Public Transport Passenger Satisfaction Survey
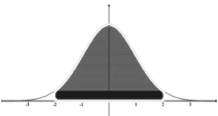
June 2023

Survey Background

Each year Metlink commission an independent survey of customers' experiences of Metlink public transport (PT) in the region. This helps Metlink/Greater Wellington Regional Council, to identify and prioritise improvements for customers, and is also part of reporting requirements to Waka Kotahi (New Zealand Transport Agency). The results from the June 2023 survey are presented here with comparison to the previous years' surveys.

Survey Method
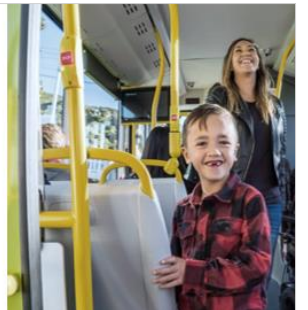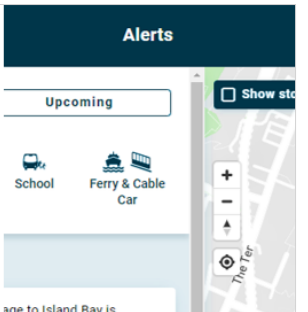
Survey Method

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.

Fieldwork Dates

June 2023: 17th May – 18th Jun 2023

Jun 2022: 2nd to 29th June 2022
July 2021: 1st July to 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

Sample Size*

June 2023: n=3,099 (from 201 trips)

Jun 2022: n=2,745
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

Response Rate**

June 2023 Total: 67%
Ferry: 69%; Train: 69%; Bus: 64%

Jun 2022: 66%
Jul 2021: 62%   May 2017: 61%
Nov 2020: 66%   May 2016: 59%
May 2019: 61%   May 2015: 63%
May 2018: 67%   May 2014: 58%

Maximum Margin of Error

(at 95% confidence interval)

± 1.8%

Testing for True Differences

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.

Time Series Comparisons

Statistically significant changes over time have been highlighted.

⌃⌄ Denotes statistically significant change of 5 percentage points or less

▲▼ Denotes statistically significant change of more than 5 percentage points

Data Weighting

'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2023 (68% bus, 31.5% train, 0.5% ferry). Results by mode are unweighted.

(This weighting method is consistent with that used since 2016)

* 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.

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 2023 Results

Total satisfied
93%

45%	Very satisfied (9-10)
48%	Satisfied (6-8)
5%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,900 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

92% 89% 93% 92% 91% 87% 94% 93% 94% **93%**

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)	Jun '23 (n=2,900)

⌄ Denotes statistically significant change of 5 percentage points or less
⌄ Denotes statistically significant change of more than 5 percentage points

Satisfaction by Mode

92% 89% 94% 92% 91% 87% 94% 92% 93% **92%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	85%	95%	92%	93%	**92%**
Rest of region bus	92%	92%	91%	93%	**93%**

92% 89% 93% 93% 92% 89% 95% 95% 96% **94%**

97% 94% 97% 99% 94% 99% 99% 94% 96% **97%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23

Passengers most satisfied

✓ Travelling to visit friends and relatives (99%) or sports/recreation/dining out (96%)

Passengers most dissatisfied

✗ Travelling for work (4%)

Arrows denote statistically significant change from previous year.

Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jul '21	Jun '22	Jun '23
Personal security during trip	96	95	**94**
Condition of vehicle	94	95	**94**
Ease of getting on/off vehicle	94	94	**93**
Helpfulness/attitude of driver/staff	92	92	**92**
Comfort of inside temperature	92	92	**91**
Value for money	79	90	**88** ⌄
Enough seats available	89	90	**83** ⌄
How often the service runs	79	77	**74** ⌄
Service being on time	77	73 ⌄	**69** ⌄
Trip overall	93	94	**93**

■ Jul '21 (n=3,221) ■ Jun '22 (n=2,733) ■ Jun '23 (n=3,107)

Arrows denote statistically significant change from previous year

At 93%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users are the most satisfied (97%, stable from 96% last year); bus passengers continue to be least likely to give positive ratings (92%). The share of train passengers satisfied with their trip overall has declined significantly over the last 12 months – down from 96% to 94%.

Passengers continue to be most satisfied with their personal security during the trip (94%). Perceptions of the condition of the vehicle (94%) and the ease of boarding/disembarking (93%) have also remained high and stable.

In contrast, perceptions of the trip remain least positive for service frequency (74%) and reliability (69%), with perceptions of both having declined significantly from June 2022 (following significant declines between July 2021 and June 2022). The continued decline in satisfaction with service reliability is of particular concern as it is a strong driver of overall satisfaction with the trip. Improvements in services running on time can be expected to have a positive impact on overall satisfaction going forward.

The most notable decline in satisfaction over the last 12 months has been for having enough seats available – down from 90% satisfied in June 2022 to 83% in June 2023. This decline is most notable among train passengers, satisfaction with service capacity down from 95% to 85%.

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Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)

	Jul '21 (n=3221)	Jun '22 (n=2733)	Jun '23 (n=3099)
Ease of getting on vehicle from stop	95	94	**94**
Easy to get to stop/station/wharf	93	92	**93**
Personal safety at stop/station/wharf	89	89	**87** ⌄
Condition of stop/station/wharf	89	88	**87**
Cleanliness of stop/station/wharf	88	87	**84** ⌄
Information available at stop/station/wharf	85	83	**83**
Provision of shelter from weather	74	75	**75**
Stop/station/wharf overall	94	93	**91** ⌄

Arrows denote statistically significant change from previous year

Almost all public transport users (91%) continue to be satisfied with the stop/station/wharf where they boarded their service trip, however this share has declined significantly from June 2022 (93%). While satisfaction remains significantly higher for train stations (94%) than for bus stops (91%) and ferry wharves (90%), overall satisfaction with train stations has declined significantly over the last 12 months (down from 96%).

Ratings continue to be most positive for accessibility, both the ease of getting to the stop/station/wharf (by car, walking etc) (93%) and it being easy to get onto the vehicle from the stop/station/wharf (94%).

Over the last 12 months, satisfaction with both personal safety (down from 89% to 87%) and cleanliness of the stop/station/wharf (down from 87% to 84%) have declined significantly, these declines evident among both bus and train passengers.

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 49% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 31% of users 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.

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Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Convenience of paying for public transport
- 77
- 83
- **87** ⌃

Travel time
- 81
- 83
- **78** ⌄

Ease of getting information about routes/timetables
- 77
- 78
- **74** ⌄

Information about delays and disruptions
- 58
- 58
- **50** ⌄

Public transport system overall
- 77
- 83
- **75** ⌄

■ Jul '21 (n=3,221)　■ Jun '22 (n=2,593)　■ Jun '23 (n=3,107)

Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have declined significantly over the last 12 months, satisfaction with the public transport system overall down 8 percentage points to 75%. Perceptions have declined across all three modes, with declines most notable among train passengers (down from 88% to 76%).

In contrast, satisfaction with the convenience of paying for public transport has improved significantly over the last 12 months (up 4 percentage points to 87%). Most likely due to the introduction of Snapper payments on rail services, this improvement is most notable among train passengers (up 8 percentage points to 84%).

The impact of half price fares on public transport use in Wellington has been positive, with 20% of respondents reporting being new (9%) or returning (11%) public transport users since cheaper fares were introduced, and 33% using public transport more often than they were prior to the introduction of half-priced fares in April 2022.

The share of passengers who agree that Wellington's public transport system is easy to use has declined significantly over the last 12 months (down from 81% to 72%). Too many delays/disruptions/cancellations and a lack of reliability (services not arriving/leaving according to the timetable) are the most frequently cited difficulties experienced.

With the decline in satisfaction with the public transport service, willingness to recommend to others has also decreased – down from 86% of all passengers in June 2022 to 80% in June 2023. The Net Promoter Score has declined from +18 to +2. *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?

Metlink website
75%
71%
59%

Real time information signs
59%
56%
54%

Metlink app
45%
46%
49%

Google maps
27%
32%

Station PA announcements
23%
19%
27%

Other information at stop/station/wharf
22%
19%
26%

Printed timetables
27%
21%
25%

Metlink app - push notifications
10%
8%
16%

Facebook
8%
13%

Other websites and apps
13%
4%
11%

Metlink Contact Centre
5%
4%
10%

Emails from Metlink
4%
3%
9%

Twitter
5%
3%
8%

- Jul '21 (n=2,486)
- Jun '22 (n=2,098)
- Jun '23 (n=3,107)

Whilst the Metlink website continues to be the most frequently used source of public transport information (59%, including 73% of train passengers), its use has continued to decline (down from 75% in July 2021 and 71% in June 2022). Use of real time information signs remains stable at 54%.

Over the last 12 months there has been a significant increase in use of all other forms of public transport information questioned on, this increase most notable for use of Metlink app push notifications (16% of all passengers reporting using these as an information source, up from 8% 12 months ago) and station PA announcements (27%, up from 19% in June 2022).

Of the public transport information sources considered, use continues to be lowest for emails from Metlink (9%) and Twitter (8%), although use of both has increased significantly over the last 12 months.

1% had not used any public transport information in the last three months (compared with 1% in June 2022 and 2% in July 2021)

Base: All respondents who answered this question. Arrows denote statistically significant change from previous year.

Satisfaction with Sources of Public Transport Information

Legend:
- Jul '21
- Jun '22
- Jun '23

Source	Jul '21	Jun '22	Jun '23
Google Maps		83%	81%
Station PA announcements	86%	87%	76%
Real time information signs	83%	82%	75%
Metlink website	78%	77%	75%
Printed timetables	84%	82%	71%
Other information at stop/station/wharf	82%	84%	70%
Metlink app	70%	71%	69%
Metlink Contact Centre	85%	86%	60%
Facebook		74%	59%
Twitter	66%	59%	54%
Metlink app - push notifications	73%	68%	50%
Emails from Metlink	71%	80%	49%
Information currently available	79%	79%	75%

Satisfaction with the public transport information currently available has declined significantly over the last 12 months, down 4 percentage points to 75%. This decline is most notable among train passengers, the share satisfied down 10 percentage points from June 2022 to 75% in June 2023.

Over the last 12 months, satisfaction with each of the public transport information sources has declined. This decline is most notable for emails from Metlink, the share satisfied down from 80% 12 months ago to 49%. Particularly notable declines in satisfaction are also evident for the Metlink Contact Centre (down from 86% to 60%) and Metlink app – push notifications (down from 68% to 50%). This year, passengers are most satisfied with information via Google Maps (81%) and least satisfied with information provided via emails from Metlink (49%)

Passengers are most likely to suggest the need for better communication of delays/disruptions/cancellations at stops/stations/wharves. Improving the functionality of the Metlink app. and ensuring that all information is accurate/up-to-date are also frequently-mentioned suggestions to enhance the quality of information provision going forward.

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.

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Bus Service Report Card

Key suggestions for improvement

(by frequency of mention):

- ✓ More frequent services
- ✓ Fewer delays, breakdowns
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ Cheaper fares
- ✓ More information about service delays, cancellations
- ✓ More buses/reduce overcrowding
- ✓ More bus drivers

Share of passengers satisfied to some extent (%)	Jul '21	Jun '22	Jun '23
Ease of getting onto the vehicle from stop	95	93	94
Personal security during this trip	95	94	93
Condition of vehicle	92	94	93
Stop being easy to get to	93	92	93
Trip overall	92	93	92
Ease of getting on/off the vehicle	93	92	92
Stop overall	93	91	91
Helpfulness and attitude of the driver	90	90	91
Comfort of the inside temperature	91	91	90
Value for money of the fare	80	91	89
Convenience of paying for public transport	82	87	89
Personal safety at stop	88	87	85
Condition of stop	87	85	85
Having enough seats available	88	88	83
Cleanliness of stop	86	85	82
Information available at stop	82	79	81
Travel time	78	80	77
Public transport information currently available	75	76	75
Ease of getting info about PT routes and timetables	75	76	75
Public transport system overall	75	81	74
How often the service runs	77	73	71
Provision of shelter from weather	70	71	71
Service being on time	72	69	65
Information about service delays and disruptions	54	54	48

	Current trip
	Bus stop
	PT Information
	PT system

Train Service Report Card

Key suggestions for improvement
(by frequency of mention):

- ✓ More frequent services
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ Cheaper fares
- ✓ Fewer delays, breakdowns
- ✓ More information about service delays, cancellations
- ✓ More trains/more carriages/reduce overcrowding

Share of passengers satisfied to some extent (%)	Jul '21	Jun '22	Jun '23
Condition of vehicle	97	97	96
Personal security during this trip	98	97	95
Ease of getting on/off the vehicle	97	97	95
Ease of getting onto the vehicle from station	96	97	94
Helpfulness and helpfulness of staff	96	96	94
Station overall	95	96	94
Trip overall	95	96	94
Comfort of the inside temperature	95	95	93
Personal safety at station	93	93	91
Station being easy to get to	92	93	91
Condition of station	92	93	90
Cleanliness of station	92	92	89
Information available at station	91	90	87
Having enough seats available	90	95	85
Value for money of the fare	78	90	85
Provision of shelter from weather	84	85	84
Convenience of paying for public transport	66	76	84
Travel time	88	88	79
How often the service runs	83	86	78
Public transport system overall	81	88	76
Public transport information currently available	84	85	75
Service being on time	85	83	75
Ease of getting info about public transport routes and timetables	81	81	71
Information about service delays and disruptions	67	66	53

	Current trip
	Train station
	PT Information
	PT system

metlink

gravitasOPG

Ferry Service Report Card

Key suggestions for improvement

(by frequency of mention):

- ✓ Improve reliability – run to timetable
- ✓ More frequent ferry services
- ✓ Cheaper fares
- ✓ Fewer service delays, breakdowns
- ✓ More weekend/late night/holiday services
- ✓ More wharves/destinations, wider route coverage
- ✓ Better connections between services/modes; reduce waiting times to transfer services
- ✓ Faster/more express or direct trips

Share of passengers satisfied to some extent (%)	Jul '21	Jun '22	Jun '23
Personal security during this trip	98	99	99
Trip overall	94	96	97
Having enough seats available	98	89	97
Cleanliness of wharf	97	88	97
Condition of wharf	95	92	96
Helpfulness and attitude of the staff	98	100	95
Comfort of the inside temperature	91	90	95
Personal safety at wharf	95	88	92
Wharf overall	95	92	90
Service being on time	92	86	90
Convenience of paying for public transport	83	81	90
Wharf being easy to get to	96	93	89
Value for money of the fare	83	84	88
Condition of vehicle	89	80	86
Ease of getting onto the vehicle from wharf	91	91	85
Ease of getting on/off the vehicle	88	85	85
Travel time	86	87	79
Ease of getting info about public transport routes and timetables	80	78	78
Public transport information currently available	82	73	73
How often the service runs	80	52	72
Public transport system overall	80	78	71
Information available at wharf	81	71	69
Information about service delays and disruptions	75	58	54
Provision of shelter from weather	51	39	49

	Current trip
	Ferry wharf
	PT Information
	PT system

Passenger Perceptions of Service on Trip Today

Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jul '21	Jun '22	Jun '23
Personal security during trip	96	95	**94**
Condition of vehicle	94	95	**94**
Ease of getting on/off vehicle	94	94	**93**
Helpfulness/attitude of driver/staff	92	92	**92**
Comfort of inside temperature	92	92	**91**
Value for money	79	90	**88** ⌄
Enough seats available	89	90	**83** ⌄
How often the service runs	79	77	**74** ⌄
Service being on time	77	73	**69** ⌄
Trip overall	93	94	**93**

■ Jul '21 (n=3,221)   ■ Jun '22 (n=2,733)   ■ Jun '23 (n=3,107)

Arrows denote statistically significant change from previous year

At 93%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users are the most satisfied (97%, stable from 96% last year); bus passengers continue to be least likely to give positive ratings (92%). The share of train passengers satisfied with their trip overall has declined significantly over the last 12 months – down from 96% to 94%.

Passengers continue to be most satisfied with their personal security during the trip (94%). Perceptions of the condition of the vehicle (94%) and the ease of boarding/disembarking (93%) have also remained high and stable.

In contrast, perceptions of the trip remain least positive for service frequency (74%) and reliability (69%), with perceptions of both having declined significantly from June 2022 (following significant declines between July 2021 and June 2022). The continued decline in satisfaction with service reliability is of particular concern as it is a strong driver of overall satisfaction with the trip. Improvements in services running on time can be expected to have a positive impact on overall satisfaction going forward.

The most notable decline in satisfaction over the last 12 months has been for having enough seats available – down from 90% satisfied in June 2022 to 83% in June 2023. This decline is most notable among train passengers, satisfaction with service capacity down from 95% to 85%.

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Satisfaction with Trip Overall

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

June 2023 Results

Total satisfied
93%

45%	Very satisfied (9-10)
48%	Satisfied (6-8)
5%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,900 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

92% 89% 93% 92% 91% 87% 94% 93% 94% **93%**

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)	Jun '23 (n=2,900)

⌃ Denotes statistically significant change of 5 percentage points or less
⌃ Denotes statistically significant change of more than 5 percentage points

Satisfaction by Mode

92% 89% 94% 92% 91% 87% 94% 92% 93% **92%**

	May '19	Nov '20	Jul '21	Jun '22	**Jun '23**
Wellington city bus	85%	95%	92%	93%	**92%**
Rest of region bus	92%	92%	91%	93%	**93%**

92% 89% 93% 93% 92% 89% 95% 95% 96% **94%**

97% 94% 97% 99% 94% 99% 99% 94% 96% **97%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23

Passengers most satisfied

✓ Travelling to visit friends and relatives (99%) or sports/recreation/dining out (96%)

Passengers most dissatisfied

✗ Travelling for work (4%)

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 2023 Results

Total satisfied
94%

58%	Very satisfied (9-10)
36%	Satisfied (6-8)
4%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=3,007 (All passengers who answered this question)

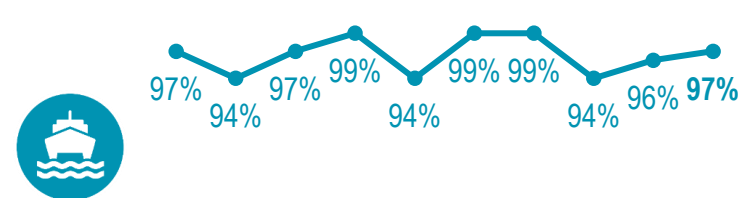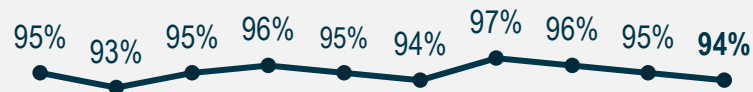**Satisfaction Over Time**
(All modes, weighted)

95% 93% 95% 96% 95% 94% 97% 96% 95% **94%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23
(n=4235)	(n=4371)	(n=2333)	(n=3984)	(n=3693)	(n=3893)	(n=3128)	(n=3153)	(n=2669)	(n=3,007)

Satisfaction by Mode
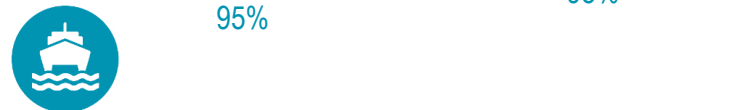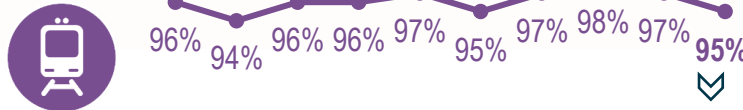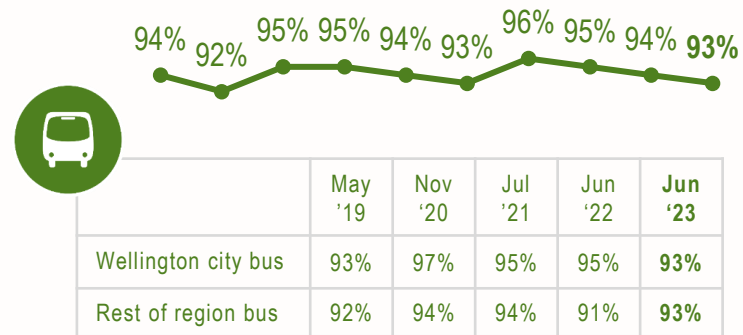
94% 92% 95% 95% 94% 93% 96% 95% 94% **93%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	93%	97%	95%	95%	**93%**
Rest of region bus	92%	94%	94%	91%	**93%**

96% 94% 96% 96% 97% 95% 97% 98% 97% **95%**

99% 95% 100% 99% 100% 99% 99% 98% 99% **99%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23

Passengers most satisfied

- ✓ Ferry passengers (99%)
- ✓ Use PT less often than once a month (99%)
- ✓ Aged 25-34 years (97%)

Passengers most dissatisfied

- ✗ Using PT for the first time on day of survey (11%)
- ✗ Using PT for sightseeing (4%)

Arrows denote statistically significant change from previous year.

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Condition of Vehicle

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

June 2023 Results

50%	Very satisfied (9-10)
44%	Satisfied (6-8)
4%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Total satisfied 94%

Base: n=3,038 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

94%   94%   95%   **94%**

Nov '20 (n=3165)	Jul '21 (n=3183)	Jun '22 (n=2678)	Jun '23 (n=3,038)

Satisfaction by Mode

🚌 93%   92%   94%   **93%**

	Nov '20	Jul '21	Jun '22	**Jun '23**
Wellington city bus	94%	91%	95%	**93%**
Rest of region bus	91%	94%	91%	**93%**

🚊 97%   97%   97%   **96%**

⛴ 80%   89%   80%   **86%**

Nov '20	Jul '21	Jun '22	Jun '23
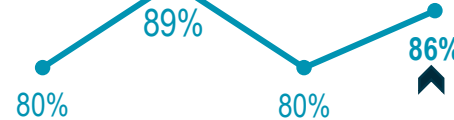
Passengers most satisfied

- ✓ Using PT less often than once a month (99%)
- ✓ Travelling for sightseeing (99%)
- ✓ Train passengers (96%)

Passengers most dissatisfied

- ✗ Using PT for the first time on day of survey (11%)
- ✗ Ferry passengers (6%)
- ✗ Using PT every day including weekends (4%)

Arrows denote statistically significant change from previous year.

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 2023 Results

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

Total satisfied
93%

Base: n=3,017 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

94% 94% 93% 91% 95% 94% 94% **93%**

May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
(n=2345) (n=3990) (n=3708) (n=3902) (n=3154) (n=3162) (n=2672) (n=3017)

Satisfaction by Mode

93% 93% 92% 90% 94% 93% 92% **92%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	90%	94%	93%	92%	**92%**
Rest of region bus	88%	92%	92%	91%	**93%**

95% 95% 96% 95% 96% 97% 97% **95%**

93% 95% 83% 88% 85% 88% 85% **85%**

May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
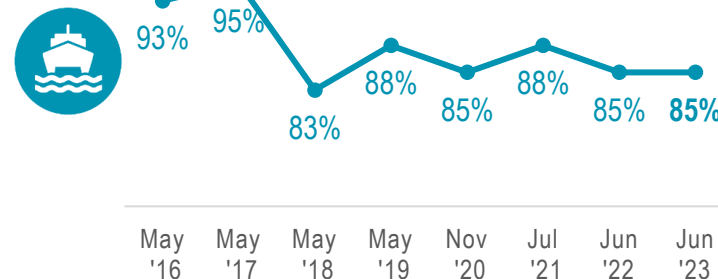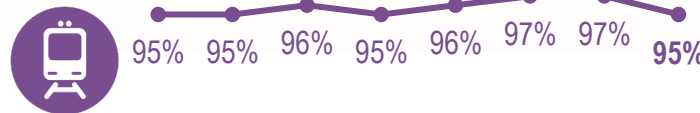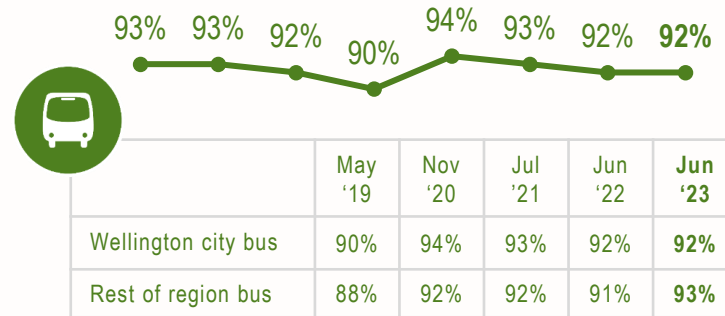
Passengers most satisfied

✓ Travelling for sightseeing (99%) or tertiary study (98%)
✓ Train passengers (95%), especially Melling (98%) and Hutt Valley (96%) lines
✓ Afternoon/evening peak passengers (95%) or weekend travellers (95%)
✓ Those without a disability (95%)

Passengers most dissatisfied

✗ Ferry passengers (10%)
✗ Wairarapa line passengers (9%)
✗ Aged 65 years + (7%)
✗ Inbound passengers (5%)

Arrows denote statistically significant change from previous year.

gravitasOPG

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 2023 Results

Total satisfied
92%

53%	Very satisfied (9-10)
39%	Satisfied (6-8)
5%	Neither/nor (5)
2%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,977 (All passengers who answered this question)

Satisfaction by Mode

85% 85% 88% 87% 90% 87% 93% 90% 90% **91%**

	May '19	Nov '20	Jul '21	Jun '22	**Jun '23**
Wellington city bus	87%	94%	89%	91%	**91%**
Rest of region bus	87%	91%	92%	86%	**90%**

90% 87% 93% 92% 94% 91% 95% 96% 96% **94%**

97% 95% 96% 98% 99% 99% 98% 98% 100% **95%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23

Satisfaction Over Time
(All modes, weighted)

89% 87% 90% 89% 91% 89% 94% 92% 92% **92%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23
(n=4015)	(n=4272)	(n=2300)	(n=3877)	(n=3595)	(n=3747)	(n=3024)	(n=3089)	(n=2648)	(n=)
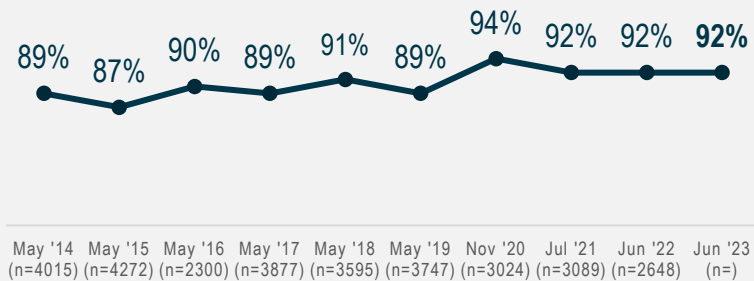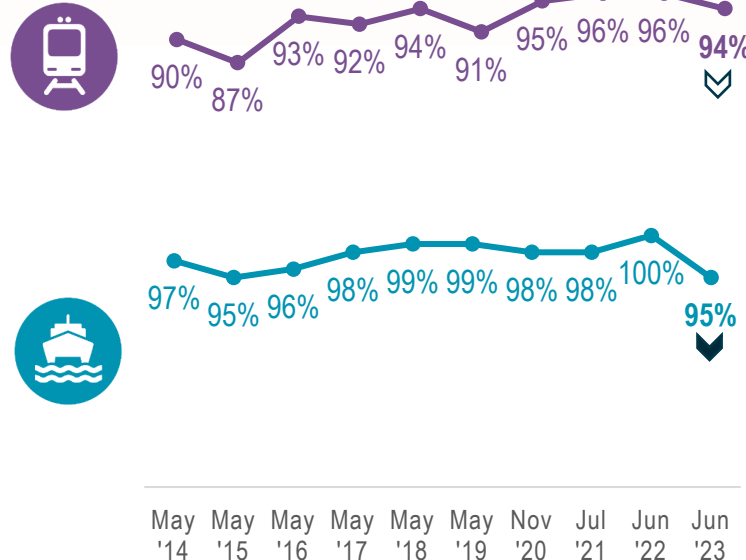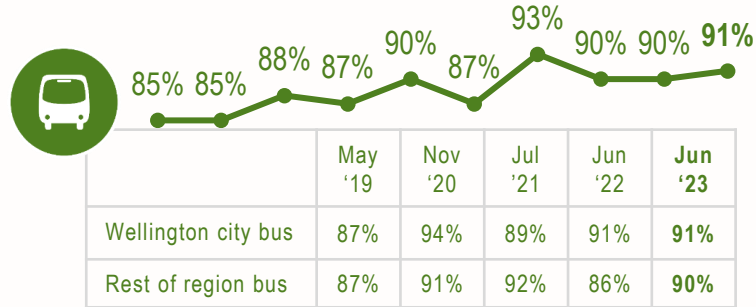
Passengers most satisfied

✓ Aged 25-34 years (97%)
✓ Train passengers (94%)

Passengers most dissatisfied

✗ Using PT for the first time on day of survey (12%)
✗ Aged 15-17 years (8%)

Arrows denote statistically significant change from previous year.

