Passenger Satisfaction Monitor 2018

Public Transport Authority
All Modes Presentation

June 2018

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Project Background, Objectives and Approach
Background & Objectives

The annual Transperth Passenger Satisfaction Monitor has been conducted for 29 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

Changes from 2017
- No changes to contract areas / operators or questions. Whilst we had two new train stations (Aubin Grove and Perth Stadium) opened, they were not subject to interviewing quota requirements

Sampling & Fieldwork
- Face-to-face interviews conducted over 4 weeks prior to Easter February 26 to March 25
- 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

4,100 Surveys Completed

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 for the third consecutive year – 9 in 10 remain satisfied with Transperth’s Bus system overall.

Kalamunda is the highest performing contract area, while Southern River / Armadale is no longer the worst performing after having made some improvements this year.
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
Overall Satisfaction: Bus

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

- Total Sample: 89%
- Sth River/Arm: 82%
- Midland: 80%
- Canning: 86%
- Marmion: 92%
- Claremont: 92%
- Morley: 91%
- Kalamunda: 93%
- Fremantle/Charn: 89%
- Rock/Mark: 84%
- Joondalup: 92%
- Circle Route: 96%
- Perth CAT: 96%
- Fremantle CAT: 98%
- Joondalup CAT: 98%

% of respondents

Satisfied - 2018
Dissatisfied - 2018

2017: 78/20

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

Q. How satisfied are you with the Transperth Bus system overall?
Transperth Bus Operations NPS remains steady this year at +39. However, some variation remains between Contract Areas.

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

The Circle Route continues on an upwards trend – now at +80.
Net Promotor Score (NPS): Bus

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

PROMOTORS
Why would you recommend Transperth so strongly?

Convenient / easier / less hassle / better than driving: 41
Reliable - On time / usually on time: 34
Good transport system / Efficient / Try to encourage others: 14
Ambience - Clean / comfortable / quiet / air conditioned: 7
Frequent / Regular service: 7
Don't drive / Don't have a car / Only way I can get around: 7

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

Be more punctual / stick to the timetable: 22
Provide a more frequent service (general): 21
Provide a more frequent service during off-peak times: 17
Provide a more frequent peak time service: 9
Better service off-peak times: 2

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

Need a more frequent service (general): 42
Need more frequent service during off-peak times: 33
Negative comment re drivers (not friendly / helpful, etc.): 11
Trip is too slow / Takes too long: 10
Passenger behaviour (Anti-social/loud music/rude etc.): 2
Too expensive: 2
Safety issues/Need more security: 2
Not enough information provided (disruptions 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

Q. How likely would you be to recommend Transperth Bus services?
Satisfaction with CAT Bus services remains consistently high, 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?
Overall Satisfaction With The Transperth CAT Service

Q. How satisfied are you with the Perth / Fremantle / Joondalup CAT service overall?
Train patron satisfaction sustained last year’s all time high result.

Over 9 in 10 Train patrons are satisfied with Transperth’s Train system overall while only 1% are expressly dissatisfied – an all time low in dissatisfaction!

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?

PRIMARY REASONS FOR DISSATISFACTION (n=10 RESPONDENTS)
- ‘Insufficient off-peak services / after 6pm / weekends’ (n=3) – 0.3% of total sample
- ‘Fares too expensive’ (n=3) – 0.3% of total sample
- ‘Too crowded during peak times / lack of seating’ (n=3) – 0.3% of total sample

LINE 2015 2016 2018
Joondalup 1% 1% 2%
Mandurah 2% 1% 1%
Fremantle 4% 3% 0%
Midland 2% 1% 0%
Armadale 2% 1% 0%

LINE 2016 2016 2018
Joondalup 90% 93% 96%
Mandurah 94% 96% 96%
Fremantle 92% 94% 94%
Midland 93% 97% 94%
Armadale 93% 90% 92%

Significant Difference to Previous Wave
BLUE: All time high
RED: All time low

% of respondents

Legend
Satisfied Dissatisfied
2015 2016 2018
Joondalup 90% 93% 96%
Mandurah 94% 96% 96%
Fremantle 92% 94% 94%
Midland 93% 97% 94%
Armadale 93% 90% 92%

Q: How satisfied are you with the Perth Train System overall?
Overall Satisfaction With The Transperth Train System – Peak/Off-Peak

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

% of respondents
Transperth Train Operations NPS remains strong and has increased 2 points this year to +37. Line variations remain evident.

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

Mandurah continues to have the strongest NPS.
Net Promotor Score (NPS): Train

Total (2018)

Armadle Line

Midland Line

Fremantle Line

Joondalup Line

Mandurah Line

Detractors

Promoters

Passives

Net Promotor Score (NPS): Train

Train
Net Promotor Score (NPS): Train

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

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

- Reliable / punctual / usually on time: 46
- Convenient / easy to use / less hassle / better than driving: 42
- Ambience - clean / comfortable / quiet: 23
- They provide a frequent / regular service: 20
- Co-ordinated with other services/Links well: 2
- Positive comment re drivers (polite/friendly/helpful etc.): 2

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

- Need a better off-peak time service / higher frequency: 17
- Provide a more frequent service / higher frequency (general): 14
- Need a better peak time service / higher frequency: 13
- Reduce the fares: 11
- Trains need to be more connected / synchronised with buses: 8
- More parking / No fees for parking: 4
- More information/Better information (phone/app etc.): 3

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

- Too expensive / reduce the fares: 22
- Need a more frequent service / higher frequency (general): 20
- Need a better peak time service / higher frequency: 16
- Need to be more connected / synchronised with buses: 11
- Need a more frequent off-peak service / higher frequency: 11
- Better routes – Don’t go where I want to go/Not direct/Not enough stops…: 9
- Better ambience - cleaner/more comfortable etc: 7
- Better ambience - cleaner/more comfortable etc.: 7
- They wouldn't catch a bus/Prefer to drive: 6
- Not enough information provided (disruptions etc.): 5
- Issues with paying/Smartrider/tagging on-off: 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*
Overall satisfaction with Ferry services remains strong at 99% in 2018.

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?

Satisfied
Dissatisfied

% of respondents

May '96 (n=201)
May '97 (n=2012)
May '98 (n=200)
Mar '99 (n=199)
Mar '00 (n=200)
Mar '01 (n=200)
Mar '02 (n=200)
Mar '03 (n=200)
Mar '04 (n=200)
Mar '05 (n=200)
Mar '06 (n=200)
Mar '07 (n=200)
Mar '08 (n=200)
Mar '09 (n=200)
Mar '10 (n=200)
Mar '11 (n=200)
Mar '12 (n=200)
Mar '13 (n=200)
Mar '14 (n=199)
Mar '15 (n=200)
Mar '16 (n=200)
Mar '17 (n=200)
Mar '18 (n=200)
Following last year’s significant increase in bus fare value ratings, this year has experienced a significant drop with just over half indicating fares are excellent / good value for money.

This drop is mostly driven by Marmion, Joondalup and Morley contract areas.
The decrease can largely be attributed to the increase in fares and decrease in SmartRider discount effective July 1 2017 (the two SmartRider Concession Rates were decreased from 15% and 25% to 10% and 20%), which together with general fare increases resulted in real increases of between 7.9% and 11.4% and an average of 9% for those on the maximum SmartRider discount.

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
Perceptions Of Cost Of Fares: Bus

Q. How would you describe the cost of fares?

- Excellent/Good value - 2018
- Quite/Very expensive - 2018

<table>
<thead>
<tr>
<th>Location</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sth River / Armadale</td>
<td>13</td>
<td>20</td>
</tr>
<tr>
<td>Midland</td>
<td>10</td>
<td>14</td>
</tr>
<tr>
<td>Canning</td>
<td>65</td>
<td>67</td>
</tr>
<tr>
<td>Marmion</td>
<td>10</td>
<td>8</td>
</tr>
<tr>
<td>Claremont</td>
<td>67</td>
<td>72</td>
</tr>
<tr>
<td>Morley</td>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>53</td>
<td>50</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td></td>
<td>68</td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joondalup</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Circle Route</td>
<td>60</td>
<td></td>
</tr>
</tbody>
</table>

- Significantly higher than Total Sample
- Significantly lower than Total Sample
Similarly, train patron fare value ratings have also decreased significantly with less than half rating fares as excellent / good value.

The drop is mostly driven by Midland, Joondalup and Armadale.
Q. How would you describe the cost of fares?
While not at significant levels, Ferry Patrons also rated fares slightly lower in terms of overall value for money - 85% consider fares to be excellent or good value.

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?
Bus passenger service kilometres have increased each year since 2004, with an overall 5% increase over the past 4 years.

However, patronage has declined at the same rate over the past 4 years.
Annual Service Kilometres and Boardings: Bus
The continued investment in service kilometres is continually reflected in service frequency satisfaction ratings – ratings across all travel periods have either consolidated or improved further in 2018.

However, the Canning contract area has experienced a drop in results on the off-peak weekday, weeknights and weekend service frequency measures this year.
Q. How satisfied are you with the number of buses that run…?

