Why are we doing this research?
Key Research Objectives

• The annual Transperth **Passenger Satisfaction Monitor** has been conducted since 1991 to address the following key information objectives:

  - To provide an **overall performance indicator** of customer satisfaction with Transperth’s services as well as specific performance indicators for *selected service characteristics*.
  - To highlight any patron **issues or concerns** that warrant further examination to assist the PTA in identifying appropriate *corrective action* and resource allocation priority.
  - To provide an **indication of program and policy effectiveness** where such programs and policies are designed to impact on a particular *service characteristic*.
  - To enable a **comparison of individual bus contract areas** in order to monitor performance and to identify the key factors that define excellence in public transport *service delivery*.
  - To enable a **comparison of results to previous PSM monitors** to provide a *time series analysis of performance*. 
Approach and Sample Profile
Changes from the 2014 Monitor

Sampling

• No changes in 2015

Questionnaire

• **Bus & Train**: Full roll-out of the Net Promotor Score (NPS) measure across all Bus Contract Areas and Train Lines
Sampling & Methodology

Approach

• n=4,300 interviews conducted over 4 weeks during March & April.
• Respondents aged 18 years + who use Transperth services at least once per fortnight were interviewed face-to-face at specific locations.

Sampling

BUS
• 3,100 interviews in total
• 200 Bus passengers in each of the 10 ‘mainstream’ bus contract areas;
• 200 Bus passengers across the Circle Route and the 950 SuperBus;
• 300 CAT Bus passengers in Perth (covering Blue, Red, Yellow and Green CAT services);
• 200 CAT Bus passengers in Fremantle; and
• 200 CAT Bus passengers in Joondalup.

TRAIN
• 1,000 interviews in total
• 200 Train passengers across each of the five lines.

FERRY
• 200 interviews in total
• Equal proportions of Perth residents and Visitors/Tourists.
## Presentation Agenda

<table>
<thead>
<tr>
<th>Global Satisfaction Measures</th>
<th>Overall Satisfaction</th>
<th>Cost of Fares</th>
<th>Service Frequency</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Park N Ride</td>
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<td>Usage &amp; Satisfaction</td>
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<td>Service Frequency</td>
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<td>Across four Travel Periods</td>
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<td>On-board vs at station/stop</td>
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<td>Perceived improvements over past 12 months</td>
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<tr>
<td>Information Services</td>
<td>Timetables &amp; Services Changes</td>
<td>Availability of General Information</td>
<td>Dual Mode Travel</td>
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<td>Infoline; Website; TravelEasy</td>
<td>Usage &amp; Satisfaction</td>
</tr>
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<td></td>
<td></td>
<td>SMS Service; 136213.mobi Service; Live Train Times Service; Transperth App for Android and iPhones</td>
<td>Top 10 Service Aspects vs Satisfaction &amp; Priority Matrix</td>
</tr>
<tr>
<td>SmartRider</td>
<td>Overall Satisfaction</td>
<td>10 specific attributes</td>
<td>Personal Safety Perceptions</td>
</tr>
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<td>Weekends</td>
<td>Perceived improvements over past 12 months</td>
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<td>Weeknights</td>
<td>General personal safety ratings (non-public transport - biennial)</td>
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<td>Off-peak weekdays</td>
<td>Usage &amp; Satisfaction</td>
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<td></td>
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<td>Peak times</td>
<td>Dual Mode Travel</td>
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<td>Overall Satisfaction</td>
<td>Report card</td>
</tr>
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<td></td>
<td></td>
<td>Usage &amp; Satisfaction</td>
<td>Top 10 Service Aspects vs Satisfaction &amp; Priority Matrix</td>
</tr>
</tbody>
</table>
Bus Results
Overall Satisfaction

BUS

Bus patron satisfaction has improved significantly in 2015 to a new all time high - close to 9 in 10 Bus patrons are satisfied with Transperth’s Bus system overall.

The 950 SuperBus remains the highest performing mainstream bus service since its introduction last year.

Midland is the worst performing contract area for the 4th year running, although Morley has also lost some ground this year following four successive years of improvement.
Figure 1: Overall Satisfaction With The Transperth System: BUS

"How satisfied are you with the Transperth Bus system overall?"

5 POINT SATISFACTION SCALE

Very Satisfied
Satisfied
Neither Satisfied nor Dissatisfied
Dissatisfied
Very Dissatisfied

% of respondents

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2593)
May '99 (n=2587)
Mar '00 (n=2605)
Mar '01 (n=2590)
Mar '02 (n=2662)
Mar '03 (n=2840)
Mar '04 (n=3064)
Mar '05 (n=3054)
Mar '06 (n=3062)
Mar '07 (n=3067)
Mar '08 (n=3067)
Mar '09 (n=3064)
Mar '10 (n=3061)
Mar '11 (n=3067)
Mar '12 (n=3067)
Mar '13 (n=3113)
Mar '14 (n=3061)
Mar '15 (n=3113)
Figure 1: Overall Satisfaction With The Transperth System: BUS
A 25 Year History of the PSM

"How satisfied are you with the Transperth Bus system overall?"

PRE-CONTRACTING

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>July '91</td>
<td>78</td>
<td>15</td>
</tr>
<tr>
<td>May '92</td>
<td>77</td>
<td>16</td>
</tr>
<tr>
<td>June '93</td>
<td>75</td>
<td>18</td>
</tr>
<tr>
<td>June '94</td>
<td>74</td>
<td>14</td>
</tr>
</tbody>
</table>

Mean: $\bar{X} = 76.5$

PART CONTRACTING

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '95</td>
<td>71</td>
<td>11</td>
</tr>
<tr>
<td>June '96</td>
<td>75</td>
<td>18</td>
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<tr>
<td>May '97</td>
<td>77</td>
<td>14</td>
</tr>
<tr>
<td>Mar '98</td>
<td>74</td>
<td>10</td>
</tr>
</tbody>
</table>

Mean: $\bar{X} = 75.7$

FULL-CONTRACTING

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '98</td>
<td>82</td>
<td>9</td>
</tr>
<tr>
<td>Mar '99</td>
<td>84</td>
<td>10</td>
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<tr>
<td>May '00</td>
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<td>11</td>
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<tr>
<td>Mar '01</td>
<td>80</td>
<td>10</td>
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<tr>
<td>Mar '02</td>
<td>78</td>
<td>12</td>
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<td>May '03</td>
<td>84</td>
<td>9</td>
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<td>Jun '04</td>
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<td>May '05</td>
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<td>Jun '06</td>
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<td>9</td>
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<tr>
<td>May '07</td>
<td>81</td>
<td>8</td>
</tr>
<tr>
<td>Jun '08</td>
<td>83</td>
<td>8</td>
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<tr>
<td>May '09</td>
<td>86</td>
<td>7</td>
</tr>
</tbody>
</table>

Mean: $\bar{X} = 80.7$

Note: Due to a major service restructuring there was no PSM Bus component in 1995.
Figure 1: Overall Satisfaction With The Transperth System: BUS

"How satisfied are you with the Transperth Bus system overall?"

![Bar chart showing overall satisfaction with the Transperth Bus system.]

- Total Sample
- Sth River/Arm
- Midland
- Canning
- Marmion
- Claremont
- Morley
- Kalamunda
- Frem'Le/C'mburn
- Rock/Mand
- Joondalup
- Circle Route
- 950 SuperBus
- Perth CAT
- Fremantle CAT
- Joondalup CAT

% of respondents

- Satisfied-2015
- Dissatisfied-2015

= Significant Difference Between Region vs. Total Sample
Figure 1: Overall Satisfaction With The Transperth System: BUS
“How satisfied are you with the Transperth Bus system overall?”

THOSE DISSATISFIED OVERALL (n=189)

- Services not frequent enough / buses are too far apart / need a higher frequency (general)
  - %: 54
  - Southern River / Armadale: 70
  - Midland: 76
  - Morley: 50

- Services never on time / unreliable / late / don’t come when scheduled
  - %: 36
  - Southern River / Armadale: 20
  - Midland: 21
  - Morley: 38

- Insufficient off-peak services after 6 in the evening, on weekends
  - %: 33
  - Southern River / Armadale: 53
  - Midland: 53
  - Morley: 21

- Bus & train do not connect well / more feeder services required
  - %: 12
  - Southern River / Armadale: 10
  - Midland: 9
  - Morley: 6

= Significant Difference Between Region vs. Total Sample
Net Promotor Score
BUS

Transperth Bus Operations has established a strong NPS of +28, although some variation between Contract Areas is evident.

Almost half of all Bus patrons are strong advocates for our services.

Morley has evidenced a decreasing NPS since the measure was first introduced.
Figure 1D: Net Promotor Score (NPS): BUS

"How likely would you be to recommend Transperth Bus services?"

<table>
<thead>
<tr>
<th>NPS</th>
<th>43</th>
<th>66</th>
<th>44</th>
<th>49</th>
<th>39</th>
<th>34</th>
<th>53</th>
<th>22</th>
<th>53</th>
<th>37</th>
<th>36</th>
<th>56</th>
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<td>Total Sample</td>
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<tr>
<td>Sth River/Arm</td>
<td>42</td>
<td>18</td>
<td>16</td>
<td>14</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>20</td>
<td>14</td>
<td>12</td>
<td>18</td>
<td>44</td>
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<tr>
<td>Midland</td>
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<td>Canning</td>
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<tr>
<td>Circle Route</td>
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<tr>
<td>950 SuperBus</td>
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</tbody>
</table>
Figure 1D: Net Promotor Score (NPS): BUS

"How likely would you be to recommend Transperth Bus services?"

- **Claremont**
  - Mar 2013 (n=2405): 18
  - Mar 2014 (n=2329): 17
  - Mar 2015 (n=2409): 22

- **Morley**
  - Mar 2013 (n=2405): 53
  - Mar 2014 (n=2329): 17
  - Mar 2015 (n=2409): 16
The reasons given by patrons for the recommendation scores provide insight into a range of potential strategies:

**PROMOTIONAL STRATEGY**
What we say about our service

**GROWTH AND BUSINESS IMPROVEMENT STRATEGY**
Where we invest in improving our service

**BUSINESS RETENTION STRATEGY**
Key barriers to address / manage
### Figure 1D: Net Promotor Score (NPS): BUS

"How likely would you be to recommend Transperth Bus services?"

<table>
<thead>
<tr>
<th>PROMOTORS</th>
<th>Why would you recommend Transperth so strongly?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient / easier / less hassle / better than driving</td>
<td>52</td>
</tr>
<tr>
<td>Reliable - On time / usually on time</td>
<td>36</td>
</tr>
<tr>
<td>Cost - Cheaper than driving / parking / affordable / free to use</td>
<td>32</td>
</tr>
<tr>
<td>Good transport system / efficient / try to encourage others to...</td>
<td>23</td>
</tr>
<tr>
<td>Positive comment re drivers / staff (polite / friendly / helpful)</td>
<td>18</td>
</tr>
<tr>
<td>Gets me to where I want to go / suits me to use public transport</td>
<td>16</td>
</tr>
<tr>
<td>Don’t drive / don’t have a car / only way I can get around</td>
<td>10</td>
</tr>
<tr>
<td>Frequent / regular service</td>
<td>9</td>
</tr>
<tr>
<td>Ambience - clean / comfortable / quiet / air conditioned</td>
<td>7</td>
</tr>
<tr>
<td>Good route / coverage / direct / lots of stops / not too man</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PASSIVES</th>
<th>What would Transperth have to do to get you to rate them a 9 or 10?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Comment - Nothing / doing a good job / happy with...</td>
<td>36</td>
</tr>
<tr>
<td>Provide a more frequent service (general)</td>
<td>26</td>
</tr>
<tr>
<td>Be more punctual / stick to the timetable</td>
<td>26</td>
</tr>
<tr>
<td>Provide a more frequent service during off-peak times</td>
<td>16</td>
</tr>
<tr>
<td>Provide better routes - Less stops / extend the service / go...</td>
<td>11</td>
</tr>
<tr>
<td>Provide a more frequent peak time service</td>
<td>6</td>
</tr>
<tr>
<td>Better service from drivers / staff / better driving</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DETRACTORS</th>
<th>What is preventing you from recommending Transperth Bus Services more strongly?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need a more frequent service (general)</td>
<td>46</td>
</tr>
<tr>
<td>Not punctual – arrive early / late / don’t stick to the timetable</td>
<td>41</td>
</tr>
<tr>
<td>Need more frequent service during off-peak times</td>
<td>34</td>
</tr>
<tr>
<td>Better routes – don’t go where I want to go / not direct</td>
<td>17</td>
</tr>
<tr>
<td>Negative comment re drivers (not friendly / helpful, etc)</td>
<td>8</td>
</tr>
<tr>
<td>Trip is too slow / takes too long</td>
<td>7</td>
</tr>
</tbody>
</table>

### PROMOTIONAL STRATEGY

What we say about our service

### GROWTH AND BUSINESS IMPROVEMENT STRATEGY

Where we invest in improving our service

### BUSINESS RETENTION STRATEGY

Key barriers to address / manage
**Figure 1D: Net Promotor Score (NPS): BUS – Midland vs. Morley**

"How likely would you be to recommend Transperth Bus services?"

<table>
<thead>
<tr>
<th><strong>PASSIVES</strong></th>
<th>MIDLAND</th>
<th>MORLEY</th>
<th><strong>DETRACTORS</strong></th>
<th>MIDLAND</th>
<th>MORLEY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Comment - Nothing / doing a good job / happy with the service</td>
<td>52</td>
<td>20</td>
<td>Need a more frequent service (general)</td>
<td>81</td>
<td>32</td>
</tr>
<tr>
<td>Provide a more frequent service (general)</td>
<td>27</td>
<td>31</td>
<td>Not punctual – arrive early / late / don’t stick to the timetable</td>
<td>33</td>
<td>51</td>
</tr>
<tr>
<td>Be more punctual / stick to the timetable</td>
<td>25</td>
<td>36</td>
<td>Need more frequent service during off-peak times</td>
<td>70</td>
<td>14</td>
</tr>
<tr>
<td>Provide a more frequent service during off-peak times</td>
<td>18</td>
<td>5</td>
<td>Better routes – don’t go where I want to go / not direct</td>
<td>37</td>
<td>3</td>
</tr>
<tr>
<td>Provide better routes - Less stops / extend the service / go where I need to get to</td>
<td>7</td>
<td>1</td>
<td>Negative comment re drivers (not friendly / helpful, etc)</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td>Provide a more frequent peak time service</td>
<td>11</td>
<td>6</td>
<td>Trip is too slow / takes too long</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Better service from drivers / staff / better driving</td>
<td>0</td>
<td>3</td>
<td>Better service from drivers / staff / better driving</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Bus patrons rated fares identically to 2014, with a little over half considering bus fares to be ‘excellent or good’ value for money.
Figure 2: Perceptions Of Cost Of Fares: BUS

"How would you describe the cost of fares?"

5 POINT VALUE SCALE

Excellent Value for money
Good value for money
Average value for money
Quite expensive
Very expensive

% of respondents

Excellent/Good value
Quite/Very expensive

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2593)
Mar '99 (n=2204)
Mar '00 (n=2190)
Mar '01 (n=2203)
Mar '02 (n=2206)
Mar '03 (n=2392)
Mar '04 (n=2405)
Mar '05 (n=2407)
Mar '06 (n=2403)
Mar '07 (n=2411)
Mar '08 (n=2412)
Mar '09 (n=2407)
Mar '10 (n=2403)
Mar '11 (n=2405)
Mar '12 (n=2329)
Mar '13 (n=2409)
Mar '14 (n=2409)
Mar '15 (n=2412)

= Significant Difference To Previous Wave
Figure 2: Perceptions Of Cost Of Fares: BUS
"How would you describe the cost of fares?"

<table>
<thead>
<tr>
<th>% of respondents</th>
<th>Excellent/Good value-2015</th>
<th>Quite/Very expensive-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>56</td>
<td>13</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>62</td>
<td>12</td>
</tr>
<tr>
<td>Midland</td>
<td>62</td>
<td>13</td>
</tr>
<tr>
<td>Canning</td>
<td>45</td>
<td>16</td>
</tr>
<tr>
<td>Marmion</td>
<td>50</td>
<td>14</td>
</tr>
<tr>
<td>Claremont</td>
<td>56</td>
<td>14</td>
</tr>
<tr>
<td>Morley</td>
<td>81</td>
<td>8</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>57</td>
<td>14</td>
</tr>
<tr>
<td>Frem'tle/C'burn</td>
<td>40</td>
<td>14</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>54</td>
<td>16</td>
</tr>
<tr>
<td>Joondalup</td>
<td>55</td>
<td>13</td>
</tr>
<tr>
<td>Circle Route</td>
<td>66</td>
<td>11</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>64</td>
<td>10</td>
</tr>
</tbody>
</table>
Bus passenger service kilometers have increased 22% since 2011, however boardings have only increased 9% over the same period and have plateaued over the past two years.
Annual Service Kilometres and Boardings: BUS

- Service k's (millions)
- Boardings (millions)

Significant Difference To Previous Wave

May '96 May '97 May '98 May '99 Mar '00 Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 Mar '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Service k's
- May '96: 46.9
- May '97: 46.7
- May '98: 46.7
- May '99: 46.9
- Mar '00: 44.6
- Mar '01: 44.2
- Mar '02: 46.9
- Mar '03: 48.4
- Mar '04: 47.8
- Mar '05: 47.9
- Mar '06: 48.6
- Mar '07: 49.1
- Mar '08: 50.0
- Mar '09: 50.9
- Mar '10: 52.0
- Mar '11: 52.3
- Mar '12: 53.6
- Mar '13: 58.1
- Mar '14: 60.8
- Mar '15: 63.3

Boardings
- May '96: 37.0
- May '97: 37.7
- May '98: 38.8
- May '99: 40.9
- Mar '00: 45.6
- Mar '01: 46.9
- Mar '02: 46.7
- Mar '03: 44.6
- Mar '04: 48.1
- Mar '05: 52.0
- Mar '06: 54.5
- Mar '07: 56.3
- Mar '08: 59.0
- Mar '09: 61.9
- Mar '10: 63.9
- Mar '11: 64.6
- Mar '12: 65.7
- Mar '13: 73.6
- Mar '14: 74.8
- Mar '15: 76.6

+22%
+9%
Service Frequency

BUS

The continued investment in service kilometers is reflected in service frequency satisfaction ratings.

Bus patrons are most satisfied with peak time service frequency, with a significant increase and an all time high result recorded this year.

The new 950 SuperBus again recorded outstanding results on the peak and off-peak weekday service frequency measures.
Figure 3A: Satisfaction With Bus Frequency: PEAK TIMES

“How satisfied are you with the number of buses that run...?”

Satisfied

Dissatisfied

% of respondents using at that time

May '96 (n=2018)
May '97 (n=2041)
May '98 (n=2016)
Mar '99 (n=1959)
Mar '00 (n=1798)
Mar '01 (n=1784)
Mar '02 (n=1800)
Mar '03 (n=1859)
Mar '04 (n=1881)
Mar '05 (n=1775)
Mar '06 (n=1870)
Mar '07 (n=1837)
Mar '08 (n=1928)
Mar '09 (n=1903)
Mar '10 (n=1874)
Mar '11 (n=1906)

Satisfied

Dissatisfied

= Significant Difference To Previous Wave
Figure 3A: Satisfaction With Bus Frequency: PEAK TIMES
"How satisfied are you with the number of buses that run...?"

![Bar chart showing satisfaction with bus frequency during peak times. The chart compares the percentage of satisfied and dissatisfied respondents across different locations and years. The chart includes notes for significant differences between regions and the total sample.]

Legend:
- **Satisfied-2015**
- **Dissatisfied-2015**

Note: Significant Difference Between Region vs. Total Sample
**Figure 3A: Satisfaction With Bus Frequency: PEAK TIMES**

"How satisfied are you with the number of buses that run...?"

### Satisfaction With Bus Frequency: PEAK TIMES

<table>
<thead>
<tr>
<th>Category</th>
<th>% of respondents</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
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<tbody>
<tr>
<td><strong>Satisfied</strong></td>
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<td><strong>Total</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Morley</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample

**THOSE DISSATISFIED WITH PEAK TIME SERVICE FREQUENCY (n=159)**

- Buses are too far apart / need a higher frequency: 85%
- Buses are full / can't get on / get left behind: 20%
- Can't get a seat / not enough seats / have to stand: 12%
- Unreliable / late / early / don’t turn up at all: 3%
- Prefer them to run earlier / later: 3%

### Bar Chart

- **Satisfied-2015**
- **Dissatisfied-2015**

- **Total Sample**: 9%
- **South River/Arm**: 12%
- **Midland**: 14%
- **Canning**: 8%
- **Marmion**: 5%
- **Claremont**: 3%
- **Morley**: 6%
- **Kalamunda**: 10%
- **Fremantle/C’sburn**: 9%
- **Rock/Mand**: 7%
- **Joondalup**: 11%
- **Circle Route**: 0%
- **950 SuperBus**: 0%

**= Significant Difference Between Region vs. Total Sample**
Figure 3B: Satisfaction With Bus Frequency: OFF-PEAK WEEKDAYS

"How satisfied are you with the number of buses that run...?"

% of respondents using at that time

Satisfied

Dissatisfied

May '96 (n=2218)
May '97 (n=2196)
May '98 (n=2294)
May '99 (n=2241)
Mar '00 (n=2075)
Mar '01 (n=1905)
Mar '02 (n=1880)
Mar '03 (n=1861)
Mar '04 (n=2075)
Mar '05 (n=2056)
Mar '06 (n=2106)
Mar '07 (n=2128)
Mar '08 (n=2068)
Mar '09 (n=2099)
Mar '10 (n=2104)
Mar '11 (n=2066)
Mar '12 (n=2104)
Mar '13 (n=2070)
Mar '14 (n=2066)
Mar '15 (n=2066)

BLUE
RED

= Significant Difference To Previous Wave
Figure 3B: Satisfaction With Bus Frequency: OFF-PEAK WEEKDAYS

"How satisfied are you with the number of buses that run...?"