* Prior to 2021, 'helpfulness' and 'attitude' of staff were asked as separate questions. Time series data presented here prior to 2021 is an average of the results from the two questions.

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 2023 Results

Total satisfied
91%

49%	Very satisfied (9-10)
42%	Satisfied (6-8)
5%	Neither/nor (5)
3%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=3,037 (All passengers who answered this question)
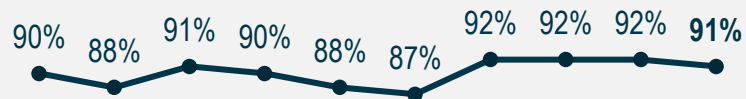
Satisfaction Over Time
(All modes, weighted)

90% 88% 91% 90% 88% 87% 92% 92% 92% **91%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
(n=4270) (n=4396) (n=2347) (n=3986) (n=3715) (n=3924) (n=3164) (n=3163) (n=2690) (n=3037)

Satisfaction by Mode

🚌 90% 88% 91% 89% 88% 85% 91% 91% 91% **90%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	85%	92%	91%	91%	**91%**
Rest of region bus	87%	87%	91%	90%	**89%**

🚆 90% 88% 90% 92% 90% 89% 93% 95% 95% **93%**

⛴ 95% 90% 95% 95% 92% 94% 93% 91% 90% **95%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
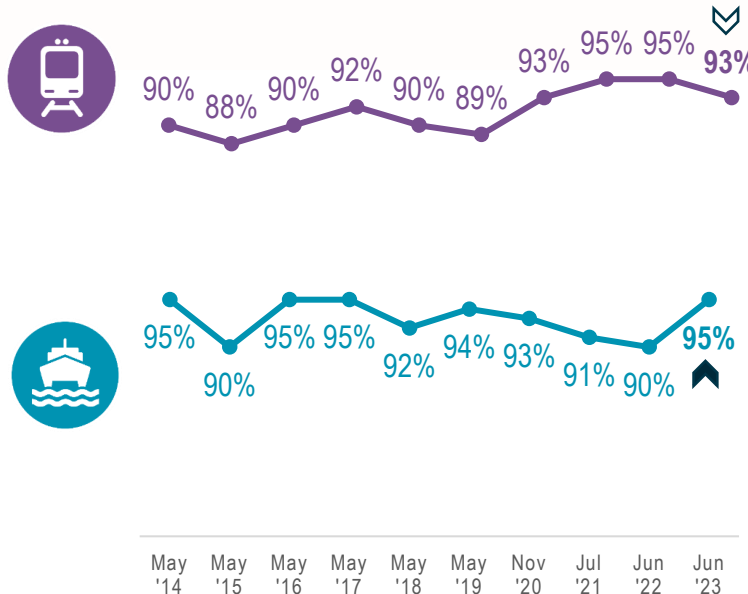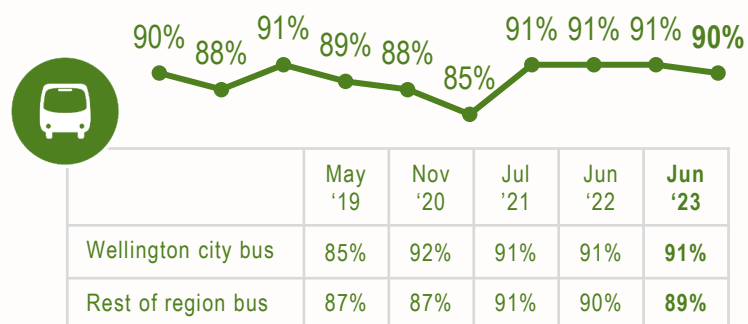
Passengers most satisfied

✓ Morning peak travellers (94%)
✓ Train passengers (93%)

Passengers most dissatisfied

✗ Using PT for the first time on day of survey (12%)
✗ Aged 15-17 years (9%)
✗ Travelling for shopping (7%)

Arrows denote statistically significant change from previous year.

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 2023 Results*

52%	Very satisfied (9-10)
36%	Satisfied (6-8)
6%	Neither/nor (5)
5%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Total satisfied
88%

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

Satisfaction Over Time
(All modes, weighted)

70% 72% 76% 75% 77% 75% 80% 79% 90% 88%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=4182) (n=4345) (n=2320) (n=3951) (n=3663) (n=3882) (n=3125) (n=3128) (n=2664) (n=2992)

Satisfaction by Mode

72% 74% 76% 75% 79% 76% 81% 80% 91% 89%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	74%	81%	78%	90%	89%
Rest of region bus	84%	82%	86%	93%	88%

68% 70% 75% 75% 75% 73% 78% 78% 90% 85%

81% 77% 88% 86% 84% 85% 78% 83% 84% 88%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
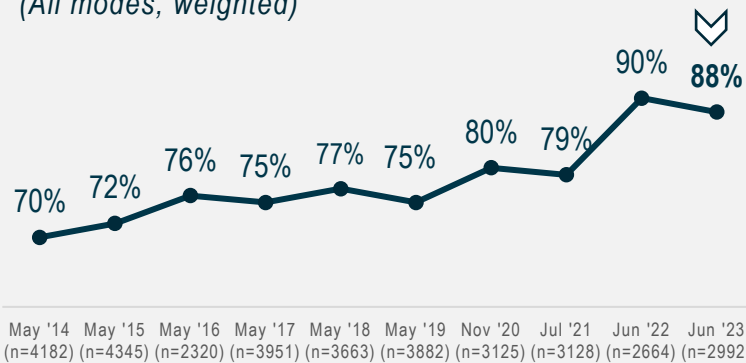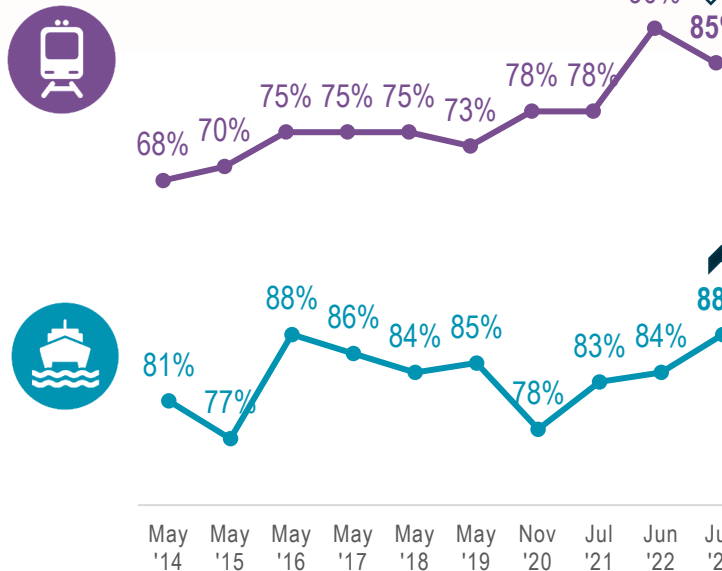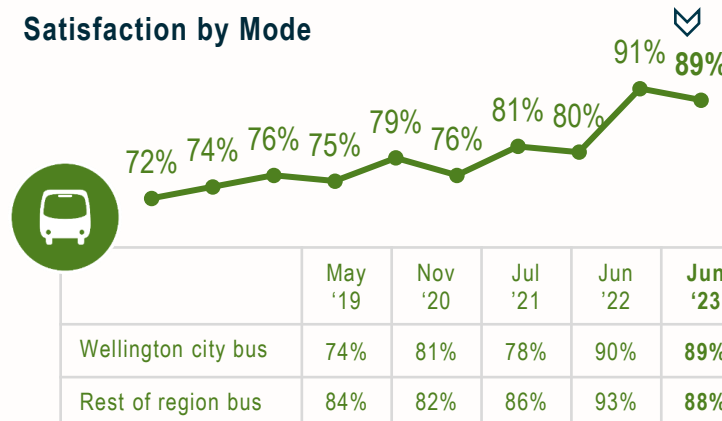
Passengers most satisfied

✓ SuperGold card users (96%)
✓ Wairarapa line users (95%)
✓ Aged 45 years + (94%)

Passengers most dissatisfied

✗ Aged 18-24 years (10%)
✗ Using PT every weekday (10%)

Arrows denote statistically significant change from previous year.

Note: Half-priced fares introduced on all forms of public transport from April 2022

23

Having Enough Seats Available

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

June 2023 Results

Total satisfied 83%

47%	Very satisfied (9-10)
36%	Satisfied (6-8)
6%	Neither/nor (5)
8%	Dissatisfied (2-4)
3%	Very dissatisfied (0-1)

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

Satisfaction Over Time
(All modes, weighted)

Bus satisfaction: 84%, 79%, 84%, 83%, 79%, 74%, 91%, 89%, 90%, 83%

	May '14 (n=4260)	May '15 (n=4389)	May '16 (n=2342)	May '17 (n=3992)	May '18 (n=3707)	May '19 (n=3924)	Nov '20 (n=3159)	Jul '21 (n=3173)	Jun '22 (n=2694)	Jun '23 (n=3034)

Satisfaction by Mode

Bus: 87%, 82%, 87%, 85%, 81%, 75%, 91%, 88%, 88%, 83%
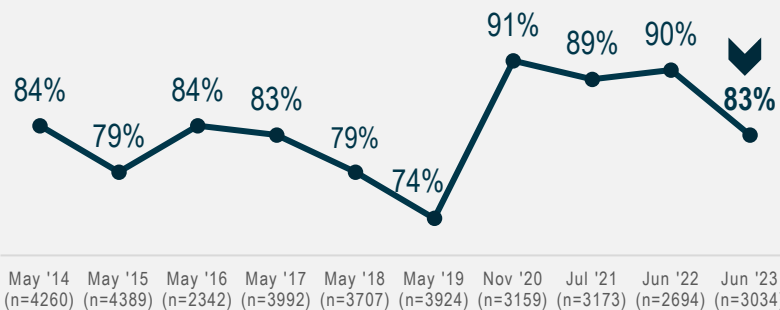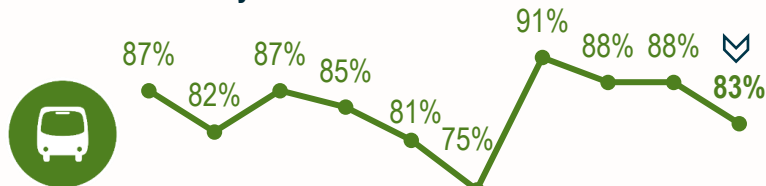
	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	73%	92%	87%	88%	**80%**
Rest of region bus	82%	90%	92%	91%	**89%**

Train: 82%, 76%, 77%, 80%, 76%, 71%, 91%, 90%, 95%, 85%

Ferry: 95%, 88%, 91%, 93%, 92%, 92%, 98%, 98%, 89%, 97%

	May '14	May '15	May '16	May '17	May '18	May '19	May '20	Jul '21	Jun '22	Jun '23
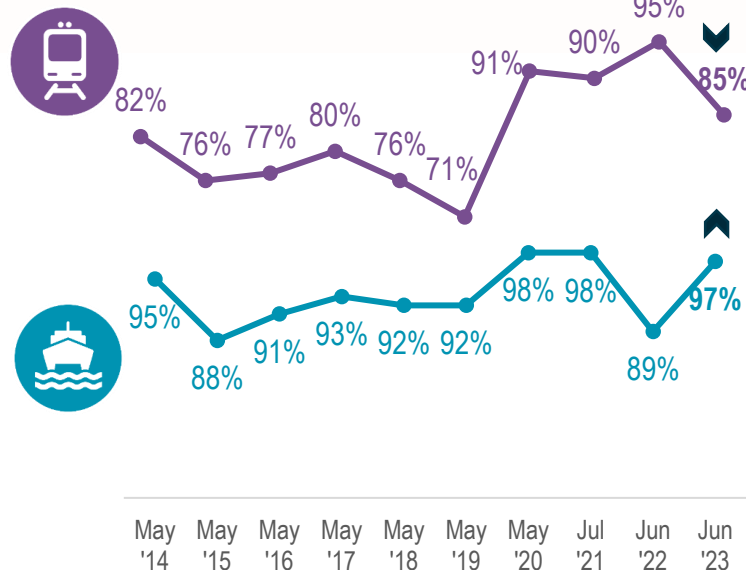
Passengers most satisfied

✓ Using PT less often than once a month (98%)
✓ Ferry passengers (97%)
✓ SuperGold card passengers (95%)/aged 65 years + (92%)
✓ Wairarapa (94%), Johnsonville (92%) and Melling (91%) line users
✓ Morning peak (87%) and interpeak (86%) travellers

Passengers most dissatisfied

✗ Afternoon/evening peak passengers (16%)
✗ Using PT every weekday (16%)
✗ Aged 15-17 years (16%)

Arrows denote statistically significant change from previous year. Total network patronage in May 2019 was 3,924,676 trips. This compares with 2,840,928 trips in November 2020 – a 28% decrease. This notable decrease in patronage would have contributed to the increase in positive perceptions of capacity.

How Often the Service Runs

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

June 2023 Results

Total satisfied
74%

27%	Very satisfied (9-10)
47%	Satisfied (6-8)
9%	Neither/nor (5)
13%	Dissatisfied (2-4)
4%	Very dissatisfied (0-1)

Base: n=2,802 (All passengers who answered this question)
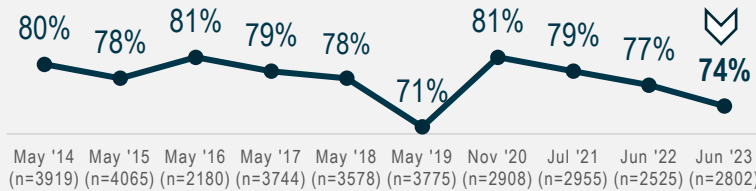
Satisfaction Over Time
(All modes, weighted)

80% (May '14, n=3919) 78% (May '15, n=4065) 81% (May '16, n=2180) 79% (May '17, n=3744) 78% (May '18, n=3578) 71% (May '19, n=3775) 81% (Nov '20, n=2908) 79% (Jul '21, n=2955) 77% (Jun '22, n=2525) **74%** (Jun '23, n=2802)

Satisfaction by Mode

Bus: 78% 75% 80% 78% 76% 66% 78% 77% 73% **71%**

	May '19	Nov '20	Jul '21	Jun '22	**Jun '23**
Wellington city bus	65%	79%	77%	74%	**72%**
Rest of region bus	68%	76%	75%	71%	**68%**

Train: 81% 80% 84% 81% 84% 79% 86% 83% 86% **78%**

Ferry: 81% 67% 84% 84% 76% 77% 71% 80% 52% **72%**

May '14, May '15, May '16, May '17, May '18, May '19, Nov '20, Jul '21, Jun '22, Jun '23
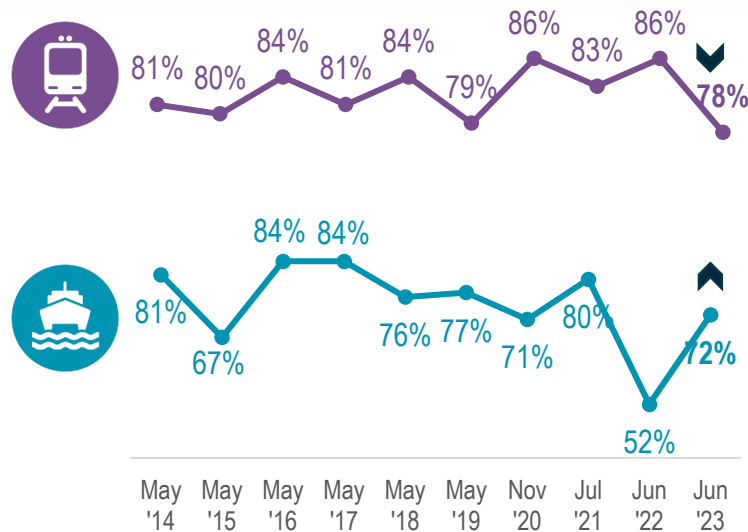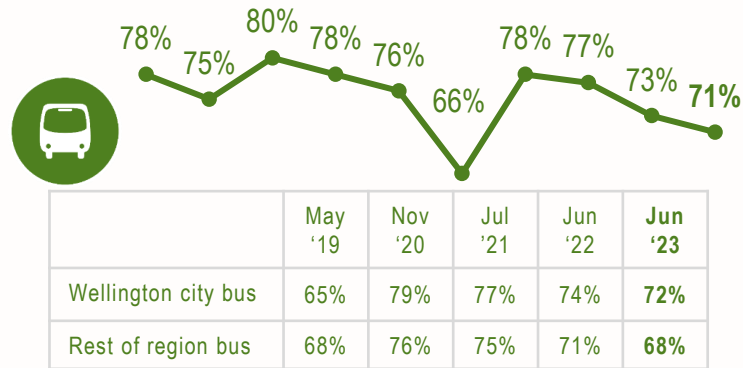
Passengers most satisfied

- ✓ SuperGold card passengers (84%)/aged 60 years + (80%)
- ✓ Train passengers (78%), especially Hutt Valley (82%), Johnsonville (81%) and Kapiti (81%) line users
- ✓ Aged 35-59 years (76%)

Passengers most dissatisfied

- ✗ Wairarapa line users (47%)
- ✗ Aged 15-17 years (29%)
- ✗ Using PT every day including weekends (22%)
- ✗ Bus passengers (19%)

Arrows denote statistically significant change from previous year.

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 2023 Results

Total satisfied 69%

27%	Very satisfied (9-10)
41%	Satisfied (6-8)
10%	Neither/nor (5)
17%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

Base: n=3,001 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

77% 69% 81% 78% 77% 64% 80% 77% 73% **69%**

May '14 (n=4231) May '15 (n=4359) May '16 (n=2318) May '17 (n=3966) May '18 (n=3695) May '19 (n=3856) Nov '20 (n=3126) Jul '21 (n=3125) Jun '22 (n=2644) Jun '23 (n=3001)

Satisfaction by Mode

77% 72% 78% 74% 72% 59% 77% 72% 69% **65%**

	May '19	Nov '20	Jul '21	Jun '22	**Jun '23**
Wellington city bus	58%	79%	72%	68%	**65%**
Rest of region bus	66%	72%	72%	71%	**67%**

77% 67% 84% 87% 86% 72% 84% 85% 83% **75%**

91% 90% 91% 95% 80% 89% 92% 92% 86% **90%**

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 |
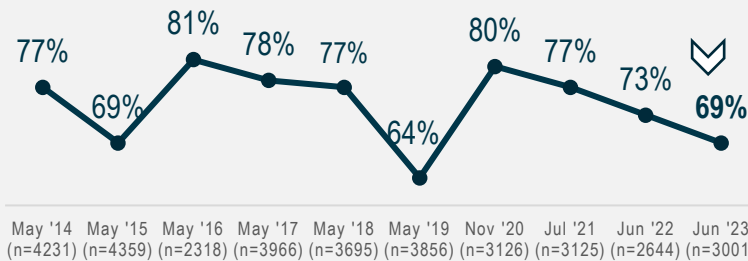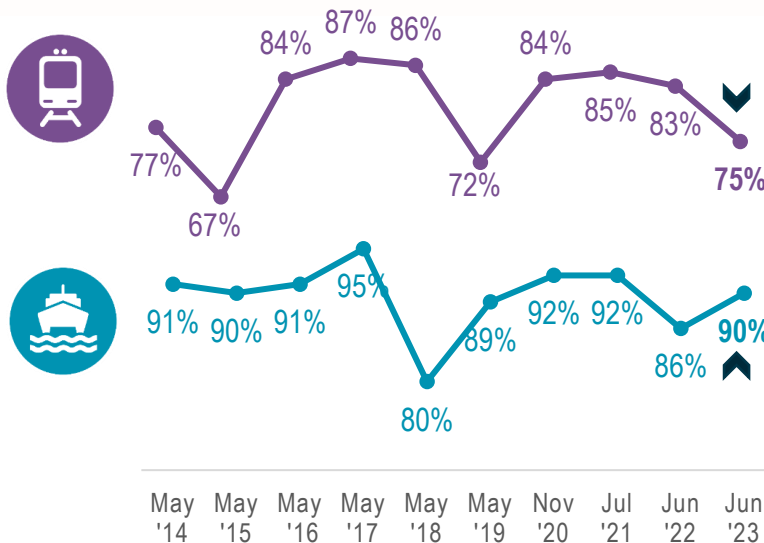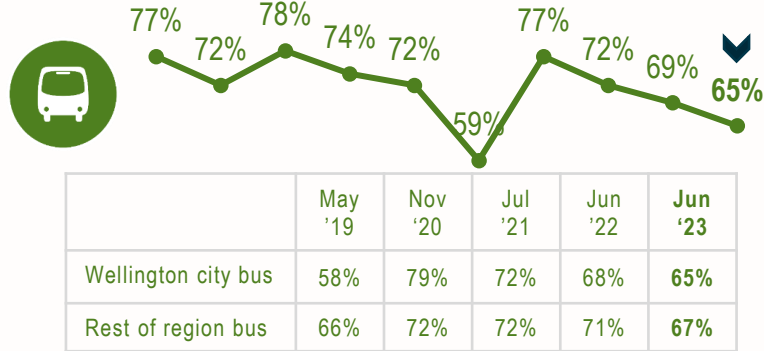
Passengers most satisfied

- ✓ Using PT less often than monthly (94%)
- ✓ Ferry passengers (90%)
- ✓ Travelling for sightseeing (87%) or sports/recreation/dining (85%)
- ✓ SuperGold card users (85%)/aged 65 years + (81%)
- ✓ Train passengers (75%), especially Melling (81%), Hutt Valley (77%) and Kapiti (76%) line users
- ✓ Aged 25-34 years (73%)
- ✓ Off-peak travellers (72%)

Passengers most dissatisfied

- ✗ Aged 15-17 years (32%)/traveling to school (31%)
- ✗ Bus passengers (24%)
- ✗ Peak travellers (24%)

Arrows denote statistically significant change from previous year.

