

TransLink Customer Satisfaction Monthly Snapshot

May 2017

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	73	86	78
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	67	66	76	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	66	80	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	77	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.	81	77	79	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	76	70	79	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	72	69	78	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	71	68	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	76	87	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	80	79	89	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	64	56	58	60
Overall Service				
A combination of all reported categories	73	68	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

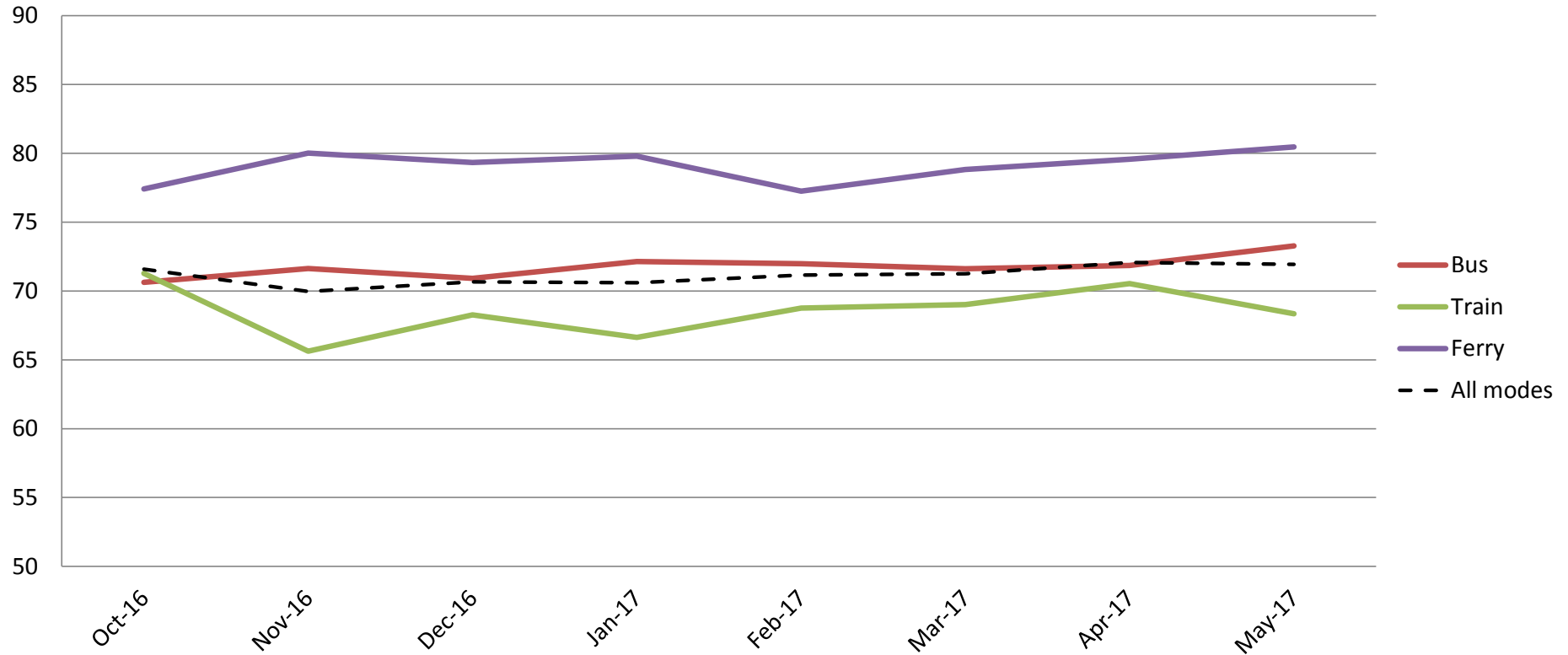
Green figures indicate a statistically significant **increase** in the period

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
5 June 2016	3,528,420	0.23	2.06	14.50	1.70%
12 June 2016	3,524,785	0.15	1.52	11.58	1.73%
19 June 2016	3,462,127	0.27	3.01	12.95	1.70%
26 June 2016	3,404,000	0.16	1.77	14.01	1.72%
3 July 2016	2,953,869	0.15	1.87	13.75	1.75%
10 July 2016	2,916,575	0.03	1.90	14.07	1.76%
17 July 2016	3,441,643	0.06	1.60	11.95	1.72%
24 July 2016	3,624,703	0.10	1.84	11.51	1.76%
31 July 2016	3,850,051	0.11	1.81	12.75	1.78%
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%

