

# Independent Monitoring Update

*Spring Issue 2017*

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# Results of the Spring Monitor

This report presents the set of results based on the Translink Integrated Passenger Charter. The figures shown in these charts were obtained from independent monitoring surveys of both bus and rail companies, which were carried out between 24th April - 17th June 2017.

- Reliability**
- Being on Time**
- Value for Money**
- Comfort**
- Customer Service**
- Cleanliness**

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 Passenger Charter, and Customer Performance Ratings which establish customers' opinions of the services provided.

The Spring 2017 monitoring saw the 'reliability of services' of all companies achieving maximum scores. In terms of punctuality Metro and NI Railways bettered the performance target with Metro at 95.3% with slightly lower than target recorded for Ulsterbus, at 94.2% compared to a target of 95%.

Metro has seen positive results in this round of monitoring. There was an increase in score for 'value for money' and 'punctuality' and the overall Customer Performance Index (CPI) score rising again to 75.9% from 69.1% on the last set of results.

Ulsterbus again has had a strong set of results, building on from the Autumn 2016 performance. Spring 2017 saw an increase in value for money (up 7% on last year). The CPI Ratio had increased to 82.5% which was the second highest ever recorded.

NIR saw a strong increase in Customer Performance Index (CPI) rating from 77.6% to 82%, the joint highest score recorded. Reliability of services remains strong, continuing the positive trend and attaining full marks. Derry~Londonderry Line achieved a 10-point increase Year on Year and was the best performing line.

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 projects underway that will help to further transform our local public transport network.



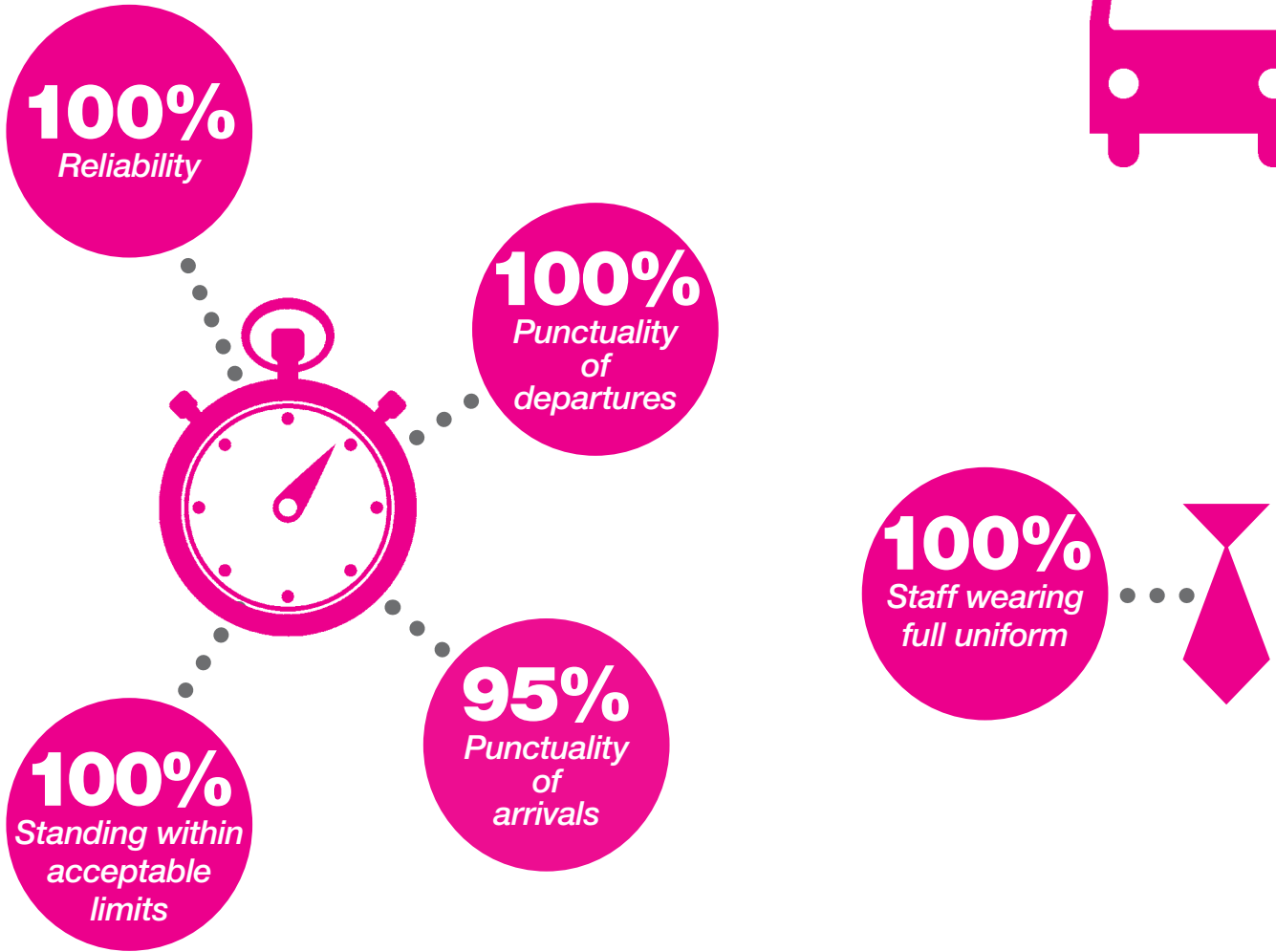
**Ciaran Doherty**  
General Manager  
Bus Services