Satisfaction With Bus Frequency: Peak Times

- **Satisfied**
  - May '96: 74%
  - May '97: 73%
  - Mar '01: 75%
  - Mar '02: 75%
  - Mar '03: 77%
  - Mar '05: 82%
  - Mar '06: 79%
  - Mar '07: 79%
  - Mar '08: 76%
  - Mar '09: 75%
  - Mar '10: 77%
  - Mar '11: 77%
  - Mar '12: 73%
  - Mar '13: 76%
  - Mar '14: 79%
  - Mar '15: 85%
  - Mar '16: 86%
  - Mar '17: 87%
  - Mar '18: 87%

- **Dissatisfied**
  - May '96: 17%
  - May '97: 16%
  - Mar '01: 19%
  - Mar '02: 18%
  - Mar '03: 17%
  - Mar '05: 13%
  - Mar '06: 12%
  - Mar '07: 13%
  - Mar '08: 14%
  - Mar '09: 15%
  - Mar '10: 15%
  - Mar '11: 14%
  - Mar '12: 15%
  - Mar '13: 16%
  - Mar '14: 15%
  - Mar '15: 19%
  - Mar '16: 9%
  - Mar '17: 9%
  - Mar '18: 7%

**Significant Difference to Previous Wave**
- BLUE
- RED

Equal all time high

All time low

*(n=2018) May '96 (n=2041) May '97 (n=2010) Mar '99 (n=1959) Mar '00 (n=1741) Mar '01 (n=1784) Mar '02 (n=1757) Mar '03 (n=1800) Mar '04 (n=1859) Mar '05 (n=1775) Mar '06 (n=1870) Mar '07 (n=1837) Mar '08 (n=1928) Mar '09 (n=1874) Mar '10 (n=1903) Mar '11 (n=1874) Mar '12 (n=1806) Mar '13 (n=1837) Mar '14 (n=1833)*
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...?
Satisfaction With Bus Frequency: Off-Peak Weekdays

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

- **Satisfied - 2018**
- **Dissatisfied - 2018**

Significantly higher than Total Sample
Significantly lower than Total Sample
Satisfaction With Bus Frequency: Weeknights

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

**Significant Difference to Previous Wave**

- **May '96 (n=663)**: 48 Satisfied, 33 Dissatisfied
- **May '97 (n=779)**: 47 Satisfied, 35 Dissatisfied
- **May '98 (n=775)**: 44 Satisfied, 36 Dissatisfied
- **Mar '99 (n=725)**: 43 Satisfied, 40 Dissatisfied
- **Mar '00 (n=717)**: 41 Satisfied, 39 Dissatisfied
- **Mar '01 (n=749)**: 47 Satisfied, 35 Satisfied
- **Mar '02 (n=789)**: 44 Satisfied, 40 Dissatisfied
- **Mar '03 (n=716)**: 43 Satisfied, 39 Dissatisfied
- **Mar '04 (n=794)**: 42 Satisfied, 36 Dissatisfied
- **Mar '05 (n=720)**: 46 Satisfied, 39 Dissatisfied
- **Mar '06 (n=741)**: 45 Satisfied, 39 Dissatisfied
- **Mar '07 (n=758)**: 44 Satisfied, 35 Dissatisfied
- **Mar '08 (n=779)**: 47 Satisfied, 33 Dissatisfied
- **Mar '09 (n=745)**: 48 Satisfied, 34 Dissatisfied
- **Mar '10 (n=726)**: 48 Satisfied, 35 Dissatisfied
- **Mar '11 (n=782)**: 47 Satisfied, 30 Dissatisfied
- **Mar '12 (n=840)**: 51 Satisfied, 30 Dissatisfied
- **Mar '13 (n=726)**: 54 Satisfied, 28 Dissatisfied
- **Mar '14 (n=814)**: 53 Satisfied, 28 Dissatisfied
- **Mar '15 (n=791)**: 53 Satisfied, 28 Dissatisfied
- **Mar '16 (n=820)**: 53 Satisfied, 28 Dissatisfied
- **Mar '17 (n=840)**: 53 Satisfied, 28 Dissatisfied
- **Mar '18 (n=625)**: 53 Satisfied, 28 Dissatisfied

**All time low**
### Satisfaction With Bus Frequency: Weeknights

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied 2018</th>
<th>Dissatisfied 2018</th>
<th>2017</th>
<th>Significantly higher than Total Sample</th>
<th>Significantly lower than Total Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>53%</td>
<td>26%</td>
<td>29/62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sth River / Armadale</td>
<td>54%</td>
<td>35%</td>
<td>60/16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Midland</td>
<td>50%</td>
<td>36%</td>
<td></td>
<td></td>
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<tr>
<td>Canning</td>
<td>54%</td>
<td>27%</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Marmion</td>
<td>50%</td>
<td>23%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Claremont</td>
<td>2017</td>
<td>76%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Morley</td>
<td>44%</td>
<td>35%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kalamunda</td>
<td>51%</td>
<td>48%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>52%</td>
<td>32%</td>
<td>2017</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
<td>33%</td>
<td>14%</td>
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<tr>
<td>Joondalup</td>
<td>14%</td>
<td>14%</td>
<td>2017</td>
<td>52/30</td>
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</tr>
<tr>
<td>Circle Route</td>
<td>43%</td>
<td>14%</td>
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</tbody>
</table>
Satisfaction With Bus Frequency: Weekends

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

Significant Difference to Previous Wave

<table>
<thead>
<tr>
<th>Month</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>57</td>
<td>30</td>
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<tr>
<td>May '97</td>
<td>54</td>
<td>28</td>
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<tr>
<td>Mar '99</td>
<td>56</td>
<td>32</td>
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<tr>
<td>Mar '00</td>
<td>56</td>
<td>34</td>
</tr>
<tr>
<td>Mar '01</td>
<td>52</td>
<td>39</td>
</tr>
<tr>
<td>Mar '02</td>
<td>43</td>
<td>39</td>
</tr>
<tr>
<td>Mar '03</td>
<td>43</td>
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<td>Mar '04</td>
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<td>38</td>
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<td>Mar '05</td>
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<td>Mar '06</td>
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<tr>
<td>Mar '07</td>
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<td>41</td>
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<tr>
<td>Mar '08</td>
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<tr>
<td>Mar '09</td>
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<td>Mar '17</td>
<td>47</td>
<td>34</td>
</tr>
<tr>
<td>Mar '18</td>
<td>43</td>
<td>34</td>
</tr>
</tbody>
</table>

% of respondents using at that time

May '96 (n=1112)  May '97 (n=1188)  May '98 (n=1154)  Mar '99 (n=1201)  Mar '00 (n=1157)  Mar '01 (n=1049)  Mar '02 (n=1081)  Mar '03 (n=1147)  Mar '04 (n=1131)  Mar '05 (n=1229)  Mar '06 (n=1264)  Mar '07 (n=1174)  Mar '08 (n=1254)  Mar '09 (n=1185)  Mar '10 (n=1074)  Mar '11 (n=1339)  Mar '12 (n=1298)  Mar '13 (n=1111)  Mar '14 (n=1171)

BLUE
RED

Satisfied  Dissatisfied
Satisfaction With Bus Frequency: Weekends

Q. How satisfied are you with the number of buses that run...? NB: Small Sample Bases
CAT Bus service frequency has improved across all time periods and across all CAT Bus areas, with the exception of satisfaction with weekend frequency on Fremantle CATs.
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 – 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
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

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '01 (n=152)</td>
<td>85</td>
<td>9</td>
</tr>
<tr>
<td>Mar '02 (n=157)</td>
<td>89</td>
<td>8</td>
</tr>
<tr>
<td>Mar '03 (n=186)</td>
<td>71</td>
<td>22</td>
</tr>
<tr>
<td>Mar '04 (n=136)</td>
<td>65</td>
<td>15</td>
</tr>
<tr>
<td>Mar '05 (n=100)</td>
<td>79</td>
<td>15</td>
</tr>
<tr>
<td>Mar '06 (n=156)</td>
<td>65</td>
<td>29</td>
</tr>
<tr>
<td>Mar '07 (n=186)</td>
<td>55</td>
<td>24</td>
</tr>
<tr>
<td>May '09 (n=171)</td>
<td>53</td>
<td>24</td>
</tr>
<tr>
<td>Mar '10 (n=124)</td>
<td>57</td>
<td>17</td>
</tr>
<tr>
<td>Mar '11 (n=134)</td>
<td>66</td>
<td>11</td>
</tr>
<tr>
<td>Mar '12 (n=155)</td>
<td>70</td>
<td>14</td>
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<tr>
<td>Mar '13 (n=162)</td>
<td>69</td>
<td>7</td>
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<tr>
<td>Mar '14 (n=183)</td>
<td>76</td>
<td>15</td>
</tr>
<tr>
<td>Mar '15 (n=178)</td>
<td>70</td>
<td>14</td>
</tr>
<tr>
<td>Mar '16 (n=189)</td>
<td>68</td>
<td>16</td>
</tr>
<tr>
<td>Mar '17 (n=178)</td>
<td>70</td>
<td>17</td>
</tr>
<tr>
<td>Mar '18 (n=163)</td>
<td>73</td>
<td>15</td>
</tr>
</tbody>
</table>
Satisfaction With CAT Bus Frequency – Weekends

Q. How satisfied are you with the number of CAT buses that run...? Base: Perth Residents
Satisfaction with train service frequency across all travel periods has generally remained consistent for three consecutive years.
Q. How satisfied are you with the number of trains that run...?

Satisfaction With Train Frequency – Peak Times

- Mandurah: 92%
- Joondalup: 90%
- Midland: 87%
- Armadale: 86%
- Fremantle: 75%

Significant Difference to Previous Wave

LINE 2018
- Fremantle: 12%
- Midland: 9%
- Armadale: 6%
- Mandurah: 2%
- Joondalup: 2%
**Satisfaction With Train Frequency – Off-Peak Weekdays**

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

**Midland** 2018: 91%
**Armadale** 2018: 89%
**Mandurah** 2018: 76%
**Fremantle** 2018: 75%
**Joondalup** 2018: 71%

**Fremantle** 2018: 9%
**Joondalup** 2018: 7%
**Mandurah** 2018: 6%
**Armadale** 2018: 5%
**Midland** 2018: 5%

Significant Difference to Previous Wave: Blue, Significant Difference to Previous Wave: Red
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...?
Ferry patrons remain most satisfied with peak time service frequency, with an equal all time high result recorded in 2018.

