



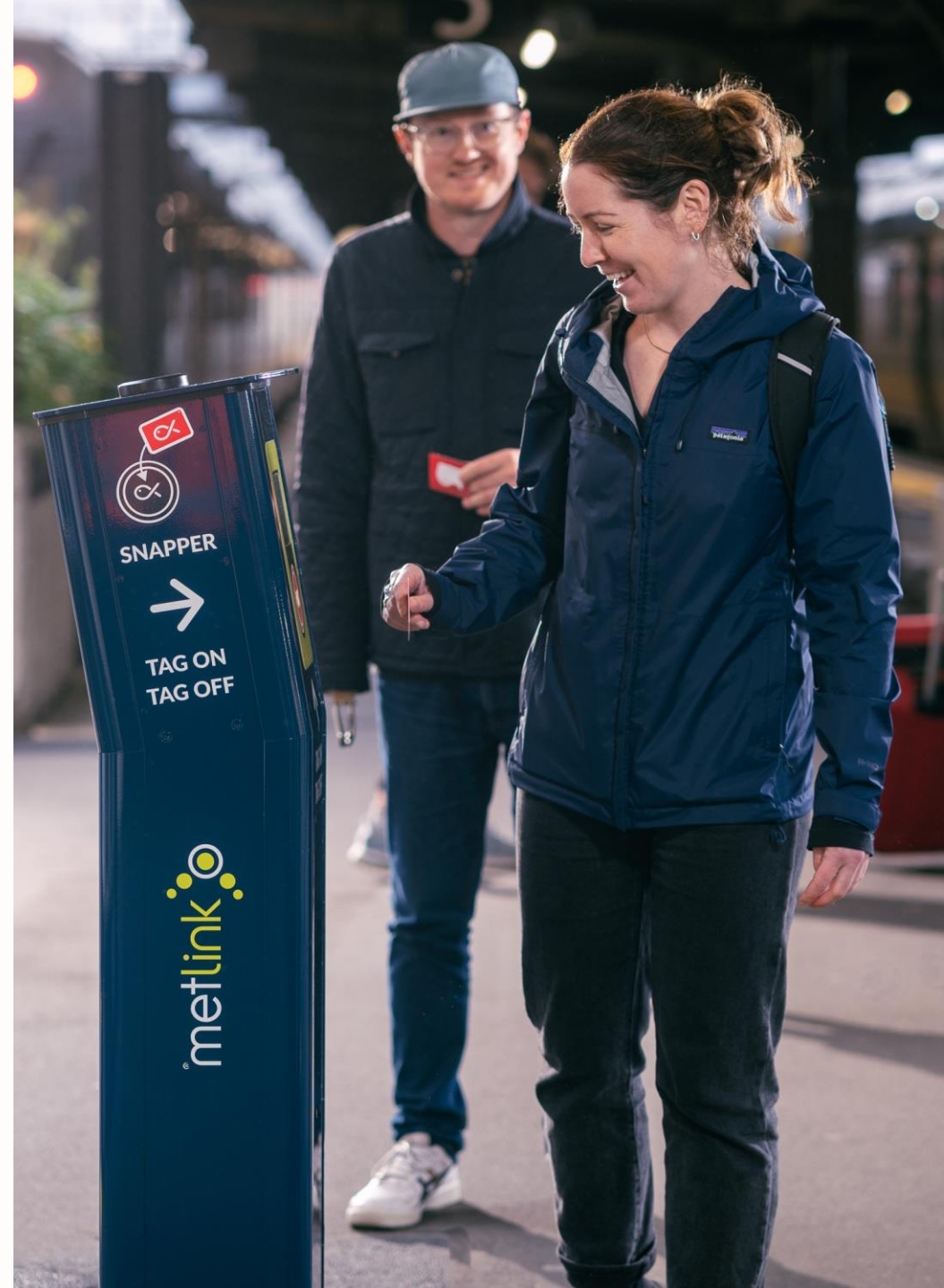
# Public Transport Passenger Satisfaction Survey

May 2026

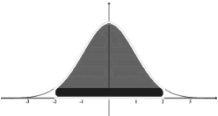
# Survey Background

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

The results from the May 2026 survey are presented here. Results are provided for all three modes (bus, train and harbour ferry), and for both city and regional bus services, with comparisons to historical data.



# Survey Method

|                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Survey Method</b></p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p> | <p><b>Fieldwork Dates</b></p>  <p><b>May 2026:</b><br/>7 May to 5 June 2026</p> <p>May 2025: 1 to 30 May 2025<br/>May 2024: 2 May to 5 June 2024<br/>Jun 2023: 17 May to 18 June 2023<br/>Jun 2022: 2 to 29 June 2022<br/>Jul 2021: 1 July to 1 August 2021<br/>Nov 2020: 21 Oct to 20 Nov 2020<br/>May 2019: 1 May to 5 June 2019<br/>May 2018: 1 May to 1 June 2018<br/>May 2017: 2 to 28 May 2017<br/>May 2016: 3 to 29 May 2016<br/>May 2015: 21 April to 10 May 2015</p> | <p><b>Sample Size*</b></p>  <p><b>May 2026:</b> n=3,034 (from 201 trips)</p> <p>May 2025: n=2,711    May 2019: n=4,042<br/>May 2024: n=2,830    May 2018: n=3,759<br/>Jun 2023: n=3,099    May 2017: n=4,053<br/>Jun 2022: n=2,745    May 2016: n=2,362<br/>Jul 2021: n=3,221    May 2015: n=4,456<br/>Nov 2020: n=3,228    May 2014: n=4,298</p> | <p><b>Response Rate**</b></p>  <p><b>May 2026 Total: 66%</b><br/><b>Train: 68%; Ferry: 66%; Bus: 63%</b></p> <p>May 2025: 62%    May 2019: 61%<br/>May 2024: 64%    May 2018: 67%<br/>Jun 2023: 67%    May 2017: 61%<br/>Jun 2022: 66%    May 2016: 59%<br/>Jul 2021: 62%    May 2015: 63%<br/>Nov 2020: 66%    May 2014: 58%</p> |
| <p><b>Maximum Margin of Error</b><br/>(at 95% confidence interval)</p>  <p><b>± 1.8%</b></p>                                                                                                                                                                                                   | <p><b>Testing for True Differences</b></p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status, accessibility concession status, Park N Ride usage and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.</p>                                                                                                | <p><b>Time Series Comparisons</b></p>  <p>Statistically significant changes over time have been highlighted.</p> <p>⬆️⬆️ Denotes statistically significant change of 5 percentage points or less<br/>⬆️⬆️ Denotes statistically significant change of more than 5 percentage points</p>                                                           | <p><b>Data Weighting</b></p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2026 (72% bus, 28% train, &lt;1% ferry). Results by mode are unweighted.</p> <p>(This weighting method is consistent with that used since 2016)</p>                 |

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

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

# Report Outline

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

## Executive Summary



## Passenger Perceptions of Service on Trip Today



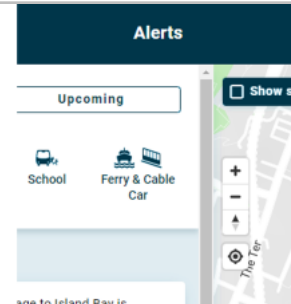
## Passenger Perceptions of Stop/Station/Wharf



## Passenger Perceptions of Wellington Region's Public Transport System



## Passenger Perspectives on Public Transport Information



## Suggested Improvements to Public Transport System



## Appendix

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



# Executive Summary



# Satisfaction with Trip Overall

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

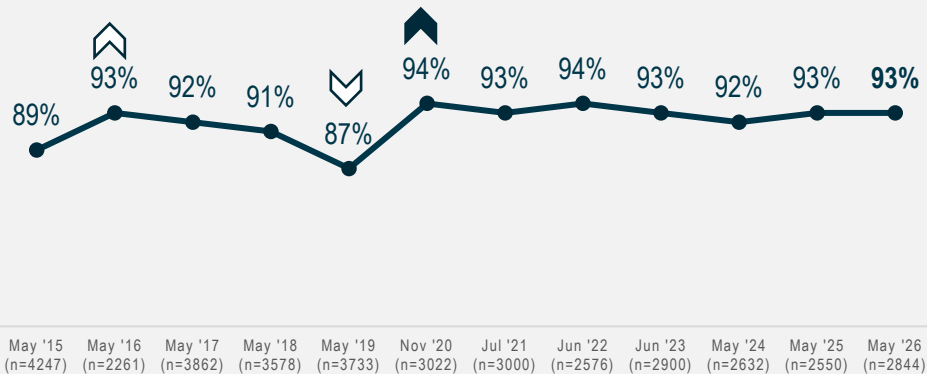
## May 2026 Results

Total satisfied  
**93%**

|     |                         |
|-----|-------------------------|
| 41% | Very satisfied (9-10)   |
| 52% | Satisfied (6-8)         |
| 5%  | Neither/nor (5)         |
| 2%  | Dissatisfied (2-4)      |
| <1% | Very dissatisfied (0-1) |

Base: n=2,844 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 95%     | 92%     | 93%     | 92%     | 92%     | 94%     | 94%     |
| Rest of region bus  | 92%     | 91%     | 93%     | 93%     | 94%     | 95%     | 94%     |



May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25 May '26



Passengers most satisfied

✓ Aged 65 years+ (99%)



Passengers most dissatisfied

✗ Wairarapa Line users (7%)



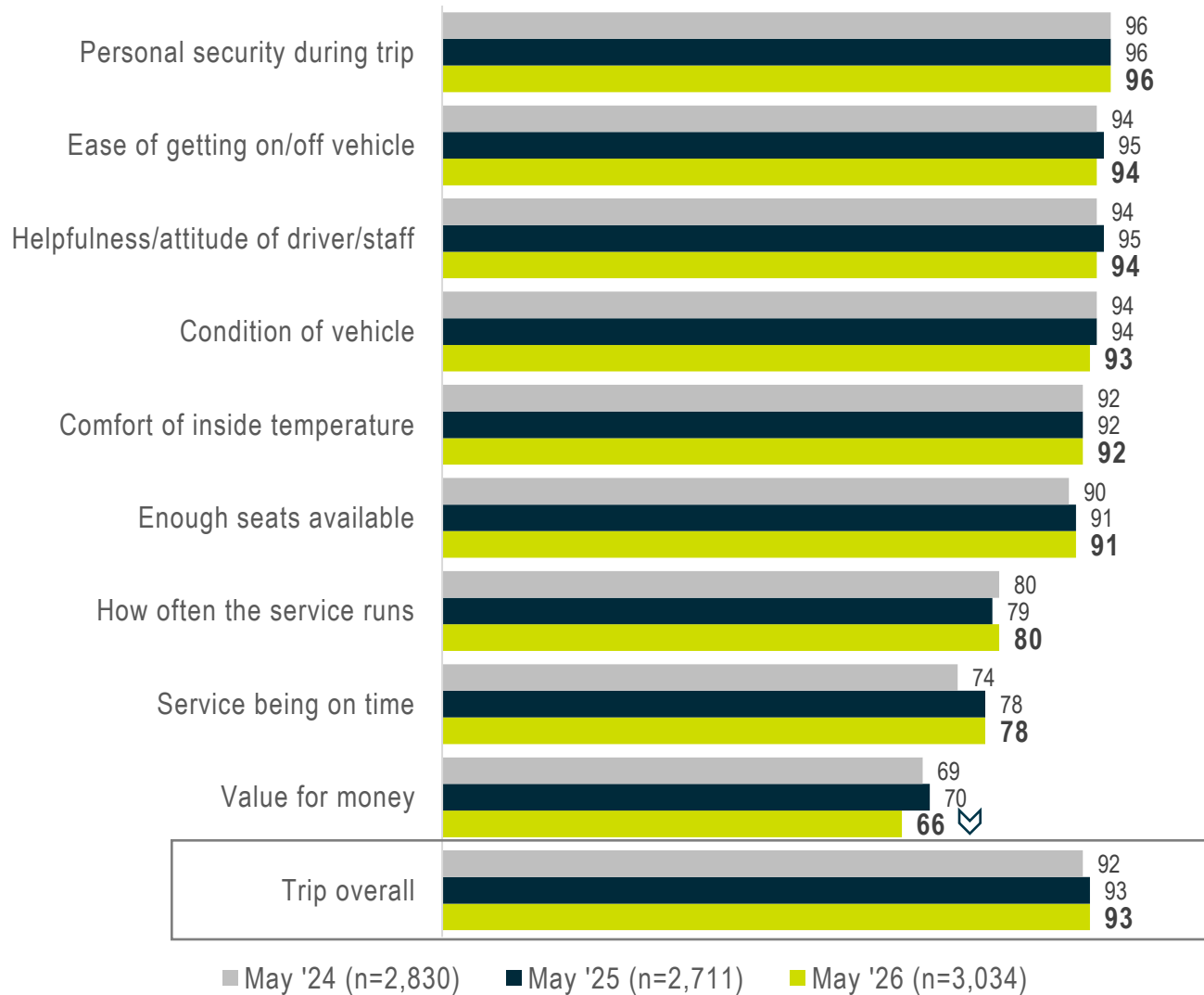
Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

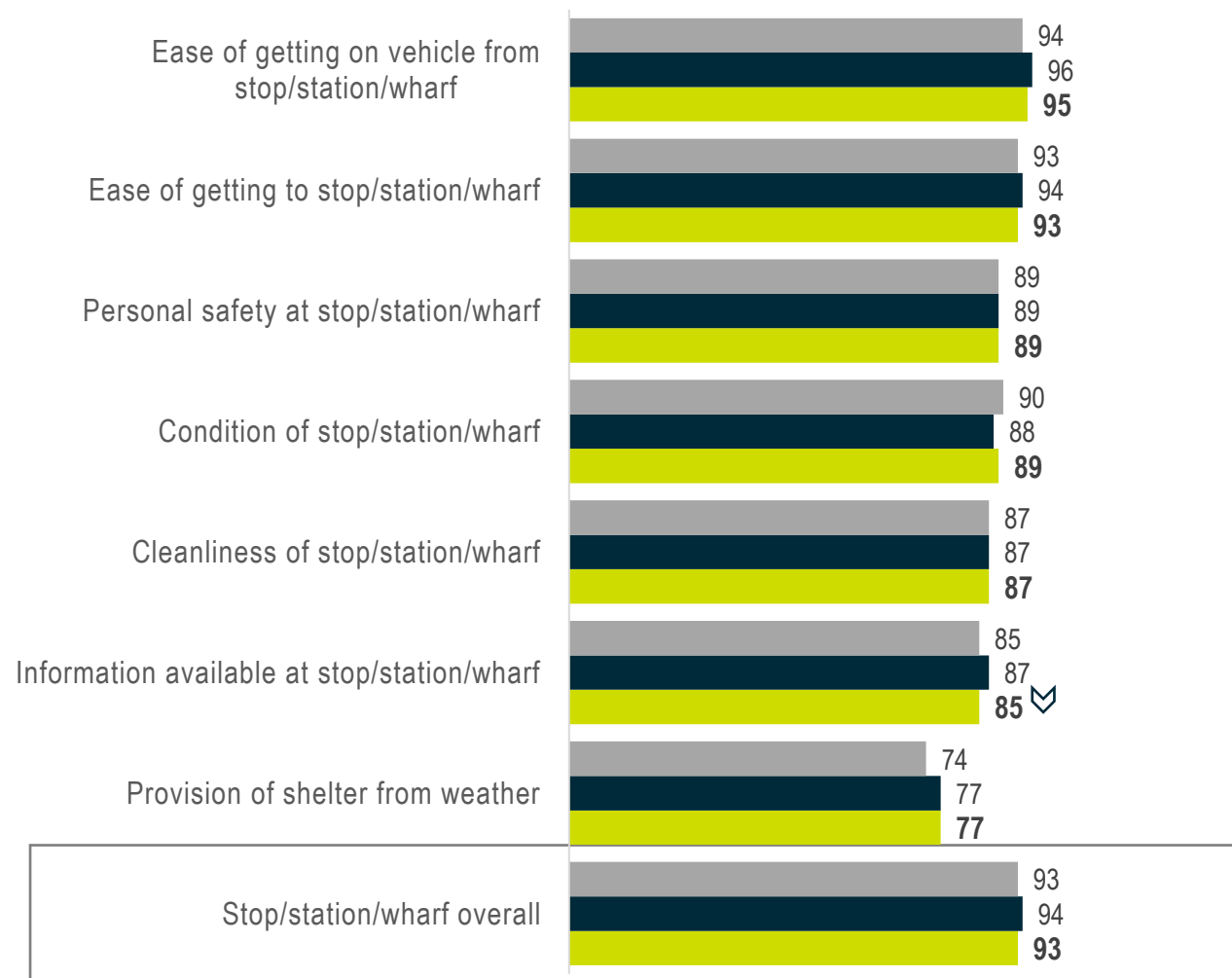
At 93%, the share of Wellington public transport users satisfied with their trip overall has remained stable over the last 12 months. Trip satisfaction by mode has shifted, however: bus passengers are now the most satisfied group (94%, stable from 12 months ago), satisfaction among ferry passengers has declined slightly (down from 96% to 93%), and train - while still lowest rated of the three modes - has improved to 91% (up from 89%), breaking a three-year decline (96% in June '22, 94% in June '23, 92% in May '24, 89% in May '25). However, dissatisfaction remains relatively high among Wairarapa Line users (7% dissatisfied).

Passengers continue to be most satisfied with their personal security during the trip (96%). Satisfaction with ease of boarding/disembarking (94%) and helpfulness/attitude of staff (94%) have also remained high and stable over the last 12 months.

While satisfaction with all other aspects of the trip have remained stable from last year, satisfaction with value for money has declined to 66%, a statistically significant drop from 70%. The fall is driven primarily by bus passengers (68%, down from 73% in May '25), although satisfaction among train passengers has also declined slightly (62%, down from 64%, its fourth straight year of decline). Younger passengers (18-34 years of age) and afternoon/evening peak travellers are the most critical of value for money.

# Perceptions of the Stop/Station/Wharf

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



■ May '24 (n=2,830) ■ May '25 (n=2,711) ■ May '26 (n=3,034)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

Almost all public transport users (93%) continue to be satisfied with the stop/station/wharf where they started their trip, this share remaining stable from May 2025 (94%). Satisfaction levels by mode have also remained high and stable over the last 12 months.

Ratings continue to be most positive for access, 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 (95%).

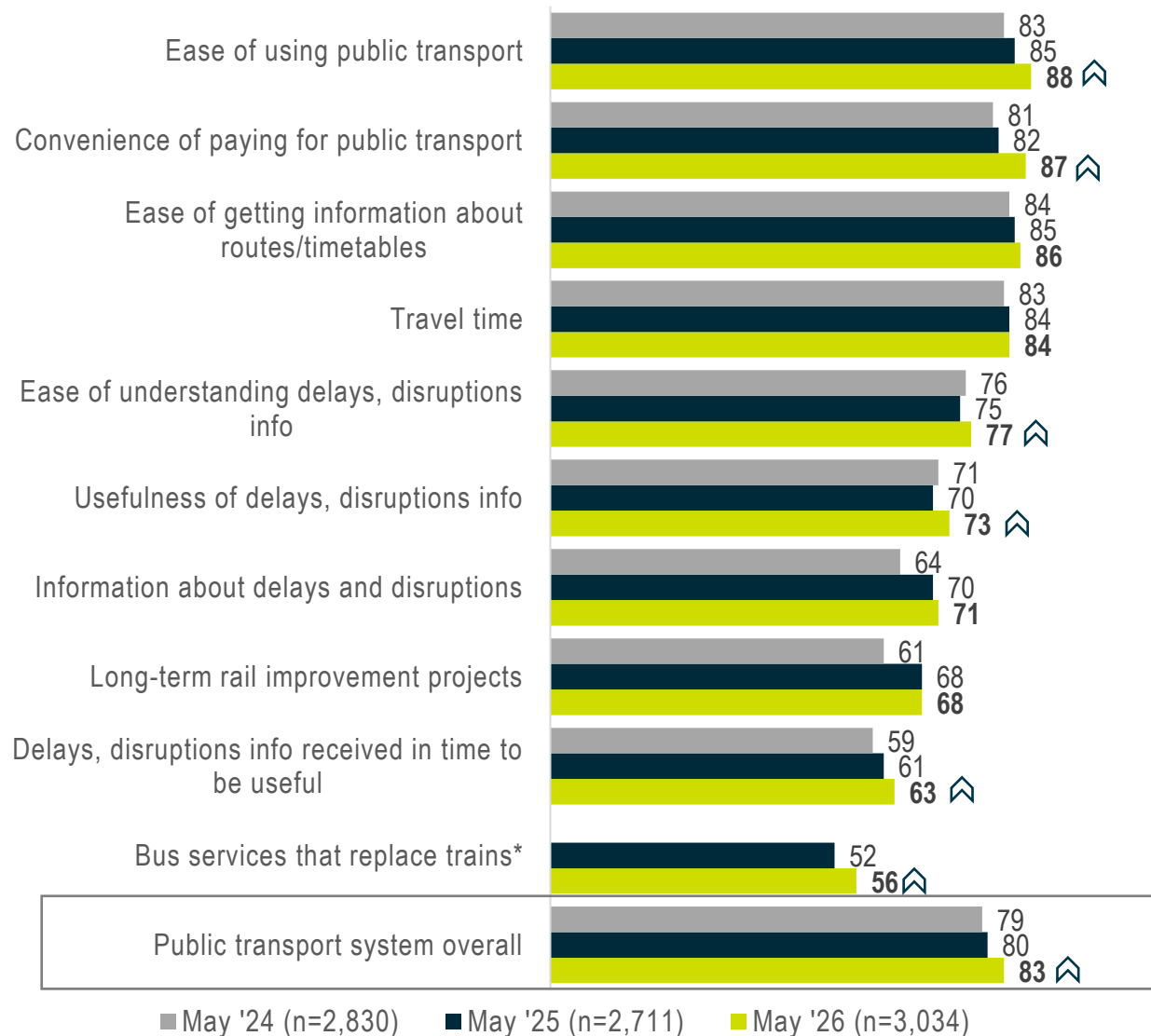
Over the last 12 months, satisfaction with the provision of information has declined (down from 87% to 85%), this decrease most evident among bus passengers (down from 87% to 84%).

Stops/stations/wharves continue to remain relatively low for the provision of shelter from the weather (wind, rain, sun), with ferry passengers the most critical (only 30% satisfied – down from 50% in May 2025).

Inadequate shelter is particularly an issue at Queens Wharf – only 18% of users satisfied.

# Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



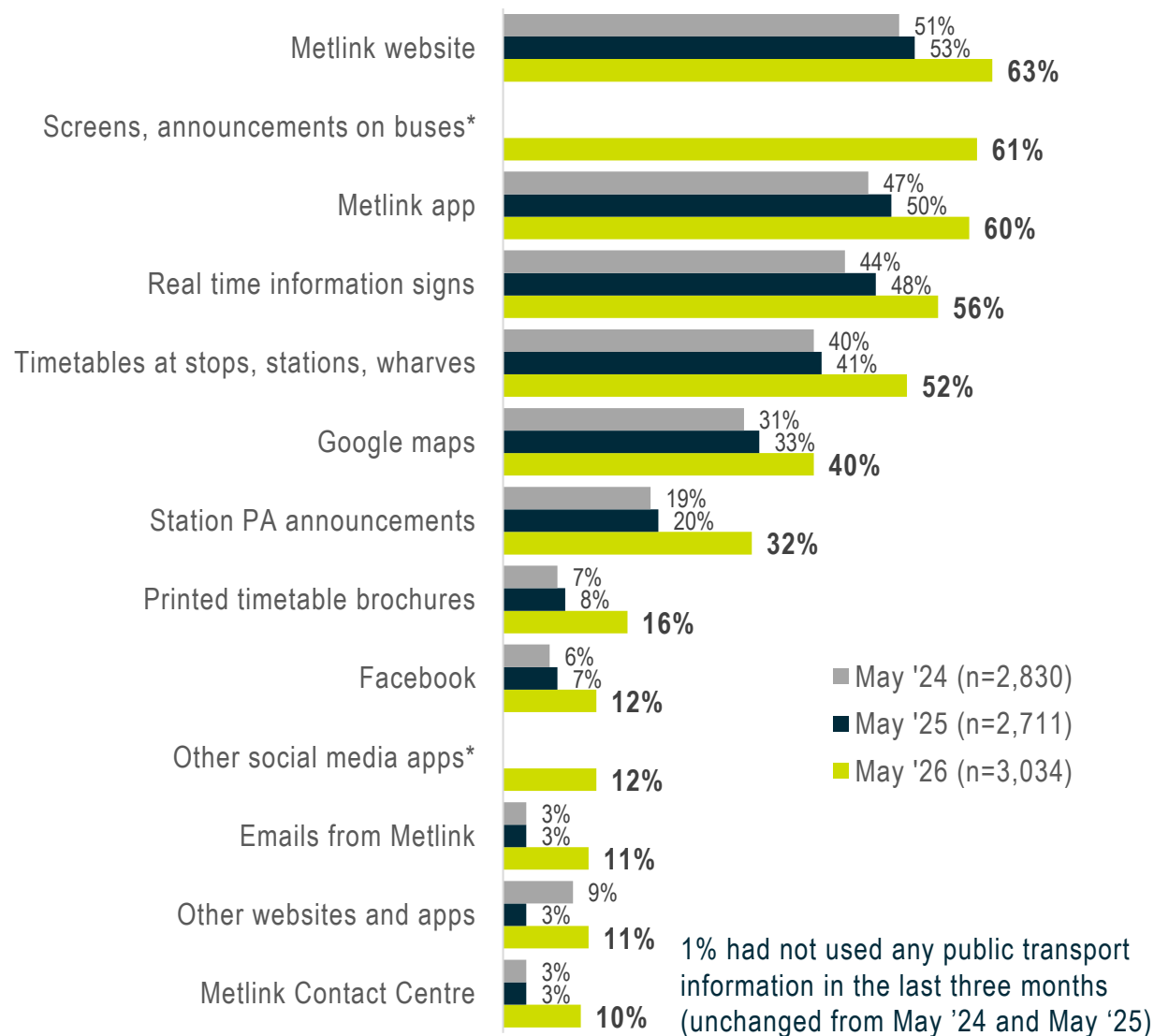
Satisfaction with Wellington's public transport system rose to 83% in May 2026, up from 80% in May 2025. This improvement was broad-based across modes: while satisfaction among bus passengers was stable on 83%, ferry users' satisfaction rose to 84% (from 80%), and satisfaction among train passengers recovered strongly to 80%, reversing the previous year's decline to 75%. However, despite the improvement in satisfaction among train passengers, Wairarapa Line users remain the least satisfied group overall.

Willingness to recommend public transport has also strengthened, with the Net Promoter Score rising to +24 in May 2026, up from +15 in May 2025 (*Generally a value over 0 is considered good; a value over 50 is considered excellent. Net Promoter Score is explained in more detail on Slide 70*). The improvement was driven by improvements across all three modes: bus NPS jumped to +27 (from +19), train NPS rebounded to +18 (from +6), and ferry NPS improved slightly to +16. Wairarapa Line users continue to record the lowest scores (-2).

This positive trend is reflected across other aspects of the public transport system: the share of passengers who say Wellington's PT system is easy to use rose to 88% in May 2026, up from 85% the previous year - a statistically significant improvement, and the fourth consecutive year of gains. Key contributors to ease of use include frequent services, accessible stops/stations/wharves and a range of payment options available. However, the cost of using public transport has become more of a barrier to use over the last 12 months.

# 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?*

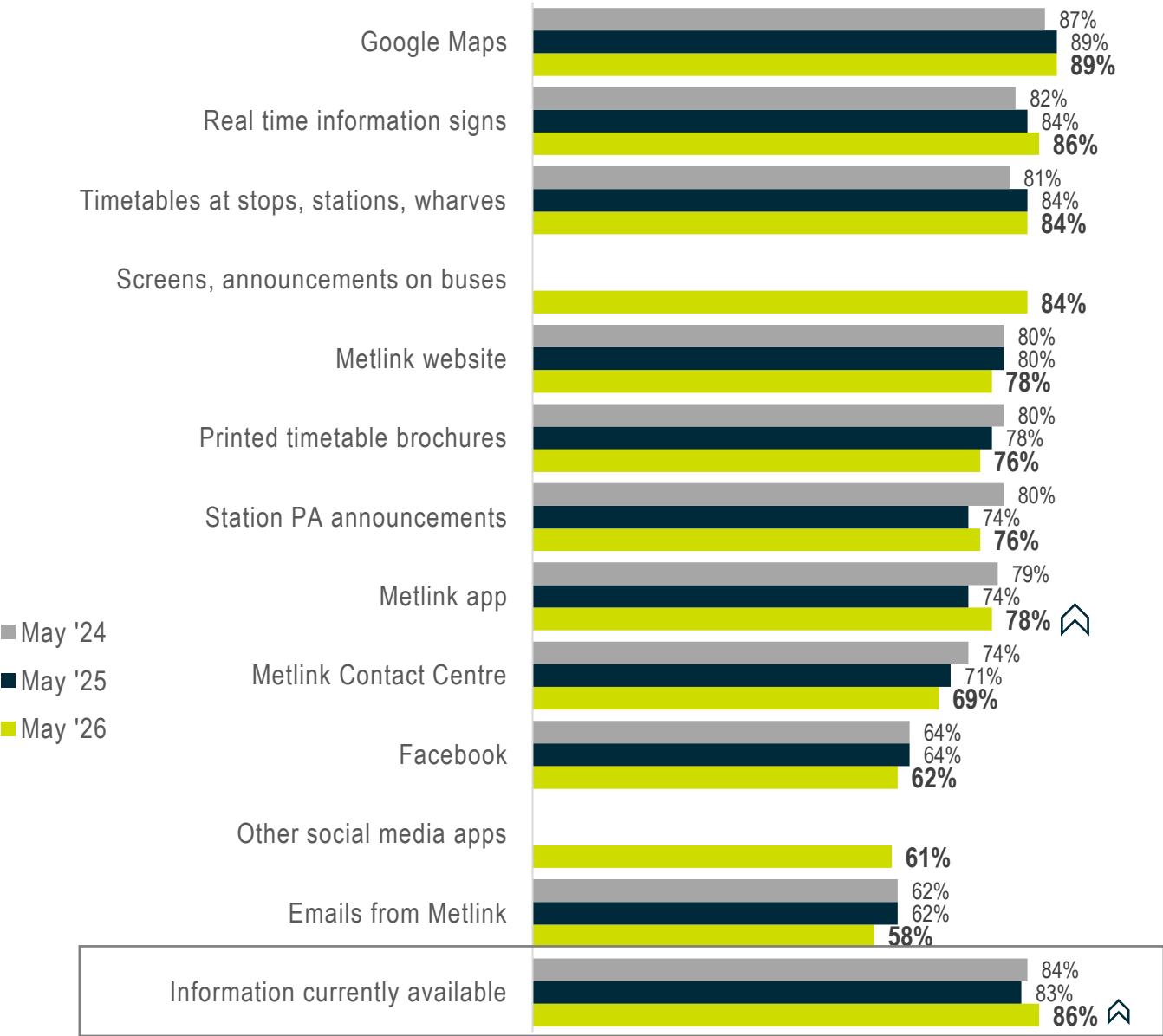


The increasing need for up-to-date travel information is reflected in higher use of most public transport information sources over the past 12 months. The largest increases have been for the Metlink website (63%, up from 53%), the Metlink app (60%, up from 50%), and real time information signs (56%, up from 48%).

The Metlink website remains the most frequently used source of public transport information, used by 63% of public transport users over the last three months – including 75% of train passengers and 74% of those using ferries. Screens and announcements on buses (61%) and the Metlink app (60% - including 77% of ferry users) are also frequently used.

Use of more traditional information sources has also increased, with timetables at stops, stations and wharves rising from 41% to 52%, while use of printed timetable brochures increased from 8% to 16%.

# Satisfaction with Sources of Public Transport Information



Overall satisfaction with public transport information currently available has improved over the last 12 months, up from 83% to 86% in May '26. Across the information channels, improvements are most notable for the Metlink app, with 78% of users satisfied this year, compared with 74% in May '25.

Google Maps continues to receive the highest satisfaction ratings, with 89% of users satisfied. Satisfaction is also high for RTI signs (86%), timetables at stops, stations and wharves (84%), and screens and announcements on buses (84%).

While satisfaction is generally high across most information sources, emails from Metlink (58%), other social media apps (61%), and Facebook (62%) continue to receive the lowest satisfaction ratings.

While overall satisfaction remains high, passengers continue to identify opportunities to improve public transport information. Despite improved ratings compared with 12 months ago, the most frequently mentioned suggestion is improved functionality of the Metlink app. More accurate RTI signs and better communication about delays at stops and stations are also frequently mentioned. Priorities vary by mode, with ferry passengers generally identifying the greatest need for improvements across most information channels.

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.



