

TransLink Customer Satisfaction Monthly Snapshot

December 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	76	88	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	64	72	73	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	69	77	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	78	78	78
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.	79	78	75	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	72	72	77	72
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	68	73	74	71
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	65	69	75	67
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	79	79	85	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	77	80	86	79
Affordability				
Cost of tickets and benefits of not having to pay for parking	52	46	56	50
Overall Service				
A combination of all reported categories	69	70	74	70

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

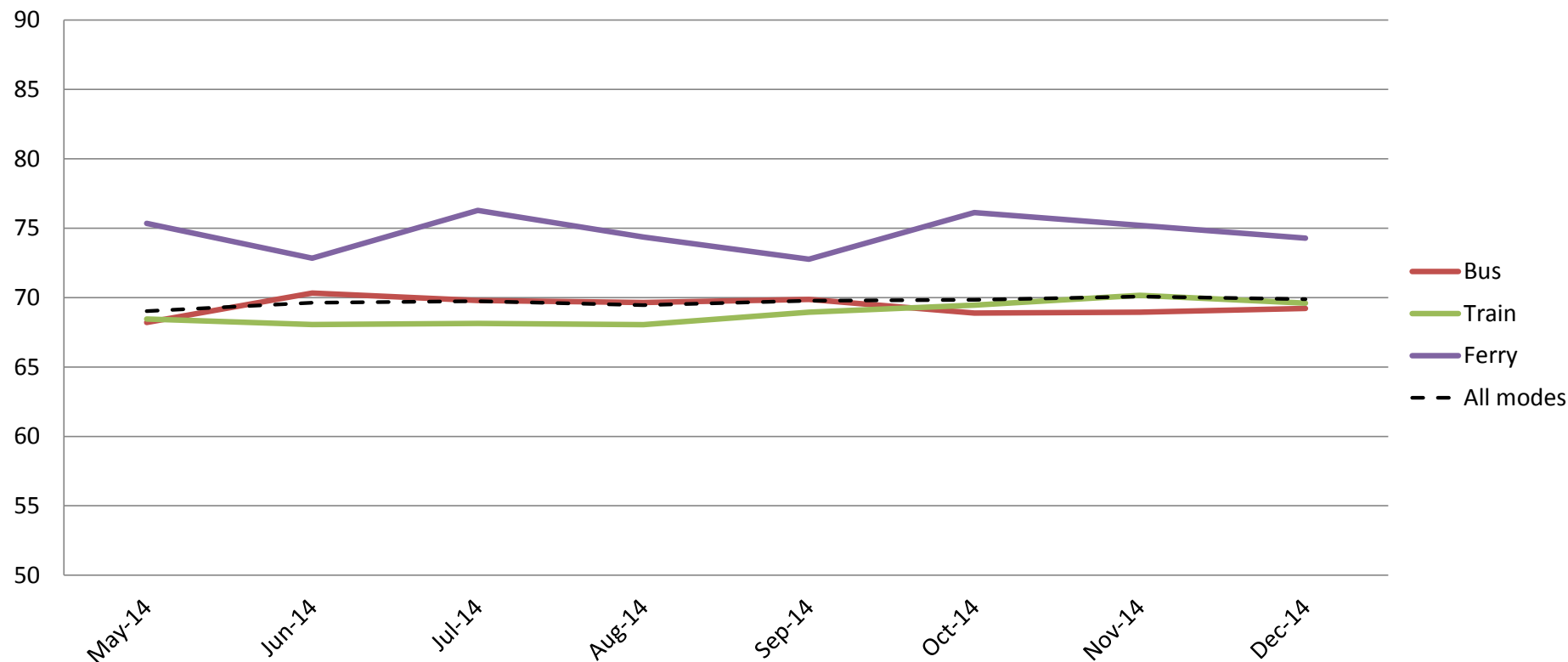
Green figures indicate a statistically significant **increase** in the period

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 January 2014	1,872,537	0.50	2.87	53.67	2.33%
12 January 2014	2,583,989	0.64	3.48	18.81	1.98%
19 January 2014	2,779,128	0.56	3.06	14.23	1.87%
26 January 2014	2,781,811	0.56	4.70	15.46	2.01%
2 February 2014	2,806,317	0.68	4.43	13.69	2.12%
9 February 2014	3,299,499	0.60	3.83	14.17	2.12%
16 February 2014	3,425,280	0.47	2.81	12.55	2.09%
23 February 2014	3,566,173	0.56	3.14	12.65	2.13%
2 March 2014	3,809,957	0.54	2.68	16.47	2.09%
9 March 2014	3,947,638	0.48	2.93	11.92	2.02%
16 March 2014	3,965,107	0.46	2.87	11.58	2.00%
23 March 2014	3,951,930	0.44	2.30	12.06	1.91%
30 March 2014	3,781,445	0.43	3.56	12.06	1.82%
6 April 2014	3,830,407	0.47	2.54	10.37	1.78%
13 April 2014	3,362,615	0.54	2.07	12.22	1.66%
20 April 2014	2,868,709	0.55	2.73	11.44	1.78%
27 April 2014	2,525,100	0.49	2.79	12.84	2.06%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100



