Project Background, Objectives and Approach
Background & Objectives

The annual Transperth Passenger Satisfaction Monitor has been conducted for 28 years since 1990 to address the following key strategic and information objectives.

**Measure Key KPIs**
Provide an overall performance indicator of customer satisfaction with Transperth’s services as well as specific performance indicators for selected service characteristics.

**Measure Customer Concerns**
Identify any issues or concerns that warrant further examination to assist the PTA in identifying appropriate corrective action and resource allocation priority.

**Assess Improvement Initiatives**
Provide an indication of program and policy effectiveness where these are designed to impact on a particular service characteristic.

**Bus Contract Area Assessment**
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.

**Time Series Analysis**
Enable a comparison of results to previous PSM monitors to provide a time series analysis of performance.
What We’ve Done

4,100 Surveys Completed

Changes from 2016
- 950 SuperBus removed as a separate Contract Area, re-absorbed into Morley and Claremont Contract Area quota samples

Sampling & Fieldwork
- Face-to-face interviews conducted over 4 weeks prior to Easter March 13 to April 9
- Respondents aged 18 years + who use Transperth services at least once per fortnight were interviewed at specific locations and on-board

Significance Testing
- Significant differences between subgroups are denoted by stars and shaded boxes
- Significance is tested at the 95% confidence interval
- Some percentages may not add to 100% due to rounding

Four Components

BUS
- 2,200 interviews in total
- 200 Bus passengers in each of the 10 ‘mainstream’ bus contract areas; and 200 Bus passengers across the Circle Route

CAT BUS
- 700 interviews in total
- 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.
Section 1
Key KPIs
Key KPI Measures

**Global Performance**
- Overall Satisfaction
- Net Promotor Score
- Cost of Fares

**Service Frequency**
- Peak times
- Off-peak weekdays
- Weeknights
- Weekends

**Personal Safety**
- On-board vs at station/stop
- Day time vs. night time travel
Bus patron satisfaction remains at an equal all time high, following last year’s significant increase – 9 in 10 Bus patrons remain satisfied with Transperth’s Bus system overall.

Marmion is the highest performing contract area, while Southern River / Armadale remains the worst performing. Morley has shown improvements for the second year running.
Overall Satisfaction: Bus

Q. 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

Satisfied

Dissatisfied

Significant Difference to Previous Wave

Equal all time high

Equal all time low

Q. How satisfied are you with the Transperth Bus system overall?
Q. How satisfied are you with the Transperth Bus system overall?

% of respondents

Overall Satisfaction: Bus

- Satisfied - 2017
- Dissatisfied - 2017

Significantly higher than Total Sample
Significantly lower than Total Sample
Overall Satisfaction: Bus

Q. How satisfied are you with the Transperth Bus system overall?

<table>
<thead>
<tr>
<th>Service</th>
<th>Satisfied - 2017</th>
<th>Dissatisfied - 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>89</td>
<td>6</td>
</tr>
<tr>
<td>Swan Transit</td>
<td>89</td>
<td>7</td>
</tr>
<tr>
<td>Path Transit</td>
<td>89</td>
<td>6</td>
</tr>
<tr>
<td>Transdev</td>
<td>88</td>
<td>5</td>
</tr>
</tbody>
</table>
Transperth Bus Operations NPS increased by 8 points this year from +32 to +40. However, some variation remains between Contract Areas.

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

The Circle Route has evidenced the strongest improvement in NPS over the past three years.
Net Promotor Score (NPS): Bus

Q. How likely would you be to recommend Transperth Bus services?

- Detractors: (0-6)
- Passives: (7-8)
- Promoters: (9-10)

Promoters / Detractors / Passives

+40  +11  +42  +35  +37  +37  +59  +47  +25  +33  +40  +74

Total Sample / Sth River / Armadale / Midland / Canning / Marmion / Claremont / Morley / Kalamunda / Fremantle / Cockburn / Rockingham / Mandurah / Joondalup / Circle Route

Net Promotor Score (NPS):

Bus

Promoters

Detractors

Passives

Net Promotor Score (NPS): Bus

Q. How likely would you be to recommend Transperth Bus services?

- Detractors: (0-6)
- Passives: (7-8)
- Promoters: (9-10)
Net Promotor Score (NPS): Bus

Q. How likely would you be to recommend Transperth Bus services?
Net Promotor Score (NPS): Bus Operators

Q. How likely would you be to recommend Transperth Bus services?
The reasons given by patrons for their 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
### Net Promotor Score (NPS): Bus

#### Promoters

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

- Convenient / easier / less hassle / better than driving: 51
- Reliable - On time / usually on time: 39
- Good transport system / Efficient / Try to encourage others: 19
- Ambience - Clean / comfortable / quiet / air conditioned: 10
- Frequent / Regular service: 8
- Don’t drive / Don’t have a car / Only way I can get around: 6

#### Passives

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

- Be more punctual / stick to the timetable: 28
- Provide a more frequent service (general): 28
- Provide a more frequent service during off-peak times: 15
- Provide a more frequent peak time service: 9
- Better service off-peak times: 3

#### Detractors

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

- Need a more frequent service (general): 54
- Need more frequent service during off-peak times: 27
- Trip is too slow / Takes too long: 10
- Negative comment re drivers (not friendly / helpful, etc.): 7
- Negative comment re drivers (not friendly/helpful/driving skills etc.): 2
- Passenger behaviour (Anti-social/loud music/rude etc.): 2

### 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**
Satisfaction with CAT Bus services achieved a new all time high result in 2017, with all services ranging between 96% and 98% overall satisfaction.
Overall Satisfaction With The Transperth CAT Service

Q. How satisfied are you with the Perth / Fremantle / Joondalup CAT service overall?

- Satisfied
- Dissatisfied

**Significant Difference to Previous Wave**

- BLUE
- RED

**% of respondents**

**All time high**

**Equal all time low**

**Mar '01** (n=400)

**Mar '02** (n=399)

**Mar '03** (n=452)

**Mar '04** (n=456)

**Mar '05** (n=453)

**Mar '06** (n=455)

**Mar '07** (n=660)

**Mar '08** (n=650)

**May '09** (n=666)

**Mar '10** (n=663)

**Mar '11** (n=659)

**Mar '12** (n=661)

**Mar '13** (n=659)

**Mar '14** (n=737)

**Mar '15** (n=704)

**Mar '16** (n=705)

**Mar '17** (n=704)
Q. How satisfied are you with the Perth / Fremantle / Joondalup CAT service overall?
Train patron satisfaction achieved a new all time high result in 2017.

Over 9 in 10 Train patrons are satisfied with Transperth’s Train system overall while only 2% are expressly dissatisfied.

Peak and off-peak patrons are equally satisfied.
Overall Satisfaction With The Transperth System: Train

Q. How satisfied are you with the Perth Train System overall?

All time high

Equal all time low

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
Mar '16
Mar '17

Satisfied

Dissatisfied

BLUE
RED

Significant Difference to Previous Wave

Jun '94
May '95
May '96
May '97
Mar '98
Mar '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
Mar '16
Mar '17

5
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6
6
3
5
4
7
3
2
2
2
5
7
92
87
92
92
90
92
90
86
91
92
90
92
89
87
90
89
3
2
2
2

Satisfied

Dissatisfied

(n=454)
(n=457)
(n=447)
(n=450)
(n=449)
(n=454)
(n=800)
(n=801)
(n=800)
(n=1001)
(n=999)
(n=1003)
(n=1012)
Overall Satisfaction With The Transperth System: Train

**Q. How satisfied are you with the Perth Train System overall?**

**PRIMARY REASONS FOR DISSATISFACTION**

- 'Insufficient off-peak services / after 6pm / weekends' (n=7) – 0.7% of total sample
- 'Too crowded during peak times / lack of seating' (n=3) – 0.3% of total sample
- 'Fares too expensive' (n=2) – 0.2% of total sample

**LINE 2015**

- Midland 88%
- Mandurah 90%
- Fremantle 95%
- Joondalup 93%
- Armadale 95%

**LINE 2016**

- Midland 93%
- Mandurah 94%
- Fremantle 92%
- Joondalup 90%
- Armadale 93%

**LINE 2017**

- Midland 97%
- Mandurah 96%
- Fremantle 94%
- Joondalup 93%
- Armadale 90%
Overall Satisfaction With The Transperth Train System – Peak/Off-Peak

Q. How satisfied are you with the Perth Train System overall?

% of respondents

Significant Difference to Previous Wave

BLUE  RED
Overall Satisfaction With The Transperth Train System

Q. How satisfied are you with the Perth Train System overall
Transperth Train Operations NPS remains strong (+35) despite a small 2 point decrease this year. Line variations remain evident.

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

Mandurah recorded the strongest NPS this year.
Net Promotor Score (NPS): Train

Promoters / Passives

Detractors

+35

47

41

12

+21

42

37

21

+29

38

54

9

+38

50

38

12

+38

49

40

11

+46

54

37

8

Total (2017)

Armadale Line

Midland Line

Fremantle Line

Joondalup Line

Mandurah Line

(0-6) Detractors

(7-8) Passives

(9-10) Promoters
Net Promoter Score (NPS): Train

Q. How likely would be to recommend Transperth train services?
Net Promotor Score (NPS): Train

<table>
<thead>
<tr>
<th>PROMOTORS</th>
<th>Why would you recommend Transperth so strongly?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliable / punctual / usually on time</td>
<td>52</td>
</tr>
<tr>
<td>Convenient / easy to use / less hassle / better than driving</td>
<td>49</td>
</tr>
<tr>
<td>Ambience - clean / comfortable / quiet</td>
<td>22</td>
</tr>
<tr>
<td>They provide a frequent / regular service</td>
<td>20</td>
</tr>
<tr>
<td>Convenient/Easier/Less hassle/better than driving/easy to use</td>
<td>5</td>
</tr>
<tr>
<td>Ambience Clean/comfortable/quiet/not crowded/can get a seat/aircond</td>
<td>4</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>Provide a more frequent service / higher frequency (general)</td>
<td>14</td>
</tr>
<tr>
<td>Need a better off-peak time service / higher frequency</td>
<td>12</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 buses</td>
<td>10</td>
</tr>
<tr>
<td>More ambient (Cleaner/more seating/ramps available etc.)</td>
<td>9</td>
</tr>
<tr>
<td>More information/Better information (phone/app etc.)</td>
<td>9</td>
</tr>
<tr>
<td>More parking / No fees for parking</td>
<td>4</td>
</tr>
<tr>
<td>Platform-Station - better access to/More facilities at (seats etc.)</td>
<td>4</td>
</tr>
<tr>
<td>Better service off-peak times</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 / higher frequency (general)</td>
<td>27</td>
</tr>
<tr>
<td>Too expensive / reduce the fares</td>
<td>22</td>
</tr>
<tr>
<td>Need to be more connected / synchronised with buses</td>
<td>21</td>
</tr>
<tr>
<td>Need a more frequent off-peak service / higher frequency</td>
<td>13</td>
</tr>
<tr>
<td>Need a better peak time service / higher frequency</td>
<td>13</td>
</tr>
<tr>
<td>Better routes – Don’t go where I want to go/Not direct/Not enough stops/Too many stops/too far to walk to/Larger…</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROMOTIONAL STRATEGY</th>
<th>What we say about our service</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>GROWTH AND BUSINESS IMPROVEMENT STRATEGY</th>
<th>Where we invest in improving our service</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>BUSINESS RETENTION STRATEGY</th>
<th>Key barriers to address / manage</th>
</tr>
</thead>
</table>

Q. How likely would be to recommend Transperth train services?
Overall satisfaction with Ferry services rebounded to a near-perfect 99% in 2017.

