



# Public Transport Passenger Satisfaction Survey

Public Report, June 2022

# Survey Background





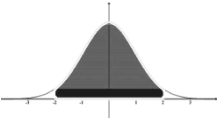



Each May, Metlink commission an independent survey of customers' experiences of Metlink public transport (PT) in the region. This helps Metlink, proudly part of Greater Wellington, to identify and prioritise improvements for customers, and is also part of reporting requirements to Waka Kotahi (New Zealand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

Due to COVID-19, the May 2020 survey was postponed – and was conducted in October/November 2020, once the country was at Level 1 restrictions. Similarly, the May 2021 survey was postponed to July 2021 due to COVID-19 as well as the risk of industrial action by drivers on the Metlink bus network.

The results from the June 2022 survey presented here (which included all three modes, and both city and regional bus services) with comparison to historical data, namely the results from the last two waves.



# Survey Method


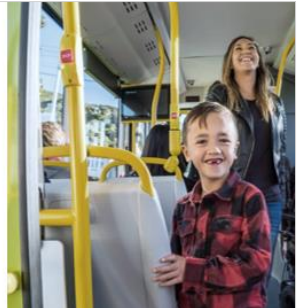


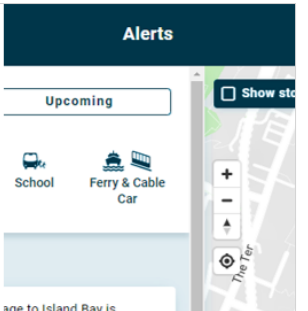


<p><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p>	<p><b>Fieldwork Dates</b></p>  <p><b>2nd to 29<sup>th</sup> June 2022</b></p> <p>July 2021: 1st July – 1st August 2021          Nov 2020: 21st Oct to 20th Nov 2020          May 2019: 1st May to 5th June 2019          May 2018: 1st May to 1st June 2018          May 2017: 2nd to 28th May 2017          May 2016: 3rd to 29th May 2016          May 2015: 21st April to 10th May 2015          May 2014: 5th to 25th May 2014</p>	<p><b>Sample Size*</b></p>  <p><b>June 2022: n=2,745 (from 266 trips)</b></p> <p>Jul 2021: n=3,221    May 2017: n=4,053          Nov 2020: n=3,228    May 2016: n=2,362          May 2019: n=4,042    May 2015: n=4,456          May 2018: n=3,759    May 2014: n=4,298</p>	<p><b>Response Rate**</b></p>  <p><b>June 2022 Total: 66%</b>  <b>Ferry: 71%; Train: 67%; Bus: 64%</b></p> <p>Jul 2021: 62%    May 2017: 61%          Nov 2020: 66%    May 2016: 59%          May 2019: 61%    May 2015: 63%          May 2018: 67%    May 2014: 58%</p>
<p><b>Maximum Margin of Error</b>  <i>(at 95% confidence interval)</i></p>  <p><b>± 1.9%</b></p>	<p><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p><b>Time Series Comparisons</b></p>  <p>This round:</p> <ul style="list-style-type: none"> <li>• questions added to assess impact of half-price fares and perceptions of information about COVID rules and guidelines</li> <li>• data collected on satisfaction with information on Facebook, Google Maps and other websites</li> <li>• question about Metlink’s COVID response removed</li> </ul> <p>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 May 2022 (68% bus, 31% train, 1% ferry). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used since 2016)</i></p>

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

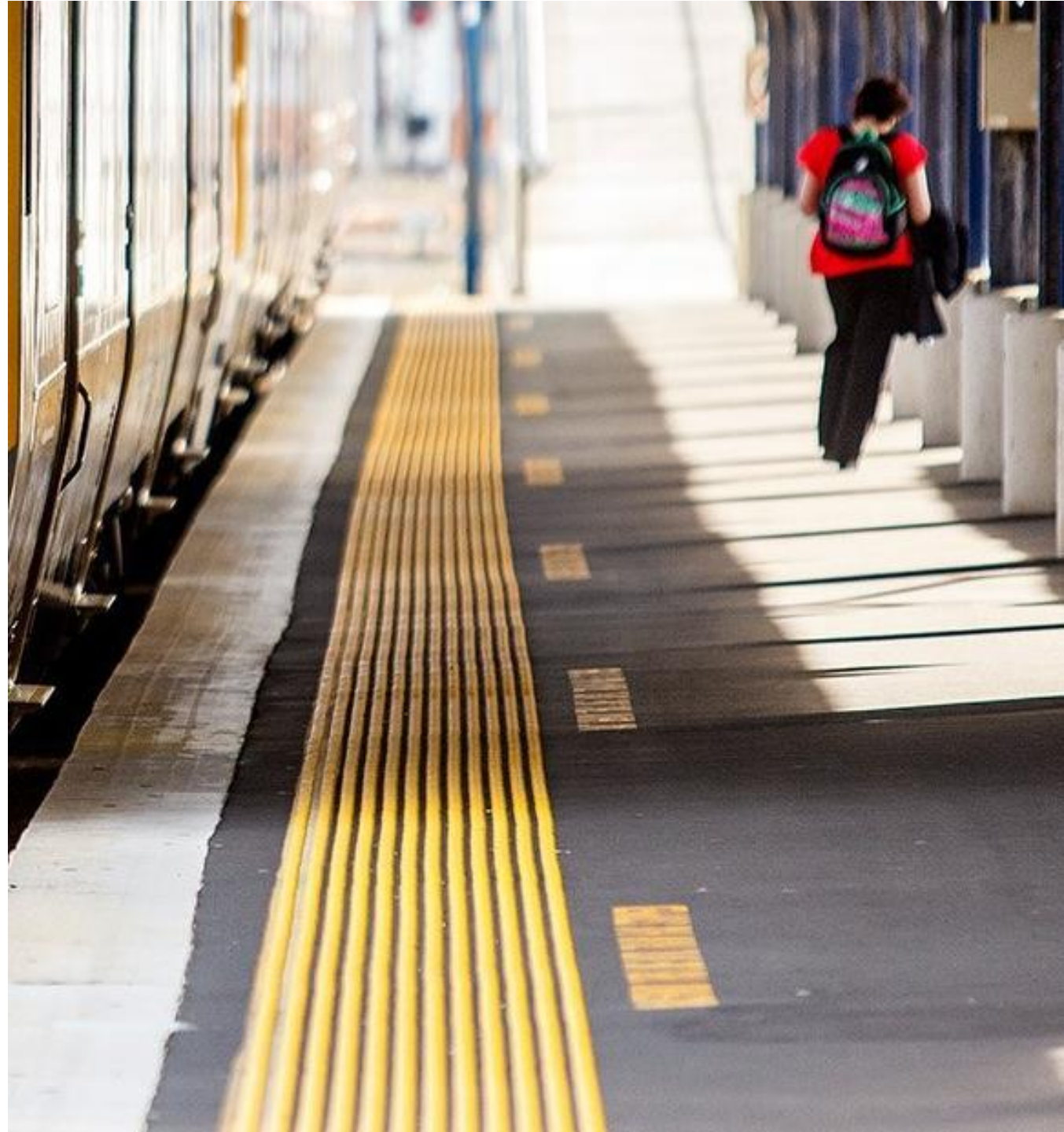
\*\* Share of completed surveys as proportion of all eligible passengers (i.e. those aged 15 years +)

# Report Outline

*In 'Slide Show' mode, click on section header below to go to start of each section.*

<b>Executive Summary</b>		<b>Passenger Perceptions of Service on Trip Today</b>		<b>Passenger Perceptions of Stop/ Station/ Wharf</b>	
<b>Passenger Perceptions of Wellington Region's Public Transport System</b>		<b>Passenger Perspectives on Public Transport Information</b>		<b>Suggested Improvements to Public Transport System</b>	
		<b>Appendix</b> <ul style="list-style-type: none"><li>• Respondent profile</li><li>• Trip profile</li><li>• Complete lists of open-ended question responses</li></ul>			

# Executive Summary



# Satisfaction with Trip Overall

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

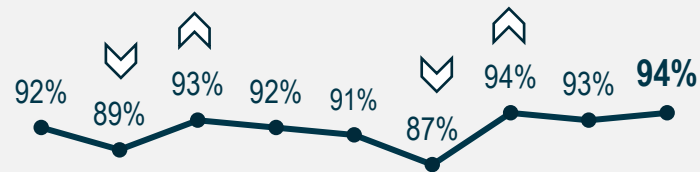
## June 2022 Results

Total satisfied  
**94%**

- 48% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 4% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

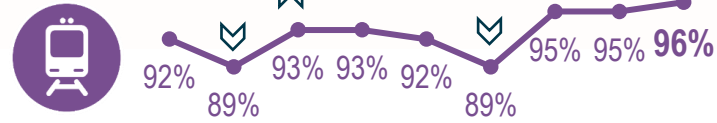
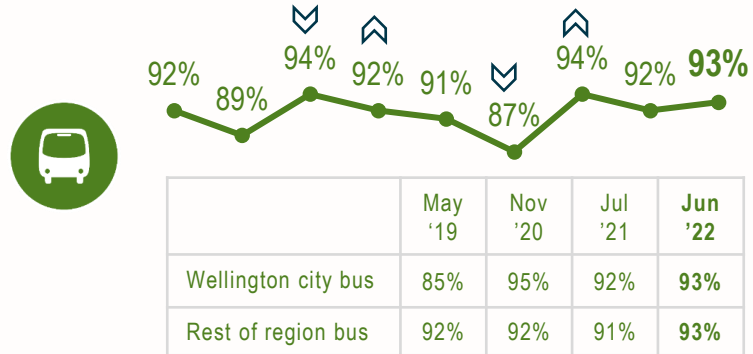
Base: n=2,576 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000) Jun '22 (n=2576)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ SuperGold card users (98%)/those aged 65 years + (98%)
- ✓ Females (96%)

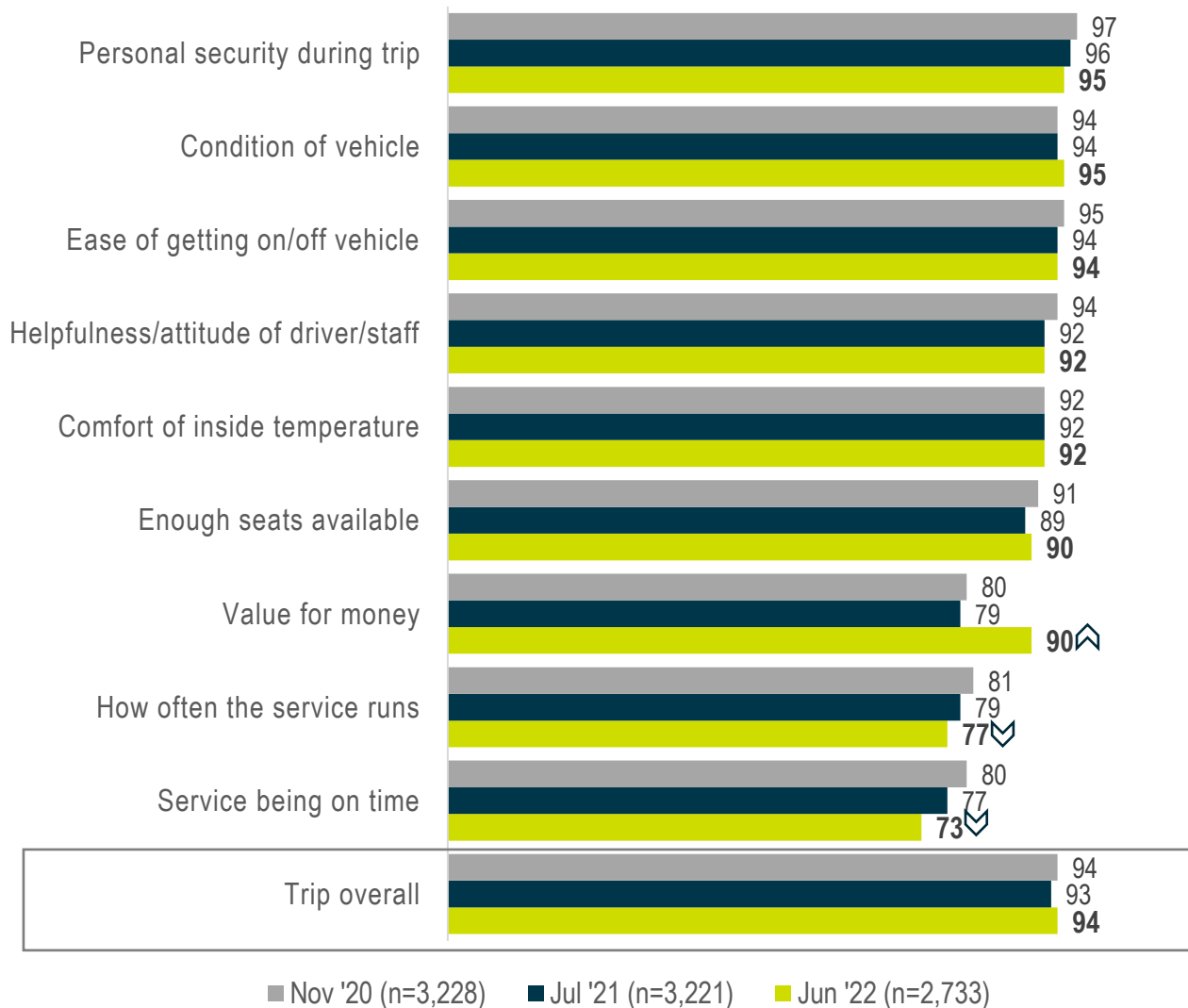


Passengers most dissatisfied

- ✗ Peak travellers (3%)

# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

At 94%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, train users remain the most satisfied with the trip overall (96%, compared with 93% among bus passengers).

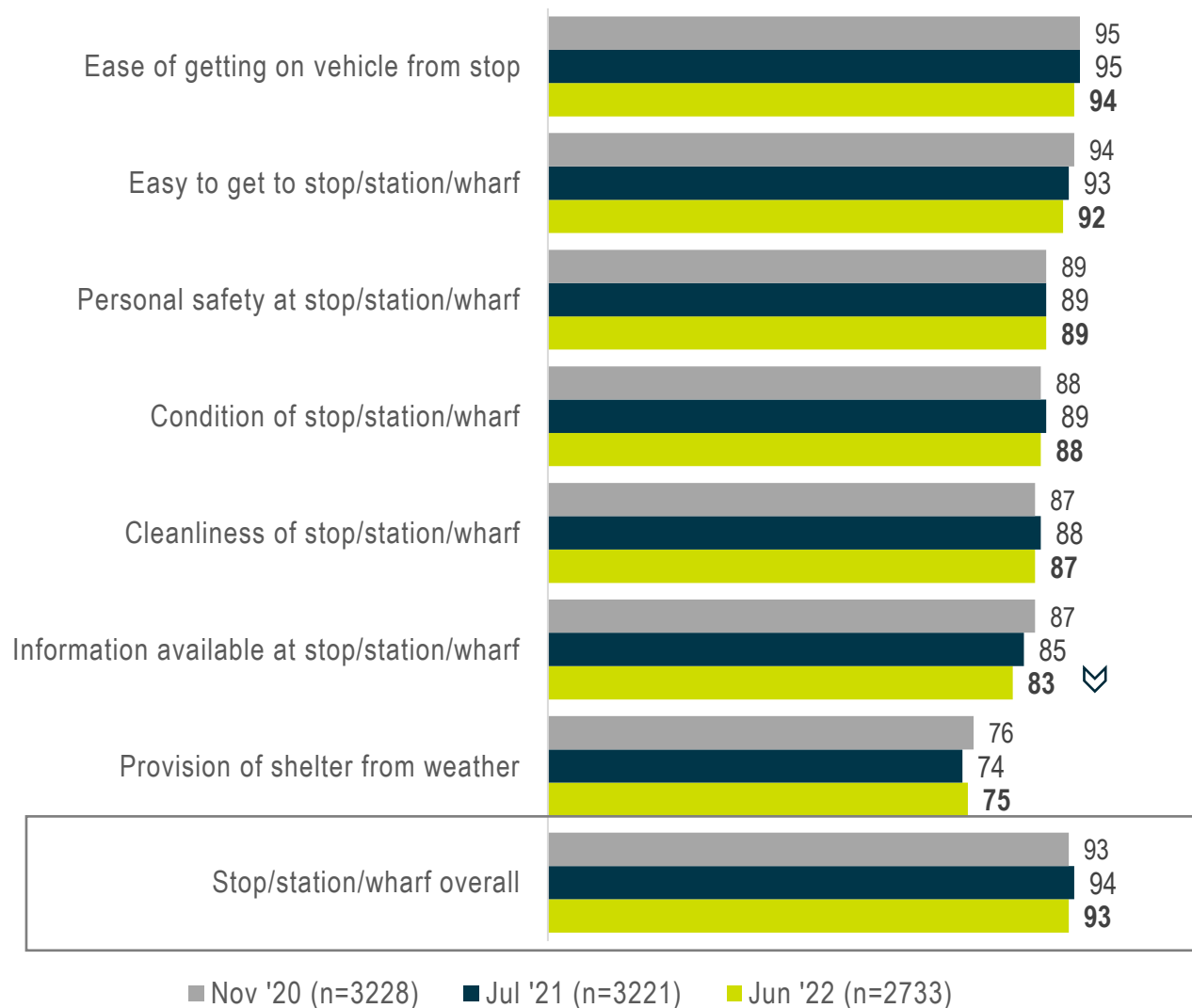
Passengers continue to be most satisfied with their personal security during the trip (95%). Perceptions of the condition of the vehicle (95%) and the ease of boarding/disembarking (94%) have also remained high and stable.

Perceptions of the value for money of the trip shows the greatest improvement since July 2021. Likely to be strongly influenced by the introduction of half-priced fares in April 2022, satisfaction with value for money has increased significantly from 79% to 90%.

Perceptions of the trip remain least positive for service frequency (77%) and reliability (73%), with perceptions of both having declined significantly from July 2021. This result is of some concern as the relative importance of service reliability as a driver of overall satisfaction has increased. Improvements in services running on time can be expected to have a positive impact on overall satisfaction going forward.

# Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Almost all public transport users (93%) continue to be satisfied with the stop/station/wharf where they started their trip, this result stable from July 2021 (94%). Levels of satisfaction are significantly higher for train stations (96%) than for ferry wharves (92%) and bus stops (91%).

Ratings continue to be most positive for accessibility – both the ease of getting to the stop/station/wharf (by car, walking etc) (92%) and it being easy to get onto the vehicle from the stop/station/wharf (94%).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 39% satisfied – down from 51% in July 2021). Inadequate shelter is particularly an issue at Queens Wharf – only 26% satisfied). Passenger suggestions to improve the provision of shelter include:

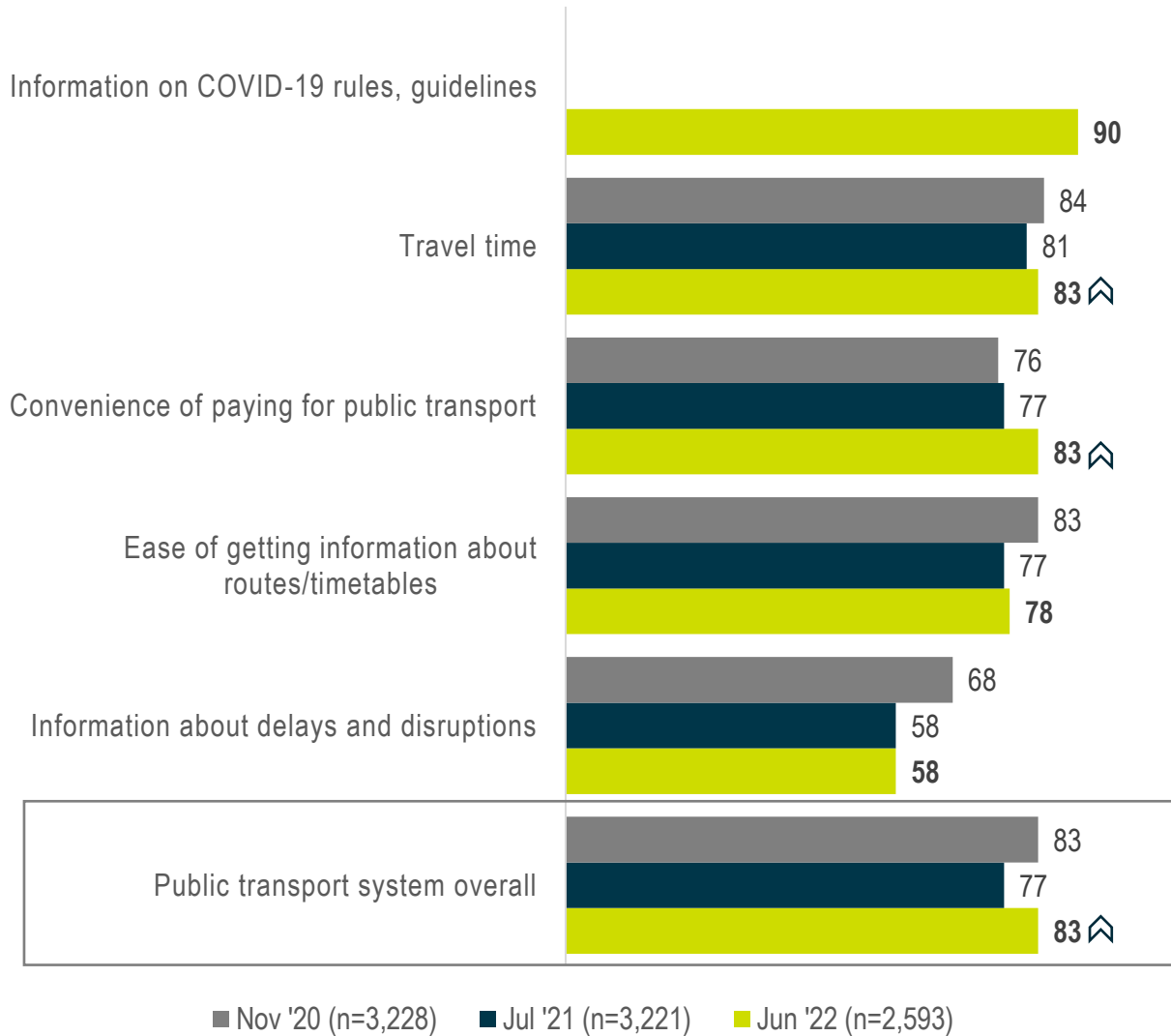
- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter.

The only significant change in satisfaction with the stop/station/wharf this round is for the provision of information available at the stop/station/wharf (down from 85% to 83%). This decline is particularly notable for Wellington city bus stops (down from 82% in July 2021 to 79% in June 2022) and ferry wharves (down from 81% to 71%).



# Perceptions of Wellington's PT System

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



Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have improved significantly over the last 12 months, satisfaction with the public transport system overall up 6 percentage points to 83%. Perceptions have improved among both bus (up 6 percentage points) and train (up 7 percentage points) users; perceptions are stable for ferry users.

The most notable increase since July 2021 has been for satisfaction with the convenience of paying for public transport, this improvement most notable among train passengers (up 10 percentage points to 76%). However, satisfaction with information about delays and disruptions - the strongest driver of satisfaction with the public transport system - remains low at 58% (53% among Wellington city bus users).

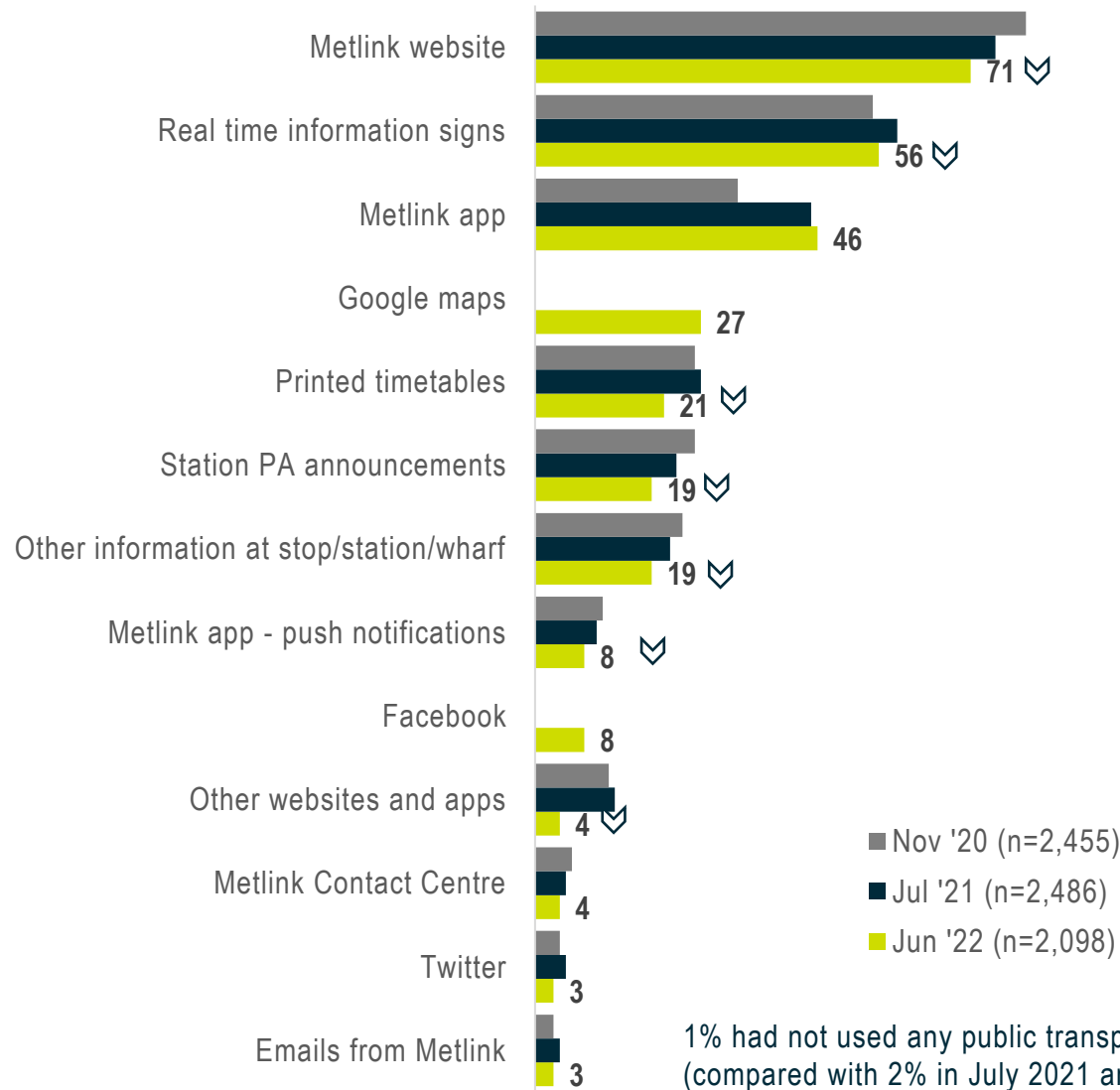
The impact of half priced fares on public transport use in Wellington has been positive, with 17% of respondents reporting being new (4%) or returning (13%) public transport users since cheaper fares were introduced, and 39% using public transport more often than they were prior to April 2022. Only 4% of passengers were not aware of half priced fares.

Four in five passengers (81%) agree that Wellington's public transport system is easy to use (up from 77% in July 2021), with a significant improvement among bus passengers in particular (up from 74% to 80%). The high frequency of services and extensive route coverage continue to be key contributors to ease of use. In contrast, this round has seen a further increase in the mention of a lack of reliability as the key reason for public transport in Wellington not being easy to use.

With the increase in satisfaction with the public transport service, willingness to recommend to others has also increased - up from 83% of all passengers in July 2021 to 86% in June 2022. The Net Promoter Score has increased from +14 to +18. Generally a value over 0 is considered good; a value over 50 is considered excellent.

# Use of Public Transport Information

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

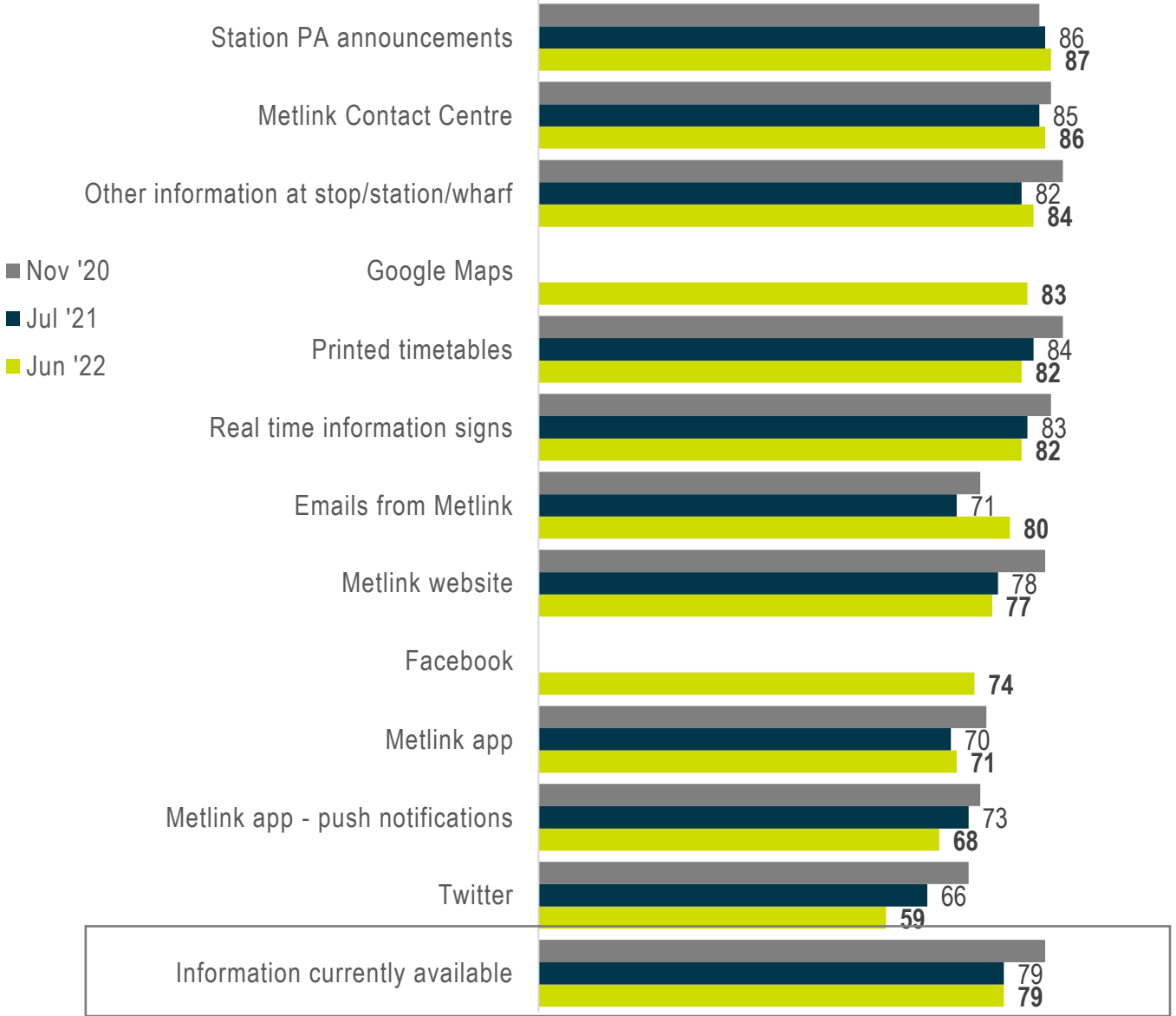


Whilst the Metlink website continues to be the most frequently used source of public transport information (71%, including 80% of train passengers), its use has continued to decline (down from 80% in November 2020 and 75% in July 2021). Significant declines in use over the last 12 months are also evident for real time information signs, printed timetables, station PA announcements and other information at the stop/station/wharf.