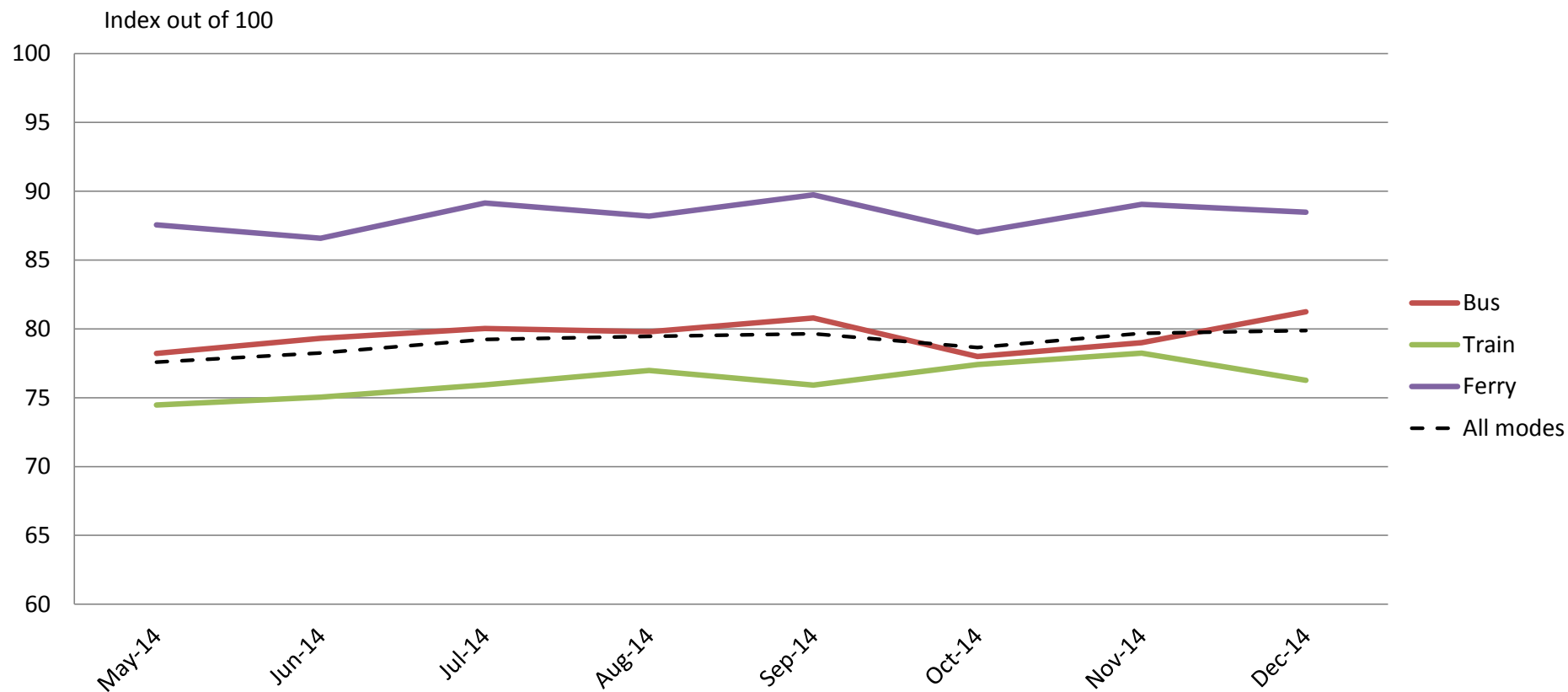
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	68	70	70	70	70	69	69	69
Train	68	68	68	68	69	69	70	70
Ferry	75	73	76	74	73	76	75	74
All Modes	69	70	70	69	70	70	70	70

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



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	78	79	80	80	81	78	79	81
Train	74	75	76	77	76	77	78	76
Ferry	88	87	89	88	90	87	89	88
All Modes	78	78	79	79	80	79	80	80

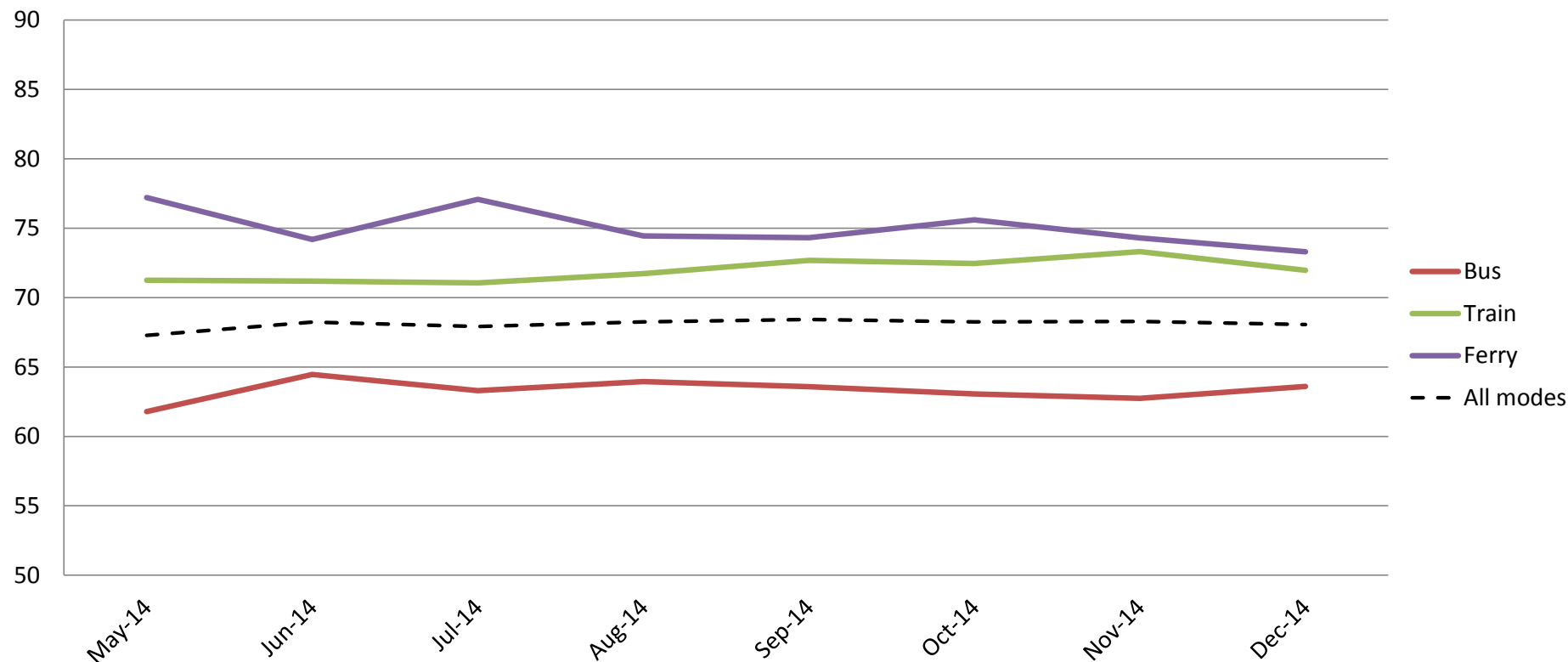
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	62	64	63	64	64	63	63	64
Train	71	71	71	72	73	72	73	72
Ferry	77	74	77	74	74	76	74	73
All Modes	67	68	68	68	68	68	68	68

