



**Greater Wellington Regional Council
Annual Public Transport Satisfaction Monitor 2009
Report
Prepared by Premium Research
May 2009**

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1.0 Background and Methodology

This report provides the findings of the 2009 Greater Wellington Public Transport Satisfaction Monitor. This Monitor has been undertaken annually since 2003. The interviewing is undertaken during the month of April.

750 households were randomly selected from throughout the Greater Wellington Region and residents were interviewed on the telephone. The margin of error for a sample of n=750, for a value of 50 percent at the 95 percent confidence interval, is +/-3.6 percent.

It is important to note that Wairarapa residents were included in the sample for the second time this year, but have not been included in the sample in previous years. A profile of the sample of residents that completed the 2009 survey follows. This sample does not differ significantly from the sample profiles in previous years' surveys. There are however, significantly more people in this year's sample with an income of more than \$60,000 (up from 44% in 2008 to 50% in 2009).

Sample Profile

Area	
Kapiti	10%
Porirua	11%
Hutt	31%
Wellington	40%
Wairarapa	9%
Age	
Under 25 years	7%
25-44 years	30%
45-59 years	33%
60 years plus	30%
Income	
Less than \$25,000	12%
\$25,001 - \$40,000	9%
\$40,001 - \$60,000	14%
\$60,001 plus	50%
Household type	
Young adults	10%
Family with children	43%
Older adults	44%
BASE	750

Residents were asked about their views of the public transport services provided in Greater Wellington, their use of public transport services and their views of the support systems for public transport in the region.

The questionnaire content was reviewed and updated for the 2009 survey. Comparisons can still be drawn between the 2009 survey and previous surveys for key findings. In 2009 some new questions were added to address current issues (time series data is not available for these questions).

Significant differences (at the 95% confidence interval) are indicated by a red square.

2.0 Summary of Findings

Perceptions of Public Transport in Greater Wellington

Residents of Greater Wellington were asked about their overall impression of the public transport services provided in the Greater Wellington region. Sixty-six percent of Greater Wellington residents believe Greater Wellington has an excellent or very good public transport system. In 2008, 60 percent of residents rated the Metlink public transport network as excellent or very good (this is a statistically significant increase).

Residents were asked what they perceive are the features of a good public transport system. This was an open ended question. The research found that the features residents most commonly seek in a public transport system are:

- A reliable service (60%)
- A frequent service (45%)
- A service provided at convenient times (42%)
- A low cost service (27%).

Residents were asked how well they perceive the public transport system in Greater Wellington performs against key areas. The research found that the Metlink public transport network is most well regarded for its delivery of:

- Accessible timetable information
- Safety on vehicles
- Access to vehicles
- A simple to use service.

The research found that the Metlink public transport network is **least** well regarded for its delivery of:

- Thorough coverage of the Greater Wellington region
- High quality vehicles
- Friendly staff.

The research found that between 50 and 60 percent of residents are satisfied with the extent to which the Metlink public transport network delivers on the features of public transport that are considered to be the most important: (reliability, frequency, low cost and convenient timing).

The largest gaps between importance and performance are for:

- Reliability (41%)
- Frequency (36%)
- High quality services (34%)
- Convenient timing (33%).

As in previous surveys, residents were asked about the extent to which it is easy to make a journey across Greater Wellington using public transport. Similar to previous years, nearly all residents agree it is easy or very easy to make a journey across the region using public transport.

Questions were also asked about residents' perceptions and understanding of public transport. There were no significant differences between the findings in 2008 and the findings in 2009. The key findings were as follows:

- Few residents believe that journeys on public transport are faster than journeys in private cars (23%)
- Half of the residents believe the cost of public transport fares should increase as the cost of providing the service increases (49%)
- More than half of residents agree that journeys on public transport are cheaper than journeys in private cars (58%).

There is a very high level of interest in the provision of real time information about services at bus stops, 80 percent of residents consider this to be an important or very important service. There is also strong interest in being able to purchase a single ticket for all modes of public transport, 72 percent of residents consider this to be important or very important. There are no significant differences in these measures between 2008 and 2009.

Use of Public Transport in the Greater Wellington Region

Residents were asked about their use of public transport in the Greater Wellington region. The research found that:

- 36 percent of residents are *regular* users of public transport (have used public transport in the last three months and use it 2 or more days per week)
- 33 percent of residents are *occasional* users of public transport (have used public transport in the last three months but less frequently than 2 or more days per week)
- 13 percent of residents are *light* users of public transport (have not used public transport in the last 3 months but have used it within the last 12 months)
- 18 percent are *non* users of public transport (have not used public transport in the last 12 months).

In total, a high 82 percent of residents said they had used public transport in the past twelve months. This result has not changed significantly in recent years (ranging between 82% and 88% between 2004 and 2009). There has been little movement in the measures of use of public transport over time. There has however been a decrease in the number of light users (down from 19% in 2003 to 13% in 2009).