For the first time this round, use of Google Maps as a source of information about public transport services was sought. Over a quarter of passengers (27%) reported having used Google Maps in the last three months, use of this source particularly high among NZ Bus Metlink passengers (33%). In contrast, use of Facebook (also measured for the first time this round) is low (8%).

1% had not used any public transport information in the last three months (compared with 2% in July 2021 and 3% in November 2020)

# Satisfaction with Sources of Public Transport Information



Satisfaction with the public transport information currently available has remained stable over the last 12 months – on 79%. Train passengers are significantly more satisfied with the sources of public transport information available (85%) than those using the bus (76%), with satisfaction ratings most positive for station PA announcements (87%).

Over the last 12 months, satisfaction with each of the public transport information sources has remained stable. Passengers continue to be least satisfied with Twitter (59% satisfied).

Reflective of the lower level of satisfaction with the Metlink app, (71% of users satisfied), passengers are most likely to suggest the need for improvements to the app (10% of all passengers), including improvements to the functionality/making the app more user friendly. Making the website easier to use/easier to navigate (7% - including 10% of train users) and improving communication/announcements when delays occur (6%) are also frequently suggested.

Arrows denote statistically significant change from previous year

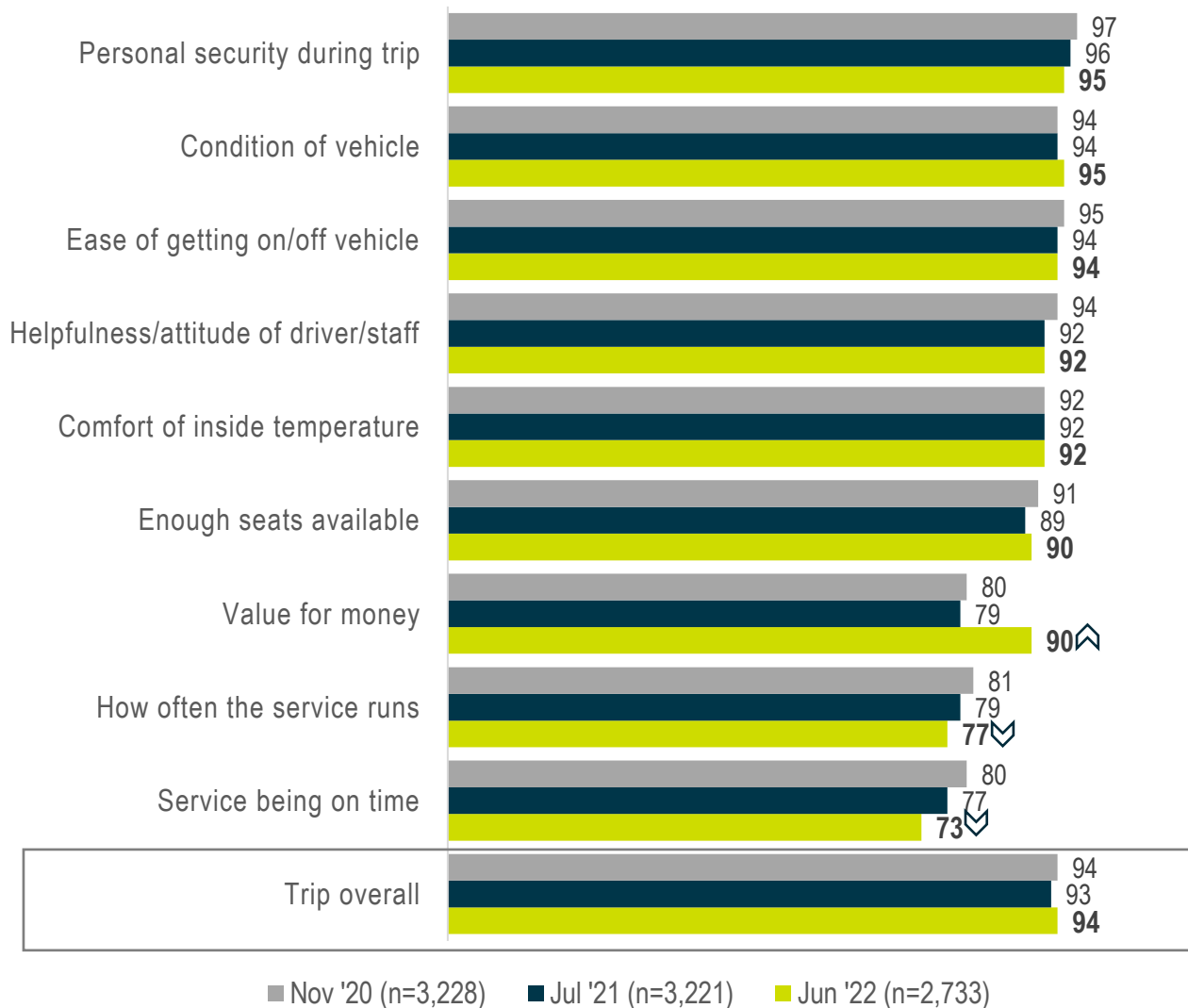
Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.

# Passenger Perceptions of Service on Trip Today



# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

At 94%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, train users remain the most satisfied with the trip overall (96%, compared with 93% among bus passengers).

Passengers continue to be most satisfied with their personal security during the trip (95%). Perceptions of the condition of the vehicle (95%) and the ease of boarding/disembarking (94%) have also remained high and stable.

Perceptions of the value for money of the trip shows the greatest improvement since July 2021. Likely to be strongly influenced by the introduction of half-priced fares in April 2022, satisfaction with value for money has increased significantly from 79% to 90%.

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# Satisfaction with Trip Overall

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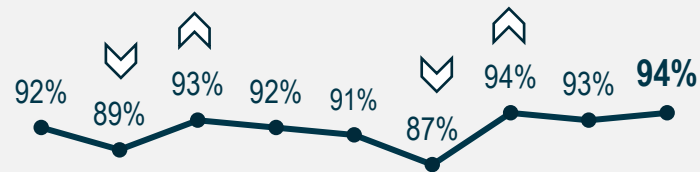
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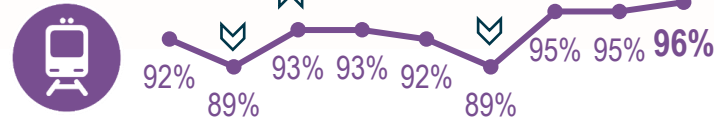
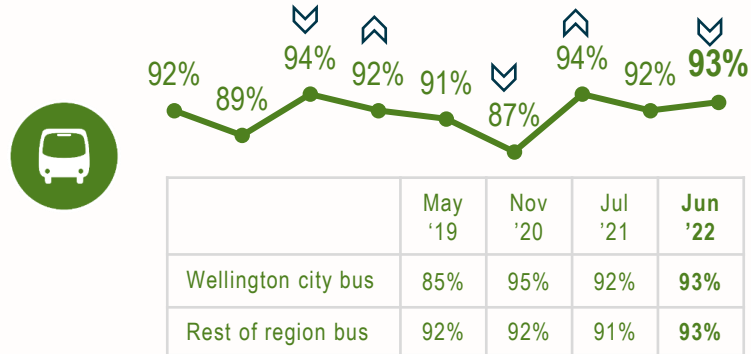
Base: n=2,576 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000) Jun '22 (n=2576)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ SuperGold card users (98%)/those aged 65 years + (98%)
- ✓ Females (96%)



Passengers most dissatisfied

- ✗ Travelling for school (6%)
- ✗ Peak travellers (3%)

Arrows denote statistically significant change from previous year.

# 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?

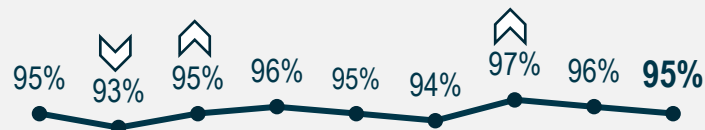
## June 2022 Results

Total satisfied  
**95%**

- 61% Very satisfied (9-10)
- 35% Satisfied (6-8)
- 3% Neither/nor (5)
- 1% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

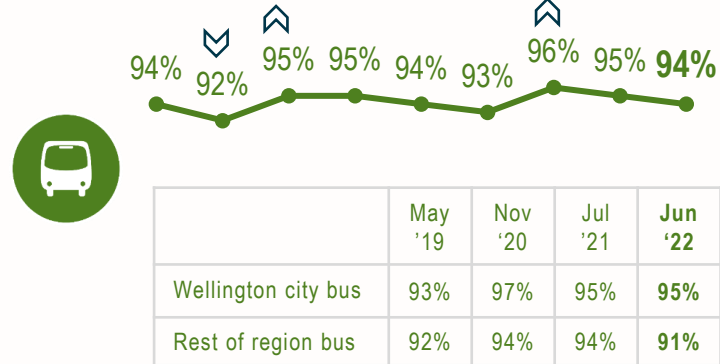
Base: n=2,669 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4235) May '15 (n=4371) May '16 (n=2333) May '17 (n=3984) May '18 (n=3693) May '19 (n=3893) Nov '20 (n=3128) Jul '21 (n=3153) Jun '22 (n=2669)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ Train passengers (97%), especially Hutt Valley line (98%)
- ✓ Travelling for work (97%)



Passengers most dissatisfied

- ✗ Travelling for school (9%)
- ✗ Those aged 15-17 years (5%)

# Condition of Vehicle

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

## June 2022 Results

Total satisfied  
**95%**

- 53% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 3% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=2678 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Nov '20  
(n=3165)

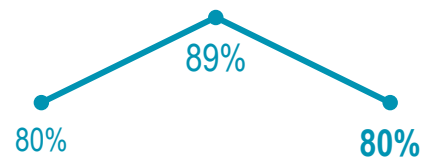
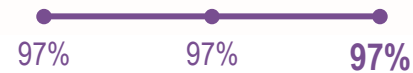
Jul '21  
(n=3183)

Jun '22  
(n=2678)

## Satisfaction by Mode



	Nov '20	Jul '21	Jun '22
Wellington city bus	94%	91%	95%
Rest of region bus	91%	94%	91%



Nov '20

Jul '21

Jun '22



Passengers most satisfied

- ✓ Train passengers (97%)
- ✓ Males (97%)
- ✓ Travelling for work (96%)



Passengers most dissatisfied

- ✗ Gender diverse (9%)



# 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.)?

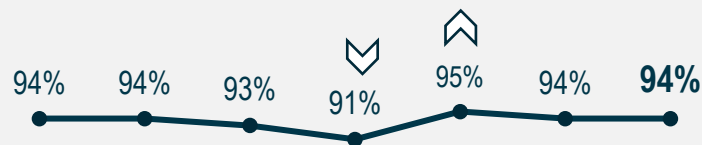
## June 2022 Results

Total satisfied  
**94%**

- 53% Very satisfied (9-10)
- 41% Satisfied (6-8)
- 3% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

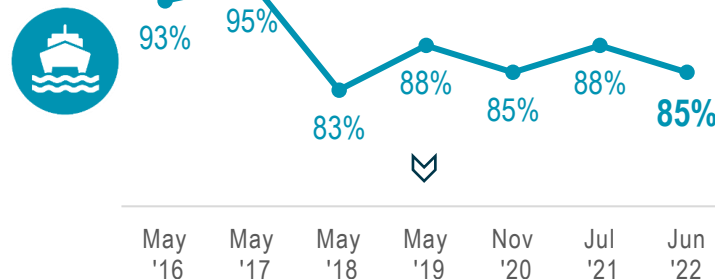
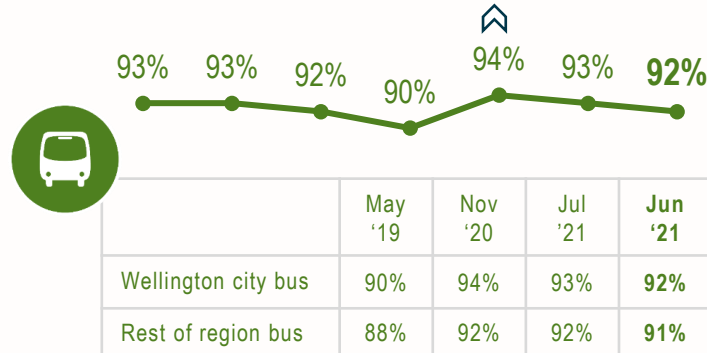
Base: n=3,162 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '16 (n=2345)   May '17 (n=3990)   May '18 (n=3708)   May '19 (n=3902)   Nov '20 (n=3154)   Jul '21 (n=3162)   Jun '22 (n=2672)

## Satisfaction by Mode



Passengers most satisfied

- ✓ Train passengers (97%), especially Hutt Valley line users (98%)
- ✓ Males (95%)
- ✓ Travelling for work (95%)



Passengers most dissatisfied

- ✗ Travelling for a personal appointment (7%)
- ✗ Bus passengers (3%)

# Helpfulness and Attitude\* of Driver/Staff

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

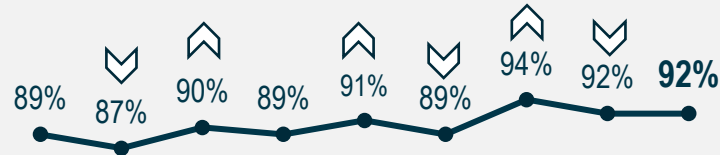
## June 2022 Results

Total satisfied  
**92%**

- 51% Very satisfied (9-10)
- 41% Satisfied (6-8)
- 5% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

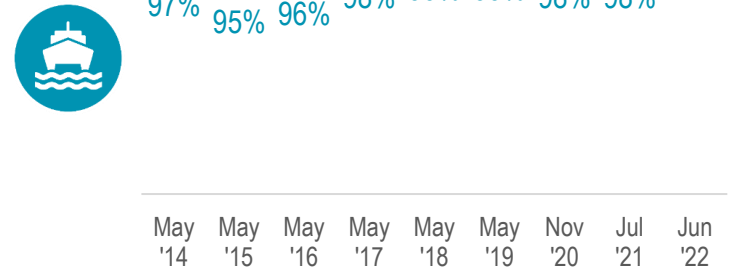
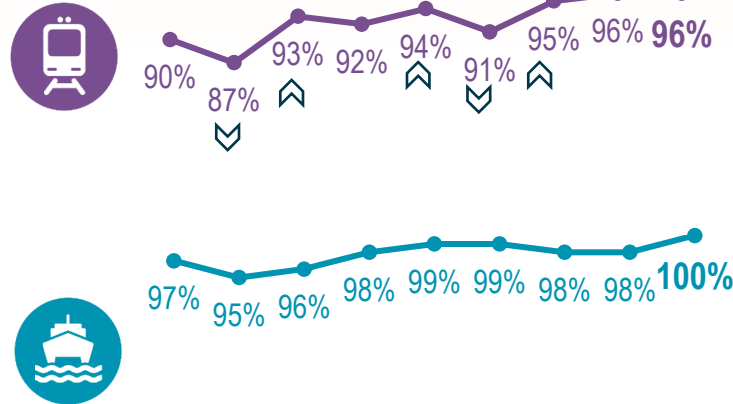
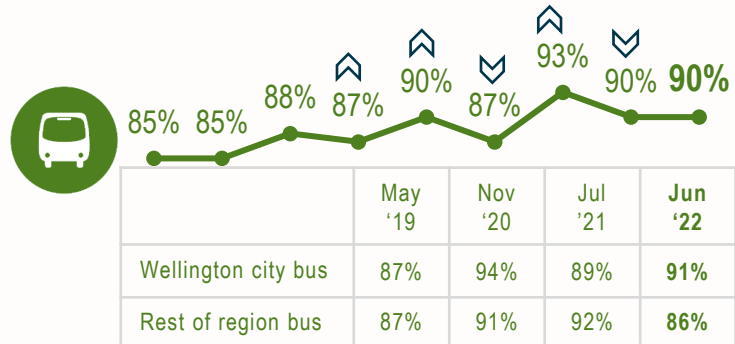
Base: n=2648 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4015) May '15 (n=4272) May '16 (n=2300) May '17 (n=3877) May '18 (n=3595) May '19 (n=3747) Nov '20 (n=3024) Jul '21 (n=3089) Jun '22 (n=2648)

## Satisfaction by Mode



Passengers most satisfied

- ✓ SuperGold card users (98%)/those aged 60 years + (98%)
- ✓ Train passengers (96%)



Passengers most dissatisfied

- ✗ Bus passengers (4%)

# 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?

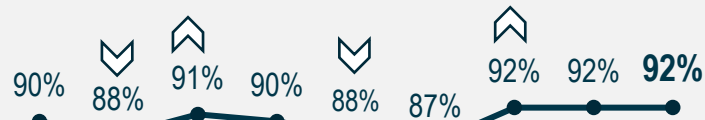
## June 2022 Results

Total satisfied  
**92%**

- 52% Very satisfied (9-10)
- 40% Satisfied (6-8)
- 4% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

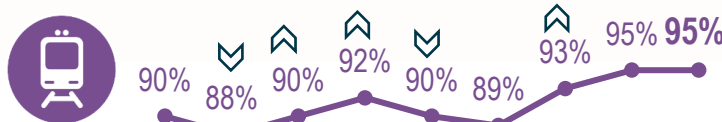
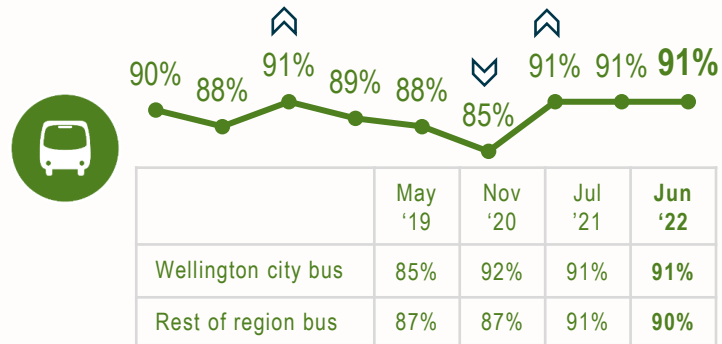
Base: n=2,690 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4270) May '15 (n=4396) May '16 (n=2347) May '17 (n=3986) May '18 (n=3715) May '19 (n=3924) Nov '20 (n=3164) Jul '21 (n=3163) Jun '22 (n=2690)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ SuperGold card users (100%)/those aged 65 years + (97%)
- ✓ Travelling to visit family, friends (98%)
- ✓ Train passengers (95%), especially Hutt Valley line (96%)
- ✓ Off-peak travellers (94%)



Passengers most dissatisfied

- ✗ Bus passengers (4%)
- ✗ Peak travellers (4%), especially morning peak (5%)

# Having Enough Seats Available

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

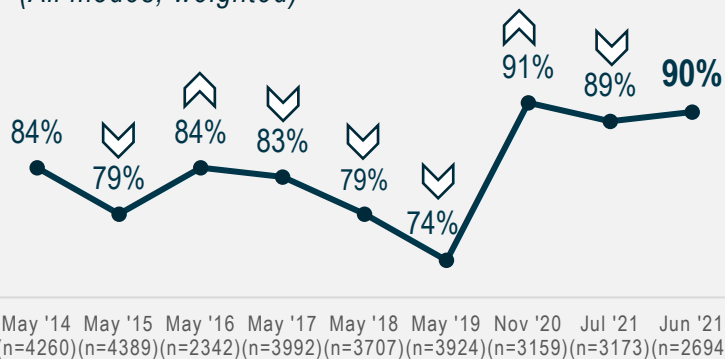
## June 2022 Results

Total satisfied  
**90%**

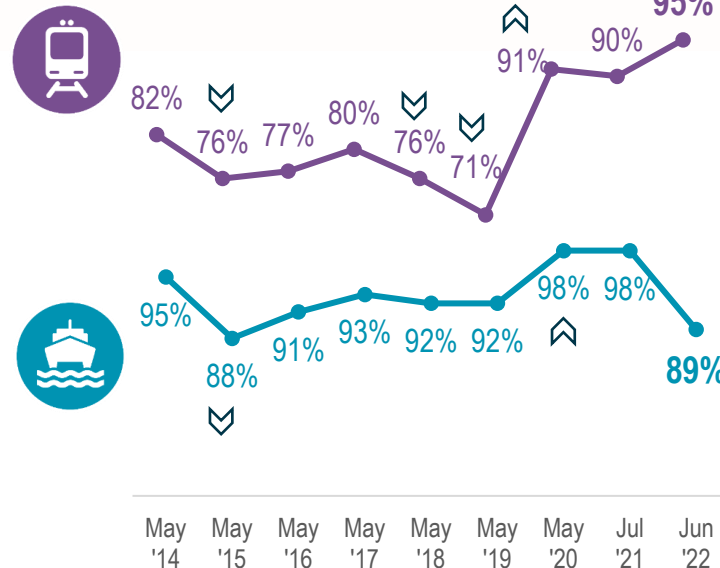
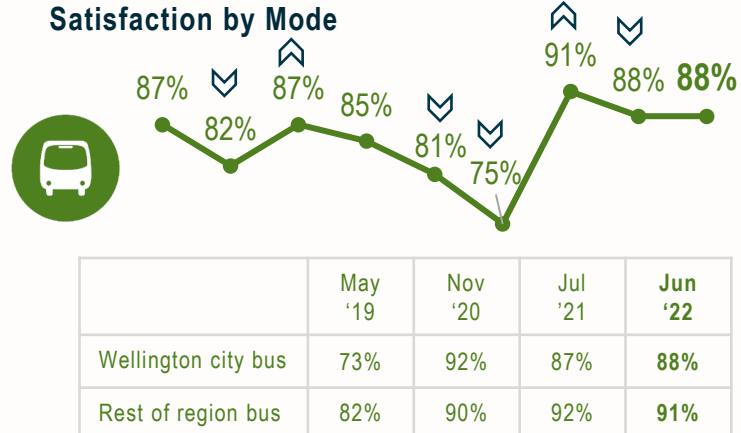
- 53% Very satisfied (9-10)
- 37% Satisfied (6-8)
- 4% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2694 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Travelling for sports, recreation (99%)
- ✓ SuperGold card users (97%)/those aged 60 years + (96%)
- ✓ Off-peak travellers (96%)
- ✓ Infrequent travellers (96%)
- ✓ Train passengers (95%), especially Johnsonville line (97%)



Passengers most dissatisfied

- ✗ Peak passengers (9%), especially morning peak (10%)
- ✗ Those aged 25-34years (9%)
- ✗ Bus passengers (8%), especially NZ Bus (10%)
- ✗ Travelling for work (7%)

# 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?

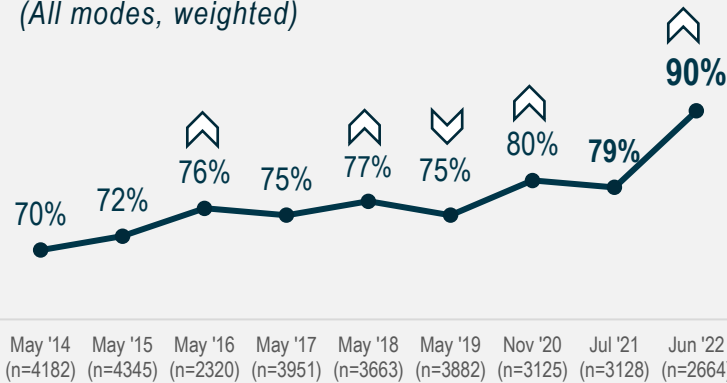
## June 2022 Results\*

Total satisfied  
**90%**

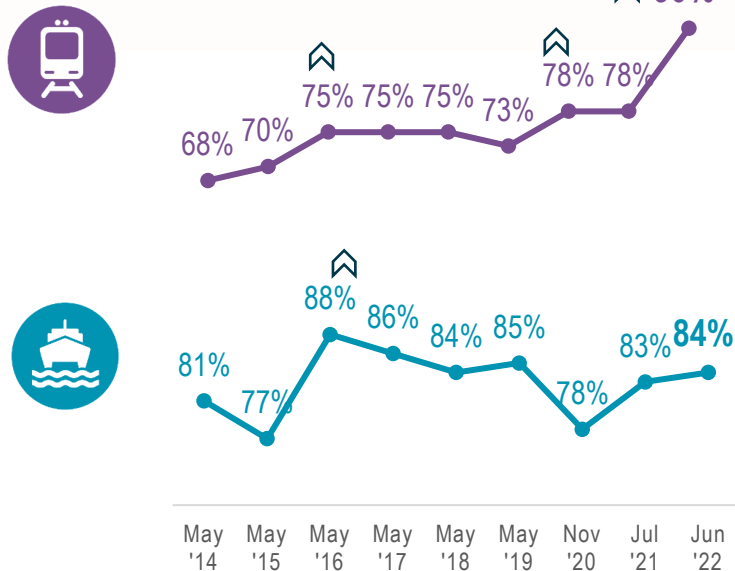
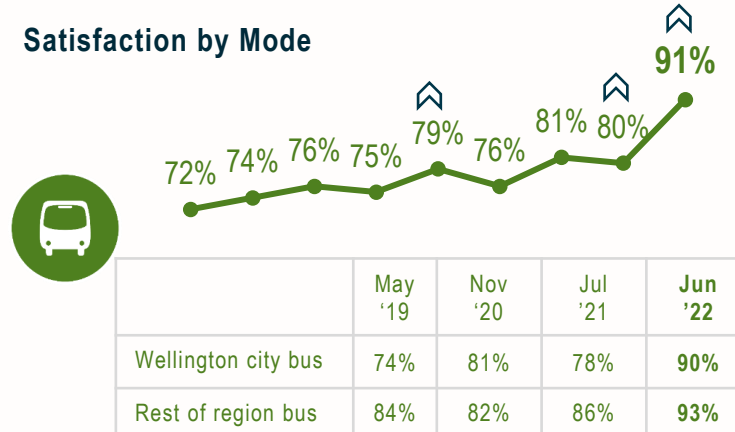
- 59% Very satisfied (9-10)
- 31% Satisfied (6-8)
- 4% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,664 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Those aged 65 years + (98%)/SuperGold card users (97%)
- ✓ Infrequent PT users (96%)



Passengers most dissatisfied

- ✗ Those travelling for tertiary study (12%)
- ✗ Those with a disability (8%)

# 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?

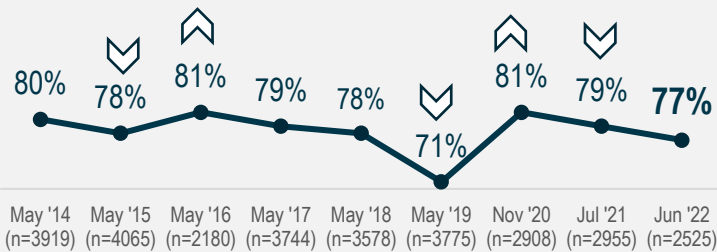
## June 2022 Results

Total satisfied  
**77%**

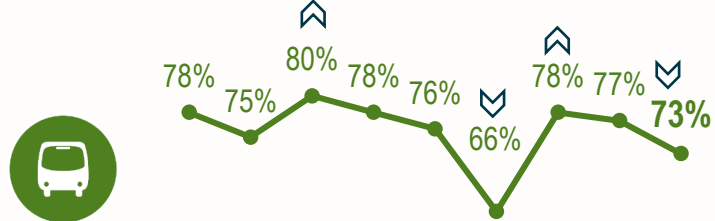
- 31% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 10% Neither/nor (5)
- 11% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

Base: n=2,525 (All passengers who answered this question)

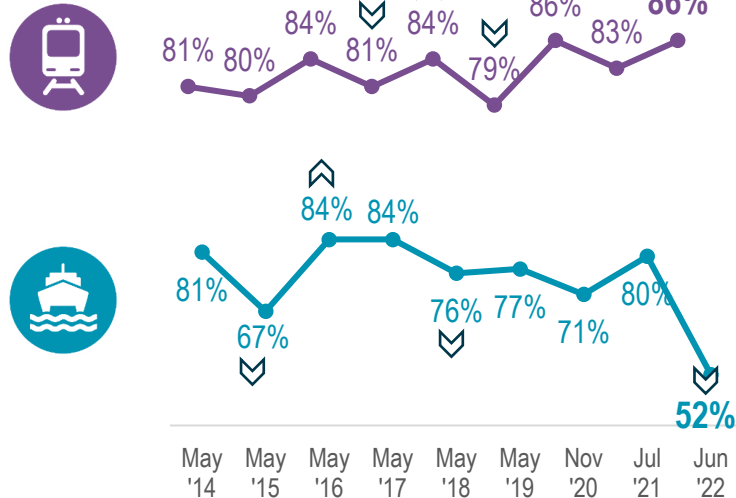
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	65%	79%	77%	74%
Rest of region bus	68%	76%	75%	71%