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

Q. How satisfied are you with the Perth Ferry System overall?
For the first time since 2005, Bus patrons recorded a significant increase in fare value ratings, with almost two thirds considering bus fares to be ‘excellent or good’ value for money.
Perceptions Of Cost Of Fares: Bus

Q. 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
Perceptions Of Cost Of Fares: Bus

Q. How would you describe the cost of fares?

- **Excellent/Good value - 2017**
- **Quite/Very expensive - 2017**

<table>
<thead>
<tr>
<th>Location</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>63</td>
<td>50</td>
</tr>
<tr>
<td>5th River / Armadale</td>
<td>11</td>
<td>21</td>
</tr>
<tr>
<td>Midland</td>
<td>59</td>
<td>66</td>
</tr>
<tr>
<td>Canning</td>
<td>9</td>
<td>61</td>
</tr>
<tr>
<td>Marmion</td>
<td>11</td>
<td>62</td>
</tr>
<tr>
<td>Claremont</td>
<td>12</td>
<td>77</td>
</tr>
<tr>
<td>Morley</td>
<td>2</td>
<td>66</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>9</td>
<td>58</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>12</td>
<td>67</td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
<td>14</td>
<td>53</td>
</tr>
<tr>
<td>Joondalup</td>
<td>13</td>
<td>66</td>
</tr>
<tr>
<td>Circle Route</td>
<td>14</td>
<td>56</td>
</tr>
</tbody>
</table>

*Significantly higher than Total Sample*  
*Significantly lower than Total Sample*
Train patron fare value ratings have increased significantly in 2016 and have remained steady this year.

Less than 1 in 5 patrons consider fares to be ‘expensive’.
Perceptions Of Cost Of Fares: Train

Q. How would you describe the cost of fares?

Excellent/Good Value

Quite/Very Expensive

LINE

Armadale 21%
Fremantle 15%
Mandurah 14%
Midland 13%
Joondalup 13%

Excellent value 11%
Good value 42%

Significant Difference to 
Previous Wave
Ferry patrons rated fares slightly higher in terms of overall value for money for the fourth year running - 88% consider fares to be excellent or good value for money.

Levels of poor value ratings have remained below 5% since first assessed in 1996.
Perceptions Of Cost Of Fares: Ferry

Q. How would you describe the cost of fares?

- **Excellent/Good value**
- **Quite/Very expensive**

% of respondents

**Significant Difference to Previous Wave**
Bus passenger service kilometres have increased each year since 2004, with an overall 12% increase over the past 5 years.

Passenger boardings however have decreased in the past 2 years and are down 5% over the past 5 years.
Annual Service Kilometres and Boardings: Bus

Service K's (millions)

Boardings (millions)

-5%

+12%

May '96 May '97 May '98 Mar '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 Mar '16 Mar '17 (est)
The continued investment in service kilometres is reflected in service frequency satisfaction ratings – satisfaction ratings across all travel periods have either consolidated or improved further in 2017.

The Circle Route has recorded outstanding results on the peak and off-peak weekday service frequency measures this year.
Satisfaction With Bus Frequency: Peak Times

Q. How satisfied are you with the number of buses that run...?
Satisfaction With Bus Frequency: Peak Times

Q. How satisfied are you with the number of buses that run...?
Satisfaction With Bus Frequency: Off-Peak Weekdays

Q. How satisfied are you with the number of buses that run...? Significant Difference to Previous Wave
Satisfaction With Bus Frequency: Off-Peak Weekdays

Q. How satisfied are you with the number of buses that run...?
Satisfaction With Bus Frequency: Weeknights

Q. How satisfied are you with the number of buses that run...?
Satisfaction With Bus Frequency: Weeknights

Q. How satisfied are you with the number of buses that run...? NB: Small Sample Bases
Satisfaction With Bus Frequency: Weekends

Q. How satisfied are you with the number of buses that run...?
Satisfaction With Bus Frequency: Weekends

Q. How satisfied are you with the number of buses that run...? NB: Small Sample Bases
CAT Bus off-peak weekday service frequency continues to have the highest satisfaction level, however satisfaction with peak time service frequency has improved.

Satisfaction with weekend service frequency has decreased for the second year in succession.
Q. How satisfied are you with the number of CAT buses that run…? Base: Perth Residents

Satisfaction With CAT Bus Frequency – Peak

% of respondents

Mar '01 (n=282) | Mar '02 (n=286) | Mar '03 (n=340) | Mar '04 (n=181) | Mar '05 (n=262) | Mar '06 (n=267) | Mar '07 (n=403) | Mar '08 (n=424) | May '09 (n=417) | Mar '10 (n=412) | Mar '11 (n=409) | Mar '12 (n=418) | Mar '13 (n=416) | Mar '14 (n=451) | Mar '15 (n=427) | Mar '16 (n=450) | Mar '17 (n=432)

Satisfied: 78, 83, 88, 81, 78, 72, 76, 84, 79, 74, 78, 83, 80, 86, 85, 88
Dissatisfied: 10, 9, 5, 4, 14, 16, 14, 14, 8, 13, 15, 12, 7, 8, 7, 8, 5

Significant Difference to Previous Wave

BLUE

RED
Satisfaction With CAT Bus Frequency – Peak

Q. How satisfied are you with the number of CAT buses that run…? Base: Perth Residents
Satisfaction With CAT Bus Frequency – Off-Peak Weekdays

Q. How satisfied are you with the number of CAT buses that run...?  Base: Perth Residents

% of respondents

Satisfied  Dissatisfied


1  1  4  4  8  8  4  5  5  4  4  5  3  3  5  3

Significant Difference to Previous Wave

BLUE

RED
Satisfaction With CAT Bus Frequency – Off-Peak Weekdays

Q. How satisfied are you with the number of CAT buses that run…? Base: Perth Residents
Satisfaction With CAT Bus Frequency – Weekends

Q. How satisfied are you with the number of CAT buses that run...? Base: Perth Residents

% of respondents
Q. How satisfied are you with the number of CAT buses that run…? Base: Perth Residents

Satisfaction With CAT Bus Frequency – Weekends

<table>
<thead>
<tr>
<th>Year</th>
<th>Perth CAT - satisfied</th>
<th>Perth CAT - dissatisfied</th>
<th>Fremantle CAT - satisfied</th>
<th>Fremantle CAT - dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '01</td>
<td>90</td>
<td>6</td>
<td>46</td>
<td>6</td>
</tr>
<tr>
<td>Mar '02</td>
<td>87</td>
<td>33</td>
<td>43</td>
<td>35</td>
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<tr>
<td>Mar '03</td>
<td>89</td>
<td>52</td>
<td>22</td>
<td>4</td>
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<tr>
<td>Mar '04</td>
<td>80</td>
<td>7</td>
<td>12</td>
<td>10</td>
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<tr>
<td>Mar '05</td>
<td>67</td>
<td>13</td>
<td>12</td>
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<tr>
<td>Mar '06</td>
<td>62</td>
<td>15</td>
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<td>13</td>
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<tr>
<td>Mar '07</td>
<td>68</td>
<td>6</td>
<td>12</td>
<td>12</td>
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<tr>
<td>Mar '08</td>
<td>83</td>
<td>7</td>
<td>12</td>
<td>12</td>
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<tr>
<td>Mar '09</td>
<td>70</td>
<td>7</td>
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<tr>
<td>Mar '10</td>
<td>74</td>
<td>7</td>
<td>12</td>
<td>12</td>
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<tr>
<td>Mar '11</td>
<td>76</td>
<td>11</td>
<td>12</td>
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<tr>
<td>Mar '12</td>
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<td>Mar '13</td>
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<td>16</td>
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<td>Mar '14</td>
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<td>Mar '16</td>
<td>78</td>
<td>16</td>
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</tr>
<tr>
<td>Mar '17</td>
<td>78</td>
<td>16</td>
<td>12</td>
<td>12</td>
</tr>
</tbody>
</table>

Significant Difference to Previous Wave

**Blue** - Perth CAT - satisfied

**Pink** - Fremantle CAT - dissatisfied
Satisfaction with train service frequency across all travel periods has generally maintained last year’s significant improvements that were driven by a range of increased frequency and stopping pattern changes.
Satisfaction With Train Frequency – Peak Times

Q. How satisfied are you with the number of trains that run...?
Satisfaction With Train Frequency – Off-Peak Weekdays

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

<table>
<thead>
<tr>
<th>LINE</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Midland</td>
<td>84%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>83%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>80%</td>
</tr>
<tr>
<td>Armadale</td>
<td>80%</td>
</tr>
<tr>
<td>Joondalup</td>
<td>75%</td>
</tr>
</tbody>
</table>

% of respondents

Significant Difference to Previous Wave

BLUE

RED

Line 2017

Midland 84%
Fremantle 83%
Fremantle 80%
Armadale 80%
Joondalup 75%
Satisfaction With Train Frequency – Weeknights

Q. How satisfied are you with the number of trains that run...?
Satisfaction With Train Frequency – Weekends

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

% of respondents

June '94: 65
May '95: 66
May '96: 67
May '97: 66
May '98: 59
Mar '99: 56
Mar '00: 57
Mar '01: 63
Mar '02: 66
Mar '03: 66
Mar '04: 61
Mar '05: 70
Mar '06: 69
Mar '07: 74
Mar '08: 74
Mar '09: 67
Mar '10: 66
Mar '11: 70
Mar '12: 70
Mar '13: 66
Mar '14: 72
Mar '15: 68
Mar '16: 72
Mar '17: 68

Satisfied

Dissatisfied

LINE 2017
Midland 77%
Mandurah 77%
Fremantle 67%
Joondalup 63%
Armadale 59%

LINE 2017
Armadale 21%
Midland 19%
Fremantle 14%
Joondalup 10%
Mandurah 8%

BLUE

RED

Significant Difference to Previous Wave

Jun '94: 19
May '95: 20
May '96: 22
May '97: 22
May '98: 20
Mar '99: 19
Mar '00: 20
Mar '01: 18
Mar '02: 21
Mar '03: 17
Mar '04: 17
Mar '05: 14
Mar '06: 12
Mar '07: 14
Mar '08: 15
Mar '09: 13
Mar '10: 17
Mar '11: 14
Mar '12: 19
Mar '13: 14
Mar '14: 14
Mar '15: 14
Mar '16: 14
Mar '17: 14
Ferry patrons remain most satisfied with peak time service frequency, with a new all time high result recorded in 2017.
Satisfaction With Ferry Frequency – Peak Times

Q. How satisfied are you with the number of ferries that run...? Base: Perth Residents (NB: Small Sample Bases)
Satisfaction With Ferry Frequency – Off-Peak Weekdays

Q. How satisfied are you with the number of ferries that run...? Base: Perth Residents (NB: Small Sample Bases)
Satisfaction With Ferry Frequency – Weeknights

Q. How satisfied are you with the number of ferries that run...? Base: Perth Residents (NB: Small Sample Bases)
Satisfaction With Ferry Frequency – Weekends

Q. How satisfied are you with the number of ferries that run...? Base: Perth Residents (NB: Small Sample Bases)
Bus patron feelings of personal safety and security for the night time measures have consolidated the improvements seen in 2016.

