Public Transport Passenger Satisfaction Survey

May 2024

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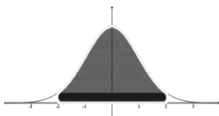
Survey Background

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

The results from the May 2024 survey are presented here (which included all three modes, and both city and regional bus services) with comparison to historical data.

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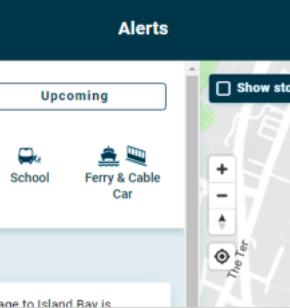
Survey Method

Survey Method

On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.

Fieldwork Dates

**May 2024:
2nd May to 5th June**

Jun 2023:   17th May to 18th June 2023
Jun 2022:   2nd to 29th June 2022
Jul 2021:   1st July to 1st August 2021
Nov 2020:   21st Oct to 20th Nov 2020
May 2019:   1st May to 5th June 2019
May 2018:   1st May to 1st June 2018
May 2017:   2nd to 28th May 2017
May 2016:   3rd to 29th May 2016
May 2015:   21st April to 10th May 2015
May 2014:   5th to 25th May 2014

Sample Size*

May 2024:   n=2,830 (from 241 trips)

Jun 2023: n=3,099	May 2018: n=3,759
Jun 2022: n=2,745	May 2017: n=4,053
Jul 2021: n=3,221	May 2016: n=2,362
Nov 2020: n=3,228	May 2015: n=4,456
May 2019: n=4,042	May 2014: n=4,298

Response Rate**

May 2024 Total: 64%
Ferry: 71%; Train: 65%; Bus: 63%

Jun 2023: 67%	May 2018: 67%
Jun 2022: 66%	May 2017: 61%
Jul 2021: 62%	May 2016: 59%
Nov 2020: 66%	May 2015: 63%
May 2019: 61%	May 2014: 58%

Maximum Margin of Error

(at 95% confidence interval)

± 1.8%

Testing for True Differences

All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status, accessibility concession status, Park N Ride usage and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.

Time Series Comparisons

Statistically significant changes over time have been highlighted.

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

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

Data Weighting

'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during May 2023 (70% bus, 29% train, 1% ferry). Results by mode are unweighted.

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

* Note: Distribution of respondents by rail line, time and direction of travel, age, gender, disability status and reason for trip is provided in Appendix.
** Share of completed surveys as proportion of all eligible passengers (i.e. those aged 15 years +)

Report Outline

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

Executive Summary

Passenger Perceptions of Service on Trip Today

Passenger Perceptions of Stop/Station/Wharf

Passenger Perceptions of Wellington Region's Public Transport System

Passenger Perspectives on Public Transport Information

Suggested Improvements to Public Transport System

Appendix

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

Executive Summary

Satisfaction with Trip Overall

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

May 2024 Results

42%	Very satisfied (9-10)
50%	Satisfied (6-8)
5%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Total satisfied
92%

Base: n=2,632 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4117) — May '15 (n=4247) — May '16 (n=2261) — May '17 (n=3862) — May '18 (n=3578) — May '19 (n=3733) — Nov '20 (n=3022) — Jul '21 (n=3000) — Jun '22 (n=2576) — Jun '23 (n=2,900) — May '24 (n=2,632)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	85%	95%	92%	93%	92%	**92%**
Rest of region bus	92%	92%	91%	93%	93%	**94%**

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

97% 94% 97% 99% 94% 99% 99% 94% 96% 97% **95%**

May '14 — May '15 — May '16 — May '17 — May '18 — May '19 — Nov '20 — Jul '21 — Jun '22 — Jun '23 — May '24

Passengers most satisfied

✓ Johnsonville line users (100%)

Passengers most dissatisfied

✗ Wairarapa line users (8%)

⌃ Denotes statistically significant change of 5 percentage points or less
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Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)

Personal security during trip — 95, 94, **96** ⌃

Condition of vehicle — 95, 94, **94**

Ease of getting on/off vehicle — 94, 93, **94**

Helpfulness/attitude of driver/staff — 92, 92, **94** ⌃

Comfort of inside temperature — 92, 91, **92**

Enough seats available — 90, 83, **90** ⌃

How often the service runs — 77, 74, **80** ⌃

Service being on time — 73, 69, **74** ⌃

Value for money — 90, 88, **69** ⌄

Trip overall — 94, 93, **92**

■ Jun '22 (n=2,733) ■ Jun '23 (n=3,107) ■ May '24 (n=2,830)

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

At 92%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users continue to be most satisfied (95%, stable from 97% last year). This round train passengers are least likely to give positive ratings (92%), with the overall satisfaction declining for the second consecutive 12-month period (down from 96% in July 2022 and 94% in July 2023). Wairarapa line users are notably less satisfied overall (83%) than users of other lines combined (93%).

Passengers continue to be most satisfied with their personal security during the trip (96%). Perceptions of the condition of the vehicle (94%) and the ease of boarding/disembarking (94%) have also remained high and stable.

Reversing the declines last year, satisfaction with service capacity (having enough seats available) (90%), service frequency (80%) and reliability (74%) have all improved significantly over the last 12 months.

In May 2024, fares for 17-24 year olds returned to full price and children 5-16 years (previously free) began paying half the adult fare. Furthermore, an announcement was made of further fare increases being introduced from July. As a result, satisfaction with value for money has declined significantly from 12 months ago with the proportion of satisfied passengers falling from 88% to 69%. Significant declines are apparent across all three modes of transport, particularly among younger and regular travellers.

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Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '22	Jun '23	May '24
Ease of getting on vehicle from stop/station/wharf	94	94	**94**
Ease of getting to stop/station/wharf	92	93	**93**
Condition of stop/station/wharf	88	87	**90** ⌃
Personal safety at stop/station/wharf	89	87	**89** ⌃
Cleanliness of stop/station/wharf	87	84	**87** ⌃
Information available at stop/station/wharf	83	83	**85** ⌃
Provision of shelter from weather	75	75	**74**
Stop/station/wharf overall	93	91	**93** ⌃

■ Jun '22 (n=2,733)   ■ Jun '23 (n=3,099)   ■ May '24 (n=2,830)

⌃ Denotes statistically significant change of 5 percentage points or less
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Almost all public transport users (93%) are satisfied with the stop/station/wharf where they started their trip, this share having increased significantly from June 2023 (91%). Satisfaction levels by mode have remained stable over the last 12 months, with ratings still highest among train passengers (95%)

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

Over the last 12 months, satisfaction with the condition, cleanliness and personal safety at the station and the provision of information have improved significantly, these increases evident among both bus and train passengers.

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather (wind, rain, sun), with ferry passengers the most critical (39% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 22% satisfied. Passenger suggestions to improve the provision of shelter include:

- Provision of more shelter from weather
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter/completion of renovations.

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Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '22	Jun '23	May '24
Ease of getting information about routes/timetables	78	74	**84** ⌃
Travel time	83	78	**83** ⌃
Convenience of paying for public transport	83	87	**81** ⌄
Ease of understanding delays, disruptions info			**76**
Usefulness of delays, disruptions info			**71**
Information about delays and disruptions	58	50	**64** ⌃
Long-term rail improvement projects			**61**
Delays, disruptions info received in time to be useful			**59**
Public transport system overall	83	75	**79** ⌃

■ Jun '22 (n=2,593)　■ Jun '23 (n=3,107)　■ May '24 (n=2,830)

Arrows denote statistically significant change from previous year

Over the last 12 months, users' perceptions of Wellington's public transport system have improved significantly, satisfaction with the public transport system overall up 4 percentage points to 79%. Perceptions have improved across all three modes, with increases most notable among bus passengers (up from 74% to 79%).

Willingness to recommend public transport to others has also increased – up from 80% to 85%. The Net Promoter Score has risen from +2 to +17. *Generally a value over 0 is considered good; a value over 50 is considered excellent.*

Public transport users are also more positive about the ease of getting information about routes/timetables (up 10 percentage points) and travel times (up 5 percentage points) than they were 12 months ago.

The share of passengers who agree that Wellington's public transport system is easy to use has improved significantly over the last 12 months (up from 72% to 83%). Whilst a lack of reliability and too many delays, disruptions and cancellations remain the most frequently cited detractors to using public transport, mention of both has declined compared with 12 months ago. This year however, due at least in part to the withdrawal of subsidies on public transport, cost is significantly more likely to be cited as a detractor to use (17%, compared with just 3% in 2023). Likely linked to the increase in fares, satisfaction with convenience of paying for public transport has declined significantly – down from 87% to 81%.

Use of Public Transport Information

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

Metlink website — 71%, 59%, **51%**
Metlink app — 46%, 49%, **47%**
Real time information signs — 56%, 54%, **44%**
Timetables at stops, stations, wharves* — **40%**
Google maps — 27%, 32%, **31%**
Station PA announcements — 19%, 27%, **19%**
Other information at stop/station/wharf* — 19%, 26%, **9%**
Other websites and apps — 4%, 11%, **9%**
Printed timetable brochures* — 21%, 25%, **7%**
Metlink app - push notifications — 8%, 16%, **6%**
Facebook — 8%, 13%, **6%**
Metlink Contact Centre — 4%, 10%, **3%**
Emails from Metlink — 3%, 9%, **3%**

- Jun '22 (n=2,098)
- Jun '23 (n=3,107)
- May '24 (n=2,830)

1% had not used any public transport information in the last three months (unchanged from June '22 and June '23)

Enhancements in service reliability/the reduction in service delays, disruptions and cancellations over the last 12 months has likely contributed to a decline in use of most sources of public transport information, most returning to levels of use reported in June 2022.

Whilst the Metlink website remains the most frequently used source of public transport information (accessed by 51% of PT users, including 64% of train passengers and 65% of those using the ferry), its use has continued to decline (down from 75% in July 2021, 71% in June 2022 and 59% last year). The use of real time information signs also shows a downward trend over the last four years. In contrast, the use of the Metlink app has remained stable at just less than half of all PT users (47%) over the same four-year period.

Among the public transport information sources considered, emails from Metlink (3%) and the Metlink Contact Centre (3%) continue to have the lowest usage, with their use declining significantly over the last 12 months.

* Note: From May '24, use of 'Timetables at stops/stations/wharves' was asked as a separate statement – which is likely to have contributed to drops in use of 'other information at stops/stations/wharves' and 'printed timetable brochures.'

Base: All respondents. Arrows denote statistically significant change from previous year.

Satisfaction with Sources of Public Transport Information

Legend:
- Jun '22 (grey)
- Jun '23 (dark navy)
- May '24 (yellow-green)

Google Maps: 83%, 81%, **87%** ↑
Real time information signs: 82%, 75%, **82%** ↑
Timetables at stops, stations, wharves: **81%**
Station PA announcements: 87%, 76%, **80%**
Metlink website: 77%, 75%, **80%** ↑
Printed timetable brochures: 82%, 71%, **80%** ↑
Metlink app: 71%, 69%, **79%** ↑
Metlink Contact Centre: 86%, 60%, **74%** ↑
Other information at stop/station/wharf: 84%, 70%, **73%**
Metlink app - push notifications: 68%, 50%, **68%** ↑
Facebook: 74%, 59%, **64%** ↑
Emails from Metlink: 80%, 49%, **62%** ↑
Information currently available: 79%, 76%, **84%** ↑

After a notable decline last year, satisfaction with the public transport information available has improved significantly over the last 12 months, rising by 8 percentage points to 84%. This improvement is evident across all three transport modes, but is most notable among train passengers, with satisfaction increasing from 75% in June 2023 to 84% this year.

Reversing the decline in satisfaction observed in June 2023, this year has seen significant increases in satisfaction across most information sources. The most notable improvements are for the Metlink Contact Centre (satisfaction up from 60% to 74%), Metlink app push notifications (up from 50% to 68%) and Metlink emails (up from 49% to 62%).

Passengers remain most satisfied with information via Google Maps (87%) and least satisfied with information provided via Metlink emails (62%).

Due to improvements in service reliability, passengers are now less likely to call for better communication of delays, disruptions or cancellations at stops/stations/wharves. Improving the functionality of the Metlink app. and ensuring that all information on RTI signs is accurate are now the most frequently-mentioned suggestions for enhancing the quality of information provision going forward.

Arrows denote statistically significant change from previous year

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

Bus Service Report Card

Key suggestions for improvement
(by frequency of mention):

- ✓ More frequent services
- ✓ Cheaper fares
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ More information about service delays, cancellations
- ✓ Fewer delays due to vehicle breakdowns
- ✓ More stops/destinations; wider route coverage
- ✓ More weekend/late night/holiday services

Share of passengers satisfied to some extent (%)	Jun '22	Jun '23	Jun '24
Personal security during this trip	94	93	96
Ease of getting onto the vehicle from stop	93	94	94
Ease of getting on/off the vehicle	92	92	94
Condition of vehicle	94	93	93
Stop being easy to get to	92	93	93
Trip overall	93	92	93
Helpfulness and attitude of the driver	90	91	93
Stop overall	91	90	92
Comfort of the inside temperature	91	90	91
Having enough seats available	88	83	90
Condition of stop	85	85	88
Personal safety at stop	87	85	87
Cleanliness of stop	85	82	86
Ease of getting info about PT routes and timetables	76	75	84
Information available at stop	79	81	83
Travel time	80	77	83
Public transport information currently available	76	75	83
Convenience of paying for public transport	87	89	81
How often the service runs	73	71	81
Public transport system overall	81	74	79
Ease of understanding information about delays, disruptions	*	*	77
Service being on time	69	65	73
Usefulness of information about delays, disruptions to plan trip	*	*	72
Provision of shelter from weather	71	71	71
Value for money of the fare	91	89	70
Information about service delays and disruptions	54	48	62
Information about long-term rail improvement projects	*	*	61
Information about delays, disruptions received in time to be useful	*	*	58

(yellow)	Current trip
(blue)	Bus stop
(grey)	PT Information
(white)	PT system

Train Service Report Card

![Metlink logo]

Key suggestions for improvement

(by frequency of mention):

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

Share of passengers satisfied to some extent (%)	Jun '22	Jun '23	Jun '24
Personal security during this trip	97	95	96
Condition of vehicle	97	96	95
Ease of getting on/off the vehicle	97	95	95
Ease of getting onto the vehicle from station	97	94	95
Helpfulness and helpfulness of staff	96	94	95
Station overall	96	94	95
Comfort of the inside temperature	95	93	95
Trip overall	96	94	92
Personal safety at station	93	91	92
Condition of station	93	90	92
Station being easy to get to	93	91	91
Cleanliness of station	92	89	91
Having enough seats available	95	85	90
Information available at station	90	87	88
Provision of shelter from weather	85	84	84
Public transport information currently available	85	75	84
Ease of getting info about public transport routes and timetables	81	71	84
Travel time	88	79	84
Convenience of paying for public transport	76	84	82
How often the service runs	86	78	80
Public transport system overall	88	76	79
Service being on time	83	75	78
Ease of understanding information about delays, disruptions	*	*	74
Information about service delays and disruptions	66	53	69
Usefulness of information about delays, disruptions to plan trip	*	*	68
Value for money of the fare	90	85	66
Information about long-term rail improvement projects	*	*	64
Information about delays, disruptions received in time to be useful	*	*	60

	Current trip
	Train station
	PT Information
	PT system

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Ferry Service Report Card

Key suggestions for improvement

(by frequency of mention):

- ✓ Cheaper fares
- ✓ More frequent ferry services
- ✓ More weekend/late night/holiday services
- ✓ More wharves/destinations, wider route coverage
- ✓ Improve reliability – run to timetable
- ✓ More information, clearer signage
- ✓ More information about service delays, cancellations

Share of passengers satisfied to some extent (%)	Jun '22	Jun '23	Jun '24
Personal security during this trip	99	99	97
Helpfulness and attitude of the staff	100	95	97
Having enough seats available	89	97	96
Trip overall	96	97	95
Cleanliness of wharf	88	97	95
Condition of wharf	92	96	95
Comfort of the inside temperature	90	95	94
Wharf being easy to get to	93	89	93
Condition of vehicle	80	86	92
Personal safety at wharf	88	92	91
Wharf overall	92	90	91
Service being on time	86	90	91
Ease of getting on/off the vehicle	85	85	90
Ease of getting onto the vehicle from wharf	91	85	89
Travel time	87	79	85
How often the service runs	52	72	84
Convenience of paying for public transport	81	90	84
Information available at wharf	71	69	81
Ease of getting info about public transport routes and timetables	78	78	80
Public transport information currently available	73	73	77
Public transport system overall	78	71	75
Value for money of the fare	84	88	72
Ease of understanding information about delays, disruptions	*	*	70
Usefulness of information about delays, disruptions to plan trip	*	*	70
Information about service delays and disruptions	58	54	68
Information about long-term rail improvement projects	*	*	59
Information about delays, disruptions received in time to be useful	*	*	57
Provision of shelter from weather	39	49	39

Current trip	
Ferry wharf	
PT Information	
PT system	

Passenger Perceptions of Service on Trip Today

Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)

Attribute	Jun '22	Jun '23	May '24
Personal security during trip	95	94	**96** ⌃
Condition of vehicle	95	94	**94**
Ease of getting on/off vehicle	94	93	**94**
Helpfulness/attitude of driver/staff	92	92	**94** ⌃
Comfort of inside temperature	92	91	**92**
Enough seats available	90	83	**90** ⌃
How often the service runs	77	74	**80** ⌃
Service being on time	73	69	**74** ⌃
Value for money	90	88	**69** ⌄
Trip overall	94	93	**92**

■ Jun '22 (n=2,733) ■ Jun '23 (n=3,107) ■ May '24 (n=2,830)

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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?

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May 2024 Results

Total satisfied 92%

42%	Very satisfied (9-10)
50%	Satisfied (6-8)
5%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,632 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000) Jun '22 (n=2576) Jun '23 (n=2,900) May '24 (n=2,632)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	85%	95%	92%	93%	92%	**92%**
Rest of region bus	92%	92%	91%	93%	93%	**94%**

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

97% 94% 97% 99% 94% 99% 99% 94% 96% 97% **95%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most satisfied

✓ Johnsonville line users (100%)

Passengers most dissatisfied

✗ Wairarapa line users (8%)

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17
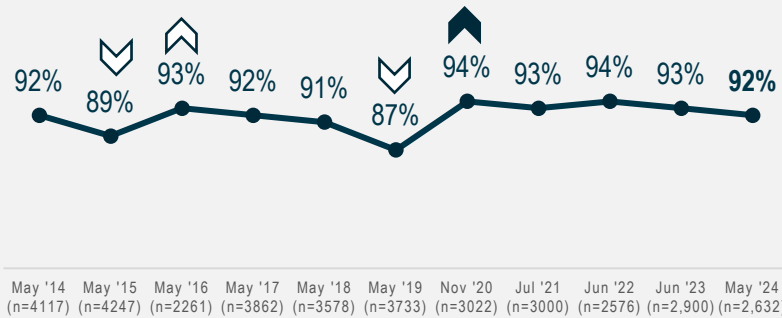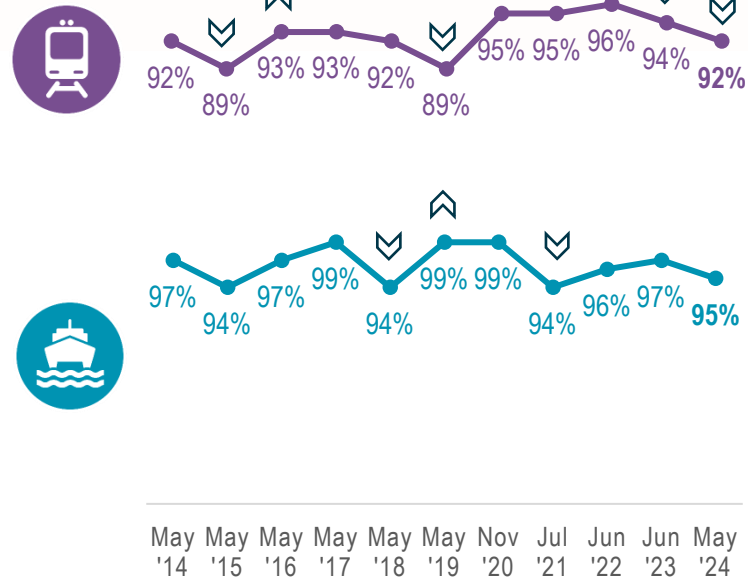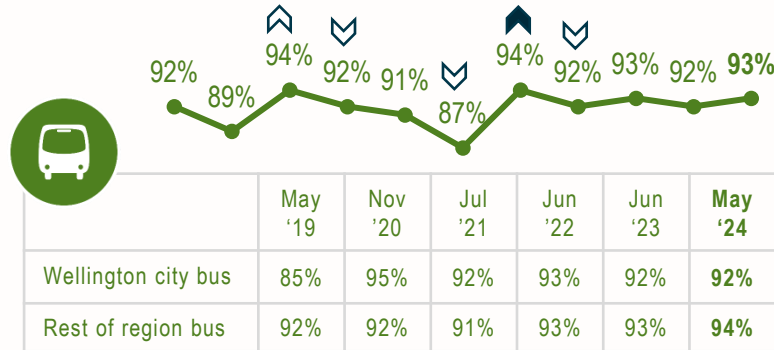
Personal Security During Trip

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

May 2024 Results

Total satisfied
96%

62%	Very satisfied (9-10)
34%	Satisfied (6-8)
3%	Neither/nor (5)
1%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,738 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

95% 93% 95% 96% 95% 94% 97% 96% 95% 94% **96%**
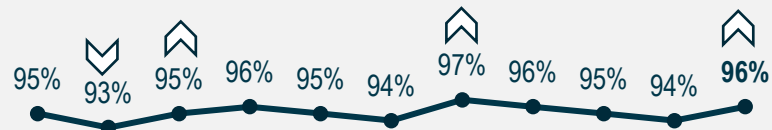
| May '14 (n=4235) | May '15 (n=4371) | May '16 (n=2333) | May '17 (n=3984) | May '18 (n=3693) | May '19 (n=3893) | Nov '20 (n=3128) | Jul '21 (n=3153) | Jun '22 (n=2669) | Jun '23 (n=3,007) | May '24 (n=2,738) |

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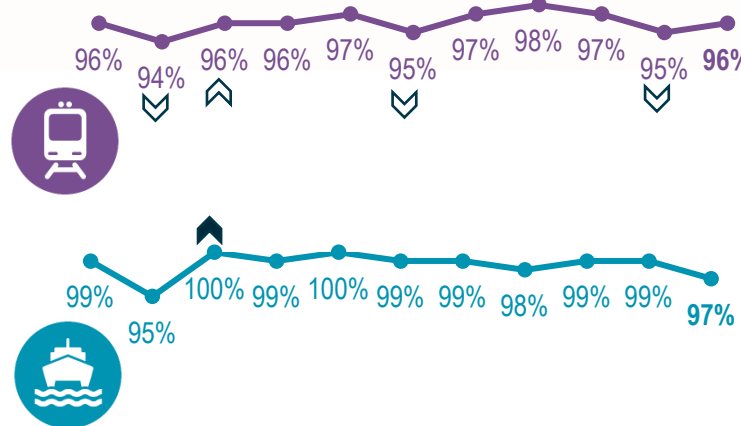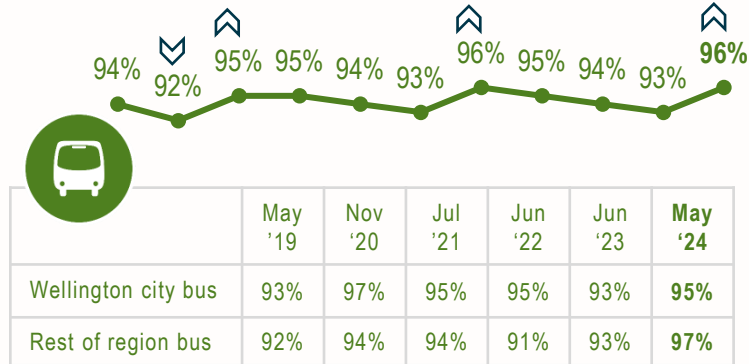
94% 92% 95% 95% 94% 93% 96% 95% 94% 93% **96%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	**May '24**
Wellington city bus	93%	97%	95%	95%	93%	**95%**
Rest of region bus	92%	94%	94%	91%	93%	**97%**

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

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 |

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Pacific Peoples (6%)
✗ Those aged 15-17 years (5%)

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

Condition of Vehicle

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

May 2024 Results

Total satisfied
94%

51%	Very satisfied (9-10)
43%	Satisfied (6-8)
4%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,760 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

94% — 94% — 95% — 94% — **94%**
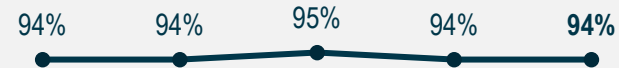
Nov '20 (n=3165)	Jul '21 (n=3183)	Jun '22 (n=2678)	Jun '23 (n=3,038)	May '24 (n=2,760)

Satisfaction by Mode

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

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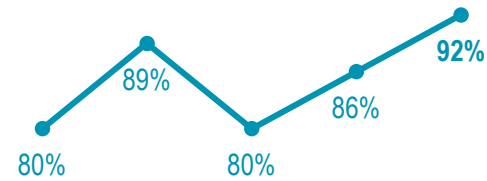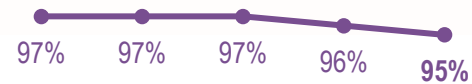
97% 97% 97% 96% **95%**

80% 89% 80% 86% **92%**

Nov '20	Jul '21	Jun '22	Jun '23	May '24

Passengers most satisfied

✓ (No significant differences)

Passengers most dissatisfied

✗ Wairarapa line users (6%)

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

Ease of Getting Onto/Off Vehicle

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

May 2024 Results

Total satisfied
94%

57%	Very satisfied (9-10)
38%	Satisfied (6-8)
3%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,740 (All passengers who answered this question)
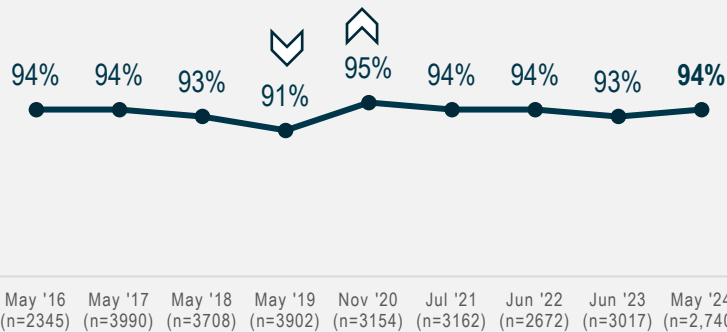
Satisfaction Over Time
(All modes, weighted)

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

| May '16 (n=2345) | May '17 (n=3990) | May '18 (n=3708) | May '19 (n=3902) | Nov '20 (n=3154) | Jul '21 (n=3162) | Jun '22 (n=2672) | Jun '23 (n=3017) | May '24 (n=2,740) |

