**Translink – First Choice for Travel, Today for Tomorrow**

**Key Achievements 2021 – 2022**

**Bus fleet** – almost 150 Zero Emission Buses

100+ Zero Emission buses in service for Metro

38 Zero Emission buses on order for Foyle Metro

6 Zero Emission minibuses on order for Ulsterbus Coleraine

Maintaining high levels of comfort, quality and enhancing air quality for a cleaner region.

**Rail fleet** – 21 new carriages in service, enhanced accessibility, >1,400 extra seats, greener trains

**Track – Asset Management** – 5 year action plan progressing. Significant work completed at Lagan Junction in Belfast and Dark Arches, Whiteabbey.

**Safety Management** – Safe Home Every Day

An integrated Safety Management system in place across the network, maintaining high levels of safety and positive safety culture.

**Customer Satisfaction**

Independent research shows 9 out of 10 passengers satisfied.

**Station Facilities**

Belfast Grand Central Station main works to complete in 2025.

New stations planned for Ballymena, Lurgan, Lisburn West and York Street in Belfast.

**Park and Ride**

New facilities opened at Trooperslane, with further developments underway for Mossley West, Newtownards and Ballymena.

**Responsibility**

BITC Platinum Standard Award achieved.

**Ticketing**

Contactless payments now available on all Metro and NI Railways services with further developments planned for Ulsterbus, Goldliner and Foyle Metro.

**Passenger Information**

Continue to enhance passenger information with progress made to advance our digital platforms to provide easier accessible route planning for passengers.

**Passenger Numbers**

Pre-Covid Translink delivered record passenger numbers carrying almost 85 million passenger journeys. Recovery is strong and expected to return to around 80% of these levels during 2022-23.

**Environmental Actions**

Climate Positive Strategy launched.

NI Environmental Benchmarking Survey Top Platinum Award

Significant new Hydrogen refuelling and electric charging facilities installed also supporting NI’s Zero Emission Goals.

**Performance**

>90% punctuality and >99.5% reliability with continuous improvement programmes in place.