Personal Safety Ratings ‘at the bus stop / interchange during the day’ remain poorest among Southern River / Armadale Bus Patrons.
Personal Safety Ratings: Bus

Q. How safe do you generally feel...?
Personal Safety Ratings: On Board The Bus During The Day

Q. How safe do you generally feel…?

<table>
<thead>
<tr>
<th>Area</th>
<th>Always/Usually Feel Safe - 2017</th>
<th>Don't feel very safe - 2017</th>
</tr>
</thead>
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<tr>
<td>Total Sample</td>
<td>99</td>
<td>1</td>
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<tr>
<td>St. River/Armadale</td>
<td>98</td>
<td>2</td>
</tr>
<tr>
<td>Midland</td>
<td>98</td>
<td>2</td>
</tr>
<tr>
<td>Canning</td>
<td>98</td>
<td>2</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>
<td>2</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>100</td>
<td>1</td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
<td>100</td>
<td>1</td>
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<tr>
<td>Joondalup</td>
<td>100</td>
<td>1</td>
</tr>
<tr>
<td>Circle Route</td>
<td>100</td>
<td>2</td>
</tr>
</tbody>
</table>

% of respondents travelling at that time

- Significantly higher than Total Sample
- Significantly lower than Total Sample
Personal Safety Ratings: At The Bus Stop/Interchange During The Day

Q. How safe do you generally feel…?

% of respondents travelling at that time

- Always/Usually Feel Safe - 2017
- Don't feel very safe - 2017

- Significantly higher than Total Sample
- Significantly lower than Total Sample
Personal Safety Ratings: On Board The Bus At Night

Q. How safe do you generally feel…? NB: Small Sample Bases

Always/Usuallly Feel Safe - 2017
Don't feel very safe - 2017
Personal Safety Ratings: At The Bus Stop/Interchange At Night

Q. How safe do you generally feel...? NB: Small Sample Bases
Reasons For Feeling Unsafe: On Board Bus At Night

- 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
- Poor lighting on board / insufficient lighting
- Actual ‘physical’ threat / physical assault / was attacked

<table>
<thead>
<tr>
<th>Reason</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceived threat</td>
<td>79</td>
<td>71</td>
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<tr>
<td>Not enough security</td>
<td>36</td>
<td>42</td>
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<tr>
<td>Isolation</td>
<td>19</td>
<td>35</td>
</tr>
<tr>
<td>Gangs</td>
<td>27</td>
<td>14</td>
</tr>
<tr>
<td>Actual ‘verbal’ threat</td>
<td>40</td>
<td>26</td>
</tr>
<tr>
<td>Some areas unsafe</td>
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<td>30</td>
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<tr>
<td>Poor lighting</td>
<td>6</td>
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</tr>
<tr>
<td>Actual ‘physical’ threat</td>
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</tbody>
</table>
### Reasons For Feeling Unsafe: At Bus Stop / Interchange At Night

<table>
<thead>
<tr>
<th>Reason</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceived threat / drunks / drug users / general feeling of insecurity / strange people</td>
<td>70</td>
<td>68</td>
</tr>
<tr>
<td>Not enough security / guards / cameras / inconsistent presence</td>
<td>37</td>
<td>43</td>
</tr>
<tr>
<td>Isolation / lack of people / on my own / empty trains or stations</td>
<td>31</td>
<td>42</td>
</tr>
<tr>
<td>Gangs / groups hanging around</td>
<td>26</td>
<td>13</td>
</tr>
<tr>
<td>Actual ‘verbal’ threat / harassed by people / asked for money</td>
<td>39</td>
<td>22</td>
</tr>
<tr>
<td>Some areas unsafe / certain suburbs</td>
<td>27</td>
<td>23</td>
</tr>
<tr>
<td>Darkness at night / insufficient lighting</td>
<td>14</td>
<td>23</td>
</tr>
<tr>
<td>Actual ‘physical’ threat / physical assault / was attacked</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>
In line with previous years, no daytime security issues or concerns are evident among CAT Bus patrons.
Q. How safe do you generally feel…? NB: This measure was assessed amongst Perth residents only.
Train patron feelings of personal safety and security ‘at the station at night’ fell slightly from last year’s all time high levels.

However, the ‘on board at night’ measure recorded a new all time high result.
Personal Safety Ratings: Train

Q. How safe do you generally feel…?

% of respondents travelling at that time

Significant Difference to Previous Wave

ORANGE

PINK
Reasons For Feeling Unsafe: On Board Train At Night

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

Not enough security / guards / cameras / inconsistent presence

Some areas unsafe / certain suburbs

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

Gangs / groups hanging around

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

Having to walk home from station / fear of crime / high crime area

Poor lighting on board / insufficient lighting

Actual 'physical' threat / physical assault / was attacked

<table>
<thead>
<tr>
<th>Reason</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceived threat</td>
<td>83</td>
<td>78</td>
</tr>
<tr>
<td>Not enough security</td>
<td>57</td>
<td>57</td>
</tr>
<tr>
<td>Some areas unsafe</td>
<td>33</td>
<td>31</td>
</tr>
<tr>
<td>Actual 'verbal' threat</td>
<td>33</td>
<td>28</td>
</tr>
<tr>
<td>Isolation</td>
<td>24</td>
<td>29</td>
</tr>
<tr>
<td>Having to walk home</td>
<td>15</td>
<td>27</td>
</tr>
<tr>
<td>Poor lighting</td>
<td>13</td>
<td>17</td>
</tr>
<tr>
<td>Actual 'physical' threat</td>
<td>13</td>
<td>16</td>
</tr>
<tr>
<td>Actual 'physical' threat / was attacked</td>
<td>13</td>
<td>8</td>
</tr>
</tbody>
</table>
Reasons For Feeling Unsafe:
At Train Station / Interchange
At Night

Perceived threat / drunks / drug users / general feeling of insecurity / strange people
Not enough security / guards / cameras / inconsistent presence
Some areas unsafe / certain suburbs
Actual 'verbal' threat / harassed by people / asked for money
Gangs / groups hanging around
Isolation / lack of people / on my own / empty trains or station
Having to walk home from station / fear of crime / high crime area
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<table>
<thead>
<tr>
<th>Reason</th>
<th>Males</th>
<th>Females</th>
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</thead>
<tbody>
<tr>
<td>Perceived threat</td>
<td>66</td>
<td>62</td>
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<tr>
<td>Actual 'verbal' threat</td>
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<tr>
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<td>28</td>
<td>24</td>
</tr>
<tr>
<td>Darkness at night</td>
<td>45</td>
<td>33</td>
</tr>
<tr>
<td>Having to walk home</td>
<td>25</td>
<td>42</td>
</tr>
<tr>
<td>Not enough security</td>
<td>18</td>
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<tr>
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<td>24</td>
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<tr>
<td>Darkness at night</td>
<td>25</td>
<td>42</td>
</tr>
<tr>
<td>Isolation</td>
<td>9</td>
<td>15</td>
</tr>
<tr>
<td>Having to walk home</td>
<td>21</td>
<td>30</td>
</tr>
<tr>
<td>Perceived threat</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>
Feelings of personal safety and security for the night time measures among Ferry patrons remain very strong amongst Perth residents.
Personal Safety Ratings – Perth Residents: Ferry

Q. How safe do you generally feel…?
Feelings Of Personal Safety – Tourists: Ferry

Q. How safe did you feel when you travelled on the Ferry...?
### Key KPI Summary

<table>
<thead>
<tr>
<th></th>
<th>Overall Satisfaction</th>
<th>NPS</th>
<th>Fares</th>
<th>Peak</th>
<th>Off-peak Weekdays</th>
<th>Weeknights</th>
<th>Weekends</th>
<th>On-board Day</th>
<th>On-board Night</th>
<th>Stop/Station Day</th>
<th>Stop/Station Night</th>
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<td>87</td>
<td>75</td>
<td>53</td>
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<td>83</td>
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<td>75</td>
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<td><strong>CAT</strong></td>
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<td>91</td>
<td>N/A</td>
<td>68</td>
<td>99</td>
<td>N/A</td>
<td>99</td>
<td>N/A</td>
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<td>68</td>
<td>98</td>
<td>81</td>
<td>98</td>
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<td><strong>Ferry</strong></td>
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<td>99</td>
<td>87</td>
<td>80</td>
<td>83</td>
<td>100</td>
<td>95</td>
<td>100</td>
<td>92</td>
</tr>
</tbody>
</table>
Section 2
Last Trip KPIs
Last Trip KPI Measures

10 Aspects of the Service Experience

Overall Satisfaction with Last Trip
Satisfaction with many aspects of bus travel remain very high, with six aspects recording satisfaction ratings of more than 90%.

Three aspects recorded a significant decrease in satisfaction however (punctuality; bus driver’s manner towards passengers and cleanliness on board).
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction With Punctuality

<table>
<thead>
<tr>
<th>Month</th>
<th>Satisfied (%)</th>
<th>Dissatisfied (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>82</td>
<td>7</td>
</tr>
<tr>
<td>May '97</td>
<td>83</td>
<td>9</td>
</tr>
<tr>
<td>May '98</td>
<td>84</td>
<td>14</td>
</tr>
<tr>
<td>Mar '99</td>
<td>80</td>
<td>11</td>
</tr>
<tr>
<td>Mar '00</td>
<td>83</td>
<td>11</td>
</tr>
<tr>
<td>Mar '01</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>Mar '02</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>Mar '03</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>Mar '04</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>Mar '05</td>
<td>79</td>
<td>10</td>
</tr>
<tr>
<td>Mar '06</td>
<td>79</td>
<td>10</td>
</tr>
<tr>
<td>Mar '07</td>
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<td>12</td>
</tr>
<tr>
<td>Mar '08</td>
<td>77</td>
<td>12</td>
</tr>
<tr>
<td>May '09</td>
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<td>10</td>
</tr>
<tr>
<td>May '10</td>
<td>81</td>
<td>10</td>
</tr>
<tr>
<td>Mar '11</td>
<td>81</td>
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<td>Mar '12</td>
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<td>9</td>
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<td>Mar '13</td>
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<tr>
<td>Mar '14</td>
<td>76</td>
<td>12</td>
</tr>
<tr>
<td>Mar '15</td>
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<td>9</td>
</tr>
<tr>
<td>Mar '16</td>
<td>78</td>
<td>10</td>
</tr>
<tr>
<td>Mar '17</td>
<td>85</td>
<td>10</td>
</tr>
</tbody>
</table>

Sample sizes for each wave:
- 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=2125)
- Mar '03: (n=2204)
- Mar '04: (n=2139)
- Mar '05: (n=2406)
- Mar '06: (n=2400)
- Mar '07: (n=2400)
- Mar '08: (n=2402)
- May '09: (n=2407)
- May '10: (n=2409)
- Mar '11: (n=2410)
- Mar '12: (n=2405)
- Mar '13: (n=2328)
- Mar '14: (n=2409)
- Mar '15: (n=2404)
- Mar '16: (n=2213)
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction With Punctuality

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied - 2017</th>
<th>Dissatisfied - 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>81</td>
<td>10</td>
</tr>
<tr>
<td>8th River / Armadale</td>
<td>86</td>
<td>8</td>
</tr>
<tr>
<td>Midland</td>
<td>82</td>
<td>8</td>
</tr>
<tr>
<td>Canning</td>
<td>87</td>
<td>6</td>
</tr>
<tr>
<td>Marmion</td>
<td>95</td>
<td>4</td>
</tr>
<tr>
<td>Claremont</td>
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<td>8</td>
</tr>
<tr>
<td>Morley</td>
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<tr>
<td>Fremantle / Cockburn</td>
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<td>Rockingham / Mandurah</td>
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<tr>
<td>Joondalup</td>
<td>91</td>
<td>5</td>
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<tr>
<td>Circle Route</td>
<td>70</td>
<td>8</td>
</tr>
</tbody>
</table>

Significantly higher than Total Sample
Significantly lower than Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction with Length Taken to Complete The Trip
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction with Length Taken to Complete The Trip

