

TransLink Customer Satisfaction Monthly Snapshot

August 2014

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	80	77	88	79
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	64	72	74	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	69	80	73
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	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.	79	76	79	78
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	70	75	72
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	69	70	76	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	66	69	75	68
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	79	85	80
Staff				
Knowledge, conduct, presentation and helpfulness of staff	78	80	86	80
Affordability				
Cost of tickets and benefits of not having to pay for parking	51	42	48	47
Overall Service				
A combination of all reported categories	70	68	74	69

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

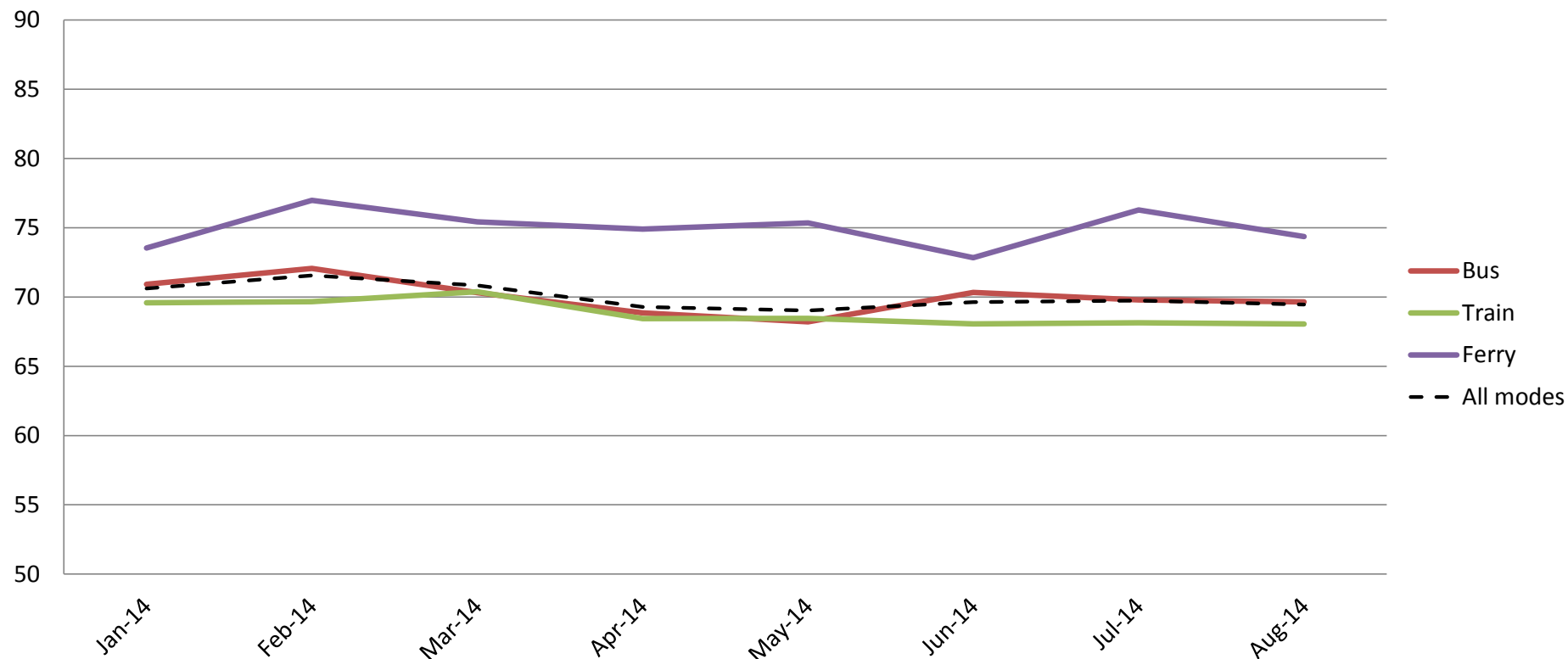
Green figures indicate a statistically significant **increase** in the period

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 September 2013	3,723,623	0.41	1.72	12.16	1.82%
15 September 2013	3,697,126	0.52	2.39	11.06	1.80%
22 September 2013	3,629,937	0.43	1.92	10.40	1.79%
29 September 2013	3,313,567	0.39	1.80	12.19	1.91%
6 October 2013	3,019,384	0.44	2.33	20.16	1.94%
13 October 2013	3,226,366	0.46	2.15	10.87	1.91%
20 October 2013	3,679,739	0.45	2.34	12.71	1.89%
27 October 2013	3,586,738	0.39	2.04	11.70	1.88%
3 November 2013	3,492,981	0.42	2.53	12.49	1.95%
10 November 2013	3,547,672	0.43	1.93	12.96	1.93%
17 November 2013	3,511,017	0.41	2.48	12.37	1.80%
24 November 2013	3,481,898	0.37	2.53	12.09	1.93%
1 December 2013	3,367,058	0.46	2.55	14.01	1.93%
8 December 2013	3,299,499	0.45	3.14	15.05	1.97%
15 December 2013	3,067,689	0.44	2.27	15.60	2.02%
22 December 2013	2,944,498	0.42	2.54	26.30	1.93%
29 December 2013	1,652,844	0.45	2.37	13.32	2.37%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100



