

TransLink Customer Satisfaction Monthly Snapshot

February 2016

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	77	88	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	64	70	78	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	69	77	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	78	83	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.	79	77	80	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	72	79	73
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	67	71	81	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	67	71	80	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	78	79	87	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	78	81	89	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	53	48	56	51
Overall Service				
A combination of all reported categories	69	70	78	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

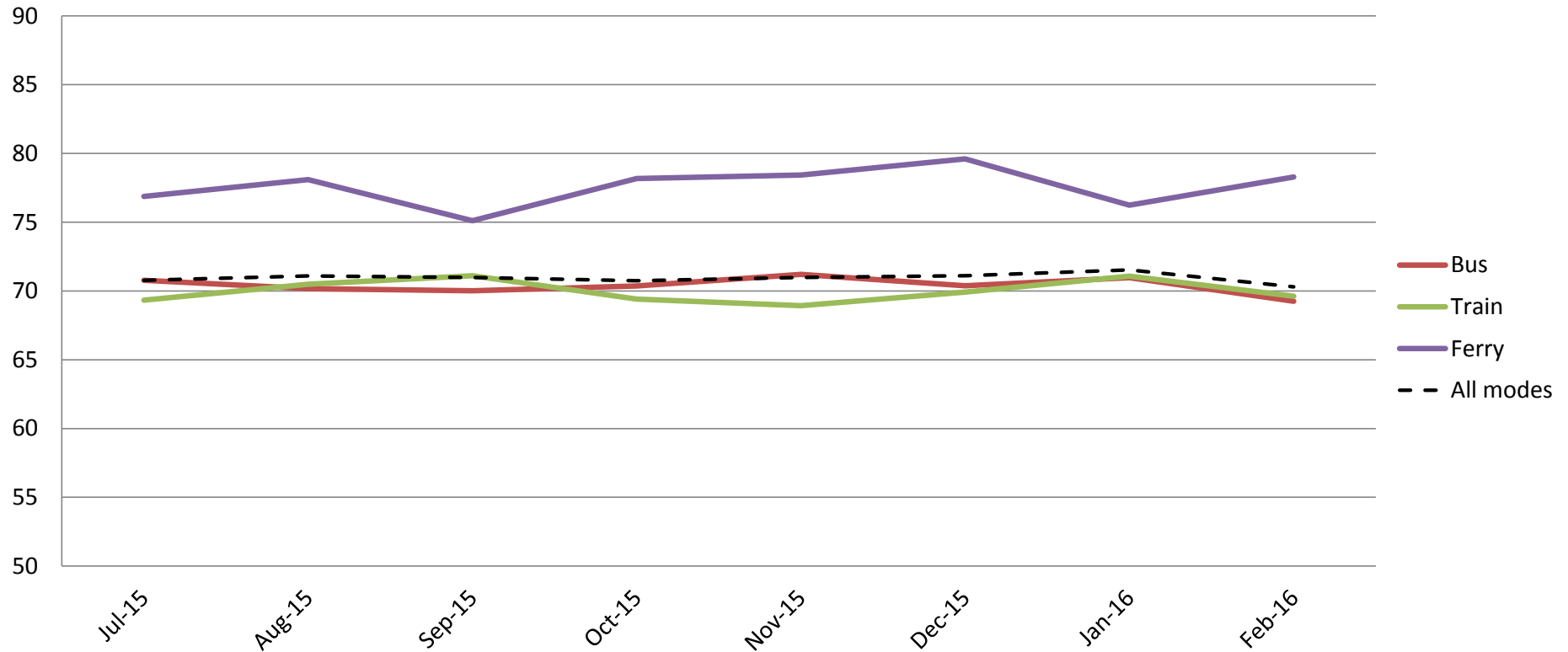
Green figures indicate a statistically significant **increase** in the period

