

## TransLink Customer Satisfaction Monthly Snapshot

January 2017

KPI	Bus	Train	Ferry	All
<b>Safety &amp; Security</b>				
Safety at stops, stations and on board vehicles	80	75	90	79
<b>Reliability &amp; Frequency</b>				
Ability to meet departure times, frequency of services and reliability of go card readers	67	63	79	67
<b>Comfort</b>				
Cleanliness, availability of seats, temperature on board, and facilities at stops and stations	76	66	79	72
<b>Ease of Use</b>				
Using and understanding ticketing including transferring between modes, purchasing, topping up and using go card, ease of finding stops	79	76	82	78
<b>Ease of using go card sub-index</b>				
Ease of purchasing and topping up a go card, managing a go card account and understanding information about the go card.	80	76	81	78
<b>Proximity</b>				
Convenience of available routes, distances from stops and stations and proximity of go card outlets	74	71	78	73
<b>Efficiency</b>				
Door-to-door travel time, connections with other services and avoidance of congestion	70	67	78	70
<b>Information</b>				
Ability to understand on board and at-station information, timetables, maps and journey planning information	69	65	80	69
<b>Accessibility</b>				
Ease of getting on and off the platform, and on and off the vehicles, and the reliability of escalators and elevators	81	76	89	80
<b>Staff</b>				
Knowledge, conduct, presentation and helpfulness of staff	80	78	88	80
<b>Affordability</b>				
Cost of tickets and benefits of not having to pay for parking	60	51	57	56
<b>Overall Service</b>				
A combination of all reported categories	72	67	80	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

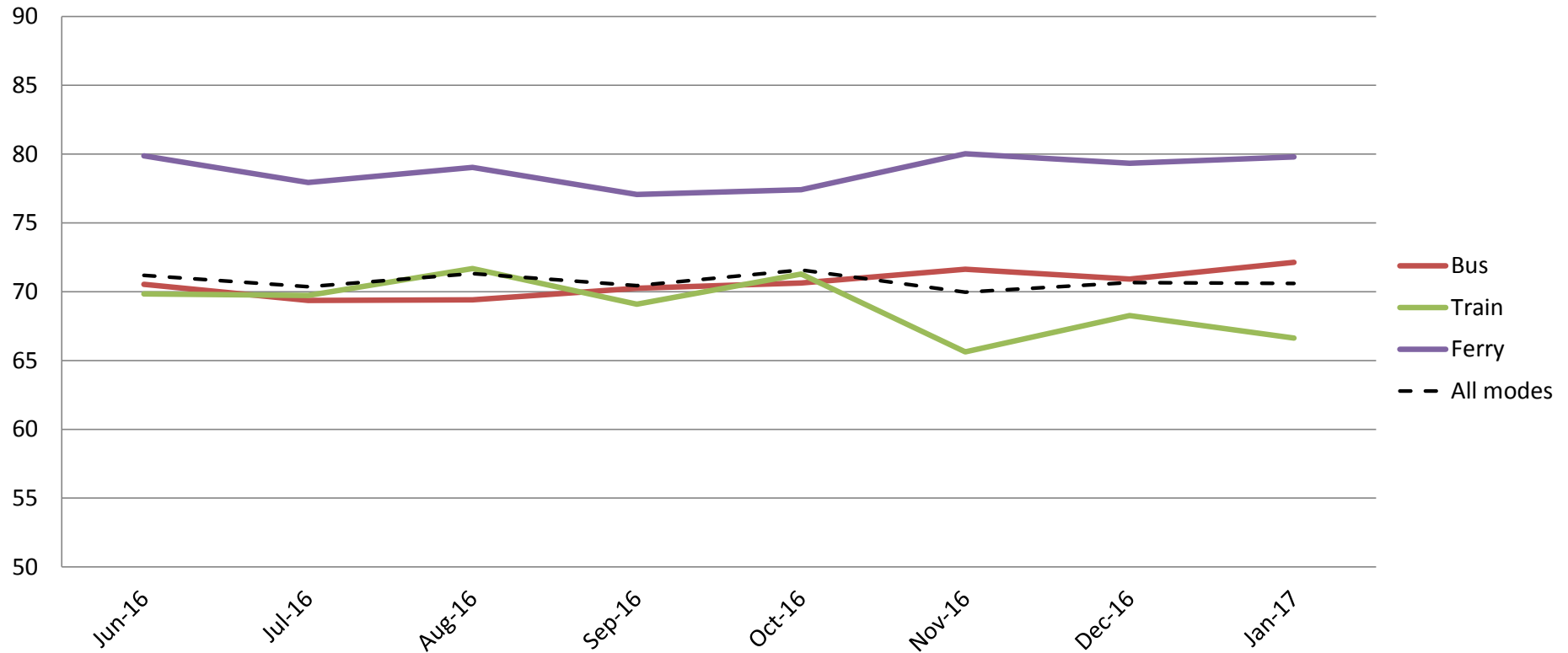
Green figures indicate a statistically significant **increase** in the period

## 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
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%
1 January 2017	1,694,915	0.08	1.40	20.68	2.51%
8 January 2017	2,122,744	0.18	2.40	99.86	2.05%
15 January 2017	2,716,822	0.19	2.96	15.41	1.93%
22 January 2017	2,849,420	0.07	2.43	41.81	1.89%
29 January 2017	2,840,134	0.18	2.78	15.53	2.18%

