

Super Gold Card – Free public Transport Initiative

**Survey of people aged 65 plus
November 2009**

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Background and introduction

Since the SuperGold card (SGC) was introduced a year ago, patronage data supplied regionally to NZTA has recorded the rising use of SGC's for travel on public transport throughout New Zealand. However from this basic trip data it is not possible to tell, for example, whether the SGC is penetrating more widely among the 65 plus population, or is simply being increasingly used by the same proportion of elderly. When/if sophisticated user cards are introduced, from which trip and user details can be read and linked, it will be possible to monitor such trends. In the meantime, a survey of habits and attitudes goes some way to uncovering trends in usage, but must be interpreted in the context of the actual trip data available from public transport.

The survey identifies some SGC travel behaviour patterns and attitudes, among the national sample of people aged 65 plus. Particular trends evident are more off peak travel and more use of public transport for trips a car was previously used for. The survey also reports the perceptions of public transport users within the sample, of the impacts of the SGC to them. A wide range of personal and wider societal benefits are evident. These have been analysed in this report in terms of the aims of government's land transport strategy.

Note: (The economic benefits to users and the wider economy, are the subject of a separate report which focused mainly on analysis of a different set of specially designed questions within the survey).

- A previous survey was carried out in November 2008; the current survey was carried out during the same period in 2009.
- Sample details and interviewing methods were identical.
- 150 interviews were carried out in each of 10 regions, among randomly selected people aged 65 plus.
- Area results reflect these quota samples in each region.
- Total results are a total weighted to the comparative size of the population in each area.
- Results from the survey may be reported as slightly different figures, because of different weightings and the use of filters e.g. to exclude non-users of public transport from the impact section.
- Where results are highlighted in red/green in the tables, these are results statistically significantly lower/higher than the average, at the 95% confidence level.

The following "Overview, Objectives and Methodology" are as supplied by the field company Key Research.

The "Summary of findings" is an overview of main points.

The complete set of survey results, including verbatim comments in response to open ended questions, is available in an Espri database at NZTA. All questions/variables can be cross interrogated to produce more detailed analyses.

Overview

The NZ Transport Agency (NZTA) is a Crown entity established on 1 August 2008, under the amended Land Transport Management Act 2003, bringing together the functions of Land Transport New Zealand and Transit New Zealand to provide an integrated approach to transport planning, funding and delivery.

The NZTA contributes to an integrated, safe, responsive and sustainable land transport system, in support of the updated New Zealand Transport Strategy. NZTA works in partnership with regional and local authorities, the transport industry and communities to achieve this.

The SuperGold Card (SGC) is a discounts and concessions card issued free to all eligible seniors and veterans in recognition of the contribution they have made, and continue to make to New Zealand society. It gives access to discounts from a wide range of businesses nationwide and facilitates easy access to government entitlements and local authority services and concessions.

The SGC has been available since October/November 2008 (except for the West Coast, where there are no public transport services).

The purpose of this research was to ascertain current behaviours and attitudes amongst SGC holders regarding public transport usage and gauge the value they attach to the scheme's free public transport provision, as well as determining the wider social and economic benefits afforded by the scheme both to the user and to the wider economy and society.

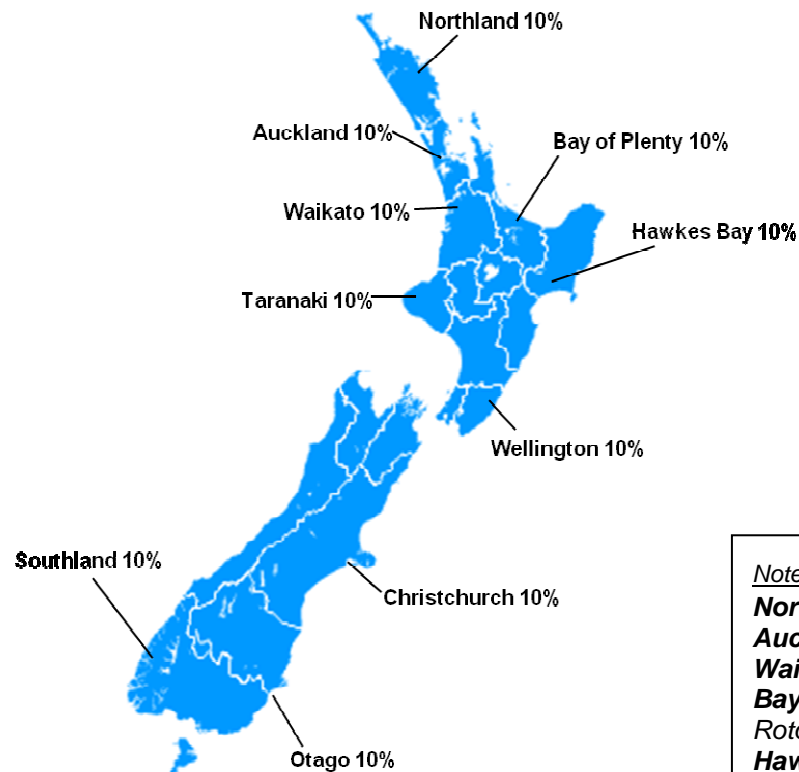
Research Objectives

The aim of the survey was to collect information on SuperGold card users current behaviour and thoughts regarding public transport usage, and gauge the value they attach to the scheme's free public transport provision, as well as determining the wider social and economic benefits afforded by the scheme both to the user and to the wider economy and society.

The specific research objectives of this study were to:

- Identify the social and economic benefits provided by the scheme;
- Examine the national consistency of the scheme's application; and
- Obtain sufficient feedback to propose refinements to the scheme (because of the predicted growth in SuperGold card holders) to ensure it is sustainable.

