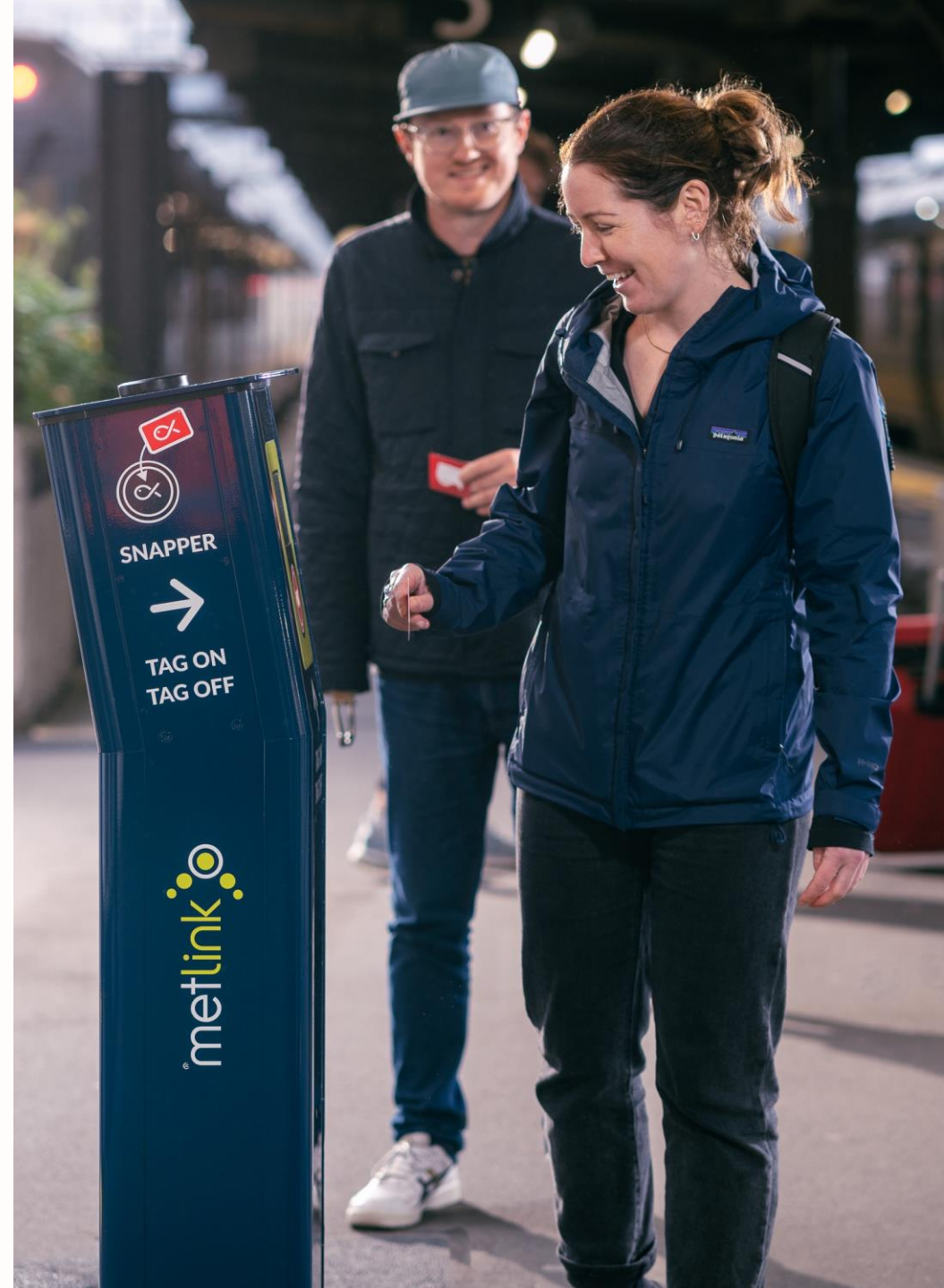# Public Transport Passenger Satisfaction Survey

May 2025
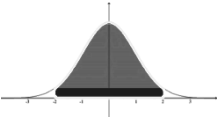
Survey Background

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 2025 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 2025:
1st to 30th May**

May 2024: 2nd May to 5th June 2024
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 2025: n=2,711 (from 196 trips)

May 2024: n=2,830
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 2025 Total: 62%
Ferry: 73%; Train: 65%; Bus: 58%

May 2024: 64%   May 2018: 67%
Jun 2023: 67%   May 2017: 61%
Jun 2022: 66%   May 2016: 59%
Jul 2021: 62%   May 2015: 63%
Nov 2020: 66%   May 2014: 58%
May 2019: 61%

Maximum Margin of Error

(at 95% confidence interval)

± 1.9%

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 2025 (72% bus, 28% 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
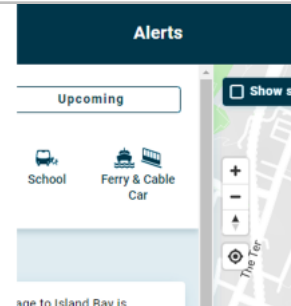
Suggested Improvements to Public Transport System

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 2025 Results

Total satisfied
93%

41%	Very satisfied (9-10)
52%	Satisfied (6-8)
4%	Neither/nor (5)
3%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,550 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4117) | May '15 (n=4247) | May '16 (n=2261) | May '17 (n=3862) | May '18 (n=3578) | May '19 (n=3733) | Nov '20 (n=3022) | Jul '21 (n=3000) | Jun '22 (n=2576) | Jun '23 (n=2,900) | May '24 (n=2,632) | May '25 (n=2,550)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	85%	95%	92%	93%	92%	92%	**94%**
Rest of region bus	92%	92%	91%	93%	93%	94%	**95%**

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

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

May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25

Passengers most satisfied

✓ SuperGold cardholders (100%)

Passengers most dissatisfied

✗ Park N Ride users (8%)
✗ Train passengers (6%), especially Wairarapa Line users (27%)
✗ Afternoon peak travellers (5%)

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

Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '23	May '24	May '25
Personal security during trip	94	96	**96**
Ease of getting on/off vehicle	93	94	**95**
Helpfulness/attitude of driver/staff	92	94	**95**
Condition of vehicle	94	94	**94**
Comfort of inside temperature	91	92	**92**
Enough seats available	83	90	**91**
How often the service runs	74	80	**79**
Service being on time	69	74	**78** ⌃
Value for money	88	69	**70**
Trip overall	93	92	**93**

■ Jun '23 (n=3,107)　■ May '24 (n=2,830)　■ May '25 (n=2,711)

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

At 93%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users continue to be most satisfied (96%, stable from 95% last year); train passengers continue to be least satisfied (89%). Among train passengers, satisfaction has declined for the third consecutive year (down from 96% in July 2022, 94% in July 2023 and 92% in May 2024). Overall satisfaction is particularly low among Wairarapa line users (58%).

Passengers continue to be most satisfied with their personal security during the trip (96%). Perceptions of ease of boarding/disembarking (95%) and helpfulness/attitude of staff (95%) have also remained high and stable.

Continuing the improvement last year, 78% now rate service reliability positively, up from 69% in 2023 and 74% in 2024. However, despite this 'all mode' improvement, among train passengers, reliability has declined 8 percentage points from 12 months ago, to 70%.

Satisfaction with value for money remains the lowest of the trip variables considered, ratings stable at 70%. While positive perceptions of value for money have improved slightly among bus passengers (73%), they remain low for those using the ferry (66%) and train (64%). Young public transport users are particularly critical of value for money.

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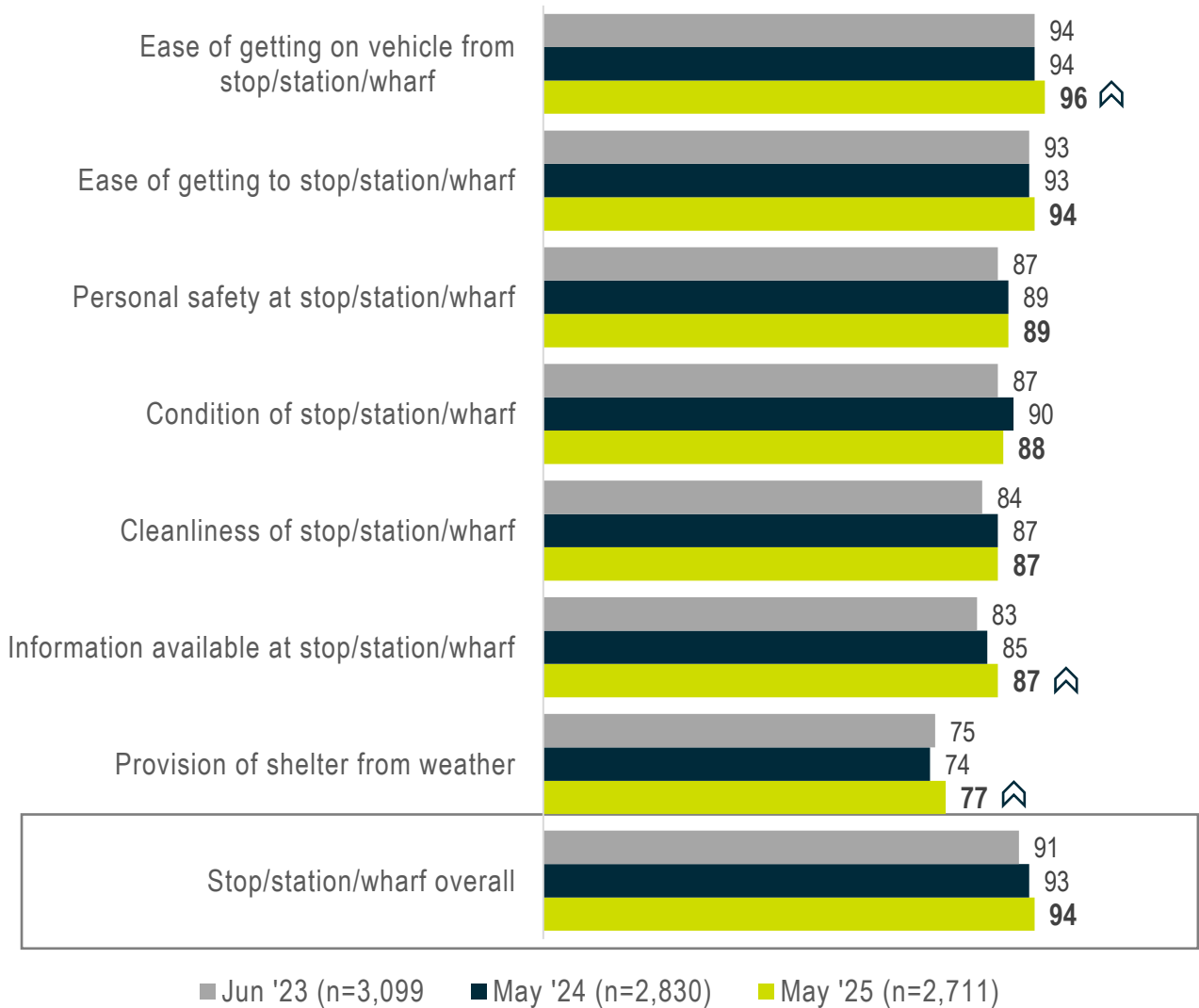
Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '23	May '24	May '25
Ease of getting on vehicle from stop/station/wharf	94	94	**96** ⌃
Ease of getting to stop/station/wharf	93	93	**94**
Personal safety at stop/station/wharf	87	89	**89**
Condition of stop/station/wharf	87	90	**88**
Cleanliness of stop/station/wharf	84	87	**87**
Information available at stop/station/wharf	83	85	**87** ⌃
Provision of shelter from weather	75	74	**77** ⌃
Stop/station/wharf overall	91	93	**94**

■ Jun '23 (n=3,099) ■ May '24 (n=2,830) ■ May '25 (n=2,711)

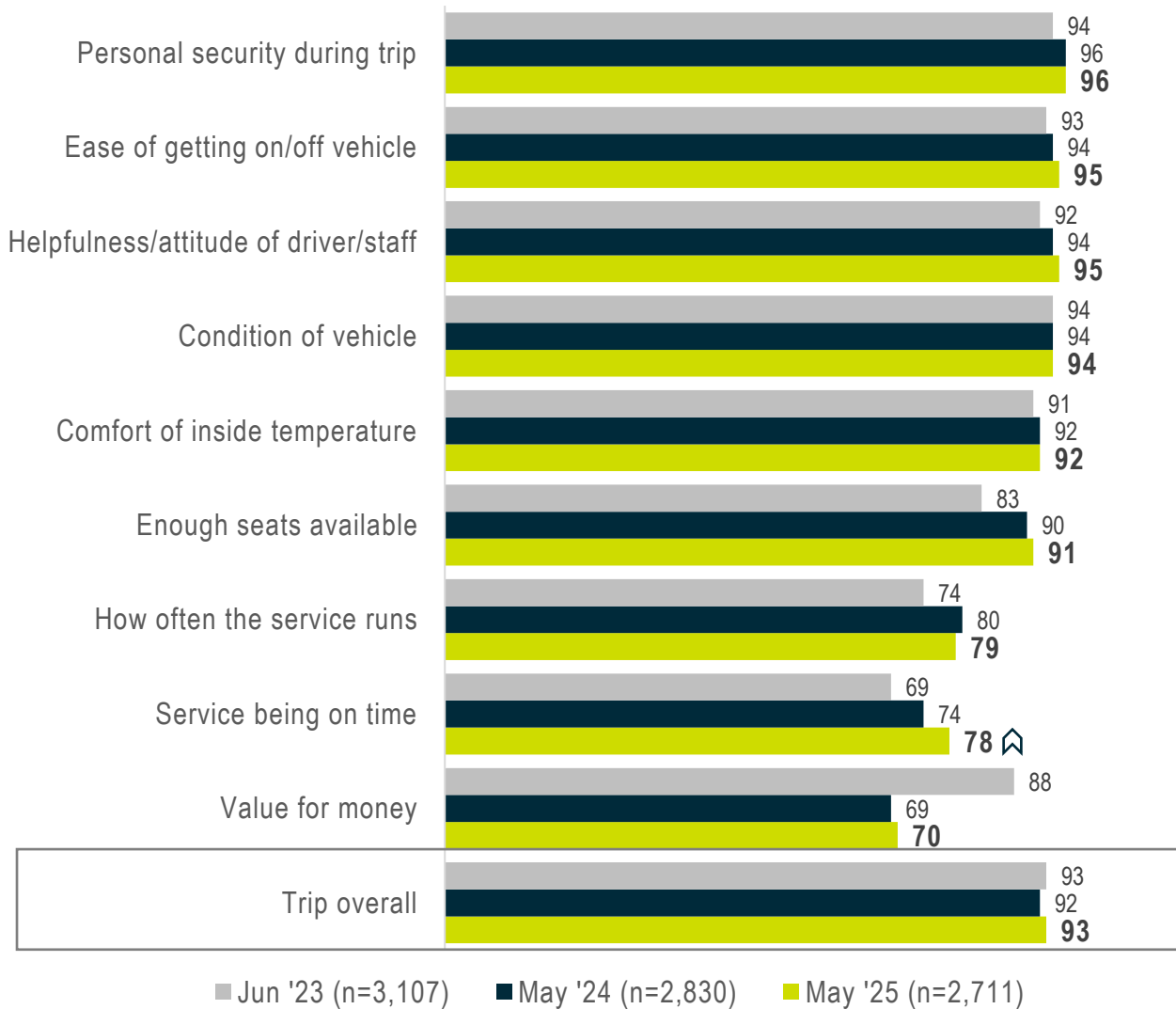⌃ Denotes statistically significant change of 5 percentage points or less
⌃ Denotes statistically significant change of more than 5 percentage points

Almost all public transport users (94%) are satisfied with the stop/station/wharf where they started their trip, this share stable from May 2024 (93%). Satisfaction levels by mode have remained high and stable over the last 12 months.

Ratings continue to be most positive for accessibility, both the ease of getting to the stop/station/wharf (by car, walking etc) (94%) and it being easy to get onto the vehicle from the stop/station/wharf (96% - a significant increase from 94% in May 2024).

Over the last 12 months, satisfaction with the provision of both information and shelter have improved significantly, these increases most evident among bus 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 (only 50% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 31% 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.

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Bar chart categories (top to bottom):

- **Ease of getting information about routes/timetables**: Jun '23 = 74, May '24 = 84, May '25 = **85**
- **Travel time**: Jun '23 = 78, May '24 = 83, May '25 = **84**
- **Convenience of paying for public transport**: Jun '23 = 87, May '24 = 81, May '25 = **82**
- **Ease of understanding delays, disruptions info**: May '24 = 76, May '25 = **75**
- **Usefulness of delays, disruptions info**: May '24 = 71, May '25 = **70**
- **Information about delays and disruptions**: Jun '23 = 50, May '24 = 64, May '25 = **70** ▲
- **Long-term rail improvement projects**: May '24 = 61, May '25 = **68** ▲
- **Delays, disruptions info received in time to be useful**: May '24 = 59, May '25 = **61**
- **Public transport system overall**: Jun '23 = 75, May '24 = 79, May '25 = **80**

Legend: ■ Jun '23 (n=3,107) ■ May '24 (n=2,830) ■ May '25 (n=2,711)

Arrows denote statistically significant change from previous year

When all three modes are combined, users' satisfaction with Wellington's public transport system have remained stable over the past 12 months, at 80%. However there are significant differences by mode; satisfaction among bus passengers has improved since May 2024 (up 3 percentage points to 82%) but has declined among those using the train (down from 79% to 75%), driven largely by falling ratings among Wairarapa Line users.

Willingness to recommend public transport has also remained stable at 86%. While the overall Net Promoter Score is relatively unchanged from a year ago (+15, compared with +17 in May 2024), the score among train passengers has dropped sharply – down from +15 to +6. *Generally a value over 0 is considered good; a value over 50 is considered excellent. Net Promoter Score is explained in more detail on Slide 70.*

This trend is reflected across other aspects of the public transport system; when all modes are considered together, perceptions remain stable. However, improvements in satisfaction among bus passengers are being offset by declining satisfaction among train users.

Encouragingly, the share of passengers who say Wellington's public transport system is easy to use has improved – from 83% to 85% over the last year. Despite this improvement, reliability continues to be the most commonly cited barrier to ease of use, mentioned by 35% of respondents who experienced difficulties, up significantly from 26% last year. There has also been an increase in passengers reporting that frequent bus replacements make using the system more difficult. In contrast, service frequency (cited by 26% who found PT easy to use) and good route coverage (24%) remain the top contributors to making public transport easy to use.

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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 — Jun '23: 59%, May '24: 51%, May '25: **53%**

Metlink app — Jun '23: 49%, May '24: 47%, May '25: **50%** ⌃

Real time information signs — Jun '23: 54%, May '24: 44%, May '25: **48%** ⌃

Timetables at stops, stations, wharves* — May '24: 40%, May '25: **41%**

Google maps — Jun '23: 32%, May '24: 31%, May '25: **33%**

Station PA announcements — Jun '23: 27%, May '24: 19%, May '25: **20%**

Other information at stop/station/wharf* — Jun '23: 26%, May '24: 9%, May '25: **10%**

Printed timetable brochures* — Jun '23: 25%, May '24: 7%, May '25: **8%**

Metlink app - push notifications — Jun '23: 16%, May '24: 6%, May '25: **7%**

Facebook — Jun '23: 13%, May '24: 6%, May '25: **7%**

Metlink Contact Centre — Jun '23: 10%, May '24: 3%, May '25: **3%**

Emails from Metlink — Jun '23: 9%, May '24: 3%, May '25: **3%**

Other websites and apps — Jun '23: 11%, May '24: 9%, May '25: **3%** ⌄

■ Jun '23 (n=3,107)
■ May '24 (n=2,830)
■ May '25 (n=2,711)

1% had not used any public transport information in the last three months (unchanged from June '23 and May '24)

Declines in service reliability and an increase in service delays, disruptions and cancellations over the last 12 months has likely contributed to the increase in use of most sources of public transport information. Use of real time information signs has increased significantly compared with 12 months ago (up from 44% to 48%) as has use of the Metlink app (up from 47% to 50% of public transport users)

The Metlink website remains the most frequently used source of public transport information, accessed by just over half of all public transport users (53%), including 68% of train passengers – up from 64% in May 2024).

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 stable compared with 12 months ago.

* 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

Google Maps
- 81%
- 87%
- **89%**

Real time information signs
- 75%
- 82%
- **84%**

Timetables at stops, stations, wharves
- 81%
- **84%** ⌃

Metlink website
- 75%
- 80%
- **80%**

Other information at stop/station/wharf
- 70%
- 73%
- **79%** ⌃

Printed timetable brochures
- 71%
- 80%
- **78%**

Station PA announcements
- 76%
- 80%
- **74%** ⌄

Metlink app
- 69%
- 79%
- **74%** ⌄

Metlink Contact Centre
- 60%
- 74%
- **71%**

Facebook
- 59%
- 64%
- **64%**

Metlink app - push notifications
- 50%
- 68%
- **62%** ⌄

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

Information currently available
- 76%
- 84%
- **83%**

Legend:
- ■ Jun '23
- ■ May '24
- ■ May '25

Passengers remain most satisfied with information provided via Google Maps, with 89% of users expressing satisfaction. In contrast, emails from Metlink continue to be the least well-rated source, with only 62% satisfied.

Over the past 12 months, satisfaction has significantly improved with timetable information at stops, stations, and wharves (now 84%, up from 81%) as well as with general information at these locations (79%, up from 73%). However, satisfaction has declined markedly for both station PA announcements and the Metlink app, (including push notifications), since May 2024.

Improving the functionality of the Metlink app remains the most frequently mentioned suggestion for improvement, particularly among ferry passengers. Calls for more accurate and timely information are also common, especially in relation to real-time updates. Train passengers in particular are over-represented among those seeking faster updates and clearer communication around bus replacement services, reflecting ongoing concerns about service delays and cancellations.

Arrows denote statistically significant change from previous year

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

Bus Service Report Card

Key suggestions for improvement

(by frequency of mention):

- ✓ Cheaper fares
- ✓ More frequent services
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ Fewer delays/breakdown/cancellations
- ✓ More RTI signs
- ✓ More stops/destinations; wider route coverage
- ✓ More buses/more seats (to reduce overcrowding)
- ✓ Faster services/more express services/fewer stops

Share of passengers satisfied to some extent (%)	Jun '23	May '24	May 2025
Ease of getting onto the vehicle from stop	94	94	96
Personal security during this trip	93	96	95
Ease of getting on/off the vehicle	92	94	95
Helpfulness and attitude of the driver	91	93	95
Condition of vehicle	93	93	94
Stop being easy to get to	93	93	94
Trip overall	92	93	94
Stop overall	90	92	94
Comfort of the inside temperature	90	91	91
Having enough seats available	83	90	91
Personal safety at stop	85	87	88
Condition of stop	85	88	87
Ease of getting info about PT routes and timetables	75	84	87
Information available at stop	81	83	87
Cleanliness of stop	82	86	85
Travel time	77	83	85
Public transport information currently available	75	83	84
Convenience of paying for public transport	89	81	83
Public transport system overall	74	79	82
How often the service runs	71	81	80
Service being on time	65	73	80
Ease of understanding information about delays, disruptions	*	77	78
Provision of shelter from weather	71	71	74
Value for money of the fare	89	70	73
Information about service delays and disruptions	48	62	72
Usefulness of information about delays, disruptions to plan trip	*	72	72
Information about long-term rail improvement projects	*	61	70
Information about delays, disruptions received in time to be useful	*	58	62

Current trip	
Bus stop	
PT Information	
PT system	

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Train Service Report Card

Key suggestions for improvement
(by frequency of mention):

- ✓ Cheaper fares
- ✓ Improve reliability – run to timetable, ensure buses turn up
- ✓ More frequent services
- ✓ More information about service delays, cancellations
- ✓ Fewer delays, breakdowns/service cancellations
- ✓ No/reduce bus replacements
- ✓ More stops/destinations; wider route coverage

Share of passengers satisfied to some extent (%)	Jun '23	May '24	May '25
Personal security during this trip	95	96	97
Ease of getting onto the vehicle from station	94	95	95
Helpfulness and helpfulness of staff	94	95	95
Station overall	94	95	95
Condition of vehicle	96	95	94
Ease of getting on/off the vehicle	95	95	94
Comfort of the inside temperature	93	95	94
Personal safety at station	91	92	92
Condition of station	90	92	91
Station being easy to get to	91	91	93
Cleanliness of station	89	91	92
Having enough seats available	85	90	91
Trip overall	94	92	89
Information available at station	87	88	88
Provision of shelter from weather	84	84	84
Public transport information currently available	75	84	81
Ease of getting info about public transport routes and timetables	71	84	80
Travel time	79	84	80
Convenience of paying for public transport	84	82	78
How often the service runs	78	80	78
Public transport system overall	76	79	75
Ease of understanding information about delays, disruptions	*	74	72
Service being on time	75	78	70
Usefulness of information about delays, disruptions to plan trip	*	68	65
Information about long-term rail improvement projects	*	64	65
Value for money of the fare	85	66	64
Information about service delays and disruptions	53	69	64
Information about delays, disruptions received in time to be useful	*	60	57

Current trip	
Train station	
PT Information	
PT system	

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Ferry Service Report Card

Key suggestions for improvement

(by frequency of mention):

- ✓ More frequent ferry services
- ✓ Cheaper fares
- ✓ Faster/more express services
- ✓ More weekend/late night/holiday services
- ✓ More wharves/destinations, wider route coverage
- ✓ Improve reliability – run to timetable
- ✓ More/more frequent weekend/late night/holiday services

Share of passengers satisfied to some extent (%)	Jun '23	May '24	May '25
Personal security during this trip	99	97	100
Helpfulness and attitude of the staff	95	97	100
Wharf being easy to get to	89	93	98
Trip overall	97	95	96
Wharf overall	90	91	96
Cleanliness of wharf	97	95	95
Condition of wharf	96	95	95
Service being on time	90	91	95
Having enough seats available	97	96	94
Ease of getting on/off the vehicle	85	90	94
Personal safety at wharf	92	91	94
Comfort of the inside temperature	95	94	93
Ease of getting onto the vehicle from wharf	85	89	92
Travel time	79	85	88
Ease of getting info about public transport routes and timetables	78	80	84
Public transport information currently available	73	77	83
How often the service runs	72	84	82
Convenience of paying for public transport	90	84	80
Public transport system overall	71	75	80
Information available at wharf	69	81	76
Usefulness of information about delays, disruptions to plan trip	*	70	76
Condition of vehicle	86	92	75
Ease of understanding information about delays, disruptions	*	70	75
Information about service delays and disruptions	54	68	74
Value for money of the fare	88	72	66
Information about long-term rail improvement projects	*	59	58
Information about delays, disruptions received in time to be useful	*	57	56
Provision of shelter from weather	49	39	50

Legend:
- Current trip
- Ferry wharf
- PT Information
- PT system

Passenger Perceptions of Service on Trip Today

Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '23	May '24	May '25
Personal security during trip	94	96	96
Ease of getting on/off vehicle	93	94	95
Helpfulness/attitude of driver/staff	92	94	95
Condition of vehicle	94	94	94
Comfort of inside temperature	91	92	92
Enough seats available	83	90	91
How often the service runs	74	80	79
Service being on time	69	74	78 ⌂
Value for money	88	69	70
Trip overall	93	92	93

■ Jun '23 (n=3,107) ■ May '24 (n=2,830) ■ May '25 (n=2,711)

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◆ Denotes statistically significant change of more than 5 percentage points

At 93%, the share of Wellington public transport users satisfied with their trip has remained stable over the last 12 months. Of the three modes, ferry users continue to be most satisfied (96%, stable from 95% last year); train passengers continue to be least satisfied (89%). Among train passengers, satisfaction has declined for the third consecutive year (down from 96% in July 2022, 94% in July 2023 and 92% in May 2024). Overall satisfaction is particularly low among Wairarapa line users (58%).

Passengers continue to be most satisfied with their personal security during the trip (96%). Perceptions of ease of boarding/disembarking (95%) and helpfulness/attitude of staff (95%) have also remained high and stable.

Continuing the improvement last year, 78% now rate service reliability positively, up from 69% in 2023 and 74% in 2024. However, despite this 'all mode' improvement, among train passengers, reliability has declined 8 percentage points from 12 months ago, to 70%.

Satisfaction with value for money remains the lowest of the trip variables considered, ratings stable at 70%. While positive perceptions of value for money have improved slightly among bus passengers (73%), they remain low for those using the ferry (66%) and train (64%). Young public transport users are particularly critical of value for money.

16

Satisfaction with Trip Overall

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

May 2025 Results

Total satisfied
93%

41%	Very satisfied (9-10)
52%	Satisfied (6-8)
4%	Neither/nor (5)
3%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,550 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

| May '14 (n=4117) | May '15 (n=4247) | May '16 (n=2261) | May '17 (n=3862) | May '18 (n=3578) | May '19 (n=3733) | Nov '20 (n=3022) | Jul '21 (n=3000) | Jun '22 (n=2576) | Jun '23 (n=2,900) | May '24 (n=2,632) | May '25 (n=2,550) |

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	85%	95%	92%	93%	92%	92%	**94%**
Rest of region bus	92%	92%	91%	93%	93%	94%	**95%**

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

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |

Passengers most satisfied

✓ SuperGold cardholders (100%)

Passengers most dissatisfied

✗ Park N Ride users (8%)
✗ Train passengers (6%), especially Wairarapa Line users (27%)
✗ Afternoon peak travellers (5%)

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

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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 2025 Results

Total satisfied 96%

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

Base: n=2,665 (All passengers who answered this question)
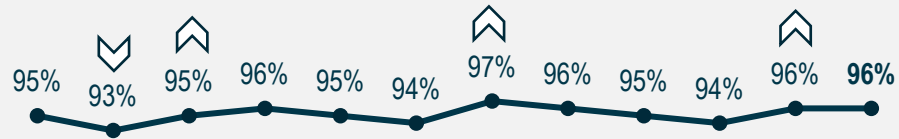
Satisfaction Over Time
(All modes, weighted)

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |
| (n=4235) | (n=4371) | (n=2333) | (n=3984) | (n=3693) | (n=3893) | (n=3128) | (n=3153) | (n=2669) | (n=3,007) | (n=2,738) | (n=2,665) |

Satisfaction by Mode

🚌 94% 92% 95% 95% 94% 93% 96% 95% 94% 93% 96% **95%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	93%	97%	95%	95%	93%	95%	**95%**
Rest of region bus	92%	94%	94%	91%	93%	97%	**96%**

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

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |

☺ **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

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 2025 Results

Total satisfied 95%

58%	Very satisfied (9-10)
37%	Satisfied (6-8)
3%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

Base: n=2,639 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

89% 87% 90% 89% 91% 89% 94% 92% 92% 92% 94% 95%

| May '14 (n=4015) | May '15 (n=4272) | May '16 (n=2300) | May '17 (n=3877) | May '18 (n=3595) | May '19 (n=3747) | Nov '20 (n=3024) | Jul '21 (n=3089) | Jun '22 (n=2648) | Jun '23 (n=3017) | May '24 (n=2,699) | May '25 (n=2,639) |

Satisfaction by Mode

Bus: 85% 85% 88% 87% 90% 87% 93% 90% 90% 91% 93% 95%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	87%	94%	89%	91%	91%	92%	**96%**
Rest of region bus	87%	91%	92%	86%	90%	95%	**93%**

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

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |

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.

