

## TransLink Customer Satisfaction Monthly Snapshot

August 2018

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	79	77	88	79
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	65	68	77	68
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	69	81	73
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	78	81	<b>78</b>
<b>Ease of using go card sub-index</b>				
Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	80	78	81	79
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	72	77	73
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	69	72	78	71
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	69	71	77	71
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	78	78	85	79
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	79	80	90	81
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	63	57	63	60
<b>Overall Service</b>				
A combination of all reported categories	71	71	81	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

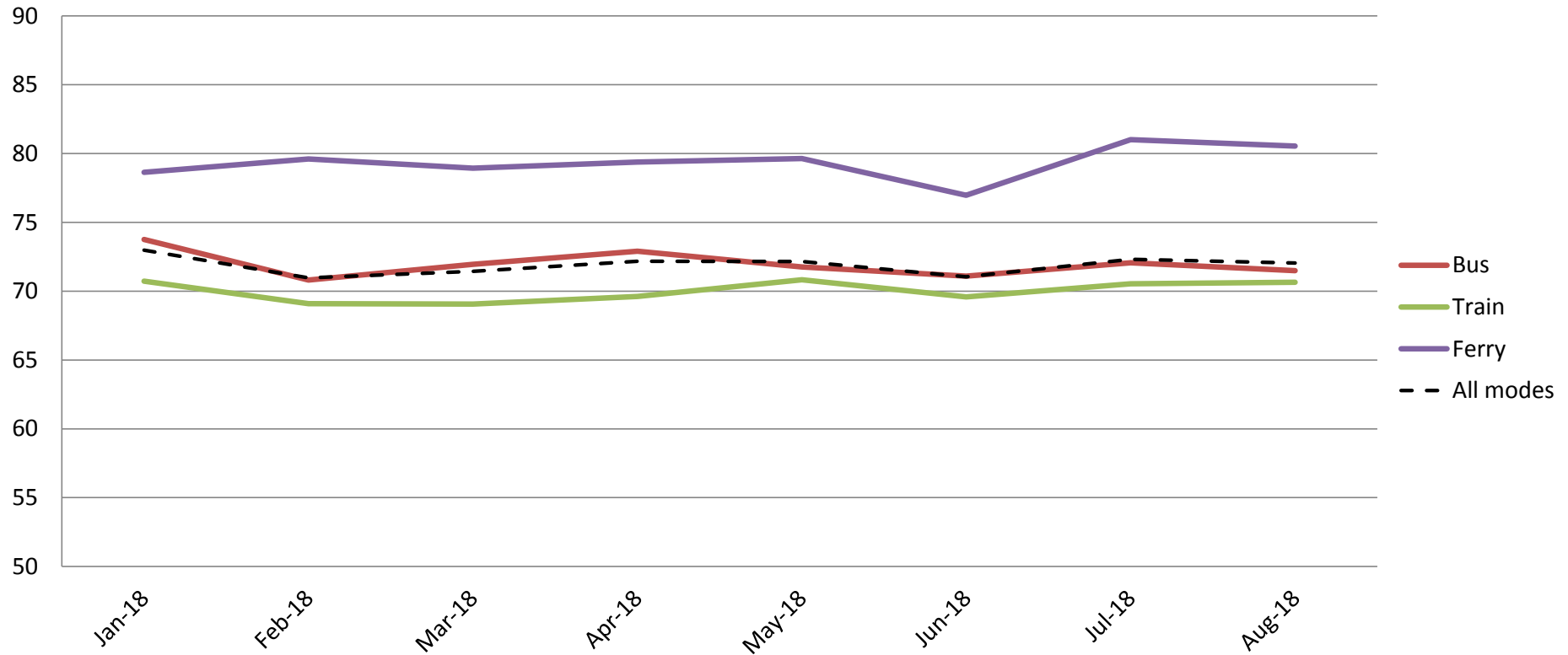
Green figures indicate a statistically significant **increase** in the period

## 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
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%
3 June 2018	3,865,356	0.05	1.80	12.47	1.65%
10 June 2018	3,675,247	0.05	1.95	13.86	1.67%
17 June 2018	3,711,616	0.03	1.71	13.02	1.64%
24 June 2018	3,629,244	0.06	1.09	15.29	1.69%
1 July 2018	3,408,988	0.05	1.25	12.88	1.62%
8 July 2018	3,105,843	0.07	4.04	15.71	1.76%
15 July 2018	3,225,922	0.11	1.92	16.11	1.77%
22 July 2018	3,823,342	0.06	2.03	11.97	1.82%
29 July 2018	4,080,274	0.08	1.90	13.30	1.71%
5 August 2018	4,114,861	0.06	1.85	12.07	1.64%
12 August 2018	4,182,704	0.07	1.75	13.06	1.66%
19 August 2018	3,755,671	0.05	1.72	14.19	1.80%
26 August 2018	3,988,014	0.06	2.02	12.92	1.61%

