

TransLink Customer Satisfaction Monthly Snapshot

October 2018

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	79	77	84	79
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	66	73	67
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	68	77	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	79	81	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	80	80
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	72	74	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	71	70	72	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	70	71	75	71
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	78	83	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	80	82	89	82
Affordability				
Cost of tickets and benefits of not having to pay for parking	64	57	54	60
Overall Service				
A combination of all reported categories	73	70	77	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".

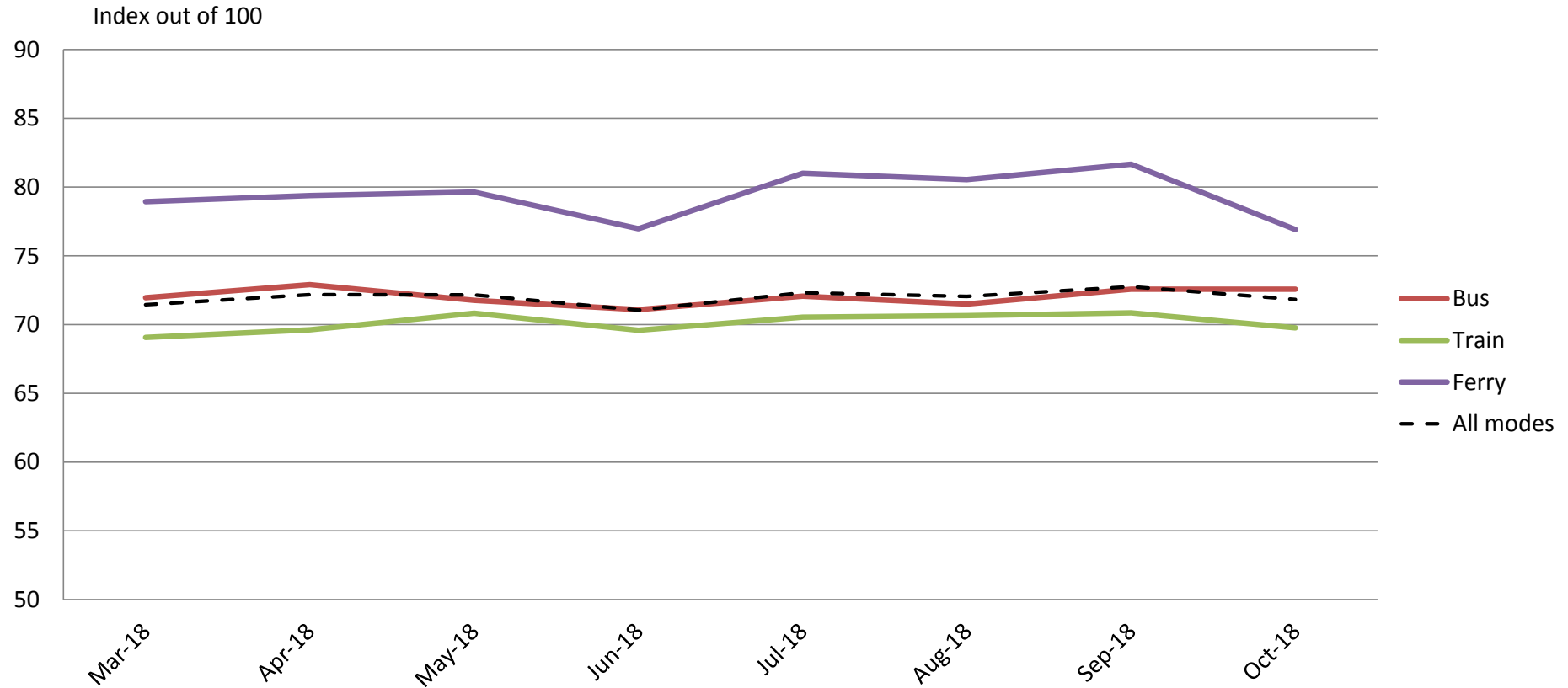
Red figures indicate a statistically significant **decrease** in the period

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
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%
7 October 2018	3,054,047	0.10	1.79	14.05	1.72%
14 October 2018	3,829,272	0.04	1.87	13.32	1.66%
21 October 2018	3,880,533	0.03	1.96	13.52	1.65%
28 October 2018	3,845,315	0.05	1.97	13.03	1.69%