<table>
<thead>
<tr>
<th>Location</th>
<th>Total Sample</th>
<th>Sth River / Armadale</th>
<th>Midland</th>
<th>Canning</th>
<th>Marmion</th>
<th>Claremont</th>
<th>Morley</th>
<th>Kalamunda</th>
<th>Fremantle / Cockburn</th>
<th>Rockingham / Mandurah</th>
<th>Joondalup</th>
<th>Circle Route</th>
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</thead>
<tbody>
<tr>
<td>Satisfied - 2017</td>
<td>93</td>
<td>96</td>
<td>96</td>
<td>92</td>
<td>98</td>
<td>92</td>
<td>95</td>
<td>87</td>
<td>91</td>
<td>97</td>
<td>97</td>
<td>87</td>
</tr>
<tr>
<td>Dissatisfied - 2017</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>4</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

*Significantly higher than Total Sample
*Significantly lower than Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

The Availability Of Seats On The Bus

% of respondents

May '96 (n=2590) May '97 (n=2609) May '98 (n=2607) May '99 (n=2593) Mar '00 (n=2204) Mar '01 (n=2190) Mar '02 (n=2203) Mar '03 (n=2206) Mar '04 (n=2392) Mar '05 (n=2400) Mar '06 (n=2400) Mar '07 (n=2328) Mar '08 (n=2410) Mar '09 (n=2412) Mar '10 (n=2328) Mar '11 (n=205) Mar '12 (n=2405) Mar '13 (n=2409) Mar '14 (n=2404) Mar '15 (n=2215) Mar '16 (n=2215) Mar '17 (n=2215)

Satisfied Dissatisfied

BLUE RED Significant Difference to Previous Wave

All time low

4 4 2 5 4 4 6 6 7 7 7 9

93 94 97 93 93 91 91 89 89 88 87 91 92 91 89 90 92 92 94 95 95
Satisfaction With Specific Aspects Of Last Trip: Bus

The Availability Of Seats On The Bus

% of respondents

- **Total Sample**: 95% Satisfied, 1% Dissatisfied
- **Sth River / Armadale**: 95% Satisfied, 100% Satisfied
- **Midland**: 95% Satisfied, 0% Dissatisfied
- **Canning**: 92% Satisfied, 4% Dissatisfied
- **Marmion**: 99% Satisfied, 1% Dissatisfied
- **Claremont**: 95% Satisfied, 2% Dissatisfied
- **Morley**: 96% Satisfied, 1% Dissatisfied
- **Kalamunda**: 95% Satisfied, 0% Dissatisfied
- **Fremantle / Cockburn**: 91% Satisfied, 2% Dissatisfied
- **Rockingham / Mandurah**: 97% Satisfied, 1% Dissatisfied
- **Joondalup**: 97% Satisfied, 2% Dissatisfied
- **Circle Route**: 88% Satisfied, 0% Dissatisfied

- Significantly higher than Total Sample
- Significantly lower than Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver’s Handling Of The Bus

<table>
<thead>
<tr>
<th>Month</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>May '97</td>
<td>92</td>
<td></td>
</tr>
<tr>
<td>May '98</td>
<td>91</td>
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<td>May '99</td>
<td>89</td>
<td></td>
</tr>
<tr>
<td>Mar '00</td>
<td>90</td>
<td></td>
</tr>
<tr>
<td>Mar '01</td>
<td>91</td>
<td></td>
</tr>
<tr>
<td>Mar '02</td>
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</table>

% of respondents

Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver's Handling Of The Bus

<table>
<thead>
<tr>
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<th>Satisfied 2017</th>
<th>Dissatisfied 2017</th>
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<td>Claremont</td>
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<tr>
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<td>Fremantle / Cockburn</td>
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<tr>
<td>Rockingham / Mandurah</td>
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- Significantly higher than Total Sample
- Significantly lower than Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver's Manner Towards Passengers

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<td>Mar '07</td>
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<td>Mar '13</td>
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<tr>
<td>Mar '14</td>
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<td>Mar '15</td>
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<tr>
<td>Mar '17</td>
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</tbody>
</table>

% of respondents

Significant Difference to Previous Wave

All time low
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver's Manner Towards Passengers

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied - 2017</th>
<th>Dissatisfied - 2017</th>
</tr>
</thead>
<tbody>
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<td>Total Sample</td>
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<td>Claremont</td>
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<td>Morley</td>
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<td>Fremantle / Cockburn</td>
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<tr>
<td>Rockingham / Mandurah</td>
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<td>0</td>
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<tr>
<td>Joondalup</td>
<td>88</td>
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</tr>
<tr>
<td>Circle Route</td>
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</tr>
</tbody>
</table>

Significantly higher than Total Sample
Significantly lower than Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver's Knowledge Of Routes And Location Of Stops

% of respondents

May '96 (n=2590)
May '97 (n=2609)
Mar '97 (n=2607)
Mar '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=2407)
Mar '08 (n=2392)
Mar '09 (n=2398)
Mar '10 (n=2397)
Mar '11 (n=2311)
Mar '12 (n=2401)
Mar '13 (n=2393)
Mar '14 (n=2215)
Mar '15 (n=2215)
Mar '16 (n=2215)
Mar '17 (n=2215)

Satisfied
Dissatisfied

Equal all time high
Equal all time low

Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver's Knowledge Of Routes And Location Of Stops

<table>
<thead>
<tr>
<th>Area</th>
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<tr>
<td>Circle Route</td>
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</table>

Significantly higher than Total Sample

Significantly lower than Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

Cleanliness On Board

% of respondents

Satisfied  Dissatisfied

 Equal all time low

BLUE RED Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: Bus

Cleanliness On Board

- **Total Sample**: 94%
- **Sth River / Armadale**: 96%
- **Midland**: 96%
- **Canning**: 92%
- **Marmion**: 99%
- **Claremont**: 95%
- **Morley**: 96%
- **Kalamunda**: 92%
- **Fremantle / Cockburn**: 92%
- **Rockingham / Mandurah**: 93%
- **Joondalup**: 99%
- **Circle Route**: 90%

- **Satisfied - 2017**
- **Dissatisfied - 2017**

- Star symbol indicates significantly higher than Total Sample.
- Star symbol indicates significantly lower than 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 are installed.
Satisfaction With Specific Aspects Of Last Trip: Bus

The Shelter Provided At Bus Stops

<table>
<thead>
<tr>
<th></th>
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<th>Dissatisfied - 2017</th>
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</thead>
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<td>Rockingham / Mandurah</td>
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<td>25</td>
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<td>Joondalup</td>
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<td>31</td>
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<td>Circle Route</td>
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</table>

Significantly higher than Total Sample
Significantly lower than Total Sample

% of respondents

2016
73/21
2016
86/11
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction With The Last Trip Made At Your Usual Time

% of respondents

Satisfied
Dissatisfied

Equal all time low

Significant Difference to Previous Wave

BLUE
RED
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction With The Last Trip Made At Your Usual Time

<table>
<thead>
<tr>
<th>Location</th>
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<th>Dissatisfied-2016</th>
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<tr>
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<td>Fremantle / Cockburn</td>
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<tr>
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*Significantly higher than Total Sample
*Significantly lower than Total Sample
Satisfaction with individual aspects of travel on CAT buses remains high with almost all attributes scoring 90% satisfaction or higher.

Significant increases in satisfaction were recorded for Punctuality; Length of time to complete the trip and Driver’s knowledge of routes and locations of stops.
Satisfaction With Specific Aspects Of Last Trip: CAT

The Availability Of Space On The Bus

% of respondents

- **Mar '01 (n=400)**: Satisfied 49, Dissatisfied 42
- **Mar '02 (n=399)**: Satisfied 49, Dissatisfied 36
- **Mar '03 (n=452)**: Satisfied 61, Dissatisfied 27
- **Mar '04 (n=453)**: Satisfied 65, Dissatisfied 18
- **Mar '05 (n=466)**: Satisfied 61, Dissatisfied 23
- **Mar '06 (n=649)**: Satisfied 70, Dissatisfied 12
- **Mar '07 (n=660)**: Satisfied 70, Dissatisfied 12
- **Mar '08 (n=649)**: Satisfied 73, Dissatisfied 5
- **Mar '09 (n=666)**: Satisfied 88, Dissatisfied 14
- **Mar '10 (n=663)**: Satisfied 79, Dissatisfied 12
- **Mar '11 (n=659)**: Satisfied 81, Dissatisfied 10
- **Mar '12 (n=661)**: Satisfied 83, Dissatisfied 7
- **Mar '13 (n=737)**: Satisfied 88, Dissatisfied 7
- **Mar '14 (n=737)**: Satisfied 91, Dissatisfied 4
- **Mar '15 (n=704)**: Satisfied 90, Dissatisfied 6
- **Mar '16 (n=705)**: Satisfied 90, Dissatisfied 6
- **Mar '17 (n=704)**: Satisfied 94, Dissatisfied 5

The graph shows the percentage of respondents satisfied and dissatisfied with the availability of space on the bus from March 2001 to March 2017. The percentage of satisfied respondents steadily increases over time, reaching an all-time high of 94% in March 2017.
Satisfaction With Specific Aspects Of Last Trip: CAT

The Availability Of Space On The Bus

<table>
<thead>
<tr>
<th>Mar '01</th>
<th>Mar '02</th>
<th>Mar '03</th>
<th>Mar '04</th>
<th>Mar '05</th>
<th>Mar '06</th>
<th>Mar '07</th>
<th>Mar '08</th>
<th>Mar '09</th>
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<th>Mar '15</th>
<th>Mar '16</th>
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</tr>
</tbody>
</table>

Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: CAT

The Shelter Provided At The Bus Stops

- **Mar '01**: Satisfied 71, Dissatisfied 18
- **Mar '02**: Satisfied 72, Dissatisfied 18
- **Mar '03**: Satisfied 78, Dissatisfied 17
- **Mar '04**: Satisfied 79, Dissatisfied 6
- **Mar '05**: Satisfied 88, Dissatisfied 11
- **Mar '06**: Satisfied 82, Dissatisfied 5
- **Mar '07**: Satisfied 63, Dissatisfied 12
- **Mar '08**: Satisfied 71, Dissatisfied 14
- **Mar '09**: Satisfied 75, Dissatisfied 12
- **Mar '10**: Satisfied 78, Dissatisfied 10
- **Mar '11**: Satisfied 79, Dissatisfied 16
- **Mar '12**: Satisfied 75, Dissatisfied 11
- **Mar '13**: Satisfied 79, Dissatisfied 16
- **Mar '14**: Satisfied 74, Dissatisfied 13
- **Mar '15**: Satisfied 79, Dissatisfied 11
- **Mar '16**: Satisfied 80, Dissatisfied 9
- **Mar '17**: Satisfied 82, Dissatisfied 9

**Legend:**
- BLUE: Satisfied
- RED: Dissatisfied

**Significant Difference to Previous Wave:**
- Mar '03 to Mar '04: Significant Improvement
- Mar '05 to Mar '06: Significant Improvement
- Mar '06 to Mar '07: Significant Improvement
- Mar '07 to Mar '08: Significant Improvement
- Mar '08 to Mar '09: Significant Improvement
- Mar '09 to Mar '10: Significant Improvement
- Mar '10 to Mar '11: Significant Improvement
- Mar '11 to Mar '12: Significant Improvement
- Mar '12 to Mar '13: Significant Improvement
- Mar '13 to Mar '14: Significant Improvement
- Mar '14 to Mar '15: Significant Improvement
- Mar '15 to Mar '16: Significant Improvement
- Mar '16 to Mar '17: Significant Improvement
Satisfaction With Specific Aspects Of Last Trip: CAT

The Shelter Provided At The Bus Stops

% of respondents

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 | Mar '16 | Mar '17

Perth CAT - satisfied: 79, 82, 78, 86, 97, 100, 99, 94, 96, 100, 98
Perth CAT - dissatisfied: 71, 76, 73, 77, 79, 82, 82, 80, 78, 77, 81
Fremantle CAT - satisfied: 50, 37, 28, 18, 11, 18, 18, 3, 2, 14, 12, 12
Fremantle CAT - dissatisfied: 37, 28, 18, 11, 18, 18, 3, 2, 14, 12, 12
Joondalup CAT - satisfied: 12, 9, 8, 18, 10, 12, 12, 14, 12, 9, 2
Joondalup CAT - dissatisfied: 12, 9, 8, 18, 10, 12, 12, 14, 12, 9, 2