<table>
<thead>
<tr>
<th>Region</th>
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<th>Dissatisfied-2015</th>
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<tbody>
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<td>26</td>
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<td>Canning</td>
<td>70</td>
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<td>74</td>
<td>16</td>
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<td>Morley</td>
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<tr>
<td>Kalamunda</td>
<td>77</td>
<td>11</td>
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<tr>
<td>Frem'le/C'burn</td>
<td>68</td>
<td>24</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>63</td>
<td>27</td>
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<tr>
<td>Joondalup</td>
<td>83</td>
<td>10</td>
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<tr>
<td>Circle Route</td>
<td>74</td>
<td>8</td>
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<tr>
<td>950 SuperBus</td>
<td>86</td>
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</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Figure 3C: Satisfaction With Bus Frequency: WEEKNIGHTS
"How satisfied are you with the number of buses that run...?"

% of respondents using at that time

May '96 (n=663)
May '97 (n=779)
May '98 (n=739)
Mar '99 (n=725)
Mar '00 (n=717)
Mar '01 (n=749)
Mar '02 (n=716)
Mar '03 (n=789)
Mar '04 (n=720)
Mar '05 (n=741)
Mar '06 (n=758)
May '07 (n=715)
Mar '08 (n=745)
Mar '09 (n=769)
Mar '10 (n=820)
Mar '11 (n=840)
Mar '12 (n=726)
Mar '13 (n=814)
Mar '14 (n=814)
Mar '15 (n=814)

Satisfied
Dissatisfied

= Significant Difference To Previous Wave
Figure 3C: Satisfaction With Bus Frequency: WEEKNIGHTS

"How satisfied are you with the number of buses that run...?"

NOTE: Small Sample Bases

% of respondents

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
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</thead>
<tbody>
<tr>
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<td>30</td>
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<tr>
<td>Sth River/Arm</td>
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<td>33</td>
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<tr>
<td>Midland</td>
<td>53</td>
<td>35</td>
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<tr>
<td>Canning</td>
<td>73</td>
<td>11</td>
</tr>
<tr>
<td>Marmion</td>
<td>43</td>
<td>35</td>
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<tr>
<td>Claremont</td>
<td>47</td>
<td>30</td>
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<tr>
<td>Morley</td>
<td>43</td>
<td>49</td>
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<tr>
<td>Kalamunda</td>
<td>49</td>
<td>40</td>
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<tr>
<td>Frem'le/C'burn</td>
<td>50</td>
<td>42</td>
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<tr>
<td>Rock/Mand</td>
<td>47</td>
<td>33</td>
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<tr>
<td>Joondalup</td>
<td>71</td>
<td>27</td>
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<tr>
<td>Circle Route</td>
<td>37</td>
<td>25</td>
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<td>950 SuperBus</td>
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<td>27</td>
</tr>
<tr>
<td>22</td>
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<td></td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Figure 3D: Satisfaction With Bus Frequency: WEEKENDS

“How satisfied are you with the number of buses that run...?”

% of respondents using at that time

Satisfied

Dissatisfied

May '96 (n=1112)
May '97 (n=1188)
May '98 (n=1154)
May '99 (n=1201)
Mar '00 (n=1157)
Mar '01 (n=1118)
Mar '02 (n=1049)
Mar '03 (n=1108)
Mar '04 (n=1147)
Mar '05 (n=1151)
Mar '06 (n=1229)
Mar '07 (n=1280)
Mar '08 (n=1174)
Mar '09 (n=1254)
Mar '10 (n=1185)
Mar '11 (n=1074)
Mar '12 (n=1339)

All time high result

Significant Difference To Previous Wave
Figure 3D: Satisfaction With Bus Frequency: WEEKENDS

"How satisfied are you with the number of buses that run...?"

NOTE: Small Sample Bases

% of respondents

Satisfied-2015  Dissatisfied-2015

Total Sample  44  43
South River/Arm  22  29
Midland  68  68
Canning  57
Marmion  41  44
Claremont  43
Morley  40
Kalamunda  53
Frem/itle/C’burn  56
Rock/Mand  42  45
Joondalup  48
Circle Route  36  36
950 SuperBus  44  35

= Significant Difference Between Region vs. Total Sample
Satisfaction with many aspects of bus travel remain generally very high, with three aspects recording ratings of more than 90% of respondents satisfied.

Two aspects also recorded a significant increase in satisfaction in 2015 (length of time to complete the trip; and availability of seats).
Figure 4A: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall Satisfaction With Punctuality

Satisfied

Dissatisfied

% of respondents

May '96 (n=2590)  May '97 (n=2609)  May '98 (n=2593)  May '99 (n=2587)  Mar '00 (n=2204)  Mar '01 (n=2190)  Mar '02 (n=2141)  Mar '03 (n=2125)  Mar '04 (n=2204)  Mar '05 (n=2390)  Mar '06 (n=2400)  May '07 (n=2407)  Mar '08 (n=2402)  May '09 (n=2409)  Mar '10 (n=2405)  Mar '11 (n=2328)  Mar '12 (n=2409)  Mar '13 (n=2409)  Mar '14 (n=2409)  Mar '15 (n=2409)

= Significant Difference To Previous Wave
Figure 4A: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall Satisfaction With Punctuality

%- of respondents

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>78</td>
<td>12</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>Midland</td>
<td>80</td>
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<td>Marmion</td>
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<td>Claremont</td>
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<td>12</td>
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<td>Morley</td>
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<td>Kalamunda</td>
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<td>9</td>
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<tr>
<td>Frem'leC'burn</td>
<td>63</td>
<td>20</td>
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<tr>
<td>Rock/Mand</td>
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<tr>
<td>Joondalup</td>
<td>92</td>
<td>4</td>
</tr>
<tr>
<td>Circle Route</td>
<td>73</td>
<td>14</td>
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<tr>
<td>950 SuperBus</td>
<td>78</td>
<td>7</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Figure 4A: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall Satisfaction With Punctuality

THOSE DISSATISFIED WITH PUNCTUALITY (n=261)

- Run late / have to wait too long 97 98 98 93
- Miss connections / end up late for work 23 9 29 41
- Leave early / not running to timed schedule 13 2 24 15

% of respondents

---

= Significant Difference Between Region vs. Total Sample
Figure 4B: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall Satisfaction with Length Taken to Complete The Trip

- Significant Difference To Previous Wave

= Equal all time low result

= Equal all time high result

% of respondents

<table>
<thead>
<tr>
<th>Month</th>
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<th>Dissatisfied</th>
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<tbody>
<tr>
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<tr>
<td>May '97</td>
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<td>May '98</td>
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<td>Mar '99</td>
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<td>Mar '00</td>
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<td>5</td>
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<td>Mar '01</td>
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<td>5</td>
</tr>
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<td>Mar '02</td>
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<td>Mar '03</td>
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<td>Mar '04</td>
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<td>Mar '05</td>
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<tr>
<td>Mar '06</td>
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<td>Mar '12</td>
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<td>Mar '13</td>
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<tr>
<td>Mar '15</td>
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</tr>
</tbody>
</table>

( n=2590) ( n=2607) ( n=2593) ( n=2587) ( n=2204) ( n=2190) ( n=2196) ( n=2205) ( n=2392) ( n=2402) ( n=2400) ( n=2407) ( n=2400) ( n=2410) ( n=2412) ( n=2404) ( n=2323) ( n=2409)
Figure 4B: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall Satisfaction with Length Taken to Complete The Trip

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
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<td>Total Sample</td>
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<td>Fremantle/Cburn</td>
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<td>950 SuperBus</td>
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</table>

= Significant Difference Between Region vs. Total Sample

Satisfied-2015  Dissatisfied-2015
Figure 4C: Satisfaction With Specific Aspects Of Last Trip: BUS

The availability of seats on the bus

- Satisfied
- Dissatisfied

% of respondents

- Significant Difference To Previous Wave
Figure 4C: Satisfaction With Specific Aspects Of Last Trip: BUS

The availability of seats on the bus

<table>
<thead>
<tr>
<th>Area</th>
<th>Satisfied-2015</th>
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= Significant Difference Between Region vs. Total Sample

Satisfied-2015
Dissatisfied-2015
Figure 4D: Satisfaction With Specific Aspects Of Last Trip: BUS

The bus drivers handling of the bus

Satisfied

Dissatisfied

% of respondents
Figure 4D: Satisfaction With Specific Aspects Of Last Trip: BUS

The bus drivers handling of the bus

2014 83 / 5

= Significant Difference Between Region vs. Total Sample

Satisfied-2015  Dissatisfied-2015
Figure 4E: Satisfaction With Specific Aspects Of Last Trip: BUS

The bus drivers manner towards passengers

- **Satisfied**
- **Dissatisfied**

The graph shows the percentage of respondents satisfied and dissatisfied with the bus drivers manner towards passengers from May '96 to Mar '15. The data points are marked with blue and red diamonds, respectively. The graph indicates a general satisfaction trend with a slight decrease in the latter part of the period.
Figure 4E: Satisfaction With Specific Aspects Of Last Trip: BUS

The bus drivers manner towards passengers

<table>
<thead>
<tr>
<th>Location</th>
<th>Total Sample</th>
<th>Sth River/Arm</th>
<th>Midland</th>
<th>Canning</th>
<th>Marmion</th>
<th>Claremont</th>
<th>Morley</th>
<th>Kalamunda</th>
<th>Frem 'tle/C’burn</th>
<th>Rock/Mand</th>
<th>Joondalup</th>
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<td>94</td>
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<td>96</td>
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<td>4</td>
<td>3</td>
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<td>1</td>
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</table>

= Significant Difference Between Region vs. Total Sample
Figure 4F: Satisfaction With Specific Aspects Of Last Trip: BUS

The bus drivers knowledge of routes & location of stops

Equal all time high result

% of respondents

Satisfied

Dissatisfied

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2593)
Mar '99 (n=2587)
Mar '00 (n=2204)
Mar '01 (n=2190)
Mar '02 (n=2196)
Mar '03 (n=2204)
Mar '04 (n=2166)
Mar '05 (n=2374)
Mar '06 (n=2379)
Mar '07 (n=2390)
Mar '08 (n=2407)
Mar '09 (n=2392)
Mar '10 (n=2399)
Mar '11 (n=2397)
Mar '12 (n=2311)
Mar '13 (n=2401)
Mar '14 (n=2303)
Mar '15 (n=2399)

= Significant Difference To Previous Wave

Satisfied

Dissatisfied
Figure 4F: Satisfaction With Specific Aspects Of Last Trip: BUS

The bus drivers knowledge of routes & location of stops

- Satisfied-2015
- Dissatisfied-2015

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Sth River/Arms</td>
<td>96</td>
<td>2</td>
</tr>
<tr>
<td>Midland</td>
<td>97</td>
<td>1</td>
</tr>
<tr>
<td>Canning</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Marmion</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>Claremont</td>
<td>88</td>
<td>0</td>
</tr>
<tr>
<td>Morley</td>
<td>97</td>
<td>2</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>97</td>
<td>0</td>
</tr>
<tr>
<td>Frem't/Car'burn</td>
<td>94</td>
<td>2</td>
</tr>
<tr>
<td>Rock&amp;Mand</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Joondalup</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>Circle Route</td>
<td>89</td>
<td>1</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>96</td>
<td>0</td>
</tr>
</tbody>
</table>
Figure 4G: Satisfaction With Specific Aspects Of Last Trip: BUS
Cleanliness on board

% of respondents

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2593)
May '99 (n=2587)
Mar '00 (n=2204)
Mar '01 (n=2196)
Mar '02 (n=2166)
Mar '03 (n=2374)
Mar '04 (n=2379)
Mar '05 (n=2390)
Mar '06 (n=2407)
Mar '07 (n=2399)
Mar '08 (n=2408)
Mar '09 (n=2407)
Mar '10 (n=2400)
Mar '11 (n=2325)
Mar '12 (n=2400)
Mar '13 (n=2407)
Mar '14 (n=2379)
Mar '15 (n=2374)

Satisfied
Dissatisfied

Equal all time high result

= Significant Difference To Previous Wave

BLUE
RED
Figure 4G: Satisfaction With Specific Aspects Of Last Trip: BUS

Cleanliness on board

- % of respondents:
  - Total Sample: 96
  - Sth River/Arm: 96
  - Midland: 90
  - Canning: 90
  - Marmion: 98
  - Claremont: 98
  - Morley: 92
  - Kalamunda: 94
  - Fremantle/Cl’burn: 94
  - Rock/Mand: 95
  - Joondalup: 97
  - Circle Route: 90
  - 950 SuperBus: 88

Legend:
- Satisfied-2015
- Dissatisfied-2015

= Significant Difference Between Region vs. Total Sample
Figure 4H: Satisfaction With Specific Aspects Of Last Trip: BUS

Information on board the bus

% of respondents

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2607)
Mar '99 (n=2593)
Mar '00 (n=2587)
Mar '01 (n=2204)
Mar '02 (n=2190)
Mar '03 (n=2122)
Mar '04 (n=2094)
Mar '05 (n=2286)
Mar '06 (n=2273)
Mar '07 (n=2282)
Mar '08 (n=2407)
Mar '09 (n=2341)
Mar '10 (n=2372)
Mar '11 (n=2341)
Mar '12 (n=2376)
Mar '13 (n=2345)
Mar '14 (n=2348)
Mar '15 (n=2325)

= Significant Difference To Previous Wave

Satisfied
Dissatisfied
Figure 4H: Satisfaction With Specific Aspects Of Last Trip: BUS

Information on board the bus

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>84</td>
<td>4</td>
</tr>
<tr>
<td>Sh River/Arm</td>
<td>88</td>
<td>2</td>
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<tr>
<td>Midland</td>
<td>88</td>
<td>4</td>
</tr>
<tr>
<td>Canning</td>
<td>84</td>
<td>5</td>
</tr>
<tr>
<td>Marmion</td>
<td>86</td>
<td>1</td>
</tr>
<tr>
<td>Claremont</td>
<td>69</td>
<td>5</td>
</tr>
<tr>
<td>Morley</td>
<td>86</td>
<td>5</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>84</td>
<td>5</td>
</tr>
<tr>
<td>Frem'tle/C'burn</td>
<td>80</td>
<td>5</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>81</td>
<td>3</td>
</tr>
<tr>
<td>Joondalup</td>
<td>90</td>
<td>1</td>
</tr>
<tr>
<td>Circle Route</td>
<td>74</td>
<td>6</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>90</td>
<td>2</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Transperth continues to provide Bus Shelter Grants Scheme funding to Local Governments for bus shelters – typically about 60 to 70 new shelters per annum. Specific work to improve shelters on the 950 over the past 12 months.

Figure 4I: Satisfaction With Specific Aspects Of Last Trip: BUS

The shelter provided at bus stops

= Significant Difference To Previous Wave

---

**Legend:**
- **Satisfied**
- **Dissatisfied**
Figure 4I: Satisfaction With Specific Aspects Of Last Trip: BUS

The shelter provided at bus stops

<table>
<thead>
<tr>
<th>Area</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>78</td>
<td>15</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>82</td>
<td>15</td>
</tr>
<tr>
<td>Midland</td>
<td>86</td>
<td>10</td>
</tr>
<tr>
<td>Canning</td>
<td>80</td>
<td>8</td>
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<tr>
<td>Marmion</td>
<td>68</td>
<td>24</td>
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<td>Claremont</td>
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<tr>
<td>Morley</td>
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<td>5</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>84</td>
<td>11</td>
</tr>
<tr>
<td>Frem'tle/C'burn</td>
<td>73</td>
<td>22</td>
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<tr>
<td>Rock/Mand</td>
<td>58</td>
<td>31</td>
</tr>
<tr>
<td>Joondalup</td>
<td>81</td>
<td>13</td>
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<tr>
<td>Circle Route</td>
<td>72</td>
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<tr>
<td>950 SuperBus</td>
<td>94</td>
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</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample

Satisfied-2015: Dark Blue

Dissatisfied-2015: Red
Figure 4J: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall satisfaction with the last trip made at your usual time

- Satisfied
- Dissatisfied

Equal all time low result
All time high result
Figure 4J: Satisfaction With Specific Aspects Of Last Trip: BUS

Overall satisfaction with the last trip made at your usual time

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Midland</td>
<td>92</td>
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<td>Canning</td>
<td>90</td>
<td>2</td>
</tr>
<tr>
<td>Marmion</td>
<td>97</td>
<td>1</td>
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<tr>
<td>Claremont</td>
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<td>0</td>
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<tr>
<td>Morley</td>
<td>94</td>
<td>1</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>94</td>
<td>0</td>
</tr>
<tr>
<td>Fremwel/C'burn</td>
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<tr>
<td>Rock/Mand</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>Joondalup</td>
<td>96</td>
<td>0</td>
</tr>
<tr>
<td>Circle Route</td>
<td>93</td>
<td>1</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>97</td>
<td>1</td>
</tr>
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</table>

= Significant Difference Between Region vs. Total Sample
### Summary Table – Satisfaction With Specific Aspects Of Last Trip And Personal Safety Ratings: 2015

<table>
<thead>
<tr>
<th></th>
<th>Satisfied 2015</th>
<th>ANCODE</th>
<th>PATH</th>
<th>SOUTHERN COAST</th>
<th>SHARED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Midland</td>
<td>Canning</td>
<td>Marmion</td>
<td>Claremont</td>
</tr>
<tr>
<td>Overall satisfaction with the Transperth Bus System</td>
<td>86</td>
<td>80</td>
<td>76</td>
<td>86</td>
<td>90</td>
</tr>
<tr>
<td>Peak time Service Frequency</td>
<td>85</td>
<td>80</td>
<td>84</td>
<td>83</td>
<td>90</td>
</tr>
<tr>
<td>Off-peak Weekday Service Frequency</td>
<td>71</td>
<td>59</td>
<td>65</td>
<td>70</td>
<td>74</td>
</tr>
<tr>
<td>Weeknight Service Frequency</td>
<td>51</td>
<td>44</td>
<td>53</td>
<td>73</td>
<td>43</td>
</tr>
<tr>
<td>Weekend Service Frequency</td>
<td>44</td>
<td>22</td>
<td>29</td>
<td>68</td>
<td>41</td>
</tr>
<tr>
<td>Overall satisfaction with last trip made at usual time</td>
<td>96</td>
<td>96</td>
<td>92</td>
<td>90</td>
<td>97</td>
</tr>
<tr>
<td>Driver's knowledge of routes and stops</td>
<td>96</td>
<td>96</td>
<td>97</td>
<td>96</td>
<td>99</td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>94</td>
<td>96</td>
<td>90</td>
<td>90</td>
<td>98</td>
</tr>
<tr>
<td>Availability of seats</td>
<td>94</td>
<td>100</td>
<td>94</td>
<td>88</td>
<td>96</td>
</tr>
<tr>
<td>Length of time taken to complete the trip</td>
<td>92</td>
<td>96</td>
<td>92</td>
<td>86</td>
<td>97</td>
</tr>
<tr>
<td>Drivers manner towards passengers</td>
<td>89</td>
<td>90</td>
<td>94</td>
<td>84</td>
<td>96</td>
</tr>
<tr>
<td>Driver's handling of the Bus</td>
<td>87</td>
<td>93</td>
<td>90</td>
<td>86</td>
<td>95</td>
</tr>
<tr>
<td>Availability of information on board</td>
<td>84</td>
<td>88</td>
<td>88</td>
<td>84</td>
<td>86</td>
</tr>
<tr>
<td>Punctuality of the bus</td>
<td>78</td>
<td>84</td>
<td>80</td>
<td>76</td>
<td>88</td>
</tr>
<tr>
<td>Shelter provided</td>
<td>78</td>
<td>82</td>
<td>86</td>
<td>80</td>
<td>68</td>
</tr>
<tr>
<td>Personal Safety: On-board during the day</td>
<td>99</td>
<td>99</td>
<td>97</td>
<td>99</td>
<td>100</td>
</tr>
<tr>
<td>Personal Safety: Station/Interchange day</td>
<td>97</td>
<td>92</td>
<td>92</td>
<td>99</td>
<td>100</td>
</tr>
<tr>
<td>Personal Safety: On-board at night</td>
<td>82</td>
<td>80</td>
<td>85</td>
<td>73</td>
<td>92</td>
</tr>
<tr>
<td>Personal Safety: Station/Interchange at night</td>
<td>71</td>
<td>67</td>
<td>74</td>
<td>69</td>
<td>79</td>
</tr>
</tbody>
</table>

= SIGNIFICANTLY WORSE THAN TOTAL (AT 95% LEVEL OF CONFIDENCE)

= SIGNIFICANTLY BETTER THAN TOTAL (AT 95% LEVEL OF CONFIDENCE)
## Summary Table – Dissatisfaction With Specific Aspects Of Last Trip And Personal Safety Ratings: 2015

<table>
<thead>
<tr>
<th></th>
<th>SWAN TRANSIT</th>
<th>PATH TRANSIT</th>
<th>SOUTHERN COAST TRANSIT</th>
<th>SHARED</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Southern River / Armadale</td>
<td>Midland</td>
<td>Canning</td>
<td>Marmion</td>
</tr>
<tr>
<td>Overall dissatisfaction with the Transperth Bus System</td>
<td>8</td>
<td>15</td>
<td>17</td>
<td>10</td>
</tr>
<tr>
<td>Peak time Service Frequency</td>
<td>9</td>
<td>12</td>
<td>14</td>
<td>8</td>
</tr>
<tr>
<td>Off-peak Weekday Service Frequency</td>
<td>18</td>
<td>29</td>
<td>26</td>
<td>11</td>
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<tr>
<td>Weeknight Service Frequency</td>
<td>30</td>
<td>33</td>
<td>35</td>
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<tr>
<td>Weekend Service Frequency</td>
<td>43</td>
<td>68</td>
<td>57</td>
<td>20</td>
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<tr>
<td>Overall dissatisfaction with last trip made at usual time</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Driver’s knowledge of routes and stops</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Availability of seats</td>
<td>3</td>
<td>0</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Drivers manner towards passengers</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Availability of information on board</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Length of time taken to complete the trip</td>
<td>3</td>
<td>1</td>
<td>4</td>
<td>4</td>
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<tr>
<td>Driver’s handling of the Bus</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
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<tr>
<td>Punctuality of the bus</td>
<td>12</td>
<td>8</td>
<td>6</td>
<td>10</td>
</tr>
<tr>
<td>Shelter provided</td>
<td>15</td>
<td>15</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Personal Safety: On-board during the day</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Personal Safety: Station/Interchange day</td>
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<td>2</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Personal Safety: On-board at night</td>
<td>17</td>
<td>20</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td>Personal Safety: Station/Interchange at night</td>
<td>26</td>
<td>33</td>
<td>26</td>
<td>28</td>
</tr>
</tbody>
</table>

= SIGNIFICANTLY WORSE THAN TOTAL (AT 95% LEVEL OF CONFIDENCE)
= SIGNIFICANTLY BETTER THAN TOTAL (AT 95% LEVEL OF CONFIDENCE)
Patron satisfaction with Transperth service information provision remains very strong and has shown incremental improvements in several areas once again this year – particularly in terms of advice regarding service changes and satisfaction with the Transperth website.
Figure 16: Availability Of Timetables: BUS
"How satisfied are you with the ‘availability’ of Bus timetables?"

