

TransLink Customer Satisfaction Monthly Snapshot

March 2018

KPI	Bus	Train	Ferry	All
Safety & Security				
Safety at stops, stations and on board vehicles	81	77	87	80
Reliability & Frequency				
Ability to meet departure times, frequency of services and reliability of go card readers	66	67	76	67
Comfort				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	74	67	79	72
Ease of Use				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	80	77	81	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.	80	77	81	79
Proximity				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	75	71	77	74
Efficiency				
Door-to-door travel time, connections with other services and avoidance of congestion	70	69	71	70
Information				
Ability to understand on board and at-station information, timetables, maps and journey planning information	69	69	76	70
Accessibility				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	80	77	86	79
Staff				
Knowledge, conduct, presentation and helpfulness of staff	80	80	89	81
Affordability				
Cost of tickets and benefits of not having to pay for parking	62	54	55	58
Overall Service				
A combination of all reported categories	72	69	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

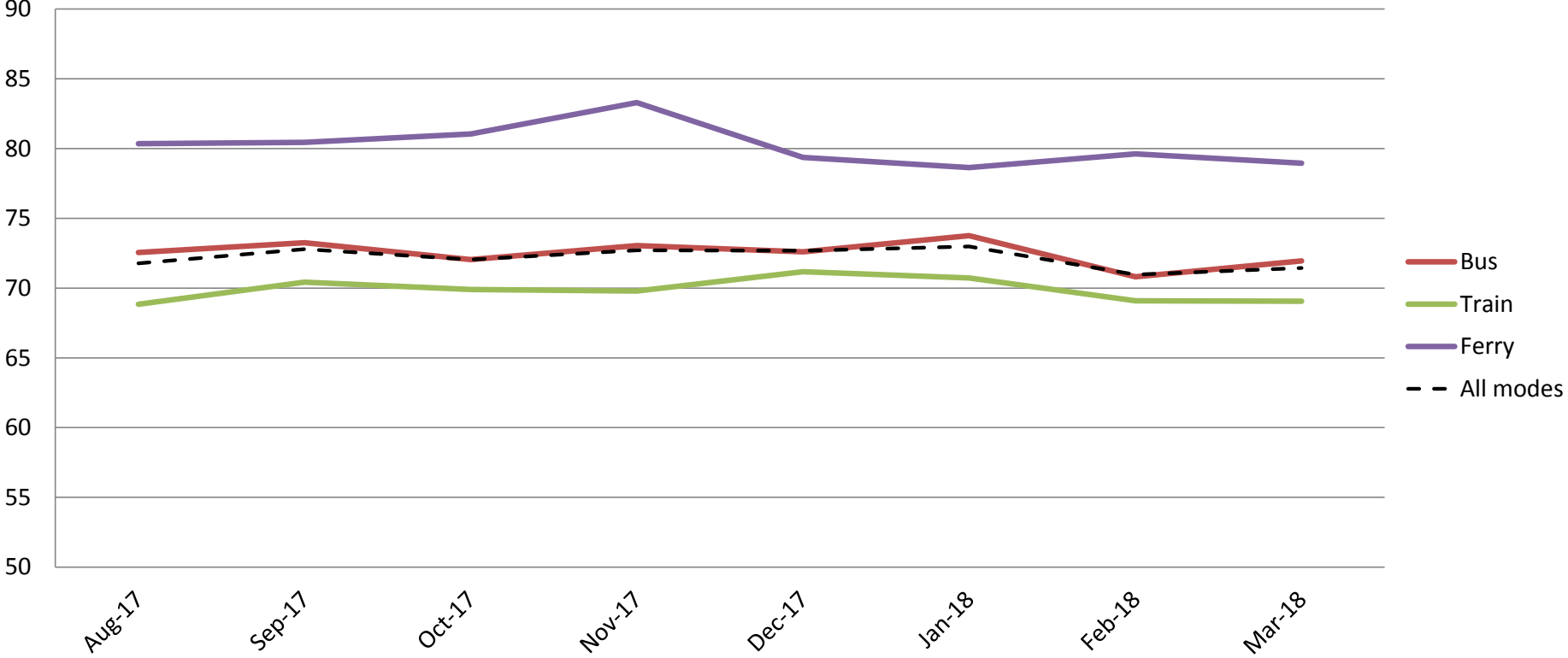
Green figures indicate a statistically significant **increase** in the period

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
2 April 2017	3,258,348	0.30	3.26	14.05	2.08%
9 April 2017	3,435,786	0.20	2.68	81.04	1.76%
16 April 2017	2,882,274	0.23	2.29	26.90	1.72%
23 April 2017	3,148,001	0.16	2.27	16.27	1.74%
30 April 2017	3,331,207	0.22	2.60	13.12	1.65%
7 May 2017	3,339,579	0.14	2.02	31.37	1.62%
14 May 2017	3,773,239	0.13	2.23	12.72	1.54%
21 May 2017	3,729,184	0.19	2.51	11.83	1.62%
28 May 2017	3,727,677	0.08	2.00	12.76	1.64%
4 June 2017	3,709,967	0.21	2.74	12.91	1.69%
11 June 2017	3,488,338	0.28	3.28	17.05	1.65%
18 June 2017	3,437,936	0.22	2.91	15.24	1.64%
25 June 2017	3,383,728	0.17	2.35	14.08	1.64%
2 July 2017	3,025,053	0.28	2.82	53.52	1.79%
9 July 2017	3,062,038	0.21	2.28	63.94	1.74%
16 July 2017	3,613,725	0.27	2.60	21.53	1.74%
23 July 2017	3,594,800	0.23	2.63	20.85	1.77%
30 July 2017	3,661,506	0.24	2.46	18.89	1.94%
6 August 2017	3,719,655	0.13	2.21	16.16	1.85%
13 August 2017	3,484,969	0.22	3.01	19.83	2.27%
20 August 2017	3,496,397	0.12	2.19	19.34	1.92%
27 August 2017	3,664,414	0.08	1.55	19.77	1.83%
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%