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	90%	94%	93%	92%	92%	**94%**
Rest of region bus	88%	92%	92%	91%	93%	**93%**

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

93% 95% 83% 88% 85% 88% 85% 85% **90%**

| May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 |

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Wairarapa line users (9%)

⌃ Denotes statistically significant change of 5 percentage points or less
⌃ Denotes statistically significant change of more than 5 percentage points
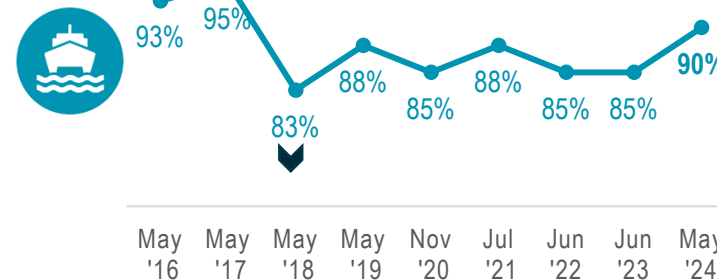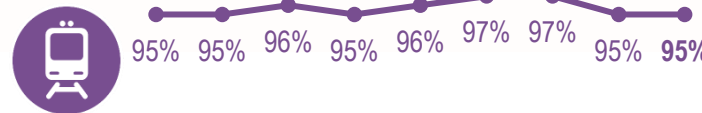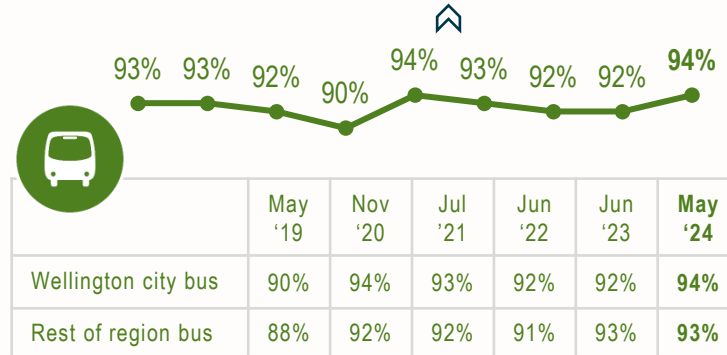
Helpfulness and Attitude* of Driver/Staff

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

May 2024 Results

Total satisfied 94%

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

Base: n=2,699 (All passengers who answered this question)
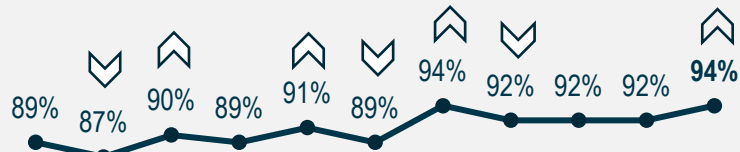
Satisfaction Over Time
(All modes, weighted)

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

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
(n=4015)	(n=4272)	(n=2300)	(n=3877)	(n=3595)	(n=3747)	(n=3024)	(n=3089)	(n=2648)	(n=3017)	(n=2,699)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24
Wellington city bus	87%	94%	89%	91%	91%	**92%**
Rest of region bus	87%	91%	92%	86%	90%	**95%**

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

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

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24

Passengers most satisfied — ✓ *(No significant differences)*

Passengers most dissatisfied — ✗ *(No significant differences)*

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

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

21

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?

metlink

May 2024 Results

Total satisfied
92%

53%	Very satisfied (9-10)
39%	Satisfied (6-8)
5%	Neither/nor (5)
3%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,767 (All passengers who answered this question)
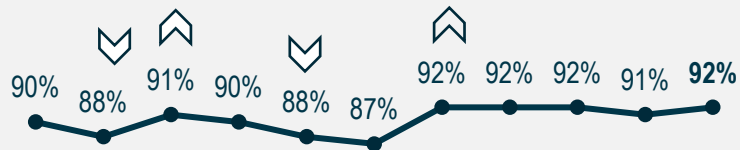
Satisfaction Over Time
(All modes, weighted)

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

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24
Wellington city bus	85%	92%	91%	91%	91%	**90%**
Rest of region bus	87%	87%	91%	90%	89%	**94%**

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

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

May '14   May '15   May '16   May '17   May '18   May '19   Nov '20   Jul '21   Jun '22   Jun '23   May '24
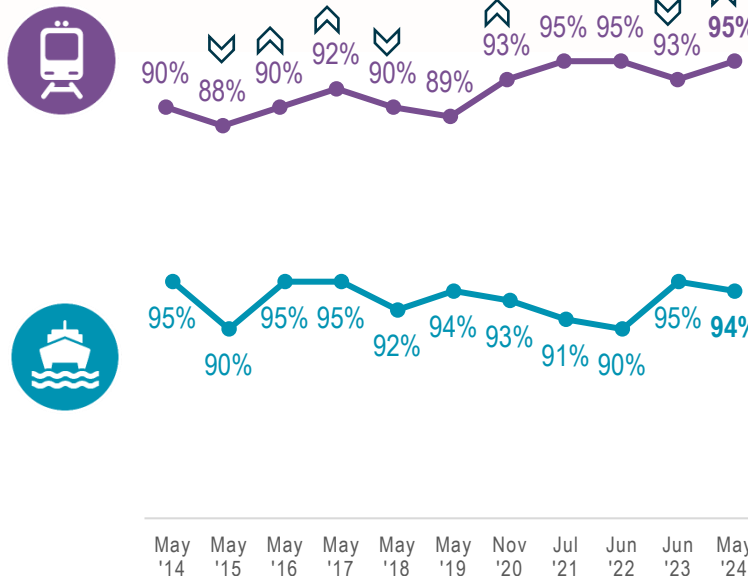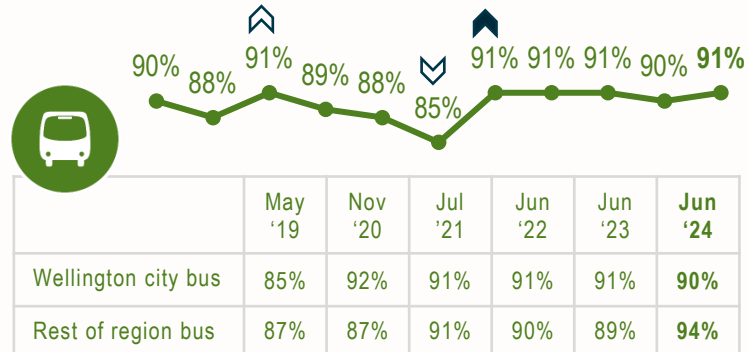
Passengers most satisfied

✓ Train passengers (95%)

Passengers most dissatisfied

✗ *(No significant difference)*

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

gravitasOPG

Having Enough Seats Available

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

May 2024 Results

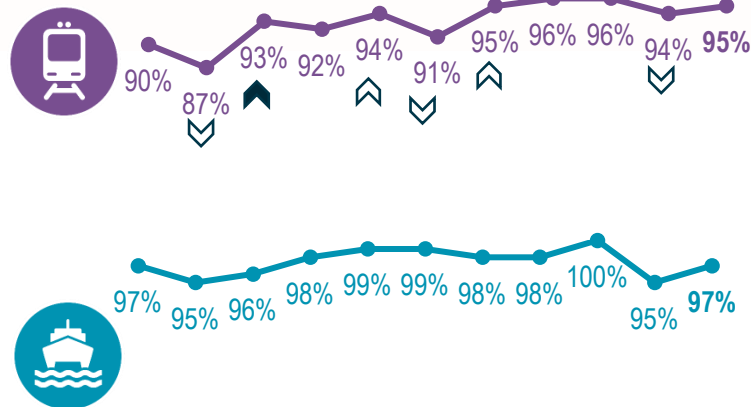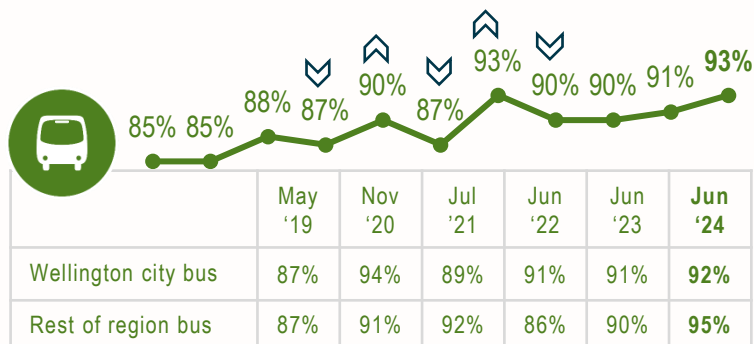|	
55%	Very satisfied (9-10)
35%	Satisfied (6-8)
5%	Neither/nor (5)
4%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Total satisfied 90%

Base: n=2,763 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

	May '14 (n=4260)	May '15 (n=4389)	May '16 (n=2342)	May '17 (n=3992)	May '18 (n=3707)	May '19 (n=3924)	Nov '20 (n=3159)	Jul '21 (n=3173)	Jun '22 (n=2694)	Jun '23 (n=3034)	May '24 (n=2,763)
	84%	79%	84%	83%	79%	74%	91%	89%	90%	83%	90%

Satisfaction by Mode

Bus: 87%, 82%, 87%, 85%, 81%, 75%, 91%, 88%, 88%, 83%, 90%
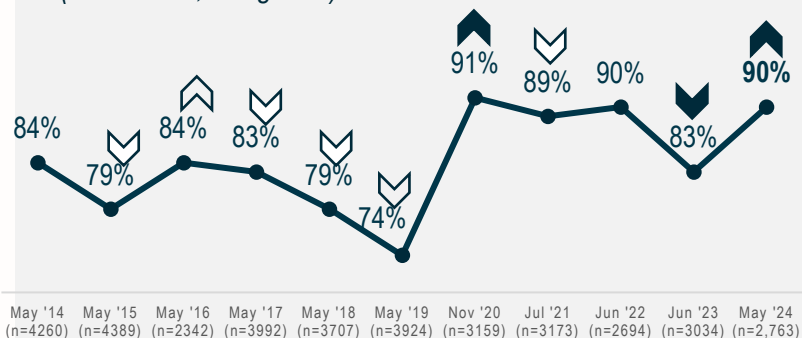
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	**May '24**
Wellington city bus	73%	92%	87%	88%	80%	**89%**
Rest of region bus	82%	90%	92%	91%	89%	**92%**

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

Ferry: 95%, 88%, 91%, 93%, 92%, 92%, 98%, 98%, 89%, 97%, 96%

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | May '20 | Jul '21 | Jun '22 | Jun '23 | May '24 |

✓ *(No significant differences)*

Passengers most satisfied

✗ *(No significant differences)*

Passengers most dissatisfied

Denotes statistically significant change of 5 percentage points or less

Denotes statistically significant change of more than 5 percentage points

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

23

How Often the Service Runs

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

May 2024 Results

Total satisfied 80%

33%	Very satisfied (9-10)
47%	Satisfied (6-8)
8%	Neither/nor (5)
10%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,574 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

80% 78% 81% 79% 78% 71% 81% 79% 77% 74% **80%**

May '14 (n=3919) | May '15 (n=4065) | May '16 (n=2180) | May '17 (n=3744) | May '18 (n=3578) | May '19 (n=3775) | Nov '20 (n=2908) | Jul '21 (n=2955) | Jun '22 (n=2525) | Jun '23 (n=2802) | May '24 (n=2,574)

Satisfaction by Mode

Bus: 78% 75% 80% 78% 76% 66% 78% 77% 73% 71% **81%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	**May '24**
Wellington city bus	65%	79%	77%	74%	72%	**81%**
Rest of region bus	68%	76%	75%	71%	68%	**80%**

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

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

May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24
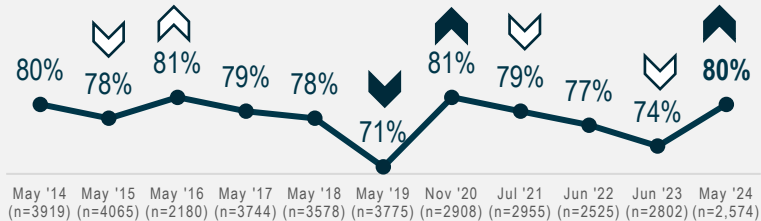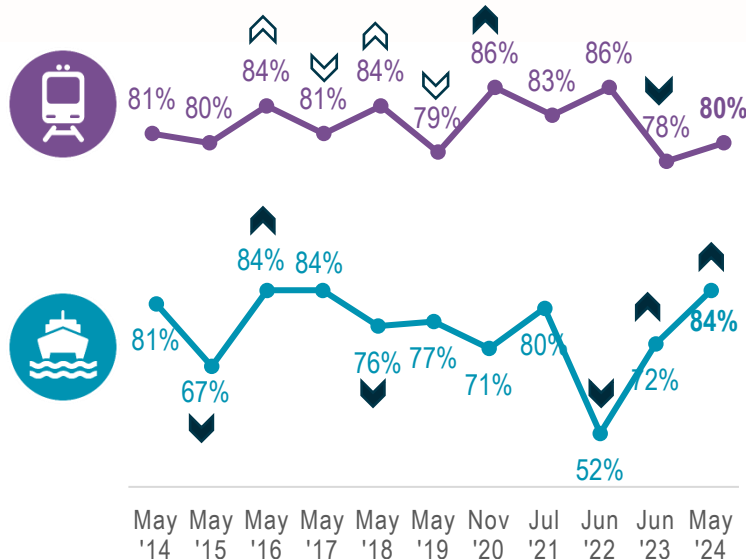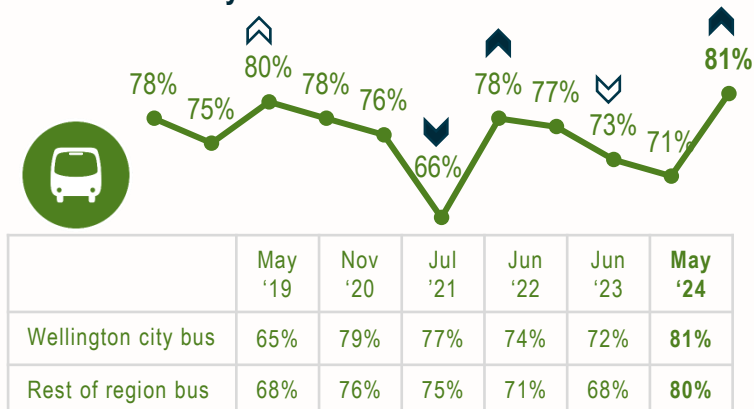
Passengers most satisfied

- ✓ Those travelling for sightseeing (98%)
- ✓ Those using PT less often than once a month (94%)
- ✓ Kapiti line users (86%)

Passengers most dissatisfied

- ✗ Wairarapa line users (46%)
- ✗ Tranzurban passengers (17%)

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

24

Service Being On Time

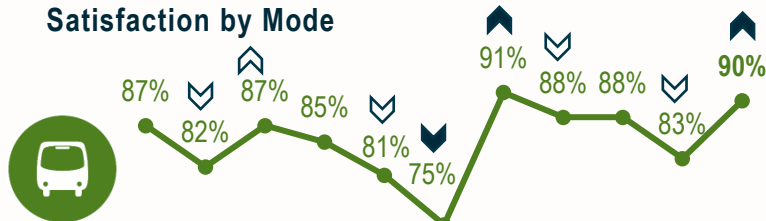*Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with the service being on time (keeping to the timetable)?*

May 2024 Results

Total satisfied 74%

31%	Very satisfied (9-10)
43%	Satisfied (6-8)
9%	Neither/nor (5)
13%	Dissatisfied (2-4)
4%	Very dissatisfied (0-1)

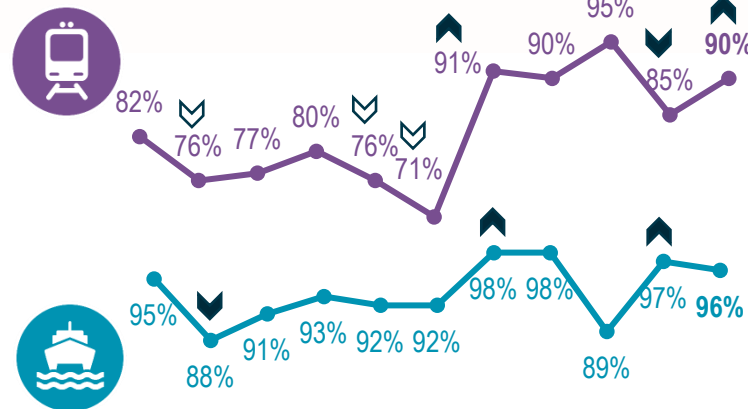Base: n=2,736 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

77% 69% 81% 78% 77% 64% 80% 77% 73% 69% **74%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=4231) (n=4359) (n=2318) (n=3966) (n=3695) (n=3856) (n=3126) (n=3125) (n=2644) (n=3001) (n=2,736)

Satisfaction by Mode

(Bus) 77% 72% 78% 74% 72% 59% 77% 72% 69% 65% **73%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	**May '24**
Wellington city bus	58%	79%	72%	68%	65%	**73%**
Rest of region bus	66%	72%	72%	71%	67%	**71%**

(Train) 77% 67% 84% 87% 86% 72% 84% 85% 83% 75% **78%**

(Ferry) 91% 90% 91% 95% 80% 89% 92% 92% 86% 90% **91%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
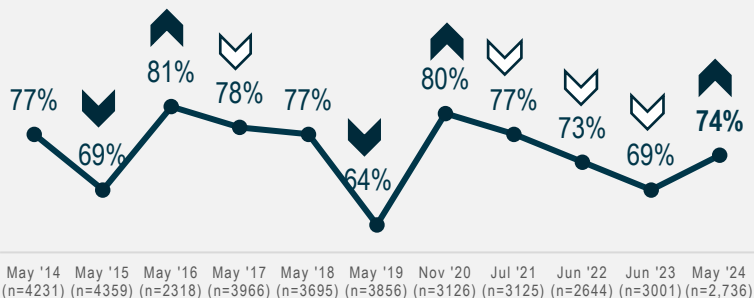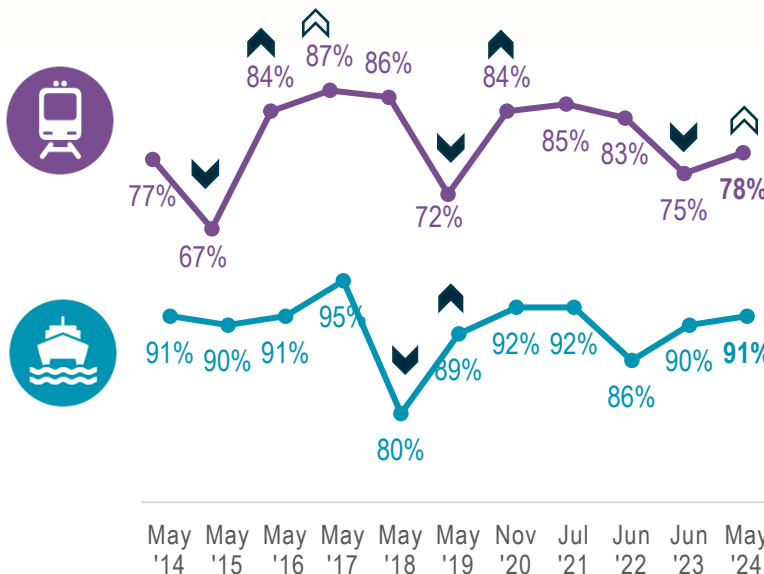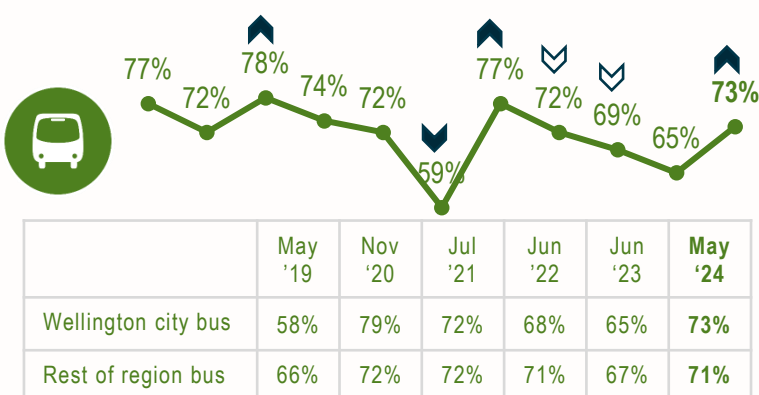
Passengers most satisfied

- ✓ Johnsonville (95%) and Kapiti (83%) line users
- ✓ Ferry passengers (91%)
- ✓ SuperGold card users (89%)/those aged 65 years + (87%)

Passengers most dissatisfied

- ✗ Wairarapa line users (61%)
- ✗ Those aged 15-17 years (33%)
- ✗ Tranzurban passengers (21%)

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

Value for Money

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

May 2024 Results

Total satisfied
69%

31%	Very satisfied (9-10)
38%	Satisfied (6-8)
11%	Neither/nor (5)
15%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

Base: n=2,727 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

70% 72% 76% 75% 77% 75% 80% 79% 90% 88% 69%

May '14 (n=4182)
May '15 (n=4345)
May '16 (n=2320)
May '17 (n=3951)
May '18 (n=3663)
May '19 (n=3882)
Nov '20 (n=3125)
Jul '21 (n=3128)
Jun '22 (n=2664)
Jun '23 (n=2992)
May '24 (n=2,727)

Satisfaction by Mode

Bus: 72% 74% 76% 75% 79% 76% 81% 80% 91% 89% 70%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	74%	81%	78%	90%	89%	**68%**
Rest of region bus	84%	82%	86%	93%	88%	**77%**

Train: 68% 70% 75% 75% 75% 73% 78% 78% 90% 85% 66%

Ferry: 81% 77% 88% 86% 84% 85% 78% 83% 84% 88% 72%

May '14
May '15
May '16
May '17
May '18
May '19
Nov '20
Jul '21
Jun '22
Jun '23
May '24
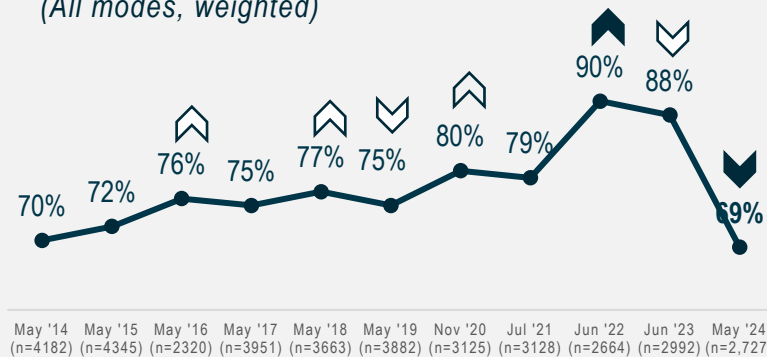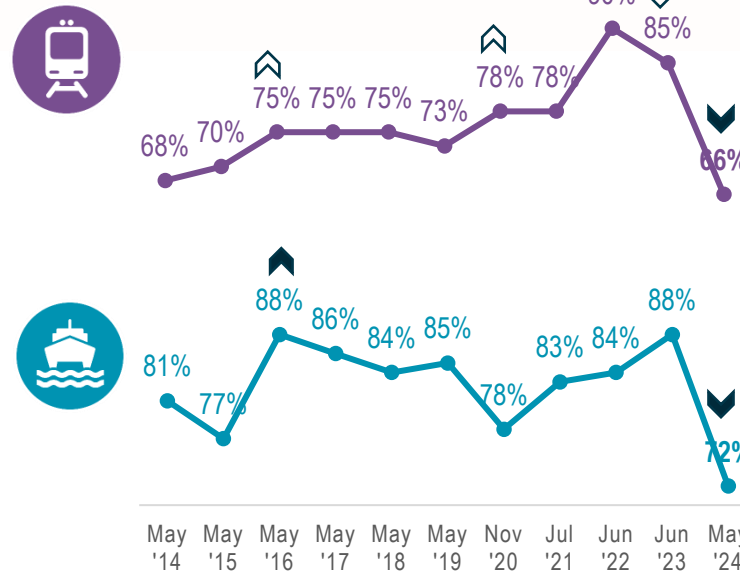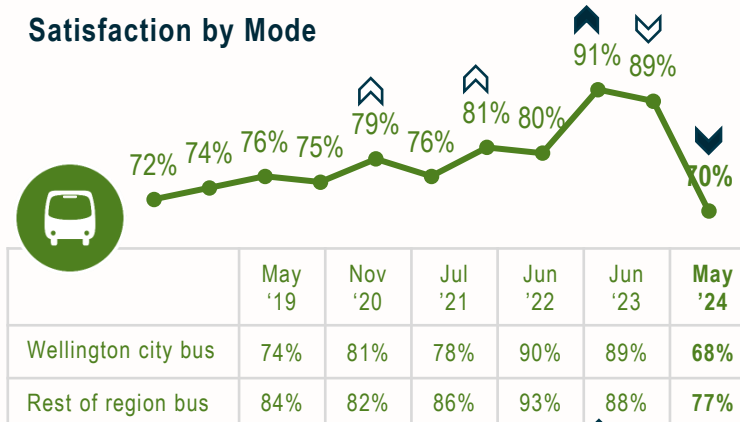
Passengers most satisfied

- SuperGold card users (96%)
- Those using PT less often than once a month (90%)
- Johnsonville line users (81%)
- Travelling for shopping (81%)
- Those aged 45-59 years (79%)
- Travelling off-peak (72%)

Passengers most dissatisfied

- Those travelling for school (38%)/aged 15-17 years (36%) or 18-24 years (29%)
- Those using PT every day including weekends (27%)
- Snapper card users (23%)

Note: Half-priced fares introduced on all forms of public transport from April 2022
In May 2024 fares for 17-24 year olds returned to full price; children 5-16 years changed to paying half the adult fare

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

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Perceptions Of Trip Over Time By Mode

Time Series Summary (Total Satisfied %)

	Total Bus							Wellington City Bus							Rest of Region Bus						
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024
Trip overall	87	*	94	92	93	92	**93**	85	90	95	92	93	92	**92**	92	*	92	91	93	93	**94**
Personal security during trip	93	*	96	95	94	93	**96**	93	96	97	95	95	93	**95**	92	*	94	94	91	93	**97**
Ease of getting on/off vehicle	90	*	94	93	92	92	**94**	90	94	94	93	92	92	**94**	88	*	92	92	91	93	**93**
Condition of vehicle	*	*	93	92	94	93	**93**	*	*	94	91	95	93	**93**	*	*	91	94	91	93	**95**
Helpfulness/attitude of staff	87	*	93	90	90	91	**93**	87	90	94	89	91	91	**92**	87	*	91	92	86	90	**95**
Comfort of inside temperature	85	*	91	91	91	90	**91**	85	87	92	91	91	91	**90**	87	*	87	91	89	95	**94**
Enough seats available	75	*	91	88	88	83	**90**	73	91	92	87	88	80	**89**	82	*	90	92	91	89	**92**
How often service runs	66	*	78	77	73	71	**81**	65	76	79	77	74	72	**81**	68	*	76	75	71	68	**80**
Being on time	59	*	77	72	69	65	**73**	58	70	79	72	68	65	**73**	66	*	72	72	71	67	**71**
Value for money of fare	76	*	81	80	91	89	**70**	74	78	81	78	90	89	**68**	84	*	82	86	93	88	**77**

Perceptions Of Trip Over Time By Mode

Time Series Summary (Total Satisfied %)

	Train							Ferry						
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024
Trip overall	89	93	95	95	96	94	**92**	99	*	99	94	96	97	**95**
Personal security during trip	95	97	97	98	97	95	**96**	99	*	99	98	99	99	**97**
Ease of getting on/off vehicle	95	96	96	97	97	95	**95**	88	*	85	88	85	85	**90**
Condition of vehicle	*	*	97	97	97	96	**95**	*	*	80	89	80	86	**92**
Helpfulness and attitude of staff	91	94	95	96	96	94	**95**	99	*	98	98	100	95	**97**
Comfort of inside temperature	89	92	93	95	95	93	**95**	94	*	93	91	90	95	**94**
Enough seats available	71	84	91	90	95	85	**90**	92	*	98	98	89	97	**96**
How often service runs	79	84	86	83	86	78	**80**	77	*	71	80	52	72	**84**
Being on time	72	82	84	85	83	75	**78**	89	*	92	92	86	90	**91**
Value for money of fare	73	78	78	78	90	85	**66**	85	*	78	83	84	88	**72**

Passenger Perceptions of Stop/Station/Wharf

Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)

	Jun '22	Jun '23	May '24
Ease of getting on vehicle from stop/station/wharf	94	94	**94**
Ease of getting to stop/station/wharf	92	93	**93**
Condition of stop/station/wharf	88	87	**90** ⌃
Personal safety at stop/station/wharf	89	87	**89** ⌃
Cleanliness of stop/station/wharf	87	84	**87** ⌃
Information available at stop/station/wharf	83	83	**85** ⌃
Provision of shelter from weather	75	75	**74**
Stop/station/wharf overall	93	91	**93** ⌃

■ Jun '22 (n=2,733)   ■ Jun '23 (n=3,099)   ■ May '24 (n=2,830)

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

Almost all public transport users (93%) are satisfied with the stop/station/wharf where they started their trip, this share having increased significantly from June 2023 (91%). Satisfaction levels by mode have remained stable over the last 12 months, with ratings still highest among train passengers (95%)

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

Over the last 12 months, satisfaction with the condition, cleanliness and personal safety at the station and the provision of information have improved significantly, these increases evident among both bus and train passengers.

