

MELBOURNE AND METROPOLITAN TRAMWAYS BOARD.

ENGINEERING DEPARTMENT.

PLANNING BRANCH.

PRESTON ORIGIN AND DESTINATION SURVEY.

FEBRUARY, 1975.

REMARKS ON SURVEY CARDS WEST PRESTON ROUTE.

MARCH, 1975.

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REMARKS ON SURVEY CARDS FOR WEST PRESTON ROUTE.

Of the 5079 cards issued on the West Preston Route, 1000 remarks were included under item 10, "Remarks (Any suggestions that you may consider helpful would be appreciated)." These were not in response to specific questions but were on matters about which the public felt sufficiently interested to comment. They are considered to be an additional benefit of this survey.

In all, 27% of the comments expressed dissatisfaction with the service frequency - 12% wanted improved headways, 10% improved off peak service and 5% improved weekend services.

14½% advocated the extension of this route. It is gratifying to note that 8½% expressed satisfaction with the service, while 6% criticised the crews.

The small number of remarks on subjects such as shelters and step heights was surprising.

  
PLANNING ENGINEER.

MELBOURNE AND METROPOLITAN TRAMWAYS BOARD

PLANNING BRANCH

WEST PRESTON SURVEY - FEBRUARY 1975

SUMMARY OF REMARKS

<u>General Category</u>	<u>Number of Remarks</u>	<u>% of Total</u>
1. Extend route	145	14.5%
2. Improve headways/more trams	123	12.3%
3. Improve off peak service	103	10.3%
4. Satisfied with service	85	8.5%
5. Criticism of conductors <u>or</u> drivers	59	5.9%
6. Improve weekend service	45	4.5%
7. Improve comfort	44	4.4%
8. Reduce fares/free travel	42	4.2%
9. New trams	38	3.8%
10. Concessions - weekly/monthly	32	3.2%
11. Better La Trobe Street service	28	2.8%
12. More timetables/maps	24	2.4%
13. Air conditioning/heating	20	2.0%
14. Faster services	19	1.9%
15. Improve cleanliness of trams	18	1.8%
16. Less bunching of trams	16	1.6%
17. Transfer tickets	14	1.4%
18. Luggage racks in trams	12	1.2%
19. Improved co-ordination with other public transport	10	1.0%
20. Run to schedule	7	0.7%
21. More shelters at stops	6	0.6%
22. Lower Steps	5	0.5%
23. Problems with this survey	4	0.4%
24. Pleased with this survey	1	0.1%
25. Miscellaneous remarks	100	10.0%
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	TOTAL	
	1,000	100.0%
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WEST PRESTON SURVEY

FEBRUARY 1975

REMARKS

Sh. = Shopping  
Sch. = School  
W. = Work  
B.C. = Business Call  
O. = Others

Date	Run	Time Gertrude Street	Purpose	
18/2	P9 Up	0715	Sch.	The trams brought up to Henty Street along Gilbert Road. If possible into Reservoir.
			W.	Tram line between Bell Street and Taylor Street in very bad condition.
			W.	A shelter at May Street.
			W.	More trams after off peak hour.
			W.	Trams after peak hour.
			W.	More frequent service.
18/2	P6 Up	0940	W.	Would like EP service extended.
			B.C.	New trams.
			-	More parking in City.
			B. C.	Good.
18/2	P14 Up	0920(?)	Sh.	To stop all passenger surveys which would not annoy passengers.
			W.	More frequent service in off peak period would be helpful.
18/2	P11 Up	0640(?)	W.	No.11 tram car to extend journey to link up with Reservoir station.
			W.	Extend the tram lines right up near Edwards Park Lake.
			W.	Extend line to Lake Edwards Park.
			W.	Extention of tram line. More trams.
			W.	More cars to extend line.
18/2	P2 Dn.	0853		

Date	Run	Time Gertrude Street		Purpose
18/2	P6 Up	0940		
18/2	P3 Dn.	0952	W.	Better service.
			-	More trams.
18/2	P6 Up	1050	Sh.	More trams.
18/2	P6 Up	1050	Sh.	More frequent trams.
18/2	P3 Dn.	0952		
18/2	P6 Up	0938		
18/2	P13 Up	0730		
18/2	P39 Dn.	0802		
18/2	P24 Dn.	0913		
18/2	P15 Up	1030	B.C.	More time tables should be displayed.
			W.	More time tables be put out and these kept O.K.
18/2	P13 Up	0730	W.	Good service. Completely satisfied.
18/2	P39 Dn.	0802	W.	Also weekend. Would appreciate more frequent service.
18/2	P24 Dn.	0913		
18/2	P15 Up	1030	Sh.	I use trams very often and new travel on trams.
18/2	P13 Up	0830	-	Trams should be subsidised as in Canada to encourage use of Public Transport.
			W.	Trams must travel schedule and at 5 minute interval.
			W.	More constructive use of La Street Loop.