



RAIL Back On Track: 2011 Public Transport Passenger Survey

Total overall survey responses: 579

Summary of corrected* responses to survey questions 1 to 17.

*'No answer' removed from tallies, not everyone uses all modes.

Background

How often do you use public transport?




| Answer | Count | Percentage |
|----------------------------|-------|------------|
| Occasionally | 54 | 9.5 |
| Once to twice a month | 53 | 9.3 |
| Once to three times a week | 110 | 19.3 |
| Nearly every day | 354 | 62.0 |

Do you normally use a go card?




| Answer | Count | Percentage |
|--------|-------|------------|
| Yes | 526 | 92.9 |
| No | 40 | 7.1 |

Public Transport Modes




How would you rate Bus/Ferry/Rail overall?

| Answer |  Bus | |  Ferry | |  Rail | |
|--------------|---|------------|---|------------|--|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| Outstanding | 61 | 13.5 | 51 | 20.9 | 69 | 13.1 |
| Satisfactory | 221 | 48.9 | 78 | 32.0 | 238 | 45.3 |
| Just Okay | 118 | 26.1 | 30 | 12.3 | 115 | 21.9 |
| Poor | 32 | 7.1 | 79 | 32.4 | 68 | 12.9 |
| Very poor | 20 | 4.4 | 6 | 2.5 | 36 | 6.8 |




How would you rate Bus/Ferry/Rail frequency?

| Answer |  Bus | |  Ferry | |  Rail | |
|--------------|---|------------|---|------------|--|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| Outstanding | 75 | 16.7 | 21 | 8.9 | 69 | 13.3 |
| Satisfactory | 157 | 35.0 | 83 | 35.0 | 171 | 33.0 |
| Just Okay | 118 | 26.3 | 50 | 21.1 | 109 | 21.0 |
| Poor | 70 | 15.6 | 74 | 31.2 | 97 | 18.7 |
| Very poor | 28 | 6.3 | 9 | 3.8 | 73 | 14.1 |

How would you rate Bus/Ferry/Rail reliability including on time performance (runs to timetable)?

| Answer |  Bus | |  Ferry | |  Rail | |
|--------------|---|------------|---|------------|--|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| Outstanding | 62 | 14.0 | 32 | 14.0 | 89 | 17.2 |
| Satisfactory | 164 | 36.9 | 78 | 34.1 | 222 | 42.9 |
| Just Okay | 106 | 23.9 | 30 | 13.1 | 111 | 21.4 |
| Poor | 77 | 17.3 | 79 | 34.5 | 57 | 11.0 |
| Very poor | 35 | 7.9 | 10 | 4.4 | 39 | 7.5 |

How would you rate Bus/Ferry/Rail comfort, including ease of use and accessibility?

| Answer |  Bus | |  Ferry | |  Rail | |
|--------------|---|------------|---|------------|--|------------|
| | Count | Percentage | Count | Percentage | Count | Percentage |
| Outstanding | 98 | 21.7 | 50 | 20.9 | 85 | 16.4 |
| Satisfactory | 242 | 53.4 | 82 | 34.3 | 253 | 48.7 |
| Just Okay | 73 | 16.2 | 33 | 13.8 | 98 | 18.9 |
| Poor | 26 | 5.8 | 62 | 25.9 | 48 | 9.2 |
| Very poor | 12 | 2.7 | 12 | 5.0 | 36 | 6.9 |

go card

How would you rate go card overall?

| Answer | Count | Percentage |
|--------------|-------|------------|
| Outstanding | 173 | 32.1 |
| Satisfactory | 191 | 35.4 |
| Just Okay | 90 | 16.7 |
| Poor | 47 | 8.7 |
| Very poor | 38 | 7.1 |

How would you rate go card fares?

| Answer | Count | Percentage |
|---------------------|-------|------------|
| Extremely expensive | 146 | 26.9 |
| Expensive | 207 | 38.1 |
| Fair fare price | 85 | 15.7 |
| Bit too cheap | 101 | 18.6 |
| Too cheap | 4 | 0.7 |

How would you rate go card reliability and ease of use of the overall go card system?

| Answer | Count | Percentage |
|--------------|-------|------------|
| Outstanding | 155 | 28.7 |
| Satisfactory | 204 | 37.7 |
| Just Okay | 110 | 20.3 |
| Poor | 38 | 7.0 |
| Very poor | 34 | 6.3 |

RAIL Back On Track

2011 Public Transport Passenger Survey questions

Background

0001 How often do you use public transport?

0002 Do you normally use a go card?

Bus

0003 How would you rate bus overall?

0004 How would you rate bus frequency?

0005 How would you rate bus reliability including on time performance (runs to timetable)?

0006 How would you rate bus comfort, including ease of use and accessibility?

Ferry

0007 How would you rate ferry/CityCat overall?

0008 How would you rate ferry/CityCat frequency?

0009 How would you rate ferry/CityCat reliability including on time performance (runs to timetable)?

0010 How would you rate ferry/CityCat comfort, including ease of use and accessibility?

Rail

0011 How would you rate rail overall?

0012 How would you rate rail frequency?

0013 How would you rate rail reliability including on time performance (runs to timetable)?

0014 How would you rate rail comfort, including ease of use and accessibility?

go card

0015 How would you rate go card overall?

0016 How would you rate go card fares?

0017 How would you rate go card reliability and ease of use of the overall go card system?

Additional question

0018 Additional comments:

Are there any comments you would like to make (optional)? Thanks!
