



Public Transport Passenger Satisfaction Survey

July 2021

Survey Background





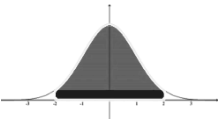



Each May, Metlink commission an independent survey of customers' experiences of Metlink public transport (PT) in the region. This helps Metlink, proudly part of Greater Wellington, to identify and prioritise improvements for customers, and is also part of reporting requirements to Waka Kotahi (New Zealand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

Due to COVID-19, the May 2020 survey was postponed – and was conducted in October/November 2020, once the country was at Level 1 restrictions. Similarly, the May 2021 survey was postponed due to COVID-19 as well as the risk of industrial action by drivers on the Metlink bus network. The survey was conducted in July 2021 once the risk of industrial action was mitigated and the region had returned to Level 1 restrictions.

The results from the July 2021 survey presented here (which included all three modes, and both city and regional bus services) have been compared with those from November 2020 and May 2019.



Survey Method


<p style="text-align: center;">Survey Method</p>  <p>On-board survey. Questionnaires handed out to every (bus/ferry)/every second (train) passenger aged 15 years + on pre-selected services (school services excluded). Services selected using systematic random sampling from trip lists provided by Metlink.</p>	<p style="text-align: center;">Fieldwork Dates</p>  <p>July 2021: 1st July – 1st August 2021</p> <p>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</p>	<p style="text-align: center;">Sample Size*</p>  <p>July 2021: n=3,221 (from 230 trips)</p> <p>Nov 2020: N=3,228 May 2019: N=4,042 May 2018: N=3,759 May 2017: N=4,053 May 2016: N=2,362 May 2015: N=4,456 May 2014: N=4,298</p>	<p style="text-align: center;">Response Rate**</p>  <p>Jul 2021 Total: 62% Ferry: 64%; Train: 65%; Bus: 57%</p> <p>Nov 2020: 66% May 2019: 61% May 2018: 67% May 2017: 61% May 2016: 59% May 2015: 63% May 2014: 58%</p>
<p style="text-align: center;">Maximum Margin of Error***</p>  <p style="text-align: center;">± 1.7%</p> <p>*** Maximum margin of error at the 95% confidence interval</p>	<p style="text-align: center;">Testing for True Differences</p>  <p>All results cross-tabulated by mode, travel time, operator, day of trip, direction of trip, payment method, reason for trip, gender, disability status and age of passenger. Statistically-significant differences identified in this analysis have been highlighted.</p>	<p style="text-align: center;">Time Series Comparisons</p>  <p>This round:</p> <ul style="list-style-type: none"> • questions about helpfulness and attitude of driver/staff were combined into a single question • passengers' disability status was captured • main reason for using PT was asked <p>Statistically significant changes over time have been highlighted.</p>	<p style="text-align: center;">Data Weighting</p>  <p>'Total' results have been weighted by mode to be representative of the actual patronage of public transport trips during July 2021 (66% bus, 33% train, 1% ferry). Results by mode are unweighted.</p> <p><i>(This weighting method is consistent with that used since 2016)</i></p>

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

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

Report Outline


Executive Summary



Passenger Perceptions of Service on Trip Today



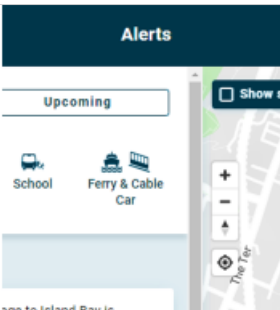
Passenger Perceptions of Stop/ Station/ Wharf



Passenger Perceptions of Wellington Region's Public Transport System



Passenger Perspectives on Public Transport Information



Suggested Improvements to Public Transport System

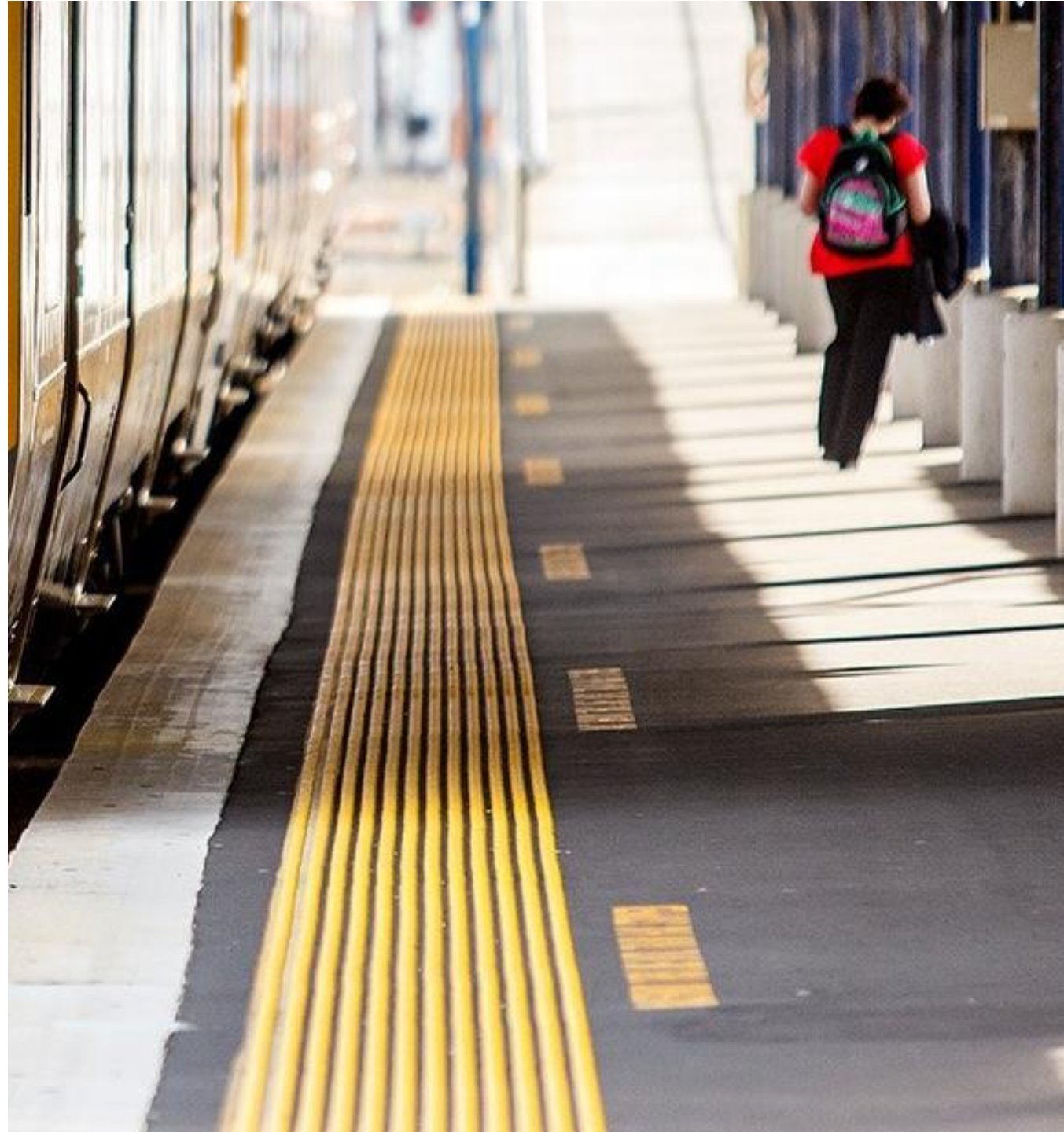


Appendix

- Respondent profile
- Trip profile



Executive Summary



Satisfaction with Trip Overall

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

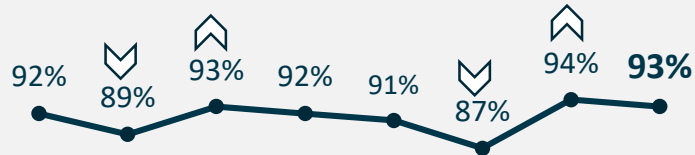
July 2021 Results

Total satisfied
93%

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

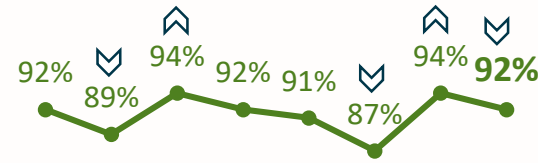
Base: n=3,000 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

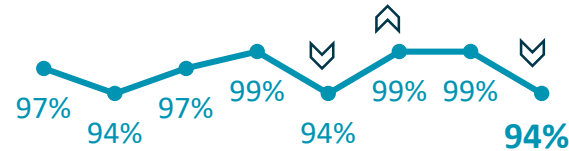
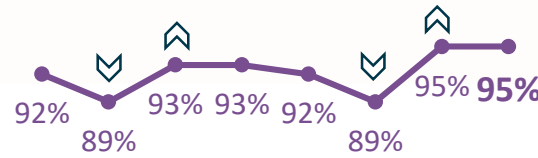


May '14 (n=4117) May '15 (n=4247) May '16 (n=2261) May '17 (n=3862) May '18 (n=3578) May '19 (n=3733) Nov '20 (n=3022) Jul '21 (n=3000)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	85%	95%	92%
Rest of region bus	92%	92%	91%



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

Satisfaction by Operator

	May '19	Nov '20	Jul '21
Uzabus Metlink	92%	100%	100%
Transdev	89%	95%	95%
East By West	99%	99%	94%
Mana Metlink	90%	93%	94%
NZ Bus Metlink	84%	94%	93%
Tranzurban Metlink	89%	93%	91%



Passengers most satisfied

✓ Train passengers (95%), especially Hutt Valley line (96%)

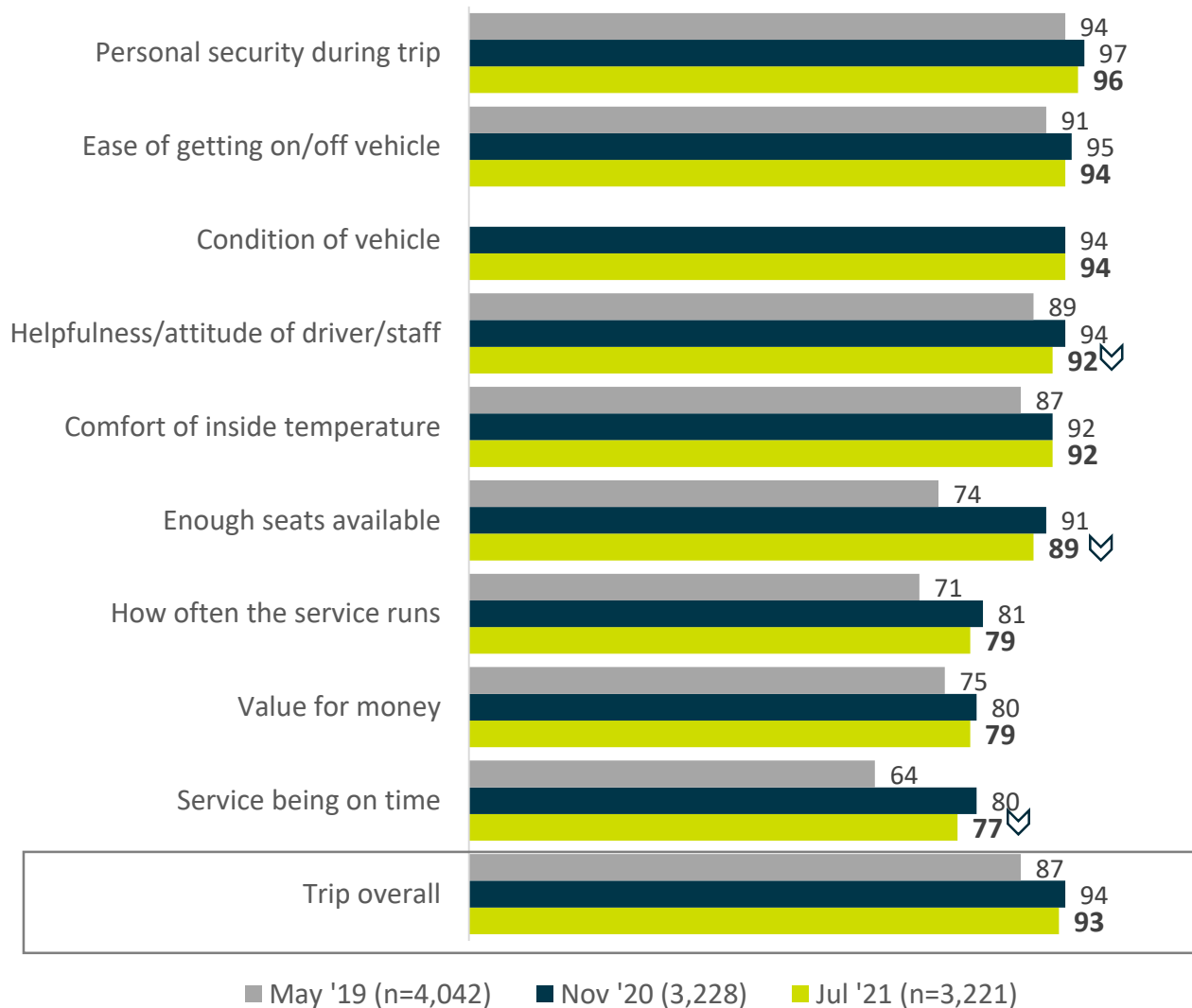


Passengers most dissatisfied

✗ Bus passengers (4%)

Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

The share of Wellington public transport users satisfied with their trip has remained stable over the last eight months, but has improved significantly from May 2019 – up from 87% to 93%. Of the three modes, train users are now the most satisfied with the trip overall (95%, compared with 92% among bus passengers). Whilst overall satisfaction among bus users has declined slightly from November 2020, ratings have improved significantly among both train and bus users since May 2019.

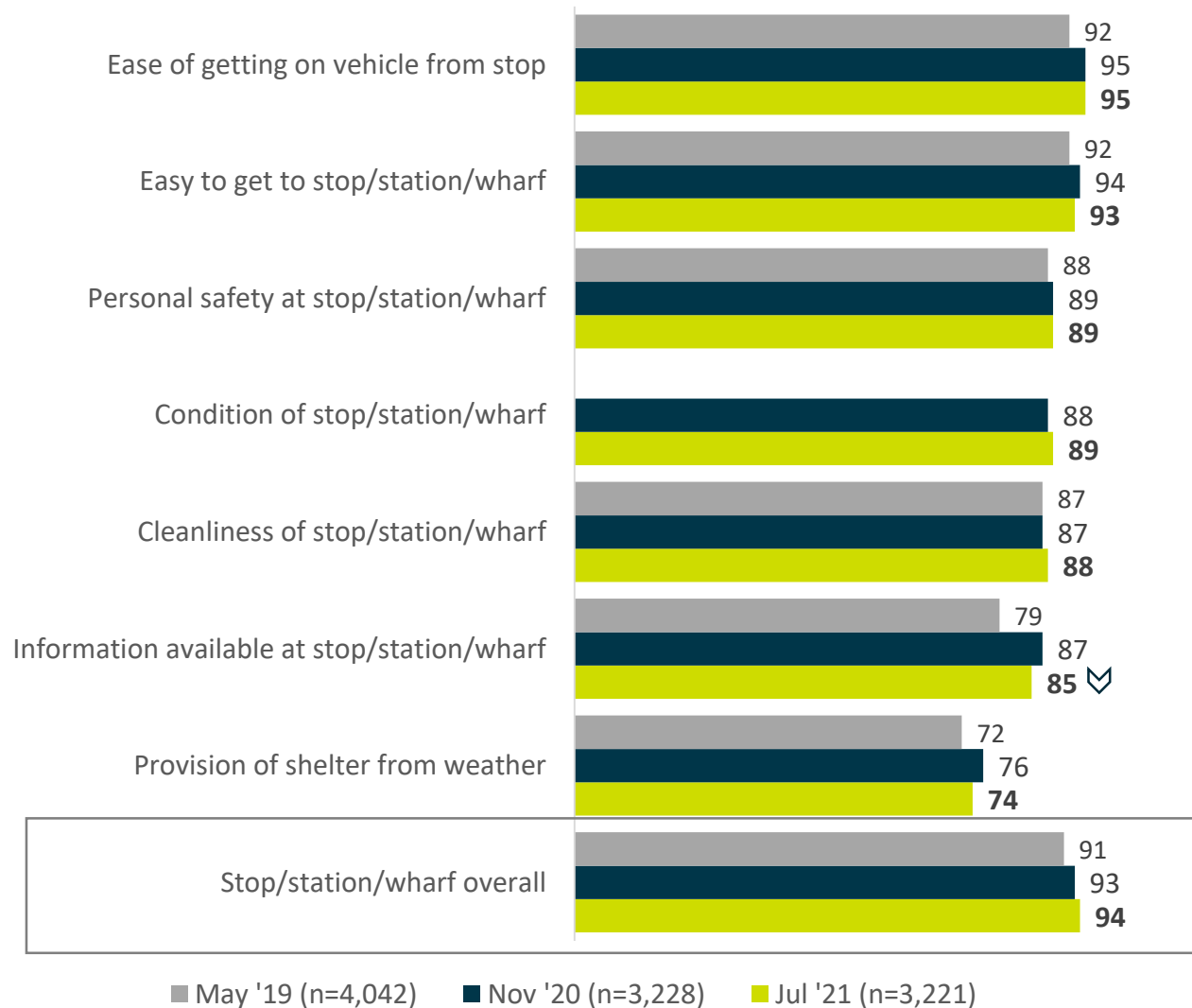
Passengers continue to be most satisfied with their personal security during the trip (96%). Perceptions of the ease of boarding/disembarking (94%) and the condition of the vehicle (94%) have also remained high and stable.

In contrast, satisfaction with the helpfulness/attitude of the driver/staff has declined since November 2020 (down from 94% to 92%), this decline most notable among bus passengers (down from 93% to 90%). After a very significant increase in satisfaction with service capacity in November 2020 (due, at least in part, to a notable decline in patronage because of COVID-19), satisfaction with having enough seats available has declined this round (to 89%).

This round, perceptions of the trip are least positive for service reliability (77%), with perceptions having declined significantly from November 2020 (80%). This result is of some concern as the relative importance of service reliability as a driver of overall satisfaction has increased. Improvements in this areas – and for value for money – can be expected to have a positive impact on overall satisfaction going forward.

Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Almost all public transport users (94%) continue to be satisfied with the stop/station/wharf where they started their trip, this result stable from November 2020 (93%). This round, levels of satisfaction are similar by mode.

Ratings continue to be most positive for accessibility – both the ease of getting to the stop/station/wharf (by car, walking etc) (93%) and it being easy to get onto the vehicle from the stop/station/wharf (95%).

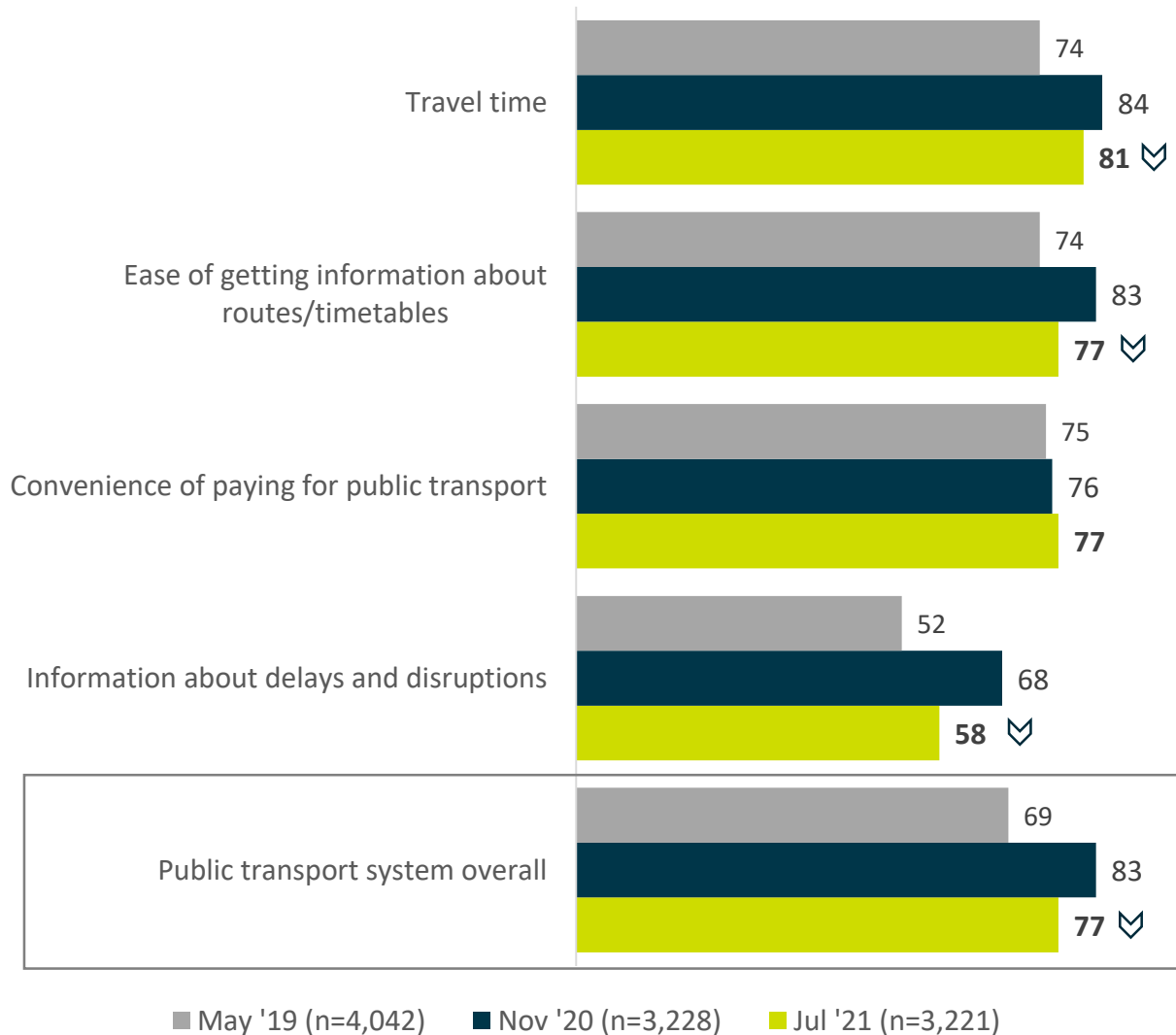
Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 51% satisfied – although this share has increased significantly from 18% in November 2020). Passenger suggestions to improve the provision of shelter include:

- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter.

The only significant change in satisfaction this round is for the provision of information available at the stop/station/wharf (down from 87% to 85%). This decline is particularly notable for 'rest of region' bus stops (down from 88% in November 2020 to 81% in July 2021).

Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have declined over the last eight months, satisfaction with the public transport system overall down 6 percentage points to 77%. Perceptions have declined across all three modes.

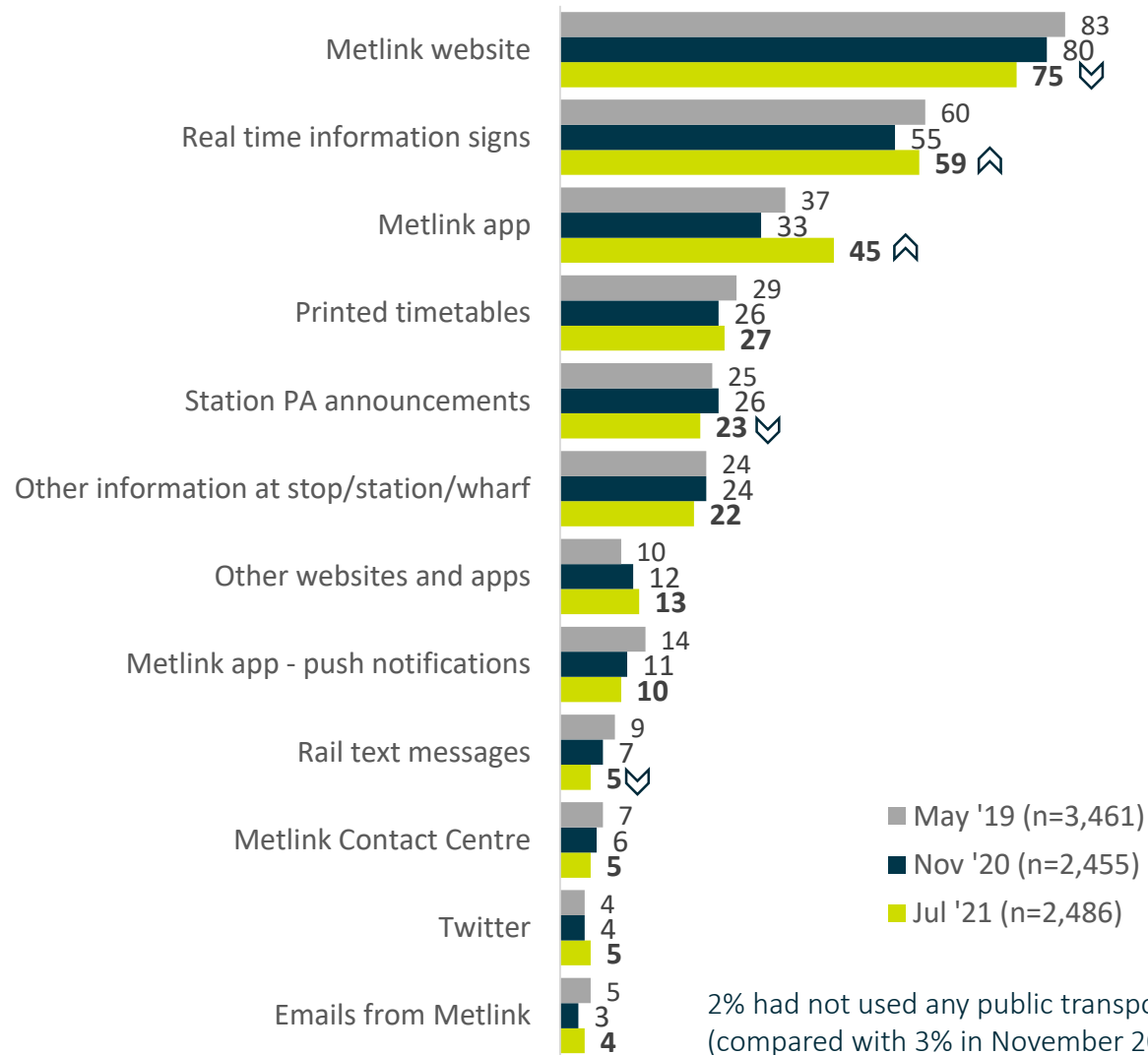
The most notable decline since November 2020 has been for satisfaction with the provision of information about delays and disruptions, this decline most notable among bus passengers (down 13 percentage points to 54%). Satisfaction with travel times - the strongest driver of satisfaction with the public transport system - has also declined over the last 8 months, again most notably for bus users (down 4 percentage points to 78%).