## Overall satisfaction – A combination of all reported categories

Index out of 100

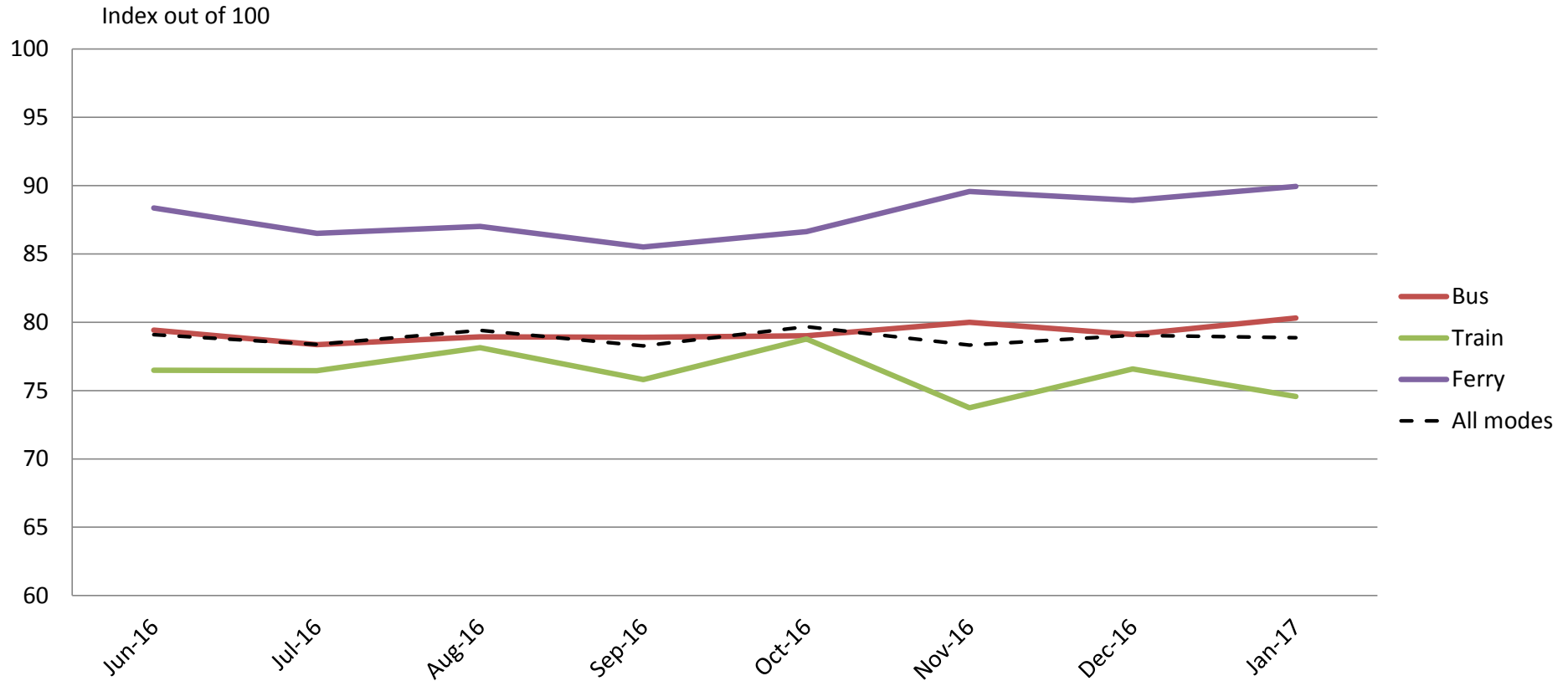


	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	71	69	69	70	71	72	71	72
<b>Train</b>	70	70	72	69	71	66	68	67
<b>Ferry</b>	80	78	79	77	77	80	79	80
<b>All Modes</b>	71	70	71	70	72	70	71	71

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



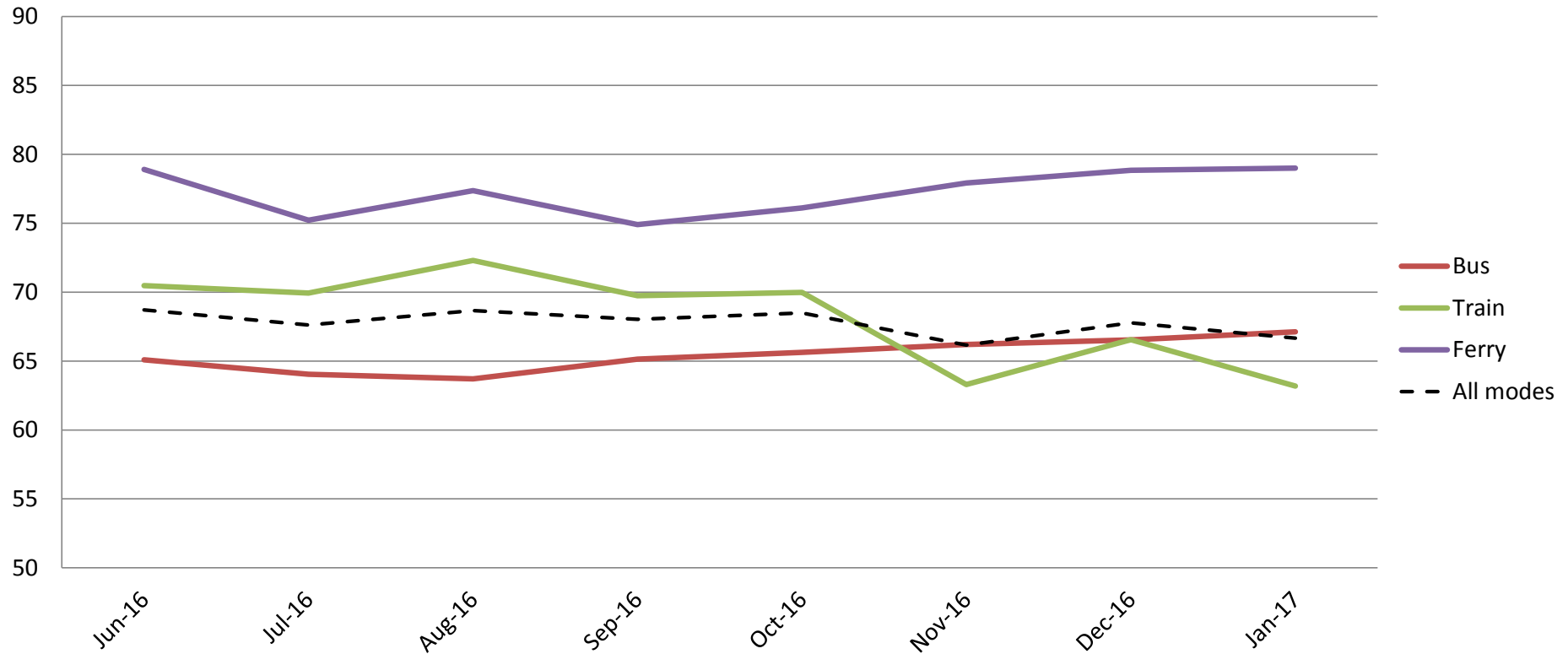
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	79	78	79	79	79	80	79	80
<b>Train</b>	76	76	78	76	79	74	77	75
<b>Ferry</b>	88	87	87	86	87	90	89	90
<b>All Modes</b>	79	78	79	78	80	78	79	79