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
8 March 2015	4,082,452	0.42	2.46	11.21	1.93%
15 March 2015	4,051,235	0.40	2.43	11.56	1.93%
22 March 2015	3,966,605	0.35	2.25	18.31	1.92%
29 March 2015	3,953,359	0.39	3.70	10.64	1.81%
5 April 2015	3,213,840	0.26	1.79	12.08	1.84%
12 April 2015	2,723,713	0.55	2.17	12.90	1.93%
19 April 2015	3,469,161	0.44	1.98	12.18	1.72%
26 April 2015	3,844,484	0.39	1.98	10.48	1.75%
3 May 2015	3,667,880	0.52	1.92	12.30	1.83%
10 May 2015	3,878,491	0.43	1.78	27.68	1.86%
17 May 2015	3,787,548	0.55	1.96	11.82	1.83%
24 May 2015	3,823,627	0.24	1.99	10.66	1.68%
31 May 2015	3,786,786	0.50	1.91	10.98	1.67%
7 June 2015	3,702,351	0.37	1.92	10.97	1.68%
14 June 2015	3,077,633	0.18	1.85	11.05	1.74%
21 June 2015	3,531,016	0.22	2.17	10.95	1.71%
28 June 2015	3,324,267	0.14	1.65	17.70	1.79%
5 July 2015	2,917,731	0.14	1.57	14.82	1.88%
12 July 2015	2,958,153	0.09	1.82	14.18	1.85%
19 July 2015	3,430,407	0.06	1.55	12.15	1.88%
26 July 2015	3,649,388	0.11	1.75	12.46	1.79%
2 August 2015	3,873,777	0.11	1.61	10.95	1.83%
9 August 2015	3,981,873	0.11	1.65	13.65	1.85%
16 August 2015	3,598,716	0.10	1.37	11.53	1.88%
23 August 2015	3,814,365	0.08	1.34	13.26	1.64%
30 August 2015	3,733,319	0.11	1.84	14.48	1.66%
6 September 2015	3,746,197	0.12	1.39	14.71	1.68%
13 September 2015	3,738,604	0.10	1.63	13.77	1.72%
20 September 2015	3,673,438	0.10	1.41	14.25	1.68%
27 September 2015	3,361,532	0.12	1.42	15.03	1.74%
4 October 2015	3,104,420	0.10	1.68	15.45	1.83%
11 October 2015	3,308,417	0.08	1.52	14.44	1.78%
18 October 2015	3,785,231	0.08	1.58	14.25	1.55%
25 October 2015	3,689,378	0.07	1.85	15.08	1.71%
1 November 2015	3,692,082	0.07	1.51	14.23	1.68%
8 November 2015	3,541,769	0.05	1.67	15.36	1.79%
15 November 2015	3,614,425	0.11	2.01	14.74	1.72%
22 November 2015	3,602,384	0.09	2.15	15.05	1.83%
29 November 2015	3,540,823	0.04	1.40	14.13	1.86%
6 December 2015	3,297,663	0.06	1.56	14.78	1.83%
13 December 2015	3,130,367	0.22	2.84	15.10	1.82%
20 December 2015	3,084,588	0.04	1.38	15.08	1.77%
27 December 2015	2,132,860	0.14	1.75	16.60	1.94%
3 January 2016	1,670,275	0.15	1.54	19.11	2.38%
10 January 2016	2,525,209	0.10	2.17	16.96	1.86%
17 January 2016	2,828,104	0.06	1.63	16.50	1.86%
24 January 2016	2,892,571	0.05	1.56	15.85	1.76%
31 January 2016	2,708,510	0.06	2.14	15.84	1.94%
7 February 2016	3,457,158	0.04	2.14	15.35	1.90%
14 February 2016	3,578,686	0.05	2.28	14.53	1.87%
21 February 2016	3,581,879	0.16	2.07	16.77	1.92%
28 February 2016	3,777,072	0.14	2.09	15.45	1.84%

Overall satisfaction – A combination of all reported categories

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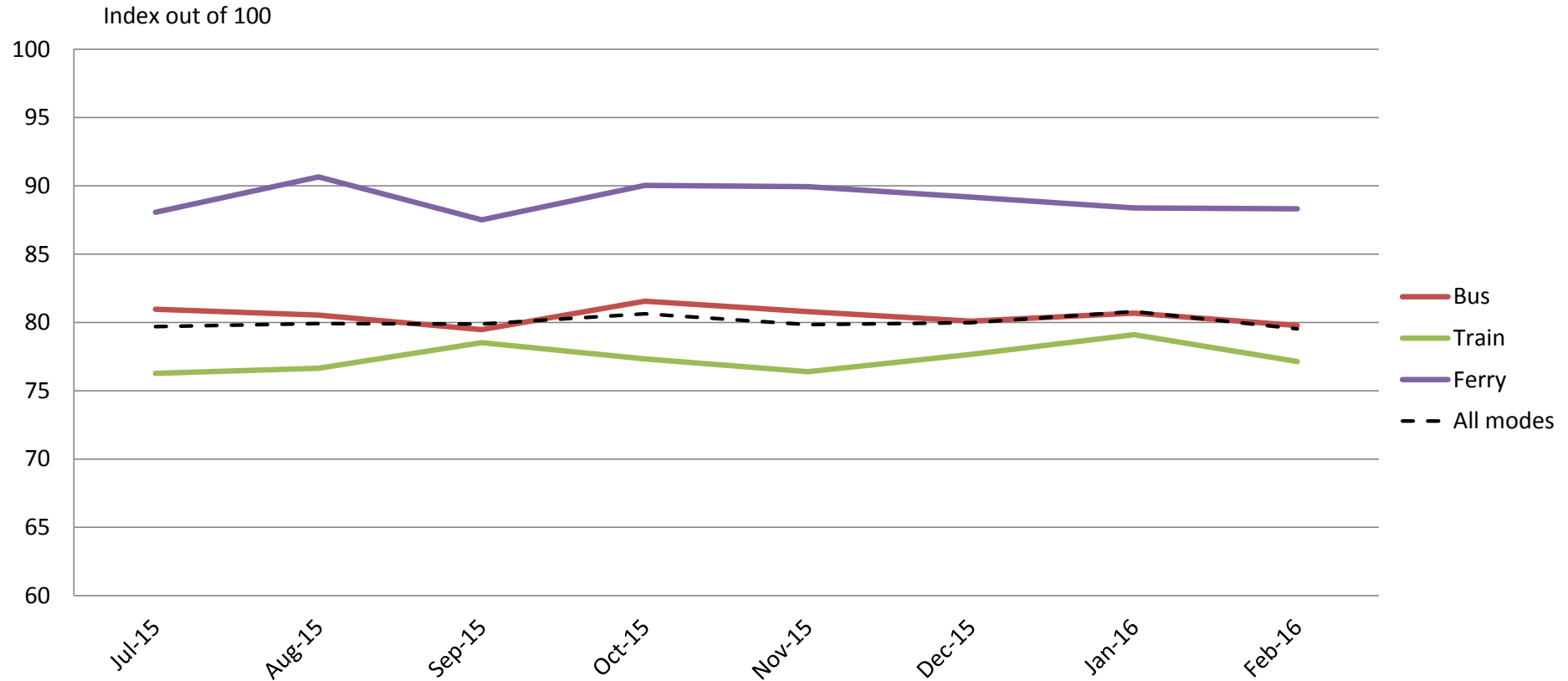