Methodology



Note: Interviewing areas are as follows:

Northland – Whangarei only

Auckland - Wider region

Waikato - Hamilton only

Bay of Plenty - Tauranga and Rotorua only

Hawkes Bay - Hastings and Napier only

Taranaki - New Plymouth only

Wellington - Wider region

Christchurch –Christchurch, Rangiora, Southbridge and Timaru

Otago –Dunedin, Mosgiel and Palmerston

Southland - Invercargill only

- Key Research conducted this (telephone) survey with 1,500 residents in the 10 key regions identified.
- The overall results have a margin of error of +/-2.53% (at the 95% confidence level).
- The individual results (by region) have a margin of error of +/-8.0%.
- Interviewing took place between Monday 16th November and Tuesday 8th December 2009.

- The sample was randomly selected from each region as defined by Territorial Authority boundaries.
- This survey was a repeat of a similar survey conducted in 2008.

Summary of survey findings

(Excluding last trip and economic sections)

1. NZ Transport Strategy Objectives

- The effects of SGC on travel choices, expenditure, and social/community involvement was measured via some impact statements. Public transport users were asked, for each of 26 statements, if it was often, sometimes, or never true.
- A majority agreed with 10 of the benefit statements being often or sometimes true for themselves. The top 5 were rated as 'often true' by over 40%, and covered a range of user benefits. These were 'spending less money on PT each month', 'choosing activities or scheduling appointments off peak in order to use the SGC', 'getting out and about and so enjoying life more', and 'because of SGC using PT for trips used to use car for'.
- The potential benefits which had impacted fewer than 20% or 1 in 5 elderly, were the personal benefits to do with seeing more of family/helping with care of grandchildren/doing more paid or voluntary work, participating in community affairs more.
- A shift from vehicle use to PT, and to off-peak use of PT (with a consequential saving in petrol and public transport costs), was evident in this impact statement section of the questionnaire.
- 51% of PT users said it was now 'never true' that they still preferred to take the car.

To evaluate these potential impacts of the SGC, results were matched to objectives of the New Zealand Transport Strategy.

- Among the major impacts reported by the people aged 65 plus, were specific financial benefits to the individual, in cost savings in public transport and petrol costs.
- Flow on benefits included being able to make an increased number of outings of various kinds.
- These impacts which reflected improved access and mobility for the individual benefited their physical and mental health.
- Increased volunteering of family and community assistance, and wider community participation, also had a financial benefit to society.
- Where there were multiple impacts of the SGC, results have been shown under the specific benefits rather than the more generalised benefit of improvement in access and mobility.

Assisting economic development

As a result of the SGC, many over 65s who were public transport users, were saving on transport costs, and some were spending more in other areas, and doing more paid work.

“I spend less money on PT each month”

55% of PT users said this was ‘often true’ and a further 15% ‘sometimes true’—this was the benefit experienced by the highest number of users. It was particularly significant in the Wellington Region, which had the highest number of daily users of PT.

“I spend less money on petrol every month”

38% often and 17% sometimes experienced this benefit.

I go to more events that I have to pay for as I can use my SGC to get there”

35% experienced this benefit.

“I spend more money on refreshments when I go out as I haven’t had to pay for transport”

A minority of 28% experienced this benefit.

“I don’t have to ask for lifts so much”

19% said the SGC had benefited them in this way.

“I am doing more voluntary work’

14% said they were doing more voluntary work as a result of the SGC.

“I am helping with care of grandchildren more”

13% believed the SGC had benefited them in this way.

“I am doing more paid work”

7% had had this benefit from using the SGC.

Protecting and promoting public health

As a result of the SGC, there were direct improvements to the mental and physical health of some over 65s, as well as broader benefits to the well being of families and communities.

“I am getting out and about so enjoy life more”

A high 39% said this was ‘often true’ and a further 17% ‘sometimes true’

“As well as walking to the bus stop, I participate in physical activities more often”

32% said this was true.

“I participate in activities that keep my mind active more often”

A majority of PT users had experienced this benefit–29% often, 18% sometimes.

“I’m getting more exercise now I have a SGC”

23% often and 17% sometimes, experienced this benefit.

“I use public transport for trips I used to walk”

64% said this was ‘not true at all’.

Ensuring environmental sustainability

As a result of the SGC, there was modal change away from private vehicles to PT, and a change from peak to off peak travel. Both of these impacts can benefit the wider environment by reducing fuel consumption and easing congestion. 71–80 year olds reported these changes in their travel behaviour more than did the other age groups. The 65–70 group of recent SGC holders had a higher proportion of people still in the workforce and who may have been less able to adopt flexibility re travel choices. The group 80 plus reported that they were going out less often for health/mobility reasons.

Reduced use of car:

“Because of the SGC I use public transport for trips I used to use the car for”

40% often and 21% sometimes replaced the car with PT.

“I try to leave the car at home and take public transport with my SGC”

A majority of Pt users experienced this benefit, 37% often and 22% sometimes.

“I also use public transport for trips I used to use the car for”

A majority had replaced car trips with PT trips, 36% often and 22% sometimes, a similar item to the previous.

“I encourage others to leave their car at home and use their SGC”

A majority said they displayed this behaviour, 36% often and 18% sometimes.

“I still prefer to take the car”

51% denied that this was true, though 20% said it was often true, and 22% sometimes true.

Increased use of public transport/off peak travel:

“I choose activities that are in off peak times so I can use my SGC”

This was the 2nd highest impact of the SGC, with 45% saying it was often true and 18% sometimes true.

“I use public transport more now, before or after the free times”

For 40%, the SGC had encouraged more use of PT outside of the free times, 20% often and 20% sometimes.

“I try to schedule appointments in the off peak times so I can use my SGC”

A majority had changed their travel patterns in this way–39% often, 18% sometimes.

Improved access and mobility

SGC had improved access to friends and family, and benefited users by enabling them to be more socially active or just to have more outings. However this impact was mainly experienced by a minority of around one in three, and was less likely to impact the older sector 80 plus years of age, who were less physically able to take advantage of the opportunities provided by free off-peak travel.

