TransLink Customer Satisfaction Monthly Snapshot

April 2015

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	**82**	77	90	81
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	**66**	70	78	**69**
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	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	**81**	79	82	**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**	79	80	**80**
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	**76**	74	78	**75**
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	**70**	74	78	72
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	**69**	70	77	**70**
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	80	85	81
Staff Knowledge, conduct, presentation and helpfulness of staff	79	80	90	81
Affordability Cost of tickets and benefits of not having to pay for parking	54	47	57	51
Overall Service A combination of all reported categories	**71**	70	78	**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 May 2014	3,692,704	0.43	2.31	10.39	1.82%
11 May 2014	3,708,979	0.59	2.51	13.79	1.80%
18 May 2014	3,664,097	0.47	2.30	13.47	1.78%
25 May 2014	3,668,755	0.44	2.10	11.69	1.79%
1 June 2014	3,636,773	0.40	1.94	11.63	1.76%
8 June 2014	3,636,709	0.40	2.43	12.51	1.78%
15 June 2014	2,979,596	0.46	2.38	11.50	1.80%
22 June 2014	3,439,781	0.55	2.06	11.51	1.81%
29 June 2014	3,310,092	0.51	2.29	12.42	1.80%
6 July 2014	2,900,821	0.87	3.39	13.18	1.88%
13 July 2014	2,871,365	0.67	2.61	13.59	1.86%
20 July 2014	3,282,800	0.37	2.00	12.46	1.81%
27 July 2014	3,571,659	0.48	2.41	10.46	1.92%
3 August 2014	3,740,085	0.59	2.79	11.08	1.90%
10 August 2014	3,865,462	0.51	1.75	11.65	1.85%
17 August 2014	3,422,558	0.38	2.11	12.35	1.96%
24 August 2014	3,632,450	0.35	1.93	10.17	1.79%
31 August 2014	3,654,860	0.50	2.92	10.20	1.78%
7 September 2014	3,694,663	0.41	2.20	10.42	1.77%
14 September 2014	3,671,303	0.40	2.33	12.01	1.78%
21 September 2014	3,616,410	0.35	2.04	11.05	1.81%
28 September 2014	3,252,193	0.42	2.07	11.23	1.87%
5 October 2014	2,995,796	0.57	2.29	12.45	1.93%
12 October 2014	3,221,867	0.37	1.71	11.18	1.89%
19 October 2014	3,718,245	0.43	2.11	10.97	1.84%
26 October 2014	3,611,526	0.57	1.94	11.17	1.82%
2 November 2014	3,646,822	0.65	2.28	9.99	1.83%
9 November 2014	3,531,008	0.35	1.72	11.66	1.82%
16 November 2014	2,852,974	0.47	1.80	12.12	2.04%
23 November 2014	3,417,898	0.31	2.01	27.07	2.18%
30 November 2014	3,358,246	0.54	2.14	35.50	2.28%
7 December 2014	3,248,170	0.37	2.04	14.76	1.94%
14 December 2014	3,055,522	0.44	1.79	13.53	1.93%
21 December 2014	2,951,709	0.44	2.01	12.74	2.05%
28 December 2014	1,792,252	0.40	1.65	15.93	2.30%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100
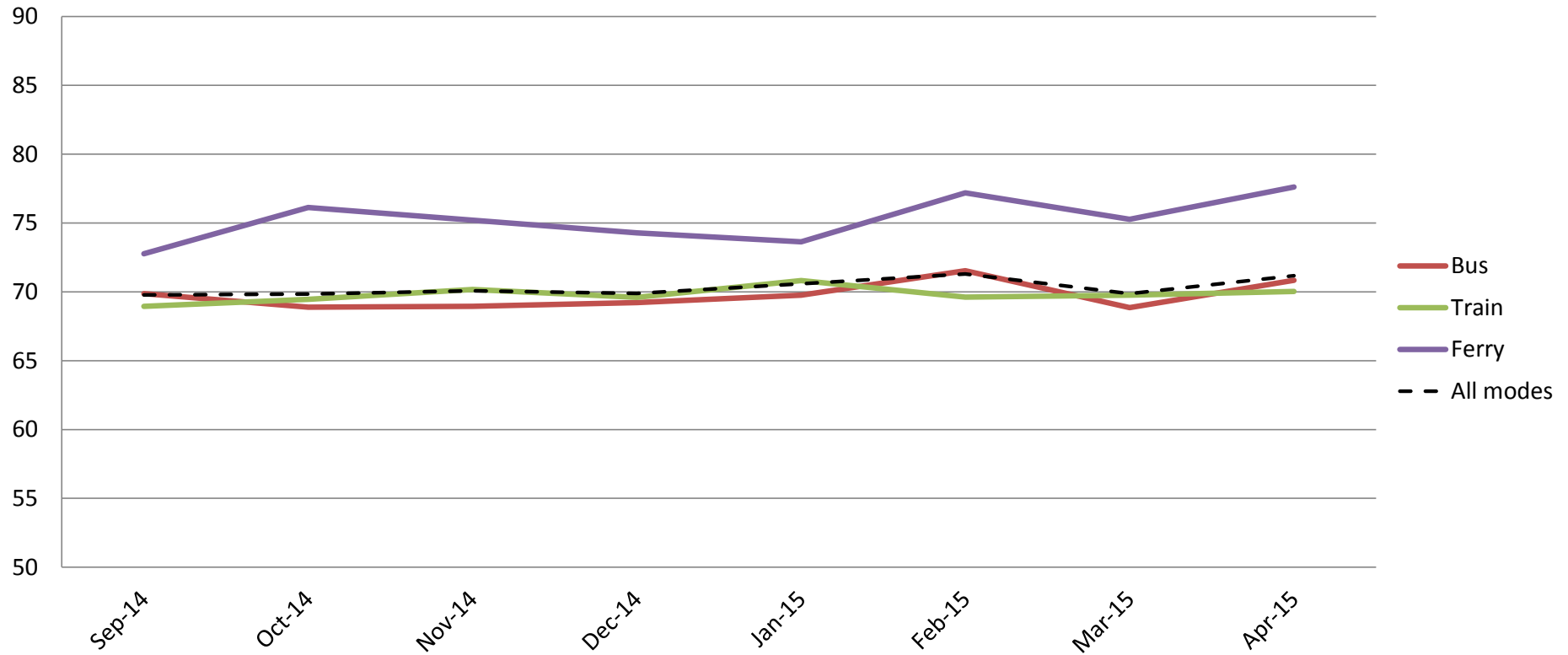
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	70	69	69	69	70	72	69	71
Train	69	69	70	70	71	70	70	70
Ferry	73	76	75	74	74	77	75	78
All Modes	70	70	70	70	71	71	70	71