Three-quarters (77%) of passengers agree that Wellington's public transport system is easy to use (down from 85% in November 2020 but up from 71% in May 2019), with notable declines in perceived ease of use across all three modes. The high frequency of services and extensive route coverage continue to be key contributors to ease of use. In contrast, this round has seen an increase in the mention of a lack of reliability and too many delays, disruptions and breakdowns as reasons for public transport in Wellington not being easy to use.

With the decline in satisfaction with the public transport service, willingness to recommend to others has also declined - down from 89% of all passengers in November 2020 to 83% in July 2021. The Net Promoter Score has fallen from +28 to +14. Generally a value over 0 is considered good; a value over 50 is considered excellent.

Use of Public Transport Information

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



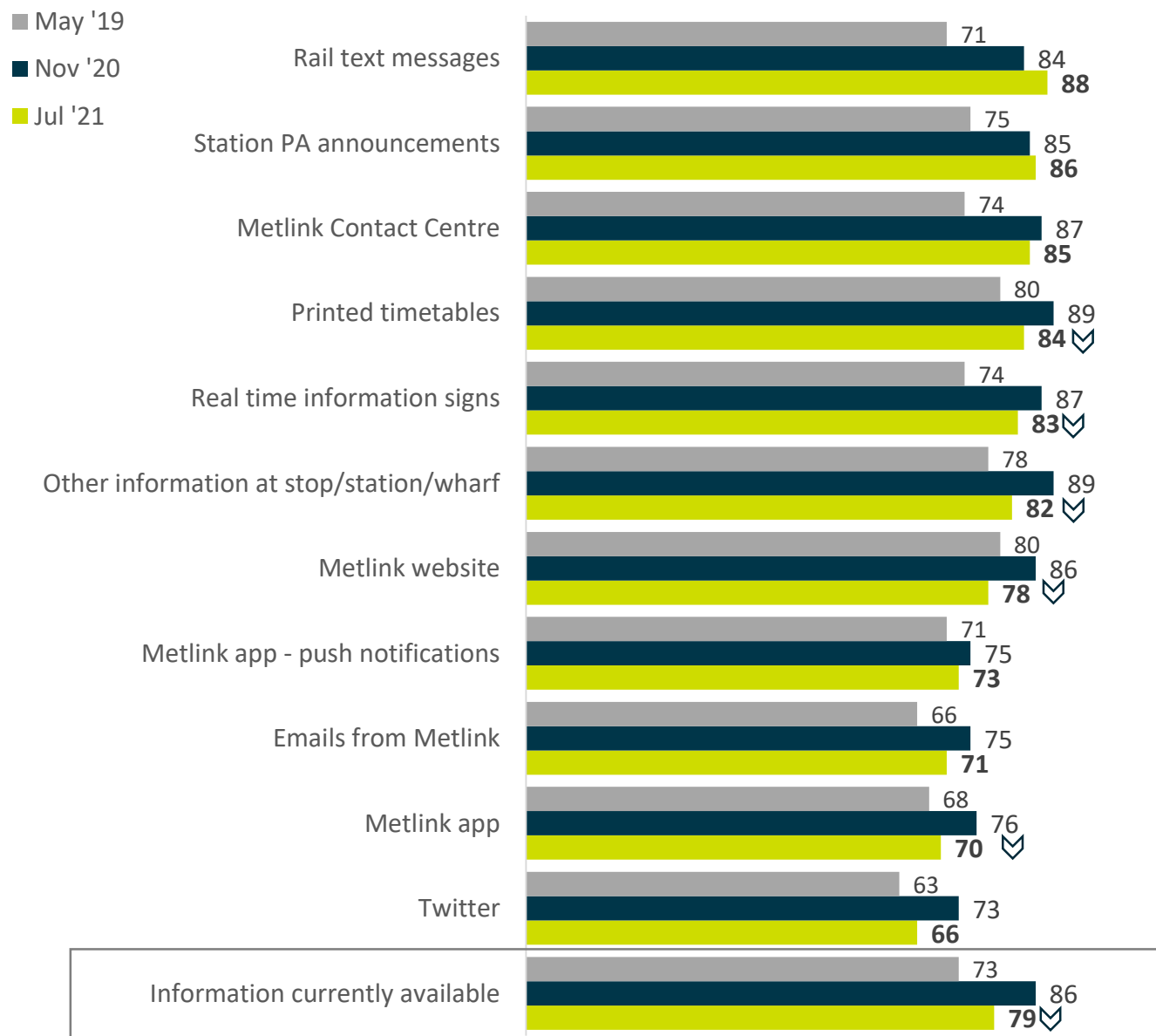
Whilst the Metlink website continues to be the most frequently used source of public transport information (75%, including 86% of train passengers), its use has continued to decline (down from 80% in November 2020 and 83% in May 2019). Significant declines in use over the last 8 months are also evident for station PA announcements and rail text messages.

In contrast, use of the Metlink app has increased significantly since November 2020, up 12 percentage points to 45% of all passengers. The app is particularly well used by bus passengers (47%) but use is also high among both train (41%) and ferry (41%) passengers. Use of real time information signs has also increased significantly since November, up 4 percentage points to 59% of all passengers.

Google Maps (6%) and the Bus++ app (2%) are the most frequently mentioned 'other websites and apps' with use of other sites and apps being highest among bus passengers (15%).

2% had not used any public transport information in the last three months (compared with 3% in November 2020, and 1% in May 2019)

Satisfaction with Sources of Public Transport Information



Satisfaction with the public transport information currently available has declined over the last 8 months – down 7 percentage points to 79%. However, satisfaction remains higher than in May 2019 (73%).

Train passengers are significantly more satisfied with the sources of public transport information available (84%) than those using the bus (75%), with satisfaction ratings most positive for rail text messages (88%) and station PA announcements (86%).

Satisfaction with a number of widely-used information sources has declined significantly since November 2020, including for the Metlink website (down 8 percentage points to 78%) and the Metlink computer app (down 6 percentage points to 70%).

Reflective of the decline in satisfaction with the Metlink app, passengers are most likely to suggest the need for improvements to the app (10% of all passengers), including improvements to the functionality/making the app more user friendly. Making the website easier to use/easier to navigate (6%) and improving communication/announcements when delays occur (6%) are also frequently suggested.

Arrows denote statistically significant change from previous year

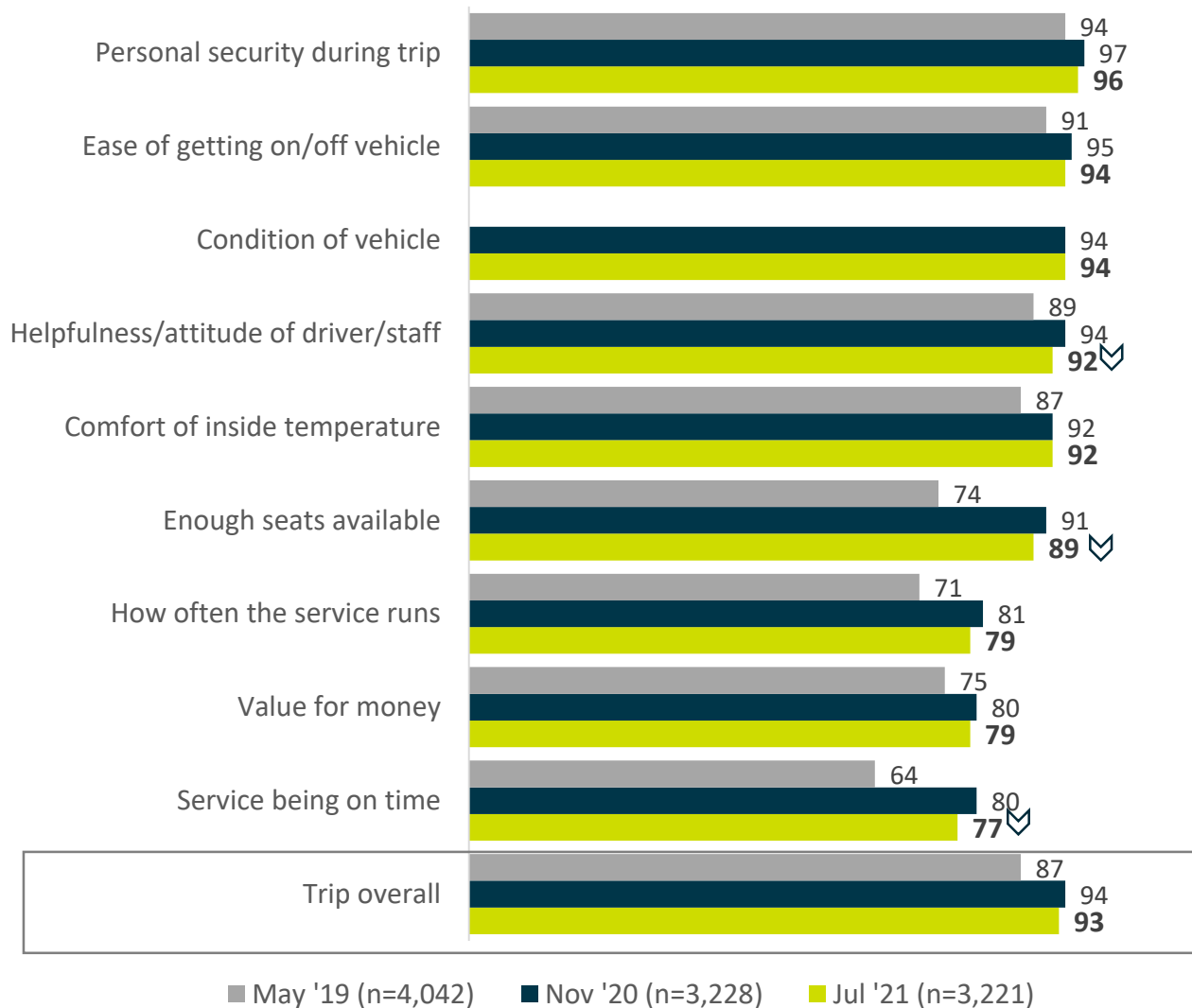
Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.

Passenger Perceptions of Service on Trip Today



Perceptions of the Trip Today

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

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

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Satisfaction with Trip Overall

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

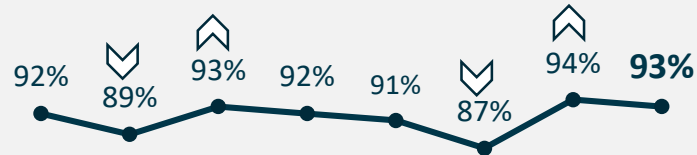
July 2021 Results

Total satisfied
93%

- 42% Very satisfied (9-10)
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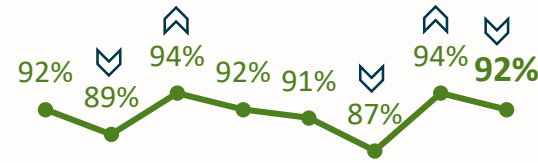
Base: n=3,000 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

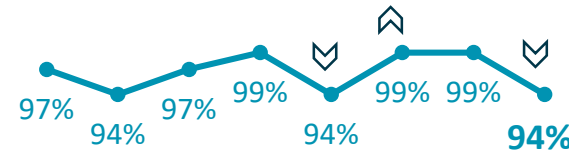
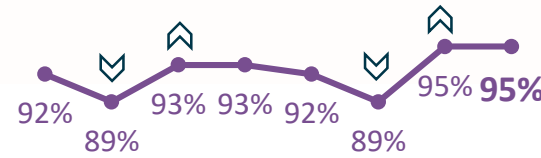


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Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	85%	95%	92%
Rest of region bus	92%	92%	91%



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

Satisfaction by Operator

	May '19	Nov '20	Jul '21
Uzabus Metlink	92%	100%	100%
Transdev	89%	95%	95%
East By West	99%	99%	94%
Mana Metlink	90%	93%	94%
NZ Bus Metlink	84%	94%	93%
Tranzurban Metlink	89%	93%	91%



Passengers most satisfied

✓ Train passengers (95%), especially Hutt Valley line (96%)



Passengers most dissatisfied

✗ Bus passengers (4%)

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?

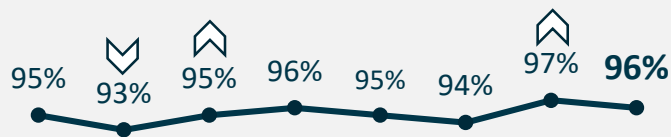
July 2021 Results

Total satisfied
96%

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

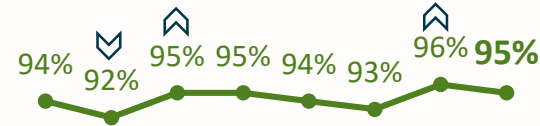
Base: n=3,153 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

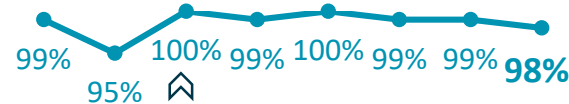
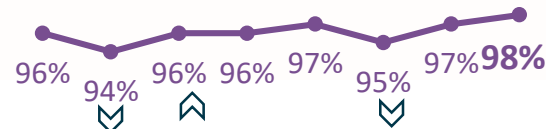


May '14 (n=4235) May '15 (n=4371) May '16 (n=2333) May '17 (n=3984) May '18 (n=3693) May '19 (n=3893) Nov '20 (n=3128) Jul '21 (n=3153)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	93%	97%	95%
Rest of region bus	92%	94%	94%



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

Satisfaction by Operator

	May '19	Nov '20	Jul '21
Uzabus Metlink	96%	100%	100%
East By West	99%	99%	98%
Transdev	95%	97%	98%
NZ Bus Metlink	92%	97%	96%
Tranzurban Metlink	93%	95%	94%
Mana Metlink	97%	97%	93%



Passengers most satisfied

- ✓ Train passengers (98%)
- ✓ Morning peak passengers (97%)



Passengers most dissatisfied

- ✗ Those paying with a day pass (10%)
- ✗ Gender diverse passengers (9%)
- ✗ Those aged 15-17 years (6%)
- ✗ Those travelling for school (5%)
- ✗ Passengers with a disability (3%)
- ✗ Bus passengers (2%), especially Tranzurban Metlink (3%)

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.)?

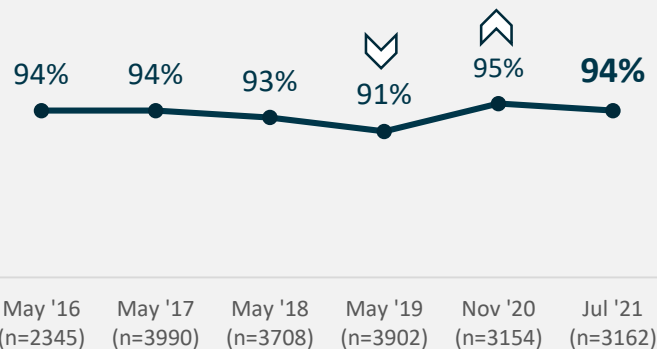
July 2021 Results

Total satisfied
94%

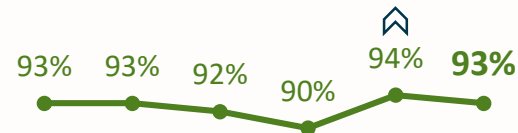
- 55% Very satisfied (9-10)
- 39% Satisfied (6-8)
- 3% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=3,162 (All passengers who answered this question)

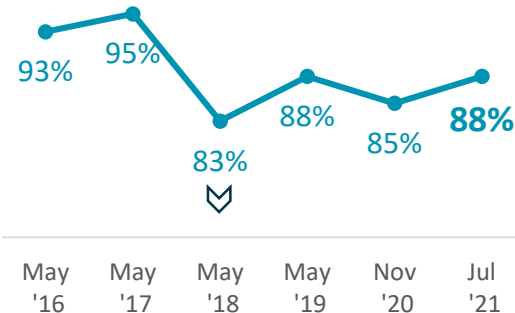
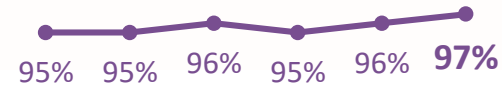
Satisfaction Over Time (All modes, weighted)



Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	90%	94%	93%
Rest of region bus	88%	92%	92%



Satisfaction by Operator

	May '19	Nov '20	Jul '21
Transdev	95%	96%	97%
Mana Metlink	91%	90%	97%
Uzabus Metlink	92%	100%	94%
Tranzurban Metlink	89%	94%	93%
NZ Bus Metlink	90%	94%	92%
East By West	88%	85%	88%



Passengers most satisfied



Passengers most dissatisfied

- ✓ Train passengers (97%) especially Kapiti (99%) and Hutt Valley (97%) lines
- ✓ Those aged 18-24 years (96%)
- ✗ Wairarapa line users (10%)
- ✗ Those aged 60 years + (8%)
- ✗ Passengers with a disability (7%)
- ✗ SuperGold card holders (7%)
- ✗ Travelling for personal appt (7%)
- ✗ Those using PT every day (5%)
- ✗ Bus passengers (4%) especially Tranzurban (5%)

Condition of Vehicle

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

July 2021 Results

Total satisfied
94%

- 51% Very satisfied (9-10)
- 43% Satisfied (6-8)
- 3% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

Base: n=3183 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

94% ————— 94%

Nov '20
(n=3165)

Jul '21
(n=3183)

Satisfaction by Mode



93% ————— 92%

	Nov '20	Jul '21
Wellington city bus	94%	91%
Rest of region bus	91%	94%



97% ————— 97%



80% ————— 89%

Nov '20

Jul '21

Satisfaction by Operator

	Nov '20	Jul '21
Uzabus Metlink	100%	100%
Transdev	97%	97%
Tranzurban Metlink	95%	94%
NZ Bus Metlink	91%	90%
East By West	80%	89%
Mana Metlink	92%	87%



Passengers most satisfied

- ✓ Train passengers (97%), especially Kapiti (98%) and Hutt Valley (97%) line users



Passengers most dissatisfied

- ✗ Wairarapa line users (7%)
- ✗ Those aged 15-17 years (7%)
- ✗ Weekend passengers (5%)
- ✗ Bus passengers (4%), especially NZ Bus Metlink (5%)

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?

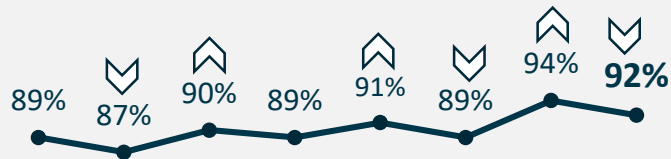
July 2021 Results

Total satisfied
92%

- 51% Very satisfied (9-10)
- 41% Satisfied (6-8)
- 5% Neither/nor (5)
- 3% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

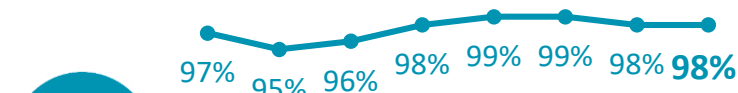
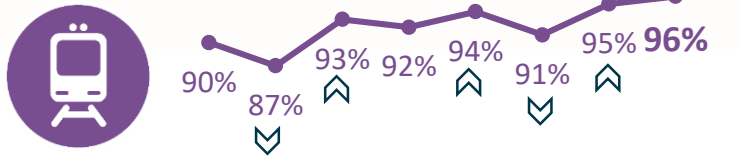
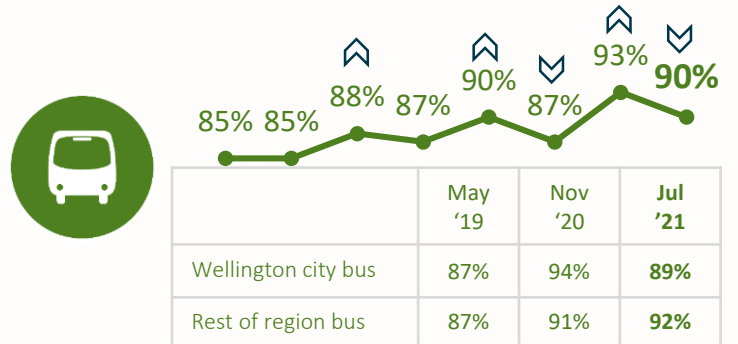
Base: n=3,089 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



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)

Satisfaction by Mode



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

Satisfaction by Operator

Operator	May '19	Nov '20	Jul '21
Uzabus Metlink	92%	100%	100%
East By West	99%	98%	98%
Transdev	91%	95%	96%
Mana Metlink	88%	96%	90%
NZ Bus Metlink	87%	94%	90%
Tranzurban Metlink	87%	93%	90%



Passengers most satisfied

- ✓ Travelling less often than once a week (98%)
- ✓ Train passengers (96%), especially Kapiti (96%) and Hutt Valley (96%) lines



Passengers most dissatisfied

- ✗ Gender diverse (10%)
- ✗ Aged 15-17 years (7%)
- ✗ Bus passengers (4%)

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?

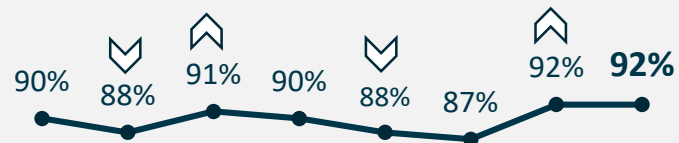
July 2021 Results

Total satisfied
92%

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

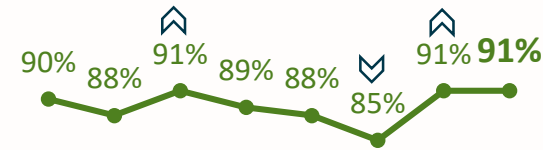
Base: n=3,163 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

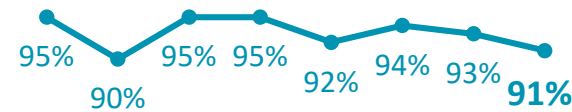
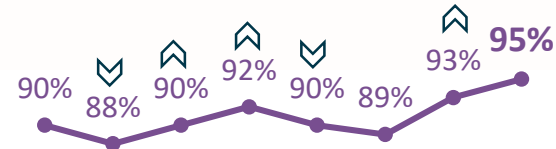


May '14 (n=4270) May '15 (n=4396) May '16 (n=2347) May '17 (n=3986) May '18 (n=3715) May '19 (n=3924) Nov '20 (n=3164) Jul '21 (n=3163)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	85%	92%	91%
Rest of region bus	87%	87%	91%



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

Satisfaction by Operator

	May '19	Nov '20	Jul '21
Uzabus Metlink	96%	100%	100%
Tranzdev	89%	93%	95%
Mana Metlink	90%	87%	94%
East By West	94%	93%	91%
NZ Bus Metlink	81%	93%	90%
Tranzurban Metlink	89%	89%	90%



Passengers most satisfied

- ✓ Those paying with cash (98%)
- ✓ Using PT less often than once a week (98%)
- ✓ Train passengers (95%), especially Hutt Valley (96%) and Kapiti (96%) lines



Passengers most dissatisfied

- ✗ Bus passengers (4%)

Having Enough Seats Available

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

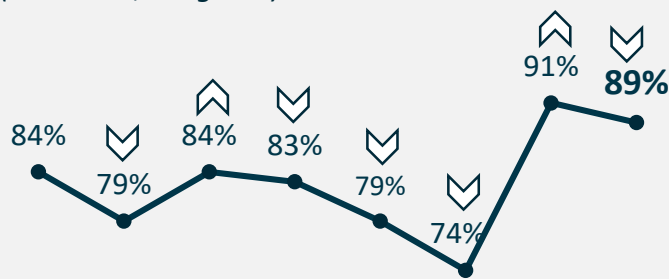
July 2021 Results

Total satisfied
89%

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

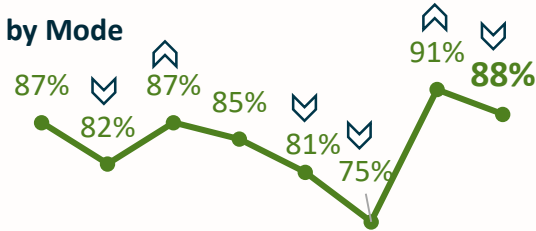
Base: n=3173 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

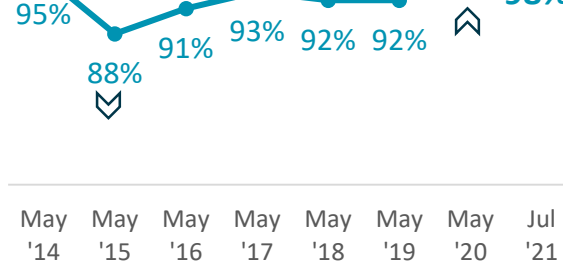
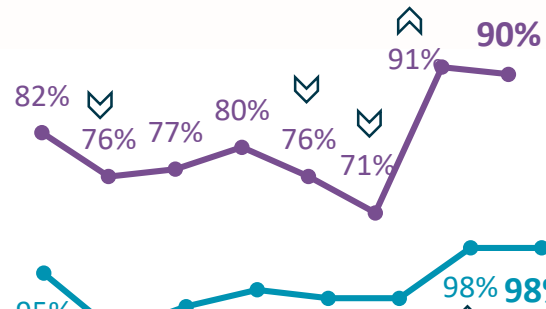


May '14 (n=4260) May '15 (n=4389) May '16 (n=2342) May '17 (n=3992) May '18 (n=3707) May '19 (n=3924) Nov '20 (n=3159) Jul '21 (n=3173)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	73%	92%	87%
Rest of region bus	82%	90%	92%



Satisfaction by Operator

	May '19	Nov '20	Jul '21
Uzabus Metlink	84%	100%	100%
East By West	92%	98%	98%
Transdev	71%	91%	90%
Mana Metlink	90%	94%	88%
Tranzurban Metlink	81%	91%	88%
NZ Bus Metlink	68%	92%	87%



Passengers most satisfied

- ✓ Those paying with cash (96%)
- ✓ Using PT less often than once a week (96%)
- ✓ Those aged 65 years + (95%)
- ✓ Off-peak travellers (91%), especially weekend (93%)



Passengers most dissatisfied

- ✗ Using PT every weekday (10%)
- ✗ Peak travellers (9%), especially evening peak (11%)
- ✗ Those paying with a stored value card (9%)
- ✗ Travelling for work (9%)
- ✗ Bus passengers (8%), especially NZ Bus Metlink (9%)

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?