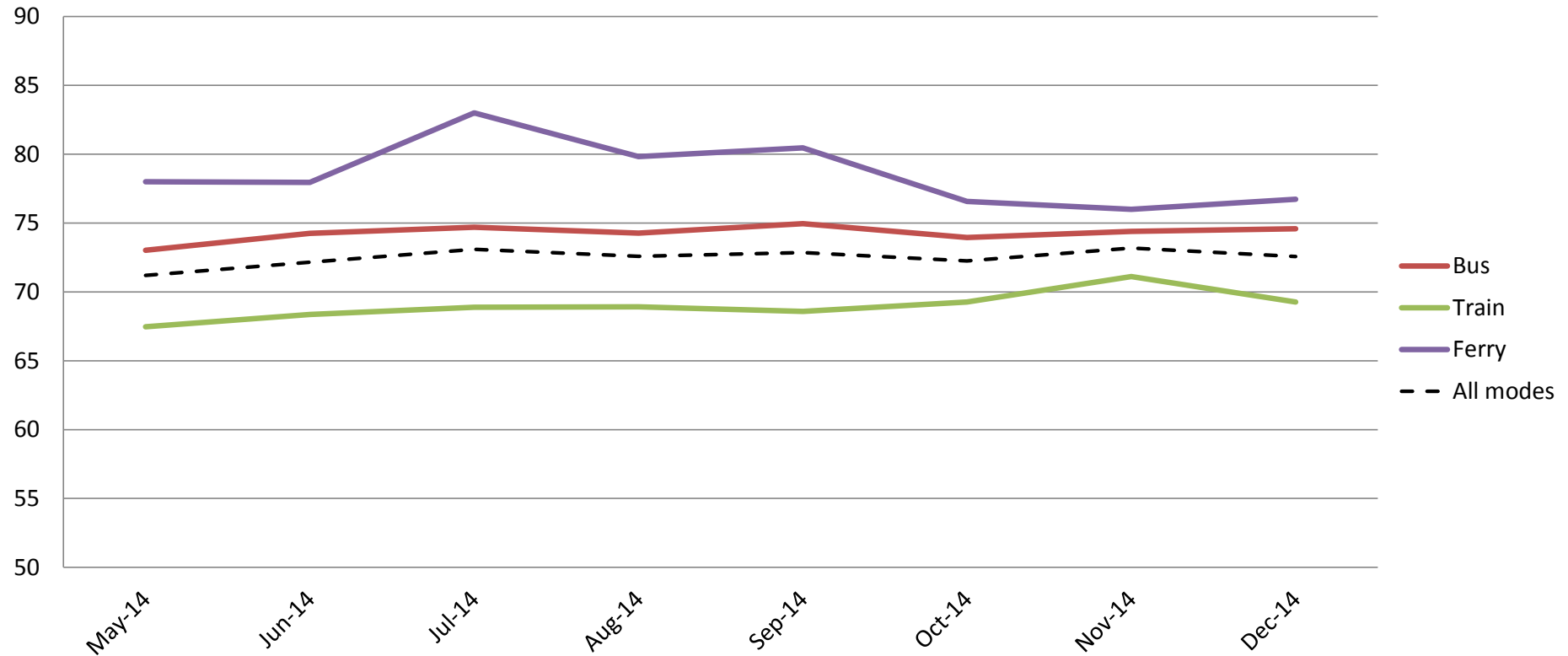
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

