TransLink Customer Satisfaction Monthly Snapshot

May 2018

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	79	79	87	79
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	65	68	79	68
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	67	81	72
Ease of Use Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	80	80	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	80	79	80
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	**73**	73	76	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	70	72	76	71
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	69	71	76	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	86	80
Staff Knowledge, conduct, presentation and helpfulness of staff	80	81	87	81
Affordability Cost of tickets and benefits of not having to pay for parking	63	58	59	60
Overall Service A combination of all reported categories	72	71	80	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
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%
6 August 2017	3,719,655	0.13	2.21	16.16	1.85%
13 August 2017	3,484,969	0.22	3.01	19.83	2.27%
20 August 2017	3,496,397	0.12	2.19	19.34	1.92%
27 August 2017	3,664,414	0.08	1.55	19.77	1.83%
3 September 2017	3,369,095	0.05	1.70	18.96	2.04%
10 September 2017	3,770,546	0.07	1.83	19.56	1.68%
17 September 2017	3,698,634	0.05	1.93	17.51	1.63%
24 September 2017	3,275,373	0.06	2.07	18.27	1.61%
1 October 2017	3,160,882	0.07	2.00	15.87	1.78%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100
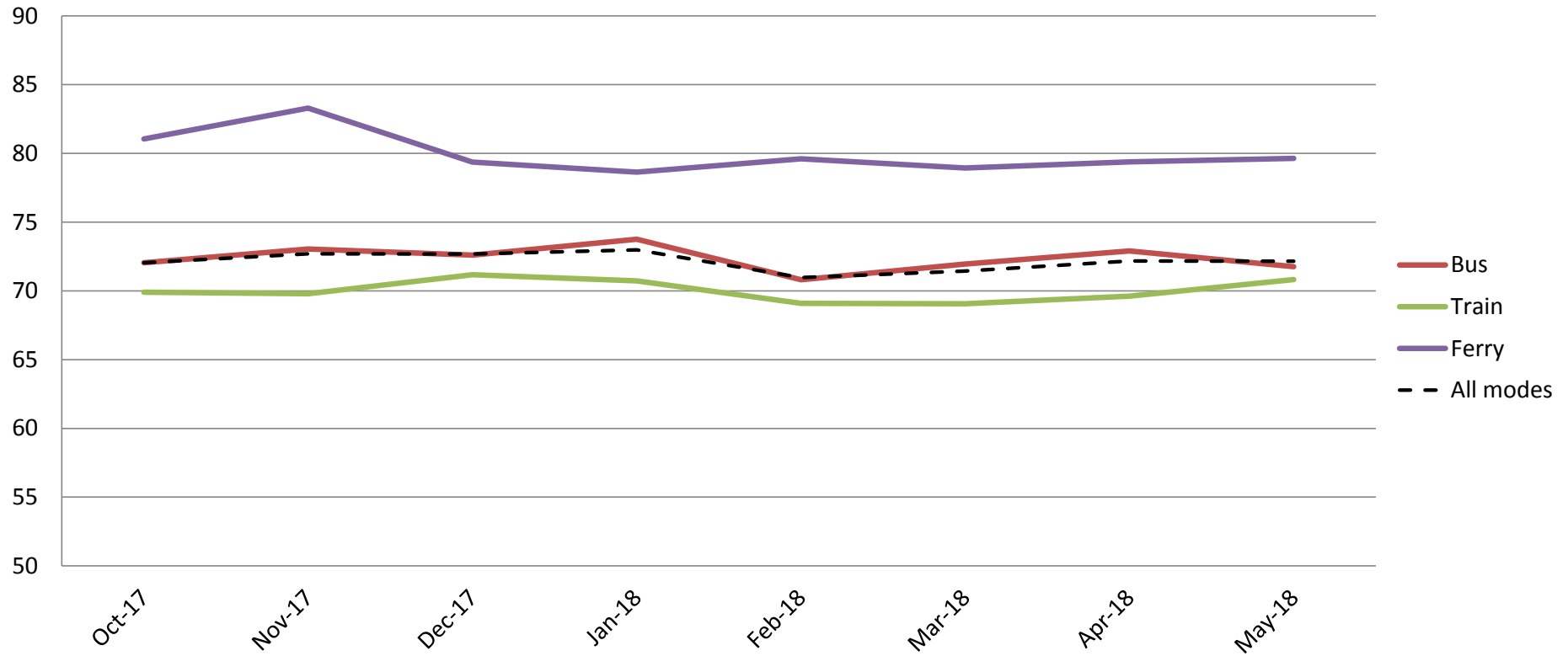
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	72	73	73	74	**71**	72	73	72
Train	70	70	71	71	69	69	70	71
Ferry	81	83	**79**	79	80	79	79	80
All Modes	72	73	73	73	**71**	71	72	72