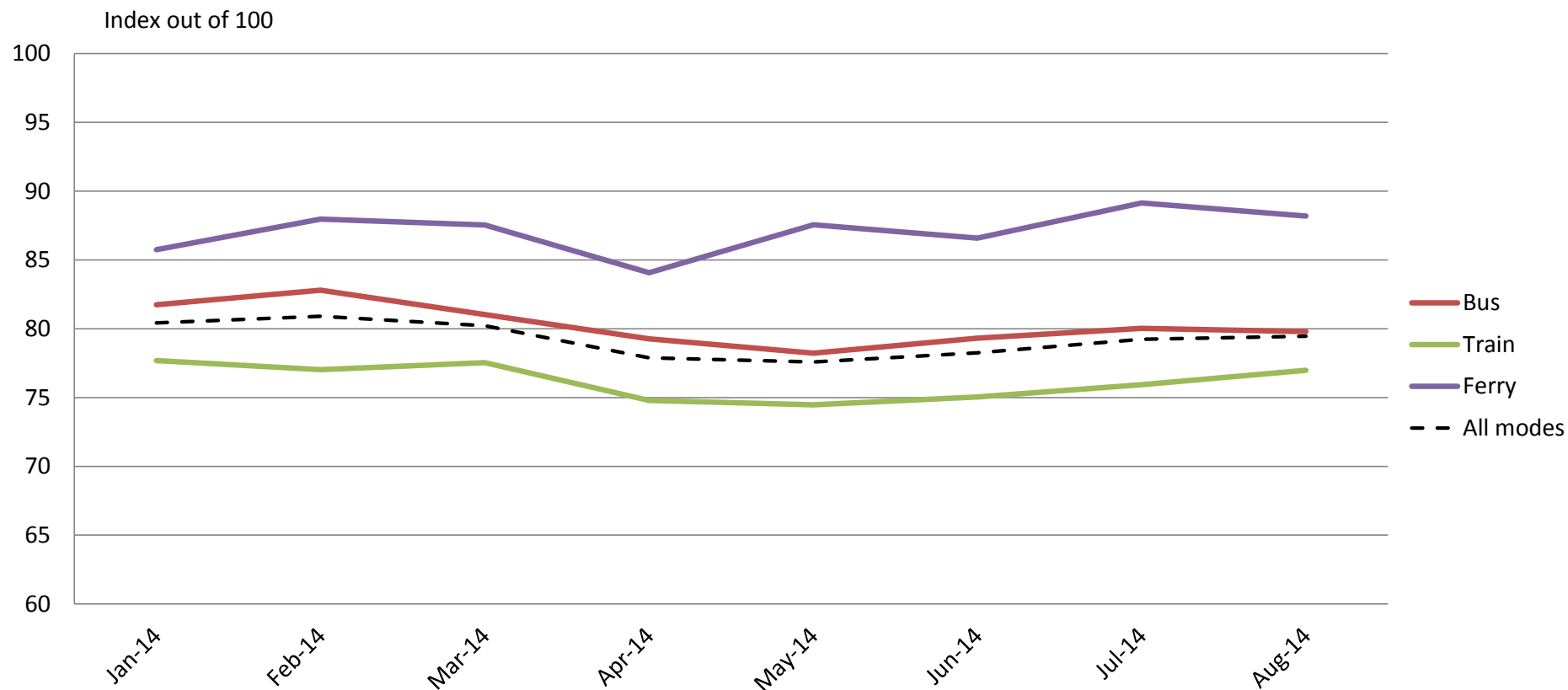
	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	71	72	70	69	68	70	70	70
Train	70	70	70	68	68	68	68	68
Ferry	74	77	75	75	75	73	76	74
All Modes	71	72	71	69	69	70	70	69

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-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	82	83	81	79	78	79	80	80
Train	78	77	78	75	74	75	76	77
Ferry	86	88	88	84	88	87	89	88
All Modes	80	81	80	78	78	78	79	79

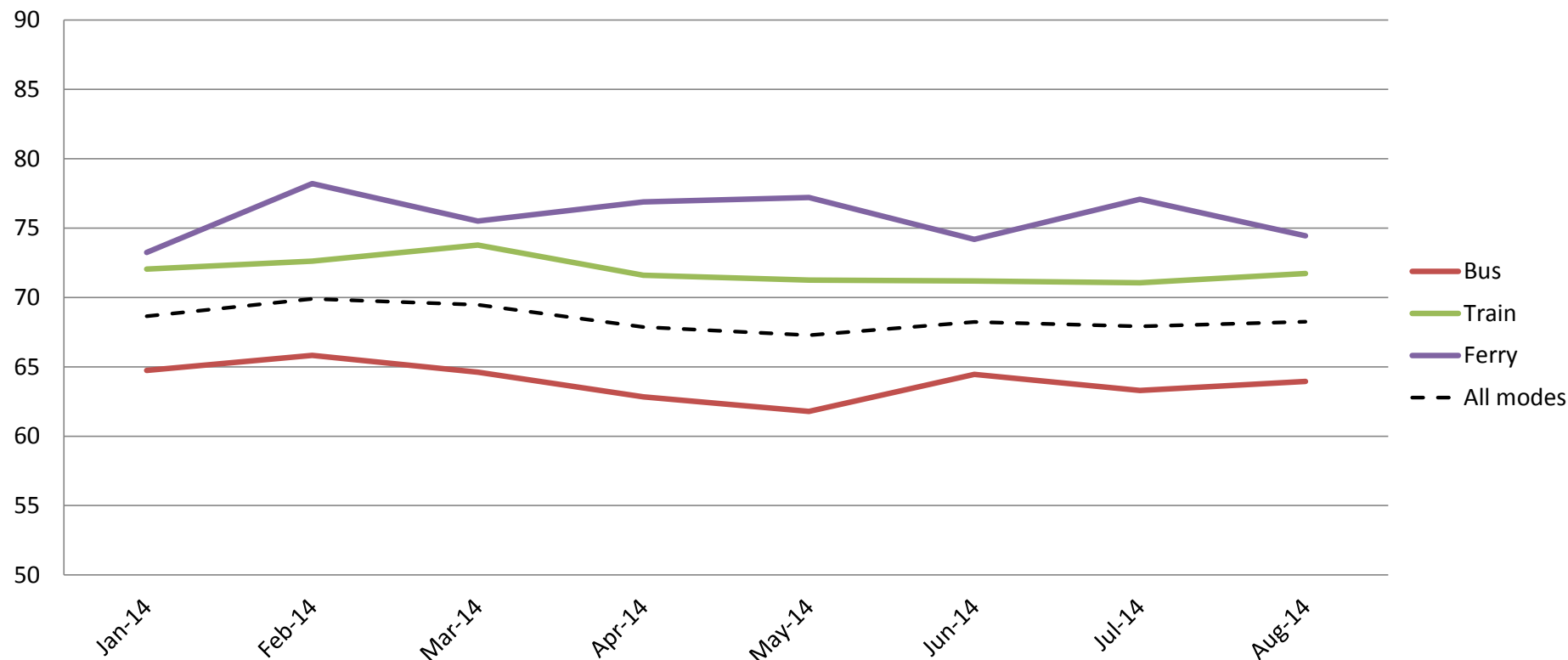
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	65	66	65	63	62	64	63	64
Train	72	73	74	72	71	71	71	72
Ferry	73	78	76	77	77	74	77	74
All Modes	69	70	69	68	67	68	68	68