Overall satisfaction – A combination of all reported categories

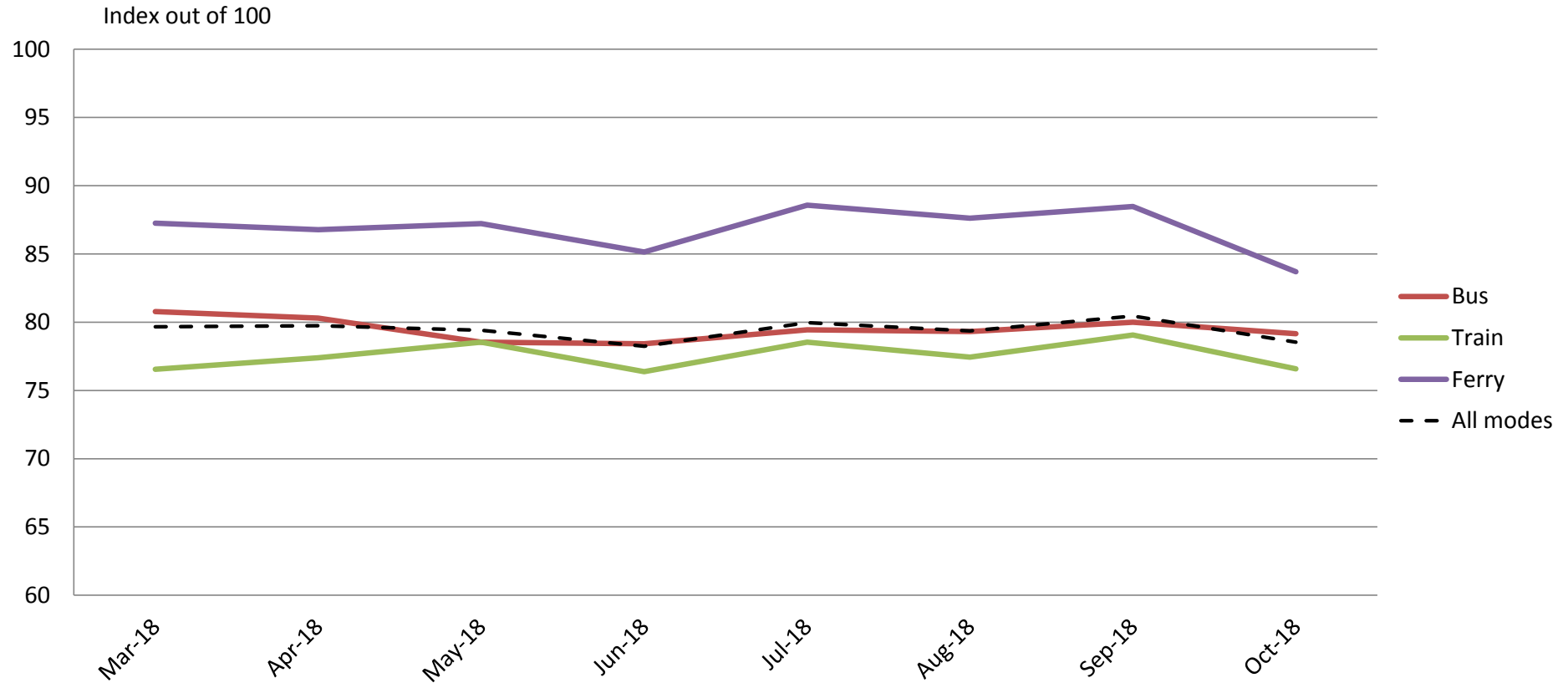


	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	72	73	72	71	72	71	73	73
Train	69	70	71	70	71	71	71	70
Ferry	79	79	80	77	81	81	82	77
All Modes	71	72	72	71	72	72	73	72

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



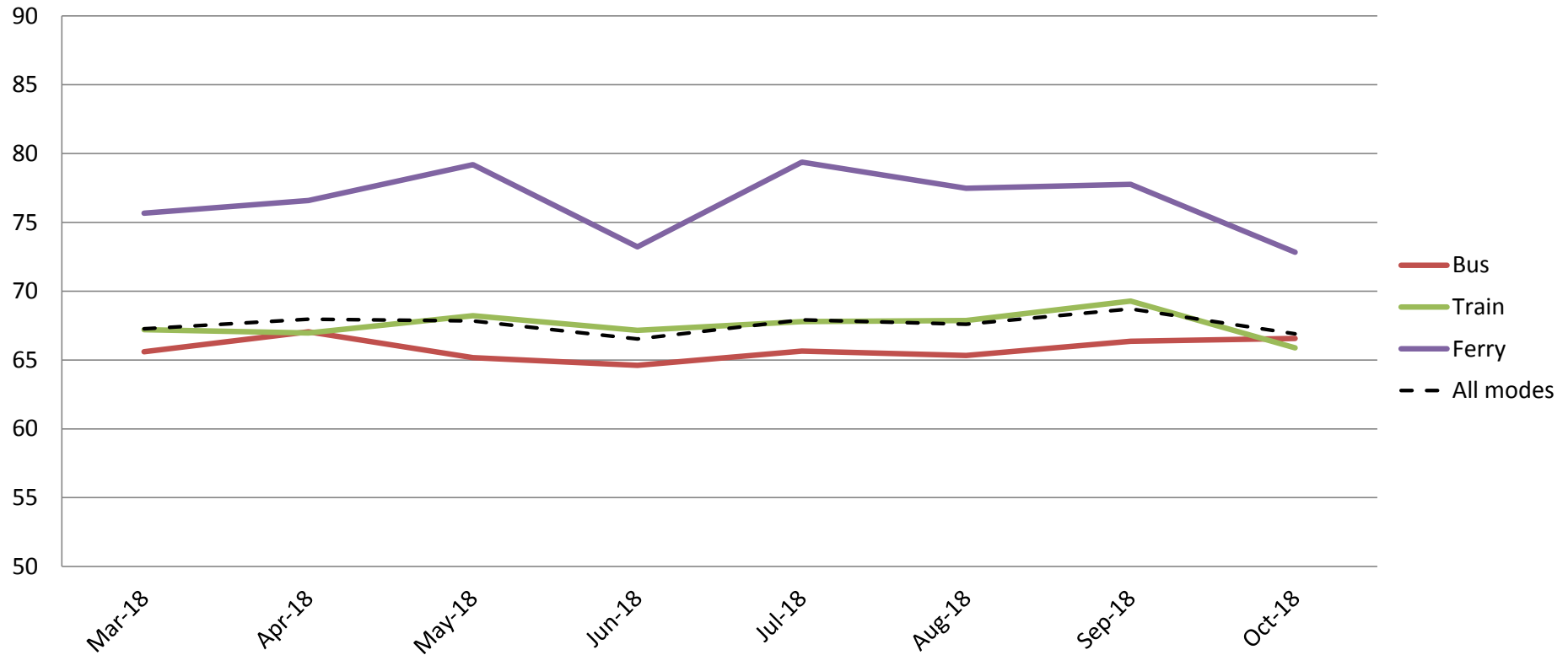
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	81	80	79	78	79	79	80	79
Train	77	77	79	76	79	77	79	77
Ferry	87	87	87	85	89	88	88	84
All Modes	80	80	79	78	80	79	80	79