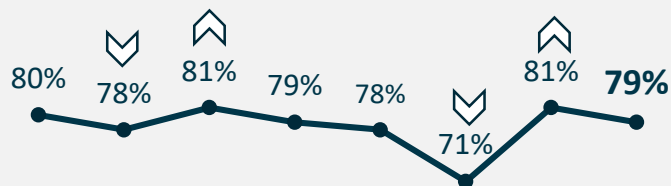
July 2021 Results

Total satisfied
79%

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

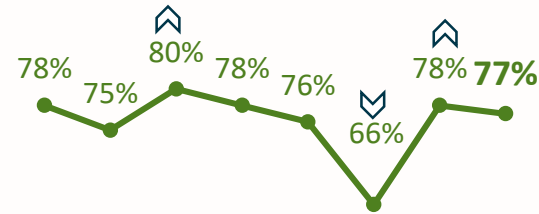
Base: n=2,955 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

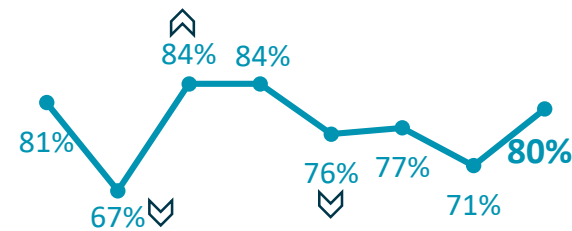
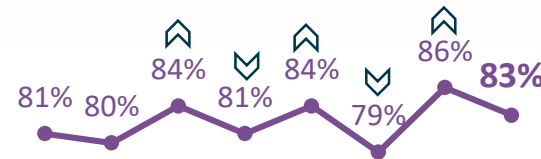


May '14 (n=3919) May '15 (n=4065) May '16 (n=2180) May '17 (n=3744) May '18 (n=3578) May '19 (n=3775) Nov '20 (n=2908) Jul '21 (n=2955)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	65%	79%	77%
Rest of region bus	68%	76%	75%



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

Satisfaction by Operator

	May '19	Nov '20	Jul '21
Transdev	79%	86%	83%
NZ Bus Metlink	60%	80%	81%
East By West	77%	71%	80%
Mana Metlink	74%	83%	75%
Tranzurban Metlink	71%	75%	74%
Uzabus Metlink	56%	75%	71%



Passengers most satisfied

- ✓ Those aged 60 years + (89%)
- ✓ SuperGold card passengers (87%)
- ✓ Using PT less often than once a week (86%)
- ✓ Train passengers (83%) especially Kapiti (88%) and Hutt Valley (85%) lines



Passengers most dissatisfied

- ✗ Wairarapa line passengers (39%)
- ✗ Those aged 15-17 years (20%)
- ✗ Travelling to visit family/friends (20%)
- ✗ Bus passengers (15%) especially Tranzurban Metlink (16%)
- ✗ Afternoon peak passengers (15%)

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?

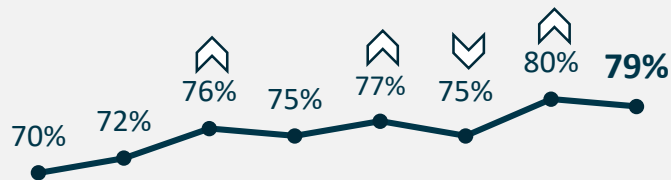
July 2021 Results

Total satisfied
79%

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

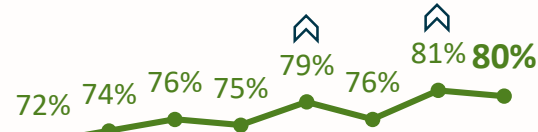
Base: n=3,128 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

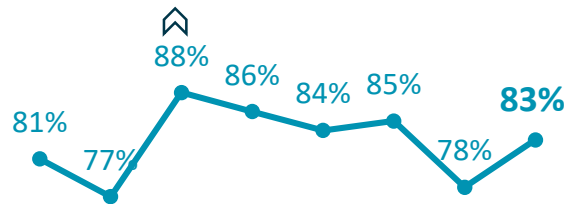
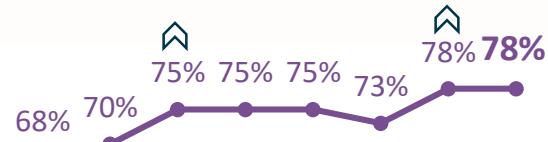


May '14 (n=4182) May '15 (n=4345) May '16 (n=2320) May '17 (n=3951) May '18 (n=3663) May '19 (n=3882) Nov '20 (n=3125) Jul '21 (n=3128)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	74%	81%	78%
Rest of region bus	84%	82%	86%



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

Satisfaction by Operator

	May '19	Nov '20	Jul '21
Uzabus Metlink	92%	92%	100%
NZ Bus Metlink	72%	80%	83%
East By West	85%	78%	83%
Mana Metlink	87%	89%	78%
Transdev	73%	78%	78%
Tranzurban Metlink	79%	82%	77%



Passengers most satisfied

- ✓ SuperGold card holders (95%)/those aged 65 years + (95%)
- ✓ Travelling for shopping/services (88%) or personal appts (97%)
- ✓ NZ Bus Metlink passengers (83%)
- ✓ Off-peak travellers (81%), especially interpeak (83%)



Passengers most dissatisfied

- ✗ Those aged 18-34 years (16%)
- ✗ Afternoon peak travellers (14%)

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)?

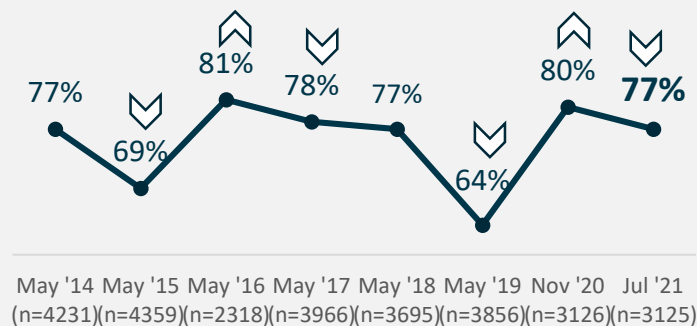
July 2021 Results

Total satisfied
77%

- 31% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 8% Neither/nor (5)
- 12% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)

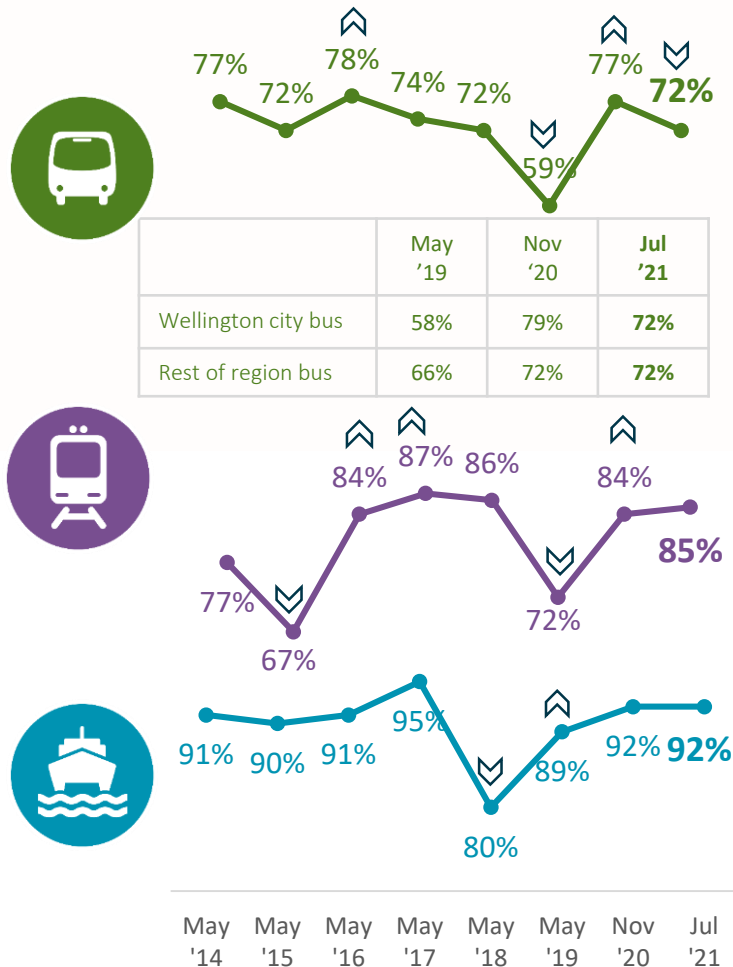
Base: n=3,125 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



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)

Satisfaction by Mode



Satisfaction by Operator

Operator	May '19	Nov '20	Jul '21
Uzabus Metlink	80%	92%	100%
East By West	89%	92%	92%
Transdev	72%	84%	85%
Mana Metlink	65%	86%	77%
NZ Bus Metlink	56%	80%	77%
Tranzurban Metlink	61%	74%	67%



Passengers most satisfied

- ✓ Those aged 65 years + (88%)
- ✓ Using PT less often than once a week (87%)
- ✓ Paying with SuperGold card (87%), ten-trip card (86%) or cash (85%)
- ✓ Train passengers (85%), especially Kapiti (91%) and Hutt Valley (83%) lines



Passengers most dissatisfied

- ✗ Paying with stored value card (22%)
- ✗ Using PT every weekday (20%)
- ✗ Bus passengers (19%), especially Tranzurban Metlink (23%)
- ✗ Those aged 18-24 years (19%)

Perceptions Of Trip Over Time By Mode

Time Series Summary (Total Satisfied %)

	Total Bus						Wellington City Bus						Rest of Region Bus					
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021
Trip overall	91	88	87	*	94	92	*	88	85	90	95	92	*	88	92	*	92	91
Personal security during trip	94	94	93	*	96	95	*	94	93	96	97	95	*	91	92	*	94	94
Ease of getting on/off vehicle	92	91	90	*	94	93	*	91	90	94	94	93	*	91	88	*	92	92
Condition of vehicle	*	*	*	*	93	92	*	*	*	*	94	91	*	*	*	*	91	94
Comfort of inside temperature	88	86	85	*	91	91	*	86	85	87	92	91	*	84	87	*	87	91
Helpfulness/attitude of staff	90	88	87	*	93	90	*	88	87	90	94	89	*	87	88	*	92	92
Having enough seats available	81	79	75	*	91	88	*	77	73	91	92	87	*	85	82	*	90	92
Value for money of fare	79	75	76	*	81	80	*	75	74	78	81	78	*	77	84	*	82	86
How often service runs	76	69	66	*	78	77	*	69	65	76	79	77	*	70	68	*	76	75
Being on time	72	64	59	*	77	72	*	62	58	70	79	72	*	68	66	*	72	72

Perceptions Of Trip Over Time By Mode

Time Series Summary (Total Satisfied %)

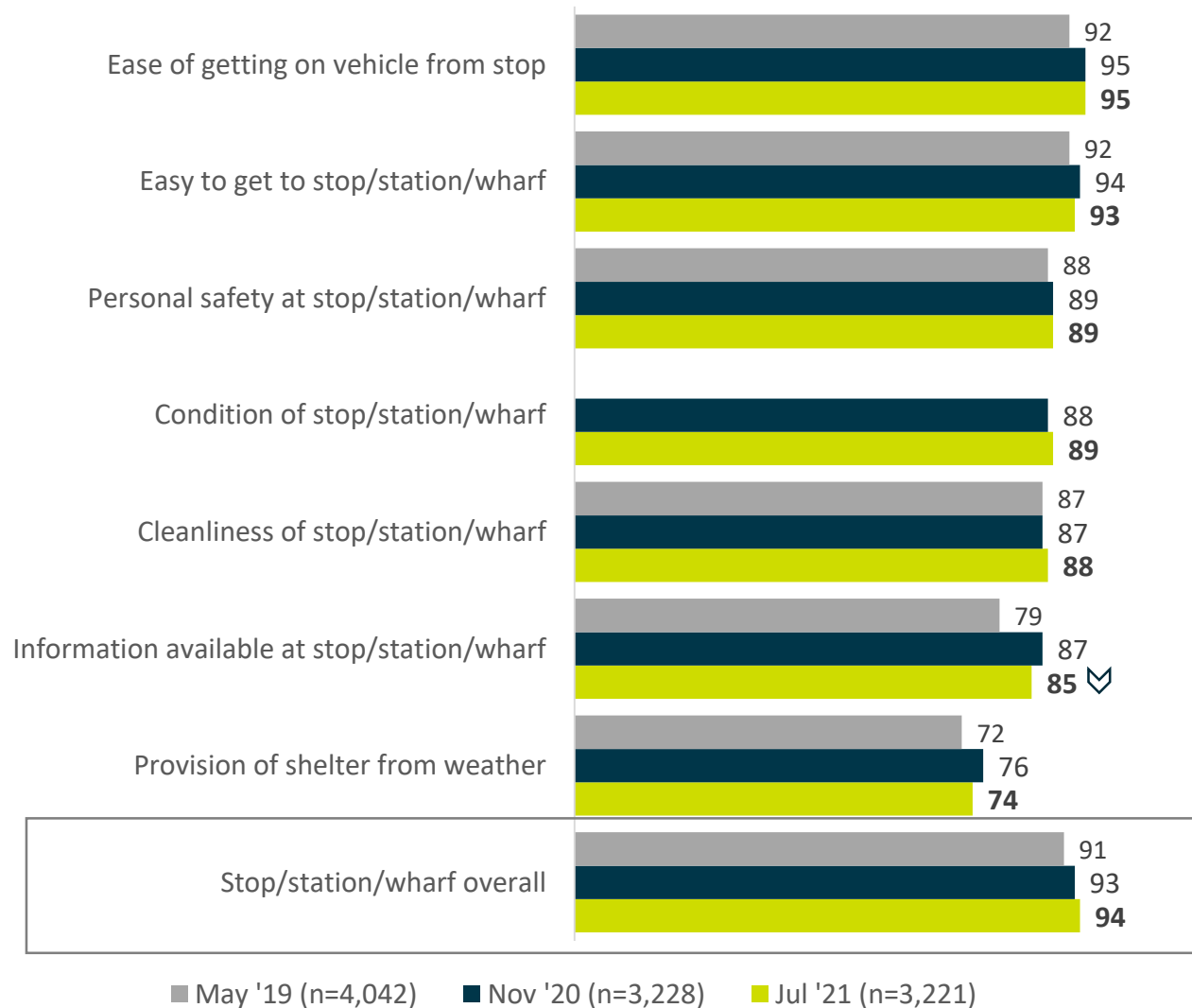
	Train						Ferry					
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021
Trip overall	92	94	89	93	95	95	94	*	99	*	99	94
Personal security during trip	97	98	95	97	97	98	100	*	99	*	99	98
Ease of getting on/off vehicle	96	96	95	96	96	97	83	*	88	*	85	88
Condition of vehicle	*	*	*	*	97	97	*	*	*	*	80	89
Helpfulness and attitude of staff	94	94	91	94	95	96	98	*	99	*	98	98
Comfort of inside temperature	90	92	89	92	93	95	92	*	94	*	93	91
Having enough seats available	76	81	71	84	91	90	92	*	92	*	98	98
Being on time	86	85	72	82	84	85	80	*	89	*	92	92
How often service runs	84	86	79	84	86	83	76	*	77	*	71	80
Value for money of fare	75	79	73	78	78	78	84	*	85	*	78	83

Passenger Perceptions of Stop/ Station/ Wharf



Perceptions of the Stop/Station/Wharf

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Almost all public transport users (94%) continue to be satisfied with the stop/station/wharf where they started their trip, this result stable from November 2020 (93%). This round, levels of satisfaction are similar by mode.

Ratings continue to be most positive for accessibility – both the ease of getting to the stop/station/wharf (by car, walking etc) (93%) and it being easy to get onto the vehicle from the stop/station/wharf (95%).

Stops/stations/wharves continue to under-perform for the provision of shelter from the weather, with ferry passengers the most critical (only 51% satisfied – although this share has increased significantly from 18% in November 2020). Passenger suggestions to improve the provision of shelter include:

- More/improved shelter from weather (wind, rain, sun)
- Improved maintenance of stops e.g. fix leaks
- Construction of a new building or shelter.

The only significant change in satisfaction this round is for the provision of information available at the stop/station/wharf (down from 87% to 85%). This decline is particularly notable for ‘rest of region’ bus stops (down from 88% in November 2020 to 81% in July 2021).

Overall Satisfaction with Stop/Station/Wharf

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

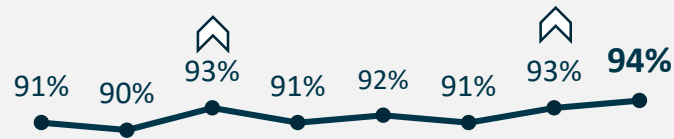
July 2021 Results

Total satisfied
94%

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

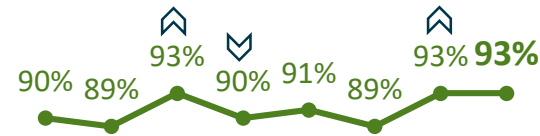
Base: n=3124 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

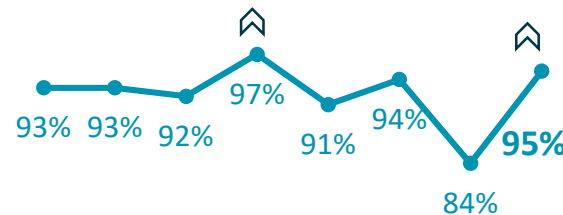
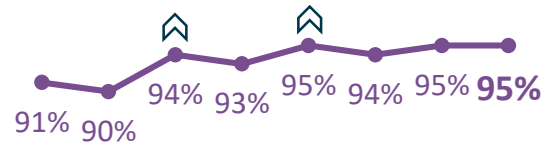


May '14 (n=4190) May '15 (n=4328) May '16 (n=2313) May '17 (n=3892) May '18 (n=3662) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3124)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	89%	94%	93%
Rest of region bus	88%	89%	91%



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



Passengers most satisfied

- ✓ Travelling for tertiary study (98%)
- ✓ Those using PT less often than once a week (98%)
- ✓ Train passengers (95%)



Passengers most dissatisfied

- ✗ Those aged 45-59 years (4%)
- ✗ Those using PT every day (4%)
- ✗ Bus passengers (3%)

Arrows denote statistically significant change from previous year.

Ease of Getting on Vehicle from Stop/Station/Wharf

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

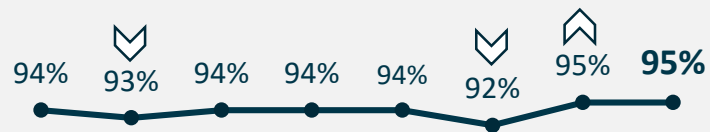
July 2021 Results

Total satisfied
95%

62% Very satisfied (9-10)
33% Satisfied (6-8)
3% Neither/nor (5)
2% Dissatisfied (2-4)
<1% Very dissatisfied (0-1)

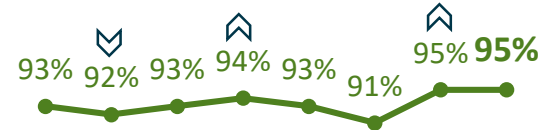
Base: n=3152 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

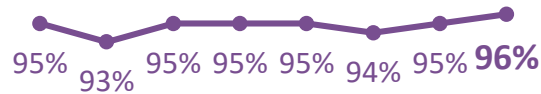


May '14 (n=4277) May '15 (n=4367) May '16 (n=2343) May '17 (n=3964) May '18 (n=3703) May '19 (n=3979) Nov '20 (n=3176) Jul '21 (n=3152)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	90%	95%	95%
Rest of region bus	93%	93%	94%



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



Passengers most satisfied

✓ Those aged 18-24 years (97%)



Passengers most dissatisfied

- ✗ Passengers with a disability (7%)
- ✗ Those aged 60-64 years (7%)
- ✗ Travelling for a personal appt (5%)

Arrows denote statistically significant change from previous year.

Ease of Getting to Stop/Station/Wharf

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

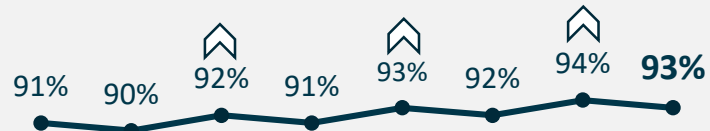
July 2021 Results

Total satisfied
93%

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

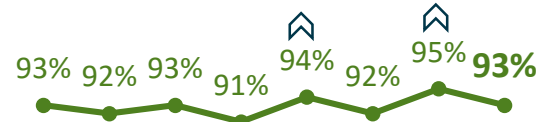
Base: n=3186 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

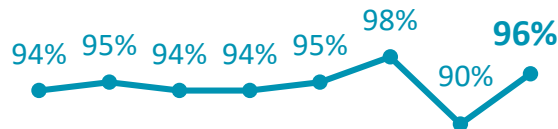
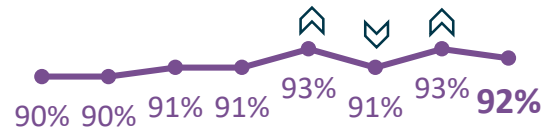


May '14 (n=4259) May '15 (n=4373) May '16 (n=2338) May '17 (n=3971) May '18 (n=3705) May '19 (n=3978) Nov '20 (n=3172) Jul '21 (n=3186)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	92%	96%	93%
Rest of region bus	93%	92%	92%



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



Passengers most satisfied

- ✓ (No sub-groups significantly more satisfied)



Passengers most dissatisfied

- ✗ Travelling for personal appointment (8%)
- ✗ Those using PT every weekday (5%)

Arrows denote statistically significant change from previous year.

Personal Safety at Stop/Station/Wharf

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

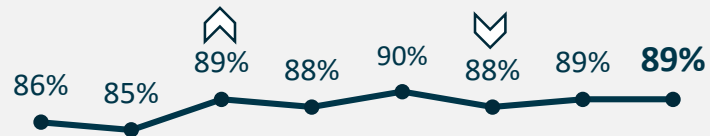
July 2021 Results

Total satisfied
89%

- 52% Very satisfied (9-10)
- 37% Satisfied (6-8)
- 5% Neither/nor (5)
- 5% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

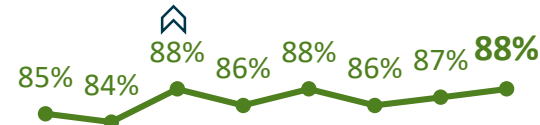
Base: n=3166 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

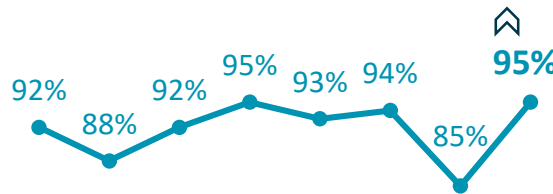
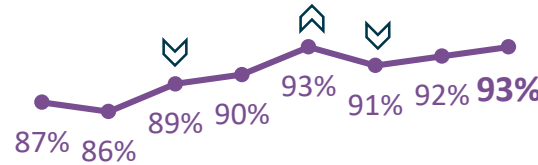


May '14 (n=4232) May '15 (n=4358) May '16 (n=2316) May '17 (n=3930) May '18 (n=3698) May '19 (n=3955) Nov '20 (n=3152) Jul '21 (n=3166)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	87%	89%	88%
Rest of region bus	84%	83%	87%



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



Passengers most satisfied

- ✓ SuperGold card users (94%)
- ✓ Those who use PT less often than once a week (94%)
- ✓ Train passengers (93%), especially Kapiti line (94%)
- ✓ Male passengers (93%)



Passengers most dissatisfied

- ✗ Gender diverse passengers (19%)
- ✗ Passengers with a disability (9%)
- ✗ Bus passengers (6%)
- ✗ Female passengers (6%)

Arrows denote statistically significant change from previous year.