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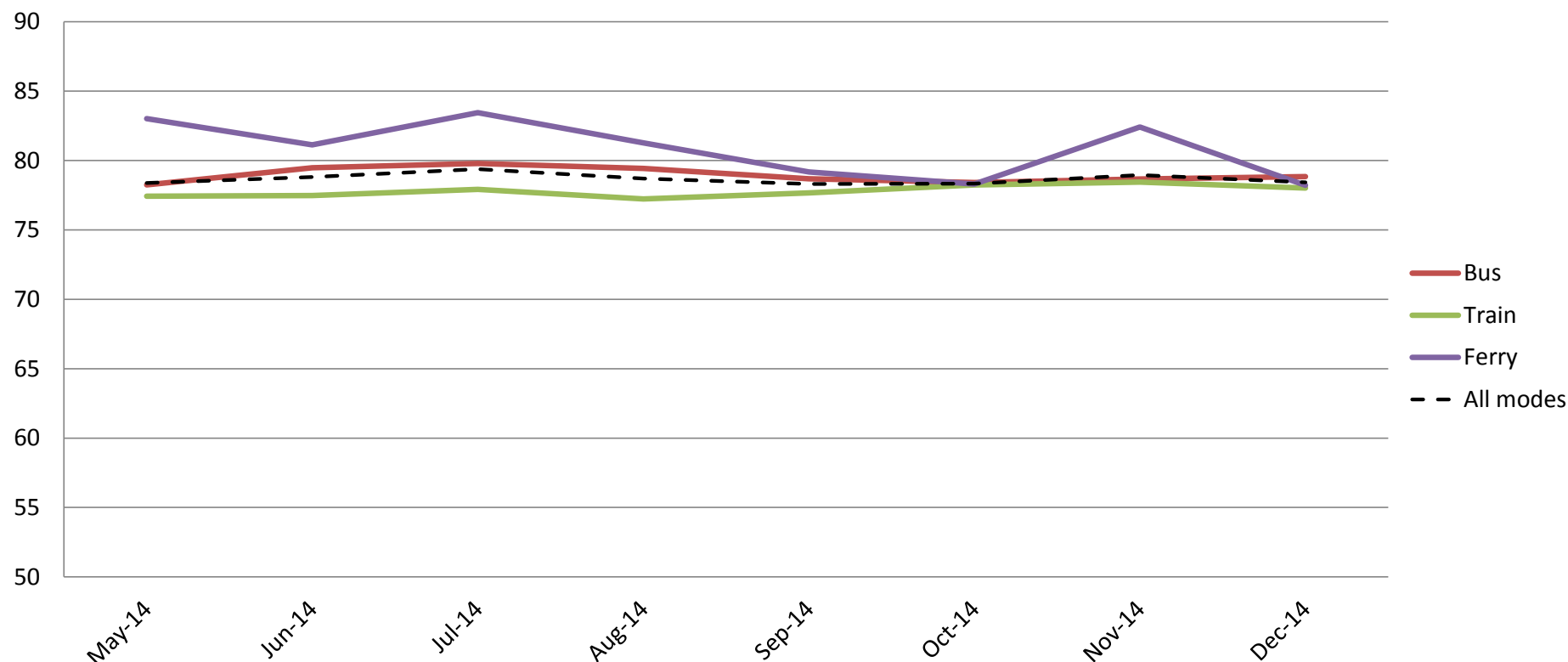
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	73	74	75	74	75	74	74	75
Train	67	68	69	69	69	69	71	69
Ferry	78	78	83	80	80	77	76	77
All Modes	71	72	73	73	73	72	73	73

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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



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	78	79	80	79	79	78	79	79
Train	77	77	78	77	78	78	78	78
Ferry	83	81	83	81	79	78	82	78
All Modes	78	79	79	79	78	78	79	78

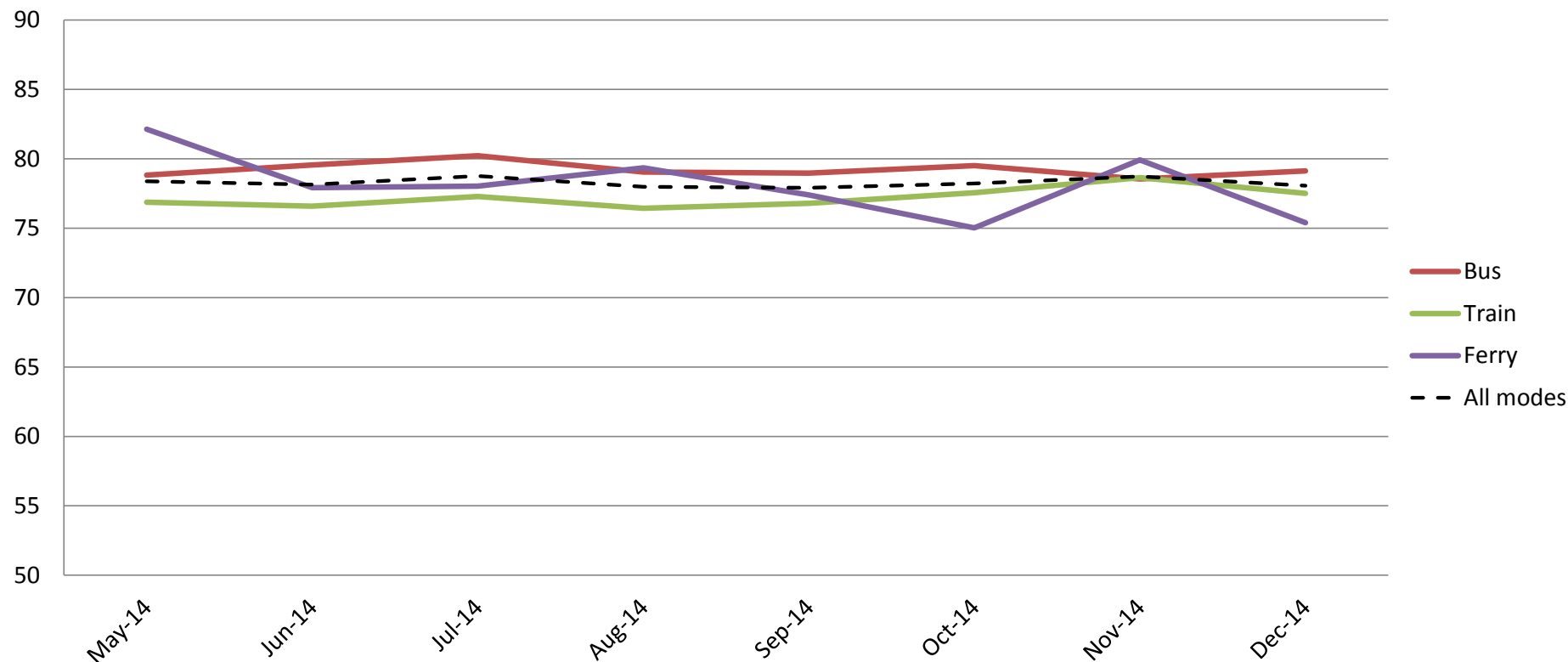
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	79	80	80	79	79	80	79	79
Train	77	77	77	76	77	78	79	78
Ferry	82	78	78	79	77	75	80	75
All Modes	78	78	79	78	78	78	79	78