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

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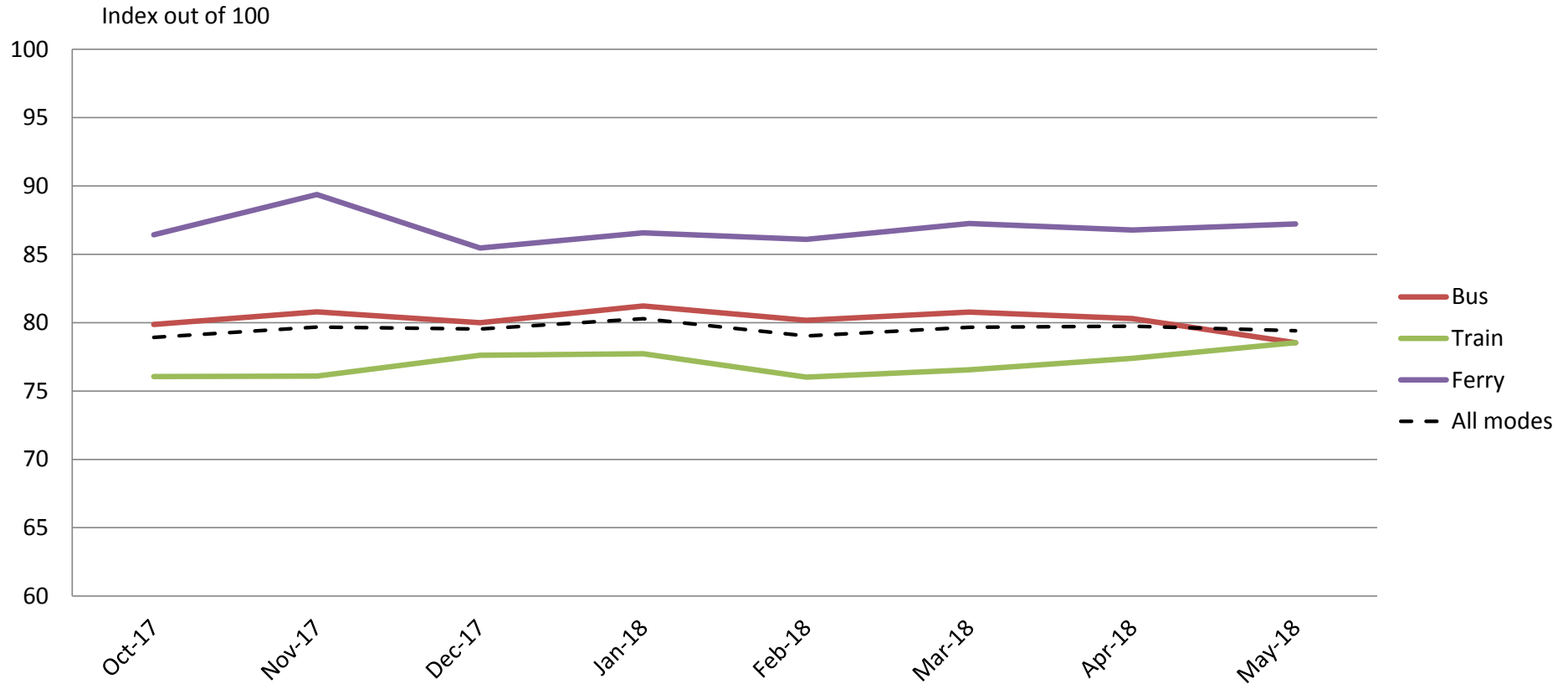
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	80	81	80	81	80	81	80	79
Train	76	76	78	78	76	77	77	79
Ferry	86	89	**85**	87	86	87	87	87
All Modes	79	80	80	80	79	80	80	79

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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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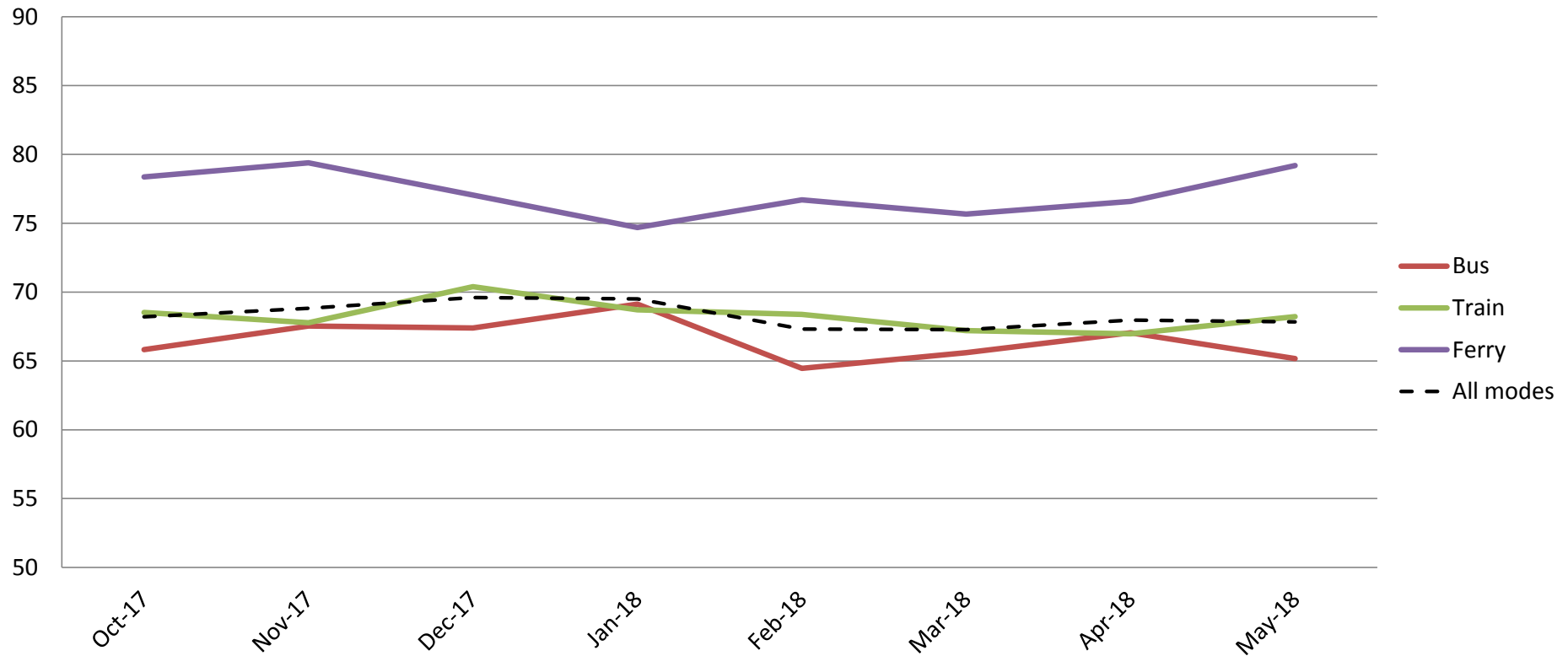
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	**66**	68	67	69	**64**	66	67	65
Train	69	68	**70**	69	68	67	67	68
Ferry	78	79	77	75	77	76	77	79
All Modes	68	69	70	70	**67**	67	68	68

