



Greater Wellington Regional Council



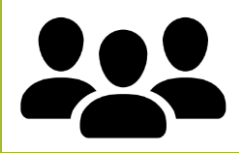

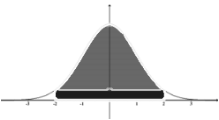



Public Transport

Passenger Satisfaction Survey

Rail and Bus Services - November 2018

Prepared By Gravitas Research and Strategy Limited

# Survey Method

<p><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus)/every third (train) eligible passenger on pre-selected services. Services selected using systematic random sampling from trip lists provided by GWRC.</p>	<p><b>Fieldwork Dates</b></p>  <p>Nov 2018: 30<sup>th</sup> Oct – 25<sup>th</sup> Nov 2018</p> <p>May 2018: 1<sup>st</sup> May to 1<sup>st</sup> June 2018            May 2017: 2<sup>nd</sup> to 28<sup>th</sup> May 2017            May 2016: 3<sup>rd</sup> to 29<sup>th</sup> May 2016            May 2015: 21<sup>st</sup> April to 10<sup>th</sup> May 2015            May 2014: 5<sup>th</sup> to 25<sup>th</sup> May 2014</p>	<p><b>Sample Size*</b></p>  <p>Nov 2018: N=3,109</p> <p>May 2018: N=3,759 (bus + train only)</p>	<p><b>Response Rate**</b></p>  <p>Nov 2018 Total: 65% (Train: 71%; Bus: 61%)</p> <p>May 2018: 67%            May 2017: 61%            May 2016: 59%            May 2015: 63%            May 2014: 58%</p>
<p><b>Maximum Margin of Error***</b></p>  <p>± 1.8%</p> <p>*** Maximum margin of error at the 95% confidence interval</p>	<p><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, gender and age of passenger, and whether a private vehicle was available. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p><b>Time Series Comparisons</b></p>  <p>The November 2018 survey questionnaire was almost identical to that used in previous rounds. <b>However, ferries were not included in the November 2018 round.</b> Results for May 2018 presented in this report have been re-calculated to include bus and train only. Statistically significant changes over time have been highlighted.</p>	<p><b>Data Weighting</b></p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during November 2018 (63.3% bus, 36.7% train). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used in 2016 and 2017)</i></p>

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

\*\* Share of completed surveys as proportion of all eligible passengers

# Report Outline



**Executive Summary**  
*Slides 4-12*



**Passenger Perceptions of Wellington Region's Public Transport System**  
*Slides 34-46*



**Passenger Perceptions of Service on Trip Today**  
*Slides 13-24*



**Passenger Perceptions of Public Transport Information**  
*Slides 47-61*



**Passenger Perceptions of Stop/Station**  
*Slides 25-33*



**Appendix**  
*Slides 62-69*

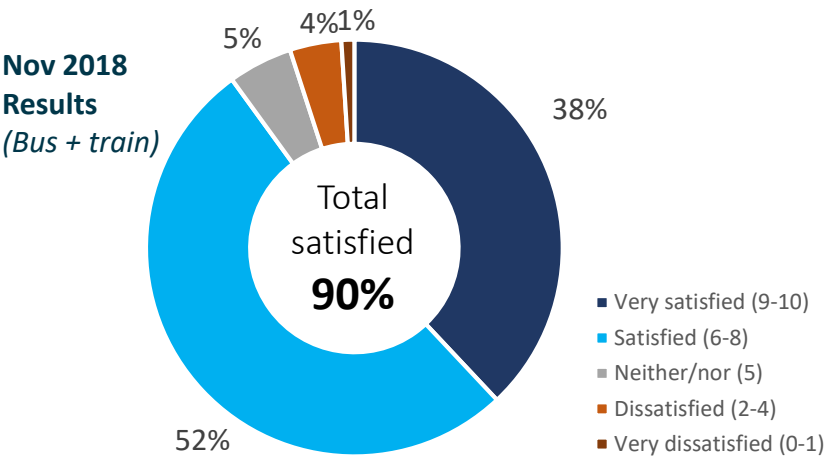
# Executive Summary





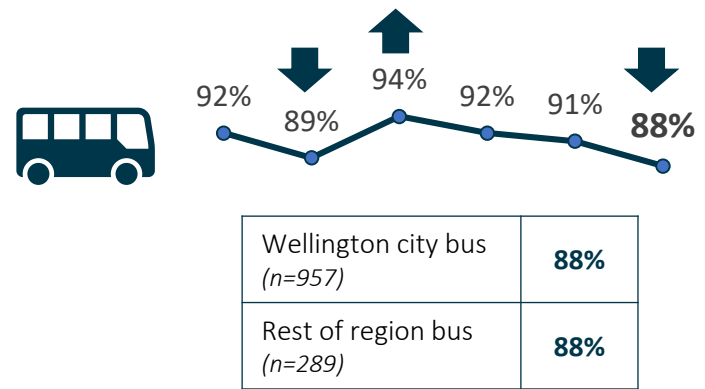
# Satisfaction with Trip Overall

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



Base: n=2,869 (All passengers who answered this question)

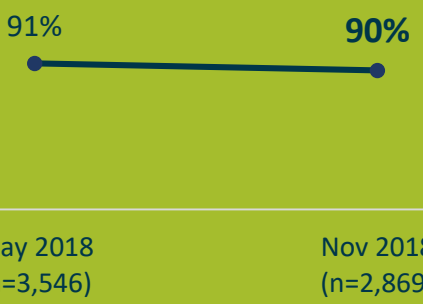
### Satisfaction by Mode



### Satisfaction by Operator (%)

Uzabus Metlink	<b>96%</b>
Transdev	<b>94%</b>
Mana Metlink	<b>92%</b>
Tranzurban Metlink	<b>88%</b>
NZ Bus Metlink	<b>86%</b>

### Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.



**Passengers most satisfied**

- ✓ Train passengers (94%), especially Johnsonville line (99%)
- ✓ Those attending a personal appointment (97%)
- ✓ Those with a private vehicle available (92%)

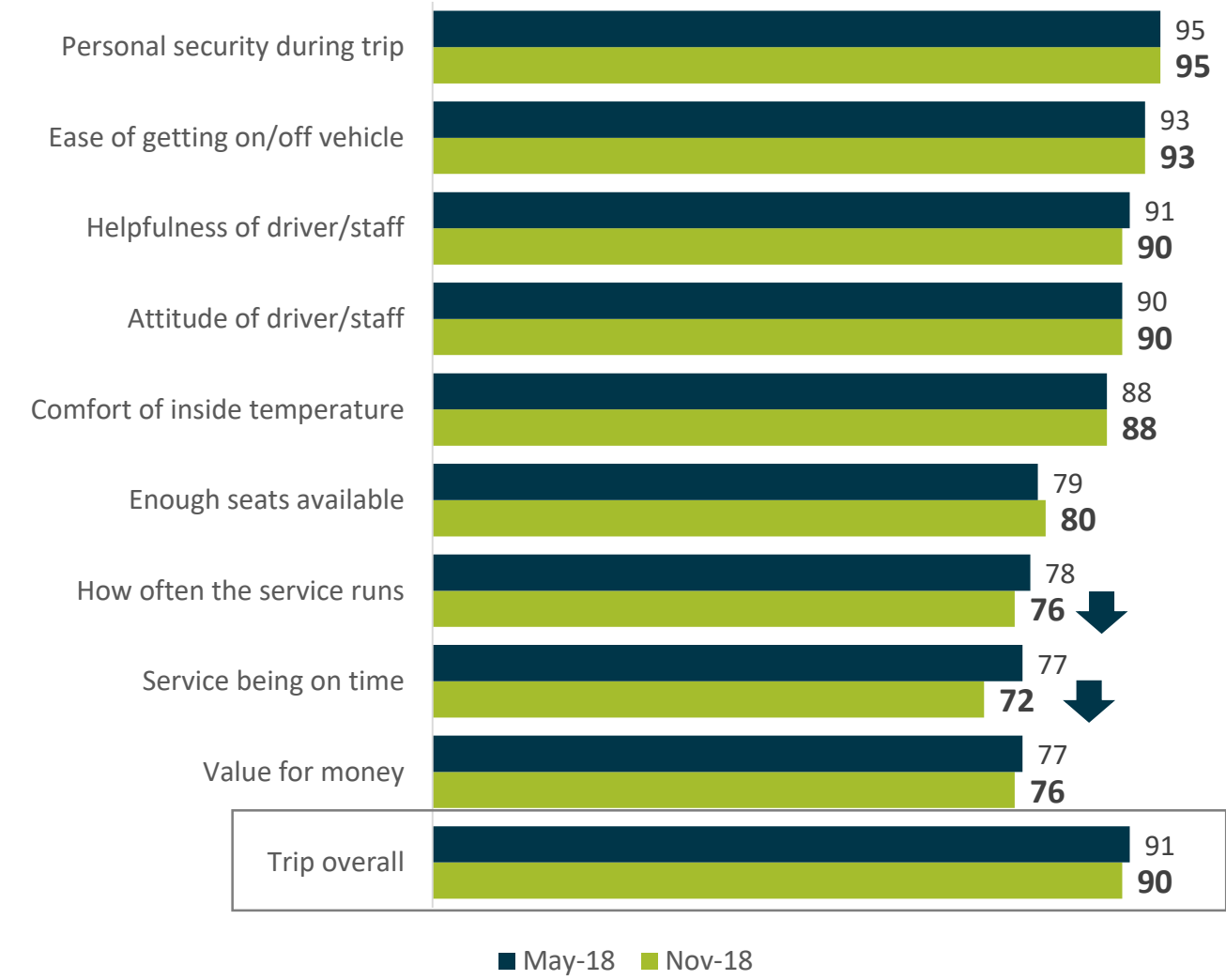


**Passengers most dissatisfied**

- ✗ Bus passengers (6%)

# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



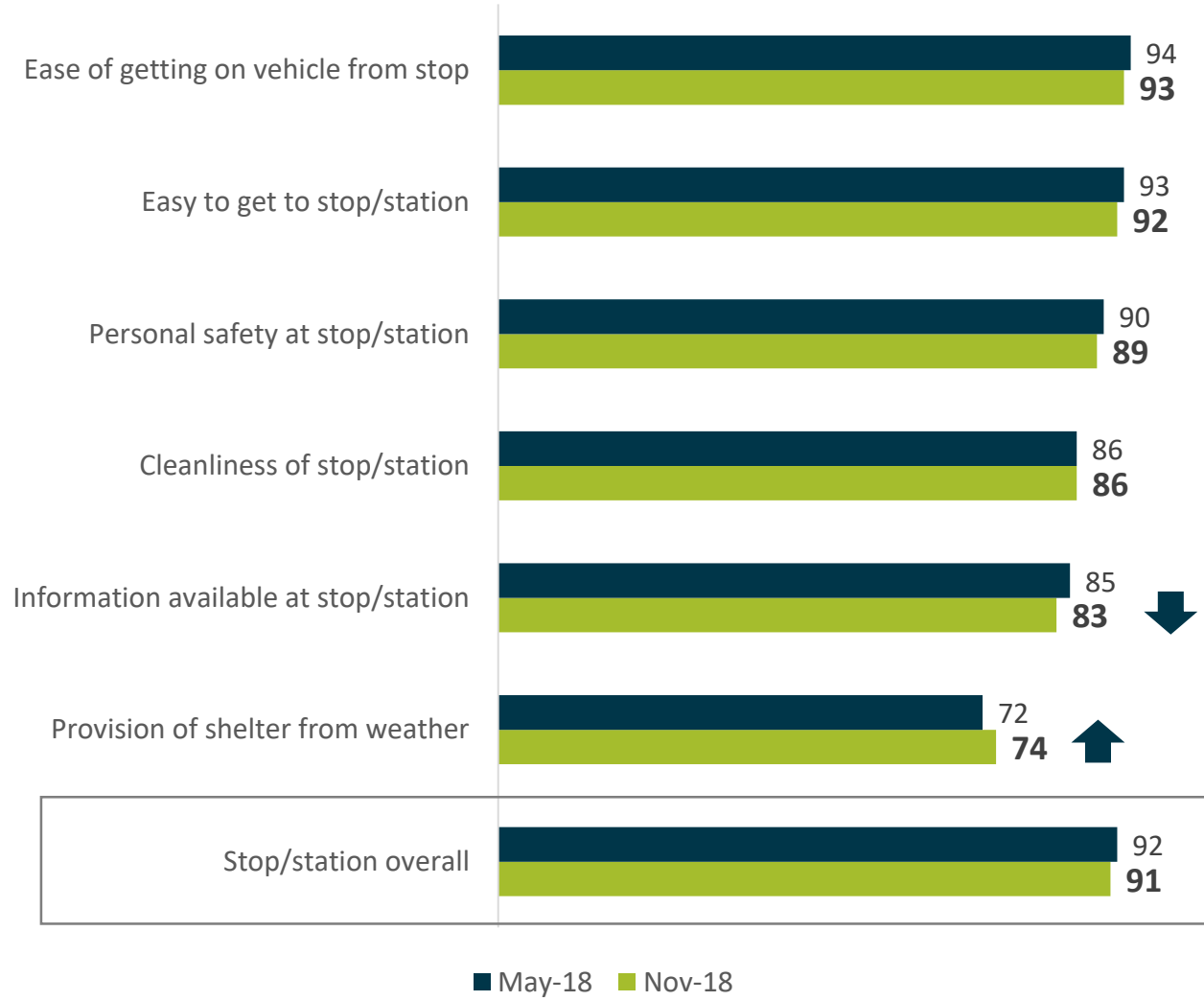
Most Wellington public transport users continue to be satisfied with their current trip (90%, compared with 91% in May). Only 5% express dissatisfaction. Of the two modes considered in this survey, train passengers’ perceptions of the trip overall are most positive (94%). The share of positive ratings for the bus trip has declined significantly over the last six months – down from 91% to 88%.

Over the last six months, bus passenger perceptions of service frequency and reliability have declined significantly. Passenger satisfaction with how often the bus service runs has declined from 76% to 69% (whilst satisfaction with frequency of train services has increased slightly – up from 84% to 86%). Improving the frequency of services is the most frequently mentioned suggestion made by bus passengers for how the region’s public transport services can be improved (mentioned unprompted by 20% of bus passengers). Similarly, satisfaction with bus services being on time has declined significantly over the last six months (down from 72% to 64%); in contrast, perceptions of train reliability have remained stable on 85%. Improved reliability (buses running on time/running to timetable/services actually turning up) is also a frequently-mentioned suggestion for service improvement (15% of bus passengers).

Of the ten trip attributes, performance remains most positive for personal security during the trip (95%; 98% for train, 94% among bus passengers).

# Perceptions of the Stop/Station

Share of Passengers Satisfied/Very Satisfied (%)



Almost all public transport users (91%) continue to be satisfied with the stop or station where they started their trip. Of the two modes considered this round, train passengers continue to be more satisfied with the station (96%) than bus passengers are with their stop (89%).

Provision of shelter from the weather continues to be under-perform relative to other aspects of the stop/station. However, ratings have improved significantly since the May 2018 round. This increase may be due in part to better weather in November compared with May. Passenger suggestions to further improve the provision of shelter include:

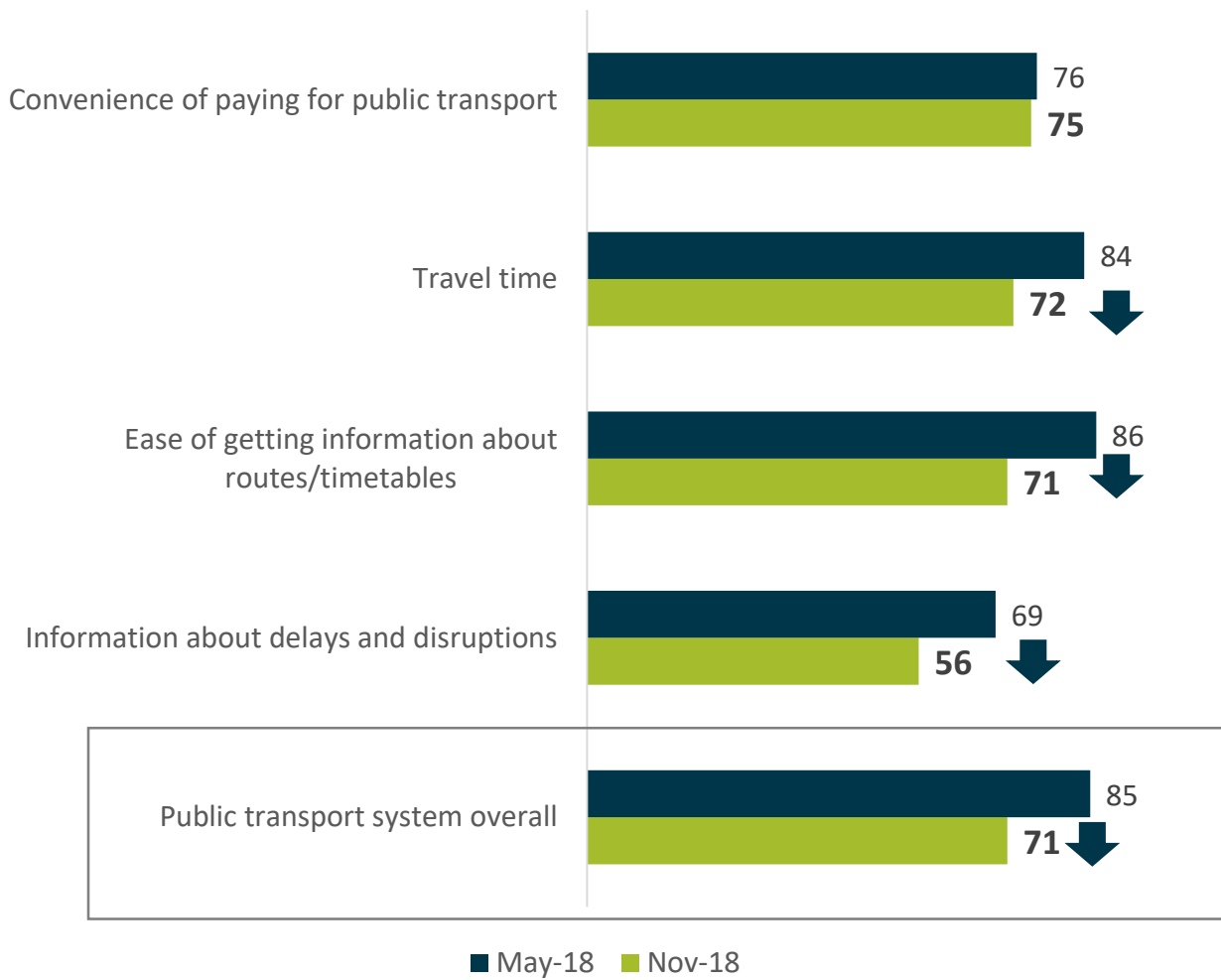
- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Provide 'waiting lounge' with facilities e.g. ATM, coffee, lockers
- More shelters

Perceptions of the information available at the stop/station has declined significantly since May 2018, declines evident among both bus and train users. Suggestions to improve the provision of information at stops/stations relate primarily to real time information boards, in particular:

- Making information at stops/stations bigger/easier to read
- Providing more real time information boards
- Ensuring the accuracy of real time information boards.

# Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



Base: n=3,109 (All respondents)

The impact of the changes to Wellington's bus network in July 2018 are most evident in satisfaction ratings for the region's public transport system. Significant declines are noted for all aspects of the public transport system evaluated with the exception of the convenience of paying (which was unaffected by the July changes). Satisfaction with travel times and the ability to source information about routes/timetables and delays/disruptions have all declined significantly over the last six months.

At least in part due to difficulties sourcing information about routes/timetables and service disruptions, passengers are significantly less likely to report finding public transport easy to use (down from 86% in May 2018 to 71% in the November round). A strong decline in ease of use is evident among bus users with only 65% finding public transport easy to use in the November round. Service unreliability and services running too infrequently are also reported by passengers as making public transport difficult to use.

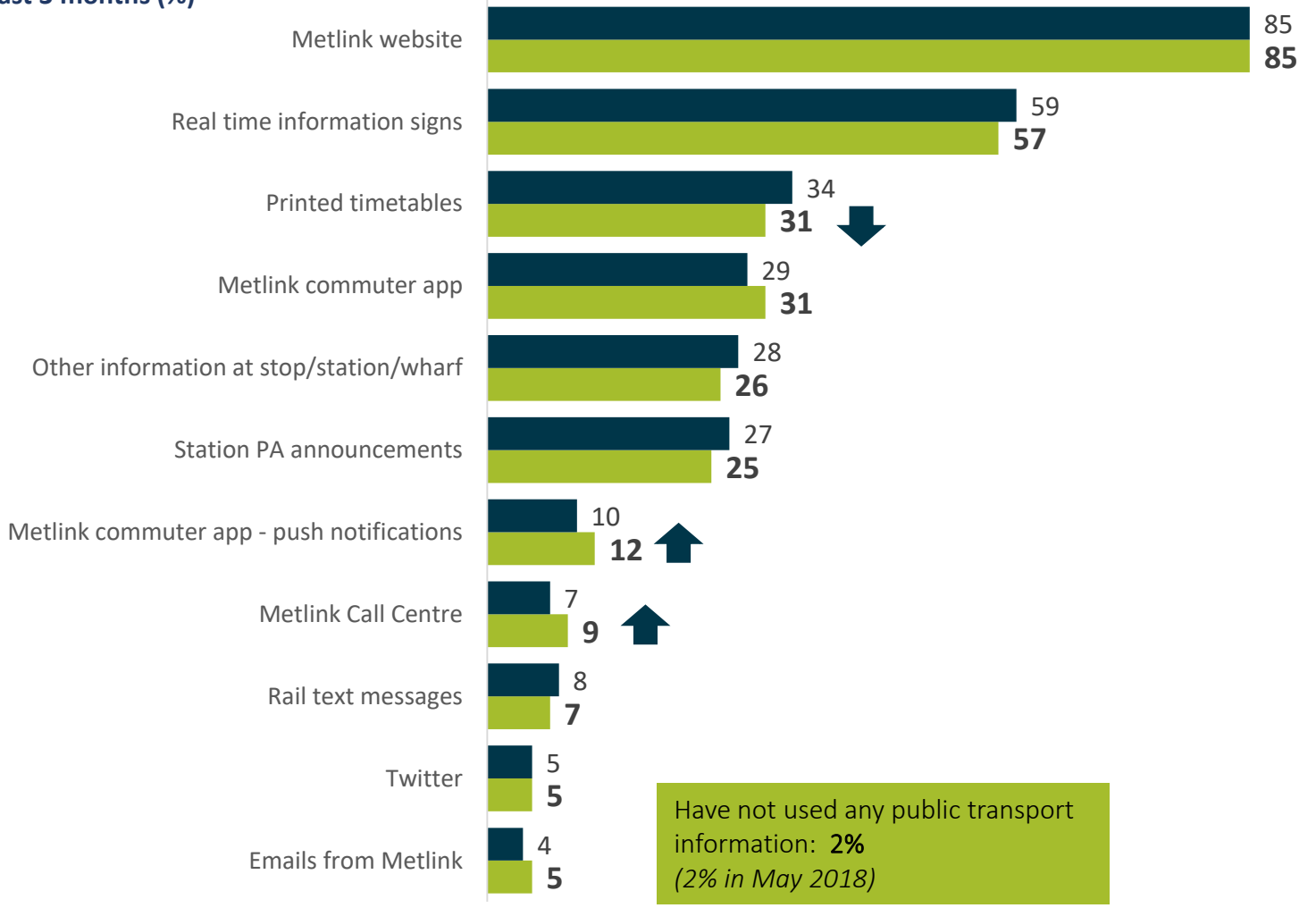
As a result, public transport users reporting being less likely to recommend using public transport to others (down from 87% to 77%) and the Net Promoter Score has fallen notably to -3 (from 19 in May 2018). This round there are more detractors than promoters.