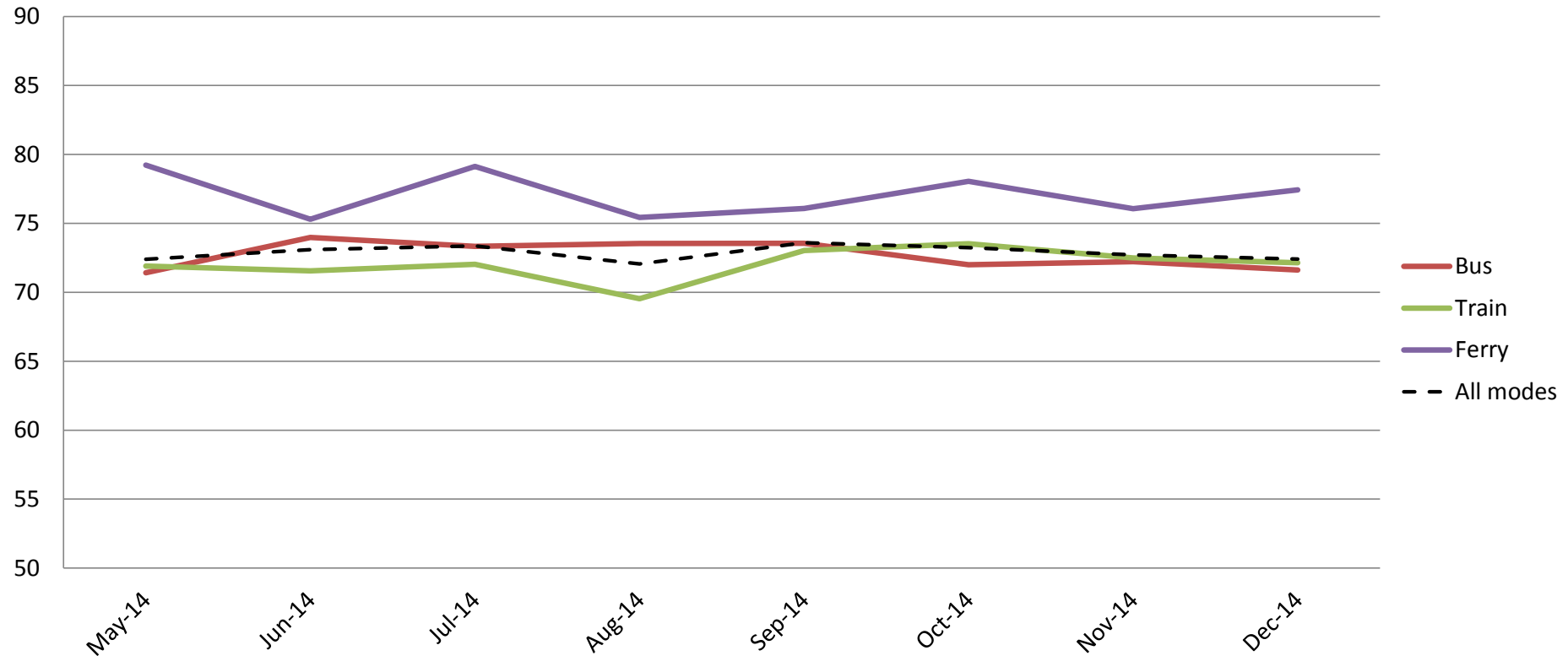
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