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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



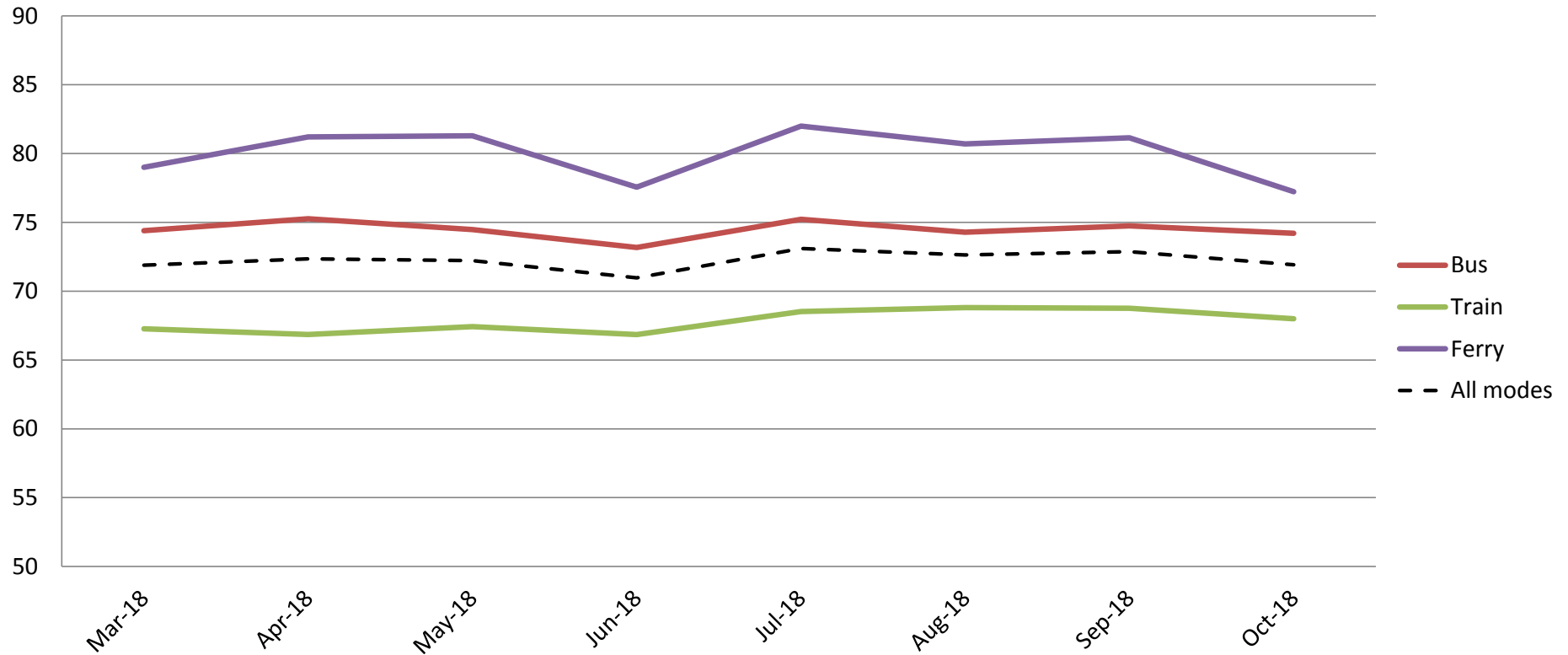
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	66	67	65	65	66	65	66	67
Train	67	67	68	67	68	68	69	66
Ferry	76	77	79	73	79	77	78	73
All Modes	67	68	68	67	68	68	69	67

