

Independent Monitoring Update

Spring Issue 2018

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Results of the Spring 2018 Monitor

This report presents the thirty-ninth set of results based on the Translink Integrated Passenger's Charter.

The figures shown in these charts were obtained from independent monitoring surveys of both bus and rail companies, which were carried out between 16th April and 8th June 2018.

PricewaterhouseCoopers undertake the monitoring process and measure our achievements as they relate to the standards set out in our charter for:

- Reliability** **Being on time**
- Comfort** **Courtesy**
- Cleanliness** **Answering the telephone**

In the following charts you will find Observation Ratings in which the performance of bus and rail companies was independently monitored against the commitments in our Passengers' Charter, and Customer Performance Ratings which establish customers' opinions of the services provided.

This set of results are the second consecutive monitor to show that overall Translink customers are continuing to rate services highly with 9 out of every 10 saying that they are satisfied with their overall service.

All companies bettered their reliability targets and N I Railways also topped their on-time punctuality target, however there were some challenges for Metro and Ulsterbus punctuality within the greater Belfast area due to the intense period of roadworks during the monitoring period.

Value for money scores have also increased across all services as more passengers utilise multi journey tickets such as Smartlink, Daylink, mobile mLink tickets and our range of promotional fares including third off bus and rail tickets and day tickets on Metro.

N I Railways has again been benchmarked against other GB Regional Railways and has come out on top for many key factors including punctuality, staff helpfulness, value for money and cleanliness.

These results will be used to pinpoint areas of our services which may need improvement. We will continue to listen to our customers and we encourage you to provide feedback on your experiences of using Translink. We also have a number of other exciting projects underway that will help to further transform our local public transport network to ensure we are your first choice for Travel in Northern Ireland.

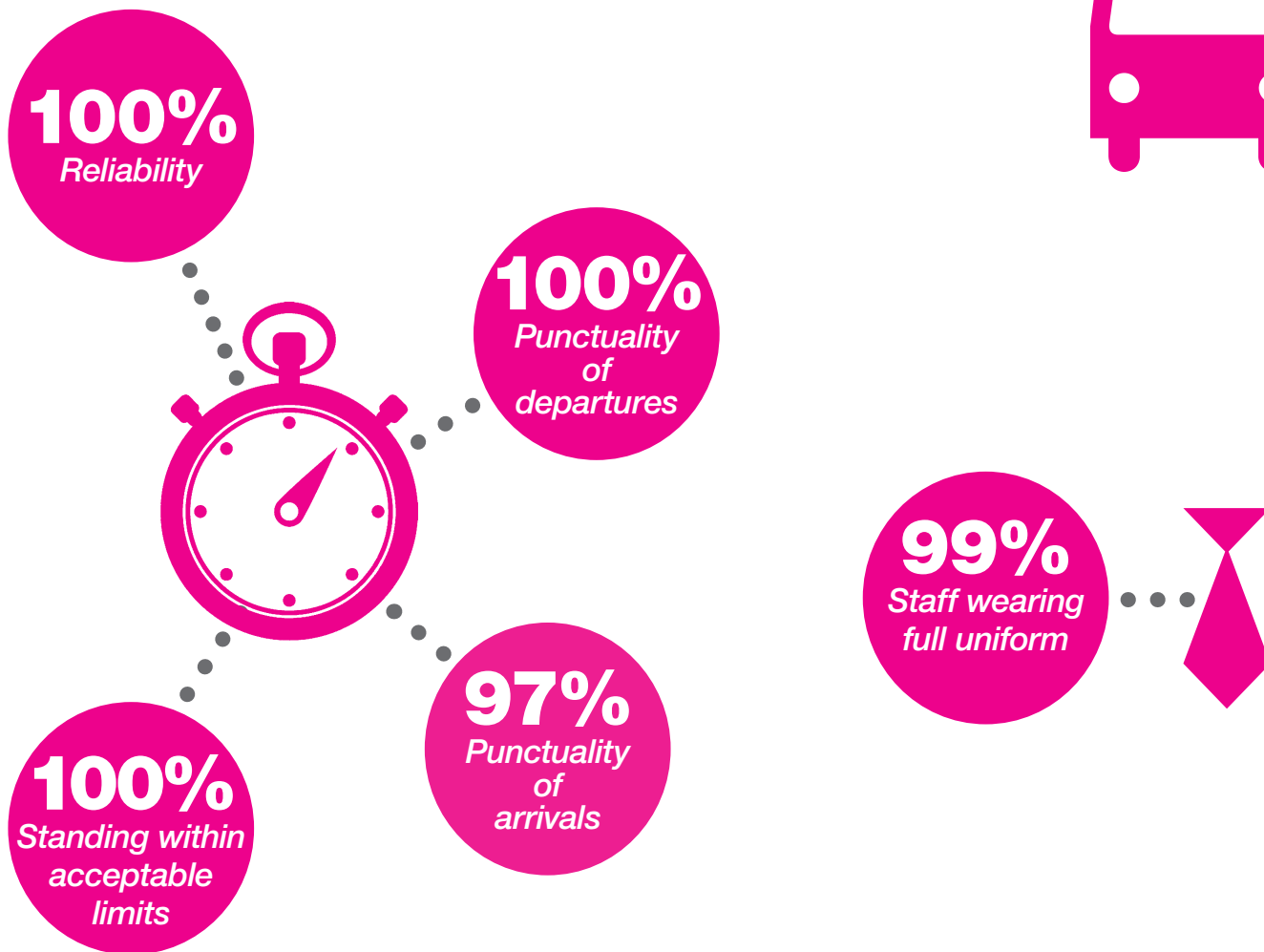
If you would like to make a comment on any aspect of our services, please email: feedback@translink.co.uk.