# Bus Service Report Card



## Key suggestions for improvement

(by frequency of mention):

- ✓ Cheaper fares
- ✓ More frequent services
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ More stops/destinations; wider route coverage
- ✓ More frequent weekend/late night services
- ✓ More information about service delays and cancellations
- ✓ More buses to reduce overcrowding of services at particular times

| Share of passengers satisfied to some extent (%)                    | May '24 | May 2025 | May 2026 |
|---------------------------------------------------------------------|---------|----------|----------|
| Personal security during this trip                                  | 96      | 95       | 96       |
| Ease of getting on/off the vehicle                                  | 94      | 95       | 94       |
| Helpfulness and attitude of the driver                              | 93      | 95       | 94       |
| Trip overall                                                        | 93      | 94       | 94       |
| Ease of getting onto the vehicle from stop                          | 94      | 96       | 94       |
| Condition of vehicle                                                | 93      | 94       | 93       |
| Stop being easy to get to                                           | 93      | 94       | 93       |
| Stop overall                                                        | 92      | 94       | 93       |
| Comfort of the inside temperature                                   | 91      | 91       | 91       |
| Having enough seats available                                       | 90      | 91       | 91       |
| Personal safety at stop                                             | 87      | 88       | 88       |
| Condition of stop                                                   | 88      | 87       | 88       |
| Public transport information currently available                    | 83      | 84       | 87       |
| Ease of getting info about PT routes and timetables                 | 84      | 87       | 87       |
| Convenience/ease of paying for public transport                     | 81      | 83       | 87       |
| Cleanliness of stop                                                 | 86      | 85       | 85       |
| Information available at stop                                       | 83      | 87       | 84       |
| Travel time                                                         | 83      | 85       | 84       |
| Public transport system overall                                     | 79      | 82       | 83       |
| How often the service runs                                          | 81      | 80       | 81       |
| Service being on time                                               | 73      | 80       | 80       |
| Ease of understanding information about delays, disruptions         | 77      | 78       | 80       |
| Usefulness of information about delays, disruptions to plan trip    | 72      | 72       | 76       |
| Provision of shelter from weather                                   | 71      | 74       | 73       |
| Information about service delays and disruptions                    | 62      | 72       | 72       |
| Information about long-term rail improvement projects               | 61      | 70       | 69       |
| Value for money of the fare                                         | 70      | 73       | 68       |
| Information about delays, disruptions received in time to be useful | 58      | 62       | 65       |

|  |                |
|--|----------------|
|  | Current trip   |
|  | Bus stop       |
|  | PT Information |
|  | PT system      |



# Train Service Report Card



## Key suggestions for improvement

(by frequency of mention):

- ✓ Cheaper fares
- ✓ More frequent services
- ✓ Improve reliability – ensure services run to timetable
- ✓ More stops/destinations; wider route coverage
- ✓ More information about service delays, cancellations
- ✓ More frequent weekend/late night services

| Share of passengers satisfied to some extent (%)                    | May '24 | May '25 | May '26 |
|---------------------------------------------------------------------|---------|---------|---------|
| Personal security during this trip                                  | 96      | 97      | 96      |
| Ease of getting onto the vehicle from station                       | 95      | 95      | 95      |
| Helpfulness and helpfulness of staff                                | 95      | 95      | 95      |
| Station overall                                                     | 95      | 95      | 95      |
| Comfort of the inside temperature                                   | 95      | 94      | 94      |
| Condition of vehicle                                                | 95      | 94      | 93      |
| Ease of getting on/off the vehicle                                  | 95      | 94      | 93      |
| Station being easy to get to                                        | 91      | 93      | 93      |
| Personal safety at station                                          | 92      | 92      | 91      |
| Condition of station                                                | 92      | 91      | 91      |
| Trip overall                                                        | 92      | 89      | 91      |
| Cleanliness of station                                              | 91      | 92      | 90      |
| Having enough seats available                                       | 90      | 91      | 90      |
| Information available at station                                    | 88      | 88      | 89      |
| Provision of shelter from weather                                   | 84      | 84      | 87      |
| Convenience/ease of paying for public transport                     | 82      | 78      | 87      |
| Ease of getting info about public transport routes and timetables   | 84      | 80      | 85      |
| Public transport information currently available                    | 84      | 81      | 84      |
| Travel time                                                         | 84      | 80      | 83      |
| Public transport system overall                                     | 79      | 75      | 80      |
| How often the service runs                                          | 80      | 78      | 78      |
| Ease of understanding information about delays, disruptions         | 74      | 72      | 73      |
| Service being on time                                               | 78      | 70      | 72      |
| Information about service delays and disruptions                    | 69      | 64      | 68      |
| Usefulness of information about delays, disruptions to plan trip    | 68      | 65      | 66      |
| Information about long-term rail improvement projects               | 64      | 65      | 66      |
| Value for money of the fare                                         | 66      | 64      | 62      |
| Information about delays, disruptions received in time to be useful | 60      | 57      | 59      |

|  |                |
|--|----------------|
|  | Current trip   |
|  | Train station  |
|  | PT Information |
|  | PT system      |



# Ferry Service Report Card



## Key suggestions for improvement

(by frequency of mention):

- ✓ Cheaper fares
- ✓ More frequent ferry services
- ✓ Fewer delays, breakdowns/service cancellations
- ✓ More weekend/late night/holiday services
- ✓ More stops/destinations; wider route coverage
- ✓ More or larger ferries to reduce overcrowding
- ✓ Improve reliability – ensure services run to timetable

| Share of passengers satisfied to some extent (%)                    | May '24 | May '25 | May '26 |
|---------------------------------------------------------------------|---------|---------|---------|
| Personal security during this trip                                  | 97      | 100     | 99      |
| Wharf being easy to get to                                          | 93      | 98      | 98      |
| Helpfulness and attitude of the staff                               | 97      | 100     | 96      |
| Having enough seats available                                       | 96      | 94      | 96      |
| Cleanliness of wharf                                                | 95      | 95      | 95      |
| Wharf overall                                                       | 91      | 96      | 94      |
| Comfort of the inside temperature                                   | 94      | 93      | 94      |
| Personal safety at wharf                                            | 91      | 94      | 93      |
| Ease of getting onto the vehicle from wharf                         | 89      | 92      | 93      |
| Trip overall                                                        | 95      | 96      | 93      |
| Condition of wharf                                                  | 95      | 95      | 92      |
| Service being on time                                               | 91      | 95      | 91      |
| Convenience/ease of paying for public transport                     | 84      | 80      | 91      |
| Ease of getting info about public transport routes and timetables   | 80      | 84      | 90      |
| Ease of getting on/off the vehicle                                  | 90      | 94      | 89      |
| Travel time                                                         | 85      | 88      | 88      |
| Public transport information currently available                    | 77      | 83      | 86      |
| Public transport system overall                                     | 75      | 80      | 84      |
| Ease of understanding information about delays, disruptions         | 70      | 75      | 82      |
| Information available at wharf                                      | 81      | 76      | 81      |
| How often the service runs                                          | 84      | 82      | 77      |
| Condition of vehicle                                                | 92      | 75      | 75      |
| Value for money of the fare                                         | 72      | 66      | 72      |
| Information about service delays and disruptions                    | 68      | 74      | 70      |
| Usefulness of information about delays, disruptions to plan trip    | 70      | 76      | 70      |
| Information about long-term rail improvement projects               | 59      | 58      | 61      |
| Information about delays, disruptions received in time to be useful | 57      | 56      | 58      |
| Provision of shelter from weather                                   | 39      | 50      | 30      |

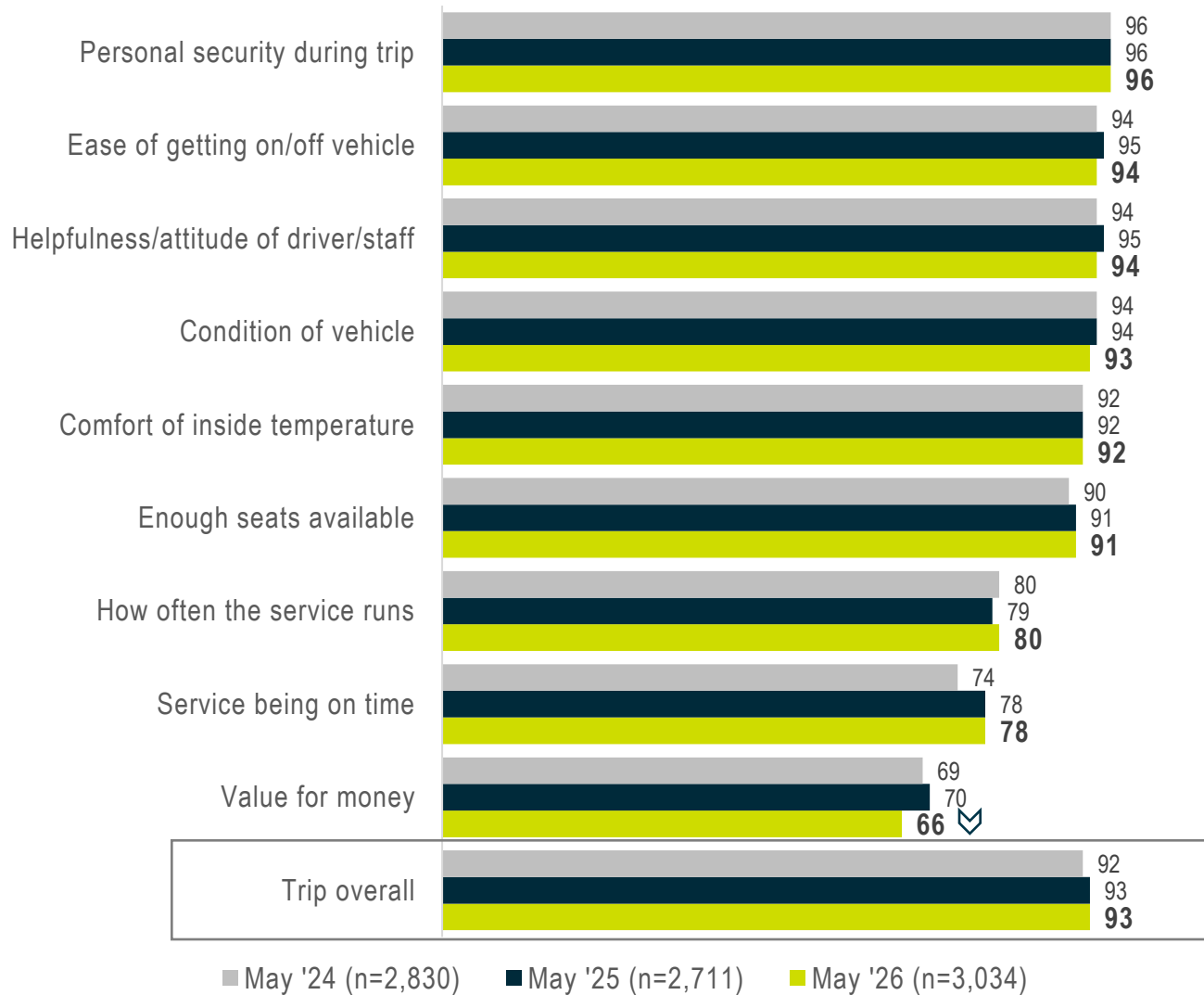
|  |                |
|--|----------------|
|  | Current trip   |
|  | Ferry wharf    |
|  | PT Information |
|  | PT system      |

# Passenger Perceptions of Service on Trip Today



# Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

At 93%, the share of Wellington public transport users satisfied with their trip overall has remained stable over the last 12 months. Trip satisfaction by mode has shifted, however: bus passengers are now the most satisfied group (94%, stable from 12 months ago), satisfaction among ferry passengers has declined slightly (down from 96% to 93%), and train - while still lowest rated of the three modes - has improved to 91% (up from 89%), breaking a three-year decline (96% in June '22, 94% in June '23, 92% in May '24, 89% in May '25). However, dissatisfaction remains relatively high among Wairarapa Line users (7% dissatisfied).

Passengers continue to be most satisfied with their personal security during the trip (96%). Satisfaction with ease of boarding/disembarking (94%) and helpfulness/attitude of staff (94%) have also remained high and stable over the last 12 months.

While satisfaction with all other aspects of the trip have remained stable from last year, satisfaction with value for money has declined to 66%, a statistically significant drop from 70%. The fall is driven primarily by bus passengers (68%, down from 73% in May '25), although satisfaction among train passengers has also declined slightly (62%, down from 64%, its fourth straight year of decline). Younger passengers (18-34 years of age) and afternoon/evening peak travellers are the most critical of value for money.

# Satisfaction with Trip Overall

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

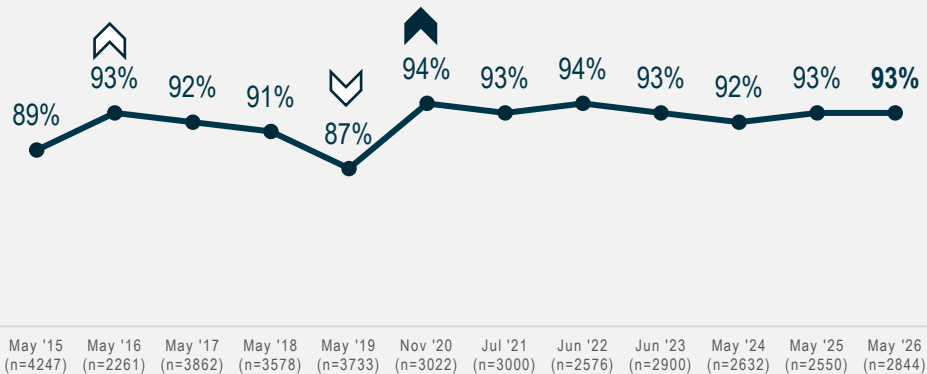
## May 2026 Results

Total satisfied  
**93%**

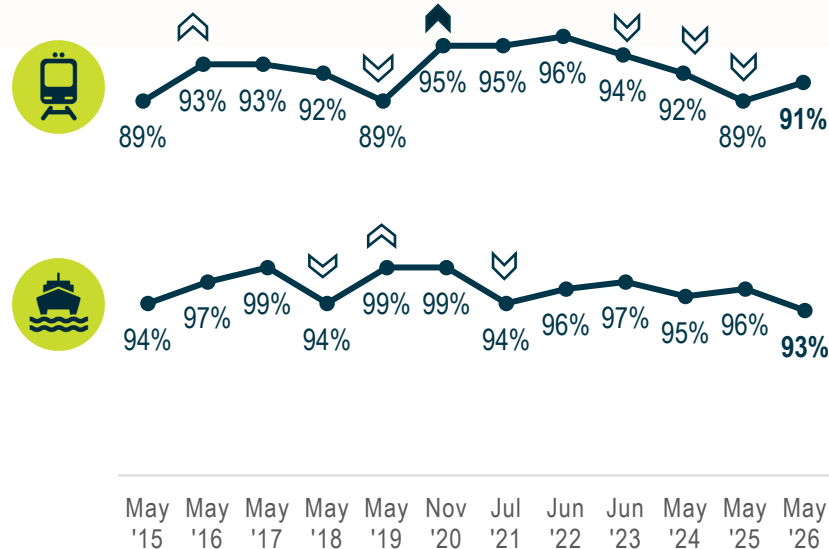
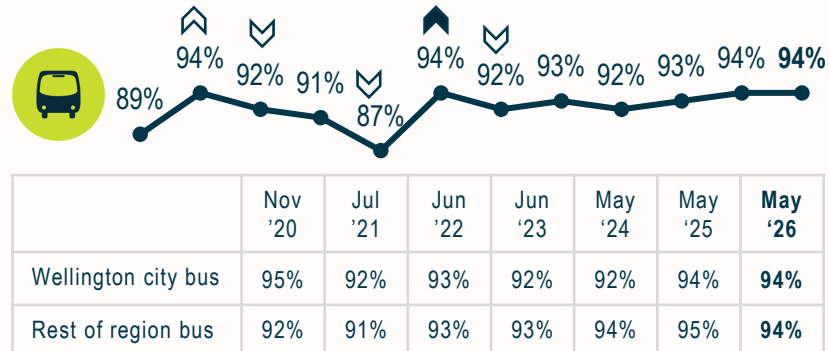
|     |                         |
|-----|-------------------------|
| 41% | Very satisfied (9-10)   |
| 52% | Satisfied (6-8)         |
| 5%  | Neither/nor (5)         |
| 2%  | Dissatisfied (2-4)      |
| <1% | Very dissatisfied (0-1) |

Base: n=2,844 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers  
most satisfied

✓ Aged 65 years+ (99%)



Passengers  
most dissatisfied

✗ Wairarapa Line users (7%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# 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?

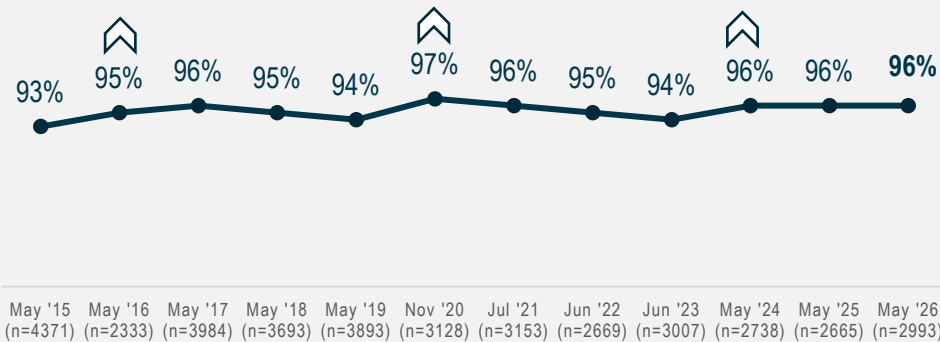
## May 2026 Results

Total satisfied  
**96%**

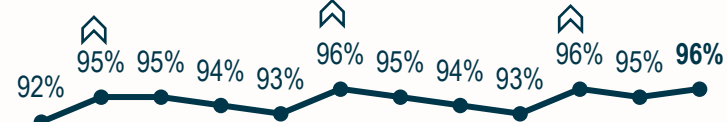
63% Very satisfied (9-10)  
33% Satisfied (6-8)  
3% Neither/nor (5)  
1% Dissatisfied (2-4)  
<1% Very dissatisfied (0-1)

Base: n=2,993 (All passengers who answered this question)

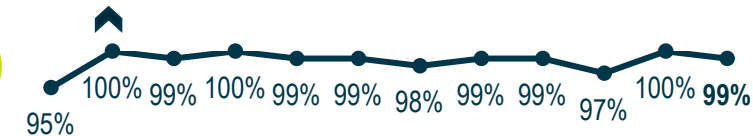
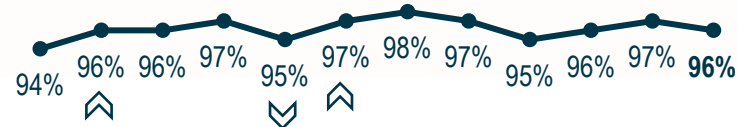
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 97%     | 95%     | 95%     | 93%     | 95%     | 95%     | 97%     |
| Rest of region bus  | 94%     | 94%     | 91%     | 93%     | 97%     | 96%     | 95%     |



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# 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.)?

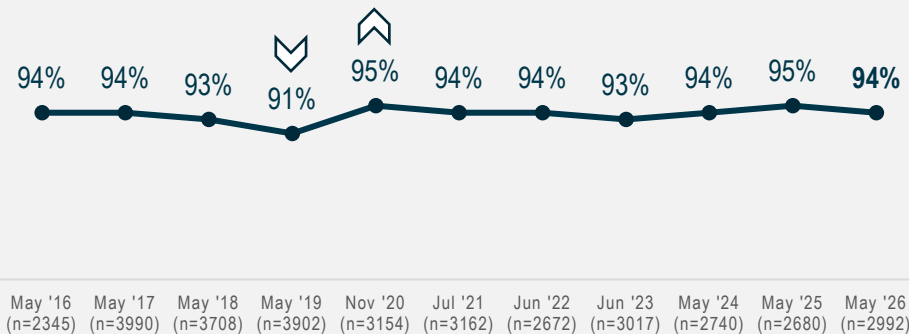
## May 2026 Results

Total satisfied  
**94%**

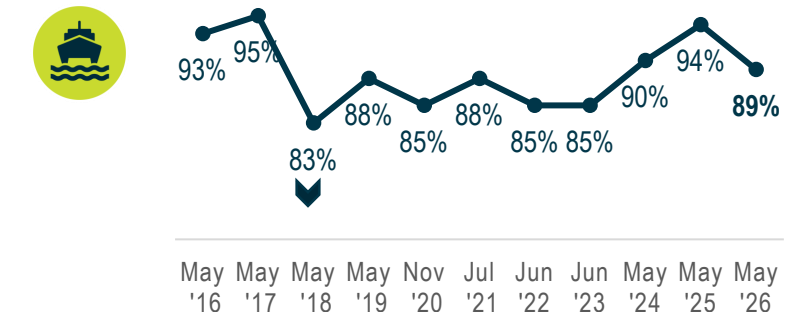
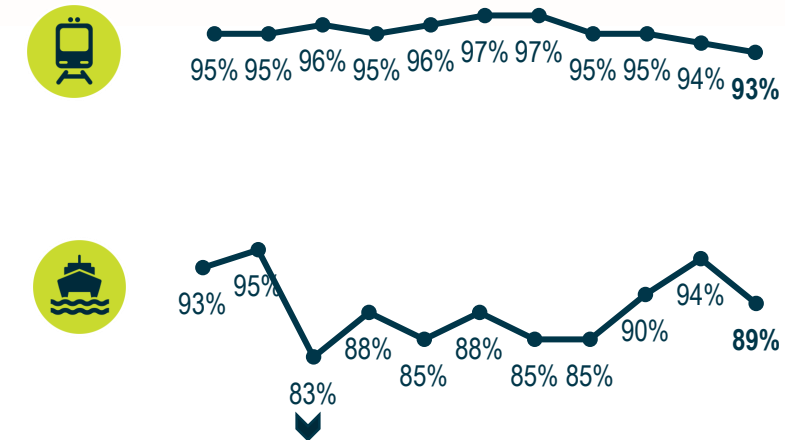
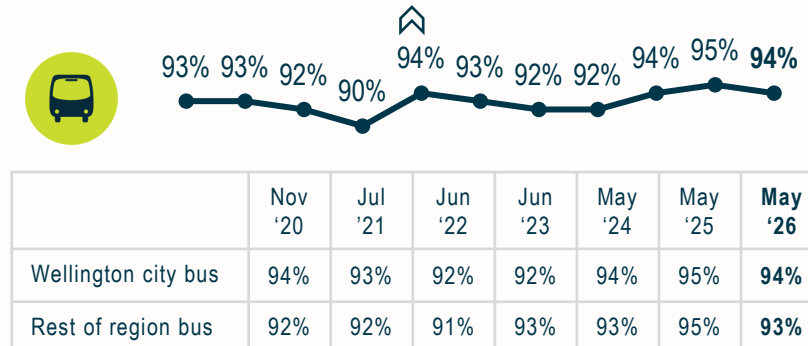
|     |                         |
|-----|-------------------------|
| 56% | Very satisfied (9-10)   |
| 38% | Satisfied (6-8)         |
| 4%  | Neither/nor (5)         |
| 2%  | Dissatisfied (2-4)      |
| <1% | Very dissatisfied (0-1) |

Base: n=2,998 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Kapiti (98%) and Hutt Valley (96%) Line users



Passengers most dissatisfied

- ✗ Wairarapa Line users (10%)
- ✗ Ferry passengers (8%)

# 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?

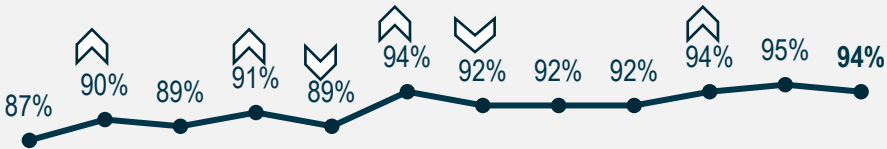
## May 2026 Results

Total satisfied  
**94%**

- 59% Very satisfied (9-10)
- 35% Satisfied (6-8)
- 4% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=2,959 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

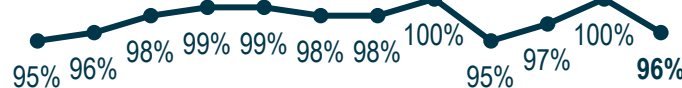
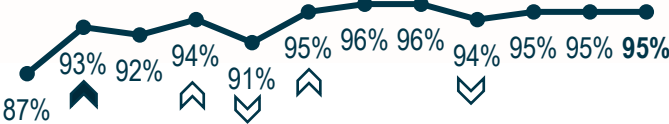


May '15 (n=4272) May '16 (n=2300) May '17 (n=3877) May '18 (n=3595) May '19 (n=3747) Nov '20 (n=3024) Jul '21 (n=3089) Jun '22 (n=2648) Jun '23 (n=3017) May '24 (n=2699) May '25 (n=2639) May '26 (n=2959)

## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 94%     | 89%     | 91%     | 91%     | 92%     | 96%     | 94%     |
| Rest of region bus  | 91%     | 92%     | 86%     | 90%     | 95%     | 93%     | 94%     |



May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25 May '26



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)



# Condition of Vehicle

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

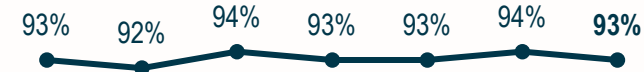
## May 2026 Results

Total satisfied  
**93%**

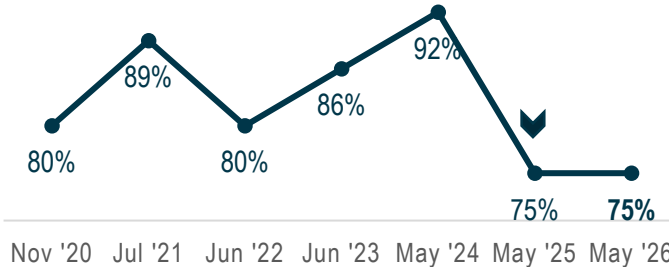
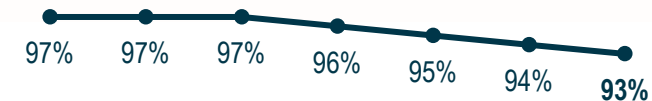
48% Very satisfied (9-10)  
45% Satisfied (6-8)  
4% Neither/nor (5)  
3% Dissatisfied (2-4)  
<1% Very dissatisfied (0-1)

Base: n=3,014 (All passengers who answered this question)

## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 94%     | 91%     | 95%     | 93%     | 93%     | 95%     | 93%     |
| Rest of region bus  | 91%     | 94%     | 91%     | 93%     | 95%     | 92%     | 92%     |



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

- ✗ Ferry passengers (13%)
- ✗ Wairarapa Line passengers (9%)

## Satisfaction Over Time (All modes, weighted)



Nov '20 (n=3165) Jul '21 (n=3183) Jun '22 (n=2678) Jun '23 (n=3038) May '24 (n=2760) May '25 (n=2698) May '26 (n=3014)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# 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?

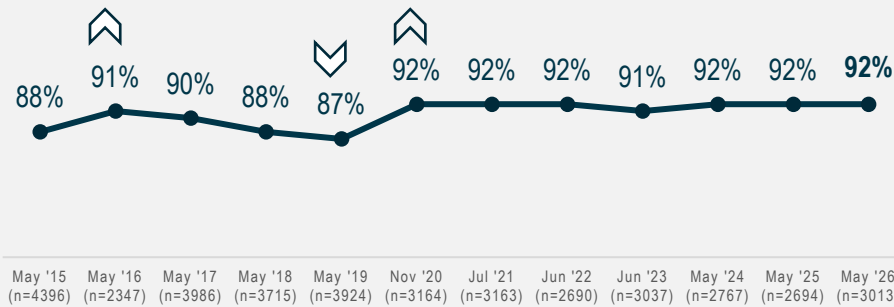
## May 2026 Results

Total satisfied  
**92%**

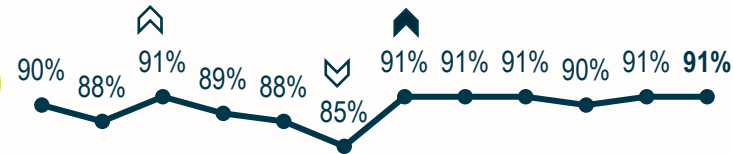
- 52% Very satisfied (9-10)
- 40% Satisfied (6-8)
- 4% Neither/nor (5)
- 3% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

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

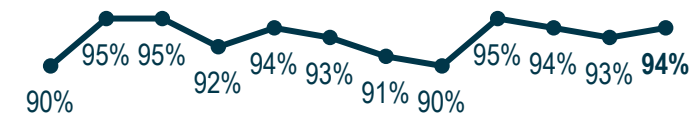
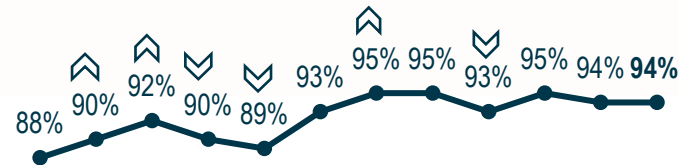
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | Jun '24 | Jun '25 | Jun '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 92%     | 91%     | 91%     | 91%     | 90%     | 90%     | 91%     |
| Rest of region bus  | 87%     | 91%     | 90%     | 89%     | 94%     | 93%     | 93%     |



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Having Enough Seats Available

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

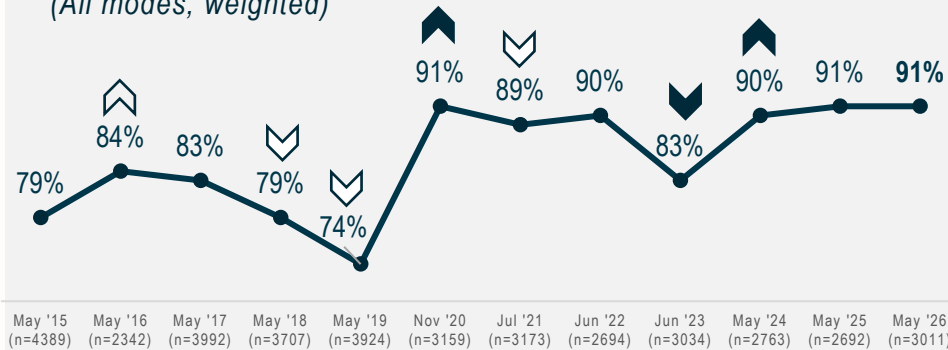
## May 2026 Results

Total satisfied  
**91%**

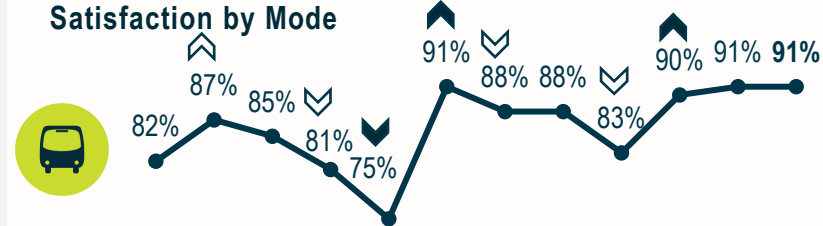
- 54% Very satisfied (9-10)
- 37% Satisfied (6-8)
- 5% Neither/nor (5)
- 4% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=3,011 (All passengers who answered this question)

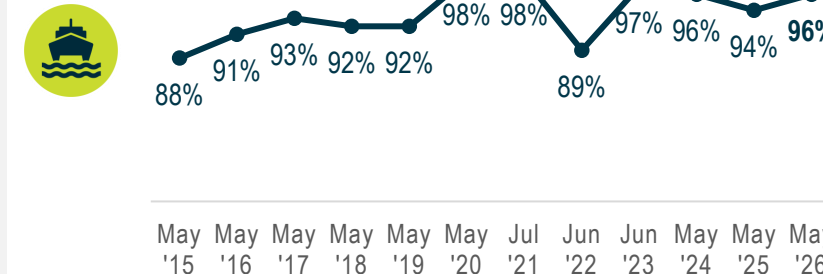
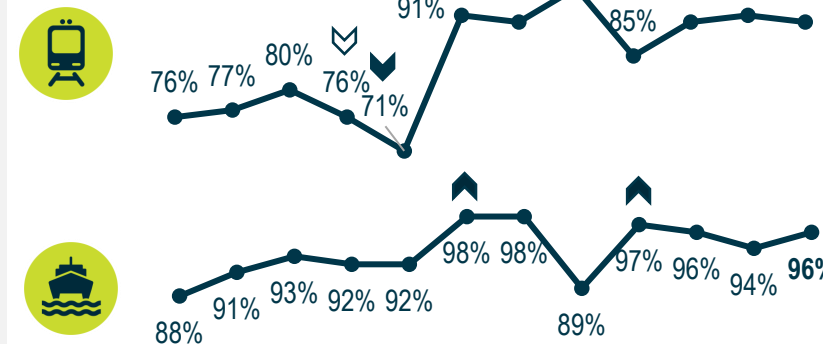
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 92%     | 87%     | 88%     | 80%     | 89%     | 91%     | 90%     |
| Rest of region bus  | 90%     | 92%     | 91%     | 89%     | 92%     | 91%     | 92%     |



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

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?

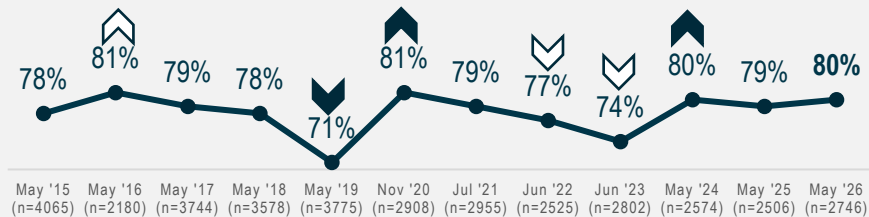
## May 2026 Results

Total satisfied  
**80%**

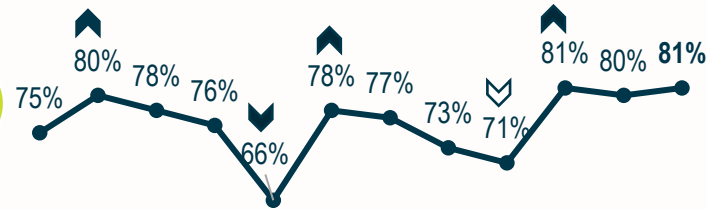
|     |                         |
|-----|-------------------------|
| 37% | Very satisfied (9-10)   |
| 43% | Satisfied (6-8)         |
| 8%  | Neither/nor (5)         |
| 10% | Dissatisfied (2-4)      |
| 2%  | Very dissatisfied (0-1) |

Base: n=2,746 (All passengers who answered this question)

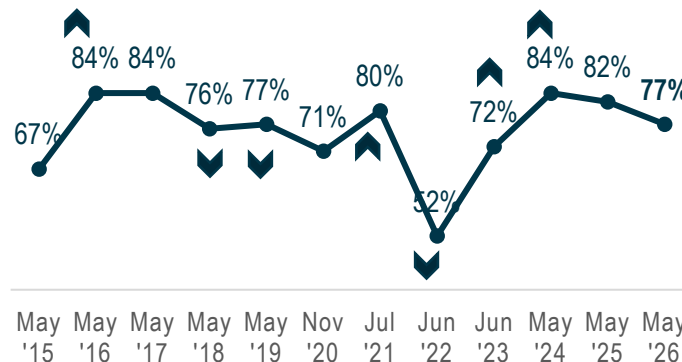
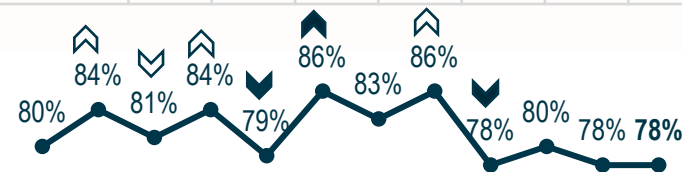
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 79%     | 77%     | 74%     | 72%     | 81%     | 80%     | 81%     |
| Rest of region bus  | 76%     | 75%     | 71%     | 68%     | 80%     | 81%     | 83%     |



## Passengers most satisfied

- ✓ Johnsonville (90%), Kapiti (89%) or Hutt Valley (86%) Line users
- ✓ Aged 65 years+ (89%)
- ✓ NZ Bus passengers (86%)



## Passengers most dissatisfied

- ✗ Train passenger (15%), especially Wairarapa Line users (46%)



Denotes statistically significant change of 5 percentage points or less

Denotes statistically significant change of more than 5 percentage points

# 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)?

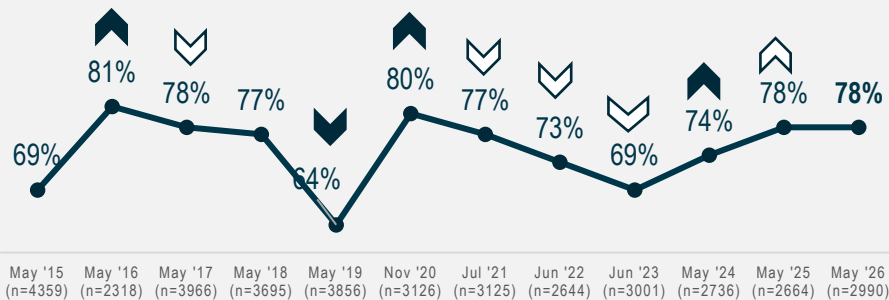
## May 2026 Results

Total satisfied  
**78%**

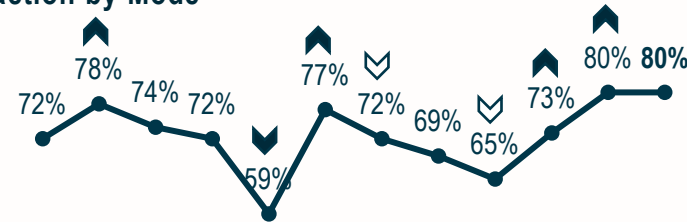
35% Very satisfied (9-10)  
43% Satisfied (6-8)  
8% Neither/nor (5)  
12% Dissatisfied (2-4)  
2% Very dissatisfied (0-1)

Base: n=2,990 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode

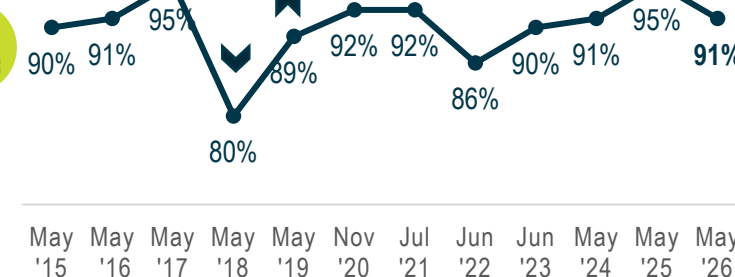
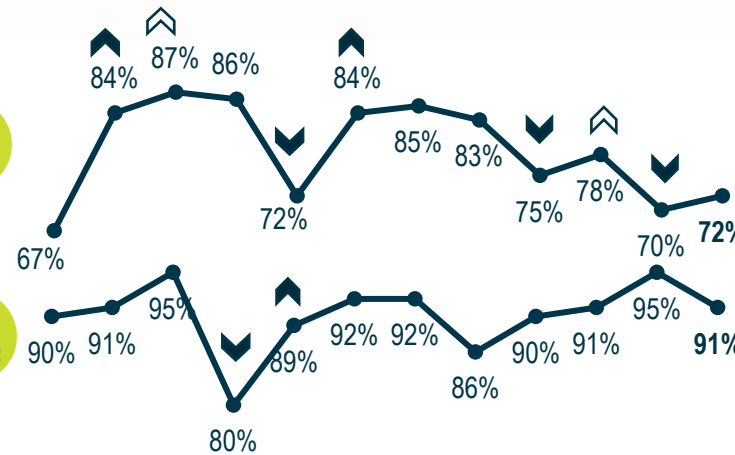


|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 79%     | 72%     | 68%     | 65%     | 73%     | 82%     | 79%     |
| Rest of region bus  | 72%     | 72%     | 71%     | 67%     | 71%     | 77%     | 81%     |



Passengers most satisfied

- ✓ Ferry passengers (91%)
- ✓ Aged 65 years+ (89%)
- ✓ NZ Bus passengers (87%)
- ✓ Kapiti Line users (82%)



Passengers most dissatisfied

- ✗ Aged 15-17 years (27%)
- ✗ Tranzurban passengers (20%)
- ✗ Train passengers (19%), especially Wairarapa Line users (47%)
- ✗ Afternoon/evening peak travellers (19%)
- ✗ Travelling for work (17%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# 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?

