



Greater Wellington Regional Council 2018/19 Public Transport Passenger Satisfaction Survey

Prepared By Gravitas Research and Strategy Limited

July 2019





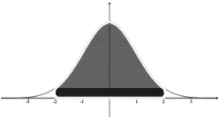



Survey Background

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

In November 2018, Metlink undertook an interim survey of bus and rail services to measure the impact of changes introduced to the region's public transport system in mid-2018. A comparison of the November 2018 results with the most recent May 2019 results can be found at the end of each section.

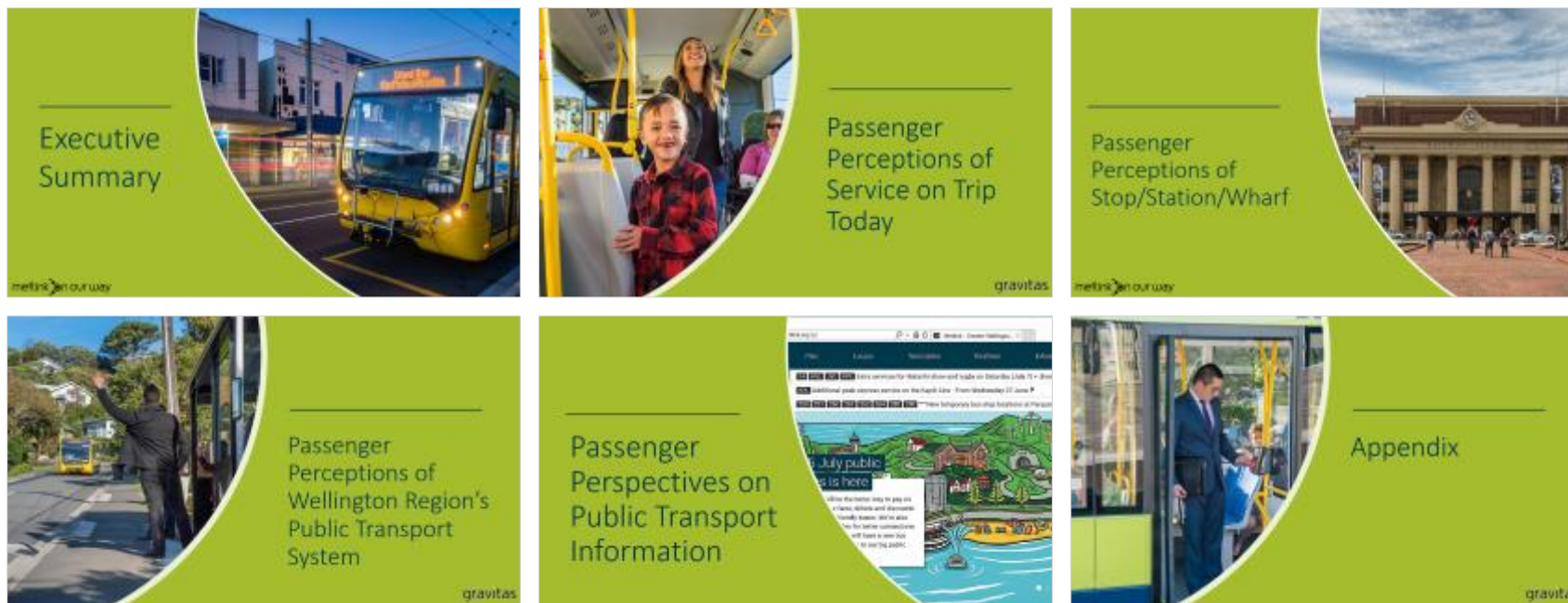


Survey Method

<p>Survey Method</p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) eligible passenger on pre-selected services. Services selected using systematic random sampling from trip lists provided by GWRC.</p>	<p>Fieldwork Dates</p>  <p>May 2019: 1st May to 5th June 2019</p> <p>May 2018: 1st May to 1st June 2018 May 2017: 2nd to 28th May 2017 May 2016: 3rd to 29th May 2016 May 2015: 21st April to 10th May 2015 May 2014: 5th to 25th May</p>	<p>Sample Size*</p>  <p>May 2019: N=4,042 (from 182 trips)</p> <p>May 2018: N=3,759 May 2017: N=4,053 May 2016: N=2,362 May 2015: N=4,456 May 2014: N=4,298</p>	<p>Response Rate**</p>  <p>May 2019 Total: 61% Ferry: 69%; Train: 65%; Bus: 55%</p> <p>May 2018: 67% May 2017: 61% May 2016: 59% May 2015: 63% May 2014: 58%</p>
<p>Maximum Margin of Error***</p>  <p>± 1.5%</p> <p>*** Maximum margin of error at the 95% confidence interval</p>	<p>Testing for True Differences</p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, gender and age of passenger, and whether a private vehicle was available. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p>Time Series Comparisons</p>  <p>The 2019 survey questionnaire was almost identical to that used in previous years. This has allowed direct comparisons between the data sets to be made. Statistically significant changes over time have been highlighted.</p>	<p>Data Weighting</p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2018 (63.5% bus, 36.1% train, 0.4% ferry). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used since 2016)</i></p>

Report Outline

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

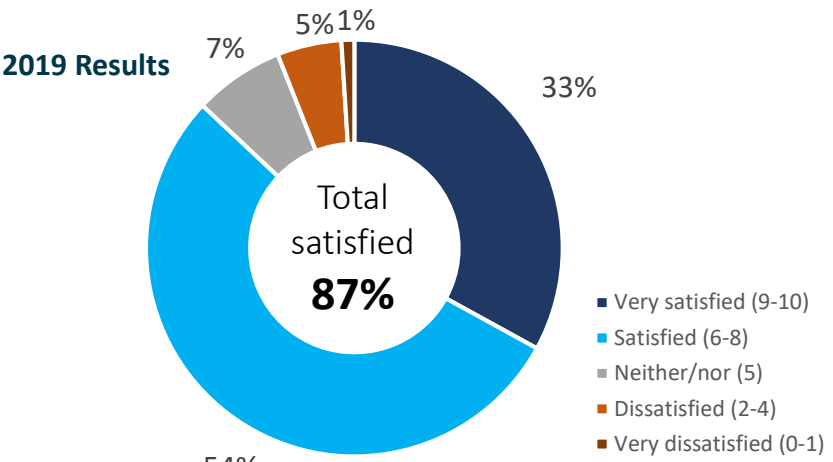


Executive Summary



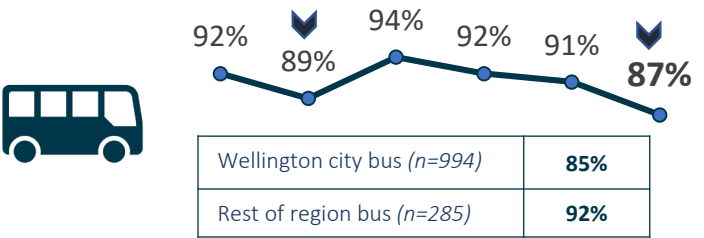
Satisfaction with Trip Overall

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



Base: n=3,733 (All passengers who answered this question)

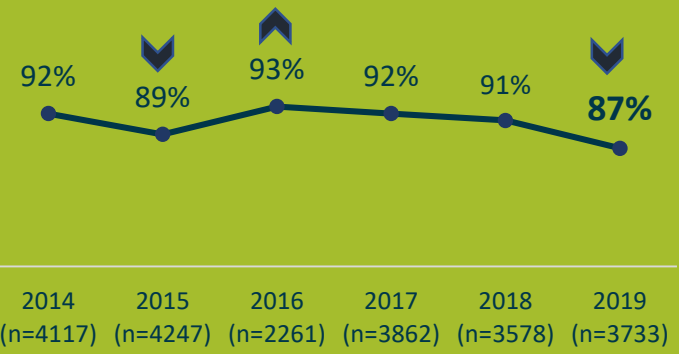
Satisfaction by Mode



Satisfaction by Operator (%)

East By West	99%
Uzabus Metlink	92%
Mana Metlink	90%
Transdev	89%
Tranzurban Metlink	89%
NZ Bus Metlink	84%

Satisfaction Over Time (All modes, weighted)



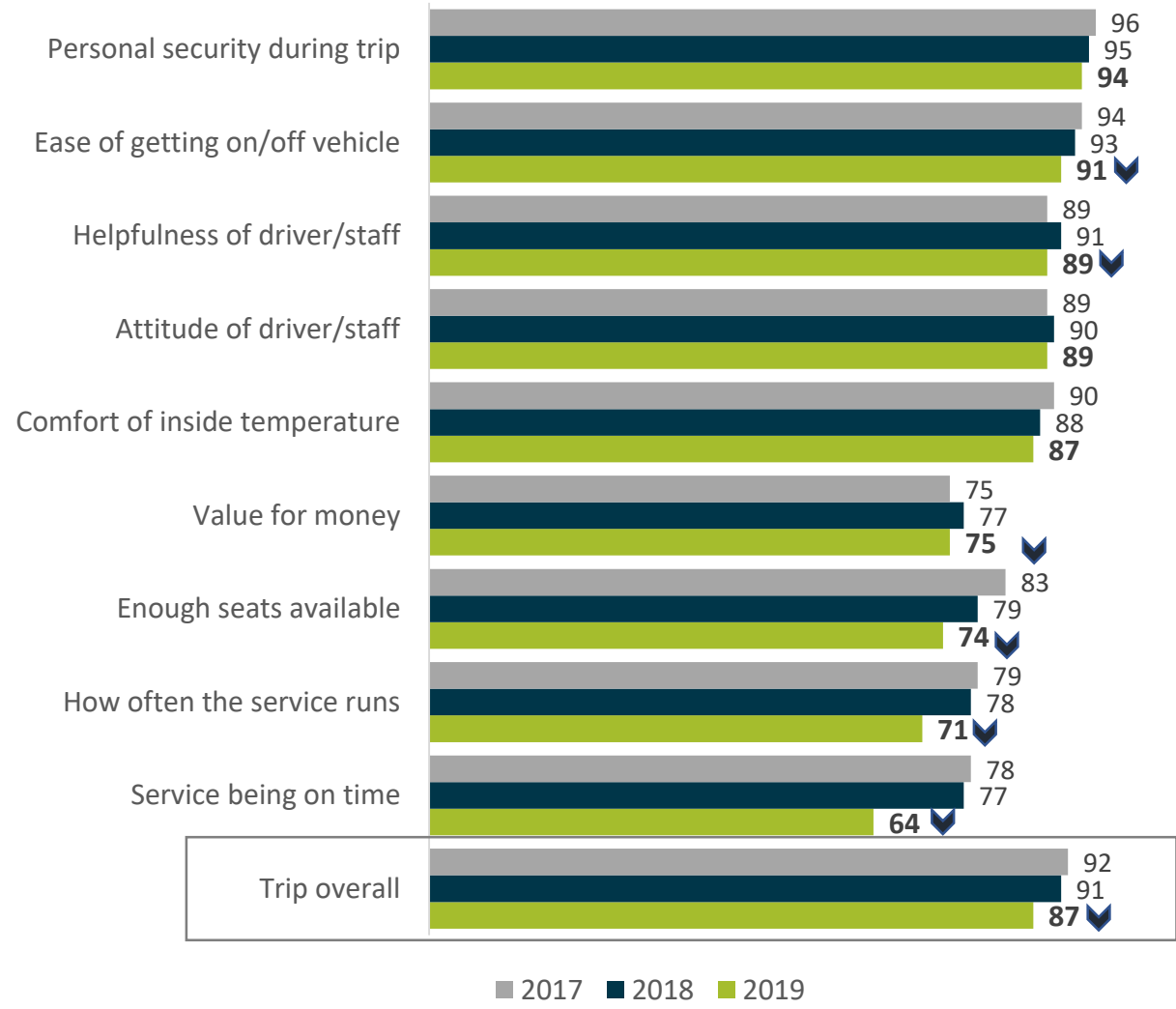
Arrows denote statistically significant change from previous year.

Most Wellington public transport users continue to be satisfied with their current trip (87%, down from 91% in 2018). Six percent express dissatisfaction.

Of the three modes, ferry users remain the most satisfied (99%). Whilst still very positive, significant declines in overall trip satisfaction are evident for both bus and train users.

Perceptions of Current Trip

Share of Passengers Satisfied/Very Satisfied (%)



Perceptions of service reliability have declined significantly over the last 12 months among both bus and train users and 'services running on time' is now the least well performing of the nine service aspects considered. This is a key area for attention as the relative influence of reliability as a driver of overall satisfaction has increased over the last 12 months.

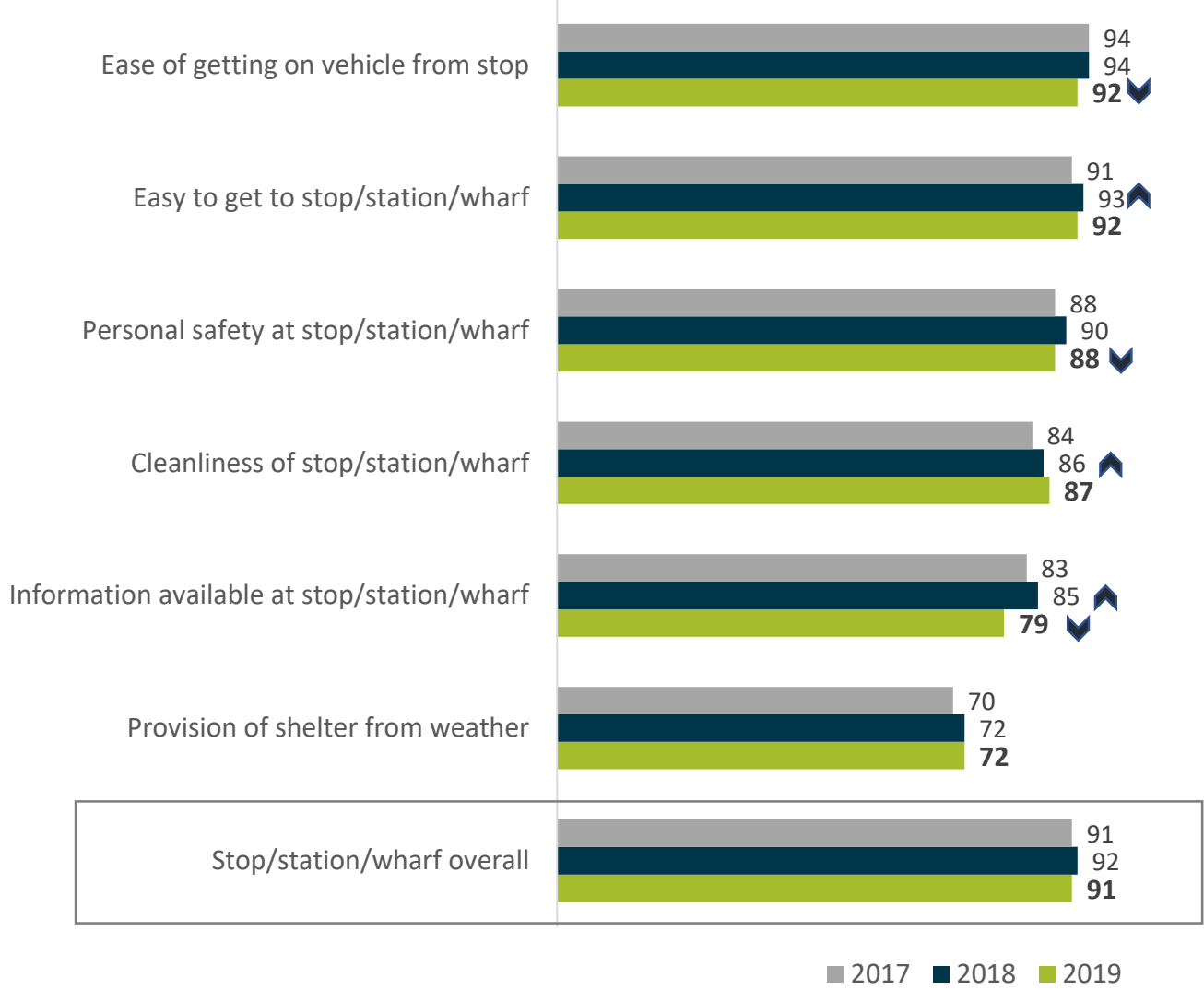
Users' perceptions of service capacity (seats available) and frequency have also declined notably over the last 12 months, especially among bus passengers.

Value for money remains the strongest driver of overall satisfaction with the trip. Whilst value for money perceptions have remained stable over the last 12 months (a relatively positive result given the number of declines), improvements on this aspect should still be sought as these will have the most positive impact on overall satisfaction.

Arrows denote statistically significant change from previous year.

Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)



Almost all public transport users (91%) are satisfied with the stop/station/wharf where they started their trip, this result stable from last year. Train passengers continue to be most satisfied with the station (94%). In contrast, this year bus passengers are least satisfied with their boarding stop (89%, down from 91% 12 months ago).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers most critical (45% satisfied; 42% dissatisfied). Passenger suggestions to improve the provision of shelter include:

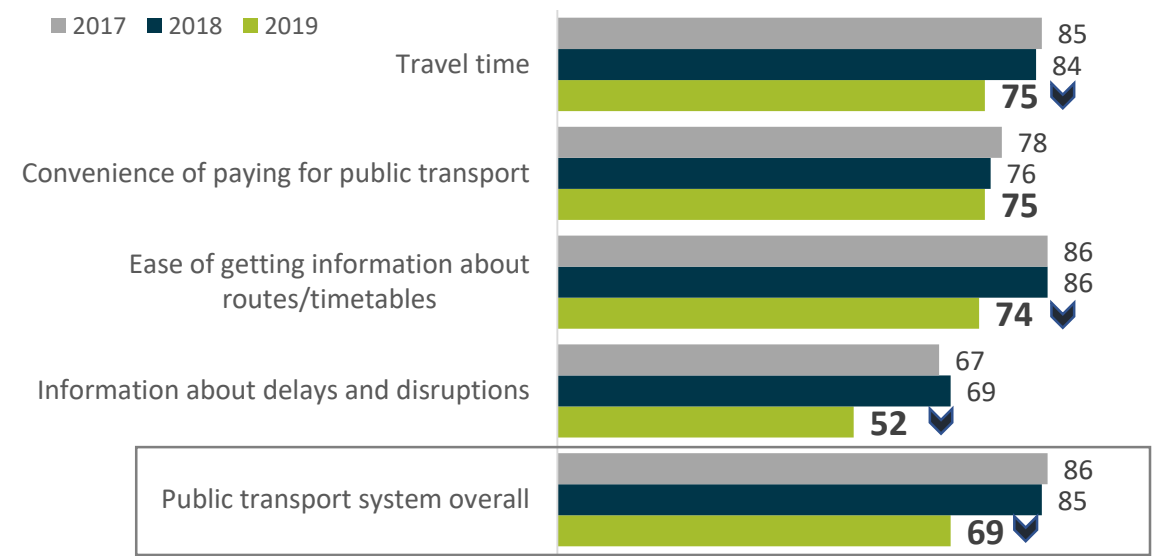
- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Provide 'waiting lounge' with facilities e.g. ATM, coffee, lockers

Satisfaction with the provision of information available at stops/stations/wharves has declined significantly since 2018, particularly among bus users (down from 82% to 75%). Suggestions to enhance information provision include:

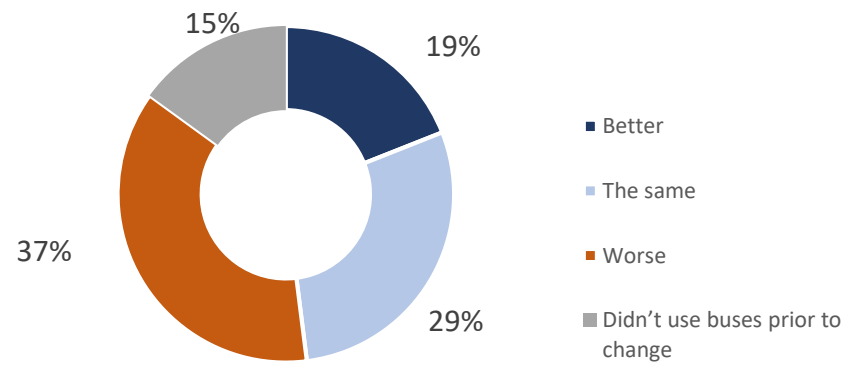
- More real time information boards – and ensure the information displayed is accurate
- Make the information available easier to read - larger font sizes etc.
- More timely/more comprehensive information about delays and disruptions

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



Impact of Recent Bus Service Changes (Bus Users)



Users' perceptions of Wellington's public transport system have declined significantly over the last 12 months, overall satisfaction down 16 percentage points to 69%.

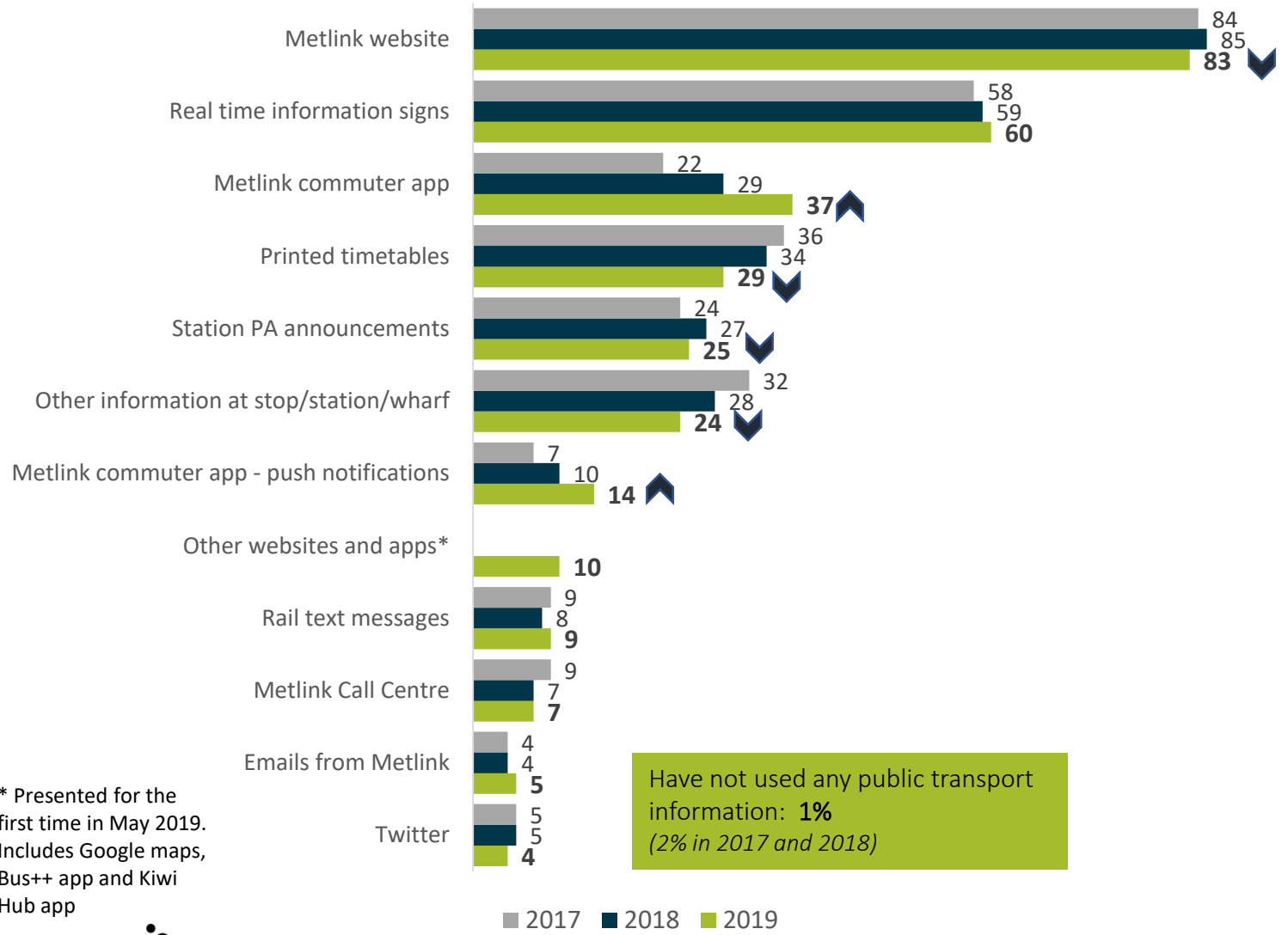
Over the last 12 months, the provision of information about delays and disruptions has become a stronger driver of satisfaction. However, this aspect continues to perform least well, only 52% of users satisfied in 2019. Improving the accuracy of real time information signs, enhancing awareness of delay/disruption information available via the Metlink app and Metlink website, and the provision of more detailed announcements at stations and wharves can be expected to improve satisfaction ratings. Achieving greater service reliability will also have a positive impact, reducing the need for this information.

Seventy-one percent of users agree that Wellington's public transport system is easy to use. Key contributors include accessibility of stops/stations/wharves, comprehensive route coverage, frequency of services and public transport information being easy to understand. Poor service reliability, overcrowding, a lack of direct/express services and poor or unclear communication makes the public transport system difficult to use.

Just less than two-thirds of bus users describe their current public transport experience as better (19%) or the same (29%) as prior to the new bus services being introduced, or reported not having used public transport prior to the changes (15%). Whilst experiencing a significant decline over the last 12 months, three-quarters of users would continue to recommend using public transport to others.

Use of Public Transport Information

Sources of Information



Whilst the Metlink website continues to be the most frequently used source of public transport information (83%, including 88% of train passengers), its use has declined since last year (85%). Significant declines in use are also evident for hard-copy information (printed timetables and other information at stops/stations/wharves, most typically timetable signs).

In contrast, use of the Metlink commuter app continues to increase, the share using the app up 8 percentage points over the last 12 months (following a 7 percentage point increase last year), and use of commuter app push notifications up 4 percentage points from 2018. Station PA announcements remain an important source of public transport information for train passengers (48%).

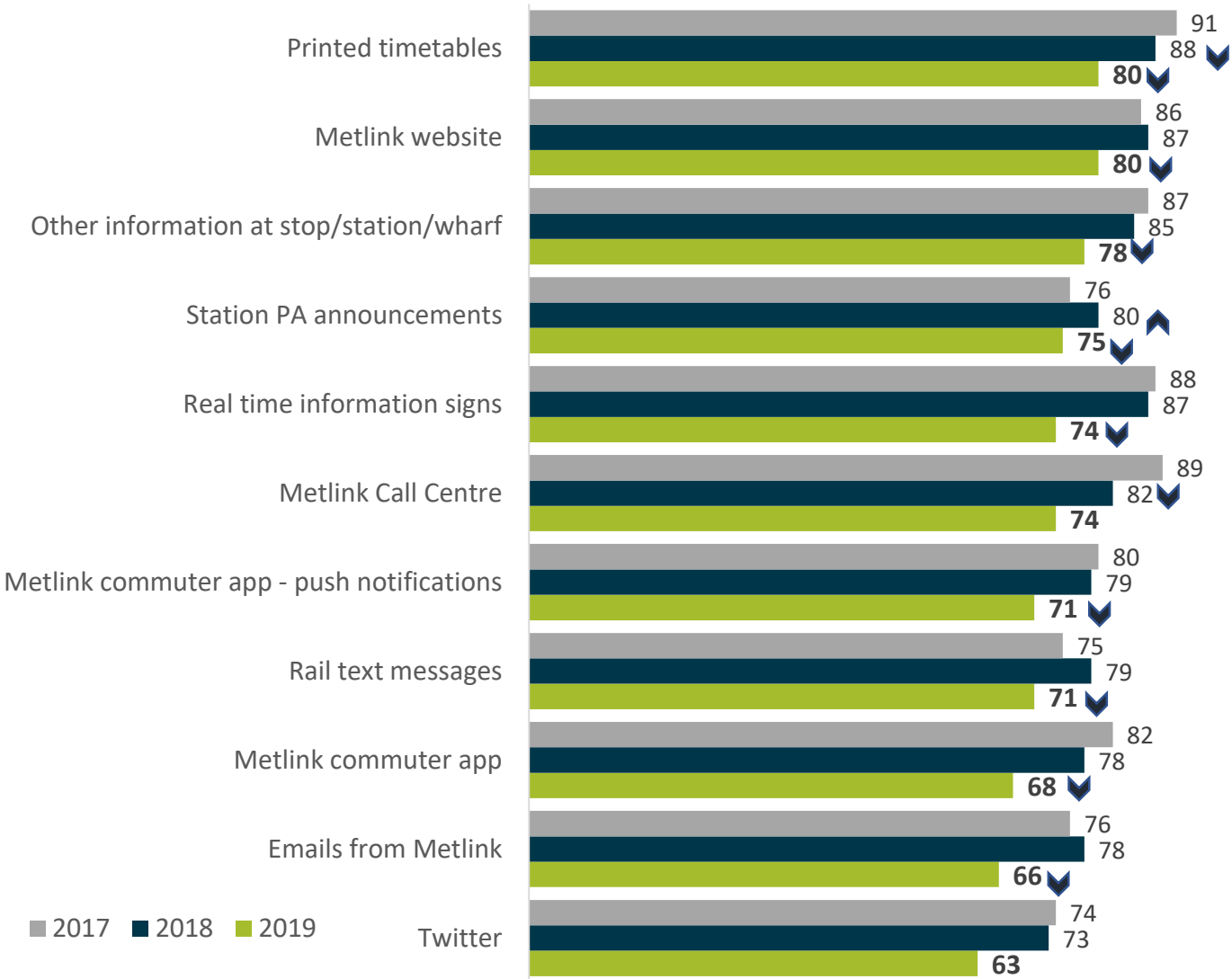
* Presented for the first time in May 2019. Includes Google maps, Bus++ app and Kiwi Hub app

Have not used any public transport information: **1%**
(2% in 2017 and 2018)

Perceptions of Public Transport Information

Share of Passengers Satisfied/Very Satisfied (%)

Satisfaction with Information



Most likely tied to the decline in perceptions of service reliability over the last 12 months, passengers are significantly less satisfied with the public transport information currently available than in 2018 (satisfaction with public transport information available down 13 percentage points to 73%). A lack of accuracy appears to be passengers' main concern.