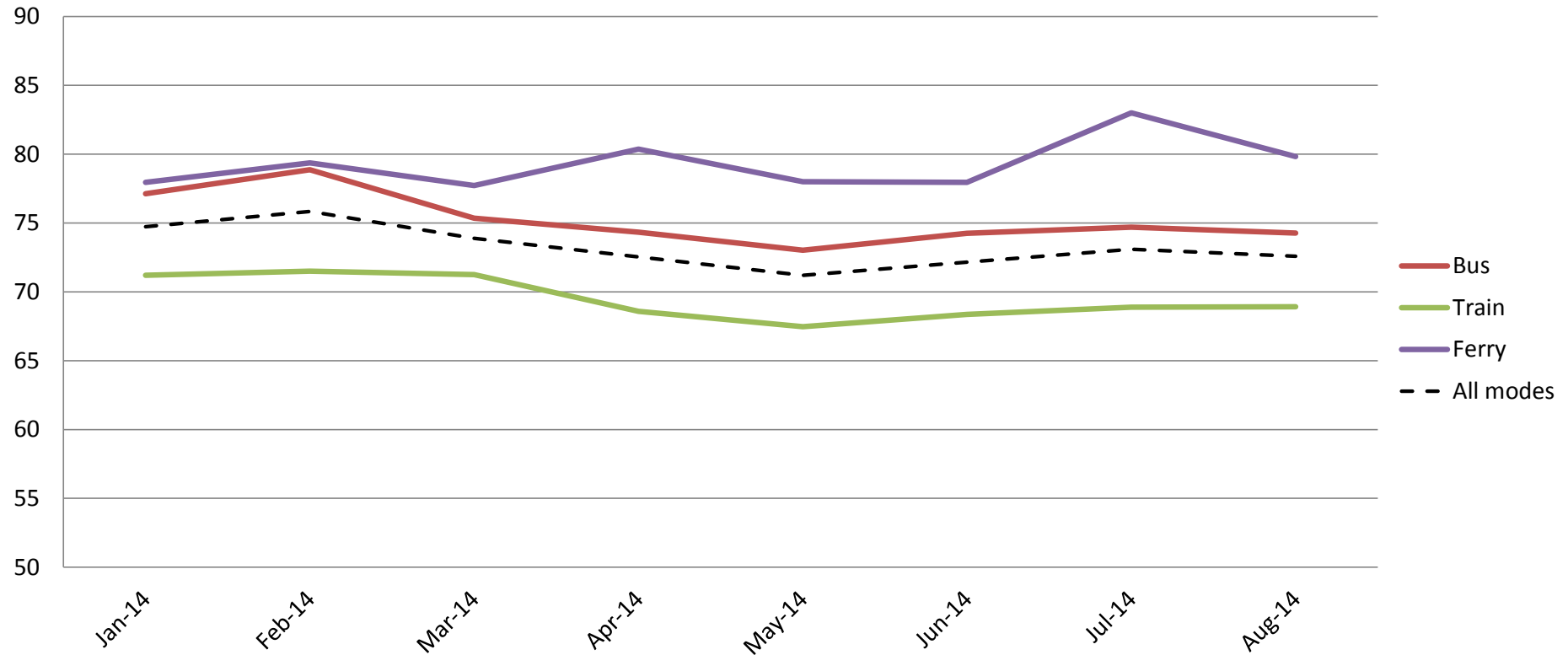
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

