

TransLink Customer Satisfaction Monthly Snapshot

July 2017

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	76	87	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	69	69	79	70
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	69	81	74
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	81	78	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.	82	78	82	80
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	76	71	78	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	72	70	79	72
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	71	69	79	71
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	78	85	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	81	80	88	81
Affordability				
Cost of tickets and benefits of not having to pay for parking	64	57	60	61
Overall Service				
A combination of all reported categories	74	70	81	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

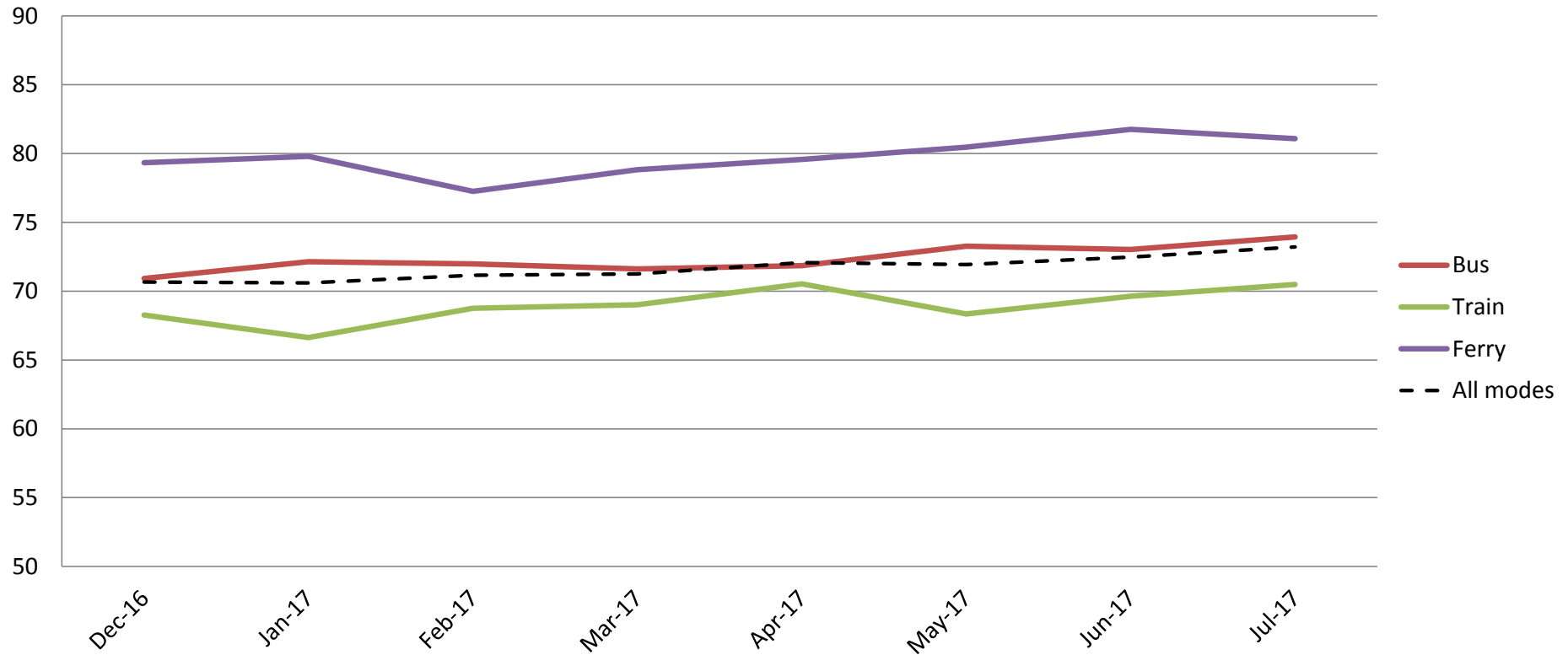
Green figures indicate a statistically significant **increase** in the period

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
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%
2 July 2017	3,025,053	0.28	2.82	53.52	1.79%
9 July 2017	3,062,038	0.21	2.28	63.94	1.74%
16 July 2017	3,613,725	0.27	2.60	21.53	1.74%
23 July 2017	3,594,800	0.23	2.63	20.85	1.77%
30 July 2017	3,661,506	0.24	2.46	18.89	1.94%