Ian Campbell
Acting Director of
Services Operations



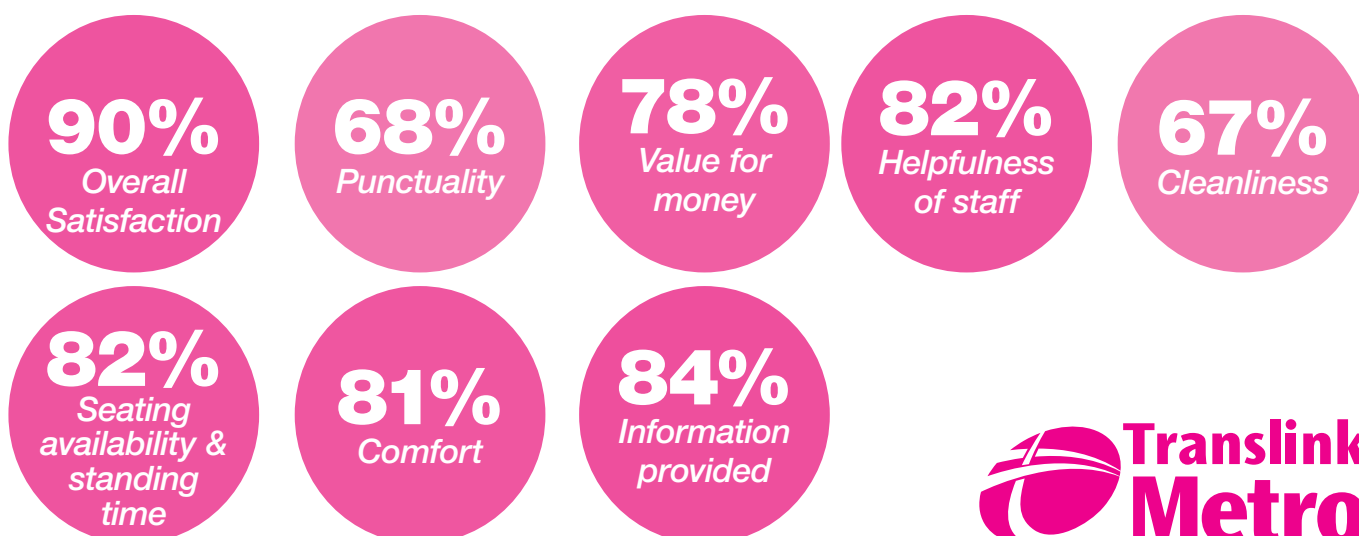
Observation Ratings (Metro)



