



RAIL Back On Track: 2013 Public Transport Passenger Survey

Total overall completed survey responses 141:

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	9	6.4
Once to twice a month	8	5.7
Once to three times a week	30	21.4
Nearly every day	93	66.4

Do you normally use a go card?




Answer	Count	Percentage
Yes	136	97.1
No	4	2.9

Public Transport Modes




How would you rate Bus/Ferry/Rail overall?

Answer	 Bus		 Ferry		 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	7	6.0	13	18.3	6	4.9
Satisfactory	50	43.1	49	69.0	67	54.9
Just Okay	36	31.0	7	9.9	23	18.9
Poor	16	13.8	1	1.4	17	13.9
Very poor	7	6.0	1	1.4	9	7.4




How would you rate Bus/Ferry/Rail frequency?

Answer	 Bus		 Ferry		 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	4	3.5	7	9.7	3	2.5
Satisfactory	44	38.6	34	47.2	41	33.6
Just Okay	34	29.8	23	31.9	28	23.0
Poor	24	21.1	5	6.9	29	23.8
Very poor	8	7.0	3	4.2	21	17.2

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	4	3.5	10	14.7	17	14.1
Satisfactory	41	35.7	38	55.9	56	46.3
Just Okay	30	26.1	13	19.1	29	24.0
Poor	25	21.7	6	8.8	11	9.1
Very poor	15	13.0	1	1.5	8	6.6

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	21	18.0	21	28.8	17	13.9
Satisfactory	55	47.0	40	54.8	65	53.3
Just Okay	29	24.8	10	13.7	21	17.2
Poor	7	6.0	2	2.7	12	9.8
Very poor	5	4.3	0	0	7	5.7

go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	22	16.2
Satisfactory	55	40.4
Just Okay	39	28.7
Poor	10	7.4
Very poor	10	7.4

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	52	38.0
Expensive	69	50.4
Fair fare price	16	11.7
Bit too cheap	0	0
Too cheap	0	0

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

Answer	Count	Percentage
Outstanding	24	17.5
Satisfactory	59	43.1
Just Okay	32	23.4
Poor	15	11.0
Very poor	7	5.1

RAIL Back On Track

2013 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!
