



Metlink

# Public Transport Passenger Satisfaction Survey

Prepared By Gravitas Research and Strategy Limited

November 2020





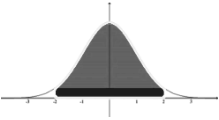



# Survey Background

Each May, Metlink commission an independent survey of customers' experiences of Metlink public transport (PT) in the region. This helps Metlink, proudly part of Greater Wellington, to identify and prioritise improvements for customers, and is also part of reporting requirements to Waka Kotahi (New Zealand Transport Agency; NZTA).

Due to COVID-19, the May 2020 survey was postponed – and was conducted in October/November 2020, once the country was at Level 1 restrictions. The results from the November 2020 survey (which included all three modes, and both city and regional bus services) have been compared with those from May 2019.



# Survey Method

<p><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p>	<p><b>Fieldwork Dates</b></p>  <p>Nov 2020: 21<sup>st</sup> Oct to 20<sup>th</sup> Nov 2020</p> <p>May 2019: 1<sup>st</sup> May to 5<sup>th</sup> June 2019            May 2018: 1<sup>st</sup> May to 1<sup>st</sup> June 2018            May 2017: 2<sup>nd</sup> to 28<sup>th</sup> May 2017            May 2016: 3<sup>rd</sup> to 29<sup>th</sup> May 2016            May 2015: 21<sup>st</sup> April to 10<sup>th</sup> May 2015            May 2014: 5<sup>th</sup> to 25<sup>th</sup> May 2014</p>	<p><b>Sample Size*</b></p>  <p>Nov 2020: n=3,228 (from 218 trips)</p> <p>May 2019: N=4,042            May 2018: N=3,759            May 2017: N=4,053            May 2016: N=2,362            May 2015: N=4,456            May 2014: N=4,298</p>	<p><b>Response Rate**</b></p>  <p>Nov 2020 Total: 66%            Ferry: 69%; Train: 69%; Bus: 60%</p> <p>May 2019: 61%            May 2018: 67%            May 2017: 61%            May 2016: 59%            May 2015: 63%            May 2014: 58%</p>
<p><b>Maximum Margin of Error***</b></p>  <p>± 1.7%</p> <p>*** Maximum margin of error at the 95% confidence interval</p>	<p><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender and age of passenger, and whether a private vehicle was available. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p><b>Time Series Comparisons</b></p>  <p>New questions added this round were:</p> <ul style="list-style-type: none"> <li>• Satisfaction with condition of stop/station/wharf</li> <li>• Satisfaction with condition of vehicle</li> <li>• Satisfaction with Metlink's response to COVID-19</li> </ul> <p>All other questions remain unchanged. Statistically significant changes over time have been highlighted.</p>	<p><b>Data Weighting</b></p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during Oct 2020 (65% bus, 34% train, 1% ferry). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used since 2016)</i></p>

\* Note: Distribution of respondents by rail line, time and direction of travel, age, gender, reason for trip and availability of private vehicle is provided in Appendix.

\*\* Share of completed surveys as proportion of all eligible passengers (i.e. those aged 15 years +)

# Report Outline

*Note: Click on section header below to go to start of each section.*



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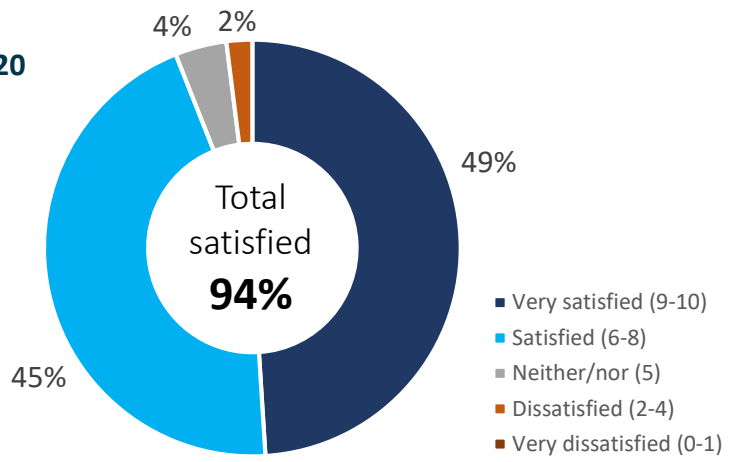
# Executive Summary



# Satisfaction with Trip Overall

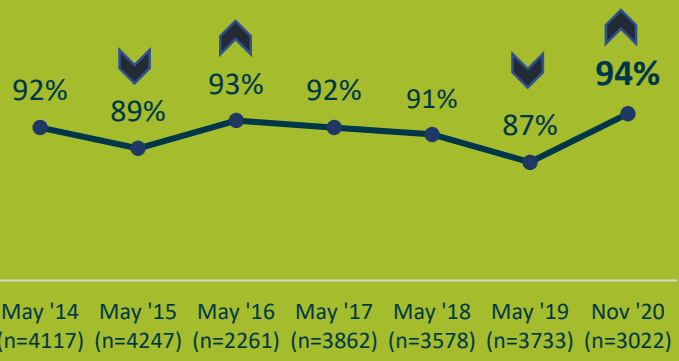
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?

Nov 2020 Results



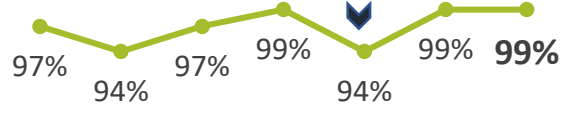
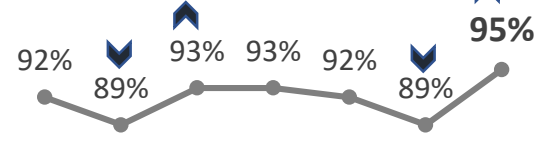
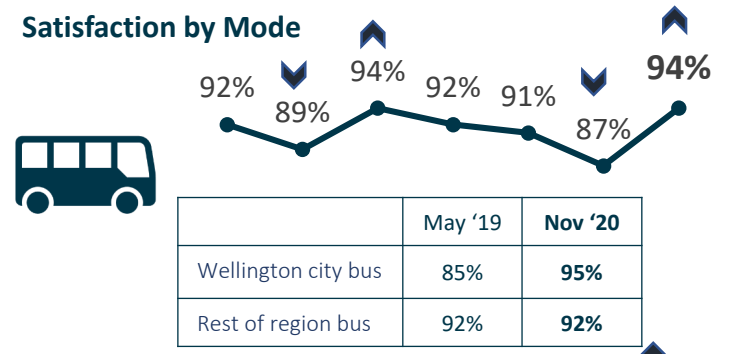
Base: n=3022 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20

## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	92%	100%
East By West	99%	99%
Transdev	89%	95%
NZ Bus Metlink	84%	94%
Mana Metlink	90%	93%
Tranzurban Metlink	89%	93%



Passengers most satisfied

- ✓ Aged 65 years + (99%)
- ✓ Kapiti line users (97%)
- ✓ Have private vehicle available to make trip (96%)

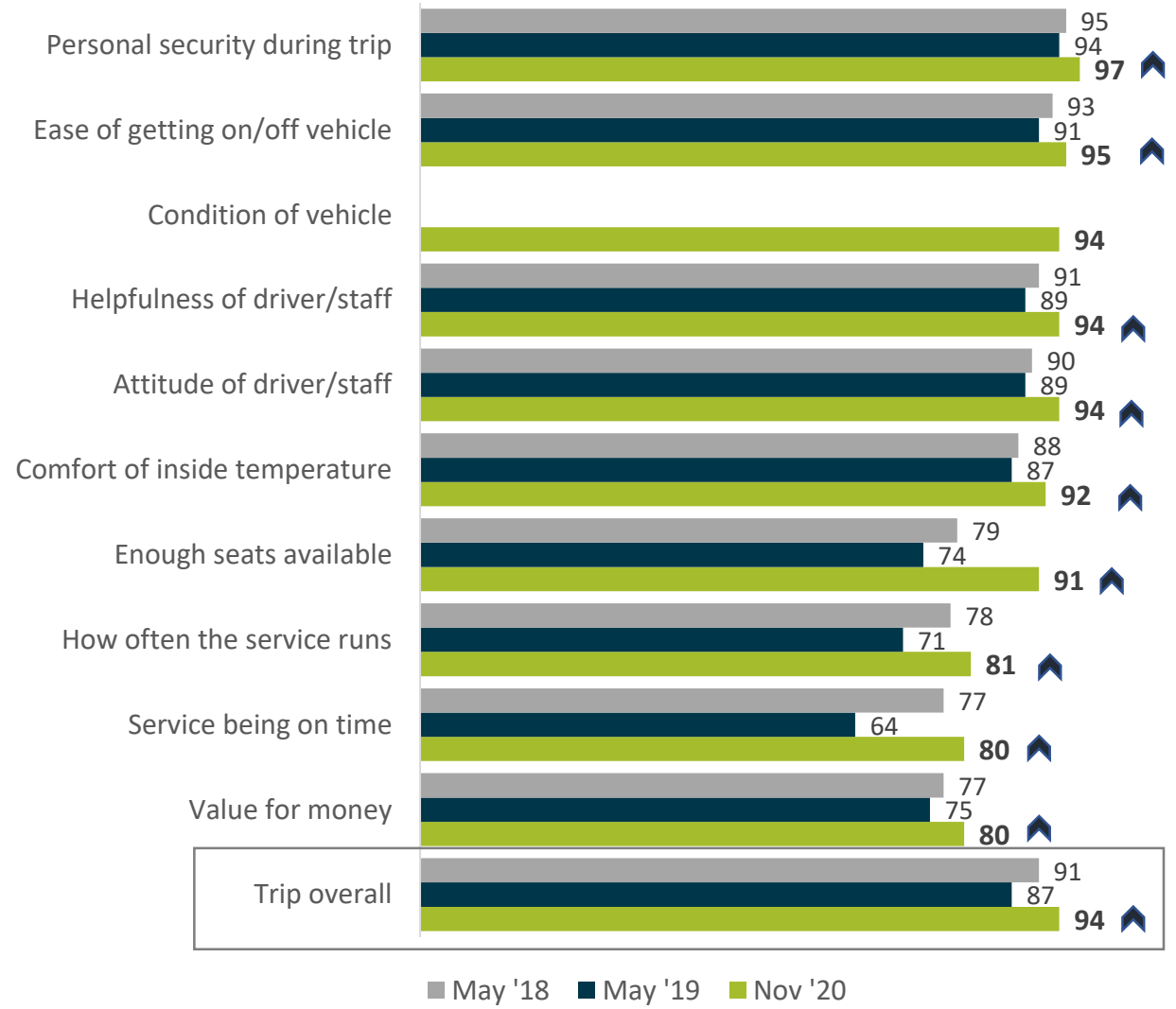


Passengers most dissatisfied

✗ (No sub-groups significantly more dissatisfied)

# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



The share of Wellington public transport users satisfied with their trip has increased significantly over the last 18 months, up from 87% in May 2019 to 94% in November 2020. Just two percent express dissatisfaction. Of the three modes, ferry users remain the most satisfied (99%); however significant increases in overall trip satisfaction are evident for both bus (especially NZ Bus Metlink) and train users.

Perceptions of all aspects of the trip have improved over the last 18 months. This increase is most notable for service capacity (having enough seats available); the share satisfied up from 74% in May 2019 to 91% in November 2020 (although it should be noted that PT patronage declined 28% between May '19 and Nov '20, which will have contributed to improved capacity).

Customers' perceptions of service reliability (being on time) have also improved significantly over the last 18 months, particularly for NZ Bus Metlink (up from 56% to 80%) and Mana Metlink (up from 65% to 86%).

Value for money remains the strongest driver of overall satisfaction with the trip. Whilst value for money perceptions have improved significantly over the last 18 months (up 5 percentage points), satisfaction remains lowest for this aspect of the trip. Improvements in value for money perceptions should continue to be sought as these will have the most positive impact on overall satisfaction.

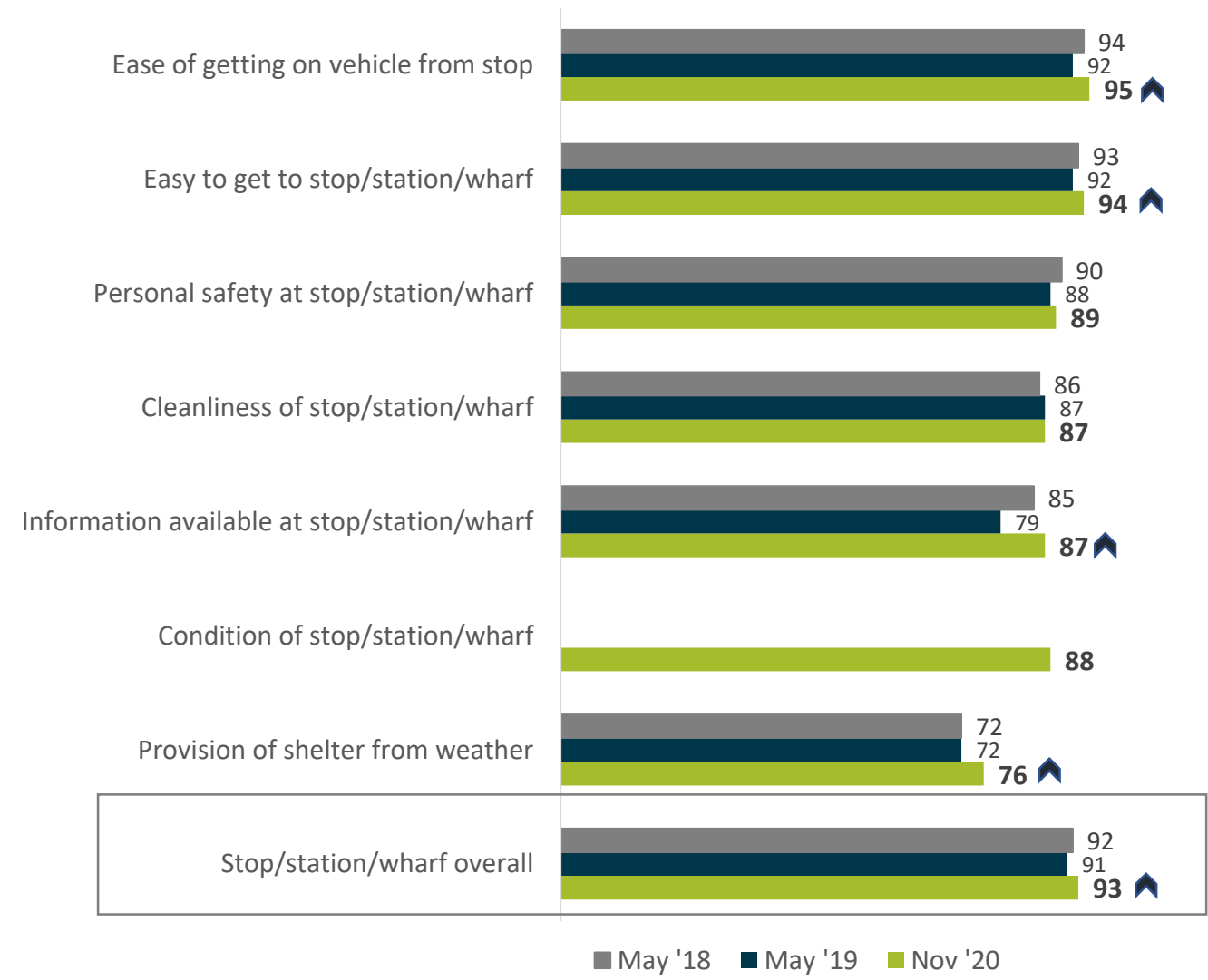
■ May '18 ■ May '19 ■ Nov '20

Arrows denote statistically significant change from previous year



# Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Almost all public transport users (93%) are satisfied with the stop/station/wharf where they started their trip, this result up 2 percentage points from May 2019. Train passengers continue to be most satisfied with the station (95%) whilst ferry passengers are least satisfied with their boarding wharf (84%, down from 94% 18 months ago).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 18% satisfied; 70% dissatisfied). Passenger suggestions to improve the provision of shelter include:

- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter.

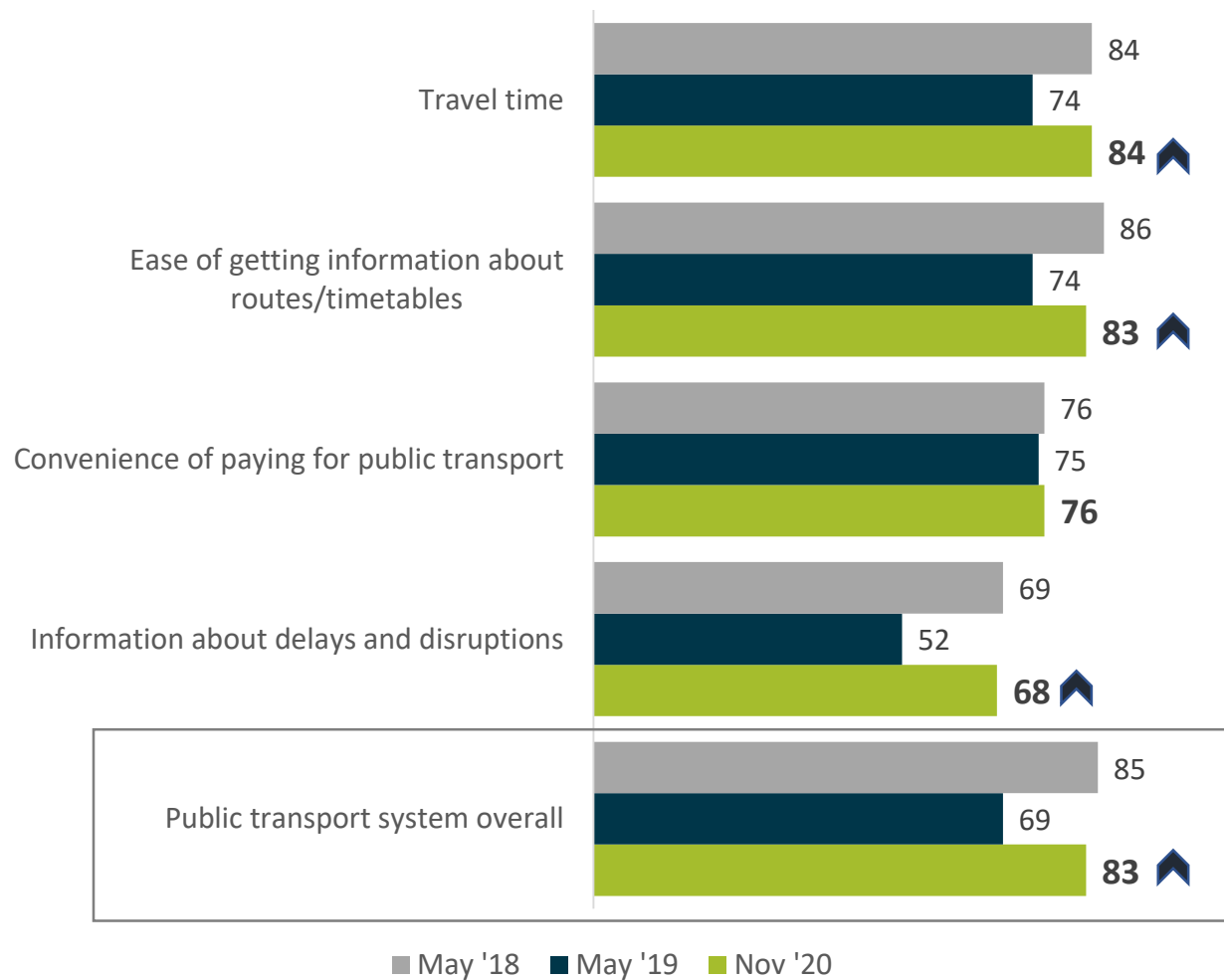
The most notable improvement in satisfaction with the stop/station/wharf is for the provision of information available (up from 79% in 2019 to 87% in 2020). The improvement is particularly notable for bus stops (up from 75% to 85%).

In contrast to the bus and train, perceptions of all aspects of ferry wharves have declined over the last 12 months, the most notable being for information available at wharves (down from 81% to 64%) and provision of shelter from the weather (down from 45% to 18%).



# Perceptions of Wellington’s PT System

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Users’ perceptions of Wellington’s public transport system have improved significantly over the last 18 months, overall satisfaction with the system up 14 percentage points to 83%. Improvement is most notable among bus passengers (up 17 percentage points).

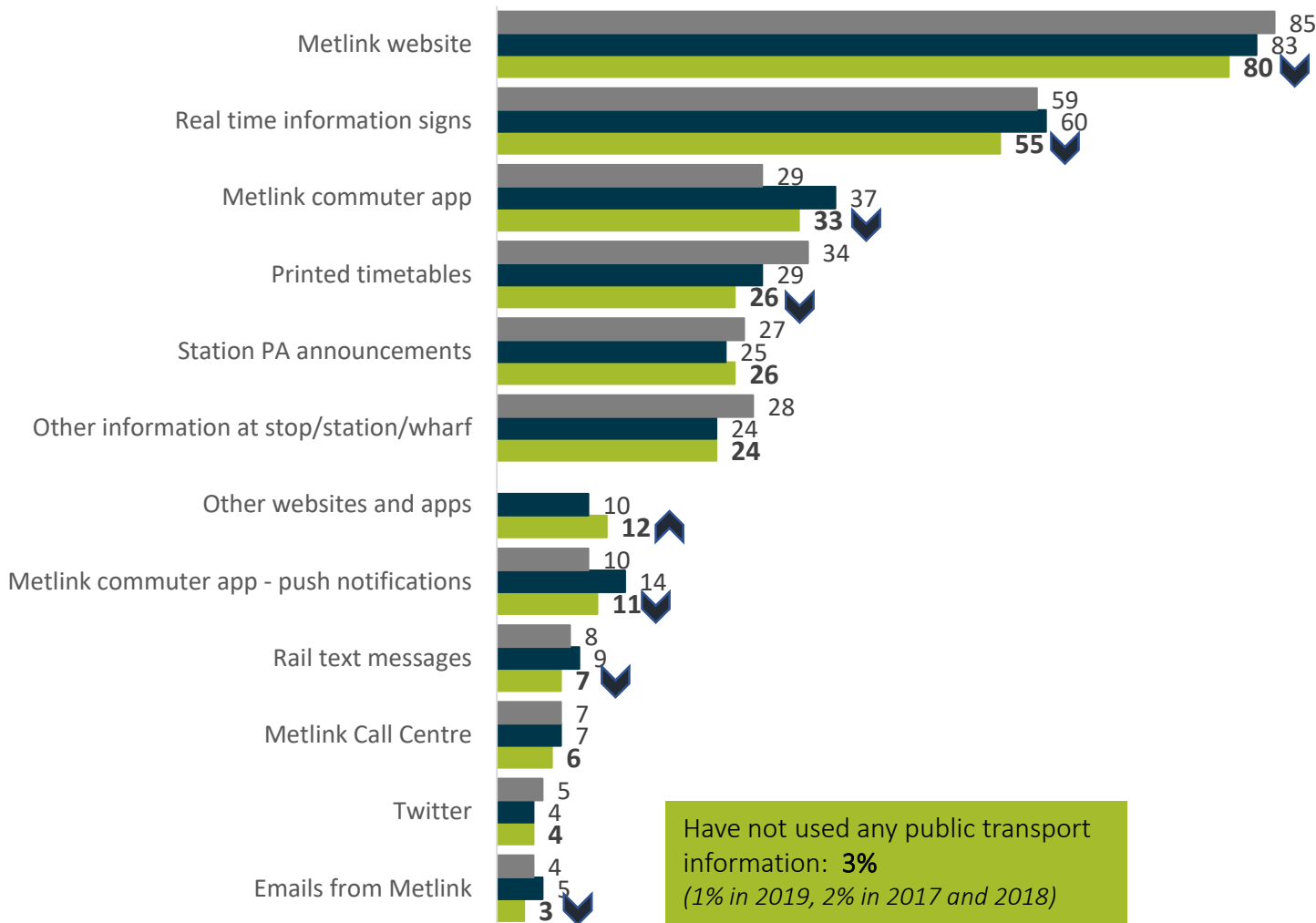
The greatest improvement over the last 18 months has been for the provision of information about delays and disruptions. This increase in positive ratings is evident across all modes but is most significant for bus (up 19 percentage points). Satisfaction with travel times - the strongest driver of satisfaction with the public transport system – has also improved over the last 18 months, particularly for bus users (up 12 percentage points to 82%).

Eighty-five percent of passengers agree that Wellington’s public transport system is easy to use (up from 71% in May 2019), with perceptions of ease of use now much more consistent across the three modes than 18 months ago. The frequency of services and extensive route coverage are key contributors to ease of use. Compared with 18 months ago, passengers are less likely to cite poor reliability and over-capacity as reasons for public transport being difficult to use. Almost all passengers (90%) are satisfied with Metlink’s response to COVID-19.

Given these positive ratings, almost all public transport users (89%) would recommend the service to some extent (up from 75% 18 months ago).

# Use of Public Transport Information

Thinking about the last three months, which of the following ways have you used to get information about public transport services in Wellington?



■ May '18 ■ May '19 ■ Nov '20

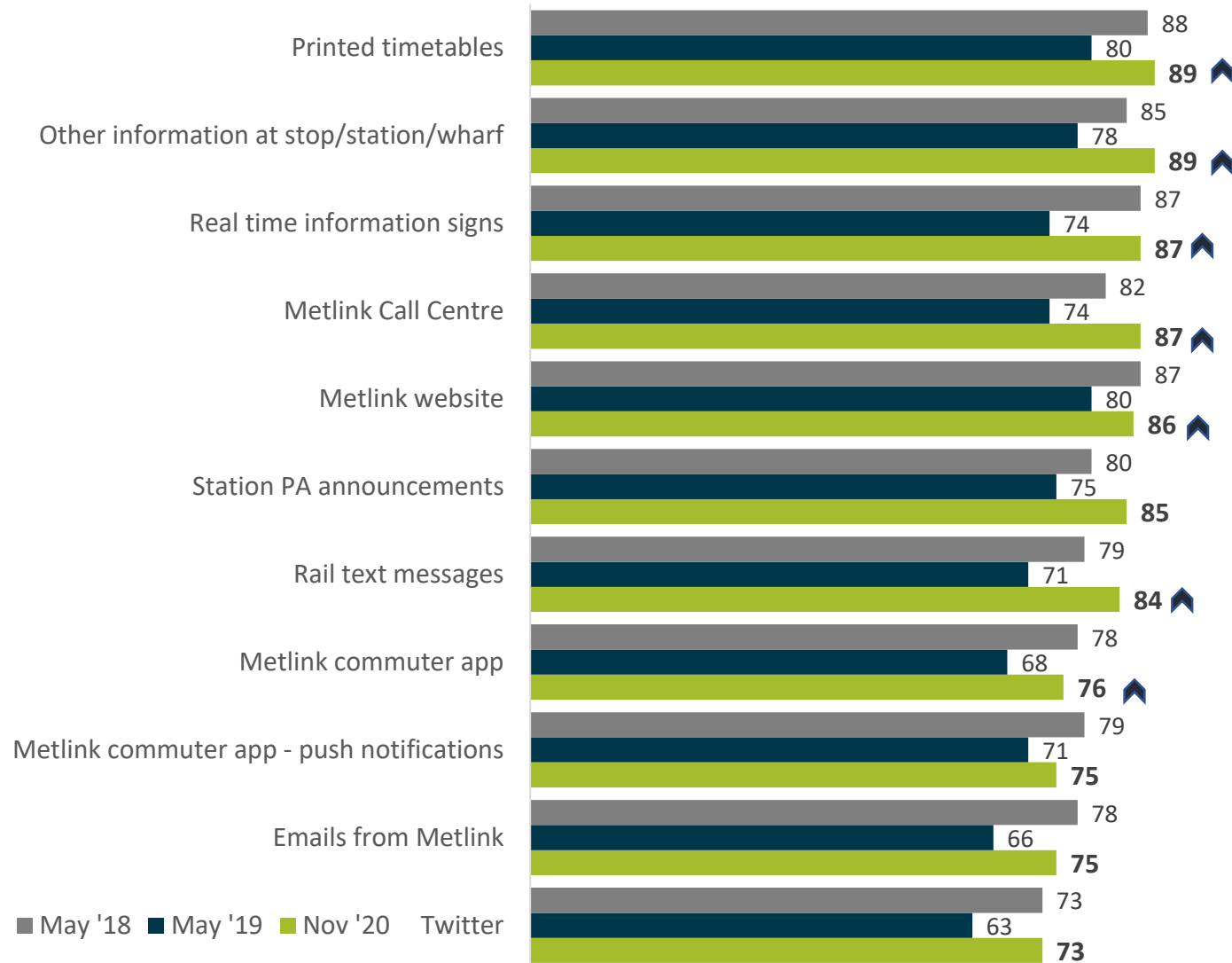
Base: n=2,455 (All respondents who answered this question)

Arrows denote statistically significant change from previous year

Whilst the Metlink website continues to be the most frequently used source of public transport information (80%, including 88% of train passengers), its use has continued to decline (85% in May 2018, 83% in May 2019). Significant declines in use over the last 18 months are also evident for real time information signs, the Metlink app and printed timetables.

Only the use of 'other websites and apps' has increased significantly over the last 18 months, with Google Maps (6%) and Bus++ app (2%) being most frequently mentioned, particularly by bus passengers.

# Satisfaction with Sources of Public Transport Information



Most likely tied to the improved perceptions of service reliability over the last 18 months, passengers are significantly more satisfied with the public transport information currently available than in 2019 (up 13 percentage points to 86%, consistent with 2018).

Satisfaction remains highest for information provided in hard copy. Eighty-nine percent of users of printed timetables and information/timetables provided at stops/stations/wharves were satisfied with these sources; the share satisfied has increased significantly over the last 18 months. Passengers remain least satisfied with information provided via Twitter.