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

Index out of 100
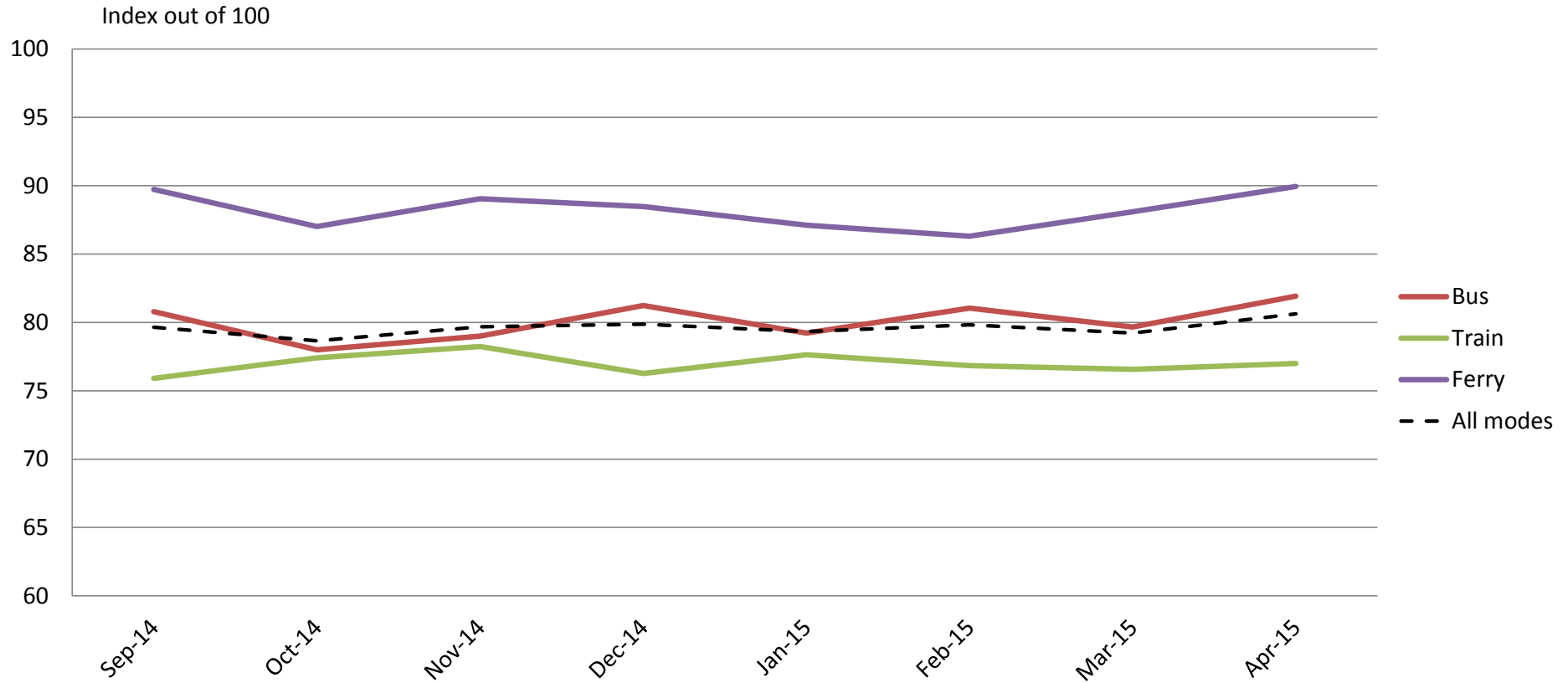
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	81	**78**	79	**81**	79	81	80	**82**
Train	76	77	78	76	78	77	77	77
Ferry	90	87	89	88	87	86	88	90
All Modes	80	79	80	80	79	80	79	81