While satisfaction remains highest for printed timetables (80%) and the Metlink website (80%), positive perceptions have declined significantly for both these sources (down 8 and 7 percentage points respectively). However, the most notable decline in satisfaction over the last 12 months has been for real time information signs, the share satisfied down 13 percentage points to 74%.

Emphasising the importance passengers place on this source of information, improvements to the accuracy of real time information signs is also the most frequently-cited suggestion for improvement. Increasing the functionality of the Metlink commuter app and ensuring both the app and Metlink website are easy to navigate would also be welcomed by public transport users

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

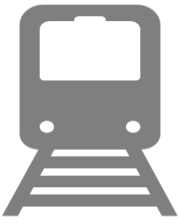


<i>Share of passengers satisfied to some extent (%)</i>	2017	2018	2019
Personal security during this trip	95	94	93
Stop being easy to get to	91	94	92
Ease of getting onto the vehicle from stop	94	93	91
Ease of getting on/off the vehicle	93	92	90
Stop overall	90	91	89
Trip overall	92	91	87
Helpfulness of the driver	87	90	87
Attitude of the driver	87	89	87
Personal safety at stop	86	88	86
Cleanliness of stop	83	84	86
Comfort of the inside temperature	89	88	85
Convenience of paying for public transport	80	80	78
Value for money of the fare	75	79	76
Information available at stop	82	82	75
Having enough seats available	85	81	75
Ease of getting info about public transport routes and timetables	85	85	71
Travel time	83	82	70
Public transport information currently available	88	84	69
Provision of shelter from weather	65	68	67
Public transport system overall	86	85	66
How often the service runs	78	76	66
Service being on time	74	72	59
Information about service delays and disruptions	66	67	48

	Current trip
	Bus stop
	PT system

Arrows denote statistically significant change from previous year.

Train Service Report Card



<i>Share of passengers satisfied to some extent (%)</i>	2017	2018	2019
Personal security during this trip	96	97	95
Ease of getting on/off the vehicle	95	96	95
Ease of getting onto the vehicle from station	95	95	94
Station overall	93	95	94
Helpfulness of staff	92	94	91 ↓
Station being easy to get to	91	93	91 ↓
Attitude of the staff	91	93	91 ↓
Personal safety at station	90	93	91 ↓
Trip overall	93	92	89 ↓
Cleanliness of station	87	91	89 ↓
Comfort of the inside temperature	92	90	89
Information available at stop	88	90	86 ↓
Travel time	88	89	82 ↓
Public transport information currently available	88	89	81 ↓
Provision of shelter from weather	80	80	80
How often the service runs	81	84	79 ↓
Ease of getting info about public transport routes and timetables	87	89	78 ↓
Public transport system overall	87	85	75 ↓
Value for money of the fare	75	75	73
Service being on time	87	86	72 ↓
Having enough seats available	80	76	71 ↓
Convenience of paying for public transport	74	70	68 ↓
Information about service delays and disruptions	71	73	58 ↓

	Current trip
	Bus stop
	PT system

Arrows denote statistically significant change from previous year.

Ferry Service Report Card



<i>Share of passengers satisfied to some extent (%)</i>	2017	2018	2019
Personal security during this trip	99	100	99
Attitude of the staff	98	100	99
Helpfulness of the staff	98	98	99
Trip overall	99	94	99 ▲
Wharf being easy to get to	94	95	98
Personal safety at wharf	95	93	94
Comfort of the inside temperature	95	92	94
Wharf overall	97	91	94
Cleanliness of wharf	98	95	92
Having enough seats available	93	92	92
Ease of getting onto the vehicle from wharf	96	87	92
Service being on time	95	80	89 ▲
Ease of getting on/off the vehicle	95	83	88
Value for money of the fare	86	84	85
Convenience of paying for public transport	89	79	84
Ease of getting info about public transport routes and timetables	93	87	81
Information available at wharf	90	75	81
Travel time	92	83	77
How often the service runs	84	76	77 ▼
Public transport information currently available	90	88	76 ▼
Public transport system overall	94	82	72 ▼
Information about service delays and disruptions	85	78	62
Provision of shelter from weather	63	37	45

	Current trip
	Bus stop
	PT system

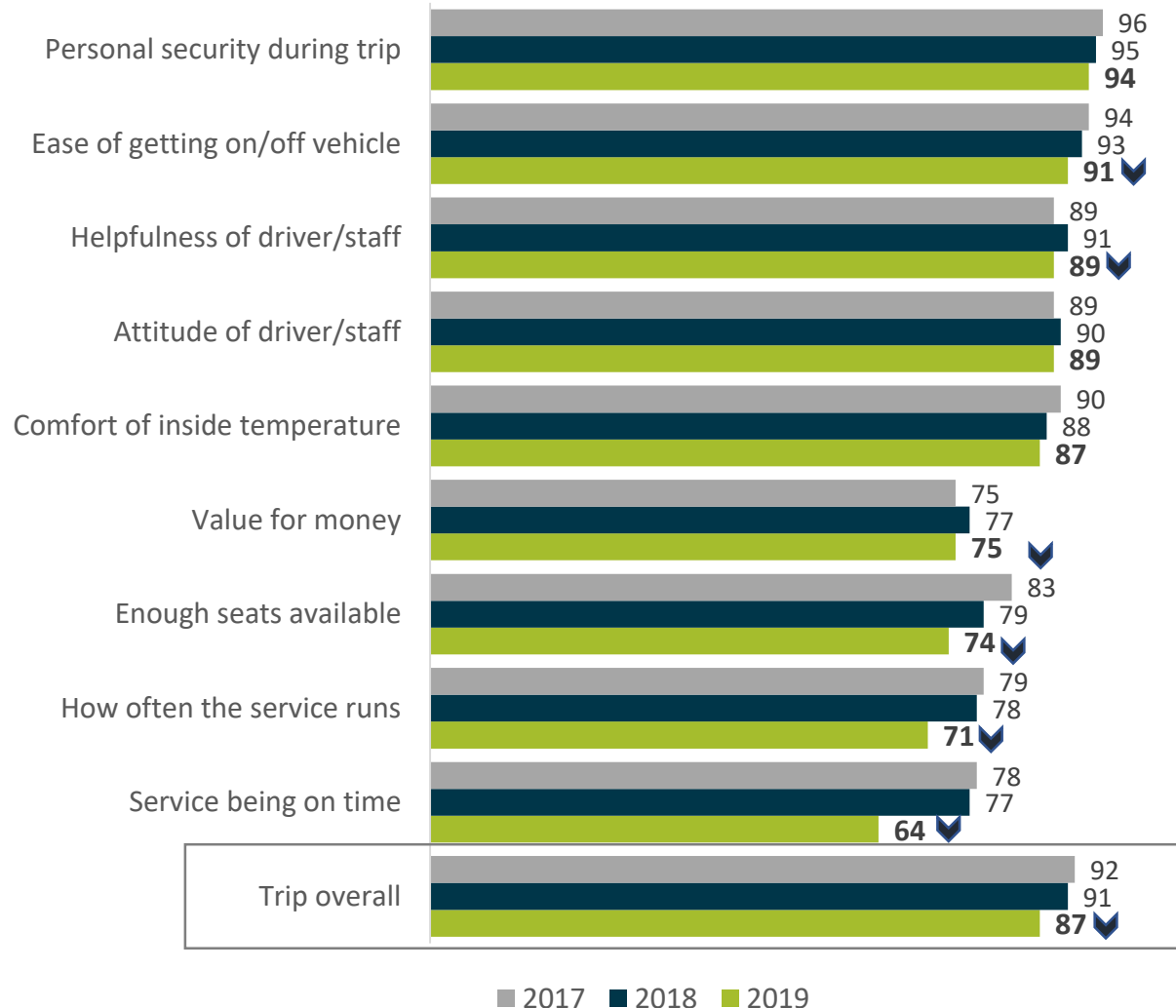
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Passenger Perceptions of Service on Trip Today

Perceptions of the Trip Today: Summary

Share of Passengers Satisfied/Very Satisfied (%)



Whilst most Wellington public transport users continue to be satisfied with their current trip (87%), this share has declined significantly over the last 12 months. Six percent express dissatisfaction. Of the three modes, ferry users remain the most satisfied (99%). Significant declines in overall trip satisfaction are evident for both bus and train users.

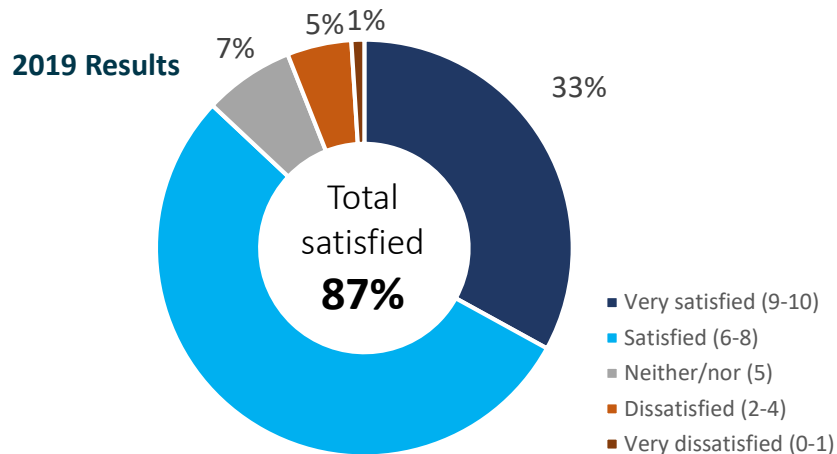
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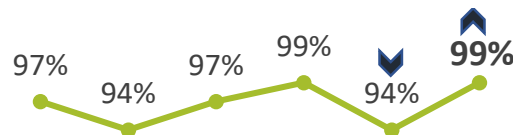
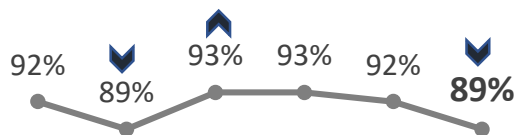
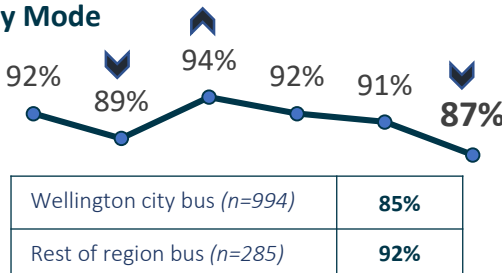
Satisfaction with Trip Overall

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



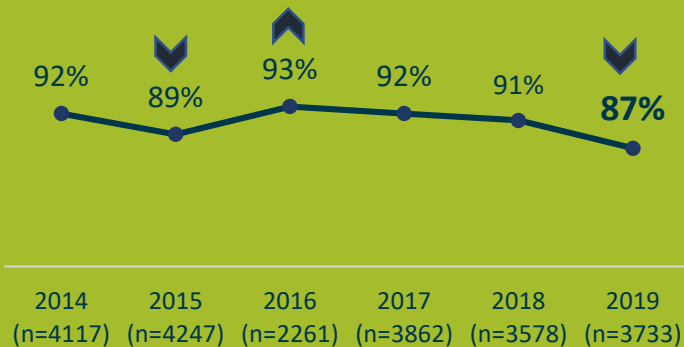
Base: n=3,733 (All passengers who answered this question)

Satisfaction by Mode



2014 2015 2016 2017 2018 2019

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

Satisfaction by Operator (%)

East By West	99%
Uzabus Metlink	92%
Mana Metlink	90%
Transdev	89%
Tranzurban Metlink	89%
NZ Bus Metlink	84%



Passengers most satisfied

- ✓ Travelling on a Supergold card (97%)
- ✓ Aged 65 years + (96%)
- ✓ Travelling for personal appointment (97%)
- ✓ Interpeak travellers (92%)
- ✓ Using public transport 3 times a week or less often (94%)

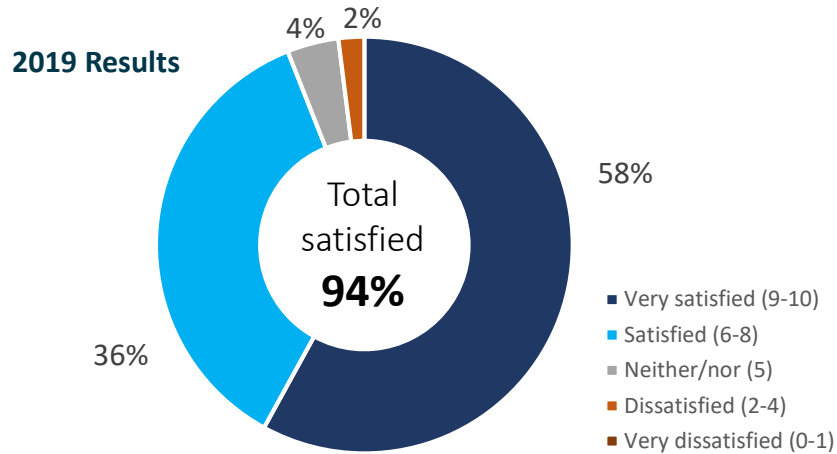


Passengers most dissatisfied

- ✗ NZ Bus Metlink (8%)
- ✗ Peak travellers (7%)
- ✗ Travelling on stored value card (7%)
- ✗ Using public transport every weekday (7%)

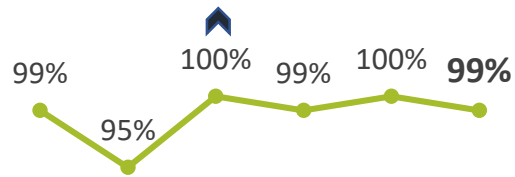
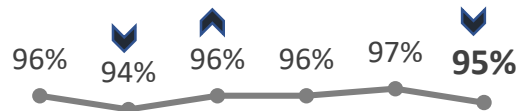
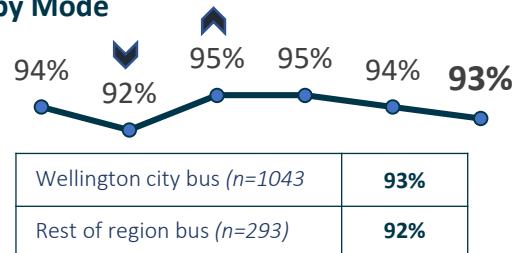
Personal Security During Trip

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with your personal security during this trip?



Base: n=3,893 (All passengers who answered this question)

Satisfaction by Mode

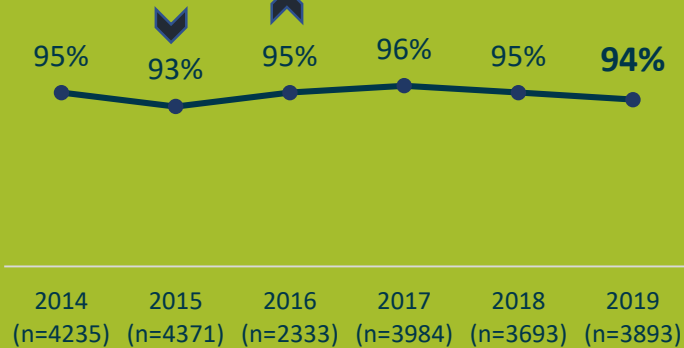


2014 2015 2016 2017 2018 2019

Satisfaction by Operator (%)

East By West	99%
Mana Metlink	97%
Uzabus Metlink	96%
Transdev	95%
Tranzurban Metlink	93%
NZ Bus Metlink	92%

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Aged 65 years + (98%) or 25-34 years (96%)
- ✓ Train passengers (95%), especially Kapiti line (96%)

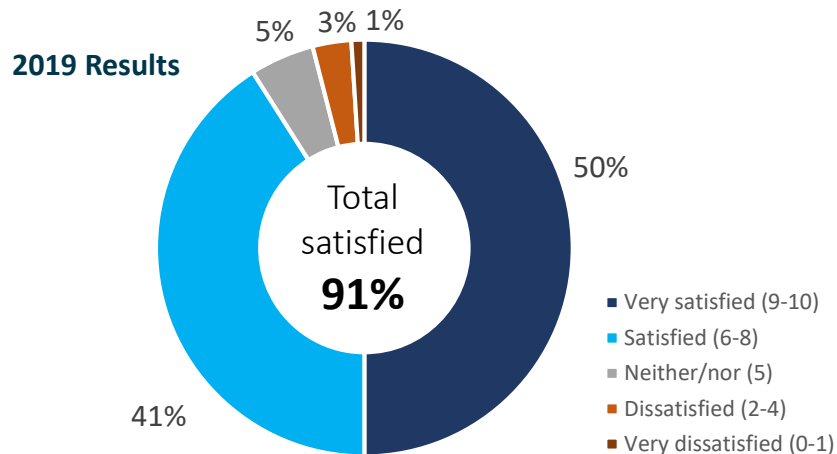


Passengers most dissatisfied

- ✗ Aged 15-17 years (6%)
- ✗ Paying with cash (6%)
- ✗ Travelling to/from school (5%)

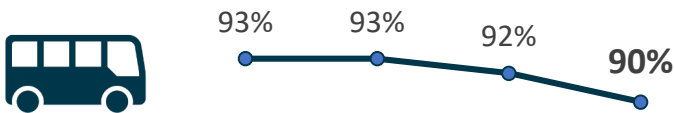
Ease of Getting Onto/Off Vehicle

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the ease of getting on/off this vehicle (e.g. ramps, handrails, steps etc.)?

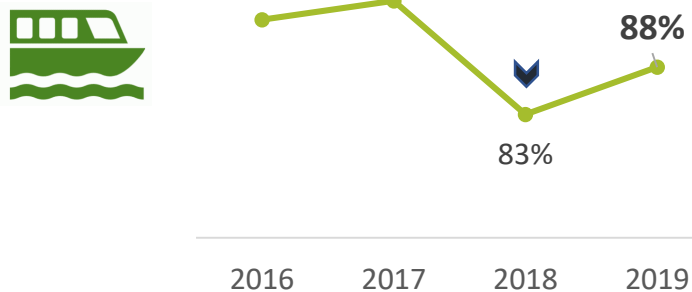


Base: n=3,902 (All passengers who answered this question)

Satisfaction by Mode



Wellington city bus (n=1044)	90%
Rest of region bus (n=295)	88%



Satisfaction by Operator (%)

Transdev	95%
Uzabus Metlink	92%
Mana Metlink	91%
NZ Bus Metlink	90%
Tranzurban Metlink	89%
East By West	88%

Satisfaction Over Time

(All modes, weighted)



2016 (n=2345) 2017 (n=3990) 2018 (n=3708) 2019 (n=3902)

Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Train passengers (95%), especially Kapiti line (97%)
- ✓ Travelling on a monthly pass (94%)
- ✓ Private vehicle available (93%)

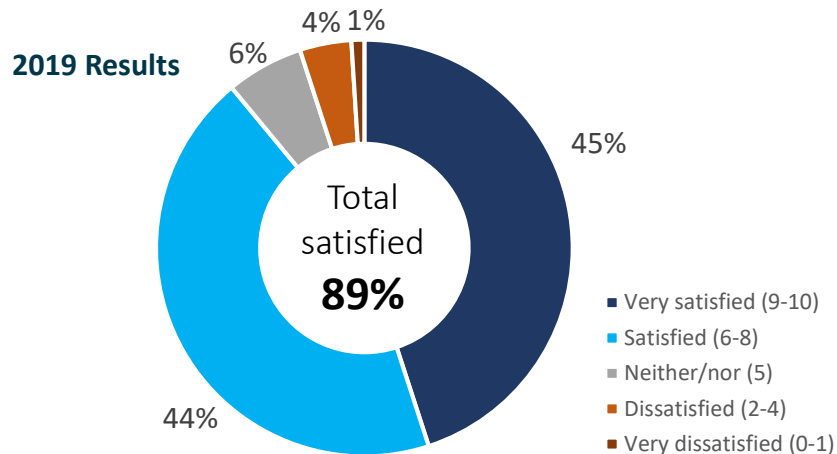


Passengers most dissatisfied

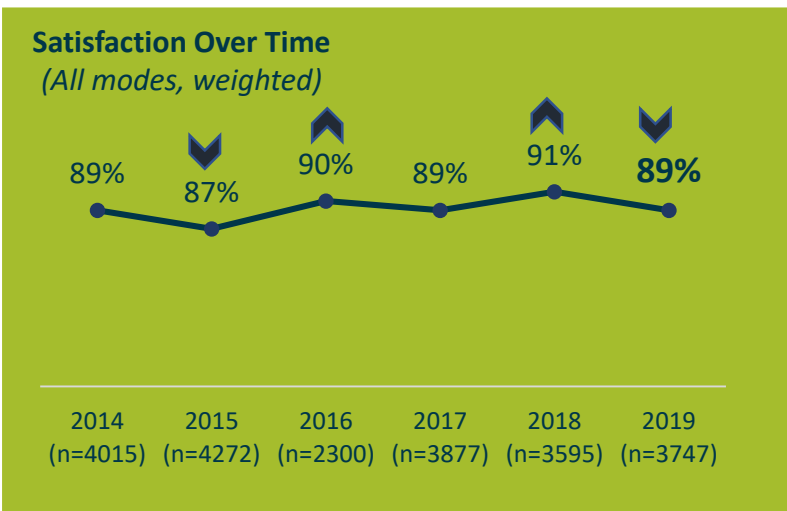
- ✗ Bus passengers (4%), especially Tranzurban Metlink (5%)

Helpfulness of Driver/Staff

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

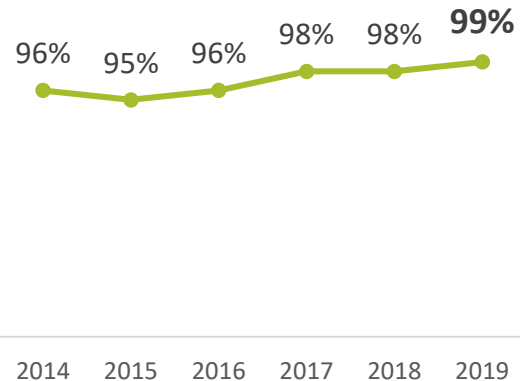
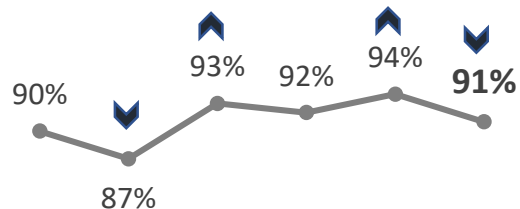
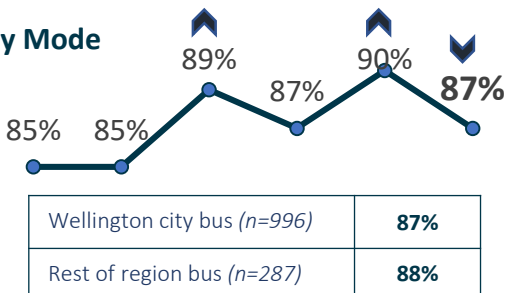


Base: n=3,747 (All passengers who answered this question)



Arrows denote statistically significant change from previous year.

Satisfaction by Mode



Satisfaction by Operator (%)

East By West	99%
Uzabus Metlink	92%
Transdev	91%
NZ Bus Metlink	87%
Tranzurban Metlink	87%
Mana Metlink	85%



Passengers most satisfied

- ✓ Travelling for shopping/services (96%)
- ✓ Aged 65 years + (94%)
- ✓ Train passengers (91%), especially Melling line (96%)
- ✓ Private vehicle available (91%)

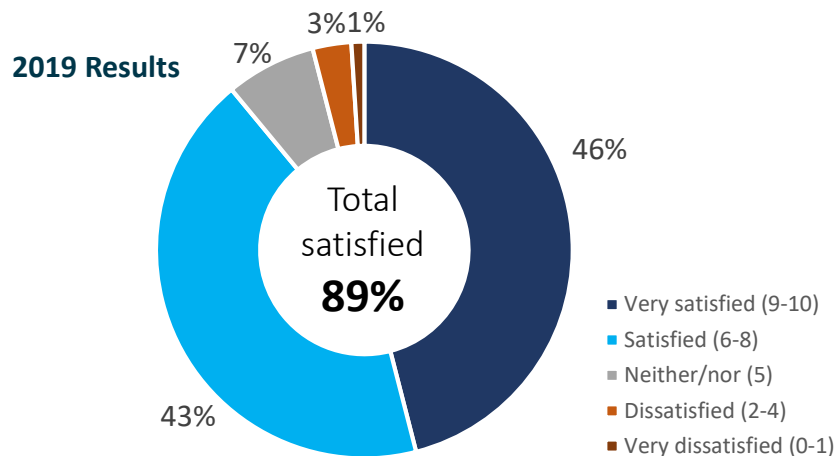


Passengers most dissatisfied

- ✗ Tranzurban Metlink (6%)

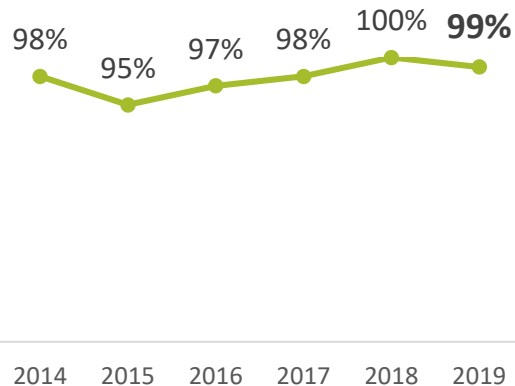
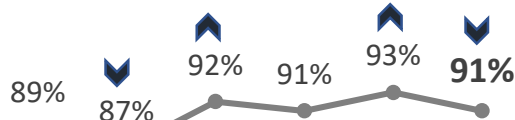
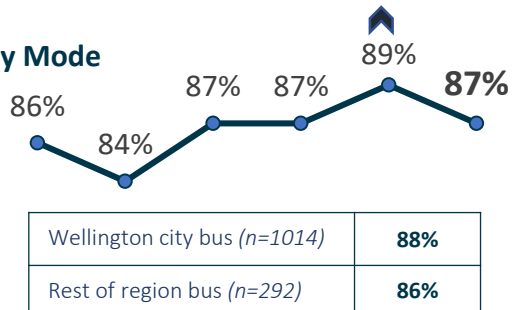
Attitude of Driver/Staff

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



Base: n=3,815 (All passengers who answered this question)

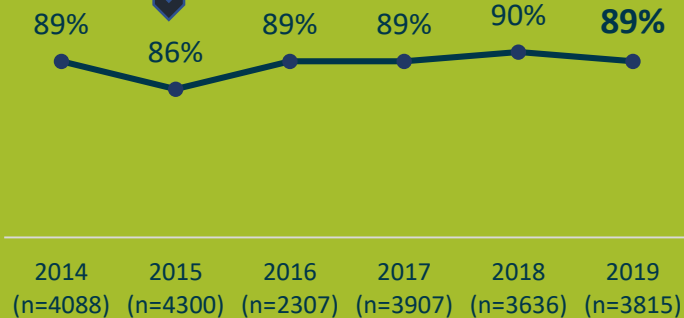
Satisfaction by Mode



Satisfaction by Operator (%)

East By West	99%
Uzabus Metlink	92%
Mana Metlink	91%
Transdev	91%
Tranzurban Metlink	87%
NZ Bus Metlink	87%

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Train passengers (91%)
- ✓ Private vehicle available (91%)
- ✓ Aged 25-44 years (91%) or 65 years + (94%)
- ✓ Travelling for work (90%)

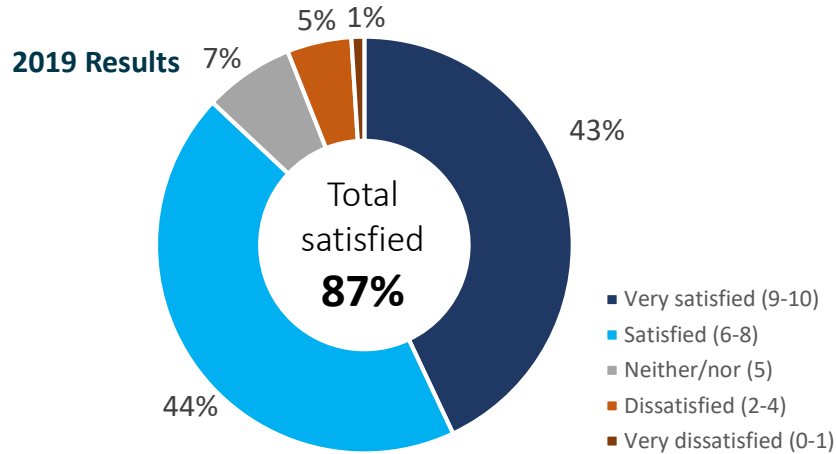


Passengers most dissatisfied

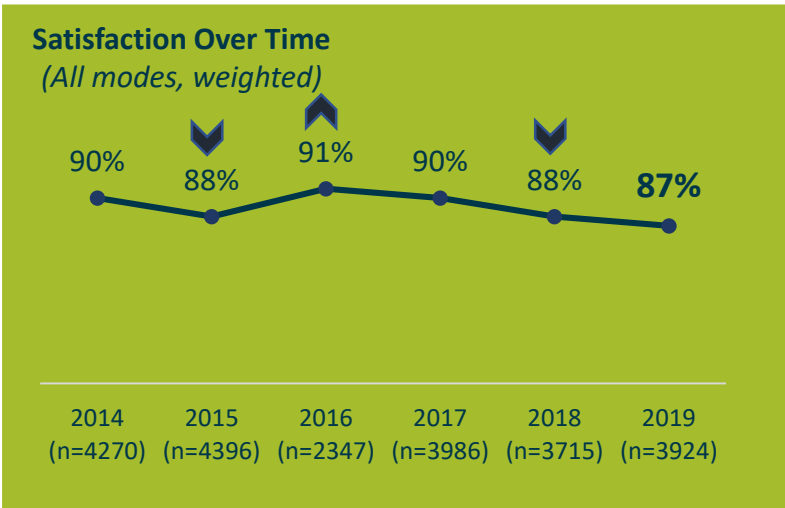
- ✗ (No sub-groups significantly more dissatisfied)

Comfort of Inside Temperature

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the comfort of the inside temperature?