Perceptions Of Trip Over Time By Mode

Time Series Summary (Total Satisfied %)

	Total Bus						Wellington City Bus						Rest of Region Bus					
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023
Trip overall	87	*	94	92	93	**92**	85	90	95	92	93	**92**	92	*	92	91	93	**93**
Personal security during trip	93	*	96	95	94	**93**	93	96	97	95	95	**93**	92	*	94	94	91	**93**
Condition of vehicle	*	*	93	92	94	**93**	*	*	94	91	95	**93**	*	*	91	94	91	**93**
Ease of getting on/off vehicle	90	*	94	93	92	**92**	90	94	94	93	92	**92**	88	*	92	92	91	**93**
Comfort of inside temperature	85	*	91	91	91	**90**	85	87	92	91	91	**93**	87	*	87	91	90	**95**
Value for money of fare	76	*	81	80	91	**89**	74	78	81	78	90	**89**	84	*	82	86	93	**88**
Helpfulness/attitude of staff	87	*	93	90	90	**91**	87	90	94	89	91	**91**	88	*	92	92	86	**90**
Having enough seats available	75	*	91	88	88	**83**	73	91	92	87	88	**80**	82	*	90	92	91	**89**
How often service runs	66	*	78	77	73	**71**	65	76	79	77	74	**72**	68	*	76	75	71	**68**
Being on time	59	*	77	72	69	**65**	58	70	79	72	68	**65**	66	*	72	72	71	**67**

Perceptions Of Trip Over Time By Mode

Time Series Summary (Total Satisfied %)

	Train						Ferry					
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023
Trip overall	89	93	95	95	96	**94**	99	*	99	94	96	**97**
Personal security during trip	95	97	97	98	97	**95**	99	*	99	98	99	**99**
Condition of vehicle	*	*	97	97	97	**96**	*	*	80	89	80	**86**
Ease of getting on/off vehicle	95	96	96	97	97	**95**	88	*	85	88	85	**85**
Helpfulness and attitude of staff	91	94	95	96	96	**94**	99	*	98	98	100	**95**
Comfort of inside temperature	89	92	93	95	95	**93**	94	*	93	91	90	**95**
Having enough seats available	71	84	91	90	95	**85**	92	*	98	98	89	**97**
Value for money of fare	73	78	78	78	90	**85**	85	*	78	83	84	**88**
How often service runs	79	84	86	83	86	**78**	77	*	71	80	52	**72**
Being on time	72	82	84	85	83	**75**	89	*	92	92	86	**90**

Passenger Perceptions of Stop/ Station/ Wharf

Perceptions of the Stop/Station/Wharf
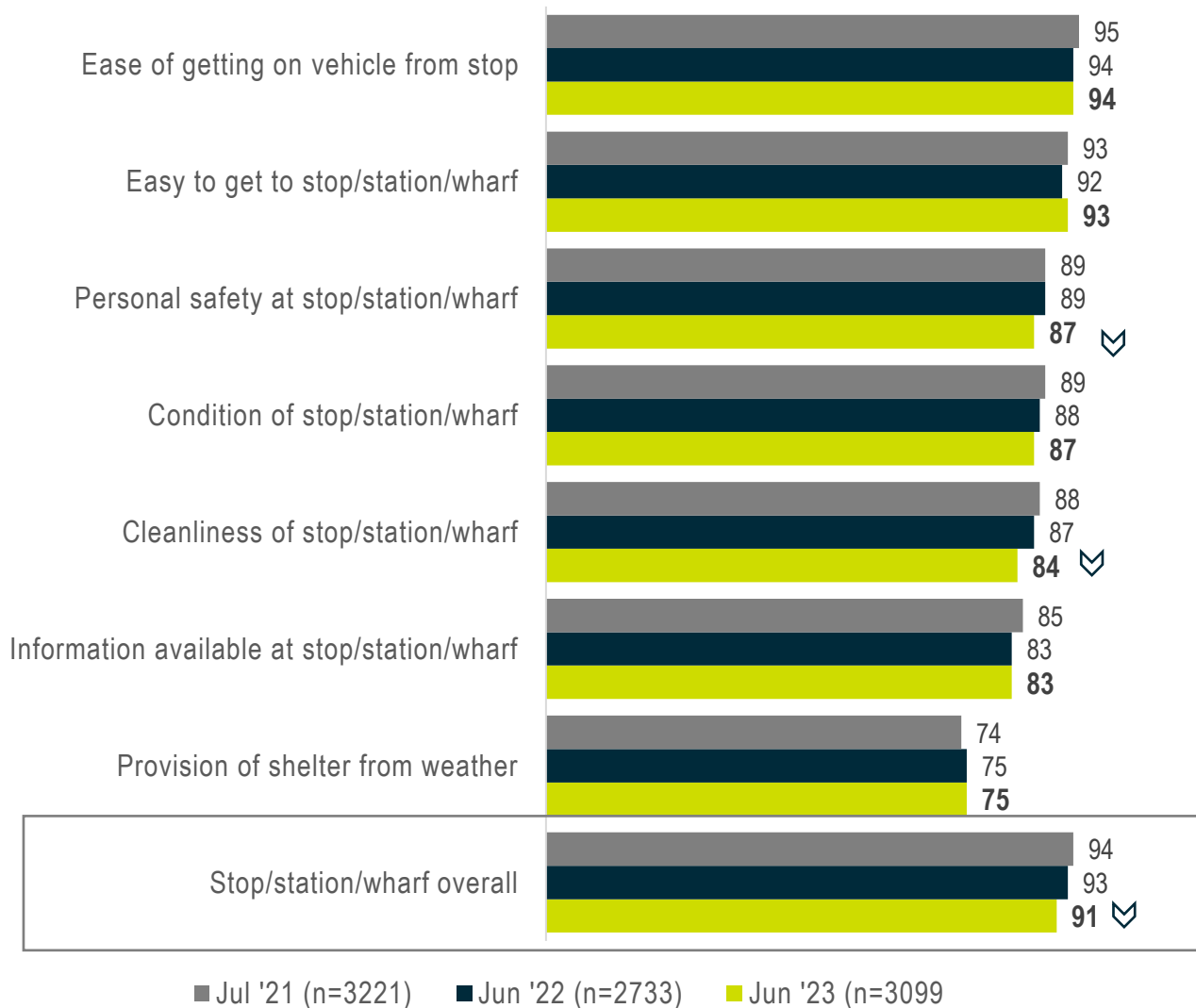
Share of Passengers Satisfied/Very Satisfied (%)

Category	Jul '21	Jun '22	Jun '23
Ease of getting on vehicle from stop	95	94	**94**
Easy to get to stop/station/wharf	93	92	**93**
Personal safety at stop/station/wharf	89	89	**87** ⌄
Condition of stop/station/wharf	89	88	**87**
Cleanliness of stop/station/wharf	88	87	**84** ⌄
Information available at stop/station/wharf	85	83	**83**
Provision of shelter from weather	74	75	**75**
Stop/station/wharf overall	94	93	**91** ⌄

■ Jul '21 (n=3221) ■ Jun '22 (n=2733) ■ Jun '23 (n=3099

Arrows denote statistically significant change from previous year

Almost all public transport users (91%) continue to be satisfied with the stop/station/wharf where they started their trip, however this share has declined significantly from June 2022 (93%). While satisfaction remains significantly higher for train stations (94%) than for bus stops (91%) and ferry wharves (90%), overall satisfaction with train stations has declined significantly over the last 12 months (down from 96%).

Ratings continue to be most positive for accessibility, both the ease of getting to the stop/station/wharf (by car, walking etc) (93%) and it being easy to get onto the vehicle from the stop/station/wharf (94%).

Over the last 12 months, satisfaction with both personal safety (down from 89% to 87%) and cleanliness of the stop/station/wharf (down from 87% to 84%) have declined significantly, these declines evident among both bus and train passengers.

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 49% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 31% 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.

Overall Satisfaction with Stop/Station/Wharf

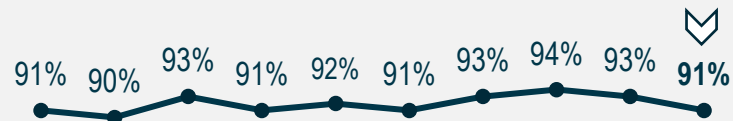### How satisfied or dissatisfied are you with the stop/station/wharf overall?

June 2023 Results

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

Total satisfied
91%

Base: n=2,977 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

91% 90% 93% 91% 92% 91% 93% 94% 93% **91%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=4190) (n=4328) (n=2313) (n=3892) (n=3662) (n=3948) (n=3144) (n=3124) (n=2627) (n=2977)

⌄ Denotes statistically significant change of 5 percentage points or less
⌄ Denotes statistically significant change of more than 5 percentage points

Satisfaction by Mode

90% 89% 93% 90% 91% 89% 93% 93% 91% **91%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	89%	94%	93%	92%	**92%**
Rest of region bus	88%	89%	91%	88%	**85%**

91% 90% 94% 93% 95% 94% 95% 95% 96% **94%** ⌄

93% 93% 92% 97% 91% 94% 84% 95% 92% **90%** ⌄
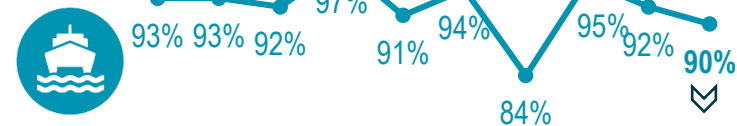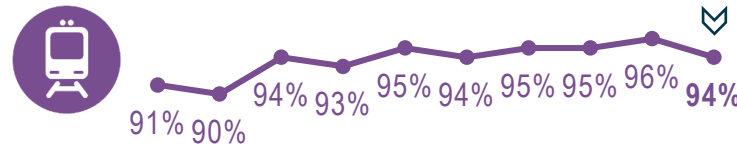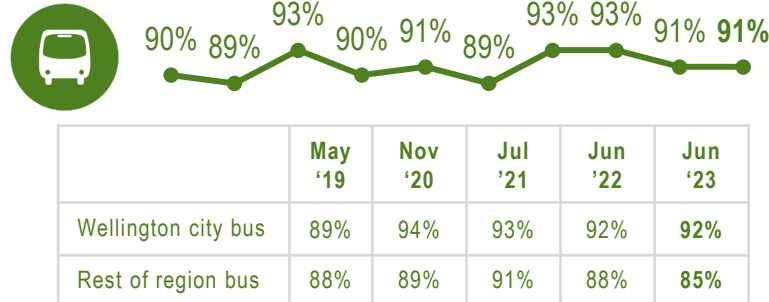
May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Passengers most satisfied

✓ Travelling for sightseeing (99%), tertiary study (96%) or school (95%)
✓ Train passengers (94%)
✓ Outbound trips (93%)

Passengers most dissatisfied

✗ Aged 15-17 years (7%)
✗ Those with a disability (5%)
✗ Travelling for a personal appointment (5%)

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 2023 Results

Total satisfied **94%**

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

Base: n=3,043 (All passengers who answered this question)
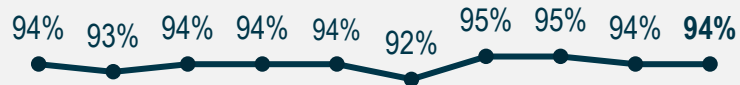
Satisfaction Over Time
(All modes, weighted)

94% 93% 94% 94% 94% 92% 95% 95% 94% **94%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
(n=4277) (n=4367) (n=2343) (n=3964) (n=3703) (n=3979) (n=3176) (n=3152) (n=2657) (n=3043)

Satisfaction by Mode

93% 92% 93% 94% 93% 91% 95% 95% 93% **94%**
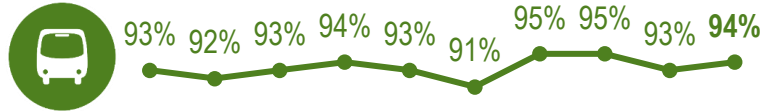
	May '19	Nov '20	Jul '21	Jun '22	Jul '23
Wellington city bus	90%	95%	95%	94%	**94%**
Rest of region bus	93%	93%	94%	92%	**94%**
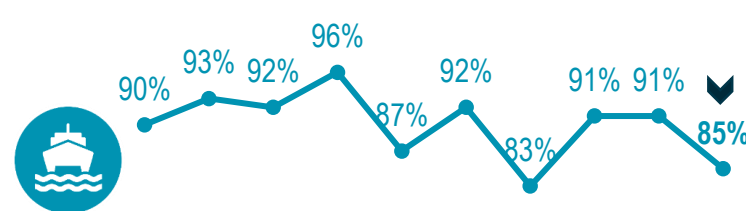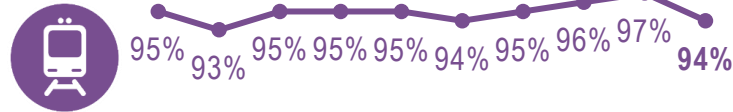
95% 93% 95% 95% 95% 94% 95% 96% 97% **94%**

90% 93% 92% 96% 87% 92% 83% 91% 91% **85%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23

Passengers most satisfied

✓ Travelling for tertiary study (98%)

Passengers most dissatisfied

✗ Ferry passengers (9%)
✗ Those with a disability (5%)
✗ Aged 35-59 years (5%)
✗ Travelling for a personal appointment (5%)

Arrows denote statistically significant change from previous year.

32

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 2023 Results

56%	Very satisfied (9-10)
37%	Satisfied (6-8)
3%	Neither/nor (5)
3%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Total satisfied
93%

Base: n=3,031 (All passengers who answered this question)
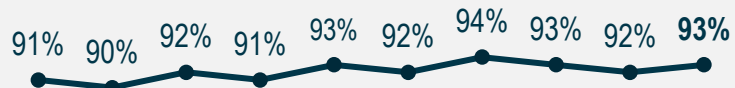
Satisfaction Over Time
(All modes, weighted)

91% 90% 92% 91% 93% 92% 94% 93% 92% **93%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
(n=4259) (n=4373) (n=2338) (n=3971) (n=3705) (n=3978) (n=3172) (n=3186) (n=2670) (n=3031)

Satisfaction by Mode

93% 92% 93% 91% 94% 92% 95% 93% 92% **93%**
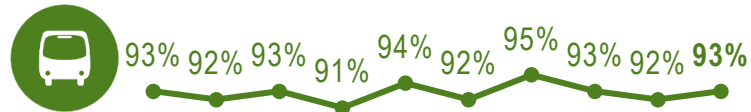
	May '19	**Nov '20**	**Jul '21**	**Jun '22**	**Jun '23**
Wellington city bus	92%	96%	93%	94%	**94%**
Rest of region bus	93%	92%	92%	84%	**92%**
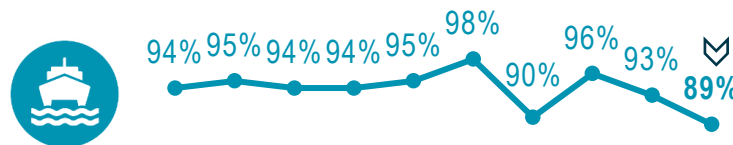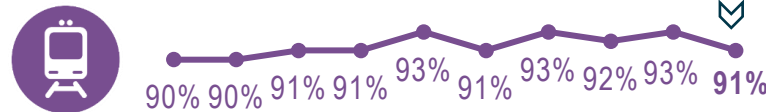
90% 90% 91% 91% 93% 91% 93% 92% 93% **91%**

94% 95% 94% 94% 95% 98% 90% 96% 93% **89%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23

Passengers most satisfied

✓ (No significant differences by passenger sub-groups)

Passengers most dissatisfied

✗ (No significant differences by passenger sub-groups)

Arrows denote statistically significant change from previous year.

Personal Safety at Stop/Station/Wharf

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

June 2023 Results

45%	Very satisfied (9-10)
42%	Satisfied (6-8)
6%	Neither/nor (5)
6%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Total satisfied 87%

Base: n=3,016 (All passengers who answered this question)
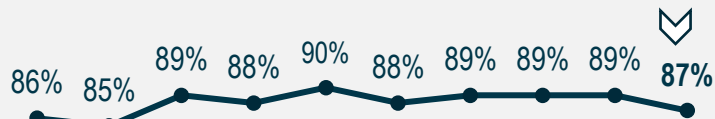
Satisfaction Over Time
(All modes, weighted)

86% 85% 89% 88% 90% 88% 89% 89% 89% 87%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=4232) (n=4358) (n=2316) (n=3930) (n=3698) (n=3955) (n=3152) (n=3166) (n=2655) (n=3016)

Satisfaction by Mode
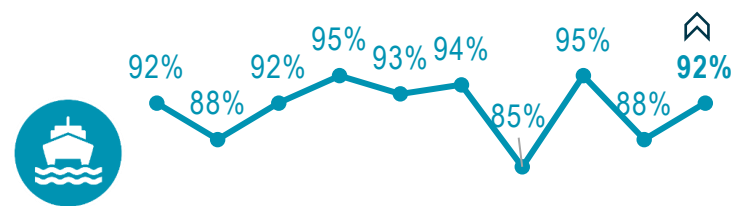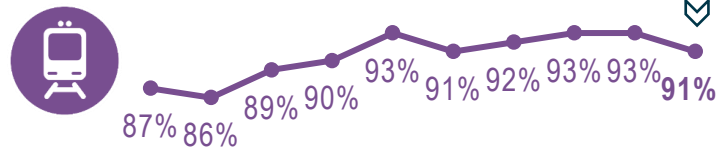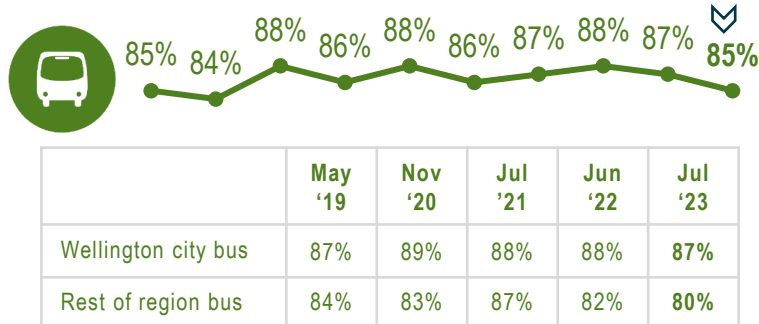
Bus: 85% 84% 88% 86% 88% 86% 87% 88% 87% 85%

	May '19	Nov '20	Jul '21	Jun '22	Jul '23
Wellington city bus	87%	89%	88%	88%	87%
Rest of region bus	84%	83%	87%	82%	80%

Train: 87% 86% 89% 90% 93% 91% 92% 93% 93% 91%

Ferry: 92% 88% 92% 95% 93% 94% 85% 95% 88% 92%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Passengers most satisfied

- ✓ SuperGold card users (95%)/those aged 65 years + (94%)
- ✓ Train passengers (91%)
- ✓ Males (90%)

Passengers most dissatisfied

- ✗ Aged 15-17 years (20%) or 18-24 years (10%)
- ✗ Using PT for the first time (16%), once a month (12%) or everyday including weekends (10%)
- ✗ Travelling to school (11%)
- ✗ Bus passengers (9%)

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 2023 Results

Total satisfied
87%

38%	Very satisfied (9-10)
49%	Satisfied (6-8)
6%	Neither/nor (5)
6%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=3,010 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

88%   89%   88%   87%

Nov '20 (n=3142)   Jul '21 (n=3135)   Jun '22 (n=2644)   Jun '23 (n=3010)

Satisfaction by Mode

87%   87%   85%   **85%**

	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	89%	88%	86%	**88%**
Rest of region bus	82%	86%	81%	**79%**

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

80%   95%   92%   **96%**

Nov '20   Jul '21   Jun '22   Jun '23

Passengers most satisfied

- ✓ Use PT less often than once a month (97%)
- ✓ Ferry passengers (96%)
- ✓ Aged 60-64 years (93%) or 25-34 years (91%)
- ✓ Train passengers (90%)
- ✓ Weekend passengers (90%)
- ✓ PM peak passengers (89%)

Passengers most dissatisfied

- ✗ Aged 15-17 years (21%)
- ✗ Using PT once a month (17%) or for the first time on day of survey (12%)
- ✗ Interpeak travellers (10%)
- ✗ Travelling for a personal appointment (11%) or to school (10%)

Arrows denote statistically significant change from previous year.

35

Cleanliness of Stop/Station/Wharf

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

June 2023 Results

37%	Very satisfied (9-10)
47%	Satisfied (6-8)
8%	Neither/nor (5)
7%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Total satisfied
84%

Base: n=3,033 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

82% 79% 86% 84% 86% 87% 87% 88% 87% **84%**
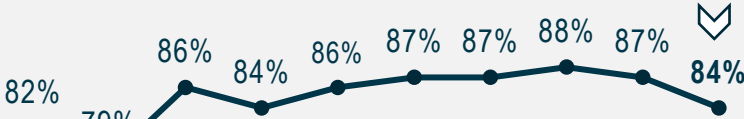
May '14 (n=4233) May '15 (n=4376) May '16 (n=2335) May '17 (n=3956) May '18 (n=3701) May '19 (n=3959) Nov '20 (n=3166) Jul '21 (n=3161) Jun '22 (n=2650) Jun '23 (n=3033)

Satisfaction by Mode

80% 77% 85% 83% 84% 86% 86% 86% 85% **82%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	86%	88%	**87%**	86%	**84%**
Rest of region bus	85%	80%	**83%**	79%	**75%**

82% 80% 86% 87% 91% 89% 89% 92% 92% **89%**

96% 95% 94% 98% 95% 92% 89% 97% 98% **97%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
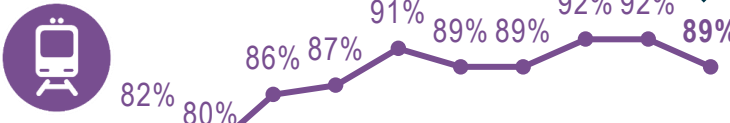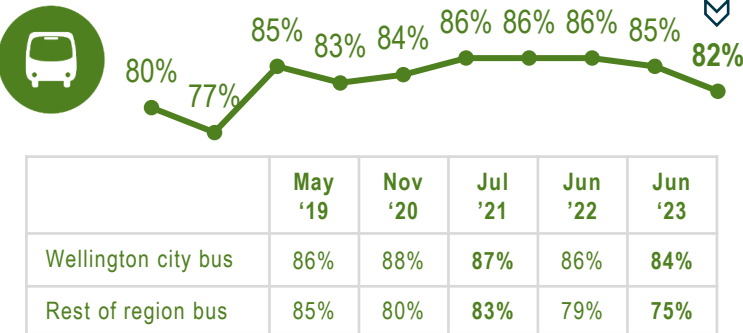
Passengers most satisfied

✓ Ferry passengers (97%)
✓ Travelling for sightseeing (93%)
✓ Aged 25-34 years (90%)

Passengers most dissatisfied

✗ Aged 15-17 years (17%)
✗ Bus passengers (9%)

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 2023 Results

Total satisfied
83%

40%	Very satisfied (9-10)
43%	Satisfied (6-8)
7%	Neither/nor (5)
8%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,997 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83% 83% 87% 83% 85% 79% 87% 85% 83% **83%**
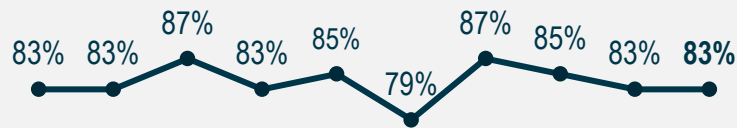
May '14 (n=4174) May '15 (n=4366) May '16 (n=2316) May '17 (n=3944) May '18 (n=3681) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3136) Jun '22 (n=2647) Jun '23 (n=2997)

Satisfaction by Mode

80% 85% 87% 82% 82% 75% 85% 82% 79% **81%**
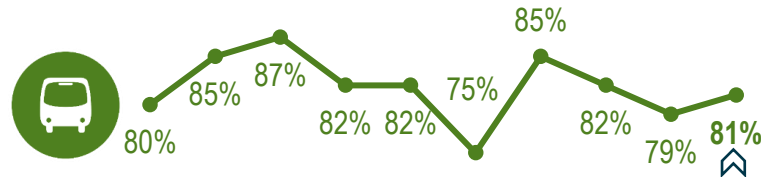
	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	73%	84%	82%	79%	**80%**
Rest of region bus	84%	88%	81%	80%	**81%**
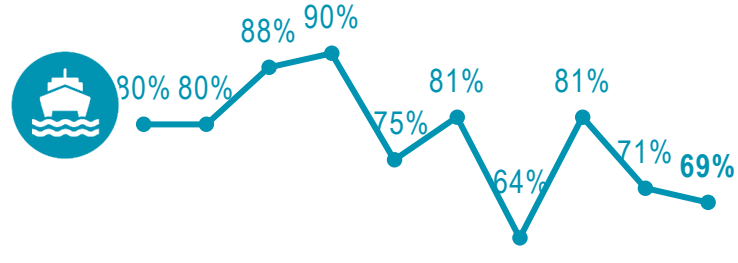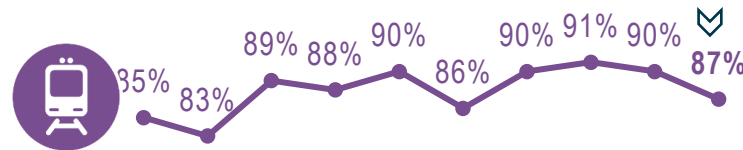
85% 83% 89% 88% 90% 86% 90% 91% 90% **87%**

80% 80% 88% 90% 75% 81% 64% 81% 71% **69%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Passengers most satisfied

✓ Train passengers (87%)
✓ Afternoon/evening peak travellers (87%)

Passengers most dissatisfied

✗ Ferry passengers (18%)
✗ Aged 15-17 years (17%)
✗ Morning peak travellers (14%)

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 2023 Results

Total satisfied
75%

35%	Very satisfied (9-10)
40%	Satisfied (6-8)
7%	Neither/nor (5)
12%	Dissatisfied (2-4)
6%	Very dissatisfied (0-1)

Base: n=3,011 (All passengers who answered this question)
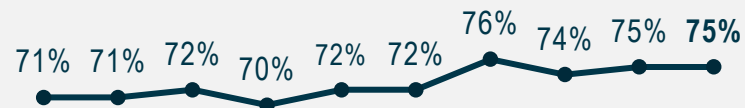
Satisfaction Over Time
(All modes, weighted)

71% 71% 72% 70% 72% 72% 76% 74% 75% **75%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
(n=4249) (n=4249) (n=2305) (n=3913) (n=3694) (n=3931) (n=3169) (n=3145) (n=2663) (n=3011)

Satisfaction by Mode

68% 67% 68% 65% 68% 67% 73% 70% 71% **71%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	**66%**	74%	70%	71%	**72%**
Rest of region bus	**72%**	71%	69%	69%	**67%**

75% 74% 81% 80% 80% 80% 83% 84% 85% **84%**

38% 53% 55% 63% 37% 45% 18% 51% 39% **49%**

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
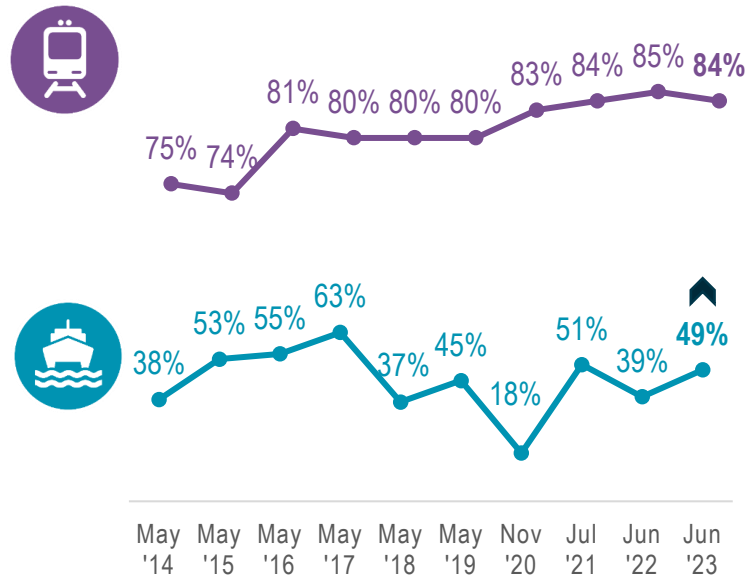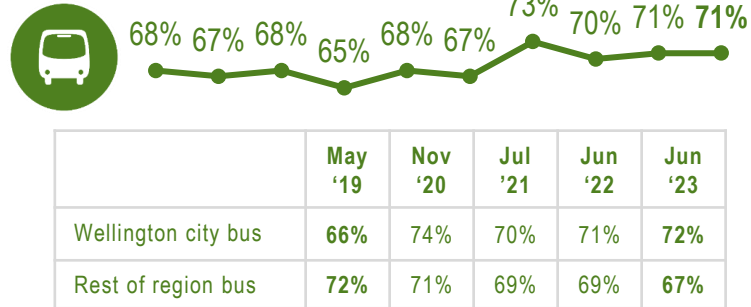
Passengers most satisfied

- ✓ Explorer Day Pass users (98%)
- ✓ Travelling for sightseeing (96%)
- ✓ Train passengers (84%), especially Melling (86%) and Hutt Valley (85%) line users
- ✓ Aged 60-64 years (83%)
- ✓ Males (79%)

Passengers most dissatisfied

- ✗ Ferry passengers (39%)
- ✗ Gender diverse passengers (31%)
- ✗ Aged 15-17 years (30%)
- ✗ Bus passengers (22%)
- ✗ Females (18%)

Arrows denote statistically significant change from previous year.