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

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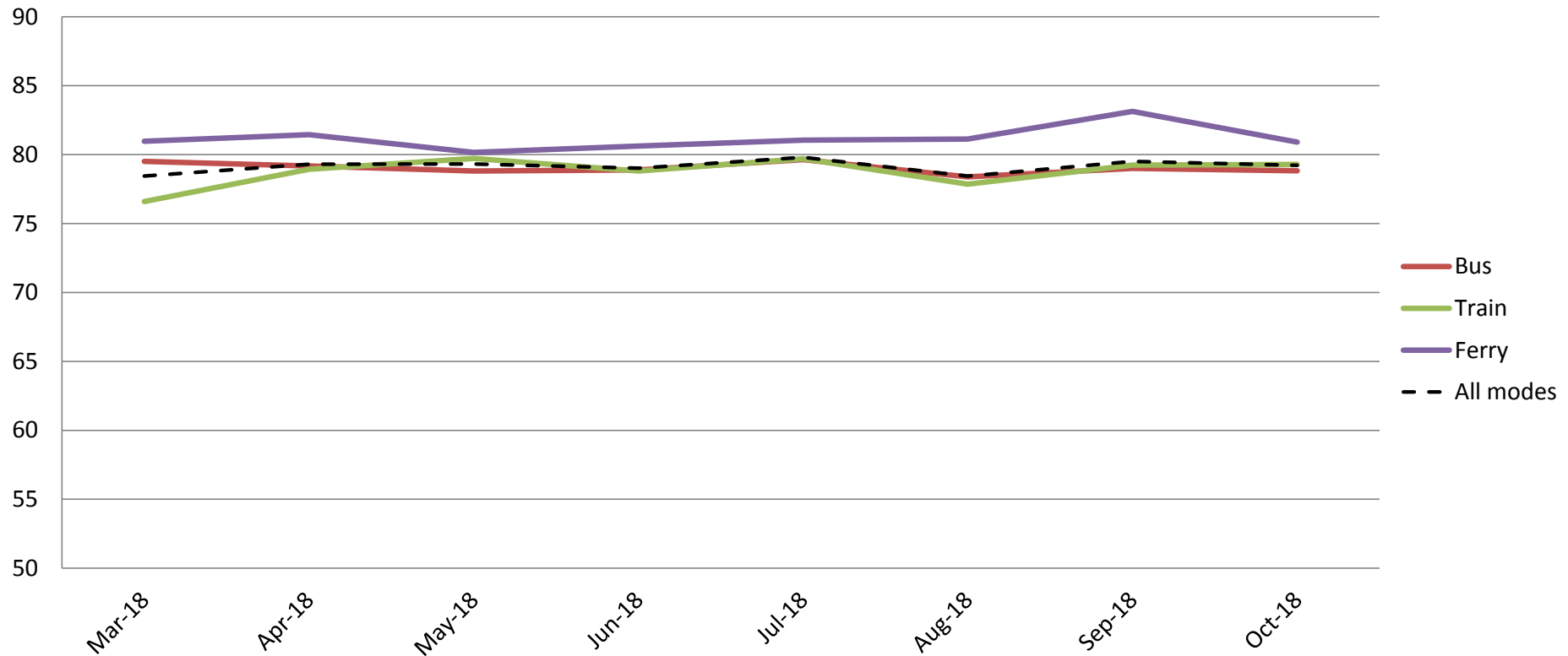
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	74	75	74	73	75	74	75	74
Train	67	67	67	67	69	69	69	68
Ferry	79	81	81	78	82	81	81	77
All Modes	72	72	72	71	73	73	73	72

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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

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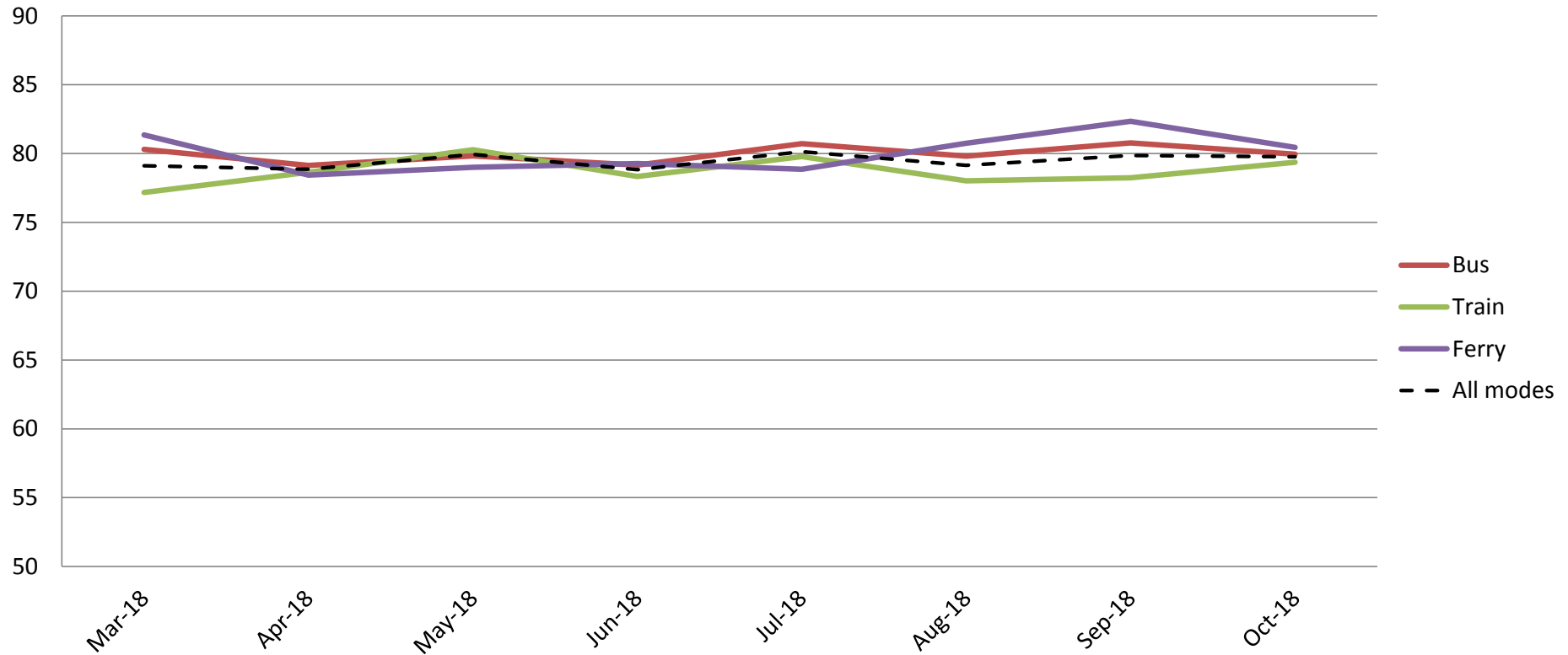
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	80	79	79	79	80	78	79	79
Train	77	79	80	79	80	78	79	79
Ferry	81	81	80	81	81	81	83	81
All Modes	78	79	79	79	80	78	80	79