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather (wind, rain, sun), with ferry passengers the most critical (39% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 22% satisfied. Passenger suggestions to improve the provision of shelter include:
- Provision of more shelter from weather
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter/completion of renovations.

Overall Satisfaction with Stop/Station/Wharf

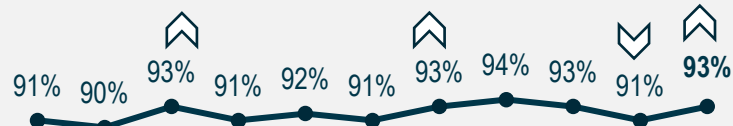## *How satisfied or dissatisfied are you with the stop/station/wharf overall?*

May 2024 Results

Total satisfied
93%

46%	Very satisfied (9-10)
47%	Satisfied (6-8)
5%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,727 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

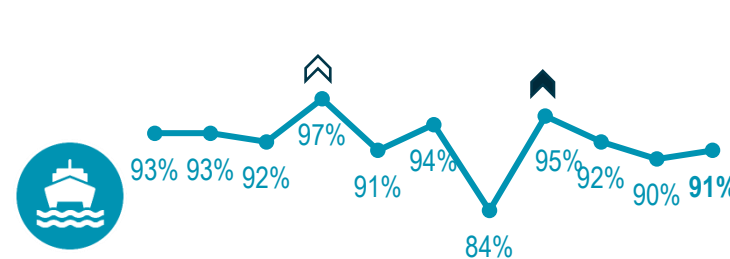91% 90% 93% 91% 92% 91% 93% 94% 93% 91% **93%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=4190) (n=4328) (n=2313) (n=3892) (n=3662) (n=3948) (n=3144) (n=3124) (n=2627) (n=2977) (n=2,727)

Satisfaction by Mode

90% 89% 93% 90% 91% 89% 93% 93% 91% 90% **92%**
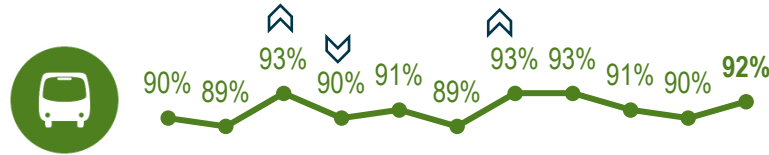
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	89%	94%	93%	92%	92%	**92%**
Rest of region bus	88%	89%	91%	88%	85%	**92%**
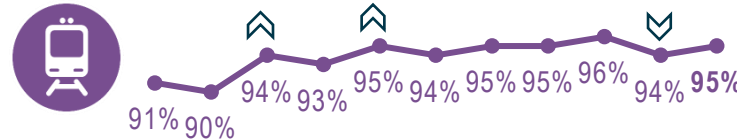
91% 90% 94% 93% 95% 94% 95% 95% 96% 94% **95%**

93% 93% 92% 97% 91% 94% 84% 95% 92% 90% **91%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Wairarapa line users (5%)

⌃ Denotes statistically significant change of 5 percentage points or less

⌃ Denotes statistically significant change of more than 5 percentage points

Ease of Getting on Vehicle from Stop/Station/Wharf

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

May 2024 Results

Total satisfied
94%

64%	Very satisfied (9-10)
30%	Satisfied (6-8)
3%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,748 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)
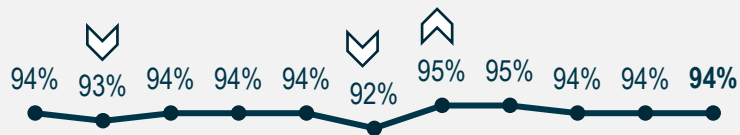
94% 93% 94% 94% 94% 92% 95% 95% 94% 94% **94%**

May '14 (n=4277) May '15 (n=4367) May '16 (n=2343) May '17 (n=3964) May '18 (n=3703) May '19 (n=3979) Nov '20 (n=3176) Jul '21 (n=3152) Jun '22 (n=2657) Jun '23 (n=3043) May '24 (n=2,748)

Satisfaction by Mode
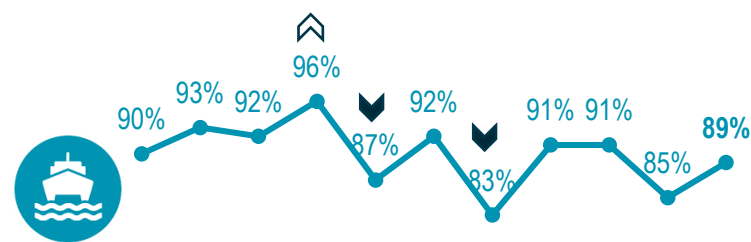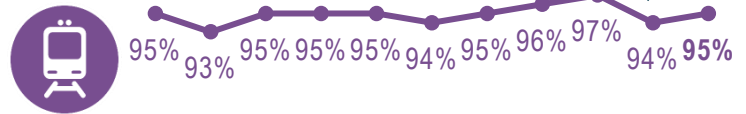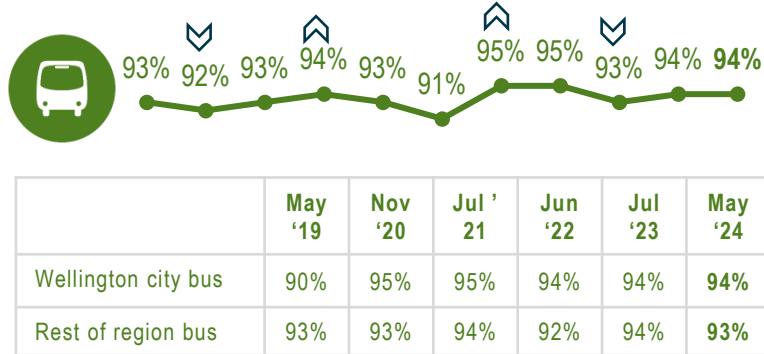
93% 92% 93% 94% 93% 91% 95% 95% 93% 94% **94%**

	May '19	Nov '20	Jul '21	Jun '22	Jul '23	May '24
Wellington city bus	90%	95%	95%	94%	94%	**94%**
Rest of region bus	93%	93%	94%	92%	94%	**93%**

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

90% 93% 92% 96% 87% 92% 83% 91% 91% 85% **89%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ *(No significant differences)*

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

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Ease of Getting to Stop/Station/Wharf

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

May 2024 Results

Total satisfied
93%

59%	Very satisfied (9-10)
34%	Satisfied (6-8)
4%	Neither/nor (5)
3%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,765 (All passengers who answered this question)
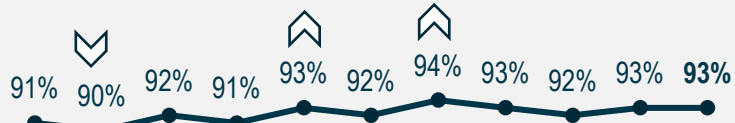
Satisfaction Over Time
(All modes, weighted)

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=4259) (n=4373) (n=2338) (n=3971) (n=3705) (n=3978) (n=3172) (n=3186) (n=2670) (n=3031) (n=2765)

Satisfaction by Mode

93% 92% 93% 91% 94% 92% 95% 93% 92% 93% **93%**
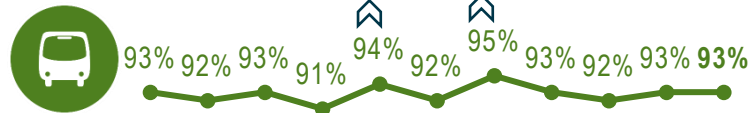
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May' 24
Wellington city bus	92%	96%	93%	94%	94%	**94%**
Rest of region bus	93%	92%	92%	84%	92%	**93%**
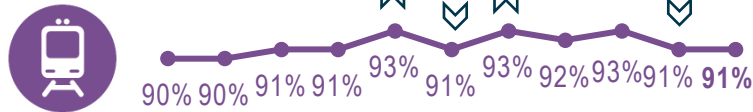
90% 90% 91% 91% 93% 91% 93% 92% 93% 91% **91%**

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most satisfied

✓ Afternoon peak travellers (96%)

Passengers most dissatisfied

✗ *(No significant differences)*

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

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Condition of Stop/Station/Wharf

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

May 2024 Results

Total satisfied
90%

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

Base: n=2,748 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

88%   89%   88%   87%   **90%**

| Nov '20 (n=3142) | Jul '21 (n=3135) | Jun '22 (n=2644) | Jun '23 (n=3010) | May '24 (n=2748) |

Satisfaction by Mode
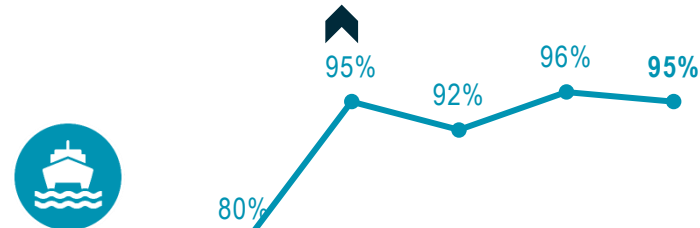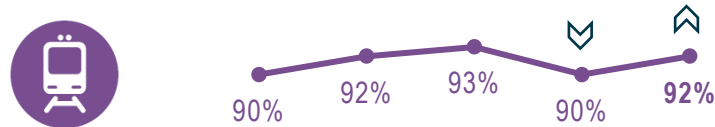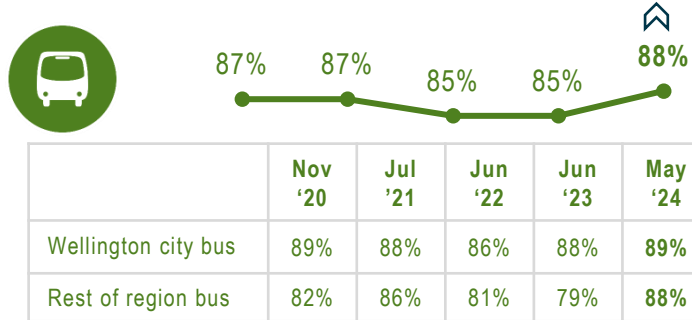
Bus: 87%   87%   85%   85%   **88%**

	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	89%	88%	86%	88%	**89%**
Rest of region bus	82%	86%	81%	79%	**88%**

Train: 90%   92%   93%   90%   **92%**

Ferry: 80%   95%   92%   96%   **95%**

Nov '20   Jul '21   Jun '22   Jun '23   May '24

Passengers most satisfied

✓ Those using PT less often than once a month (99%)
✓ Train passengers (92%)

Passengers most dissatisfied

✗ *(No significant differences)*

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

Personal Safety at Stop/Station/Wharf

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

May 2024 Results

51%	Very satisfied (9-10)
38%	Satisfied (6-8)
5%	Neither/nor (5)
5%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Total satisfied
89%

Base: n=2,758 (All passengers who answered this question)
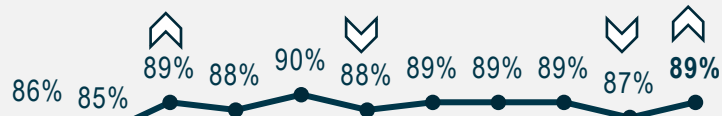
Satisfaction Over Time
(All modes, weighted)

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=4232) (n=4358) (n=2316) (n=3930) (n=3698) (n=3955) (n=3152) (n=3166) (n=2655) (n=3016) (n=2758)

Satisfaction by Mode

85% 84% 88% 86% 88% 86% 87% 88% 87% 85% 87%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	87%	89%	88%	88%	87%	**88%**
Rest of region bus	84%	83%	87%	82%	80%	**85%**

87% 86% 89% 90% 93% 91% 92% 93% 93% 91% **92%**

92% 88% 92% 95% 93% 94% 85% 95% 88% 92% **91%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
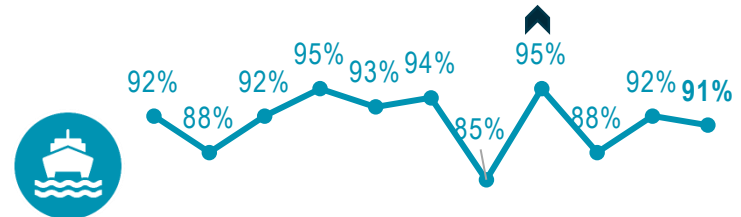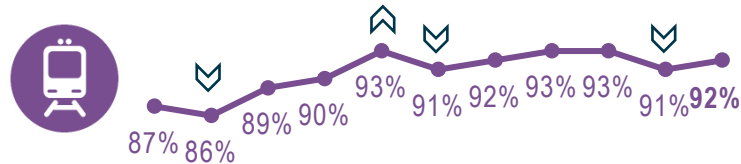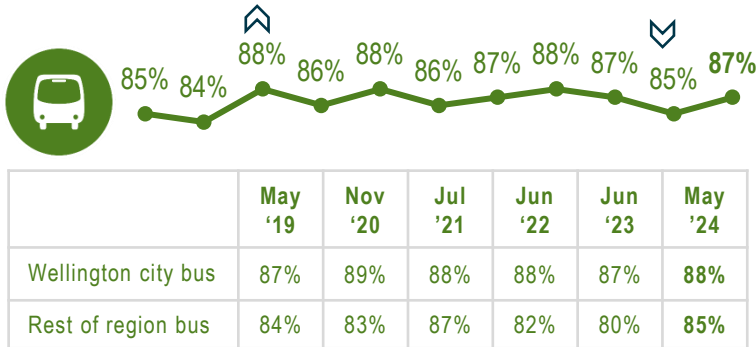
Passengers most satisfied
- ✓ Those using PT less often than once a month (97%)
- ✓ Train passengers (92%)
- ✓ Inbound passengers (92%)

Passengers most dissatisfied
- ✗ Outbound passengers (8%)
- ✗ Bus passengers (7%)

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

35

Cleanliness of Stop/Station/Wharf

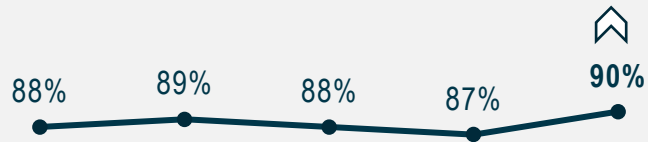*How satisfied or dissatisfied are you with the cleanliness of the stop/station/wharf?*

May 2024 Results

Total satisfied
87%

45%	Very satisfied (9-10)
43%	Satisfied (6-8)
7%	Neither/nor (5)
5%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,763 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

82% 79% 86% 84% 86% 87% 87% 88% 87% 84% **87%**

May '14 (n=4233)	May '15 (n=4376)	May '16 (n=2335)	May '17 (n=3956)	May '18 (n=3701)	May '19 (n=3959)	Nov '20 (n=3166)	Jul '21 (n=3161)	Jun '22 (n=2650)	Jun '23 (n=3033)	May '24 (n=2763)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	86%	88%	87%	86%	84%	**86%**
Rest of region bus	85%	80%	83%	79%	75%	**84%**

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

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

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
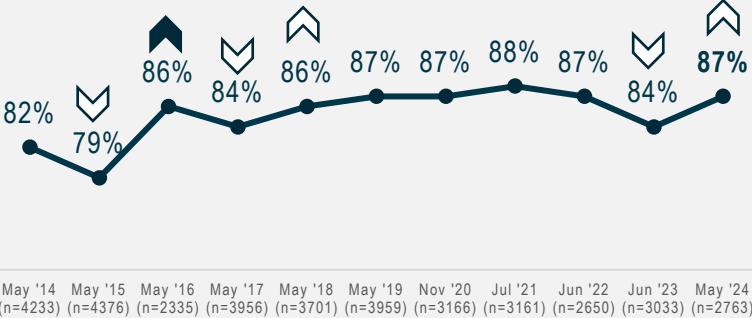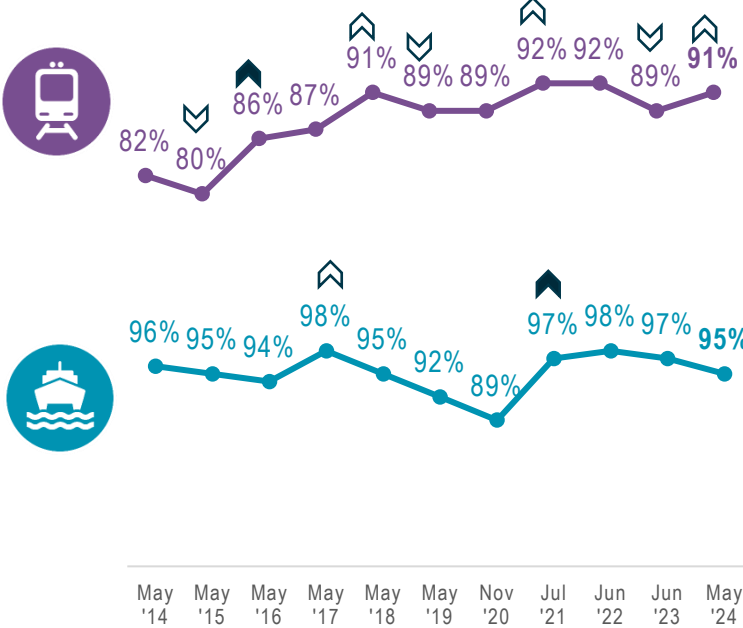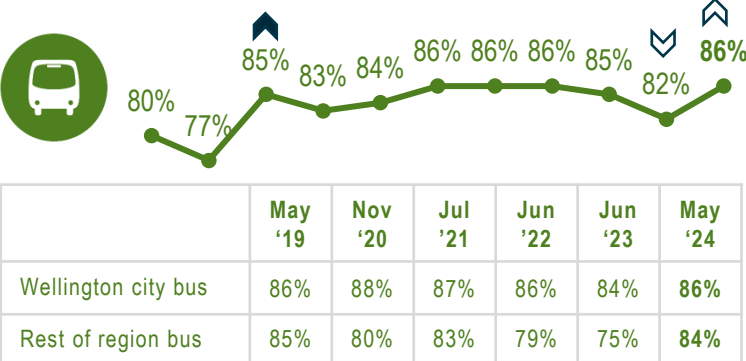
Passengers most satisfied

✓ Those using PT less often than once a month (99%)
✓ Train passengers (91%)

Passengers most dissatisfied

✗ Those travelling during weekends (9%)
✗ Bus passengers (6%)

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

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Information Available at Stop/Station/Wharf

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

May 2024 Results

Total satisfied
85%

45%	Very satisfied (9-10)
39%	Satisfied (6-8)
7%	Neither/nor (5)
7%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,727 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83% 83% 87% 83% 85% 79% 87% 85% 83% 83% **85%**
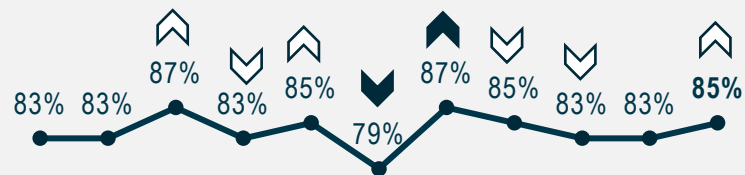
May '14 (n=4174) May '15 (n=4366) May '16 (n=2316) May '17 (n=3944) May '18 (n=3681) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3136) Jun '22 (n=2647) Jun '23 (n=2997) May '24 (n=2727)

Satisfaction by Mode

Bus: 80% 85% 87% 82% 82% 75% 85% 82% 79% 81% **83%**
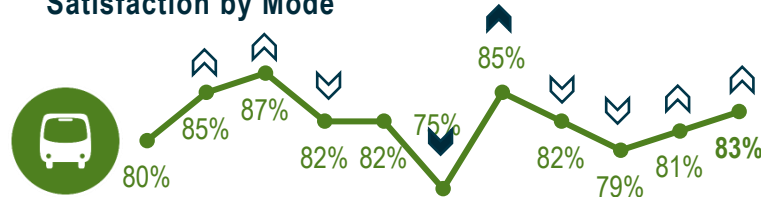
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	73%	84%	82%	79%	80%	**83%**
Rest of region bus	84%	88%	81%	80%	81%	**83%**
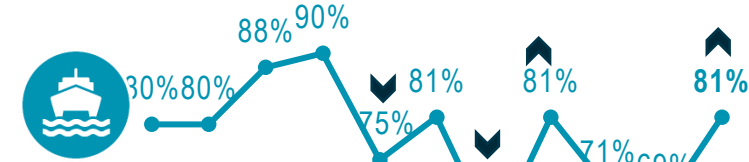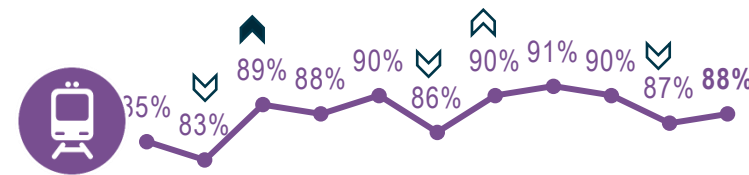
Train: 85% 83% 89% 88% 90% 86% 90% 91% 90% 87% **88%**

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most satisfied
✓ Train passengers (88%)

Passengers most dissatisfied
✗ Wairarapa line users (14%)

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

37

Provision of Shelter from Weather

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

May 2024 Results

38%	Very satisfied (9-10)
36%	Satisfied (6-8)
8%	Neither/nor (5)
12%	Dissatisfied (2-4)
6%	Very dissatisfied (0-1)

Total satisfied
74%

Base: n=2,742 (All passengers who answered this question)
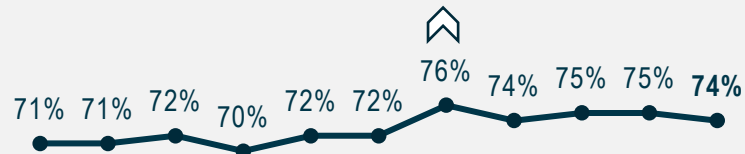
Satisfaction Over Time
(All modes, weighted)

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=4249) (n=4249) (n=2305) (n=3913) (n=3694) (n=3931) (n=3169) (n=3145) (n=2663) (n=3011) (n=2742)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	**66%**	74%	70%	71%	72%	**70%**
Rest of region bus	**72%**	71%	69%	69%	67%	**73%**

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

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
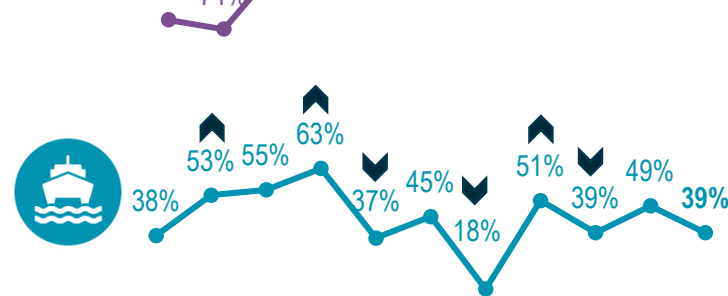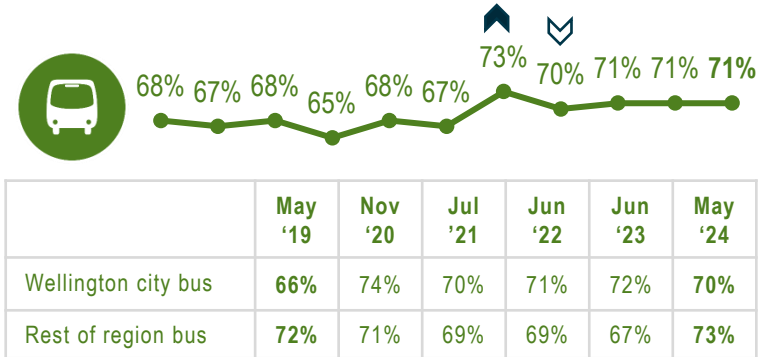
Passengers most satisfied
- ✓ Travelling for sightseeing (94%)
- ✓ Metlink Park N Ride users (85%)
- ✓ Train passengers (84%)

Passengers most dissatisfied
- ✗ Ferry passengers (50%)
- ✗ Those aged 15-17 years (27%)
- ✗ Those using PT every day including weekends (23%)
- ✗ Bus passengers (21%), especially NZ Bus (22%)
- ✗ Wairarapa line users (17%)

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

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Suggested Improvement to Stop/Station/Wharf

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

Legend: ■ Jun '22 (n=2718) ■ Jun '23 (n=3099) ■ May '24 (n=2840)

Chart data by category:

Category	Jun '22	Jun '23	May '24
Better/more shelter from weather	19%	18%	17%
More seats	5%	6%	5%
Cleaner, more rubbish bins	5%	5%	5%
More RTI boards	6%	5%	4%
More info, easier to read, bigger	3%	4%	3%
Ensure RTI signs correct/working face the right way	3%	1%	2%
More information about delays, disruptions	1%	3%	2%
Bigger stops/more space	3%	1%	2%
Security cameras/CCTV/better security	1%	2%	2%

Multiple responses to this question permitted.
Graph shows improvements mentioned by 2% or more of respondents.
A full list of suggested improvements is provided in the Appendix.