In May 2019, passengers were most likely to call for enhancements to the accuracy of the public transport information provided. In contrast, in November 2020, suggestions for improvement focus on enhancing the user-friendliness and functionality of the Metlink app and the ease of navigation of the Metlink website. Improved station announcements, particularly regarding delays and disruptions, was also frequently mentioned.

Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.

Arrows denote statistically significant change from previous year **gravitas**

# Bus Service Report Card



<i>Share of passengers satisfied to some extent (%)</i>	May '18	May '19	Nov '20
Personal security during this trip	94	93	96
Stop being easy to get to	94	92	95
Ease of getting onto the vehicle from stop	93	91	95
Ease of getting on/off the vehicle	92	90	94
Trip overall	91	87	94
Stop overall	91	89	93
Helpfulness of the driver	90	87	93
Attitude of the driver	89	87	93
Condition of vehicle	*	*	93
Comfort of the inside temperature	88	85	91
Having enough seats available	81	75	91
Personal safety at stop	88	86	87
Condition of stop	*	*	87
Cleanliness of stop	84	86	86
Public transport information currently available	84	69	86
Information available at stop	82	75	85
Public transport system overall	85	66	83
Ease of getting info about public transport routes and timetables	85	71	82
Travel time	82	70	82
Value for money of the fare	79	76	81
Convenience of paying for public transport	80	78	79
How often the service runs	76	66	78
Service being on time	72	59	77
Provision of shelter from weather	68	67	73
Information about service delays and disruptions	67	48	67

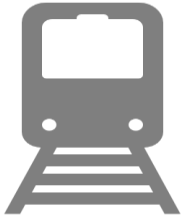


Key suggestions for improvement (*by frequency of mention*):

- ✓ More frequent services
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ Cheaper fares
- ✓ More weekend/late night/holiday services
- ✓ More stops/destinations, wider route coverage
- ✓ More options for purchasing tickets/topping up card

	Current trip
	Bus stop
	PT Information
	PT system

# Train Service Report Card



<i>Share of passengers satisfied to some extent (%)</i>	May '18	May '19	Nov '20
Personal security during this trip	97	95	97
Condition of vehicle	*	*	97
Ease of getting on/off the vehicle	96	95	96
Ease of getting onto the vehicle from station	95	94	95
Station overall	95	94	95
Helpfulness of staff	94	91	95
Attitude of the staff	93	91	95
Trip overall	92	89	95
Station being easy to get to	93	91	93
Comfort of the inside temperature	90	89	93
Personal safety at station	93	91	92
Having enough seats available	76	71	91
Information available at stop	90	86	90
Condition of station	*	*	90
Cleanliness of station	91	89	89
Travel time	89	82	88
Public transport information currently available	89	81	88
How often the service runs	84	79	86
Ease of getting info about public transport routes and timetables	89	78	86
Service being on time	86	72	84
Public transport system overall	85	75	84
Provision of shelter from weather	80	80	83
Value for money of the fare	75	73	78
Information about service delays and disruptions	73	58	71
Convenience of paying for public transport	70	68	69



Key suggestions for improvement (*by frequency of mention*):

- ✓ Introduction of integrated ticketing system
- ✓ More frequent train services
- ✓ Improve reliability – run to timetable
- ✓ Cheaper fares
- ✓ More stations/destinations, wider route coverage
- ✓ More options for purchasing tickets/topping up card

	Current trip
	Bus stop
	PT Information
	PT system

# Ferry Service Report Card



<i>Share of passengers satisfied to some extent (%)</i>	May '18	May '19	Nov '20
Personal security during this trip	100	99	99
Trip overall	94	99	99
Attitude of the staff	100	99	98
Helpfulness of the staff	98	99	98
Having enough seats available	92	92	98
Comfort of the inside temperature	92	94	93
Service being on time	80	89	92
Wharf being easy to get to	95	98	90
Public transport system overall	82	72	90
Cleanliness of wharf	95	92	89
Personal safety at wharf	93	94	85
Ease of getting on/off the vehicle	83	88	85
Ease of getting info about public transport routes and timetables	87	81	85
Public transport information currently available	88	76	85
Wharf overall	91	94	84
Travel time	83	77	84
Ease of getting onto the vehicle from wharf	87	92	83
Convenience of paying for public transport	79	84	81
Condition of vehicle	*	*	80
Condition of wharf	*	*	80
Value for money of the fare	84	85	78
Information about service delays and disruptions	78	62	75
How often the service runs	76	77	71
Information available at wharf	75	81	64
Provision of shelter from weather	37	45	18

	Current trip
	Bus stop
	PT Information
	PT system



Key suggestions for improvement (*by frequency of mention*):

- ✓ More frequent ferry services
- ✓ Cheaper fares
- ✓ Introduction of integrated ticketing system
- ✓ More weekend/late night/holiday services
- ✓ Faster/express service, fewer stops
- ✓ More wharves/destinations, wider route coverage

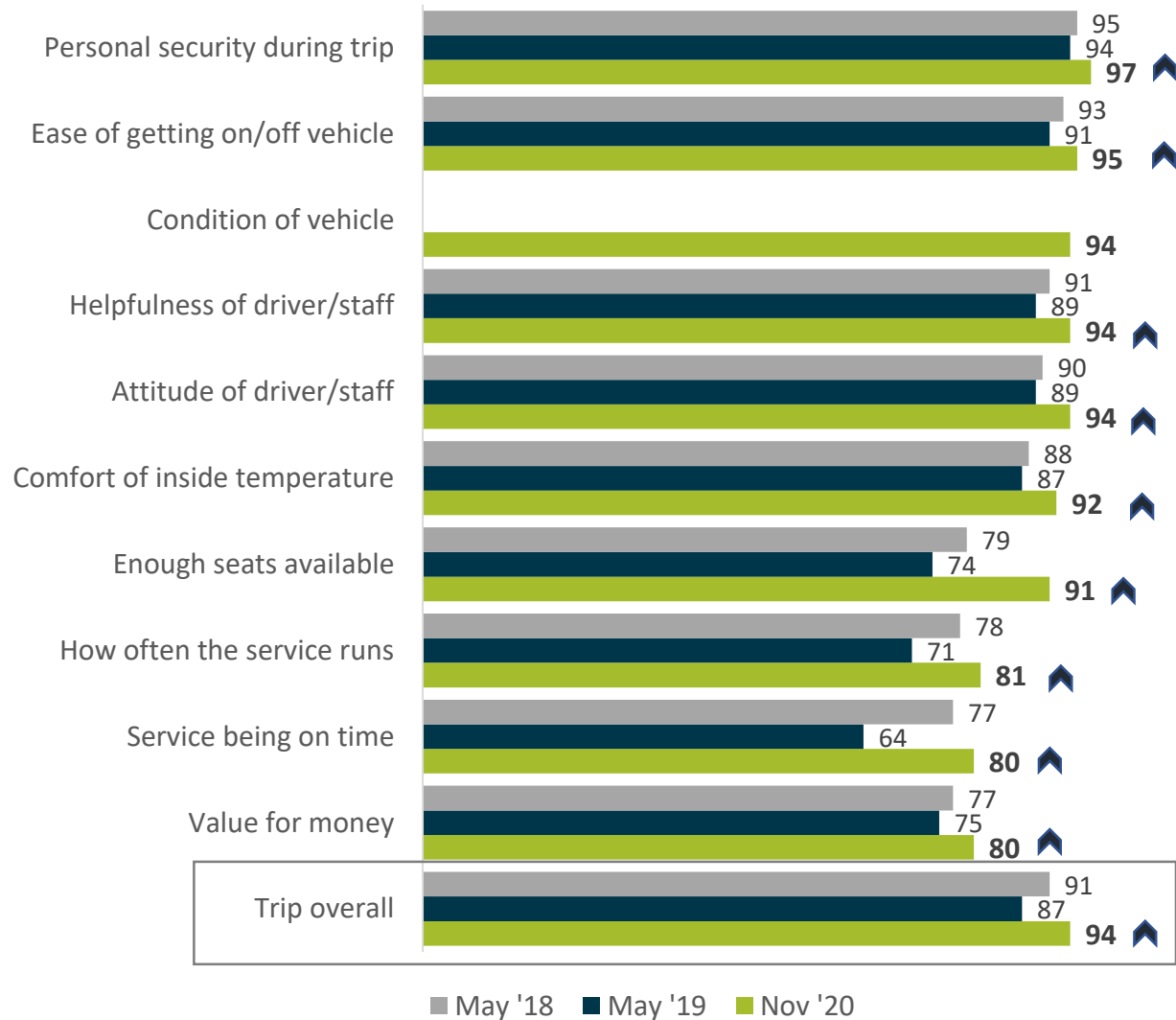


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# Passenger Perceptions of Service on Trip Today

# Perceptions of the Trip Today: Summary

## Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

The share of Wellington public transport users satisfied with their trip has increased significantly over the last 18 months, up from 87% in May 2019 to 94% in November 2020. Just two percent express dissatisfaction. Of the three modes, ferry users remain the most satisfied (99%); however significant increases in overall trip satisfaction are evident for both bus (especially NZ Bus Metlink) and train users.

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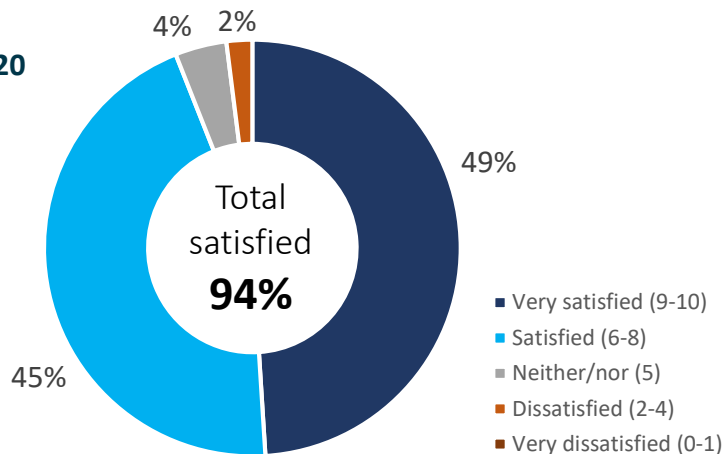
Value for money remains the strongest driver of overall satisfaction with the trip. Whilst value for money perceptions have improved significantly over the last 18 months (up 5 percentage points), satisfaction remains lowest for this aspect of the trip. Improvements on this aspect should continue to be sought as these will have the most positive impact on overall satisfaction.



# Satisfaction with Trip Overall

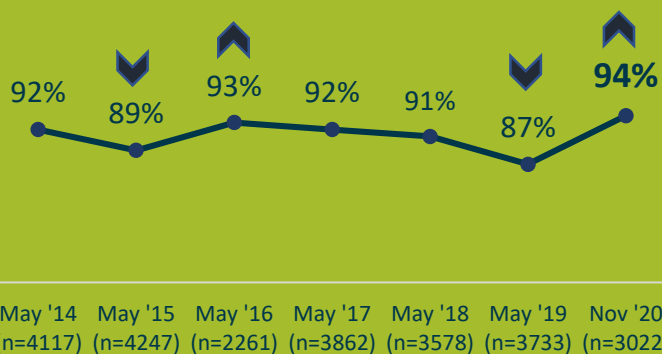
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?

Nov 2020 Results



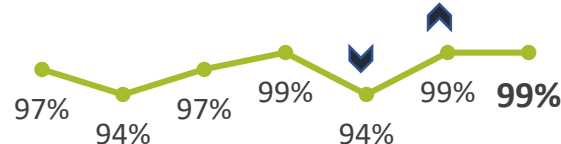
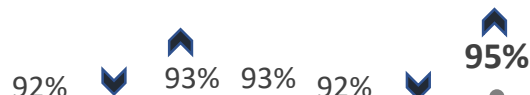
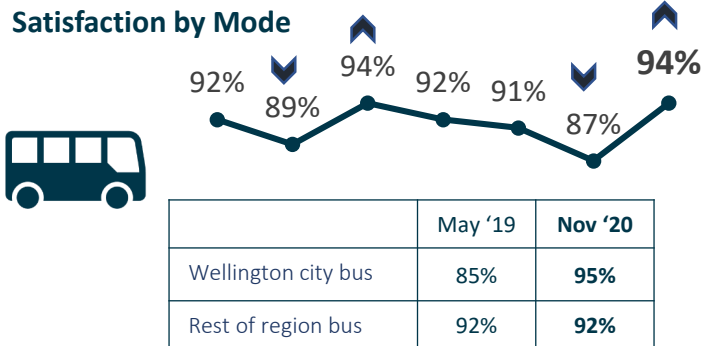
Base: n=3022 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20

## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	92%	100%
East By West	99%	99%
Transdev	89%	95%
NZ Bus Metlink	84%	94%
Mana Metlink	90%	93%
Tranzurban Metlink	89%	93%



Passengers most satisfied

- ✓ Aged 65 years + (99%)
- ✓ Kapiti line users (97%)
- ✓ Have private vehicle available to make trip (96%)



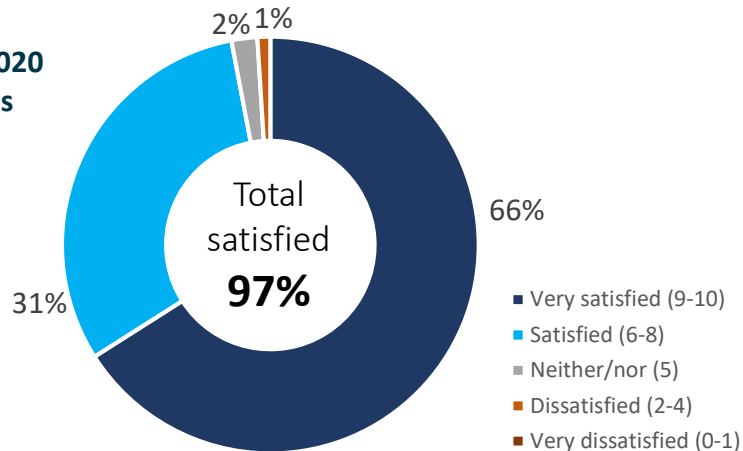
Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

# Personal Security During Trip

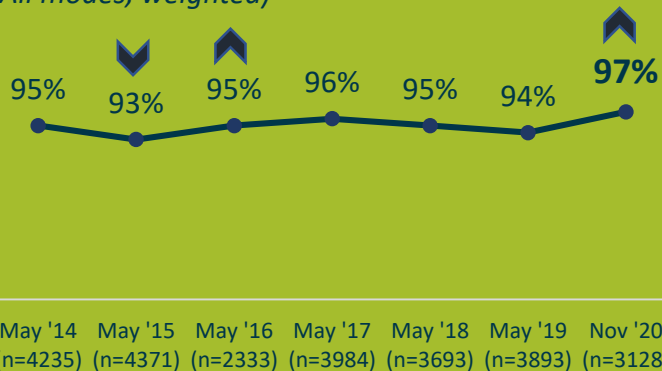
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with your personal security during this trip?

Nov 2020 Results



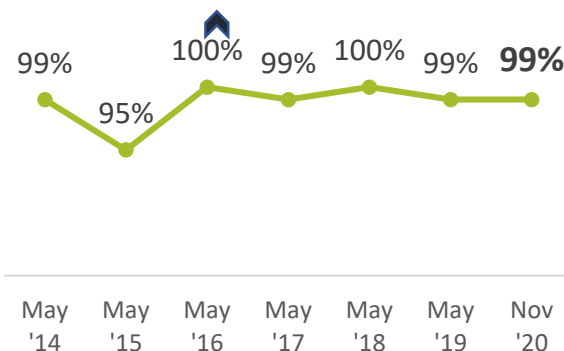
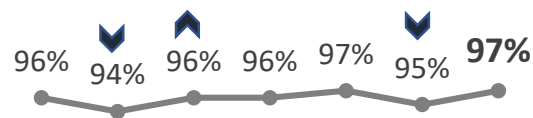
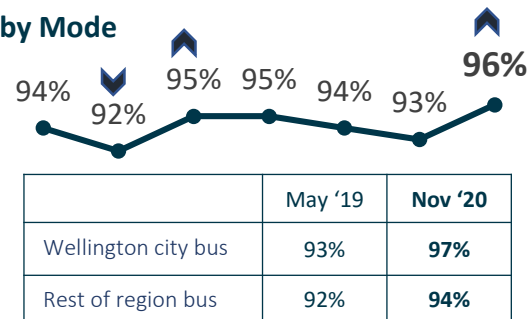
Base: n=3128 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	96%	100%
East By West	99%	99%
Mana Metlink	97%	97%
Transdev	95%	97%
NZ Bus Metlink	92%	97%
Tranzurban Metlink	93%	95%



Passengers most satisfied

- ✓ Males (98%)
- ✓ Aged 18-24 years (98%)



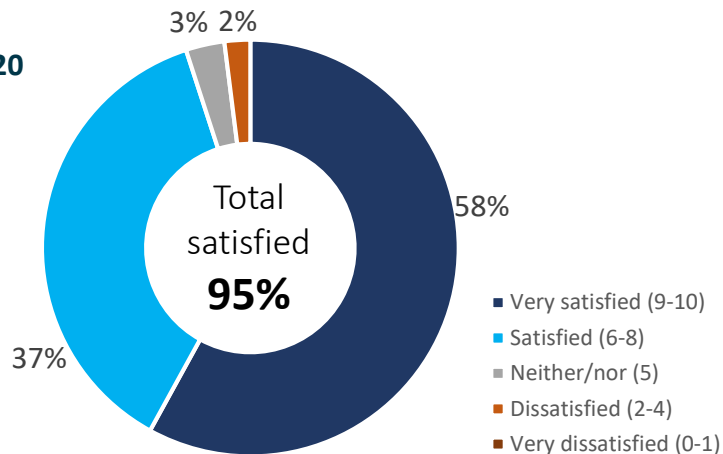
Passengers most dissatisfied

- ✗ Tranzurban passengers (2%)

# Ease of Getting Onto/Off Vehicle

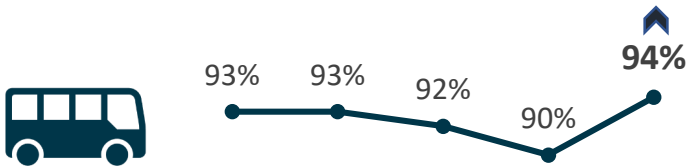
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the ease of getting on/off this vehicle (e.g. ramps, handrails, steps etc.)?

Nov 2020 Results

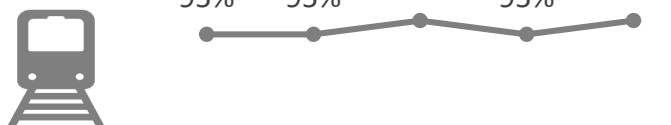


Base: n=3154 (All passengers who answered this question)

## Satisfaction by Mode



	May '19	Nov '20
Wellington city bus	90%	94%
Rest of region bus	88%	92%



May '16 May '17 May '18 May '19 Nov '20

## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	92%	100%
Transdev	95%	96%
NZ Bus Metlink	90%	94%
Tranzurban Metlink	89%	94%
Mana Metlink	91%	90%
East By West	88%	85%

## Satisfaction Over Time

(All modes, weighted)



May '16 (n=2345) May '17 (n=3990) May '18 (n=3708) May '19 (n=3902) Nov '20 (n=3154)

Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Have private vehicle available to make trip (97%)
- ✓ Aged 25-34 years (97%)
- ✓ Train passengers (96%), especially Kapiti line (98%)
- ✓ Males (96%)
- ✓ Travelling for work (96%)



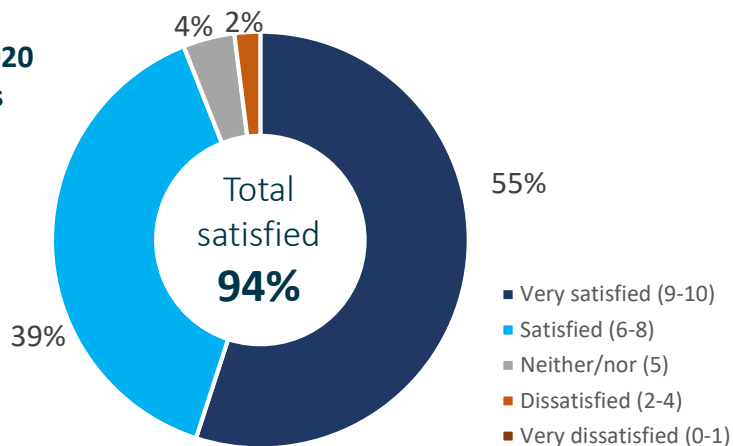
Passengers most dissatisfied

- ✗ Travelling for shopping/services (9%)
- ✗ Gender diverse (8%)
- ✗ SuperGold card users (7%)/aged 65 years + (5%)
- ✗ Weekend travellers (4%)
- ✗ Tranzurban passengers (4%)

# Condition of Vehicle

How satisfied or dissatisfied are you with the condition of this vehicle?

Nov 2020 Results



Base: n=3165 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

Note that this question was asked for the first time in 2020.

### Satisfaction by Mode (Unweighted)



● 93%

Mode	Nov '20
Wellington city bus	94%
Rest of region bus	91%



● 97%



● 80%

Nov '20

### Satisfaction by Operator

Operator	Nov '20
Uzabus Metlink	100%
Transdev	97%
Tranzurban Metlink	95%
Mana Metlink	92%
NZ Bus Metlink	91%
East By West	80%



**Passengers most satisfied**

- ✓ Travelling for tertiary study (100%)
- ✓ Train passengers (97%), especially Kapiti line (99%)
- ✓ Afternoon peak travellers (96%)



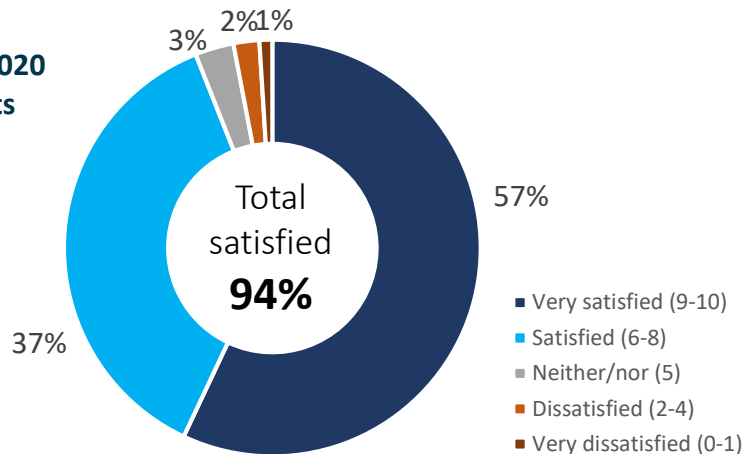
**Passengers most dissatisfied**

- ✗ Gender diverse (8%)
- ✗ Bus passengers (3%)

# Helpfulness of Driver/Staff

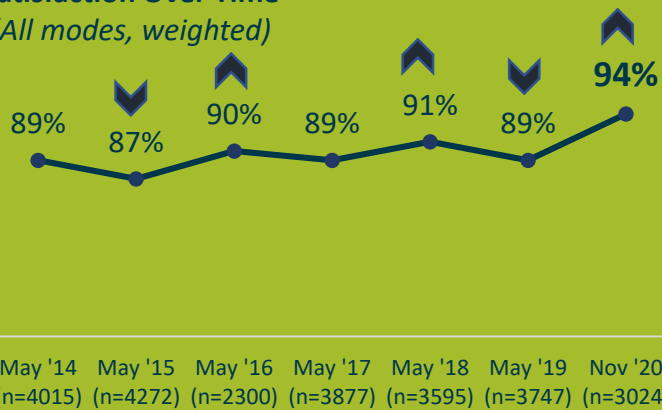
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the helpfulness of the driver/staff?

Nov 2020 Results



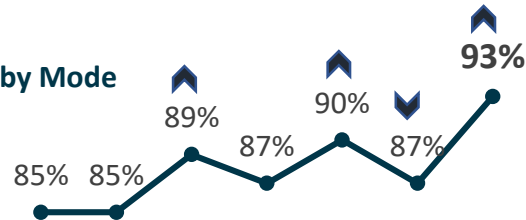
Base: n=3024 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

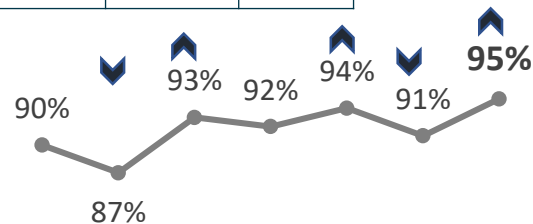


Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



	May '19	Nov '20
Wellington city bus	87%	94%
Rest of region bus	88%	92%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20

## Satisfaction by Operator

	May '19	Nov '20
Uzabus Metlink	92%	100%
East By West	99%	98%
Mana Metlink	85%	95%
Transdev	91%	95%
NZ Bus Metlink	87%	94%
Tranzurban Metlink	87%	93%



Passengers most satisfied

- ✓ Kapiti line users (97%)
- ✓ Have private vehicle available to make trip (96%)
- ✓ Travelling for work (95%)



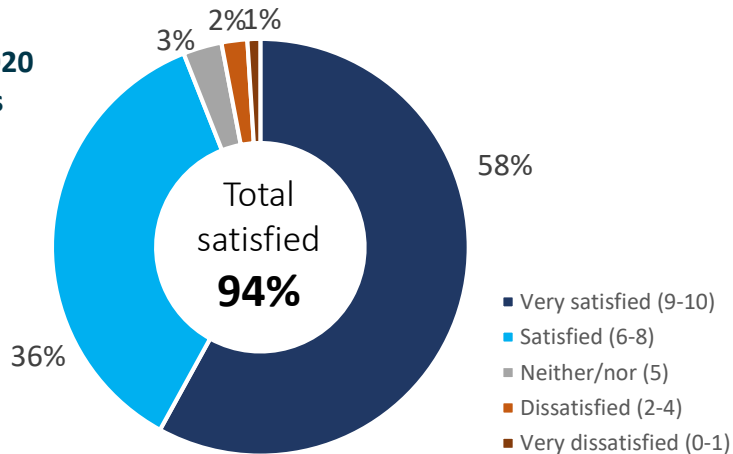
Passengers most dissatisfied

- ✗ Travelling on Day Pass (12%)
- ✗ Travelling outbound (3%)

# Attitude of Driver/Staff

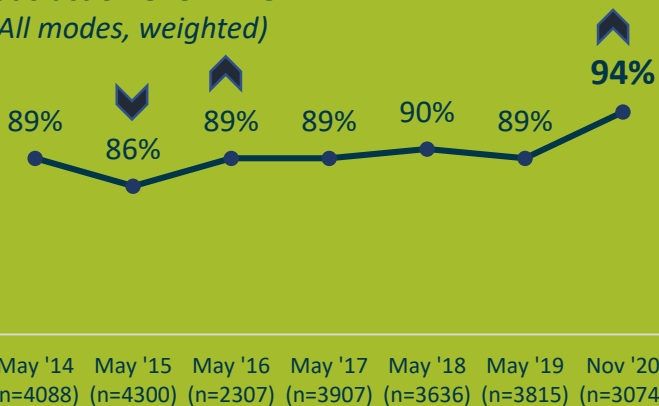
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the attitude of the driver/staff?

Nov 2020 Results



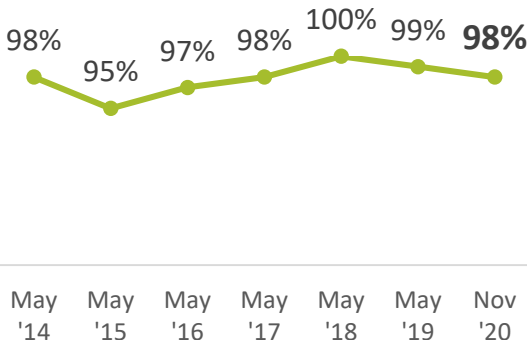
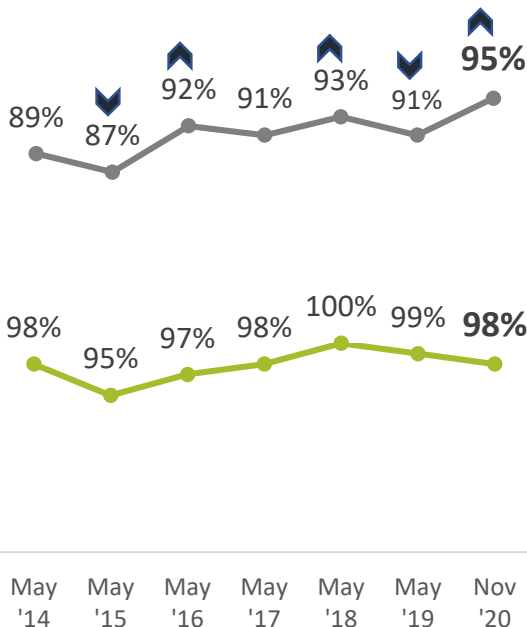
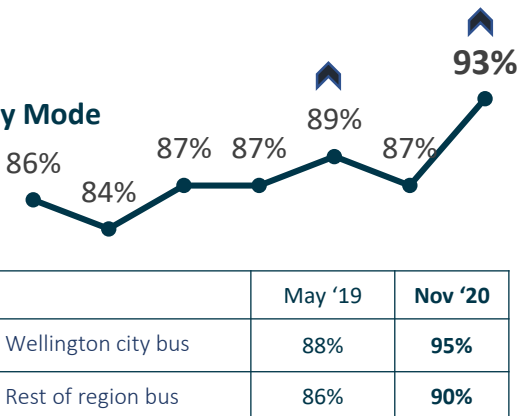
Base: n=3074 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	92%	100%
East By West	99%	98%
Mana Metlink	91%	97%
Transdev	91%	95%
NZ Bus Metlink	87%	94%
Tranzurban Metlink	87%	93%



Passengers most satisfied

- ✓ Have private vehicle available to make trip (96%)
- ✓ Aged 25-34 years (97%)
- ✓ Travelling for work (95%)



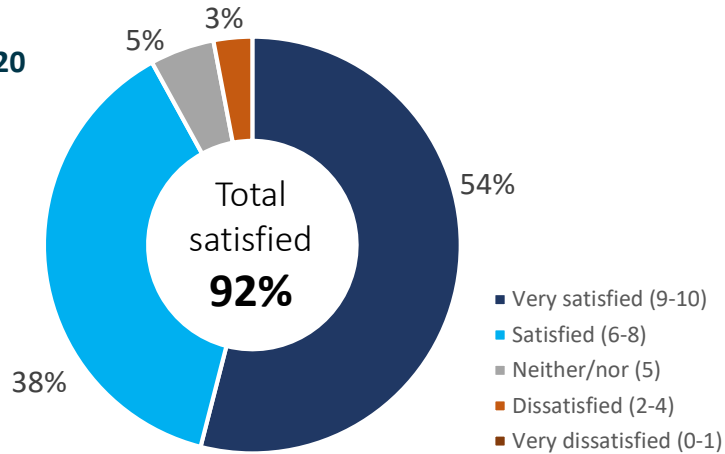
Passengers most dissatisfied

- ✗ Gender diverse (13%)

# Comfort of Inside Temperature

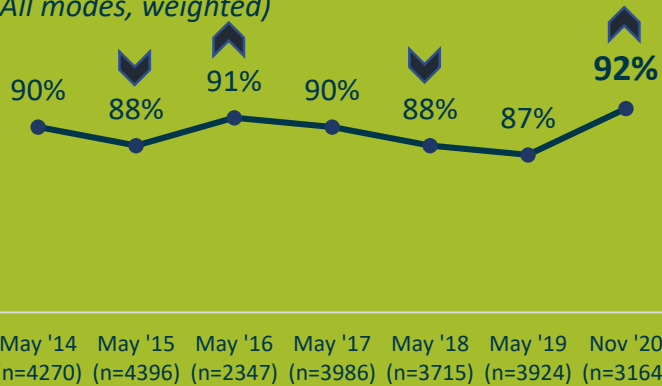
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the comfort of the inside temperature?