However, satisfaction with off-peak weekdays shows incremental decreases over the past 3 years.
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 recorded all time high results once again!

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

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

% of respondents travelling at that time

Significant Difference to Previous Wave

ORANGE: Significant Difference to Previous Wave

PINK: Significant Difference to Previous Wave
Personal Safety Ratings:
On Board The Bus During The Day

% of respondents travelling at that time

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

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

**Personal Safety Ratings: At The Bus Station/Interchange During The Day**

<table>
<thead>
<tr>
<th>Location</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>98%</td>
<td>96%</td>
</tr>
<tr>
<td>Sth River/Armadale</td>
<td>84%</td>
<td>7%</td>
</tr>
<tr>
<td>Midland</td>
<td>90%</td>
<td>10%</td>
</tr>
<tr>
<td>Canning</td>
<td>100%</td>
<td>96%</td>
</tr>
<tr>
<td>Marmion</td>
<td>100%</td>
<td>96%</td>
</tr>
<tr>
<td>Claremont</td>
<td>100%</td>
<td>96%</td>
</tr>
<tr>
<td>Morley</td>
<td>99%</td>
<td>98%</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Fremantle/Cockburn</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Rockingham/Mandurah</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Joondalup</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Circle Route</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

- **Always/Usually Feel Safe - 2018**: Blue bars represent higher safety ratings compared to the total sample.
- **Don't feel very safe - 2018**: Red bars represent lower safety ratings compared to the total sample.
- **Significantly higher than Total Sample**: Stars above the bars indicate a significant difference in safety ratings.
- **Significantly lower than Total Sample**: Stars below the bars indicate a significant difference in safety ratings.

% of respondents travelling at that time
Personal Safety Ratings: On Board The Bus At Night

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

<table>
<thead>
<tr>
<th>Location</th>
<th>Always/Usually Feel Safe - 2018</th>
<th>Don't feel very safe - 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>87</td>
<td>12</td>
</tr>
<tr>
<td>Sth River/Armadale</td>
<td>91</td>
<td>9</td>
</tr>
<tr>
<td>Midland</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Canning</td>
<td>82</td>
<td>9</td>
</tr>
<tr>
<td>Marmion</td>
<td>89</td>
<td>11</td>
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<tr>
<td>Claremont</td>
<td>88</td>
<td>10</td>
</tr>
<tr>
<td>Morley</td>
<td>81</td>
<td>19</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>92</td>
<td>15</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>85</td>
<td>8</td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Joondalup</td>
<td>88</td>
<td>12</td>
</tr>
<tr>
<td>Circle Route</td>
<td>93</td>
<td>7</td>
</tr>
</tbody>
</table>

% of respondents travelling at that time
Personal Safety Ratings: At The Bus Station/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

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

Some areas unsafe / certain suburbs

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

 Darkness at night / insufficient lighting

Gangs / groups hanging around

Actual 'physical' threat / physical assault / was attacked

Females

<table>
<thead>
<tr>
<th>Reason</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Perceived threat / drunks / drug users</td>
<td>76</td>
<td>79</td>
</tr>
<tr>
<td>general feeling of insecurity / strange people</td>
<td>40</td>
<td>35</td>
</tr>
<tr>
<td>Actual 'verbal' threat / harassed by people / asked for money</td>
<td>23</td>
<td>22</td>
</tr>
<tr>
<td>Some areas unsafe / certain suburbs</td>
<td>14</td>
<td>20</td>
</tr>
<tr>
<td>Isolation / lack of people / on my own / empty trains or stations</td>
<td>11</td>
<td>17</td>
</tr>
<tr>
<td>Darkness at night / insufficient lighting</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td>Gangs / groups hanging around</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Actual 'physical' threat / physical assault / was attacked</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>
Reasons For Feeling Unsafe: At Bus Station / Interchange 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

Some areas unsafe / certain suburbs

 Darkness at night / insufficient lighting

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

Gangs / groups hanging around

Actual 'physical' threat / physical assault / was attacked
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

Personal Safety Ratings – Perth Residents: CAT
Train patron feelings of personal safety and security at the station at night and on board have recorded all time high results!
On Board Day - safe
On Board Day - not safe
On Board Night - safe
On Board Night - not safe
At Station Day - safe
At Station Day - not safe
At Station Night - safe
At Station Night - not safe

Q. How safe do you generally feel…?
Personal Safety Ratings: Train

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

% of respondents travelling at that time

<table>
<thead>
<tr>
<th>LINE</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joondalup</td>
<td>72%</td>
<td>81%</td>
<td>86%</td>
</tr>
<tr>
<td>Mandurah</td>
<td>85%</td>
<td>82%</td>
<td>83%</td>
</tr>
<tr>
<td>Fremantle</td>
<td>79%</td>
<td>76%</td>
<td>75%</td>
</tr>
<tr>
<td>Midland</td>
<td>74%</td>
<td>67%</td>
<td>69%</td>
</tr>
<tr>
<td>Armadale</td>
<td>67%</td>
<td>56%</td>
<td>59%</td>
</tr>
</tbody>
</table>

Significant Difference to Previous Wave

PINK: Significant Difference to Previous Wave

ORANGE: Significant Difference to Previous Wave
Personal Safety Ratings: Train

Q. How safe do you generally feel…?

% of respondents travelling at that time

- **Mandurah**: 84% (2016), 86% (2017), 90% (2018)
- **Joondalup**: 80% (2016), 85% (2017), 88% (2018)
- **Fremantle**: 84% (2016), 90% (2017), 82% (2018)
- **Midland**: 73% (2016), 76% (2017), 79% (2018)
- **Armadale**: 69% (2016), 65% (2017), 67% (2018)

**Significant Difference to Previous Wave**

- **Orange**: Indicates a significant difference.
- **Pink**: Indicates a trend but no significant difference.

**On Board Day - safe**
- 2016: 59%
- 2017: 60%
- 2018: 61%

**On Board Day - not safe**
- 2016: 41%
- 2017: 39%
- 2018: 38%

**At Station Day - safe**
- 2016: 33%
- 2017: 30%
- 2018: 31%

**At Station Day - not safe**
- 2016: 67%
- 2017: 70%
- 2018: 71%

**On Board Night - safe**
- 2016: 71%
- 2017: 71%
- 2018: 71%

**On Board Night - not safe**
- 2016: 28%
- 2017: 24%
- 2018: 22%

**At Station Night - safe**
- 2016: 26%
- 2017: 24%
- 2018: 23%

**At Station Night - not safe**
- 2016: 74%
- 2017: 76%
- 2018: 78%
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
Actual ‘physical’ threat / physical assault / was attacked
Darkness at night / insufficient lighting
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
Isolation / lack of people / on my own / empty trains or station
Gangs / groups hanging around
Some areas unsafe / certain suburbs
Darkness at night / insufficient lighting
Actual 'verbal' threat / harassed by people / asked for money
Having to walk home from station / fear of crime / high crime area
Actual 'physical' threat / physical assault / was attacked
Feelings of personal safety and security for the night time measures among Ferry patrons also 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...?
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 seven aspects recording satisfaction ratings of more than 90%.

Satisfaction with the Bus driver’s knowledge also recorded an all time high result.
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction With Punctuality

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '96</td>
<td>82</td>
<td>9</td>
</tr>
<tr>
<td>May '97</td>
<td>83</td>
<td>7</td>
</tr>
<tr>
<td>Mar '98</td>
<td>84</td>
<td>9</td>
</tr>
<tr>
<td>Mar '99</td>
<td>79</td>
<td>14</td>
</tr>
<tr>
<td>Mar '00</td>
<td>80</td>
<td>11</td>
</tr>
<tr>
<td>Mar '01</td>
<td>81</td>
<td>11</td>
</tr>
<tr>
<td>Mar '02</td>
<td>83</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>
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<td>Mar '05</td>
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<td>Mar '06</td>
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<td>Mar '09</td>
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<td>Mar '12</td>
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<td>Mar '14</td>
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<td>Mar '16</td>
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<td>Mar '17</td>
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<td>8</td>
</tr>
<tr>
<td>Mar '18</td>
<td>84</td>
<td>8</td>
</tr>
</tbody>
</table>

(n=2590) (n=2609) (n=2593) (n=2587) (n=2204) (n=2190) (n=2141) (n=2125) (n=2204) (n=2390) (n=2400) (n=2407) (n=2402) (n=2409) (n=2405) (n=2328) (n=2409) (n=2404) (n=2213) (n=2204)

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

Overall Satisfaction With Punctuality

- Total Sample: 84
- Sth River / Armadale: 86
- Midland: 90
- Canning: 94
- Marmion: 88
- Claremont: 79
- Morley: 85
- Kalamunda: 80
- Fremantle / Cockburn: 66
- Rockingham / Mandurah: 84
- Joondalup: 10
- Circle Route: 80