“I am meeting more people now that I have a SGC”

36% had been helped to see meet more people by using SGC.

“I see more of my friends”

35% had been helped by the SGC to see their friends more.

“I don’t try to do so much in each trip out, as I can make extra trips using my SGC”

26% often and 17% sometimes, experienced this benefit.

“I participate in community, council political or environmental affairs more often”

18% said this benefit was true of them.

“I see more of my family”

18% had been helped to see more of their family.

2. Travel behaviour and attitudes

- The proportion of people 65 plus in the total sample who reported using public transport in 2009 was the same – a total of 35% – as in the previous survey in late 2008 a year ago just prior to SGC.(weighted national total). This points to the growing SGC use (as recorded by patronage data) coming from more frequent use of public transport by people who may have been infrequent PT users.
- In total 55% of the public transport users (the 35%) in answer to a direct question, said they used public transport ‘more often’ compared with a year ago. Regionally, the range was between 62% and 46% reporting using PT ‘more often’ except for Southland where 80% reported ‘the same’ use.
- A further 38% of users reported using public transport ‘about the same’ and 6% “less often’ (reasons mainly reported as decreased mobility, going out less often, rather than transport related).
- The question on frequency of use of public transport did not show any significant increase in frequency of use, in total, compared with the answers to the same question in 2008.

However the same people were not re-interviewed in 2009, so comparisons with small groups can be misleading. There could have been some total increased frequency of use within the frequency bands used in the question as worded 2008–2009. Wellington and Christchurch people did report increased frequency of use of public transport.

- There were significant regional differences in use patterns 2009 compared with 2008. There were fewer people who said they were users of public transport in Wellington (43% down from 56%) and Christchurch (26% down from 47%). However these regions, the highest users of public transport in 2008, recorded increases in the frequency of use (among the smaller base of users).
- The Auckland region recorded a significant increase in the proportion of over 65s saying they used public transport, from 35% prior to SGC, to 57% a year later.
- Four less urbanised regions, Northland, Hawkes Bay, Taranaki and Southland, still had fewer than 20% saying they used public transport. However when those who were users were asked frequency of use, Northland and Hawkes Bay, (plus Otago and Christchurch), had significant increases in PT use as frequently as ‘two or three days a week’. Regional data needs to be interpreted with both inhibiting and opportunity factors in mind. For example, if there has been no improvement in the route coverage in a region, the number of users may not increase, but the frequency of use by existing patrons in areas served, could increase.
- There was a link to age, with fewer over 80 year olds reporting that they used public transport, than for the younger age groups. Over 80 year olds were also less likely to report increased public transport use in the year since the SGC, than were younger age groups (65–70, and 71 –80). Reasons were mainly stated as declining mobility, including ability to get on and off public transport, but also that they were making fewer trips (by any mode). They stated they were going out less, staying at home more, as they got older. Any shift in the age proportions within the 65 plus population in a region, could thus be reflected in changed use levels.
- There was no clear link to income. People on the lower incomes–below \$30,000, did not use public transport/SGC more than the more affluent 65plus. The \$40–80,000 income range had a higher proportion of users, than either the less or the more affluent groups, but further analysis by age and working status did not clarify the reasons for this. Those who did use public transport and who answered the impact questions, clearly appreciated cost savings by using the SGC.
- Reasons for non use of public transport were similar to those ascertained in the 2008 survey preceding the introduction of the SGC, with ‘prefer own transport’ still being stated by over 50% (a list of verbatim reasons is available and can be cross interrogated by demographic and other variables), and service related comments (e.g. scheduling and routes) at around 20%.
- A potential barrier to achieving public transport use among non users was a ‘car mindset’ evident in the responses to questions seeking reasons for non use of public transport. It appeared to result simply from long held habits and attitudes. Many 65plus simply gave the response that they had a car, and even when queried further by the interviewers were unable to articulate a reason for not utilising the public transport benefits of the SGC,

other than that they had a car. Established car use habits and attitudes could make appreciation of environmental and other wider benefits of using public transport less likely among the 65plus, than among younger people with less established patterns.

- In 2008, 19% of the total sample stated they would be 'very likely' to use PT more often, this corresponds with the 20% (of the total of all 65plus) in 2009 who say they are using PT 'more often'. However, whereas in 2008, over 60% estimated that they would use PT with the introduction of the SGC, actual use has been lower and 65% of people 65 plus are still non users, according to the survey results.
- Reasons for using the SGC in the last month were similar to the reasons for use of public transport in the previous survey. General shopping/looking around the shops was the main reason, at nearly 40%, followed by supermarket/grocery trips at 24%, medical appointments at 23% and entertainment at 21%. Results from the impact statements section indicated that many people were fitting appointments and activities to the operational hours of the SGC. Paid work and other reasons (with perhaps less discretion to alter timing) accounted for a small minority of trips. There were some significant regional variations and in particular in Otago where medical or health related was the main reason for PT trips in the last month. There were significant age variations with those 70 or under, being more likely to use SGC for the reasons of paid work, childcare help, or entertainment, than older us.
- In summary, public transport users were achieving a wide range of benefits from the SGC. These personal benefits had a wider impact shared to the whole community or environment, as the SGC had been effective in changing behaviour to reduce peak travel and to reduce car use.

