

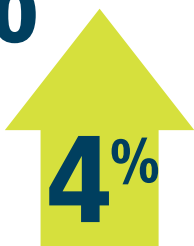


# Public Transport customer satisfaction survey highlights

# 2016

## OVERALL SATISFACTION WITH THE JOURNEY

# 93%



# 94%



# 93%

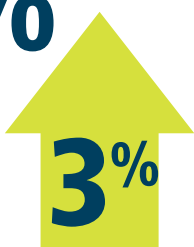


# 97%



## OVERALL SATISFACTION WITH THE STOP, STATION, WHARF

# 93%



# 93%



# 94%



# 92%

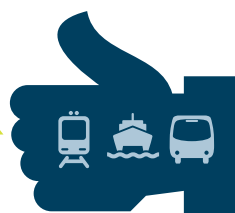


# 89%



LIKELIHOOD OF RECOMMENDING PUBLIC TRANSPORT TO OTHERS

# 88%



OVERALL SATISFACTION WITH THE PUBLIC TRANSPORT SYSTEM

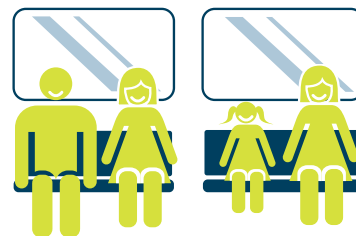
# 94%

MIND THE GAP



EASY TO GET ON AND OFF THE VEHICLE

# 95%



FEEL SAFE DURING THEIR TRIP