Condition of Stop/Station/Wharf

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

July 2021 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=3135 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



Nov '20
(n=3142)

Jul '21
(n=3135)

Satisfaction by Mode



87% ————— 87%

	Nov '20	Jul '21
Wellington city bus	89%	88%
Rest of region bus	82%	86%



90% ————— 92%



80% ————— 95%

Nov '20

Jul '21



Passengers most satisfied

- ✓ SuperGold card users (94%)
- ✓ Train passengers (92%), especially Kapiti line (93%)



Passengers most dissatisfied

- ✗ Those aged 15-17 years (10%)
- ✗ Those using PT every day (8%)
- ✗ Bus passengers (6%)

Arrows denote statistically significant change from previous year.

Cleanliness of Stop/Station/Wharf

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

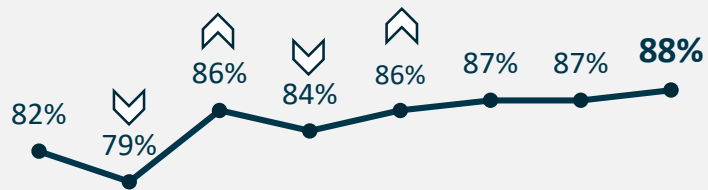
July 2021 Results

Total satisfied
88%

40%	Very satisfied (9-10)
48%	Satisfied (6-8)
7%	Neither/nor (5)
4%	Dissatisfied (2-4)
1%	Very dissatisfied (0-1)

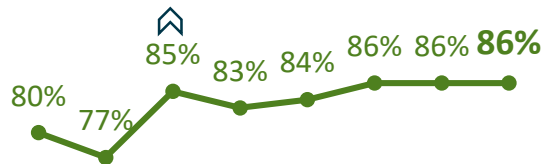
Base: n=3161 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

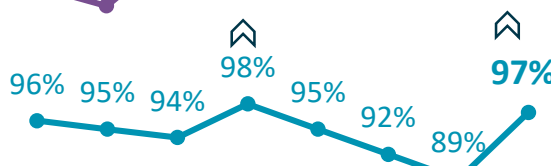
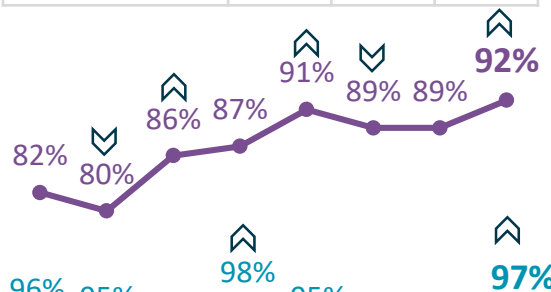


May '14 (n=4233) May '15 (n=4376) May '16 (n=2335) May '17 (n=3956) May '18 (n=3701) May '19 (n=3959) Nov '20 (n=3166) Jul '21 (n=3161)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	86%	88%	87%
Rest of region bus	85%	80%	83%



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



Passengers most satisfied

- ✓ Train passengers (92%), especially Kapiti line (94%)



Passengers most dissatisfied

- ✗ Gender diverse passengers (19%)
- ✗ Those aged 15-17 years (16%)
- ✗ Weekend travellers (9%)
- ✗ Those using PT every day (8%)
- ✗ Bus passengers (6%), especially NZ Bus Metlink (7%)

Arrows denote statistically significant change from previous year.

Information Available at Stop/Station/Wharf

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

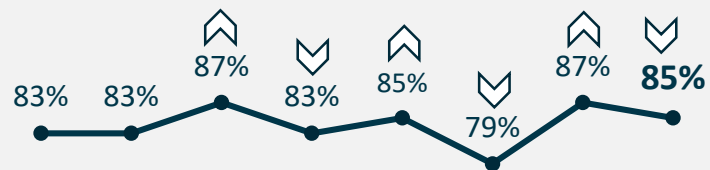
July 2021 Results

Total satisfied
85%

- 43% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 6% Neither/nor (5)
- 7% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

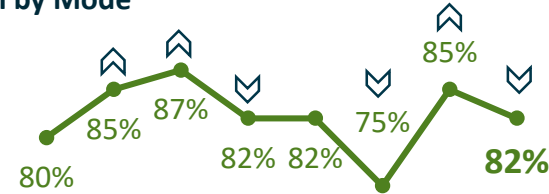
Base: n=3136 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

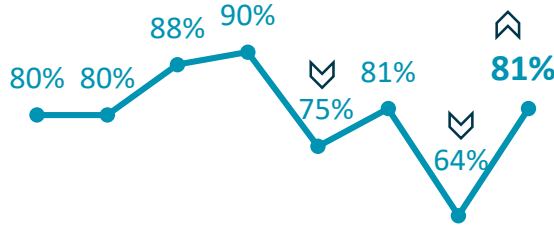
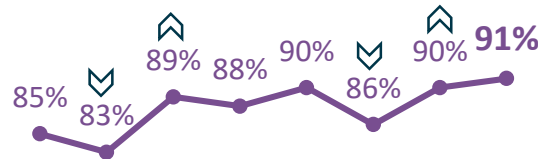


May '14 (n=4174) May '15 (n=4366) May '16 (n=2316) May '17 (n=3944) May '18 (n=3681) May '19 (n=3948) Nov '20 (n=3144) Jul '21 (n=3136)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	73%	84%	82%
Rest of region bus	84%	88%	81%



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



Passengers most satisfied

- ✓ Train passengers (91%), especially Kapiti line (93%)
- ✓ Those using PT less often than once a week (91%) or every weekday (88%)
- ✓ Afternoon peak travellers (88%)
- ✓ Outbound travellers (87%)



Passengers most dissatisfied

- ✗ Bus passengers (10%), especially Tranzurban Metlink (13%)

Arrows denote statistically significant change from previous year.

Provision of Shelter from Weather

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

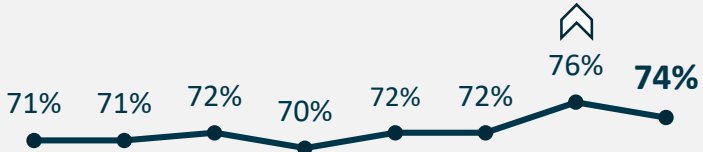
July 2021 Results

Total satisfied
74%

- 34% Very satisfied (9-10)
- 40% Satisfied (6-8)
- 9% Neither/nor (5)
- 12% Dissatisfied (2-4)
- 5% Very dissatisfied (0-1)

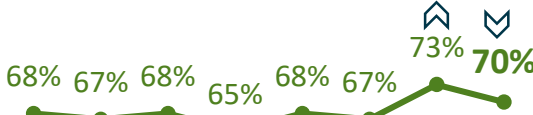
Base: n=3145 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

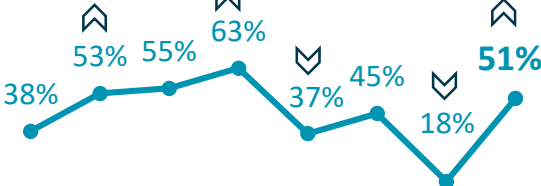
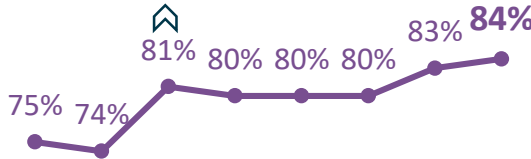


May '14 (n=4249) May '15 (n=4249) May '16 (n=2305) May '17 (n=3913) May '18 (n=3694) May '19 (n=3931) Nov '20 (n=3169) Jul '21 (n=3145)

Satisfaction by Mode



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



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



Passengers most satisfied

- ✓ Train passengers (84%), especially Melling line (93%)
- ✓ Those using PT less often than once a week (82%)



Passengers most dissatisfied

- ✗ Gender diverse passengers (32%)
- ✗ Those aged 15-17 years (24%)
- ✗ Those using PT every day (24%)
- ✗ Passengers with a disability (22%)
- ✗ Bus passengers (21%)

Arrows denote statistically significant change from previous year.

Perceptions Of Stop/Station/Wharf Over Time By Mode

Time Series Summary (Total satisfied %)

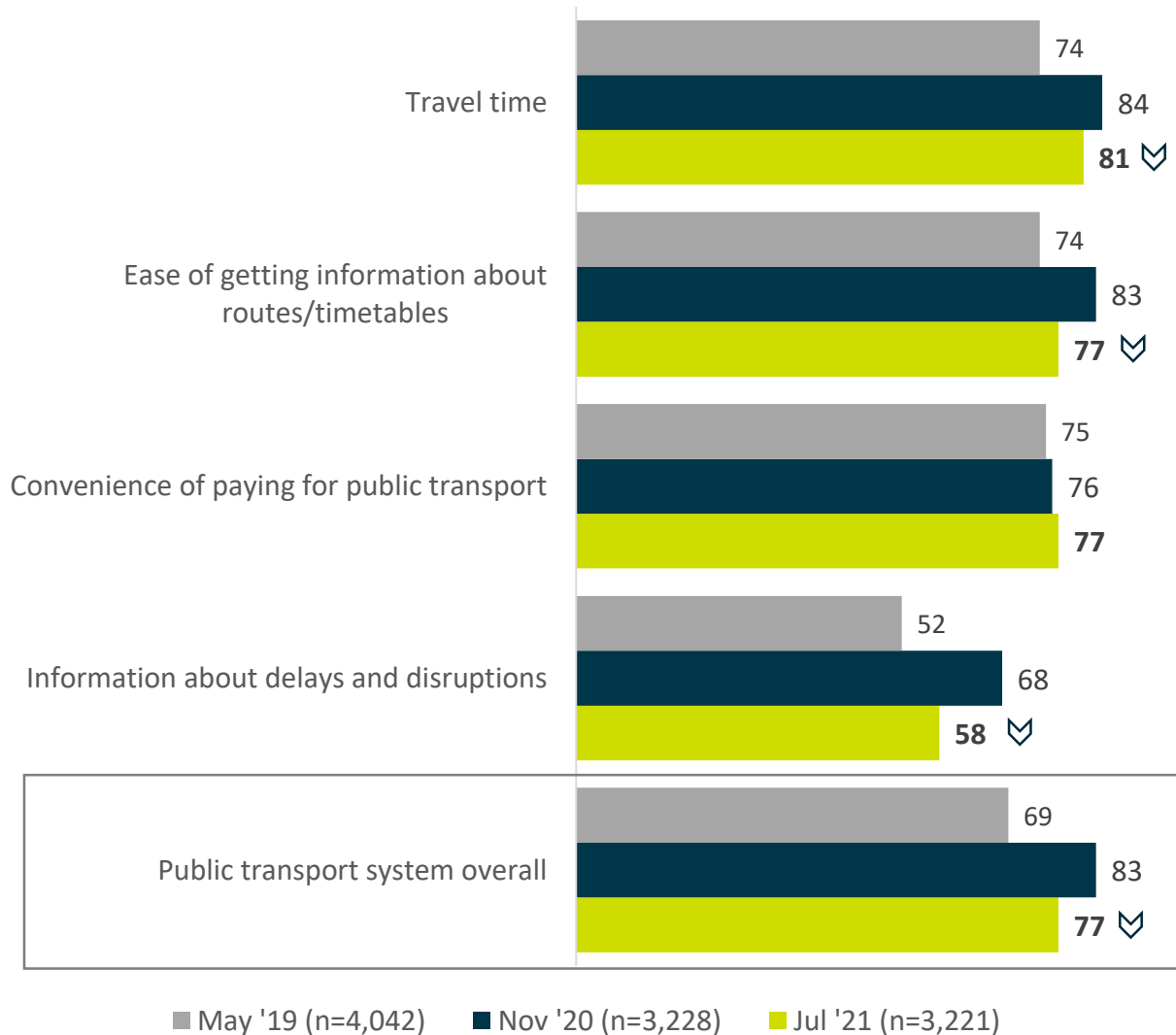
	Total Bus						Wellington City Bus						Rest of Region Bus					
	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21
Stop/station/wharf overall	91	89	89	*	93	93	*	89	89	92	94	93	*	89	88	*	89	91
Ease of getting on vehicle	93	92	91	*	95	95	*	92	90	95	95	95	*	91	93	*	93	94
Easy to get to	94	91	92	*	95	93	*	91	92	94	96	93	*	91	93	*	92	92
Personal safety	88	87	86	*	87	88	*	88	87	89	89	88	*	83	84	*	83	87
Condition	*	*	*	*	87	87	*	*	*	*	89	88	*	*	*	*	82	86
Cleanliness	84	84	86	*	86	86	*	85	86	88	88	87	*	81	85	*	80	83
Provision of information	82	79	75	*	85	82	*	79	73	78	84	82	*	80	84	*	88	81
Provision of shelter from weather	68	69	67	*	73	70	*	71	66	70	74	70	*	64	72	*	71	69
	Train						Ferry											
	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21						
Stop/station/wharf overall	95	96	94	96	95	95	91	*	94	*	84	95						
Ease of getting on vehicle	95	95	94	95	95	96	87	*	92	*	83	91						
Easy to get to	93	93	91	94	93	92	95	*	98	*	90	96						
Personal safety	93	93	91	94	92	93	93	*	94	*	85	95						
Condition	*	*	*	*	90	92	*	*	*	*	80	95						
Cleanliness	91	91	89	90	89	92	95	*	92	*	89	97						
Provision of information	90	88	86	89	90	91	75	*	81	*	64	81						
Provision of shelter from weather	80	81	80	84	83	84	37	*	45	*	18	51						

Passenger Perceptions of Wellington Region's Public Transport System



Perceptions of Wellington's PT System

Share of Passengers Satisfied/Very Satisfied (%)



Arrows denote statistically significant change from previous year

Users' perceptions of Wellington's public transport system have declined over the last eight months, satisfaction with the public transport system overall down 6 percentage points to 77%. Perceptions have declined across all three modes.

The most notable decline since November 2020 has been for satisfaction with the provision of information about delays and disruptions, this decline most notable among bus passengers (down 13 percentage points to 54%). Satisfaction with travel times - the strongest driver of satisfaction with the public transport system - has also declined over the last 8 months, again most notably for bus users (down 4 percentage points to 78%).

Three-quarters (77%) of passengers agree that Wellington's public transport system is easy to use (down from 85% in November 2020 but up from 71% in May 2019), with notable declines in perceived ease of use across all three modes. The high frequency of services and extensive route coverage continue to be key contributors to ease of use. In contrast, this round has seen an increase in the mention of a lack of reliability and too many delays, disruptions and breakdowns as reasons for public transport in Wellington not being easy to use.

With the decline in satisfaction with the public transport service, willingness to recommend to others has also declined - down from 89% of all passengers in November 2020 to 83% in July 2021. The Net Promoter Score has fallen from +28 to +14. Generally a value over 0 is considered good; a value over 50 is considered excellent.

Overall Satisfaction with Public Transport System Overall

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

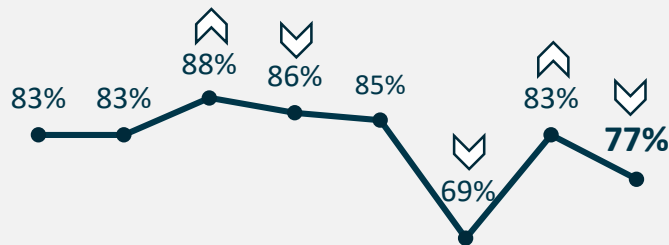
July 2021 Results

Total satisfied
77%

- 29% Very satisfied (9-10)
- 54% Satisfied (6-8)
- 9% Neither/nor (5)
- 7% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

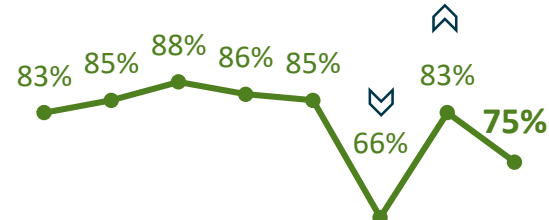
Base: n=3087 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

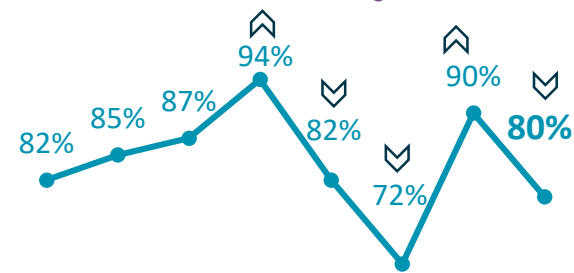
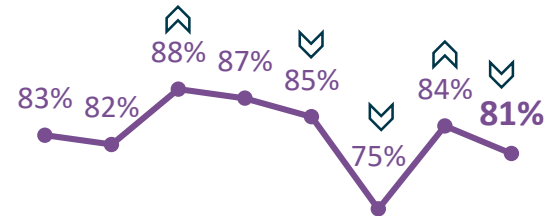


May '14 (n=4189) May '15 (n=4324) May '16 (n=2292) May '17 (n=3877) May '18 (n=3586) May '19 (n=3798) Nov '20 (n=3029) Jul '21 (n=3087)

Satisfaction by Mode



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



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



Passengers most satisfied

- ✓ Those aged 65 years + (90%)
- ✓ SuperGold card users (88%)
- ✓ Travelling for shopping/services (87%)
- ✓ Those using PT less often than once a week (85%)
- ✓ Train passengers (81%) especially Kapiti line (84%)
- ✓ Interpeak travellers (80%)



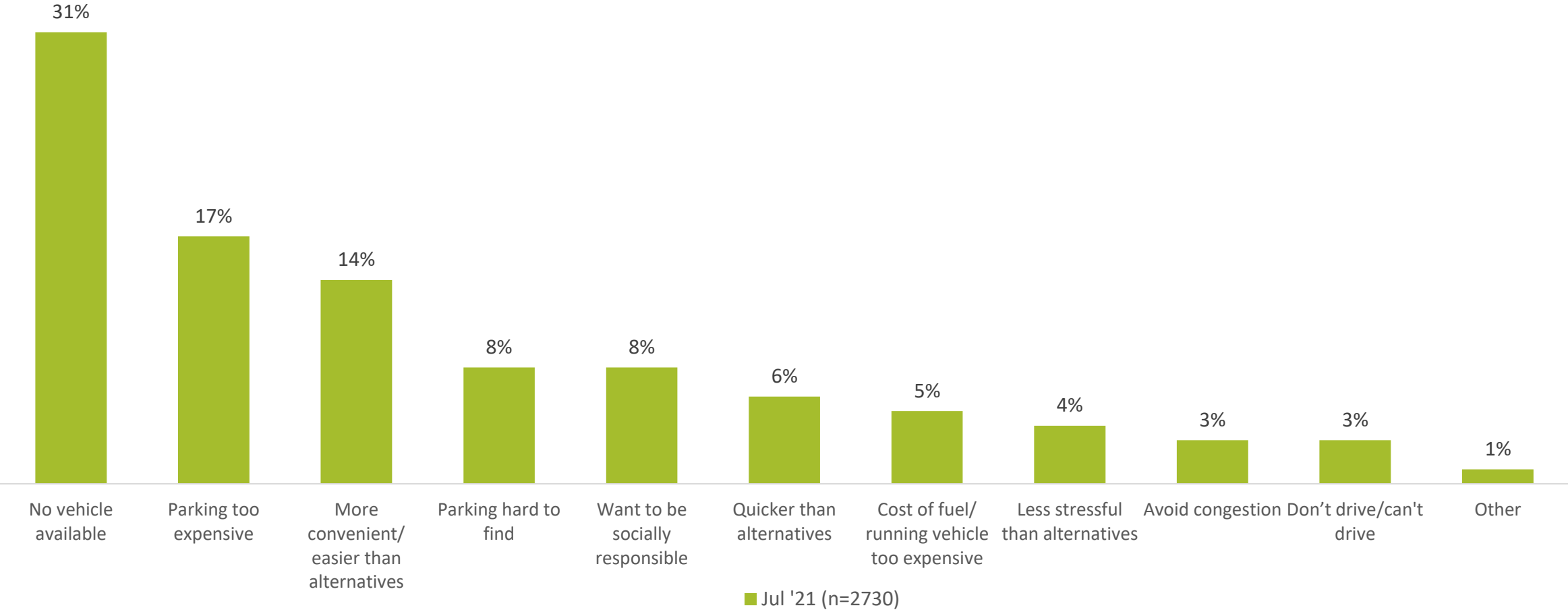
Passengers most dissatisfied

- ✗ Those using PT every day (19%)
- ✗ Those aged 25-34 years (17%)
- ✗ Travelling for work (17%)
- ✗ Bus passengers (16%), especially Tranzurban Metlink (17%)

Arrows denote statistically significant change from previous year.

Main Reason for Using Public Transport

What is your one main reason for using public transport?



Question asked for the first time in 2021 so no time series comparisons available

Main Reason for Using Public Transport

What is your one main reason for using public transport?



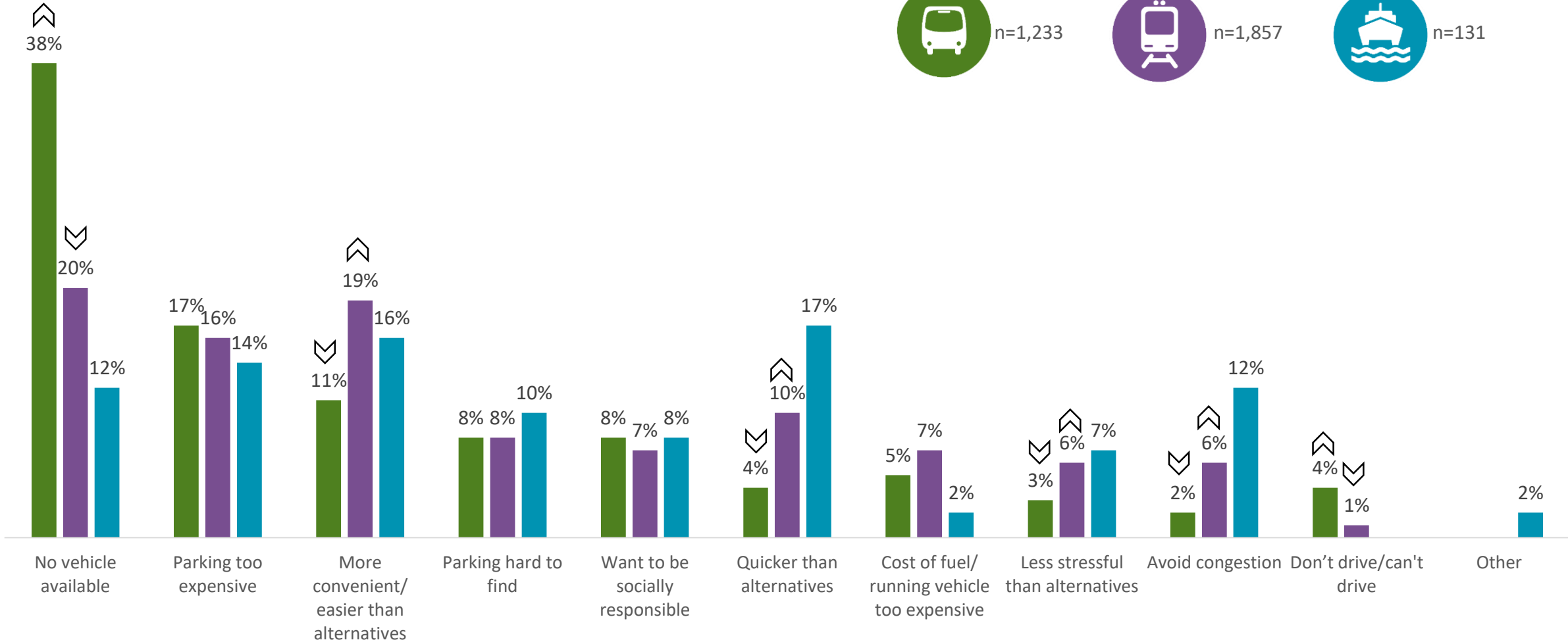
n=1,233



n=1,857



n=131



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

Main Reason for Using Public Transport

What is your one main reason for using public transport?