Suggested Improvement to Stop/Station/Wharf

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

Legend: ■ Jul '21 (n=3221) ■ Jun '22 (n=2718) ■ Jun '23 (n=3099)

Category	Jul '21	Jun '22	Jun '23
Better/more shelter from weather	19%	19%	18%
More seats	4%	5%	6%
More RTI boards	5%	6%	5%
Cleaner, more rubbish bins	4%	5%	5%
More info, easier to read, bigger	3%	3%	4%
More info on delays, disruptions	2%	1%	3%
More/faster Snapper terminals			3%
Maintenance - remove graffiti etc	2%	3%	2%
Better access (pedestrian crossings, overbridge)	2%	1%	2%
Security cameras/CCTV/better security	2%	1%	2%
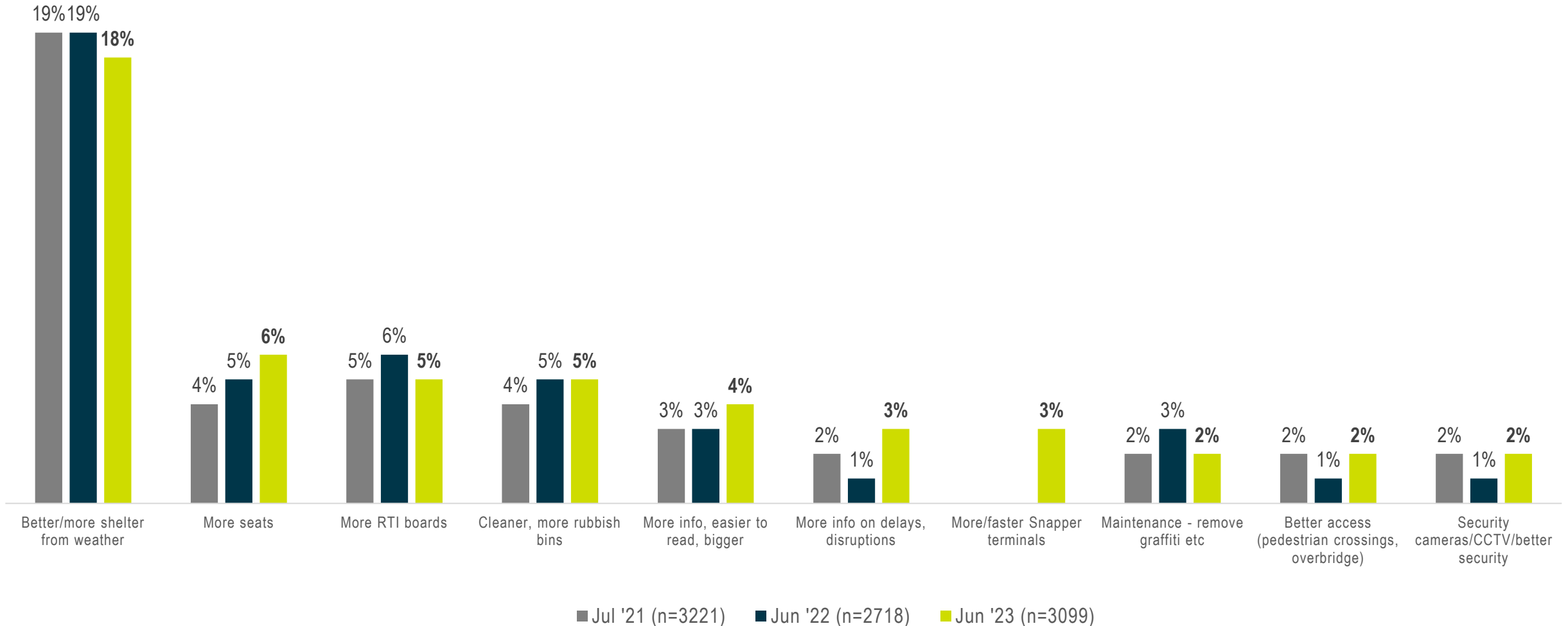
Multiple responses to this question permitted.
Graph shows improvements mentioned by 2% or more of respondents.
A full list of suggested improvements is provided in the Appendix.

Arrows denote statistically significant change from previous year.

Suggested Improvement to Stop/Station/Wharf

Results by Mode

n=1,066   n=1,930   n=111

Better/more shelter from weather: 21%, 11%, 35%

More seats: 7%, 4%, 1%

More RTI boards: 6%, 2%, 4%

Cleaner, more rubbish bins: 5%, 5%, 1%

More info, easier to read, bigger: 4%, 5%, 12%

More info on delays, disruptions: 3%, 3%, 1%

More/faster Snapper terminals: 8%

Maintenance - remove graffiti etc: 1%, 2%, 1%

Better access (pedestrian crossings, overbridge): 1%, 2%, 4%

Security cameras/CCTV/etter security: 2%, 2%, 2%

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

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Perceptions Of Stop/Station/Wharf Over Time By Mode

Time Series Summary (Total satisfied %)

	Total Bus						Wellington City Bus						Rest of Region Bus					
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23
Stop/station/wharf overall	89	*	93	93	91	**91**	89	92	94	93	92	**92**	88	*	89	91	88	**85**
Ease of getting on vehicle	91	*	95	95	93	**94**	90	95	95	95	94	**94**	93	*	93	94	92	**94**
Easy to get to	92	*	95	93	92	**93**	92	94	96	93	94	**94**	93	*	92	92	84	**92**
Personal safety	86	*	87	88	87	**85**	87	89	89	88	88	**87**	84	*	83	87	82	**80**
Condition	*	*	87	87	85	**85**	*	*	89	88	86	**88**	*	*	82	86	81	**79**
Cleanliness	86	*	86	86	85	**82**	86	88	88	87	86	**84**	85	*	80	83	79	**75**
Provision of information	75	*	85	82	79	**81**	73	78	84	82	79	**80**	84	*	88	81	80	**81**
Provision of shelter from weather	67	*	73	70	71	**71**	66	70	74	70	71	**72**	72	*	71	69	69	**67**

	Train						Ferry					
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23
Stop/station/wharf overall	94	96	95	95	96	**94**	94	*	84	95	92	**90**
Ease of getting on vehicle	94	95	95	96	97	**94**	92	*	83	91	91	**85**
Easy to get to	91	94	93	92	93	**91**	98	*	90	96	93	**89**
Personal safety	91	94	92	93	93	**91**	94	*	85	95	88	**92**
Condition	*	*	90	92	93	**90**	*	*	80	95	92	**96**
Cleanliness	89	90	89	92	92	**89**	92	*	89	97	98	**97**
Provision of information	86	89	90	91	90	**87**	81	*	64	81	71	**69**
Provision of shelter from weather	80	84	83	84	85	**84**	45	*	18	51	39	**49**

Passenger Perceptions of Wellington Region's Public Transport System

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Chart data:

Convenience of paying for public transport
- Jul '21: 77
- Jun '22: 83
- Jun '23: 87 ⌃

Travel time
- Jul '21: 81
- Jun '22: 83
- Jun '23: 78 ⌄

Ease of getting information about routes/timetables
- Jul '21: 77
- Jun '22: 78
- Jun '23: 74 ⌄

Information about delays and disruptions
- Jul '21: 58
- Jun '22: 58
- Jun '23: 50 ⌄

Public transport system overall
- Jul '21: 77
- Jun '22: 83
- Jun '23: 75 ⌄

Legend: ■ Jul '21 (n=3,221) ■ Jun '22 (n=2,593) ■ Jun '23 (n=3,107)

Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have declined significantly over the last 12 months, satisfaction with the public transport system overall down 8 percentage points to 75%. Perceptions have declined across all three modes, with declines most notable among train passengers (down from 88% to 76%).

In contrast, satisfaction with the convenience of paying for public transport has improved significantly over the last 12 months (up 4 percentage points to 87%). Most likely due to the introduction of Snapper payments on rail services, this improvement is most notable among train passengers (up 8 percentage points to 84%).

The impact of half price fares on public transport use in Wellington has been positive, with 20% of respondents reporting being new (9%) or returning (11%) public transport users since cheaper fares were introduced, and 33% using public transport more often than they were prior to April 2022.

The share of passengers who agree that Wellington's public transport system is easy to use has declined significantly over the last 12 months (down from 81% to 72%). Too many delays/disruptions/cancellations and a lack of reliability (services not arriving/leaving according to the timetable) are the most frequently cited difficulties experienced.

With the decline in satisfaction with the public transport service, willingness to recommend to others has also decreased – down from 86% of all passengers in June 2022 to 80% in June 2023. The Net Promoter Score has declined from +18 to +2. *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 2023 Results

22%	Very satisfied (9-10)
53%	Satisfied (6-8)
10%	Neither/nor (5)
12%	Dissatisfied (2-4)
3%	Very dissatisfied (0-1)

**Total satisfied
75%**

Base: n=2,922 (All passengers who answered this question)
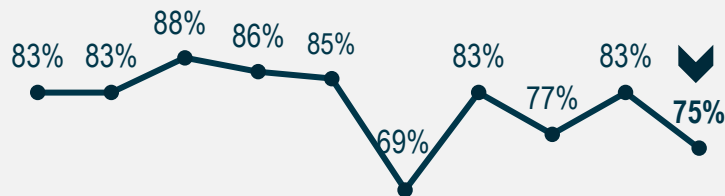
Satisfaction Over Time
(All modes, weighted)

83% 83% 88% 86% 85% 69% 83% 77% 83% **75%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=4189) (n=4324) (n=2292) (n=3877) (n=3586) (n=3798) (n=3029) (n=3087) (n=2593) (n=2922)

Denotes statistically significant change of 5 percentage points or less
Denotes statistically significant change of more than 5 percentage points

Satisfaction by Mode

83% 85% 88% 86% 85% 66% 83% 75% 81% **74%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	63%	83%	74%	80%	**74%**
Rest of region bus	77%	80%	78%	85%	**74%**

83% 82% 88% 87% 85% 75% 84% 81% 88% 76%

82% 85% 87% 94% 82% 72% 90% 80% 78% **71%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
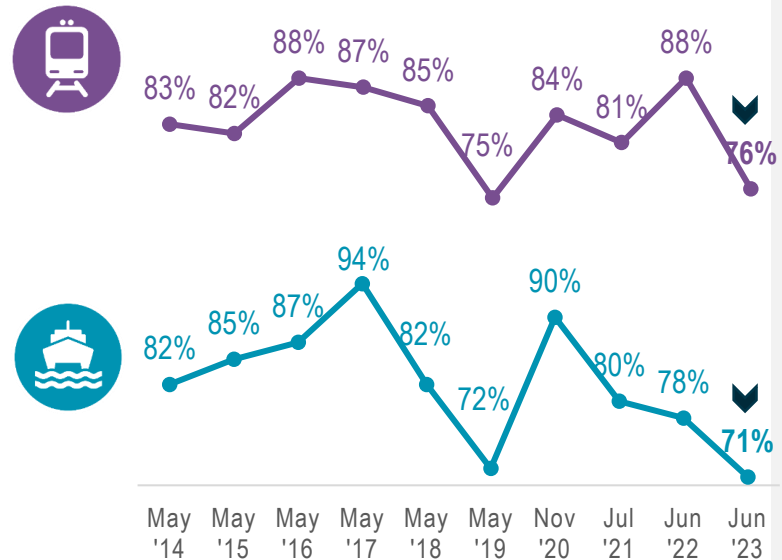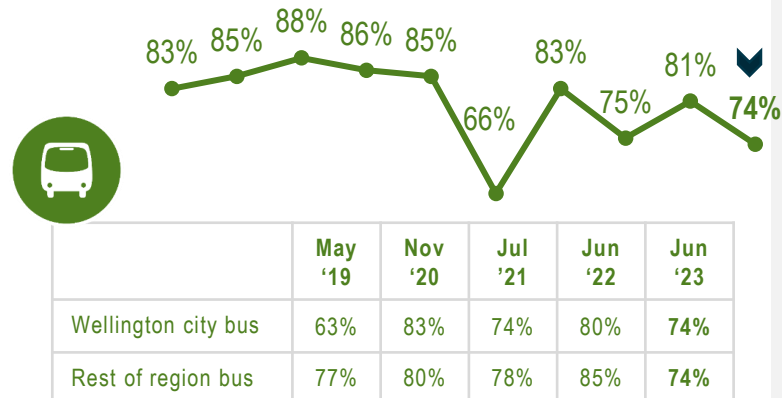
Passengers most satisfied

- ✓ Travelling for sightseeing (96%) or to visit friends/relatives (85%)
- ✓ Using PT less often than once a month (89%)
- ✓ SuperGold card users (86%)/aged 65 years + (84%)
- ✓ Cash users (80%)
- ✓ Travelling off-peak (77%)

Passengers most dissatisfied

- ✗ Aged 25-34 years (18%)

Arrows denote statistically significant change from previous year.

44

Main Reason for Using Public Transport

What is your one main reason for using public transport?

	No vehicle available	Parking too expensive	More convenient/ easier than alternatives	Cost of fuel/ running vehicle too expensive	Parking hard to find	Want to be socially responsible	Quicker than alternatives	Less stressful than alternatives	Avoid congestion	Don't drive/can't drive	Other
Jul '21 (n=2730)	31%	17%	14%	5%	8%	8%	6%	4%	3%	3%	1%
Jun '22 (n=2304)	33%	18%	14%	10%	7%	7%	3%	4%	2%	1%	1%
Jun '23 (n=2644)	34%	17%	14%	9%	8%	6%	5%	3%	2%	1%	2%

■ Jul '21 (n=2730) ■ Jun '22 (n=2304) ■ Jun '23 (n=2644)

Arrows denote statistically significant change from previous year.

45
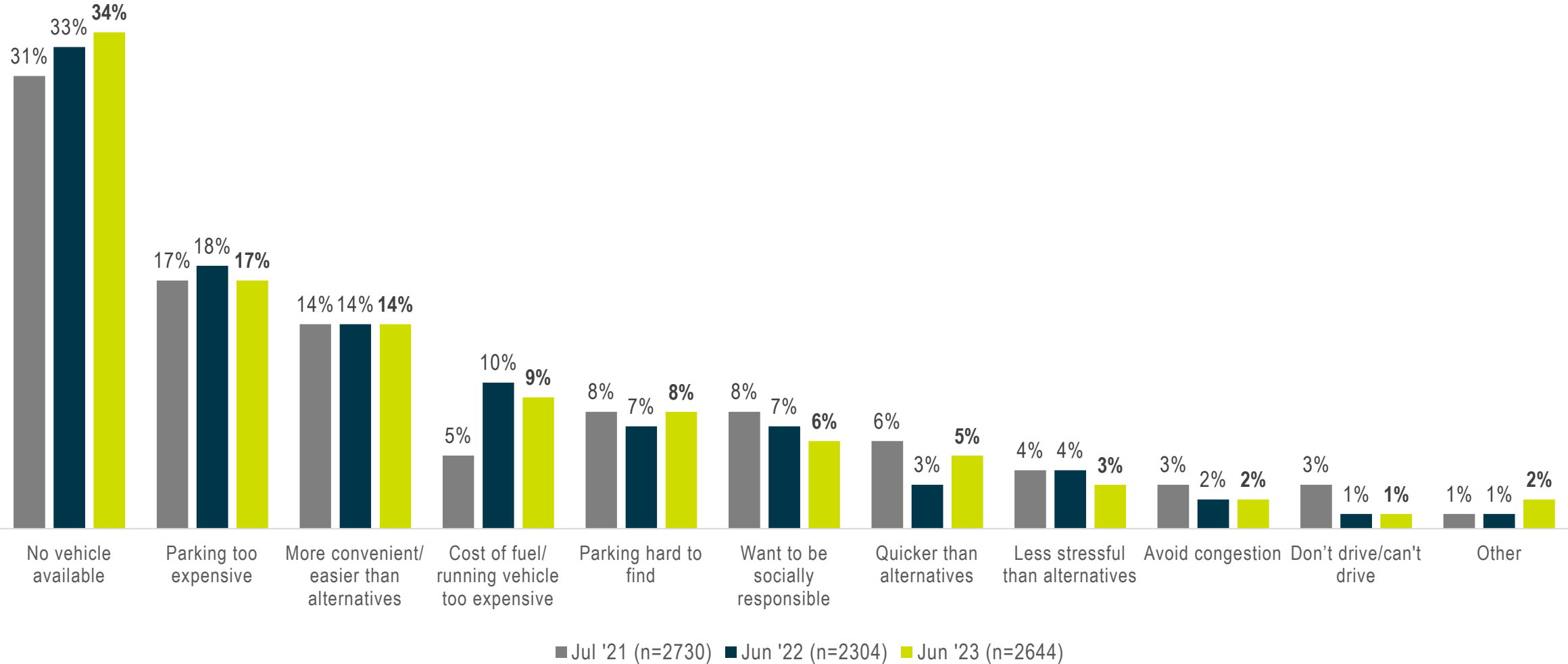
Main Reason for Using Public Transport

What is your one main reason for using public transport?

n=880

n=1746

n=108

Reason	Bus	Train	Ferry
No vehicle available	40%	23%	23%
Parking too expensive	15%	19%	10%
More convenient/easier than alternatives	14%	15%	22%
Cost of fuel/running vehicle too expensive	7%	13%	4%
Parking hard to find	8%	9%	3%
Want to be socially responsible	7%	6%	8%
Quicker than alternatives	3%	7%	10%
Less stressful than alternatives	3%	4%	6%
Avoid congestion	1%	3%	9%
Other	2%	1%	5%

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

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Main Reason for Using Public Transport

What is your one main reason for using public transport?

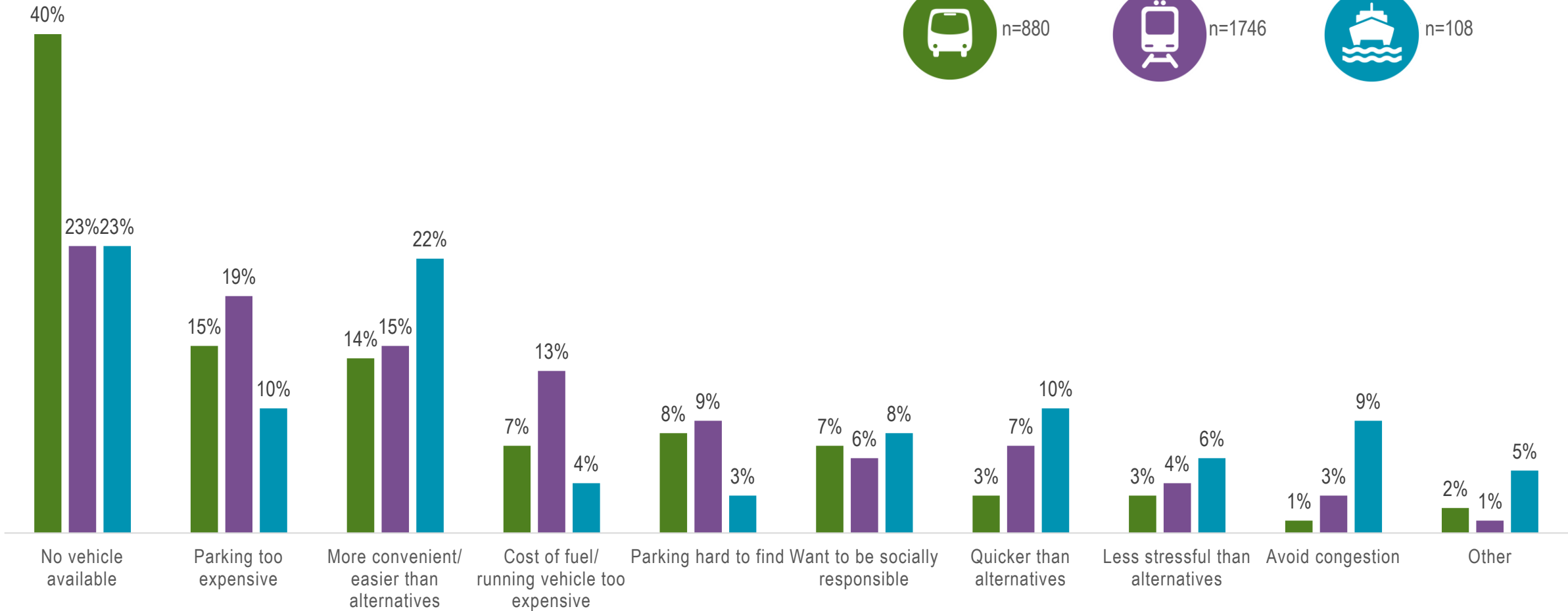| Main reason	% of total	Passenger Profile
No vehicle available	**34%**	✓ Aged 15-17 years (66%) or 25-34 years (49%) ✓ Travelling for school (54%), to visit friends/relatives (52%), for shopping (51%) or for sightseeing (48%) ✓ Using PT every day including weekends (52%) ✓ Weekend (48%) or interpeak (38%) travellers ✓ Passengers with a disability (41%) ✓ Bus passengers (40%)
Parking too expensive	**17%**	✓ Morning (24%) or afternoon/evening (23%) peak travellers ✓ Travelling for work (24%) ✓ Using PT every weekday (23%) ✓ Aged 25-44 years (21%) ✓ Train passengers (19%), especially Melling (24%) and Johnsonville (22%) line users
More convenient/easier than alternatives	**14%**	✓ Ferry passengers (22%) ✓ Males (17%) ✓ Aged 15-17 years (17%) or aged 60 years + (19%)

Main reason	% of total	Passenger Profile
Cost of fuel/running vehicle too expensive	**9%**	✓ Train passengers (13%), especially Wairarapa (20%), Kapiti (15%) and Hutt Valley (14%) lines ✓ Males (11%)
Parking hard to find	**8%**	✓ Using PT once or twice a week (17%) ✓ Aged 35-44 years (11%) or 65 years + (12%)
Want to be socially responsible	**6%**	✓ Travelling for sport, recreation, dining (17%) ✓ Aged 65 years + (14%)
Quicker than alternatives	**5%**	✓ Ferry passengers (10%) ✓ Train passengers (7%)
Less stressful than alternatives	**3%**	✓ Ferry passengers (6%) ✓ Aged 65 years + (6%)
Avoid congestion	**2%**	✓ Ferry passengers (9%) ✓ Aged 65 years + (6%)
Don't drive/can't drive	**1%**	

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 2023 Results

18%	Strongly agree (9-10)
54%	Agree (6-8)
13%	Neither/nor (5)
12%	Disagree (2-4)
3%	Strongly disagree (0-1)

Total agree 72%

Base: n=2,755 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

86% — 71% — 85% — 77% — 81% — 72%

May '18 (n=3576)	May '19 (n=3549)	Nov '20 (n=3009)	July '21 (n=3024)	Jun '22 (n=2465)	Jun '23 (n=2,755)

Satisfaction by Mode

Bus
85% — 67% — 84% — 74% — 80% — 72%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	64%	85%	73%	79%	72%
Rest of region bus	77%	82%	76%	83%	71%

Train
87% — 77% — 86% — 82% — 83% — 73%

Ferry
86% — 72% — 86% — 81% — 70% — 67%

May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23
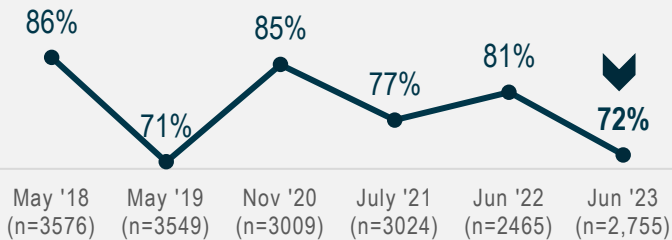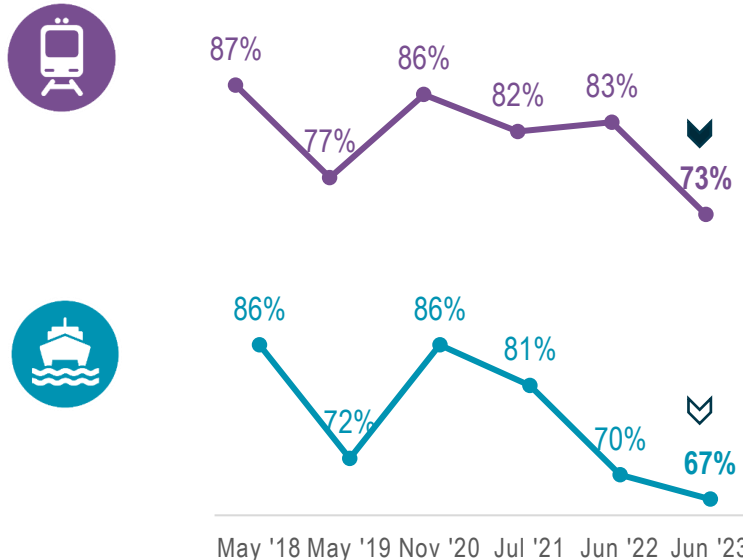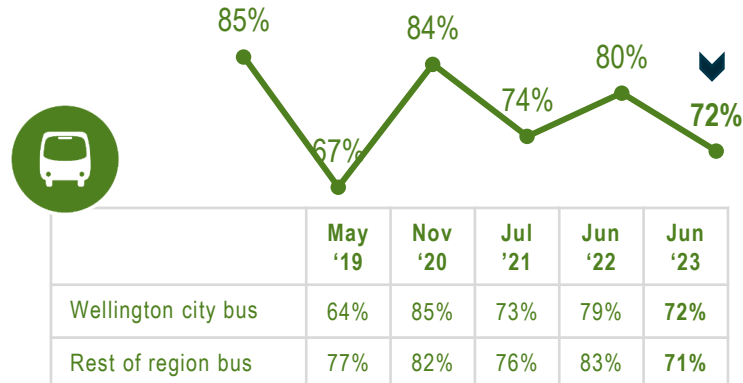
Passengers most satisfied

- ✓ Travelling for sightseeing (93%), visiting friends/relative (80%) or a personal appointment (80%)
- ✓ SuperGold card users (86%)/aged 65 years + (82%)
- ✓ Use PT less often than once a month (83%)
- ✓ Weekend travellers (75%)
- ✓ Males (75%)

Passengers most dissatisfied

- ✗ Wairarapa line users (22%)
- ✗ Aged 45-59 years (21%)
- ✗ Using PT every week day (19%)

Arrows denote statistically significant change from previous year.