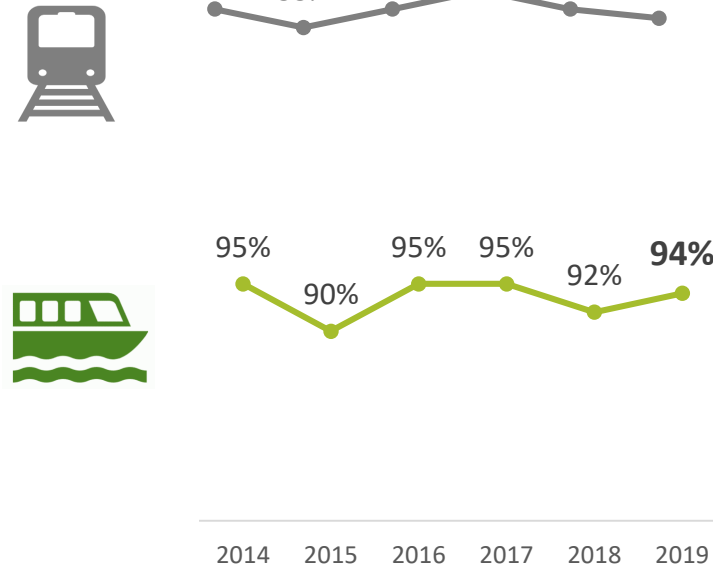
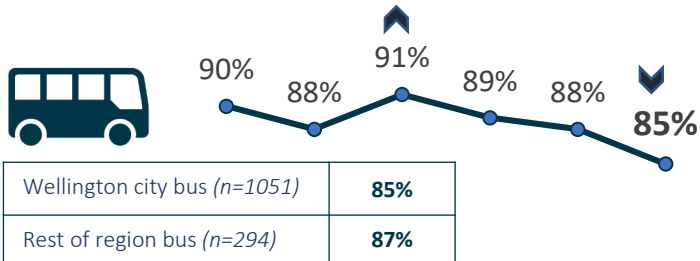


Base: n=3,924 (All passengers who answered this question)



Arrows denote statistically significant change from previous year.

Satisfaction by Mode



Satisfaction by Operator (%)

Uzabus Metlink	96%
East By West	94%
Mana Metlink	90%
Tranzdev	89%
Tranzurban Metlink	89%
NZ Bus Metlink	81%



Passengers most satisfied

- ✓ Aged 65 years + (93%)
- ✓ Travelling on ten-trip ticket (91%)
- ✓ Train passengers (89%), especially Johnsonville (96%) and Melling (96%) lines

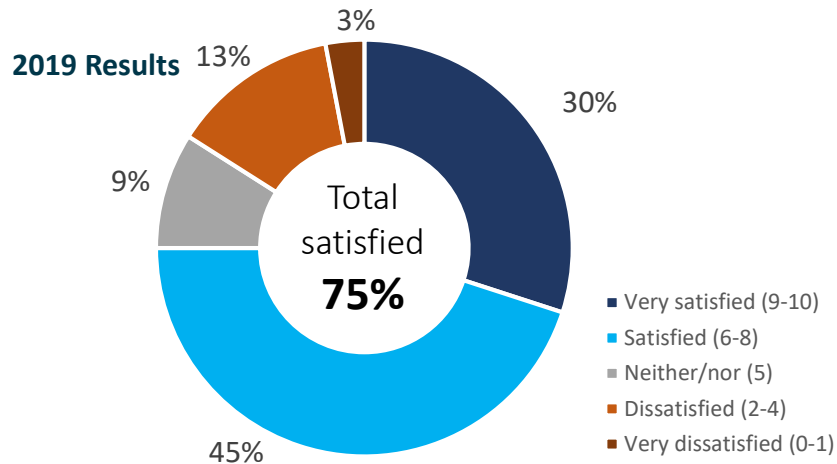


Passengers most dissatisfied

- ✓ Off-peak travellers (89%)
- ✗ Aged 15-17 years (10%) or 45-64 years (9%)
- ✗ Using public transport every weekday (8%)
- ✗ NZ Bus Metlink passengers (8%)
- ✗ Peak travellers (7%)

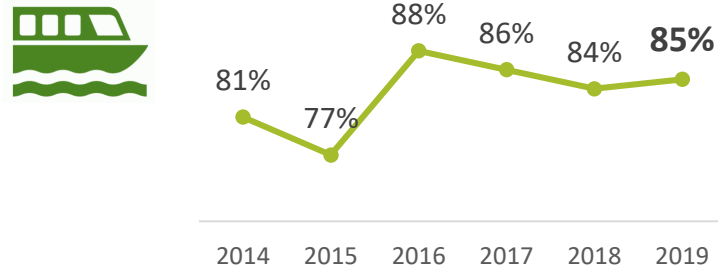
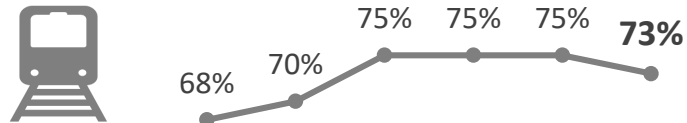
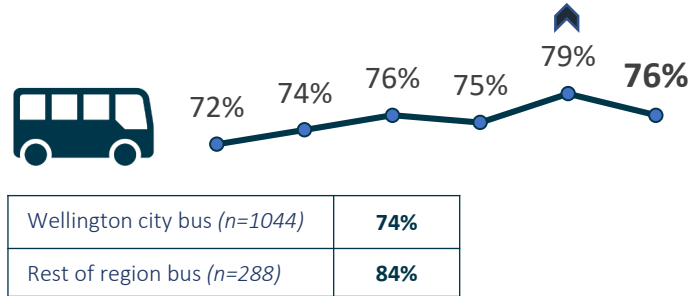
Value for Money

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



Base: n=3,882 (All passengers who answered this question)

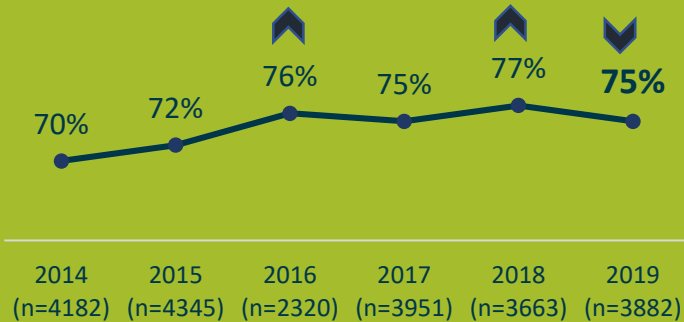
Satisfaction by Mode



Satisfaction by Operator (%)

Uzabus Metlink	92%
Mana Metlink	87%
East By West	85%
Tranzurban Metlink	79%
Transdev	73%
NZ Bus Metlink	72%

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Aged 65 years + (93%)
- ✓ Travelling on a Supergold card (92%)
- ✓ Uzabus Metlink (92%), Mana Metlink (87%) and Tranzurban Metlink (79%)
- ✓ Travelling for shopping/services (85%)
- ✓ Travelling once or twice a week (847%)
- ✓ Weekend (81%) and interpeak (79%) travellers

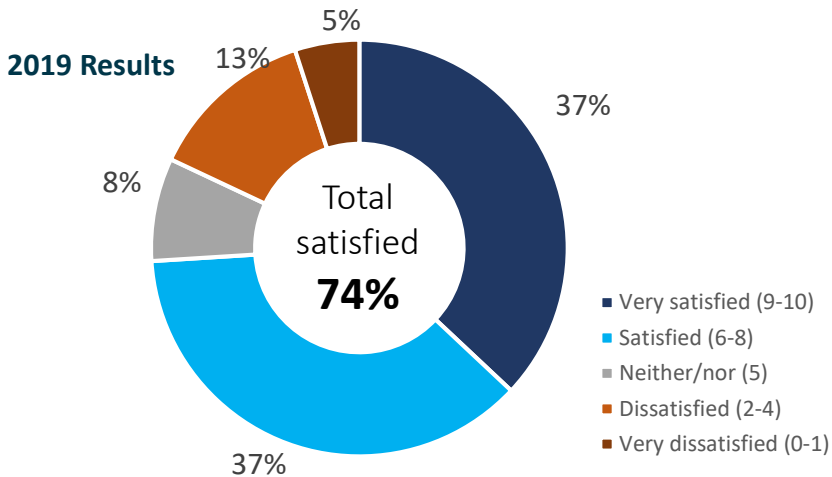


Passengers most dissatisfied

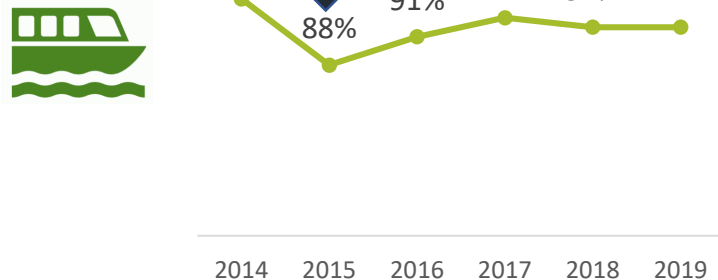
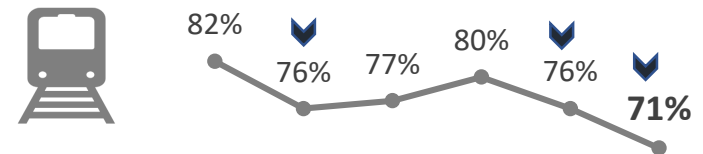
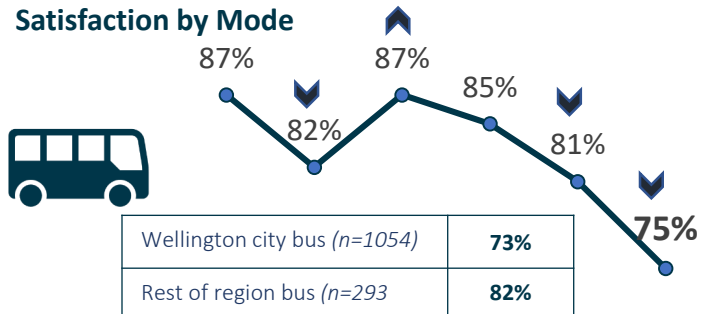
- ✗ NZ Bus Metlink (18%)

Having Enough Seats Available

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



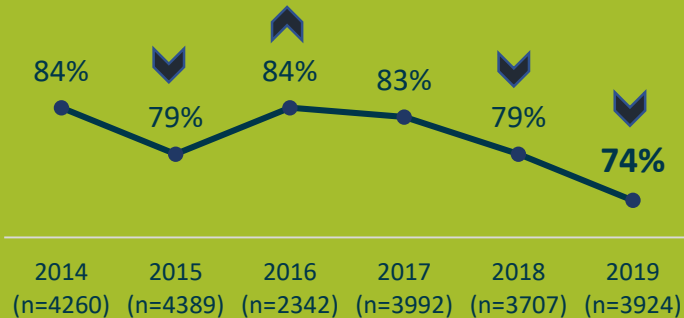
Base: n=3,924 (All passengers who answered this question)



Satisfaction by Operator (%)

East By West	92%
Mana Metlink	90%
Uzabus Metlink	84%
Tranzurban Metlink	81%
Transdev	71%
NZ Bus Metlink	68%

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

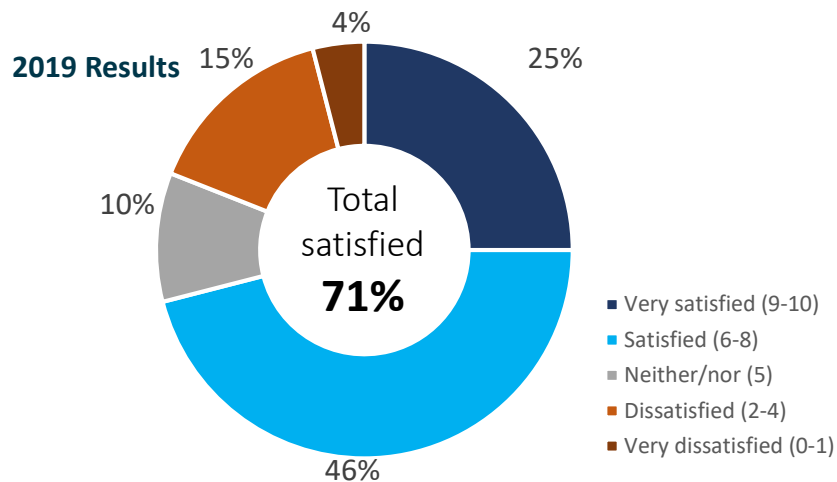


Passengers most dissatisfied

- ✓ Aged 65 years + (88%)
- ✓ Travelling on a Supergold card (89%) or paid cash (83%)
- ✓ Weekend (84%) and interpeak (83%) travellers
- ✓ Bus passengers (75%), especially Mana Metlink (90%) and Tranzurban Metlink (81%)
- ✗ Morning (24%) and afternoon (22%) peak travellers
- ✗ Aged 45-59 years (23%)
- ✗ Travelling for work (23%)
- ✗ NZ Bus Metlink passengers (21%)
- ✗ Train passengers (21%), especially Hutt Valley (27%) and Kapiti (24%) lines

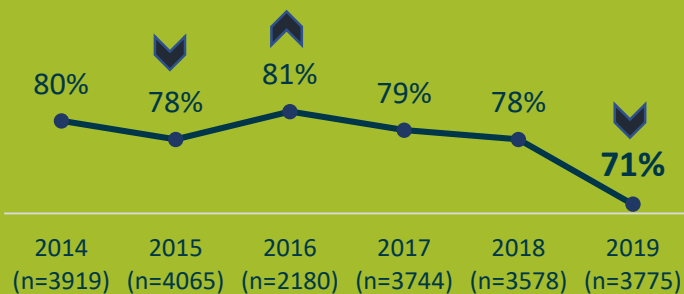
How Often the Service Runs

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



Base: n=3,775 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

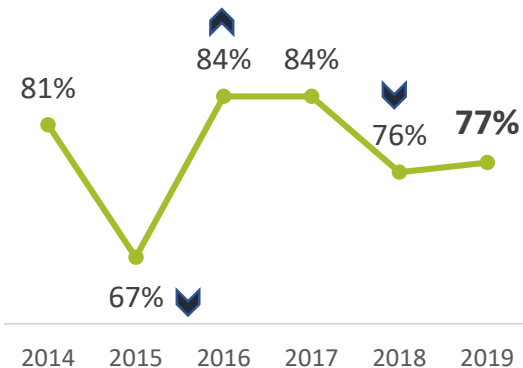
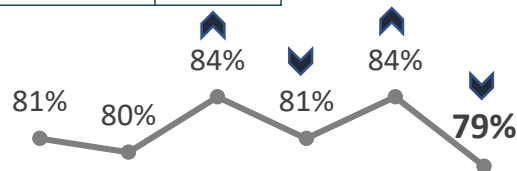
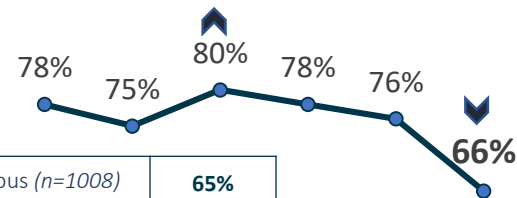


Arrows denote statistically significant change from previous year.

Satisfaction by Mode



Wellington city bus (n=1008)	65%
Rest of region bus (n=283)	68%



Satisfaction by Operator (%)

Transdev	79%
East By West	77%
Mana Metlink	74%
Tranzurban Metlink	71%
NZ Bus Metlink	60%
Uzabus Metlink	56%



Passengers most satisfied

- ✓ Aged 65 years + (80%)
- ✓ Train passengers (79%), especially Kapiti (87%), Johnsonville (81%) and Hutt Valley (81%) lines

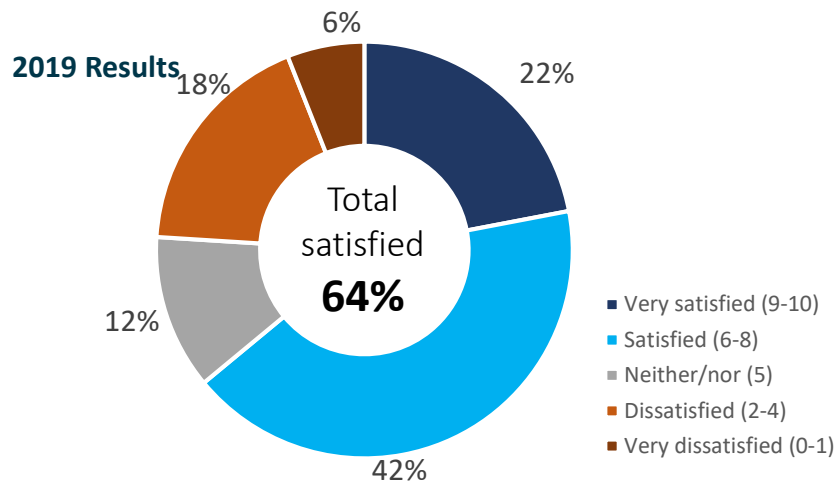


Passengers most dissatisfied

- ✓ Travelling on monthly pass (79%)
- ✓ Interpeak passengers (75%)
- ✓ Private vehicle available (74%)
- ✗ Wairarapa line passengers (35%)
- ✗ Aged 60-64 years (30%)
- ✗ Using public transport every day (24%)
- ✗ Bus passengers (22%), especially NZ Bus Metlink (27%)
- ✗ No private vehicle available (22%)
- ✗ Travelling for work (21%)
- ✗ Peak travellers (20%)

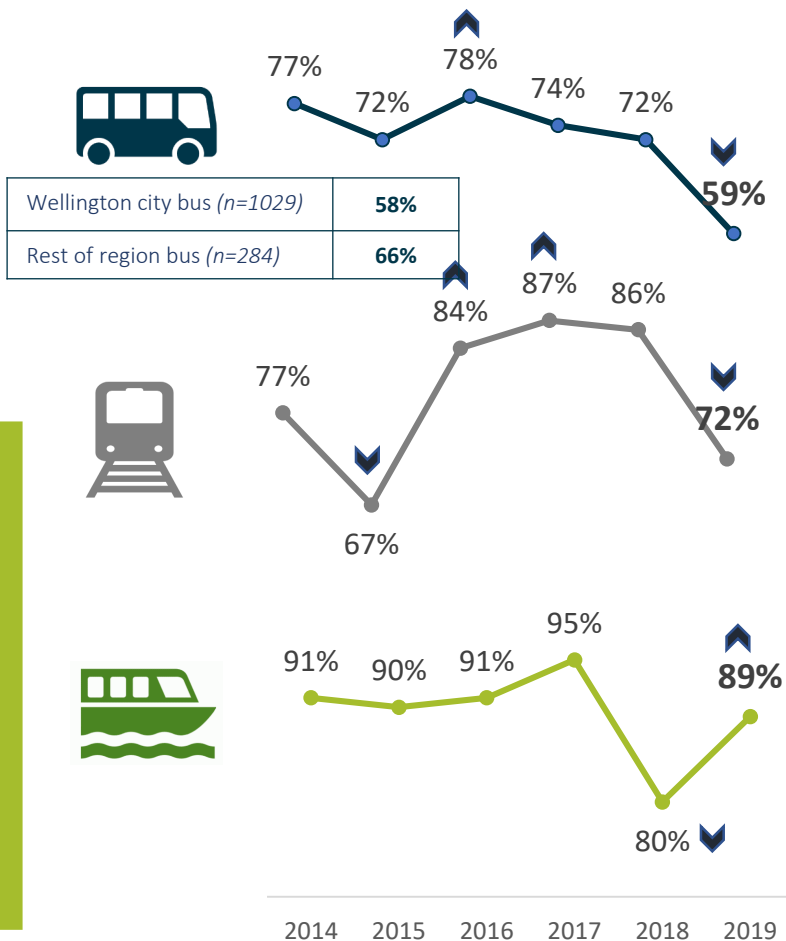
Service Being On Time

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



Base: n=3,856 (All passengers who answered this question)

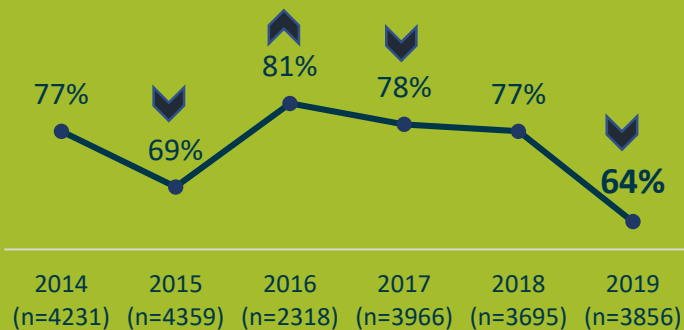
Satisfaction by Mode



Satisfaction by Operator (%)

East By West	89%
Uzabus Metlink	80%
Tansdev	72%
Mana Metlink	65%
Tranzurban Metlink	61%
NZ Bus Metlink	56%

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied



Passengers most dissatisfied

- ✓ Travelling for sport, recreation or dining (82%), shopping/service (78%) or visiting friends/relatives (77%)
- ✓ Aged 65 years + (81%)
- ✓ Train passengers (72%), especially Johnsonville (88%), Kapiti (77%) and Melling (76%) lines
- ✓ Weekend (72%) and interpeak (69%) travellers
- ✗ Bus passengers (28%), especially NZ Bus Metlink (30%) and Tranzurban Metlink (27%)
- ✗ Morning peak travellers (28%)
- ✗ Using PT daily/every working day (28%)
- ✗ Travelling for work (27%)
- ✗ Males (27%)

Perceptions Of Trip Over Time By Mode

Total satisfied (%)

In November 2018 Metlink undertook an interim survey of bus and rail services to measure the impact of changes introduced to the region's public transport system in mid-2018. This chart provides a comparison of the November 2018 results with the most recent May 2019 results.

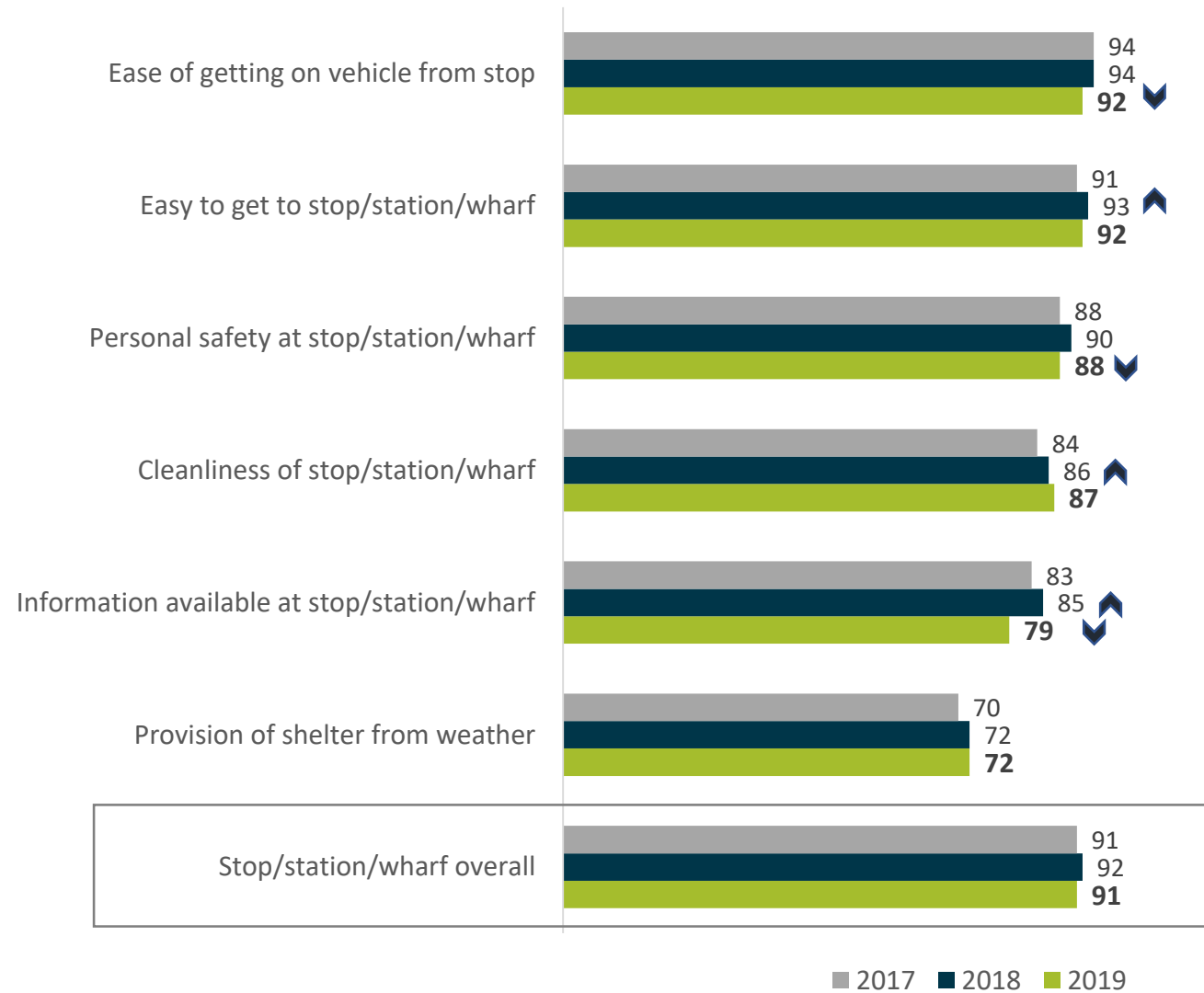
	Total Bus			Wellington City Bus			Rest of Region Bus			Train			Ferry		
	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019
Trip overall	91	88	87	*	88	85	*	88	92	92	94	89	94	*	99
Personal security during trip	94	94	93	*	94	93	*	91	92	97	98	95	100	*	99
Ease of getting on/off vehicle	92	91	90	*	91	90	*	91	88	96	96	95	83	*	88
Helpfulness of staff	90	88	87	*	88	87	*	87	88	94	94	91	98	*	99
Attitude of staff	89	87	87	*	88	88	*	84	86	93	94	91	100	*	99
Comfort of inside temperature	88	86	85	*	86	85	*	84	87	90	92	89	92	*	94
Value for money of fare	79	75	76	*	75	74	*	77	84	75	79	73	84	*	85
Having enough seats available	81	79	75	*	77	73	*	85	82	76	81	71	92	*	92
How often service runs	76	69	66	*	69	65	*	70	68	84	86	79	76	*	77
Being on time	72	64	59	*	62	58	*	68	66	86	85	72	80	*	89

Passenger Perceptions of Stop/Station/Wharf



Perceptions of the Stop/Station/Wharf: Summary

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year.