Overall satisfaction – A combination of all reported categories

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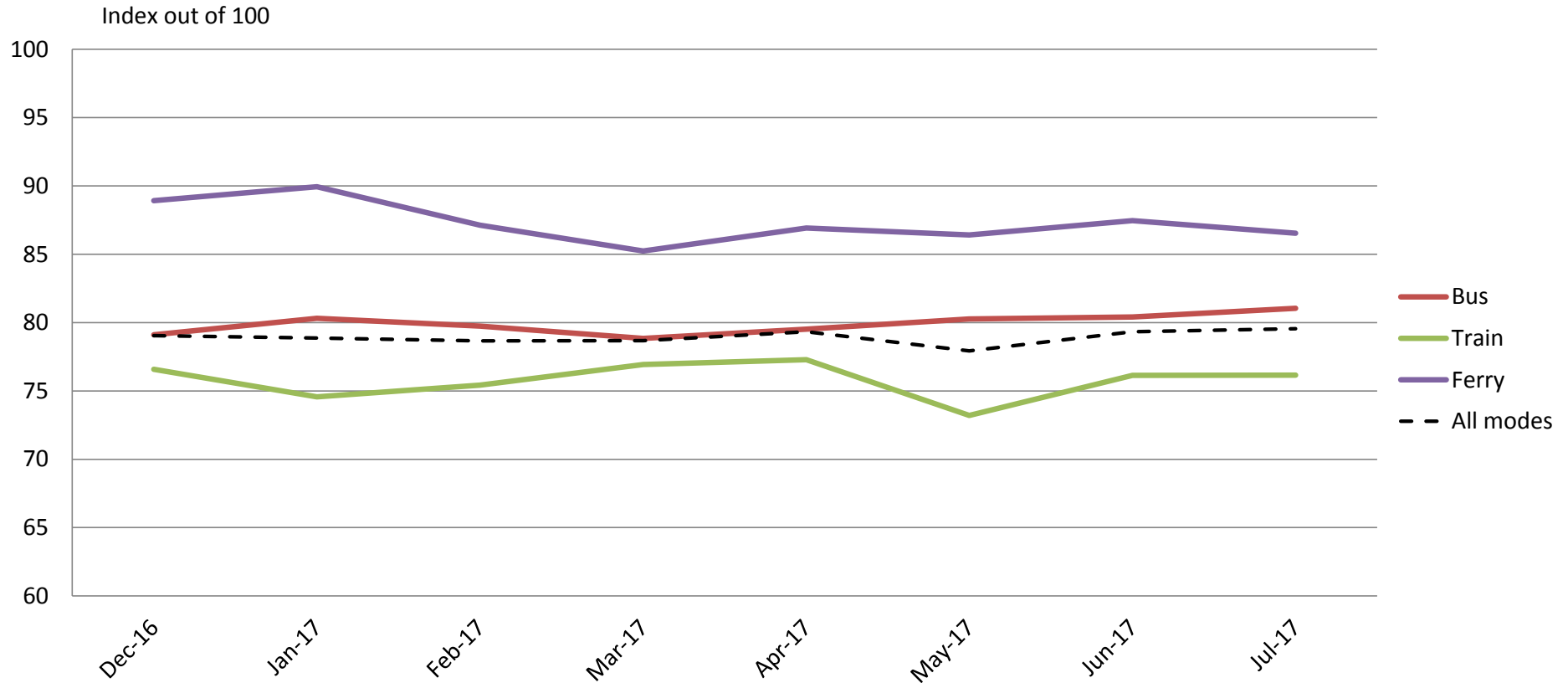


	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	71	72	72	72	72	73	73	74
Train	68	67	69	69	71	68	70	70
Ferry	79	80	77	79	80	80	82	81
All Modes	71	71	71	71	72	72	72	73

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



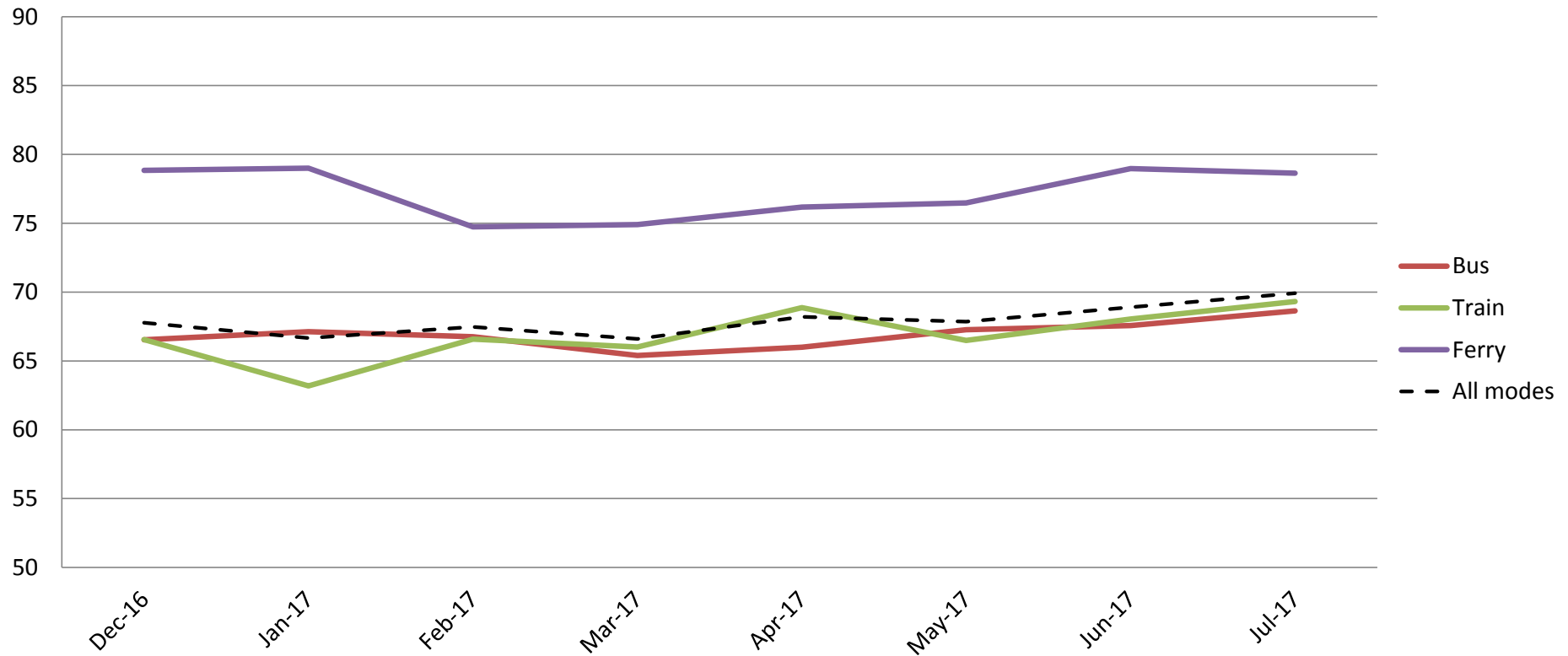
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	79	80	80	79	80	80	80	81
Train	77	75	75	77	77	73	76	76
Ferry	89	90	87	85	87	86	87	87
All Modes	79	79	79	79	79	78	79	80