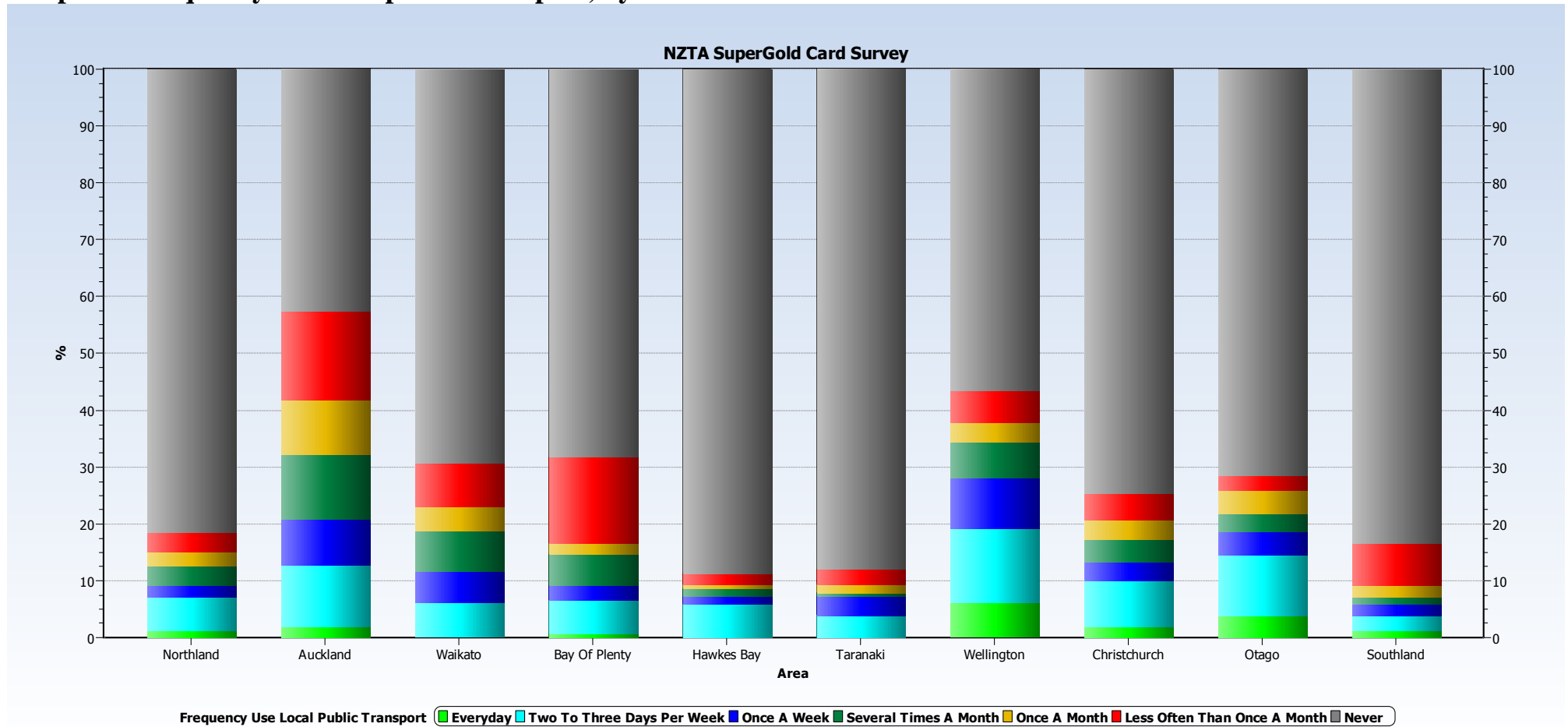
A copy of the questionnaire is attached as an appendix.

Recommendation

It is recommended that any future survey could focus on the three main urban centres of public transport use, Auckland Wellington and Christchurch. This would give larger sample bases in these key areas, for drilling down and cross interrogating. Analysis of use patterns and levels in the less urbanized regions is constrained by the limited spread and frequency of PT services in these less urban regions.

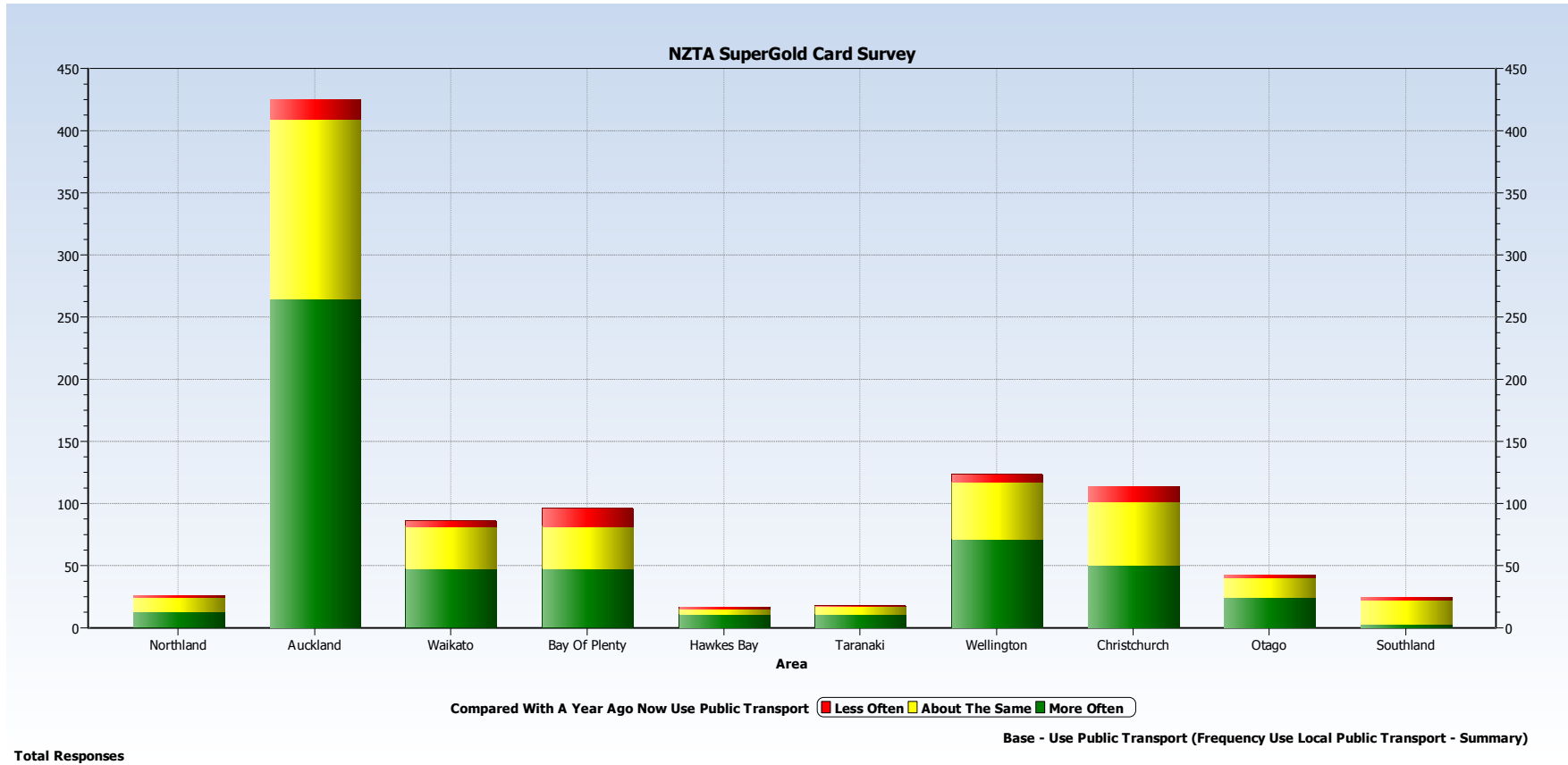
List of tables and graphs (to be entered when list is finalised)