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.)?

metlink

May 2025 Results

Total satisfied
95%

56%	Very satisfied (9-10)
39%	Satisfied (6-8)
3%	Neither/nor (5)
2%	Dissatisfied (2-4)
<1%	Very dissatisfied (0-1)

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

Satisfaction Over Time
(All modes, weighted)

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

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)	May '25 (n=2,680)

Satisfaction by Mode
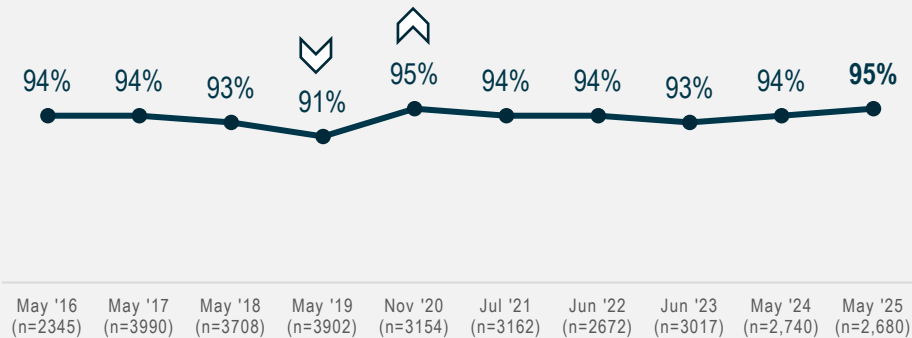
🚌 93% 93% 92% 90% 94% 93% 92% 92% 94% **95%**
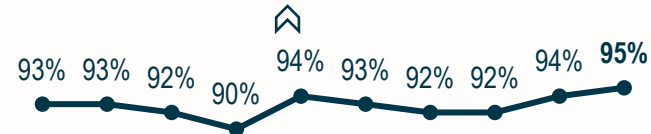
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	90%	94%	93%	92%	92%	94%	**95%**
Rest of region bus	88%	92%	92%	91%	93%	93%	**95%**
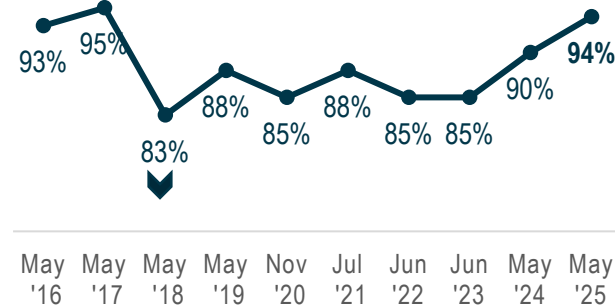
🚆 95% 95% 96% 95% 96% 97% 97% 95% 95% **94%**

🚢 93% 95% 83% 88% 85% 88% 85% 85% 90% **94%**

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

🙂 **Passengers most satisfied**

✓ *(No significant differences)*

☹ **Passengers most dissatisfied**

✗ Wairarapa Line users (13%)
✗ Use Park N Ride (6%)
✗ Those with a disability (5%)

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

gravitasOPG

Condition of Vehicle

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

metlink

May 2025 Results

Total satisfied	**94%**

48% Very satisfied (9-10)

46% Satisfied (6-8)

4% Neither/nor (5)
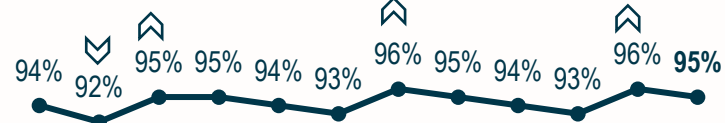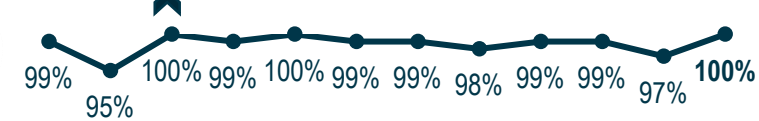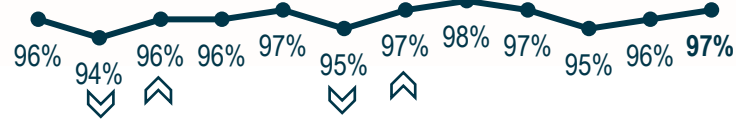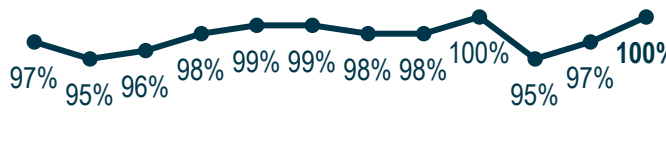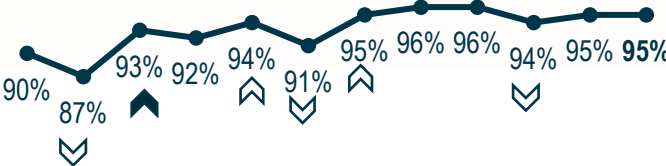
2% Dissatisfied (2-4)

<1% Very dissatisfied (0-1)

Base: n=2,698 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

| Nov '20 (n=3165) | Jul '21 (n=3183) | Jun '22 (n=2678) | Jun '23 (n=3,038) | May '24 (n=2,760) | May '25 (n=2,698) |

Satisfaction by Mode

93%   92%   94%   93%   93%   **94%**
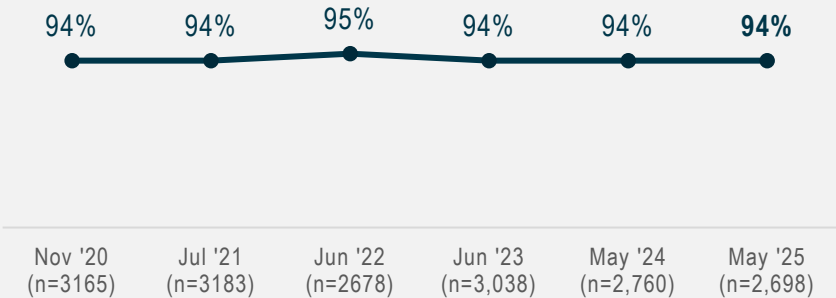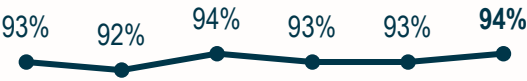
	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	94%	91%	95%	93%	93%	**95%**
Rest of region bus	91%	94%	91%	93%	95%	**92%**
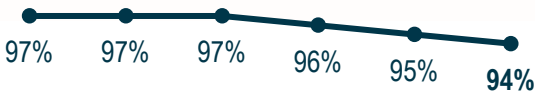
97%   97%   97%   96%   95%   **94%**

80%   89%   80%   86%   92%   **75%**

Nov '20   Jul '21   Jun '22   Jun '23   May '24   May '25

Passengers most satisfied

✓ (No significant differences)

Passengers most dissatisfied

✗ Wairarapa Line users (14%)
✗ Ferry passengers (13%)

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

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Comfort of Inside Temperature

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

May 2025 Results

Total satisfied 92%

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

Base: n=2,694 (All passengers who answered this question)

Satisfaction by Mode

90% 88% 91% 89% 88% 85% 91% 91% 91% 90% 91% **91%**
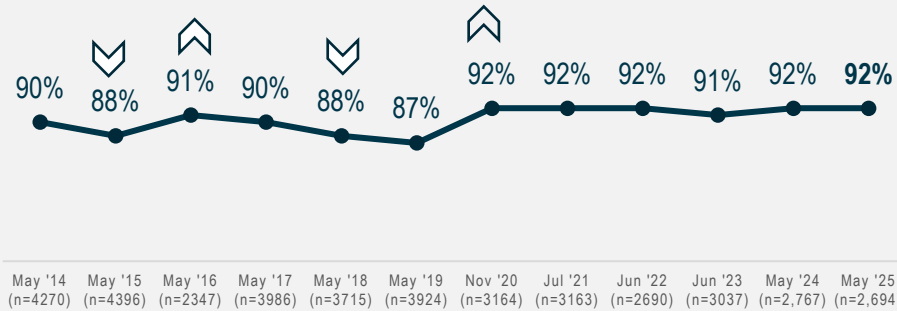
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	Jun '24	Jun '25
Wellington city bus	85%	92%	91%	91%	91%	90%	**90%**
Rest of region bus	87%	87%	91%	90%	89%	94%	**93%**

90% 88% 90% 92% 90% 89% 93% 95% 95% 93% 95% **94%**

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |
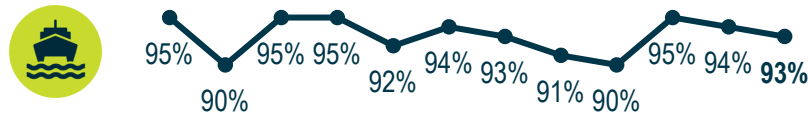
Passengers most satisfied

✓ Train passengers (94%), especially Johnsonville Line users (100%)

Passengers most dissatisfied

✗ Wairarapa Line users (11%)

Satisfaction Over Time
(All modes, weighted)

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

| May '14 (n=4270) | May '15 (n=4396) | May '16 (n=2347) | May '17 (n=3986) | May '18 (n=3715) | May '19 (n=3924) | Nov '20 (n=3164) | Jul '21 (n=3163) | Jun '22 (n=2690) | Jun '23 (n=3037) | May '24 (n=2,767) | May '25 (n=2,694) |

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

Having Enough Seats Available

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

May 2025 Results

Total satisfied 91%

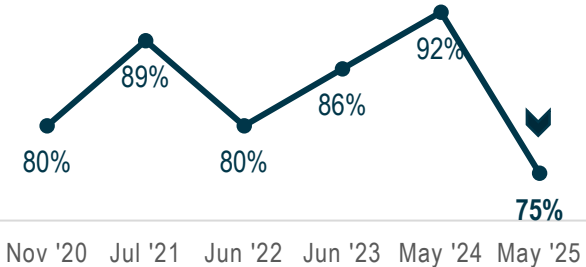|	
56%	Very satisfied (9-10)
35%	Satisfied (6-8)
4%	Neither/nor (5)
4%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,692 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

84% 79% 84% 83% 79% 74% 91% 89% 90% 83% 90% 91%

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) May '25 (n=2,692)

Satisfaction by Mode

Bus: 87% 82% 87% 85% 81% 75% 91% 88% 88% 83% 90% 91%
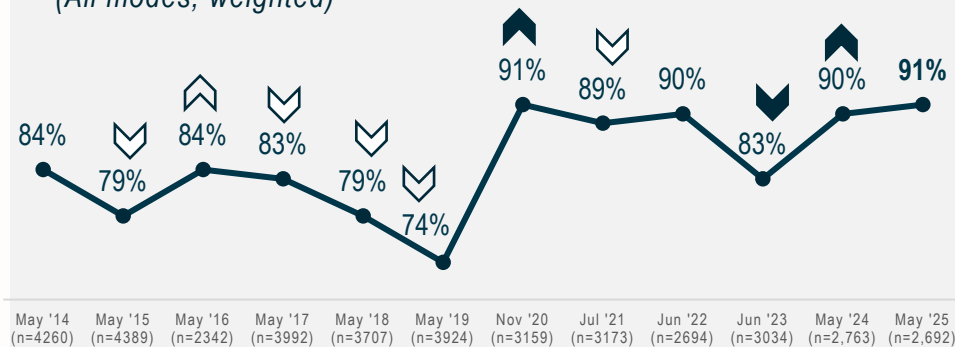
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	73%	92%	87%	88%	80%	89%	**91%**
Rest of region bus	82%	90%	92%	91%	89%	92%	**91%**
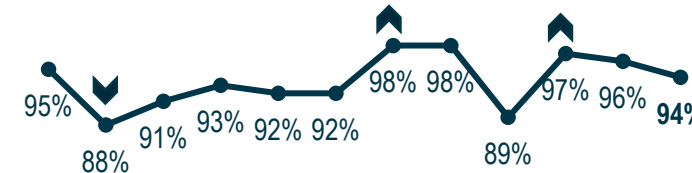
Train: 82% 76% 77% 80% 76% 71% 91% 90% 95% 85% 90% 91%

Ferry: 95% 88% 91% 93% 92% 92% 98% 98% 89% 97% 96% 94%

May '14 May '15 May '16 May '17 May '18 May '19 May '20 Jul '21 Jun '22 Jun '23 May '24 May '25

Passengers most satisfied

✓ (No significant differences)

Passengers most dissatisfied

✗ Wairarapa Line users (13%)

Denotes statistically significant change of 5 percentage points or less

Denotes statistically significant change of more than 5 percentage points

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

How Often the Service Runs

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

May 2025 Results

Total satisfied 79%

33%	Very satisfied (9-10)
46%	Satisfied (6-8)
8%	Neither/nor (5)
11%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,506 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

Satisfaction over time line chart: May '14 (n=3919) 80%, May '15 (n=4065) 78%, May '16 (n=2180) 81%, May '17 (n=3744) 79%, May '18 (n=3578) 78%, May '19 (n=3775) 71%, Nov '20 (n=2908) 81%, Jul '21 (n=2955) 79%, Jun '22 (n=2525) 77%, Jun '23 (n=2802) 74%, May '24 (n=2,574) 80%, May '25 (n=2,506) 79%

Satisfaction by Mode

Bus satisfaction line chart: 78%, 75%, 80%, 78%, 76%, 66%, 78%, 77%, 73%, 71%, 81%, 80%
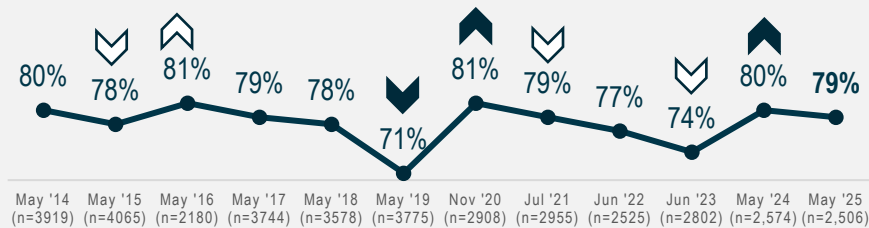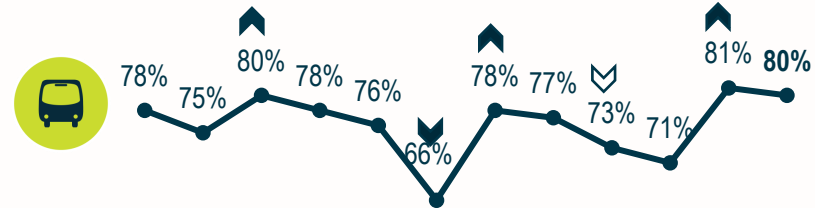
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	65%	79%	77%	74%	72%	81%	**80%**
Rest of region bus	68%	76%	75%	71%	68%	80%	**81%**

Train satisfaction line chart: 81%, 80%, 84%, 81%, 84%, 79%, 86%, 83%, 86%, 78%, 80%, 78%

Ferry satisfaction line chart: May '14 81%, May '15 67%, May '16 84%, May '17 84%, May '18 76%, May '19 77%, Nov '20 71%, Jul '21 80%, Jun '22 52%, Jun '23 72%, May '24 84%, May '25 82%
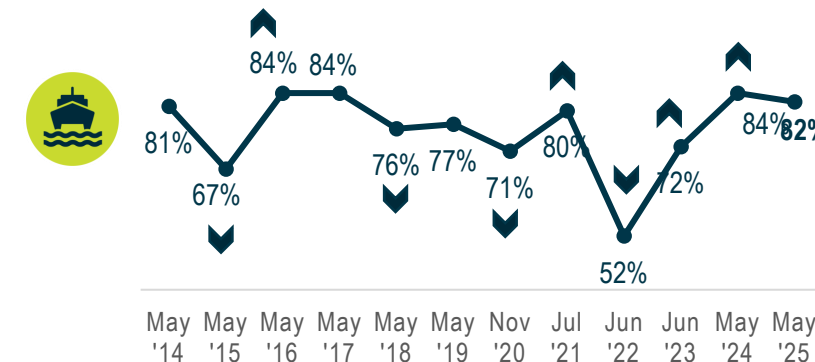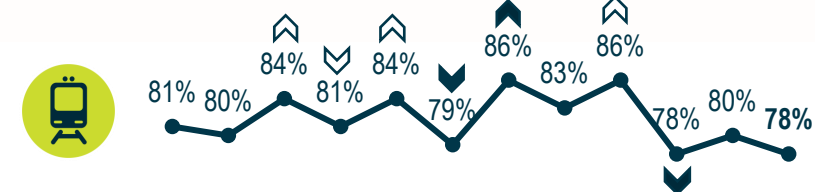
Passengers most satisfied

✓ Johnsonville (92%), Kapiti (86%) and Hutt Valley (84%) Line users

Passengers most dissatisfied

✗ Wairarapa Line users (55%)
✗ Snapper card users (13%)

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

Service Being On Time

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

May 2025 Results

Total satisfied
78%

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

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

Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4231) May '15 (n=4359) May '16 (n=2318) May '17 (n=3966) May '18 (n=3695) May '19 (n=3856) Nov '20 (n=3126) Jul '21 (n=3125) Jun '22 (n=2644) Jun '23 (n=3001) May '24 (n=2,736) May '25 (n=2,664)

Satisfaction by Mode

Bus: 77% 72% 78% 74% 72% 59% 77% 72% 69% 65% 73% **80%**
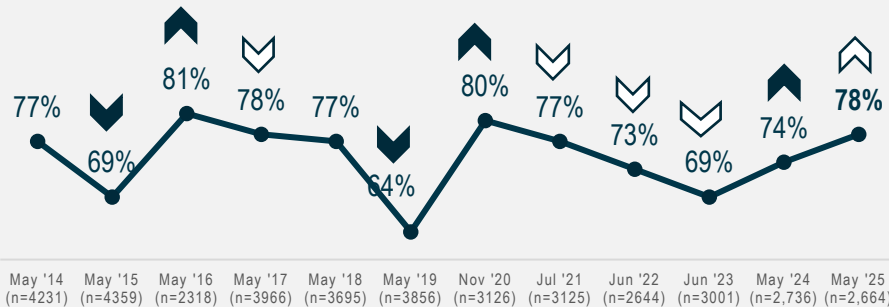
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	58%	79%	72%	68%	65%	73%	**82%**
Rest of region bus	66%	72%	72%	71%	67%	71%	**77%**

Train: 77% 67% 84% 87% 86% 72% 84% 85% 83% 75% 78% **70%**

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

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25
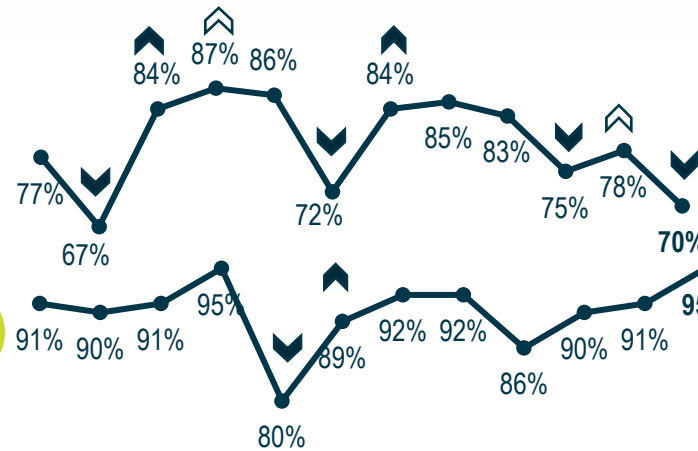
Passengers most satisfied

- ✓ Use public transport once a month or less often (96%)
- ✓ Ferry passengers (95%)
- ✓ SuperGold cardholders (91%)
- ✓ Johnsonville Line users (82%)
- ✓ Bus passengers (80%), especially NZ Bus (82%)

Passengers most dissatisfied

- ✗ Train passengers (22%), especially Wairarapa Line users (65%)

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

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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 2025 Results

Total satisfied
70%

30%	Very satisfied (9-10)
40%	Satisfied (6-8)
11%	Neither/nor (5)
14%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

Base: n=2,657 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

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)
May '25 (n=2,657)

Satisfaction by Mode

Bus: 72% 74% 76% 75% 79% 76% 81% 80% 91% 89% 70% **73%**
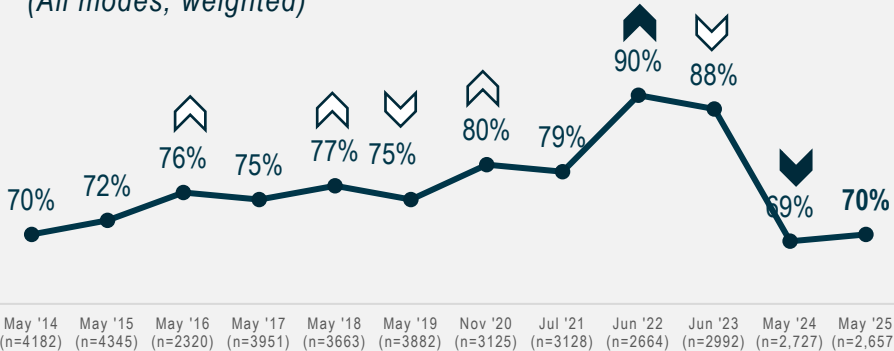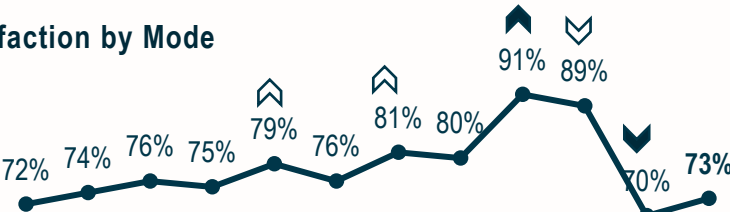
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May' 24	**May '25**
Wellington city bus	74%	81%	78%	90%	89%	68%	**71%**
Rest of region bus	84%	82%	86%	93%	88%	77%	**81%**

Train: 68% 70% 75% 75% 75% 73% 78% 78% 90% 85% 66% 64%

Ferry: 81% 77% 88% 86% 84% 85% 78% 83% 84% 88% 72% 66%

May '14
May '15
May '16
May '17
May '18
May '19
Nov '20
Jul '21
Jun '22
Jun '23
May '24
May '25
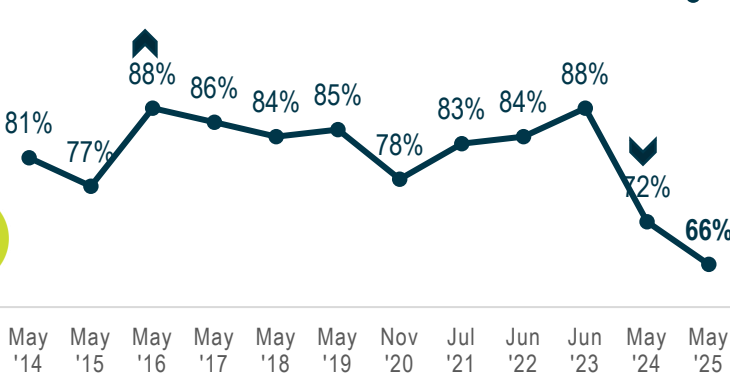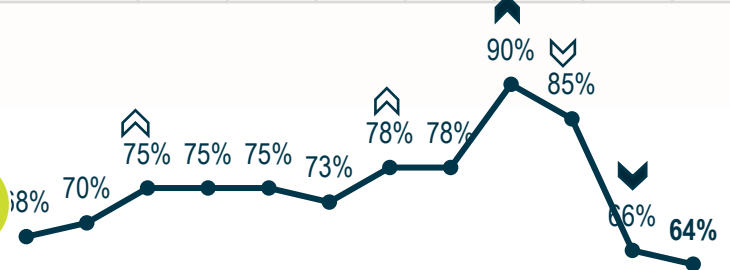
Passengers most satisfied

- SuperGold cardholders (99%)/aged 65 years + (93%)
- Travelling for sightseeing (98%) or a personal appointment (82%)
- Travelling off-peak (76%)
- Johnsonville Line users (75%)
- Bus passengers (73%),especially Tranzurban (77%)

Passengers most dissatisfied

- Wairarapa Line users (45%)
- Used Metlink Park N Ride carpark (30%)
- Aged 15-17 (33%) or 18-24 (27%) years
- Train passengers (26%)
- Peak travellers (21%)
- Snapper card users (21%)

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 Bus

Time Series Summary (Total Satisfied %)

	Total Bus							
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Trip overall	**87**	*	**94**	**92**	**93**	**92**	**93**	**94**
Personal security during trip	93	*	96	95	94	93	96	**95**
Ease of getting on/off vehicle	90	*	94	93	92	92	94	**95**
Helpfulness/attitude of staff	87	*	93	90	90	91	93	**95**
Condition of vehicle	*	*	93	92	94	93	93	**94**
Comfort of inside temperature	85	*	91	91	91	90	91	**91**
Enough seats available	75	*	91	88	88	83	90	**91**
How often service runs	66	*	78	77	73	71	81	**80**
Being on time	59	*	77	72	69	65	73	**80**
Value for money of fare	76	*	81	80	91	89	70	**73**

Perceptions of Trip over Time by Bus

Time Series Summary (Total Satisfied %)

	Wellington City Bus								Rest of Region Bus							
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025
Trip overall	**85**	**90**	**95**	**92**	**93**	**92**	**92**	**94**	**92**	*****	**92**	**91**	**93**	**93**	**94**	**95**
Personal security during trip	93	96	97	95	95	93	95	**95**	92	*	94	94	91	93	97	**96**
Ease of getting on/off vehicle	90	94	94	93	92	92	94	**95**	88	*	92	92	91	93	93	**95**
Helpfulness/attitude of staff	87	90	94	89	91	91	92	**96**	87	*	91	92	86	90	95	**93**
Condition of vehicle	*	*	94	91	95	93	93	**95**	*	*	91	94	91	93	95	**92**
Comfort of inside temperature	85	87	92	91	91	91	90	**90**	87	*	87	91	89	95	94	**93**
Enough seats available	73	91	92	87	88	80	89	**91**	82	*	90	92	91	89	92	**91**
How often service runs	65	76	79	77	74	72	81	**80**	68	*	76	75	71	68	80	**81**
Being on time	58	70	79	72	68	65	73	**82**	66	*	72	72	71	67	71	**77**
Value for money of fare	74	78	81	78	90	89	68	**71**	84	*	82	86	93	88	77	**81**

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 2025	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025
Trip overall	**89**	**93**	**95**	**95**	**96**	**94**	**92**	**89**	**99**	*****	**99**	**94**	**96**	**97**	**95**	**96**
Personal security during trip	95	97	97	98	97	95	96	**97**	99	*	99	98	99	99	97	**100**
Ease of getting on/off vehicle	95	96	96	97	97	95	95	**94**	88	*	85	88	85	85	90	**94**
Condition of vehicle	*	*	97	97	97	96	95	**94**	*	*	80	89	80	86	92	**75**
Helpfulness, attitude of staff	91	94	95	96	96	94	95	**95**	99	*	98	98	100	95	97	**100**
Comfort of inside temperature	89	92	93	95	95	93	95	**94**	94	*	93	91	90	95	94	**93**
Enough seats available	71	84	91	90	95	85	90	**91**	92	*	98	98	89	97	96	**94**
How often service runs	79	84	86	83	86	78	80	**78**	77	*	71	80	52	72	84	**82**
Being on time	72	82	84	85	83	75	78	**70**	89	*	92	92	86	90	91	**95**
Value for money of fare	73	78	78	78	90	85	66	**64**	85	*	78	83	84	88	72	**66**

Passenger Perceptions of Stop/Station/Wharf

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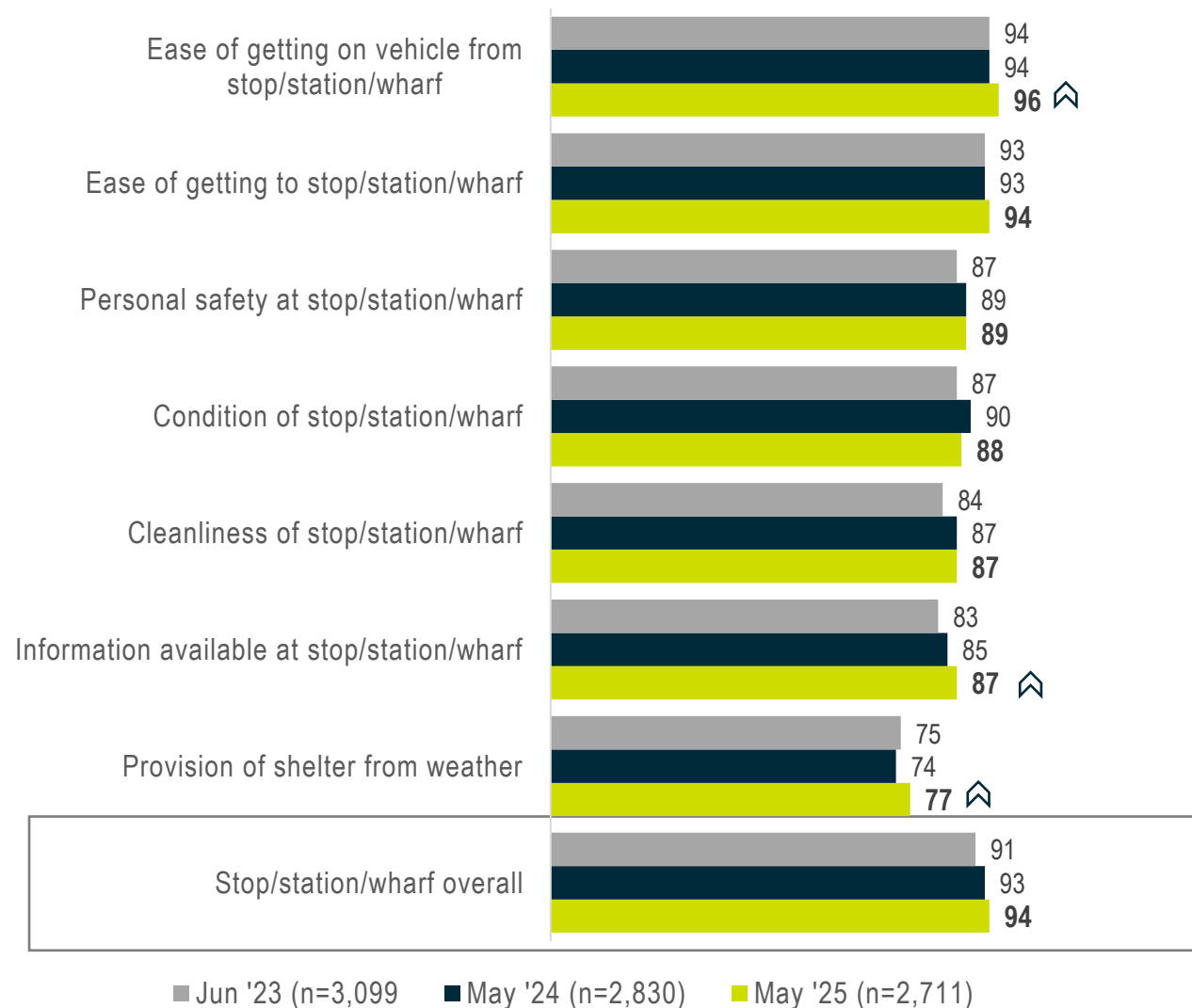
Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '23	May '24	May '25
Ease of getting on vehicle from stop/station/wharf	94	94	**96** ⌃
Ease of getting to stop/station/wharf	93	93	**94**
Personal safety at stop/station/wharf	87	89	**89**
Condition of stop/station/wharf	87	90	**88**
Cleanliness of stop/station/wharf	84	87	**87**
Information available at stop/station/wharf	83	85	**87** ⌃
Provision of shelter from weather	75	74	**77** ⌃
Stop/station/wharf overall	91	93	**94**

■ Jun '23 (n=3,099   ■ May '24 (n=2,830)   ■ May '25 (n=2,711)

⌃ 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 (94%) are satisfied with the stop/station/wharf where they started their trip, this share stable from May 2024 (93%). Satisfaction levels by mode have remained high and stable over the last 12 months.