Passengers most satisfied



Passengers most dissatisfied

- ✓ Those aged 65 years + (89%)/SuperGold card users (87%)
- ✓ Infrequent travellers (89%)
- ✓ Train passengers (86%), especially Johnsonville (89%) and Kapiti (88%) line users
- ✓ Inbound passengers (82%)
- ✓ Off-peak travellers (80%), especially inter-peak (82%)
- ✗ Bus passengers (15%), especially Tranzurban Metlink (19%)
- ✗ Outbound passengers (15%)
- ✗ Peak travellers (14%)

# 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)?

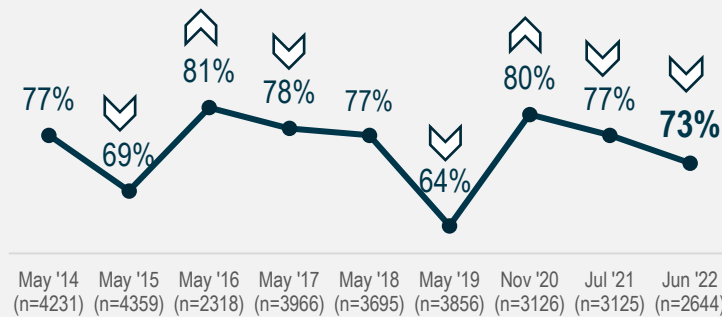
## June 2022 Results

Total satisfied  
**73%**

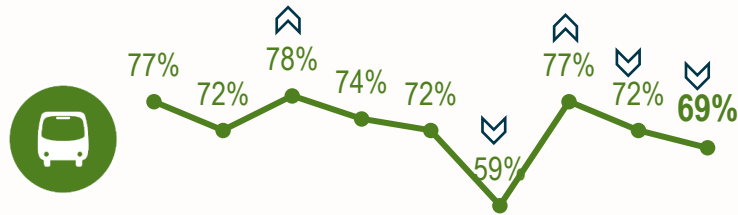
- 30% Very satisfied (9-10)
- 43% Satisfied (6-8)
- 8% Neither/nor (5)
- 14% Dissatisfied (2-4)
- 5% Very dissatisfied (0-1)

Base: n=2,644 (All passengers who answered this question)

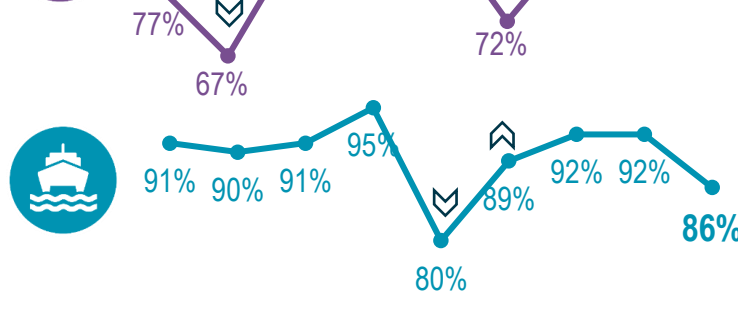
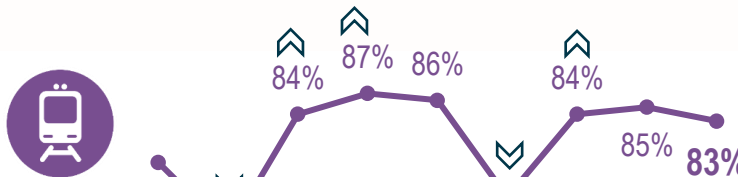
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	58%	79%	72%	68%
Rest of region bus	66%	72%	72%	71%



Passengers most satisfied

- ✓ SuperGold card users (86%)/those aged 65 years + (85%)
- ✓ Train passengers (83%), especially Kapiti line users (86%)
- ✓ Travelling for shopping/services (83%)
- ✓ Off-peak travellers (79%), especially inter-peak travellers (81%)



Passengers most dissatisfied

- ✗ Bus passengers (22%), especially Tranzurban Metlink passengers (27%)
- ✗ Peak travellers (21%), especially afternoon peak (22%)
- ✗ Travelling for work (21%)

# Perceptions Of Trip Over Time By Mode

*Time Series Summary (Total Satisfied %)*

	Total Bus						Wellington City Bus						Rest of Region Bus					
	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022
<b>Trip overall</b>	88	87	*	94	92	<b>93</b>	88	85	90	95	92	<b>93</b>	88	92	*	92	91	<b>93</b>
Personal security during trip	94	93	*	96	95	<b>94</b>	94	93	96	97	95	<b>95</b>	91	92	*	94	94	<b>91</b>
Condition of vehicle	*	*	*	93	92	<b>94</b>	*	*	*	94	91	<b>95</b>	*	*	*	91	94	<b>91</b>
Ease of getting on/off vehicle	91	90	*	94	93	<b>92</b>	91	90	94	94	93	<b>92</b>	91	88	*	92	92	<b>91</b>
Comfort of inside temperature	86	85	*	91	91	<b>91</b>	86	85	87	92	91	<b>91</b>	84	87	*	87	91	<b>90</b>
Value for money of fare	75	76	*	81	80	<b>91</b>	75	74	78	81	78	<b>90</b>	77	84	*	82	86	<b>93</b>
Helpfulness/attitude of staff	88	87	*	93	90	<b>90</b>	88	87	90	94	89	<b>91</b>	87	88	*	92	92	<b>86</b>
Having enough seats available	79	75	*	91	88	<b>88</b>	77	73	91	92	87	<b>88</b>	85	82	*	90	92	<b>91</b>
How often service runs	69	66	*	78	77	<b>73</b>	69	65	76	79	77	<b>74</b>	70	68	*	76	75	<b>71</b>
Being on time	64	59	*	77	72	<b>69</b>	62	58	70	79	72	<b>68</b>	68	66	*	72	72	<b>71</b>



# Perceptions Of Trip Over Time By Mode

*Time Series Summary (Total Satisfied %)*

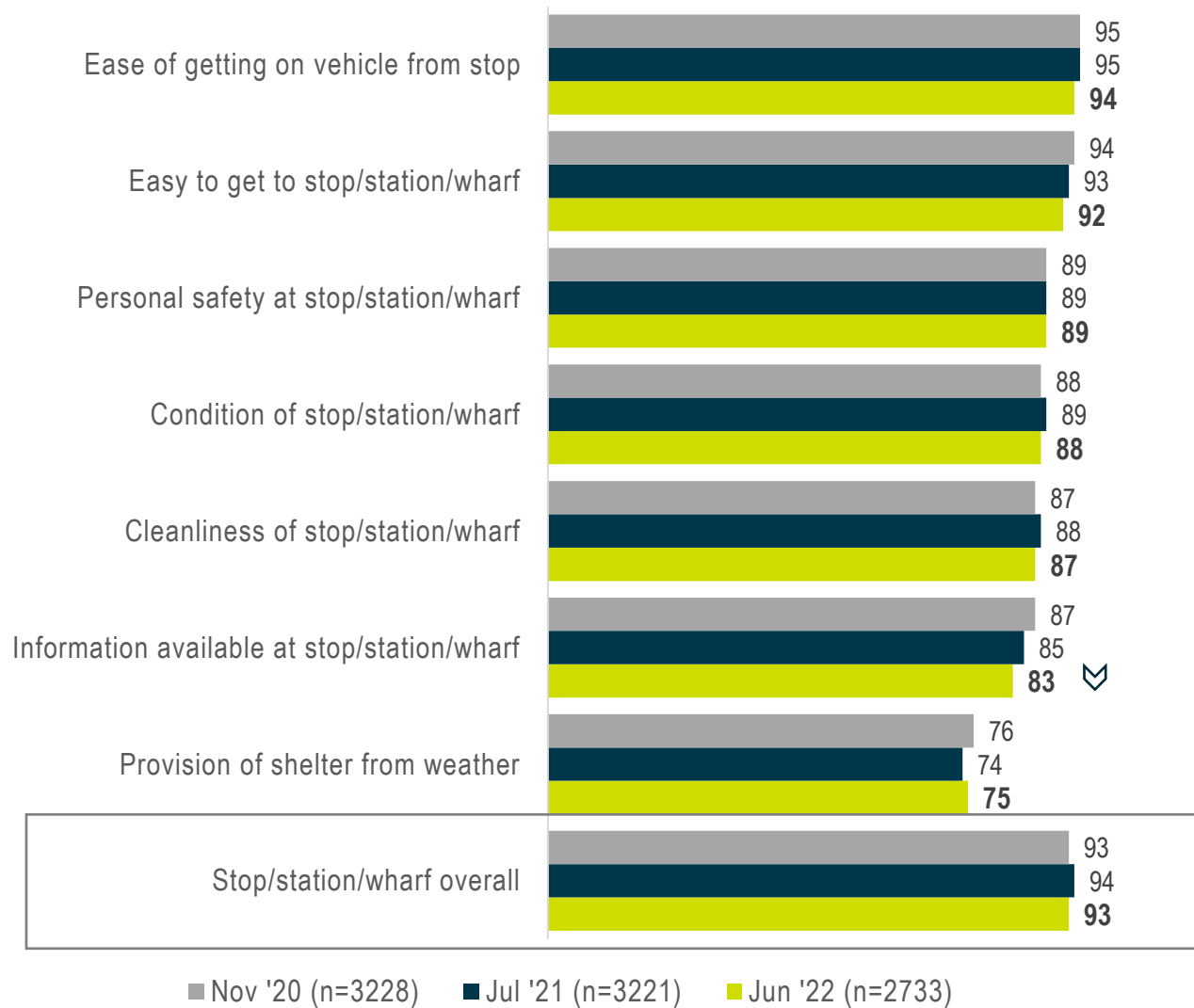
	Train						Ferry					
	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022
<b>Trip overall</b>	94	89	93	95	95	96	*	99	*	99	94	96
Personal security during trip	98	95	97	97	98	97	*	99	*	99	98	99
Condition of vehicle	*	*	*	97	97	97	*	*	*	80	89	80
Ease of getting on/off vehicle	96	95	96	96	97	97	*	88	*	85	88	85
Helpfulness and attitude of staff	94	91	94	95	96	96	*	99	*	98	98	100
Comfort of inside temperature	92	89	92	93	95	95	*	94	*	93	91	90
Having enough seats available	81	71	84	91	90	95	*	92	*	98	98	89
Value for money of fare	79	73	78	78	78	90	*	85	*	78	83	84
How often service runs	86	79	84	86	83	86	*	77	*	71	80	52
Being on time	85	72	82	84	85	83	*	89	*	92	92	86

# Passenger Perceptions of Stop/ Station/ Wharf



# Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Almost all public transport users (93%) continue to be satisfied with the stop/station/wharf where they started their trip, this result stable from July 2021 (94%). Levels of satisfaction are significantly higher for train stations (96%) than for ferry wharves (92%) and bus stops (91%).

Ratings continue to be most positive for accessibility – both the ease of getting to the stop/station/wharf (by car, walking etc) (92%) and it being easy to get onto the vehicle from the stop/station/wharf (94%).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 39% satisfied – down from 51% in July 2021). Inadequate shelter is particularly an issue at Queens Wharf – only 26% satisfied). Passenger suggestions to improve the provision of shelter include:

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

The only significant change in satisfaction with the stop/station/wharf this round is for the provision of information available at the stop/station/wharf (down from 85% to 83%). This decline is particularly notable for Wellington city bus stops (down from 82% in July 2021 to 79% in June 2022) and ferry wharves (down from 81% to 71%).

# Overall Satisfaction with Stop/Station/Wharf

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

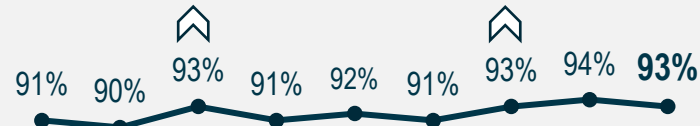
## June 2022 Results

Total satisfied  
**93%**

- 42% Very satisfied (9-10)
- 51% Satisfied (6-8)
- 4% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

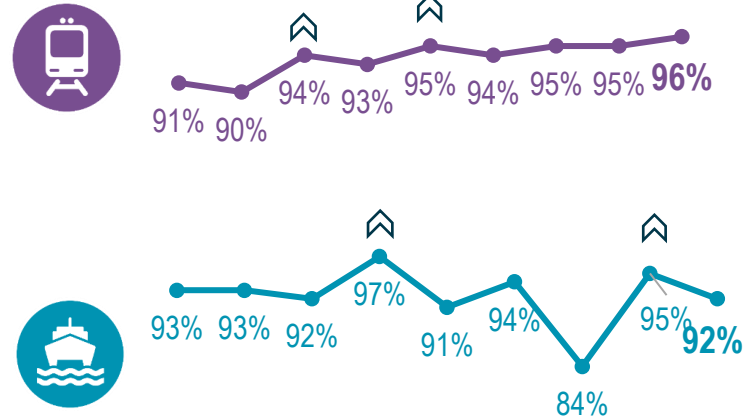
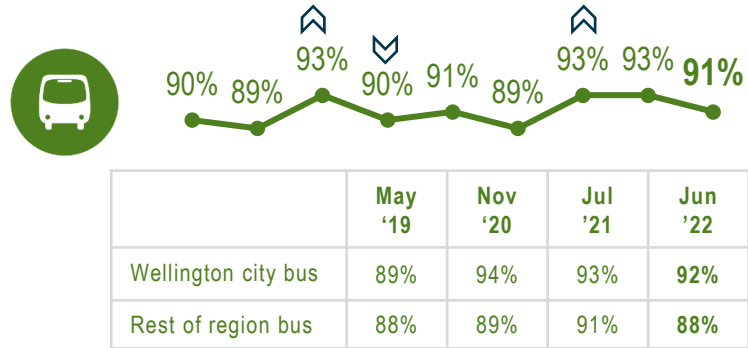
Base: n=2627 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4190) May '15 (n=4328) May '16 (n=2313) May '17 (n=3892) May '18 (n=3662) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3124) Jun '22 (n=2627)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ Train passengers (96%)
- ✓ Travelling for work (94%)



Passengers most dissatisfied

- ✓ Use PT every day (6%)
- ✓ 45-59 years (5%)
- ✓ Bus passengers (4%)

Arrows denote statistically significant change from previous year.

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

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

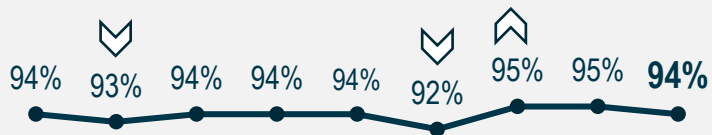
## June 2022 Results

Total satisfied  
**94%**

- 60% Very satisfied (9-10)
- 34% Satisfied (6-8)
- 3% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

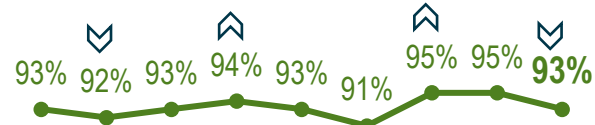
Base: n=2657 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

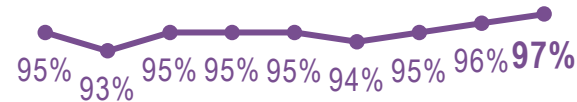


May '14 (n=4277) May '15 (n=4367) May '16 (n=2343) May '17 (n=3964) May '18 (n=3703) May '19 (n=3979) Nov '20 (n=3176) Jul '21 (n=3152) Jun '22 (n=2657)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	90%	95%	95%	94%
Rest of region bus	93%	93%	94%	92%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

✓ Train passengers (97%)



Passengers most dissatisfied

× No sub-groups significantly more dissatisfied

Arrows denote statistically significant change from previous year.

# Ease of Getting to Stop/Station/Wharf

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

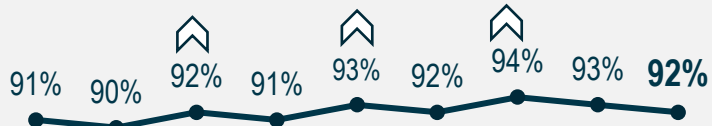
## June 2022 Results

Total satisfied  
**92%**

- 57% Very satisfied (9-10)
- 35% Satisfied (6-8)
- 4% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

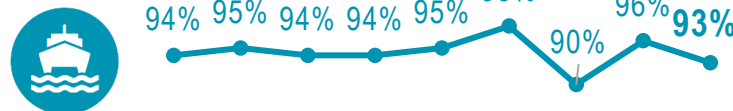
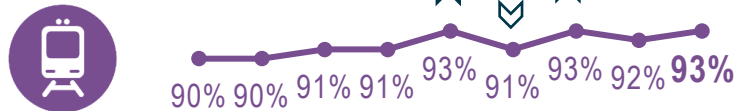
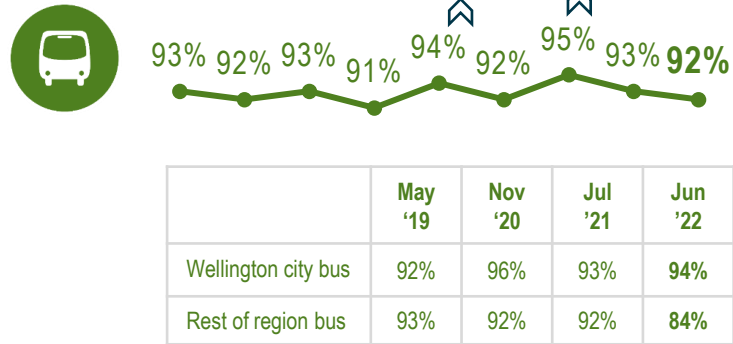
Base: n=2670 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4259) May '15 (n=4373) May '16 (n=2338) May '17 (n=3971) May '18 (n=3705) May '19 (n=3978) Nov '20 (n=3172) Jul '21 (n=3186) Jun '22 (n=2670)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22

Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Weekend travellers (96%)
- ✓ Males (95%)



Passengers most dissatisfied

- ✗ Gender diverse (9%)
- ✗ Aged 65 years + (7%)

# Personal Safety at Stop/Station/Wharf

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

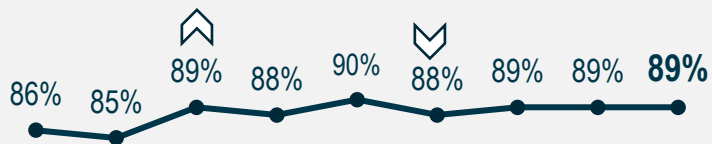
## June 2022 Results

Total satisfied  
**89%**

- 47% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 6% Neither/nor (5)
- 4% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

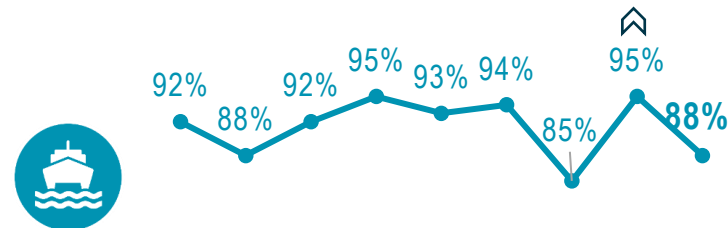
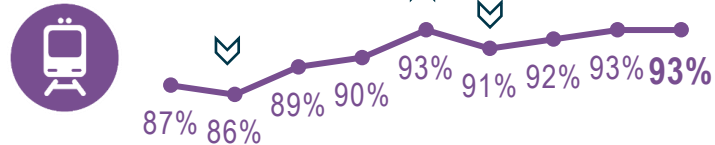
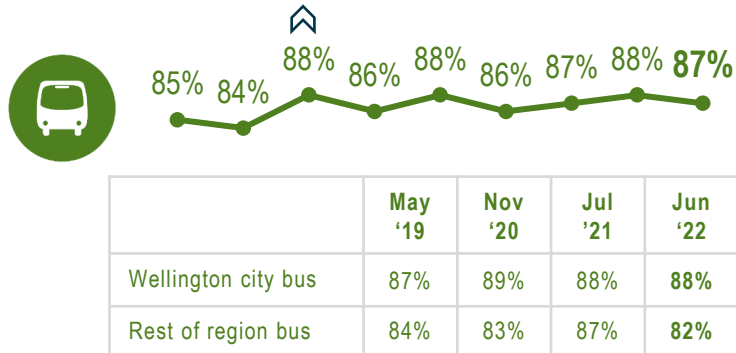
Base: n=2655 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4232) May '15 (n=4358) May '16 (n=2316) May '17 (n=3930) May '18 (n=3698) May '19 (n=3955) Nov '20 (n=3152) Jul '21 (n=3166) Jun '22 (n=2655)

## Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ Train passengers (93%)
- ✓ Males (92%)
- ✓ Peak travellers (90%), especially morning peak (92%)
- ✓ Weekday travellers (90%)
- ✓ Travelling for work (90%)



Passengers most dissatisfied

- ✗ Travelling for shopping, services (10%)
- ✗ Bus passengers (6%), especially Tranzurban Metlink (7%)

Arrows denote statistically significant change from previous year.

# Condition of Stop/Station/Wharf

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

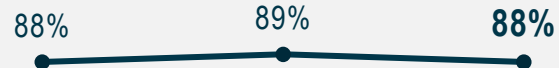
## June 2022 Results

Total satisfied  
**88%**

- 42% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 6% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2644 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Nov '20  
(n=3142)

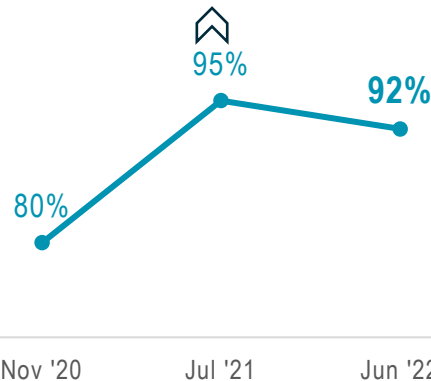
Jul '21  
(n=3135)

Jun '22  
(n=2644)

## Satisfaction by Mode



	Nov '20	Jul '21	Jun '22
Wellington city bus	89%	88%	86%
Rest of region bus	82%	86%	81%



Passengers most satisfied

- ✓ Infrequent travellers (95%)
- ✓ Train passengers (93%), especially Hutt Valley line users (94%)
- ✓ Males (91%)
- ✓ Travelling for work (89%)



Passengers most dissatisfied

- ✗ Weekend travellers (10%)
- ✗ Bus passengers (7%), especially Tranzurban Metlink (9%)

Arrows denote statistically significant change from previous year.



# Cleanliness of Stop/Station/Wharf

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

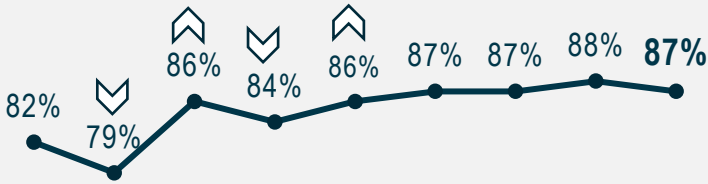
### June 2022 Results

Total satisfied  
**87%**

- 43% Very satisfied (9-10)
- 44% Satisfied (6-8)
- 7% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

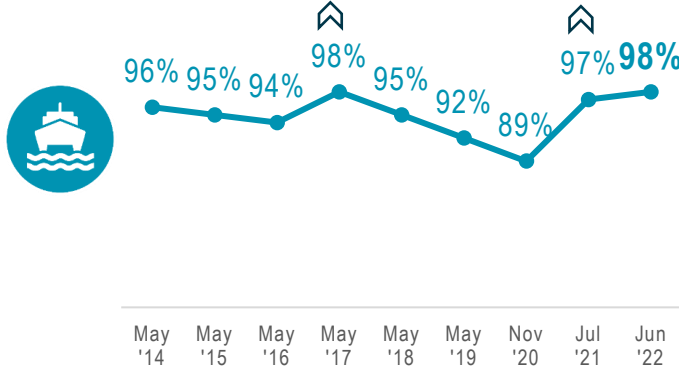
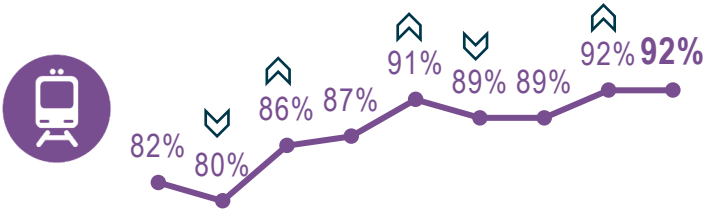
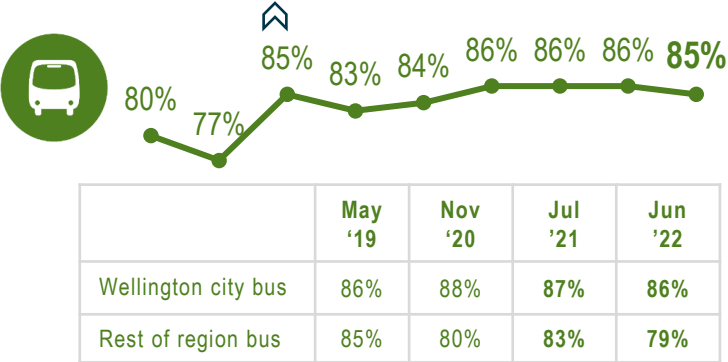
Base: n=2650 (All passengers who answered this question)

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



May '14 (n=4233) May '15 (n=4376) May '16 (n=2335) May '17 (n=3956) May '18 (n=3701) May '19 (n=3959) Nov '20 (n=3166) Jul '21 (n=3161) Jun '21 (n=2650)

### Satisfaction by Mode



Passengers most satisfied

- ✓ Infrequent PT users (95%)
- ✓ Train passengers (92%), especially Hutt Valley (93%) and Kapiti (92%) line users
- ✓ 45-59 year olds (92%)
- ✓ Males (90%)
- ✓ Travelling for work (90%)



Passengers most dissatisfied

- ✗ Travelling for shopping, services (13%)
- ✗ Tranzurban Metlink passengers (9%)
- ✗ Off-peak travellers (8%), especially weekend travellers (11%)
- ✗ Bus passengers (7%)

Arrows denote statistically significant change from previous year.

# Information Available at Stop/Station/Wharf

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

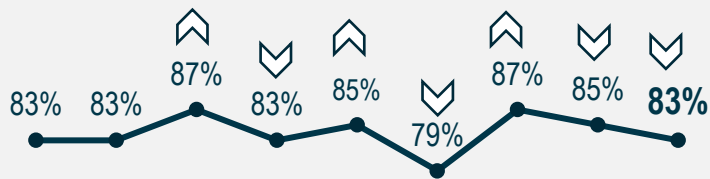
## June 2022 Results

Total satisfied  
**83%**

- 44% Very satisfied (9-10)
- 39% Satisfied (6-8)
- 8% Neither/nor (5)
- 7% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

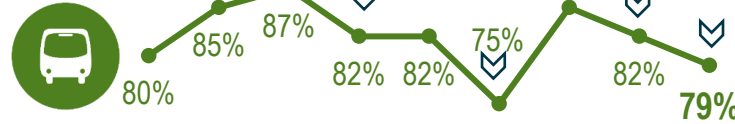
Base: n=2647 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

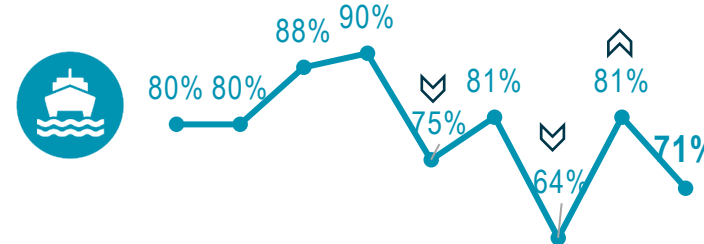
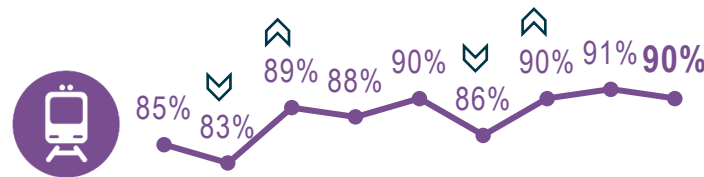


May '14 (n=4174) May '15 (n=4366) May '16 (n=2316) May '17 (n=3944) May '18 (n=3681) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3136) Jun '22 (n=2647)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	73%	84%	82%	79%
Rest of region bus	84%	88%	81%	80%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ Train passengers (90%), especially Kapiti line users (92%)
- ✓ Infrequent PT users (90%)



Passengers most dissatisfied

- ✗ Bus passengers (11%), especially Tranzurban Metlink (12%)
- ✗ Peak travellers (10%)

Arrows denote statistically significant change from previous year.