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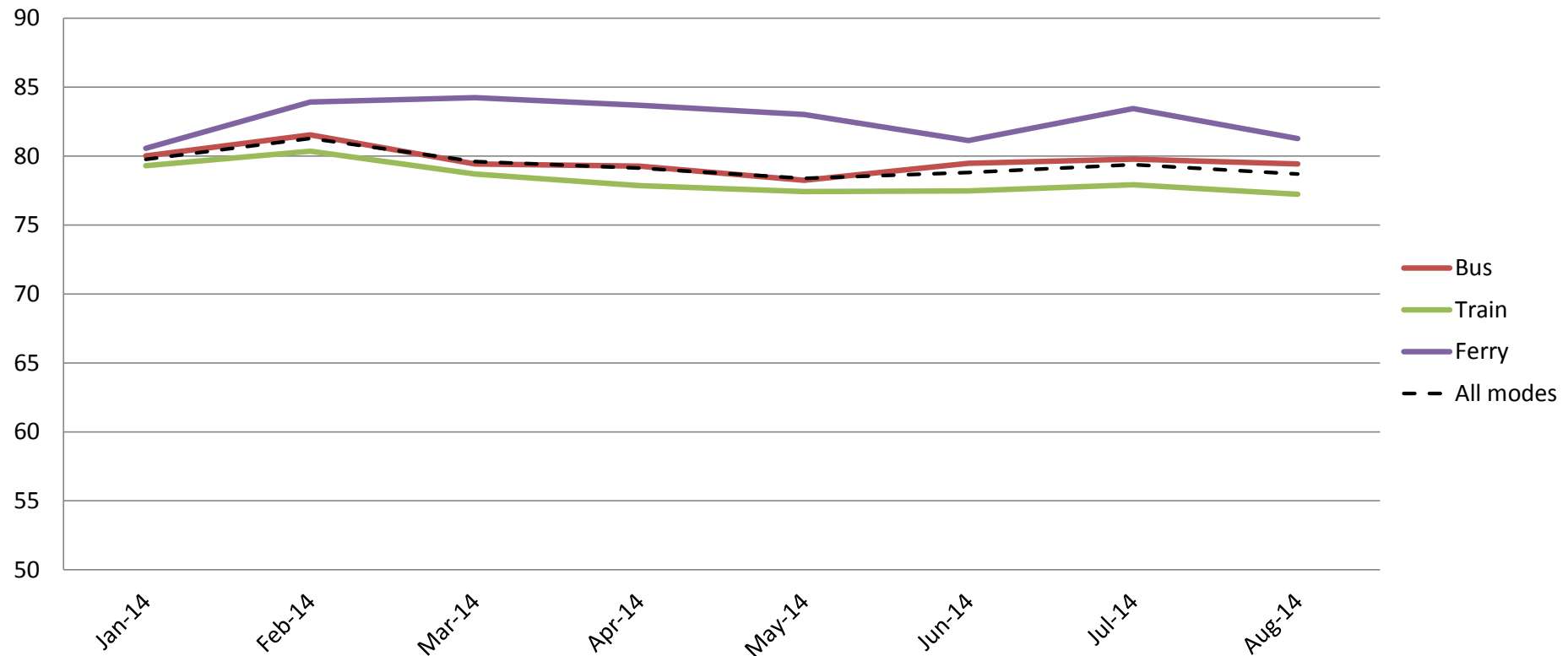
	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	77	79	75	74	73	74	75	74
Train	71	72	71	69	67	68	69	69
Ferry	78	79	78	80	78	78	83	80
All Modes	75	76	74	73	71	72	73	73

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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



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	80	82	79	79	78	79	80	79
Train	79	80	79	78	77	77	78	77
Ferry	81	84	84	84	83	81	83	81
All Modes	80	81	80	79	78	79	79	79

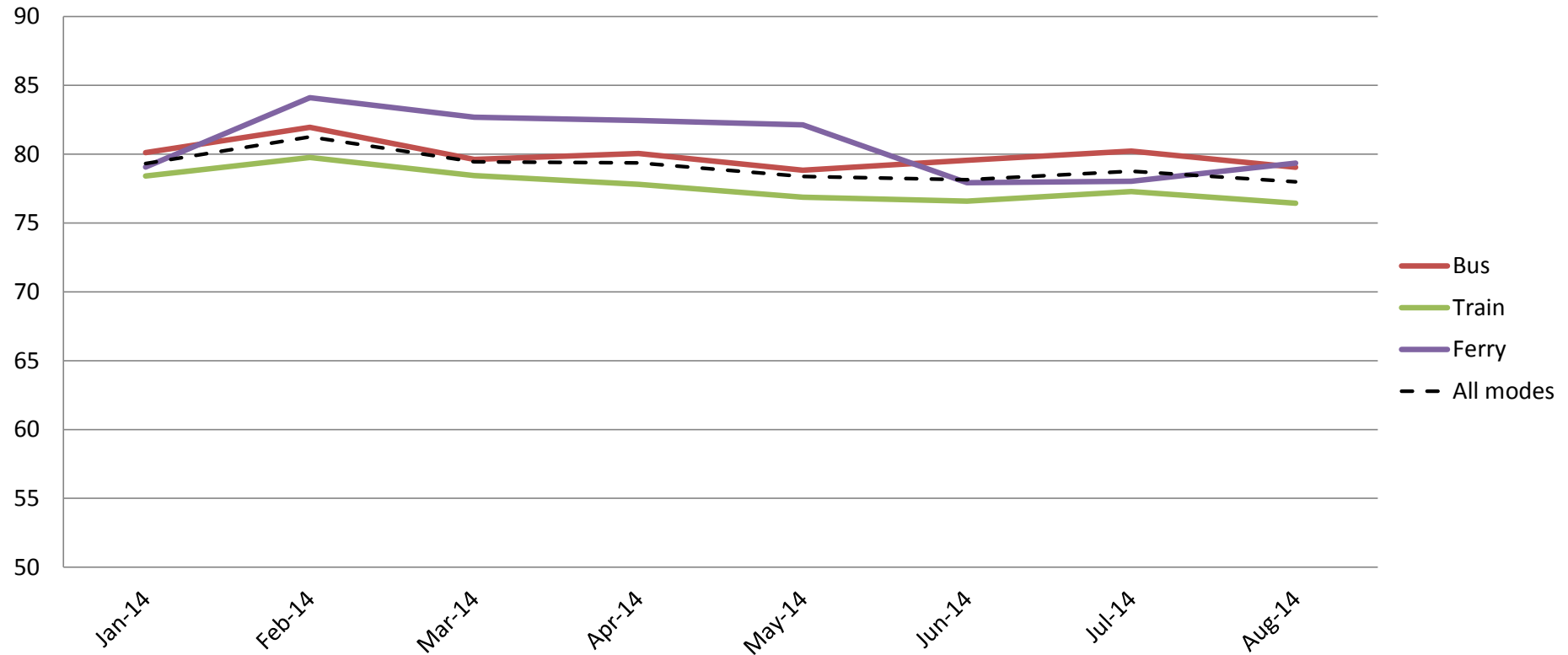
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	80	82	80	80	79	80	80	79
Train	78	80	78	78	77	77	77	76
Ferry	79	84	83	82	82	78	78	79
All Modes	79	81	79	79	78	78	79	78

