TransLink Customer Satisfaction Monthly Snapshot

December 2016

KPI	Bus	Train	Ferry	All
Safety & Security Safety at stops, stations and on board vehicles	79	**77**	89	79
Reliability & Frequency Ability to meet departure times, frequency of services and reliability of go card readers	67	**67**	79	**68**
Comfort Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	75	**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**	**77**	82	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	77	81	78
Proximity Convenience of available routes, distances from stops and stations and proximity of go card outlets	73	**72**	78	73
Efficiency Door-to-door travel time, connections with other services and avoidance of congestion	68	69	78	70
Information Ability to understand on board and at-station information, timetables, maps and journey planning information	68	**67**	78	69
Accessibility Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	77	85	79
Staff Knowledge, conduct, presentation and helpfulness of staff	79	**80**	88	80
Affordability Cost of tickets and benefits of not having to pay for parking	59	47	61	54
Overall Service A combination of all reported categories	71	**68**	79	71

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 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%
2 October 2016	3,042,995	0.11	1.82	21.98	1.69%
9 October 2016	3,302,526	0.09	2.53	11.81	1.72%
16 October 2016	3,758,850	0.16	2.30	11.29	1.61%
23 October 2016	3,649,199	0.14	2.60	11.10	1.66%
30 October 2016	3,696,856	0.14	3.31	11.89	1.65%
6 November 2016	3,482,169	0.08	1.85	13.55	1.76%
13 November 2016	3,570,325	0.18	2.24	12.82	1.68%
20 November 2016	3,577,398	0.04	2.14	12.41	1.72%
27 November 2016	3,447,116	0.06	2.31	12.87	1.79%
4 December 2016	3,238,824	0.09	2.34	12.73	1.81%
11 December 2016	3,106,880	0.11	2.09	69.74	1.94%
18 December 2016	3,007,461	0.21	4.38	140.26	1.94%
25 December 2016	2,582,453	0.19	2.84	20.91	1.89%

## Overall satisfaction – A combination of all reported categories

Index out of 100
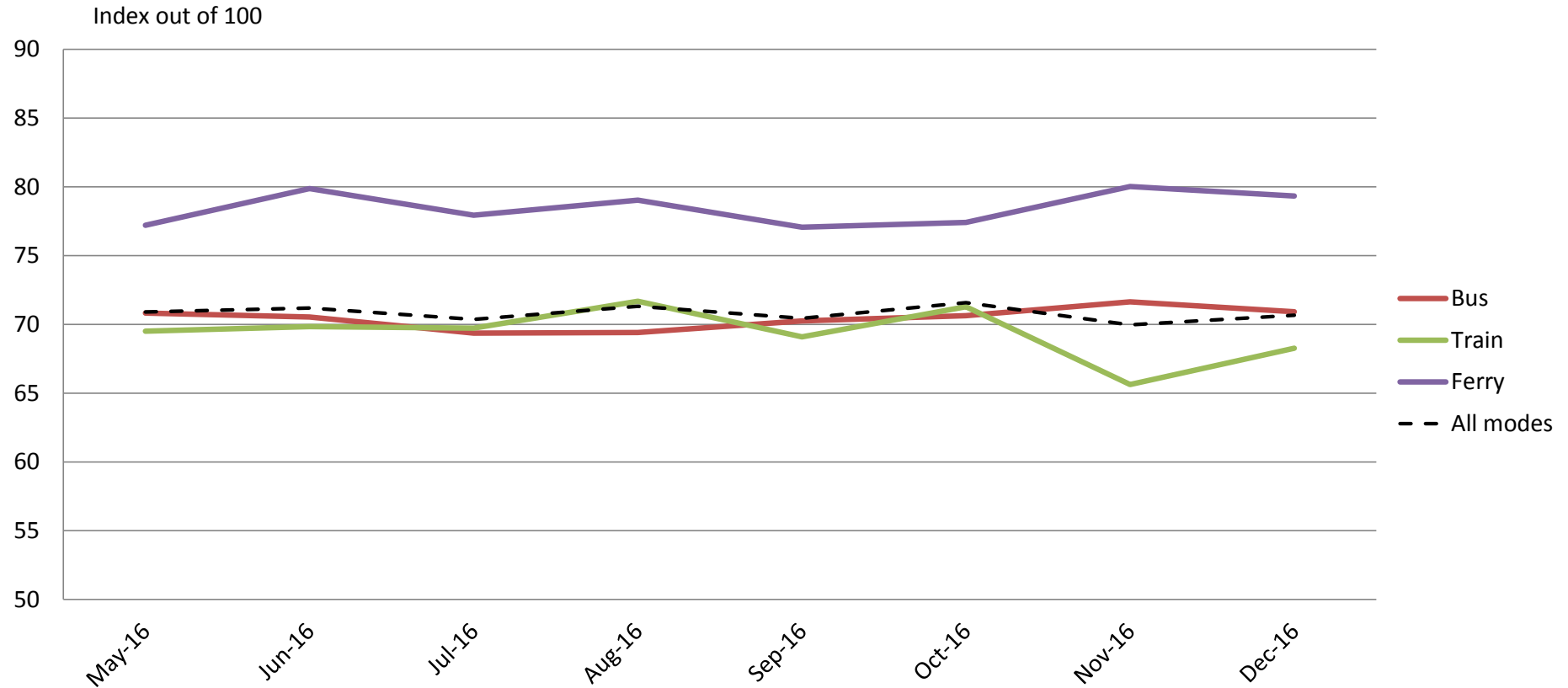
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	71	71	69	69	70	71	72	71
Train	70	70	70	**72**	**69**	**71**	**66**	**68**
Ferry	77	80	78	79	77	77	80	79
All Modes	71	71	70	71	70	72	**70**	71