Almost all public transport users (91%) are satisfied with the stop/station/wharf where they started their trip – this result stable from last year. Train passengers continue to be most satisfied with the station (94%). In contrast, this year bus passengers are least satisfied with their boarding stop (89%, down from 91% 12 months ago).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers most critical (45% satisfied; 42% dissatisfied). Passenger suggestions to improve the provision of shelter include:

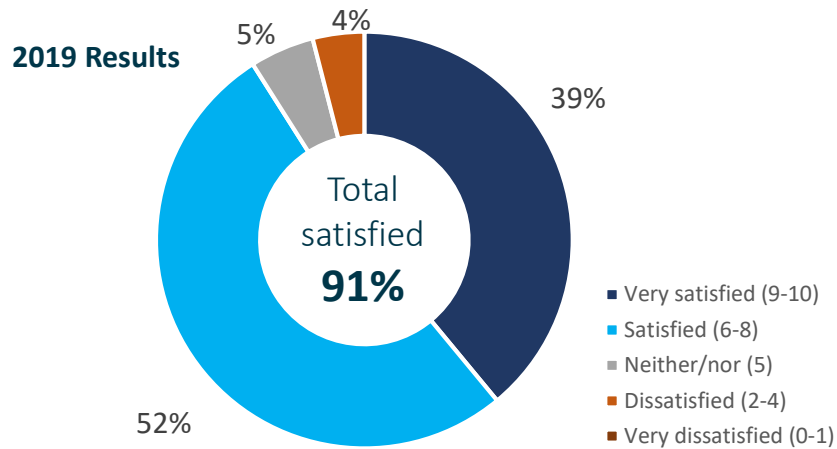
- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Provide 'waiting lounge' with facilities e.g. ATM, coffee, lockers

Satisfaction with the provision of information available at stops/stations/wharves has declined significantly since 2018, particularly among bus users (down from 82% to 75%). Suggestions to enhance information provision include:

- More real time information boards – and ensure the information displayed is accurate
- Make the information available easier to read - larger font sizes etc.
- More timely/more comprehensive information about delays and disruptions

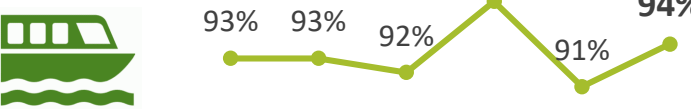
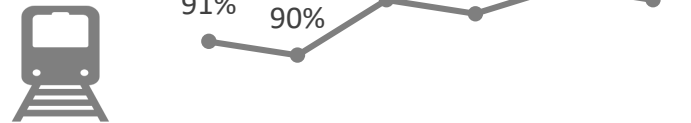
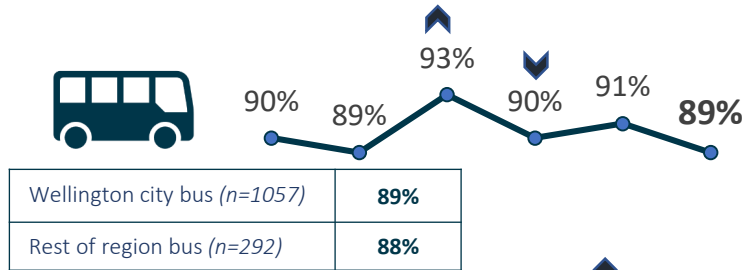
Overall Satisfaction with Stop/Station/Wharf

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

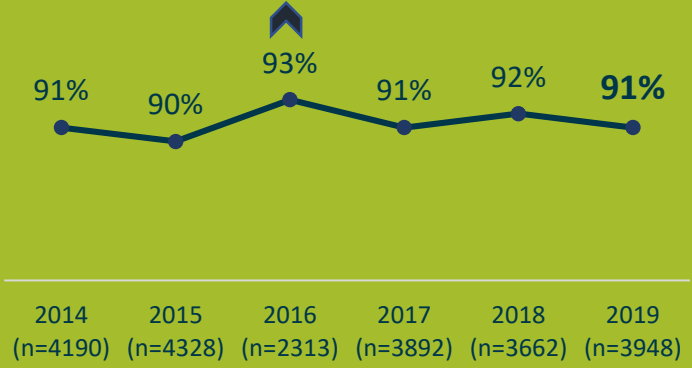


Base: n=3,948 (All passengers who answered this question)

Satisfaction by Mode (Unweighted)



Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Travelling on a ten-trip ticket (95%)
- ✓ Train passengers (94%), especially those travelling on the Wairarapa (98%) and Kapiti (95%) lines
- ✓ Aged 18-24 years (94%)

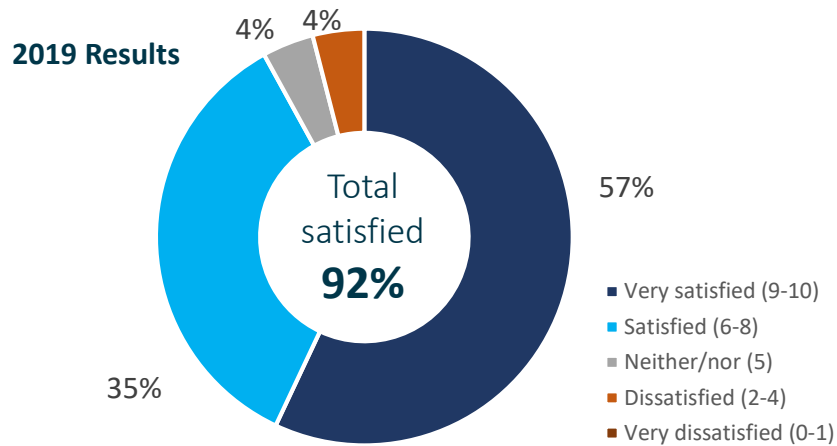


Passengers most dissatisfied

- ✗ Bus passengers (5%), especially Tranzurban Metlink (6%)
- ✗ Travelling on a stored value card (5%)

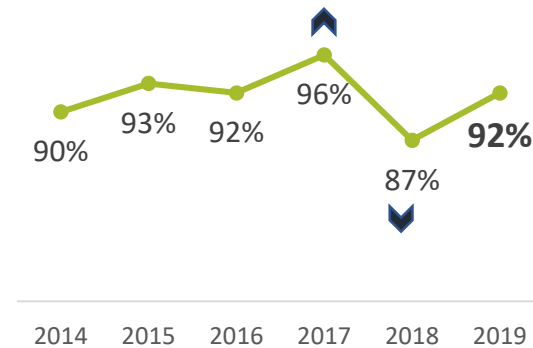
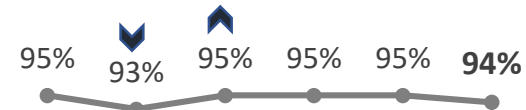
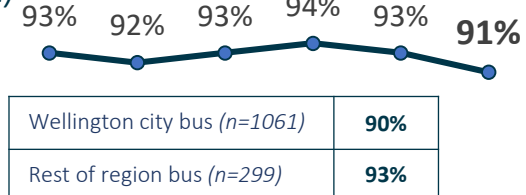
Ease of Getting on Vehicle from Stop/Station/Wharf

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



Base: n=3,979 (All passengers who answered this question)

Satisfaction by Mode (Unweighted)



Passengers most satisfied

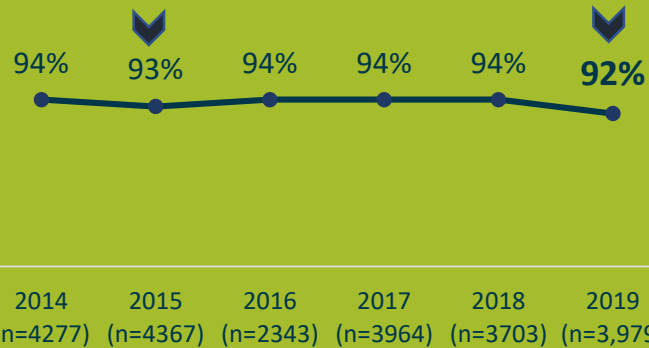
- ✓ Train passengers (94%), especially Kapiti line (95%)



Passengers most dissatisfied

- ✗ Aged 65 years + (7%)
- ✗ Bus passengers (5%), especially Tranzurban Metlink (5%)

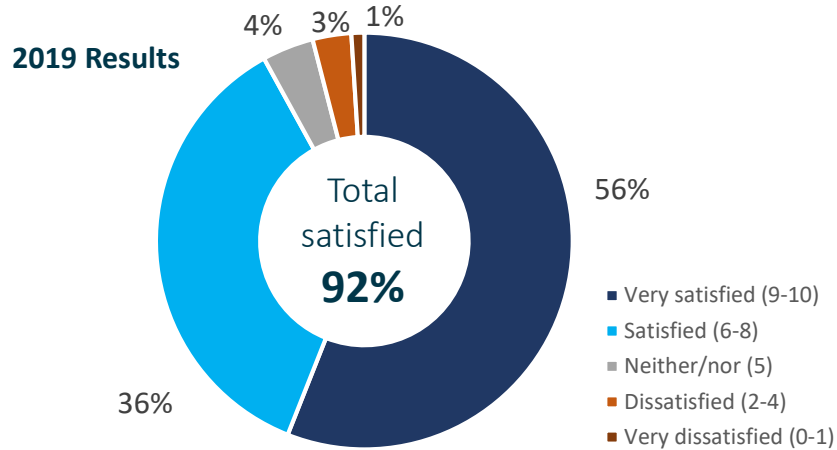
Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

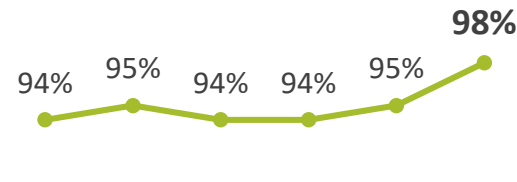
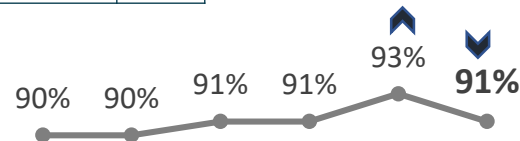
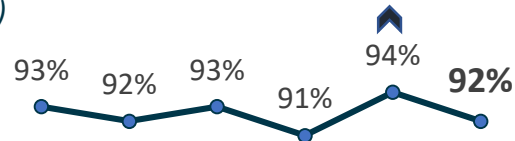
Ease of Getting to Stop/Station/Wharf

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



Base: n=3,978 (All passengers who answered this question)

Satisfaction by Mode (Unweighted)



2014 2015 2016 2017 2018 2019



✓ (No sub-groups significantly more satisfied)

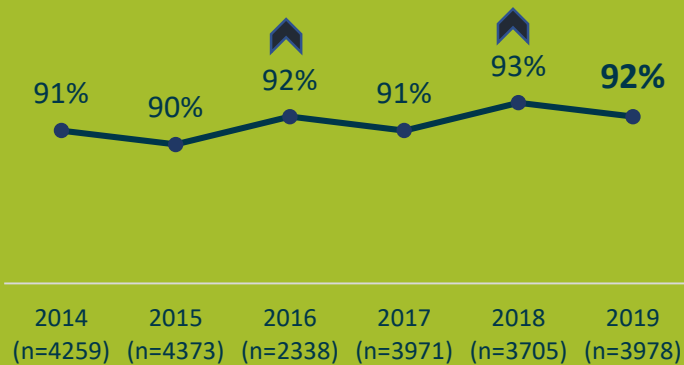
Passengers most satisfied



✗ (No sub-groups significantly more dissatisfied)

Passengers most dissatisfied

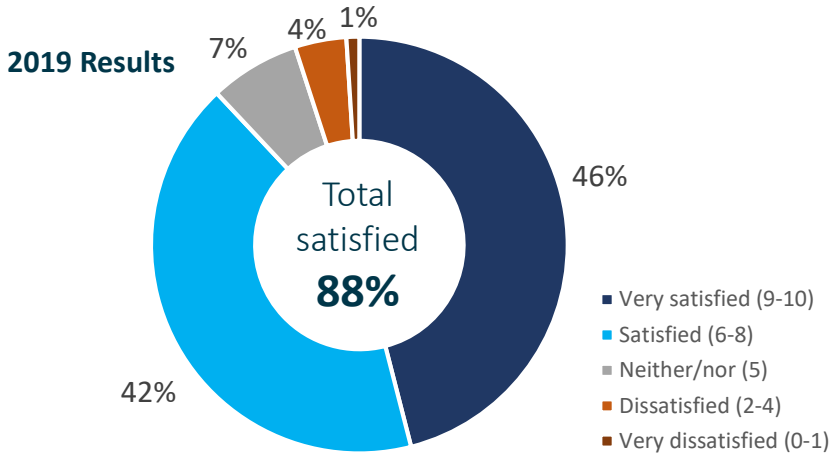
Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

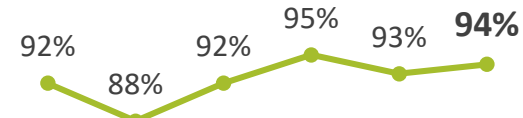
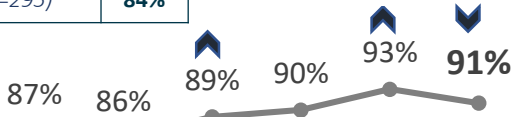
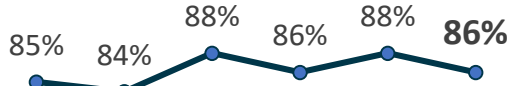
Personal Safety at Stop/Station/Wharf

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

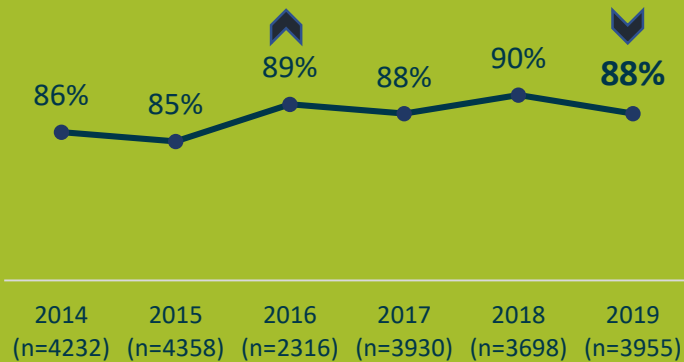


Base: n=3,955 (All passengers who answered this question)

Satisfaction by Mode (Unweighted)



Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Using public transport once or twice a week (96%)
- ✓ Aged 35-44 years (93%)
- ✓ Train passengers (91%)
- ✓ Peak travellers (89%)



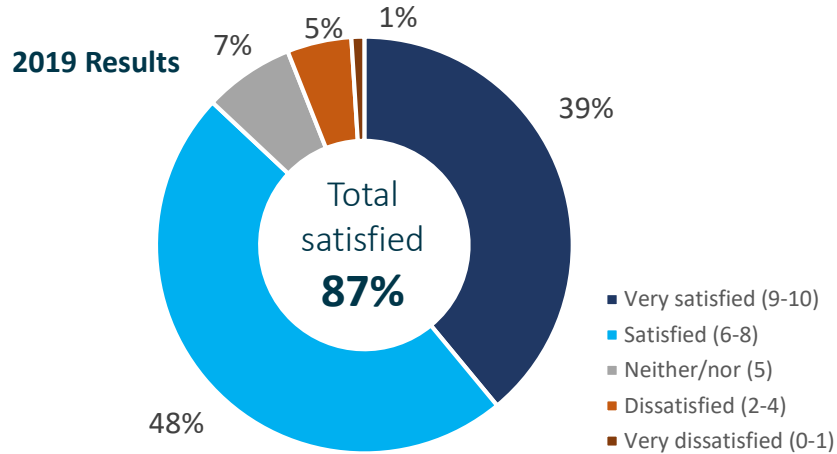
Passengers most dissatisfied

- ✗ Aged 15-17 years (9%) or 65 years + (9%)
- ✗ Weekend (9%) and interpeak (7%) travellers
- ✗ Bus passengers (6%), especially Mana Metlink (9%) and NZ Bus Metlink (6%)

2014 2015 2016 2017 2018 2019

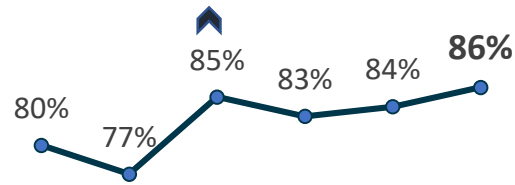
Cleanliness of Stop/Station/Wharf

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

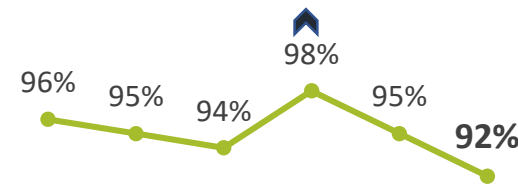
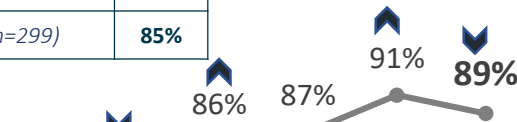


Base: n=3,959 (All passengers who answered this question)

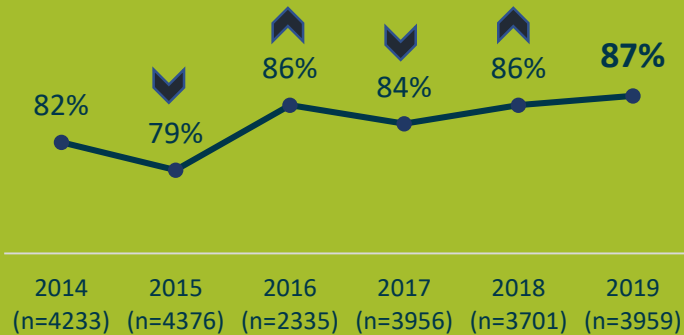
Satisfaction by Mode (Unweighted)



Wellington city bus (n=1048)	86%
Rest of region bus (n=299)	85%



Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Travelling once or twice a week (92%)
- ✓ Aged 35-44 years (90%)
- ✓ Private vehicle available (89%)
- ✓ Females (89%)
- ✓ Travelling for work (88%)

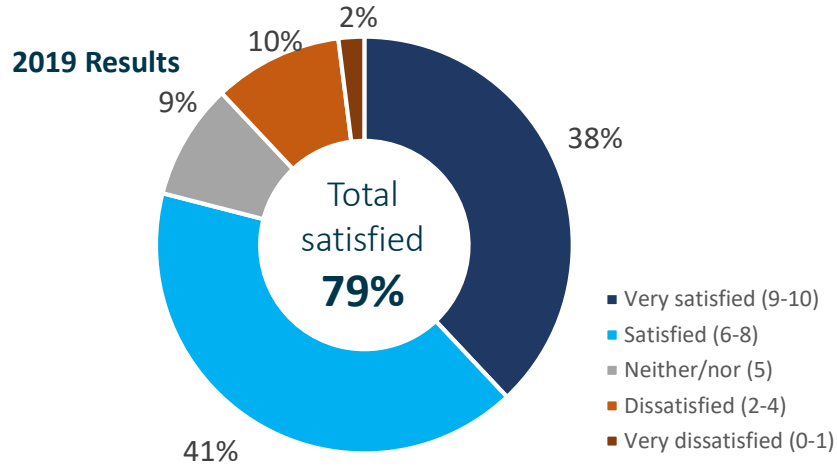


Passengers most dissatisfied

- ✗ Gender diverse (16%)
- ✗ Aged 15-17 years (12%)
- ✗ Paid with cash (10%)

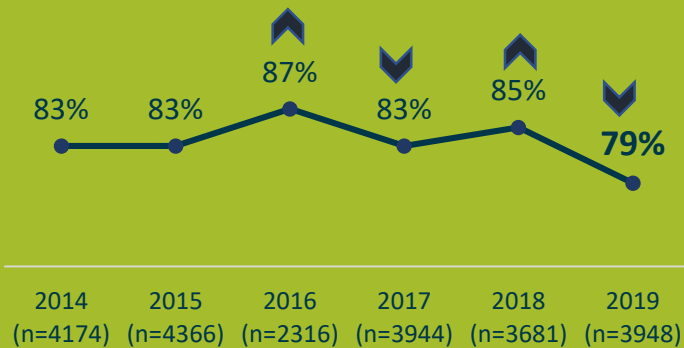
Information Available at Stop/Station/Wharf

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



Base: n=3,948 (All passengers who answered this question)

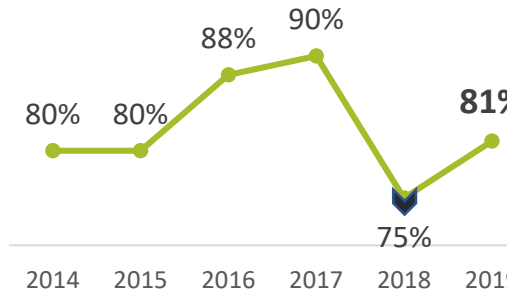
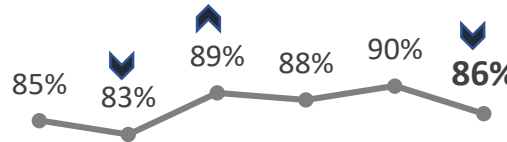
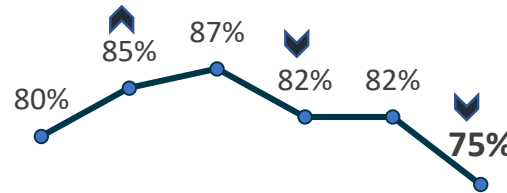
Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

Satisfaction by Mode (Unweighted)

Wellington city bus (n=1053)	73%
Rest of region bus (n=295)	84%



Passengers most satisfied

- ✓ Travelling on a ten-trip ticket (89%) or monthly pass (83%)
- ✓ Travelling for shopping/services (88%)
- ✓ Train passengers (86%), especially Wairarapa (91%), Kapiti (88%) and Hutt Valley (85%) lines
- ✓ Interpeak (84%) and afternoon peak (82%) travellers
- ✓ Travelling outbound (83%)

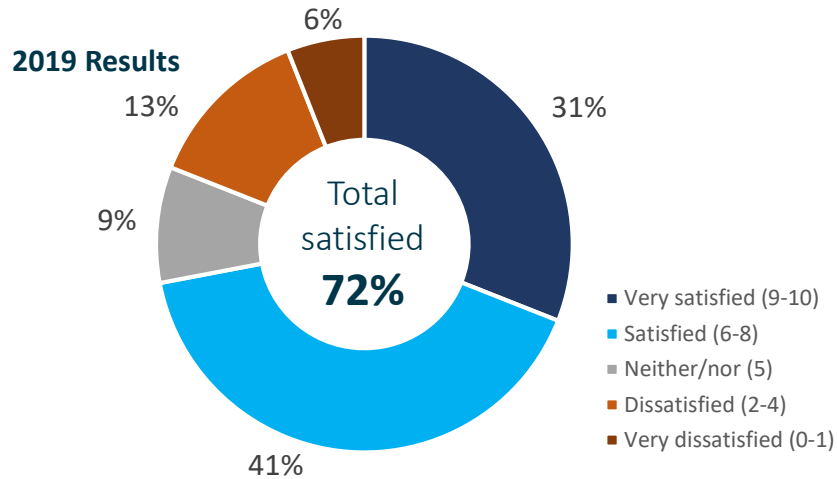


Passengers most dissatisfied

- ✗ Bus passengers (15%), especially NZ Bus Metlink (17%)
- ✗ Using public transport every day (15%)
- ✗ Morning peak travellers (15%)
- ✗ Travelling on a stored value card (15%)
- ✗ Travelling inbound (14%)
- ✗ Travelling for work (13%)

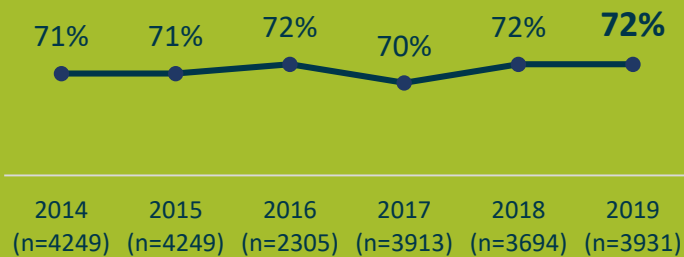
Provision of Shelter from Weather

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



Base: n=3,931 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

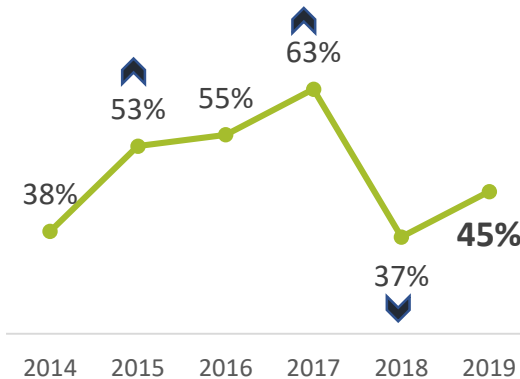
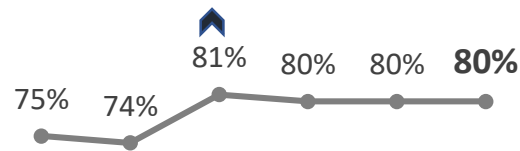
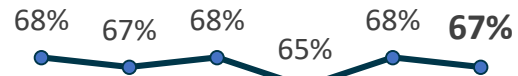


Arrows denote statistically significant change from previous year.

Satisfaction by Mode (Unweighted)



Wellington city bus (n=1038)	66%
Rest of region bus (n=293)	72%



Passengers most satisfied

- ✓ Travelling for sport, recreation or dining (83%)
- ✓ Travelling less often than once a week (83%)
- ✓ Train passengers (80%), especially Wairarapa (84%), Melling (82%), Kapiti (82%), Hutt Valley (77%) lines
- ✓ Travelling on a ten-trip ticket (80%)
- ✓ Afternoon peak travellers (76%)
- ✓ Outbound trips (74%)



Passengers most dissatisfied

- ✗ Bus passengers (23%), especially NZ Bus Metlink (24%) and Tranzurban Metlink (22%)
- ✗ Morning peak travellers (23%)
- ✗ Travelling on a stored value card (23%)
- ✗ Inbound trips (21%)

Perceptions Of Stop/Station/Wharf Over Time By Mode

Total satisfied (%)

In November 2018 Metlink undertook an interim survey of bus and rail services to measure the impact of changes introduced to the region's public transport system in mid-2018. This chart provides a comparison of the November 2018 results with the most recent May 2019 results.

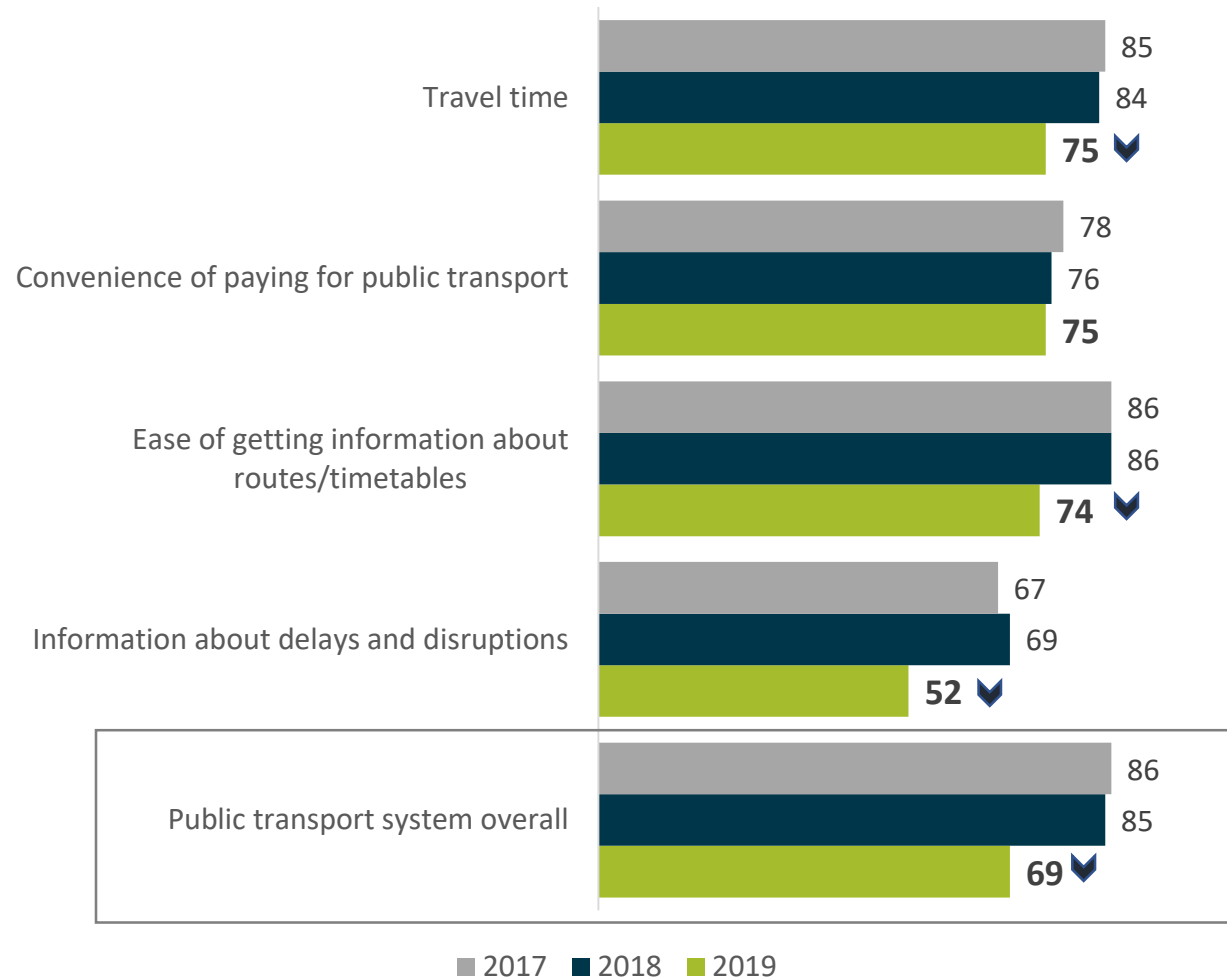
	Total Bus			Wellington City Bus			Rest of Region Bus			Train			Ferry		
	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019
Stop/station/wharf overall	91	89	89	*	89	89	*	89	88	95	96	94	91	*	94
Ease of getting on vehicle	93	92	91	*	92	90	*	91	93	95	95	94	87	*	92
Easy to get to	94	91	92	*	91	92	*	91	93	93	93	91	95	*	98
Personal safety	88	87	86	*	88	87	*	83	84	93	93	91	93	*	94
Cleanliness	84	84	86	*	85	86	*	81	85	91	91	89	95	*	92
Provision of information	82	79	75	*	79	73	*	80	84	90	88	86	75	*	81
Provision of shelter from weather	68	69	67	*	71	66	*	64	72	80	81	80	37	*	45



Passenger Perceptions of Wellington Region's Public Transport System

Perceptions of Wellington's PT System: Summary

Share of Passengers Satisfied/Very Satisfied (%)



Base: n=3,798 (All respondents)

Users' perceptions of Wellington's public transport system have declined significantly over the last 12 months – overall satisfaction down 16 percentage points to 69%. Declines are most notable among bus passengers.

