Greater Wellington Regional Council

2017/18 Public Transport Passenger Satisfaction Survey

Prepared By Gravitas Research and Strategy Limited

July 2018

Survey Method

Survey Method

On-board survey. Questionnaires handed out to every (bus/ferry)/every third (train) eligible passenger on pre-selected services. Services selected using systematic random sampling from trip lists provided by GWRC.

Fieldwork Dates

May 2018: 1st May to 1st June 2018

May 2017: 2nd to 28th May 2017
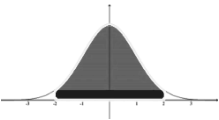May 2016: 3rd to 29th May 2016
May 2015: 21st April to 10th May 2015
May 2014: 5th to 25th May

Sample Size*

May 2018: N=3,759 (from 195 trips)

May 2017: N=4,053
May 2016: N=2,362
May 2015: N=4,456
May 2014: N=4,298

Response Rate**

May 2018 Total: 67%

Ferry: 76%; Train: 71%; Bus: 61%

May 2017:   61%
May 2016:   59%
May 2015:   63%
May 2014:   58%

Maximum Margin of Error***

± 1.6%

*** Maximum margin of error at the 95% confidence interval

Testing for True Differences

All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, gender and age of passenger, and whether a private vehicle was available. Statistically-significant differences identified in this analysis have been highlighted.

Time Series Comparisons

The 2018 survey questionnaire was almost identical to that used in previous years. This has allowed direct comparisons between the data sets to be made. Statistically significant changes over time have been highlighted.

Data Weighting

'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2018 (64.8% bus, 34.8% train, 0.4% ferry). Results by mode are unweighted.

(This weighting method is consistent with that used in 2016 and 2017)

* 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

Report Outline

Executive Summary
Slides 4-13

Passenger Perceptions of Service on Trip Today
Slides 14-27

Passenger Perceptions of Stop/ Station/Wharf
Slides 28-38

Passenger Perceptions of Wellington Region's Public Transport System
Slides 39-51

Passenger Perceptions of Public Transport Information
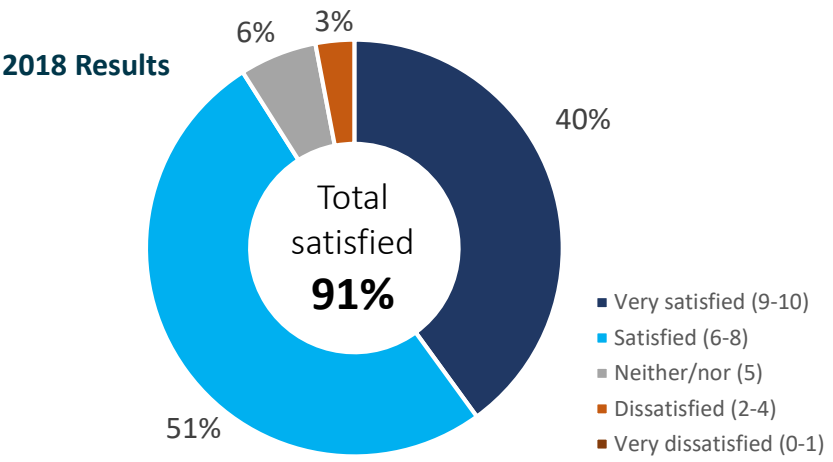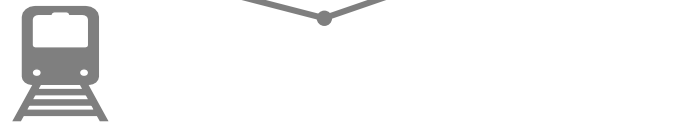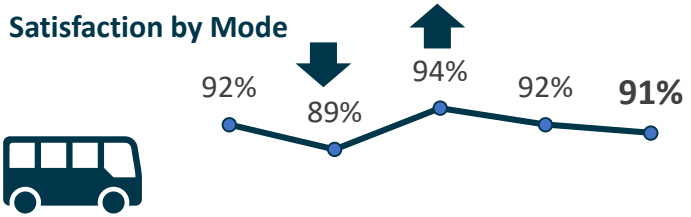*Slides 52-68*

Appendix
Slides 69-76

Executive Summary

Satisfaction with Trip Overall

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

2018 Results

Total satisfied **91%**

- 40%
- 3%
- 6%
- 51%

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)

Base: n=3,558 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

92% 89% 93% 92% **91%**

| 2014 (n=4117) | 2015 (n=4247) | 2016 (n=2261) | 2017 (n=3862) | 2018 (n=3578) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 92% 89% 94% 92% **91%**

Train: 92% 89% 93% 93% **92%**

Ferry: 97% 94% 97% 99% **94%**

2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	97	94	97	99	94 ↓
Transdev	92	89	93	93	92
Valley Flyer	89	90	94	92	92
Go Wellington	93	90	93	92	92
Mana	93	88	93	88	88
Newlands	91	94	98	92	86

Arrows denote statistically significant change from previous year.

Most Wellington public transport users continue to be satisfied with their current trip (91%). Only 3% express dissatisfaction.

Of the three modes, ferry users remain the most satisfied (94%), however, ferry passengers' perceptions of the trip overall have declined significantly from 2017 (99%). (Ferry passengers' perceptions of service reliability, service frequency and ease of access to the vehicle have declined notably over the last 12 months).

metlink

gravitas

Perceptions of Current Trip

Share of Passengers Satisfied/Very Satisfied (%)
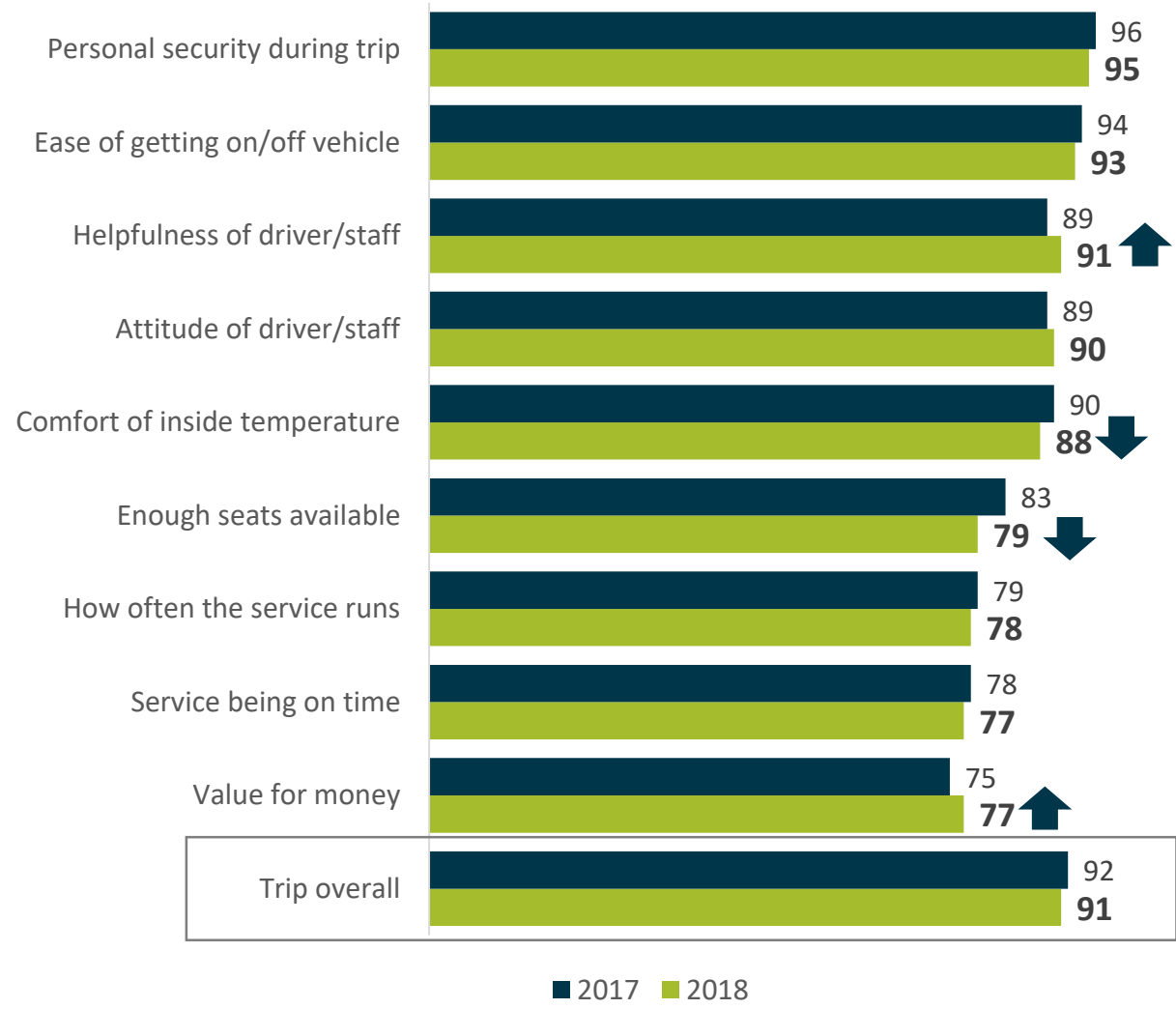
Attribute	2017	2018
Personal security during trip	96	**95**
Ease of getting on/off vehicle	94	**93**
Helpfulness of driver/staff	89	**91** ⬆
Attitude of driver/staff	89	**90**
Comfort of inside temperature	90	**88** ⬇
Enough seats available	83	**79** ⬇
How often the service runs	79	**78**
Service being on time	78	**77**
Value for money	75	**77** ⬆
Trip overall	92	**91**

■ 2017 ■ 2018

Value for money remains the key driver of overall satisfaction with the current trip. While value for money perceptions have improved significantly over the last 12 months, at 77% it remains the lowest performing attribute of the trip. Cheaper fares, particularly for students, adding value to the existing service and communicating how public transport offers better value for money than running a private vehicle may improve value perceptions – and in turn, overall satisfaction with the trip.

Capacity has become more of a concern for public transport users over the last 12 months, satisfaction with the availability of seats having declined for all three modes. Dissatisfaction with the availability of seats is particularly high on the Melling and Kapiti lines. Having more buses on routes/more carriages on trains and more frequent services may help reduce over-crowding.

Of the ten trip attributes, performance remains most positive for personal security during the trip (95%). This is a positive result as personal security is a core driver of overall satisfaction with the trip.

Base: n=3,759 (All respondents)
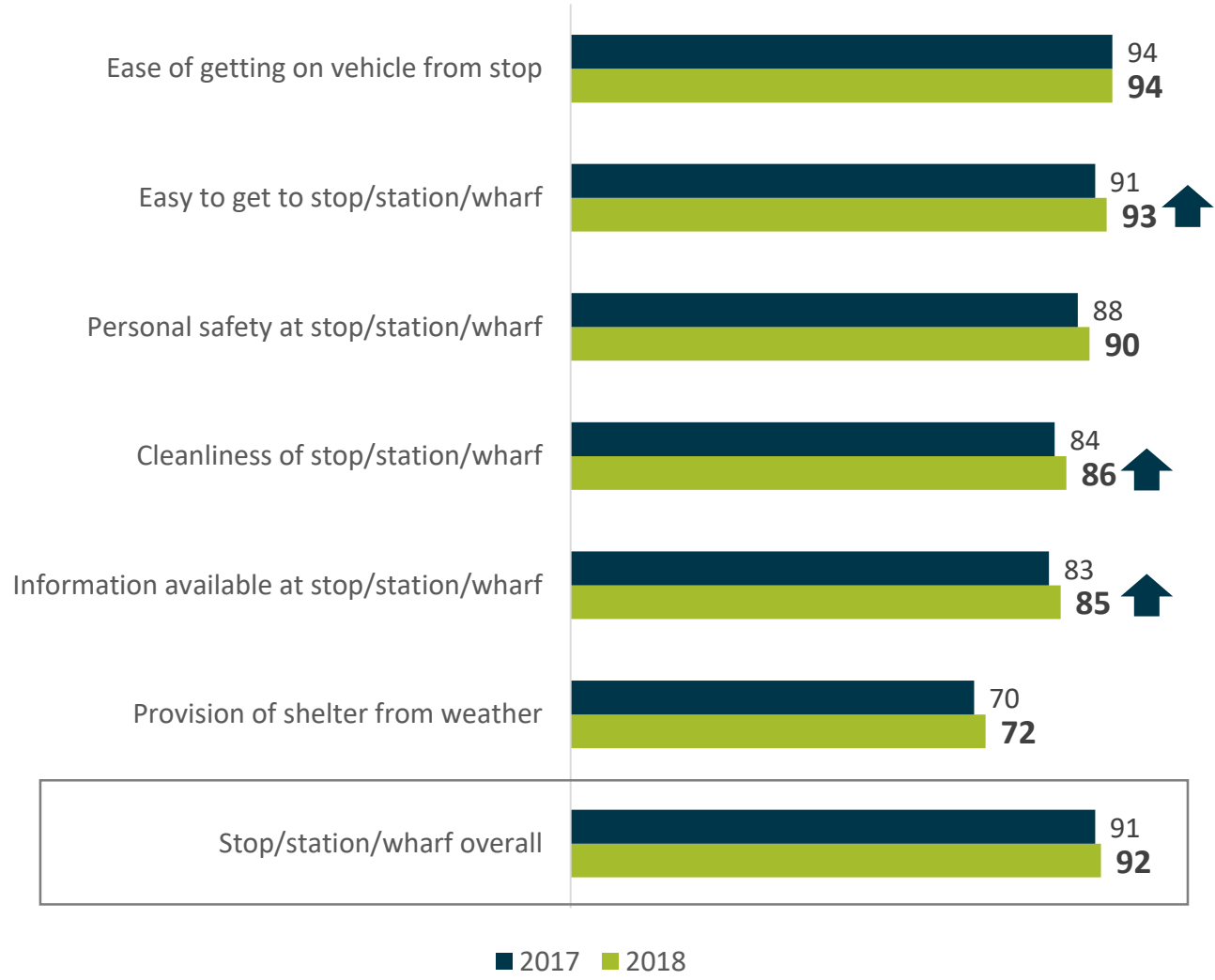*Arrows denote statistically significant change from previous year.*

metlink

gravitas

Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)

Category	2017	2018
Ease of getting on vehicle from stop	94	**94**
Easy to get to stop/station/wharf	91	**93** ⬆
Personal safety at stop/station/wharf	88	**90**
Cleanliness of stop/station/wharf	84	**86** ⬆
Information available at stop/station/wharf	83	**85** ⬆
Provision of shelter from weather	70	**72**
Stop/station/wharf overall	91	**92**

■ 2017   ■ 2018

Base: n=3,759 (All respondents)
Arrows denote statistically significant change from previous year.

metlink

Almost all public transport users (92%) are satisfied with the stop/station/wharf where they started their trip – this result stable from last year. Of the three modes, train passengers continue to be most satisfied with the station (95%, an improvement from 93% last year). In contrast, ferry passengers' satisfaction with the wharf overall has declined (down from 97% to 91%), this change due predominantly to dissatisfaction with the provision of shelter from the weather.

Provision of shelter from the weather continues to be under-perform relative to other aspects of the stop/station/wharf, with ferry passengers particularly critical this year (satisfaction down from 63% to 37%; 54% express dissatisfaction). Adverse weather conditions this year may have contributed. 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
- Provide 'waiting lounge' with facilities e.g. ATM, coffee, lockers
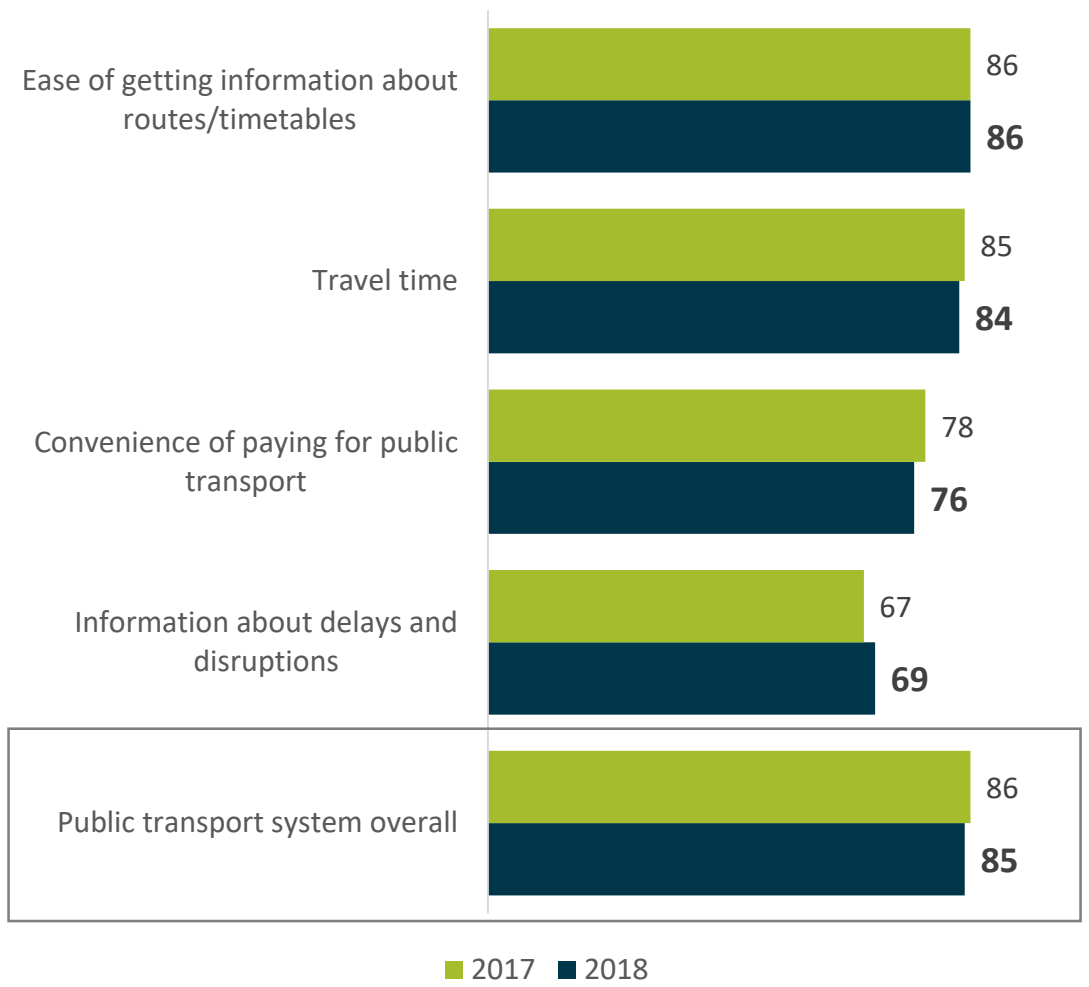- More shelters

Other aspects of the stop/station/wharf show improvement over the last 12 months, including ease of access, cleanliness and information availability (more real time information boards and bigger/clearer information will enhance satisfaction even further). Performance on the key driver of overall satisfaction with the stop/station/wharf (personal safety) remains high (90%).

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Ease of getting information about routes/timetables
- 2017: 86
- 2018: **86**

Travel time
- 2017: 85
- 2018: **84**

Convenience of paying for public transport
- 2017: 78
- 2018: **76**

Information about delays and disruptions
- 2017: 67
- 2018: **69**

Public transport system overall
- 2017: 86
- 2018: **85**

■ 2017 ■ 2018

Base: n=3,759 (All respondents)

Arrows denote statistically significant change from previous year.

When all modes are combined, users' perceptions of Wellington's public transport system have remained stable from 2017, 85% satisfied with the public transport system overall. However, ferry passengers rate every aspect of the public transport system less positively than last year, declines most notable for the convenience of paying (down from 89% to 79%) and for the public transport system overall (down from 94% to 82%). The introduction of integrated ticketing may improve perceptions of the convenience of paying, while more frequent ferry services – including extending operating hours and offering weekend services – may enhance perceptions of the public transport system overall.

Passengers generally find Wellington's public transport system easy to use (86% - consistent across modes). Key contributors to this ease of use include comprehensive route coverage, frequent services, the ease of access to stops/stations/wharves and public transport information being easy to understand. Reliability issues (services not running on time), cases of poor or unclear communications, infrequent services on some routes and overcrowding are challenges to public transport use among current users.

The public transport system currently performs least well for the provision of information about delays and disruptions. Whilst satisfaction has improved over the last 12 months (up from 67% to 69%), this aspect of the service could be further enhanced by improving the maintenance and accuracy of real time information signs, the provision of more detailed announcements at stations and wharves (including notifying of the reason for the delay and likely length), more timely notification via text and email, and enhancing awareness of delay/disruption information available via the Metlink commuter app.
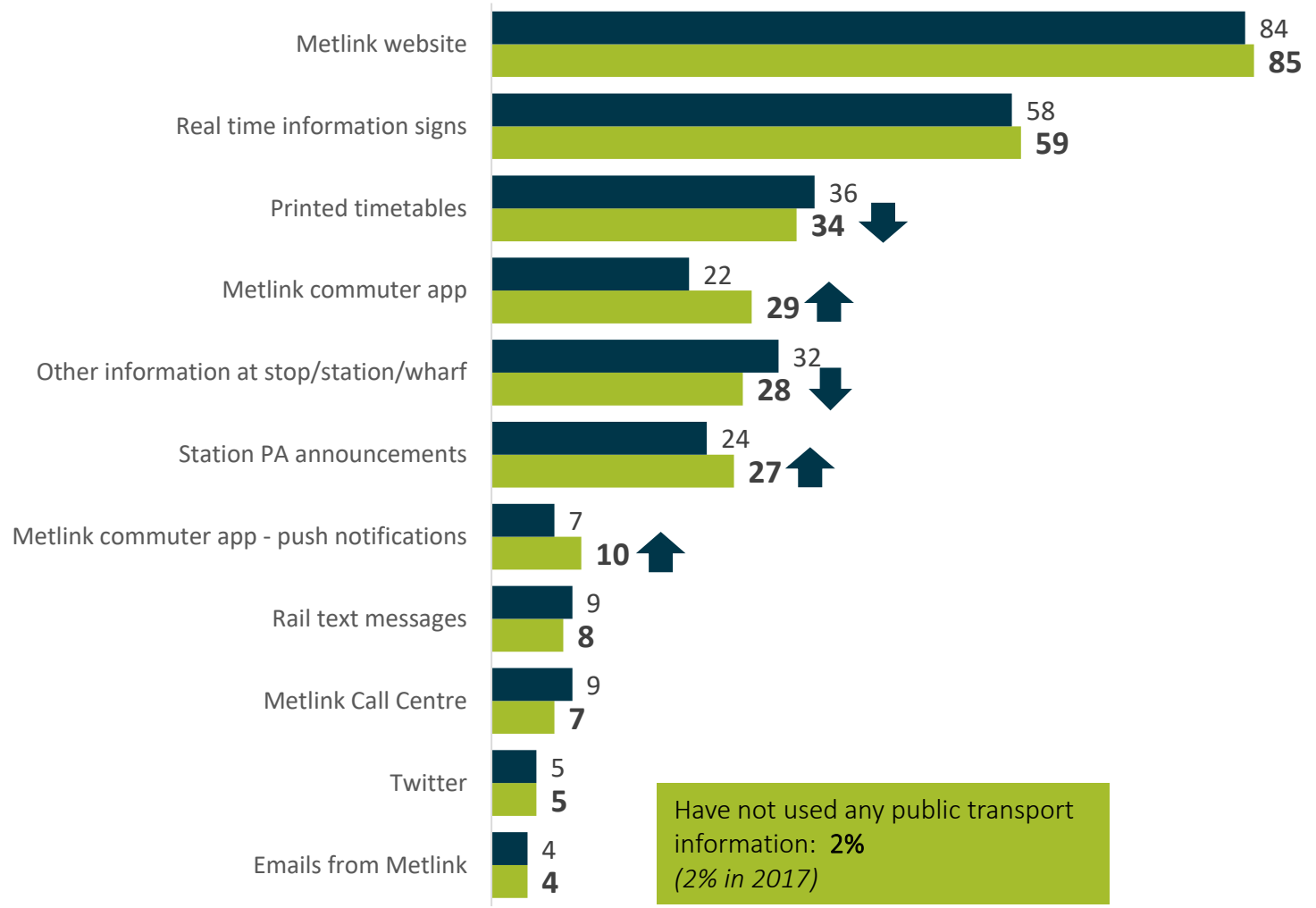
Perceptions of Public Transport Information

1. Sources of Information

Source	2017	2018	Change
Metlink website	84	**85**	
Real time information signs	58	**59**	
Printed timetables	36	**34**	↓
Metlink commuter app	22	**29**	↑
Other information at stop/station/wharf	32	**28**	↓
Station PA announcements	24	**27**	↑
Metlink commuter app - push notifications	7	**10**	↑
Rail text messages	9	**8**	
Metlink Call Centre	9	**7**	
Twitter	5	**5**	
Emails from Metlink	4	**4**	

Have not used any public transport information: **2%**
*(2% in 2017)*

Whilst the Metlink website continues to be the most frequently used source of public transport information (85% - including 90% of train passengers), change in the use of other sources is evident this year. The share of passengers relying on hard-copy information (printed timetables and other information at stops/stations/wharves, most typically timetable signs) has declined, whilst the share utilising the Metlink commuter app has increased significantly (the share using the app up 7 percentage points, and use of commuter app push notifications up 3 percentage points from 2017). Station PA announcements remain an important source of public transport information for train passengers.

■ 2017 ■ 2018

Base: n=3,197 (All respondents who answered this question)

Arrows denote statistically significant change from previous year.

Perceptions of Public Transport Information

2. Satisfaction with Information
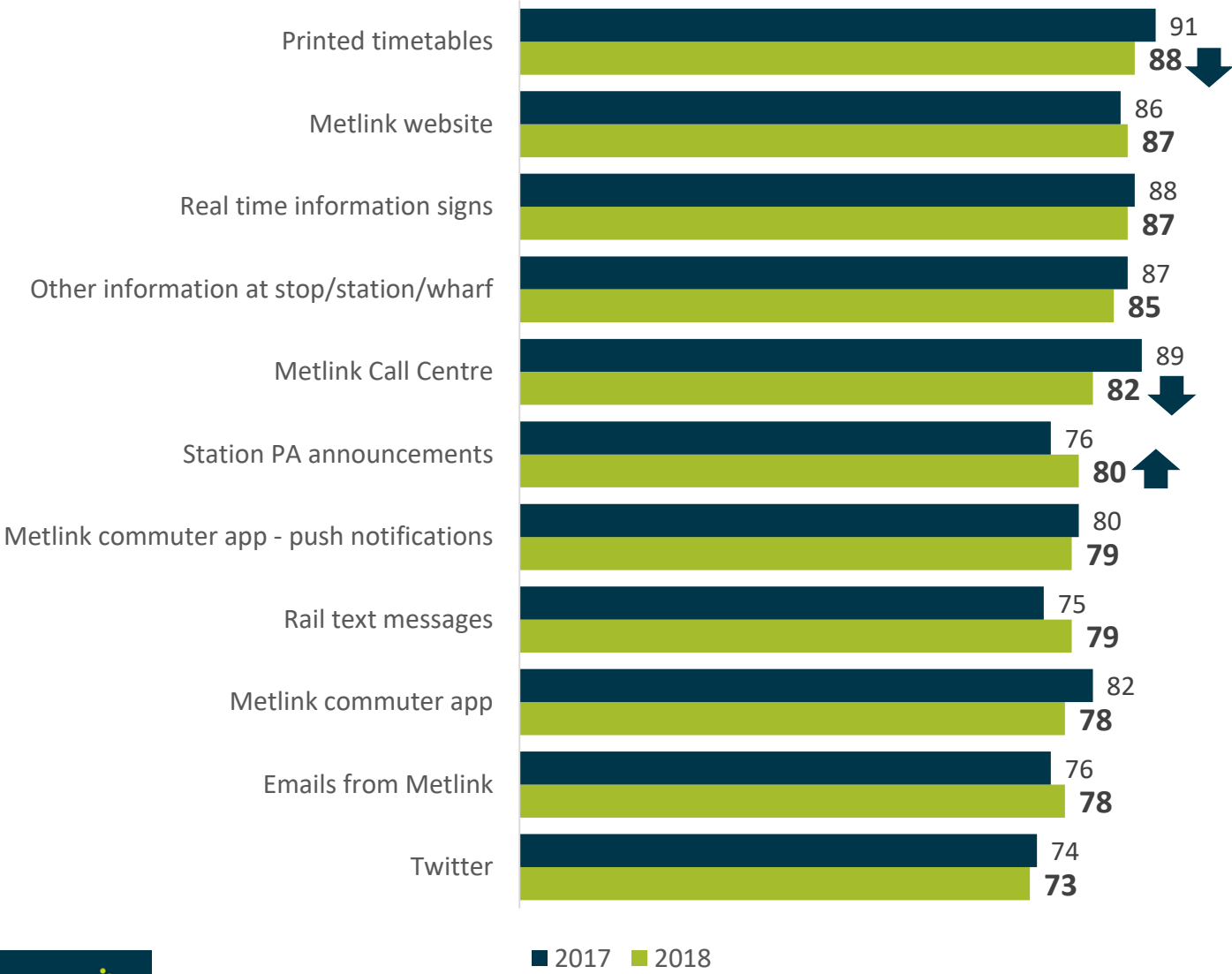
Printed timetables — 91 / **88** ⬇

Metlink website — 86 / **87**

Real time information signs — 88 / **87**

Other information at stop/station/wharf — 87 / **85**

Metlink Call Centre — 89 / **82** ⬇

Station PA announcements — 76 / **80** ⬆

Metlink commuter app - push notifications — 80 / **79**

Rail text messages — 75 / **79**

Metlink commuter app — 82 / **78**

Emails from Metlink — 76 / **78**

Twitter — 74 / **73**

■ 2017 ■ 2018

Passengers are generally satisfied with the public transport information currently available (86%), although positive perceptions have declined from last year, particularly among bus passengers (down from 88% to 84%).

While satisfaction remains highest for printed timetables (88%), positive perceptions have declined significantly over the last 12 months. The Metlink website (87%), real time information signs (87%) and other information provided at the stop/station/wharf (85%) are also viewed very positively. In contrast, satisfaction with the Metlink Call Centre as a source of public transport information has declined significantly since last year, dissatisfaction being particularly high among morning peak travellers.