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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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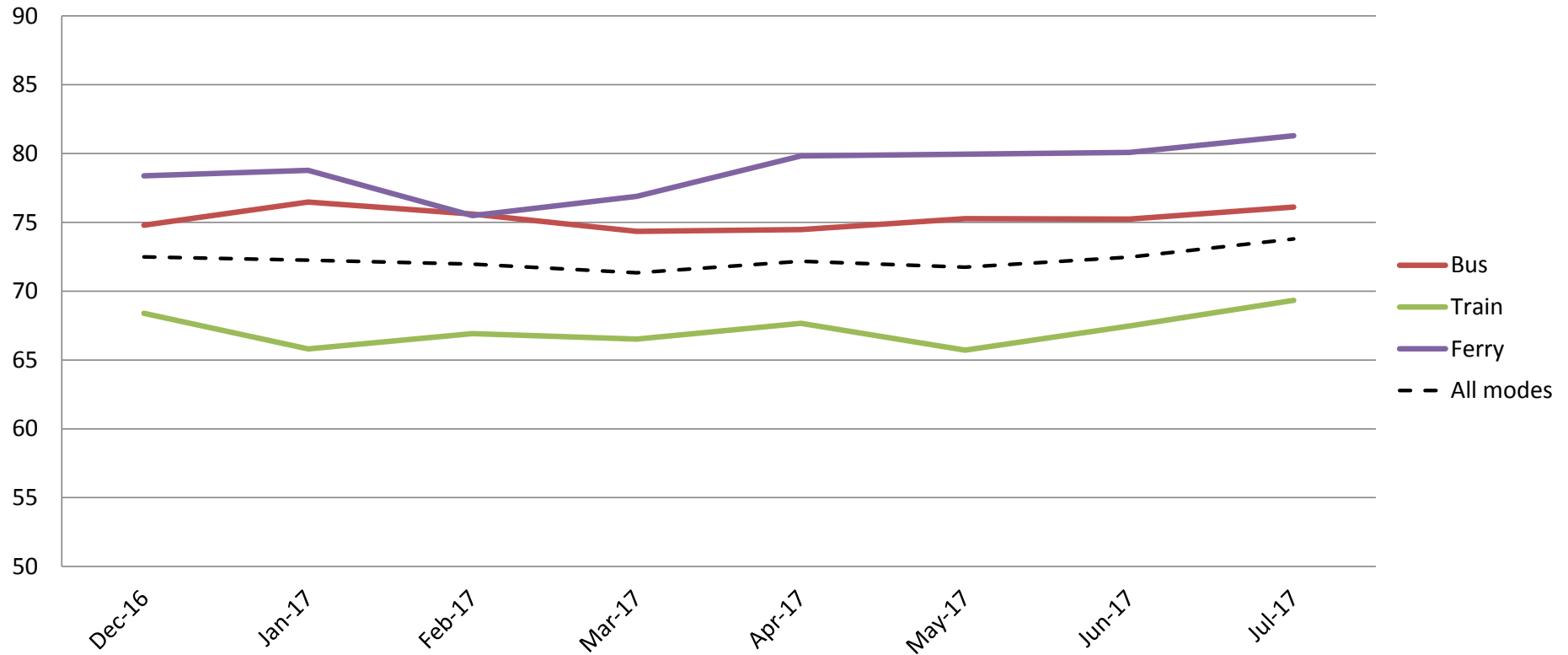
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	67	67	67	65	66	67	68	69
Train	67	63	67	66	69	66	68	69
Ferry	79	79	75	75	76	76	79	79
All Modes	68	67	67	67	68	68	69	70