The most popular mode of transport for residents of Greater Wellington continues to be private cars (either as a driver or a passenger) and walking. These have been the most popular modes of transport since the survey began in 2003.

Use of each of mode of public transport has also remained quite steady over time:

- 51% of residents have used the bus in the last three months
- 38% of residents have used the train in the last three months
- 6% of residents have used the ferry in the last three months.

There has not been significant change over time in the main modes of transport used by residents. The main mode of transport for residents of Greater Wellington continues to be as a driver of a private car (51%). The use of public transport as the main form of transport remains low:

- 15 percent of residents use the bus as their main form of transport
- 11 percent of residents use the train as their main form of transport.

For the first time in 2009, residents who had used public transport in the last three months (recent users) were asked if they had used a combination of public transport modes for a single journey in the previous three months. Just over one third (35%) of recent users said that they had undertaken a multi-mode public transport journey.

The primary reason residents use public transport is the unavailability of parking or other transport options. The main reasons for using public transport are:

- The cost and lack of availability of parking (36%)
- The lack of other alternatives (32%)
- Good value for money (31%)
- Speed (26%).

Bus Services

Fifty-one percent of residents said they had used bus services in the last three months. In recent years (2004-2008) there has not been any significant change in the use of bus services (results ranging between 48% and 53% of residents saying they had used bus services in the past three months).

For the first time in 2009 recent bus users were asked why they use the bus. The key reasons given were:

- No alternative (38%)
- Lack of availability of parking (27%)
- Speed (26%).

Two-thirds of recent bus users rate the bus services overall as either excellent or very good (65%). This measure is not significantly different from the result for 2008.

In 2009 the ratings for all aspects of service are as high or nearly as high as they ever have been. In 2009 the average score (out of 5) for each aspect of service is as follows:

- Safety on board (4.1)
- Access to vehicle (4.0)
- Safety at stops (4.0)
- Speed (3.8)
- Reliability (3.8)
- Frequency (3.8).

Recent bus users were asked how important a series of aspects of bus services are in encouraging them to use the bus. The most important services were identified as being:

- Reliability of bus services (91%)
- Availability when needed (88%)
- Frequency (84%)
- Feeling safe on the bus (83%).

The largest gaps between importance and performance are for:

- Reliability (27%)
- Informed of disruptions (25%)
- Available when needed (21%)
- Frequency (19%).

For the first time in 2009 recent bus users were asked about the Snapper Card:

- 81% of recent bus users have heard of the Snapper Card
- 26% of recent bus users have used a Snapper Card
- 38% of recent users are likely to use a Snapper Card in the future.

Train Services

Thirty-eight percent of residents said they had used the train services in the last three months. In recent years (2004-2008) there has not been any significant change in the use of train services (ranging between 44% and 36% of residents saying they had used train services in the past three months).

For the first time in 2009 recent train users were asked why they use the train. The key reasons given were:

- I like it (30%)
- No alternative (29%)
- Faster (29%).

Nearly two-thirds of recent train users rate the services as either excellent or very good (66%). This result is not a statistically significant change from the 2008 result of 62%.

In 2009 the ratings for all aspects of train service are as high or nearly as high as they ever have been. In 2009 the average score (out of 5) for each aspect of service is as follows:

- Safety on board (4.2)
- Access to vehicle (3.9)
- Speed (3.9)
- Frequency (3.9)
- Cost (3.8)
- Reliability (3.7).

Recent train users were asked how important a series of aspects of train services are in encouraging them to use the train. The most important aspects of service were identified as being:

- Reliability of train services (92%)
- Safety on the train (86%)
- Availability of the services (85%)
- Safety at train station (84%)
- Frequency of the services (83%).

The largest gaps between importance and performance are for:

- Reliability (32%)
- Informed of disruptions (23%)
- Vehicle quality (21%).

Recent users of train services were asked *if a \$2 charge for parking at stations was introduced would this reduce your use of trains?* Thirty-one percent of users said that adding the charge would reduce their their use of trains. More than half of users (64%) said that adding the charge would not reduce their use of train services.

Ferry Services

Six percent of residents said they had used the ferry services in the last three months. In recent years (2003-2009) there has not been any significant change in the use of ferry services (ranging between 6% and 10% of residents saying they had used ferry services in the past three months).

For the first time in 2009 recent ferry users were asked why they use the ferry. The key reasons given were:

- I like it (37%)
- No alternative (35%)
- Faster (26%).

Eighty-three percent of recent ferry users rate the services as either excellent or very good. This is a significant increase in satisfaction from the 2008 score of 62%.

In 2009 recent ferry users were asked about their satisfaction with key aspects of ferry services. The services that were rated as excellent or good by more than sixty percent of users were as follows:

- Feeling safe on the ferry (88%)
- Feeling safe at the ferry wharf (84%)
- Reasonable journey time (79%)
- Ferry vessel quality (74%)
- Reliability (72%)
- Frequency (60%).

