



RAIL Back On Track: 2015 Public Transport Passenger Survey

Total survey responses : 251

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	45	19.2
Once to twice a month	31	13.3
Once to three times a week	50	21.4
Nearly every day	103	44
Never	5	2.1


Do you normally use a go card?

Answer	Count	Percentage
Yes	215	92.7
No	17	7.3




Public Transport Modes


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

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	6	3.1	31	27.7	22	10.7
Satisfactory	75	38.7	64	57.1	105	51
Just Okay	73	37.6	14	12.5	44	21.3
Poor	24	12.4	3	2.7	23	11.2
Very poor	16	8.2	0	0	12	5.8




	 Light Rail	
Answer	Count	Percentage
Outstanding	46	66.8
Satisfactory	17	24.6
Just Okay	3	4.3
Poor	1	1.4
Very poor	2	2.9


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

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	13	6.7	13	11.9	21	10.2
Satisfactory	60	31.1	53	48.6	73	35.7
Just Okay	51	26.4	33	30.3	55	26.8
Poor	43	22.3	10	9.2	39	19
Very poor	26	13.5	0	0	17	8.3




	 Light Rail	
Answer	Count	Percentage
Outstanding	39	56.5
Satisfactory	22	31.9
Just Okay	4	5.8
Poor	2	2.9
Very poor	2	2.9


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	8	4.2	25	24	31	15.3
Satisfactory	58	30.5	58	55.8	114	56.1
Just Okay	61	32.1	18	17.3	32	15.8
Poor	40	21.1	3	2.9	20	9.8
Very poor	23	12.1	0	0	6	3

	 Light Rail	
Answer	Count	Percentage
Outstanding	33	50.8
Satisfactory	25	38.5
Just Okay	5	7.6
Poor	0	0
Very poor	2	3.1

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	23	11.8	49	43.4	28	13.6
Satisfactory	106	54.3	49	43.4	101	49
Just Okay	41	21	12	10.5	44	21.4
Poor	20	10.3	2	1.8	19	9.2
Very poor	5	2.6	1	0.9	14	6.8

	 Light Rail	
Answer	Count	Percentage
Outstanding	41	61.2
Satisfactory	17	25.4
Just Okay	7	10.4
Poor	0	0
Very poor	2	3



go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	35	16.2
Satisfactory	97	44.9
Just Okay	48	22.2
Poor	23	10.7
Very poor	13	6

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	85	39.2
Expensive	94	43.3
Fair fare price	38	17.5
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	39	18
Satisfactory	94	43.3
Just Okay	45	20.7
Poor	28	12.9
Very poor	11	5.1