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	71	70	70	70	71	70	71	69
Train	69	70	71	69	69	70	71	70
Ferry	77	78	75	78	78	80	76	78
All Modes	71	71	71	71	71	71	72	70

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



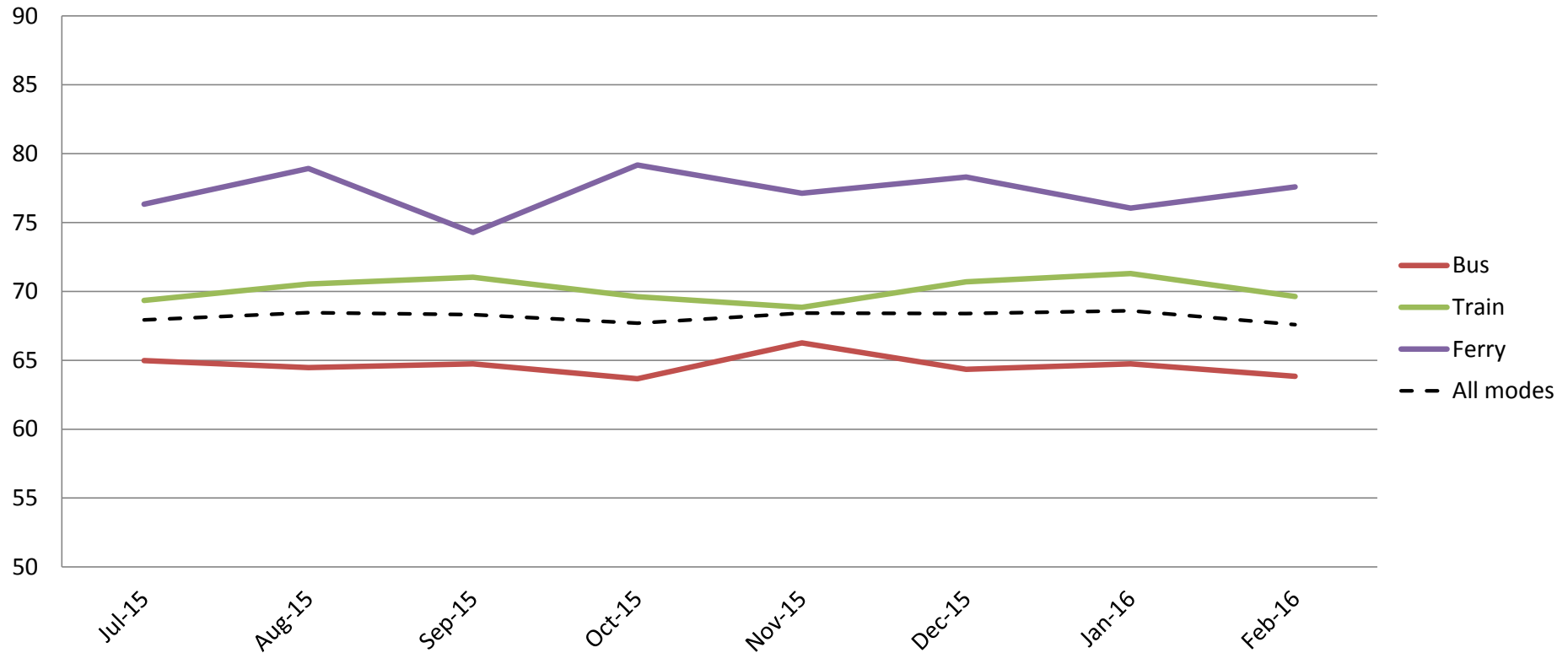
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	81	81	79	82	81	80	81	80
Train	76	77	79	77	76	78	79	77
Ferry	88	91	88	90	90	89	88	88
All Modes	80	80	80	81	80	80	81	80