The ferry services that were rated as excellent or good by less than sixty percent of users were as follows:

- Availability of the ferry service (58%)
- Quality of the facilities at the wharves (56%)
- Access to the service (56%)
- Cost of the service (42%).

Light and Non Users of Public Transport

Thirteen percent of residents said they had used public transport services in the past twelve months but not in the last three months (light users). The number of light users has decreased between 2003 and 2009 (down from 19% in 2003 to 13% in 2009).

Eighteen percent of residents said they had not used public transport services in the past twelve months (non users). The number of non users has not changed significantly in recent years (ranging between 12% and 18% between 2004 and 2008).

Light and non users of public transport were asked why they do not use public transport. A wide range of reasons were given by residents for not using public transport. The most common reasons for not using public transport are:

- Inconvenient times (36%)
- No service/stop near me (30%)
- I don't travel far (25%).

Light and non-users said they would use public transport more often if the following changes were made to public transport:

- Providing more frequent services (25%)
- Providing services that are closer to where residents work/live (20%)
- Providing cheaper services (11%).

Metlink

Residents were asked if they had heard of Metlink, a high 84 percent of residents said they had heard of the Metlink brand.

Half of all residents had used the Metlink website to get information (51%). Use of the Metlink website has significantly increased over the last two years, up from 20 percent in 2006 to 51 percent in 2009. The Metlink website is considered to be useful by two-thirds of users (67%). There has not been a significant change in perceptions of the usefulness of the website over time.

Fifteen percent of residents have used the Metlink Call Centre in the last three months. There has been a significant decrease in the use of the Call Centre between 2004 (26%) and 2009 (15%). Satisfaction with the service provided by the Metlink Call Centre tends to be high, 79 percent of residents rate overall satisfaction with their call as excellent or very good. More than three quarters of callers are satisfied that the service was polite and professional, they were given the correct information, they had their questions answered and their call was answered promptly.

All respondents were asked how easy they perceived it would be to get information about public transport if they needed it. Nearly half of the residents said it would be very easy (extremely or very easy) to get information about public transport. Just 12 percent said it would not be easy to get information about public transport. There has been a significant decrease in the proportion of people who think it would be easy or extremely easy to get information about public transport if they needed it, down from 53 percent in 2008 to 45 percent in 2009.

All residents were asked where they would get information about public transport services if they needed it. The most common sources of information were identified as being the Metlink (or similar) website (39%), telephone (28%), at the bus or train stop (26%), or another website (25%).

There has been a significant decrease in the proportion of residents who would use the telephone to get information about public transport, down from 39 percent in 2008 to 28 percent in 2009.

Recent users of public transport were asked if they were aware of the text message timetable service:

- 54% of recent public transport users were aware of the text message service.
- 3% of recent public transport users have used the text message service to get information about bus services
 - Of the 13 people who had used this service just over half found the service very or extremely useful.
- 4% of recent public transport users have used the text message service to get information about train services
 - Of the 11 people who had used this service just over a third found the service very or extremely useful.

Conclusions

There have not been any notably large changes in the use of public transport services in Greater Wellington between 2008 and 2009, nor has there been since this monitor commenced in 2003. The absence of change in the use of services can be attributed to the existing very high use of public transport services. Nearly all residents (82%) have used public transport services in the past 12 months. Use of each mode of public transport has remained quite steady over time:

- 51 percent of residents have used the bus in the last three months
- 38 percent of residents have used the train in the last three months
- 6 percent of residents have used the ferry in the last three months.

While public transport is one of the chosen modes of transport for most residents of Greater Wellington, it tends to be used as a supplement to other types of transport (e.g. private cars). Just 15 percent of residents use the bus as their main form of transport and 11 percent of residents use the train as their main form of transport.

The findings of the 2009 research reinforce the findings from the 2008 research that provision of a *reliable* public transport system is the most important deliverable for Greater Wellington residents. Metlink is not well regarded for its' delivery of a reliable service. Just 54 percent of residents are satisfied with the reliability of the service (rated as very good or excellent).

Like previous years the research found that light or non users tend to not use public transport because services are not offered at times, or to places, that are convenient for them. Given the relatively small proportion of light and non users of public transport in Greater Wellington and the economic inefficiencies of providing a service tailored to the diverse needs of a small number of people, light and non users will be a very difficult market to influence. Instead a focus on increasing the number of trips taken on public transport by occasional users should be considered.