Real time information signs provide an opportunity to improve passengers' satisfaction with public transport information, both through the installation of more signs (particularly on the bus network) and ensuring that the information on existing signs is accurate. Increasing the functionality of the Metlink commuter app and providing more information generally would also be welcomed by public transport users

*Base: n=3,197 (All respondents who answered this question)*

Arrows denote statistically significant change from previous year.

metlink

gravitas

Bus Service Report Card

Share of passengers satisfied to some extent (%)	2017	2018
Personal security during this trip	95	94
Stop being easy to get to	91	94 ↑
Ease of getting onto the vehicle from stop	94	93
Ease of getting on/off the vehicle	93	92
Trip overall	92	91
Stop overall	90	91
Helpfulness of the driver	87	90 ↑
Attitude of the driver	87	89 ↑
Comfort of the inside temperature	89	88
Personal safety at stop	86	88
Public transport system overall	86	85
Ease of getting info about public transport routes and timetables	85	85
Cleanliness of stop	83	84
Travel time	83	82
Information available at stop	82	82
Having enough seats available	85	81 ↓
Convenience of paying for public transport	80	80
Value for money of the fare	75	79 ↑
How often the service runs	78	76
Service being on time	74	72
Provision of shelter from weather	65	68
Information about service delays and disruptions	66	67

	Current trip
	Bus stop
	PT system

metlink

Arrows denote statistically significant change from previous year.

gravitas

Train Service Report Card
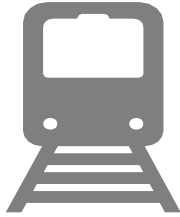
Share of passengers satisfied to some extent (%)	2017	2018
Personal security during this trip	96	97
Ease of getting on/off the vehicle	95	96
Ease of getting onto the vehicle from station	95	95
Station overall	93	95 ↑
Helpfulness of staff	92	94 ↑
Station being easy to get to	91	93 ↑
Attitude of the staff	91	93 ↑
Personal safety at station	90	93
Trip overall	93	92
Cleanliness of station	87	91 ↑
Comfort of the inside temperature	92	90 ↓
Information available at stop	88	90
Travel time	88	89
Ease of getting info about public transport routes and timetables	87	89
Service being on time	87	86
Public transport system overall	87	85 ↓
How often the service runs	81	84 ↑
Provision of shelter from weather	80	80
Having enough seats available	80	76 ↓
Value for money of the fare	75	75
Information about service delays and disruptions	71	73
Convenience of paying for public transport	74	70

	Current trip
	Bus stop
	PT system

metlink

Arrows denote statistically significant change from previous year.

gravitas

Ferry Service Report Card

Share of passengers satisfied to some extent (%)	2017	2018
Personal security during this trip	99	100
Attitude of the staff	98	100
Helpfulness of the staff	98	98
Cleanliness of wharf	98	95
Wharf being easy to get to	94	95
Trip overall	99	94 ↓
Personal safety at wharf	95	93
Comfort of the inside temperature	95	92
Having enough seats available	93	92
Wharf overall	97	91
Ease of getting onto the vehicle from wharf	96	87 ↓
Ease of getting info about public transport routes and timetables	93	87
Value for money of the fare	86	84
Ease of getting on/off the vehicle	95	83 ↓
Travel time	92	83 ↓
Public transport system overall	94	82 ↓
Service being on time	95	80 ↓
Convenience of paying for public transport	89	79 ↓
Information about service delays and disruptions	85	78
How often the service runs	84	76 ↓
Information available at wharf	90	75 ↓
Provision of shelter from weather	63	37 ↓

	Current trip
	Bus stop
	PT system

Arrows denote statistically significant change from previous year.

metlink

gravitas

Passenger Perceptions of Service On Trip Today

Perceptions of the Trip Today: Summary

Share of Passengers Satisfied/Very Satisfied (%)
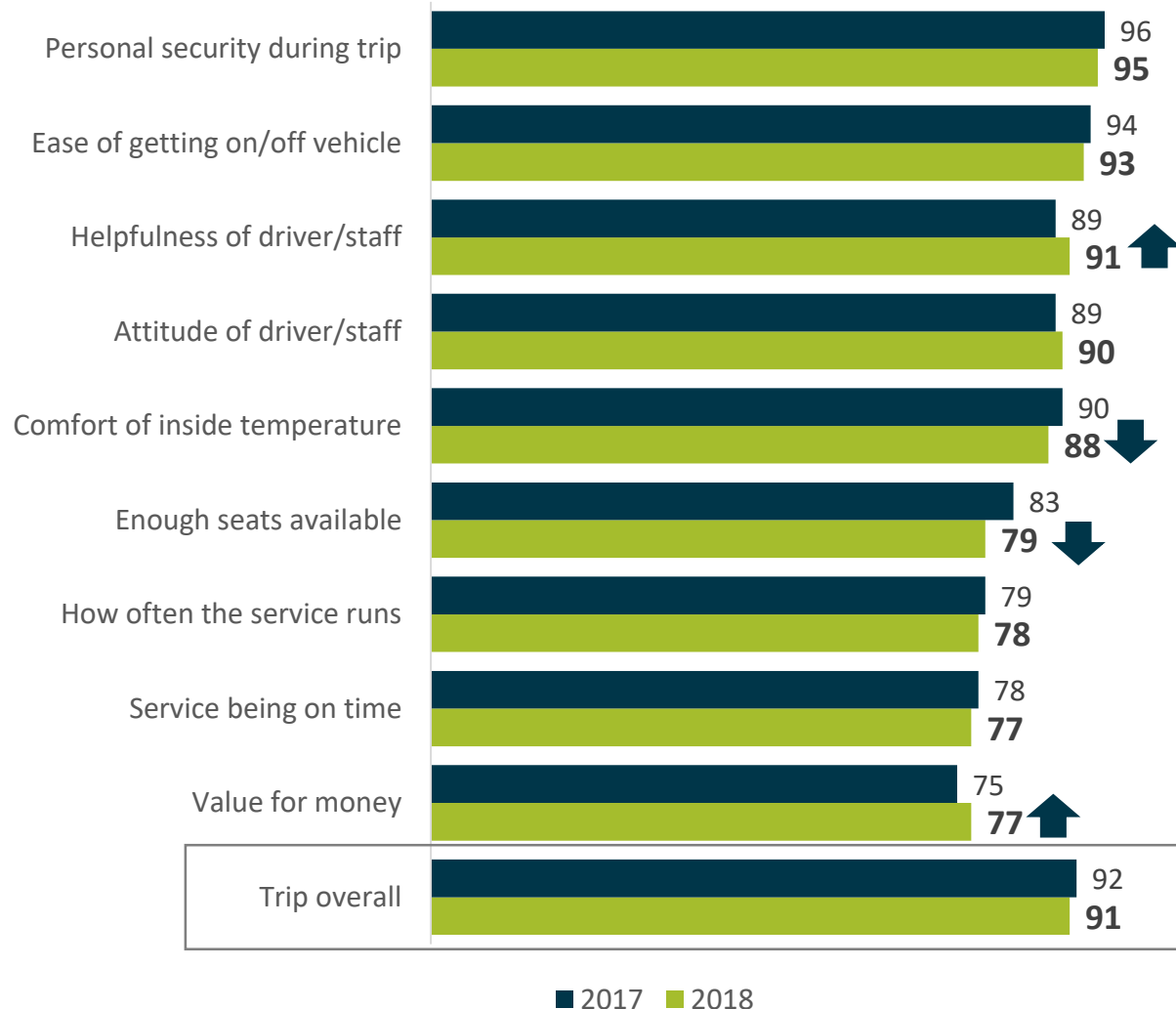
Attribute	2017	2018
Personal security during trip	96	**95**
Ease of getting on/off vehicle	94	**93**
Helpfulness of driver/staff	89	**91** ↑
Attitude of driver/staff	89	**90**
Comfort of inside temperature	90	**88** ↓
Enough seats available	83	**79** ↓
How often the service runs	79	**78**
Service being on time	78	**77**
Value for money	75	**77** ↑
Trip overall	92	**91**

■ 2017 ■ 2018

Base: n=3,759 (All respondents)
Arrows denote statistically significant change from previous year.

metlink

Most Wellington public transport users continue to be satisfied with their current trip (91%). Only 3% express dissatisfaction. Of the three modes, ferry users remain the most satisfied (94%), however, ferry passengers' perceptions of the trip overall have declined significantly from 2017 (99%). (Ferry passengers' perceptions of service reliability, service frequency and ease of access to the vehicle have declined notably over the last 12 months).

Value for money remains the key driver of overall satisfaction with the current trip. While value for money perceptions have improved significantly over the last 12 months, at 77% it remains the lowest performing attribute of the trip. Cheaper fares, particularly for students, adding value to the existing service and communicating how public transport offers better value for money than running a private vehicle may improve value perceptions – and in turn, overall satisfaction with the trip.

Capacity has become a concern for public transport users over the last 12 months, satisfaction with the availability of seats have declined for all three modes. Dissatisfaction with the availability of seats is particularly high on the Melling and Kapiti lines. Having more buses on routes/more carriages on trains and more frequent services may help reduce over-crowding.

Of the ten trip attributes, performance remains most positive for personal security during the trip (95%). This is a positive result as personal security is a core driver of satisfaction with the trip overall.
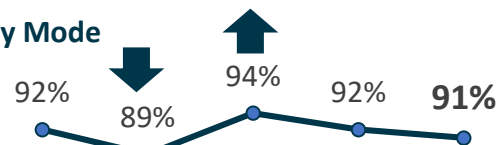
gravitas

Satisfaction with Trip Overall

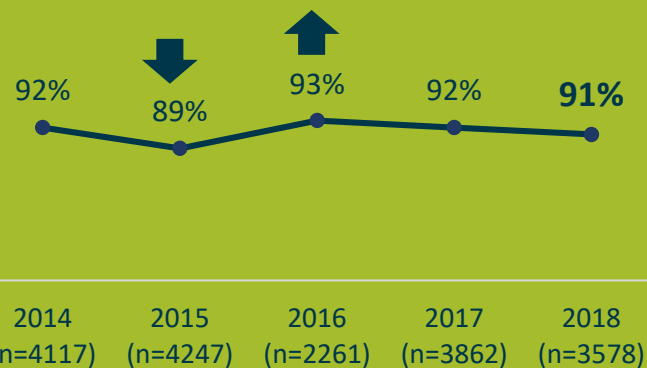*Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with this trip overall?*

2018 Results

- 40% Very satisfied (9-10)
- 51% Satisfied (6-8)
- 6% Neither/nor (5)
- 3% Dissatisfied (2-4)
- Very dissatisfied (0-1)

Total satisfied **91%**

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)

Base: n=3,558 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

92% → 89% → 93% → 92% → **91%**

| 2014 (n=4117) | 2015 (n=4247) | 2016 (n=2261) | 2017 (n=3862) | 2018 (n=3578) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 92% 89% 94% 92% **91%**

Train: 92% 89% 93% 93% **92%**

Ferry: 97% 94% 97% 99% **94%**

2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	97	94	97	99	94 ↓
Transdev	92	89	93	93	92
Valley Flyer	89	90	94	92	92
Go Wellington	93	90	93	92	92
Mana	93	88	93	88	88
Newlands	91	94	98	92	86

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Johnsonville line passengers (98%)
- ✓ Passengers aged 65 years + (96%) or 45-59 years (93%)
- ✓ Passengers travelling for a personal appointment (96%)

Passengers most dissatisfied
- ✗ Wairarapa line passengers (8%)
- ✗ Passengers using PT every day (6%)
- ✗ Passengers aged 35-44 years (5%)
- ✗ Morning peak passengers (4%)

metlink

gravitas

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?

2018 Results

3% 2%
61%
34%

Total satisfied
95%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
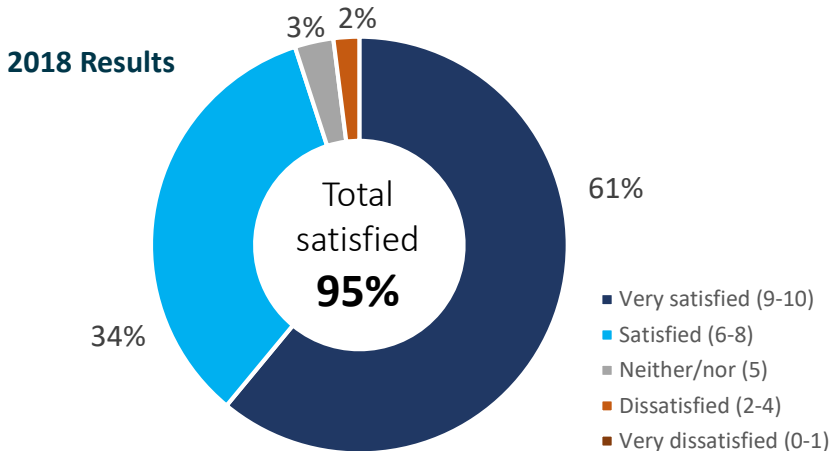
Base: n=3,693 (All passengers who answered this question)
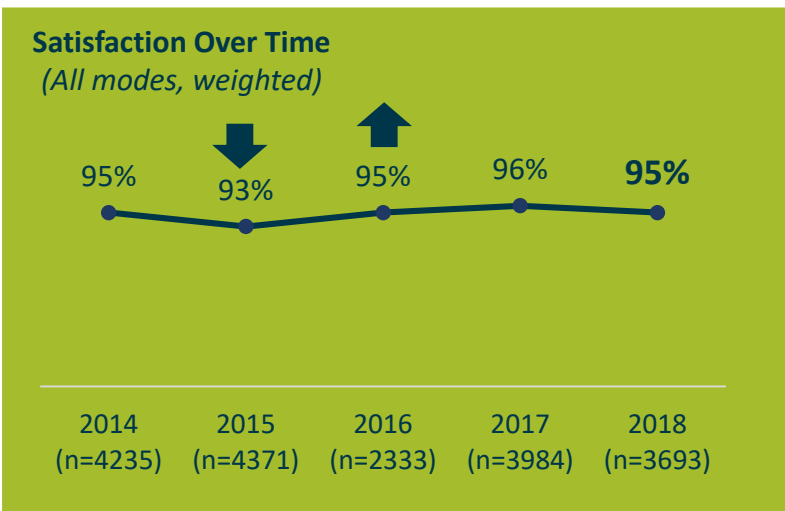
Satisfaction Over Time
(All modes, weighted)

95% 93% 95% 96% **95%**

| 2014 (n=4235) | 2015 (n=4371) | 2016 (n=2333) | 2017 (n=3984) | 2018 (n=3693) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 94% 92% 95% 95% **94%**

Train: 96% 94% 96% 96% **97%**

Ferry: 99% 95% 100% 99% **100%**
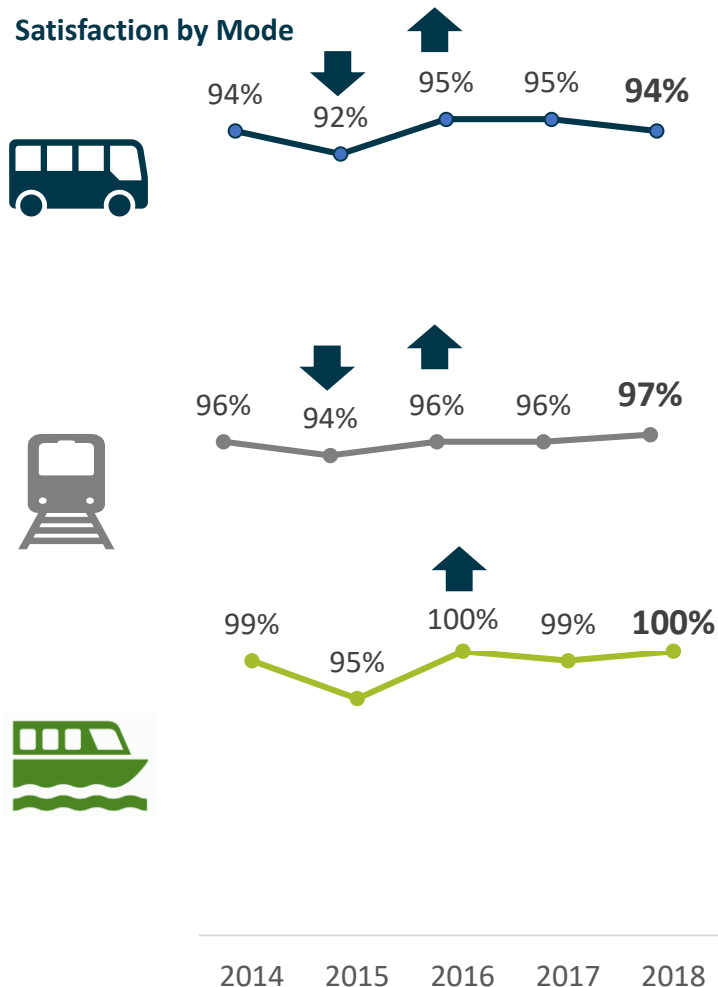
2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	99	95	100	99	**100**
Transdev	96	94	96	96	**97**
Go Wellington	95	95	96	96	**95**
Valley Flyer	91	88	93	93	**93**
Mana	89	91	93	91	**93**
Newlands	95	94	100	98	**91 ↓**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers using PT 3-4 times a week (98%)
- ✓ Train passengers (97%, especially Johnsonville line (99%))
- ✓ Passengers aged 25-44 years (97%)
- ✓ Passengers with a private vehicle available (97%)
- ✓ Inbound passengers (96%)
- ✓ Passengers travelling for work (96%)

Passengers most dissatisfied
- ✗ Mana passengers (5%)
- ✗ Passengers aged 18-24 years (3%)

metlink gravitas

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.)?

2018 Results

Total satisfied **93%**

4%
3%
54%
39%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
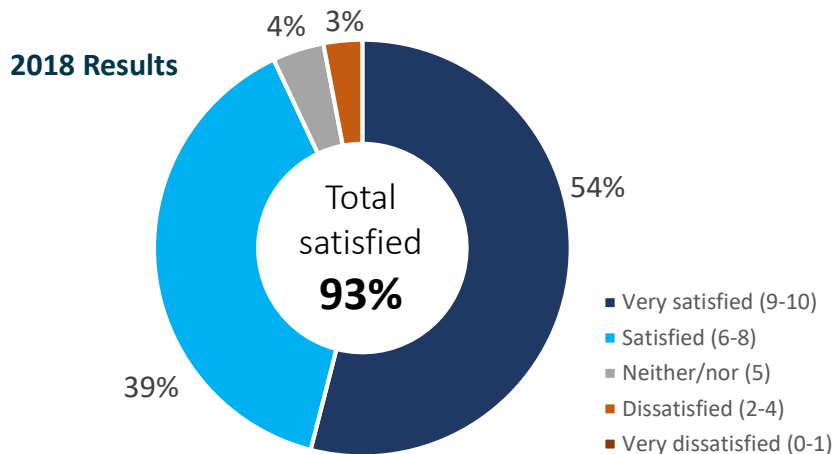
Base: n=3,708 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

94% 94% **93%**

| 2016 (n=2345) | 2017 (n=3990) | 2018 (n=3708) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 93% 93% **92%**

Train: 95% 95% **96%**

Ferry: 93% 95% **83%**

2016 2017 2018

Satisfaction by Operator (%)

	2016	2017	2018
Transdev	95	95	**96**
Go Wellington	94	93	**93**
Valley Flyer	90	92	**90**
Newlands	96	90	**91**
Mana	91	92	**91**
East By West	93	95	**83 ↓**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 25-34 years (97%)
- ✓ Train passengers (96%, especially Johnsonville (98%) and Kapiti (96%) lines)
- ✓ Passengers who had a private vehicle available (95%)
- ✓ Passengers travelling for work (95%)
- ✓ Passengers using PT every weekday (95%)

Passengers most dissatisfied
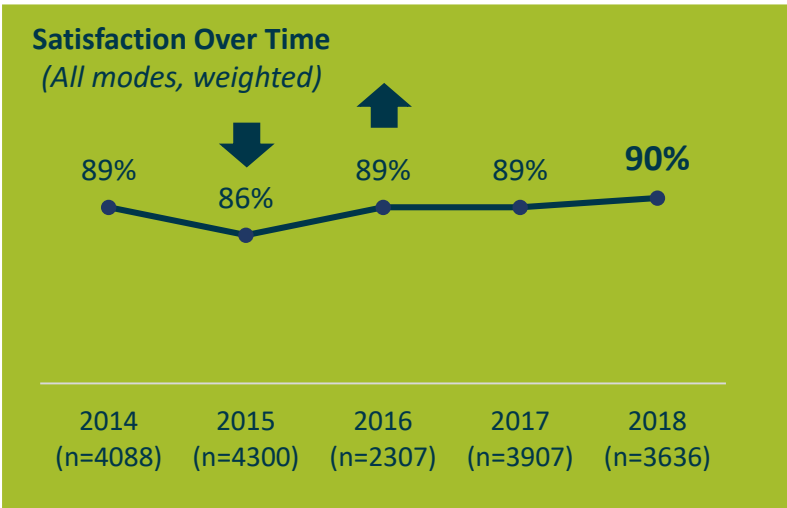- ✗ Passengers aged 65 years + (6%) or 15-17 years (5%)
- ✗ Interpeak travellers (4%)
- ✗ Bus passengers (3%, especially Mana (6%) and Valley Flyer (4%))

Note: This question was asked for the first time in 2016.

metlink

gravitas

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?

2018 Results

4% 1%
4%
48%

Total satisfied
91%

43%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
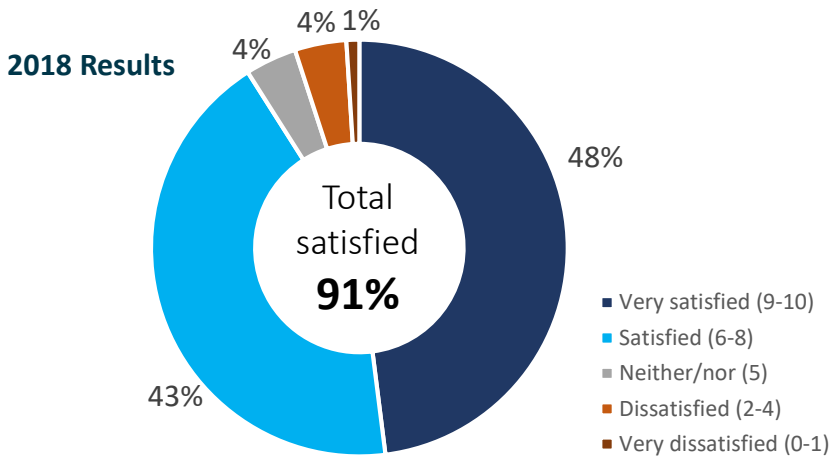
Base: n=3,595 (All passengers who answered this question)
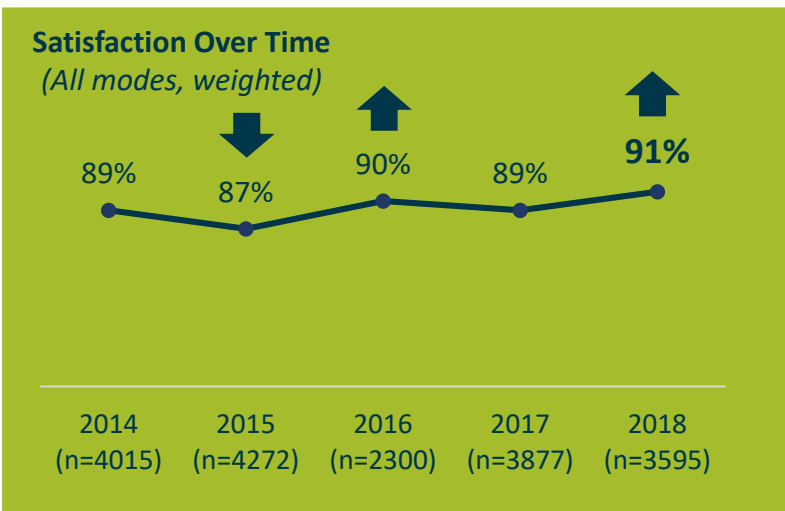
Satisfaction Over Time
(All modes, weighted)

89%   87%   90%   89%   **91%**

| 2014 (n=4015) | 2015 (n=4272) | 2016 (n=2300) | 2017 (n=3877) | 2018 (n=3595) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 85%   85%   89%   87%   **90%**

Train: 90%   87%   93%   92%   **94%**

Ferry: 96%   95%   96%   98%   **98%**
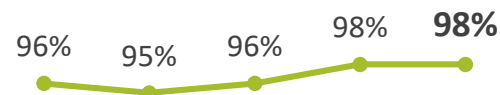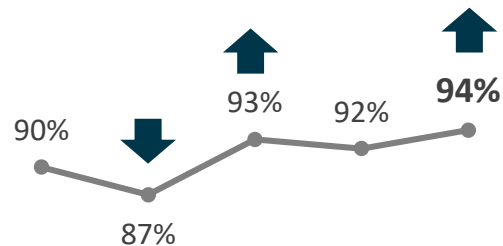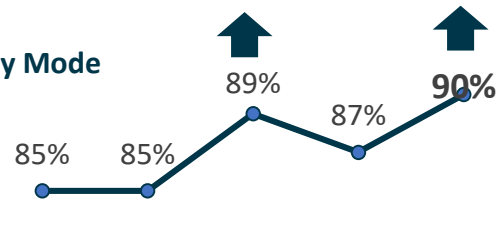
2014   2015   2016   2017   2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
Transdev	90	87	93	92	**94 ↑**
East By West	96	95	96	98	**98**
Go Wellington	84	84	88	87	**91 ↑**
Valley Flyer	85	84	88	87	**87**
Newlands	93	82	89	91	**89**
Mana	87	88	93	85	**88**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 65 years + (95%) or 45-59 years (94%)
- ✓ Train passengers (94%)
- ✓ Females (93%)
- ✓ Passengers travelling for work (93%)
- ✓ Passengers using PT every week day (93%)

Passengers most dissatisfied
- ✗ Passengers travelling for sport, recreation or dining (9%) or school (7%)
- ✗ Passengers aged 15-17 years (9%)
- ✗ Bus passengers (5%, especially Mana (9%) and Valley Flyer (6%))

metlink

gravitas

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?

2018 Results

Total satisfied **90%**

- 48% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 5% Neither/nor (5)
- 4% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)
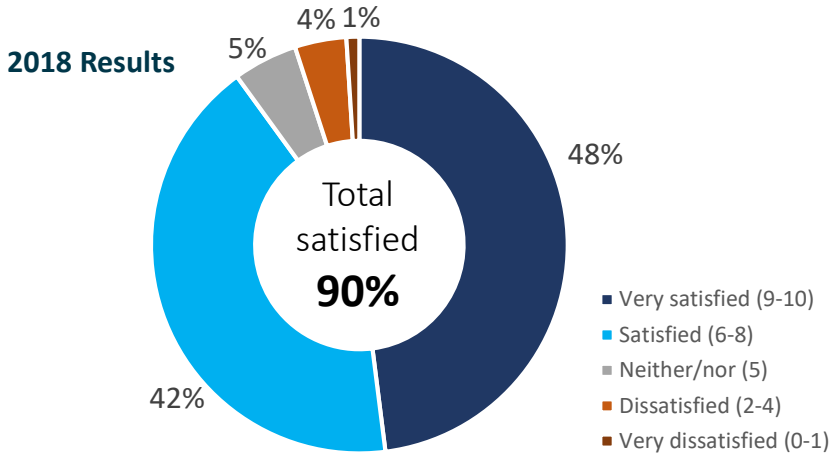
Base: n=3,636 (All passengers who answered this question)

Satisfaction by Mode

Bus: 86% → 84% → 87% → 87% → **89%** ↑

Train: 89% → 87% → 92% ↑ → 91% → **93%** ↑
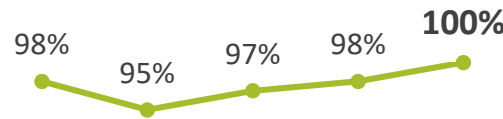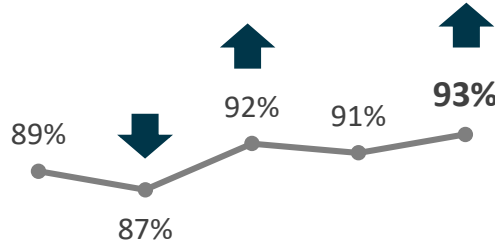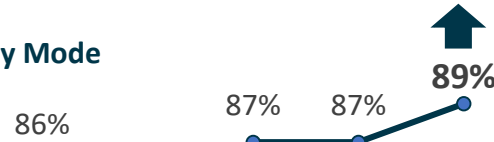
Ferry: 98% → 95% → 97% → 98% → **100%**

2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	98	95	97	98	**100**
Transdev	89	87	92	91	**93** ↑
Go Wellington	85	84	85	86	**90** ↑
Mana	88	88	88	89	**89**
Newlands	93	82	87	89	**87**
Valley Flyer	84	85	91	87	**85**

Arrows denote statistically significant change from previous year.

Satisfaction Over Time
(All modes, weighted)

89% → 86% ↓ → 89% ↑ → 89% → **90%** ↑

2014 (n=4088) | 2015 (n=4300) | 2016 (n=2307) | 2017 (n=3907) | 2018 (n=3636)

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 65 years + (95%), 45-59 years (93%) or 25-34 years (93%)
- ✓ Passengers travelling for personal appointment (95%) or work (92%)
- ✓ Train passengers (93%)
- ✓ Passengers who had a private vehicle available (92%)

Passengers most dissatisfied
- ✗ Passengers aged 15-17 years (11%) or 35-44 years (6%)
- ✗ Passengers using PT every day (7%)
- ✗ Bus passengers (6%, especially Mana (9%), Newlands (7%) and Valley Flyer (6%))

metlink

gravitas

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?