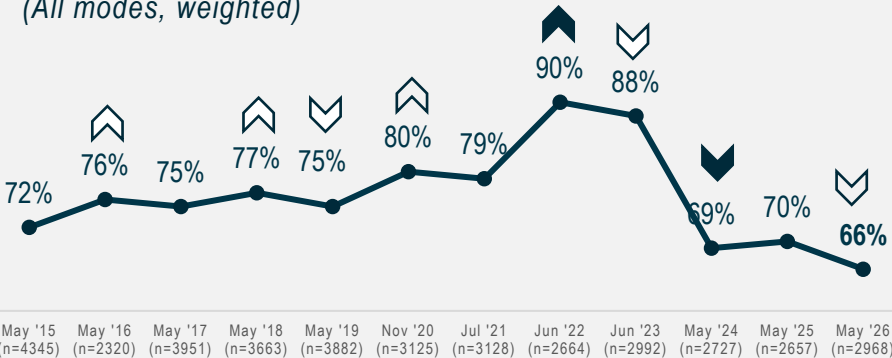
## May 2026 Results

Total satisfied  
**66%**

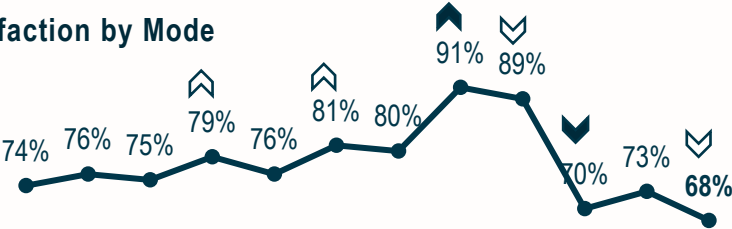
|     |                         |
|-----|-------------------------|
| 29% | Very satisfied (9-10)   |
| 37% | Satisfied (6-8)         |
| 11% | Neither/nor (5)         |
| 17% | Dissatisfied (2-4)      |
| 6%  | Very dissatisfied (0-1) |

Base: n=2,968 (All passengers who answered this question)

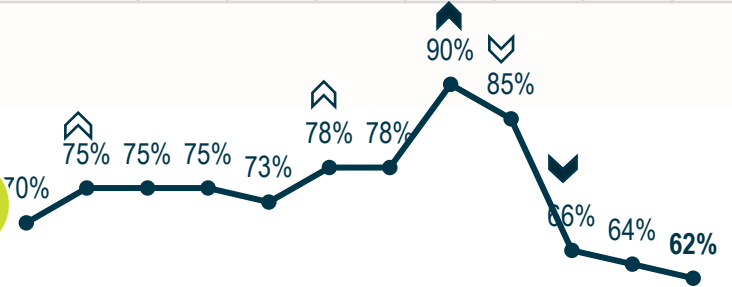
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 81%     | 78%     | 90%     | 89%     | 68%     | 71%     | 66%     |
| Rest of region bus  | 82%     | 86%     | 93%     | 88%     | 77%     | 81%     | 76%     |



| Mode                 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|----------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city ship | 70%     | 75%     | 75%     | 75%     | 73%     | 78%     | 78%     | 90%     | 85%     | 66%     | 64%     | 62%     |
| Rest of region ship  | 77%     | 88%     | 86%     | 84%     | 85%     | 78%     | 83%     | 84%     | 88%     | 72%     | 66%     | 72%     |



Passengers most satisfied

- ✓ Aged 65 years+ (96%)
- ✓ Bus passengers (68%)



Passengers most dissatisfied

- ✗ Aged 18-24 years (34%) or 25-34 years (29%)
- ✗ Afternoon/evening peak travellers (29%)
- ✗ Train passengers (27%)



# Perceptions of Trip over Time – Bus Passengers

*Time Series Summary (Total Satisfied %)*



|                                | Total Bus |           |           |           |           |           |           |
|--------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                | Nov '20   | Jul '21   | Jun '22   | Jun '23   | May '24   | May '25   | May '26   |
| <b>Trip overall</b>            | <b>94</b> | <b>92</b> | <b>93</b> | <b>92</b> | <b>93</b> | <b>94</b> | <b>94</b> |
| Personal security during trip  | 96        | 95        | 94        | 93        | 96        | 95        | <b>96</b> |
| Ease of getting on/off vehicle | 94        | 93        | 92        | 92        | 94        | 95        | <b>94</b> |
| Helpfulness/attitude of staff  | 93        | 90        | 90        | 91        | 93        | 95        | <b>94</b> |
| Condition of vehicle           | 93        | 92        | 94        | 93        | 93        | 94        | <b>93</b> |
| Comfort of inside temperature  | 91        | 91        | 91        | 90        | 91        | 91        | <b>91</b> |
| Enough seats available         | 91        | 88        | 88        | 83        | 90        | 91        | <b>91</b> |
| How often service runs         | 78        | 77        | 73        | 71        | 81        | 80        | <b>81</b> |
| Being on time                  | 77        | 72        | 69        | 65        | 73        | 80        | <b>80</b> |
| Value for money of fare        | 81        | 80        | 91        | 89        | 70        | 73        | <b>68</b> |

# Perceptions of Trip over Time – Bus Passengers

*Time Series Summary (Total Satisfied %)*



|                                | Wellington City |           |           |           |           |           |           | Rest of Region |           |           |           |           |           |           |
|--------------------------------|-----------------|-----------|-----------|-----------|-----------|-----------|-----------|----------------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                | Nov 2020        | Jul 2021  | Jun 2022  | Jun 2023  | May 2024  | May 2025  | May 2026  | Nov 2020       | Jul 2021  | Jun 2022  | Jun 2023  | May 2024  | May 2025  | May 2026  |
| <b>Trip overall</b>            | <b>95</b>       | <b>92</b> | <b>93</b> | <b>92</b> | <b>92</b> | <b>94</b> | <b>94</b> | <b>92</b>      | <b>91</b> | <b>93</b> | <b>93</b> | <b>94</b> | <b>95</b> | <b>94</b> |
| Personal security during trip  | 97              | 95        | 95        | 93        | 95        | 95        | <b>97</b> | 94             | 94        | 91        | 93        | 97        | 96        | <b>95</b> |
| Ease of getting on/off vehicle | 94              | 93        | 92        | 92        | 94        | 95        | <b>94</b> | 92             | 92        | 91        | 93        | 93        | 95        | <b>93</b> |
| Helpfulness/attitude of staff  | 94              | 89        | 91        | 91        | 92        | 96        | <b>94</b> | 91             | 92        | 86        | 90        | 95        | 93        | <b>94</b> |
| Condition of vehicle           | 94              | 91        | 95        | 93        | 93        | 95        | <b>93</b> | 91             | 94        | 91        | 93        | 95        | 92        | <b>92</b> |
| Comfort of inside temperature  | 92              | 91        | 91        | 91        | 90        | 90        | <b>91</b> | 87             | 91        | 89        | 95        | 94        | 93        | <b>93</b> |
| Enough seats available         | 92              | 87        | 88        | 80        | 89        | 91        | <b>90</b> | 90             | 92        | 91        | 89        | 92        | 91        | <b>92</b> |
| How often service runs         | 79              | 77        | 74        | 72        | 81        | 80        | <b>81</b> | 76             | 75        | 71        | 68        | 80        | 81        | <b>83</b> |
| Being on time                  | 79              | 72        | 68        | 65        | 73        | 82        | <b>79</b> | 72             | 72        | 71        | 67        | 71        | 77        | <b>81</b> |
| Value for money of fare        | 81              | 78        | 90        | 89        | 68        | 71        | <b>66</b> | 82             | 86        | 93        | 88        | 77        | 81        | <b>76</b> |

# Perceptions of Trip over Time – Train and Ferry Passengers

*Time Series Summary (Total Satisfied %)*



## Train

|                                | Nov 2020  | Jul 2021  | Jun 2022  | Jun 2023  | May 2024  | May 2025  | May 2026  |
|--------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>Trip overall</b>            | <b>95</b> | <b>95</b> | <b>96</b> | <b>94</b> | <b>92</b> | <b>89</b> | <b>91</b> |
| Personal security during trip  | 97        | 98        | 97        | 95        | 96        | 97        | <b>96</b> |
| Ease of getting on/off vehicle | 96        | 97        | 97        | 95        | 95        | 94        | <b>93</b> |
| Helpfulness, attitude of staff | 95        | 96        | 96        | 94        | 95        | 95        | <b>95</b> |
| Condition of vehicle           | 97        | 97        | 97        | 96        | 95        | 94        | <b>93</b> |
| Comfort of inside temperature  | 93        | 95        | 95        | 93        | 95        | 94        | <b>94</b> |
| Enough seats available         | 91        | 90        | 95        | 85        | 90        | 91        | <b>90</b> |
| How often service runs         | 86        | 83        | 86        | 78        | 80        | 78        | <b>78</b> |
| Being on time                  | 84        | 85        | 83        | 75        | 78        | 70        | <b>72</b> |
| Value for money of fare        | 78        | 78        | 90        | 85        | 66        | 64        | <b>62</b> |



## Ferry

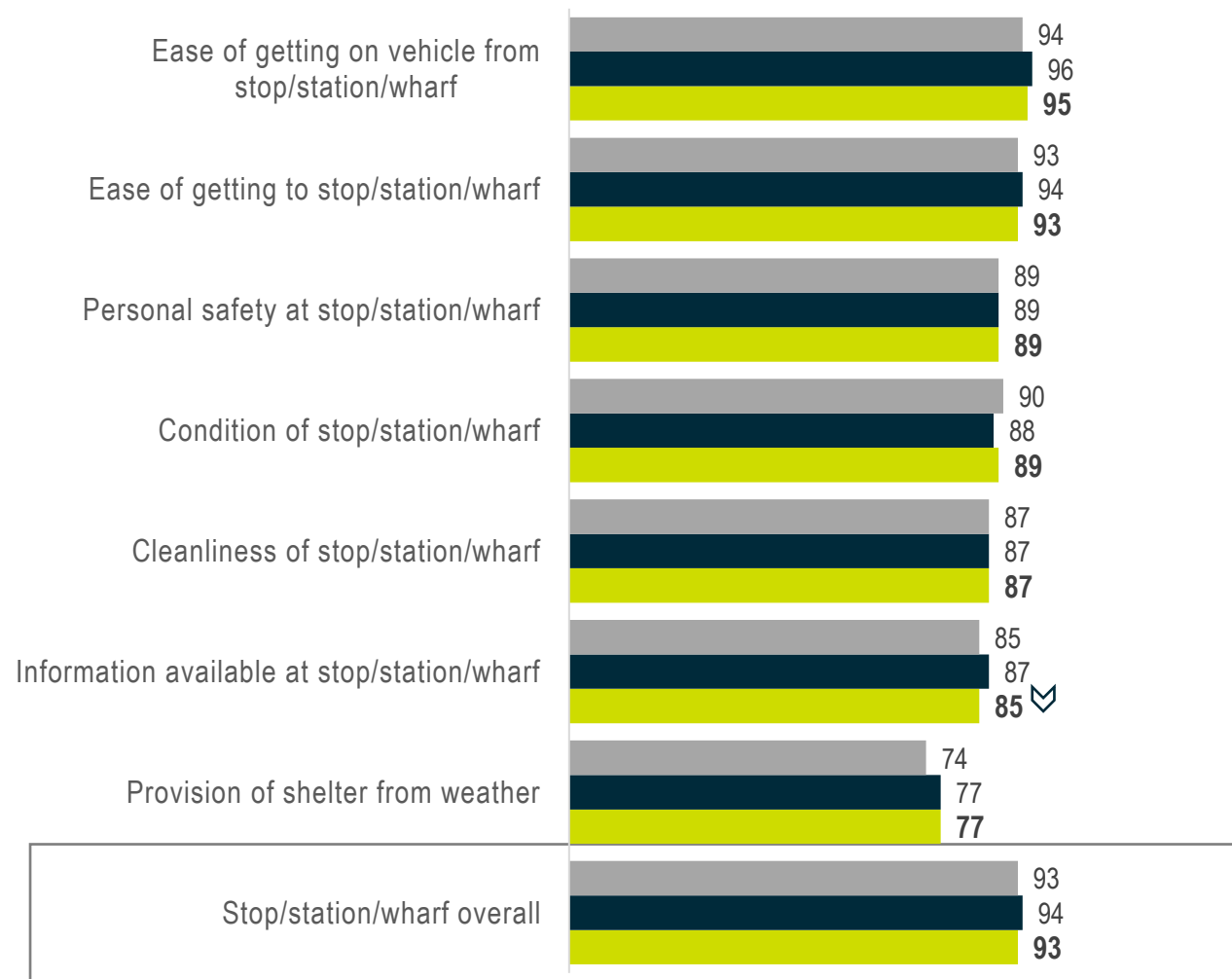
|                                | Nov 2020  | Jul 2021  | Jun 2022  | Jun 2023  | May 2024  | May 2025  | May 2026  |
|--------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| <b>Trip overall</b>            | <b>99</b> | <b>94</b> | <b>96</b> | <b>97</b> | <b>95</b> | <b>96</b> | <b>93</b> |
| Personal security during trip  | 99        | 98        | 99        | 99        | 97        | 100       | <b>99</b> |
| Ease of getting on/off vehicle | 85        | 88        | 85        | 85        | 90        | 94        | <b>89</b> |
| Helpfulness, attitude of staff | 98        | 98        | 100       | 95        | 97        | 100       | <b>96</b> |
| Condition of vehicle           | 80        | 89        | 80        | 86        | 92        | 75        | <b>75</b> |
| Comfort of inside temperature  | 93        | 91        | 90        | 95        | 94        | 93        | <b>94</b> |
| Enough seats available         | 98        | 98        | 89        | 97        | 96        | 94        | <b>96</b> |
| How often service runs         | 71        | 80        | 52        | 72        | 84        | 82        | <b>77</b> |
| Being on time                  | 92        | 92        | 86        | 90        | 91        | 95        | <b>91</b> |
| Value for money of fare        | 78        | 83        | 84        | 88        | 72        | 66        | <b>72</b> |

# Passenger Perceptions of Stop/Station/ Wharf



# Perceptions of the Stop/Station/Wharf

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



■ May '24 (n=2,830) ■ May '25 (n=2,711) ■ May '26 (n=3,034)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

Almost all public transport users (93%) continue to be satisfied with the stop/station/wharf where they started their trip, this share remaining stable from May 2025 (94%). Satisfaction levels by mode have also remained high and stable over the last 12 months.

Ratings continue to be most positive for access, 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 (95%).

Over the last 12 months, satisfaction with the provision of information has declined (down from 87% to 85%), this decrease most evident among bus passengers (down from 87% to 84%).

Stops/stations/wharves continue to remain relatively low for the provision of shelter from the weather (wind, rain, sun), with ferry passengers the most critical (only 30% satisfied – down from 50% in May 2025).

Inadequate shelter is particularly an issue at Queens Wharf – only 18% of users satisfied.

# Overall Satisfaction with Stop/Station/Wharf

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

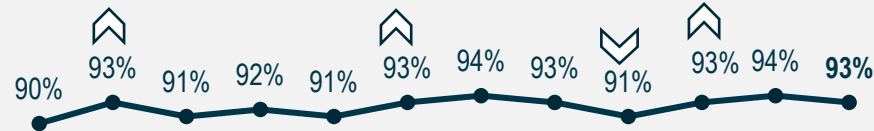
## May 2026 Results

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) |

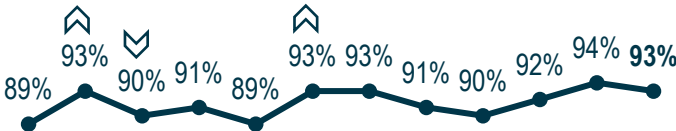
Base: n=2,943 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

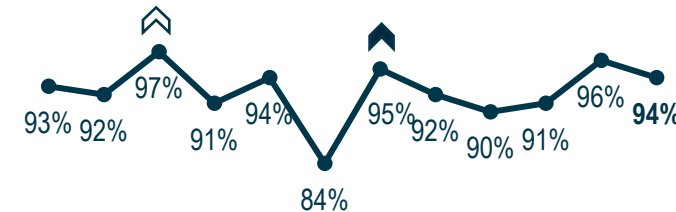
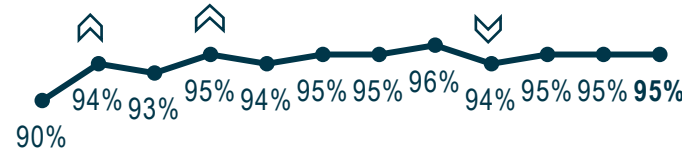


May '15 (n=4328) May '16 (n=2313) May '17 (n=3892) May '18 (n=3662) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3124) Jun '22 (n=2627) Jun '23 (n=2977) May '24 (n=2727) May '25 (n=2632) May '26 (n=2943)

## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 94%     | 93%     | 92%     | 92%     | 92%     | 94%     | 93%     |
| Rest of region bus  | 89%     | 91%     | 88%     | 85%     | 92%     | 93%     | 93%     |



May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25 May '26



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# 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?

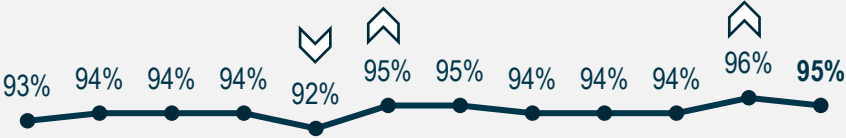
## May 2026 Results

Total satisfied  
**95%**

|     |                         |
|-----|-------------------------|
| 63% | Very satisfied (9-10)   |
| 32% | Satisfied (6-8)         |
| 3%  | Neither/nor (5)         |
| 2%  | Dissatisfied (2-4)      |
| <1% | Very dissatisfied (0-1) |

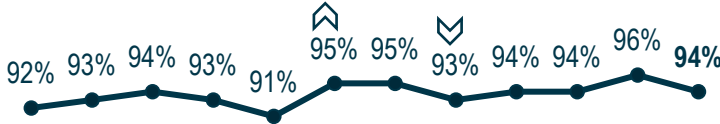
Base: n=2,956 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)

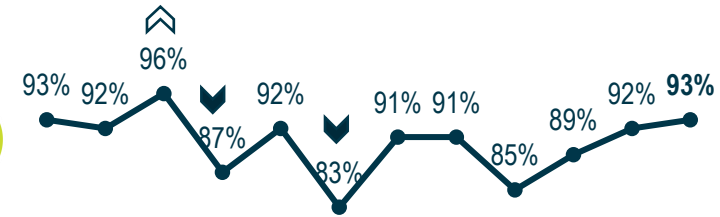


May '15 (n=4367) May '16 (n=2343) May '17 (n=3964) May '18 (n=3703) May '19 (n=3979) Nov '20 (n=3176) Jul '21 (n=3152) Jun '22 (n=2657) Jun '23 (n=3043) May '24 (n=2748) May '25 (n=2658) May '26 (n=2956)

## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jul '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 95%     | 95%     | 94%     | 94%     | 94%     | 96%     | 94%     |
| Rest of region bus  | 93%     | 94%     | 92%     | 94%     | 93%     | 96%     | 96%     |



May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25 May '26



Passengers most satisfied

- ✓ Kapiti Line users (98%)
- ✓ No disability (95%)



Passengers most dissatisfied

x (No significant differences)



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

# 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.)?

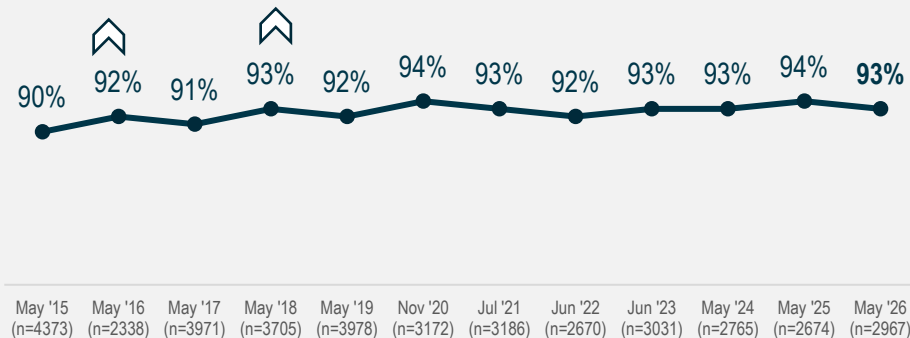
## May 2026 Results

Total satisfied  
**93%**

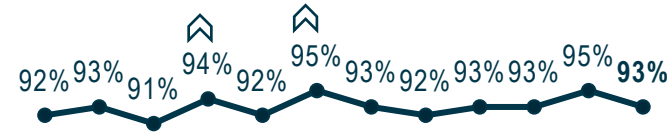
|     |                         |
|-----|-------------------------|
| 60% | Very satisfied (9-10)   |
| 33% | Satisfied (6-8)         |
| 4%  | Neither/nor (5)         |
| 2%  | Dissatisfied (2-4)      |
| <1% | Very dissatisfied (0-1) |

Base: n=2,967 (All passengers who answered this question)

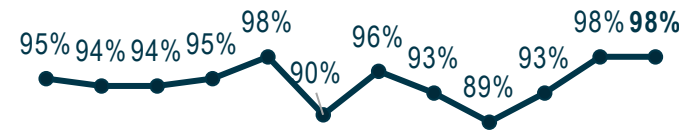
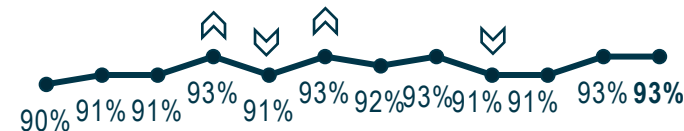
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 96%     | 93%     | 94%     | 94%     | 94%     | 96%     | 94%     |
| Rest of region bus  | 92%     | 92%     | 84%     | 92%     | 93%     | 93%     | 93%     |



May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25 May '26



Passengers most satisfied

- ✓ No disability (95%)
- ✓ New Zealand European (95%)



Passengers most dissatisfied

- ✗ Aged 15-17 years (8%)
- ✗ Weekend travellers (5%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Personal Safety at Stop/Station/Wharf

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

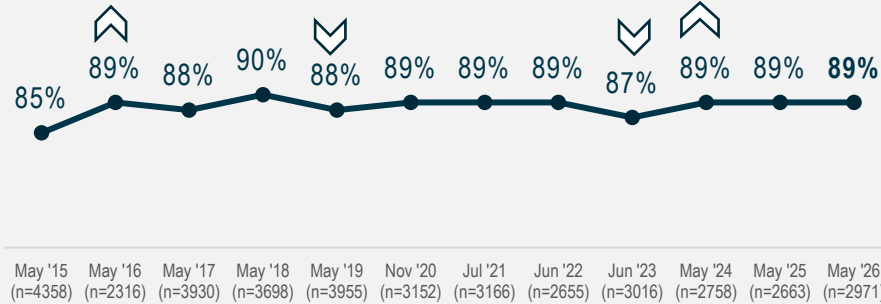
## May 2026 Results

Total satisfied  
**89%**

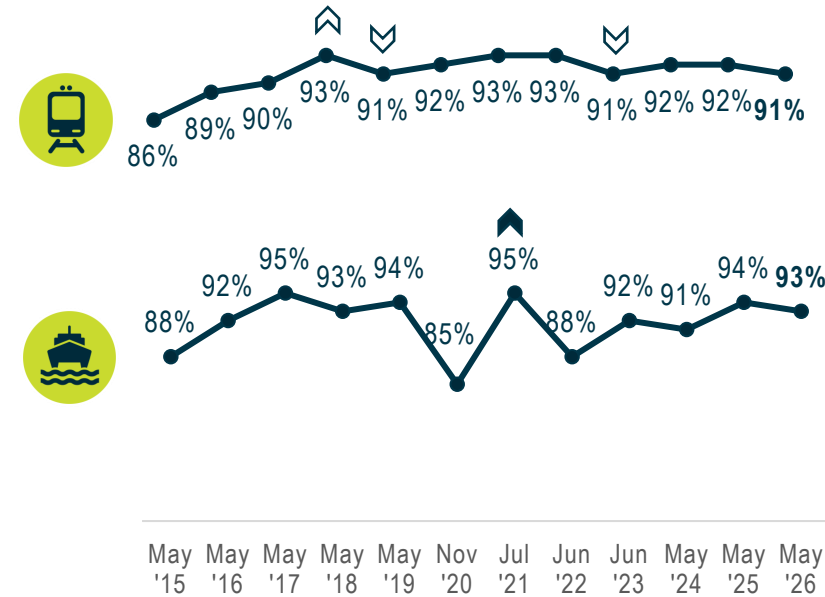
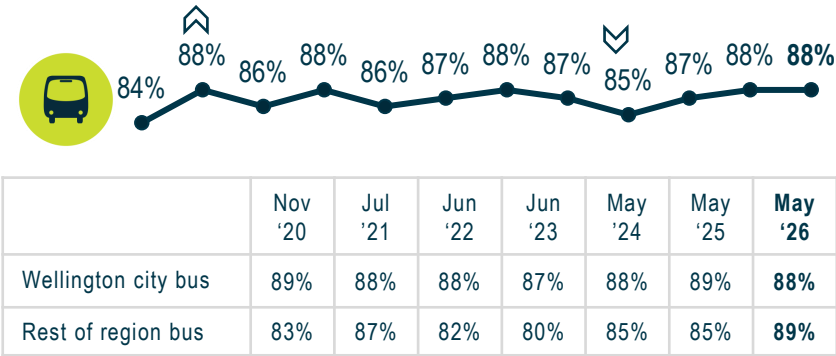
- 50% Very satisfied (9-10)
- 39% Satisfied (6-8)
- 6% Neither/nor (5)
- 4% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,971 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Aged 65 years+ (99%)
- ✓ No disability (91%)



Passengers most dissatisfied

x (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Condition of Stop/Station/Wharf

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

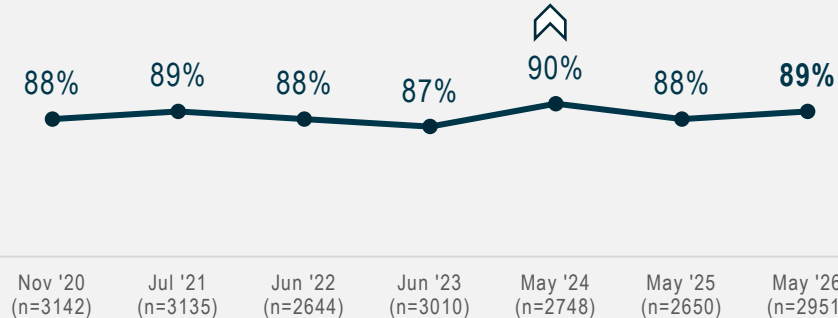
## May 2026 Results

Total satisfied  
**89%**

|     |                         |
|-----|-------------------------|
| 43% | Very satisfied (9-10)   |
| 46% | Satisfied (6-8)         |
| 6%  | Neither/nor (5)         |
| 4%  | Dissatisfied (2-4)      |
| 1%  | Very dissatisfied (0-1) |

Base: n=2,951 (All passengers who answered this question)

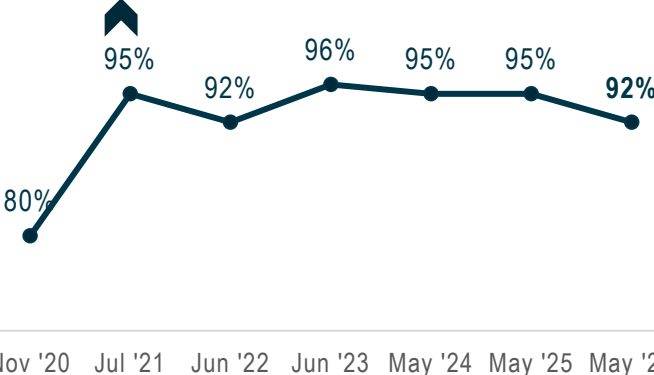
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 89%     | 88%     | 86%     | 88%     | 89%     | 88%     | 89%     |
| Rest of region bus  | 82%     | 86%     | 81%     | 79%     | 88%     | 84%     | 86%     |



Passengers most satisfied

- ✓ Aged 65 years+ (97%)
- ✓ No disability (91%)



Passengers most dissatisfied

× (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Cleanliness of Stop/Station/Wharf

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

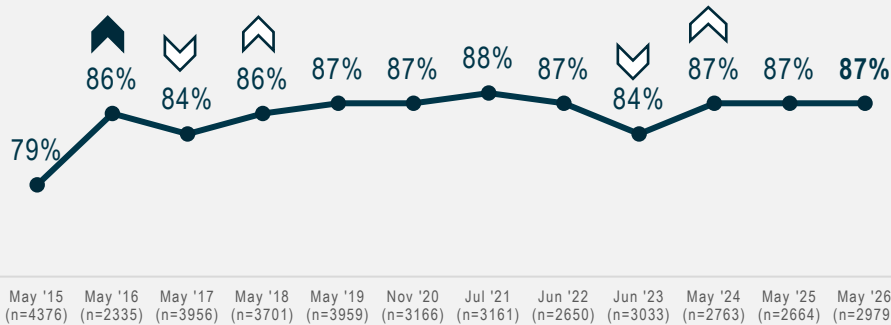
## May 2026 Results

Total satisfied  
87%

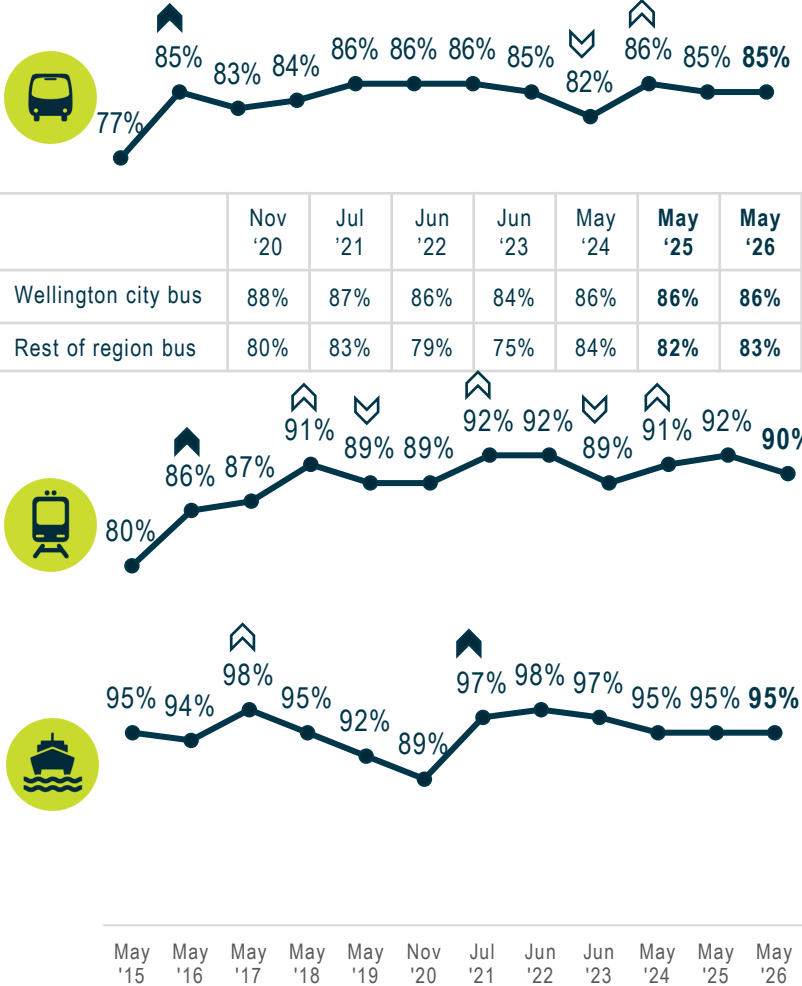
- 42% Very satisfied (9-10)
- 45% Satisfied (6-8)
- 6% Neither/nor (5)
- 6% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,979 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Aged 65 years+ (96%)
- ✓ Train passengers (90%)



Passengers most dissatisfied

- ✗ School students (17%)
- ✗ Bus passengers (7%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Information Available at Stop/Station/Wharf

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

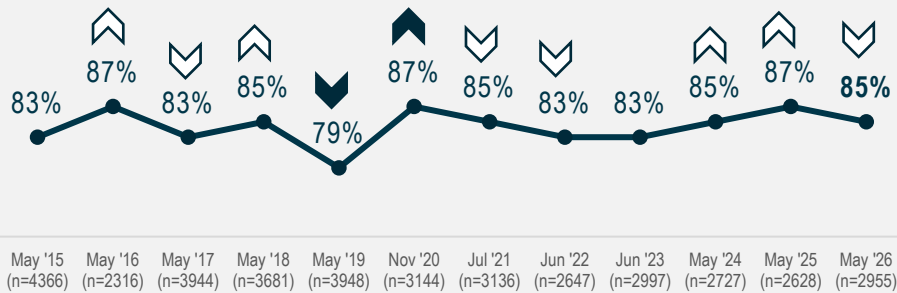
## May 2026 Results

Total satisfied  
**85%**

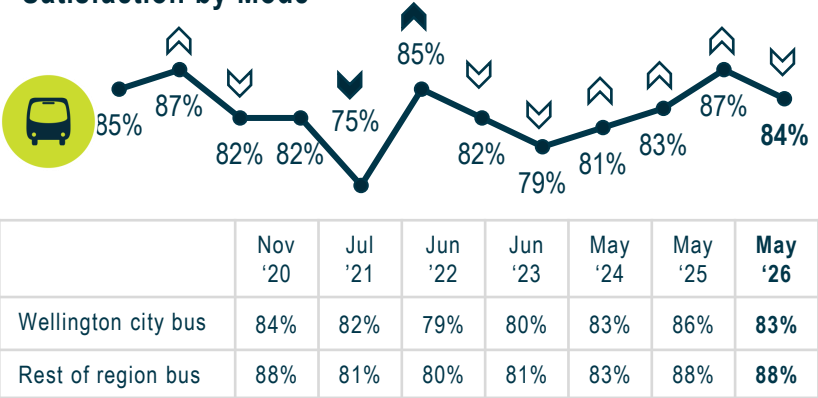
- 46% Very satisfied (9-10)
- 39% Satisfied (6-8)
- 8% Neither/nor (5)
- 6% Dissatisfied (2-4)
- 1%% Very dissatisfied (0-1)

Base: n=2,955 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



Passengers most satisfied

- ✓ Train passengers (89%), especially Kapiti Line users (92%)



Passengers most dissatisfied

- ✗ Wairarapa Line users (9%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Provision of Shelter from Weather

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

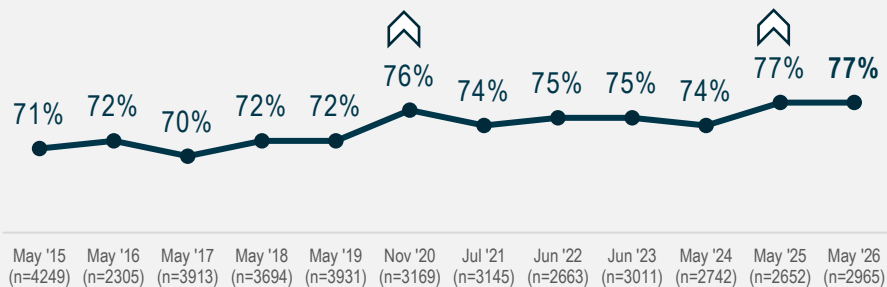
## May 2026 Results

Total satisfied  
**77%**

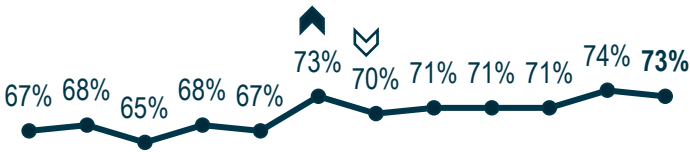
- 38% Very satisfied (9-10)
- 39% Satisfied (6-8)
- 7% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 6% Very dissatisfied (0-1)

Base: n=2,965 (All passengers who answered this question)

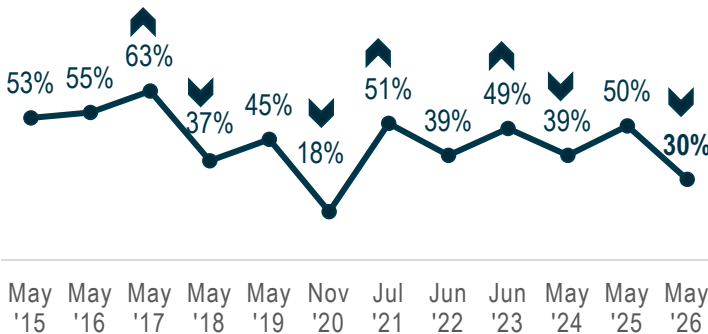
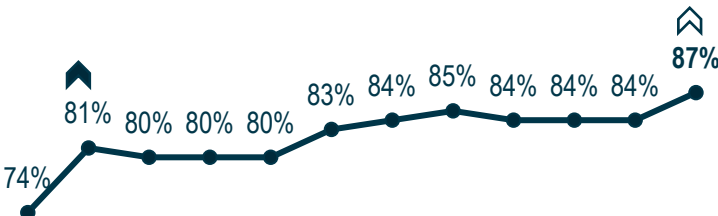
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 74%     | 70%     | 71%     | 72%     | 70%     | 73%     | 72%     |
| Rest of region bus  | 71%     | 69%     | 69%     | 67%     | 73%     | 76%     | 76%     |