Over the last 12 months, the provision of information about delays and disruptions has become a stronger driver of satisfaction. However, this aspect continues to perform least well, only 52% of users satisfied in 2019. Improving the accuracy of real time information signs, enhancing awareness of delay/disruption information available via the Metlink app and Metlink website (and ensuring this information is timely and easy to find), and the provision of more detailed announcements at stations and wharves (including notifying of the reason for the delay, likely length and alternatives available) can be expected to improve satisfaction ratings. Achieving greater service reliability will also have a positive impact, reducing the need for this information.

Satisfaction with travel times - the strongest driver of satisfaction with the public transport system – has also declined over the last 12 months, particularly for bus users (down 12 percentage points to 70%). Faster/ more direct services, more frequent services and more bus lanes may improve travel time perceptions.

Perceptions of Wellington's PT System: Summary

Seventy-one percent of users agree that Wellington's public transport system is easy to use (varying from 77% of train users to 67% of those travelling by bus). Key contributors include accessibility of stops/stations/wharves, comprehensive route coverage, frequency of services and public transport information being easy to understand. Poor service reliability, overcrowding, a lack of direct/express services, and poor or unclear communication make the public transport system difficult to use.

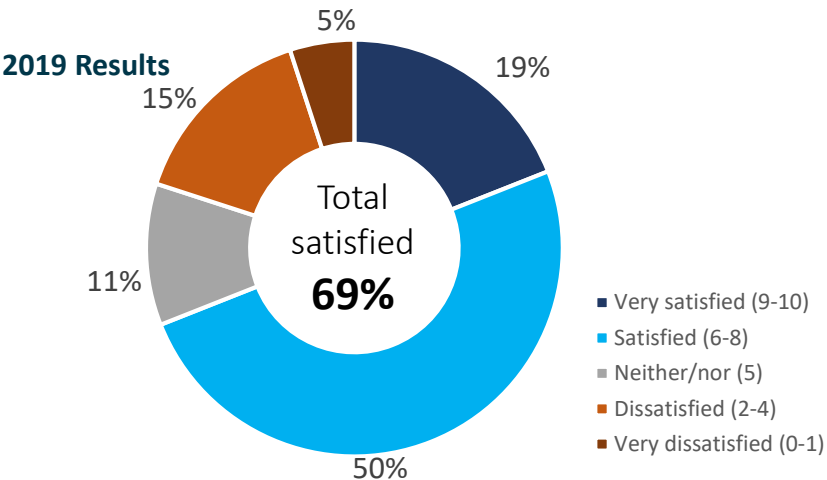
Just less than two-thirds of bus users describe their current public transport experience as better (19%) or the same (29%) as prior to the new bus services being introduced, or reported not having used public transport prior to the changes (15%).

Whilst experiencing a significant decline over the last 12 months, three-quarters of users would continue to recommend using public transport to others, including 82% of train users and 84% of those who use the ferry.



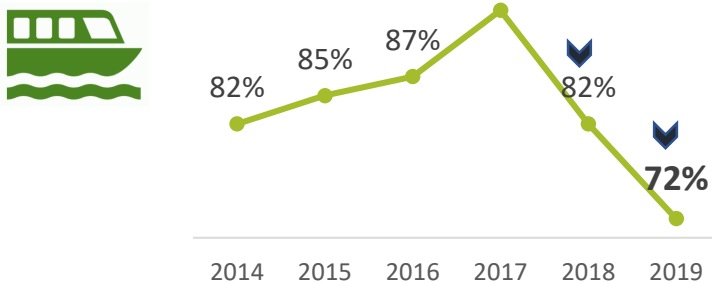
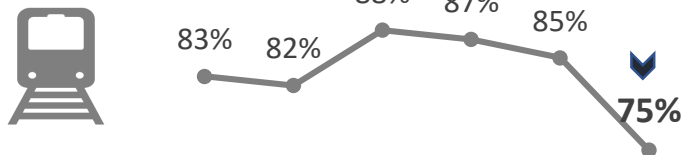
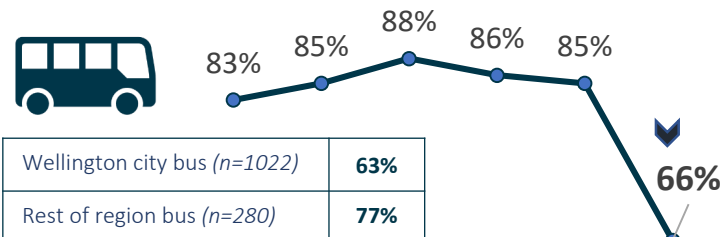
Satisfaction with Public Transport System Overall

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



Base: n=3,798 (All passengers who answered this question)

Satisfaction by Mode



Passengers most satisfied

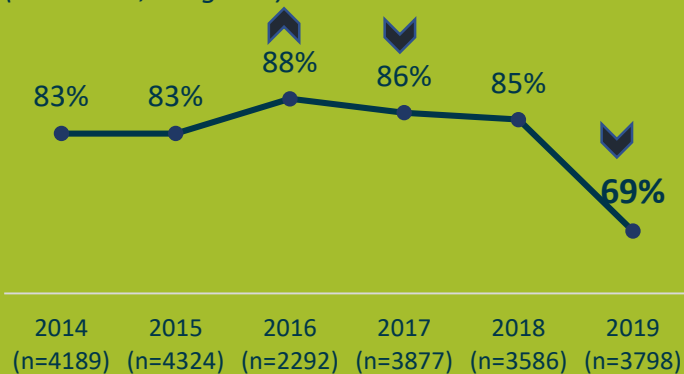
- ✓ Uzabus Metlink (92%)
- ✓ Aged 65 years + (85%)
- ✓ Travelling for shopping/services (81%) or school (76%)
- ✓ Train passengers (75%), especially Kapiti (80%) and Johnsonville (80%) lines
- ✓ Interpeak travellers (74%)
- ✓ Private vehicle available (72%)



Passengers most dissatisfied

- ✗ Gender diverse (32%)
- ✗ No private vehicle available (23%)
- ✗ Bus passengers (23%), especially NZ Bus Metlink (27%)
- ✗ Afternoon/evening peak travellers (22%)
- ✗ Travelling for work (22%)

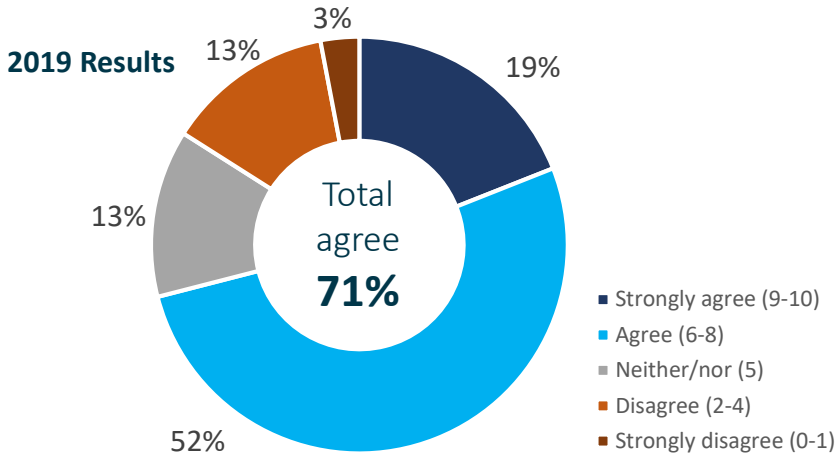
Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

Ease of Using Public Transport Services

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

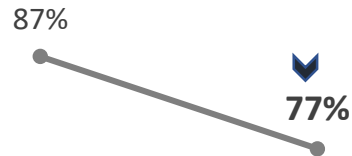
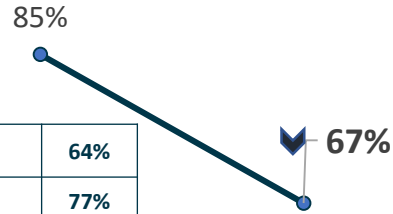


Base: n=3,549 (All passengers who answered this question)

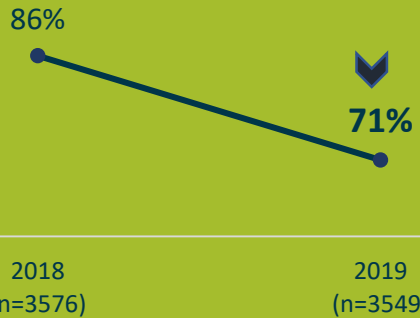
Agreement by Mode (Unweighted)



Wellington city bus (n=994)	64%
Rest of region bus (n=258)	77%



Agreement Over Time (All modes, weighted)



This question was asked for the first time in May 2018



Passengers most agreeing

- ✓ Aged 65 years + (82%)
- ✓ Mana Metlink (81%) passengers
- ✓ Travelling on Supergold card (79%), ten-trip ticket (76%) or monthly pass (76%)
- ✓ Train passengers (77%), especially Kapiti line (81%)
- ✓ Private vehicle available (73%)



Passengers most disagreeing

- ✗ Using public transport every day (21%)
- ✗ Bus passengers (19%), especially NZ Bus Metlink (23%)
- ✗ Aged 45-59 years (21%)
- ✗ Travelling on a stored value card (20%)
- ✗ No private vehicle available (19%)
- ✗ Travelling for work (18%)

Why Easy to Use Public Transport Services

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



Stops/station/wharves
easily accessible

25%
*(up from
20% in '18)*



Good route coverage
(can get to most places)
Especially those using PT every day (32%)

25%
*(down from
28% in '18)*

Major Stops	All Stops	Next Service
Wellington Station - Stop A	2:16 pm	2:29 pm, 2:40 pm, 2:52 pm, 3:04 pm, 3:16 pm, 3:28 pm, 3:40 pm, 3:52 pm, 4:04 pm, 4:16 pm, 4:28 pm, 4:40 pm, 4:50 pm, 4:57 pm, 5:01 pm
Courteney Place at Blair Street	2:29 pm	2:41 pm, 2:53 pm, 3:05 pm, 3:17 pm, 3:29 pm, 3:41 pm, 3:53 pm, 4:05 pm, 4:17 pm, 4:29 pm, 4:41 pm, 4:53 pm, 5:05 pm, 5:12 pm, 5:17 pm
Wellington Hospital	2:38 pm	2:50 pm, 3:04 pm, 3:14 pm, 3:26 pm, 3:39 pm, 3:51 pm, 4:03 pm, 4:15 pm, 4:27 pm, 4:39 pm, 4:51 pm, 5:03 pm, 5:14 pm, 5:21 pm, 5:26 pm
Island Bay - The Parade	2:52 pm	3:10 pm, 3:22 pm, 3:32 pm, 3:44 pm, 3:56 pm, 4:08 pm, 4:20 pm, 4:32 pm, 4:44 pm, 4:56 pm, 5:08 pm, 5:20 pm, 5:30 pm, 5:37 pm, 5:41 pm

Frequent services

17%
*(down from
27% in '18)*



Timetable
information easy
to understand
*Especially those visiting
friends and relatives (27%),
bus passengers (18%; Mana
Metlink 24%, NZ Bus
Metlink 18%)*

16%
*(down from
18% in '18)*



Range of payment
options

*Especially stored value card users (19%),
bus passengers (15%)*

12%
*(up from
10% in '18)*



Services run on
time/reliable

*Especially those travelling for
sport/recreation/dining (21%), aged 65
years + (19%), Supergold card users (19%),
using PT less often than once a week (17%),
train passengers (12%; Johnsonville line
21%)*

9%
*(down from
10% in '18)*

Base: n=1,441 (Respondents who said it was easy to use public transport services and who gave a reason)

Why Not Easy to Use Public Transport Services

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



Public transport not on time/delays

Especially those aged 18-24 years (59%)

39%
(up from 28% in '18)



Too many service disruptions, breakdowns

Especially NZ Bus Metlink (42%), travelling every week day (42%)

36%
(up from 5% in '18)



Lack of seats onboard/overcrowding

Especially those aged 18-24 years (41%), NZ Bus Metlink (35%)

27%
(up from 14% in '18)



Lack of direct/ express services

Especially weekend (27%) and interpeak (23%) travellers, bus passengers (16%; NZ Bus Metlink 18%)

13%
(up from 1% in '18)



Poor/unclear communication

Especially those aged 18-24 years (26%)

12%
(down from 18% in '18)



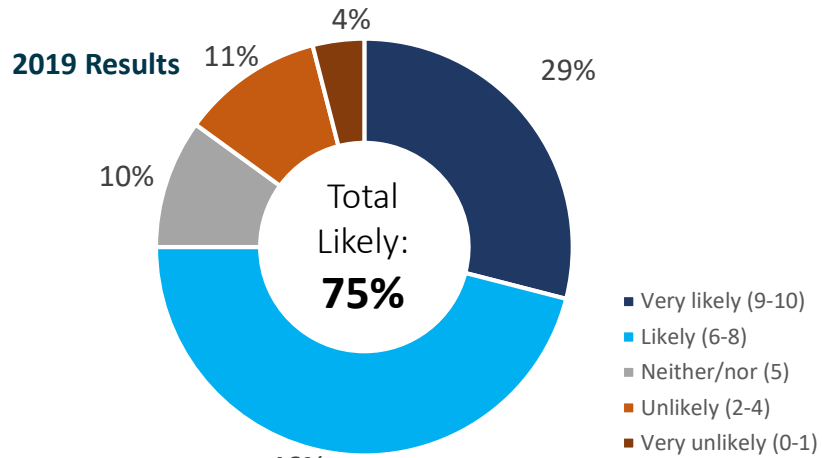
Service runs too infrequently

11%
(down from 16% in '18)

Base: n=383 (Respondents who said it was not easy to use public transport services and who gave a reason)

Likelihood of Recommending Public Transport

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

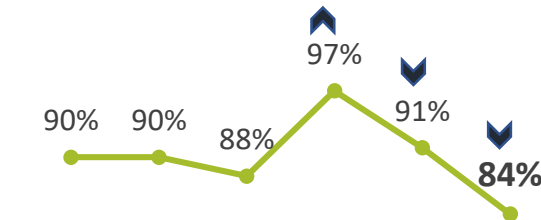
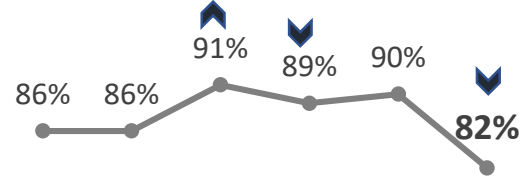
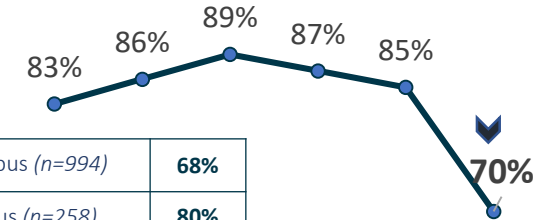


Base: n=3,715 (All passengers who answered this question)

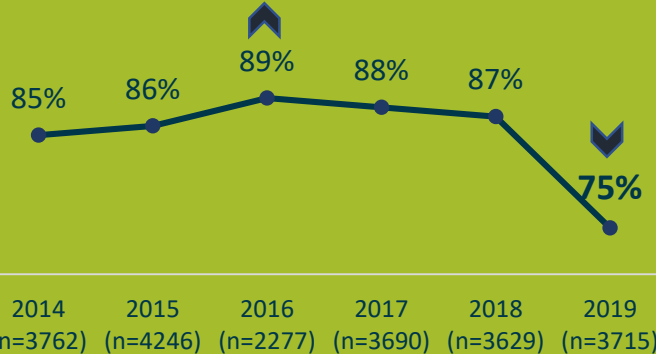
Likelihood by Mode



Wellington city bus (n=994)	68%
Rest of region bus (n=258)	80%



Likelihood of Recommending Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.



Passengers most likely to recommend

- ✓ Uzabus Metlink (92%)
- ✓ Aged 65 years + (88%)
- ✓ Travelling for shopping/services (83%)
- ✓ Train passengers (82%), especially Johnsonville (87%) and Kapiti (86%) lines
- ✓ Travelling once or twice a week or less often (83%)
- ✓ Private vehicle available (80%)



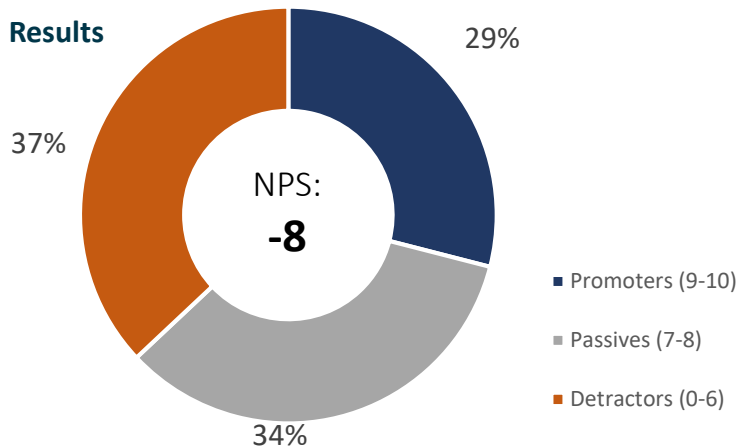
Passengers least likely to recommend

- ✗ Aged 45-59 years (20%)
- ✗ Bus passengers (19%), especially NZ Bus Metlink (23%)
- ✗ No private vehicle available (19%)
- ✗ Travelling for work (18%)

Net Promoter Score*

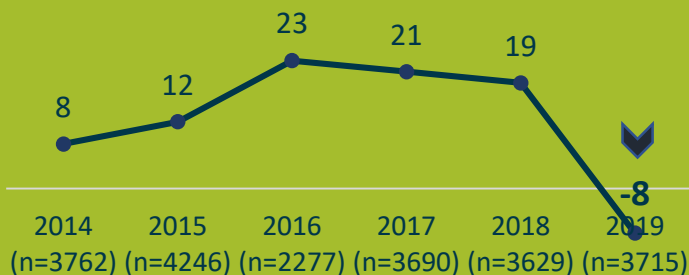
How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?

2019 Results

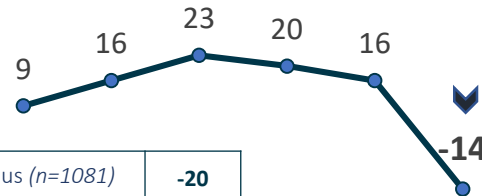


Base: n=3,715 (All passengers who answered this question)

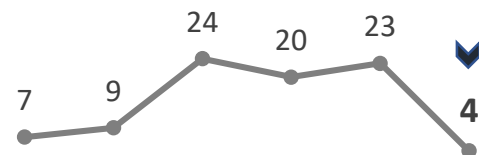
Net Promoter Score Over Time (All modes, weighted)



Net Promoter Score by Mode



Wellington city bus (n=1081)	-20
Rest of region bus (n=304)	6



Net Promoter Score by Operator (%)

Uzabus Metlink	17
East by West	7
Transdev	4
Mana Metlink	-5
Tranzurban Metlink	-8
NZ Bus Metlink	-22



Highest NPS scores

- ✓ Aged 65 years + (37)
- ✓ Travelling for shopping/services (24)
- ✓ Travelling less often than once a week (19)
- ✓ Uzabus passengers (17)
- ✓ Kapiti (15) and Johnsonville (13) line passengers
- ✓ Travelling on a day pass (11)



Lowest NPS scores

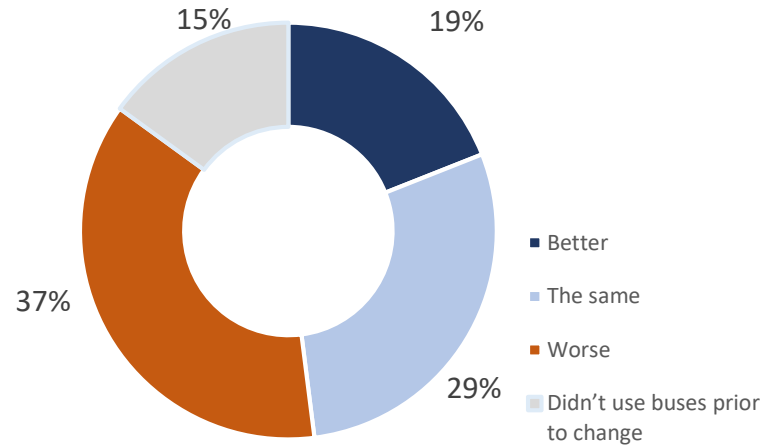
- ✗ Gender diverse (-30)
- ✗ Bus passengers (-14), especially NZ Bus Metlink (-22)
- ✗ Travelling on a stored value card (-19)
- ✗ Travelling for tertiary study (-17) or work (-14)
- ✗ Aged 45-59 years (-16)
- ✗ Travelling every week day (-16)
- ✗ Travelling in the afternoon/evening peak (-14)

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

Impact of Recent Bus Service Changes

Compared to your experience before the new bus services were introduced in July last year, is your experience using this bus service today ...

2019 Results



Base: n=1,324 (All bus passengers who answered this question)



	Wellington city bus	Rest of region bus
Better than before	17%	23%
Same as before	26%	43%
Didn't use buses prior to change	15%	13%
Worse than before	42%	21%
Base	n=1,036	n=288



Passengers better off

- ✓ Uzabus Metlink (40%), Mana Metlink (30%) and Tranzurban Metlink (22%) passengers
- ✓ Aged 65 years + (28%)
- ✓ Travelling for shopping/services (28%)
- ✓ Travelling on Supergold card (27%)
- ✓ Interpeak travellers (25%)

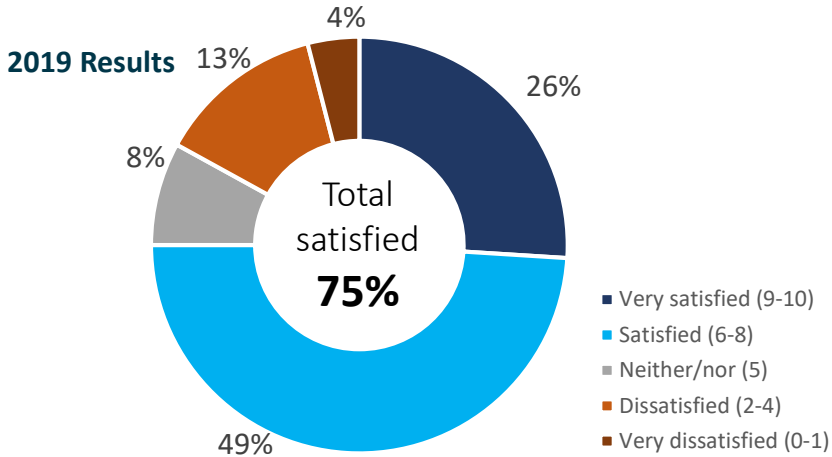


Passengers worse off

- ✗ Aged 35-59 years (49%)
- ✗ Travelling for work (46%)
- ✗ Travelling every week day (45%)
- ✗ Peak travellers (45%)
- ✗ NZ Bus Metlink passengers (45%)
- ✗ Private vehicle available (42%)
- ✗ Males (42%)
- ✗ Travelling on stored value card (41%)
- ✗ Weekday travellers (39%)

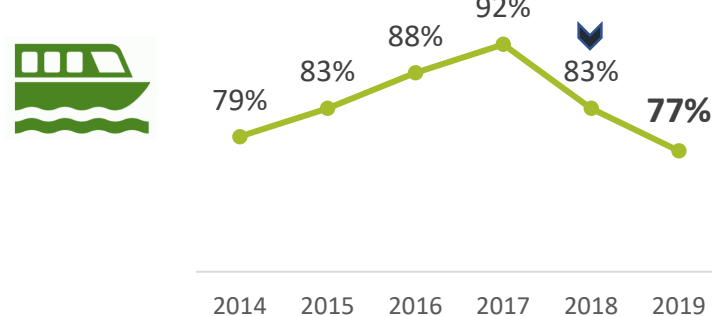
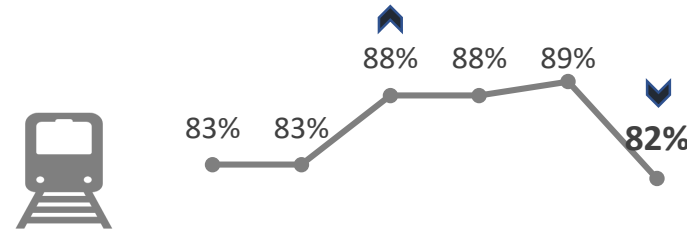
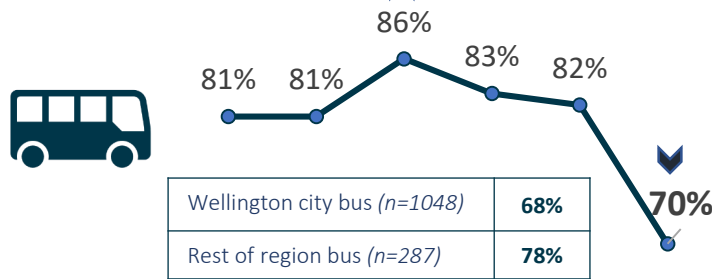
Satisfaction with Travel Time

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



Base: n=3,886 (All passengers who answered this question)

Satisfaction by Mode



Passengers most satisfied

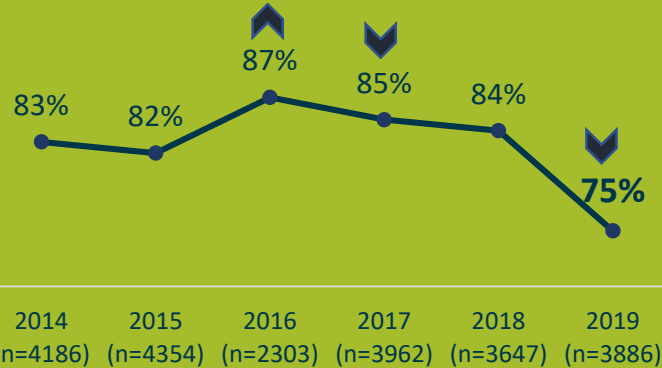
- ✓ Aged 65 years + (88%)
- ✓ Travelling for shopping/services (87%)
- ✓ Train passengers (82%), especially Johnsonville (87%) and Kapiti (85%) lines
- ✓ Interpeak passengers (79%)



Passengers most dissatisfied

- ✗ Bus passengers (21%), especially NZ Bus Metlink (24%)
- ✗ Aged 45-59 years (21%)
- ✗ Using public transport daily/every weekday (20%)
- ✗ Afternoon peak passengers (20%)
- ✗ No private vehicle available (20%)
- ✗ Travelling for work (19%)

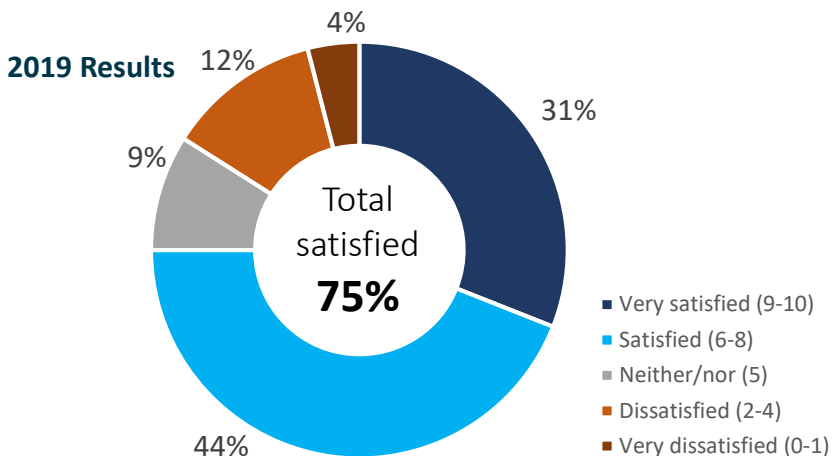
Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

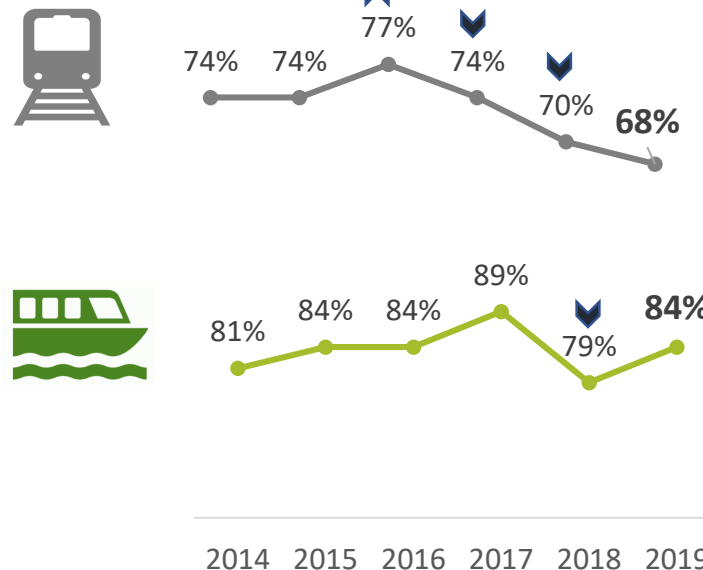
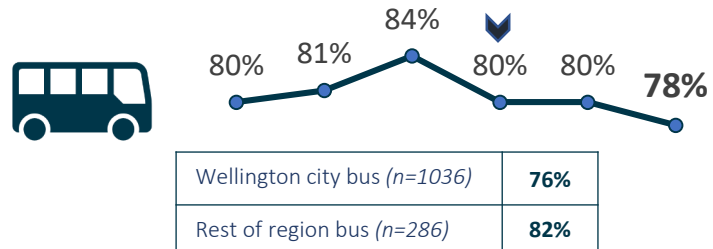
Satisfaction with Convenience of Paying for PT

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



Base: n=3,850 (All passengers who answered this question)

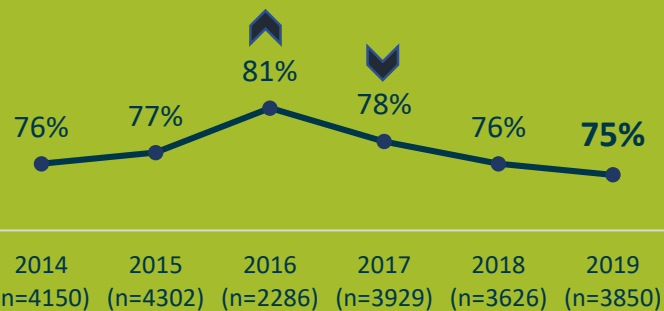
Satisfaction by Mode



Passengers most satisfied

- ✓ Aged 65 years + (93%)
- ✓ Travelling on Supergold card (91%) or stored value card (77%)
- ✓ Travelling for shopping/services (84%)
- ✓ Interpeak travellers (79%)
- ✓ Bus passengers (78%), especially Tranzurban Metlink (79%)

Satisfaction Over Time (All modes, weighted)



Arrows denote statistically significant change from previous year.