Satisfied - 2018
Dissatisfied - 2018

2017
82/8
95/4
76/10
91/5
70/8

Significantly higher than Total Sample
Significantly lower than Total Sample

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

Overall Satisfaction with Length Taken to Complete The Trip

% of respondents

Satisfied
Dissatisfied

BLUE
RED

Significant Difference to Previous Wave

Equal all time high

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

Overall Satisfaction with Length Taken to Complete The Trip

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied 2018</th>
<th>Dissatisfied 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>94</td>
<td>2</td>
</tr>
<tr>
<td>Sth River / Armadale</td>
<td>96</td>
<td>2</td>
</tr>
<tr>
<td>Midland</td>
<td>94</td>
<td>2</td>
</tr>
<tr>
<td>Canning</td>
<td>98</td>
<td>1</td>
</tr>
<tr>
<td>Marmion</td>
<td>96</td>
<td>1</td>
</tr>
<tr>
<td>Claremont</td>
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<td>2</td>
</tr>
<tr>
<td>Morley</td>
<td>98</td>
<td>0</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>86</td>
<td>4</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>93</td>
<td>3</td>
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<tr>
<td>Rockingham / Mandurah</td>
<td>93</td>
<td>2</td>
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<tr>
<td>Joondalup</td>
<td>98</td>
<td>1</td>
</tr>
<tr>
<td>Circle Route</td>
<td>96</td>
<td>0</td>
</tr>
</tbody>
</table>

- Stars indicate significantly higher than the Total Sample
- Stars indicate significantly lower than the Total Sample
Satisfaction With Specific Aspects Of Last Trip: Bus

The Availability Of Seats On The Bus
Satisfaction With Specific Aspects Of Last Trip: Bus

The Availability Of Seats On The Bus

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied 2017</th>
<th>Dissatisfied 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>97/4</td>
<td>0/1</td>
</tr>
<tr>
<td>Sth River / Armadale</td>
<td>98/1</td>
<td>1/0</td>
</tr>
<tr>
<td>Midland</td>
<td>97/3</td>
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<td>97/0</td>
<td>3/0</td>
</tr>
<tr>
<td>Marmion</td>
<td>94/2</td>
<td>0/0</td>
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<tr>
<td>Claremont</td>
<td>100/0</td>
<td>2/0</td>
</tr>
<tr>
<td>Morley</td>
<td>96/4</td>
<td>0/0</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>94/2</td>
<td>0/0</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>98/2</td>
<td>4/0</td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
<td>100/0</td>
<td>0/0</td>
</tr>
<tr>
<td>Joondalup</td>
<td>92/2</td>
<td>0/0</td>
</tr>
<tr>
<td>Circle Route</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

% of respondents

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
Satisfaction With Specific Aspects Of Last Trip: Bus

The Bus Driver’s Handling Of The Bus

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied - 2018</th>
<th>Dissatisfied - 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>92</td>
<td>3</td>
</tr>
<tr>
<td>Sth River / Armadale</td>
<td>94</td>
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</tr>
<tr>
<td>Midland</td>
<td>96</td>
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<tr>
<td>Marmion</td>
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<td>1</td>
</tr>
<tr>
<td>Claremont</td>
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<tr>
<td>Morley</td>
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<td>6</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>86</td>
<td>3</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>84</td>
<td>8</td>
</tr>
<tr>
<td>Rockingham / Mandurah</td>
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<tr>
<td>Joondalup</td>
<td>95</td>
<td>2</td>
</tr>
<tr>
<td>Circle Route</td>
<td>92</td>
<td>2</td>
</tr>
</tbody>
</table>

- **2017 91/2** significantly higher than Total Sample
- **2017 84/3** significantly lower than Total Sample
- **2017 100/0** significantly higher than Total Sample

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

The Bus Driver's Manner Towards Passengers

Satisfied  Dissatisfied

Equal all time high

<table>
<thead>
<tr>
<th>Year</th>
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% of respondents

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

The Bus Driver’s Manner Towards Passengers

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Satisfaction With Specific Aspects Of Last Trip: Bus

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

May '96 (n=2590)
May '97 (n=2609)
Mar '99 (n=2593)
Mar '00 (n=2587)
Mar '01 (n=2204)
Mar '02 (n=2190)
Mar '03 (n=2166)
Mar '04 (n=2166)
Mar '05 (n=2374)
Mar '06 (n=2379)
Mar '07 (n=2390)
Mar '08 (n=2390)
Mar '09 (n=2392)
Mar '10 (n=2399)
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Mar '12 (n=2397)
Mar '13 (n=2311)
Mar '14 (n=2401)
Mar '15 (n=2393)
Mar '16 (n=2215)
Mar '17 (n=2196)
Mar '18 (n=2196)

91 92 90 89 90 92 94 94 94 93 94 94 95 95 95 95 96 95 96 97 97 97 98

% of respondents

Satisfied

Dissatisfied

2 2 2 2 5 3 2 1 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 0 0 0

All time high

Equal all time low

Significant Difference to Previous Wave

BLUE
RED
Satisfaction With Specific Aspects Of Last Trip: Bus

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

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*Significantly higher than Total Sample

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

Cleanliness On Board

% of respondents

May '96 (n=2590) May '97 (n=2609) May '98 (n=2593) May '99 (n=2587) Mar '00 (n=2204) Mar '01 (n=2190) Mar '02 (n=2196) Mar '03 (n=2166) Mar '04 (n=2174) Mar '05 (n=2379) Mar '06 (n=2390) Mar '07 (n=2407) Mar '08 (n=2400) Mar '09 (n=2349) Mar '10 (n=2399) Mar '11 (n=2408) Mar '12 (n=2400) Mar '13 (n=2325) Mar '14 (n=2402) Mar '15 (n=2214) Mar '16 (n=2204) Mar '17 (n=2204) Mar '18 (n=2204)

Satisfied
Dissatisfied

BLUE
RED

Significant Difference to Previous Wave

Equal all time high

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

Cleanliness On Board

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Significantly higher than Total Sample

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

The Shelter Provided At Bus Stops

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

% of respondents

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

Overall Satisfaction With The Last Trip Made At Your Usual Time

% of respondents

BLUE

RED

Significant Difference to Previous Wave

Equal all time low

Satisfied

Dissatisfied

Mar '97 (n=2609) 91
May '97 (n=2607) 93
Mar '98 (n=2593) 90
May '98 (n=2587) 89
Mar '99 (n=2204) 92
Mar '00 (n=2204) 93
Mar '01 (n=2190) 93
Mar '02 (n=2203) 95
Mar '03 (n=2206) 93
Mar '04 (n=2392) 91
Mar '05 (n=2402) 92
Mar '06 (n=2403) 94
Mar '07 (n=2407) 93
Mar '08 (n=2407) 94
Mar '09 (n=2401) 96
Mar '10 (n=2411) 97
Mar '11 (n=2412) 96
Mar '12 (n=2325) 97
Mar '13 (n=2409) 96
Mar '14 (n=2215) 96
Mar '15 (n=2204) 96
Mar '16 (n=2204) 96
Mar '17 (n=2204) 96
Mar '18 (n=2204) 96
Satisfaction With Specific Aspects Of Last Trip: Bus

Overall Satisfaction With The Last Trip Made At Your Usual Time

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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 and five all time high results!
Satisfaction With Specific Aspects Of Last Trip: CAT

The Availability Of Space On The Bus
Satisfaction With Specific Aspects Of Last Trip: CAT

The Availability Of Space On The Bus

% of respondents

Mar '01 Mar '02 Mar '03 Mar '04 Mar '05 Mar '06 Mar '07 Mar '08 Mar '09 Mar '10 Mar '11 Mar '12 Mar '13 Mar '14 Mar '15 Mar '16 Mar '17 Mar '18

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

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

Shelter Provided At The Bus Stops

% of respondents

Satisfied | Dissatisfied

Mar '01 (n=400) | 71 | 18
Mar '02 (n=399) | 72 | 18
Mar '03 (n=452) | 78 | 17
Mar '04 (n=456) | 79 | 11
Mar '05 (n=440) | 82 | 6
Mar '06 (n=453) | 63 | 12
Mar '07 (n=652) | 71 | 12
Mar '08 (n=636) | 75 | 14
Mar '09 (n=666) | 78 | 12
Mar '10 (n=683) | 79 | 10
Mar '11 (n=654) | 75 | 16
Mar '12 (n=658) | 79 | 11
Mar '13 (n=661) | 74 | 16
Mar '14 (n=737) | 79 | 13
Mar '15 (n=704) | 80 | 11
Mar '16 (n=704) | 82 | 9
Mar '17 (n=706) | 82 | 7
Mar '18 (n=706) | 84 |
Satisfaction With Specific Aspects Of Last Trip: CAT

Shelter Provided At The Bus Stops

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

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

Punctuality Of The Bus At Your Bus Stop

% of respondents

Mar '01 (n=400) 92
Mar '02 (n=389) 82
Mar '03 (n=446) 91
Mar '04 (n=456) 88
Mar '05 (n=453) 78
Mar '06 (n=458) 74
Mar '07 (n=647) 76
Mar '08 (n=666) 84
Mar '09 (n=663) 80
Mar '10 (n=653) 83
Mar '11 (n=650) 82
Mar '12 (n=661) 84
Mar '13 (n=737) 82
Mar '14 (n=704) 89
Mar '15 (n=702) 83
Mar '16 (n=704) 89
Mar '17 (n=706) 92

Satisfied
Dissatisfied

Mar '01 (n=400) 7
Mar '02 (n=389) 2
Mar '03 (n=446) 5
Mar '04 (n=456) 2
Mar '05 (n=453) 6
Mar '06 (n=458) 10
Mar '07 (n=647) 12
Mar '08 (n=666) 9
Mar '09 (n=663) 4
Mar '10 (n=653) 5
Mar '11 (n=650) 8
Mar '12 (n=661) 5
Mar '13 (n=737) 6
Mar '14 (n=704) 7
Mar '15 (n=702) 4
Mar '16 (n=704) 8
Mar '17 (n=706) 4