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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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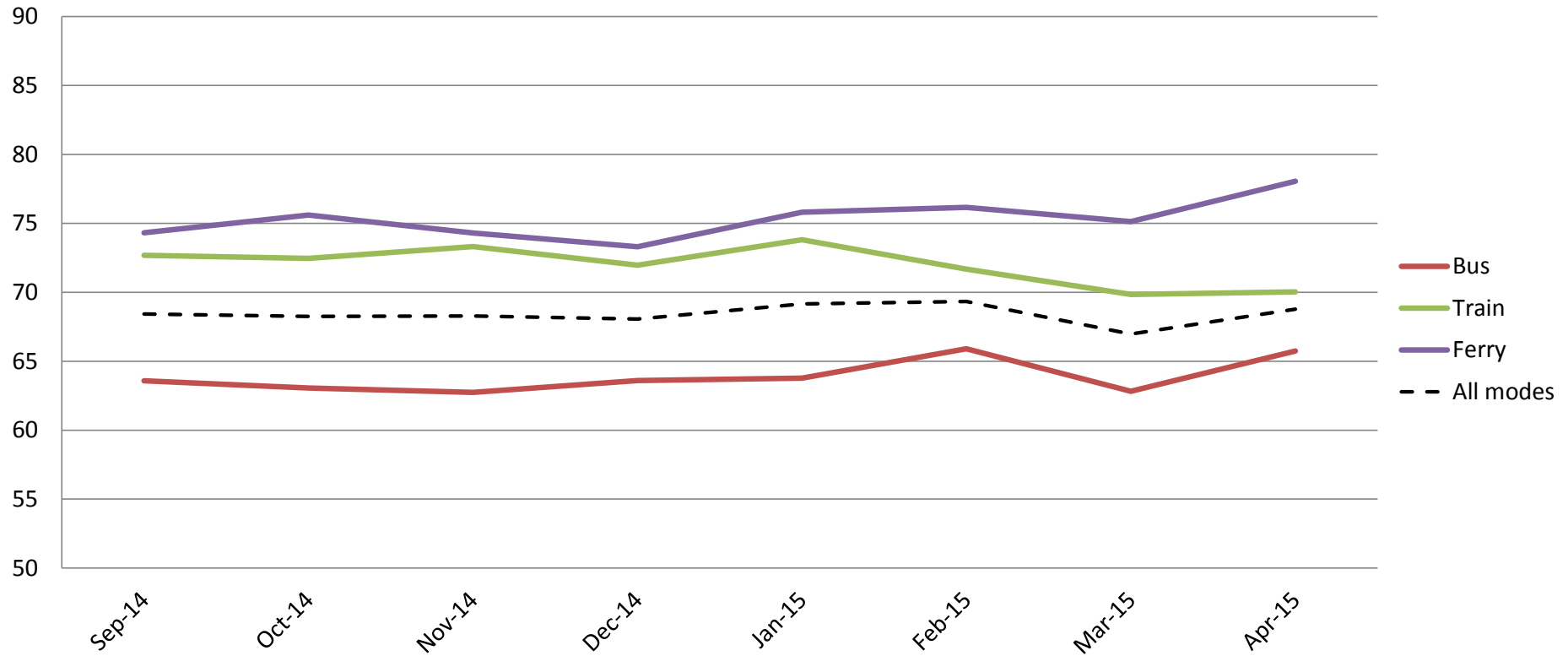
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	64	63	63	64	64	66	63	66
Train	73	72	73	72	74	72	70	70
Ferry	74	76	74	73	76	76	75	78
All Modes	68	68	68	68	69	69	67	69

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

Index out of 100
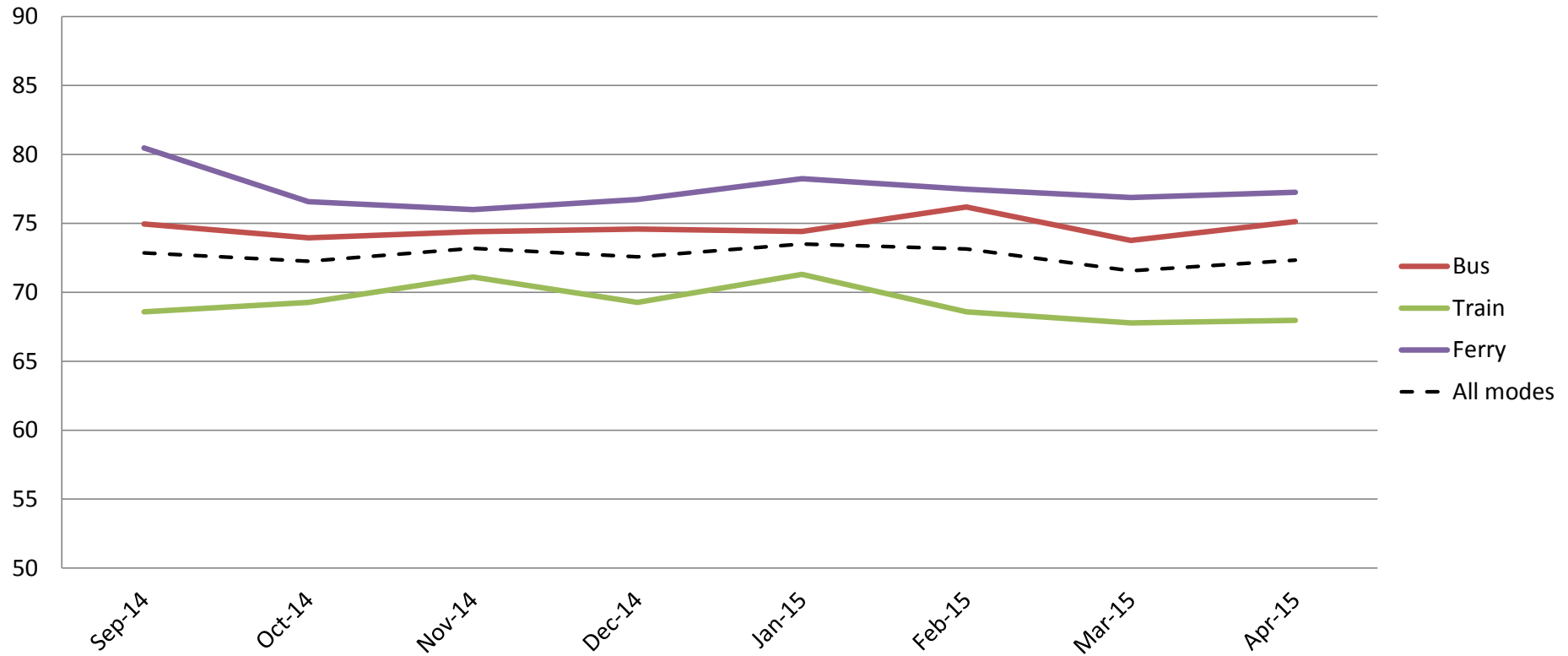
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	75	74	74	75	74	76	**74**	75
Train	69	69	71	69	71	**69**	68	68
Ferry	80	77	76	77	78	77	77	77
All Modes	73	72	73	73	74	73	**72**	72