## Overall satisfaction – A combination of all reported categories

Index out of 100

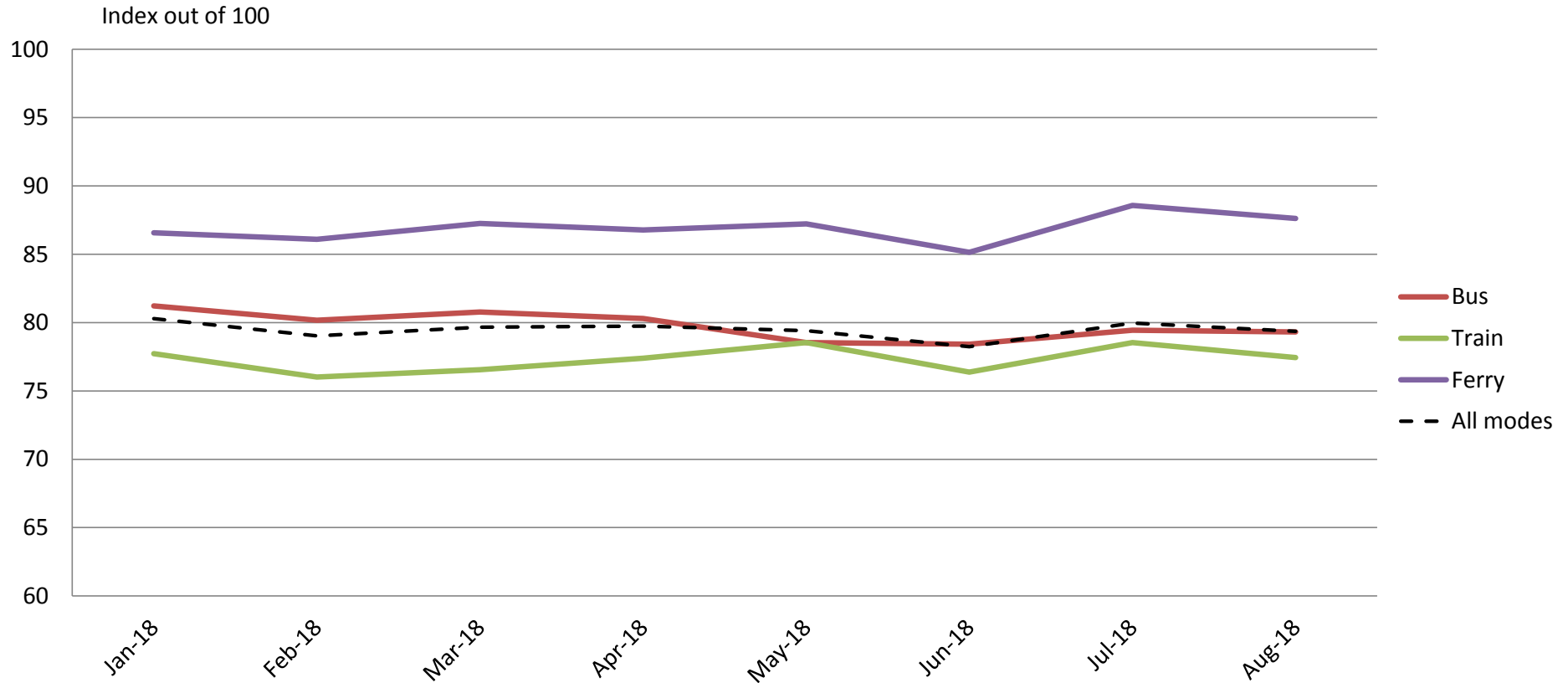


	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	74	71	72	73	72	71	72	71
<b>Train</b>	71	69	69	70	71	70	71	71
<b>Ferry</b>	79	80	79	79	80	77	81	81
<b>All Modes</b>	73	71	71	72	72	71	72	72

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



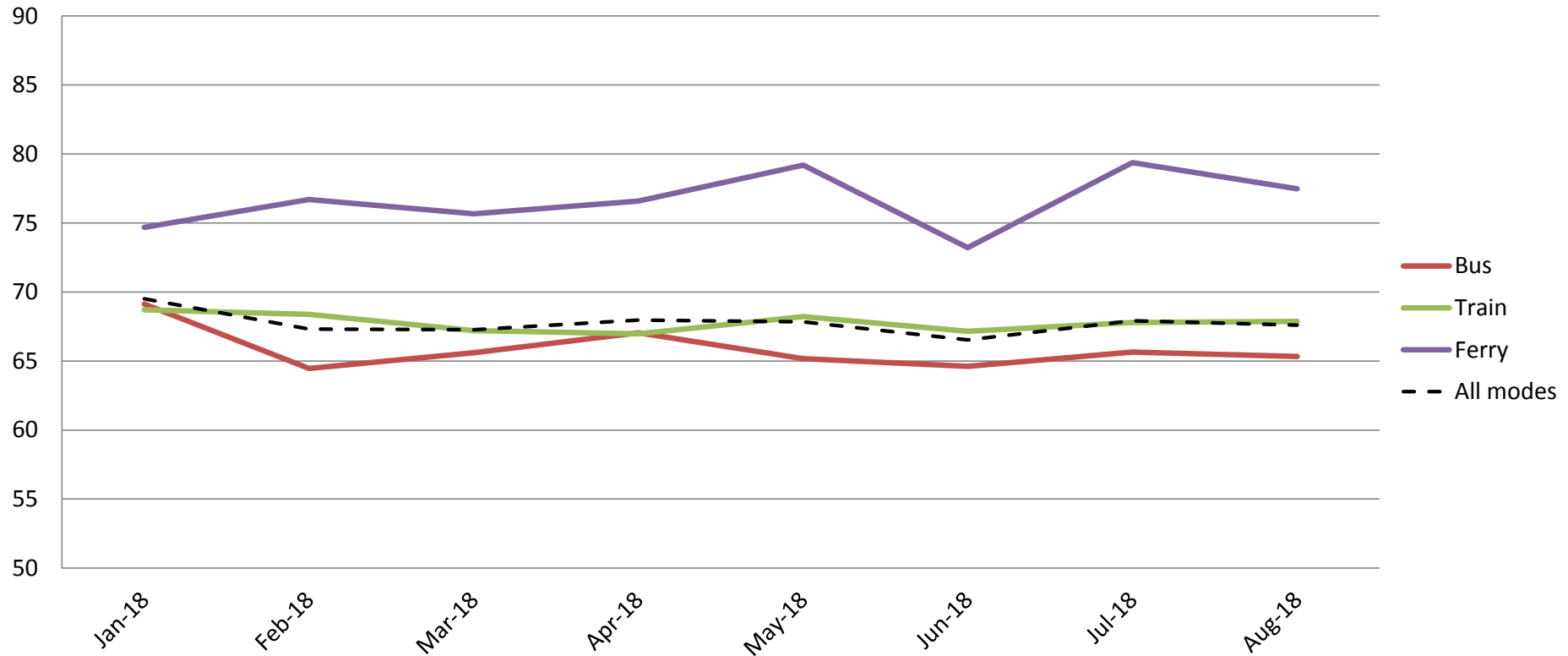
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	81	80	81	80	79	78	79	79
<b>Train</b>	78	76	77	77	79	76	79	77
<b>Ferry</b>	87	86	87	87	87	85	89	88
<b>All Modes</b>	80	79	80	80	79	78	80	79