# Perceptions of Public Transport Information

## 1. Sources of Information

Share of passengers using source in last 3 months (%)



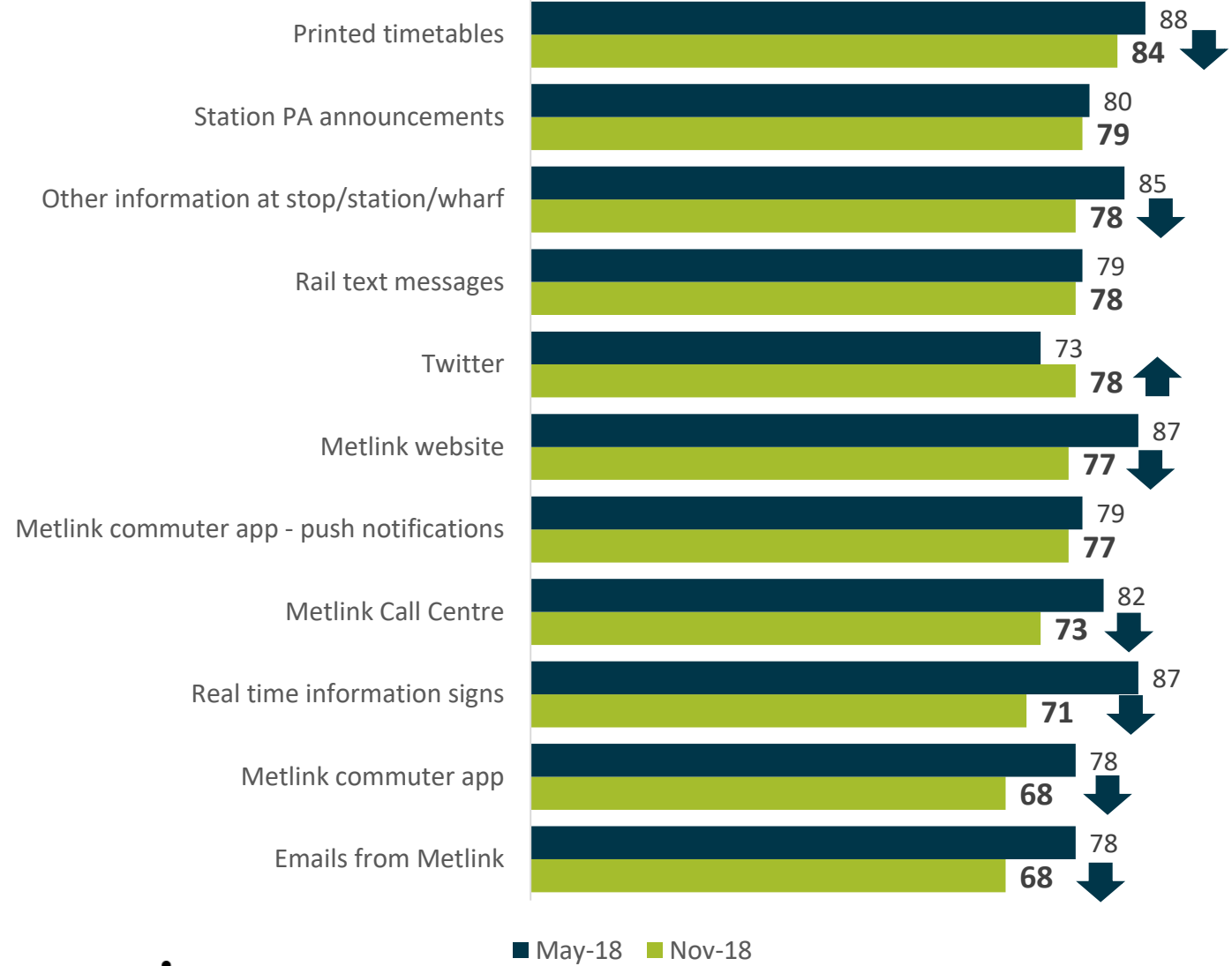
The Metlink website continues to be the most frequently used source of public transport information (85% - and 90% of train passengers). The share of passengers relying on hard-copy information (printed timetables and other information at stops and stations, most typically timetable signs) has declined over the last six month. In contrast, the share utilising the Metlink commuter app continues to increase, a third (31%) now using the app, and use of commuter app push notifications up 2 percentage points from May after an increase of 3 percentage points from 2017). Use of the Metlink Call Centre has also increased over the last six months, up from 7% to 9% of all passengers.

■ May-18 ■ Nov-18

# Perceptions of Public Transport Information

## 2. Satisfaction with Information

Share of Passengers Satisfied/Very Satisfied (%)



Satisfaction with almost all sources of public transport information available has declined over the last six months, the declines being most notable for the two most frequently used sources – real time information signs (satisfaction down from 87% to 71%) and the Metlink website (satisfaction down from 87% to 77%). The only information source to have shown an improvement in satisfaction over the last six months is Twitter – the share of satisfied users up from 73% in May 2018 to 78% in November 2018.

Despite a significant decline (from 88% to 84%), satisfaction with sources of public transport information remain most positive for printed timetables, particularly among train passengers (90%).

As in May 2018, real time information signs provide the greatest opportunity to improve passengers’ satisfaction with public transport information, both through ensuring that the information on existing signs is accurate (particularly on the bus network) and the installation of more signs. Increasing the functionality of the Metlink commuter app and making the website easier to navigate would also be welcomed by public transport users

■ May-18 ■ Nov-18

# Bus Service Report Card

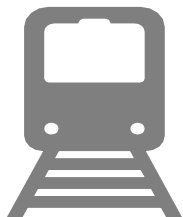


<i>Share of passengers satisfied to some extent (%)</i>	May '18	Nov '18
Personal security during this trip	94	94
Ease of getting onto the vehicle from stop	93	92
Stop being easy to get to	94	91↓
Ease of getting on/off the vehicle	92	91
Stop overall	91	89
Trip overall	91	88↓
Helpfulness of the driver	90	88
Attitude of the driver	89	87
Personal safety at stop	88	87
Comfort of the inside temperature	88	86
Cleanliness of stop	84	84
Having enough seats available	81	79
Information available at stop	82	79↓
Convenience of paying for public transport	80	77↓
Value for money of the fare	79	75↓
Provision of shelter from weather	68	69
How often the service runs	76	69↓
Public transport system overall	85	65↓
Ease of getting info about public transport routes and timetables	85	65↓
Travel time	82	65↓
Service being on time	72	64↓
Information about service delays and disruptions	67	49↓

Arrows denote statistically significant change from previous year.

	Current trip
	Bus stop
	PT system

# Train Service Report Card



<i>Share of passengers satisfied to some extent (%)</i>	May '18	Nov '18
Personal security during this trip	97	98
Ease of getting onto the vehicle from station	95	96
Station overall	95	96
Ease of getting on/off the vehicle	96	94
Helpfulness of staff	94	94
Attitude of the staff	93	94
Trip overall	92	94
Station being easy to get to	93	93
Personal safety at station	93	93
Comfort of the inside temperature	90	92
Cleanliness of station	91	91
Information available at stop	90	88
How often the service runs	84	86
Service being on time	86	85
Travel time	89	85 ↑
Public transport system overall	85	83
Ease of getting info about public transport routes and timetables	89	81 ↓
Provision of shelter from weather	80	81
Having enough seats available	76	81 ↑
Value for money of the fare	75	79 ↑
Convenience of paying for public transport	70	72
Information about service delays and disruptions	73	68 ↓

Arrows denote statistically significant change from previous year.

	Current trip
	Bus stop
	PT system

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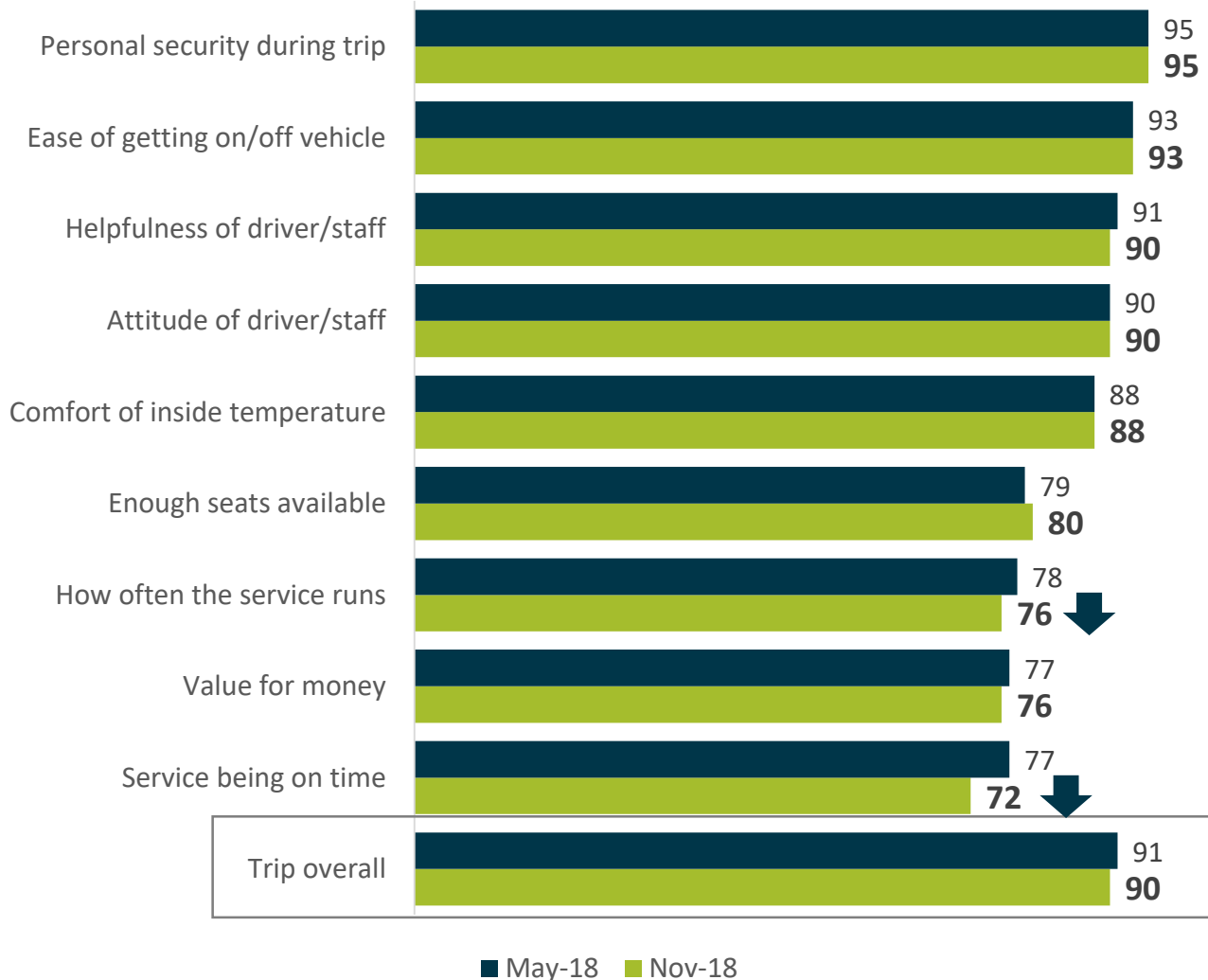
# Passenger Perceptions of Service On Trip Today





# Perceptions of the Trip Today: Summary

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



Base: May '18 n=3,759; Nov '18 n=3,109 (All respondents)

Arrows denote statistically significant change from previous year.

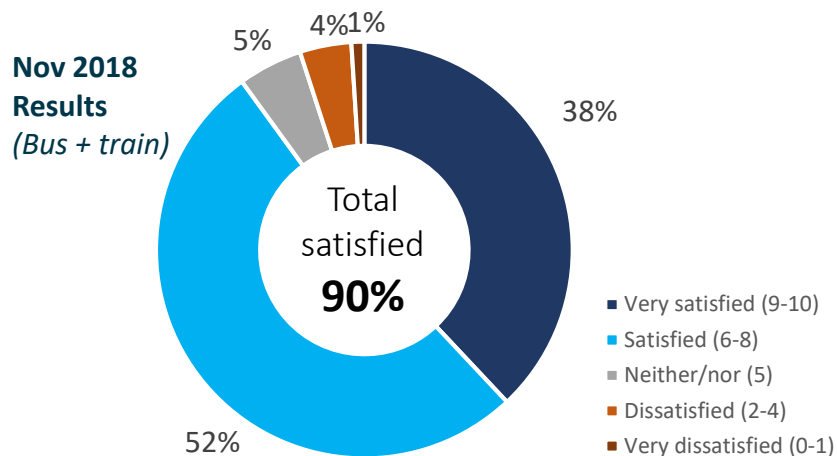
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Of the ten trip attributes, performance remains most positive for personal security during the trip (95%; 98% for train, 94% among bus passengers).

# Satisfaction with Trip Overall

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



Base: n=2,869 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)

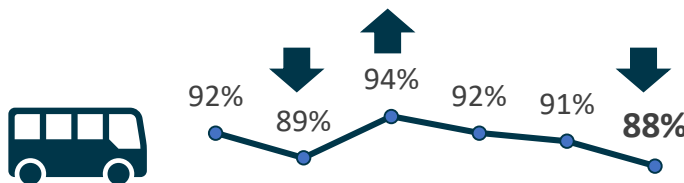


May 2018 (n=3,546)

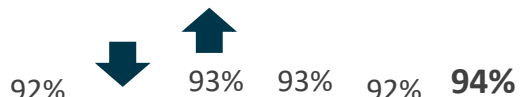
Nov 2018 (n=2,869)

Arrows denote statistically significant change from previous round.

## Satisfaction by Mode



Wellington city bus (n=957)	<b>88%</b>
Rest of region bus (n=289)	<b>88%</b>



2014 2015 2016 2017 May-18 Nov-18

## Satisfaction by Operator (%)

Uzabus Metlink	<b>96%</b>
Transdev	<b>94%</b>
Mana Metlink	<b>92%</b>
Tranzurban Metlink	<b>88%</b>
NZ Bus Metlink	<b>86%</b>



**Passengers most satisfied**

- ✓ Train passengers (94%), especially Johnsonville line (99%)
- ✓ Those attending a personal appointment (97%)
- ✓ Those with a private vehicle available (92%)

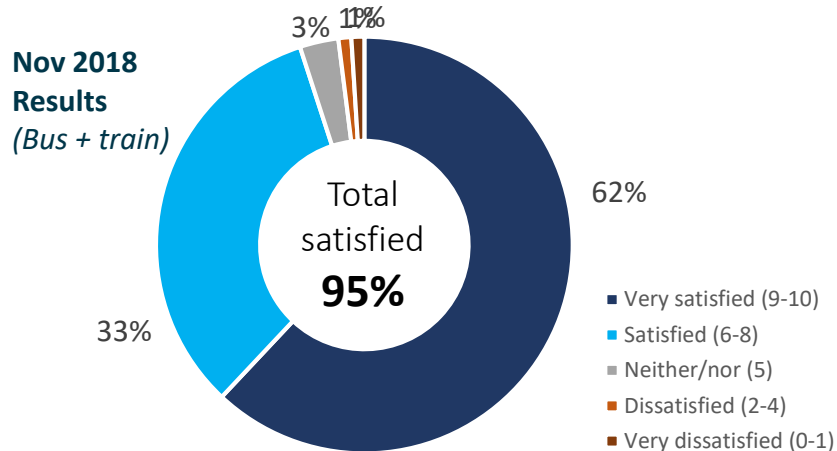


**Passengers most dissatisfied**

- ✗ Bus passengers (6%)

# 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?



Base: n=3,016 (All passengers who answered this question)

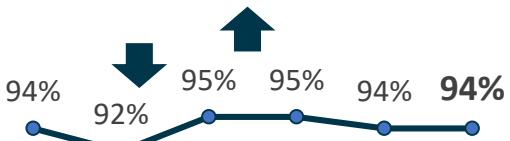
## Satisfaction Over Time (Bus + train, weighted)

95% ————— 95%

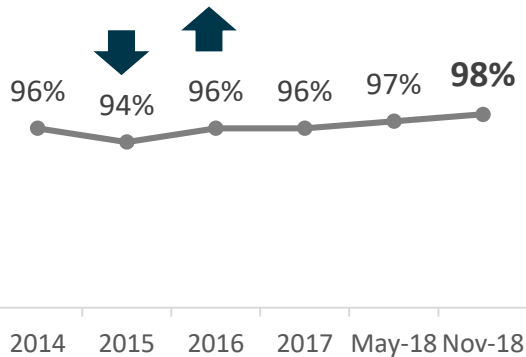
May 2018  
(n=3,671)

Nov 2018  
(n=3,016)

## Satisfaction by Mode



Wellington city bus (n=1,013)	<b>94%</b>
Rest of region bus (n=300)	<b>91%</b>



## Satisfaction by Operator (%)

Transdev	<b>98%</b>
Mana Metlink	<b>97%</b>
Uzabus Metlink	<b>96%</b>
NZ Bus Metlink	<b>94%</b>
Tranzurban Metlink	<b>93%</b>



**Passengers most satisfied**

- ✓ Train passengers (968%), especially Johnsonville line (100%)
- ✓ Those who had a private vehicle available (97%)
- ✓ Passengers aged 45-59 years (97%)
- ✓ Those travelling for work (96%)



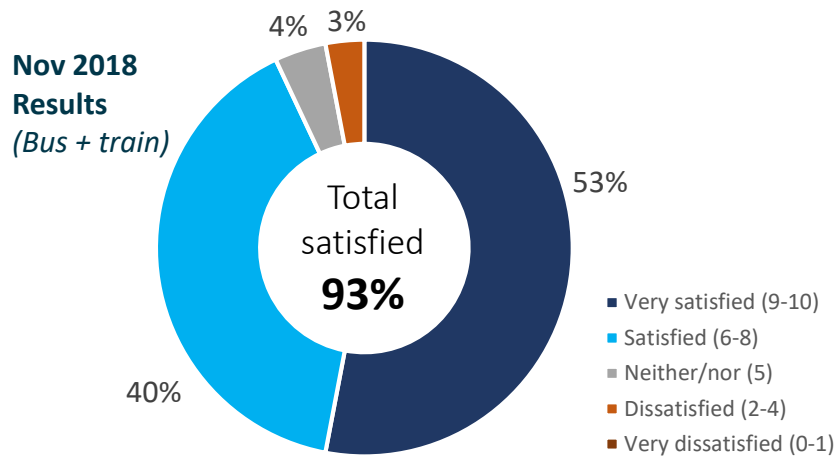
**Passengers most dissatisfied**

- ✗ Bu passengers (3%)

Arrows denote statistically significant change from previous round.

# 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.)?



Base: n=3,022 (All passengers who answered this question)

## Satisfaction by Mode



Wellington city bus (n=1,015)	91%
Rest of region bus (n=301)	91%

## Satisfaction by Operator (%)

Uzabus Metlink	<b>100%</b>
Transdev	<b>96%</b>
Mana Metlink	<b>96%</b>
NZ Bus Metlink	<b>90%</b>
Tranzurban Metlink	<b>90%</b>

## Satisfaction Over Time (Bus + train, weighted)



May 2018 (n=3,708)

Nov 2018 (n=3,022)



2016 2017 May-18 Nov-18



**Passengers most satisfied**

- ✓ Train passengers (96%), especially Johnsonville (99%) and Kapiti (97%) lines
- ✓ Morning peak travellers (95%)
- ✓ Those who have a private vehicle available (95%)
- ✓ Males (95%)
- ✓ Use public transport every weekday (95%)
- ✓ Travelling for work (94%)



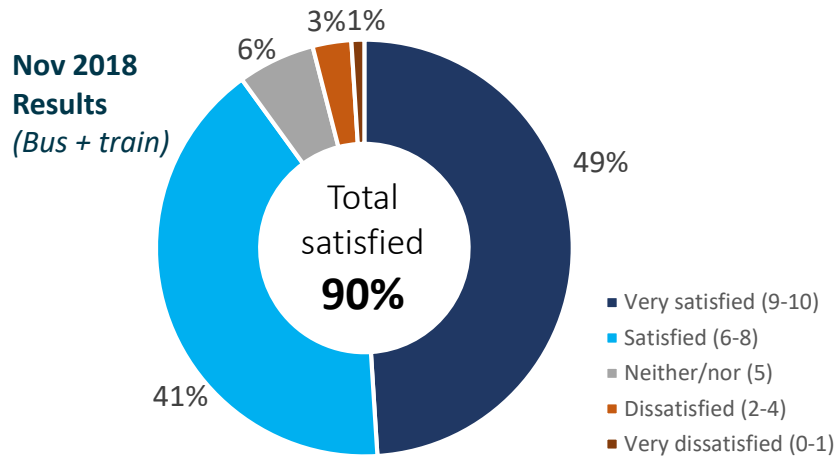
**Passengers most dissatisfied**

- ✗ Weekend (7%) or interpeak (6%) travellers
- ✗ Bus passengers (5%)

Arrows denote statistically significant change from previous round.

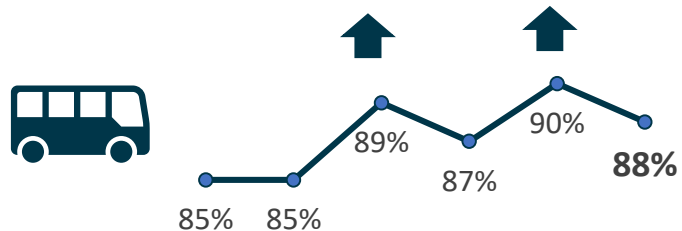
# Helpfulness of Driver/Staff

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

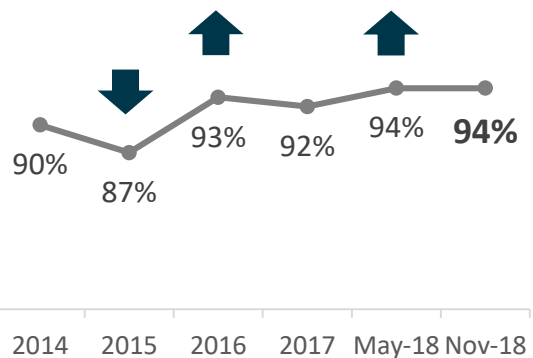


Base: n=2,896 (All passengers who answered this question)

## Satisfaction by Mode



Wellington city bus (n=965)	88%
Rest of region bus (n=296)	87%



## Satisfaction by Operator (%)

Mana Metlink	97%
Uzabus Metlink	96%
Transdev	94%
NZ Bus Metlink	87%
Tranzurban Metlink	87%

## Satisfaction Over Time (Bus + train, weighted)



May 2018 (n=3,580)

Nov 2018 (n=2,896)

Arrows denote statistically significant change from previous round



**Passengers most satisfied**

- ✓ Train passengers (94%), especially Johnsonville (97%) and Kapiti (94%) lines



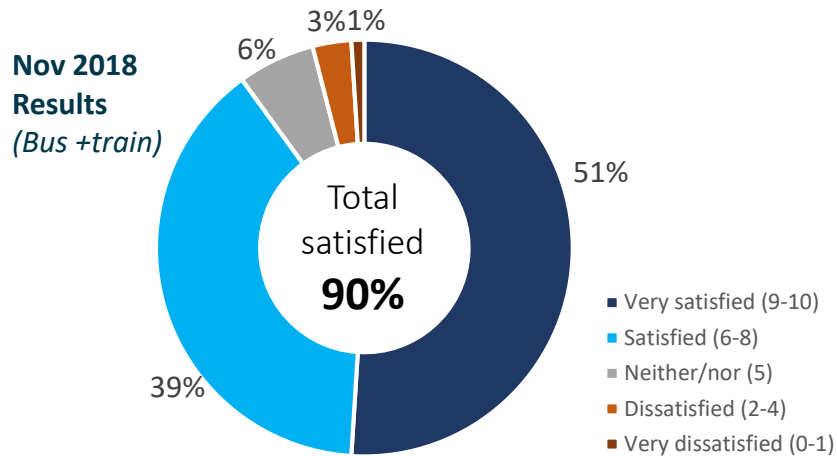
**Passengers most dissatisfied**

- ✗ Those travelling for school (10%)
- ✗ Those using PT every day (6%)
- ✗ Bus passengers (5%)
- ✗ Those with no vehicle to make trip (5%)
- ✗ Outbound passengers (5%)



# 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?



Base: n=2,969 (All passengers who answered this question)

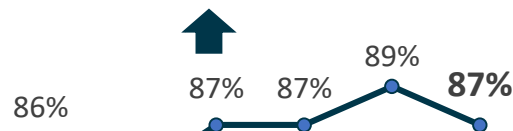
## Satisfaction Over Time (Bus + train, weighted)

90% ————— 90%

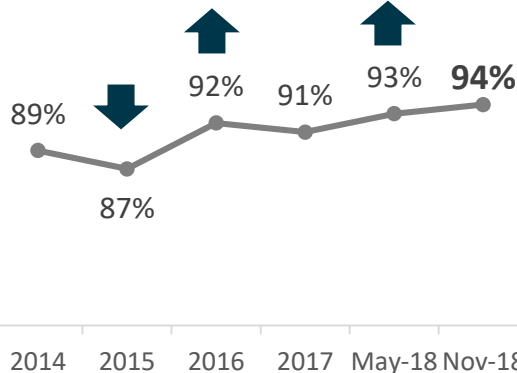
May 2018  
(n=3,618)

Nov 2018  
(n=2,969)

## Satisfaction by Mode



Wellington city bus (n=998)	<b>88%</b>
Rest of region bus (n=300)	<b>84%</b>



## Satisfaction by Operator (%)

Transdev	<b>94%</b>
Uzabus Metlink	<b>93%</b>
Mana Metlink	<b>91%</b>
Tranzurban Metlink	<b>87%</b>
NZ Bus Metlink	<b>86%</b>



**Passengers most satisfied**

- ✓ Train passengers (94%), especially Johnsonville (96%) and Kapiti (94%) lines
- ✓ Morning peak travellers (92%)
- ✓ Inbound travellers (92%)
- ✓ Those with a private vehicle available (91%)



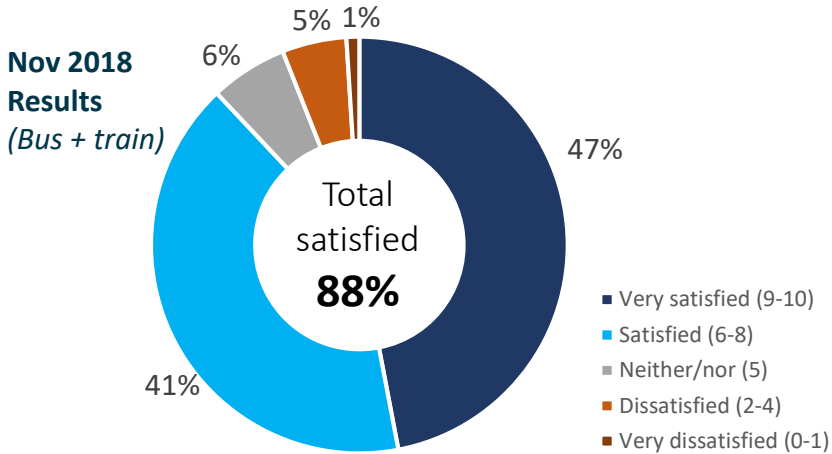
**Passengers most dissatisfied**

- ✗ Those travelling for school (12%)
- ✗ Those using PT every day (8%)
- ✗ Bus passengers (6%)
- ✗ Those with no private vehicle available (6%)
- ✗ Outbound travellers (6%)

Arrows denote statistically significant change from previous round.

# 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?



Base: n=3,034 (All passengers who answered this question)

**Satisfaction Over Time (Bus + train, weighted)**

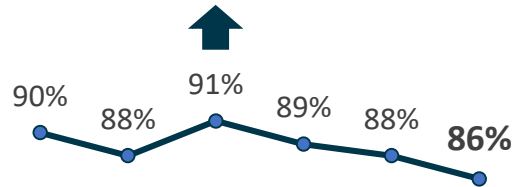
88% ————— 88%

May 2018 (n=3,703)

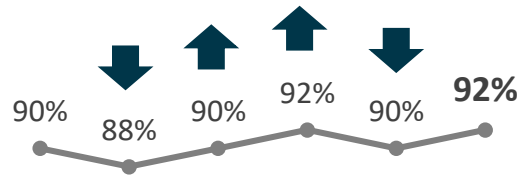
Nov 2018 (n=3,034)

Arrows denote statistically significant change from previous round.