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

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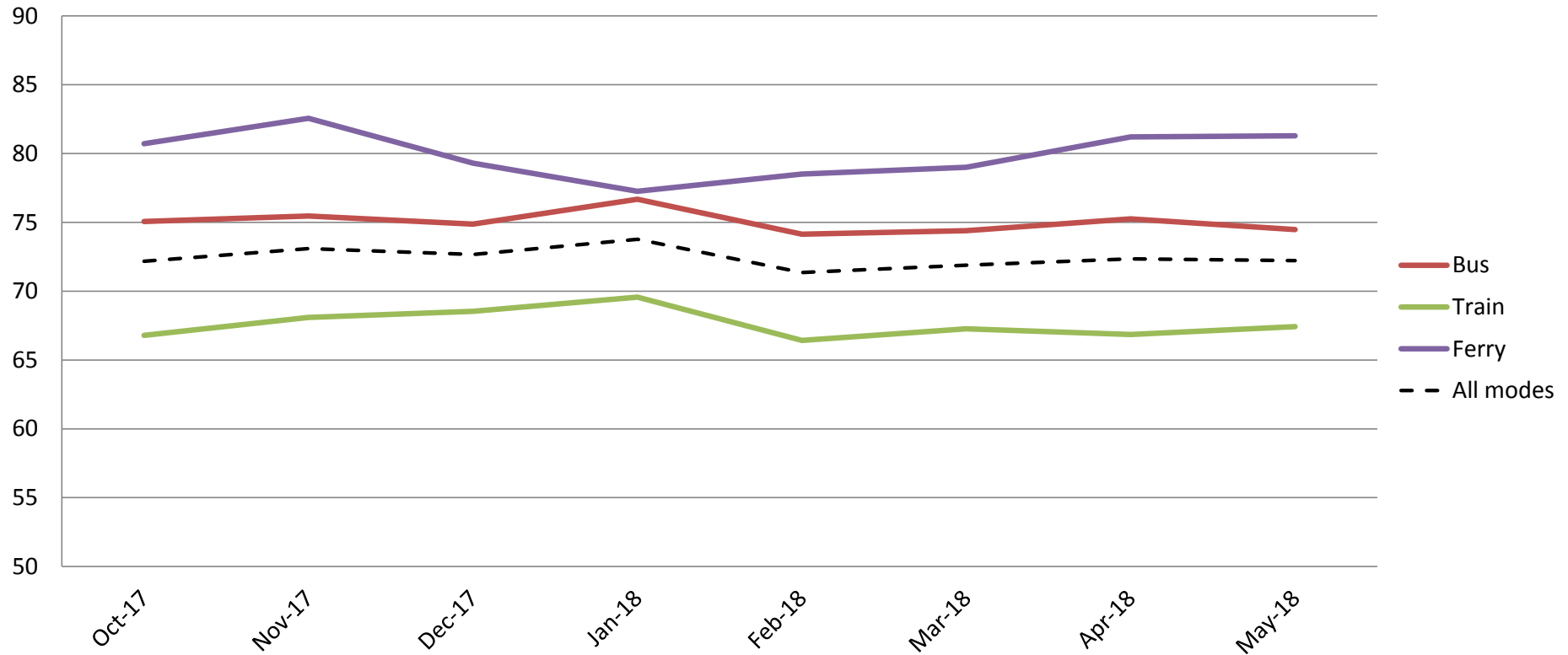
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	75	75	75	77	74	74	75	74
Train	67	68	69	70	66	67	67	67
Ferry	81	83	79	77	79	79	81	81
All Modes	72	73	73	74	71	72	72	72

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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

