



RAIL Back On Track: 2019 Public Transport Passenger Survey

Total survey responses: 215

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	41	19.7
Once to twice a month	26	12.5
Once to three times a week	53	25.5
Nearly every day	86	41.3
Never	2	1.0


Do you normally use a go card?

Answer	Count	Percentage
Yes	196	94.2
No	12	5.8




Public Transport Modes


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

Answer	 Bus		 Ferry		 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	7	4.4	15	15.3	6	3.2
Good	39	24.7	58	59.2	56	30.3
Satisfactory	63	39.9	21	21.4	59	31.9
Poor	38	24.1	2	2.0	44	23.8
Very poor	11	7.0	2	2.0	20	10.8




Answer	 Light Rail	
	Count	Percentage
Outstanding	35	44.9
Good	28	35.9
Satisfactory	11	14.1
Poor	3	3.8
Very poor	1	1.3


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

Answer	 Bus		 Ferry		 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	2	1.3	11	11.8	4	2.2
Good	35	22.0	33	35.5	28	15.2
Satisfactory	44	27.7	26	28.0	52	28.3
Poor	52	32.7	19	20.4	73	39.7
Very poor	26	16.4	4	4.3	27	14.7




Answer	 Light Rail	
	Count	Percentage
Outstanding	34	45.3
Good	27	36.0
Satisfactory	10	13.3
Poor	2	2.7
Very poor	2	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	5	3.2	15	16.3	7	3.9
Good	30	19.2	48	52.2	53	29.6
Satisfactory	62	39.7	23	25.0	56	31.3
Poor	45	28.8	3	3.3	44	24.6
Very poor	14	9.0	3	3.3	19	10.6

	 Light Rail	
Answer	Count	Percentage
Outstanding	29	39.2
Good	30	40.5
Satisfactory	11	14.9
Poor	3	4.1
Very poor	1	1.4

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	17	10.6	25	25.3	7	3.8
Good	68	42.2	52	52.5	69	37.5
Satisfactory	49	30.4	17	17.2	60	32.6
Poor	18	11.2	3	3.0	27	14.7
Very poor	9	5.6	2	2.0	21	11.4

	 Light Rail	
Answer	Count	Percentage
Outstanding	28	35.9
Good	30	38.5
Satisfactory	13	16.7
Poor	5	6.4
Very poor	2	2.6

go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	14	7.4
Good	76	40.4
Satisfactory	78	41.5
Poor	15	8.0
Very poor	5	2.7

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	28	14.9
Expensive	97	51.6
Fair fare price	62	33.0
Bit too cheap	0	0
Too cheap	1	0.5

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

Answer	Count	Percentage
Outstanding	15	7.9
Good	76	40.2
Satisfactory	70	37.0
Poor	19	10.1
Very poor	9	4.8

Optional supplementary question: TransLink is going to introduce a new fare system Queensland wide. Would you like see see additional optional ticketing products such as periodical ticketing (e.g.) weekly, monthly, yearly options made available?

Answer	Count	Percentage
Yes	103	79.8
No	26	20.2