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

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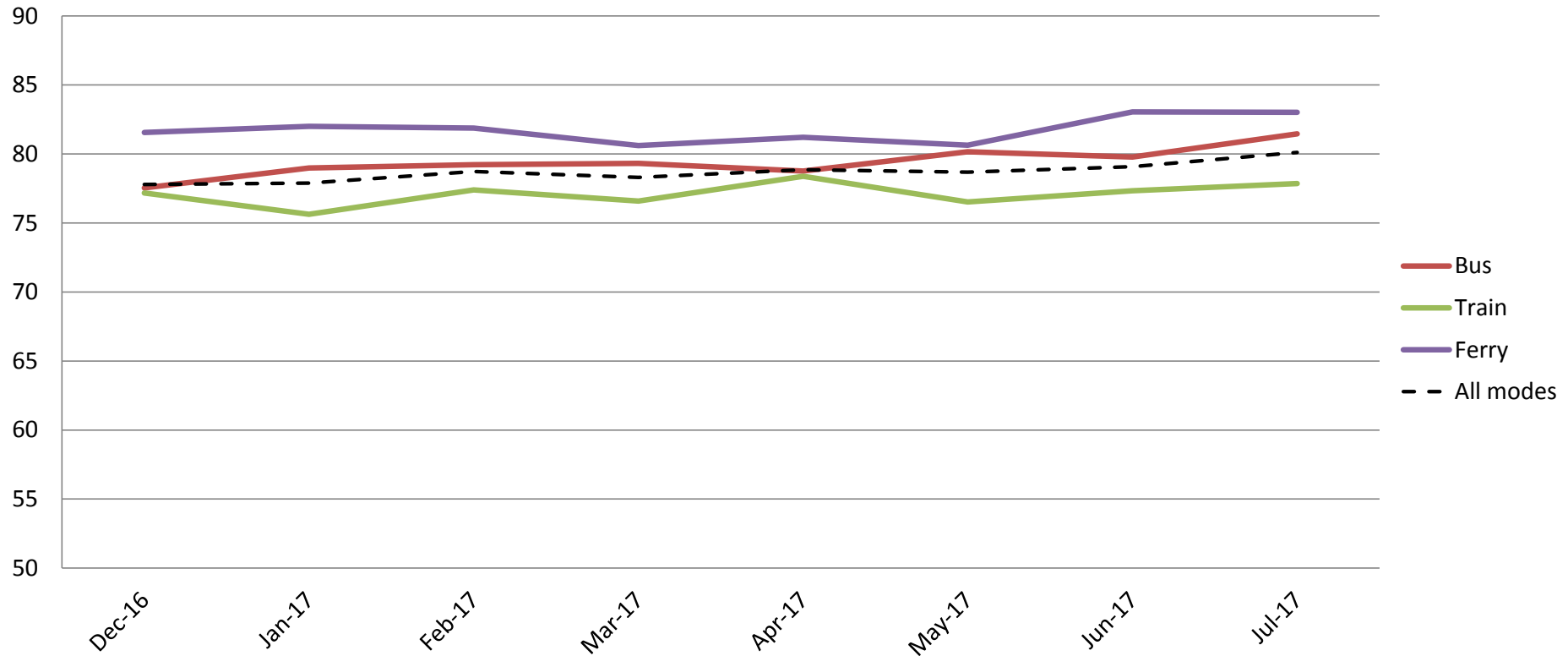
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	75	76	76	74	74	75	75	76
Train	68	66	67	67	68	66	67	69
Ferry	78	79	75	77	80	80	80	81
All Modes	72	72	72	71	72	72	72	74

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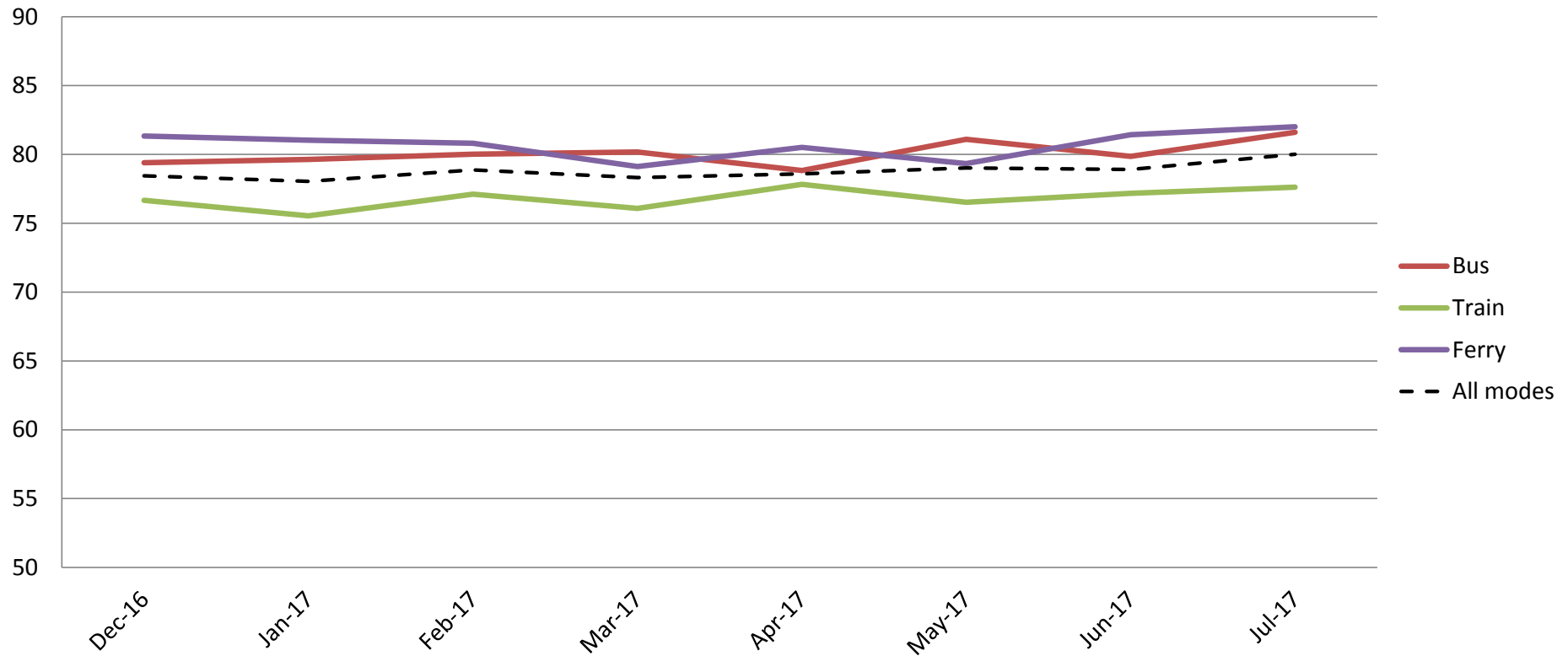
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	78	79	79	79	79	80	80	81
Train	77	76	77	77	78	77	77	78
Ferry	82	82	82	81	81	81	83	83
All Modes	78	78	79	78	79	79	79	80

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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.