Significant Difference to Previous Wave

BLUE | ORANGE | PINK
Satisfaction With Specific Aspects Of Last Trip: CAT

Punctuality Of The Bus At Your Bus Stop

% of respondents

Mar '01 (n=400) 82 92
Mar '02 (n=399) 83 91
Mar '03 (n=446) 88 78
Mar '04 (n=456) 74 76
Mar '05 (n=444) 84 84
Mar '06 (n=453) 80 80
Mar '07 (n=658) 83 83
Mar '08 (n=647) 82 82
May '09 (n=666) 84 84
Mar '10 (n=663) 89 89
Mar '11 (n=653) 83 83
Mar '12 (n=650) 82 82
Mar '13 (n=661) 84 84
Mar '14 (n=737) 89 89
Mar '15 (n=704) 83 83
Mar '16 (n=702) 89 89
Mar '17 (n=704) 88 88

Satisfied
Dissatisfied

Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: CAT

Punctuality Of The Bus At Your Bus Stop
Satisfaction With Specific Aspects Of Last Trip: CAT

Length Of Time Taken To Complete The Trip

% of respondents

Mar '01 (n=400) Mar '02 (n=320) Mar '03 (n=449) Mar '04 (n=456) Mar '05 (n=451) Mar '06 (n=454) Mar '07 (n=660) Mar '08 (n=647) May '09 (n=666) Mar '10 (n=663) Mar '11 (n=664) Mar '12 (n=660) Mar '13 (n=661) Mar '14 (n=737) Mar '15 (n=704) Mar '16 (n=702) Mar '17 (n=704)

Satisfied Dissatisfied

BLUE RED Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: CAT

Length Of Time Taken To Complete The Trip

% of respondents

BLUE
ORANGE
PINK

Significant Difference to Previous Wave

Perth CAT - satisfied
Perth CAT - dissatisfied
Fremantle CAT - satisfied
Fremantle CAT - dissatisfied
Joondalup CAT - satisfied
Joondalup CAT - dissatisfied
Satisfaction With Specific Aspects Of Last Trip: CAT

The Bus Driver’s Handling Of The Bus

% of respondents

Satisfied

Dissatisfied

Significant Difference to Previous Wave

BLUE

RED

Equal all time high

Equal all time low

Mar '01 (n=400)
Mar '02 (n=399)
Mar '03 (n=452)
Mar '04 (n=456)
Mar '05 (n=453)
Mar '06 (n=455)
Mar '07 (n=658)
Mar '08 (n=649)
Mar '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)
Mar '16 (n=705)
Mar '17 (n=704)
Satisfaction With Specific Aspects Of Last Trip: CAT

The Bus Driver’s Handling Of The Bus

% of respondents

Significant Difference to Previous Wave

<table>
<thead>
<tr>
<th>Mar '01</th>
<th>Mar '02</th>
<th>Mar '03</th>
<th>Mar '04</th>
<th>Mar '05</th>
<th>Mar '06</th>
<th>Mar '07</th>
<th>Mar '08</th>
<th>Mar '09</th>
<th>Mar '10</th>
<th>Mar '11</th>
<th>Mar '12</th>
<th>Mar '13</th>
<th>Mar '14</th>
<th>Mar '15</th>
<th>Mar '16</th>
<th>Mar '17</th>
</tr>
</thead>
</table>
Satisfaction With Specific Aspects Of Last Trip: CAT

The Cleanliness On Board The Bus

% of respondents

Mar '01 (n=400)  Mar '02 (n=399)  Mar '03 (n=452)  Mar '04 (n=456)  Mar '05 (n=453)  Mar '06 (n=454)  Mar '07 (n=658)  Mar '08 (n=646)  May '09 (n=666)  Mar '10 (n=663)  Mar '11 (n=659)  Mar '12 (n=659)  Mar '13 (n=661)  Mar '14 (n=737)  Mar '15 (n=704)  Mar '16 (n=705)  Mar '17 (n=704)

Satisfied
Dissatisfied

BLUE
RED

Significant Difference to Previous Wave
Satisfaction With Specific Aspects Of Last Trip: CAT

The Cleanliness On Board The Bus

% of respondents

Significant Difference to Previous Wave

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 Mar '16 Mar '17
Satisfaction With Specific Aspects Of Last Trip: CAT

The Bus Driver’s Manner Towards Passengers

% of respondents

Satisfied  Dissatisfied

Mar '01 (n=400)  Mar '02 (n=399)  Mar '03 (n=450)  Mar '04 (n=456)  Mar '05 (n=426)  Mar '06 (n=692)  Mar '07 (n=638)  Mar '08 (n=663)  May '09 (n=666)  Mar '10 (n=638)  Mar '11 (n=641)  Mar '12 (n=661)  Mar '13 (n=737)  Mar '14 (n=704)  Mar '15 (n=704)  Mar '16 (n=705)  Mar '17 (n=704)

BLUE  Significant Difference to Previous Wave

RED
Satisfaction With Specific Aspects Of Last Trip: CAT

The Bus Driver’s Manner Towards Passengers

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

The Driver’s Knowledge Of Routes And Location Of Stops

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

The Driver's Knowledge Of Routes And Location Of Stops

<table>
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<th>Year</th>
<th>Perth CAT - satisfied</th>
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<th>Fremantle CAT - satisfied</th>
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</table>

Significant Difference to Previous Wave

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

The Availability Of Information On Board The Bus

% of respondents

Mar '01 (n=400) Mar '02 (n=399) Mar '03 (n=452) Mar '04 (n=456) Mar '05 (n=442) Mar '06 (n=449) Mar '07 (n=647) Mar '08 (n=624) May '09 (n=666) Mar '10 (n=663) Mar '11 (n=654) Mar '12 (n=653) Mar '13 (n=661) Mar '14 (n=737) Mar '15 (n=704) Mar '16 (n=702) Mar '16 (n=704)

Satisfied Dissatisfied

BLUE RED Significant Difference to Previous Wave

All time high

Equal all time low
Satisfaction With Specific Aspects Of Last Trip: CAT

The Availability Of Information On Board 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 Mar '16 Mar '17

Perth CAT - satisfied
Perth CAT - dissatisfied
Fremantle CAT - satisfied
Fremantle CAT - dissatisfied
Joondalup CAT - satisfied
Joondalup CAT - dissatisfied

BLUE
ORANGE
PINK

Significant Difference to Previous Wave
Q. Taking all these aspects into consideration, how satisfied were you overall with the last trip you made on a CAT bus?
Satisfaction With Specific Aspects Of Last Trip: CAT

Q. Taking all these aspects into consideration, how satisfied were you overall with the last trip you made on a CAT bus?
Satisfaction with most aspects of train travel remain generally very high, with nine aspects recording satisfaction ratings of more than 80%.

Expressed dissatisfaction with Availability of seats is significantly lower.
Q. How satisfied were you with…?

Satisfaction With Specific Aspects Of Last Train Trip

The line on the chart represents data for the previous wave

Significant difference to previous wave
Satisfaction With Specific Aspects Of Last Train Trip

THOSE DISSATISFIED WITH THE CLEANLINESS OF THE STATION (n=22 RESPONDENTS)

- Dirty / dusty / filthy areas / unhygienic areas
- Whole station is dirty / rubbish everywhere (e.g. wrappers, bottles, cans, butts / lots of rubbish)
- Toilets are dirty/disgusting – can smell them from platform
- Stations not cleaned regularly / should be cleaned every morning
- Graffiti everywhere
- Mess all over floor / rubbish on floor
- Dirty seats / stained

Q. How satisfied were you with…?

The line on the chart represents data for the previous wave.
Passenger Satisfaction Monitor Overall Satisfaction With Station Cleanliness – By Line: Train

Q. 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 82%-94%
Satisfaction With Specific Aspects Of Last Train Trip

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

- Train is dirty / rubbish everywhere (e.g. wrappers, bottles, cans, paper) 39%
- Mess all over the floor / rubbish all over the floors 26%
- Rubbish on seats 26%
- Dirty / dusty / filthy / unhygienic 22%

Q. How satisfied were you with…?
Passenger Satisfaction Monitor
Overall Satisfaction With On Board Cleanliness – By Line

Q. How satisfied were you with the cleanliness on board the train for the last trip you made at your usual time? New Attribute 2004
Satisfaction With Specific Aspects Of Last Train Trip

**THOSE DISSATISFIED WITH TRANSIT OFFICERS (n=61 RESPONDENTS)**

- Rude, abrupt / not helpful / too quick to over-react / not happy / disbelieving: 41%
- Not proactive / don’t do anything / enforce rules / ignore troublemakers / turn a blind eye / slow to react: 25%
- Fined for small things / no leniency / not tolerant of mistakes: 11%
- Staff don’t make their presence felt: 11%
- Not enough staff / security / none: 10%
- Discrimination / victimisation / mean to certain types of people – youth / biased towards Aboriginals / racism: 7%
- Use too much force / retrain unnecessarily: 7%
- Incorrectly fined / Accused incorrectly: 5%
- Pick on soft targets (e.g. young girls) / intimidate: 5%
- Don’t check tickets / everyone’s ticket: 5%

The line on the chart represents data for the previous wave.
Q. How satisfied were you with...?

**Satisfaction With Specific Aspects Of Last Train Trip**

**THOSE DISSATISFIED WITH THE FACILITIES AT TRAIN STATIONS** (n=146)

**TOILETS**
- No toilets / not enough toilets / too far away: 45%
- Toilets need upgrade / revamping: 3%
- Other toilet issues (damaged / blocked / blocking): 3%
- Toilets are not safe / people injecting themselves / not lit: 1%

**FOOD & DRINK**
- No drinking fountains / cold water: 5%
- No vending machine / machines in bad state: 3%
- No shop / kiosk / shop not always opened: 2%

**STATION DESIGN**
- Need more shelter / shade / protection: 7%
- No escalator or lift / broken / out of order: 7%
- Need more seating on the platform: 6%
- Insufficient parking: 2%

**OTHER**
- Insufficient SmartRider machines / broken / wrong location / can’t add value: 9%
- Not cleaned regularly / get dirtier as day goes by: 5%
Satisfaction with most aspects of ferry travel remains well over 90%, with a significant increase for Information at the jetty noted among Perth residents.

Availability of shelter remains the perennial issue, reflecting the disparity between the Mends Street facility versus the Elizabeth Quay jetty structure and shelter.
Satisfaction With Specific Aspects Of Last Ferry Trip – Perth Residents

Q. How satisfied were you with...?
Satisfaction With Specific Aspects Of Last Ferry Trip – Tourists

Q. How satisfied were you with...

- Availability Of Seats
- Temperature on-board
- Cleanliness On Board
- Staff's manner
- Punctuality Of Ferry
- Time to complete trip
- On Board Info
- Availability of shelter
- Information at jetty

The line on the chart represents data for the previous wave.
Section 3
Dual Mode Travel and PnR KPIs
Dual Mode Travel & PnR KPI Measures

Dual Mode Travel

Usage and Satisfaction

Park n Ride

Usage and Satisfaction
After peaking at 85% in 2013, reported levels of dual mode usage among bus patrons have slowly decreased over the past four years.