Ratings continue to be most positive for accessibility, both the ease of getting to the stop/station/wharf (by car, walking etc) (94%) and it being easy to get onto the vehicle from the stop/station/wharf (96% - an improvement from 94% in May 2024).

Over the last 12 months, satisfaction with the provision of both information and shelter have improved significantly, these increases most evident among bus 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 (only 50% satisfied). Inadequate shelter is particularly an issue at Queens Wharf – only 31% 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 2025 Results

Total satisfied 94%

45%	Very satisfied (9-10)
49%	Satisfied (6-8)
4%	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)

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

May '14 (n=4190) May '15 (n=4328) May '16 (n=2313) May '17 (n=3892) May '18 (n=3662) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3124) Jun '22 (n=2627) Jun '23 (n=2977) May '24 (n=2,727) May '25 (n=2,632)

Satisfaction by Mode

Bus: 90% 89% 93% 90% 91% 89% 93% 93% 91% 90% 92% **94%**
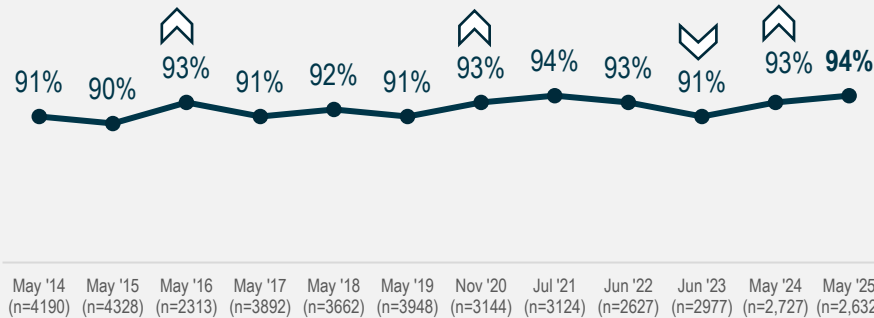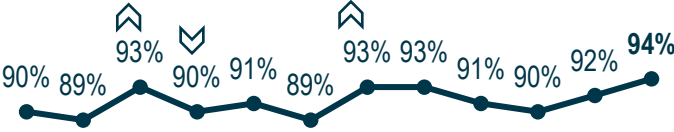
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	89%	94%	93%	92%	92%	92%	**94%**
Rest of region bus	88%	89%	91%	88%	85%	92%	**93%**
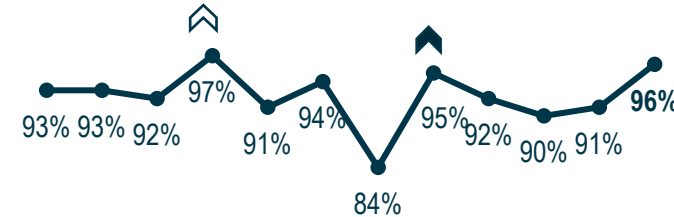
Train: 91% 90% 94% 93% 95% 94% 95% 95% 96% 94% 95% **95%**

Ferry: 93% 93% 92% 97% 91% 94% 84% 95% 92% 90% 91% **96%**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25

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

32

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 2025 Results

Total satisfied 96%

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

Base: n=2,658 (All passengers who answered this question)
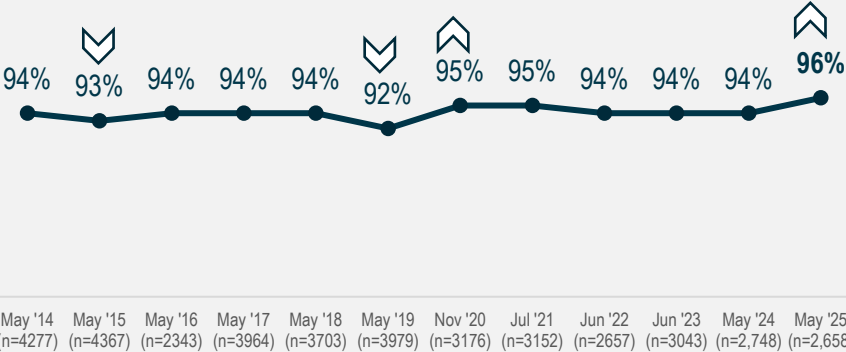
Satisfaction Over Time
(All modes, weighted)

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

| 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) | May '25 (n=2,658) |

Satisfaction by Mode

Bus: 93% 92% 93% 94% 93% 91% 95% 95% 93% 94% 94% **96%**

	May '19	Nov '20	Jul '21	Jun '22	Jul '23	May '24	May '25
Wellington city bus	90%	95%	95%	94%	94%	94%	**96%**
Rest of region bus	93%	93%	94%	92%	94%	93%	**96%**

Train: 95% 93% 95% 95% 95% 94% 95% 96% 97% 94% 95% **95%**

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |
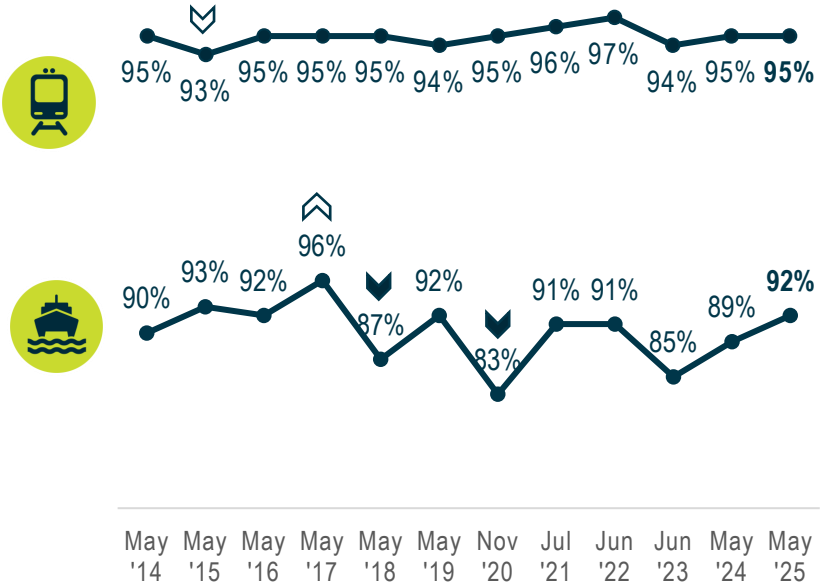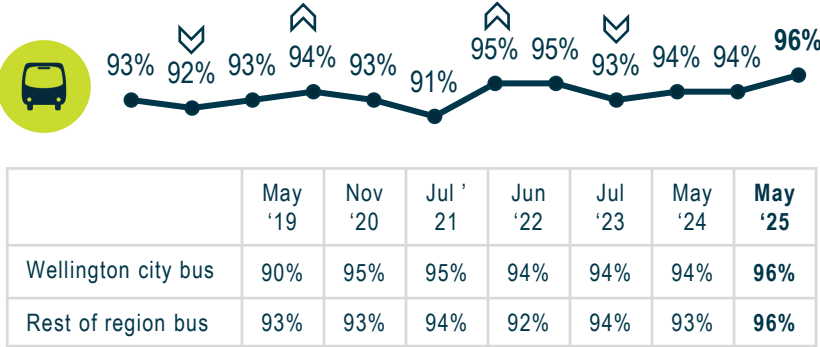
Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Wairarapa Line users (7%)
✗ Those with a disability (5%)

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

Ease of Getting to Stop/Station/Wharf

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

May 2025 Results

Total satisfied 94%

62%	Very satisfied (9-10)
32%	Satisfied (6-8)
3%	Neither/nor (5)
2%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,674 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4259) · May '15 (n=4373) · May '16 (n=2338) · May '17 (n=3971) · May '18 (n=3705) · May '19 (n=3978) · Nov '20 (n=3172) · Jul '21 (n=3186) · Jun '22 (n=2670) · Jun '23 (n=3031) · May '24 (n=2765) · May '25 (n=2,674)

Satisfaction by Mode

🚌 93% 92% 93% 91% 94% 92% 95% 93% 92% 93% 93% **95%**
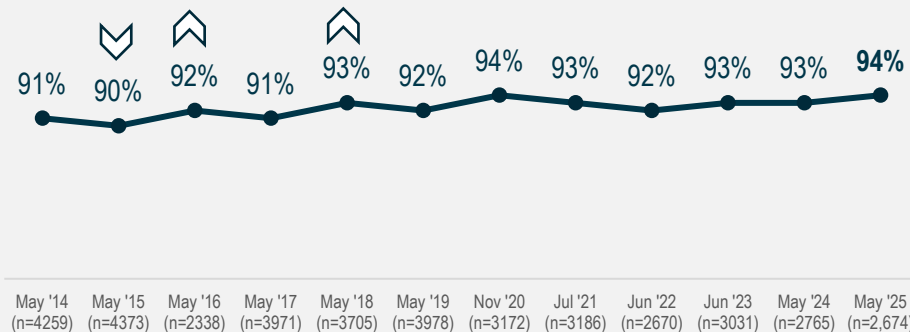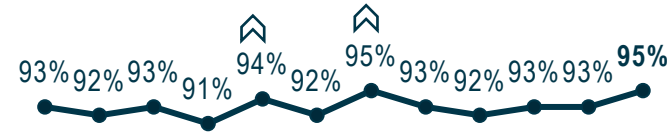
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	92%	96%	93%	94%	94%	94%	**96%**
Rest of region bus	93%	92%	92%	84%	92%	93%	**93%**
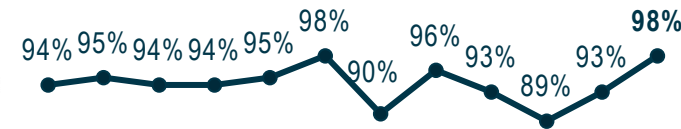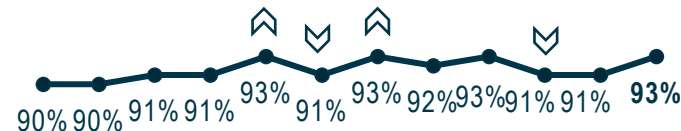
🚆 90% 90% 91% 91% 93% 91% 93% 92% 93% 91% 91% **93%**

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

May '14 · May '15 · May '16 · May '17 · May '18 · May '19 · Nov '20 · Jul '21 · Jun '22 · Jun '23 · May '24 · May '25

🙂 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

34

Personal Safety at Stop/Station/Wharf

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

May 2025 Results

Total satisfied
89%

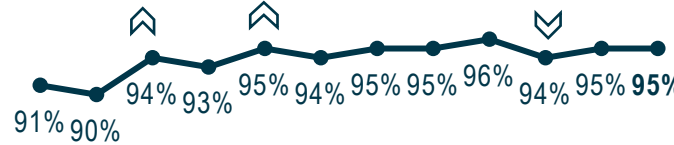|	
48%	Very satisfied (9-10)
41%	Satisfied (6-8)
6%	Neither/nor (5)
4%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,663 (All passengers who answered this question)
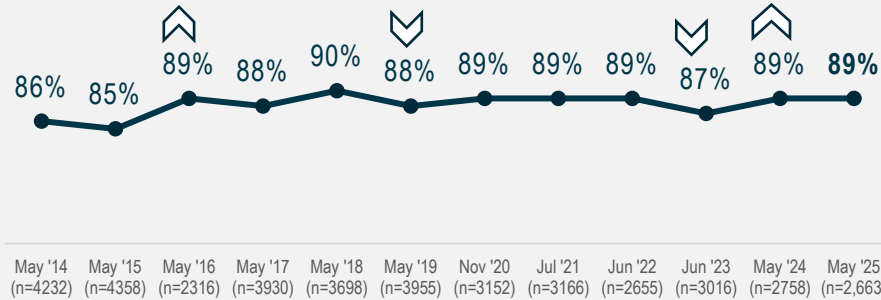
Satisfaction Over Time
(All modes, weighted)

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

May '14 (n=4232)
May '15 (n=4358)
May '16 (n=2316)
May '17 (n=3930)
May '18 (n=3698)
May '19 (n=3955)
Nov '20 (n=3152)
Jul '21 (n=3166)
Jun '22 (n=2655)
Jun '23 (n=3016)
May '24 (n=2758)
May '25 (n=2,663)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	87%	89%	88%	88%	87%	88%	**89%**
Rest of region bus	84%	83%	87%	82%	80%	85%	**85%**

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

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

May '14
May '15
May '16
May '17
May '18
May '19
Nov '20
Jul '21
Jun '22
Jun '23
May '24
May '25

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

35

Condition of Stop/Station/Wharf

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

May 2025 Results

Total satisfied
88%

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

Base: n=2,650 (All passengers who answered this question)
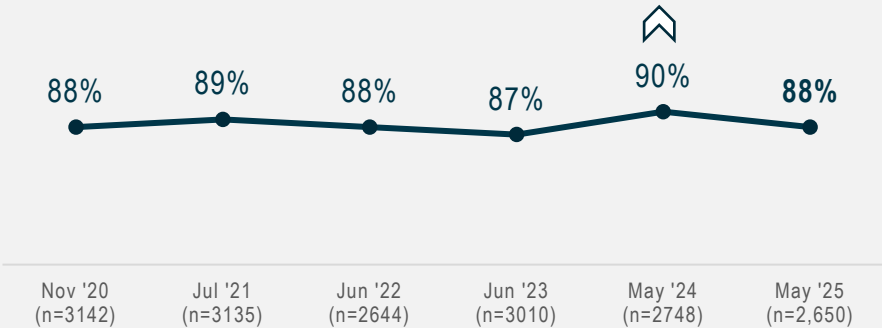
Satisfaction Over Time
(All modes, weighted)

88% — 89% — 88% — 87% — 90% — 88%

| Nov '20 (n=3142) | Jul '21 (n=3135) | Jun '22 (n=2644) | Jun '23 (n=3010) | May '24 (n=2748) | May '25 (n=2,650) |

Satisfaction by Mode

Bus: 87% — 87% — 85% — 85% — 88% — 87%

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

Train: 90% — 92% — 93% — 90% — 92% — 91%

Ferry: 80% — 95% — 92% — 96% — 95% — 95%

| Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ *(No significant differences)*

⌃ Denotes statistically significant change of 5 percentage points or less

⌃ (filled) Denotes statistically significant change of more than 5 percentage points

36

Cleanliness of Stop/Station/Wharf

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

May 2025 Results

Total satisfied
87%

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

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

Satisfaction Over Time
(All modes, weighted)

82% 79% 86% 84% 86% 87% 87% 88% 87% 84% 87% 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)
May '25 (n=2,664)

Satisfaction by Mode

Bus: 80% 77% 85% 83% 84% 86% 86% 86% 85% 82% 86% 85%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	86%	88%	87%	86%	84%	86%	**86%**
Rest of region bus	85%	80%	83%	79%	75%	84%	**82%**

Train: 82% 80% 86% 87% 91% 89% 89% 92% 92% 89% 91% 92%

Ferry: 96% 95% 94% 98% 95% 92% 89% 97% 98% 97% 95% 95%

May '14
May '15
May '16
May '17
May '18
May '19
Nov '20
Jul '21
Jun '22
Jun '23
May '24
May '25
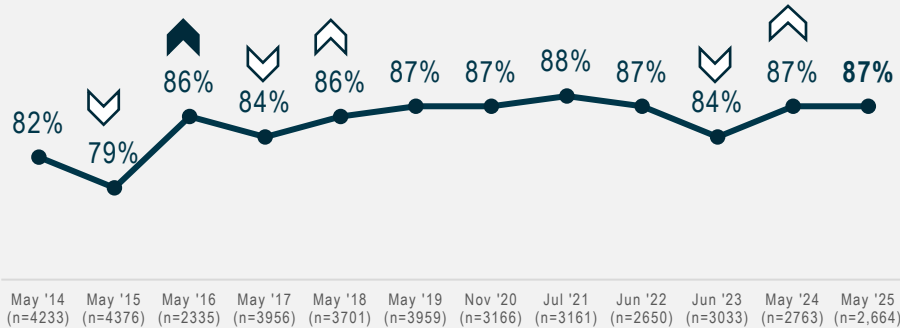
Passengers most satisfied

✓ Train passengers (92%)

Passengers most dissatisfied

✗ Bus passengers (7%)

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

37

Information Available at Stop/Station/Wharf

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

May 2025 Results

Total satisfied
87%

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

Base: n=2,628 (All passengers who answered this question)
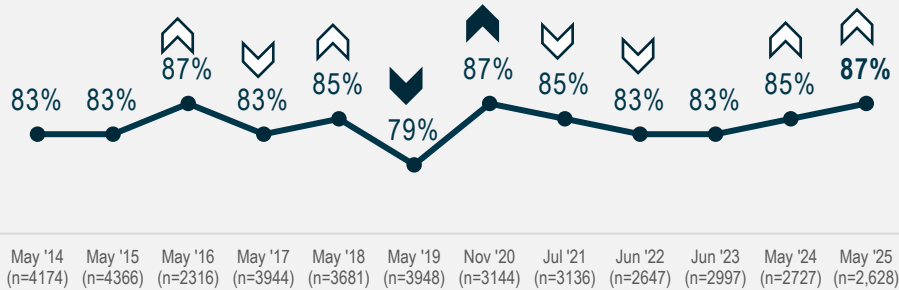
Satisfaction Over Time
(All modes, weighted)

83% 83% 87% 83% 85% 79% 87% 85% 83% 83% 85% **87%**

| 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) | May '25 (n=2,628) |

Satisfaction by Mode

Bus: 80% 85% 87% 82% 82% 75% 85% 82% 79% 81% 83% **87%**

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	73%	84%	82%	79%	80%	83%	**86%**
Rest of region bus	84%	88%	81%	80%	81%	83%	**88%**

Train: 85% 83% 89% 88% 90% 86% 90% 91% 90% 87% 88% **88%**

Ferry: 80% 80% 88% 90% 75% 64% 81% 81% 71% 69% 81% **76%**

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |

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

38
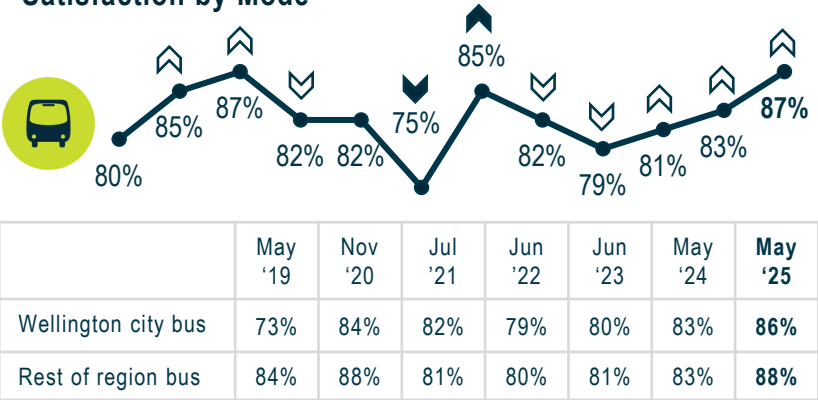
Provision of Shelter from Weather

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

May 2025 Results

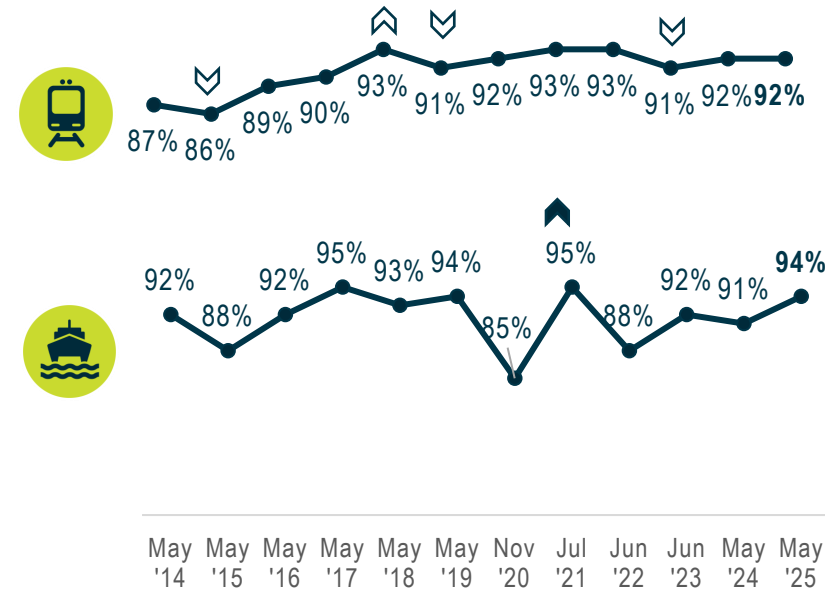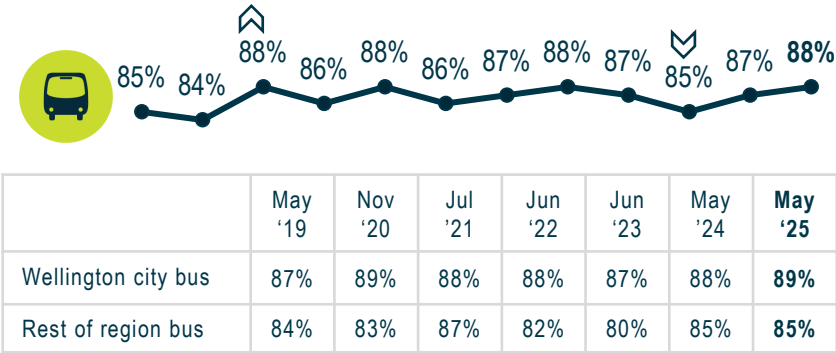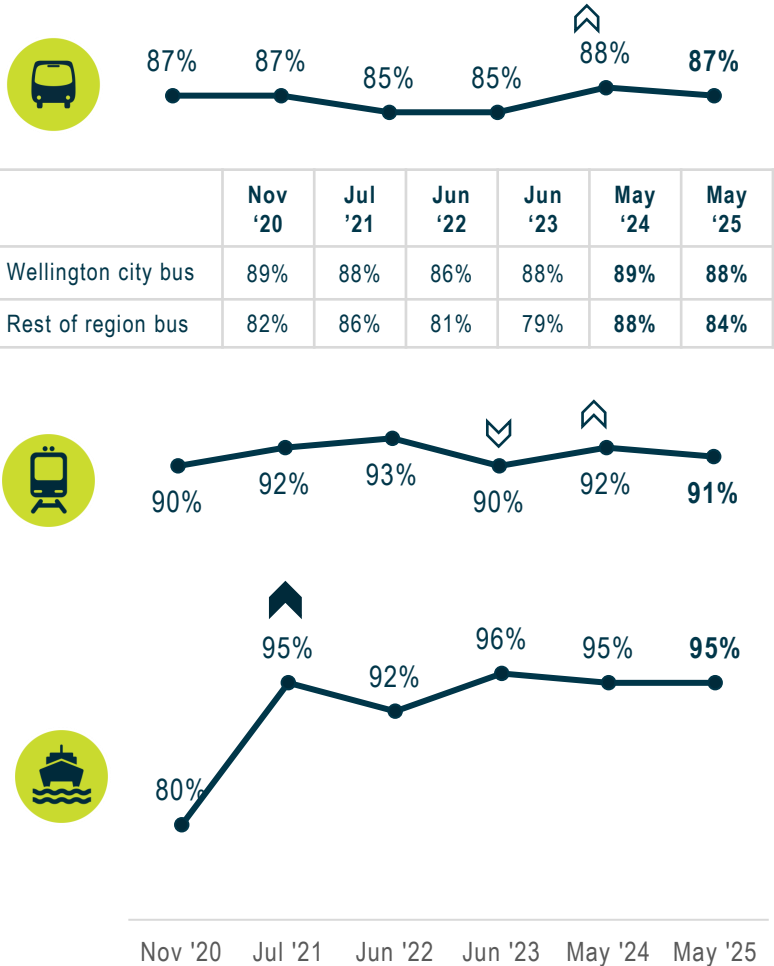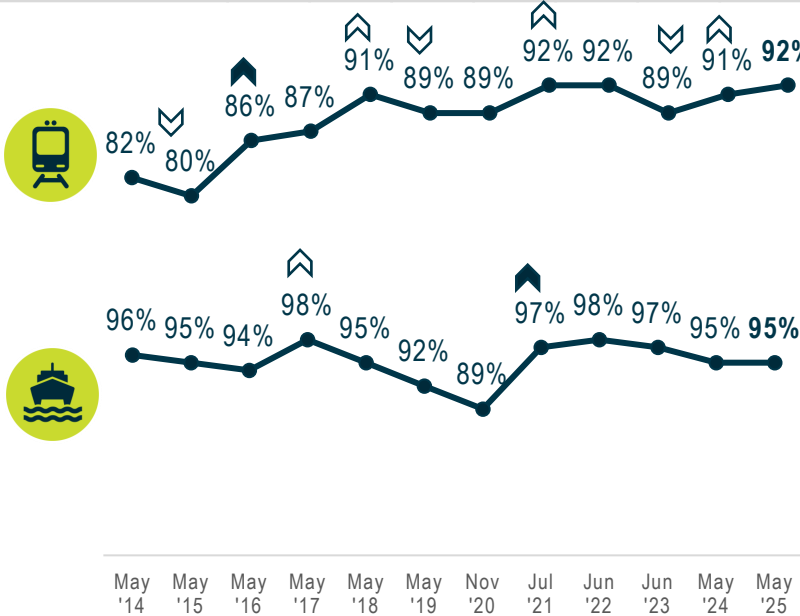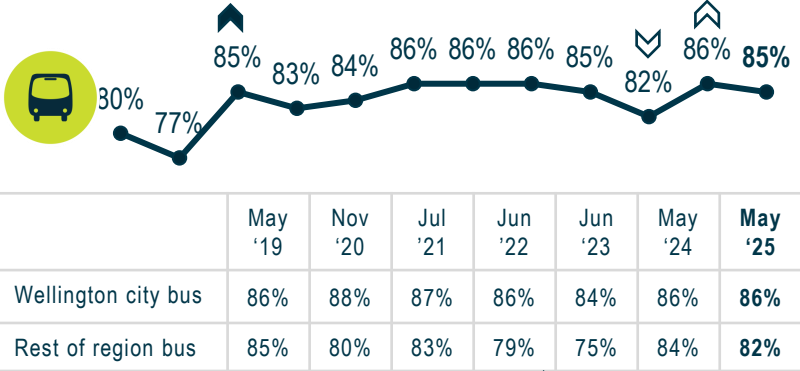|		
Total satisfied		
77%		

- 38% Very satisfied (9-10)
- 39% Satisfied (6-8)
- 8% Neither/nor (5)
- 11% Dissatisfied (2-4)
- 4% Very dissatisfied (0-1)

Base: n=2,652 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

71% 71% 72% 70% 72% 72% 76% 74% 75% 75% 74% **77%**

May '14 (n=4249)	May '15 (n=4249)	May '16 (n=2305)	May '17 (n=3913)	May '18 (n=3694)	May '19 (n=3931)	Nov '20 (n=3169)	Jul '21 (n=3145)	Jun '22 (n=2663)	Jun '23 (n=3011)	May '24 (n=2742)	May '25 (n=2,652)

Satisfaction by Mode

Bus:
68% 67% 68% 65% 68% 67% 73% 70% 71% 71% 71% **74%**
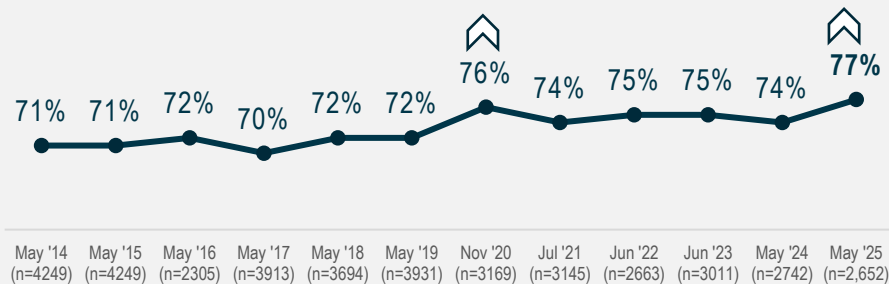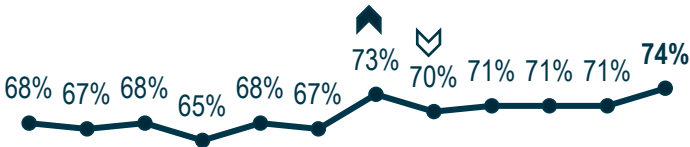
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	66%	74%	70%	71%	72%	70%	**73%**
Rest of region bus	72%	71%	69%	69%	67%	73%	**76%**

