

TransLink Customer Satisfaction Monthly Snapshot

September 2016

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	79	76	86	78
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	65	70	75	68
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	68	78	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	78	79	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	76	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	71	76	73
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	68	71	76	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	78	77	83	78
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	54	47	56	51
Overall Service				
A combination of all reported categories	70	69	77	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".

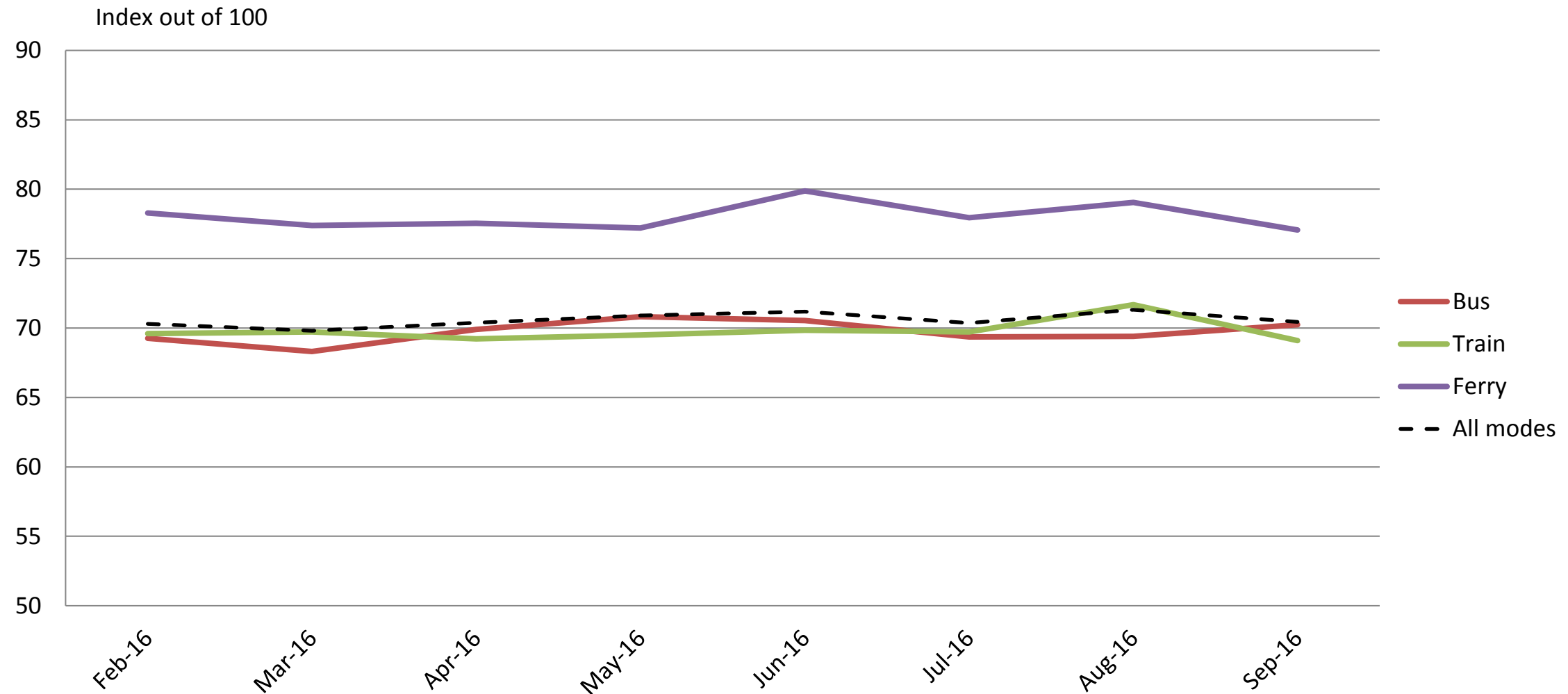
Red figures indicate a statistically significant **decrease** in the period

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
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%
6 March 2016	4,026,578	0.13	1.82	13.34	1.78%
13 March 2016	4,082,397	0.11	1.77	13.17	1.75%
20 March 2016	4,080,252	0.21	3.09	13.07	1.69%
27 March 2016	3,388,663	0.09	1.91	13.72	1.79%
3 April 2016	2,720,743	0.11	1.68	15.61	1.87%
10 April 2016	3,498,831	0.09	1.64	13.46	1.77%
17 April 2016	3,920,595	0.06	1.88	11.38	1.75%
24 April 2016	3,946,084	0.07	1.72	11.20	1.71%
1 May 2016	3,358,827	0.06	1.76	11.66	1.78%
8 May 2016	3,368,662	0.15	2.20	11.67	1.86%
15 May 2016	3,848,075	0.15	1.53	12.76	1.74%
22 May 2016	3,853,865	0.10	1.74	12.01	1.72%
29 May 2016	3,754,947	0.11	1.59	12.03	1.68%
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%

