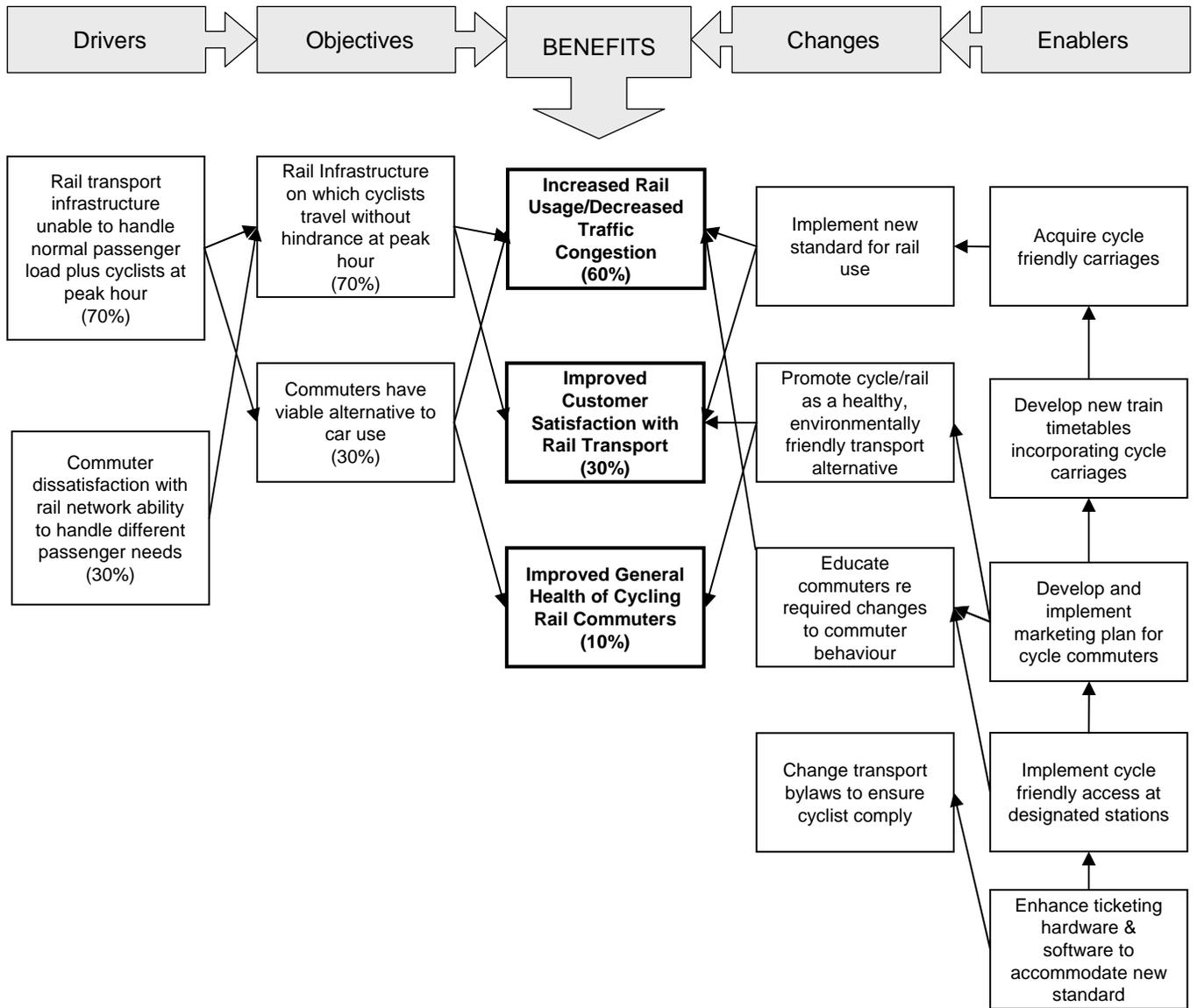


Cycle Transport – Public Transport Links for Cyclists

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

| | |
|--------------------------------------|-----------------|
| Version | 0.1 |
| Original ILM Workshop Version | |
| Date | 17/03/2008 |
| Facilitator | Ewa Wasylkowski |
| Investor | Metlink |
| Last Modified | |
| Date | 17/03/2008 |
| By | Ewa Wasylkowski |
| Template Version | 2.03 |

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