BLUE
RED

Significant Difference to Previous Wave

Equal all time high
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

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

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

Length Of Time Taken To Complete The Trip

% of respondents

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

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

The Bus Driver’s Handling Of The Bus

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

The Bus Driver's Handling Of The Bus

% of respondents

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

The Cleanliness On Board The Bus

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Equal all time high

Equal all time low

BLUE

RED

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

The Cleanliness On Board The Bus
Satisfaction With Specific Aspects Of Last Trip: CAT

The Bus Driver's Manner Towards Passengers

<table>
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<td>Mar '18</td>
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</table>

All time high

Equal all time low

117
Satisfaction With Specific Aspects Of Last Trip: CAT

The Bus Driver’s Manner Towards Passengers
Satisfaction With Specific Aspects Of Last Trip: CAT

The Driver’s Knowledge Of Routes And Location Of Stops

% of respondents

Mar '01 (n=400)  Mar '02 (n=399)  Mar '03 (n=451)  Mar '04 (n=456)  Mar '05 (n=422)  Mar '06 (n=450)  Mar '07 (n=658)  Mar '08 (n=640)  May '09 (n=666)  Mar '10 (n=663)  Mar '11 (n=651)  Mar '12 (n=655)  Mar '13 (n=661)  Mar '14 (n=737)  Mar '15 (n=704)  Mar '16 (n=705)  Mar '17 (n=704)  Mar '18 (n=702)

Satisfied  Dissatisfied

BLUE  RED  Significant Difference to Previous Wave

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

The Driver’s Knowledge Of Routes And Location Of Stops
Satisfaction With Specific Aspects Of Last Trip: CAT

The Availability Of Information On Board The Bus

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=668) | 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 '17 (n=704) | Mar '18 (n=555)

74 78 79 88 91 93 74 85 87 90 92 91 88 87 91 92 95 97

Satisfied
Dissatisfied

% of respondents

All time high

Significant Difference to Previous Wave
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  Mar '18

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

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

Overall Satisfaction with Last Trip

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

Overall Satisfaction with Last Trip

% of respondents

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 most aspects of train travel remain generally very high, with nine aspects recording satisfaction ratings of more than 80% and in general, results are fairly consistent across the train lines.
Satisfaction With Specific Aspects Of Last Train Trip

Q. How satisfied were you with…?

Punctuality Of Train: 97
Speed Of Trip: 95
Cleanliness On Board: 92
On Board Info: 90
Cleanliness of Train Stations: 90
Appearance Of Train Stations: 90
Passenger Ticket Assistants: 88
Availability Of Seats: 86
Satisfaction with Transit Officers: 83
Architecture and design of the Train Stations: 75
Facilities at Train Stations: 66

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)

- Whole station is dirty / rubbish everywhere (e.g. wrappers, bottles, cans, butts / lots of rubbish) 50%
- Dirty / dusty / filthy areas / unhygienic areas 27%
- Toilets are dirty/disgusting – can smell them from platform 14%
- Stations are shabby / station is old / needs an upgrade 14%
- Stations not cleaned regularly / should be cleaned every morning 5%
- Need more seating on the platform / at the station 5%
- Lack of respect from passengers / don’t respect the rules (eating/drinking) 5%
- Toilets need upgrade/revamp 5%

Q. How satisfied were you with…?
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

Range 84%-92%

% of respondents indicating satisfaction


Armadale line
Midland line
Fremantle line
Joondalup line
Mandurah Line
Satisfaction With Specific Aspects Of Last Train Trip

Q. How satisfied were you with…?

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

THOSE DISSATISFIED WITH CLEANLINESS ON BOARD (n= 26 RESPONDENTS)

- Train is dirty / rubbish everywhere (e.g. wrappers, bottles, cans, paper) 50%
- Mess all over the floor / rubbish all over the floors 31%
- Rubbish on seats 12%
- Trains smell / station / lifts smell 12%
- Dirty / dusty / filthy / unhygienic 8%
- Dirty seats / stained seats 8%

Q. How satisfied were you with…?

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

Range 87%-94%
Satisfaction With Specific Aspects Of Last Train Trip

Q. How satisfied were you with...?
Satisfaction With Specific Aspects Of Last Train Trip

THOSE DISSATISFIED WITH TRANSIT OFFICERS (n=52 RESPONDENTS)

- Rude, abrupt / not helpful / too quick to over-react / not happy / disbelieving 38%
- Fined for small things / no leniency / not tolerant of mistakes 19%
- Not proactive / don’t do anything / enforce rules / ignore troublemakers / turn a blind eye / slow to react 17%
- Discrimination / victimisation / mean to certain types of people – youth / biased towards Aboriginals / racism 13%
- Not enough staff / security / none 12%
- Pick on soft targets (e.g. young girls) / intimidate 12%
- Don’t check tickets / everyone’s ticket 4%

Q. How satisfied were you with…?
Satisfaction With Specific Aspects Of Last Train Trip

THOSE DISSATISFIED WITH THE FACILITIES AT TRAIN STATIONS (n=136)

<table>
<thead>
<tr>
<th>Aspect</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOILETS</strong></td>
<td></td>
</tr>
<tr>
<td>• No toilets / not enough toilets / too far away</td>
<td>46</td>
</tr>
<tr>
<td>• Toilets need upgrade / revamping</td>
<td>4</td>
</tr>
<tr>
<td>• Should not have to pay</td>
<td>1</td>
</tr>
<tr>
<td>• Toilets not opened / should be opened</td>
<td>1</td>
</tr>
<tr>
<td><strong>FOOD &amp; DRINK</strong></td>
<td></td>
</tr>
<tr>
<td>• No drinking fountains / cold water</td>
<td>8</td>
</tr>
<tr>
<td>• No shop / kiosk / shop not always opened</td>
<td>3</td>
</tr>
<tr>
<td>• No vending machine / machines in bad state</td>
<td>1</td>
</tr>
<tr>
<td><strong>STATION DESIGN</strong></td>
<td></td>
</tr>
<tr>
<td>• Need more shelter / shade / protection</td>
<td>4</td>
</tr>
<tr>
<td>• Nowhere to leave bikes</td>
<td>2</td>
</tr>
<tr>
<td>• No escalator or lift / broken / out of order</td>
<td>2</td>
</tr>
<tr>
<td>• Need more seating on the platform</td>
<td>2</td>
</tr>
<tr>
<td>• Insufficient parking</td>
<td>1</td>
</tr>
<tr>
<td><strong>OTHER</strong></td>
<td></td>
</tr>
<tr>
<td>• Insufficient SmartRider machines / broken / wrong location / can’t add value</td>
<td>9</td>
</tr>
<tr>
<td>• No rubbish bin / bins are full</td>
<td>4</td>
</tr>
<tr>
<td>• No attendants / assistance</td>
<td>2</td>
</tr>
</tbody>
</table>

Q. How satisfied were you with...?
Satisfaction with most aspects of ferry travel remain well over 90%.

Positively, satisfaction with availability of shelter has increased significantly!
Satisfaction With Specific Aspects Of Last Ferry Trip – Perth Residents

Q. How satisfied were you with...

The line on the chart represents data for the previous wave

Significant difference to previous wave

Cleanliness On Board
Availability Of Seats
Punctuality Of Ferry
Time to complete trip
Staff's manner
Temperature on-board
Information at jetty
On Board Info
Availability of shelter
Satisfaction With Specific Aspects Of Last Ferry Trip – Tourists

Q. How satisfied were you with...?

- Availability Of Seats: 100
- Temperature on-board: 92
- Cleanliness On Board: 98
- Staff's manner: 98
- Punctuality Of Ferry: 93
- Time to complete trip: 99
- On Board Info: 91
- Availability of shelter: 95
- Information at jetty: 81

The line on the chart represents data for the previous wave. Significant difference to 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
Following four years of gradual decline, reported levels of dual mode usage among bus patrons has increased slightly this year.

Bus patrons remain highly satisfied with their dual mode trips and recorded an all time high result for bus to train connection times.
Dual Mode Usage: Bus

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

Q. How satisfied are you with each of the following aspects of this type of travel?
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 remains high and dissatisfaction is at an all time low!
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

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

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

All time low
All time high

Data points:
- June '94: 55
- October '94: 36
- May '95: 22
- May '96: 27
- May '97: 21
- May '98: 18
- May '99: 20
- June '00: 23
- June '01: 21
- June '02: 23
- June '03: 22
- June '04: 17
- June '05: 21
- June '06: 22
- June '07: 18
- June '08: 16
- June '09: 15
- June '10: 14
- June '11: 16
- June '12: 12
- June '13: 14
- June '14: 16
- June '15: 12
- June '16: 14
- June '17: 16
- June '18: 12

(n numbers not specified for each time period)
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 continues an upwards trend, with almost 4 in 10 train users using this service.

Reasons for user dissatisfaction are mainly due to a lack of available bays and difficulty paying.
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

% of respondents
Reasons For Driving And Using PNR Rather Than Using A Bus Feeder Service: Train

Car is faster / saves time / more efficient / avoid peak hour

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

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

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 in

More convenient / I’m lazy / driving is easier
Overall Satisfaction With PNR Facilities: Train

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

% of respondents using PNR facilities

Overall Satisfaction With PNR Facilities: Train

Satisfied

Dissatisfied

Significant Difference to Previous Wave

BLUE

RED
Reasons For Dissatisfaction with PNR: Train

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

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

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

No security for cars / cars broken into / damaged, stolen

Bays are too small - narrow
Reported levels of dual mode usage among Ferry patrons has remained consistent for the past three years, with just over 1 in 3 reporting dual mode usage.