Overall satisfaction – A combination of all reported categories

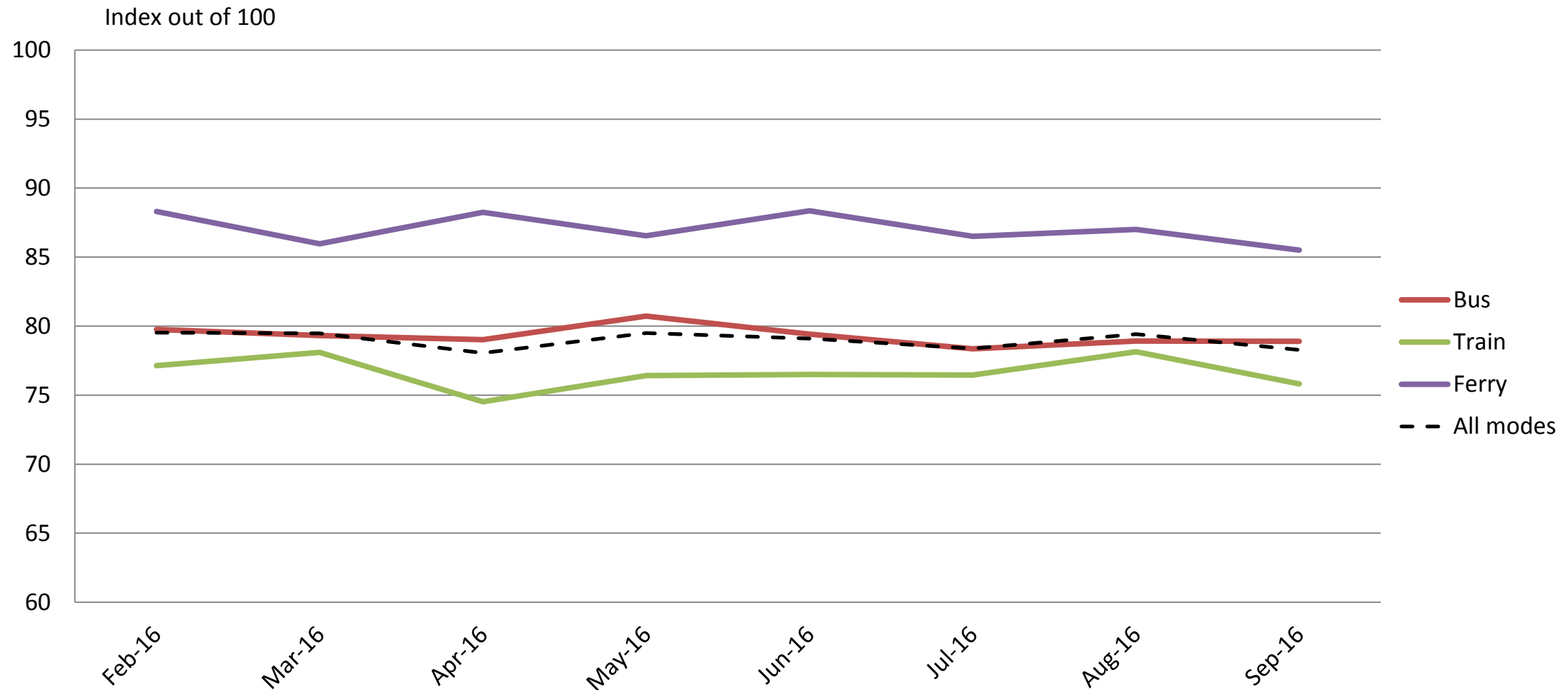


	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	69	68	70	71	71	69	69	70
Train	70	70	69	70	70	70	72	69
Ferry	78	77	78	77	80	78	79	77
All Modes	70	70	70	71	71	70	71	70

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



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	80	79	79	81	79	78	79	79
Train	77	78	75	76	76	76	78	76
Ferry	88	86	88	87	88	87	87	86
All Modes	80	79	78	80	79	78	79	78

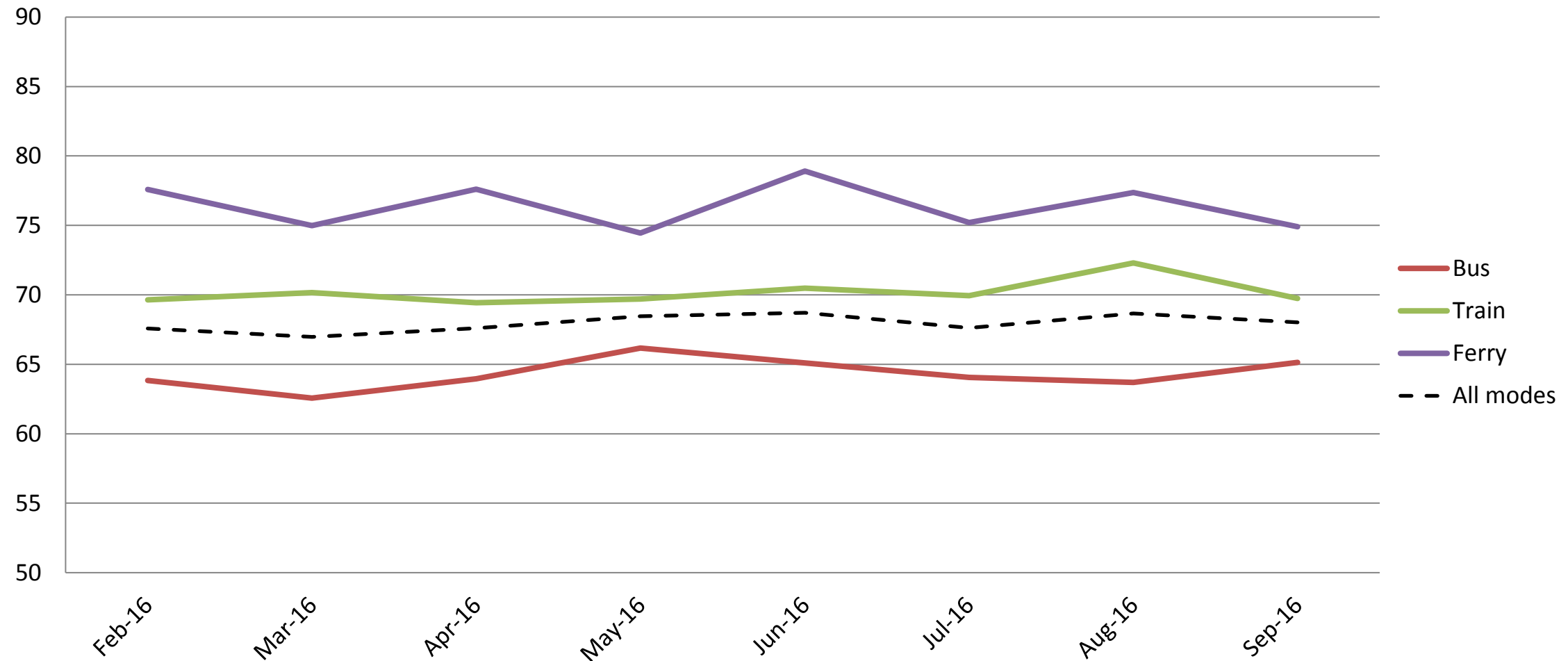
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Reliability and frequency – Ability to meet departure times, frequency of services and reliability of go card readers