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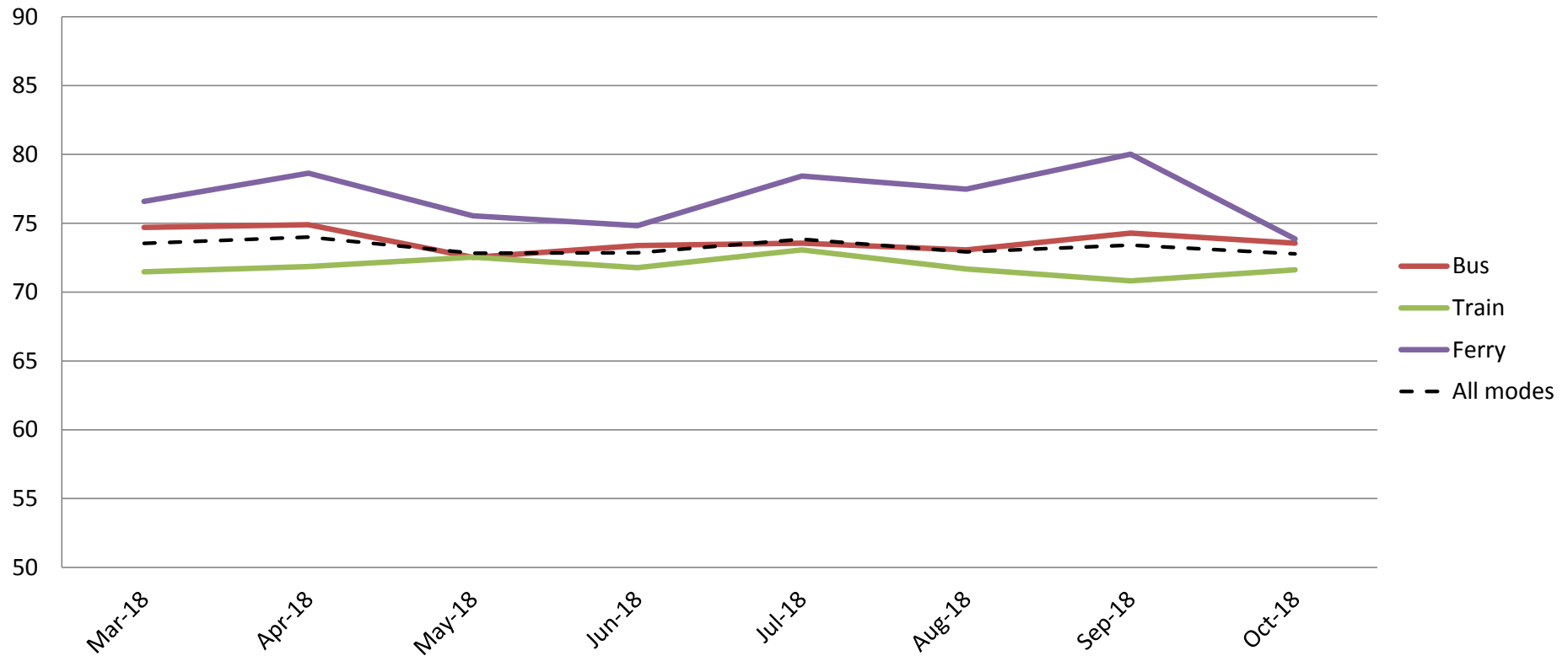
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	80	79	80	79	81	80	81	80
Train	77	79	80	78	80	78	78	79
Ferry	81	78	79	79	79	81	82	80
All Modes	79	79	80	79	80	79	80	80