However, bus patrons remain highly satisfied with their dual mode trips.
Dual Mode Usage: Bus

Q. How often do you travel by bus and train to make a single journey...?
Dual Mode Usage
Satisfaction: Bus

Availability of Information on Connecting Services

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

- Availability of Connecting Info-satisfied
- Availability of Connecting Info-dissatisfied
Dual Mode Usage
Satisfaction: Bus

Q. How satisfied are you with each of the following aspects of this type of travel?
Consistently, around two thirds of train patrons utilise dual mode services.

Reported usage remains much higher on the Joondalup and Mandurah Lines.

Overall satisfaction is lower compared to bus patrons.
Dual Mode Usage – By Line: Train

Q. How often do you travel by bus and train to make a single journey...?
Dual Mode Usage Satisfaction: Train

Availability of Information on Connecting Services

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

Availability of Connecting Info-satisfied

Availability of Connecting Info-dissatisfied
Dual Mode Usage
Satisfaction: Train

Q. How satisfied are you with the following aspect of this type of travel?
Despite the introduction of a mandatory fee for Park N Ride in 2015, reported usage has not been impacted, with 1 in 3 train users using this service.

The reasons for user dissatisfaction have less focus on the $2 mandatory fee, with most complaining about a Lack of available bays.
Usage Of PNR Facilities: Train

Q. Do you ever use Park 'N' Ride facilities?

- Use PNR
- Don't use PNR

Significant Difference to Previous Wave

BLUE
RED

Jun '94 (n=454) 31
May '95 (n=457) 36
May '96 (n=458) 38
May '97 (n=450) 32
Mar '98 (n=452) 32
Mar '99 (n=449) 37
Mar '00 (n=477) 33
Mar '01 (n=454) 37
Mar '02 (n=800) 41
Mar '03 (n=800) 36
Mar '04 (n=800) 36
Mar '05 (n=799) 32
Mar '06 (n=1001) 40
Mar '07 (n=999) 38
Mar '08 (n=1003) 40
Mar '09 (n=1012) 38
Mar '10 (n=1000) 38
Mar '11 (n=1018) 35
Mar '12 (n=980) 35
Mar '13 (n=1008) 33
Mar '14 (n=1003) 34
Mar '15 (n=1012) 34
Mar '16 (n=1012) 34
Mar '17 (n=1012) 34

June '94
March '95
May '96
March '97
April '98
March '99
April '00
March '01
April '02
March '03
April '04
March '05
April '06
March '07
April '08
March '09
April '10
March '11
April '12
March '13
April '14
March '15
April '16
March '17
Reasons For Driving And Using PNR Rather Than Using A Bus Feeder Service: Train

- Car is faster / saves time / more efficient
- Takes too long to catch bus and train / not reliable / not punctual / connection issues
- Buses not frequent enough / infrequent service / inconvenient times / not enough peak services
- Need car for other reasons / go elsewhere/shopping / drop kids off / carry heavy things/extra people
- 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
Overall Satisfaction With PNR Facilities: Train

Q. How satisfied are you with the PNR facilities you use…?

% of respondents using PNR facilities
Reasons For Dissatisfaction with PNR: Train

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

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

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

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

Too far to walk / no facilities to aid walking between locations

Not enough information/signage (Where you can park / have to buy a ticket etc.)

Access / Exit difficult

No shade/shelter - Cars in summer / Pay stations not protected
Reported levels of dual mode usage among Ferry patrons have fluctuated in recent years, with one-in-three reporting this mode of travel over the past 2 years.

Satisfaction with aspects of this type of travel remain quite strong.
Dual Mode Usage – Perth Residents: Ferry

Q. 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)
Q. How satisfied are you with each of the following aspects of this type of travel? Base: Perth Residents  NB: Very Small Base Numbers for Analysis Significant Difference to Previous Wave

Dual Mode Usage Satisfaction – Perth Residents: Ferry
Section 4
Information and Ticketing KPIs
Information and Ticketing
KPI Measures

**Information Services**
- Timetables & Services Changes
- Availability of General Information
- Infoline; Website; TravelEasy
- Live Train Times Service; Transperth App for Android and iPhones

**SmartRider**
- Usage and Satisfaction
Bus patron satisfaction with Transperth service information provision remains very strong and has shown incremental improvements this year, particularly in terms of Infoline staff knowledge and manner.
Availability of Timetables: Bus

Q. How satisfied are you with the ‘availability’ of Bus timetables?
Q. How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc.?
Q. How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc.?

Changes to Services: Bus

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied - 2017</th>
<th>Dissatisfied - 2017</th>
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<tbody>
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<td>Total Sample</td>
<td>75</td>
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<tr>
<td>Sth River / Armadale</td>
<td>72</td>
<td>17</td>
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<td>10</td>
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<tr>
<td>Canning</td>
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<tr>
<td>Marmion</td>
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<td>4</td>
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<td>Claremont</td>
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<td>Morley</td>
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<td>Kalamunda</td>
<td>83</td>
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<tr>
<td>Fremantle / Cockburn</td>
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<td>Rockingham / Mandurah</td>
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<td>9</td>
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<td>Circle Route</td>
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- Satisfied - 2017
- Dissatisfied - 2017
- Significantly higher than Total Sample
- Significantly lower than Total Sample
Q. How satisfied are you with the availability of general information at bus stops? NB: Base: Respondents indicating attribute is applicable to their travel patterns

Overall Satisfaction With Availability Of General Information At Bus Stops

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<th>Year</th>
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Satisfied
Dissatisfied
Equal

Significant Difference to Previous Wave
Q. How satisfied are you with the availability of general information at bus stops?

Overall Satisfaction With Availability Of General Information At Bus Stops

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<tr>
<th>Location</th>
<th>Satisfied - 2017</th>
<th>Dissatisfied - 2017</th>
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<td>Total Sample</td>
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<tr>
<td>Kalamunda</td>
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<td>4</td>
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<td>Fremantle / Cockburn</td>
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<tr>
<td>Rockingham / Mandurah</td>
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<td>70</td>
<td>24</td>
</tr>
<tr>
<td>Circle Route</td>
<td>82</td>
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</tr>
</tbody>
</table>

*Significantly higher than Total Sample
*Significantly lower than Total Sample
Overall Satisfaction With Availability Of General Information At Bus Stations / Interchanges

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

NB: Base: Respondents indicating attribute is applicable to their travel patterns

Equal all time low

May '96 (n=2590)
May '97 (n=2609)
May '98 (n=2593)
Mar '99 (n=2607)
Mar '00 (n=2587)
Mar '01 (n=2190)
Mar '02 (n=2206)
Mar '03 (n=2125)
Mar '04 (n=2310)
Mar '05 (n=2248)
Mar '06 (n=2245)
Mar '07 (n=2375)
Mar '08 (n=2384)
May '09 (n=2309)
Mar '10 (n=2384)
Mar '11 (n=2310)
Mar '12 (n=2297)
Mar '13 (n=2269)
Mar '14 (n=2269)
Mar '15 (n=2230)
Mar '16 (n=2269)
Mar '17 (n=2090)

Satisfied
Dissatisfied

BLUE
RED
Significant Difference to Previous Wave
Usage of the Infoline: Bus

Q. Have you ever used Transperth’s InfoLine (13 62 13) Service?
Satisfaction With The Time It Took To Answer The Call: Bus

Q. How satisfied are you with the time it took to answer the call?

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<th>Dissatisfied</th>
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<td>Mar '00</td>
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<td>Mar '01</td>
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<td>Mar '17</td>
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</table>

Significant Difference to Previous Wave

% of respondents using Infoline
Satisfaction With The Person’s Knowledge: Bus

Q. How satisfied are you with the person’s knowledge?
Satisfaction With The Person’s Manner: Bus

Q. How satisfied are you with the person’s manner?
Q. Have you ever used any of Transperth's walk in information centres?

Usage Of The WIICs: Bus

- Wellington St/Perth Busport (2017)
- Plaza Arcade/PUG (2010)
- Esplanade Busport/EQBS (2016)
- City Train Station
- Used 1 or more

169
Q. How satisfied were you with the person’s knowledge at the WIICs?

Satisfaction With Person’s Knowledge At The WIICs: Bus

% of respondents indicating usage

Range 95%-98%

Range 1%-2%
Satisfaction With Person’s Manner At The WIICs: Bus

Q: How satisfied were you with the person’s manner at the WIICs?
Transperth Website: Bus

Awareness, Usage And Satisfaction

<table>
<thead>
<tr>
<th>Month</th>
<th>Awareness (total sample)</th>
<th>Usage (total sample)</th>
<th>Satisfied (amongst users)</th>
<th>Dissatisfied (amongst users)</th>
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</table>

Legend:
- **Awareness (total sample)**
- **Usage (total sample)**
- **Satisfied (amongst users)**
- **Dissatisfied (amongst users)**

Note: All time low

Significant Difference To Previous Wave: 172
TravelEasy: Bus

Awareness, Usage And Satisfaction

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)  Mar '16 (n=2404)  Mar '17 (n=2215)

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

All time high

All time low

% of respondents
Other Information Services: Bus

Live Train Times Service

Awareness, Usage And Usefulness

<table>
<thead>
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<th>Month</th>
<th>Awareness (total sample)</th>
<th>Usage (total sample)</th>
<th>Usefulness</th>
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= Significant Difference To Previous Wave
Other Information Services: Bus

Transperth App for Android and iPhone

Awareness, Usage And Usefulness

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<td>Mar '16</td>
<td>64 (n=2215)</td>
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</table>

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

Usage of and satisfaction with SmartRider remains at all time high levels.
SmartRider: Bus

Usage And Satisfaction

% of respondents

Mar '07 (n=2411)  Mar '08 (n=2403)  May '09 (n=2407)  Mar '10 (n=2409)  Mar '11 (n=2412)  Mar '12 (n=2403)  Mar '13 (n=2330)  Mar '14 (n=2409)  Mar '15 (n=2404)  Mar '16 (n=2415)  Mar '17 (n=2215)

Current users  Lapsed users  Non-users  Satisfied  Dissatisfied

Equal all time high

= Significant Difference To Previous Wave
Satisfaction With SmartRider: Bus

Q. 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

Mar '08 (n=1630)  May '09 (n=1877)  Mar '10 (n=1874)  Mar '11 (n=1882)  Mar '12 (n=1930)  Mar '13 (n=1949)  Mar '14 (n=1988)  Mar '15 (n=2409)  Mar '16 (n=2404)  Mar '17 (n=2215)

% of respondents
Satisfaction With Cash Fares: Bus

Q. How satisfied are you with the following aspects of cash fares? Base¹: Patrons using cash fares (non-SmartRider Users)

1. Access to cash ticket purchase facilities - satisfied
2. Operation of cash ticket vending machines - satisfied
3. Access to cash ticket purchase facilities - dissatisfied
4. Operation of cash ticket vending machines - dissatisfied

¹. As a result of questionnaire changes in 2008 the base for the analysis of this data has changed.
Satisfaction with general information provision among train patrons remains very high.

