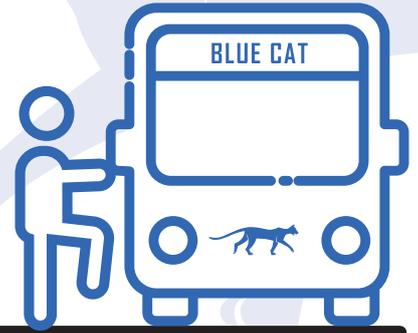




# CAT BUS SURVEY FEEDBACK AT A GLANCE



## CAT bus survey respondents - demographics and usage

### AGE

The majority of respondents were aged between 26 and 65.



### USER TYPE

Of those surveyed, the majority of CAT bus users (84%) were CBD residents and employees working in the city.



### ACTIVITY

Day time use was most common with the majority using the CAT bus in the morning and afternoon peak periods.



### Satisfaction is high

- 83% were satisfied or very satisfied.
- 32% were very satisfied.
- Highest satisfaction was among visitors and day time users.
- Lowest satisfaction was among evening and night users.
- Users loved CAT's frequency and that it's free. Others liked its convenience and the friendliness of bus drivers.



### Times and routes

More users felt CAT operating hours needed to change rather than the routes.

Visitors and young people were more likely to want route changes to existing or new routes, however more residents wanted the CAT bus services extended into the evening.

One in four respondents requested evening hours, with the majority wanting more services between 7-10pm, particularly at weekends.

While 44% of respondents overall wanted to see route changes or additions, almost three in four believed existing services should not be removed or reduced.



### On-demand services

Private vehicles and on-demand services (e.g. Uber or Ola) were the most common transport options for evening movement around central Perth.

Of the 19% who used on-demand services for evening trips, more than eight in 10 indicated that they would use the CAT if the services operated later or changed its route.

**The majority of respondents don't have any concerns with using CAT buses.**

However, amongst those who do have concerns, safety and anti-social behaviour were perceived as the biggest barriers to using CAT buses.