# Provision of Shelter from Weather

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

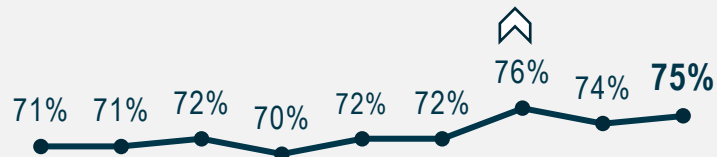
## June 2022 Results

Total satisfied  
**75%**

36%	Very satisfied (9-10)
39%	Satisfied (6-8)
9%	Neither/nor (5)
11%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

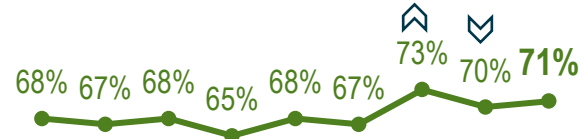
Base: n=2663 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

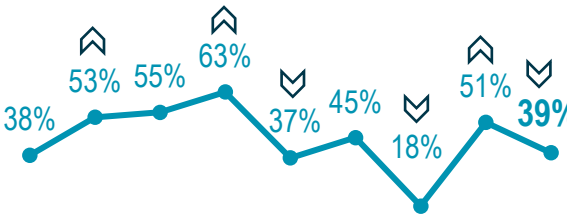
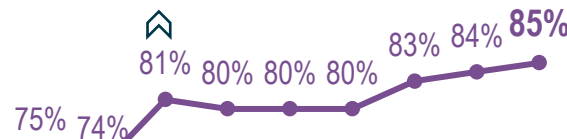


May '14 (n=4249) May '15 (n=4249) May '16 (n=2305) May '17 (n=3913) May '18 (n=3694) May '19 (n=3931) Nov '20 (n=3169) Jul '21 (n=3145) Jun '22 (n=2663)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	66%	74%	70%	71%
Rest of region bus	72%	71%	69%	69%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ Infrequent travellers (86%)
- ✓ Train passengers (85%), especially Lower Hutt (86%) and Kapiti (85%) line users
- ✓ Aged 65 years + (85%)/SuperGold card users (83%)



Passengers most dissatisfied

- ✗ Ferry passengers (54%)
- ✗ Bus passengers (19%), especially Tranzurban Metlink (22%)

Arrows denote statistically significant change from previous year.

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

Time Series Summary (Total satisfied %)

	Total Bus						Wellington City Bus						Rest of Region Bus					
	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22
<b>Stop/station/wharf overall</b>	89	89	*	93	93	91	89	89	92	94	93	92	89	88	*	89	91	88
Ease of getting on vehicle	92	91	*	95	95	93	92	90	95	95	95	94	91	93	*	93	94	92
Easy to get to	91	92	*	95	93	92	91	92	94	96	93	94	91	93	*	92	92	84
Personal safety	87	86	*	87	88	87	88	87	89	89	88	88	83	84	*	83	87	82
Condition	*	*	*	87	87	85	*	*	*	89	88	86	*	*	*	82	86	81
Cleanliness	84	86	*	86	86	85	85	86	88	88	87	86	81	85	*	80	83	79
Provision of information	79	75	*	85	82	79	79	73	78	84	82	79	80	84	*	88	81	80
Provision of shelter from weather	69	67	*	73	70	71	71	66	70	74	70	71	64	72	*	71	69	69
	Train						Ferry											
	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22						
<b>Stop/station/wharf overall</b>	96	94	96	95	95	96	*	94	*	84	95	92						
Ease of getting on vehicle	95	94	95	95	96	97	*	92	*	83	91	91						
Easy to get to	93	91	94	93	92	93	*	98	*	90	96	93						
Personal safety	93	91	94	92	93	93	*	94	*	85	95	88						
Condition	*	*	*	90	92	93	*	*	*	80	95	92						
Cleanliness	91	89	90	89	92	92	*	92	*	89	97	98						
Provision of information	88	86	89	90	91	90	*	81	*	64	81	71						
Provision of shelter from weather	81	80	84	83	84	85	*	45	*	18	51	39						



# Perceptions of Bus Stop By Boarding Location


	All Bus Passengers	Brooklyn	Courtenay Place	Karori	Lambton Quay	Melling
<b>Satisfaction with stop overall (%)</b>	<b>91%</b>	<b>91</b>	<b>87</b>	<b>100</b>	<b>92</b>	<b>93</b>
Ease of getting on vehicle (%)	<b>93</b>	90	94	96	95	97
Stop easy to get to (%)	<b>92</b>	91	94	100	96	90
Personal safety at stop (%)	<b>87</b>	94	84	96	91	97
Condition of stop (%)	<b>85</b>	87	81	98	87	83
Cleanliness of stop (%)	<b>85</b>	90	79	96	89	90
Information available at stop (%)	<b>79</b>	76	90	77	75	70
Providing shelter from weather (%)	<b>71</b>	71	93	80	61 	77
Suggestions for improvements to stop (top 3)		<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Ensure real time information boards are working/correct</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>More seats</li> <li>Cleaner stops, rubbish bins available etc.</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Ensure real time information boards are working/correct</li> <li>More real time information boards</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Ensure real time information boards are working/correct</li> <li>More seats</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>More information available/make information bigger, easier to read</li> <li>Parking – more, easier, better</li> </ol>
Sample size	N=1226	N=32	N=31	N=46	N=65	N=30

Table provides results for boarding stops/areas with sample size of n=30 +

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stops



# Perceptions of Bus Stop By Boarding Location

	All Bus Passengers	Newtown	Te Aro	Waikanae	Waterloo
<b>Satisfaction with stop overall (%)</b>	<b>91</b>	<b>88</b>	<b>90</b>	<b>96</b>	<b>96</b>
Ease of getting on vehicle (%)	<b>93</b>	91	94	96	97
Stop easy to get to (%)	<b>92</b>	94	90	94	96
Personal safety at stop (%)	<b>87</b>	79	72	96	93
Condition of stop (%)	<b>85</b>	76	75	92	90
Cleanliness of stop (%)	<b>85</b>	78	78	92	94
Information available at stop (%)	<b>79</b>	75	85	93	94
Providing shelter from weather (%)	<b>71</b>	63	56	75	91
Suggestions for improvements to stop (top 3)		<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Ensure real time information boards are working/correct</li> <li>More seats</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Cleaner stops, rubbish bins available etc.</li> <li>Bigger stops/more room/security cameras</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>More seats</li> <li>Better safety measures, no trip hazards</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Cleaner stops, rubbish bins available etc.</li> <li>Maintenance – fix leaks, footpaths, graffiti etc</li> </ol>
Sample size		N=85	N=31	N=46	N=67

Table provides results for boarding stops/areas with sample size of n=30 +

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stops



# Perceptions of Bus Stop By Boarding Location


	All Bus Passengers	Wellington Central	Wellington Station	Willis Street	Woburn
<b>Satisfaction with stop overall (%)</b>	<b>91</b>	<b>93</b>	<b>97</b>	<b>97</b>	<b>97</b>
Ease of getting on vehicle (%)	93	99	95	91	94
Stop easy to get to (%)	92	99	94	91	92
Personal safety at stop (%)	87	94	94	91	87
Condition of stop (%)	85	87	95	88	89
Cleanliness of stop (%)	85	89	90	85	90
Information available at stop (%)	79	87	94 	88	76
Providing shelter from weather (%)	71	76	85	81	81
Suggestions for improvements to stop (top 3)		<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>More seats</li> <li>More real time information boards</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Cleaner stops, rubbish bins available etc.</li> <li>More options for purchasing tickets/shorter queues</li> </ol>	<ol style="list-style-type: none"> <li>More seats</li> <li>Cleaner stops, rubbish bins available etc</li> <li>Better/more shelter from weather</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Maintenance – fix leaks, footpaths, graffiti etc</li> <li>More real time information boards</li> </ol>
Sample size		N=71	N=128	N=32	N=34

Table provides results for boarding stops/areas with sample size of n=30 +

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stops



# Perceptions of Train Station By Boarding Location

	All Train Passengers	Johnsonville	Khandallah	Paraparaumu	Petone
Satisfaction with station overall (%)	96	94	95	91	96
Ease of getting on vehicle (%)	97	96	97	99	90
Personal safety at station (%)	93	92	100	93	94
Station easy to get to (%)	93	91	100	88	84
Condition of station (%)	93	90	97	90	94
Cleanliness of station (%)	92	88	95	85	89
Information available (%)	90	91	90	89	79
Providing shelter from weather (%)	85	64	87	81	85
Suggestions for improvements to station (top 3)		<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Parking – more, easier, better</li> <li>Cleaner stations, rubbish bins available etc.</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>More real time information boards</li> <li>Bigger station/more room</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Cleaner stations, rubbish bins available etc.</li> <li>More seats</li> </ol>	<ol style="list-style-type: none"> <li>More real time information boards</li> <li>Better/more shelter from weather</li> <li>More information available/make information bigger, easier to read</li> </ol>
Sample size	N=1,604	N=67	N=39	N=67	N=48

Table provides results for boarding stations with sample size of n=30 +

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stations





# Perceptions of Train Station By Boarding Location

	All Train Passengers	Porirua	Silverstream	Trentham	Upper Hutt	Wellington Station
Satisfaction with station overall (%)	96	94	100	100	100	98
Ease of getting on vehicle (%)	97	98	100	100	97	98
Personal safety at station (%)	93	85	93	97	95	94
Station easy to get to (%)	93	85	97	97	93	94
Condition of station (%)	93	86	97	100	92	94
Cleanliness of station (%)	92	81	97	97	94	92
Information available (%)	90	91	87	91	85	94
Providing shelter from weather (%)	85	85	90	94	87	89
Suggestions for improvements to station (top 3)		<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Cleaner stations, rubbish bins available etc.</li> <li>More seats/provide waiting lounge/security cameras</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>Better air-conditioning/more heating</li> </ol>	<ol style="list-style-type: none"> <li>More information available/make information bigger, easier to read</li> <li>More information about delays, disruptions</li> <li>Parking – more, easier, better</li> </ol>	<ol style="list-style-type: none"> <li>shelter from weather</li> <li>Cleaner stations, rubbish bins available etc.</li> <li>Provide access to toilets</li> </ol>	<ol style="list-style-type: none"> <li>Better/more shelter from weather</li> <li>More seats</li> <li>Cleaner stations, rubbish bins available etc.</li> </ol>

Sample size

N=1604

N=83

N=30

N=33

N=61

N=558

Table provides results for boarding stations with sample size of n=30 +

Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stations



# Perceptions of Ferry Wharf By Boarding Location

Satisfaction with wharf overall (%)

All Ferry Passengers	Queen's Wharf	Days Bay
92	85	98

Cleanliness of wharf (%)

98	96	100
----	----	-----

Wharf easy to get to (%)

93	94	92
----	----	----

Condition of wharf (%)

92	90	96
----	----	----

Ease of getting on vehicle from wharf (%)

91	88	94
----	----	----

Personal safety at wharf (%)

88	80	96
----	----	----

Information available at wharf (%)

71	67	77
----	----	----

Providing shelter from weather (%)

39	26	55
----	----	----

Suggestions for improvements to wharf (top 3)

	<ol style="list-style-type: none"> <li>1. More/better shelter from weather</li> <li>2. More real time information boards</li> <li>3. More information available/make information bigger, easier to read</li> </ol>	<ol style="list-style-type: none"> <li>1. More/better shelter from weather</li> <li>2. Bigger wharf/more space</li> <li>3. More information available/make information bigger, easier to read</li> </ol>
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Sample size

N=131

N=50

N=66

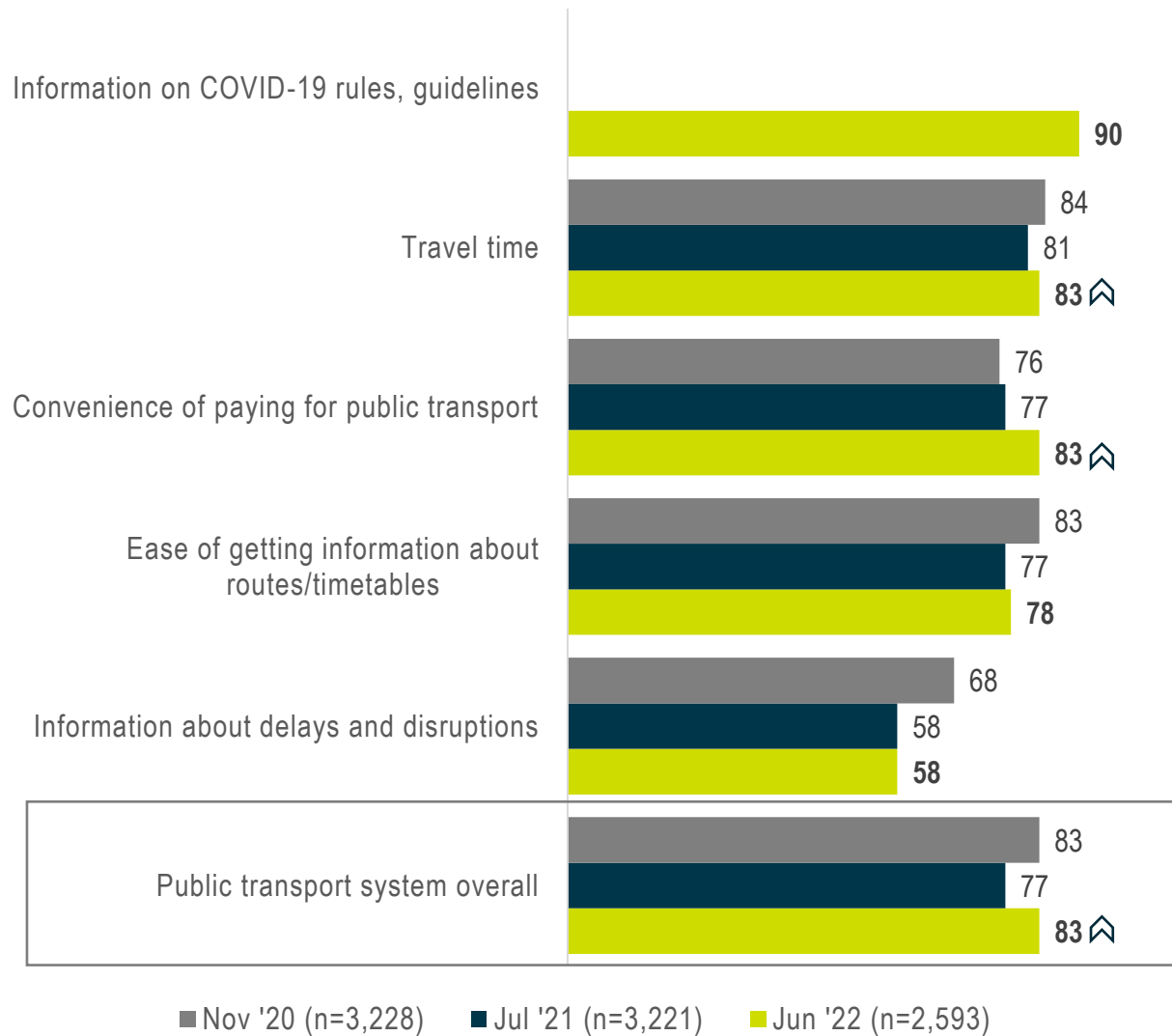
Note: Arrow denotes result that is (statistically) significantly higher or lower than for other wharf

# Passenger Perceptions of Wellington Region's Public Transport System



# Perceptions of Wellington's PT System

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



Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have improved significantly over the last 12 months, satisfaction with the public transport system overall up 6 percentage points to 83%. Perceptions have improved among both bus (up 6 percentage points) and train (up 7 percentage points) users; perceptions are stable for ferry users.

The most notable increase since July 2021 has been for satisfaction with the convenience of paying for public transport, this improvement most notable among train passengers (up 10 percentage points to 76%). However, satisfaction with information about delays and disruptions - the strongest driver of satisfaction with the public transport system - remains low at 58% (53% among Wellington city bus users).

The impact of half price fares on public transport use in Wellington has been positive, with 17% of respondents reporting being new (4%) or returning (13%) public transport users since cheaper fares were introduced, and 39% using public transport more often than they were prior to April 2022. Only 4% of passengers were not aware of half priced fares.

Four in five passengers (81%) agree that Wellington's public transport system is easy to use (up from 77% in July 2021), with a significant improvement among bus passengers in particular (up from 74% to 80%). The high frequency of services and extensive route coverage continue to be key contributors to ease of use. In contrast, this round has seen a further increase in the mention of a lack of reliability as the key reason for public transport in Wellington not being easy to use.

With the increase in satisfaction with the public transport service, willingness to recommend to others has also increased - up from 83% of all passengers in July 2021 to 86% in June 2022. The Net Promoter Score has increased from +14 to +18. Generally a value over 0 is considered good; a value over 50 is considered excellent.

# Overall 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?

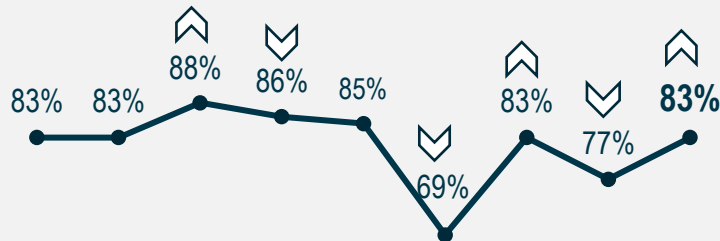
## June 2022 Results

Total satisfied  
**83%**

28%	Very satisfied (9-10)
55%	Satisfied (6-8)
8%	Neither/nor (5)
8%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

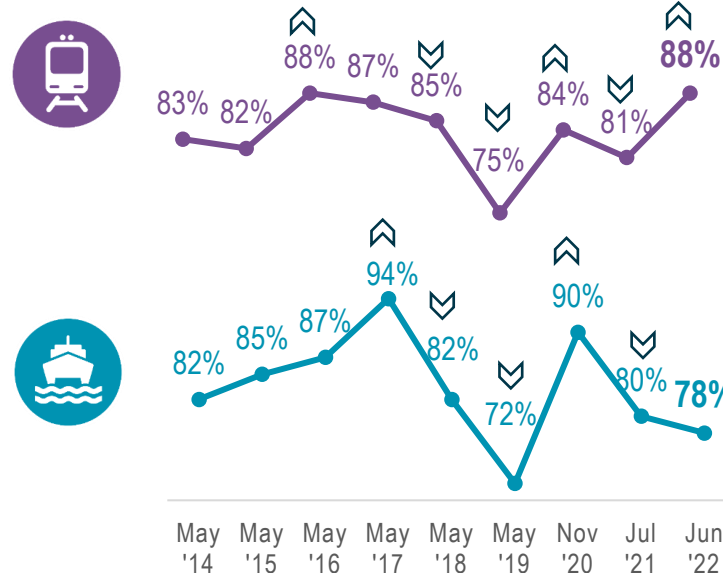
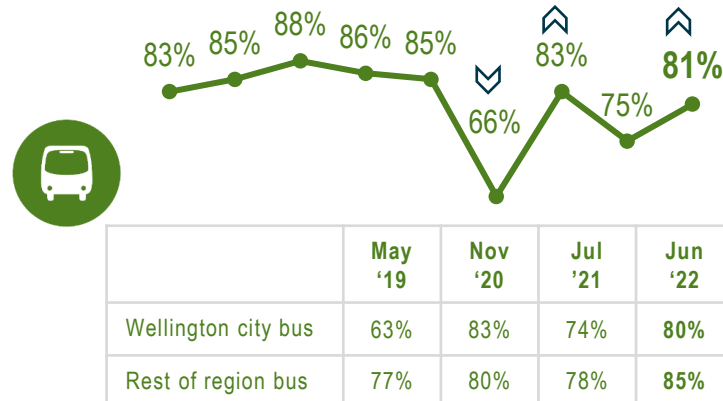
Base: n=2593 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '14 (n=4189) May '15 (n=4324) May '16 (n=2292) May '17 (n=3877) May '18 (n=3586) May '19 (n=3798) Nov '20 (n=3029) Jul '21 (n=3087) Jun '22 (n=2593)

## Satisfaction by Mode



Passengers most satisfied

- ✓ Aged 65 years + (91%)
- ✓ Infrequent PT users (91%)
- ✓ Train passengers (88%)
- ✓ Off-peak travellers (86%), especially interpeak travellers (88%)



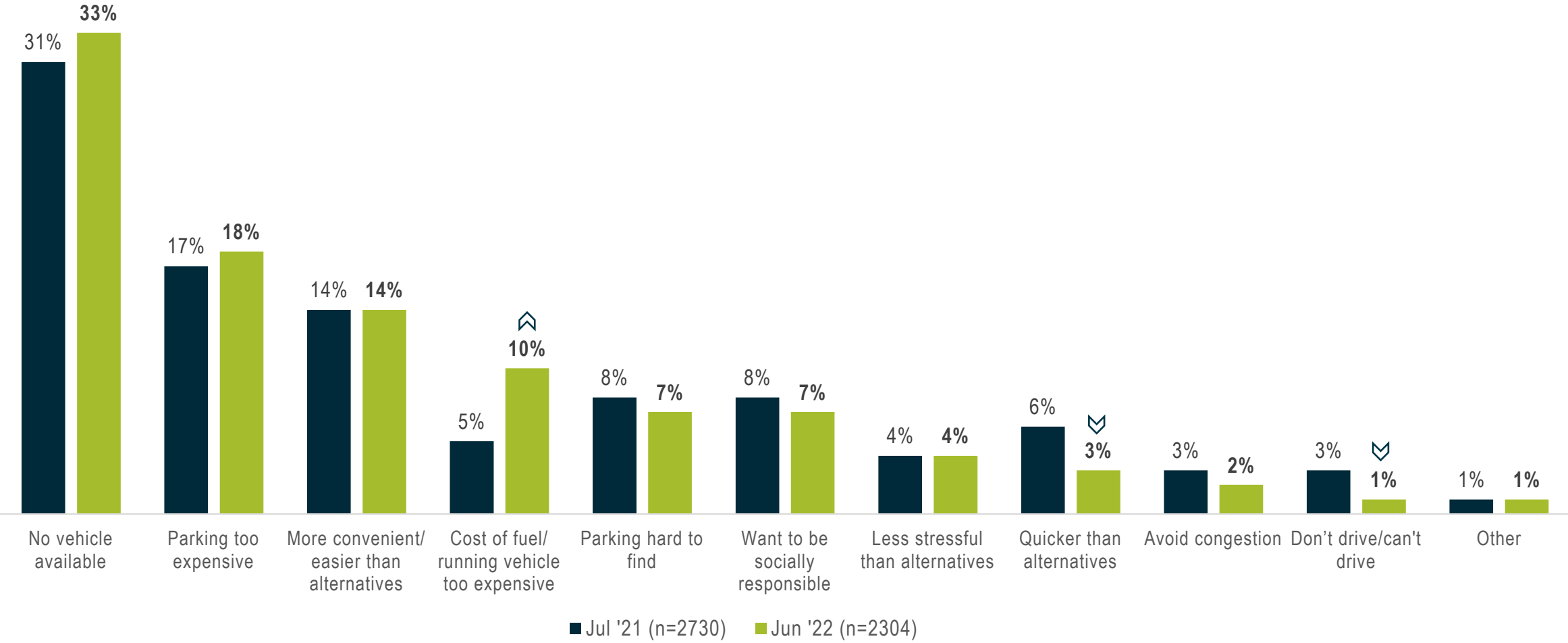
Passengers most dissatisfied

- ✗ Aged 18-24 years (13%)
- ✗ Bus passengers (11%)
- ✗ Morning peak passengers (11%)

Arrows denote statistically significant change from previous year.

# Main Reason for Using Public Transport

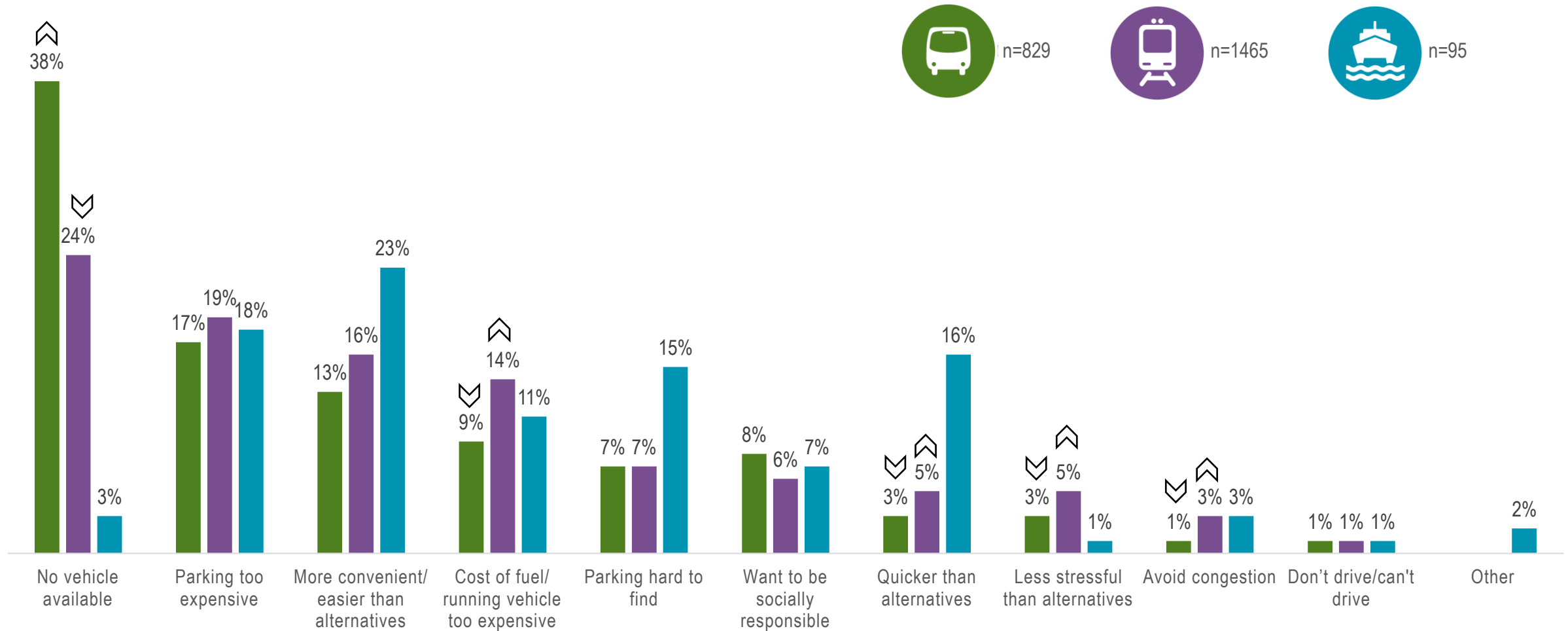
What is your one main reason for using public transport?



Arrows denote statistically significant change from previous year.

# Main Reason for Using Public Transport

What is your one main reason for using public transport?



