RAIL Back On Track: 2016 Public Transport Passenger Survey

Total survey responses 133:

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	24	18.1%
Once to twice a month	17	12.8%
Once to three times a week	35	26.3%
Nearly every day	57	42.9%

Do you normally use a go card?

Answer	Count	Percentage
Yes	128	96.2%
No	5	3.8%

Public Transport Modes

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

	Bus		Ferry		Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	4	4.0%	9	16.1%	5	4.2%
Good	31	31.3%	34	60.7%	44	33.6%
Satisfactory	43	43.4%	13	23.2%	36	30.3%
Poor	17	17.2%	0		21	17.6%
Very poor	4	4.0%	0		13	10.9%

	Light Rail	
Answer	Count	Percentage
Outstanding	21	55.3%
Good	11	28.9%
Satisfactory	4	10.5%
Poor	1	2.6%
Very poor	1	2.6%

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

	🚌 Bus		🛥 Ferry		🚆 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	5	5.2%	3	5.3%	4	3.4%
Good	24	24.7%	30	52.6%	32	27.4%
Satisfactory	33	34.0%	17	29.8%	29	24.8%
Poor	24	24.7%	7	12.3%	32	27.4%
Very poor	11	11.3%	0		20	17.1%

	🚊 Light Rail	
Answer	Count	Percentage
Outstanding	19	51.4%
Good	12	32.4%
Satisfactory	4	10.8%
Poor	1	2.7%
Very poor	1	2.7%

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	3	3.1%	6	10.5%	6	5.0%
Good	22	22.4%	37	64.9%	36	30.3%
Satisfactory	32	32.7%	13	22.8%	26	21.9%
Poor	32	32.7%	1	1.8%	31	26.1%
Very poor	9	9.2%	0		20	16.8%

	Light Rail	
Answer	**Count**	**Percentage**
Outstanding	19	51.4%
Good	11	29.7%
Satisfactory	6	16.2%
Poor	0	
Very poor	1	2.7%

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

Answer	Bus Count	Bus Percentage	Ferry Count	Ferry Percentage	Rail Count	Rail Percentage
Outstanding	10	10.0%	10	17.9%	4	3.4%
Good	45	45.0%	37	66.1%	45	37.8%
Satisfactory	37	37.0%	9	16.1%	43	36.1%
Poor	8	8.0%	0		20	16.8%
Very poor	0		0		7	5.9%

Answer	Light Rail Count	Light Rail Percentage
Outstanding	22	57.9%
Good	12	31.6%
Satisfactory	3	7.9%
Poor	1	2.6%
Very poor	0	

go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	16	12.3%
Good	48	36.9%
Satisfactory	47	36.2%
Poor	15	11.5%
Very poor	4	3.1%

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	36	27.7%
Expensive	65	50.0%
Fair fare price	29	22.3%
Bit too cheap	0	
Too cheap	0	

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

Answer	Count	Percentage
Outstanding	12	9.2%
Good	55	42.3%
Satisfactory	42	32.3%
Poor	18	13.8%
Very poor	3	2.3%