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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



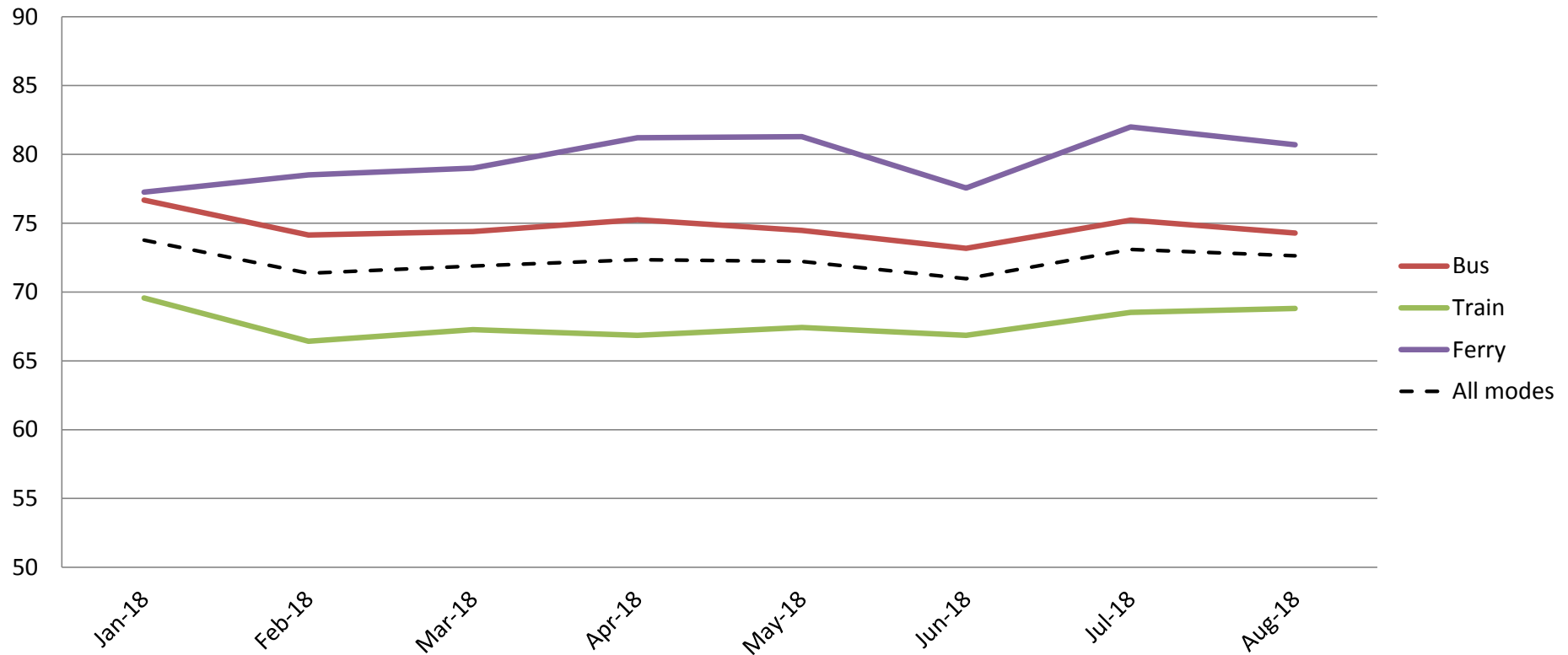
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	69	64	66	67	65	65	66	65
<b>Train</b>	69	68	67	67	68	67	68	68
<b>Ferry</b>	75	77	76	77	79	73	79	77
<b>All Modes</b>	70	67	67	68	68	67	68	68