Overall satisfaction – A combination of all reported categories

Index out of 100

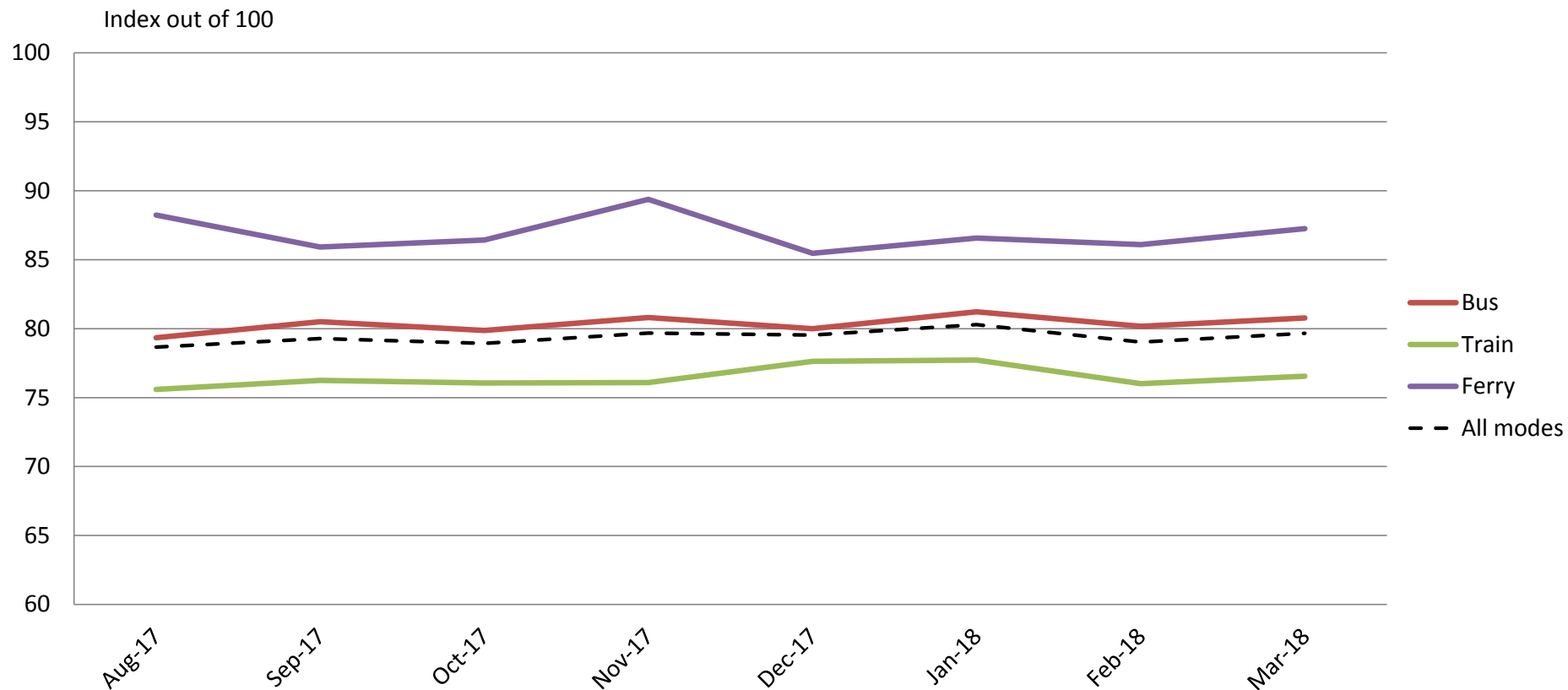


	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	73	73	72	73	73	74	71	72
Train	69	70	70	70	71	71	69	69
Ferry	80	80	81	83	79	79	80	79
All Modes	72	73	72	73	73	73	71	71