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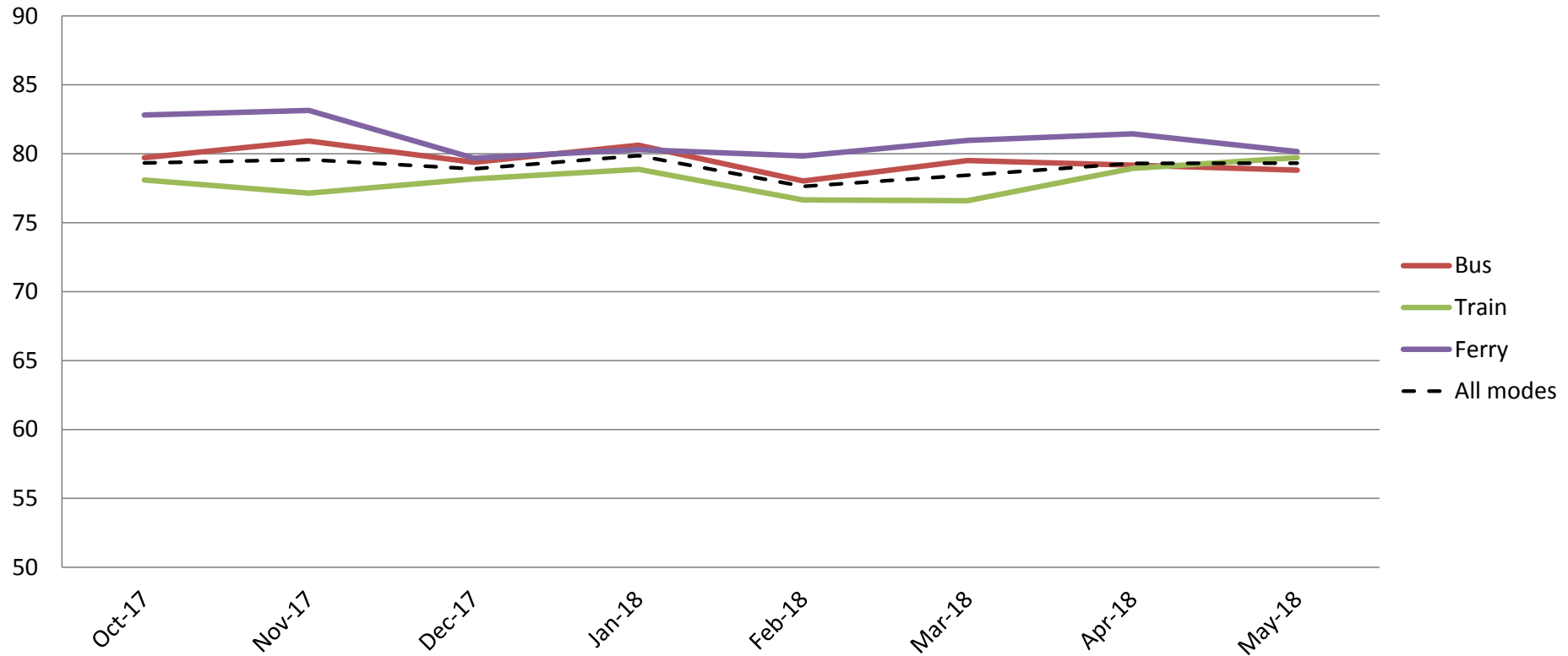
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	80	81	79	81	**78**	80	79	79
Train	78	77	78	79	**77**	77	**79**	80
Ferry	83	83	80	80	80	81	81	80
All Modes	79	80	79	80	**78**	78	79	79

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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.