**Satisfaction by Mode**



Wellington city bus (n=1,020)	<b>86%</b>
Rest of region bus (n=303)	<b>84%</b>



2014 2015 2016 2017 May-18 Nov-18

**Satisfaction by Operator (%)**

Uzabus Metlink	<b>93%</b>
Transdev	<b>92%</b>
Tranzurban Metlink	<b>87%</b>
NZ Bus Metlink	<b>84%</b>
Mana Metlink	<b>82%</b>



**Passengers most satisfied**

- ✓ Train passengers (92%), especially Johnsonville line (99%)
- ✓ Morning peak travellers (91%)
- ✓ Inbound passengers (91%)

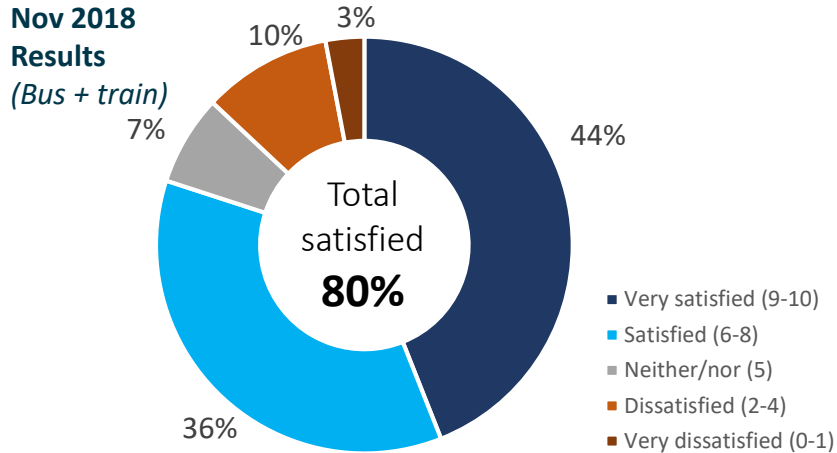


**Passengers most dissatisfied**

- ✗ Bus passengers (7%)

# Having Enough Seats Available

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



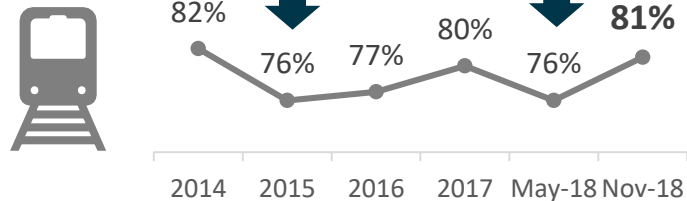
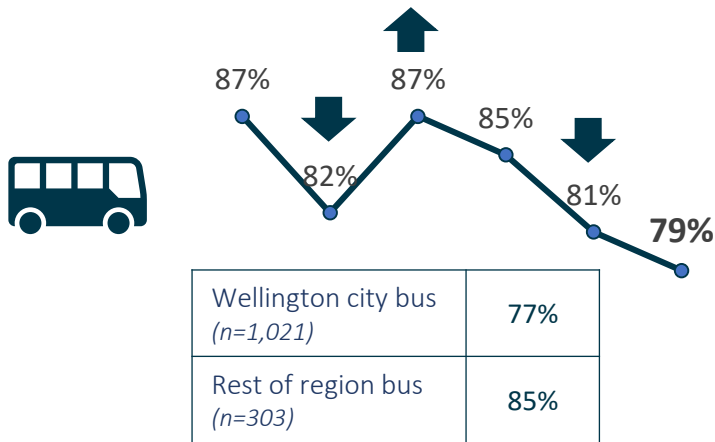
Base: n=3,035 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.

## Satisfaction by Mode



## Satisfaction by Operator (%)

Uzabus Metlink	<b>100%</b>
Tranzurban Metlink	<b>82%</b>
Transdev	<b>81%</b>
Mana Metlink	<b>77%</b>
NZ Bus Metlink	<b>75%</b>



### Passengers most satisfied

- ✓ Johnsonville line passengers (98%)
- ✓ Those who travel less often than once a week (92%)
- ✓ Those travelling for sport, recreation or dining out (91%)

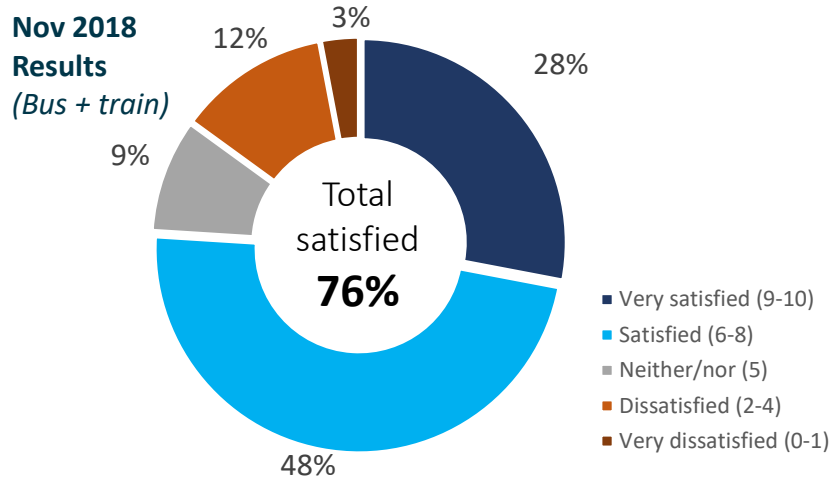


### Passengers most dissatisfied

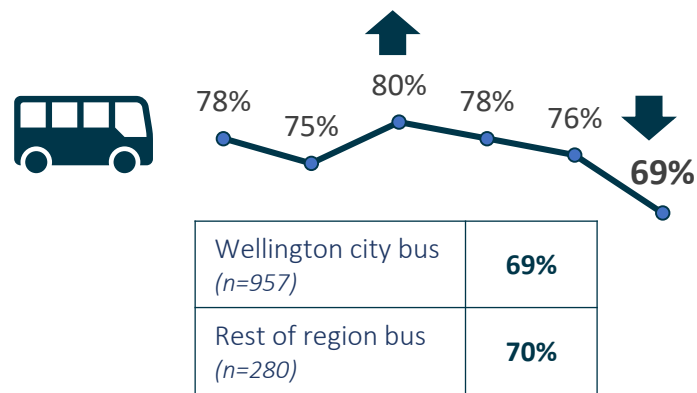
- ✗ Afternoon peak travellers (17%)
- ✗ Passengers aged 25-34 years (17%)
- ✗ Those travelling for work (16%)
- ✗ Those travelling every weekday (16%)

# 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?



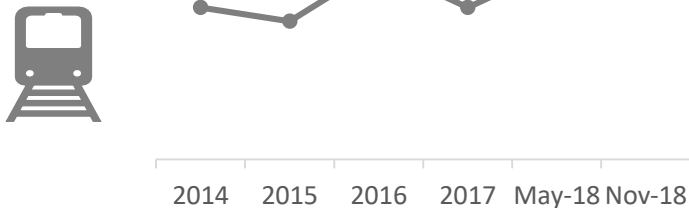
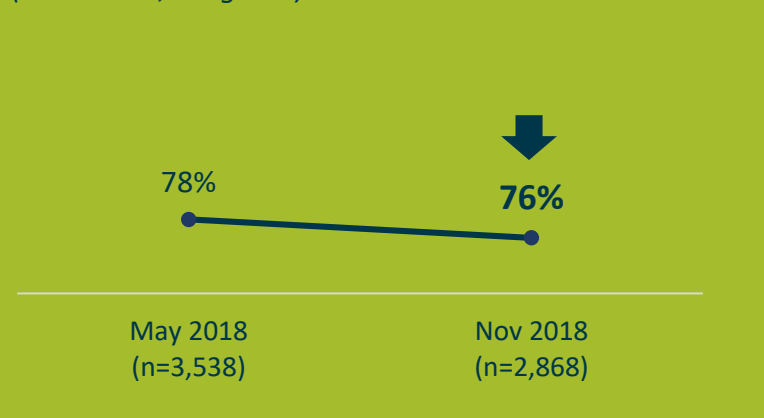
## Satisfaction by Mode



## Satisfaction by Operator (%)

Transdev	<b>86%</b>
Uzabus Metlink	<b>74%</b>
Tranzurban Metlink	<b>73%</b>
Mana Metlink	<b>69%</b>
NZ Bus Metlink	<b>66%</b>

## Satisfaction Over Time (Bus + train, weighted)



**Passengers most satisfied**



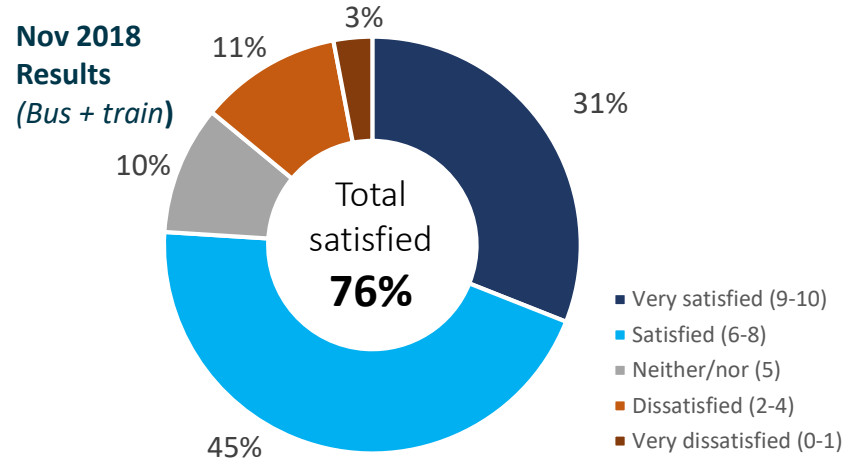
**Passengers most dissatisfied**

- ✓ Train passengers (84%), especially Johnsonville (95%), Hutt Valley (88%) and Kapiti (87%) lines
- ✓ Those with a private vehicle available (81%)
- ✓ Morning peak passengers (80%)
- ✓ Males (79%)
- ✗ Wairarapa line passengers (37%)
- ✗ Bus passengers (20%)
- ✗ Those travelling every day (20%)
- ✗ Afternoon peak passengers (17%)
- ✗ Outbound passengers (17%)

Arrows denote statistically significant change from previous round.

# Value for Money

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



Base: n=3,013 (All passengers who answered this question)

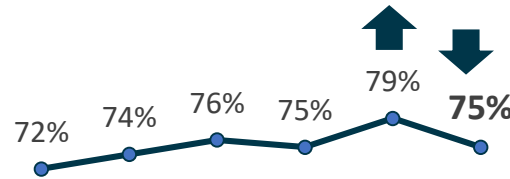
## Satisfaction Over Time (Bus + train, weighted)

77% (May 2018)      76% (Nov 2018)

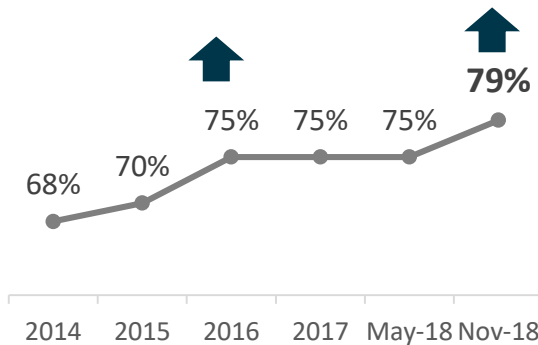
May 2018  
(n=3,646)

Nov 2018  
(n=3,013)

## Satisfaction by Mode



Wellington city bus (n=1,006)	<b>75%</b>
Rest of region bus (n=302)	<b>77%</b>



## Satisfaction by Operator (%)

Uzabus Metlink	<b>96%</b>
Transdev	<b>79%</b>
Tranzurban Metlink	<b>77%</b>
NZ Bus Metlink	<b>73%</b>
Mana Metlink	<b>72%</b>



**Passengers most satisfied**

- ✓ Passengers aged 60 years + (90%)
- ✓ Johnsonville line passengers (87%)
- ✓ Those travelling 3-4 times a week (83%)



**Passengers most dissatisfied**

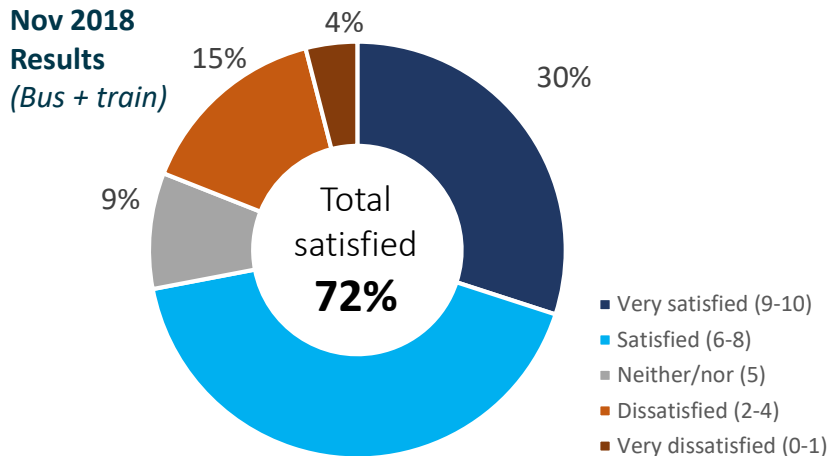
- ✗ Passengers aged 18-34 years (18%)
- ✗ Bus passengers (15%)

Arrows denote statistically significant change from previous round.



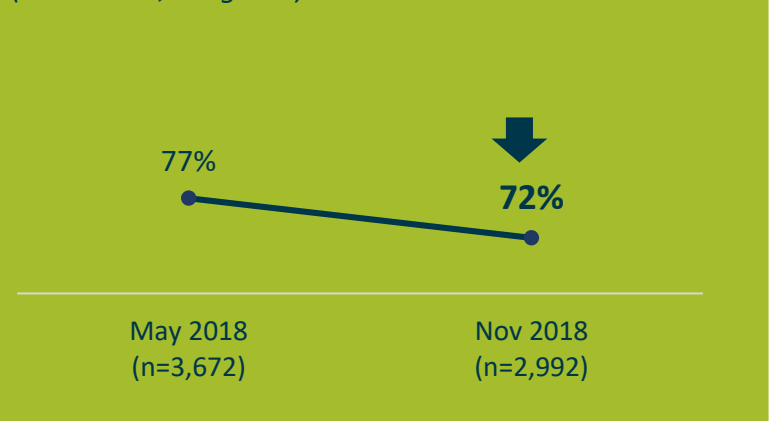
# Service Being On Time

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



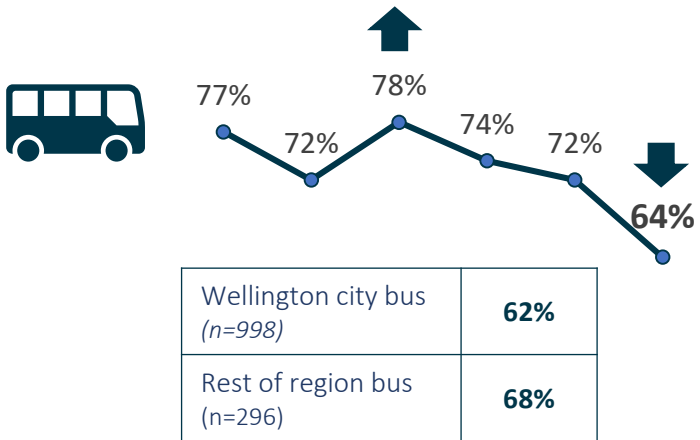
Base: n=2,992 (All passengers who answered this question)

**Satisfaction Over Time (Bus + train, weighted)**



Arrows denote statistically significant change from previous round.

**Satisfaction by Mode**



**Satisfaction by Operator (%)**

Uzabus Metlink	<b>85%</b>
Transdev	<b>85%</b>
Mana Metlink	<b>73%</b>
NZ Bus Metlink	<b>63%</b>
Tranzurban Metlink	<b>62%</b>



**Passengers most satisfied**



**Passengers most dissatisfied**

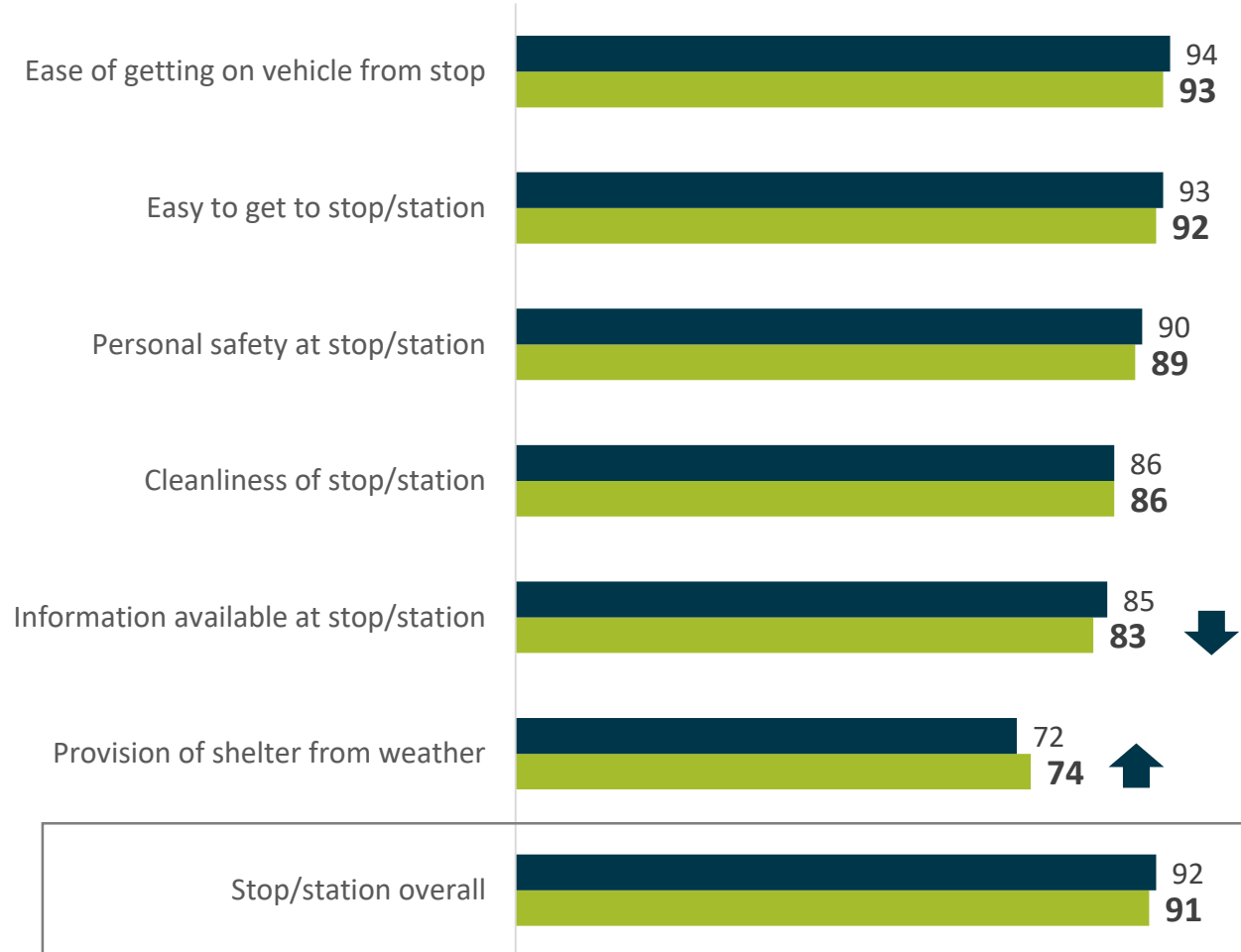
- ✓ Train passengers (85%), especially Johnsonville (97%), Hutt Valley (83%) and Kapiti (81%) line users
- ✓ Passengers travelling less often than once a week (84%)
- ✓ Those travelling to visit friends/relatives (81%)
- ✓ Those with a private vehicle available (76%)
- ✗ Passengers travelling every day (27%)
- ✗ Bus passengers (26%)
- ✗ Passengers aged 18-24 years (26%)
- ✗ Those with no private vehicle available (23%)

# Passenger Perceptions of Stop/Station/Wharf



# Perceptions of the Stop/Station: Summary

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



Base: n=3,109 (All respondents)

■ May-18 ■ Nov-18

Arrows denote statistically significant change from previous year.

Almost all public transport users (91%) continue to be satisfied with the stop or station where they started their trip. Of the two modes considered this round, train passengers continue to be more satisfied with the station (96%) than bus passengers are with their stop (89%).

Provision of shelter from the weather continues to be under-perform relative to other aspects of the stop/station. However, ratings have improved significantly since the May 2018 round. This increase may be due in part to better weather in November compared with May. Passenger suggestions to further improve the provision of shelter include:

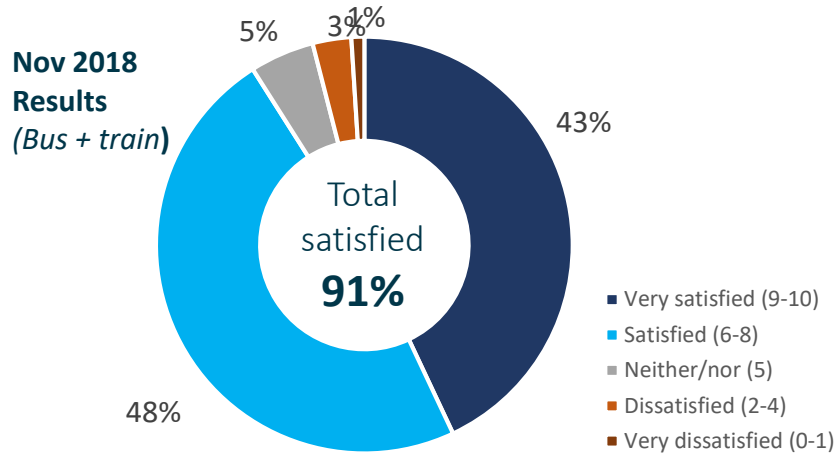
- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Provide 'waiting lounge' with facilities e.g. ATM, coffee, lockers
- More shelters

Perceptions of the information available at the stop/station has declined significantly since May 2018, declines evident among both bus and train users. Suggestions to improve the provision of information at stops/stations relate primarily to real time information boards, in particular:

- Making information at stops/stations bigger/easier to read
- Providing more real time information boards
- Ensuring the accuracy of real time information boards.

# Overall Satisfaction with Stop/Station

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



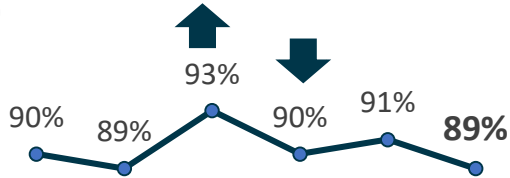
Base: n=2,992 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)

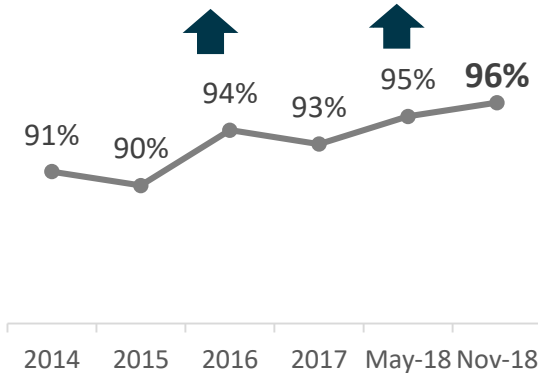


Arrows denote statistically significant change from previous round.