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

Index out of 100
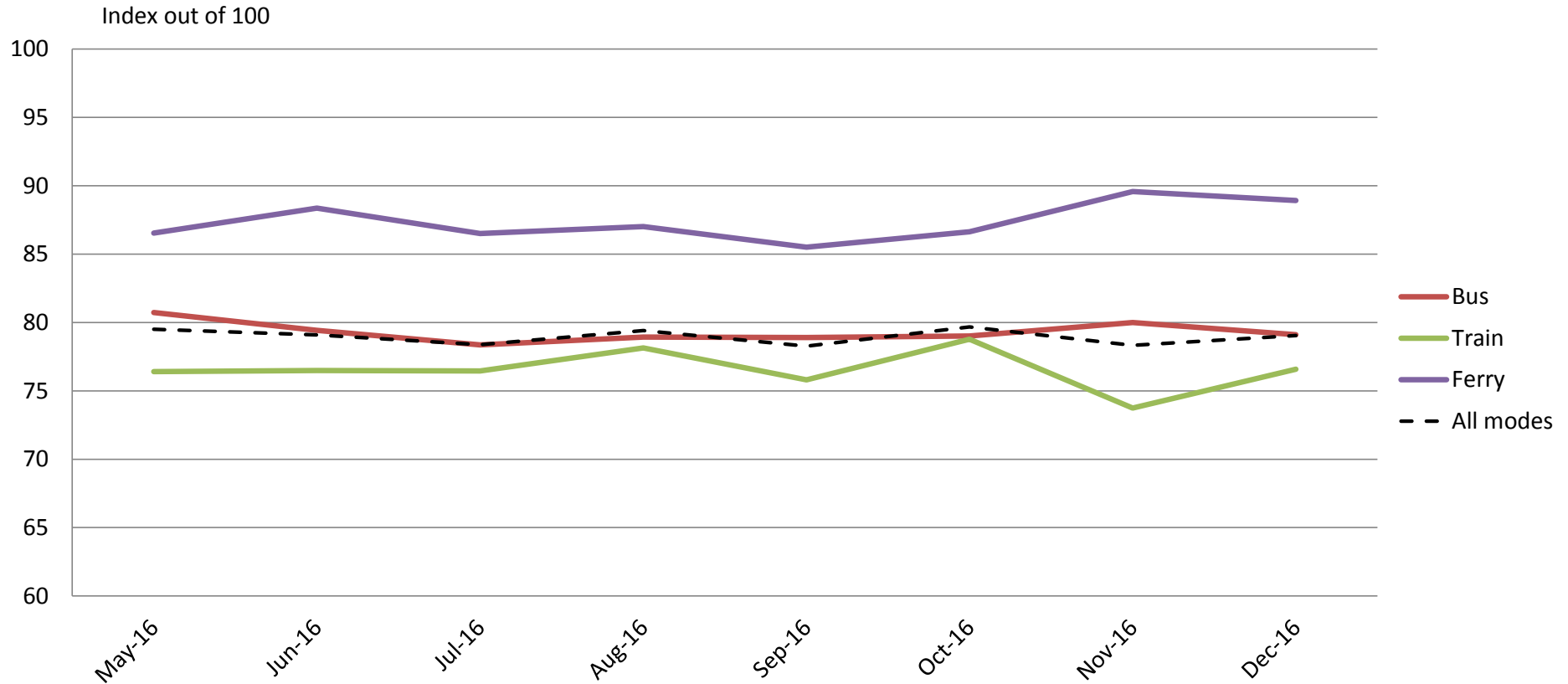
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	81	79	78	79	79	79	80	79
Train	76	76	76	78	76	79	74	77
Ferry	87	88	87	87	86	87	90	89
All Modes	80	79	78	79	78	80	78	79

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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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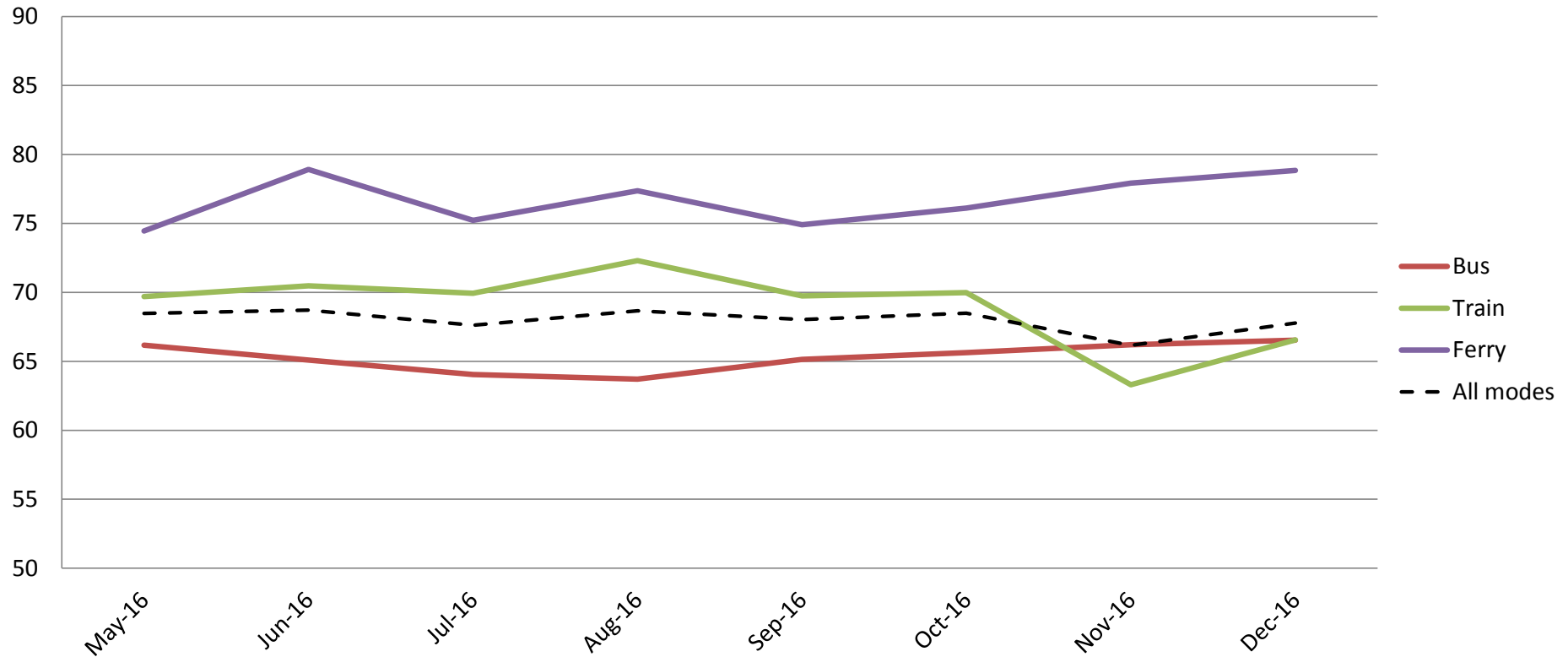
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	66	65	64	64	65	66	66	67
Train	70	70	70	72	70	70	63	67
Ferry	74	79	75	77	75	76	78	79
All Modes	68	69	68	69	68	68	66	68