**Richard Knox**  
General Manager  
Rail Services



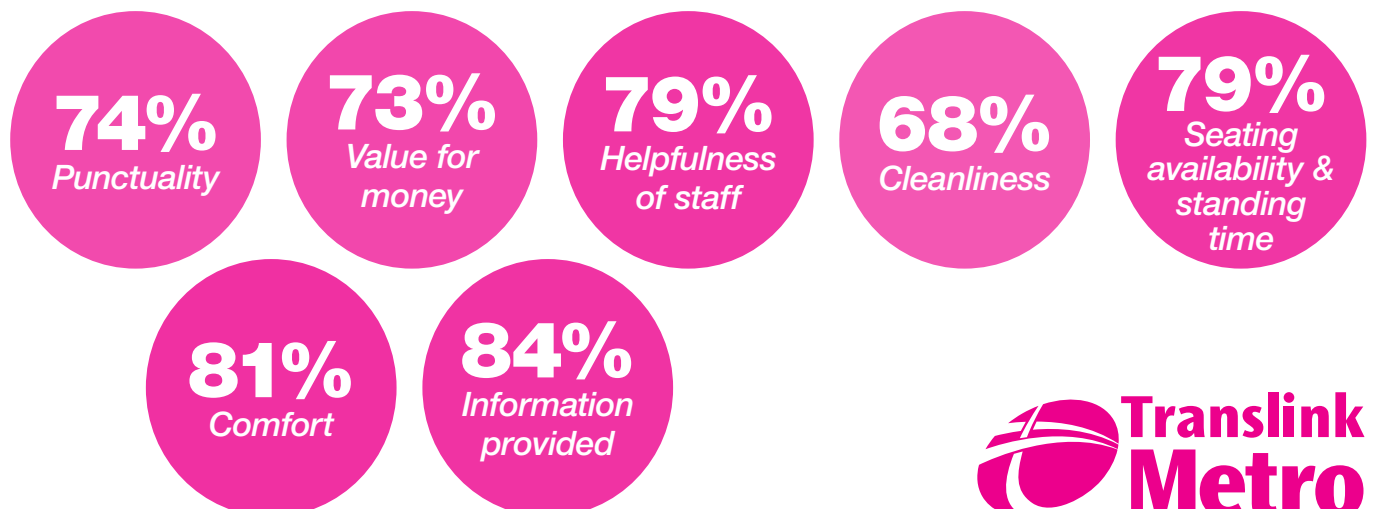
# Observation Ratings (*Buses*)