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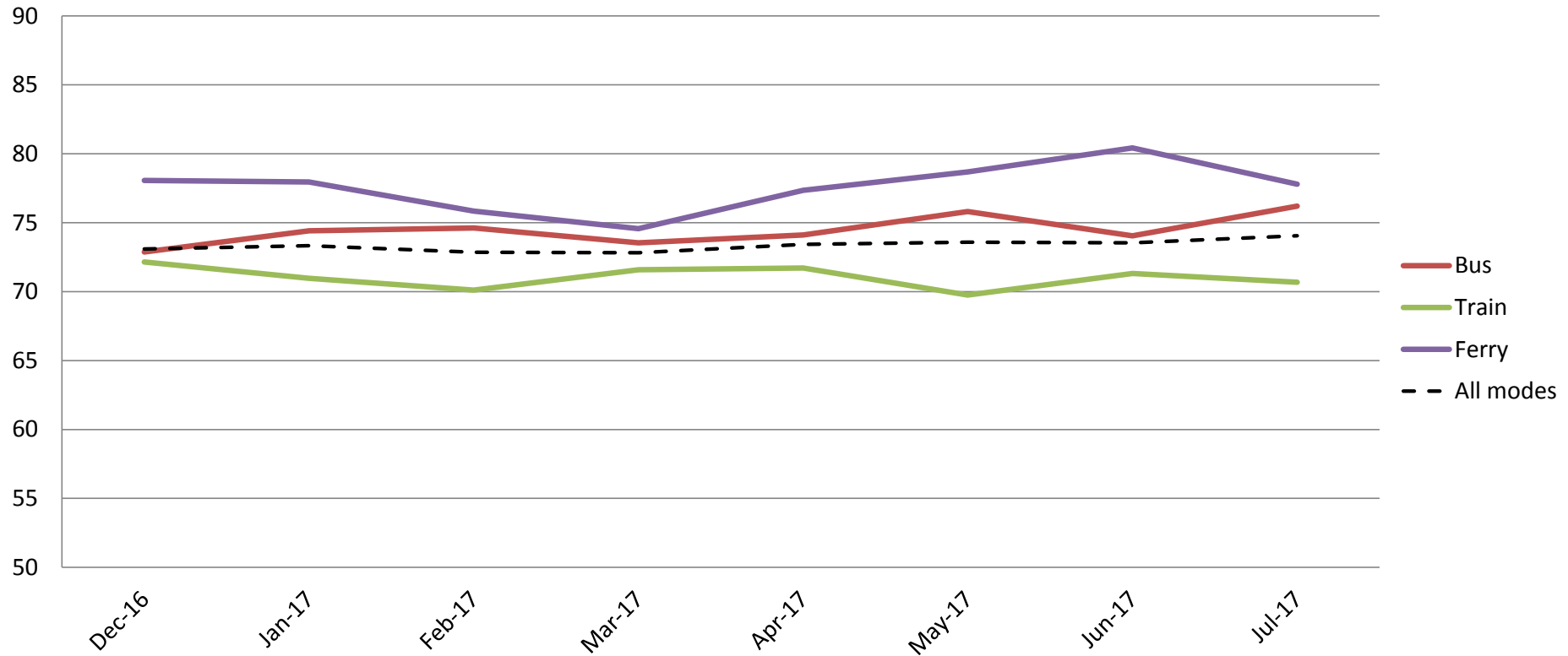
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	79	80	80	80	79	81	80	82
Train	77	76	77	76	78	77	77	78
Ferry	81	81	81	79	81	79	81	82
All Modes	78	78	79	78	79	79	79	80