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

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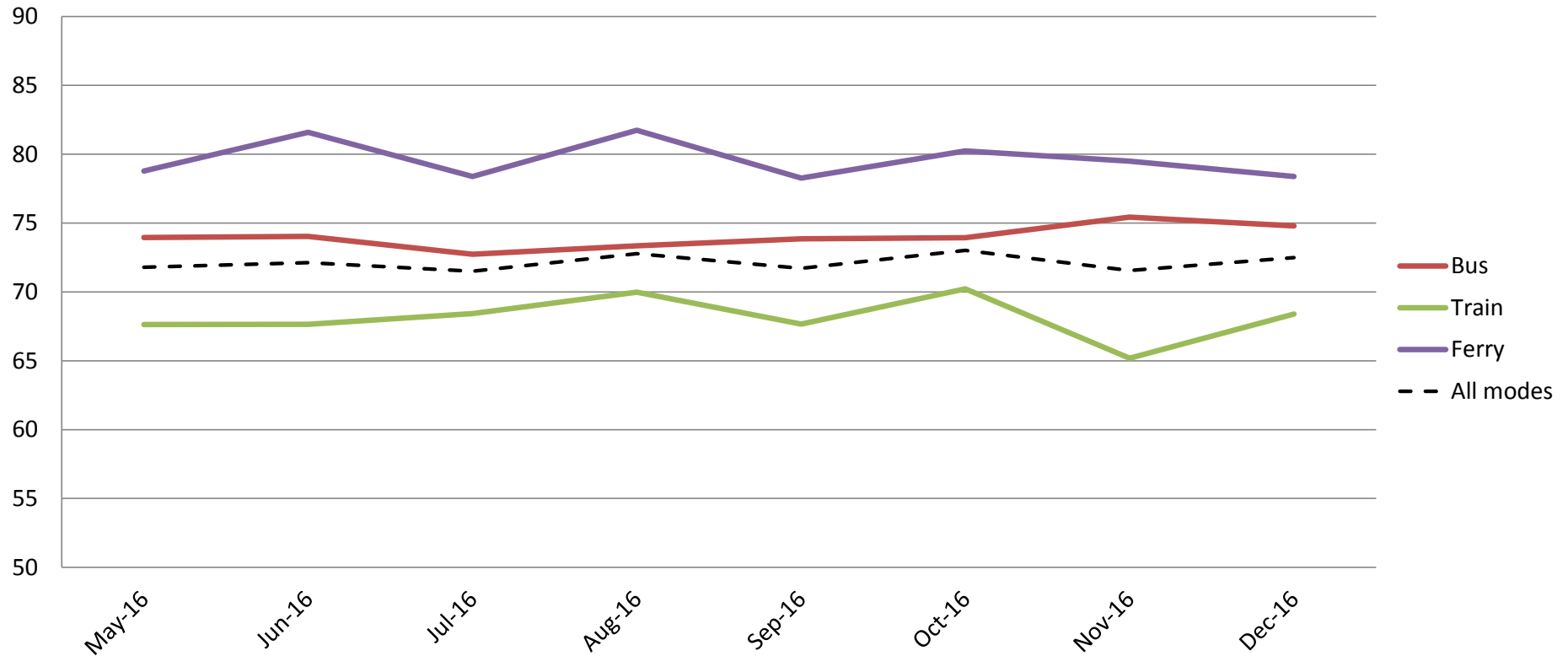
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	74	74	73	73	74	74	75	75
Train	68	68	68	70	68	70	65	68
Ferry	79	82	78	82	78	80	79	78
All Modes	72	72	72	73	72	73	72	72