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

Ferry:
38% 53% 55% 63% 37% 45% 18% 51% 39% 49% 39% **50%**

May '14	May '15	May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
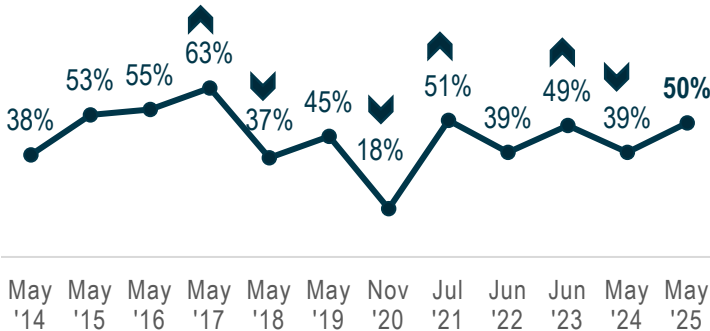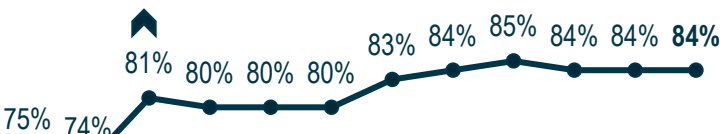
Passengers most satisfied

- ✓ Train passengers (84%)

Passengers most dissatisfied

- ✗ Ferry passengers (41%)
- ✗ Wairarapa Line users (21%)
- ✗ Bus passengers (18%)

⌃ Denotes statistically significant change of 5 percentage points or less

⌂ Denotes statistically significant change of more than 5 percentage points

Suggested Improvement to Stop/Station/Wharf

What improvements would you like to see at the stop/station/wharf where you got on today?
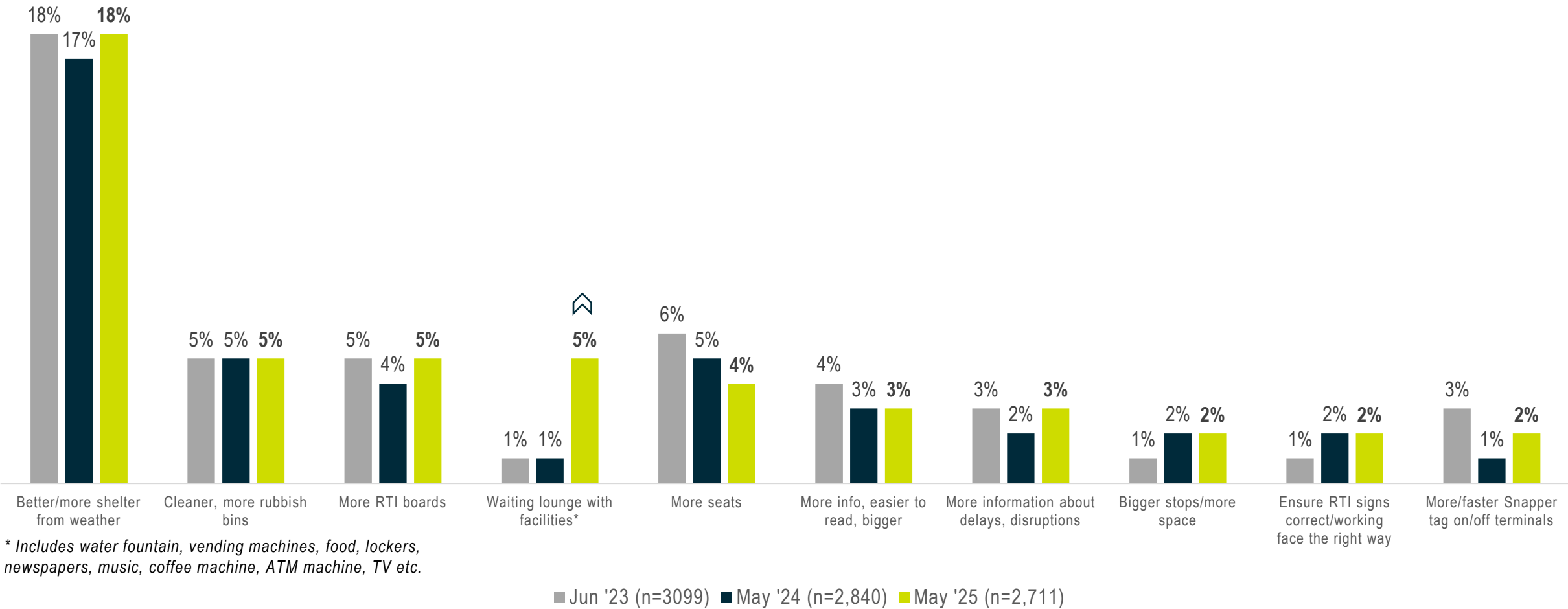
** Includes water fountain, vending machines, food, lockers,
newspapers, music, coffee machine, ATM machine, TV etc.*

■ Jun '23 (n=3099) ■ May '24 (n=2,840) ■ May '25 (n=2,711)

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
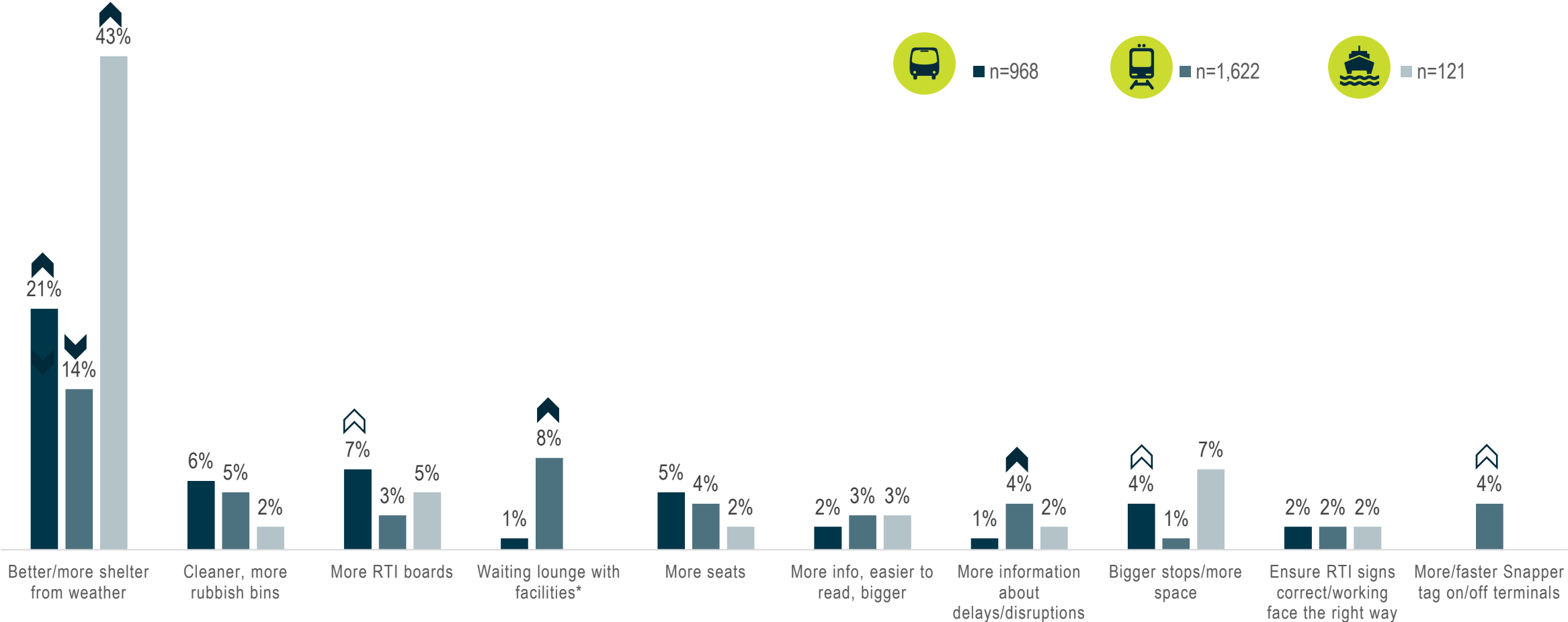
n=968　　n=1,622　　n=121

Better/more shelter from weather: 21%, 14%, 43%

Cleaner, more rubbish bins: 6%, 5%, 2%

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

Waiting lounge with facilities*: 1%, 8%

More seats: 5%, 4%, 2%

More info, easier to read, bigger: 2%, 3%, 3%

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

Bigger stops/more space: 4%, 1%, 7%

Ensure RTI signs correct/working face the right way: 2%, 2%, 2%

More/faster Snapper tag on/off terminals: 4%

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

Denotes statistically significant difference of 5 percentage points or less

Denotes statistically significant difference of more than 5 percentage points

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Perceptions of Stop/Station/Wharf over Time by Bus

Time Series Summary (Total satisfied %)

	Total Bus							
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May 25
Stop/station/wharf overall	89	*	93	93	91	91	92	**94**
Ease of getting on vehicle	91	*	95	95	93	94	94	**96**
Easy to get to	92	*	95	93	92	93	93	**95**
Condition	*	*	87	87	85	85	88	**87**
Personal safety	86	*	87	88	87	85	87	**88**
Cleanliness	86	*	86	86	85	82	86	**85**
Provision of information	75	*	85	82	79	81	83	**87**
Provision of shelter from weather	67	*	73	70	71	71	71	**74**

	Wellington City Bus								Rest of Region Bus							
	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Stop/station/wharf overall	89	92	94	93	92	92	92	**94**	88	*	89	91	88	85	92	**93**
Ease of getting on vehicle	90	95	95	95	94	94	94	**96**	93	*	93	94	92	94	93	**96**
Easy to get to	92	94	96	93	94	94	94	**96**	93	*	92	92	84	92	93	**93**
Condition	*	*	89	88	86	88	89	**88**	*	*	82	86	81	79	88	**84**
Personal safety	87	89	89	88	88	87	88	**89**	84	*	83	87	82	80	85	**85**
Cleanliness	86	88	88	87	86	84	86	**86**	85	*	80	83	79	75	84	**82**
Provision of information	73	78	84	82	79	80	83	**86**	84	*	88	81	80	81	83	**88**
Provision of shelter from weather	66	70	74	70	71	72	70	**73**	72	*	71	69	69	67	73	**76**

Perceptions of Stop/Station/Wharf over Time by Mode

Time Series Summary (Total satisfied %)

Train	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Stop/station/wharf overall	94	96	95	95	96	94	95	**95**
Ease of getting on vehicle	94	95	95	96	97	94	95	**95**
Easy to get to	91	94	93	92	93	91	91	**93**
Condition	*	*	90	92	93	90	92	**91**
Personal safety	91	94	92	93	93	91	92	**92**
Cleanliness	89	90	89	92	92	89	91	**92**
Provision of information	86	89	90	91	90	87	88	**88**
Provision of shelter from weather	80	84	83	84	85	84	84	**84**

Ferry	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Stop/station/wharf overall	94	*	84	95	92	90	91	**96**
Ease of getting on vehicle	92	*	83	91	91	85	89	**92**
Easy to get to	98	*	90	96	93	89	93	**98**
Condition	*	*	80	95	92	96	95	**95**
Personal safety	94	*	85	95	88	92	91	**94**
Cleanliness	92	*	89	97	98	97	95	**95**
Provision of information	81	*	64	81	71	69	81	**76**
Provision of shelter from weather	45	*	18	51	39	49	39	**50**

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Perceptions of Bus Stop by Boarding Location

	All Bus Passengers	Brooklyn	Courtenay Place	Johnsonville
Satisfaction with stop overall	**94%**	**97%**	**96%**	**93%**
Ease of getting on vehicle	**96%**	100%	96%	98%
Stop easy to get to	**95%**	100%	100%	89%
Condition of stop	**87%**	97%	68% ⌄	98%
Personal safety at stop	**88%**	100%	87%	88%
Cleanliness of stop	**85%**	93%	62% ⌄	95%
Information available at stop	**87%**	77%	89%	91%
Providing shelter from weather	**74%**	79%	81%	80%
Suggestions for improvements to stop (top 3)		1. More/better shelter from the weather 2. Get/more RTI signs 3= Cleaner stop/rubbish bins available 3= Bigger stop/more room	1. Cleaner stop/rubbish bins available 2. More/better shelter from the weather 3. Control/remove beggars/homeless	1. More/better shelter from the weather 2. Get/more RTI signs 3. More seats available
Sample size	*N=*	*N=31**	*N=49**	*N=44**

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

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

Perceptions of Bus Stop by Boarding Location

	All Bus Passengers	Karori	Lambton Quay	Newtown
Satisfaction with stop overall (%)	**94%**	**100%**	**96%**	**88%**
Ease of getting on vehicle (%)	**96%**	98%	96%	94%
Stop easy to get to (%)	**95%**	94%	98%	97%
Condition of stop (%)	**87%**	94%	91%	66% ⌄
Personal safety at stop (%)	**88%**	98%	86%	84%
Cleanliness of stop (%)	**85%**	88%	91%	73%
Information available at stop (%)	**87%**	87%	91%	75%
Providing shelter from weather (%)	**74%**	72%	56% ⌄	53%
Suggestions for improvements to stop (top 3)		1. More/better shelter from the weather 2. Bigger stop/more room	1. More/better shelter from the weather 2. Get/more RTI signs 3. More seats available	1. More/better shelter from the weather 2. More seats available 3. Cleaner stop/rubbish bins available
N=		N=48*	N=80*	N=34*

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

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

Perceptions of Bus Stop by Boarding Location

	All Bus Passengers	Petone	Wellington Station	Willis Street
Satisfaction with stop overall (%)	**94%**	**88%**	**98%**	**93%**
Ease of getting on vehicle (%)	**96%**	97%	98%	97%
Stop easy to get to (%)	**95%**	97%	97%	100%
Condition of stop (%)	**87%**	82%	97%	90%
Personal safety at stop (%)	**88%**	88%	97%	79%
Cleanliness of stop (%)	**85%**	88%	93%	90%
Information available at stop (%)	**87%**	72%	98%	90%
Providing shelter from weather (%)	**74%**	73%	84%	75%
Suggestions for improvements to stop (top 3)		1. Get/more RTI signs 2. More/better shelter from the weather 3. Information bigger, easier to read	1. More/better shelter from the weather 2. More seats available 3= Cleaner stop/rubbish bins available 3= Better warning/more information about delays, disruptions 3= Ensure electronic signs are working/correct	1. More seats available 2. More/better shelter from the weather 3. Get/more RTI signs
N=		N=33*	N=63*	N=31*

Perceptions of Train Station by Boarding Location

	All Train Passengers	Johnsonville	Melling	Naenae	Paraparaumu
Satisfaction with station overall (%)	**95%**	**97%**	**97%**	**92%**	**100%**
Ease of getting on vehicle (%)	**95%**	100%	100%	97%	98%
Personal safety at station (%)	**92%**	100%	90%	78%	95%
Condition of station (%)	**91%**	97%	90%	92%	95%
Station easy to get to (%)	**93%**	97%	87%	94%	91%
Cleanliness of station (%)	**92%**	100%	95%	75% ⌄	95%
Information available (%)	**88%**	97%	71%	86%	93%
Providing shelter from weather (%)	**84%**	91%	74%	73%	88%
Suggestions for improvements to station (top 3)		1. More/better shelter from the weather 2. Get/more RTI signs 3= More information/bigger/easier to read 3= Ensure electronic signs are working/correct 3= Cleaner station/rubbish bins available	1. More/better shelter from the weather 2. Get/more RTI signs 3. Provide/more toilet facilities	1. More/better shelter from the weather (26%) 2. Cleaner station/rubbish bins available 3= Ensure electronic signs are working/correct 3= Better safety measures – no trip/slip hazards etc	1. More/better shelter from the weather (18%) 2= Better warning/more information about delays, disruptions 2= New building/better shelter/finish renovations 2= More staff/always have staff available
Sample size	*N=*	*N=34**	*N=39**	*N=37**	*N=44**

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

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

Perceptions of Train Station by Boarding Location

	All Train Passengers	Petone	Porirua	Silverstream	Upper Hutt
Satisfaction with station overall (%)	**95%**	**94%**	**95%**	**100%**	**98%**
Ease of getting on vehicle (%)	**95%**	84%	95%	100%	95%
Personal safety at station (%)	**92%**	91%	84%	94%	81%
Condition of station (%)	**91%**	94%	88%	94%	97%
Station easy to get to (%)	**93%**	88%	89%	97%	89%
Cleanliness of station (%)	**92%**	94%	81% ⌄	97%	85%
Information available (%)	**88%**	84%	80%	84%	85%
Providing shelter from weather (%)	**84%**	88%	85%	90%	77%
Suggestions for improvements to station (top 3)		1. Ensure electronic signs are working/correct 2. More/better shelter from the weather 3= Cleaner station/rubbish bins available 3= Better warning/more information about delays, disruptions 3= More/better parking	1. More/better shelter from weather 2. Provide waiting lounge-type facilities 3. Cleaner station/rubbish bins available	1. Get/more RTI signs 2. More/better shelter from the weather 3= Provide waiting lounge-type facilities 3= Faster/more tagging on/off machines	1. More/better shelter from weather 2. Cleaner station/rubbish bins available 3. Provide/more toilet facilities
	N=	N=32*	N=89*	N=31*	N=62*

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

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

Perceptions of Train Station by Boarding Location

	All Train Passengers	Waikanae	Waterloo	Wellington
Satisfaction with station overall (%)	**95%**	**98%**	**96%**	**95%**
Ease of getting on vehicle (%)	**95%**	100%	94%	95%
Personal safety at station (%)	**92%**	98%	90%	94%
Condition of station (%)	**91%**	94%	85%	90%
Station easy to get to (%)	**93%**	98%	92%	95%
Cleanliness of station (%)	**92%**	96%	91%	91%
Information available (%)	**88%**	91%	87%	93% ⌃
Providing shelter from weather (%)	**84%**	89%	91%	85%
Suggestions for improvements to station (top 3)		1. More/better shelter from the weather 2. Get/more RTI signs 3. Cleaner station/rubbish bins available	1. Cleaner station/rubbish bins available 2. More/better shelter from the weather 3. Improved maintenance – fix leaks, holes etc	1. Provide waiting lounge-type facilities 2. More/better shelter from weather 3. Faster/more tagging on/off machines
N=		N=48*	N=79*	N=3687

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

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

Perceptions of Ferry Wharf by Boarding Location

	All Ferry Passengers	Queen's Wharf	Days Bay
Satisfaction with wharf overall (%)	**96%**	**93%**	**98%**
Cleanliness of wharf (%)	**95%**	95%	95%
Wharf easy to get to (%)	**98%**	98%	97%
Condition of wharf (%)	**95%**	93%	96%
Ease of getting on vehicle from wharf (%)	**92%**	90%	95%
Personal safety at wharf (%)	**94%**	88%	100%
Information available at wharf (%)	**76%**	78%	75%
Providing shelter from weather (%)	**50%**	31% ⌄	69% ⌃
Suggestions for improvements to wharf (top 3)		1. More/better shelter from weather 2. Get/more RTI signs 3= Better warning/more information about delays, disruptions 3= Better access for those with mobility issues 3= Better bike storage/easier to load bikes	1. More/better shelter from weather 2. Bigger stop/more room 3= Cleaner wharf/rubbish bins available 3= Improved maintenance – fix leaks, holes etc
N=		*N=62**	*N=58**

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

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

Passenger Perceptions of Wellington Region's Public Transport System

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)

Category	Jun '23 (n=3,107)	May '24 (n=2,830)	May '25 (n=2,711)
Ease of getting information about routes/timetables	74	84	**85**
Travel time	78	83	**84**
Convenience of paying for public transport	87	81	**82**
Ease of understanding delays, disruptions info		76	**75**
Usefulness of delays, disruptions info		71	**70**
Information about delays and disruptions	50	64	**70** ⬆
Long-term rail improvement projects		61	**68** ⬆
Delays, disruptions info received in time to be useful		59	**61**
Public transport system overall	75	79	**80**

■ Jun '23 (n=3,107) ■ May '24 (n=2,830) ■ May '25 (n=2,711)

Arrows denote statistically significant change from previous year

When all three modes are combined, users' satisfaction with Wellington's public transport system have remained stable over the past 12 months, at 80%. However there are significant differences by mode; satisfaction among bus passengers has improved since May 2024 (up 3 percentage points to 82%) but has declined among those using the train (down from 79% to 75%), driven largely by falling ratings among Wairarapa Line users.

Willingness to recommend public transport has also remained stable at 86%. While the overall Net Promoter Score is relatively unchanged from a year ago (+15, compared with +17 in May 2024), the score among train passengers has dropped sharply – down from +15 to +6. *Generally a value over 0 is considered good; a value over 50 is considered excellent. Net Promoter Score is explained in more detail on Slide 70.*

This trend is reflected across other aspects of the public transport system; when all modes are considered together, perceptions remain stable. However, improvements in satisfaction among bus passengers are being offset by declining satisfaction among train users.

Encouragingly, the share of passengers who say Wellington's public transport system is easy to use has improved – from 83% to 85% over the last year. Despite this improvement, reliability continues to be the most commonly cited barrier to ease of use, mentioned by 35% of respondents who experienced difficulties, up significantly from 26% last year. There has also been an increase in passengers reporting that frequent bus replacements make using the system more difficult. In contrast, service frequency (cited by 26% who found PT easy to use) and good route coverage (24%) remain the top contributors to making public transport easy to use.

52

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 2025 Results

Total satisfied 80%

25%	Very satisfied (9-10)
55%	Satisfied (6-8)
9%	Neither/nor (5)
10%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,589 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83% 83% 88% 86% 85% 69% 83% 77% 83% 75% 79% **80%**

May '14 (n=4189), May '15 (n=4324), May '16 (n=2292), May '17 (n=3877), May '18 (n=3586), May '19 (n=3798), Nov '20 (n=3029), Jul '21 (n=3087), Jun '22 (n=2593), Jun '23 (n=2922), May '24 (n=2646), May '25 (n=2589)

Satisfaction by Mode

Bus: 83% 85% 88% 86% 85% 66% 83% 75% 81% 74% 79% **82%**
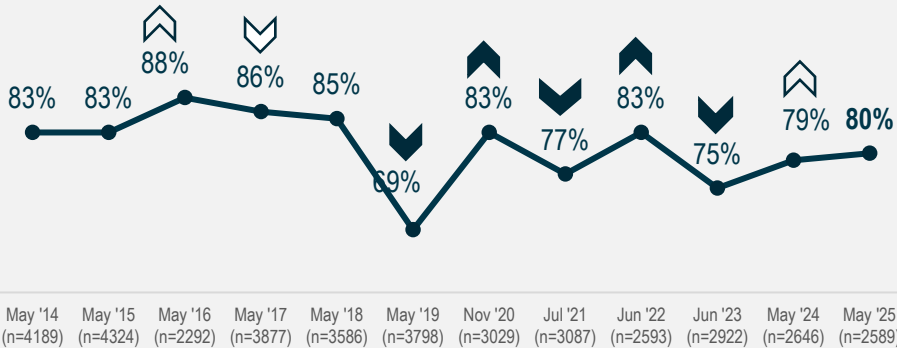
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	63%	83%	74%	80%	74%	78%	**80%**
Rest of region bus	77%	80%	78%	85%	74%	79%	**85%**

Train: 83% 82% 88% 87% 85% 75% 84% 81% 88% 76% 79% **75%**

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

May '14, May '15, May '16, May '17, May '18, May '19, Nov '20, Jul '21, Jun '22, Jun '23, May '24, May '25

Passengers most satisfied

✓ Bus passengers (82%)

Passengers most dissatisfied

✗ Use a Park N Ride facility (18%)
✗ Train passengers (15%), especially Wairarapa Line users (44%)

⌃ 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?
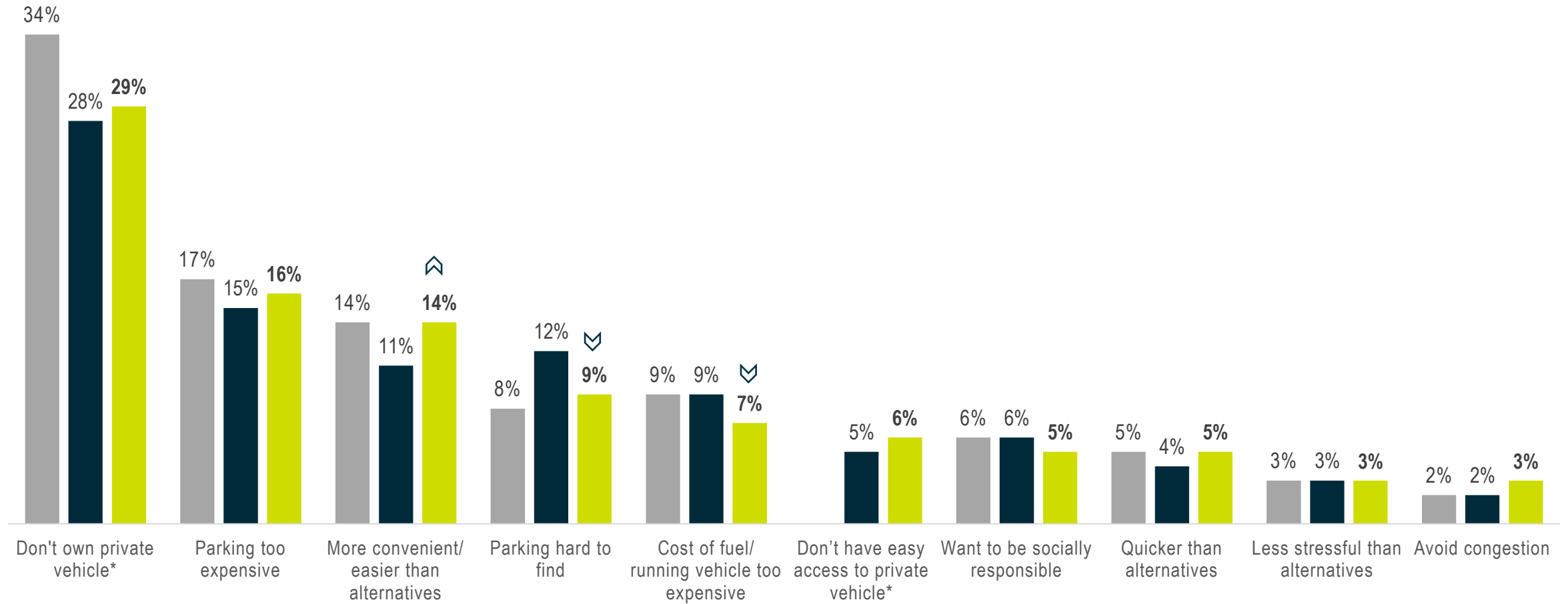
* For 2022/23, option was 'No vehicle available'. From 2023/24 this code was split into 'Don't own private vehicle' and 'Don't have easy access to private vehicle.'

■ Jun '23 (n=2644) ■ May '24 (n=2264) ■ May '25 (n=2316)

⌄ 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=757　　n=1446　　n=113

Legend:
- Don't own private vehicle: 34%, 16%, 4%
- Parking too expensive: 15%, 20%, 13%
- More convenient/easier than alternatives: 13%, 15%, 26%
- Parking hard to find: 9%, 8%, 8%
- Cost of fuel/running vehicle: 6%, 9%, 4%
- Quicker than alternatives: 5%, 7%, 18%
- Want to be socially responsible: 5%, 6%, 4%
- Don't have easy access to private vehicle: 6%, 5%, 4%
- Less stressful than alternatives: 2%, 6%, 8%
- Avoid congestion: 2%, 6%, 10%

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

55
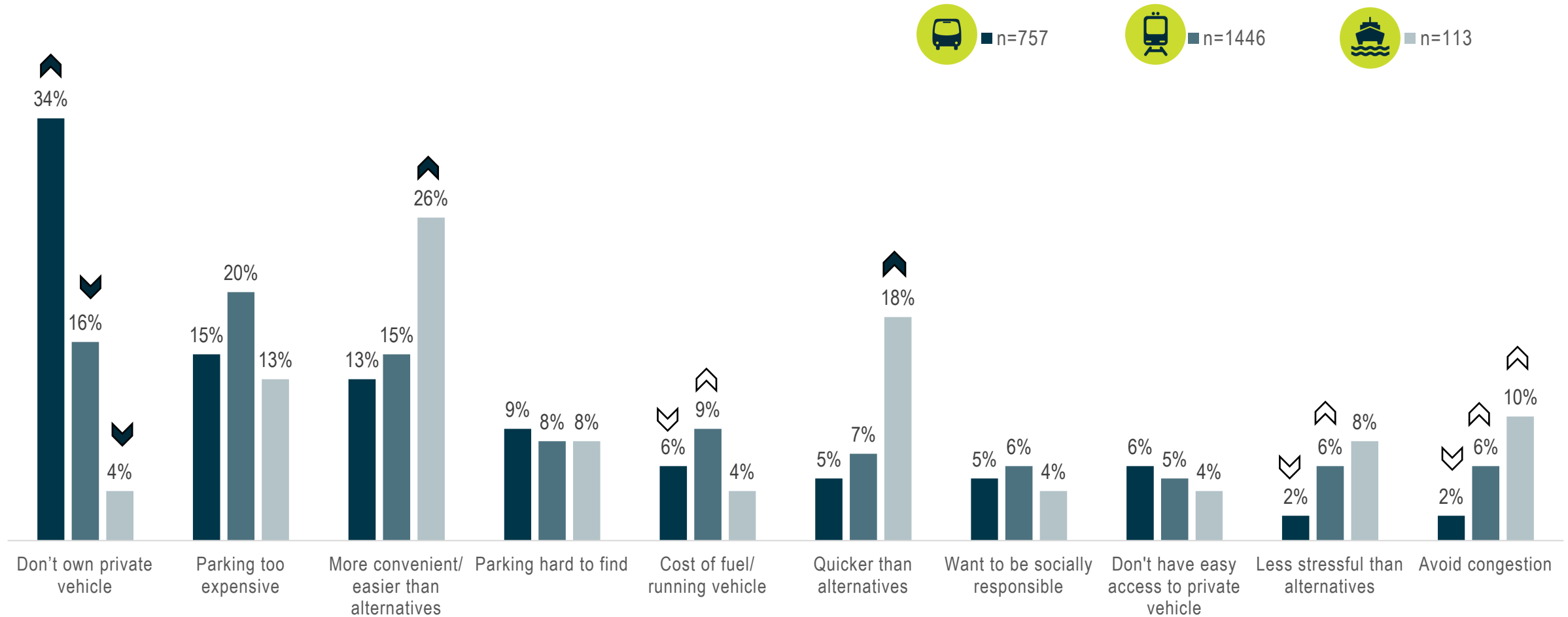
Main Reason for Using Public Transport

What is your one main reason for using public transport?