Index out of 100



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	64	63	64	66	65	64	64	65
Train	70	70	69	70	70	70	72	70
Ferry	78	75	78	74	79	75	77	75
All Modes	68	67	68	68	69	68	69	68

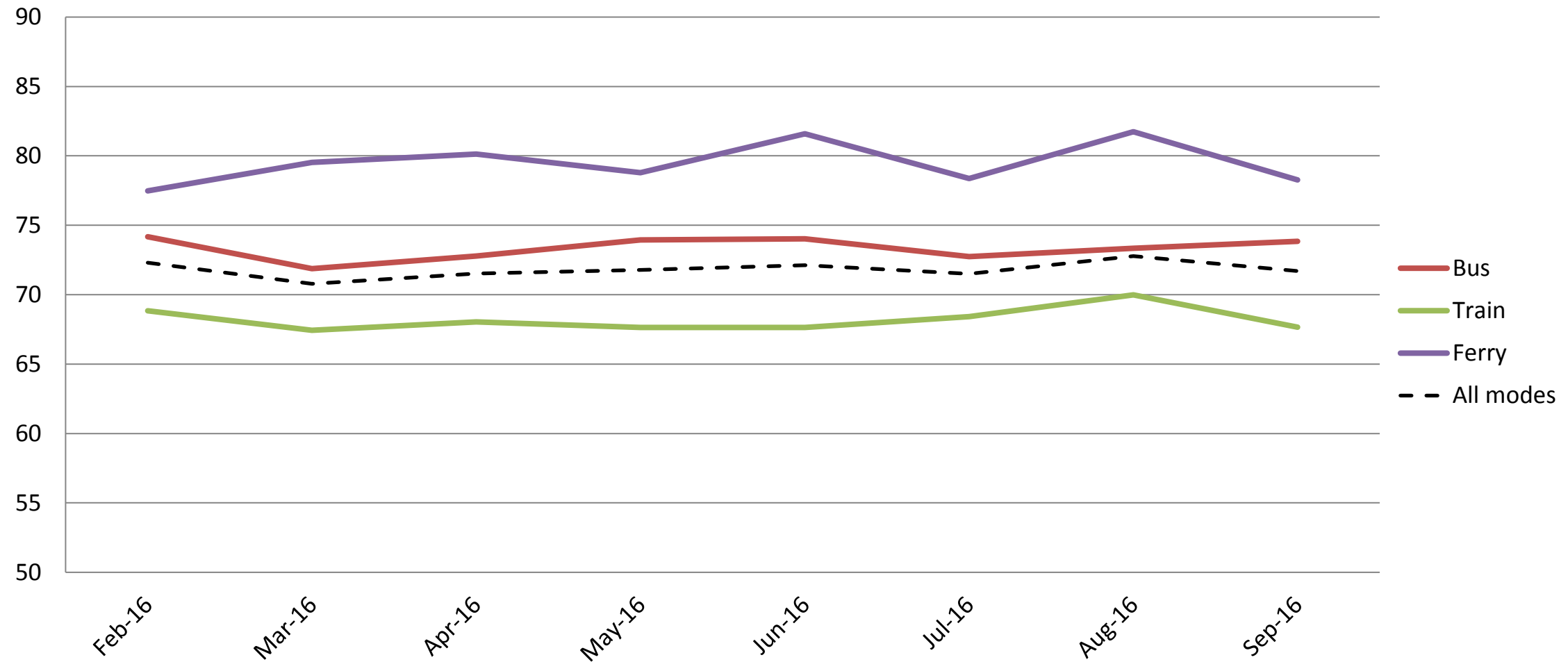
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Comfort – Cleanliness, availability of seats, temperature on board, and facilities at stops and stations

Index out of 100



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	74	72	73	74	74	73	73	74
Train	69	67	68	68	68	68	70	68
Ferry	77	80	80	79	82	78	82	78
All Modes	72	71	72	72	72	72	73	72