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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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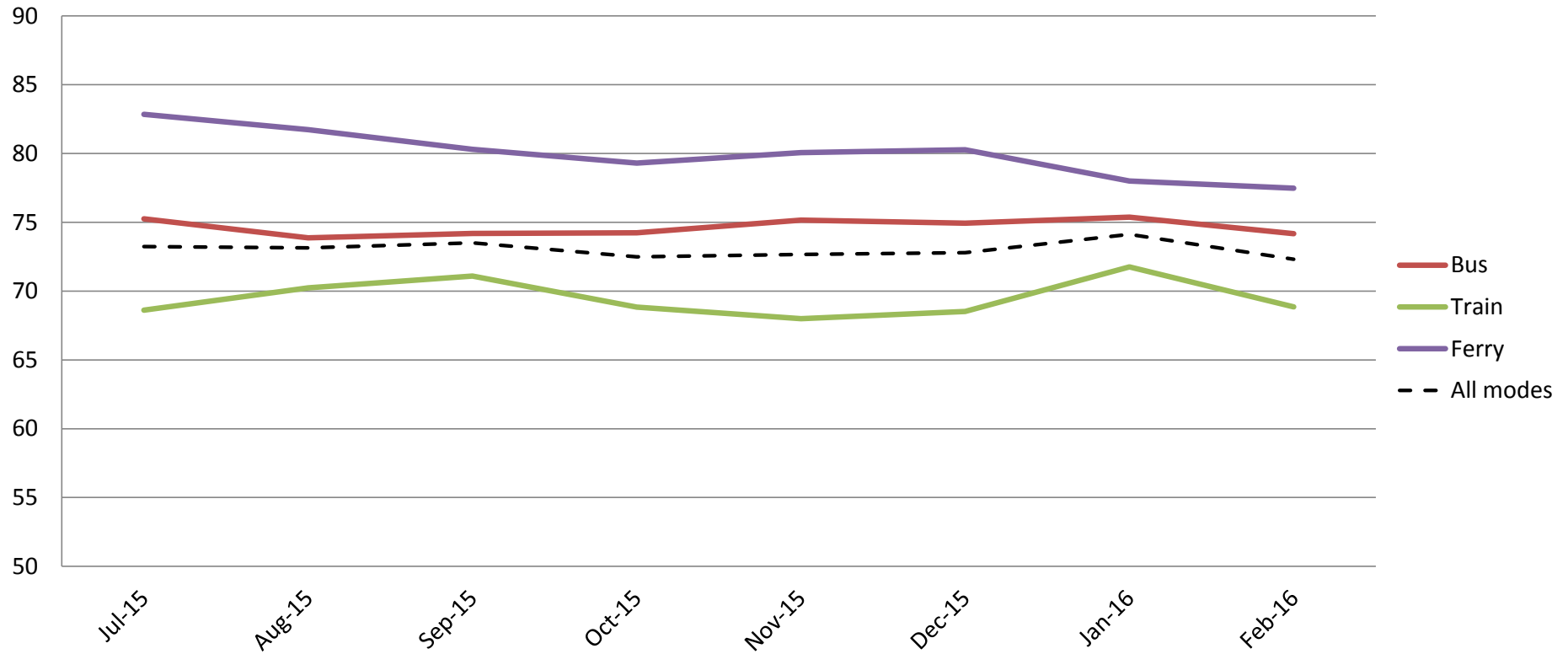
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	65	64	65	64	66	64	65	64
Train	69	71	71	70	69	71	71	70
Ferry	76	79	74	79	77	78	76	78
All Modes	68	68	68	68	68	68	69	68