Arrows denote result statistically significantly higher/lower than for other modes

# Main Reason for Using Public Transport

*What is your one main reason for using public transport?*

Main reason	% of total	Passenger Profile
No vehicle available	33%	<ul style="list-style-type: none"> <li>✓ Travelling for school (63%), visiting friends/relatives (45%) or sports/recreation (45%)</li> <li>✓ Using PT every day (52%)</li> <li>✓ Aged younger than 25 years (52%)</li> <li>✓ Off-peak travellers (39%)</li> <li>✓ Bus passengers (38%), especially Tranzurban Metlink (41%)</li> <li>✓ Outbound travellers (36%)</li> </ul>
Parking too expensive	18%	<ul style="list-style-type: none"> <li>✓ Aged 35-44 years (23%)</li> <li>✓ Travelling for work (22%)</li> <li>✓ Using PT every week day (21%)</li> <li>✓ Females (20%)</li> <li>✓ Weekday travellers (19%)</li> </ul>
More convenient/easier than alternatives	14%	<ul style="list-style-type: none"> <li>✓ Aged 60 years + (20%)</li> <li>✓ Males (18%)</li> </ul>

Main reason	% of total	Passenger Profile
Cost of fuel/running vehicle too expensive	10%	✓ Train passengers (14%)
Cost of fuel/running vehicle too expensive	10%	✓ Train passengers (14%)
Want to be socially responsible	7%	<ul style="list-style-type: none"> <li>✓ Aged 65 years + (13%)</li> <li>✓ Travelling for work (8%)</li> </ul>
Parking hard to find	7%	<i>(No significant differences by sub-group)</i>
Less stressful than alternatives	4%	<ul style="list-style-type: none"> <li>✓ Infrequent PT user (9%)</li> <li>✓ Aged 65 years + (8%)</li> <li>✓ Train passengers (5%)</li> </ul>
Quicker than alternatives	3%	✓ Train passengers (5%)
Avoid congestion	2%	✓ Train passengers (3%)
Don't drive/can't drive	1%	<i>(No significant differences by sub-group)</i>



# 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?

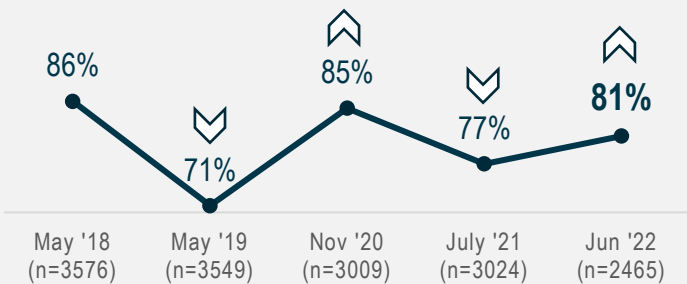
## June 2022 Results

Total agree  
**81%**

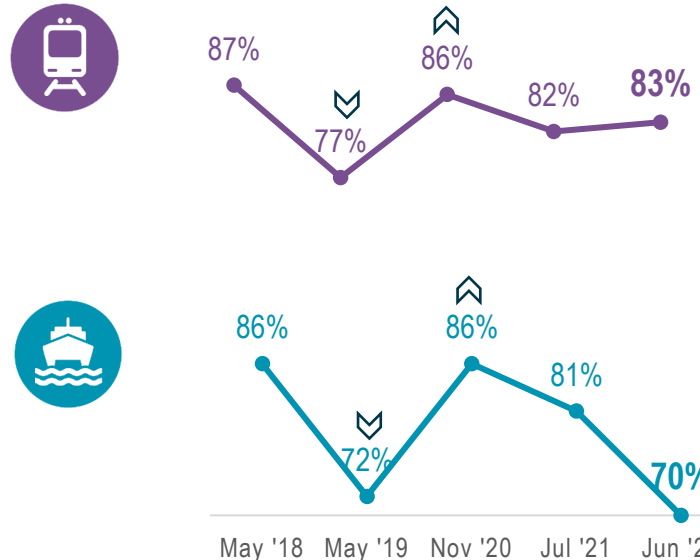
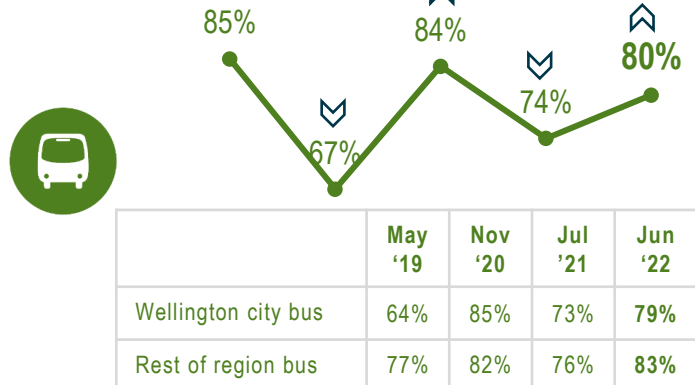
- 25% Strongly agree (9-10)
- 55% Agree (6-8)
- 11% Neither/nor (5)
- 8% Disagree (2-4)
- 1% Strongly disagree (0-1)

Base: n=2465 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

✓ (No significant differences by subgroup)



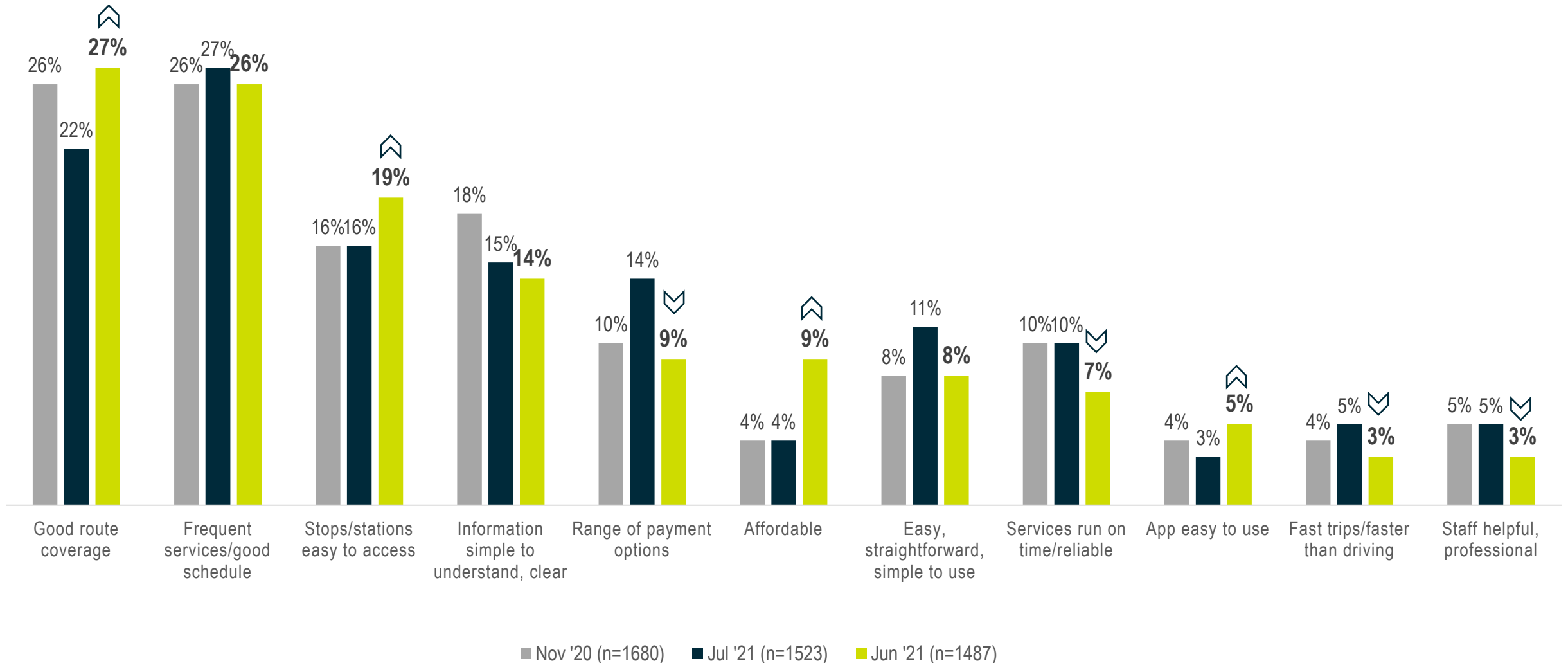
Passengers most dissatisfied

- ✗ Inbound travellers (11%)
- ✗ Bus passengers (10%) especially Tranzurban Metlink (13%)
- ✗ Peak travellers (10%)

Arrows denote statistically significant change from previous year.

# Why Easy to Use Public Transport Services

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



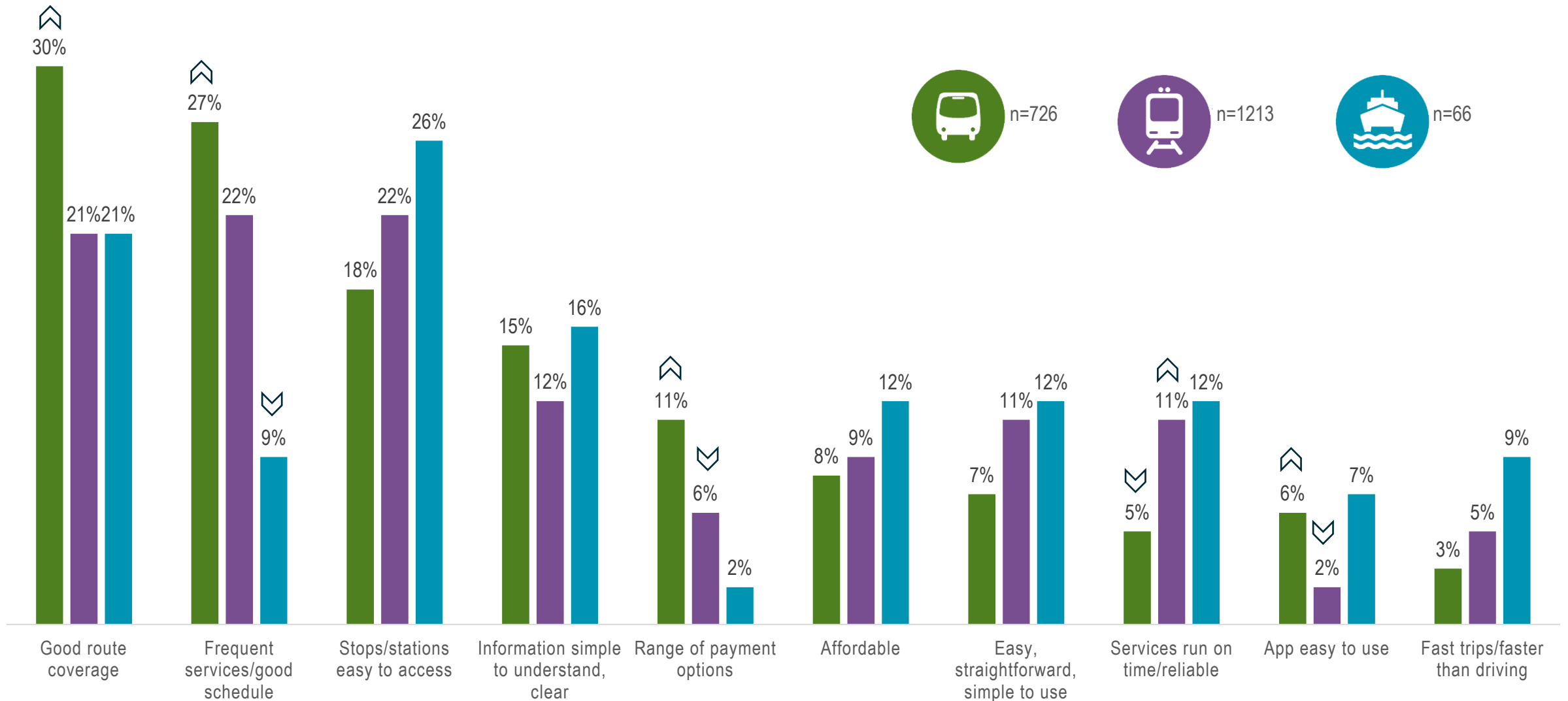
Base: Respondents who said it was easy to use public transport services and who gave a reason

Note: Graph lists reasons mentioned by 3% or more of respondents. A full list of responses is provided in the Appendix

Arrows denote statistically significant change from previous year. 50

# Why Easy to Use Public Transport Services

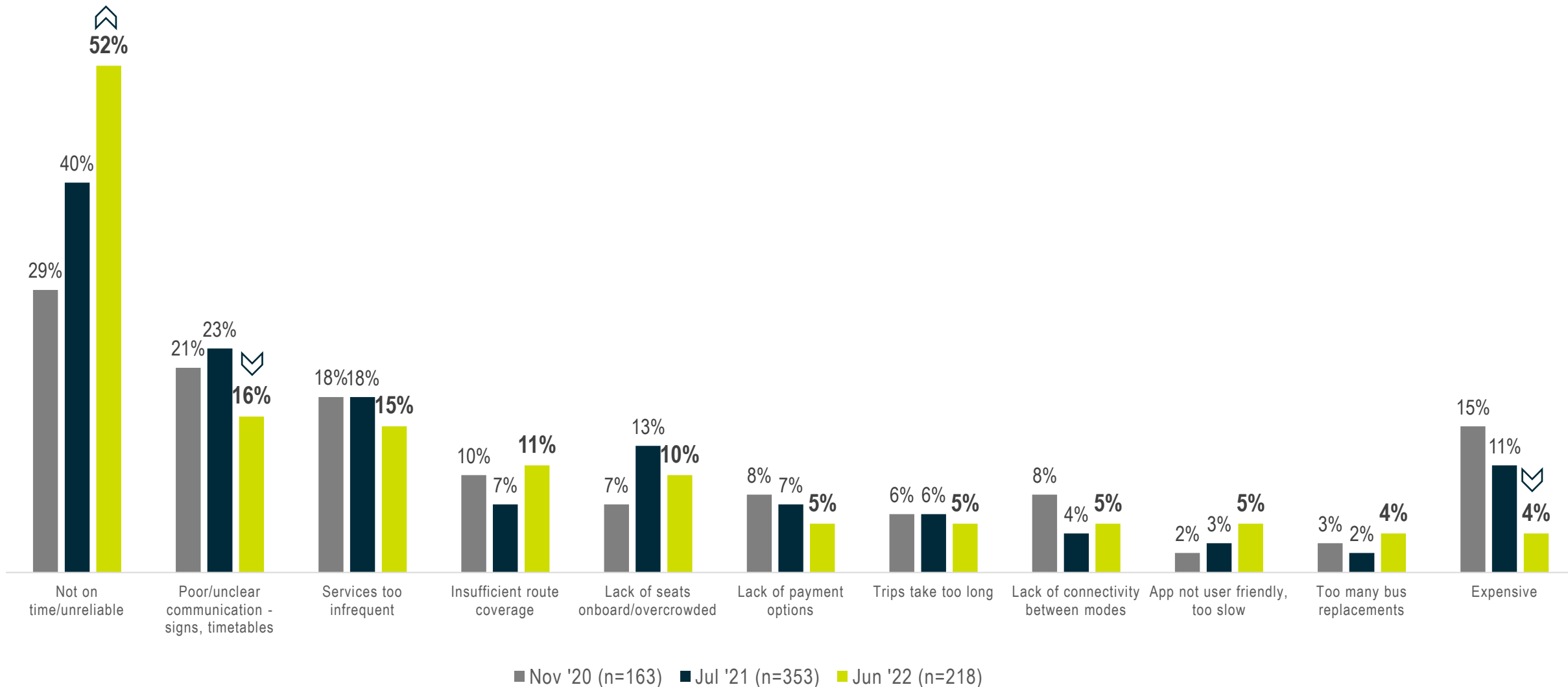
Results by Mode



Arrows denote result statistically significantly higher/lower than for other modes

# Why Not Easy to Use Public Transport Services

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



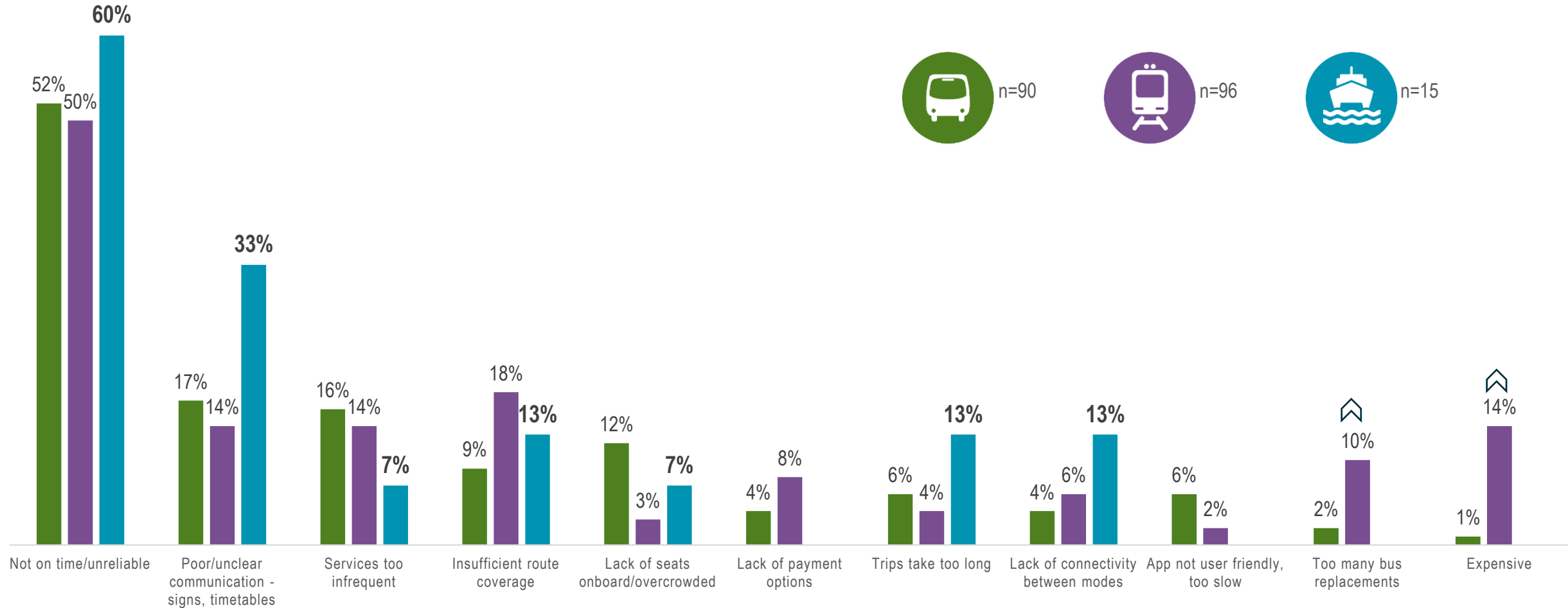
Base: Respondents who said it was not easy to use public transport services and who gave a reason

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

Arrows denote statistically significant change from previous year. 52

# Why Not Easy to Use Public Transport Services

Results by Mode



Note: Sample size for ferry is small; these results should be considered indicative only

Arrows denote result statistically significantly higher/lower than for other modes 53

# Impact of Half-Price Fares on Public Transport Use

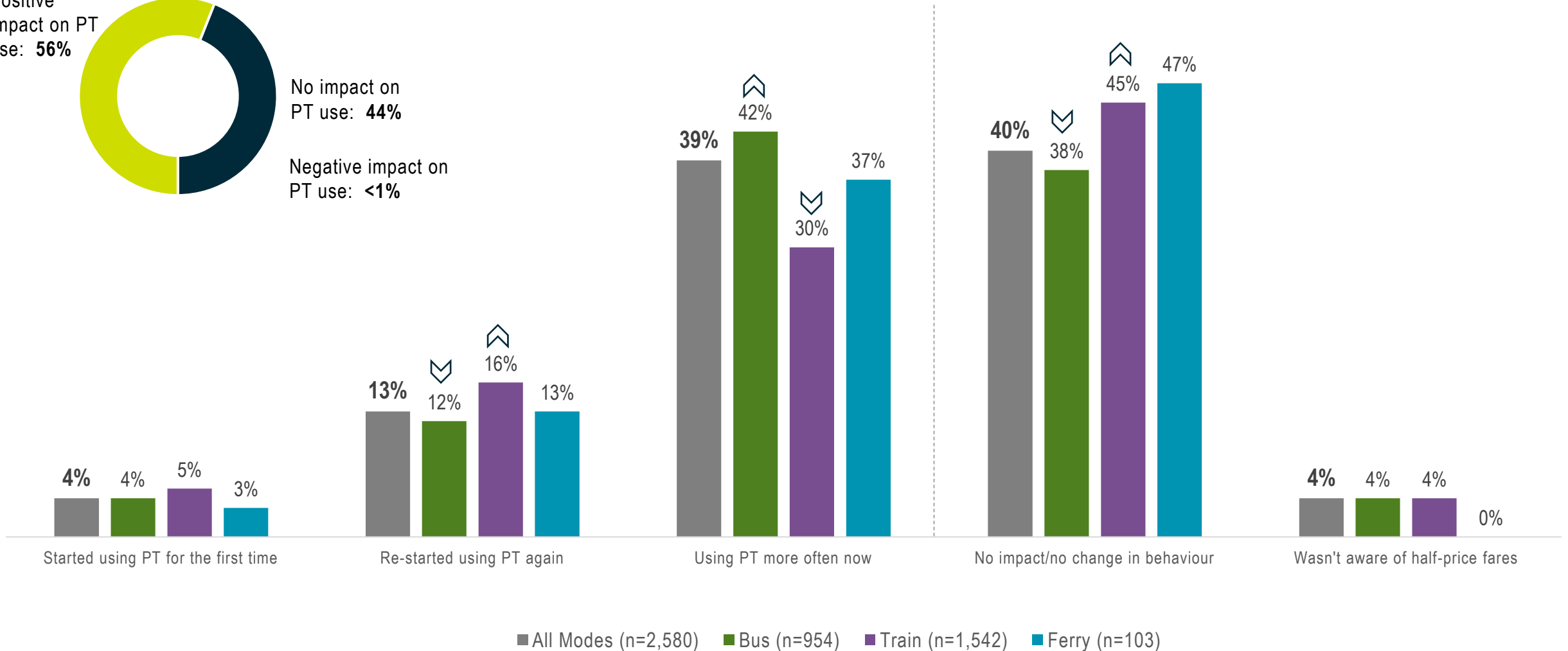
*What impact has the introduction of half-price fares has on your public transport use?*

Positive impact on PT use: **56%**



No impact on PT use: **44%**

Negative impact on PT use: **<1%**



*Arrows denote mode statistically significant from total.*

# Impact of Half-Price Fares on Public Transport Use

*What impact has the introduction of half-price fares has on your public transport use?*

Positive Impact	% of total	Significantly more likely to be ...
Started using public transport for the first time	4%	<ul style="list-style-type: none"> <li>Those paying with cash (13%)</li> <li>Travelling for a personal appointment (11%)</li> <li>Using public transport once a week or less often (9%)</li> <li>Aged 35-44 years (7%)</li> </ul>
Re-started using public transport again	13%	<ul style="list-style-type: none"> <li>Those paying with cash (27%)</li> <li>Aged 45-59 years (17%)</li> <li>Using public transport three or four times a week (17%)</li> <li>Train passengers (16%)</li> <li>Females (15%)</li> <li>Travelling for work (15%)</li> </ul>
Using public transport more often	39%	<ul style="list-style-type: none"> <li>Travelling for tertiary study (52%)</li> <li>Aged 18-24 years (48%) or 25-34 years (40%)</li> <li>Using public transport every day (48%)</li> <li>Bus passengers (42%)</li> <li>Snapper card holders (42%)</li> <li>Females (41%)</li> </ul>

No Impact	% of total	Significantly more likely to be ...
No impact/no change in travel behaviour	40%	<ul style="list-style-type: none"> <li>Aged 60 years + (64%)</li> <li>SuperGold card users (61%)</li> <li>Those travelling on monthly passes (55%)</li> <li>Males (48%)</li> <li>Using public transport every weekday (46%)</li> <li>Train passengers (45%)</li> </ul>
Wasn't aware that fares are half price	4%	<ul style="list-style-type: none"> <li>Aged 15-17 years (13%)</li> <li>Travelling for school (13%)</li> <li>Those paying with cash (11%)</li> <li>Using public transport less often than once a week (8%)</li> </ul>
Negative Impact	% of total	Significantly more likely to be ...
Using public transport less	<1%	

# Likelihood of Recommending Public Transport

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

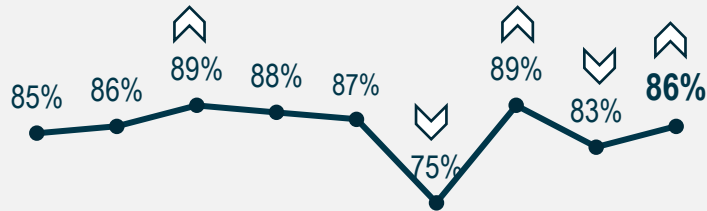
## June 2022 Results

Total likely  
**86%**

- 40% Very likely (9-10)
- 46% Likely (6-8)
- 6% Neither/nor (5)
- 6% Unlikely (2-4)
- 2% Very unlikely (0-1)

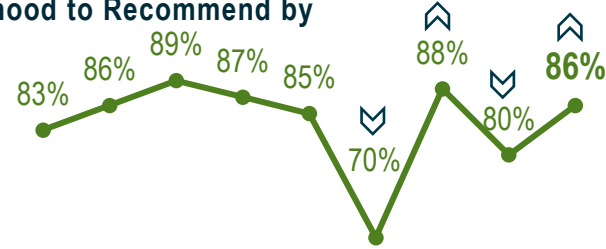
Base: n=2513 (All passengers who answered this question)

## Likelihood to Recommend Over Time (All modes, weighted)

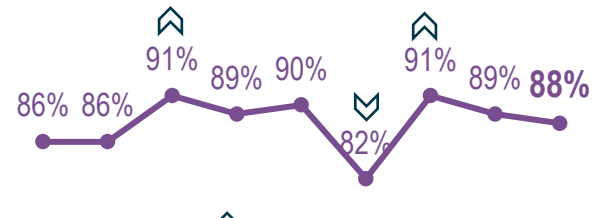


May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099) Jun '22 (n=2513)

## Likelihood to Recommend by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	68%	89%	80%	86%
Rest of region bus	80%	84%	80%	84%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most likely to recommend

- ✓ SuperGold card users (94%)/those aged 65 years + (94%)
- ✓ Off-peak travellers (89%), especially interpeak passengers (90%)
- ✓ NZ Bus Metlink passengers (89%)



Passengers less likely to recommend

- ✗ Peak travellers (10%), especially morning peak (11%)
- ✗ Bus passengers (9%), especially Tranzurban Metlink passengers (10%)

Arrows denote statistically significant change from previous year.



# Net Promoter Score\*

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

## June 2022 Results

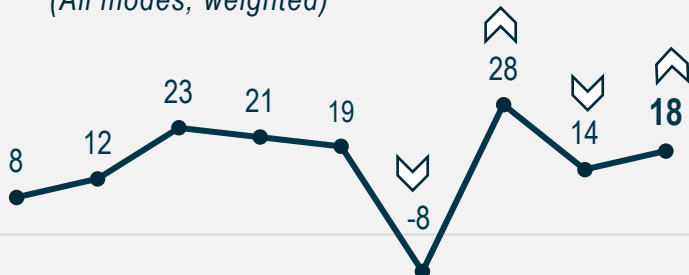
**NPS**  
**18**

- 40% Promoters (9-10)
- 38% Passives (7-8)
- 22% Detractors (0-6)

Base: n=2513 (All passengers who answered this question)

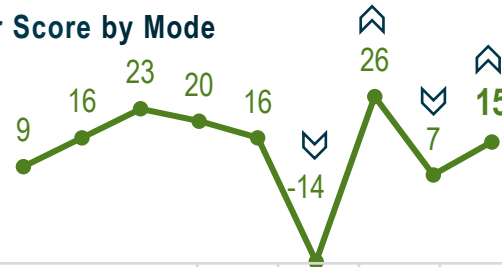
\* Net Promoter Score (NPS) is a measure of customer loyalty, that is, the likelihood that customers will recommend the service to others. Customers are classified into one of three categories – Promoters (rating 9-10), Passives (rating 7-8) and Detractors (rating 0-6). The NPS is calculated by deducting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

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

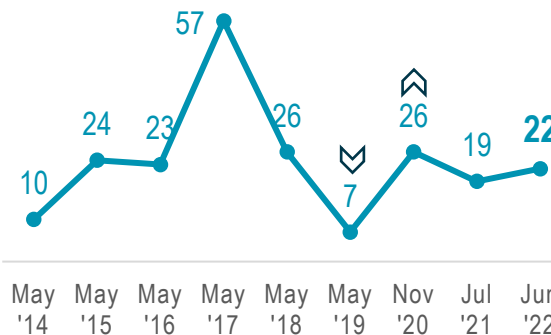
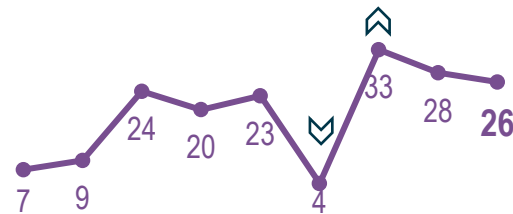


May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099) Jun '22 (n=2513)

## Net Promoter Score by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	-20	+28	+6	+13
Rest of region bus	6	+18	+9	+24



## Highest NPS scores

- ✓ SuperGold card users (52)
- ✓ Travelling for shopping, services (38) or personal appointment (30)
- ✓ Aged 45 years + (33), especially aged 65 years + (53)
- ✓ Infrequent PT user (32)
- ✓ Those paying with cash (27)
- ✓ Off-peak travellers (27), especially interpeak travellers (31)
- ✓ Train passengers (26), especially Kapiti (35) and Johnsonville (27) line users



## Lowest NPS scores

- ✗ Peak travellers (13)
- ✗ Use PT every weekday (12)
- ✗ Tranzurban Metlink passengers (10)
- ✗ Aged 18-24 years (5) or 25-34 years (10)
- ✗ Travelling for tertiary study (2)

Arrows denote statistically significant change from previous year.

# Satisfaction with Information about COVID-19 Rules, Guidelines

How satisfied are you with information about COVID-19 rules and guidelines on public transport?

## June 2022 Results

**Total satisfied**  
**90%**

- 46% Very satisfied (9-10)
- 44% Satisfied (6-8)
- 5% Neither/nor (5)
- 4% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2593 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

Note that this question was asked for the first time in June '22 so no comparative results are available

## Satisfaction by Mode



90%

	Jun '22
Wellington city bus	90%
Rest of region bus	89%



90%



91%

Jun '22



Passengers most satisfied

- ✓ Females (92%)
- ✓ Inbound travellers (92%)



Passengers most dissatisfied

- ✗ Gender diverse (13%)

# 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)?

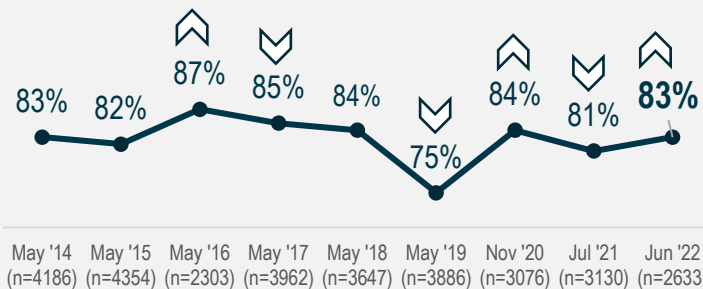
## June 2022 Results

Total satisfied  
**83%**

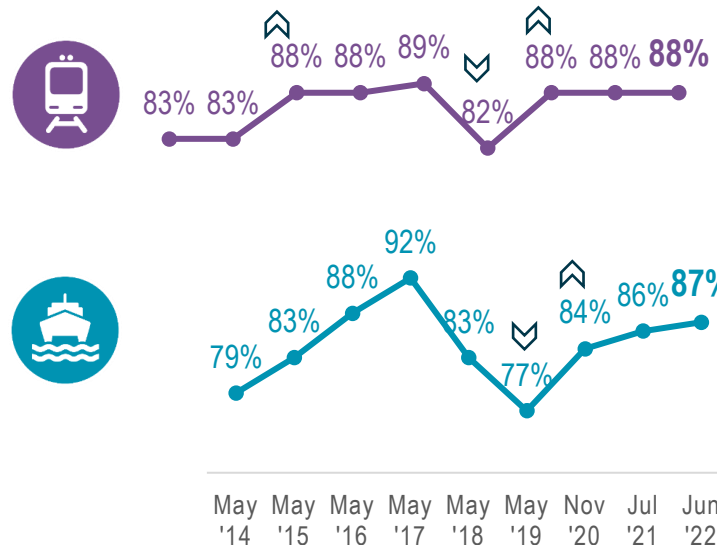
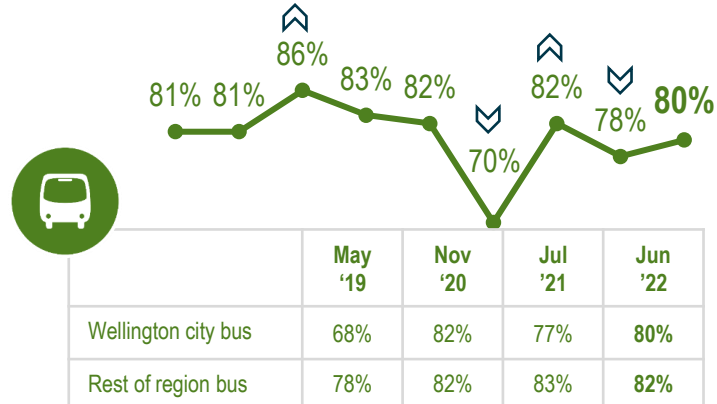
34%	Very satisfied (9-10)
49%	Satisfied (6-8)
7%	Neither/nor (5)
8%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2633 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Those aged 65 years + (93%)/SuperGold card users (91%)
- ✓ Infrequently PT users (91%)
- ✓ Train passengers (88%), especially Kapiti line users (89%)
- ✓ Off-peak travellers (87%), especially interpeak travellers (88%)



Passengers most dissatisfied

- ✗ Bus passengers (11%)
- ✗ Those travelling for work (11%)
- ✗ Peak travellers (11%), especially morning peak travellers (12%)

Arrows denote statistically significant change from previous year.