2018 Results

Total satisfied
88%

- 46% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 6% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)
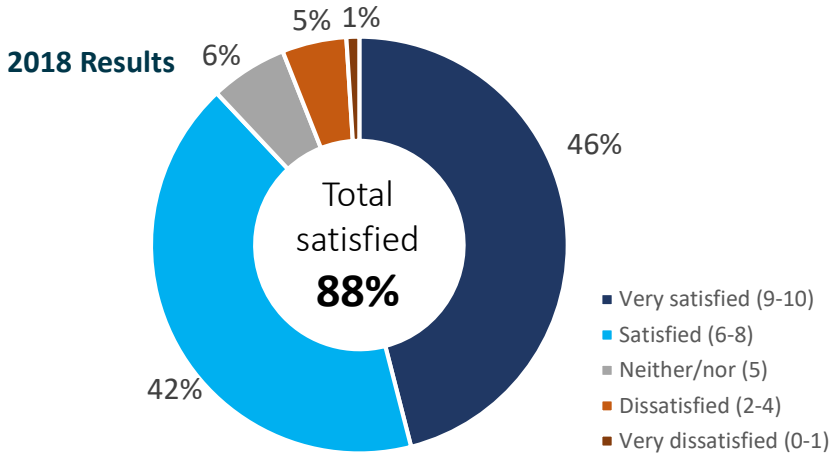
Base: n=3,715 (All passengers who answered this question)
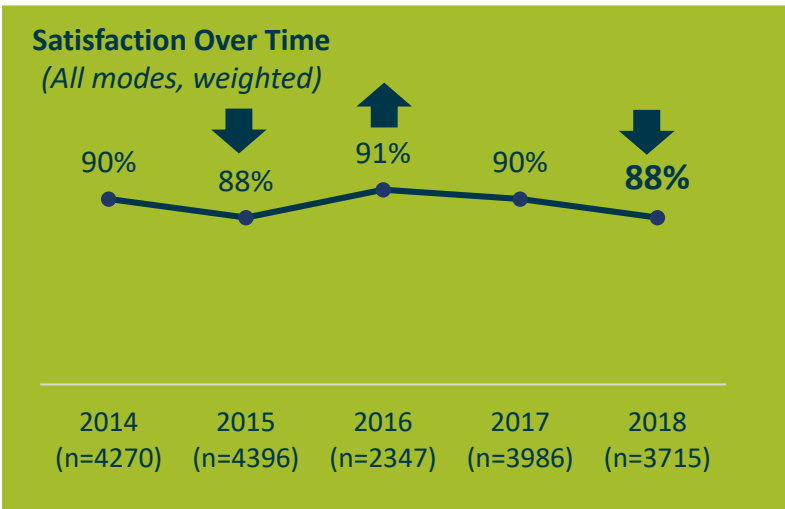
Satisfaction Over Time
(All modes, weighted)

90% — 88% — 91% — 90% — **88%**

| 2014 (n=4270) | 2015 (n=4396) | 2016 (n=2347) | 2017 (n=3986) | 2018 (n=3715) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 90% — 88% — 91% — 89% — **88%**

Train: 90% — 88% — 90% — 92% — **90%**

Ferry: 95% — 90% — 95% — 95% — **92%**
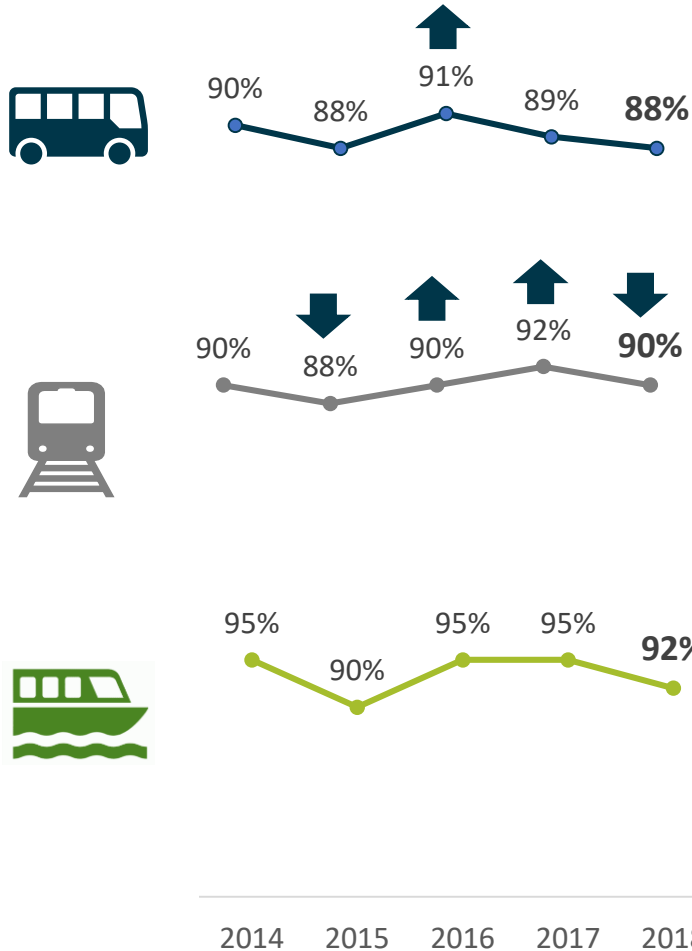
2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	95	90	95	95	**92**
Transdev	90	88	90	92	**90** ↓
Valley Flyer	91	86	91	91	**89**
Go Wellington	90	90	92	90	**89**
Newlands	88	70	92	91	**83**
Mana	87	89	93	82	**76**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 25-34 years (91%)
- ✓ Train passengers (90%, especially Johnsonville line (97%))

Passengers most dissatisfied
- ✗ Wairarapa line passengers (15%)
- ✗ Mana passengers (11%)
- ✗ Passengers aged 35-44 years (8%)

metlink

gravitas

Having Enough Seats Available

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

2018 Results

Total satisfied **79%**

- 41% Very satisfied (9-10)
- 38% Satisfied (6-8)
- 8% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)
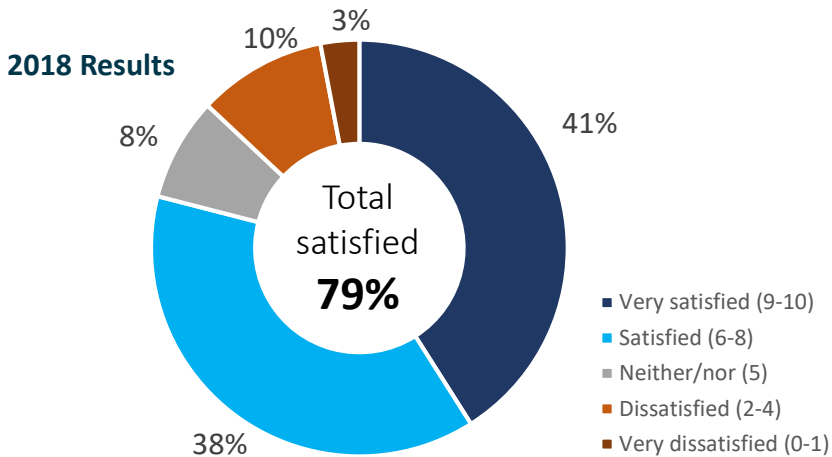
Base: n=3,707 (All passengers who answered this question)
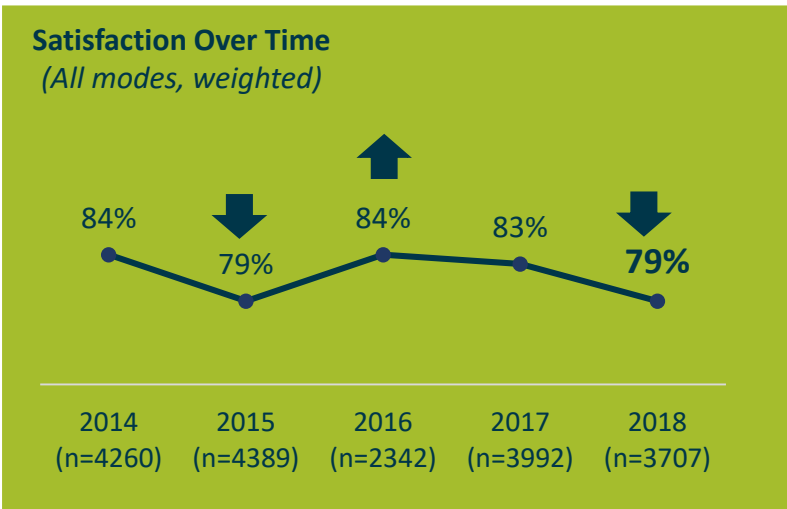
Satisfaction Over Time
(All modes, weighted)

2014 (n=4260)	2015 (n=4389)	2016 (n=2342)	2017 (n=3992)	2018 (n=3707)
84%	79%	84%	83%	79%

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 87% 82% 87% 85% **81%**

Train: 82% 76% 77% 80% **76%**

Ferry: 95% 88% 91% 93% **92%**
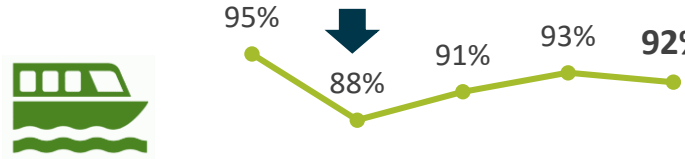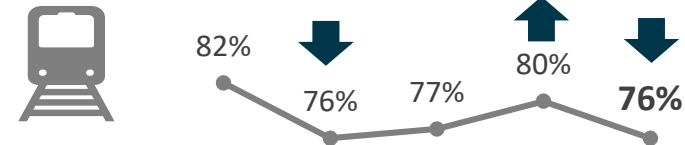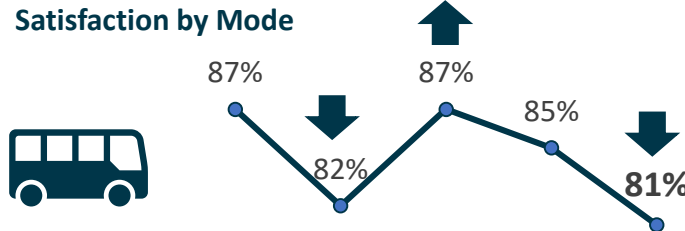
2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	95	88	91	93	**92**
Valley Flyer	86	84	92	88	**85**
Mana	89	84	91	87	**84**
Newlands	90	70	92	91	**80 ↓**
Go Wellington	87	83	84	81	**79**
Transdev	82	76	77	80	**76 ↓**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Johnsonville line passengers (96%)
- ✓ Passengers aged 65 years + (90%)
- ✓ Weekend (89%) and interpeak (85%) travellers
- ✓ Bus passengers (81%, especially Valley Flyer – 85%)
- ✓ Passengers who did not have a vehicle available (82%)

Passengers most dissatisfied
- ✗ Tertiary students (19%)
- ✗ Morning peak passengers (18%)
- ✗ Train passengers (17%, especially Kapiti (23%) and Melling (22%) lines)
- ✗ Passengers aged 45-59 years (16%)
- ✗ Inbound travellers (15%)

metlink

gravitas

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?

2018 Results

- 30%
- 2%
- 11%
- 9%
- 48%

Total satisfied **78%**

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)
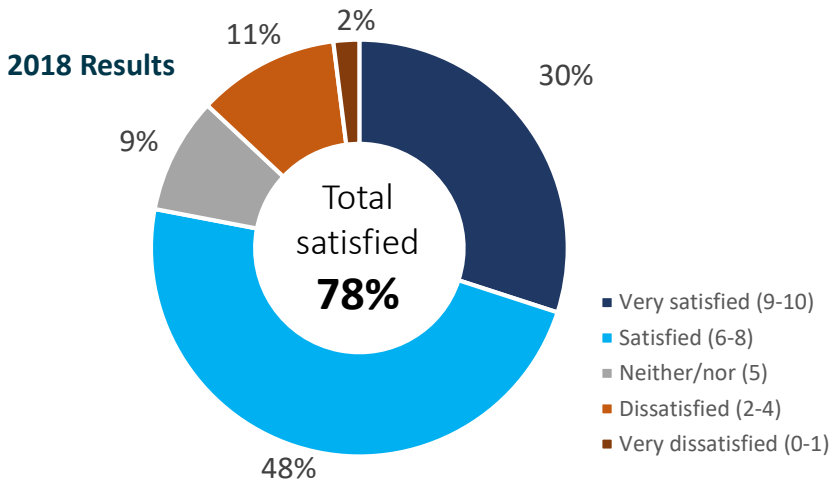
Base: n=3,578 (All passengers who answered this question)
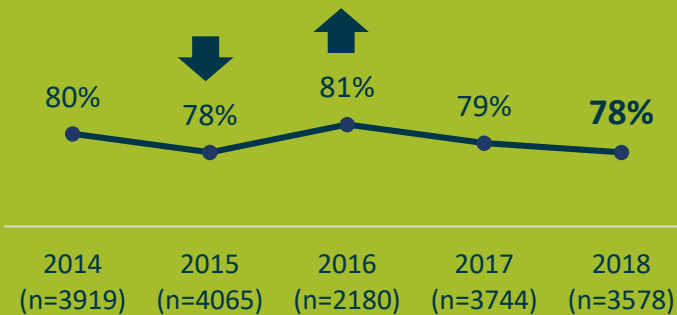
Satisfaction Over Time
(All modes, weighted)

- 80%
- 78%
- 81%
- 79%
- **78%**

| 2014 (n=3919) | 2015 (n=4065) | 2016 (n=2180) | 2017 (n=3744) | 2018 (n=3578) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 78% → 75% → 80% → 78% → **76%**

Train: 81% → 80% → 84% → 81% → **84%**

Ferry: 81% → 67% → 84% → 84% → **76%**
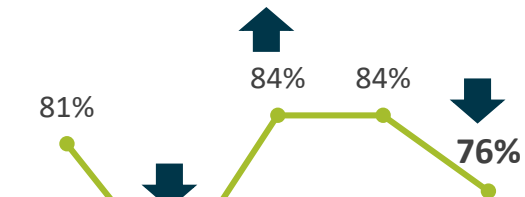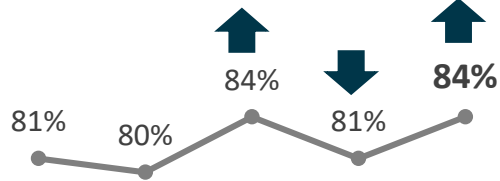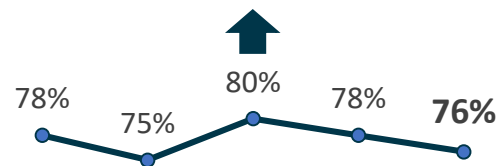
2014 2015 2016 2017 2018

Satisfaction by Operator (%)

	2014	2015	2016	2017	**2018**
Transdev	81	80	84	81	**84 ↑**
Valley Flyer	80	75	80	75	**78**
East By West	81	67	84	84	**76 ↓**
Go Wellington	80	76	81	78	**76**
Mana	68	76	65	75	**66**
Newlands	80	83	79	83	**72 ↓**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 65 years + (86%) or 45-59 years (82%)
- ✓ Train passengers (84%)
- ✓ Afternoon peak (83%) and inter-peak (82%) passengers
- ✓ Males (81%)

Passengers most dissatisfied
- ✗ Morning peak passengers (17%)
- ✗ Bus passengers (15%, especially Go Wellington - 16%)
- ✗ Females (14%)
- ✗ Inbound travellers (14%)

metlink

gravitas

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)?

2018 Results

Total satisfied **77%**

- 32% Very satisfied (9-10)
- 45% Satisfied (6-8)
- 9% Neither/nor (5)
- 12% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)
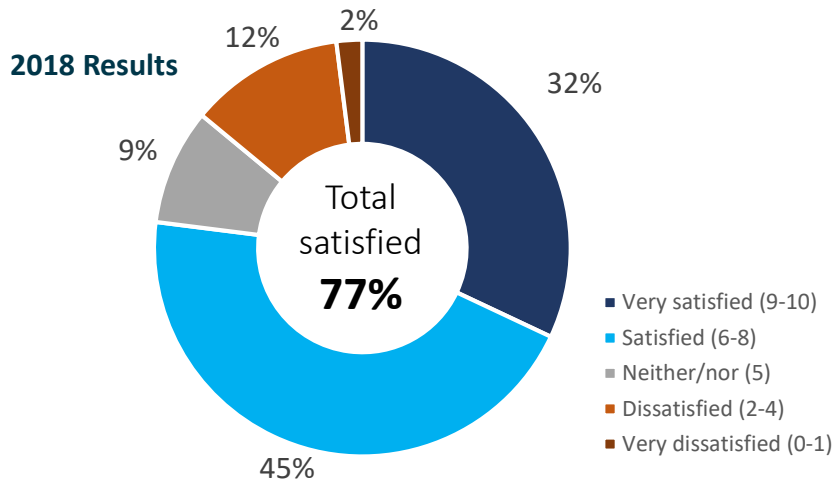
Base: n=3,695 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

2014 (n=4231)	2015 (n=4359)	2016 (n=2318)	2017 (n=3966)	2018 (n=3695)
77%	69%	81%	78%	77%

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 77%, 72%, 78%, 74%, **72%**

Train: 77%, 67%, 84%, 87%, **86%**

Ferry: 91%, 90%, 91%, 95%, **80%**

(2014, 2015, 2016, 2017, 2018)
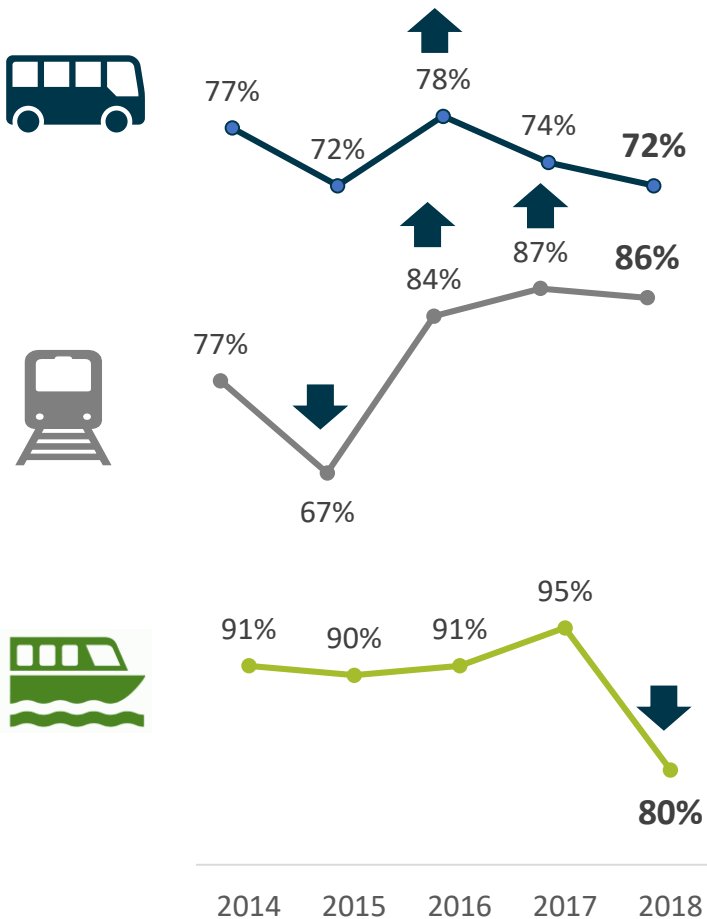
Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
Transdev	77	67	84	87	**86**
East By West	91	90	91	95	**80** ↓
Go Wellington	79	73	80	73	**73**
Valley Flyer	70	72	78	74	**72**
Newlands	82	61	82	81	**69** ↓
Mana	75	68	64	70	**65**

Arrows denote statistically significant change from previous year.
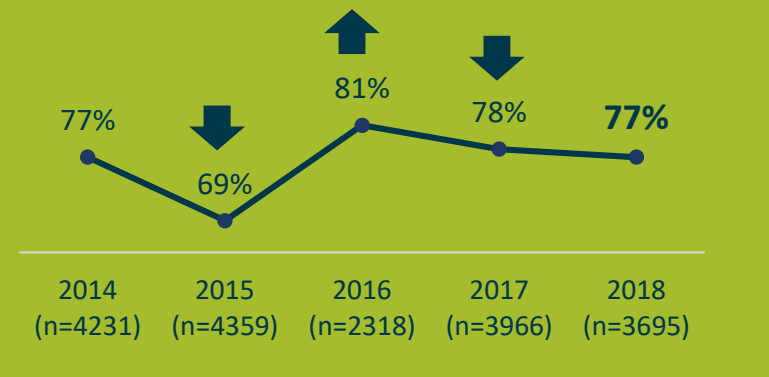
Passengers most satisfied
- ✓ Train passengers (86%, especially Johnsonville line (93%)
- ✓ Passengers aged 65 years + (85%) or 35-59 years (81%)
- ✓ Afternoon peak passengers (82%)
- ✓ Males (79%)

Passengers most dissatisfied
- ✗ Wairarapa line passengers (27%)
- ✗ Passengers aged 15-17 years (21%)
- ✗ Passengers using PT every day (21%)
- ✗ Bus passengers (17% - Mana (23%), Newlands (19%))
- ✗ Morning peak passengers (16%)
- ✗ Passengers with no private vehicle available (16%)

metlink

gravitas

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?

2018 Results

3%
11%
9%
33%
44%

Total satisfied
77%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
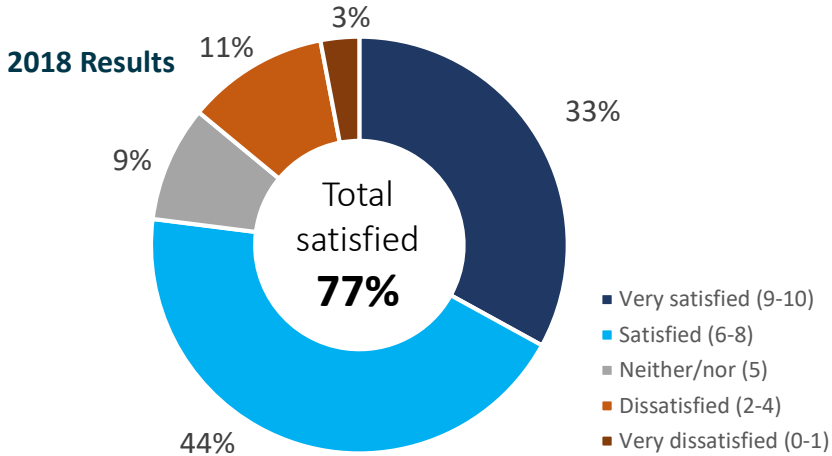
Base: n=3,663 (All passengers who answered this question)
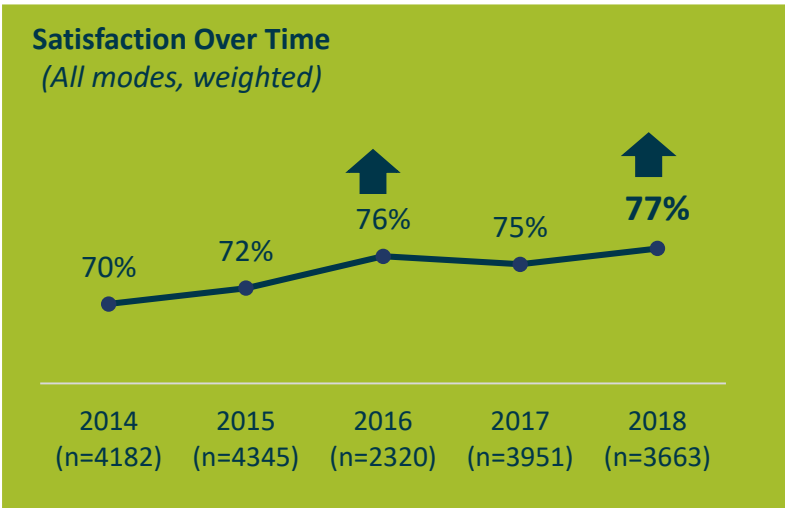
Satisfaction Over Time
(All modes, weighted)

70% 72% 76% 75% **77%**

| 2014 (n=4182) | 2015 (n=4345) | 2016 (n=2320) | 2017 (n=3951) | 2018 (n=3663) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 72% 74% 76% 75% **79%**

Train: 68% 70% 75% 75% **75%**

Ferry: 81% 77% 88% 86% **84%**

2014 2015 2016 2017 2018
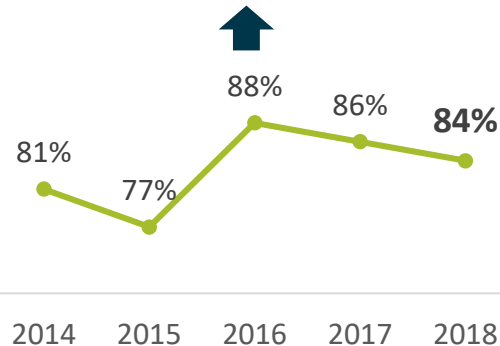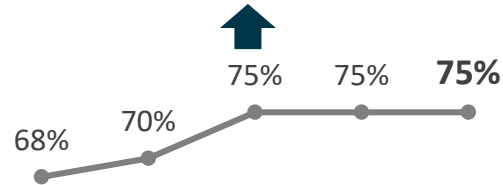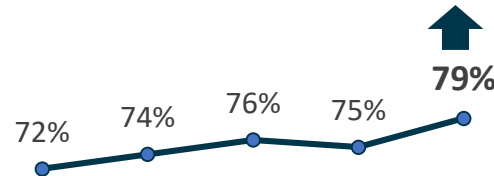
Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	81	77	88	86	**84**
Valley Flyer	75	73	86	77	**83**
Mana	79	76	81	76	**83**
Go Wellington	70	75	72	72	**78 ↑**
Transdev	68	70	75	75	**75**
Newlands	81	67	82	84	**70 ↓**

Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 65 years + (93%)
- ✓ Passengers travelling for shopping (91%)
- ✓ Johnsonville line passengers (87%)
- ✓ Bus passengers (79%, especially Valley Flyer – 83%)
- ✓ Females (79%)

Passengers most dissatisfied
- ✗ Tertiary students (25%)
- ✗ Passengers aged 18-24 years (23%)
- ✗ Passengers who did not have a private vehicle available (16%)

metlink

gravitas

What Aspects of Service Drive Overall Satisfaction with Trip Overall?

Strongest influence on satisfaction with trip overall
('Most Important')

Current Trip Attributes	Relative Importance Score
Value for money of fare	0.67
Helpfulness of staff	0.63
Personal security during trip	0.63
Comfort of inside temperature	0.63
Having enough seats available	0.62
Attitude of staff	0.62
Being on time	0.60
Ease of getting on/off vehicle	0.59
How often service runs	0.57

Core drivers of satisfaction with current trip overall.

Improvements in these areas will have the greatest positive impact on overall satisfaction

Weakest influence on satisfaction with trip overall
('Least Important')

Through the use of statistical analyses (correlation analysis), the relative influence of each service attribute on overall satisfaction with staff has been derived. The closer the correlation ('Relative Importance') score is to 1.0, the stronger the influence that service variable has on overall satisfaction. – that is, where a correlation score is close to 1.0, improvements in the variable can be expected to result in a corresponding improvement in overall satisfaction.

This analysis assists in identifying areas of current under-performance (variable(s) where the influence score is high but current performance is low (see following slide) and identifying priorities for focus going forward (by selecting those aspects of the service which will have the greatest influence on overall satisfaction).

metlink

gravitas

How Are We Performing on What's Most Important to Passengers?

High importance, but currently low performance
→ key area of focus for next 12 months

Importance Score

0.7

0.65

0.6

0.55

0.5

Value for money

Enough seats available

Service being on time

How often service runs

Comfort of inside temperature

Staff attitude

Staff helpfulness

Personal security during trip

Ease of getting on/off vehicle

70   80   90   100

Current Performance
% satisfied (6-10 rating)

This graph maps the relative importance of each attribute of the current trip against current performance. The trend-line slopes slightly up to the right. This indicates a match between performance and importance, with the current trip performing well on aspects which are important to passengers and which drive overall satisfaction.

The key area of concern continues to be value for money of the trip, this aspect identified as the core driver of trip satisfaction but currently the most poorly performing aspect. Further improvements in this area – for young people– over the next 12 months can be expected to have a positive impact on perceptions of the trip overall. Possible suggestions for enhancement are outlined on Slide 43, with a full list provided in the Appendix.

metlink

gravitas

Passenger Perceptions of Stop/Station/Wharf

Perceptions of the Stop/Station/Wharf: Summary

Share of Passengers Satisfied/Very Satisfied (%)

	2017	2018
Ease of getting on vehicle from stop	94	**94**
Easy to get to stop/station/wharf	91	**93** ⬆
Personal safety at stop/station/wharf	88	**90**
Cleanliness of stop/station/wharf	84	**86** ⬆
Information available at stop/station/wharf	83	**85** ⬆
Provision of shelter from weather	70	**72**
Stop/station/wharf overall	91	**92**

■ 2017 ■ 2018

Base: n=3,759 (All respondents)
Arrows denote statistically significant change from previous year.

Almost all public transport users (92%) are satisfied with the stop/station/wharf where they started their trip – this result stable from last year. Of the three modes, train passengers continue to be most satisfied with the station (95%, an improvement from 93% last year). In contrast, ferry passengers' satisfaction with the wharf overall has declined (down from 97% to 91%), this change due predominantly to dissatisfaction with the provision of shelter from the weather.

Provision of shelter from the weather continues to be under-perform relative to other aspects of the stop/station/wharf, with ferry passengers particularly critical this year (satisfaction down from 63% to 37%; 54% express dissatisfaction). Particularly adverse weather conditions this year may have contributed. 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
- Provide 'waiting lounge' with facilities e.g. ATM, coffee, lockers
- More shelters

Other aspects of the stop/station/wharf show improvement over the last 12 months, including ease of access, cleanliness and information availability (more real time information boards and bigger/clearer information will enhance satisfaction even further). Performance on the key driver of overall satisfaction with the stop/station/wharf (personal safety) remains high (90%).

metlink

Overall Satisfaction with Stop/Station/Wharf

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

2018 Results

5%
3%

Total satisfied
92%

43%

49%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)

Base: n=3,662 (All passengers who answered this question)
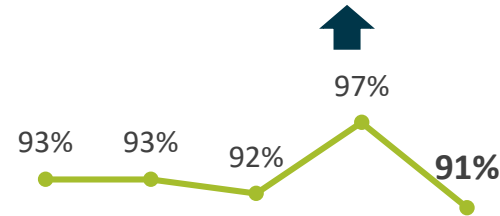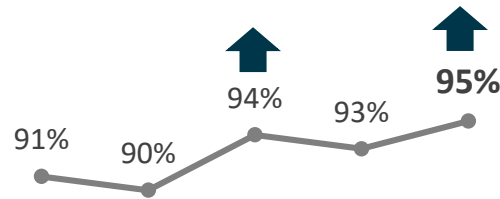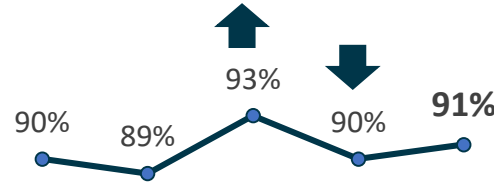
Satisfaction Over Time
(All modes, weighted)

91%   90%   93%   91%   **92%**

2014 (n=4190)	2015 (n=4328)	2016 (n=2313)	2017 (n=3892)	2018 (n=3662)

Arrows denote statistically significant change from previous year.