Nov 2020 Results



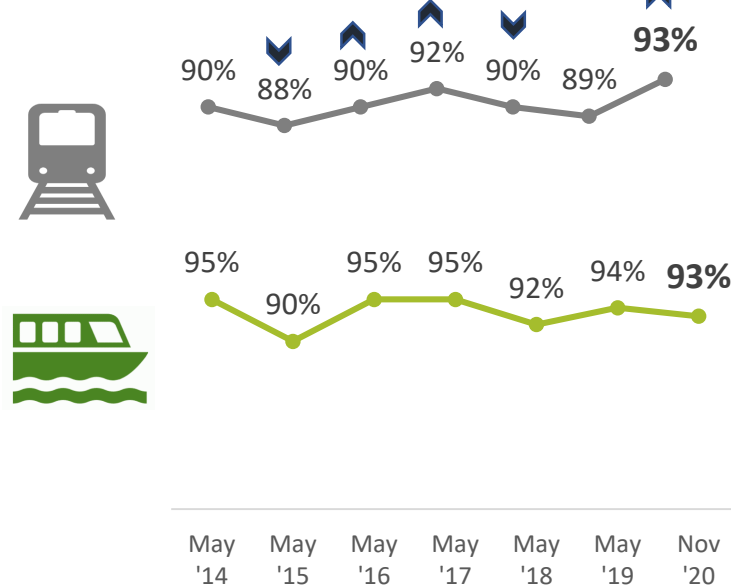
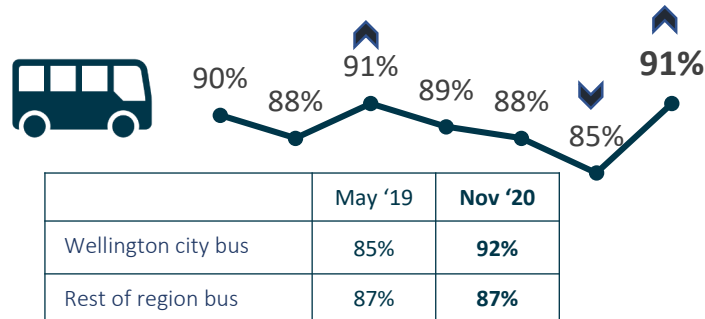
Base: n=3164 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	96%	100%
East By West	94%	93%
Tranzdev	89%	93%
NZ Bus Metlink	81%	93%
Tranzurban Metlink	89%	89%
Mana Metlink	90%	87%



Passengers most satisfied

✓ Train passengers (93%), especially Kapiti line (96%)



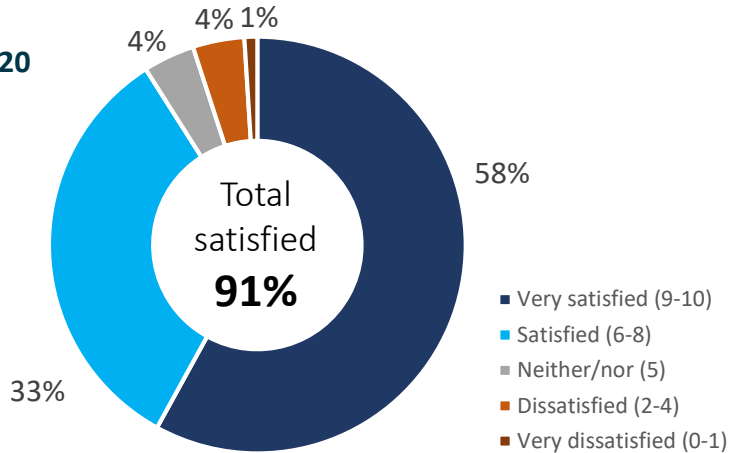
Passengers most dissatisfied

✗ Gender diverse (12%)

# Having Enough Seats Available

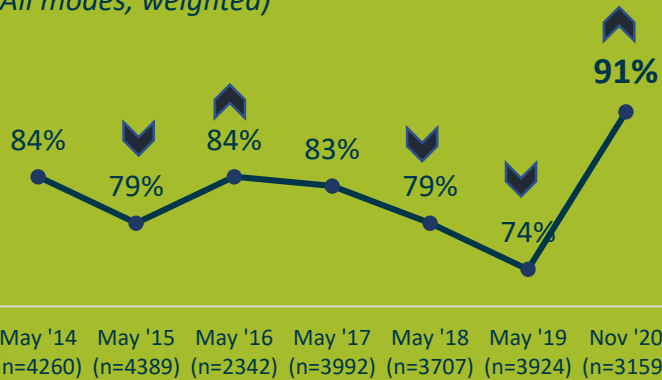
Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with having enough seats available?

Nov 2020 Results



Base: n=3159 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

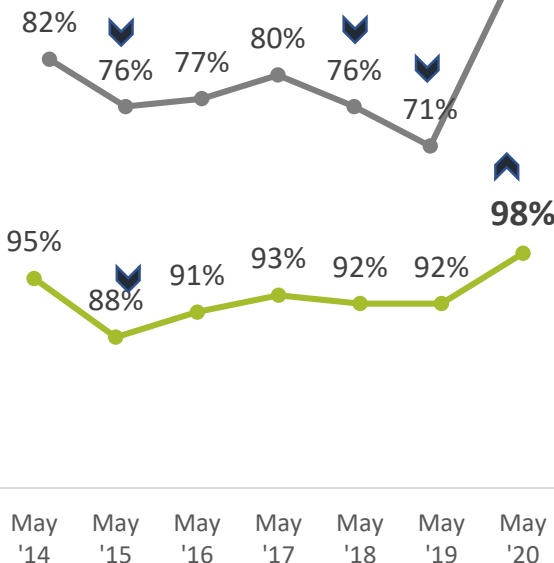


Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



Mode	May '19	Nov '20
Wellington city bus	73%	92%
Rest of region bus	82%	90%



## Satisfaction by Operator

Operator	May '19	Nov '20
Uzabus Metlink	84%	100%
East By West	92%	98%
Mana Metlink	90%	94%
NZ Bus Metlink	68%	92%
Tranzurban Metlink	81%	91%
Transdev	71%	91%



Passengers most satisfied

- ✓ Travelling for a personal appointment (96%)
- ✓ Use PT less often than once a week (96%)
- ✓ Weekend (94%) and interpeak (93%) travellers



Passengers most dissatisfied

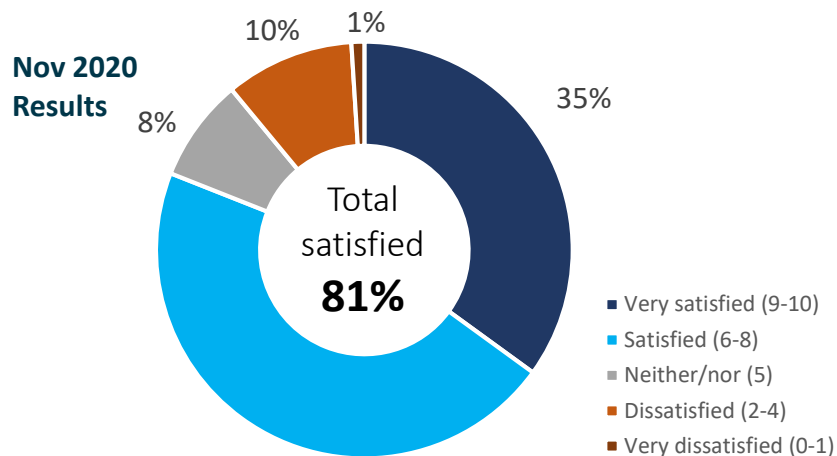
- ✗ (No sub-groups significantly more dissatisfied)

Note: Total network patronage in May 2019 was 3,924,676 trips. This compares with 2,840,928 trips in November 2020 – a 28% decrease. This notable decrease in patronage will have contributed to the increase in positive perceptions of capacity.



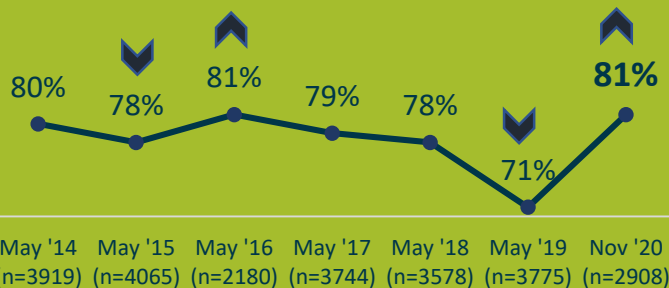
# How Often the Service Runs

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with how often the service runs?



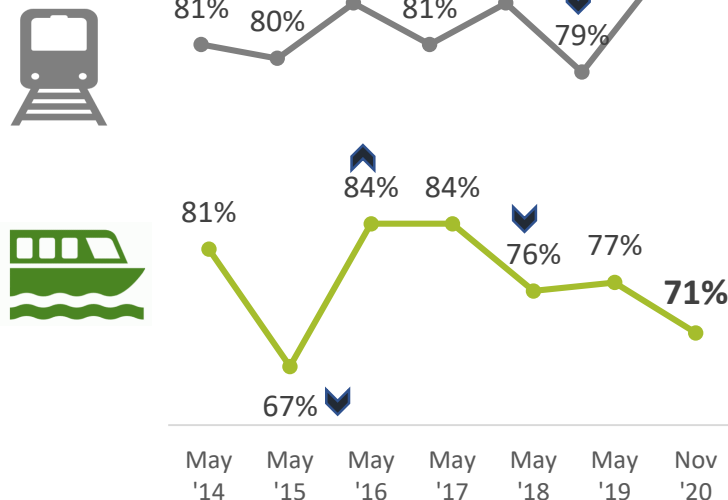
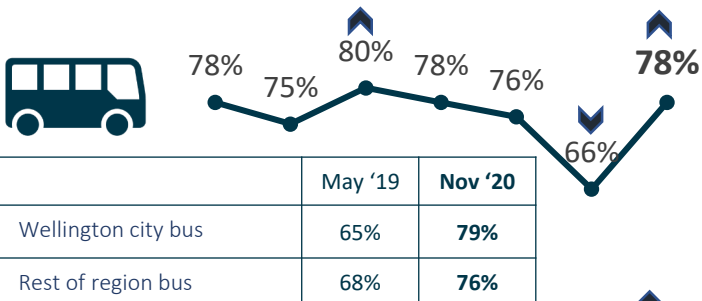
Base: n=2908 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



## Satisfaction by Operator

Operator	May '19	Nov '20
Transdev	79%	86%
Mana Metlink	74%	83%
NZ Bus Metlink	60%	80%
Tranzurban Metlink	71%	75%
Uzabus Metlink	56%	75%
East By West	77%	71%



### Passengers most satisfied

- ✓ Aged 65 years + (88%)
- ✓ Train passengers (86%), especially Johnsonville (93%), Kapiti (92%) and Hutt Valley (86%) line users
- ✓ Inter-peak travellers (85%)
- ✓ Inbound travellers (83%)

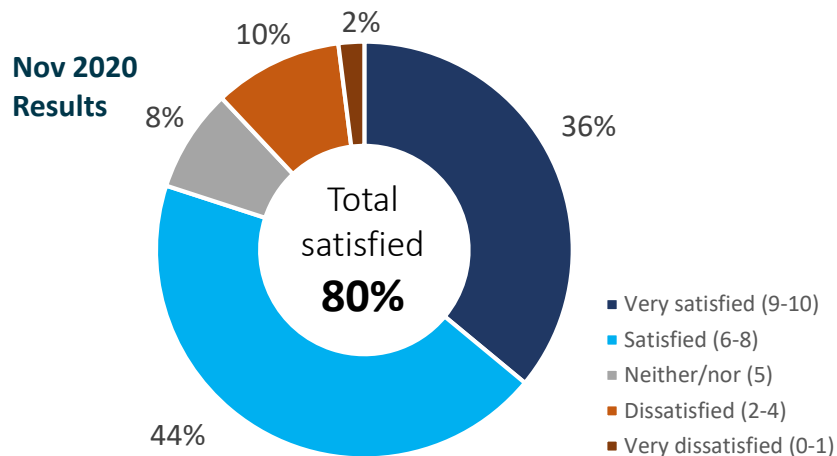


### Passengers most dissatisfied

- ✗ Wairarapa line users (45%)
- ✗ Those using PT every day including weekends (15%)
- ✗ Bus passengers (13%), especially Tranzurban (16%)
- ✗ Outbound travellers (13%)

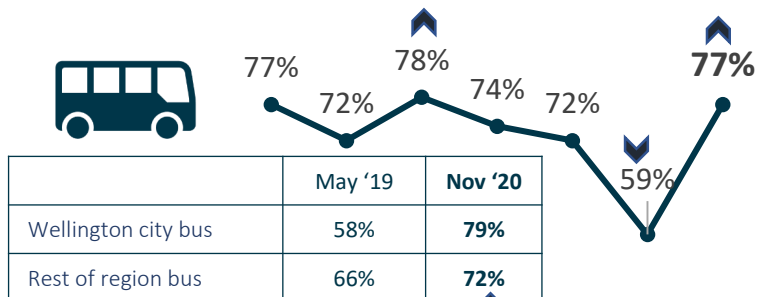
# Service Being On Time

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the service being on time (keeping to the timetable)?



Base: n=3126 (All passengers who answered this question)

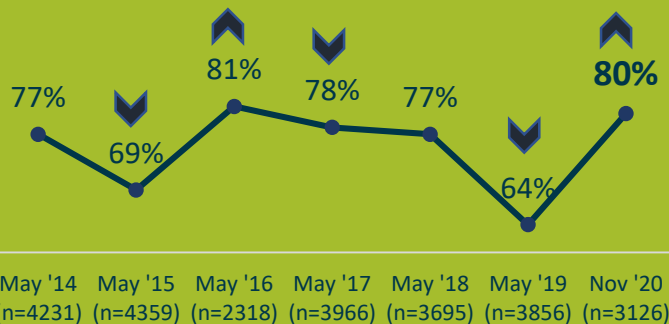
## Satisfaction by Mode



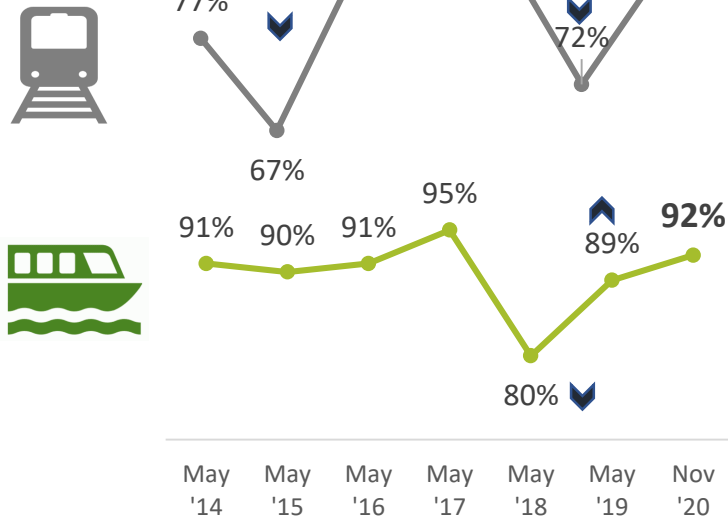
## Satisfaction by Operator

Operator	May '19	Nov '20
East By West	89%	92%
Uzabus Metlink	80%	92%
Mana Metlink	65%	86%
Tansdev	72%	84%
NZ Bus Metlink	56%	80%
Tranzurban Metlink	61%	74%

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



**Passengers most satisfied**

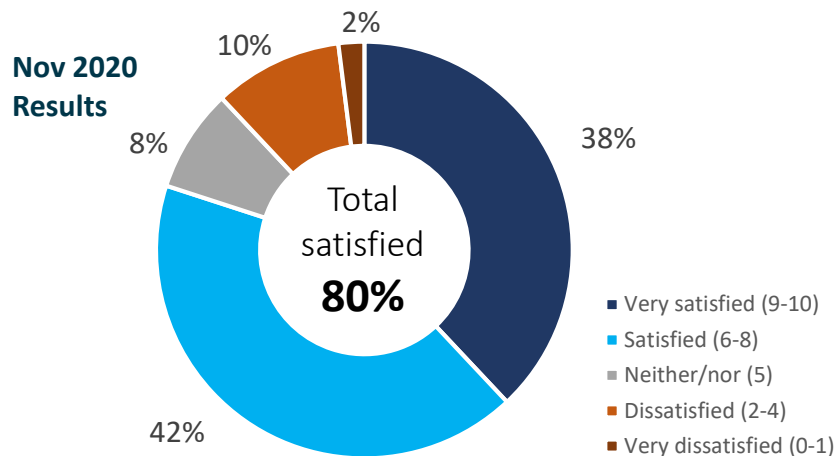


**Passengers most dissatisfied**

- ✓ Using PT less often than once a week (90%)
- ✓ Going to a personal appointment (89%)
- ✓ Aged 65 years + (88%)
- ✓ Train passengers (84%), especially Johnsonville (95%) and Kapiti (86%) lines
- ✓ Have private vehicle available for trip (82%)
- ✗ Aged 15-17 years (20%)
- ✗ Afternoon peak travellers (15%)
- ✗ Bus passengers (14%), especially Tranzurban (16%)

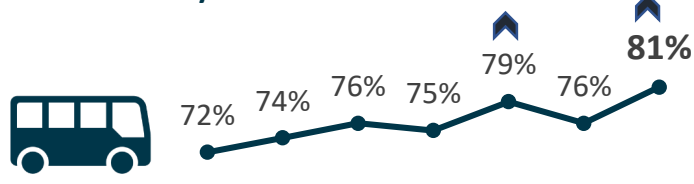
# Value for Money

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the value for money of the fare?

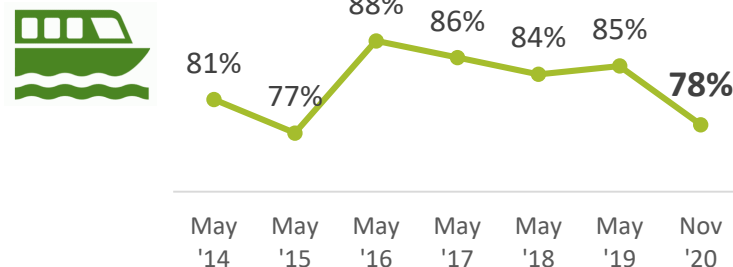
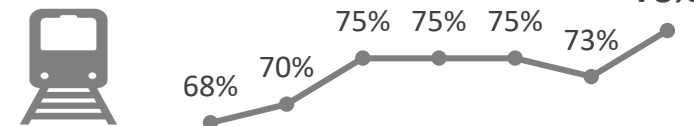


Base: n=3125 (All passengers who answered this question)

## Satisfaction by Mode



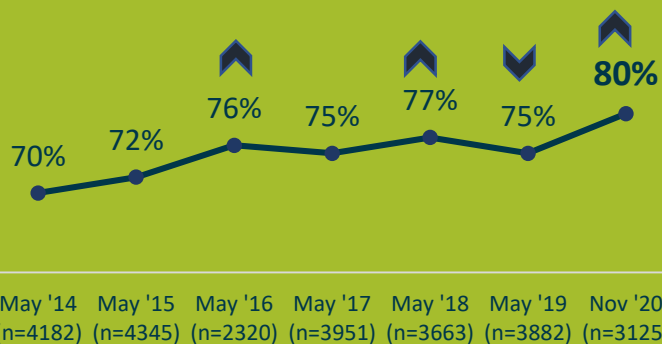
	May '19	Nov '20
Wellington city bus	74%	81%
Rest of region bus	84%	82%



## Satisfaction by Operator

	May '19	Nov '20
Uzabus Metlink	92%	92%
Mana Metlink	87%	89%
Tranzurban Metlink	79%	82%
NZ Bus Metlink	72%	80%
East By West	85%	78%
Transdev	73%	78%

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



**Passengers most satisfied**

- ✓ Travelling to visit family/friends (90%)
- ✓ Aged 65 years + (92%)/SuperGold card users (89%)
- ✓ Off-peak travellers (83%)



**Passengers most dissatisfied**

- ✗ Gender diverse (29%)
- ✗ Afternoon peak travellers (15%)
- ✗ Peak travellers (14%)

# Perceptions Of Trip Over Time By Mode

*Time Series Summary (Total Satisfied %)*

	Total Bus					Wellington City Bus					Rest of Region Bus				
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
Trip overall	91	88	87	*	<b>94</b>	*	88	85	90	<b>95</b>	*	88	92	*	<b>92</b>
Personal security during trip	94	94	93	*	<b>96</b>	*	94	93	96	<b>97</b>	*	91	92	*	<b>94</b>
Ease of getting on/off vehicle	92	91	90	*	<b>94</b>	*	91	90	94	<b>94</b>	*	91	88	*	<b>92</b>
Helpfulness of staff	90	88	87	*	<b>93</b>	*	88	87	90	<b>94</b>	*	87	88	*	<b>92</b>
Attitude of staff	89	87	87	*	<b>93</b>	*	88	88	90	<b>95</b>	*	84	86	*	<b>90</b>
Condition of vehicle	*	*	*	*	<b>93</b>	*	*	*	*	<b>94</b>	*	*	*	*	<b>91</b>
Comfort of inside temperature	88	86	85	*	<b>91</b>	*	86	85	87	<b>92</b>	*	84	87	*	<b>87</b>
Having enough seats available	81	79	75	*	<b>91</b>	*	77	73	91	<b>92</b>	*	85	82	*	<b>90</b>
Value for money of fare	79	75	76	*	<b>81</b>	*	75	74	78	<b>81</b>	*	77	84	*	<b>82</b>
How often service runs	76	69	66	*	<b>78</b>	*	69	65	76	<b>79</b>	*	70	68	*	<b>76</b>
Being on time	72	64	59	*	<b>77</b>	*	62	58	70	<b>79</b>	*	68	66	*	<b>72</b>

# Perceptions Of Trip Over Time By Mode

*Time Series Summary (Total Satisfied %)*

	Train					Ferry				
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
<b>Trip overall</b>	92	94	89	93	<b>95</b>	94	*	99	*	<b>99</b>
Personal security during trip	97	98	95	97	<b>97</b>	100	*	99	*	<b>99</b>
Ease of getting on/off vehicle	96	96	95	96	<b>96</b>	83	*	88	*	<b>85</b>
Helpfulness of staff	94	94	91	94	<b>95</b>	98	*	99	*	<b>98</b>
Attitude of staff	93	94	91	94	<b>95</b>	100	*	99	*	<b>98</b>
Condition of vehicle	*	*	*	*	<b>97</b>	*	*	*	*	<b>80</b>
Comfort of inside temperature	90	92	89	92	<b>93</b>	92	*	94	*	<b>93</b>
Having enough seats available	76	81	71	84	<b>91</b>	92	*	92	*	<b>98</b>
Value for money of fare	75	79	73	78	<b>78</b>	84	*	85	*	<b>78</b>
How often service runs	84	86	79	84	<b>86</b>	76	*	77	*	<b>71</b>
Being on time	86	85	72	82	<b>84</b>	80	*	89	*	<b>92</b>

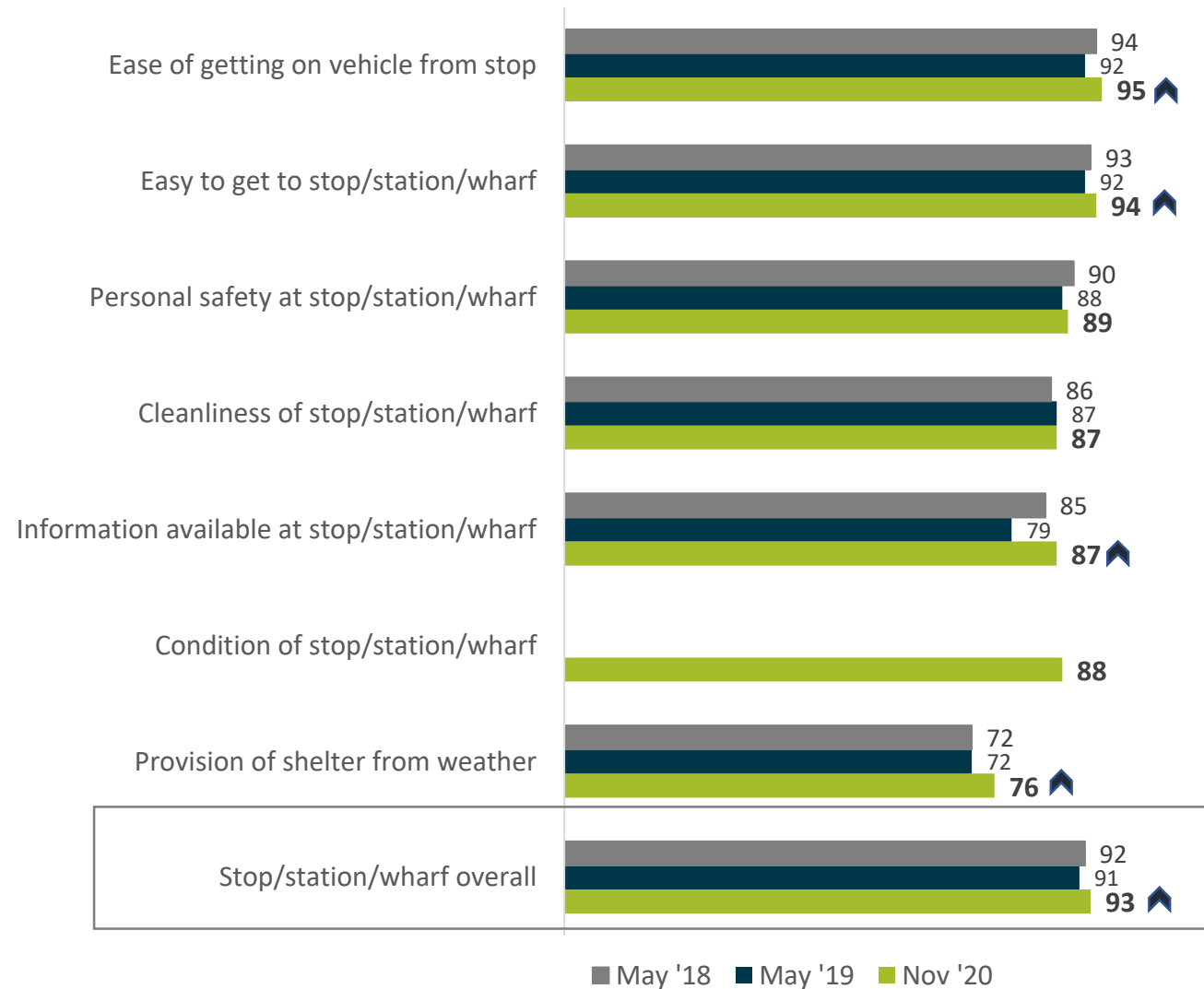
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# Passenger Perceptions of Stop/Station/Wharf



# Perceptions of the Stop/Station/Wharf: Summary

## Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year.

Almost all public transport users (93%) are satisfied with the stop/station/wharf where they started their trip, this result up 2 percentage points from May 2019. Train passengers continue to be most satisfied with the station (95%) whilst ferry passengers are least satisfied with their boarding wharf (84%, down from 94% 18 months ago).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 18% satisfied; 70% dissatisfied). Passenger suggestions to improve the provision of shelter include:

- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter.