Satisfaction with aspects of this type of travel remain strong with all time high results.
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)

May '96 (n=102) May '97 (n=104) May '98 (n=103) Mar '99 (n=100) Mar '00 (n=102) Mar '01 (n=100) Mar '02 (n=102) Mar '03 (n=100) Mar '04 (n=100) Mar '05 (n=100) Mar '06 (n=100) Mar '07 (n=99) Mar '08 (n=102) Mar '09 (n=101) Mar '10 (n=101) Mar '11 (n=95) Mar '12 (n=104) Mar '13 (n=101) Mar '14 (n=99) Mar '15 (n=100) Mar '16 (n=100) Mar '17 (n=100) Mar '18 (n=100)

Use Dual Mode

Don't use Dual Mode

Dual Mode Usage – Perth Residents: Ferry

Significant Difference to Previous Wave
Dual Mode Usage Satisfaction – Perth Residents: Ferry

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

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

BLUE
PINK
Significant Difference to Previous Wave

All time low
All time high
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 all Transperth service information channels remains very strong with all time high results across the board!
Availability of Timetables: Bus

Q. How satisfied are you with the 'availability' of Bus timetables?
Changes to Services: Bus

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

Q. How satisfied you are with the way Transperth informs patrons of changes to services, for example service frequency changes and revised timetabling, etc.?
Overall Satisfaction With Availability Of General Information At Bus Stops

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

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

% of respondents

- Satisfied - 2018
- Dissatisfied - 2018

Total Sample: 81, 75, 79
Sth River / Armadale: 58/12
Midland: 22
Canning: 29
Marmion: 16
Claremont: 6
Morley: 2
Kalamunda: 5
Fremantle / Cockburn: 9
Rockingham / Mandurah: 13
Joondalup: 2
Circle Route: 94

Significantly higher than Total Sample
Significantly lower than Total Sample
## Overall Satisfaction With Availability Of General Information At Bus Stops

**Q. How satisfied are you with the availability of general information at bus stops?**

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfied - 2018</th>
<th>Dissatisfied - 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sample</td>
<td>81</td>
<td>11</td>
</tr>
<tr>
<td>South River / Armadale</td>
<td>75</td>
<td>22</td>
</tr>
<tr>
<td>Midland</td>
<td>79</td>
<td>20</td>
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<td>Canning</td>
<td>79</td>
<td>29</td>
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<tr>
<td>Marmion</td>
<td>82</td>
<td>16</td>
</tr>
<tr>
<td>Claremont</td>
<td>96</td>
<td>6</td>
</tr>
<tr>
<td>Morley</td>
<td>88</td>
<td>2</td>
</tr>
<tr>
<td>Kalamunda</td>
<td>85</td>
<td>5</td>
</tr>
<tr>
<td>Fremantle / Cockburn</td>
<td>88</td>
<td>9</td>
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<td>Rockingham / Mandurah</td>
<td>79</td>
<td>13</td>
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<tr>
<td>Joondalup</td>
<td>88</td>
<td>2</td>
</tr>
<tr>
<td>Circle Route</td>
<td>94</td>
<td>0</td>
</tr>
</tbody>
</table>

**THOSE DISSATISFIED (n= 249 RESPONDENTS)**

- No information provided at all / just a pole: 73%
- Need timetable information: 40%
- Need route information / maps / show where the bus goes: 18%

2017:
- 84/9
- 58/1

2017:
- 70/24
- 82/1

Significantly higher than Total Sample

Significantly lower than Total Sample
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
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?

% of respondents using Infoline

<table>
<thead>
<tr>
<th>Year</th>
<th>Satisfied</th>
<th>Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1996</td>
<td>67%</td>
<td>33%</td>
</tr>
<tr>
<td>1997</td>
<td>75%</td>
<td>25%</td>
</tr>
<tr>
<td>1998</td>
<td>80%</td>
<td>20%</td>
</tr>
<tr>
<td>1999</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>2000</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>2001</td>
<td>75%</td>
<td>25%</td>
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<tr>
<td>2002</td>
<td>84%</td>
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<td>2003</td>
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<td>2004</td>
<td>85%</td>
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<tr>
<td>2005</td>
<td>81%</td>
<td>19%</td>
</tr>
<tr>
<td>2006</td>
<td>72%</td>
<td>28%</td>
</tr>
<tr>
<td>2007</td>
<td>76%</td>
<td>24%</td>
</tr>
<tr>
<td>2008</td>
<td>80%</td>
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<td>81%</td>
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<td>2010</td>
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<td>2011</td>
<td>84%</td>
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<td>83%</td>
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<td>2013</td>
<td>87%</td>
<td>13%</td>
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<tr>
<td>2014</td>
<td>86%</td>
<td>14%</td>
</tr>
<tr>
<td>2015</td>
<td>89%</td>
<td>11%</td>
</tr>
<tr>
<td>2016</td>
<td>88%</td>
<td>12%</td>
</tr>
<tr>
<td>2017</td>
<td>93%</td>
<td>7%</td>
</tr>
<tr>
<td>2018</td>
<td>93%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Significant Difference to Previous Wave

All time high

All time low
Satisfaction With The Person’s Knowledge: Bus

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

% of respondents using Infoline

May '96 (n=1387) May '97 (n=1392) May '98 (n=1353) May '99 (n=1343) May '00 (n=1179) May '01 (n=1142) May '02 (n=1215) May '03 (n=1225) May '04 (n=1219) May '05 (n=1213) May '06 (n=1172) May '07 (n=1205) May '08 (n=1161) May '09 (n=1108) May '10 (n=1085) May '11 (n=975) Mar '12 (n=866) Mar '13 (n=872) Mar '14 (n=872) Mar '15 (n=873) Mar '16 (n=695) Mar '17 (n=622) Mar '18 (n=622)

Satisfied
Dissatisfied

BLUE
RED

Equal all time high
Satisfaction With The Person’s Manner: Bus

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

% of respondents using Infoline


87 85 90 89 89 91 91 92 93 93 92 90 91 88 94 92 90 89 92 89 94 95

All time high

Satisfied  Dissatisfied

BLUE  RED

Significant Difference to Previous Wave
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)
- Perth Train Station
- Used 1 or more

All time low
Satisfaction With Person’s Knowledge At The WIICs: Bus

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

Range 96% - 98%

Range 0% - 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>n</th>
<th>Awareness (total sample)</th>
<th>Usage (total sample)</th>
<th>Satisfied (amongst users)</th>
<th>Dissatisfied (amongst users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>May '98</td>
<td>2607</td>
<td>63</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar '99</td>
<td>2593</td>
<td>72</td>
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<td></td>
<td></td>
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<tr>
<td>Mar '00</td>
<td>2204</td>
<td>69</td>
<td></td>
<td></td>
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<tr>
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All time high

Equal all time low

Significant Difference To Previous Wave

May '98: 2607
Mar '99: 2593
Mar '00: 2204
Mar '01: 2190
Mar '02: 2203
Mar '03: 2206
Mar '04: 2206
Mar '05: 2392
Mar '06: 2411
Mar '07: 2403
Mar '08: 2407
Mar '09: 2403
Mar '10: 2411
Mar '11: 2405
Mar '12: 2330
Mar '13: 2409
Mar '14: 2409
Mar '15: 2215
Mar '16: 2204
Mar '17: 2204
Mar '18: 2204
TravelEasy: Bus

Awareness, Usage And Satisfaction

Mar '05 (n=2206) 32 9 6 3
Mar '06 (n=2392) 32 7 3 2
Mar '07 (n=2411) 36 4 3 2
Mar '08 (n=2403) 35 4 3 2
Mar '09 (n=2407) 34 4 3 2
Mar '10 (n=2411) 31 4 3 2
Mar '11 (n=2411) 26 4 3 2
Mar '12 (n=2412) 29 4 3 2
Mar '13 (n=2405) 30 6 3 2
Mar '14 (n=2330) 27 10 2 2
Mar '15 (n=2409) 25 8 2 2
Mar '16 (n=2404) 21 8 2 2
Mar '17 (n=2215) 21 10 2 2
Mar '18 (n=2204) 20 8 2 2

% of respondents

= Significant Difference To Previous Wave

All time high
Other Information Services: Bus

Awareness, Usage And Usefulness

Live Train Times Service

<table>
<thead>
<tr>
<th>Month</th>
<th>Awareness</th>
<th>Usage</th>
<th>Usefulness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar '11 (n=2411)</td>
<td>94%</td>
<td>12%</td>
<td>22%</td>
</tr>
<tr>
<td>Mar '12 (n=2412)</td>
<td>94%</td>
<td>16%</td>
<td>28%</td>
</tr>
<tr>
<td>Mar '13 (n=2405)</td>
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</tr>
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<td>Mar '15 (n=2409)</td>
<td>94%</td>
<td>12%</td>
<td>21%</td>
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<td>Mar '16 (n=2404)</td>
<td>96%</td>
<td>13%</td>
<td>23%</td>
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<td>Mar '17 (n=2215)</td>
<td>95%</td>
<td>12%</td>
<td>24%</td>
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<tr>
<td>Mar '18 (n=2204)</td>
<td>97%</td>
<td>14%</td>
<td>28%</td>
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</table>
Other Information Services: Bus