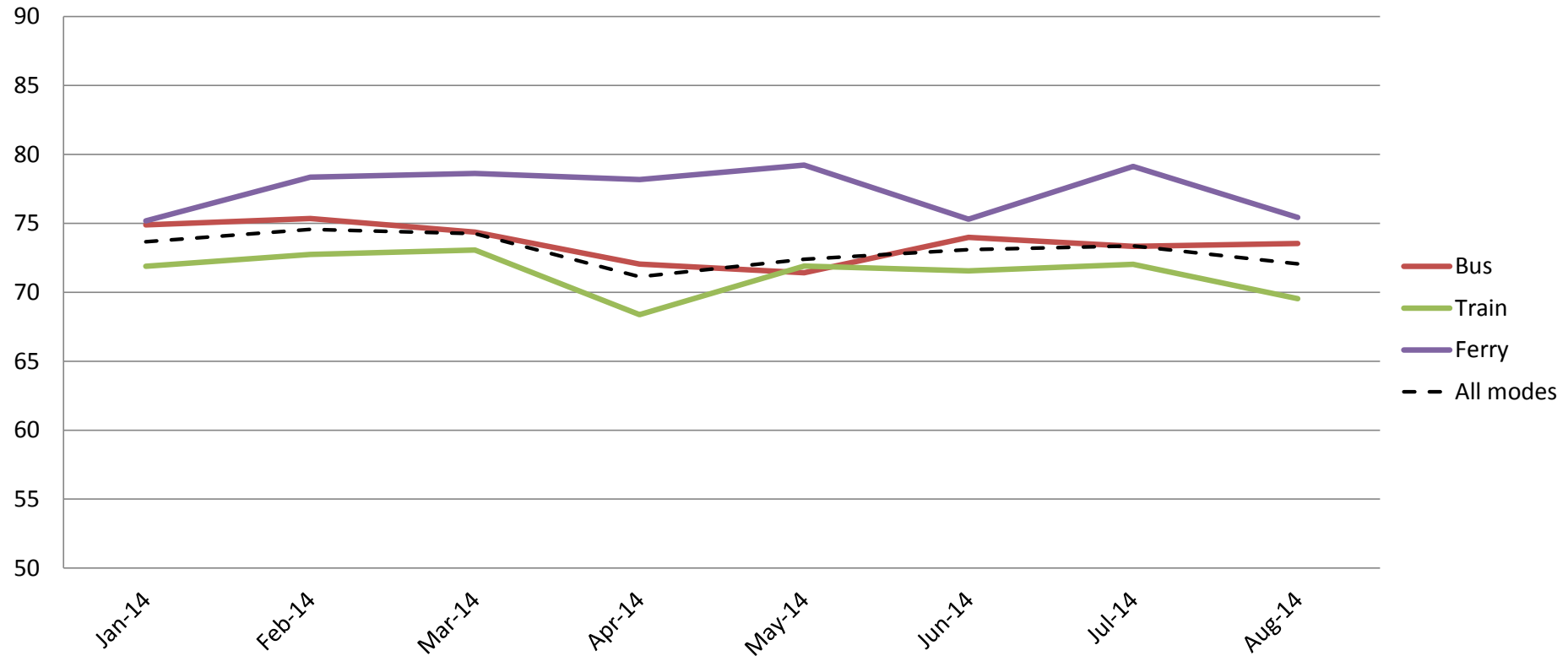
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