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Why Easy to Use Public Transport Services

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

Legend: ■ Jul '21 (n=1523) ■ Jun '22 (n=1487) ■ Jun '23 (n=1431)
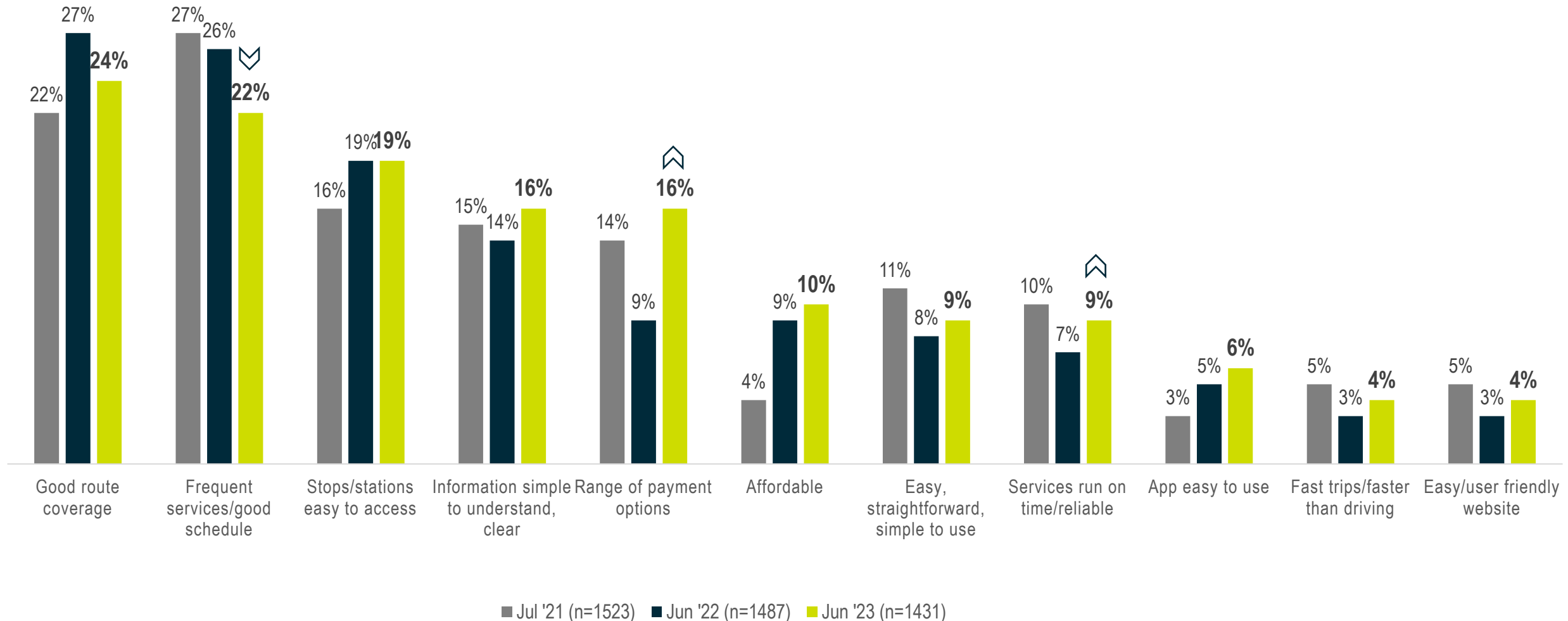
Base: Respondents who said it was easy to use public transport services and who gave a reason

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. 49

Why Easy to Use Public Transport Services
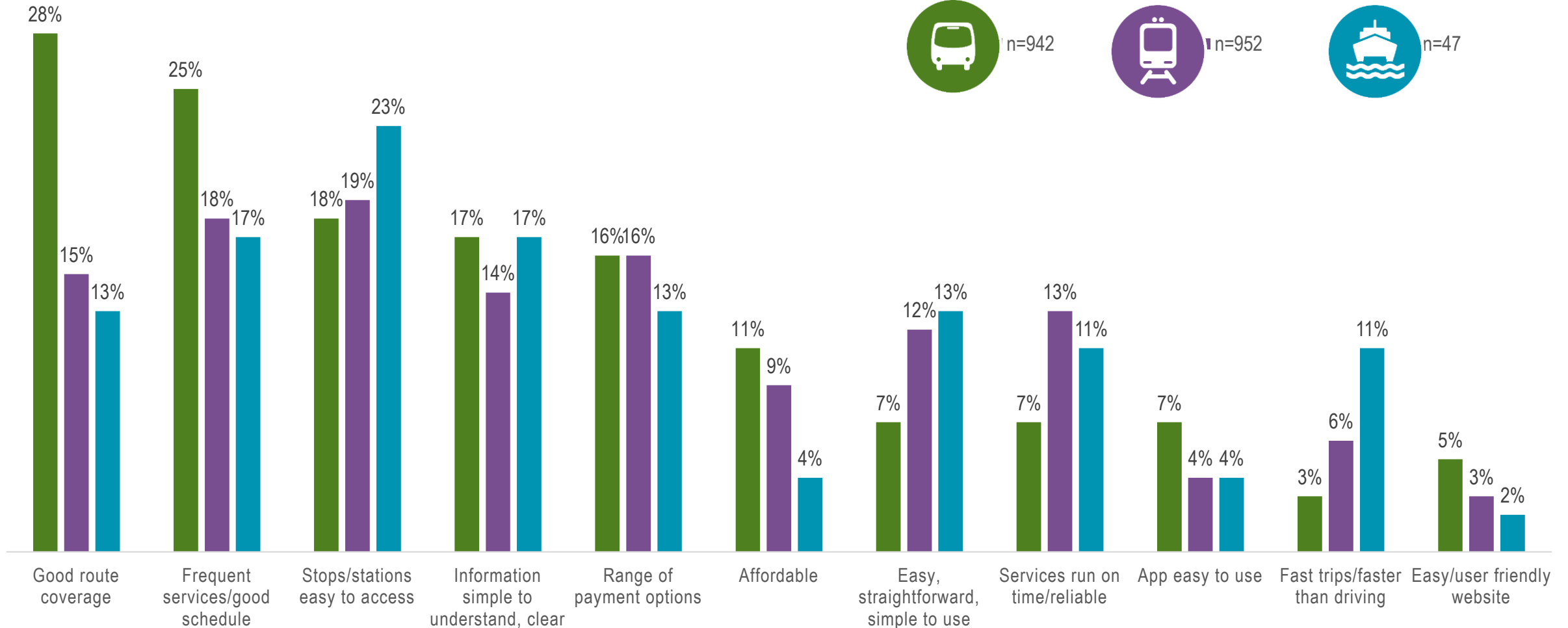
Results by Mode

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

50

Why Not Easy to Use Public Transport Services

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

	Jul '21 (n=353)	Jun '22 (n=218)	Jun '23 (n=434)
Too many delays/disruptions	25%		58%
Not on time/unreliable	40%	52%	37%
Services too infrequent	18%	15%	17%
Poor/unclear communication - signs, timetables	23%	16%	16%
Lack of seats onboard/overcrowded	13%	10%	15%
Insufficient route coverage	7%	11%	7%
Lack of connectivity between modes	4%	5%	4%
Trips take too long	6%	5%	4%
Poor/difficult pedestrian access		1%	3%
Expensive	11%	4%	3%
Drivers don't stop for passengers	1%	1%	3%

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. 51
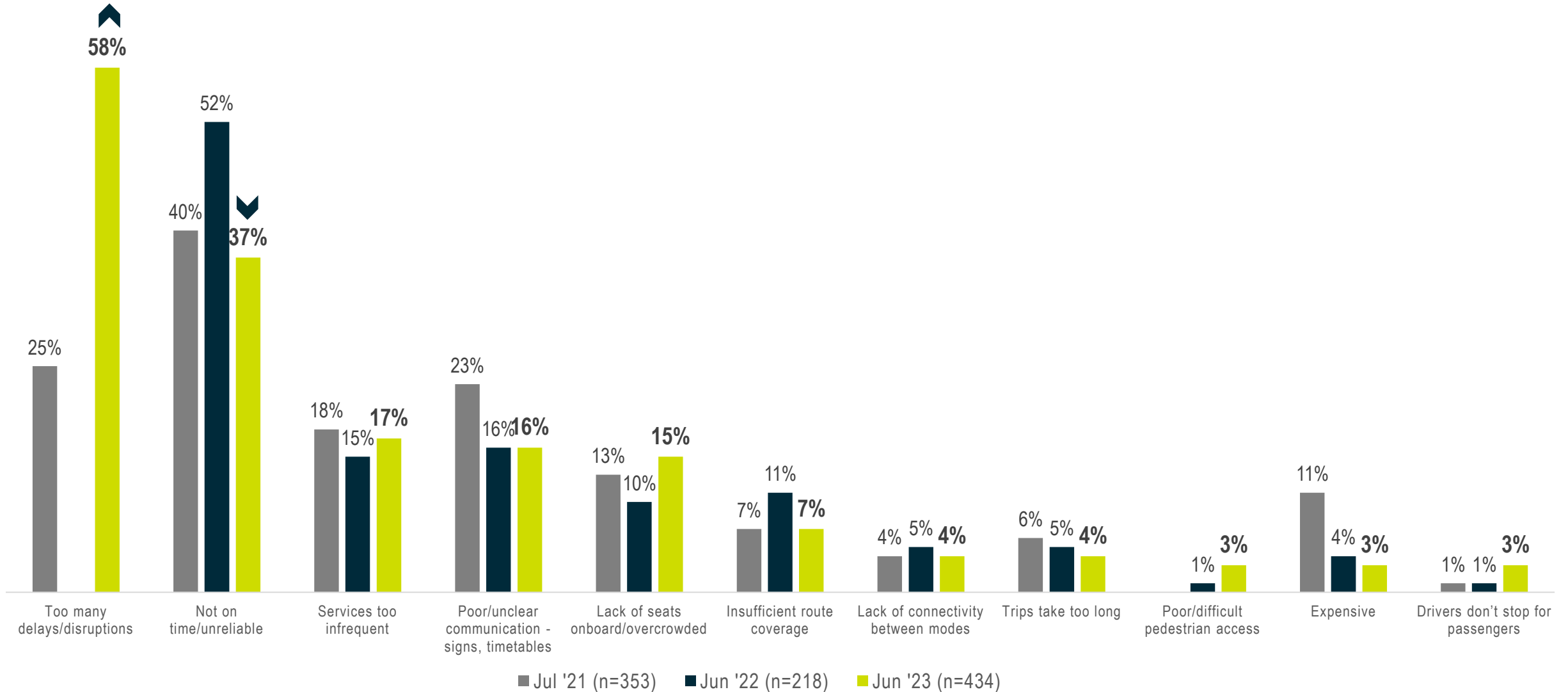
Why Not Easy to Use Public Transport Services

Results by Mode

Bus n=155 Train n=246 Ferry n=18

	Too many delays/disruptions	Not on time/unreliable	Services too infrequent	Poor/unclear communication - signs, timetables	Lack of seats onboard/overcrowded	Insufficient route coverage	Lack of connectivity between modes	Trips take too long	Poor/difficult pedestrian access	Expensive	Drivers don't stop for passengers
Bus	58%	36%	17%	14%	19%	8%	2%	3%	5%	2%	4%
Train	57%	37%	17%	20%	7%	6%	8%	5%	1%	7%	1%
Ferry	50%	39%	17%	28%	6%	6%	6%	11%		6%	6%

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 52

Impact of Half-Price Fares on Public Transport Use

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

	June '22 (n=2,580)	June '23 (n=2,923)
Started using PT for the first time	4%	9%
Re-started using PT again	13%	11%
Using PT more often now	39%	33%
No impact/no change in behaviour	40%	40%
Wasn't aware of half-price fares	4%	7%

Arrows denote statistically significant change from previous year.

53

Impact of Half-Price Fares on Public Transport Use

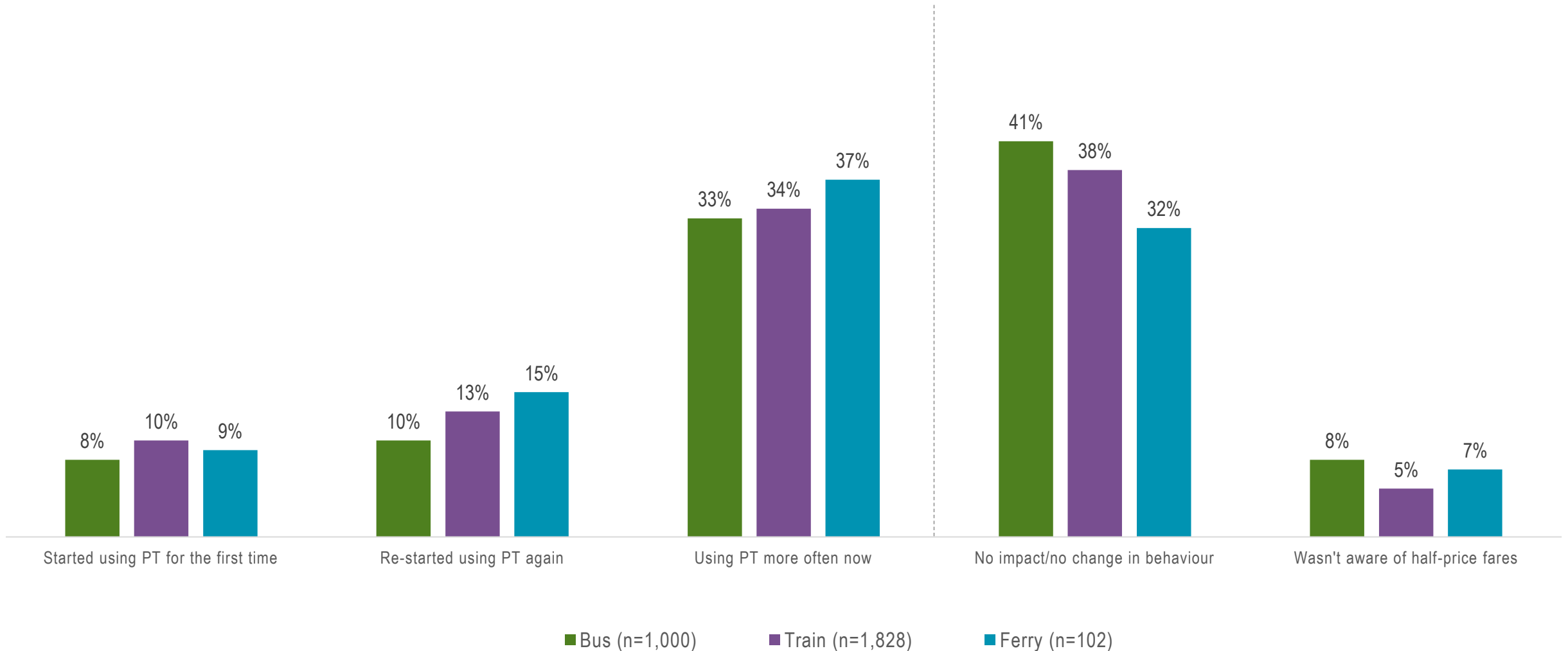*What impact has the introduction of half-price fares has on your public transport use?*

Bus (n=1,000) Train (n=1,828) Ferry (n=102)
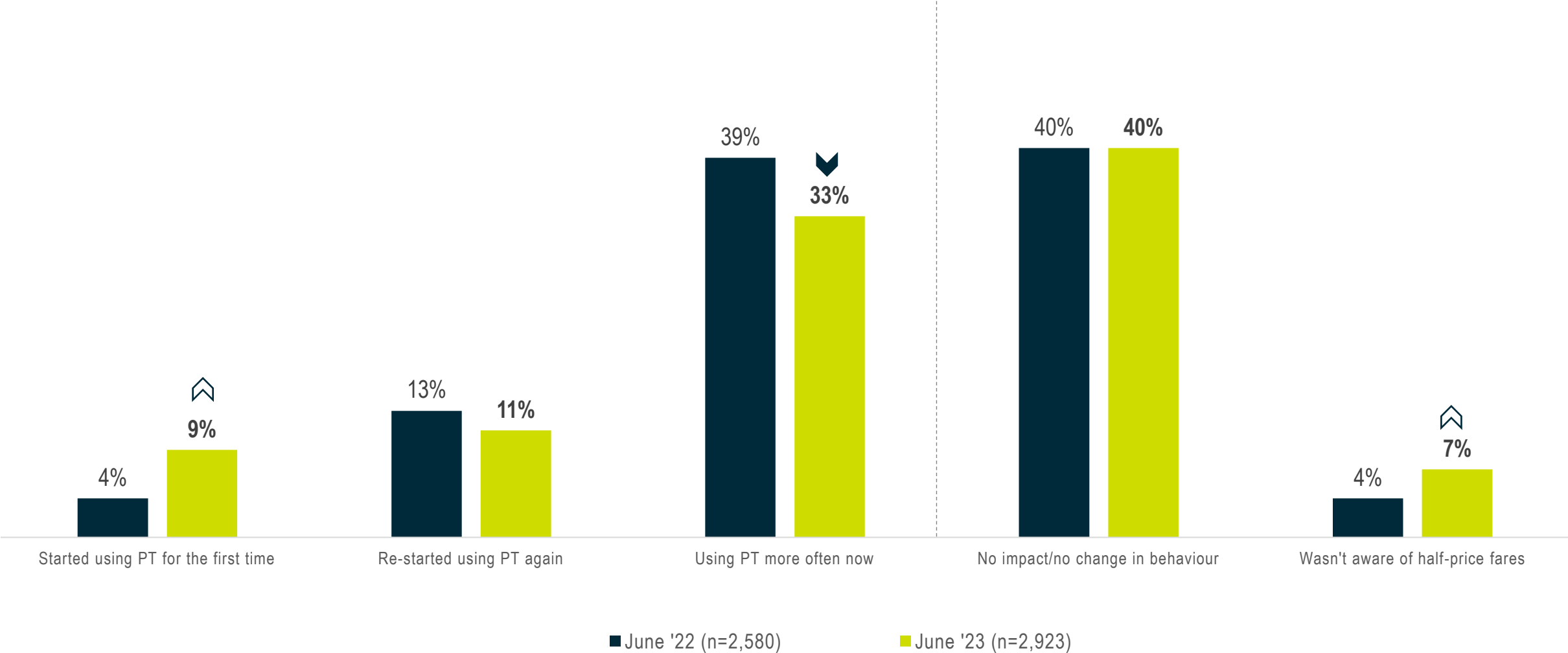
Arrows denote mode statistically significant from total.

54

Likelihood of Recommending Public Transport

How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?
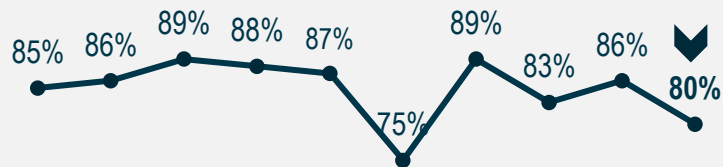
June 2023 Results

34%	Very likely (9-10)
46%	Likely (6-8)
8%	Neither/nor (5)
9%	Unlikely (2-4)
3%	Very unlikely (0-1)

Total likely 80%

Base: n=2,840 (All passengers who answered this question)

Likelihood to Recommend Over Time
(All modes, weighted)

85% 86% 89% 88% 87% 75% 89% 83% 86% **80%**

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) Jun '23 (n=2,840)

Likelihood to Recommend by Mode

83% 86% 89% 87% 85% 70% 88% 80% 86% **79%**
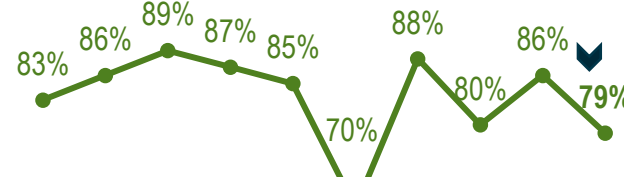
	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	68%	89%	80%	86%	**80%**
Rest of region bus	80%	84%	80%	84%	**76%**

86% 86% 91% 89% 90% 82% 91% 89% 88% **82%**

90% 90% 88% 97% 91% 84% 92% 88% 84% **77%**
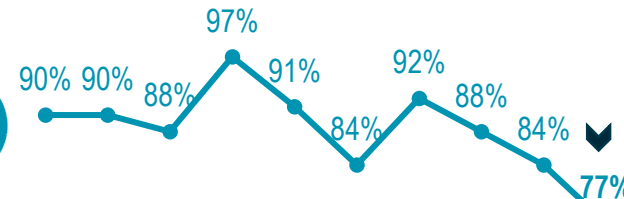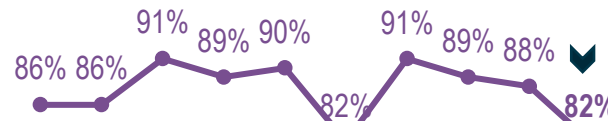
May 14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Passengers most likely to recommend

✓ SuperGold card users (90%)
✓ Cash users (88%)
✓ Weekend travellers (85%)
✓ Using PT every day including weekends (84%)

Passengers less likely to recommend

✗ Peak travellers (14%)

Arrows denote statistically significant change from previous year.

55

Net Promoter Score*

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

June 2023 Results

NPS 4

34%	Promoters (9-10)
36%	Passives (7-8)
30%	Detractors (0-6)

Base: n=2,840 (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 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=3762) (n=4246) (n=2277) (n=3690) (n=3629) (n=3715) (n=3050) (n=3099) (n=2513) (n=2840)

Net Promoter Score by Mode

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	-20	+28	+6	+13	**+1**
Rest of region bus	6	+18	+9	+24	**+3**
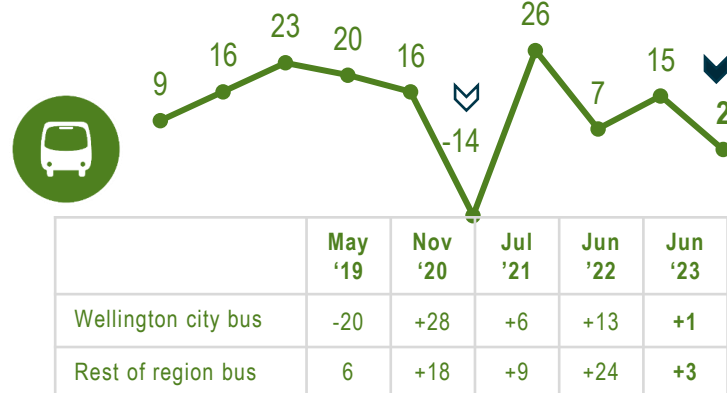
May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Arrows denote statistically significant change from previous year.