Main reason	% of total	Passenger Profile
No vehicle available	31%	<ul style="list-style-type: none"> ✓ Those using PT every day (53%) ✓ Gender diverse (52%) ✓ Paying with cash (51%) ✓ Travelling to school (51%), to visit family/friends (50%) or shopping/services (46%) ✓ Aged 15-24 years (49%) ✓ Weekend travellers (48%) ✓ Bus passengers (38%), especially Tranzurban Metlink (40%)
Parking too expensive	17%	<ul style="list-style-type: none"> ✓ Those aged 25-34 years (23%) ✓ Those using PT every weekday (23%) ✓ Travelling for work (22%) ✓ Afternoon peak travellers (20%) ✓ Outbound travellers (19%) ✓ Paying with stored value card (19%) ✓ Females (19%)
More convenient/easier than alternatives	14%	<ul style="list-style-type: none"> ✓ Those aged 65 years + (21%) or 45-59 years (20%) ✓ Train passengers (19%), especially Wairarapa (31%) and Kapiti (19) lines ✓ Afternoon peak passengers (18%)
Parking hard to find	8%	<ul style="list-style-type: none"> ✓ SuperGold card users (15%)/those aged 65 years + (13%) ✓ Those using PT less often than once a week (15%) ✓ Off-peak travellers (10%)

Main reason	% of total	Passenger Profile
Want to be socially responsible	8%	<ul style="list-style-type: none"> ✓ NZ Bus Metlink passengers (10%) ✓ Those aged 35-44 years (10%) ✓ Afternoon peak travellers (9%)
Quicker than alternatives	6%	<ul style="list-style-type: none"> ✓ Train passengers (10%) ✓ Travelling for work (7%)
Cost of fuel/running vehicle too expensive	5%	<ul style="list-style-type: none"> ✓ Those using PT 3-4 times a week (8%)
Less stressful than alternatives	4%	<ul style="list-style-type: none"> ✓ Those aged 60 years + (10%) ✓ Train passengers (7%), especially Kapiti line users (7%)
Avoid congestion	3%	<ul style="list-style-type: none"> ✓ Train passengers (6%), especially Kapiti (7%) and Hutt Valley (6%) lines ✓ Travelling for work (4%)
Don't drive/can't drive	3%	<ul style="list-style-type: none"> ✓ Those aged 15-17 years (10%) ✓ Weekend travellers (6%) ✓ Travelling for shopping/services (6%) ✓ Those using PT every week day (5%) ✓ Females (4%) ✓ Bus passengers (4%), especially Tranzurban Metlink (4%)

Ease of Using Public Transport Services

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

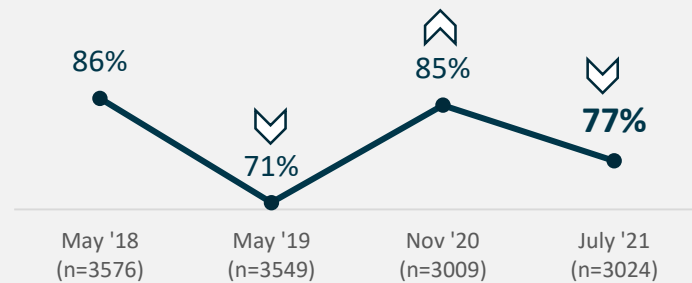
July 2021 Results

Total satisfied
77%

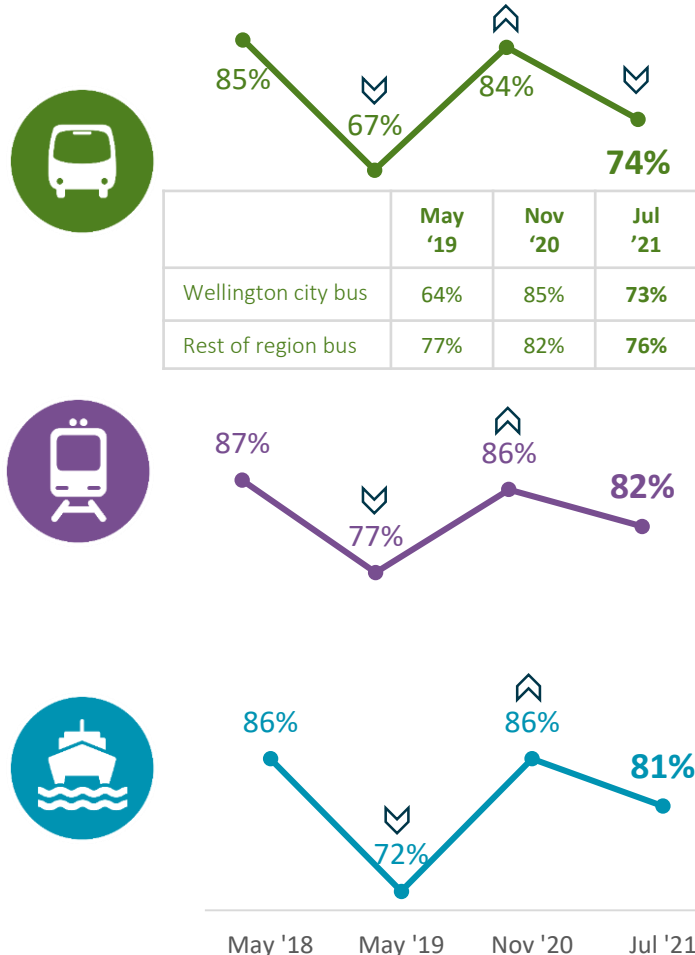
- 25% Very satisfied (9-10)
- 52% Satisfied (6-8)
- 10% Neither/nor (5)
- 11% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

Base: n=3024 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



Satisfaction by Mode



- ✓ Those aged 65 years + (87%)
- ✓ SuperGold card users (85%)
- ✓ Train passengers (82%), especially Kapiti line (85%)

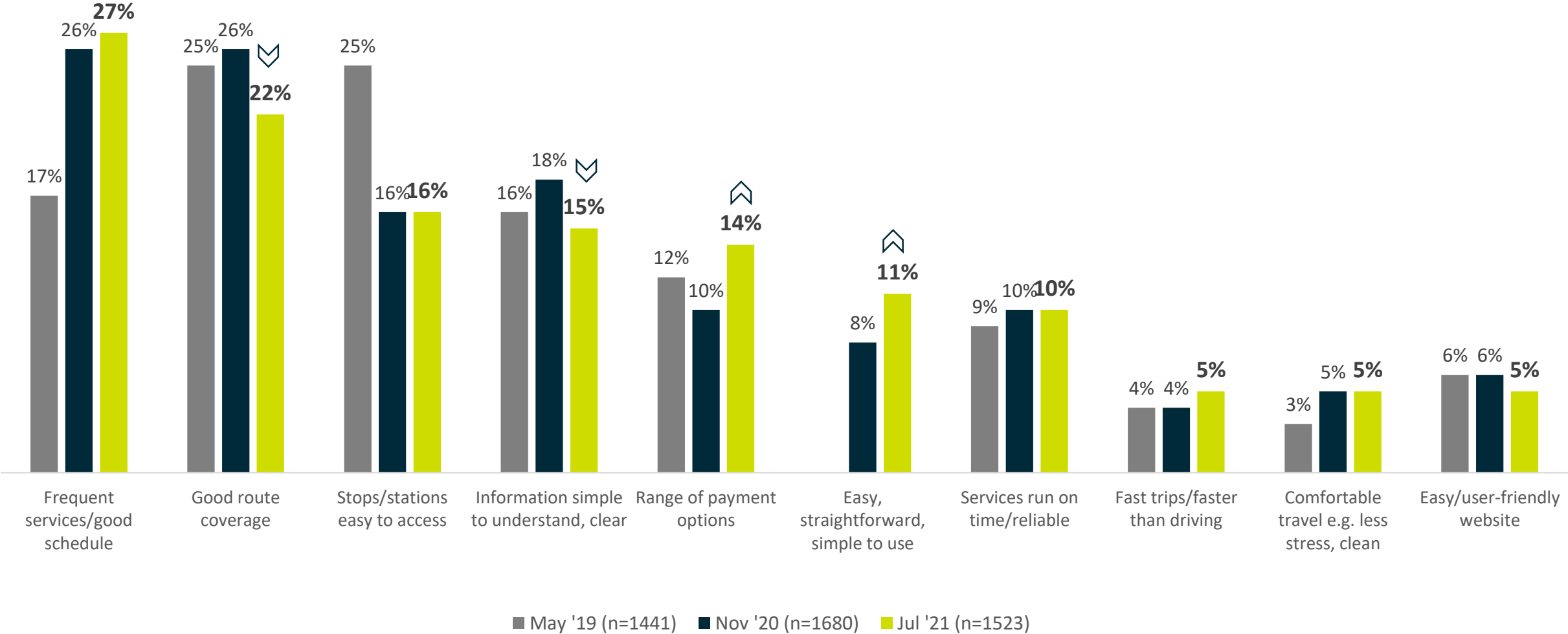


- ✗ Those aged 25-34 years (17%)
- ✗ Those using PT every day (17%)
- ✗ Travelling for work (16%)
- ✗ Bus passengers (15%), especially NZ Bus Metlink (16%)

Arrows denote statistically significant change from previous year.

Why Easy to Use Public Transport Services

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

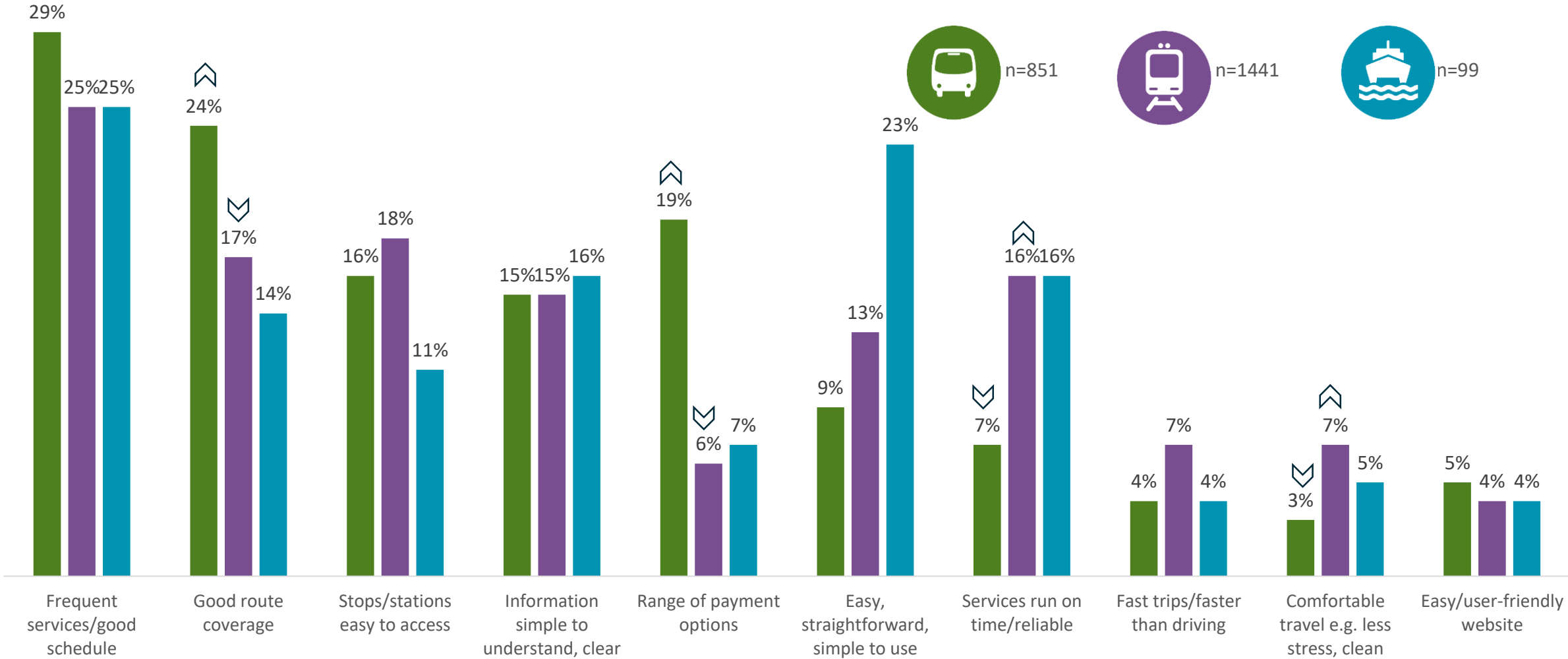


Base: Respondents who said it was easy to use public transport services and who gave a reason

Arrows denote statistically significant change from previous year. 44

Why Easy to Use Public Transport Services

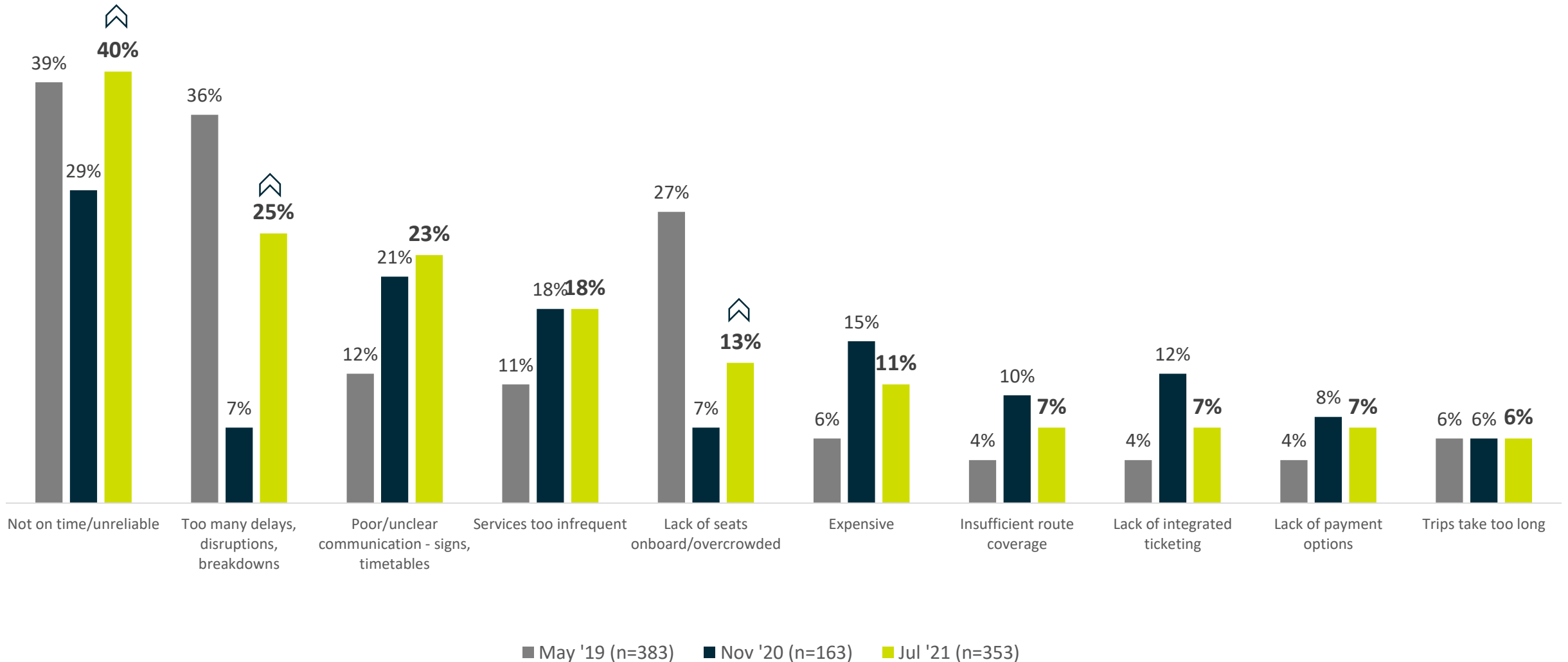
Results by Mode



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

Why Not Easy to Use Public Transport Services

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

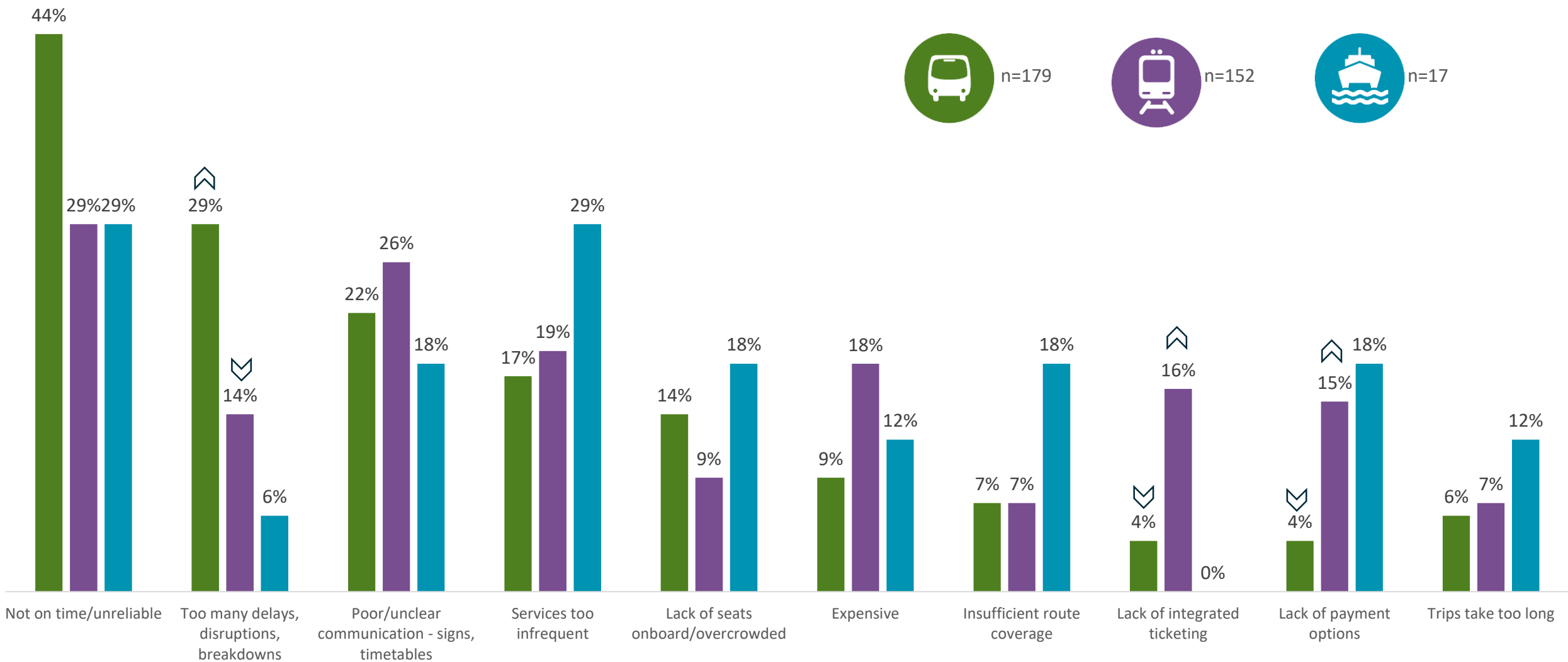


Base: Respondents who said it was not easy to use public transport services and who gave a reason

Arrows denote statistically significant change from previous year. 46

Why Not Easy to Use Public Transport Services

Results by Mode



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

Arrows denote result statistically significantly higher/lower than for other modes 47

Likelihood of Recommending Public Transport

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

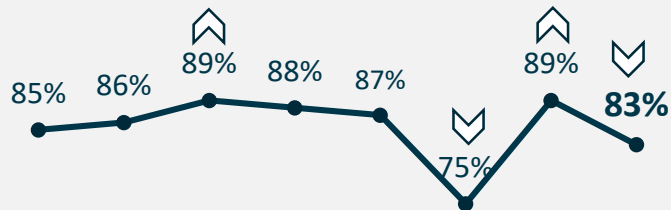
July 2021 Results

Total likely
83%

- 39% Very likely (9-10)
- 44% Likely (6-8)
- 8% Neither/nor (5)
- 7% Unlikely (2-4)
- 2% Very unlikely (0-1)

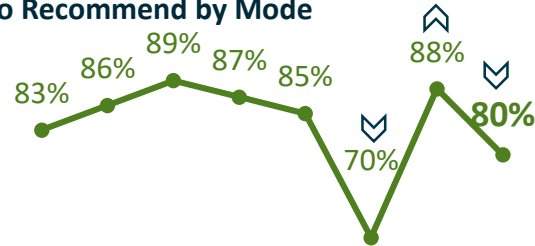
Base: n=3099 (All passengers who answered this question)

Likelihood to Recommend Over Time (All modes, weighted)

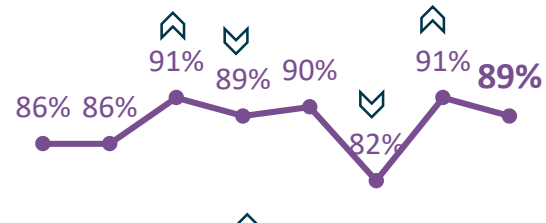


May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099)

Likelihood to Recommend by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	68%	89%	80%
Rest of region bus	80%	84%	80%



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



Passengers most likely to recommend

- ✓ Those aged 65 years + (94%)
- ✓ Travelling to visit family/friends (91%)
- ✓ SuperGold card users (90%)
- ✓ Train passengers (89%), especially Kapiti line (92%)



Passengers less likely to recommend

- ✗ Bus passengers (12%), especially Tranzurban Metlink (14%)
- ✗ Travelling for work (12%)
- ✗ Those using PT every week day (11%)

Arrows denote statistically significant change from previous year.

Net Promoter Score*

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

July 2021 Results

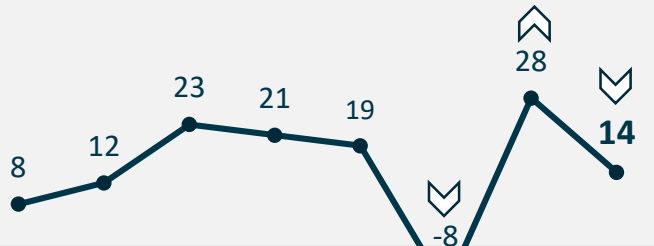
NPS
14

39% Promoters (9-10)
36% Passives (7-8)
25% Detractors (0-6)

Base: n=3099 (All passengers who answered this question)

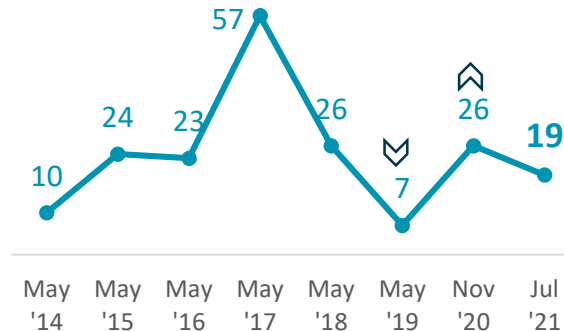
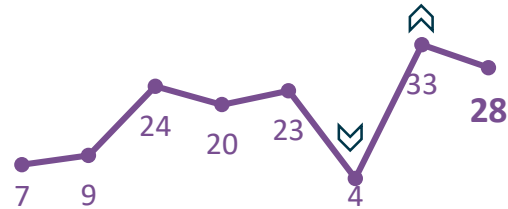
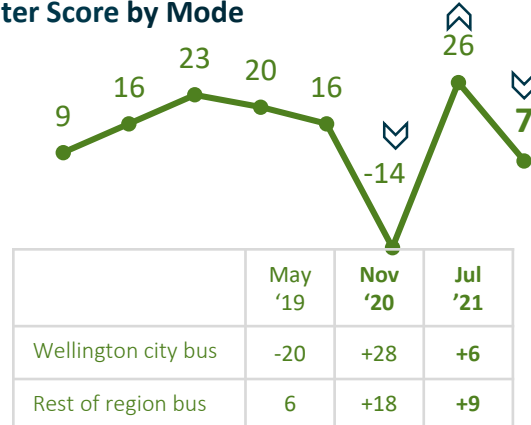
* Net Promoter Score (NPS) is a measure of customer loyalty, that is, the likelihood that customers will recommend the service to others. Customers are classified into one of three categories – Promoters (rating 9-10), Passives (rating 7-8) and Detractors (rating 0-6). The NPS is calculated by deducting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

Net Promoter Score Over Time (All modes, weighted)



May '14 (n=3762) May '15 (n=4246) May '16 (n=2277) May '17 (n=3690) May '18 (n=3629) May '19 (n=3715) Nov '20 (n=3050) Jul '21 (n=3099)

Net Promoter Score by Mode



Net Promoter Score by Operator

Operator	May '19	Nov '20	Jul '21
Uzabus Metlink	17	38	29
Transdev	4	33	28
East By West	7	26	19
Mana Metlink	-5	33	14
NZ Bus Metlink	-22	27	10
Tranzurban Metlink	-8	23	3



Highest NPS scores

- ✓ SuperGold card users (45)/those aged 60 years + (45)
- ✓ Travelling for shopping/services (28), personal appt (27) or visit family/friends (25)
- ✓ Train passengers (28), especially Kapiti line (38)
- ✓ Inbound travellers (19)
- ✓ Interpeak travellers (17)
- ✓ Females (16)



Lowest NPS scores

- ✗ Males (11)
- ✗ Outbound travellers (11)
- ✗ Bus passengers (7), especially Tranzurban Metlink (3)
- ✗ Travelling for work (7)
- ✗ Those aged younger than 35 years (4)

Arrows denote statistically significant change from previous year.

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)?

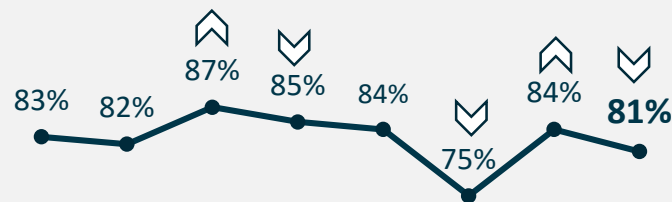
July 2021 Results

Total satisfied
81%

- 32% Very satisfied (9-10)
- 49% Satisfied (6-8)
- 8% Neither/nor (5)
- 9% Dissatisfied (2-4)
- 2% Very dissatisfied (0-1)

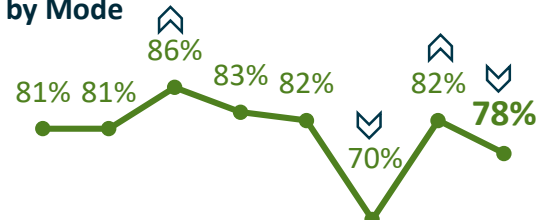
Base: n=3130 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

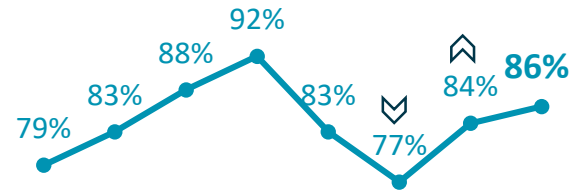
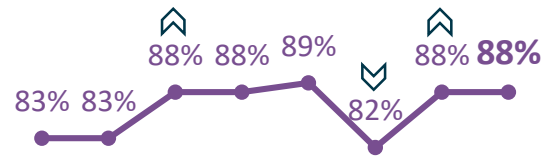


May '14 (n=4186) May '15 (n=4354) May '16 (n=2303) May '17 (n=3962) May '18 (n=3647) May '19 (n=3886) Nov '20 (n=3076) Jul '21 (n=3130)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	68%	82%	77%
Rest of region bus	78%	82%	83%



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



Passengers most satisfied

- ✓ Those aged 65 years + (92%)
- ✓ SuperGold card users (89%)
- ✓ Train passengers (88%), especially Kapiti line (90%)
- ✓ Inbound travellers (84%)



Passengers most dissatisfied

- ✗ Those using PT every day (15%)
- ✗ Those aged 25-34 years (14%)
- ✗ Bus passengers (13%)
- ✗ Afternoon peak travellers (13%)

Arrows denote statistically significant change from previous year.