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

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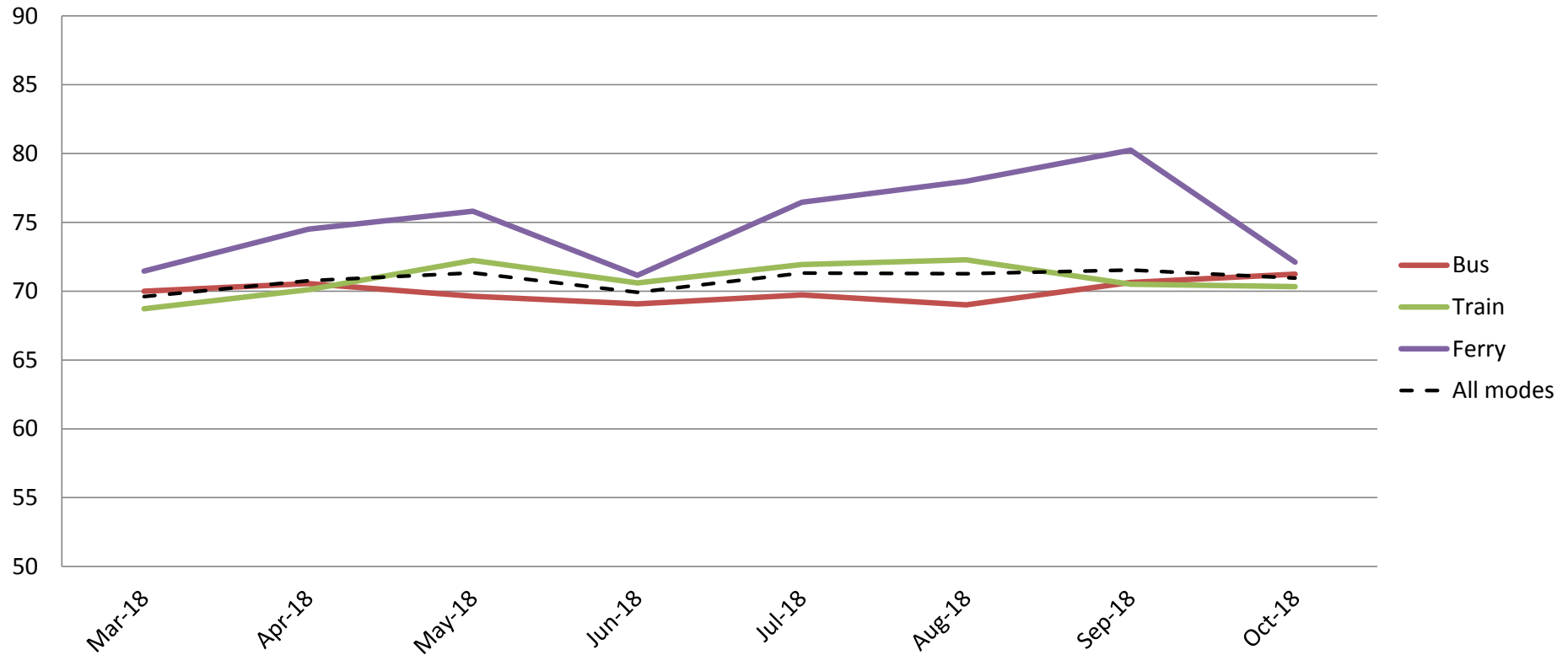
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	75	75	73	73	74	73	74	74
Train	71	72	73	72	73	72	71	72
Ferry	77	79	76	75	78	77	80	74
All Modes	74	74	73	73	74	73	73	73

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

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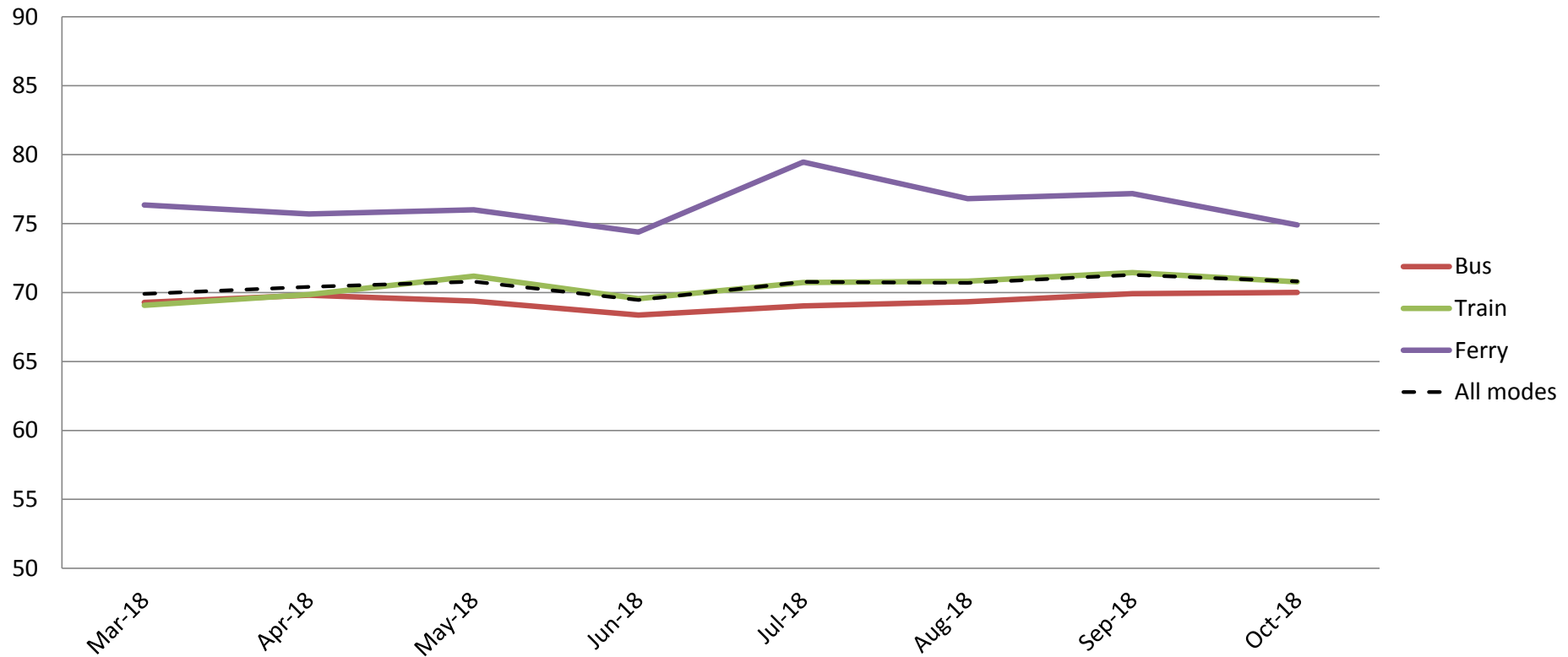
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	70	71	70	69	70	69	71	71
Train	69	70	72	71	72	72	71	70
Ferry	71	75	76	71	76	78	80	72
All Modes	70	71	71	70	71	71	72	71

