

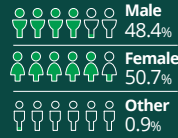
# 2022 Community Engagement Survey

We're focused on empowering customers, championing road safety and strengthening communities

## Who completed the survey?

Total participants

**4,647**



6%

English as a second language



2%

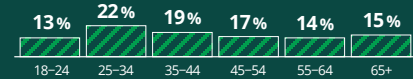
Aboriginal or Torres Strait Islander

17%

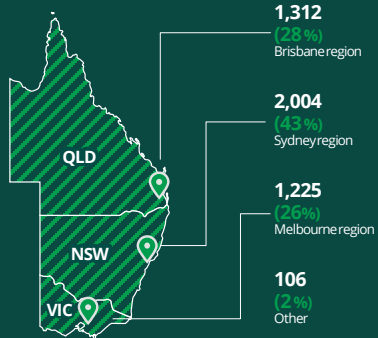
Are close neighbours of Transurban assets



### Age distribution



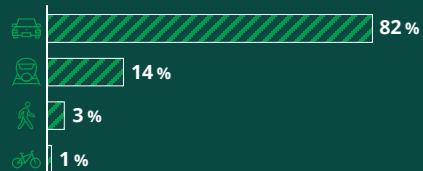
### Location



### Linkt customer



### Primary mode of transport



## What we heard

### Empowering customers

84%

agree that making it easy to avoid extra fees and get help are important to them

64%

are confident that they save time using a toll road

### Championing road safety

71%

agree it is important for Transurban to invest in road safety research and partnerships

52%

agree that safety measures were a significant benefit of using Transurban toll roads

### Strengthening communities

57%

want Transurban to take an active role in strengthening communities

66%

agree that environmental management at a local level is important to them

## How we're acting on these focus areas

Ongoing improvements to our tools and applications including sharing incident alerts in real-time via the Linkt mobile app.

Best practice support for those that need it, including via the One Stop One Story Hub, a world-first digital platform connecting people to support programs and Easy English resources.

Customers saved 323,000 hours every workday, collectively in FY22, when choosing to use a Transurban toll road over the alternative route.

Sustainable driving program providing test drives of electric vehicles for private and commercial customers and an Australian-first mobile EV charger as part of Melbourne's CityLink incident response fleet.

We have over 5000 cameras on our roads in Australia, meaning we always have eyes on the road.

Amplifying our Kidsafe partnership with the aim to deliver 1000 car seat checks during Global Road Safety week in May.

Data led road safety solutions targeting known hot spots and improved traffic management through state-of-the art technology including Brisbane's new control room and an Australian first pacemaker lighting installation in Melbourne's Burnley Tunnel.

Community grants program reviewed across Australia to ensure maximum benefits to local communities..

Delivering on our climate change commitments with greenhouse gas emissions 13% below 2019 levels through energy efficiency and 80% renewable electricity use, with a target of net zero emissions by 2050.

Driver training programs across Australia dedicated to supporting Indigenous communities, domestic violence survivors, and migrant communities.

Australia-wide annual community survey to continue to understand what is important and opportunities for improvement.

# Opportunities for improvement

## What we heard

### People want opportunities to collaborate

79%

*think it is important for Transurban to get feedback from customers and community members*

55%

*think it is important for Transurban to maintain relationships with local communities after construction of a project*

“

*I have very little knowledge of what Transurban do in the community and it would be good to know more*

”

### People want us to deliver and demonstrate the value we bring to their communities

45%

*believe that Transurban's activities will support the regions' future prosperity*

60%

*had no awareness of our community grants programs or partnerships with Indigenous communities and stakeholders*

70%

*had no awareness of our hardship support programs, including Linkt Assist*

42%

*had no awareness of the tools and apps available to understand costs, time savings and alternative travel routes*

“

*Show more benefits of the work to the community long term and give back to the community*

”

### Increasing expectations to contribute to local and global environmental issues

64%

*think Transurban should play a role in making transport infrastructure more sustainable*

66%

*found it important to enhance the local environment (e.g. tree planting, improving local vegetation, improving local water quality)*

“

*Provide more insight into the effects that Transurban are having on the environment and give people information into how they will look to be more sustainable*

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