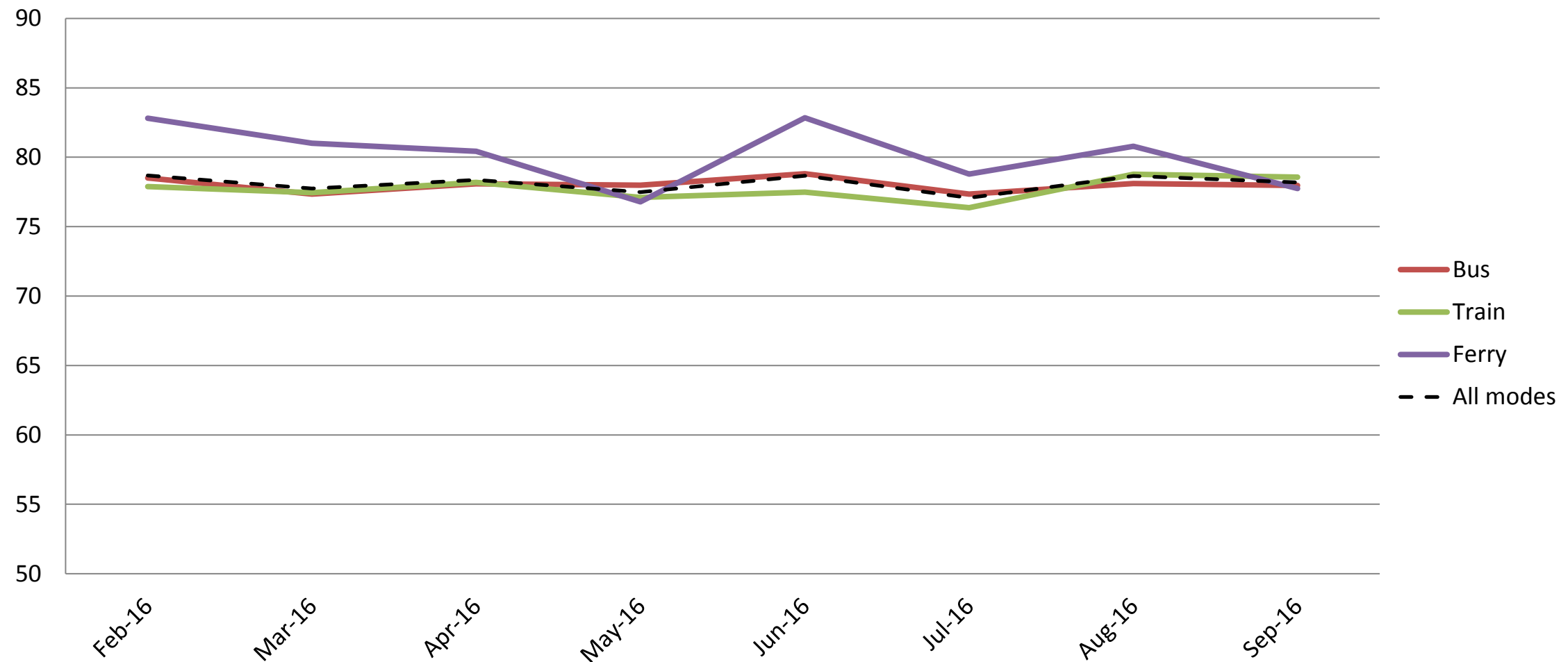
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Ease of use – Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops

Index out of 100



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	79	77	78	78	79	77	78	78
Train	78	77	78	77	77	76	79	79
Ferry	83	81	80	77	83	79	81	78
All Modes	79	78	78	77	79	77	79	78

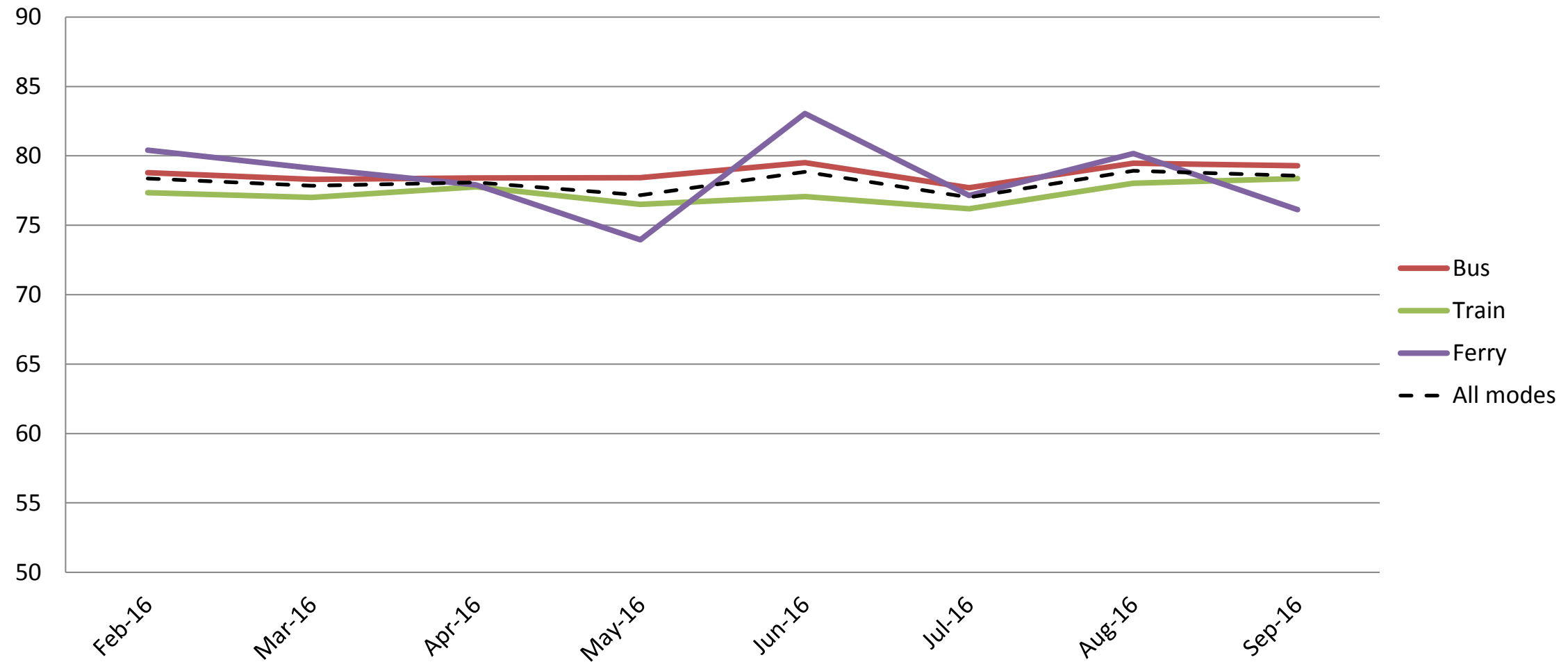
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Ease of use of go card – Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.