# 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?

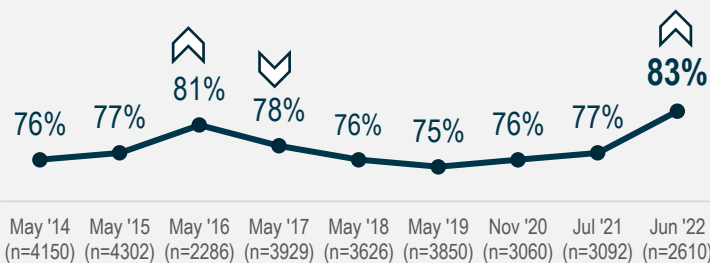
## June 2022 Results

Total satisfied  
**83%**

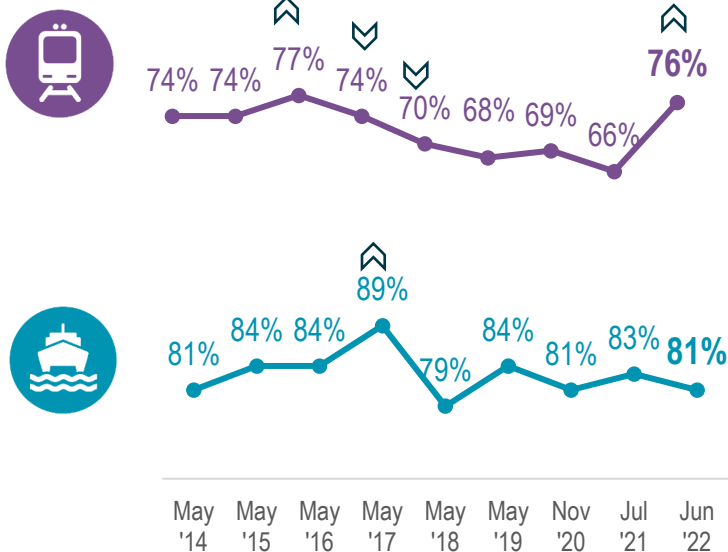
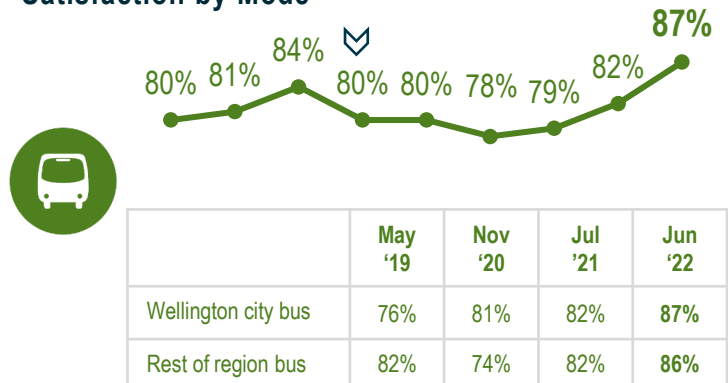
44%	Very satisfied (9-10)
39%	Satisfied (6-8)
7%	Neither/nor (5)
8%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2610 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ SuperGold card users (92%), those aged 65 years + (91%)
- ✓ Travelling for shopping/services (92%)
- ✓ Those paying with a Snapper card (88%)
- ✓ Bus passengers (87%)
- ✓ Off-peak travellers (86%), especially interpeak travellers (87%)
- ✓ Inbound passengers (85%)



Passengers most dissatisfied

- ✗ Those using ten-trip tickets (19%)
- ✗ Train passengers (15%), especially Melling (23%) and Kapiti (17%) line users
- ✗ Those aged 18-24 years (15%)

Arrows denote statistically significant change from previous year.

# 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?

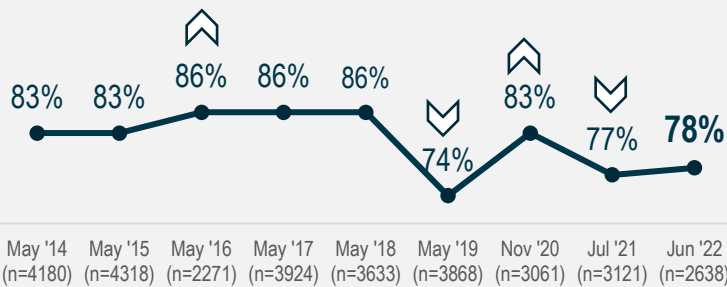
## June 2022 Results

Total satisfied  
**78%**

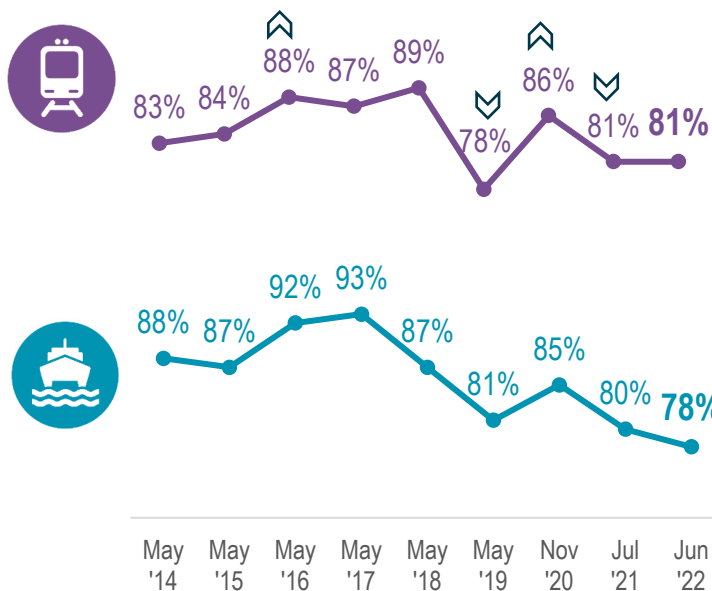
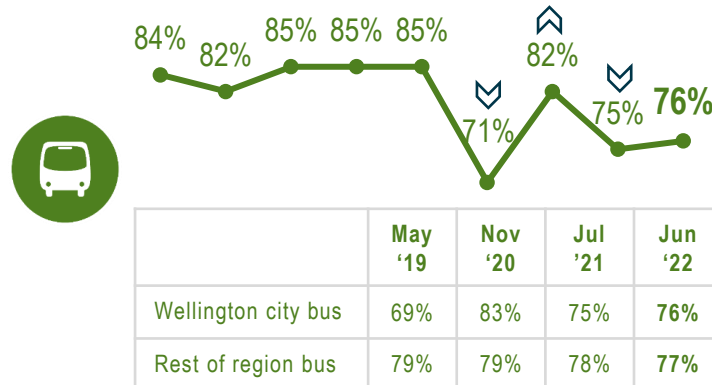
- 29% Very satisfied (9-10)
- 49% Satisfied (6-8)
- 8% Neither/nor (5)
- 12% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

Base: n=2638 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Infrequent PT users (90%)
- ✓ SuperGold card users (85%)
- ✓ Those 45-59 years (83%)
- ✓ Interpeak travellers (82%)
- ✓ Train passengers (81%)
- ✓ Males (81%)



Passengers most dissatisfied

- ✗ Gender diverse (37%)
- ✗ Tranzurban Metlink passengers (18%)
- ✗ Passengers with a disability (17%)

Arrows denote statistically significant change from previous year.

# 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?

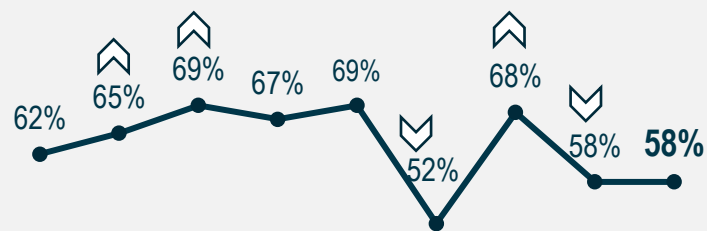
## June 2022 Results

Total satisfied  
**58%**

- 16% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 13% Neither/nor (5)
- 23% Dissatisfied (2-4)
- 6% Very dissatisfied (0-1)

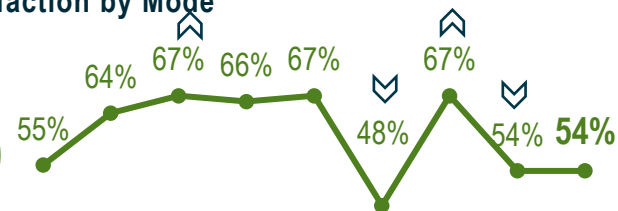
Base: n=2613 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

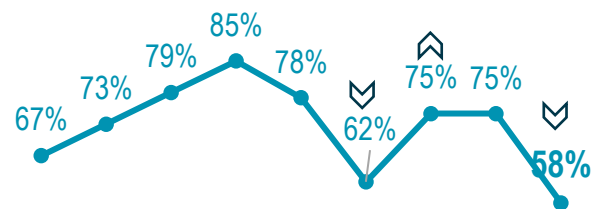
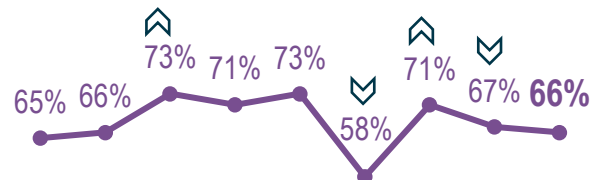


May '14 (n=4083) May '15 (n=4254) May '16 (n=2218) May '17 (n=3844) May '18 (n=3581) May '19 (n=3848) Nov '20 (n=3022) Jul '21 (n=3080) Jun '22 (n=2613)

## Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22
Wellington city bus	46%	68%	53%	53%
Rest of region bus	58%	64%	56%	60%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22



Passengers most satisfied

- ✓ Infrequent PT users (76%)
- ✓ Train passengers (66%), especially Johnsonville (69%) and Kapiti (68%) line users
- ✓ Those aged 45-59 years (65%)
- ✓ Off-peak travellers (62%), especially interpeak travellers (65%)



Passengers most dissatisfied

- ✗ Those aged 18-24 years (38%)
- ✗ Those using PT every weekday (34%)
- ✗ Afternoon peak travellers (34%)
- ✗ Bus passengers (33%), especially Tranzurban Metlink passengers (35%)

Arrows denote statistically significant change from previous year.

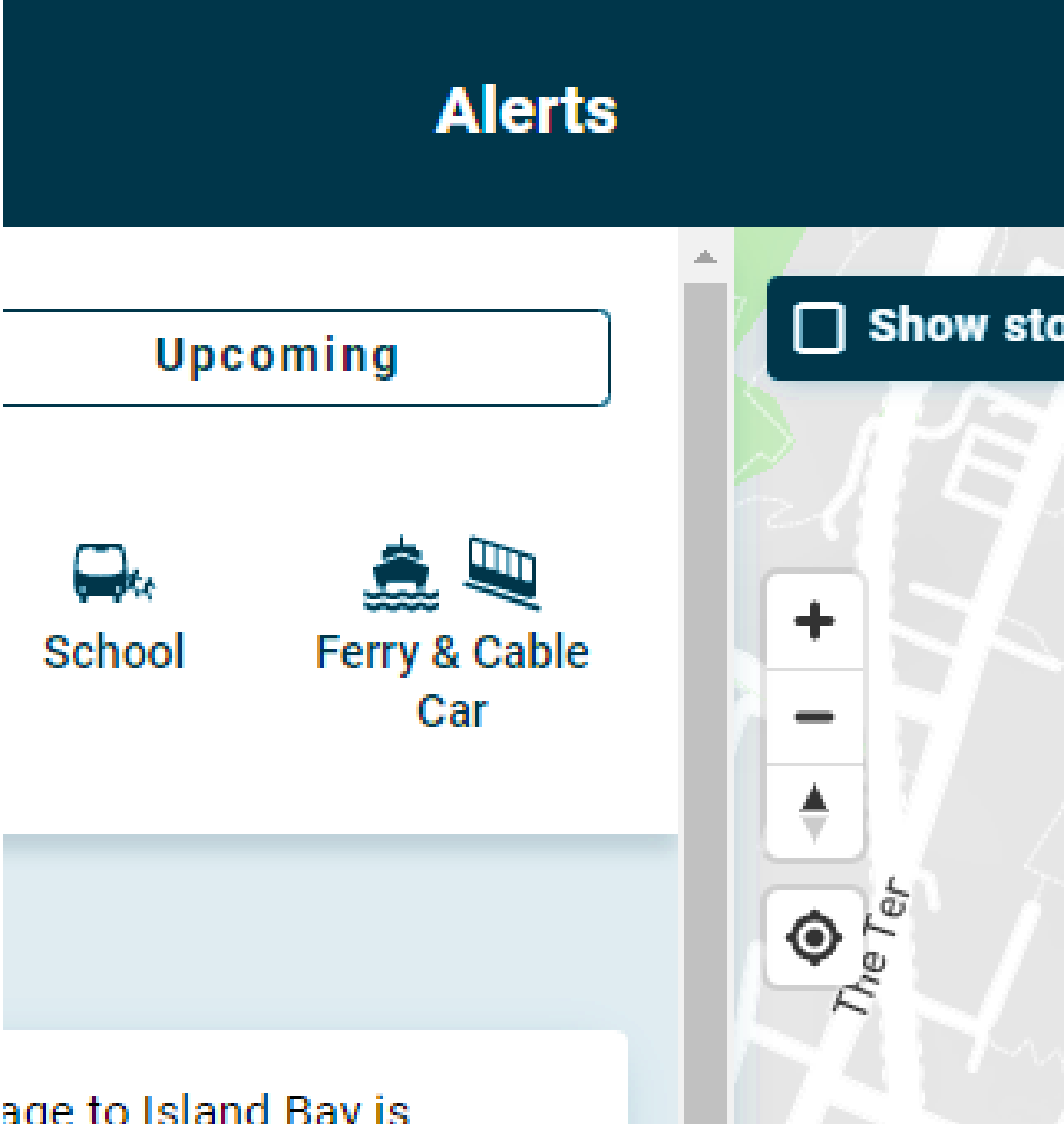
# Perceptions Of Public Transport System Overall Over Time By Mode

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

	Total Bus						Wellington City Bus						Rest of Region Bus					
	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022
<b>Public transport system overall</b>	65	66	*	83	75	81	61	63	70	83	74	80	78	77	*	80	78	85
Information about COVID-19 rules	*	*	*	*	*	90	*	*	*	*	*	90	*	*	*	*	*	89
Travel time	65	70	*	82	78	80	61	68	74	82	77	80	79	78	*	82	83	82
Convenience of paying	77	78	*	79	82	87	76	76	78	81	82	87	80	82	*	74	82	86
Ease of getting information	65	71	*	82	75	76	63	69	73	83	75	76	72	79	*	79	78	77
Info about delays, disruptions	49	48	*	67	54	54	46	46	54	68	53	53	56	58	*	64	56	60
<b>Net Promoter Score</b>	-16	-14	*	+26	+7	+15	-22	-20	-6	+28	+6	+13	+4	+6	*	+18	+9	+24

	Train						Ferry					
	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022
<b>Public transport system overall</b>	83	75	79	84	81	88	*	72	*	90	80	78
Information about COVID rules	*	*	*	*	*	90	*	*	*	*	*	91
Travel time	85	82	85	88	88	88	*	77	*	84	86	87
Convenience of paying	72	68	70	69	66	76	*	84	*	81	83	81
Ease of getting information	81	78	81	86	81	81	*	81	*	85	80	78
Info about delays, disruptions	68	58	63	71	67	66	*	62	*	75	75	58
<b>Net Promoter Score</b>	+17	+4	14	+33	+28	+26	*	+7	*	+26	+19	+22

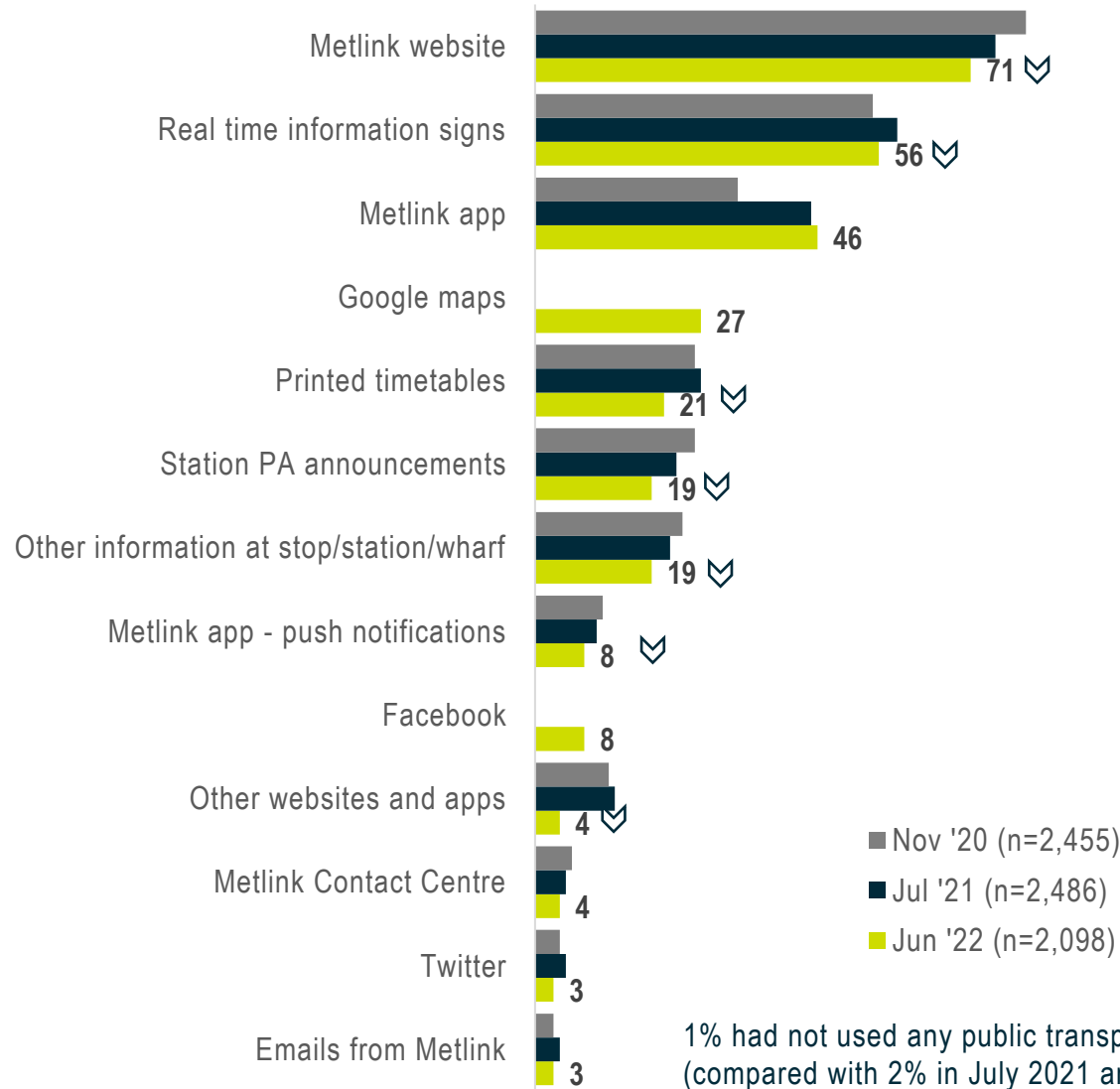
# Passenger Perspectives on Public Transport Information





# Use of Public Transport Information

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



Whilst the Metlink website continues to be the most frequently used source of public transport information (71%, including 80% of train passengers), its use has continued to decline (down from 80% in November 2020 and 75% in July 2021). Significant declines in use over the last 12 months are also evident for real time information signs, printed timetables, station PA announcements and other information at the stop/station/wharf.

For the first time this round, use of Google Maps as a source of information about public transport services was sought. Over a quarter of passengers (27%) reported having used Google Maps in the last three months, use of this source particularly high among NZ Bus Metlink passengers (33%). In contrast, use of Facebook (also measured for the first time this round) is low (8%).

1% had not used any public transport information in the last three months (compared with 2% in July 2021 and 3% in November 2020)

# Satisfaction with PT Information Currently Available

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

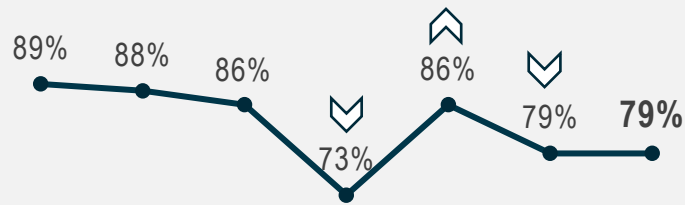
## June 2022 Results

Total satisfied  
**79%**

- 22% Very satisfied (9-10)
- 57% Satisfied (6-8)
- 10% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

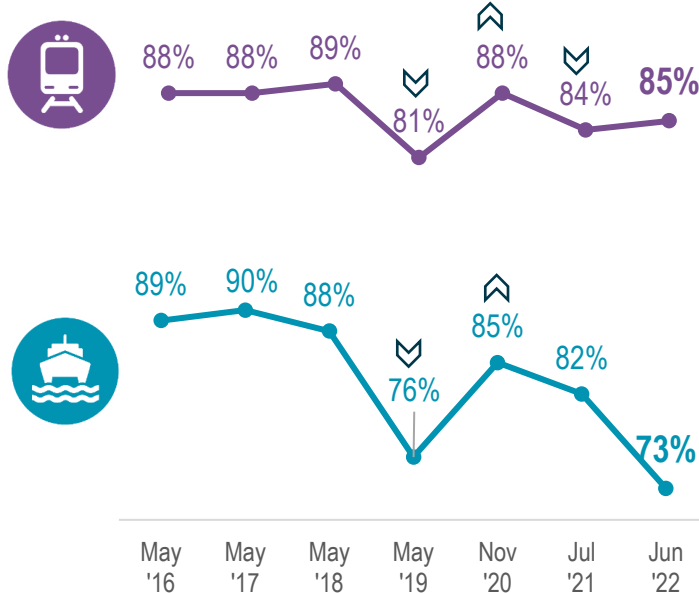
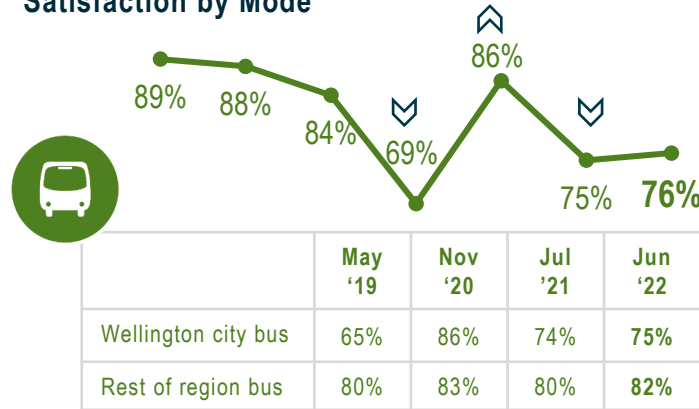
Base: n=2147 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



May '16 (n=2259) May '17 (n=3307) May '18 (n=3183) May '19 (n=3420) Nov '20 (n=2609) Jul '21 (n=2573) Jun '22 (n=2147)

## Satisfaction by Mode



Passengers most satisfied

- ✓ Infrequent PT users (89%)
- ✓ Train passengers (85%)
- ✓ Off-peak travellers (83%), especially interpeak (16%)

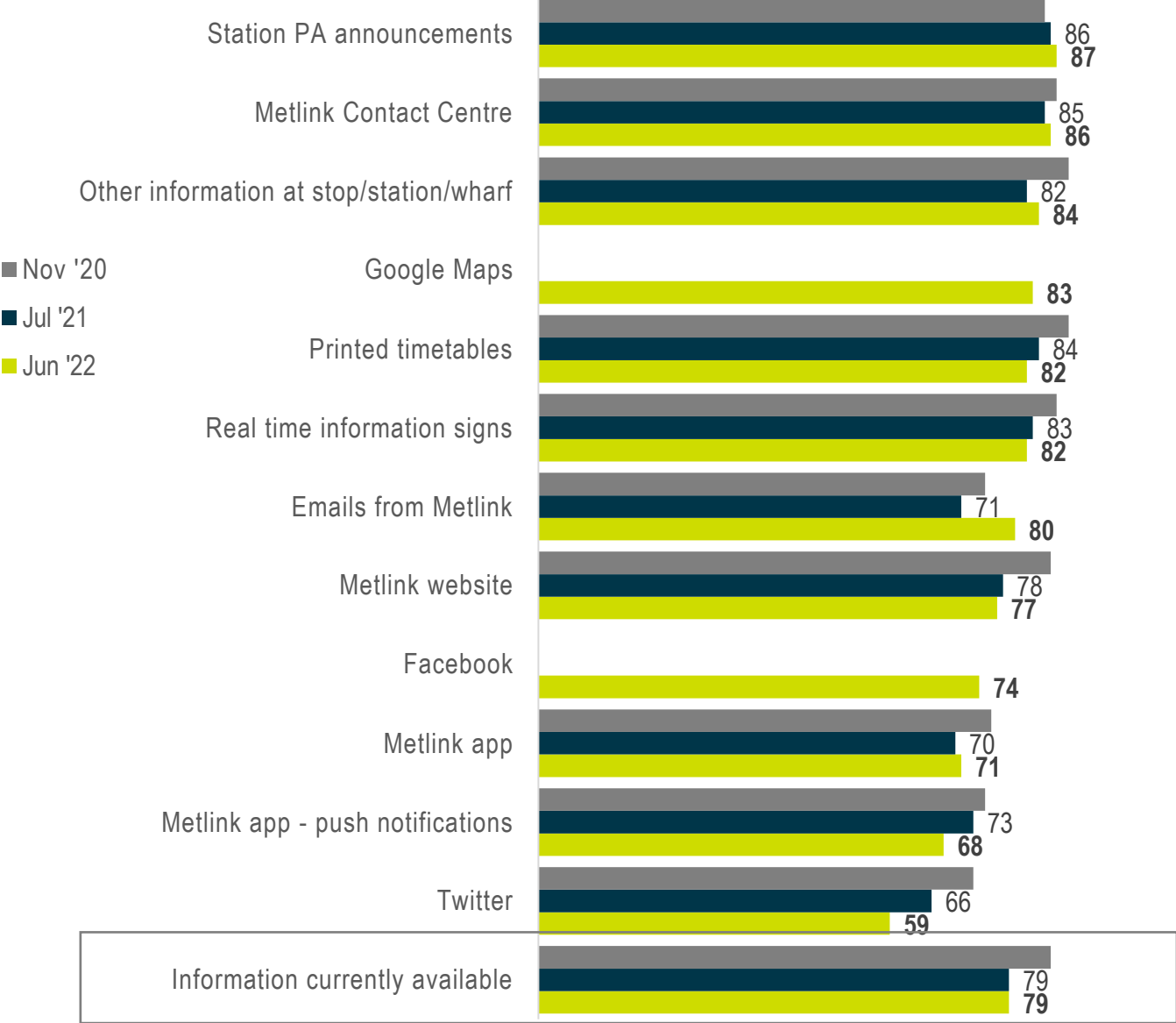


Passengers most dissatisfied

- ✗ Bus passengers (13%)
- ✗ Peak travellers (12%)

Arrows denote statistically significant change from previous year.

# Satisfaction with Sources of Public Transport Information



Satisfaction with the public transport information currently available has remained stable over the last 12 months – on 79%. Train passengers are significantly more satisfied with the sources of public transport information available (85%) than those using the bus (76%), with satisfaction ratings most positive for station PA announcements (87%).