Overall satisfaction – A combination of all reported categories

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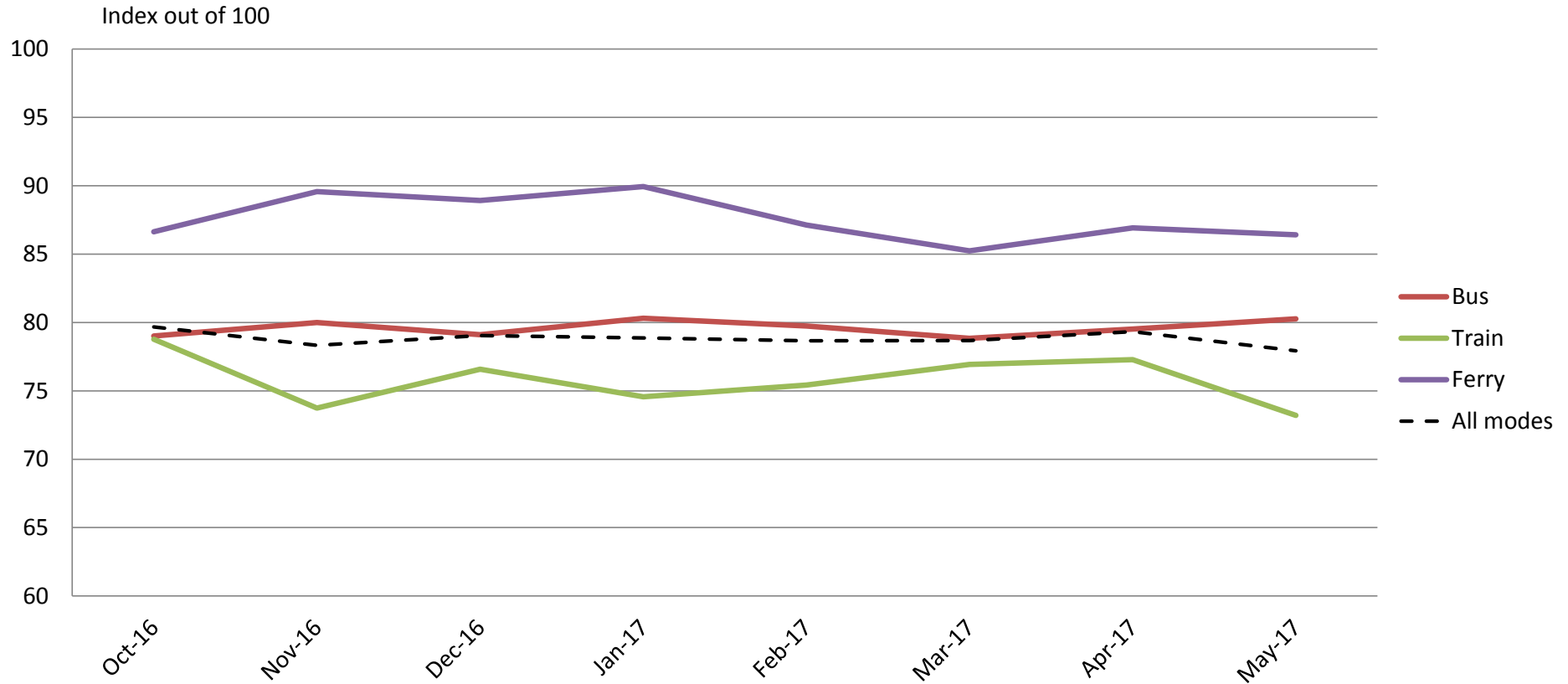


	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	71	72	71	72	72	72	72	73
Train	71	66	68	67	69	69	71	68
Ferry	77	80	79	80	77	79	80	80
All Modes	72	70	71	71	71	71	72	72

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



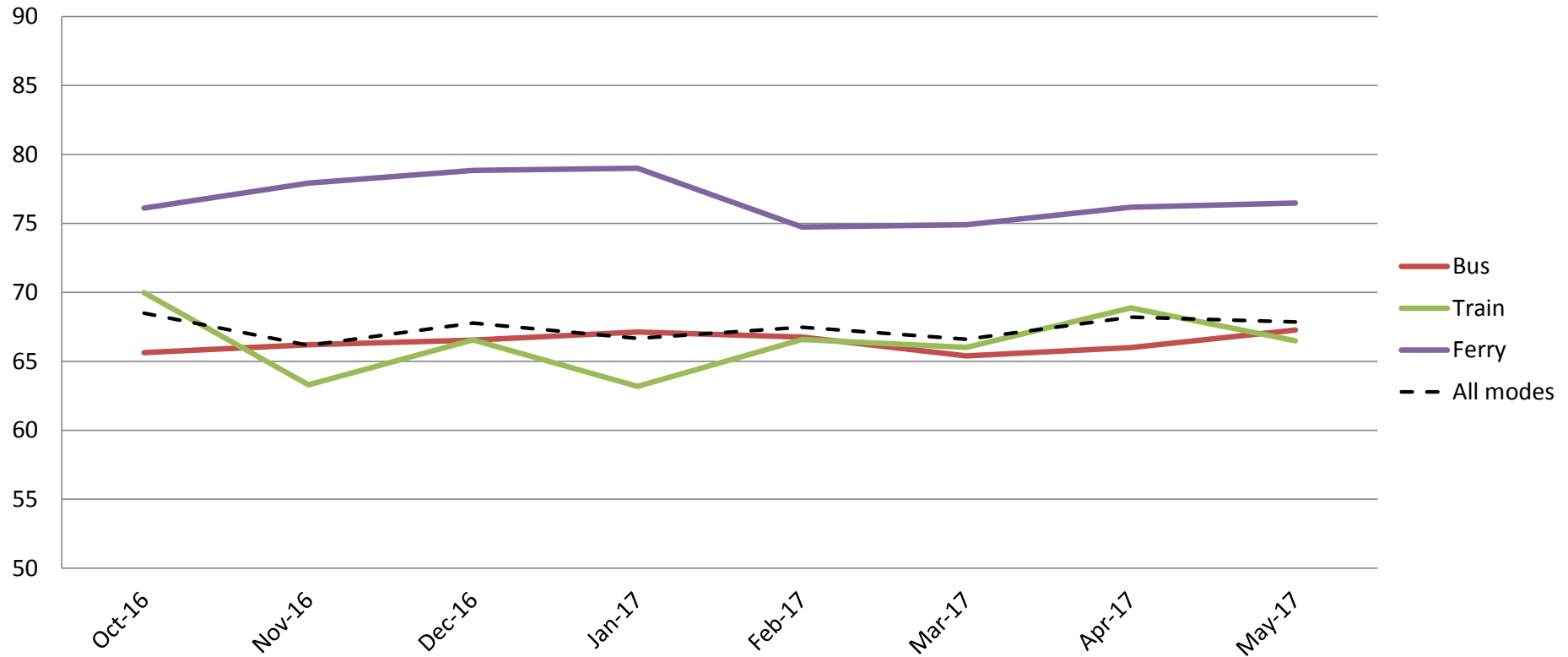
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	79	80	79	80	80	79	80	80
Train	79	74	77	75	75	77	77	73
Ferry	87	90	89	90	87	85	87	86
All Modes	80	78	79	79	79	79	79	78