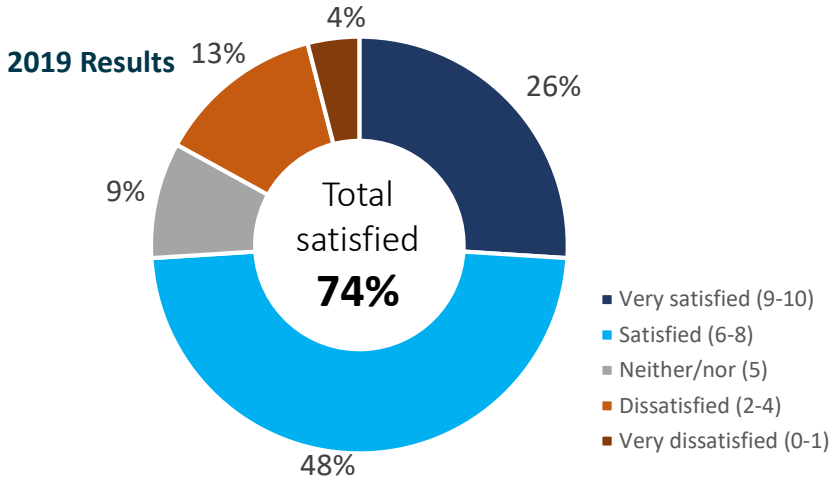


Passengers most dissatisfied

- ✗ Travelling on a monthly pass (21%) or ten-trip ticket (21%) or paying cash (21%)
- ✗ Train passengers (20%), especially Hutt Valley line (23%)
- ✗ Aged 25-34 years (19%)
- ✗ Afternoon/evening peak travellers (19%)
- ✗ Travelling to work (18%)

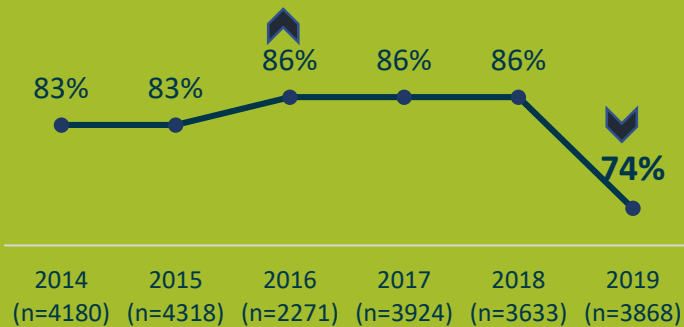
Satisfaction with Ease of Getting PT Information

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?



Base: n=3,868 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

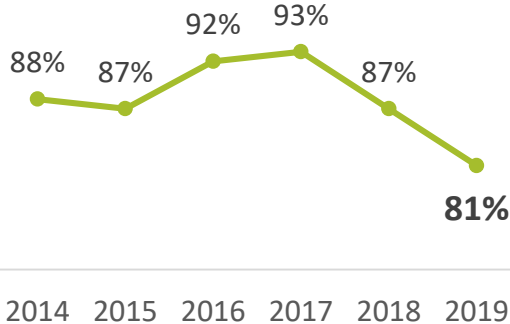
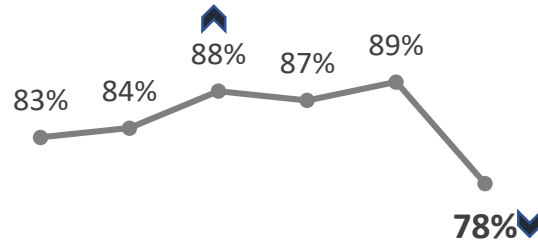
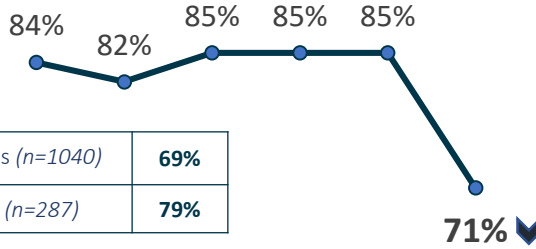


Arrows denote statistically significant change from previous year.

Satisfaction by Mode



Wellington city bus (n=1040)	69%
Rest of region bus (n=287)	79%



Passengers most satisfied

- ✓ Aged 65 years + (86%)
- ✓ Travelling via Supergold card (85%) or monthly pass (78%)
- ✓ Use public transport once or twice a week (84%)
- ✓ Train passengers (78%), especially Kapiti line (83%)
- ✓ Private vehicle available (76%)

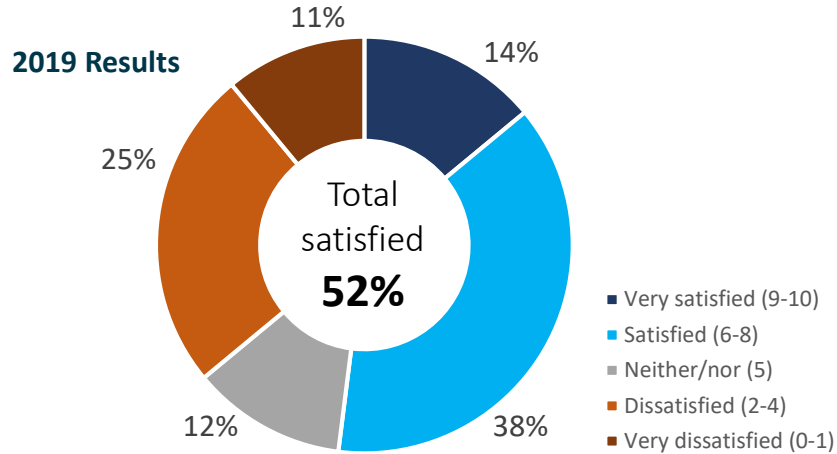


Passengers most dissatisfied

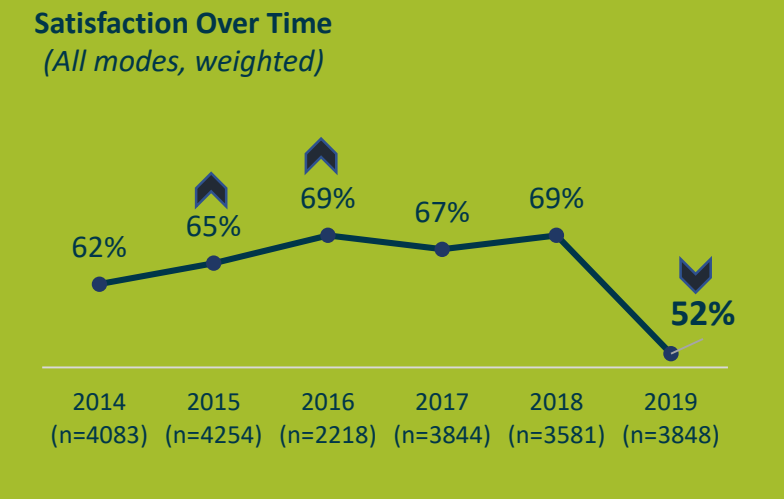
- ✗ Use public transport every day (22%)
- ✗ Bus passengers (19%), especially NZ Bus Metlink (22%)
- ✗ No private vehicle available (19%)
- ✗ Travelling for work (18%)

Satisfaction with Information about Delays, Disruptions

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

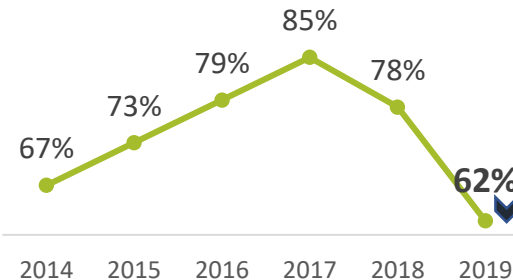
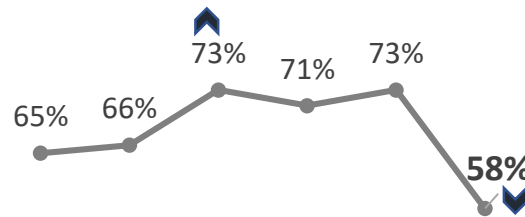
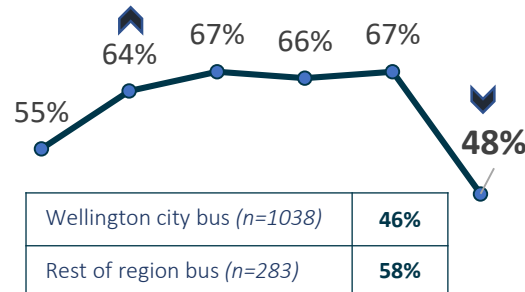


Base: n=3,848 (All passengers who answered this question)



Arrows denote statistically significant change from previous year.

Satisfaction by Mode



Passengers most satisfied

- ✓ Uzabus Metlink (72%)
- ✓ Travelling for shopping/services (67%)
- ✓ Aged 65 years + (66%)
- ✓ Weekend (59%) and interpeak (56%) travellers
- ✓ Train passengers (58%), especially Kapiti line (65%)
- ✓ Private vehicle available (54%)



Passengers most dissatisfied

- ✗ Afternoon peak travellers (41%)
- ✗ Using PT daily/every work day (39%)
- ✗ Bus passengers (38%), especially NZ Bus Metlink (43%)
- ✗ Travelling for work (38%)
- ✗ No private vehicle available (38%)

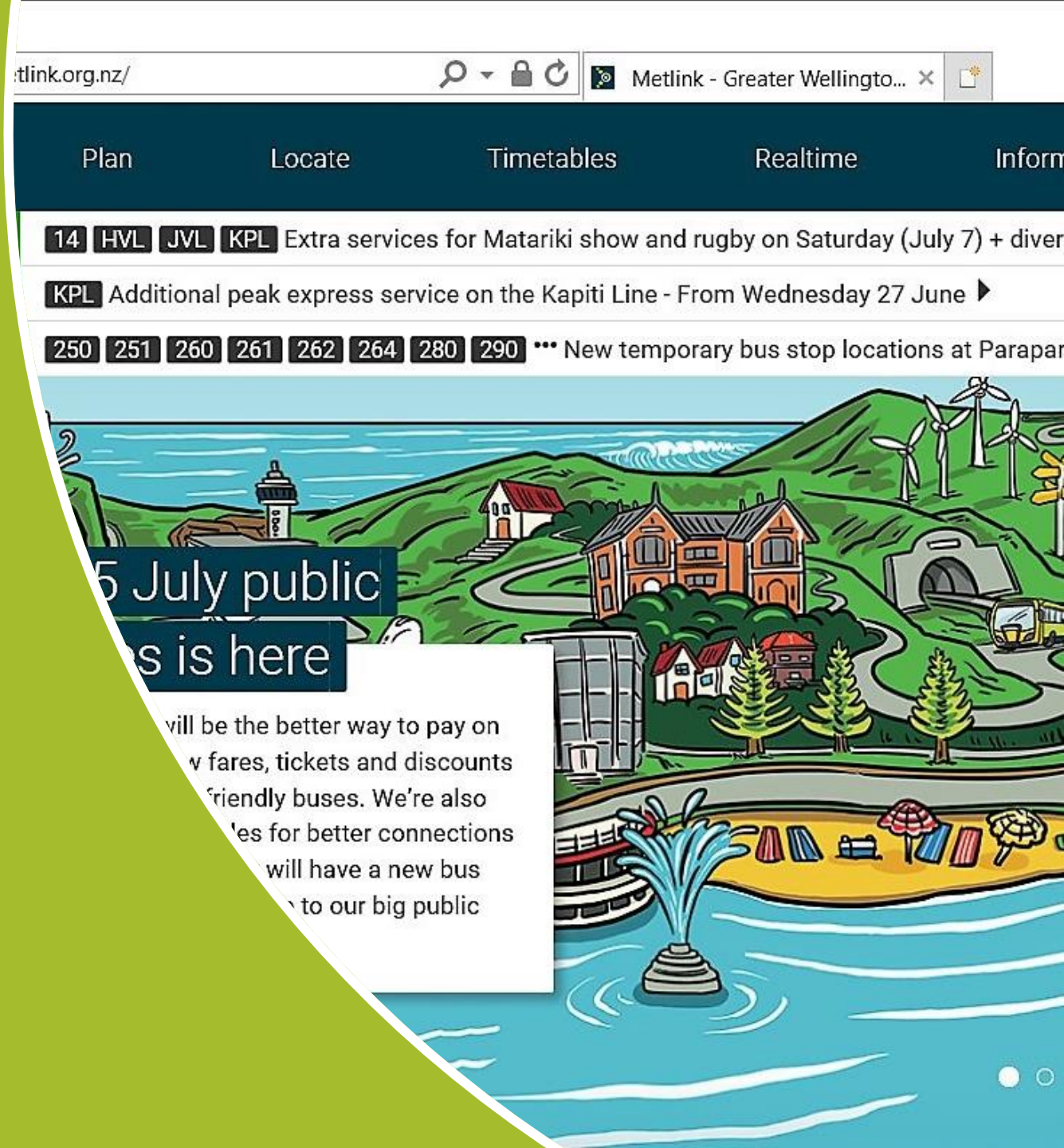
Perceptions Of Public Transport System Overall Over Time By Mode

Total satisfied (%)

In November 2018, Metlink undertook an interim survey of bus and rail services to measure the impact of changes introduced to the region's public transport system in mid-2018. This chart provides a comparison of the November 2018 results with the most recent May 2019 results.

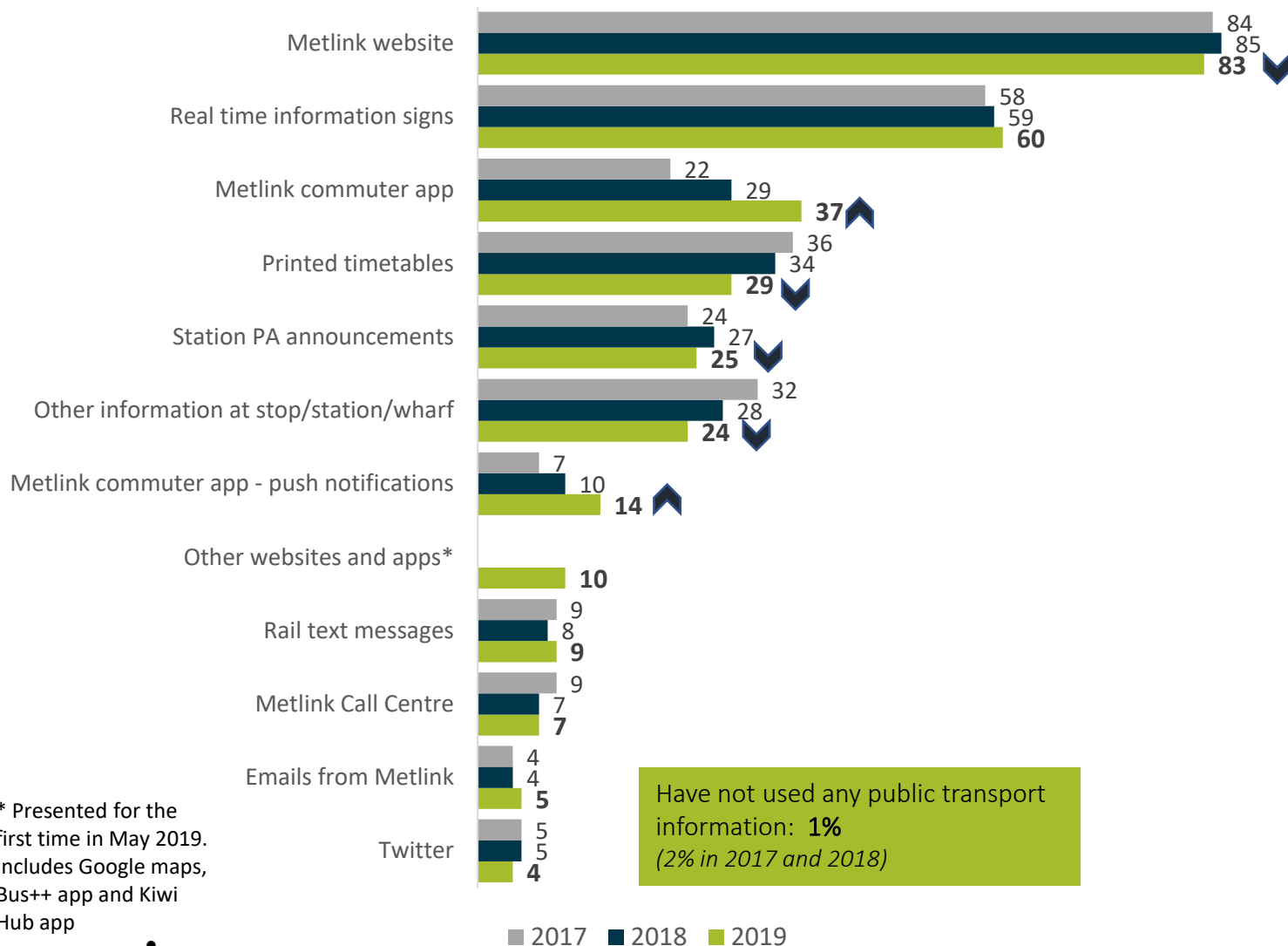
	Total Bus			Wellington City Bus			Rest of Region Bus			Train			Ferry		
	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019
Public transport system overall	85	65	66	*	61	63	*	78	77	85	83	75	82	*	72
Travel time	82	65	70	*	61	68	*	79	78	89	85	82	83	*	77
Convenience of paying	80	77	78	*	76	76	*	80	82	70	72	68	79	*	84
Ease of getting information	85	65	71	*	63	69	*	72	79	89	81	78	87	*	81
Info about delays, disruptions	67	49	48	*	46	46	*	56	58	73	68	58	78	*	62
				*			*							*	
Net Promoter Score	+16	-16	-14	*	-22	-20	*	+4	+6	+23	+17	+4	+26	*	+7

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?



Have not used any public transport information: **1%**
(2% in 2017 and 2018)

■ 2017 ■ 2018 ■ 2019

Base: n=3,461 (All respondents who answered this question)

Whilst the Metlink website continues to be the most frequently used source of public transport information (83%, including 88% of train passengers), its use has declined since last year (85%). Significant declines in use are also evident for hard-copy information (printed timetables and other information at stops/stations/wharves, most typically timetable signs).

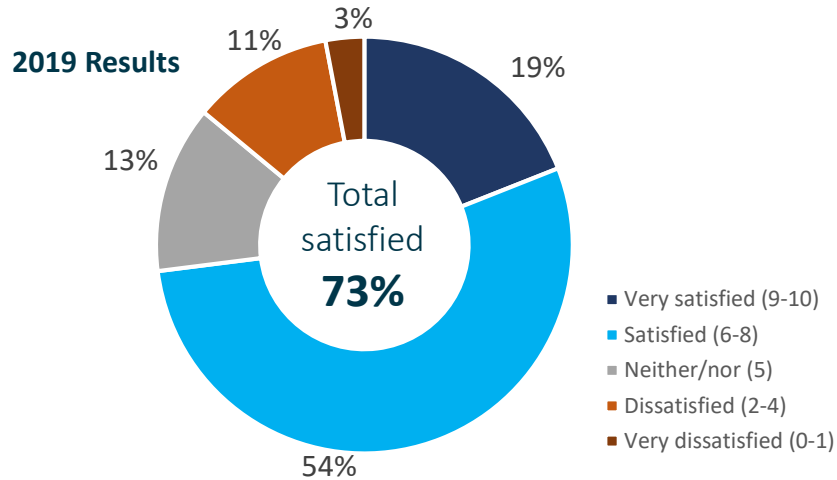
In contrast, use of the Metlink commuter app continues to increase, the share using the app up 8 percentage points over the last 12 months (following a 7 percentage point increase last year), and use of commuter app push notifications up 4 percentage points from 2018. Station PA announcements remain an important source of public transport information for train passengers (48%).

Arrows denote statistically significant change from previous year. **gravitas**

* Presented for the first time in May 2019. Includes Google maps, Bus++ app and Kiwi Hub app

Satisfaction with PT Information Currently Available

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

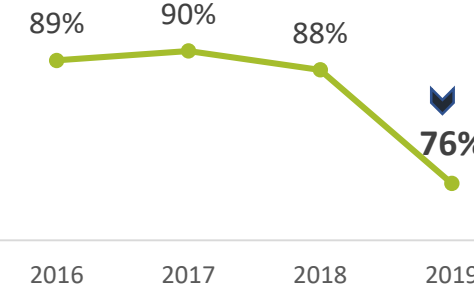
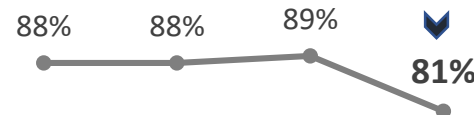
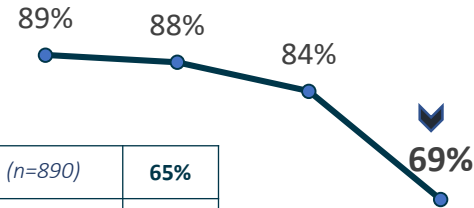


Base: n=3,420 (All passengers who answered this question)

Satisfaction by Mode (Unweighted)



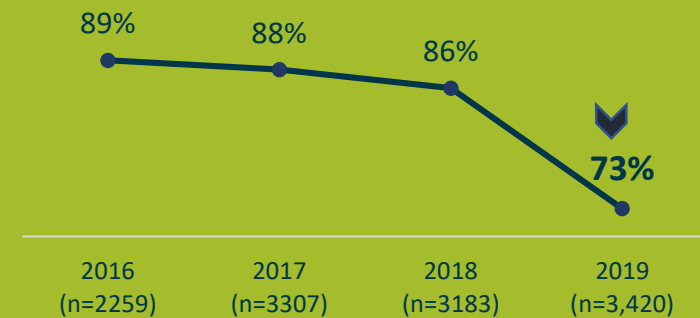
Wellington city bus (n=890)	65%
Rest of region bus (n=243)	80%



Passengers most satisfied

- ✓ Aged 65 years + (83%)
- ✓ Train passengers (81%), especially Kapiti line (85%)
- ✓ Travelling on a Supergold card (81%), ten-trip ticket (81%) or monthly pass (79%)
- ✓ Using PT 3-4 times a week or less often (81%)
- ✓ Off-peak travellers (76%)
- ✓ Private vehicle available (76%)

Satisfaction Over Time (All modes, weighted)



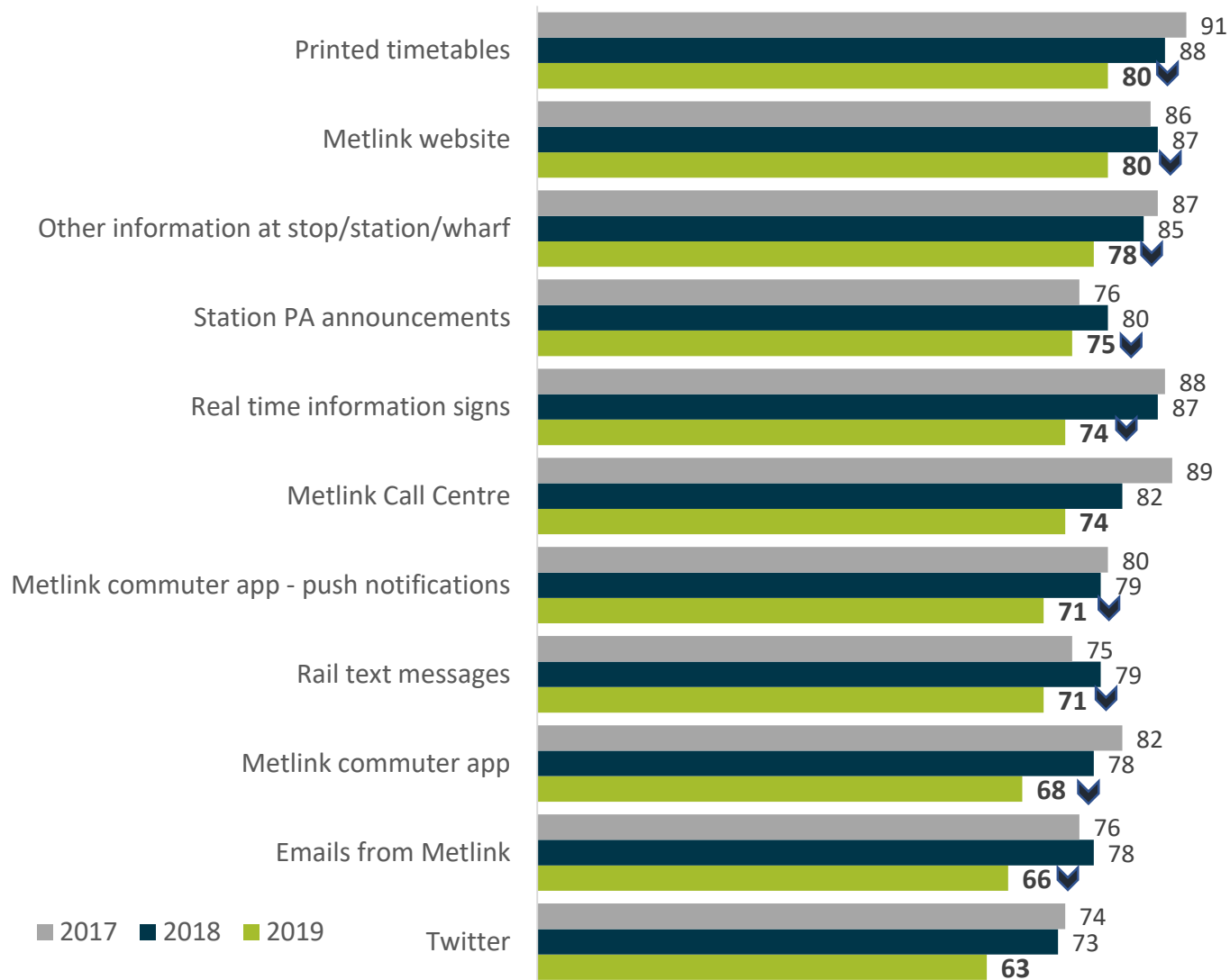
Arrows denote statistically significant change from previous year.



