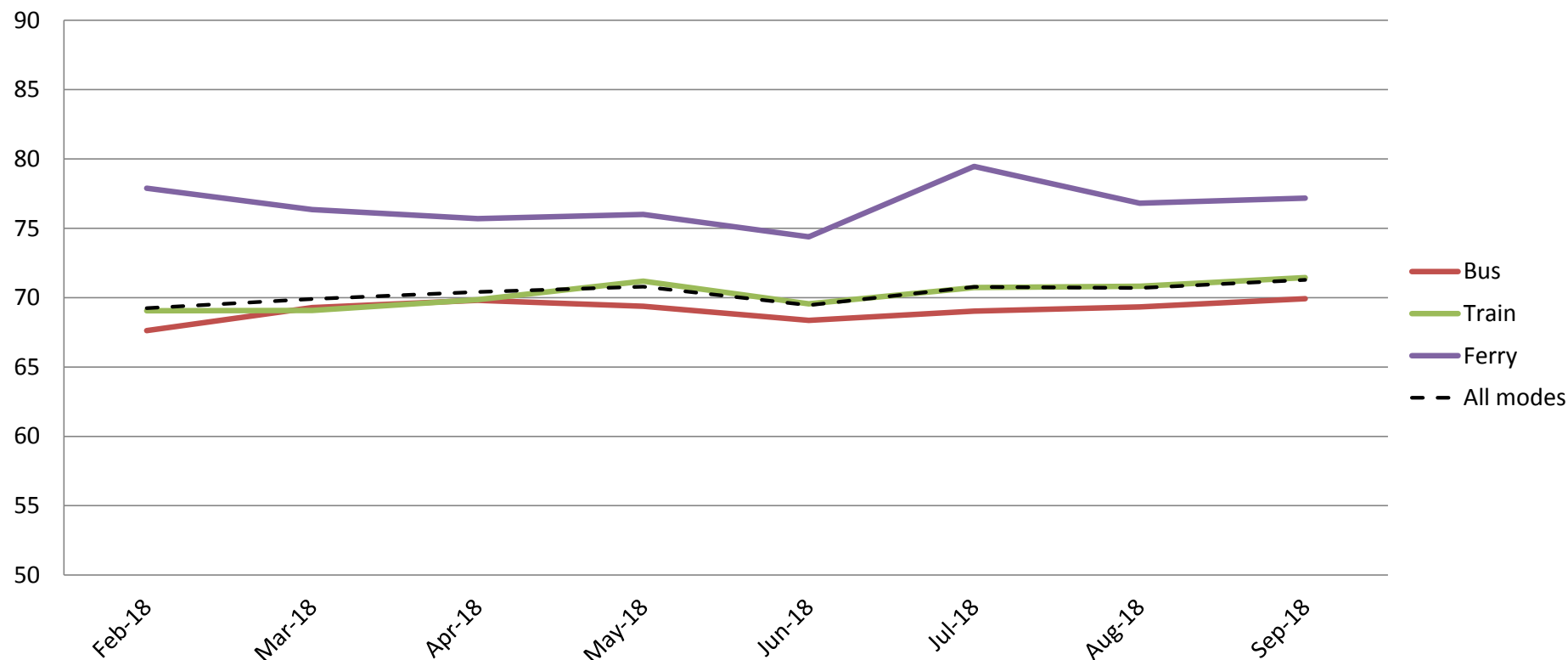|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	68	70	71	70	69	70	69	71
Train	70	69	70	72	71	72	72	71
Ferry	76	71	75	76	71	76	78	80
All Modes	70	70	71	71	70	71	71	72