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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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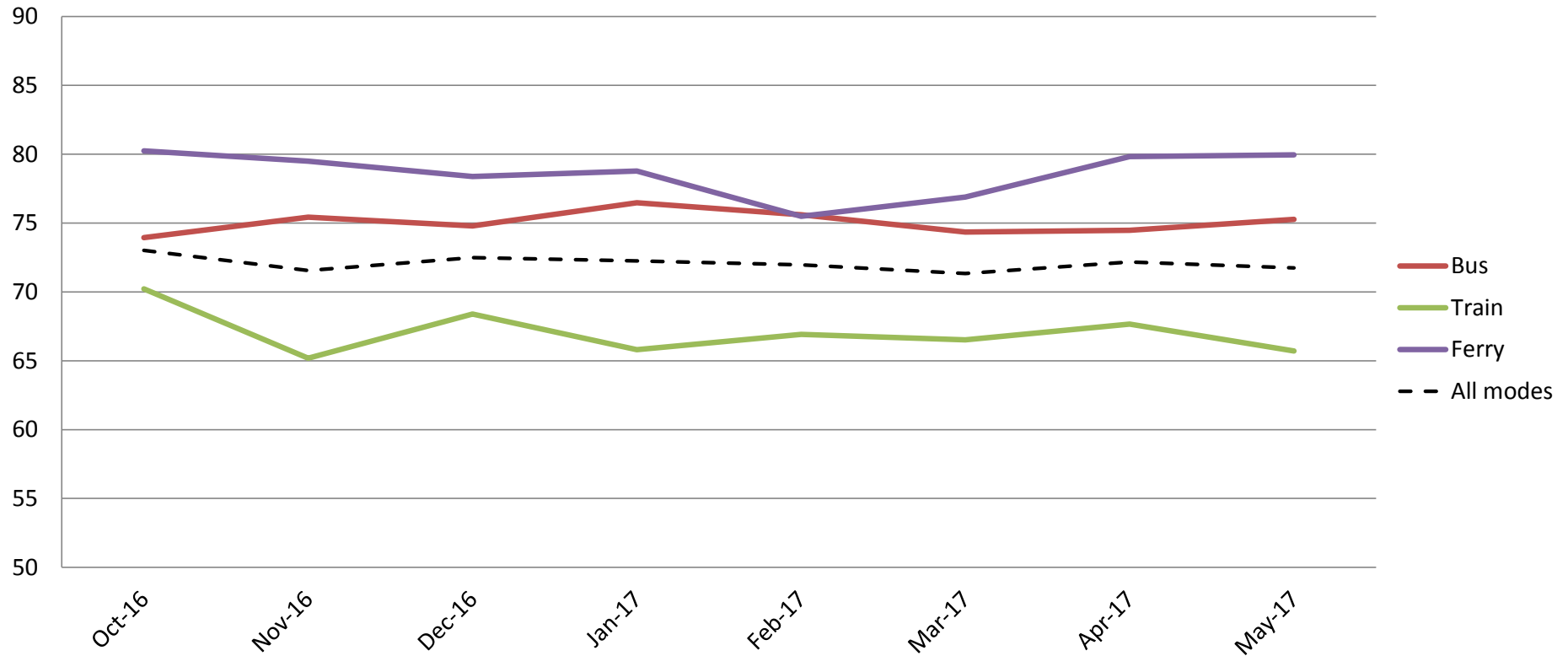
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	66	66	67	67	67	65	66	67
Train	70	63	67	63	67	66	69	66
Ferry	76	78	79	79	75	75	76	76
All Modes	68	66	68	67	67	67	68	68