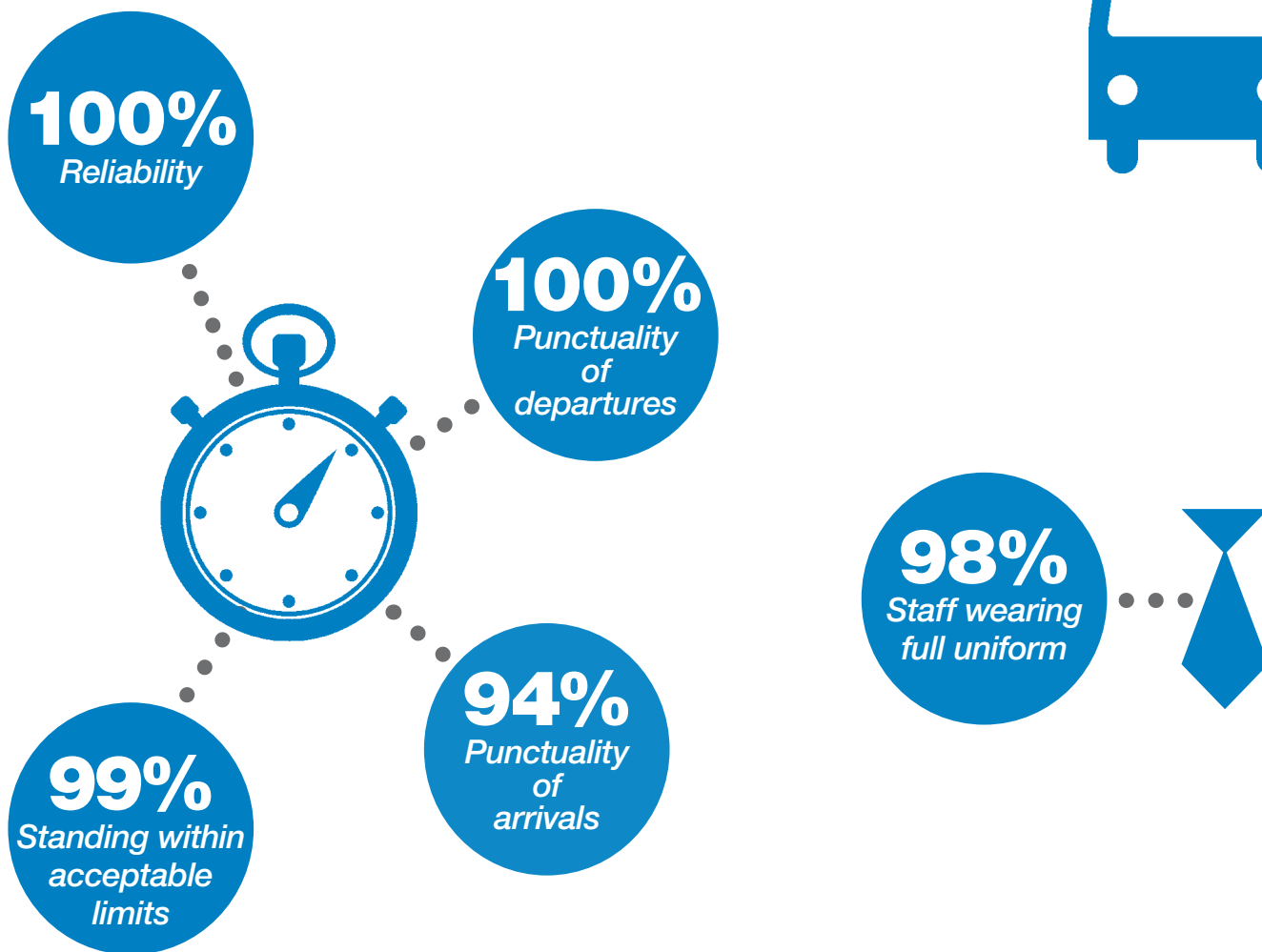
# Individual Customer Performance Ratings (*Buses*)



Overall scores



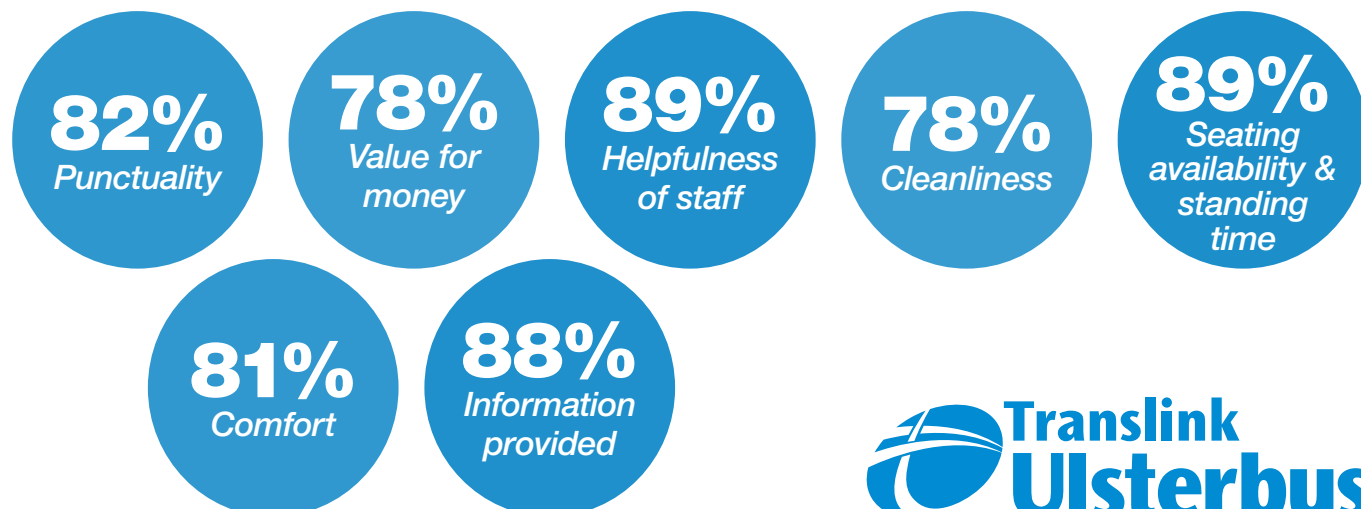
# Observation Ratings (*Buses*)