Passengers most dissatisfied

- ✗ Gender diverse (35%)
- ✗ Using PT every day (18%)
- ✗ Bus passengers (16%), especially NZ Bus Metlink (17%)
- ✗ Travelling for work (16%)

Satisfaction with Sources of Public Transport Information



Most likely tied to the decline in perceptions of service reliability over the last 12 months, passengers are significantly less satisfied with the public transport information currently available than in 2018 (down 13 percentage points to 73%). A lack of accuracy appears to be passengers' main concern.

While satisfaction remains highest for printed timetables (80%) and the Metlink website (80%), positive perceptions have declined significantly for both these sources (down 8 and 7 percentage points respectively). However, the most notable decline in satisfaction over the last 12 months has been for real time information signs, the share satisfied down 13 percentage points to 74%.

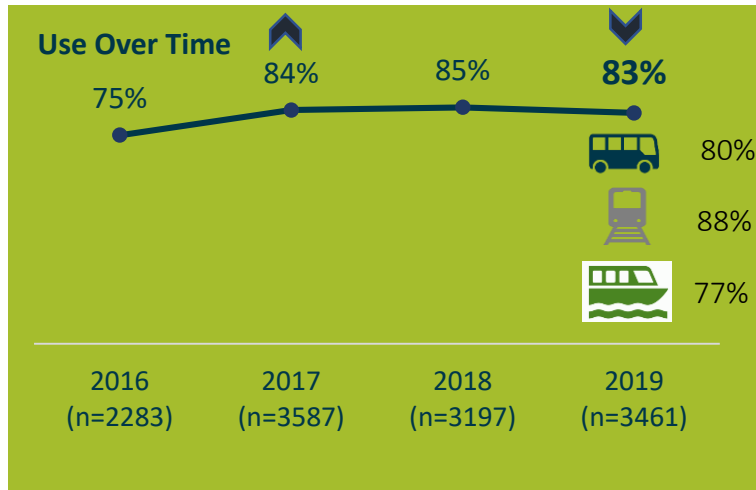
Emphasising the importance passengers place on this source of information, improvements to the accuracy of real time information signs is also the most frequently-cited suggestion for improvement. Increasing the functionality of the Metlink commuter app and ensuring both the app and Metlink website are easy to navigate would also be welcomed by public transport users

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

Arrows denote statistically significant change from previous year. **gravitas**

Metlink Website

Use In Last 3 Months



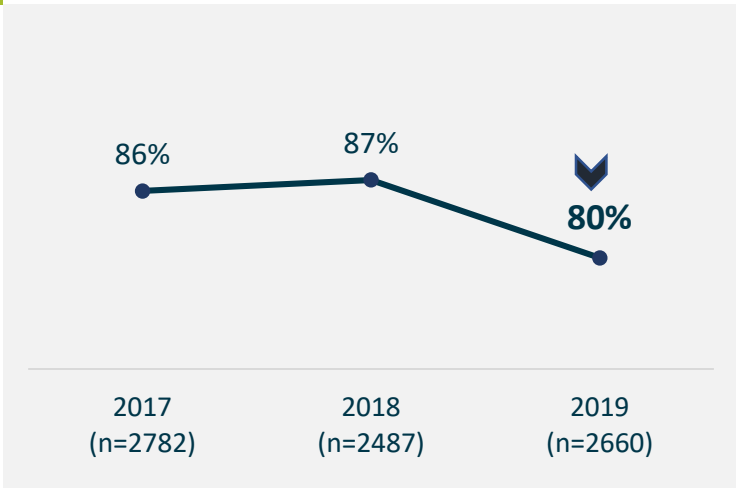
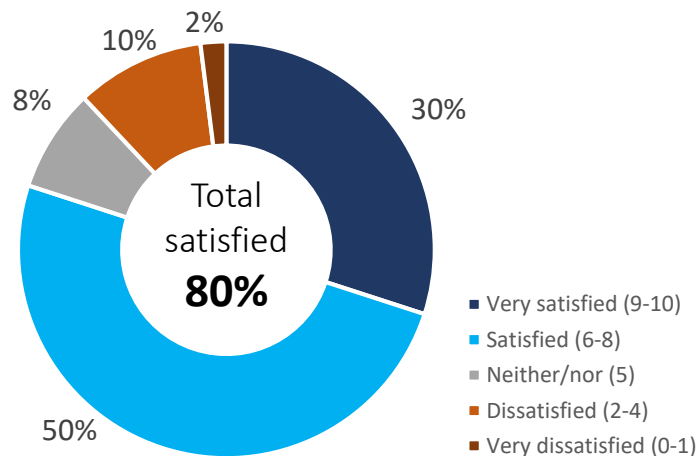
User Profile

- ✓ Train passengers (88%), especially Hutt Valley (90%) and Kapiti (88%) lines
- ✓ Aged 35-44 years (87%)
- ✓ Using public transport every week day (86%)
- ✓ Morning peak travellers (85%)
- ✓ Weekday travellers (84%)
- ✓ Travelling for work (84%)

Non-User Profile

- ✗ Bus passengers (80%), especially NZ Bus Metlink (78%)
- ✗ Interpeak (80%) and weekend (77%) travellers
- ✗ Using public transport every day (79%) or less often than once a week (73%)
- ✗ Travelling for shopping/services (67%)
- ✗ Aged 65 years + (65%)
- ✗ Travelling on Supergold card (63%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Aged 65 years + (92%)
- ✓ Using public transport once or twice a week (88%)
- ✓ Using 'rest of region' bus services (85%)
- ✓ Train passengers (84%), especially Kapiti line (89%)
- ✓ Interpeak travellers (84%)

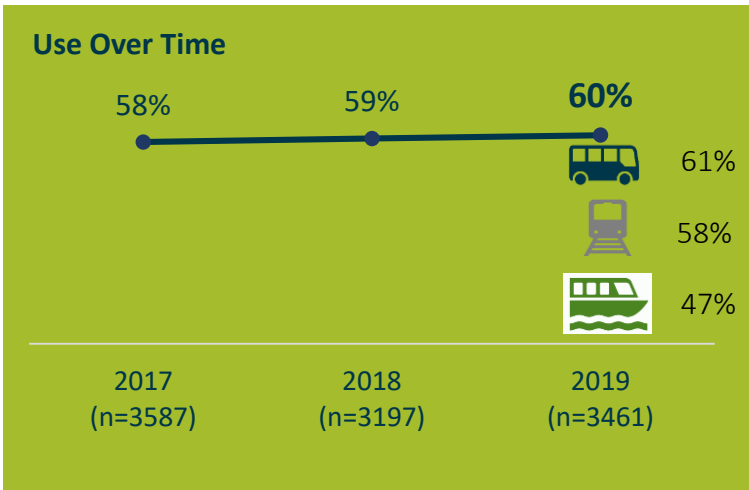


Passengers most dissatisfied

- ✗ Using Wellington city bus services (14%)
- ✗ Bus passengers (13%)
- ✗ Using public transport every weekday (13%)

Real Time Information at Stops/Stations/Wharves

Use In Last 3 Months



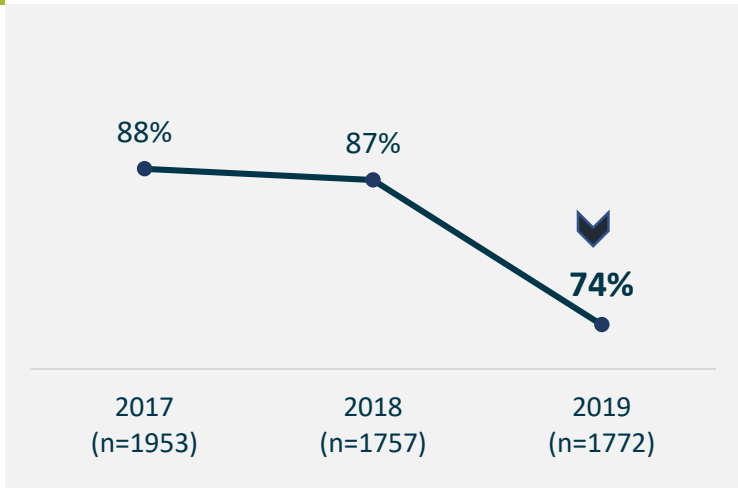
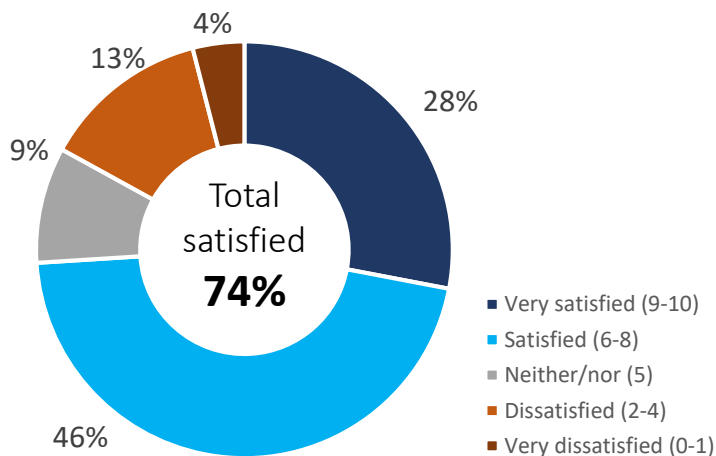
User Profile

- ✓ NZ Bus Metlink passengers (66%)
- ✓ Aged 45-59 years (65%)
- ✓ Private vehicle available (64%)
- ✓ Travelling for work (64%)
- ✓ Morning peak travellers (63%)
- ✓ Using public transport every day (62%)

Non-User Profile

- ✗ Tranzurban passengers (56%)
- ✗ Interpeak travellers (54%)
- ✗ Aged 15-17 years (50%)
- ✗ Travelling for school (46%)
- ✗ Paying cash (43%)
- ✗ Travelling less often than once a week (43%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Tertiary students (86%)
- ✓ Aged 17-24 years (84%)
- ✓ 'Rest of region' bus services (84%)
- ✓ Travelling on a ten-trip ticket (82%)
- ✓ Interpeak travellers (80%)
- ✓ Train passengers (79%), especially Kapiti line (81%)

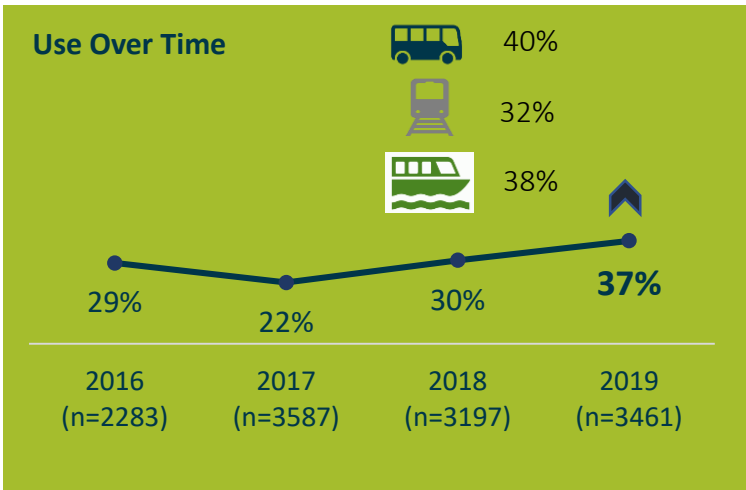


Passengers most dissatisfied

- ✗ Wellington City bus services (21%)
- ✗ Afternoon peak travellers (20%)
- ✗ Aged 45-59 years (20%)
- ✗ Travelling for work (19%)
- ✗ Travelling on stored value card (19%)
- ✗ Bus passengers (18%)

Metlink Commuter App

Use In Last 3 Months



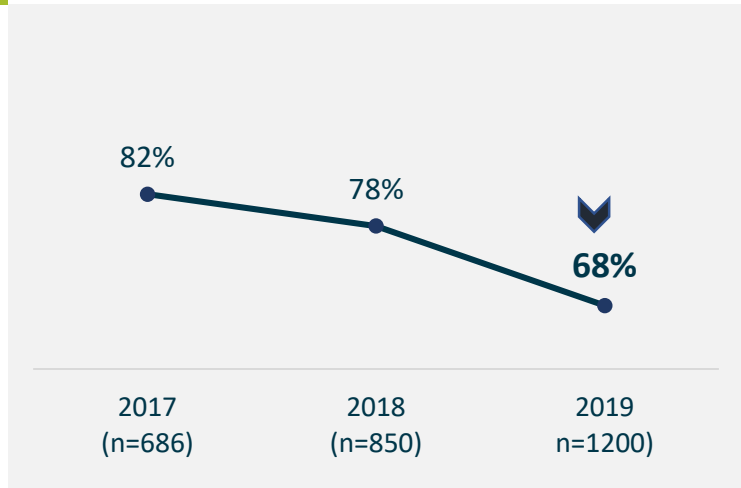
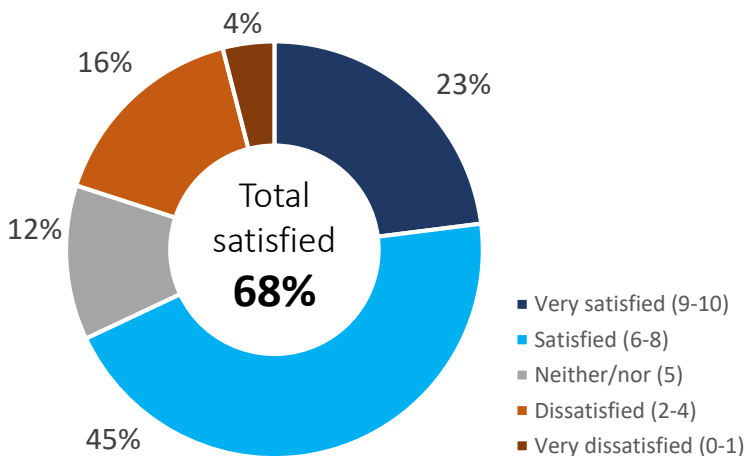
User Profile

- ✓ Aged 35-59 years (43%)
- ✓ Travelling for work (43%)
- ✓ Afternoon peak travellers (41%)
- ✓ Private vehicle available (41%)
- ✓ Using public transport every weekday (41%)
- ✓ Bus passengers (40%), especially NZ Bus Metlink (44%)

Non-User Profile

- ✗ No private vehicle available (33%)
- ✗ Train passengers (32%), especially Kapiti line (31%)
- ✗ Interpeak (32%) and weekend (28%) travellers
- ✗ Aged 15-17 years (27%) or 65 years + (18%)
- ✗ Travelling to visit friends/relatives (25%), shopping/services (20%) or sports/recreation/dining (14%)
- ✗ Travelling on Supergold card (19%) or paying cash (16%)

Satisfaction



Passengers most satisfied

- ✓ Using public transport once or twice a week (89%)



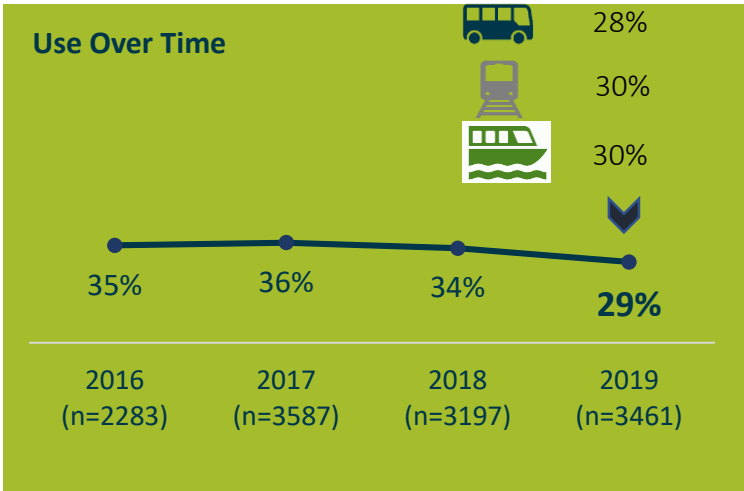
Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

Arrows denote statistically significant change from previous year.

Printed Timetables

Use In Last 3 Months



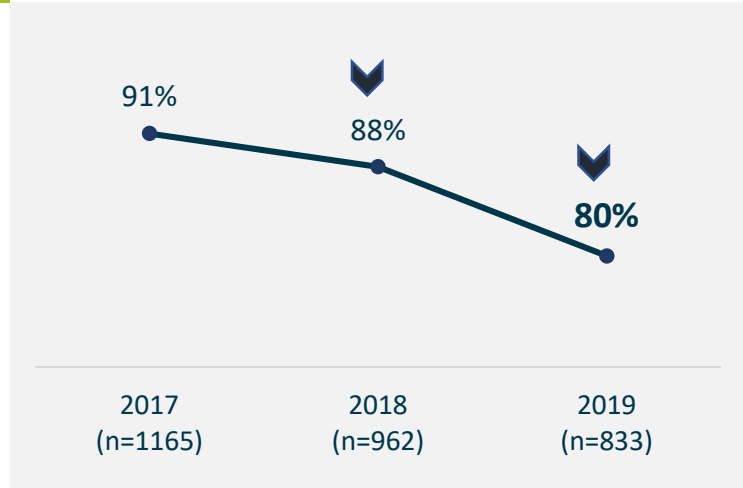
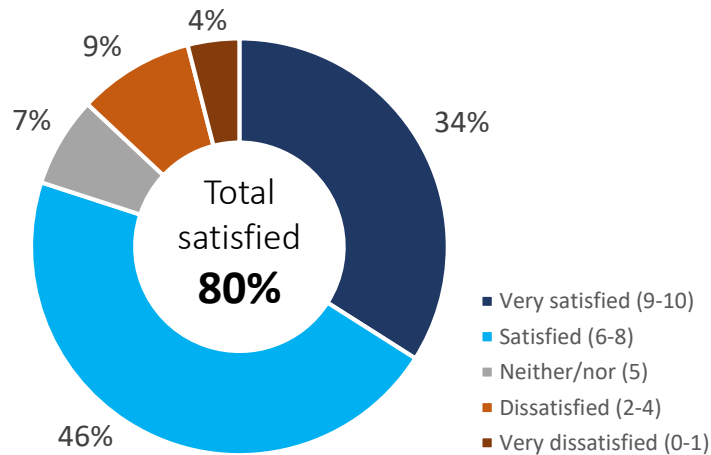
User Profile

- ✓ Uzabus Metlink passengers (55%)
- ✓ Aged 60 years + (46%)
- ✓ Travelling on Supergold card (43%)
- ✓ Travelling for shopping/services (38%)
- ✓ Using public transport every day (34%)

Non-User Profile

- ✗ Using public transport every weekday (27%)
- ✗ NZ Bus Metlink passengers (25%)
- ✗ Aged 25-34 years (21%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Travelling for shopping/services (95%)
- ✓ Aged 65 years + (92%) or 45-59 years (87%)

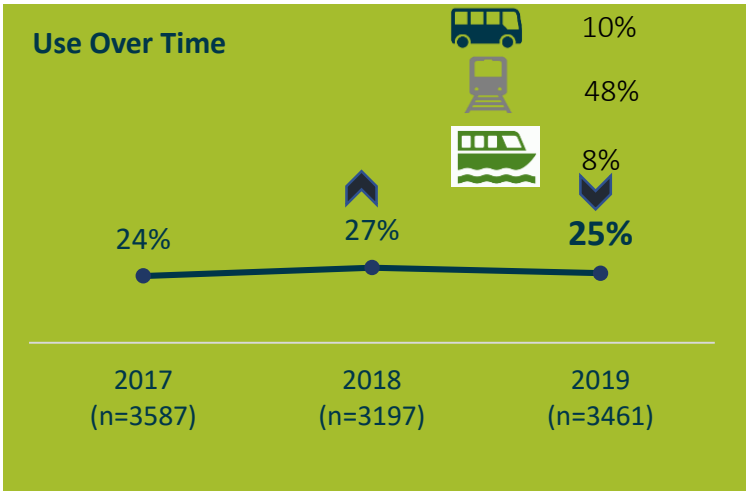


Passengers most dissatisfied

- ✓ Use PT 1-2 a week (92%)
- ✓ Train passengers (90%), especially Kapiti line (91%)
- ✓ 'Rest of region' bus services (88%)
- ✗ Use public transport daily (23%)
- ✗ Aged 18-24 years (20%)
- ✗ Bus passengers (19%), especially NZ Bus Metlink (27%)
- ✗ No private vehicle available (16%)

Station PA Announcements

Use In Last 3 Months



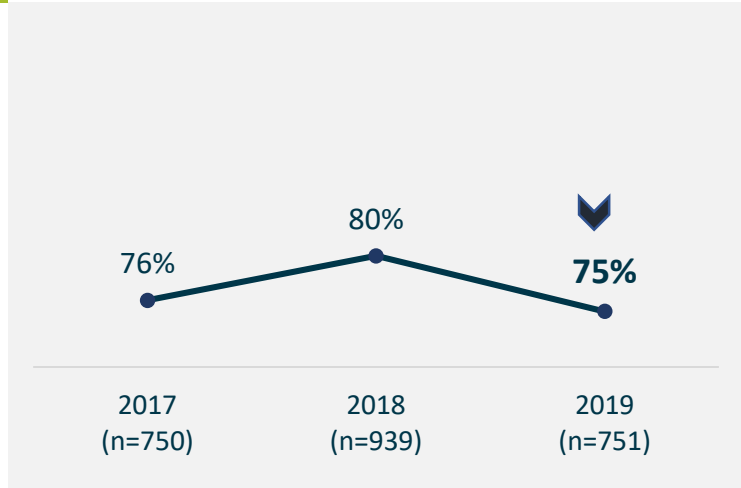
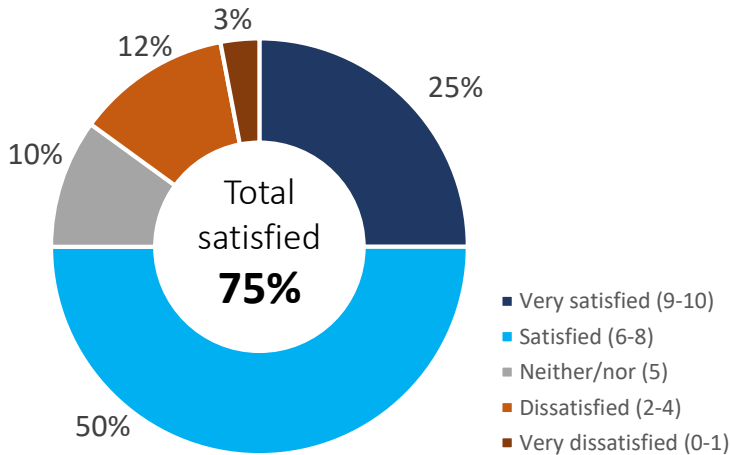
User Profile

- ✓ Train passengers (48%)
- ✓ Aged 45-59 years (33%)
- ✓ Using public transport every week day (31%)
- ✓ Peak travellers (30%)
- ✓ Private vehicle available (30%)
- ✓ Travelling for work (29%)

Non-User Profile

- ✗ Aged 18-34 years (21%)
- ✗ No private vehicle available (19%)
- ✗ Using public transport every day (18%) or less often than once a week (15%)
- ✗ Interpeak (16%) or weekend (11%) travellers
- ✗ Travelling for shopping/services (15%) or personal appointment (12%)
- ✗ Bus passengers (10%), especially Mana Metlink (13%), Tranzurban Metlink (11%) and NZ Bus Metlink (8%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Aged 18-24 years (85%)

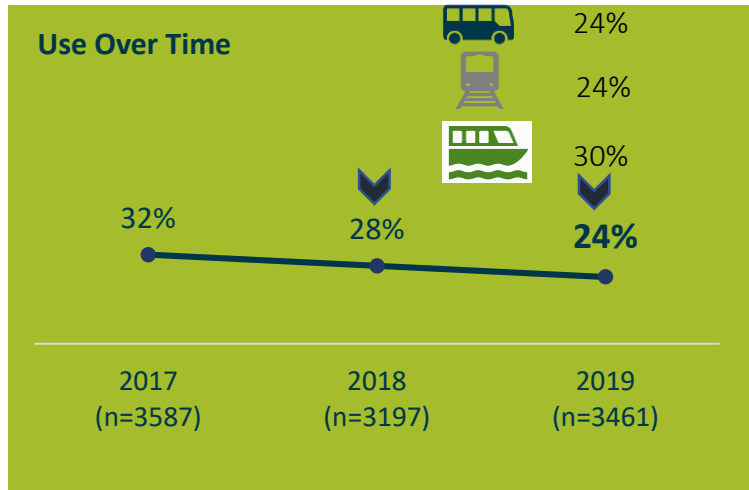


Passengers most dissatisfied

- ✗ Hutt Valley line (23%)
- ✗ Travelling on a monthly pass (20%)
- ✗ Use PT every work day (20%)
- ✗ Travelling for work (18%)

Other Information Provided at Stop/Station/Wharf

Use In Last 3 Months



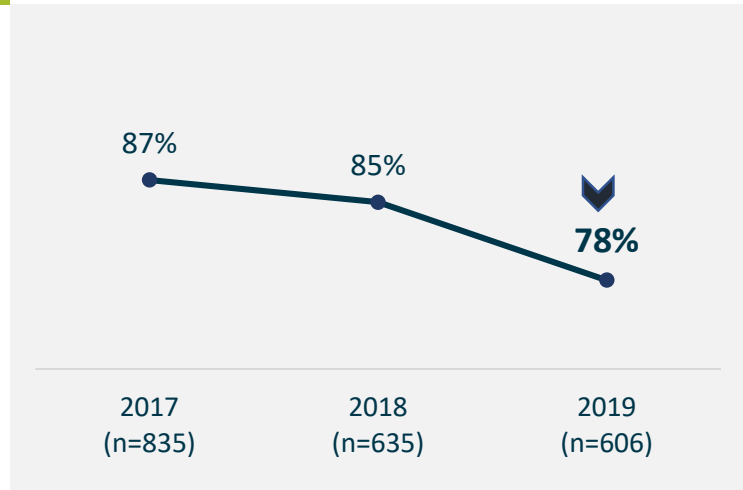
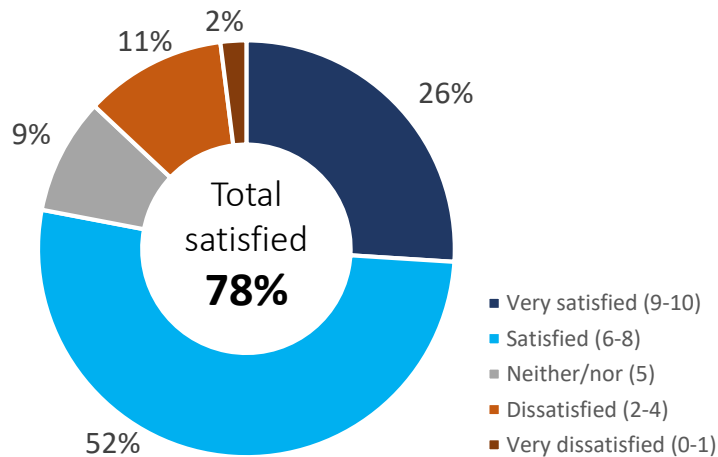
User Profile

- ✓ Travelling to visit friends/relatives (34%)
- ✓ Females (25%)

Non-User Profile

- ✗ Males (21%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)

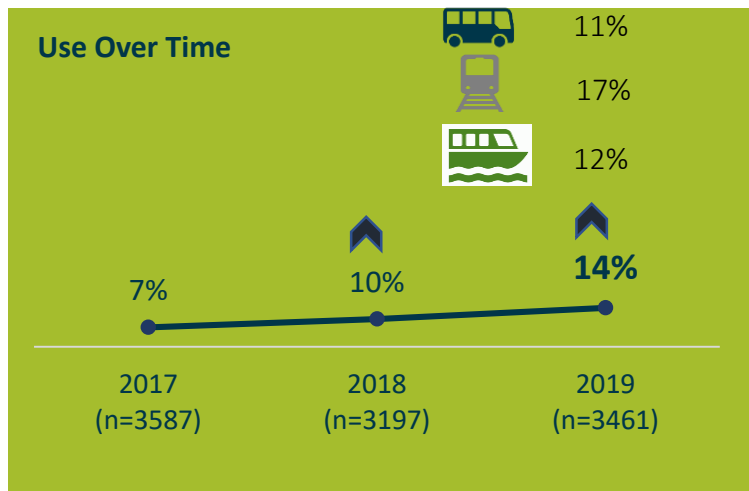


Passengers most dissatisfied

- ✗ Use PT less often than once a week (29%)
- ✗ NZ Bus Metlink passengers (20%)