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

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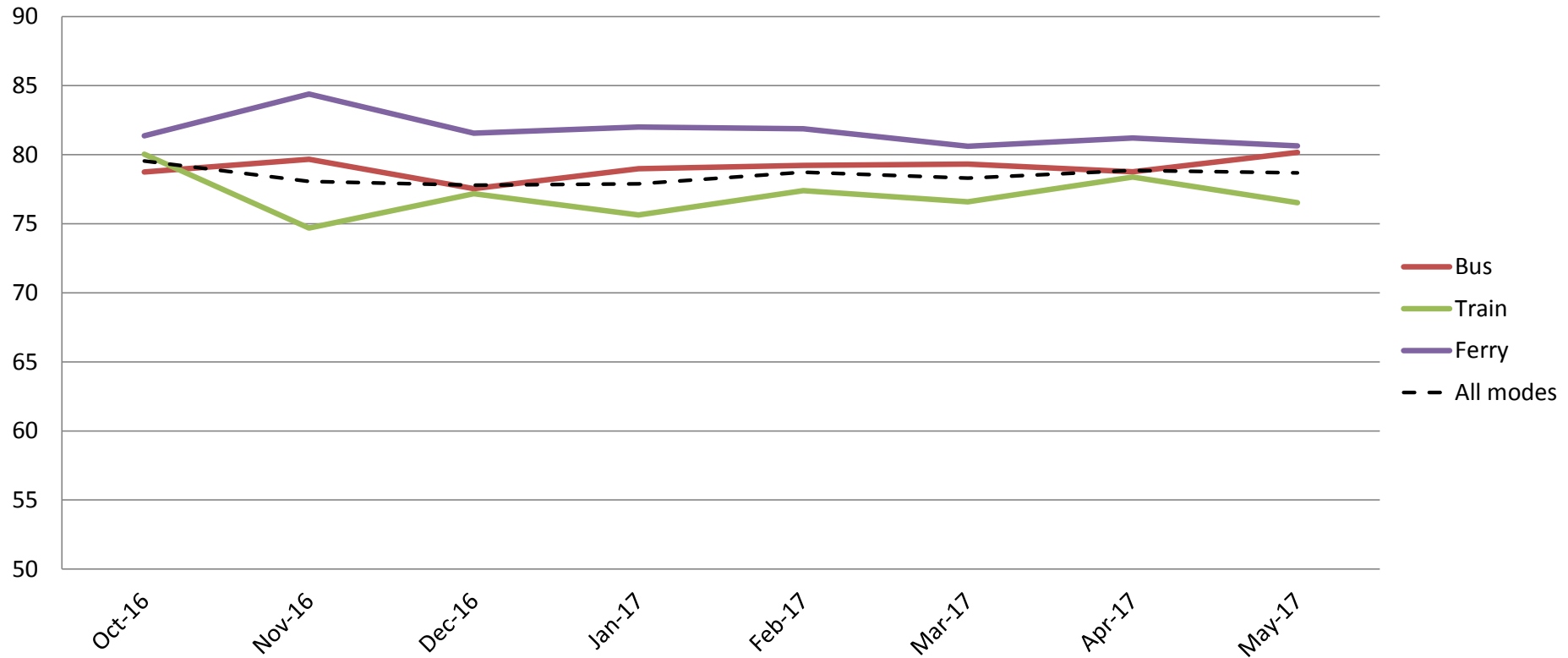
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	74	75	75	76	76	74	74	75
Train	70	65	68	66	67	67	68	66
Ferry	80	79	78	79	75	77	80	80
All Modes	73	72	72	72	72	71	72	72

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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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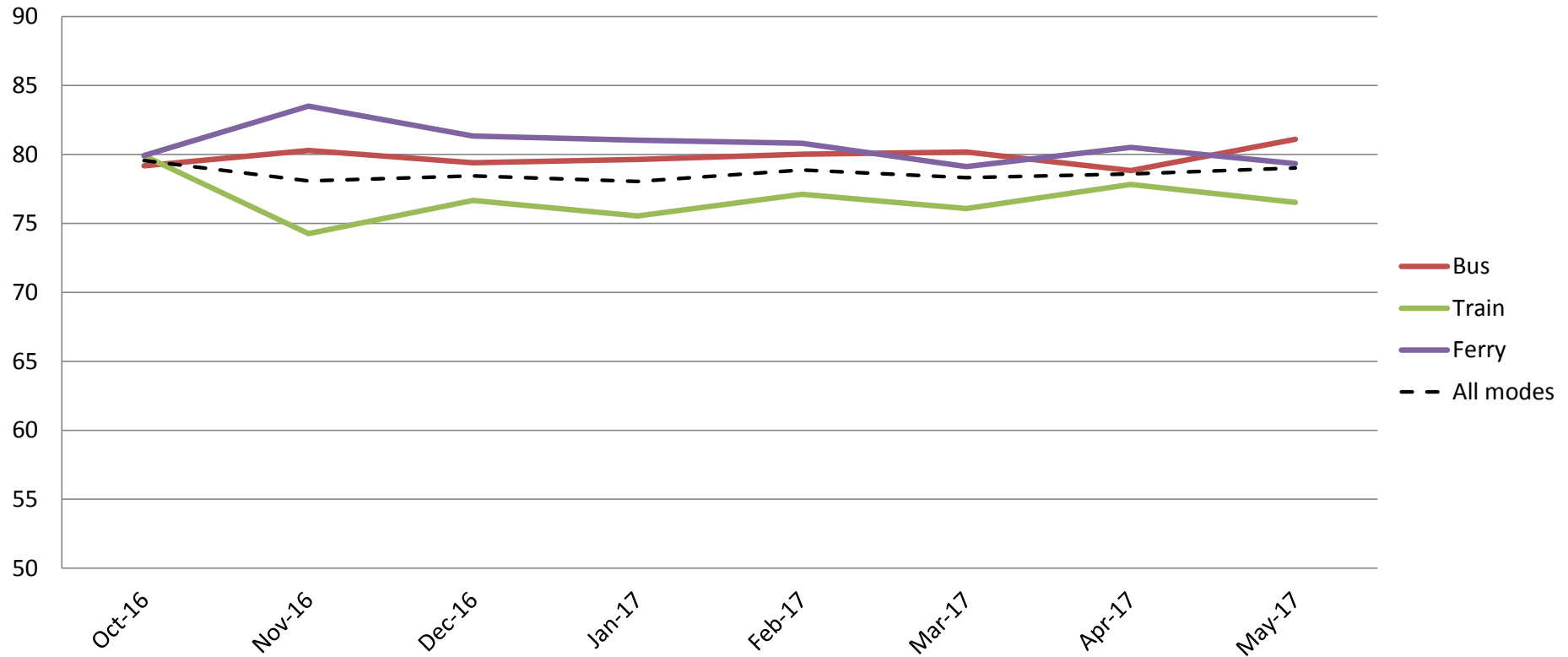
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	79	80	78	79	79	79	79	80
Train	80	75	77	76	77	77	78	77
Ferry	81	84	82	82	82	81	81	81
All Modes	80	78	78	78	79	78	79	79