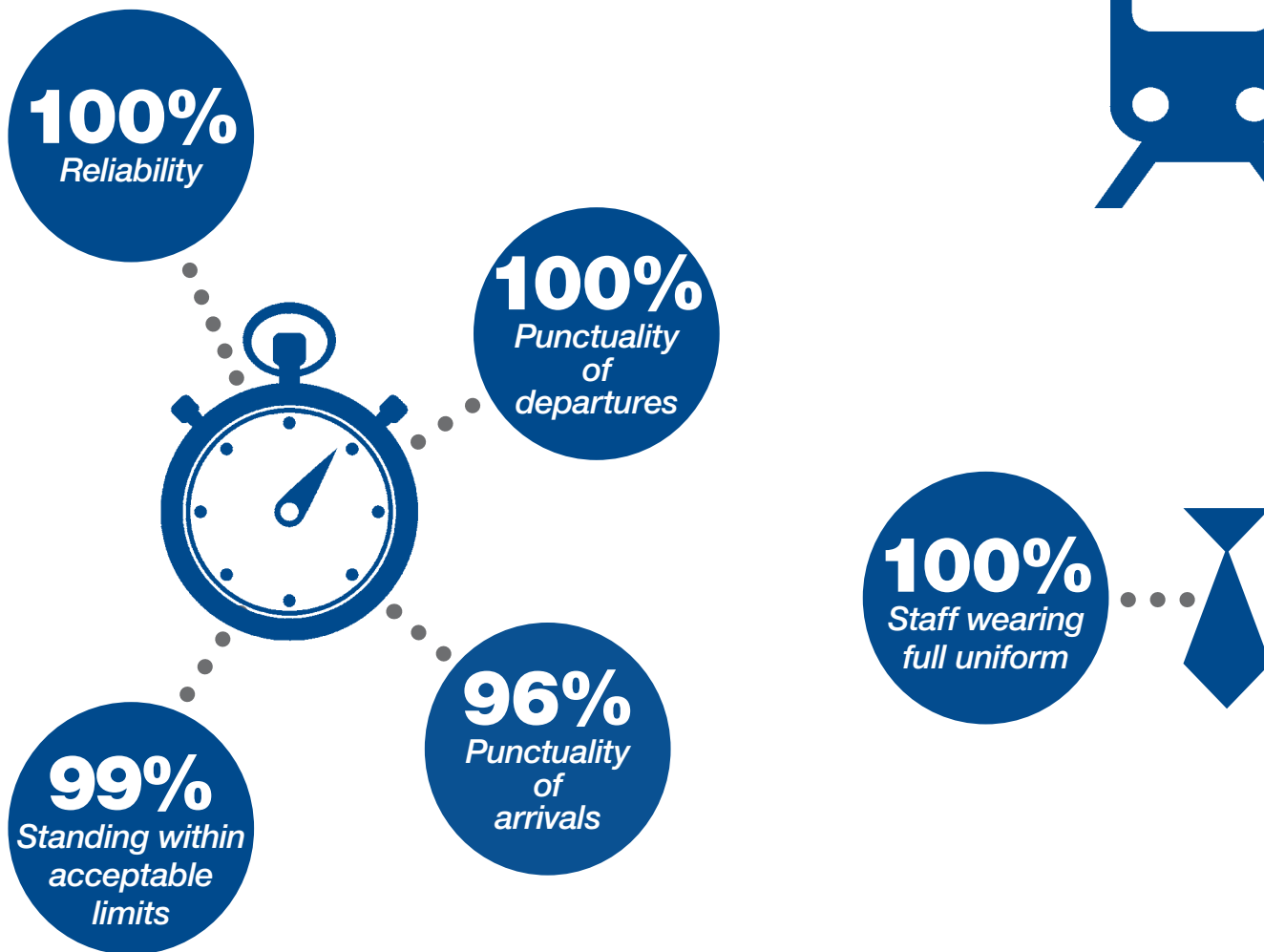
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Overall scores