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



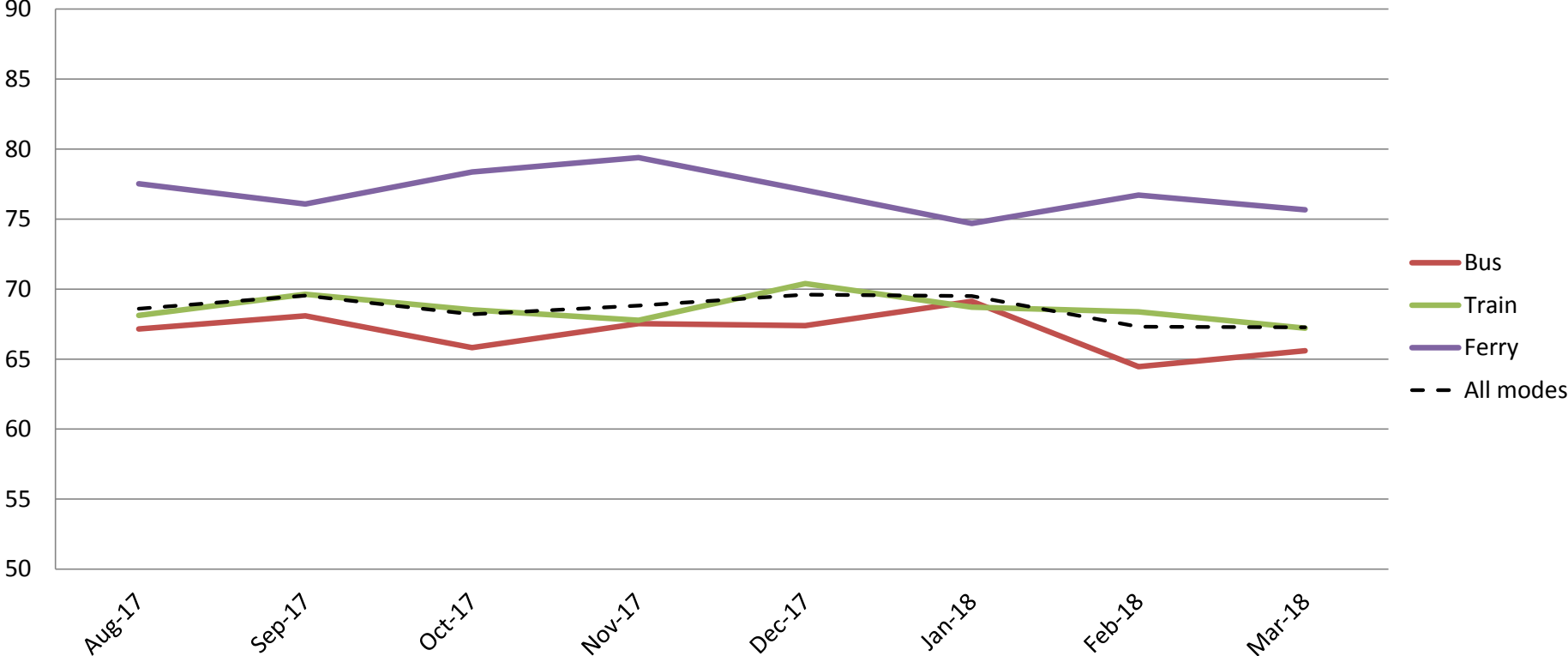
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	79	81	80	81	80	81	80	81
Train	76	76	76	76	78	78	76	77
Ferry	88	86	86	89	85	87	86	87
All Modes	79	79	79	80	80	80	79	80

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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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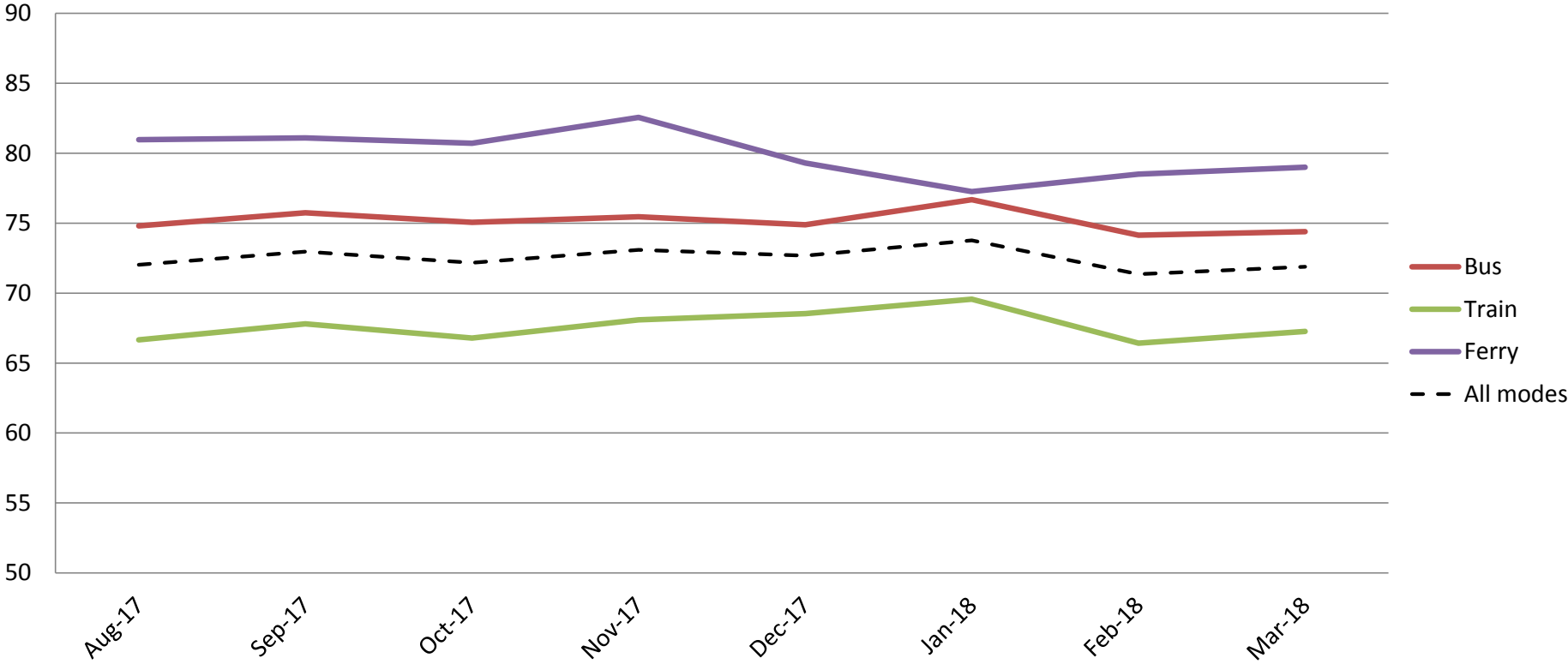
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	67	68	66	68	67	69	64	66
Train	68	70	69	68	70	69	68	67
Ferry	78	76	78	79	77	75	77	76
All Modes	69	70	68	69	70	70	67	67