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

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	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	75	74	74	74	75	75	75	74
Train	69	70	71	69	68	69	72	69
Ferry	83	82	80	79	80	80	78	77
All Modes	73	73	74	72	73	73	74	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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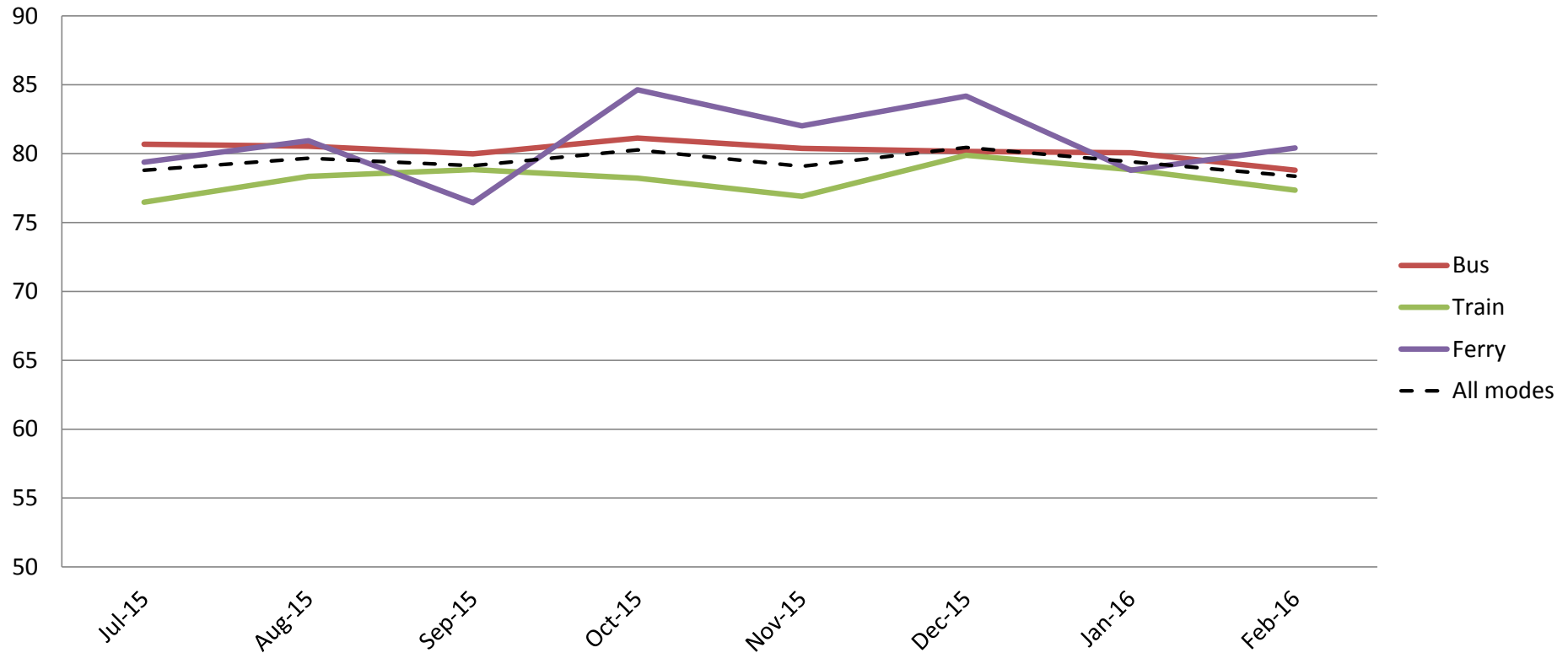
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	80	80	79	81	80	80	80	79
Train	77	79	79	78	78	80	79	78
Ferry	82	82	79	85	84	86	81	83
All Modes	79	80	79	80	80	80	80	79

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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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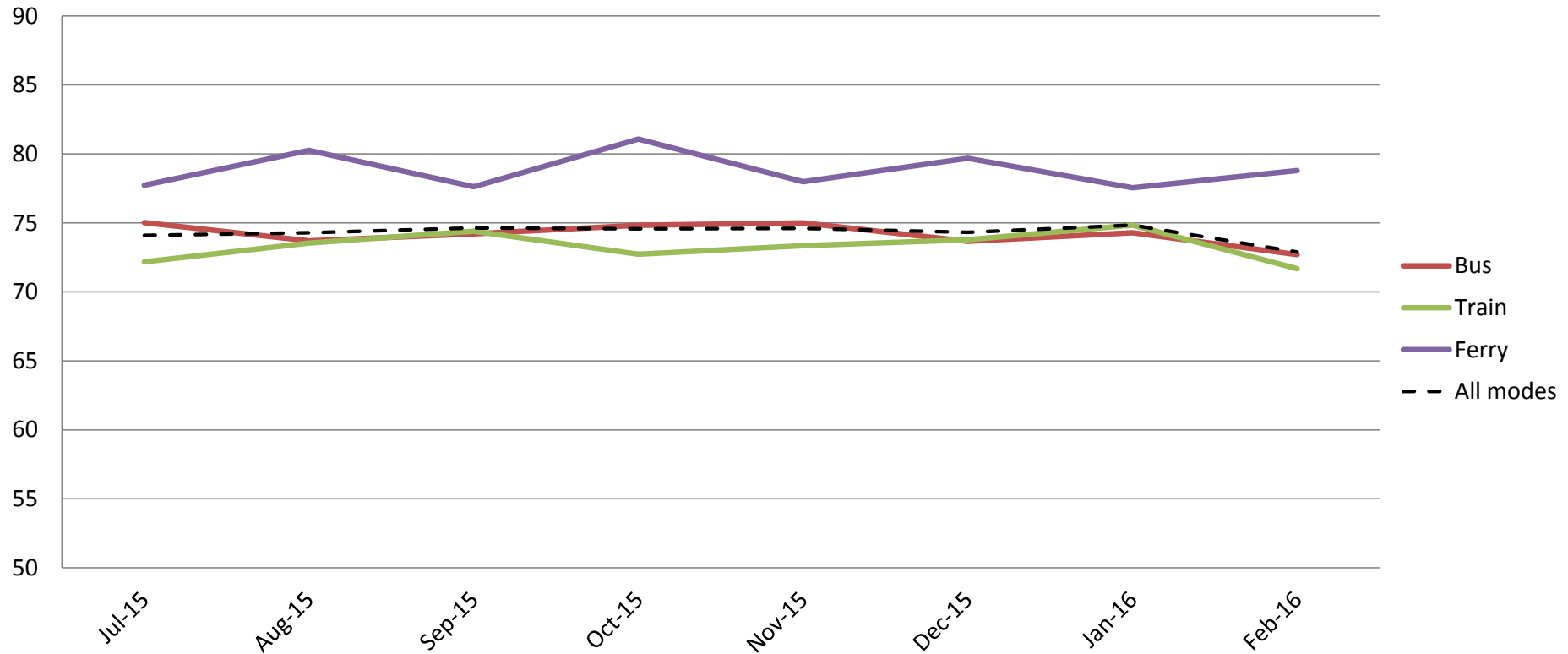
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	81	81	80	81	80	80	80	79
Train	76	78	79	78	77	80	79	77
Ferry	79	81	76	85	82	84	79	80
All Modes	79	80	79	80	79	80	79	78