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

Index out of 100



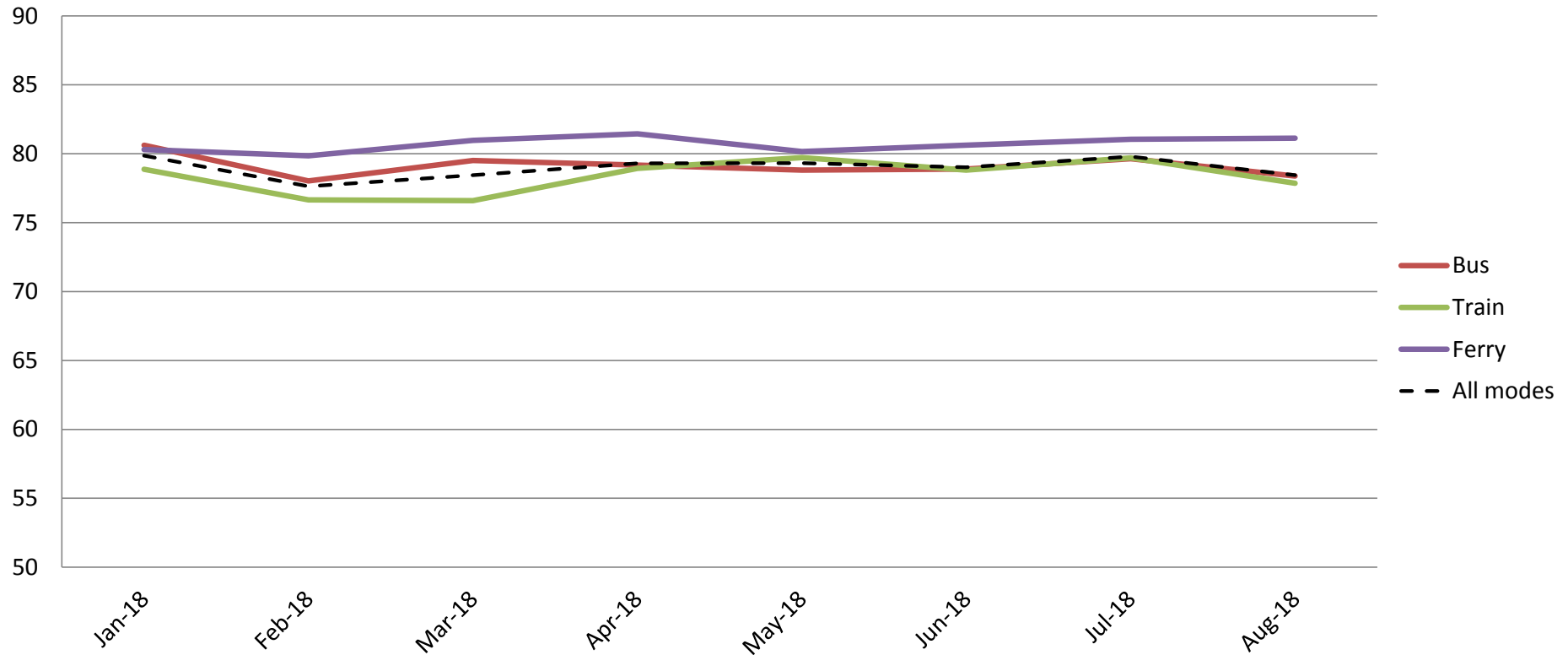
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	77	74	74	75	74	73	75	74
<b>Train</b>	70	66	67	67	67	67	69	69
<b>Ferry</b>	77	79	79	81	81	78	82	81
<b>All Modes</b>	74	71	72	72	72	71	73	73

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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



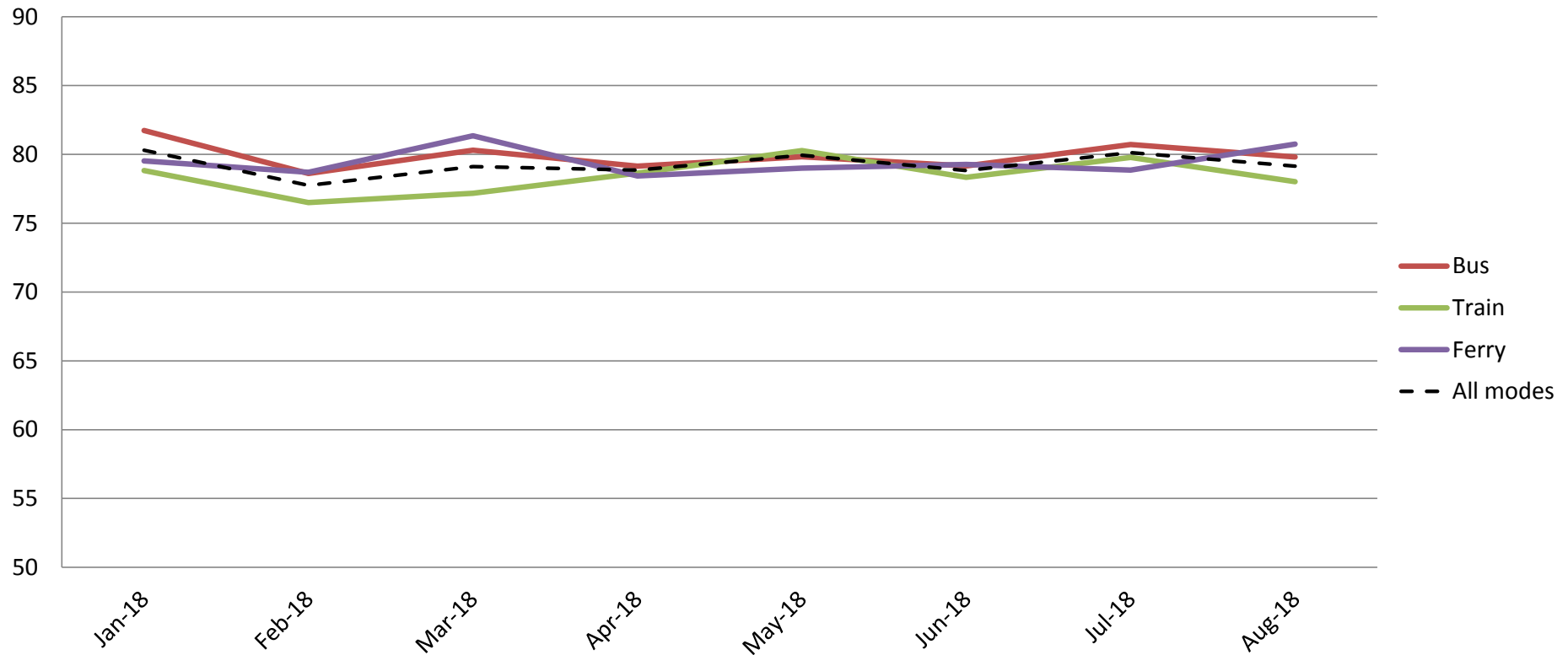
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	81	<b>78</b>	80	79	79	79	80	78
<b>Train</b>	79	<b>77</b>	77	<b>79</b>	80	79	80	78
<b>Ferry</b>	80	80	81	81	80	81	81	81
<b>All Modes</b>	80	<b>78</b>	78	79	79	79	80	<b>78</b>