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

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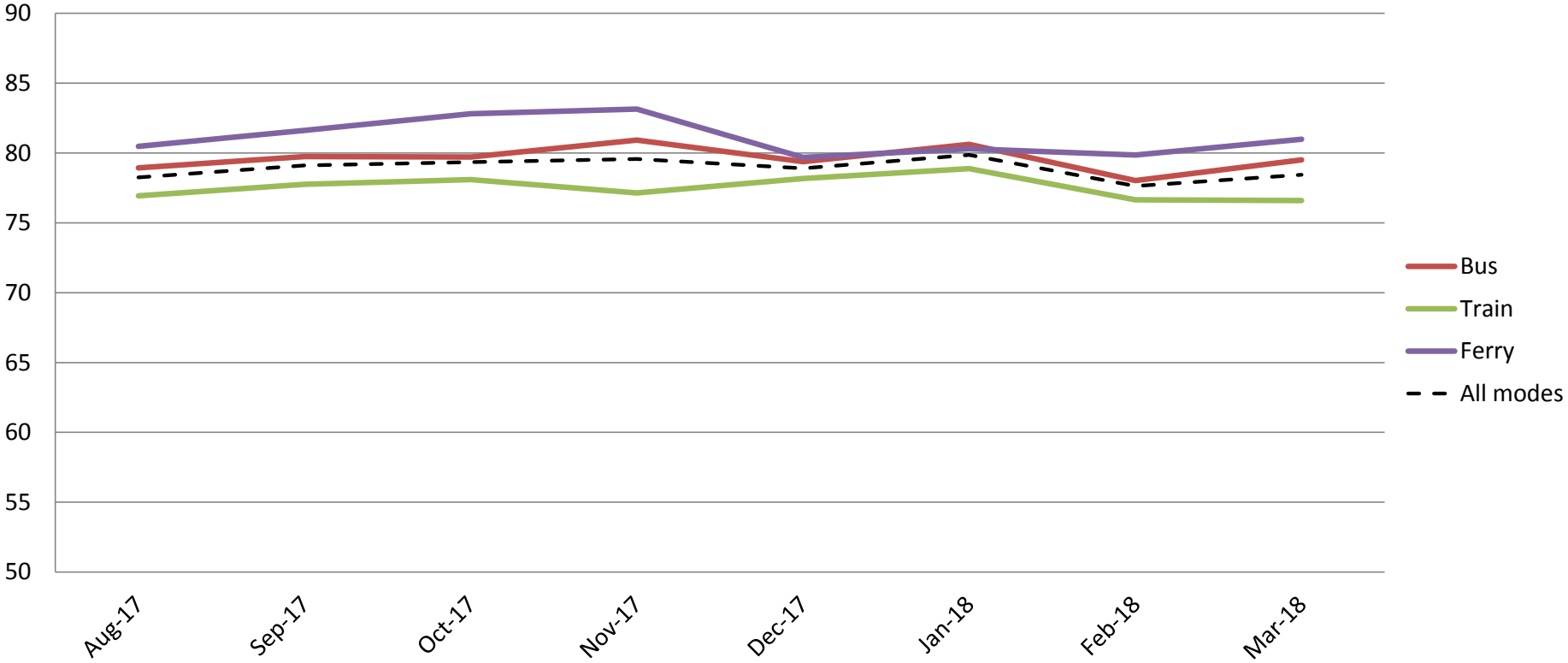
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	75	76	75	75	75	77	74	74
Train	67	68	67	68	69	70	66	67
Ferry	81	81	81	83	79	77	79	79
All Modes	72	73	72	73	73	74	71	72

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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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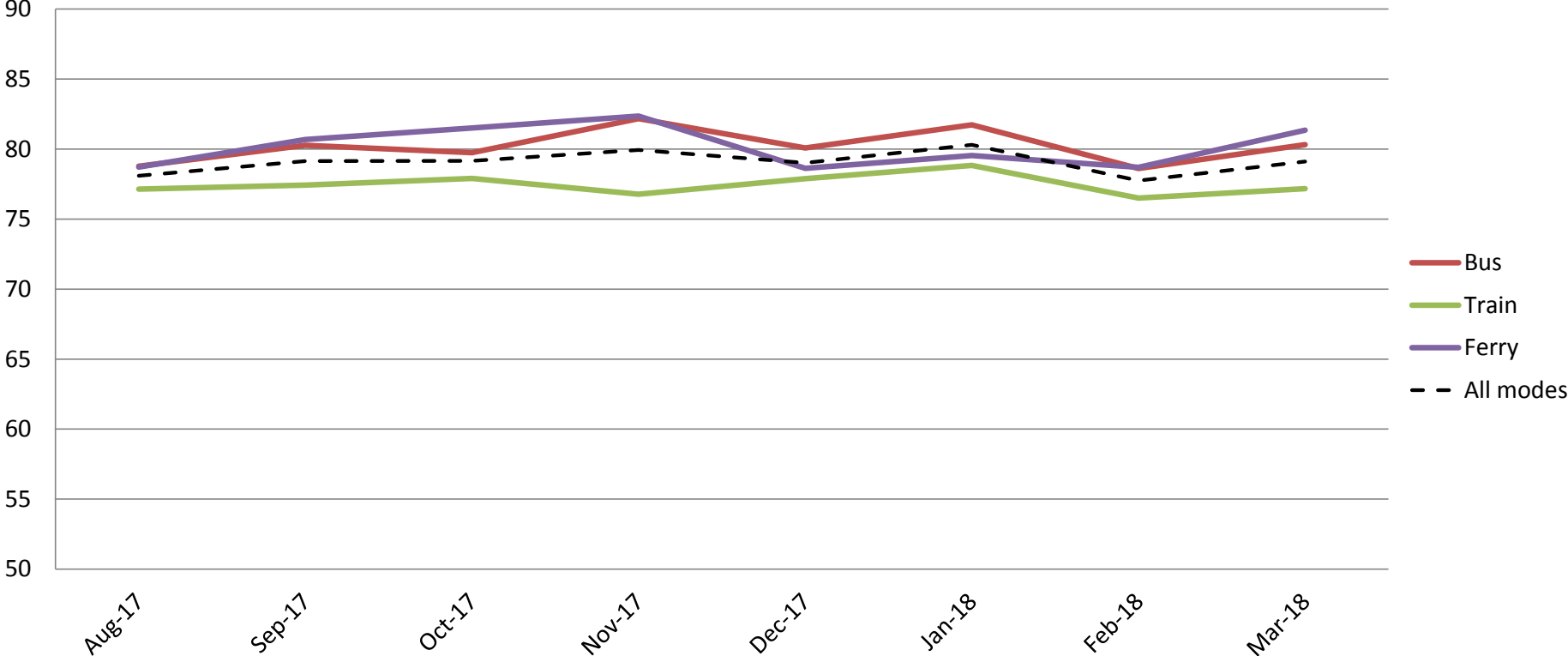
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	79	80	80	81	79	81	78	80
Train	77	78	78	77	78	79	77	77
Ferry	80	82	83	83	80	80	80	81
All Modes	78	79	79	80	79	80	78	78

