

CEX ASSESSMENT USER GUIDE

CEx Assessment App

The CEx Assessment App is ready for SLT and Customer team members to complete both 'Station' and 'On Board' assessments.

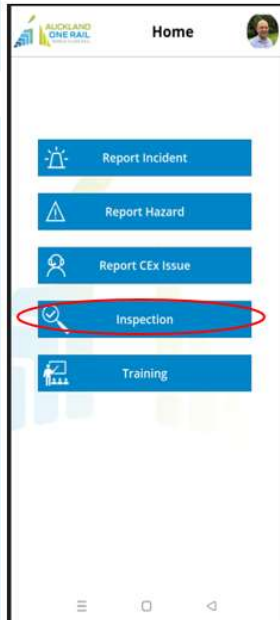
A reminder that the CEx Assessments are **not** instantly notifiable, please continue to use '**Report CEx Issue**' to report any day of operation network anomalies such as graffiti or defective PIDs. All AOR employee CEx assessment data will be compiled into a monthly report.

The CEx Assessment App will also be used by our Mystery Traveller and AOR Rail User groups. These groups will also be given access to the 'Report CEx Issue' function for reporting.

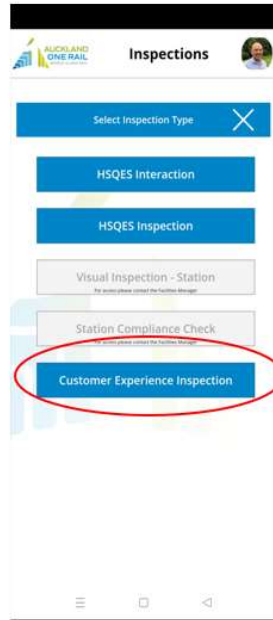
We invite you to try the App by completing either a Station or On-board assessment, or both. If you access issues to the App, or any feedback with regards to the category questions and UX please share this with andrew.barker@aucklandonerail.com

A brief user guide is included below for reference if required.

Launch CEx Inspection



Screenshot A



Screenshot B

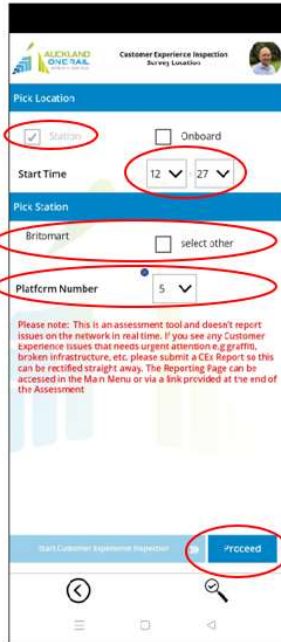


Screenshot C

- Please continue to use Report CEx Issue for day of operations reporting of CEx issues/anomalies (see screenshot A)
- For Station and Onboard Assessments select Inspection (screenshot A) then Customer Experience Inspection to be taken to the next page (screenshot B)
- At the start inspection page, any incomplete inspections are listed and can either be edited or discarded at any time (screenshot C)
- Select Proceed (screenshot C) to start a CEx inspection

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Select Assessment Type-Station or On-board



Customer Experience Inspection Survey Location

Pick Location

Station Onboard

Start Time 12:27

Pick Station

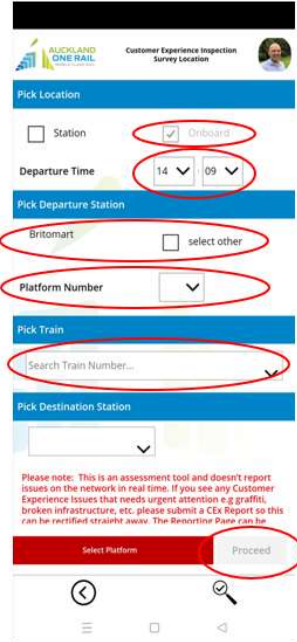
Britomart select other

Platform Number 5

Please note: This is an assessment tool and doesn't report issues on the network in real time. If you see any Customer Experience issues that needs urgent attention e.g. graffiti, broken infrastructure, etc. please submit a CEx Report so this can be rectified straight away. The Reporting Page can be accessed in the Main Menu or via a link provided at the end of the Assessment

Start Customer Experience Inspector **Proceed**

Screenshot D



Customer Experience Inspection Survey Location

Pick Location

Station Onboard

Departure Time 14:09

Pick Departure Station

Britomart select other

Platform Number

Pick Train

Search Train Number...