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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



	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	82	79	80	79	80	79	81	80
<b>Train</b>	79	76	77	79	80	78	80	78
<b>Ferry</b>	80	79	81	78	79	79	79	81
<b>All Modes</b>	80	78	79	79	80	79	80	79

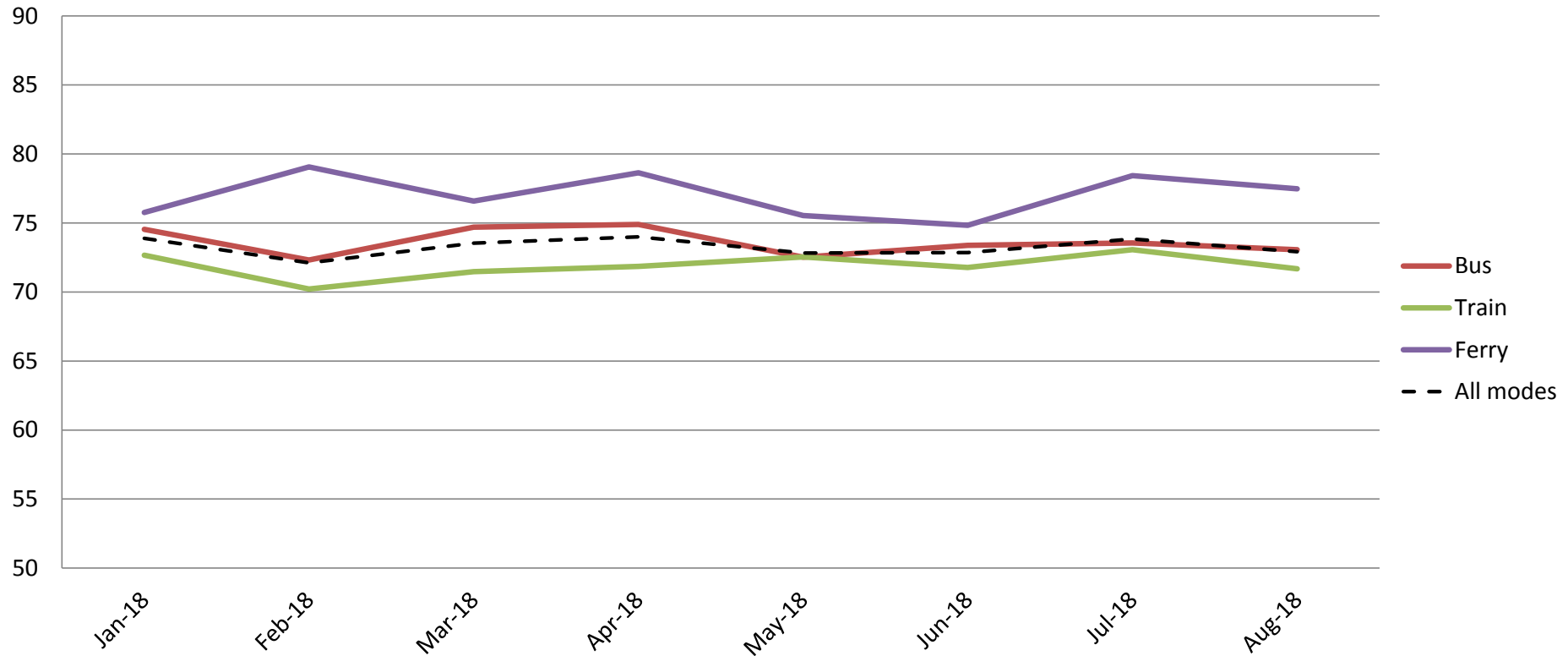
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