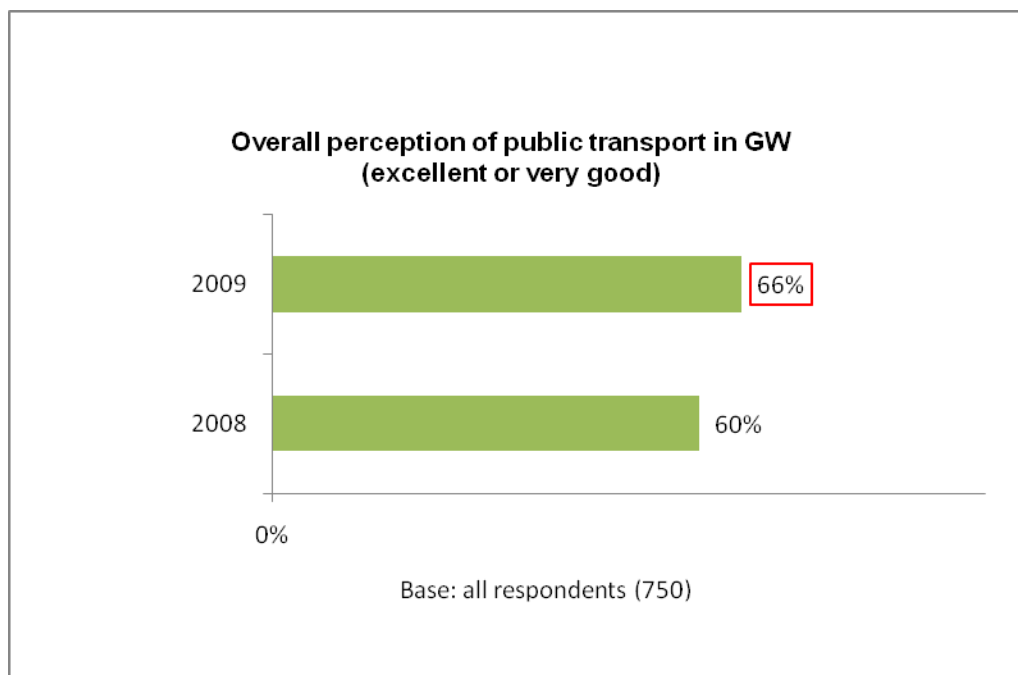
The Metlink brand is now well established and is recognised by most residents. The demand for communication services from Metlink is changing, with a strong movement away from telephone based services to internet based services. There has, however, only been a low level of use of text message based information services to date.

3.0 Perceptions of Public Transport in the Greater Wellington Region

Overall perception of public transport in Greater Wellington

Residents of Greater Wellington were asked about their overall impression of the public transport services provided in the Greater Wellington region.

Sixty-six percent of Greater Wellington residents believe Greater Wellington has an excellent or very good public transport system. In 2008, 60 percent of residents rated the Metlink public transport network as excellent or very good (this is a statistically significant increase).



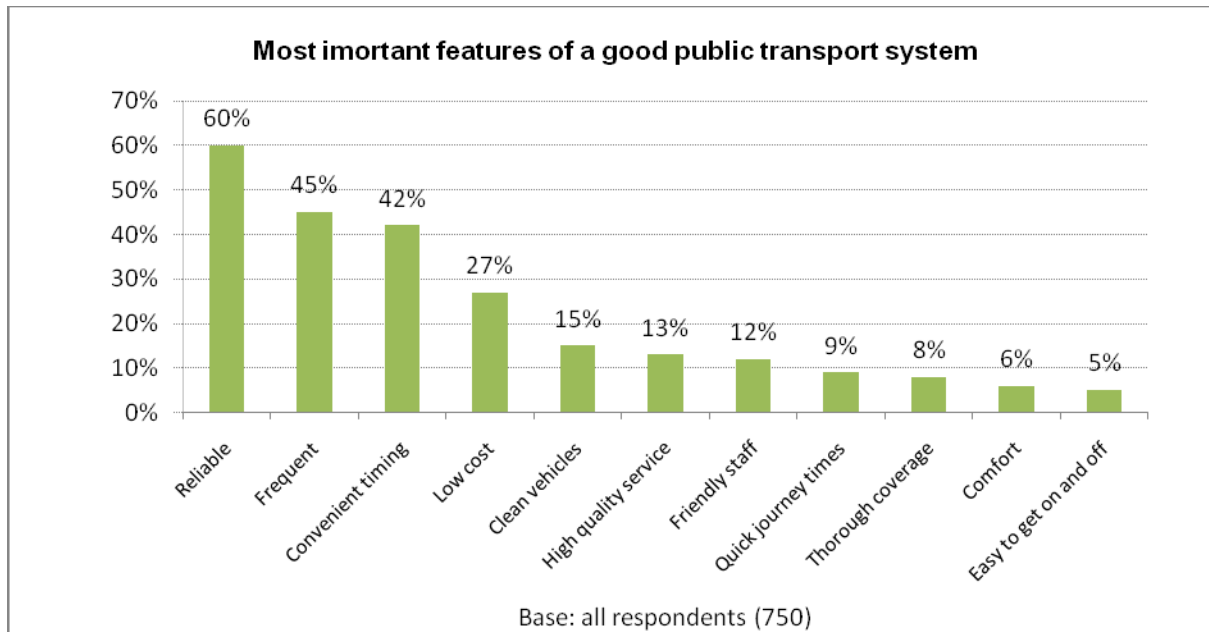
Features of a good public transport system

Residents were asked what they perceive are the features of a good public transport system. This was an open ended multiple response question.