Metlink Commuter App – Push Notifications

Use In Last 3 Months



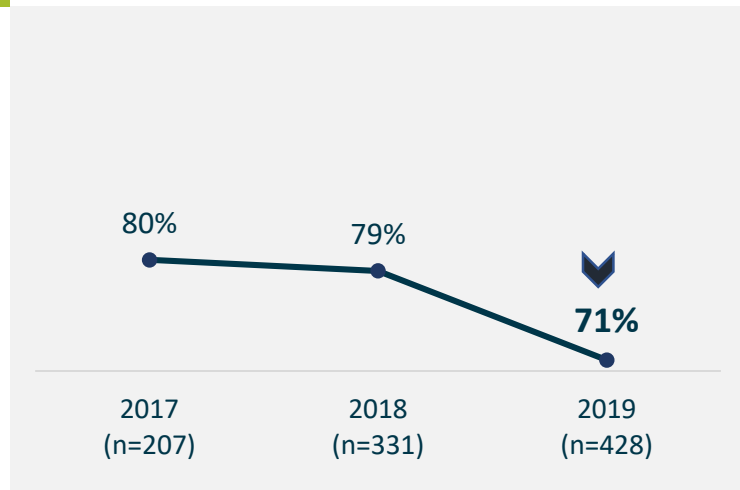
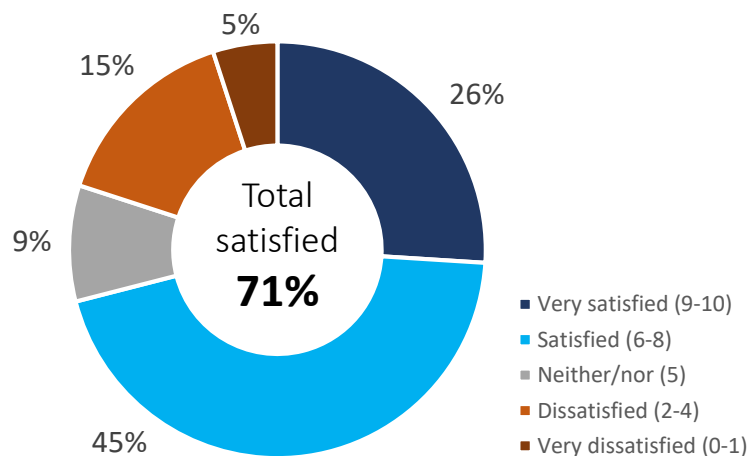
User Profile

- ✓ Aged 35-59 years (19%)
- ✓ Private vehicle available (18%)
- ✓ Train passengers (17%), especially Hutt Valley line (18%)
- ✓ Travelling for work (17%)
- ✓ Using public transport every week day (17%)
- ✓ Peak travellers (16%)

Non-User Profile

- ✗ Bus passengers (11%), especially Tranzurban Metlink (11%) and NZ Bus Metlink (11%)
- ✗ Interpeak (9%) and weekend (8%) travellers
- ✗ No private vehicle available (9%)
- ✗ Aged 65 years + (7%) or 15-17 years (7%)
- ✗ Travelling on Supergold card (6%) or paying cash (5%)
- ✗ Travelling for personal appointment (5%), visiting friends/relatives (4%) or sports/recreation/dining (3%)
- ✗ Travelling once a week or less often (4%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



Passengers most dissatisfied

- ✓ (No sub-groups significantly more dissatisfied)

Other Websites and Apps

Use In Last 3 Months

Use In 2019

10%



12%



7%



20%

Most common websites/apps:

- Google Maps (4%)
- Bus++ app (2%)
- Kiwi Hub app (1%)
- Facebook (1%)

User Profile

- ✓ Weekend travellers (15%)
- ✓ Aged 18-34 years (15%)
- ✓ Travelling on a stored value card (14%)
- ✓ Travelling every day (13%)
- ✓ Bus passengers (12%), particularly NZ Bus Metlink (14%)

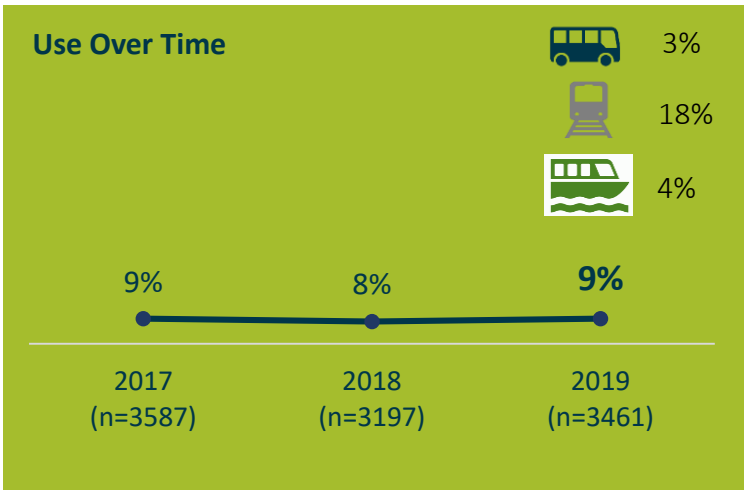
Non-User Profile

- ✗ Weekday travellers (10%)
- ✗ Train passengers (7%), especially Kapiti (6%) and Johnsonville (3%) lines
- ✗ Bus passengers travelling on 'rest of region' services (7%)
- ✗ Aged 45-59 years (6%) or 65 years + (3%)
- ✗ Paying cash (5%) or travelling on a Supergold card (5%)



Rail Text Messages

Use In Last 3 Months



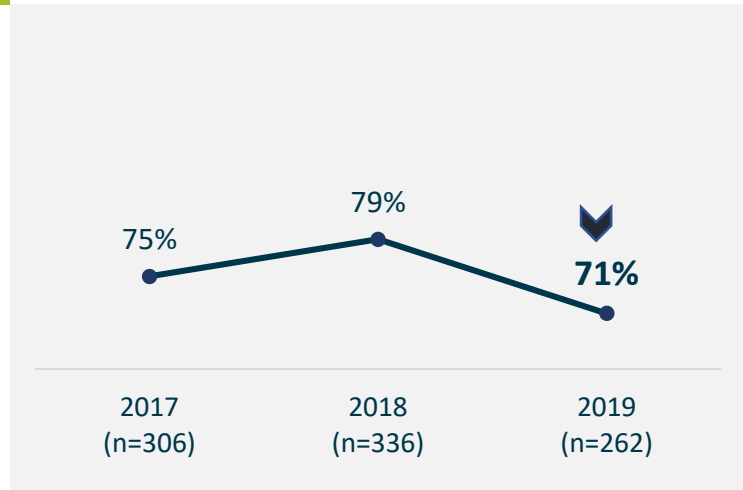
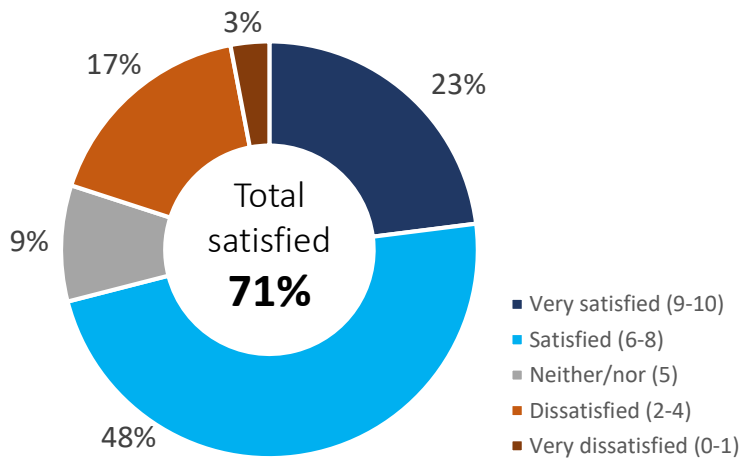
User Profile

- ✓ Uzabus Metlink passengers (32%)
- ✓ Train passengers (18%)
- ✓ Aged 35-59 years (14%)
- ✓ Afternoon peak travellers (13%)
- ✓ Private vehicle available (12%)
- ✓ Using public transport every week day (12%)
- ✓ Travelling for work (12%)

Non-User Profile

- ✗ Using PT every day (6%) or less often than once a week (3%)
- ✗ No private vehicle available (5%)
- ✗ Interpeak (4%) and weekend (2%) travellers
- ✗ Aged 15-34 years (4%)
- ✗ Bus passengers (3%)
- ✗ Travelling for tertiary study (3%), school (3%), visiting friends/relatives (1%) or sport/recreation/dining (1%)
- ✗ Paying with cash (2%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



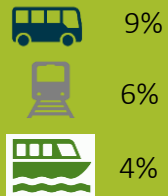
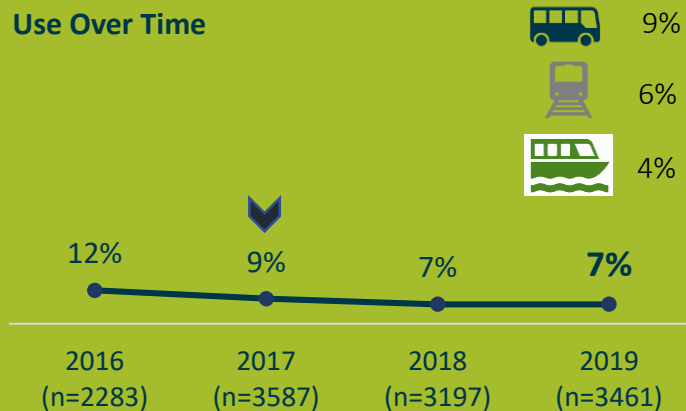
Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

Metlink Call Centre

Use In Last 3 Months

Use Over Time



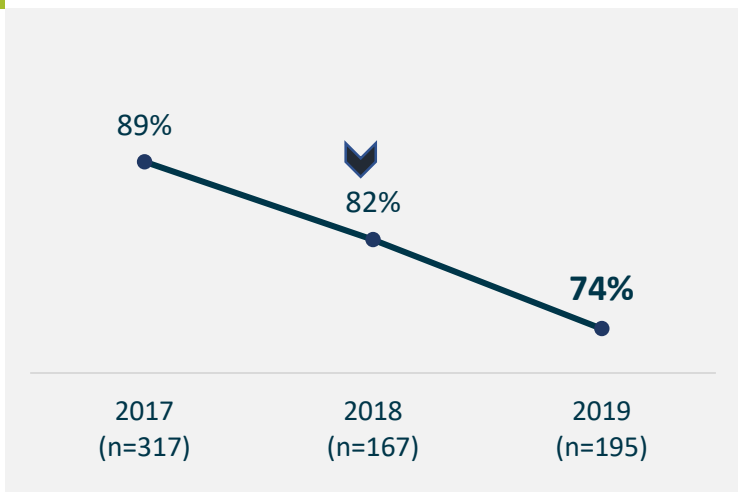
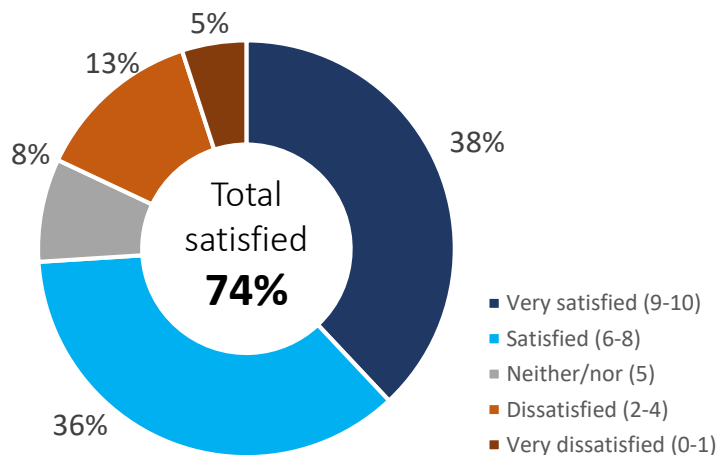
User Profile

- ✓ Travelling for shopping/services (15%)
- ✓ Using public transport every day (10%)
- ✓ Bus passengers (9%), especially Tranzurban Metlink (11%)
- ✓ Travelling outbound (9%)

Non-User Profile

- ✗ Travelling for work (6%)
- ✗ Train passengers (6%)
- ✗ Travelling inbound (6%)
- ✗ Aged 18-24 years (4%)

Satisfaction



Passengers most satisfied

- ✓ Off-peak travellers (85%)



Passengers most dissatisfied

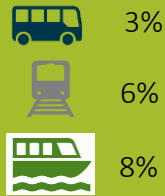
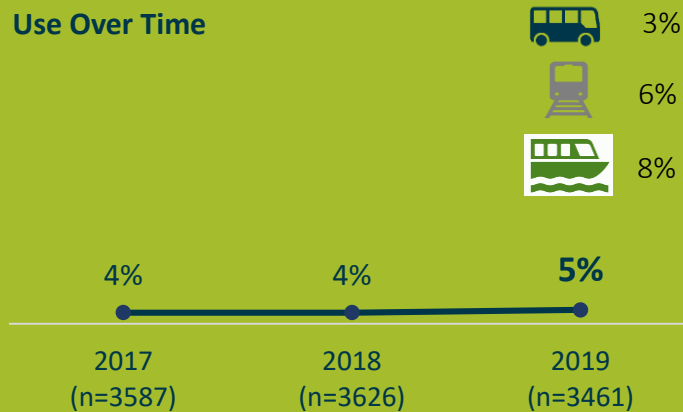
- ✗ NZ Bus Metlink passengers (41%)
- ✗ Use PT every week day (28%)
- ✗ Travelling on a stored value card (27%)
- ✗ Peak travellers (25%)

Arrows denote statistically significant change from previous year.

Emails from Metlink

Use In Last 3 Months

Use Over Time



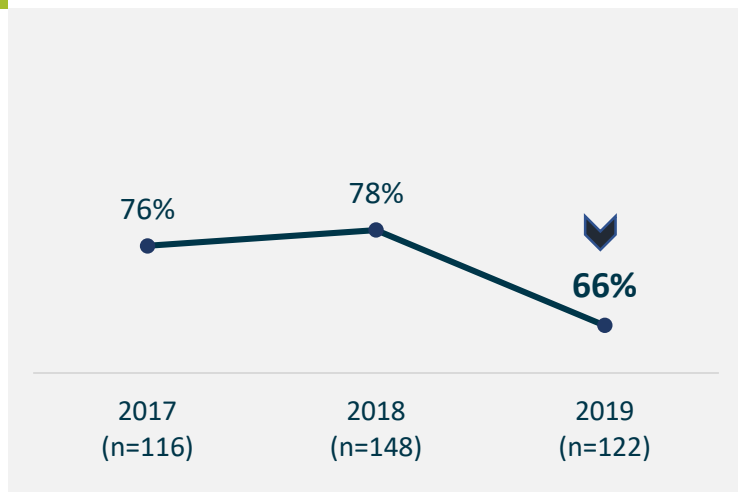
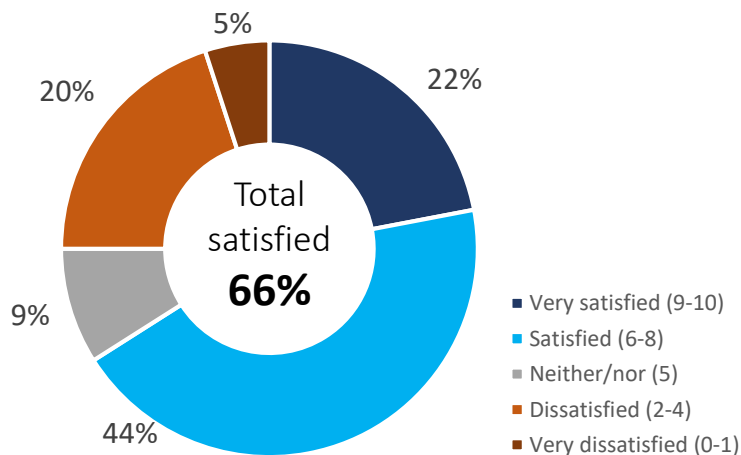
User Profile

- ✓ Uzabus Metlink passengers (14%)
- ✓ Aged 60-64 years (14%)
- ✓ Train passengers (6%), especially Wairarapa (10%) and Hutt Valley (7%) lines
- ✓ Travelling for work (5%)
- ✓ Peak travellers (5%)

Non-User Profile

- ✗ Bus passengers (3%)
- ✗ Off-peak travellers (3%)
- ✗ Aged 18-24 years (1%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ Travelling on a monthly pass (84%)



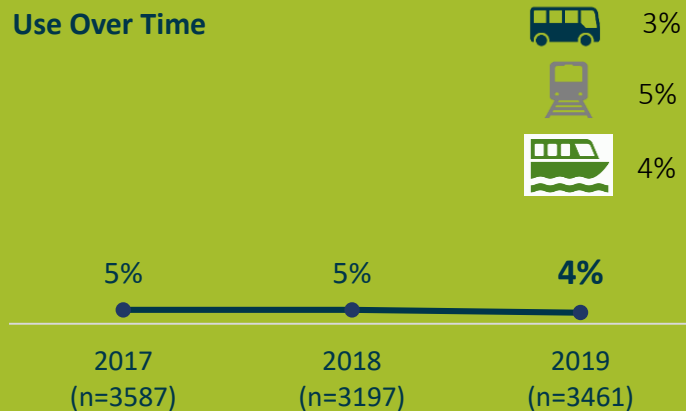
Passengers most dissatisfied

- ✗ Travelling on a stored value card (49%)
- ✗ Bus passengers (39%)

Twitter

Use In Last 3 Months

Use Over Time



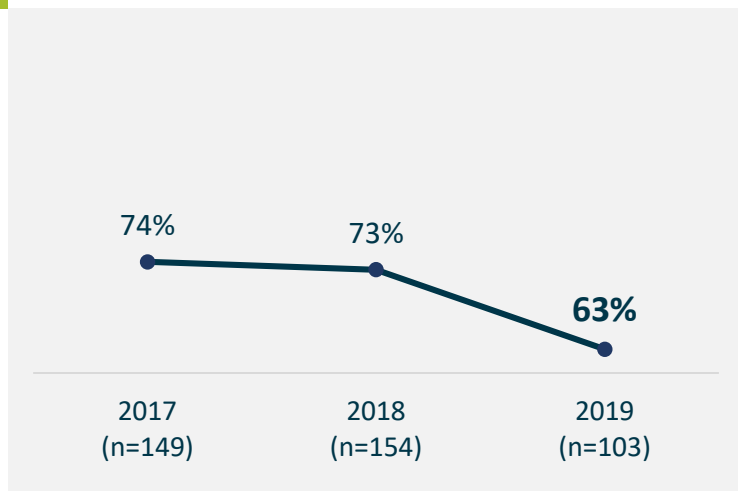
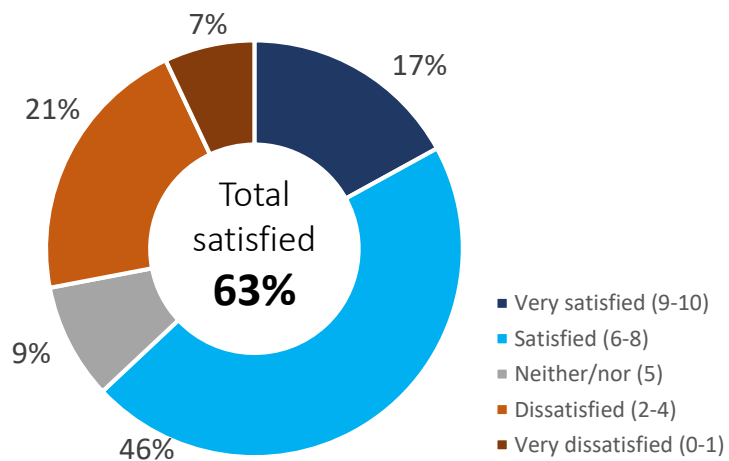
User Profile

- ✓ Gender diverse (13%)
- ✓ Aged 35-44 years (8%)
- ✓ Train passengers (5%), especially Hutt Valley line (6%)
- ✓ Travelling for work (5%)
- ✓ Peak travellers (5%)
- ✓ Using PT every week day (5%)

Non-User Profile

- ✗ Bus passengers (3%), especially Tranzurban Metlink (2%)
- ✗ Interpeak travellers (2%)

Satisfaction



Arrows denote statistically significant change from previous year.



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



Passengers most dissatisfied

- ✗ (No sub-groups significantly more dissatisfied)

Perceptions Of Public Transport Information Available Over Time By Mode

Total satisfied (%)

In November 2018 Metlink undertook an interim survey of bus and rail services to measure the impact of changes introduced to the region's public transport system in mid-2018. This chart provides a comparison of the November 2018 results with the most recent May 2019 results.

Total Bus			Wellington City Bus			Rest of Region Bus			Train			Ferry		
May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019	May 2018	Nov 2018	May 2019
84	70	69	*	68	65	*	81	80	89	86	81	88	*	76

Public transport information currently available






Appendix

Respondent Profile






Distribution by Gender

	Total			
Female	57%	59%	54%	45%
Male	42%	40%	45%	54%
Gender diverse	1%	1%	1%	1%
<i>Base</i>	<i>N=3,750</i>	<i>n=1,232</i>	<i>n=2,326</i>	<i>n=192</i>



Distribution by Age

	Total			
15-17 years	8%	10%	5%	6%
18-24 years	19%	21%	17%	9%
25-34 years	23%	23%	22%	15%
35-44 years	17%	15%	19%	21%
45-59 years	22%	20%	25%	34%
60-64 years	4%	4%	5%	7%
65 years +	7%	7%	7%	8%
<i>Base</i>	<i>N=3,753</i>	<i>n=1,232</i>	<i>n=2,330</i>	<i>n=191</i>

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

Trip Profile

Distribution by Mode



	Total	Weighted Share*	Bus Location
Train	61%	36%	
Bus	34%	64%	Wellington City: 78% 'Rest of region': 22%
Ferry	5%	<1%	
Base	N=4,042		






Distribution by Operator

	Total	Weighted Share*
Transdev	61%	36%
NZ Bus Metlink	16%	31%
Tranzurban Metlink	15%	29%
East By West	5%	<1%
Mana Metlink	2%	3%
Uzabus Metlink	1%	1%
Base	N=4,042	






Distribution by Time of Travel

	Total			
Morning peak	38%	33%	47%	39%
Interpeak	22%	30%	9%	3%
Afternoon/evening peak	28%	21%	41%	30%
Weekend	11%	16%	3%	28%
Base	N=4,042	n=1,385	n=2,456	n=201






Distribution by Direction of Travel

	Total			
Inbound	51%	51%	50%	42%
Outbound	49%	49%	50%	58%
Base	N=4,042	n=1,385	n=2,456	n=201

Trip Profile






Distribution by Main Reason for Trip

	Total			
Work	63%	57%	73%	60%
Tertiary study	8%	8%	8%	3%
School	8%	10%	6%	6%
Personal appointment	5%	6%	3%	2%
Shopping, services	5%	7%	2%	1%
Visiting friends, relatives	4%	4%	3%	4%
Sports, recreation, dining	3%	4%	2%	4%
Special one-off event	1%	1%	2%	2%
Sightseeing	1%	2%	1%	18%
Other	2%	2%	<1%	0%
<i>Base</i>	<i>N=3,653</i>	<i>n=1,178</i>	<i>n=2,286</i>	<i>n=189</i>






Availability of Private Vehicle for Trip

	Total			
Private vehicle available	52%	43%	67%	67%
No private vehicle available	48%	57%	33%	33%
<i>Base</i>	<i>N=3,653</i>	<i>n=1,178</i>	<i>n=2,286</i>	<i>n=189</i>



Distribution by Type of Ticket

	Total			
Stored value card	51%	82%	1%	1%
Monthly pass	21%	3%	51%	10%
Ten trip card	14%	1%	34%	57%
Cash	7%	6%	8%	21%
SuperGold card	6%	7%	5%	4%
Day pass	1%	1%	1%	5%
Other	<1%	<1%	<1%	2%
<i>Base</i>	<i>N=3,653</i>	<i>n=1,178</i>	<i>n=2,286</i>	<i>n=189</i>

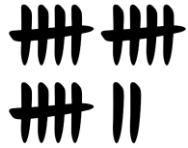


Distribution by Rail Line




	Total		Total
Kapiti	36%	Johnsonville	10%
Hutt Valley	35%	Wairarapa	8%
Melling	11%	<i>Base</i>	<i>N=2,456</i>

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

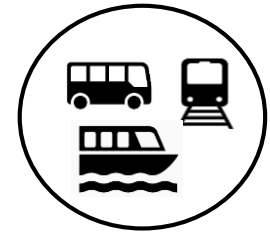
Use of Public Transport in Wellington Region






Distribution by Frequency of Trip

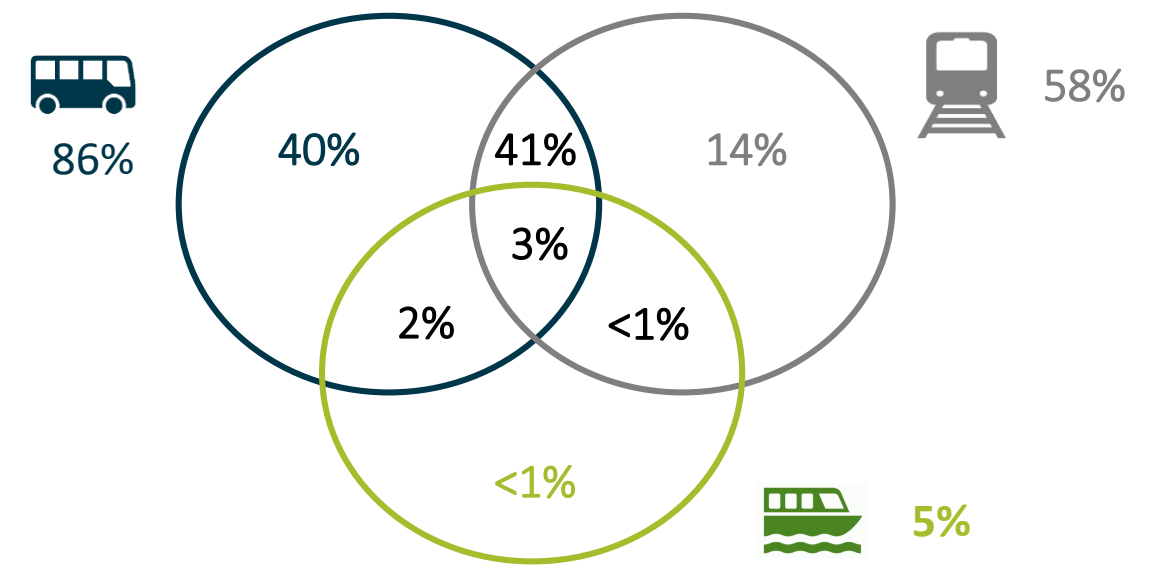
	Total			
Every weekday, including weekends	19%	24%	10%	9%
Every week day	50%	42%	62%	47%
Three or four times a week	16%	18%	14%	19%
Once or twice a week	8%	10%	5%	8%
Once a fortnight/once every three weeks	2%	2%	3%	3%
Once a month	1%	1%	2%	1%
Less often than once a month	3%	2%	3%	8%
First time today	1%	1%	1%	5%
Base	N=3,692	n=1,192	n=2,310	n=190

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



Distribution by Use of Public Transport in Last Three Months

	Total			
Used bus	86%	100%	60%	71%
Used train	58%	35%	100%	36%
Used harbour ferry	5%	6%	3%	100%
Base	N=4,042	n=1,385	n=2,456	n=201



Why Easy to Use Public Transport Services

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

Stops/stations/wharves easily accessible/in good locations	25%	Direct routes/don't have to transfer	1%
Good route coverage (can get to most places)	28%	Easy pedestrian access to stop/station/wharf	1%
Frequent services	17%	Don't have to find/pay for parking	1%
Timetable information easy to understand/clear	16%	Good/sufficient Park N Ride facilities	1%
Range of payment options	12%	Easy to use/familiar with system	1%
Services run on time/reliable	9%	System efficient, well-organised	1%
User-friendly website	6%	Good connections between bus and train	1%
Affordable/cheaper than taking private vehicle	5%	Range of ticket options	1%
User-friendly app	5%	Safe	1%
Fast trip/faster than travelling by private vehicle	4%	Can take bicycles on board	<1%
Staff are helpful, professional, knowledgeable	3%	Good stops/stations (safe, weather-proof, clean)	<1%
Comfortable trip (clean, warm, quiet, can read, stress-free etc)	3%	Mobile updates/text messages for disruptions	<1%
Can find a seat/not overcrowded	2%		

Base: n=1,441 (Respondents who said it was easy to use public transport services and who gave a reason)

Why Not Easy to Use Public Transport Services

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

Public transport not leaving on time (delays, leaving early)	39%	Unfriendly, rude staff	2%
Too many service disruptions, breakdowns etc	36%	App too slow/not user-friendly/hard to understand	2%
Lack of seats on-board/overcrowded/not enough carriages	27%	Website confusing to use	1%
Lack of direct/express services	13%	No electronic ticketing system available	1%
Poor/unclear communication – announcements, signs, timetables etc	12%	Lack of car parking	1%
Service runs too infrequently	11%	Drivers not familiar with route	1%
Recent changes made have ruined PT/hub system doesn't work	9%	Poor connections between modes	1%
Expensive	6%	Vehicles too cold	1%
Too slow/trip takes a long time	6%	Replacement buses don't arrive on time	<1%
Poor driving (unsmooth braking, mounting kerbs)	5%	Lack of replacement buses/other options when there are disruptions	<1%
Lack of payment options/too few places to purchase tickets/top up	4%	Having to transfer services during trip	<1%
Lack of integrated ticketing system	4%	Lack of tolerance of bikes (not allowed on board, lack of storage etc)	<1%
Insufficient route coverage/difficult to get to some suburbs	4%	Aggressive commuters	<1%
Services don't start early enough/finish too early in evening	3%	Stops/stations/wharves in poor condition, need upgrade	<1%
Poor pedestrian accessibility	2%		

Base: n=383 (Respondents who said it was not easy to use public transport services and who gave a reason)