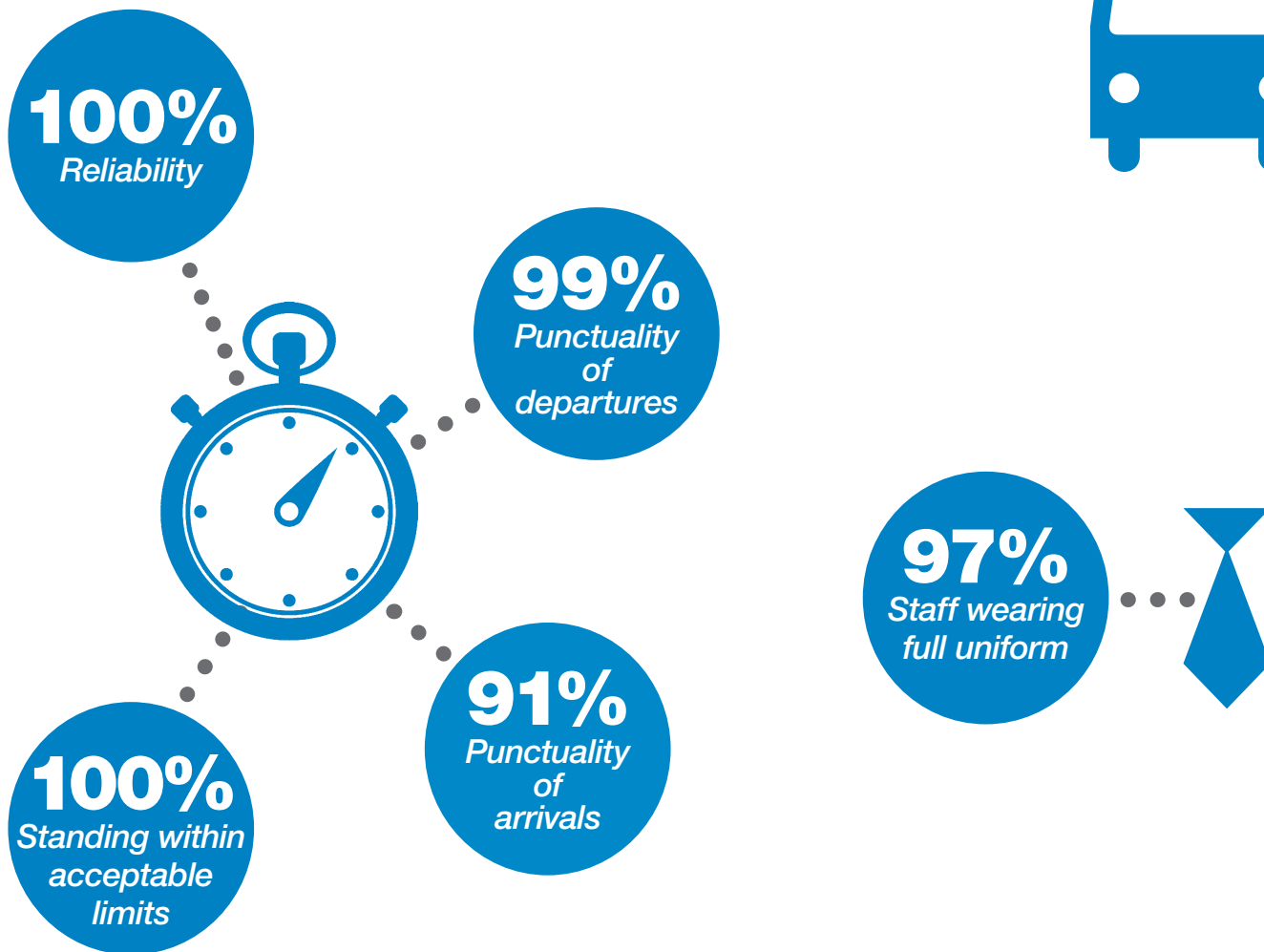
Individual Customer Performance Ratings (Metro)