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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



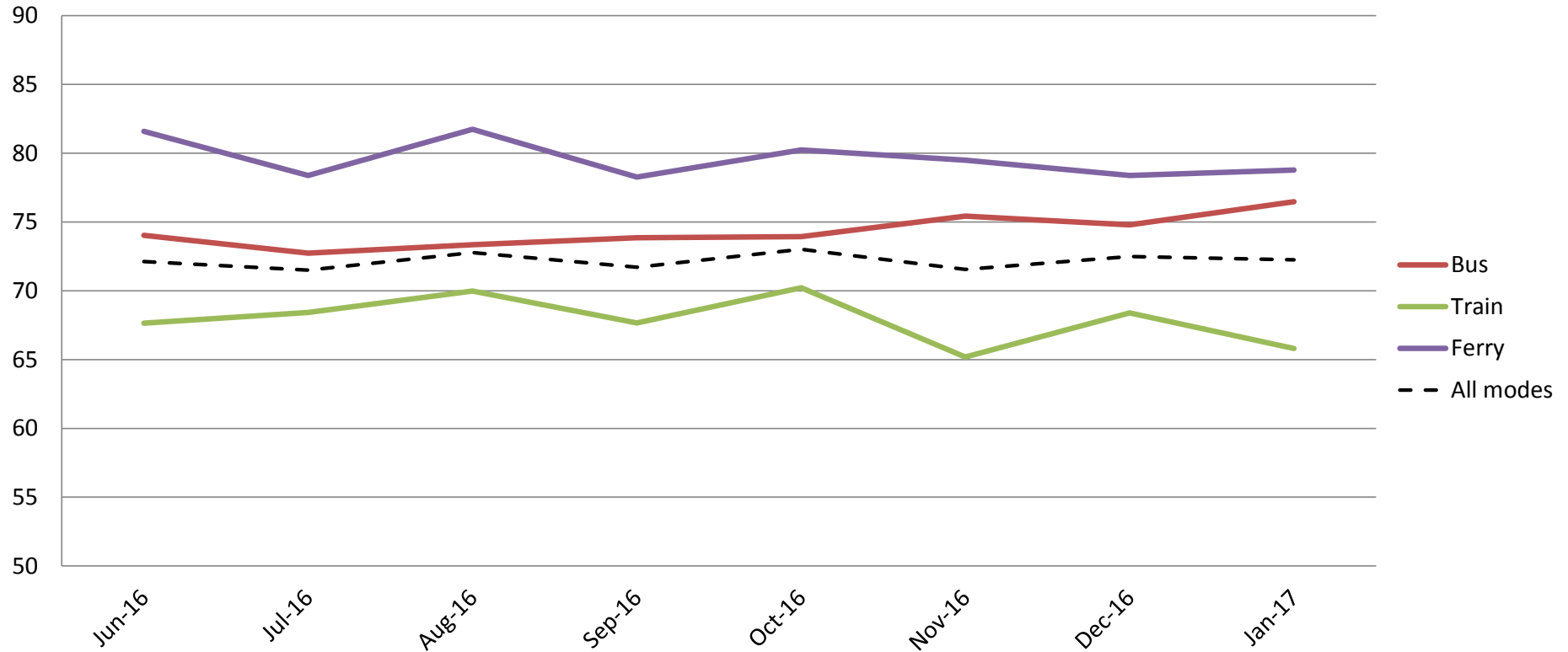
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	65	64	64	65	66	66	67	67
<b>Train</b>	70	70	72	70	70	63	67	63
<b>Ferry</b>	79	75	77	75	76	78	79	79
<b>All Modes</b>	69	68	69	68	68	66	68	67