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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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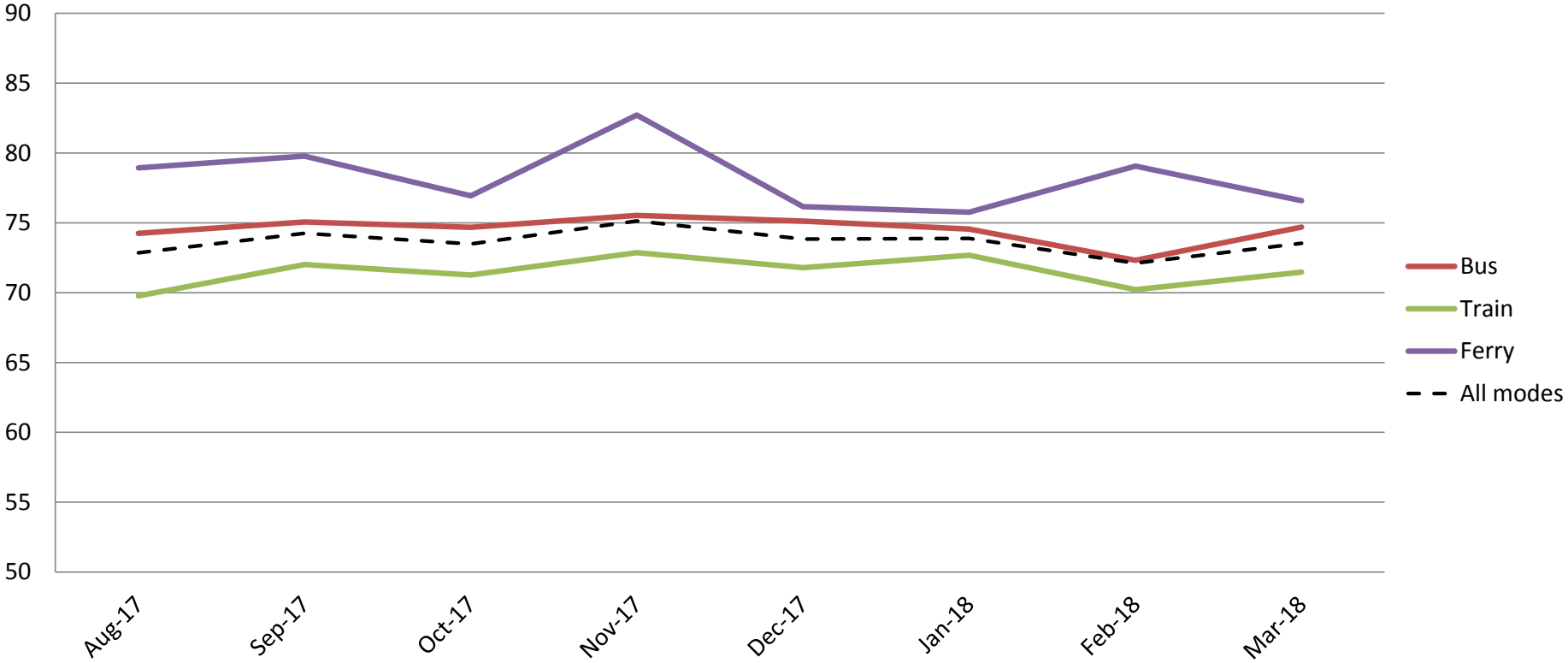
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	79	80	80	82	80	82	79	80
Train	77	77	78	77	78	79	76	77
Ferry	79	81	81	82	79	80	79	81
All Modes	78	79	79	80	79	80	78	79