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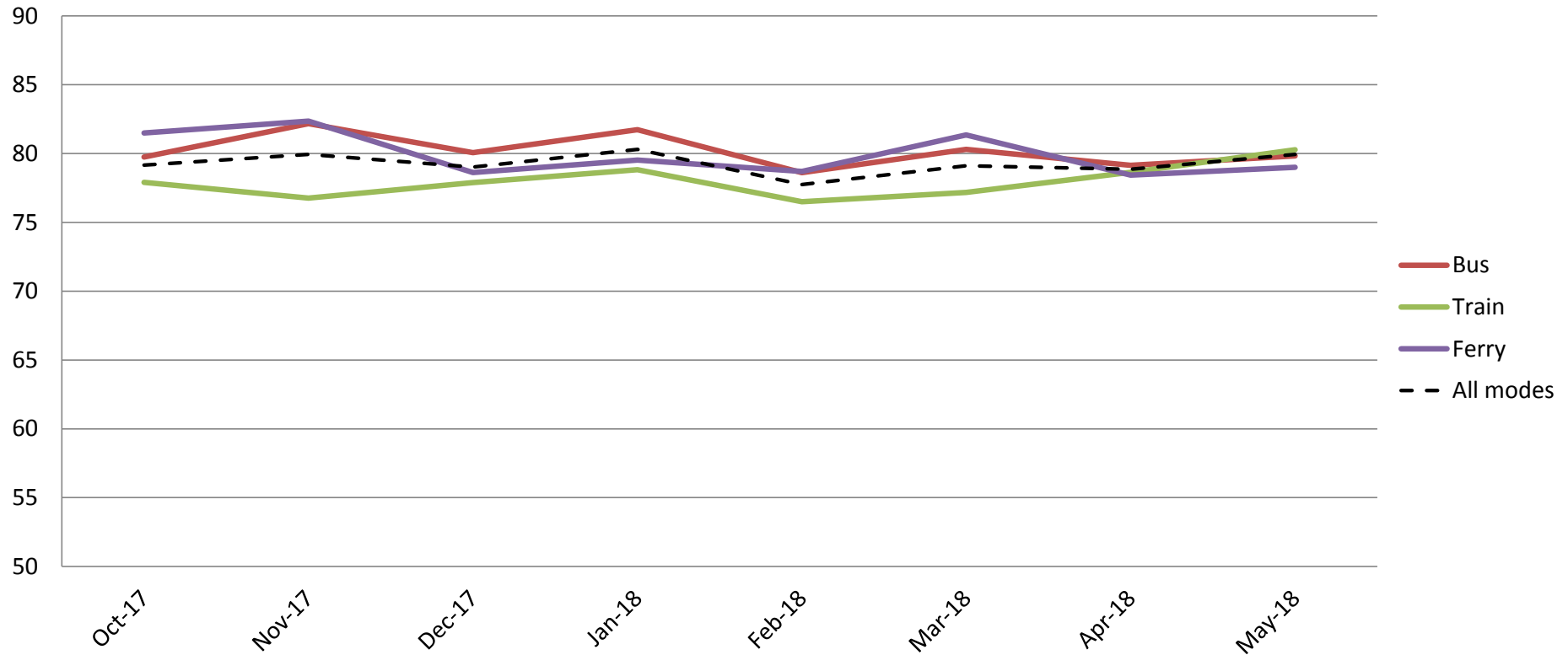
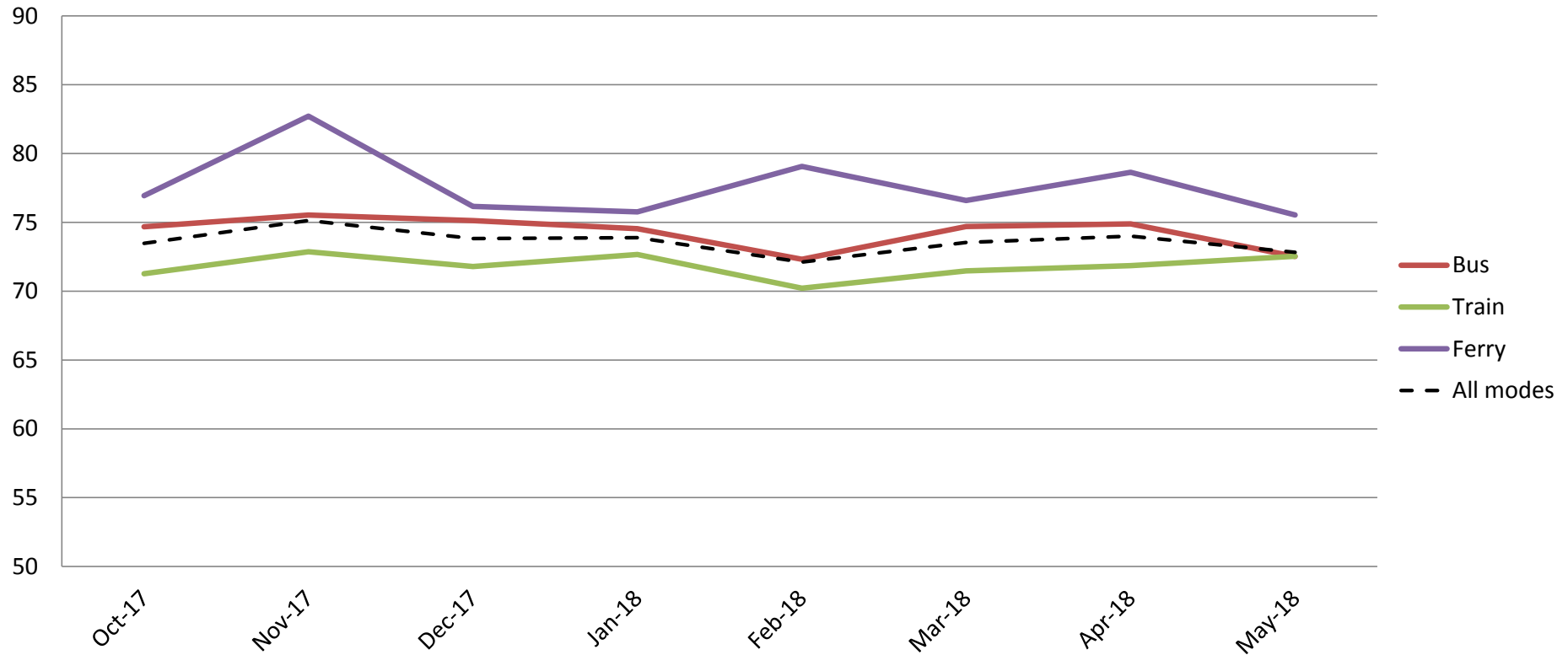|	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	80	**82**	**80**	82	**79**	80	79	80
Train	78	77	78	79	76	77	79	80
Ferry	81	82	79	80	79	81	78	79
All Modes	79	80	79	80	**78**	79	79	80

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

Index out of 100

	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	75	76	75	75	**72**	75	75	**73**
Train	71	73	72	73	**70**	71	72	73
Ferry	77	**83**	**76**	76	79	77	79	76
All Modes	73	**75**	74	74	**72**	74	74	73