Highest NPS scores

- ✓ Travelling for sightseeing (45), sport/recreation/dining out (25) or visiting friends/relatives (21)
- ✓ SuperGold card users (39%)/aged 65 years + (33)
- ✓ Using PT less often than once a month (39)
- ✓ Cash users (28)
- ✓ Weekend travellers (15)

Lowest NPS scores

- ✗ Using PT every weekday (-9)
- ✗ Travelling for work (-6)
- ✗ Peak travellers (-5)
- ✗ Aged 15-17 years (-4) or 25-34 years (-6)

56

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 2023 Results

Total satisfied 87%

47%	Very satisfied (9-10)
40%	Satisfied (6-8)
5%	Neither/nor (5)
6%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,966 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

76% 77% 81% 78% 76% 75% 76% 77% 83% **87%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=4150) (n=4302) (n=2286) (n=3929) (n=3626) (n=3850) (n=3060) (n=3092) (n=2610) (n=2,966)

Satisfaction by Mode

Bus: 80% 81% 84% 80% 80% 78% 79% 82% 87% **89%**
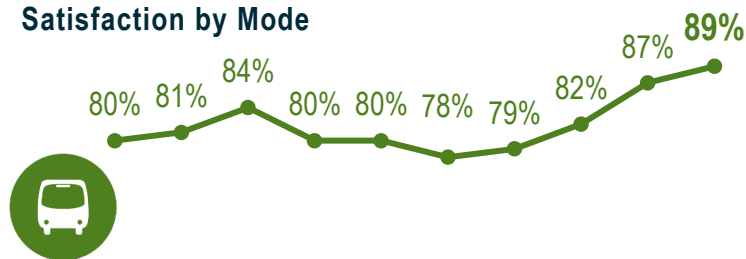
	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	76%	81%	82%	87%	**90%**
Rest of region bus	82%	74%	82%	86%	**85%**

Train: 74% 74% 77% 74% 70% 68% 69% 66% 76% **84%**

Ferry: 81% 84% 84% 89% 79% 84% 81% 83% 81% **90%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Passengers most satisfied

✓ SuperGold card users (91%)
✓ Bus passengers (89%)

Passengers most dissatisfied

✗ (No significant differences by passenger sub-groups)

Arrows denote statistically significant change from previous year.

57

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 2023 Results

Total satisfied
78%

28%	Very satisfied (9-10)
50%	Satisfied (6-8)
8%	Neither/nor (5)
12%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,983 (All passengers who answered this question)

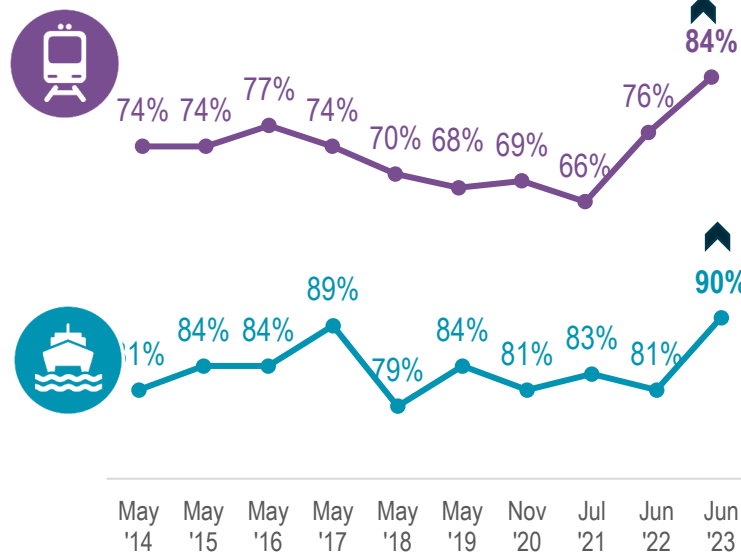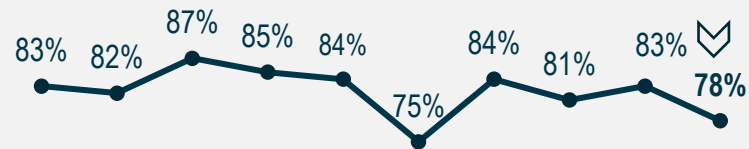**Satisfaction Over Time**
(All modes, weighted)

83% 82% 87% 85% 84% 75% 84% 81% 83% **78%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
(n=4186) (n=4354) (n=2303) (n=3962) (n=3647) (n=3886) (n=3076) (n=3130) (n=2633) (n=2,983)

Satisfaction by Mode
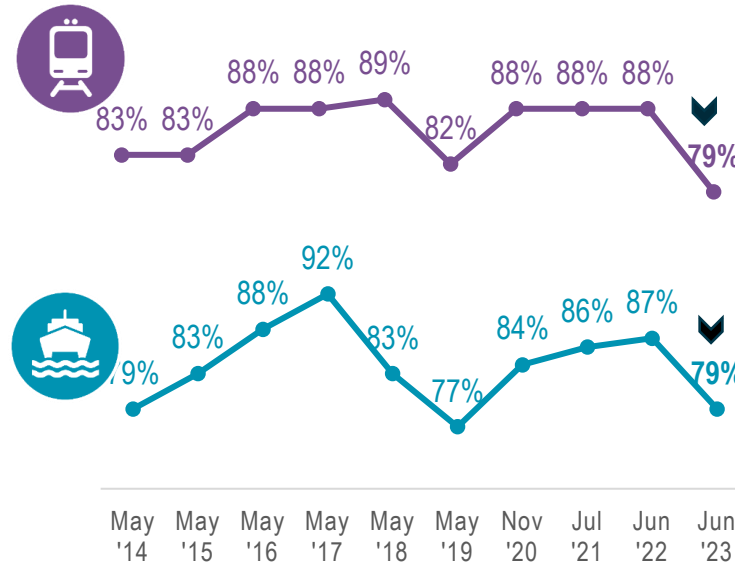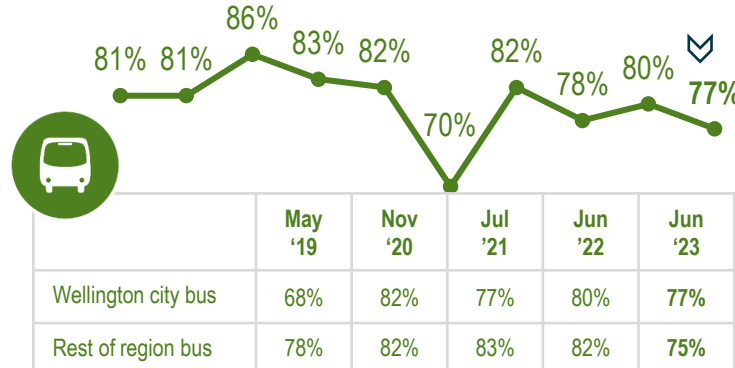
81% 81% 86% 83% 82% 70% 82% 78% 80% **77%**

	May '19	**Nov '20**	**Jul '21**	**Jun '22**	**Jun '23**
Wellington city bus	68%	82%	77%	80%	**77%**
Rest of region bus	78%	82%	83%	82%	**75%**

83% 83% 88% 88% 89% 82% 88% 88% 88% **79%**

79% 83% 88% 92% 83% 77% 84% 86% 87% **79%**

May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23

😊
Passengers most satisfied

✓ SuperGold card users (91%)/aged 65 years + (87%)

☹
Passengers most dissatisfied

✗ Using PT every weekday (18%)

Arrows denote statistically significant change from previous year.

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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 2023 Results

26%	Very satisfied (9-10)
48%	Satisfied (6-8)
9%	Neither/nor (5)
14%	Dissatisfied (2-4)
3%	Very dissatisfied (0-1)

Total satisfied 74%

Base: n=2,969 (All passengers who answered this question)
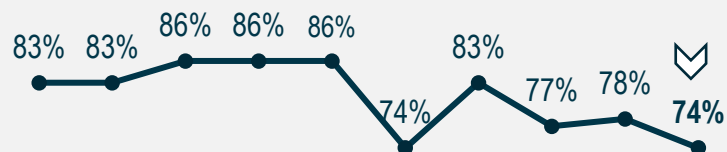
Satisfaction Over Time
(All modes, weighted)

83% 83% 86% 86% 86% 74% 83% 77% 78% **74%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '22
(n=4180) (n=4318) (n=2271) (n=3924) (n=3633) (n=3868) (n=3061) (n=3121) (n=2638) (n=2,969)

Satisfaction by Mode

Bus: 84% 82% 85% 85% 85% 71% 82% 75% 76% **75%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	69%	83%	75%	76%	**75%**
Rest of region bus	79%	79%	78%	77%	**75%**

Train: 83% 84% 88% 87% 89% 78% 86% 81% 81% **71%**

Ferry: 88% 87% 92% 93% 87% 81% 85% 80% 78% **78%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23

Passengers most satisfied
- ✓ Travelling for sightseeing (99%), sports/recreation/dining out (86%) or visiting friends/relatives (82%)
- ✓ Weekend travellers (78%)

Passengers most dissatisfied
- ✗ Passengers with a disability (25%)
- ✗ Using PT every weekday (23%)

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 2023 Results

Total satisfied 50%

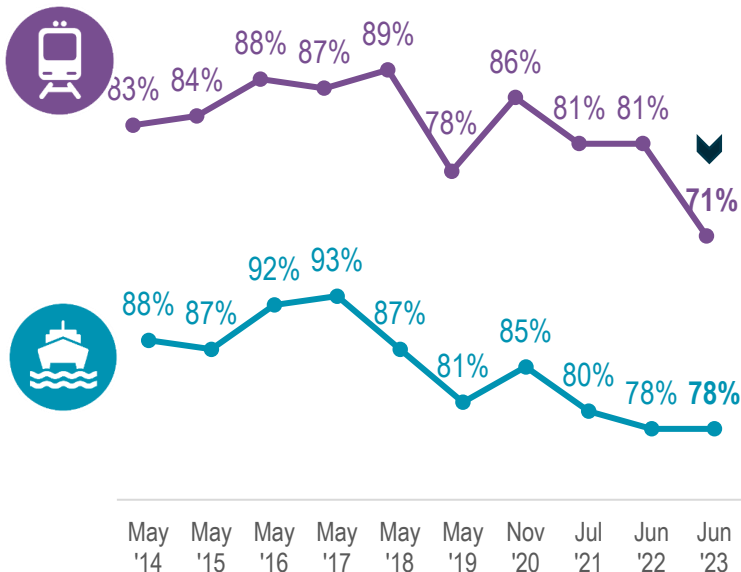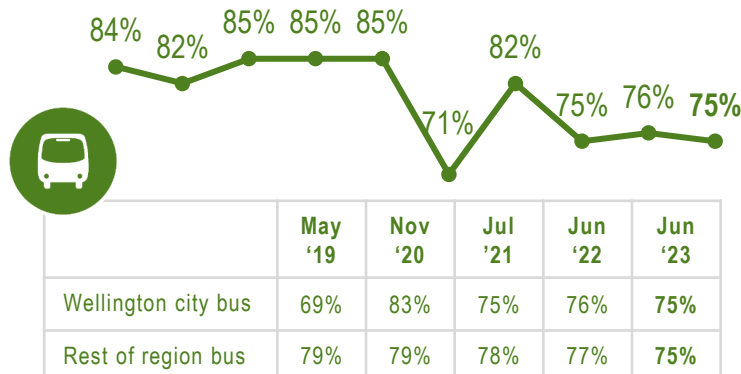|	
13%	Very satisfied (9-10)
37%	Satisfied (6-8)
13%	Neither/nor (5)
28%	Dissatisfied (2-4)
9%	Very dissatisfied (0-1)

Base: n=2,948 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)
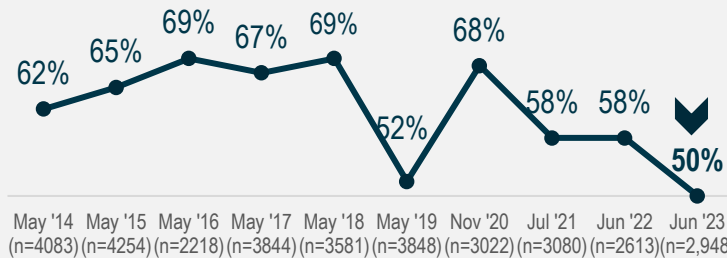
May '14 (n=4083) May '15 (n=4254) May '16 (n=2218) May '17 (n=3844) May '18 (n=3581) May '19 (n=3848) Nov '20 (n=3022) Jul '21 (n=3080) Jun '22 (n=2613) Jun '23 (n=2,948)

62% 65% 69% 67% 69% 52% 68% 58% 58% 50%

Satisfaction by Mode

Bus: 55% 64% 67% 66% 67% 48% 67% 54% 54% **48%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23
Wellington city bus	46%	68%	53%	53%	**47%**
Rest of region bus	58%	64%	56%	60%	**50%**

Train: 65% 66% 73% 71% 73% 58% 71% 67% 66% **53%**

Ferry: 67% 73% 79% 85% 78% 62% 75% 75% 58% **54%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
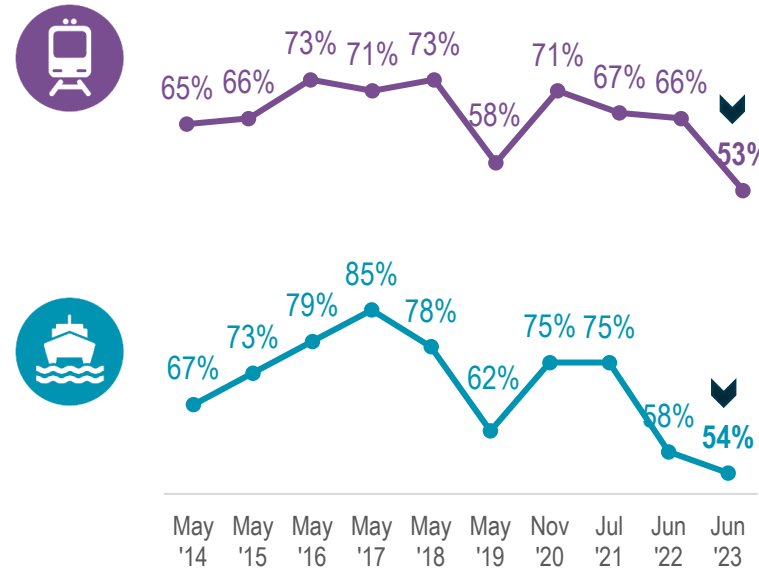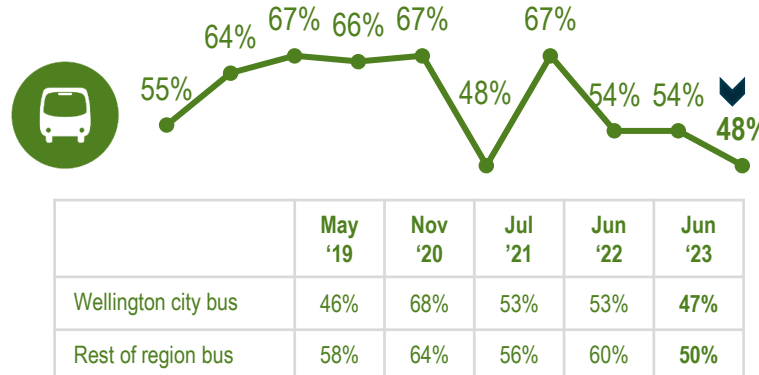
Passengers most satisfied

- ✓ Using PT less often than once a month (75%)
- ✓ SuperGold card users (69%)/aged 65 years + (64%)
- ✓ Cash users (61%)
- ✓ Train passengers (53%)

Passengers most dissatisfied

- ✗ Aged 15-17years (47%)
- ✗ Passengers with a disability (46%)
- ✗ Using PT every weekday (42%)
- ✗ Johnsonville line users (41%)

Arrows denote statistically significant change from previous year.

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Perceptions Of Public Transport System Overall Over Time By Mode

Time Series Summary (Total satisfied (%))

	Total Bus						Wellington City Bus						Rest of Region Bus					
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023
Public transport system overall	66	*	83	75	81	**74**	63	70	83	74	80	**74**	77	*	80	78	85	**74**
Convenience of paying	78	*	79	82	87	**89**	76	78	81	82	87	**90**	82	*	74	82	86	**85**
Travel time	70	*	82	78	80	**77**	68	74	82	77	80	**77**	78	*	82	83	82	**75**
Ease of getting information	71	*	82	75	76	**75**	69	73	83	75	76	**75**	79	*	79	78	77	**75**
Info about delays, disruptions	48	*	67	54	54	**48**	46	54	68	53	53	**47**	58	*	64	56	60	**50**
Net Promoter Score	-14	*	+26	+7	+15	**+2**	-20	-6	+28	+6	+13	**+1**	+6	*	+18	+9	+24	**+3**

	Train						Ferry					
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023
Public transport system overall	75	79	84	81	88	**76**	72	*	90	80	78	**71**
Convenience of paying	68	70	69	66	76	**84**	84	*	81	83	81	**90**
Travel time	82	85	88	88	88	**79**	77	*	84	86	87	**79**
Ease of getting information	78	81	86	81	81	**71**	81	*	85	80	78	**78**
Info about delays, disruptions	58	63	71	67	66	**53**	62	*	75	75	58	**54**
Net Promoter Score	+4	14	+33	+28	+26	**+7**	+7	*	+26	+19	+22	**+8**

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?

	Jul '21 (n=2,486)	Jun '22 (n=2,098)	Jun '23 (n=3,107)
Metlink website	75%	71%	59%
Real time information signs	59%	56%	54%
Metlink app	45%	46%	49%
Google maps		27%	32%
Station PA announcements	23%	19%	27%
Other information at stop/station/wharf	22%	19%	26%
Printed timetables	27%	21%	25%
Metlink app - push notifications	10%	8%	16%
Facebook		8%	13%
Other websites and apps	13%	4%	11%
Metlink Contact Centre	5%	4%	10%
Emails from Metlink	4%	3%	9%
Twitter	5%	3%	8%

Whilst the Metlink website continues to be the most frequently used source of public transport information (59%, including 73% of train passengers), its use has continued to decline (down from 75% in July 2021 and 71% in June 2022). Use of real time information signs remains stable at 54%.

Over the last 12 months there has been a significant increase in use of all other forms of public transport information questioned on, this increase most notable for use of Metlink app push notifications (16% of all passengers reporting using these as an information source, up from 8% 12 months ago) and station PA announcements (27%, up from 19% in June 2022).

Of the public transport information sources considered, use continues to be lowest for emails from Metlink (9%) and Twitter (8%), although use of both has increased significantly over the last 12 months.

1% had not used any public transport information in the last three months (compared with 1% in June 2022 and 2% in July 2021)

Base: All respondents who answered this question. Arrows denote statistically significant change from previous year.

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Satisfaction with Sources of Public Transport Information

Legend:
- Jul '21
- Jun '22
- Jun '23

Google Maps
- Jun '22: 83%
- Jun '23: **81%**

Station PA announcements
- Jul '21: 86%
- Jun '22: 87%
- Jun '23: **76%**

Real time information signs
- Jul '21: 83%
- Jun '22: 82%
- Jun '23: **75%**

Metlink website
- Jul '21: 78%
- Jun '22: 77%
- Jun '23: **75%**

Printed timetables
- Jul '21: 84%
- Jun '22: 82%
- Jun '23: **71%**

Other information at stop/station/wharf
- Jul '21: 82%
- Jun '22: 84%
- Jun '23: **70%**

Metlink app
- Jul '21: 70%
- Jun '22: 71%
- Jun '23: **69%**

Metlink Contact Centre
- Jul '21: 85%
- Jun '22: 86%
- Jun '23: **60%**

Facebook
- Jun '22: 74%
- Jun '23: **59%**

Twitter
- Jul '21: 66%
- Jun '22: 59%
- Jun '23: **54%**

Metlink app - push notifications
- Jul '21: 73%
- Jun '22: 68%
- Jun '23: **50%**

Emails from Metlink
- Jul '21: 71%
- Jun '22: 80%
- Jun '23: **49%**

Information currently available
- Jul '21: 79%
- Jun '22: 79%
- Jun '23: **75%**

Satisfaction with the public transport information currently available has declined significantly over the last 12 months, down 4 percentage points to 75%. This decline is most notable among train passengers, the share satisfied down 10 percentage points from June 2022 to 75% in June 2023.

Over the last 12 months, satisfaction with each of the public transport information sources has declined. This decline is most notable for emails from Metlink, the share satisfied down from 80% 12 months ago to 49%. Particularly notable declines in satisfaction are also evident for the Metlink Contact Centre (down from 86% to 60%) and Metlink app – push notifications (down from 68% to 50%). This year, passengers are most satisfied with information via Google Maps (81%) and least satisfied with information provided via emails from Metlink (49%)

Passengers are most likely to suggest the need for better communication of delays/disruptions/cancellations at stops/stations/wharves. Improving the functionality of the Metlink app. and ensuring that all information is accurate/up-to-date are also frequently-mentioned suggestions to enhance the quality of information provision going forward.

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.

Satisfaction with PT Information Currently Available

Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?
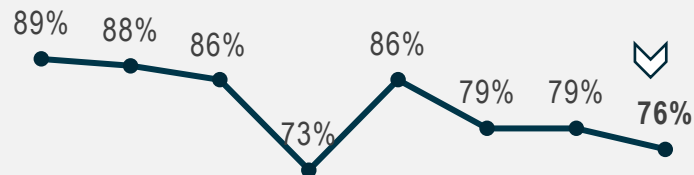
June 2023 Results

20%	Very satisfied (9-10)
56%	Satisfied (6-8)
12%	Neither/nor (5)
10%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Total satisfied 76%

Base: n=2,484 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

89% 88% 86% 73% 86% 79% 79% 76%

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) Jun '23 (n=2,484)

⌄ Denotes statistically significant change of 5 percentage points or less
⌄ Denotes statistically significant change of more than 5 percentage points

Satisfaction by Mode

Bus: 89% 88% 84% 69% 86% 75% 76% 75%

	May '19	Nov '20	Jul '21	Jun '22	Jul '22
Wellington city bus	65%	86%	74%	**75%**	75%
Rest of region bus	80%	83%	80%	**82%**	78%

Train: 88% 88% 89% 81% 88% 84% 85% 75%

Ferry: 89% 90% 88% 76% 85% 82% 73% 73%

May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23
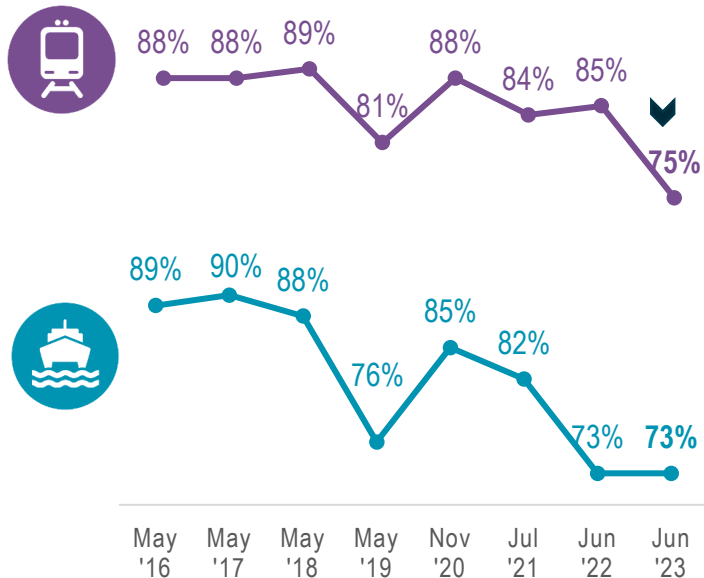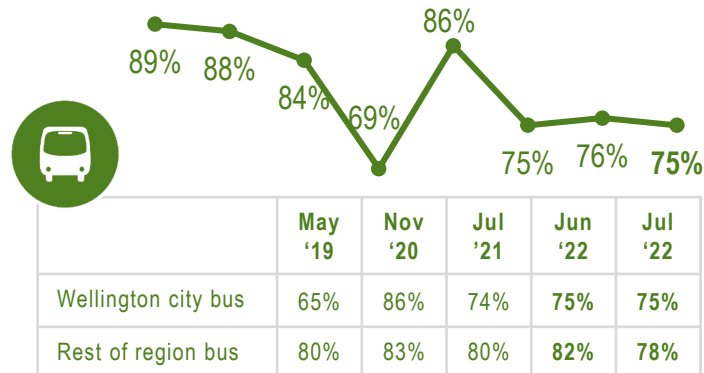
Passengers most satisfied
✓ Using PT less often than once a month (87%)
✓ Travelling off-peak (78%)

Passengers most dissatisfied
✗ Morning peak travellers (18%)
✗ Using PT every weekday (17%)

Arrows denote statistically significant change from previous year.