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

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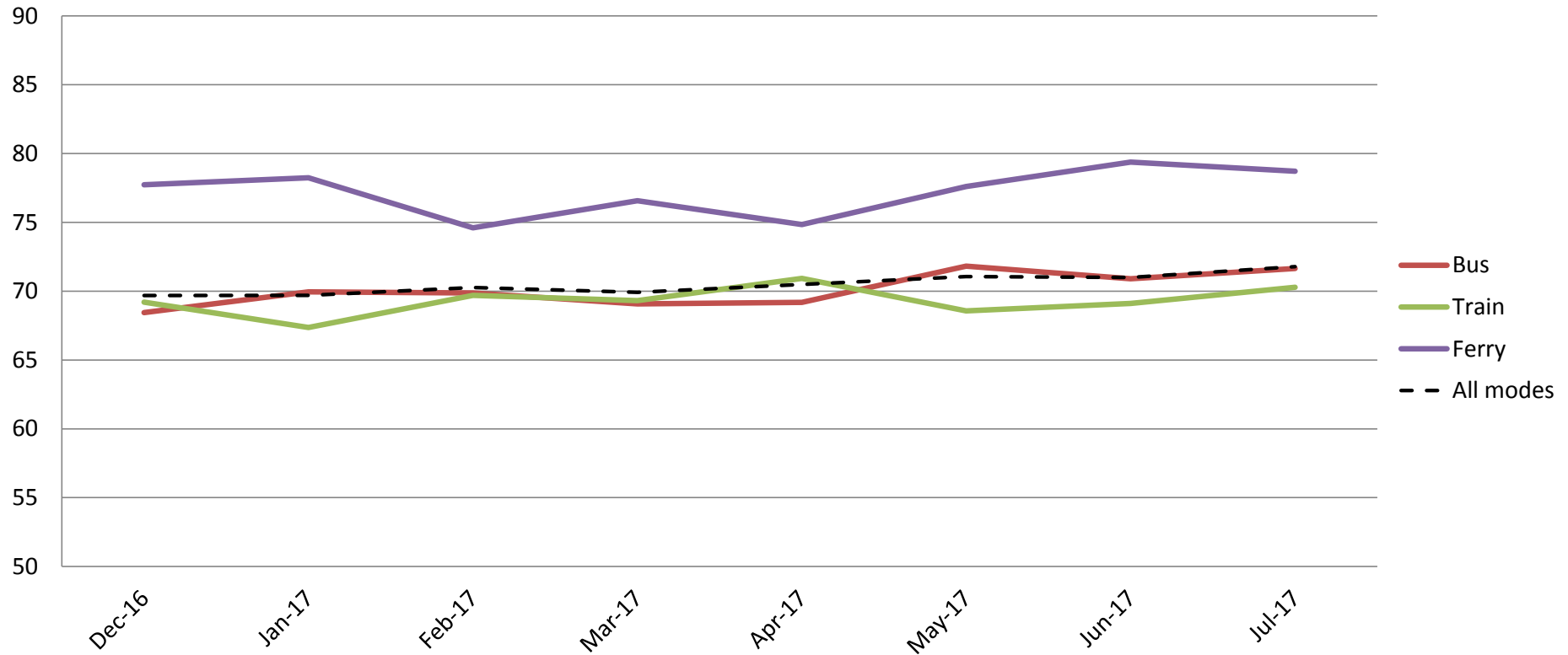
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	73	74	75	74	74	76	74	76
Train	72	71	70	72	72	70	71	71
Ferry	78	78	76	75	77	79	80	78
All Modes	73	73	73	73	73	74	74	74

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

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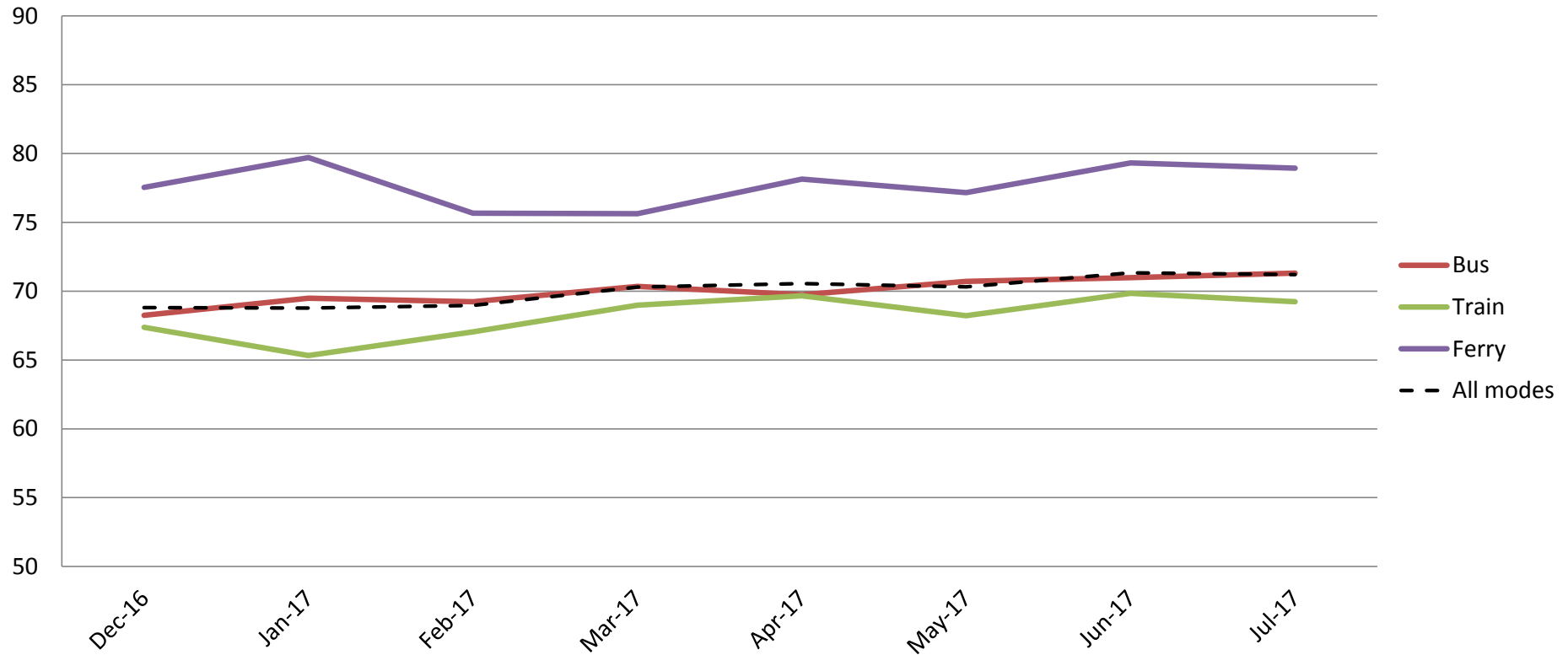
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	68	70	70	69	69	72	71	72
Train	69	67	70	69	71	69	69	70
Ferry	78	78	75	77	75	78	79	79
All Modes	70	70	70	70	70	71	71	72