Main reason	% of total	Passenger Profile
Don't own private vehicle	**29%**	✓ Aged 15-17 (52%) or 18-24 (46%) years ✓ Travelling for shopping (51%) or to visit family/friends (49%) ✓ Using PT every day including weekends (48%) ✓ Off-peak travellers (37%), especially weekend (53%) ✓ Bus passengers (34%), especially Uzabus (86%) and NZ Bus (37%) passengers
Parking too expensive	**16%**	✓ Use Park N Ride facilities (29%) ✓ Travelling for work (21%) ✓ Using PT every weekday (20%) ✓ Females (19%)
More convenient/easier than alternatives	**14%**	✓ Ferry passengers (26%) ✓ Aged 45-59 years (20%) ✓ Males (18%) ✓ Using PT three or four times a week (18%)
Parking too hard to find	**9%**	✓ SuperGold card holders (17%) ✓ Using PT once or twice a week (16%)

Main reason	% of total	Passenger Profile
Cost of fuel/running vehicle too expensive	**7%**	✓ Use Park N Ride facilities (12%) ✓ Train passengers (9%)
Quicker than alternatives	**5%**	✓ Ferry passengers (18%)
Don't have easy access to car/private vehicle	**6%**	✓ Using PT for the first time today (28%) or less often than once a month (20%) ✓ Cash users (21%) ✓ Mana Coachline passengers (13%)
Want to be socially responsible	**5%**	✓ Aged 65 years + (11%) ✓ Johnsonville Line passengers (10%)
Less stressful than alternatives	**3%**	✓ Wairarapa Line users (12%) ✓ Use Park N Ride facilities (8%) ✓ Train passengers (6%)
Avoid congestion	**3%**	✓ Travelling for a one-off event (11%) ✓ Ferry passengers (10%) ✓ Use Park N Ride facilities (9%) ✓ Train passengers (6%) ✓ Afternoon peak travellers (6%) ✓ Aged 35-44 years (6%) ✓ Travelling for work (5%)

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 2025 Results

Total agree
85%

31%	Strongly agree (9-10)
54%	Agree (6-8)
8%	Neither/nor (5)
6%	Disagree (2-4)
1%	Strongly disagree (0-1)

Base: n=2,622 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

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)
May '25 (n=2622)

Satisfaction by Mode

Bus: 85% — 67% — 84% — 74% — 80% — 72% — 83% — 86%
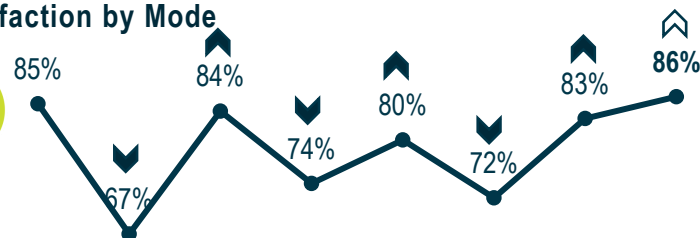
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
Wellington city bus	64%	85%	73%	79%	72%	83%	**86%**
Rest of region bus	77%	82%	76%	83%	71%	84%	**88%**
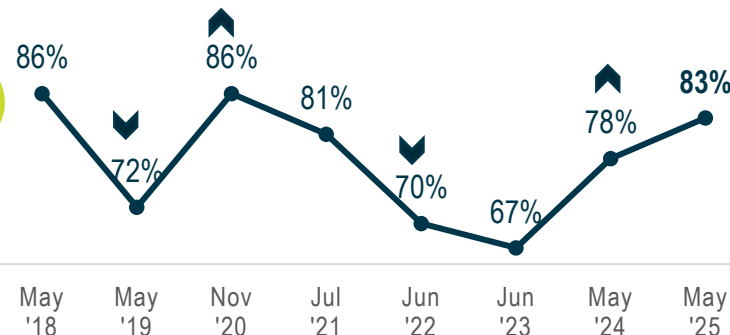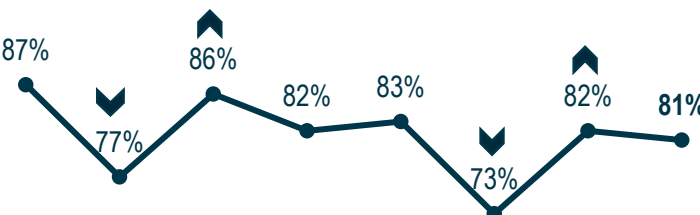
Train: 87% — 77% — 86% — 82% — 83% — 73% — 82% — 81%

Ferry: 86% — 72% — 86% — 81% — 70% — 67% — 78% — 83%

May '18
May '19
Nov '20
Jul '21
Jun '22
Jun '23
May '24
May '25

Passengers most satisfied

✓ Johnsonville Line users (90%)

Passengers most dissatisfied

✗ Wairarapa Line users (36%)
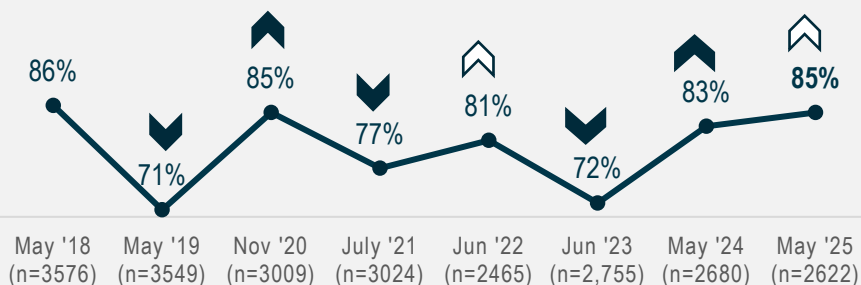
⌃ Denotes statistically significant change of 5 percentage points or less
⬆ Denotes statistically significant change of more than 5 percentage points

Reasons for Ease of Use of Public Transport Services

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

Legend: Jun '23 (n=1431) | May '24 (n=1708) | May '25 (n=1770)

Reason	Jun '23	May '24	May '25
Frequent services/good schedule	22%	23%	26%
Good route coverage	24%	20%	24%
Information simple to understand, clear	16%	17%	18%
Stops/stations/wharves easy to access	19%	15%	16%
Range of payment options	16%	15%	14%
Services run on time/reliable	9%	11%	11%
Easy, straightforward, simple to use	9%	11%	10%
App easy to use	6%	9%	7%
Comfortable travel (less stress, clean, warm)	4%	6%	7%
Affordable	10%	6%	5%
Staff helpful, knowedgeable	4%	5%	5%

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

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

Reasons for Ease of Use of Public Transport Services

Results by Mode

Bus n=618 Train n=1073 Ferry n=79

	Frequent services/good schedule	Good route coverage	Information simple to understand, clear	Stops/stations easy to access	Range of payment options	Services run on time/reliable	Easy, straightforward, simple to use	App easy to use	Comfortable travel (less stress, clean, warm)	Affordable
Bus (n=618)	28%	27%	18%	15%	14%	10%	10%	7%	6%	5%
Train (n=1073)	22%	16%	18%	18%	15%	12%	10%	6%	9%	3%
Ferry (n=79)	18%	11%	25%	16%	8%	9%	22%	10%	5%	1%

⌃ Denotes statistically significant change of 5 percentage points or less

⌃ Denotes statistically significant change of more than 5 percentage points

59
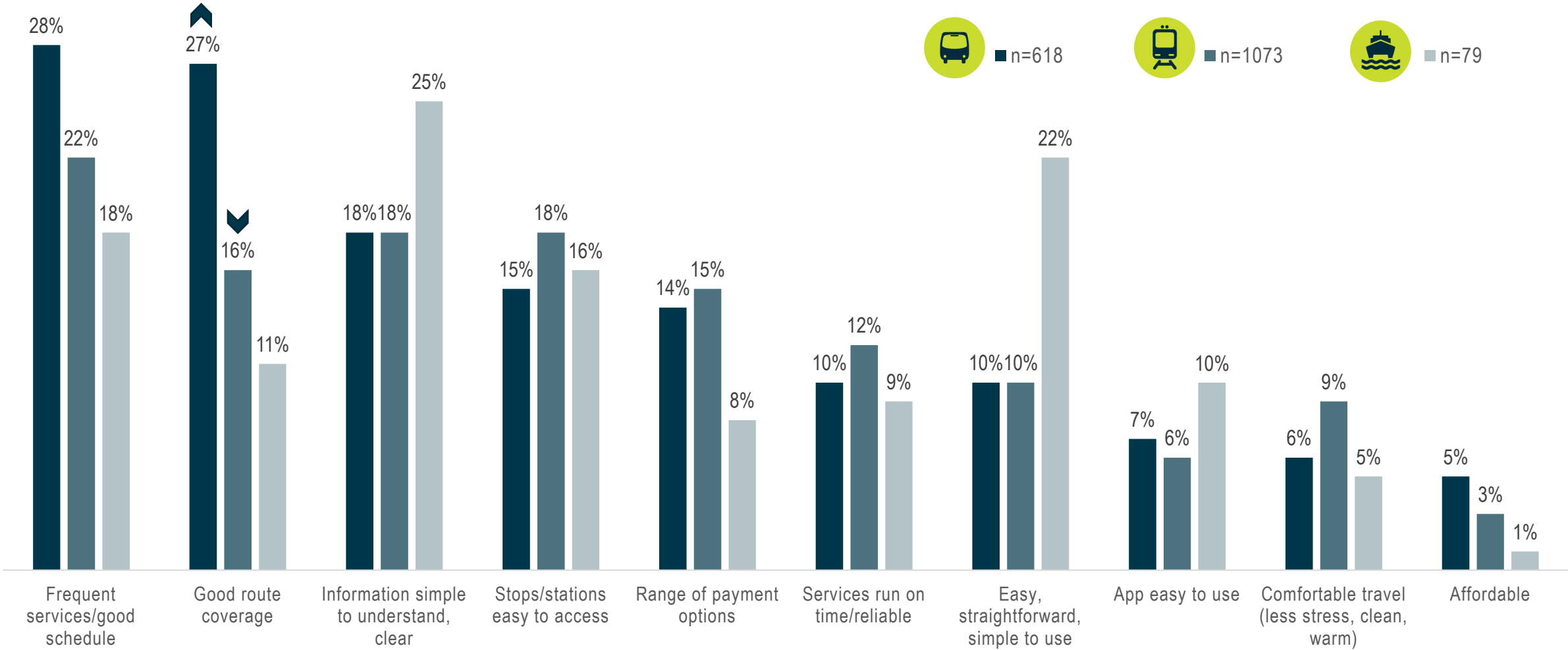
Reasons for Difficulties with Using Public Transport Services

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

Legend: ■ Jun '23 (n=434) ■ May '24 (n=1316) ■ May '25 (n=1481)

Category	Jun '23	May '24	May '25
Not on time/unreliable	37%	26%	35% ⌃
Poor/unclear communication - signs, timetables	16%	22%	22%
Expensive	3%	17%	16%
Too many delays/disruptions	58%	24%	13% ⌄
Services too infrequent	17%	21%	9% ⌄
Too many bus replacements	3%	6%	9% ⌃
Lack of seats onboard/overcrowded	15%	10%	8%
Lack of payment options/too few places to purchase tickets/top up	1%	6%	8%
Insufficient route coverage	7%	6%	6%
Poor/difficult pedestrian access	3%	6%	6%

Base: 2023: Respondents who said it was not easy to use public transport services and who gave a reason
2024/25: 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

Reasons for Difficulties with Using Public Transport Services
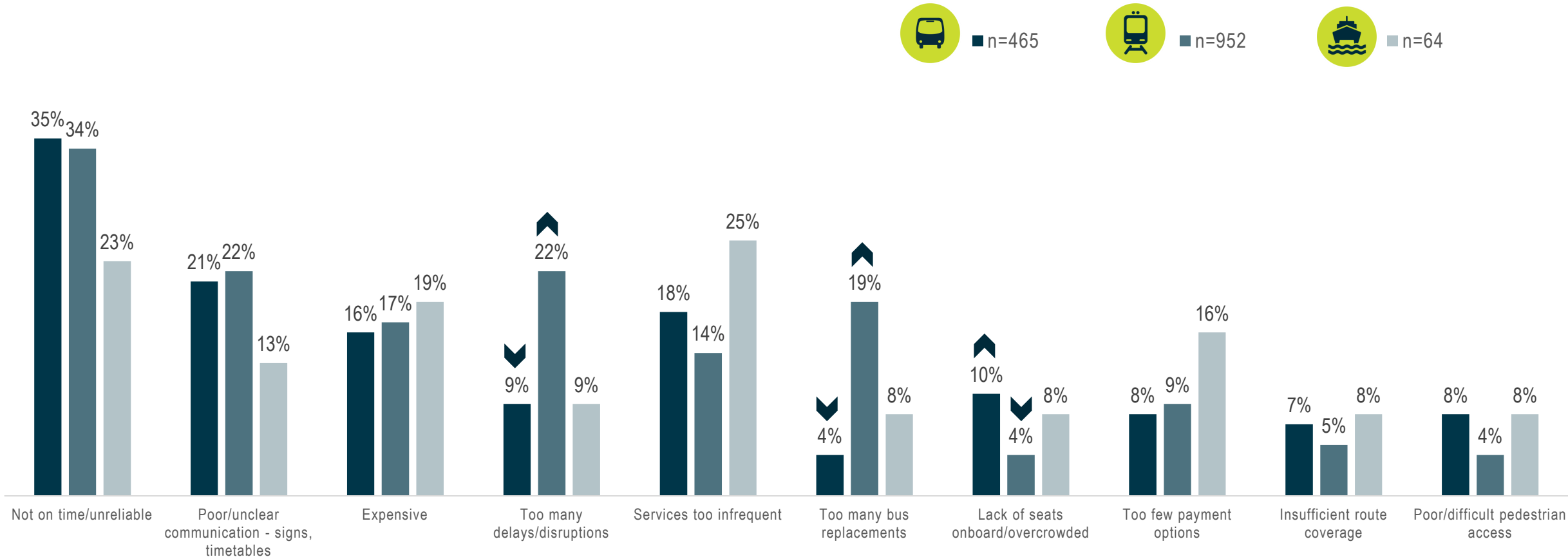
Results by Mode

n=465   n=952   n=64

Reason	Bus (n=465)	Train (n=952)	Ferry (n=64)
Not on time/unreliable	35%	34%	23%
Poor/unclear communication - signs, timetables	21%	22%	13%
Expensive	16%	17%	19%
Too many delays/disruptions	9%	22%	9%
Services too infrequent	18%	14%	25%
Too many bus replacements	4%	19%	8%
Lack of seats onboard/overcrowded	10%	4%	8%
Too few payment options	8%	9%	16%
Insufficient route coverage	7%	5%	8%
Poor/difficult pedestrian access	8%	4%	8%

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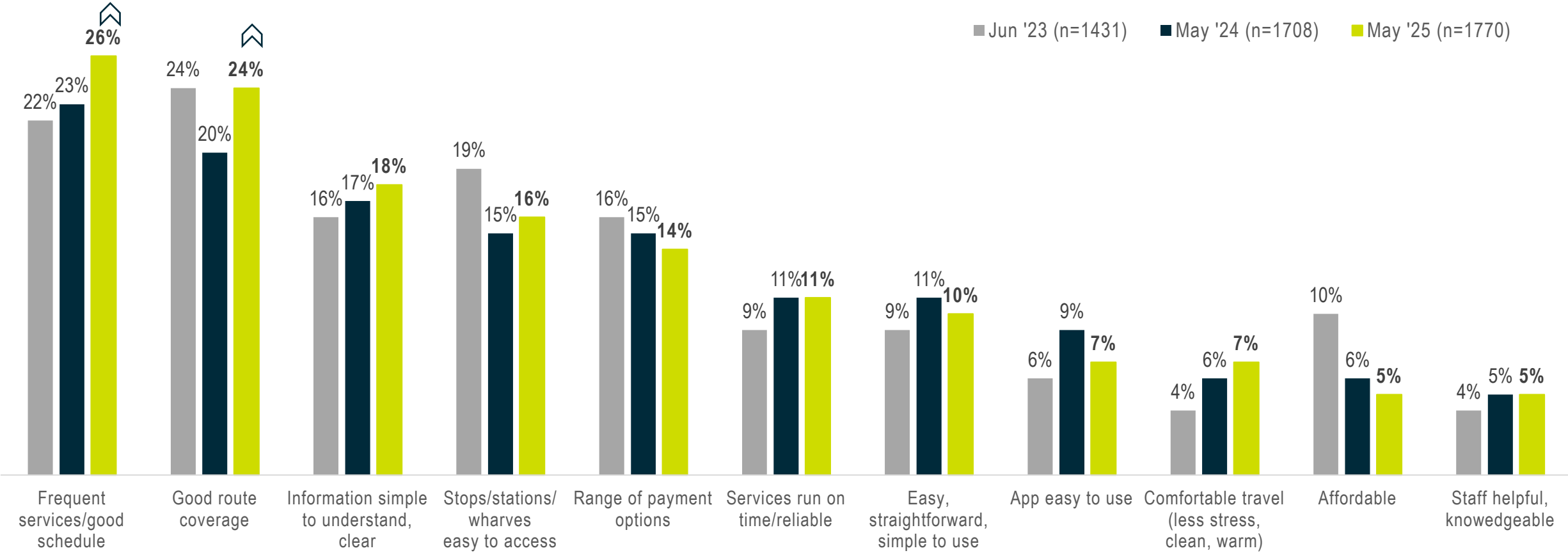⌃ Denotes statistically significant change of more than 5 percentage points

61

Reasons for Using Trains More Now Than Six Months Ago

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

Using train more than 6 months ago: **17%**

More likely to be:
- ✓ Tertiary (34%) or school (30%) students
- ✓ 18-24 years (28%)
- ✓ Using PT every day including weekends (25%)
- ✓ Train passengers (24%)

Category	Percentage
Changed schools, workplaces/moved house	38%
Better value for money than other options	23%
Reliable/more reliable than other modes	18%
Using private vehicle less	17%
Working from home less	16%
Returned to study/work after break	6%
Have more time/doing more things	6%
No longer have a license/no vehicle	2%
Easy access/more accessible than other modes	2%
More convenient than other modes	1%
Faster than other modes	1%

Base: n=446 Respondents using trains more often than six months ago

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

Reasons for Using Trains Less Now Than Six Months Ago

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

Using train less than 6 months ago: **13%**

More likely to be:
- ✓ Wairarapa Line users (19%)
- ✓ Bus passengers (15%)

Reason	%
Changed school, workplace/moved house	32%
Too many line closures, bus replacements	29%
Too expensive/other options better value for money	28%
Service disruptions, less reliable	26%
Working from home more	13%
Now have access to private vehicle	12%
Buses more accessible/prefer bus	7%
Doing less, fewer activities	6%
Prefer/able to walk, cycle or scooter	2%

Base: n=231 Respondents using trains less often than six months ago

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

Likelihood of Recommending Public Transport

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

May 2025 Results

Total likely 85%

39%	Very likely (9-10)
46%	Likely (6-8)
7%	Neither/nor (5)
6%	Unlikely (2-4)
2%	Very unlikely (0-1)

Base: n=2,632 (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% 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)　May '25 (n=2632)
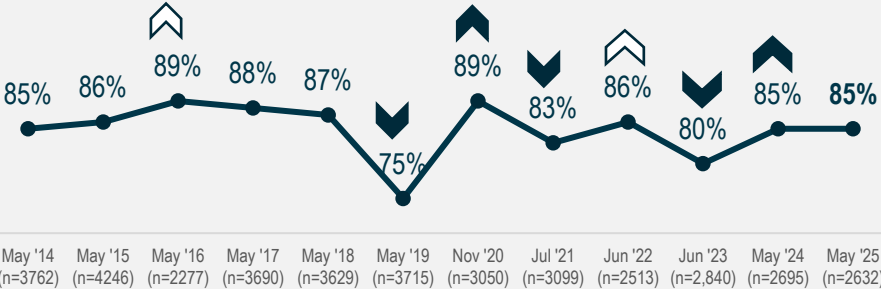
Likelihood to Recommend by Mode

Bus: 83% 86% 89% 87% 85% 70% 88% 80% 86% 79% 85% 86%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May' 24	May '25
Wellington city bus	68%	89%	80%	86%	80%	86%	**87%**
Rest of region bus	80%	84%	80%	84%	76%	83%	**85%**

Train: 86% 86% 91% 89% 90% 82% 91% 89% 88% 82% 85% 83%

Ferry: 90% 90% 88% 97% 91% 84% 92% 88% 84% 77% 88% 89%

May 14　May '15　May '16　May '17　May '18　May '19　Nov '20　Jul '21　Jun '22　Jun '23　May '24　May '25

Passengers most likely to recommend

- ✓ Johnsonville (94%) and Kapiti (89%) Line users
- ✓ Using PT every day include weekends (92%)

Passengers less likely to recommend

- ✗ Use Park N Ride facilities (14%)
- ✗ Train passengers (11%), especially Wairarapa Line users (39%)

Net Promoter Score*

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

May 2025 Results

NPS
15

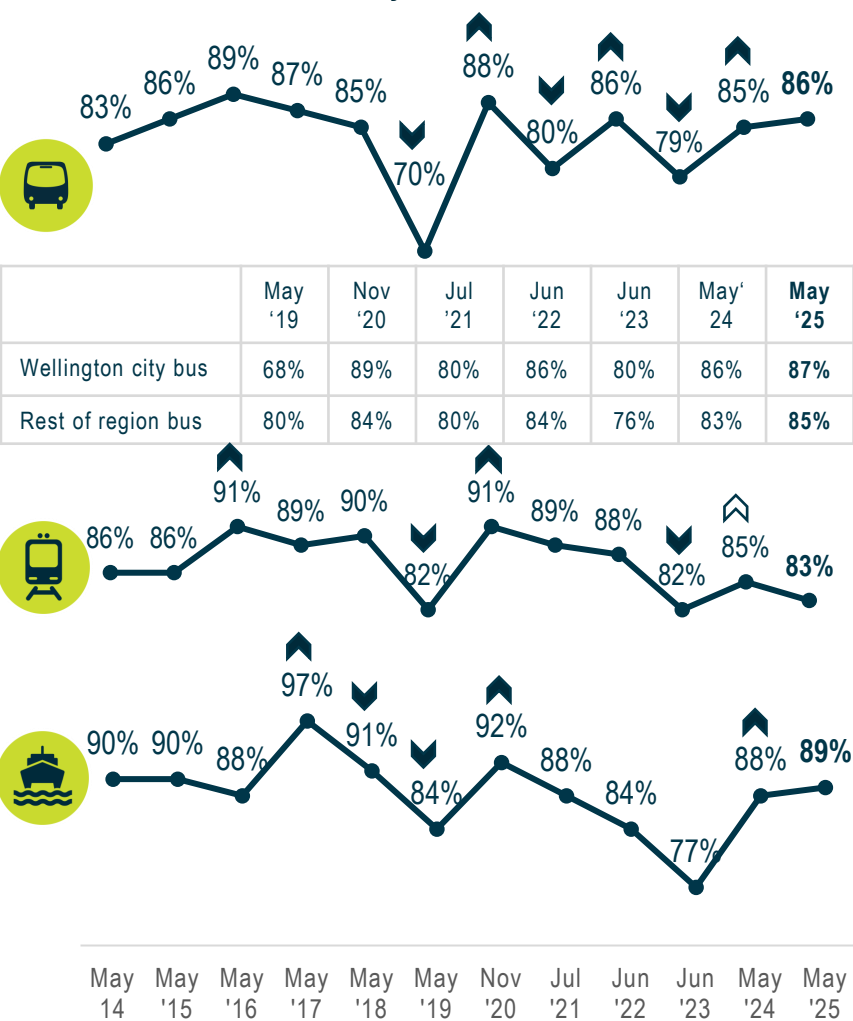39% Promoters (9-10)
37% Passives (7-8)
24% Detractors (0-6)

Base: n=2,632 (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)

8 12 23 21 19 -8 28 14 18 4 17 **15**

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) May '25 (n=2632)
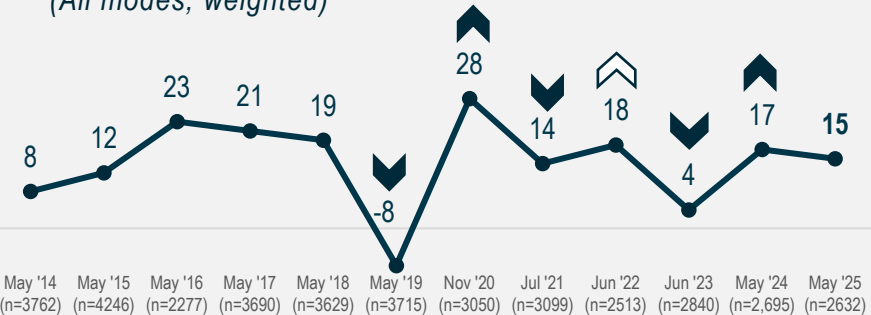
Net Promoter Score by Mode

9 16 23 20 16 14 26 7 15 2 19 **19**
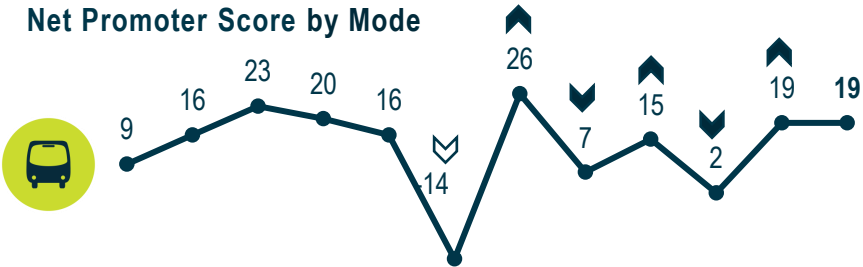
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	-20	+28	+6	+13	+1	+18	**+18**
Rest of region bus	6	+18	+9	+24	+3	+22	**+23**

7 9 24 20 23 4 33 28 26 7 15 **6**

10 24 23 57 26 7 26 19 22 8 22 **14**

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25
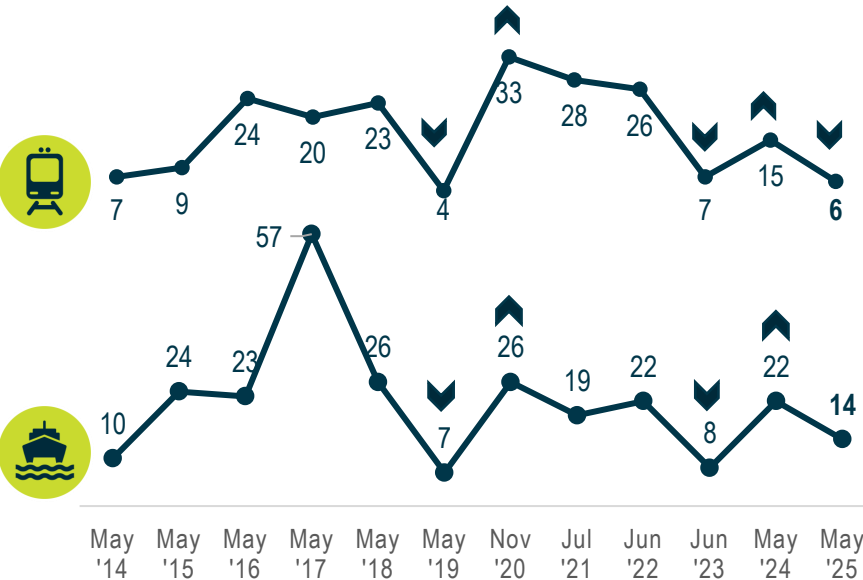
Highest NPS score

✓ Travelling for sightseeing (+66)
✓ SuperGold card holders (+65)/aged 65 years + (+53)
✓ Cash payers (+49)
✓ Mana Coach Services passengers (+40)
✓ Using PT every day including weekends (+31)
✓ Johnsonville Line users (+29)

Lowest NPS score

✗ Train passengers (+6), especially Wairarapa Line users (-43)
✗ Aged 18-24 years (+6)
✗ Using PT every weekday (+6)
✗ Using Park N Ride facilities (-1)

⌃ 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 2025 Results

Total satisfied
85%

35%	Very satisfied (9-10)
50%	Satisfied (6-8)
7%	Neither/nor (5)
7%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

Base: n=2,629 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83% · 83% · 86% · 86% · 86% · 74% · 83% · 77% · 78% · 74% · 84% · **85%**

| 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) | May '25 (n=2629) |

Satisfaction by Mode

🚌 84% · 82% · 85% · 85% · 85% · 71% · 82% · 75% · 76% · 75% · 84% · **87%**
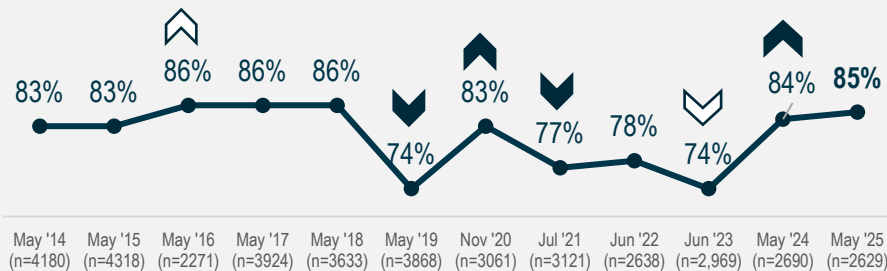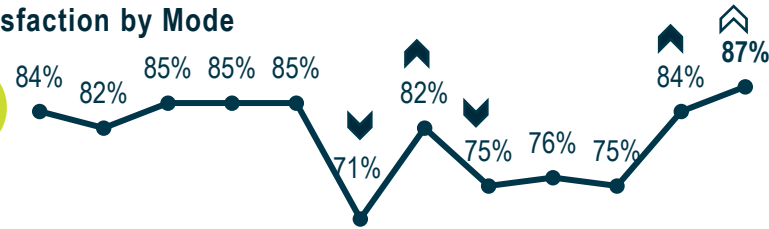
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May' 24	**May '25**
Wellington city bus	69%	83%	75%	76%	75%	84%	**86%**
Rest of region bus	79%	79%	78%	77%	75%	85%	**91%**

🚆 83% · 84% · 88% · 87% · 89% · 78% · 86% · 81% · 81% · 71% · 84% · **80%**

⛴ 88% · 87% · 92% · 93% · 87% · 81% · 85% · 80% · 78% · 78% · 80% · **84%**

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |
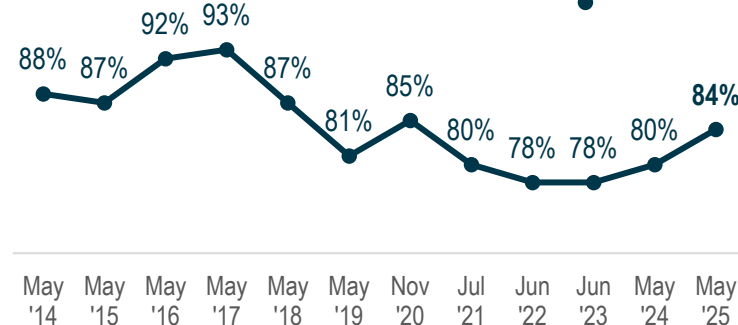
Passengers most satisfied

✓ Bus passengers (87%)

Passengers most dissatisfied

✗ Use Park N Ride facilities (15%)
✗ Train passengers (12%), especially Wairarapa Line users (29%)

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

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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 2025 Results

Total satisfied 84%

35%	Very satisfied (9-10)
49%	Satisfied (6-8)
7%	Neither/nor (5)
7%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,636 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