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

Index out of 100



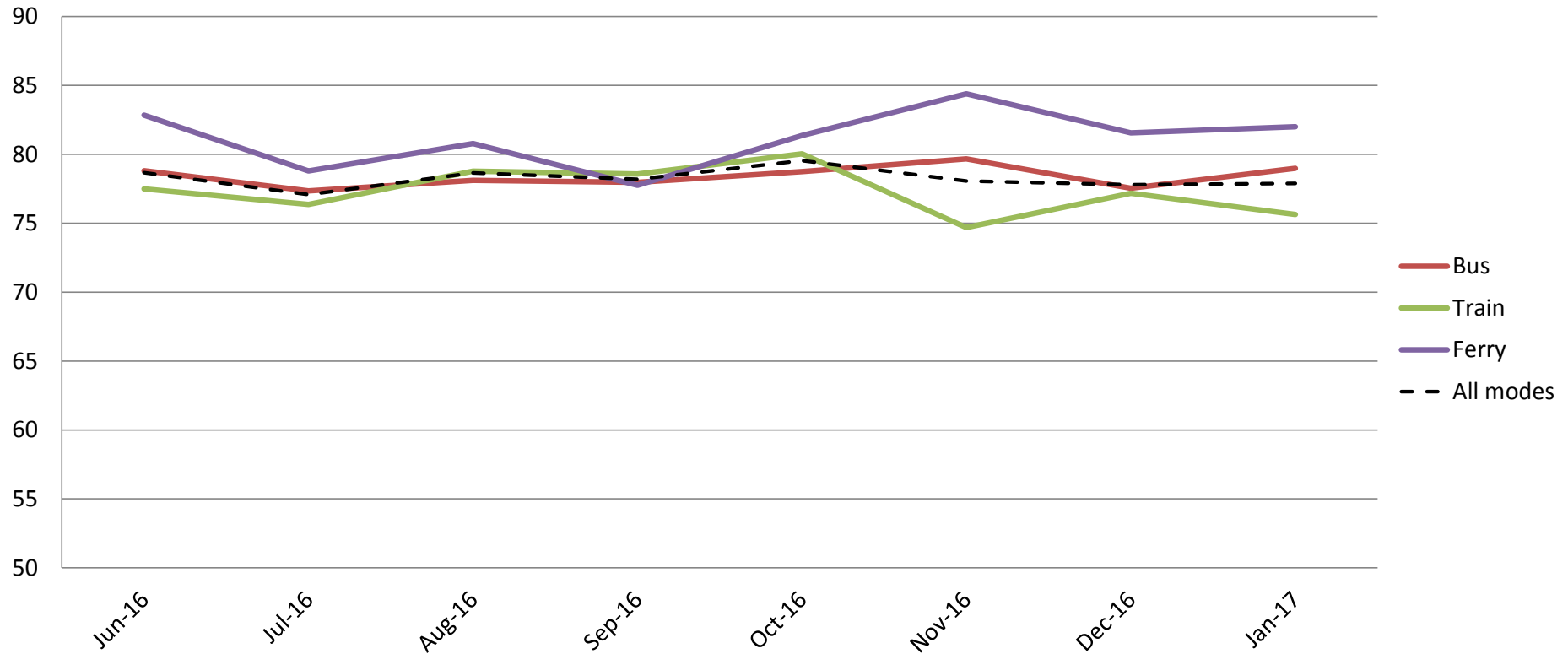
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	74	73	73	74	74	75	75	76
<b>Train</b>	68	68	70	68	70	65	68	66
<b>Ferry</b>	82	78	82	78	80	79	78	79
<b>All Modes</b>	72	72	73	72	73	72	72	72

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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

Index out of 100



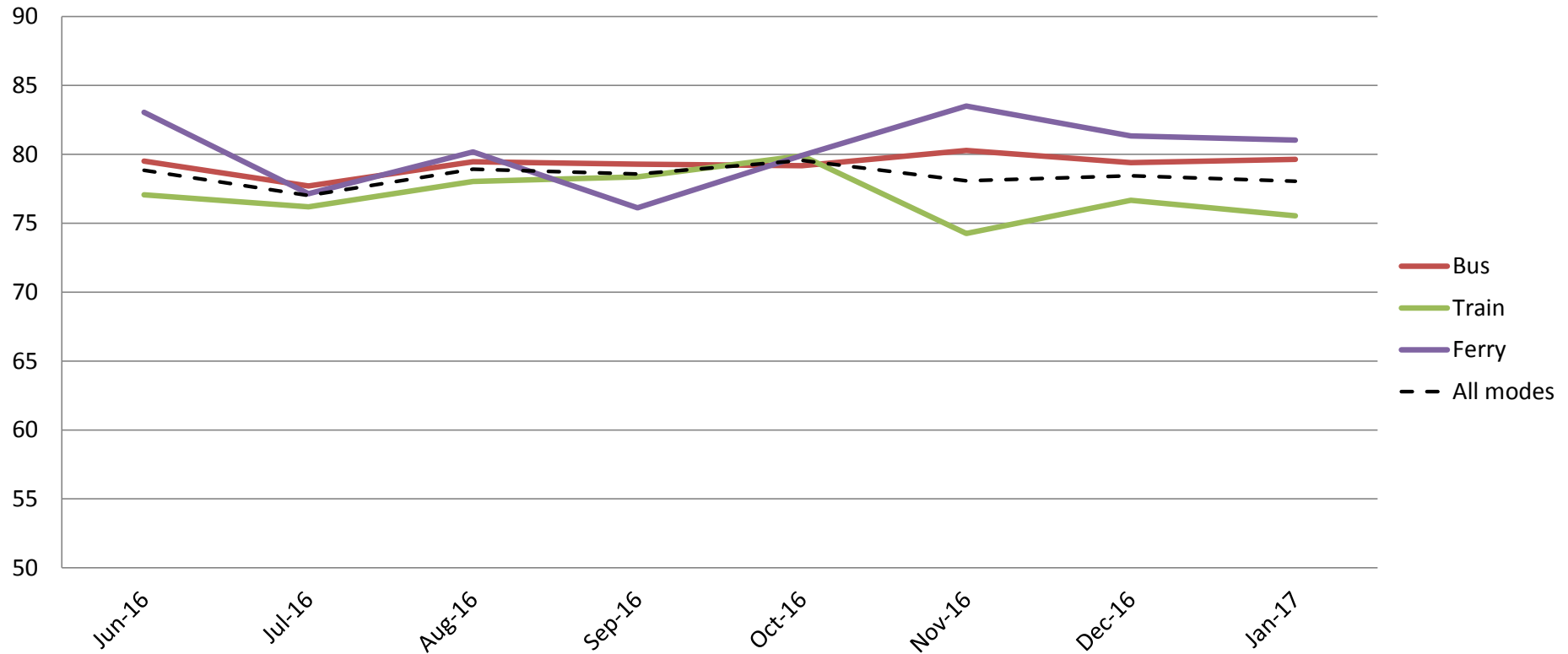
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	79	77	78	78	79	80	<b>78</b>	79
<b>Train</b>	77	76	<b>79</b>	79	80	<b>75</b>	<b>77</b>	76
<b>Ferry</b>	<b>83</b>	79	81	78	81	84	82	82
<b>All Modes</b>	79	<b>77</b>	<b>79</b>	78	80	<b>78</b>	78	78

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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.