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

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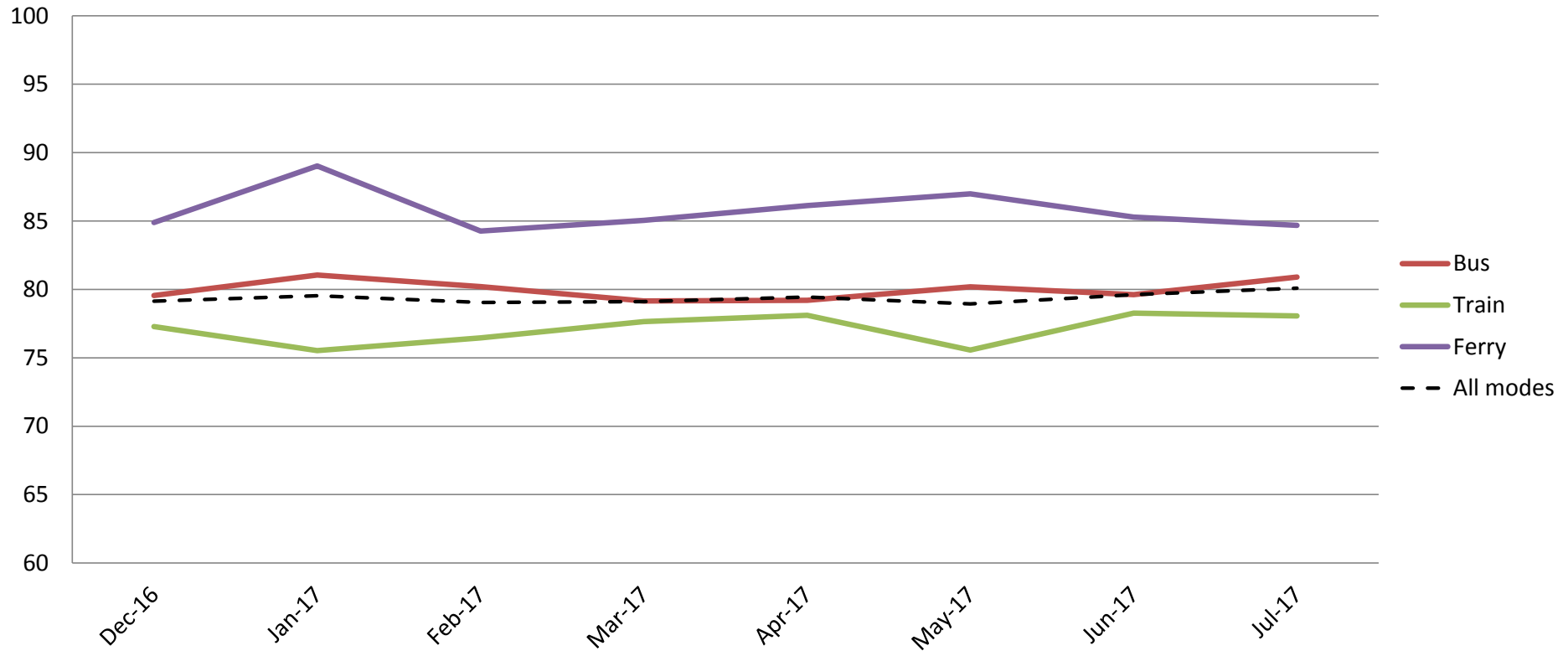
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	68	69	69	70	70	71	71	71
Train	67	65	67	69	70	68	70	69
Ferry	78	80	76	76	78	77	79	79
All Modes	69	69	69	70	71	70	71	71

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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

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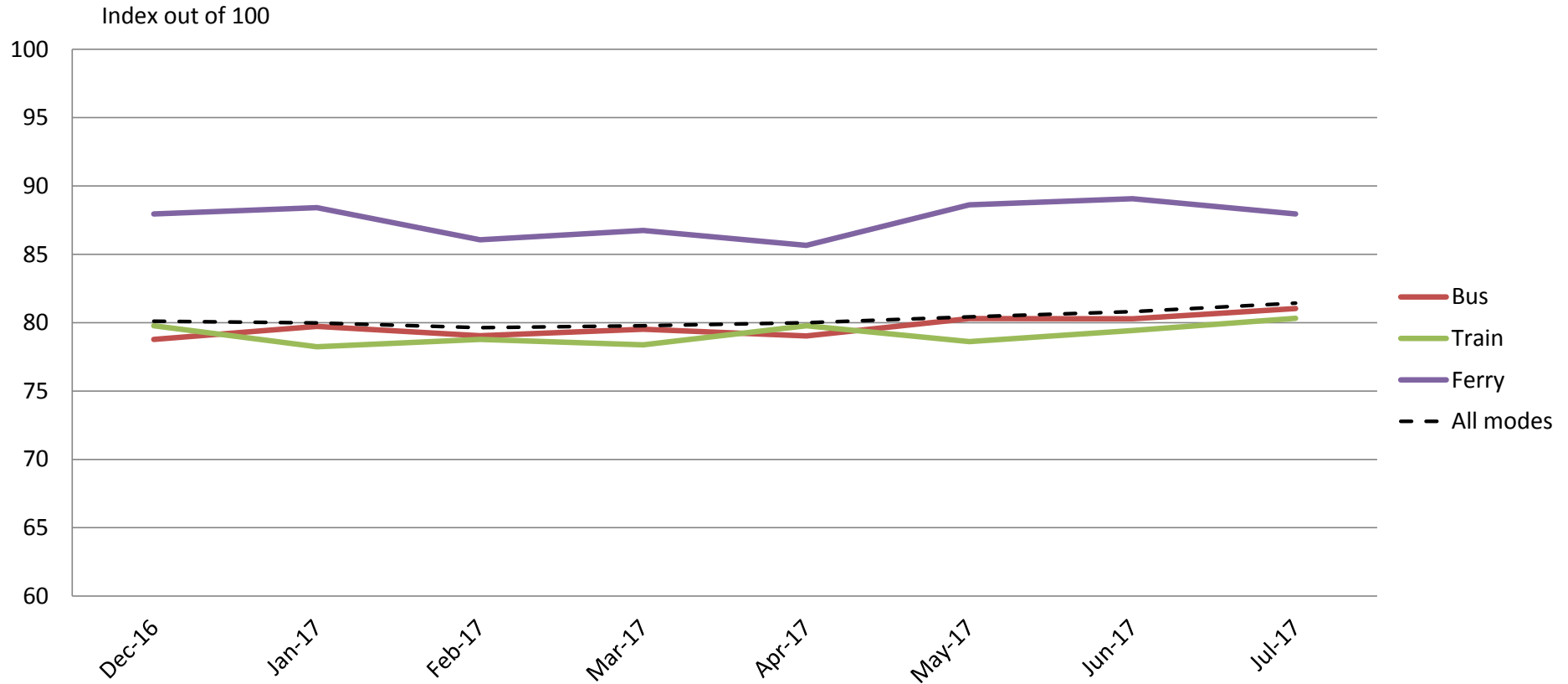