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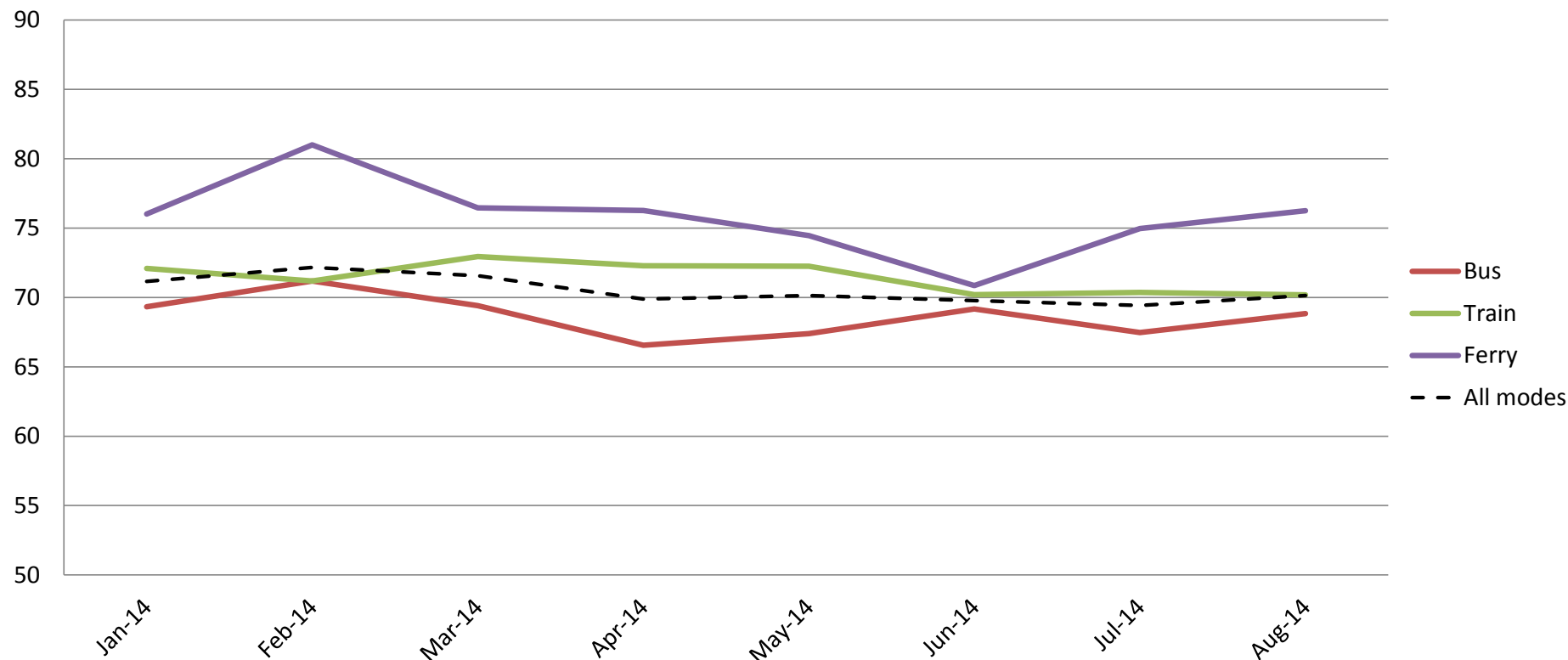
	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	75	75	74	72	71	74	73	74
Train	72	73	73	68	72	72	72	70
Ferry	75	78	79	78	79	75	79	75
All Modes	74	75	74	71	72	73	73	72

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

Index out of 100



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	69	71	69	67	67	69	67	69
Train	72	71	73	72	72	70	70	70
Ferry	76	81	76	76	74	71	75	76
All Modes	71	72	72	70	70	70	69	70

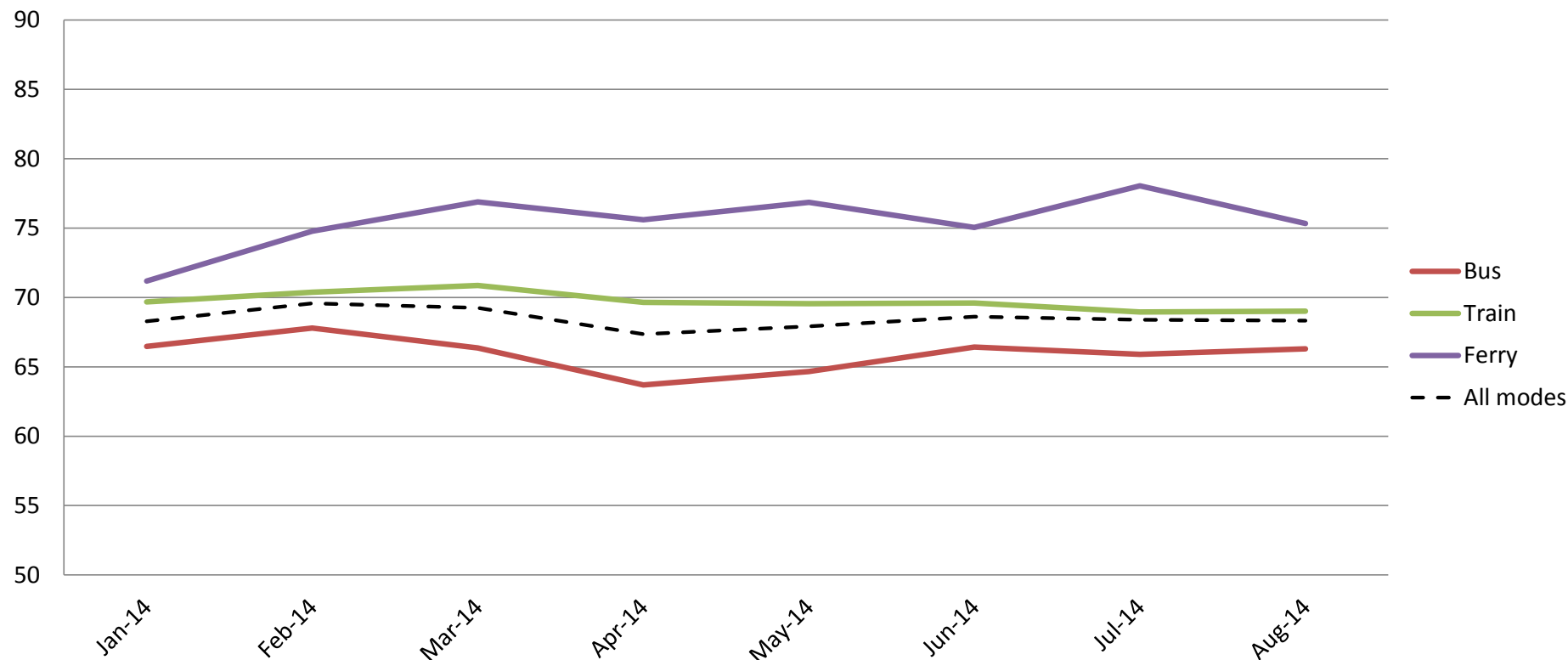
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Information – Ability to understand on board and at-station information, timetables, maps and journey planning information