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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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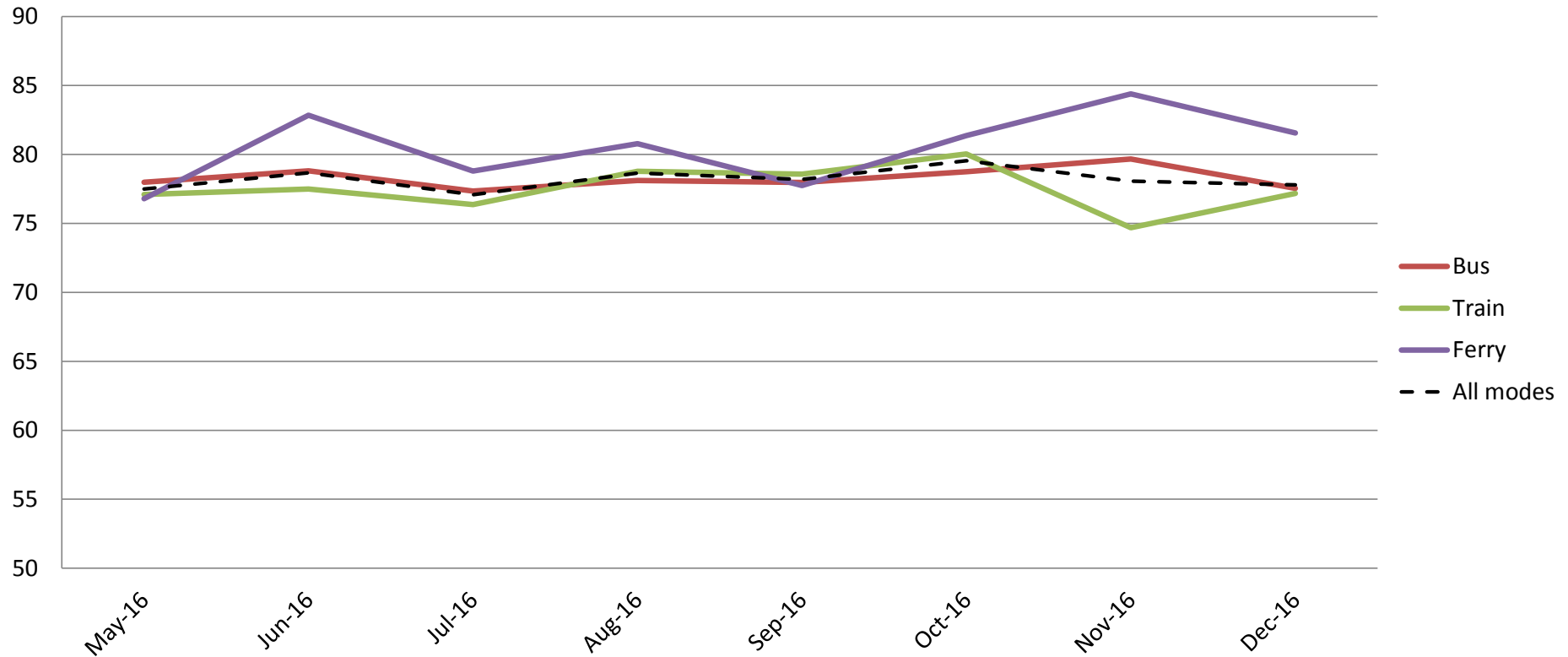
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	78	79	77	78	78	79	80	**78**
Train	77	77	76	**79**	79	80	**75**	**77**
Ferry	77	**83**	79	81	78	81	84	82
All Modes	77	79	**77**	**79**	78	80	**78**	78

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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.