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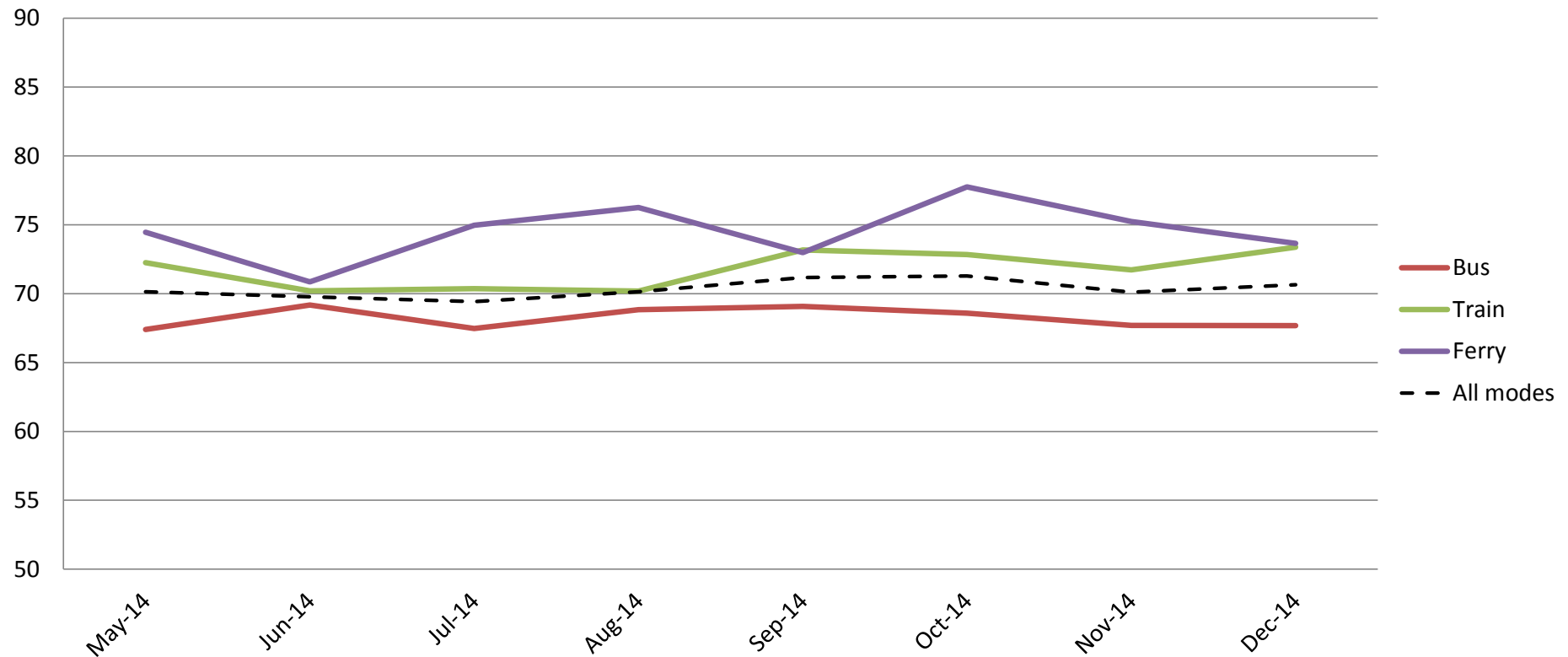
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	71	74	73	74	74	72	72	72
Train	72	72	72	70	73	74	72	72
Ferry	79	75	79	75	76	78	76	77
All Modes	72	73	73	72	74	73	73	72

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

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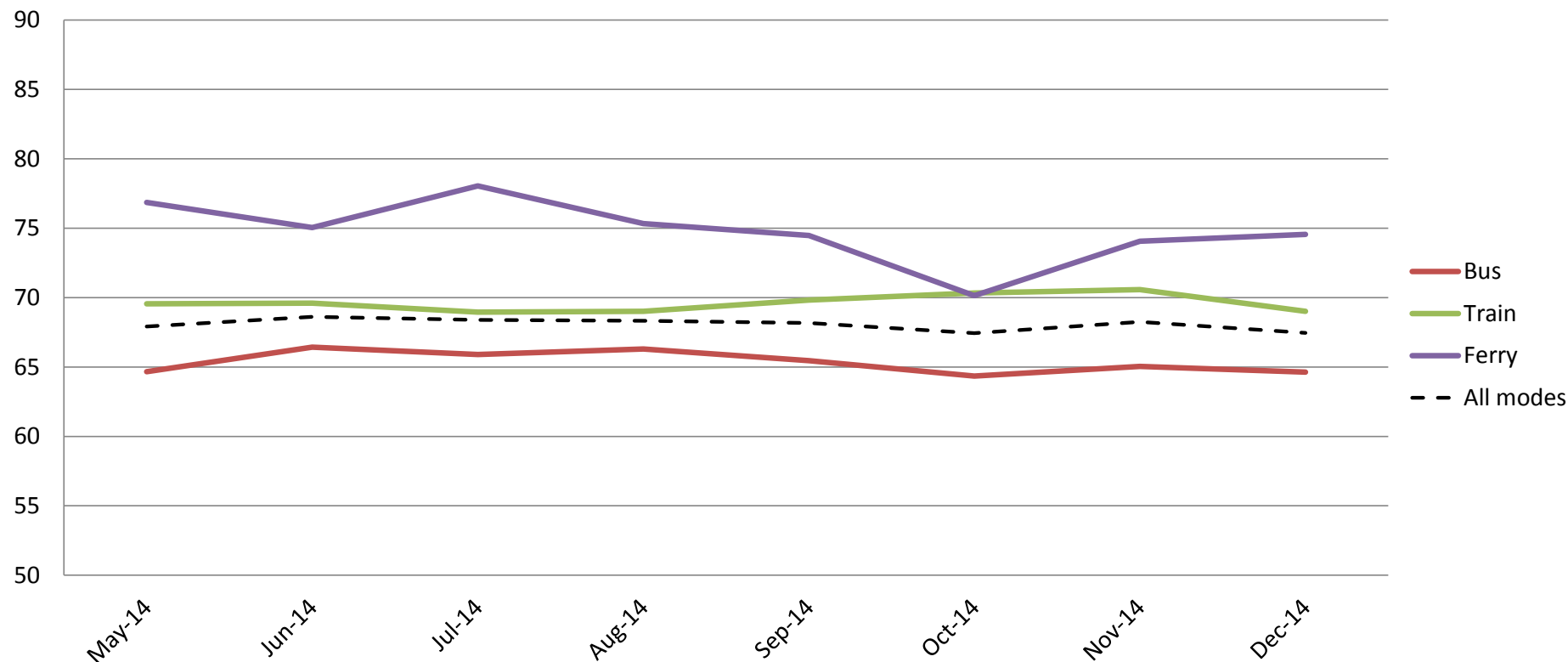
	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	67	69	67	69	69	69	68	68
Train	72	70	70	70	73	73	72	73
Ferry	74	71	75	76	73	78	75	74
All Modes	70	70	69	70	71	71	70	71