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

Suggested Improvement to Stop/Station/Wharf

Results by Mode
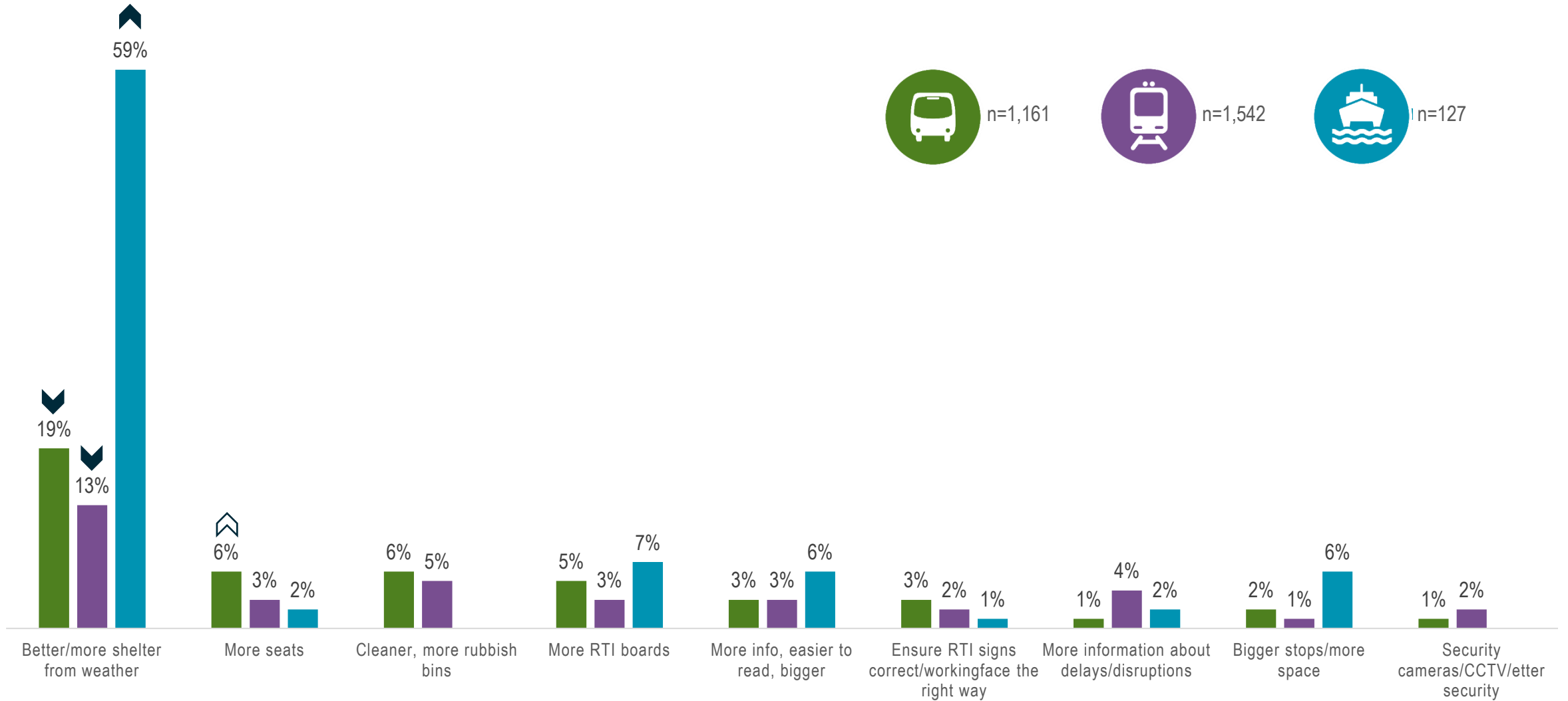
n=1,161   n=1,542   n=127

Better/more shelter from weather: 19%, 13%, 59%

More seats: 6%, 3%, 2%

Cleaner, more rubbish bins: 6%, 5%

More RTI boards: 5%, 3%, 7%

More info, easier to read, bigger: 3%, 3%, 6%

Ensure RTI signs correct/workingface the right way: 3%, 2%, 1%

More information about delays/disruptions: 1%, 4%, 2%

Bigger stops/more space: 2%, 1%, 6%

Security cameras/CCTV/etter security: 1%, 2%

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

40

Perceptions Of Stop/Station/Wharf Over Time By Mode

Time Series Summary (Total satisfied %)

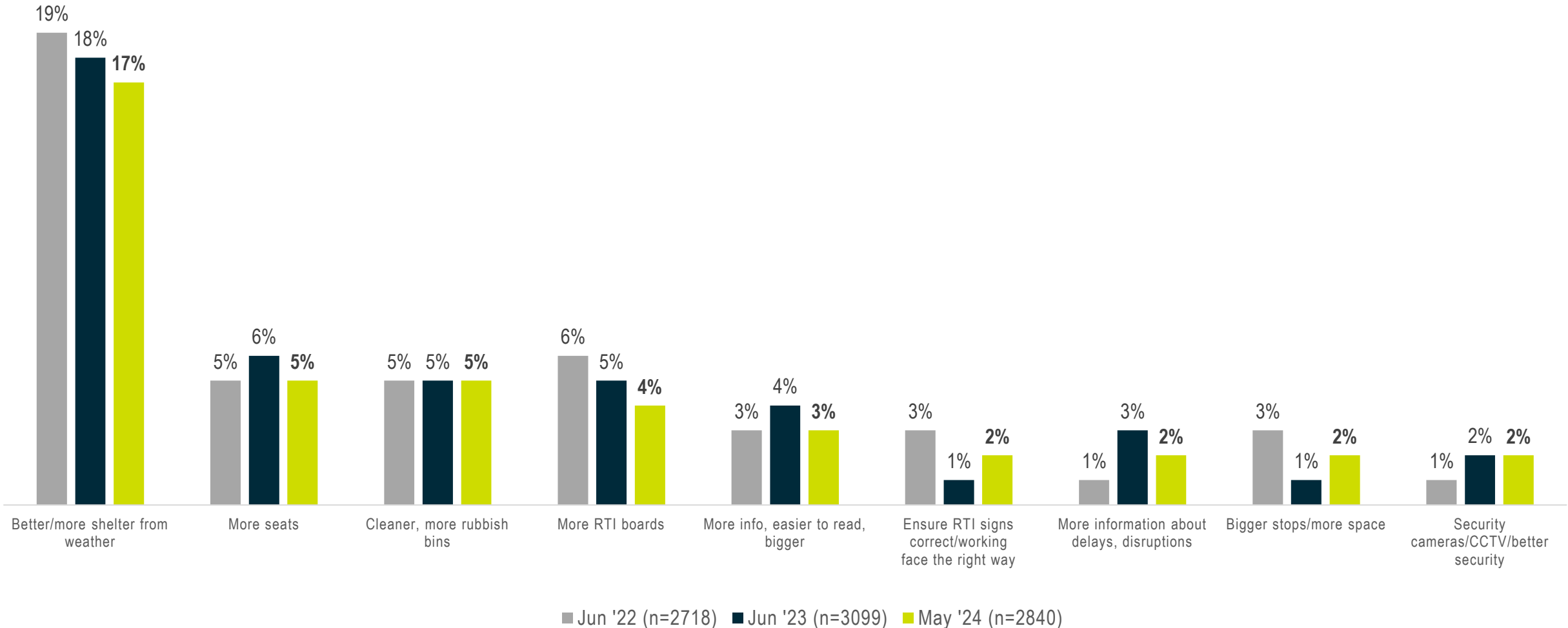|	Total Bus							Wellington City Bus							Rest of Region Bus						
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Stop/station/wharf overall	89	*	93	93	91	91	**92**	89	92	94	93	92	92	**92**	88	*	89	91	88	85	**92**
Ease of getting on vehicle	91	*	95	95	93	94	**94**	90	95	95	95	94	94	**94**	93	*	93	94	92	94	**93**
Easy to get to	92	*	95	93	92	93	**93**	92	94	96	93	94	94	**94**	93	*	92	92	84	92	**93**
Condition	*	*	87	87	85	85	**88**	*	*	89	88	86	88	**89**	*	*	82	86	81	79	**88**
Personal safety	86	*	87	88	87	85	**87**	87	89	89	88	88	87	**88**	84	*	83	87	82	80	**85**
Cleanliness	86	*	86	86	85	82	**86**	86	88	88	87	86	84	**86**	85	*	80	83	79	75	**84**
Provision of information	75	*	85	82	79	81	**83**	73	78	84	82	79	80	**83**	84	*	88	81	80	81	**83**
Provision of shelter from weather	67	*	73	70	71	71	**71**	66	70	74	70	71	72	**70**	72	*	71	69	69	67	**73**

	Train							Ferry						
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Stop/station/wharf overall	94	96	95	95	96	94	**95**	94	*	84	95	92	90	**91**
Ease of getting on vehicle	94	95	95	96	97	94	**95**	92	*	83	91	91	85	**89**
Easy to get to	91	94	93	92	93	91	**91**	98	*	90	96	93	89	**93**
Condition	*	*	90	92	93	90	**92**	*	*	80	95	92	96	**95**
Personal safety	91	94	92	93	93	91	**92**	94	*	85	95	88	92	**91**
Cleanliness	89	90	89	92	92	89	**91**	92	*	89	97	98	97	**95**
Provision of information	86	89	90	91	90	87	**88**	81	*	64	81	71	69	**81**
Provision of shelter from weather	80	84	83	84	85	84	**84**	45	*	18	51	39	49	**39**

Passenger Perceptions of Wellington Region's Public Transport System

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '22	Jun '23	May '24
Ease of getting information about routes/timetables	78	74	84 ⌃
Travel time	83	78	83 ⌃
Convenience of paying for public transport	83	87	81 ⌄
Ease of understanding delays, disruptions info			76
Usefulness of delays, disruptions info			71
Information about delays and disruptions	58	50	64 ⌃
Long-term rail improvement projects			61
Delays, disruptions info received in time to be useful			59
Public transport system overall	83	75	79 ⌃

■ Jun '22 (n=2,593) ■ Jun '23 (n=3,107) ■ May '24 (n=2,830)

Arrows denote statistically significant change from previous year

Over the last 12 months, users' perceptions of Wellington's public transport system have improved significantly, satisfaction with the public transport system overall up 4 percentage points to 79%. Perceptions have improved across all three modes, with increases most notable among bus passengers (up from 74% to 79%).

Willingness to recommend public transport to others has also increased – up from 80% to 85%. The Net Promoter Score has risen from +2 to +17. *Generally a value over 0 is considered good; a value over 50 is considered excellent.*

Public transport users are also more positive about the ease of getting information about routes/timetables (up 10 percentage points) and travel times (up 5 percentage points) than they were 12 months ago.

The share of passengers who agree that Wellington's public transport system is easy to use has improved significantly over the last 12 months (up from 72% to 83%). Whilst a lack of reliability and too many delays, disruptions and cancellations remain the most frequently cited detractors to using public transport, mention of both has declined compared with 12 months ago. This year however, due at least in part to the withdrawal of subsidies on public transport, cost is significantly more likely to be cited as a detractor to use (17%, compared with just 3% in 2023). Likely linked to the increase in fares, satisfaction with convenience of paying for public transport has declined significantly – down from 87% to 81%.

Overall Satisfaction with Public Transport System Overall

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

May 2024 Results

Total satisfied
79%

23%	Very satisfied (9-10)
56%	Satisfied (6-8)
10%	Neither/nor (5)
10%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,646 (All passengers who answered this question)
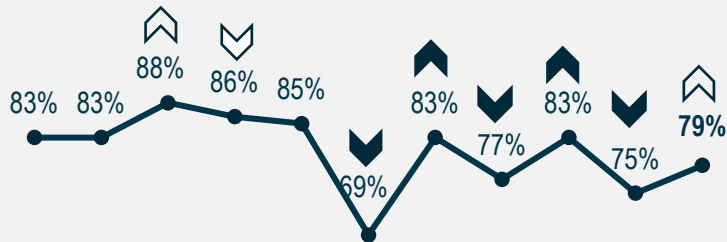
Satisfaction Over Time
(All modes, weighted)

83% 83% 88% 86% 85% 69% 83% 77% 83% 75% **79%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=4189) (n=4324) (n=2292) (n=3877) (n=3586) (n=3798) (n=3029) (n=3087) (n=2593) (n=2922) (n=2646)

Satisfaction by Mode

🚌 83% 85% 88% 86% 85% 66% 83% 75% 81% 74% **79%**
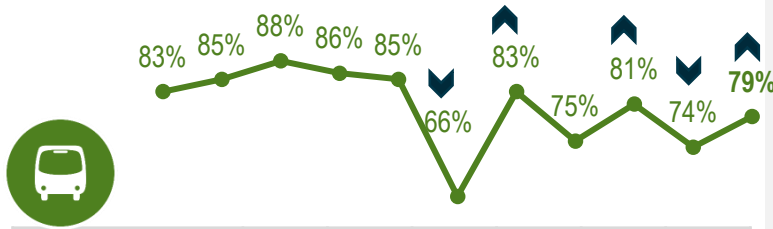
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	63%	83%	74%	80%	74%	**78%**
Rest of region bus	77%	80%	78%	85%	74%	**79%**
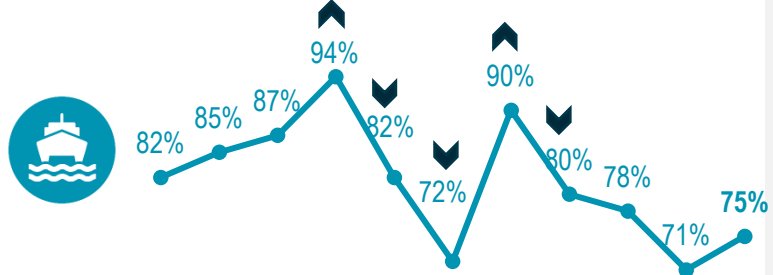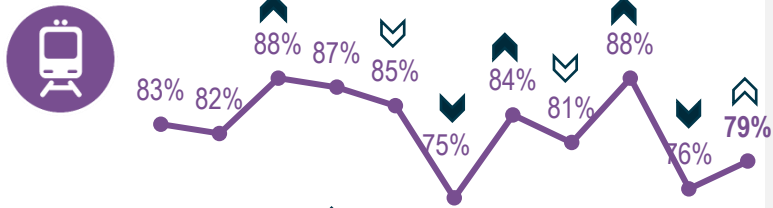
🚆 83% 82% 88% 87% 85% 75% 84% 81% 88% 76% **79%**

⛴ 82% 85% 87% 94% 82% 72% 90% 80% 78% 71% **75%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

😊 **Passengers most satisfied**

✓ Those paying for tickets with cash (93%)

😠 **Passengers most dissatisfied**

✗ Gender diverse (37%)
✗ Wairarapa line users (20%)
✗ Those with a disability (20%)

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

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Main Reason for Using Public Transport

What is your one main reason for using public transport?
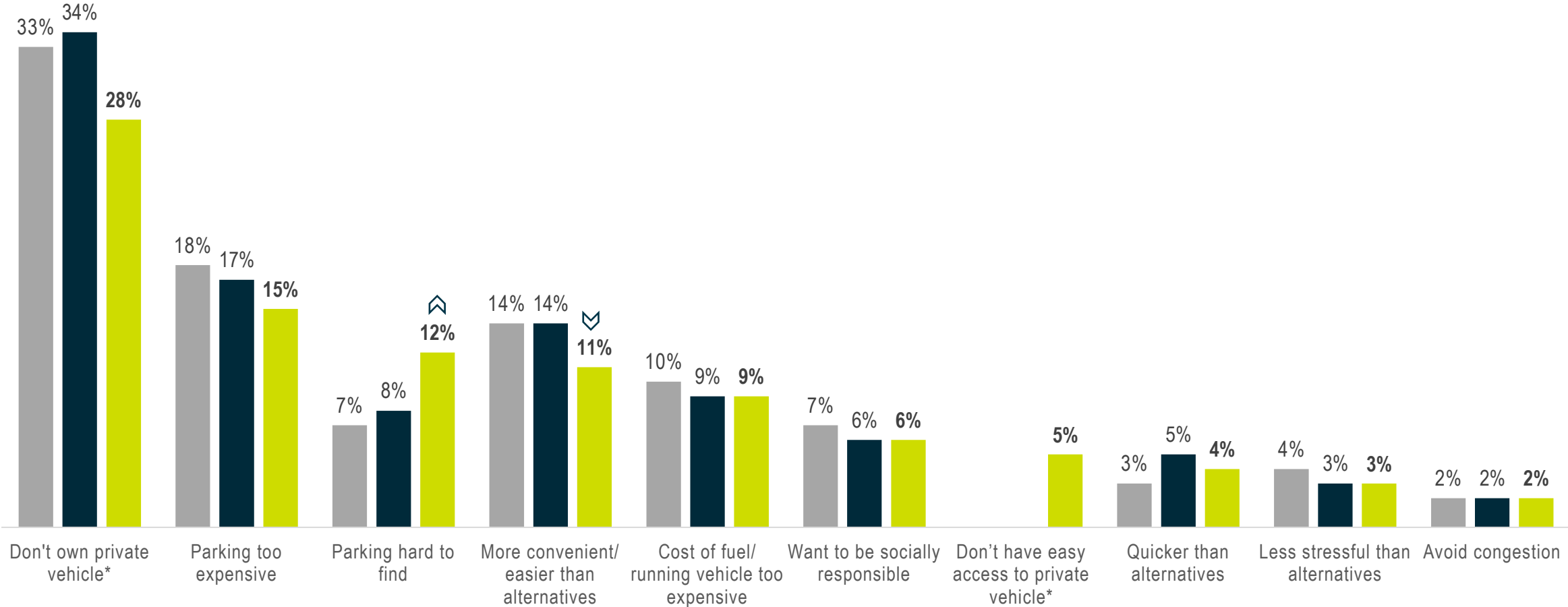
* For 2021/22 and 2022/23, option was 'No vehicle available'.
From 2023/24 this code was split into 'Don't own private vehicle'
and 'Don't have easy access to private vehicle.'

■ Jun '22 (n=2304)   ■ Jun '23 (n=2644)   ■ May '24 (n=2264)

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

Main Reason for Using Public Transport

What is your one main reason for using public transport?

n=880   n=1334   n=119

Don't own private vehicle: 33% / 18% / 8%
Parking hard to find: 14% / 10% / 10%
Parking too expensive: 13% / 19% / 6%
More convenient/ easier than alternatives: 10% / 13% / 21%
Cost of fuel/ running vehicle: 7% / 13% / 3%
Want to be socially responsible: 6% / 5% / 9%
Don't have easy access to private vehicle: 6% / 5% / 3%
Quicker than alternatives: 4% / 6% / 18%
Less stressful than alternatives: 2% / 6% / 10%
Avoid congestion: 1% / 4% / 11%
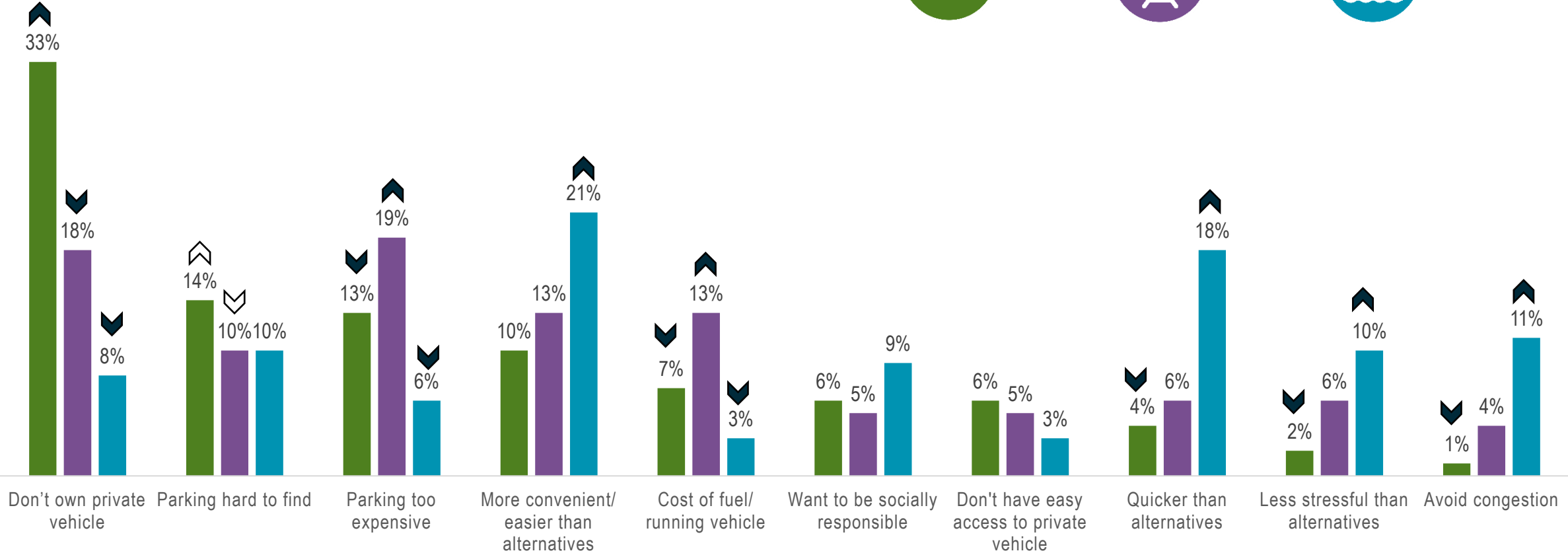
Denotes statistically significant change of 5 percentage points or less
Denotes statistically significant change of more than 5 percentage points

Main Reason for Using Public Transport

What is your one main reason for using public transport?

Main reason	% of total	Passenger Profile
Don't own private vehicle	**28%**	✓ Aged 15-17 years (57%) or 18-24 years (41%) ✓ Travelling for school (48%), shopping (46%) or visiting family/friends (38%) ✓ Using PT every day including weekends (47%) ✓ Off-peak trips (35%), especially weekends (46%) ✓ Bus passengers (33%)
Parking too expensive	**15%**	✓ Use Metlink Park N Ride (27%) ✓ Aged 25-34 years (20%) ✓ Train passengers (19%), especially Johnsonville line users (28%) ✓ Travelling for work (19%)
Parking hard to find	**12%**	✓ Travelling for work (15%) ✓ Bus passengers (14%)
More convenient/easier than alternatives	**11%**	✓ Ferry passengers (21%)

Main reason	% of total	Passenger Profile
Cost of fuel/running vehicle too expensive	**9%**	✓ Use Metlink Park N Ride (17%) ✓ Train passengers (13%) ✓ Aged 18-24 years (12%) ✓ Peak time travellers (11%), especially afternoon peak (12%)
Want to be socially responsible	**6%**	✓ Aged 60-64 years (15%) ✓ New Zealand European (7%)
Don't have easy access to private vehicle	**5%**	✓ Using PT for the first time today (22%) ✓ Those paying cash (18%)
Quicker than alternatives	**4%**	✓ Ferry passengers (18%) ✓ Outbound trips (6%)
Less stressful than alternatives	**3%**	✓ Ferry (11%) and train (6%) passengers
Avoid congestion	**2%**	✓ Ferry (11%) and train (4%) passengers ✓ Aged 60-64 years (7%) ✓ Use Metlink Park N Ride (4%)

Ease of Using Public Transport Services

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

May 2024 Results

32%	Strongly agree (9-10)
51%	Agree (6-8)
9%	Neither/nor (5)
7%	Disagree (2-4)
1%	Strongly disagree (0-1)

Total agree 83%

Base: n=2,680 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

86% 71% 85% 77% 81% 72% 83%

May '18 (n=3576) May '19 (n=3549) Nov '20 (n=3009) July '21 (n=3024) Jun '22 (n=2465) Jun '23 (n=2,755) May '24 (n=2680)

Satisfaction by Mode

85% 67% 84% 74% 80% 72% 83%
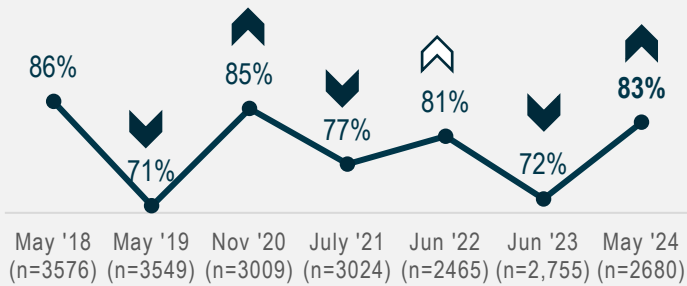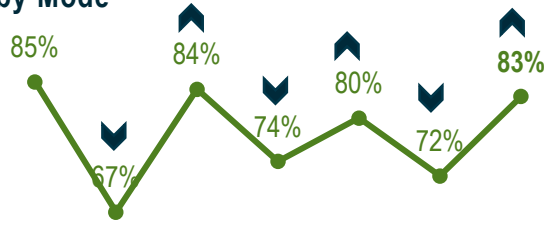
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	64%	85%	73%	79%	72%	**83%**
Rest of region bus	77%	82%	76%	83%	71%	**84%**
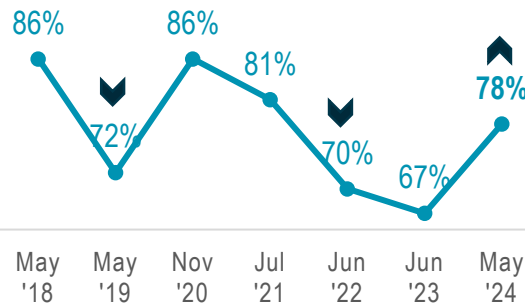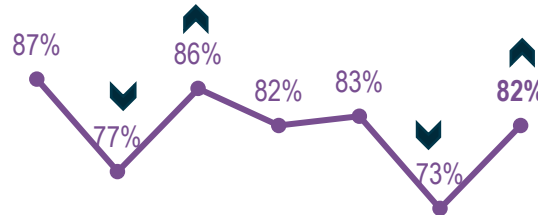
87% 77% 86% 82% 83% 73% 82%

86% 72% 86% 81% 70% 67% 78%

May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ *(No significant differences)*

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

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Why Easy to Use Public Transport Services

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

Legend: Jun '22 (n=1487) ■ Jun '23 (n=1431) ■ May '24 (n=1708)

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

Categories and values:

- **Frequent services/good schedule**: 26%, 22%, **23%**
- **Good route coverage**: 27%, 24%, **20%**
- **Information simple to understand, clear**: 14%, 16%, **17%**
- **Stops/stations easy to access**: 19%, 19%, **15%**
- **Range of payment options**: 9%, 16%, **15%**
- **Easy, straightforward, simple to use**: 8%, 9%, **11%**
- **Services run on time/reliable**: 7%, 9%, **11%**
- **App easy to use**: 5%, 6%, **9%**
- **Affordable**: 9%, 10%, **6%**
- **Comfortable travel (less stress, clean, warm)**: 3%, 4%, **6%**
- **Staff helpful, knowedgeable**: 4%, 4%, **5%**

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

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

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Why Easy to Use Public Transport Services

Results by Mode

Why Not Easy to Use Public Transport Services

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

Legend: Jun '22 (n=218) | Jun '23 (n=434) | May '24 (n=1316)

Categories and values:

Not on time/unreliable: 52%, 37%, 26%
Too many delays/disruptions: 58%, 24%
Poor/unclear communication - signs, timetables: 16%, 16%, 22%
Services too infrequent: 15%, 17%, 21%
Expensive: 4%, 3%, 17%
Lack of seats onboard/overcrowded: 10%, 15%, 10%
Insufficient route coverage: 11%, 7%, 6%
Trips take too long: 5%, 4%, 6%
Poor/difficult pedestrian access: 1%, 3%, 6%
Lack of payment options/too few places to purchase tickets/top up: 5%, 1%, 6%
Too many bus replacements: 4%, 3%, 6%

Base: 2021-2023: Respondents who said it was not easy to use public transport services and who gave a reason

2024: All respondents who answered this question

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

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

Why Not Easy to Use Public Transport Services

Results by Mode

n=512 n=795 n=79

Category	Bus	Train	Ferry
Not on time/unreliable	27%	24%	14%
Too many delays/disruptions	24%	25%	16%
Poor/unclear communication - signs, timetables	21%	23%	25%
Services too infrequent	22%	19%	28%
Expensive	17%	17%	13%
Lack of seats onboard/overcrowded	11%	8%	4%
Insufficient route coverage	6%	6%	15%
Trips take too long	5%	6%	14%
Poor/difficult pedestrian access	6%	6%	5%
Too few payment options	6%	7%	8%
Too many bus replacmenets	2%	15%	1%

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

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

Likelihood of Recommending Public Transport

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

May 2024 Results

Total likely
85%

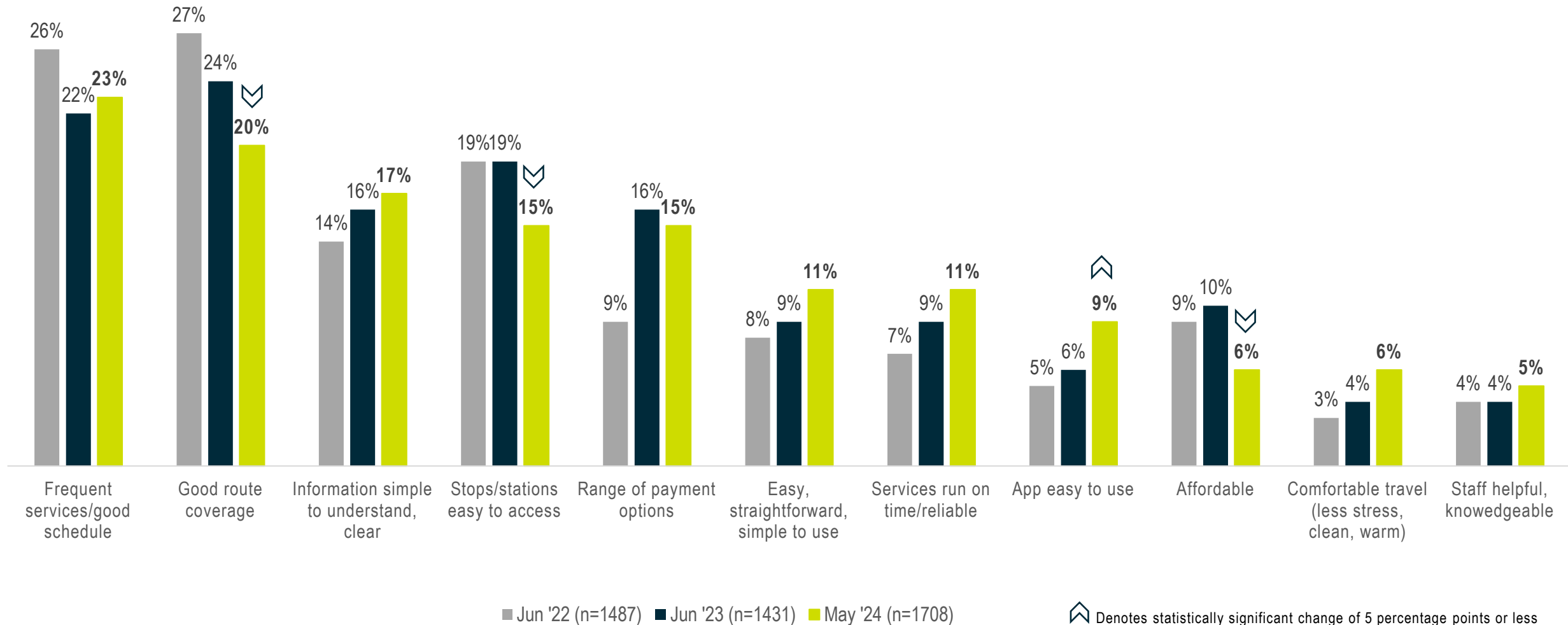|	
40%	Very likely (9-10)
45%	Likely (6-8)
8%	Neither/nor (5)
5%	Unlikely (2-4)
2%	Very unlikely (0-1)

Base: n=2,695 (All passengers who answered this question)

Likelihood to Recommend Over Time
(All modes, weighted)
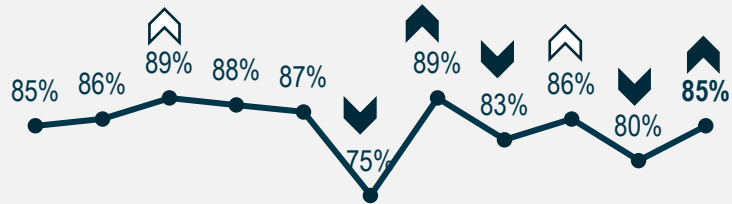
85% 86% 89% 88% 87% 75% 89% 83% 86% 80% 85%

May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099) Jun '22 (n=2513) Jun '23 (n=2,840) May '24 (n=2695)

Likelihood to Recommend by Mode

83% 86% 89% 87% 85% 70% 88% 80% 86% 79% 85%
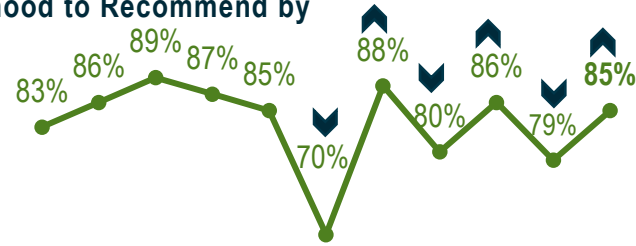
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	68%	89%	80%	86%	80%	**86%**
Rest of region bus	80%	84%	80%	84%	76%	**83%**

86% 86% 91% 89% 90% 82% 91% 89% 88% 82% 85%

90% 90% 88% 97% 91% 84% 92% 88% 84% 77% 88%

May 14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24

Passengers most likely to recommend

✓ SuperGold card users (94%)/aged 65 years + (93%)
✓ Those aged 45-59 years (92%)

Passengers less likely to recommend

✗ *(No significant differences)*

Net Promoter Score*

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

May 2024 Results

NPS 17

40%	Promoters (9-10)
37%	Passives (7-8)
23%	Detractors (0-6)

Base: n=2,695 (All passengers who answered this question)

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

Net Promoter Score Over Time
(All modes, weighted)

May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099) Jun '22 (n=2513) Jun '23 (n=2840) May '24 (n=2,695)

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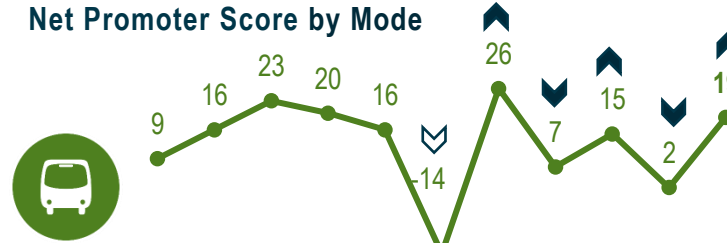
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	-20	+28	+6	+13	+1	**+18**
Rest of region bus	6	+18	+9	+24	+3	**+22**
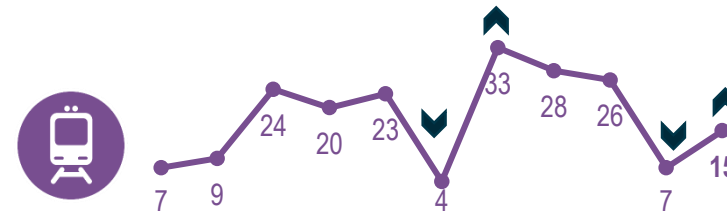
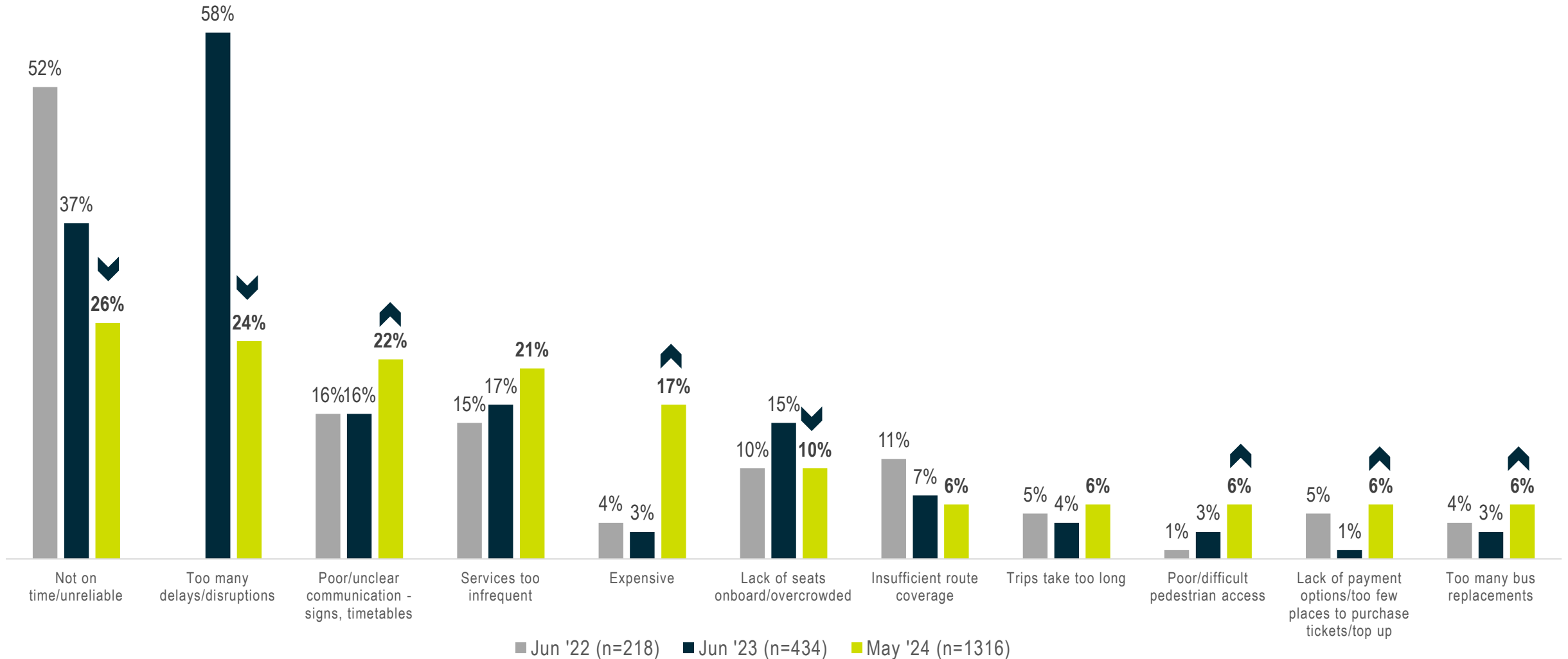May May May May May May Nov Jul Jun Jun May
'14 '15 '16 '17 '18 '19 '20 '21 '22 '23 '24

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

Highest NPS scores

- ✓ Using PT for the first time today (+75)
- ✓ Travelling for sightseeing (+70)
- ✓ SuperGold card users (+55)/aged 65 years + (+53)
- ✓ Johnsonville line users (+34)
- ✓ Females (+22)

Lowest NPS scores

- ✗ Snapper card users (+12)
- ✗ Wairarapa line users (-2)
- ✗ Aged 15-17 years (-9) or 18-24 years (-7)

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?

May 2024 Results

Total satisfied **81%**		
42%	Very satisfied (9-10)
39%	Satisfied (6-8)
8%	Neither/nor (5)
9%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,650 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4150) May '15 (n=4302) May '16 (n=2286) May '17 (n=3929) May '18 (n=3626) May '19 (n=3850) Nov '20 (n=3060) Jul '21 (n=3092) Jun '22 (n=2610) Jun '23 (n=2,966) May '24 (n=2,650)

Satisfaction by Mode

80% 81% 84% 80% 80% 78% 79% 82% 87% 89% 81%
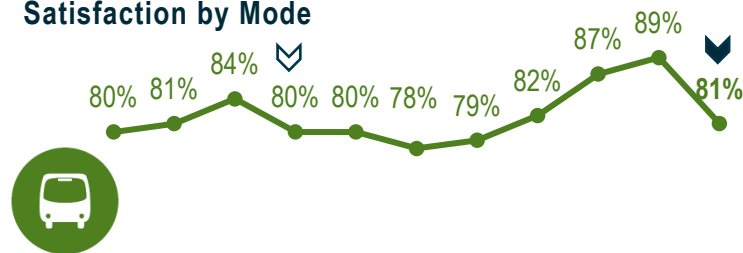
	May '19	**Nov '20**	**Jul '21**	**Jun '22**	**Jun '23**	**May '24**
Wellington city bus	76%	81%	82%	87%	90%	**81%**
Rest of region bus	82%	74%	82%	86%	85%	**81%**

74% 74% 77% 74% 70% 68% 69% 66% 76% 84% 82%

1% 84% 84% 89% 79% 84% 81% 83% 81% 90% 84%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
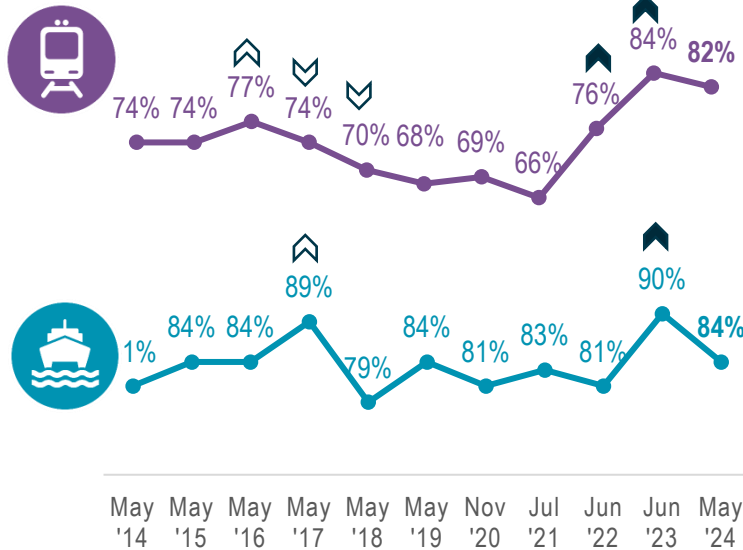
Passengers most satisfied

✓ SuperGold card users/aged 65 years + (94%)
✓ Johnsonville line users (92%)

Passengers most dissatisfied

✗ Aged 15-17 years (28%)
✗ Travelling for school (25%)
✗ Using PT every day including weekends (16%)
✗ Outbound trips (14%)
✗ Snapper card users (12%)

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

55

Satisfaction with Travel Time

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

May 2024 Results

Total satisfied 83%

32%	Very satisfied (9-10)
51%	Satisfied (6-8)
8%	Neither/nor (5)
8%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,685 (All passengers who answered this question)
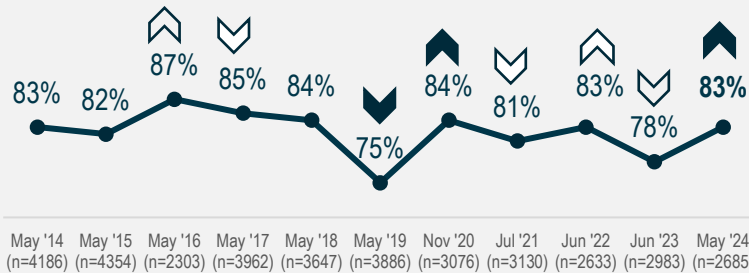
Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4186) May '15 (n=4354) May '16 (n=2303) May '17 (n=3962) May '18 (n=3647) May '19 (n=3886) Nov '20 (n=3076) Jul '21 (n=3130) Jun '22 (n=2633) Jun '23 (n=2983) May '24 (n=2685)

Satisfaction by Mode

81% 81% 86% 83% 82% 70% 82% 78% 80% 77% 83%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	68%	82%	77%	80%	77%	83%
Rest of region bus	78%	82%	83%	82%	75%	83%

83% 83% 88% 88% 89% 82% 88% 88% 88% 79% 84%

79% 83% 88% 92% 83% 77% 84% 86% 87% 79% 85%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
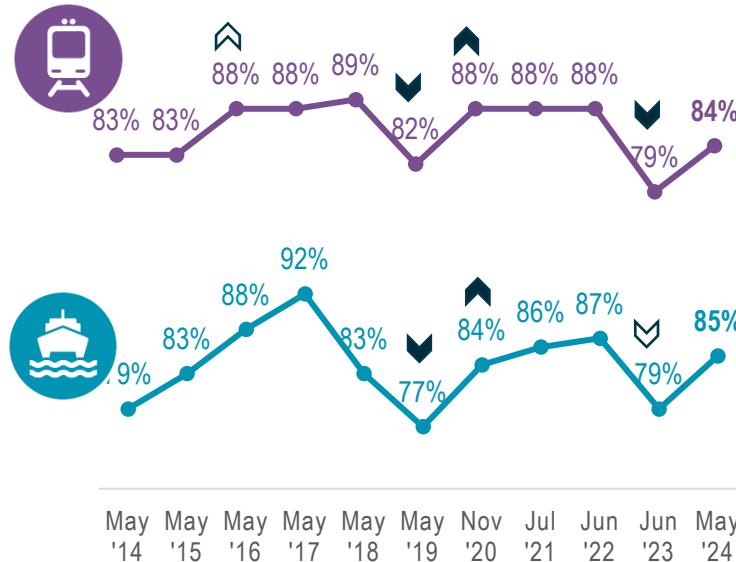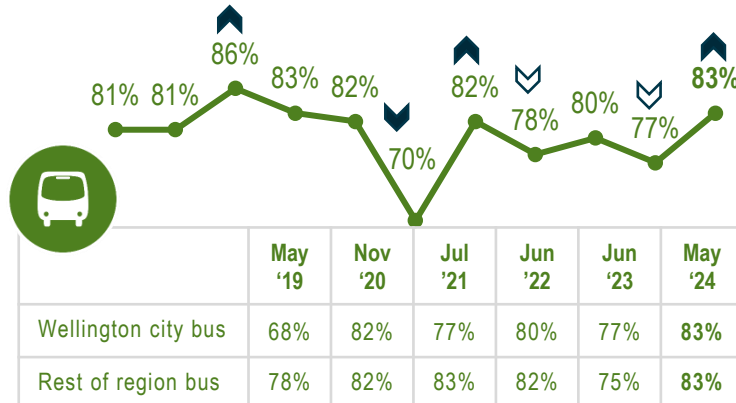
Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Wairarapa line users (21%)
✗ Travelling for school (20%)
✗ Snapper card users (11%)

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

Satisfaction with Ease of Getting PT Information

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

May 2024 Results

Total satisfied
84%

32%	Very satisfied (9-10)
51%	Satisfied (6-8)
7%	Neither/nor (5)
8%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,690 (All passengers who answered this question)
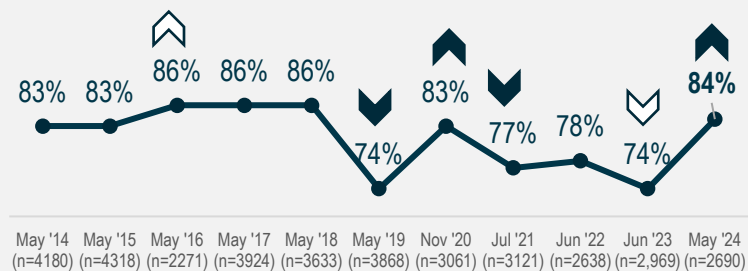
Satisfaction Over Time
(All modes, weighted)

83% 83% 86% 86% 86% 74% 83% 77% 78% 74% **84%**

May '14 (n=4180)
May '15 (n=4318)
May '16 (n=2271)
May '17 (n=3924)
May '18 (n=3633)
May '19 (n=3868)
Nov '20 (n=3061)
Jul '21 (n=3121)
Jun '22 (n=2638)
Jun '23 (n=2,969)
May '24 (n=2690)

Satisfaction by Mode

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

	May '19	**Nov '20**	**Jul '21**	**Jun '22**	**Jun '23**	**May '24**
Wellington city bus	69%	83%	75%	76%	75%	**84%**
Rest of region bus	79%	79%	78%	77%	75%	**85%**

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

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

May '14
May '15
May '16
May '17
May '18
May '19
Nov '20
Jul '21
Jun '22
Jun '23
May '24
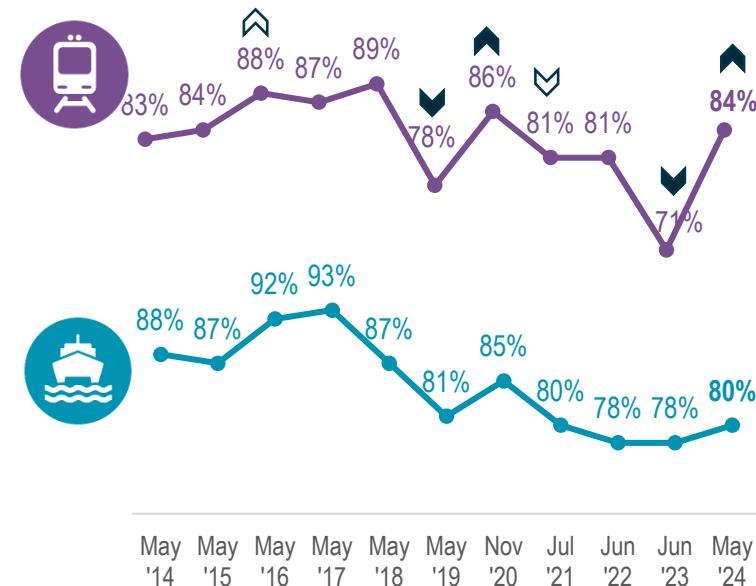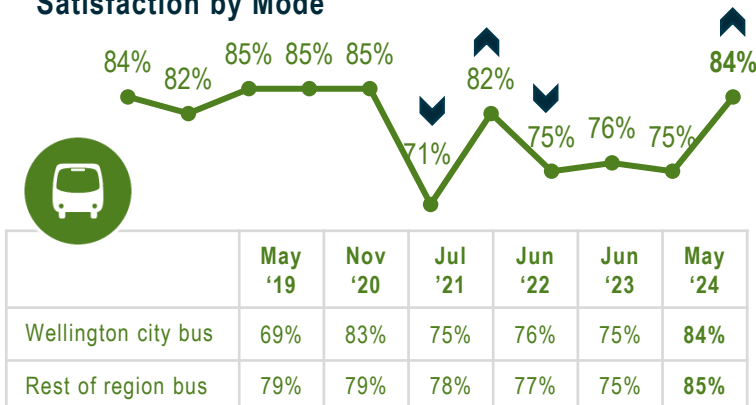
Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ *(No significant differences)*

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

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?