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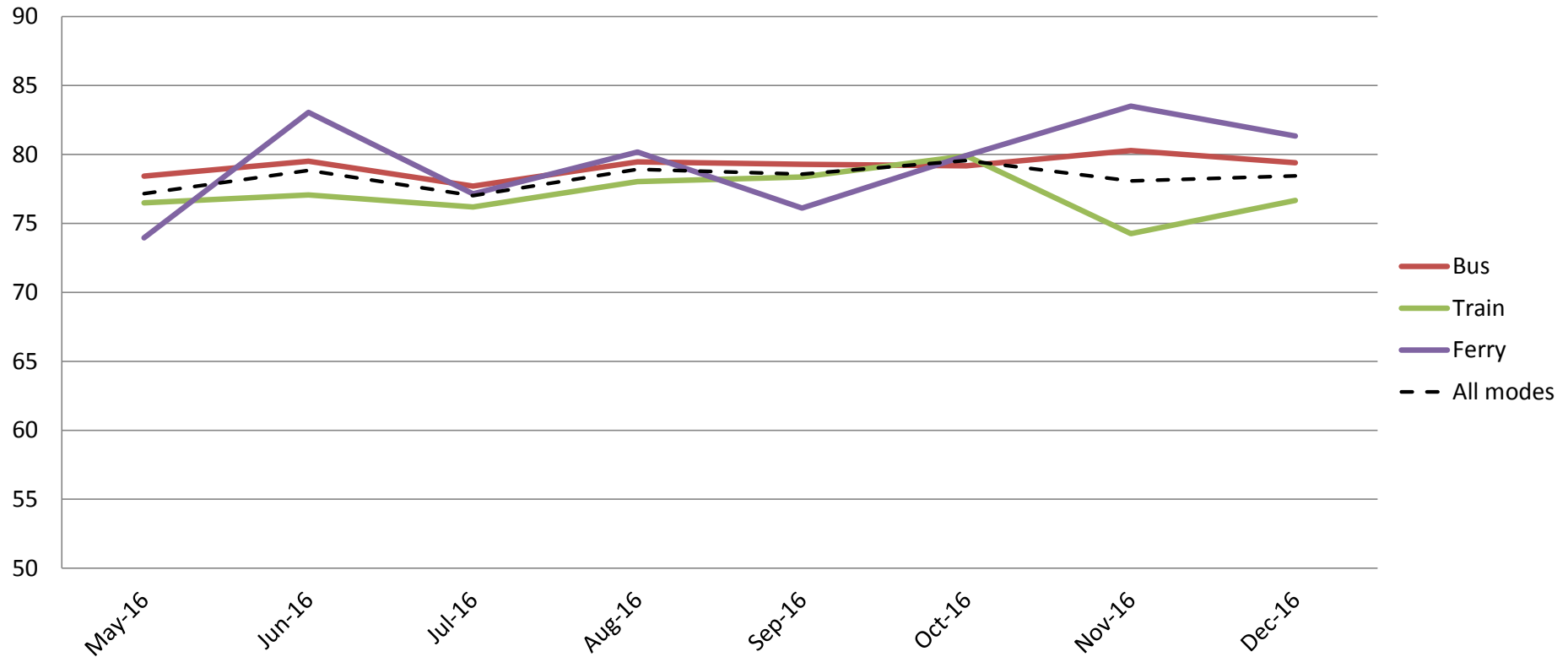
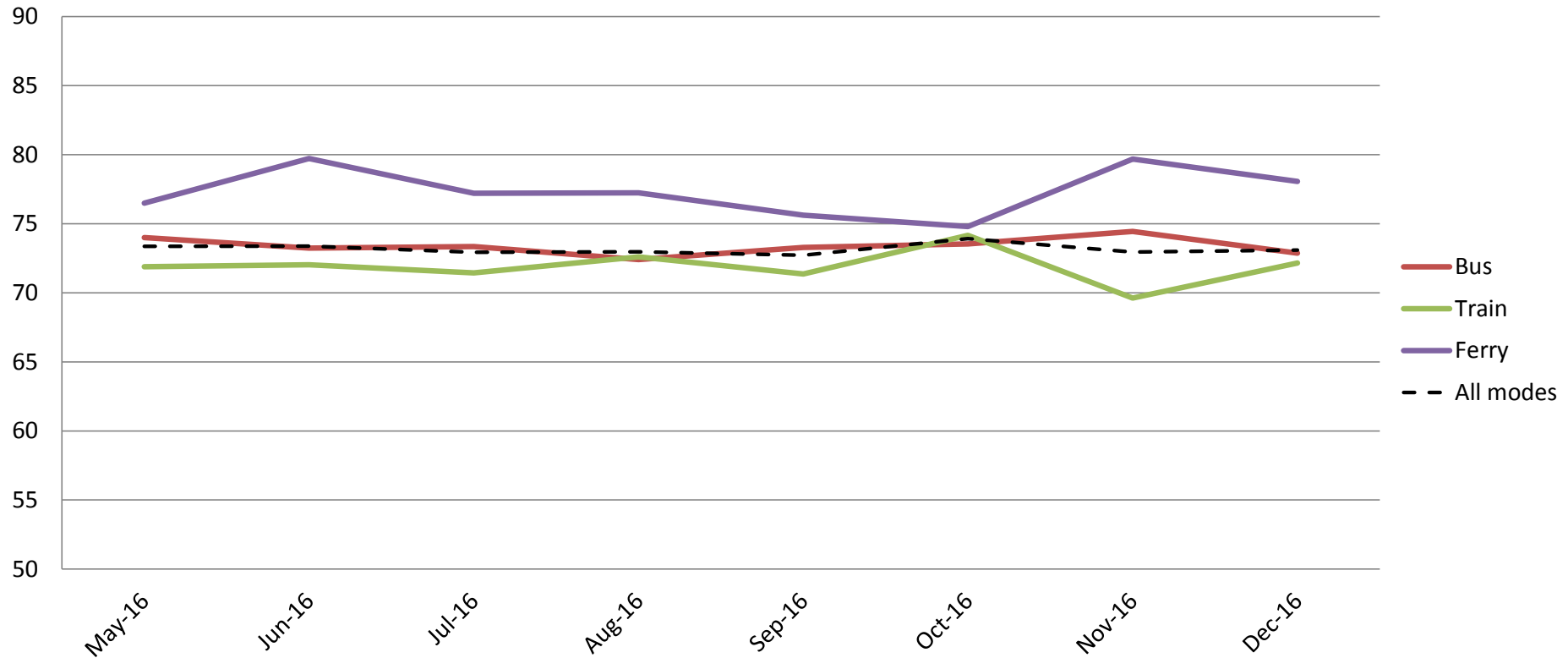|	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	78	80	78	79	79	79	80	79
Train	76	77	76	78	78	80	74	77
Ferry	74	83	77	80	76	80	84	81
All Modes	77	79	77	79	79	80	78	78

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

Index out of 100

	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	74	73	73	72	73	74	74	73
Train	72	72	71	73	71	74	70	72
Ferry	76	80	77	77	76	75	80	78
All Modes	73	73	73	73	73	74	73	73