## Passengers most satisfied

- ✓ Train passengers (87%), especially Kapiti Line users (91%)
- ✓ Aged 65 years+ (87%)
- ✓ Metlink Park and Ride carpark users (85%)
- ✓ No disability (79%)



## Passengers most dissatisfied

- ✗ Ferry passengers (54%)
- ✗ Bus passengers (20%)



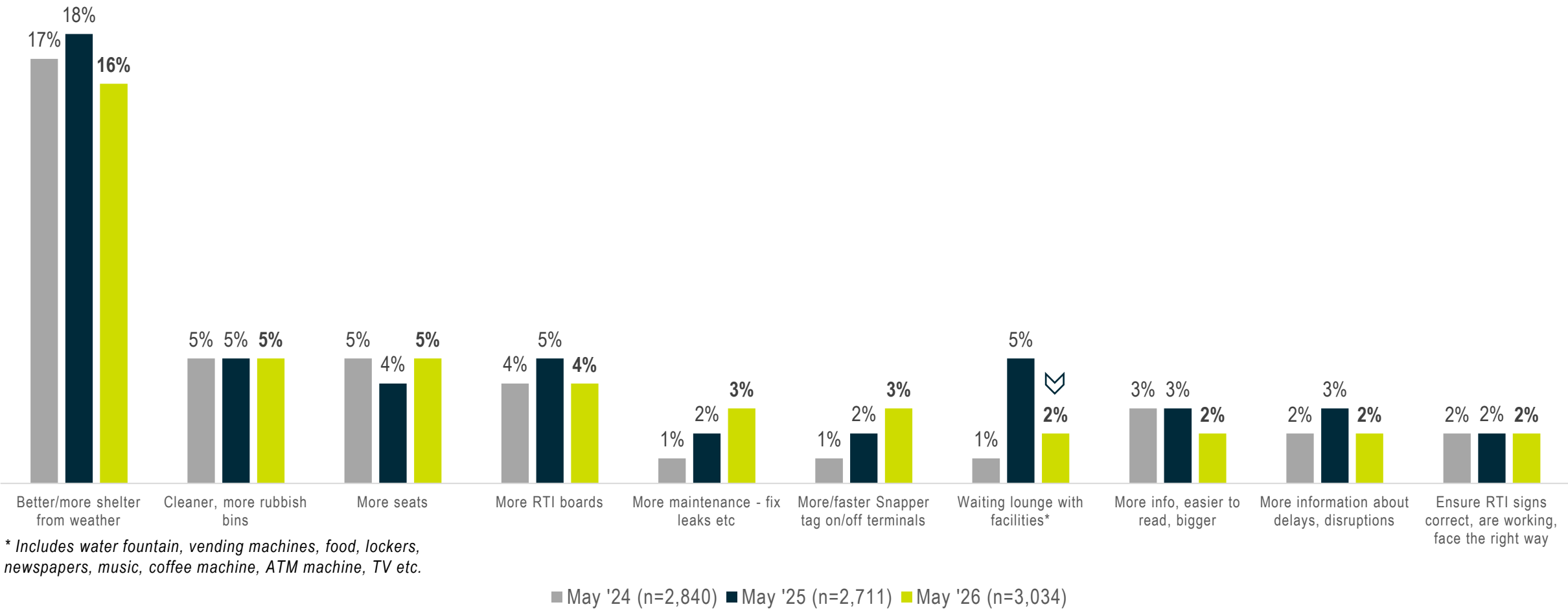
Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Suggested Improvement to Stop/Station/Wharf

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



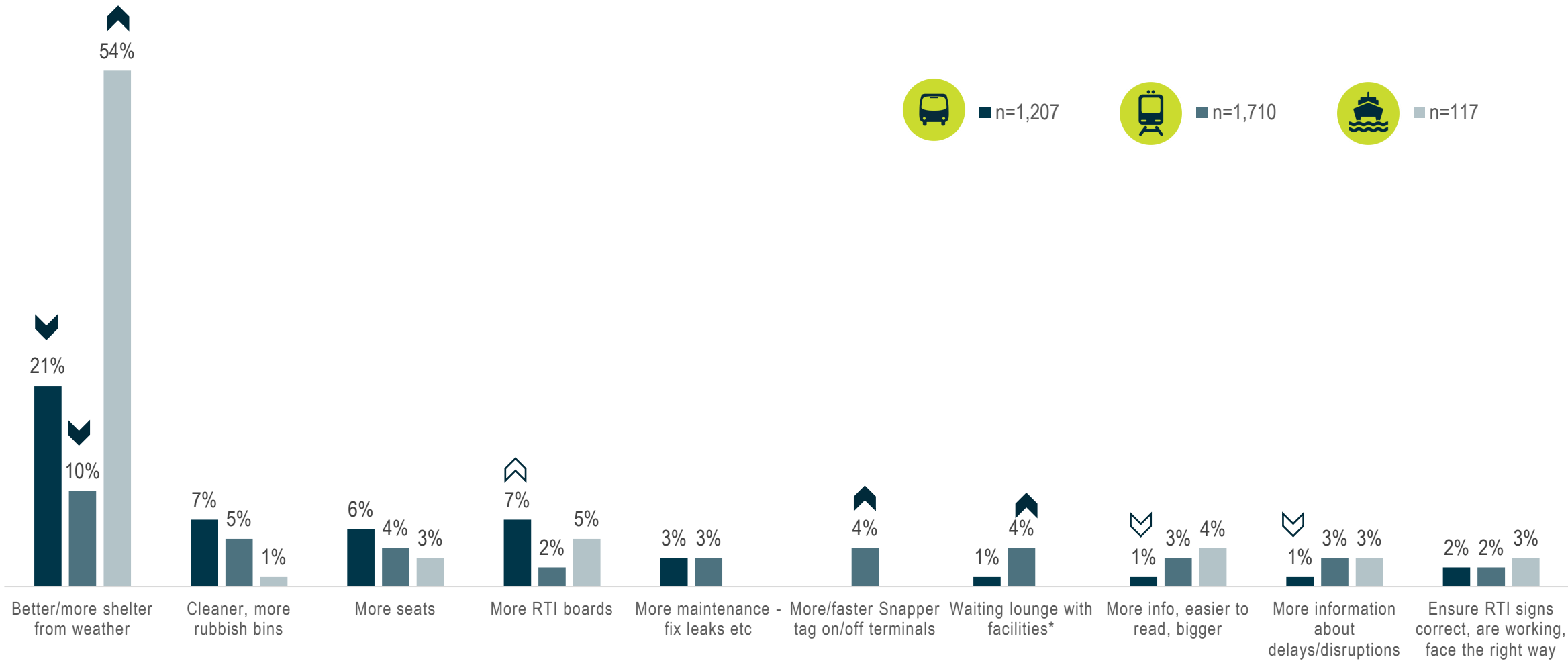
\* Includes water fountain, vending machines, food, lockers, newspapers, music, coffee machine, ATM machine, TV etc.

Base: All respondents  
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.

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

# Suggested Improvement to Stop/Station/Wharf

Results by Mode



\* Includes water fountain, vending machines, food, lockers, newspapers, music, coffee machine, ATM machine, TV etc.

⬆ Denotes statistically significant difference of 5 percentage points or less  
⬆ Denotes statistically significant difference of more than 5 percentage points

# Perceptions of Stop over Time – Bus Passengers

*Time Series Summary (Total satisfied %)*



|                                   | Total Bus |           |           |           |           |           |           |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                   | Nov '20   | Jul '21   | Jun '22   | Jun '23   | May '24   | May 25    | May '26   |
| <b>Stop overall</b>               | <b>93</b> | <b>93</b> | <b>91</b> | <b>91</b> | <b>92</b> | <b>94</b> | <b>93</b> |
| Ease of getting on vehicle        | 95        | 95        | 93        | 94        | 94        | 96        | <b>94</b> |
| Easy to get to                    | 95        | 93        | 92        | 93        | 93        | 95        | <b>93</b> |
| Condition                         | 87        | 87        | 85        | 85        | 88        | 87        | <b>88</b> |
| Personal safety                   | 87        | 88        | 87        | 85        | 87        | 88        | <b>88</b> |
| Cleanliness                       | 86        | 86        | 85        | 82        | 86        | 85        | <b>85</b> |
| Provision of information          | 85        | 82        | 79        | 81        | 83        | 87        | <b>84</b> |
| Provision of shelter from weather | 73        | 70        | 71        | 71        | 71        | 74        | <b>73</b> |

|                                   | Wellington City Bus |           |           |           |           |           |           | Rest of Region Bus |           |           |           |           |           |           |
|-----------------------------------|---------------------|-----------|-----------|-----------|-----------|-----------|-----------|--------------------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                   | Nov '20             | Jul '21   | Jun '22   | Jun '23   | May '24   | May '25   | May '26   | Nov '20            | Jul '21   | Jun '22   | Jun '23   | May '24   | May '25   | May '26   |
| <b>Stop overall</b>               | <b>94</b>           | <b>93</b> | <b>92</b> | <b>92</b> | <b>92</b> | <b>94</b> | <b>93</b> | <b>89</b>          | <b>91</b> | <b>88</b> | <b>85</b> | <b>92</b> | <b>93</b> | <b>93</b> |
| Ease of getting on vehicle        | 95                  | 95        | 94        | 94        | 94        | 96        | <b>94</b> | 93                 | 94        | 92        | 94        | 93        | 96        | <b>96</b> |
| Easy to get to                    | 96                  | 93        | 94        | 94        | 94        | 96        | <b>94</b> | 92                 | 92        | 84        | 92        | 93        | 93        | <b>93</b> |
| Condition                         | 89                  | 88        | 86        | 88        | 89        | 88        | <b>89</b> | 82                 | 86        | 81        | 79        | 88        | 84        | <b>86</b> |
| Personal safety                   | 89                  | 88        | 88        | 87        | 88        | 89        | <b>88</b> | 83                 | 87        | 82        | 80        | 85        | 85        | <b>89</b> |
| Cleanliness                       | 88                  | 87        | 86        | 84        | 86        | 86        | <b>86</b> | 80                 | 83        | 79        | 75        | 84        | 82        | <b>83</b> |
| Provision of information          | 84                  | 82        | 79        | 80        | 83        | 86        | <b>83</b> | 88                 | 81        | 80        | 81        | 83        | 88        | <b>88</b> |
| Provision of shelter from weather | 74                  | 70        | 71        | 72        | 70        | 73        | <b>72</b> | 71                 | 69        | 69        | 67        | 73        | 76        | <b>76</b> |

# Perceptions of Station/Wharf over Time by Mode

*Time Series Summary (Total satisfied %)*



|                                   | Train     |           |           |           |           |           |           |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                   | Nov '20   | Jul '21   | Jun '22   | Jun '23   | May '24   | May '25   | May '26   |
| <b>Station overall</b>            | <b>95</b> | <b>95</b> | <b>96</b> | <b>94</b> | <b>95</b> | <b>95</b> | <b>95</b> |
| Ease of getting on vehicle        | 95        | 96        | 97        | 94        | 95        | 95        | <b>95</b> |
| Easy to get to                    | 93        | 92        | 93        | 91        | 91        | 93        | <b>93</b> |
| Condition                         | 90        | 92        | 93        | 90        | 92        | 91        | <b>91</b> |
| Personal safety                   | 92        | 93        | 93        | 91        | 92        | 92        | <b>91</b> |
| Cleanliness                       | 89        | 92        | 92        | 89        | 91        | 92        | <b>90</b> |
| Provision of information          | 90        | 91        | 90        | 87        | 88        | 88        | <b>89</b> |
| Provision of shelter from weather | 83        | 84        | 85        | 84        | 84        | 84        | <b>87</b> |



|                                   | Ferry     |           |           |           |           |           |           |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
|                                   | Nov '20   | Jul '21   | Jun '22   | Jun '23   | May '24   | May '25   | May '26   |
| <b>Wharf overall</b>              | <b>84</b> | <b>95</b> | <b>92</b> | <b>90</b> | <b>91</b> | <b>96</b> | <b>94</b> |
| Ease of getting on vehicle        | 83        | 91        | 91        | 85        | 89        | 92        | <b>93</b> |
| Easy to get to                    | 90        | 96        | 93        | 89        | 93        | 98        | <b>98</b> |
| Condition                         | 80        | 95        | 92        | 96        | 95        | 95        | <b>92</b> |
| Personal safety                   | 85        | 95        | 88        | 92        | 91        | 94        | <b>93</b> |
| Cleanliness                       | 89        | 97        | 98        | 97        | 95        | 95        | <b>95</b> |
| Provision of information          | 64        | 81        | 71        | 69        | 81        | 76        | <b>81</b> |
| Provision of shelter from weather | 18        | 51        | 39        | 49        | 39        | 50        | <b>30</b> |



# Perceptions of Bus Stop by Boarding Location

|                                              | All Bus<br>Passengers | Brooklyn                                                                       | Courtenay Place                                                                                      | Lambton Quay                                                                                       |
|----------------------------------------------|-----------------------|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Satisfaction with stop overall               | 93%                   | 97%                                                                            | 87%                                                                                                  | 98%                                                                                                |
| Ease of getting on vehicle                   | 94%                   | 91%                                                                            | 98%                                                                                                  | 97%                                                                                                |
| Stop easy to get to                          | 93%                   | 84%                                                                            | 96%                                                                                                  | 100%                                                                                               |
| Condition of stop                            | 88%                   | 97%                                                                            | 75%                                                                                                  | 92%                                                                                                |
| Personal safety at stop                      | 88%                   | 88%                                                                            | 80%                                                                                                  | 90%                                                                                                |
| Cleanliness of stop                          | 85%                   | 91%                                                                            | 72%                                                                                                  | 91%                                                                                                |
| Information available at stop                | 84%                   | 75%                                                                            | 91%                                                                                                  | 93%                                                                                                |
| Providing shelter from weather               | 73%                   | 58%                                                                            | 89%                                                                                                  | 73%                                                                                                |
| Suggestions for improvements to stop (top 3) |                       | 1. More/better shelter from the weather<br>2. More RTI boards<br>3. More seats | 1. Cleaner stop/rubbish bins available<br>2. Remove beggars, homeless, undesirables<br>3. More seats | 1. More/better shelter from the weather<br>2. More seats<br>3. Cleaner stop/rubbish bins available |
| Sample size                                  | N=1,207               | N=32*                                                                          | N=46*                                                                                                | N=89*                                                                                              |

Table provides results for boarding stops/areas with sample size of n=30 +  
\* Denotes sample sizes with a margin of error of ± 10%. These results should be considered indicative only



# Perceptions of Bus Stop by Boarding Location

|                                              | All Bus<br>Passengers | Manners Street                                                                                                                 | Wellington Station                                                                                 | Willis Street                                                                                      |
|----------------------------------------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Satisfaction with stop overall (%)           | 93%                   | 93%                                                                                                                            | 93%                                                                                                | 88%                                                                                                |
| Ease of getting on vehicle                   | 94%                   | 96%                                                                                                                            | 93%                                                                                                | 90%                                                                                                |
| Stop easy to get to                          | 93%                   | 93%                                                                                                                            | 91%                                                                                                | 93%                                                                                                |
| Condition of stop                            | 88%                   | 89%                                                                                                                            | 98%                                                                                                | 85%                                                                                                |
| Personal safety at stop                      | 88%                   | 78%                                                                                                                            | 91%                                                                                                | 83%                                                                                                |
| Cleanliness of stop                          | 85%                   | 78%                                                                                                                            | 93%                                                                                                | 78%                                                                                                |
| Information available at stop                | 84%                   | 93%                                                                                                                            | 93%                                                                                                | 83%                                                                                                |
| Providing shelter from weather               | 73%                   | 69%                                                                                                                            | 87%                                                                                                | 62%                                                                                                |
| Suggestions for improvements to stop (top 3) |                       | 1. Cleaner stop/rubbish bins available<br>2. More/better shelter from the weather<br>3. Remove beggars, homeless, undesirables | 1. More/better shelter from the weather<br>2. Cleaner stop/rubbish bins available<br>3. More seats | 1. More/better shelter from the weather<br>2. Cleaner stop/rubbish bins available<br>3. More seats |

N=1,207

N=27\*

N=46\*

N=41\*

Table provides results for boarding stops/areas with sample size of n=30 +  
\* Denotes sample sizes with a margin of error of  $\pm 10\%$ . These results should be considered indicative only

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



# Perceptions of Train Station by Boarding Location

|                                                    | All Train<br>Passengers | Masterton                                                                                                         | Paraparaumu                                                                                            | Petone                                                                                                                                                                 | Porirua                                                                                                                                                                                       |
|----------------------------------------------------|-------------------------|-------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Satisfaction with station overall (%)              | 95%                     | 95%                                                                                                               | 91%                                                                                                    | 98%                                                                                                                                                                    | 96%                                                                                                                                                                                           |
| Ease of getting on vehicle                         | 95%                     | 97%                                                                                                               | 97%                                                                                                    | 98%                                                                                                                                                                    | 98%                                                                                                                                                                                           |
| Station easy to get to                             | 93%                     | 89%                                                                                                               | 86%                                                                                                    | 91%                                                                                                                                                                    | 87%                                                                                                                                                                                           |
| Personal safety at station                         | 91%                     | 92%                                                                                                               | 86%                                                                                                    | 89%                                                                                                                                                                    | 89%                                                                                                                                                                                           |
| Condition of station                               | 91%                     | 97%                                                                                                               | 92%                                                                                                    | 96%                                                                                                                                                                    | 91%                                                                                                                                                                                           |
| Cleanliness of station                             | 90%                     | 95%                                                                                                               | 92%                                                                                                    | 96%                                                                                                                                                                    | 89%                                                                                                                                                                                           |
| Information available at station                   | 89%                     | 78%                                                                                                               | 89%                                                                                                    | 95%                                                                                                                                                                    | 83%                                                                                                                                                                                           |
| Providing shelter from weather                     | 87%                     | 89%                                                                                                               | 92%                                                                                                    | 93%                                                                                                                                                                    | 91%                                                                                                                                                                                           |
| Suggestions for improvements to<br>station (top 3) |                         | 1. Provide waiting<br>lounge-type facility<br>2. More/faster tag on<br>and off machines<br>3. More/easier parking | 1. More seats<br>2. More/easier parking<br>3. More customer<br>service staff/staff<br>always available | 1. More/better shelter<br>from the weather<br>2. Provide waiting<br>lounge-type facility<br>3. Better safety<br>measures – no<br>slip/trip hazards,<br>easier to board | 1. Cleaner<br>station/rubbish bins<br>available<br>2. Ensure RTI signs are<br>working/accurate/<br>visible when waiting<br>3. Provide (more)<br>toilets/Provide more<br>timetable information |
| Sample size                                        | N=1,710                 | N=38*                                                                                                             | N=37*                                                                                                  | N=48*                                                                                                                                                                  | N=48*                                                                                                                                                                                         |

Table provides results for boarding stations with sample size of n=30 +  
\* Denotes sample sizes with a margin of error of ± 10%. These results should be considered indicative only

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



# Perceptions of Train Station by Boarding Location

|                                                       | All Train<br>Passengers | Upper Hutt                                                                                                 | Waikanae                                                                                                       | Waterloo                                                                                                                                                                           | Wellington                                                                                                 |
|-------------------------------------------------------|-------------------------|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Satisfaction with station overall (%)                 | 95%                     | 93%                                                                                                        | 98%                                                                                                            | 92%                                                                                                                                                                                | 96%                                                                                                        |
| Ease of getting on vehicle                            | 95%                     | 96%                                                                                                        | 100%                                                                                                           | 94%                                                                                                                                                                                | 96%                                                                                                        |
| Station easy to get to                                | 93%                     | 90%                                                                                                        | 95%                                                                                                            | 88%                                                                                                                                                                                | 96%                                                                                                        |
| Personal safety at station                            | 91%                     | 90%                                                                                                        | 93%                                                                                                            | 84%                                                                                                                                                                                | 94%                                                                                                        |
| Condition of station                                  | 91%                     | 93%                                                                                                        | 100%                                                                                                           | 88%                                                                                                                                                                                | 90%                                                                                                        |
| Cleanliness of station                                | 90%                     | 91%                                                                                                        | 98%                                                                                                            | 87%                                                                                                                                                                                | 90%                                                                                                        |
| Information available at station                      | 89%                     | 88%                                                                                                        | 95%                                                                                                            | 81%                                                                                                                                                                                | 94%                                                                                                        |
| Providing shelter from weather                        | 87%                     | 83%                                                                                                        | 90%                                                                                                            | 88%                                                                                                                                                                                | 90%                                                                                                        |
| Suggestions for improvements to<br>station<br>(top 3) |                         | 1. More/better shelter<br>from weather<br>2. Cleaner<br>station/rubbish bins<br>available<br>3. More seats | 1. More/easier parking<br>2. More/better shelter<br>from weather<br>3. Provide waiting<br>lounge-type facility | 1. More/better shelter<br>from weather<br>2. Cleaner<br>station/rubbish bins<br>available<br>3. Provide more<br>timetable<br>information/Improved<br>maintenance e.g. fix<br>leaks | 1. More/better shelter<br>from weather<br>2. Cleaner<br>station/rubbish bins<br>available<br>3. More seats |
|                                                       | N=1,710                 | N=75*                                                                                                      | N=61*                                                                                                          | N=53*                                                                                                                                                                              | N=867*                                                                                                     |

Table provides results for boarding stations with sample size of n=30 +  
\* Denotes sample sizes with a margin of error of ± 10%. These results should be considered indicative only

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



# Perceptions of Ferry Wharf by Boarding Location

Satisfaction with wharf overall (%)

Wharf easy to get to

Cleanliness of wharf

Ease of getting on vehicle from wharf

Personal safety at wharf

Condition of wharf

Information available at wharf

Providing shelter from weather

Suggestions for improvements to wharf (top 3)

| All Ferry Passengers | Queen's Wharf                                                                                                                                                                                   | Days Bay                                                                                                                              |
|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 94%                  | 94%                                                                                                                                                                                             | 93%                                                                                                                                   |
| 98%                  | 99%                                                                                                                                                                                             | 96%                                                                                                                                   |
| 95%                  | 95%                                                                                                                                                                                             | 96%                                                                                                                                   |
| 93%                  | 93%                                                                                                                                                                                             | 93%                                                                                                                                   |
| 93%                  | 91%                                                                                                                                                                                             | 96%                                                                                                                                   |
| 92%                  | 94%                                                                                                                                                                                             | 89%                                                                                                                                   |
| 81%                  | 80%                                                                                                                                                                                             | 79%                                                                                                                                   |
| 30%                  | 18%                                                                                                                                                                                             | 48%                                                                                                                                   |
|                      | 1. More/better shelter from weather<br>2. Better access for people with mobility issues<br>3. Provide more timetable information/Better safety measures – no slip/trip hazards, easier to board | 1. More/better shelter from weather<br>2. Bigger stop/more space<br>3. Better safety measures – no slip/trip hazards, easier to board |
| N=117                | N=81*                                                                                                                                                                                           | N=28*                                                                                                                                 |

\* Denotes sample sizes with a margin of error of ± 10%. These results should be considered indicative only

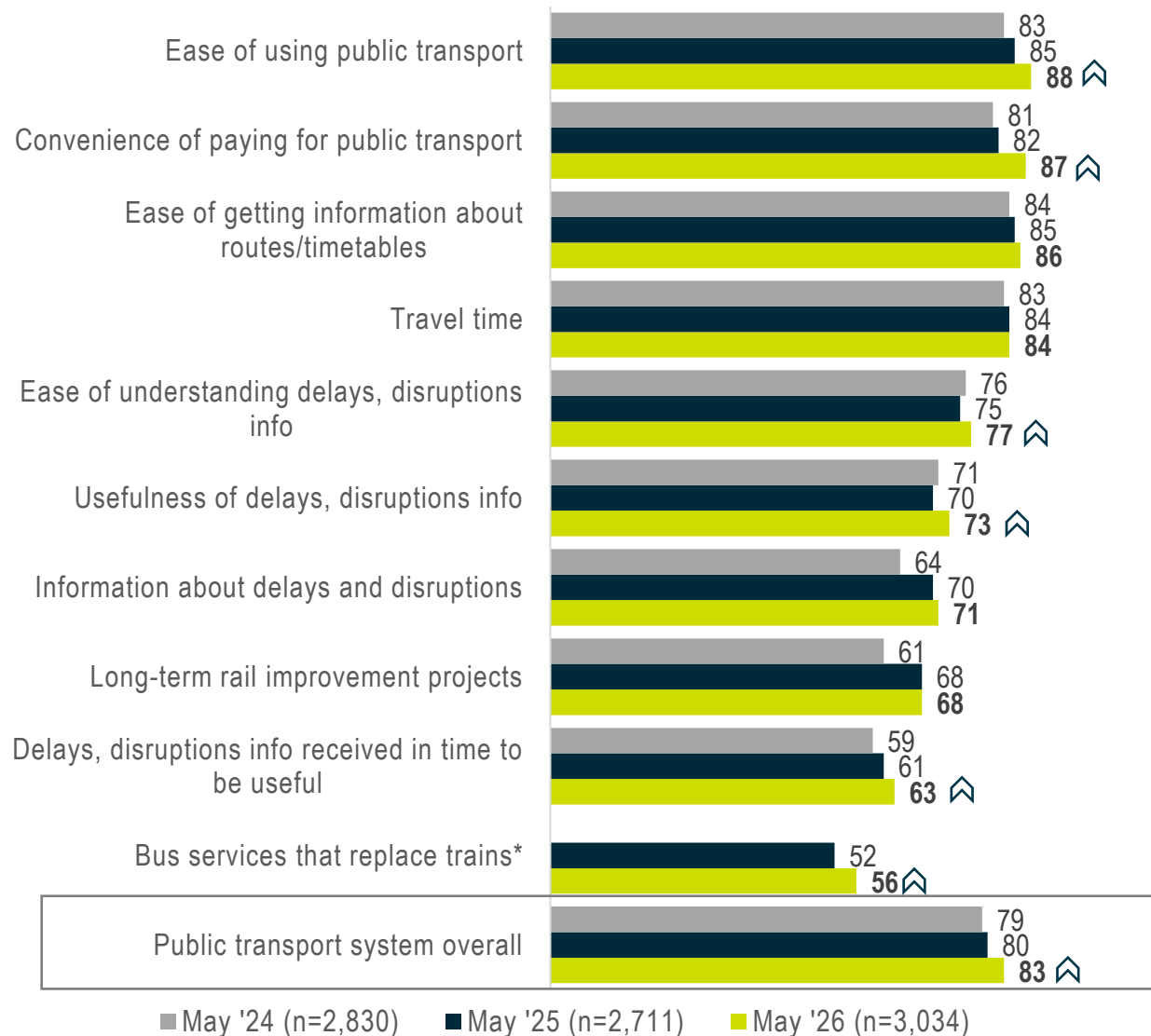
Note: Arrow denotes result that is (statistically) significantly higher or lower than for other wharf

# Passenger Perceptions of Wellington Region's Public Transport System



# Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



Satisfaction with Wellington's public transport system rose to 83% in May 2026, up from 80% in May 2025. This improvement was broad-based across modes: while satisfaction among bus passengers was stable on 83%, ferry users' satisfaction rose to 84% (from 80%), and satisfaction among train passengers recovered strongly to 80%, reversing the previous year's decline to 75%. However, despite the improvement in satisfaction among train passengers, Wairarapa Line users remain the least satisfied group overall.

Willingness to recommend public transport has also strengthened, with the Net Promoter Score rising to +24 in May 2026, up from +15 in May 2025 (*Generally a value over 0 is considered good; a value over 50 is considered excellent. Net Promoter Score is explained in more detail on Slide 70*). The improvement was driven by improvements across all three modes: bus NPS jumped to +27 (from +19), train NPS rebounded to +18 (from +6), and ferry NPS improved slightly to +16. Wairarapa Line users continue to record the lowest scores (-2).

This positive trend is reflected across other aspects of the public transport system: the share of passengers who say Wellington's PT system is easy to use rose to 88% in May 2026, up from 85% the previous year - a statistically significant improvement, and the fourth consecutive year of gains. Key contributors to ease of use include frequent services, accessible stops/stations/wharves and a range of payment options available. However, the cost of using public transport has become more of a barrier to use over the last 12 months.

# 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?

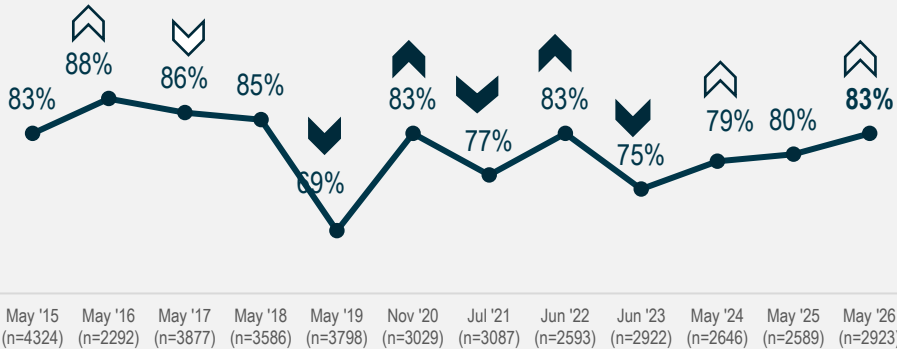
## May 2026 Results

Total satisfied  
**83%**

- 28% Very satisfied (9-10)
- 55% Satisfied (6-8)
- 9% Neither/nor (5)
- 7% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,923 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 83%     | 74%     | 80%     | 74%     | 78%     | 80%     | 83%     |
| Rest of region bus  | 80%     | 78%     | 85%     | 74%     | 79%     | 85%     | 85%     |



Passengers most satisfied

✓ Aged 65 years+ (91%)



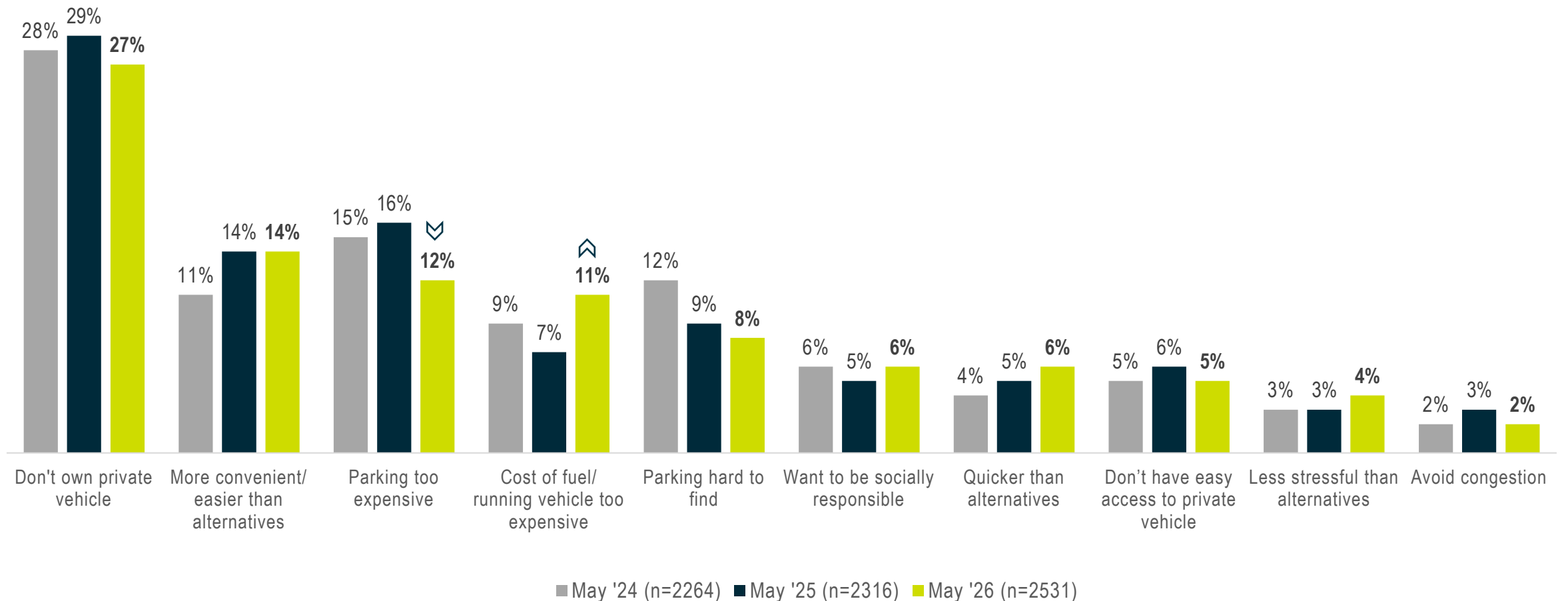
Passengers most dissatisfied

✗ Wairarapa Line users (16%)

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

# Main Reason for Using Public Transport

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

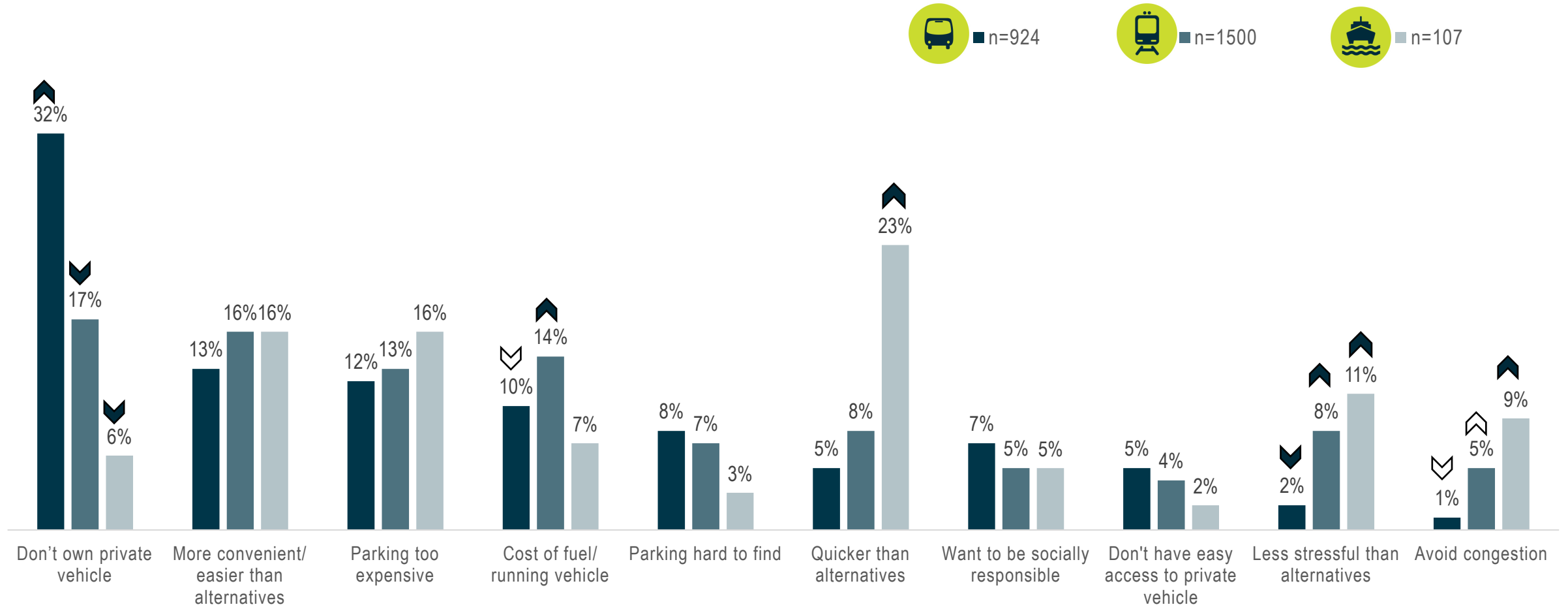


Base: All respondents who answered this question

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

# Main Reason for Using Public Transport

Results by Mode



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

# Main Reason for Using Public Transport

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

| Main reason                              | % of total | Passenger Profile                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Don't own private vehicle                | 27%        | <ul style="list-style-type: none"> <li>✓ Using PT every day including weekends (49%)</li> <li>✓ Total Mobility service users (44%)</li> <li>✓ Aged 15-17 years (47%) or 18-24 years (43%)</li> <li>✓ Traveling for school (47%), tertiary study (40%) or shopping (39%)</li> <li>✓ Weekend travellers (45%)</li> <li>✓ Bus passengers (32%)</li> </ul> |
| More convenient/easier than alternatives | 14%        | <ul style="list-style-type: none"> <li>✓ Wairarapa Line users (25%)</li> <li>✓ Aged 60 years+ (24%)</li> <li>✓ New Zealand Europeans (16%)</li> </ul>                                                                                                                                                                                                  |
| Parking too expensive                    | 12%        | <ul style="list-style-type: none"> <li>✓ Mana Coach Services (27%)</li> <li>✓ Melling (23%) or Kapiti (17%) Line users</li> <li>✓ Used a Metlink Park N Ride service (19%)</li> <li>✓ Travelling for work (18%)</li> <li>✓ Morning peak (18%) or weekend (14%) travellers</li> <li>✓ Using PT every weekday (16%)</li> <li>✓ Females (15%)</li> </ul>  |

| Main reason                                | % of total | Passenger Profile                                                                                                                                                                                                        |
|--------------------------------------------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cost of fuel/running vehicle too expensive | 11%        | <ul style="list-style-type: none"> <li>✓ Kapiti Line users (18%)</li> <li>✓ Used a Metlink Park N Ride service (18%)</li> <li>✓ Māori (17%)</li> <li>✓ Train passengers (14%)</li> <li>✓ Males (14%)</li> </ul>          |
| Parking hard to find                       | 8%         | <ul style="list-style-type: none"> <li>✓ Travelling for a personal appointment (16%)</li> </ul>                                                                                                                          |
| Want to be socially responsible            | 6%         | <ul style="list-style-type: none"> <li>✓ Travelling for sports, recreation or dining out (16%)</li> <li>✓ Aged 65 years+ (14%)</li> <li>✓ Johnsonville Line users (13%)</li> <li>✓ New Zealand Europeans (8%)</li> </ul> |
| Quicker than alternatives                  | 6%         | <ul style="list-style-type: none"> <li>✓ Ferry passengers (23%)</li> <li>✓ Melling Line users (20%)</li> </ul>                                                                                                           |
| Don't have easy access to vehicle          | 5%         | <ul style="list-style-type: none"> <li>✓ Aged 18-24 years (8%)</li> </ul>                                                                                                                                                |
| Less stressful than alternatives           | 4%         | <ul style="list-style-type: none"> <li>✓ Wairarapa Line users (14%)</li> <li>✓ Ferry (11%) and train (8%) passengers</li> <li>✓ Aged 45-64 years (10%)</li> <li>✓ Used a Metlink Park N Ride service (8%)</li> </ul>     |