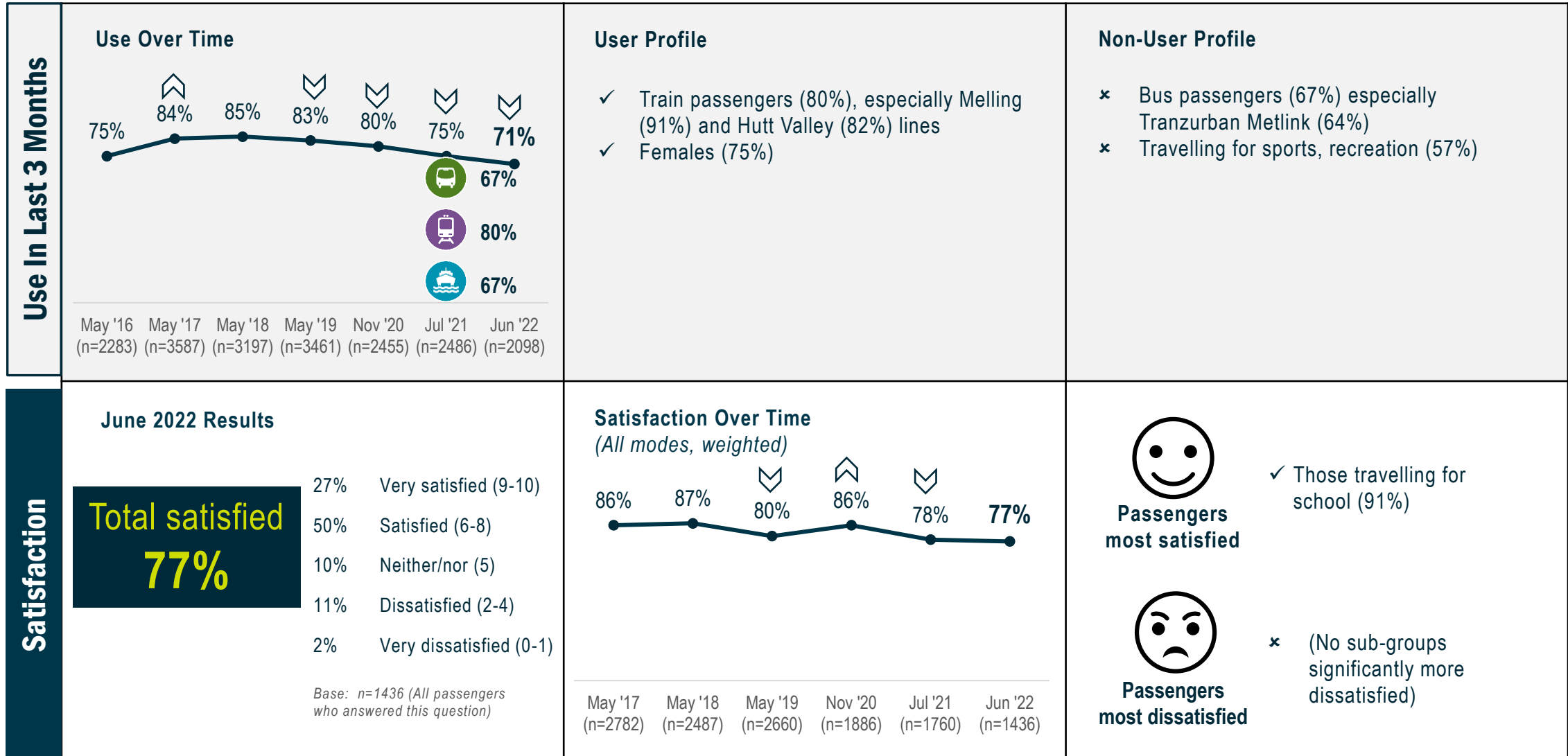
Over the last 12 months, satisfaction with each of the public transport information sources has remained stable. Passengers continue to be least satisfied with Twitter (59% satisfied).

Reflective of the lower level of satisfaction with the Metlink app, (71% of users satisfied), passengers are most likely to suggest the need for improvements to the app (10% of all passengers), including improvements to the functionality/making the app more user friendly. Making the website easier to use/easier to navigate (7% - including 10% of train users) and improving communication/announcements when delays occur (6%) are also frequently suggested.

Arrows denote statistically significant change from previous year

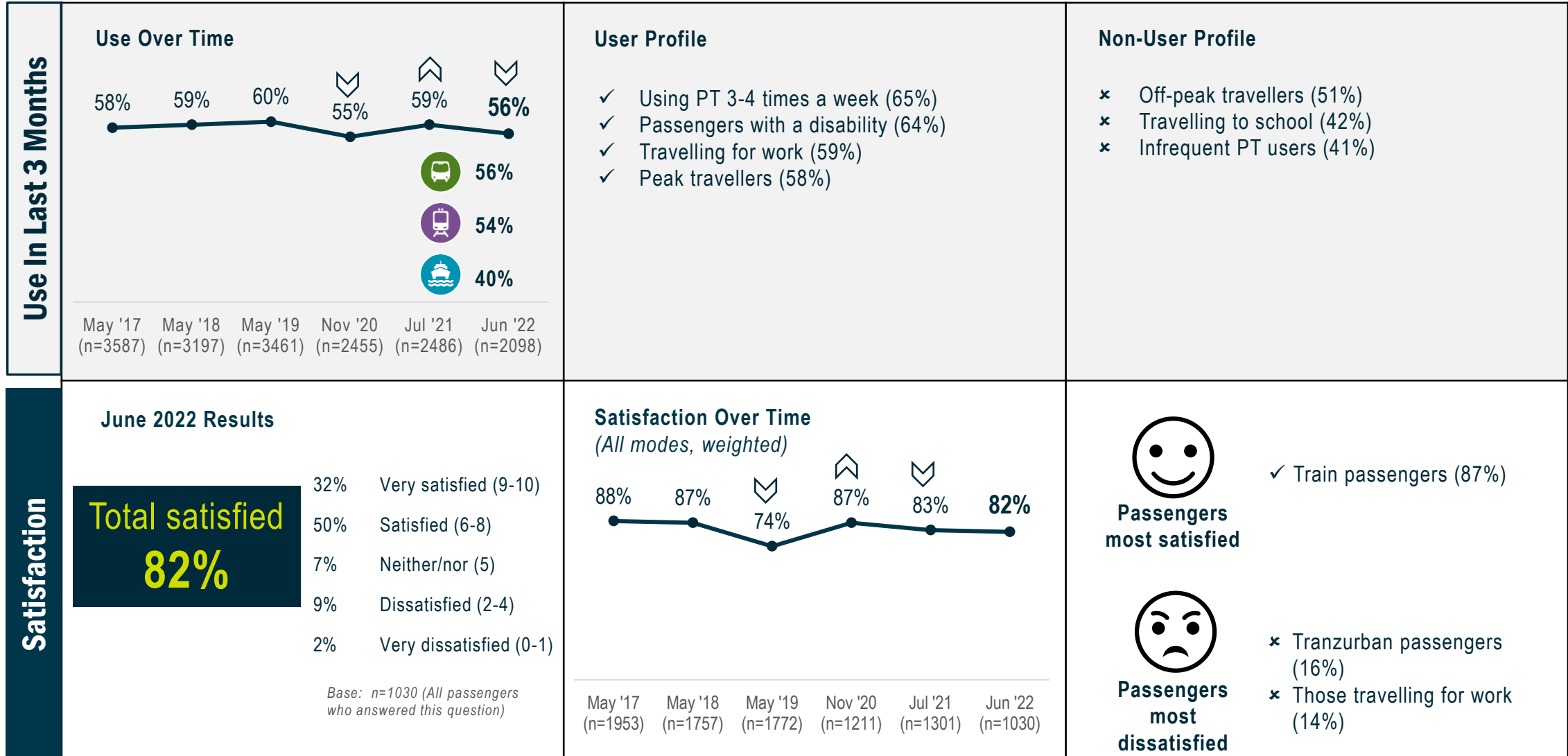
Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.

# Use of, and Satisfaction with, Metlink Website



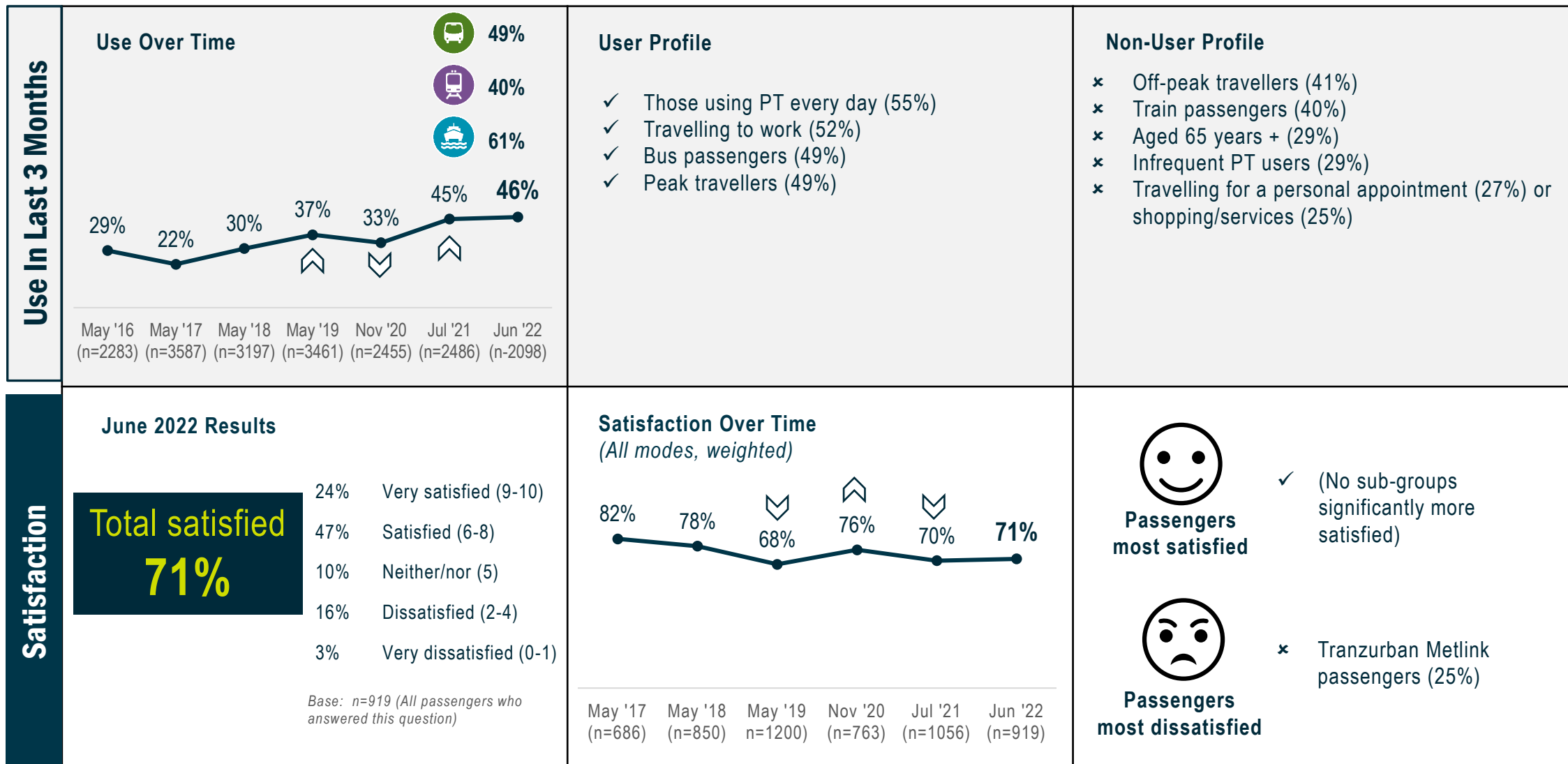
Arrows denote statistically significant change from previous year.

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








Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Metlink App



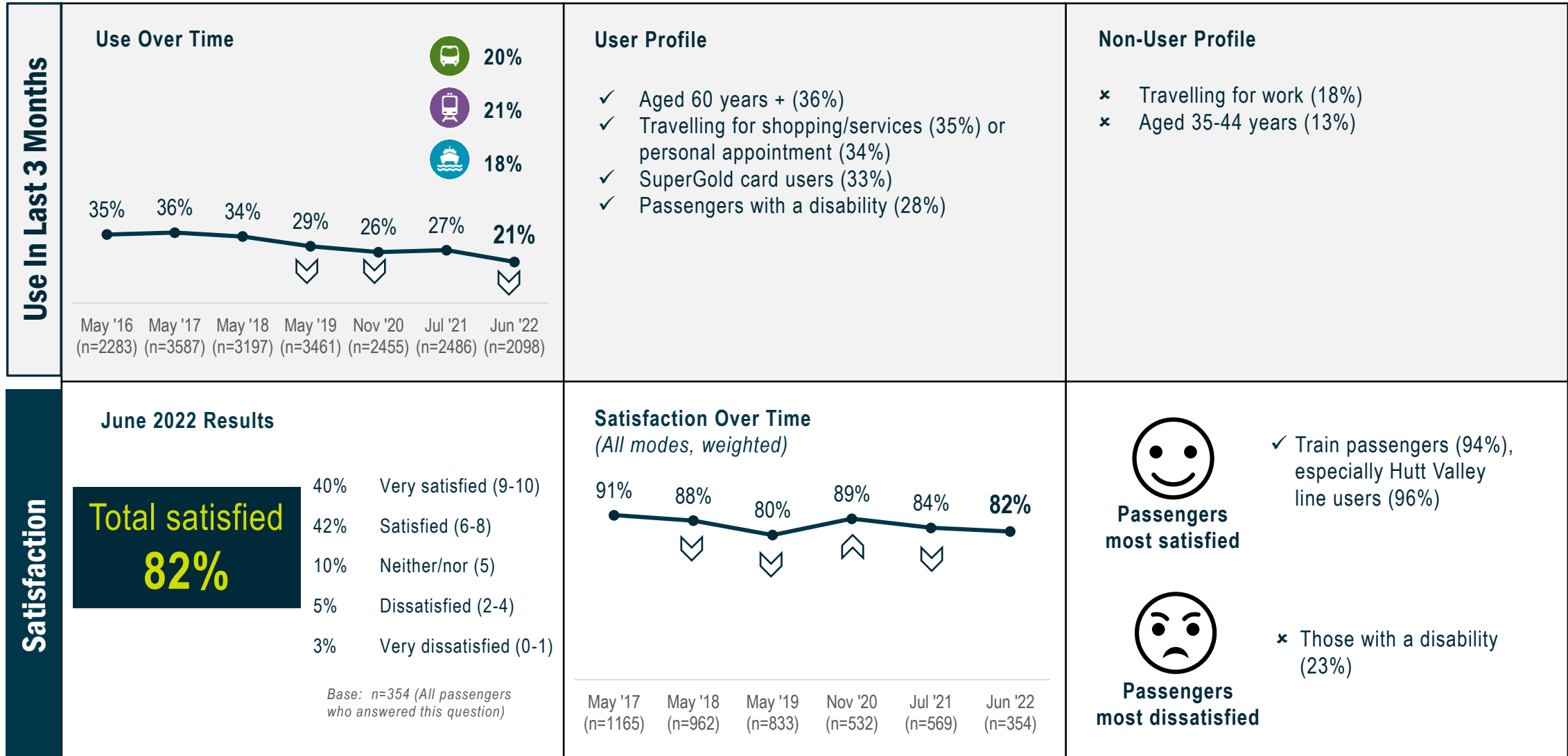
Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Google Maps

Use In Last 3 Months	<p><b>Use Over Time</b></p> <ul style="list-style-type: none"> <li> 30%</li> <li> 21%</li> <li> 20%</li> </ul> <p style="text-align: center;">27% ●</p> <hr/> <p style="text-align: center;">Jun '22 (n-2098)</p>	<p><b>User Profile</b></p> <ul style="list-style-type: none"> <li>✓ Gender diverse (62%)</li> <li>✓ Aged 18-34 years (40%)</li> <li>✓ Those using PT every day (33%)</li> <li>✓ Bus passengers (30%), especially NZ Bus Metlink (33%)</li> </ul>	<p><b>Non-User Profile</b></p> <ul style="list-style-type: none"> <li>✗ Train passengers (21%)</li> <li>✗ Aged 45 years + (11%)</li> </ul>
Satisfaction	<p><b>June 2022 Results</b></p> <div style="background-color: #003366; color: yellow; padding: 10px; text-align: center; font-weight: bold; font-size: 1.2em;">Total satisfied 83%</div> <ul style="list-style-type: none"> <li>30% Very satisfied (9-10)</li> <li>53% Satisfied (6-8)</li> <li>8% Neither/nor (5)</li> <li>9% Dissatisfied (2-4)</li> <li>&lt;1% Very dissatisfied (0-1)</li> </ul> <p style="font-size: 0.8em;"><i>Base: n=480 (All passengers who answered this question)</i></p>	<p><b>Satisfaction Over Time</b> <i>(All modes, weighted)</i></p> <p style="text-align: center;">83% ●</p> <hr/> <p style="text-align: center;">Jun '22 (n=480)</p>	<div style="text-align: center;">   <b>Passengers most satisfied</b> </div> <ul style="list-style-type: none"> <li>✓ More peak travellers (90%)</li> <li>✓ Males (90%)</li> </ul> <div style="text-align: center; margin-top: 20px;">   <b>Passengers most dissatisfied</b> </div> <ul style="list-style-type: none"> <li>✗ Off-peak travellers (14%)</li> </ul>

Note: Google Maps was included as a prompted information source for the first time in June '22; consequently no time series comparisons are available.

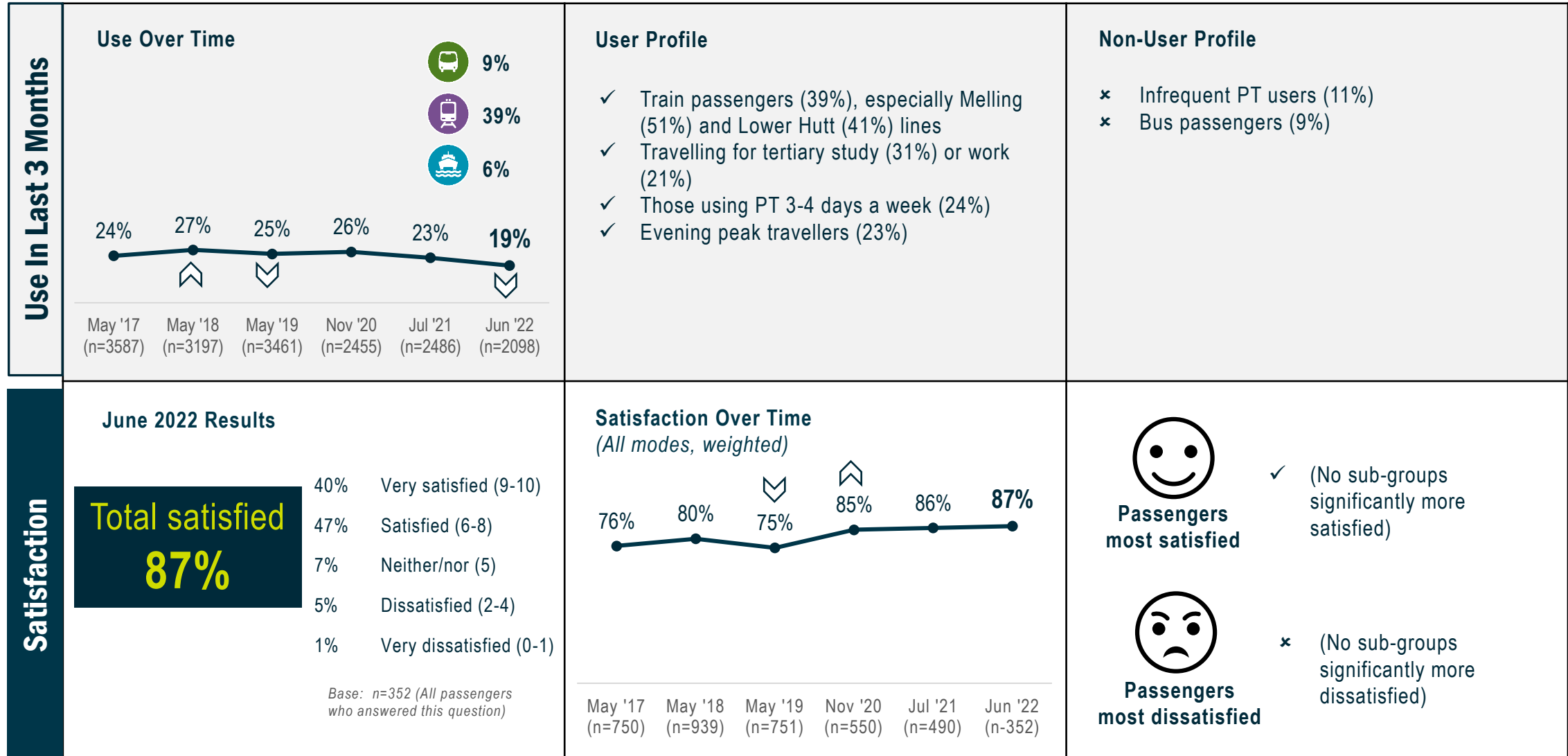
# Use of, and Satisfaction with, Printed Timetables



Arrows denote statistically significant change from previous year.

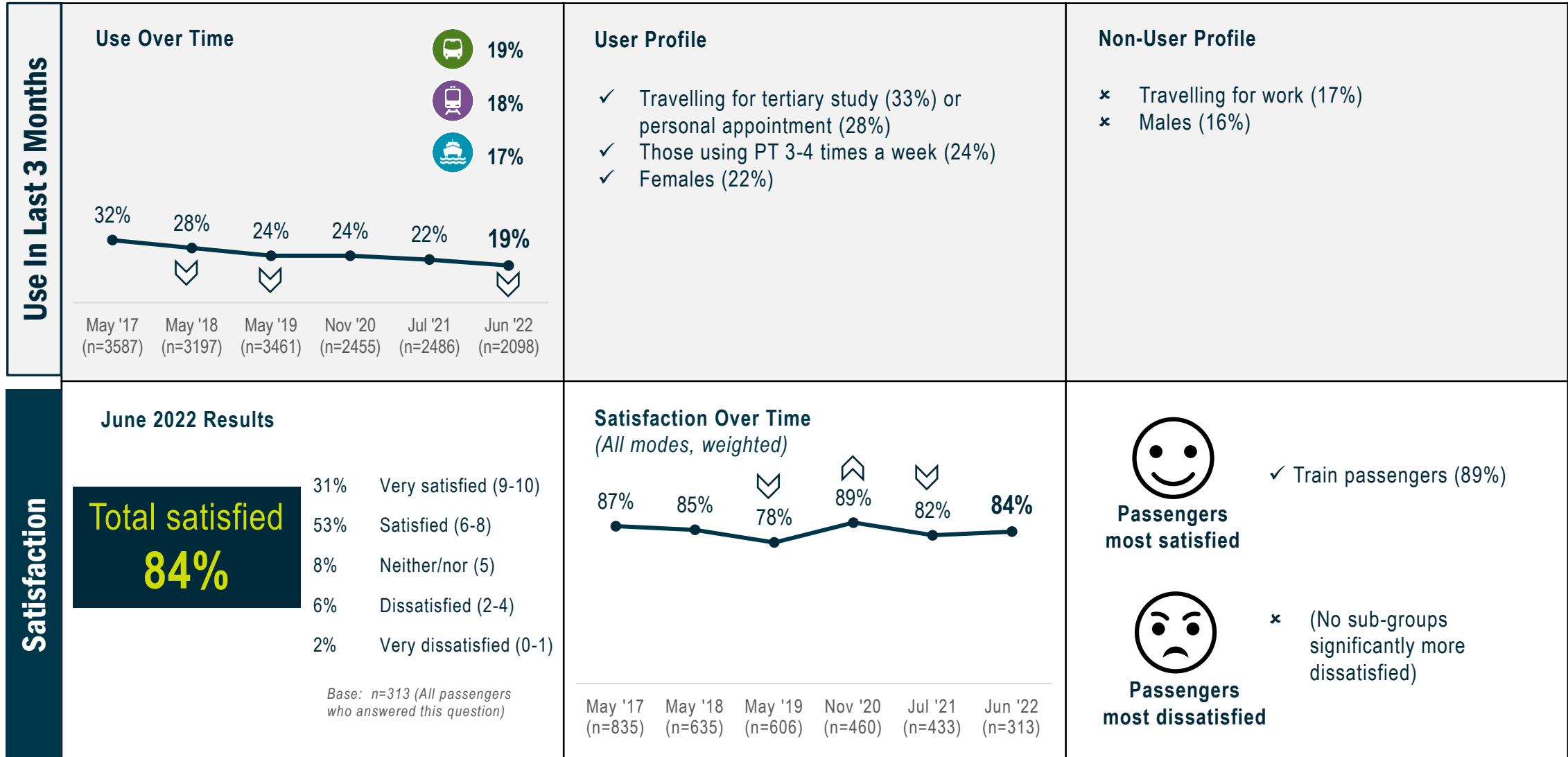


# Use of, and Satisfaction with, Station PA Announcements



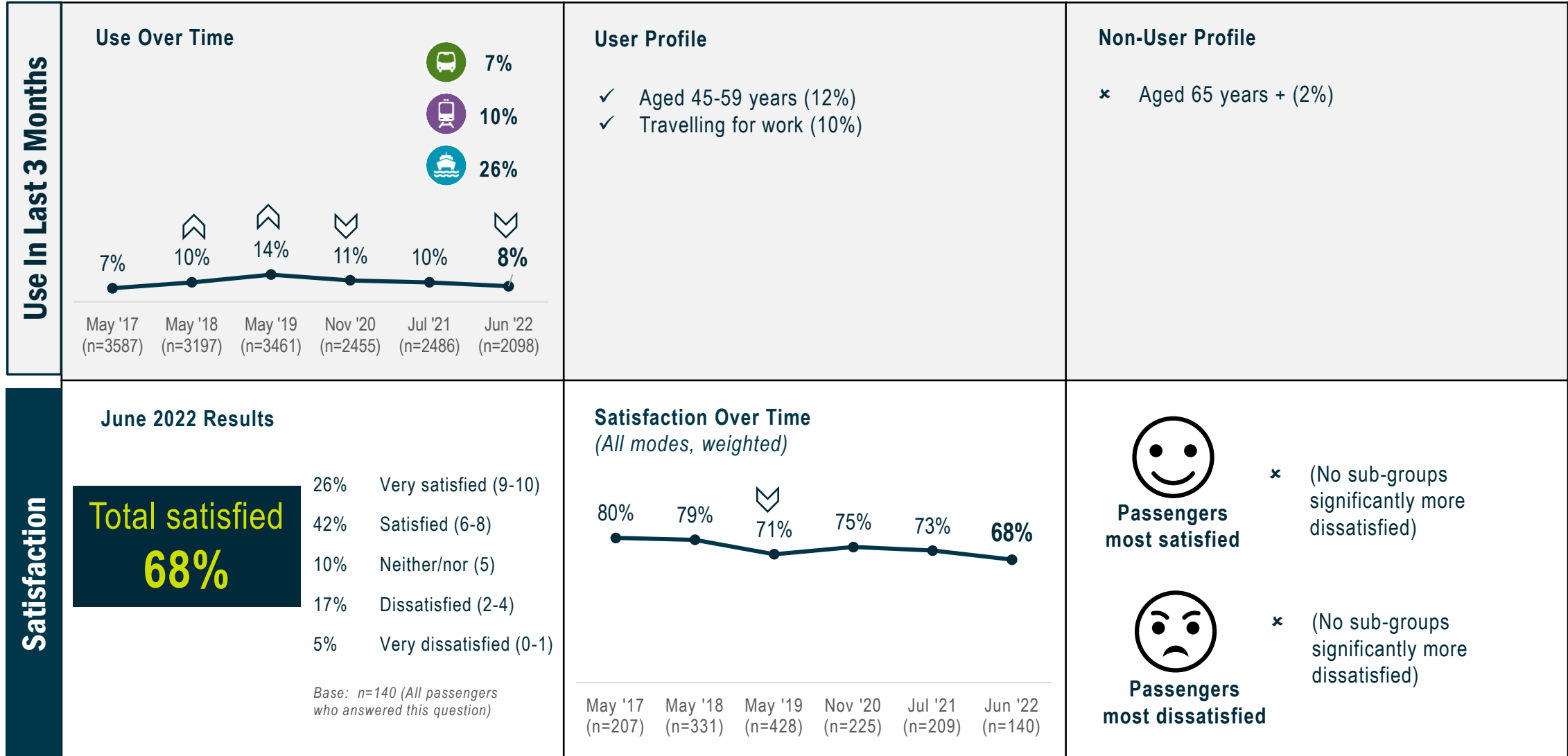
Arrows denote statistically significant change from previous year.

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



Arrows denote statistically significant change from previous year.

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



Arrows denote statistically significant change from previous year.

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

<b>Use In Last 3 Months</b>	<p><b>Use Over Time</b></p> <p>  4%   3%   20%         </p> <p>  4%         </p> <p>           May '19 (n=3461)    Nov '20 (n=2455)    Jul '21 (n=2486)    Jun '22* (n=2098)         </p>	<p><b>User Profile</b></p> <p>✓ Train passengers (13%), especially the Kapiti line (16%)</p>	<p><b>Non-User Profile</b></p> <p>✗ Bus passengers (8%) ✗ Males (8%)</p>
<b>Satisfaction</b>	<p><i>Note: Due to the wide variety of websites and apps used, passengers were not asked to rate their satisfaction with these.</i></p>		

**Most common non Metlink official websites/ apps used in the last three months**



Bus++ app (2%)






**stuff**

Stuff (<1%)

\* Note that, prior to June '22, Google Maps and Facebook were included here as 'another website'. From June '22, these two information sources were specifically prompted as possible information sources, and their results have been presented separately..