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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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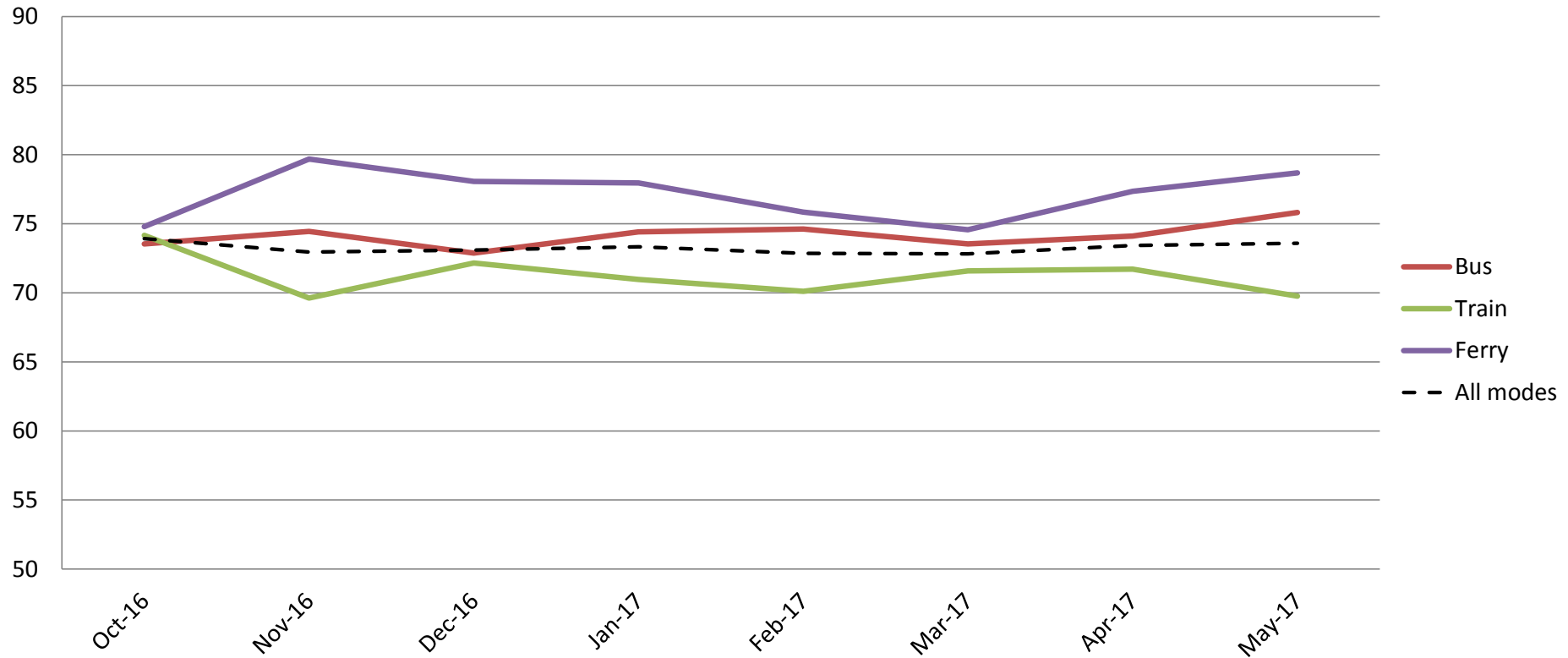
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	79	80	79	80	80	80	79	81
Train	80	74	77	76	77	76	78	77
Ferry	80	84	81	81	81	79	81	79
All Modes	80	78	78	78	79	78	79	79