Index out of 100



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	66	68	66	64	65	66	66	66
Train	70	70	71	70	70	70	69	69
Ferry	71	75	77	76	77	75	78	75
All Modes	68	70	69	67	68	69	68	68

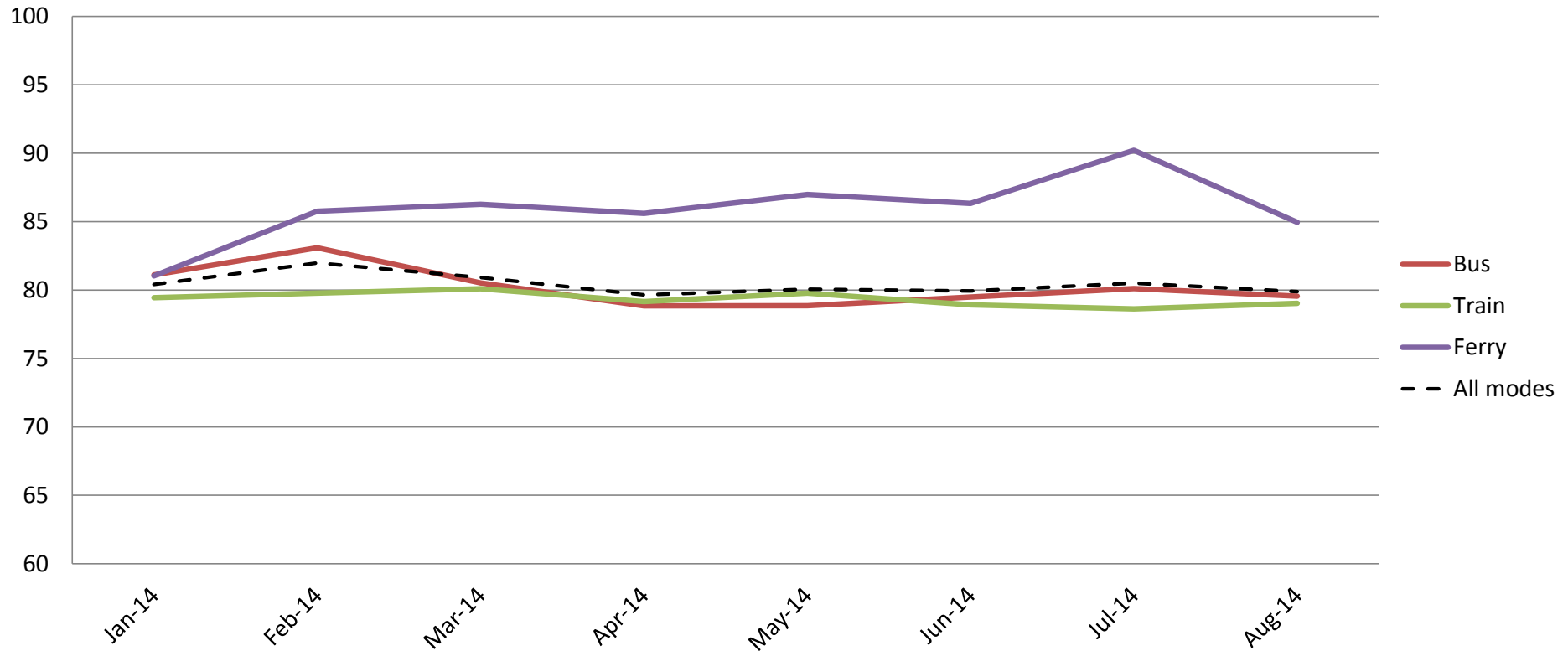
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Accessibility – Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators

