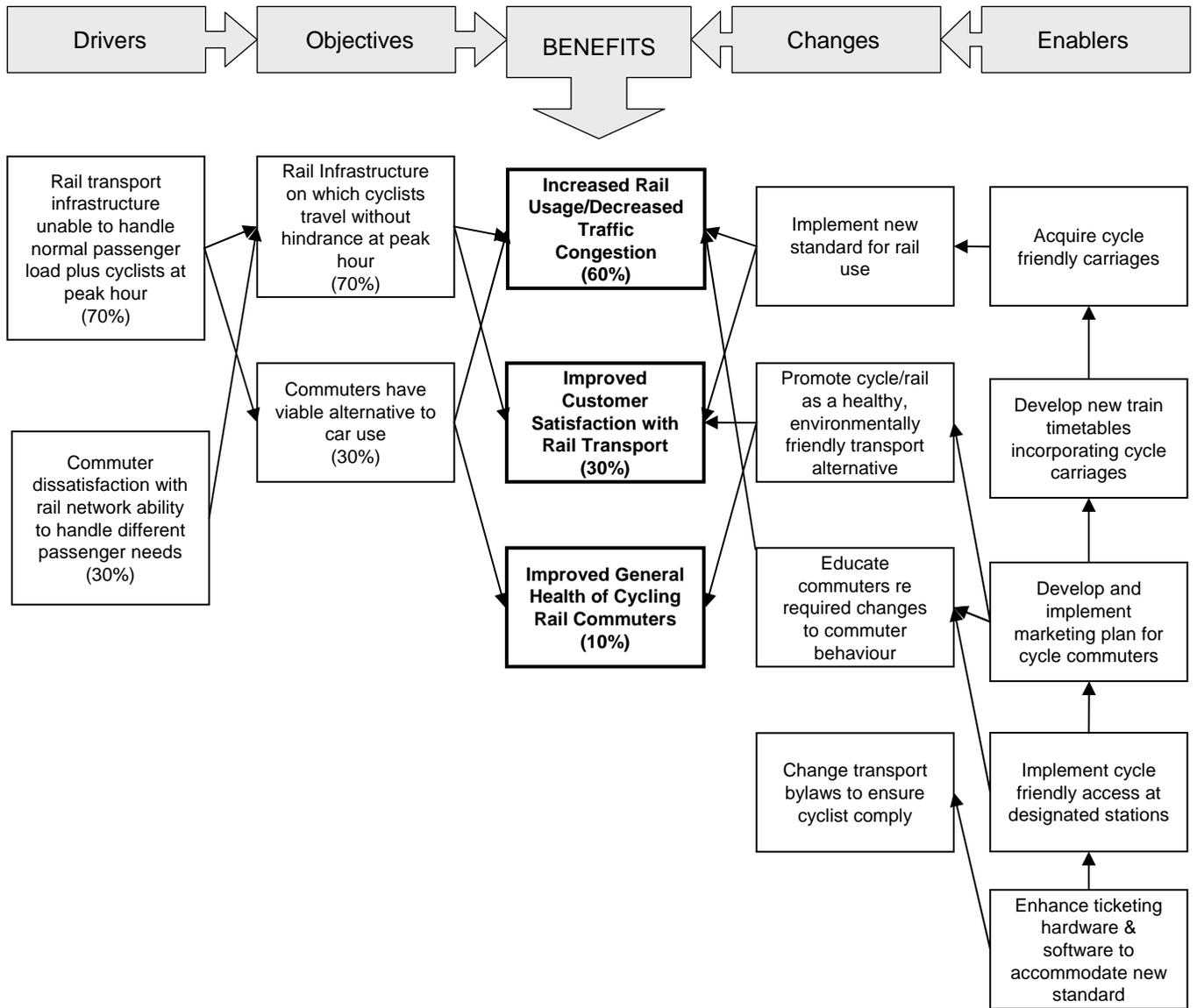


Cycle Transport – Public Transport Links for Cyclists

RailLINK Investment Logic Map



Key Performance Indicators

Increased rail usage/decreased traffic congestion

KPI 1: Peak hour occupancy of cycle carriages is >80% at end of first year of implementation
 KPI 2: Cycle commuters rail patronage to increase by 20% at end of first year of implementation

Improved customer satisfaction with rail transport

KPI 1: Customer satisfaction with new cycle arrangements >85% after first year
 KPI 2: Incidents of complaints about cyclists to reduce by 90% within first year of implementation

Increase general health of cycling commuters

KPI 1: Improvement in general health of new rail cyclists to be 20% greater than non cyclist commuters after 1 year. (Basic health indicators eg blood pressure, weight, measured for cyclist and non cyclist sample sets)

Document Control

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NOTE: (%) indicates relative importance of drivers, objectives or benefits to this investment