Independent Monitoring Update

Spring Issue 2016

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Translink
Results of the Spring Monitor

This report presents the thirty-sixth 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 11th April –6th June.

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

The Spring 2016 monitoring period produced a good set of results for Metro and NI Railways, with slightly lower scores returned for Ulsterbus services. All three companies bettered their reliability target of 99.2%. Metro and NI Railways exceeded the Charter target for punctuality of arrival, maintaining the high standards set in the previous monitor.

Metro performed consistently well across all of the independent observation categories, with a strong increase of 8% recorded for ‘value for money’ (from 64% to 72%) and the overall Customer Performance Index (CPI) score up by 3% to 76.5% on last year and the 2nd highest in 5 years.

The report reflected a similar performance for Ulsterbus to that of the autumn monitoring results. Customer ratings improved again for ‘staff helpfulness’ (1% to 89%), with an overall ‘value for money’ score of 71% across Ulsterbus Services. However, results have fallen below the ‘on time’ charter standard to 93.4%, something which will be monitored closely and addressed.

Spring 2016 was another solid period for NI Railways, with an increase of 8% on ‘value for money’ on autumn results and a rise to 71% and an increase in the overall Customer Performance Index (CPI) for the period of 2.4% to 83.4%, the 2nd highest recorded score. Compared with GB operators, NI Railways came top for punctuality, staff helpfulness on the train and also at stations, train cleanliness, station cleanliness and 2nd for Value for Money which was an excellent performance.

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.

If you would like to make a comment on any aspect of our services, please email feedback@translink.co.uk.
Observation Ratings (Buses)

100% Reliability
100% Punctuality of departures
98% Punctuality of arrivals
100% Standing within acceptable limits
100% Staff wearing full uniform

Individual Customer Performance Ratings (Buses)

Overall scores

73% Punctuality
72% Value for money
80% Helpfulness of staff
73% Cleanliness
82% Seating availability & standing time
81% Comfort
86% Information provided

Translink Metro
Observation Ratings (Buses)

- 100% Reliability
- 99% Punctuality of departures
- 94% Punctuality of arrivals
- 100% Standing within acceptable limits
- 100% Staff wearing full uniform

Individual Customer Performance Ratings (Buses)

- Overall scores
  - 82% Punctuality
  - 71% Value for money
  - 89% Helpfulness of staff
  - 80% Cleanliness
  - 88% Seating availability & standing time
  - 81% Comfort
  - 88% Information provided
Observation Ratings (Trains)

- 100% Reliability
- 100% Punctuality of departures
- 100% Standing within acceptable limits
- 100% Punctuality of arrivals
- 100% Staff wearing full uniform

Individual Customer Performance Ratings (Trains)

Overall scores

- 87% Punctuality
- 71% Value for money
- 89% Helpfulness of staff
- 86% Cleanliness
- 85% Seating availability & standing time
- 90% Comfort
- 92% Information provided

Translink N I Railways
Observation Ratings
(Ulsterbus Stations)

93% Queuing at peak periods

95% Queuing at off-peak periods

100% Staff wearing full uniform

Individual Customer Performance Ratings
(Ulsterbus Stations) Overall scores

89% Helpfulness
84% Directions for passengers
69% Information on delays
88% Time taken to answer queries
81% Cleanliness of station

74% Comfort
84% Catering/Vending
Observation Ratings (NIRailways Stations)

100% Queuing at peak periods
90% Queuing at off-peak periods
100% Staff wearing full uniform

Individual Customer Performance Ratings (NIRailways Stations) Overall scores

87% Directions for passengers
77% Information on delays
89% Helpfulness of staff
83% Cleanliness
89% Time taken to answer queries
74% Comfort
80% Catering/Vending