Index out of 100



	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	80	78	79	79	79	80	79	80
<b>Train</b>	77	76	78	78	80	74	77	76
<b>Ferry</b>	83	77	80	76	80	84	81	81
<b>All Modes</b>	79	77	79	79	80	78	78	78

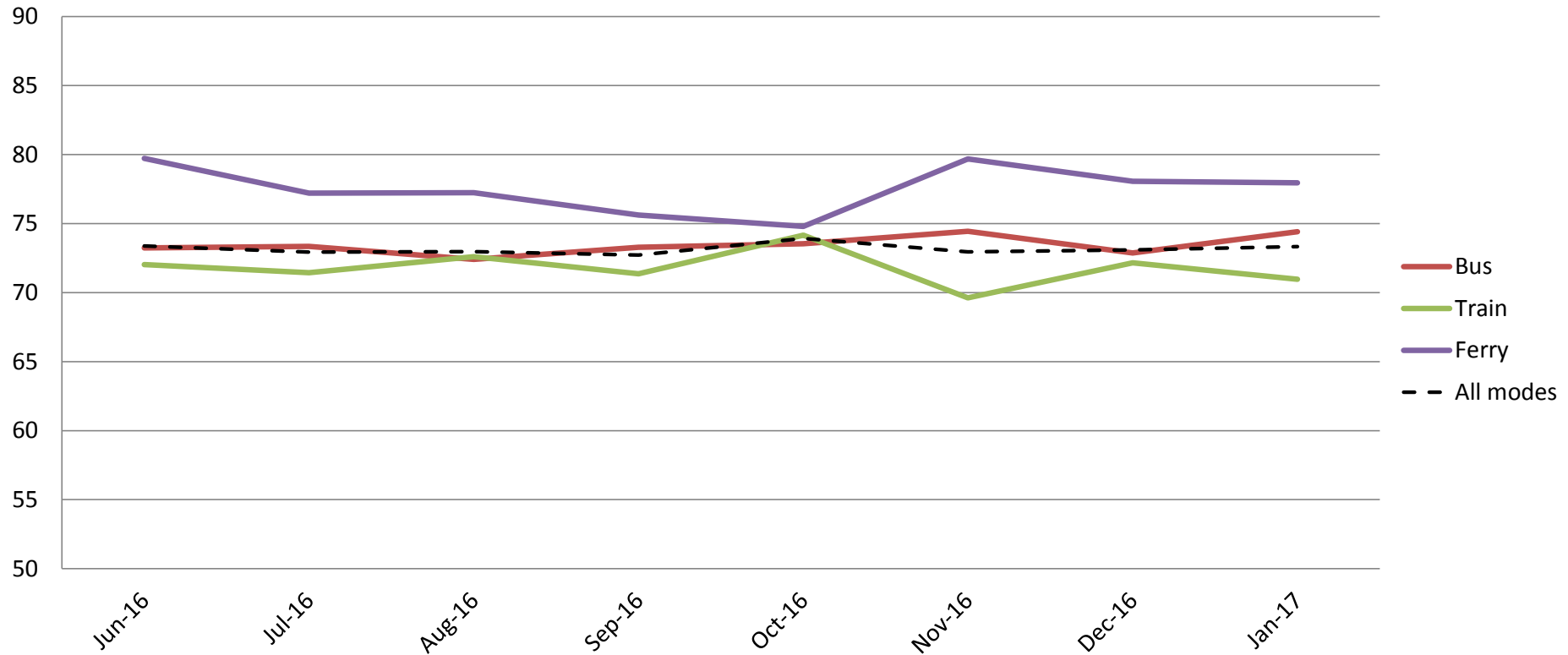
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## Proximity – Convenience of available routes, distances from stops and stations and proximity of go card outlets