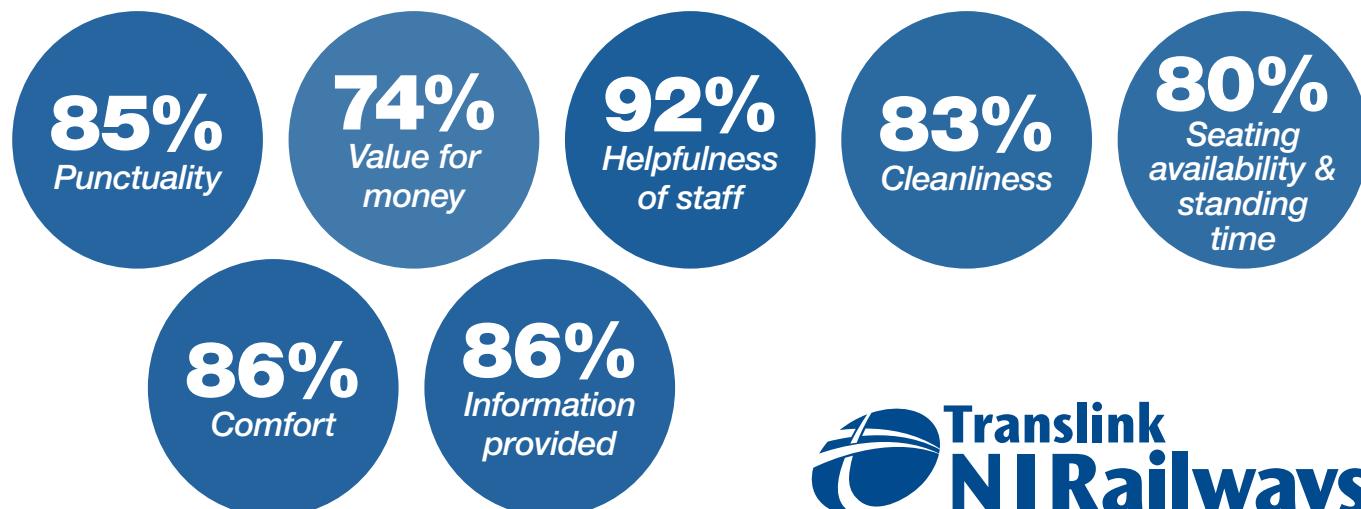
# Observation Ratings (Trains)