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

Index out of 100



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	65	66	66	66	65	64	65	65
Train	70	70	69	69	70	70	71	69
Ferry	77	75	78	75	74	70	74	75
All Modes	68	69	68	68	68	67	68	67

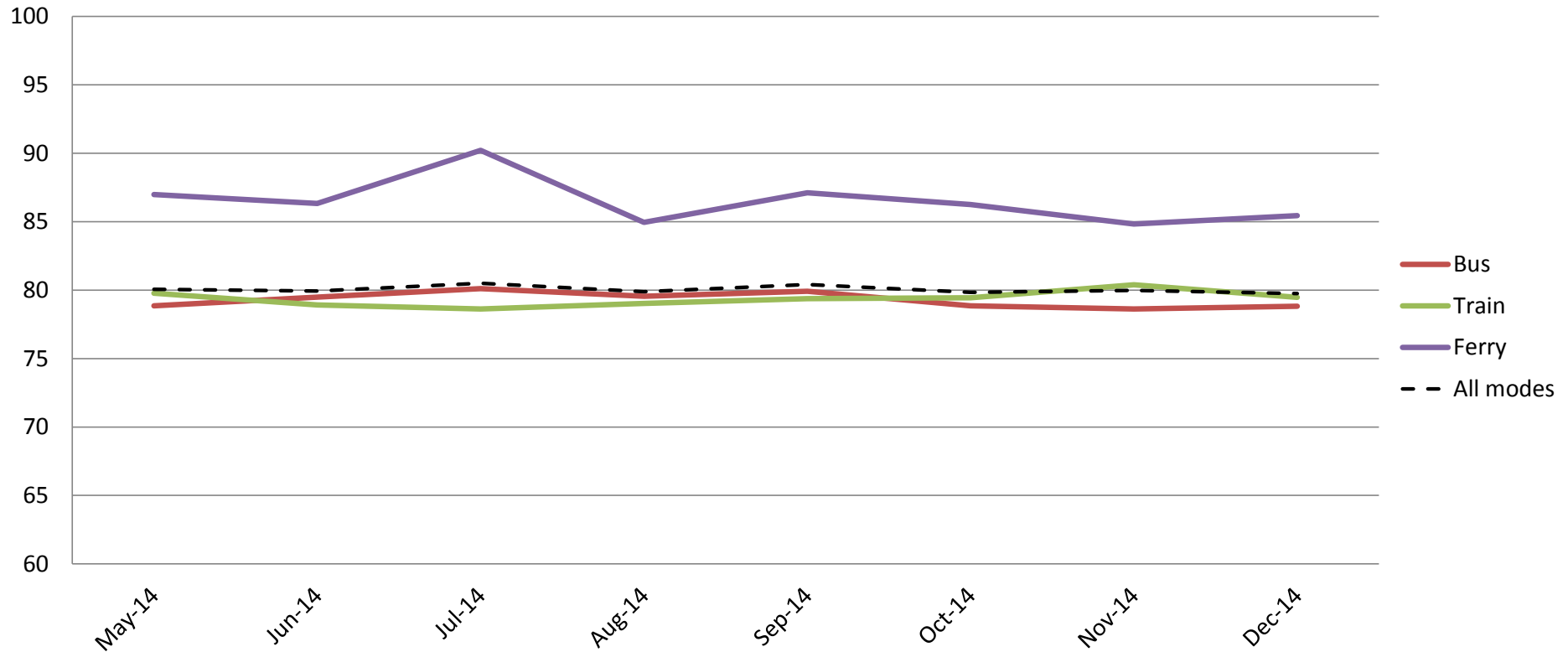
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