The research found the features residents most commonly seek in a public transport system are:

- A reliable service (60%)
- A frequent service (45%)
- A service provided at convenient times (42%)
- A low cost service (27%).

The full range of features identified by five percent or more of residents as important to have in a public transport system are shown in the graph that follows.



Perceptions of how well Greater Wellington delivers on key features

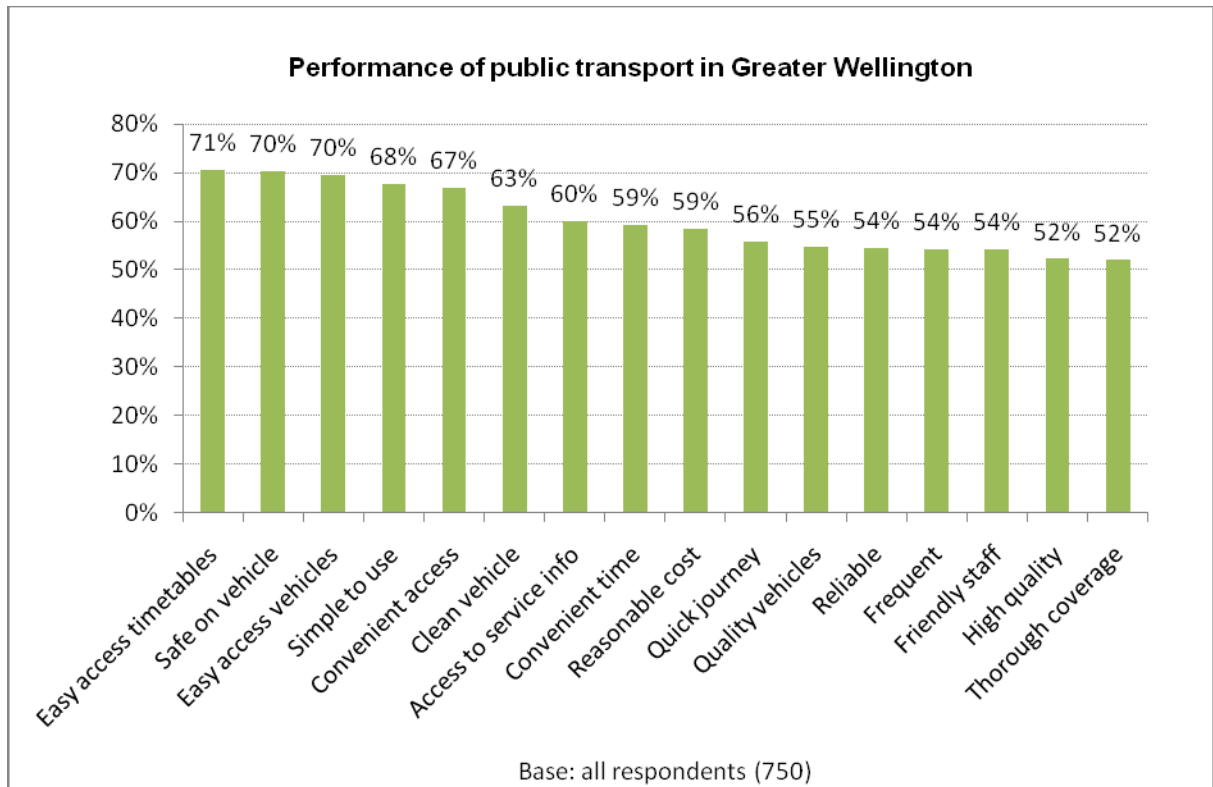
Residents were asked how well they perceive the public transport system in Greater Wellington performs against key areas. The research found that the Metlink public transport network is **most** well regarded for its delivery of:

- Accessible timetable information
- Safety on vehicles
- Access to vehicles
- A simple to use service.

The research found that the Metlink public transport network is **least** well regarded for its delivery of:

- Thorough coverage of the Greater Wellington region
- High quality vehicles
- Friendly staff.

The graph that follows shows the extent to which residents perceive that the Metlink public transport network delivers on key features of a public transport system.