Awareness, Usage And Usefulness

Transperth App for Android and iPhone

% of respondents

Mar '11 Mar '12 Mar '13 Mar '14 Mar '15 Mar '16 Mar '17 Mar '18

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

Mar '11 (n=2330) Mar '12 (n=2409) Mar '13 (n=2404) Mar '14 (n=2215) Mar '15 (n=2204) Mar '16 (n=2204) Mar '17 (n=2204) Mar '18 (n=2204)

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

With both usage of and satisfaction with SmartRider at all time high levels.
SmartRider: Bus

Usage And Satisfaction

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

Mar '07 (n=2411)
Mar '08 (n=2403)
May '09 (n=2407)
Mar '10 (n=2403)
Mar '11 (n=2412)
Mar '12 (n=2403)
Mar '13 (n=2330)
Mar '14 (n=2409)
Mar '15 (n=2404)
Mar '16 (n=2215)
Mar '17 (n=2204)
Mar '18 (n=2204)

- **Equal All time high**
- **All time high**
- **Equal all time low**

= Significant Difference To Previous Wave

---

% of respondents
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
Satisfaction With Cash Fares: Bus

Q. How satisfied are you with the following aspects of cash fares? Base 1.: Patrons using cash fares (non-SmartRider Users)

1. Access to cash ticket purchase facilities - satisfied
2. Access to cash ticket purchase facilities - dissatisfied
3. Operation of cash ticket vending machines - satisfied
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 and has recorded all time high results this year.

Reported usage of the Infoline and WIIC’s has dropped, however usage and satisfaction with the website are at all time high levels.
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

Satisfied: Red
Dissatisfied: Blue

All time high
Equal all time low

Jun '94: n=454
May '95: n=457
May '96: n=458
May '97: n=450
May '98: n=452
Mar '99: n=477
Mar '00: n=450
Mar '01: n=782
Mar '02: n=791
Mar '03: n=787
Mar '04: n=791
Mar '05: n=797
Mar '06: n=985
Mar '07: n=996
Mar '08: n=1003
Mar '09: n=1012
Mar '10: n=941
Mar '11: n=943
Mar '12: n=968
Mar '13: n=1002
Mar '14: n=997
Mar '15: n=1007
Mar '16: n=996
Mar '17: n=996
Mar '18: n=996

Base: Respondents For Whom Attribute Is Applicable

BLUE: Significant Difference to Previous Wave
RED: Significant Difference to Previous Wave
Satisfaction With Availability Of General Information At Bus Station / Interchange

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

All time high
Availability Of Timetables: Train

Q. How satisfied are you with the 'availability' of train timetables? Base: Respondents For Whom Attribute Is Applicable
Changes To Services: Train

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
Q. Have you ever used Transperth's Infoline?

Usage Of The Infoline: Train

% of respondents

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<tr>
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<th>Often</th>
<th>Occasionally</th>
<th>No</th>
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<td>Mar '18</td>
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</table>

Significant Difference to Previous Wave

BLUE: Significant Difference to Previous Wave
PINK: Significant Difference to Previous Wave
RED: Significant Difference to Previous Wave

All time high
Satisfaction With Time It Took To Answer The Call: Train

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?
Satisfaction With Person’s Manner: Train

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

* Percentages calculated based on responses to the question: "How satisfied were you with the person’s manner?"
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

Wellington St/Perth Busport (2018) - satisfied
Wellington St/Perth Busport (2018) - dissatisfied
Esplanade Busport/EQBS - satisfied
Esplanade Busport/EQBS - dissatisfied
Perth Train Station - satisfied
Perth Train Station - dissatisfied
Plaza Arcade/PUG (2010) - satisfied
Plaza Arcade/PUG (2010) - dissatisfied

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

Awareness, Usage and Satisfaction

% of respondents

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

May '98 (n=450)
Mar '99 (n=452)
Mar '00 (n=477)
Mar '01 (n=454)
Mar '02 (n=800)
Mar '03 (n=801)
Mar '04 (n=800)
Mar '05 (n=799)
Mar '06 (n=1001)
Mar '07 (n=1003)
Mar '08 (n=999)
Mar '09 (n=1012)
Mar '10 (n=1018)
Mar '11 (n=1003)
Mar '12 (n=1018)
Mar '13 (n=980)
Mar '14 (n=1008)
Mar '15 (n=1003)
Mar '16 (n=1012)
Mar '17 (n=1000)
Mar '18 (n=1000)

All time high
All time low

= Significant Difference To Previous Wave
Transperth Website: Train

**Awareness (total sample)**

- **May '98** (n=450): 71%
- **Mar '99** (n=452): 64%
- **Mar '00** (n=477): 64%
- **Mar '01** (n=454): 64%
- **Mar '02** (n=801): 67%
- **Mar '03** (n=800): 58%
- **Mar '04** (n=801): 10%
- **Mar '05** (n=799): 13%
- **Mar '06** (n=800): 37%
- **Mar '07** (n=800): 38%
- **Mar '08** (n=1001): 14%
- **Mar '09** (n=999): 13%
- **Mar '10** (n=1003): 9%
- **Mar '11** (n=1012): 10%
- **Mar '12** (n=1018): 10%
- **Mar '13** (n=980): 9%
- **Mar '14** (n=1008): 9%
- **Mar '15** (n=1003): 9%
- **Mar '16** (n=1012): 8%
- **Mar '17** (n=1000): 6%
- **Mar '18** (n=1000): 6%

**Usage (total sample)**

- **May '98** (n=450): 22%
- **Mar '99** (n=452): 9%
- **Mar '00** (n=449): 11%
- **Mar '01** (n=477): 14%
- **Mar '02** (n=454): 17%
- **Mar '03** (n=801): 26%
- **Mar '04** (n=801): 13%
- **Mar '05** (n=799): 11%
- **Mar '06** (n=800): 28%
- **Mar '07** (n=800): 38%
- **Mar '08** (n=1001): 10%
- **Mar '09** (n=999): 14%
- **Mar '10** (n=1003): 9%
- **Mar '11** (n=1012): 10%
- **Mar '12** (n=1018): 9%
- **Mar '13** (n=980): 9%
- **Mar '14** (n=1008): 9%
- **Mar '15** (n=1012): 8%
- **Mar '16** (n=1000): 7%
- **Mar '17** (n=1000): 6%
- **Mar '18** (n=1000): 6%

**Satisfied (amongst users)**

- **Mar '00** (n=449): 33%
- **Mar '01** (n=477): 40%
- **Mar '02** (n=454): 47%
- **Mar '03** (n=801): 58%
- **Mar '04** (n=801): 37%
- **Mar '05** (n=799): 38%
- **Mar '06** (n=800): 13%
- **Mar '07** (n=800): 13%
- **Mar '08** (n=1001): 14%
- **Mar '09** (n=999): 13%
- **Mar '10** (n=1003): 9%
- **Mar '11** (n=1012): 10%
- **Mar '12** (n=1018): 10%
- **Mar '13** (n=980): 9%
- **Mar '14** (n=1008): 9%
- **Mar '15** (n=1003): 9%
- **Mar '16** (n=1012): 8%
- **Mar '17** (n=1000): 7%
- **Mar '18** (n=1000): 6%

**Dissatisfied (amongst users)**

- **Mar '00** (n=449): 67%
- **Mar '01** (n=477): 64%
- **Mar '02** (n=454): 64%
- **Mar '03** (n=801): 32%
- **Mar '04** (n=801): 38%
- **Mar '05** (n=799): 11%
- **Mar '06** (n=800): 29%
- **Mar '07** (n=800): 24%
- **Mar '08** (n=1001): 14%
- **Mar '09** (n=999): 14%
- **Mar '10** (n=1003): 9%
- **Mar '11** (n=1012): 10%
- **Mar '12** (n=1018): 10%
- **Mar '13** (n=980): 9%
- **Mar '14** (n=1008): 9%
- **Mar '15** (n=1003): 9%
- **Mar '16** (n=1012): 8%
- **Mar '17** (n=1000): 7%
- **Mar '18** (n=1000): 6%

### Those Dissatisfied with Transperth Website (n=42 Respondents)

<table>
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<tr>
<th>Reason</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
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<tbody>
<tr>
<td>Not user friendly / hard to navigate / Complicated</td>
<td>71</td>
<td>64</td>
<td>66</td>
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<tr>
<td>/ Confusing</td>
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<tr>
<td>Inaccurate / Journey Planner / Not the quickest route</td>
<td>29</td>
<td>32</td>
<td>38</td>
</tr>
<tr>
<td>Not clear / unable to understand the information</td>
<td>24</td>
<td>34</td>
<td>12</td>
</tr>
<tr>
<td>Slow / time consuming</td>
<td>14</td>
<td>14</td>
<td>9</td>
</tr>
<tr>
<td>Malfunctions / didn’t work properly</td>
<td>7</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Couldn’t get info required / unable to get what I wanted</td>
<td>2</td>
<td>-</td>
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</table>

*Note: 195 = Significant Difference To Previous Wave*
TravelEasy: Train

Awareness, Usage And Satisfaction

% of respondents

<table>
<thead>
<tr>
<th>Year</th>
<th>Mar '05 (n=800)</th>
<th>Mar '06 (n=799)</th>
<th>Mar '07 (n=1001)</th>
<th>Mar '08 (n=1003)</th>
<th>May '09 (n=999)</th>
<th>Mar '10 (n=1012)</th>
<th>Mar '11 (n=1003)</th>
<th>Mar '12 (n=1018)</th>
<th>Mar '13 (n=1001)</th>
<th>Mar '14 (n=980)</th>
<th>Mar '15 (n=1008)</th>
<th>Mar '16 (n=1003)</th>
<th>Mar '17 (n=1012)</th>
<th>Mar '18 (n=1000)</th>
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<tbody>
<tr>
<td>Awareness (total sample)</td>
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<td>9</td>
<td>12</td>
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<td>4</td>
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<td>Registration (total sample)</td>
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</tr>
</tbody>
</table>
Other Information Services: Train