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

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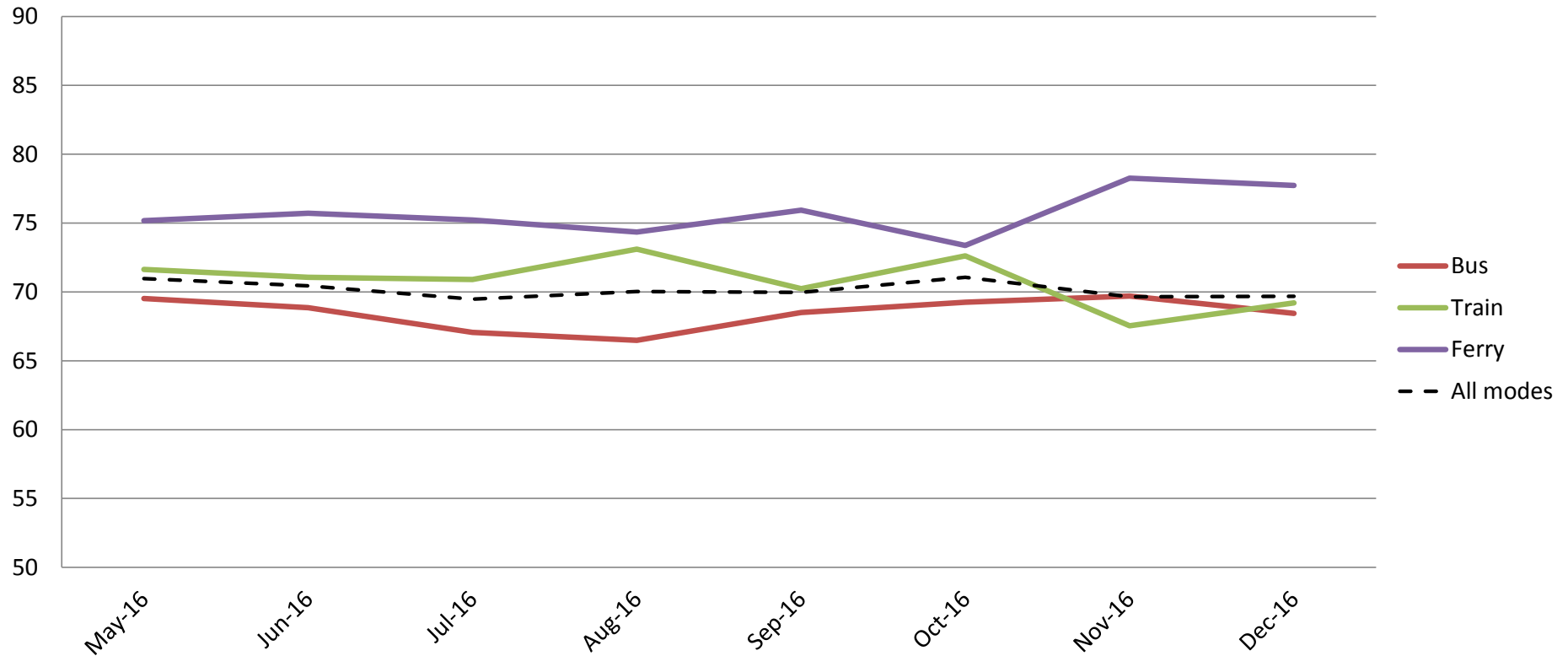
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	70	69	67	66	69	69	70	68
Train	72	71	71	73	**70**	73	**68**	69
Ferry	75	76	75	74	76	73	78	78
All Modes	71	70	69	70	70	71	70	70

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

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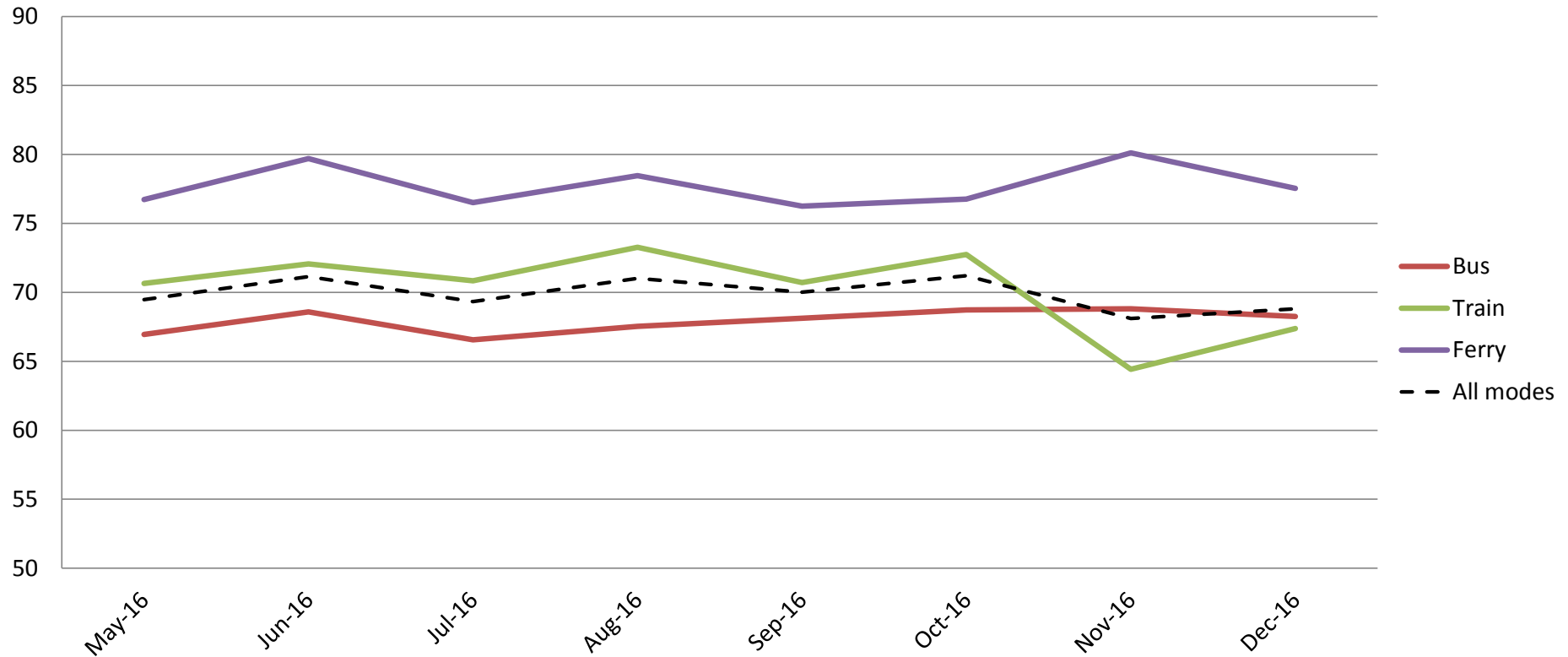
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	67	69	**67**	68	68	69	69	68
Train	71	72	71	**73**	**71**	73	**64**	**67**
Ferry	77	80	77	78	76	77	80	78
All Modes	69	**71**	**69**	**71**	70	71	**68**	69