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

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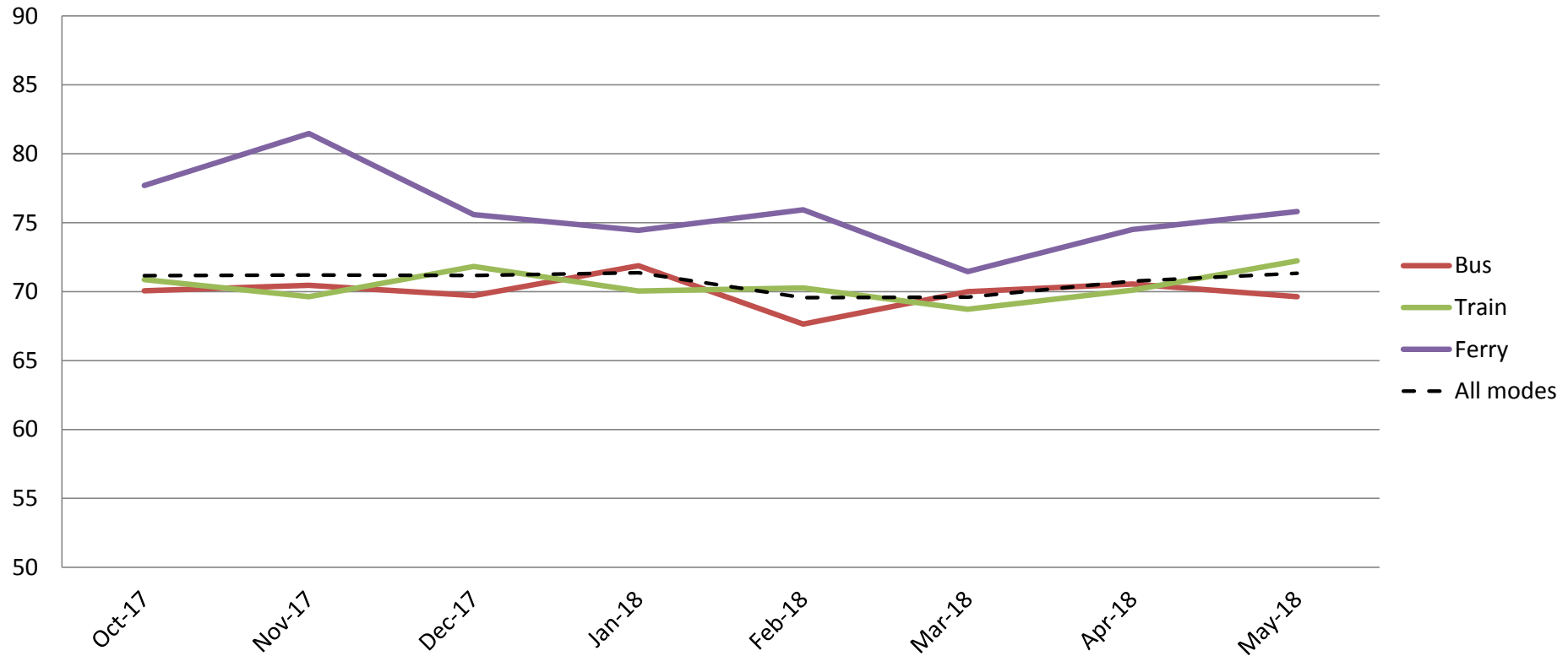
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	70	70	70	72	**68**	**70**	71	70
Train	71	70	72	70	70	69	70	72
Ferry	78	81	**76**	74	76	71	75	76
All Modes	71	71	71	71	**70**	70	71	71

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

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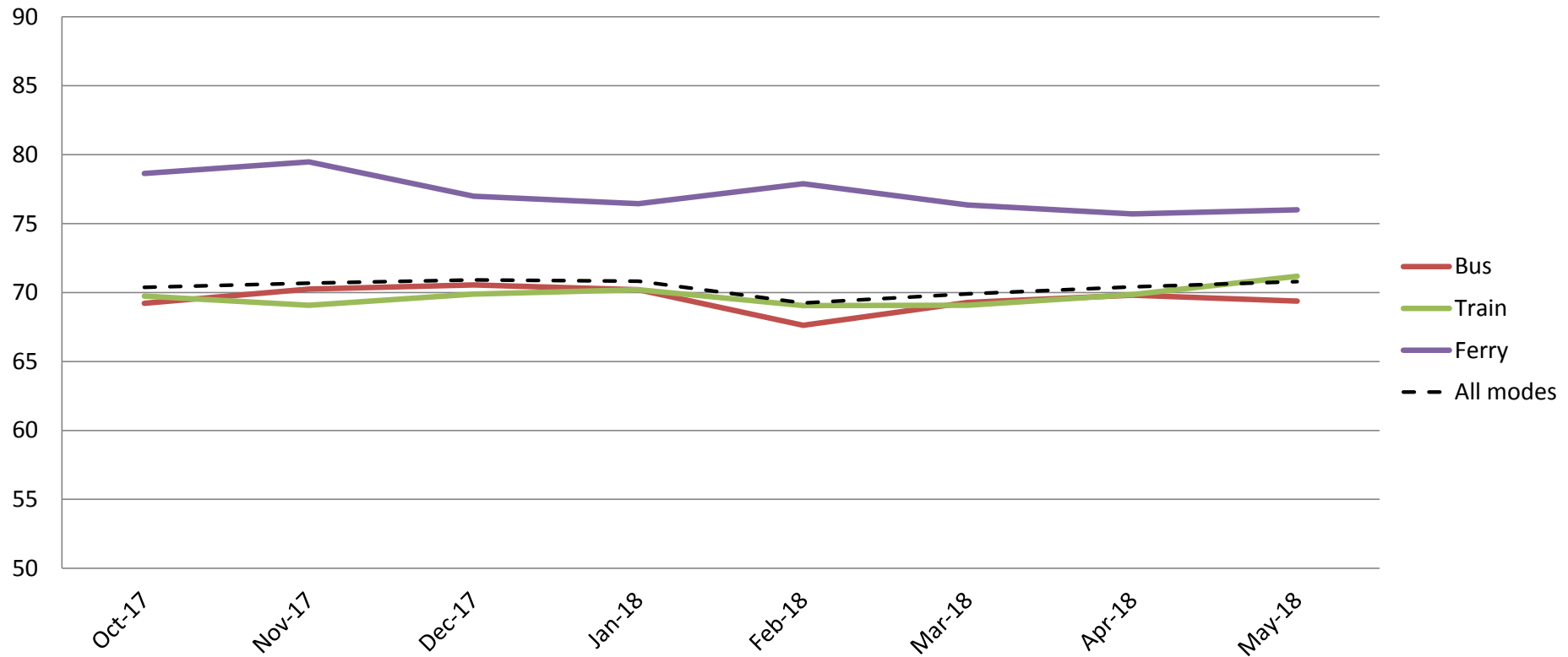
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	69	70	71	70	**68**	**69**	70	69
Train	70	69	70	70	69	69	70	71
Ferry	79	79	77	76	78	76	76	76
All Modes	70	71	71	71	**69**	70	70	71

