



Translink
Better. Connected

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 mini buses 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.

RESPONSIBILITY

BITC Platinum Standard Award achieved



PARK AND RIDE

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

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 85million 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.



Key Achievements

GLIDER SUCCESS

New Eco hybrid vehicles -

45k

additional passenger journeys every week



RECORD PASSENGER NUMBERS

Growth of

5.8m

passenger journeys - now carrying

84.5m

 pre-COVID

around 200k car journeys removed



ENVIRONMENTAL

Top Platinum Award

achieved for NI Environmental benchmarking survey



PERFORMANCE

>90% punctuality and >99.5% reliability,

with continuous improvement programmes in place



STATIONS

Belfast **Grand Central** to complete by 2025, new stations planned for **Ballymena, Lurgan and Lisburn West**.



BUS FLEET

100

new Zero Emission buses delivered for Metro in Belfast, with Foyle Metro shifting to 100% Zero Emission fleet in 2023'



CUSTOMER SATISFACTION

Independent research shows

9 out of 10

customers satisfied



TRACK

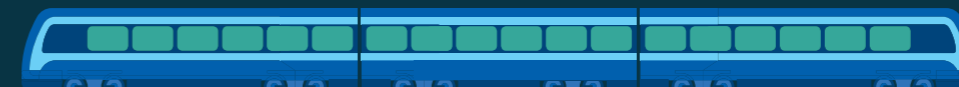
Significant track works undertaken at **Lagan Junction** and on **Derry~Londonderry Line**, with major works to come at **Lisburn**.



RAIL FLEET

21 new carriages delivered

>2000 more seats



TRANSLINK FUTURE TICKETING

Contactless ticketing now available on **Metro** - to be rolled out to **Foyle Metro, Ulsterbus, Goldline and NI Railways** in months ahead