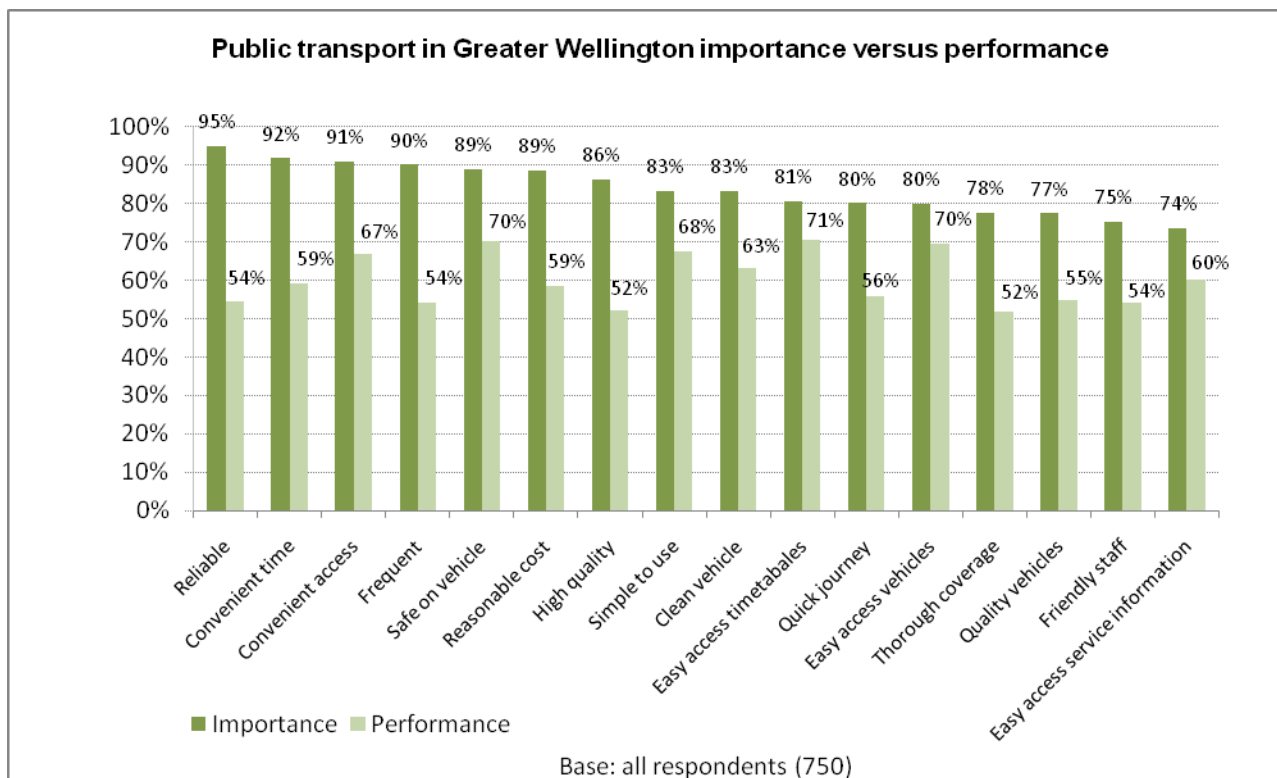


Perceptions of how well Greater Wellington delivers on the features of public transport that are most important to residents

Considering the four areas residents consider to be the most important features of a public transport system (reliability, frequency, low cost and convenient timing) we can assess the extent to which residents expectations are being met. The research found that between 50 and 60 percent of residents are satisfied with the extent to which the Metlink public transport network delivers on the features of public transport that are considered to be the most important: reliability, frequency, low cost and convenient timing.

- 54% perceive the reliability of the Greater Wellington public transport service to be excellent or very good
- 54% perceive the frequency of the Greater Wellington public transport service to be excellent or very good
- 59% perceive the public transport in Greater Wellington to be provided at a reasonable cost
- 59% perceive the public transport in Greater Wellington to be provided at convenient times.

The graph that follows shows all of the features residents identified as important features of a public transport system **and** the extent to which residents perceive that the Metlink public transport network delivers on these expectations.