Reported usage of the Infoline, WIIC’s and website have all increased this year.
Satisfaction With Availability Of General Information At Train Stations

Q. How satisfied are you with the availability of general information at Train Stations? Base: Respondents For Whom Attribute Is Applicable

% of respondents

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<thead>
<tr>
<th></th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
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<td>May '97</td>
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</table>

BLUE RED Significant Difference to Previous Wave

Equal all time high

Equal all time low
Satisfaction With Availability Of General Information At Train Station / Interchange

Q. 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

Significant Difference to Previous Wave

BLUE

RED

May '95 (n=457)
May '96 (n=447)
May '97 (n=450)
Mar '98 (n=452)
Mar '99 (n=449)
Mar '00 (n=477)
Mar '01 (n=392)
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)
Mar '09 (n=943)
Mar '10 (n=942)
Mar '11 (n=966)
Mar '12 (n=931)
Mar '13 (n=939)
Mar '14 (n=929)
Mar '15 (n=938)
Mar '16 (n=937)
Mar '17 (n=938)
Q. How satisfied are you with the 'availability' of train timetables? Base: Respondents For Whom Attribute Is Applicable

Availability Of Timetables: Train

All time high
Q. How satisfied are you 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

Changes To Services: Train
Usage Of The Infoline: Train

Q. Have you ever used Transperth/Infoline?
q. How satisfied were you with the time it took to answer the call?
Satisfaction With Person’s Knowledge: Train

Q. How satisfied were you with the person’s knowledge?

% of respondents

<table>
<thead>
<tr>
<th></th>
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<th>Dissatisfied</th>
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All time high

BLUE

RED

Significant Difference to Previous Wave
Satisfaction With Person’s Manner: Train

Q. How satisfied were you with the person’s manner?*

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

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<th>Dissatisfied</th>
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*Significant Difference to Previous Wave

**All time high**
Usage Of The WIICs: Train

Q. Have you ever used any of Transperth's Walk In Information Centres?
Satisfaction With Person’s Knowledge At The WIICs: Train

Q. How satisfied were you with the person’s knowledge at the WIICs?
Satisfaction With Person’s Manner At The WIICs: Train

Q. How satisfied were you with the person’s manner at the WIICs?
Transperth Website: Train

Awareness, Usage and Satisfaction

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

Equal all time high

All time low

May '98 (n=450) 71
Mar '99 (n=452) 64
Mar '00 (n=449) 71
Mar '01 (n=477) 64
Mar '02 (n=800) 67
Mar '03 (n=801) 76
Mar '04 (n=799) 77
Mar '05 (n=800) 84
Mar '06 (n=801) 80
Mar '07 (n=800) 87
Mar '08 (n=800) 74
May '09 (n=999) 87
Mar '10 (n=1003) 86
Mar '11 (n=1012) 82
Mar '12 (n=1018) 81
Mar '13 (n=1001) 91
Mar '14 (n=980) 92
Mar '15 (n=1008) 88
Mar '16 (n=1003) 92
Mar '17 (n=1012) 86

= Significant Difference To Previous Wave

192
TravelEasy: Train

Awareness, Usage And Satisfaction

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<th>Registration (total sample)</th>
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<td>12%</td>
<td>9%</td>
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<td>Mar '07</td>
<td>57%</td>
<td>15%</td>
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<td>12%</td>
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<td>16%</td>
<td>4%</td>
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<tr>
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<td>40%</td>
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<td>17%</td>
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<td>Mar '14</td>
<td>35%</td>
<td>3%</td>
<td>17%</td>
<td>3%</td>
</tr>
<tr>
<td>Mar '15</td>
<td>37%</td>
<td>3%</td>
<td>15%</td>
<td>3%</td>
</tr>
<tr>
<td>Mar '16</td>
<td>33%</td>
<td>2%</td>
<td>17%</td>
<td>2%</td>
</tr>
<tr>
<td>Mar '17</td>
<td>34%</td>
<td>5%</td>
<td>16%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Mar '05 (n=800) | Mar '06 (n=799) | Mar '07 (n=800) | Mar '08 (n=999) | May '09 (n=1003) | Mar '10 (n=1012) | Mar '11 (n=1018) | Mar '12 (n=1001) | Mar '13 (n=980) | Mar '14 (n=1008) | Mar '15 (n=1003) | Mar '16 (n=1012) | Mar '17 (n=1012) |

% of respondents
Other Information Services: Train

Live Train Times Service
Awareness, Usage And Usefulness

<table>
<thead>
<tr>
<th>Year</th>
<th>Awareness (total sample)</th>
<th>Usage (total sample)</th>
<th>Usefulness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '11</td>
<td>40</td>
<td>23</td>
<td>97</td>
</tr>
<tr>
<td>Mar '12</td>
<td>48</td>
<td>32</td>
<td>95</td>
</tr>
<tr>
<td>Mar '13</td>
<td>49</td>
<td>33</td>
<td>94</td>
</tr>
<tr>
<td>Mar '14</td>
<td>48</td>
<td>31</td>
<td>96</td>
</tr>
<tr>
<td>Mar '15</td>
<td>37</td>
<td>23</td>
<td>94</td>
</tr>
<tr>
<td>Mar '16</td>
<td>39</td>
<td>22</td>
<td>92</td>
</tr>
<tr>
<td>Mar '17</td>
<td>47</td>
<td>29</td>
<td>96</td>
</tr>
</tbody>
</table>

Significant Difference To Previous Wave
Other Information Services: Train

Transperth App for Android and iPhones

Awareness, Usage And Usefulness

<table>
<thead>
<tr>
<th>Year</th>
<th>Awareness (total sample)</th>
<th>Usage (total sample)</th>
<th>Usefulness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '11</td>
<td>54</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Mar '12</td>
<td>58</td>
<td>38</td>
<td></td>
</tr>
<tr>
<td>Mar '13</td>
<td>63</td>
<td>37</td>
<td></td>
</tr>
<tr>
<td>Mar '14</td>
<td>93</td>
<td>87</td>
<td></td>
</tr>
<tr>
<td>Mar '15</td>
<td>88</td>
<td>88</td>
<td></td>
</tr>
<tr>
<td>Mar '16</td>
<td>70</td>
<td>42</td>
<td></td>
</tr>
<tr>
<td>Mar '17</td>
<td>88</td>
<td>88</td>
<td></td>
</tr>
</tbody>
</table>

= Significant Difference To Previous Wave
Train patron satisfaction with Transperth ticketing services remains very strong with usage of and satisfaction with SmartRider remaining at near all time high results.
SmartRider: Train

Usage and Satisfaction

Current users | Lapsed users | Non-users | Satisfied | Dissatisfied
Mar '07 (n=800) | 43 | 74 | 90 | 2
Mar '08 (n=1001) | 25 | 3 | 93 | 4
Mar '09 (n=999) | 12 | 85 | 4 | 5
Mar '10 (n=1003) | 94 | 85 | 9 | 2
Mar '11 (n=1012) | 96 | 86 | 8 | 4
Mar '12 (n=1018) | 96 | 84 | 8 | 6
Mar '13 (n=1001) | 96 | 85 | 8 | 7
Mar '14 (n=980) | 97 | 88 | 6 | 5
Mar '15 (n=1008) | 97 | 89 | 5 | 5
Mar '16 (n=1003) | 98 | 90 | 5 | 5
Mar '17 (n=1012) | 97 | 88 | 7 | 7

% of respondents

Current users
Lapsed users
Non-users
Satisfied
Dissatisfied

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)
Mar '16 (n=1003)
Mar '17 (n=1012)

SmartRider: Train

Usage and Satisfaction

Current users | Lapsed users | Non-users | Satisfied | Dissatisfied
Mar '07 (n=800) | 43 | 74 | 90 | 2
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Mar '17 (n=1012) | 97 | 88 | 7 | 7

% of respondents

Current users
Lapsed users
Non-users
Satisfied
Dissatisfied

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)
Mar '16 (n=1003)
Mar '17 (n=1012)

SmartRider: Train

Usage and Satisfaction

Current users | Lapsed users | Non-users | Satisfied | Dissatisfied
Mar '07 (n=800) | 43 | 74 | 90 | 2
Mar '08 (n=1001) | 25 | 3 | 93 | 4
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Mar '11 (n=1012) | 96 | 86 | 8 | 4
Mar '12 (n=1018) | 96 | 84 | 8 | 6
Mar '13 (n=1001) | 96 | 85 | 8 | 7
Mar '14 (n=980) | 97 | 88 | 6 | 5
Mar '15 (n=1008) | 97 | 89 | 5 | 5
Mar '16 (n=1003) | 98 | 90 | 5 | 5
Mar '17 (n=1012) | 97 | 88 | 7 | 7

% of respondents

Current users
Lapsed users
Non-users
Satisfied
Dissatisfied

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)
Mar '16 (n=1003)
Mar '17 (n=1012)

SmartRider: Train

Usage and Satisfaction

Current users | Lapsed users | Non-users | Satisfied | Dissatisfied
Mar '07 (n=800) | 43 | 74 | 90 | 2
Mar '08 (n=1001) | 25 | 3 | 93 | 4
Mar '09 (n=999) | 12 | 85 | 4 | 5
Mar '10 (n=1003) | 94 | 85 | 9 | 2
Mar '11 (n=1012) | 96 | 86 | 8 | 4
Mar '12 (n=1018) | 96 | 84 | 8 | 6
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Mar '15 (n=1008) | 97 | 89 | 5 | 5
Mar '16 (n=1003) | 98 | 90 | 5 | 5
Mar '17 (n=1012) | 97 | 88 | 7 | 7

% of respondents

Current users
Lapsed users
Non-users
Satisfied
Dissatisfied

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)
Mar '16 (n=1003)
Mar '17 (n=1012)
Satisfaction With SmartRider: Train

Q. How satisfied are you with the following aspects of SmartRider?

- Add value to the card - satisfied
- Operation of the fare gates - satisfied
- Tag on/tag off equipment - satisfied
- Number of tag on/off machines at train stations - satisfied

Add value to the card - dissatisfied
Operation of the fare gates - dissatisfied
Tag on/tag off equipment - dissatisfied
Number of tag on/off machines at train stations - dissatisfied

<table>
<thead>
<tr>
<th></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>
<th>Mar '16 (n=903)</th>
<th>Mar '17 (n=451)</th>
</tr>
</thead>
</table>
Satisfaction With Cash Fares: Train

Q. How satisfied are you with the following aspects of cash fares? BASE: Patrons using cash fares (non-SmartRider Users)

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

% of respondents

BLUE Significant Difference to Previous Wave

<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>84</td>
<td>10</td>
<td>10</td>
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<tr>
<td>Mar '07</td>
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<td>9</td>
</tr>
<tr>
<td>Mar '08</td>
<td>81</td>
<td>8</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>May '09</td>
<td>86</td>
<td>7</td>
<td>7</td>
<td>9</td>
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<td>Mar '10</td>
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<td>6</td>
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<tr>
<td>Mar '11</td>
<td>78</td>
<td>6</td>
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<td>7</td>
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<tr>
<td>Mar '12</td>
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<td>Mar '13</td>
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<td>6</td>
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<td>Mar '14</td>
<td>84</td>
<td>9</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>Mar '15</td>
<td>85</td>
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<td>8</td>
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<tr>
<td>Mar '16</td>
<td>84</td>
<td>13</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Mar '17</td>
<td>89</td>
<td>13</td>
<td>7</td>
<td>6</td>
</tr>
</tbody>
</table>

10% of respondents
Ferry patrons also evidence higher usage of WIIC’s this year, with staff ratings against knowledge and manner remaining very strong.
Availability Of Timetables: Ferry

Q. How satisfied were you with the availability of the current timetables?
Changes to Services: Ferry

Q. How satisfied are you with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc.? Base: Perth Residents

- Satisfied
- Dissatisfied

% of respondents vs. Significant Difference to Previous Wave

Mar '03 (n=100)
Mar '04 (n=100)
Mar '05 (n=100)
Mar '06 (n=100)
Mar '07 (n=99)
Mar '08 (n=102)
May '09 (n=104)
Mar '10 (n=101)
Mar '11 (n=96)
Mar '12 (n=103)
Mar '13 (n=101)
Mar '14 (n=99)
Mar '15 (n=100)
Mar '16 (n=100)
Mar '17 (n=100)

Equal all time low

BLUE
RED
Usage Of The Infoline (131213) Service: Ferry

Q. Have you ever used Transperth’s Infoline?

- Often
- Occasionally
- No

% of respondents

Significant Difference to Previous Wave
Satisfaction With Time It Took To Answer The Call: Ferry

Q. How satisfied were you with the time it took to answer the call? NB: Very Small Numbers for Analysis
Satisfaction With The Person’s Knowledge: Ferry