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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
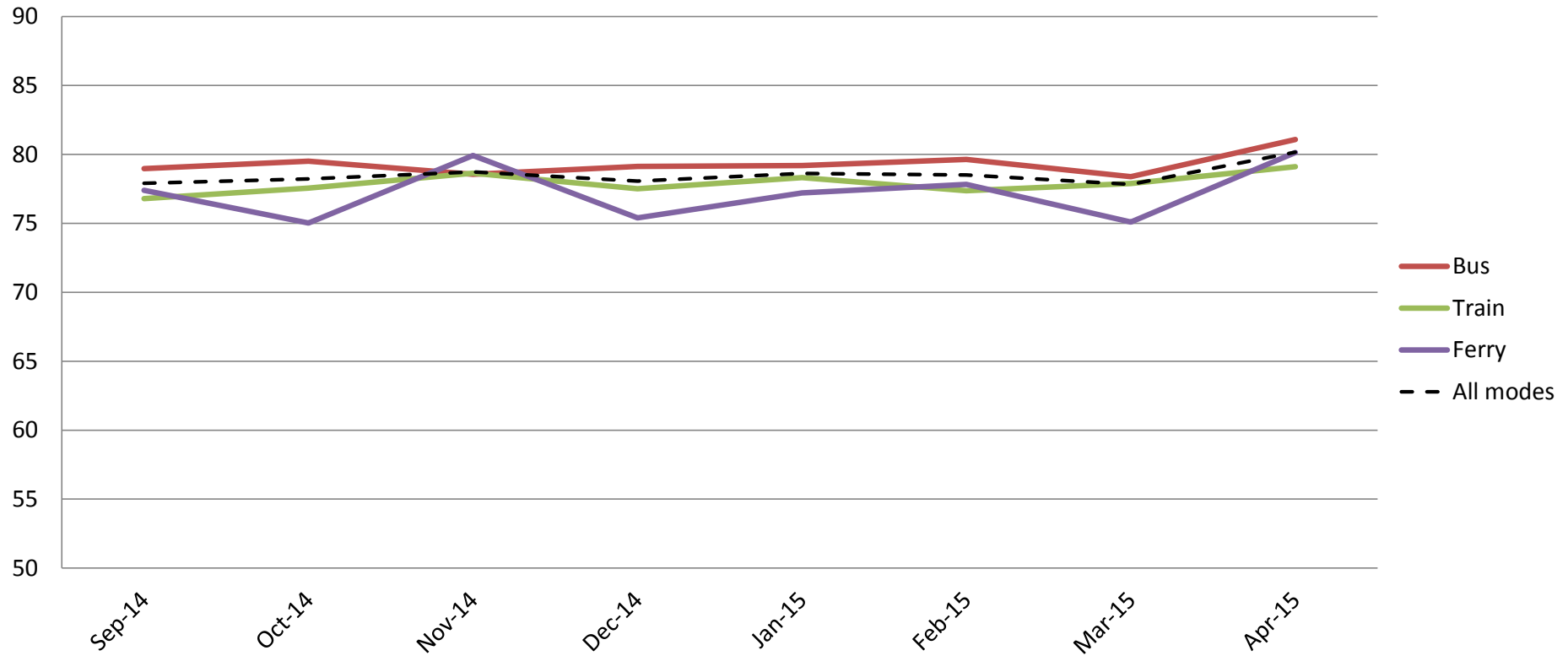
Index out of 100
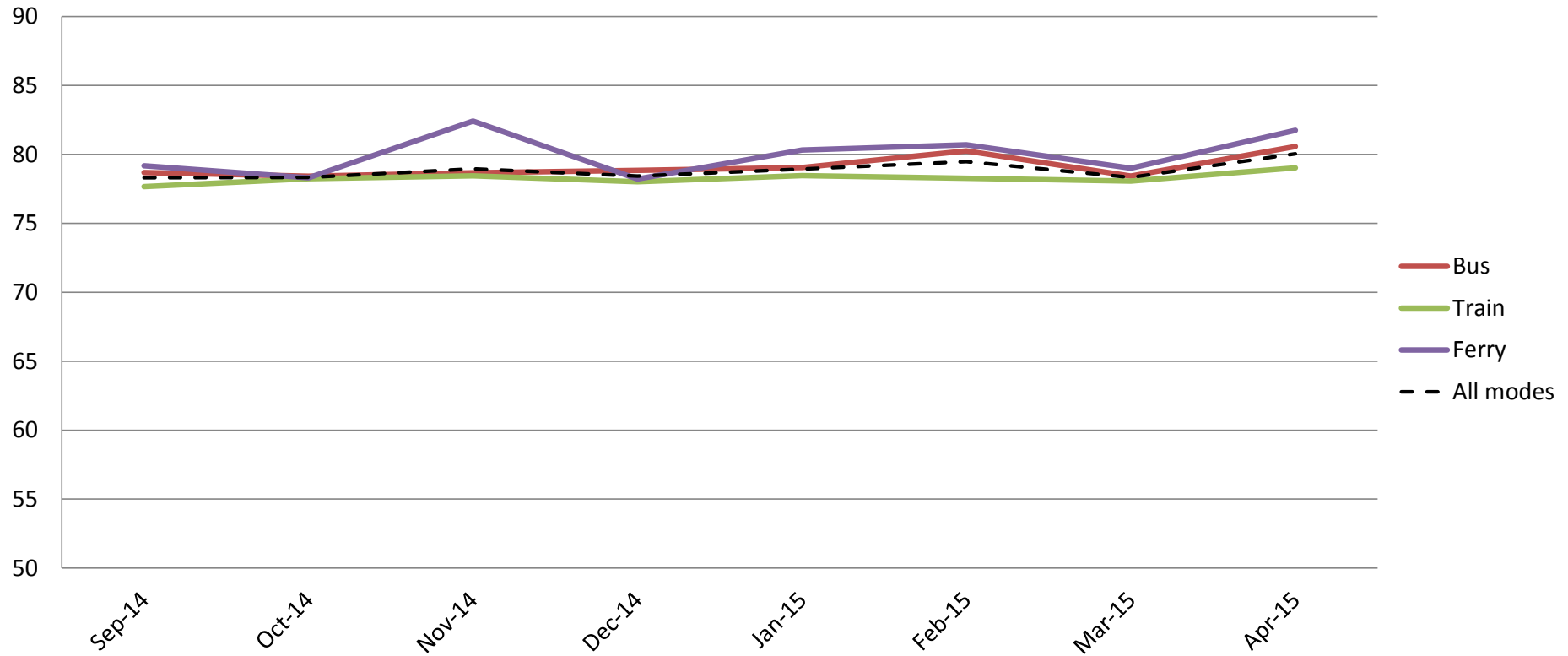
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	79	78	79	79	79	80	78	**81**
Train	78	78	78	78	78	78	78	79
Ferry	79	78	82	**78**	80	81	79	82
All Modes	78	78	79	78	79	79	78	**80**