Overall scores



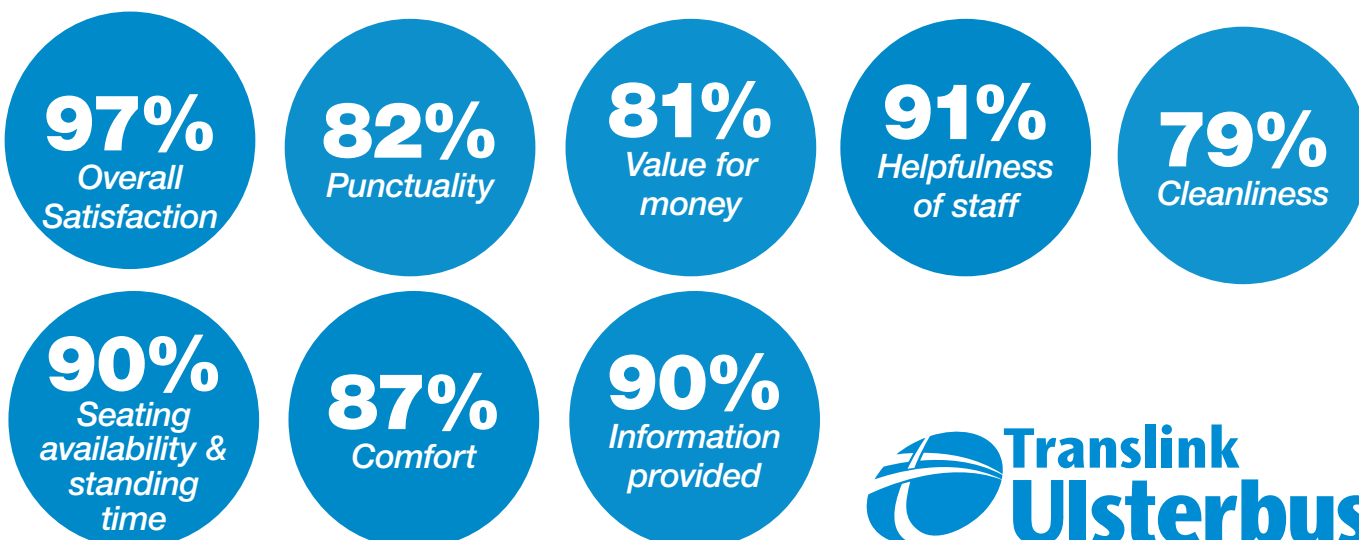
Observation Ratings (Ulsterbus)