## Satisfaction by Mode (Unweighted)



Wellington city bus (n=1,005)	<b>89%</b>
Rest of region bus (n=296)	<b>89%</b>



### Passengers most satisfied

- ✓ Train passengers (96%), especially Johnsonville (98%) and Kapiti (97%) lines
- ✓ Those who had a vehicle available for trip (93%)
- ✓ Females (93%)

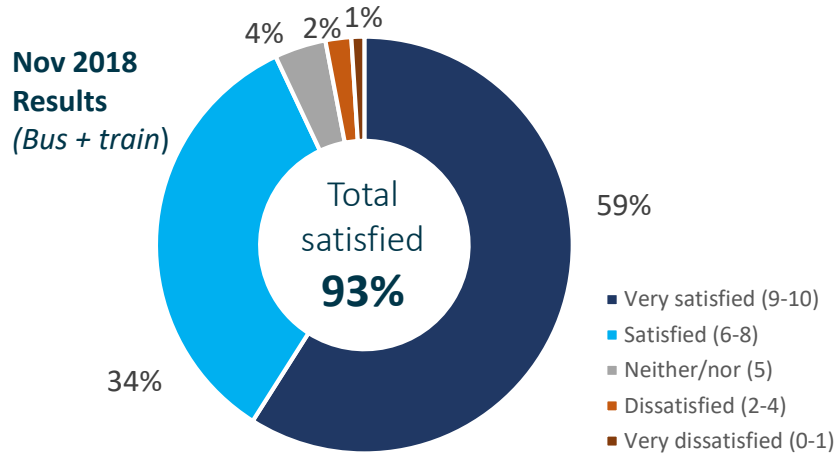


### Passengers most dissatisfied

- ✗ Passengers travelling to or from school (8%)
- ✗ Passengers aged 15-17 years (7%) or 45-59 years (5%)
- ✗ Those travelling every day (6%)
- ✗ Bus passengers (5%)

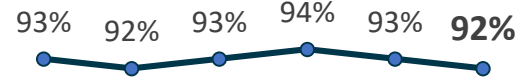
# Ease of Getting on Vehicle from Stop/Station

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



Base: n=3,054 (All passengers who answered this question)

## Satisfaction by Mode (Unweighted)



Wellington city bus (n=1,034)	<b>92%</b>
Rest of region bus (n=304)	<b>91%</b>



**Passengers most satisfied**

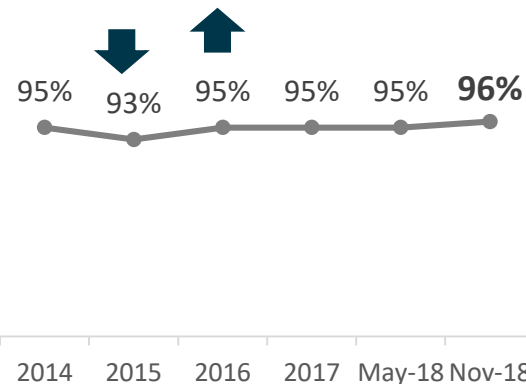
- ✓ Train passengers (96%), especially Johnsonville (98%) and Kapiti (97%) lines
- ✓ Morning peak travellers (94%)
- ✓ Males (94%)

## Satisfaction Over Time (Bus + train, weighted)



May 2018 (n=3,689)

Nov 2018 (n=3,054)



**Passengers most dissatisfied**

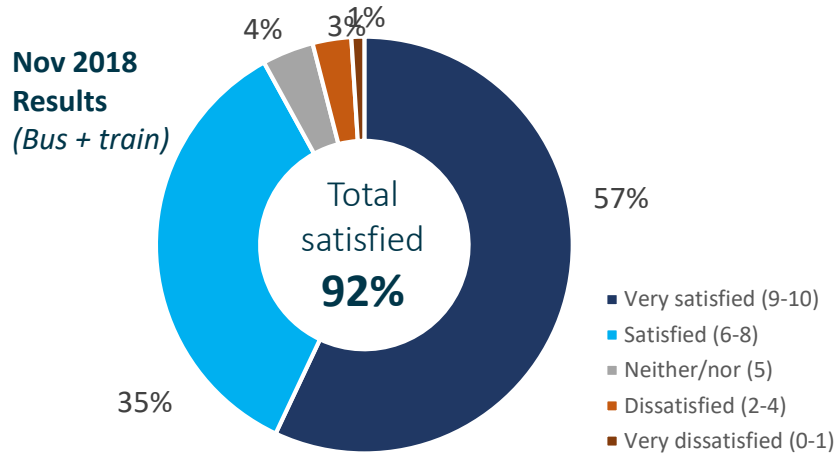
- ✗ Bus passengers (4%), especially Mana Metlink (9%)

Arrows denote statistically significant change from previous round.



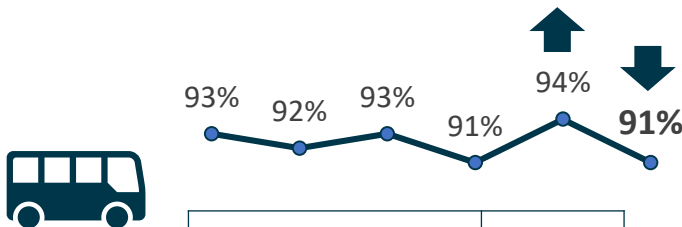
# Ease of Getting to Stop/Station

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



Base: n=3,062 (All passengers who answered this question)

## Satisfaction by Mode (Unweighted)



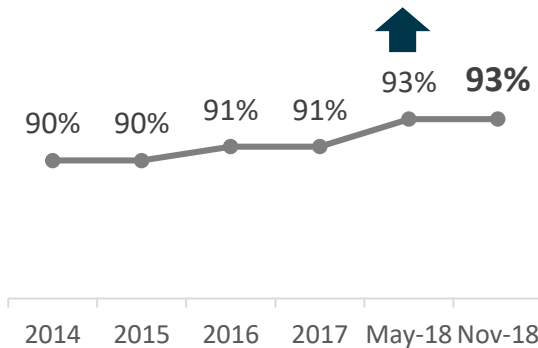
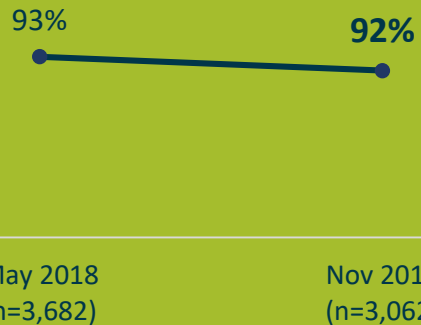
Wellington city bus (n=1037)	<b>91%</b>
Rest of region bus (n=305)	<b>91%</b>



### Passengers most satisfied

- ✓ Johnsonville passengers (96%)
- ✓ Those who had a vehicle available for trip (94%)
- ✓ Passengers using PT every week day (93%)

## Satisfaction Over Time (Bus + train, weighted)



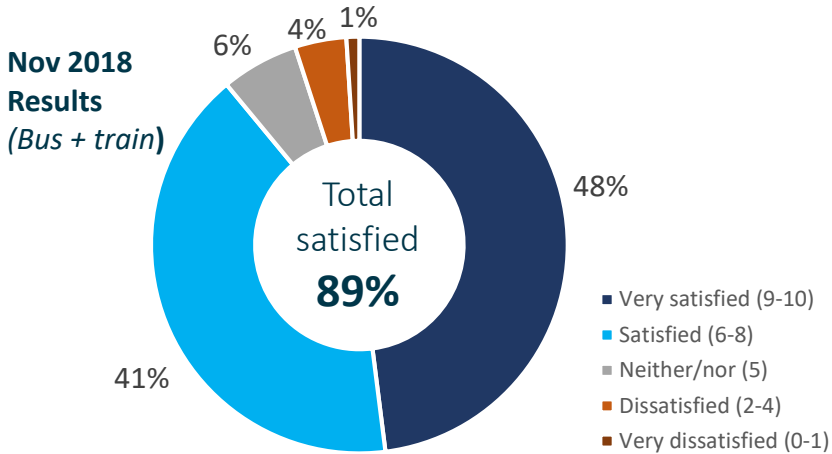
### Passengers most dissatisfied

- ✗ Passengers travelling for school (8%)
- ✗ Passengers travelling less often than weekly (7%)

Arrows denote statistically significant change from previous round.

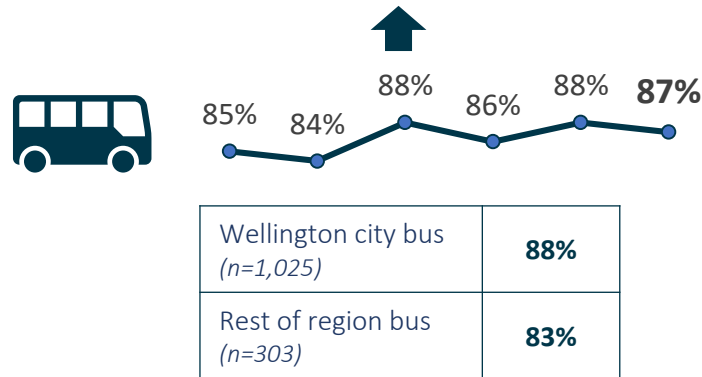
# Personal Safety at Stop/Station

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



Base: n=3,043 (All passengers who answered this question)

## Satisfaction by Mode (Unweighted)



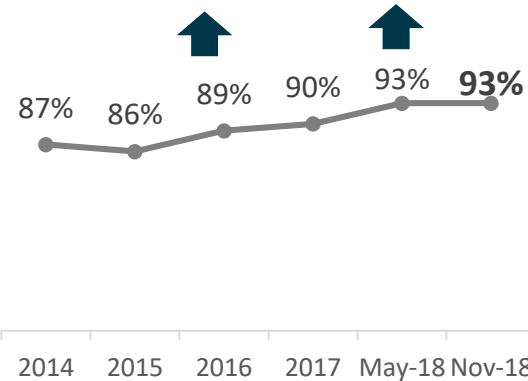
**Passengers most satisfied**

- ✓ Train passengers (93%), especially Kapiti (95%) and Johnsonville (94%) lines
- ✓ Those travelling every weekday (92%)
- ✓ Passengers who had a private vehicle available (91%)

## Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.

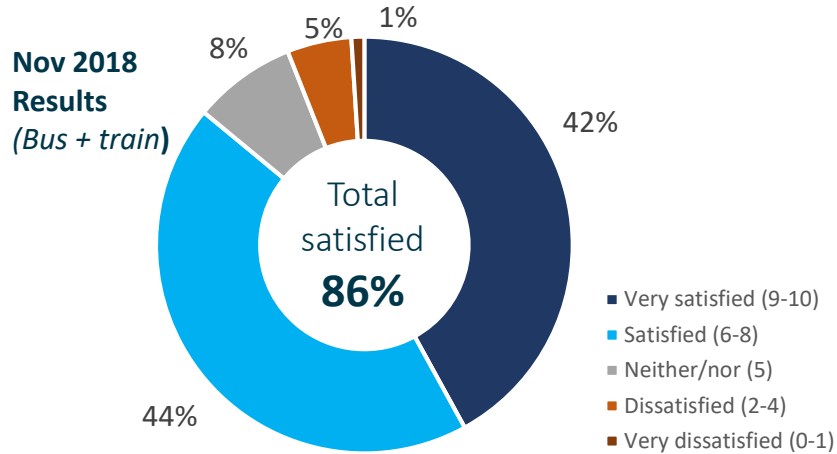


**Passengers most dissatisfied**

- ✗ Passengers aged 15-17 years (10%)
- ✗ Those travelling every day (8%)
- ✗ Bus passengers (7%)

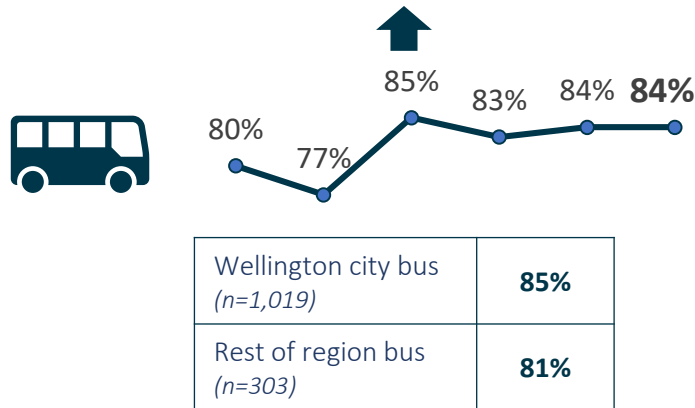
# Cleanliness of Stop/Station

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

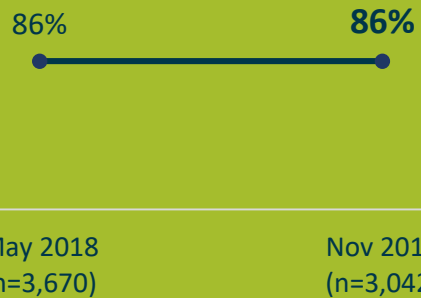


Base: n=3,042 (All passengers who answered this question)

**Satisfaction by Mode (Unweighted)**



**Satisfaction Over Time (Bus + train, weighted)**



Arrows denote statistically significant change from previous round.



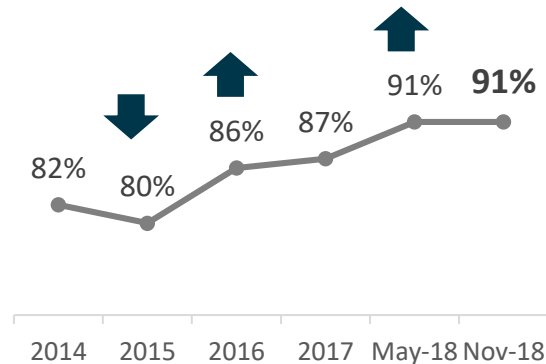
**Passengers most satisfied**

- ✓ Train passengers (91%), especially those travelling on the Johnsonville (93%) or Kapiti (93%) lines
- ✓ Morning peak travellers (90%)
- ✓ Those who had a private vehicle available (89%)
- ✓ Males (89%)
- ✓ Inbound passengers (88%)



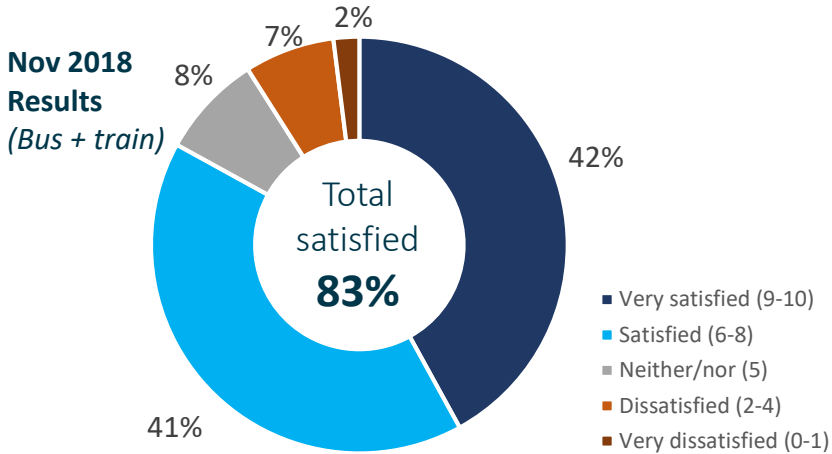
**Passengers most dissatisfied**

- ✗ Those aged 15-17 years (11%)
- ✗ Bus passengers (8%), especially Mana Metlink (13%)
- ✗ Passengers travelling every day (8%)
- ✗ Off-peak passengers (7%), especially weekend passengers (10%)



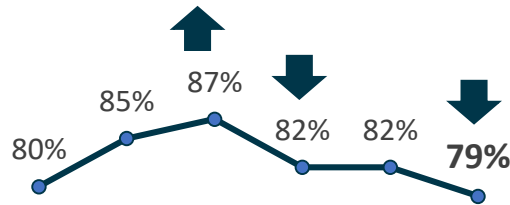
# Information Available at Stop/Station

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

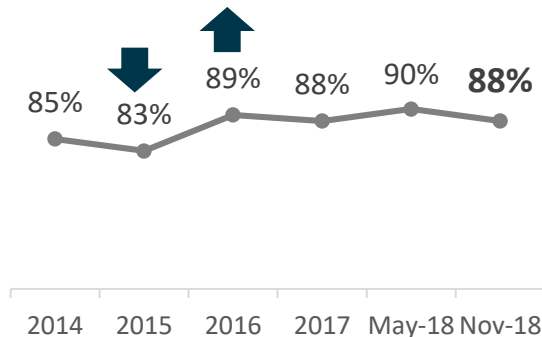


Base: n=3,030 (All passengers who answered this question)

## Satisfaction by Mode (Unweighted)



Wellington city bus (n=1,018)	<b>79%</b>
Rest of region bus (n=303)	<b>80%</b>



### Passengers most satisfied

- ✓ Those travelling less often than once a week (89%)
- ✓ Train passengers (88%). Especially Johnsonville (89%), Kapiti (89%) and Hutt Valley (88%) lines
- ✓ Passengers aged 65 years + (88%)
- ✓ Those who had a private vehicle available (85%)

## Satisfaction Over Time (Bus + train, weighted)



May 2018 (n=3,658)

Nov 2018 (n=3,030)

Arrows denote statistically significant change from previous round.



### Passengers most dissatisfied

- ✗ Bus passengers (12%)

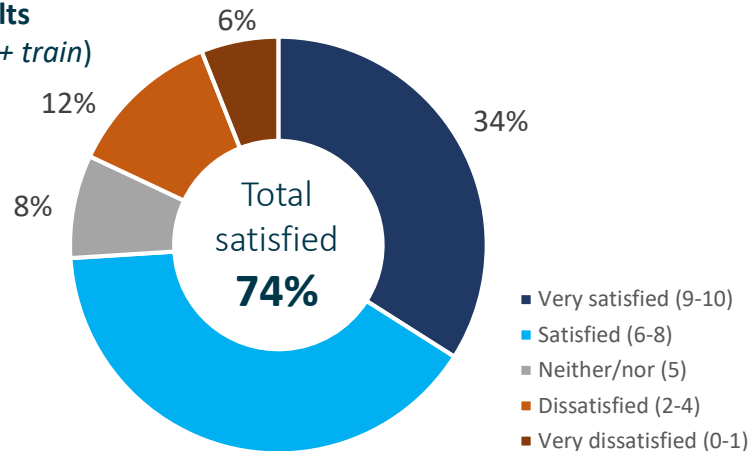
# Provision of Shelter from Weather

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

Nov 2018

Results

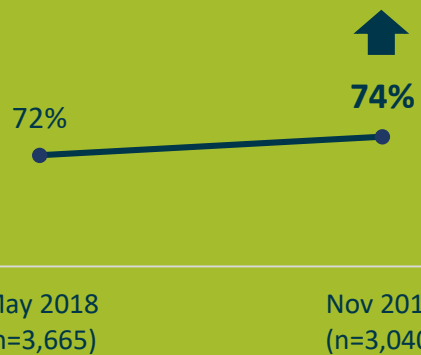
(Bus + train)



Base: n=3,040 (All passengers who answered this question)

## Satisfaction Over Time

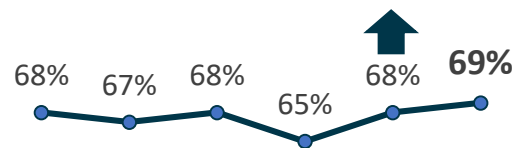
(Bus + train, weighted)



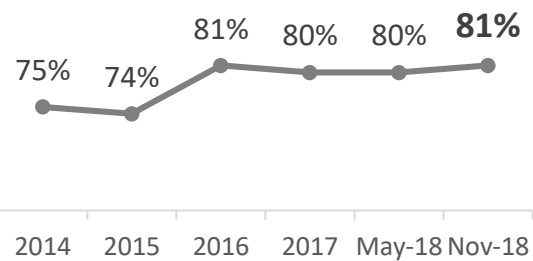
Arrows denote statistically significant change from previous round.

## Satisfaction by Mode

(Unweighted)



Wellington city bus (n=1,020)	<b>71%</b>
Rest of region bus (n=300)	<b>64%</b>



Passengers most satisfied

- ✓ Train passengers (81%) especially Melling (86%), Kapiti (82%) and Hutt Valley (80%) lines
- ✓ Those travelling less often than once a week (81%)
- ✓ Evening peak travellers (79%)
- ✓ Those who had a private vehicle available (76%)



Passengers most dissatisfied

- ✗ Those travelling for a personal appointment (26%) or for tertiary study (26%)
- ✗ Bus passengers (23%)
- ✗ Those travelling every day (23%)



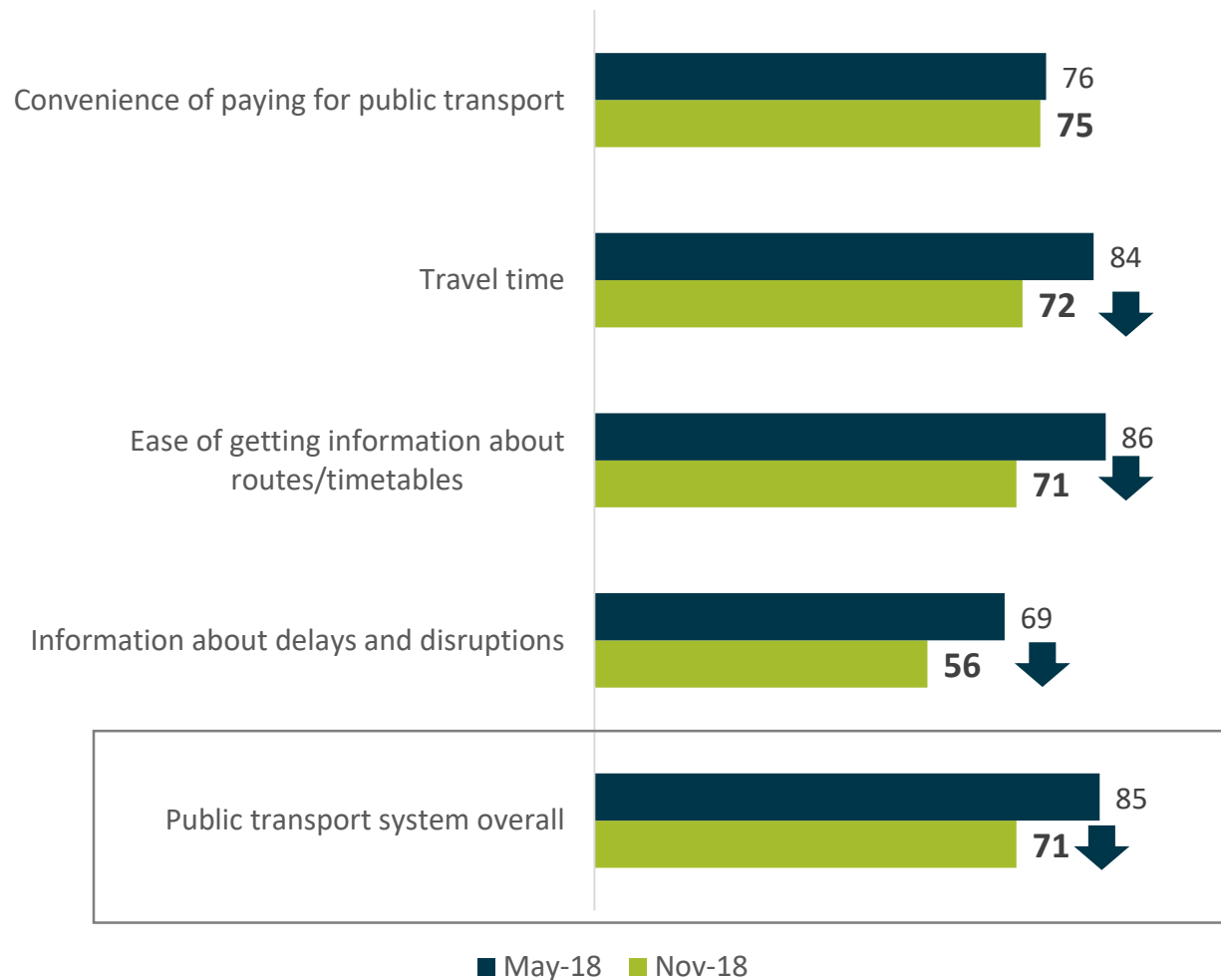
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# Passenger Perceptions of Wellington Region's Public Transport System



# Perceptions of Wellington's PT System: Summary

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



Base: n=3,109 (All respondents)

Arrows denote statistically significant change from previous year.

The impact of the changes to Wellington's bus network in July 2018 are most evident in satisfaction ratings for the region's public transport system. Significant declines are noted for all aspects of the public transport system evaluated with the exception of the convenience of paying (which was unaffected by the July changes). Satisfaction with travel times and the ability to source information about routes/timetables and delays/disruptions have all declined significantly over the last six months.

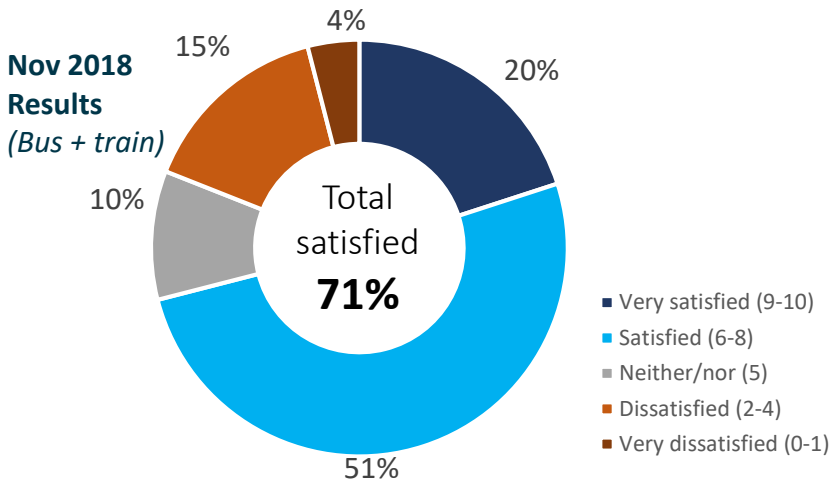
At least in part due to difficulties sourcing information about routes/timetables and service disruptions, passengers are significantly less likely to report finding public transport easy to use (down from 86% in May 2018 to 71% in the November round). A strong decline in ease of use is evident among bus users with only 65% finding public transport easy to use in the November round. Service unreliability and services running too infrequently are also reported by passengers as making public transport difficult to use.

As a result, public transport users reporting being less likely to recommend using public transport to others (down from 87% to 77%) and the Net Promoter Score has fallen notably to -3 (from 19 in May 2018). This round there are more detractors than promoters.



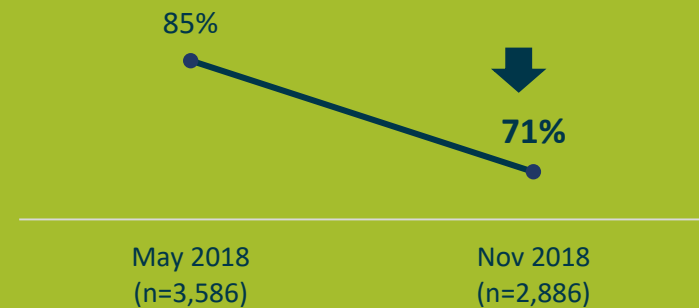
# Satisfaction with Public Transport System Overall

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?