Index out of 100



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	79	78	78	78	80	78	79	79
Train	77	77	78	76	77	76	78	78
Ferry	80	79	78	74	83	77	80	76
All Modes	78	78	78	77	79	77	79	79

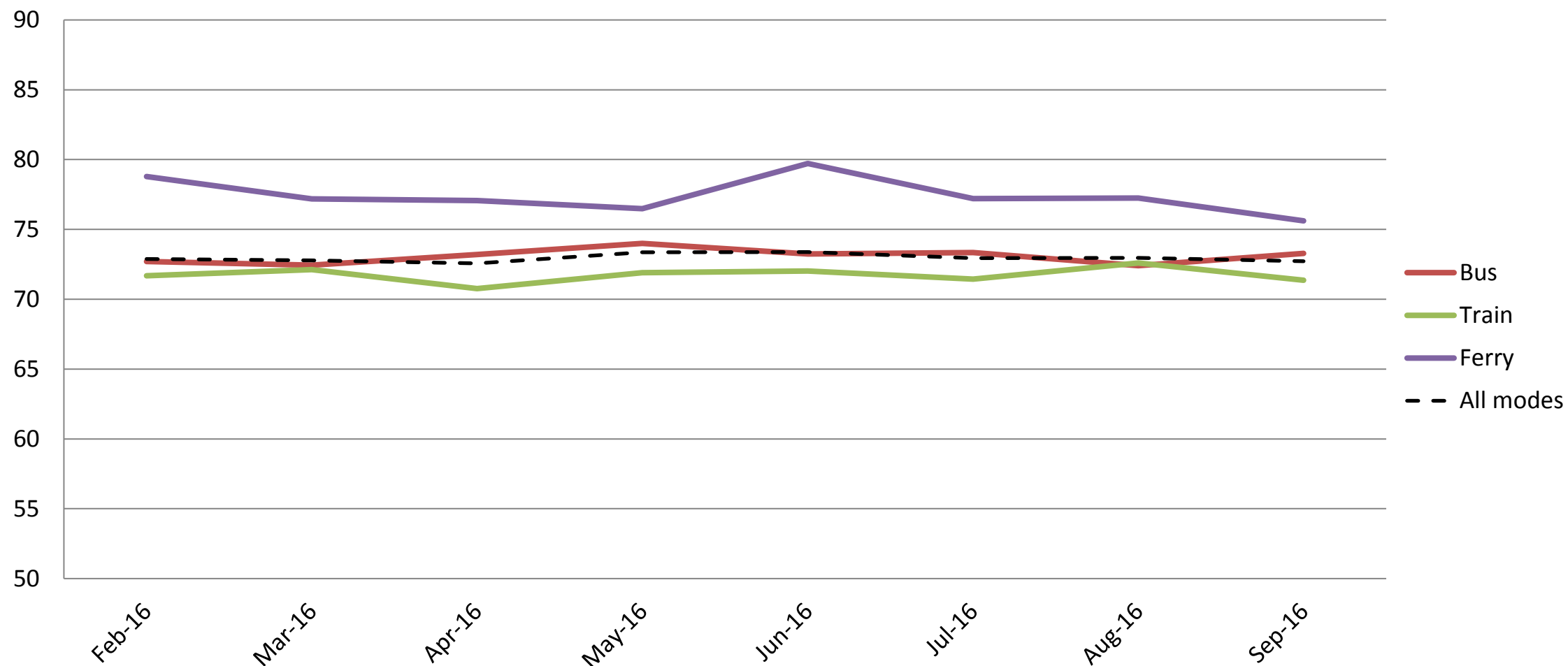
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Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	73	72	73	74	73	73	72	73
Train	72	72	71	72	72	71	73	71
Ferry	79	77	77	76	80	77	77	76
All Modes	73	73	73	73	73	73	73	73