May 2024 Results

Total satisfied
64%

19%	Very satisfied (9-10)
45%	Satisfied (6-8)
13%	Neither/nor (5)
18%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

Base: n=2,643 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

62% 65% 69% 67% 69% 52% 68% 58% 58% 50% **64%**

May '14 (n=4083)
May '15 (n=4254)
May '16 (n=2218)
May '17 (n=3844)
May '18 (n=3581)
May '19 (n=3848)
Nov '20 (n=3022)
Jul '21 (n=3080)
Jun '22 (n=2613)
Jun '23 (n=2948)
May '24 (n=2643)

Satisfaction by Mode

Bus: 55% 64% 67% 66% 67% 48% 67% 54% 54% 48% **62%**
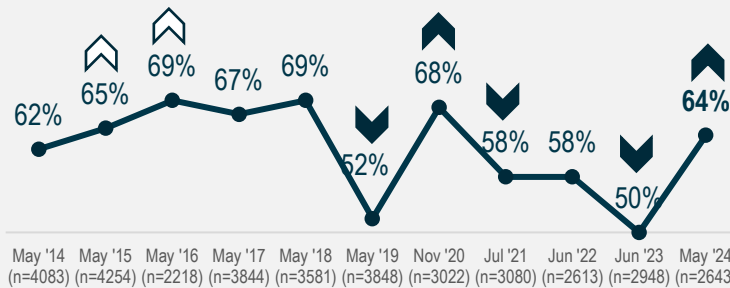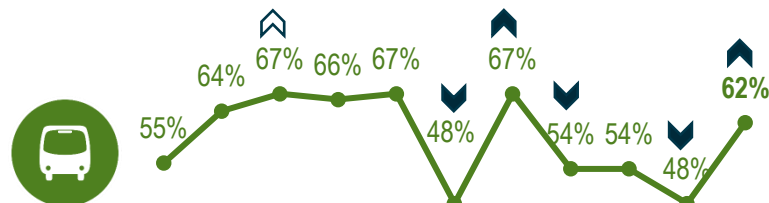
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	46%	68%	53%	53%	47%	**61%**
Rest of region bus	58%	64%	56%	60%	50%	**68%**
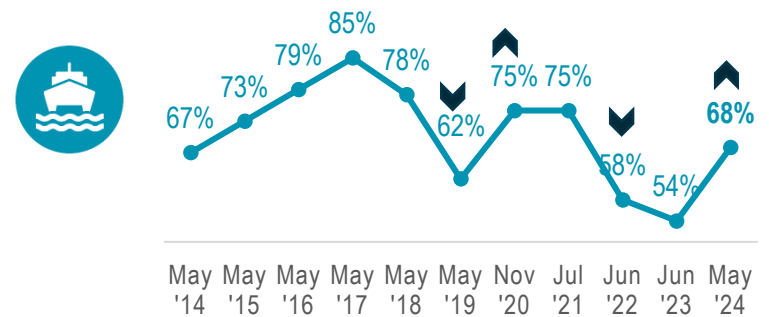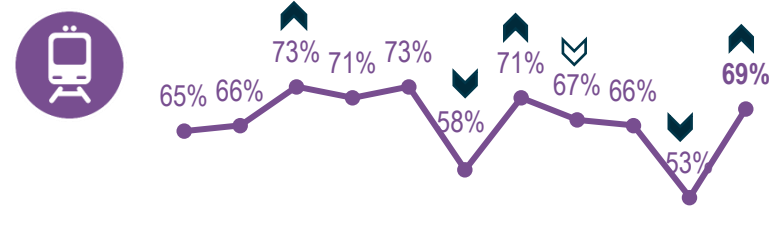
Train: 65% 66% 73% 71% 73% 58% 71% 67% 66% 53% **69%**

Ferry: 67% 73% 79% 85% 78% 62% 75% 75% 58% 54% **68%**

May '14, May '15, May '16, May '17, May '18, May '19, Nov '20, Jul '21, Jun '22, Jun '23, May '24

Passengers most satisfied — ✓ *(No significant differences)*

Passengers most dissatisfied — ✗ *(No significant differences)*

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

Perceptions Of Public Transport System Overall Over Time By Mode

Time Series Summary (Total satisfied (%)

	Total Bus							Wellington City Bus							Rest of Region Bus						
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024
Public transport system overall	66	*	83	75	81	74	**79**	63	70	83	74	80	74	**78**	77	*	80	78	85	**74**	**79**
Ease of getting information	71	*	82	75	76	75	**84**	69	73	83	75	76	75	**84**	79	*	79	78	77	**75**	**85**
Travel time	70	*	82	78	80	77	**83**	68	74	82	77	80	77	**83**	78	*	82	83	82	**75**	**83**
Convenience of paying	78	*	79	82	87	89	**81**	76	78	81	82	87	90	**81**	82	*	74	82	86	**85**	**81**
Ease of understanding info about delays, disruptions	*	*	*	*	*	*	**77**	*	*	*	*	*	*	**77**	*	*	*	*	*	*	**78**
Usefulness of info about delays, disruptions	*	*	*	*	*	*	**72**	*	*	*	*	*	*	**72**	*	*	*	*	*	*	**75**
Info about delays, disruptions	48	*	67	54	54	48	**62**	46	54	68	53	53	47	**61**	58	*	64	56	60	**50**	**68**
Info available about long-term rail improvement projects	*	*	*	*	*	*	**61**	*	*	*	*	*	*	**57**	*	*	*	*	*	*	**70**
Info about delays, disruptions, received in time to be useful	*	*	*	*	*	*	**58**	*	*	*	*	*	*	**58**	*	*	*	*	*	*	**61**
Net Promoter Score	-14	*	+26	+7	+15	+2	**+19**	-20	-6	+28	+6	+13	+1	**+18**	+6	*	+18	+9	+24	**+3**	**+22**

Perceptions Of Public Transport System Overall Over Time By Mode

Time Series Summary (Total satisfied (%)

	Train							Ferry						
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	Jun 2024
Public transport system overall	75	79	84	81	88	76	**79**	72	*	90	80	78	71	**75**
Convenience of paying	68	70	69	66	76	84	**82**	84	*	81	83	81	90	**84**
Travel time	82	85	88	88	88	79	**84**	77	*	84	86	87	79	**85**
Ease of getting information	78	81	86	81	81	71	**84**	81	*	85	80	78	78	**80**
Info about delays, disruptions	58	63	71	67	66	53	**69**	62	*	75	75	58	54	**68**
Info about delays, disruptions, received in time	*	*	*	*	*	*	**60**	*	*	*	*	*	*	**57**
Ease of understanding info about delays, disruptions	*	*	*	*	*	*	**74**	*	*	*	*	*	*	**70**
Usefulness of info about delays, disruptions	*	*	*	*	*	*	**68**	*	*	*	*	*	*	**70**
Info available about long-term rail improvement projects	*	*	*	*	*	*	**64**	*	*	*	*	*	*	**59**
Net Promoter Score	+4	14	+33	+28	+26	+7	**+15**	+7	*	+26	+19	+22	+8	**+22**

Passenger Perspectives on Public Transport Information

Alerts

Upcoming

School

Ferry & Cable Car

Show sto

age to Island Bay is

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?

Source	Jun '22	Jun '23	May '24
Metlink website	71%	59%	**51%**
Metlink app	46%	49%	**47%**
Real time information signs	56%	54%	**44%**
Timetables at stops, stations, wharves*			**40%**
Google maps	27%	32%	**31%**
Station PA announcements	19%	27%	**19%**
Other information at stop/station/wharf*	19%	26%	**9%**
Other websites and apps	4%	11%	**9%**
Printed timetable brochures*	21%	25%	**7%**
Metlink app - push notifications	8%	16%	**6%**
Facebook	8%	13%	**6%**
Metlink Contact Centre	4%	10%	**3%**
Emails from Metlink	3%	9%	**3%**

Jun '22 (n=2,098)
Jun '23 (n=3,107)
May '24 (n=2,830)

1% had not used any public transport information in the last three months (unchanged from June '22 and June '23)

Enhancements in service reliability/the reduction in service delays, disruptions and cancellations over the last 12 months has likely contributed to a decline in use of most sources of public transport information, most returning to levels of use reported in June 2022.

Whilst the Metlink website remains the most frequently used source of public transport information (accessed by 51% of PT users, including 64% of train passengers and 65% of those using the ferry), its use has continued to decline (down from 75% in July 2021, 71% in June 2022 and 59% last year). The use of real time information signs also shows a downward trend over the last four years. In contrast, the use of the Metlink app has remained stable at just less than half of all PT users (47%) over the same four-year period.

Among the public transport information sources considered, emails from Metlink (3%) and the Metlink Contact Centre (3%) continue to have the lowest usage, with their use declining significantly over the last 12 months.

* Note: From May '24, use of 'Timetables at stops/stations/wharves' was asked as a separate statement – which is likely to have contributed to drops in use of 'other information at stops/stations/wharves' and 'printed timetable brochures.'

Base: All respondents. Arrows denote statistically significant change from previous year.

Satisfaction with Sources of Public Transport Information

Legend:
- Jun '22 (grey)
- Jun '23 (dark navy)
- May '24 (yellow)

Google Maps
- 83%
- 81%
- **87%** ▲

Real time information signs
- 82%
- 75%
- **82%** ▲

Timetables at stops, stations, wharves
- **81%**

Station PA announcements
- 87%
- 76%
- **80%**

Metlink website
- 77%
- 75%
- **80%** ▲

Printed timetable brochures
- 82%
- 71%
- **80%** ▲

Metlink app
- 71%
- 69%
- **79%** ▲

Metlink Contact Centre
- 86%
- 60%
- **74%** ▲

Other information at stop/station/wharf
- 84%
- 70%
- **73%**

Metlink app - push notifications
- 68%
- 50%
- **68%** ▲

Facebook
- 74%
- 59%
- **64%** ▲

Emails from Metlink
- 80%
- 49%
- **62%** ▲

Information currently available
- 79%
- 76%
- **84%** ▲

After a notable decline last year, satisfaction with the public transport information available has improved significantly over the last 12 months, rising by 8 percentage points to 84%. This improvement is evident across all three transport modes, but is most notable among train passengers, with satisfaction increasing from 75% in June 2023 to 84% this year.

Reversing the decline in satisfaction observed in June 2023, this year has seen significant increases in satisfaction across most information sources. The most notable improvements are for the Metlink Contact Centre (satisfaction up from 60% to 74%), Metlink app push notifications (up from 50% to 68%) and Metlink emails (up from 49% to 62%).

Passengers remain most satisfied with information via Google Maps (87%) and least satisfied with information provided via Metlink emails (62%)

Due to improvements in service reliability, passengers are now less likely to call for better communication of delays, disruptions or cancellations at stops/stations/wharves. Improving the functionality of the Metlink app. and ensuring that all information on RTI signs is accurate are now the most frequently-mentioned suggestions for enhancing the quality of information provision going forward.

Arrows denote statistically significant change from previous year

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

Satisfaction with PT Information Currently Available

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

May 2024 Results

Total satisfied
84%

27%	Very satisfied (9-10)
57%	Satisfied (6-8)
9%	Neither/nor (5)
6%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

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

Satisfaction Over Time
(All modes, weighted)

89% 88% 86% 73% 86% 79% 79% 76% **84%**
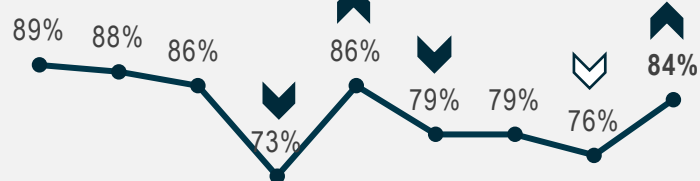
May '16 (n=2259)	May '17 (n=3307)	May '18 (n=3183)	May '19 (n=3420)	Nov '20 (n=2609)	Jul '21 (n=2573)	Jun '22 (n=2147)	Jun '23 (n=2484)	May '24 (n=2230)

Satisfaction by Mode
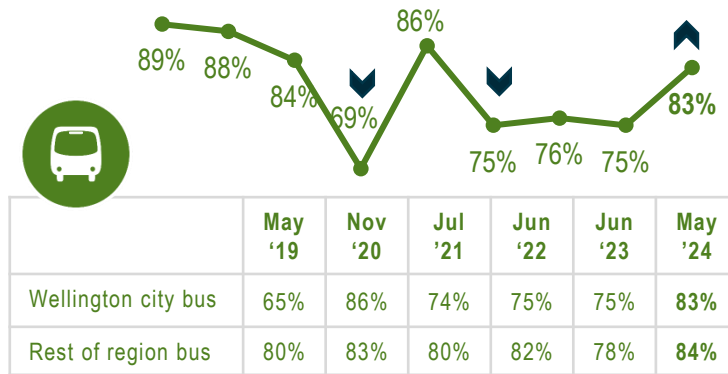
Bus

89% 88% 84% 69% 86% 75% 76% 75% 83%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
Wellington city bus	65%	86%	74%	75%	75%	**83%**
Rest of region bus	80%	83%	80%	82%	78%	**84%**

Train

88% 88% 89% 81% 88% 84% 85% 75% 84%

Ferry

89% 90% 88% 76% 85% 82% 73% 73% 77%

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

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

Passengers most satisfied
✓ *(No significant differences)*

Passengers most dissatisfied
✗ Off-peak travellers (16%)
✗ Wairarapa line users (14%)
✗ Those with a disability (12%)

64

Use of, and Satisfaction with, Metlink Website

Use In Last 3 Months

Use Over Time

75% (May '16) — 84% (May '17) — 85% (May '18) — 83% (May '19) — 80% (Nov '20) — 75% (Jul '21) — 71% (Jun '22) — 59% (Jun '23) — 51% (May '24)

May '16 (n=2283)
May '17 (n=3587)
May '18 (n=3197)
May '19 (n=3461)
Nov '20 (n=2455)
Jul '21 (n=2486)
Jun '22 (n=2098)
Jun '23 (n=2434)
May '24 (n=2810)

🚌 45%
🚆 64%
⛴ 65%

User Profile

✓ Travelling for sport, recreation or dining out (76%)
✓ Ferry passengers (65%)
✓ Train passengers (64%)
✓ New Zealand Europeans (63%)
✓ Peak time travellers (55%), especially afternoon peak (57%)

Non-User Profile

✗ Thos using PT every day including weekends (48%) – or for the first time on the day of the survey (25%)
✗ Bus passengers (45%)
✗ Those with an accessibility (Total Mobility) concession (44%)
✗ Of Indian nationality (34%)
✗ Travelling for sightseeing (33%)

Satisfaction

May 2024 Results

Total satisfied 80%

32% Very satisfied (9-10)
48% Satisfied (6-8)
9% Neither/nor (5)
9% Dissatisfied (2-4)
2% Very dissatisfied (0-1)

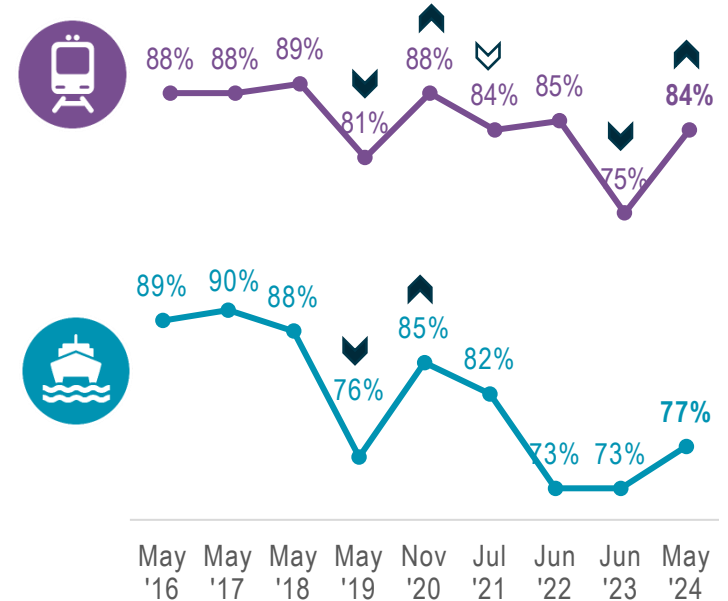*Base: n=1,811 (All passengers who answered this question)*

Satisfaction Over Time
(All modes, weighted)

86% (May '17) — 87% (May '18) — 80% (May '19) — 86% (Nov '20) — 78% (Jul '21) — 77% (Jun '22) — 75% (Jun '23) — 80% (May '24)

May '17 (n=2782)
May '18 (n=2487)
May '19 (n=2660)
Nov '20 (n=1886)
Jul '21 (n=1760)
Jun '22 (n=1436)
Jun '23 (n=1763)
May '24 (n=1811)

✓ *(No significant differences)*
Passengers most satisfied

✗ *(No significant differences)*
Passengers most dissatisfied

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

65

Use of, and Satisfaction with, Metlink App

Use In Last 3 Months

Use Over Time

🚌 **47%**
🚆 **47%**
⛴ **56%**
🚢 **47%**

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

May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=2283) (n=3587) (n=3197) (n=3461) (n=2455) (n=2486) (n-2098) (n=2434) (n=2810)

User Profile

✓ Aged 18-24 years (60%)
✓ Those using PT every day including weekends (60%)
✓ Those travelling for work (60%)
✓ Those paying with a Snapper card (56%)
✓ New Zealand European (55%)
✓ Peak time travellers (51%)

Non-User Profile

✗ Off-peak travellers (44%)
✗ Those travelling for a personal appointment (33%)
✗ Those paying with cash (30%)
✗ Aged 65 years + (29%)/SuperGold card holders (27%)
✗ Those using PT less often than once a month (25%)

Satisfaction

May 2024 Results

Total satisfied 79%

35%	Very satisfied (9-10)
44%	Satisfied (6-8)
8%	Neither/nor (5)
10%	Dissatisfied (2-4)
3%	Very dissatisfied (0-1)

Base: n=1,489 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

82% 78% 68% 76% 70% 71% 69% 79%

May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24
(n=686) (n=850) (n=1200) (n=763) (n=1056) (n=919) (n=1469) (n=1489)

✓ *(No significant differences)*

Passengers most satisfied

✗ *(No significant differences)*

Passengers most dissatisfied

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

66

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

Use In Last 3 Months

Use Over Time

58% (May '17) 59% (May '18) 60% (May '19) 55% (Nov '20) 59% (Jul '21) 56% (Jun '22) 54% (Jun '23) 44% (May '24)

🚌 41%
🚆 50%
⛴ 45%

May '17 (n=3587) May '18 (n=3197) May '19 (n=3461) Nov '20 (n=2455) Jul '21 (n=2486) Jun '22 (n=2098) Jun '23 (n=2434) May '24 (n=2810)

User Profile

- ✓ Those travelling for tertiary study (63%) or work (54%)
- ✓ New Zealand European (59%)
- ✓ Those using PT three or four times a week (57%)
- ✓ Those paying with Snapper (52%)
- ✓ Train passengers (50%)
- ✓ Peak time travellers (49%), especially those travelling in the afternoon peak (53%)

Non-User Profile

- ✗ Bus passengers (41%), particularly Mana Coach Services passengers (26%)
- ✗ Those travelling for school (37%)
- ✗ Weekend travellers (35%)
- ✗ Those aged 65 years + (35%)/SuperGold card holders (33%)
- ✗ Have an accessibility (Total Mobility) concession (29%)
- ✗ Of Asian (28%) or Indian (16%) descent
- ✗ Those using PT less often than once a month (22%)
- ✗ Those paying with cash (21%)

Satisfaction

May 2024 Results

Total satisfied 82%

32%	Very satisfied (9-10)
50%	Satisfied (6-8)
8%	Neither/nor (5)
8%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=1,481 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

88% (May '17) 87% (May '18) 74% (May '19) 87% (Nov '20) 83% (Jul '21) 82% (Jun '22) 75% (Jun '23) 82% (May '24)

May '17 (n=1953) May '18 (n=1757) May '19 (n=1772) Nov '20 (n=1211) Jul '21 (n=1301) Jun '22 (n=1030) Jun '23 (n=1522) May '24 (n=1481)

😊 **Passengers most satisfied**

✓ *(No significant differences)*

😠 **Passengers most dissatisfied**

✗ Wairarapa line users (26%)

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

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

Use In Last 3 Months

Use Over Time

🚌 **41%**

🚆 **39%**

⛴ **44%**

40%
●

May '24
(n=2810)

User Profile

✓ Those aged 18-24 years (52%)
✓ New Zealand Europeans (49%)
✓ Those paying with Snapper (47%)

Non-User Profile

✗ Use a Metlink Park N Ride facility (35%)
✗ Of Asian descent (30%)
✗ Those using PT less often than once a month (24%)

Satisfaction

May 2024 Results

Total satisfied 81%

34%	Very satisfied (9-10)
47%	Satisfied (6-8)
9%	Neither/nor (5)
8%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=1,297 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

81%
●

May '24
(n=1297)

🙂 **Passengers most satisfied** ✓ *(No significant differences)*

😠 **Passengers most dissatisfied** ✗ *(No significant differences)*
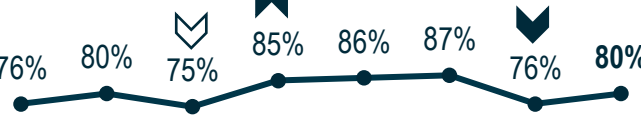
'Timetables at stops, stations and wharves' asked for the first time in May 2024; consequently no time series analysis is available

Use of, and Satisfaction with, Google Maps

Use In Last 3 Months

Use Over Time

🚌 **33%**

🚊 **25%**

⛴ **24%**

27%   32%   31%

Jun '22 (n=2098)   Jun '23 (n=2434)   May '24 (n=2810)

User Profile

✓ Of Asian descent (45%)
✓ Aged 25-34 years (49%) or 18-24 years (41%)
✓ Those paying with Snapper (37%)
✓ Bus passengers (33%)

Non-User Profile

✗ Train passengers (25%)
✗ Aged 45 years or older (16%)
✗ SuperGold card holders (14%)

Satisfaction

May 2024 Results

Total satisfied 87%

42%	Very satisfied (9-10)
45%	Satisfied (6-8)
7%	Neither/nor (5)
5%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=894 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83%   81%   87%

Jun '22 (n=480)   Jun '23 (n=909)   May '24 (n=894)

🙂 **Passengers most satisfied** ✓ *(No significant differences)*

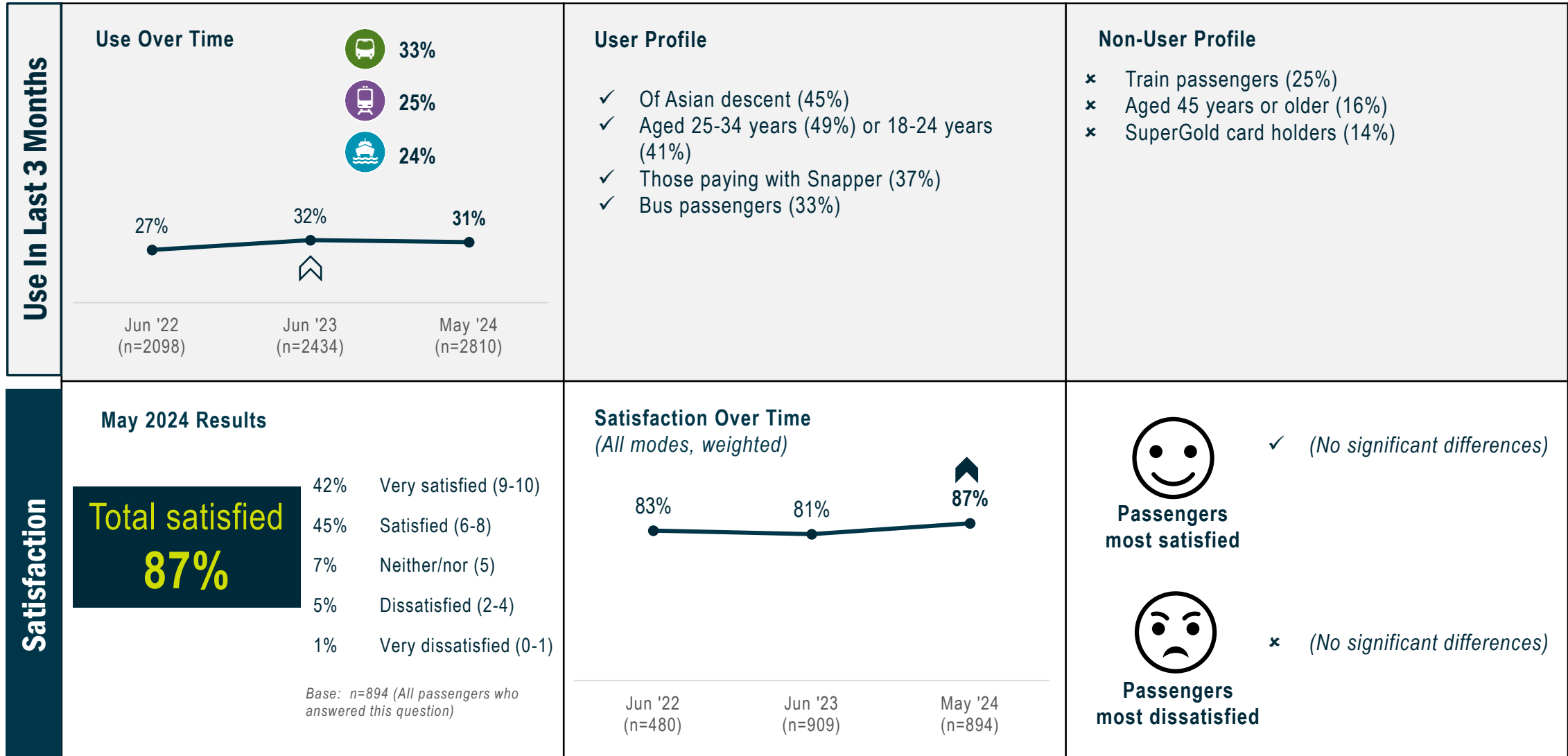😠 **Passengers most dissatisfied** ✗ *(No significant differences)*

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

69

Use of, and Satisfaction with, Station PA Announcements

Use In Last 3 Months

Use Over Time

🚌 **11%**
🚆 **38%**
⛴ **9%**

24% — 27% — 25% — 26% — 23% — 19% — 27% — **19%**

May '17 (n=3587) May '18 (n=3197) May '19 (n=3461) Nov '20 (n=2455) Jul '21 (n=2486) Jun '22 (n=2098) Jun '23 (n=2434) May '24 (n=2810)

User Profile

✓ Those using a Metlink Park N Ride (41%)
✓ Train passengers (38%)
✓ New Zealand Europeans (25%)
✓ Peak travellers (24%)

Non-User Profile

✗ Off-peak travellers (14%), especially those travelling on the weekend (11%)
✗ SuperGold card holders (12%)
✗ Bus passengers (11%), especially those using Mana Coach Services (4%)
✗ Of Asian (10%) or Indian (8%) descent
✗ Ferry passengers (9%)
✗ Those paying with cash (7%)

Satisfaction

May 2024 Results

Total satisfied 80%

34%	Very satisfied (9-10)
46%	Satisfied (6-8)
12%	Neither/nor (5)
6%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=1,000 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

76% — 80% — 75% — 85% — 86% — 87% — 76% — **80%**

May '17 (n=750) May '18 (n=939) May '19 (n=751) Nov '20 (n=550) Jul '21 (n=490) Jun '22 (n=352) Jun '23 (n=763) May '24 (n=1000)

🙂 **Passengers most satisfied**   ✓ x

😠 **Passengers most dissatisfied**   ✗ Travelling for work (11%)

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

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

Use In Last 3 Months

Use Over Time

🚌 8%
🚆 11%
⛴ 24%

32% — May '17 (n=3587)
28% — May '18 (n=3197)
24% — May '19 (n=3461)
24% — Nov '20 (n=2455)
22% — Jul '21 (n=2486)
19% — Jun '22 (n=2098)
26% — Jun '23 (n=2434)
9% — May '24 (n=)

User Profile

✓ Ferry passengers (24%)
✓ Of Māori descent (15%)
✓ Aged 18-24 years (14%)

Non-User Profile

✗ Those using PT less often than once a month (3%)

Satisfaction

May 2024 Results

Total satisfied 73%

30% Very satisfied (9-10)
43% Satisfied (6-8)
16% Neither/nor (5)
8% Dissatisfied (2-4)
3% Very dissatisfied (0-1)

Base: n=459 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

87% — May '17 (n=835)
85% — May '18 (n=635)
78% — May '19 (n=606)
89% — Nov '20 (n=460)
82% — Jul '21 (n=433)
84% — Jun '22 (n=313)
70% — Jun '23 (n=721)
73% — May '24 (n=459)

Passengers most satisfied — ✓ (No significant differences)

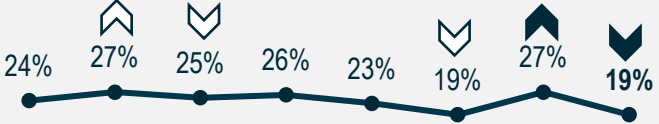**Passengers most dissatisfied** — ✓ (No significant differences)