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

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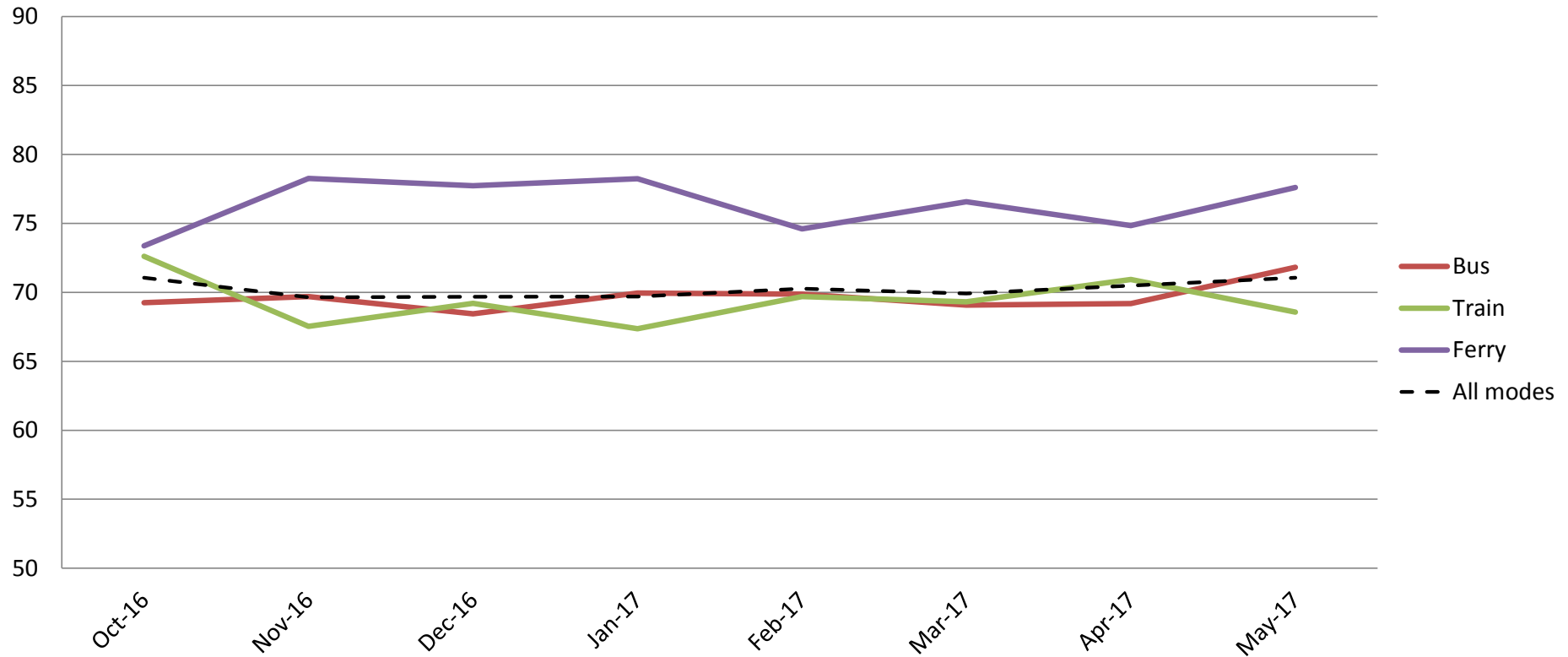
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	74	74	73	74	75	74	74	76
Train	74	70	72	71	70	72	72	70
Ferry	75	80	78	78	76	75	77	79
All Modes	74	73	73	73	73	73	73	74

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

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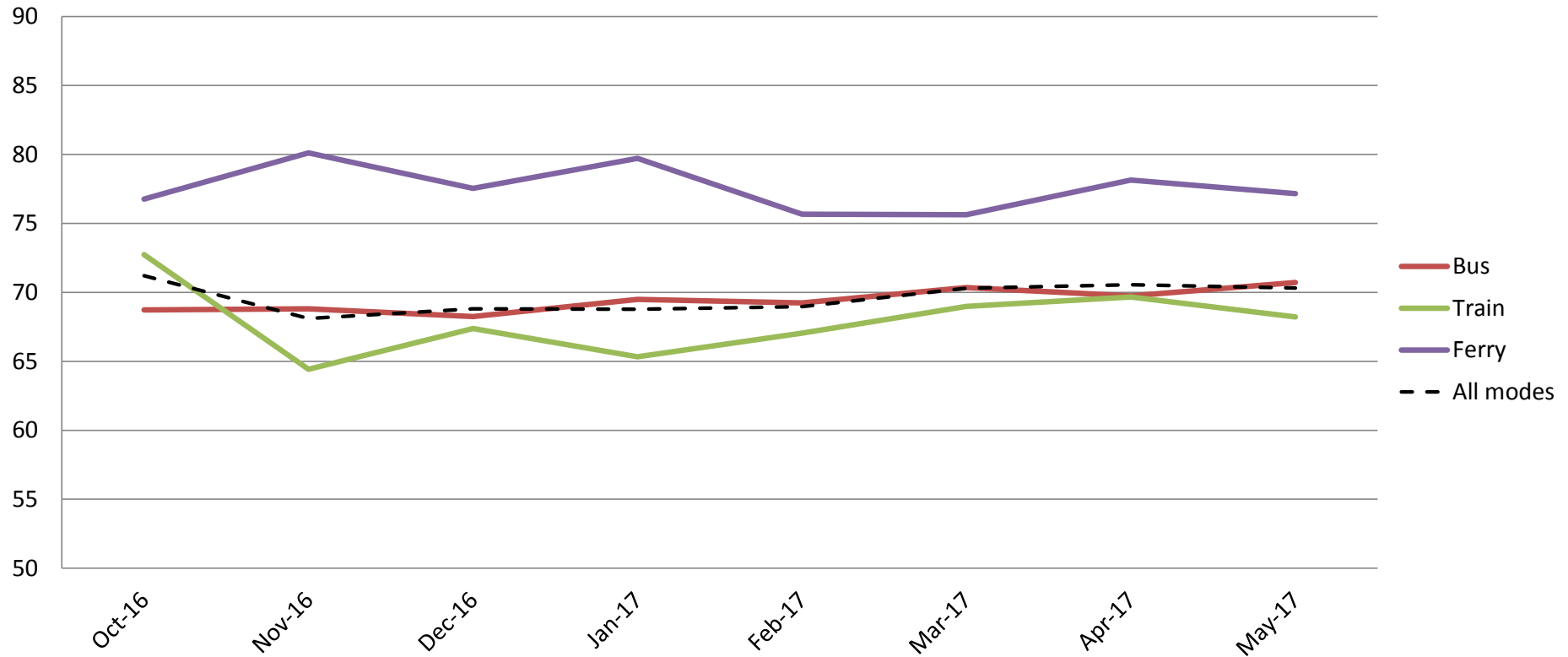
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	69	70	68	70	70	69	69	72
Train	73	68	69	67	70	69	71	69
Ferry	73	78	78	78	75	77	75	78
All Modes	71	70	70	70	70	70	70	71