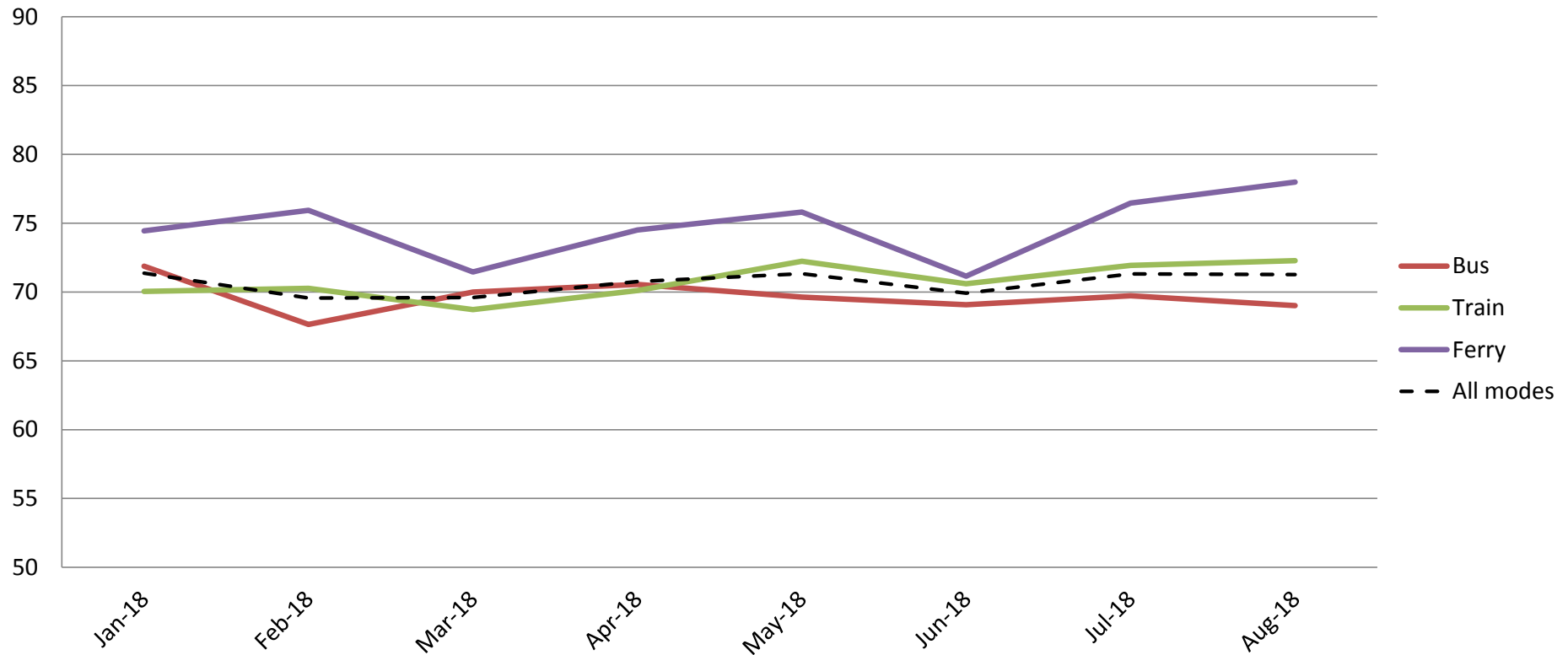
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	75	<b>72</b>	75	75	<b>73</b>	73	74	73
<b>Train</b>	73	<b>70</b>	71	72	73	72	73	72
<b>Ferry</b>	76	79	77	79	76	75	78	77
<b>All Modes</b>	74	<b>72</b>	74	74	73	73	74	73

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

Index out of 100



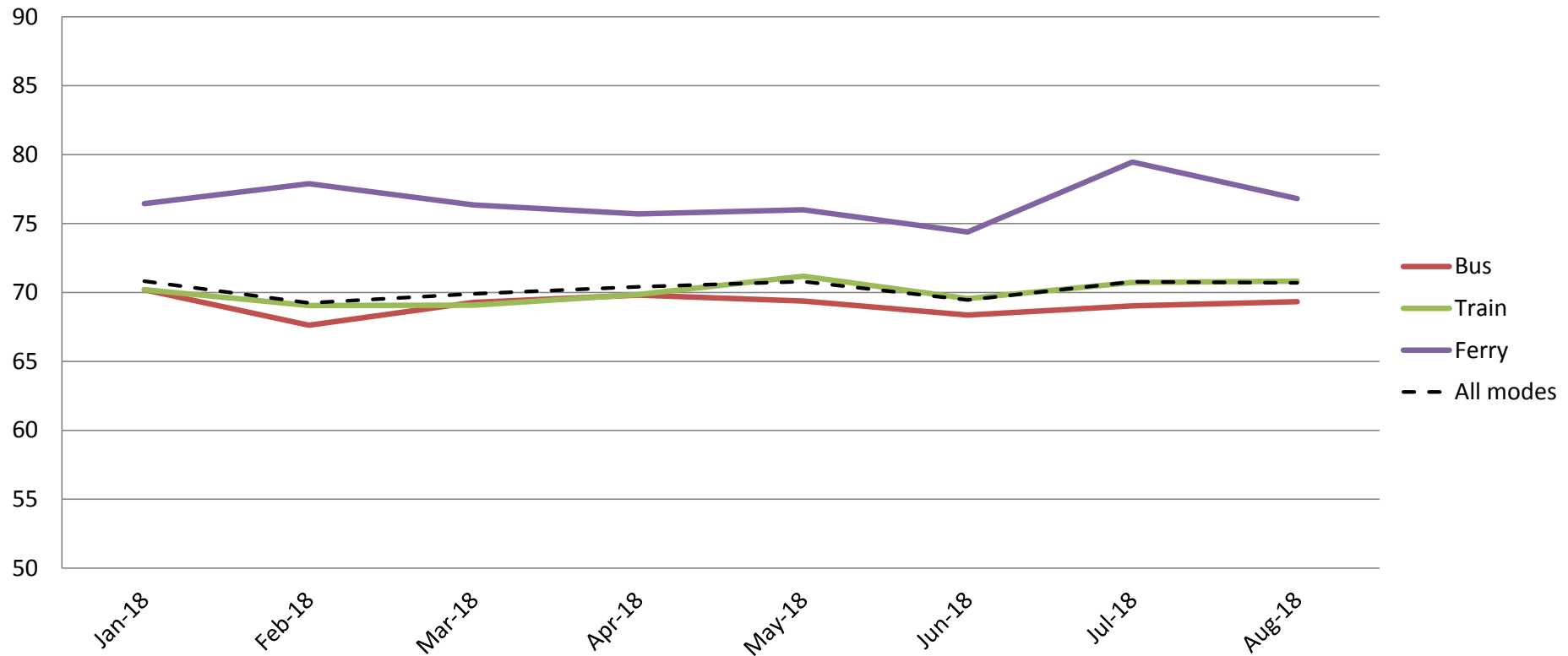
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	72	68	70	71	70	69	70	69
<b>Train</b>	70	70	69	70	72	71	72	72
<b>Ferry</b>	74	76	71	75	76	71	76	78
<b>All Modes</b>	71	70	70	71	71	70	71	71