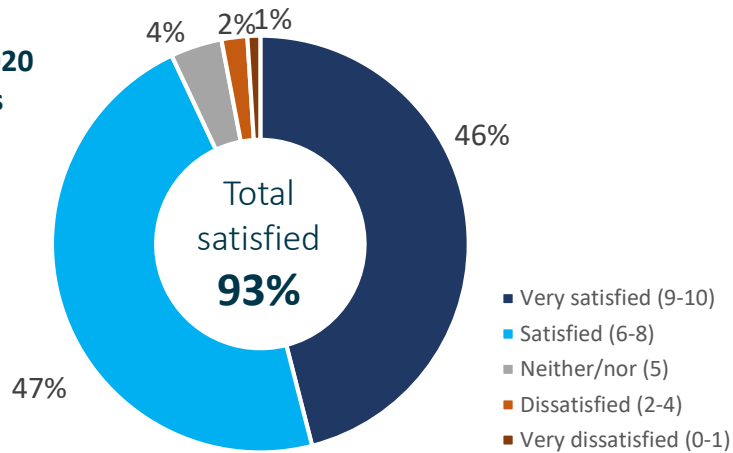
The most notable improvement in perceptions of the stop/station/wharf is with the provision of information available (up from 79% in 2019 to 87% in 2020). The improvement is particularly notable for bus stops (up from 75% to 85%).

In contrast to the bus and train, perceptions of all aspects of ferry wharves have declined over the last 12 months, the most notable being for information available at wharves (down from 81% to 64%) and provision of shelter from the weather (down from 45% to 18%).

# Overall Satisfaction with Stop/Station/Wharf

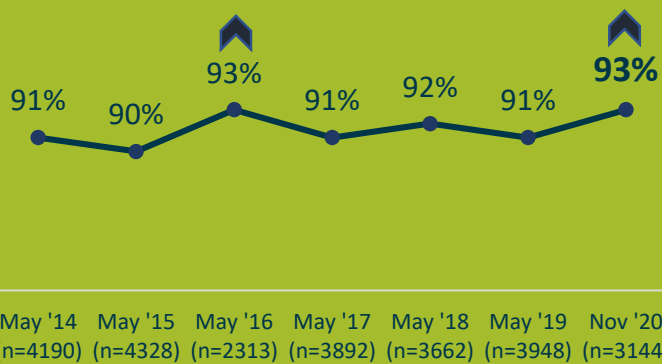
How satisfied or dissatisfied are you with the stop/station/wharf overall?

Nov 2020 Results



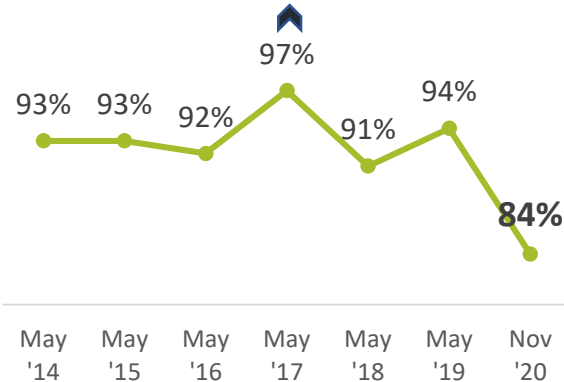
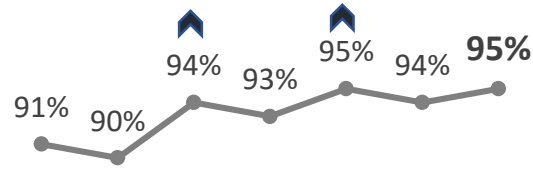
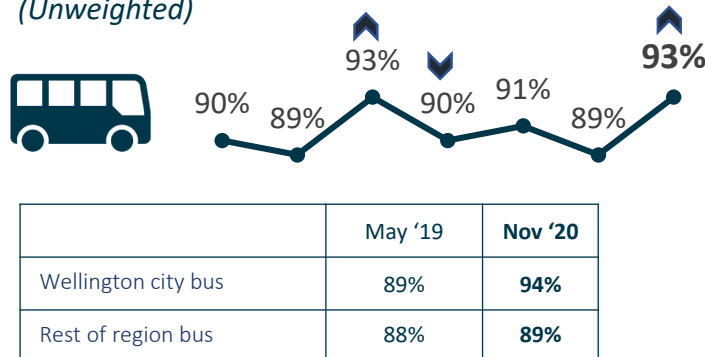
Base: n=3144 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)



Passengers most satisfied

- ✓ Aged 18-24 years (96%), especially Kapiti line users (97%)
- ✓ Train passengers (95%)



Passengers most dissatisfied

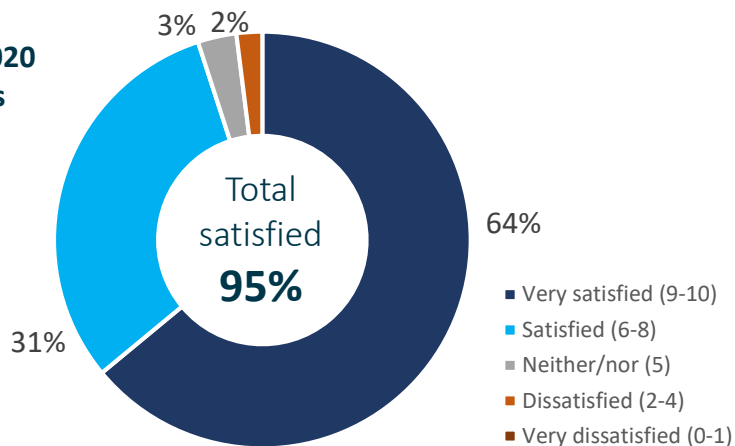
- ✗ Gender diverse (9%)



# Ease of Getting on Vehicle from Stop/Station/Wharf

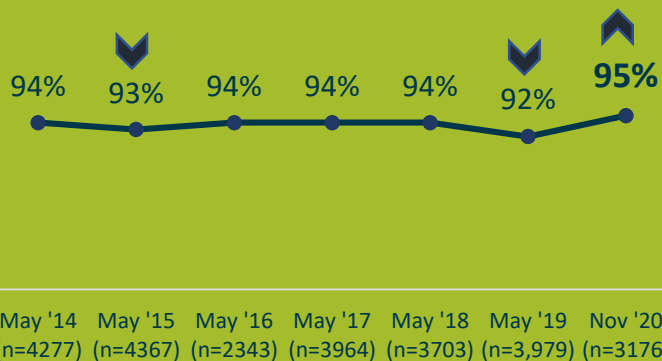
How satisfied or dissatisfied are you with the ease of getting on the vehicle from the stop/station/wharf?

Nov 2020 Results



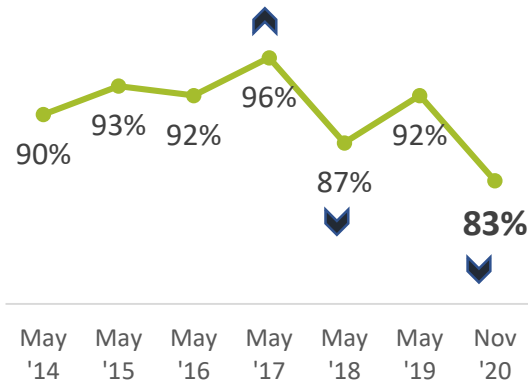
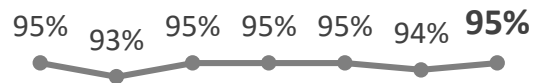
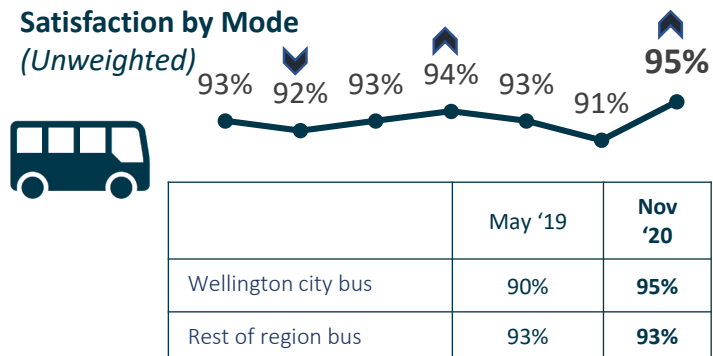
Base: n=3176 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)



Passengers most satisfied

✓ Have private vehicle available to make trip (97%)



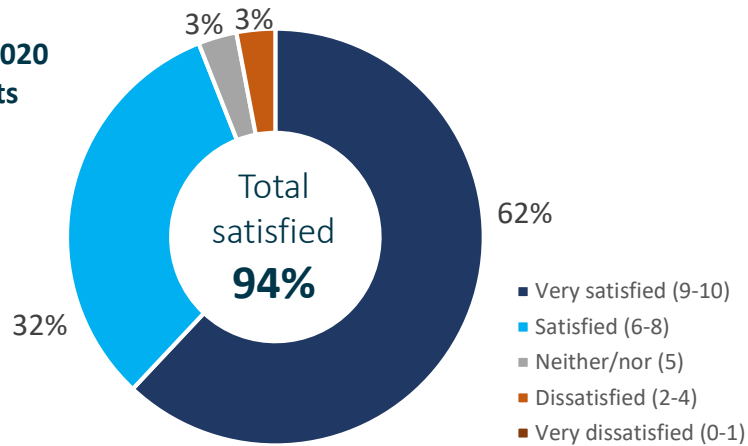
Passengers most dissatisfied

✗ Gender-diverse (10%)  
✗ SuperGold card holders (5%)

# Ease of Getting to Stop/Station/Wharf

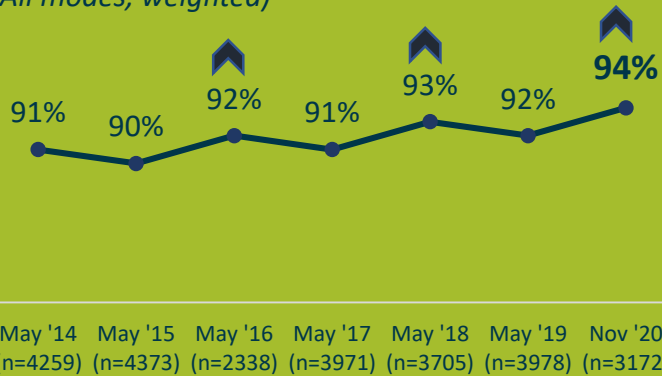
How satisfied or dissatisfied are you with the stop/station/wharf being easy to get to (by car, walking, bus etc.)?

Nov 2020 Results



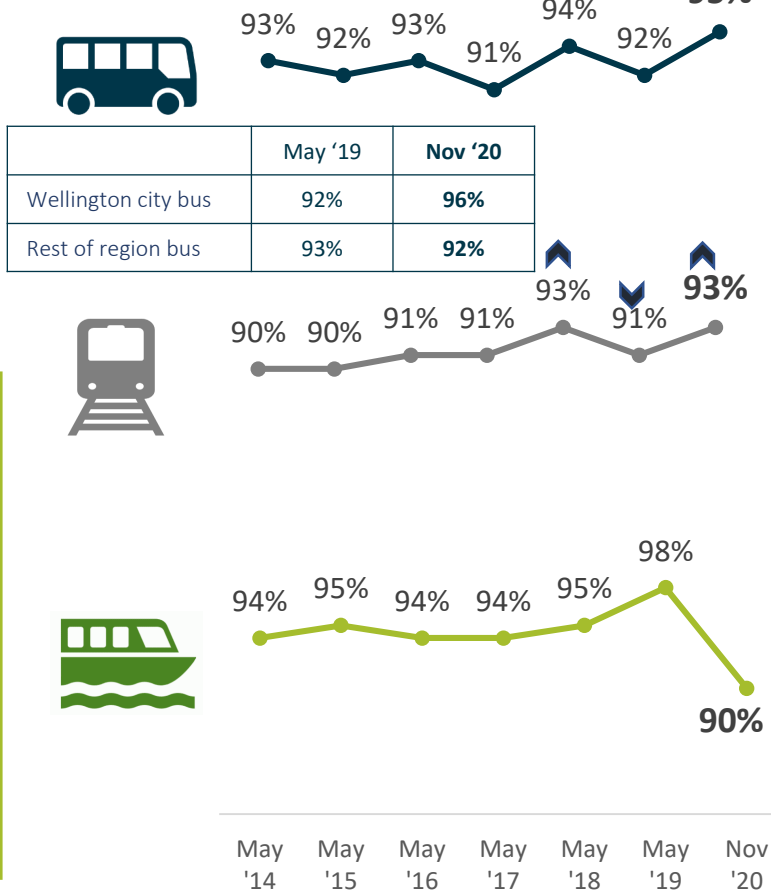
Base: n=3172 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)



✓ Stored Value Card users (96%)

Passengers most satisfied



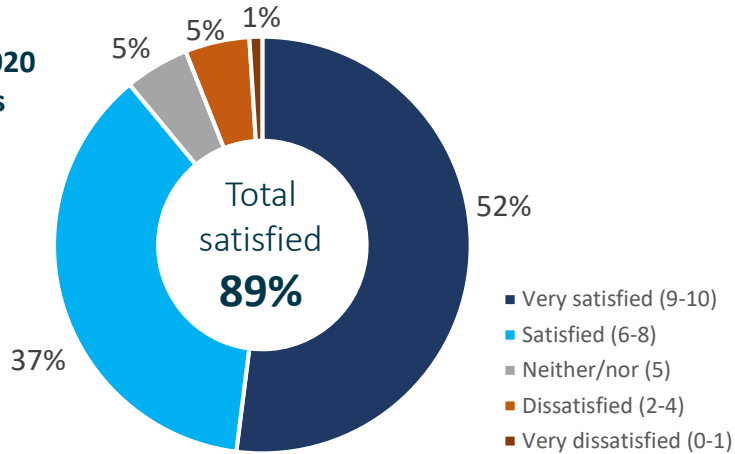
✗ (No sub-groups significantly more dissatisfied)

Passengers most dissatisfied

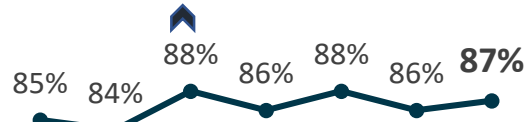
# Personal Safety at Stop/Station/Wharf

How satisfied or dissatisfied are you with your personal safety at the stop/station/wharf?

Nov 2020 Results



## Satisfaction by Mode (Unweighted)



	May '19	Nov '20
Wellington city bus	87%	89%
Rest of region bus	84%	83%

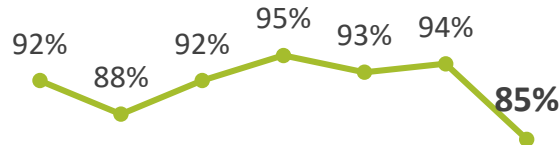
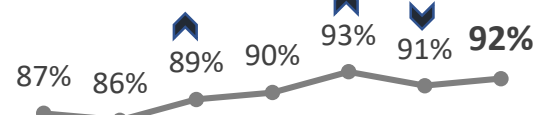
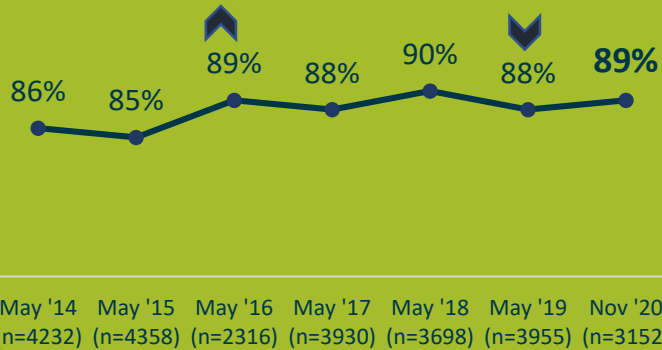


Passengers most satisfied

- ✓ Train passengers (92%), especially Kapiti line users (93%)
- ✓ Males (90%)

Base: n=3152 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Passengers most dissatisfied

- \* Bus passengers (7%), especially Tranzurban (8%)

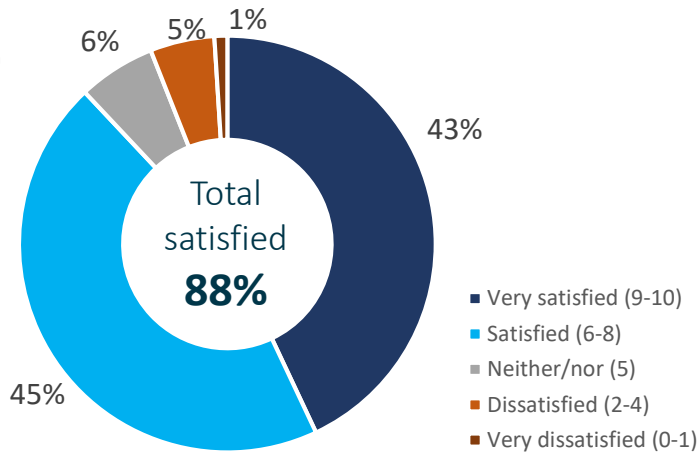
Arrows denote statistically significant change from previous year.

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20

# Condition of Stop/Station/Wharf

How satisfied or dissatisfied are you with the condition of the stop/station/wharf?

Nov 2020 Results



Base: n=3142 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

Note that this question was asked for the first time in 2020.

### Satisfaction by Mode (Unweighted)

● 87%



	Nov '20
Wellington city bus	89%
Rest of region bus	82%

● 90%



● 80%

Nov '20



Passengers most satisfied

- ✓ Kapiti line passengers (92%)
- ✓ Have private vehicle available to make trip (90%)



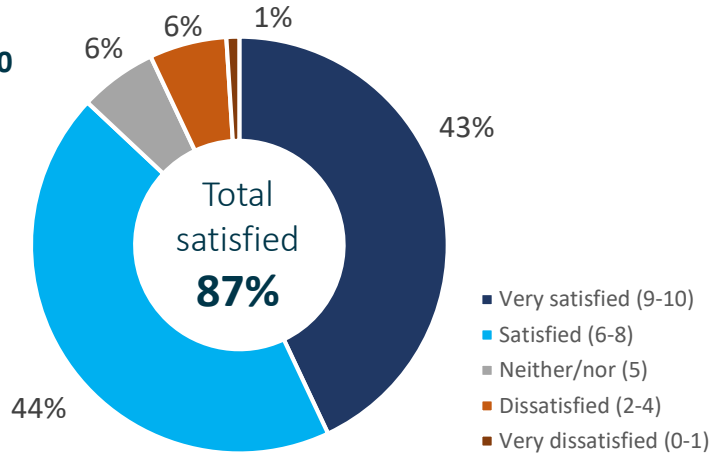
Passengers most dissatisfied

- ✗ Tranzurban passengers (8%)

# Cleanliness of Stop/Station/Wharf

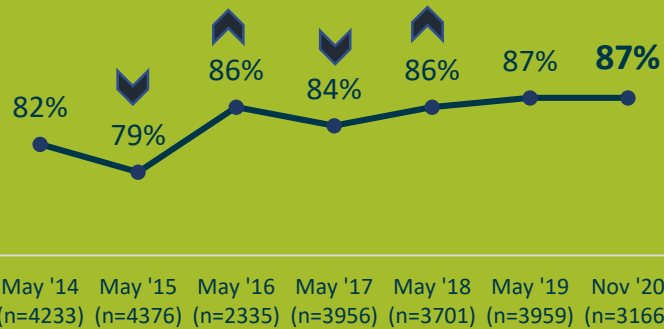
How satisfied or dissatisfied are you with the cleanliness of the stop/station/wharf?

Nov 2020 Results



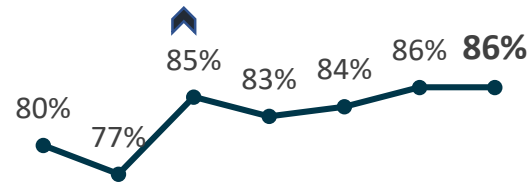
Base: n=3166 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

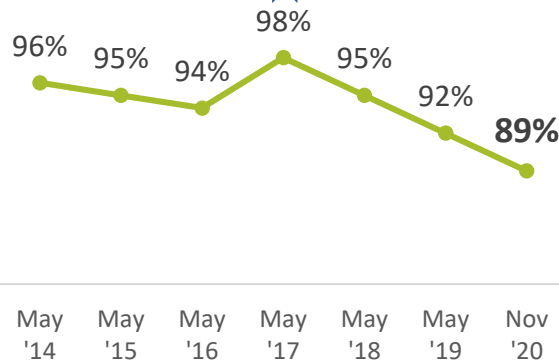
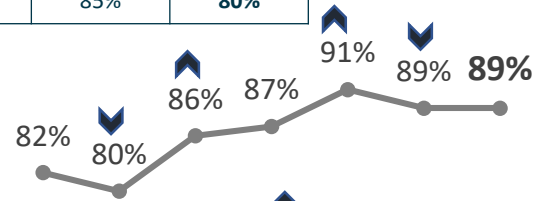


Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)



	May '19	Nov '20
Wellington city bus	86%	88%
Rest of region bus	85%	80%



Passengers most satisfied

- ✓ Train passengers (89%), especially Kapiti line (92%)
- ✓ Those travelling for work (89%)
- ✓ Have private vehicle available to make trip (89%)



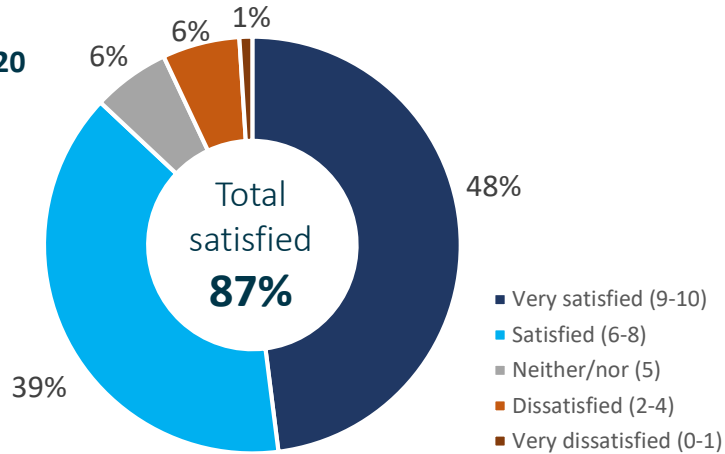
Passengers most dissatisfied

- ✗ Bus passengers (8%), especially Tranzurban (10%)

# Information Available at Stop/Station/Wharf

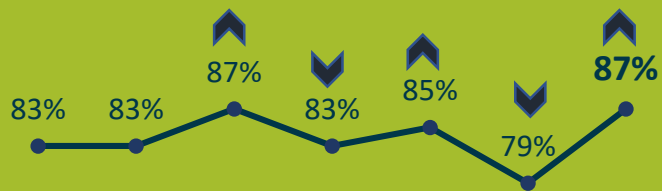
How satisfied or dissatisfied are you with the information available at the stop/station/wharf?

Nov 2020 Results



Base: n=3144 (All passengers who answered this question)

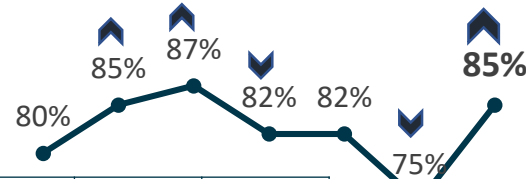
## Satisfaction Over Time (All modes, weighted)



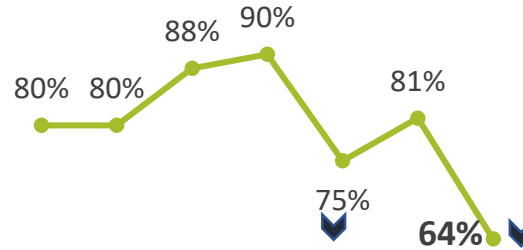
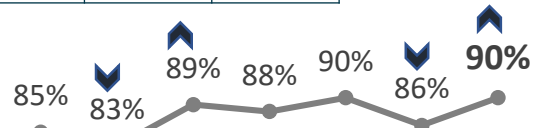
May '14 (n=4174) May '15 (n=4366) May '16 (n=2316) May '17 (n=3944) May '18 (n=3681) May '19 (n=3948) Nov '20 (n=3144)

Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)



	May '19	Nov '20
Wellington city bus	73%	84%
Rest of region bus	84%	88%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20



Passengers most satisfied

- ✓ Train passengers (90%), especially Kapiti line users (93%)
- ✓ Afternoon peak travellers (89%)

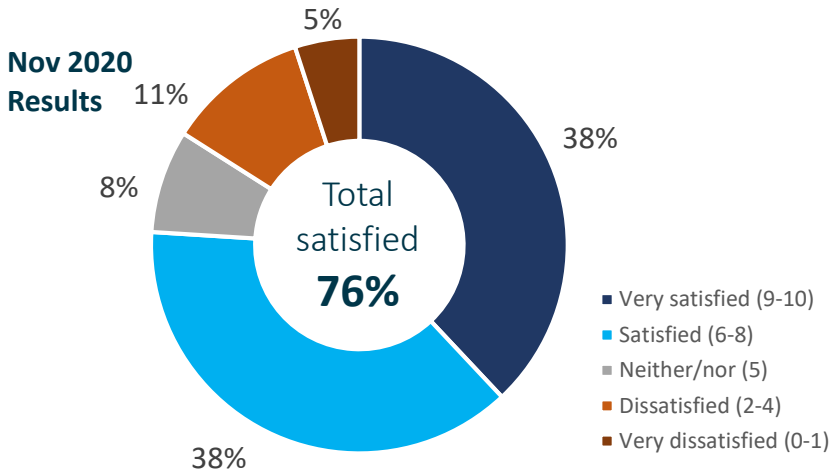


Passengers most dissatisfied

- ✗ Bus passengers (8%), especially NZ Bus (10%)

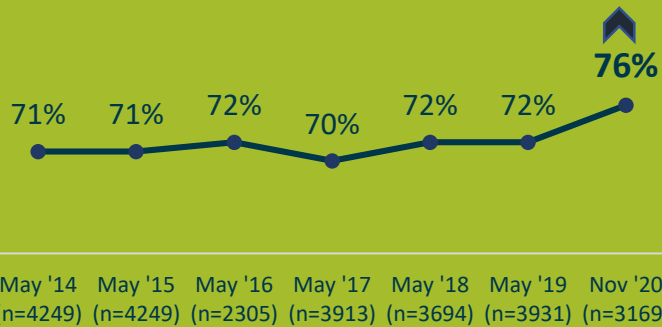
# Provision of Shelter from Weather

How satisfied or dissatisfied are you with the provision of shelter from the weather?



Base: n=3169 (All passengers who answered this question)

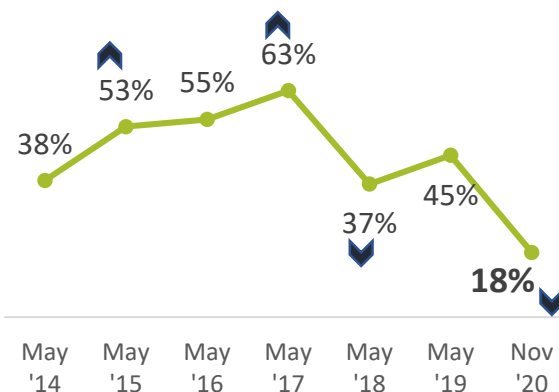
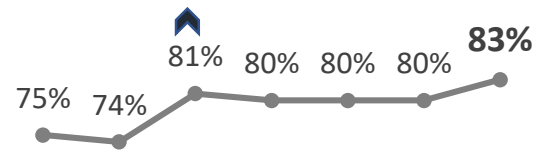
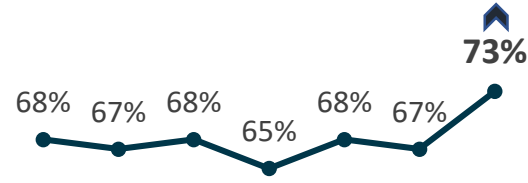
## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)

	May '19	Nov '20
Wellington city bus	66%	74%
Rest of region bus	72%	71%



### Passengers most satisfied

- ✓ Train passengers (83%), especially Kapiti line users (88%)
- ✓ Those aged 45-59 years (82%)
- ✓ Peak travellers (79%), especially afternoon peak (80%)
- ✓ Those travelling for work (79%)
- ✓ Males (79%)



### Passengers most dissatisfied

- ✗ SuperGold card users (22%)
- ✗ Bus passengers (18%), especially Mana Coach Services (31%)
- ✗ Off-peak travellers (18%)

# Suggested Improvement to Stop/Station/Wharf

What improvements would you like to see at the stop/station/wharf where you got on today?