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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

	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	79	80	79	79	79	80	78	**81**
Train	77	78	79	78	78	77	78	79
Ferry	77	75	80	75	77	78	75	80
All Modes	78	78	79	78	79	79	78	**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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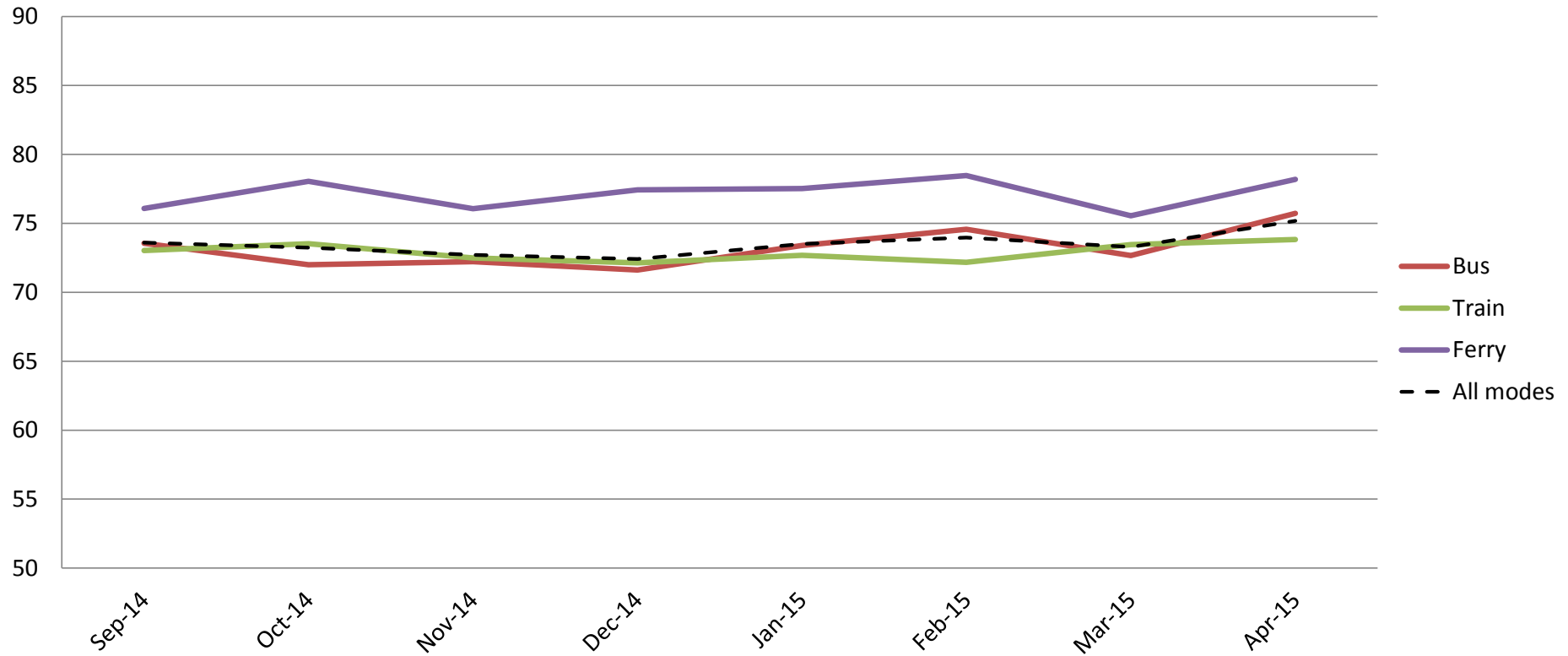
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	74	72	72	72	73	75	73	**76**
Train	**73**	74	72	72	73	72	73	74
Ferry	76	78	76	77	78	78	76	78
All Modes	74	73	73	72	74	74	73	**75**