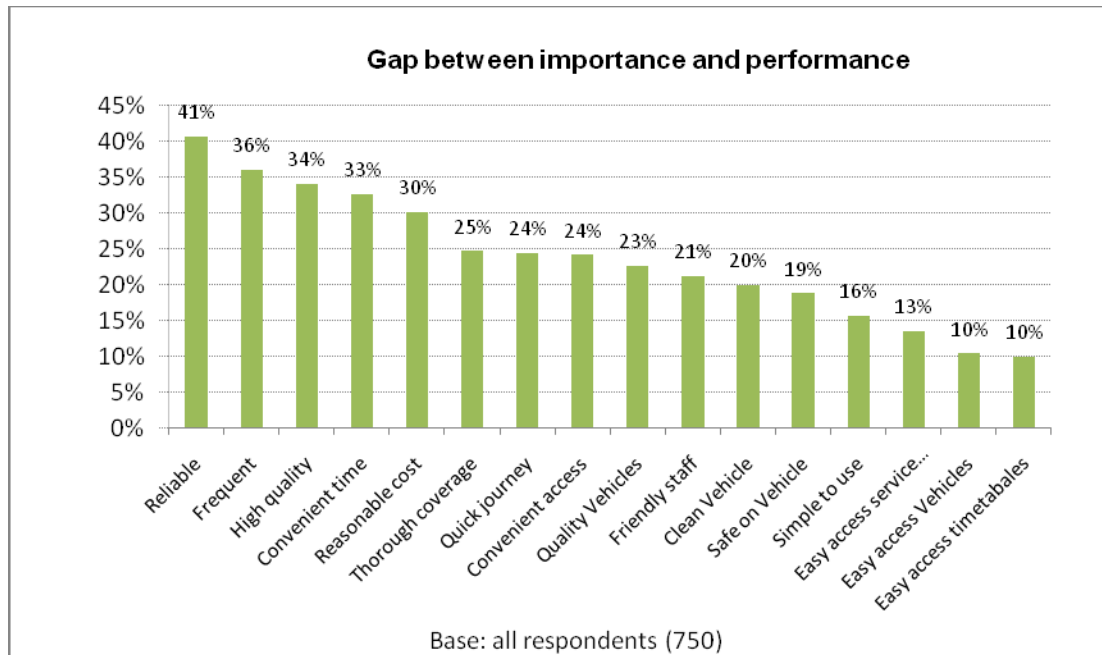


Gap between importance and performance

The largest gaps between importance and performance are for:

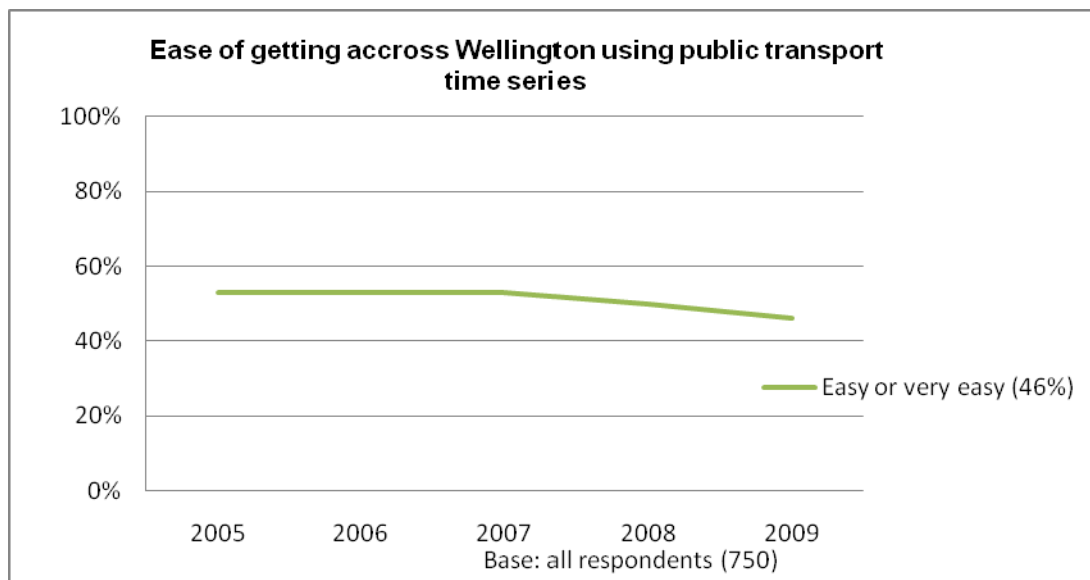
- Reliability (41%)
- Frequency (36%)
- High quality services (34%)
- Convenient timing (33%).

Three of the features considered to be the most important in a good public transport system are in the list above. This again suggests a focus is required on these areas: reliability, frequency and convenient timing.



Perceptions of ease of use of public transport in Greater Wellington

As in previous surveys, residents were also asked about the extent to which it is easy to make a journey across Greater Wellington using public transport. Similar to previous years, nearly half (46%) of the residents agree *it is easy or very easy to make a journey across the region using public transport*.