Satisfaction by Mode
(Unweighted)

Bus:
90%   89%   93%   90%   **91%**

Train:
91%   90%   94%   93%   **95%**

Ferry:
93%   93%   92%   97%   **91%**

2014   2015   2016   2017   2018
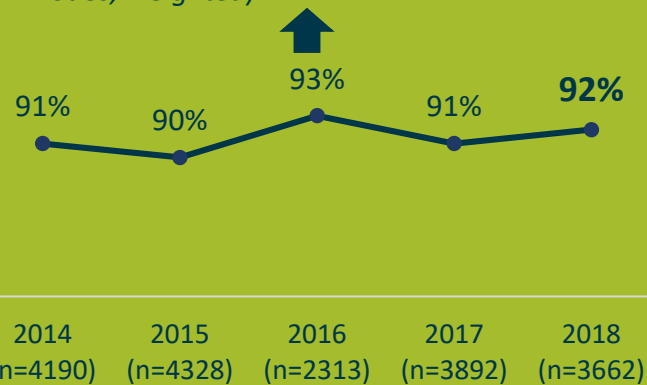
Passengers most satisfied

- ✓ Passengers aged 60-64 years (97%)
- ✓ Passengers travelling for sport, recreation or dining (97%)
- ✓ Weekend travellers (96%)
- ✓ Passengers using PT less often than once a week (96%)
- ✓ Train passengers (95%, especially Johnsonville line (96%))
- ✓ Evening peak travellers (94%)
- ✓ Outbound passengers (94%)
- ✓ Females (93%)

Passengers most dissatisfied

- ✗ Mana (9%) or Valley Flyer (5%) passengers (9%)
- ✗ Passengers using PT every day (6%)
- ✗ Morning peak travellers (5%)
- ✗ Inbound passengers (5%)

metlink

gravitas

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?

2018 Results

Total satisfied
94%

3% 3%
61%
33%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
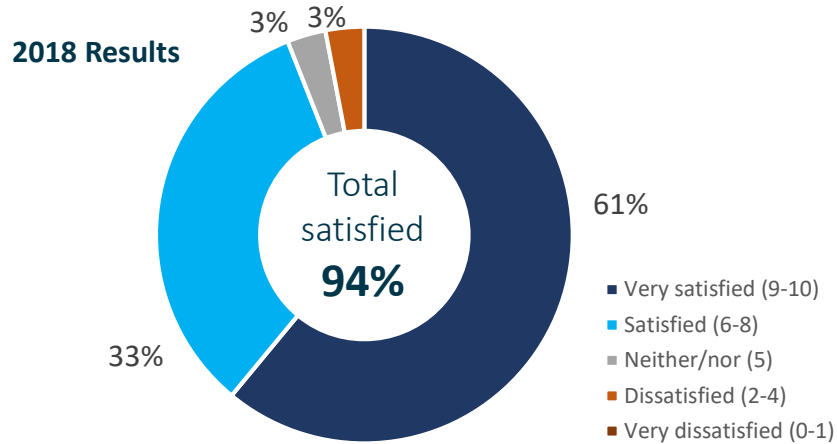
Base: n=3,703 (All passengers who answered this question)
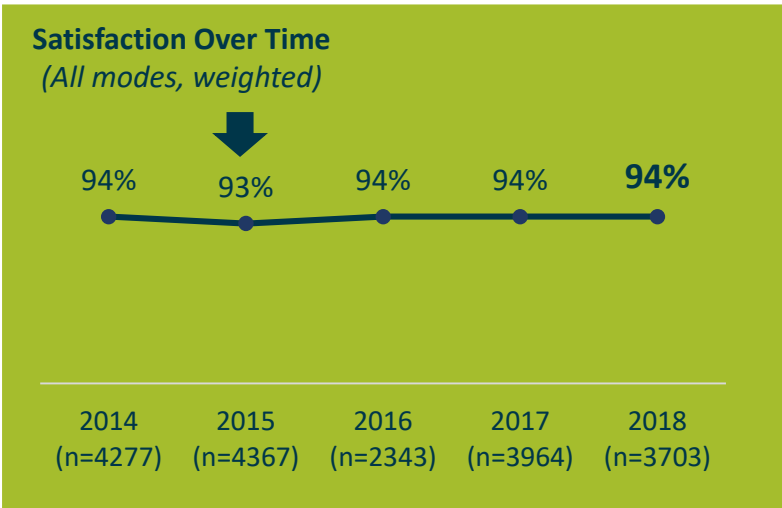
Satisfaction by Mode
(Unweighted)

93% 92% 93% 94% **93%**

95% 93% 95% 95% **95%**

90% 93% 92% 96% **87%**

2014 2015 2016 2017 2018
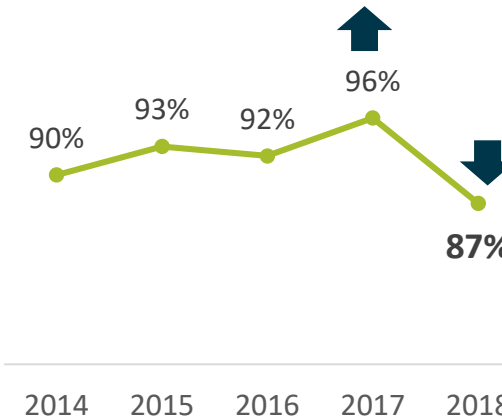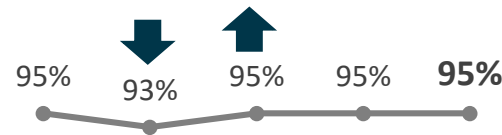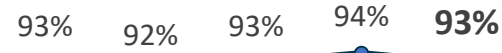
Passengers most satisfied

✓ Passengers travelling for sport, recreation or dining (98%)
✓ Passengers aged 25-34 years (97%)
✓ Train passengers (95%, especially Johnsonville line (97%))
✓ Those who had a private vehicle available (95%)

Passengers most dissatisfied

✗ Mana Coach passengers (7%)
✗ Passengers aged 65 years + (6%)
✗ Passengers using PT every day (5%)
✗ Interpeak travellers (4%)

Satisfaction Over Time
(All modes, weighted)

94% 93% 94% 94% **94%**

| 2014 (n=4277) | 2015 (n=4367) | 2016 (n=2343) | 2017 (n=3964) | 2018 (n=3703) |

Arrows denote statistically significant change from previous year.

metlink

gravitas

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.)?

2018 Results

Total satisfied **93%**

59%
4%
3%
34%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
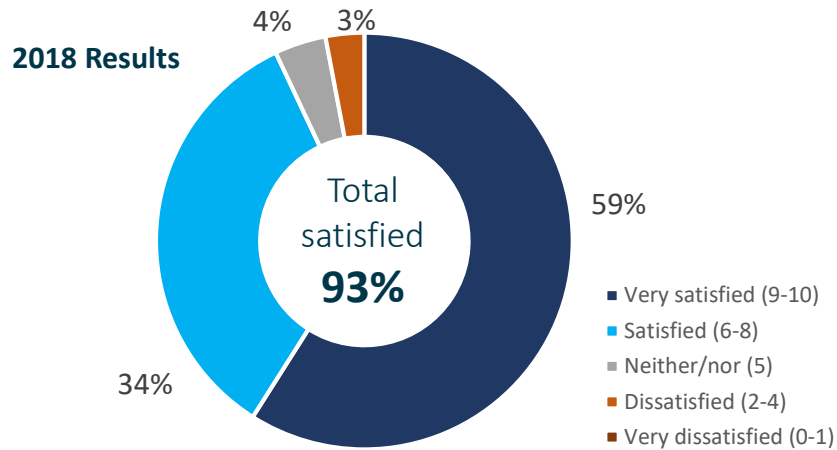
Base: n=3,705 (All passengers who answered this question)
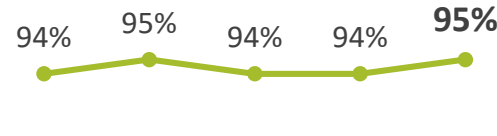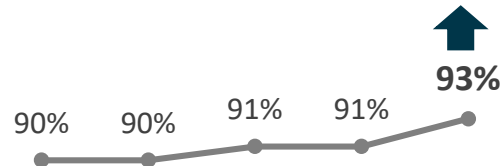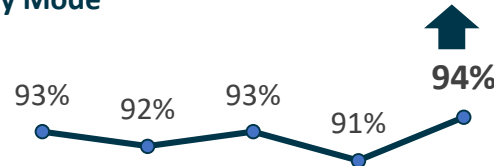
Satisfaction Over Time
(All modes, weighted)

91% 90% 92% 91% **93%**

2014 (n=4259) 2015 (n=4373) 2016 (n=2338) 2017 (n=3971) 2018 (n=3705)

Arrows denote statistically significant change from previous year.

Satisfaction by Mode
(Unweighted)

Bus: 93% 92% 93% 91% **94%**

Train: 90% 90% 91% 91% **93%**

Ferry: 94% 95% 94% 94% **95%**

2014 2015 2016 2017 2018
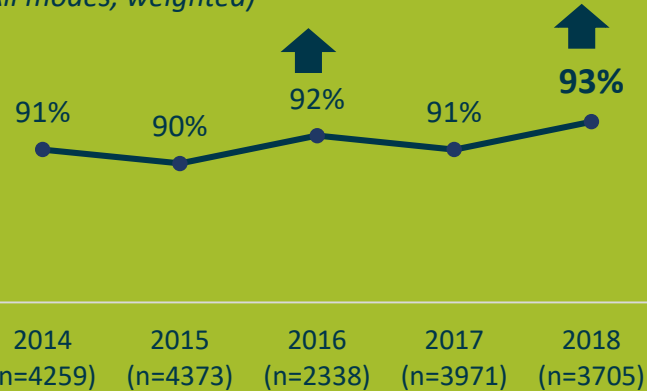
Passengers most satisfied
- ✓ Aged 45-59 years (96%) or 25-34 years (95%)
- ✓ Go Wellington passengers (95%)
- ✓ Snapper card users (95%)
- ✓ Females (95%)
- ✓ Passengers travelling for work (94%)

Passengers most dissatisfied
- ✗ Melling (7%) and Kapiti (5%) line passengers
- ✗ Travelling in the morning peak (4%)

metlink

gravitas

Personal Safety at Stop/Station/Wharf

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

2018 Results

- 6%
- 3%
- 1%
- 48%
- 42%

Total satisfied **90%**

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
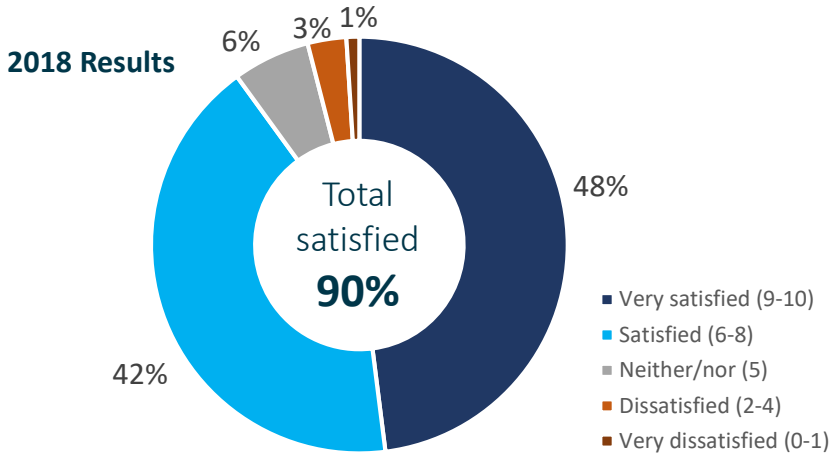
Base: n=3,698 (All passengers who answered this question)
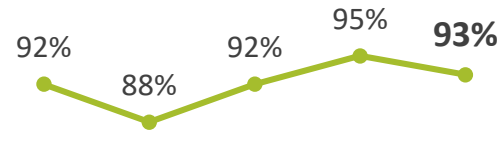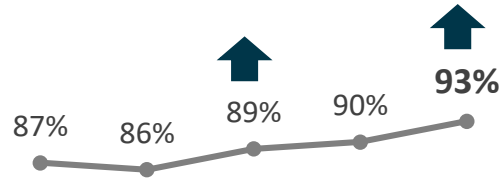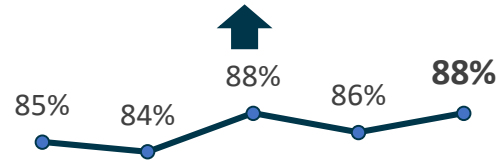
Satisfaction Over Time
(All modes, weighted)

86% 85% 89% 88% **90%**

| 2014 (n=4232) | 2015 (n=4358) | 2016 (n=2316) | 2017 (n=3930) | 2018 (n=3698) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode
(Unweighted)

Bus: 85% 84% 88% 86% **88%**

Train: 87% 86% 89% 90% **93%**

Ferry: 92% 88% 92% 95% **93%**

2014 2015 2016 2017 2018
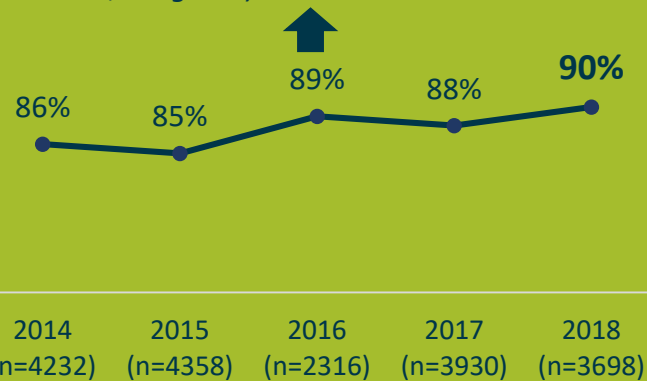
Passengers most satisfied
- ✓ Passengers aged 65 years + (94%)
- ✓ Passengers using PT less often than once a week (94%)
- ✓ Train passengers (93%, especially Johnsonville line (94%))
- ✓ Passengers who had a private vehicle available (92%)
- ✓ Passengers travelling for work (92%)
- ✓ Go Wellington passengers (91%)

Passengers most dissatisfied
- ✗ Passengers travelling for school (9%)
- ✗ Weekend travellers (9%)
- ✗ Bus passengers (6%), especially Mana (15%), Newlands (10%) and Valley Flyer (8%)
- ✗ Passengers aged 15-17 years (9%)
- ✗ Passengers using PT once or twice a week (8%)
- ✗ Those who did not have a private vehicle available (6%)

metlink | gravitas

Cleanliness of Stop/Station/Wharf

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

2018 Results

1%
40%
8%
5%
46%

Total satisfied
86%

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)
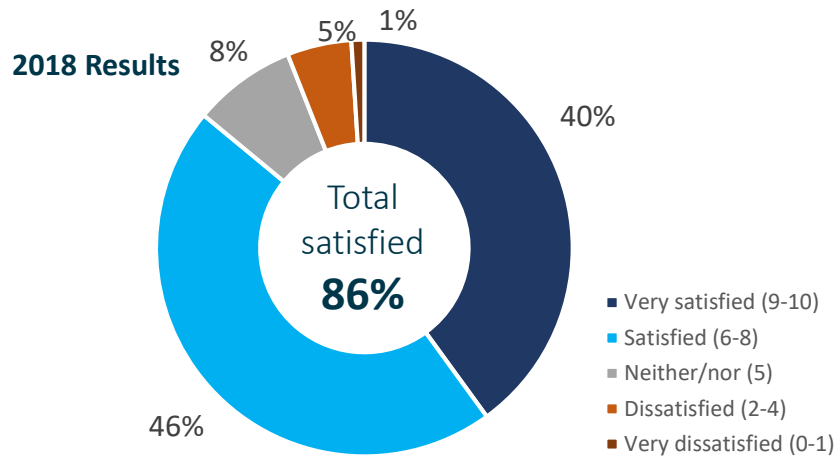
Base: n=3,701 (All passengers who answered this question)
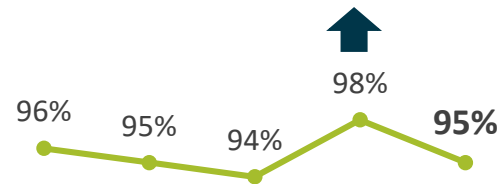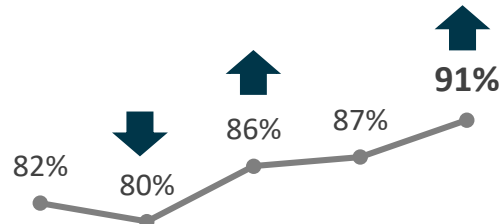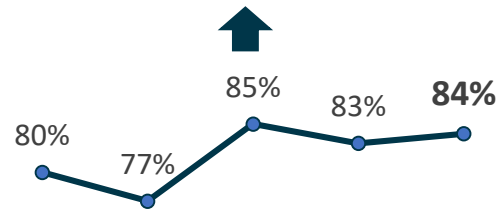
Satisfaction by Mode
(Unweighted)

Bus: 80% 77% 85% 83% **84%**

Train: 82% 80% 86% 87% **91%**

Ferry: 96% 95% 94% 98% **95%**

2014 2015 2016 2017 2018
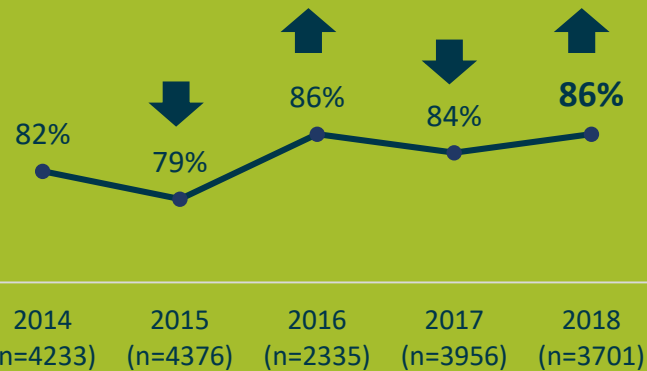
Passengers most satisfied
- ✓ Train passengers (91%, especially Wairarapa (96%), Kapiti (92%) and Johnsonville (91%) lines)
- ✓ Passengers aged 25-59 years (89%)
- ✓ Those who had a private vehicle available (89%)
- ✓ Go Wellington passengers (88%)
- ✓ Inbound passengers (88%)
- ✓ Passengers using PT every weekday (88%)
- ✓ Peak travellers (87%), especially morning peak (89%)

Passengers most dissatisfied
- ✕ Passengers aged 15-17 years (15%)
- ✕ Bus passengers (7%), especially Valley Flyer (13%)
- ✕ Passengers travelling for school (11%)
- ✕ Passengers using PT every day (8%)

Satisfaction Over Time
(All modes, weighted)

82% 79% 86% 84% **86%**

| 2014 (n=4233) | 2015 (n=4376) | 2016 (n=2335) | 2017 (n=3956) | 2018 (n=3701) |

Arrows denote statistically significant change from previous year.

metlink

gravitas

Information Available at Stop/Station/Wharf

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

2018 Results

Total satisfied **85%**

- 44%
- 41%
- 7%
- 7%
- 1%

Legend:
- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
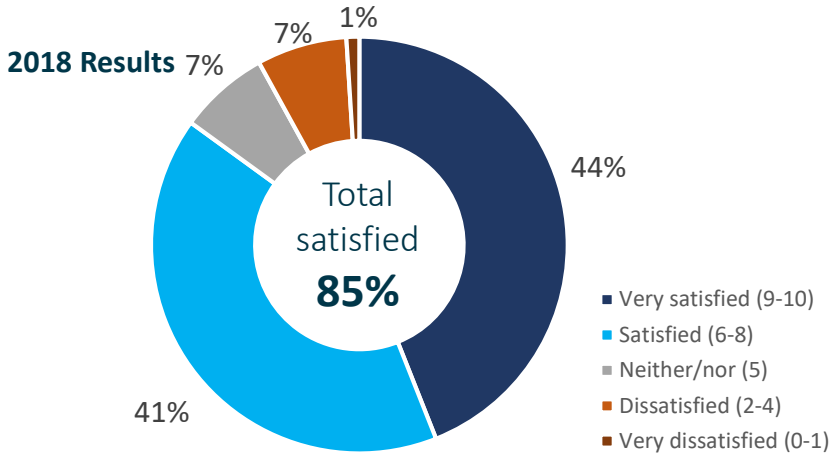
Base: n=3,681 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

- 83%
- 83%
- 87%
- 83%
- **85%**

2014 (n=4174)	2015 (n=4366)	2016 (n=2316)	2017 (n=3944)	2018 (n=3681)

Arrows denote statistically significant change from previous year.

Satisfaction by Mode
(Unweighted)

Bus:
- 80%
- 85%
- 87%
- 82%
- **82%**

Train:
- 85%
- 83%
- 89%
- 88%
- **90%**

Ferry:
- 80%
- 80%
- 88%
- 90%
- **75%**

2014	2015	2016	2017	2018
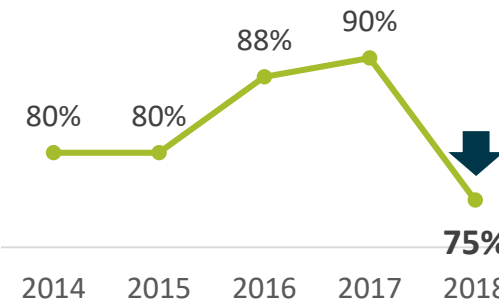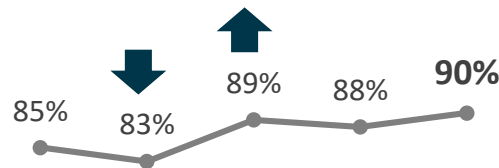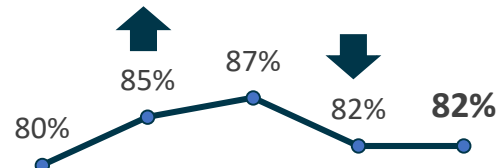
Passengers most satisfied

- ✓ Passengers travelling for sport, recreation or dining (93%) or to visit friends/relatives (91%)
- ✓ Train passengers (90%, especially Kapiti (92%) and Johnsonville (92%) lines)
- ✓ Evening peak travellers (89%)
- ✓ Outbound travellers (87%)
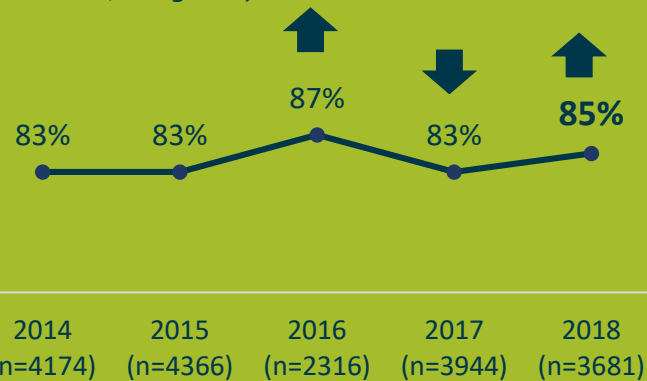
Passengers most dissatisfied

- ✗ Bus passengers (10%), especially Newlands (17%) and Mana (14%)
- ✗ Morning peak travellers (10%)
- ✗ Inbound travellers (10%)

metlink

gravitas

Provision of Shelter from Weather

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

2018 Results

6%
13%
9%
31%
41%

Total satisfied **72%**

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
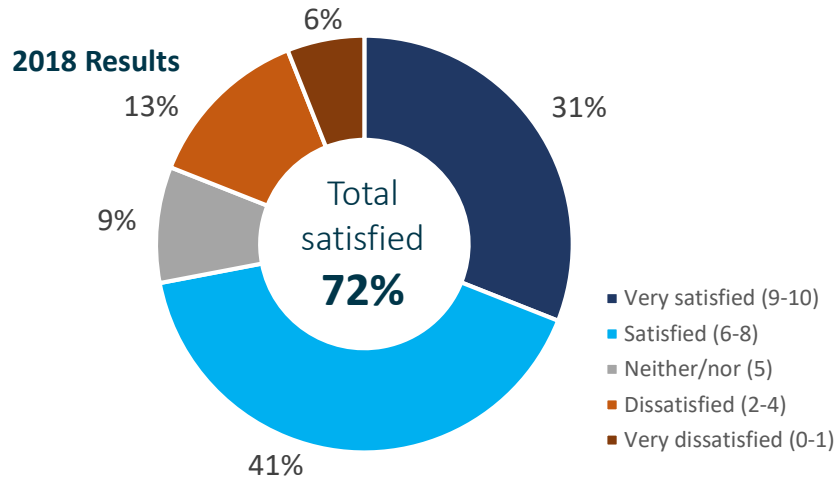
Base: n=3,679 (All passengers who answered this question)
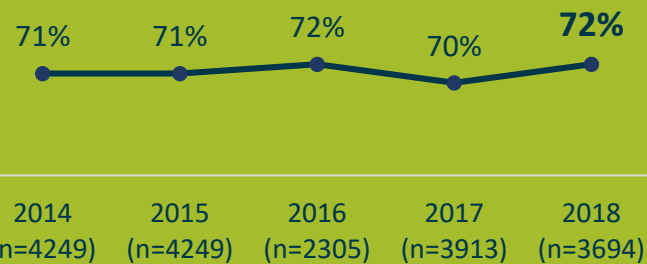
Satisfaction Over Time
(All modes, weighted)

71% — 71% — 72% — 70% — **72%**

2014 (n=4249) | 2015 (n=4249) | 2016 (n=2305) | 2017 (n=3913) | 2018 (n=3694)

Arrows denote statistically significant change from previous year.

Satisfaction by Mode
(Unweighted)

Bus: 68% 67% 68% 65% **68%**

Train: 75% 74% 81% 80% **80%**

Ferry: 38% 53% 55% 63% **37%**

2014 2015 2016 2017 2018
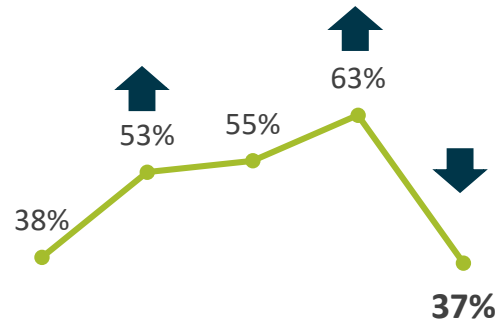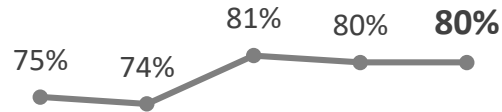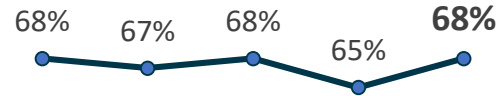
Passengers most satisfied
- ✓ Passengers using PT less often than once a week (86%)
- ✓ Train passengers (80%, especially Melling line (87%))
- ✓ Travelling for shopping (80%) or to visit friends/relatives (80%)
- ✓ Evening peak travellers (78%)
- ✓ Passengers aged 25-34 years (76%)
- ✓ Outbound passengers (76%)
- ✓ Those who had a private vehicle available (74%)

Passengers most dissatisfied
- ✗ Ferry (54%) and bus (22%) passengers, especially Mana (38%) and Valley Flyer (27%)
- ✗ Passengers aged 15-17 years (24%)
- ✗ Morning peak travellers (23%)
- ✗ Inbound passengers (23%)

metlink | gravitas

What Aspects of Service Drive Overall Satisfaction with Stop/Station/Wharf?

Strongest influence on satisfaction with trip overall ('Most Important')

Weakest influence on satisfaction with trip overall ('Least Important')

Stop/Station/Wharf Attributes	Relative Importance Score
Personal safety	0.65
Information available	0.63
Ease of getting on vehicle from the stop/station/wharf	0.62
Providing shelter from weather	0.61
Cleanliness	0.59
Stop/station/wharf easy to get to	0.56

Core drivers of satisfaction with stop/station/wharf.

Improvements in these areas will have the greatest positive impact on overall satisfaction

Through the use of statistical analyses (correlation analysis), the relative influence of each service attribute on overall satisfaction with staff has been derived. The closer the correlation ('Relative Importance') score is to 1.0, the stronger the influence that service variable has on overall satisfaction.   – that is, where a correlation score is close to 1.0, improvements in the variable can be expected to result in a corresponding improvement in overall satisfaction.

This analysis assists in identifying areas of current under-performance (variable(s) where the influence score is high but current performance is low (see following slide) and identifying priorities for focus going forward (by selecting those aspects of the service which will have the greatest influence on overall satisfaction).

metlink

gravitas

How Are We Performing on What's Most Important to Passengers?

Relatively high importance, but currently low performance → key area of focus for next 12 months

Personal safety

Information availability

Ease of getting onto vehicle

Shelter from weather

Cleanliness

Easy to get to

Importance Score

0.7
0.65
0.6
0.55
0.5

Current Performance
% satisfied (6-10 rating)

60   70   80   90   100

This graph maps the relative importance of each attribute of the stop/station/wharf against current performance. The trend-line slopes down to the right. This indicates a poor match between performance and importance, with the stop/station/wharf performing poorly on aspects which are important to passengers and which drive overall satisfaction.

The key area of concern continues to be the provision of shelter from the weather, this aspect identified as one of the core drivers of stop/station/wharf satisfaction but currently the most poorly performing aspect. Improvements in this area – particularly to the provision of adequate shelter at ferry wharves – over the next 12 months can be expected to have a positive impact on perceptions of the stop/station/wharf overall. Possible suggestions for enhancement are outlined in the following slide with a full list provided in the Appendix.

metlink

gravitas

Passenger Perceptions of Wellington Region's Public Transport System

Perceptions of Wellington's PT System: Summary

Share of Passengers Satisfied/Very Satisfied (%)

Category	2017	2018
Ease of getting information about routes/timetables	86	**86**
Travel time	85	**84**
Convenience of paying for public transport	78	**76**
Information about delays and disruptions	67	**69**
Public transport system overall	86	**85**

■ 2017 ■ 2018

When all modes are combined, users' perceptions of Wellington's public transport system have remained stable from 2017, 85% satisfied with the public transport system overall.   However, ferry passengers rate every aspect of the public transport system less positively than last year, declines most notable for the convenience of paying (down from 89% to 79%) and for the public transport system overall (down from 94% to 82%). The introduction of integrated ticketing may improve perceptions of the convenience of paying, while more frequent ferry services – including extending operating hours and offering weekend services – may enhance perceptions of the public transport system overall.

Passengers generally find Wellington's public transport system easy to use (86% - consistent across modes). Key contributors include comprehensive route coverage, frequency of services, the ease of access to stops/stations/wharves and public transport information being easy to understand. Reliability issues (services not running on time), cases of poor or unclear communications, infrequent services on some routes and overcrowding are challenges to public transport use among current users.