Graph 1b Frequency of use of public transport, by area.

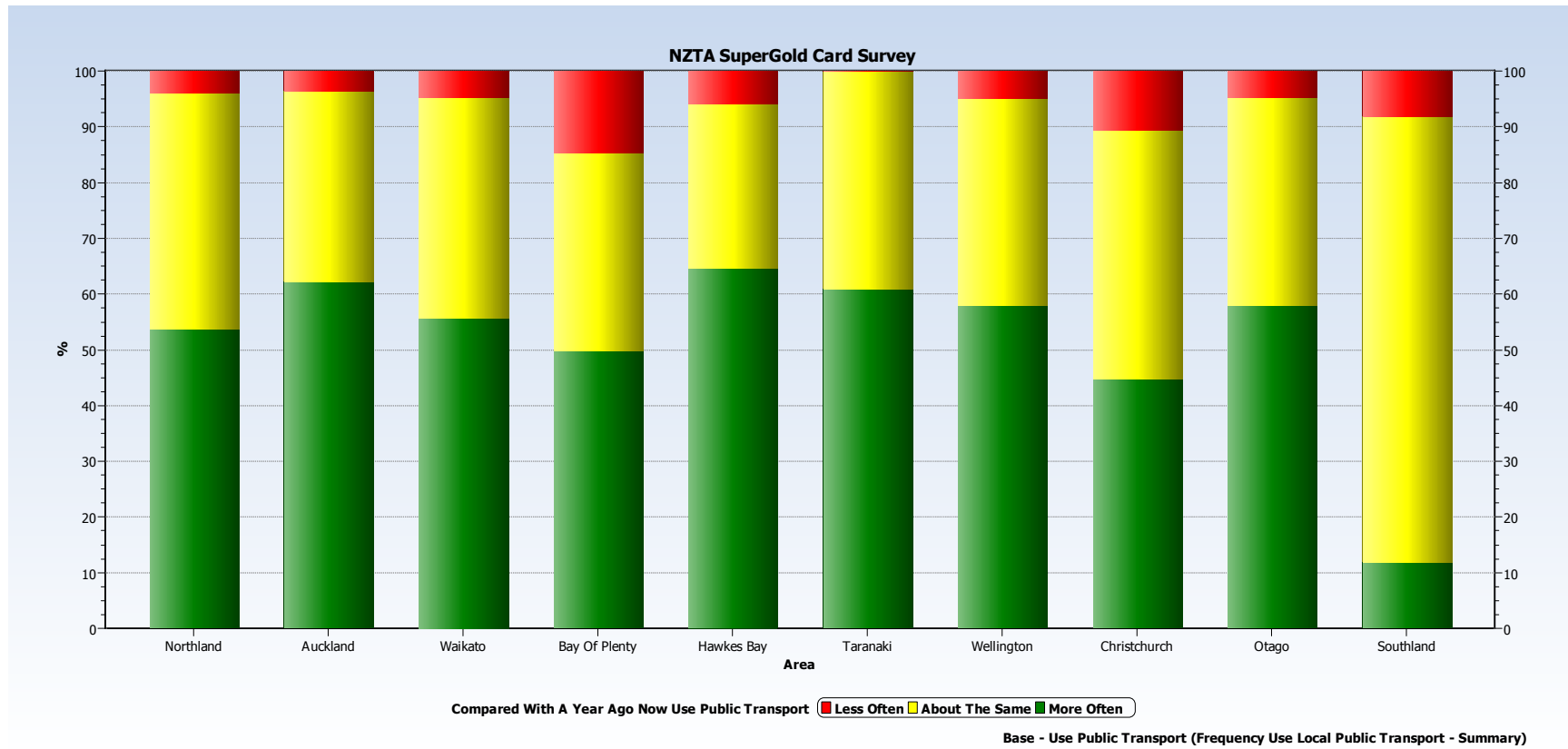


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Showing the percentage of people 65 plus in each area (column) who use public transport. e.g. Wellington has the highest proportion of 'every day users (bright green). Note some areas have limited public transport services.