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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
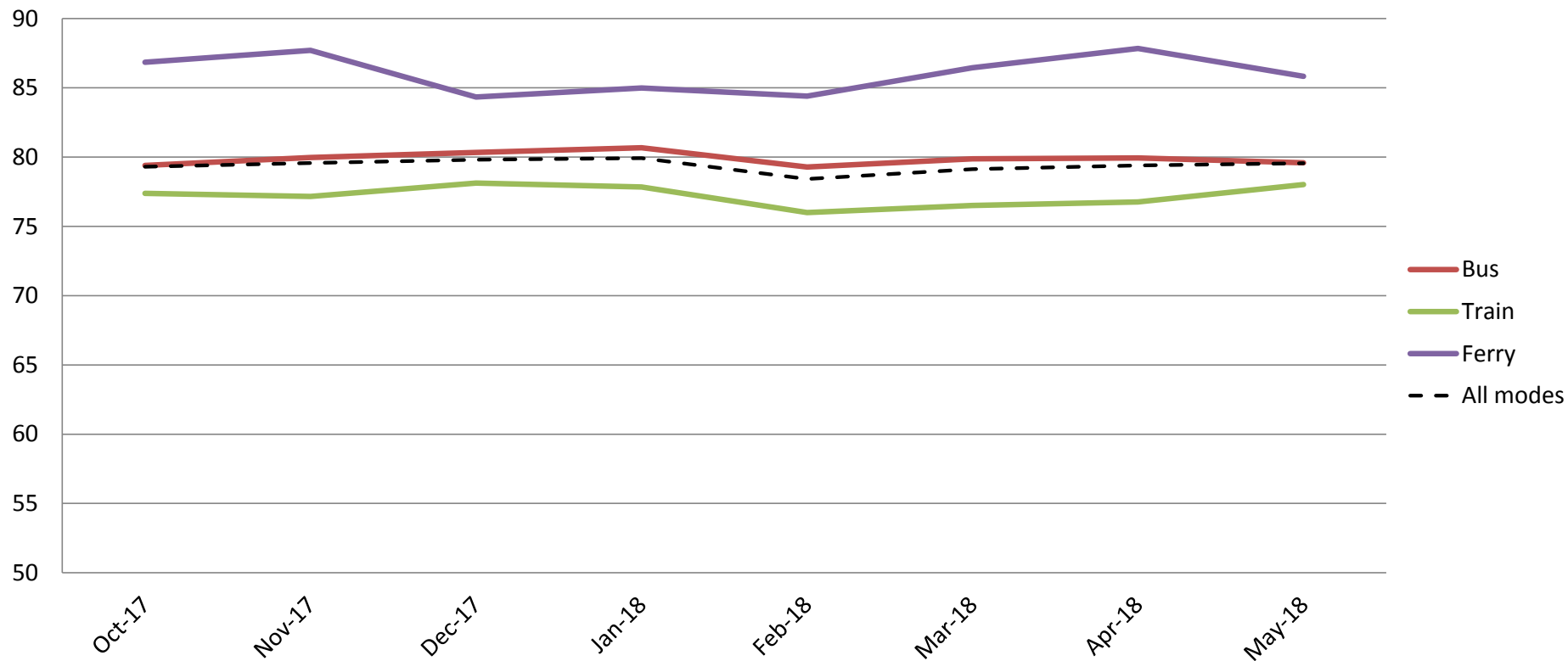
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	79	80	80	81	79	80	80	80
Train	77	77	78	78	76	77	77	78
Ferry	87	88	84	85	84	86	88	86
All Modes	79	80	80	80	**78**	79	79	80