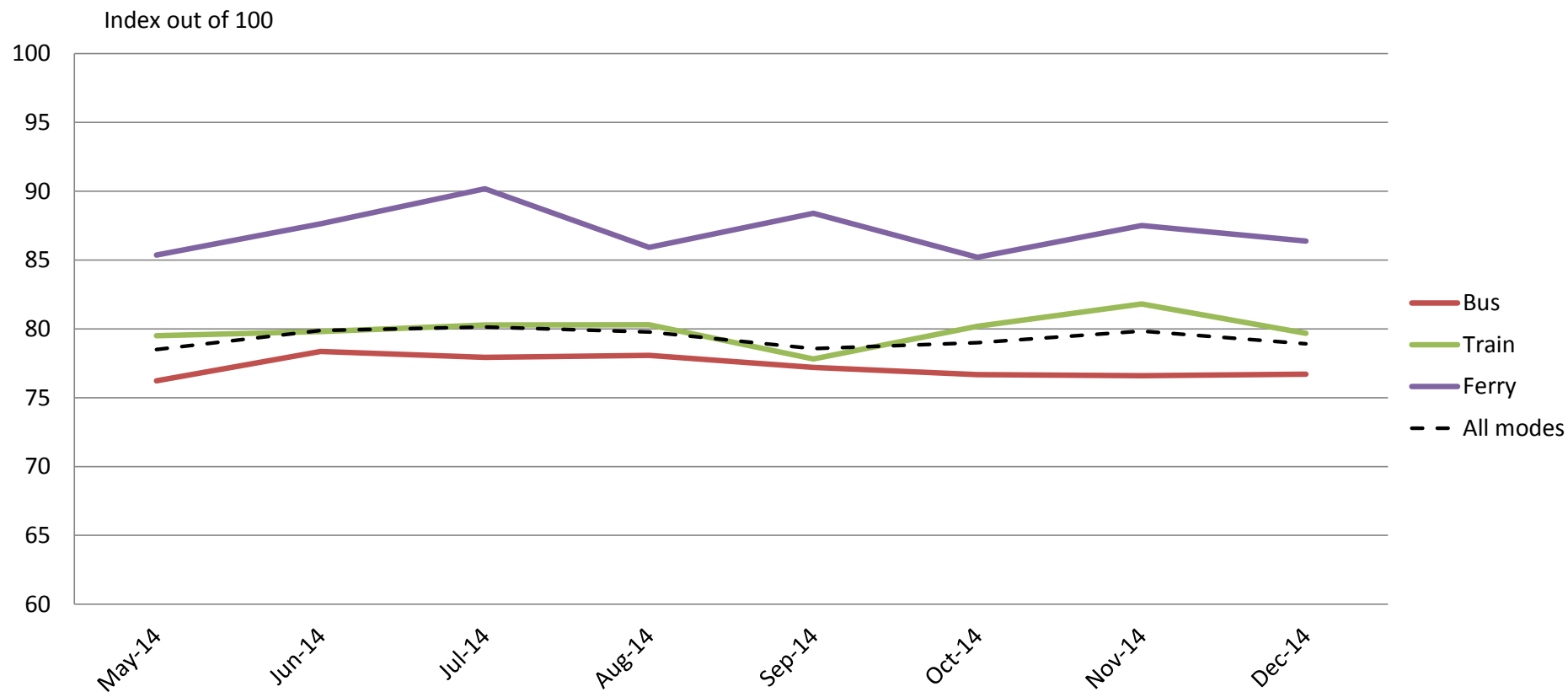


	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	79	79	80	80	80	79	79	79
Train	80	79	79	79	79	79	80	79
Ferry	87	86	90	85	87	86	85	85
All Modes	80	80	81	80	80	80	80	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	76	78	78	78	77	77	77	77
Train	80	80	80	80	78	80	82	80
Ferry	85	88	90	86	88	85	88	86
All Modes	79	80	80	80	79	79	80	79

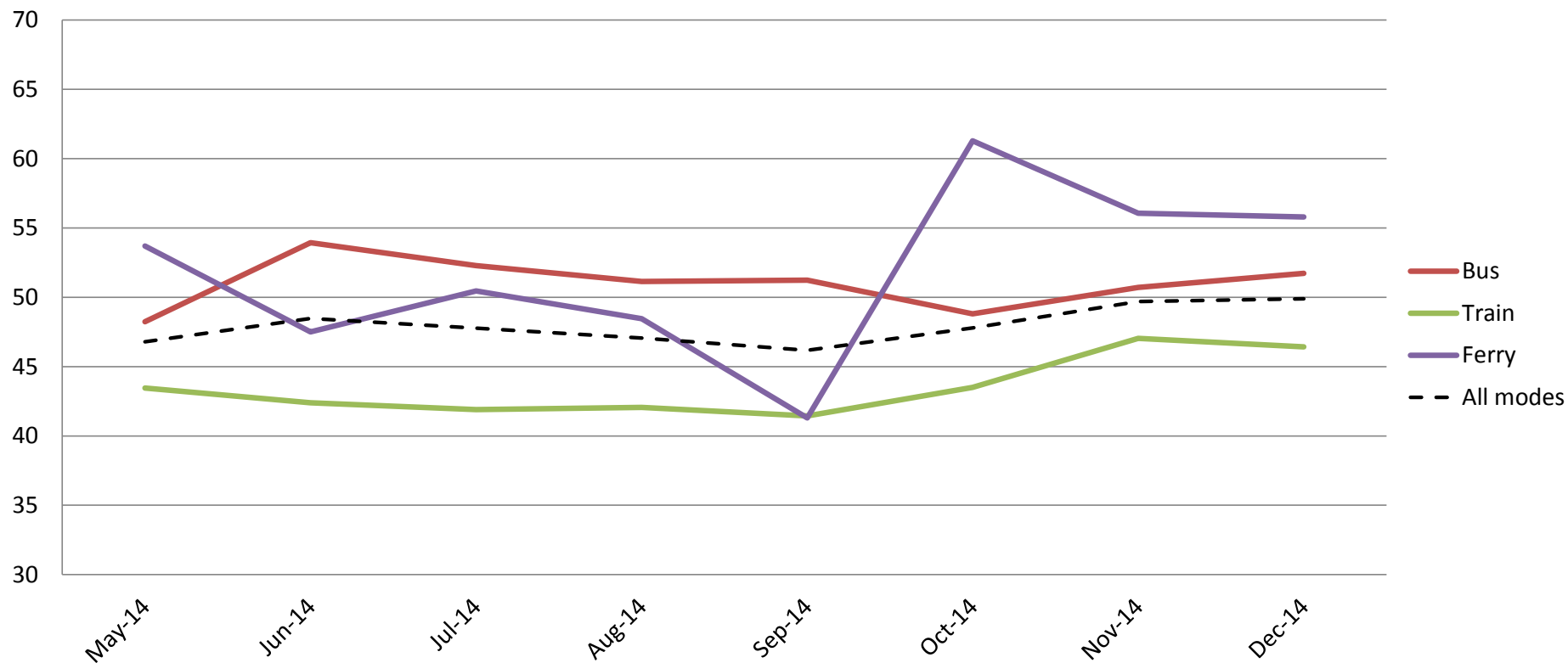
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
Bus	48	54	52	51	51	49	51	52
Train	43	42	42	42	41	43	47	46
Ferry	54	48	50	48	41	61	56	56
All Modes	47	48	48	47	46	48	50	50

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