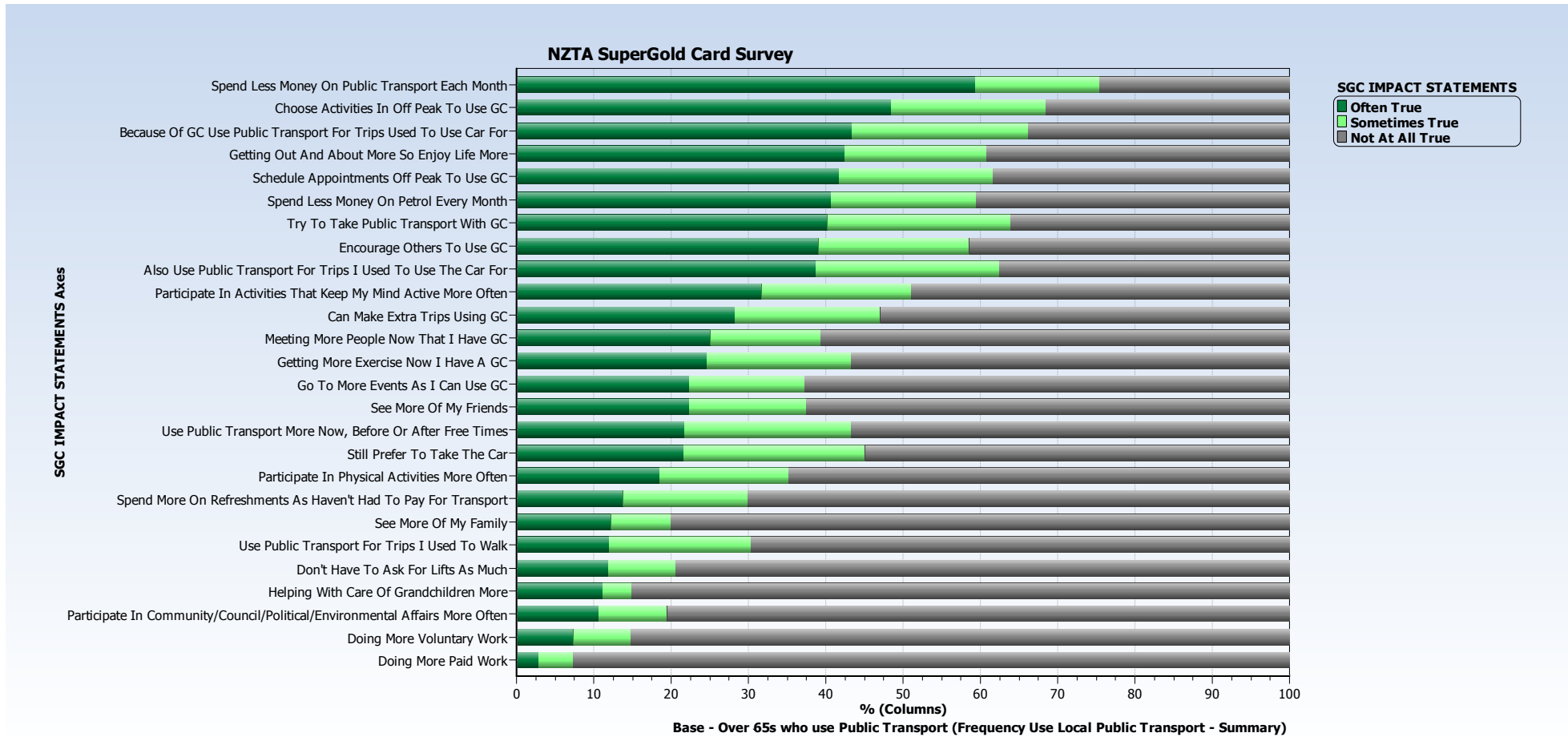
Graph 2a Comparison with public transport use one year ago, by area.
 Based on the weighted number of public transport users in each area.



Graph 2b. Comparison with public transport use a year ago, for each area.

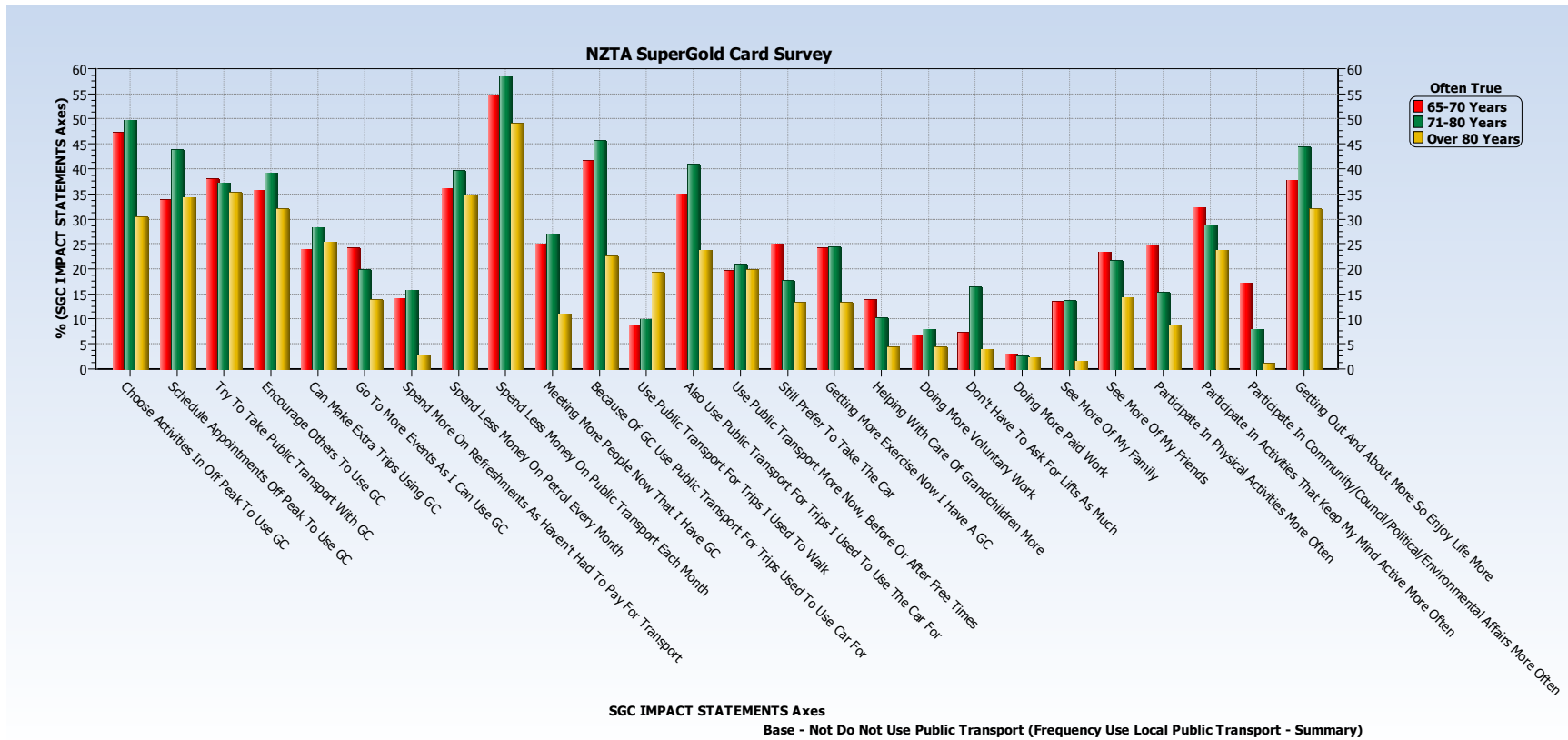
The percentage of people in each area who are now using public transport more often, is shown in green on each bar.