Index out of 100



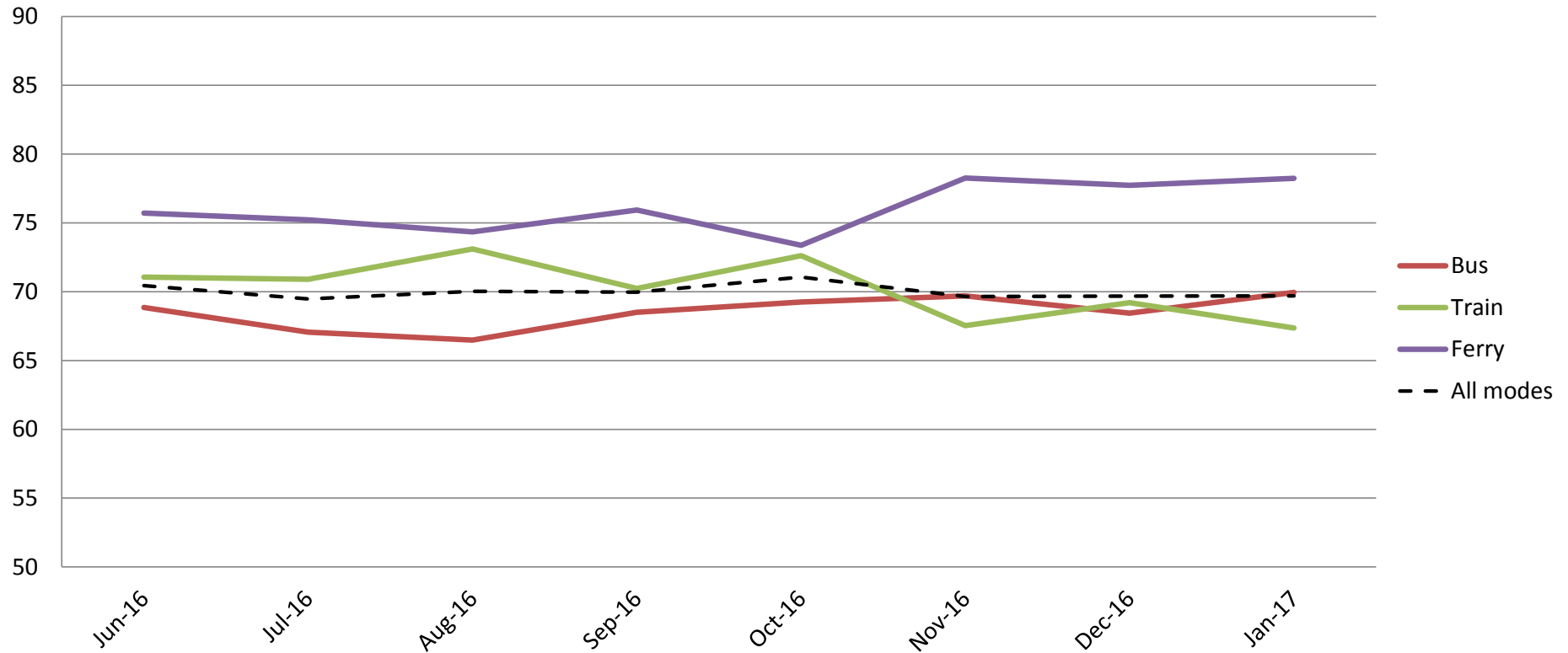
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	73	73	72	73	74	74	73	74
<b>Train</b>	72	71	73	71	74	70	72	71
<b>Ferry</b>	80	77	77	76	75	80	78	78
<b>All Modes</b>	73	73	73	73	74	73	73	73

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

Index out of 100



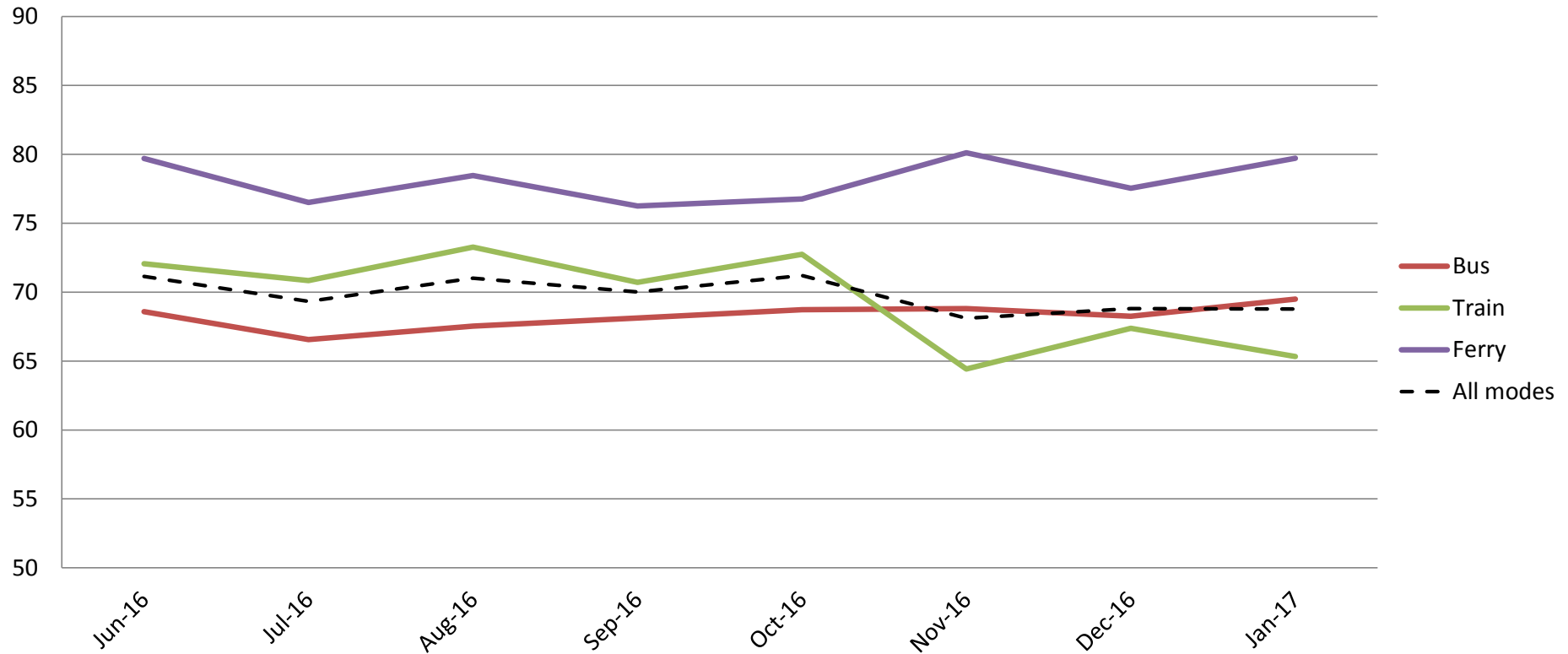
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	69	67	66	69	69	70	68	70
<b>Train</b>	71	71	73	70	73	68	69	67
<b>Ferry</b>	76	75	74	76	73	78	78	78
<b>All Modes</b>	70	69	70	70	71	70	70	70