Index out of 100

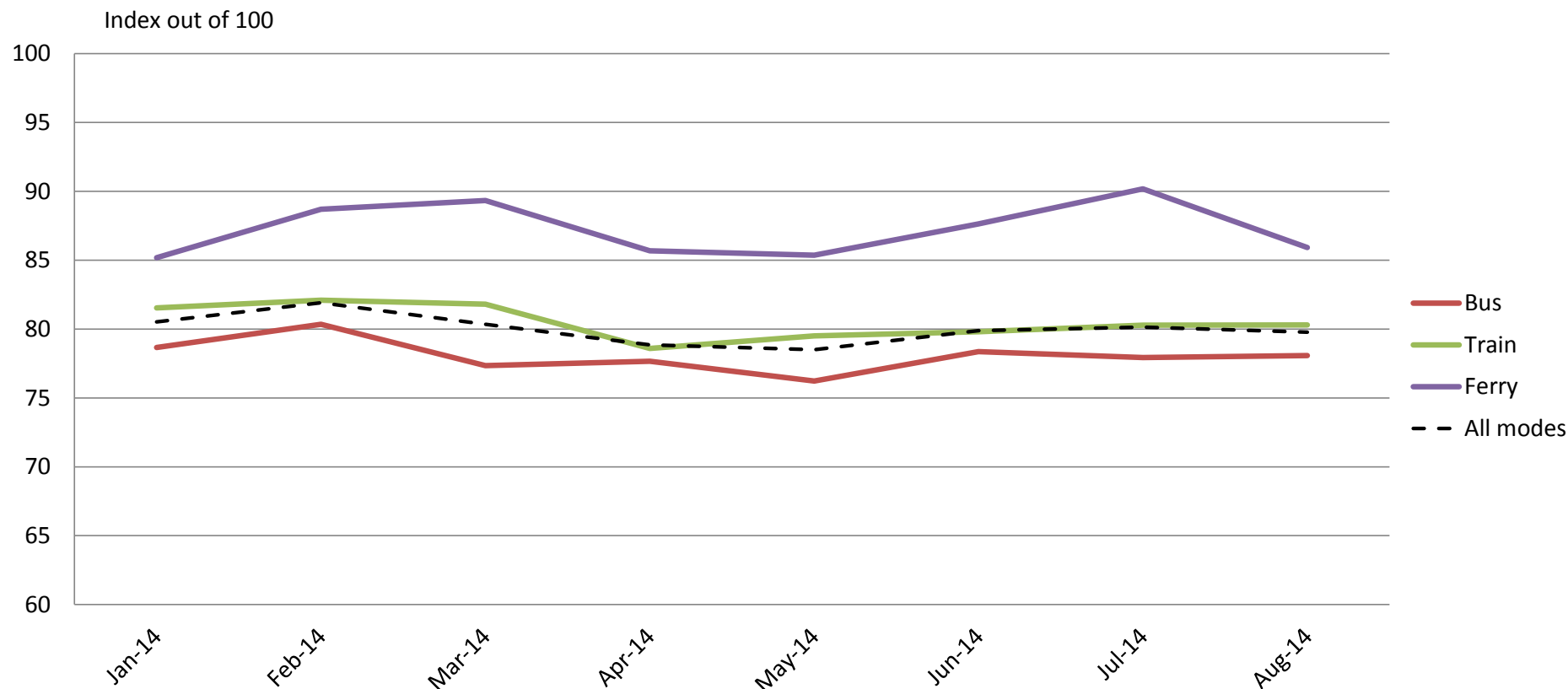


	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	81	83	81	79	79	79	80	80
Train	79	80	80	79	80	79	79	79
Ferry	81	86	86	86	87	86	90	85
All Modes	80	82	81	80	80	80	81	80

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Staff – Knowledge, conduct, presentation and helpfulness of staff



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	79	80	77	78	76	78	78	78
Train	82	82	82	79	80	80	80	80
Ferry	85	89	89	86	85	88	90	86
All Modes	81	82	80	79	79	80	80	80

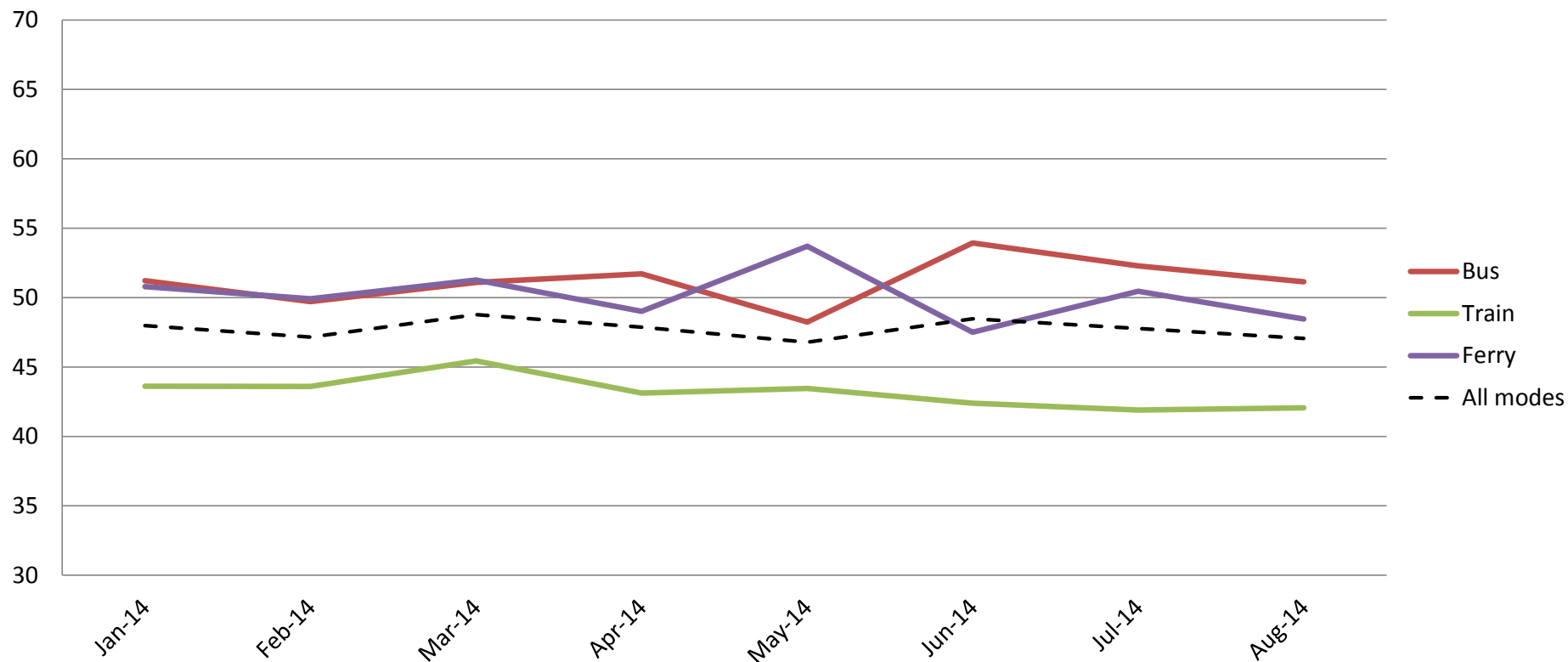
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Affordability – Cost of tickets and benefits of not having to pay for parking

Index out of 100



	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Bus	51	50	51	52	48	54	52	51
Train	44	44	45	43	43	42	42	42
Ferry	51	50	51	49	54	48	50	48
All Modes	48	47	49	48	47	48	48	47

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