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

Index out of 100

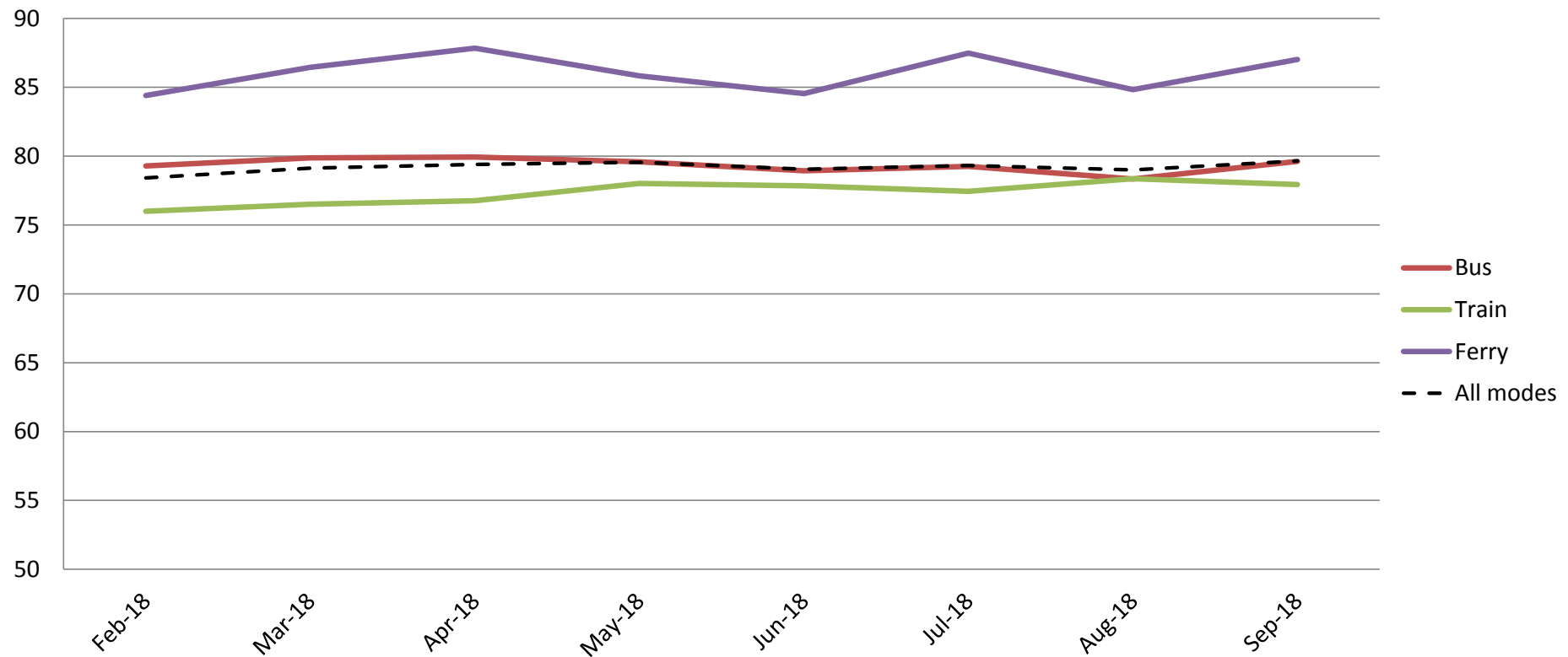|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	**68**	**69**	70	69	68	69	69	70
Train	69	69	70	71	70	71	71	71
Ferry	78	76	76	76	74	**79**	77	77
All Modes	**69**	70	70	71	69	71	71	71

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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

	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	79	80	80	80	79	79	78	80
Train	76	77	77	78	78	77	78	78
Ferry	84	86	88	86	85	87	85	87
All Modes	78	79	79	80	79	79	79	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff

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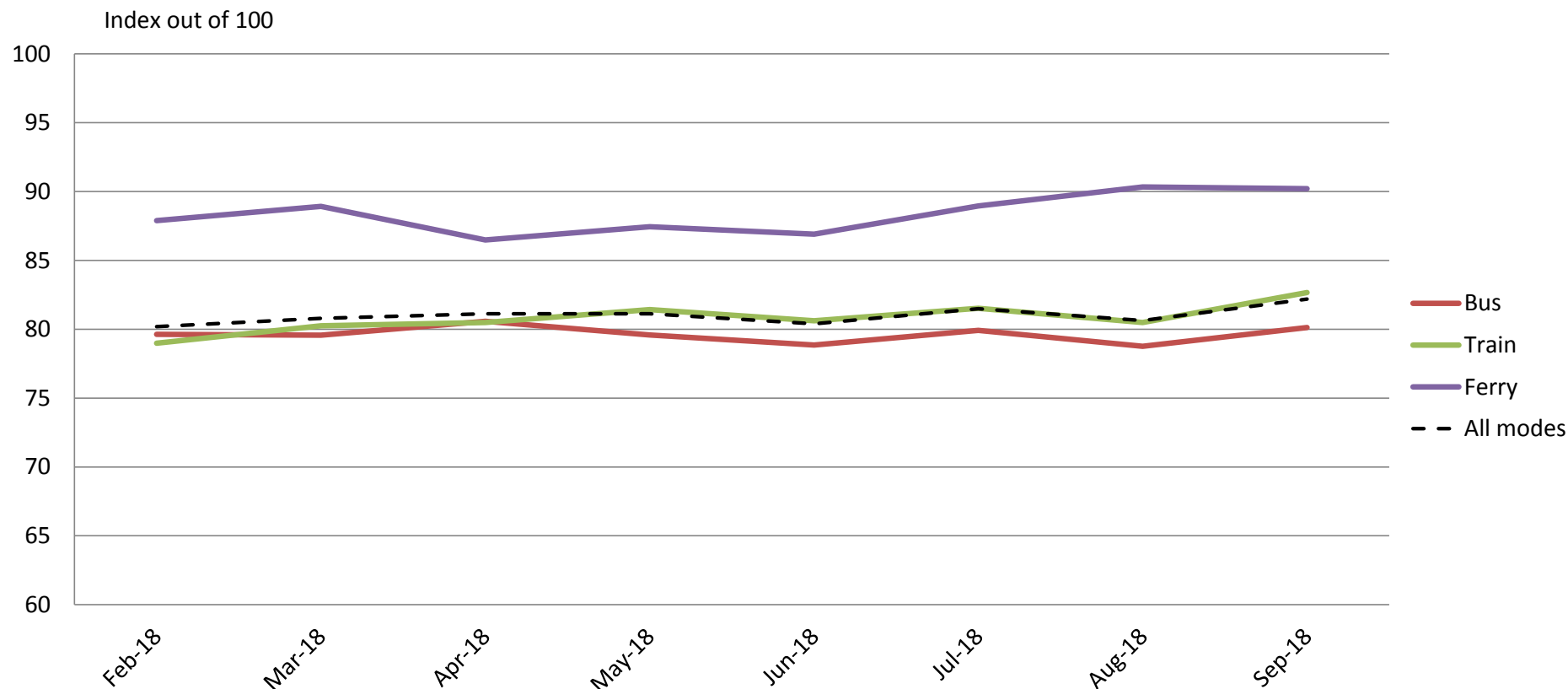
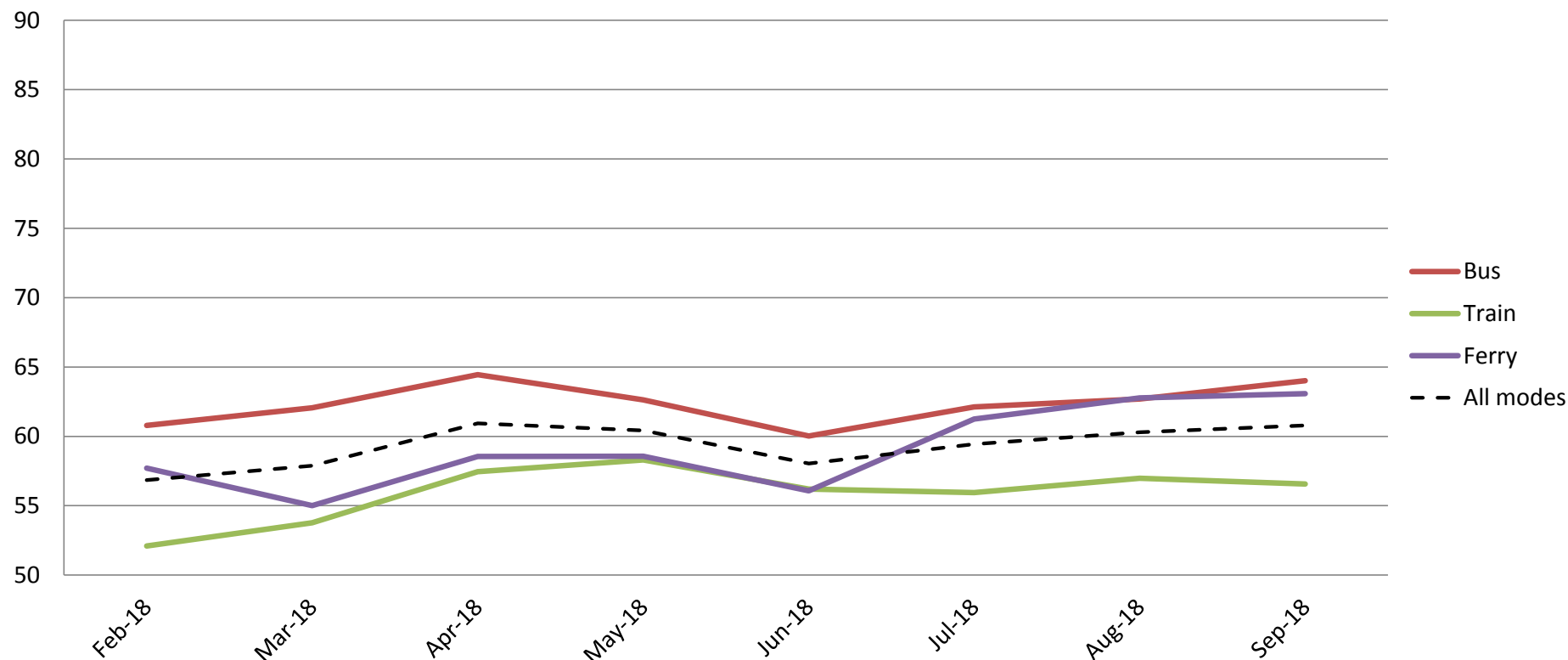|	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	**80**	80	81	80	79	80	79	80
Train	**79**	80	80	81	81	82	80	**83**
Ferry	88	89	86	87	87	89	90	90
All Modes	**80**	81	81	81	80	81	81	**82**

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

Index out of 100

	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Bus	61	62	64	63	60	62	63	64
Train	**52**	54	**57**	58	56	56	57	57
Ferry	58	55	59	59	56	61	63	63
All Modes	**57**	58	**61**	60	**58**	59	60	61

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