	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	80	81	80	79	79	80	80	81
Train	77	76	76	78	78	76	78	78
Ferry	85	89	84	85	86	87	85	85
All Modes	79	80	79	79	79	79	80	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



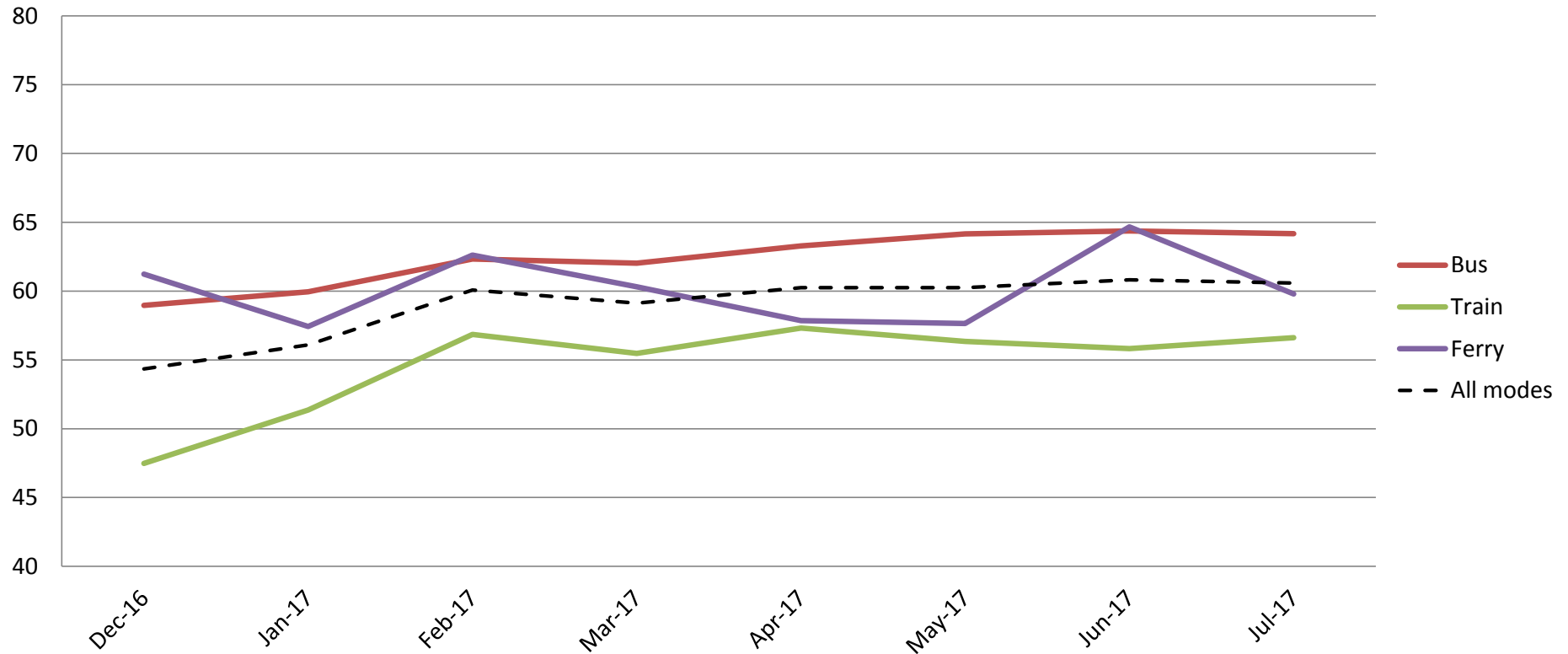
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Bus	79	80	79	80	79	80	80	81
Train	80	78	79	78	80	79	79	80
Ferry	88	88	86	87	86	89	89	88
All Modes	80	80	80	80	80	80	81	81

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

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

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