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

Index out of 100



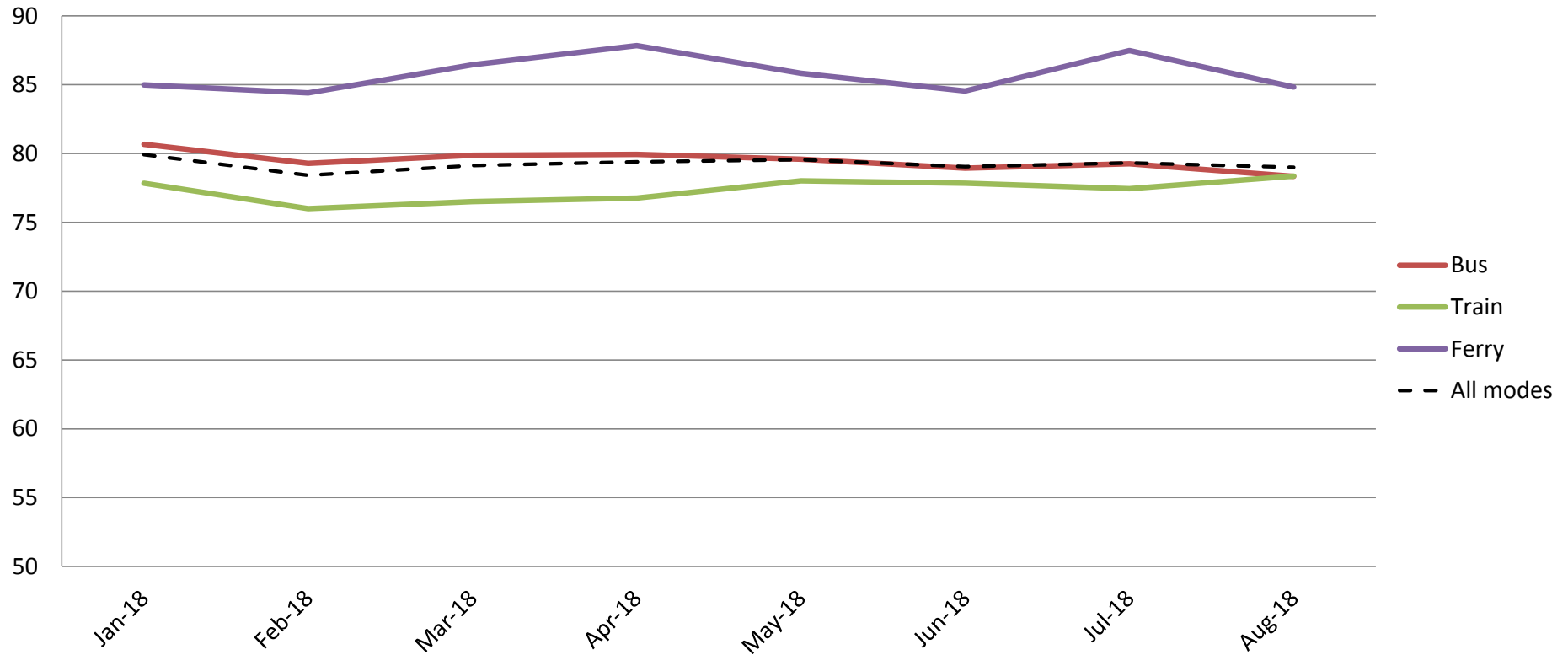
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	70	68	69	70	69	68	69	69
<b>Train</b>	70	69	69	70	71	70	71	71
<b>Ferry</b>	76	78	76	76	76	74	79	77
<b>All Modes</b>	71	69	70	70	71	69	71	71

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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