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

Index out of 100
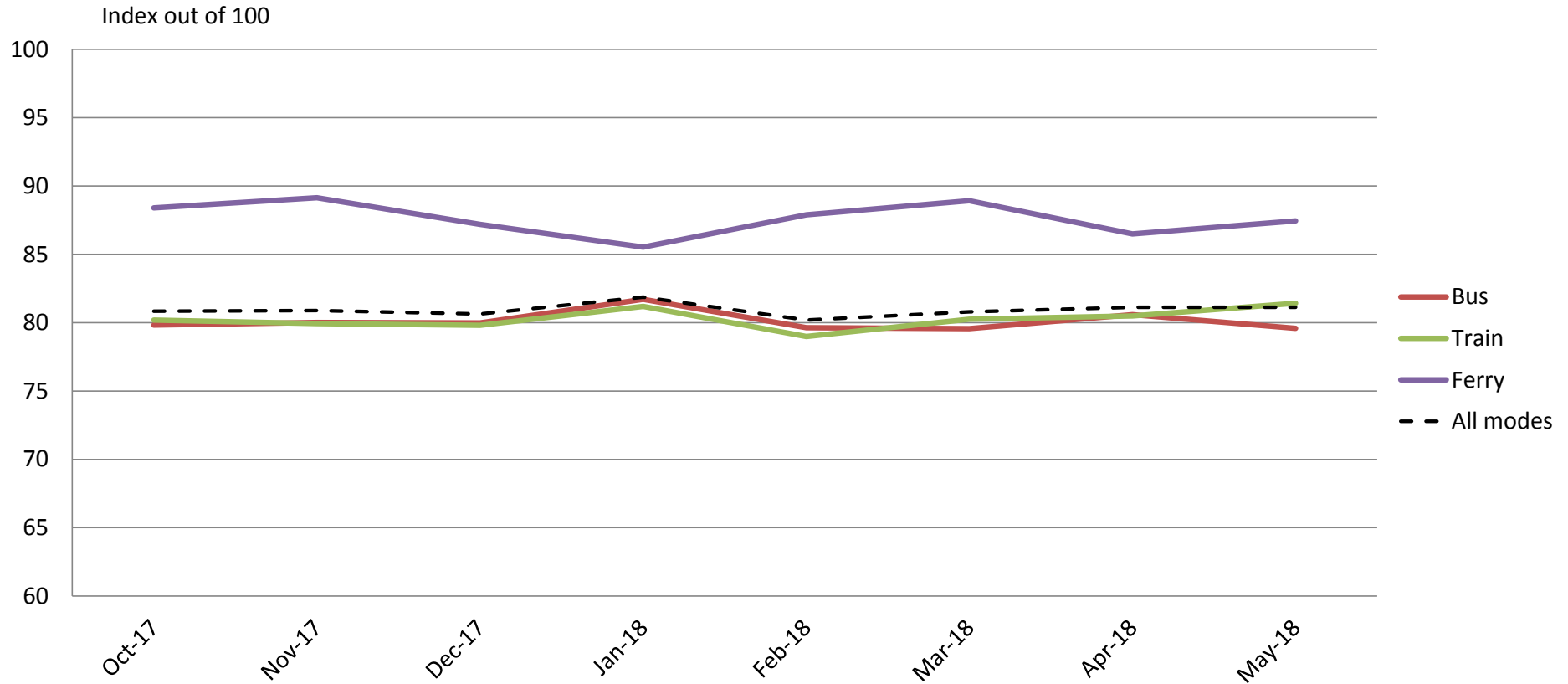
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	80	80	80	82	80	80	81	80
Train	80	80	80	81	79	80	80	81
Ferry	88	89	87	86	88	89	86	87
All Modes	81	81	81	82	80	81	81	81

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

Index out of 100
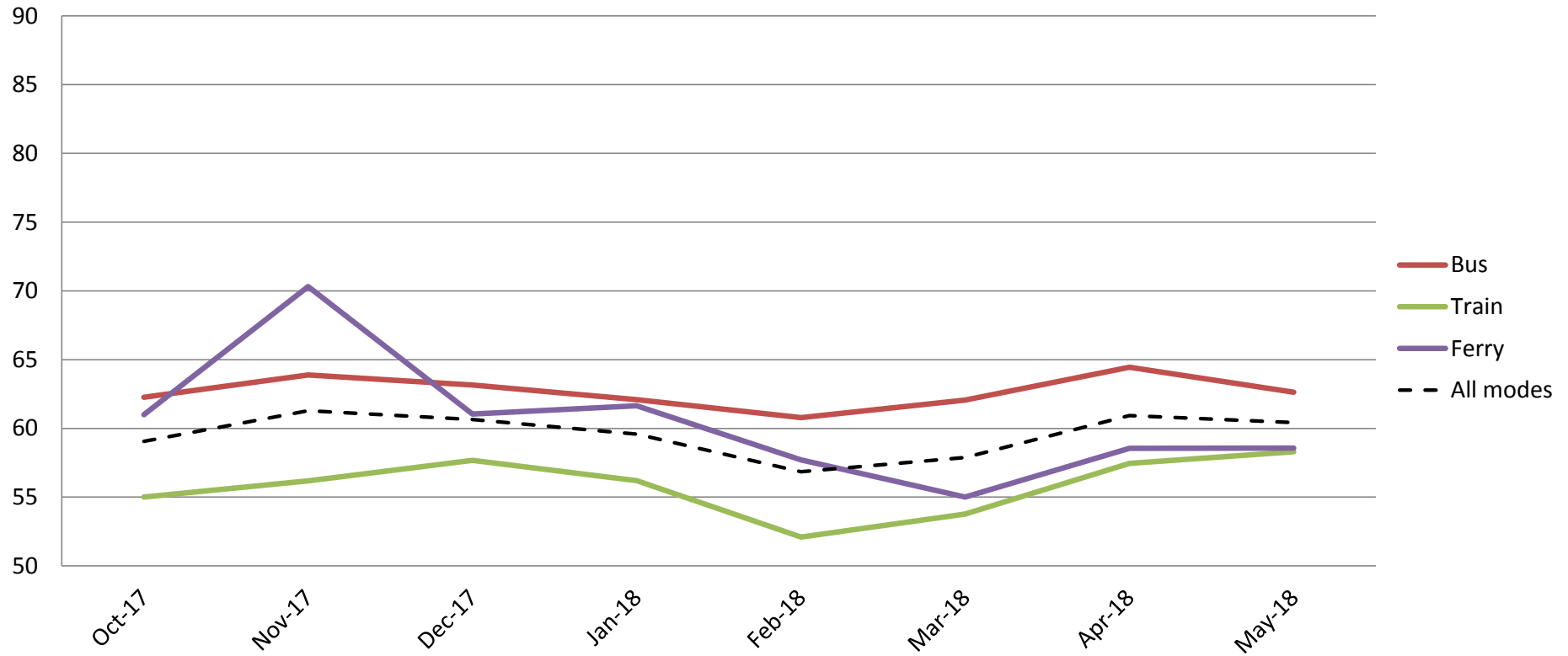
	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18
Bus	62	64	63	62	61	62	64	63
Train	55	56	58	56	**52**	54	**57**	58
Ferry	61	**70**	**61**	62	58	55	59	59
All Modes	59	**61**	61	60	**57**	58	**61**	60

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