Live Train Times Service

Awareness, Usage And Usefulness
Other Information Services: Train

Transperth App for Android and iPhones

Awareness, Usage And Usefulness

Mar '11 | Mar '12 | Mar '13 | Mar '14 | Mar '15 | Mar '16 | Mar '17 | Mar '18
---|---|---|---|---|---|---|---
Awareness (total sample) | 54 | 28 | 58 | 38 | 63 | 37 | 42 | 45
Usage (total sample) | 93 | 87 | 88 | 88 | 70 | 88 | 72 | 90
Usefulness

= 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

% of respondents

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)

Mar '18
(n=1000)

= Significant Difference To Previous Wave
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

% of respondents

Mar '08 (n=724) 89 87 81
May '09 (n=834) 89 92 91 87
Mar '10 (n=847) 92 91 91 88
Mar '11 (n=868) 92 90 90 88
Mar '12 (n=854) 91 91 90 86
Mar '13 (n=851) 92 93 90 88
Mar '14 (n=856) 93 92 93 90
Mar '15 (n=902) 92 94 90 90
Mar '16 (n=903) 94 94 90 91
Mar '17 (n=903) 92 94 90 91
Mar '18 (n=881) 95 95 94 91

Mar '08
Mar '09
Mar '10
Mar '11
Mar '12
Mar '13
Mar '14
Mar '15
Mar '16
Mar '17
Mar '18
(n=724)
(n=834)
(n=847)
(n=868)
(n=854)
(n=851)
(n=856)
(n=902)
(n=903)
(n=903)
(n=881)

201
Satisfaction With Cash Fares: Train

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

---

1. As a result of questionnaire changes in 2008 the base for the analysis of this data has changed
Ferry patrons also evidence a lower usage of the Infoline and WIIC’s this year.

While staff ratings against knowledge and manner for the WIIC’s remains high, ratings have dropped among users of the Infoline.
Availability Of Timetables: Ferry

Q. How satisfied were you with the availability of the current timetables?
Usage Of The Infoline (131213) Service: Ferry

Q. Have you ever used Transperth's Infoline?

- Often
- Occasionally
- No

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
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

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

Awareness, Usage And Satisfaction

Base: Perth Residents  NB: Very Small Base Numbers for Analysis
Usage of SmartRider among ferry patrons has dropped slightly this year, while satisfaction remains high at more than 9 in 10 satisfied.
SmartRider: Ferry

Usage And Satisfaction

Base: Perth Residents
Q. How satisfied are you with the following aspects of SmartRider?
Q. How satisfied are you with the following aspects of cash fares? Base: Patrons Using Cash Fares (Non-SmartRider Users) NB: Very Small Bases (n<20)
1. As a result of questionnaire changes in 2008 the base for the analysis of this data has changed
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>Attribute</th>
<th>Satisfaction Ratings</th>
<th>Action / Priority Quadrant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Safety on board</td>
<td>65</td>
<td>99 / 1 - day</td>
</tr>
<tr>
<td>Cost of Fares</td>
<td>65</td>
<td>87 / 12 - night</td>
</tr>
<tr>
<td>Punctuality of Bus</td>
<td>64</td>
<td>55 / 13</td>
</tr>
<tr>
<td>Personal Safety at station/Interchange</td>
<td>61</td>
<td>84 / 8</td>
</tr>
<tr>
<td>Shelter provided at the Bus stop</td>
<td>52</td>
<td>98 / 1 - day</td>
</tr>
<tr>
<td>Ease of connecting between buses and trains</td>
<td>50</td>
<td>82 / 15 – night</td>
</tr>
<tr>
<td>Service frequency Weekdays</td>
<td>50</td>
<td>83 / 10</td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>49</td>
<td>93 / 3 - Bus to Train</td>
</tr>
<tr>
<td>Service frequency Peak times</td>
<td>46</td>
<td>77 / 12 - Train to Bus</td>
</tr>
<tr>
<td>The Bus drivers handling of the bus</td>
<td>41</td>
<td>96 / 1</td>
</tr>
</tbody>
</table>

Two changes in 2018:
IN – Service frequency Peak times; Bus drivers handling of the bus
OUT – Electronic ticketing / SmartRider; Speed of the trip.

% Rating in Top 10 Most Important Attributes
# 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>Cleanliness on board</td>
<td>74 / 3</td>
<td></td>
</tr>
<tr>
<td>The cost of the fare</td>
<td>69 / 16</td>
<td>✓</td>
</tr>
<tr>
<td>Safety on board</td>
<td>66 / 98</td>
<td>✓ (1 - day)</td>
</tr>
<tr>
<td>Safety at station/Interchange</td>
<td>65 / 99</td>
<td>✓ (1 - day)</td>
</tr>
<tr>
<td>Punctuality</td>
<td>59 / 97</td>
<td></td>
</tr>
<tr>
<td>Speed of trip</td>
<td>56 / 95</td>
<td>✓</td>
</tr>
<tr>
<td>Service frequency weekdays</td>
<td>54 / 80</td>
<td>✓</td>
</tr>
<tr>
<td>Availability of seats</td>
<td>53 / 86</td>
<td></td>
</tr>
<tr>
<td>Service frequency peak times</td>
<td>47 / 86</td>
<td>✓</td>
</tr>
<tr>
<td>The cleanliness of train stations</td>
<td>41 / 90</td>
<td>✓</td>
</tr>
</tbody>
</table>

*One change in 2018:*

IN – Cleanliness of train stations.
OUT – Ease of connecting between train and bus.
Key Priority and Resource Allocation Matrix: Train

Competencies to Reinforce

- Manner of Infoline staff
- Knowledge of Infoline staff
- Prompt access to Infoline
- TravelEasy
- Info at Interchanges
- Knowledge of Info office staff
- On-board info
- Passenger Ticket Assistants
- Website
- Info on connecting services
- Accessibility of cash ticket machines
- PNR facilities
- SmartRider electronic ticketing
- Availability of timetables
- Operation of cash ticket machines
- No. Trains on weeknights
- Time waiting for connecting bus

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

Action / Priority

- Personal safety at station during the day
- Punctuality
- Speed of the trip
- Cleanliness of Train Stations
- Availability of seats
- No. Trains during peak times
- Availability of timetables
- No. Trains during the day
- Personal safety on board the train at night
- Personal safety at station at night
- Cost of the fare

Monitor / Lower Priority

- Manner of Info office staff
- Appearance of the Train
- No. Trains on the weekend
- Cleanliness on board
- No. Trains during peak times
- Cleanliness of Train Stations
- Operation of cash ticket machines
- No. Trains on the weekend
- Availability of seats
- No. Trains during the day
- Personal safety on board the train during the day

Strengths to Maintain

- Personal safety at station during the day
- Punctuality
- Speed of the trip
- Cleanliness of Train Stations
- Availability of seats
- No. Trains during peak times
- Availability of timetables
- No. Trains during the day
- Personal safety on board the train at night
- Personal safety at station at night
- Cost of the fare
Importance Ratings Of Service Characteristics: Ferry

10 Most Important

<table>
<thead>
<tr>
<th>Service Characteristic</th>
<th>Satisfaction Ratings</th>
<th>Action / Priority Quadrant</th>
</tr>
</thead>
<tbody>
<tr>
<td>The cost of the fare</td>
<td>74</td>
<td>85 / 3</td>
</tr>
<tr>
<td>Cleanliness on board</td>
<td>73</td>
<td>100 / 0</td>
</tr>
<tr>
<td>Punctuality</td>
<td>65</td>
<td>100 / 0</td>
</tr>
<tr>
<td>Safety at the jetty</td>
<td>58</td>
<td>98 / 0 – night</td>
</tr>
<tr>
<td>Service frequency weekdays</td>
<td>58</td>
<td>83 / 0</td>
</tr>
<tr>
<td>Availability of seats</td>
<td>54</td>
<td>99 / 0</td>
</tr>
<tr>
<td>Speed of the trip</td>
<td>52</td>
<td>100 / 0</td>
</tr>
<tr>
<td>Shelter at the jetty</td>
<td>51</td>
<td>86 / 8</td>
</tr>
<tr>
<td>Safety on board</td>
<td>48</td>
<td>100 / 0 – day</td>
</tr>
<tr>
<td>The automatic ticketing vending machines working correctly</td>
<td>44</td>
<td>93 / 0</td>
</tr>
</tbody>
</table>

One change in 2018:
IN – ATVs working correctly
OUT – Availability of timetables

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

Competencies to Reinforce

- Infocentre staff knowledge
- Infocentre staff manner
- Connecting bus info
- Connecting Bus wait time
- Access to infoline
- Info at jetty
- SmartRider
- Website
- Info on board
- Infoline staff manner
- Infoline staff knowledge
- No. Ferries Weekends
- No. Ferries Weeknights

Strengths to Maintain

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

Monitor / Lower Priority

Action / Priority

Rated Performance (Satisfaction Scores)

Stated Importance (% including in “Top 10” Most Important)
Passenger Satisfaction Monitor 2018

Public Transport Authority
All Modes Presentation

June 2018