* Note that, prior to May '24, 'Other information provided at stop/station/wharf' would have included timetables. From May '24, use and satisfaction with 'Timetables at stops/stations/wharves' was asked as a separate statement – hence the drop in use of 'other information'
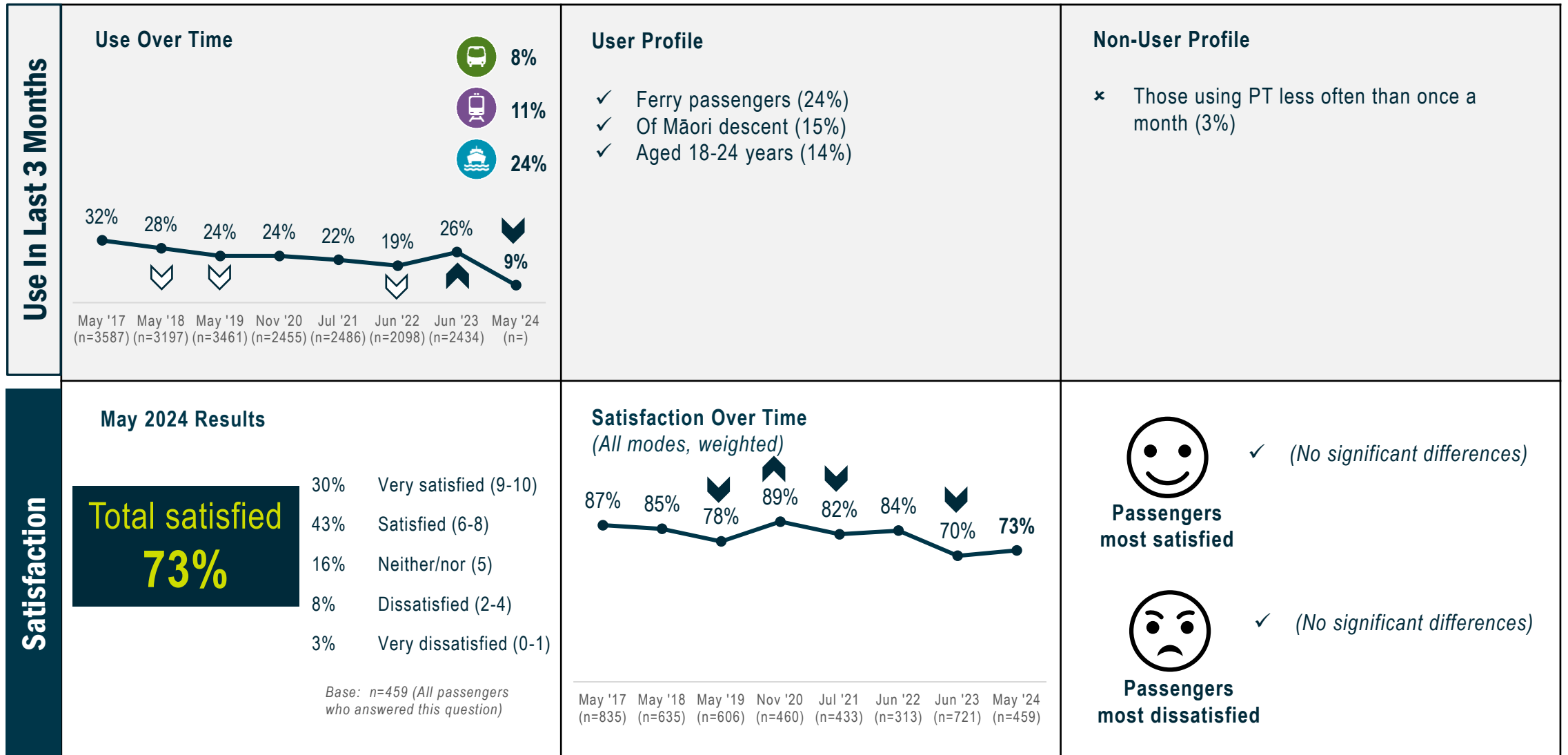
⌄ Denotes statistically significant change of 5 percentage points or less
⌄ Denotes statistically significant change of more than 5 percentage points

Use of, and Satisfaction with, Printed Timetable Brochures

Use In Last 3 Months

Use Over Time

🚌 %
🚆 %
⛴ %

May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
35%	36%	34%	29%	26%	27%	21%	25%	7%
(n=2283)	(n=3587)	(n=3197)	(n=3461)	(n=2455)	(n=2486)	(n=2098)	(n=2434)	(n=)

User Profile

- ✓ Travelling for sightseeing (25%)
- ✓ SuperGold card holders (24%)/aged 65 years + (21%)
- ✓ Train passengers (10%)
- ✓ New Zealand European (9%)

Non-User Profile

- ✗ Bus passengers (6%)
- ✗ Those paying with Snapper (6%)
- ✗ Aged 18-34 years (4%)

Satisfaction

May 2024 Results

Total satisfied 80%

39%	Very satisfied (9-10)
41%	Satisfied (6-8)
12%	Neither/nor (5)
6%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=457 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24
91%	88%	80%	89%	84%	82%	71%	80%
(n=1165)	(n=962)	(n=833)	(n=532)	(n=569)	(n=354)	(n=695)	(n=457)

😊 **Passengers most satisfied**
- ✓ Aged 65 years + (93%)

😠 **Passengers most dissatisfied**
- ✗ Weekday travellers (10%)

* Note that, prior to May '24, 'Printed timetables' would have included those used at stops, stations and wharves. From May '24, use and satisfaction with 'Timetables at stops/stations/wharves' was asked as a separate statement – hence the drop in use of 'printed timetable brochures'

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

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

Use In Last 3 Months

Use Over Time

🚌 **5%**

🚆 **9%**

⛴ **17%**

May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22 (n=2098)	Jun '23 (n=2434)	May '24 (n=2810)
7%	10%	14%	11%	10%	8%	16%	6%

User Profile

- ✓ Ferry (17%) and train (9%) passengers
- ✓ Of Māori descent (12%)
- ✓ Peak travellers (8%) especially those travelling in the afternoon peak (11%)

Non-User Profile

- ✗ Using PT less often than once a month (1%)

Satisfaction

May 2024 Results

Total satisfied 68%

- 30% Very satisfied (9-10)
- 38% Satisfied (6-8)
- 11% Neither/nor (5)
- 15% Dissatisfied (2-4)
- 6% Very dissatisfied (0-1)

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

Satisfaction Over Time
(All modes, weighted)

May '17 (n=207)	May '18 (n=331)	May '19 (n=428)	Nov '20 (n=225)	Jul '21 (n=209)	Jun '22 (n=140)	Jun '23 (n=484)	May '24 (n=480)
80%	79%	71%	75%	73%	68%	50%	68%

😊 **Passengers most satisfied** ✗ *(No significant differences)*

😠 **Passengers most dissatisfied** ✗ *(No significant differences)*

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

Use of, and Satisfaction with, Facebook

Use In Last 3 Months

Use Over Time

🚌 5%

🚆 9%

⛴ 9%

8%
Jun '22
(n-2098)

13%
Jun '23
(n=2434)

6%
May '24
(n=2810)

User Profile

- ✓ Used a Metlink Pak N Ride facility (12%)
- ✓ Of Māori (11%) or New Zealand European (8%) descent
- ✓ Train passengers (9%)
- ✓ Travelling for work (9%)

Non-User Profile

- ✗ Bus passengers (5%)
- ✗ Aged 65 years + (2%)

Satisfaction

May 2024 Results

Total satisfied
64%

23%	Very satisfied (9-10)
41%	Satisfied (6-8)
21%	Neither/nor (5)
10%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

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

Satisfaction Over Time
(All modes, weighted)

74%
Jun '22
(n-125)

59%
Jun '23
(n=356)

64%
May '24
(n=356)

☺
Passengers most satisfied

✓ *(No significant differences)*

☹
Passengers most dissatisfied

✗ *(No significant differences)*

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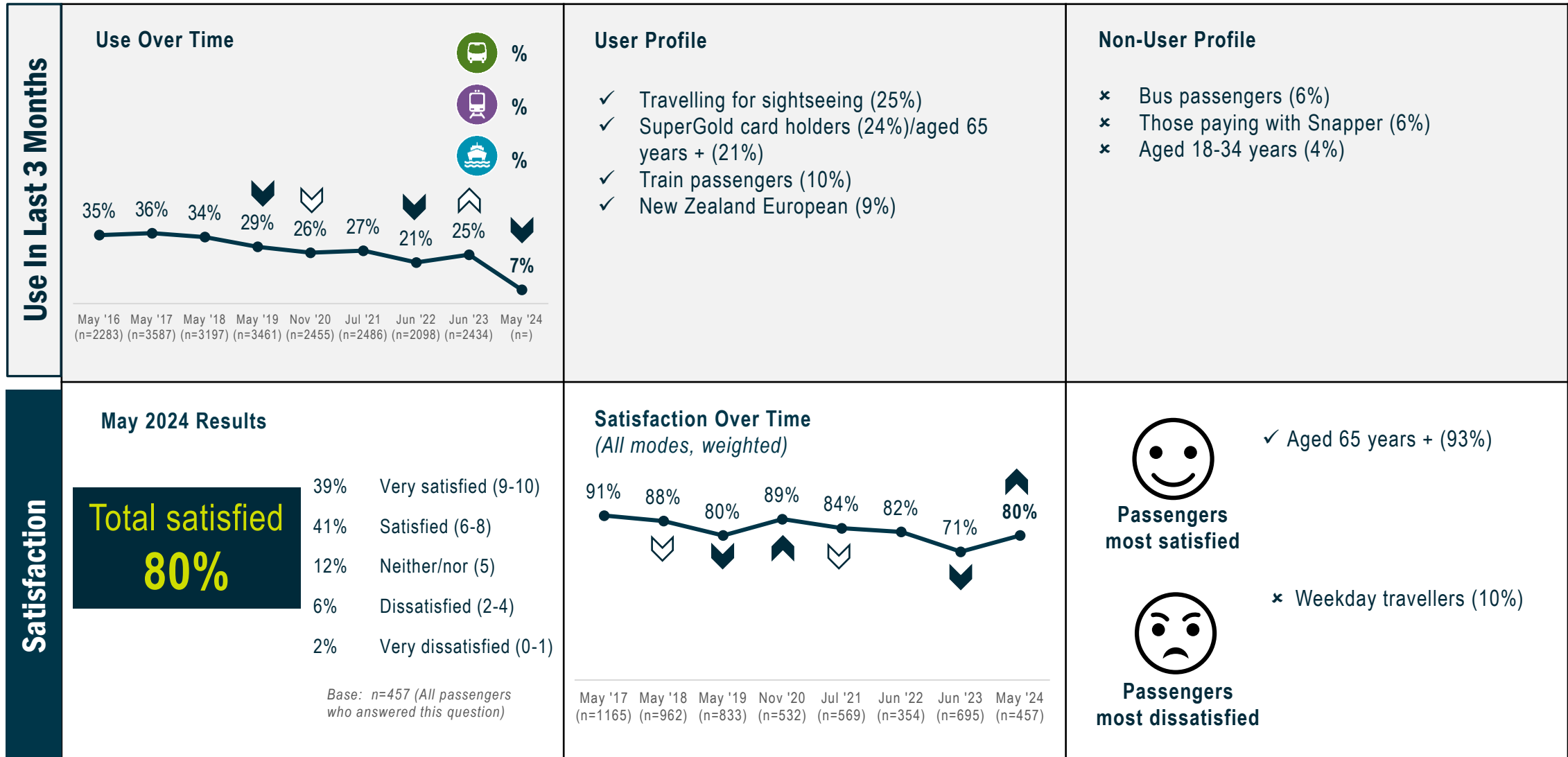⌄ Denotes statistically significant change of more than 5 percentage points

74

Use of, and Satisfaction with, Metlink Contact Centre
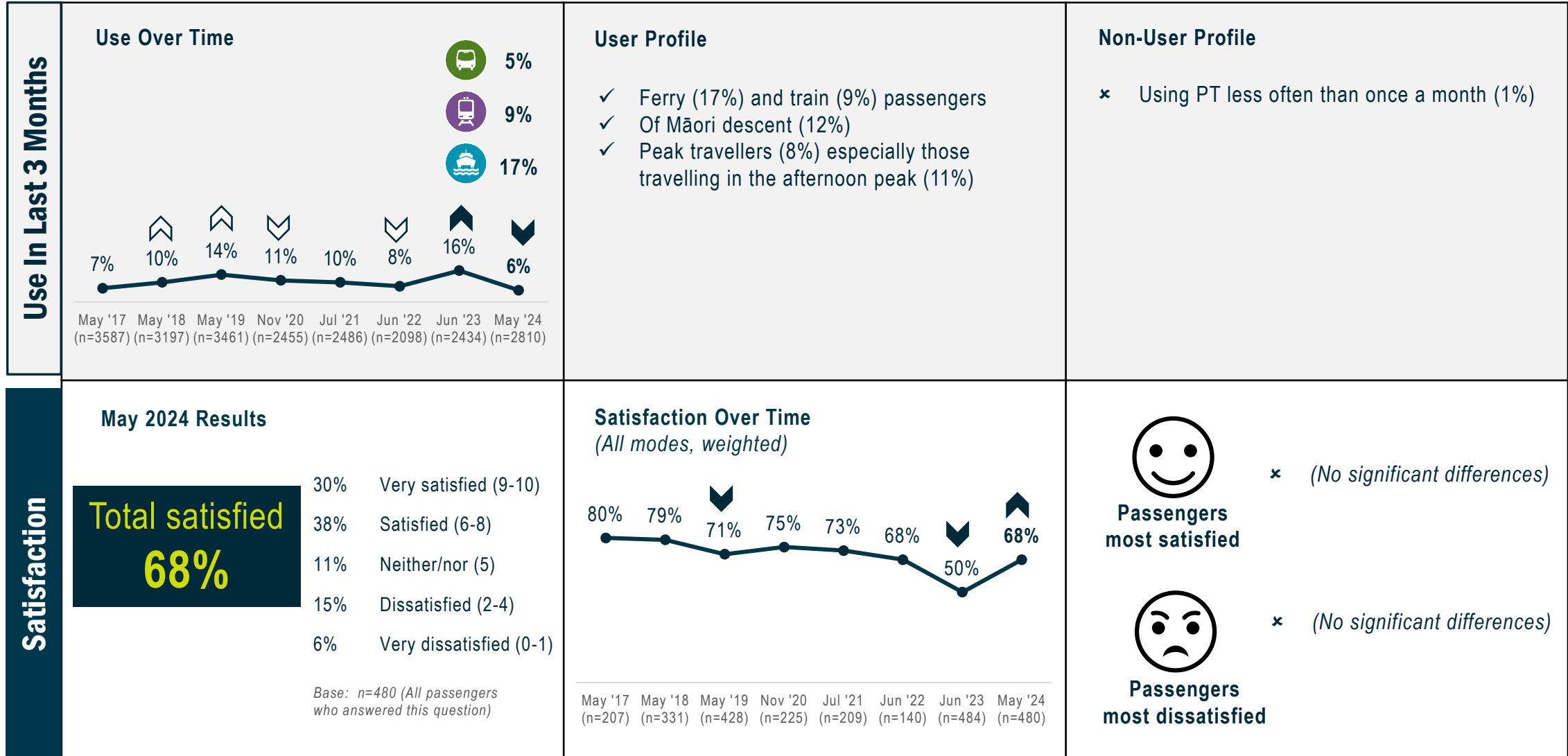
Use In Last 3 Months

Use Over Time

🚌 **3%**
🚆 **5%**
⛴ **0%**

May '16 (n=2283)	May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22 (n=2098)	Jun '23 (n=2434)	May '24 (n=2810)
12%	9%	7%	7%	6%	5%	4%	10%	3%

User Profile

✓ Of Māori descent (8%)
✓ Using PT every day including weekends (7%)

Non-User Profile

✗ Travelling for tertiary study (1%)
✗ Aged 15-17 years (1%)
✗ Of Asian descent (<1%)

Satisfaction

May 2024 Results

Total satisfied 74%

35%	Very satisfied (9-10)
39%	Satisfied (6-8)
12%	Neither/nor (5)
8%	Dissatisfied (2-4)
6%	Very dissatisfied (0-1)

Base: n=295 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

May '17 (n=317)	May '18 (n=167)	May '19 (n=195)	Nov '20 (n=120)	Jul '21 (n=100)	Jun '22 (n=73)	Jun '23 (n=305)	May '24 (n=295)
89%	82%	74%	87%	85%	86%	60%	74%

🙂 **Passengers most satisfied**

✓ *(No significant differences)*

😠 **Passengers most dissatisfied**

✗ Travelling for sports, recreation or dining out (1%)

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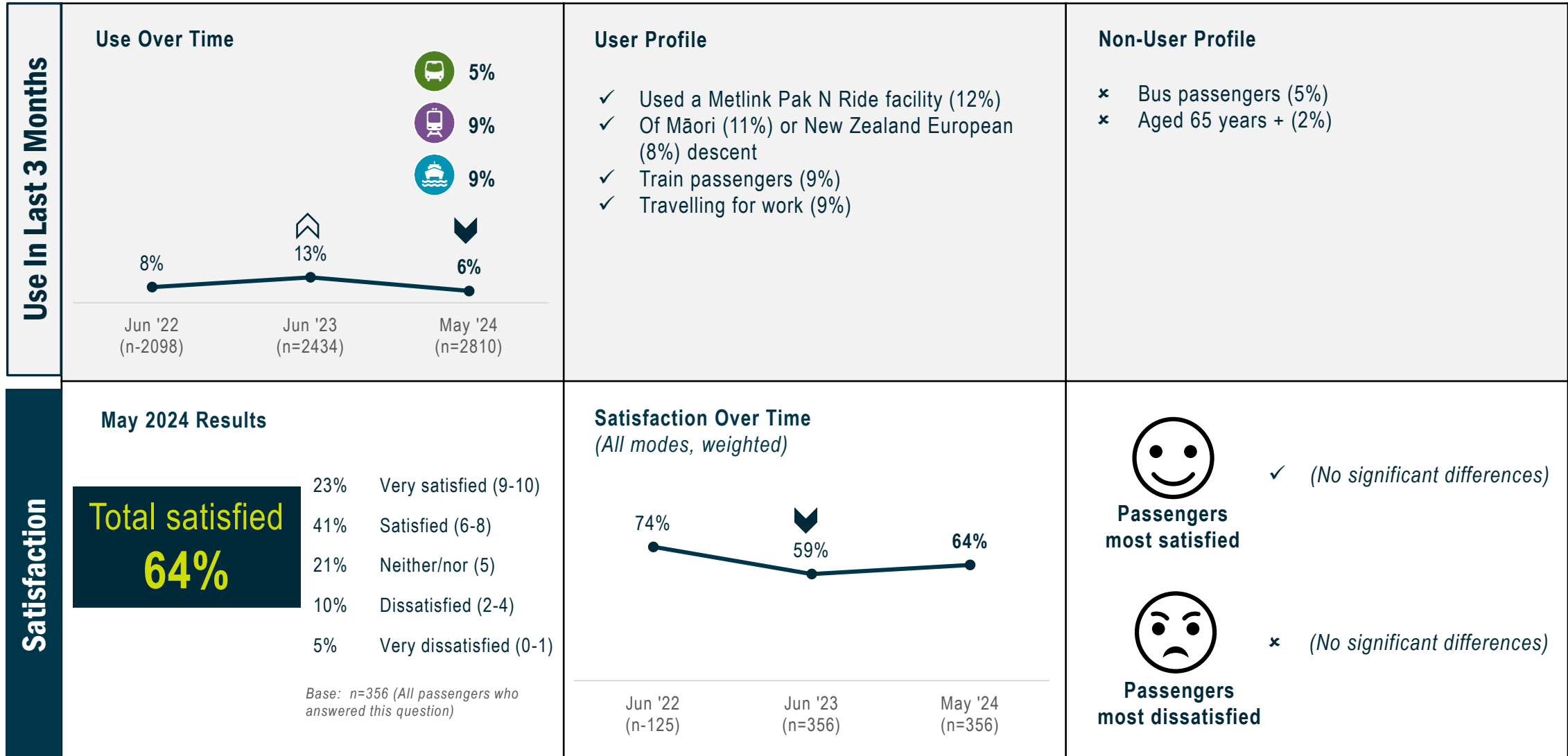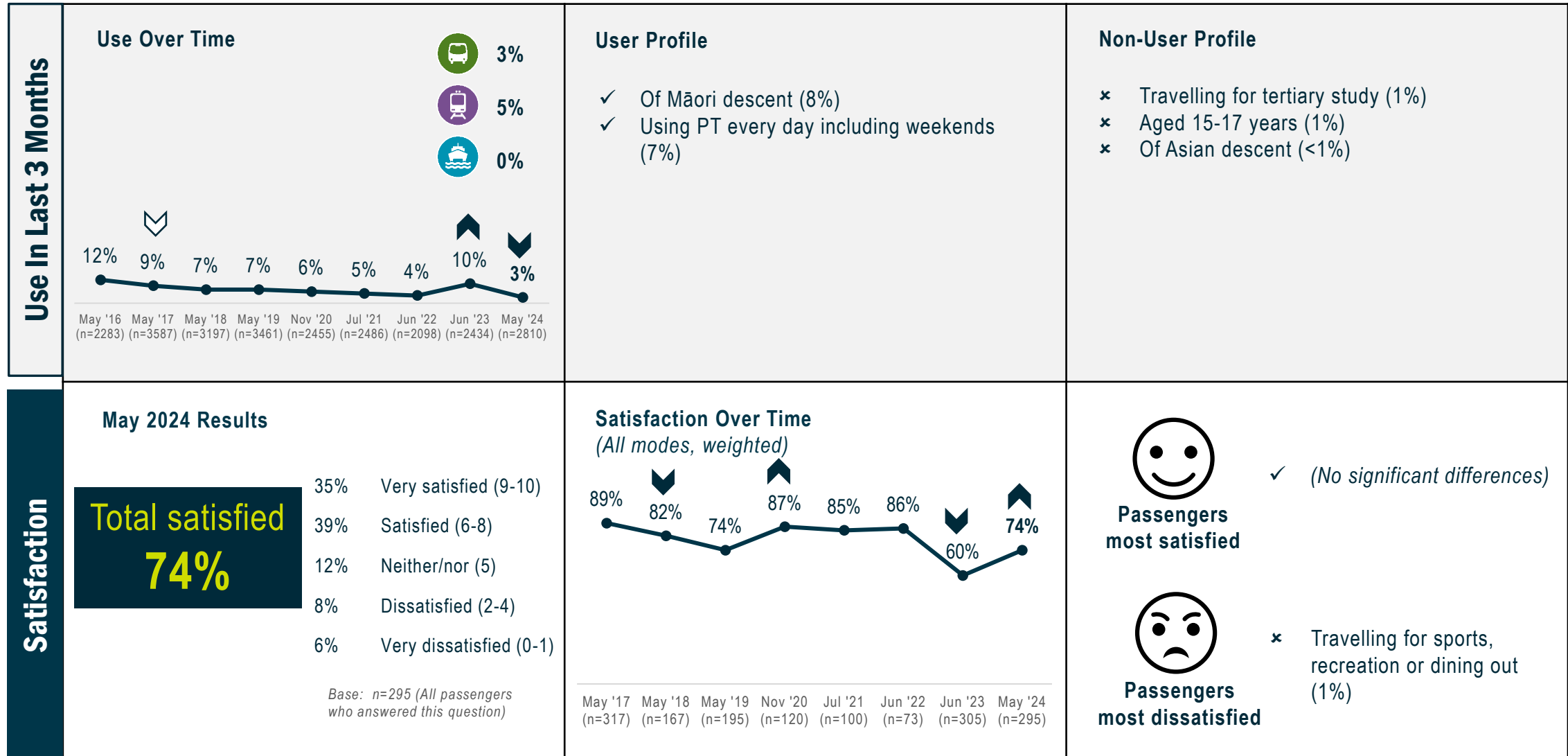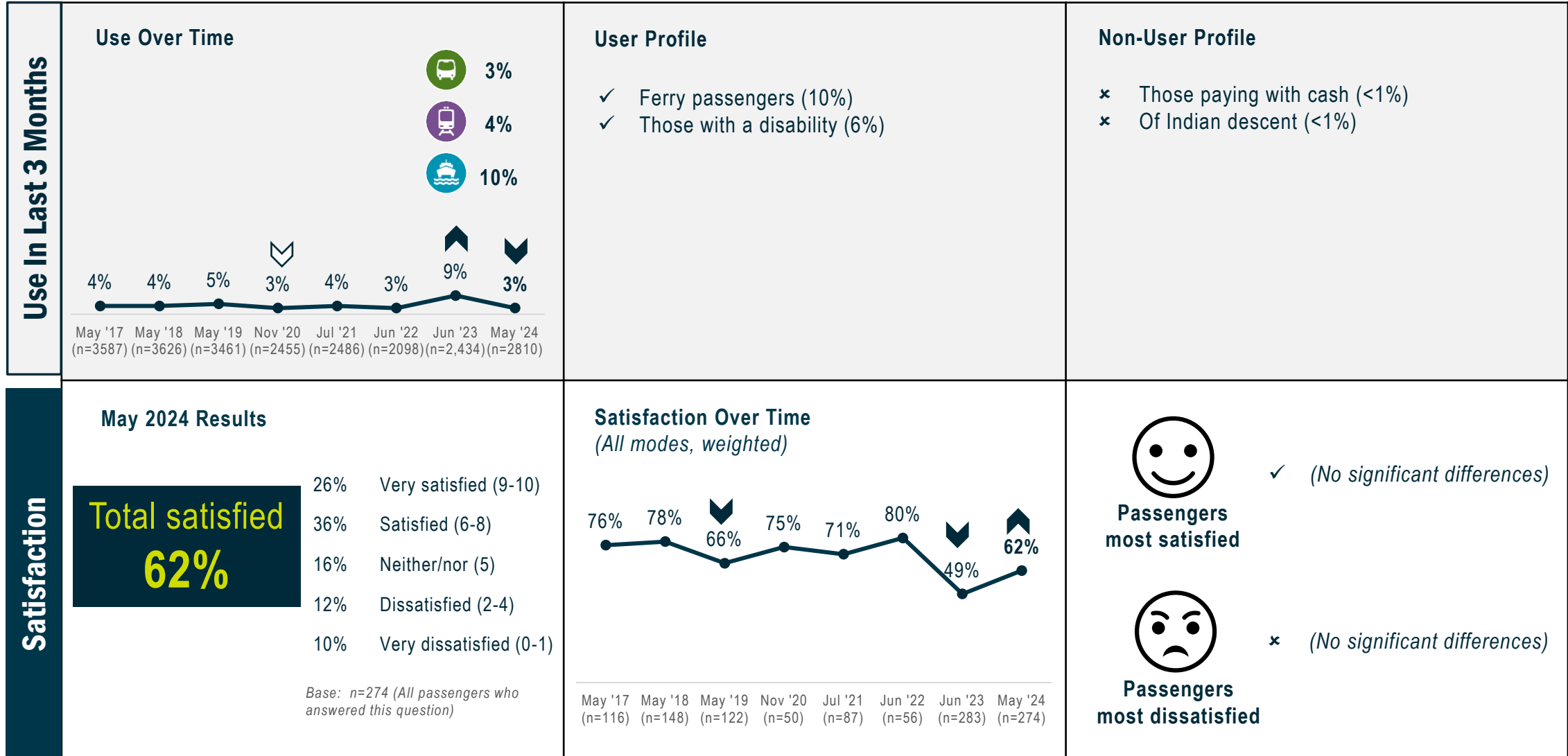⌄ Denotes statistically significant change of more than 5 percentage points

