



RAIL Back On Track: 2014 Public Transport Passenger Survey

Total survey responses 140:

Summary of corrected* responses to survey questions.

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

Background

How often do you use public transport?




Answer	Count	Percentage
Occasionally	14	10.9
Once to twice a month	12	9.4
Once to three times a week	39	30.5
Nearly every day	63	49.2


Do you normally use a go card?

Answer	Count	Percentage
Yes	126	98.4
No	2	1.6




Public Transport Modes


How would you rate Bus/Ferry/Rail/Light Rail overall?

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	17	15.6	25	37.3	14	12.5
Satisfactory	38	34.9	39	58.2	58	51.8
Just Okay	35	32.1	3	4.5	26	23.2
Poor	12	11.0	0	0	11	9.8
Very poor	7	6.4	0	0	3	2.7




	 Light Rail	
Answer	Count	Percentage
Outstanding	33	76.7
Satisfactory	6	14.0
Just Okay	1	2.3
Poor	3	7.0
Very poor	0	0


How would you rate Bus/Ferry/Rail/Light Rail frequency?

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	11	10.5	9	14.5	13	12.0
Satisfactory	31	29.5	36	58.1	38	35.2
Just Okay	29	27.6	17	27.4	29	26.9
Poor	27	25.7	0	0	21	19.4
Very poor	7	6.7	0	0	7	6.5




	 Light Rail	
Answer	Count	Percentage
Outstanding	25	61.0
Satisfactory	12	29.3
Just Okay	3	7.3
Poor	1	2.4
Very poor	0	0


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

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	13	12.5	19	33.3	20	18.4
Satisfactory	20	19.2	30	52.6	54	49.5
Just Okay	31	29.8	8	14.1	25	22.9
Poor	25	24.0	0	0	7	6.4
Very poor	15	14.4	0	0	3	2.8

	 Light Rail	
Answer	Count	Percentage
Outstanding	23	57.5
Satisfactory	10	25.0
Just Okay	5	12.5
Poor	2	5.0
Very poor	0	0

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

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	22	20.2	23	34.9	14	12.7
Satisfactory	58	53.2	36	54.5	60	54.6
Just Okay	22	20.2	6	9.1	23	20.9
Poor	4	3.7	1	1.5	11	10.0
Very poor	3	2.7	0	0	2	1.8

	 Light Rail	
Answer	Count	Percentage
Outstanding	26	63.4
Satisfactory	9	22.0
Just Okay	5	12.2
Poor	1	2.4
Very poor	0	0

go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	24	20.1
Satisfactory	50	42.0
Just Okay	29	24.4
Poor	9	7.6
Very poor	7	5.9

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	59	48.8
Expensive	40	33.1
Fair fare price	12	9.9
Bit too cheap	1	0.8
Too cheap	9	7.4

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

Answer	Count	Percentage
Outstanding	19	15.8
Satisfactory	52	43.3
Just Okay	31	25.8
Poor	12	10.0
Very poor	6	5.0