- **Satisfied**
- **Dissatisfied**

---

**May '96**: 82% (n=2590) | 10% (n=2590)
**May '97**: 78% (n=2609) | 14% (n=2609)
**Mar '98**: 76% (n=2593) | 14% (n=2593)
**Mar '99**: 83% (n=2587) | 19% (n=2587)
**Mar '00**: 85% (n=2204) | 9% (n=2204)
**Mar '01**: 84% (n=2203) | 8% (n=2203)
**Mar '02**: 82% (n=2206) | 7% (n=2206)
**Mar '03**: 81% (n=2392) | 9% (n=2392)
**Mar '04**: 82% (n=2411) | 7% (n=2411)
**Mar '05**: 83% (n=2403) | 8% (n=2403)
**Mar '06**: 88% (n=2407) | 4% (n=2407)
**Mar '07**: 88% (n=2403) | 4% (n=2403)
**Mar '08**: 89% (n=2411) | 3% (n=2411)
**Mar '09**: 87% (n=2403) | 4% (n=2403)
**Mar '10**: 87% (n=2403) | 4% (n=2403)
**Mar '11**: 87% (n=2411) | 3% (n=2411)
**Mar '12**: 89% (n=2405) | 3% (n=2405)
**Mar '13**: 86% (n=2330) | 3% (n=2330)
**Mar '14**: 89% (n=2409) | 3% (n=2409)

---

*Equal all time high result*

*Equal all time low result*

---

*Significant Difference To Previous Wave*
“How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc?

Figure 16A: Changes to Services: BUS

% of respondents

May '96 (n=2590) May '97 (n=2609) May '98 (n=2593) May '99 (n=2587) Mar '00 (n=2190) Mar '01 (n=2206) Mar '02 (n=2203) Mar '03 (n=2392) Mar '04 (n=2411) Mar '05 (n=2403) Mar '06 (n=2407) Mar '07 (n=2411) Mar '08 (n=2412) Mar '09 (n=2405) Mar '10 (n=2411) Mar '11 (n=2403) Mar '12 (n=2407) Mar '13 (n=2411) Mar '14 (n=2330) Mar '15 (n=2409)

Satisfied
Dissatisfied

= Significant Difference To Previous Wave
Figure 16A: Changes to Services: BUS

“How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc?"
Figure 5A: Overall Satisfaction With Availability Of General Information: BUS

"How satisfied are you with the availability of general information at bus stops?"

BASE: Respondents indicating attribute is applicable to their travel patterns

% of respondents

Satisfied
Dissatisfied

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2593)
Mar '99 (n=2204)
Mar '00 (n=2190)
Mar '01 (n=2203)
Mar '02 (n=2125)
Mar '03 (n=2210)
Mar '04 (n=2248)
Mar '05 (n=2299)
Mar '06 (n=2366)
Mar '07 (n=2390)
Mar '08 (n=2386)
Mar '09 (n=2403)
Mar '10 (n=2330)
Mar '11 (n=2409)

All time low result
Figure 5A: Overall Satisfaction With Availability Of General Information: BUS

"How satisfied are you with the availability of general information at bus stops?"

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>76</td>
<td>13</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>71</td>
<td>26</td>
</tr>
<tr>
<td>Midland</td>
<td>82</td>
<td>14</td>
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<tr>
<td>Canning</td>
<td>65</td>
<td>8</td>
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<td>Marmion</td>
<td>21</td>
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<td>Claremont</td>
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<td>6</td>
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<tr>
<td>Morley</td>
<td>76</td>
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<tr>
<td>Kalamunda</td>
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<td>Frem'tle/C'bun</td>
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<tr>
<td>Rock/Mand</td>
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<td>Joondalup</td>
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<td>Circle Route</td>
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<td>11</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Figure 5A: Overall Satisfaction With Availability Of General Information: BUS

"How satisfied are you with the availability of general information at bus stops?"

**THOSE DISSATISFIED WITH INFORMATION AT BUS STOPS (n=297)**

- No information provided at all / just a pole: 82% Southern River / Armadale, 100% Marmion
- Need timetable information: 42% Southern River / Armadale, 44% Marmion
- Need route information / maps / show where the bus goes: 12% Southern River / Armadale, 0% Marmion

---

= Significant Difference Between Region vs. Total Sample
Figure 5B: Overall Satisfaction With Availability Of General Information: BUS

"How satisfied are you with the availability of general information at bus stations or combined bus & train interchanges?"

BASE: Respondents indicating attribute is applicable to their travel patterns

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>87</td>
<td>7</td>
</tr>
<tr>
<td>May '97</td>
<td>83</td>
<td>9</td>
</tr>
<tr>
<td>May '98</td>
<td>82</td>
<td>10</td>
</tr>
<tr>
<td>Mar '99</td>
<td>81</td>
<td>12</td>
</tr>
<tr>
<td>Mar '00</td>
<td>85</td>
<td>6</td>
</tr>
<tr>
<td>Mar '01</td>
<td>86</td>
<td>5</td>
</tr>
<tr>
<td>Mar '02</td>
<td>87</td>
<td>4</td>
</tr>
<tr>
<td>Mar '03</td>
<td>91</td>
<td>3</td>
</tr>
<tr>
<td>Mar '04</td>
<td>91</td>
<td>4</td>
</tr>
<tr>
<td>Mar '05</td>
<td>92</td>
<td>2</td>
</tr>
<tr>
<td>Mar '06</td>
<td>92</td>
<td>2</td>
</tr>
<tr>
<td>Mar '07</td>
<td>91</td>
<td>3</td>
</tr>
<tr>
<td>Mar '08</td>
<td>93</td>
<td>2</td>
</tr>
<tr>
<td>Mar '09</td>
<td>94</td>
<td>2</td>
</tr>
<tr>
<td>Mar '10</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Mar '11</td>
<td>94</td>
<td>2</td>
</tr>
<tr>
<td>Mar '12</td>
<td>92</td>
<td>3</td>
</tr>
<tr>
<td>Mar '13</td>
<td>91</td>
<td>2</td>
</tr>
<tr>
<td>Mar '14</td>
<td>92</td>
<td>3</td>
</tr>
<tr>
<td>Mar '15</td>
<td>92</td>
<td>2</td>
</tr>
</tbody>
</table>

May '96 (n=2590) | May '97 (n=2609) | May '98 (n=2593) | May '99 (n=2587) | Mar '00 (n=2204) | Mar '01 (n=2190) | Mar '02 (n=2203) | Mar '03 (n=2206) | Mar '04 (n=2125) | Mar '05 (n=2310) | Mar '06 (n=2248) | Mar '07 (n=2245) | Mar '08 (n=2353) | Mar '09 (n=2375) | Mar '10 (n=2384) | Mar '11 (n=2350) | Mar '12 (n=2329) | Mar '13 (n=2297) | Mar '14 (n=2310) | Mar '15 (n=2310)

= Significant Difference To Previous Wave
Figure 5B: Overall Satisfaction With Availability Of General Information: BUS

“How satisfied are you with the availability of general information at bus stations or combined bus & train interchanges?”

BASE: Respondents indicating attribute is applicable to their travel patterns

<table>
<thead>
<tr>
<th>Region</th>
<th>Satisfied-2015</th>
<th>Dissatisfied-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>92</td>
<td>3</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>92</td>
<td>3</td>
</tr>
<tr>
<td>Midland</td>
<td>89</td>
<td>5</td>
</tr>
<tr>
<td>Canning</td>
<td>93</td>
<td>2</td>
</tr>
<tr>
<td>Marmion</td>
<td>97</td>
<td>1</td>
</tr>
<tr>
<td>Claremont</td>
<td>83</td>
<td>5</td>
</tr>
<tr>
<td>Morley</td>
<td>91</td>
<td>4</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>85</td>
<td>6</td>
</tr>
<tr>
<td>Frem'tle/C'bun</td>
<td>90</td>
<td>2</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>Joondalup</td>
<td>90</td>
<td>1</td>
</tr>
<tr>
<td>Circle Route</td>
<td>90</td>
<td>1</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>79</td>
<td>9</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Figure 6: Usage Of The Infoline: BUS

"Have you ever used Transperth’s InfoLine (13 62 13) Service?"

- **Often**
- **Occasionally**
- **No**

- **May ’96 (n=2590)**
  - Often: 9
  - Occasionally: 47
  - No: 48
- **May ’97 (n=2609)**
  - Often: 11
  - Occasionally: 46
  - No: 47
- **May ’98 (n=2607)**
  - Often: 10
  - Occasionally: 45
  - No: 48
- **Mar ’99 (n=2204)**
  - Often: 11
  - Occasionally: 44
  - No: 47
- **Mar ’00 (n=2203)**
  - Often: 12
  - Occasionally: 43
  - No: 45
- **Mar ’01 (n=2206)**
  - Often: 12
  - Occasionally: 43
  - No: 44
- **Mar ’02 (n=2206)**
  - Often: 10
  - Occasionally: 44
  - No: 44
- **Mar ’03 (n=2206)**
  - Often: 10
  - Occasionally: 45
  - No: 43
- **Mar ’04 (n=2207)**
  - Often: 12
  - Occasionally: 44
  - No: 43
- **Mar ’05 (n=2207)**
  - Often: 12
  - Occasionally: 45
  - No: 44
- **Mar ’06 (n=2392)**
  - Often: 12
  - Occasionally: 46
  - No: 44
- **Mar ’07 (n=2411)**
  - Often: 8
  - Occasionally: 61
  - No: 63
- **Mar ’08 (n=2403)**
  - Often: 8
  - Occasionally: 62
  - No: 61
- **Mar ’09 (n=2407)**
  - Often: 6
  - Occasionally: 63
  - No: 62

**Notes:**
- **n=** Number of respondents
- **Significant Difference To Previous Wave**
Figure 6A: Usage Of The Infoline: BUS

"Have you ever used Transperth's InfoLine (13 62 13) Service?"

- % of respondents

Legend:
- Red: No
- Green: Occasionally
- Blue: Often

Total Sample: 62
Sth River/Arm: 52
Midland: 64
Canning: 58
Marmion: 66
Claremont: 76
Morley: 73
Kalamunda: 66
Frem'tile/C'burn: 62
Rock/Mand: 44
Joondalup: 61
Circle Route: 63
950 SuperBus: 81
Figure 6A: Usage Of The Infoline: BUS

"Have you ever used Transperth's InfoLine (13 62 13) Service?"

<table>
<thead>
<tr>
<th></th>
<th>Total Sample</th>
<th>Swan Transit</th>
<th>Path Transit</th>
<th>Transdev</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No</strong></td>
<td>62</td>
<td>63</td>
<td>70</td>
<td>56</td>
</tr>
<tr>
<td><strong>Occasionally</strong></td>
<td>32</td>
<td>34</td>
<td>24</td>
<td>37</td>
</tr>
<tr>
<td><strong>Often</strong></td>
<td>6</td>
<td>3</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

**Percentages of respondents:**

- Total Sample: 100%
- Swan Transit: 100%
- Path Transit: 100%
- Transdev: 100%
Figure 7A: Satisfaction With The Time It Took To Answer The Call: BUS
"How satisfied are you with the time it took to answer the call?"

% of respondents using Infoline

May '96 (n=1387)  May '97 (n=1392)  May '98 (n=1356)  May '99 (n=1353)  Mar '00 (n=1158)  Mar '01 (n=1142)  Mar '02 (n=1228)  Mar '03 (n=1229)  Mar '04 (n=1226)  Mar '05 (n=1219)  Mar '06 (n=1172)  Mar '07 (n=1205)  Mar '08 (n=1161)  Mar '09 (n=1188)  Mar '10 (n=1084)  Mar '11 (n=1085)  Mar '12 (n=975)  Mar '13 (n=866)  Mar '14 (n=872)

Satisfied  Dissatisfied

= Significant Difference To Previous Wave
Figure 7A: Satisfaction With The Person’s Knowledge: BUS

"How satisfied are you with the person’s knowledge?"

% of respondents using Infoline

BLUE

Satisfied

RED

Dissatisfied

= Significant Difference To Previous Wave

May '96 (n=1387)
May '97 (n=1392)
May '98 (n=1356)
May '99 (n=1353)
Mar '00 (n=1179)
Mar '01 (n=1142)
Mar '02 (n=1225)
Mar '03 (n=1215)
Mar '04 (n=1219)
Mar '05 (n=1172)
Mar '06 (n=1205)
Mar '07 (n=1161)
Mar '08 (n=1084)
Mar '09 (n=1085)
Mar '10 (n=975)
Mar '11 (n=866)
Mar '12 (n=775)
Mar '13 (n=975)
Mar '14 (n=866)
Mar '15 (n=872)

All time low result
Figure 7A: Satisfaction With The Person’s Manner: BUS
“How satisfied are you with the person’s manner?”

- Satisfied
- Dissatisfied

= Significant Difference To Previous Wave

- Equal all time low result

May '96 (n=1387) May '97 (n=1392) May '98 (n=1356) May '99 (n=1353) Mar '00 (n=1343) Mar '01 (n=1179) Mar '02 (n=1142) Mar '03 (n=1215) Mar '04 (n=1225) Mar '05 (n=1219) Mar '06 (n=1172) Mar '07 (n=1205) Mar '08 (n=1161) Mar '09 (n=1188) Mar '10 (n=1084) Mar '11 (n=1085) Mar '12 (n=975) Mar '13 (n=866) Mar '14 (n=872)

87 85 90 89 91 91 92 93 93 92 90 91 88 94 92 90 89 92

6 6 4 4 4 2 3 4 3 3 3 3 4 3 2 2 3 4 4 2

92
Figure 8: Usage Of The WIIC’s: BUS

“Have you ever used any of Transperth’s walk in information centres?”

- Wellington St/RSTB (2015)
- Plaza Arcade/PUG (2010)
- Esplanade Busport
- City Train Station
- Used 1 or more

% of respondents

Significant Difference To Previous Wave

93
Figure 9A: Satisfaction With Persons Knowledge At The W.I.I.C's: BUS

"How satisfied were you with the person’s knowledge at the W.I.I.C’s?"

- City Train Station - satisfied
- Wellington St/RSTB (2015) - satisfied
- Esplanade Busport - satisfied
- Plaza Arcade/PUG (2010) - satisfied
- City Train Station - dissatisfied
- Wellington St/RSTB (2015) - dissatisfied
- Esplanade Busport - dissatisfied
- Plaza Arcade/PUG (2010) - dissatisfied

% of respondents indicating usage

Range 94%-98%

Range 1%-3%
Figure 9B: Satisfaction With Persons Manner At The W.I.I.C's: BUS

"How satisfied were you with the person's manner at the W.I.I.C's?"

Range 93%-98%

Range 0%-2%

% of respondents indicating usage

City Train Station-satisfied
Wellington St/RSTB (2015) - satisfied
Esplanade Busport - satisfied
Plaza Arcade/PUG (2010) - satisfied

City Train Station-dissatisfied
Wellington St/RSTB (2015) - dissatisfied
Esplanade Busport - dissatisfied
Plaza Arcade/PUG (2010) - dissatisfied

= Significant Difference To Previous Wave
Figure 10A: Transperth Website: BUS
“Awareness, Usage and Satisfaction”

THOSE DISSATISFIED WITH TRANSPERTH WEBSITE (n=116 RESPONDENTS)

- Not user friendly / hard to navigate / Complicated / Confusing: 68% (2015) vs. 74% (2014)
- Not clear / unable to understand the information: 35% (2015) vs. 21% (2014)
- Inaccurate / journey planner not the quickest route / best option: 26% (2015) vs. 20% (2014)
- Slow / time consuming: 18% (2015) vs. 13% (2014)
Figure 10B: TravelEasy: BUS
“Awareness, Usage and Satisfaction”

% of respondents

Mar '05 (n=2206) Mar '06 (n=2392) Mar '07 (n=2411) Mar '08 (n=2403) May '09 (n=2407) Mar '10 (n=2403) Mar '11 (n=2411) Mar '12 (n=2412) Mar '13 (n=2405) Mar '14 (n=2330) Mar '15 (n=2409)

Awareness (total sample) Registered (total sample)
Satisfied (amongst users) Dissatisfied (amongst users)

= Significant Difference To Previous Wave

All time high result

Equal all time low result
Figure 10C: Other Information Services: BUS
“Awareness, Usage and Usefulness”

SMS Service

<table>
<thead>
<tr>
<th>Year</th>
<th>Mar '11 (n=2411)</th>
<th>Mar '12 (n=2412)</th>
<th>Mar '13 (n=2405)</th>
<th>Mar '14 (n=2330)</th>
<th>Mar '15 (n=2409)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness (total sample)</td>
<td>55</td>
<td>58</td>
<td>56</td>
<td>46</td>
<td>37</td>
</tr>
<tr>
<td>Usage (total sample)</td>
<td>23</td>
<td>26</td>
<td>27</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Usefulness</td>
<td>74</td>
<td>82</td>
<td>80</td>
<td>82</td>
<td>88</td>
</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Figure 10C: Other Information Services: BUS
“Awareness, Usage and Usefulness”

136213.mobi

% of respondents

Mar '11 (n=2411)
Mar '12 (n=2412)
Mar '13 (n=2405)
Mar '14 (n=2330)
Mar '15 (n=2409)

Awareness (total sample)
Usage (total sample)
Usefulness

= Significant Difference To Previous Wave
Figure 10C: Other Information Services: BUS

“Awareness, Usage and Usefulness”

Live Train Times Service

<table>
<thead>
<tr>
<th>Month</th>
<th>Awareness (%)</th>
<th>Usage (%)</th>
<th>Usefulness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '11 (n=2411)</td>
<td>94</td>
<td>22</td>
<td>12</td>
</tr>
<tr>
<td>Mar '12 (n=2412)</td>
<td>94</td>
<td>28</td>
<td>16</td>
</tr>
<tr>
<td>Mar '13 (n=2405)</td>
<td>95</td>
<td>31</td>
<td>18</td>
</tr>
<tr>
<td>Mar '14 (n=2330)</td>
<td>92</td>
<td>29</td>
<td>17</td>
</tr>
<tr>
<td>Mar '15 (n=2409)</td>
<td>94</td>
<td>21</td>
<td>12</td>
</tr>
</tbody>
</table>

Significant Difference To Previous Wave

The figure shows the percentage of respondents who are aware of, use, and find use useful the Live Train Times Service for different months. The number of respondents for each month is indicated in parentheses (n). The bars indicate the percentage of respondents for each category (Awareness, Usage, Usefulness) for each month.
Figure 10C: Other Information Services: BUS
“Awareness, Usage and Usefulness”

Transperth App for Android and iPhones

% of respondents

Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

(n=2330) (n=2409)

Awareness (total sample)
Usage (total sample)
Usefulness

= Significant Difference To Previous Wave
Patron satisfaction with Transperth ticketing services remains very strong.

Usage of and satisfaction with SmartRider remains at all time high levels in 2015.
Figure 10D: SmartRider: BUS
“Usage and Satisfaction”

* Significant Difference To Previous Wave

- Current users
- Lapsed users
- Non-users
- Satisfied
- Dissatisfied

All time high result
Equal all time low result

Mar '07 (n=2411)
Mar '08 (n=2403)
May '09 (n=2407)
Mar '10 (n=2403)
Mar '11 (n=2409)
Mar '12 (n=2412)
Mar '13 (n=2403)
Mar '14 (n=2330)
Mar '15 (n=2409)

% of respondents

0 10 20 30 40 50 60 70 80 90 100
Figure 10E: Satisfaction With Smartrider: BUS

“How Satisfied are you with the following aspects of Smartrider?”