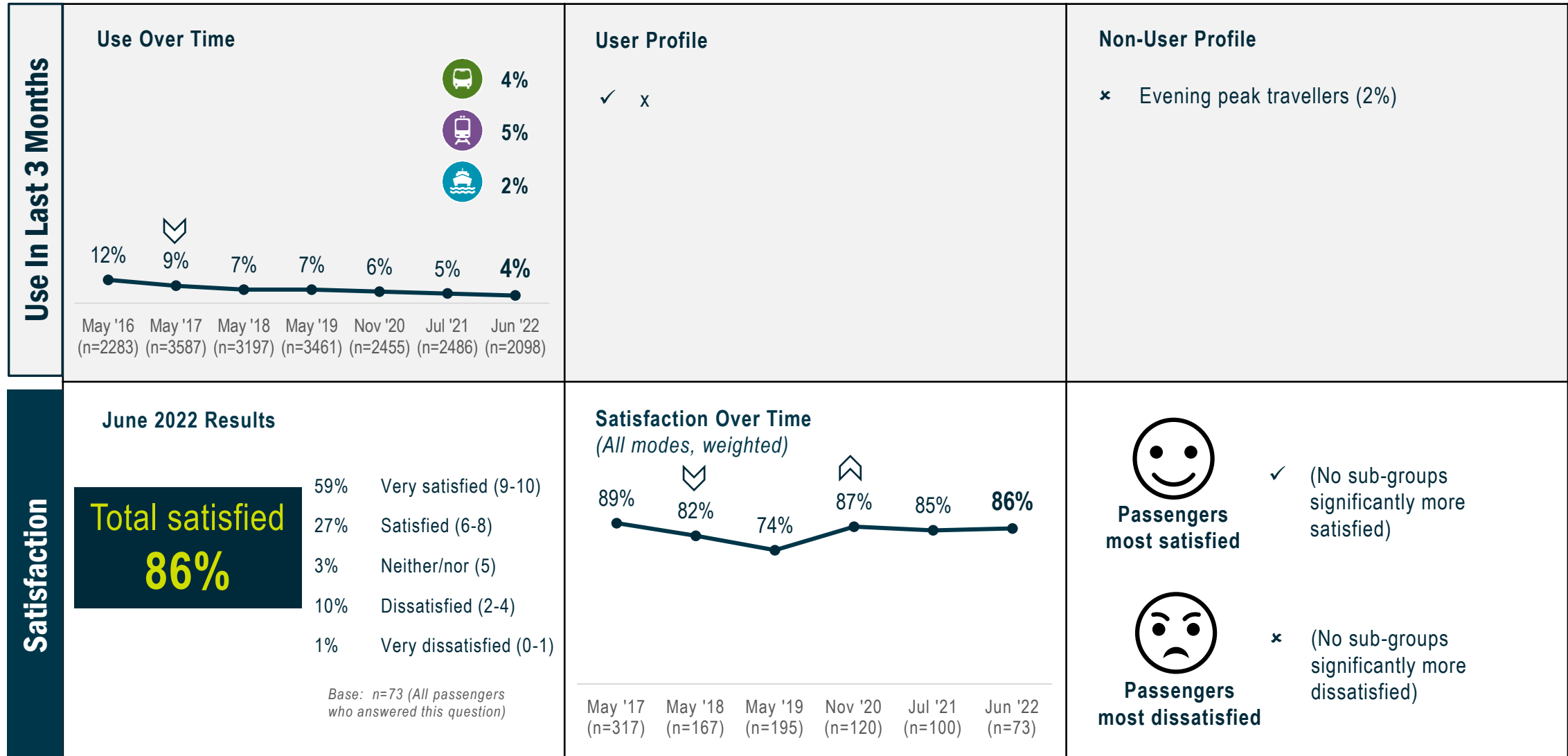
Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Facebook

Use In Last 3 Months	<p><b>Use Over Time</b></p> <ul style="list-style-type: none"> <li> 6%</li> <li> 10%</li> <li> 12%</li> </ul> <p>8%</p> <hr/> <p>Jun '22 (n-2098)</p>	<p><b>User Profile</b></p> <ul style="list-style-type: none"> <li>✓ Train passengers (10%), especially Kapiti line users (13%)</li> <li>✓ Females (10%)</li> </ul>	<p><b>Non-User Profile</b></p> <ul style="list-style-type: none"> <li>✗ Bus passengers (6%)</li> <li>✗ Males (5%)</li> </ul>
Satisfaction	<p><b>June 2022 Results</b></p> <div style="background-color: #003366; color: yellow; padding: 10px; text-align: center; font-weight: bold; font-size: 1.2em;">Total satisfied 74%</div> <ul style="list-style-type: none"> <li>21% Very satisfied (9-10)</li> <li>53% Satisfied (6-8)</li> <li>12% Neither/nor (5)</li> <li>12% Dissatisfied (2-4)</li> <li>2% Very dissatisfied (0-1)</li> </ul> <p><small>Base: n=125 (All passengers who answered this question)</small></p>	<p><b>Satisfaction Over Time</b> <i>(All modes, weighted)</i></p> <p style="text-align: center; font-size: 1.5em;">74%</p> <hr/> <p style="text-align: center;">Jun '22 (n-125)</p>	<div style="text-align: center;">   <b>Passengers most satisfied</b> </div> <ul style="list-style-type: none"> <li>✓ (No sub-groups significantly more satisfied)</li> </ul> <div style="text-align: center; margin-top: 20px;">   <b>Passengers most dissatisfied</b> </div> <ul style="list-style-type: none"> <li>✗ (No sub-groups significantly more dissatisfied)</li> </ul>

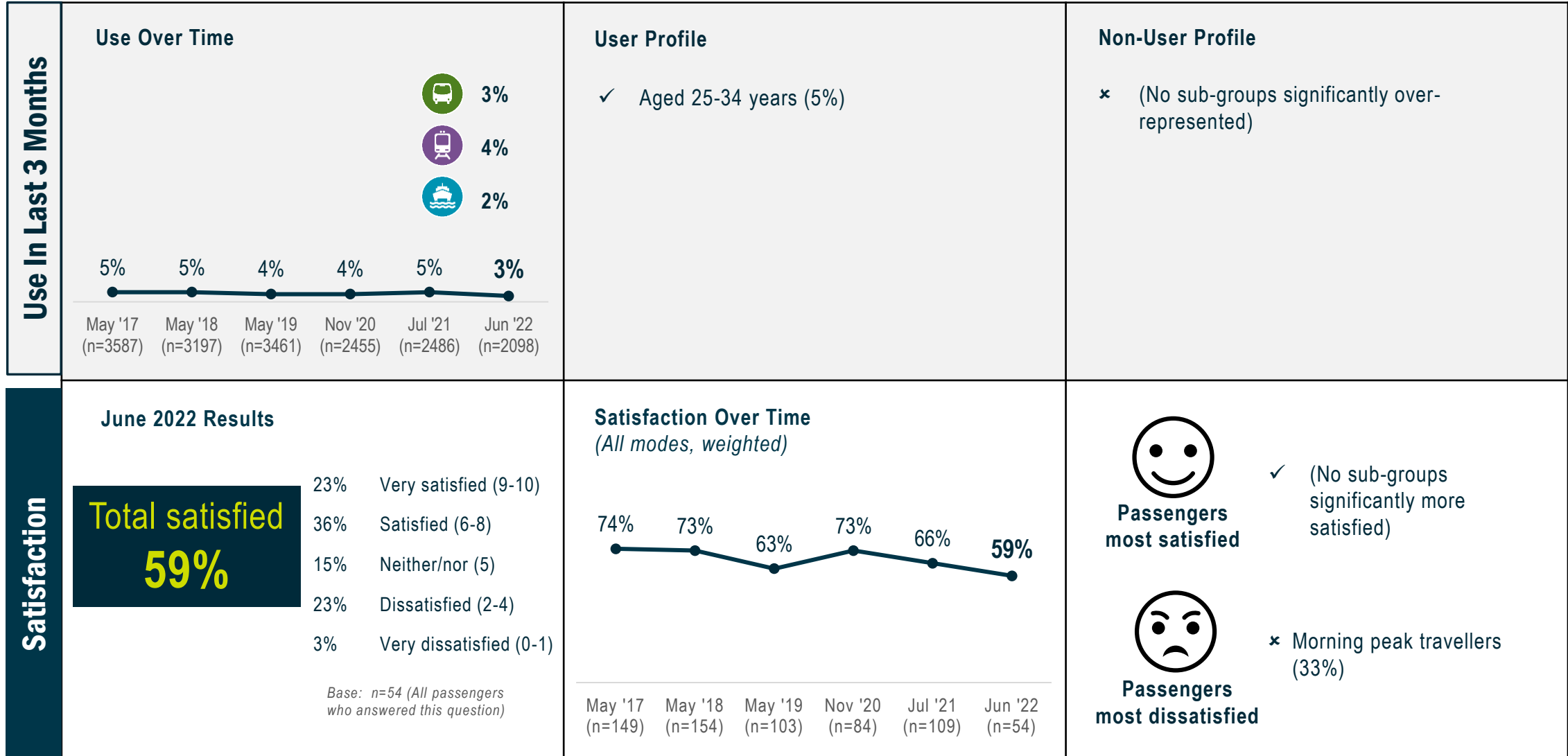
Note: Facebook was included as a prompted information source for the first time in June '22; consequently no time series comparisons are available.

# Use of, and Satisfaction with, Metlink Contact Centre






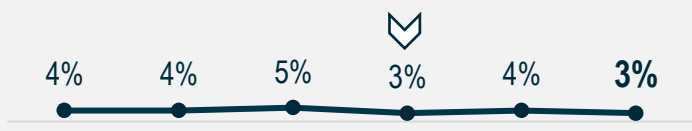
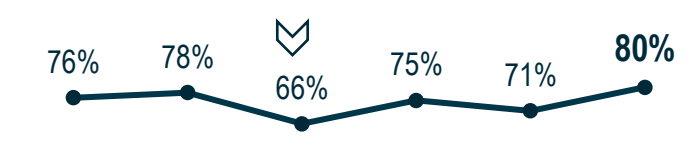


Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Twitter



Arrows denote statistically significant change from previous year.

# Use of, and Satisfaction with, Emails from Metlink

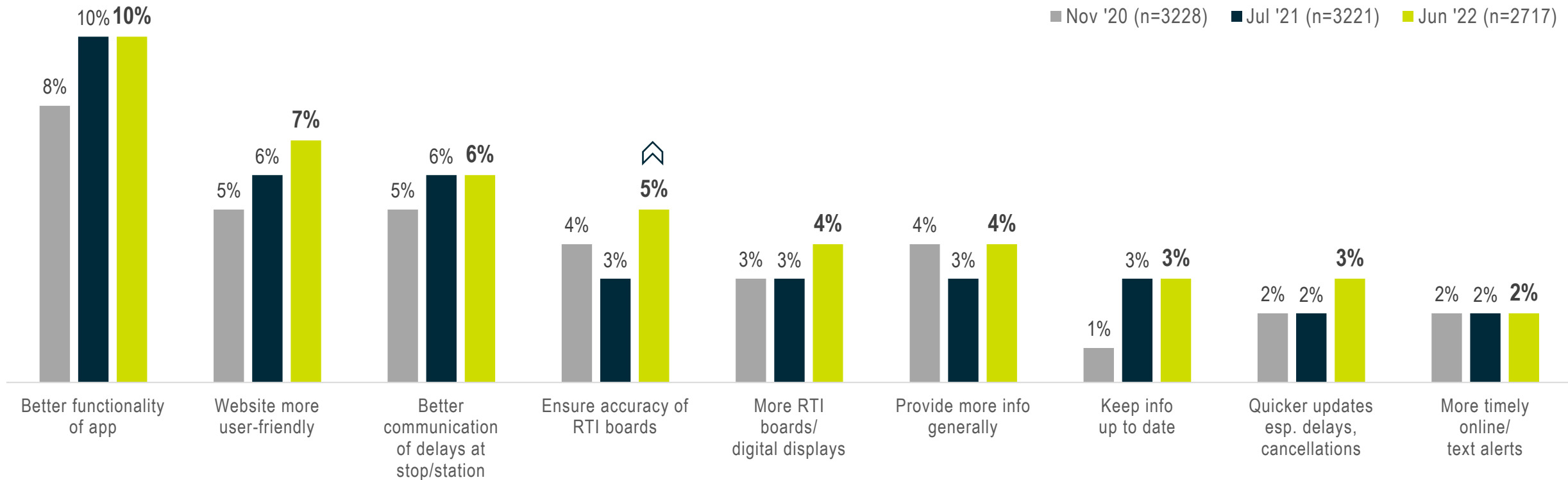
<b>Use In Last 3 Months</b>	<p><b>Use Over Time</b></p> <ul style="list-style-type: none"> <li> 2%</li> <li> 4%</li> <li> 25%</li> </ul>  <p>4%   4%   5%   3%   4%   3%</p> <p>May '17 (n=3587)   May '18 (n=3626)   May '19 (n=3461)   Nov '20 (n=2455)   Jul '21 (n=2486)   Jun '22 (n=2098)</p>	<p><b>User Profile</b></p> <ul style="list-style-type: none"> <li>✓ Passengers with a disability (6%)</li> <li>✓ Aged 45-59 years (5%)</li> <li>✓ Train passengers (4%)</li> </ul>	<p><b>Non-User Profile</b></p> <ul style="list-style-type: none"> <li>✗ Bus passengers (2%)</li> </ul>
<b>Satisfaction</b>	<p><b>June 2022 Results</b></p> <div style="background-color: #003366; color: yellow; padding: 10px; text-align: center; font-weight: bold; font-size: 1.2em;">             Total satisfied 80%         </div> <ul style="list-style-type: none"> <li>29% Very satisfied (9-10)</li> <li>51% Satisfied (6-8)</li> <li>3% Neither/nor (5)</li> <li>13% Dissatisfied (2-4)</li> <li>4% Very dissatisfied (0-1)</li> </ul> <p><i>Base: n=56 (All passengers who answered this question)</i></p>	<p><b>Satisfaction Over Time</b> <i>(All modes, weighted)</i></p>  <p>76%   78%   66%   75%   71%   80%</p> <p>May '17 (n=116)   May '18 (n=148)   May '19 (n=122)   Nov '20 (n=50)   Jul '21 (n=87)   Jun '22 (n=56)</p>	<div style="text-align: center;">  <p><b>Passengers most satisfied</b></p> <ul style="list-style-type: none"> <li>✓ (No sub-groups significantly more satisfied)</li> </ul> </div> <div style="text-align: center; margin-top: 20px;">  <p><b>Passengers most dissatisfied</b></p> <ul style="list-style-type: none"> <li>✗ (No sub-groups significantly more dissatisfied)</li> </ul> </div>

Arrows denote statistically significant change from previous year.



# Suggested Improvements to Public Transport Information

*How can we improve the way public transport information is provided?*



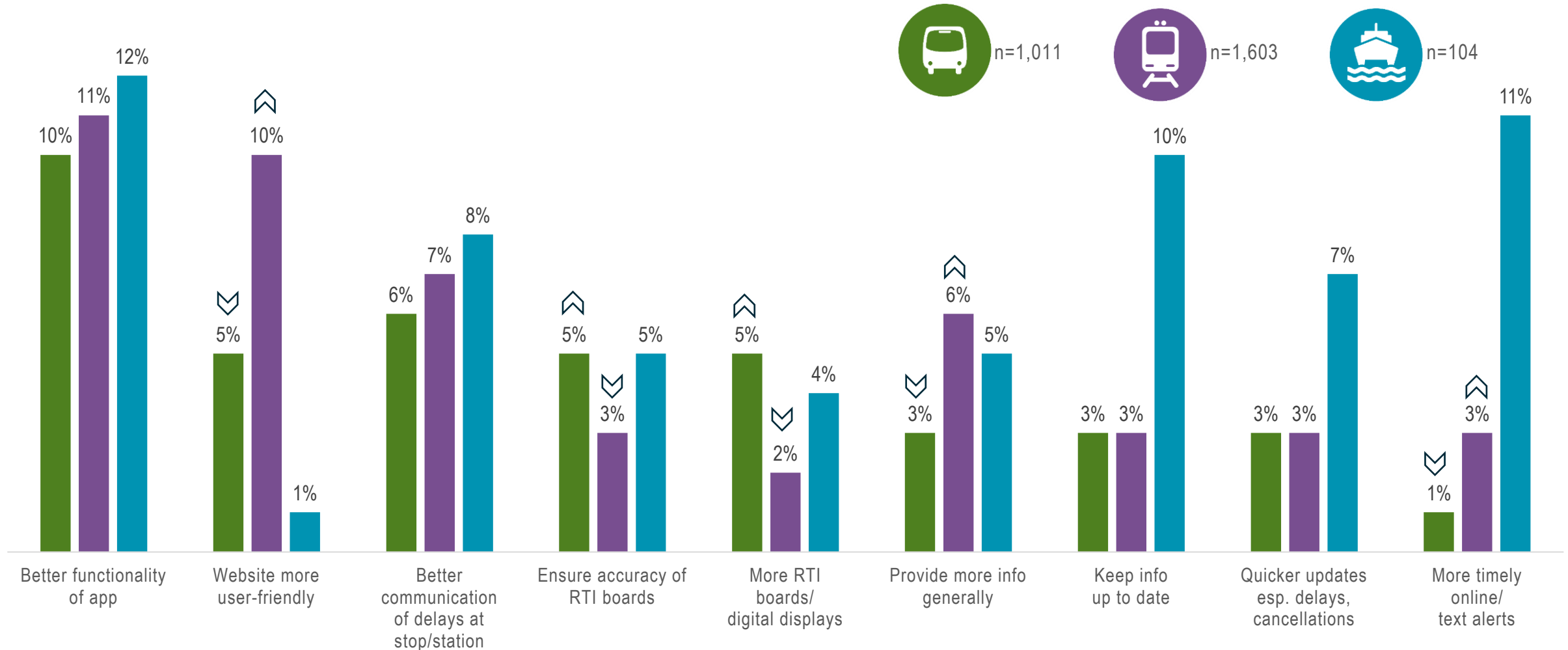
Arrows denote statistically significant change from previous year.

Multiple responses to this question permitted.

Graph shows improvements mentioned by 2% or more of respondents. A full list of suggested improvements is provided in the Appendix.

# Suggested Improvements to Public Transport Services

Results by Mode



Arrows denote result statistically significantly higher/lower than for other modes

# Perceptions Of Public Transport Information Available Over Time By Mode

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

Total Bus						Wellington City Bus						Rest of Region Bus					
Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22
70	69	*	86	75	76	68	65	75	86	74	75	81	80	*	83	80	82

Train						Ferry					
Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Nov '18	May '19	Nov '19	Nov '20	Jul '21	Jun '22
86	81	83	88	84	85	*	76	*	85	82	73

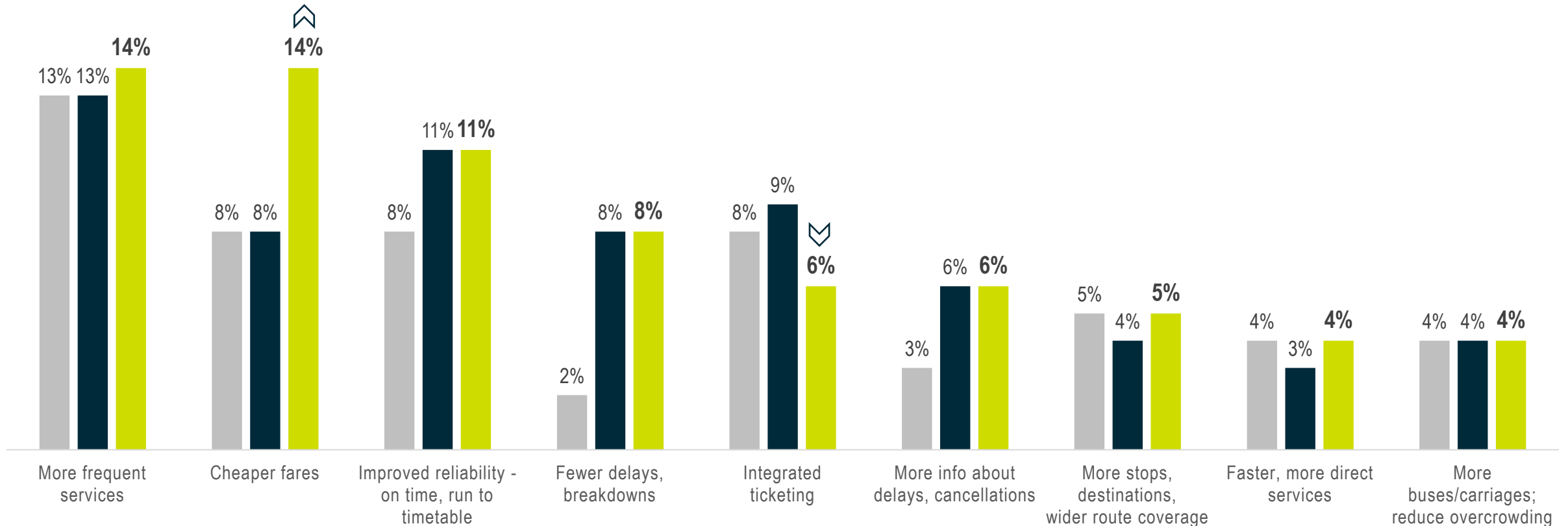
# Suggested Improvements to Public Transport System



# Suggested Improvements to Public Transport Services

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

■ Nov '20 (n=3228) ■ Jul '21 (n=3221) ■ Jun '22 (n=2724)



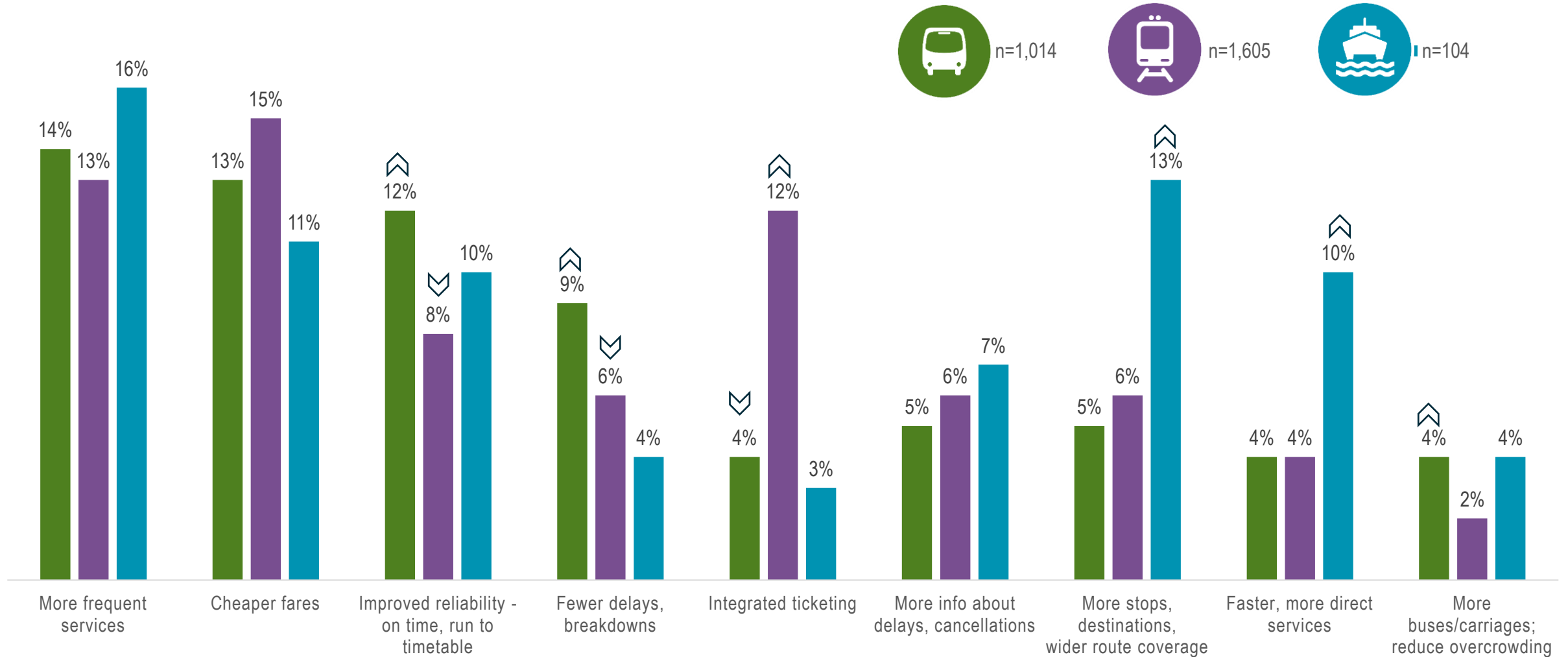
Arrows denote statistically significant change from previous year.

Multiple responses to this question permitted.

Graph shows improvements mentioned by 4% or more of respondents. A full list of suggested improvements is provided in the Appendix.

# Suggested Improvements to Public Transport Services

Results by Mode



Arrows denote result statistically significantly higher/lower than for other modes

# Appendix

- **Respondent profile**
- **Trip profile**
- **Complete lists of open-ended question responses**



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

# Respondent Profile

Distribution by Gender	Total	Bus	Train	Ferry
Female	53%	54%	51%	55%
Male	45%	44%	47%	44%
Gender diverse	2%	2%	2%	1%
Base	<b>N=2,369</b>	n=816	n=1,457	n=96

Distribution by Age	Total	Bus	Train	Ferry
15-17 years	6%	5%	6%	3%
18-24 years	19%	21%	19%	3%
25-34 years	22%	26%	21%	15%
35-44 years	16%	13%	17%	23%
45-59 years	21%	19%	21%	30%
60-64 years	5%	6%	4%	11%
65 years +	11%	10%	12%	15%
Base	<b>N=2,443</b>	n=850	n=1,493	n=100

Distribution by Disability*	Total	Bus	Train	Ferry
No disability	86%	84%	87%	87%
Disability	14%	16%	13%	13%
Base	<b>N=2,376</b>	n=818	n=1,462	n=96

\* Includes difficulty with seeing (even if wearing glasses), hearing (even if using hearing aids), walking or climbing stairs, or communicating with others, including communicating in English



# Trip Profile

Distribution by Mode	Total	Weighted Share <i>(based on May 2022 patronage numbers)</i>
<b>Bus</b>	<b>37%</b>	<b>68%</b>
Wellington City	30%	55%
Rest of the region	7%	13%
<b>Train</b>	<b>59%</b>	<b>31%</b>
<b>Ferry</b>	<b>4%</b>	<b>&lt;1%</b>
<i>Base</i>	<b>N=2,733</b>	

Distribution by Operator	Total	Weighted Share
NZ Bus Metlink	<b>18%</b>	33%
Transdev	<b>59%</b>	31%
Tranzurban Metlink	<b>16%</b>	29%
Mana Metlink	<b>3%</b>	5%
Uzabus Metlink	<b>&lt;1%</b>	1%
East By West	<b>4%</b>	<1%
<i>Base</i>	<b>N=2,733</b>	

Distribution by Rail Line	Train
Hutt Valley	43%
Kapiti	33%
Johnsonville	17%
Melling	5%
Wairarapa	2%
<i>Base</i>	<b>N=1,612</b>

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

# Trip Profile

## Distribution by Time of Travel

	Total	Bus	Train	Ferry
Morning peak	36%	39%	33%	41%
Interpeak	27%	24%	31%	9%
Afternoon/evening peak	26%	22%	27%	40%
Weekend	11%	15%	9%	10%
<i>Base</i>	<b>N=2,733</b>	<i>n=1,017</i>	<i>n=1,612</i>	<i>n=104</i>

## Distribution by Ticket Type

	Total	Bus	Train	Ferry
Stored value card	36%	83%	11%	0%
Ten trip card	30%	1%	43%	77%
Monthly pass	13%	1%	21%	1%
SuperGold card	10%	10%	10%	11%
Cash	9%	5%	12%	10%
Day pass	2%	<1%	3%	1%
Other	<1%	<1%	<1%	0%
<i>Base</i>	<b>N=2,399</b>	<i>n=832</i>	<i>n=1,474</i>	<i>n=93</i>

## Distribution by Direction of Travel

	Total	Bus	Train	Ferry
Inbound	50%	51%	51%	42%
Outbound	50%	49%	49%	58%
<i>Base</i>	<b>N=2,733</b>	<i>n=1,017</i>	<i>n=1,612</i>	<i>n=104</i>

## Distribution by Main Reason for Trip

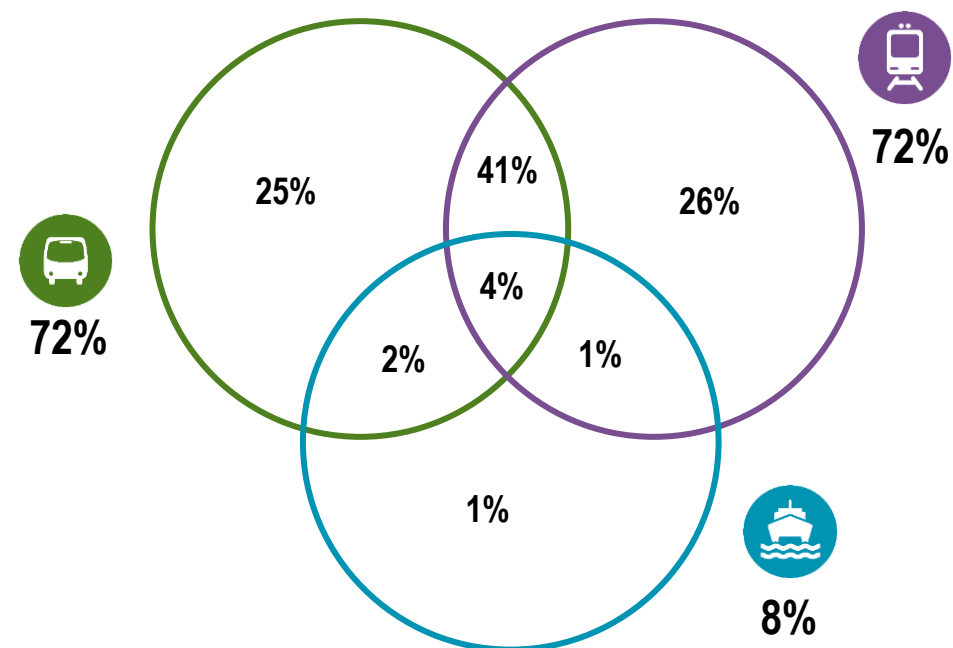
	Total	Bus	Train	Ferry
Work	64%	62%	65%	78%
Personal appointment	7%	8%	6%	5%
Shopping, services	6%	8%	6%	1%
Visiting friends, relatives	6%	5%	6%	1%
School	5%	6%	6%	3%
Sports, recreation, dining	4%	4%	3%	3%
Tertiary study	4%	4%	5%	1%
Sightseeing	2%	1%	2%	7%
Special one-off event	1%	1%	1%	0%
Other	1%	1%	<1%	1%
<i>Base</i>	<b>N=2,412</b>	<i>n=893</i>	<i>n=1,477</i>	<i>n=96</i>

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

# Use of Public Transport in Wellington Region

Distribution by Frequency of Trip	Total	Bus	Train	Ferry
Every weekday, including weekends	14%	21%	11%	5%
Every week day	34%	35%	34%	22%
Three or four times a week	29%	27%	28%	46%
Once or twice a week	12%	11%	13%	13%
Once a fortnight/ once every three weeks	4%	2%	5%	5%
Once a month	2%	2%	3%	3%
Less often than once a month	4%	1%	5%	3%
First time today	1%	1%	1%	3%
Base	<b>N=2,395</b>	n=822	n=1,476	n=97

Distribution by Use of Public Transport in Last Three Months	Total	Bus	Train	Ferry
Used <b>bus</b>	72%	100%	55%	65%
Used <b>train</b>	72%	31%	100%	29%
Used <b>harbour ferry</b>	8%	4%	4%	100%
Base	<b>N=2,733</b>	n=1,017	n=1,612	n=104



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