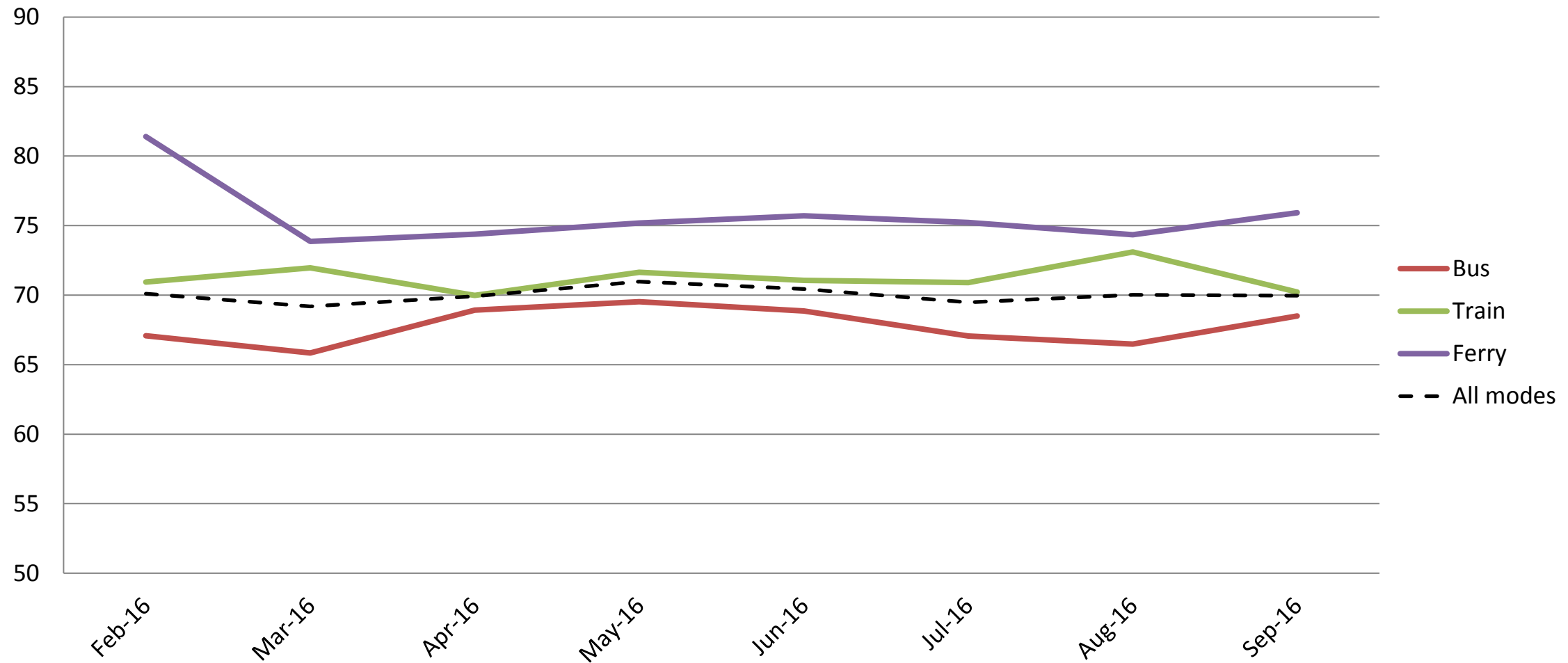
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Efficiency – Door-to-door travel time, connections with other services and avoidance of congestion

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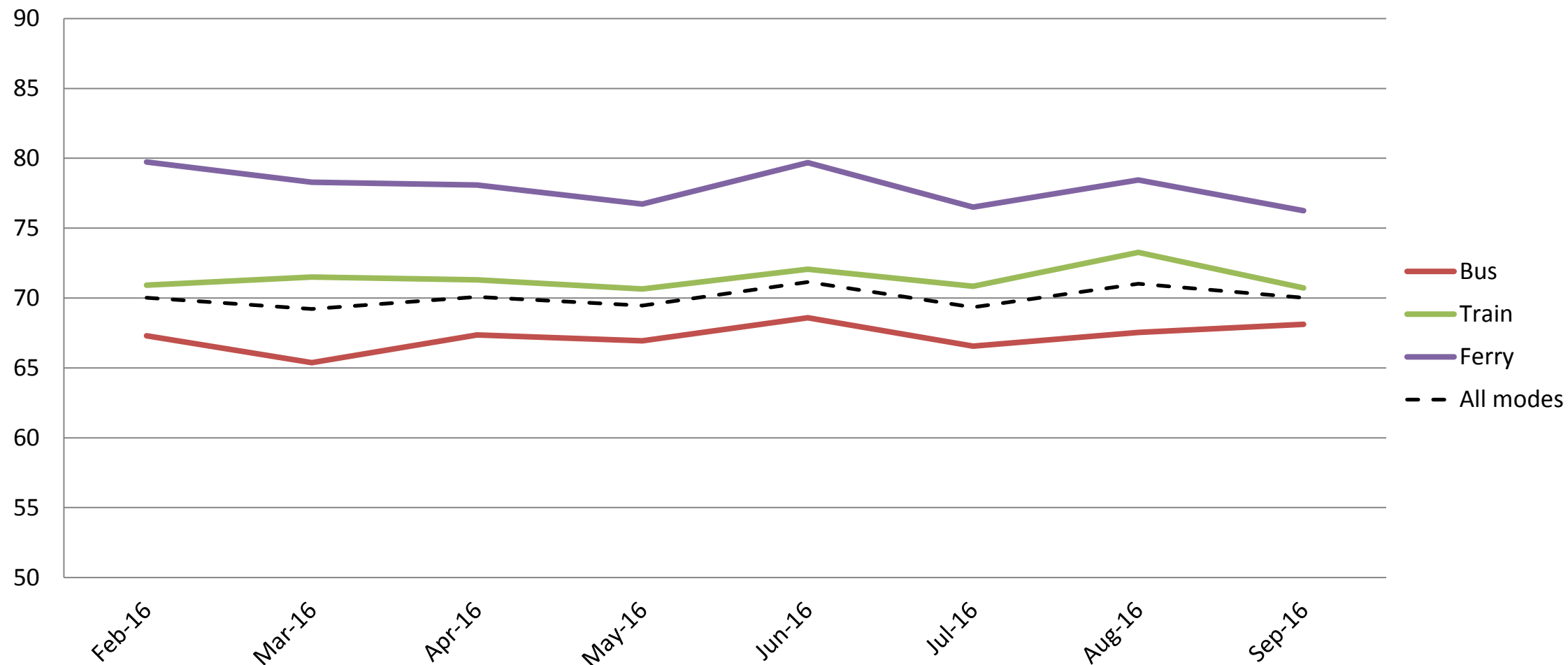
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	67	66	69	70	69	67	66	69
Train	71	72	70	72	71	71	73	70
Ferry	81	74	74	75	76	75	74	76
All Modes	70	69	70	71	70	69	70	70