Note that in some areas, restricted services could limit the potential to increase usage.



Autobase On

Graph 3 Impacts. This graph shows impacts ranked in order with the impact most often experienced (dark green) at the top (first bar). Reading across each bar, the graph also shows for that impact statement the percentage of people who sometimes experience this impact (light green) or for whom it is not true (grey). Reading up from the 50% mark on the base, the top 10 impacts are each experienced by over 50% of the public transport users.



Graph4 Impact often experienced, by age. Graph showing the percentage of each age group for whom each impact is ‘often true’. More people aged 71-80 (green bars) are achieving more benefits than the younger or older groups.

Table 1: Frequency Use Local Public Transport by Area

Database – NZTA SuperGold Card Survey

%, Frequency Use Local Public Transport Percentages

Coloured by Over & Under Significance

Frequency Use Local Public Transport	Area										
	Total	Northland	Auckland	Waikato	Bay Of Plenty	Hawkes Bay	Taranaki	Wellington	Christchurch	Otago	Southland
Everyday	2%	1%	2%	0%	1%	0%	0%	6%	2%	4%	1%
Two To Three Days Per Week	8%	6%	11%	6%	6%	6%	4%	13%	8%	11%	3%
Once A Week	5%	2%	8%	5%	3%	1%	3%	9%	3%	4%	2%
Several Times A Month	6%	3%	11%	7%	5%	1%	1%	6%	4%	3%	1%
Once A Month	5%	3%	9%	4%	2%	1%	1%	3%	3%	4%	2%
Less Often Than Once A Month	9%	3%	15%	7%	15%	2%	3%	5%	5%	3%	7%
Never	64%	81%	42%	66%	68%	88%	87%	55%	74%	71%	83%

Ref	>95%+	<95%	>95%-
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This table shows the frequency of use of public transport in each area, reading down each column, to total 100% of the respondents in each area. Where a result is statistically significantly different from the total, at the 95% confidence level, it is shown in green if higher, in red if lower.

Table 2: Frequency Use Local Public Transport by Motor Vehicle In Household

Database - NZTA SuperGold Card Survey

Autobase On

%, Frequency Use Local Public Transport Percentages

Coloured by Over & Under Significance

Motor Vehicle In Household

Frequency Use Local Public Transport	Total	A Motor Vehicle In The Household	No Motor Vehicle In The Household
Everyday	2%	1%	8%
Two To Three Days Per Week	8%	5%	30%
Once A Week	5%	5%	4%
Several Times A Month	6%	6%	7%
Once A Month	5%	5%	1%
Less Often Than Once A Month	9%	9%	4%
Never	65%	68%	46%

Ref >95%+ <95% >95%-

This table shows the extent to which public transport use, and frequency of use, differs according to whether there is a vehicle in the household.

Table 3: Compared With A Year Ago, How Often Now Use Public Transport by Area

Database - NZTA SuperGold Card Survey

Base: Use Public Transport (Frequency Use Local Public Transport - Summary)

Coloured by Over & Under Significance

%, Compared With A Year Ago Now Use Public Transport Percentages

Compared With A Year Ago Now Use Public Transport	Area										
	Total	Northland	Auckland	Waikato	Bay Of Plenty	Hawkes Bay	Taranaki	Wellington	Christchurch	Otago	Southland
Less Often	6%	4%	4%	5%	15%	6%	0%	5%	11%	5%	8%
About The Same	38%	39%	34%	39%	35%	29%	39%	37%	45%	37%	80%
More Often	56%	50%	62%	55%	50%	65%	61%	57%	45%	58%	12%

Ref >95%+ <95% >95%-

Public transport use now, compared with one year ago, as reported by respondents who use public transport.

None of the differences between areas are statistically significant except for Southland, where limited services may restrict the potential for increased use, and in Bay of Plenty.

Table 4: Compared With A Year Ago, How Often Now Use Public Transport by Age Summary

Database - NZTA SuperGold Card Survey

Base: Use Public Transport (Frequency Use Local Public Transport - Summary)

Total Responses

Compared With A Year Ago Now Use Public Transport Percentages

Coloured by Over & Under Significance

Age Summary

Compared With A Year Ago Now Use Public Transport	Total Responses	65-70 Years	71-80 Years	Over 80 Years
Less Often	5%	5%	4%	11%
About The Same	38%	38%	34%	49%
More Often	56%	57%	62%	40%

Ref >95%+ <95% >95%-

This table shows how fewer people over 80 have increased their use of public transport compared with a year ago (bottom right cell), than have the younger more mobile age groups.