## More/better shelter from weather

*Especially those with no private vehicle available (18%), stored value card users (18%), bus passengers (17% - including Mana Coach Services – 29%)*

16%

(down from 17% in '19)



## Cleaner, including more rubbish bins

*Especially those travelling for sport, recreation or dining (14%), aged 15-17 years (10%) or 25-34 years (8%)*

5%

(up from 3% in '19)



## Improve carparking – more, better, easier

*Especially Day Pass users (16%), inbound travellers (8%), Hutt Valley line users (7%)*

5%

(up from 2% in '19)



## More seats available

*Especially those aged 25-34 years (8%), Tranzurban passengers (6%)*

5%

(unchanged from 5% in '19)



## More real time information boards

*Especially stored value card users (7%), bus passengers (6%), Tranzurban passengers (6%), travelling for work (6%)*

4%

(down from 5% in '19)



## Information bigger/easier to read

*Especially morning peak passengers (5%), week day travellers (4%), have private vehicle available (4%)*

3%

(down from 4% in '19)

Base: n=3228 (All respondents)

- 1% stated that no improvements to stops/stations/wharves were needed (down from 6% in May '19)
- 43% could not think of any specific improvements (unchanged from May '19)



# Perceptions Of Stop/Station/Wharf Over Time By Mode

Time Series Summary (Total satisfied %)

	Total Bus					Wellington City Bus					Rest of Region Bus				
	May '18	Nov '18	May '19	Nov '19	Nov '20	May '18	Nov '18	May '19	Nov '19	Nov '20	May '18	Nov '18	May '19	Nov '19	Nov '20
<b>Stop/station/wharf overall</b>	91	89	89	*	<b>93</b>	*	89	89	92	<b>94</b>	*	89	88	*	<b>89</b>
Ease of getting on vehicle	93	92	91	*	<b>95</b>	*	92	90	95	<b>95</b>	*	91	93	*	<b>93</b>
Easy to get to	94	91	92	*	<b>95</b>	*	91	92	94	<b>96</b>	*	91	93	*	<b>92</b>
Condition	*	*	*	*	<b>87</b>	*	*	*	*	<b>89</b>	*	*	*	*	<b>82</b>
Personal safety	88	87	86	*	<b>87</b>	*	88	87	89	<b>89</b>	*	83	84	*	<b>83</b>
Cleanliness	84	84	86	*	<b>86</b>	*	85	86	88	<b>88</b>	*	81	85	*	<b>80</b>
Provision of information	82	79	75	*	<b>85</b>	*	79	73	78	<b>84</b>	*	80	84	*	<b>88</b>
Provision of shelter from weather	68	69	67	*	<b>73</b>	*	71	66	70	<b>74</b>	*	64	72	*	<b>71</b>

	Train					Ferry				
	May '18	Nov '18	May '19	Nov '19	Nov '20	May '18	Nov '18	May '19	Nov '19	Nov '20
<b>Stop/station/wharf overall</b>	95	96	94	96	<b>95</b>	91	*	94	*	<b>84</b>
Ease of getting on vehicle	95	95	94	95	<b>95</b>	87	*	92	*	<b>83</b>
Easy to get to	93	93	91	94	<b>93</b>	95	*	98	*	<b>90</b>
Condition	*	*	*	*	<b>90</b>	*	*	*	*	<b>80</b>
Personal safety	93	93	91	94	<b>92</b>	93	*	94	*	<b>85</b>
Cleanliness	91	91	89	90	<b>89</b>	95	*	92	*	<b>89</b>
Provision of information	90	88	86	89	<b>90</b>	75	*	81	*	<b>64</b>
Provision of shelter from weather	80	81	80	84	<b>83</b>	37	*	45	*	<b>18</b>

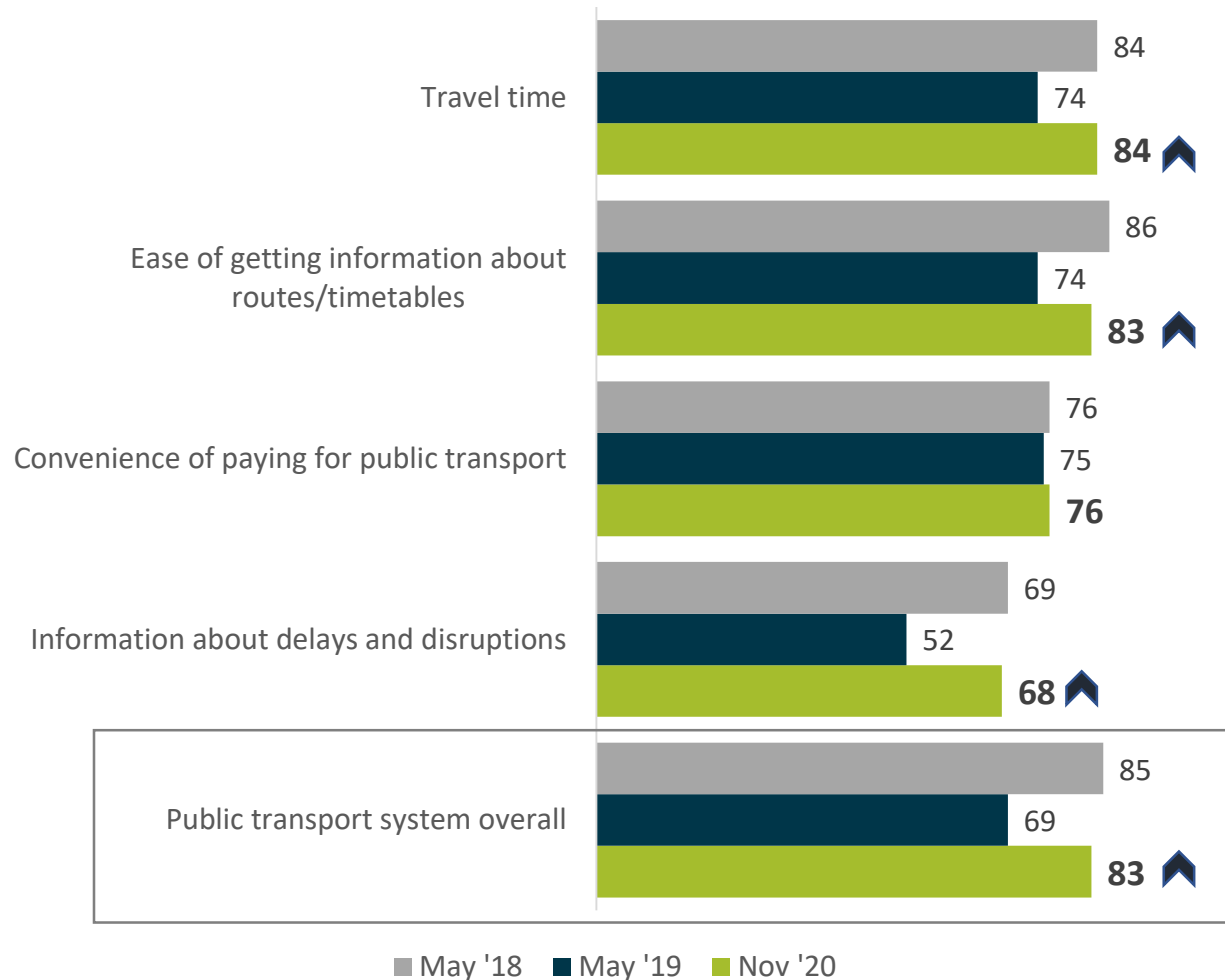


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# Passenger Perceptions of Wellington Region's Public Transport System

# Perceptions of Wellington's PT System: Summary

## Share of Passengers Satisfied/Very Satisfied (%)



Base: n=3228 (All respondents)

Arrows denote statistically significant change from previous year.

Users' perceptions of Wellington's public transport system have improved significantly over the last 18 months, overall satisfaction with the system up 14 percentage points to 83%. Improvement is most notable among bus passengers (up 17 percentage points).

The greatest improvement over the last 18 months has been for the provision of information about delays and disruptions. This increase in positive ratings is evident across all modes but is most significant for bus (up 19 percentage points). Satisfaction with travel times - the strongest driver of satisfaction with the public transport system - has also improved over the last 18 months, particularly for bus users (up 12 percentage points to 82%).

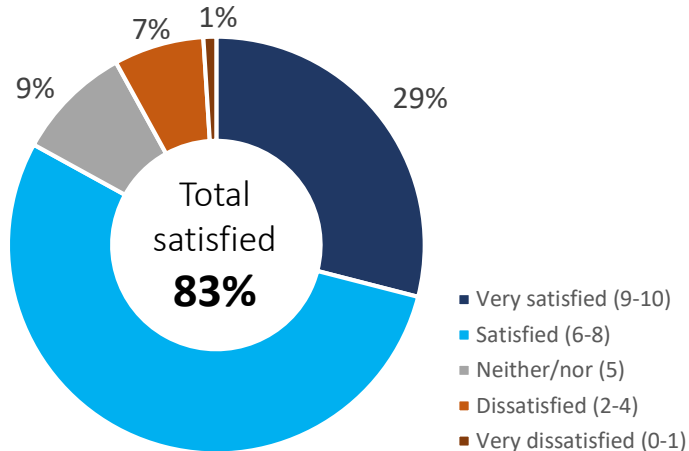
Eighty-five percent of passengers agree that Wellington's public transport system is easy to use (up from 71% in May 2019), with perceptions of ease of use now much more consistent across the three modes than 18 months ago. The frequency of services and extensive route coverage are key contributors to ease of use. Compared with 18 months ago, passengers are less likely to cite poor reliability and over-capacity as reasons for public transport being difficult to use. Almost all passengers (90%) are satisfied with Metlink's response to COVID-19.

Given these positive ratings, almost all public transport users (89%) would recommend the service to some extent (up from 75% 18 months ago).

# Satisfaction with Public Transport System Overall

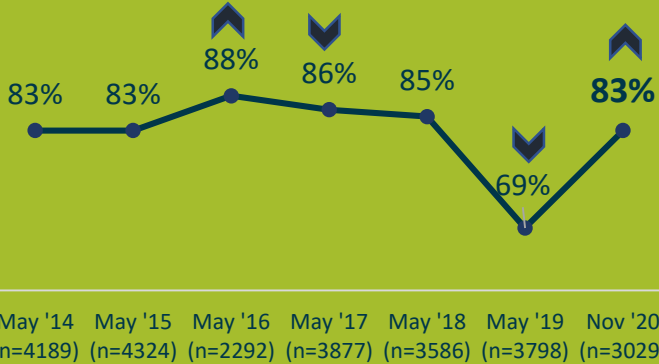
Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the public transport system overall?

Nov 2020 Results



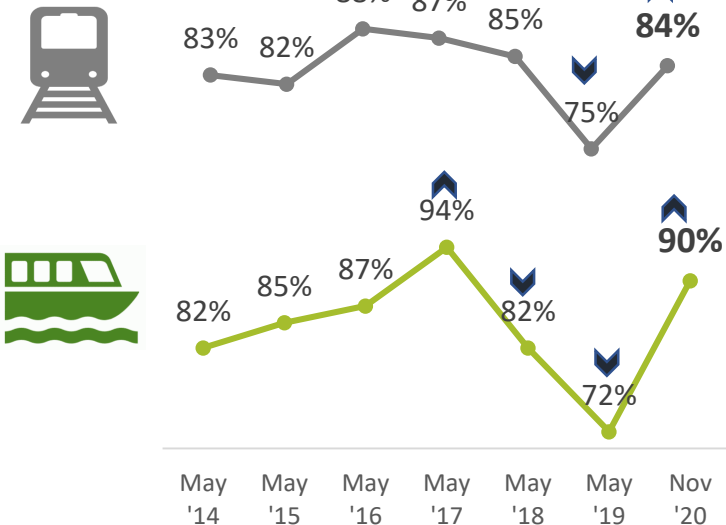
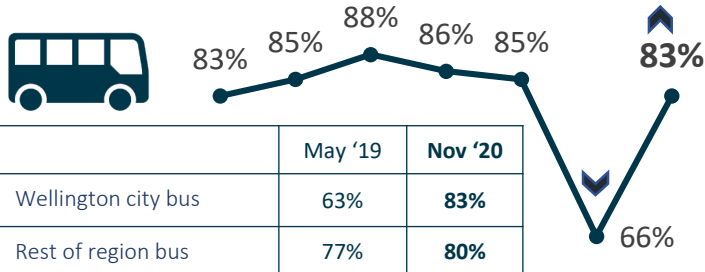
Base: n=3029 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



Passengers most satisfied

✓ Aged 60 years + (91%)/SuperGold card holders (90%)



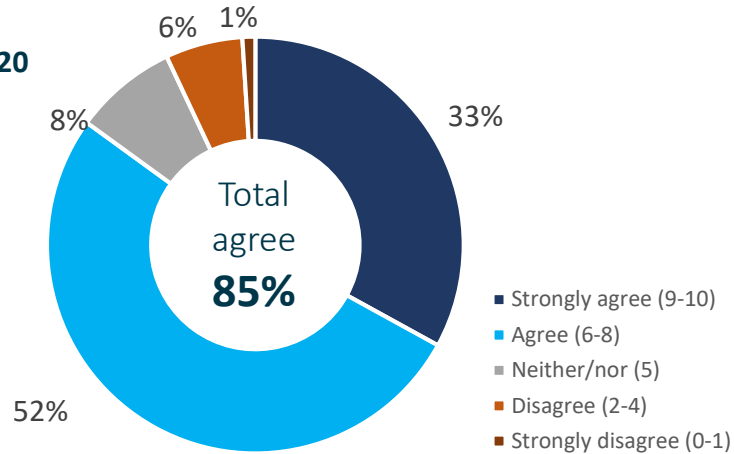
Passengers most dissatisfied

✗ Aged 18-24 years (11%)

# Ease of Using Public Transport Services

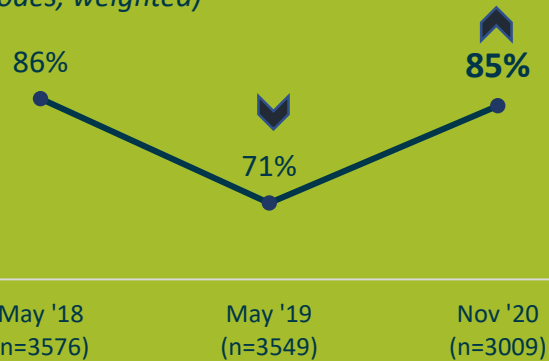
How much do you agree or disagree that it is easy to use public transport services in the Wellington region?

Nov 2020 Results



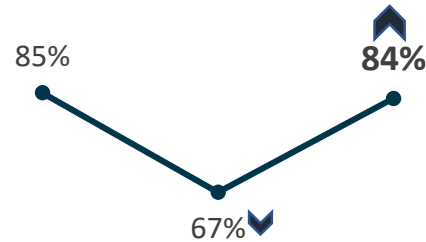
Base: n=3009 (All passengers who answered this question)

## Agreement Over Time (All modes, weighted)

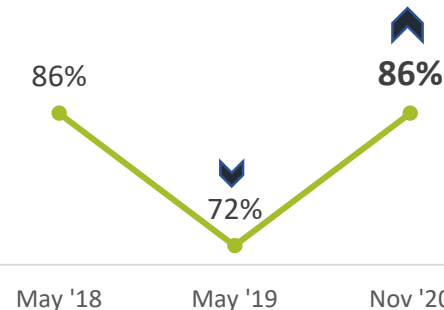
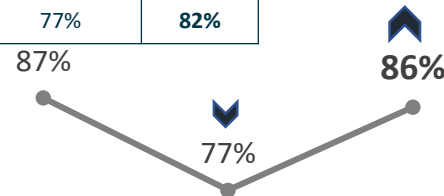


This question was asked for the first time in May 2018

## Agreement by Mode (Unweighted)



	May '19	Nov '20
Wellington city bus	64%	85%
Rest of region bus	77%	82%



✓ Females (86%)

Passengers most agreeing

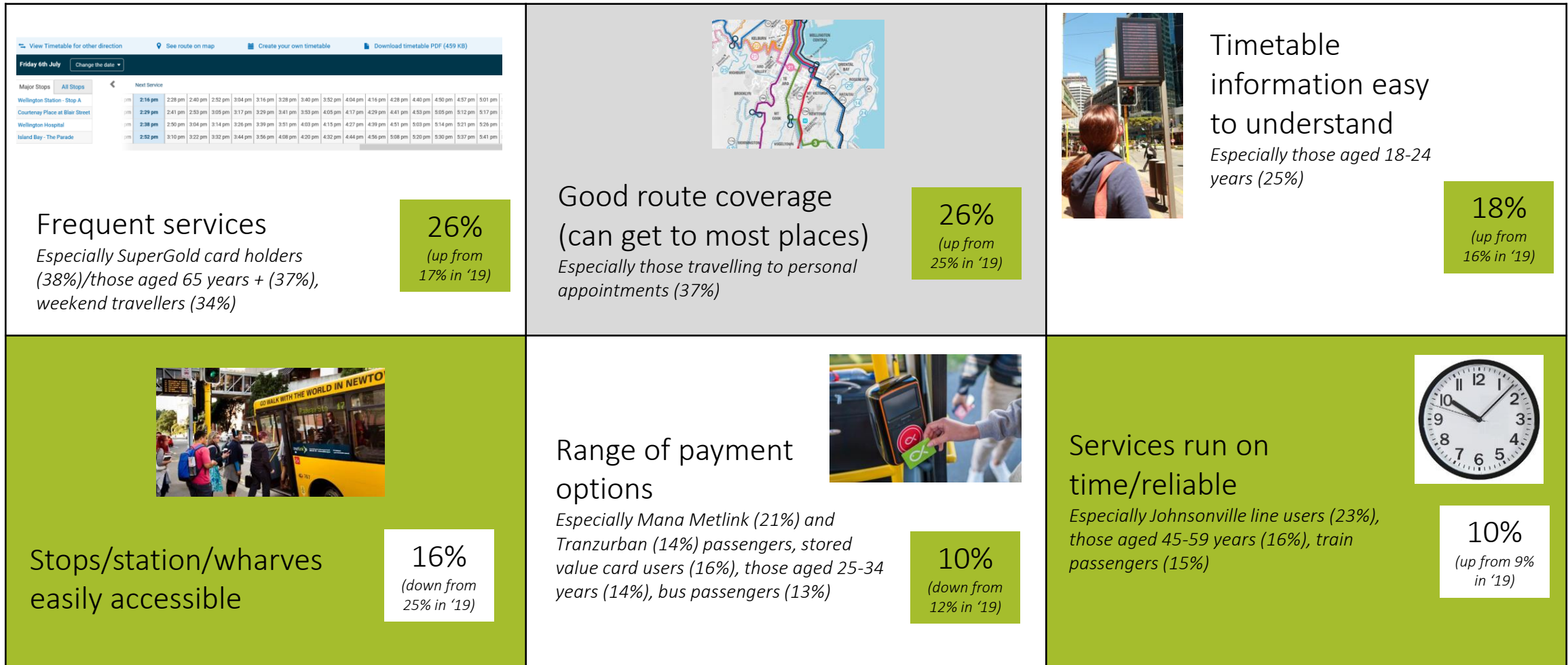


- ✗ Gender diverse (18%)
- ✗ Those using PT less often than once a week (11%)
- ✗ Aged 18-24 years (10%)
- ✗ Those with no private vehicle available to make trip (8%)

Passengers most disagreeing

# Why Easy to Use Public Transport Services

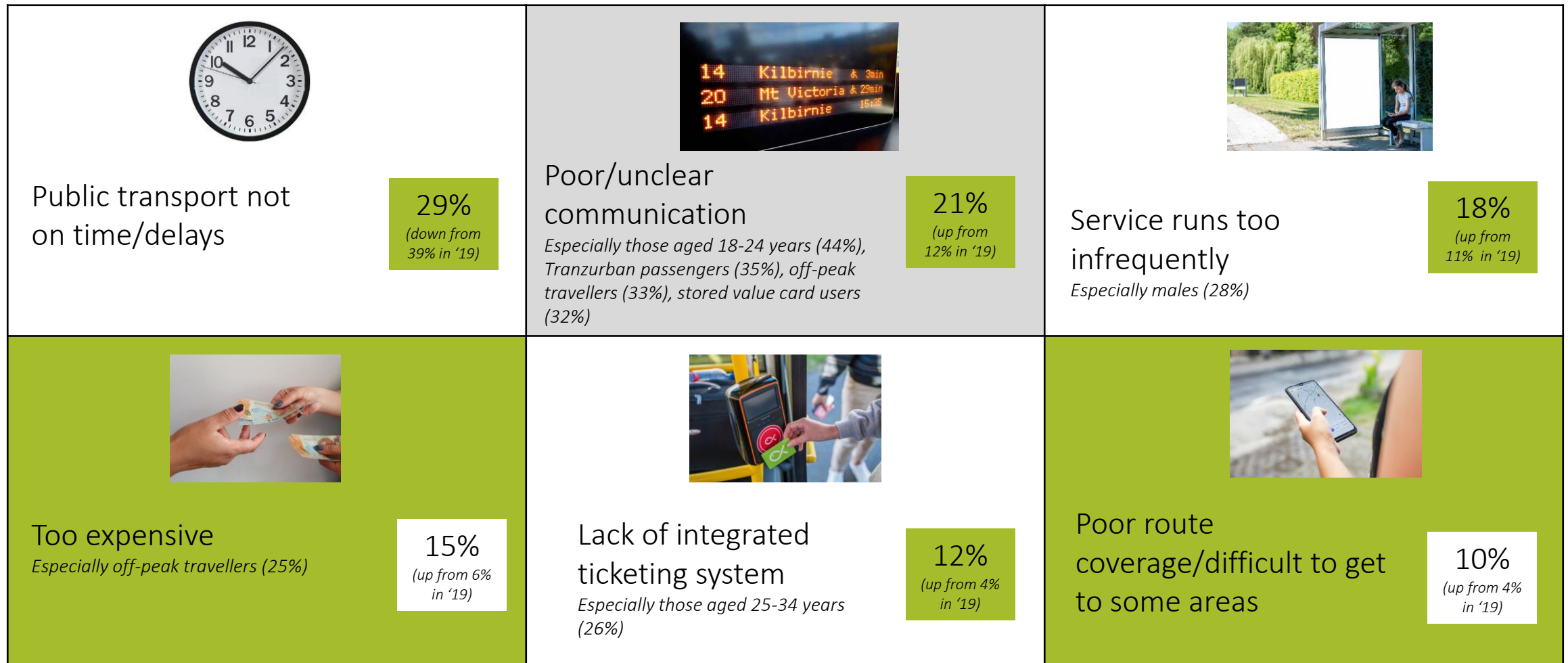
*Why is it easy to use public transport services in the Wellington region?*



Base: n=1680 (Respondents who said it was easy to use public transport services and who gave a reason)

# Why Not Easy to Use Public Transport Services

*Why is it not easy to use public transport services in the Wellington region?*

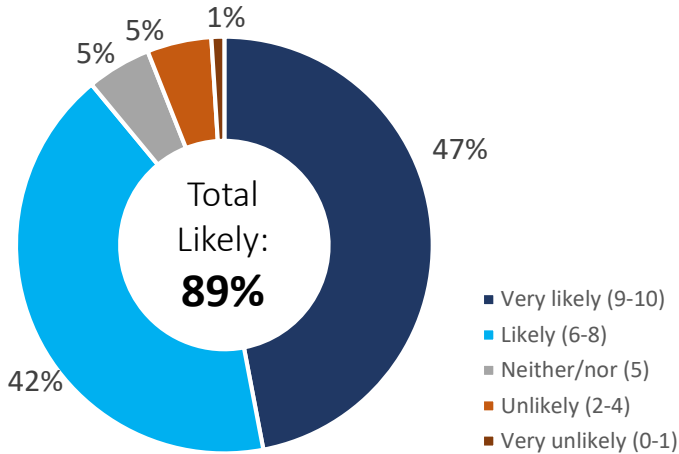


Base: n=163 (Respondents who said it was not easy to use public transport services and who gave a reason)

# Likelihood of Recommending Public Transport

How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?

Nov 2020 Results



Base: n=3050 (All passengers who answered this question)

## Likelihood of Recommending Over Time (All modes, weighted)



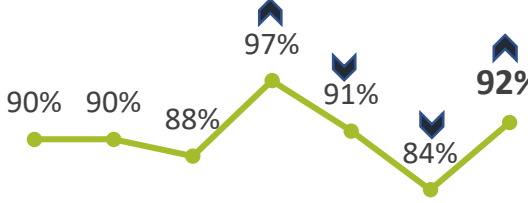
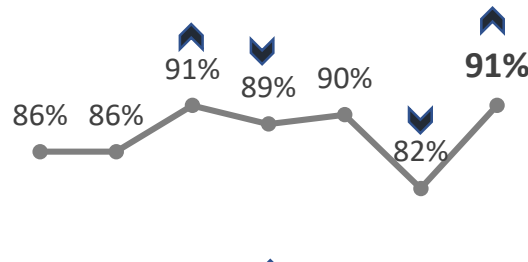
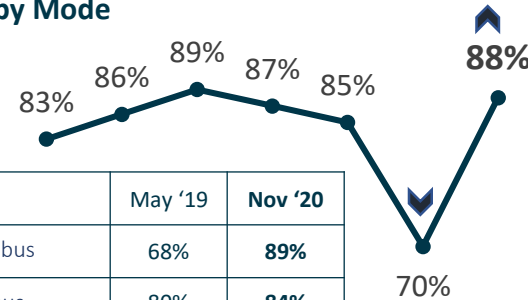
May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050)

Arrows denote statistically significant change from previous year.

## Likelihood by Mode



Mode	May '19	Nov '20
Wellington city bus	68%	89%
Rest of region bus	80%	84%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20



Passengers most likely to recommend

- ✓ Those travelling for sport, recreation and dining (96%)
- ✓ Train passengers (91%), especially Kapiti line users (94%)
- ✓ Those who had private vehicle available to make trip (91%)



Passengers least likely to recommend

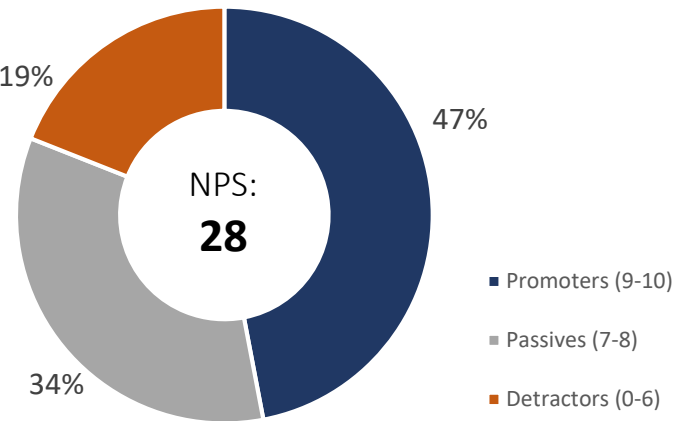
- ✗ Those travelling for school (11%)
- ✗ Bus passengers (7%)
- ✗ Those travelling on stored value card (7%)



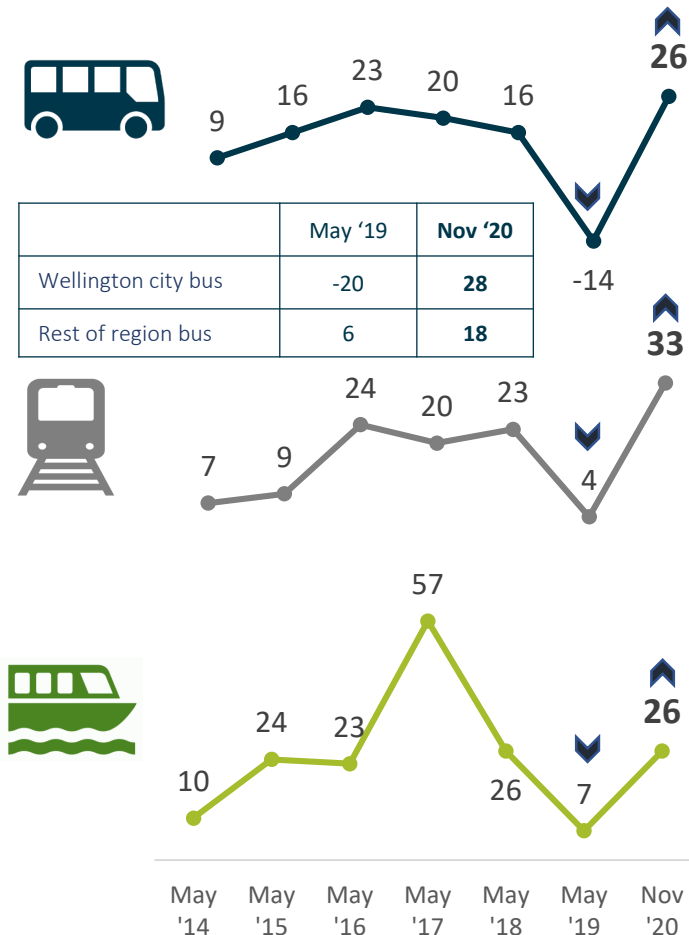
# Net Promoter Score\*

How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?

Nov 2020 Results



## Net Promoter Score by Mode

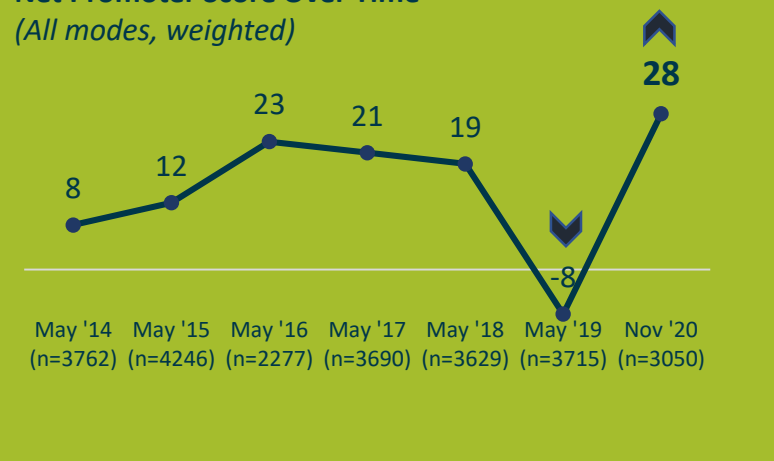


## Net Promoter Score by Operator

Operator	Nov '20
Uzabus Metlink	38
Transdev	33
Mana Metlink	33
NZ Bus Metlink	27
East by West	26
Tranzurban Metlink	23

Base: n=3050 (All passengers who answered this question)

## Net Promoter Score Over Time (All modes, weighted)



**Highest NPS scores**



**Lowest NPS scores**

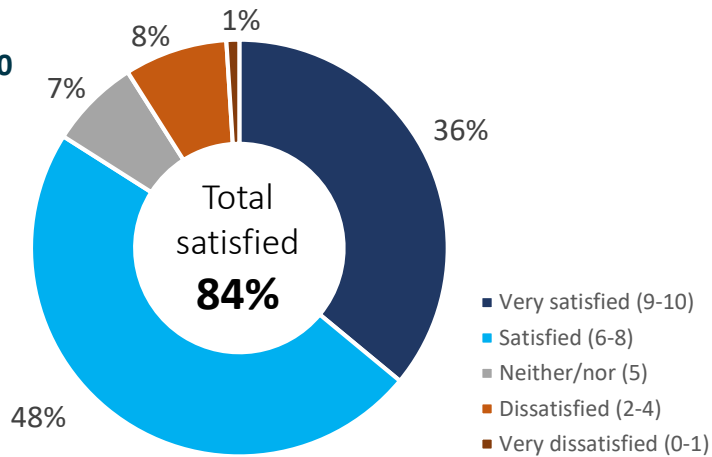
- ✓ SuperGold card holders (49)/aged 60 years + (47)
- ✓ Those travelling for sport/recreation/dining (44) or to visit family/friends (38)
- ✓ Kapiti (43), Johnsonville (40) or Melling (35) line users
- ✓ Uzabus Metlink passengers (38)
- ✓ Those with private vehicle available to make trip (36)
- ✓ Aged 45-54 years (35)
- ✓ Interpeak travellers (35)
- ✗ Those with no private vehicle available to make trip (24)
- ✗ Morning peak travellers (23)
- ✗ Those travelling for tertiary study (19) or school (16)
- ✗ Aged 15-24 years (18)
- ✗ Gender diverse (11)
- ✗ Those using Day Passes (8)

\* Net Promoter Score (NPS) is a measure of customer loyalty, that is, the likelihood that customers will recommend the service to others. Customers are classified into one of three categories – Promoters (rating 9-10), Passives (rating 7-8) and Detractors (rating 0-6). The NPS is calculated by deducting the share of Detractors from the share of Promoters. Generally a value over 0 is considered good; a value over 50 is considered excellent.

