RAIL Back On Track: 2018 Public Transport Passenger Survey

Total survey responses: 287

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	55	**20.2**
Once to twice a month	31	**11.4**
Once to three times a week	40	**14.6**
Nearly every day	139	**50.9**
Never	8	**2.9**

Do you normally use a go card?

Answer	Count	Percentage
Yes	257	**94.5**
No	15	**5.5**

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	8.0	24	20.5	19	8.1
Good	69	32.6	68	58.1	61	26.2
Satisfactory	70	33.0	19	16.3	71	30.5
Poor	38	17.9	4	3.4	48	20.6
Very poor	18	8.5	2	1.7	34	14.6

	🚃 Light Rail	
Answer	Count	Percentage
Outstanding	47	53.3
Good	29	33.0
Satisfactory	8	9.1
Poor	2	2.3
Very poor	2	2.3

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

	🚍 Bus		🛳 Ferry		🚆 Rail	
Answer	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	17	8.1	17	15.2	16	6.9
Good	46	22.0	37	33.0	37	15.9
Satisfactory	62	29.7	39	34.8	65	27.9
Poor	45	21.5	17	15.2	71	30.4
Very poor	39	18.7	2	1.8	44	18.9

	🚃 Light Rail	
Answer	Count	Percentage
Outstanding	39	44.8
Good	32	36.8
Satisfactory	11	12.6
Poor	5	5.8
Very poor	0	0

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

Answer	🚌 Bus		🛳 Ferry		🚆 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	14	**6.7**	14	**13.1**	15	**6.5**
Good	51	**24.4**	50	**46.7**	56	**24.5**
Satisfactory	68	**32.5**	36	**33.6**	63	**27.5**
Poor	57	**27.3**	7	**6.5**	56	**24.5**
Very poor	19	**9.1**	0	**0**	39	**17.0**

Answer	🚈 Light Rail	
	Count	Percentage
Outstanding	40	**47.6**
Good	28	**33.3**
Satisfactory	12	**14.3**
Poor	4	**4.8**
Very poor	0	**0**

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

Answer	🚌 Bus		🛳 Ferry		🚆 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	26	**12.4**	25	**22.1**	23	**9.9**
Good	82	**39.2**	60	**53.1**	75	**32.3**
Satisfactory	76	**36.4**	24	**21.2**	74	**31.9**
Poor	16	**7.7**	3	**2.7**	38	**16.4**
Very poor	9	**4.3**	1	**0.9**	22	**9.5**

Answer	🚈 Light Rail	
	Count	Percentage
Outstanding	36	**40.4**
Good	37	**41.6**
Satisfactory	12	**13.5**
Poor	4	**4.5**
Very poor	0	**0**

🪙 go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	31	**12.6**
Good	94	**38.2**
Satisfactory	93	**37.8**
Poor	21	**8.6**
Very poor	7	**2.8**

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	45	**18.4**
Expensive	110	**44.9**
Fair fare price	88	**35.9**
Bit too cheap	1	**0.4**
Too cheap	1	**0.4**

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

Answer	Count	Percentage
Outstanding	26	**10.5**
Good	98	**39.7**
Satisfactory	78	**31.6**
Poor	35	**14.2**
Very poor	10	**4.0**