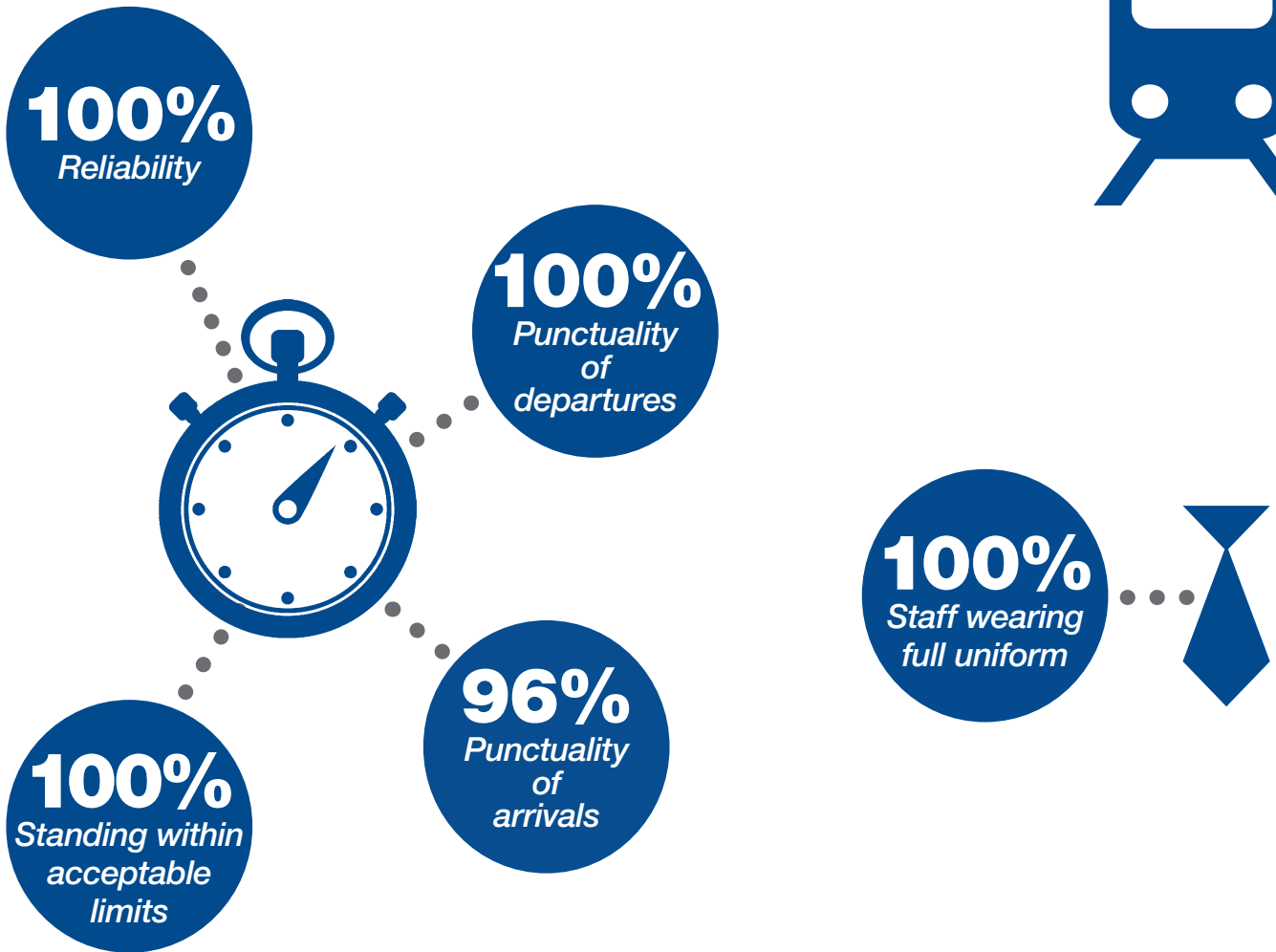
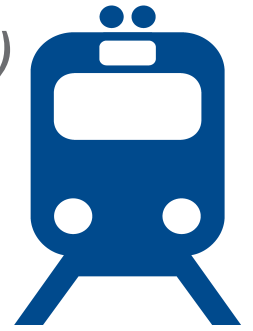
Individual Customer Performance Ratings (Ulsterbus)



