

# INTERNATIONAL PUBLIC TRANSPORT PASSENGER SURVEY



FOCUS SYDNEY

11 countries  
7,930 respondents  
480 respondents in Sydney  
March 2023  
**KANTAR**

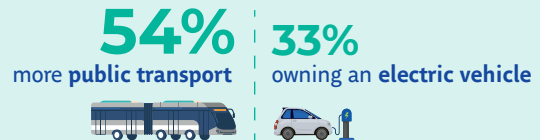
At RATP Dev, we place passengers at the core of everything we do. Therefore, we have conducted a major international survey to learn more about passengers' opinions and expectations towards public transport around the world. The results below focus on Sydney.

## ROLE OF PUBLIC TRANSPORT IN THE CITY

Most perceived public transport benefits in Sydney are related to better city living

- 67%**  
It offers **everyone** the possibility to move around
- 66%**  
It contributes to improving the **quality of life**
- 61%**  
It allows for a **useful travel time**

BEST SOLUTION TO REDUCE THE ENVIRONMENT IMPACT OF TRANSPORTATION



## DRIVERS & BARRIERS TO USE

Sydneysiders mainly use public transport to **avoid parking and traffic problems**

**41%**  
The highest rate among all countries

- The main barriers for public transport use are related to
- 34% SPEED**  
"It takes to much time"
  - 24% FREQUENCY**  
"Public transport are not frequent enough"
  - 22% CROWDING**  
"It's too crowded"



## PASSENGERS PREFERENCES AND EXPECTATIONS

Top 3 most-wanted services

**#1**  
Pay-as-you-go

**#2**  
Access to the internet

**#3**  
Being able to deposit waste at the stations in recycling bins