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

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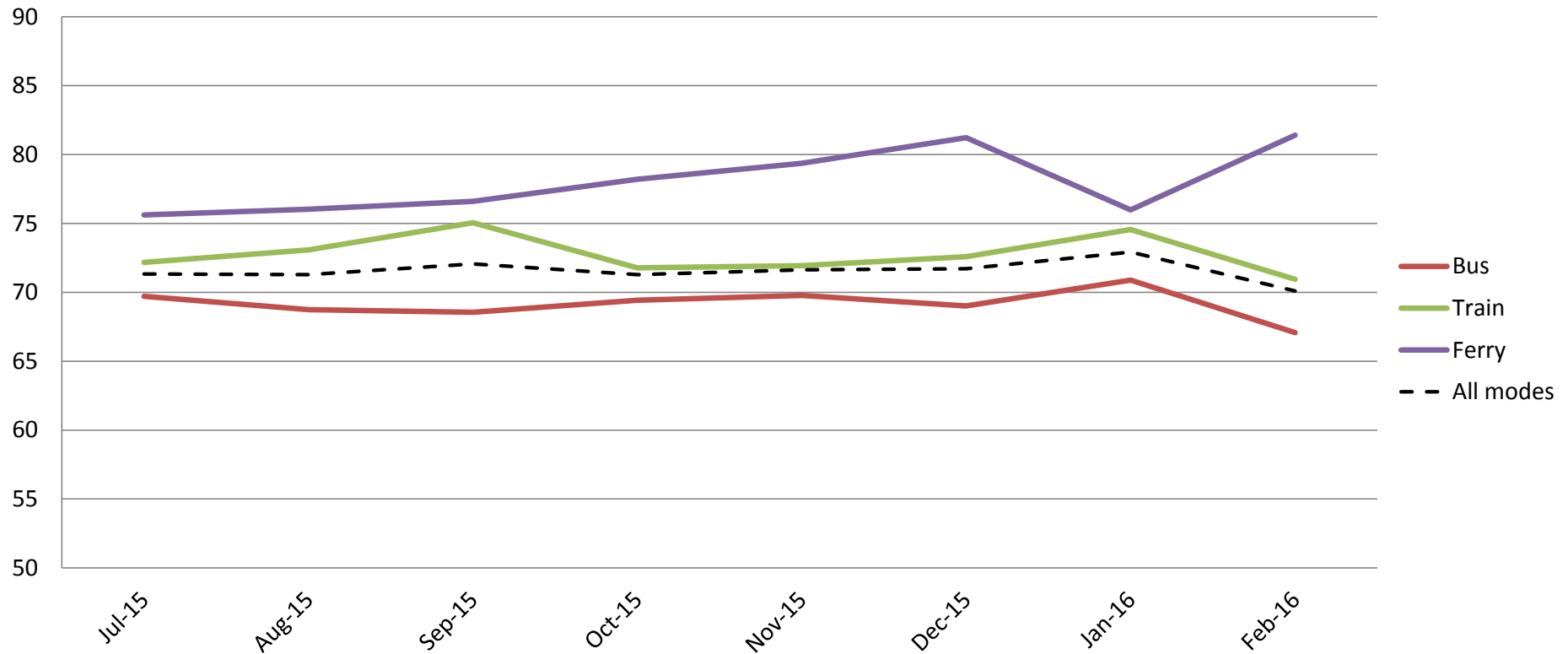
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	75	74	74	75	75	74	74	73
Train	72	74	74	73	73	74	75	72
Ferry	78	80	78	81	78	80	78	79
All Modes	74	74	75	75	75	74	75	73

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

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	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	70	69	69	69	70	69	71	67
Train	72	73	75	72	72	73	75	71
Ferry	76	76	77	78	79	81	76	81
All Modes	71	71	72	71	72	72	73	70

