



Public Transport customer satisfaction survey highlights

2017

OVERALL SATISFACTION WITH THE JOURNEY

92%

92%



93%



99%



OVERALL SATISFACTION WITH THE STOP, STATION, WHARF

91%

90%



93%



97%

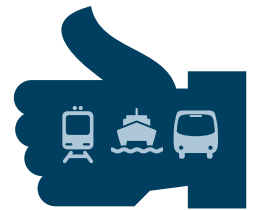


87%



LIKELIHOOD OF RECOMMENDING PUBLIC TRANSPORT TO OTHERS

86%



OVERALL SATISFACTION WITH THE PUBLIC TRANSPORT SYSTEM

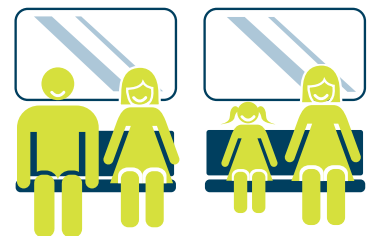
94%

MIND THE GAP



EASY TO GET ON AND OFF THE VEHICLE

96%



FEEL SAFE DURING THEIR TRIP