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

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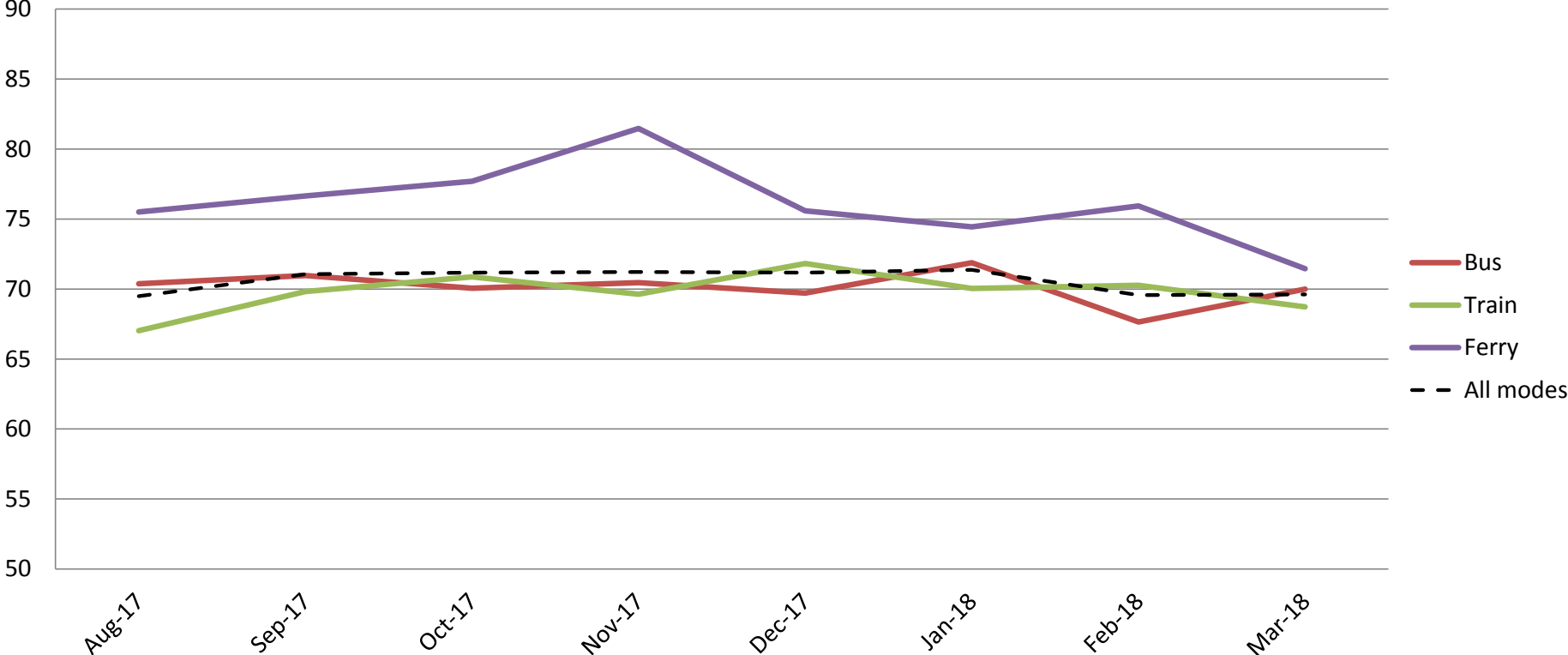
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	74	75	75	76	75	75	72	75
Train	70	72	71	73	72	73	70	71
Ferry	79	80	77	83	76	76	79	77
All Modes	73	74	73	75	74	74	72	74

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

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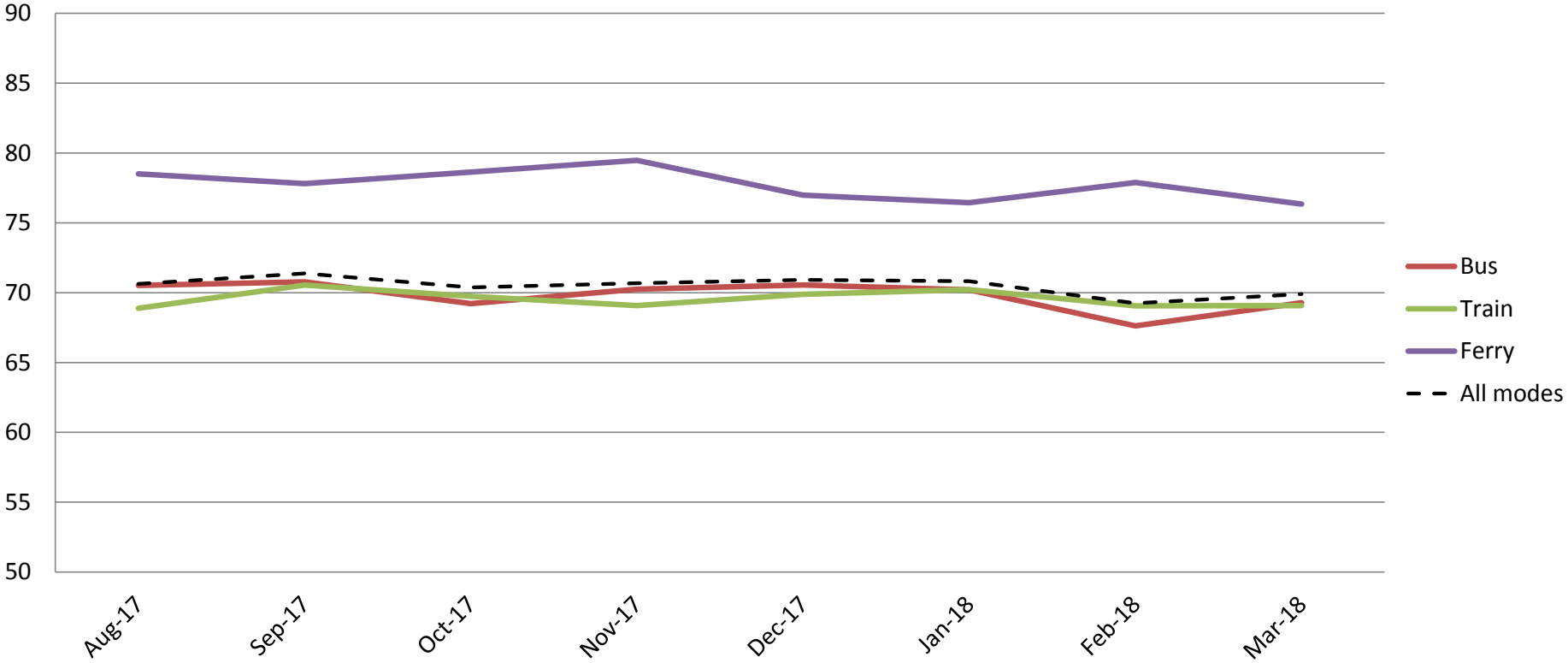
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	70	71	70	70	70	72	68	70
Train	67	70	71	70	72	70	70	69
Ferry	76	77	78	81	76	74	76	71
All Modes	69	71	71	71	71	71	70	70