Add value to the card - satisfied
Add value to the card - dissatisfied
Operation of the fare gates - satisfied
Operation of the fare gates - dissatisfied
Tag on/tag off equipment - satisfied
Tag on/tag off equipment - dissatisfied

<table>
<thead>
<tr>
<th>Month</th>
<th>Add value to the card</th>
<th>Operation of the fare gates</th>
<th>Tag on/tag off equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '08</td>
<td>92</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>May '09</td>
<td>92</td>
<td>92</td>
<td>92</td>
</tr>
<tr>
<td>Mar '10</td>
<td>93</td>
<td>93</td>
<td>93</td>
</tr>
<tr>
<td>Mar '11</td>
<td>94</td>
<td>94</td>
<td>94</td>
</tr>
<tr>
<td>Mar '12</td>
<td>95</td>
<td>94</td>
<td>94</td>
</tr>
<tr>
<td>Mar '13</td>
<td>94</td>
<td>91</td>
<td>91</td>
</tr>
<tr>
<td>Mar '14</td>
<td>97</td>
<td>90</td>
<td>90</td>
</tr>
<tr>
<td>Mar '15</td>
<td>95</td>
<td>95</td>
<td>95</td>
</tr>
</tbody>
</table>

(n=1630) (n=1877) (n=1874) (n=1882) (n=1930) (n=1949) (n=1988) (n=2409)
Figure 10F: Satisfaction With Cash Fares: BUS
"How satisfied are you with the following aspects of cash fares?"

BASE¹: Patrons using cash fares (non-SmartRider Users)

% of respondents

Access to cash ticket purchase facilities-Satisfied
Access to cash ticket purchase facilities-Dissatisfied
Operation of cash ticket vending machines-Satisfied
Operation of cash ticket vending machines-Dissatisfied

BASE¹: Patrons using cash fares (non-SmartRider Users)

Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

1. As a result of questionnaire changes in 2008 the base for the analysis of this data has changed.

= Significant Difference To Previous Wave
Following three years of successive improvement, feelings of personal safety and security for the night time measures have decreased in 2015 for both the ‘on-board’ and ‘at station’ measures, the latter evidencing a significant decline.
Figure 11A: Personal Safety Ratings: BUS

"...How safe do you generally feel...?"

3 POINT SAFETY RATING SCALE

Always feel safe
Usually feel safe
Don’t feel very safe
Figure 11A: Personal Safety Ratings: BUS
"...How safe do you generally feel...?"

% of respondents travelling at that time

May '96 May '97 May '98 May '99 May '00 May '01 May '02 May '03 May '04 May '05 May '06 May '07 May '08 May '09 May '10 May '11 May '12 May '13 May '14 May '15

On Board Day-safe
On Board Day-not safe
On Board Night-safe
On Board Night-not safe
At Bus Station/Interchange Day-safe
At Bus Station/Interchange Day-not safe
At Bus Station/Interchange Night-safe
At Bus Station/Interchange Night-not safe

= Significant Difference To Previous Wave
Figure 11A: Personal Safety Ratings: BUS

"...How safe do you generally feel...?"

% of respondents travelling at that time

On Board Day-safe
On Board Day-not safe
On Board Night-safe
On Board Night-not safe
At Bus Station/Interchange Day-safe
At Bus Station/Interchange Day-not safe
At Bus Station/Interchange Night-safe
At Bus Station/Interchange Night-not safe

= Significant Difference To Previous Wave
Changes to Security: BUS

“Overall, to what extent do you think security for people travelling on Transperth services has improved in the past 12 months?”

% of respondents

Very much / To some extent
Not much / Not at all
Don't know / Using less than 12 months

= Significant Difference To Previous Wave
Figure 11B: Personal Safety Ratings: On Board the Bus During the Day

"...How safe do you generally feel...?"

<table>
<thead>
<tr>
<th>Location</th>
<th>Always/Usually Feel Safe-2015</th>
<th>Don't feel very safe-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>99</td>
<td>1</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>99</td>
<td>1</td>
</tr>
<tr>
<td>Midland</td>
<td>97</td>
<td>2</td>
</tr>
<tr>
<td>Canning</td>
<td>99</td>
<td>1</td>
</tr>
<tr>
<td>Marmion</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>Claremont</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>Morley</td>
<td>99</td>
<td>1</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>98</td>
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</tr>
<tr>
<td>Fremantle/C'burn</td>
<td>100</td>
<td>2</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>99</td>
<td>0</td>
</tr>
<tr>
<td>Joondalup</td>
<td>100</td>
<td>1</td>
</tr>
<tr>
<td>Circle Route</td>
<td>98</td>
<td>0</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>98</td>
<td>0</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample

Bar chart showing the percentage of respondents who always/usually feel safe and those who don't feel very safe on the bus for different regions.
Figure 11D: Personal Safety Ratings: At the Bus Station/Interchange During the Day

"...How safe do you generally feel...?"

<table>
<thead>
<tr>
<th>Location</th>
<th>% of respondents always/usually feel safe</th>
<th>% of respondents don't feel very safe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>97</td>
<td>3</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>92</td>
<td>2</td>
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<tr>
<td>Midland</td>
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<td>2</td>
</tr>
<tr>
<td>Canning</td>
<td>99</td>
<td>1</td>
</tr>
<tr>
<td>Marmion</td>
<td>100</td>
<td>0</td>
</tr>
<tr>
<td>Claremont</td>
<td>98</td>
<td>0</td>
</tr>
<tr>
<td>Morley</td>
<td>98</td>
<td>1</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>93</td>
<td>3</td>
</tr>
<tr>
<td>Fremantle/C'burn</td>
<td>98</td>
<td>2</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>100</td>
<td>2</td>
</tr>
<tr>
<td>Joondalup</td>
<td>95</td>
<td>0</td>
</tr>
<tr>
<td>Circle Route</td>
<td>96</td>
<td>3</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>96</td>
<td>2</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample

Legend: Always/Usually Feel Safe 2015, Don't feel very safe 2015
Figure 11C: Personal Safety Ratings: On Board the Bus at Night
"...How safe do you generally feel...?"

NOTE: Small Sample Bases

<table>
<thead>
<tr>
<th>Region</th>
<th>2015 Always/Usually Feel Safe</th>
<th>2015 Don't feel very safe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>82</td>
<td>17</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>80</td>
<td>20</td>
</tr>
<tr>
<td>Midland</td>
<td>85</td>
<td>15</td>
</tr>
<tr>
<td>Canning</td>
<td>73</td>
<td>24</td>
</tr>
<tr>
<td>Marmion</td>
<td>92</td>
<td>7</td>
</tr>
<tr>
<td>Claremont</td>
<td>91</td>
<td>7</td>
</tr>
<tr>
<td>Morley</td>
<td>85</td>
<td>15</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Frem'tle/C'burn</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>82</td>
<td>16</td>
</tr>
<tr>
<td>Joondalup</td>
<td>70</td>
<td>24</td>
</tr>
<tr>
<td>Circle Route</td>
<td>70</td>
<td>24</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>84</td>
<td>16</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
Figure 11E: Personal Safety Ratings: At the Bus Station/Interchange at Night

"...How safe do you generally feel...?"

NOTE: Small Sample Bases

<table>
<thead>
<tr>
<th>Location</th>
<th>% Always/Usually Feel Safe-2015</th>
<th>% Don't feel very safe-2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>71</td>
<td>26</td>
</tr>
<tr>
<td>Sth River/Arm</td>
<td>67</td>
<td>33</td>
</tr>
<tr>
<td>Midland</td>
<td>74</td>
<td>26</td>
</tr>
<tr>
<td>Canning</td>
<td>69</td>
<td>28</td>
</tr>
<tr>
<td>Marmion</td>
<td>79</td>
<td>19</td>
</tr>
<tr>
<td>Claremont</td>
<td>80</td>
<td>19</td>
</tr>
<tr>
<td>Morley</td>
<td>75</td>
<td>25</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>67</td>
<td>28</td>
</tr>
<tr>
<td>Frem*le/C'burn</td>
<td>71</td>
<td>26</td>
</tr>
<tr>
<td>Rock/Mand</td>
<td>76</td>
<td>23</td>
</tr>
<tr>
<td>Joondalup</td>
<td>69</td>
<td>30</td>
</tr>
<tr>
<td>Circle Route</td>
<td>57</td>
<td>37</td>
</tr>
<tr>
<td>950 SuperBus</td>
<td>74</td>
<td>25</td>
</tr>
</tbody>
</table>

= Significant Difference Between Region vs. Total Sample
On Board the Bus

Perceived threat / drunks / drug users / general feeling of insecurity / strange people

Not enough security / guards / cameras / inconsistent presence

Isolation / lack of people / on my own / empty trains or stations

Gangs / groups hanging around

Actual 'verbal' threat / harassed by people / asked for money

Some areas unsafe / certain suburbs

 Darkness at night / insufficient lighting

Actual 'physical' threat / physical assault / was attacked

<table>
<thead>
<tr>
<th>Reasons for Feeling Unsafe</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceived threat</td>
<td>64</td>
<td>70</td>
</tr>
<tr>
<td>Not enough security</td>
<td>35</td>
<td>37</td>
</tr>
<tr>
<td>Isolation</td>
<td>15</td>
<td>37</td>
</tr>
<tr>
<td>Gangs</td>
<td>18</td>
<td>18</td>
</tr>
<tr>
<td>Actual 'verbal' threat</td>
<td>31</td>
<td>20</td>
</tr>
<tr>
<td>Some areas unsafe</td>
<td>21</td>
<td>29</td>
</tr>
<tr>
<td>Darkness at night</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>Actual 'physical' threat</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Reasons For Feeling Unsafe At Night: BUS

**At a Bus Station / Interchange**

- Perceived threat / drunks / drug users / general feeling of insecurity / strange people
- Not enough security / guards / cameras / inconsistent presence
- Isolation / lack of people / on my own / empty trains or stations
- Gangs / groups hanging around
- Actual 'verbal' threat / harassed by people / asked for money
- Some areas unsafe / certain suburbs
- Darkness at night / insufficient lighting
- Actual 'physical' threat / physical assault / was attacked
- Having to walk home from station / fear of crime / high crime area

<table>
<thead>
<tr>
<th>Reason</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceived threat / drunks / drug users</td>
<td>59</td>
<td>60</td>
</tr>
<tr>
<td>Not enough security / guards / cameras</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>Isolation / lack of people</td>
<td>22</td>
<td>40</td>
</tr>
<tr>
<td>Gangs / groups hanging around</td>
<td>18</td>
<td>14</td>
</tr>
<tr>
<td>Actual 'verbal' threat / harassed by people</td>
<td>18</td>
<td>20</td>
</tr>
<tr>
<td>Some areas unsafe / certain suburbs</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Darkness at night / insufficient lighting</td>
<td>21</td>
<td>27</td>
</tr>
<tr>
<td>Actual 'physical' threat / physical assault</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Having to walk home from station</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Night-time Safety Perceptions

- On-board a Bus at night: 82 Safe, 17 Unsafe
- At a Bus station / interchange at night: 71 Safe, 26 Unsafe
- Walking home after getting off the Bus at night: 83 Safe, 17 Unsafe
- Walking around Perth city at night: 74 Safe, 26 Unsafe
- Walking to your car after work, study or shopping at night: 88 Safe, 12 Unsafe
After peaking at 85% in 2013, reported levels of dual mode usage have decreased over the past two years...

...however, dual mode travellers are the most satisfied they have ever been.
Figure 14: Dual Mode Usage: BUS

"How often do you travel by bus and train to make a single journey...?"

![Graph showing dual mode usage percentages over time.](image)

- **Ever used**
- **Not used**

<table>
<thead>
<tr>
<th>Year</th>
<th>Ever used</th>
<th>Not used</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>May '97</td>
<td>77%</td>
<td>23%</td>
</tr>
<tr>
<td>May '98</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Mar '99</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>Mar '00</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>Mar '01</td>
<td>77%</td>
<td>23%</td>
</tr>
<tr>
<td>Mar '02</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>Mar '03</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>Mar '04</td>
<td>72%</td>
<td>28%</td>
</tr>
<tr>
<td>Mar '05</td>
<td>70%</td>
<td>30%</td>
</tr>
<tr>
<td>Mar '06</td>
<td>68%</td>
<td>32%</td>
</tr>
<tr>
<td>Mar '07</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>Mar '08</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>Mar '09</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Mar '10</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>Mar '11</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Mar '12</td>
<td>83%</td>
<td>17%</td>
</tr>
<tr>
<td>Mar '13</td>
<td>85%</td>
<td>15%</td>
</tr>
<tr>
<td>Mar '14</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Mar '15</td>
<td>77%</td>
<td>23%</td>
</tr>
</tbody>
</table>

*Note: Values indicate % of respondents.*
Figure 14A: Dual Mode Usage Satisfaction: BUS

"How satisfied are you with each of the following aspects of this type of travel?"

All time high result

All time low result

Availability of Connecting Info-satisfied
Availability of Connecting Info-dissatisfied

Significant Difference To Previous Wave
Figure 14B: Dual Mode Usage Satisfaction: BUS

"How satisfied are you with each of the following aspects of this type of travel?"

- Connection time (Bus/Train) - satisfied
- Connection time (Bus/Train) - dissatisfied
- Connection time (Bus to Train) - satisfied
- Connection time (Bus to Train) - dissatisfied
- Connection time (Train to Bus) - satisfied
- Connection time (Train to Bus) - dissatisfied

Equal all time high result

May '96 May '97 May '98 May '99 May '00 May '01 May '02 May '03 May '04 May '05 May '06 May '07 May '08 May '09 May '10 May '11 May '12 May '13 May '14 May '15

% of dual mode users
Figure 14B: Dual Mode Usage Satisfaction: BUS

"How satisfied are you with each of the following aspects of this type of travel?"

- Connection time (Bus/Train) -satisfied
- Connection time (Bus/Train) -dissatisfied
- Connection time (Bus to Train) -satisfied
- Connection time (Bus to Train) -dissatisfied
- Connection time (Train to Bus) -satisfied
- Connection time (Train to Bus) -dissatisfied

Equal all time high result
All time high result
All time low result

% of dual mode users

= Significant Difference To Previous Wave
‘Punctuality’ and ‘Cost of Fares’ remain the most important aspects of service delivery amongst Bus users in 2015.

Whilst high levels of satisfaction are evident for some of these aspects, six of the top ten most important aspects of service record levels of patron dissatisfaction of 13% or higher.
Two changes in 2015:
IN – Bus drivers handling of the bus; Ease of connecting between buses and trains.
OUT – Availability of seats; Service frequency peak times.
Figure 15B: Key Priority and Resource Allocation Matrix: BUS

Competencies to Reinforce

- Knowledge of Info office staff
- TravelEasy
- Manner of Info office staff
- Access to ticket purchase facilities
- Information at Bus stations/interchanges
- Knowledge of Info line staff
- Info on connecting services
- Availability of timetables
- Prompt access to Info line
- On-board information
- Auto ticket vending machines
- Knowledge of routes and location of stops

Strengths to Maintain

- SmartRider electronic ticketing
- Personal safety at station/interchange during the day
- Availability of seats
- Cleanliness on board
- Driver's manner towards passengers
- Speed of the trip
- Time waiting for connecting Train
- No. Buses during the day
- Drivers handling the Bus
- No. Buses on the weekend
- No. Buses on weekdays
- Information at Bus stops
- Personal safety at station/interchange at night
- Punctuality
- Cost of the fare
- 15% dissatisfied
- 18% dissatisfied
- 17% dissatisfied
- 26% unsafe
- 12% dissatisfied
- 17% unsafe
- 13% expensive
- 43% dissatisfied
- 15% dissatisfied
- 18% dissatisfied
- 17% dissatisfied
- 17% dissatisfied
- 13% expensive
- 15% dissatisfied
- 18% dissatisfied
- 17% dissatisfied
- 26% unsafe
- 12% dissatisfied

Rated Performance (Satisfaction Scores)

Stated Importance (% including in “Top 10” Most Important)
Satisfaction with CAT Bus services has reached an all time high in 2015, with all services ranging between 94% and 97% overall satisfaction.
Figure 1A: Overall Satisfaction With The Transperth CAT Service
“How satisfied are you with the Perth / Fremantle / Joondalup CAT service overall?”

- **Satisfied**
- **Dissatisfied**

<table>
<thead>
<tr>
<th>Year</th>
<th>% Satisfied</th>
<th>% Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '01</td>
<td>82</td>
<td>12</td>
</tr>
<tr>
<td>Mar '02</td>
<td>91</td>
<td>3</td>
</tr>
<tr>
<td>Mar '03</td>
<td>95</td>
<td>3</td>
</tr>
<tr>
<td>Mar '04</td>
<td>88</td>
<td>9</td>
</tr>
<tr>
<td>Mar '05</td>
<td>88</td>
<td>2</td>
</tr>
<tr>
<td>Mar '06</td>
<td>91</td>
<td>2</td>
</tr>
<tr>
<td>Mar '07</td>
<td>90</td>
<td>2</td>
</tr>
<tr>
<td>Mar '08</td>
<td>94</td>
<td>4</td>
</tr>
<tr>
<td>Mar '09</td>
<td>95</td>
<td>3</td>
</tr>
<tr>
<td>Mar '10</td>
<td>92</td>
<td>3</td>
</tr>
<tr>
<td>Mar '11</td>
<td>93</td>
<td>3</td>
</tr>
<tr>
<td>Mar '12</td>
<td>94</td>
<td>1</td>
</tr>
<tr>
<td>Mar '13</td>
<td>95</td>
<td>3</td>
</tr>
<tr>
<td>Mar '14</td>
<td>94</td>
<td>1</td>
</tr>
<tr>
<td>Mar '15</td>
<td>96</td>
<td>1</td>
</tr>
</tbody>
</table>

* = Significant Difference To Previous Wave

All time high result:

Equal all time low result:
Figure 1A: Overall Satisfaction With The Transperth CAT Service
"How satisfied are you with the Perth / Fremantle / Joondalup CAT service overall?"

- **Perth CAT-Satisfied**
- **Perth CAT-Dissatisfied**
- **Fremantle CAT-Satisfied**
- **Fremantle CAT-Dissatisfied**
- **Joondalup CAT-Satisfied**
- **Joondalup CAT-dissatisfied**

% of respondents

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Blue Green Pink

= Significant Difference To Previous Wave
Service Frequency
CAT Bus

Off-peak weekday service continues to have the highest satisfaction level, however satisfaction with peak time service frequency increased significantly in 2015.

Satisfaction with weekend service frequency continues to improve.
Figure 2A: Satisfaction With CAT Bus Frequency: Peak
"How satisfied are you with the number of CAT buses that run…?"

(Base: Perth residents)
Figure 2A: Satisfaction With CAT Bus Frequency: Peak
“How satisfied are you with the number of CAT buses that run…?”

(Base: Perth residents)
Figure 2B: Satisfaction With CAT Bus Frequency: Off-Peak Weekdays

“How satisfied are you with the number of CAT buses that run…?”

(Base: Perth residents)
Figure 2B: Satisfaction With CAT Bus Frequency: Off-Peak Weekdays

"How satisfied are you with the number of CAT buses that run…?"

(Base: Perth residents)

Perth CAT-Satisfied
Perth CAT-Dissatisfied
Fremantle CAT-Satisfied
Fremantle CAT-Dissatisfied
Joondalup CAT-Satisfied
Joondalup CAT-Dissatisfied

= Significant Difference To Previous Wave
Figure 2D: Satisfaction With CAT Bus Frequency: Weekends

"How satisfied are you with the number of CAT buses that run...?"

(Base: Perth residents)

% of respondents

Mar '01 (n=152)  Mar '02 (n=157)  Mar '03 (n=186)  Mar '04 (n=100)  Mar '05 (n=136)  Mar '06 (n=100)  Mar '07 (n=156)  Mar '08 (n=185)  May '09 (n=171)  Mar '10 (n=124)  Mar '11 (n=134)  Mar '12 (n=155)  Mar '13 (n=162)  Mar '14 (n=183)  Mar '15 (n=176)

Satisfied  Dissatisfied

BLUE  RED

= Significant Difference To Previous Wave
Figure 2D: Satisfaction With CAT Bus Frequency: Weekends

"How satisfied are you with the number of CAT buses that run...?"

(Base: Perth residents)

% of respondents

Perth CAT-Satisfied
Perth CAT-Dissatisfied
Fremantle CAT-Satisfied
Fremantle CAT-Dissatisfied

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Blue = Significant Difference To Previous Wave
Satisfaction with individual aspects of travel on CAT buses remains high with almost all attributes scoring 80% satisfaction or higher...