Overall scores



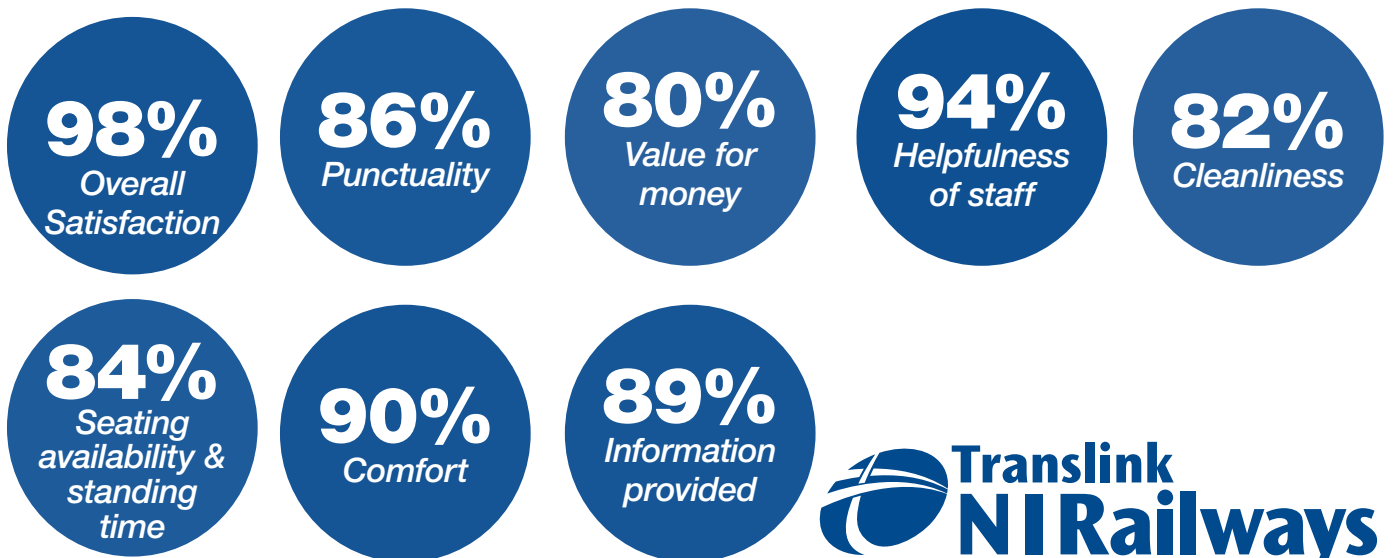
Observation Ratings *(NIRailways)*



Individual Customer Performance Ratings *(NIRailways)*

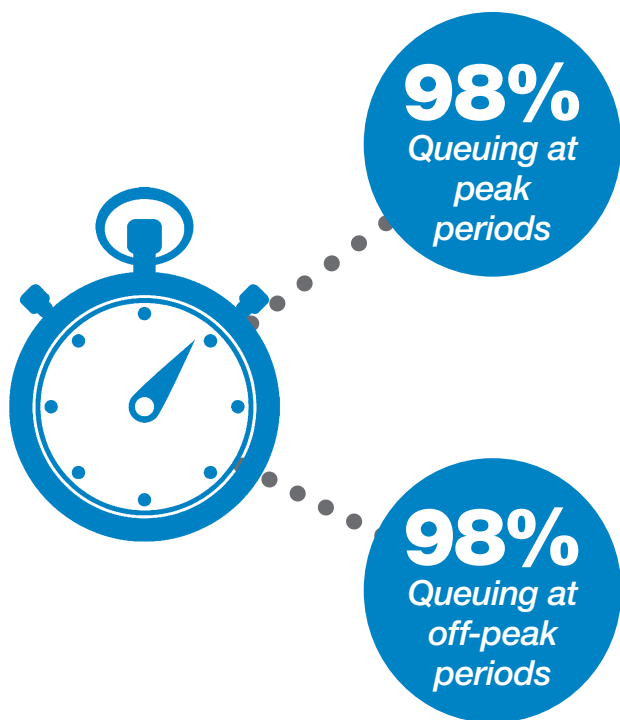


Overall scores



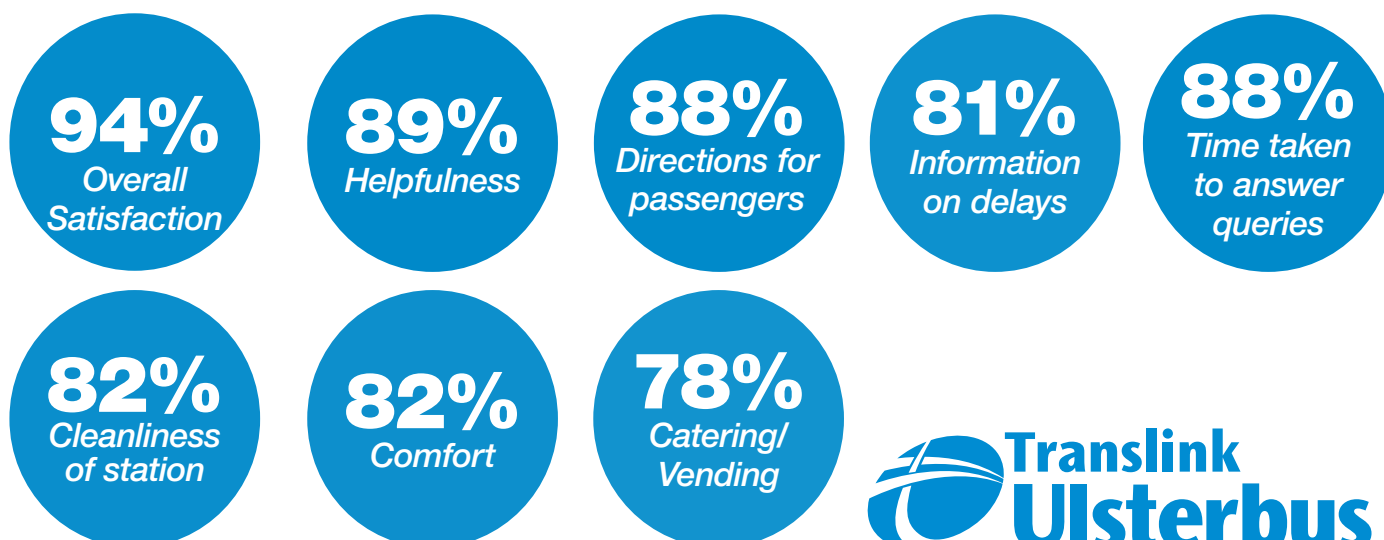
Observation Ratings

(Ulsterbus Stations)