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

Index out of 100



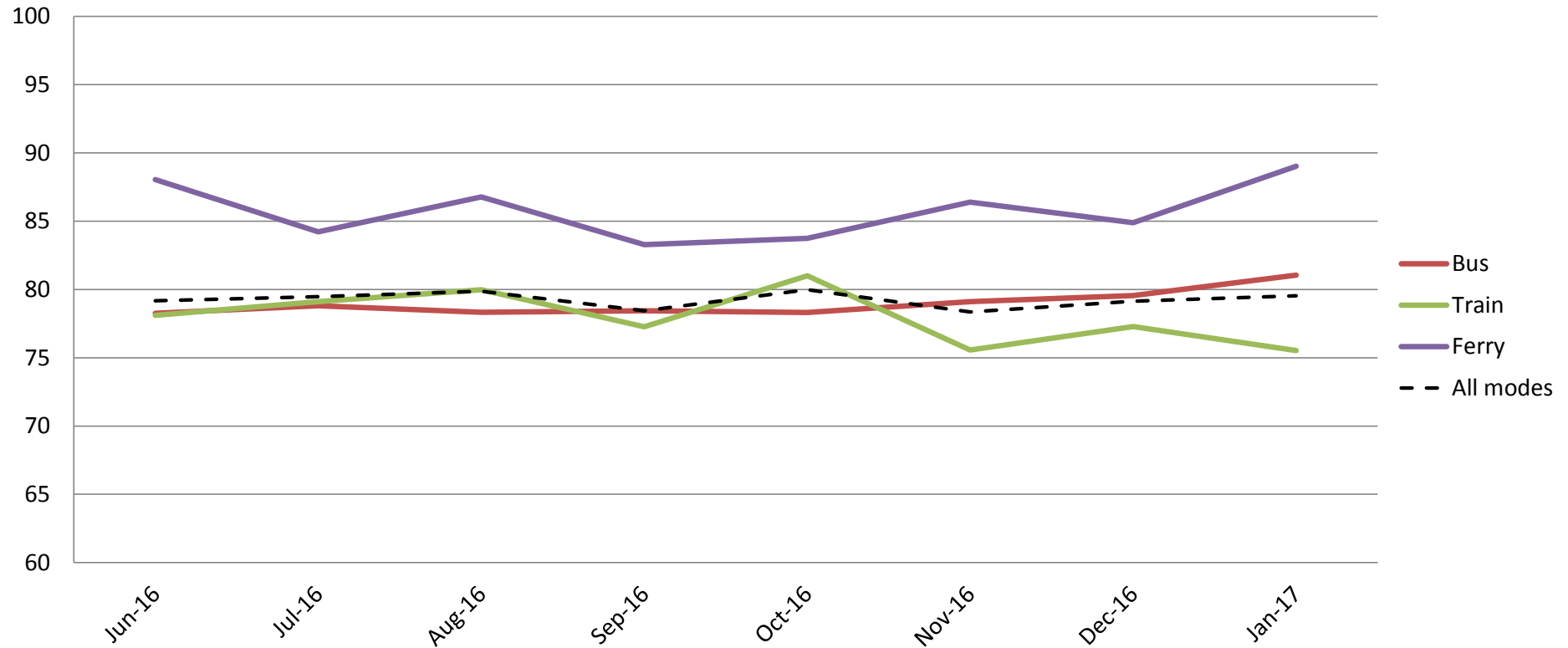
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	69	67	68	68	69	69	68	69
<b>Train</b>	72	71	73	71	73	64	67	65
<b>Ferry</b>	80	77	78	76	77	80	78	80
<b>All Modes</b>	71	69	71	70	71	68	69	69

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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