# Satisfaction with Travel Time

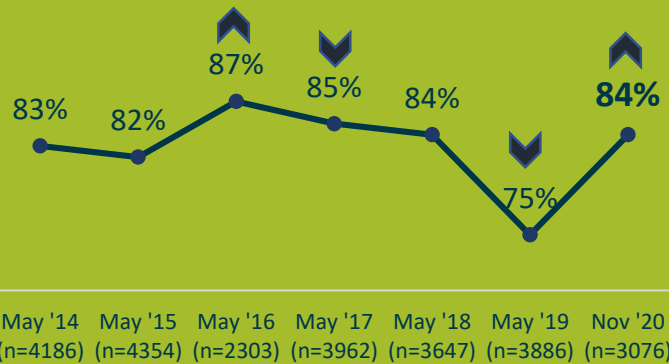
Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the travel time (considering the distance you travel)?

Nov 2020 Results



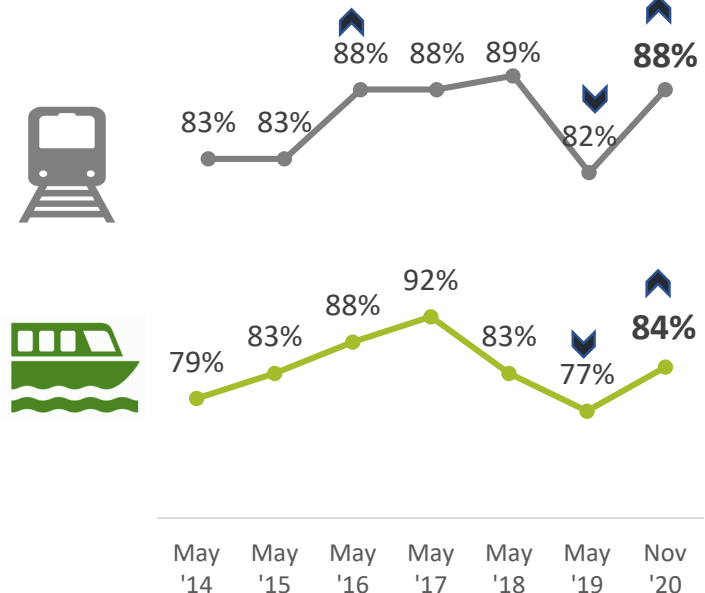
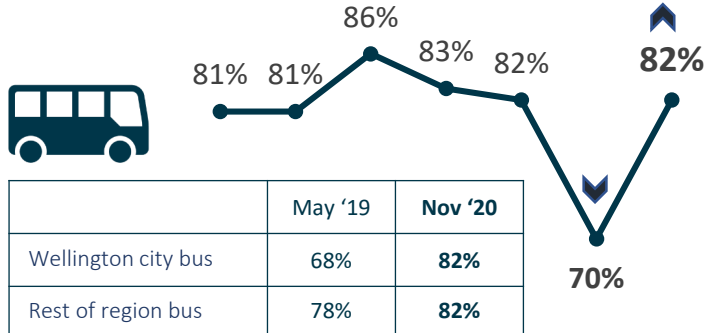
Base: n=3076 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



Passengers most satisfied

- ✓ Aged 65 years + (93%)/SuperGold card holders (92%)
- ✓ Train passengers (88%), especially Kapiti line users (92%)
- ✓ Those who had a private vehicle available to make trip (87%)
- ✓ Males (87%)



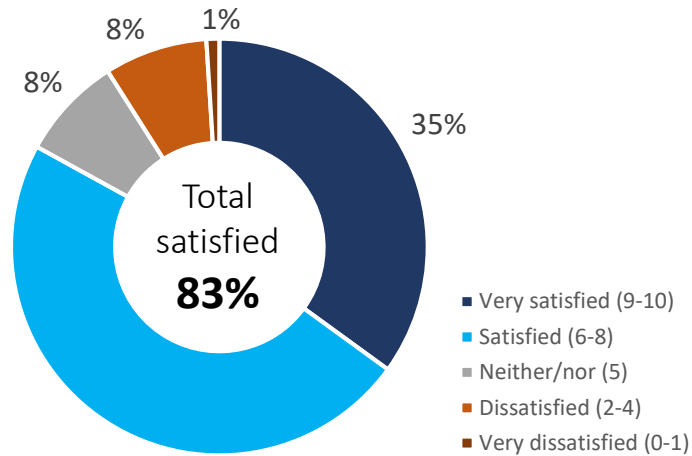
Passengers most dissatisfied

- ✗ Gender diverse (27%)
- ✗ Aged 25-34 years (12%)
- ✗ Afternoon peak travellers (11%)
- ✗ Bus passengers (10%), especially Tranzurban (12%)

# Satisfaction with Ease of Getting PT Information

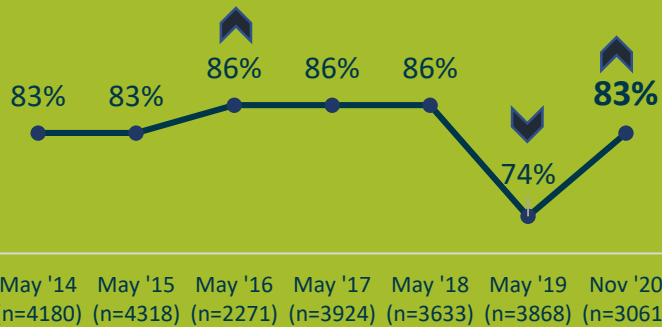
Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the ease of getting information about public transport routes and timetables?

Nov 2020 Results



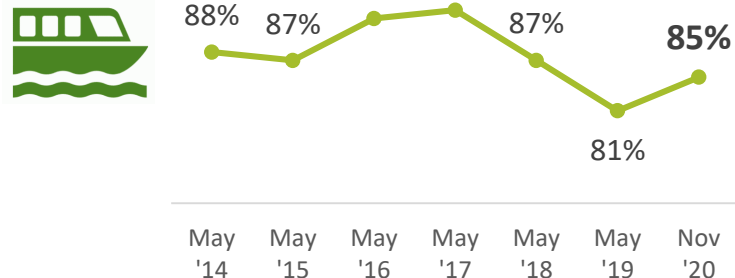
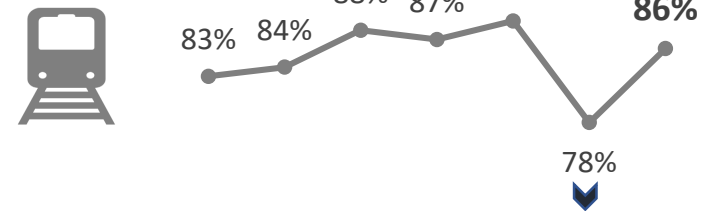
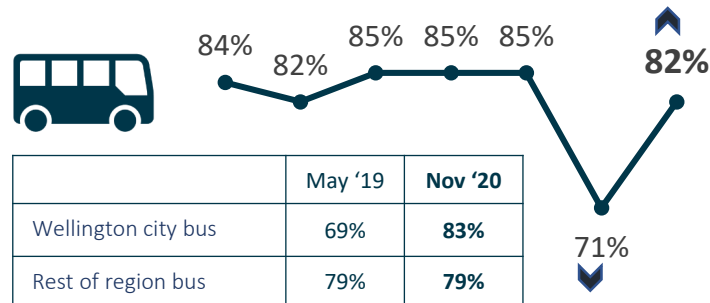
Base: n=3061 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



Passengers most satisfied

- ✓ Train passengers (86%), especially Kapiti line users (89%)

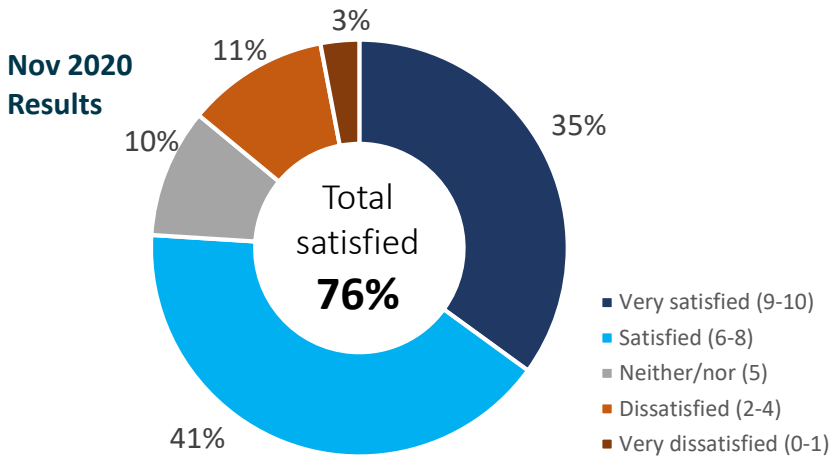


Passengers most dissatisfied

- ✗ Tranzurban passengers (12%)
- ✗ Aged 18-24 years (12%)

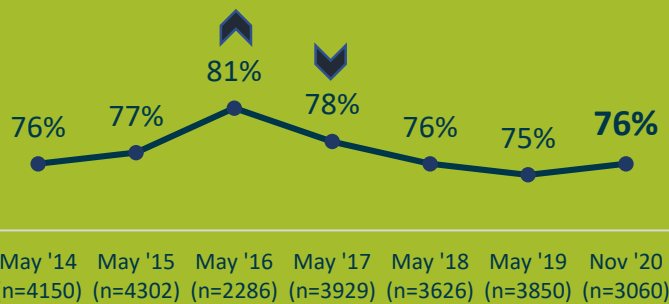
# Satisfaction with Convenience of Paying for PT

Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with how convenient it is to pay for public transport?



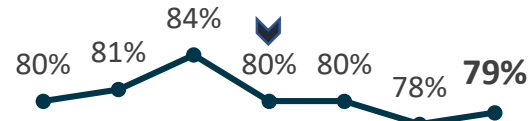
Base: n=3060 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

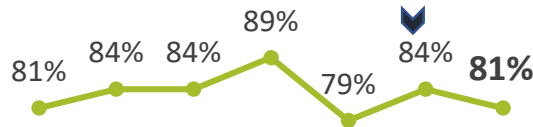
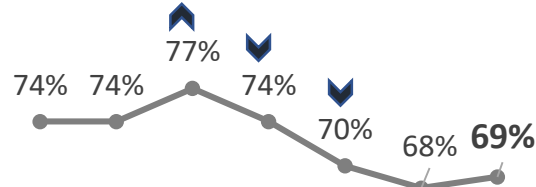


Arrows denote statistically significant change from previous year.

## Satisfaction by Mode



	May '19	Nov '20
Wellington city bus	76%	81%
Rest of region bus	82%	74%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20



### Passengers most satisfied

- ✓ Aged 60 years + (89%)
- ✓ SuperGold card users (86%) or those using a stored value card (79%)
- ✓ Those travelling for sports/recreation/dining (86%) or shopping/services (85%)
- ✓ Interpeak passengers (82%)
- ✓ Bus passengers (79%), especially NZ Bus Metlink (81%)

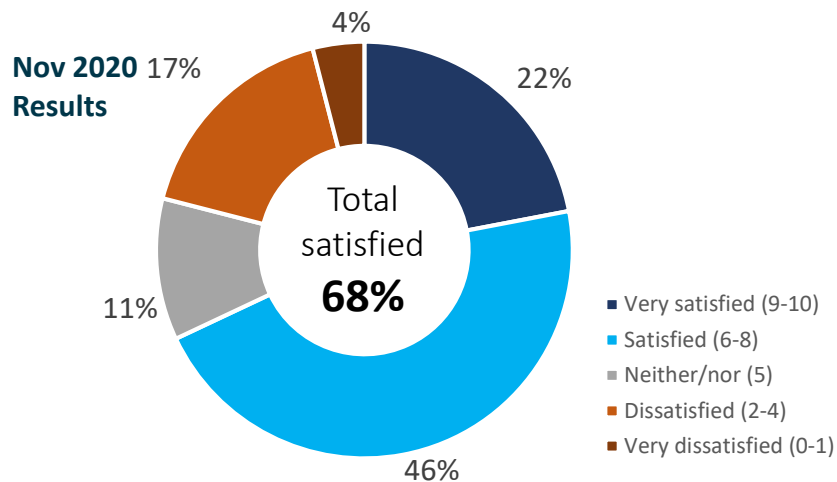


### Passengers most dissatisfied

- ✗ Those using a ten-trip ticket (24%)
- ✗ Train passengers (21%), especially Hutt Valley (22%) and Kapiti (20%) line users
- ✗ Aged 25-34 years (20%)
- ✗ Afternoon peak passengers (17%)
- ✗ Those travelling for work (17%)

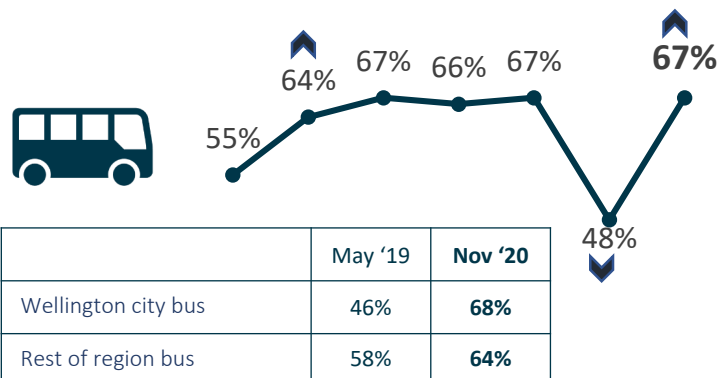
# Satisfaction with Information about Delays, Disruptions

Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with information about service delays or disruptions?



Base: n=3022 (All passengers who answered this question)

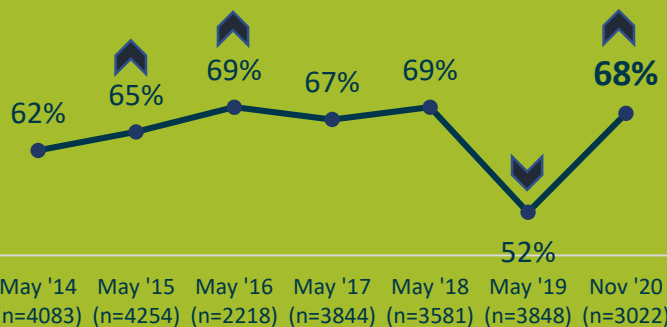
## Satisfaction by Mode



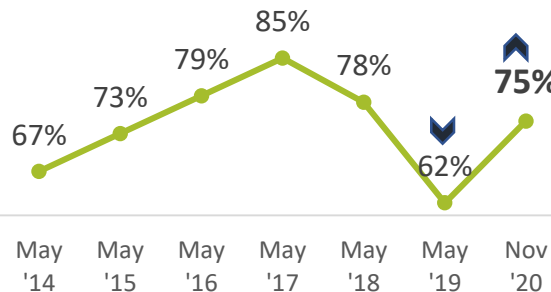
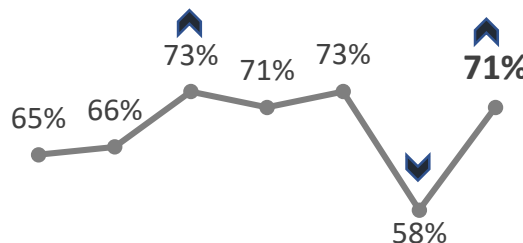
**Passengers most satisfied**

- ✓ Those attending a personal appointment (80%)
- ✓ Mana Metlink passengers (80%)
- ✓ Those using PT less often than once a week (78%)
- ✓ Kapiti line users (75%)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



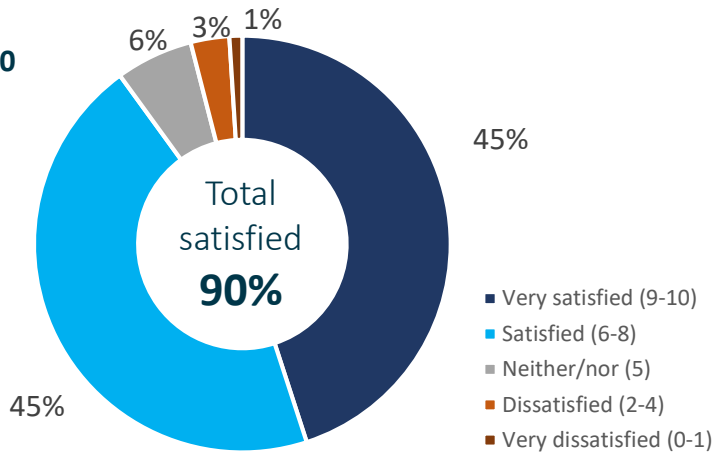
**Passengers most dissatisfied**

- ✗ Those travelling to school (30%)/aged 15-17 years (29%)
- ✗ Wellington regional bus users (28%)
- ✗ Tranzurban passengers (25%)

# Satisfaction with Metlink's COVID-19 Response

How satisfied are you with Metlink's response to COVID-19?

Nov 2020 Results



Base: n=2957 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

Note that this question was asked for the first time in 2020.

### Satisfaction by Mode (Unweighted)



● 90%

	Nov '20
Wellington city bus	89%
Rest of region bus	92%



● 92%



● 92%

Nov '20



Passengers most satisfied

✓ (No sub-groups significantly more satisfied)



Passengers most dissatisfied

- ✗ Those travelling on a Day Pass (14%)
- ✗ Tranzurban passengers (5%)

# Perceptions Of Public Transport System Overall Over Time By Mode

*Time Series Summary (Total satisfied (%))*

	Total Bus					Wellington City Bus					Rest of Region Bus				
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
Public transport system overall	85	65	<b>66</b>	*	<b>83</b>	*	61	63	70	<b>83</b>	*	78	77	*	<b>80</b>
Travel time	82	65	<b>70</b>	*	<b>82</b>	*	61	68	74	<b>82</b>	*	79	78	*	<b>82</b>
Convenience of paying	80	77	<b>78</b>	*	<b>79</b>	*	76	76	78	<b>81</b>	*	80	82	*	<b>74</b>
Ease of getting information	85	65	<b>71</b>	*	<b>82</b>	*	63	69	73	<b>83</b>	*	72	79	*	<b>79</b>
Info about delays, disruptions	67	49	<b>48</b>	*	<b>67</b>	*	46	46	54	<b>68</b>	*	56	58	*	<b>64</b>
						*					*				
Net Promoter Score	+16	-16	<b>-14</b>	*	<b>+26</b>	*	-22	-20	-6	<b>+28</b>	*	+4	+6	*	<b>+18</b>

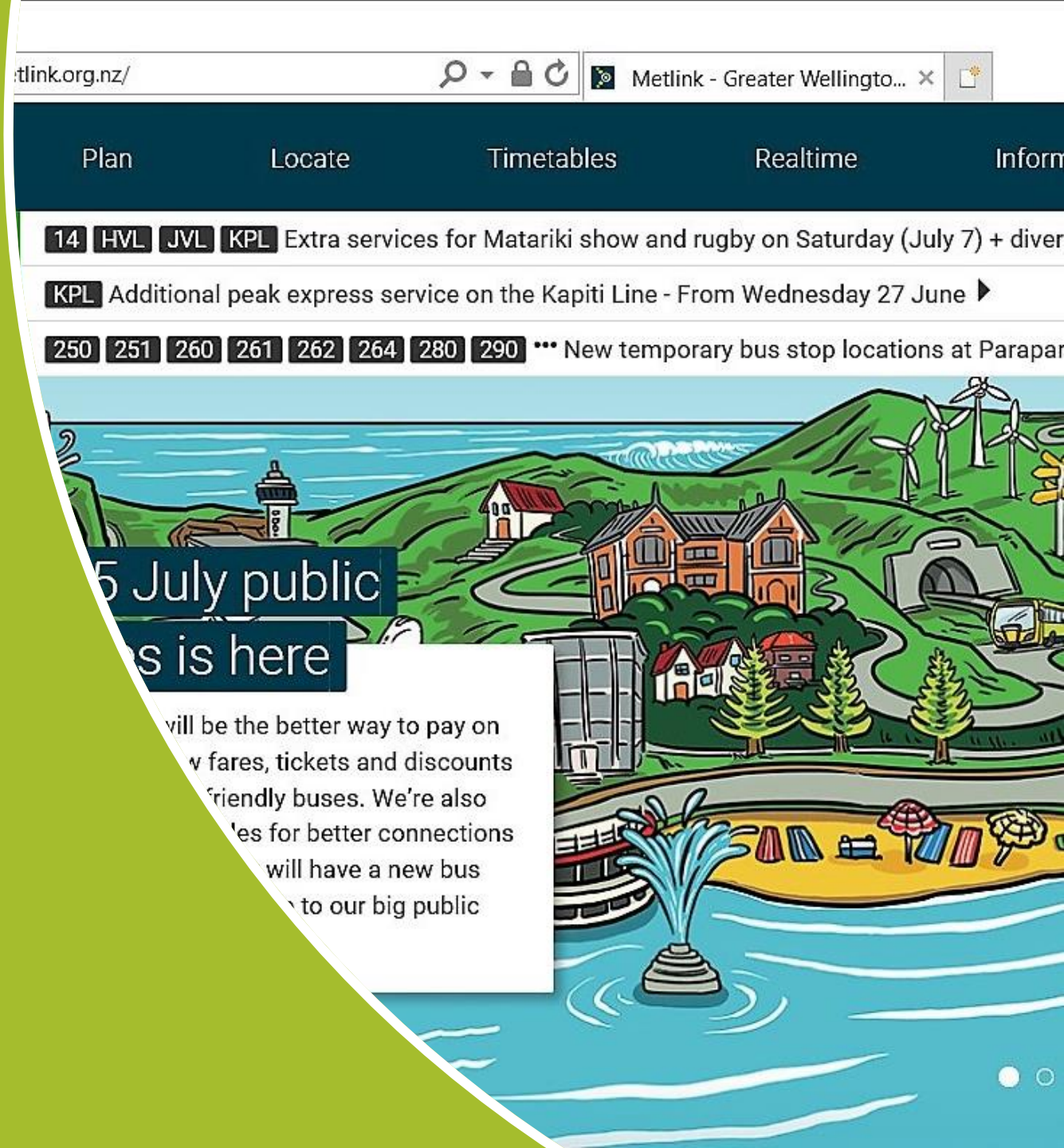
# Perceptions Of Public Transport System Overall Over Time By Mode

*Time Series Summary (Total satisfied (%))*

	Train					Ferry				
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
Public transport system overall	85	83	75	79	<b>84</b>	82	*	72	*	<b>90</b>
Travel time	89	85	82	85	<b>88</b>	83	*	77	*	<b>84</b>
Convenience of paying	70	72	68	70	<b>69</b>	79	*	84	*	<b>81</b>
Ease of getting information	89	81	78	81	<b>86</b>	87	*	81	*	<b>85</b>
Info about delays, disruptions	73	68	58	63	<b>71</b>	78	*	62	*	<b>75</b>
							*		*	
Net Promoter Score	+23	+17	+4	14	<b>+33</b>	+26	*	+7	*	<b>+26</b>

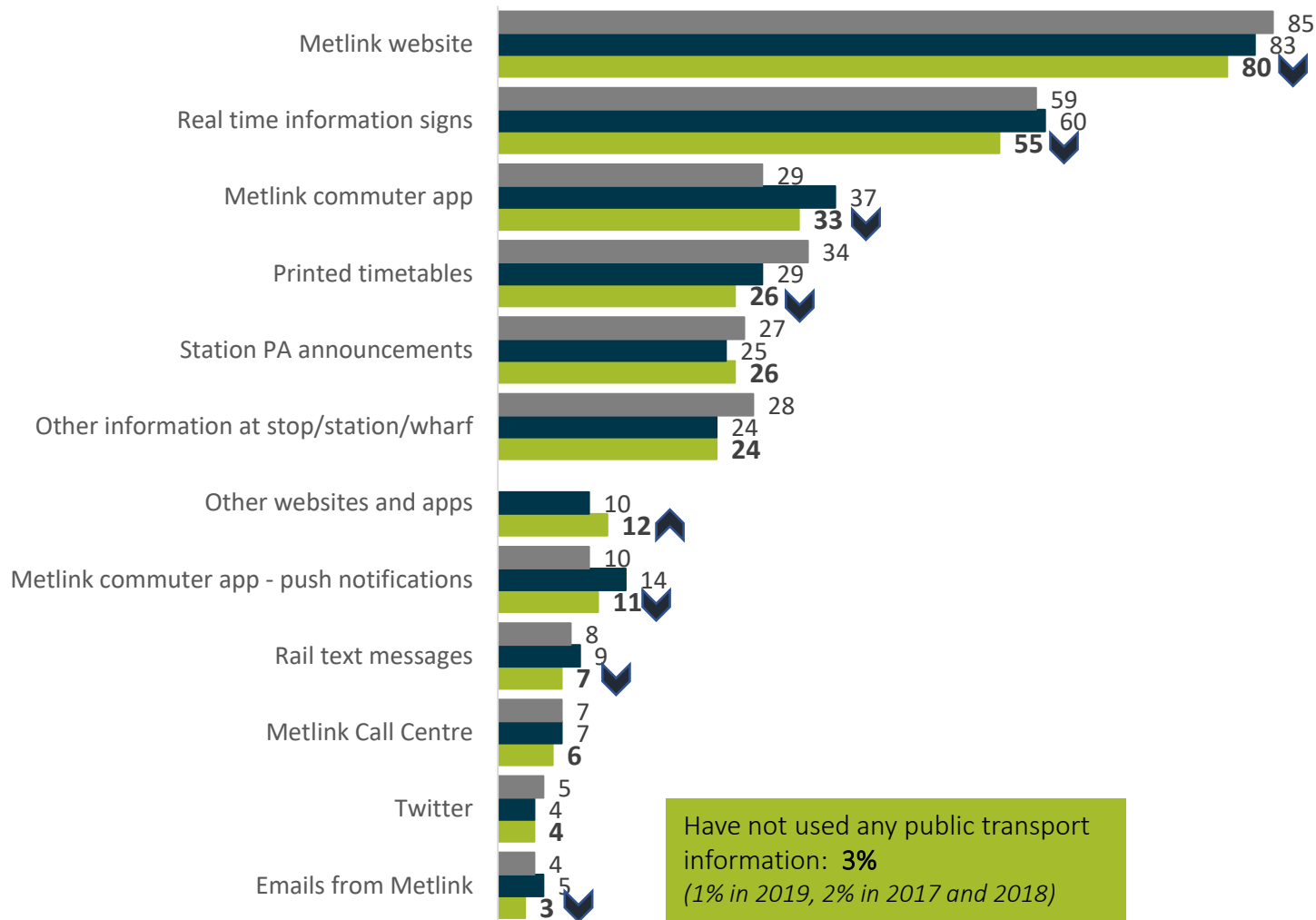


# Passenger Perspectives on Public Transport Information



# Use of Public Transport Information

Thinking about the last three months, which of the following ways have you used to get information about public transport services in Wellington?



■ May '18 ■ May '19 ■ Nov '20

Base: n=2455 (All respondents who answered this question)

Whilst the Metlink website continues to be the most frequently used source of public transport information (80%, including 88% of train passengers), its use has continued to decline (85% in May 2018, 83% in May 2019). Significant declines in use over the last 18 months are also evident for real time information signs, the Metlink app and printed timetables.

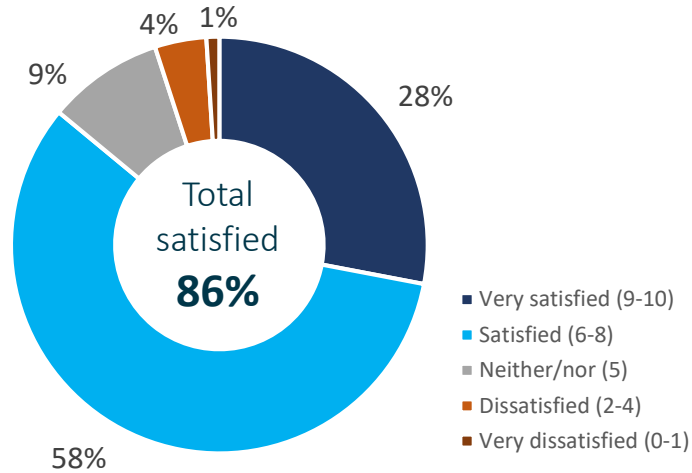
Only the use of 'other websites and apps' has increased significantly over the last 18 months, with Google Maps (6%) and Bus++ app (2%) being most frequently mentioned, particularly by bus passengers.