Index out of 100

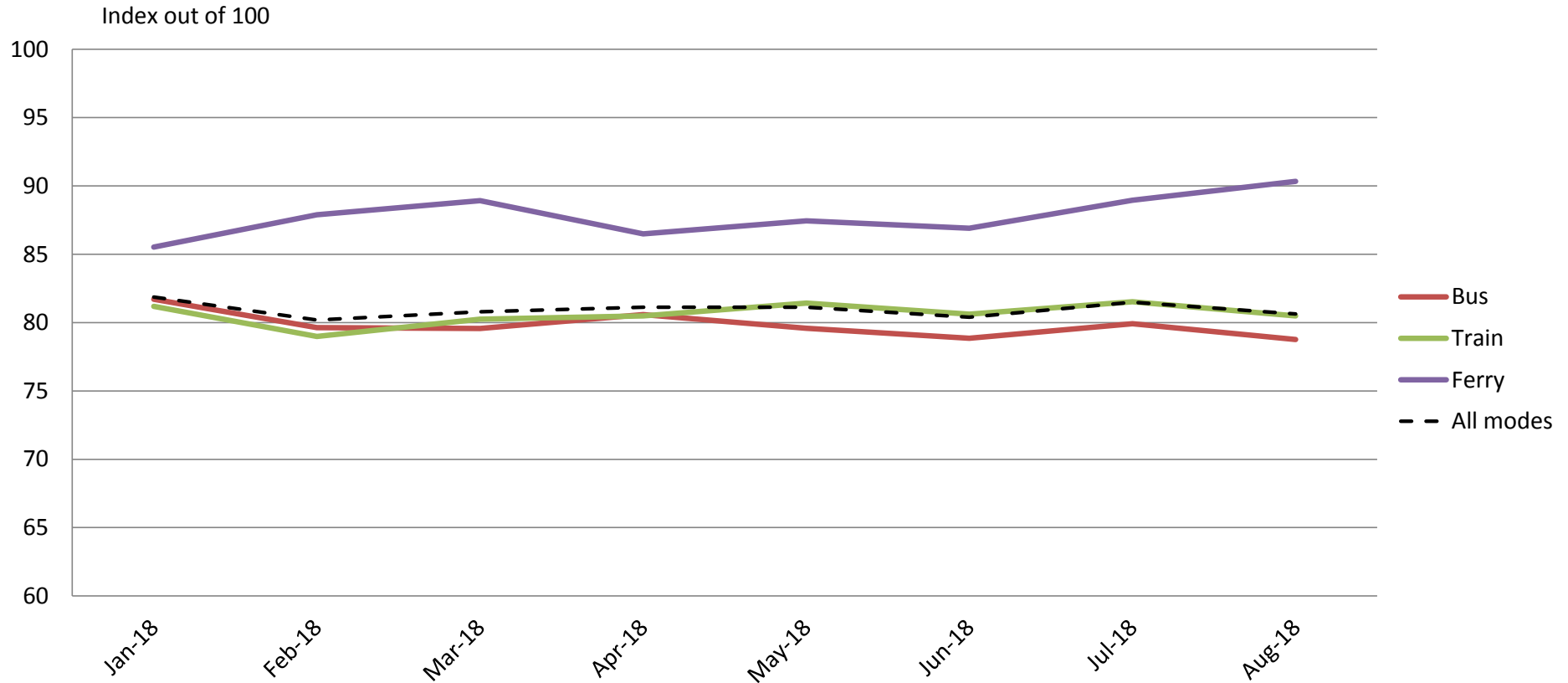


	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	81	79	80	80	80	79	79	78
<b>Train</b>	78	76	77	77	78	78	77	78
<b>Ferry</b>	85	84	86	88	86	85	87	85
<b>All Modes</b>	80	78	79	79	80	79	79	79

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



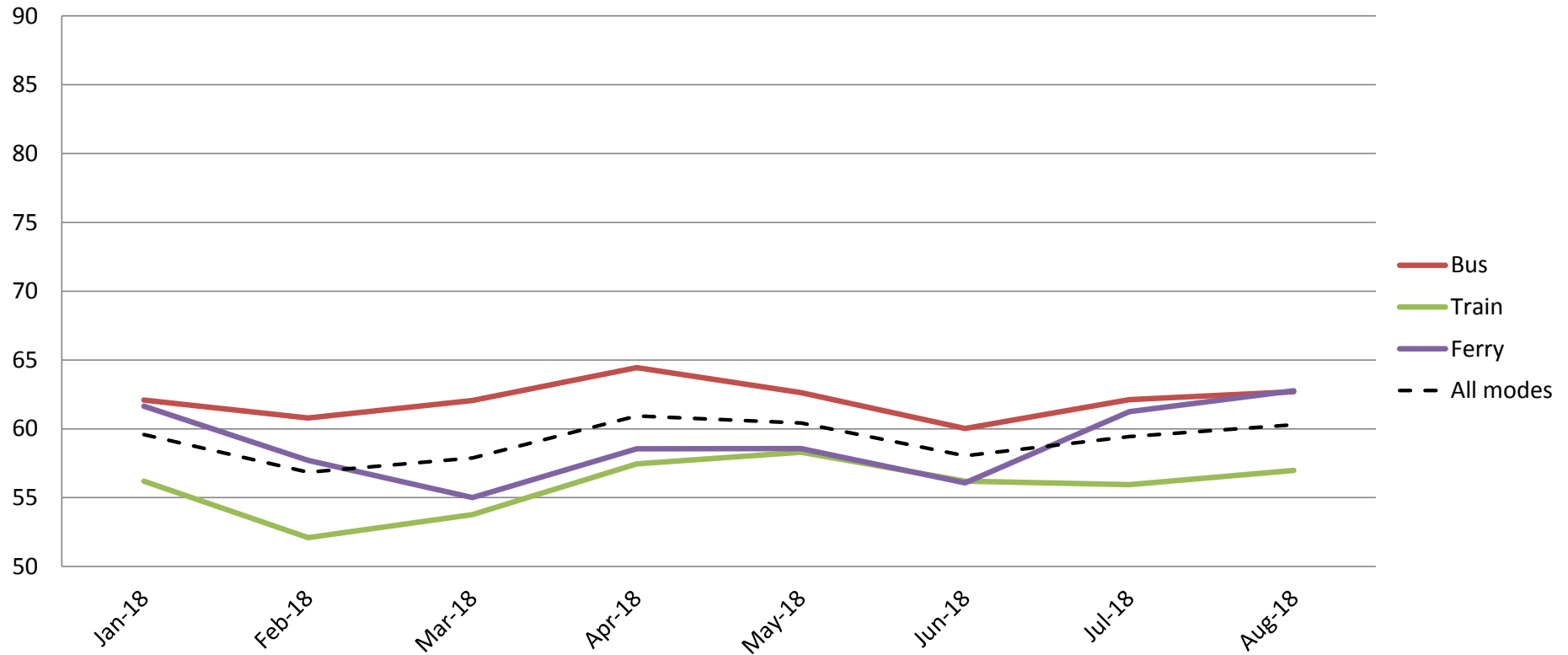
	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	82	80	80	81	80	79	80	79
<b>Train</b>	81	79	80	80	81	81	82	80
<b>Ferry</b>	86	88	89	86	87	87	89	90
<b>All Modes</b>	82	80	81	81	81	80	81	81

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

Index out of 100



	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
<b>Bus</b>	62	61	62	64	63	60	62	63
<b>Train</b>	56	52	54	57	58	56	56	57
<b>Ferry</b>	62	58	55	59	59	56	61	63
<b>All Modes</b>	60	57	58	61	60	58	59	60

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