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

| 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) | May '25 (n=2636) |

Satisfaction by Mode

Bus: 81% 81% 86% 83% 82% 70% 82% 78% 80% 77% 83% 85%
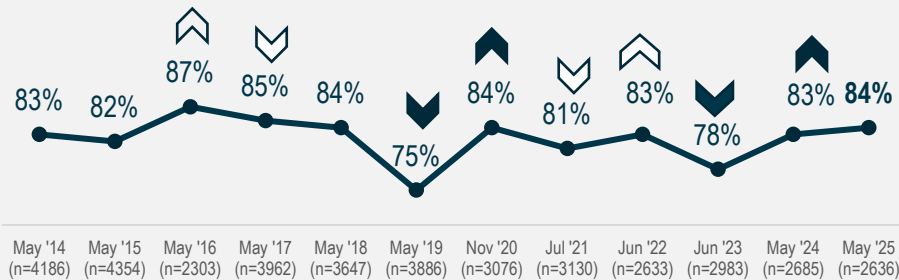
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	68%	82%	77%	80%	77%	83%	**84%**
Rest of region bus	78%	82%	83%	82%	75%	83%	**87%**
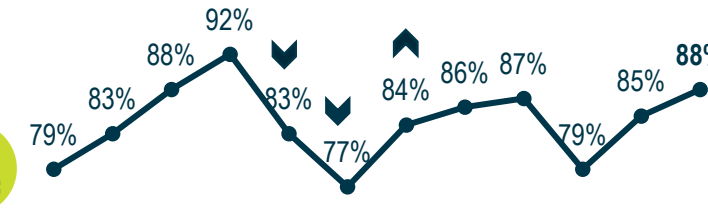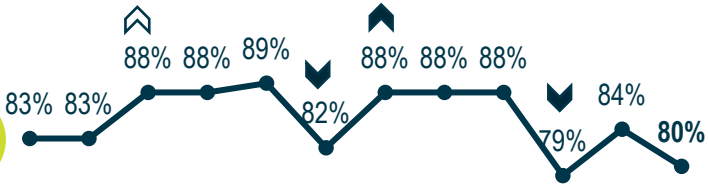
Train: 83% 83% 88% 88% 89% 82% 88% 88% 88% 79% 84% 80%

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

| May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25 |

Passengers most satisfied

✓ Johnsonville (89%) and Kapiti (87%) line users

Passengers most dissatisfied

✗ Use Park N Ride facilities (15%)
✗ Train passengers (12%), especially Wairarapa Line users (43%)

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

67

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 2025 Results

Total satisfied
82%

42%	Very satisfied (9-10)
40%	Satisfied (6-8)
7%	Neither/nor (5)
9%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,605 (All passengers who answered this question)
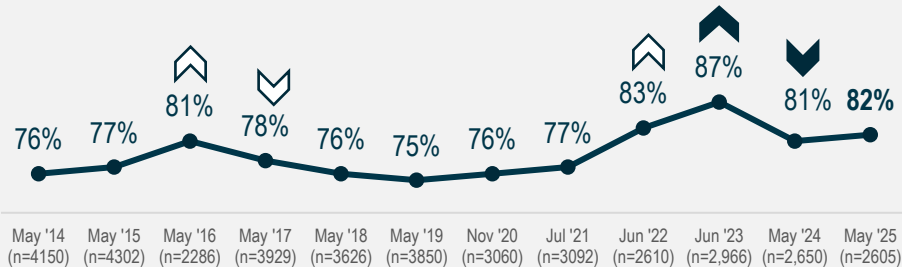
Satisfaction Over Time
(All modes, weighted)

76% 77% 81% 78% 76% 75% 76% 77% 83% 87% 81% 82%

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) May '25 (n=2605)

Satisfaction by Mode

80% 81% 84% 80% 80% 78% 79% 82% 87% 89% 81% 83%

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	76%	81%	82%	87%	90%	81%	**82%**
Rest of region bus	82%	74%	82%	86%	85%	81%	**84%**

74% 74% 77% 74% 70% 68% 69% 66% 76% 84% 82% 78%

81% 84% 84% 89% 79% 84% 81% 83% 81% 90% 84% 80%

May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25
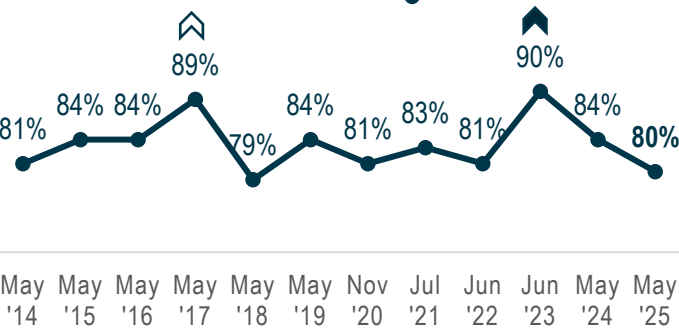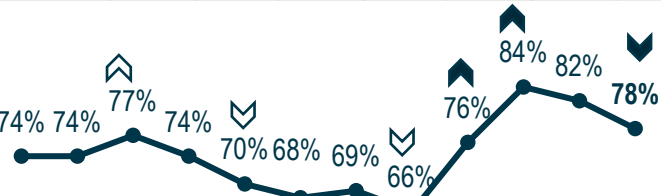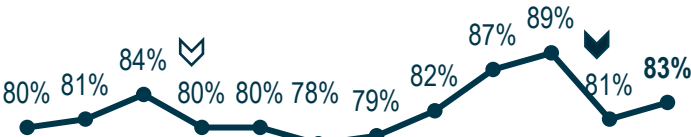
Passengers most satisfied

✓ Johnsonville Line users (90%)

Passengers most dissatisfied

✗ Use Park N Ride facilities (19%)
✗ Aged 18-24 years (17%)
✗ Train passengers (15%), especially Wairarapa Line users (29%)

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

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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 2025 Results

Total satisfied 70%

21%	Very satisfied (9-10)
49%	Satisfied (6-8)
11%	Neither/nor (5)
15%	Dissatisfied (2-4)
4%	Very dissatisfied (0-1)

Base: n=2,604 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

62% 65% 69% 67% 69% 52% 68% 58% 58% 50% 64% 70%

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) | May '25 (n=2604)

Satisfaction by Mode

Bus: 55% 64% 67% 66% 67% 48% 67% 54% 54% 48% 62% 72%
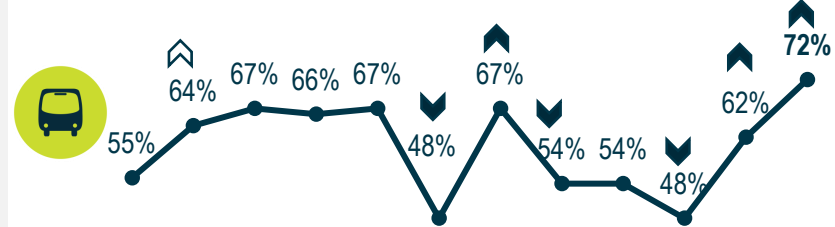
	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May' 24	May '25
Wellington city bus	46%	68%	53%	53%	47%	61%	**70%**
Rest of region bus	58%	64%	56%	60%	50%	68%	**77%**

Train: 65% 66% 73% 71% 73% 58% 71% 67% 66% 53% 69% 64%

Ferry: 67% 73% 79% 85% 78% 62% 75% 75% 58% 54% 68% 74%

May '14 | May '15 | May '16 | May '17 | May '18 | May '19 | Nov '20 | Jul '21 | Jun '22 | Jun '23 | May '24 | May '25

Passengers most satisfied

✓ Johnsonville Line users (75%)
✓ Bus passengers (72%), especially Mana Coach Services (87%)

Passengers most dissatisfied

✗ Users of Park N Ride facilities (28%)
✗ Train passengers (26%), especially Wairarapa Line users (50%)

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

69

Satisfaction with Ease of Understanding Information about Delays, Disruptions

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

May 2025 Results

Total satisfied 75%

24%	Very satisfied (9-10)
51%	Satisfied (6-8)
12%	Neither/nor (5)
10%	Dissatisfied (2-4)
3%	Very dissatisfied (0-1)

Base: n=2,107 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

76% → 75%

May '24 (n=2065)   May '25 (n=2107)

Satisfaction by Mode

77% → 78%

	May '24	May '25
Wellington city bus	77%	78%
Rest of region bus	78%	78%

74% → 72%

70% → 75%

May '24   May '25

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✓ Afternoon peak travellers (20%)
✓ Train passengers (19%), especially Wairarapa Line users (37%)
✓ Travelling for work (16%)

Satisfaction with Usefulness of Information about Delays, Disruptions

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

May 2025 Results

Total satisfied 70%

23%	Very satisfied (9-10)
47%	Satisfied (6-8)
11%	Neither/nor (5)
15%	Dissatisfied (2-4)
4%	Very dissatisfied (0-1)

Base: n=2,073 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

71% → **70%**

May '24
(n=2047)

May '25
(n=2073)

Satisfaction by Mode

Bus: 72% — 72%

	May '24	**May '25**
Wellington city bus	72%	**71%**
Rest of region bus	75%	**74%**

Train: 68% → **65%**

Ferry: 70% → **76%**

May '24 — May '25

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Afternoon peak travellers (25%)
✗ Train passengers (24%), especially Wairarapa Line users (46%)

This question was asked for the first time in May 2024; consequently no time series analysis is available

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

Thinking about information about service delays, disruptions and diversions, how satisfied or dissatisfied are you with information being received in time to be useful?
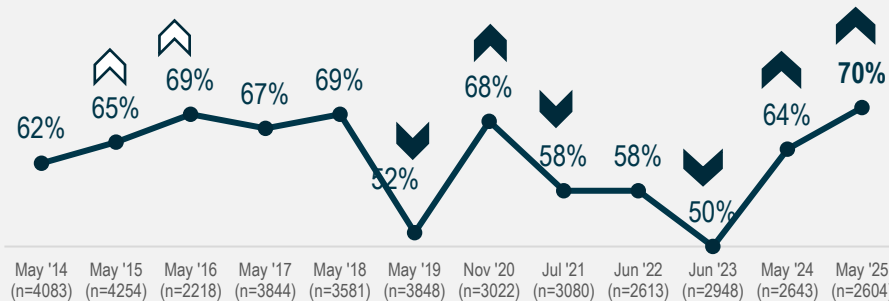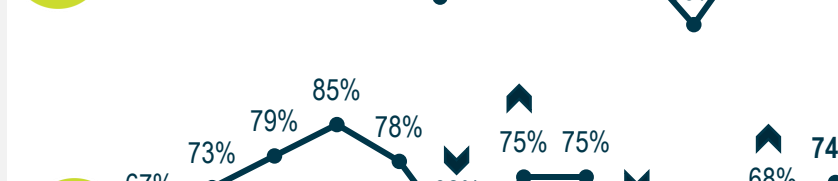
May 2025 Results

Total satisfied
61%

16%   Very satisfied (9-10)

45%   Satisfied (6-8)

13%   Neither/nor (5)

21%   Dissatisfied (2-4)

5%   Very dissatisfied (0-1)

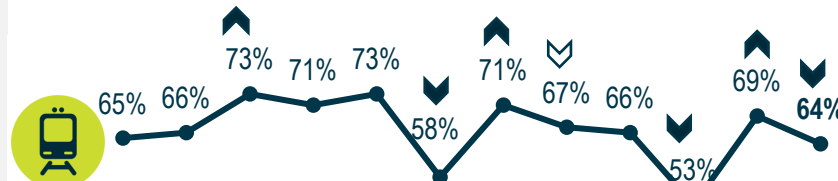*Base: n=2,094 (All passengers who answered this question)*

Satisfaction by Mode

58%   62%

	May '24	May '25
Wellington city bus	58%	62%
Rest of region bus	61%	63%

Passengers most satisfied

✓ *(No significant differences)*

60%   57%

Passengers most dissatisfied

✗ Train passengers (32%), especially Wairarapa Line users (62%)

✗ Travelling for work (31%)

Satisfaction Over Time
(All modes, weighted)

59%   61%

May '24
(n=2069)

May '25
(n=2,094)

57%   56%

May '24

May '25

This question was asked for the first time in May 2024; consequently no time series analysis is available

72

Satisfaction with Information about Long-term Rail Improvement Projects

Thinking about your experience of public transport (including trains, buses and harbour ferries) in the Wellington region over the last three months, how satisfied or dissatisfied are you with the information available about long-term rail improvement projects

May 2025 Results

Total satisfied
68%

21%	Very satisfied (9-10)
47%	Satisfied (6-8)
13%	Neither/nor (5)
16%	Dissatisfied (2-4)
3%	Very dissatisfied (0-1)

Base: n=2,280 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

61%

68%

May '24
(n=2277)

May '25
(n=2280)

Satisfaction by Mode

61%

70%
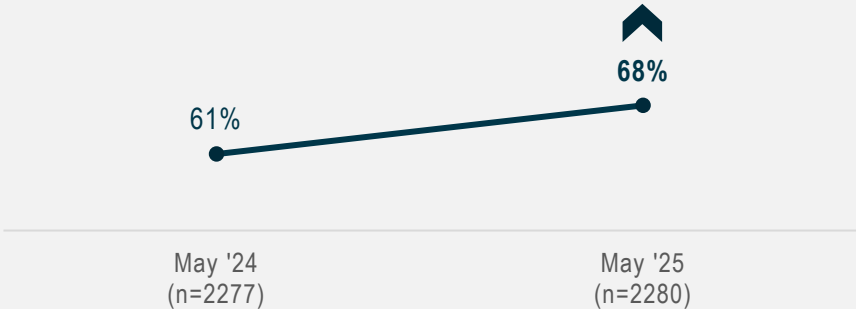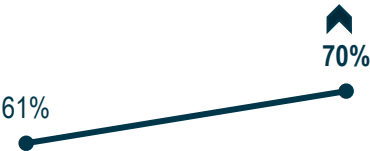
	May '24	May '25
Wellington city bus	57%	67%
Rest of region bus	70%	75%

64%

65%

59%

58%

May '24

May '25

Passengers most satisfied

✓ *(No significant differences)*

Passengers most dissatisfied

✗ Wairarapa Line users (36%)

This question was asked for the first time in May 2024; consequently no time series analysis is available

73

Perceptions of Public Transport System Overall Over Time for Bus

Time Series Summary (Total satisfied %)

	Total Bus							
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025
Public transport system overall	**66**	*****	**83**	**75**	**81**	**74**	**79**	**82**
Ease of getting information	71	*	82	75	76	75	84	**87**
Travel time	70	*	82	78	80	77	83	**85**
Convenience of paying	78	*	79	82	87	89	81	**83**
Ease of understanding info about delays, disruptions	*	*	*	*	*	*	77	**78**
Usefulness of info about delays, disruptions	*	*	*	*	*	*	72	**72**
Info about delays, disruptions	48	*	67	54	54	48	62	**72**
Info available about long-term rail improvement projects	*	*	*	*	*	*	61	**70**
Info about delays, disruptions, received in time to be useful	*	*	*	*	*	*	58	**62**
Net Promoter Score	-14	*	+26	+7	+15	+2	+19	**+19**

Perceptions of Public Transport System Overall Over Time by Mode

Time Series Summary (Total satisfied %)

	Wellington City Bus								Rest of Region Bus							
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025
Public transport system overall	**63**	**70**	**83**	**74**	**80**	**74**	**78**	**80**	**77**	*	**80**	**78**	**85**	**74**	**79**	**85**
Ease of getting information	69	73	83	75	76	75	84	**86**	79	*	79	78	77	75	85	**91**
Travel time	68	74	82	77	80	77	83	**84**	78	*	82	83	82	75	83	**87**
Convenience of paying	76	78	81	82	87	90	81	**82**	82	*	74	82	86	85	81	**84**
Ease of understanding info about delays, disruptions	*	*	*	*	*	*	77	**78**	*	*	*	*	*	*	78	**78**
Usefulness of info about delays, disruptions	*	*	*	*	*	*	72	**71**	*	*	*	*	*	*	75	**74**
Info about delays, disruptions	46	54	68	53	53	47	61	**70**	58	*	64	56	60	50	68	**77**
Info available about long-term rail improvement projects	*	*	*	*	*	*	57	**67**	*	*	*	*	*	*	70	**75**
Info about delays, disruptions, received in time to be useful	*	*	*	*	*	*	58	**62**	*	*	*	*	*	*	61	**63**
Net Promoter Score	-20	-6	+28	+6	+13	+1	+18	**+18**	+6	*	+18	+9	+24	+3	+22	**+23**

Perceptions of Public Transport System Overall Over Time for Train

Time Series Summary (Total satisfied %)

	Train							
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2024	May 2025
Public transport system overall	**75**	**79**	**84**	**81**	**88**	**76**	**79**	**82**
Travel time	82	85	88	88	88	79	84	**80**
Ease of getting information	78	81	86	81	81	71	84	**80**
Convenience of paying	68	70	69	66	76	84	82	**78**
Ease of understanding info about delays, disruptions	*	*	*	*	*	*	74	**72**
Usefulness of info about delays, disruptions	*	*	*	*	*	*	68	**65**
Info available about long-term rail improvement projects	*	*	*	*	*	*	64	**65**
Info about delays, disruptions	58	63	71	67	66	53	69	**64**
Info about delays, disruptions, received in time	*	*	*	*	*	*	60	**57**
Net Promoter Score	+4	14	+33	+28	+26	+7	+15	**+6**

Perceptions of Public Transport System Overall Over Time for Ferry

Time Series Summary (Total satisfied %)

	Ferry							
	May 2019	Nov 2019	Nov 2020	Jul 2021	Jun 2022	Jun 2023	May 2025	May 2025
Public transport system overall	**72**	*	**90**	**80**	**78**	**71**	**75**	**80**
Travel time	77	*	84	86	87	79	85	**88**
Ease of getting information	81	*	85	80	78	78	80	**84**
Convenience of paying	84	*	81	83	81	90	84	**80**
Usefulness of info about delays, disruptions	*	*	*	*	*	*	70	**76**
Ease of understanding info about delays, disruptions	*	*	*	*	*	*	70	**75**
Info about delays, disruptions	62	*	75	75	58	54	68	**74**
Info available about long-term rail improvement projects	*	*	*	*	*	*	59	**58**
Info about delays, disruptions, received in time	*	*	*	*	*	*	57	**56**
Net Promoter Score	+7	*	+26	+19	+22	+8	+22	**+14**

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?

Metlink website
- 59% (Jun '23)
- 51% (May '24)
- **53%** (May '25)

Metlink app
- 49% (Jun '23)
- 47% (May '24)
- **50%** (May '25)

Real time information signs
- 54% (Jun '23)
- 44% (May '24)
- **48%** (May '25)

Timetables at stops, stations, wharves*
- 40% (May '24)
- **41%** (May '25)

Google maps
- 32% (Jun '23)
- 31% (May '24)
- **33%** (May '25)

Station PA announcements
- 27% (Jun '23)
- 19% (May '24)
- **20%** (May '25)

Other information at stop/station/wharf*
- 26% (Jun '23)
- 9% (May '24)
- **10%** (May '25)

Printed timetable brochures*
- 25% (Jun '23)
- 7% (May '24)
- **8%** (May '25)

Metlink app - push notifications
- 16% (Jun '23)
- 6% (May '24)
- **7%** (May '25)

Facebook
- 13% (Jun '23)
- 6% (May '24)
- **7%** (May '25)

Metlink Contact Centre
- 10% (Jun '23)
- 3% (May '24)
- **3%** (May '25)

Emails from Metlink
- 9% (Jun '23)
- 3% (May '24)
- **3%** (May '25)

Other websites and apps
- 11% (Jun '23)
- 9% (May '24)
- **3%** (May '25)

Legend:
- Jun '23 (n=3,107)
- May '24 (n=2,830)
- May '25 (n=2,711)

1% had not used any public transport information in the last three months (unchanged from June '23 and May '24)

Declines in service reliability and an increase in service delays, disruptions and cancellations over the last 12 months has likely contributed to the increase in use of most sources of public transport information. Use of real time information signs has increased significantly compared with 12 months ago (up from 44% to 48%) as has use of the Metlink app (up from 47% to 50% of public transport users)

The Metlink website remains the most frequently used source of public transport information, accessed by just over half of all public transport users (53%), including 68% of train passengers – up from 64% in May 2024).

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 stable compared with 12 months ago.

* 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

Google Maps
- Jun '23: 81%
- May '24: 87%
- May '25: **89%**

Real time information signs
- Jun '23: 75%
- May '24: 82%
- May '25: **84%**

Timetables at stops, stations, wharves
- May '24: 81%
- May '25: **84%**

Metlink website
- Jun '23: 75%
- May '24: 80%
- May '25: **80%**

Other information at stop/station/wharf
- Jun '23: 70%
- May '24: 73%
- May '25: **79%**

Printed timetable brochures
- Jun '23: 71%
- May '24: 80%
- May '25: **78%**

Station PA announcements
- Jun '23: 76%
- May '24: 80%
- May '25: **74%**

Metlink app
- Jun '23: 69%
- May '24: 79%
- May '25: **74%**

Metlink Contact Centre
- Jun '23: 60%
- May '24: 74%
- May '25: **71%**

Facebook
- Jun '23: 59%
- May '24: 64%
- May '25: **64%**

Metlink app - push notifications
- Jun '23: 50%
- May '24: 68%
- May '25: **62%**

Emails from Metlink
- Jun '23: 49%
- May '24: 62%
- May '25: **62%**

Information currently available
- Jun '23: 76%
- May '24: 84%
- May '25: **83%**

Legend:
- ■ Jun '23
- ■ May '24
- ■ May '25

Passengers remain most satisfied with information provided via Google Maps, with 89% of users expressing satisfaction. In contrast, emails from Metlink continue to be the least well-rated source, with only 62% satisfied.

Over the past 12 months, satisfaction has significantly improved with timetable information at stops, stations, and wharves (now 84%, up from 81%) as well as with general information at these locations (79%, up from 73%). However, satisfaction has declined markedly for both station PA announcements and the Metlink app, (including push notifications), since May 2024.

Improving the functionality of the Metlink app remains the most frequently mentioned suggestion for improvement, particularly among ferry passengers. Calls for more accurate and timely information are also common, especially in relation to real-time updates. Train passengers in particular are over-represented among those seeking faster updates and clearer communication around bus replacement services, reflecting ongoing concerns about service delays and cancellations.

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?
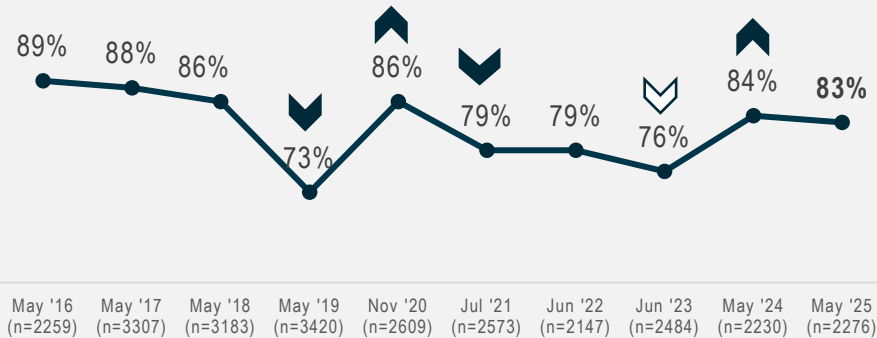
May 2025 Results

Total satisfied 83%

50%	Very satisfied (9-10)
33%	Satisfied (6-8)
9%	Neither/nor (5)
6%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=2,276 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

89% 88% 86% 73% 86% 79% 79% 76% 84% 83%

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)	May '25 (n=2276)

Satisfaction by Mode

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

	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	**May '25**
Wellington city bus	65%	86%	74%	75%	75%	83%	**83%**
Rest of region bus	80%	83%	80%	82%	78%	84%	**87%**

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

Ferry: 89% 90% 88% 76% 85% 82% 73% 73% 77% 83%

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

Passengers most satisfied

✓ Melling (93%) and Johnsonville (90%) Line users

Passengers most dissatisfied

✗ Wairarapa Line users (29%)

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

Use of, and Satisfaction with, Metlink Website

Use In Last 3 Months

Use Over Time

75% 84% 85% 83% 80% 75% 71% 59% 51% 53%

🚌 47%

🚆 68%

⛴ 60%

May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25
(n=2283)(n=3587)(n=3197)(n=3461)(n=2455)(n=2486)(n=2098)(n=2434)(n=2810)(n=2468)

User Profile

✓ Aged 45-59 years (64%)
✓ Travelling for work (62%)
✓ Using PT every weekday (61%)
✓ New Zealand Europeans (61%)
✓ Afternoon peak travellers (60%)

Non-User Profile

✕ Off-peak travellers (52%), especially weekend (62%)
✕ Asian (60%)
✕ NZ Bus passengers (55%)

Satisfaction
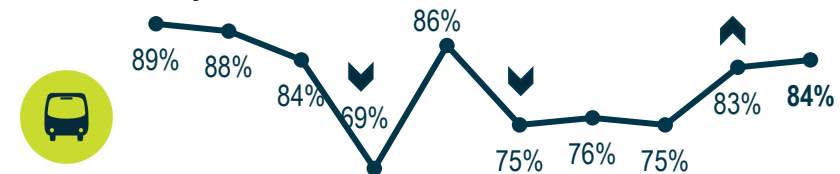
May 2025 Results

Total satisfied 80%

31% Very satisfied (9-10)

49% Satisfied (6-8)

10% Neither/nor (5)

9% Dissatisfied (2-4)

1% Very dissatisfied (0-1)

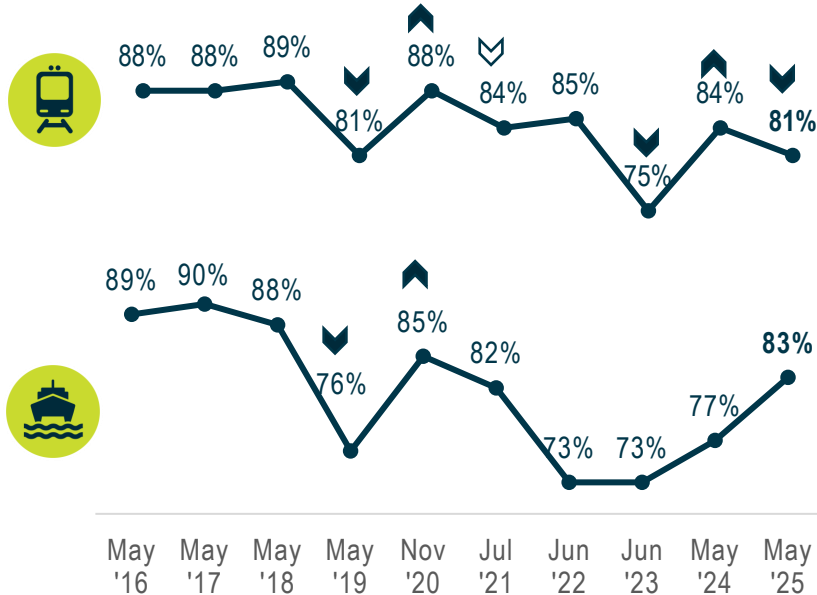*Base: n=1,812 (All passengers who answered this question)*

Satisfaction Over Time
(All modes, weighted)

86% 87% 80% 86% 78% 77% 75% 80% 80%

May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23 May '24 May '25
(n=2782)(n=2487)(n=2660)(n=1886)(n=1760)(n=1436)(n=1763)(n=1811)(n=1812)

🙂 **Passengers most satisfied**

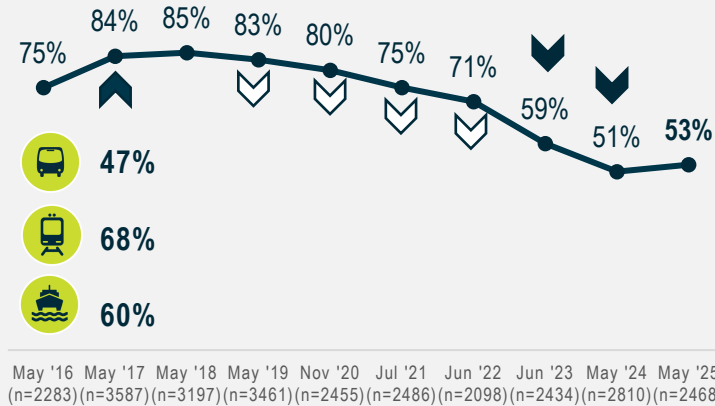✓ *(No significant differences)*

😠 **Passengers most dissatisfied**

✕ Wairarapa Line users (21%)

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

82

Use of, and Satisfaction with, Metlink App

Use In Last 3 Months

Use Over Time

🚌 **48%**
🚊 **55%**
⛴ **70%**

29% 22% 30% 37% 33% 45% 46% 49% 47% **50%**

May '16 (n=2283) May '17 (n=3587) May '18 (n=3197) May '19 (n=3461) Nov '20 (n=2455) Jul '21 (n=2486) Jun '22 (n-2098) Jun '23 (n=2434) May '24 (n=2810) May '25 (n=2,468)

User Profile

✓ Ferry passengers (70%)
✓ Aged 18 to 24 years (60%)
✓ Snapper card users (58%)
✓ Use PT every weekday (57%)
✓ Afternoon peak travellers (56%)
✓ Train passengers (55%)
✓ New Zealand European (55%)

Non-User Profile

✗ Travelling for sightseeing (81%)
✗ SuperGold card holders (70%)/aged 65 years (63%)
✗ Use PT less often than once a month (70%)
✗ Off-peak travellers (55%)
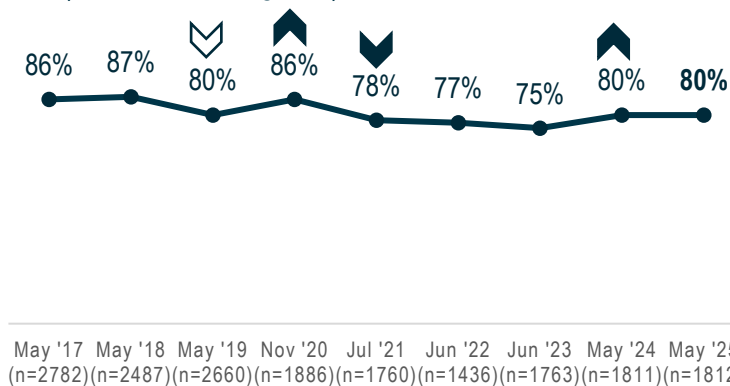✗ Bus passengers (52%)

Satisfaction

May 2025 Results

Total satisfied 74%

30% Very satisfied (9-10)
44% Satisfied (6-8)
9% Neither/nor (5)
13% Dissatisfied (2-4)
4% Very dissatisfied (0-1)