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

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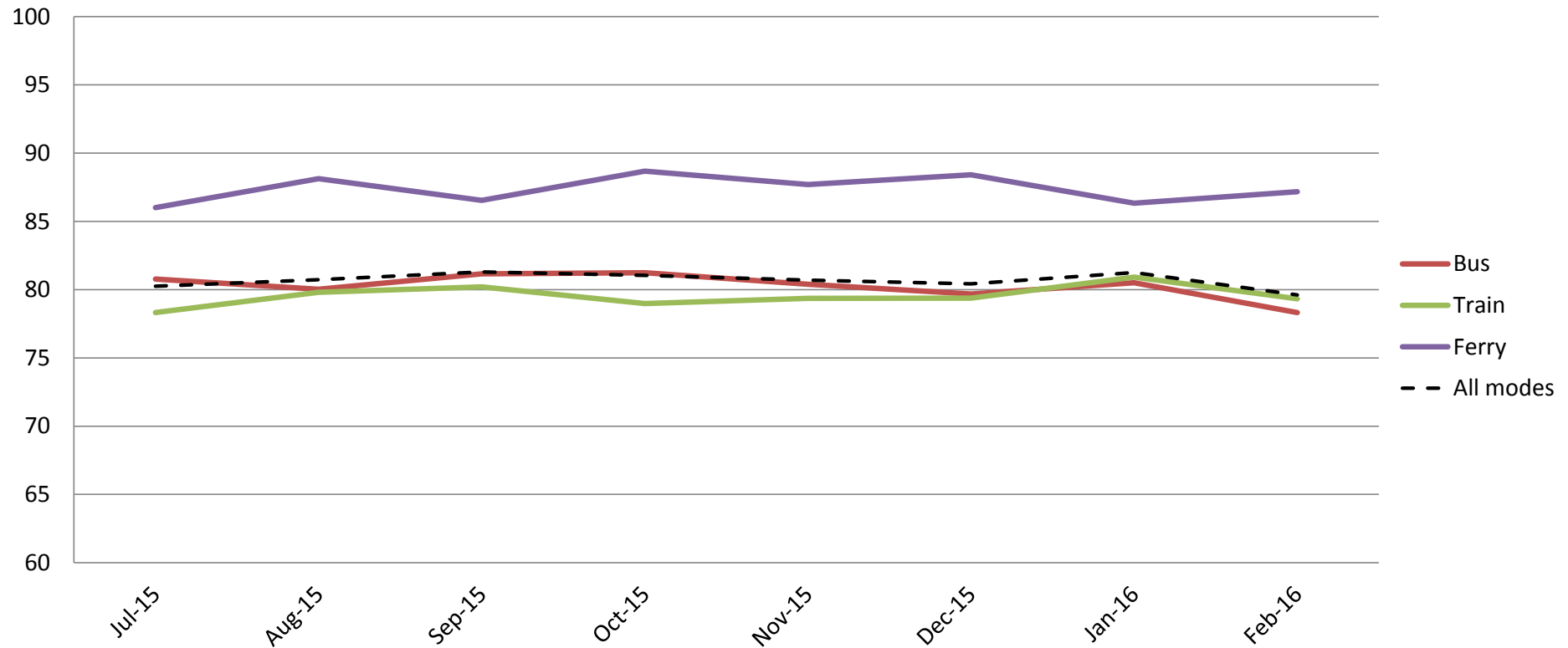
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	67	67	67	68	69	68	68	67
Train	69	71	72	70	69	70	71	71
Ferry	77	79	76	79	78	80	76	80
All Modes	69	70	70	70	70	70	70	70

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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

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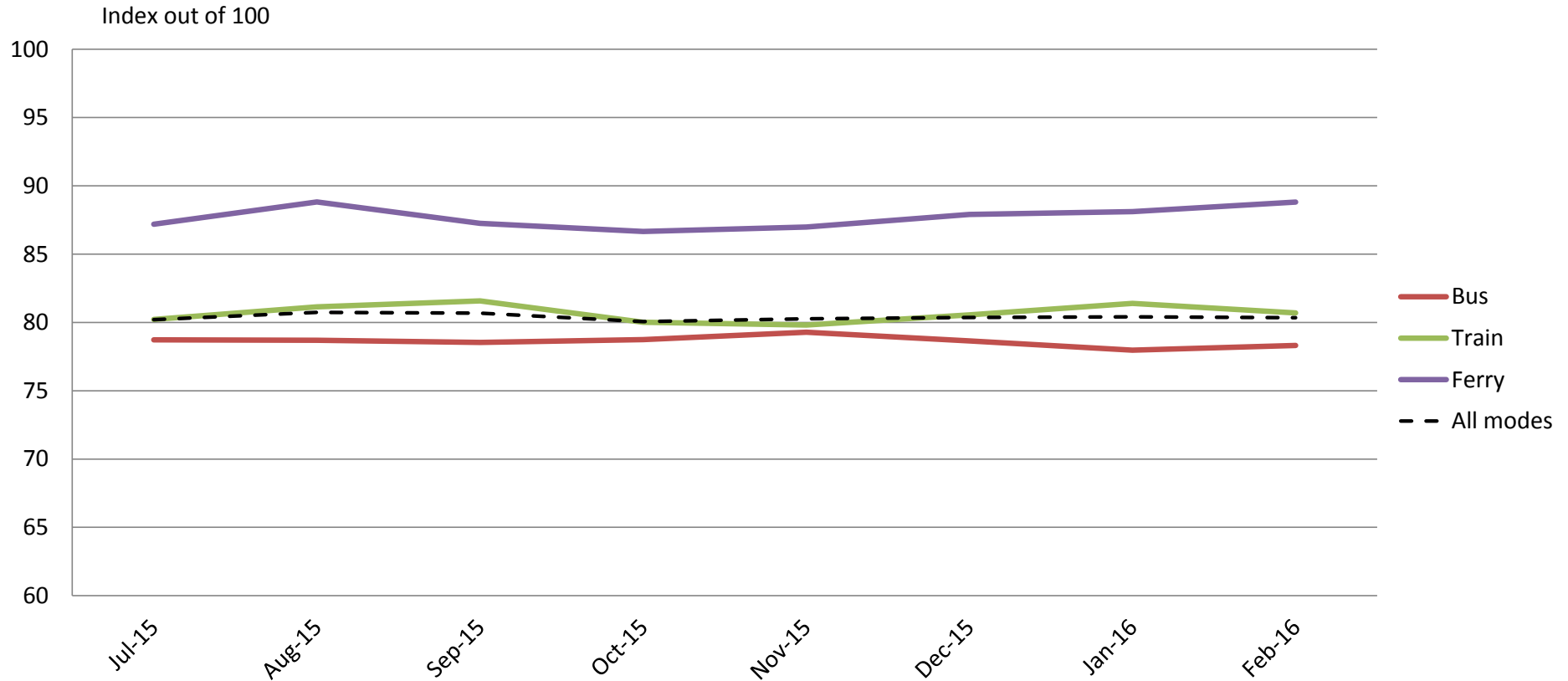