Index out of 100

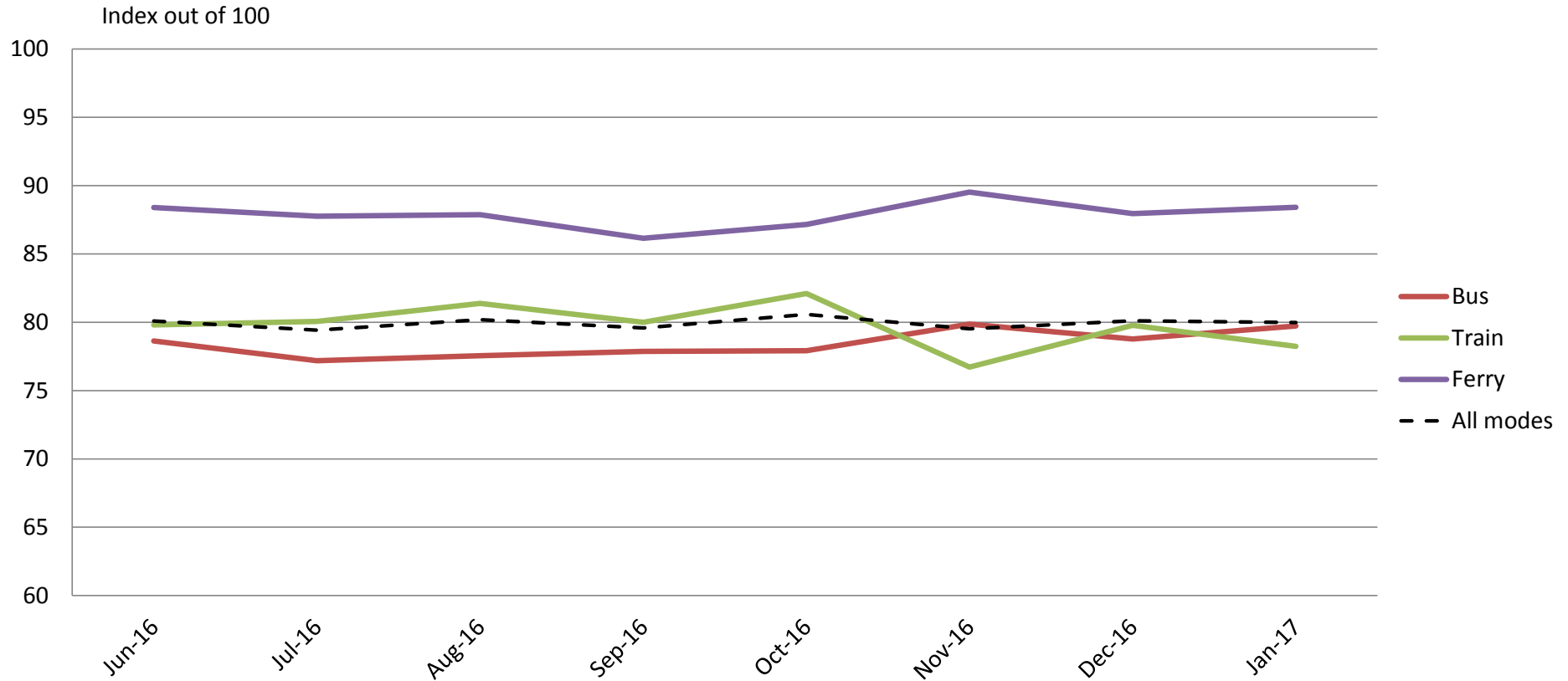


	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	78	79	78	78	78	79	80	81
<b>Train</b>	78	79	80	77	81	76	77	76
<b>Ferry</b>	88	84	87	83	84	86	85	89
<b>All Modes</b>	79	79	80	78	80	78	79	80

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



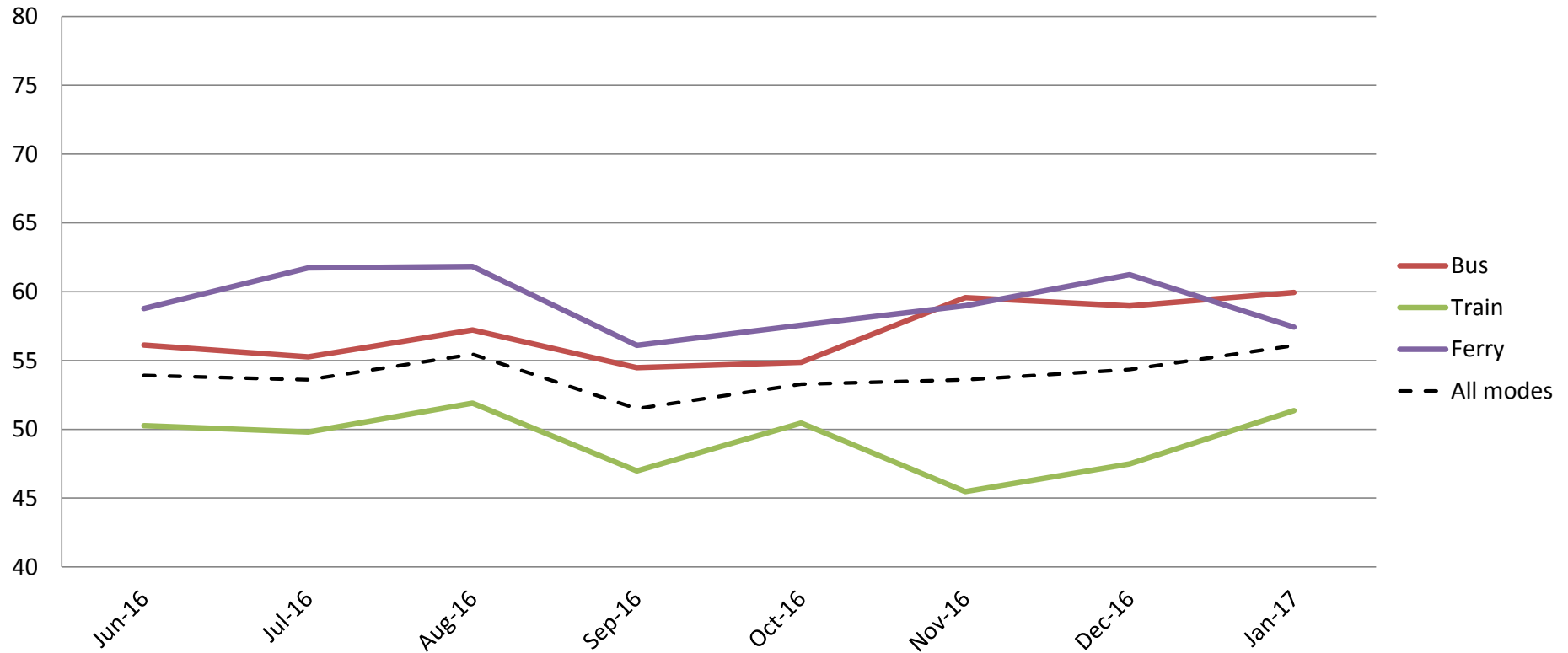
	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	79	77	78	78	78	80	79	80
<b>Train</b>	80	80	81	80	82	77	80	78
<b>Ferry</b>	88	88	88	86	87	90	88	88
<b>All Modes</b>	80	79	80	80	81	80	80	80

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

Index out of 100



	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17
<b>Bus</b>	56	55	57	54	55	60	59	60
<b>Train</b>	50	50	52	47	50	45	47	51
<b>Ferry</b>	59	62	62	56	58	59	61	57
<b>All Modes</b>	54	54	55	51	53	54	54	56

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