Pick Destination Station

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Select Platform **Proceed**

Screenshot E

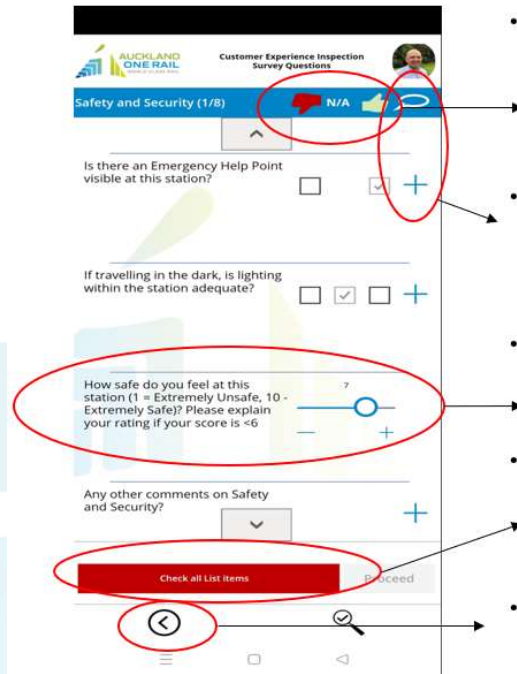
Station-Screenshot D

- Select Station for 'Station Assessments'
- Start time will align to current time-amend if required
- GPS will pick up the nearest station-select other and choose if required
- Select relevant or nearest platform number
- Select proceed to start assessment
- Proceed to answer all assessment categories

Onboard-Screenshot E

- Select Onboard for 'Onboard Assessments'
- Time will align to current time-amend if required
- GPS will pick up the nearest station-select other and choose if required
- Select relevant or nearest platform number
- Search train number
- Pick destination station
- Select proceed to start assessment
- Proceed to answer all assessment categories

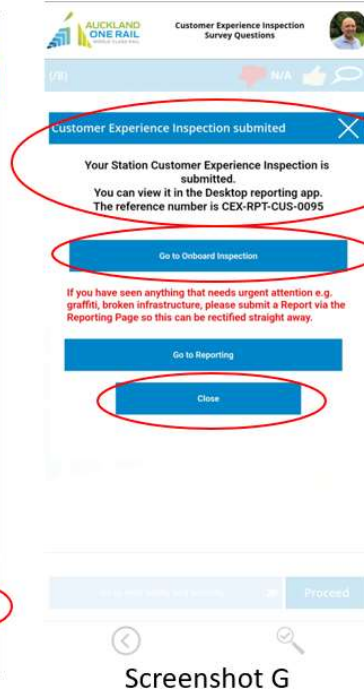
Completing Assessment Questions and Navigation



- For each assessment section you will see a **red** 'thumbs down' icon (use for No or not seen responses-this is always the left box), **N/A** (select when question is not applicable-this is always the middle box when available), and a **green** 'thumbs up' icon (use for Yes or observed responses-this is always the right box)
- When you select an answer for each assessment question, a **blue +** icon indicates that you can add feedback if you want to. If you do, a speech bubble will be highlighted for that question to indicate that you have added a comment
- For rating questions, if you enter a score <6 then you will be required to enter a comment as to why. You will not be able to proceed unless a comment is entered, or you adjust the rating
- All questions in each section need to be completed before you can proceed to the next section. There is a reminder at the bottom of the screen to prompt, and proceed button will become available once all questions are completed
- To return to the previous screen-select the back arrow icon at the bottom of the screen.

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Submitting an Assessment



- After completing the assessment, at the bottom of the Overall Experience rating page, select 'Complete Inspection' and then proceed (screenshot F)
- You will then receive a notification that your CEX inspection has been submitted (screenshot G)
- The App will then invite you to complete an 'Onboard Inspection' if you complete a 'Station Inspection' or vice versa. Alternatively, you can close the App