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	81	80	81	81	80	80	81	78
Train	78	80	80	79	79	79	81	79
Ferry	86	88	87	89	88	88	86	87
All Modes	80	81	81	81	81	80	81	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



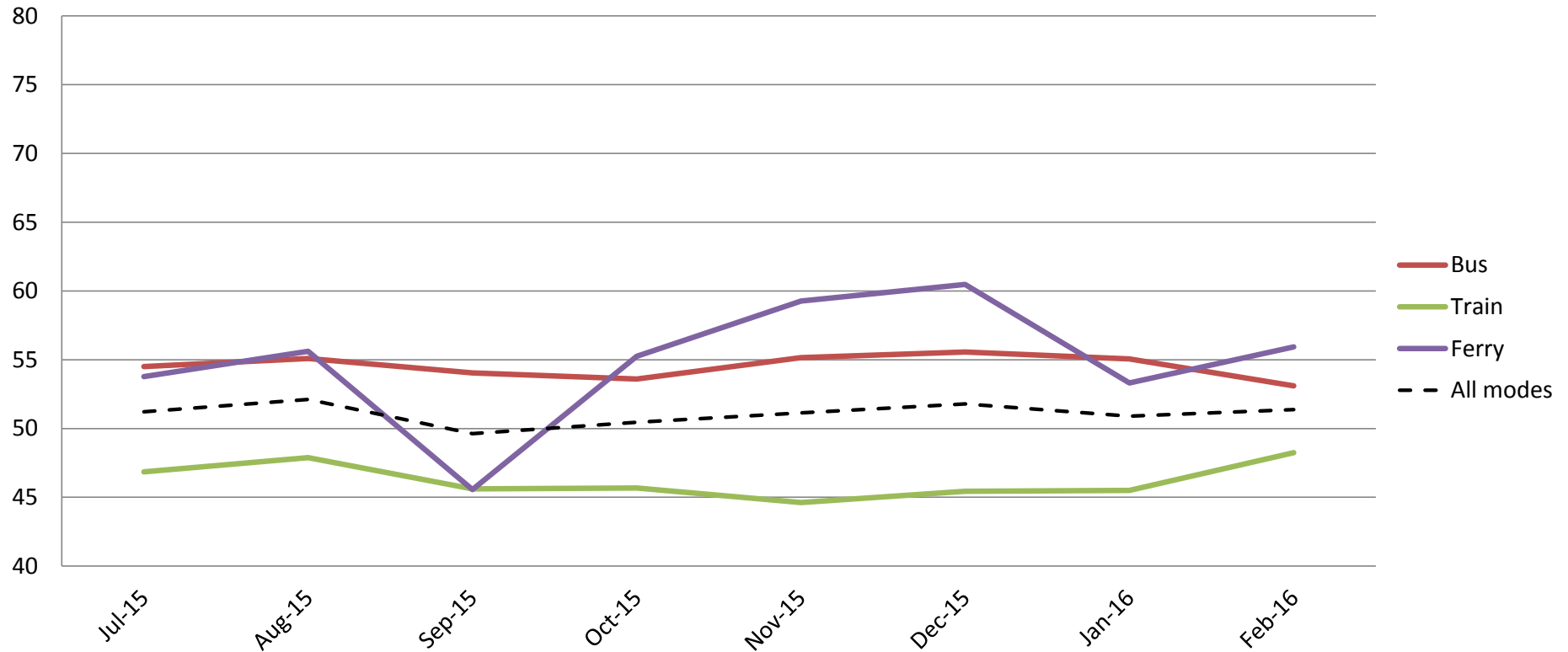
	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	79	79	79	79	79	79	78	78
Train	80	81	82	80	80	81	81	81
Ferry	87	89	87	87	87	88	88	89
All Modes	80	81	81	80	80	80	80	80

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

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	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16
Bus	55	55	54	54	55	56	55	53
Train	47	48	46	46	45	45	45	48
Ferry	54	56	46	55	59	60	53	56
All Modes	51	52	50	50	51	52	51	51

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