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

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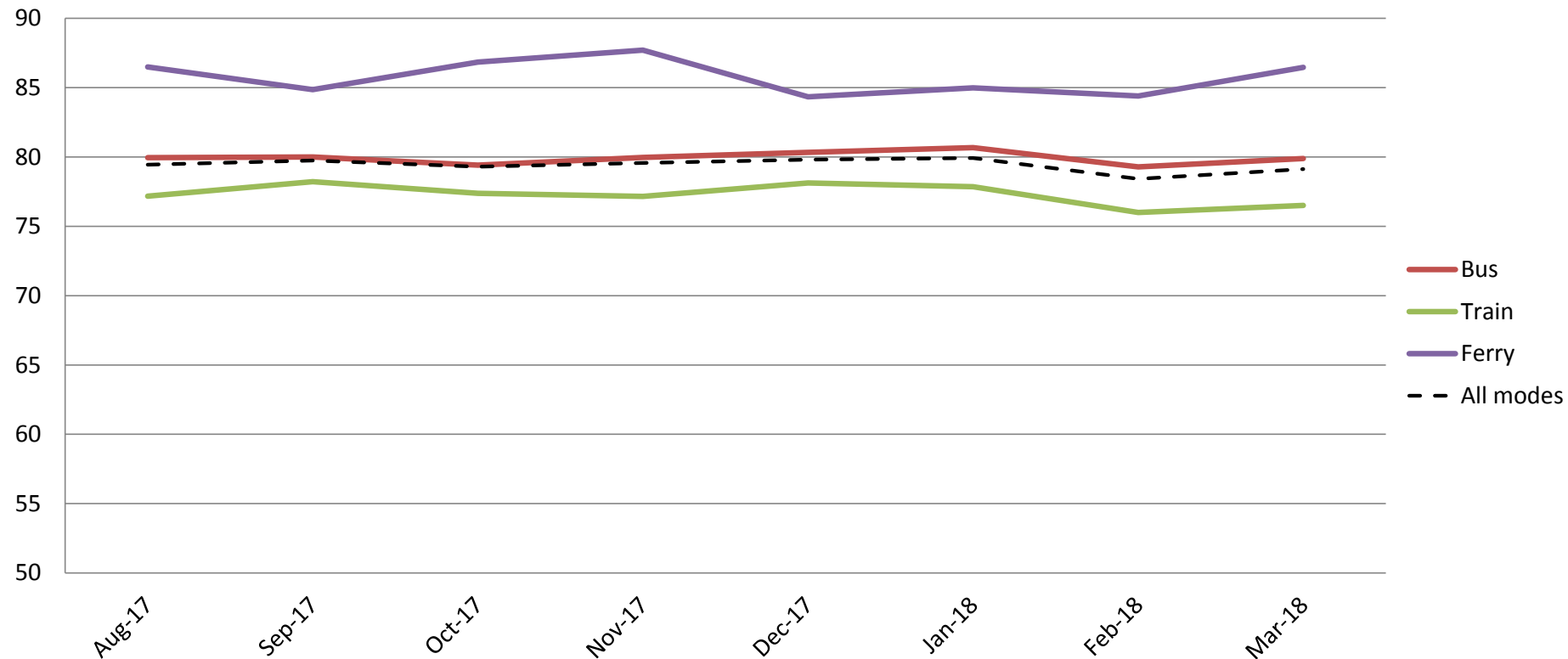
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	71	71	69	70	71	70	68	69
Train	69	71	70	69	70	70	69	69
Ferry	79	78	79	79	77	76	78	76
All Modes	71	71	70	71	71	71	69	70