65

Use of, and Satisfaction with, Metlink Website

Use In Last 3 Months

Use Over Time

75% (May '16) — 84% (May '17) — 85% (May '18) — 83% (May '19) — 80% (Nov '20) — 75% (Jul '21) — 71% (Jun '22) — **59%** (Jun '23)

🚌 **53%**
🚈 **73%**
⛴ **50%**

May '16 (n=2283)
May '17 (n=3587)
May '18 (n=3197)
May '19 (n=3461)
Nov '20 (n=2455)
Jul '21 (n=2486)
Jun '22 (n=2098)
Jun '23 (n=2434)

User Profile

- ✓ Train passengers (73%)
- ✓ Using PT every weekday (70%)
- ✓ Cash users (69%)
- ✓ Aged 35-44 years (69%) or 18-24 years (68%)
- ✓ Afternoon/evening peak passengers (65%)

Non-User Profile

- ✗ Aged 65 years + (46%)/SuperGold card users (47%)
- ✗ Interpeak passengers (55%)

Satisfaction

June 2023 Results

Total satisfied 75%

25%	Very satisfied (9-10)
50%	Satisfied (6-8)
8%	Neither/nor (5)
12%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

Base: n=1,763 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

86% (May '17) — 87% (May '18) — 80% (May '19) — 86% (Nov '20) — 78% (Jul '21) — 77% (Jun '22) — 75% (Jun '23)

May '17 (n=2782)
May '18 (n=2487)
May '19 (n=2660)
Nov '20 (n=1886)
Jul '21 (n=1760)
Jun '22 (n=1436)
Jun '23 (n=1763)

Passengers most satisfied 🙂
- ✓ Using PT less often than once a month (93%)
- ✓ Cash users (85%)
- ✓ SuperGold card users (83%)
- ✓ Travelling in the weekend (80%) or interpeak (77%)

Passengers most dissatisfied 😠
- ✗ Passengers with a disability (22%)
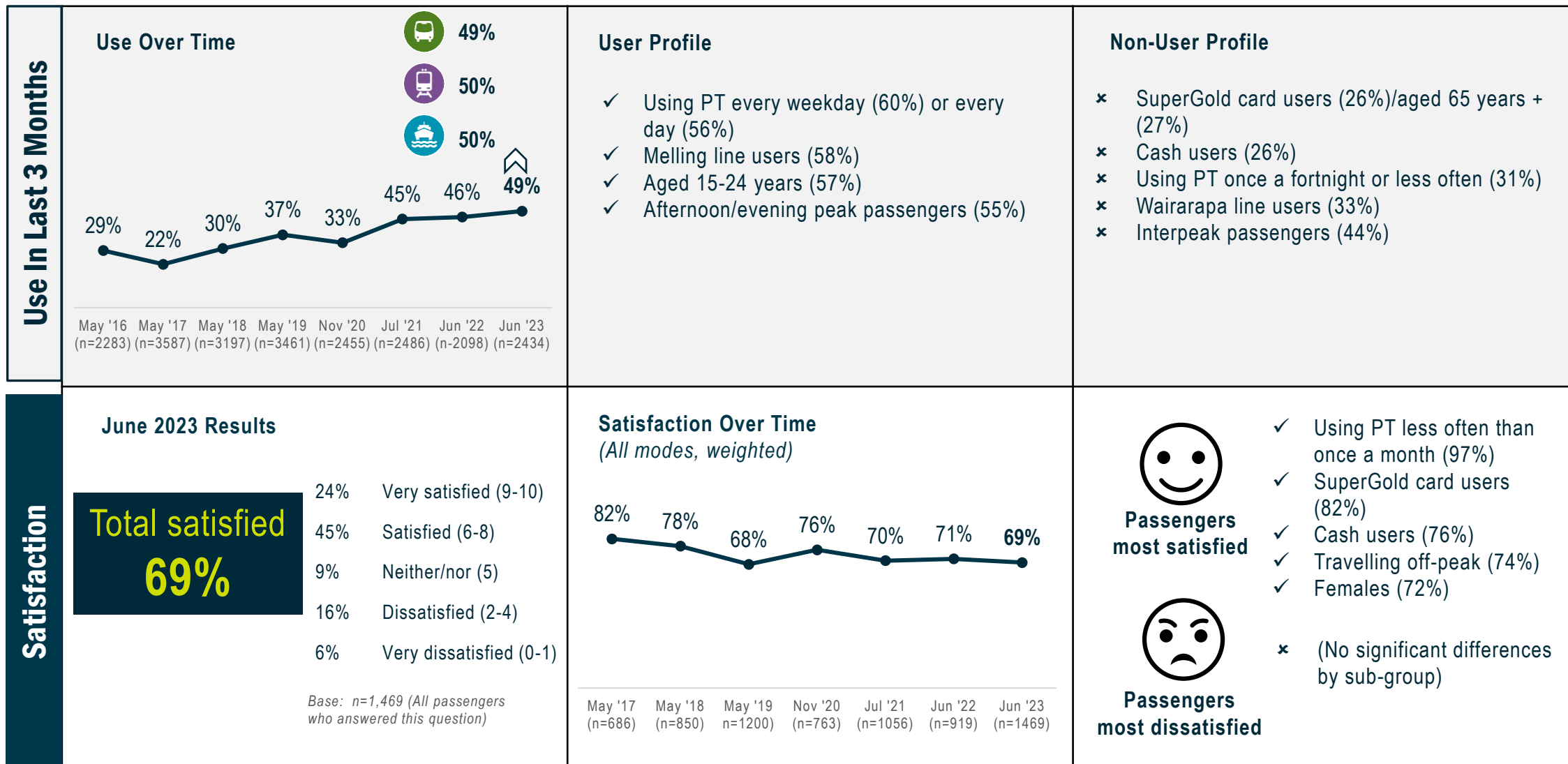- ✗ Morning peak travellers (21%)

Arrows denote statistically significant change from previous year.

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

Use In Last 3 Months

Use Over Time

58% (May '17) · 59% (May '18) · 60% (May '19) · 55% (Nov '20) · 59% (Jul '21) · 56% (Jun '22) · **54%** (Jun '23)

🚌 **52%**
🚆 **58%**
⛴ **44%**

| May '17 (n=3587) | May '18 (n=3197) | May '19 (n=3461) | Nov '20 (n=2455) | Jul '21 (n=2486) | Jun '22 (n=2098) | Jun '23 (n=2434) |

User Profile

- ✓ Travelling for sport/recreation/dining out (74%) or tertiary study (71%)
- ✓ Using PT every weekday (63%)
- ✓ Males (63%)
- ✓ Passengers with a disability (62%)
- ✓ Aged 15-24 years (61%)
- ✓ Afternoon/evening peak passengers (61%)
- ✓ Train passengers (58%), especially Johnsonville (62%), Melling (60%) and Hutt Valley (59%) line users

Non-User Profile

- ✗ Wairarapa line users (39%)
- ✗ Aged 65 years + (39%)/SuperGold card users (41%)
- ✗ Travelling for sightseeing (41%)
- ✗ Ferry passengers (44%)
- ✗ Interpeak travellers (47%)

Satisfaction

June 2023 Results

Total satisfied 75%

- 29% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 10% Neither/nor (5)
- 11% Dissatisfied (2-4)
- 4% Very dissatisfied (0-1)

Base: n=1,522 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

88% (May '17) · 87% (May '18) · 74% (May '19) · 87% (Nov '20) · 83% (Jul '21) · 82% (Jun '22) · **75%** (Jun '23)

| May '17 (n=1953) | May '18 (n=1757) | May '19 (n=1772) | Nov '20 (n=1211) | Jul '21 (n=1301) | Jun '22 (n=1030) | Jun '23 (n=1522) |

Passengers most satisfied

- ✓ Using PT less often than once a month (95%)
- ✓ Travelling for sightseeing (95%) or to visit friends/relatives (86%)
- ✓ Weekend travellers (81%)

Passengers most dissatisfied

- ✗ Johnsonville line users (24%)
- ✗ Using PT every weekday (19%) or every day (18%)

Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Metlink App

Use In Last 3 Months

Use Over Time

🚌 **49%**
🚈 **50%**
⛴ **50%**

29% 22% 30% 37% 33% 45% 46% **49%**

| May '16 (n=2283) | May '17 (n=3587) | May '18 (n=3197) | May '19 (n=3461) | Nov '20 (n=2455) | Jul '21 (n=2486) | Jun '22 (n-2098) | Jun '23 (n=2434) |

User Profile

✓ Using PT every weekday (60%) or every day (56%)
✓ Melling line users (58%)
✓ Aged 15-24 years (57%)
✓ Afternoon/evening peak passengers (55%)

Non-User Profile

✗ SuperGold card users (26%)/aged 65 years + (27%)
✗ Cash users (26%)
✗ Using PT once a fortnight or less often (31%)
✗ Wairarapa line users (33%)
✗ Interpeak passengers (44%)

Satisfaction

June 2023 Results

Total satisfied 69%

24% Very satisfied (9-10)
45% Satisfied (6-8)
9% Neither/nor (5)
16% Dissatisfied (2-4)
6% Very dissatisfied (0-1)

Base: n=1,469 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

82% 78% 68% 76% 70% 71% **69%**

| May '17 (n=686) | May '18 (n=850) | May '19 n=1200) | Nov '20 (n=763) | Jul '21 (n=1056) | Jun '22 (n=919) | Jun '23 (n=1469) |

Passengers most satisfied

✓ Using PT less often than once a month (97%)
✓ SuperGold card users (82%)
✓ Cash users (76%)
✓ Travelling off-peak (74%)
✓ Females (72%)

Passengers most dissatisfied

✗ (No significant differences by sub-group)

Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Google Maps

Use In Last 3 Months

Use Over Time

🚌 **34%**
🚈 **28%**
⛴ **25%**

27% ——— **32%**

Jun '22
(n-2098)

Jun '23
(n-2434)

User Profile

✓ Travelling for sightseeing (58%) or tertiary study (48%)
✓ Aged 18-34 years (45%)
✓ Cash users (39%)
✓ Weekend travellers (35%)
✓ Bus passengers (34%)
✓ Afternoon/evening peak travellers (33%)

Non-User Profile

✗ SuperGold card users (11%)/aged 60 years + (11%)
✗ Morning peak travellers (25%)

Satisfaction

June 2023 Results

Total satisfied 81%

33% Very satisfied (9-10)
48% Satisfied (6-8)
8% Neither/nor (5)
7% Dissatisfied (2-4)
4% Very dissatisfied (0-1)

Base: n=909 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83% ——— 81%

Jun '22
(n=480)

Jun '23
(n=909)

Passengers most satisfied

✓ Aged 45-59 years (92%)
✓ Weekend (89%) or afternoon/evening peak (85%) travellers

Passengers most dissatisfied

✗ Morning peak travellers (20%)

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

69

Use of, and Satisfaction with, Station PA Announcements

Use In Last 3 Months

Use Over Time

🚌 **17%**
🚆 **49%**
⛴ **14%**

24% 27% 25% 26% 23% 19% **27%** ⬆

May '17 (n=3587) | May '18 (n=3197) | May '19 (n=3461) | Nov '20 (n=2455) | Jul '21 (n=2486) | Jun '22 (n=2098) | Jun '23 (n=2434)

User Profile

✓ Train passengers (49%)
✓ Travelling for tertiary study (43%) or work (33%)
✓ Using PT three or four times a week (37%) or every weekday (32%)
✓ Afternoon/evening peak travellers (33%)
✓ Aged 15-24 years (31%) or 35-44 years (31%)

Non-User Profile

✗ Ferry passengers (14%)
✗ Aged 65 years + (14%)/SuperGold card users (15%)
✗ Bus passengers (17%)
✗ Weekend travellers (20%)
✗ Travelling to visit friends/relatives (20%) or for shopping/services (21%)

Satisfaction

June 2023 Results

Total satisfied 76%

27% Very satisfied (9-10)
49% Satisfied (6-8)
11% Neither/nor (5)
8% Dissatisfied (2-4)
5% Very dissatisfied (0-1)

Base: n=763 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

76% 80% 75% 85% 86% 87% **76%** ⬆

May '17 (n=750) | May '18 (n=939) | May '19 (n=751) | Nov '20 (n=550) | Jul '21 (n=490) | Jun '22 (n=352) | Jun '23 (n=763)

🙂 **Passengers most satisfied**

✓ Using PT less often than once a month (97%)
✓ Melling line users (91%)

😠 **Passengers most dissatisfied**

✗ (No significant differences by sub-group)

Arrows denote statistically significant change from previous year.

70

Use of, and Satisfaction with,
Other Information Provided at Stop/Station/Wharf
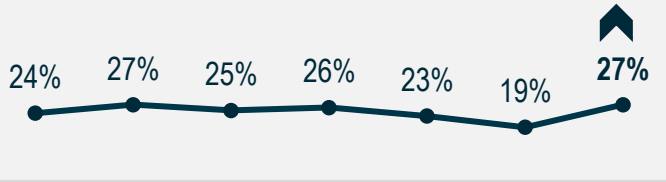
Use In Last 3 Months

Use Over Time

🚌 **26%**

🚆 **27%**

⛴ **36%**

32%   28%   24%   24%   22%   19%   **26%**

| May '17 (n=3587) | May '18 (n=3197) | May '19 (n=3461) | Nov '20 (n=2455) | Jul '21 (n=2486) | Jun '22 (n=2098) | Jun '23 (n=2434) |

User Profile

✓ Aged 15-24 years (36%)

Non-User Profile

✗ Aged 60 years + (20%)

Satisfaction

June 2023 Results

Total satisfied 70%

25% Very satisfied (9-10)

45% Satisfied (6-8)

13% Neither/nor (5)

10% Dissatisfied (2-4)

7% Very dissatisfied (0-1)

Base: n=721 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

87%   85%   78%   89%   82%   84%   **70%**

| May '17 (n=835) | May '18 (n=635) | May '19 (n=606) | Nov '20 (n=460) | Jul '21 (n=433) | Jun '22 (n=313) | Jun '23 (n=721) |

Passengers most satisfied

✓ Travelling for sightseeing (87%), sport/recreation/dining (85%) or tertiary study (82%)

Passengers most dissatisfied

✗ Travelling to visit friends/relatives (23%) or for work (19%)

Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Printed Timetables

Use In Last 3 Months

Use Over Time

🚌 **25%**
🚈 **26%**
⛴ **19%**

35% 36% 34% 29% 26% 27% 21% **25%**

| May '16 (n=2283) | May '17 (n=3587) | May '18 (n=3197) | May '19 (n=3461) | Nov '20 (n=2455) | Jul '21 (n=2486) | Jun '22 (n=2098) | Jun '23 (n=2434) |

User Profile

✓ Aged 15-24 years (33%) or 65 years + (29%)
✓ Males (30%)

Non-User Profile

✗ Aged 45-59 years (19%)

Satisfaction

June 2023 Results

Total satisfied 71%

30%   Very satisfied (9-10)
41%   Satisfied (6-8)
9%   Neither/nor (5)
13%   Dissatisfied (2-4)
7%   Very dissatisfied (0-1)

Base: n=695 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

91% 88% 80% 89% 84% 82% 71%

| May '17 (n=1165) | May '18 (n=962) | May '19 (n=833) | Nov '20 (n=532) | Jul '21 (n=569) | Jun '22 (n=354) | Jun '23 (n=695) |

Passengers most satisfied

✓ Using PT less often than once a month (100%)
✓ SuperGold card users (95%)/aged 65 years + (93%)
✗ Aged 15-17 years (45%)
✗ Travelling for school (32%), visiting friends/relatives (28%) or sports/recreation/dining (22%)

Passengers most dissatisfied

✗ Using PT at least every weekday (25%)

Arrows denote statistically significant change from previous year.

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

Use In Last 3 Months

Use Over Time

🚌 **15%**

🚆 **19%**

⛴ **19%**

7% → 10% → 14% → 11% → 10% → 8% → **16%** ▲

| May '17 (n=3587) | May '18 (n=3197) | May '19 (n=3461) | Nov '20 (n=2455) | Jul '21 (n=2486) | Jun '22 (n=2098) | Jun '23 (n=2434) |

User Profile

✓ Aged 18-24 years (22%)
✓ Using PT every weekday (21%)
✓ Train passengers (19%), especially Hutt Valley passengers (21%)
✓ Peak travellers (18%)

Non-User Profile

✗ Using PT once a fortnight or less often (8%)
✗ Aged 60 years + (10%)

Satisfaction

June 2023 Results

Total satisfied 50%

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

Base: n=484 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

80% → 79% → 71% → 75% → 73% → 68% → 50% ▼

| May '17 (n=207) | May '18 (n=331) | May '19 (n=428) | Nov '20 (n=225) | Jul '21 (n=209) | Jun '22 (n=140) | Jun '23 (n=484) |

🙂 **Passengers most satisfied**

✗ SuperGold card users (58%)

☹ **Passengers most dissatisfied**

✗ (No significant differences by sub-group)

Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Facebook

Use In Last 3 Months

Use Over Time

🚌 **11%**

🚆 **16%**

⛴ **8%**

8%
Jun '22
(n-2098)

13%
Jun '23
(n=2434)

User Profile

✓ Cash users (19%)
✓ Aged 18-35 years (17%)
✓ Train passengers (16%), especially Hutt Valley (18%) and Kapiti (18%) line users
✓ Using PT three or four times a week (16%)

Non-User Profile

✗ SuperGold card users (3%)/aged 60 years + (5%)
✗ Ferry passengers (8%)
✗ Weekend travellers (9%)
✗ Johnsonville line users (10%)

Satisfaction

June 2023 Results

Total satisfied **59%**	

19%   Very satisfied (9-10)

40%   Satisfied (6-8)

17%   Neither/nor (5)

14%   Dissatisfied (2-4)

10%   Very dissatisfied (0-1)

Base: n=356 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

74%

59%

Jun '22
(n-125)

Jun '23
(n=356)

🙂 **Passengers most satisfied**

✓ Travelling for sightseeing (100%)
✓ SuperGold card users (67%)

😠 **Passengers most dissatisfied**

✗ Aged 15-17 years (56%)

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, Other Websites and Apps

	Use Over Time	User Profile	Non-User Profile
Use In Last 3 Months	🚌 11% 🚆 10% ⛴ 28%	✓ Ferry passengers (28%)	✗ SuperGold card users (8%)

Use Over Time

10% — May '19 (n=3461)
12% — Nov '20 (n=2455)
13% — Jul '21 (n=2486)
4% — Jun '22* (n=2098)
11% — Jun '23* (n=2434)

Satisfaction

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

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

Catchy.nz/Catchy app	n=23
East by West website	n=18
Bus++ app	n=12
Transit app	n=7
Apple maps	n=5

Arrows denote statistically significant change from previous year.

* 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..

Use of, and Satisfaction with, Metlink Contact Centre

Use In Last 3 Months

Use Over Time

🚌 9%

🚆 13%

⛴ 6%

May '16 (n=2283)	May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22 (n=2098)	Jun '23 (n=2434)
12%	9%	7%	7%	6%	5%	4%	10% ⬆

User Profile

✓ Train passengers (13%), especially Kapiti line users (16%)
✓ Using PT every day (15%)

Non-User Profile

✗ Using PT once a fortnight or less often (5%)
✗ Ferry passengers (6%)

Satisfaction

June 2023 Results

Total satisfied 60%

29%	Very satisfied (9-10)
31%	Satisfied (6-8)
13%	Neither/nor (5)
15%	Dissatisfied (2-4)
12%	Very dissatisfied (0-1)

Base: n=305 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

May '17 (n=317)	May '18 (n=167)	May '19 (n=195)	Nov '20 (n=120)	Jul '21 (n=100)	Jun '22 (n=73)	Jun '23 (n=305)
89%	82%	74%	87%	85%	86%	60% ⬇

🙂 **Passengers most satisfied**

✓ (No significant differences by sub-group)

😠 **Passengers most dissatisfied**

✗ (No significant differences by sub-group)

Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Twitter

Use In Last 3 Months

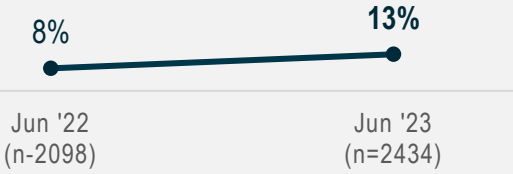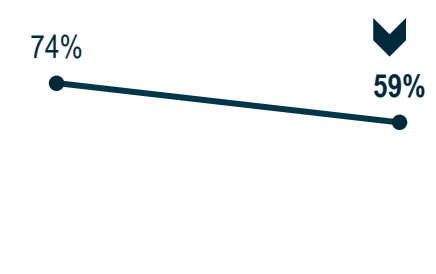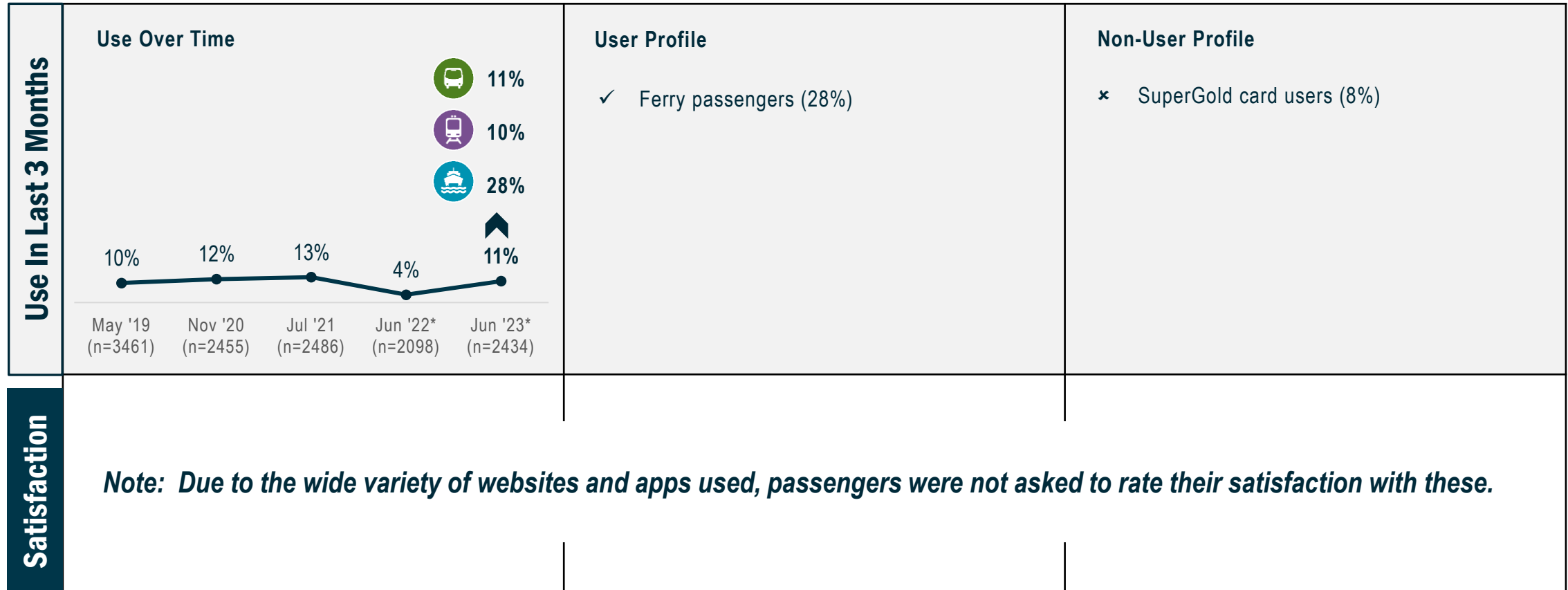### Use Over Time

🚌 **8%**

🚊 **9%**

⛴ **4%**

May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22 (n=2098)	Jun '23 (n=2434)
5%	5%	4%	4%	5%	3%	8%

User Profile

✓ Males (12%)
✓ Aged 15-24 years (12%)

Non-User Profile

✗ Aged 60 years + (4%)
✗ Females (6%)

Satisfaction

June 2023 Results

Total satisfied
54%

19%	Very satisfied (9-10)
35%	Satisfied (6-8)
14%	Neither/nor (5)
15%	Dissatisfied (2-4)
17%	Very dissatisfied (0-1)

Base: n=240 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

May '17 (n=149)	May '18 (n=154)	May '19 (n=103)	Nov '20 (n=84)	Jul '21 (n=109)	Jun '22 (n=54)	Jun '23 (n=240)
74%	73%	63%	73%	66%	59%	54%

🙂 **Passengers most satisfied**

✓ Aged 35-44 years (81%)

😠 **Passengers most dissatisfied**

✗ (No significant differences by sub-group)

Arrows denote statistically significant change from previous year.

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Use of, and Satisfaction with, Emails from Metlink

Use In Last 3 Months

Use Over Time

🚌 9%

🚆 11%

⛴ 10%

May '17 (n=3587)	May '18 (n=3626)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22 (n=2098)	Jun '23 (n=2,434)
4%	4%	5%	3%	4%	3%	9%

User Profile

✓ Using PT every weekday (12%)

Non-User Profile

✗ Using PT once a fortnight/once every 3 weeks (2%)

Satisfaction

June 2023 Results

Total satisfied 49%

22%	Very satisfied (9-10)
27%	Satisfied (6-8)
14%	Neither/nor (5)
18%	Dissatisfied (2-4)
19%	Very dissatisfied (0-1)

Base: n=283 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

May '17 (n=116)	May '18 (n=148)	May '19 (n=122)	Nov '20 (n=50)	Jul '21 (n=87)	Jun '22 (n=56)	Jun '23 (n=283)
76%	78%	66%	75%	71%	80%	49%

Passengers most satisfied

✓ Cash users (71%)

Passengers most dissatisfied

✗ Females (41%)

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?

Legend: Jul '21 (n=3221) | Jun '22 (n=2717) | Jun '23 (n=3107)

Category	Jul '21	Jun '22	Jun '23
Better communication of delays at stop/station	6%	6%	7%
Better functionality of app	10%	10%	7%
Keep info up to date	3%	3%	5%
Quicker updates esp. delays, cancellations	2%	3%	4%
Ensure accuracy of RTI boards	3%	5%	4%
More RTI boards/ digital displays	3%	4%	4%
Provide more info generally	3%	4%	4%
Website more user-friendly	6%	7%	3%
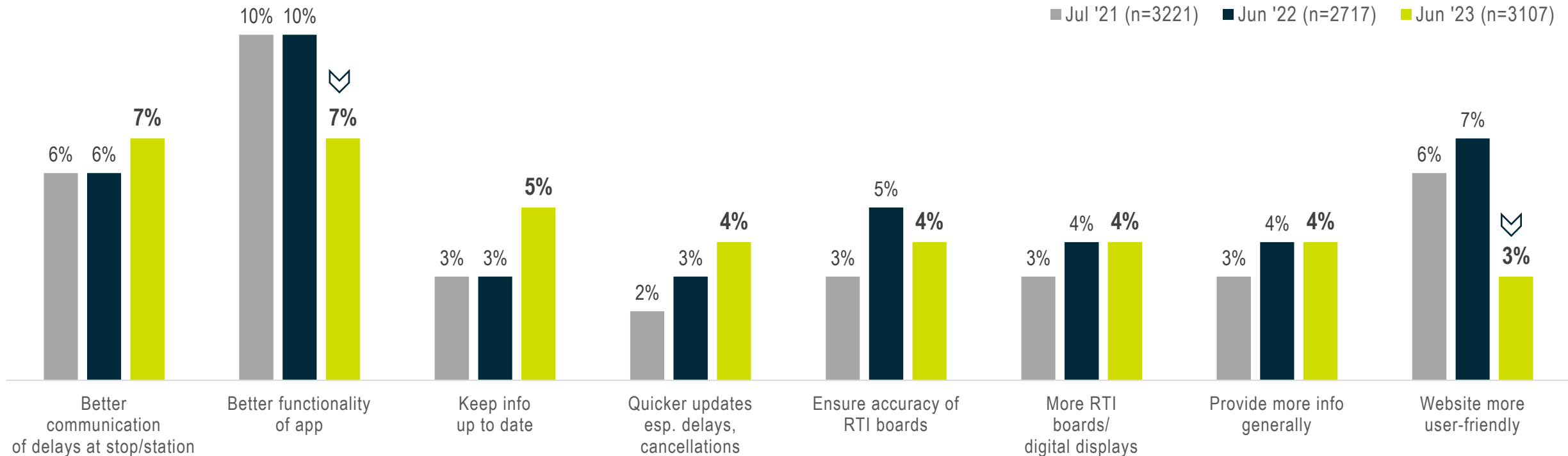
Arrows denote statistically significant change from previous year.
Multiple responses to this question permitted.
Graph shows improvements mentioned by 3% or more of respondents. A full list of suggested improvements is provided in the Appendix.