Arrows denote statistically significant change from previous year. **gravitas**

# Satisfaction with PT Information Currently Available

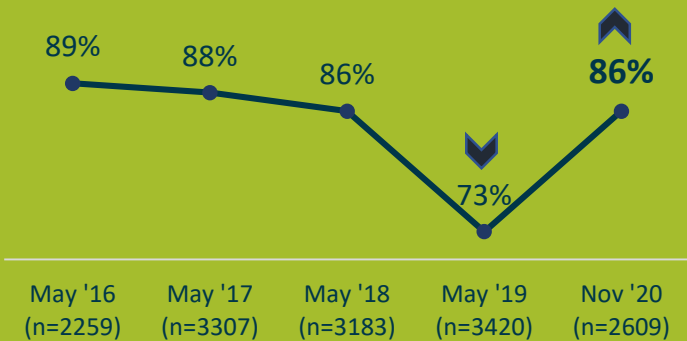
Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?

Nov 2020 Results



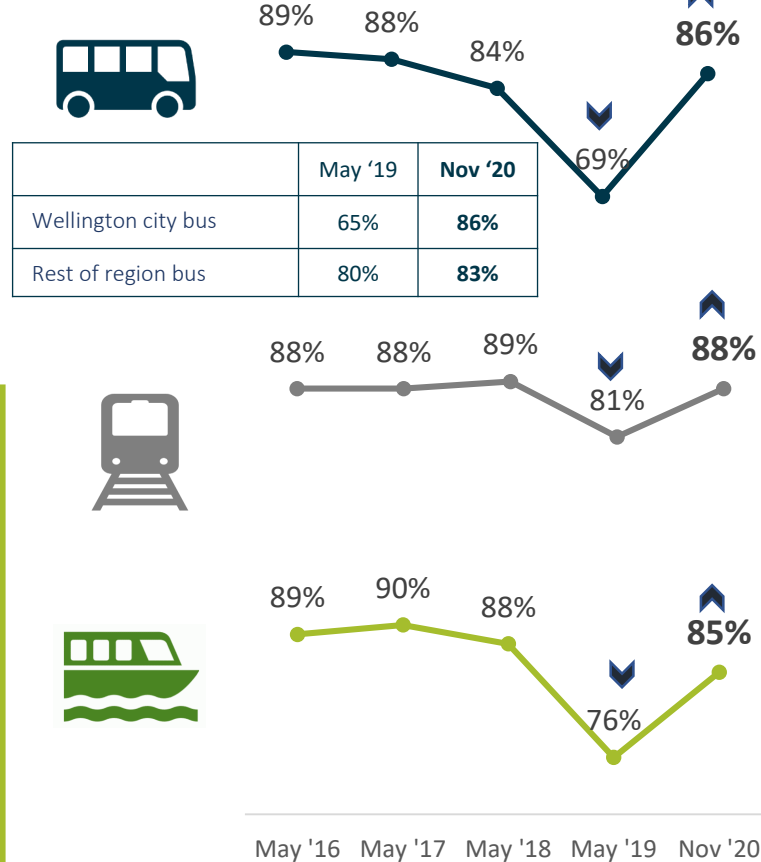
Base: n=2609 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

## Satisfaction by Mode (Unweighted)



Passengers most satisfied

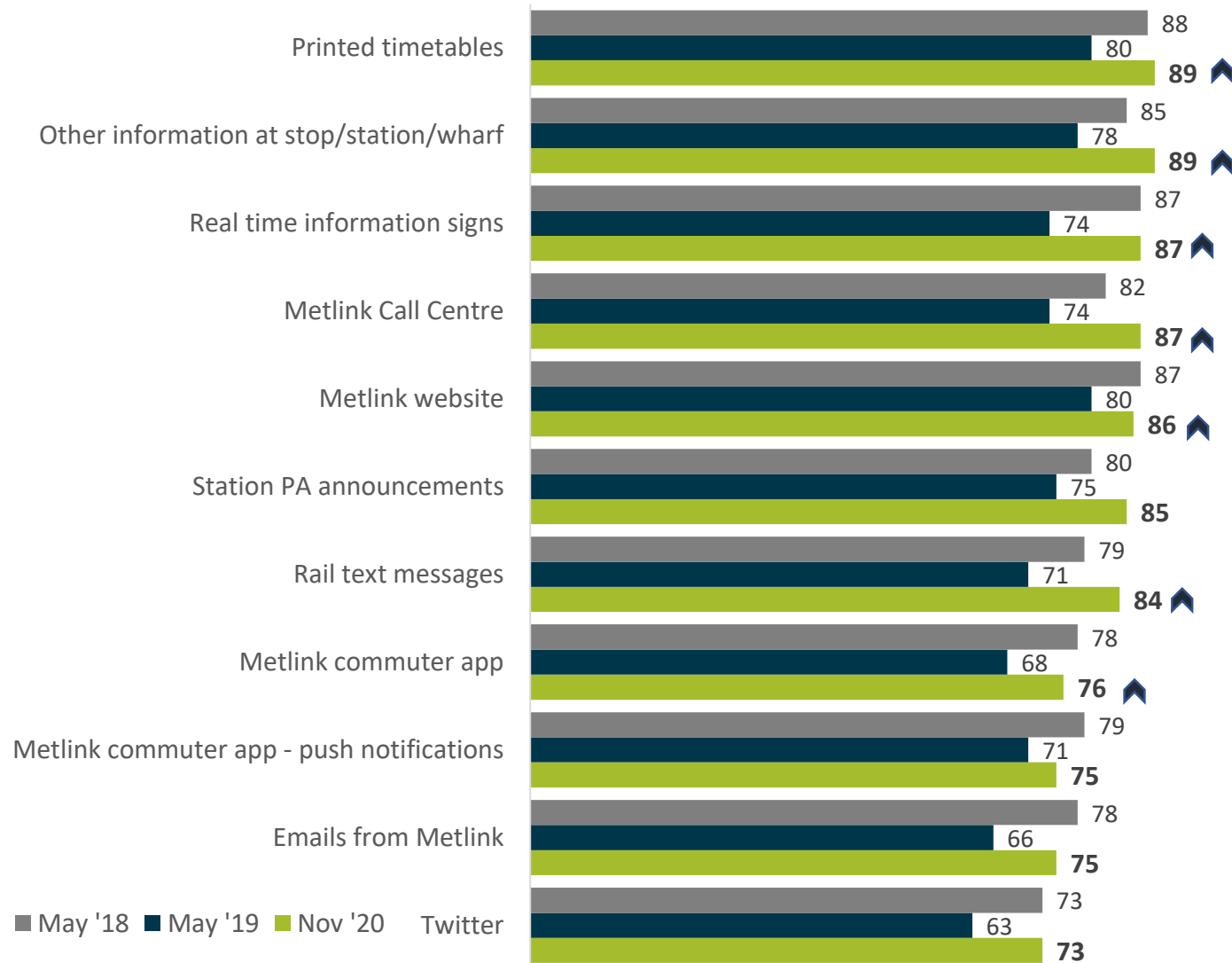
- ✓ Kapiti line users (91%)
- ✓ Females (88%)



Passengers most dissatisfied

- ✗ Gender diverse (20%)

# Satisfaction with Sources of Public Transport Information



Most likely tied to the improved perceptions of service reliability over the last 18 months, passengers are significantly more satisfied with the public transport information currently available than in 2019 (up 13 percentage points to 86%, consistent with 2018).

Satisfaction remains highest for information provided in hard copy. Eighty-nine percent of users of printed timetables and information/timetables provided at stops/stations/wharves were satisfied with these sources; the share satisfied has increased significantly over the last 18 months. Passengers remain least satisfied with information provided via Twitter.

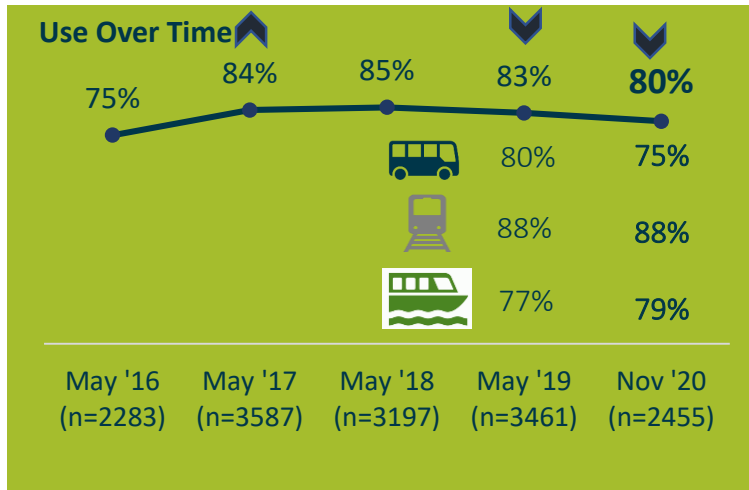
In May 2019, passengers were most likely to call for enhancements to the accuracy of the public transport information provided. In contrast, in November 2020, suggestions for improvement focus on enhancing the user-friendliness and functionality of the Metlink app and the ease of navigation of the Metlink website. Improved station announcements, particularly regarding delays and disruptions, was also frequently mentioned.

Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.

Arrows denote statistically significant change from previous year. **gravitas**

# Use of, and Satisfaction with, Metlink Website

Use In Last 3 Months



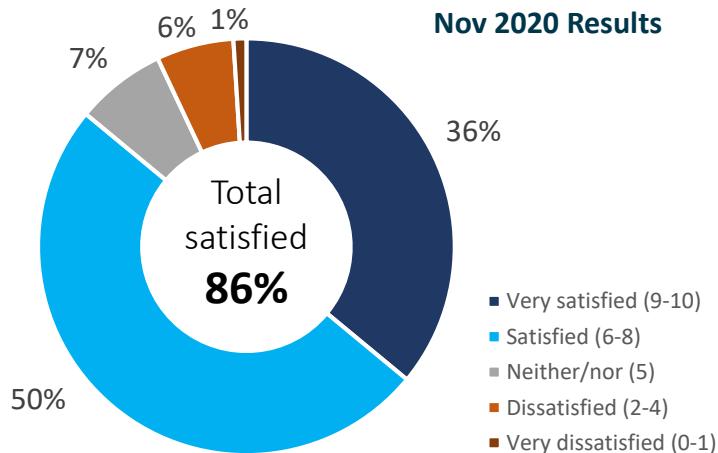
### User Profile

- ✓ Train passengers (88%), especially Hutt Valley (89%) and Kapiti (87%) line users
- ✓ Those using PT every weekday (86%)
- ✓ Those aged 18-24 years (85%)
- ✓ Afternoon peak travellers (83%)

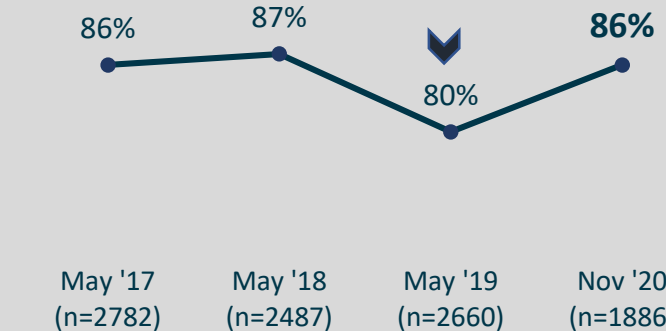
### Non-User Profile

- ✗ Bus passengers (75%)
- ✗ Those using PT every day including weekends (75%)
- ✗ Those using PT less often than once a week (69%)
- ✗ Those aged 65 years + (60%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Females (88%)

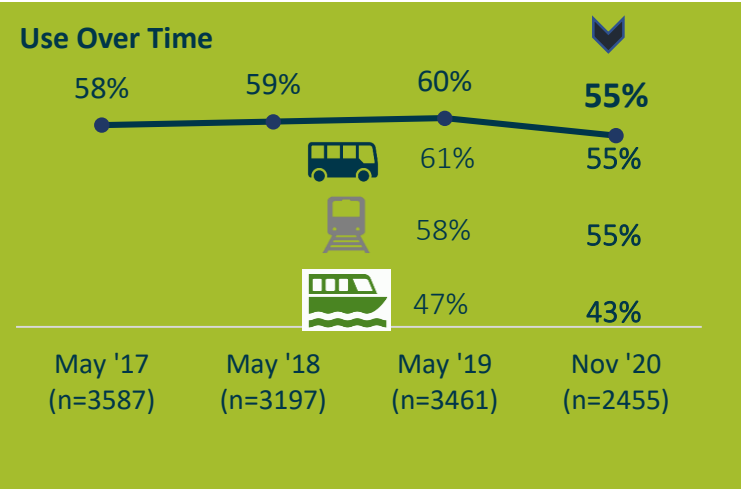


Passengers most dissatisfied

- ✗ Gender diverse (20%)

# Use of, and Satisfaction with, Real Time Information at Stops/Stations/Wharves

Use In Last 3 Months



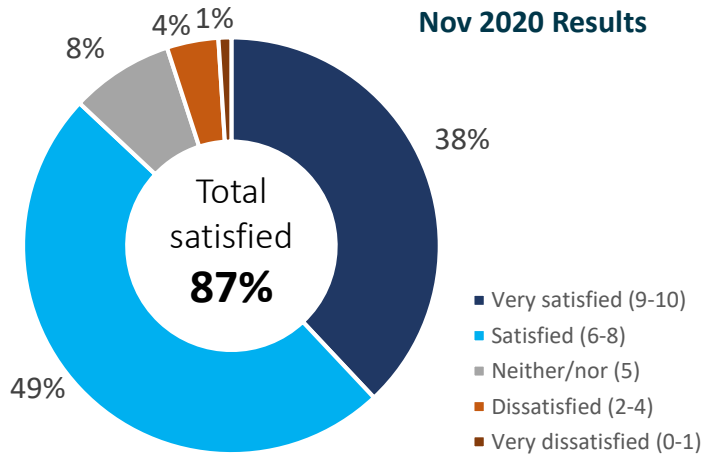
### User Profile

- ✓ Those travelling for work (58%)

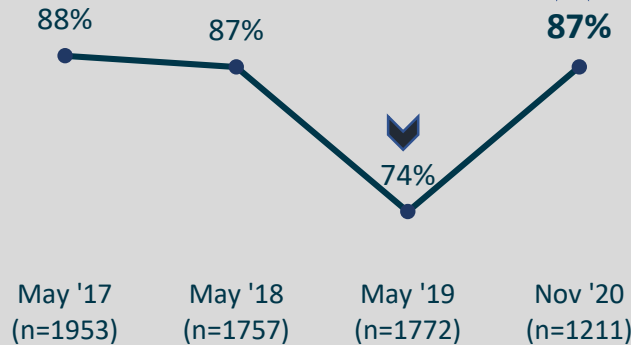
### Non-User Profile

- ✗ Using PT less often than once a week (35%)
- ✗ Those paying with cash (34%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Passengers most satisfied

- ✓ Those travelling for sport, recreation or dining (98%)
- ✓ Interpeak travellers (92%)



Passengers most dissatisfied

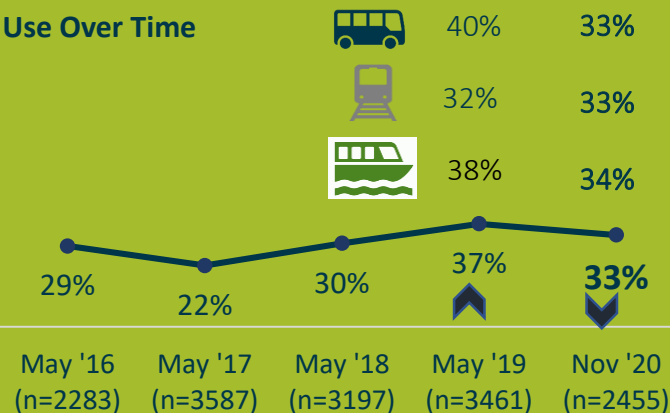
- ✗ (No sub-groups significantly more dissatisfied)

Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Metlink Commuter App

Use In Last 3 Months

## Use Over Time



## User Profile

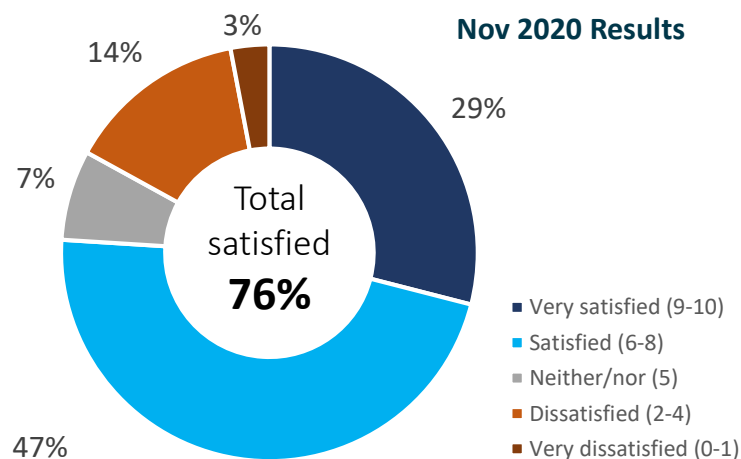
- ✓ Those using PT every day including weekends (41%)
- ✓ Those travelling for work (38%)
- ✓ Stored value card users (37%)
- ✓ Those who have a private vehicle available to make trip (36%)

## Non-User Profile

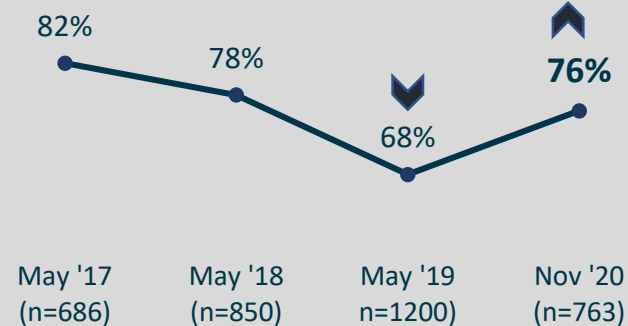
- ✗ Interpeak travellers (28%)
- ✗ Those aged 65 years + (21%)
- ✗ Those who pay with cash (19%)
- ✗ Those using PT less often than once a week (15%)

Satisfaction

## Nov 2020 Results



## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



**Passengers most satisfied**

- ✓ Those aged 65 years + (97%)
- ✓ Bus passengers (81%), especially Tranzurban (84%)
- ✓ Outbound travellers (80%)

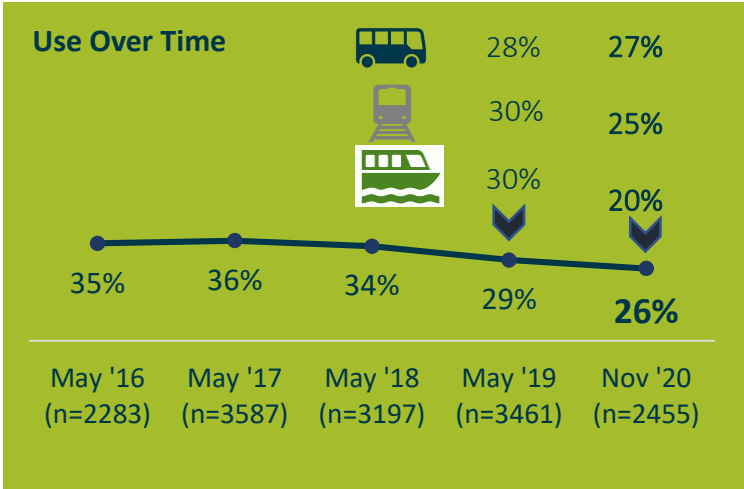


**Passengers most dissatisfied**

- ✗ Those aged 25-34 years (24%)
- ✗ Inbound travellers (21%)

# Use of, and Satisfaction with, Printed Timetables

Use In Last 3 Months



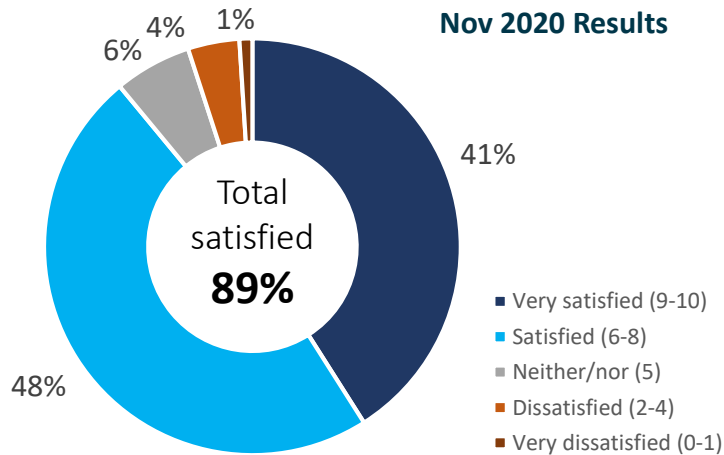
## User Profile

- ✓ Those travelling for shopping/services (40%)
- ✓ Mana Metlink (40%) and Tranzurban (30%) passengers
- ✓ Those aged 65 years + (36%)/SuperGold card holders (35%)
- ✓ Those who have no private vehicle available to make trip (31%)
- ✓ Males (30%)

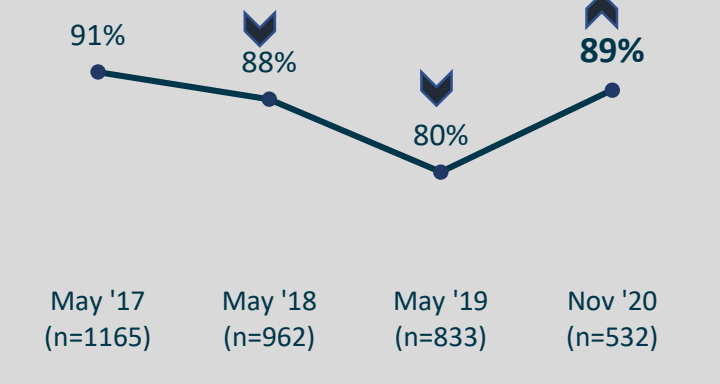
## Non-User Profile

- ✗ Females (23%)
- ✗ Those travelling for work (22%)
- ✗ Those who have a private vehicle available to make trip (21%)
- ✗ NZ Bus Metlink passengers (20%)

Satisfaction



## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



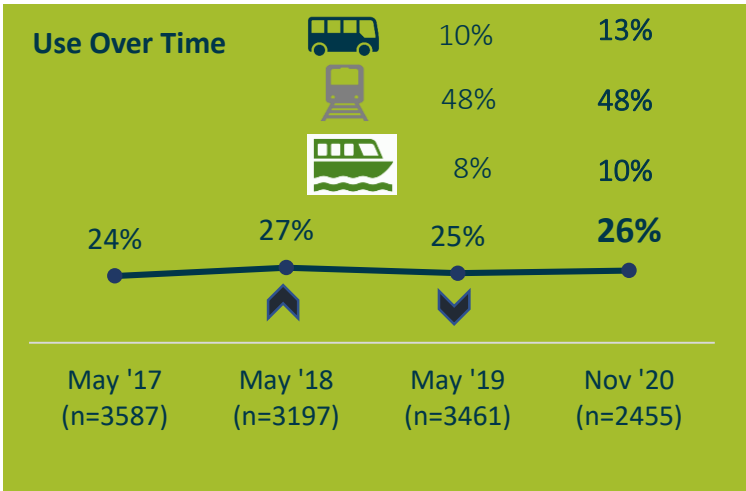
Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)



# Use of, and Satisfaction with, Station PA Announcements

Use In Last 3 Months



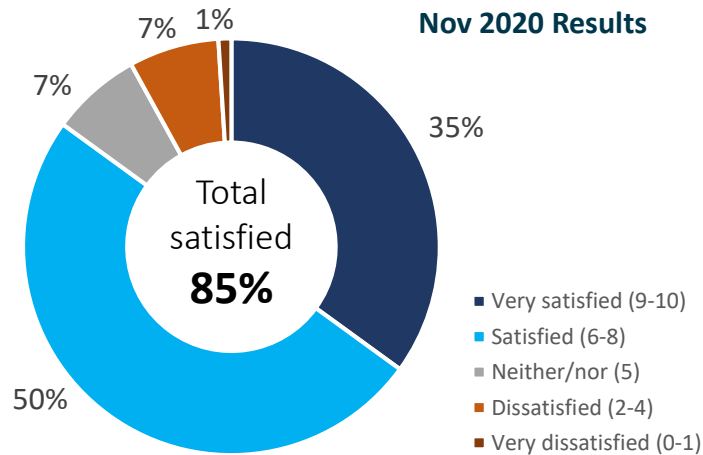
## User Profile

- ✓ Train passengers (48%), especially Wairarapa line (52%)
- ✓ Afternoon (33%) and morning (30%) peak passengers
- ✓ Use PT every week day (34%)
- ✓ Those aged 35 – 64 years (32%)
- ✓ Those travelling for work (31%)
- ✓ Those who have private vehicle available to make trip (30%)

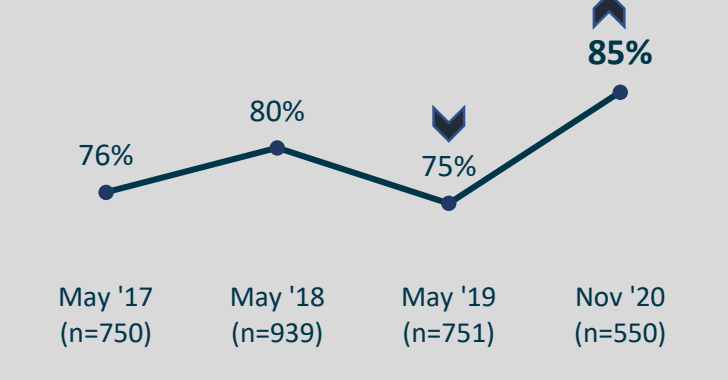
## Non-User Profile

- ✗ Those with no private vehicle available to make trip (24%)
- ✗ Those travelling for personal appointments (18%), sports/recreation/dining (17%) or shopping (16%)
- ✗ Interpeak (17%) and weekend (30%) passengers
- ✗ Those aged 65 years + (17%)/SuperGold card holders (14%)
- ✗ Bus passengers (13%)
- ✗ Use PT less often than once a week (13%)

Satisfaction



## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)

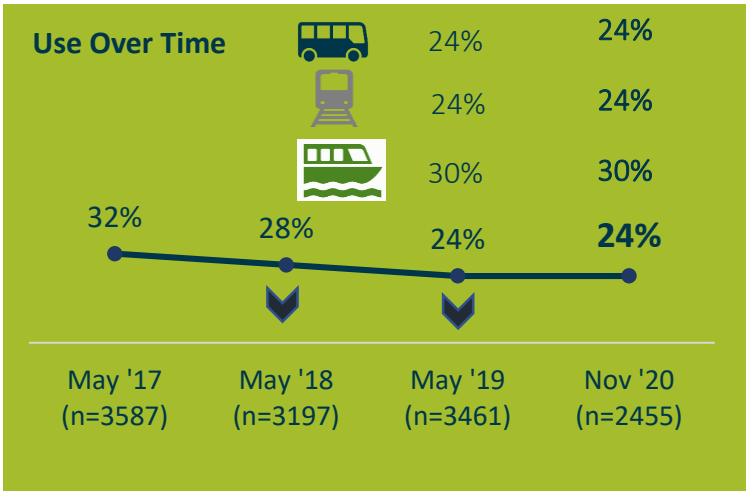


Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

# Use of, and Satisfaction with, Other Information Provided at Stop/Station/Wharf

Use In Last 3 Months



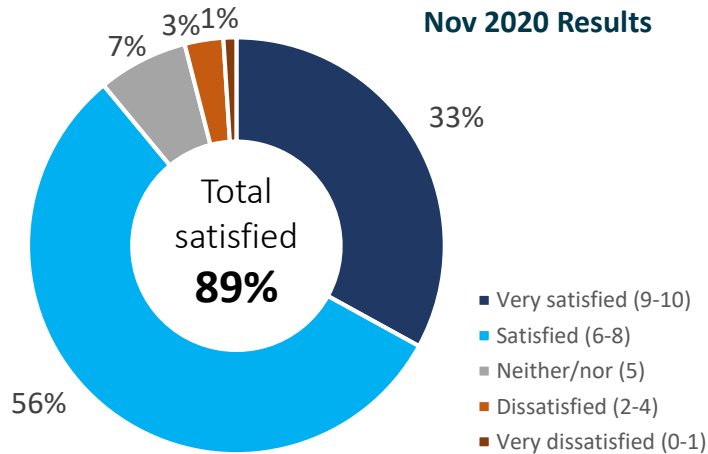
### User Profile

- ✓ Those aged 18-24 years (30%)
- ✓ Those with no private vehicle available to make trip (28%)