# 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?

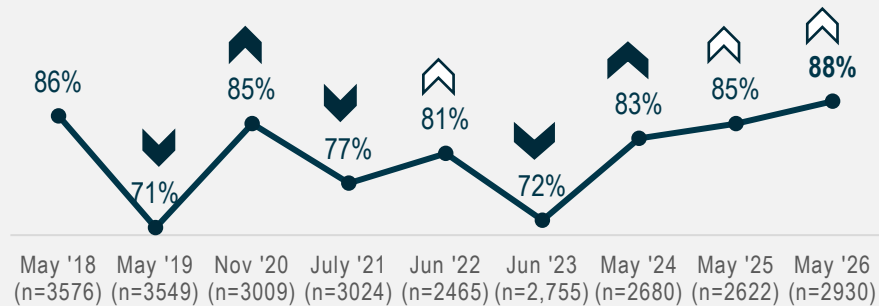
## May 2026 Results

Total agree  
**88%**

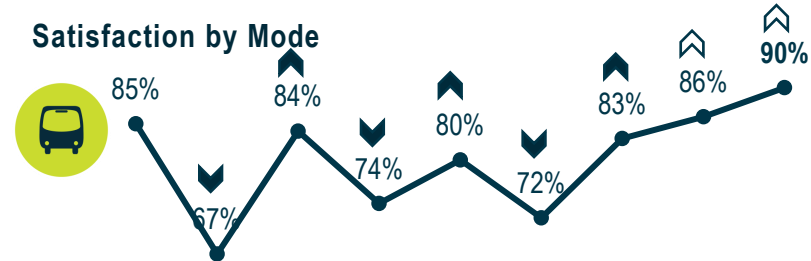
- 35% Strongly agree (9-10)
- 53% Agree (6-8)
- 7% Neither/nor (5)
- 4% Disagree (2-4)
- <1% Strongly disagree (0-1)

Base: n=2,930 (All passengers who answered this question)

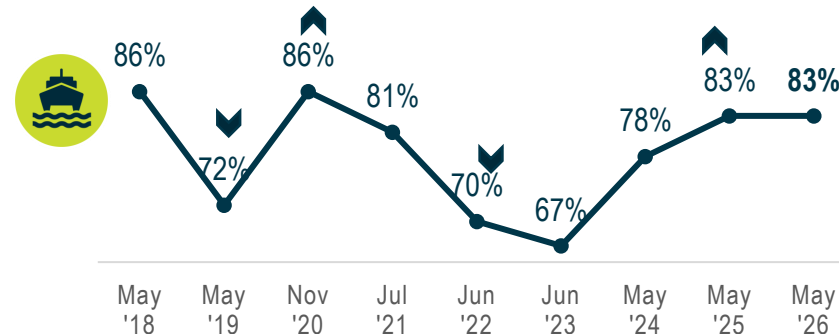
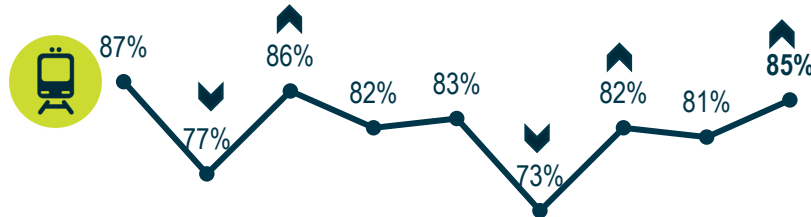
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 85%     | 73%     | 79%     | 72%     | 83%     | 86%     | 90%     |
| Rest of region bus  | 82%     | 76%     | 83%     | 71%     | 84%     | 88%     | 90%     |



Passengers most satisfied

- ✓ Bus passengers (90%), especially NZ Bus users (92%)



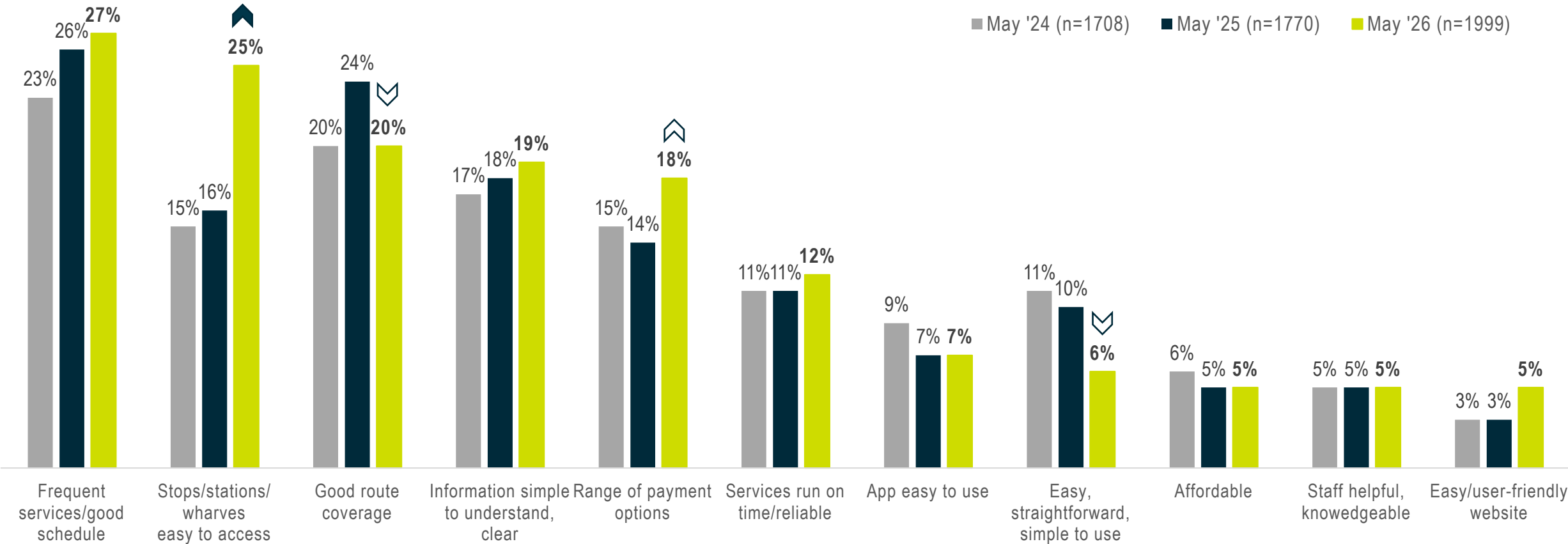
Passengers most dissatisfied

- ✗ Train passengers (6%)

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

# Reasons for Ease of Use of Public Transport Services

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



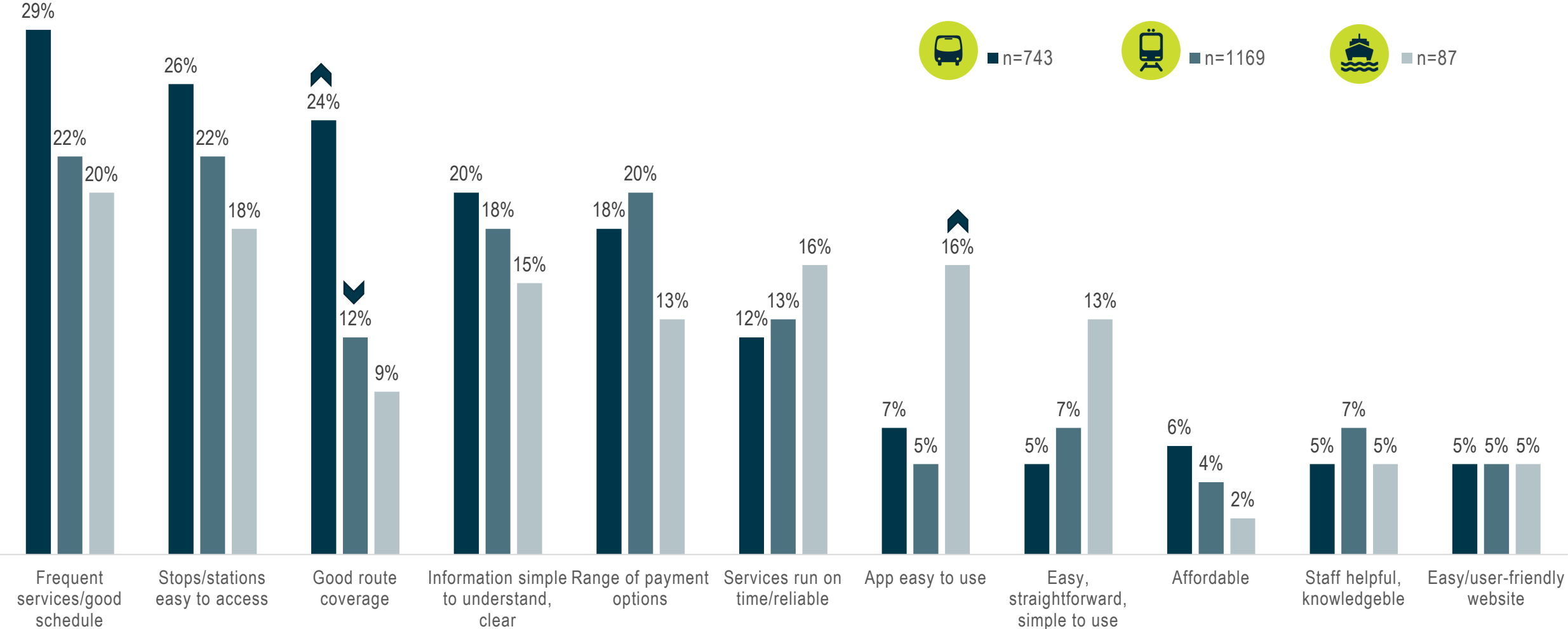
Base: Respondents who said it was easy to use public transport services and who gave a reason

Note: Graph lists reasons mentioned by 5% or more of respondents. A full list of responses is provided in the Appendix

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

# Reasons for Ease of Use of Public Transport Services

Results by Mode



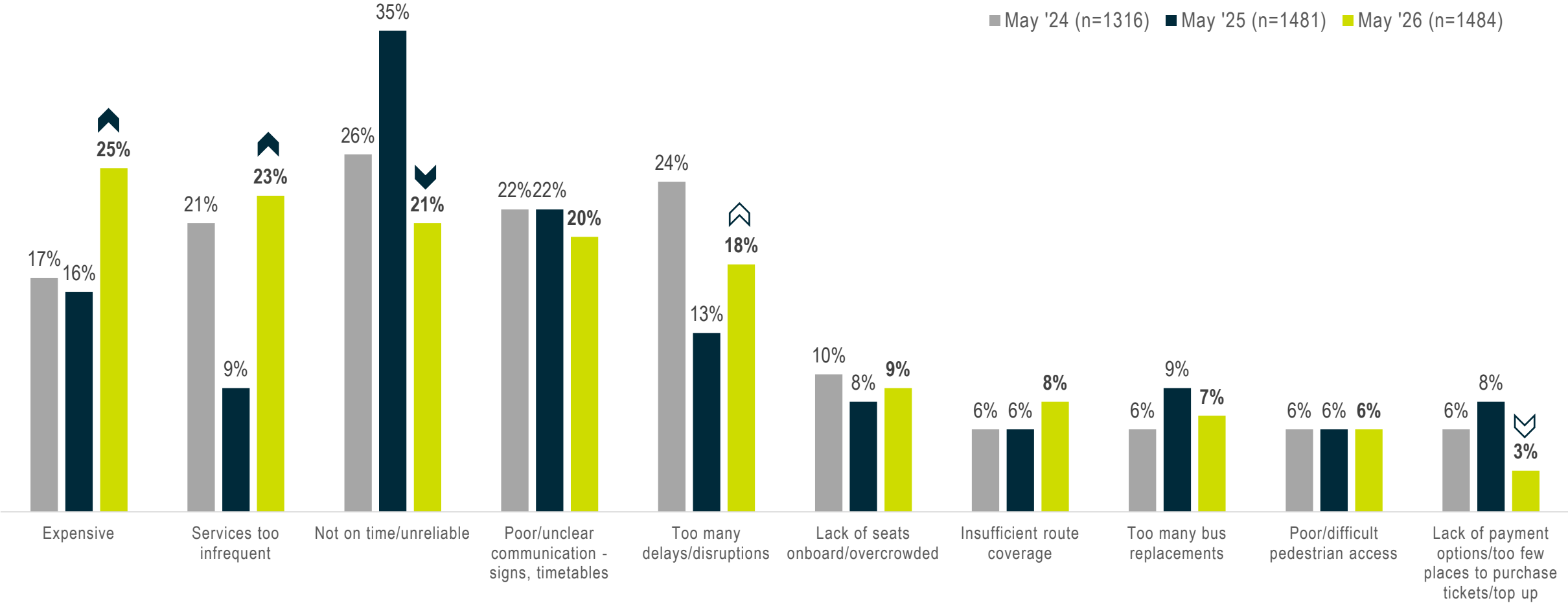
Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Reasons for Difficulties with Using Public Transport Services

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

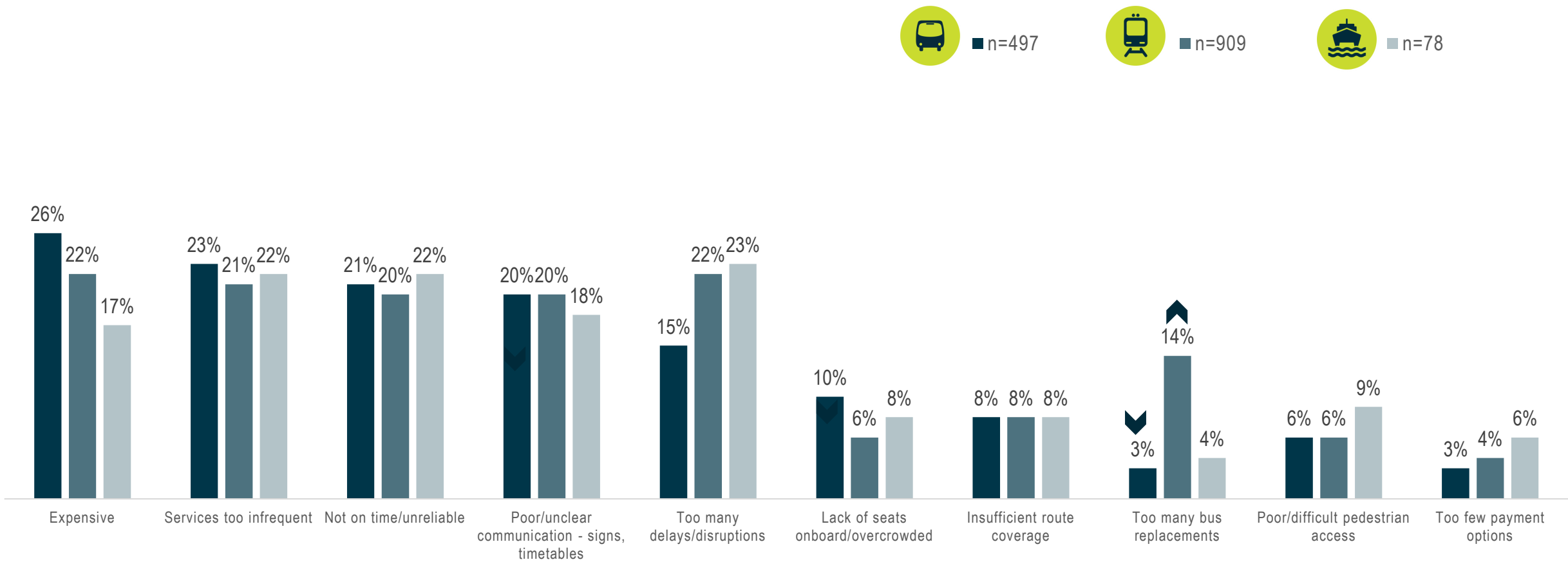


Base: Respondents who said it was not easy to use public transport services and who gave a reason

Note: Graph lists reasons mentioned by 5% or more of respondents. A full list of responses is provided in the Appendix.

# Reasons for Difficulties with Using Public Transport Services

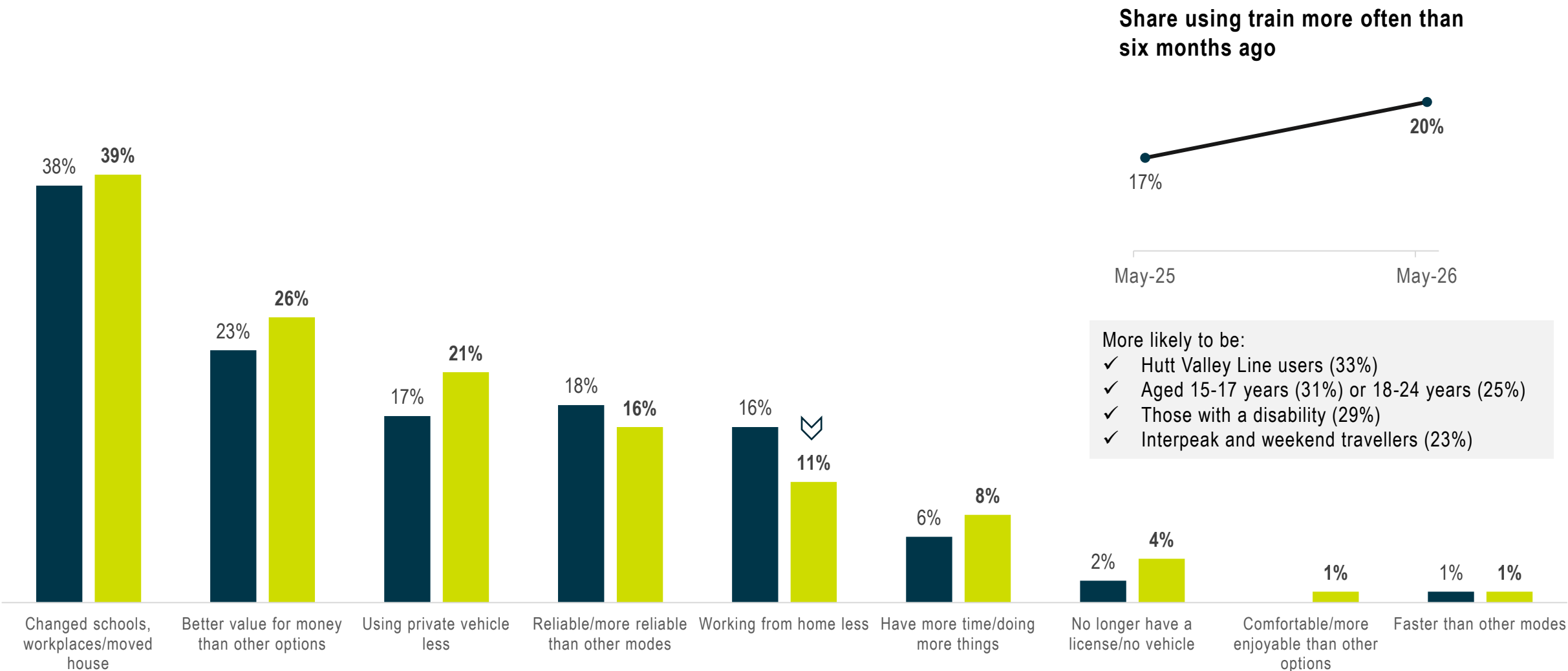
Results by Mode



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

# Reasons for Using Trains More Now Than Six Months Ago

Why are you using trains more often than six months ago?

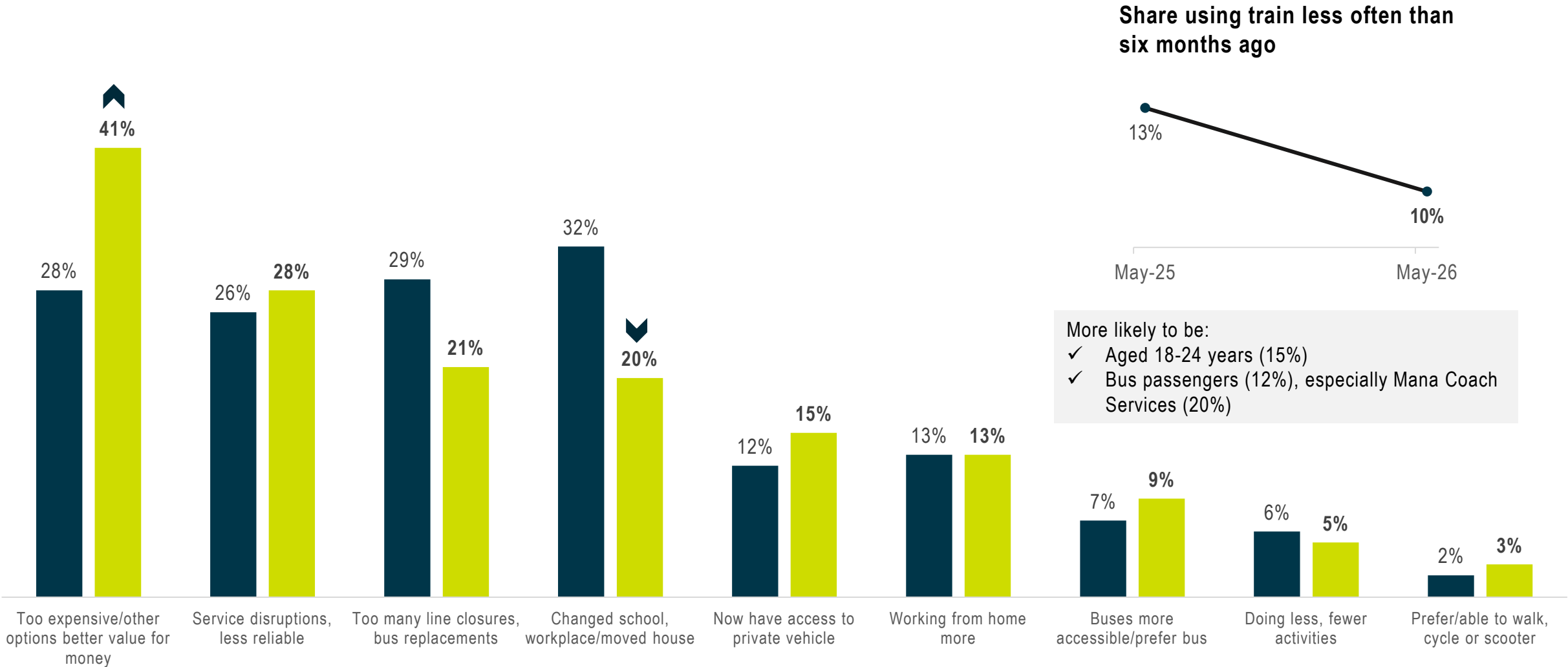


Base: May '25 n=446; May '26 n=542 (Respondents using trains more often than six months ago)

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

# Reasons for Using Trains Less Now Than Six Months Ago

Why are you using trains less often than six months ago?



Base: May 2025 n=231; May 2026 n=206 (Respondents using trains less often than six months ago)

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

# Likelihood of Recommending Public Transport

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

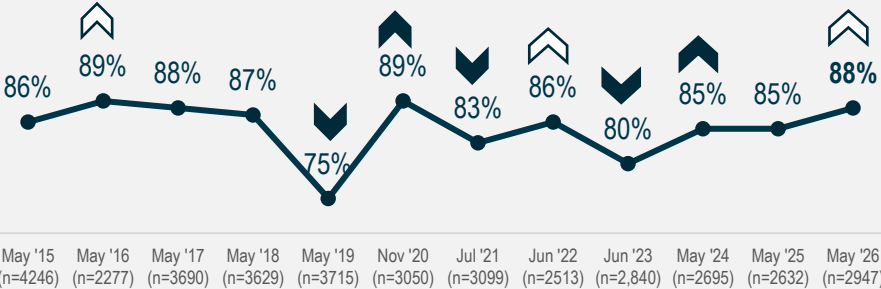
## May 2026 Results

Total likely  
**88%**

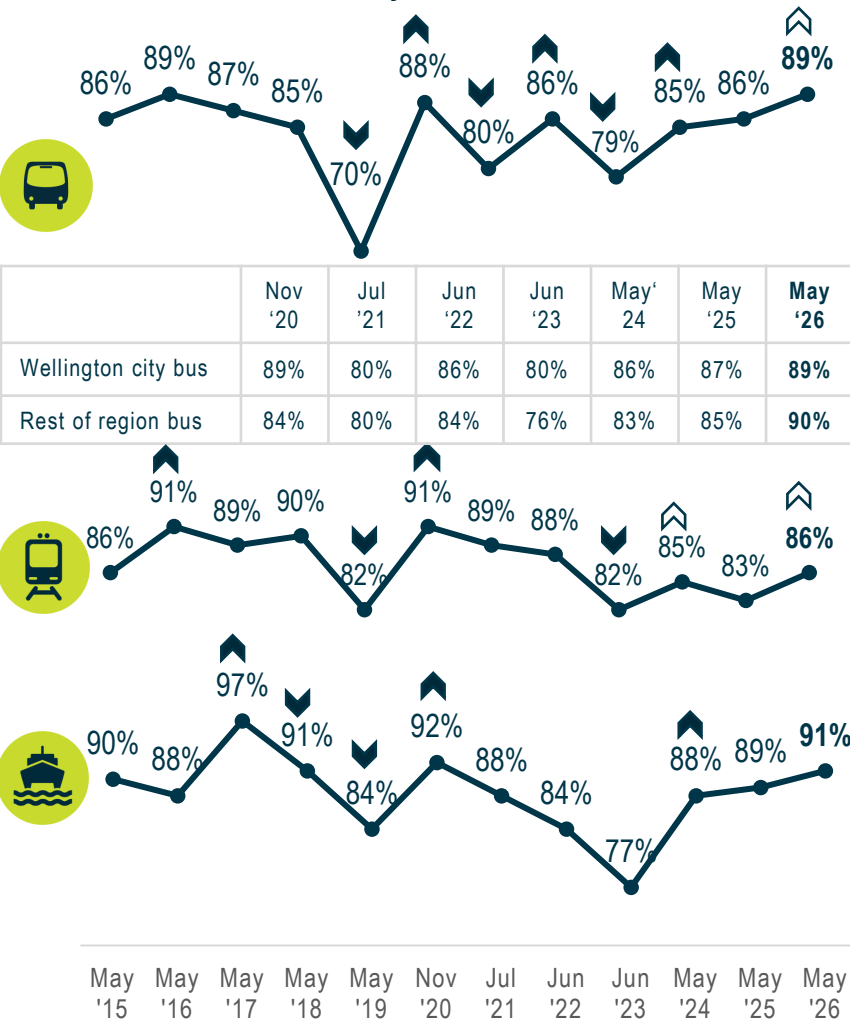
- 43% Very likely (9-10)
- 45% Likely (6-8)
- 6% Neither/nor (5)
- 5% Unlikely (2-4)
- 1% Very unlikely (0-1)

Base: n=2,947 (All passengers who answered this question)

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



## Likelihood to Recommend by Mode



Passengers most likely to recommend

- ✓ Aged 65 years+ (95%)
- ✓ Kapiti Line users (91%)



Passengers less likely to recommend

- ✗ Wairarapa Line users (11%)
- ✗ Those with a disability (9%)

# Net Promoter Score\*

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

## May 2026 Results

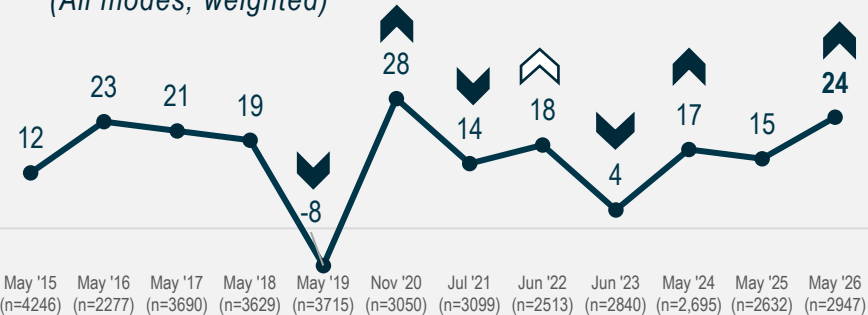
NPS  
24

43% Promoters (9-10)  
37% Passives (7-8)  
20% Detractors (0-6)

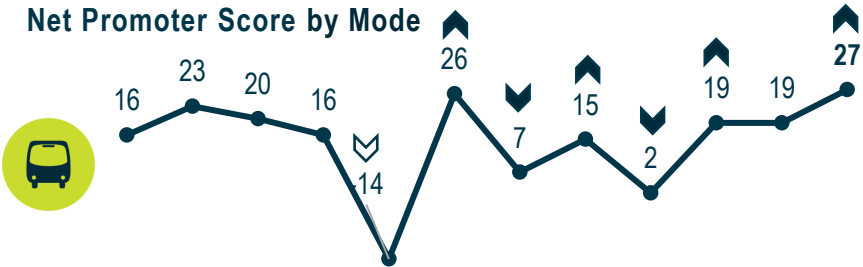
Base: n=2,947 (All passengers who answered this question)

\* 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.

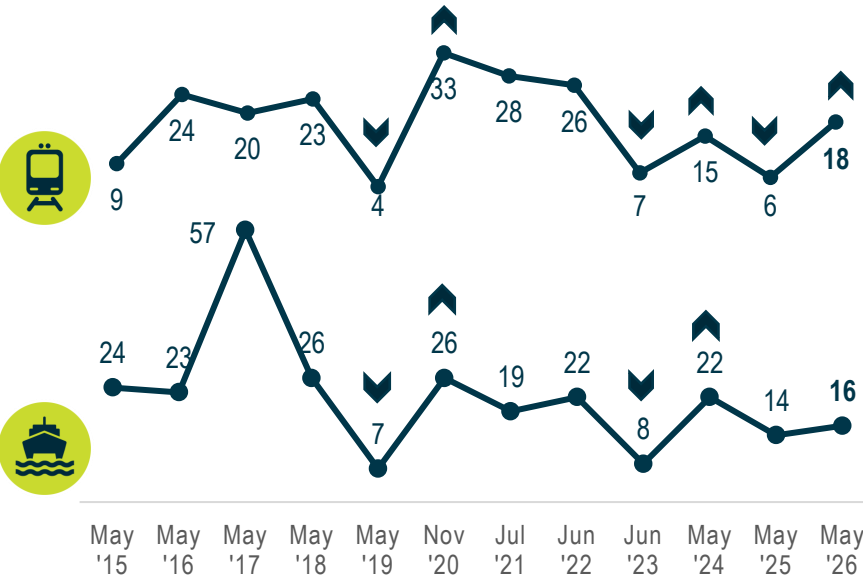
## Net Promoter Score Over Time (All modes, weighted)



## Net Promoter Score by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | +28     | +6      | +13     | +1      | +18     | +18     | +25     |
| Rest of region bus  | +18     | +9      | +24     | +3      | +22     | +23     | +31     |



## Highest NPS score

- ✓ Aged 65 years+ (+56)/SuperGold card users (+54)
- ✓ Trips for sports, recreation, dining out (+51) or shopping (+44)
- ✓ Bus passengers (+27), especially NZ Bus (+31)
- ✓ Kapiti Line users (+30)



## Lowest NPS score

- ✗ Wairarapa Line users (-2)
- ✗ Aged 18-24 years (+11)
- ✗ Afternoon/evening peak passengers (+14)
- ✗ Travelling for work (+14)
- ✗ Males (+19)

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

# 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?

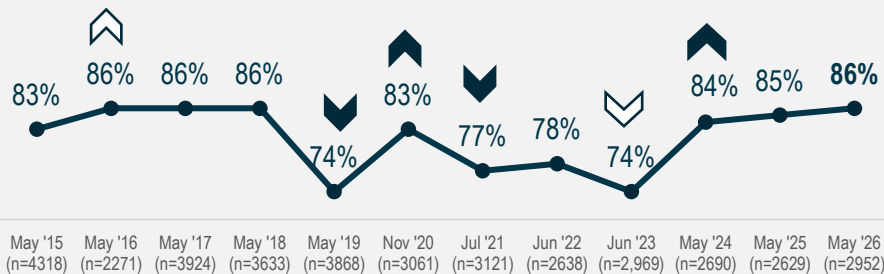
## May 2026 Results

Total satisfied  
**86%**

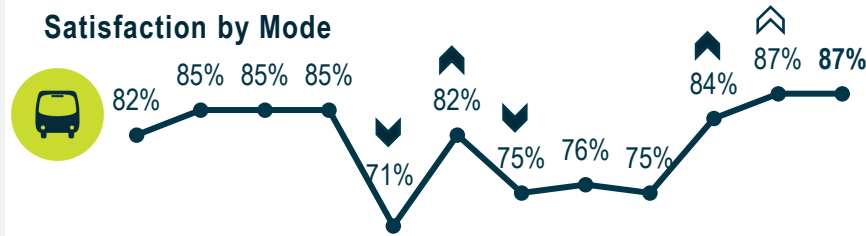
- 38% Very satisfied (9-10)
- 48% Satisfied (6-8)
- 7% Neither/nor (5)
- 6% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,952 (All passengers who answered this question)

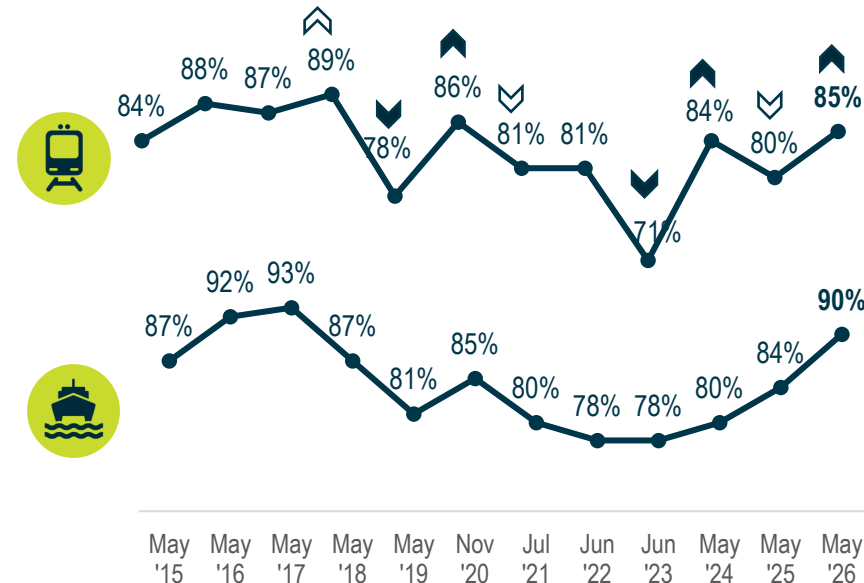
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 83%     | 75%     | 76%     | 75%     | 84%     | 86%     | 87%     |
| Rest of region bus  | 79%     | 78%     | 77%     | 75%     | 85%     | 91%     | 87%     |



Passengers most satisfied

✓ No disability (89%)



Passengers most dissatisfied

× (No significant differences)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# 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)?