Base: n=3,759 (All respondents)
Arrows denote statistically significant change from previous year.

metlink

gravitas

Perceptions of Wellington's PT System: Summary

Wellington's public transport system currently performs least well for the provision of information about delays and disruptions. Whilst satisfaction has improved over the last 12 months (up from 67% to 69%), this aspect of the service could be further enhanced by improving the maintenance and accuracy of real time information signs, the provision of more detailed announcements at stations and wharves (including notifying of the reason for the delay and likely length), more timely notification via text and email, and enhancing awareness of delay/disruption information available via the Metlink app.

Satisfaction with travel times - the strongest driver of satisfaction with the public transport system – remains high. Faster/more direct services (including Express services), more bus lanes and addressing rail heat speed limits may improve satisfaction with travel times.

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?

2018 Results

Total satisfied
85%

- 28% Very satisfied (9-10)
- 57% Satisfied (6-8)
- 9% Neither/nor (5)
- 6% Dissatisfied (2-4)
- Very dissatisfied (0-1)
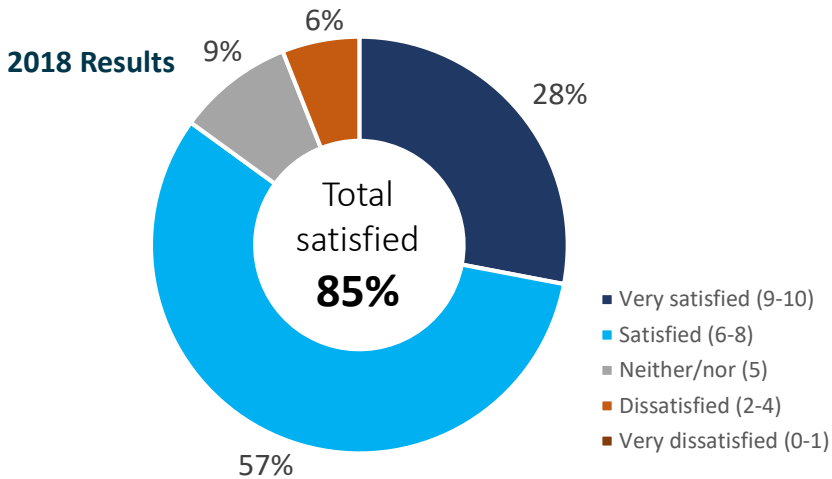
Base: n=3,586 (All passengers who answered this question)
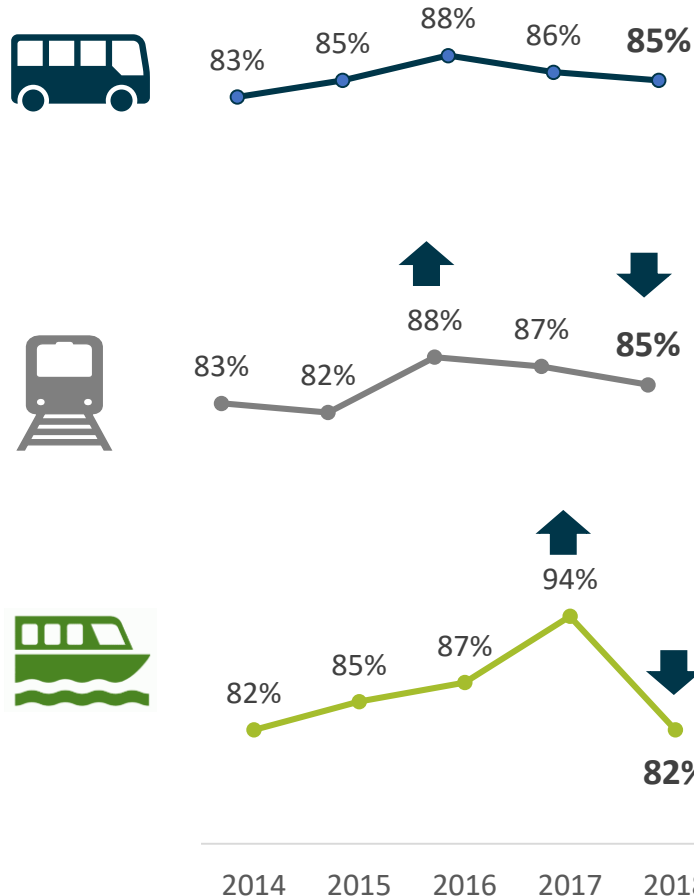
Satisfaction Over Time
(All modes, weighted)

83% 83% 88% 86% **85%**

| 2014 (n=4189) | 2015 (n=4324) | 2016 (n=2292) | 2017 (n=3877) | 2018 (n=3586) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 83% 85% 88% 86% **85%**

Train: 83% 82% 88% 87% **85%**

Ferry: 82% 85% 87% 94% **82%**

2014 2015 2016 2017 2018

Satisfaction by Combination of Modes Used

85% 85% 85%
83%
94%

Note: Samples sizes for ferry only and ferry + train too small to provide reliable results
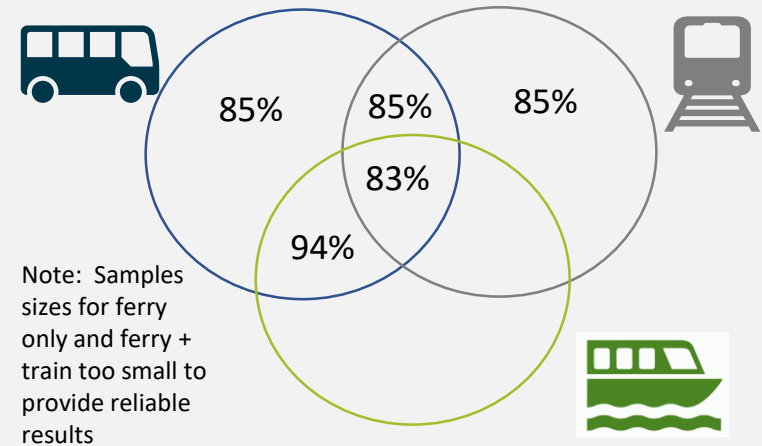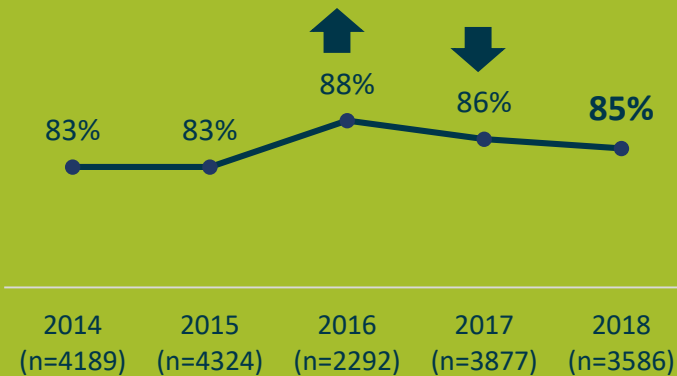
Passengers most satisfied
- ✓ Passengers aged 65 years + (93%)
- ✓ Go Wellington passengers (87%)
- ✓ Males (87%)

Passengers most dissatisfied
- ✗ Newlands passengers (15%)
- ✗ Wairarapa line passengers (15%)
- ✗ Passengers aged 18-24 years (9%)
- ✗ Females (8%)
- ✗ Passengers travelling for work (8%)

metlink

gravitas

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?

2018 Results

- 31% Strongly agree (9-10)
- 55% Agree (6-8)
- 9% Neither/nor (5)
- 5% Disagree (2-4)
- Strongly disagree (0-1)

Total agree **86%**
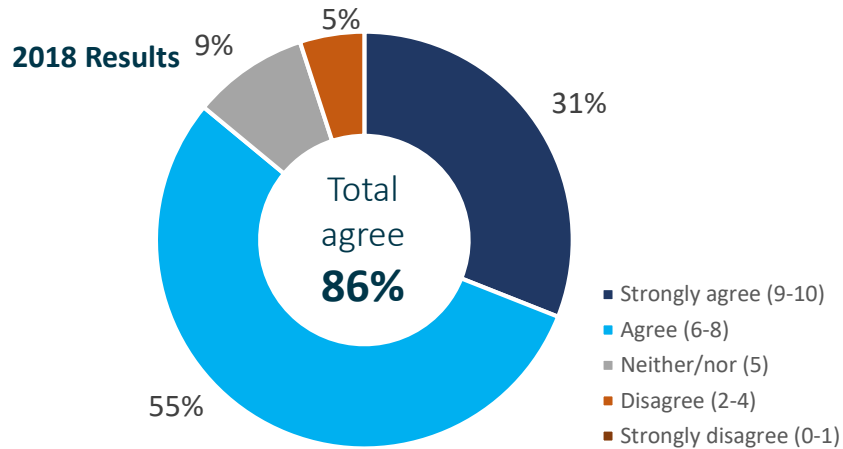
Base: n=3,576 (All passengers who answered this question)

Agreement by Mode
(Unweighted)

Bus: Total agree **85%**

Train: Total agree **87%**

Ferry: Total agree **86%**

Agreement Over Time
(All modes, weighted)

This question was asked for the first time in May 2018 so no time series analysis is available
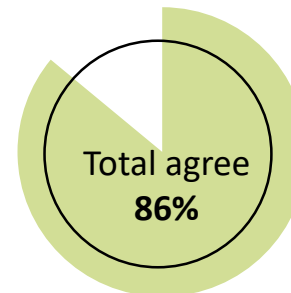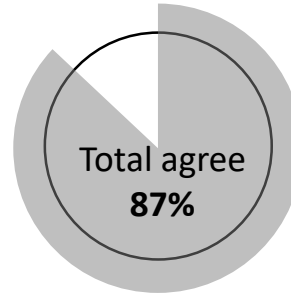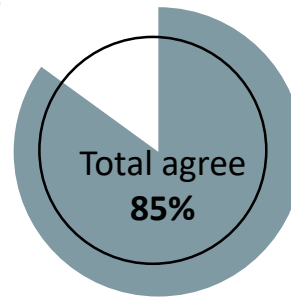
Passengers most agreeing

- ✓ Passengers travelling for personal appointment (93%)
- ✓ Passengers aged 45 years or older (92%)
- ✓ Passengers using PT 3-4 times a week (89%)
- ✓ Males (88%)

Passengers most disagreeing

- ✗ Wairarapa line passengers (11%)
- ✗ Newlands Coach passengers (11%)
- ✗ Weekend travellers (10%)
- ✗ Passengers using PT every day (9%)
- ✗ Passengers aged 18-24 years (8%)

metlink

Why Easy to Use Public Transport Services

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

### Good route coverage (can get to most places)

28%

Especially those aged 18-24 years (32%), bus passengers (31% - including Go Wellington passengers – 32%), females (30%)

Frequent services

27%
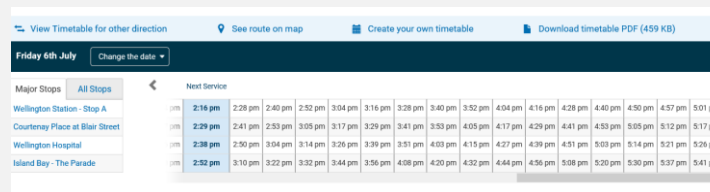
Especially those traveling for personal appointments (43%), aged 65 years + (39%) or 35-59 years (32%), Go Wellington passengers (29%)

Stops/station/wharves easily accessible

20%

Especially those aged 15-17 years (33%), SuperGold cardholders (29%)

Timetable information easy to understand

18%

Especially those aged 18-24 years (23%), Go Wellington passengers (21%)

Range of payment options

10%

Especially those aged 18-34 years (14%), bus passengers (13% - including Go Wellington passengers – 21%), interpeak travellers (13%), inbound passengers (12%), those with no private vehicle available (12%)

Services run on time/reliable

10%

Especially train passengers (15%, especially Kapiti line (20%)), evening peak travellers (14%), those aged 45-59 years (14%), outbound passengers (12%), those with a private vehicle available (12%)

Base: n=1,966 (Respondents who said it was easy to use public transport services and who gave a reason)

Note: A full list of responses is provided in the Appendix

Why Not Easy to Use Public Transport Services

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

Public transport not on time/delays
Especially those who did not have a private vehicle available (38%)

28%

Poor/unclear communication

18%

Service runs too infrequently
Especially Go Wellington passengers (26%) and inbound travellers (22%)

16%

Lack of seats onboard/overcrowding

14%

Expensive
Especially train passengers (20%)

13%

Lack of payment options

11%

Base: n=158 (Respondents who said it was not easy to use public transport services and who gave a reason)

Note: A full list of responses is provided in the Appendix

Likelihood of Recommending Public Transport

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

2018 Results

7% 5% 1%
40%
Total Likely: **87%**
47%

- Very likely (9-10)
- Likely (6-8)
- Neither/nor (5)
- Unlikely (2-4)
- Very unlikely (0-1)
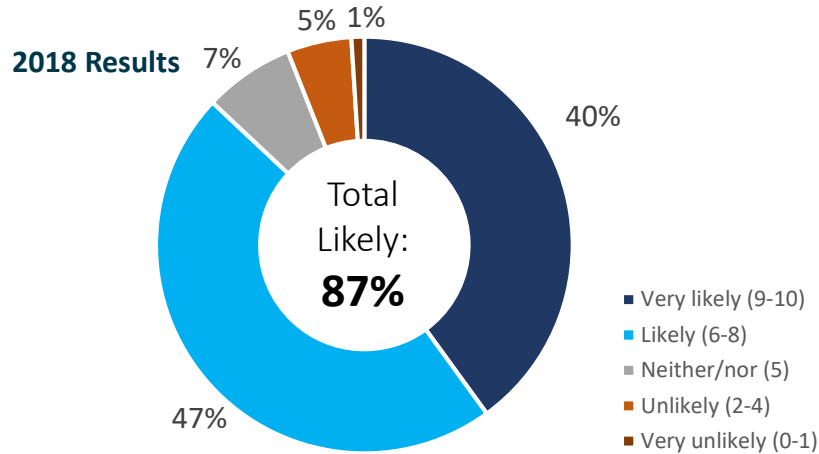
Base: n=3,629 (All passengers who answered this question)

Likelihood of Recommending Over Time
(All modes, weighted)

85%   86%   89%   88%   **87%**

| 2014 (n=3762) | 2015 (n=4246) | 2016 (n=2277) | 2017 (n=3690) | 2018 (n=3629) |
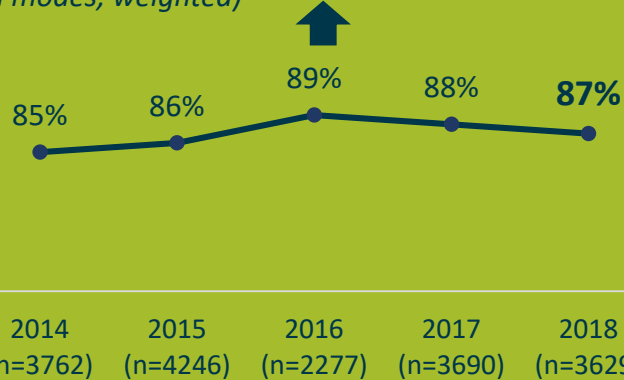
Arrows denote statistically significant change from previous year.

Likelihood by Mode

🚌 83%   86%   89%   87%   **85%**

🚆 86%   86%   91%   89%   **90%**

⛴ 90%   90%   88%   97%   **91%**

2014   2015   2016   2017   2018
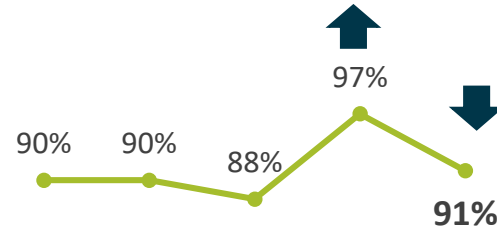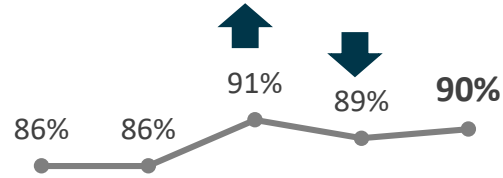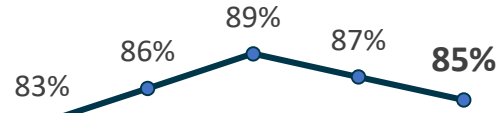
Satisfaction by Operator (%)

	2014	2015	2016	2017	2018
East By West	90	90	88	97	91 ↓
Transdev	86	86	91 ↑	89 ↓	90
Go Wellington	84	87	92	87	88
Valley Flyer	81	83	83	88	81 ↓
Mana	83	86	88	79	79
Newlands	81	87	83	89	78 ↓

Arrows denote statistically significant change from previous year.

Passengers most satisfied

- ✓ Passengers aged 65 years + (96%) or 45-59 years (92%)
- ✓ Passengers travelling to personal appointment (94%), shopping (92%) or work (88%)
- ✓ Train passengers (90%, especially Johnsonville line (94%))
- ✓ Males (89%)

Passengers most dissatisfied

- ✗ Tertiary students (10%)
- ✗ Passengers aged 15-24 years (10%)
- ✗ Passengers using PT every day (8%)
- ✗ Bus passengers (7%, especially Mana (13%), Newlands (13%) and Valley Flyer (9%))

metlink

gravitas

Net Promoter Score*

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

2018 Results

NPS: **19**

40% Promoters (9-10)
39% Passives (7-8)
21% Detractors (0-6)

- Promoters (9-10)
- Passives (7-8)
- Detractors (0-6)
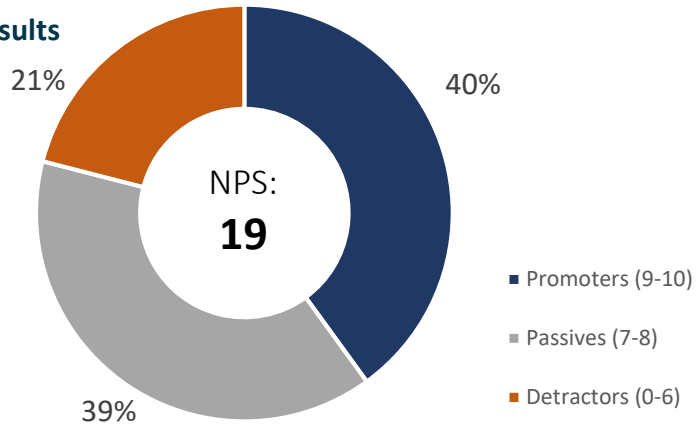
Base: n=3,629 (All passengers who answered this question)

Net Promoter Score Over Time
(All modes, weighted)

8 — 12 — 23 — 21 — **19**

| 2014 (n=3762) | 2015 (n=4246) | 2016 (n=2277) | 2017 (n=3690) | 2018 (n=3629) |

Net Promoter Score by Mode

Bus: 9 — 16 — 23 — 20 — **16**

Train: 7 — 9 — 24 — 20 — **23**

Ferry: 10 — 24 — 23 — 57 — **26**

2014 2015 2016 2017 2018
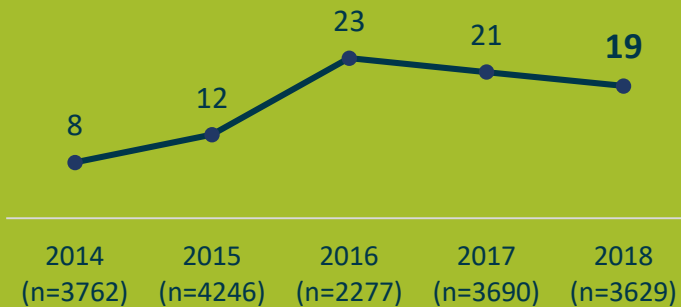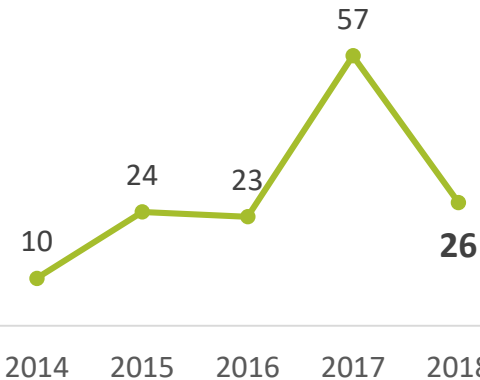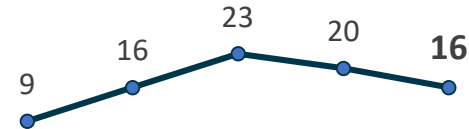
Net Promoter Score by Operator (%)

2018

East By West	**26**
Transdev	**23**
Go Wellington	**23**
Valley Flyer	**8**
Mana	**-1**
Newlands	**-8**

Highest NPS scores
- ✓ Passengers travelling for personal appointment (43), visiting friends/relatives (28) or shopping (27)
- ✓ Passengers aged 45 years + (34)
- ✓ Train passengers (23, esp. Johnsonville line (36))
- ✓ Off-peak travellers (23, especially interpeak travellers (25)
- ✓ Passengers with private vehicle available (21)
- ✓ Females (21)

Lowest NPS scores
- ✗ Bus passengers (16, especially Newlands (-8), Mana (-1) and Valley Flyer (8))
- ✗ Peak travellers (16, especially morning peak travellers (14)
- ✗ Passengers travelling for work (16) or tertiary study (10)
- ✗ Passengers without private vehicle (15)
- ✗ Passengers aged 15-24 years (4)

metlink

* 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.
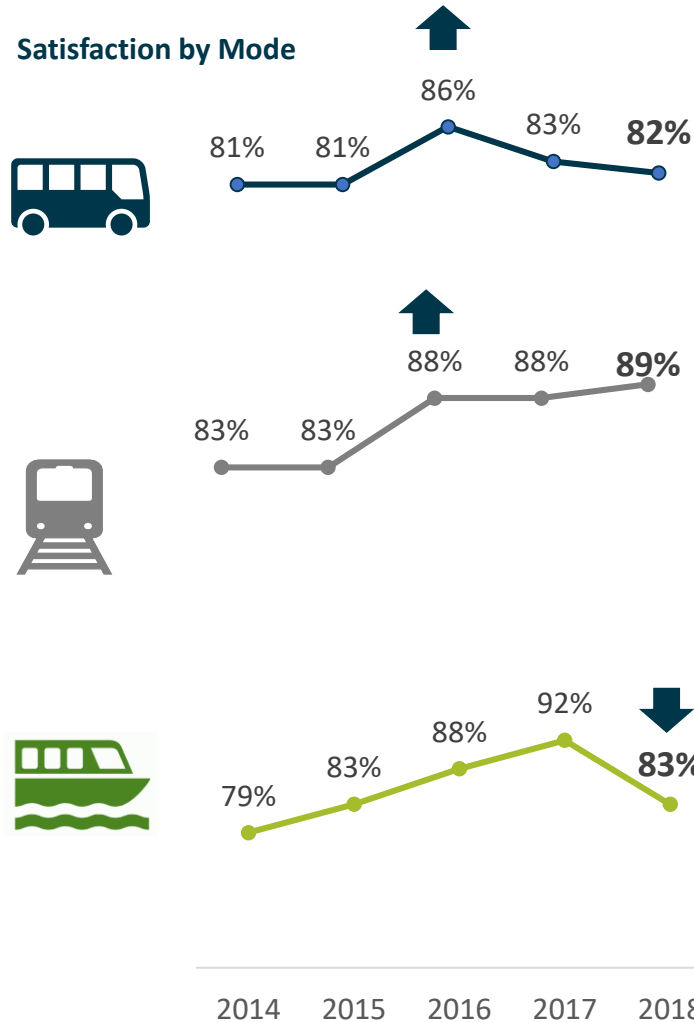
gravitas

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?
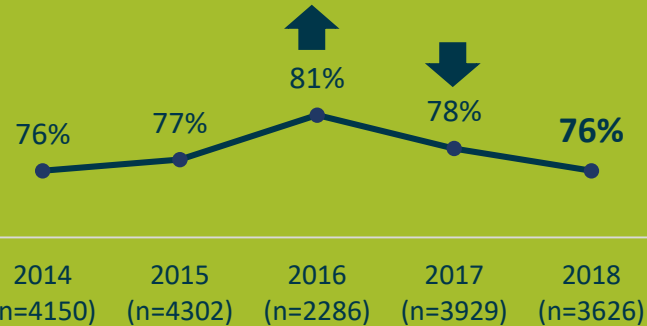
2018 Results

Total satisfied
86%

35%
7%
6%
1%
51%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
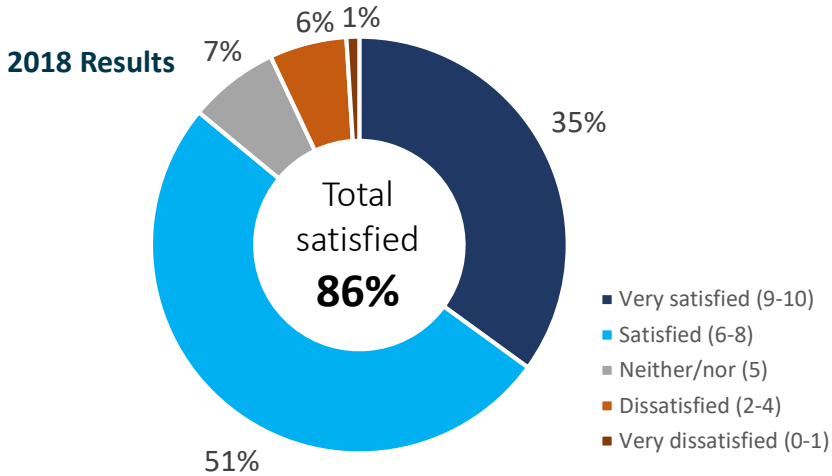
Base: n=3,633 (All passengers who answered this question)
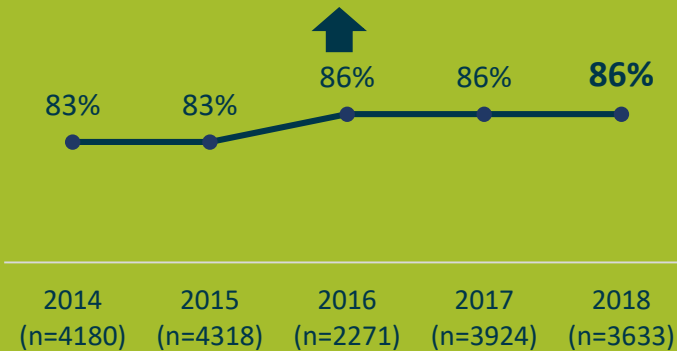
Satisfaction Over Time
(All modes, weighted)

83% 83% 86% 86% **86%**

| 2014 (n=4180) | 2015 (n=4318) | 2016 (n=2271) | 2017 (n=3924) | 2018 (n=3633) |

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 84% 82% 85% 85% **85%**

Train: 83% 84% 88% 87% **89%**

Ferry: 88% 87% 92% 93% **87%**

2014 2015 2016 2017 2018

Satisfaction by Combination of Modes Used

84% 87% 89%
85%
95%

Note: Samples sizes for ferry only and ferry + train too small to provide reliable results
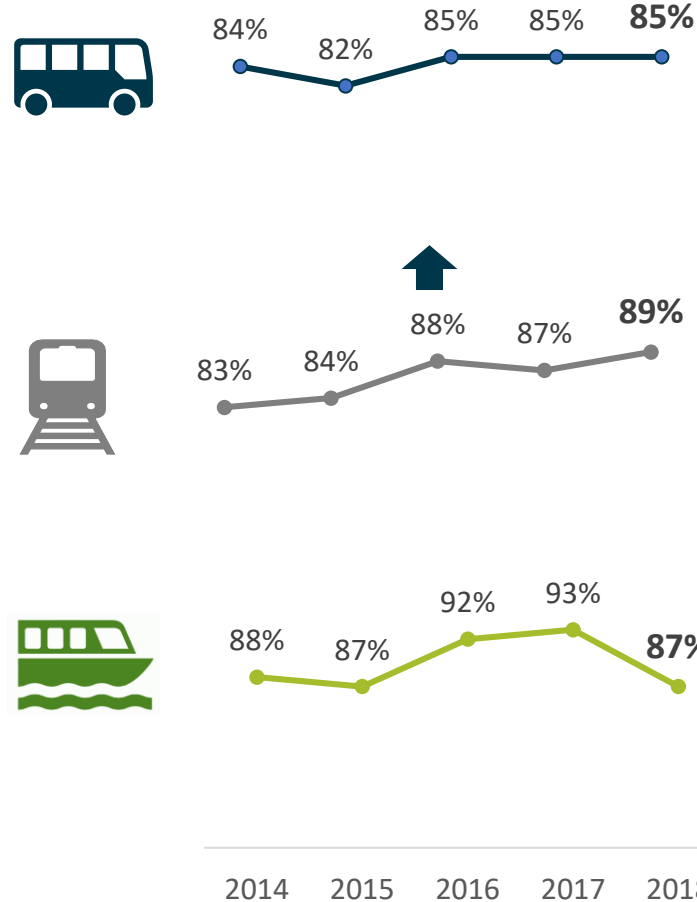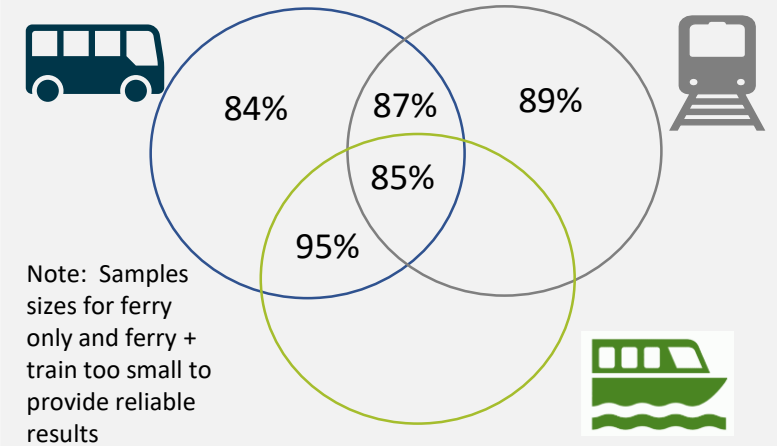
Passengers most satisfied
- ✓ Passengers travelling to personal appointment (92%)
- ✓ Passengers aged 18-24 years (90%)
- ✓ Passengers using PT 3-4 times a week (90%)
- ✓ Train passengers (89%, especially Johnsonville line (92%))
- ✓ Males (88%)
- ✓ Passengers who had a private vehicle available (88%)

Passengers most dissatisfied
- ✗ Mana (17%) and Newlands (11%) passengers

metlink

gravitas
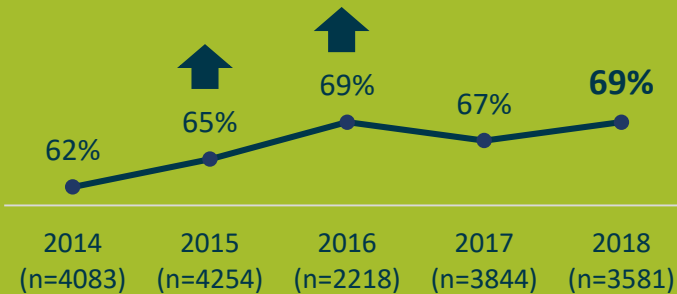
Satisfaction with Travel Time

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)?