Table 5: Reasons Used SuperGold Card Last Month by Area

Database - NZTA SuperGold Card Survey

Base: Use Public Transport (Frequency Use Local Public Transport - Summary)

Reasons Used SuperGold Card Last Month	Area										
	Total	Northland	Auckland	Waikato	Bay Of Plenty	Hawkes Bay	Taranaki	Wellington	Christchurch	Otago	Southland
General Trips To Look Around Shops	39%	54%	47%	32%	40%	53%	39%	37%	16%	40%	12%
Super Market Shopping/Grocery Shopping Trips	25%	32%	15%	14%	29%	47%	50%	38%	39%	33%	16%
Medical Appointments, Health Services Trips	23%	25%	21%	23%	15%	24%	22%	30%	24%	42%	8%
Entertainment Trips	21%	32%	27%	9%	15%	6%	0%	27%	16%	19%	0%
Trips To Visit Friends Or Relatives	16%	39%	16%	11%	15%	24%	6%	21%	16%	12%	8%
Serious Leisure Activities Trips	9%	14%	9%	7%	2%	18%	11%	10%	5%	21%	0%
Social Services, Pubs, RSA, Travel Club Trips	7%	0%	9%	0%	10%	6%	11%	6%	5%	9%	0%
Work - Voluntary Trips	6%	11%	8%	5%	0%	6%	6%	6%	5%	7%	4%
Work - Paid Trips	6%	7%	7%	2%	4%	6%	6%	10%	3%	7%	0%
Fitness/Physical Activity Trips	6%	7%	7%	5%	0%	0%	0%	10%	5%	5%	0%
Help Family With Childcare Trips	5%	4%	7%	7%	2%	0%	0%	3%	5%	0%	0%

Table 6: Reason Do Not Use Public Transport by Area

Database - NZTA SuperGold Card Survey

Preference for own transport was the main reason, except for Northland-lack of service.

Area

Reason Do Not Use Public Transport	Total	Northland	Auckland	Waikato	Bay Of Plenty	Hawkes Bay	Taranaki	Wellington	Christchurch	Otago	Southland
Prefer Own Transport	58%	31%	56%	52%	68%	76%	64%	60%	58%	56%	65%
Disability/Access Issues	10%	5%	11%	11%	10%	7%	8%	11%	12%	15%	12%
No Service Available	9%	48%	8%	15%	1%	3%	5%	1%	7%	7%	5%
Other	8%	7%	13%	12%	7%	3%	13%	10%	4%	3%	9%
No Need	6%	9%	6%	3%	8%	8%	2%	9%	5%	7%	8%
Inconvenience	6%	5%	5%	10%	10%	4%	2%	10%	3%	8%	7%
Stops Too Far From My House	5%	4%	3%	10%	7%	3%	3%	4%	6%	3%	2%
Prefer To Walk/Cycle	3%	0%	3%	2%	3%	2%	6%	1%	1%	5%	6%
Doesn't Go Where I Need	2%	2%	0%	6%	3%	1%	2%	0%	3%	3%	0%
Timetable Doesn't Suit	2%	2%	2%	0%	4%	0%	0%	0%	4%	0%	1%
Infrequent Service	1%	2%	3%	0%	1%	0%	2%	1%	0%	2%	2%
Inappropriate Timetable	1%	1%	2%	0%	2%	1%	1%	2%	2%	0%	0%
Don't Know	1%	0%	3%	1%	0%	1%	1%	1%	0%	3%	2%
Stops Too Far Destination	1%	1%	0%	0%	0%	2%	2%	0%	2%	1%	0%
Cost/Too Expensive	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	1%

Ref	>95%+	<95%	>95%-
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Table 7: SGC IMPACT STATEMENTS Axes by SGC IMPACT STATEMENTS

Database - NZTA SuperGold Card Survey

Base: Use Public Transport (Frequency Use Local Public Transport - Summary)

SGC IMPACT STATEMENTS %s add to 100% across each row, excluding 8% who answered 'don't use public transport'

SGC IMPACT STATEMENTS

SGC IMPACT STATEMENTS Axes	Often True	Sometimes True	Not At All True
Spend Less Money On Public Transport Each Month	55%	15%	22%
Choose Activities In Off Peak To Use GC	45%	19%	28%
Because Of GC Use Public Transport For Trips Used To Use Car For	41%	21%	30%
Getting Out And About More So Enjoy Life More	40%	17%	35%
Schedule Appointments Off Peak To Use GC	39%	19%	34%
Spend Less Money On Petrol Every Month	38%	18%	37%
Try To Take Public Transport With GC	37%	22%	33%
Also Use Public Transport For Trips I Used To Use The Car For	36%	22%	34%
Encourage Others To Use GC	36%	18%	38%
Participate In Activities That Keep My Mind Active More Often	30%	18%	44%
Can Make Extra Trips Using GC	27%	17%	48%
Meeting More People Now That I Have GC	23%	13%	56%
Getting More Exercise Now I Have A GC	23%	18%	52%
Go To More Events As I Can Use GC	21%	14%	58%
See More Of My Friends	21%	14%	57%

Use Public Transport More Now, Before Or After Free Times	20%	21%	52%
Still Prefer To Take The Car	19%	22%	51%
Participate In Physical Activities More Often	17%	16%	59%
Spend More On Refreshments As Haven't Had To Pay For Transport	13%	16%	64%
Use Public Transport For Trips I Used To Walk	12%	17%	63%
Don't Have To Ask For Lifts As Much	11%	8%	73%
See More Of My Family	11%	7%	74%
Helping With Care Of Grandchildren More	11%	3%	78%
Participate In Community/Council/Political/Environmental Affairs More Often	10%	8%	74%
Doing More Voluntary Work	7%	7%	78%
Doing More Paid Work	3%	4%	86%

Ref >95%+ <95% >95%-