...all attributes recorded increased satisfaction in 2015, six of these increases were statistically significant.
Figure 3A: Satisfaction With Specific Aspects Of Last Trip: CAT

The availability of space on the bus

Satisfied
Dissatisfied

% of respondents

Mar '01 (n=400) 49
Mar '02 (n=399) 49
Mar '03 (n=452) 61
Mar '04 (n=453) 65
Mar '05 (n=455) 61
Mar '06 (n=660) 70
Mar '07 (n=649) 70
Mar '08 (n=666) 73
May '09 (n=663) 88
Mar '10 (n=659) 79
Mar '11 (n=661) 81
Mar '12 (n=661) 83
Mar '13 (n=737) 86
Mar '14 (n=704) 88
Mar '15 (n=704) 91

Mar '01
Mar '02
Mar '03
Mar '04
Mar '05
Mar '06
Mar '07
Mar '08
May '09
Mar '10
Mar '11
Mar '12
Mar '13
Mar '14
Mar '15
(n=400)
(n=399)
(n=452)
(n=453)
(n=455)
(n=660)
(n=649)
(n=666)
(n=663)
(n=659)
(n=661)
(n=737)
(n=704)

All time high result

All time low result

= Significant Difference To Previous Wave
Figure 3A: Satisfaction With Specific Aspects Of Last Trip: CAT

The availability of space on the bus

% of respondents

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Perth CAT-Satisfied
Perth CAT-Dissatisfied
Fremantle CAT-Satisfied
Fremantle CAT-Dissatisfied
Joondalup CAT-Satisfied
Joondalup CAT-dissatisfied

Blue = Significant Difference To Previous Wave
Green
Pink

= Significant Difference To Previous Wave
Figure 3B: Satisfaction With Specific Aspects Of Last Trip: CAT

The shelter provided at the bus stops

% of respondents

Mar '01 (n=400) Mar '02 (n=399) Mar '03 (n=452) Mar '04 (n=440) Mar '05 (n=453) Mar '06 (n=452) Mar '07 (n=652) Mar '08 (n=636) May '09 (n=666) Mar '10 (n=654) Mar '11 (n=658) Mar '12 (n=661) Mar '13 (n=737) Mar '14 (n=663) Mar '15 (n=704)

Satisfied Dissatisfied

= Significant Difference To Previous Wave
Figure 3B: Satisfaction With Specific Aspects Of Last Trip: CAT

The shelter provided at the bus stops

% of respondents

Perth CAT-Satisfied
Perth CAT-Dissatisfied
Fremantle CAT-Satisfied
Fremantle CAT-Dissatisfied
Joondalup CAT-Satisfied
Joondalup CAT-dissatisfied

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Blue
Green
Pink

= Significant Difference To Previous Wave
Figure 3C: Satisfaction With Specific Aspects Of Last Trip: CAT

Punctuality of the bus at your bus stop

% of respondents

Mar '01 (n=400) | Mar '02 (n=399) | Mar '03 (n=446) | Mar '04 (n=456) | Mar '05 (n=444) | Mar '06 (n=453) | Mar '07 (n=658) | Mar '08 (n=647) | May '09 (n=666) | Mar '10 (n=663) | Mar '11 (n=653) | Mar '12 (n=650) | Mar '13 (n=661) | Mar '14 (n=737) | Mar '15 (n=704)

Satisfied: 82, 83, 91, 88, 78, 74, 83, 82, 82, 83, 83, 84, 82, 82, 89
Dissatisfied: 7, 2, 5, 2, 6, 10, 12, 9, 4, 5, 8, 5, 6, 7, 4

= Significant Difference To Previous Wave
Figure 3C: Satisfaction With Specific Aspects Of Last Trip: CAT

Punctuality of the bus at your bus stop

- Perth CAT-Satisfied
- Perth CAT-Dissatisfied
- Fremantle CAT-Satisfied
- Fremantle CAT-Dissatisfied
- Joondalup CAT-Satisfied
- Joondalup CAT-dissatisfied

Significant Difference To Previous Wave

% of respondents
Figure 3D: Satisfaction With Specific Aspects Of Last Trip: CAT

Length of time taken to complete the trip

- Satisfied
- Dissatisfied

=n (n=400)  (n=399)  (n=449)  (n=456)  (n=451)  (n=454)  (n=660)  (n=647)  (n=666)  (n=663)  (n=660)  (n=654)  (n=661)  (n=737)  (n=704)

Mar '01  Mar '02  Mar '03  Mar '04  Mar '05  Mar '06  Mar '07  Mar '08  May '09  Mar '10  Mar '11  Mar '12  Mar '13  Mar '14  Mar '15

1  2  1  1  1  2  2  1  3  3  2  1  3  0

= Significant Difference To Previous Wave
Figure 3D: Satisfaction With Specific Aspects Of Last Trip: CAT

Length of time taken to complete the trip

- Perth CAT-Satisfied
- Perth CAT-Dissatisfied
- Fremantle CAT-Satisfied
- Fremantle CAT-Dissatisfied
- Joondalup CAT-Satisfied
- Joondalup CAT-dissatisfied

= Significant Difference To Previous Wave
Figure 3E: Satisfaction With Specific Aspects Of Last Trip: CAT
The bus driver's handling of the bus

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '01</td>
<td>85</td>
<td>2</td>
</tr>
<tr>
<td>Mar '02</td>
<td>87</td>
<td>2</td>
</tr>
<tr>
<td>Mar '03</td>
<td>87</td>
<td>3</td>
</tr>
<tr>
<td>Mar '04</td>
<td>87</td>
<td>3</td>
</tr>
<tr>
<td>Mar '05</td>
<td>88</td>
<td>3</td>
</tr>
<tr>
<td>Mar '06</td>
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<td>3</td>
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<tr>
<td>Mar '07</td>
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<tr>
<td>May '09</td>
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<td>3</td>
</tr>
<tr>
<td>Mar '10</td>
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<td>Mar '11</td>
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</tr>
<tr>
<td>Mar '14</td>
<td>94</td>
<td>2</td>
</tr>
</tbody>
</table>

Mar '01 (n=400) | Mar '02 (n=399) | Mar '03 (n=452) | Mar '04 (n=456) | Mar '05 (n=453) | Mar '06 (n=658) | Mar '07 (n=649) | May '09 (n=666) | Mar '10 (n=663) | Mar '11 (n=656) | Mar '12 (n=661) | Mar '13 (n=661) | Mar '14 (n=737) | Mar '15 (n=704) |

Data shows a significant difference to previous waves.
Figure 3E: Satisfaction With Specific Aspects Of Last Trip: CAT

The bus driver's handling of the bus

% of respondents

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Perth CAT-Satisfied
Perth CAT-Dissatisfied
Fremantle CAT-Satisfied
Fremantle CAT-Dissatisfied
Joondalup CAT-Satisfied
Joondalup CAT-dissatisfied

= Significant Difference To Previous Wave
Figure 3F: Satisfaction With Specific Aspects Of Last Trip: CAT

The cleanliness on board the bus

- Satisfied
- Dissatisfied

Mar '01 (n=400)
Mar '02 (n=399) 99
Mar '03 (n=452) 99
Mar '04 (n=456) 98
Mar '05 (n=453) 97
Mar '06 (n=658) 98
Mar '07 (n=646) 95
Mar '08 (n=666) 95
May '09 (n=663) 97
Mar '10 (n=659) 97
Mar '11 (n=659) 96
Mar '12 (n=659) 97
Mar '13 (n=661) 96
Mar '14 (n=737) 97
Mar '15 (n=704) 97

= Significant Difference To Previous Wave
Figure 3F: Satisfaction With Specific Aspects Of Last Trip: CAT

The cleanliness on board the bus

- Perth CAT-Satisfied
- Perth CAT-Dissatisfied
- Fremantle CAT-Satisfied
- Fremantle CAT-Dissatisfied
- Joondalup CAT-Satisfied
- Joondalup CAT-dissatisfied

Significant Difference To Previous Wave
Figure 3G: Satisfaction With Specific Aspects Of Last Trip: CAT

The bus driver’s manner towards passengers

% of respondents

Mar '01 (n=400)  Mar '02 (n=399)  Mar '03 (n=450)  Mar '04 (n=456)  Mar '05 (n=426)  Mar '06 (n=455)  Mar '07 (n=652)  Mar '08 (n=638)  Mar '09 (n=666)  Mar '10 (n=663)  Mar '11 (n=638)  Mar '12 (n=641)  Mar '13 (n=661)  Mar '14 (n=737)  Mar '15 (n=704)

Satisfied  Dissatisfied

= Significant Difference To Previous Wave

Equal all time low result
Figure 3G: Satisfaction With Specific Aspects Of Last Trip: CAT

The bus driver’s manner towards passengers

- Perth CAT-Satisfied
- Perth CAT-Dissatisfied
- Fremantle CAT-Satisfied
- Fremantle CAT-Dissatisfied
- Joondalup CAT-Satisfied
- Joondalup CAT-dissatisfied

= Significant Difference To Previous Wave
Figure 3H: Satisfaction With Specific Aspects Of Last Trip: CAT
The driver's knowledge of routes and location of stops

<table>
<thead>
<tr>
<th>Year</th>
<th>Mar '01 (n=400)</th>
<th>Mar '02 (n=399)</th>
<th>Mar '03 (n=451)</th>
<th>Mar '04 (n=456)</th>
<th>Mar '05 (n=422)</th>
<th>Mar '06 (n=450)</th>
<th>Mar '07 (n=658)</th>
<th>Mar '08 (n=640)</th>
<th>Mar '09 (n=666)</th>
<th>Mar '10 (n=663)</th>
<th>Mar '11 (n=651)</th>
<th>Mar '12 (n=655)</th>
<th>Mar '13 (n=661)</th>
<th>Mar '14 (n=737)</th>
<th>Mar '15 (n=704)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>98</td>
<td>97</td>
<td>100</td>
<td>100</td>
<td>99</td>
<td>94</td>
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<td>95</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Figure 3H: Satisfaction With Specific Aspects Of Last Trip: CAT

The driver’s knowledge of routes and location of stops

[Graph showing satisfaction levels for different regions over time]

= Significant Difference To Previous Wave
Figure 3I: Satisfaction With Specific Aspects Of Last Trip: CAT

The availability of information on board the bus

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '01 (n=400)</td>
<td>74</td>
<td>26</td>
</tr>
<tr>
<td>Mar '02 (n=399)</td>
<td>78</td>
<td>22</td>
</tr>
<tr>
<td>Mar '03 (n=452)</td>
<td>79</td>
<td>21</td>
</tr>
<tr>
<td>Mar '04 (n=456)</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Mar '05 (n=449)</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>Mar '06 (n=647)</td>
<td>93</td>
<td>7</td>
</tr>
<tr>
<td>Mar '07 (n=624)</td>
<td>85</td>
<td>15</td>
</tr>
<tr>
<td>Mar '08 (n=666)</td>
<td>87</td>
<td>13</td>
</tr>
<tr>
<td>Mar '09 (n=653)</td>
<td>90</td>
<td>10</td>
</tr>
<tr>
<td>Mar '10 (n=654)</td>
<td>92</td>
<td>8</td>
</tr>
<tr>
<td>Mar '11 (n=663)</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>Mar '12 (n=653)</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Mar '13 (n=661)</td>
<td>87</td>
<td>13</td>
</tr>
<tr>
<td>Mar '14 (n=737)</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>Mar '15 (n=704)</td>
<td>91</td>
<td>9</td>
</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Figure 3I: Satisfaction With Specific Aspects Of Last Trip: CAT

The availability of information on board the bus

% of respondents

= Significant Difference To Previous Wave

Blue
Green
Pink

Perth CAT-Satisfied
Perth CAT-Dissatisfied
Fremantle CAT-Satisfied
Fremantle CAT-Dissatisfied
Joondalup CAT-Satisfied
Joondalup CAT-dissatisfied
Figure 3J: Satisfaction With Specific Aspects Of Last Trip: CAT

Taking all these aspects into consideration, how satisfied were you overall with the last trip you made on a CAT bus?
Figure 3J: Satisfaction With Specific Aspects Of Last Trip: CAT

Taking all these aspects into consideration, how satisfied were you overall with the last trip you made on a CAT bus?

- Perth CAT-Satisfied
- Perth CAT-Dissatisfied
- Fremantle CAT-Satisfied
- Fremantle CAT-Dissatisfied
- Joondalup CAT-Satisfied
- Joondalup CAT-dissatisfied

% of respondents

Figure indicates trends over time with percentages for each category from Mar '01 to Mar '15.
No daytime security issues or concerns are evident among CAT Bus patrons.
Figure 4A: Personal Safety Ratings: CAT: Perth Residents

“How safe do you generally feel...?”

% of respondents

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

On Board Day-safe
On Board Day-not safe
At stop/Station Day-safe
At Stop/Station Day-not safe

NOTE: This measure was assessed amongst Perth residents only.
Three quarters of CAT bus users who work in the Perth or Joondalup CBD’s travel to and from work via public transport.

Consistent with previous years, around 1 in 5 CBD workers attribute changes to their driving behaviour to the CAT Buses.
Figure 5: Do you work in the CBD of Perth / Fremantle / Joondalup?

(Base: Perth residents)

LOCATION

Perth CAT 72%
Fremantle CAT 35%
Joondalup CAT 18%

= Significant Difference To Previous Wave
Figure 5: Do you work in the CBD of Perth / Fremantle / Joondalup?

(Base: Perth residents)

% of respondents

Figure shows the percentage of respondents working in the CBD of Perth, Fremantle, Joondalup, and the total sample from March 2001 to March 2015. The graph indicates a significant difference to previous waves.
Figure 6A: How Do You Travel To And From Work Most Often?

Base: Work in Perth / Fremantle / Joondalup CBD

77% via Public Transport (vs. 74% in 2014)

By train: 34%
By bus: 19%
By CAT bus: 24%
By car as driver / drive self: 13%
Walk: 7%
Passenger in car: 0%
Bicycle: 0%

* = Significant Difference To Previous Wave
Figure 6B: How Do You Travel To And From Work Most Often?

Base: Work in Perth CBD

79% via Public Transport (vs. 76% in 2014)

- By train: 36%
- By bus: 20%
- By CAT bus: 23%
- By car as driver / drive self: 11%
- Walk: 8%
- Passenger in car: 0%
- Bicycle: 0%

* = Significant Difference To Previous Wave
Figure 6C: How Do You Travel To And From Work Most Often?  
Base: Work in Fremantle CBD

38% via Public Transport (vs. 42% in 2014)

By train 10%  
By bus 12%  
By CAT bus 16%  
By car as driver / drive self 53%  
Walk 4%  
Passenger in car 2%  
Bicycle 2%

* = Significant Difference To Previous Wave
Figure 7: Since you have been using CAT bus services, I’ve you changed your work-related driving behaviour at all? Base: Work in Perth / Fremantle / Joondalup CBD

- Drive less often: 10%
- Don’t drive to work at all: 6%
- Park away from the city and catch the CAT: 3%
Figure 7: Since you have been using CAT bus services, have you changed your work-related driving behaviour at all? Base: Work in Perth / Fremantle / Joondalup CBD

% of respondents

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15

Perth CAT Fremantle CAT Joondalup CAT

Have changed my Driving Behaviour

= Significant Difference To Previous Wave
Intermission
Train Results
Train patron satisfaction has increased significantly for the second year in succession, to near all time high levels. Most of the increase has come from Peak time travellers, as increased capacity provision come online.

Over 9 in 10 Train patrons are satisfied with Transperth’s Train system overall while only 2% are expressly dissatisfied.
Figure 1A: Overall Satisfaction With The Transperth System: TRAIN

"How satisfied are you with the Perth Train System overall?"

5 POINT SATISFACTION SCALE

Very Satisfied
Satisfied
Neither Satisfied nor Dissatisfied
Dissatisfied
Very Dissatisfied

% of respondents

Jun '94 May '95 May '96 May '97 May '98 Mar '99 Mar '00 Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 May '08 May '09 May '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15
(n=454) (n=457) (n=458) (n=450) (n=449) (n=477) (n=454) (n=800) (n=801) (n=800) (n=799) (n=800) (n=1001) (n=999) (n=1003) (n=1012) (n=1018) (n=1001) (n=980) (n=1008)

Satisfied Dissatisfied

BLUE RED

= Significant Difference To Previous Wave

All time low result

Equal all time high result
Figure 1A: Overall Satisfaction With The Transperth System: TRAIN

"How satisfied are you with the Perth Train System overall?"

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun '94</td>
<td>92</td>
<td>5</td>
</tr>
<tr>
<td>May '95</td>
<td>87</td>
<td>7</td>
</tr>
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<td>May '96</td>
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<td>4</td>
</tr>
<tr>
<td>May '97</td>
<td>92</td>
<td>4</td>
</tr>
<tr>
<td>Mar '00</td>
<td>90</td>
<td>2</td>
</tr>
<tr>
<td>Mar '01</td>
<td>86</td>
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<td>Mar '02</td>
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<td>3</td>
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<td>Mar '03</td>
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<td>Mar '04</td>
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<td>Mar '05</td>
<td>89</td>
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<td>Mar '06</td>
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<td>6</td>
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<td>May '09</td>
<td>93</td>
<td>3</td>
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<tr>
<td>Mar '10</td>
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<td>5</td>
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<td>Mar '11</td>
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<td>3</td>
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<tr>
<td>Mar '14</td>
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<td>2</td>
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<tr>
<td>Mar '15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Sample sizes: Jun '94 (n=454), May '95 (n=457), May '96 (n=458), May '97 (n=450), May '98 (n=449), Mar '00 (n=477), Mar '01 (n=454), Mar '02 (n=800), Mar '03 (n=801), Mar '04 (n=800), Mar '05 (n=799), Mar '06 (n=800), Mar '07 (n=800), Mar '08 (n=1001), May '09 (n=999), Mar '10 (n=1003), Mar '11 (n=1012), Mar '12 (n=1018), Mar '13 (n=1001), Mar '14 (n=980), Mar '15 (n=1008)
Figure 1A: Overall Satisfaction With The Transperth System: TRAIN
"How satisfied are you with the Perth Train System overall?"

% of respondents

Satisfied

Dissatisfied

Primary Reasons for Dissatisfaction (n=19 Respondents)

- ‘Need extra carriages / longer trains / during peak times’ (n=9) – 0.9% of total sample
- ‘Too crowded during peak times / lack of seating’ (n=8) – 0.8% of total sample vs. 4.4% in 2013

Line 2014 2015

<table>
<thead>
<tr>
<th>Line</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fremantle</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>Armadale</td>
<td>91%</td>
<td>95%</td>
</tr>
<tr>
<td>Joondalup</td>
<td>88%</td>
<td>93%</td>
</tr>
<tr>
<td>Mandurah</td>
<td>86%</td>
<td>90%</td>
</tr>
<tr>
<td>Midland</td>
<td>88%</td>
<td>88%</td>
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</table>
Figure 1B: Satisfaction With The Transperth Train System: Peak/Off-peak

“How satisfied are you with the Perth Train System overall?”

<table>
<thead>
<tr>
<th>Year</th>
<th>Peak-Satisfied</th>
<th>Peak-Dissatisfied</th>
<th>Off-Peak-Satisfied</th>
<th>Off-Peak-Dissatisfied</th>
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<td>89</td>
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<td>May '15</td>
<td>93</td>
<td>88</td>
<td>84</td>
<td>1</td>
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</tbody>
</table>

Notes:
- Significant Difference To Previous Wave

Survey data collected from June 1994 to May 2015, with sample sizes varying from 447 to 1018 respondents.
Figure 1C: Overall Satisfaction With The Transperth Train System

"How satisfied are you with the Perth Train System overall?"
Transperth Train Operations has established a strong NPS of +31, although some variation between Lines is evident.

Almost half of all train patrons are strong advocates for our services.

Both the Armadale and Mandurah Lines evidence increased NPS since the measure was first introduced.
**Figure 1D: Net Promoter Score (NPS): TRAIN**

"How likely would you be to recommend Transperth Train services?"

<table>
<thead>
<tr>
<th>Line</th>
<th>NPS</th>
<th>Promoters (9-10)</th>
<th>Passives (7-8)</th>
<th>Detractors (0-6)</th>
<th>Cool (6-8)</th>
<th>Warm (4-6)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total (2015)</td>
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<td>45</td>
<td>41</td>
<td>14</td>
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<td>49</td>
<td>41</td>
<td>10</td>
<td>10</td>
<td>21</td>
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<tr>
<td>Midland Line</td>
<td>+20</td>
<td>41</td>
<td>38</td>
<td>21</td>
<td>17</td>
<td>14</td>
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<tr>
<td>Fremantle Line</td>
<td>+32</td>
<td>49</td>
<td>34</td>
<td>21</td>
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<td>Joondalup Line</td>
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<td>9</td>
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<td>Mandurah Line</td>
<td>+37</td>
<td>46</td>
<td>45</td>
<td>9</td>
<td>9</td>
<td>9</td>
</tr>
</tbody>
</table>

Legend:
- Promoters (9-10)
- Passives (7-8)
- Detractors (0-6)
Figure 1D: Net Promotor Score (NPS): TRAIN

"How likely would you be to recommend Transperth Train services?"
The reasons given by patrons for the recommendation scores provide insight into a range of potential strategies:

**PROMOTIONAL STRATEGY**
What we say about our service

**GROWTH AND BUSINESS IMPROVEMENT STRATEGY**
Where we invest in improving our service

**BUSINESS RETENTION STRATEGY**
Key barriers to address / manage
### Figure 1D: Net Promotor Score (NPS): TRAIN

**"How likely would you be to recommend Transperth Train services?"**

#### PROMOTORS

**Why would you recommend Transperth so strongly?**

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Convenient / easy to use / less hassle / better than driving</td>
<td>56</td>
</tr>
<tr>
<td>Reliable / punctual / usually on time</td>
<td>53</td>
</tr>
<tr>
<td>Quick / saves time / quicker than driving</td>
<td>24</td>
</tr>
<tr>
<td>Cost - cheaper than driving - parking / affordable</td>
<td>18</td>
</tr>
<tr>
<td>Ambience - clean / comfortable / quiet</td>
<td>17</td>
</tr>
<tr>
<td>Good transport system / efficient / Try to encourage others to use</td>
<td>16</td>
</tr>
<tr>
<td>They provide a frequent / regular service</td>
<td>13</td>
</tr>
<tr>
<td>Safer / Well lit</td>
<td>7</td>
</tr>
<tr>
<td>Better than other public transport experienced…</td>
<td>4</td>
</tr>
</tbody>
</table>

#### PASSIVES

**What would Transperth have to do to get you to rate them a 9 or 10?**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide more carriages / Need bigger, longer trains</td>
<td>25</td>
</tr>
<tr>
<td>Positive Comment - Nothing / doing a good job / happy</td>
<td>19</td>
</tr>
<tr>
<td>Provide a more frequent service / higher frequency</td>
<td>18</td>
</tr>
<tr>
<td>Address safety issues and concerns / provide more security</td>
<td>14</td>
</tr>
<tr>
<td>Need a better off-peak time service / higher frequency</td>
<td>13</td>
</tr>
<tr>
<td>Need a better peak time service / higher frequency</td>
<td>11</td>
</tr>
<tr>
<td>Reduce the fares</td>
<td>11</td>
</tr>
<tr>
<td>Trains need to be more connected / synchronised with…</td>
<td>7</td>
</tr>
<tr>
<td>Better routes - Less stops / Extend service / Go…</td>
<td>5</td>
</tr>
<tr>
<td>More parking / No fees for parking</td>
<td>4</td>
</tr>
</tbody>
</table>

#### DETRACTORS

**What is preventing you from recommending Transperth Train Services more strongly?**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Need a more frequent service / higher frequency</td>
<td>33</td>
</tr>
<tr>
<td>Insufficient carriages / Need bigger, longer trains / Too…</td>
<td>29</td>
</tr>
<tr>
<td>Need a better peak time service / higher frequency</td>
<td>17</td>
</tr>
<tr>
<td>Safety issues and concerns / need more security / better…</td>
<td>15</td>
</tr>
<tr>
<td>Need to be more connected / synchronised with buses</td>
<td>12</td>
</tr>
<tr>
<td>Too expensive / reduce the fares</td>
<td>11</td>
</tr>
<tr>
<td>Need a more frequent off-peak service / higher frequency</td>
<td>10</td>
</tr>
<tr>
<td>Improve punctuality / often late, early / stick to the timetable</td>
<td>8</td>
</tr>
<tr>
<td>Better routes – Don’t go where I want to go / Not direct / Not…</td>
<td>7</td>
</tr>
</tbody>
</table>
Train patrons fare value ratings have declined slightly in 2015, recording the second worst result ever.