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

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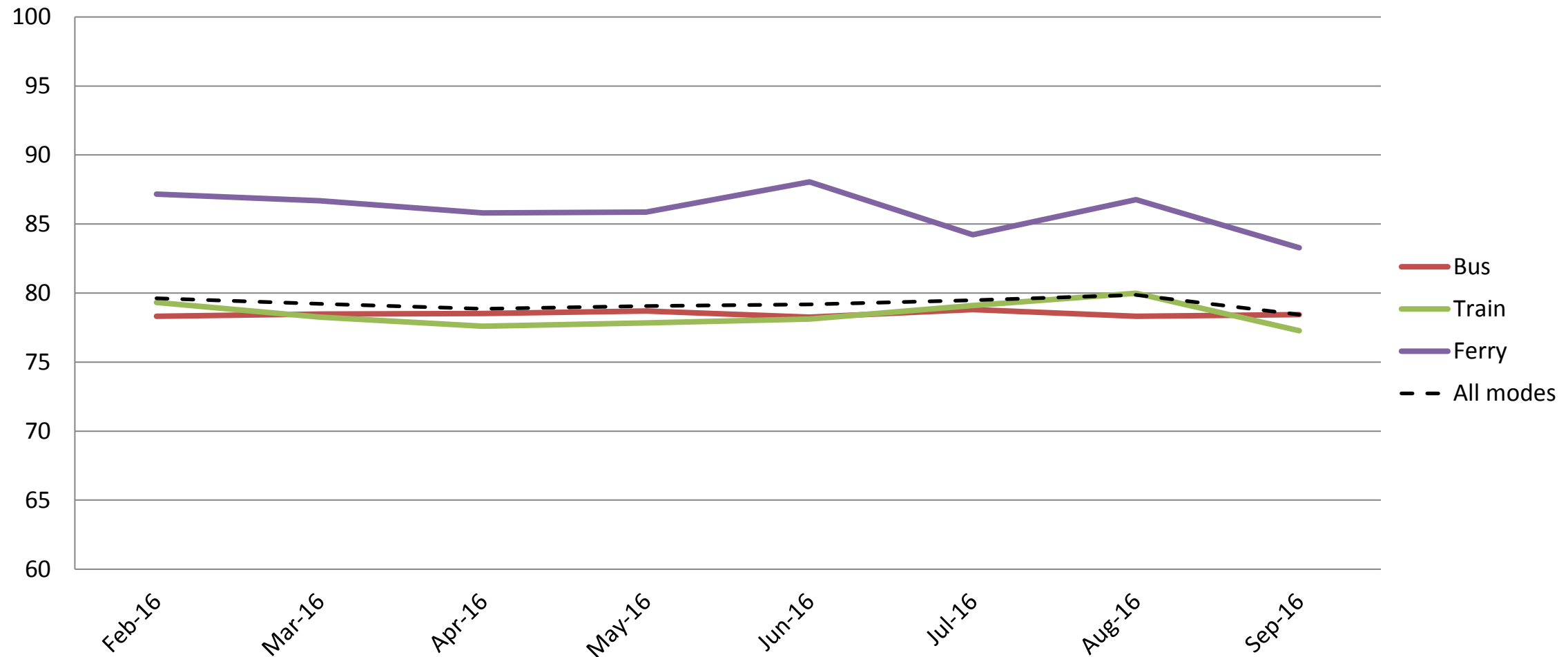
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	67	65	67	67	69	67	68	68
Train	71	71	71	71	72	71	73	71
Ferry	80	78	78	77	80	77	78	76
All Modes	70	69	70	69	71	69	71	70

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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

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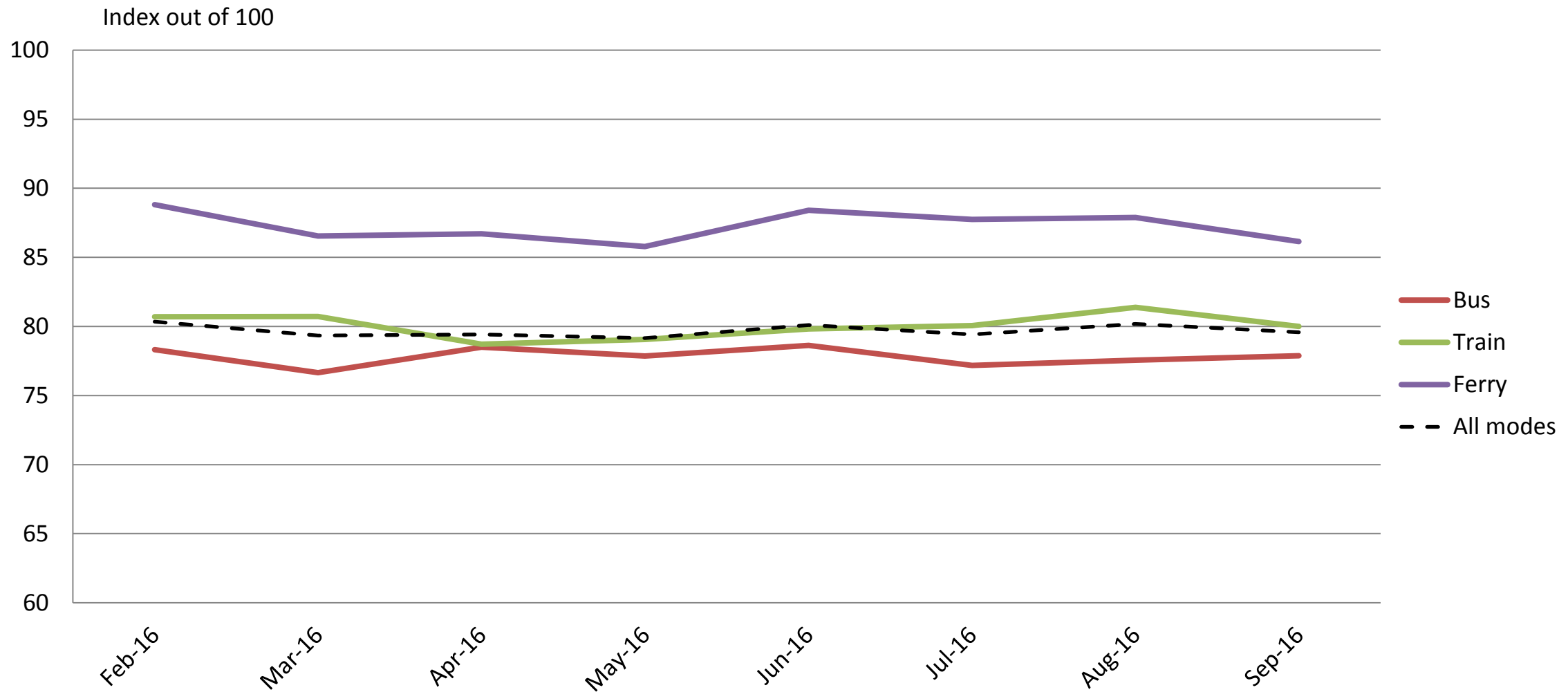
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	78	78	79	79	78	79	78	78
Train	79	78	78	78	78	79	80	77
Ferry	87	87	86	86	88	84	87	83
All Modes	80	79	79	79	79	79	80	78