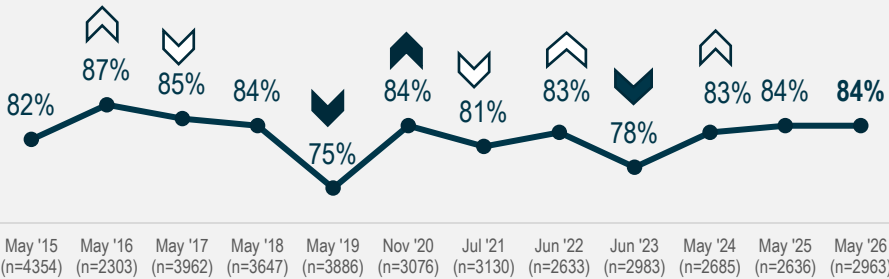
## May 2026 Results

Total satisfied  
**84%**

- 36% Very satisfied (9-10)
- 48% Satisfied (6-8)
- 8% Neither/nor (5)
- 7% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2,963 (All passengers who answered this question)

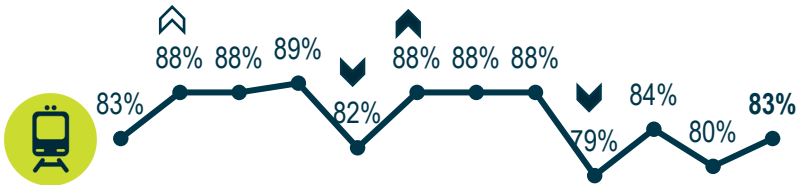
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 82%     | 77%     | 80%     | 77%     | 83%     | 84%     | 85%     |
| Rest of region bus  | 82%     | 83%     | 82%     | 75%     | 83%     | 87%     | 84%     |



May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25 May '26



## Passengers most satisfied

- ✓ Aged 65 years+ (64%)/SuperGold card users (94%)
- ✓ Kapiti Line users (90%)



## Passengers most dissatisfied

- ✗ Wairarapa Line users (19%)

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

# Satisfaction with Ease 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 the ease of paying for public transport?

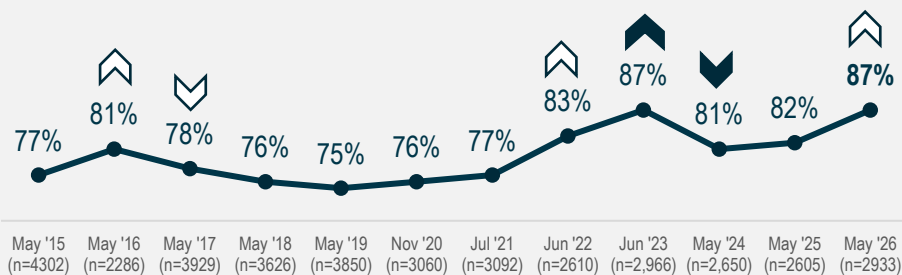
## May 2026 Results

Total satisfied  
**87%**

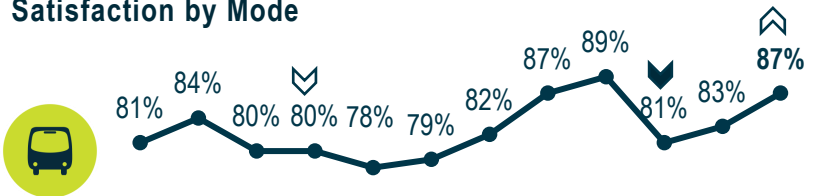
- 47% Very satisfied (9-10)
- 40% Satisfied (6-8)
- 5% Neither/nor (5)
- 6% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

Base: n=2,933 (All passengers who answered this question)

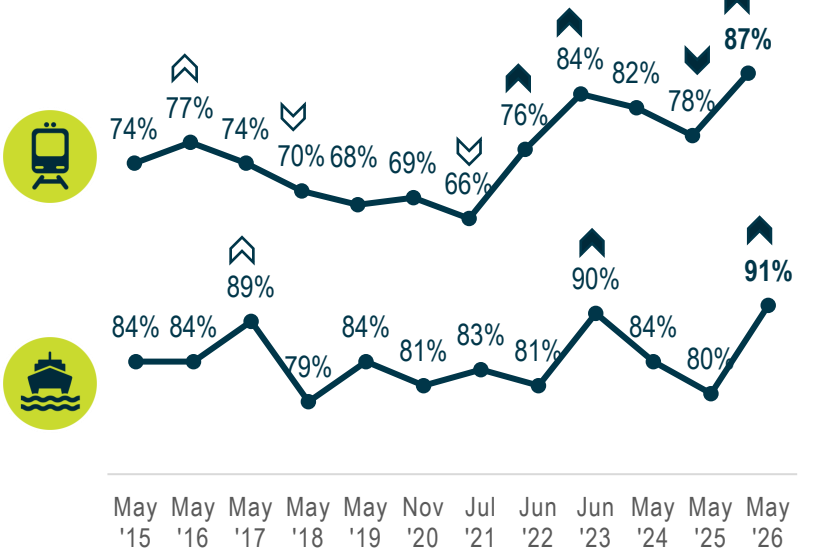
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 81%     | 82%     | 87%     | 90%     | 81%     | 82%     | 86%     |
| Rest of region bus  | 74%     | 82%     | 86%     | 85%     | 81%     | 84%     | 87%     |



Passengers most satisfied

- ✓ Aged 65 years+ (95%)



Passengers most dissatisfied

- ✗ Tertiary students (17%)
- ✗ Aged 18-24 years (16%)

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

Note: Wording of question was changed from 'convenience of paying' to 'ease of paying' in May 2026

# Satisfaction with Information about Delays or 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?

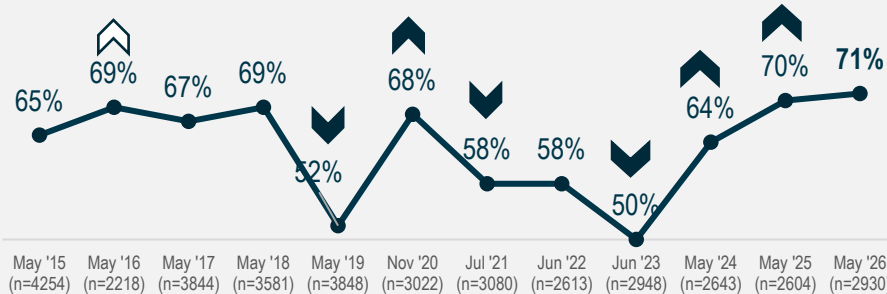
## May 2026 Results

Total satisfied  
**71%**

|     |                         |
|-----|-------------------------|
| 25% | Very satisfied (9-10)   |
| 46% | Satisfied (6-8)         |
| 11% | Neither/nor (5)         |
| 15% | Dissatisfied (2-4)      |
| 3%  | Very dissatisfied (0-1) |

Base: n=2,930 (All passengers who answered this question)

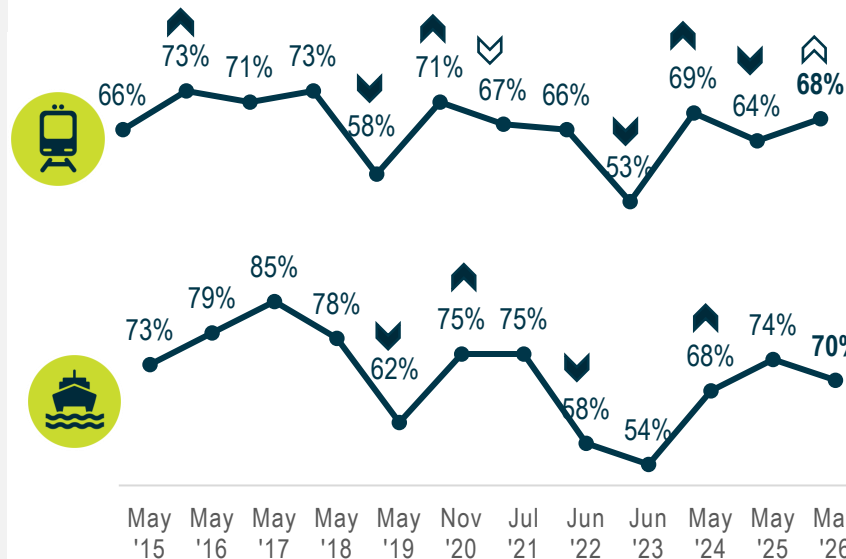
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 68%     | 53%     | 53%     | 47%     | 61%     | 70%     | 71%     |
| Rest of region bus  | 64%     | 56%     | 60%     | 50%     | 68%     | 77%     | 76%     |



## Passengers most satisfied

- ✓ SuperGold card users (84%)/aged 65 years+ (82%)
- ✓ NZ Bus passengers (77%)



## Passengers most dissatisfied

- ✗ Wairarapa Line users (31%)
- ✗ Peak time travellers (21%), especially afternoon/evening peak travellers (25%)
- ✗ Travelling for work (21%)

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

# Satisfaction with Ease of Understanding Information about Delays or Disruptions

Thinking about information about service delays, disruptions and diversions, how satisfied or dissatisfied are you with ease of understanding the information?

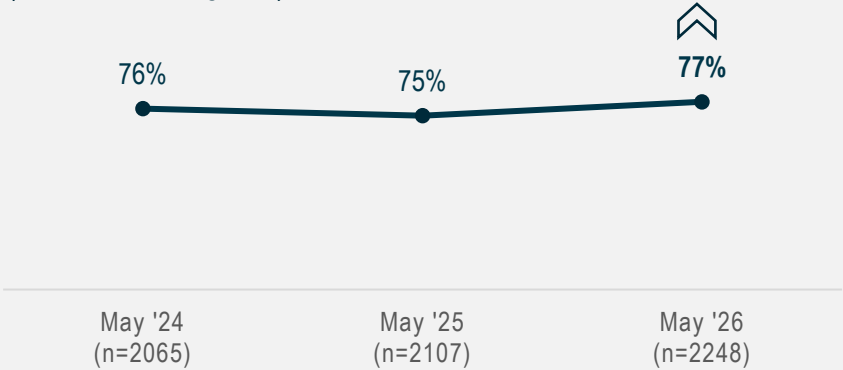
## May 2026 Results

Total satisfied  
**77%**

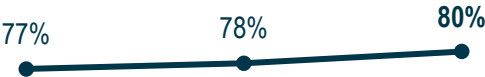
- 27% Very satisfied (9-10)
- 50% Satisfied (6-8)
- 11% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

Base: n=2,248 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|
| Wellington city bus | 77%     | 78%     | 79%     |
| Rest of region bus  | 78%     | 78%     | 80%     |



## Passengers most satisfied

- ✓ Aged 65 years+ (88%)
- ✓ Bus passengers (80%)



## Passengers most dissatisfied

- ✗ Train passengers (17%), especially Wairarapa Line users (24%)
- ✗ Travelling for work (16%)
- ✗ Peak time travellers (15%), especially afternoon/evening peak (18%)



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Satisfaction with Usefulness of Information about Delays or Disruptions

Thinking about information about service delays, disruptions and diversions, how satisfied or dissatisfied are you with usefulness of the information in helping plan your trip?

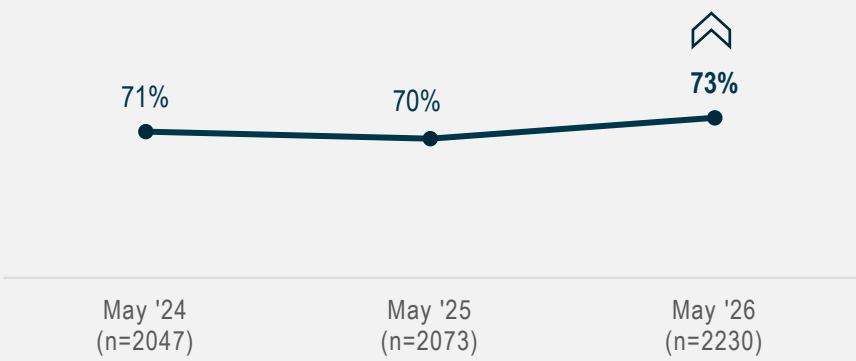
## May 2026 Results

Total satisfied  
**73%**

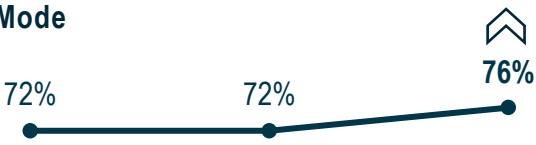
- 24% Very satisfied (9-10)
- 49% Satisfied (6-8)
- 12% Neither/nor (5)
- 12% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)

Base: n=2,230 (All passengers who answered this question)

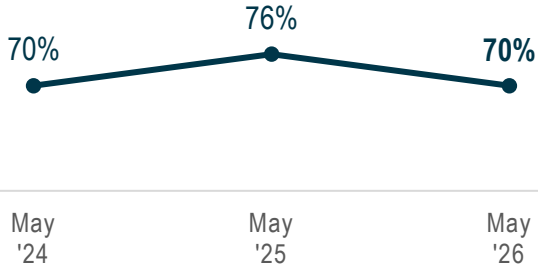
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|
| Wellington city bus | 72%     | 71%     | 75%     |
| Rest of region bus  | 75%     | 74%     | 79%     |



Passengers most satisfied

- ✓ Bus passengers (76%)



Passengers most dissatisfied

- ✗ Train passengers (21%), especially Wairarapa Line users (33%)
- ✗ Travelling for work (21%)
- ✗ Peak time travellers (19%), especially afternoon/evening peak (23%)

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

# Satisfaction with Information about Long-term Rail Improvement Projects

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 information available about long-term rail improvement projects

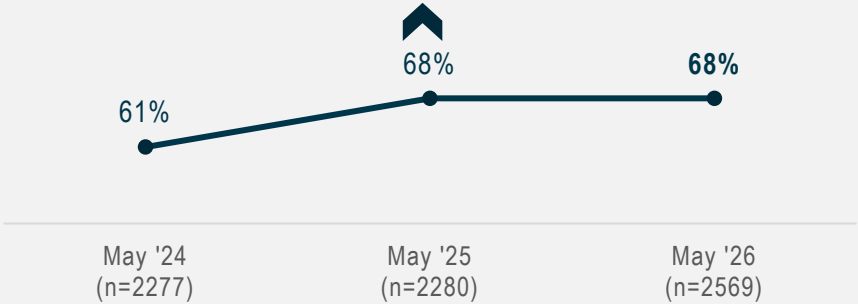
## May 2026 Results

Total satisfied  
**68%**

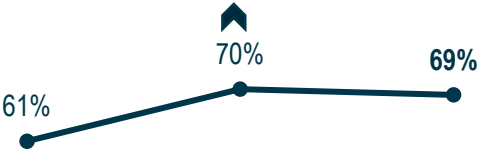
- 23% Very satisfied (9-10)
- 45% Satisfied (6-8)
- 15% Neither/nor (5)
- 14% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)

Base: n=2,569 (All passengers who answered this question)

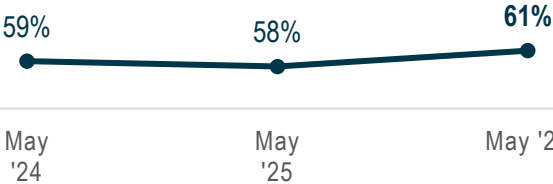
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|
| Wellington city bus | 57%     | 67%     | 65%     |
| Rest of region bus  | 70%     | 75%     | 77%     |



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ Aged 18-24 years (24%)

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

# Satisfaction with Information about Delays or Disruptions Received in Time to be Useful

Thinking about information about service delays, disruptions and diversions, how satisfied or dissatisfied are you with information being received in time to be useful?

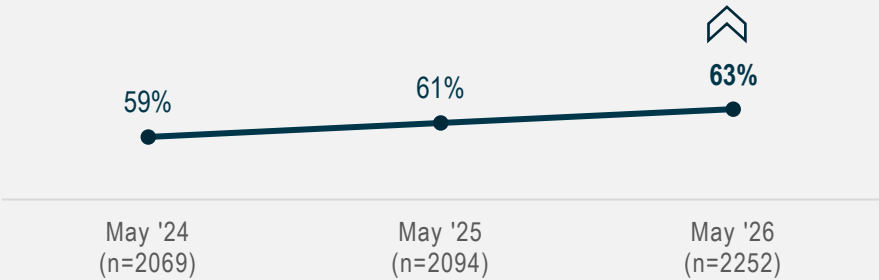
## May 2026 Results

Total satisfied  
63%

- 18% Very satisfied (9-10)
- 45% Satisfied (6-8)
- 14% Neither/nor (5)
- 18% Dissatisfied (2-4)
- 5% Very dissatisfied (0-1)

Base: n=2,252 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|
| Wellington city bus | 58%     | 62%     | 65%     |
| Rest of region bus  | 61%     | 63%     | 67%     |



Passengers most satisfied

- ✓ SuperGold card users (78%)/aged 65 years+ (77%)



Passengers most dissatisfied

- ✗ Wairarapa Line users (38%)
- ✗ Afternoon/evening peak travellers (30%)
- ✗ Travelling for work (29%)
- ✗ Train passengers (28%)

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

# Satisfaction with Provision of Bus Services that Replace Trains

Thinking about the Wellington passenger train services over the last six months, overall how satisfied or dissatisfied are you with the provision of bus services that replace trains?

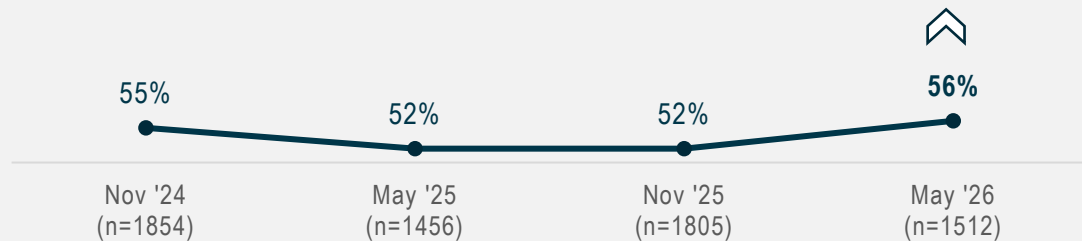
## May 2026 Results

Total satisfied  
**56%**

|     |                         |
|-----|-------------------------|
| 19% | Very satisfied (9-10)   |
| 37% | Satisfied (6-8)         |
| 12% | Neither/nor (5)         |
| 22% | Dissatisfied (2-4)      |
| 10% | Very dissatisfied (0-1) |

Base: n=1,512 (All train passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)

Note: Question asked of train passengers only. Question also asked in Rail Only survey conducted annually in November



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

# Perceptions of Public Transport System Overall Over Time – Bus Passengers

*Time Series Summary (Total satisfied %)*



|                                                               | Total Bus   |             |             |             |             |             |             |
|---------------------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|                                                               | Nov<br>2020 | Jul<br>2021 | Jun<br>2022 | Jun<br>2023 | May<br>2024 | May<br>2025 | May<br>2026 |
| <b>Public transport system overall</b>                        | <b>83</b>   | <b>75</b>   | <b>81</b>   | <b>74</b>   | <b>79</b>   | <b>82</b>   | <b>83</b>   |
| Ease of using public transport services                       | 84          | 74          | 80          | 72          | 83          | 86          | <b>90</b>   |
| Ease of getting information                                   | 82          | 75          | 76          | 75          | 84          | 87          | <b>87</b>   |
| Convenience/ease of paying                                    | 79          | 82          | 87          | 89          | 81          | 83          | <b>87</b>   |
| Travel time                                                   | 82          | 78          | 80          | 77          | 83          | 85          | <b>84</b>   |
| Ease of understanding info about delays, disruptions          | *           | *           | *           | *           | 77          | 78          | <b>80</b>   |
| Usefulness of info about delays, disruptions                  | *           | *           | *           | *           | 72          | 72          | <b>76</b>   |
| Info about delays, disruptions                                | 67          | 54          | 54          | 48          | 62          | 72          | <b>72</b>   |
| Info available about long-term rail improvement projects      | *           | *           | *           | *           | 61          | 70          | <b>69</b>   |
| Info about delays, disruptions, received in time to be useful | *           | *           | *           | *           | 58          | 62          | <b>65</b>   |
| <b>Net Promoter Score</b>                                     | <b>+26</b>  | <b>+7</b>   | <b>+15</b>  | <b>+2</b>   | <b>+19</b>  | <b>+19</b>  | <b>+27</b>  |

# Perceptions of Public Transport System Overall Over Time – Bus Passengers

*Time Series Summary (Total satisfied %)*



|                                                               | Wellington City Bus |           |            |           |            |            |            | Rest of Region Bus |           |            |           |            |            |            |
|---------------------------------------------------------------|---------------------|-----------|------------|-----------|------------|------------|------------|--------------------|-----------|------------|-----------|------------|------------|------------|
|                                                               | Nov 2020            | Jul 2021  | Jun 2022   | Jun 2023  | May 2024   | May 2025   | May 2026   | Nov 2020           | Jul 2021  | Jun 2022   | Jun 2023  | May 2024   | May 2025   | May 2026   |
| <b>Public transport system overall</b>                        | <b>83</b>           | <b>74</b> | <b>80</b>  | <b>74</b> | <b>78</b>  | <b>80</b>  | <b>83</b>  | <b>80</b>          | <b>78</b> | <b>85</b>  | <b>74</b> | <b>79</b>  | <b>85</b>  | <b>85</b>  |
| Ease of using public transport services                       | 85                  | 73        | 79         | 72        | 83         | 86         | 90         | 82                 | 76        | 83         | 71        | 84         | 88         | 90         |
| Ease of getting information                                   | 83                  | 75        | 76         | 75        | 84         | 86         | 87         | 79                 | 78        | 77         | 75        | 85         | 91         | 87         |
| Travel time                                                   | 82                  | 77        | 80         | 77        | 83         | 84         | 85         | 82                 | 83        | 82         | 75        | 83         | 87         | 84         |
| Convenience/ease of paying                                    | 81                  | 82        | 87         | 90        | 81         | 82         | 86         | 74                 | 82        | 86         | 85        | 81         | 84         | 87         |
| Ease of understanding info about delays, disruptions          | *                   | *         | *          | *         | 77         | 78         | 79         | *                  | *         | *          | *         | 78         | 78         | 80         |
| Usefulness of info about delays, disruptions                  | *                   | *         | *          | *         | 72         | 71         | 75         | *                  | *         | *          | *         | 75         | 74         | 79         |
| Info about delays, disruptions                                | 68                  | 53        | 53         | 47        | 61         | 70         | 71         | 64                 | 56        | 60         | 50        | 68         | 77         | 76         |
| Info available about long-term rail improvement projects      | *                   | *         | *          | *         | 57         | 67         | 65         | *                  | *         | *          | *         | 70         | 75         | 77         |
| Info about delays, disruptions, received in time to be useful | *                   | *         | *          | *         | 58         | 62         | 65         | *                  | *         | *          | *         | 61         | 63         | 67         |
| <b>Net Promoter Score</b>                                     | <b>+28</b>          | <b>+6</b> | <b>+13</b> | <b>+1</b> | <b>+18</b> | <b>+18</b> | <b>+25</b> | <b>+18</b>         | <b>+9</b> | <b>+24</b> | <b>+3</b> | <b>+22</b> | <b>+23</b> | <b>+31</b> |

# Perceptions of Public Transport System Overall Over Time – Train Passengers

*Time Series Summary (Total satisfied %)*



|                                                                 | Train      |            |            |           |            |           |            |
|-----------------------------------------------------------------|------------|------------|------------|-----------|------------|-----------|------------|
|                                                                 | Nov 2020   | Jul 2021   | Jun 2022   | Jun 2023  | May 2024   | May 2025  | May 2026   |
| <b>Public transport system overall</b>                          | <b>84</b>  | <b>81</b>  | <b>88</b>  | <b>76</b> | <b>79</b>  | <b>75</b> | <b>80</b>  |
| Convenience/ease of paying                                      | 69         | 66         | 76         | 84        | 82         | 78        | <b>87</b>  |
| Ease of using public transport services                         | 86         | 82         | 83         | 73        | 82         | 81        | <b>85</b>  |
| Ease of getting information                                     | 86         | 81         | 81         | 71        | 84         | 80        | <b>85</b>  |
| Travel time                                                     | 88         | 88         | 88         | 79        | 84         | 80        | <b>83</b>  |
| Ease of understanding info about delays, disruptions            | *          | *          | *          | *         | 74         | 72        | <b>73</b>  |
| Information about delays, disruptions                           | 71         | 67         | 66         | 53        | 69         | 64        | <b>68</b>  |
| Usefulness of information about delays, disruptions             | *          | *          | *          | *         | 68         | 65        | <b>66</b>  |
| Information available about long-term rail improvement projects | *          | *          | *          | *         | 64         | 65        | <b>66</b>  |
| Information about delays, disruptions, received in time         | *          | *          | *          | *         | 60         | 57        | <b>59</b>  |
| Provision of bus services that replace trains                   | *          | *          | *          | *         | *          | 52        | <b>56</b>  |
| <b>Net Promoter Score</b>                                       | <b>+33</b> | <b>+28</b> | <b>+26</b> | <b>+7</b> | <b>+15</b> | <b>+6</b> | <b>+18</b> |

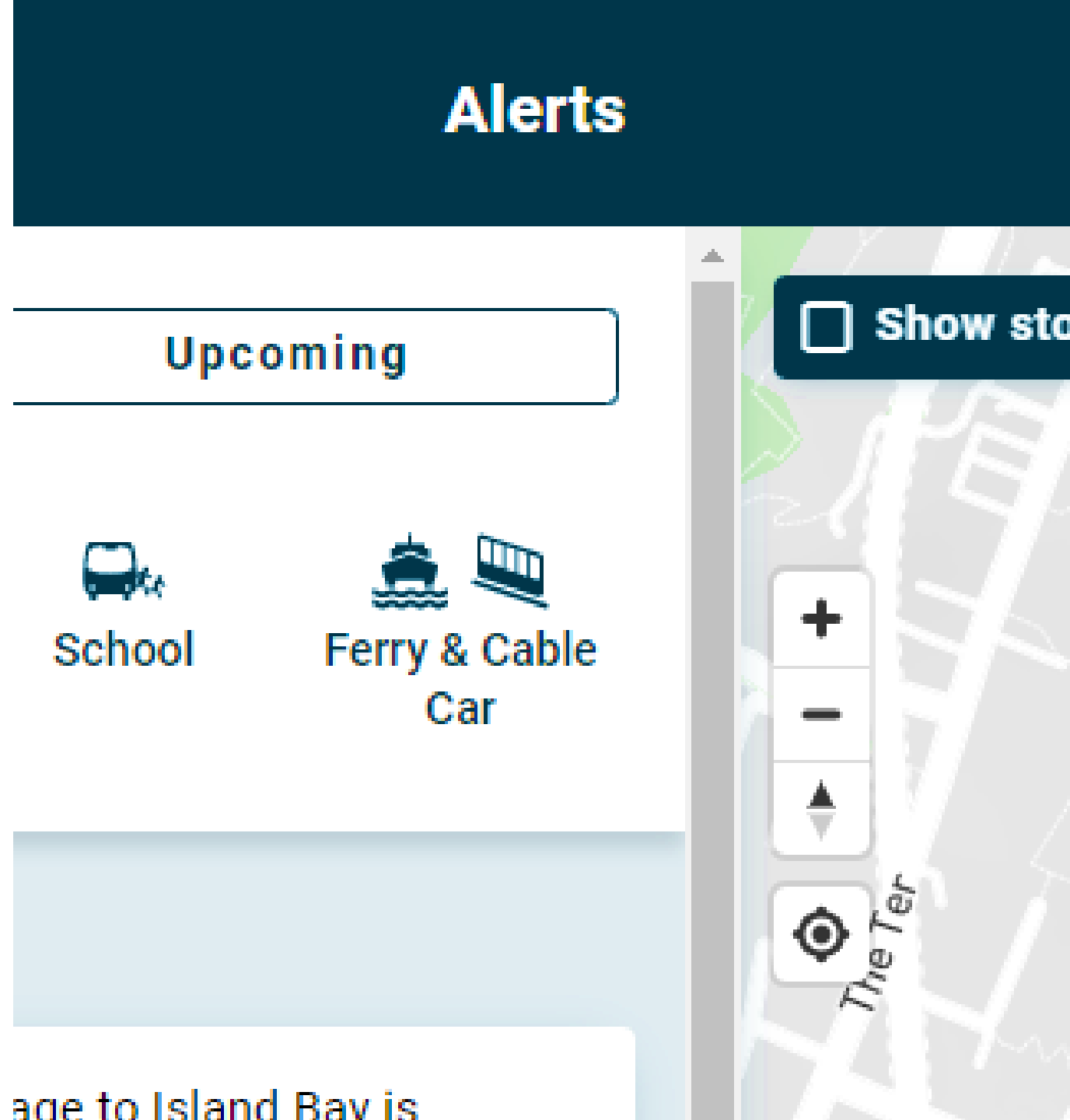
# Perceptions of Public Transport System Overall Over Time – Ferry Passengers

*Time Series Summary (Total satisfied %)*



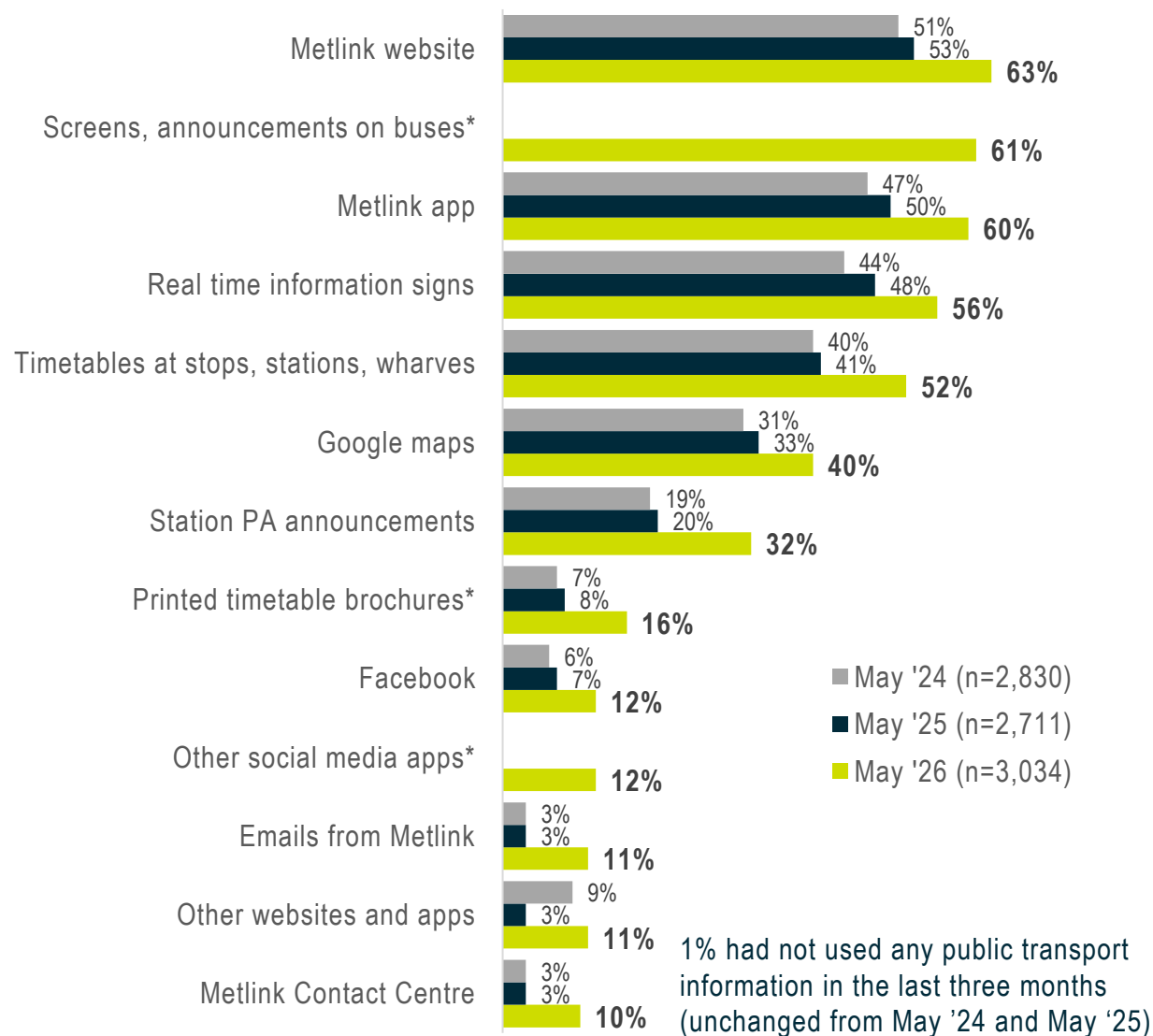
|                                                          | Ferry      |            |            |           |            |            |            |
|----------------------------------------------------------|------------|------------|------------|-----------|------------|------------|------------|
|                                                          | Nov 2020   | Jul 2021   | Jun 2022   | Jun 2023  | May 2025   | May 2025   | May 2026   |
| <b>Public transport system overall</b>                   | <b>90</b>  | <b>80</b>  | <b>78</b>  | <b>71</b> | <b>75</b>  | <b>80</b>  | <b>84</b>  |
| Convenience/ease of paying                               | 81         | 83         | 81         | 90        | 84         | 80         | 91         |
| Ease of getting information                              | 85         | 80         | 78         | 78        | 80         | 84         | 90         |
| Travel time                                              | 84         | 86         | 87         | 79        | 85         | 88         | 88         |
| Ease of using public transport services                  | 86         | 81         | 70         | 67        | 78         | 83         | 83         |
| Ease of understanding info about delays, disruptions     | *          | *          | *          | *         | 70         | 75         | 82         |
| Info about delays, disruptions                           | 75         | 75         | 58         | 54        | 68         | 74         | 70         |
| Usefulness of info about delays, disruptions             | *          | *          | *          | *         | 70         | 76         | 70         |
| Info available about long-term rail improvement projects | *          | *          | *          | *         | 59         | 58         | 61         |
| Info about delays, disruptions, received in time         | *          | *          | *          | *         | 57         | 56         | 58         |
| <b>Net Promoter Score</b>                                | <b>+26</b> | <b>+19</b> | <b>+22</b> | <b>+8</b> | <b>+22</b> | <b>+14</b> | <b>+16</b> |

# Passenger Perspectives on Public Transport Information



# Use of Public Transport Information

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

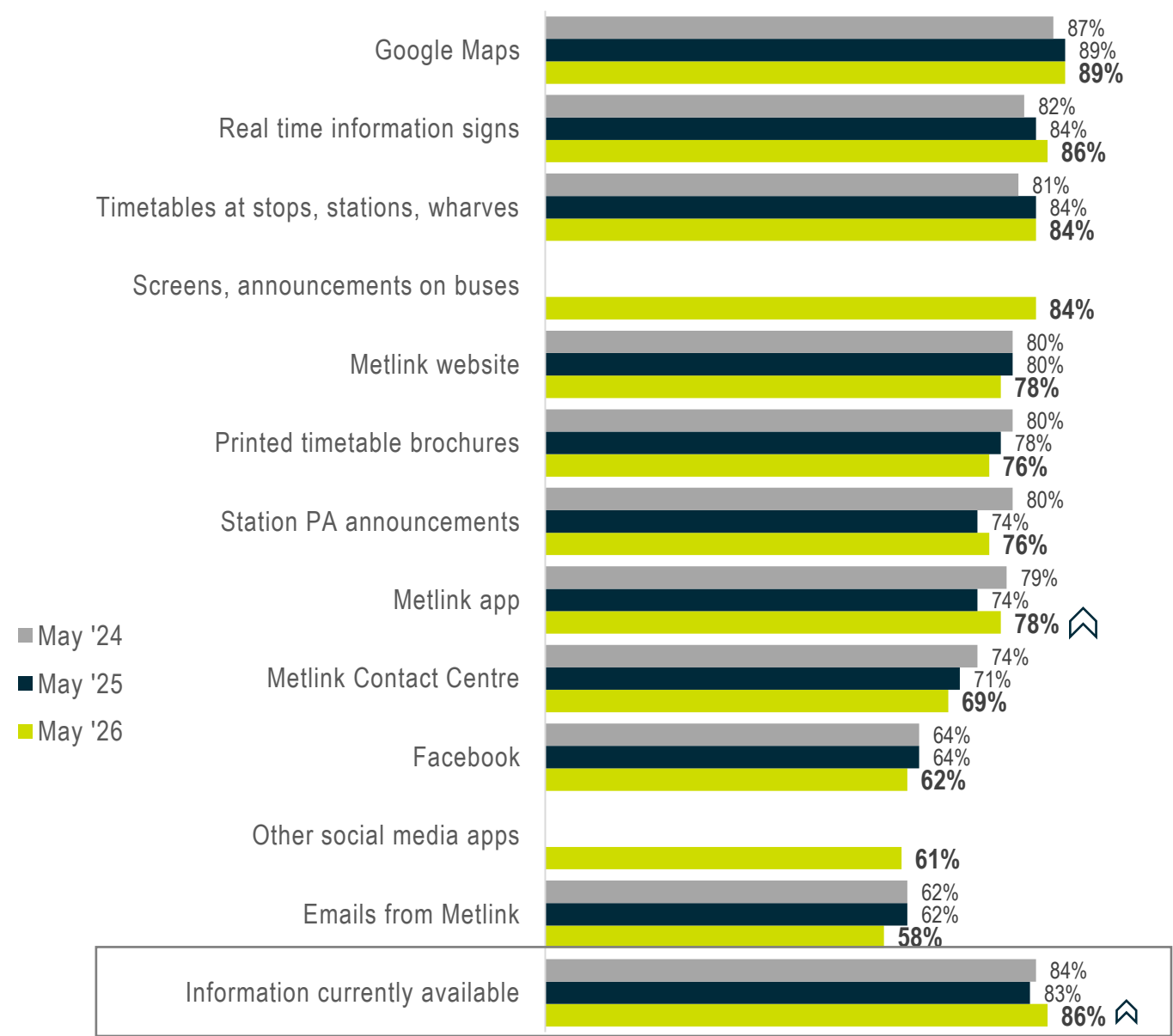


The increasing need for up-to-date travel information is reflected in higher use of most public transport information sources over the past 12 months. The largest increases have been for the Metlink website (63%, up from 53%), the Metlink app (60%, up from 50%), and real time information signs (56%, up from 48%).