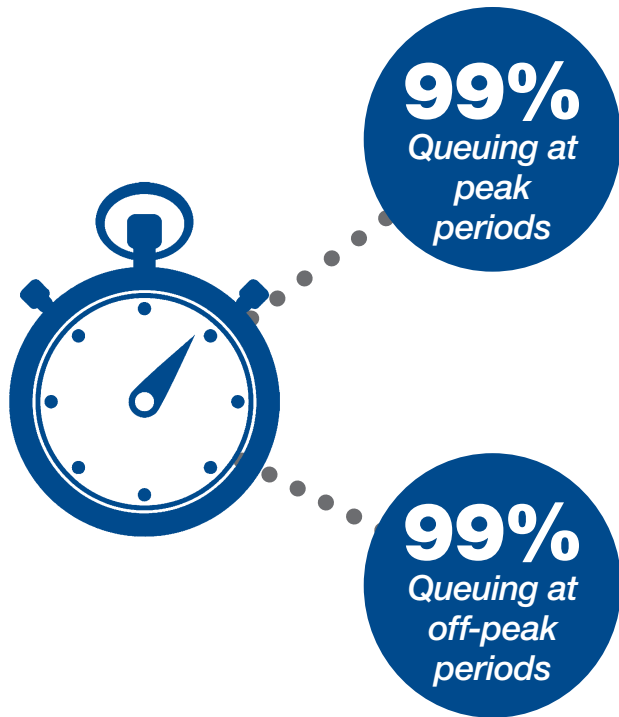
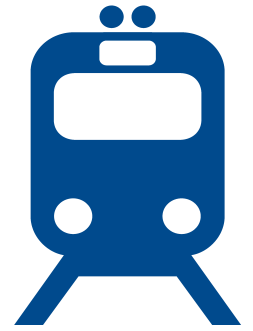
Individual Customer Performance Ratings

(Ulsterbus Stations) Overall scores



Observation Ratings

(NI Railways Stations)



Individual Customer Performance Ratings

(NI Railways Stations) Overall scores