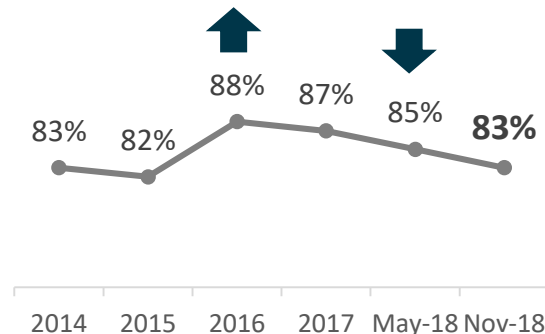
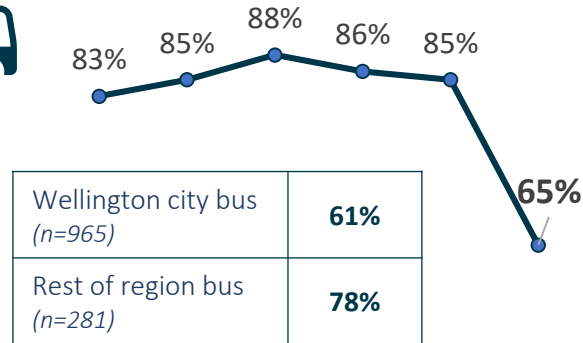
Base: n=2,886 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.

## Satisfaction by Mode



### Passengers most satisfied

- ✓ Passengers aged 60-64 years (84%)
- ✓ Train passengers (83%), especially Kapiti (84%), Hutt Valley (83%) and Johnsonville (83%) lines
- ✓ Those using PT less often than once a week (82%)
- ✓ Males (77%)
- ✓ Those with a private vehicle available (75%)
- ✓ Inbound trips (75%)

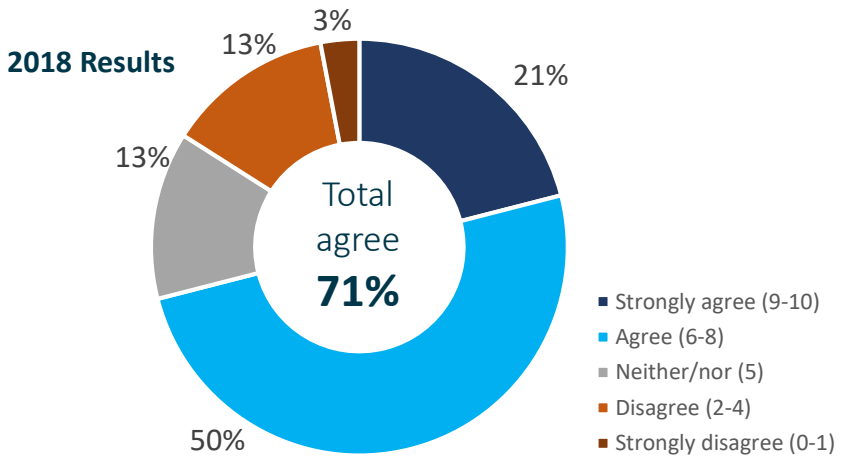


### Passengers most dissatisfied

- ✗ Those using PT every day (28%)
- ✗ Bus passengers (25%)
- ✗ Those with no private vehicle available (22%)
- ✗ Females (22%)
- ✗ Outbound trips (22%)

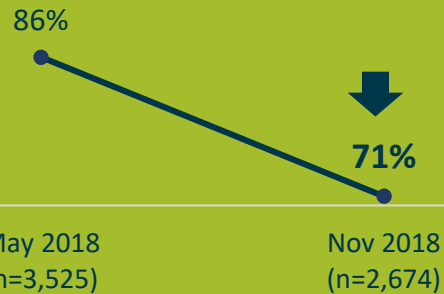
# Ease of Using Public Transport Services

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

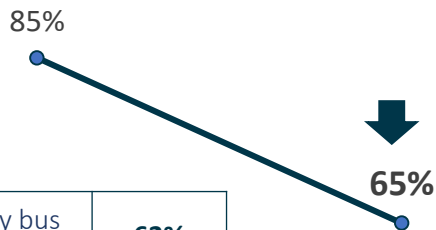


Base: n=2,674 (All passengers who answered this question)

## Agreement Over Time (Bus + train, weighted)



## Agreement by Mode (Unweighted)



### Passengers most agreeing

- ✓ Passengers aged 60-64 years (89%) or 35-44 years (77%)
- ✓ Train passengers (83%), especially Johnsonville (85%), Hutt Valley (83%) and Kapiti (82%) line
- ✓ Those with a private vehicle available (76%)
- ✓ Males (75%)
- ✓ Those travelling for work (74%)
- ✓ Those using PT every weekday (74%)

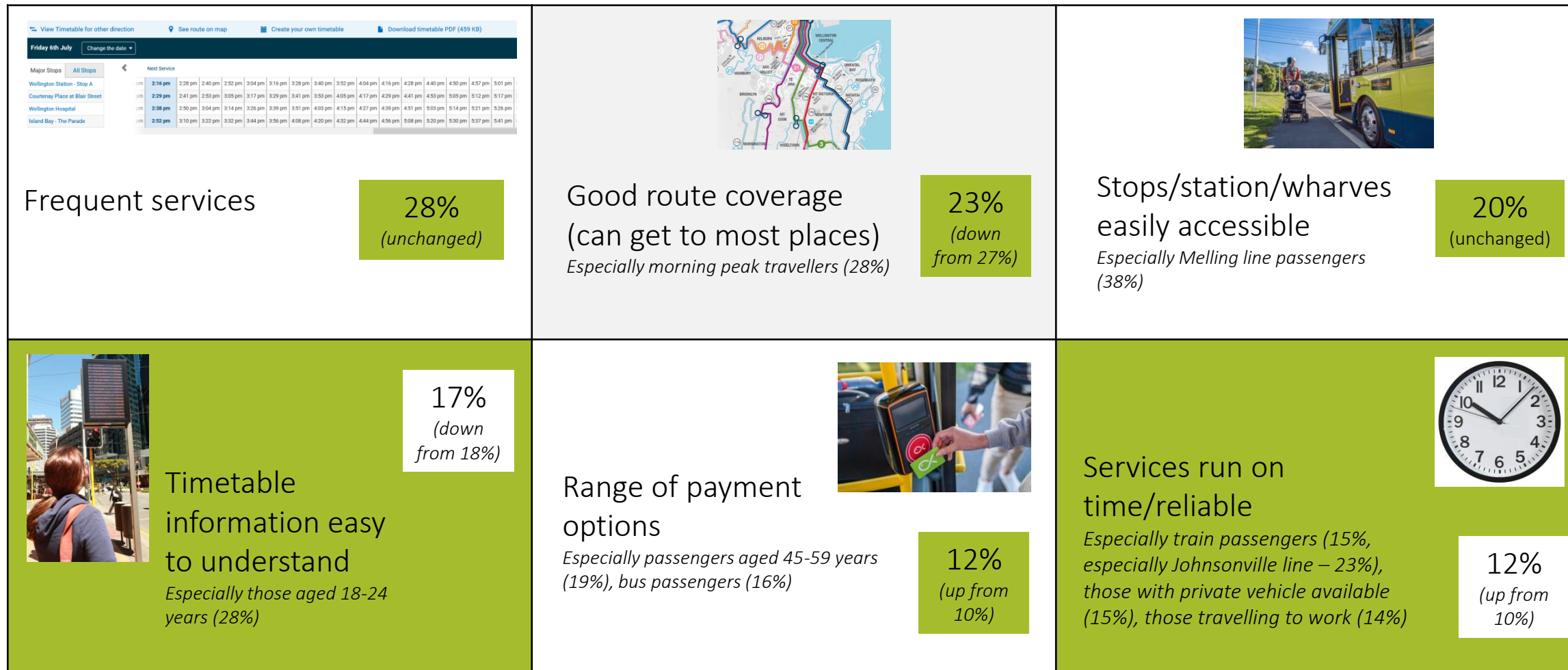


### Passengers most disagreeing

- ✗ Those using PT every day (23%)
- ✗ Bus passengers (20%)
- ✗ Those with no private vehicle available (19%)

# Why Easy to Use Public Transport Services

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



Base: n=1,165 (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 passengers aged 35-44 years (51%)*

34%  
(up from 28%)



Service runs too infrequently

27%  
(up from 16%)



Poor/unclear communication

25%  
(up from 18%)



Lack of seats onboard/overcrowding

*Especially passengers aged 25-34 years (30%)*

20%  
(up from 14%)



Poor route coverage

18%  
(up from 11%)



Recent changes to PT system generally

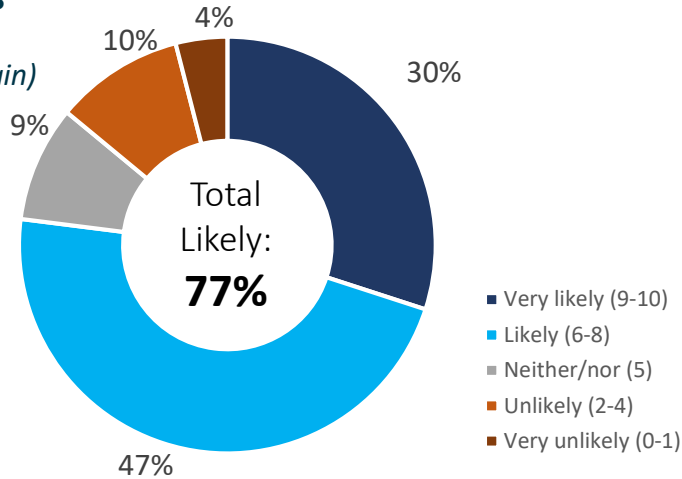
13%

# Likelihood of Recommending Public Transport

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

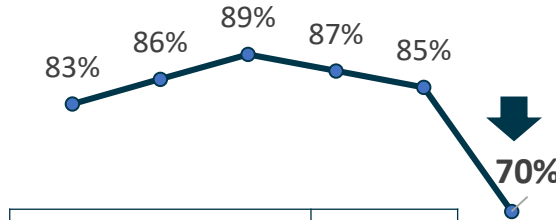
## Nov 2018 Results

(Bus + train)



Base: n=2,821 (All passengers who answered this question)

## Likelihood by Mode



Wellington city bus (n=950)	<b>67%</b>
Rest of region bus (n=271)	<b>79%</b>

## Likelihood of Recommendation by Operator (%)

Uzabus Metlink	<b>92%</b>
Tranzdev	<b>89%</b>
Tranzurban	<b>72%</b>
NZ Bus Metlink	<b>67%</b>
Mana Metlink	<b>65%</b>

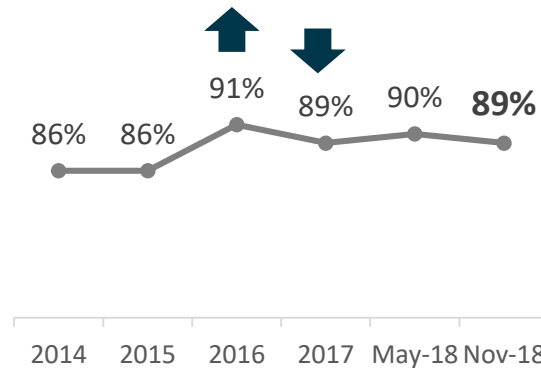
## Likelihood of Recommending Over Time

(Bus + train, weighted)



May 2018  
(n=3,593)

Nov 2018  
(n=2,821)



**Passengers most satisfied**

- ✓ Train passengers (89%), especially Johnsonville (93%), Kapiti (90%) and Hutt Valley (89%) lines
- ✓ Passengers aged 60-64 years (87%)
- ✓ Those with a private vehicle available (82%)
- ✓ Males (81%)
- ✓ Inbound trips (80%)



**Passengers most dissatisfied**

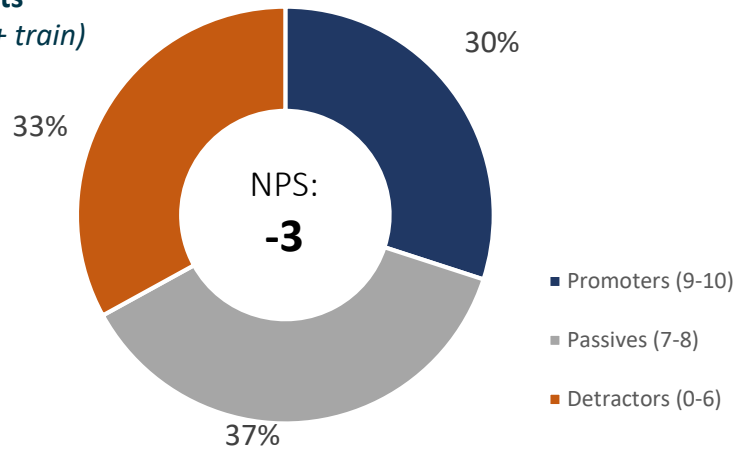
- ✗ Those using PT every day (22%)
- ✗ Bus passengers (20%)
- ✗ Passengers aged 25-34 years (18%)
- ✗ Those with no private vehicle available (17%)
- ✗ Outbound trips (16%)

Arrows denote statistically significant change from previous round.

# Net Promoter Score\*

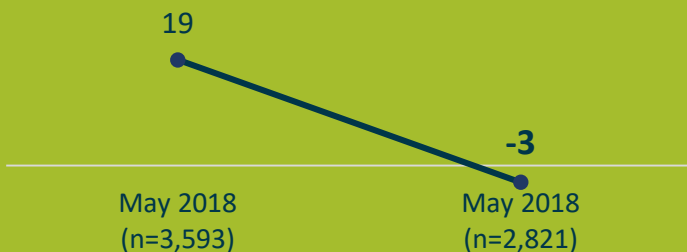
How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?

**Nov 2018 Results**  
(Bus + train)

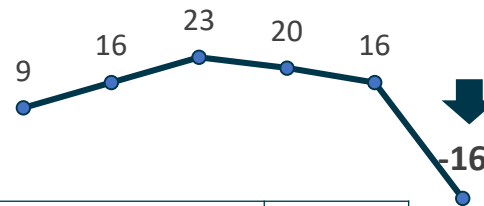


Base: n=2,821 (All passengers who answered this question)

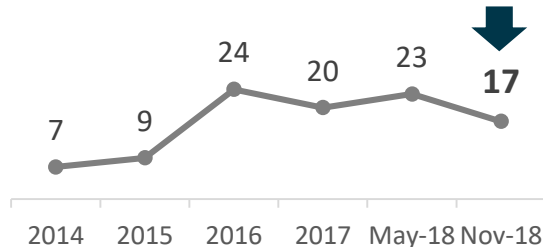
**Net Promoter Score Over Time**  
(Bus + train, weighted)



**Net Promoter Score by Mode**



Wellington city bus (n=950)	<b>-22</b>
Rest of region bus (n=271)	<b>4</b>



**Net Promoter Score by Operator (%)**

Uzabus Metlink	<b>35</b>
Tranzdev	<b>17</b>
Tranzurban Metlink	<b>-11</b>
NZ Bus Metlink	<b>-22</b>
Mana Metlink	<b>-31</b>



**Highest NPS scores**

- ✓ Passengers aged 60 years + (19)
- ✓ Train passengers (17), especially Johnsonville (24) and Kapiti (19) lines
- ✓ Those travelling to visit friends/relatives (9) or shopping trips (9)



**Lowest NPS scores**

- ✗ Bus passengers (-16)
- ✗ Passengers aged 18-34 years (-13)
- ✗ Those travelling for a personal appointment (-13) or to school (-12)
- ✗ Those using PT every day (-13)
- ✗ Those with no private vehicle available (-11)

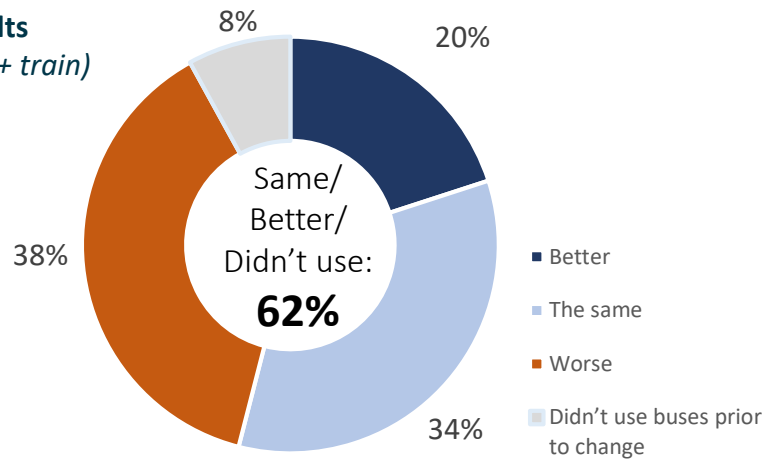
\* Net Promoter Score (NPS) is a measure of customer loyalty, that is, the likelihood that customers will recommend the service to others. Customers are classified into one of three categories – Promoters (rating 9-10), Passives (rating 7-8) and Detractors (rating 0-6). The NPS is calculated by deducting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



# Impact of Recent Bus Service Changes

Compared to earlier this year, how would you describe your experience using the bus service today?

Nov 2018 Results (Bus + train)



Base: n=1,842 (All bus passengers who answered this question)

	Wellington city bus	Rest of region bus
Better than before	20%	20%
Same as before	29%	53% ↑
Didn't use buses prior to change	8%	8%
<b>Total positive response</b>	<b>57%</b>	<b>81% ↑</b>
Worse than before	43% ↑	19%
Base	n=990	n=285



✓ No significant differences

Passengers better off

## Impact of Recent Changes By Operator

Operator	Total Positive Response	Worse
Uzabus Metlink	85%	15%
Mana Metlink	69%	31%
Tranzurban Metlink	68%	32%
NZ Bus Metlink	53%	47%



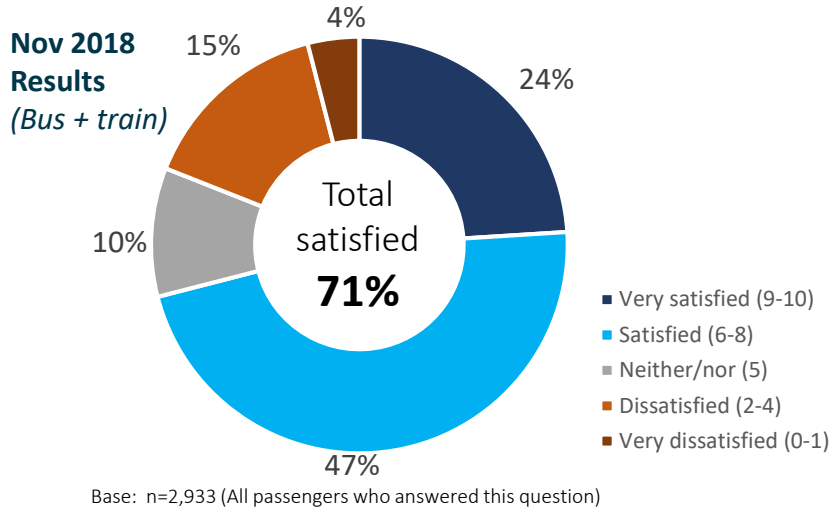
- ✗ Those using PT every day (44%) or every weekday (42%)
- ✗ Those travelling for work (43%)
- ✗ Peak passengers (42%), especially those travelling in the evening peak (42%)

Passengers worst off

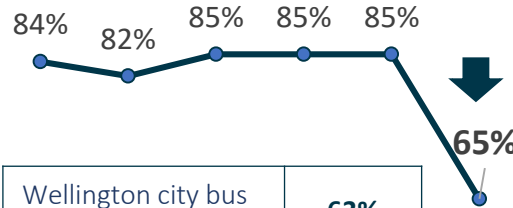


# Satisfaction with Ease of Getting PT Information

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?



## Satisfaction by Mode



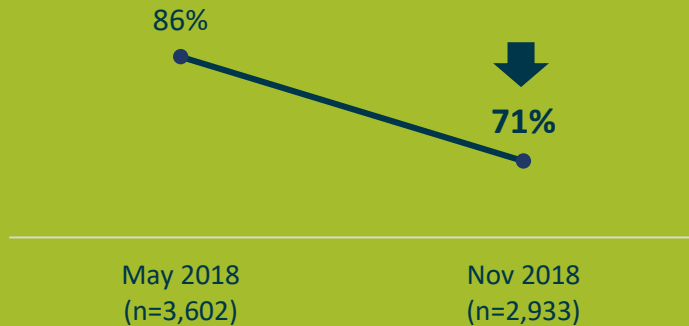
Wellington city bus (n=979)	<b>63%</b>
Rest of region bus (n=291)	<b>72%</b>



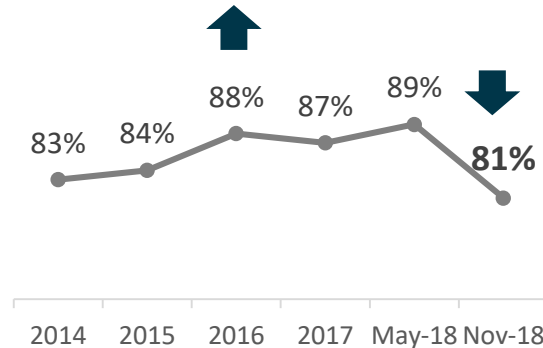
### Passengers most satisfied

- ✓ Train passengers (81%), especially Kapiti (84%), Melling (84%) and Johnsonville (82%) lines
- ✓ Males (77%)
- ✓ Those with a private vehicle available (75%)
- ✓ Those using PT every weekday (74%)

## Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.

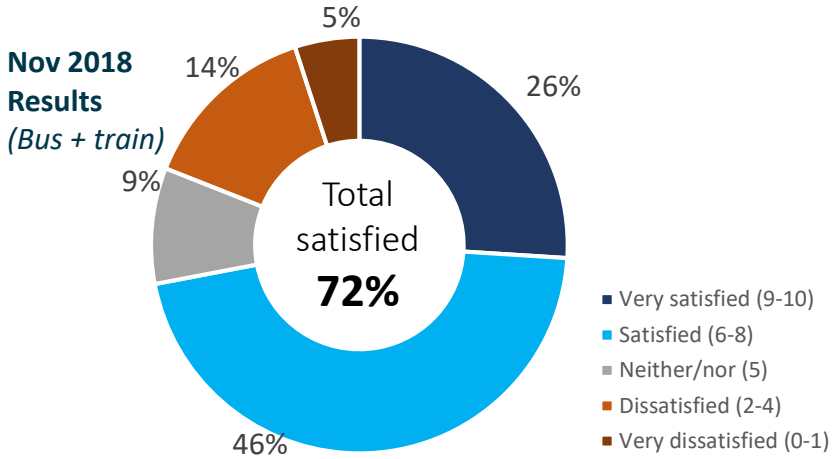


### Passengers most dissatisfied

- ✗ Bus passengers (24%)
- ✗ Those using PT every day (24%)

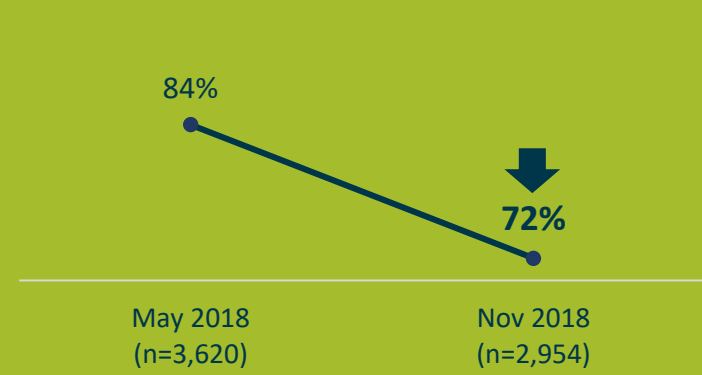
# Satisfaction with Travel Time

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)?



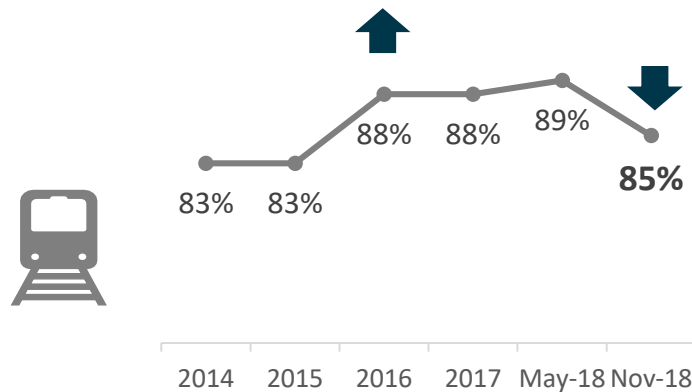
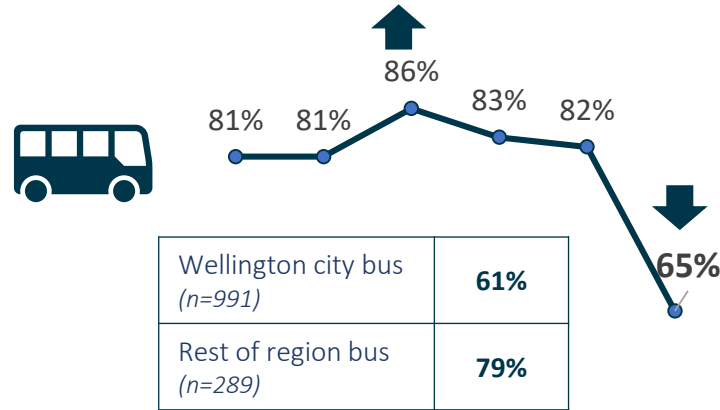
Base: n=2,954 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.