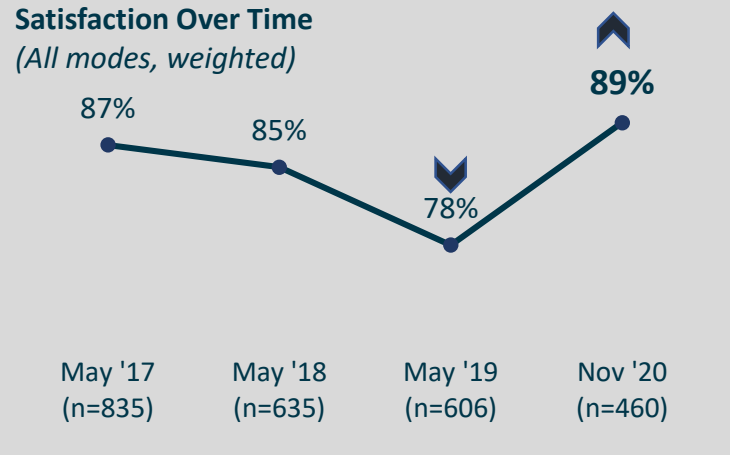
### Non-User Profile

- ✗ Those with private vehicle available to make trip (22%)
- ✗ NZ Bus Metlink passengers (21%)
- ✗ Those aged 65 years + (17%)
- ✗ Those using PT less often than once a week (14%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



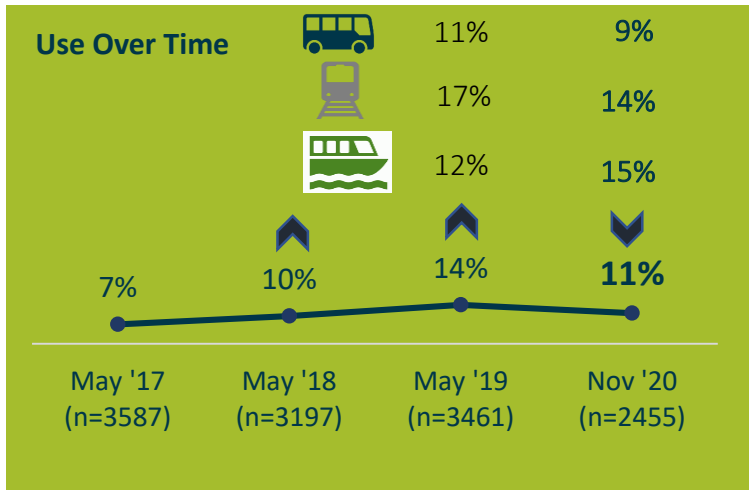
Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Metlink Commuter App – Push Notifications

Use In Last 3 Months



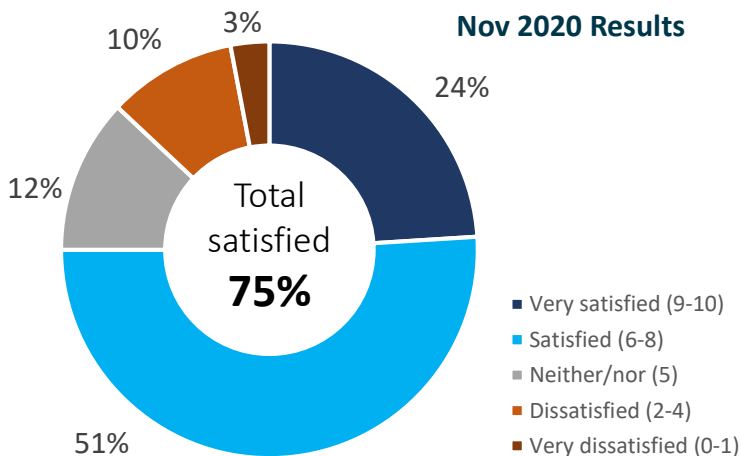
### User Profile

- ✓ Those travelling for work (15%)
- ✓ Train passengers (14%)
- ✓ Those with private vehicle available to make trip (14%)
- ✓ Use PT every week day (14%)
- ✓ Peak time travellers (13%)

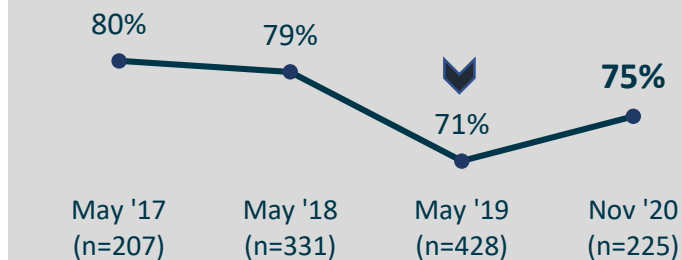
### Non-User Profile

- ✗ Bus passengers (9%)
- ✗ Those with no private vehicle available to make trip (8%)
- ✗ Interpeak travellers (6%)
- ✗ Those paying with cash (4%) or SuperGold card holders (3%)
- ✗ Those aged 65 years + (3%)
- ✗ Travelling for a personal appointment (2%)
- ✗ Use PT less often than once a week (2%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



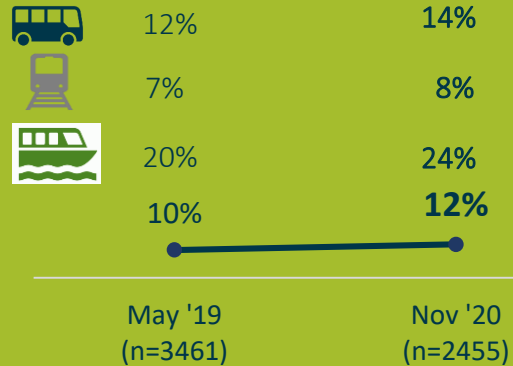
Passengers most dissatisfied

- ✗ NZ Bus Metlink passengers (29%)

# Use of, and Satisfaction with, Other Websites and Apps

Use In Last 3 Months

## Use Over Time



## User Profile

- ✓ Those aged 25-34 years (20%)
- ✓ Gender diverse (18%)
- ✓ Bus passengers (14%), especially NZ Bus Metlink (17%)

## Non-User Profile

- ✗ Those aged 65 years + (4%) or 45-59 years (5%)



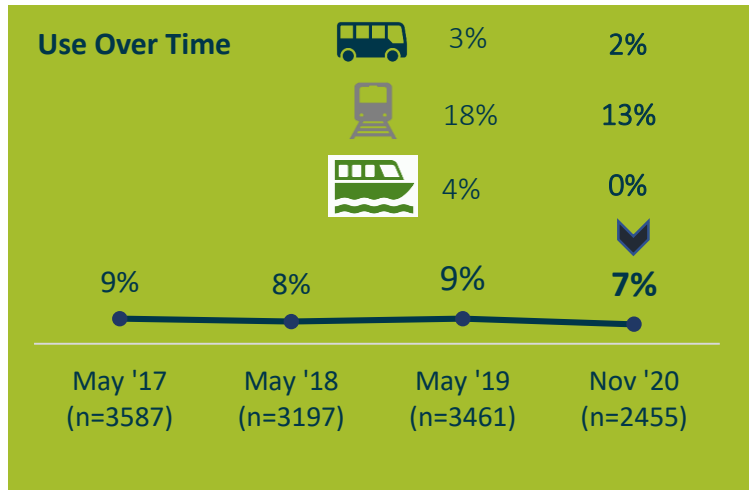
## Most common websites/ apps:

- Google Maps (6%)
- Bus++ app (3%)



# Use of, and Satisfaction with, Rail Text Messages

Use In Last 3 Months



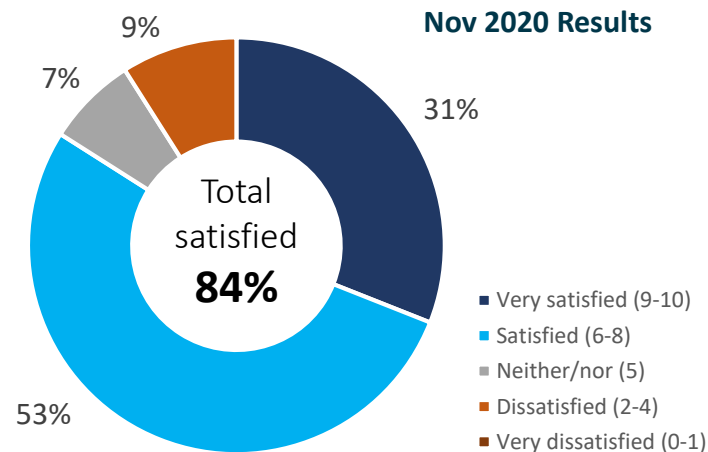
## User Profile

- ✓ Train passengers (13%), especially Wairarapa (25%) and Melling (18%) line users
- ✓ Those aged 35-64 years (13%)
- ✓ Afternoon peak travellers (10%)
- ✓ Those using PT every week day (10%)
- ✓ Those travelling for work (9%)
- ✓ Those who have a private vehicle available for trip (9%)

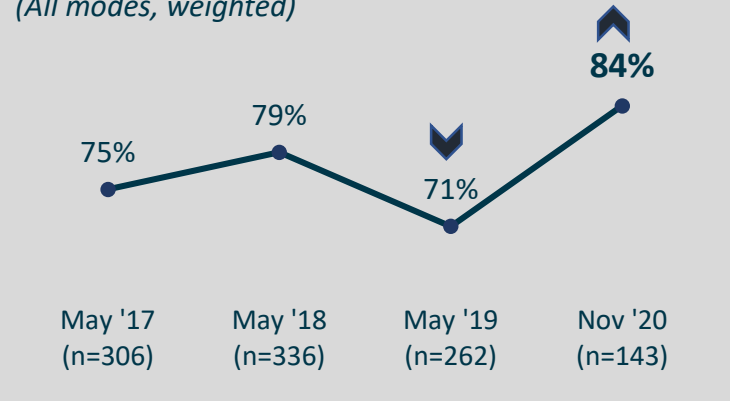
## Non-User Profile

- ✗ Those with no private vehicle available to make trip (5%)
- ✗ Those using PT every day including weekends (4%)
- ✗ Those aged 18-34 years (3%)
- ✗ Bus passengers (2%)
- ✗ Interpeak travellers (2%)

Satisfaction



## Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)

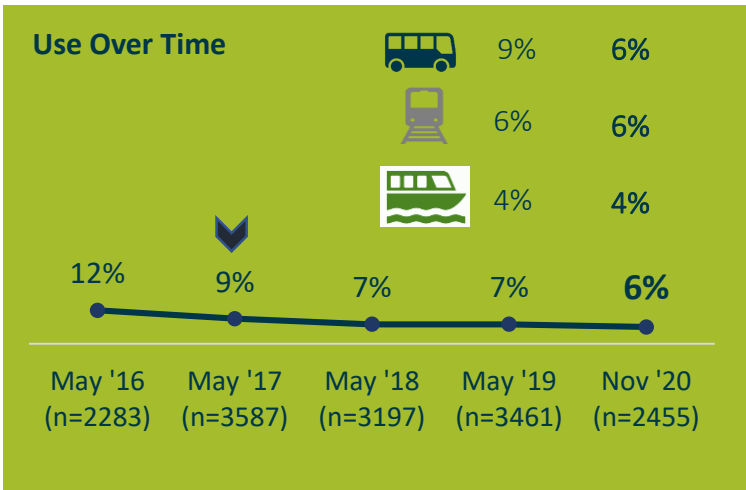


Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

# Use of, and Satisfaction with, Metlink Call Centre

Use In Last 3 Months



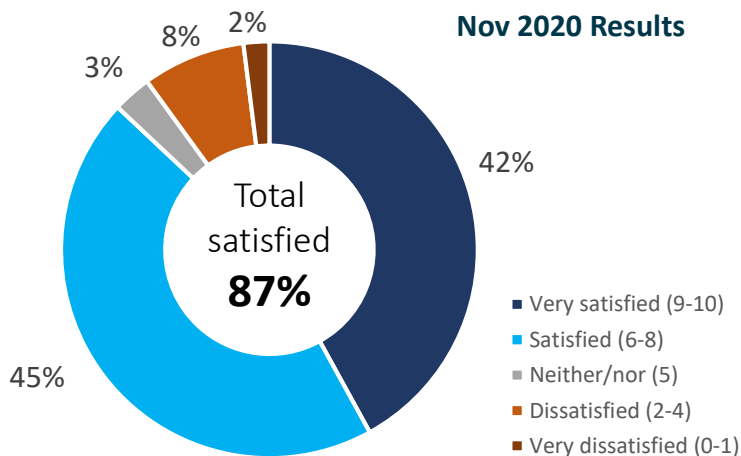
### User Profile

- ✓ Those travelling for shopping/services (12%)
- ✓ Those using PT every day including weekends (10%)
- ✓ Those aged 35-44 years (9%)
- ✓ Tranzurban passengers (8%)
- ✓ Those with no private vehicle available for trip (8%)
- ✓ Females (7%)

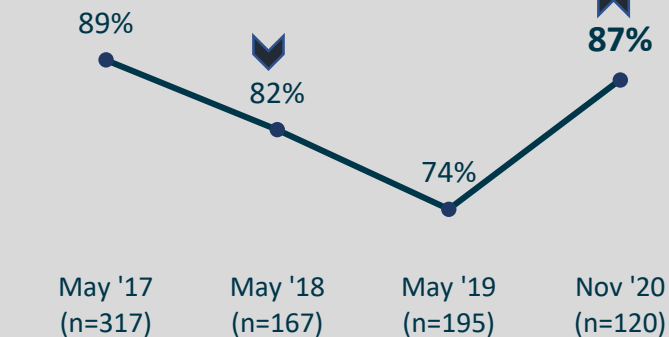
### Non-User Profile

- ✗ NZ Bus Metlink passengers (4%)
- ✗ Those with private vehicle available to make trip (4%)
- ✗ Males (4%)
- ✗ Those aged 18-24 years (3%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)

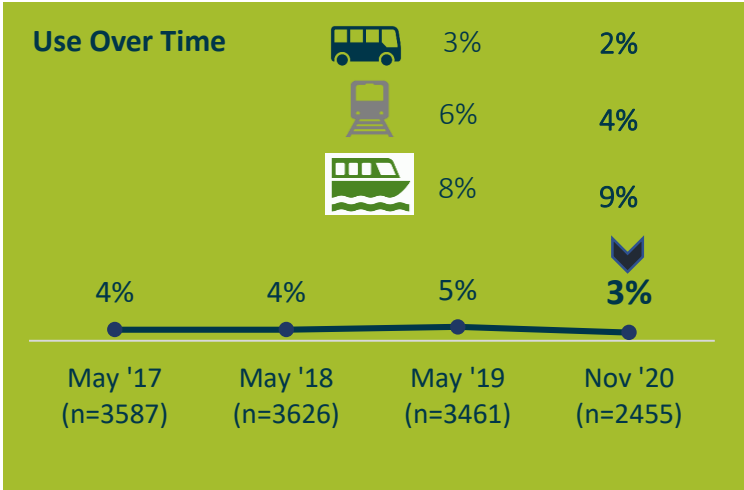


Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

# Use of, and Satisfaction with, Emails from Metlink

Use In Last 3 Months



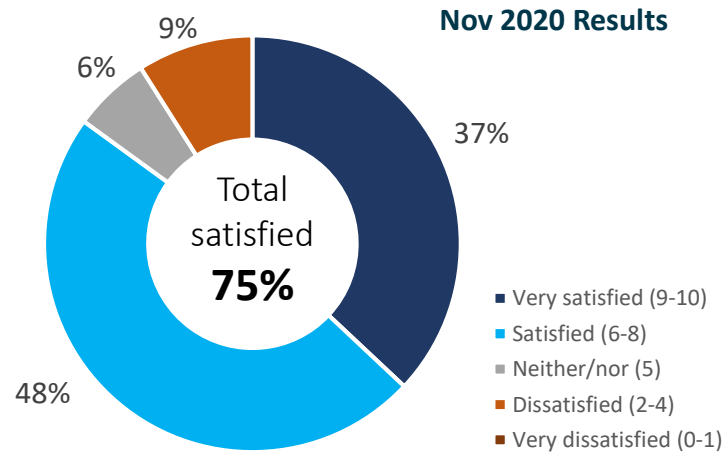
### User Profile

- ✓ Those aged 60-64 years (7%)
- ✓ Train passengers (4%)
- ✓ Morning peak travellers (4%)

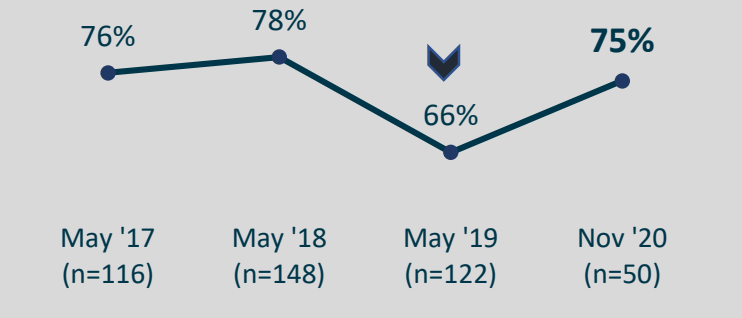
### Non-User Profile

- ✗ Bus passengers (2%)
- ✗ Those with no private vehicle available to make trip (2%)
- ✗ Interpeak passengers (1%)
- ✗ Those using PT less often than once a week (0%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



**Passengers most satisfied**

- ✓ (No sub-groups significantly more satisfied)

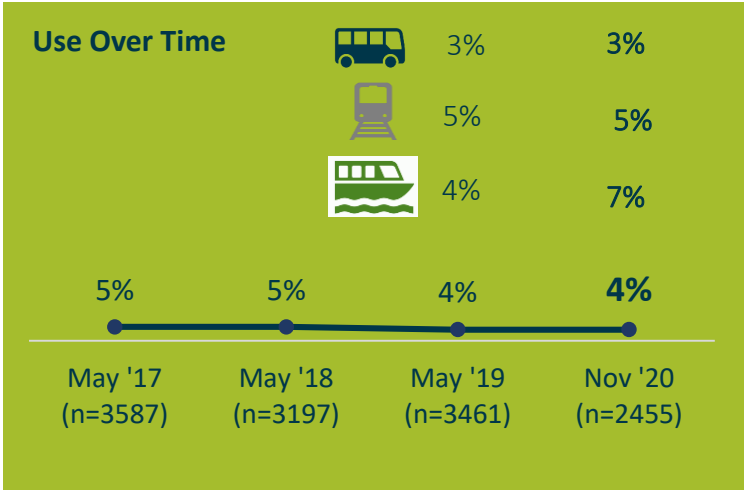


**Passengers most dissatisfied**

- ✗ (No sub-groups significantly more dissatisfied)

# Use of, and Satisfaction with, Twitter

Use In Last 3 Months



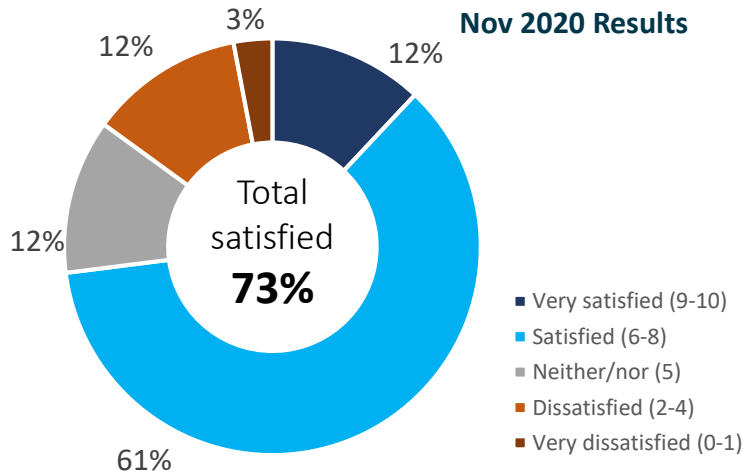
### User Profile

- ✓ Gender diverse (12%)
- ✓ Those aged 25-34 years (6%)
- ✓ Peak time travellers (5%)

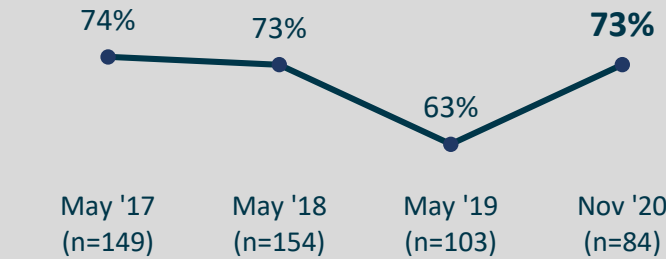
### Non-User Profile

- ✗ Interpeak travellers (1%)
- ✗ Those aged 65 years + (0%)

Satisfaction



### Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



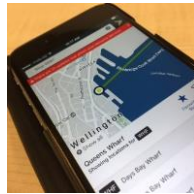
Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)



# Suggested Improvements to Public Transport Information

How can we improve the way public transport information is provided so that you would give (or continue to give) a rating of extremely satisfied next time?



## Better functionality of app/more user-friendly

*Especially those aged 18-34 years (11%), travelling for work (10%) peak travellers (9%), those with no private vehicle available (9%), females (9%)*

8%

(up from 6% in '19)



## Make website more user-friendly/easier to navigate

*Especially those travelling for tertiary study (11%) or work (7%), aged 35-44 years (8%) or 18-24 years (8%), train passengers (7%), those with no private vehicle available (7%)*

5%

(up from 4% in '19)



## Announce/better communicate delays at stations/stops

*Especially those travelling for school (10%) or work (6%), train passengers (7%), morning peak travellers (7%)*

5%

(up from 4% in '19)



## Ensure accuracy of real time information boards

*Especially NZ Bus Metlink passengers (6%)*

4%

(down from 8% in '19)



## Provide more information/communication

*Especially Mana Metlink passengers (8%), those aged 35-44 years (6%)*

4%

(up from 2% in '19)



## More real time information boards

*Especially bus passengers (4%)*

3%

(unchanged from 3% in '19)

Base: n=4042 (All respondents)

- 3% stated that no improvements to public transport information were needed (unchanged from 3% in May '19)
- 58% could not think of any specific improvements (up from 54% in May '19)

# Perceptions Of Public Transport Information Available Over Time By Mode

*Time Series Summary (Total satisfied (%))*



Total Bus					Wellington City Bus					Rest of Region Bus				
May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
84	70	69	*	<b>86</b>	*	68	65	75	<b>86</b>	*	81	80	*	<b>83</b>



Train				
May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
89	86	81	83	<b>88</b>



Ferry				
May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020
88	*	76	*	<b>85</b>

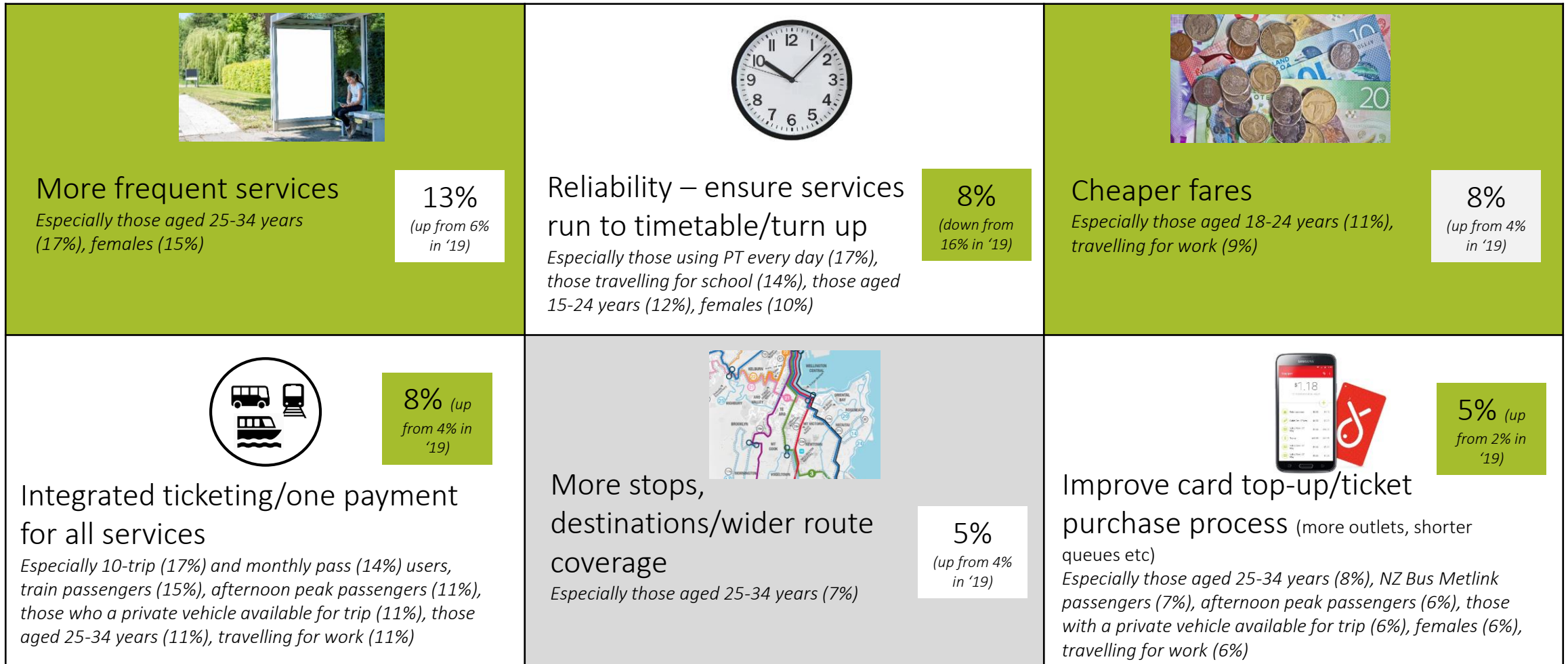


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# Suggested Improvements to Public Transport System

# Suggested Improvements to Public Transport Services

How can we improve the region's public transport services?



Base: n=3228 (All respondents)



Note that the share suggesting the need for **more buses/more carriages/reducing overcrowding** has declined significantly – down from 14% in May 2019 to 4% in Nov 2020






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# Appendix

# Respondent Profile






## Distribution by Gender

	Total			
Female	58%	58%	57%	53%
Male	40%	40%	42%	45%
Gender diverse	2%	2%	1%	2%
<i>Base</i>	<i>N=3228</i>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>



## Distribution by Age

	Total			
15-17 years	8%	9%	5%	2%
18-24 years	20%	23%	16%	8%
25-34 years	24%	25%	23%	7%
35-44 years	15%	13%	20%	16%
45-59 years	20%	17%	25%	42%
60-64 years	4%	3%	5%	12%
65 years +	9%	10%	6%	13%
<i>Base</i>	<i>N=3228</i>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>

Note: Tables exclude 'don't know' responses and those who did not answer the question

# Trip Profile

## Distribution by Mode



	Total	Weighted Share*	Bus Location
Train	63%	34%	
Bus	33%	65%	Wellington City: 74% 'Rest of region': 26%
Ferry	4%	1%	
Base	N=3228		






## Distribution by Operator

	Total	Weighted Share*
Transdev	63%	34%
Tranzurban Metlink	16%	31%
NZ Bus Metlink	15%	29%
Mana Metlink	2%	4%
East By West	4%	1%
Uzabus Metlink	<1%	1%
Base	N=3228	






## Distribution by Time of Travel

	Total			
Morning peak	30%	22%	33%	39%
Interpeak	19%	29%	14%	21%
Afternoon/evening peak	42%	26%	51%	40%
Weekend	9%	23%	2%	0%
Base	N=3228	n=1067	n=2045	n=116






## Distribution by Direction of Travel

	Total			
Outbound	57%	59%	56%	53%
Inbound	43%	41%	44%	47%
Base	N=3228	n=1067	n=2045	n=116

# Trip Profile






## Distribution by Main Reason for Trip

	Total			
Work	58%	49%	74%	69%
Personal appointment	8%	10%	5%	2%
Shopping, services	7%	10%	2%	0%
Visiting friends, relatives	7%	9%	5%	8%
School	6%	7%	5%	3%
Sports, recreation, dining	5%	7%	3%	3%
Tertiary study	4%	4%	4%	1%
Special one-off event	2%	2%	1%	1%
Sightseeing	1%	1%	1%	12%
Other	2%	1%	0%	1%
<i>Base</i>	<i>N=3228</i>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>






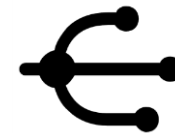
## Availability of Private Vehicle for Trip

	Total			
No private vehicle available	53%	62%	38%	37%
Private vehicle available	47%	38%	62%	63%
<i>Base</i>	<i>N=3228</i>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>



## Distribution by Type of Ticket

	Total			
Stored value card	49%	78%	0%	0%
Monthly pass	15%	3%	36%	5%
Ten trip card	19%	1%	49%	72%
Cash	7%	6%	8%	12%
SuperGold card	8%	10%	4%	4%
Day pass	2%	1%	3%	7%
Other	0%	1%	0%	0%
<i>Base</i>	<i>N=3228</i>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>



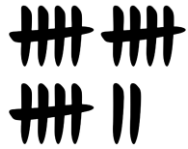
## Distribution by Rail Line

	Total		Total
Hutt Valley	46%	Johnsonville	7%
Kapiti	38%	Wairarapa	4%
Melling	5%	<i>Base</i>	<i>N=2045</i>




Note: Tables exclude 'don't know' responses and those who did not answer the question



# Use of Public Transport in Wellington Region






## Distribution by Frequency of Trip

	Total			
Every weekday, including weekends	21%	28%	11%	5%
Every week day	35%	27%	47%	26%
Three or four times a week	23%	23%	24%	34%
Once or twice a week	11%	13%	9%	14%
Once a fortnight/once every three weeks	3%	2%	3%	4%
Once a month	2%	2%	1%	6%
Less often than once a month	3%	3%	4%	6%
First time today	2%	2%	1%	5%
<i>Base</i>	<b>N=3228</b>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>

Note: Tables exclude 'don't know' responses and those who did not answer the question



## Distribution by Use of Public Transport in Last Three Months

	Total			
Used bus	86%	100%	59%	60%
Used train	58%	36%	100%	30%
Used harbour ferry	5%	5%	3%	100%
<i>Base</i>	<b>N=3228</b>	<i>n=1067</i>	<i>n=2045</i>	<i>n=116</i>