2018 Results

Total satisfied
84%

- Very satisfied (9-10) — 32%
- Satisfied (6-8) — 52%
- Neither/nor (5) — 7%
- Dissatisfied (2-4) — 7%
- Very dissatisfied (0-1) — 2%
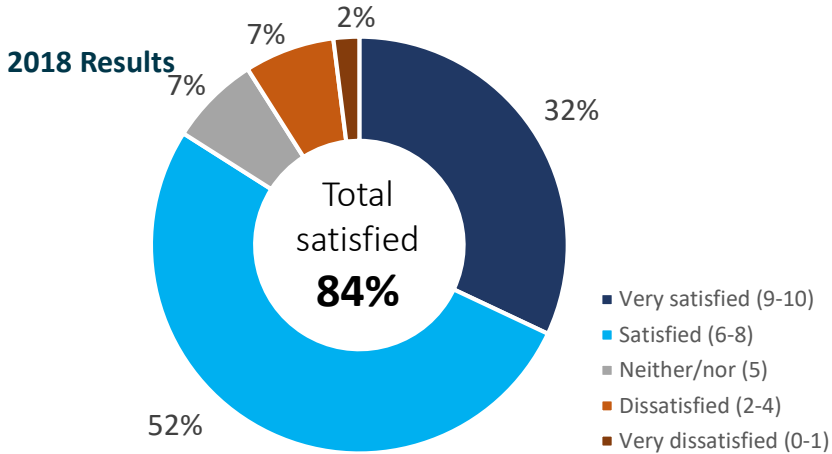
Base: n=3,647 (All passengers who answered this question)

Satisfaction by Mode

Bus: 81% 81% 86% 83% **82%**

Train: 83% 83% 88% 88% **89%**

Ferry: 79% 83% 88% 92% **83%**

2014 2015 2016 2017 2018

Satisfaction by Combination of Modes Used

82% 85% 89% 83% 90%

Note: Samples sizes for ferry only and ferry + train too small to provide reliable results

Satisfaction Over Time
(All modes, weighted)

83% 82% 87% 85% **84%**

| 2014 (n=4186) | 2015 (n=4354) | 2016 (n=2303) | 2017 (n=3962) | 2018 (n=3647) |
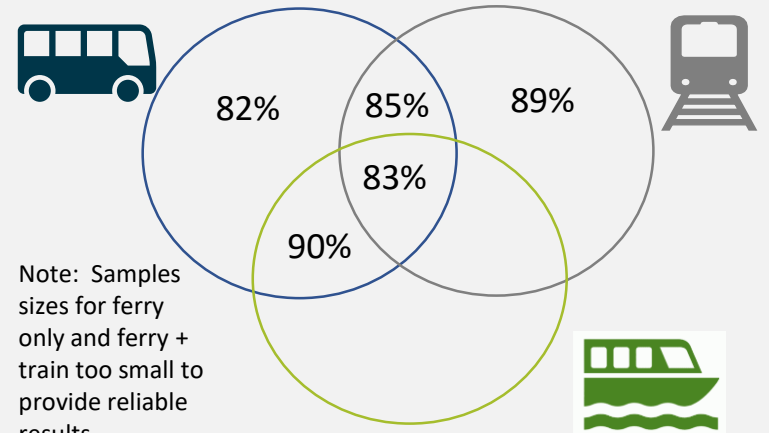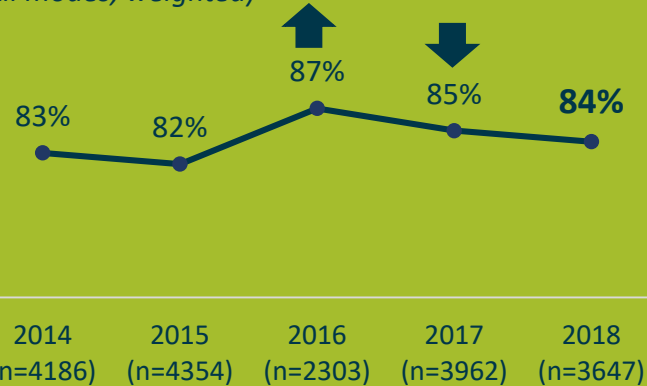
Arrows denote statistically significant change from previous year.

Passengers most satisfied
- ✓ Passengers aged 65 years + (94%) or 25-34 years (88%)
- ✓ Train passengers (89%, especially Hutt Valley line (91%))
- ✓ Afternoon peak travellers (86%)
- ✓ Males (86%)
- ✓ Outbound travellers (86%)

Passengers most dissatisfied
- ✗ Wairarapa line passengers (19%)
- ✗ Passengers aged 18-24 years (12%)
- ✗ Tertiary students (12%)
- ✗ Passengers using PT every day (11%)
- ✗ Bus passengers (10%, especially Newlands (22%) and Mana (16%))
- ✗ Morning peak travellers (10%)

metlink

gravitas

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?

2018 Results

3%
12%
9%
32%
44%

Total satisfied **76%**

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
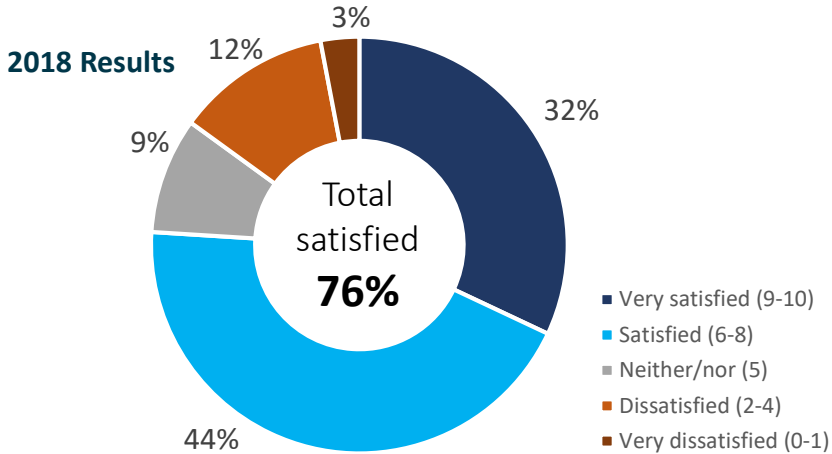
Base: n=3,626 (All passengers who answered this question)

Satisfaction by Mode

Bus: 80% 81% 84% 80% **80%**

Train: 74% 74% 77% 74% **70%**

Ferry: 81% 84% 84% 89% **79%**

2014 2015 2016 2017 2018

Satisfaction Over Time
(All modes, weighted)

76% 77% 81% 78% **76%**

| 2014 (n=4150) | 2015 (n=4302) | 2016 (n=2286) | 2017 (n=3929) | 2018 (n=3626) |

Arrows denote statistically significant change from previous year.

Satisfaction by Combination of Modes Used

81%
75%
69%
76%
81%

Note: Samples sizes for ferry only and ferry + train too small to provide reliable results
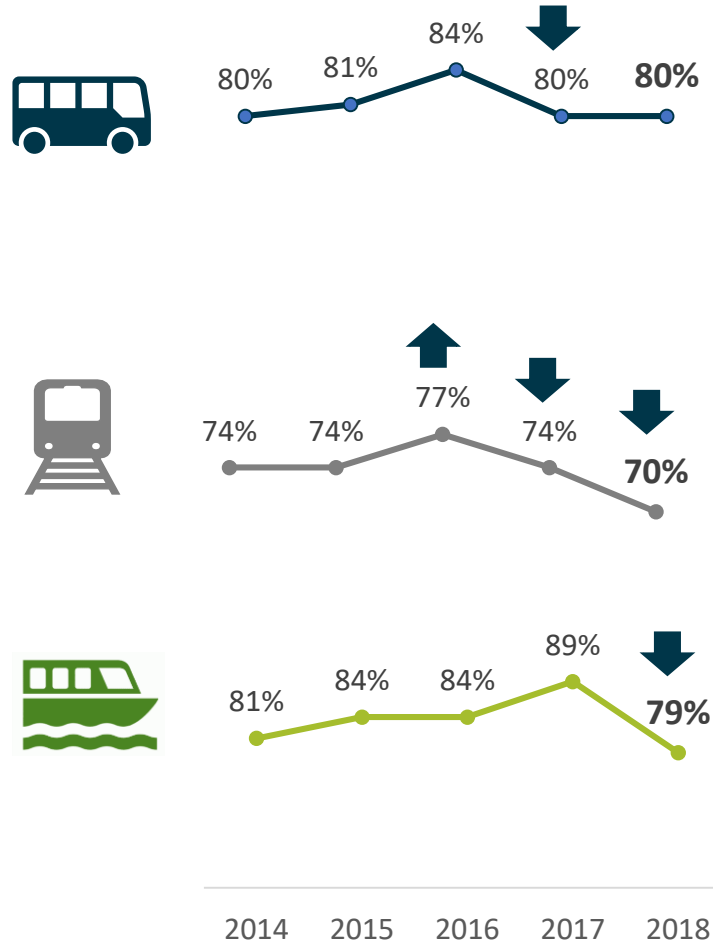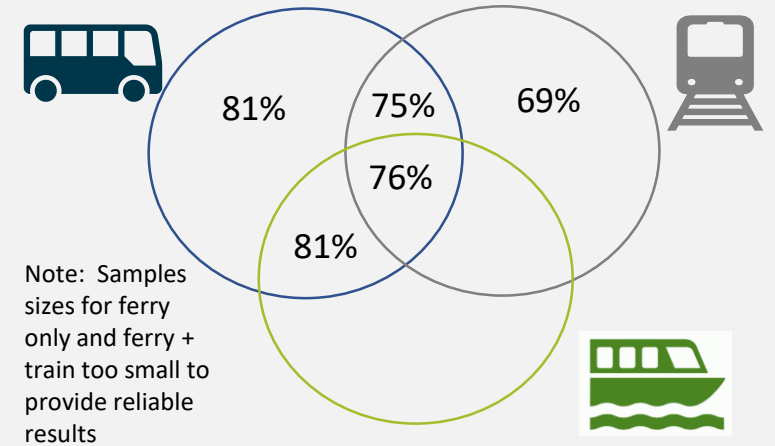
Passengers most satisfied
- ✓ Passengers aged 65 years + (91%) or 45-64 years (82%)
- ✓ Interpeak travellers (83%)
- ✓ Bus passengers (80%, especially Go Wellington (82%) and Valley Flyer (80%))

Passengers most dissatisfied
- ✗ Newlands passengers (25%)
- ✗ Train passengers (19%, especially Melling (21%) and Johnsonville (21%) lines)
- ✗ Afternoon peak travellers (18%)
- ✗ Passengers aged 18-24 years (18%)
- ✗ Passengers travelling for work (17%)
- ✗ Passengers travelling every weekday (16%)
- ✗ Passengers who had private vehicle available (16%)

metlink   gravitas

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?

2018 Results

Total satisfied **69%**

- Very satisfied (9-10) — 21%
- Satisfied (6-8) — 48%
- Neither/nor (5) — 13%
- Dissatisfied (2-4) — 15%
- Very dissatisfied (0-1) — 3%
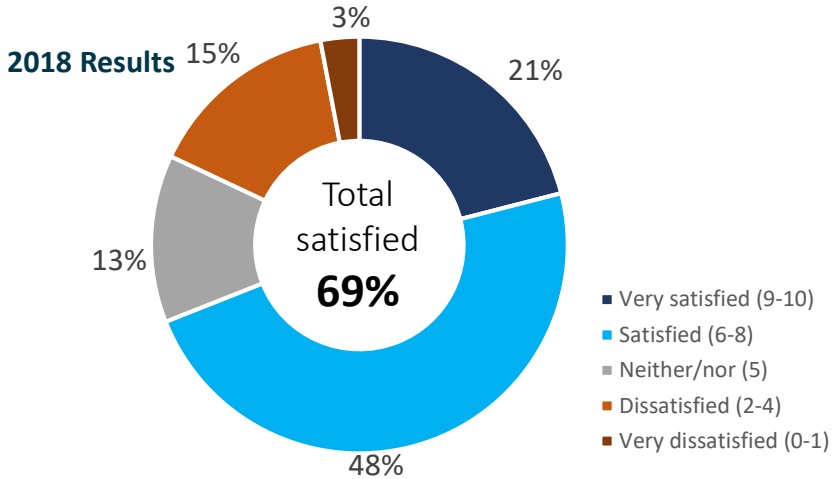
Base: n=3,581 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

2014 (n=4083)	2015 (n=4254)	2016 (n=2218)	2017 (n=3844)	2018 (n=3581)
62%	65%	69%	67%	69%

Arrows denote statistically significant change from previous year.

Satisfaction by Mode

Bus: 55%, 64%, 67%, 66%, **67%**

Train: 65%, 66%, 73%, 71%, **73%**

Ferry: 67%, 73%, 79%, 85%, **78%**

2014 2015 2016 2017 2018

Satisfaction by Combination of Modes Used

Bus: 67%
Bus + Train: 69%
Train: 72%
Bus + Ferry: 73%
Train + Ferry: 79%

Note: Samples sizes for ferry only and ferry + train too small to provide reliable results
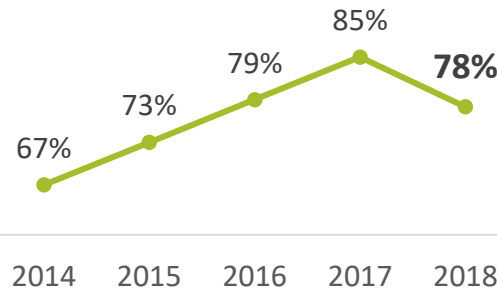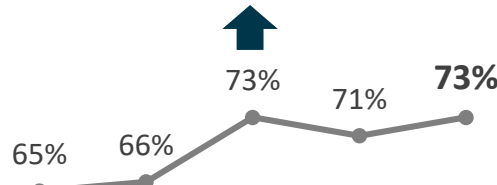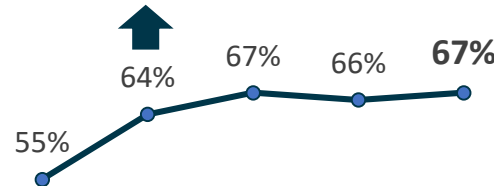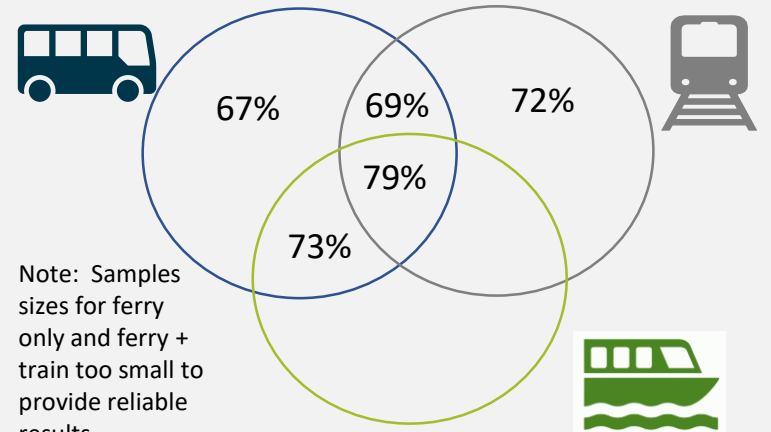
Passengers most satisfied
- ✓ Passengers travelling for shopping (80%) or personal appointment (77%)
- ✓ SuperGold cardholders (78%)
- ✓ Passengers travelling 3-4 times a week (74%)
- ✓ Train passengers (73%, especially Johnsonville line (78%))

Passengers most dissatisfied
- ✗ Passengers aged 15-17 years (27%)
- ✗ Passengers travelling for school (26%)
- ✗ Morning peak travellers (21%)
- ✗ Bus passengers (20%, especially Newlands (31%) and Mana (30%))

metlink

gravitas

What Aspects of Service Drive Overall Satisfaction with Wellington's Public Transport System?

Strongest influence on satisfaction with trip overall
('Most Important')

Trip Attributes	Relative Importance Score
Travel time	0.72
Convenience of paying for public transport	0.70
Ease of getting information about public transport	0.66
Information about service delays and disruptions	0.65

Core drivers of satisfaction with Wellington's public transport system

Weakest influence on satisfaction with trip overall
('Least Important')

Through the use of statistical analyses (correlation analysis), the relative influence of each service attribute on overall satisfaction with staff has been derived. The closer the correlation ('Relative Importance') score is to 1.0, the stronger the influence that service variable has on overall satisfaction.   – that is, where a correlation score is close to 1.0, improvements in the variable can be expected to result in a corresponding improvement in overall satisfaction.

This analysis assists in identifying areas of current under-performance (variable(s) where the influence score is high but current performance is low (see following slide) and identifying priorities for focus going forward (by selecting those aspects of the service which will have the greatest influence on overall satisfaction).

metlink

gravitas

How Are We Performing on What's Most Important to Passengers?

Importance Score (y-axis): 0.55, 0.6, 0.65, 0.7, 0.75

Current Performance
% satisfied (6-10 rating) (x-axis): 60, 70, 80, 90

Data points:
- Travel time
- Convenience of paying for public transport
- Ease of getting information about routes, timetables
- Information about delays, disruptions

This graph maps the relative importance of each attribute of Wellington's public transport system against current performance. The trend-line slopes up to the right. This indicates a good match between performance and importance, with the public transport system performing well on aspects which are important to passengers and which drive overall satisfaction.

The key area of concern continues to be the provision of information about delays and disruptions, this aspect identified as a core driver of public transport system satisfaction but currently the most poorly performing aspect. Further improvements in this area, particularly those targeted at young people, can be expected to have a positive impact on perceptions of the public transport system overall. Possible suggestions for enhancement are outlined on Slide 43, with a full list provided in the Appendix.

metlink

gravitas

Passenger Perspectives on Public Transport Information
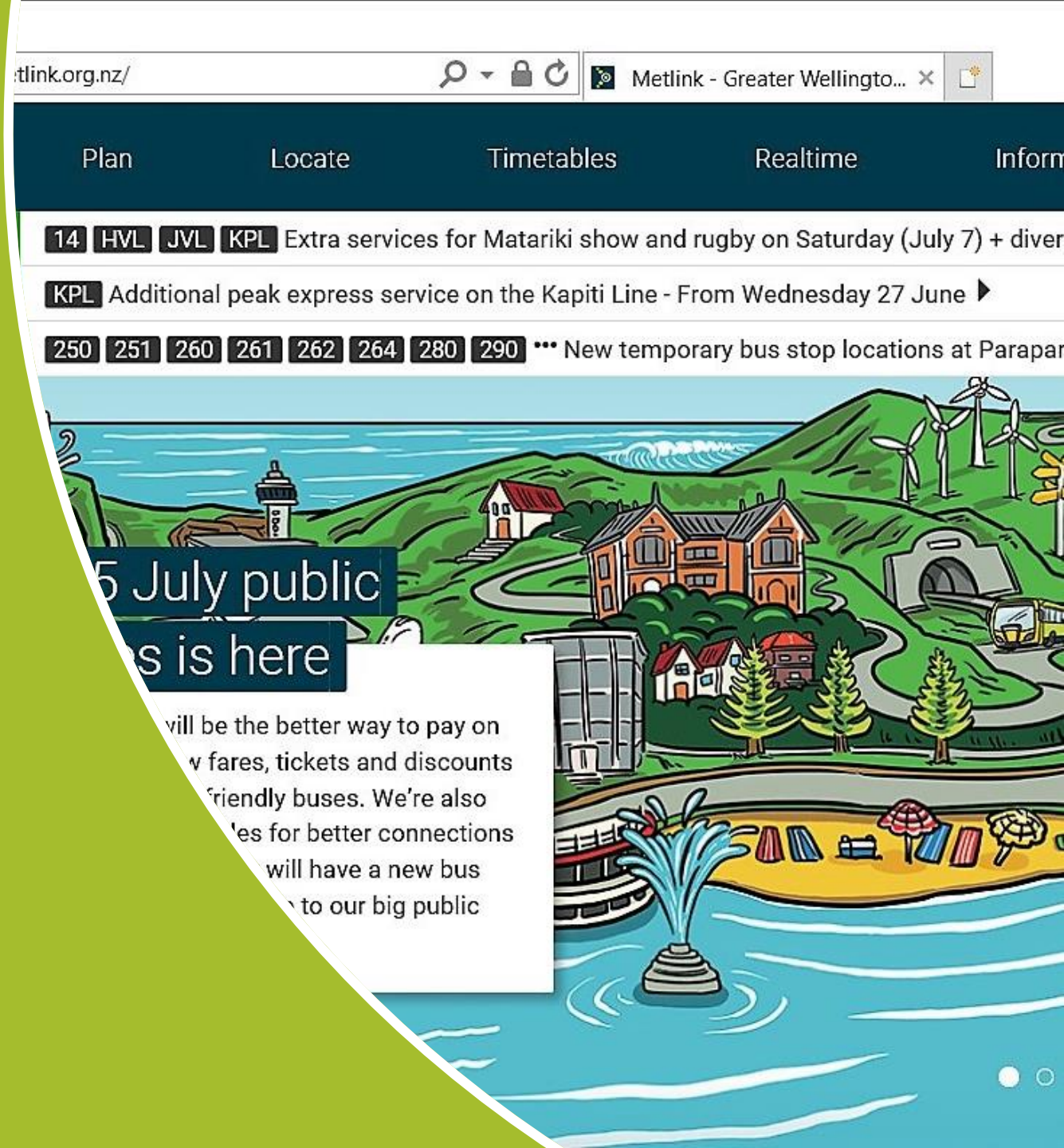
Sources of Public Transport Information

Thinking about the last three months, which of the following ways have you used to get information about public transport services in Wellington?
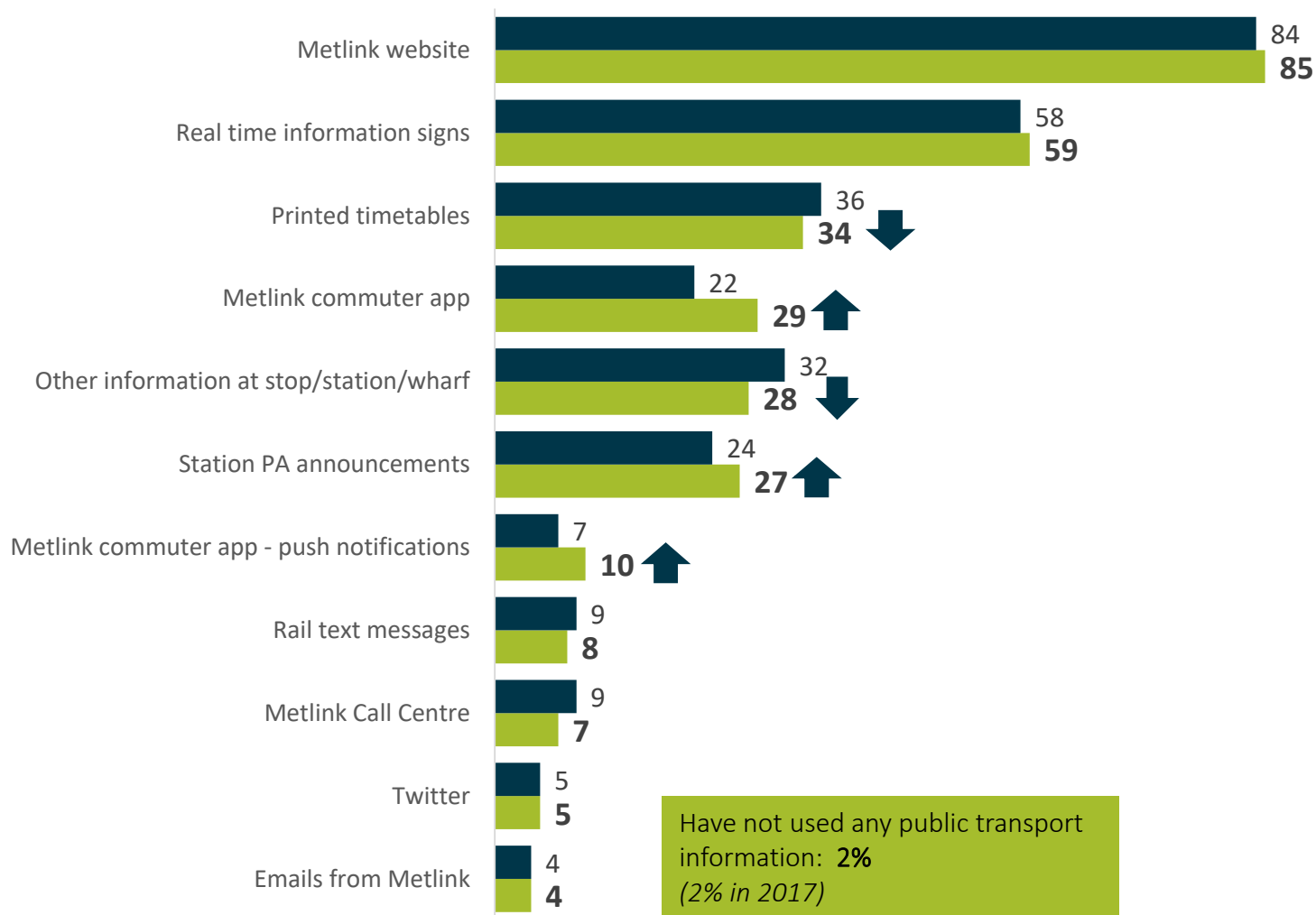
Source	2017	2018
Metlink website	84	**85**
Real time information signs	58	**59**
Printed timetables	36	**34** ↓
Metlink commuter app	22	**29** ↑
Other information at stop/station/wharf	32	**28** ↓
Station PA announcements	24	**27** ↑
Metlink commuter app - push notifications	7	**10** ↑
Rail text messages	9	**8**
Metlink Call Centre	9	**7**
Twitter	5	**5**
Emails from Metlink	4	**4**

Have not used any public transport information: **2%**
(2% in 2017)

Whilst the Metlink website continues to be the most frequently used source of public transport information (85% - and 90% of train passengers), change in the use of other sources is evident this year. The share of passengers relying on hard-copy information (printed timetables and other information at stops/stations/wharves, most typically timetable signs) has declined, whilst the share utilising the Metlink commuter app has increased significantly (the share using the app up 7 percentage points, and use of commuter app push notifications up 3 percentage points from 2017). Station PA announcements remain an important source of public transport information for train passengers.

■ 2017 ■ 2018

Base: n=3,197 (All respondents who answered this question)

Arrows denote statistically significant change from previous year.

metlink

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?