## Satisfaction by Mode



### Passengers most satisfied

- ✓ Train passengers (85%), especially Johnsonville (87%), Hutt Valley (87%) and Kapiti (85%) lines,
- ✓ Passengers aged 60-64 years (85%)
- ✓ Those with a private vehicle available (76%)
- ✓ Males (76%)
- ✓ Inbound passengers (75%)

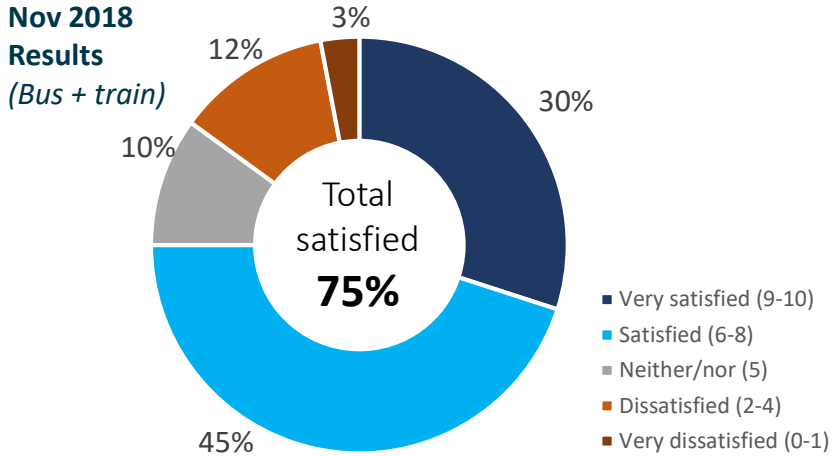


### Passengers most dissatisfied

- ✗ Bus passengers (25%)
- ✗ Those using PT every day (24%)
- ✗ Those with no private vehicle available (21%)
- ✗ Females (21%)

# Satisfaction with Convenience of Paying for PT

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



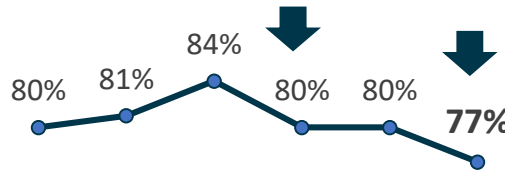
Base: n=2,927 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)

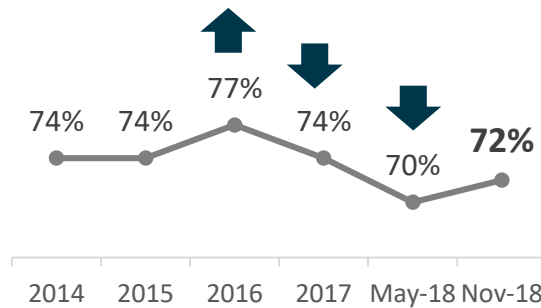


Arrows denote statistically significant change from previous round.

## Satisfaction by Mode



Wellington city bus (n=973)	<b>76%</b>
Rest of region bus (n=289)	<b>80%</b>



### Passengers most satisfied

- ✗ Passengers aged 60-64 years (86%)
- ✗ Those travelling for shopping (85%)
- ✗ Bus passengers (77%)

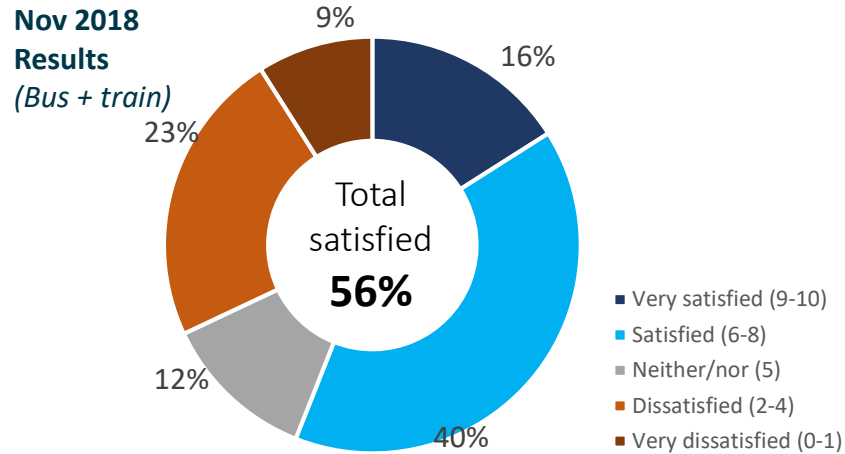


### Passengers most dissatisfied

- ✓ Passengers aged 35-44 years (20%)
- ✓ Afternoon peak passengers (18%)
- ✓ Outbound passengers (17%)
- ✓ Those travelling for work (17%)

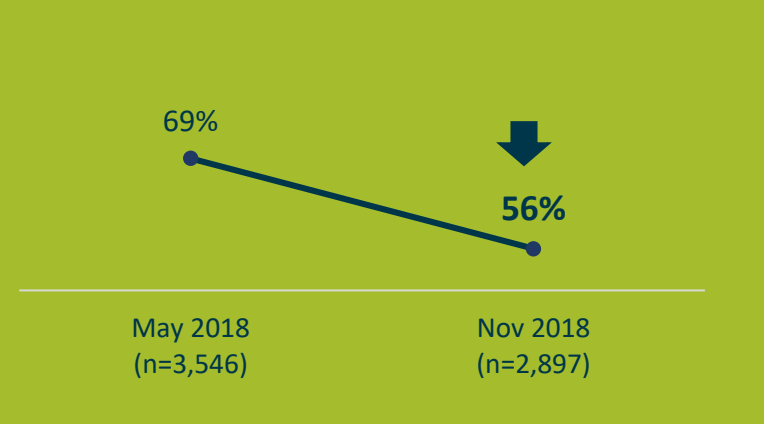
# Satisfaction with Information about Delays, Disruptions

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



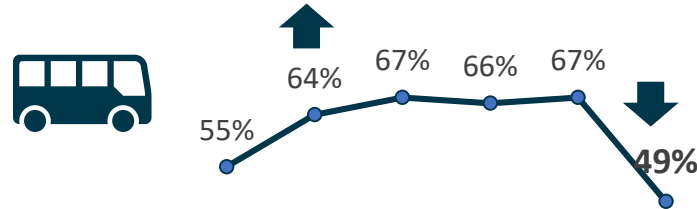
Base: n=2,897 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)

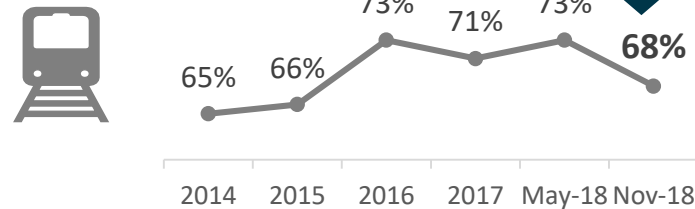


Arrows denote statistically significant change from previous round.

## Satisfaction by Mode



Wellington city bus (n=968)	46%
Rest of region bus (n=283)	56%



### Passengers most satisfied

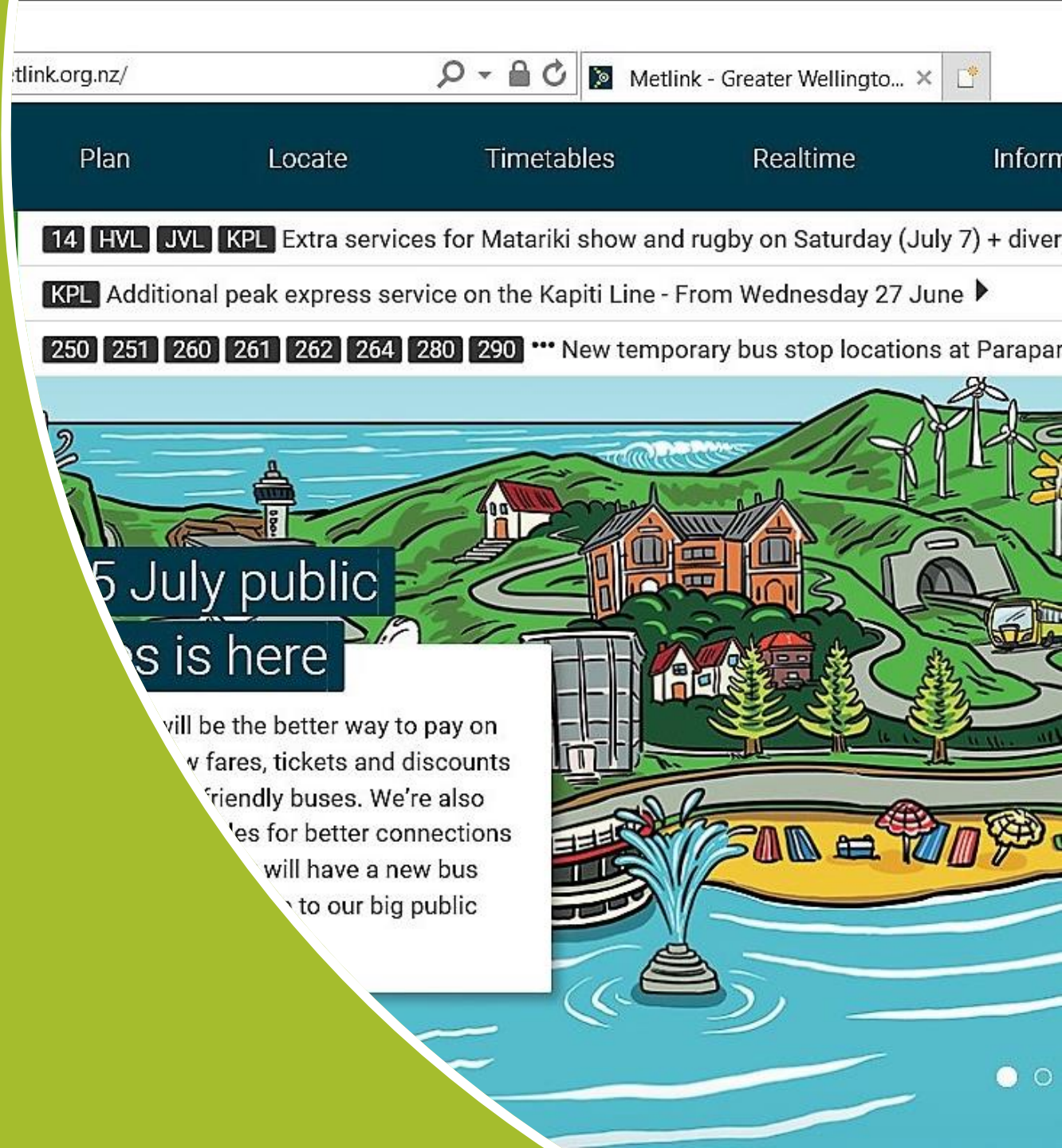
- ✓ Those using PT less often than once a week (69%)
- ✓ Train passengers (68%), especially Johnsonville (74%), Kapiti (69%) and Hutt Valley (65%) lines
- ✓ Males (62%)
- ✓ Those with a private vehicle available (60%)



### Passengers most dissatisfied

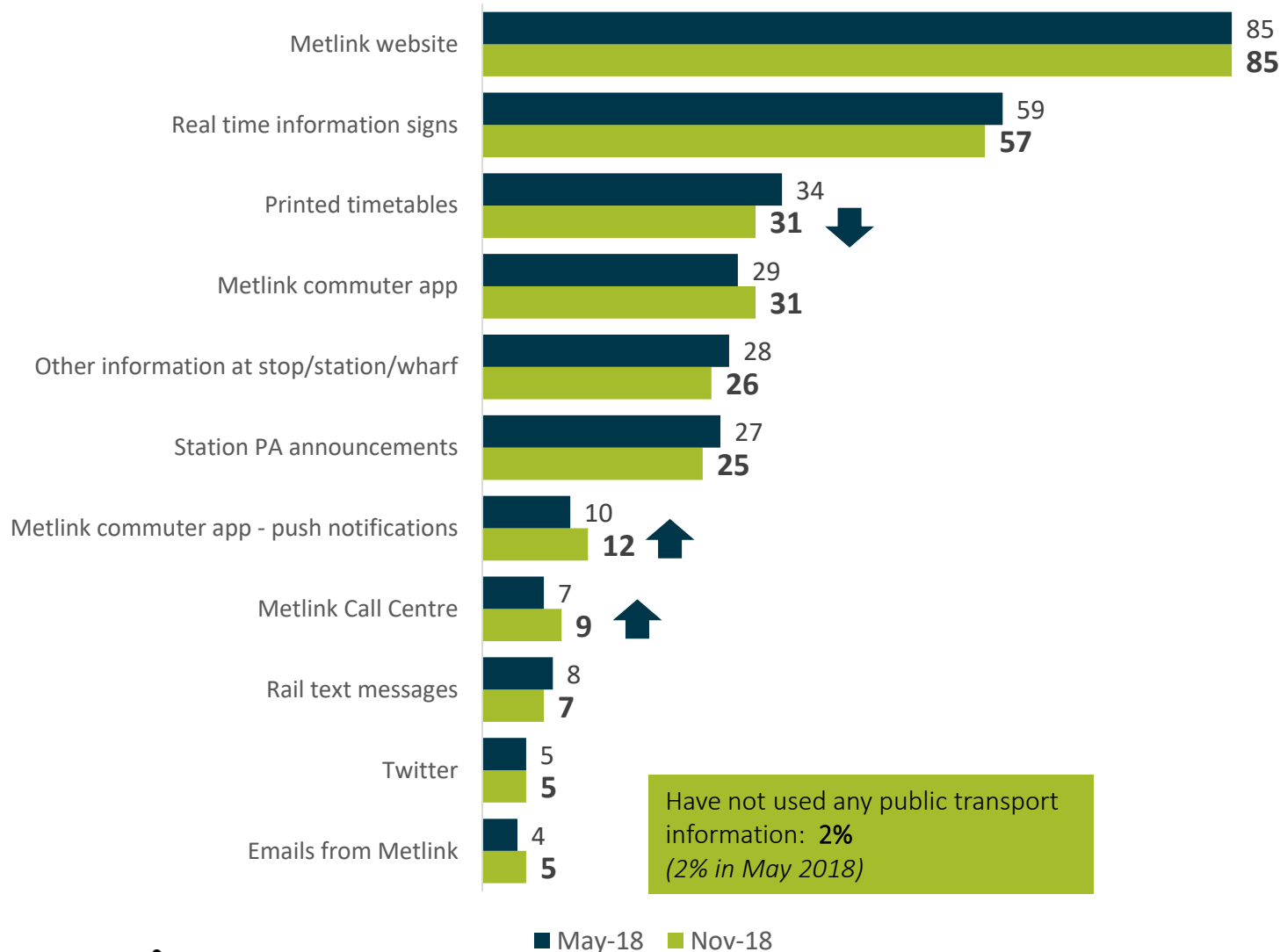
- ✗ Those making shopping trips (42%)
- ✗ Bus passengers (40%)
- ✗ Those using PT every day (40%)
- ✗ Outbound trips (35%)

# 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?



Base: May 2018: n=3,197; Nov 2018: n=2,519  
(All respondents who answered this question)

The Metlink website continues to be the most frequently used source of public transport information (85% - and 90% of train passengers). The share of passengers relying on hard-copy information (printed timetables and other information at stops and stations, most typically timetable signs) has declined over the last six months. In contrast, the share utilising the Metlink commuter app continues to increase, a third (31%) now using the app, and use of commuter app push notifications up 2 percentage points from May after an increase of 3 percentage points from 2017). Use of the Metlink Call Centre has also increased over the last six months, up from 7% to 9% of all passengers.

Arrows denote statistically significant change from previous year.

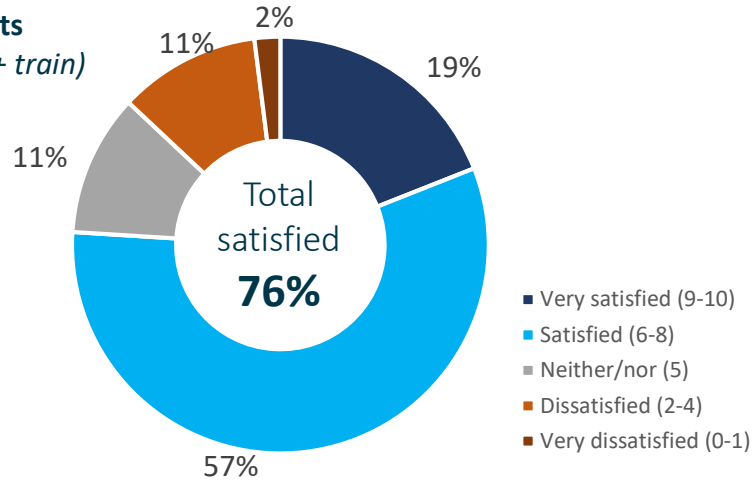


# Satisfaction with PT Information Currently Available

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

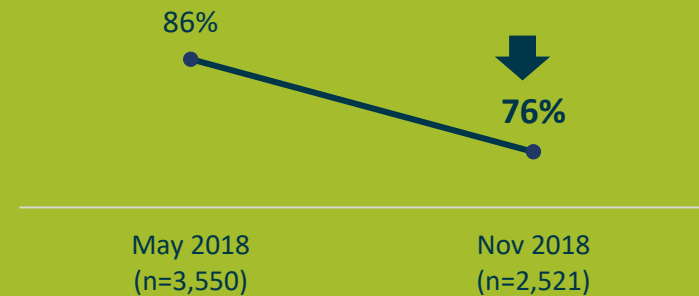
Nov 2018 Results

(Bus + train)



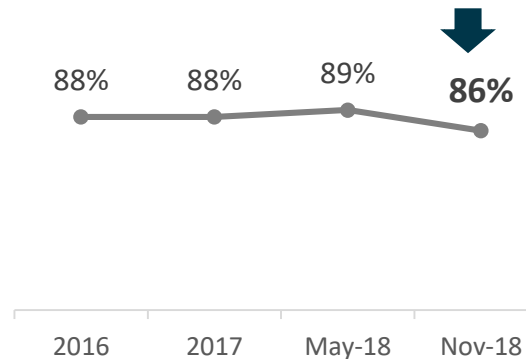
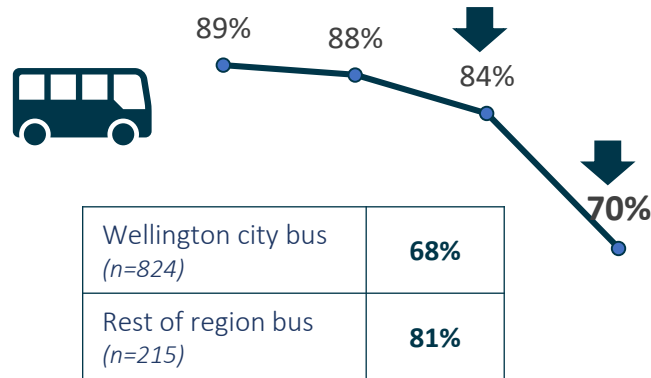
Base: n=2,521 (All passengers who answered this question)

## Satisfaction Over Time (Bus + train, weighted)



Arrows denote statistically significant change from previous round.

## Satisfaction by Mode (Unweighted)



### Passengers most satisfied

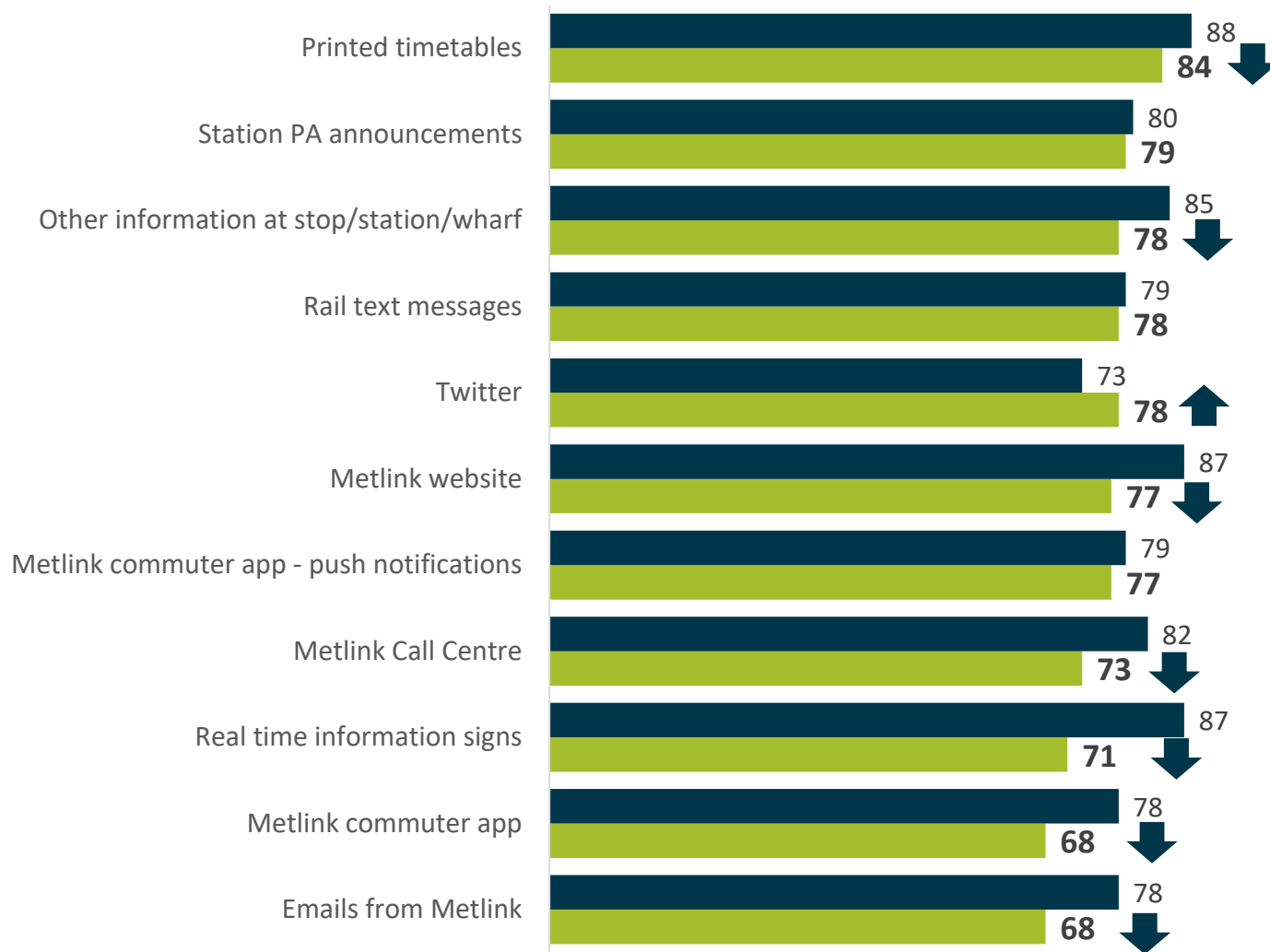
- ✓ Those travelling less often than once a week (89%)
- ✓ Passengers aged 60-64 years (87%)
- ✓ Train passengers (86%), especially Johnsonville (88%), Hutt Valley (85%) and Kapiti (85%) lines
- ✓ Males (80%)
- ✓ Those with private vehicle available (79%)



### Passengers most dissatisfied

- ✗ Those using PT every day (21%)
- ✗ Bus passengers (17%), especially NZ Bus Metlink (18%) and Tranzurban Metlink (18%)
- ✗ Those with no private vehicle available (15%)
- ✗ Those travelling for work (14%)

# Satisfaction with Sources of Public Transport Information



■ May-18 ■ Nov-18

Base: May 18: n=3,197; Nov 18: n=2,519 (All respondents who answered this question)

Satisfaction with almost all sources of public transport information available has declined over the last six months, the declines being most notable for the two most frequently used sources – real time information signs (satisfaction down from 87% to 71%) and the Metlink website (satisfaction down from 87% to 77%). The only information source to have shown an improvement in satisfaction over the last six months is Twitter – the share of satisfied users up from 73% in May 2018 to 78% in November 2018.

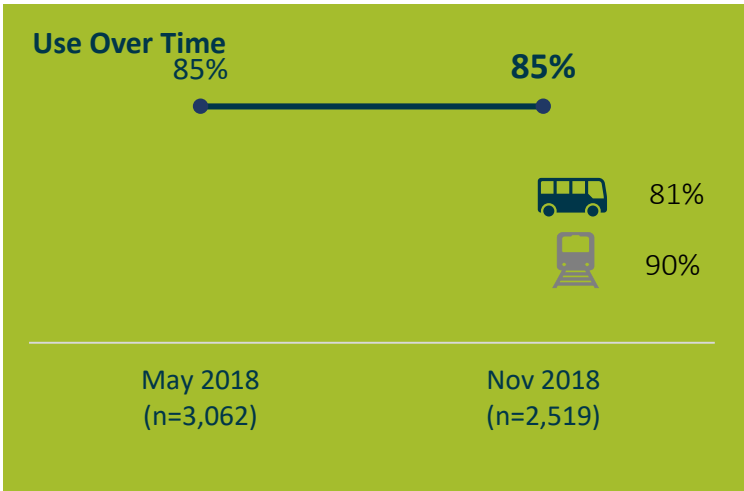
Despite a significant decline (from 88% to 84%), satisfaction with sources of public transport information remain most positive for printed timetables, particularly among train passengers (90%).

As in May 2018, real time information signs provide the greatest opportunity to improve passengers' satisfaction with public transport information, both through ensuring that the information on existing signs is accurate (particularly on the bus network) and the installation of more signs. Increasing the functionality of the Metlink commuter app and making the website easier to navigate would also be welcomed by public transport users

Arrows denote statistically significant change from previous year.