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

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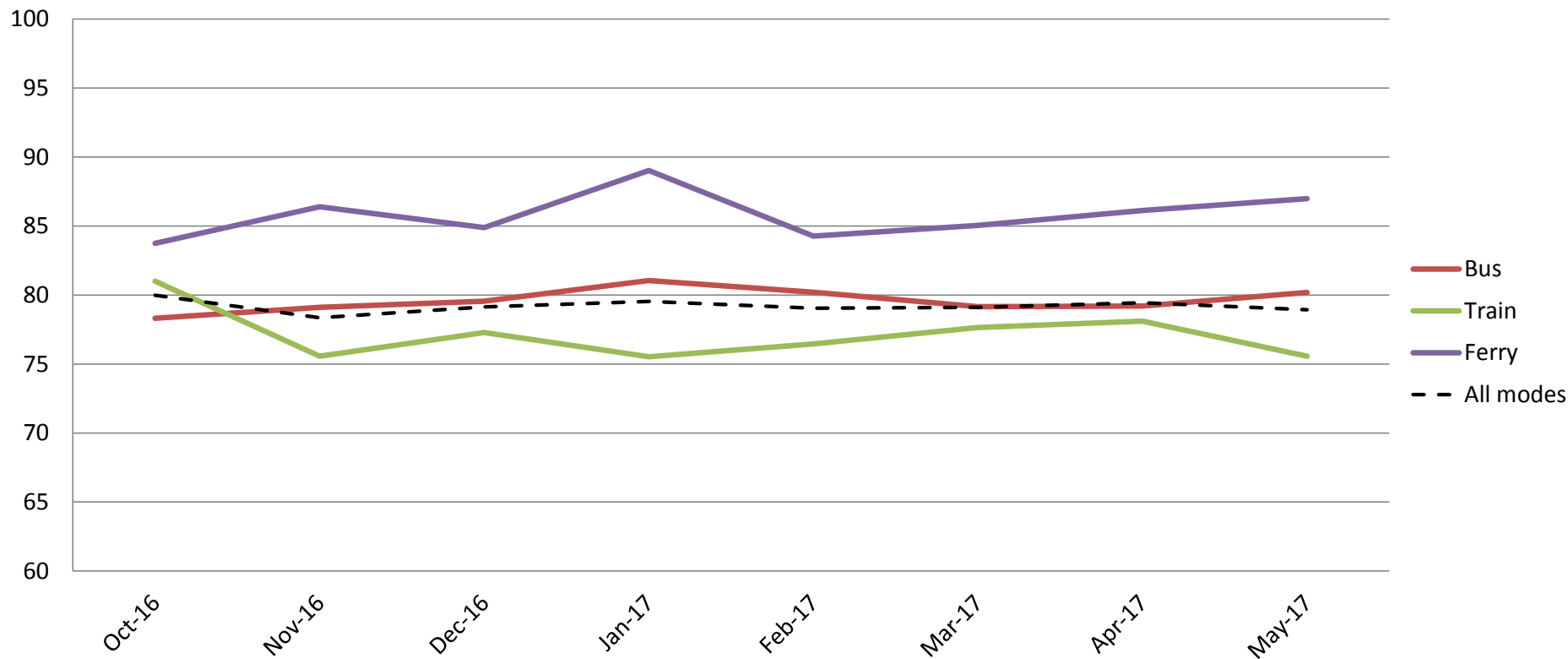
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	69	69	68	69	69	70	70	71
Train	73	64	67	65	67	69	70	68
Ferry	77	80	78	80	76	76	78	77
All Modes	71	68	69	69	69	70	71	70

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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

