



RAIL Back On Track: 2012 Public Transport Passenger Survey

Total overall survey responses: 315

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	22	8.8
Once to twice a month	19	7.6
Once to three times a week	45	17.9
Nearly every day	165	65.7

Do you normally use a go card?




Answer	Count	Percentage
Yes	246	98
No	5	2

Public Transport Modes




How would you rate Bus/Ferry/Rail overall?

Answer	 Bus		 Ferry		 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	65	27.2	37	40.7	64	23.1
Satisfactory	82	34.3	43	47.3	84	30.3
Just Okay	59	24.7	9	9.9	60	21.7
Poor	25	10.5	0	0	46	16.6
Very poor	8	3.4	2	2.2	23	8.3




How would you rate Bus/Ferry/Rail frequency?

Answer	 Bus		 Ferry		 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	67	28.0	14	15.4	59	21.3
Satisfactory	58	24.3	53	58.2	62	22.4
Just Okay	53	22.2	20	22.0	55	19.9
Poor	41	17.2	2	2.2	65	23.5
Very poor	20	8.4	2	2.2	36	13.0

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	65	27.2	25	27.5	71	25.6
Satisfactory	59	24.7	55	60.4	98	35.4
Just Okay	58	24.3	9	9.9	56	20.2
Poor	38	15.9	0	0	30	10.8
Very poor	19	8.0	2	2.2	22	7.9

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	89	37.2	33	36.3	72	26.0
Satisfactory	99	41.4	49	53.9	111	40.1
Just Okay	37	15.5	7	7.7	56	20.2
Poor	12	5.0	0	0	25	9.0
Very poor	2	0.8	2	2.2	13	4.7

go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	79	27.4
Satisfactory	95	33.0
Just Okay	76	26.4
Poor	24	8.3
Very poor	14	4.9

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	91	31.6
Expensive	109	37.9
Fair fare price	32	11.1
Bit too cheap	3	1.0
Too cheap	53	18.4

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

Answer	Count	Percentage
Outstanding	69	24.0
Satisfactory	105	36.5
Just Okay	64	22.2
Poor	36	12.5
Very poor	14	4.9

RAIL Back On Track

2012 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!