2018 Results

Total satisfied
86%

- Very satisfied (9-10) — 26%
- Satisfied (6-8) — 60%
- Neither/nor (5) — 9%
- Dissatisfied (2-4) — 4%
- Very dissatisfied (0-1) — 1%
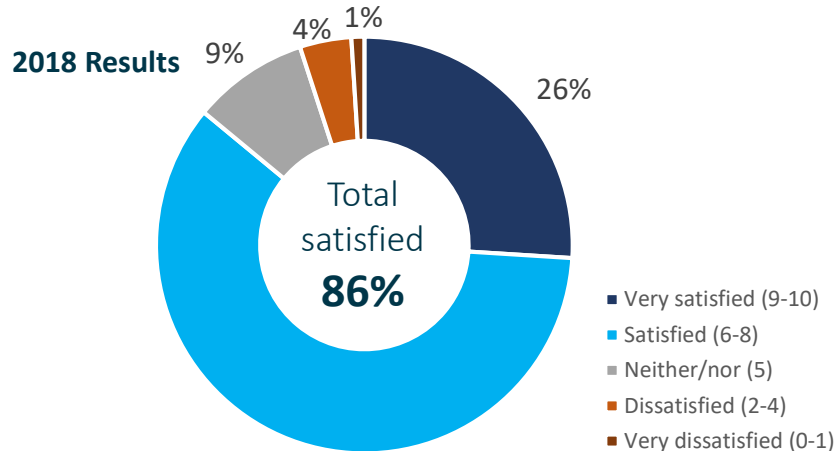
Base: n=3,183 (All passengers who answered this question)
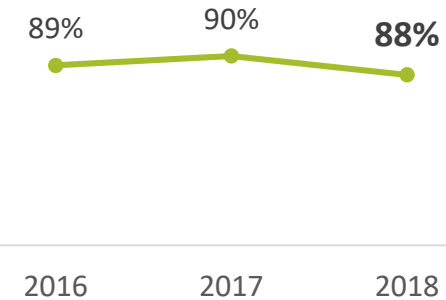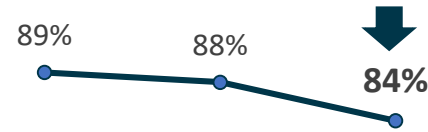
Satisfaction Over Time
(All modes, weighted)

89% → 88% → 86%

| 2016 (n=2259) | 2017 (n=3307) | 2018 (n=3183) |

Satisfaction by Mode
(Unweighted)

Bus: 89% 88% **84%**

Train: 88% 88% **89%**

Ferry: 89% 90% **88%**

2016 2017 2018
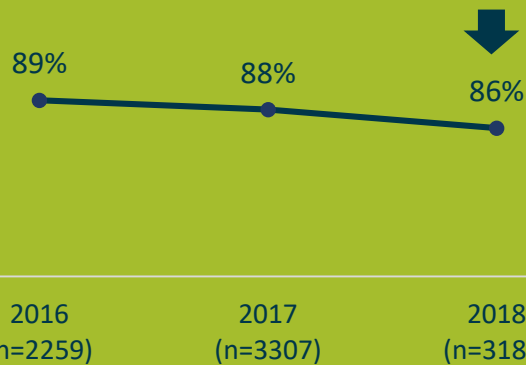
Passengers most satisfied
- ✓ Travelling for a personal appointment (93%)
- ✓ SuperGold cardholders (92%)
- ✓ Train passengers (89%, especially Johnsonville line (91%))
- ✓ Passengers who source information from station PA announcements (89%) or real time information signs (88%)

Passengers most dissatisfied
- ✗ Mana passengers (12%)
- ✗ Wairarapa line passengers (11%)
- ✗ Morning peak travellers (7%)

Arrows denote statistically significant change from previous year.

metlink

gravitas

Satisfaction with Sources of Public Transport Information
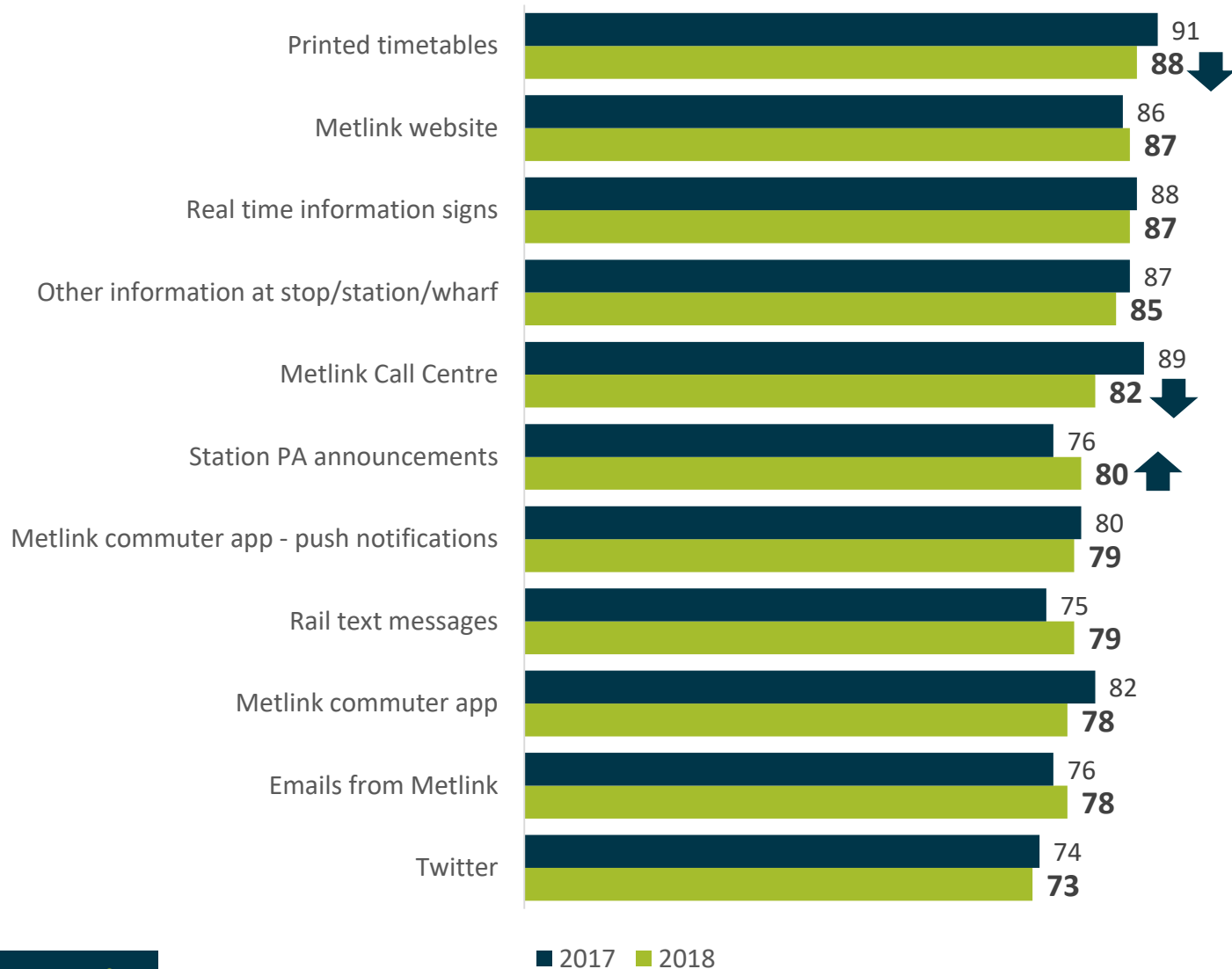
Printed timetables — 2017: 91, 2018: **88** ↓
Metlink website — 2017: 86, 2018: **87**
Real time information signs — 2017: 88, 2018: **87**
Other information at stop/station/wharf — 2017: 87, 2018: **85**
Metlink Call Centre — 2017: 89, 2018: **82** ↓
Station PA announcements — 2017: 76, 2018: **80** ↑
Metlink commuter app - push notifications — 2017: 80, 2018: **79**
Rail text messages — 2017: 75, 2018: **79**
Metlink commuter app — 2017: 82, 2018: **78**
Emails from Metlink — 2017: 76, 2018: **78**
Twitter — 2017: 74, 2018: **73**

■ 2017 ■ 2018

Passengers are generally satisfied with the public transport information currently available (86%), although positive perceptions have declined from last year, particularly among bus passengers (down from 88% to 84%).

While satisfaction remains highest for printed timetables (88%), positive perceptions have declined significantly over the last 12 months. The Metlink website (87%), real time information signs (87%) and other information provided at the stop/station/wharf (85%) are also viewed very positively. Satisfaction with the Metlink Call Centre as a source of public transport information has declined significantly since last year, dissatisfaction being particularly high among morning peak travellers.

Real time information signs provide an opportunity to improve passengers' satisfaction with public transport information, both through the installation of more signs (particularly on the bus network) and ensuring that the information on existing signs is accurate. Increasing the functionality of the Metlink commuter app and providing more information generally would also be welcomed by public transport users

Base: n=3,197 (All respondents who answered this question)

Arrows denote statistically significant change from previous year.

metlink

gravitas

Metlink Website or Mobile Sites

Use In Last 3 Months

Use Over Time

75% — 2016 (n=2283)
84% — 2017 (n=3587)
85% — 2018 (n=3197)

🚌 82%
🚆 90%
⛴ 80%
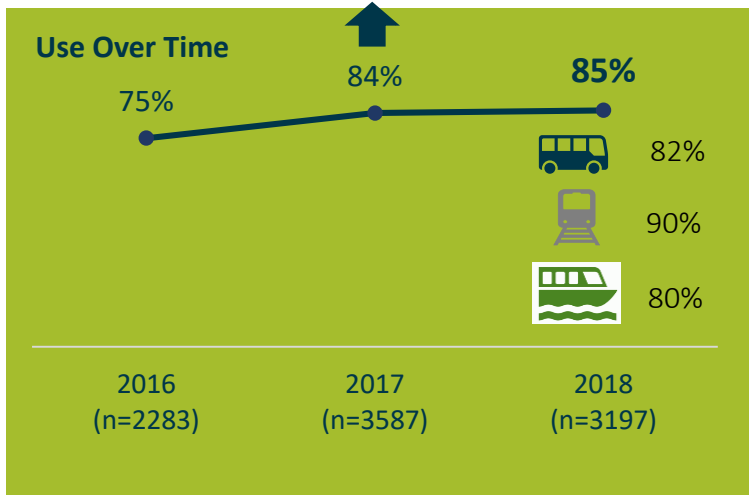
User Profile

✓ Passengers travelling for tertiary study (93%) or work (88%)
✓ Afternoon (91%) or morning (87%) peak travellers
✓ Newlands passengers (91%)
✓ Train passengers (90%)
✓ Passengers using PT every weekday (90%)
✓ Passengers aged 18-34 years (89%) or 45-59 years (88%)
✓ Passengers who had a private vehicle available (87%)
✓ Females (87%)

Non-User Profile

✗ Passengers aged 65 years + (50%)
✗ Passengers travelling for shopping (40%), to visit friends/relatives (28%) or for personal appointment (23%)
✗ Using PT once a week or less often (30%)
✗ Inter-peak (23%) or weekend (22%) travellers
✗ Bus passengers (19%, especially Valley Flyer (28%) or Mana (25%) passengers)
✗ Passengers who did not have a private vehicle available (17%)

Satisfaction
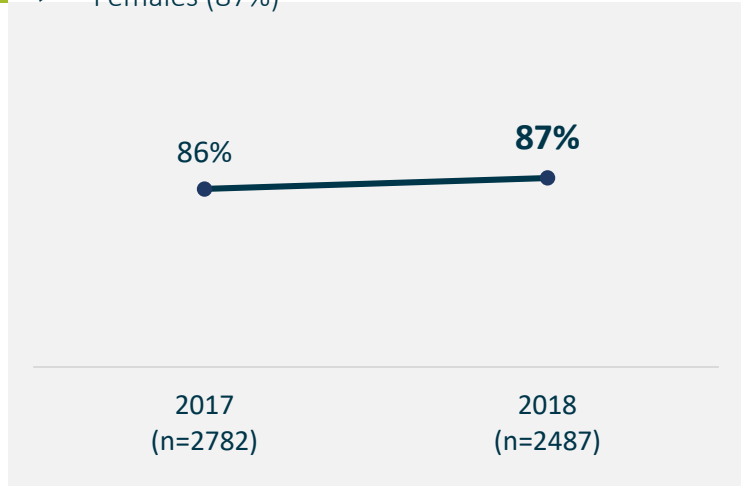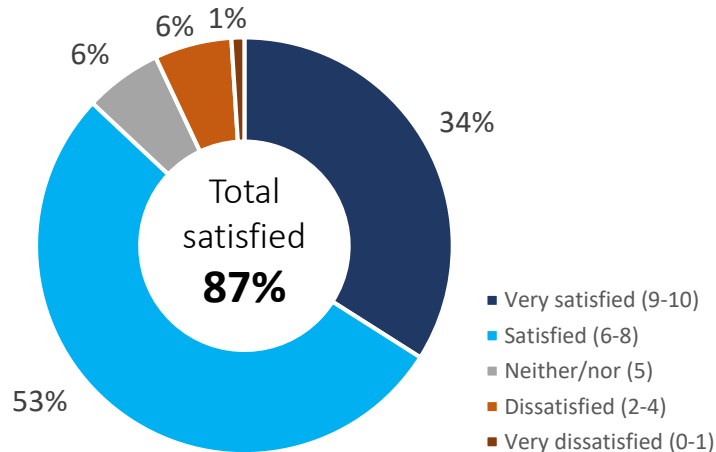
Total satisfied **87%**

- Very satisfied (9-10) — 34%
- Satisfied (6-8) — 53%
- Neither/nor (5) — 6%
- Dissatisfied (2-4) — 6%
- Very dissatisfied (0-1) — 1%

86% — 2017 (n=2782)
87% — 2018 (n=2487)

Arrows denote statistically significant change from previous year.

Passengers most satisfied
✓ Travelling once or twice a week (95%)

Passengers most dissatisfied
✗ Newlands passengers (12%)
✗ Morning peak travellers (9%)

metlink

gravitas

Real Time Information at Stops/Stations/Wharves

Use In Last 3 Months

Use Over Time

🚌 58%

🚆 61%

⛴ 51%

58% ——————————— 59%

2017
(n=3587)

2018
(n=3197)
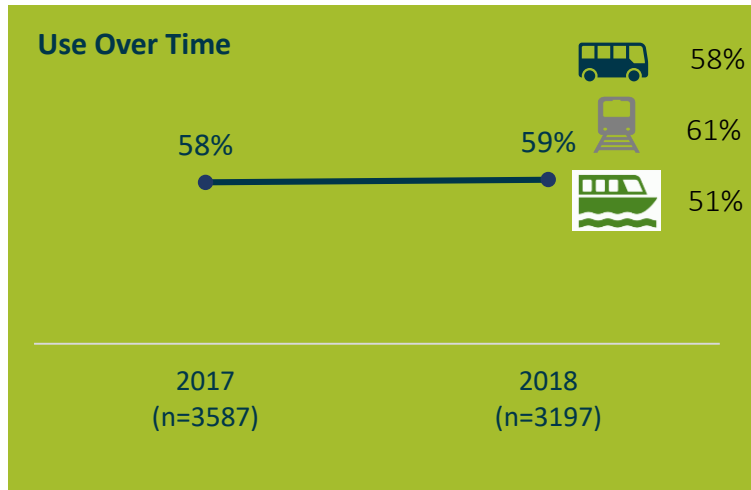
User Profile

✓ Passengers aged 25-59 years (63%)
✓ Passengers travelling for work (63%)
✓ Peak time travellers (61%)
✓ Passengers using PT every weekday (61%)

Non-User Profile

✗ Mana (61%) and Valley Flyer (47%) passengers
✗ Passengers using PT less often than weekly (56%)
✗ Passengers travelling for school (52%)
✗ Passengers aged 65 years + (50%) or 18-24 years (46%)
✗ Inter-peak travellers (43%)

Satisfaction
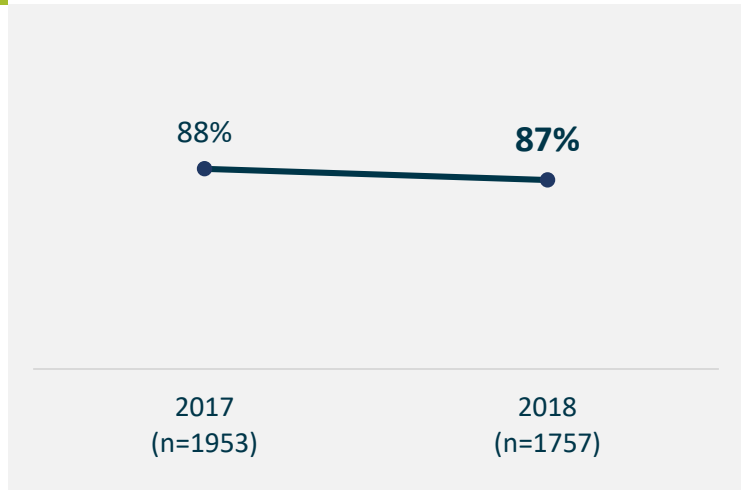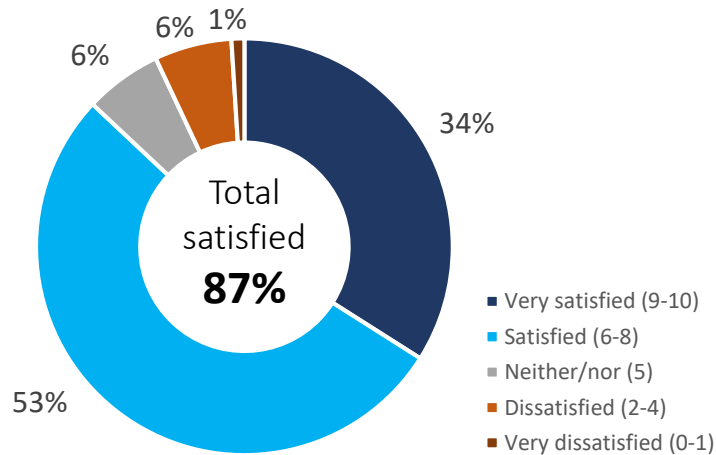
Total satisfied **87%**

34%
53%
6%
6%
1%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)

88% ——————————— **87%**

2017
(n=1953)

2018
(n=1757)

Arrows denote statistically significant change from previous year.

Passengers most satisfied

(None)

Passengers most dissatisfied

✓ Passengers travelling for work (8%)

metlink

gravitas

Printed Timetables

Use In Last 3 Months

Use Over Time

🚌 34%
🚆 34%
⛴ 30%

35%   36%   **34%**

2016 (n=2283)   2017 (n=3587)   2018 (n=3197)
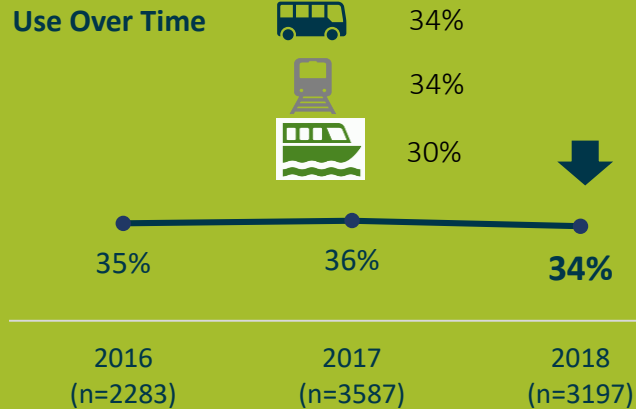
User Profile

✓ Passengers aged 65 years + (55%)
✓ Passengers travelling for shopping (46%) or for sport, recreation or dining (43%)
✓ Weekend travellers (43%)
✓ Passengers using PT less often than once a week (41%) or 3-4 times a week (37%)
✓ Newlands passengers (40%)

Non-User Profile

✗ Passengers aged 35-44 years (71%) or 18-24 years (70%)
✗ Morning peak travellers (69%)
✗ Passengers travelling for work (69%)
✗ Passengers using PT every weekday (68%)

Satisfaction

Total satisfied **88%**

41%
47%
7%
5%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)
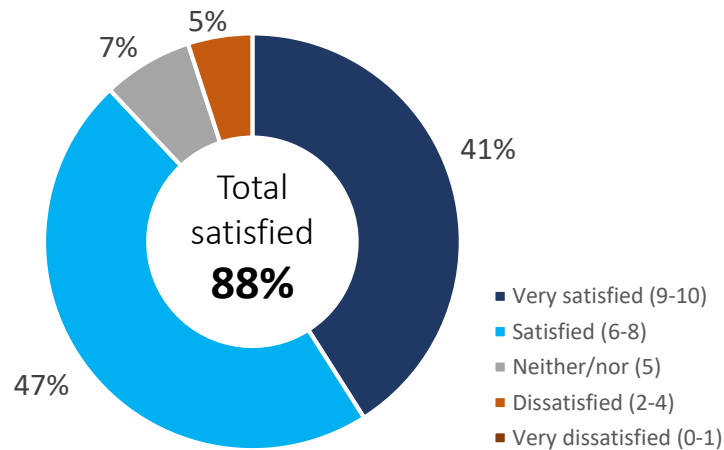
91%   **88%**

2017 (n=1165)   2018 (n=962)

Arrows denote statistically significant change from previous year.

Passengers most satisfied
✓ Passengers aged 65 years + (94%) or 45-59 years (92%)
✓ Train passengers (93%, especially Kapiti (95%) or Hutt Valley (94%) lines)
✓ Afternoon peak passengers (91%)

Passengers most dissatisfied
✗ Passengers aged 18-24 years (11%)
✗ Morning peak travellers (8%)
✗ Bus passengers (7%, especially Go Wellington (9%))

metlink   gravitas

Metlink Commuter App

Use In Last 3 Months

Use Over Time

🚌 29%

🚆 32%

⛴ 34%

29% (2016)
22% (2017)
30% (2018)

2016 (n=2283)
2017 (n=3587)
2018 (n=3197)
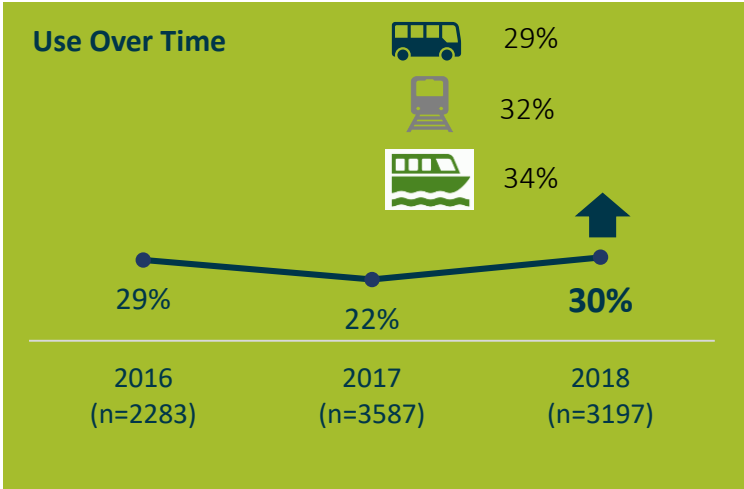
User Profile

- ✓ Passengers aged 45-59 years (36%)
- ✓ Kapiti line passengers (35%)
- ✓ Passengers travelling for work (33%)
- ✓ Passengers who had a private vehicle available (33%)
- ✓ Passengers using PT every weekday (33%)
- ✓ Morning peak travellers (32%)
- ✓ Inbound passengers (32%)

Non-User Profile

- ✗ Passengers using PT less often than weekly (90%)
- ✗ Passengers aged 65 years + (85%) or 15-17 years (82%)
- ✗ Passengers travelling for school (82%) or shopping (79%)
- ✗ Valley Flyer passengers (79%)
- ✗ Outbound passengers (72%)

Satisfaction
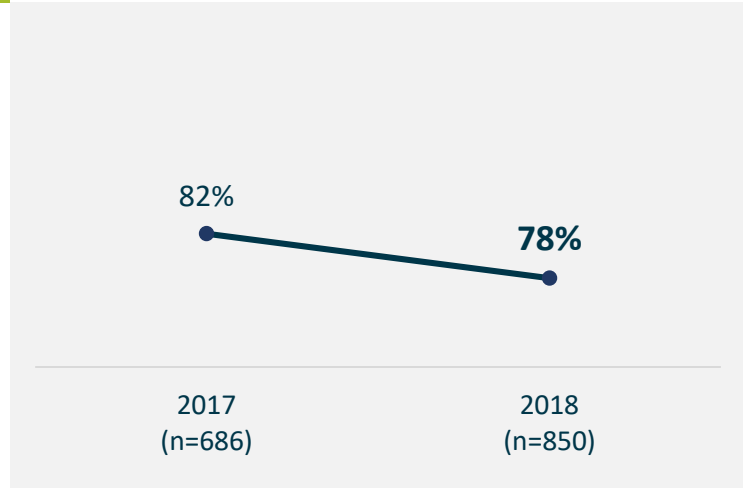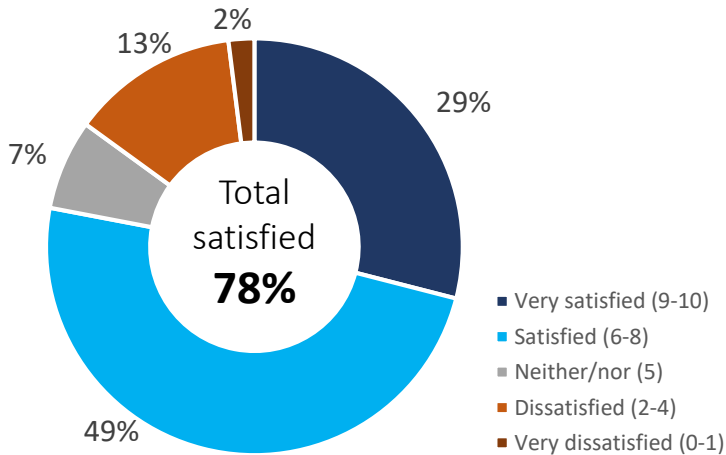
29% — Very satisfied (9-10)
49% — Satisfied (6-8)
7% — Neither/nor (5)
13% — Dissatisfied (2-4)
2% — Very dissatisfied (0-1)

Total satisfied **78%**

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)

82% (2017) → **78%** (2018)

2017 (n=686)
2018 (n=850)

Passengers most satisfied

- ✓ Tertiary students (92%)
- ✓ Passengers paying cash (90%)
- ✓ Interpeak travellers (88%)
- ✓ Passengers travelling every day (87%)
- ✓ Go Wellington passengers (83%)

Passengers most dissatisfied

- ✗ Passengers aged 25-34 years (23%)
- ✗ Passengers using PT every weekday (20%)
- ✗ Afternoon peak travellers (19%)
- ✗ Passengers travelling for work (18%)
- ✗ Weekday travellers (16%)

Arrows denote statistically significant change from previous year.

Other Information Provided at Stop/Station/Wharf

Use In Last 3 Months

Use Over Time

30%
24%
35%

32%
28%

2017
(n=3587)

2018
(n=3197)
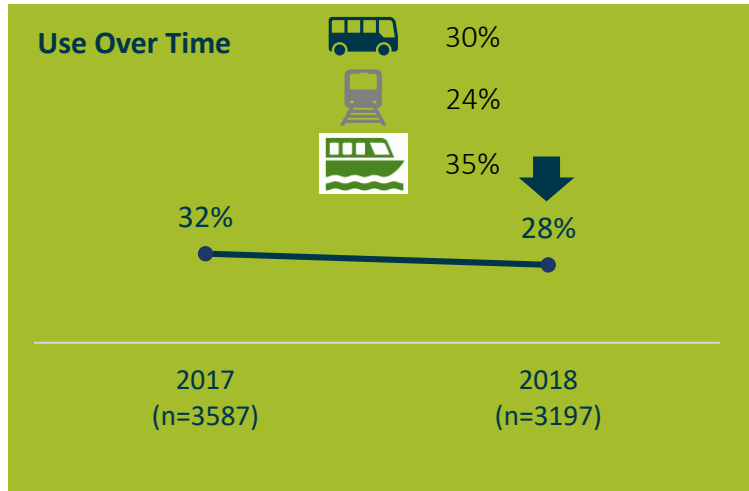
User Profile

✓ Passengers travelling for sport, recreation or dining (37%)
✓ Bus passengers (30%, especially Newlands (35%) and Go Wellington (30%))
✓ Passengers using PT every day (31%)
✓ Females (30%)

Non-User Profile

✗ Train passengers (76%)
✗ Males (74%)

Satisfaction
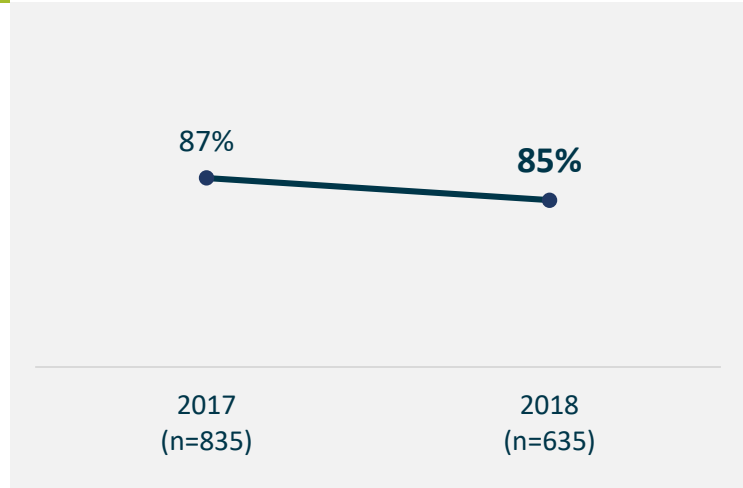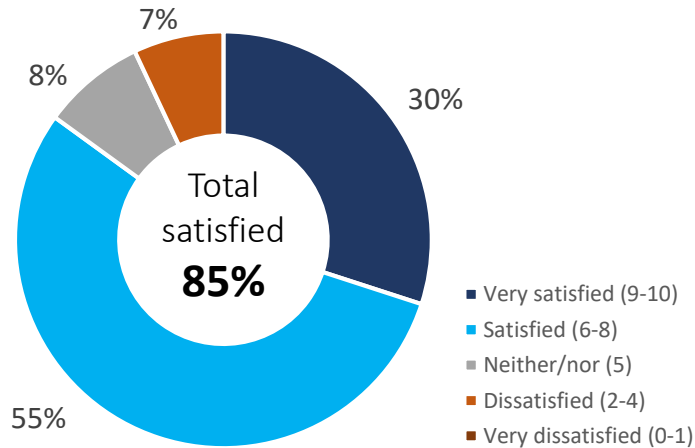
Total satisfied
85%

30%
7%
8%
55%

■ Very satisfied (9-10)
■ Satisfied (6-8)
■ Neither/nor (5)
■ Dissatisfied (2-4)
■ Very dissatisfied (0-1)

87%
85%

2017
(n=835)

2018
(n=635)

Arrows denote statistically significant change from previous year.

Passengers most satisfied
(None)

Passengers most dissatisfied
✗ Passengers aged 45-59 years (10%)

Station PA Announcements

Use In Last 3 Months

Use Over Time

🚌 13%

🚆 48%

⛴ 9% ⬆
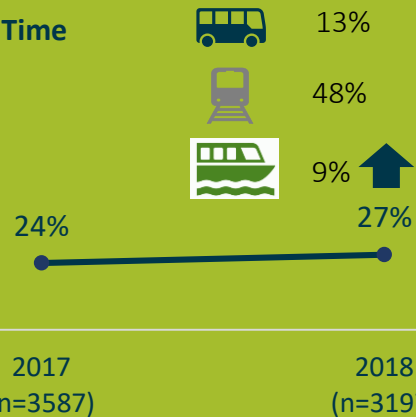
24% ——————— 27%

2017
(n=3587)

2018
(n=3197)

User Profile

- ✓ Train passengers (48%, especially Melling (53%) and Kapiti (52%) lines)
- ✓ Afternoon peak travellers (37%)
- ✓ Passengers aged 45-59 years (34%)
- ✓ Passenger with a private vehicle available (31%)
- ✓ Passengers travelling for work (31%)
- ✓ Passengers using PT every weekday (31%)
- ✓ Outbound passengers (29%)

Non-User Profile

- ✗ Passengers travelling for school (89%), shopping (87%), personal appointment (85%) or visiting friends/relatives (84%)
- ✗ Bus passengers (87%)
- ✗ Weekend (84%) and inter-peak (84%) travellers
- ✗ Passengers using PT once a week or less (84%)
- ✗ Passengers aged 15-17 years (83%) or 65 years + (81%)
- ✗ Passengers with no private vehicle available (77%)
- ✗ Inbound passengers (76%)

Satisfaction
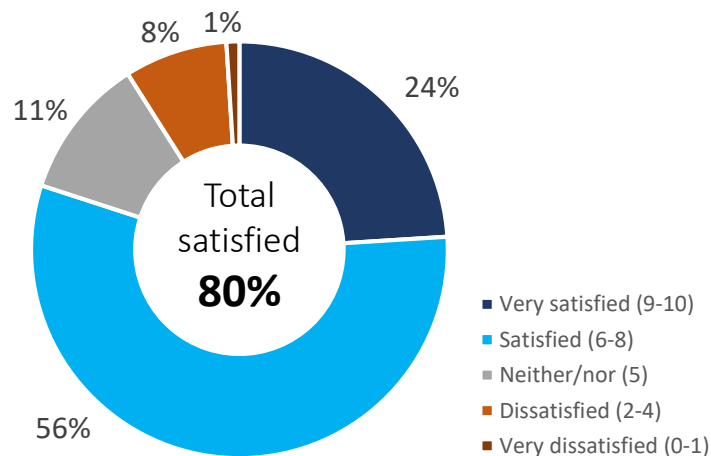
24% Very satisfied (9-10)
56% Satisfied (6-8)
11% Neither/nor (5)
8% Dissatisfied (2-4)
1% Very dissatisfied (0-1)

Total satisfied **80%**

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)

76% ——————— **80%** ⬆

2017
(n=750)

2018
(n=939)
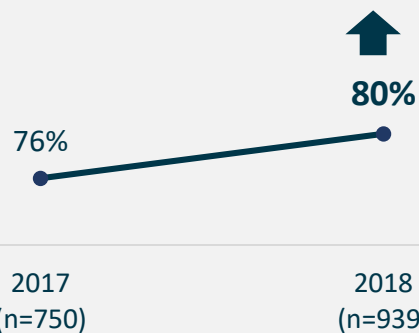
Arrows denote statistically significant change from previous year.