# Individual Customer Performance Ratings (Trains)

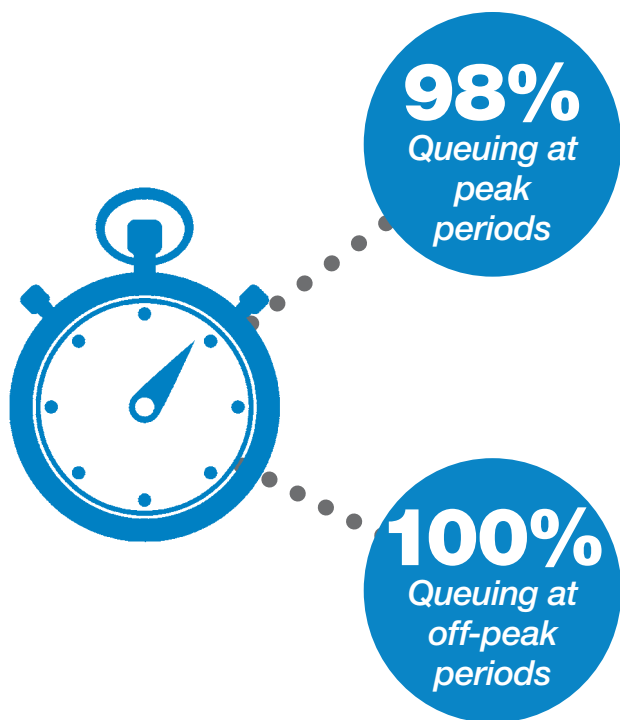


Overall scores



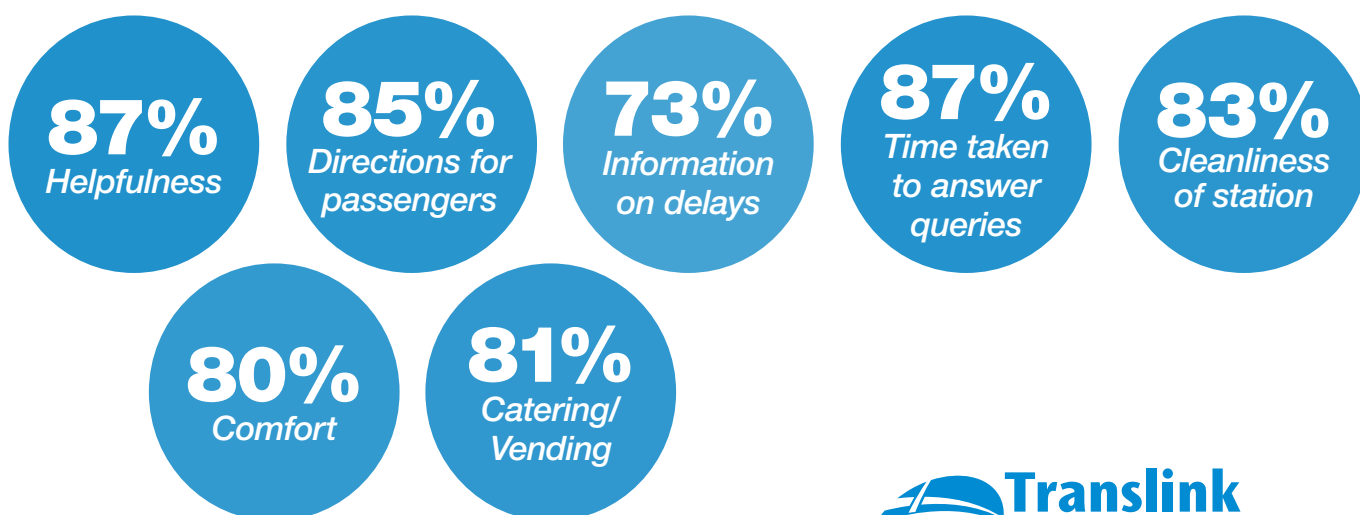
# Observation Ratings

(Ulsterbus Stations)



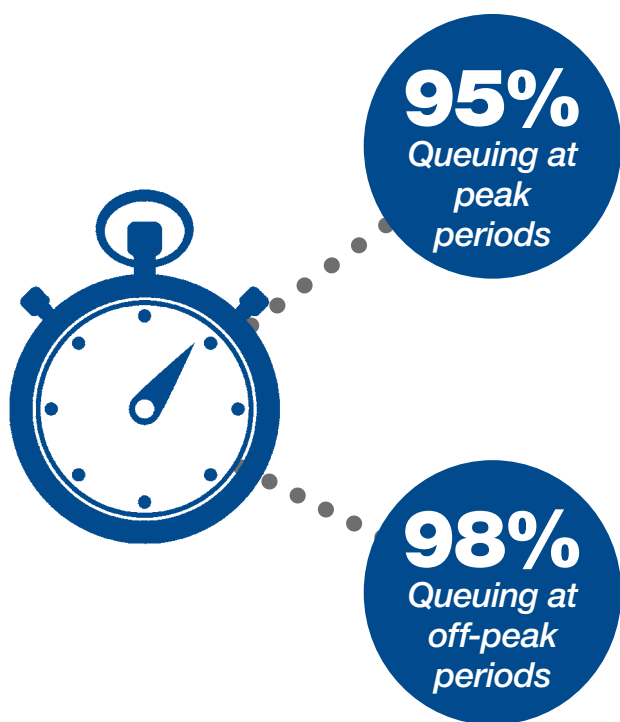
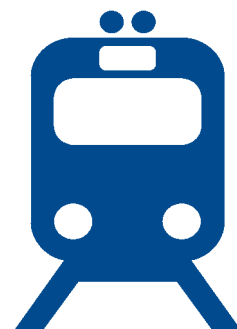
# Individual Customer Performance Ratings

(Ulsterbus Stations) Overall scores



# Observation Ratings

(NI Railways Stations)



# Individual Customer Performance Ratings

(NI Railways Stations) Overall scores