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Staff – Knowledge, conduct, presentation and helpfulness of staff



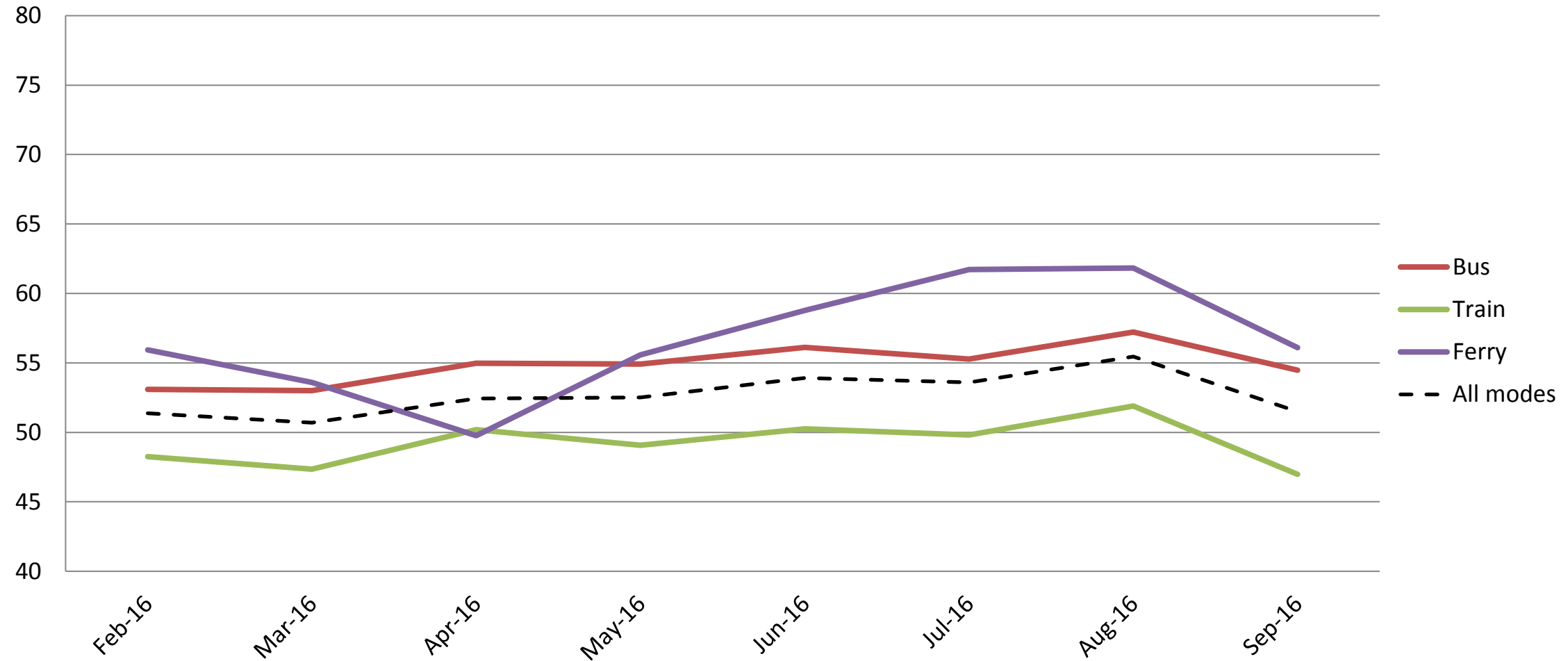
	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	78	77	79	78	79	77	78	78
Train	81	81	79	79	80	80	81	80
Ferry	89	87	87	86	88	88	88	86
All Modes	80	79	79	79	80	79	80	80

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

Index out of 100



	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16
Bus	53	53	55	55	56	55	57	54
Train	48	47	50	49	50	50	52	47
Ferry	56	54	50	56	59	62	62	56
All Modes	51	51	52	53	54	54	55	51

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