# Metlink Website or Mobile Sites

Use In Last 3 Months



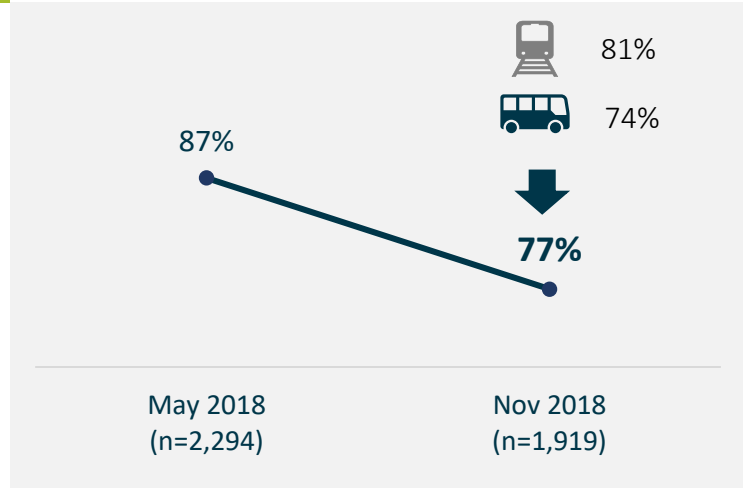
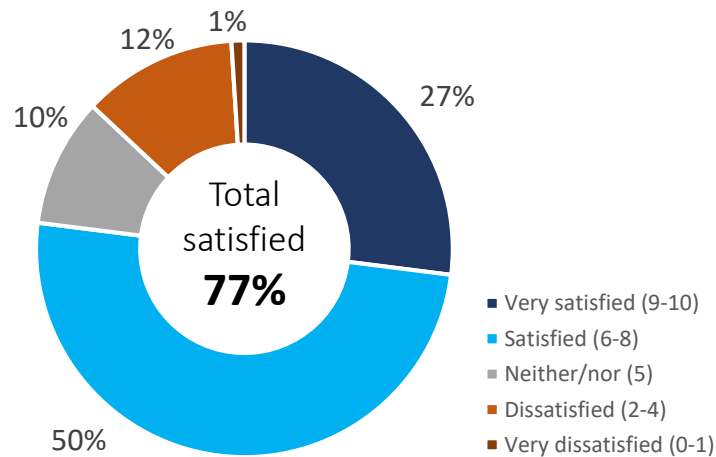
### User Profile

- ✓ Passengers aged 35-44 years (91%)
- ✓ Those using PT every weekday (90%)
- ✓ Train passengers (90%), especially Johnsonville (93%) and Hutt Valley (90%) lines
- ✓ Morning peak travellers (89%)
- ✓ Those travelling for work (89%)
- ✓ Those with private vehicle available (87%)

### Non-User Profile

- ✗ Those travelling for shopping (36%)
- ✗ Passengers aged 65 years + (35%)
- ✗ Those using PT less often than once a week (27%)
- ✗ Weekend (25%) or interpeak (21%) travellers

Satisfaction



Arrows denote statistically significant change from previous round.



**Passengers most satisfied**

- ✓ Those using PT less often than once a week (89%)
- ✓ Those travelling on regional routes (84%)
- ✓ Train passengers (81%)

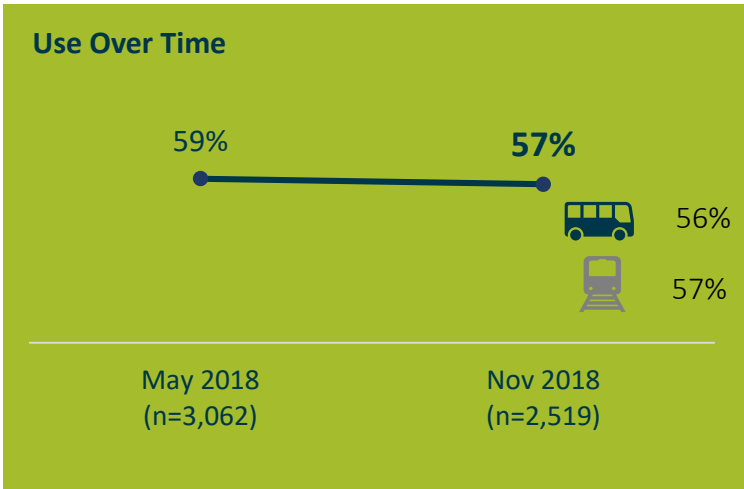


**Passengers most dissatisfied**

- ✗ Those using PT every day (19%)
- ✗ Those travelling on Wellington City routes (17%)
- ✗ Bus passengers (15%), especially NZ Bus Metlink (18%)

# Real Time Information at Stops/Stations/Wharves

Use In Last 3 Months



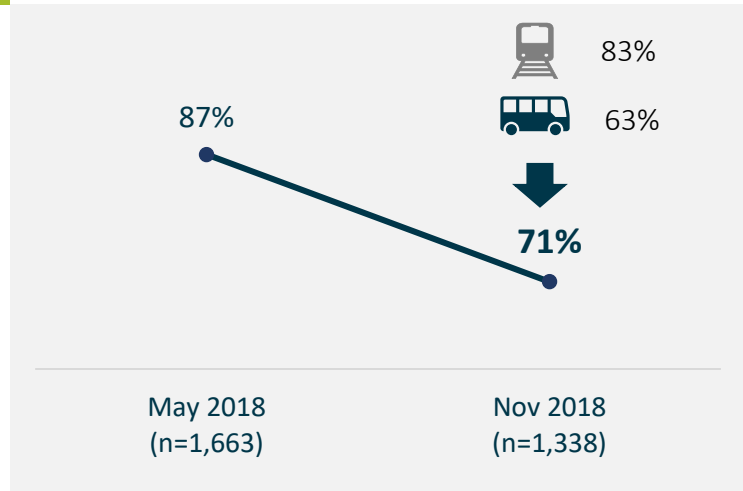
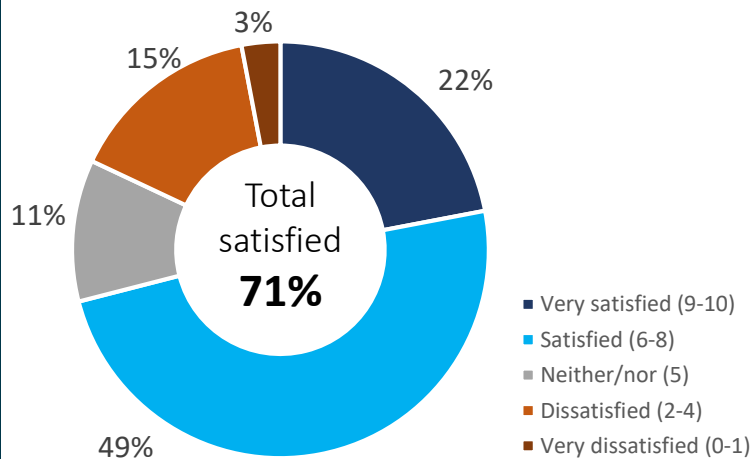
### User Profile

- ✓ Passengers aged 35-44 years (66%) or 45-59 years (62%)
- ✓ Those using PT every weekday (61%)
- ✓ Peak travellers (59%)
- ✓ Those travelling for work (59%)
- ✓ Those travelling on Wellington City routes (58%)

### Non-User Profile

- ✗ Those using PT less often than once a week (59%)
- ✗ Those travelling on regional routes (52%)
- ✗ Passengers aged 18-24 years (51%)
- ✗ Interpeak travellers (49%)

Satisfaction



**Passengers most satisfied**

- ✓ Those using PT less often than once a week (88%)
- ✓ Train passengers (83%), especially Kapiti (85%) and Hutt Valley (84%) lines
- ✓ Those travelling on regional routes (77%)



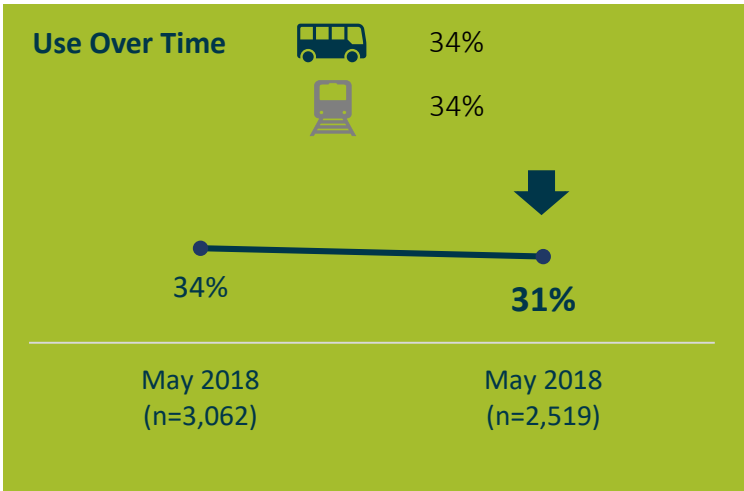
**Passengers most dissatisfied**

- ✗ Bus passengers (25%), especially Tranzurban Metlink (27%) and NZ Bus Metlink (25%)
- ✗ Those using PT every day (24%)

Arrows denote statistically significant change from previous round.

# Printed Timetables

Use In Last 3 Months



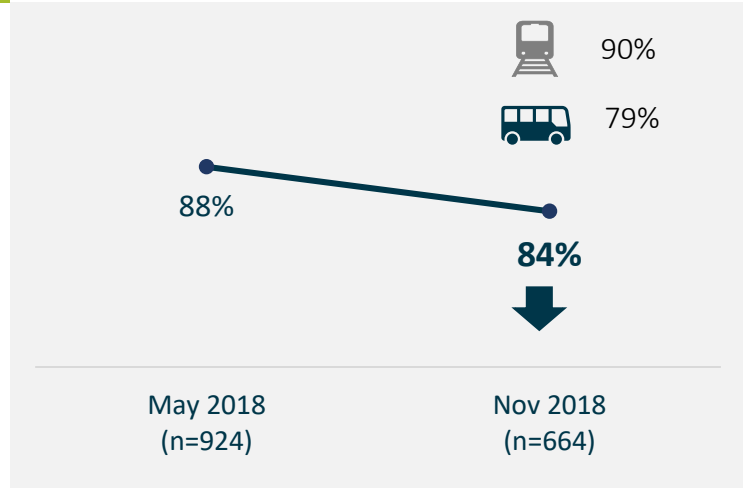
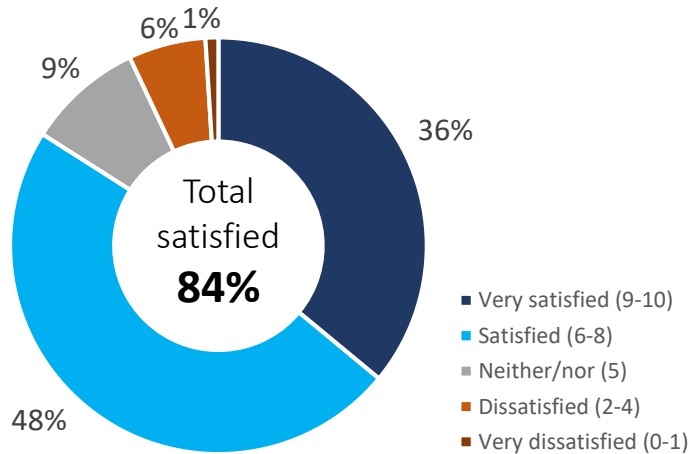
## User Profile

- ✓ Passengers aged 65 years + (61%) or 60-64 years (48%)
- ✓ Those travelling for shopping (49%)
- ✓ Those using PT once a week (39%)

## Non-User Profile

- ✗ Passengers aged 25-44 years (75%)
- ✗ Afternoon peak passengers (73%)
- ✗ Those using PT every weekday (72%)
- ✗ Those travelling for work (71%)

Satisfaction



**Passengers most satisfied**

- ✓ Those using PT less often than once a week (100%)
- ✓ Those travelling on regional routes (93%)
- ✓ Train passengers (90%), especially Kapiti line (92%)



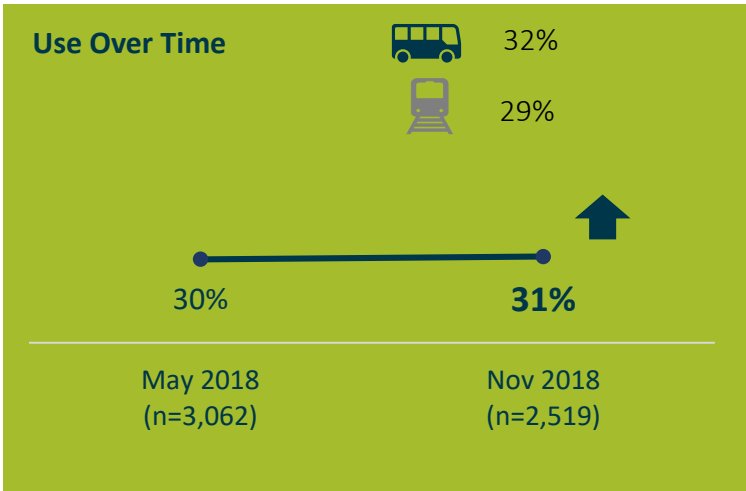
**Passengers most dissatisfied**

- ✗ Morning peak travellers (11%)
- ✗ Bus passengers (10%), especially NZ Bus Metlink (13%)
- ✗ Inbound passengers (10%)

Arrows denote statistically significant change from previous round.

# Metlink Commuter App

Use In Last 3 Months



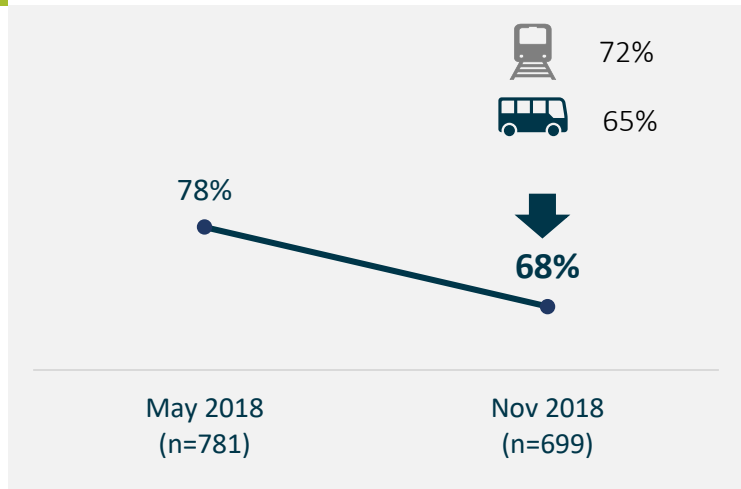
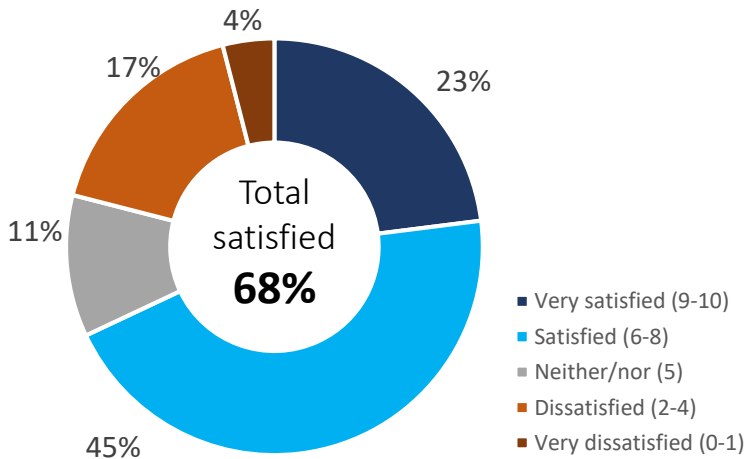
### User Profile

- ✓ Passengers aged 45-59 years (37%)
- ✓ Those travelling on Wellington City routes (35%)
- ✓ Those with a private vehicle available (34%)
- ✓ Those travelling for work (34%)
- ✓ Peak travellers (33%)

### Non-User Profile

- ✗ Those travelling for shopping trips (86%)
- ✗ Passengers aged 65 years + (82%)
- ✗ Those using PT less often than once a week (82%)
- ✗ Those travelling on regional routes (77%)
- ✗ Off-peak travellers (73%)

Satisfaction



Arrows denote statistically significant change from previous round.



Passengers most satisfied

- ✓ Weekend passengers (84%)



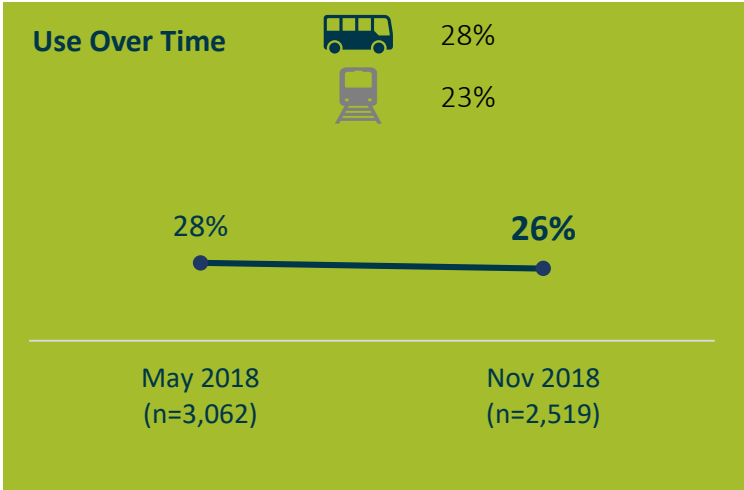
Passengers most dissatisfied

- ✗ Weekday passengers (22%)



# Other Information Provided at Stop/Station/Wharf

Use In Last 3 Months



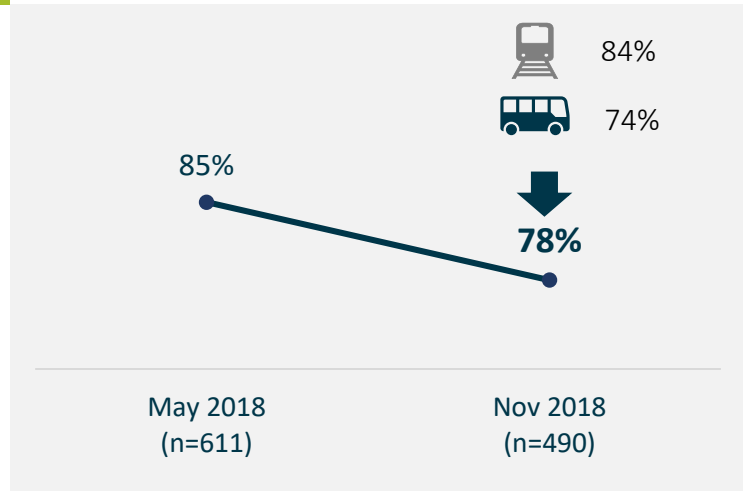
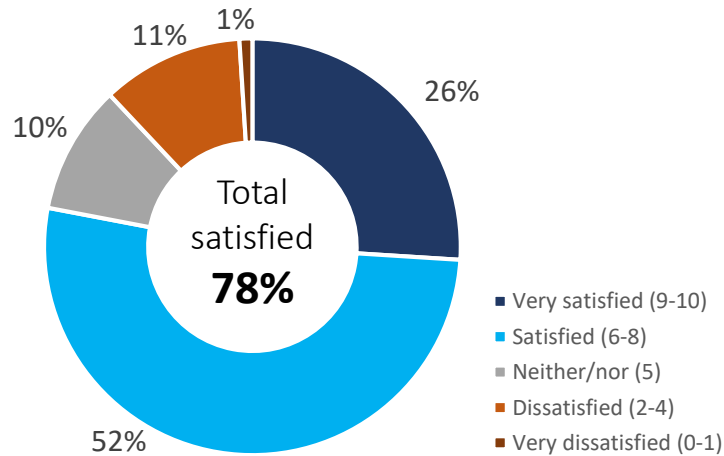
## User Profile

- ✓ Those travelling for a personal appointment (41%)
- ✓ Bus passengers (28%)

## Non-User Profile

- ✗ Train passengers (77%)

Satisfaction



Passengers most satisfied

- ✓ Train passengers (84%)



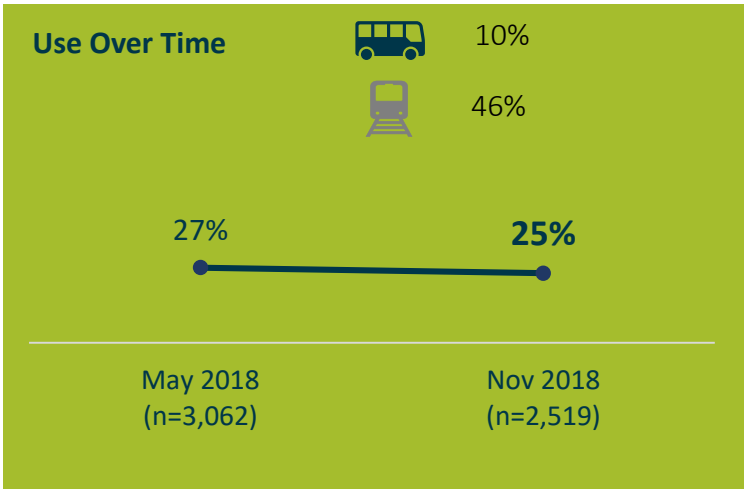
Passengers most dissatisfied

- ✗ Passengers aged 45-59 years (20%)
- ✗ Bus passengers (15%)

Arrows denote statistically significant change from previous round.

# Station PA Announcements

Use In Last 3 Months



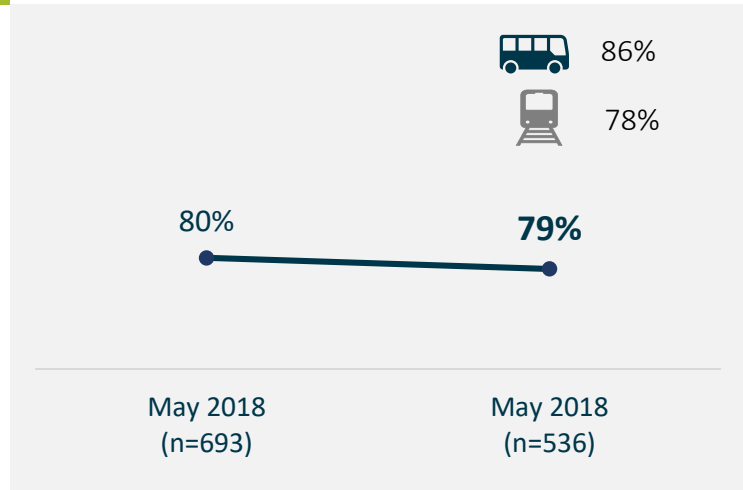
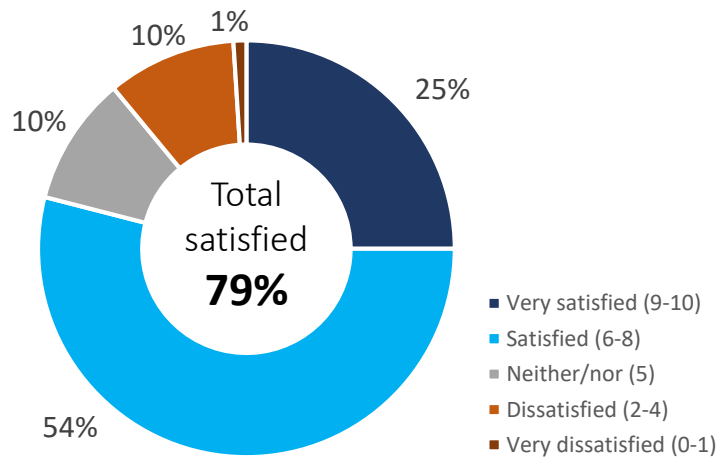
## User Profile

- ✓ Train passengers (46%), especially Kapiti (49%) and Hutt Valley (46%) lines
- ✓ Morning peak passengers (33%)
- ✓ Passengers aged 35-44 years (33%)
- ✓ Those travelling for work (30%)
- ✓ Those using PT every weekday (30%)
- ✓ Those with a private vehicle available (29%)

## Non-User Profile

- ✗ Passengers aged 15-17 years (91%)
- ✗ Those travelling for shopping (91%), school (90%) or a personal appointment (85%)
- ✗ Bus passengers (90%)
- ✗ Interpeak or weekend passengers (88%)
- ✗ Those with no private vehicle available (79%)
- ✗ Those using PT less often than once a week (74%)

Satisfaction



**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%)



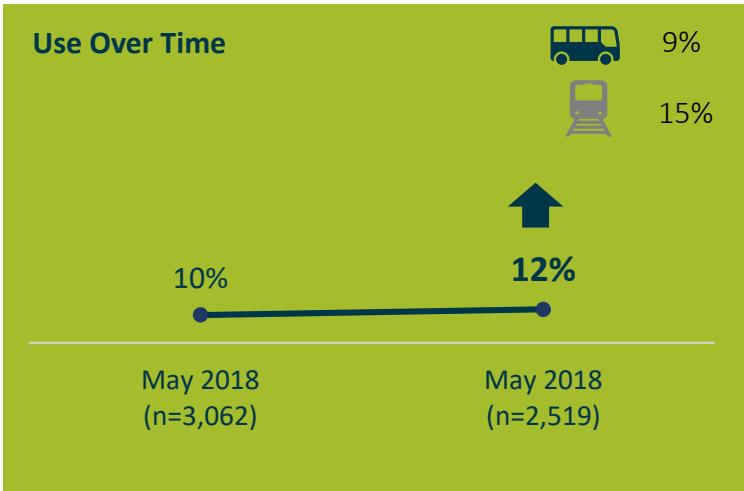
**Passengers most dissatisfied**

- ✗ Train passengers (13%), especially Hutt Valley line (18%)

Arrows denote statistically significant change from previous round.

