RAIL Back On Track: 220 Public Transport Passenger Survey

Total survey responses: 84

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	14	18.7
Once to twice a month	13	17.3
Once to three times a week	21	28.0
Nearly every day	27	36.0
Never	0	0

Do you normally use a go card?

Answer	Count	Percentage
Yes	72	96.0
No	3	4.0

Public Transport Modes

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

Answer	🚌 Bus		🛳 Ferry		🚆 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	2	3.4	6	17.1	4	6.0
Good	16	27.1	18	51.4	27	40.2
Satisfactory	26	44.1	8	22.9	19	28.4
Poor	13	22.0	3	8.6	15	22.4
Very poor	2	3.4	0	0	2	3.0

Answer	🚞 Light Rail	
	Count	Percentage
Outstanding	12	38.7
Good	17	54.9
Satisfactory	0	0
Poor	1	3.2
Very poor	1	3.2

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

Answer	🚌 Bus		🛳 Ferry		🚆 Rail	
	Count	Percentage	Count	Percentage	Count	Percentage
Outstanding	2	3.4	2	5.9	3	4.5
Good	15	25.4	13	38.2	17	25.4
Satisfactory	17	28.8	11	32.4	17	25.4
Poor	18	30.5	8	23.5	19	28.3
Very poor	7	11.9	0	0	11	16.4

Answer	🚞 Light Rail	
	Count	Percentage
Outstanding	12	38.7
Good	16	51.7
Satisfactory	2	6.4
Poor	1	3.2
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	2	3.5	4	12.5	6	9.1
Good	9	15.8	12	37.5	23	34.9
Satisfactory	28	49.1	13	40.6	24	36.3
Poor	13	22.8	3	9.4	11	16.7
Very poor	5	8.8	0	0	2	3.0

Answer	🚊 Light Rail	
	Count	Percentage
Outstanding	13	44.8
Good	14	48.2
Satisfactory	1	3.5
Poor	1	3.5
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	4	6.8	8	22.2	2	3.0
Good	22	37.3	17	47.2	27	40.3
Satisfactory	27	45.7	9	25.0	27	40.3
Poor	6	10.2	2	5.6	6	8.9
Very poor	0	0	0	0	5	7.5

Answer	🚊 Light Rail	
	Count	Percentage
Outstanding	7	22.6
Good	19	61.3
Satisfactory	4	12.9
Poor	1	3.2
Very poor	0	0

🐦 go card

How would you rate go card overall?

Answer	Count	Percentage
Outstanding	4	5.7
Good	36	51.4
Satisfactory	22	31.5
Poor	7	10.0
Very poor	1	1.4

How would you rate go card fares?

Answer	Count	Percentage
Extremely expensive	8	11.4
Expensive	32	45.8
Fair fare price	29	41.4
Bit too cheap	1	1.4
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	5	7.1
Good	32	45.7
Satisfactory	27	38.6
Poor	6	8.6
Very poor	0	0