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

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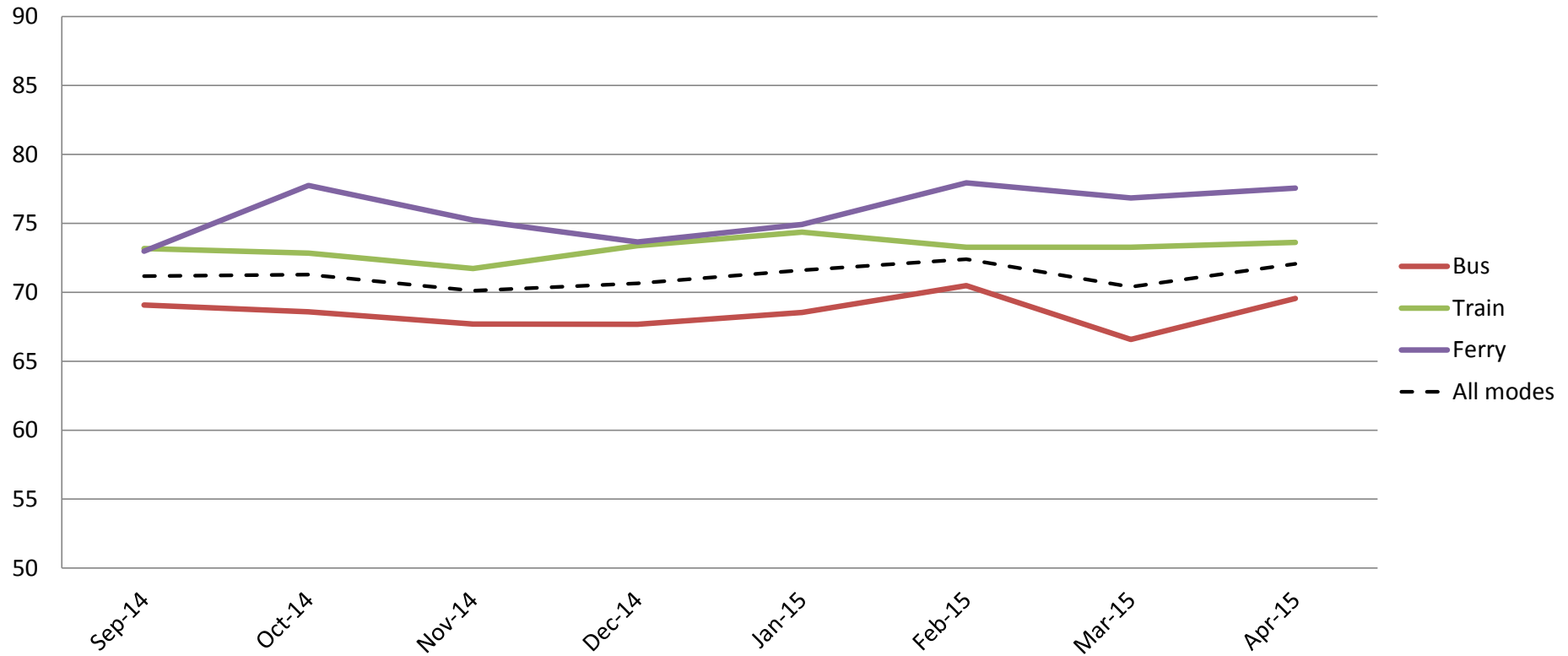
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	69	69	68	68	69	70	**67**	**70**
Train	**73**	73	72	73	74	73	73	74
Ferry	73	78	75	74	75	78	77	78
All Modes	71	71	70	71	72	72	**70**	72

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

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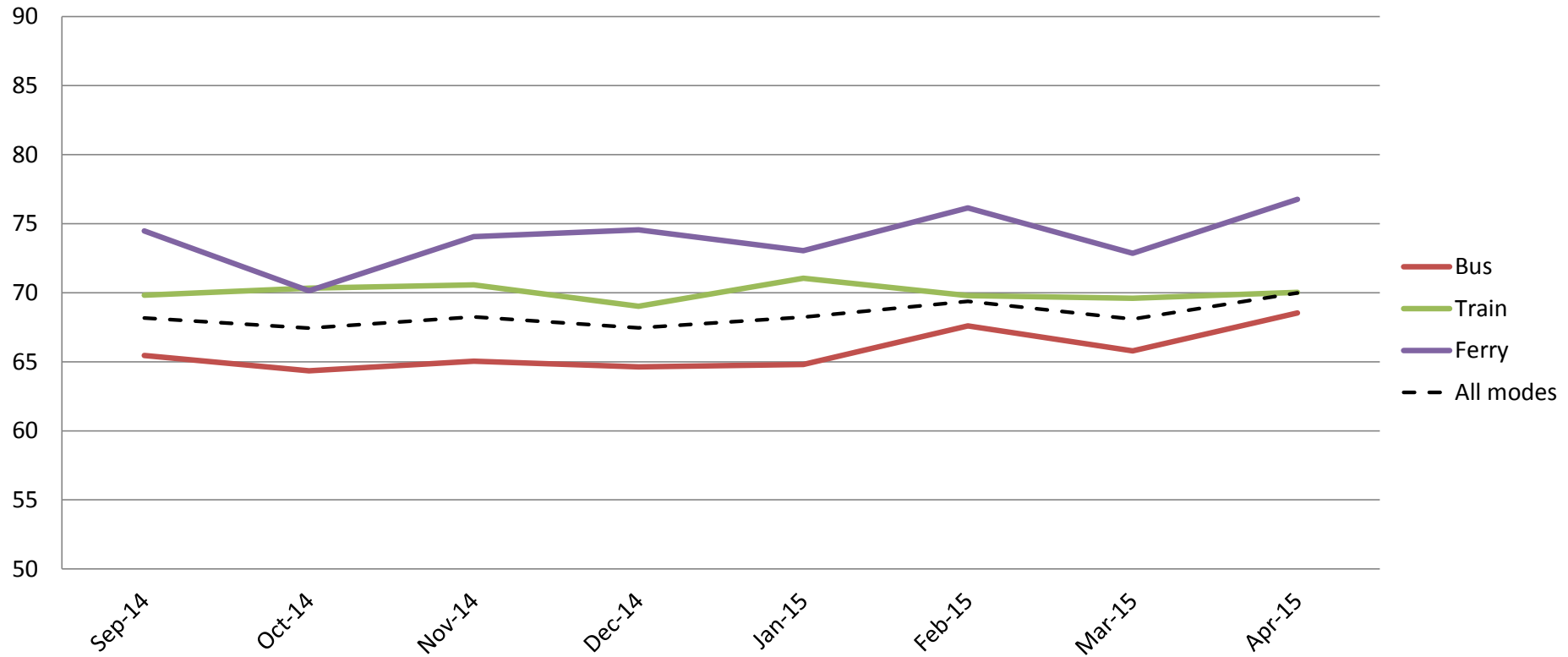
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	65	64	65	65	65	**68**	66	**69**
Train	70	70	71	69	71	70	70	70
Ferry	74	70	74	75	73	76	73	77
All Modes	68	67	68	67	68	69	68	**70**