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?

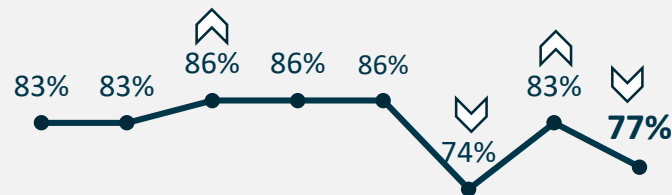
July 2021 Results

Total satisfied
77%

- 26% Very satisfied (9-10)
- 51% Satisfied (6-8)
- 8% Neither/nor (5)
- 12% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)

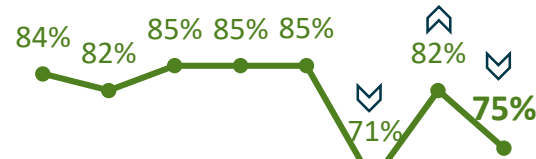
Base: n=3121 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

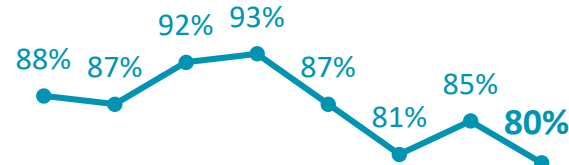
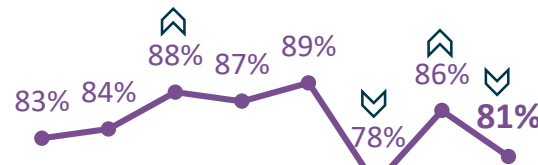


May '14 (n=4180) May '15 (n=4318) May '16 (n=2271) May '17 (n=3924) May '18 (n=3633) May '19 (n=3868) Nov '20 (n=3061) Jul '21 (n=3121)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	69%	83%	75%
Rest of region bus	79%	79%	78%



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



Passengers most satisfied

- ✓ Travelling for shopping/services (86%)
- ✓ Those using PT less often than once a week (85%)
- ✓ SuperGold card users (85%)/those aged 65 years + (85%)
- ✓ Train passengers (81%), especially Kapiti line (84%)
- ✓ Male passengers (81%)



Passengers most dissatisfied

- ✗ Gender diverse passengers (29%)
- ✗ Those aged 18-24 years (18%)
- ✗ Bus passengers (16%), especially Tranzurban Metlink (17%)

Arrows denote statistically significant change from previous year.

Satisfaction with Convenience of Paying for PT

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

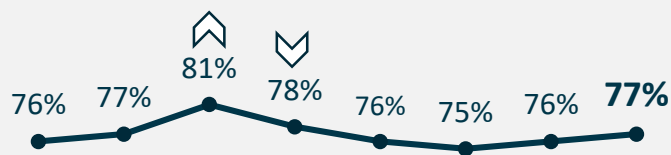
July 2021 Results

Total satisfied
77%

- 35% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 9% Neither/nor (5)
- 11% Dissatisfied (2-4)
- 3% Very dissatisfied (0-1)

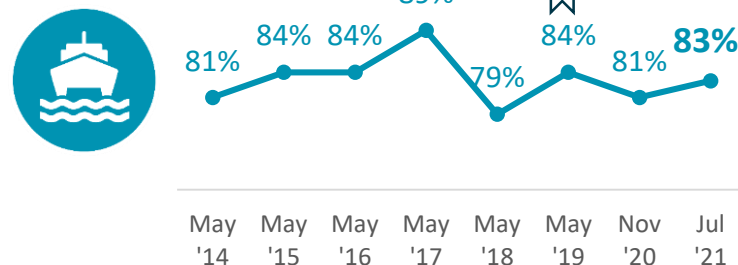
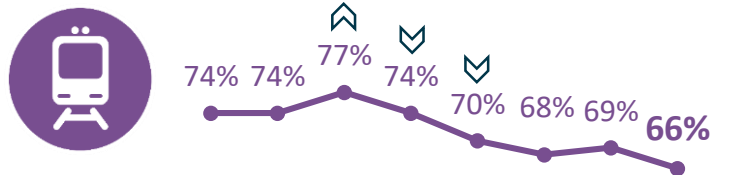
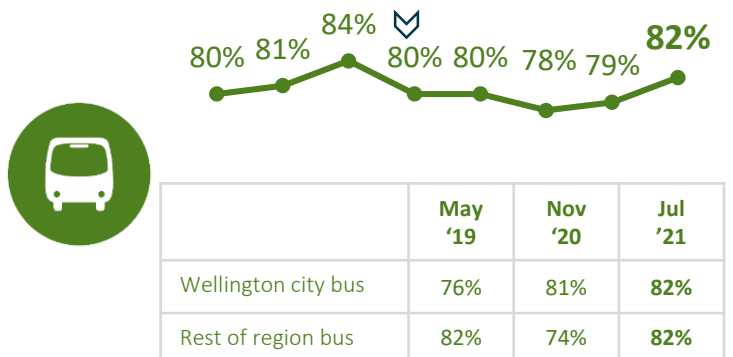
Base: n=3092 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



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)

Satisfaction by Mode



Passengers most satisfied

- ✓ Those aged 65 years + (91%)/SuperGold card users (90%)
- ✓ Travelling for shopping/services (90%)
- ✓ Bus passengers (82%), especially NZ Bus Metlink (86%)



Passengers most dissatisfied

- ✗ Train passengers (22%), especially Johnsonville (28%) and Hutt Valley (24%) lines
- ✗ Those aged 25-34 years (20%)
- ✗ Travelling for work (18%)
- ✗ Those using PT every weekday (17%)

Arrows denote statistically significant change from previous year.

Satisfaction with Information about Delays, Disruptions

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

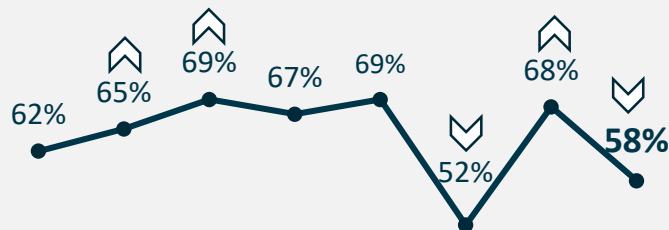
July 2021 Results

Total satisfied
58%

- 22% Very satisfied (9-10)
- 46% Satisfied (6-8)
- 11% Neither/nor (5)
- 17% Dissatisfied (2-4)
- 4% Very dissatisfied (0-1)

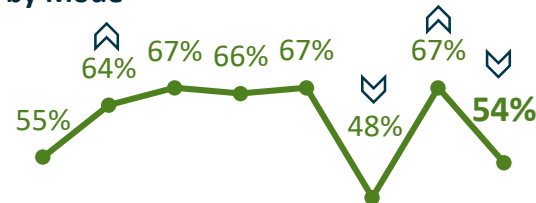
Base: n=3080 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

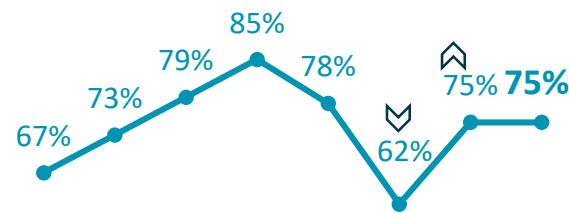
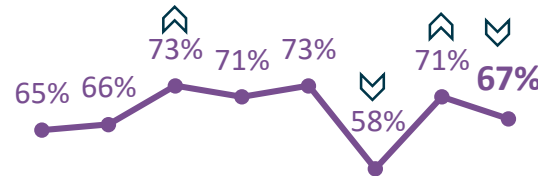


May '14 (n=4083) May '15 (n=4254) May '16 (n=2218) May '17 (n=3844) May '18 (n=3581) May '19 (n=3848) Nov '20 (n=3022) Jul '21 (n=3080)

Satisfaction by Mode



	May '19	Nov '20	Jul '21
Wellington city bus	46%	68%	53%
Rest of region bus	58%	64%	56%



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



Passengers most satisfied

- ✓ Those using PT less often than once a week (74%)
- ✓ Those aged 65 years + (73%)/SuperGold card users (68%)
- ✓ Train passengers (67%), especially Kapiti line (69%)
- ✓ Morning peak travellers (62%)



Passengers most dissatisfied

- ✗ Gender diverse passengers (46%)
- ✗ Those using PT every day (38%)
- ✗ Passengers aged 18-24 years (34%)
- ✗ Bus passengers (33%), especially NZ Bus Metlink (34%)
- ✗ Travelling for work (32%)

Arrows denote statistically significant change from previous year.

Satisfaction with Metlink's COVID-19 Response

How satisfied are you with Metlink's response to COVID-19?

July 2021 Results

Total satisfied
88%

- 35% Very satisfied (9-10)
- 53% Satisfied (6-8)
- 7% Neither/nor (5)
- 4% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

Base: n=2975 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



Nov '20
(n=2957)

Jul '21
(n=2975)

Satisfaction by Mode



	Nov '20	Jul '21
Wellington city bus	89%	85%
Rest of region bus	92%	88%



Nov '20

Jul '21



Passengers most satisfied

- ✓ Train passengers (91%), especially Kapiti line (93%)



Passengers most dissatisfied

- ✗ Day pass users (18%)
- ✗ Gender diverse passengers (14%)
- ✗ Bus passengers (6%), especially Tranzurban Metlink (8%)
- ✗ Outbound passengers (6%)

Arrows denote statistically significant change from previous year.

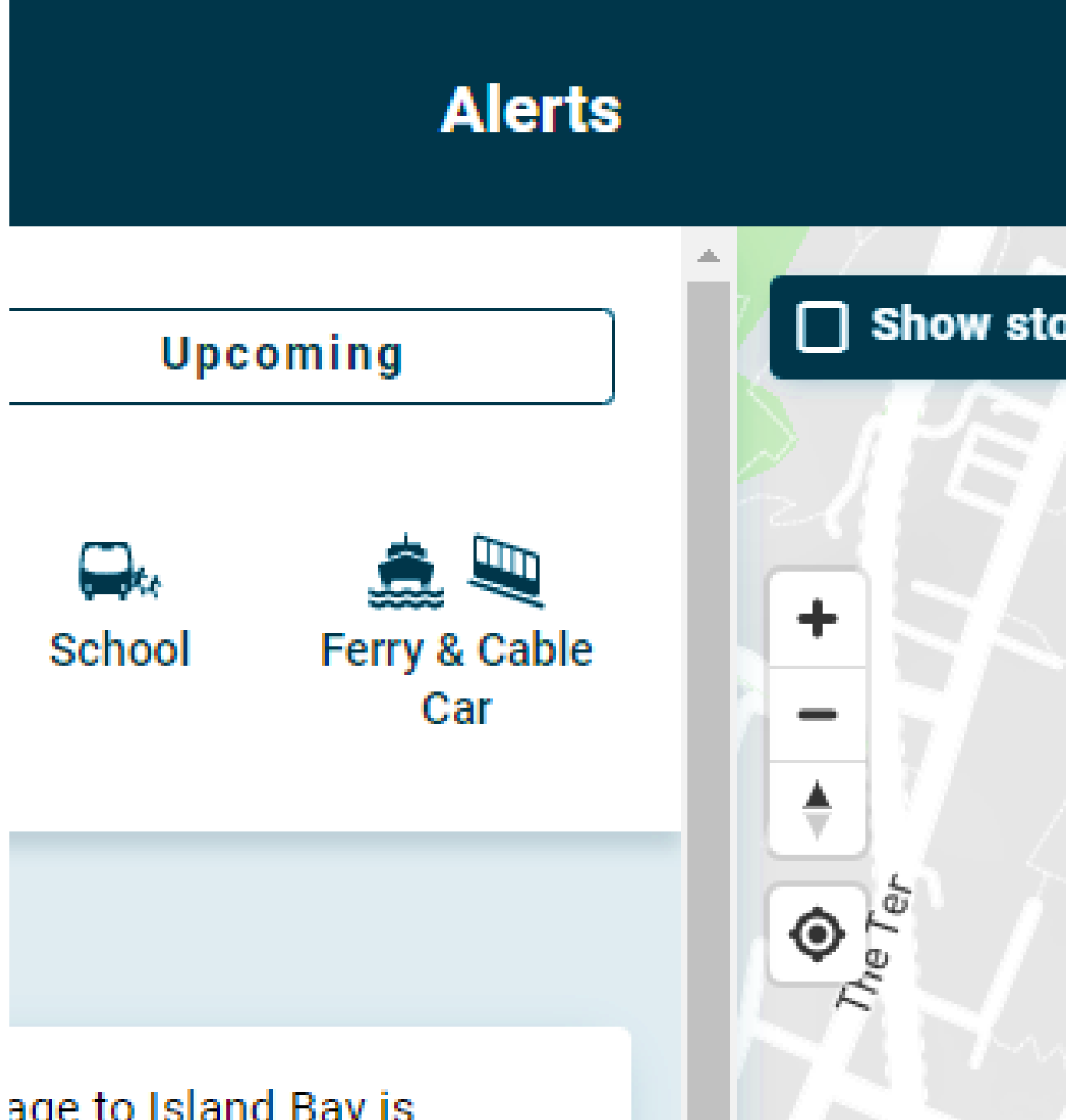
Perceptions Of Public Transport System Overall Over Time By Mode

Time Series Summary (Total satisfied (%))

	Total Bus						Wellington City Bus						Rest of Region Bus					
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021
Public transport system overall	85	65	66	*	83	75	*	61	63	70	83	74	*	78	77	*	80	78
Convenience of paying	80	77	78	*	79	82	*	76	76	78	81	82	*	80	82	*	74	82
Travel time	82	65	70	*	82	78	*	61	68	74	82	77	*	79	78	*	82	83
Ease of getting information	85	65	71	*	82	75	*	63	69	73	83	75	*	72	79	*	79	78
Info about delays, disruptions	67	49	48	*	67	54	*	46	46	54	68	53	*	56	58	*	64	56
Net Promoter Score	+16	-16	-14	*	+26	+7	*	-22	-20	-6	+28	+6	*	+4	+6	*	+18	+9

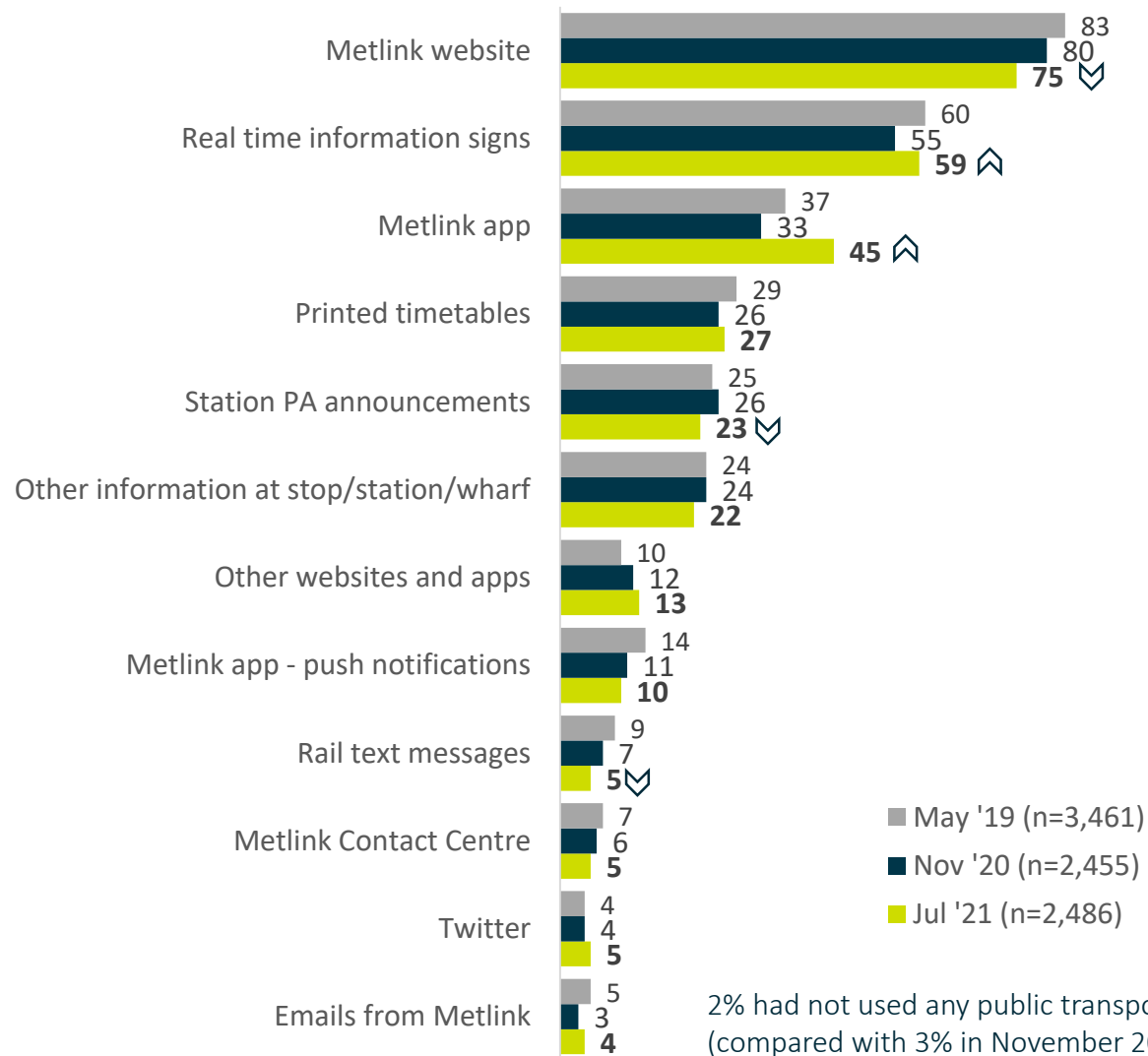
	Train						Ferry					
	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021	May 2018	Nov 2018	May 2019	Nov 2019	Nov 2020	Jul 2021
Public transport system overall	85	83	75	79	84	81	82	*	72	*	90	80
Travel time	89	85	82	85	88	88	83	*	77	*	84	86
Convenience of paying	70	72	68	70	69	66	79	*	84	*	81	83
Ease of getting information	89	81	78	81	86	81	87	*	81	*	85	80
Info about delays, disruptions	73	68	58	63	71	67	78	*	62	*	75	75
Net Promoter Score	+23	+17	+4	14	+33	+28	+26	*	+7	*	+26	+19

Passenger Perspectives on Public Transport Information



Use of Public Transport Information

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



Whilst the Metlink website continues to be the most frequently used source of public transport information (75%, including 86% of train passengers), its use has continued to decline (down from 80% in November 2020 and 83% in May 2019). Significant declines in use over the last 8 months are also evident for station PA announcements and rail text messages.

In contrast, use of the Metlink app has increased significantly since November 2020, up 12 percentage points to 45% of all passengers. The app is particularly well used by bus passengers (47%) but use is also high among both train (41%) and ferry (41%) passengers. Use of real time information signs has also increased significantly since November, up 4 percentage points to 59% of all passengers.

Google Maps (6%) and the Bus++ app (2%) are the most frequently mentioned 'other websites and apps' with use of other sites and apps being highest among bus passengers (15%).

2% had not used any public transport information in the last three months (compared with 3% in November 2020, and 1% in May 2019)

Satisfaction with PT Information Currently Available

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

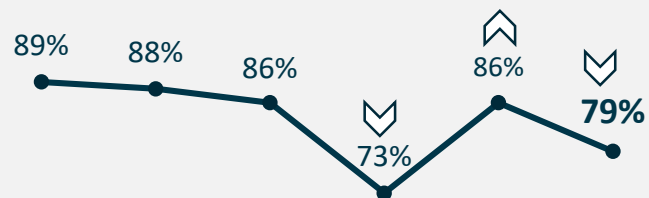
July 2021 Results

Total satisfied
79%

- 21% Very satisfied (9-10)
- 58% Satisfied (6-8)
- 10% Neither/nor (5)
- 10% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

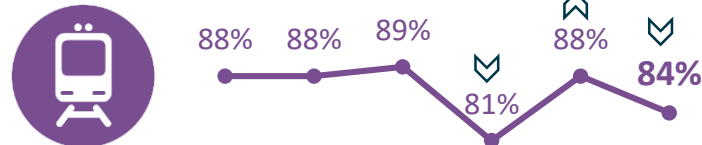
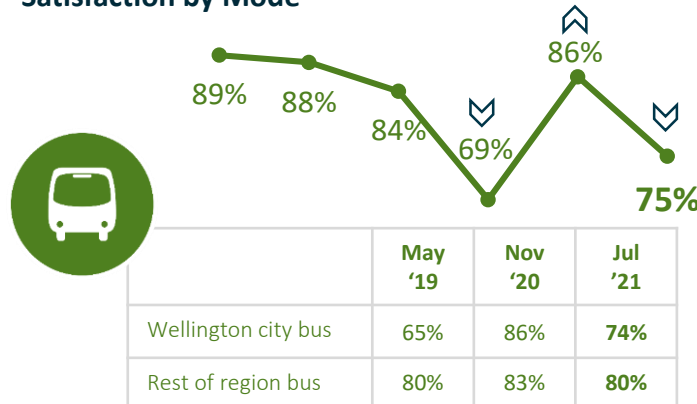
Base: n=2573 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



May '16 (n=2259) May '17 (n=3307) May '18 (n=3183) May '19 (n=3420) Nov '20 (n=2609) Jul '21 (n=2573)

Satisfaction by Mode



May '16 May '17 May '18 May '19 Nov '20 Jul '21

Arrows denote statistically significant change from previous year.



Passengers most satisfied

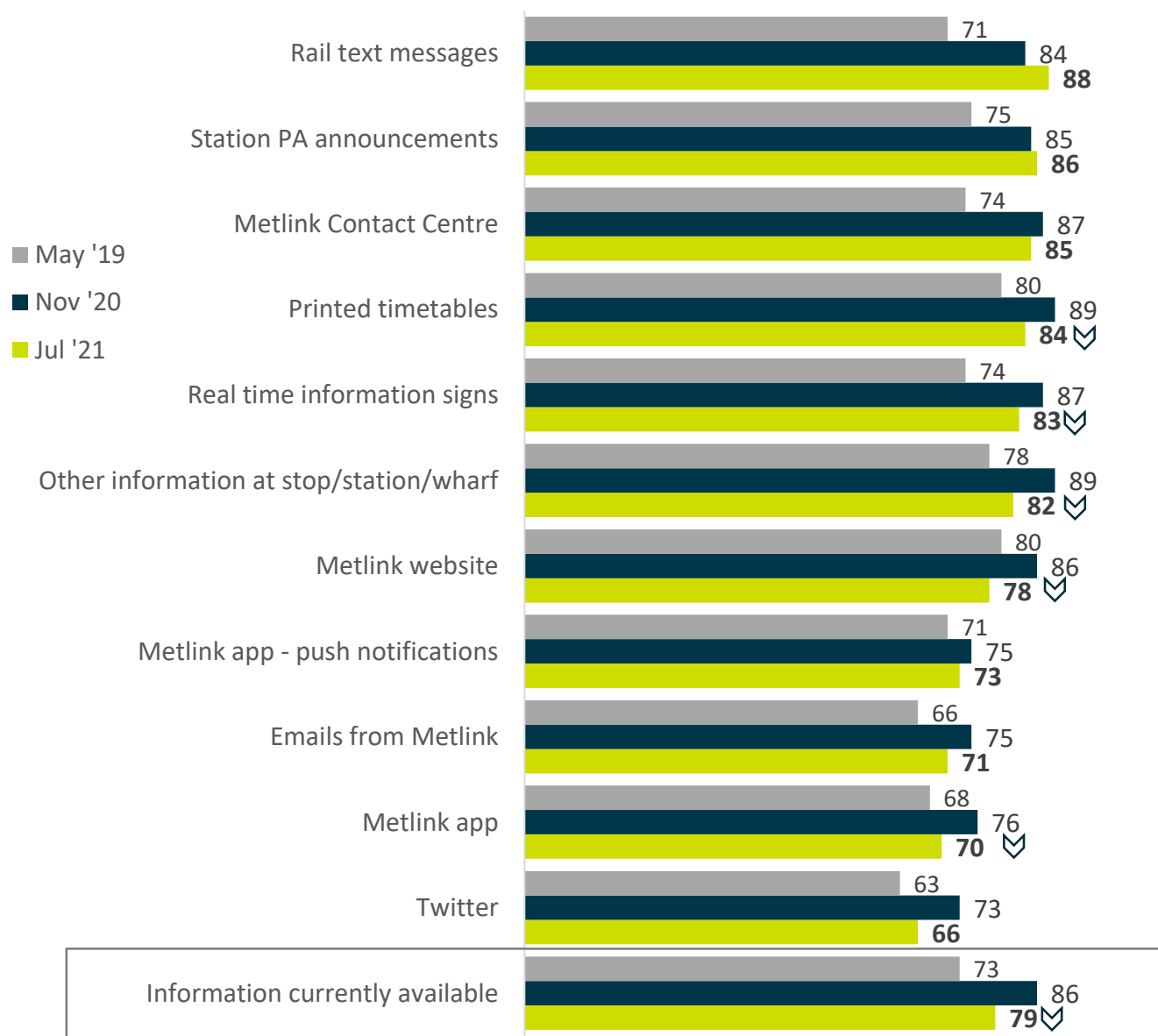
- ✓ Rail text message (90%) and station announcement (87%) users
- ✓ Those aged 65 years + (89%)
- ✓ SuperGold card users (86%)
- ✓ Train passengers (84%), especially Kapiti line (86%)
- ✓ Passengers without a disability (80%)



Passengers most dissatisfied

- ✗ Gender diverse passengers (22%)
- ✗ Travelling for sports, recreation or dining (21%)
- ✗ Twitter users (21%)
- ✗ Those using PT every day (16%)
- ✗ Passengers with a disability (15%)
- ✗ Bus passengers (13%), especially Tranzurban (16%)
- ✗ Travelling for work (13%)

Satisfaction with Sources of Public Transport Information



Satisfaction with the public transport information currently available has declined over the last 8 months – down 7 percentage points to 79%. However, satisfaction remains higher than in May 2019 (73%).