Base: n=1,547 (All passengers who answered this question)
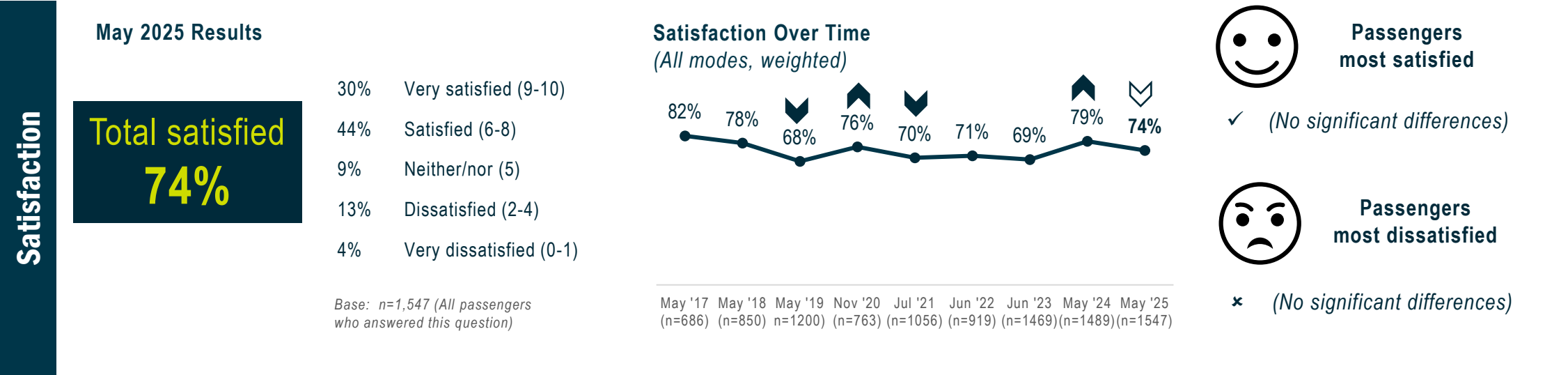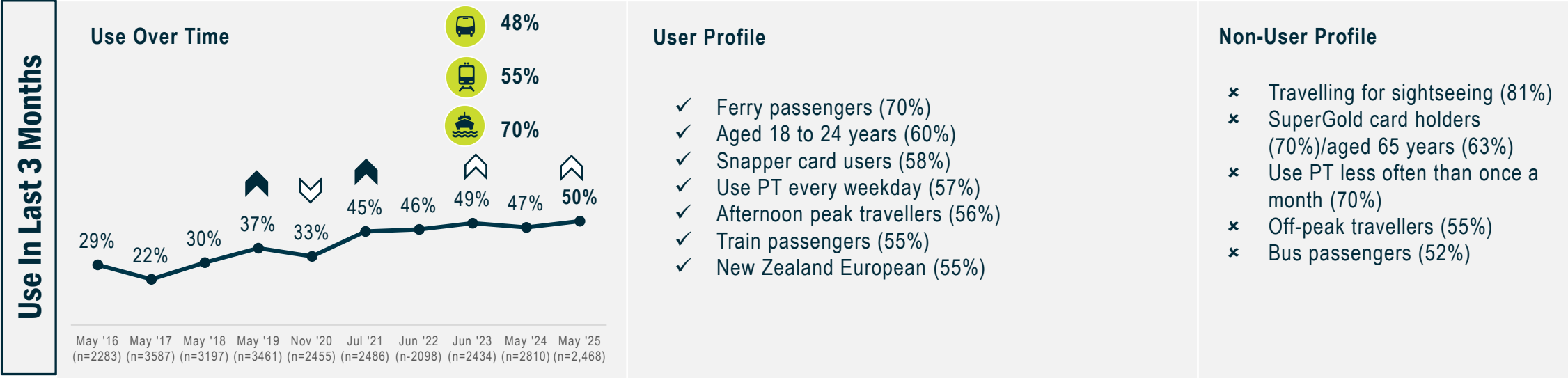
Satisfaction Over Time
(All modes, weighted)

82% 78% 68% 76% 70% 71% 69% 79% **74%**

May '17 (n=686) May '18 (n=850) May '19 (n=1200) Nov '20 (n=763) Jul '21 (n=1056) Jun '22 (n=919) Jun '23 (n=1469) May '24 (n=1489) May '25 (n=1547)

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

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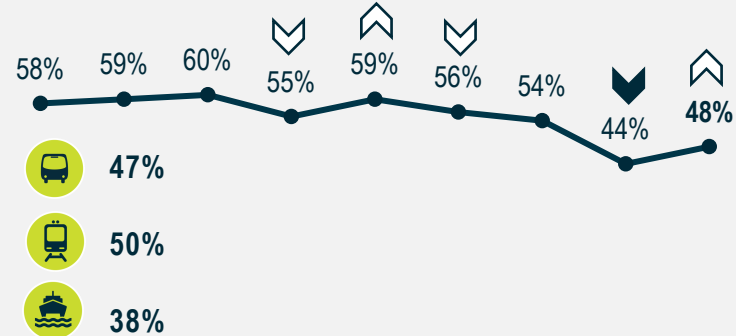✗ *(No significant differences)*

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

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

Use In Last 3 Months

Use Over Time

58% 59% 60% 55% 59% 56% 54% 44% **48%**

🚌 **47%**

🚆 **50%**

⛴ **38%**

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) May '25 (n=2468)

User Profile

✓ New Zealand Europeans (58%)

Non-User Profile

✗ Indian (75%), Pacific (70%) or Asian (64%) travellers
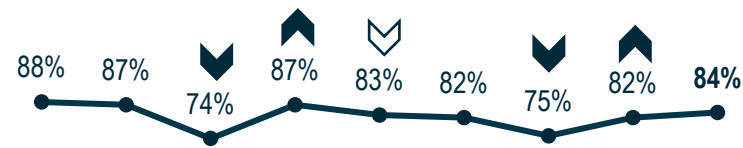✗ Use PT less often than once a month (72%)
✗ Weekend travellers (64%)

Satisfaction

May 2025 Results

Total satisfied
84%

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

Base: n=1,505 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

88% 87% 74% 87% 83% 82% 75% 82% **84%**

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) May '25 (n=1505)

🙂 **Passengers most satisfied**

✓ *(No significant differences)*

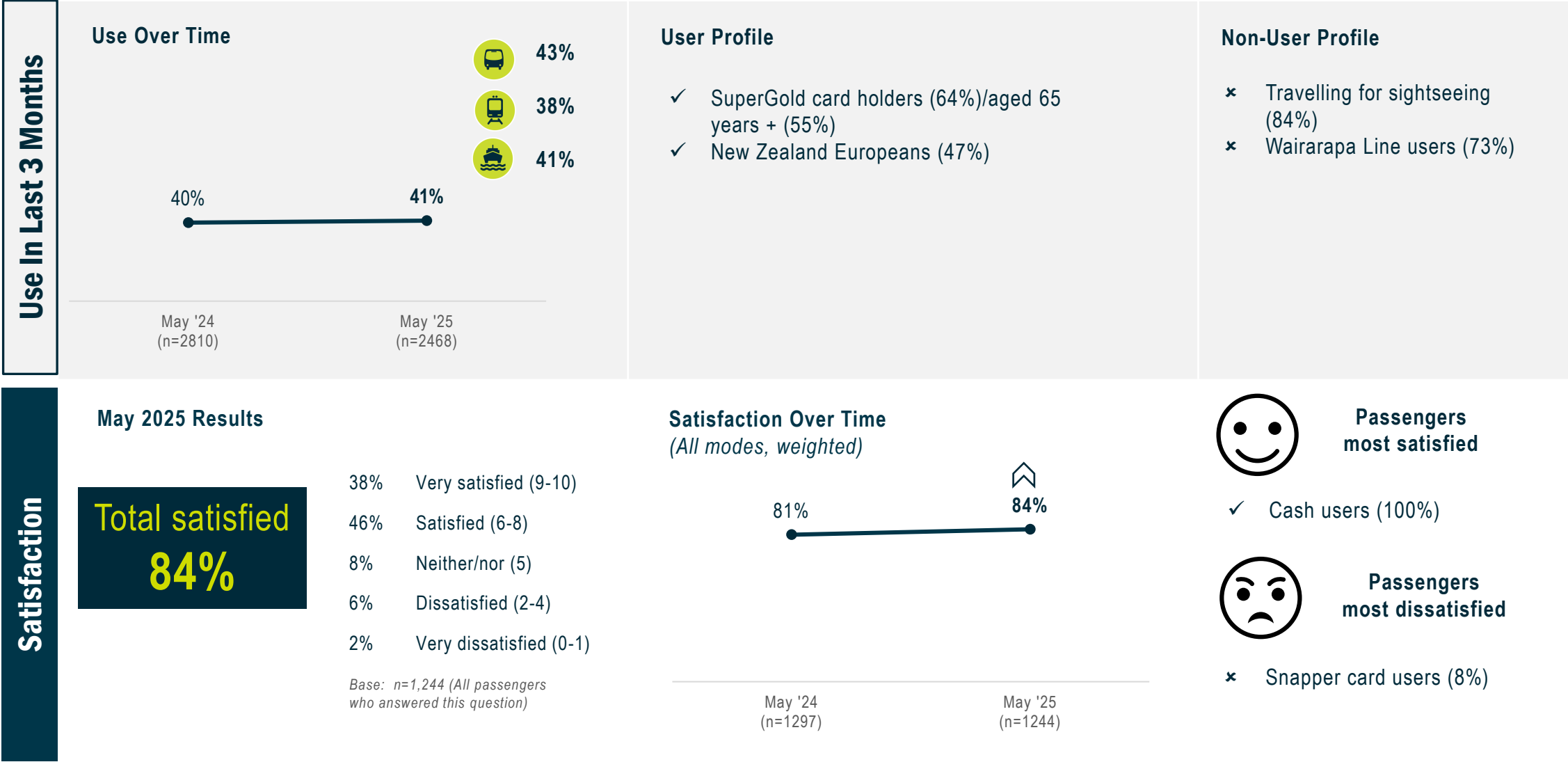😠 **Passengers most dissatisfied**

✗ Wairarapa line users (26%)

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

84

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

Use In Last 3 Months

Use Over Time

43%

38%

41%

40%   41%

May '24
(n=2810)

May '25
(n=2468)

User Profile

✓ SuperGold card holders (64%)/aged 65 years + (55%)
✓ New Zealand Europeans (47%)

Non-User Profile

✗ Travelling for sightseeing (84%)
✗ Wairarapa Line users (73%)

Satisfaction

May 2025 Results

Total satisfied
84%

38%   Very satisfied (9-10)

46%   Satisfied (6-8)

8%   Neither/nor (5)

6%   Dissatisfied (2-4)

2%   Very dissatisfied (0-1)

Base: n=1,244 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

81%   84%

May '24
(n=1297)

May '25
(n=1244)

Passengers most satisfied

✓ Cash users (100%)

Passengers most dissatisfied

✗ Snapper card users (8%)

Use of, and Satisfaction with, Google Maps

Use In Last 3 Months

Use Over Time

🚌 **36%**

🚆 **25%**

⛴ **21%**

27% 32% 31% **33%**

Jun '22 (n=2098) | Jun '23 (n=2434) | May '24 (n=2810) | May '25 (n=2,468)

User Profile

✓ Use PT every day including weekends (46%)
✓ Aged 18-24 years (45%) or 25-34 years (50%)
✓ Asian (44%)
✓ Snapper card users (39%)
✓ Bus passengers (36%), especially NZ Bus passengers (42%)

Non-User Profile

✗ SuperGold card holders (87%)/aged 65 years +(87%)
✗ Train passengers (75%), especially Wairarapa Line users (87%)
✗ Aged 45-59 years (74%)

Satisfaction

May 2025 Results

Total satisfied 89%

41% Very satisfied (9-10)
48% Satisfied (6-8)
6% Neither/nor (5)
4% Dissatisfied (2-4)
1% Very dissatisfied (0-1)

Base: n=881 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

83% 81% 87% **89%**

Jun '22 (n=480) | Jun '23 (n=909) | May '24 (n=894) | May '25 (n=881)

☺ **Passengers most satisfied**

✓ *(No significant differences)*

☹ **Passengers most dissatisfied**

✗ *(No significant differences)*

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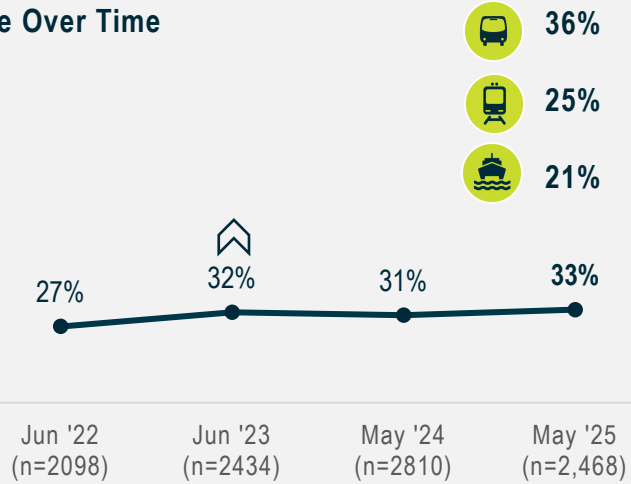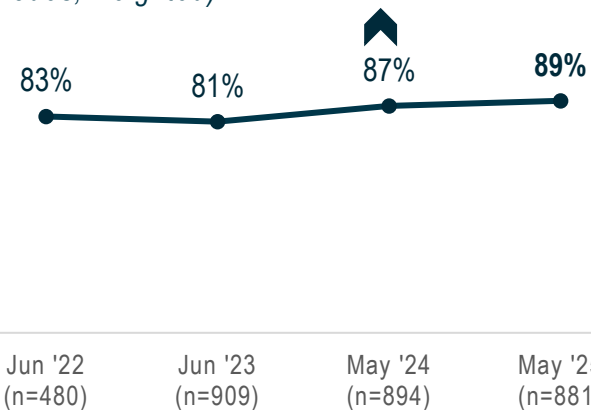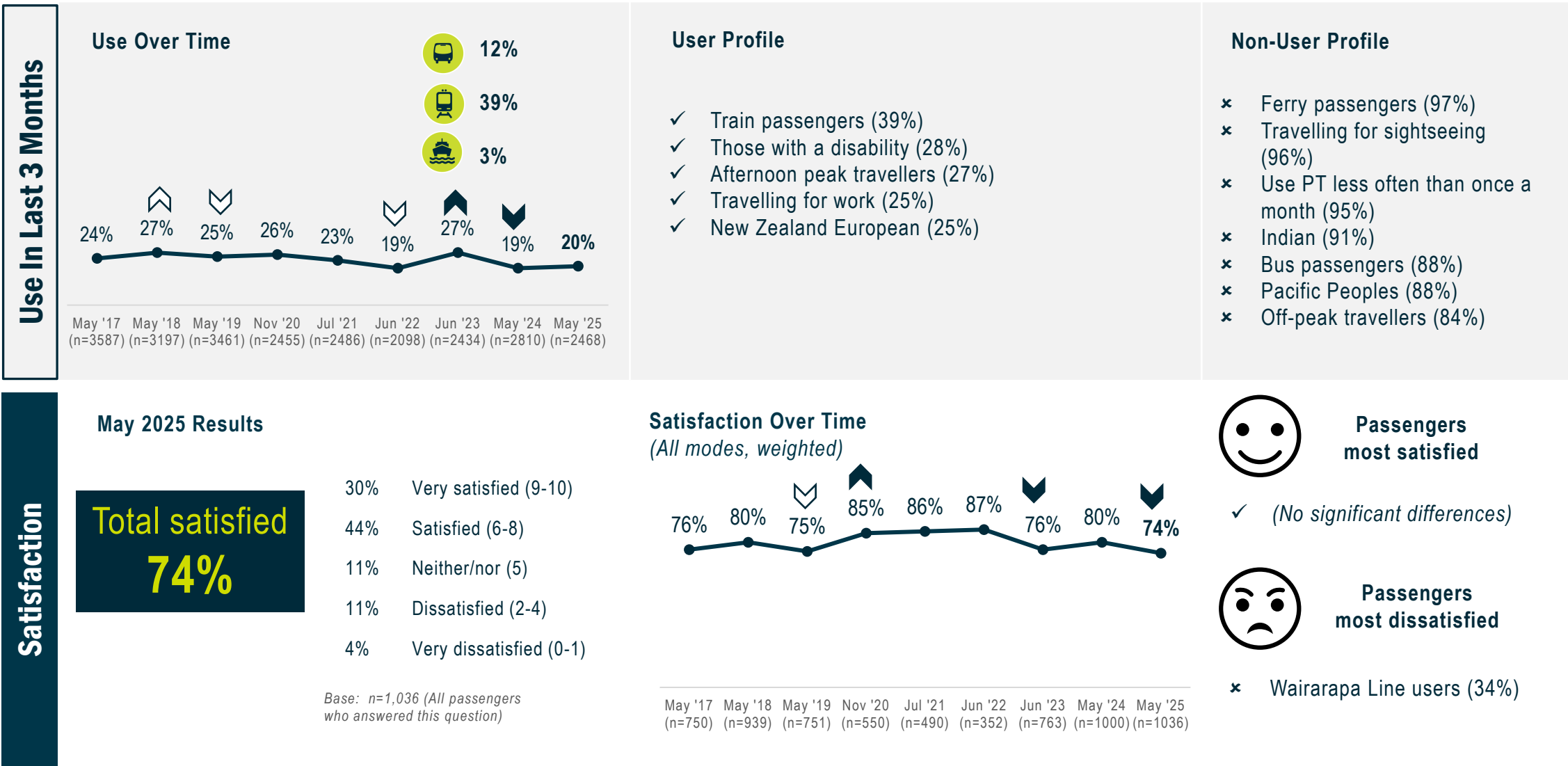⌃ Denotes statistically significant change of more than 5 percentage points

86

Use of, and Satisfaction with, Station PA Announcements

Use In Last 3 Months

Use Over Time

🚌 **12%**

🚆 **39%**

⛴ **3%**

May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
24%	27%	25%	26%	23%	19%	27%	19%	**20%**
(n=3587)	(n=3197)	(n=3461)	(n=2455)	(n=2486)	(n=2098)	(n=2434)	(n=2810)	(n=2468)

User Profile

✓ Train passengers (39%)
✓ Those with a disability (28%)
✓ Afternoon peak travellers (27%)
✓ Travelling for work (25%)
✓ New Zealand European (25%)

Non-User Profile

✗ Ferry passengers (97%)
✗ Travelling for sightseeing (96%)
✗ Use PT less often than once a month (95%)
✗ Indian (91%)
✗ Bus passengers (88%)
✗ Pacific Peoples (88%)
✗ Off-peak travellers (84%)

Satisfaction

May 2025 Results

Total satisfied
74%

30%	Very satisfied (9-10)
44%	Satisfied (6-8)
11%	Neither/nor (5)
11%	Dissatisfied (2-4)
4%	Very dissatisfied (0-1)

Base: n=1,036 (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	May '25
76%	80%	75%	85%	86%	87%	76%	80%	**74%**
(n=750)	(n=939)	(n=751)	(n=550)	(n=490)	(n=352)	(n=763)	(n=1000)	(n=1036)

☺ **Passengers most satisfied**

✓ *(No significant differences)*

☹ **Passengers most dissatisfied**

✗ Wairarapa Line users (34%)

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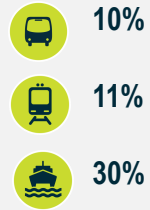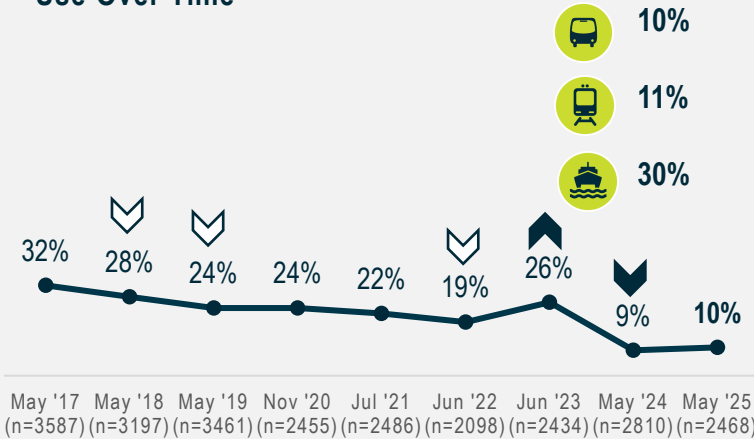⌃ Denotes statistically significant change of more than 5 percentage points

87

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

Use In Last 3 Months

Use Over Time

🚌 **10%**

🚆 **11%**

⛴ **30%**

32% → 28% → 24% → 24% → 22% → 19% → 26% → 9% → **10%**

May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
(n=3587)	(n=3197)	(n=3461)	(n=2455)	(n=2486)	(n=2098)	(n=2434)	(n=2810)	(n=2468)

User Profile

✓ Ferry passengers (30%)
✓ Those with a disability (19%)
✓ Using PT every day including weekends (16%)

Non-User Profile

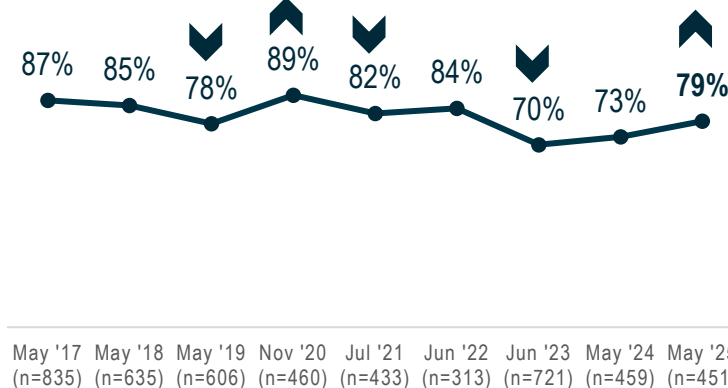✗ Travelling for sport, recreation or dining out (98%)

Satisfaction

May 2025 Results

Total satisfied
79%

36%	Very satisfied (9-10)
43%	Satisfied (6-8)
12%	Neither/nor (5)
7%	Dissatisfied (2-4)
2%	Very dissatisfied (0-1)

Base: n=451 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

87% → 85% → 78% → 89% → 82% → 84% → 70% → 73% → **79%**

May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
(n=835)	(n=635)	(n=606)	(n=460)	(n=433)	(n=313)	(n=721)	(n=459)	(n=451)

🙂 **Passengers most satisfied**

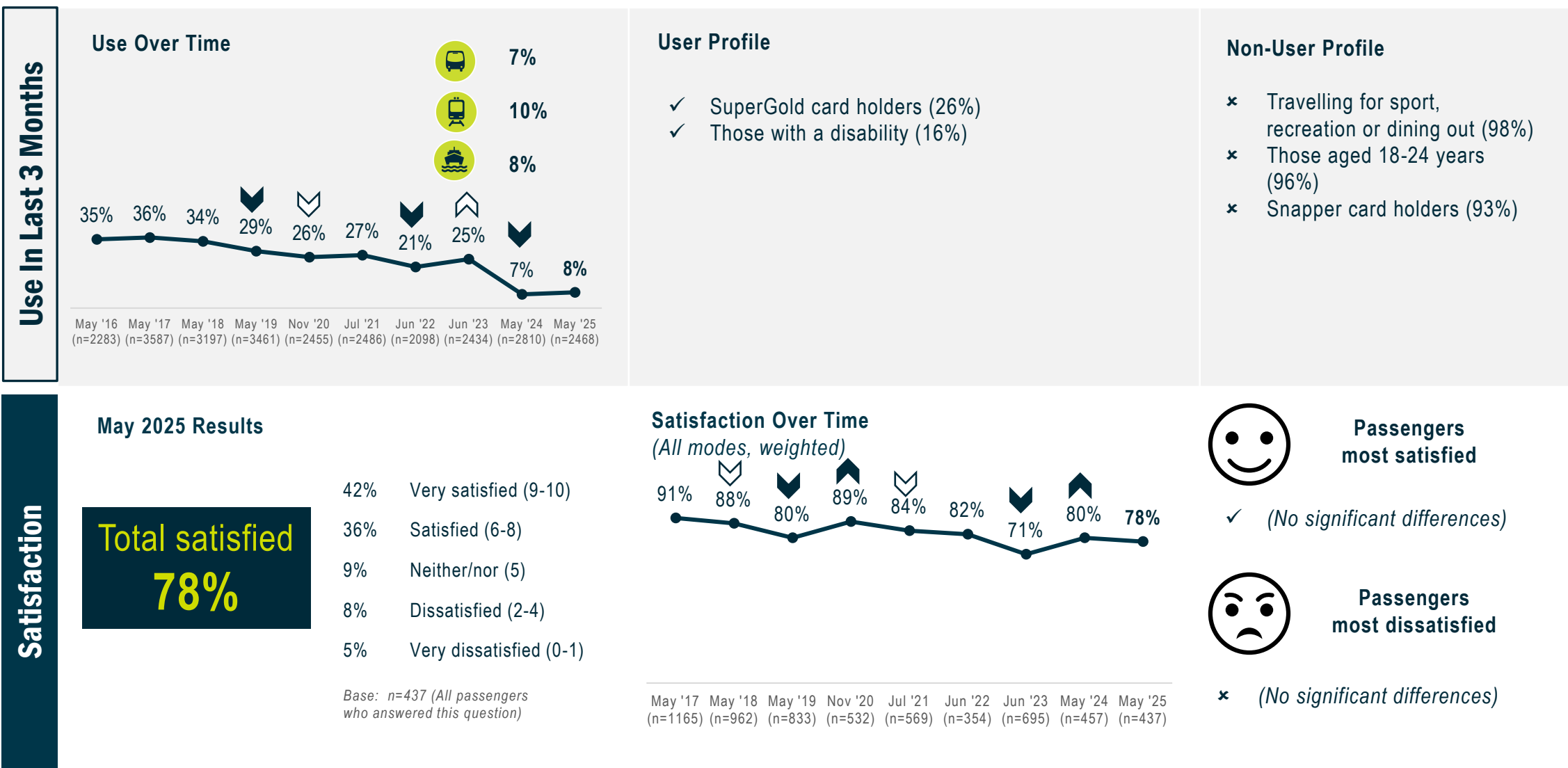✓ *(No significant differences)*

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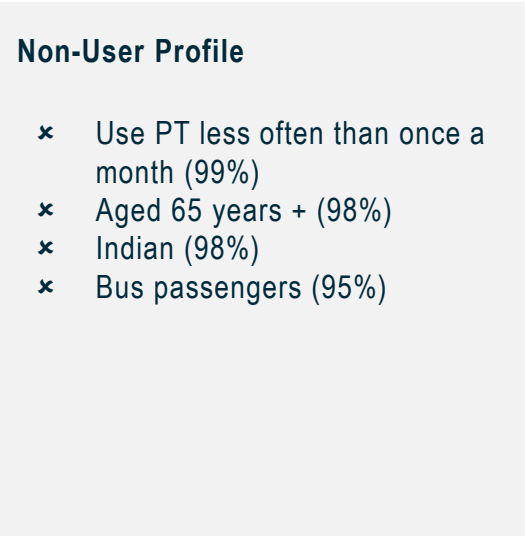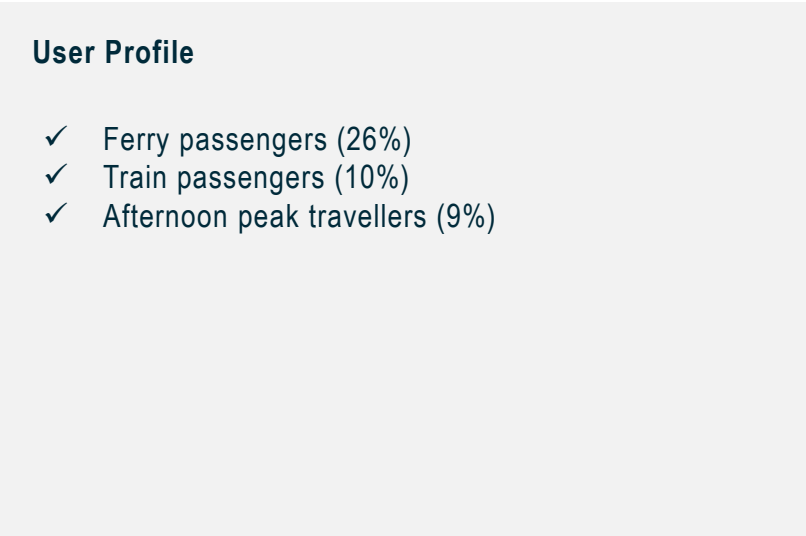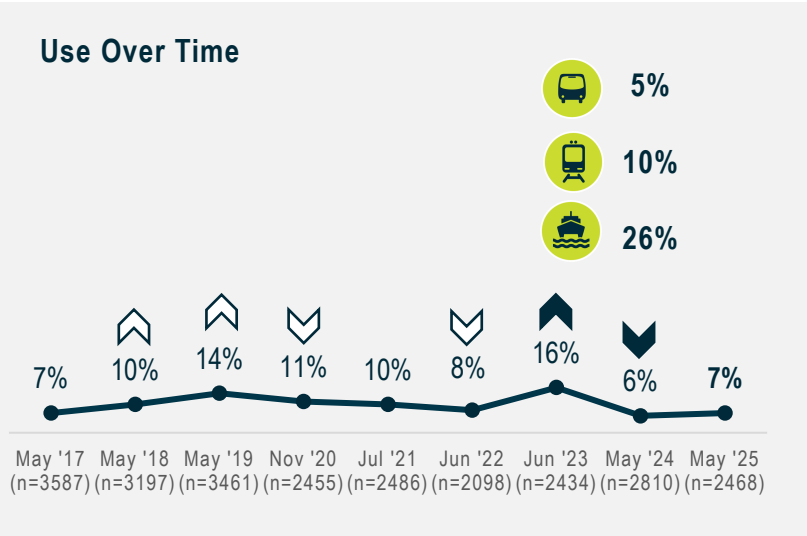
⌄ Denotes statistically significant change of 5 percentage points or less
⌄ Denotes statistically significant change of more than 5 percentage points