However, less than 1 in 5 patrons consider fares to be ‘expensive’.
Figure 2: Perceptions Of Cost Of Fares: TRAIN
"How would you describe the cost of fares?"

5 POINT VALUE SCALE

Excellent Value for money
Good value for money
Average value for money
Quite expensive
Very expensive

LINE
Midland 56%
Armadale 52%
Joondalup 51%
Fremantle 46%
Mandurah 33%

LINE
Armadale 19%
Mandurah 18%
Fremantle 14%
Midland 11%
Joondalup 10%
While most service frequency results remain relatively steady in 2015, patrons were significantly less satisfied with off-peak weekday service frequency, particularly Mandurah Line patrons.
Figure 3A: Satisfaction With Train Frequency: PEAK TIMES

"How satisfied are you with the number of trains that run...?"

**LINE 2015**
- Armadale: 14%
- Mandurah: 10%
- Midland: 10%
- Fremantle: 9%
- Joondalup: 6%

**LINE 2015**
- Armadale: 84%
- Mandurah: 82%
- Midland: 81%
- Fremantle: 79%
- Joondalup: 78%

**Figure 3A**

- Satisfied
- Dissatisfied

Legend:
- **Blue** Satisfied
- **Red** Dissatisfied

= Significant Difference To Previous Wave

Survey Period:
- June 1994 (n=354)
- May 1995 (n=371)
- May 1996 (n=380)
- May 1997 (n=359)
- May 1998 (n=381)
- May 1999 (n=383)
- March 2000 (n=392)
- March 2001 (n=413)
- March 2002 (n=646)
- March 2003 (n=693)
- March 2004 (n=703)
- March 2005 (n=697)
- March 2006 (n=869)
- March 2007 (n=847)
- March 2008 (n=880)
- March 2009 (n=886)
- March 2010 (n=894)
- March 2011 (n=879)
- March 2012 (n=838)
- March 2013 (n=894)
- March 2014 (n=838)
- March 2015 (n=861)
Figure 3B: Satisfaction With Train Frequency: OFF-PEAK WEEKDAYS

"How satisfied are you with the number of trains that run...?"

% of respondents

Satisfied
Dissatisfied

LINE 2015  2014
Armadale  91% 91%
Fremantle  79% 76%
Midland  75% 80%
Mandurah  70% 89%
Joondalup  70% 77%

LINE 2015  2014
Mandurah  20% 3%
Joondalup  9% 8%
Midland  8% 4%
Armadale  7% 2%
Fremantle  7% 12%

BLUE
RED

= Significant Difference To Previous Wave

Satisfied
Dissatisfied
Figure 3B: Satisfaction With Train Frequency: WEEKNIGHTS

"How satisfied are you with the number of trains that run...?"

% of respondents

Jun '94 May '95 May '96 May '97 May '98 May '99 May '00 Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 Mar '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15
(n=188) (n=202) (n=187) (n=179) (n=205) (n=214) (n=201) (n=229) (n=229) (n=335) (n=390) (n=401) (n=405) (n=359) (n=462) (n=435) (n=461) (n=476) (n=456) (n=453) (n=424) (n=491)

Satisfied

Dissatisfied

Equal all time low result

LINE
Armadale 78%
Joondalup 58%
Midland 54%
Fremantle 53%
Mandurah 48%

LINE
Mandurah 36%
Midland 22%
Armadale 17%
Fremantle 15%
Joondalup 14%
Figure 3B: Satisfaction With Train Frequency: WEEKENDS

"How satisfied are you with the number of trains that run...?"

LINE

Armadale 79%
Joondalup 66%
Midland 66%
Mandurah 60%
Fremantle 58%

LINE

Mandurah 29%
Fremantle 20%
Armadale 17%
Joondalup 15%
Midland 13%
Satisfaction with most aspects of train travel remains generally very high, with eight aspects recording ratings of more than 80% of respondents satisfied.

Satisfaction with four aspects increased significantly in 2015, including ‘availability of seats’.
Figure 4: Satisfaction With Specific Aspects Of Last Train Trip: TRAIN

"How satisfied were you with...?"

The line on the chart represents data for the previous wave.

Significant Difference To Previous Wave

Punctuality Of Train: 94
Speed Of Trip: 92
Cleanliness On Board: 91
Appearance Of Train Stations: 91
Cleanliness of Train Stations: 89
On Board Info: 88
Passenger Ticket Assistants: 84
Satisfaction with Transit Officers: 83
Architecture and design of the Train Stations: 77
Availability Of Seats: 78
Facilities at Train Stations: 67

Satisfied 2015
Dissatisfied 2015
Satisfied 2014
Dissatisfied 2014

The chart compares satisfaction levels for various aspects of the last train trip in 2015 and 2014, with significant differences marked for 2015 compared to 2014.
Figure 4: Satisfaction With Specific Aspects Of Last Train Trip: TRAIN

"How satisfied were you with...?"

The line on the chart represents data for the previous wave.

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Satisfied 2015</th>
<th>Dissatisfied 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Punctuality of Train</td>
<td>94</td>
<td>3</td>
</tr>
<tr>
<td>Speed of Trip</td>
<td>92</td>
<td>2</td>
</tr>
<tr>
<td>Cleanliness On Board</td>
<td>91</td>
<td>2</td>
</tr>
<tr>
<td>Appearance of Train Stations</td>
<td>91</td>
<td>3</td>
</tr>
<tr>
<td>Cleanliness of Train Stations</td>
<td>89</td>
<td>2</td>
</tr>
<tr>
<td>On Board Info</td>
<td>88</td>
<td>3</td>
</tr>
<tr>
<td>Passenger Ticket Assistants</td>
<td>84</td>
<td>6</td>
</tr>
<tr>
<td>Satisfaction with Transit Officers</td>
<td>83</td>
<td>6</td>
</tr>
<tr>
<td>Architecture and design of the Train Stations</td>
<td>77</td>
<td>14</td>
</tr>
<tr>
<td>Availability of Seats</td>
<td>78</td>
<td>14</td>
</tr>
<tr>
<td>Facilities at Train Stations</td>
<td>67</td>
<td>13</td>
</tr>
</tbody>
</table>

- Joondalup: 16%
- Armadale: 85%
- Mandurah: 78%
- Midland: 76%
- Fremantle: 75%
- Joondalup: 74%

★ Significant Difference To Previous Wave

Note: The chart indicates a significant difference to the previous wave for the following aspects:
- Architecture and design of the Train Stations: Decrease from 83% to 77%
- Facilities at Train Stations: Decrease from 78% to 67%
- Joondalup: Increase from 14% to 16%
Figure 4: Satisfaction With Specific Aspects Of Last Train Trip: TRAIN

“How satisfied were you with...?”

The line on the chart represents data for the previous wave.
Figure 4: Satisfaction With Specific Aspects Of Last Train Trip: TRAIN

"How satisfied were you with...?"

THOSE DISSATISFIED WITH THE CLEANLINESS OF THE STATION (n=30 RESPONDENTS)

- Whole station is dirty / rubbish everywhere (e.g. wrappers, bottles, cans, butts) 50%
- Stations not cleaned regularly / should be cleaned every morning 17%
- Station smells / lifts smell 10%
- Dirty / dusty / filthy areas / unhygienic areas 7%
- Dirty seats / stained 7%
Passenger Satisfaction Monitor
Overall Satisfaction with Station Cleanliness: By Line

"How satisfied were you with the cleanliness of the station for the last trip you made at your usual time?"

(New Attribute 2009)

% of respondents indicating satisfaction

Range 86%-92%

Armadale line
Midland line
Fremantle line
Joondalup line
Mandurah Line

May 2009 (n=999)
Mar 2010 (n=1003)
Mar 2011 (n=1012)
Mar 2012 (n=1018)
Mar 2013 (n=1001)
Mar 2014 (n=980)
Mar 2015 (n=1008)
Figure 4: Satisfaction With Specific Aspects Of Last Train Trip: TRAIN
"How satisfied were you with...?"

THOSE DISSATISFIED WITH CLEANLINESS ON BOARD (n= 23 RESPONDENTS)

- Train is dirty / rubbish everywhere (e.g. wrappers, bottles, cans, butts) 74%
- Mess all over the floor / rubbish all over the floors 9%
- Rubbish on seats 9%
Overall Satisfaction with Train Cleanliness: By Line

"How satisfied were you with the cleanliness on board the train for the last trip you made at your usual time?"

% of respondents indicating satisfaction

Range 90%-92%

THOSE DISSATISFIED WITH TRANSIT OFFICERS (n=63 RESPONDENTS)

- Rude, abrupt, unhappy / too quick to over-react / take their job too seriously / not happy / disbelieving: 38%
- No contact with people / don’t do anything / don’t do their job / not proactive: 24%
- Fined for small things / fined when SmartRider hadn’t worked / for honest mistakes: 14%
- Feel harassed / always check my ticket: 8%
- Ignore troublemakers / talk amongst themselves / turn a blind eye / seem to be frightened: 6%
- Discrimination / victimisation / pick on certain types of people / drunks / youths / young girls: 6%
- Don’t check tickets / everyone’s ticket: 6%
- Only there to give tickets and fines / Too quick to issue fines: 3%
Figure 4: Satisfaction With Specific Aspects Of Last Train Trip: TRAIN

"How satisfied were you with...?"

THOSE DISSATISFIED WITH THE FACILITIES AT TRAIN STATIONS  (n=130)

TOILETS

• No toilets / not enough toilets / too far away 49%
• Toilets not open / closed for cleaning 2%

FOOD & DRINK

• No shop / kiosk / shop not always opened 2%
• No drinking fountains / cold water 8%

STATION DESIGN

• Need more shelter / shade / protection 3%
• Need more seating on the platform 5%
• No ticket machines / broken / can’t use notes 5%
• No escalator or lift / broken / out of order 7%
• Insufficient parking 1%

OTHER

• Insufficient SmartRider machines / broken / wrong location / can’t add value 8%
• No facilities (unspecified) 2%

Punctuality Of Train  Speed Of Trip  Cleanliness On Board  Appearance Of Train  Cleanliness Of Train  On Board Services  Passenger Ticketing  Satisfaction With Transfers  Architecture and design of the Train  Availability Of Seats  Facilities at Train Stations


The line on the chart represents data for the previous wave.

Significant Difference To Previous Wave
Satisfaction with general information provision has maintained last year’s significant increases.

While reported usage of the Infoline and WIIC’s continues to decline, satisfaction amongst users remains high.

Reported awareness and usage of the SMS, 136213.mobi and Live Train Times Service have all decreased in 2015 – only the Transperth App records any positive movements.
Figure 5A: Satisfaction With Availability Of General Information: TRAIN
"How satisfied are you with the availability of general information at Train Stations?"

Base: Respondents for whom attribute is applicable
Figure 5B: Satisfaction With Availability Of General Information: TRAIN

“How satisfied are you with the availability of general information at Bus/Train Interchanges?”

Base: Respondents for whom attribute is applicable

% of respondents

Satisfied

Dissatisfied

May ’95 (n=457)
May ’96 (n=447)
May ’97 (n=450)
May ’98 (n=452)
Mar ’99 (n=449)
Mar ’00 (n=477)
Mar ’01 (n=478)
Mar ’02 (n=635)
Mar ’03 (n=698)
Mar ’04 (n=715)
Mar ’05 (n=737)
Mar ’06 (n=725)
Mar ’07 (n=940)
Mar ’08 (n=949)
May ’09 (n=901)
Mar ’10 (n=943)
Mar ’11 (n=966)
Mar ’12 (n=942)
Mar ’13 (n=931)
Mar ’14 (n=939)
Mar ’15 (n=939)

Equal all time high result

Equal all time low result

BLUE RED = Significant Difference To Previous Wave
Figure 6: Availability Of Timetables: TRAIN

"How satisfied are you with the ‘availability’ of train timetables?"

Base: Respondents for whom attribute is applicable

% of respondents

Satisfied
Dissatisfied

May '96 (n=447)
May '97 (n=458)
May '98 (n=452)
Mar '99 (n=449)
Mar '00 (n=477)
Mar '01 (n=454)
Mar '02 (n=800)
Mar '03 (n=801)
Mar '04 (n=799)
Mar '05 (n=800)
Mar '06 (n=1001)
Mar '07 (n=999)
Mar '08 (n=1003)
Mar '09 (n=1012)
Mar '10 (n=1008)
Mar '11 (n=1018)
Mar '12 (n=1001)
Mar '13 (n=980)
Mar '14 (n=1008)
Mar '15 (n=1001)

81 85 83 85 81 82 77 77 79 78 81 81 82 84 81 84 82

7 6 4 8 3 6 5 7 7 10 6 6 7 6 4 4 4 5 5

= Significant Difference To Previous Wave
Figure 7: Changes to Services: TRAIN

"How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc?"

Base: Respondents for whom attribute is applicable
Figure 8: Usage Of The Infoline: TRAIN
"Have you ever used Transperth's Infoline?"

- **Often**
- **Occasionally**
- **No**

(All time high result)
Figure 9A: Satisfaction With Time It Took To Answer The Call: TRAIN

"How satisfied were you with the time it took to answer the call?"
Figure 9B: Satisfaction With Person’s Knowledge: TRAIN

"How satisfied were you with the person’s knowledge?"

% of respondents

Satisfied

Dissatisfied

BLUE = Significant Difference To Previous Wave

RED

Mar '94 (n=169) May '95 (n=210) May '96 (n=209) May '97 (n=214) May '98 (n=206) May '99 (n=194) Mar '00 (n=195) Mar '01 (n=192) Mar '02 (n=307) Mar '03 (n=383) Mar '04 (n=401) Mar '05 (n=354) May '06 (n=376) May '07 (n=383) May '08 (n=434) May '09 (n=393) May '10 (n=391) May '11 (n=374) May '12 (n=326) May '13 (n=320) May '14 (n=306) May '15 (n=306)
Figure 9C: Satisfaction With Person’s Manner: TRAIN
"How satisfied were you with the person’s manner?"
Figure 10: Usage Of The W.I.I.C's: TRAIN

"Have you ever used any of Transperth's Walk In Information Centres?"

- Wellington St Bus Station/RSTB (2015)
- Plaza Arcade/PUG (2010)
- Esplanade Busport
- City Train Station
- Used 1 or more

% of respondents indicating usage

- All time low result

=n=457)
(n=447)
(n=458)
(n=450)
(n=449)
(n=454)
(n=800)
(n=801)
(n=799)
(n=800)
(n=1001)
(n=999)
(n=1003)
(n=1018)
(n=1001)
(n=980)
(n=1008)

= Significant Difference To Previous Wave
Figure 10A: Satisfaction With Person’s Knowledge At The W.I.I.C's: TRAIN

“How Satisfied were you with the person’s knowledge at the W.I.I.C’s?”

Range 92% - 96%

Range 1% - 4%
Figure 10B: Satisfaction With Person’s Manner At The W.I.I.C's: TRAIN
"How Satisfied were you with the person’s manner at the W.I.I.C's?"
Figure 11A: Transperth Website: TRAIN
"Awareness, Usage and Satisfaction"

- Awareness (total sample)
- Usage (total sample)
- Satisfied (amongst users)
- Dissatisfied (amongst users)

Equal all time high result
Equal all time low result

May '98 (n=450)
Mar '99 (n=452)
Mar '00 (n=449)
Mar '01 (n=477)
Mar '02 (n=454)
Mar '03 (n=800)
Mar '04 (n=801)
Mar '05 (n=799)
Mar '06 (n=800)
Mar '07 (n=800)
Mar '08 (n=1001)
Mar '09 (n=999)
Mar '10 (n=1003)
Mar '11 (n=1012)
Mar '12 (n=1018)
Mar '13 (n=1001)
Mar '14 (n=980)
Mar '15 (n=1008)

0 10 20 30 40 50 60 70 80 90 100

% of respondents

= Significant Difference To Previous Wave
Figure 11A: Transperth Website: TRAIN
"Awareness, Usage and Satisfaction"

THOSE DISSATISFIED WITH TRANSPERTH WEBSITE (n=69 RESPONDENTS)

- Not user friendly / hard to navigate / Complicated / Confusing 71% (2015) 60% (2014)
- Slow / time consuming 17% (2015) 19% (2014)
- Not clear / unable to understand the information 14% (2015) 22% (2014)

= Significant Difference To Previous Wave

Awareness (total sample)  
Usage (total sample)  
Satisfied (amongst users)  
Dissatisfied (amongst users)
Figure 11B: TravelEasy: TRAIN
"Awareness, Usage and Satisfaction"

All time high result

<table>
<thead>
<tr>
<th>Month</th>
<th>Awareness</th>
<th>Registration</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '05</td>
<td>42%</td>
<td>12%</td>
<td>2%</td>
<td>15%</td>
</tr>
<tr>
<td>Mar '06</td>
<td>46%</td>
<td>9%</td>
<td>2%</td>
<td>12%</td>
</tr>
<tr>
<td>Mar '07</td>
<td>57%</td>
<td>12%</td>
<td>2%</td>
<td>15%</td>
</tr>
<tr>
<td>Mar '08</td>
<td>48%</td>
<td>15%</td>
<td>4%</td>
<td>11%</td>
</tr>
<tr>
<td>May '09</td>
<td>44%</td>
<td>41%</td>
<td>3%</td>
<td>14%</td>
</tr>
<tr>
<td>Mar '10</td>
<td>41%</td>
<td>14%</td>
<td>2%</td>
<td>14%</td>
</tr>
<tr>
<td>Mar '11</td>
<td>36%</td>
<td>14%</td>
<td>2%</td>
<td>16%</td>
</tr>
<tr>
<td>Mar '12</td>
<td>40%</td>
<td>16%</td>
<td>8%</td>
<td>17%</td>
</tr>
<tr>
<td>Mar '13</td>
<td>42%</td>
<td>17%</td>
<td>3%</td>
<td>17%</td>
</tr>
<tr>
<td>Mar '14</td>
<td>35%</td>
<td>3%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Mar '15</td>
<td>37%</td>
<td>15%</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Figure 10C: Other Information Services: TRAIN

"Awareness, Usage and Usefulness"

SMS Service

% of respondents

Mar '11 | Mar '12 | Mar '13 | Mar '14 | Mar '15

Awareness (total sample)
- Mar '11: 53
- Mar '12: 52
- Mar '13: 49
- Mar '14: 45
- Mar '15: 36

Usage (total sample)
- Mar '11: 20
- Mar '12: 21
- Mar '13: 21
- Mar '14: 20
- Mar '15: 18

Usefulness
- Significant Difference To Previous Wave

= Significant Difference To Previous Wave
Figure 10C: Other Information Services: TRAIN

"Awareness, Usage and Usefulness"

136213.mobi

% of respondents

Mar '11  Mar '12  Mar '13  Mar '14  Mar '15

Awareness (total sample)  Usage (total sample)  Usefulness

= Significant Difference To Previous Wave
Figure 10C: Other Information Services: TRAIN
"Awareness, Usage and Usefulness"

Live Train Times Service

- **Mar '11**: Awareness 97%, Usage 40%, Usefulness 23%
- **Mar '12**: Awareness 95%, Usage 48%, Usefulness 32%
- **Mar '13**: Awareness 94%, Usage 49%, Usefulness 33%
- **Mar '14**: Awareness 96%, Usage 48%, Usefulness 31%
- **Mar '15**: Awareness 94%, Usage 37%, Usefulness 23%

Bars represent percentages of respondents. Green bars indicate usage, blue bars indicate awareness, and orange bars indicate usefulness. The chart shows a significant difference to previous waves.
Figure 10C: Other Information Services: TRAIN

“Awareness, Usage and Usefulness”

Transperth App for Android and iPhones

![Bar chart showing awareness, usage, and usefulness of the Transperth app from Mar '11 to Mar '15. The chart includes data for different time periods: Mar '11, Mar '12, Mar '13, Mar '14, and Mar '15. The chart indicates significant differences to previous waves. The chart includes the following categories:

- Awareness (total sample)
- Usage (total sample)
- Usefulness

Each category is represented by different bars, and the colors are as follows:

- Blue for Awareness (total sample)
- Green for Usage (total sample)
- Orange for Usefulness

Significant difference to previous wave is indicated by a shaded area.