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

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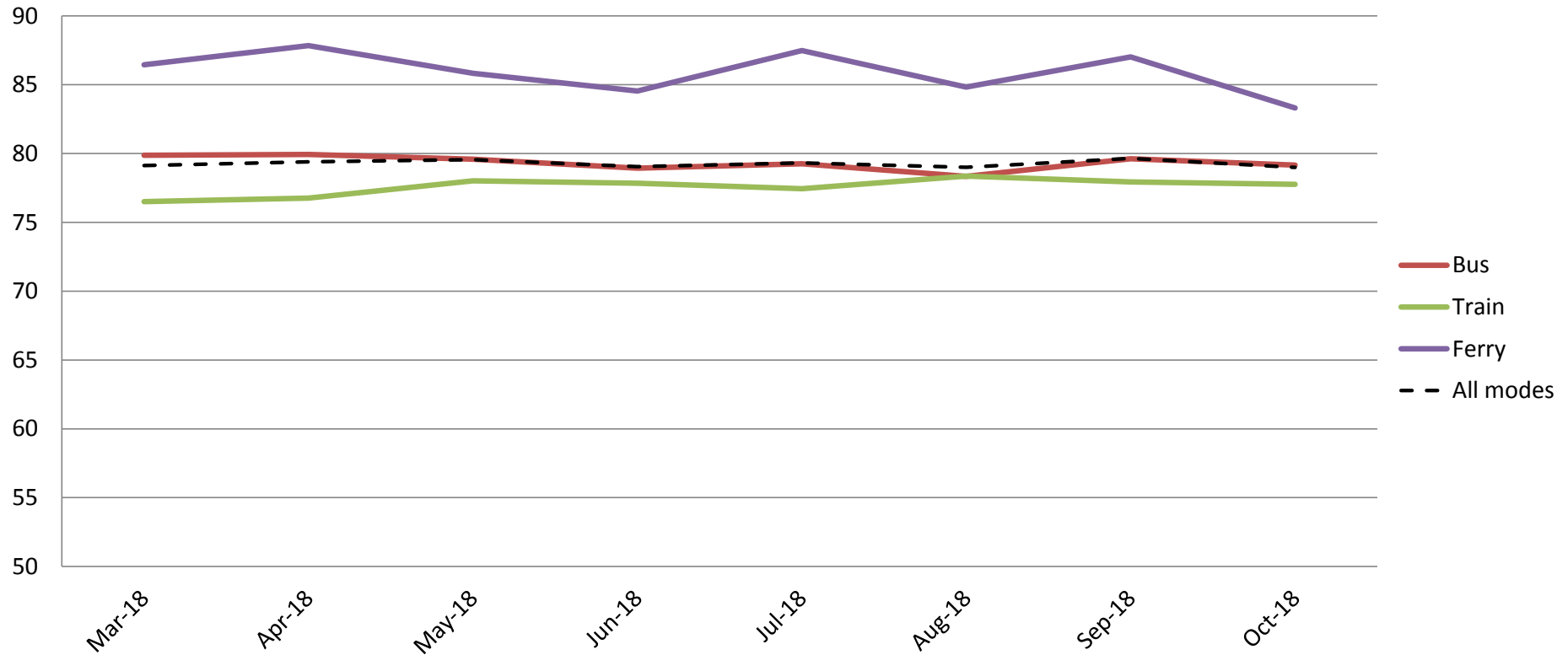
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	69	70	69	68	69	69	70	70
Train	69	70	71	70	71	71	71	71
Ferry	76	76	76	74	79	77	77	75
All Modes	70	70	71	69	71	71	71	71

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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