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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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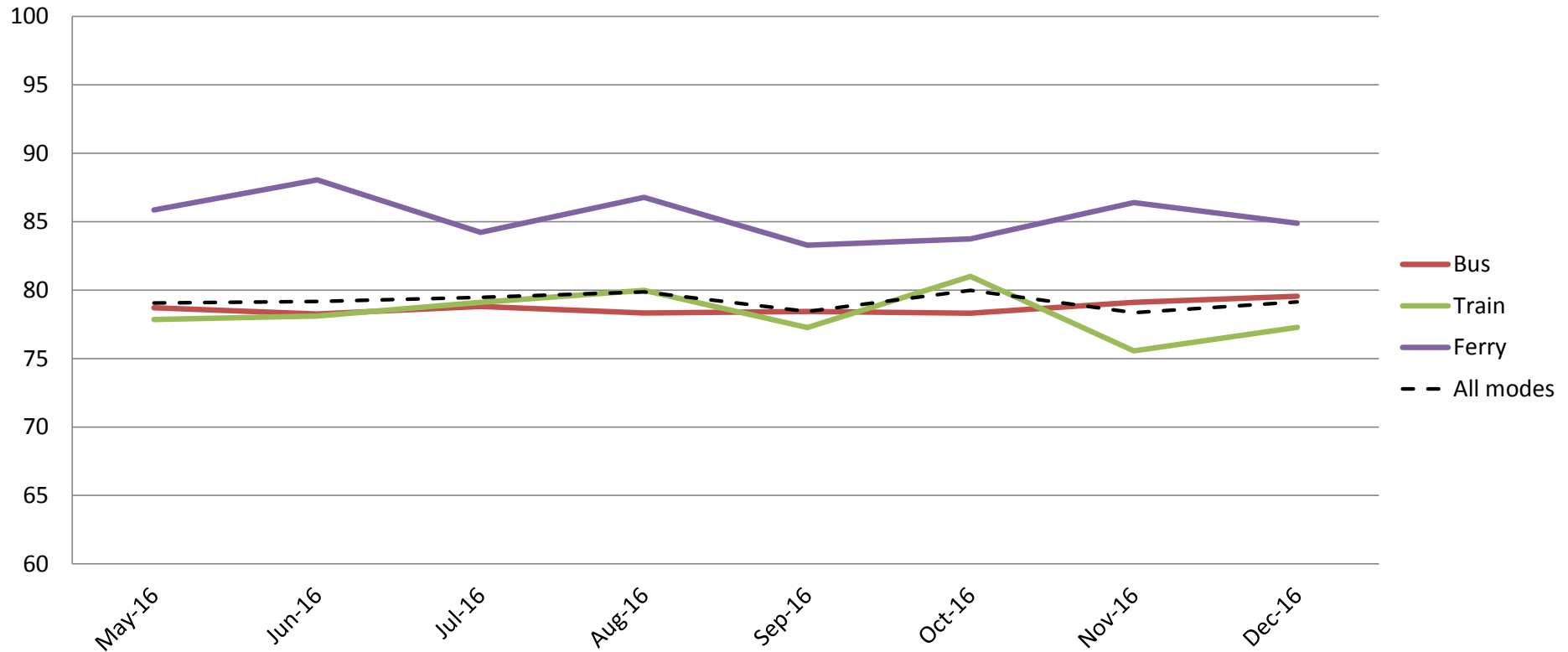
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	79	78	79	78	78	78	79	80
Train	78	78	79	80	**77**	**81**	**76**	77
Ferry	86	88	**84**	87	**83**	84	86	85
All Modes	79	79	79	80	**78**	**80**	**78**	79