Patron satisfaction with Transperth ticketing services remains very strong with usage of and satisfaction with SmartRider at an all time high again in 2015.

The last two PSM’s show increases in satisfaction with the number of tag on/tag off machines provided at train stations.
Figure 11D: Smartrider: TRAIN
"Usage and Satisfaction"

- Non-users
- Lapsed users
- Current users

- Satisfied
- Dissatisfied

Significant Difference To Previous Wave

All time high result
Figure 11E: Satisfaction With Smartrider: TRAIN
“How Satisfied are you with the following aspects of Smartrider?”

All time high result

* = Significant Difference To Previous Wave

<table>
<thead>
<tr>
<th>Aspect</th>
<th>% of respondents</th>
<th>Mar ’08 (n=724)</th>
<th>May ’09 (n=834)</th>
<th>Mar ’10 (n=847)</th>
<th>Mar ’11 (n=868)</th>
<th>Mar ’12 (n=854)</th>
<th>Mar ’13 (n=851)</th>
<th>Mar ’14 (n=856)</th>
<th>Mar ’15 (n=902)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add value to the card</td>
<td>satisfied</td>
<td>89</td>
<td>87*</td>
<td>88</td>
<td>91</td>
<td>92</td>
<td>90</td>
<td>92</td>
<td>93</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>87</td>
<td>88*</td>
<td>88</td>
<td>91</td>
<td>90</td>
<td>91</td>
<td>90</td>
<td>86</td>
<td>88</td>
</tr>
<tr>
<td>Operation of the fare gates</td>
<td>satisfied</td>
<td>91</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
</tr>
<tr>
<td>dissatisfied</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
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<td>81</td>
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<tr>
<td>Tag on/tag off equipment</td>
<td>satisfied</td>
<td>92</td>
<td>82</td>
<td>80</td>
<td>81</td>
<td>81</td>
<td>81</td>
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<tr>
<td>dissatisfied</td>
<td>92</td>
<td>82</td>
<td>80</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
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<td>Number of tag on/off machines at train stations</td>
<td>satisfied</td>
<td>90</td>
<td>82</td>
<td>80</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
<td>81</td>
</tr>
<tr>
<td>dissatisfied</td>
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<td>9</td>
<td>10</td>
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<td>8</td>
<td>8</td>
<td>8</td>
<td>8</td>
<td>6</td>
</tr>
</tbody>
</table>
Figure 11F: Satisfaction With Cash Fares: TRAIN
“How satisfied are you with the following aspects of cash fares?”

BASE1: Patrons using cash fares (non-SmartRider Users)

<table>
<thead>
<tr>
<th>Year</th>
<th>Access to cash ticket purchase facilities-Satisfied</th>
<th>Access to cash ticket purchase facilities-Dissatisfied</th>
<th>Operation of cash ticket vending machines-Satisfied</th>
<th>Operation of cash ticket vending machines-Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '06</td>
<td>85</td>
<td>10</td>
<td>85</td>
<td>10</td>
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<tr>
<td>Mar '07</td>
<td>84</td>
<td>10</td>
<td>82</td>
<td>10</td>
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<tr>
<td>Mar '08</td>
<td>81</td>
<td>10</td>
<td>73</td>
<td>10</td>
</tr>
<tr>
<td>May '09</td>
<td>86</td>
<td>7</td>
<td>79</td>
<td>6</td>
</tr>
<tr>
<td>Mar '10</td>
<td>79</td>
<td>6</td>
<td>78</td>
<td>5</td>
</tr>
<tr>
<td>Mar '11</td>
<td>78</td>
<td>5</td>
<td>73</td>
<td>4</td>
</tr>
<tr>
<td>Mar '12</td>
<td>76</td>
<td>4</td>
<td>76</td>
<td>3</td>
</tr>
<tr>
<td>Mar '13</td>
<td>76</td>
<td>3</td>
<td>76</td>
<td>2</td>
</tr>
<tr>
<td>Mar '14</td>
<td>80</td>
<td>2</td>
<td>84</td>
<td>1</td>
</tr>
<tr>
<td>Mar '15</td>
<td>85</td>
<td>1</td>
<td>73</td>
<td>0</td>
</tr>
</tbody>
</table>

1: As a result of questionnaire changes in 2008 the base for the analysis of this data has changed.
Feelings of personal safety and security on-board at night remain at near or all time high levels.

Around 1 in 4 night time travelling patrons still have some concerns however.
Figure 12: Personal Safety Ratings: TRAIN
"...How safe do you generally feel...?"

3 POINT SAFETY RATING SCALE
Always feel safe
Usually feel safe
Don’t feel very safe

% of respondents travelling at that time

Significant Difference To Previous Wave
Figure 12: Personal Safety Ratings: TRAIN
"...How safe do you generally feel...?"

- On Board Day-safe: 59, 65, 60, 58, 71, 74, 73, 74, 75, 71, 78, 76, 75, 76, 72, 78, 77, 78
- On Board Day-not safe: 41, 33, 39, 33, 30, 26, 28, 24, 24, 20, 25, 24, 24, 23, 22, 23, 22
- On Board Night-safe: 59, 65, 60, 58, 71, 74, 73, 74, 75, 71, 78, 76, 75, 76, 72, 78, 77, 78
- On Board Night-not safe: 41, 33, 39, 33, 30, 26, 28, 24, 24, 20, 25, 24, 24, 23, 22, 23, 22
- At Station Day-safe: 59, 65, 60, 58, 71, 74, 73, 74, 75, 71, 78, 76, 75, 76, 72, 78, 77, 78
- At Station Day-not safe: 41, 33, 39, 33, 30, 26, 28, 24, 24, 20, 25, 24, 24, 23, 22, 23, 22
- At Station Night-safe: 59, 65, 60, 58, 71, 74, 73, 74, 75, 71, 78, 76, 75, 76, 72, 78, 77, 78
- At Station Night-not safe: 41, 33, 39, 33, 30, 26, 28, 24, 24, 20, 25, 24, 24, 23, 22, 23, 22

Significant Difference To Previous Wave

% of respondents travelling at that time

Jun '94 May'95 May'96 May'97 May'98 May'99 May'00 May'01 May'02 May'03 May'04 May'05 May'06 May'07 May'08 May'09 May'10 May'11 May'12 May'13 May'14 May'15
Figure 12: Personal Safety Ratings: TRAIN

"...How safe do you generally feel...?"

% of respondents travelling at that time

Equal all time low result
Equal all time high result

On Board Day-safe
On Board Day-not safe
On Board Night-safe
On Board Night-not safe
At Station Day-safe
At Station Day-not safe
At Station Night-safe
At Station Night-not safe
Figure 12: Personal Safety Ratings: TRAIN

"...How safe do you generally feel...?"

On Board Day-safe
On Board Day-not safe
On Board Night-safe
On Board Night-not safe
At Station Day-safe
At Station Day-not safe
At Station Night-safe
At Station Night-not safe

<table>
<thead>
<tr>
<th>Line</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joondalup</td>
<td>69%</td>
<td>79%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>82%</td>
<td>78%</td>
</tr>
<tr>
<td>Mandurah</td>
<td>71%</td>
<td>72%</td>
</tr>
<tr>
<td>Midland</td>
<td>60%</td>
<td>70%</td>
</tr>
<tr>
<td>Armadale</td>
<td>59%</td>
<td>59%</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Line</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armadale</td>
<td>41%</td>
<td>41%</td>
</tr>
<tr>
<td>Midland</td>
<td>39%</td>
<td>30%</td>
</tr>
<tr>
<td>Mandurah</td>
<td>29%</td>
<td>28%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>17%</td>
<td>22%</td>
</tr>
<tr>
<td>Joondalup</td>
<td>31%</td>
<td>21%</td>
</tr>
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</table>
Figure 12: Personal Safety Ratings: TRAIN

"...How safe do you generally feel...?"

<table>
<thead>
<tr>
<th>LINE</th>
<th>2014 Percentage</th>
<th>2015 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joondalup</td>
<td>83%</td>
<td>89%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>85%</td>
<td>83%</td>
</tr>
<tr>
<td>Midland</td>
<td>70%</td>
<td>75%</td>
</tr>
<tr>
<td>Mandurah</td>
<td>78%</td>
<td>75%</td>
</tr>
<tr>
<td>Armadale</td>
<td>58%</td>
<td>65%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LINE</th>
<th>2014 Percentage</th>
<th>2015 Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armadale</td>
<td>42%</td>
<td>35%</td>
</tr>
<tr>
<td>Midland</td>
<td>29%</td>
<td>25%</td>
</tr>
<tr>
<td>Mandurah</td>
<td>21%</td>
<td>25%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>Joondalup</td>
<td>17%</td>
<td>11%</td>
</tr>
</tbody>
</table>

On Board Day-safe
On Board Night-safe
At Station Day-safe
At Station Night-safe

Significant Difference To Previous Wave

% of respondents travelling at that time
Reasons For Feeling Unsafe At Night: TRAIN

**On Board the Train**

- Perceived threat / drunks / drug users / general feeling of insecurity / strange people
- Not enough security / guards / cameras / inconsistent presence
- Isolation / lack of people / on my own / empty trains or stations
- Gangs / groups hanging around
- Actual 'verbal' threat / harassed by people / asked for money
- Some areas unsafe / certain suburbs
- Darkness at night / insufficient lighting
- Actual 'physical' threat / physical assault / was attacked

**Males**

- Perceived threat: 73
- Not enough security: 21
- Isolation: 12
- Gangs: 23
- Actual 'verbal': 15
- Some areas unsafe: 8
- Darkness: 4
- Actual 'physical': 4

**Females**

- Perceived threat: 70
- Not enough security: 40
- Isolation: 26
- Gangs: 11
- Actual 'verbal': 10
- Some areas unsafe: 10
- Darkness: 9
- Actual 'physical': 7
At a Train Station / Interchange

Perceived threat / drunks / drug users / general feeling of insecurity / strange people

Not enough security / guards / cameras / inconsistent presence

Isolation / lack of people / on my own / empty trains or stations

Gangs / groups hanging around

Actual 'verbal' threat / harassed by people / asked for money

Some areas unsafe / certain suburbs

Darkness at night / insufficient lighting

Actual 'physical' threat / physical assault / was attacked

Having to walk home from station / fear of crime / high crime area
Night-time Safety Perceptions

General Safety and Security Measures: TRAIN

On-board a Train at night
- Safe: 78
- Unsafe: 22

At a Train station / interchange at night
- Safe: 72
- Unsafe: 28

Walking home after getting off the Train at night
- Safe: 74
- Unsafe: 26

Walking around Perth city at night
- Safe: 75
- Unsafe: 25

Walking to your car after work, study or shopping at night
- Safe: 83
- Unsafe: 17
Changes to Security: TRAIN

"Overall, to what extent do you think security for people travelling on Transperth services has improved in the past 12 months? "

- Very much / To some extent
- Not much / Not at all
- Don't know / Using less than 12 months

Significant Difference To Previous Wave
Despite the introduction of a mandatory fare for using Park N Ride, reported usage remains unchanged, with around 1 in 3 train users using this facility.

The reasons for user dissatisfaction have changed, focussing on the $2 mandatory fee, however substantially less are complaining about ‘lack of available bays’.
Figure 14A: Usage Of PNR Facilities: TRAIN
“Do you ever use Park 'N' Ride facilities...?”

% of respondents

<table>
<thead>
<tr>
<th>Year</th>
<th>Use PNR</th>
<th>Don't use PNR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun '94</td>
<td>69</td>
<td>31</td>
</tr>
<tr>
<td>May '95</td>
<td>64</td>
<td>36</td>
</tr>
<tr>
<td>May '96</td>
<td>62</td>
<td>38</td>
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<tr>
<td>May '97</td>
<td>61</td>
<td>41</td>
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<tr>
<td>Mar '99</td>
<td>62</td>
<td>33</td>
</tr>
<tr>
<td>Mar '00</td>
<td>63</td>
<td>37</td>
</tr>
<tr>
<td>Mar '01</td>
<td>59</td>
<td>41</td>
</tr>
<tr>
<td>Mar '02</td>
<td>61</td>
<td>32</td>
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<td>Mar '03</td>
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<td>32</td>
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<td>Mar '04</td>
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<td>32</td>
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<tr>
<td>Mar '05</td>
<td>62</td>
<td>32</td>
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<tr>
<td>Mar '06</td>
<td>62</td>
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<tr>
<td>Mar '07</td>
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<td>32</td>
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<td>Mar '08</td>
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<tr>
<td>Mar '09</td>
<td>60</td>
<td>32</td>
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<td>Mar '10</td>
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<tr>
<td>Mar '11</td>
<td>62</td>
<td>32</td>
</tr>
<tr>
<td>Mar '12</td>
<td>65</td>
<td>35</td>
</tr>
<tr>
<td>Mar '13</td>
<td>65</td>
<td>35</td>
</tr>
<tr>
<td>Mar '14</td>
<td>65</td>
<td>35</td>
</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Reasons for driving and using PNR rather than using a Bus Feeder Service:

**Car is faster / saves time / more efficient**

**Buses not frequent enough / infrequent service / inconvenient times / not enough peak services**

**No bus services near where I live / buses too far away / too far to walk to the bus stop / no bus stops**

**Takes too long to catch bus and train / not reliable / not punctual / connection issues**

**Need car for other reasons / go elsewhere/shopping / drop kids off/ carry heavy things/extra people in**

**Just more convenient / I’m lazy / driving is easier**

**Station is close to home / short drive to the station / quicker to drive to the station / easy / convenient**

**Just don’t like buses / comfort / too bumpy / people smell / full of kids**

---

Prefer to Park N Ride because...

**2015** | **2014**
---|---
31 | 35
31 | 23
26 | 18
24 | 17
7 | 9
3 | 10
15 | 17
3 | 3

= Significant Difference To Previous Wave
Figure 14C: Overall Satisfaction With PNR Facilities: TRAIN

"How satisfied are you with the PNR facilities you use...?"

% of respondents using PNR Facilities

Satisfied

Dissatisfied

BLUE = Significant Difference To Previous Wave

RED

Jun '94 May '95 May '96 May '97 May '98 Mar '00 Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May'09 Mar'10 Mar'11 Mar'12 Mar'13 Mar'14 Mar'15
Dissatisfied with Park N Ride because...

Because you have to pay $2 now / forced to pay to use the parking

Not enough parking / too crowded / have to park a long way away / not enough bays / in free section / for motor bikes

Difficult to pay / ticket machine not working / Issues with SmartRider / Tap and Go / Not enough pay stations

Parking area not in good condition - potholes, puddles, large speed humps / dirty-dusty

Got a fine / no leniency (ticket not visible / Didn’t realise you had to pay)

No security for cars / cars get damaged, stolen / was broken into / people hanging around

Hard to change cars / Can only register one at a time

No shade / shelter – for cars in summer / limited protection

Significant Difference To Previous Wave

<table>
<thead>
<tr>
<th>Reason</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking cost</td>
<td>86</td>
<td>43</td>
</tr>
<tr>
<td>Parking availability</td>
<td>86</td>
<td>34</td>
</tr>
<tr>
<td>Payment difficulty</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>Area condition</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Fines</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Security</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>Change difficulties</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Shade / shelter</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

- Significant Difference To Previous Wave
Reported levels of dual mode usage remain steady in 2015 with two thirds of train patrons utilising dual mode services.

Reported usage is much higher on the Joondalup and Mandurah Lines.
Figure 15: Dual Mode Usage: TRAIN: By Line

"How often do you travel by bus and train to make a single journey...?"
Figure 16A: Dual Mode Usage Satisfaction: TRAIN
“How satisfied are you with the following aspect of this type of travel?”
Figure 16A: Dual Mode Usage Satisfaction: TRAIN

"How satisfied are you with the following aspect of this type of travel?"

- Connection time - satisfied
- Connection time (Bus to Train) - satisfied
- Connection time (Train to Bus) - satisfied
- Connection time - dissatisfied
- Connection time (Bus to Train) - dissatisfied
- Connection time (Train to Bus) - dissatisfied

Equal at time high result

% of Dual Mode Users

0 10 20 30 40 50 60 70 80 90 100

Jun '94 Oct '94 May '95 May '96 May '97 May '98 May '99 Mar '00 Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 May '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15
(n=255) (n=247) (n=244) (n=269) (n=240) (n=245) (n=263) (n=256) (n=259) (n=260) (n=442) (n=443) (n=451) (n=458) (n=439) (n=549) (n=539) (n=531) (n=542) (n=559) (n=553) (n=538) (n=551)
Figure 16B: Dual Mode Usage Satisfaction: TRAIN

"How satisfied are you with the following aspect of this type of travel?"

[Graph showing dual mode usage satisfaction over time, with blue line representing satisfaction and red line representing dissatisfaction.]
Importance Ratings, Service Report Card & Resource Priority Matrix

TRAIN

‘Cost of Fares’, ‘Safety’ and Punctuality’ represent the most important aspects of service delivery amongst Train users in 2015.

Whilst high levels of satisfaction are evident for some of these, six of the top ten most important aspects of service record levels of patron dissatisfaction of 10% or higher.
One change in 2015:
IN – SmartRider
OUT – Time waiting for connecting bus
Figure 15B: Key Priority and Resource Allocation Matrix: TRAIN

- Competencies to Reinforce
  - Manner of Info office staff
  - Knowledge of Info office staff
  - Traveleasy
  - Appearance of the Train station
  - On-board info
  - Prompt access to Info line
  - Info at Interchanges
  - Passenger Ticket Assistants
  - Info on connecting services
  - Availability of timetables
  - Accessibility of cash ticket machines
  - Operation of cash ticket machines
  - PNR facilities
  - No. Trains on the weekend
  - No. Trains on weeknights

- Stated Importance (% including in "Top 10" Most Important)
  - Personal safety at station during the day
  - Smartrider electronic ticketing
  - Speed of the trip
  - Cleanliness of Train Stations
  - No. Trains during peak times
  - Availability of seats
  - No. Trains during the day
  - Personal safety on the train at night
  - Personal safety at station at night
  - Time waiting for connecting bus
  - Cost of the fare

Note: The diagram illustrates the key priorities and resource allocation matrix for trains, with lower priority on the left and higher priority on the right. The matrix categorizes competencies and stated importance levels to help in prioritizing actions and resources.
Figure 17: Overall Satisfaction vs. Weighted Satisfaction Index: TRAIN

TRAIN W.S.I. Based on the ‘Top 10’ attributes of highest importance and associated Satisfaction Ratings
Ferry Results
Overall satisfaction reached 100% for the first time in 2015 – no dissatisfaction has been recorded since 2009.

Satisfaction results have ranged between 93% and 100% each year since Ferry was added to the PSM in 1996.
Figure 1: Overall Satisfaction With The Transperth System: FERRY

"How satisfied are you with the Perth Ferry System overall?"
Ferry patrons rated fares slightly higher in terms of overall value for money in 2015, at 84%.

Levels of poor value ratings have not increased and have remained below 5% since first assessed in 1996.
Figure 2: Perceptions Of Cost Of Fares: FERRY

"How would you describe the cost of fares?"

Excellent/Good value

Quite/Very expensive

May '96 (n=201)
May '97 (n=202)
May '98 (n=201)
Mar '99 (n=200)
Mar '00 (n=199)
Mar '01 (n=200)
Mar '02 (n=200)
Mar '03 (n=200)
Mar '04 (n=200)
Mar '05 (n=200)
Mar '06 (n=200)
Mar '07 (n=200)
Mar '08 (n=200)
Mar '09 (n=200)
Mar '10 (n=200)
Mar '11 (n=199)
Mar '12 (n=200)
Mar '13 (n=200)
Mar '14 (n=199)
Mar '15 (n=200)

2 3 2 2 0
3 2 2 3 2 1 2 1 1 2 0
3 2 2 1
0 1 2 1 0 1 2 1 3 2 2 1
Ferry patrons remain most satisfied with peak time service frequency, however increases in satisfaction are evident in 2015 across other travel times, consistent with the extended evening services now in effect.
Figure 3A: Satisfaction With Ferry Frequency: PEAK TIMES

"How satisfied are you with the number of ferries that run...?"

BASE: Perth residents (Note: small sample bases)

Satisfied  Dissatisfied

% of respondents

May '96 (n=79)  May '97 (n=81)  May '98 (n=74)  May '99 (n=77)  Mar '00 (n=71)  Mar '01 (n=66)  Mar '02 (n=66)  Mar '03 (n=83)  Mar '04 (n=87)  Mar '05 (n=83)  Mar '06 (n=83)  Mar '07 (n=87)  Mar '08 (n=83)  May '09 (n=84)  Mar '10 (n=78)  Mar '11 (n=84)  Mar '12 (n=95)  Mar '13 (n=84)  Mar '14 (n=91)  Mar '15 (n=70)

Note: Significant Difference To Previous Wave
Figure 3B: Satisfaction With Ferry Frequency: OFF-PEAK WEEKDAYS

“How satisfied are you with the number of ferries that run...?”