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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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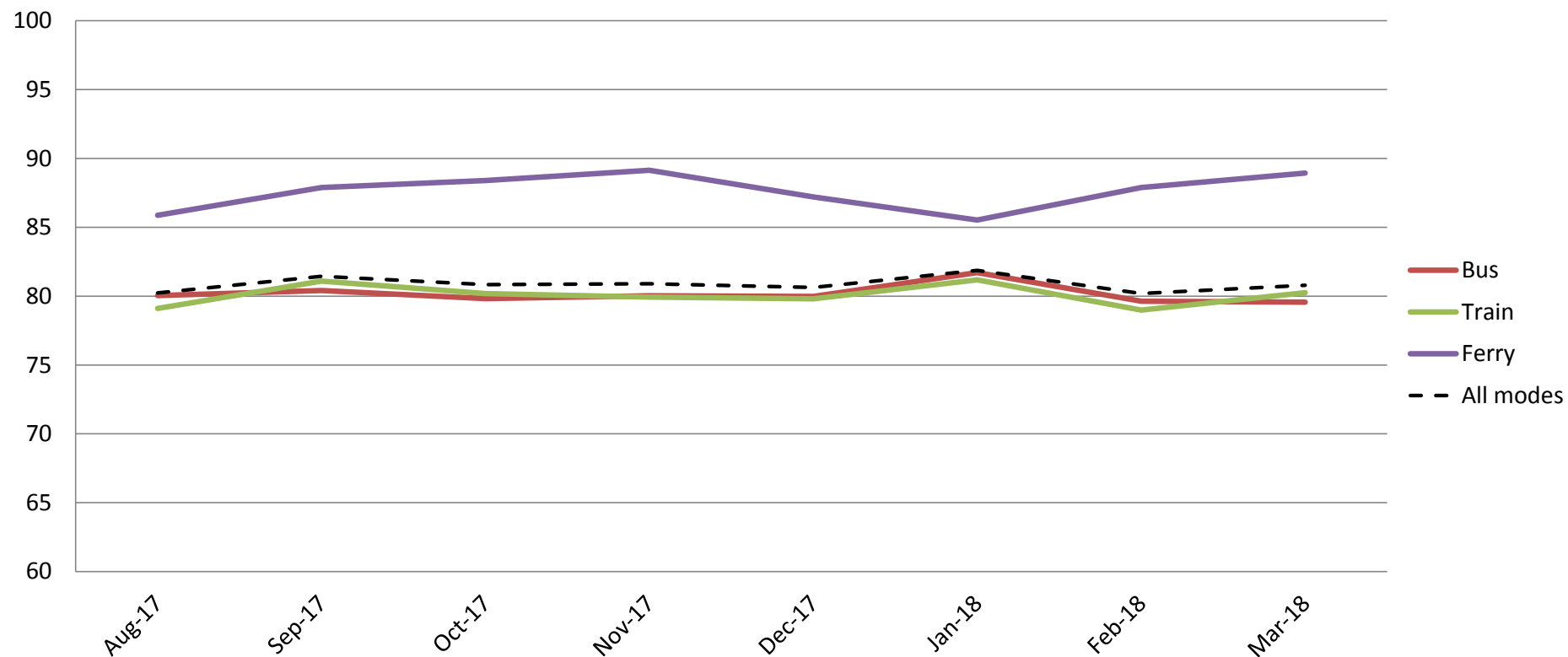
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	80	80	79	80	80	81	79	80
Train	77	78	77	77	78	78	76	77
Ferry	86	85	87	88	84	85	84	86
All Modes	79	80	79	80	80	80	78	79

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Staff – Knowledge, conduct, presentation and helpfulness of staff

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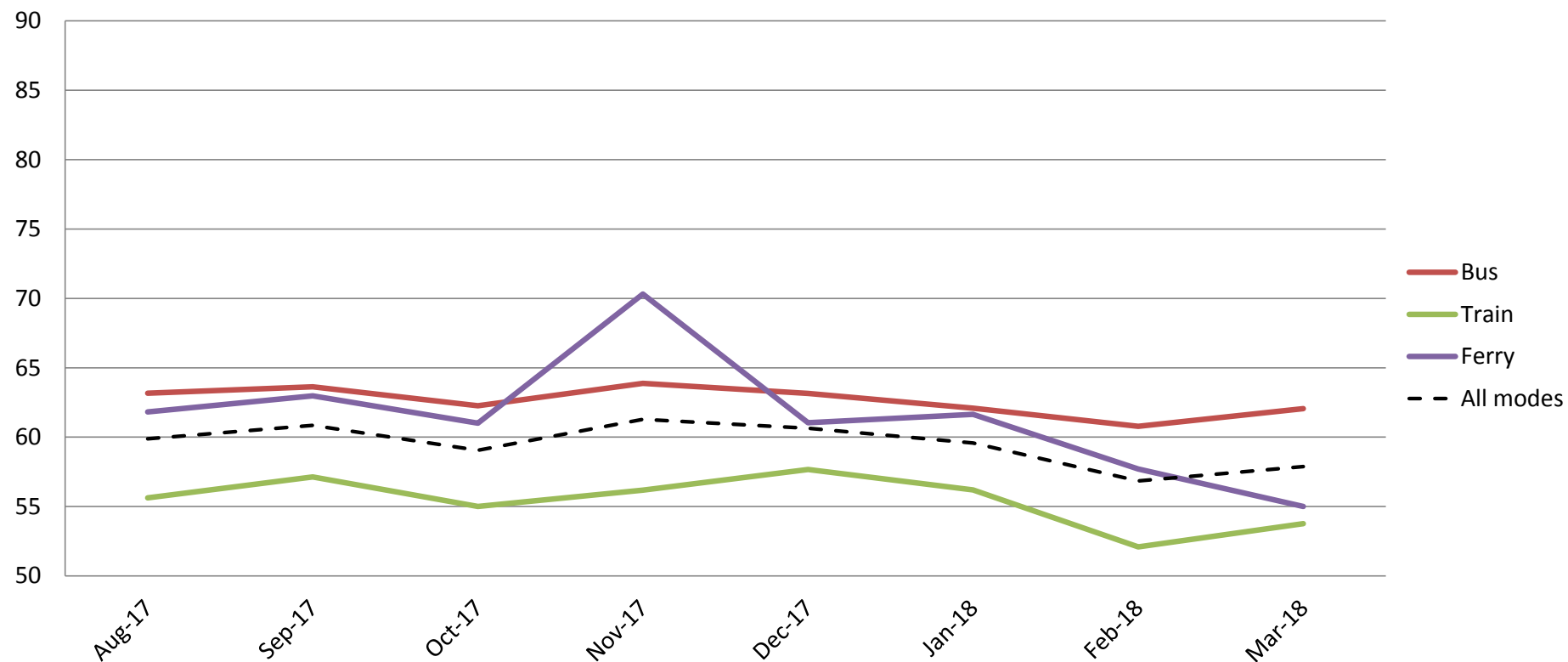
	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	80	80	80	80	80	82	80	80
Train	79	81	80	80	80	81	79	80
Ferry	86	88	88	89	87	86	88	89
All Modes	80	81	81	81	81	82	80	81

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

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	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Bus	63	64	62	64	63	62	61	62
Train	56	57	55	56	58	56	52	54
Ferry	62	63	61	70	61	62	58	55
All Modes	60	61	59	61	61	60	57	58

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