Q. How satisfied were you with the person’s knowledge? NB: Very Small Numbers for Analysis
Satisfaction With The Person’s Manner: Ferry

Q. How satisfied were you with the person’s manner? NB: Very Small Numbers for Analysis

% of respondents

Equal all time low

Significant Difference to Previous Wave

BLUE
RED
Usage of the WIICs: Ferry

Q. Have you ever used any of Transperth’s Walk In Information Centres?
Satisfaction With Person’s Knowledge At The WIICs: Ferry

Q. How Satisfied were you with the person’s knowledge at the WIICs? NB: Very Small Base Numbers for Analysis
Satisfaction With Person’s Manner At The WIICs: Ferry
Transperth Website: Ferry

Awareness, Usage And Satisfaction

May '98 Mar '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 Mar '16 Mar '17

Significant difference to previous wave
TravelEasy: Ferry

Awareness, Usage And Satisfaction

<table>
<thead>
<tr>
<th>Month</th>
<th>% of Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '05</td>
<td>100</td>
</tr>
<tr>
<td>Mar '06</td>
<td>100</td>
</tr>
<tr>
<td>Mar '07</td>
<td>86</td>
</tr>
<tr>
<td>Mar '08</td>
<td>67</td>
</tr>
<tr>
<td>May '09</td>
<td>100</td>
</tr>
<tr>
<td>Mar '10</td>
<td>85</td>
</tr>
<tr>
<td>Mar '11</td>
<td>82</td>
</tr>
<tr>
<td>Mar '12</td>
<td>93</td>
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<tr>
<td>Mar '13</td>
<td>93</td>
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<tr>
<td>Mar '14</td>
<td>92</td>
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<tr>
<td>Mar '15</td>
<td>100</td>
</tr>
<tr>
<td>Mar '16</td>
<td>100</td>
</tr>
<tr>
<td>Mar '17</td>
<td>100</td>
</tr>
</tbody>
</table>

Base: Perth Residents  NB: Very Small Base Numbers for Analysis
Usage of SmartRider among ferry patrons has increased to an all time high with satisfaction at 99% this year.
SmartRider: Ferry

Usage And Satisfaction

Base: Perth Residents

Current users
Lapsed users
Non-users
Satisfied
Dissatisfied

Mar '07 (n=99)
Mar '08 (n=102)
May '09 (n=101)
Mar '10 (n=95)
Mar '11 (n=103)
Mar '12 (n=101)
Mar '13 (n=99)
Mar '14 (n=100)
Mar '15 (n=100)
Mar '16 (n=100)
Mar '17 (n=100)

% of respondents

= Significant Difference To Previous Wave
Q. How satisfied are you with the following aspects of SmartRider?

- 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>Month</th>
<th>% of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '08</td>
<td>98 (n=60)</td>
</tr>
<tr>
<td>May '09</td>
<td>96 (n=79)</td>
</tr>
<tr>
<td>Mar '10</td>
<td>97 (n=71)</td>
</tr>
<tr>
<td>Mar '11</td>
<td>96 (n=82)</td>
</tr>
<tr>
<td>Mar '12</td>
<td>98 (n=86)</td>
</tr>
<tr>
<td>Mar '13</td>
<td>95 (n=85)</td>
</tr>
<tr>
<td>Mar '14</td>
<td>94 (n=88)</td>
</tr>
<tr>
<td>Mar '15</td>
<td>92 (n=83)</td>
</tr>
<tr>
<td>Mar '16</td>
<td>94 (n=81)</td>
</tr>
<tr>
<td>Mar '17</td>
<td>95 (n=90)</td>
</tr>
</tbody>
</table>
1. As a result of questionnaire changes in 2008 the base for the analysis of this data has changed.

Q. How satisfied are you with the following aspects of cash fares? Base 1: Patrons Using Cash Fares (Non-SmartRider Users)

NB: Very Small Bases (n<20)
Section 5
Key Service Drivers and Action Priorities
Key Service Drivers and Action Priorities

- **Key Service Drivers**
  - Top 10 Most Important Service Aspects

- **Business Priorities**
  - Service Aspects in the Action / Priority Quadrant
Importance Ratings Of Service Characteristics: Bus

10 Most Important

<table>
<thead>
<tr>
<th>Service Characteristic</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Punctuality of Bus</td>
<td>70</td>
</tr>
<tr>
<td>Personal Safety on board</td>
<td>62</td>
</tr>
<tr>
<td>Personal Safety at station/Interchange</td>
<td>61</td>
</tr>
<tr>
<td>Cost of Fares</td>
<td>60</td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>53</td>
</tr>
<tr>
<td>Ease of connecting between buses and trains</td>
<td>49</td>
</tr>
<tr>
<td>Shelter provided at the Bus stop</td>
<td>48</td>
</tr>
<tr>
<td>Service frequency Weekdays</td>
<td>46</td>
</tr>
<tr>
<td>Electronic ticketing / SmartRider</td>
<td>45</td>
</tr>
<tr>
<td>Speed of the trip</td>
<td>44</td>
</tr>
</tbody>
</table>

Satisfaction Ratings

- **Punctuality of Bus**: 81 / 10
- **Personal Safety on board**: 99 / 1 - day, 83 / 15 - night
- **Personal Safety at station/Interchange**: 98 / 1 - day, 75 / 22 - night
- **Cost of Fares**: 63 / 11
- **Cleanliness on board**: 94 / 1
- **Ease of connecting between buses and trains**: 89 / 5 – Bus to Train, 78 / 12 – Train to Bus
- **Shelter provided at the Bus stop**: 80 / 12
- **Service frequency Weekdays**: 75 / 13
- **Electronic ticketing / SmartRider**: 98 / 11
- **Speed of the trip**: 93 / 2

**Action / Priority Quadrant**

- √ (night)
- √ (train to bus)

**Two changes in 2017:**

IN – Electronic ticketing/SmartRider; Speed of the trip.
OUT – Availability of seats; Driver’s handling of the bus.
Key Priority and Resource Allocation Matrix: Bus

Competencies to Reinforce

- Knowledge of Info office staff
- Manner of Info office staff
- Info on connecting services
- Knowledge of routes and location of stops
- Personal safety on board the bus during the day
- SmartRider electronic ticketing
- Driver’s manner towards passengers
- Availability of seats
- Cleanliness on board
- Time waiting for connecting Train
- No. Buses during peak times
- Punctuality
- Shelter provided
- Time waiting for connecting Bus
- No. Buses during the day
- No. Buses on the weekend
- No. Buses on weeknights
- No. Buses on the weekend
- Personal safety at station/interchange at night
- Personal safety on board the bus at night
- Cost of the fare

Monitor / Lower Priority

- Access to cash ticket purchase facilities

Strengths to Maintain

- Speed of the trip
- Availability of timetables
- Auto ticket vending machines
- Website

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

Rated Performance (Satisfaction Scores)
Importance Ratings Of Service Characteristics: Train

10 Most Important

<table>
<thead>
<tr>
<th>Service Characteristic</th>
<th>Satisfaction Ratings</th>
<th>Action / Priority Quadrant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety on board</td>
<td>98 / 2 - day</td>
<td>√</td>
</tr>
<tr>
<td>The cost of the fare</td>
<td>81 / 18 – night</td>
<td></td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>53 / 15</td>
<td>√</td>
</tr>
<tr>
<td>Speed of trip</td>
<td>91 / 2</td>
<td></td>
</tr>
<tr>
<td>Safety at station/Interchange</td>
<td>95 / 2</td>
<td></td>
</tr>
<tr>
<td>Punctuality</td>
<td>98 / 1 - day</td>
<td>√</td>
</tr>
<tr>
<td>Availability of seats</td>
<td>73 / 26 – night</td>
<td></td>
</tr>
<tr>
<td>Service frequency weekdays</td>
<td>95 / 1</td>
<td></td>
</tr>
<tr>
<td>Service frequency peak times</td>
<td>85 / 5</td>
<td></td>
</tr>
<tr>
<td>Ease of connecting between train and bus</td>
<td>86 / 6</td>
<td></td>
</tr>
<tr>
<td>Ease of connecting between train and bus</td>
<td>85 / 5 – Bus to Train</td>
<td></td>
</tr>
<tr>
<td>Ease of connecting between train and bus</td>
<td>72 / 16 – Train to Bus</td>
<td></td>
</tr>
</tbody>
</table>

One change in 2017:
IN – Ease of connecting between train and bus.
OUT – Cleanliness of train stations.

% Rating in Top 10 Most Important Attributes
Key Priority and Resource Allocation Matrix: Train

Competencies to Reinforce

- Manner of Infoline staff
- Knowledge of Info office staff
- On-board info service
- Prompt access to Infoline
- Appearance of the Train station
- Accessibility of cash ticket machines
- Operation of cash ticket machines
- PNR facilities
- Info at Interchanges
- Info on connecting services
- No. Trains on weeknights
- Personal safety at station during the day
- No. Trains during peak times
- Availability of seats
- Time waiting for connecting bus
- No. Trains on the weekend
- Personal safety on board the train at night
- Personal safety at station at night
- Speed of the trip
- Punctuality
- Cleanliness of Train Stations
- No. Trains during the day
- Availability of timetables
- Availability on board

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

Action / Priority

- Monitor / Lower Priority
- Rated Performance (Satisfaction Scores)
- Key Priority and Resource Allocation Matrix: Train

Action / Priority

- Monitor / Lower Priority
- Rated Performance (Satisfaction Scores)
- Key Priority and Resource Allocation Matrix: Train
Importance Ratings Of Service Characteristics: Ferry

10 Most Important

<table>
<thead>
<tr>
<th>Service Characteristic</th>
<th>% Rating in Top 10 Most Important Attributes</th>
<th>Satisfaction Ratings</th>
<th>Action / Priority Quadrant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleanliness on board</td>
<td>71</td>
<td>100 / 0</td>
<td></td>
</tr>
<tr>
<td>The cost of the fare</td>
<td>70</td>
<td>88 / 2</td>
<td>✓</td>
</tr>
<tr>
<td>Punctuality</td>
<td>70</td>
<td>98 / 1</td>
<td></td>
</tr>
<tr>
<td>Safety at the jetty</td>
<td>62</td>
<td>100 / 0 – day</td>
<td></td>
</tr>
<tr>
<td>Service frequency weekdays</td>
<td>60</td>
<td>92 / 5 – night</td>
<td></td>
</tr>
<tr>
<td>Availability of seats</td>
<td>54</td>
<td>100 / 0</td>
<td></td>
</tr>
<tr>
<td>Shelter at the jetty</td>
<td>53</td>
<td>72 / 23</td>
<td>✓</td>
</tr>
<tr>
<td>Safety on board</td>
<td>52</td>
<td>100 / 0 – day</td>
<td></td>
</tr>
<tr>
<td>Speed of the trip</td>
<td>43</td>
<td>95 / 0 – night</td>
<td></td>
</tr>
<tr>
<td>Availability of timetables</td>
<td>42</td>
<td>98 / 0</td>
<td></td>
</tr>
</tbody>
</table>

One change in 2017:
IN – Availability of timetables
OUT – ATVs working correctly

% Rating in Top 10 Most Important Attributes
Key Priority and Resource Allocation Matrix: Ferry

Competencies to Reinforce

- Traveleasy
- Infoline staff manner
- Staff Manner
- Infocentre staff knowledge
- Infocentre staff manner
- Temperature on board
- Info at jetty
- Website
- Connecting Bus wait time
- ATVM operation
- Info on board
- No. Ferries Weekends
- No. Ferries Weeknights
- Connecting bus info

Strengths to Maintain

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

Monitor / Lower Priority

- Access to infoline
- Infoline staff knowledge

Action / Priority

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