Passengers most satisfied

- ✓ Bus passengers (88%, especially Go Wellington (88%))
- ✓ Passengers travelling off-peak (87%)
- ✓ Passengers using PT 3-4 times a week (88%)
- ✓ Passengers with no private vehicle available (86%)

Passengers most dissatisfied

- ✗ Passengers aged 35-44 years (14%)
- ✗ Train passengers (11%, especially Hutt Valley (13%) and Kapiti (12%) lines)
- ✗ Passengers travelling for work (10%)
- ✗ Passengers with a private vehicle available (10%)

metlink

gravitas

Metlink Commuter App – Push Notifications

Use In Last 3 Months

Use Over Time

🚌 7%

🚆 15%

⛴ 15%

7% → 10%

2017
(n=3587)

2018
(n=3197)
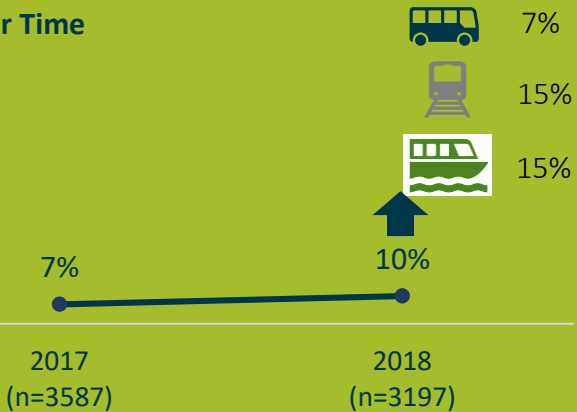
User Profile

✓ Train passengers (15%, especially Melling (18%) and Kapiti (17%) lines)
✓ Passengers aged 45-59 years (14%)
✓ Passengers using PT every weekday (12%)
✓ Passengers with a private vehicle available (12%)
✓ Passengers travelling for work (11%)

Non-User Profile

✗ Passengers using PT less often than weekly (98%)
✗ Passengers aged 65 years + (95%)
✗ Bus passengers (93%, especially Newlands (99%) and Go Wellington (93%))
✗ Inter-peak travellers (92%)
✗ Passengers without a private vehicle available (92%)

Satisfaction
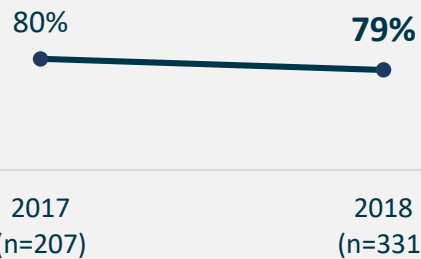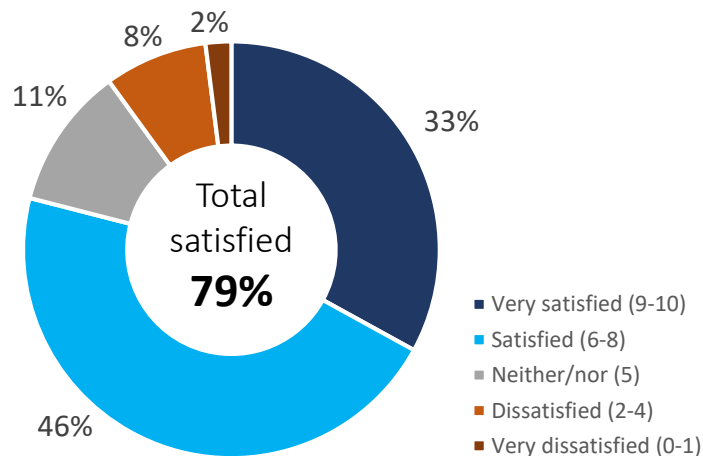
Total satisfied **79%**

33%
2%
8%
11%
46%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)

80% → **79%**

2017
(n=207)

2018
(n=331)

Arrows denote statistically significant change from previous year.

🙂 **Passengers most satisfied**

✓ Morning peak travellers (14%)

☹ **Passengers most dissatisfied**

✗ Passengers travelling for work (12%)

Rail Text Messages

Use In Last 3 Months

Use Over Time

🚌 2%

🚆 18%

⛴ 3%

9% — 8%

2017
(n=3587)

2018
(n=3197)
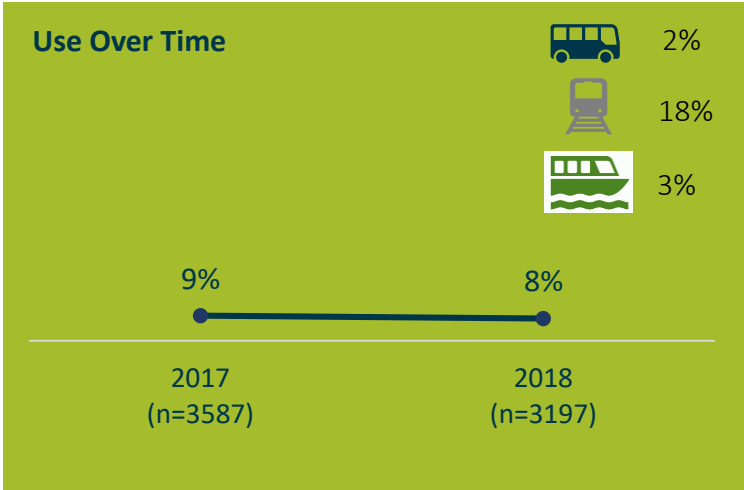
User Profile

- ✓ Train passengers (18%, especially Wairarapa (24%) and Kapiti (21%) lines)
- ✓ Passengers aged 45-64 years (15%)
- ✓ Afternoon peak travellers (14%)
- ✓ Passengers using PT every weekday (12%)
- ✓ Passengers with a private vehicle available (11%)
- ✓ Passengers travelling for work (11%)

Non-User Profile

- ✗ Weekend (100%) and inter-peak (98%) travellers
- ✗ Travelling for non-work reasons (97%)
- ✗ Passengers aged 15-24 years (98%) or 65 years + (96%)
- ✗ Passengers using PT once a week or less often (98%) or every day including weekends (96%)
- ✗ Passengers with no private vehicle available (95%)

Satisfaction
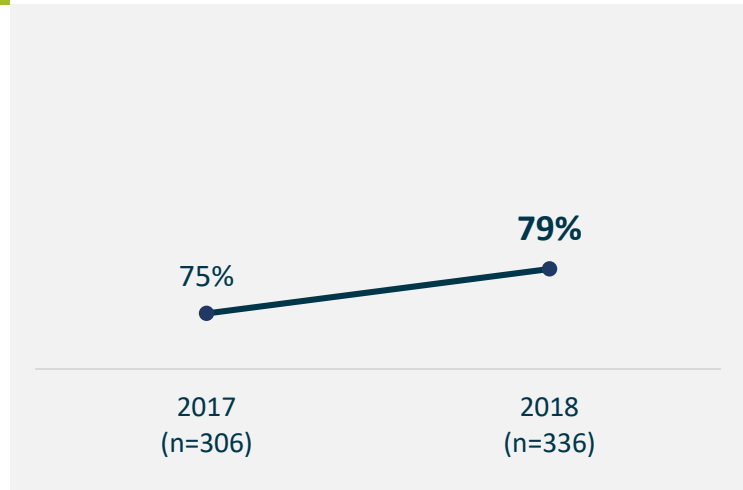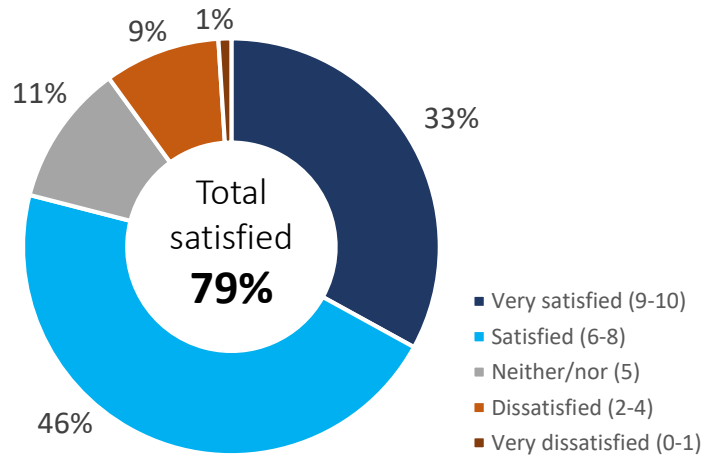
1%

9%

11%

33%

Total satisfied **79%**

46%

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)

75% — **79%**

2017
(n=306)

2018
(n=336)

🙂 (None)

Passengers most satisfied

☹ (None)

Passengers most dissatisfied

Arrows denote statistically significant change from previous year.

metlink

gravitas

Metlink Call Centre

Use In Last 3 Months

Use Over Time

🚌 7%
🚆 6%
⛴ 3%

12% → 9% → **7%**

2016 (n=2283) | 2017 (n=3587) | 2018 (n=3197)
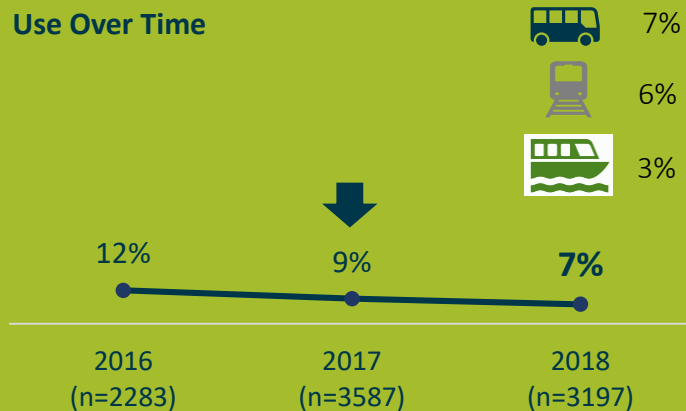
User Profile

- ✓ Valley Flyer passengers (14%)
- ✓ Passengers travelling for shopping (11%)
- ✓ Passengers using PT every day (11%)
- ✓ Passengers aged 65 years + (10%)
- ✓ Off-peak travellers (8%)
- ✓ Passengers with no private vehicle available (8%)
- ✓ Females (8%)

Non-User Profile

- ✗ Passengers using PT less often than once a week (98%) or every weekday (95%)
- ✗ Passengers aged 65 years + (96%)
- ✗ Passengers with a private vehicle available (95%)
- ✗ Males (95%)
- ✗ Peak travellers (94%)

Satisfaction

3%
7%
8%
41%
41%

Total satisfied **82%**

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)

89% → **82%**

2017 (n=317) | 2018 (n=167)

Arrows denote statistically significant change from previous year.
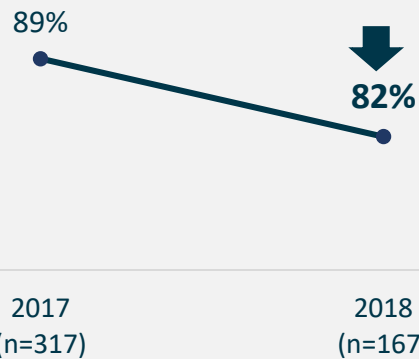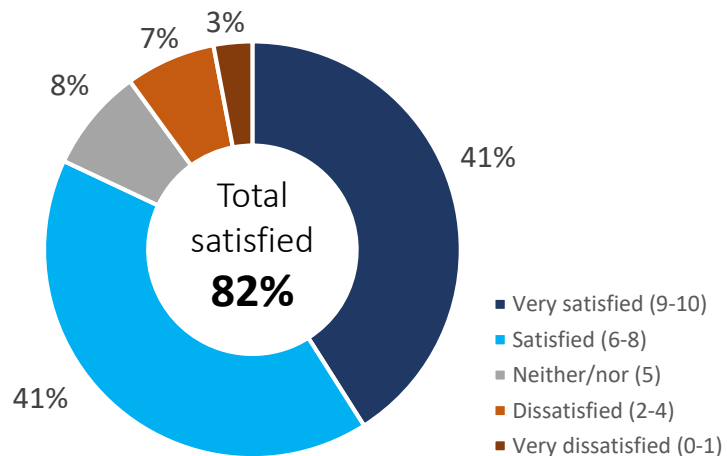
Passengers most satisfied (None)

Passengers most dissatisfied
- ✗ Passengers paying cash (29%)
- ✗ Morning peak travellers (16%)

metlink   gravitas

Twitter

Use In Last 3 Months

Use Over Time

🚌 4%

🚆 7%

⛴ 4%

5%   5%

2017   2018
(n=3587)   (n=3197)
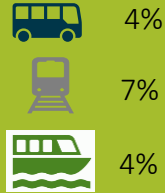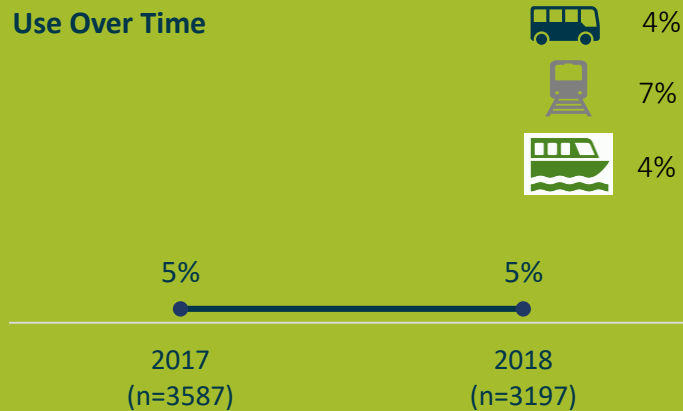
User Profile

- ✓ Passengers aged 25-44 years (9%)
- ✓ Train passengers (7%, especially Hutt Valley line (8%))
- ✓ Morning peak travellers (7%)
- ✓ Passengers travelling for work (6%)
- ✓ Passengers using PT every weekday (6%)

Non-User Profile

- ✗ Passengers aged 65 years + (99%) or 15-24 years (97%)
- ✗ Passengers travelling for school (99%), personal appointment (99%) or tertiary study (98%)
- ✗ Inter-peak travellers (98%)
- ✗ Passengers using PT less often than once a week (98%)
- ✗ Bus passengers (96%)

Satisfaction
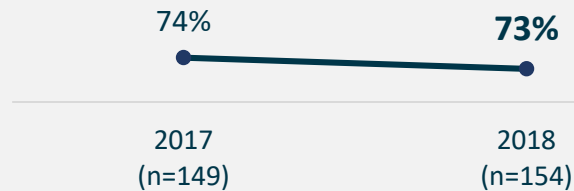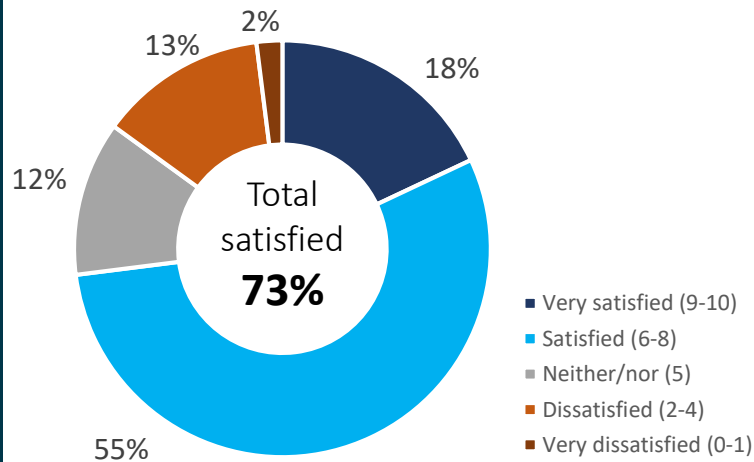
2%
13%
18%
12%

Total satisfied
73%

55%

- ■ Very satisfied (9-10)
- ■ Satisfied (6-8)
- ■ Neither/nor (5)
- ■ Dissatisfied (2-4)
- ■ Very dissatisfied (0-1)

74%   **73%**

2017   2018
(n=149)   (n=154)

Arrows denote statistically significant change from previous year.

Passengers most satisfied

✓ Passengers with no private vehicle available (86%)

Passengers most dissatisfied

✗ Passengers with a private vehicle available (22%)

metlink

gravitas

Emails from Metlink

Use In Last 3 Months

Use Over Time

🚌 3%
🚆 7%
⛴ 12%

4% — 4%

2017 (n=3587)   2018 (n=3626)
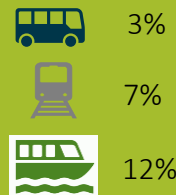
User Profile

- ✓ Train passengers (7%, especially Hutt Valley (7%) and Kapiti (7%) lines)
- ✓ Passengers aged 35-59 years (6%)
- ✓ Passengers travelling for work (6%)
- ✓ Peak travellers (5%)
- ✓ Passengers with a private vehicle available (5%)
- ✓ Males (5%)

Non-User Profile

- ✗ Passengers aged 18-24 years (1%)
- ✗ Passengers travelling for tertiary study (99%)
- ✗ Passengers using PT less often than weekly (99%)
- ✗ Bus passengers (97%)
- ✗ Interpeak travellers (97%)
- ✗ Passengers with no private vehicle available (3%)

Satisfaction
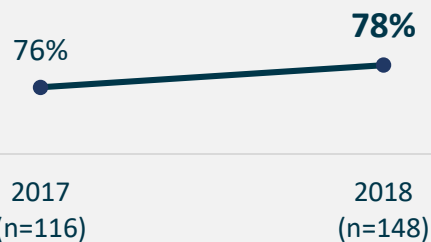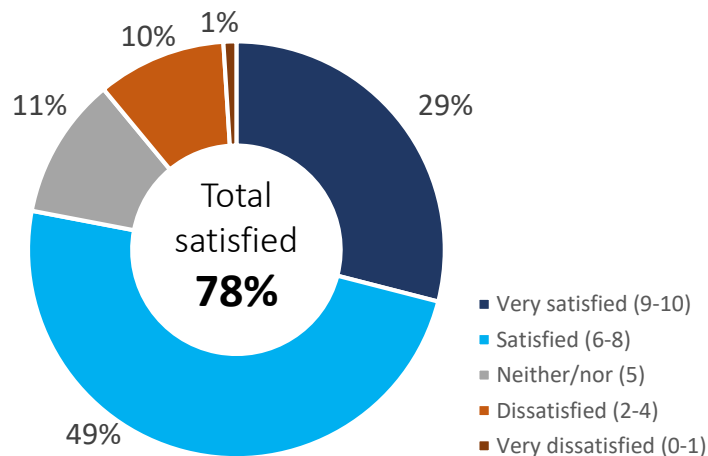
Total satisfied **78%**

29% Very satisfied (9-10)
1%
10%
11%
49%

- Very satisfied (9-10)
- Satisfied (6-8)
- Neither/nor (5)
- Dissatisfied (2-4)
- Very dissatisfied (0-1)

76% — 78%

2017 (n=116)   2018 (n=148)

Arrows denote statistically significant change from previous year.

🙂 **Passengers most satisfied**   (None)

☹ **Passengers most dissatisfied**   ✗ Afternoon peak travellers (19%)

metlink   gravitas

Appendix

Respondent Profile

Distribution by Gender

	Total	🚌	🚆	⛴
Female	**55%**	56	54	35
Male	**43%**	42	45	65
Gender diverse	**2%**	2	1	0
Base	*N=3,759*	*n=1,427*	*n=2,145*	*n=187*

Distribution by Age

	Total	🚌	🚆	⛴
15-17 years	**8%**	9%	5%	2%
18-24 years	**20%**	23%	15%	6%
25-34 years	**22%**	23%	21%	10%
35-44 years	**17%**	15%	21%	23%
45-59 years	**21%**	18%	27%	42%
60-64 years	**4%**	3%	6%	11%
65 years +	**8%**	9%	5%	6%
Base	*N=3,389*	*n=1,221*	*n=1,984*	*n=1849%*

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

metlink

gravitas

Trip Profile
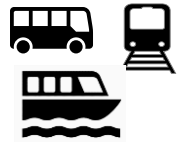
Distribution by Mode

	Total
Bus	65%
Train	35%
Ferry	<1%
Base	*N=3,759*

Distribution by Operator

	Total
Go Wellington	41%
Tranzdev	35%
Valley Flyer	14%
Newlands	6%
Mana Coach Services	4%
East by West	<1%
Base	*N=3,759*

Distribution by Time of Travel

	Total	🚌	🚆	⛴
Morning peak	37%	37%	38%	33%
Interpeak	29%	39%	9%	0%
Afternoon/evening peak	29%	17%	50%	59%
Weekend	5%	7%	3%	8%
Base	*N=3,759*	*n=1,427*	*n=2,145*	*n=187*

Distribution by Direction of Travel

	Total	🚌	🚆	⛴
Outbound	53%	50%	58%	68%
Inbound	47%	50%	42%	32%
Base	*N=3,759*	*n=1,427*	*n=2,145*	*n=187*

metlink

gravitas

Trip Profile

Distribution by Main Reason for Trip

	Total	🚌	🚆	⛴
Work	**62%**	53%	77%	86%
Tertiary study	**9%**	10%	6%	2%
School	**8%**	10%	5%	0%
Personal appointment	**5%**	7%	3%	1%
Visiting friends, relatives	**5%**	6%	4%	3%
Shopping, services	**5%**	7%	1%	0%
Sports, recreation, dining	**4%**	4%	2%	3%
Special one-off event	**1%**	1%	1%	2%
Sightseeing	**1%**	2%	1%	3%
Base	*N=3,392*	*n=1,205*	*n=2,005*	*n=182*

Distribution by Type of Ticket

	Total	🚌	🚆	⛴
Stored value card	**44%**	69%	0%	0%
Monthly pass	**22%**	5%	52%	20%
Ten trip card	**14%**	2%	34%	70%
Cash	**11%**	13%	8%	6%
SuperGold card	**7%**	10%	2%	1%
Day pass	**2%**	1%	2%	0%
Other	**<1%**	<1%	2%	3%
Base	*N=3,359*	*n=1,190*	*n=1,990*	*n=179*

Availability of Private Vehicle for Trip

	Total	🚌	🚆	⛴
Private vehicle available	**52%**	44%	65%	73%
No private vehicle available	**48%**	56%	35%	27%
Base	*N=3,311*	*n=1,168*	*n=1,972*	*n=171*
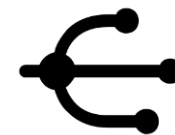
Distribution by Rail Line

	Total		Total
Kapiti	37%	Melling	11%
Hutt Valley	27%	Wairarapa	5%
Johnsonville	20%	*Base*	*N=2,145*

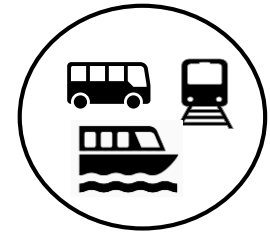*Note: Tables exclude 'don't know' responses and those who did not answer the question*

gravitas

Use of Public Transport in Wellington Region
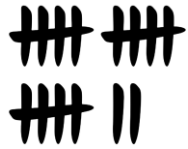
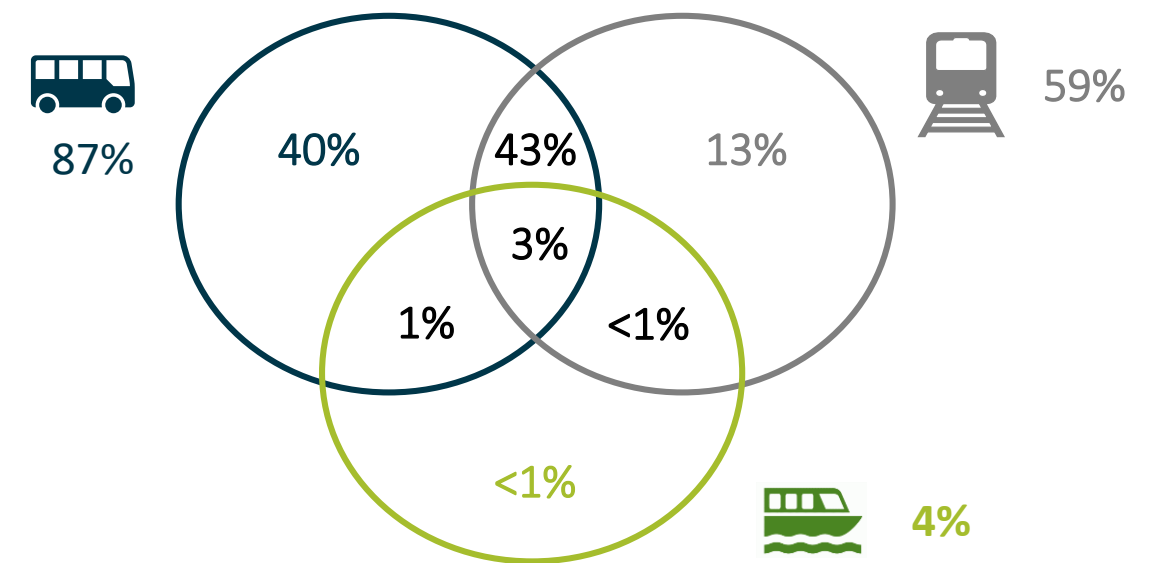## Distribution by Frequency of Trip

	Total	🚌	🚆	⛴
Every weekday, including weekends	19%	24%	11%	5%
Every week day	49%	41%	62%	58%
Three or four times a week	18%	19%	15%	23%
Once or twice a week	7%	9%	5%	4%
Once a fortnight/once every three weeks	2%	2%	2%	2%
Once a month	2%	2%	1%	3%
Less often than once a month	2%	2%	3%	2%
First time today	1%	1%	1%	3%
Base	*N=3,349*	*n=1,187*	*n=1,983*	*n=179*

Distribution by Use of Public Transport in Last Three Months

	Total	🚌	🚆	⛴
Used bus	87%	100%	62%	73%
Used train	59%	37%	100%	34%
Used harbour ferry	4%	4%	4%	100%
Base	*N=3,759*	*n=1,427*	*n=2,145*	*n=187*

🚌 87% 🚆 59% ⛴ 4%

40% 43% 13%

3%

1% <1%

<1%

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

metlink

gravitas

Why Easy to Use Public Transport Services

Why is it easy to use public transport services in the Wellington region?
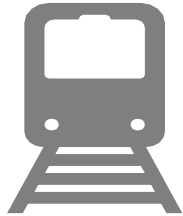
Good route coverage (can get to most places)	28%	Good connections between bus and train	2%
Frequent services	27%	Easy to use/familiar with system	2%
Stops/stations/wharves easily accessible/in good locations	20%	System efficient, well-organised	1%
Timetable information easy to understand/clear	18%	Direct routes/don't have to transfer	1%
Range of payment options	10%	Safe	1%
Services run on time/reliable	10%	Easy pedestrian access to stop/station/wharf	1%
User-friendly website	6%	Range of ticket options	1%
Comfortable trip (clean, warm, quiet, can read, stress-free etc)	6%	Good/sufficient Park N Ride facilities	1%
Staff are helpful, professional, knowledgeable	5%	Can find a seat/not overcrowded	<1%
Affordable/cheaper than taking private vehicle	5%	Good stops/stations (safe, weather-proof, clean)	<1%
Fast trip/faster than travelling by private vehicle	5%	Mobile updates/text messages for disruptions	<1%
Don't have to find/pay for parking	2%	Can take bicycles on board	<1%
User-friendly app	2%	Sheltered walkways	<1%

Base: n=1,966 (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?

Public transport not leaving on time (delays, leaving early)	28%	Lack of car parking	2%
Poor/unclear communication – announcements, signs, timetables etc	18%	Website confusing to use	2%
Service runs too infrequently	16%	Have to transfer during trips	1%
Lack of seats/overcrowding/not enough carriages	14%	Have to have the right amount of cash	1%
Expensive	13%	Lack of express services	1%
Lack of payment options/too few places to purchase tickets/top up	11%	Poor driving (unsmooth braking, mounting kerbs)	1%
Lack of integrated ticketing system	11%	App too slow/not user-friendly/hard to understand	1%
Insufficient route coverage/difficult to get to some suburbs	11%	Lack of Wi-Fi	<1%
Too slow/trip takes too long	5%	Poor pedestrian accessibility	<1%
Unfriendly/rude staff	5%	Aggressive commuters	<1%
Services don't start early enough/finish too early in evening	5%	Temperature too cold	<1%
Poor connections between modes	5%	Poor handling of disruptions (e.g. lack of back-up options)	<1%
Too many disruptions/delays/breakdowns	5%	Lack of ticketing machines	<1%

Base: n=158 (Respondents who said it was not easy to use public transport services and who gave a reason)

'All Mode' Report Card

Share of passengers satisfied to some extent (%)	2017	2018
Personal security during this trip	96	95
Ease of getting onto the vehicle from stop	94	94
Ease of getting on/off the vehicle	94	93
Stop being easy to get to	91	93 ↑
Stop overall	91	92
Trip overall	92	91
Helpfulness of the driver	89	91 ↑
Attitude of the driver	89	90
Personal safety at stop	88	90
Comfort of the inside temperature	90	88 ↓
Ease of getting info about public transport routes and timetables	86	86
Cleanliness of stop	84	86 ↑
Public transport system overall	86	85
Information available at stop	83	85 ↑
Travel time	85	84
Having enough seats available	83	79 ↓
How often the service runs	79	78
Service being on time	78	77
Value for money of the fare	75	77 ↑
Convenience of paying for public transport	78	76
Provision of shelter from weather	70	72
Information about service delays and disruptions	67	69

Legend:
- Current trip
- Bus stop
- PT system

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

- More buses/more carriages/more seats/reduce overcrowding
- Integrated ticketing/one payment for all services
- More frequent services
- Reliability – ensure services run to timetable
- Cheaper fares
- More/more frequent late night and weekend services
- More options to purchase tickets/top-up cards/shorter queues
- More stops/destinations, wider route coverage

Arrows denote statistically significant change from previous year.

metlink

gravitas