Suggested Improvements to Public Transport Information

Results by Mode

n=1,066 n=1,930 n=111
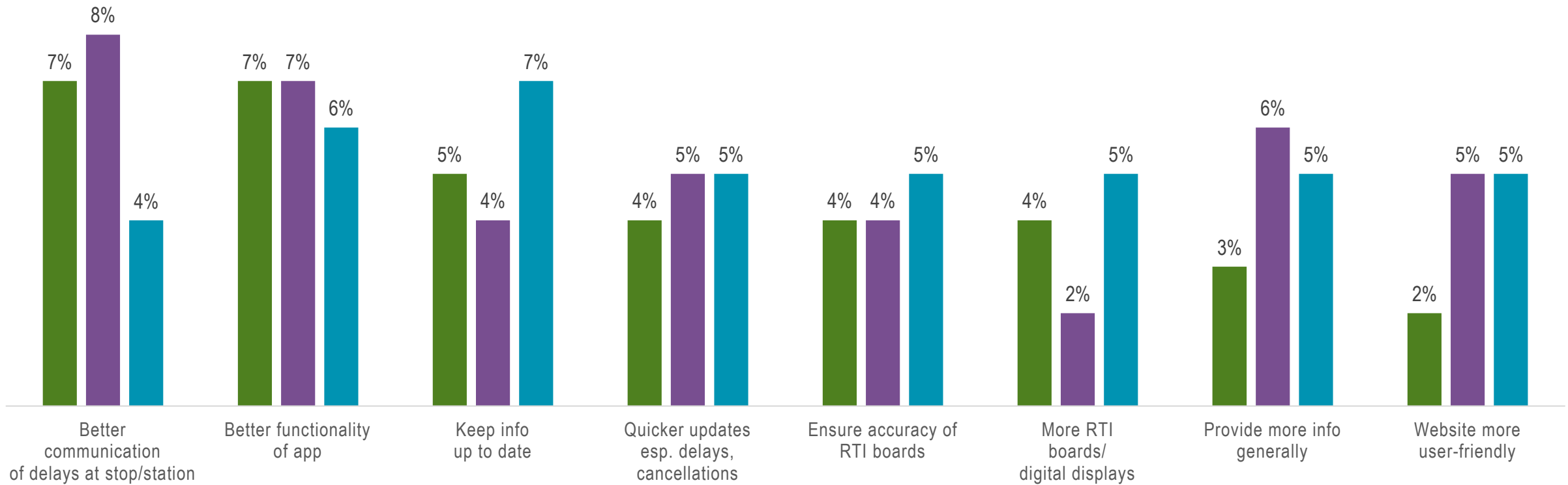
Arrows denote result statistically significantly higher/lower than for other modes

Perceptions Of Public Transport Information Available Over Time By Mode

Time Series Summary (Total satisfied (%)

Total Bus						Wellington City Bus						Rest of Region Bus					
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Ju1 '22
69	*	86	75	76	**75**	65	75	86	74	75	**75**	80	*	83	80	82	**78**

Train						Ferry					
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jul '22	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23
81	83	88	84	85	**75**	76	*	85	82	73	**73**

Suggested Improvements to Public Transport System

Suggested Improvements to Public Transport Services

How can we improve the region's public transport services?
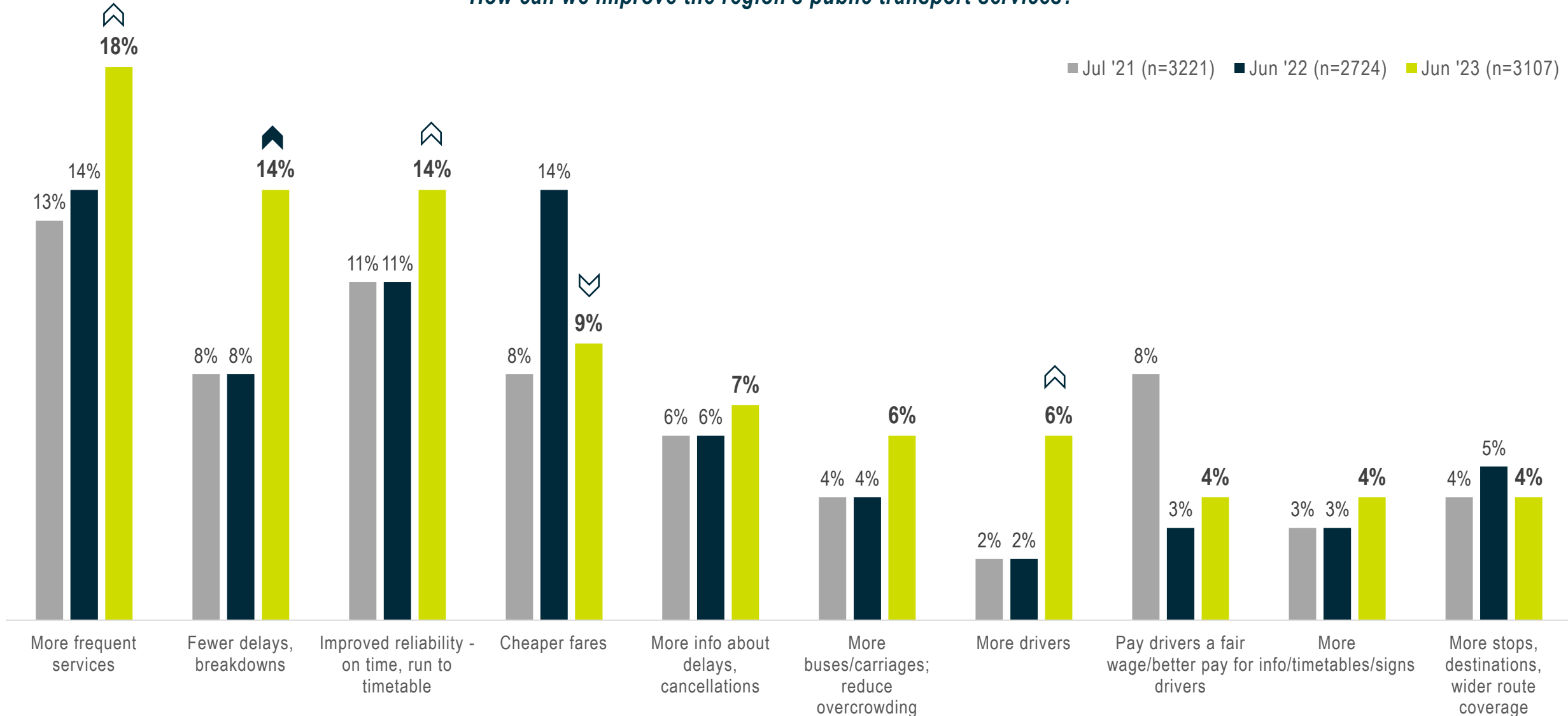
Legend: ■ Jul '21 (n=3221) ■ Jun '22 (n=2724) ■ Jun '23 (n=3107)

| Category	Jul '21	Jun '22	Jun '23
More frequent services	13%	14%	18% ⌃
Fewer delays, breakdowns	8%	8%	14% ⌃
Improved reliability - on time, run to timetable	11%	11%	14% ⌃
Cheaper fares	8%	14%	9% ⌄
More info about delays, cancellations	6%	6%	7%
More buses/carriages; reduce overcrowding	4%	4%	6%
More drivers	2%	2%	6% ⌃
Pay drivers a fair wage/better pay for drivers	8%	3%	4%
More info/timetables/signs	3%	3%	4%
More stops, destinations, wider route coverage	4%	5%	4%

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.

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Suggested Improvements to Public Transport Services

Results by Mode

🚌 n=1,066 🚃 n=1,930 🚢 n=111

Category	Bus	Train	Ferry
More frequent services	20%	16%	16%
Fewer delays, breakdowns	16%	11%	10%
Improved reliability - on time, run to timetable	14%	14%	17%
Cheaper fares	7%	11%	14%
More info about delays, cancellations	7%	8%	2%
More buses/carriages; reduce overcrowding	6%	6%	3%
More drivers	6%	5%	6%
Pay drivers a fair wage/better pay for drivers	4%	3%	5%
More info/timetables/signs	4%	3%	2%
More stops, destinations, wider route coverage	3%	4%	7%

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

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Appendix

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

Respondent Profile

Distribution by Gender	Total	Bus	Train	Ferry
Female	**57%**	59%	54%	47%
Male	**40%**	38%	44%	49%
Gender diverse	**3%**	3%	2%	4%
Base	***N=2,743***	*n=889*	*n=1,745*	*n=109*

Distribution by Age	Total	Bus	Train	Ferry
15-17 years	**9%**	11%	6%	0%
18-24 years	**22%**	25%	16%	7%
25-34 years	**24%**	24%	25%	12%
35-44 years	**14%**	11%	18%	16%
45-59 years	**17%**	14%	22%	36%
60-64 years	**5%**	5%	6%	14%
65 years +	**9%**	10%	7%	15%
Base	***N=2,809***	*n=937*	*n=1,766*	*n=106*

Distribution by Disability*	Total	Bus	Train	Ferry
No disability	**85%**	84%	86%	92%
Disability	**15%**	16%	14%	8%
Base	***N=2,712***	*n=884*	*n=1,722*	*n=106*

* 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 (based on May 2023 patronage numbers)
Bus	**34%**	**68%**
Wellington City	25%	49%
Rest of the region	9%	19%
Train	**62%**	**31%**
Ferry	**4%**	**<1%**
Base	*N=3,107*	

Distribution by Operator	Total	Weighted Share
NZ Bus Metlink	**17%**	33%
Transdev	**62%**	31%
Tranzurban Metlink	**13%**	26%
Mana Metlink	**4%**	8%
Uzabus Metlink	**1%**	1%
East By West	**3%**	<1%
Base	*N=3,107*	

Distribution by Rail Line	Train
Hutt Valley	**49%**
Kapiti	**23%**
Johnsonville	**16%**
Melling	**8%**
Wairarapa	**4%**
Base	*N=1,930*

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	**18%**	15%	23%	23%
Interpeak	**31%**	32%	30%	30%
Afternoon/evening peak	**30%**	25%	41%	33%
Weekend	**21%**	28%	6%	14%
Base	***N=3,106***	*n=1,065*	*n=1,930*	*n=111*

Distribution by Ticket Type

	Total	Bus	Train	Ferry
Stored value card	**82%**	85%	77%	9%
SuperGold card	**7%**	8%	5%	12%
Cash	**6%**	5%	7%	17%
Snapper 30-day pass	**4%**	1%	10%	0%
Ten trip card	**<1%**	0%	1%	54%
Day pass	**<1%**	<1%	<1%	3%
Other	**<1%**	<1%	<1%	5%
Base	***N=2,758***	*n=897*	*n=1,757*	*n=104*

Distribution by Direction of Travel

	Total	Bus	Train	Ferry
Outbound	**55%**	53%	62%	53%
Inbound	**45%**	47%	38%	47%
Base	***N=3,107***	*n=1,066*	*n=1,930*	*n=111*

Distribution by Main Reason for Trip

	Total	Bus	Train	Ferry
Work	**50%**	41%	67%	62%
Shopping, services	**10%**	14%	3%	2%
Personal appointment	**8%**	9%	6%	5%
Visiting friends, relatives	**8%**	9%	6%	4%
School	**7%**	8%	6%	0%
Sports, recreation, dining	**5%**	7%	2%	8%
Tertiary study	**5%**	5%	6%	1%
Sightseeing	**3%**	3%	2%	18%
Special one-off event	**2%**	2%	2%	0%
Other	**2%**	2%	<1%	<1%
Base	***N=2,772***	*n=899*	*n=1,764*	*n=109*

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	**22%**	28%	11%	3%
Every week day	**30%**	27%	37%	21%
Three or four times a week	**27%**	25%	29%	35%
Once or twice a week	**11%**	10%	12%	18%
Once a fortnight/ once every three weeks	**4%**	4%	3%	5%
Once a month	**1%**	1%	2%	2%
Less often than once a month	**4%**	4%	4%	11%
First time today	**1%**	1%	2%	5%
Base	***N=2,748***	*n=889*	*n=1,753*	*n=106*

Distribution by Use of Public Transport in Last Three Months

	Total	Bus	Train	Ferry
Used **bus**	**88%**	100%	67%	61%
Used **train**	**58%**	46%	100%	40%
Used **harbour ferry**	**6%**	6%	5%	100%
Base	***N=2,737***	*n=885*	*n=1,744*	*n=108*
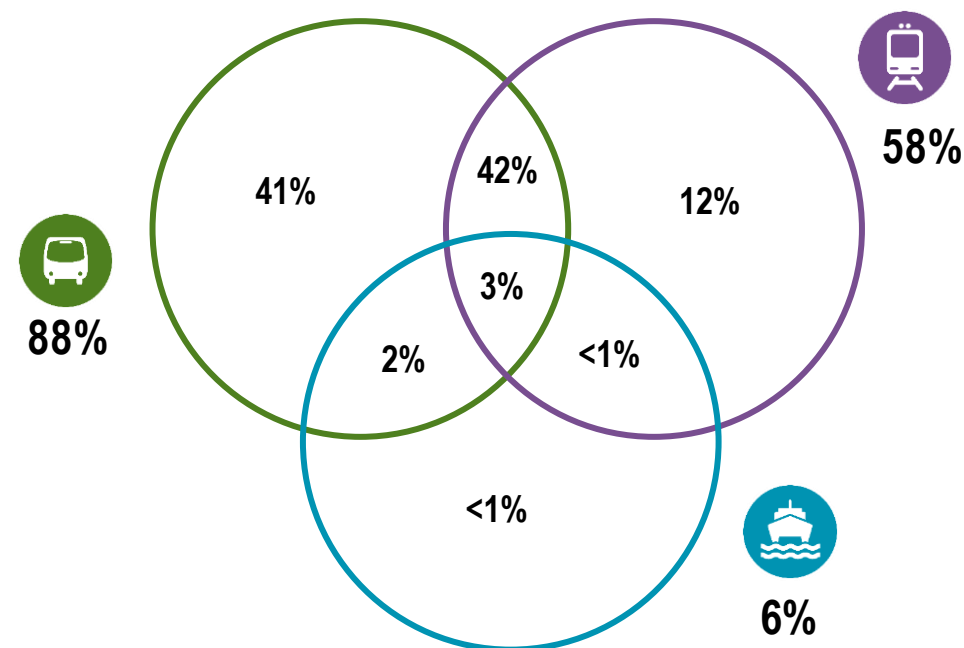
Note: Tables exclude 'don't know' responses and those who did not answer the question

Suggested Improvements to Stop/Station/Wharf (1)

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

Suggestions	Total		Suggestions	Total
More/better shelter from weather	**18%**		More/better parking, easier to access	**1%**
More seats	**6%**		More considerate drivers – stop closer to platform etc	**1%**
Cleaner stops and stations including having more rubbish bin	**5%**		Automated ticket machines/more Snapper top-up kiosks	**1%**
More real time information boards	**5%**		Provide air-conditioning, heaters	**1%**
More information/information bigger/easier to read	**4%**		Ensure RTI signs working/accurate/facing the right way	**1%**
More information about delays and disruptions	**3%**		More comfortable seats	**1%**
More/faster Snapper terminals	**3%**		Better access for those with disabilities/mobility issues	**1%**
Maintenance – fix leaks, remove graffiti, replace damaged timetables	**2%**		Better safety measures – no trip/slip hazards, slower vehicles etc	**1%**
Better access to stop/station/wharf – pedestrian crossing, overbridge	**2%**		More visually-appealing – colour, gardens, flowers	**1%**
Security cameras/CCTV	**2%**		Passengers and drivers more visible to one another	**<1%**
Better lighting	**1%**		Better bike storage/easier to take bikes onboard	**<1%**
New building/shelter/finish renovations	**1%**		Control/remove beggars, homeless	**<1%**
Better crowd management as passengers board/exit	**1%**		More customer service staff/staff more available	**<1%**
Access to toilets, improve toilet facilities	**1%**		Clearer/louder station announcements	**<1%**
Bigger stops/more room	**1%**		More room around stops/wider footpaths	**<1%**
Provide waiting lounge – vending machines, lockers, newspapers etc	**1%**		Less advertising/remove billboards	**<1%**

Base: n=1,066 (All respondents)

Suggested Improvements to Stop/Station/Wharf (2)

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

Suggestions	Total
Have more stops on the route	<1%
Have station open later at night	<1%
Ban smoking and vaping/more 'no smoking' signs	<1%
Longer platform/better timings for bus/train arrivals	<1%
Have a clock/actual time on RTI signs	<1%
More information/signs in other languages	<1%
Friendlier/more helpful staff	<1%
Have Wi-Fi available	<1%
Install ticket barriers/gates/turnstiles	<1%
Bus drivers should carry change	<1%
Animal/pest/bird control	<1%
Install power plugs/charging ports	<1%
More environmentally-sustainable vehicles	<1%
More drop-off/pick-up points for cars	<1%
Update clocks/synch all clocks at station/stop	<1%
COVID19-related e.g. provide hand sanitiser, enforce mask use	<1%

Base: n=1,066 (Respondents who have answered the question and provided suggestions)

Why Easy to Use Public Transport Services

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

Reason	Total		Reason	Total
Good route coverage (can get to most places)	**24%%**		Familiar with system/no problems	**2%**
Frequent services	**22%**		Integrated ticketing	**2%**
Stops/stations/wharves easily accessible/in good locations	**19%**		Good connection between modes	**2%**
Timetable information easy to understand/clear	**16%**		Efficient, well-organised system	**1%**
Range of payment options	**16%**		Don't have to find/pay for parking	**1%**
Affordable/inexpensive/cheaper than taking private vehicle	**10%**		Safe (not specified)	**1%**
Good/easy/straightforward/simple to use	**9%**		Good/sufficient Park & Ride facilities	**1%**
Services run on time/reliable	**9%**		Variety of public transport options	**1%**
Good app/easy to use	**6%**		Not over-crowded/can always find a seat	**<1%**
Staff helpful, professional, knowledgeable	**4%**		Easy pedestrian access to station	**<1%**
Fast trip/faster than travelling by private vehicle	**4%**		Good stations/stops/wharves (safe, weatherproof, clean)	**<1%**
User-friendly website	**4%**		Direct routes/don't have to change service mid-trip	**<1%**
Comfortable trip (clean, warm, quiet, can read, stress-free etc)	**4%**		Can take bicycles on board	**<1%**
Good connection between modes	**2%**			

Base: n=1,474 (Respondents who said it was easy to use public transport services and gave a reason)

Why Not Easy to Use Public Transport Services

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

Reason	Total	Reason	Total
Too many delays, disruptions, breakdown, cancellations	58%	Lack of direct/express services	1%
Public transport not leaving on time (delays, leaving early)	37%	Lack of payment options/places to buy or top-up tickets	1%
Service runs too infrequently	17%	Not enough Snapper terminals/poor placement of terminals	1%
Poor/unclear communication – announcements, signs, timetables etc	16%	Traffic congestion/too many personal vehicles on road	1%
Lack of seats on-board/overcrowded/not enough carriages	15%	Scheduled times not suitable/convenient	1%
Insufficient route coverage/difficult to get to some suburbs	7%	Website confusing, difficult to use	1%
Poor connections between modes	4%	Poor state of stops/stations/wharves – lack of seats, lack of toilets	1%
Too slow/trip takes a long time	4%	Feel unsafe at stop/station/wharf	1%
Poor pedestrian access to stop/station/wharf	3%	Poor driving – mounting kerbs, rough braking	1%
Expensive	3%	Lack of carparking nearby	<1%
Drivers driving past stops/not stopping for passengers	3%	Drivers unfamiliar with routes	<1%
Too many bus replacements/replacements inconvenient	3%	Aggressive commuters/poor passenger behaviour	<1%
Lack of staff/drivers	3%	Replacement buses overcrowded	<1%
App too slow/not user-friendly/hard to understand	3%	Customer complaints not well handled	<1%
Services don't run early/late enough	2%	Limited hours of use for SuperGold card	<1%
Staff unfriendly, unhelpful, rude	2%	Lack of capacity for bikes – no storage on board	<1%

Base: n=434 (Respondents who said it was easy to use public transport services and gave a reason)

Suggested Improvements to Public Transport Services (1)

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

Suggestions	Total	Suggestions	Total
More frequent services	19%	Cleaner vehicle, provide bins, toilets etc	1%
Fewer delays/breakdowns/cancellations	14%	More friendly/more helpful drivers	1%
Ensure reliability – run to timetable, turn up when they say they will	14%	More electronic displays/Real Time Information boards	1%
Cheaper fares/keep half-price fares	9%	Have back-up buses available/be more organised when trains cancelled	1%
More information provided about service delays	7%	More bus lanes/enforce bus lanes	1%
More buses/more carriages/more seats/reduce overcrowding	6%	Regular vehicle check-ups/improve maintenance	1%
More staff generally	6%	Better connections between services/better co-ordination	1%
Information/signage/maps clearer, more accessible	4%	Improve accessibility for wheelchairs/prams – come closer to curb	1%
Drivers need to be paid a fair wage/better pay for drivers	4%	Improved security/safety generally	1%
More stops, destinations/wider route coverage/different routes	4%	Safer driving – don't run red lights, don't overload buses	1%
Improvements to public transport app/more comprehensive app	3%	Integrated ticketing/automate ticketing system	1%
More direct/express services	2%	Announce stops/stations	1%
More /more frequent weekend/late night/holiday services	2%	Get light rail	1%
Improvements to stops/stations/wharves (seats, toilets, shelter etc)	2%	Improvements to timetable/better integration of timetables	1%
More weekend/late night/holiday services	2%	More advertising of PT to increase use	1%
Look after staff better/value staff more	2%	Be able to pay with EFTPOS	1%
Be able to purchase tickets, top up cards at more locations	1%	More environmentally-friendly/electric vehicles	<1%

- 3% stated that no improvements to Wellington's public transport were needed
- 32% could not think of any specific improvements

Base: n=3,107 (All respondents)

Suggested Improvements to Public Transport Services (2)

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

Suggestions	Total
Better planning of PT system	<1%
Improve air-conditioning/temperature on vehicles	<1%
More space for bikes/more bike friendly	<1%
Better website/easier to navigate/update website	<1%
More/cheaper car parking	<1%
Have GPS/real time information for every service	<1%
Make PayWave available to pay for fares	<1%
Better staff knowledge of routes	<1%
Discourage/penalise vehicle drivers e.g. tolls, fewer parking spaces	<1%
Retain Airport Link	<1%
Introduce a greater variety of PT e.g. bike rentals, mini ferries	<1%
Improve handling of Snapper complaints	<1%
Give staff more authority to enforce rules e.g. feet on seats, noise	<1%
More early morning services	<1%
Provide power points on vehicles	<1%
Drivers need to be more observant – look out for waiting passengers	<1%
Get better public transport providers	<1%
Don't put signs on windows/don't use reflective glass	<1%

Suggestions	Total
Nationalise public transport	<1%
More staff training	<1%
Free Wi-Fi on all services	<1%
Provide ability to pay for fare via app	<1%
Drivers to have more change for passengers paying with cash	<1%
Have clock on board/have clock on RTI boards	<1%
Allow dogs on public transport/don't have to use dog boxes	<1%
Drivers to have more change for passengers paying with cash	<1%
Better handling of complaints	<1%
Make transfers free	<1%
More/better cycleways	<1%
Provide separate carriages for school children/school buses	<1%
Ensure all Snapper cards tag on/off properly	<1%
Better food service/more food options	<1%
COVID-related e.g. hand out face masks, hand sanitiser available	<1%
Ensure services don't leave early	<1%
More advertising of where to purchase tickets/cards	<1%

Suggested Improvements to Public Transport Information

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

Suggestions	Total
Announce/better communicate delays at stops	7%
Improve app/better functionality/more user-friendly	7%
Ensure all information is up-to-date/accurate	5%
Quicker, more accurate updates of delays, cancellations etc	4%
Provide more information/more communication generally	4%
Ensure accuracy of real time information boards	4%
Get (more) real time information boards/digital displays	4%
Make website more user-friendly/easier to navigate	3%
Provide more timely online alerts	2%
Ensure consistency across timetables (esp. online/offline)	1%
Information around bus replacement services/easier to understand	1%
GPS live tracking of vehicles (including displaying location on map)	1%
Clearer information about disruptions due to special events	1%
Provide more information on website/app e.g. fares	1%
Give more information about reason for delays, cancellations	1%
Integrate Google Maps into services	<1%
Increase the maximum number of stops on the app	<1
More frequent updates via social media	<1%

Suggestions	Total
Better staff knowledge/training	<1%
Provide a clock/actual times on RTI boards	<1%
Announce/display next stop/station to passengers	<1%
More information about fare prices	<1%
Improve the route/journey planner/easier to find particular services	<1%
Ensure station announcements are audible	<1%
Use larger font on displays, boards	<1%
Provide bus circuit/route diagram	<1%
Be able to personalise/customise information on app, add notes etc	<1%
More public notification/advertising of major changes e.g. pricing	<1%
Have information available in languages other than English	<1%
Have more staff available to handle enquiries esp. during peak	<1%
Integrate all information to one place e.g. one website or app	<1%
Longer opening hours for Metlink Contact Centre/24 hour helpdesk	<1%
Publicly announce rail disruptions e.g. radio	<1%
Advertise to encourage greater use of website, app as info sources	<1%
Simplify timetables, make them clearer	<1%
Be able to bookmark favourite stops, routes across different devices	<1%
Place QR codes on all stops/stations/wharves	<1%

Base: n=3,107 (All respondents)