88

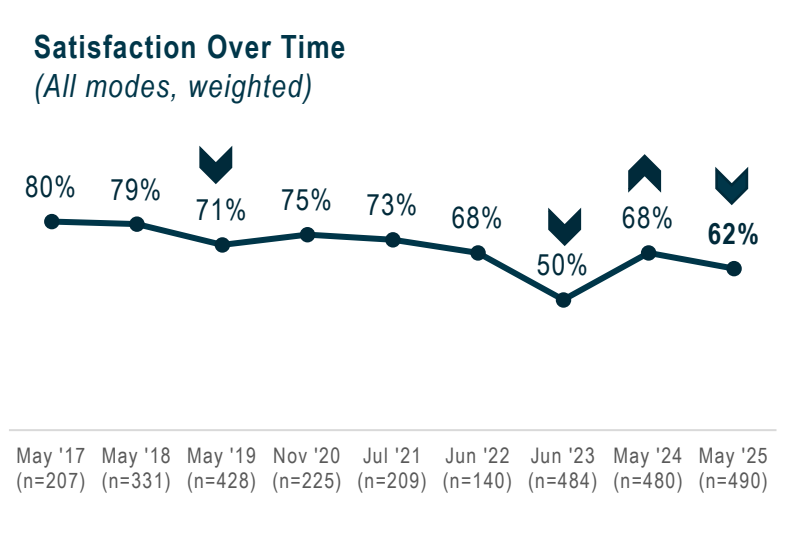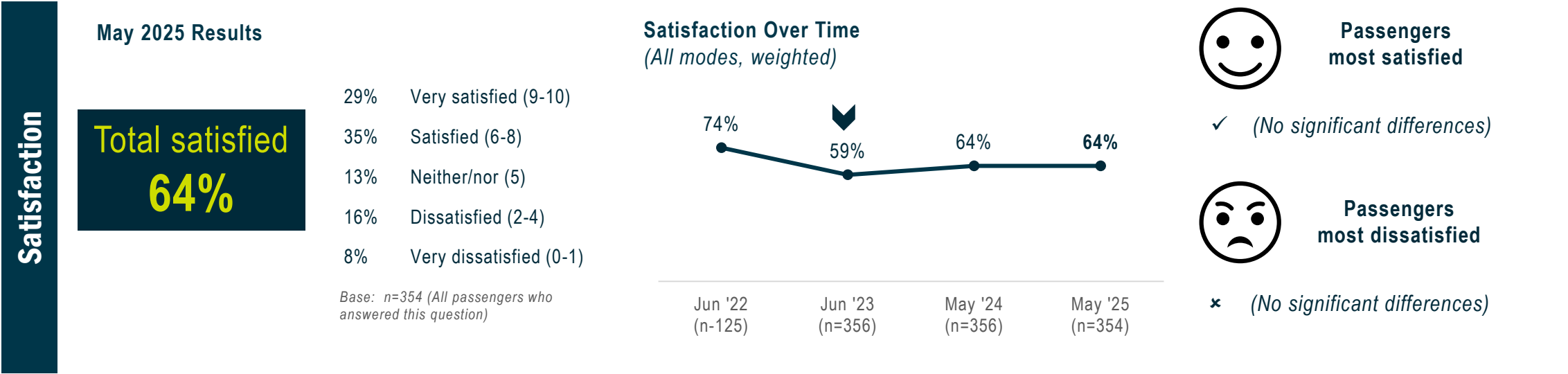# Use of, and Satisfaction with, Printed Timetable Brochures

Use In Last 3 Months

Use Over Time

🚌 **7%**

🚆 **10%**

⛴ **8%**

May '16	May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
35%	36%	34%	29%	26%	27%	21%	25%	7%	8%
(n=2283)	(n=3587)	(n=3197)	(n=3461)	(n=2455)	(n=2486)	(n=2098)	(n=2434)	(n=2810)	(n=2468)

User Profile

✓ SuperGold card holders (26%)
✓ Those with a disability (16%)

Non-User Profile

✗ Travelling for sport, recreation or dining out (98%)
✗ Those aged 18-24 years (96%)
✗ Snapper card holders (93%)

Satisfaction

May 2025 Results

Total satisfied 78%

42%	Very satisfied (9-10)
36%	Satisfied (6-8)
9%	Neither/nor (5)
8%	Dissatisfied (2-4)
5%	Very dissatisfied (0-1)

Base: n=437 (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	May '25
91%	88%	80%	89%	84%	82%	71%	80%	78%
(n=1165)	(n=962)	(n=833)	(n=532)	(n=569)	(n=354)	(n=695)	(n=457)	(n=437)

🙂 **Passengers most satisfied**

✓ *(No significant differences)*

😠 **Passengers most dissatisfied**

✗ *(No significant differences)*

* 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'
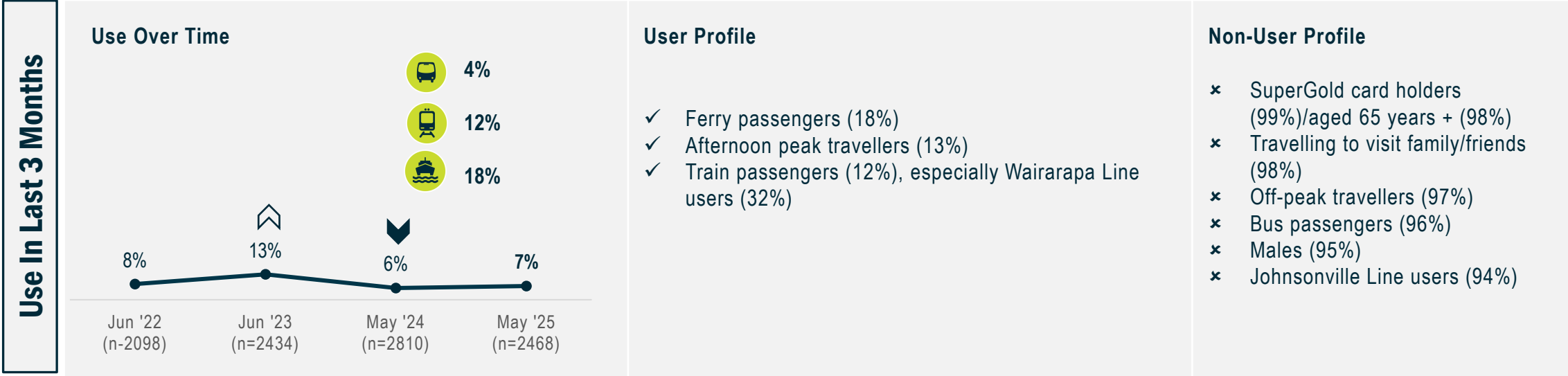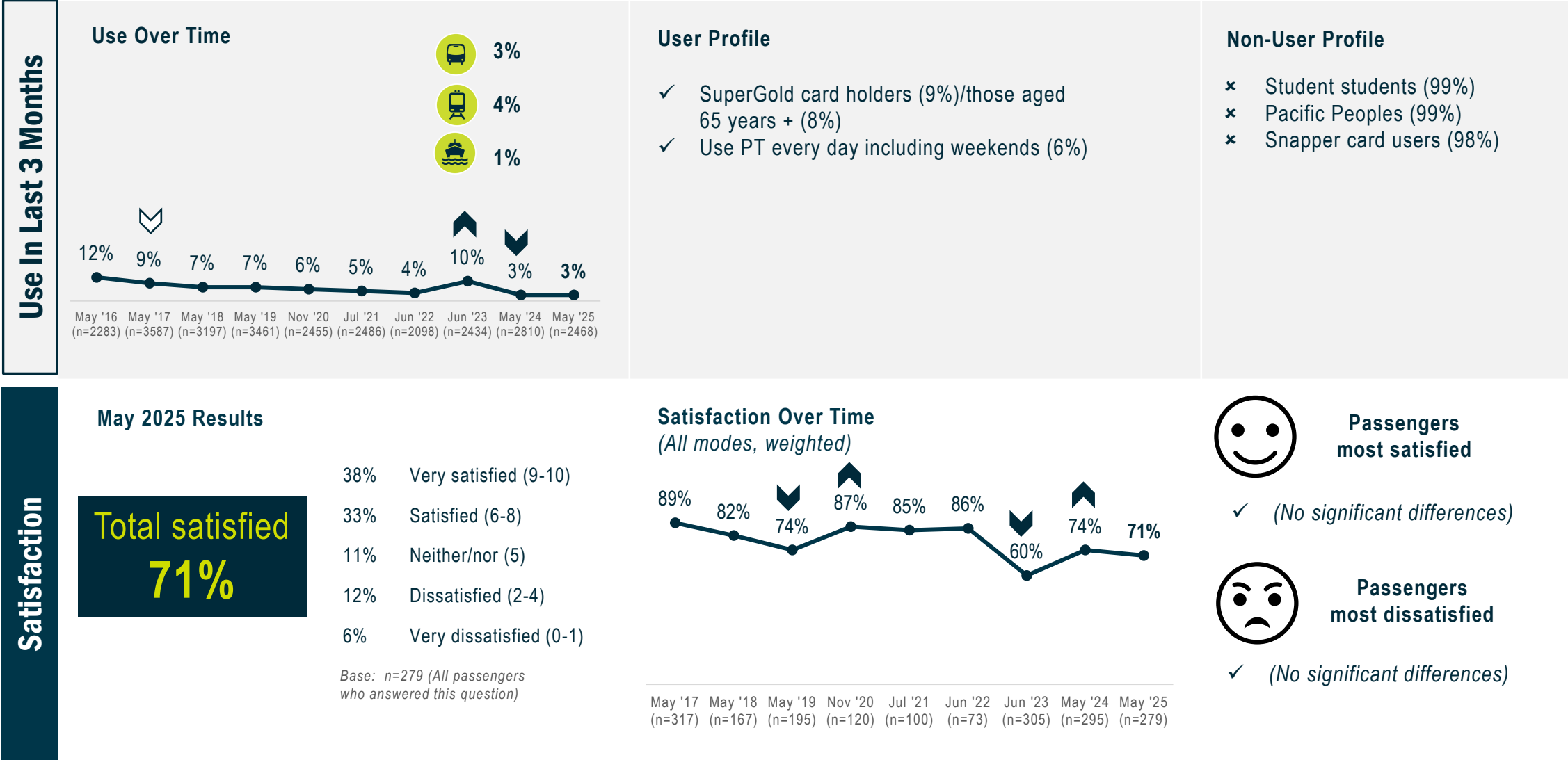
⌃ Denotes statistically significant change of 5 percentage points or less
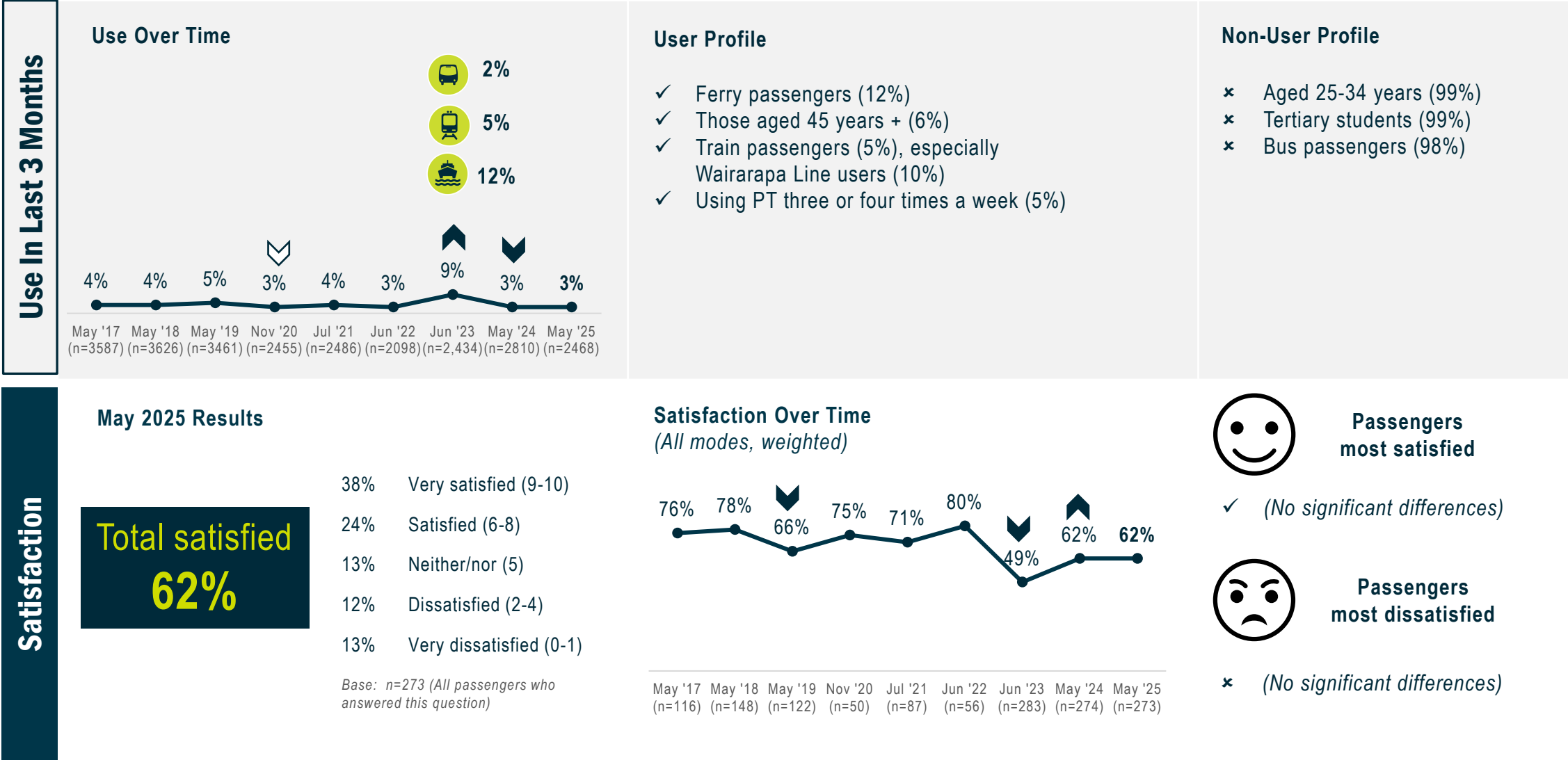⌃ Denotes statistically significant change of more than 5 percentage points
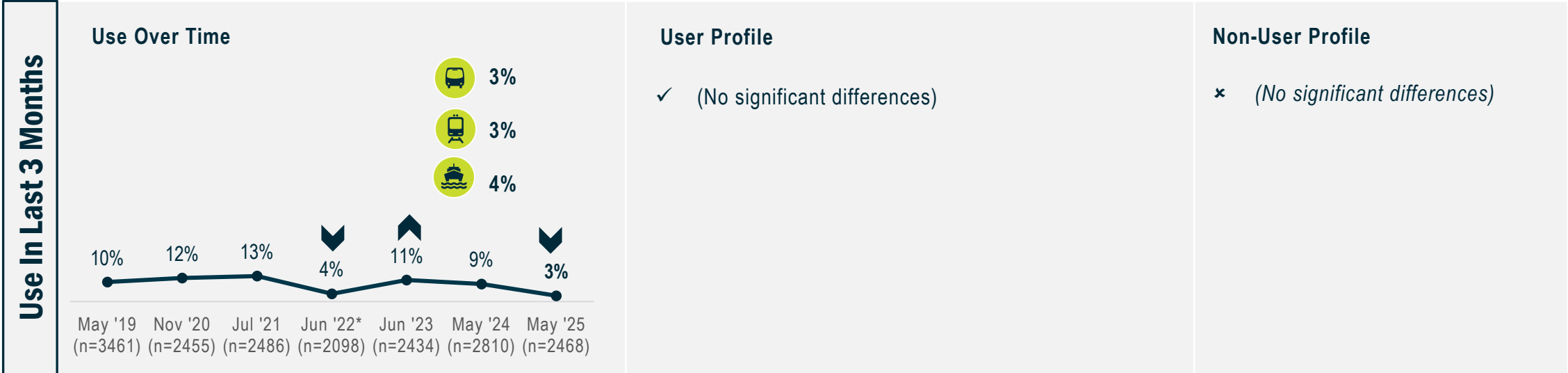
Use of, and Satisfaction with, Metlink App – Push Notifications

Use In Last 3 Months

Use Over Time

🚌 **5%**

🚆 **10%**

⛴ **26%**

7% 10% 14% 11% 10% 8% 16% 6% 7%

| 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) | May '25 (n=2468) |

User Profile

✓ Ferry passengers (26%)
✓ Train passengers (10%)
✓ Afternoon peak travellers (9%)

Non-User Profile

✗ Use PT less often than once a month (99%)
✗ Aged 65 years + (98%)
✗ Indian (98%)
✗ Bus passengers (95%)

Satisfaction

May 2025 Results

Total satisfied 62%

31% Very satisfied (9-10)
31% Satisfied (6-8)
11% Neither/nor (5)
17% Dissatisfied (2-4)
10% Very dissatisfied (0-1)

Base: n=490 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

80% 79% 71% 75% 73% 68% 50% 68% 62%

| 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) | May '25 (n=490) |

🙂 **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

🚌 **4%**

🚆 **12%**

⛴ **18%**

8%
Jun '22
(n-2098)

13%
Jun '23
(n=2434)

6%
May '24
(n=2810)

7%
May '25
(n=2468)

User Profile

✓ Ferry passengers (18%)
✓ Afternoon peak travellers (13%)
✓ Train passengers (12%), especially Wairarapa Line users (32%)

Non-User Profile

✗ SuperGold card holders (99%)/aged 65 years + (98%)
✗ Travelling to visit family/friends (98%)
✗ Off-peak travellers (97%)
✗ Bus passengers (96%)
✗ Males (95%)
✗ Johnsonville Line users (94%)

Satisfaction

May 2025 Results

Total satisfied 64%

29%   Very satisfied (9-10)
35%   Satisfied (6-8)
13%   Neither/nor (5)
16%   Dissatisfied (2-4)
8%   Very dissatisfied (0-1)

Base: n=354 (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)

64%
May '25
(n=354)

🙂 **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, Metlink Contact Centre

Use In Last 3 Months

Use Over Time

🚌 3%
🚆 4%
⛴ 1%

12% | 9% | 7% | 7% | 6% | 5% | 4% | 10% | 3% | 3%

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) | May '25 (n=2468)

User Profile

✓ SuperGold card holders (9%)/those aged 65 years + (8%)
✓ Use PT every day including weekends (6%)

Non-User Profile

✗ Student students (99%)
✗ Pacific Peoples (99%)
✗ Snapper card users (98%)

Satisfaction

May 2025 Results

Total satisfied 71%

38% Very satisfied (9-10)

33% Satisfied (6-8)

11% Neither/nor (5)

12% Dissatisfied (2-4)

6% Very dissatisfied (0-1)

Base: n=279 (All passengers who answered this question)

Satisfaction Over Time
(All modes, weighted)

89% | 82% | 74% | 87% | 85% | 86% | 60% | 74% | 71%

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) | May '25 (n=279)

🙂 **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, Emails from Metlink

Use In Last 3 Months

Use Over Time

🚌 **2%**

🚃 **5%**

⛴ **12%**

May '17	May '18	May '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
4%	4%	5%	3%	4%	3%	9%	3%	3%
(n=3587)	(n=3626)	(n=3461)	(n=2455)	(n=2486)	(n=2098)	(n=2,434)	(n=2810)	(n=2468)

User Profile

✓ Ferry passengers (12%)
✓ Those aged 45 years + (6%)
✓ Train passengers (5%), especially Wairarapa Line users (10%)
✓ Using PT three or four times a week (5%)

Non-User Profile

✗ Aged 25-34 years (99%)
✗ Tertiary students (99%)
✗ Bus passengers (98%)

Satisfaction

May 2025 Results

Total satisfied
62%

38%	Very satisfied (9-10)
24%	Satisfied (6-8)
13%	Neither/nor (5)
12%	Dissatisfied (2-4)
13%	Very dissatisfied (0-1)

Base: n=273 (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	May '25
76%	78%	66%	75%	71%	80%	49%	62%	62%
(n=116)	(n=148)	(n=122)	(n=50)	(n=87)	(n=56)	(n=283)	(n=274)	(n=273)

☺ **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

93

Use of, and Satisfaction with, Other Websites and Apps

Use In Last 3 Months

Use Over Time

🚌 **3%**

🚆 **3%**

⛴ **4%**

10%	12%	13%	4%	11%	9%	3%
May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	Jun '22* (n=2098)	Jun '23 (n=2434)	May '24 (n=2810)	May '25 (n=2468)

User Profile

✓ (No significant differences)

Non-User Profile

✗ (No significant differences)

Satisfaction

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

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

Catchy.nz/Catchy app	n=22
Bus++ app	n=15
Apple maps	n=13
Transit app	n=13
Wellington Trains app	n=6

* 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?
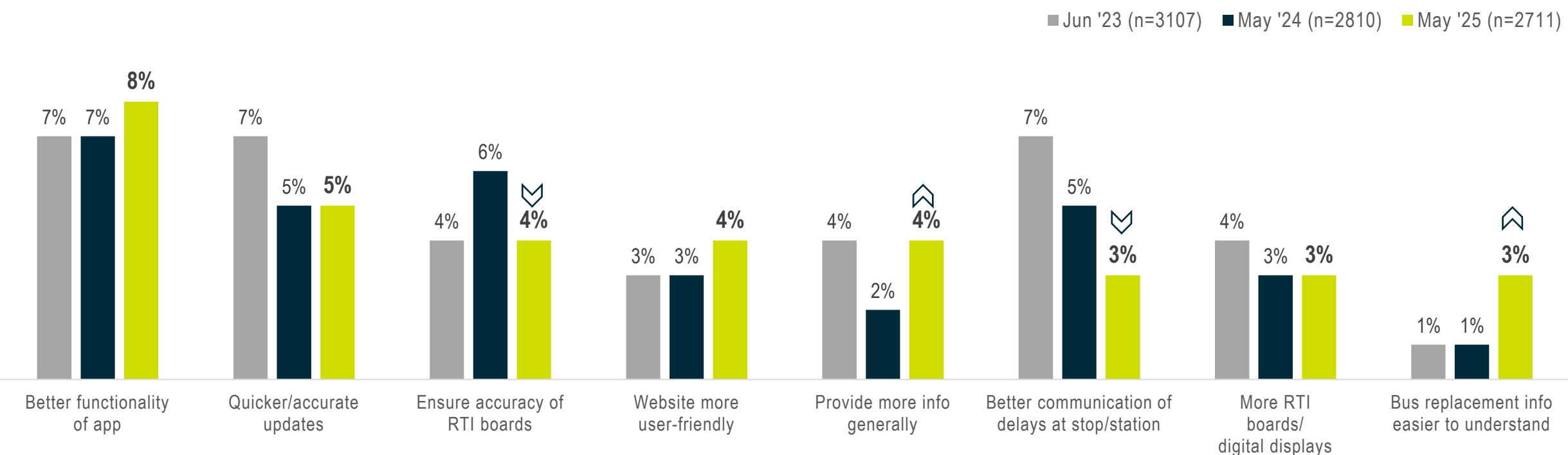
Legend: Jun '23 (n=3107), May '24 (n=2810), May '25 (n=2711)

Category	Jun '23	May '24	May '25
Better functionality of app	7%	7%	8%
Quicker/accurate updates	7%	5%	5%
Ensure accuracy of RTI boards	4%	6%	4%
Website more user-friendly	3%	3%	4%
Provide more info generally	4%	2%	4%
Better communication of delays at stop/station	7%	5%	3%
More RTI boards/ digital displays	4%	3%	3%
Bus replacement info easier to understand	1%	1%	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

Suggested Improvements to Public Transport Services

Results by Mode

n=968 n=1,622 n=121

Category	Bus	Train	Ferry
Better functionality of app	8%	8%	12%
Quicker/accurate updates	3%	7%	2%
Ensure accuracy of RTI boards	5%	7%	2%
Website more user-friendly	3%	4%	3%
Provide more info generally	3%	5%	2%
Better communication of delays at station	2%	3%	2%
More RTI boards/ digital displays	4%	2%	2%
Bus replacement info easier to understand	1%	5%	—

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

Perceptions of Public Transport Information Available Over Time by Mode

Time Series Summary (Total satisfied %)

	Total Bus							Wellington City Bus							Rest of Region Bus						
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25	May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
69	*	86	75	76	75	83	**84**	65	75	86	74	75	75	83	**83**	80	*	83	80	82	78	84	**87**

	Train						
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
81	83	88	84	85	75	84	**81**

	Ferry						
May '19	Nov '19	Nov '20	Jul '21	Jun '22	Jun '23	May '24	May '25
76	*	85	82	73	73	77	**83**

Suggested Improvements to Public Transport System

Suggested Improvements to Public Transport Services

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

Cheaper fares: 9%, 14%, **17%**

More frequent services: 18%, 15%, **15%**

Improved reliability: 14%, 10%, **13%**

More info about delays, cancellations: 7%, 5%, **7%**

Fewer delays, breakdowns: 14%, 4%, **7%**

More stops/destinations/wider route coverage: 4%, 4%, **5%**

Fewer buses replacing trains: 1%, **4%**

More buses/carriages; reduce overcrowding: 6%, 3%, **3%**

More RTI signs: 4%, 4%, **3%**

More weekend/late night/holiday services: 2%, 3%, **3%**

More direct/express services: 2%, 3%, **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

Suggested Improvements to Public Transport Services

Results by Mode

Legend: 🚌 n=968 🚆 n=1,622 ⛴ n=121

Category	Bus (n=968)	Train (n=1,622)	Ferry (n=121)
Cheaper fares	16%	18%	20%
More frequent services	15%	14%	22%
Improved reliability	7%	16% ⌃	6%
More info about delays, cancellations	4%	9% ⌃	4%
Fewer delays, breakdowns	4%	9% ⌃	3%
More stops, destinations, wider route coverage	4%	5%	7%
Fewer buses replacing trains	1%	6% ⌃	
More buses/carriages; reduce overcrowding	3%	2%	2%
More RTI signs	4%	3%	2%
More weekend/late night/holiday services	3%	3%	5%
More direct/express services	3%	3%	10% ⌃

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

100

Appendix

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

Respondent Profile

Distribution by Age	Total	🚌	🚆	⛴
15-17 years	**5%**	5%	4%	5%
18-24 years	**23%**	26%	16%	5%
25-34 years	**22%**	24%	19%	6%
35-44 years	**16%**	14%	20%	19%
45-59 years	**18%**	15%	25%	37%
60-64 years	**5%**	4%	6%	14%
65 years +	**11%**	12%	10%	14%
Base	***N=2,386***	*N=796*	*N=1,472*	*N=118*

Distribution by Ethnicity	Total	🚌	🚆	⛴
New Zealand European	**65%**	64%	68%	90%
Asian	**13%**	15%	11%	1%
Māori	**11%**	11%	10%	5%
Other European	**9%**	10%	9%	10%
Pacific Peoples	**7%**	7%	7%	2%
Indian	**6%**	6%	6%	0%
Middle Eastern	**1%**	1%	<1%	0%
Other	**2%**	2%	1%	0%
Base	***N=2,339***	*N=780*	*N=1,443*	*N=116*

Distribution by Gender	Total	🚌	🚆	⛴
Female	**55%**	56%	50%	50%
Male	**43%**	41%	48%	50%
Gender diverse	**2%**	3%	2%	0%
Base	***N=2,377***	*N=791*	*N=1,468*	*N=118*

Respondent Profile

Distribution by Disability*	Total	🚌	🚆	⛴
No disability	**85%**	85%	84%	89%
Disability	**15%**	15%	16%	11%
Base	**N=2,298**	*N=763*	*N=1,418*	*N=117*

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

Distribution by accessible concession	Total	🚌	🚆	⛴
No accessible (Total Mobility) concession	**95%**	94%	96%	97%
Accessible (Total Mobility) concession	**5%**	6%	4%	3%
Base	**N=2,154**	*N=694*	*N=1,348*	*N=112*

Distribution by use of Metlink Park and Ride carpark	Total	🚌	🚆	⛴
Did not use Metlink Park and Ride carpark for trip	**82%**	97%	73%	99%
Used Metlink Park and Rode carpark for trip	**18%**	3%	27%	1%
Base	**N=2,230**	*N=714*	*N=1,403*	*N=113*

Trip Profile

Distribution by Mode	Total	Weighted Share *(based on May 2025 patronage numbers)*
Bus		
Wellington City	71%	**51%**
Rest of the region	29%	**21%**
Train	**60%**	**28%**
Ferry	**5%**	**<1%**
Base	*N=2,711*	*N=2,711*

Distribution by Operator	Total	Weighted Share
NZ Bus Metlink	**17%**	35%
Tranzurban Metlink	**14%**	29%
Transdev	**60%**	28%
Mana Metlink	**4%**	7%
Uzabus Metlink	**<1%**	1%
East By West	**5%**	<1%
Base	*N=2,711*	*N=2,711*

Distribution by Rail Line	Train
Hutt Valley	**44%**
Kapiti	**23%**
Johnsonville	**15%**
Wairarapa	**11%**
Melling	**7%**
Base	*N=1,622*

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

Trip Profile

Distribution by Time of Travel	Total	🚌	🚆	🚢
Morning peak	**33%**	31%	37%	36%
Interpeak	**35%**	39%	24%	10%
Afternoon/evening peak	**21%**	15%	37%	54%
Weekend	**11%**	15%	2%	0%
Base	**N=2,711**	N=968	N=1,622	N=121

Distribution by Direction of Travel	Total	🚌	🚆	🚢
Outbound	**56%**	58%	51%	51%
Inbound	**44%**	42%	49%	49%
Base	**N=1,442**	N=968	N=1,622	N=121

Distribution by Ticket Type	Total	🚌	🚆	🚢
Stored value card	**83%**	85%	80%	5%
SuperGold card	**8%**	9%	6%	8%
Snapper 30-day pass	**5%**	2%	11%	1%
Cash	**3%**	2%	3%	3%
Ten trip card	**<1%**	0%	0%	79%
Day pass	**<1%**	0%	<1%	0%
Other	**<1%**	2%	<1%	4%
Base	**N=2,348**	N=770	N=1,468	N=110

Distribution by Main Reason for Trip	Total	🚌	🚆	🚢
Work	**55%**	49%	68%	77%
Tertiary study	**9%**	10%	8%	3%
Personal appointment	**9%**	11%	5%	3%
School	**8%**	9%	6%	4%
Shopping, services	**6%**	7%	2%	2%
Visiting friends, relatives	**5%**	6%	5%	2%
Sports, recreation, dining	**4%**	5%	2%	0%
Sightseeing	**2%**	1%	1%	6%
Special one-off event	**1%**	1%	2%	2%
Other	**1%**	1%	<1%	1%
Base	**N=2,372**	N=780	N=1,474	N=118

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

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Use of Public Transport in Wellington Region

Distribution by Frequency of Trip	Total	🚌	🚆	⛴
Every weekday, including weekends	**14%**	25%	9%	3%
Every week day	**31%**	31%	31%	26%
Three or four times a week	**33%**	25%	36%	47%
Once or twice a week	**11%**	9%	13%	12%
Once a fortnight/ once every three weeks	**3%**	3%	3%	5%
Once a month	**3%**	2%	3%	3%
Less often than once a month	**4%**	3%	4%	4%
First time today	**1**	2%	1%	0%
Base	***N=2,348***	*N=764*	*N=1,466*	*N=118*

Distribution by Use of Public Transport in Last Three Months	Total	🚌	🚆	⛴
Used **bus**	**76%**	100%	62%	72%
Used **train**	**60%**	36%	100%	35%
Used **harbour ferry**	**4%**	3%	3%	100%
Base	***N=2,324***	*N=755*	*N=1,451*	*N=118*

🚆 **60%**

🚌 **76%**

36%   37%   23%

0%

3%   0%

1%

⛴ **4%**

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