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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

Index out of 100
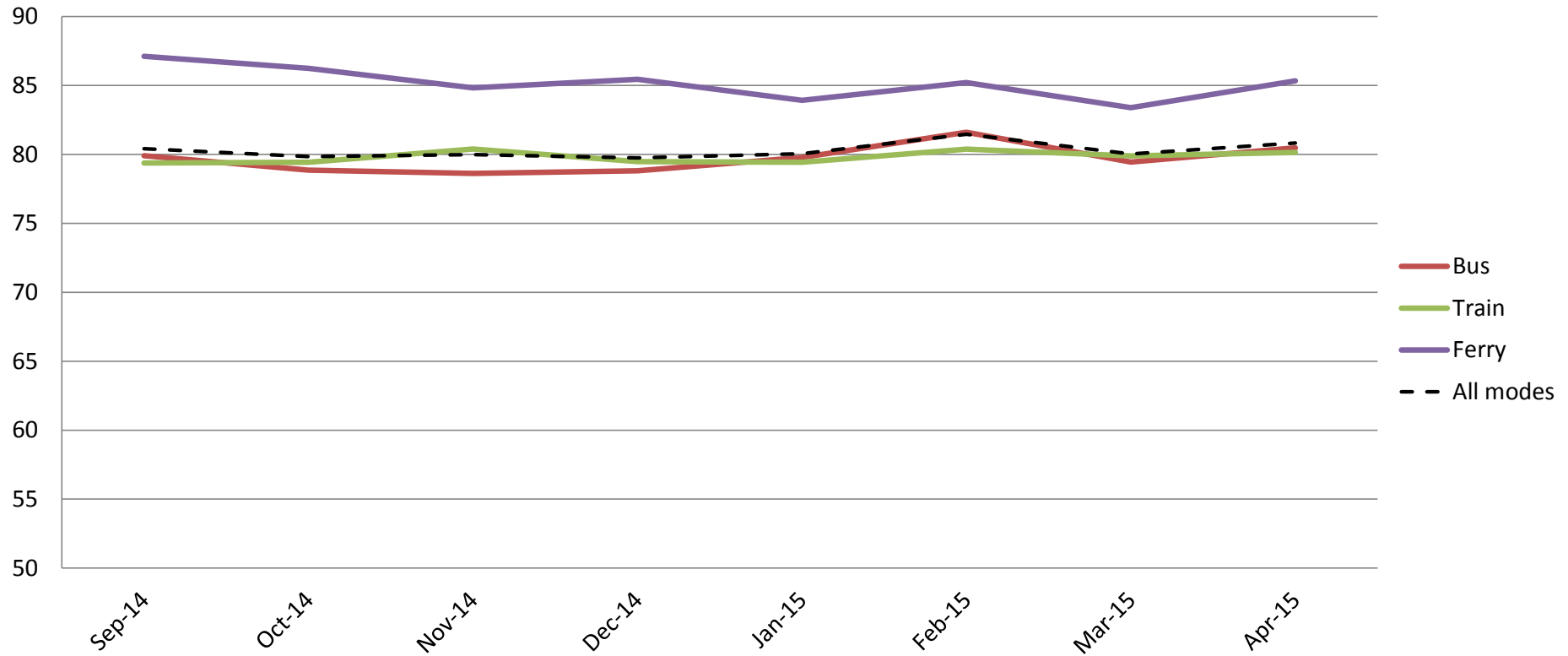
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	80	79	79	79	80	82	**79**	80
Train	79	79	80	79	79	80	80	80
Ferry	87	86	85	85	84	85	83	85
All Modes	80	80	80	80	80	**81**	**80**	81

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## Staff – Knowledge, conduct, presentation and helpfulness of staff