The Metlink website remains the most frequently used source of public transport information, used by 63% of public transport users over the last three months – including 75% of train passengers and 74% of those using ferries. Screens and announcements on buses (61%) and the Metlink app (60% - including 77% of ferry users) are also frequently used.

Use of more traditional information sources has also increased, with timetables at stops, stations and wharves rising from 41% to 52%, while use of printed timetable brochures increased from 8% to 16%.

# Satisfaction with Sources of Public Transport Information



Overall satisfaction with public transport information currently available has improved over the last 12 months, up from 83% to 86% in May '26. Across the information channels, improvements are most notable for the Metlink app, with 78% of users satisfied this year, compared with 74% in May '25.

Google Maps continues to receive the highest satisfaction ratings, with 89% of users satisfied. Satisfaction is also high for RTI signs (86%), timetables at stops, stations and wharves (84%), and screens and announcements on buses (84%).

While satisfaction is generally high across most information sources, emails from Metlink (58%), other social media apps (61%), and Facebook (62%) continue to receive the lowest satisfaction ratings.

While overall satisfaction remains high, passengers continue to identify opportunities to improve public transport information. Despite improved ratings compared with 12 months ago, the most frequently mentioned suggestion is improved functionality of the Metlink app. More accurate RTI signs and better communication about delays at stops and stations are also frequently mentioned. Priorities vary by mode, with ferry passengers generally identifying the greatest need for improvements across most information channels.

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?

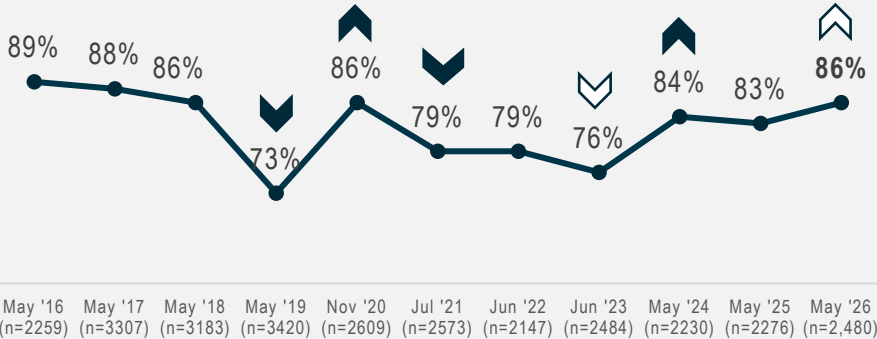
## May 2026 Results

Total satisfied  
86%

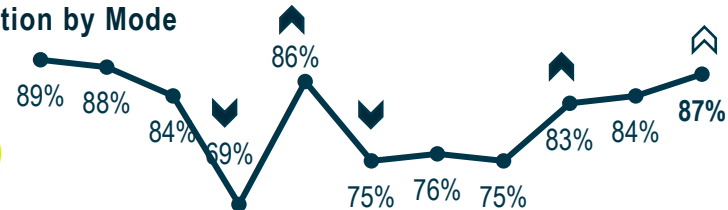
- 27% Very satisfied (9-10)
- 59% Satisfied (6-8)
- 9% Neither/nor (5)
- 5% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=2,480 (All passengers who answered this question)

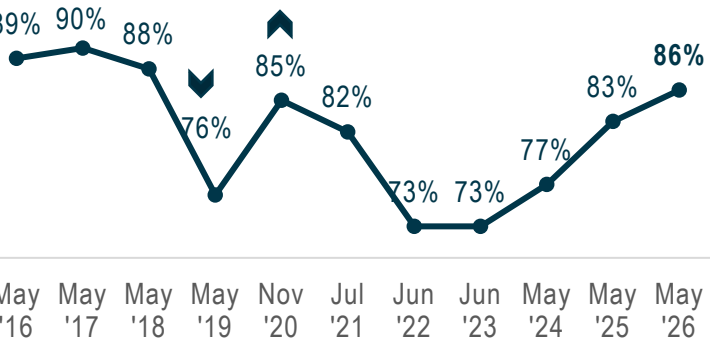
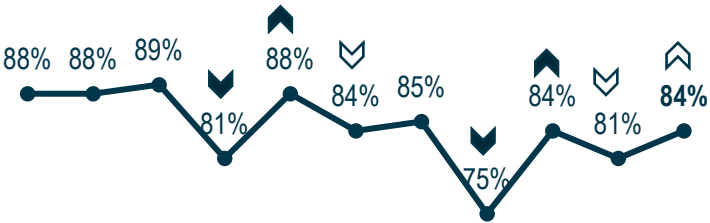
## Satisfaction Over Time (All modes, weighted)



## Satisfaction by Mode



|                     | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
|---------------------|---------|---------|---------|---------|---------|---------|---------|
| Wellington city bus | 86%     | 74%     | 75%     | 75%     | 83%     | 83%     | 86%     |
| Rest of region bus  | 83%     | 80%     | 82%     | 78%     | 84%     | 87%     | 89%     |



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

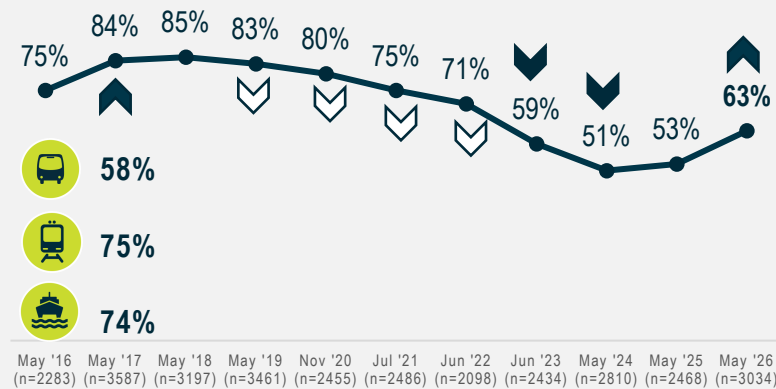
✗ Wairarapa Line users (12%)

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

# Use of, and Satisfaction with, Metlink Website

## Use In Last 3 Months

### Use Over Time



### User Profile

- ✓ Wairarapa Line users (82%)
- ✓ Train passengers (75%)
- ✓ Māori (75%)
- ✓ Evening peak travellers (70%)

### Non-User Profile

- ✗ Bus passengers (58%)
- ✗ Weekend travellers (52%)

## Satisfaction

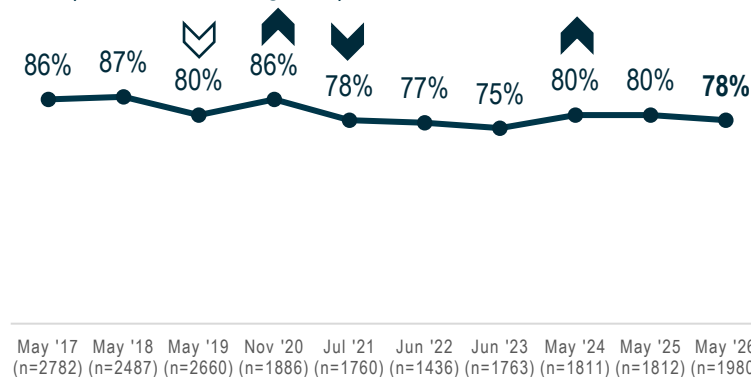
### May 2026 Results

**Total satisfied**  
**78%**

|     |                         |
|-----|-------------------------|
| 32% | Very satisfied (9-10)   |
| 46% | Satisfied (6-8)         |
| 11% | Neither/nor (5)         |
| 8%  | Dissatisfied (2-4)      |
| 3%  | Very dissatisfied (0-1) |

Base: n=1,980 (All passengers who answered this question)

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



**Passengers most satisfied**

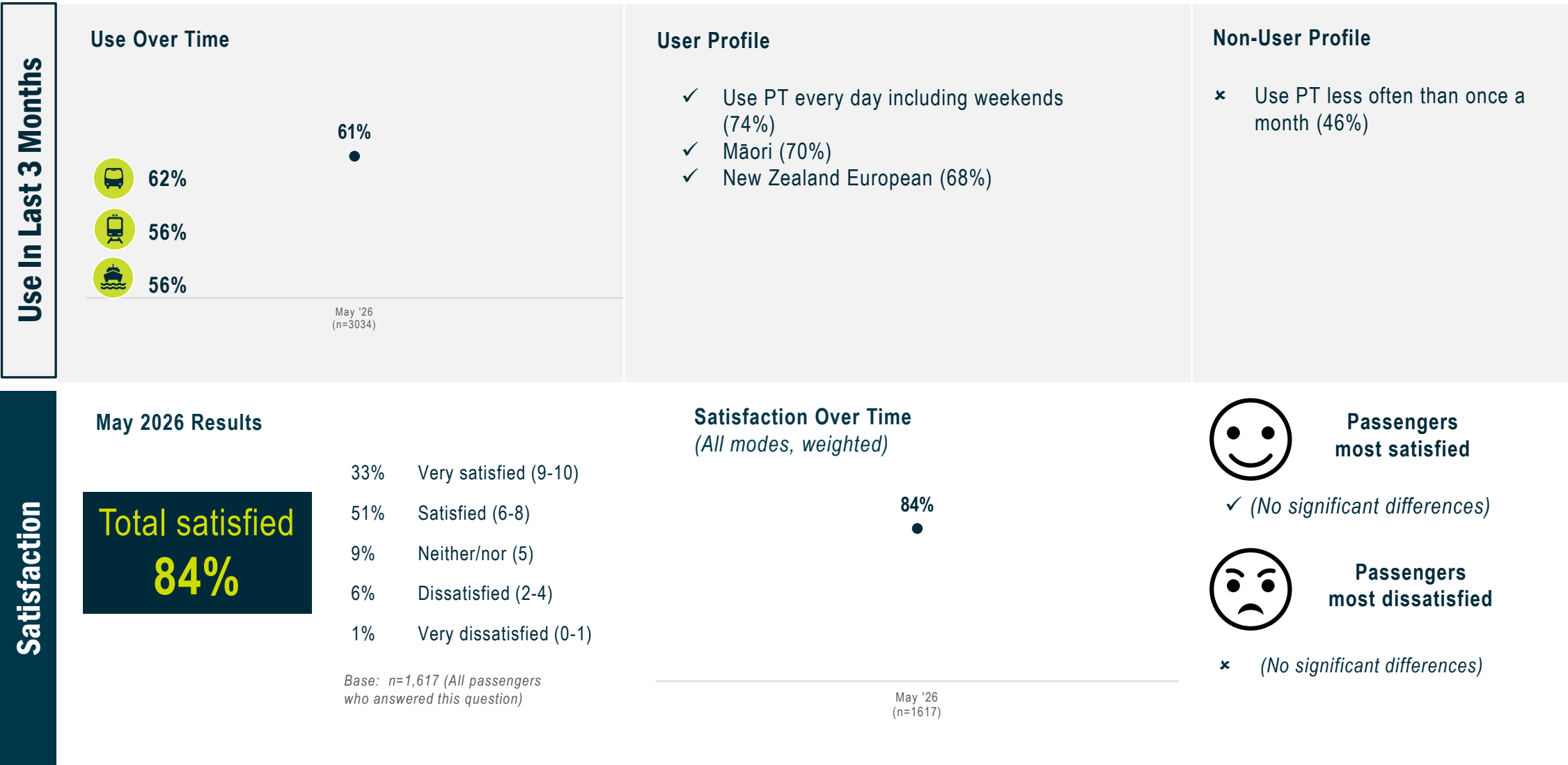
✓ (No significant differences)



**Passengers most dissatisfied**

✗ (No significant differences)

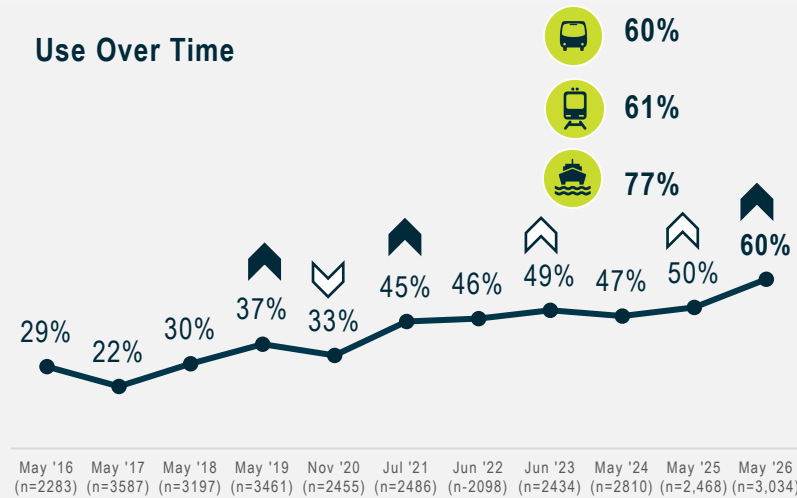
# Use of, and Satisfaction with, Screens and Announcements on Buses



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

# Use of, and Satisfaction with, Metlink App

## Use In Last 3 Months



## User Profile

- ✓ Ferry passengers (77%)
- ✓ Aged 18-24 years (71%)
- ✓ New Zealand European (65%)

## Non-User Profile

- ✗ Travelling to visit friends and relatives (51%)
- ✗ Aged 65 years+ (50%)
- ✗ Use PT less often than once a month (43%)

## Satisfaction

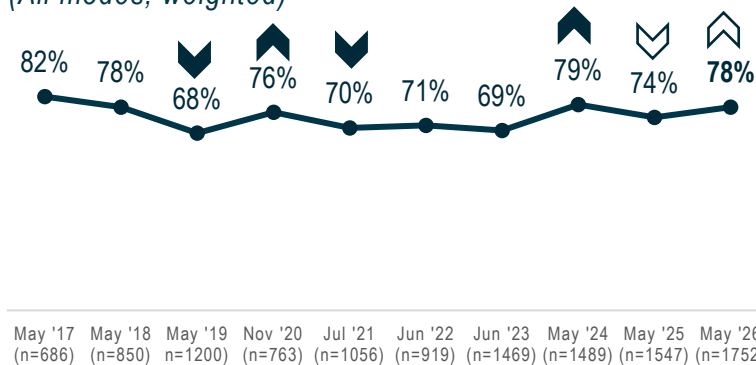
### May 2026 Results

**Total satisfied**  
**78%**

- 34% Very satisfied (9-10)
- 44% Satisfied (6-8)
- 8% Neither/nor (5)
- 11% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)

Base: n=1,752 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



**Passengers most satisfied**

- ✓ (No significant differences)



**Passengers most dissatisfied**

- ✗ (No significant differences)

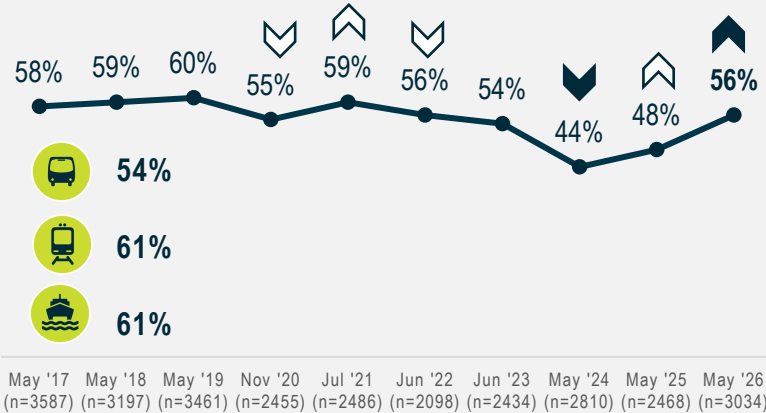


Denotes statistically significant change of 5 percentage points or less  
Denotes statistically significant change of more than 5 percentage points

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

Use In Last 3 Months

## Use Over Time



## User Profile

- ✓ New Zealand European (65%)
- ✓ Evening peak travellers (61%)

## Non-User Profile

- ✗ Use PT less often than once a month (44%)

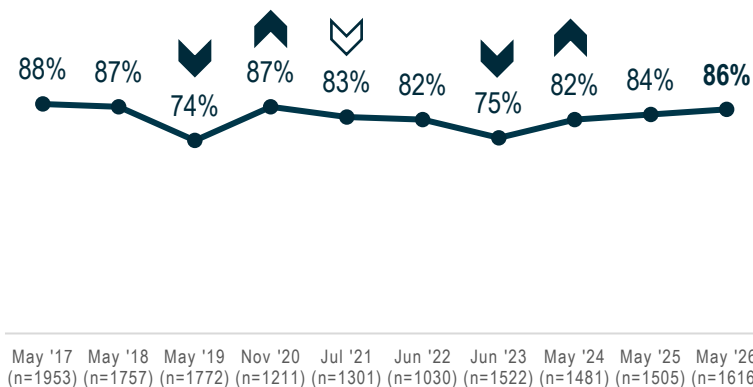
## May 2026 Results

Total satisfied  
**86%**

- 33% Very satisfied (9-10)
- 53% Satisfied (6-8)
- 8% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=1,616 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Passengers most satisfied

- ✓ (No significant differences)



Passengers most dissatisfied

- ✗ Wairarapa Line users (17%)

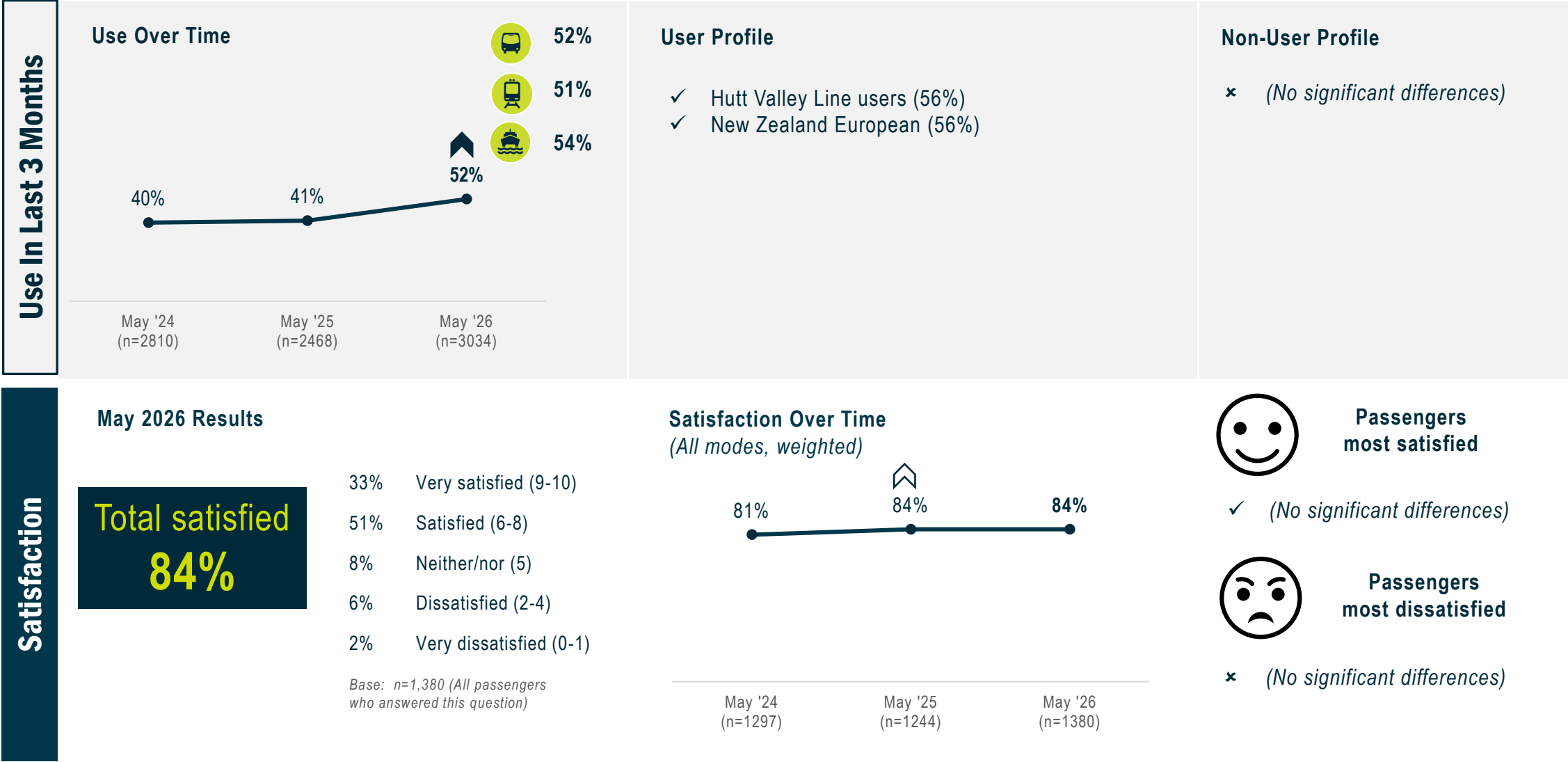


Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

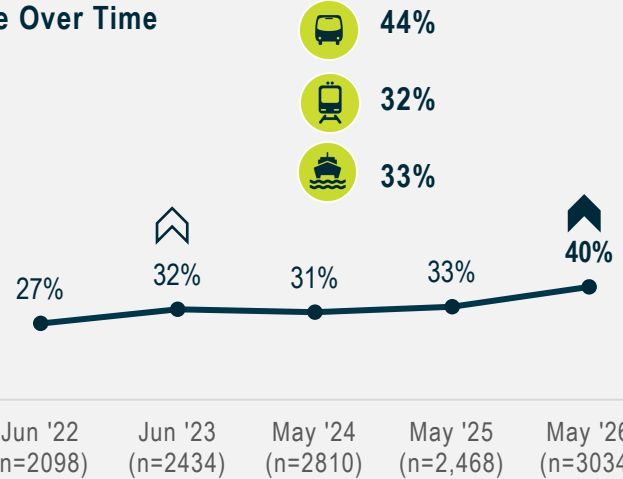
# Use of, and Satisfaction with, Timetables at Stops, Stations and Wharves



# Use of, and Satisfaction with, Google Maps

Use In Last 3 Months

## Use Over Time



## User Profile

- ✓ Aged 25-34 years (61%) or 18-24 years (55%)
- ✓ Asian (60%)
- ✓ Use PT every day including weekends (57%)
- ✓ Weekend travellers (50%)
- ✓ Bus passengers (44%), especially NZ Bus users (47%)

## Non-User Profile

- ✗ Train passengers (32%)
- ✗ Aged 45 years+ (23%)

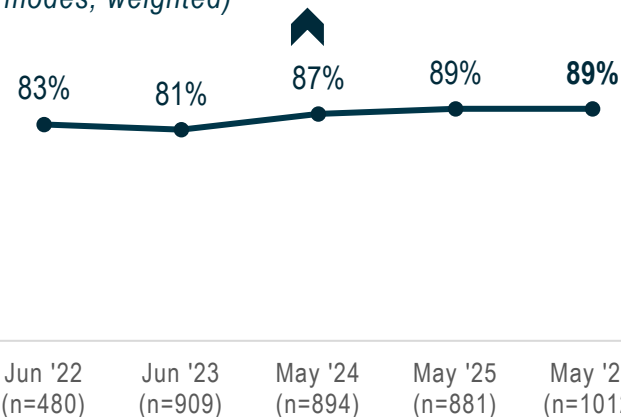
## May 2026 Results

Total satisfied  
**89%**

- 44% Very satisfied (9-10)
- 45% Satisfied (6-8)
- 6% Neither/nor (5)
- 4% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=1,012 (All passengers who answered this question)

## Satisfaction Over Time (All modes, weighted)



Passengers most satisfied

✓ (No significant differences)



Passengers most dissatisfied

✗ (No significant differences)

Satisfaction

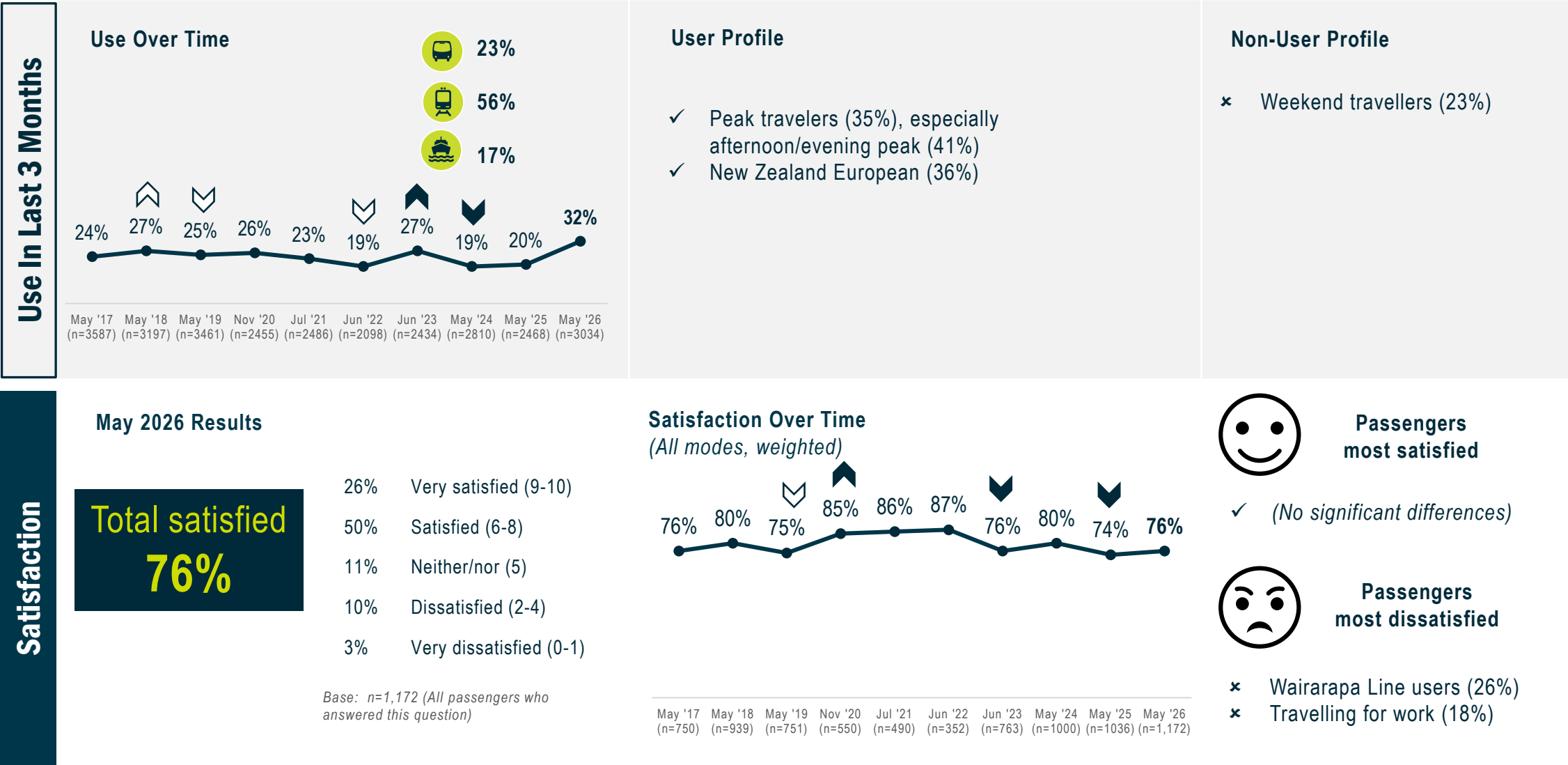


Denotes statistically significant change of 5 percentage points or less

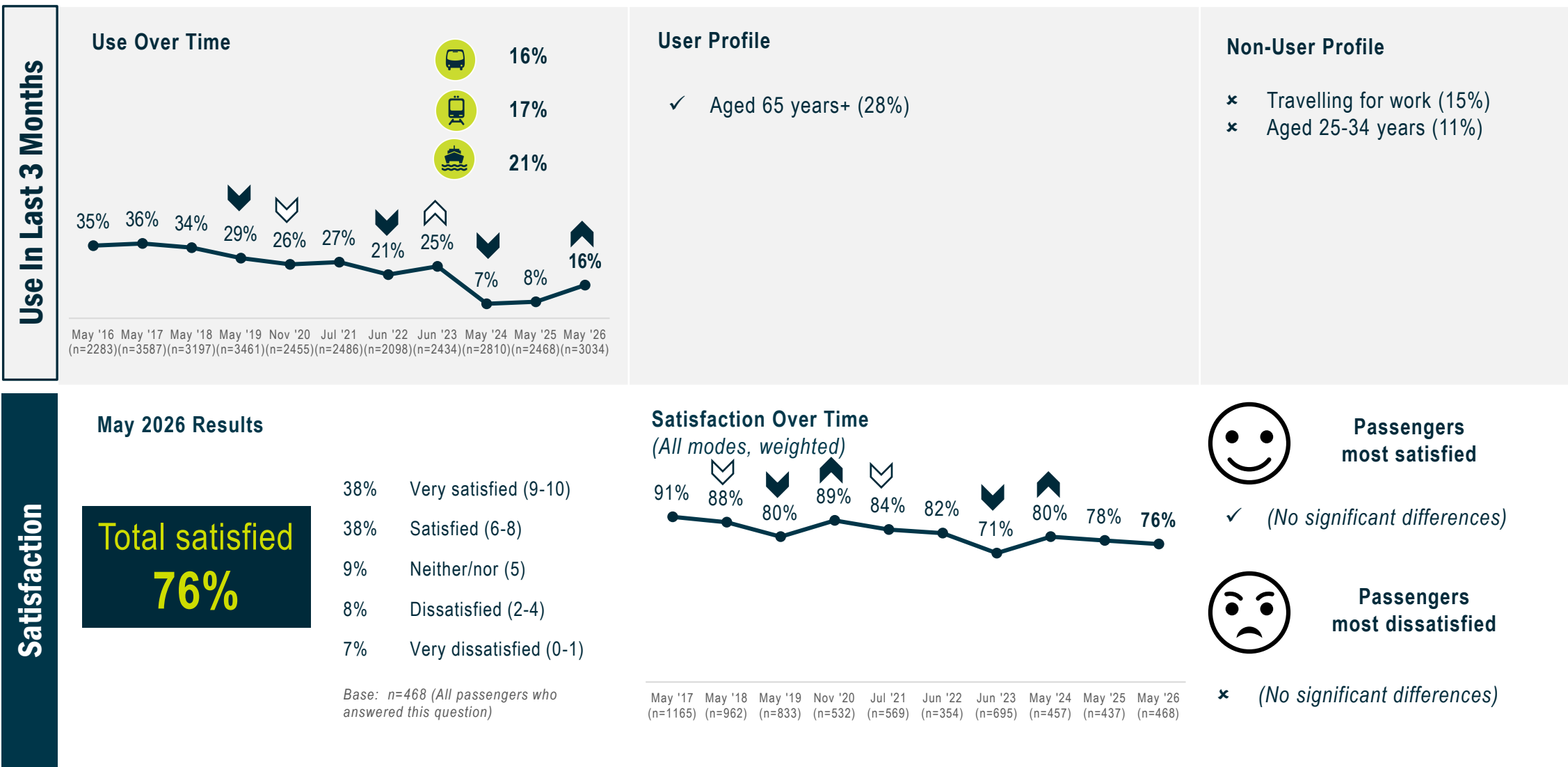


Denotes statistically significant change of more than 5 percentage points

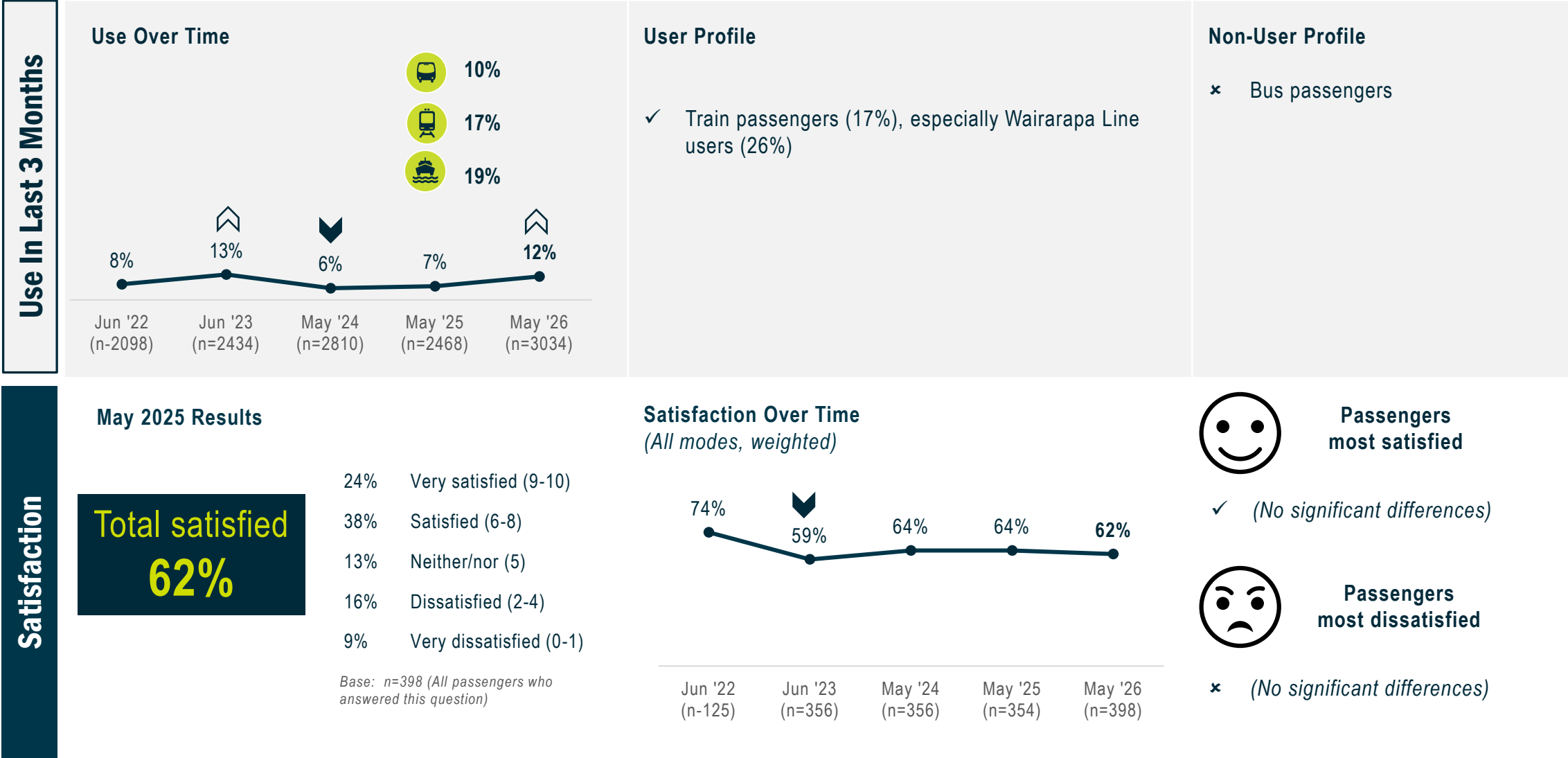
# Use of, and Satisfaction with, Station PA Announcements