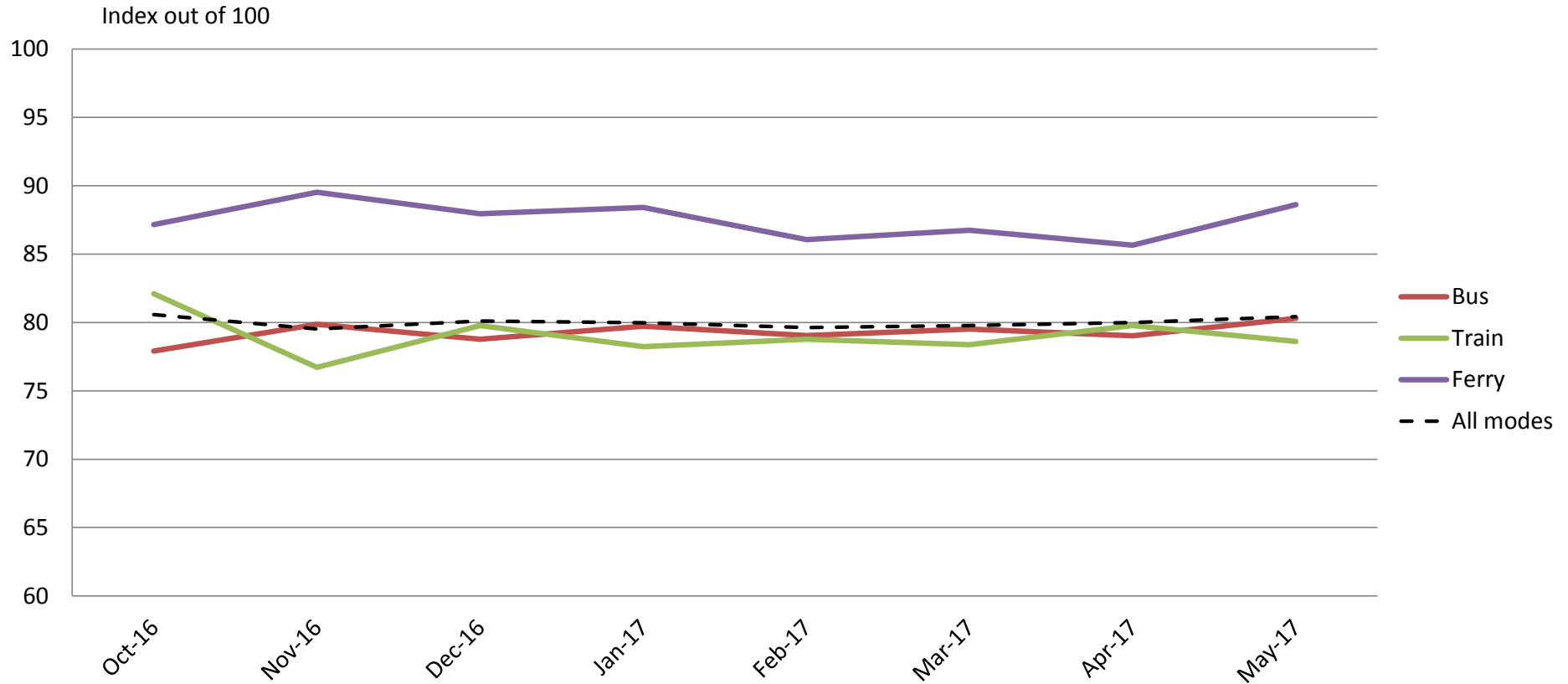


	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	78	79	80	81	80	79	79	80
Train	81	76	77	76	76	78	78	76
Ferry	84	86	85	89	84	85	86	87
All Modes	80	78	79	80	79	79	79	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff



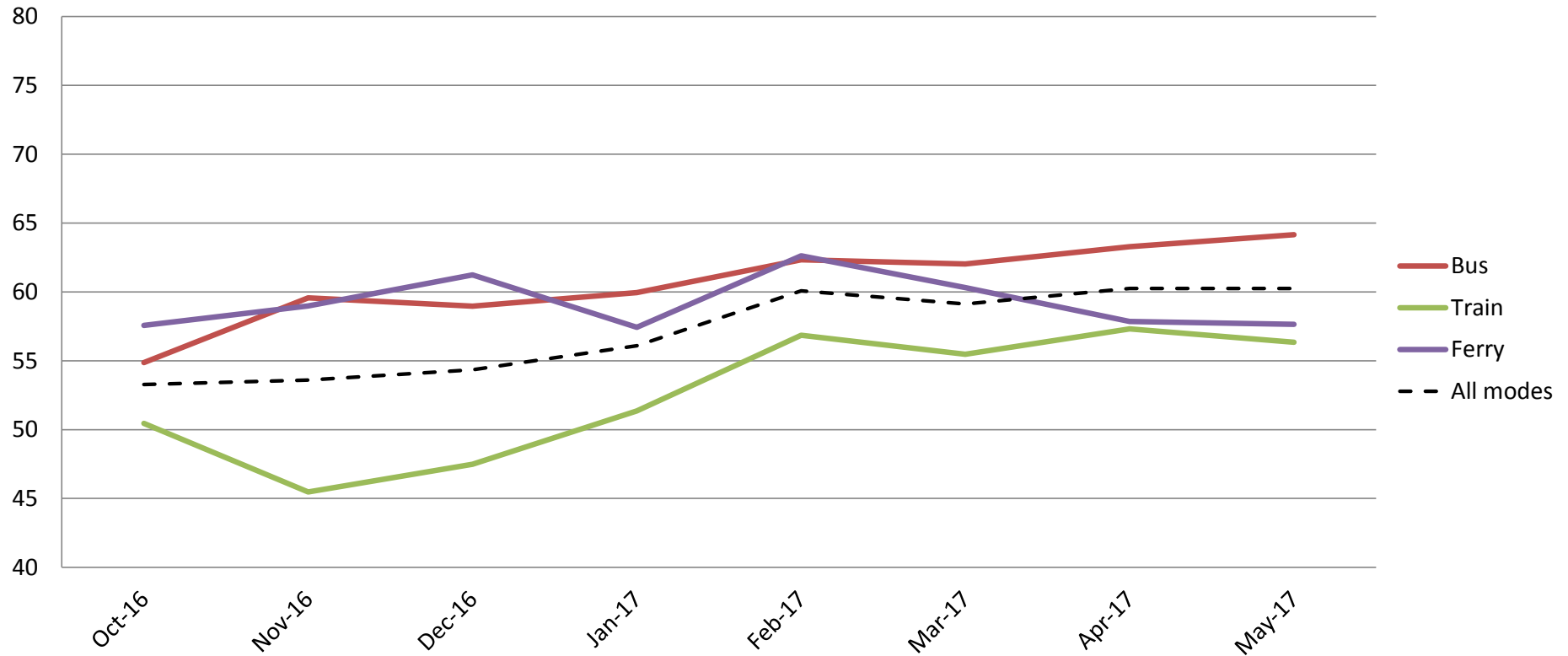
	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	78	80	79	80	79	80	79	80
Train	82	77	80	78	79	78	80	79
Ferry	87	90	88	88	86	87	86	89
All Modes	81	80	80	80	80	80	80	80

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

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	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Bus	55	60	59	60	62	62	63	64
Train	50	45	47	51	57	55	57	56
Ferry	58	59	61	57	63	60	58	58
All Modes	53	54	54	56	60	59	60	60

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