# Metlink Commuter App – Push Notifications

Use In Last 3 Months



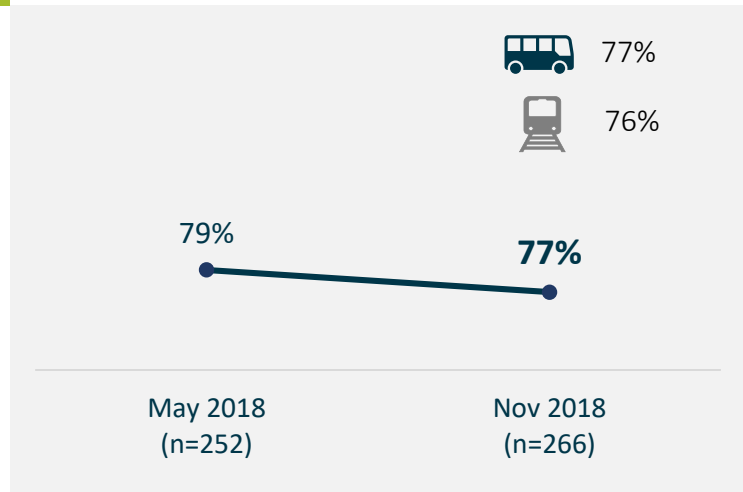
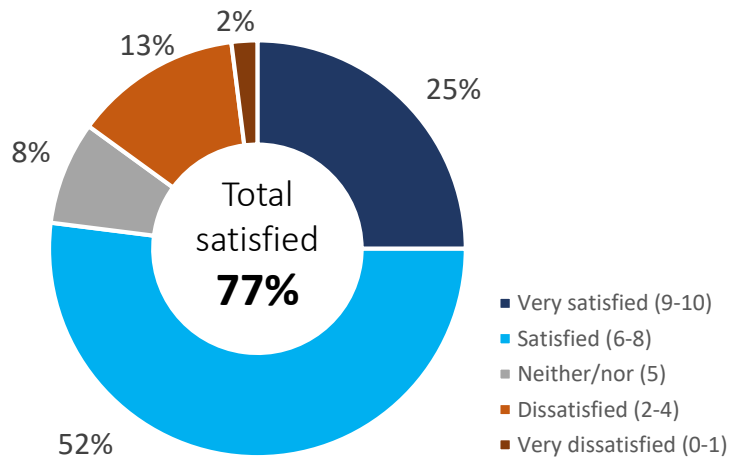
### User Profile

- ✓ Passengers aged 45-59 years (17%)
- ✓ Train passengers (15%), especially Johnsonville line (19%)
- ✓ Those using PT every weekday (15%)
- ✓ Morning peak passengers (14%)
- ✓ Those travelling for work (14%)

### Non-User Profile

- ✗ Those travelling for shopping trips (99%) or for personal appointments (96%)
- ✗ Those using PT less often than once a week (96%)
- ✗ Passengers aged 65 years + (95%)
- ✗ Weekend (95%) and interpeak (92%) passengers
- ✗ Bus passengers (91%)

Satisfaction



Passengers most satisfied

✓ Males (84%)



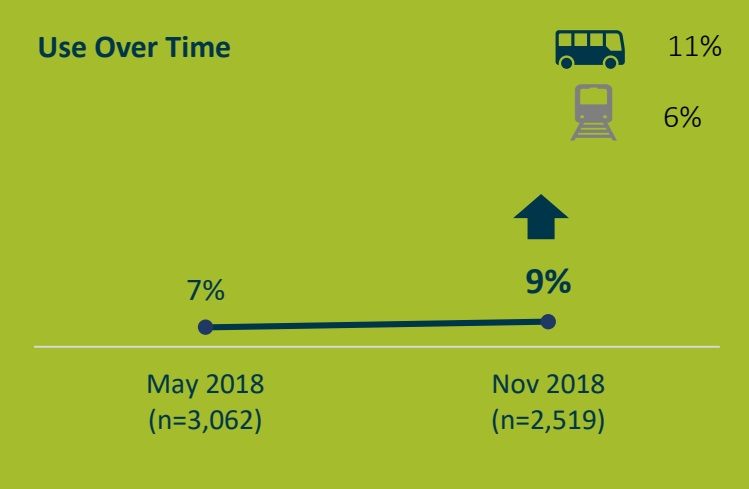
Passengers most dissatisfied

(None)

Arrows denote statistically significant change from previous round.

# Metlink Call Centre

Use In Last 3 Months



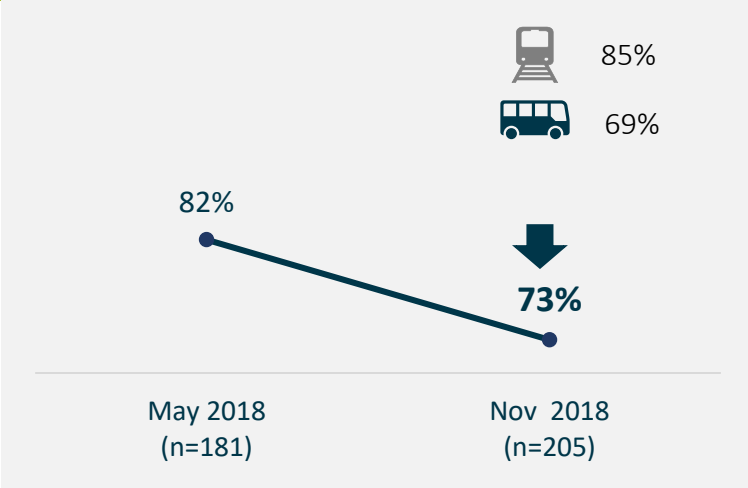
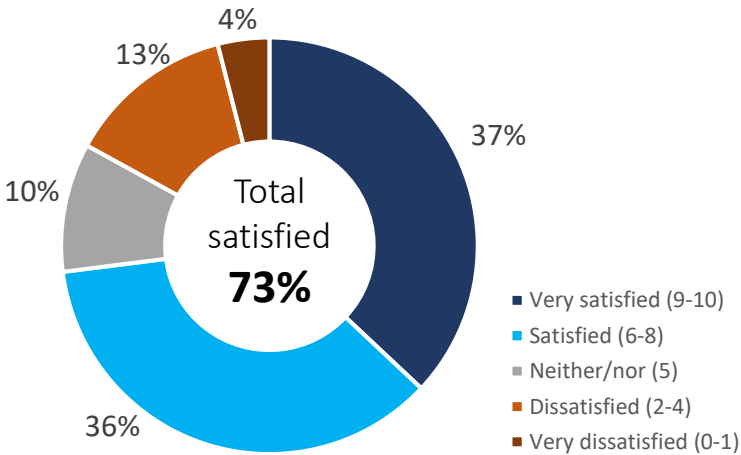
**User Profile**

- ✓ Those using PT every day (12%)
- ✓ Bus passengers (11%), especially Tranzurban Metlink (12%)
- ✓ Those with no private vehicle available (11%)
- ✓ Females (11%)

**Non-User Profile**

- ✗ Train passengers (94%), especially Johnsonville line (97%)
- ✗ Those with a private vehicle available (94%)
- ✗ Afternoon peak travellers (93%)
- ✗ Males (93%)

Satisfaction



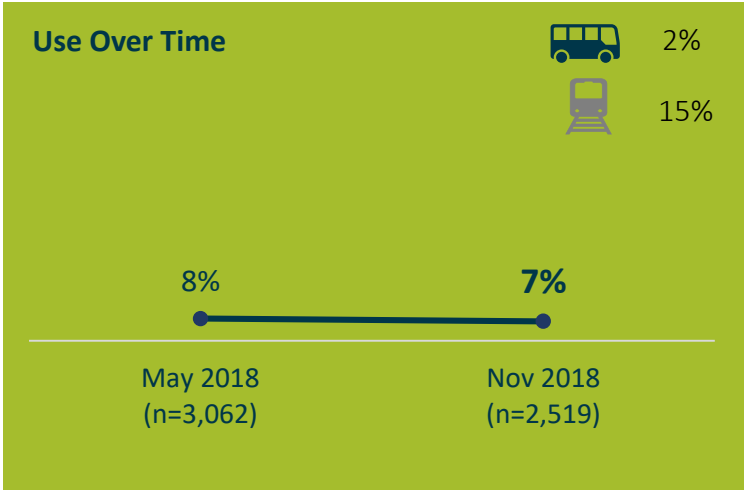
 (None)  
**Passengers most satisfied**

 (None)  
**Passengers most dissatisfied**

Arrows denote statistically significant change from previous round.

# Rail Text Messages

Use In Last 3 Months



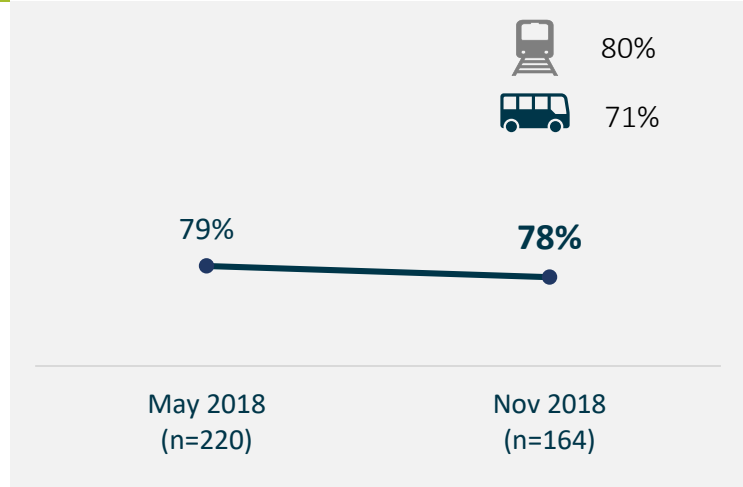
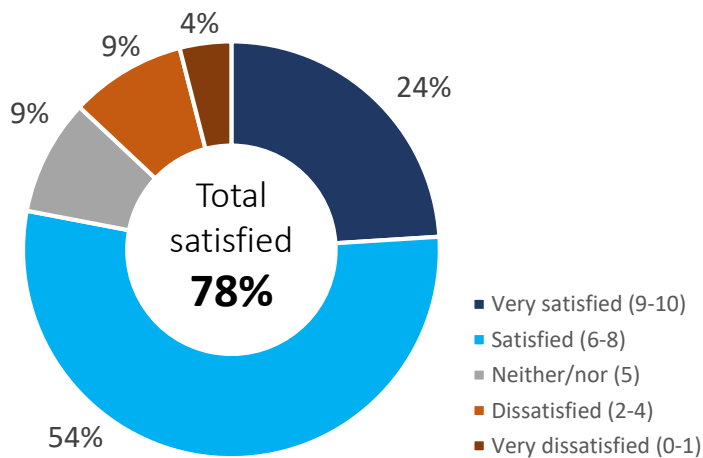
### User Profile

- ✓ Train passengers (15%), especially Johnsonville (17%), Hutt Valley (16%) and Kapiti (14%) lines
- ✓ Passengers aged 35-59 years (12%)
- ✓ Those using PT every weekday (11%)
- ✓ Morning peak travellers (10%)
- ✓ Those travelling for work (10%)
- ✓ Those with a private vehicle available (9%)
- ✓ Inbound passengers (9%)

### Non-User Profile

- ✗ Those travelling for shopping (99%)
- ✗ Weekend (98%) and interpeak (97%) travellers
- ✗ Those using PT less often than once a week (98%)
- ✗ Passengers aged younger than 35 years (97%)
- ✗ Those with no private vehicle available (94%)
- ✗ Outbound passengers (94%)

Satisfaction



Passengers most satisfied

(None)



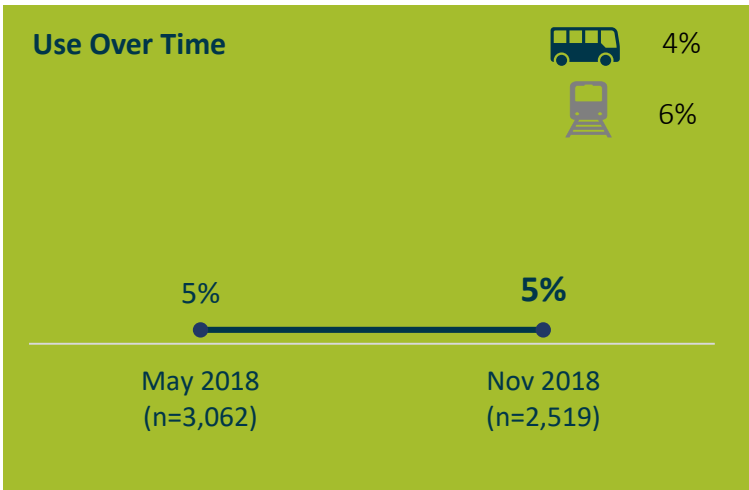
Passengers most dissatisfied

(None)

Arrows denote statistically significant change from previous round.

# Twitter

Use In Last 3 Months



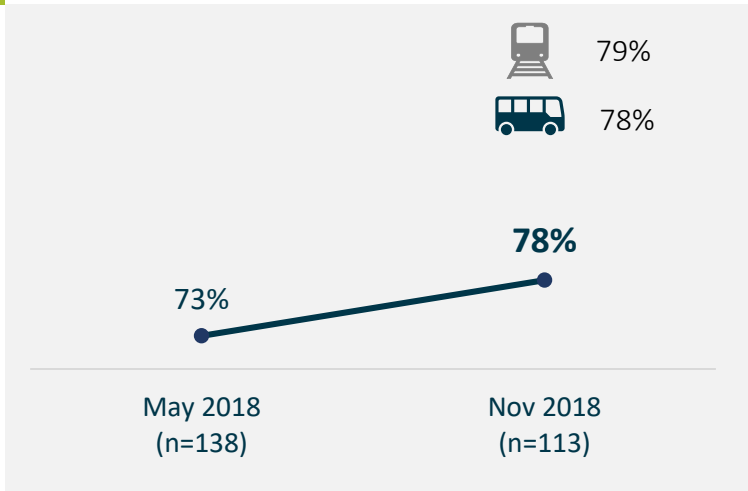
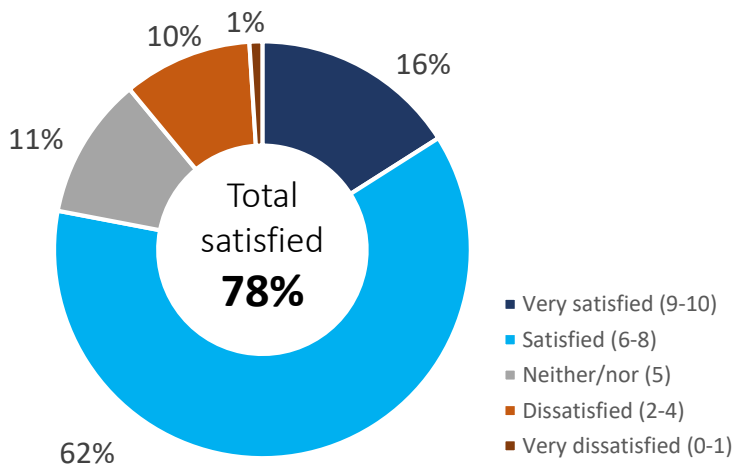
### User Profile

- ✓ Passengers aged 35-44 years (8%)
- ✓ Afternoon peak passengers (7%)
- ✓ Males (7%)
- ✓ Those with a private vehicle available (6%)

### Non-User Profile

- ✗ Females (96%)

Satisfaction



Passengers most satisfied

- ✓ Passengers with no private vehicle available (86%)



Passengers most dissatisfied

- ✗ Passengers with a private vehicle available (22%)

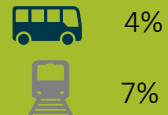
Arrows denote statistically significant change from previous round.



# Emails from Metlink

Use In Last 3 Months

## Use Over Time



4% 5%

May 2018  
(n=3,062)

Nov 2018  
(n=2,519)

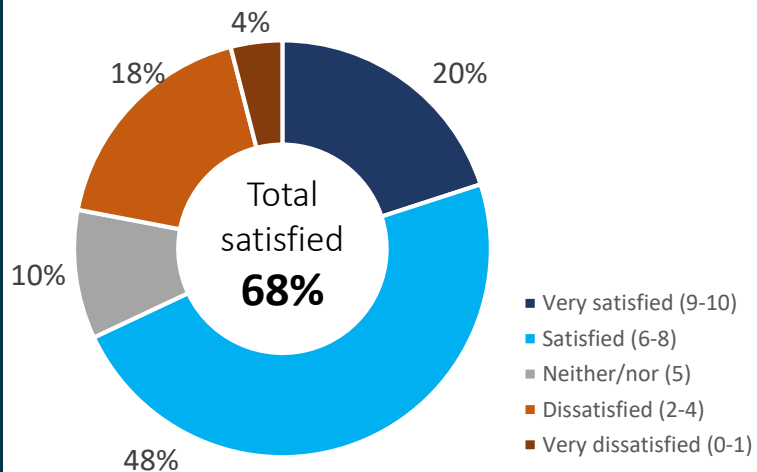
## User Profile

- ✓ Passengers aged 45-59 years (10%)
- ✓ Train passengers (7%)
- ✓ Morning peak passengers (7%)
- ✓ Those travelling for work (7%)
- ✓ Those travelling every weekday (7%)

## Non-User Profile

- ✗ Those travelling to visit friends or relatives (100%)
- ✗ Weekend (99%) or interpeak (97%) passengers
- ✗ Bus passengers (96%)

Satisfaction



78% 68%

May 2018  
(n=110)

Nov 2018  
(n=111)



Passengers  
most satisfied

- ✓ Train passengers (81%)
- ✓ Morning peak passengers (81%)



Passengers  
most  
dissatisfied

(None)

Arrows denote statistically significant change from previous round.



# Appendix



# Respondent Profile





## Distribution by Gender

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Female	55%	55%	56%	57%	54%	54%
Male	43%	43%	42%	41%	45%	45%
Gender diverse	2%	2%	2%	2%	1%	1%
Base	N=3,759	N=2,740	n=1,427	N=1,152	n=2,145	N=2,798



## Distribution by Age

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
15-17 years	8%	5%	9%	5%	5%	3%
18-24 years	20%	17%	23%	19%	15%	14%
25-34 years	22%	24%	23%	26%	21%	22%
35-44 years	17%	19%	15%	17%	21%	23%
45-59 years	21%	22%	18%	20%	27%	25%
60-64 years	4%	5%	3%	4%	6%	6%
65 years +	8%	8%	9%	9%	5%	7%
Base	N=3,389	N=2,742	n=1,221	n=1,154	n=1,984	n=1,645

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

# Trip Profile



## Distribution by Mode

	May 2018	Nov 2018
Bus	65%	63%
Train	35%	37%
Base	N=3,745	N=3,109



## Distribution by Operator

May 2018		Nov 2018	
Go Wellington	41%	TransDev	37%
Tranzdev	35%	Tranzurban	30%
		Metlink	
Valley Flyer	14%	NZ Bus	28%
		Metlink	
Newlands	6%	Mana Metlink	3%
Mana Coach Services	4%	Uzabus	1%
		Metlink	
Base	N=3,745		N=3,109



## Distribution by Time of Travel

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Morning peak	37%	33%	37%	25%	38%	47%
Interpeak	29%	24%	39%	32%	9%	9%
Afternoon/evening peak	29%	34%	17%	31%	50%	40%
Weekend	5%	9%	7%	12%	3%	4%
Base	N=3,745	N=3,109	n=1,427	N=1,362	n=2,145	n=1,747





## Distribution by Direction of Travel

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Outbound	53%	57%	50%	65%	58%	45%
Inbound	47%	43%	50%	35%	42%	55%
Base	N=3,745	N=3,109	n=1,427	n=1,362	n=2,145	n=1,141

# Trip Profile





## Distribution by Main Reason for Trip

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Work	62%	67%	53%	57%	77%	81%
Shopping, services	5%	6%	7%	9%	1%	1%
School	8%	5%	10%	5%	5%	3%
Personal appointment	5%	5%	7%	7%	3%	3%
Visiting friends, relatives	5%	5%	6%	6%	4%	4%
Tertiary study	9%	4%	10%	5%	6%	3%
Sports, recreation, dining	4%	4%	4%	6%	2%	2%
Special one-off event	1%	2%	1%	3%	1%	1%
Sightseeing	1%	2%	2%	2%	1%	1%
<i>Base</i>	<i>N=3,281</i>	<i>N=2,709</i>	<i>n=1,205</i>	<i>n=1,126</i>	<i>n=2,005</i>	<i>n=1,657</i>

## Availability of Private Vehicle for Trip



	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Private vehicle available	52%	52%	44%	43%	65%	66%
No private vehicle available	48%	48%	56%	57%	35%	34%
<i>Base</i>	<i>N=3,311</i>	<i>N=2,619</i>	<i>n=1,168</i>	<i>n=1,080</i>	<i>n=1,972</i>	<i>n=1,621</i>



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

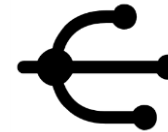


# Trip Profile



## Distribution by Type of Ticket

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Stored value card	44%	<b>48%</b>	69%	78%	0%	2%
Monthly pass	22%	<b>22%</b>	5%	4%	52%	49%
Ten trip card	14%	<b>14%</b>	2%	1%	34%	34%
Cash	11%	<b>8%</b>	13%	7%	8%	10%
SuperGold card	7%	<b>6%</b>	10%	9%	2%	3%
Day pass	2%	<b>2%</b>	1%	1%	2%	2%
Other	<1%	<b>&lt;1%</b>	<1%	<1%	2%	<1%
<i>Base</i>	<i>N=3,359</i>	<i>N=2,710</i>	<i>n=1,190</i>	<i>n=1,130</i>	<i>n=1,990</i>	<i>n=1,649</i>

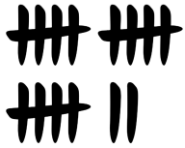


## Distribution by Rail Line



	May '18	Nov '18
Kapiti	37%	<b>38%</b>
Hutt Valley	27%	<b>32%</b>
Johnsonville	20%	<b>18%</b>
Melling	11%	<b>9%</b>
Wairarapa	5%	<b>3%</b>
<i>Base</i>	<i>N=2,145</i>	<i>N=1,747</i>

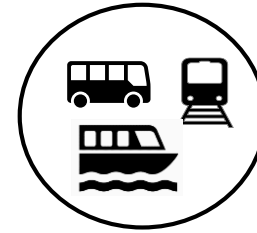


# Use of Public Transport in Wellington Region





## Distribution by Frequency of Trip

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Every weekday, including weekends	19%	<b>20%</b>	24%	<b>27%</b>	11%	<b>10%</b>
Every week day	49%	<b>47%</b>	41%	<b>38%</b>	62%	<b>61%</b>
Three or four times a week	18%	<b>17%</b>	19%	<b>18%</b>	15%	<b>15%</b>
Once or twice a week	7%	<b>8%</b>	9%	<b>10%</b>	5%	<b>5%</b>
Once a fortnight/once every three weeks	2%	<b>3%</b>	2%	<b>2%</b>	2%	<b>3%</b>
Once a month	2%	<b>1%</b>	2%	<b>1%</b>	1%	<b>1%</b>
Less often than once a month	2%	<b>3%</b>	2%	<b>2%</b>	3%	<b>4%</b>
First time today	1%	<b>1%</b>	1%	<b>2%</b>	1%	<b>1%</b>
<i>Base</i>	<i>N=3,236</i>	<i>N=2,698</i>	<i>n=1,187</i>	<i>n=1,122</i>	<i>n=1,983</i>	<i>n=1,649</i>



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

	Total					
	May '18	Nov '18	May '18	Nov '18	May '18	Nov '18
Used bus	87%	<b>86%</b>	100%	100%	62%	61%
Used train	59%	<b>58%</b>	37%	33%	100%	100%
Used harbour ferry	4%	<b>4%</b>	4%	4%	4%	4%
<i>Base</i>	<i>N=3,745</i>	<i>N=3,109</i>	<i>n=1,427</i>	<i>n=1,362</i>	<i>n=2,145</i>	<i>n=1,747</i>

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

# Why Easy to Use Public Transport Services

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

Frequent services	<b>28%</b>	Good connections between bus and train	<b>2%</b>
Good route coverage (can get to most places)	<b>23%</b>	Don't have to find/pay for parking	<b>2%</b>
Stops/stations/wharves easily accessible/in good locations	<b>20%</b>	Can find a seat/not overcrowded	<b>2%</b>
Timetable information easy to understand/clear	<b>17%</b>	Direct routes/don't have to transfer	<b>2%</b>
Range of payment options	<b>12%</b>	Easy to use/familiar with system	<b>1%</b>
Services run on time/reliable	<b>12%</b>	System efficient, well-organised	<b>1%</b>
User-friendly website	<b>5%</b>	Range of ticket options	<b>1%</b>
Affordable/cheaper than taking private vehicle	<b>6%</b>	Good/sufficient Park N Ride facilities	<b>1%</b>
Fast trip/faster than travelling by private vehicle	<b>6%</b>	Good stops/stations (safe, weather-proof, clean)	<b>1%</b>
Comfortable trip (clean, warm, quiet, can read, stress-free etc)	<b>4%</b>	Safe	<b>&lt;1%</b>
Staff are helpful, professional, knowledgeable	<b>4%</b>	Can take bicycles on board	<b>&lt;1%</b>
User-friendly app	<b>4%</b>	Easy pedestrian access to stop/station	<b>&lt;1%</b>

# 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)	<b>34%</b>	Unfriendly/rude staff	<b>4%</b>
Service runs too infrequently	<b>27%</b>	Lack of integrated ticketing system	<b>3%</b>
Poor/unclear communication – announcements, signs, timetables etc	<b>25%</b>	Staff lack knowledge of routes/unfamiliar	<b>3%</b>
Lack of seats/overcrowding/not enough carriages	<b>20%</b>	Website confusing to use	<b>3%</b>
Insufficient route coverage/difficult to get to some suburbs	<b>18%</b>	Poor pedestrian accessibility	<b>2%</b>
GWRC's recent changes made system difficult to use	<b>13%</b>	Poor quality stops/stations (lack of seats, rubbish bins, lack of shelter)	<b>2%</b>
Have to transfer during trips	<b>12%</b>	App too slow/not user-friendly/hard to understand	<b>2%</b>
Too slow/trip takes too long	<b>8%</b>	Lack of parking available	<b>1%</b>
Expensive	<b>8%</b>	Poor driving (unsmooth braking, mounting kerbs)	<b>1%</b>
Too many disruptions/delays/breakdowns	<b>5%</b>	Poor handling of customer complaints	<b>&lt;1%</b>
Services don't start early enough/finish too early in evening	<b>4%</b>	Too many bus replacements	<b>&lt;1%</b>
Poor connections between modes	<b>4%</b>	Lack of storage for bikes	<b>&lt;1%</b>
Lack of payment options/too few places to purchase tickets/top up	<b>4%</b>	Lack of express services	<b>&lt;1%</b>