# Use of, and Satisfaction with, Printed Timetable Brochures



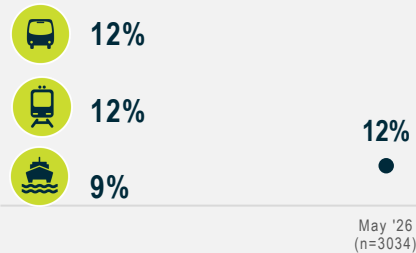
# Use of, and Satisfaction with, Facebook



# Use of, and Satisfaction with, Other Social Media Apps

## Use In Last 3 Months

### Use Over Time



### User Profile

- ✓ Travelling for school (24%)
- ✓ Asian (21%)
- ✓ Aged 18-24 years (18%)

### Non-User Profile

✗ (No significant differences)

## Satisfaction

### May 2026 Results

**Total satisfied  
61%**

|     |                         |
|-----|-------------------------|
| 25% | Very satisfied (9-10)   |
| 36% | Satisfied (6-8)         |
| 17% | Neither/nor (5)         |
| 14% | Dissatisfied (2-4)      |
| 8%  | Very dissatisfied (0-1) |

Base: n=316 (All passengers who answered this question)

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

61%

May '26  
(n=316)



**Passengers  
most satisfied**

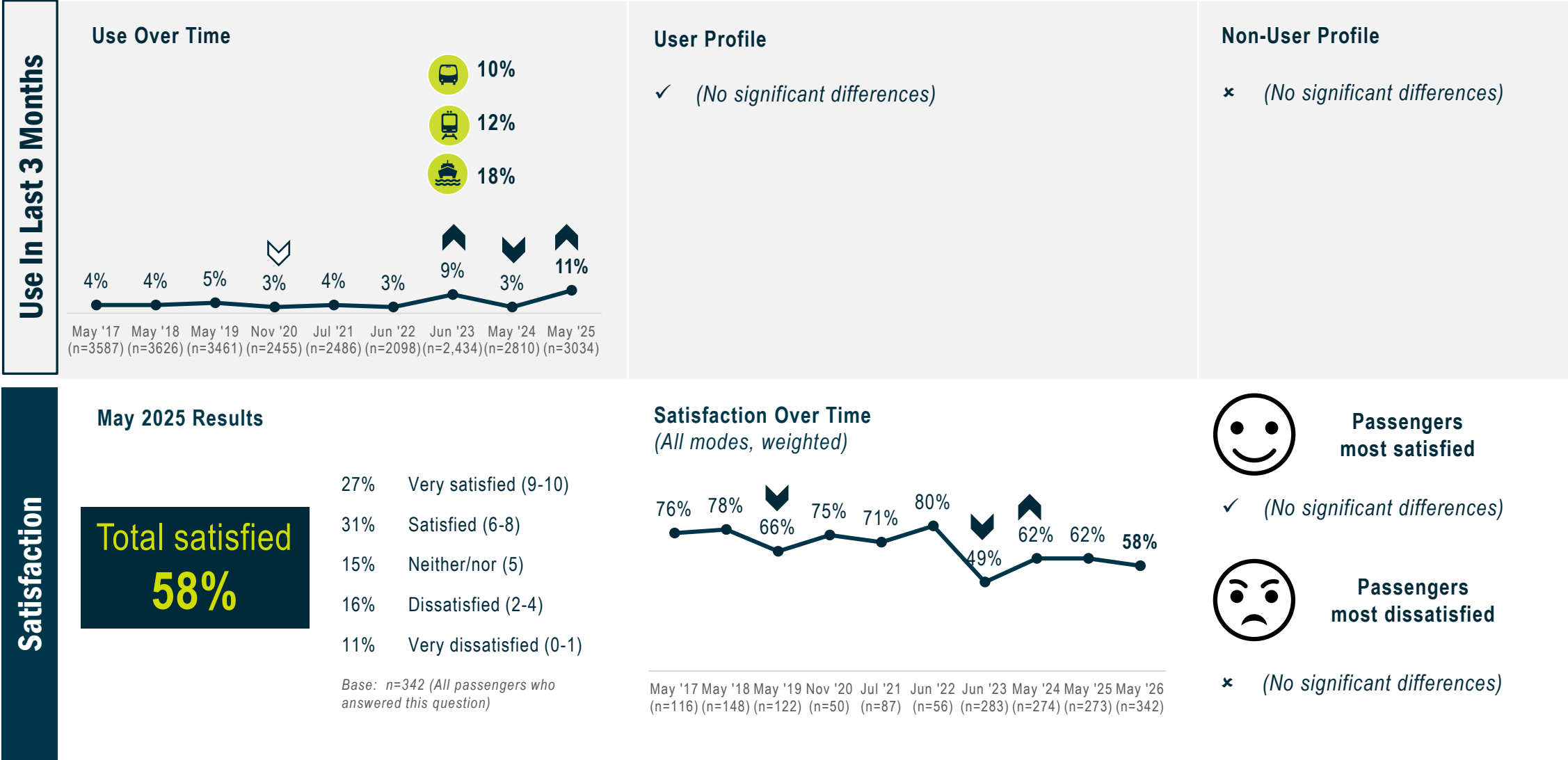
✓ (No significant differences)



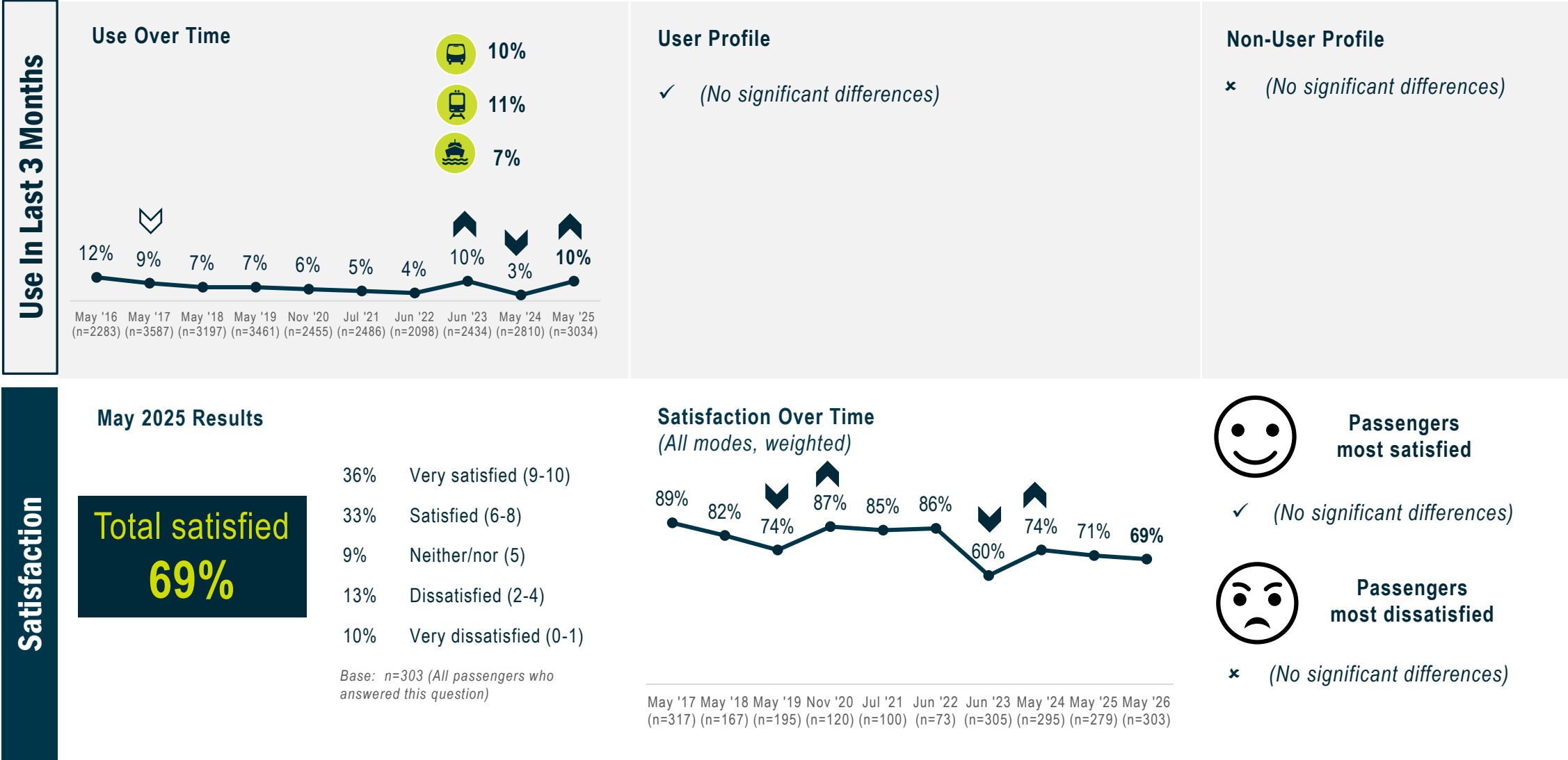
**Passengers  
most dissatisfied**

✗ (No significant differences)

# Use of, and Satisfaction with, Emails from Metlink



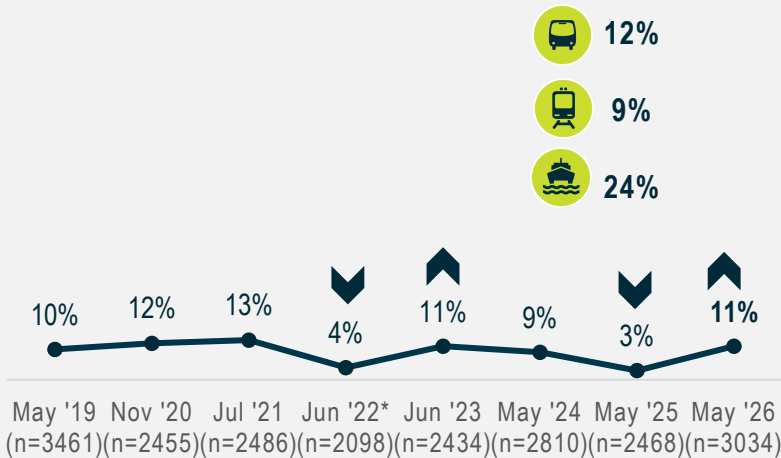
# Use of, and Satisfaction with, Metlink Contact Centre



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

Use In Last 3 Months

## Use Over Time



## User Profile

✓ (No significant differences)

## Non-User Profile

✗ (No significant differences)

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**

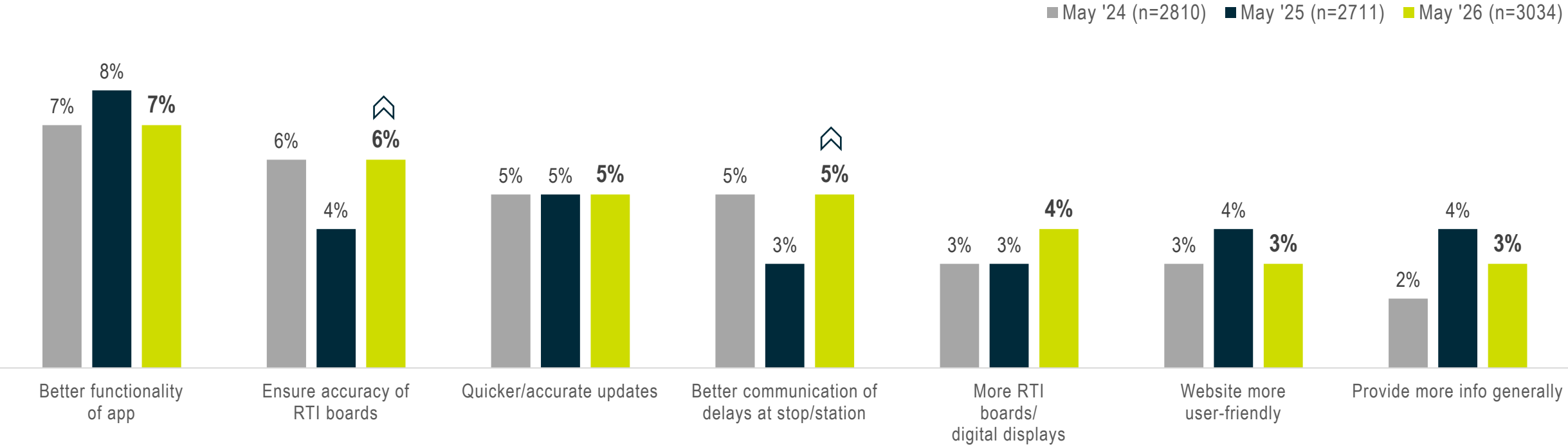
|                       |      |
|-----------------------|------|
| Catchy.nz/Catchy app  | n=31 |
| Apple maps            | n=24 |
| Transit app           | n=23 |
| East By West website  | n=7  |
| Bus Stoppa app        | n=4  |
| Wellington trains app | n=4  |

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

Arrows denote statistically significant change from previous year.

# Suggested Improvements to Public Transport Information

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



Base: All respondents

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.



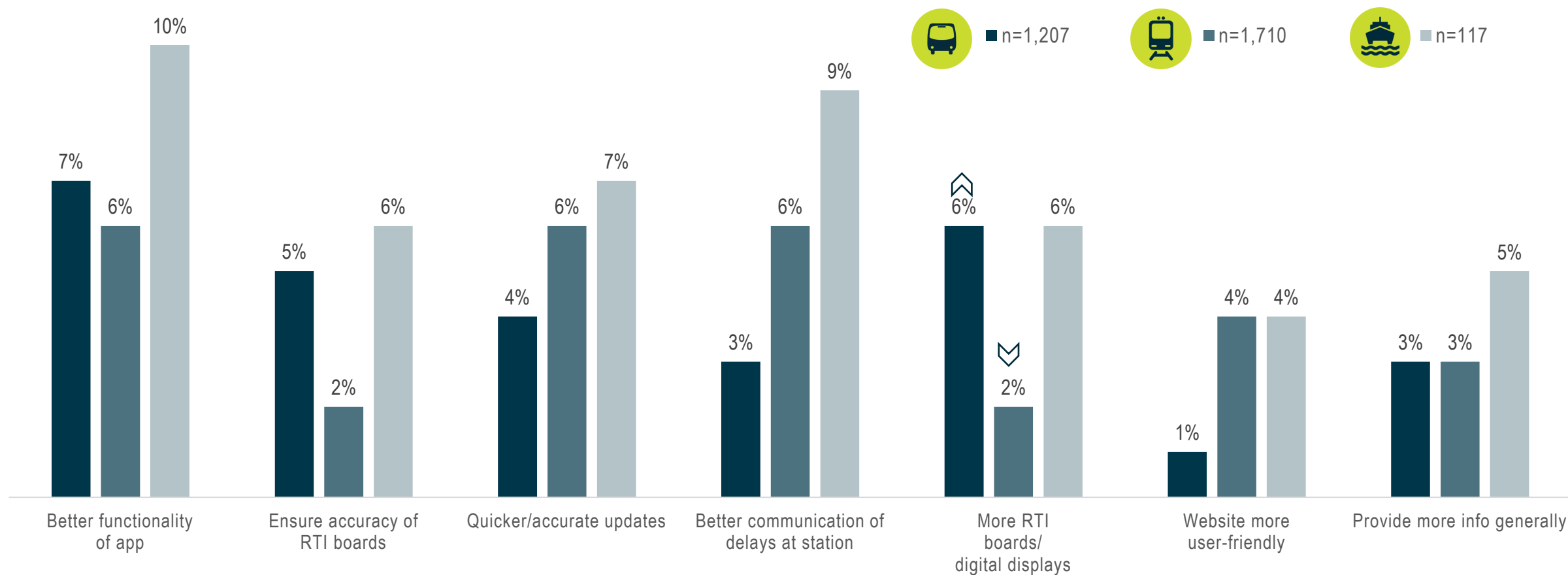
Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Suggested Improvements to Public Transport Services

Results by Mode



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Perceptions of Public Transport Information Available Over Time by Mode

Time Series Summary (Total satisfied %)



| Total Bus |         |         |         |         |         |         | Wellington City Bus |         |         |         |         |         |         | Rest of Region Bus |         |         |         |         |         |         |
|-----------|---------|---------|---------|---------|---------|---------|---------------------|---------|---------|---------|---------|---------|---------|--------------------|---------|---------|---------|---------|---------|---------|
| Nov '20   | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 | Nov '20             | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 | Nov '20            | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
| 86        | 75      | 76      | 75      | 83      | 84      | 87      | 86                  | 74      | 75      | 75      | 83      | 83      | 86      | 83                 | 80      | 82      | 78      | 84      | 87      | 89      |



| Train   |         |         |         |         |         |         |
|---------|---------|---------|---------|---------|---------|---------|
| Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '26 |
| 88      | 84      | 85      | 75      | 84      | 81      | 84      |



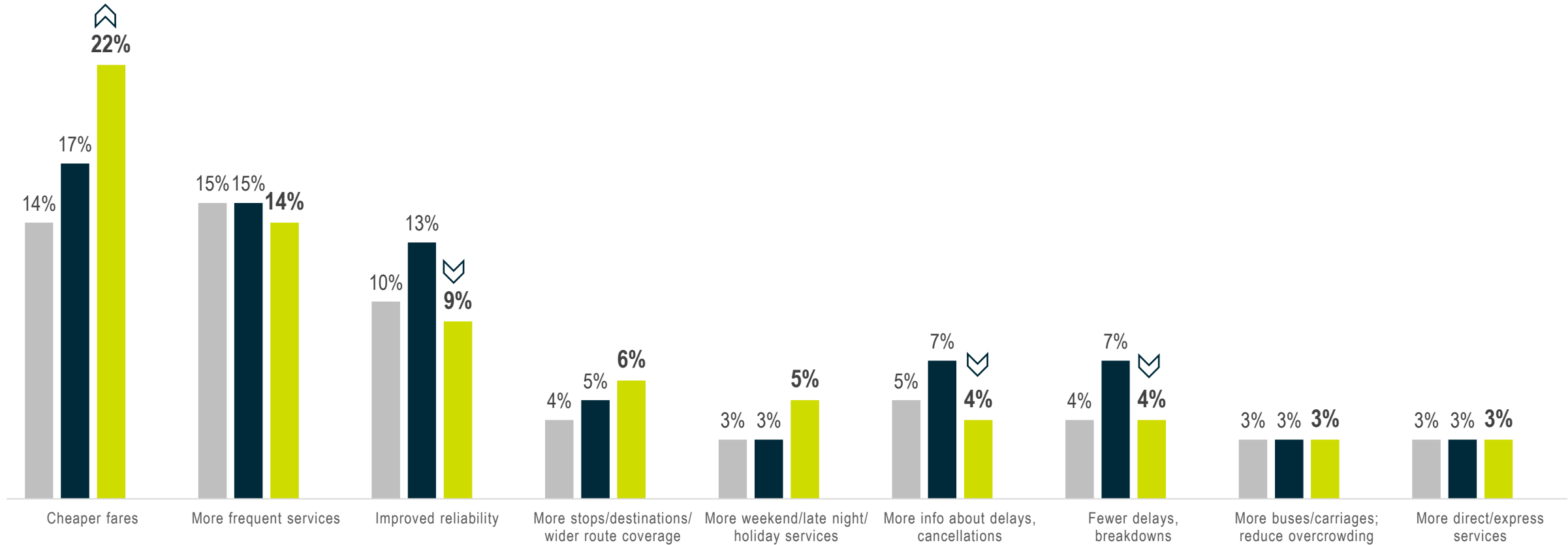
| Ferry   |         |         |         |         |         |         |
|---------|---------|---------|---------|---------|---------|---------|
| Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 | May '25 |
| 85      | 82      | 73      | 73      | 77      | 83      | 86      |

# Suggested Improvements to Public Transport System



# Suggested Improvements to Public Transport Services

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



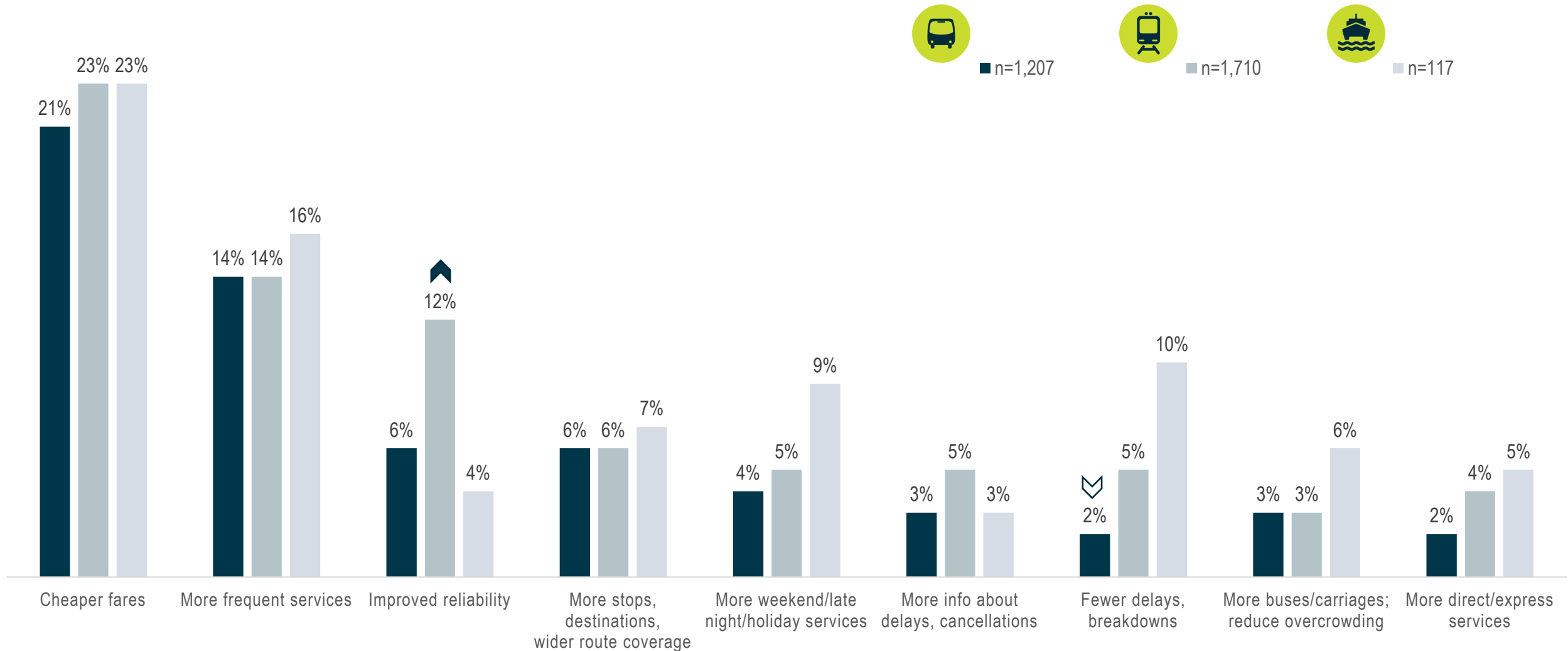
*Multiple responses to this question permitted.*

*Graph shows improvements mentioned by 3% or more of respondents. A full list of suggested improvements is provided in the Appendix.*

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

# Suggested Improvements to Public Transport Services

Results by Mode



Denotes statistically significant change of 5 percentage points or less



Denotes statistically significant change of more than 5 percentage points

# Appendix

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



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

# Respondent Profile

| Distribution by Age | Total   |  |  |  |
|---------------------|---------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 15-17 years         | 5%      | 6%                                                                                | 4%                                                                                | 3%                                                                                  |
| 18-24 years         | 23%     | 25%                                                                               | 17%                                                                               | 4%                                                                                  |
| 25-34 years         | 21%     | 23%                                                                               | 17%                                                                               | 8%                                                                                  |
| 35-44 years         | 16%     | 14%                                                                               | 19%                                                                               | 29%                                                                                 |
| 45-59 years         | 17%     | 14%                                                                               | 24%                                                                               | 36%                                                                                 |
| 60-64 years         | 5%      | 4%                                                                                | 7%                                                                                | 8%                                                                                  |
| 65 years +          | 13%     | 14%                                                                               | 12%                                                                               | 12%                                                                                 |
| Base                | N=2,637 | N=978                                                                             | N=1,548                                                                           | N=111                                                                               |

| Distribution by Ethnicity | Total*  |  |  |  |
|---------------------------|---------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| New Zealand European      | 68%     | 67%                                                                                 | 71%                                                                                 | 87%                                                                                 |
| Māori                     | 15%     | 16%                                                                                 | 12%                                                                                 | 7%                                                                                  |
| Asian                     | 13%     | 14%                                                                                 | 10%                                                                                 | 1%                                                                                  |
| Other European            | 8%      | 9%                                                                                  | 7%                                                                                  | 12%                                                                                 |
| Pacific Peoples           | 6%      | 5%                                                                                  | 7%                                                                                  | 0%                                                                                  |
| Indian                    | 5%      | 5%                                                                                  | 6%                                                                                  | 1%                                                                                  |
| Middle Eastern            | 1%      | 1%                                                                                  | 1%                                                                                  | 0%                                                                                  |
| Other                     | 1%      | 1%                                                                                  | 1%                                                                                  | 1%                                                                                  |
| Base                      | N=2,593 | N=962                                                                               | N=1,525                                                                             | N=106                                                                               |

\* Multiple responses permitted so columns may total more than 100%

| Distribution by Gender | Total   |  |  |  |
|------------------------|---------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Female                 | 57%     | 59%                                                                                   | 54%                                                                                   | 63%                                                                                   |
| Male                   | 40%     | 38%                                                                                   | 44%                                                                                   | 36%                                                                                   |
| Gender diverse         | 3%      | 3%                                                                                    | 2%                                                                                    | 1%                                                                                    |
| Base                   | N=2,613 | N=965                                                                                 | N=1,538                                                                               | N=110                                                                                 |

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

# Respondent Profile

| Distribution by Disability* | Total   |  |  |  |
|-----------------------------|---------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| No disability               | 83%     | 82%                                                                                | 83%                                                                                 | 81%                                                                                 |
| Disability                  | 15%     | 16%                                                                                | 15%                                                                                 | 19%                                                                                 |
| Prefer not to say           | 2%      | 2%                                                                                 | 2%                                                                                  | 0%                                                                                  |
| Base                        | N=2,564 | N=934                                                                              | N=1,523                                                                             | N=107                                                                               |

\* 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

| Distribution by accessible concession     | Total   |  |  |  |
|-------------------------------------------|---------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| No accessible (Total Mobility) concession | 92%     | 92%                                                                                 | 93%                                                                                 | 96%                                                                                 |
| Accessible (Total Mobility) concession    | 5%      | 5%                                                                                  | 4%                                                                                  | 2%                                                                                  |
| Prefer not to say                         | 3%      | 3%                                                                                  | 3%                                                                                  | 2%                                                                                  |
| Base                                      | N=2,415 | N=867                                                                               | N=1,444                                                                             | N=104                                                                               |

| Distribution by use of Metlink Park and Ride carpark | Total   |  |  |  |
|------------------------------------------------------|---------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Did not use Metlink Park and Ride carpark for trip   | 86%     | 93%                                                                                  | 69%                                                                                  | 99%                                                                                  |
| Used Metlink Park and Rode carpark for trip          | 10%     | 3%                                                                                   | 28%                                                                                  | 1%                                                                                   |
| Not sure                                             | 4%      | 4%                                                                                   | 3%                                                                                   | 0%                                                                                   |
| Base                                                 | N=2,506 | N=906                                                                                | N=1,494                                                                              | N=106                                                                                |

# Trip Profile

| Distribution by Mode | Total          | Weighted Share<br><i>(based on May 2025<br/>patronage numbers)</i> |
|----------------------|----------------|--------------------------------------------------------------------|
| <b>Bus</b>           |                |                                                                    |
| Wellington City      | 29%            | 72%                                                                |
| Rest of the region   | 11%            |                                                                    |
| <b>Train</b>         | 56%            | 28%                                                                |
| <b>Ferry</b>         | 4%             | <1%                                                                |
| <i>Base</i>          | <i>N=3,034</i> | <i>N=3,034</i>                                                     |

| Distribution by Operator | Total          | Weighted Share |
|--------------------------|----------------|----------------|
| NZ Bus Metlink           | 19%            | 34%            |
| Tranzurban Metlink       | 17%            | 30%            |
| Transdev                 | 56%            | 28%            |
| Mana Metlink             | 4%             | 7%             |
| Uzabus Metlink           | <1%            | 1%             |
| East By West             | 4%             | <1%            |
| <i>Base</i>              | <i>N=3,034</i> | <i>N=3,034</i> |

| Distribution by Rail Line | Train          |
|---------------------------|----------------|
| Kapiti Line               | 34%            |
| Hutt Valley Line          | 32%            |
| Wairarapa Line            | 21%            |
| Johnsonville Line         | 7%             |
| Melling Line              | 6%             |
| <i>Base</i>               | <i>N=1,710</i> |

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

# Trip Profile

## Distribution by Time of Travel

|                        | Total   |  |  |  |
|------------------------|---------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Morning peak           | 27%     | 29%                                                                               | 23%                                                                               | 26%                                                                                 |
| Interpeak              | 32%     | 32%                                                                               | 32%                                                                               | 18%                                                                                 |
| Afternoon/evening peak | 23%     | 17%                                                                               | 39%                                                                               | 56%                                                                                 |
| Weekend                | 18%     | 22%                                                                               | 6%                                                                                | 0%                                                                                  |
| Base                   | N=3,034 | N=1,207                                                                           | N=1,710                                                                           | N=117                                                                               |

## Distribution by Ticket Type

|                               | Total   |  |  |  |
|-------------------------------|---------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Stored value card             | 77%     | 80%                                                                               | 72%                                                                                | 6%                                                                                  |
| SuperGold card                | 10%     | 10%                                                                               | 8%                                                                                 | 8%                                                                                  |
| Credit/debit card or e-wallet | 9%      | 8%                                                                                | 10%                                                                                | 27%                                                                                 |
| Snapper 30-day pass           | 3%      | 1%                                                                                | 7%                                                                                 | 0%                                                                                  |
| Cash                          | 1%      | 1%                                                                                | 2%                                                                                 | 1%                                                                                  |
| Day pass                      | <1%     | <1%                                                                               | <1%                                                                                | 0%                                                                                  |
| Other                         | 1%      | <1%                                                                               | 1%                                                                                 | 58%                                                                                 |
| Base                          | N=2,557 | N=944                                                                             | N=1,510                                                                            | N=103                                                                               |

## Distribution by Direction of Travel

|          | Total   |  |  |  |
|----------|---------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Outbound | 56%     | 54%                                                                                 | 58%                                                                                 | 74%                                                                                 |
| Inbound  | 44%     | 46%                                                                                 | 42%                                                                                 | 26%                                                                                 |
| Base     | N=3,034 | N=1,207                                                                             | N=1,710                                                                             | N=117                                                                               |

## Distribution by Main Reason for Trip

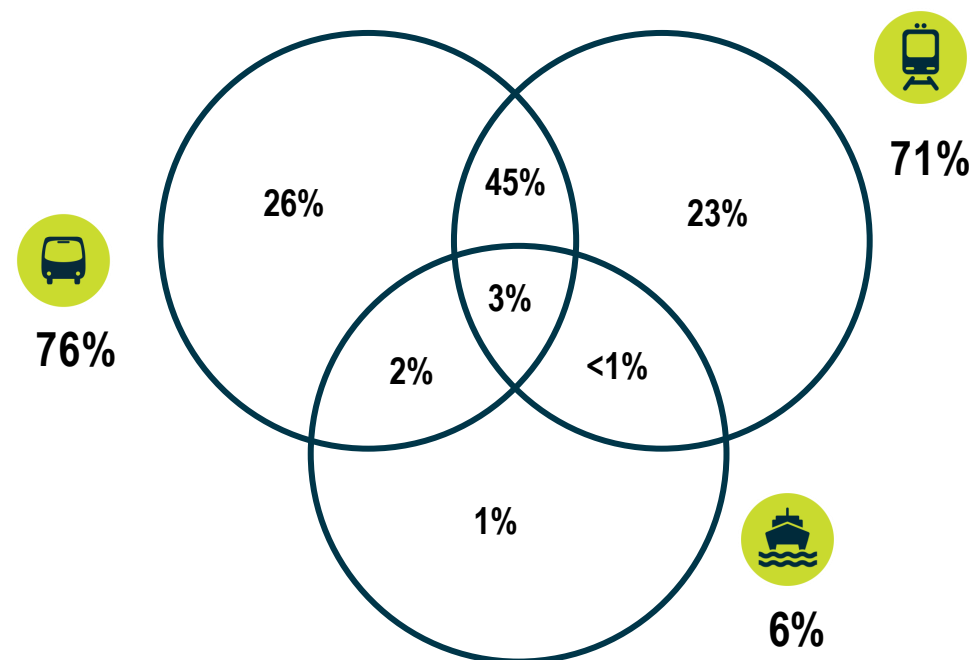
|                             | Total   |  |  |  |
|-----------------------------|---------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Work                        | 52%     | 46%                                                                                 | 63%                                                                                 | 85%                                                                                 |
| Tertiary study              | 8%      | 9%                                                                                  | 7%                                                                                  | 1%                                                                                  |
| Shopping, services          | 8%      | 11%                                                                                 | 3%                                                                                  | 1%                                                                                  |
| Personal appointment        | 7%      | 8%                                                                                  | 5%                                                                                  | 3%                                                                                  |
| School                      | 7%      | 7%                                                                                  | 5%                                                                                  | 0%                                                                                  |
| Visiting friends, relatives | 6%      | 6%                                                                                  | 7%                                                                                  | 2%                                                                                  |
| Sports, recreation, dining  | 5%      | 6%                                                                                  | 3%                                                                                  | 2%                                                                                  |
| Sightseeing                 | 2%      | 2%                                                                                  | 2%                                                                                  | 2%                                                                                  |
| Special one-off event       | 1%      | 1%                                                                                  | 2%                                                                                  | 3%                                                                                  |
| Other                       | 4%      | 4%                                                                                  | 3%                                                                                  | 1%                                                                                  |
| Base                        | N=2,582 | N=956                                                                               | N=1,519                                                                             | N=107                                                                               |

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

# Use of Public Transport in Wellington Region

| Distribution by Frequency of Trip           | Total          |  |  |  |
|---------------------------------------------|----------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Every weekday, including weekends           | <b>22%</b>     | 28%                                                                               | 9%                                                                                 | 11%                                                                                 |
| Every week day                              | <b>28%</b>     | 28%                                                                               | 30%                                                                                | 22%                                                                                 |
| Three or four times a week                  | <b>30%</b>     | 28%                                                                               | 35%                                                                                | 45%                                                                                 |
| Once or twice a week                        | <b>11%</b>     | 10%                                                                               | 13%                                                                                | 14%                                                                                 |
| Once a fortnight/<br>once every three weeks | <b>3%</b>      | 3%                                                                                | 4%                                                                                 | 4%                                                                                  |
| Once a month                                | <b>2%</b>      | 1%                                                                                | 3%                                                                                 | 3%                                                                                  |
| Less often than once a month                | <b>3%</b>      | 2%                                                                                | 5%                                                                                 | 1%                                                                                  |
| First time today                            | <b>1%</b>      | <1%                                                                               | 1%                                                                                 | 0%                                                                                  |
| Base                                        | <b>N=2,558</b> | N=941                                                                             | N=1,512                                                                            | N=105                                                                               |

| Distribution by Use of Public Transport in Last Three Months | Total          |  |  |  |
|--------------------------------------------------------------|----------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Used bus                                                     | <b>76%</b>     | 100%                                                                                | 59%                                                                                 | 63%                                                                                 |
| Used train                                                   | <b>71%</b>     | 34%                                                                                 | 100%                                                                                | 38%                                                                                 |
| Used harbour ferry                                           | <b>6%</b>      | 3%                                                                                  | 2%                                                                                  | 100%                                                                                |
| Base                                                         | <b>N=2,533</b> | N=930                                                                               | N=1,497                                                                             | N=106                                                                               |



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