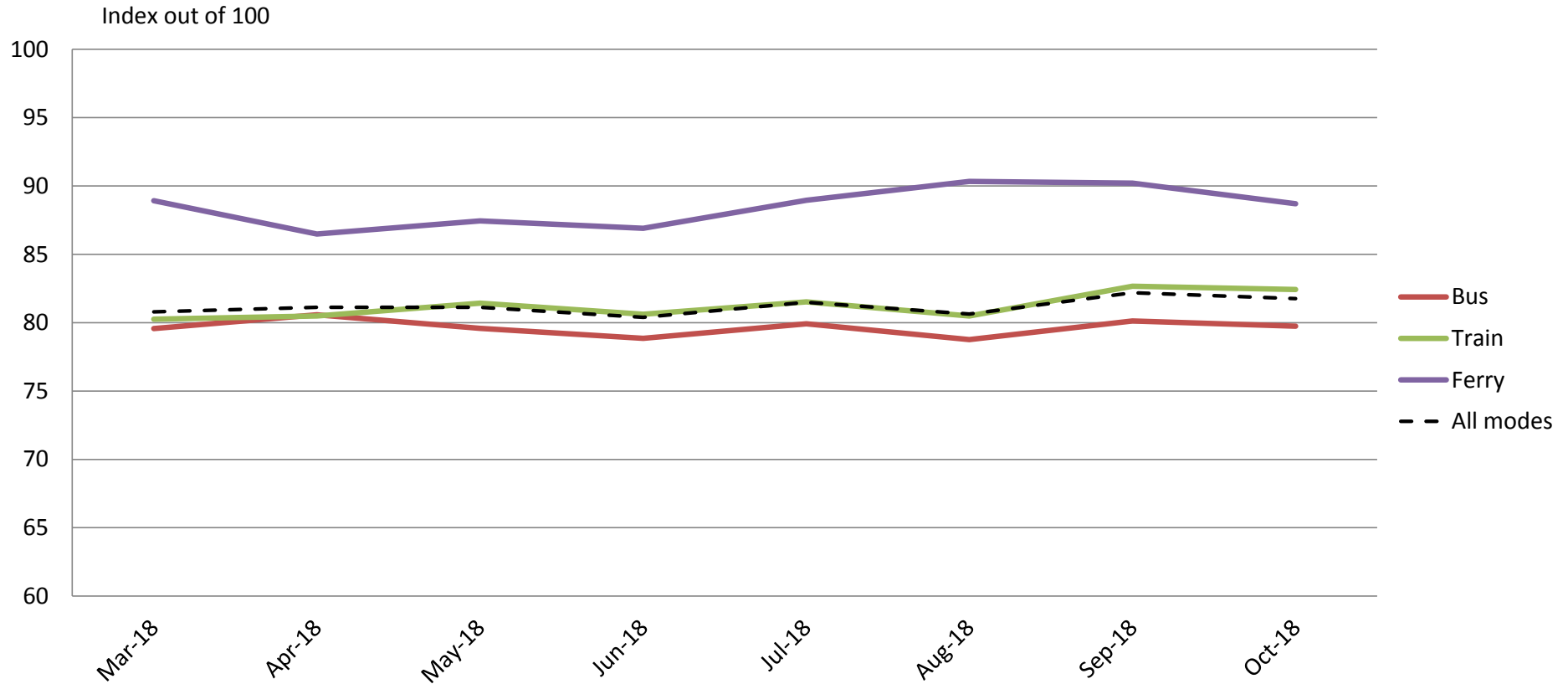


	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	80	80	80	79	79	78	80	79
Train	77	77	78	78	77	78	78	78
Ferry	86	88	86	85	87	85	87	83
All Modes	79	79	80	79	79	79	80	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff



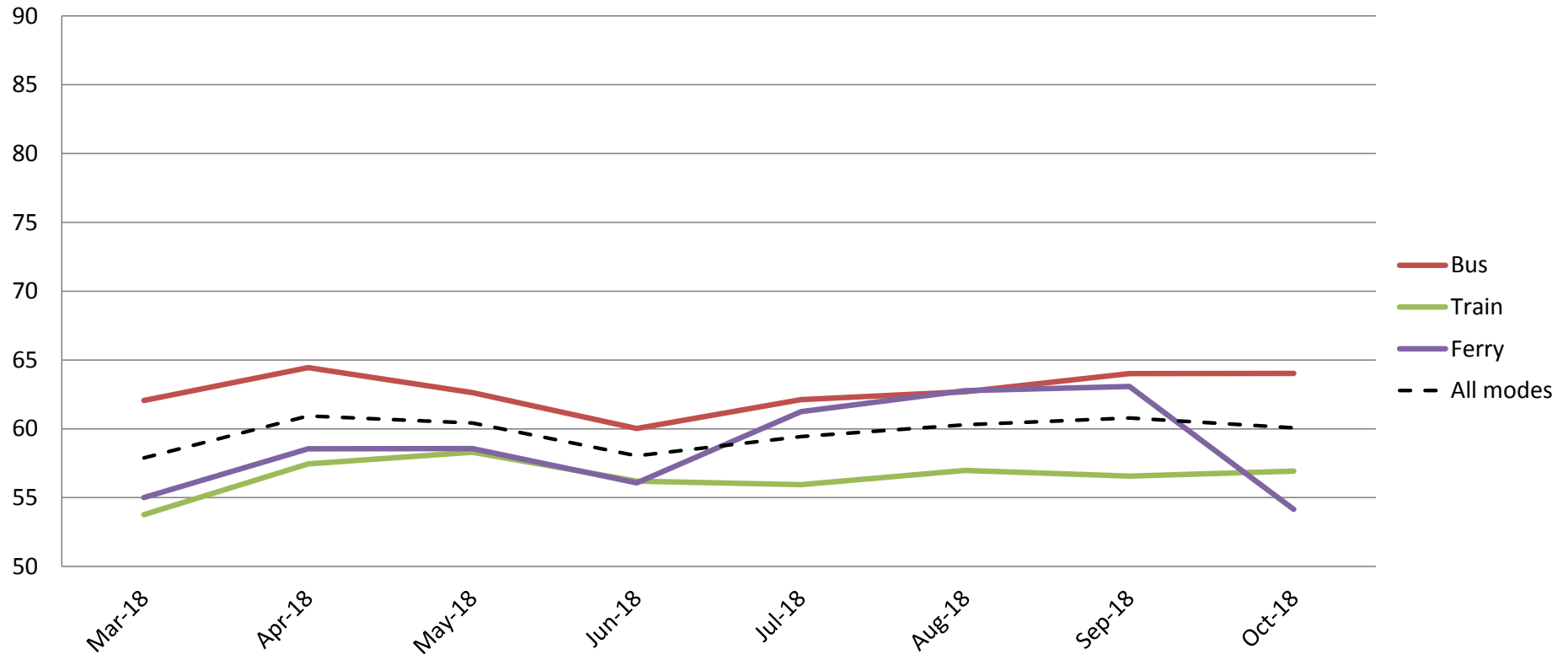
	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18
Bus	80	81	80	79	80	79	80	80
Train	80	80	81	81	82	80	83	82
Ferry	89	86	87	87	89	90	90	89
All Modes	81	81	81	80	81	81	82	82

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

Index out of 100



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

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