Train passengers are significantly more satisfied with the sources of public transport information available (84%) than those using the bus (75%), with satisfaction ratings most positive for rail text messages (88%) and station PA announcements (86%).

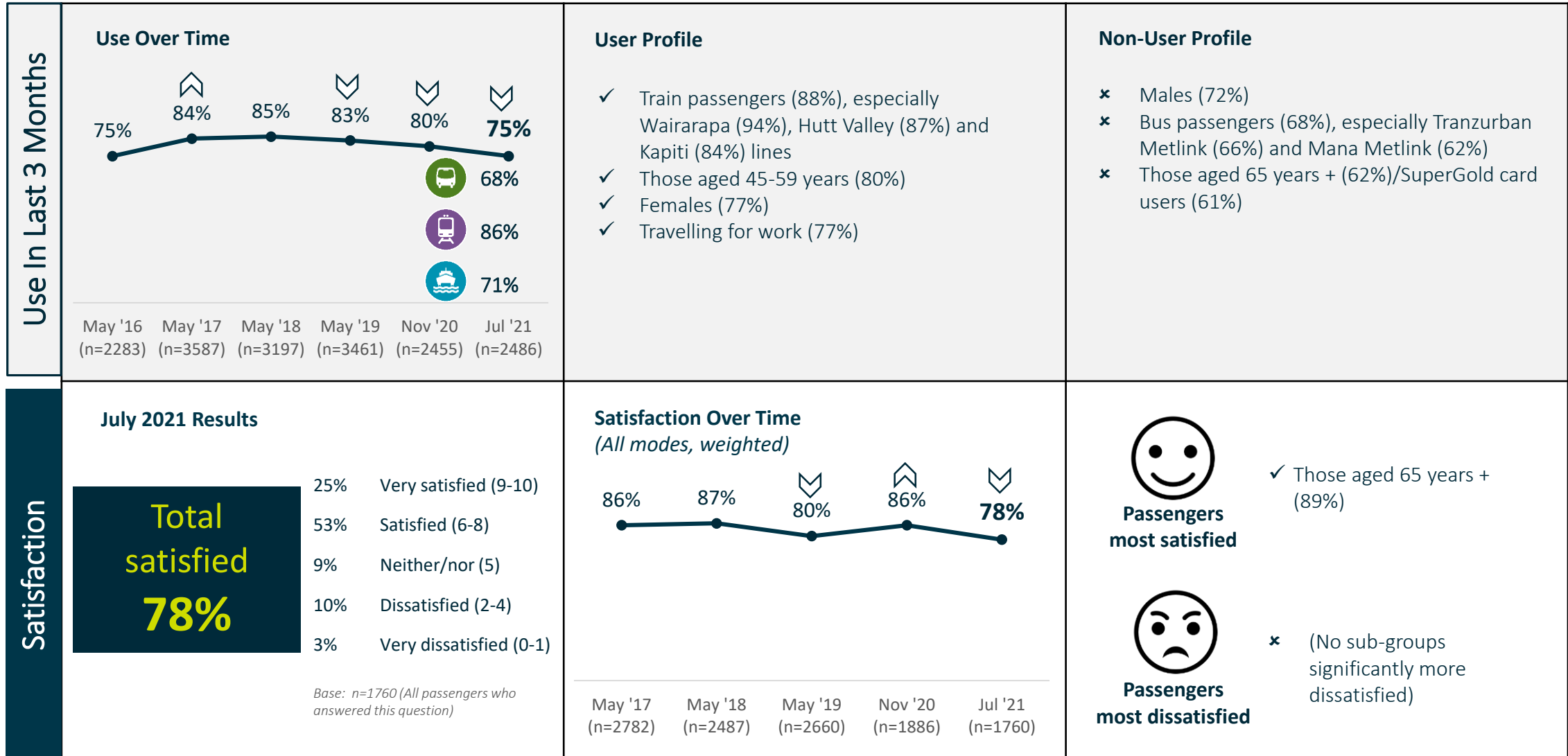
Satisfaction with a number of widely-used information sources has declined significantly since November 2020, including for the Metlink website (down 8 percentage points to 78%) and the Metlink app (down 6 percentage points to 70%).

Reflective of the decline in satisfaction with the Metlink app, passengers are most likely to suggest the need for improvements to the app (10% of all passengers), including improvements to the functionality/making the app more user friendly. Making the website easier to use/easier to navigate (6%) and improving communication/announcements when delays occur (6%) are also frequently suggested.

Arrows denote statistically significant change from previous year

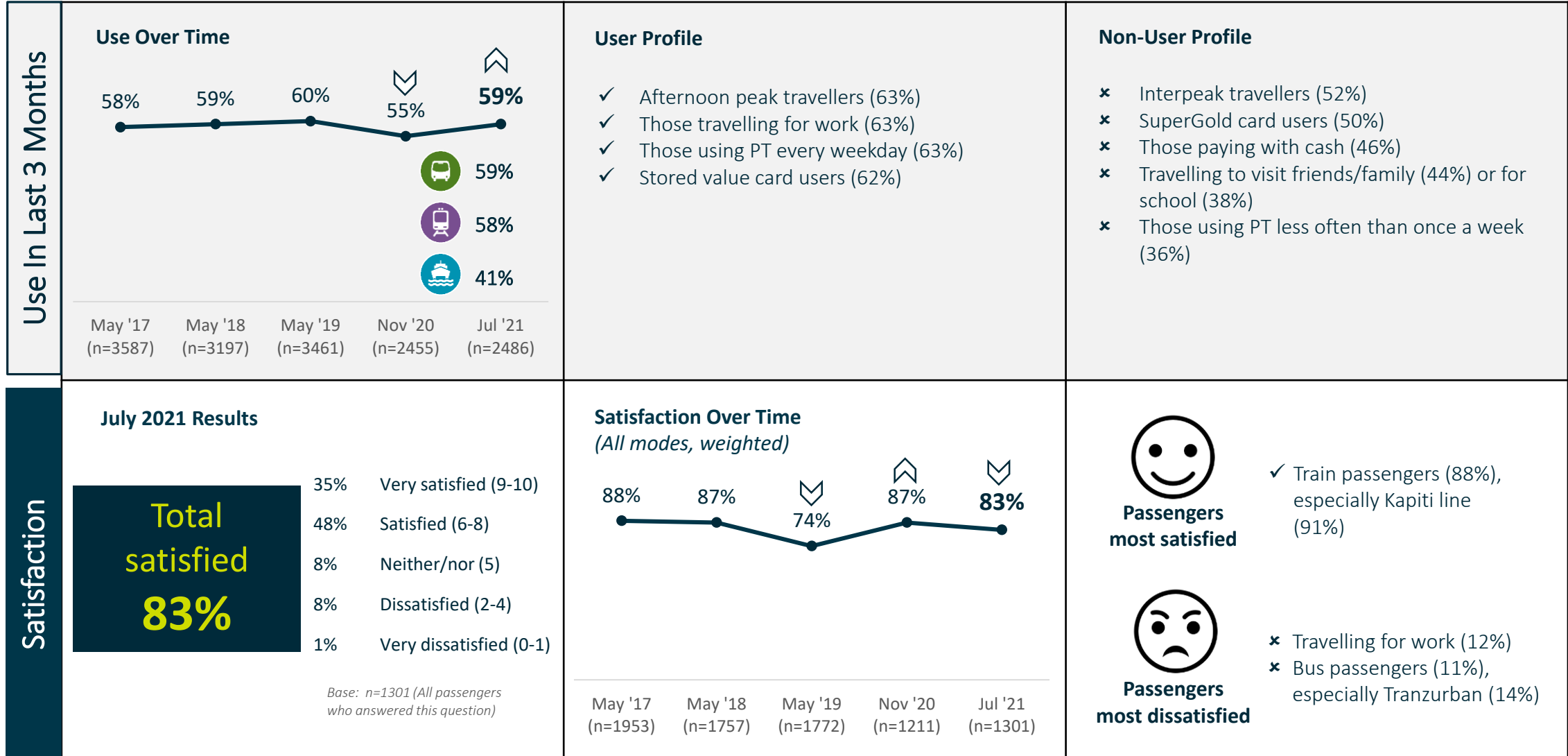
Note: Due to the wide variety of non-Metlink websites and apps used, passengers were not asked to rate their satisfaction with these.

Use of, and Satisfaction with, Metlink Website



Arrows denote statistically significant change from previous year.

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



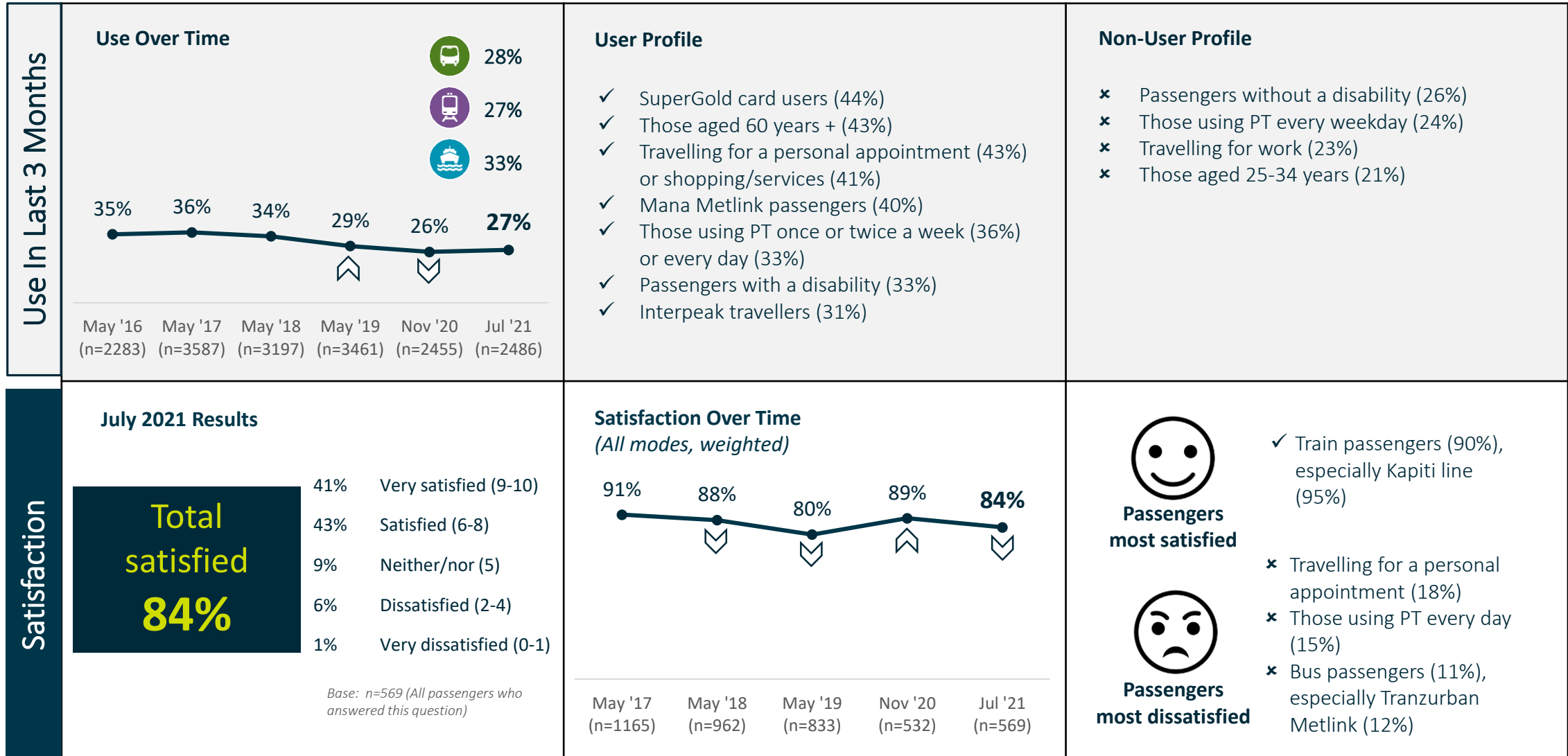
Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Metlink App

Use In Last 3 Months	<p>Use Over Time</p> <ul style="list-style-type: none"> 47% 41% 41% <p>May '16 (n=2283) May '17 (n=3587) May '18 (n=3197) May '19 (n=3461) Nov '20 (n=2455) Jul '21 (n=2486)</p>	<p>User Profile</p> <ul style="list-style-type: none"> ✓ Those using PT every weekday (54%) ✓ Stored value card users (52%) ✓ Travelling for work (51%) ✓ Afternoon peak travellers (50%) ✓ Bus passengers (47%), especially NZ Bus Metlink (50%) ✓ Outbound travellers (47%) ✓ Travellers without a disability (47%) 	<p>Non-User Profile</p> <ul style="list-style-type: none"> ✗ Inbound travellers (42%) ✗ Train passengers (41%), especially Kapiti line (37%) ✗ Off-peak travellers (40%), especially weekend travellers (39%) ✗ Travelling for shopping/services (32%) or a personal appointment (30%) ✗ Those paying with cash (28%), SuperGold card (26%) or a day pass (18%) ✗ Those using PT once a week or less often (26%) ✗ Those aged 65 years + (24%) 										
Satisfaction	<p>July 2021 Results</p> <div style="background-color: #003366; color: white; padding: 10px; text-align: center;"> <p>Total satisfied</p> <p>70%</p> </div> <table border="0"> <tr><td>24%</td><td>Very satisfied (9-10)</td></tr> <tr><td>46%</td><td>Satisfied (6-8)</td></tr> <tr><td>11%</td><td>Neither/nor (5)</td></tr> <tr><td>14%</td><td>Dissatisfied (2-4)</td></tr> <tr><td>5%</td><td>Very dissatisfied (0-1)</td></tr> </table> <p><small>Base: n=1056 (All passengers who answered this question)</small></p>	24%	Very satisfied (9-10)	46%	Satisfied (6-8)	11%	Neither/nor (5)	14%	Dissatisfied (2-4)	5%	Very dissatisfied (0-1)	<p>Satisfaction Over Time (All modes, weighted)</p> <p>May '17 (n=686) May '18 (n=850) May '19 (n=1200) Nov '20 (n=763) Jul '21 (n=1056)</p>	<div style="text-align: center;"> <p>Passengers most satisfied</p> <ul style="list-style-type: none"> ✓ (No sub-groups significantly more satisfied) </div> <div style="text-align: center; margin-top: 20px;"> <p>Passengers most dissatisfied</p> <ul style="list-style-type: none"> ✗ (No sub-groups significantly more dissatisfied) </div>
24%	Very satisfied (9-10)												
46%	Satisfied (6-8)												
11%	Neither/nor (5)												
14%	Dissatisfied (2-4)												
5%	Very dissatisfied (0-1)												




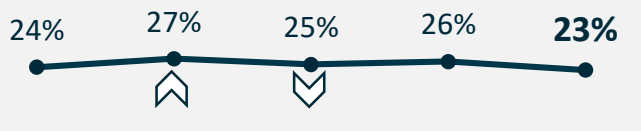



Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Printed Timetables






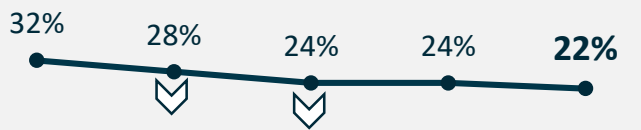
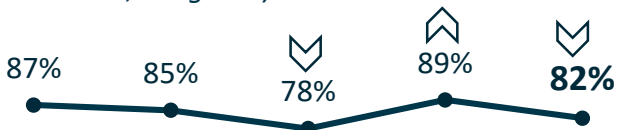


Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Station PA Announcements

Use In Last 3 Months	<p>Use Over Time</p> <ul style="list-style-type: none">  11%  45%  3%  <table border="1" data-bbox="280 671 930 742"> <tr> <td>May '17 (n=3587)</td> <td>May '18 (n=3197)</td> <td>May '19 (n=3461)</td> <td>Nov '20 (n=2455)</td> <td>Jul '21 (n=2486)</td> </tr> </table>	May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	<p>User Profile</p> <ul style="list-style-type: none"> ✓ Train passengers (45%) ✓ Afternoon peak passengers (29%) ✓ Travelling for work (26%) ✓ Weekday travellers (24%) 	<p>Non-User Profile</p> <ul style="list-style-type: none"> ✗ Using PT every day (17%) or less often than once a week (13%) ✗ Off-peak travellers (16%), especially weekend (14%) ✗ Those paying with cash (14%) or stored value card (10%) ✗ Bus passengers (11%) ✗ Travelling for sports, recreation, dining (10%) 										
May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)														
Satisfaction	<p>July 2021 Results</p> <div style="background-color: #003366; color: yellow; padding: 10px; text-align: center;"> <p>Total satisfied</p> <p>86%</p> </div> <table border="1" data-bbox="598 899 942 1170"> <tr> <td>35%</td> <td>Very satisfied (9-10)</td> </tr> <tr> <td>51%</td> <td>Satisfied (6-8)</td> </tr> <tr> <td>8%</td> <td>Neither/nor (5)</td> </tr> <tr> <td>5%</td> <td>Dissatisfied (2-4)</td> </tr> <tr> <td>1%</td> <td>Very dissatisfied (0-1)</td> </tr> </table> <p><small>Base: n=490 (All passengers who answered this question)</small></p>	35%	Very satisfied (9-10)	51%	Satisfied (6-8)	8%	Neither/nor (5)	5%	Dissatisfied (2-4)	1%	Very dissatisfied (0-1)	<p>Satisfaction Over Time (All modes, weighted)</p>  <table border="1" data-bbox="993 1213 1656 1285"> <tr> <td>May '17 (n=750)</td> <td>May '18 (n=939)</td> <td>May '19 (n=751)</td> <td>Nov '20 (n=550)</td> <td>Jul '21 (n=490)</td> </tr> </table>	May '17 (n=750)	May '18 (n=939)	May '19 (n=751)	Nov '20 (n=550)	Jul '21 (n=490)	<div style="text-align: center;">  <p>Passengers most satisfied</p> <ul style="list-style-type: none"> ✓ (No sub-groups significantly more satisfied) </div> <div style="text-align: center; margin-top: 20px;">  <p>Passengers most dissatisfied</p> <ul style="list-style-type: none"> ✗ (No sub-groups significantly more dissatisfied) </div>
35%	Very satisfied (9-10)																	
51%	Satisfied (6-8)																	
8%	Neither/nor (5)																	
5%	Dissatisfied (2-4)																	
1%	Very dissatisfied (0-1)																	
May '17 (n=750)	May '18 (n=939)	May '19 (n=751)	Nov '20 (n=550)	Jul '21 (n=490)														




Arrows denote statistically significant change from previous year.

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

Use In Last 3 Months	<p>Use Over Time</p> <ul style="list-style-type: none">  22%  22%  27%  <table border="1" data-bbox="293 685 930 749"> <tr> <td>May '17 (n=3587)</td> <td>May '18 (n=3197)</td> <td>May '19 (n=3461)</td> <td>Nov '20 (n=2455)</td> <td>Jul '21 (n=2486)</td> </tr> </table>	May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)	<p>User Profile</p> <ul style="list-style-type: none"> ✓ Gender-diverse passengers (38%) ✓ Travelling for tertiary study (32%) ✓ Passengers with a disability (30%) 	<p>Non-User Profile</p> <ul style="list-style-type: none"> ✗ Travelling for work (20%) 										
May '17 (n=3587)	May '18 (n=3197)	May '19 (n=3461)	Nov '20 (n=2455)	Jul '21 (n=2486)														
Satisfaction	<p>July 2021 Results</p> <div style="background-color: #1a3d4d; color: yellow; padding: 10px; text-align: center;"> <p>Total satisfied 82%</p> </div> <table border="1" data-bbox="598 913 955 1178"> <tr> <td>34%</td> <td>Very satisfied (9-10)</td> </tr> <tr> <td>48%</td> <td>Satisfied (6-8)</td> </tr> <tr> <td>11%</td> <td>Neither/nor (5)</td> </tr> <tr> <td>6%</td> <td>Dissatisfied (2-4)</td> </tr> <tr> <td>1%</td> <td>Very dissatisfied (0-1)</td> </tr> </table> <p><small>Base: n=433 (All passengers who answered this question)</small></p>	34%	Very satisfied (9-10)	48%	Satisfied (6-8)	11%	Neither/nor (5)	6%	Dissatisfied (2-4)	1%	Very dissatisfied (0-1)	<p>Satisfaction Over Time (All modes, weighted)</p>  <table border="1" data-bbox="1006 1228 1668 1299"> <tr> <td>May '17 (n=835)</td> <td>May '18 (n=635)</td> <td>May '19 (n=606)</td> <td>Nov '20 (n=460)</td> <td>Jul '21 (n=433)</td> </tr> </table>	May '17 (n=835)	May '18 (n=635)	May '19 (n=606)	Nov '20 (n=460)	Jul '21 (n=433)	<div style="text-align: center;">  <p>Passengers most satisfied</p> <ul style="list-style-type: none"> ✓ Train passengers (89%) </div> <div style="text-align: center; margin-top: 20px;">  <p>Passengers most dissatisfied</p> <ul style="list-style-type: none"> ✗ (No sub-groups significantly more dissatisfied) </div>
34%	Very satisfied (9-10)																	
48%	Satisfied (6-8)																	
11%	Neither/nor (5)																	
6%	Dissatisfied (2-4)																	
1%	Very dissatisfied (0-1)																	
May '17 (n=835)	May '18 (n=635)	May '19 (n=606)	Nov '20 (n=460)	Jul '21 (n=433)														

Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Other Websites and Apps

Use In Last 3 Months	<p>Use Over Time</p> <ul style="list-style-type: none">  15%  8%  16% 	<p>User Profile</p> <ul style="list-style-type: none"> ✓ Those aged 25-44 years (18%) ✓ Bus passengers (15%), especially NZ Bus Metlink (16%) 	<p>Non-User Profile</p> <ul style="list-style-type: none"> ✗ Train passengers (8%) ✗ Those aged 45 years + (5%) ✗ SuperGold card users (3%)
Satisfaction	<p><i>Note: Due to the wide variety of websites and apps used, passengers were not asked to rate their satisfaction with these.</i></p>		

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

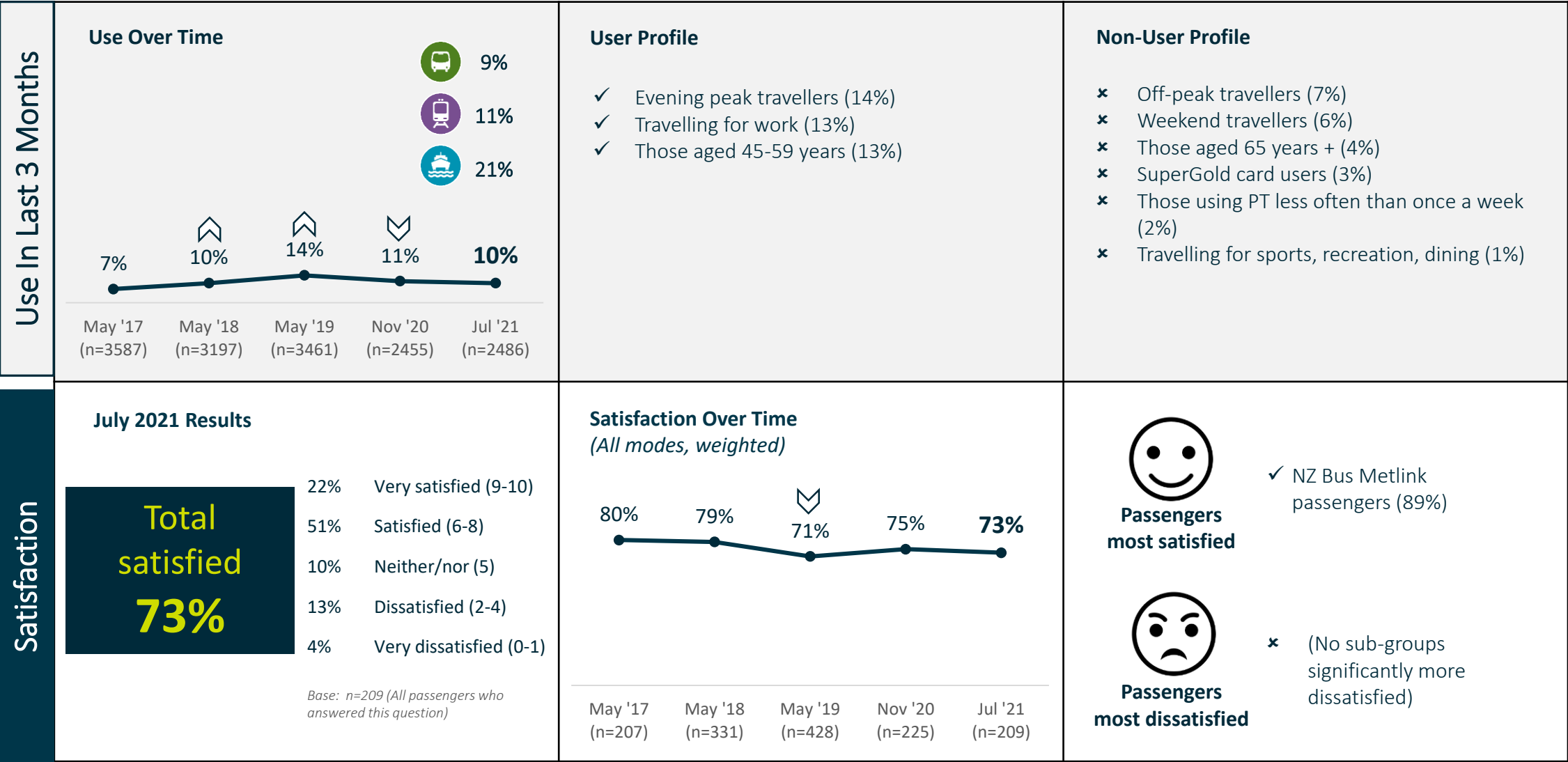
 Google Maps (6%)

 Bus++ app (2%)

 **stuff**
Stuff (1%)

Arrows denote statistically significant change from previous year.