Index out of 100
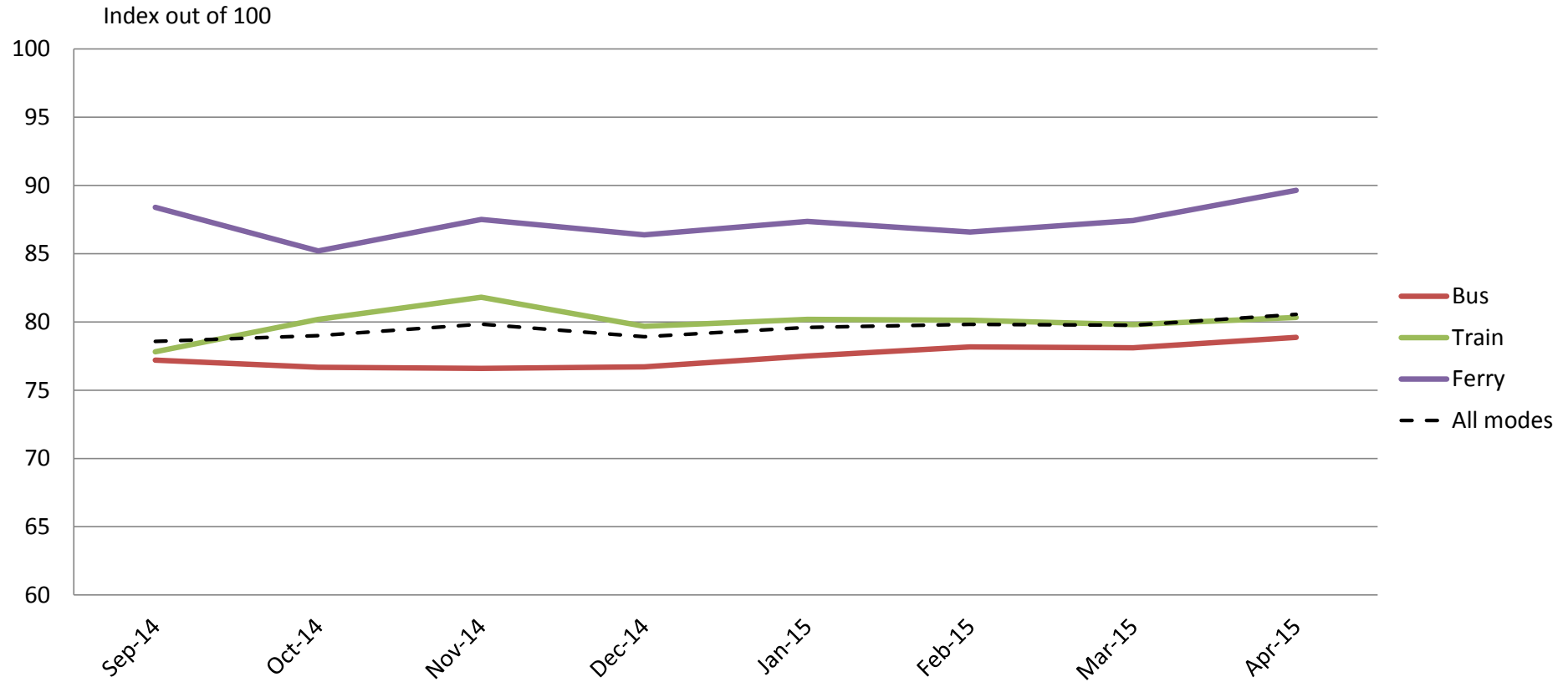
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	77	77	77	77	78	78	78	79
Train	**78**	**80**	82	**80**	80	80	80	80
Ferry	88	85	88	86	87	87	87	90
All Modes	79	79	80	79	80	80	80	81

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

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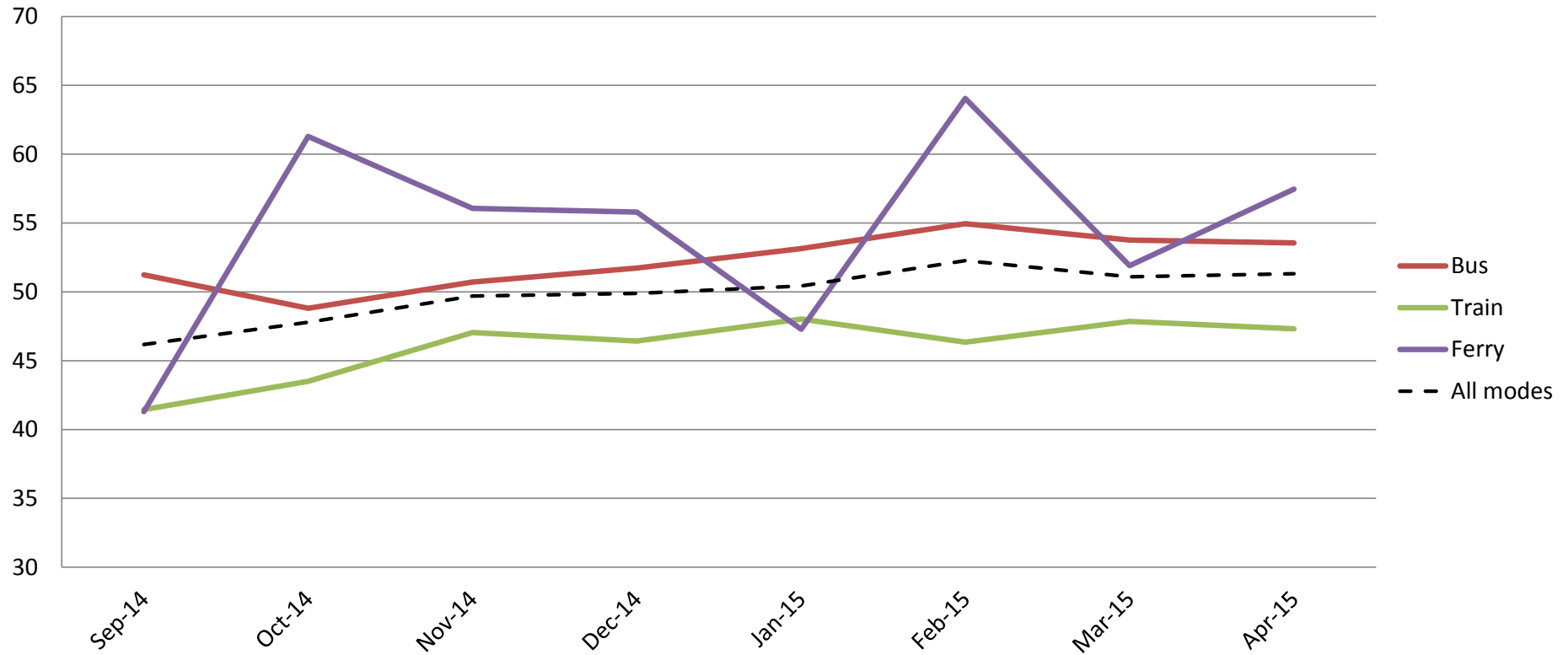
	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Bus	51	49	51	52	53	55	54	54
Train	41	43	47	46	48	46	48	47
Ferry	41	61	56	56	47	64	52	57
All Modes	46	48	50	50	50	52	51	51

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