BASE: Perth residents (Note: small sample bases)

<table>
<thead>
<tr>
<th>Year</th>
<th>% Satisfied</th>
<th>% Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96 (n=46)</td>
<td>74</td>
<td>6</td>
</tr>
<tr>
<td>May '97 (n=70)</td>
<td>70</td>
<td>9</td>
</tr>
<tr>
<td>May '98 (n=63)</td>
<td>90</td>
<td>3</td>
</tr>
<tr>
<td>May '99 (n=47)</td>
<td>83</td>
<td>8</td>
</tr>
<tr>
<td>Mar '00 (n=82)</td>
<td>81</td>
<td>9</td>
</tr>
<tr>
<td>Mar '01 (n=70)</td>
<td>85</td>
<td>5</td>
</tr>
<tr>
<td>Mar '02 (n=74)</td>
<td>74</td>
<td>4</td>
</tr>
<tr>
<td>Mar '03 (n=62)</td>
<td>71</td>
<td>8</td>
</tr>
<tr>
<td>Mar '04 (n=76)</td>
<td>67</td>
<td>9</td>
</tr>
<tr>
<td>Mar '05 (n=76)</td>
<td>85</td>
<td>6</td>
</tr>
<tr>
<td>Mar '06 (n=70)</td>
<td>77</td>
<td>17</td>
</tr>
<tr>
<td>Mar '07 (n=82)</td>
<td>78</td>
<td>9</td>
</tr>
<tr>
<td>Mar '08 (n=66)</td>
<td>85</td>
<td>8</td>
</tr>
<tr>
<td>Mar '09 (n=77)</td>
<td>79</td>
<td>5</td>
</tr>
<tr>
<td>Mar '10 (n=58)</td>
<td>79</td>
<td>16</td>
</tr>
<tr>
<td>Mar '11 (n=62)</td>
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<td>Mar '12 (n=61)</td>
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<td>18</td>
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<tr>
<td>Mar '13 (n=56)</td>
<td>87</td>
<td>19</td>
</tr>
<tr>
<td>Mar '14 (n=77)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar '15 (n=70)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Significant Difference To Previous Wave

BLUE = Satisfied
RED = Dissatisfied
Figure 3C: Satisfaction With Ferry Frequency: WEEKNIGHTS

"How satisfied are you with the number of ferries that run...?"

BASE: Perth residents (Note: small sample bases)
Figure 3D: Satisfaction With Ferry Frequency: WEEKENDS
"How satisfied are you with the number of ferries that run...?"

BASE: Perth residents (Note: small sample bases)
Satisfaction with most aspects of ferry travel remain generally very high, with five aspects recording satisfaction ratings of 90% or higher.

‘Availability of shelter’ remains the primary issue, however some concerns with ‘temperature on board’ were evident this year – the average maximum temperature during fieldwork was 32.6°.
Figure 4A: Satisfaction With Specific Aspects Of Last Ferry Trip: Perth Residents

"How satisfied were you with...?"

The average maximum temperature during fieldwork was 32.6°, with the hottest day reaching 37.9°
Figure 4B: Satisfaction With Specific Aspects Of Last Ferry Trip: Tourists

"How satisfied were you with...?"

The line on the chart represents data for the previous wave.
Although satisfaction with timetable availability continues to decline, no increase in dissatisfaction is evident.

Usage of the Infoline remains steady at 15%, as does usage of WIIC’s at 30%.

Around half of all Ferry patrons use the Transperth website and 9 in 10 are satisfied with this information channel.

Registration with TravelEasy also remains steady at 13%. 

Satisfaction with Information Services

FERRY
Figure 5: Availability Of Timetables: FERRY

"How satisfied are you with the availability of the current timetables?"

- Satisfied
- Dissatisfied

% of respondents

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>81</td>
<td></td>
</tr>
<tr>
<td>May '97</td>
<td>74</td>
<td></td>
</tr>
<tr>
<td>May '98</td>
<td>72</td>
<td></td>
</tr>
<tr>
<td>Mar '99</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>Mar '00</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>Mar '01</td>
<td>68</td>
<td></td>
</tr>
<tr>
<td>Mar '02</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>Mar '03</td>
<td>65</td>
<td></td>
</tr>
<tr>
<td>Mar '04</td>
<td>66</td>
<td></td>
</tr>
<tr>
<td>Mar '05</td>
<td>78</td>
<td></td>
</tr>
<tr>
<td>Mar '06</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>Mar '07</td>
<td>74</td>
<td></td>
</tr>
<tr>
<td>May '08</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>May '09</td>
<td>79</td>
<td></td>
</tr>
<tr>
<td>May '10</td>
<td>81</td>
<td></td>
</tr>
<tr>
<td>May '11</td>
<td>77</td>
<td></td>
</tr>
<tr>
<td>May '12</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>Mar '13</td>
<td>73</td>
<td></td>
</tr>
<tr>
<td>Mar '14</td>
<td>70</td>
<td></td>
</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Figure 6: Changes to Services: FERRY

“How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc”?

BASE: Perth residents

Satisfied
Dissatisfied
Figure 7: Usage Of The Infoline (131213) Service: FERRY

"Have you ever used Transperth's Infoline?"

<table>
<thead>
<tr>
<th>Year</th>
<th>Often</th>
<th>Occasionally</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>18</td>
<td>24</td>
<td>63</td>
</tr>
<tr>
<td>May '97</td>
<td>21</td>
<td>28</td>
<td>63</td>
</tr>
<tr>
<td>May '98</td>
<td>23</td>
<td>23</td>
<td>63</td>
</tr>
<tr>
<td>Mar '00</td>
<td>12</td>
<td>14</td>
<td>63</td>
</tr>
<tr>
<td>Mar '01</td>
<td>19</td>
<td>18</td>
<td>63</td>
</tr>
<tr>
<td>Mar '02</td>
<td>15</td>
<td>14</td>
<td>63</td>
</tr>
<tr>
<td>Mar '03</td>
<td>14</td>
<td>17</td>
<td>63</td>
</tr>
<tr>
<td>Mar '04</td>
<td>14</td>
<td>15</td>
<td>63</td>
</tr>
<tr>
<td>Mar '05</td>
<td>15</td>
<td>14</td>
<td>63</td>
</tr>
<tr>
<td>Mar '06</td>
<td>13</td>
<td>13</td>
<td>63</td>
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<tr>
<td>Mar '07</td>
<td>13</td>
<td>13</td>
<td>63</td>
</tr>
<tr>
<td>Mar '08</td>
<td>11</td>
<td>11</td>
<td>63</td>
</tr>
<tr>
<td>Mar '09</td>
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<td>11</td>
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<td>Mar '10</td>
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<td>Mar '11</td>
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<tr>
<td>Mar '12</td>
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<td>11</td>
<td>63</td>
</tr>
<tr>
<td>Mar '13</td>
<td>11</td>
<td>11</td>
<td>63</td>
</tr>
</tbody>
</table>

Notes:
- Significant Difference To Previous Wave
- BLUE = Often
- RED = Occasionally
- GREEN = No
Figure 8A: Satisfaction With Time It Took To Answer The Call: FERRY

“How satisfied were you with the time it took to answer the call?”

NOTE: Very small numbers for analysis

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>74</td>
<td>19</td>
</tr>
<tr>
<td>May '97</td>
<td>69</td>
<td>21</td>
</tr>
<tr>
<td>May '98</td>
<td>86</td>
<td>8</td>
</tr>
<tr>
<td>May '99</td>
<td>79</td>
<td>4</td>
</tr>
<tr>
<td>Mar '00</td>
<td>55</td>
<td>15</td>
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<td>Mar '01</td>
<td>63</td>
<td>10</td>
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<tr>
<td>Mar '02</td>
<td>69</td>
<td>9</td>
</tr>
<tr>
<td>Mar '03</td>
<td>88</td>
<td>13</td>
</tr>
<tr>
<td>Mar '04</td>
<td>86</td>
<td>12</td>
</tr>
<tr>
<td>Mar '05</td>
<td>80</td>
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<td>80</td>
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</tr>
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<td>Mar '07</td>
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</tr>
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<td>Mar '08</td>
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<td>5</td>
</tr>
<tr>
<td>Mar '09</td>
<td>95</td>
<td>4</td>
</tr>
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<td>Mar '10</td>
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<td>5</td>
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<td>Mar '11</td>
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<td>4</td>
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<td>Mar '12</td>
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<td>0</td>
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<td>Mar '13</td>
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<td>6</td>
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<tr>
<td>Mar '14</td>
<td>83</td>
<td>11</td>
</tr>
<tr>
<td>May '15</td>
<td>82</td>
<td>3</td>
</tr>
</tbody>
</table>

BLUE = Significant Difference To Previous Wave
Figure 8B: Satisfaction With The Person’s Knowledge: FERRY

"How satisfied were you with the person’s knowledge?"

NOTE: Very small numbers for analysis

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96 (n=40)</td>
<td>86</td>
<td>10</td>
</tr>
<tr>
<td>May '97 (n=61)</td>
<td>86</td>
<td>15</td>
</tr>
<tr>
<td>May '98 (n=57)</td>
<td>75</td>
<td>5</td>
</tr>
<tr>
<td>May '99 (n=74)</td>
<td>72</td>
<td>13</td>
</tr>
<tr>
<td>Mar '00 (n=49)</td>
<td>74</td>
<td>14</td>
</tr>
<tr>
<td>Mar '01 (n=55)</td>
<td>69</td>
<td>14</td>
</tr>
<tr>
<td>Mar '02 (n=29)</td>
<td>83</td>
<td>10</td>
</tr>
<tr>
<td>Mar '03 (n=42)</td>
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<td>10</td>
</tr>
<tr>
<td>Mar '04 (n=43)</td>
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<td>5</td>
</tr>
<tr>
<td>Mar '05 (n=39)</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Mar '06 (n=40)</td>
<td>77</td>
<td>3</td>
</tr>
<tr>
<td>Mar '07 (n=34)</td>
<td>95</td>
<td>7</td>
</tr>
<tr>
<td>May '08 (n=38)</td>
<td>95</td>
<td>0</td>
</tr>
<tr>
<td>Mar '09 (n=38)</td>
<td>89</td>
<td>4</td>
</tr>
<tr>
<td>Mar '10 (n=27)</td>
<td>90</td>
<td>5</td>
</tr>
<tr>
<td>Mar '11 (n=18)</td>
<td>82</td>
<td>6</td>
</tr>
<tr>
<td>Mar '12 (n=17)</td>
<td>86</td>
<td>11</td>
</tr>
<tr>
<td>Mar '13 (n=28)</td>
<td>93</td>
<td>3</td>
</tr>
<tr>
<td>Mar '14 (n=29)</td>
<td>93</td>
<td>3</td>
</tr>
<tr>
<td>Mar '15 (n=29)</td>
<td>93</td>
<td>3</td>
</tr>
</tbody>
</table>

BLUE = Satisfied
RED = Dissatisfied

* Significant Difference To Previous Wave
Figure 8C: Satisfaction With The Person’s Manner: FERRY

"How satisfied were you with the person’s manner?"

NOTE: Very small numbers for analysis

Satisfied
Dissatisfied

May '96 (n=40)
May '97 (n=61)
May '98 (n=74)
May '99 (n=49)
Mar '00 (n=55)
Mar '01 (n=29)
Mar '02 (n=42)
Mar '03 (n=43)
Mar '04 (n=39)
Mar '05 (n=40)
Mar '06 (n=34)
Mar '07 (n=44)
May '08 (n=38)
Mar '09 (n=38)
Mar '10 (n=27)
Mar '11 (n=18)
Mar '12 (n=17)
Mar '13 (n=28)
Mar '14 (n=29)
Mar '15 (n=29)

Satisfied
Dissatisfied

NOTE: Very small numbers for analysis

Equal all time high result
Figure 9: Usage Of The W.I.I.C's: FERRY

"Have you ever used any of Transperth's Walk In Information Centres?"

% of respondents indicating usage

- Wellington St Bus Station/RSTB (2015)
- Plaza Arcade/PUG (2010)
- Esplanade Busport
- City Train Station
- Used 1 or more

* = Significant Difference To Previous Wave
Figure 10A: Satisfaction With Person’s Knowledge At The W.I.I.C's: FERRY

"How Satisfied were you with the person's knowledge at the W.I.I.C's?"

(NOTE: Very small base numbers for analysis)

Range
91% - 100%

Range
0% - 0%

% of respondents using each centre

City Train Station-satisfied
City Train Station-dissatisfied
Wellington St/RSTB (2015) - satisfied
Wellington St/RSTB (2015) - dissatisfied
Esplanade Busport - satisfied
Esplanade Busport - dissatisfied
Plaza Arcade/PUG(2010) - satisfied
Plaza Arcade/PUG(2010)-dissatisfied
Figure 10B: Satisfaction With Person’s Manner At The W.I.I.C's: FERRY

"How Satisfied were you with the person’s manner at the W.I.I.C's?"

(NOTE: Very small base numbers for analysis)
Figure 11B: TravelEasy: FERRY

“Awareness, Usage and Satisfaction”

BASE: Perth residents

(NOTE: Very small base numbers for analysis)

= Significant Difference To Previous Wave
Usage of SmartRider has decreased in 2015 from last year’s all time high, however 77% of regular ferry patrons use SmartRider and 97% are satisfied overall.
Figure 11C: SmartRider: FERRY
“Usage and Satisfaction”

BASE: Perth residents

Non-users | Lapsed users | Current users
---|---|---
Mar '07 (n=99) | 67 | 4 | 3
Mar '08 (n=102) | 37 | 6 | 59
May '09 (n=101) | 6 | 1 | 79
Mar '10 (n=101) | 1 | 3 | 70
Mar '11 (n=95) | 1 | 24 | 81
Mar '12 (n=103) | 13 | 12 | 83
Mar '13 (n=101) | 5 | 5 | 82
Mar '14 (n=99) | 7 | 7 | 89
Mar '14 (n=100) | 7 | 7 | 77

Equal all time low result

Satisfied | Dissatisfied
---|---
Mar '07 (n=99) | 21 | 30
Mar '08 (n=102) | 3 | 0
May '09 (n=101) | 0 | 1
Mar '10 (n=101) | 1 | 0
Mar '11 (n=95) | 3 | 0
Mar '12 (n=103) | 1 | 0
Mar '13 (n=101) | 0 | 0
Mar '14 (n=99) | 0 | 0
Mar '14 (n=100) | 0 | 0

= Significant Difference To Previous Wave
Figure 11D: Satisfaction With SmartRider: FERRY
"How Satisfied are you with the following aspects of SmartRider?"

% of respondents

Add value to the card- satisfied
Add value to the card- dissatisfied
Tag on/tag off equipment-satisfied
Tag on/tag off equipment-dissatisfied

* = Significant Difference To Previous Wave

<table>
<thead>
<tr>
<th>Year</th>
<th>Mar '08 (n=60)</th>
<th>May '09 (n=79)</th>
<th>Mar '10 (n=71)</th>
<th>Mar '11 (n=82)</th>
<th>Mar '12 (n=86)</th>
<th>Mar '13 (n=83)</th>
<th>Mar '14 (n=88)</th>
<th>Mar '15 (n=77)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add value to the card</td>
<td>98</td>
<td>96</td>
<td>97</td>
<td>96</td>
<td>98</td>
<td>95</td>
<td>94</td>
<td>92</td>
</tr>
<tr>
<td>Satisfied</td>
<td>3</td>
<td>2</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>5</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1</td>
<td>4</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Mar '08 (n=60)
May '09 (n=79)
Mar '10 (n=71)
Mar '11 (n=82)
Mar '12 (n=86)
Mar '13 (n=83)
Mar '14 (n=88)
Mar '15 (n=77)
Figure 11E: Satisfaction With Cash Fares: FERRY
“How satisfied are you with the following aspects of cash fares?”

BASE¹: Patrons using cash fares (non-SmartRider Users)

NOTE: Very small bases (n < 20)

1. As a result of questionnaire changes in 2008 the base for the analysis of this data has changed.

100
90
80
70
60
50
40
30
20
10
0

Access to cash ticket purchase facilities-Satisfied
Access to cash ticket purchase facilities-Dissatisfied
Operation of cash ticket vending machines-Satisfied
Operation of cash ticket vending machines-Dissatisfied

% of respondents

Mar '06  Mar '07  Mar '08  Mar '09  Mar '10  Mar '11  Mar '12  Mar '13  Mar '14  Mar '15

NOTE: Significant Difference To Previous Wave
The vast majority of Ferry patrons feel safe using Transperth ferries – a consistent outcome that has been achieved over the past 10 years.
Figure 12A: Personal Safety Ratings: FERRY – Perth Residents

"...How safe do you generally feel...?"

**On Board Day-safe**

**On Board Day-not safe**

**On Board Night-safe**

**On Board Night-not safe**

**At Jetty Day-safe**

**At Jetty Day-not safe**

**At Jetty Night-safe**

**At Jetty Night-not safe**
Figure 12C: Feelings Of Personal Safety : FERRY: Tourists
"...How safe did you feel when you travelled on the Ferry...?"
Reported levels of dual mode usage have rebounded from last year’s significant decrease – almost half report dual mode travel in 2015 and satisfaction with aspects of this type of travel remain very strong.
Figure 13: Dual Mode Usage: FERRY: Perth Residents

"How often do you travel by ferry and bus or CAT bus to make a single journey...?"

Possibly impacted by general works in the vicinity (Elizabeth Quay) and changes to Blue CAT service route in January 2014 (Busport / Barrack Square stop order)
Figure 14: Dual Mode Usage Satisfaction: FERRY: Perth Residents

"How satisfied are you with each of the following aspects of this type of travel?"

% of Dual Mode Users

BASE: Perth residents

(NOTE: Very small base numbers for analysis)

Mar '03 (n=41) 87 78 33 33
Mar '04 (n=45) 83 84 73 70
Mar '05 (n=40) 72 76 68 68
Mar '06 (n=38) 86 86 88 86
Mar '07 (n=44) 93 85 74 74
Mar '08 (n=28) 94 88 76 76
Mar '09 (n=33) 91 82 86 86
Mar '10 (n=27) 91 82 86 86
Mar '11 (n=27) 94 82 86 86
Mar '12 (n=46) 91 82 86 86
Mar '13 (n=27) 91 82 86 86
Mar '14 (n=36) 91 82 86 86
Mar '15 (n=27) 91 82 86 86

- Connection time-satisfied
- Connection time-dissatisfied
- Connecting Info-satisfied
- Connecting Info-dissatisfied

May '96 (n=26) 62 61 53 55
May '97 (n=44) 66 63 63 66
May '98 (n=38) 69 68 68 70
May '99 (n=45) 55 54 73 70
Mar '00 (n=45) 66 68 72 70
Mar '01 (n=29) 55 54 73 70
Mar '02 (n=24) 66 68 72 70
Mar '03 (n=28) 63 68 72 70
Mar '04 (n=41) 69 68 72 70
Mar '05 (n=45) 66 68 72 70
Mar '06 (n=40) 55 54 73 70
Mar '07 (n=44) 66 68 72 70
Mar '08 (n=28) 63 68 72 70
Mar '09 (n=33) 55 54 73 70
Mar '10 (n=27) 66 68 72 70
Mar '11 (n=27) 66 68 72 70
Mar '12 (n=46) 66 68 72 70
Mar '13 (n=27) 66 68 72 70
Mar '14 (n=36) 66 68 72 70
Mar '15 (n=27) 66 68 72 70

 BluE GREEN

Significant Difference To Previous Wave
Importance Ratings, Service Report Card & Resource Priority Matrix

FERRY

‘Cost of Fares’, ‘Cleanliness’, ‘Weekday service frequency’ and ‘Punctuality’ remain the most important aspects of service delivery amongst Ferry users in 2015.

Only one of the top 10 most important aspects of service record a level of patron dissatisfaction of 12% or higher.
Figure 15A: Importance Ratings Of Service Characteristics: FERRY
10 Most Important

<table>
<thead>
<tr>
<th>Attribute</th>
<th>% Rating in Top 10 Most Important Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cost of the fare</td>
<td>73 / 0</td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>66 / 0</td>
</tr>
<tr>
<td>Service frequency weekdays</td>
<td>66 / 0</td>
</tr>
<tr>
<td>Punctuality</td>
<td>65 / 0</td>
</tr>
<tr>
<td>Safety at the jetty</td>
<td>56 / 0</td>
</tr>
<tr>
<td>Speed of the trip</td>
<td>55 / 0</td>
</tr>
<tr>
<td>Availability of seats</td>
<td>54 / 0</td>
</tr>
<tr>
<td>Safety on board</td>
<td>50 / 0</td>
</tr>
<tr>
<td>Shelter at the jetty</td>
<td>49 / 0</td>
</tr>
<tr>
<td>Availability of timetables</td>
<td>41 / 0</td>
</tr>
</tbody>
</table>

Satisfaction Ratings
- 84 / 1
- 99 / 0
- 87 / 5
- 98 / 1
- 100 / 0 - day
- 86 / 9 - night
- 100 / 0
- 100 / 0 - day
- 92 / 5 - night
- 81 / 12
- 70 / 2

One change in 2015:
IN – Availability of timetables
OUT – Service frequency during peak times
Figure 15B: Key Priority and Resource Allocation Matrix: FERRY

Competencies to Reinforce

- Infoline staff manner
- Staff Manner
- Smartrider
- Infoline staff knowledge
- Traveleasy
- Infocentre staff knowledge
- Website
- Connecting Bus wait time

Stated Importance (% including in “Top 10” Most Important)

- 13% dissatisfied
- 10% dissatisfied
- 12% dissatisfied
- 13% dissatisfied

Strengths to Maintain

- Availability of Seats
- Speed of the trip
- Punctuality
- Cleanliness on board
- Personal safety all measures
- No. Ferries Peak Times
- No. Ferries during the day
- Cost of the fare
- Shelter provided

Lower Priority

- Access to infoline
- Connecting bus info
- Info on board
- ATVM operation
- Info at jetty
- No. Ferries Weeknights

Higher Priority

- Temperature on board
- No. Ferries Weekends
- Access to cash tickets
- Availability of timetables
- 10% dissatisfied
- 12% dissatisfied
- 13% dissatisfied

Rated Performance (Satisfaction Scores)