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

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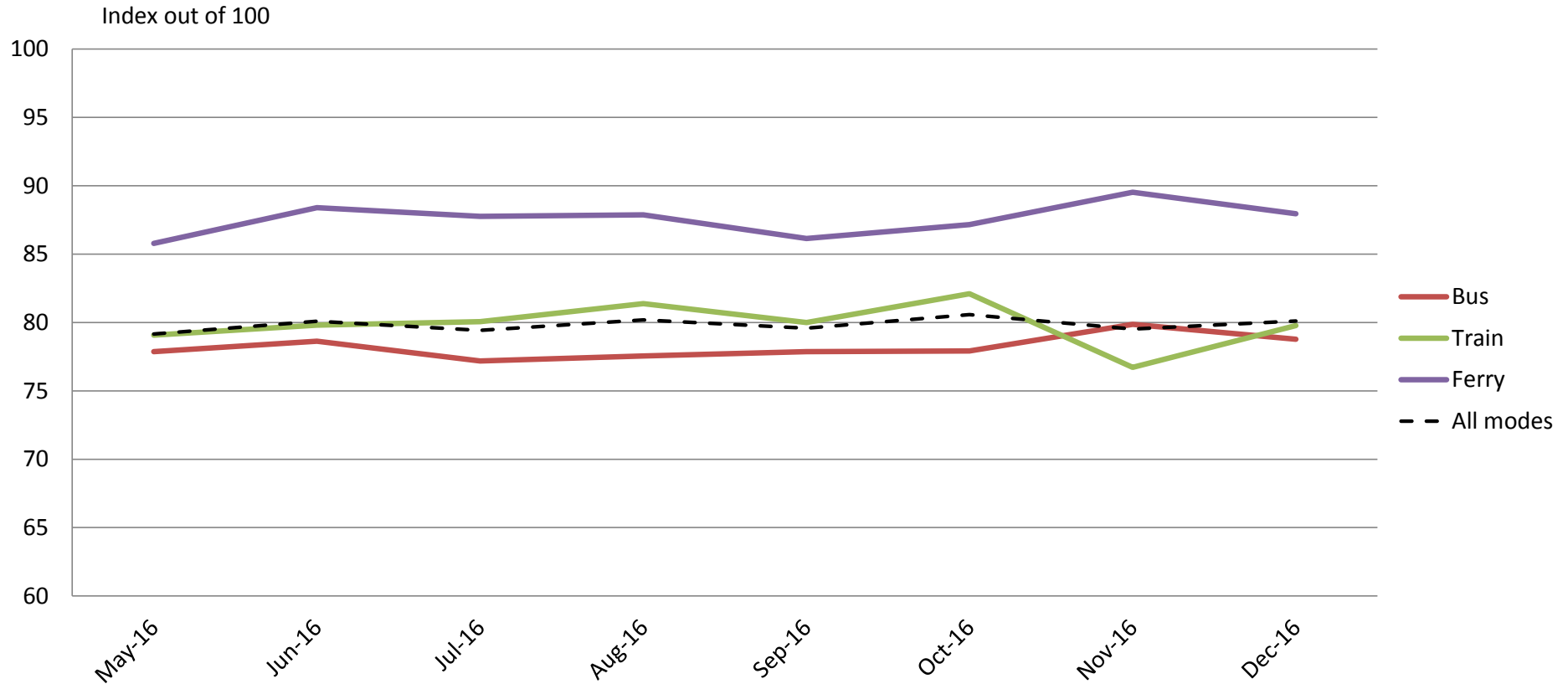
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	78	79	77	78	78	78	**80**	79
Train	79	80	80	81	80	82	**77**	**80**
Ferry	86	88	88	88	86	87	90	88
All Modes	79	80	79	80	80	81	80	80

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

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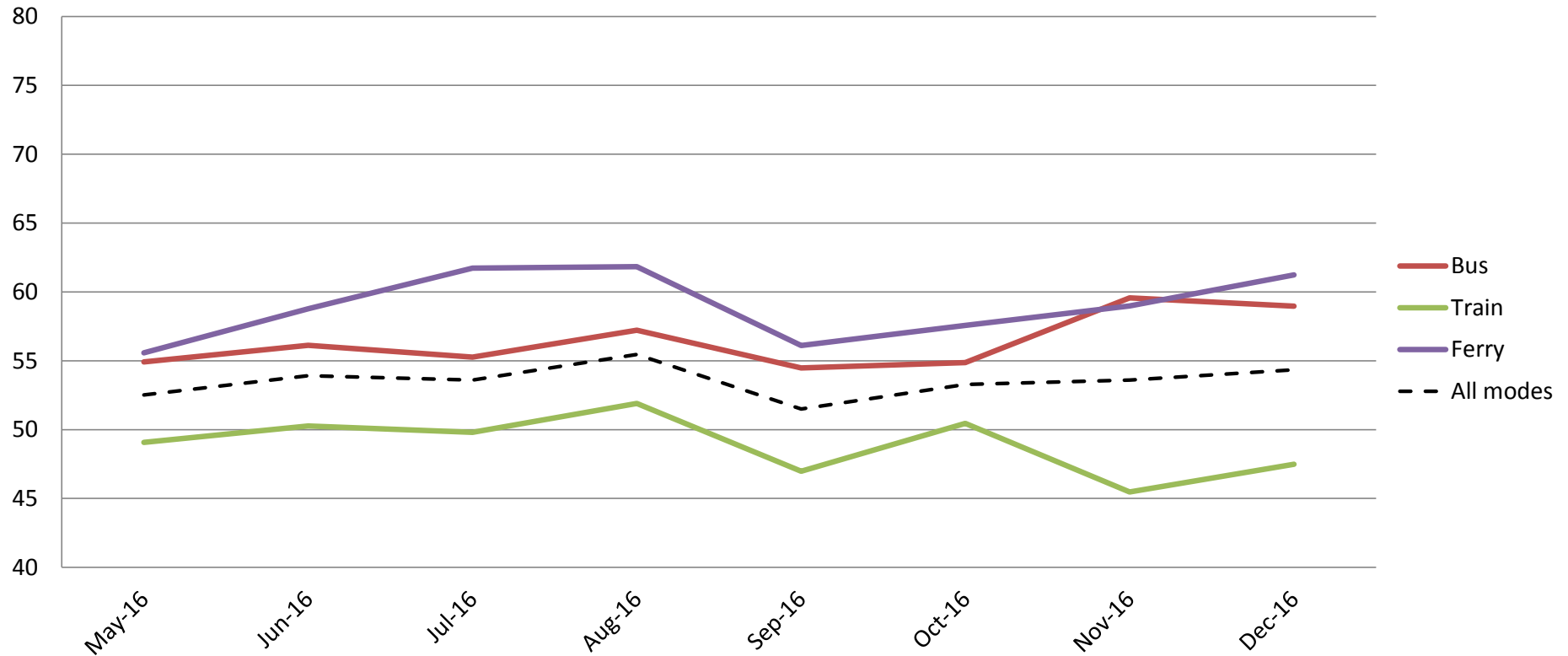
	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Bus	55	56	55	57	54	55	**60**	59
Train	49	50	50	52	**47**	50	**45**	47
Ferry	56	59	62	62	56	58	59	61
All Modes	53	54	54	55	**51**	53	54	54

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