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



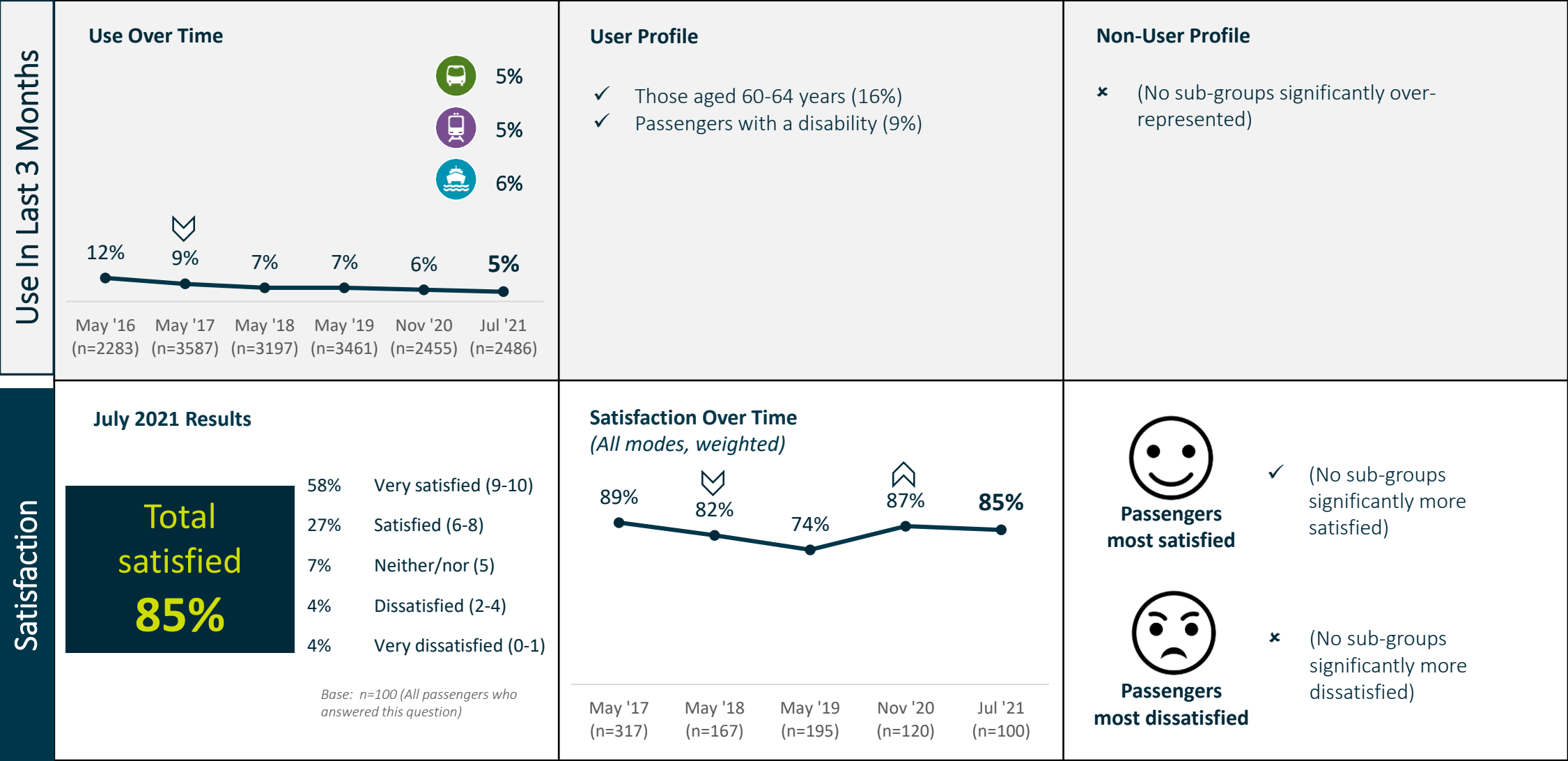
Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Rail Text Messages

Use In Last 3 Months	<p>Use Over Time</p> <ul style="list-style-type: none"> 1% 11% 0% <p>May '17 (n=3587) May '18 (n=3197) May '19 (n=3461) Nov '20 (n=2455) Jul '21 (n=2486)</p>	<p>User Profile</p> <ul style="list-style-type: none"> ✓ Train passengers (11%), especially Wairarapa line (24%) ✓ Those aged 45-64 years (11%) ✓ Afternoon peak travellers (8%) ✓ Travelling for work (7%) ✓ Those using PT every weekday (7%) 	<p>Non-User Profile</p> <ul style="list-style-type: none"> ✗ Interpeak travellers (3%) ✗ Bus passengers (1%) ✗ Those using PT less often than once a week (1%) 										
Satisfaction	<p>July 2021 Results</p> <div style="background-color: #003366; color: yellow; padding: 10px; text-align: center;"> <p>Total satisfied 88%</p> </div> <table border="0"> <tr> <td>35%</td> <td>Very satisfied (9-10)</td> </tr> <tr> <td>53%</td> <td>Satisfied (6-8)</td> </tr> <tr> <td>4%</td> <td>Neither/nor (5)</td> </tr> <tr> <td>6%</td> <td>Dissatisfied (2-4)</td> </tr> <tr> <td>2%</td> <td>Very dissatisfied (0-1)</td> </tr> </table> <p><small>Base: n=100 (All passengers who answered this question)</small></p>	35%	Very satisfied (9-10)	53%	Satisfied (6-8)	4%	Neither/nor (5)	6%	Dissatisfied (2-4)	2%	Very dissatisfied (0-1)	<p>Satisfaction Over Time <i>(All modes, weighted)</i></p> <p>May '17 (n=306) May '18 (n=336) May '19 (n=262) Nov '20 (n=143) Jul '21 (n=100)</p>	<div style="text-align: center;"> <p>Passengers most satisfied</p> <p>✓ (No sub-groups significantly more satisfied)</p> </div> <div style="text-align: center; margin-top: 20px;"> <p>Passengers most dissatisfied</p> <p>✗ (No sub-groups significantly more dissatisfied)</p> </div>
35%	Very satisfied (9-10)												
53%	Satisfied (6-8)												
4%	Neither/nor (5)												
6%	Dissatisfied (2-4)												
2%	Very dissatisfied (0-1)												

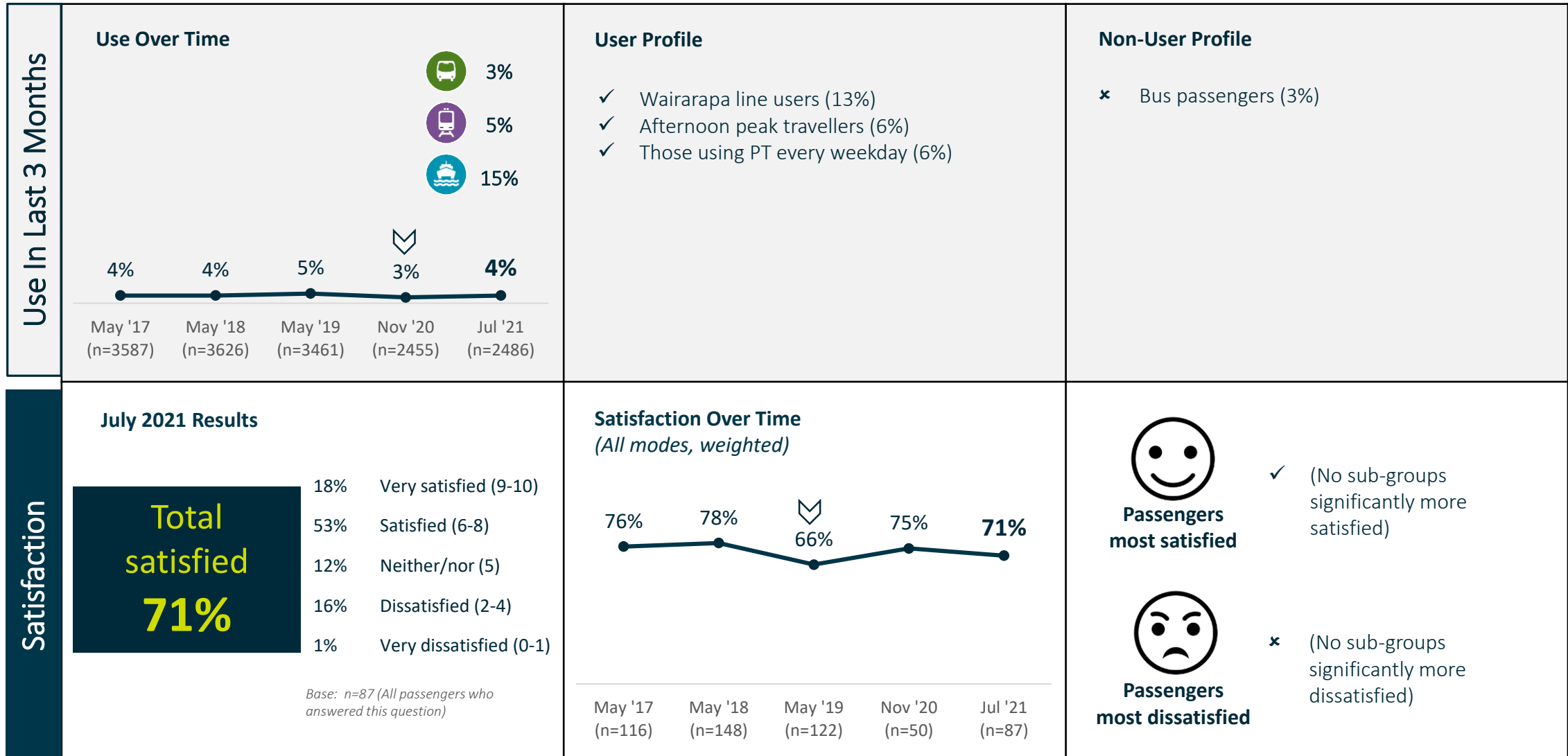
Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Metlink Contact Centre



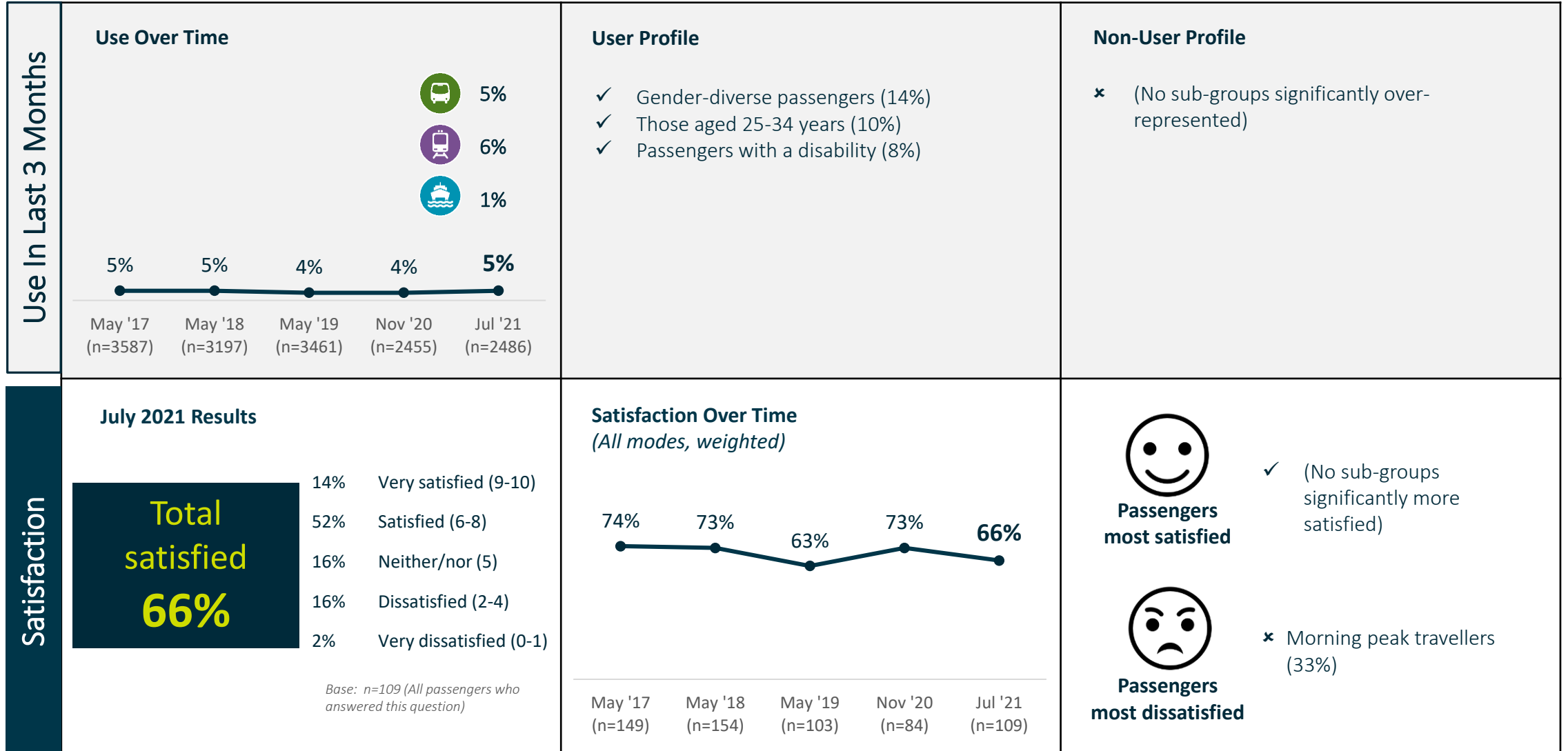
Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Emails from Metlink



Arrows denote statistically significant change from previous year.

Use of, and Satisfaction with, Twitter



Arrows denote statistically significant change from previous year.

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 '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21
84	70	69	*	86	75	*	68	65	75	86	74	*	81	80	*	83	80

Train						Ferry					
May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21	May '18	Nov '18	May '19	Nov '19	Nov '20	Jul '21
89	86	81	83	88	84	88	*	76	*	85	82

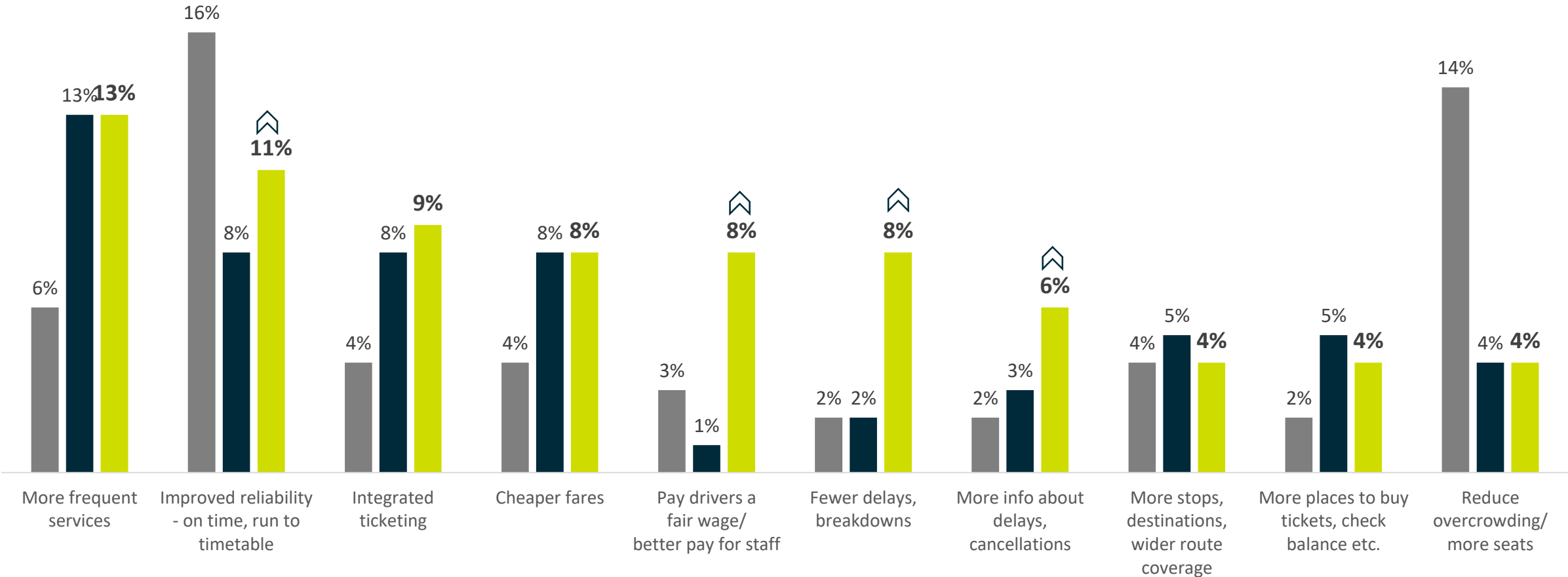
Suggested Improvements to Public Transport System



Suggested Improvements to Public Transport Services

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

■ May '19 (n=4042) ■ Nov '20 (n=3228) ■ Jul '21 (n=3221)



Multiple responses to this question permitted.
 Graph shows improvements mentioned by 4% or more of respondents.

Arrows denote statistically significant change from previous year.

Appendix

- Respondent profile
- Trip profile



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

Respondent Profile

Distribution by Gender	Total	Bus	Train	Ferry
Female	52%	54%	50%	48%
Male	45%	43%	48%	52%
Gender diverse	3%	3%	2%	0%
<i>Base</i>	N=2,809	<i>n=1,019</i>	<i>n=1,666</i>	<i>n=124</i>

Distribution by Age	Total	Bus	Train	Ferry
15-17 years	6%	8%	4%	2%
18-24 years	22%	25%	18%	3%
25-34 years	23%	23%	23%	22%
35-44 years	15%	12%	18%	18%
45-59 years	18%	16%	22%	34%
60-64 years	6%	5%	7%	6%
65 years +	10%	11%	8%	15%
<i>Base</i>	N=2,902	<i>n=1,069</i>	<i>n=1,707</i>	<i>n=126</i>

Distribution by Disability*	Total	Bus	Train	Ferry
No disability	84%	81%	88%	94%
Disability	16%	19%	12%	6%
<i>Base</i>	N=2,817	<i>n=1,025</i>	<i>n=1,666</i>	<i>n=126</i>

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

Trip Profile

Distribution by Mode	Total	Weighted Share <i>(based on July 2021 patronage numbers)</i>
Bus	38%	66%
Wellington City	19%	50%
Rest of the region	9%	16%
Train	58%	33%
Ferry	4%	1%
<i>Base</i>	<i>N=3,221</i>	

Distribution by Operator	Total	Weighted Share
Tranzurban Metlink	20%	35%
Transdev	58%	33%
NZ Bus Metlink	15%	27%
Mana Metlink	2%	3%
East By West	4%	1%
Uzabus Metlink	1%	1%
<i>Base</i>	<i>N=3,221</i>	

Distribution by Rail Line	Train
Hutt Valley	41%
Kapiti	41%
Wairarapa	8%
Johnsonville	6%
Melling	4%
<i>Base</i>	<i>N=1,857</i>

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

Trip Profile

Distribution by Time of Travel

	Total	Bus	Train	Ferry
Morning peak	27%	25%	30%	32%
Interpeak	28%	31%	23%	14%
Afternoon/evening peak	31%	26%	43%	20%
Weekend	14%	18%	4%	34%
<i>Base</i>	N=3,221	<i>n=1,233</i>	<i>n=1,857</i>	<i>n=131</i>

Distribution by Ticket Type

	Total	Bus	Train	Ferry
Stored value card	51%	79%	0%	0%
Ten trip card	18%	0%	49%	54%
Monthly pass	12%	2%	31%	5%
SuperGold card	10%	12%	6%	12%
Cash	7%	5%	10%	19%
Day pass	1%	1%	3%	9%
Other	1%	1%	1%	1%
<i>Base</i>	N=2,840	<i>n=1,036</i>	<i>n=1,683</i>	<i>n=121</i>

Distribution by Direction of Travel

	Total	Bus	Train	Ferry
Outbound	61%	63%	57%	57%
Inbound	39%	37%	43%	43%
<i>Base</i>	N=3,221	<i>n=1,233</i>	<i>n=1,857</i>	<i>n=131</i>

Distribution by Main Reason for Trip

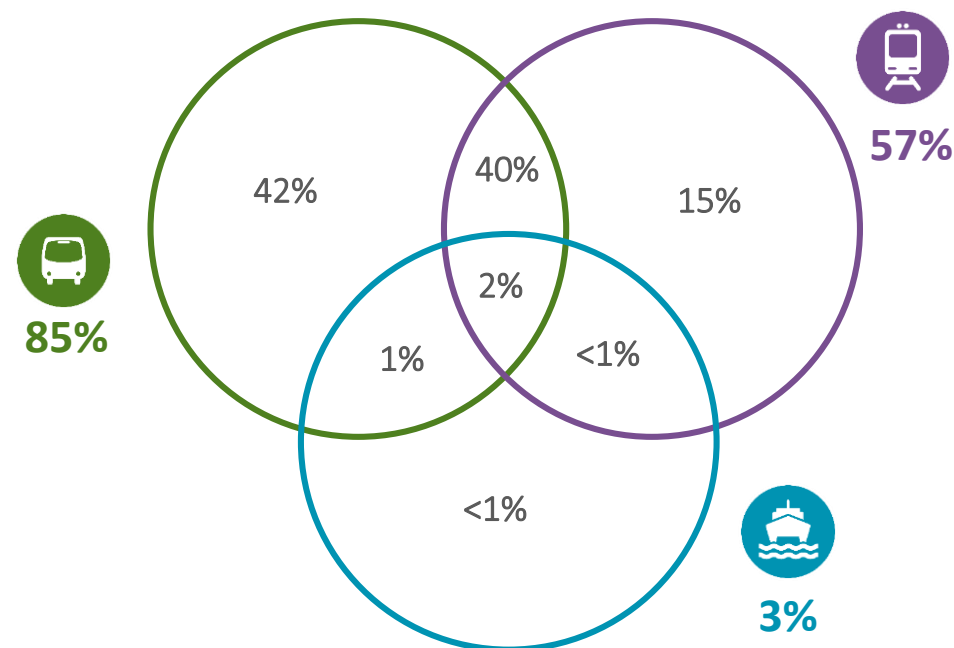
	Total	Bus	Train	Ferry
Work	58%	51%	70%	56%
Personal appointment	8%	9%	5%	1%
Shopping, services	8%	11%	2%	3%
Visiting friends, relatives	6%	6%	7%	4%
School	5%	6%	3%	1%
Sports, recreation, dining	5%	6%	3%	6%
Tertiary study	7%	7%	6%	2%
Special one-off event	1%	1%	2%	1%
Sightseeing	2%	2%	2%	25%
Other	0%	1%	0%	1%
<i>Base</i>	N=2,855	<i>n=1,037</i>	<i>n=1,693</i>	<i>n=125</i>

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

Use of Public Transport in Wellington Region

Distribution by Frequency of Trip	Total	Bus	Train	Ferry
Every weekday, including weekends	19%	25%	8%	3%
Every week day	37%	34%	43%	26%
Three or four times a week	26%	25%	28%	35%
Once or twice a week	9%	8%	9%	11%
Once a fortnight/ once every three weeks	3%	2%	4%	4%
Once a month	1%	1%	2%	6%
Less often than once a month	4%	4%	5%	9%
First time today	1%	1%	1%	6%
<i>Base</i>	<i>N=2,843</i>	<i>n=1,031</i>	<i>n=1,686</i>	<i>n=126</i>

Distribution by Use of Public Transport in Last Three Months	Total	Bus	Train	Ferry
Used bus	85%	-	55%	61%
Used train	57%	36%	-	27%
Used harbour ferry	3%	3%	3%	-
<i>Base</i>	<i>N=3,221</i>	<i>n=1,233</i>	<i>n=1,857</i>	<i>n=131</i>



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