



RAIL Back On Track: 2017 Public Transport Passenger Survey

Total survey responses: 173

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	17	10.37%
Once to twice a month	19	11.59%
Once to three times a week	37	22.56%
Nearly every day	89	54.27%


Do you normally use a go card?

Answer	Count	Percentage
Yes	155	94.51%
No	9	5.49%




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	5.00%	8	15.38%	1	0.69%
Good	33	27.50%	33	63.46%	35	24.31%
Satisfactory	62	51.67%	10	19.23%	39	27.08%
Poor	17	14.17%	1	1.92%	45	31.25%
Very poor	2	1.67%	0	0	24	16.67%




	 Light Rail	
Answer	Count	Percentage
Outstanding	26	46.43%
Good	20	35.71%
Satisfactory	5	8.93%
Poor	4	7.14%
Very poor	1	1.79%


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

	 Bus		 Ferry		 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	6	5.00%	2	3.85%	0	0
Good	25	20.83%	25	48.08%	23	15.97%
Satisfactory	53	44.17%	16	30.77%	40	27.78%
Poor	23	19.17%	8	15.38%	50	34.72%
Very poor	13	10.83%	1	1.92%	31	21.53%




	 Light Rail	
Answer	Count	Percentage
Outstanding	24	42.86%
Good	18	32.14%
Satisfactory	11	19.64%
Poor	2	3.57%
Very poor	1	1.79%


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	6	5.00%	7	13.46%	4	2.78%
Good	17	14.17%	29	55.77%	23	15.97%
Satisfactory	48	40.00%	14	26.92%	44	30.56%
Poor	38	31.67%	2	3.85%	38	26.39%
Very poor	11	9.17%	0	0	35	24.31%

	 Light Rail	
Answer	Count	Percentage
Outstanding	24	42.86%
Good	16	28.57%
Satisfactory	14	25.00%
Poor	1	1.79%
Very poor	1	1.79%

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	13	10.83%	20	38.46%	5	3.47%
Good	50	41.67%	20	38.46%	42	29.17%
Satisfactory	45	37.50%	9	17.31%	56	38.89%
Poor	12	10.00%	3	5.77%	26	18.06%
Very poor	0	0	0	0	15	10.42%

	 Light Rail	
Answer	Count	Percentage
Outstanding	26	46.43%
Good	19	33.93%
Satisfactory	4	7.14%
Poor	5	8.93%
Very poor	2	3.57%

go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	12	8.00%
Good	70	46.67%
Satisfactory	46	30.67%
Poor	15	10.00%
Very poor	7	4.67%

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	19	12.67%
Expensive	60	40.00%
Fair fare price	68	45.33%
Bit too cheap	3	2.00%
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	15	10.00%
Good	61	40.67%
Satisfactory	49	32.67%
Poor	19	12.67%
Very poor	6	4.00%