75

Use of, and Satisfaction with, Emails from Metlink

Use In Last 3 Months

Use Over Time

🚌 3%

🚊 4%

⛴ 10%

May '17 (n=3587)	May '18 (n=3626)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22 (n=2098)	Jun '23 (n=2,434)	May '24 (n=2810)
4%	4%	5%	3%	4%	3%	9%	3%

User Profile

✓ Ferry passengers (10%)
✓ Those with a disability (6%)

Non-User Profile

✗ Those paying with cash (<1%)
✗ Of Indian descent (<1%)

Satisfaction

May 2024 Results

Total satisfied 62%

26% Very satisfied (9-10)

36% Satisfied (6-8)

16% Neither/nor (5)

12% Dissatisfied (2-4)

10% Very dissatisfied (0-1)

Base: n=274 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

May '17 (n=116)	May '18 (n=148)	May '19 (n=122)	Nov '20 (n=50)	Jul '21 (n=87)	Jun '22 (n=56)	Jun '23 (n=283)	May '24 (n=274)
76%	78%	66%	75%	71%	80%	49%	62%

🙂 **Passengers most satisfied**

✓ *(No significant differences)*

😠 **Passengers most dissatisfied**

✗ *(No significant differences)*

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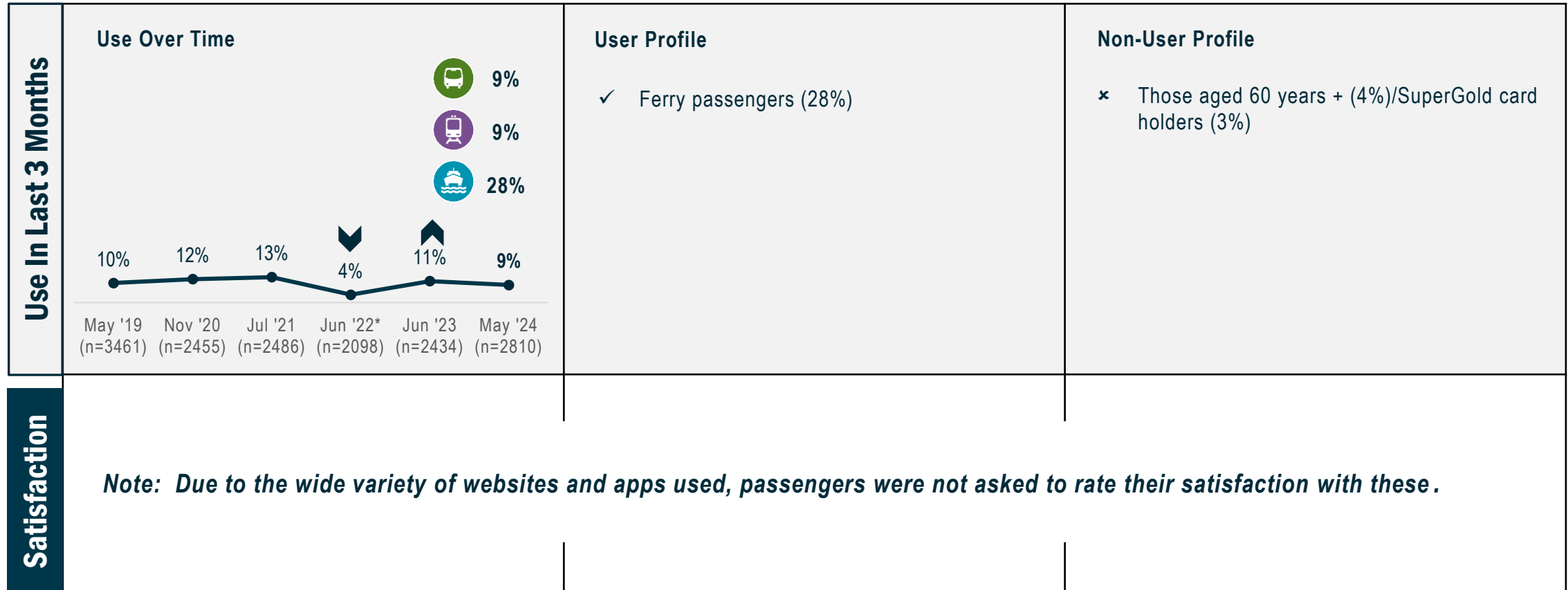Denotes statistically significant change of more than 5 percentage points

Use of, and Satisfaction with,
Other Websites and Apps

Use In Last 3 Months

Use Over Time

🚌 9%

🚆 9%

⛴ 28%

10% 12% 13% 4% 11% 9%

May '19 (n=3461) Nov '20 (n=2455) Jul '21 (n=2486) Jun '22* (n=2098) Jun '23 (n=2434) May '24 (n=2810)

User Profile

✓ Ferry passengers (28%)

Non-User Profile

✗ Those aged 60 years + (4%)/SuperGold card holders (3%)

Satisfaction

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

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

Catchy.nz/Catchy app	n=18
Bus++ app	n=9
Moovit app	n=5
Apple maps	n=5
Transit app	n=3

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

Arrows denote statistically significant change from previous year.

Suggested Improvements to Public Transport Information

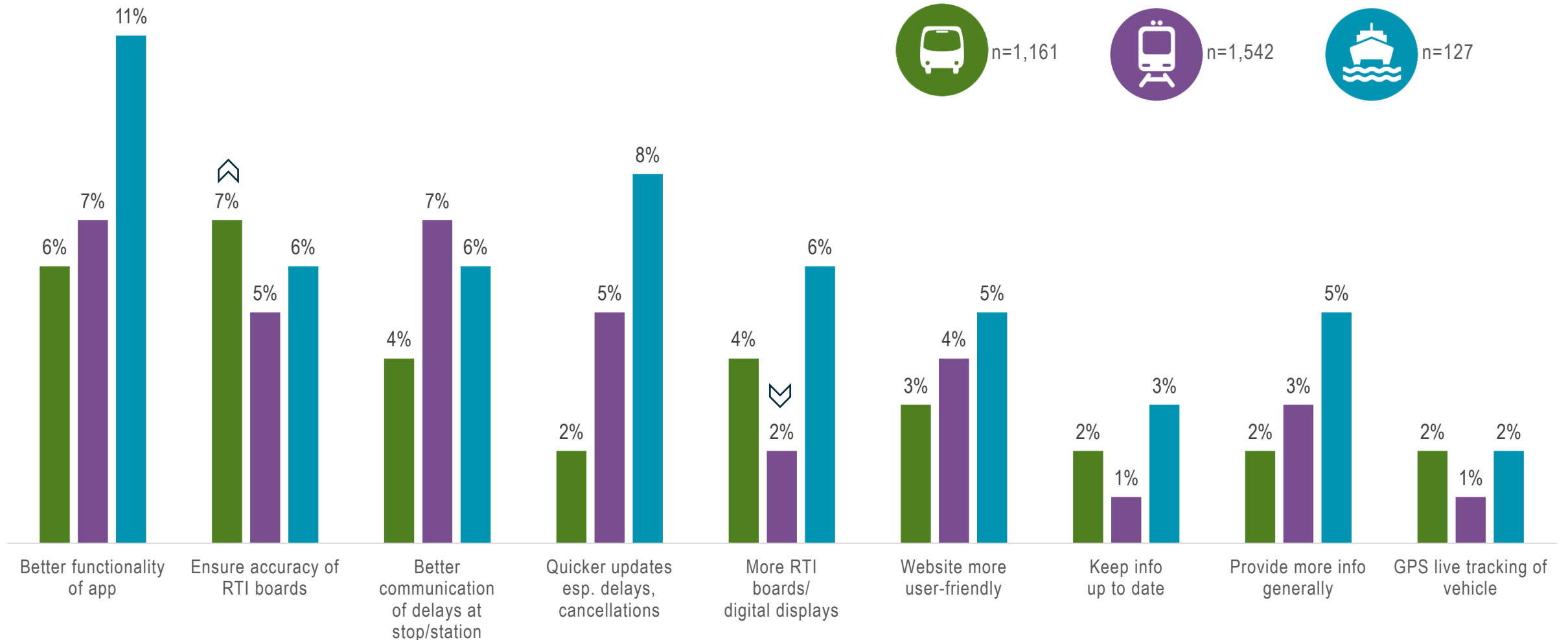*How can we improve the way public transport information is provided?*
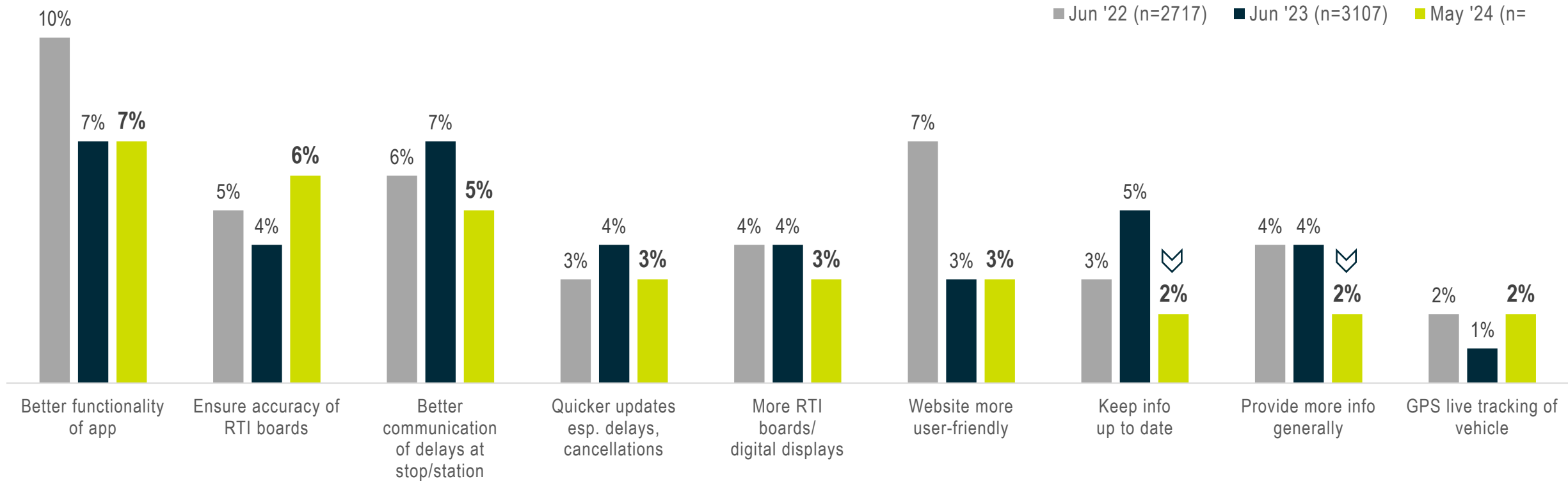
Legend: ■ Jun '22 (n=2717) ■ Jun '23 (n=3107) ■ May '24 (n=

Category	Jun '22	Jun '23	May '24
Better functionality of app	10%	7%	**7%**
Ensure accuracy of RTI boards	5%	4%	**6%**
Better communication of delays at stop/station	6%	7%	**5%**
Quicker updates esp. delays, cancellations	3%	4%	**3%**
More RTI boards/ digital displays	4%	4%	**3%**
Website more user-friendly	7%	3%	**3%**
Keep info up to date	3%	5%	**2%**
Provide more info generally	4%	4%	**2%**
GPS live tracking of vehicle	2%	1%	**2%**

Multiple responses to this question permitted.
Graph shows improvements mentioned by 3% or more of respondents. A full list of suggested improvements is provided in the Appendix.

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

Suggested Improvements to Public Transport Services

Results by Mode

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Perceptions Of Public Transport Information Available Over Time By Mode

Time Series Summary (Total satisfied (%)

Total Bus							Wellington City Bus							Rest of Region Bus						
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24
69	*	86	75	76	75	83	65	75	86	74	75	75		80	*	83	80	82	78	

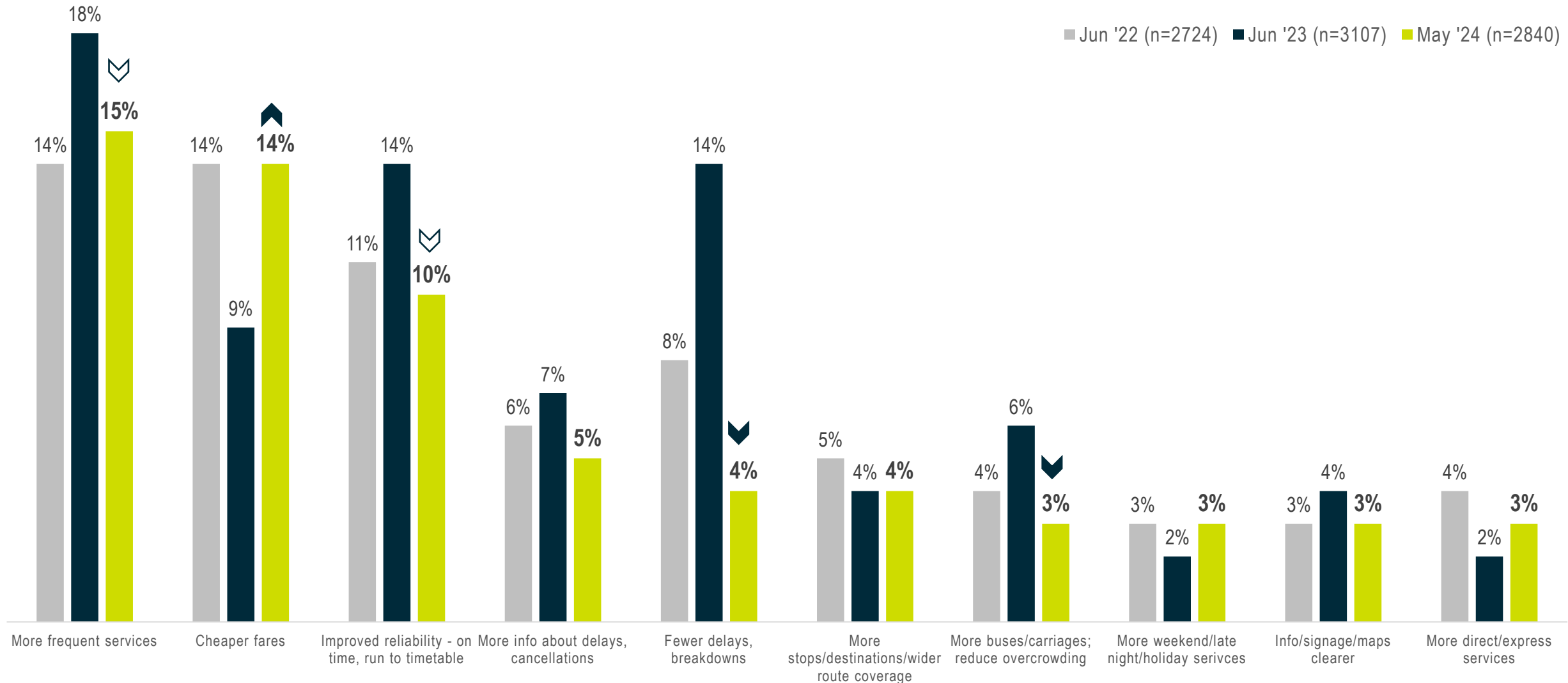| Train							Ferry						
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24
81	83	88	84	85	75	84	76	*	85	82	73	73	77

Suggested Improvements to Public Transport System

Suggested Improvements to Public Transport Services

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

Legend: Jun '22 (n=2724), Jun '23 (n=3107), May '24 (n=2840)

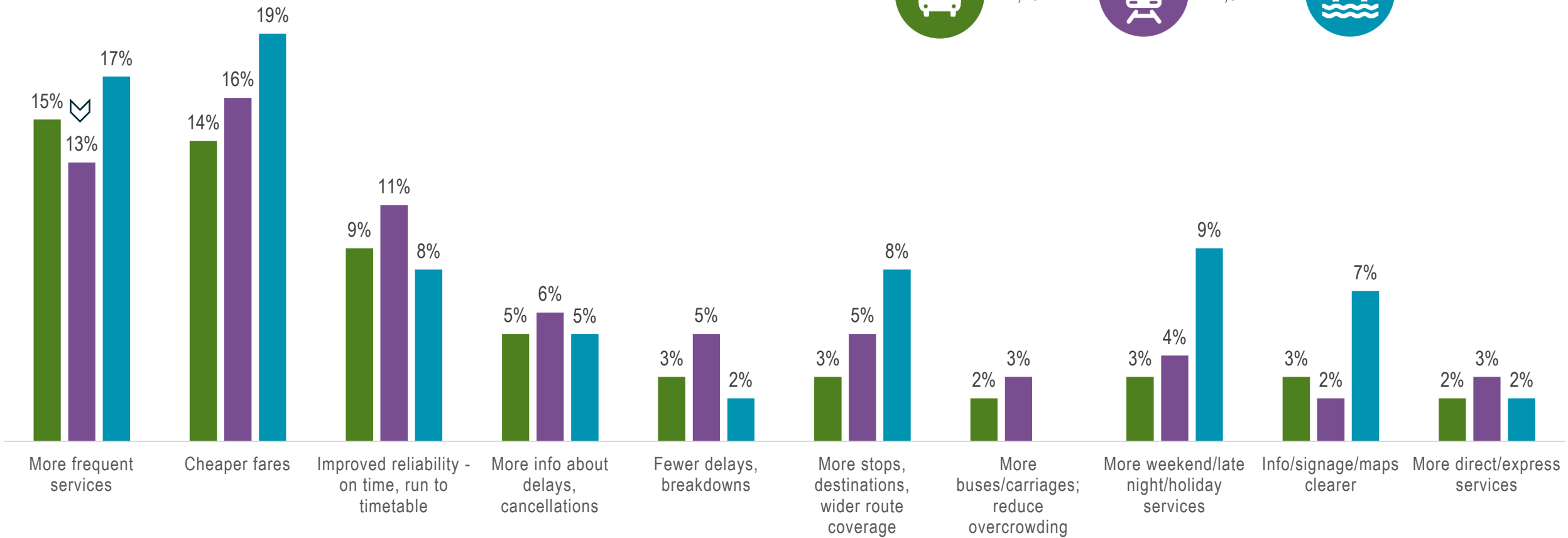| Category	Jun '22	Jun '23	May '24
More frequent services	14%	18%	15%
Cheaper fares	14%	9%	14%
Improved reliability - on time, run to timetable	11%	14%	10%
More info about delays, cancellations	6%	7%	5%
Fewer delays, breakdowns	8%	14%	4%
More stops/destinations/wider route coverage	5%	4%	4%
More buses/carriages; reduce overcrowding	4%	6%	3%
More weekend/late night/holiday serivces	3%	2%	3%
Info/signage/maps clearer	3%	4%	3%
More direct/express services	4%	2%	3%

Multiple responses to this question permitted.
Graph shows improvements mentioned by 3% or more of respondents. A full list of suggested improvements is provided in the Appendix.

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

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Appendix

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

Respondent Profile

Distribution by Age	Total	Bus	Train	Ferry
15-17 years	**7%**	8%	5%	4%
18-24 years	**23%**	25%	19%	6%
25-34 years	**21%**	21%	20%	12%
35-44 years	**16%**	14%	20%	20%
45-59 years	**18%**	17%	20%	34%
60-64 years	**4%**	4%	5%	12%
65 years +	**11%**	11%	11%	12%
Base	*N=2,401*	*N=919*	*N=1,363*	*N=119*

Distribution by Ethnicity	Total	Bus	Train	Ferry
New Zealand European	**49%**	46%	57%	75%
Asian	**12%**	13%	9%	3%
Māori	**9%**	7%	12%	4%
Other European	**7%**	7%	7%	13%
Indian	**5%**	5%	6%	1%
Pacific Peoples	**4%**	4%	5%	2%
Middle Eastern	**1%**	1%	1%	0%
Other	**3%**	3%	4%	2%
Base	*N=2,750*	*N=1,107*	*N=1,517*	*N=126*

Distribution by Gender	Total	Bus	Train	Ferry
Female	**58%**	59%	55%	51%
Male	**40%**	38%	43%	48%
Gender diverse	**2%**	3%	2%	1%
Base	*N=2,382*	*N=907*	*N=1,357*	*N=118*

Respondent Profile

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

Distribution by Disability*	Total	Bus	Train	Ferry
No disability	**84%**	84%	84%	90%
Disability	**16%**	16%	16%	10%
Base	**N=2,203**	N=865	N=1,322	N=117

Distribution by accessible concession	Total	Bus	Train	Ferry
No accessible (Total Mobility) concession	**93%**	92%	95%	98%
Accessible (Total Mobility) concession	**7%**	8%	5%	2%
Base	**N=2,124**	N=783	N=1,229	N=112

Distribution by use of Metlink Park and Ride carpark	Total	Bus	Train	Ferry
Did not use Metlink Park and Ride carpark for trip	**89%**	97%	75%	97%
Used Metlink Park and Rode carpark for trip	**11%**	3%	25%	3%
Base	**N=2,215**	N=811	N=1,289	N=115

Trip Profile

Distribution by Mode	Total	Weighted Share *(based on May 2024 patronage numbers)*
Bus	**41%**	**70%**
Wellington City	77%	
Rest of the region	23%	
Train	**55%**	**29%**
Ferry	**4%**	**1%**
Base	*N=2,830*	*N=2,830*

Distribution by Operator	Total	Weighted Share
NZ Bus Metlink	**19%**	33%
Tranzurban Metlink	**18%**	32%
Transdev	**55%**	29%
Mana Metlink	**3%**	5%
Uzabus Metlink	**1%**	1%
East By West	**4%**	<1%
Base	*N=2,830*	*N=2,830*

Distribution by Rail Line	Train
Kapiti	**38%**
Hutt Valley	**32%**
Wairarapa	**12%**
Johnsonville	**11%**
Melling	**7%**
Base	*N=1,542*

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

Trip Profile

Distribution by Time of Travel

	Total	Bus	Train	Ferry
Morning peak	**27%**	24%	32%	28%
Interpeak	**32%**	35%	24%	18%
Afternoon/evening peak	**24%**	21%	33%	51%
Weekend	**17%**	20%	11%	3%
Base	***N=2,830***	*N=1,161*	*N=1,542*	*N=127*

Distribution by Direction of Travel

	Total	Bus	Train	Ferry
Outbound	**56%**	58%	51%	65%
Inbound	**44%**	42%	49%	35%
Base	***N=2,830***	*N=1,161*	*N=1,542*	*N=127*

Distribution by Ticket Type

	Total	Bus	Train	Ferry
Stored value card	**85%**	88%	77%	4%
SuperGold card	**8%**	8%	8%	6%
Cash	**3%**	3%	4%	11%
Snapper 30-day pass	**4%**	1%	10%	1%
Ten trip card	**<1%**	0%	<1%	71%
Day pass	**<1%**	<1%	1%	0%
Other	**0%**	0%	0%	7%
Base	***N=2,362***	*N=891*	*N=1,353*	*N=118*

Distribution by Main Reason for Trip

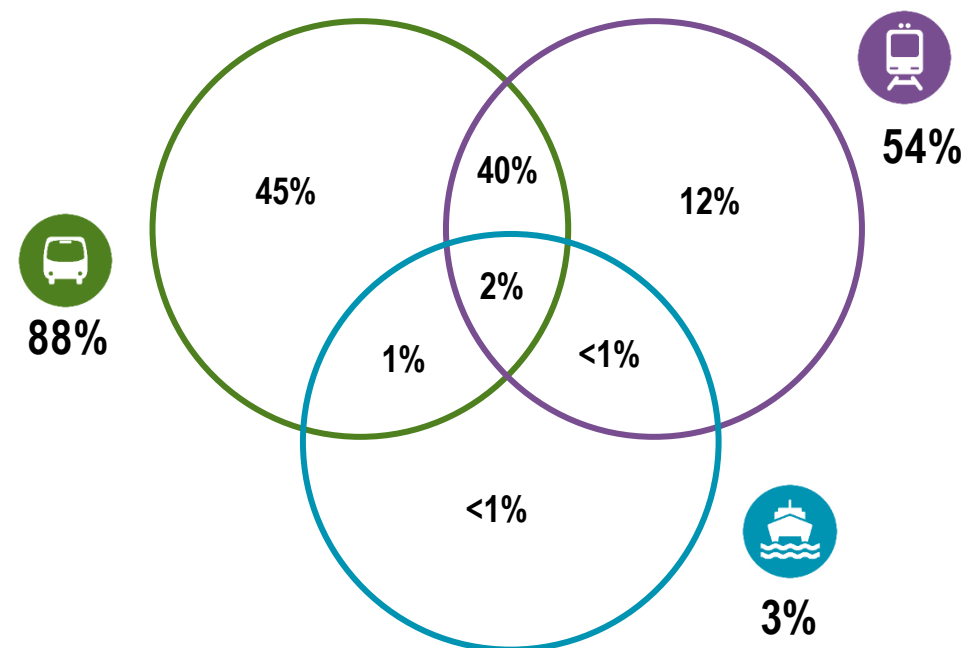|	Total	Bus	Train	Ferry
Work	**52%**	48%	61%	73%
Shopping, services	**9%**	11%	4%	1%
Visiting friends, relatives	**8%**	8%	8%	5%
Tertiary study	**8%**	8%	9%	3%
Personal appointment	**7%**	8%	5%	4%
School	**7%**	8%	5%	5%
Sports, recreation, dining	**5%**	5%	3%	3%
Sightseeing	**2%**	1%	3%	3%
Special one-off event	**2%**	2%	2%	3%
Other	**1%**	1%	1%	0%
Base	***N=2,374***	*N=903*	*N=1,352*	*N=119*

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

Use of Public Transport in Wellington Region

Distribution by Frequency of Trip	Total	Bus	Train	Ferry
Every weekday, including weekends	**24%**	29%	14%	6%
Every week day	**26%**	26%	27%	26%
Three or four times a week	**28%**	26%	32%	43%
Once or twice a week	**12%**	11%	14%	11%
Once a fortnight/ once every three weeks	**3%**	3%	4%	6%
Once a month	**2%**	1%	3%	3%
Less often than once a month	**4%**	3%	5%	3%
First time today	**1%**	1%	2%	2%
Base	***N=2,353***	*N=888*	*N=1,345*	*N=120*

Distribution by Use of Public Transport in Last Three Months	Total	Bus	Train	Ferry
Used **bus**	**88%**	100%	60%	65%
Used **train**	**54%**	35%	100%	35%
Used **harbour ferry**	**3%**	3%	3%	100%
Base	***N=2,227***	*N=878*	*N=1,325*	*N=120*

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

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