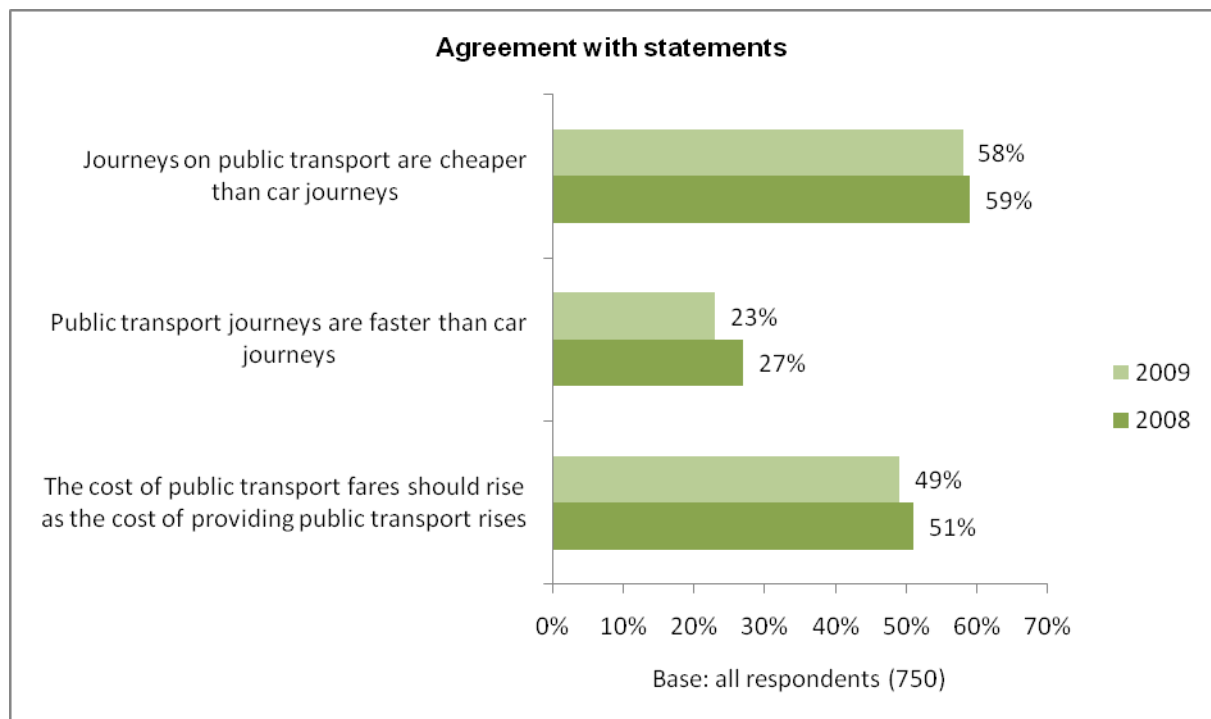


Perceptions and understanding of public transport services

In 2008 new questions were asked about resident's perceptions and understanding of public transport. These questions were also asked in 2009. There were no significant differences between the findings in 2008 and the findings in 2009. The key findings were as follows:

- Few residents believe that journeys on public transport are faster than journeys in private cars (23%)
- Half of the residents believe the cost of public transport fares should increase as the cost of providing the service increases (49%)
- More than half of residents agree that journeys on public transport are cheaper than journeys in private cars (58%).

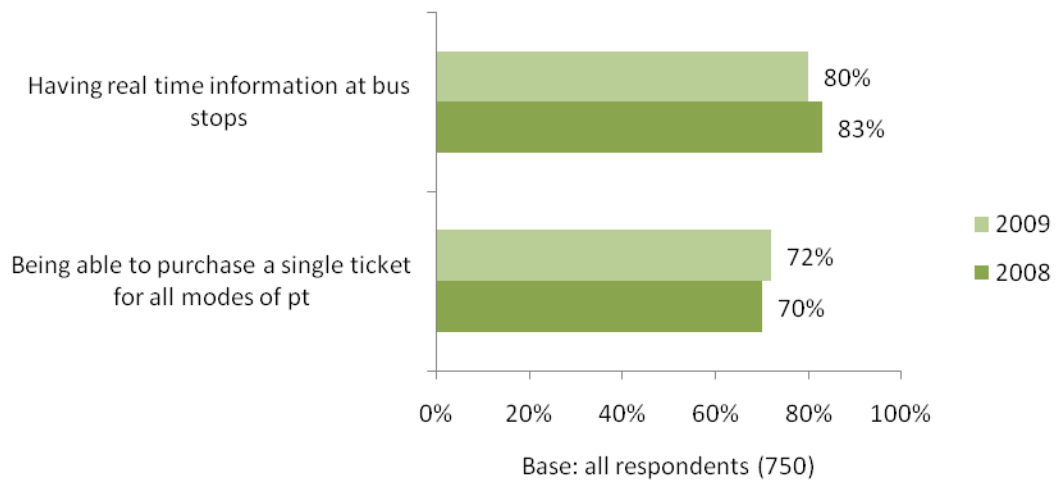
The graph that follows shows the proportion of residents that agree with each of the statements.



Importance of single tickets and real time information

There is a very high level of interest in the provision of real time information about services at bus stops, 80 percent of residents consider this to be an important or very important service. There is also strong interest in being able to purchase a single ticket for all modes of public transport, 72 percent of residents consider this to be important or very important. There are no significant differences in these measures between 2008 and 2009.

Importance of single tickets and real time information important or very important



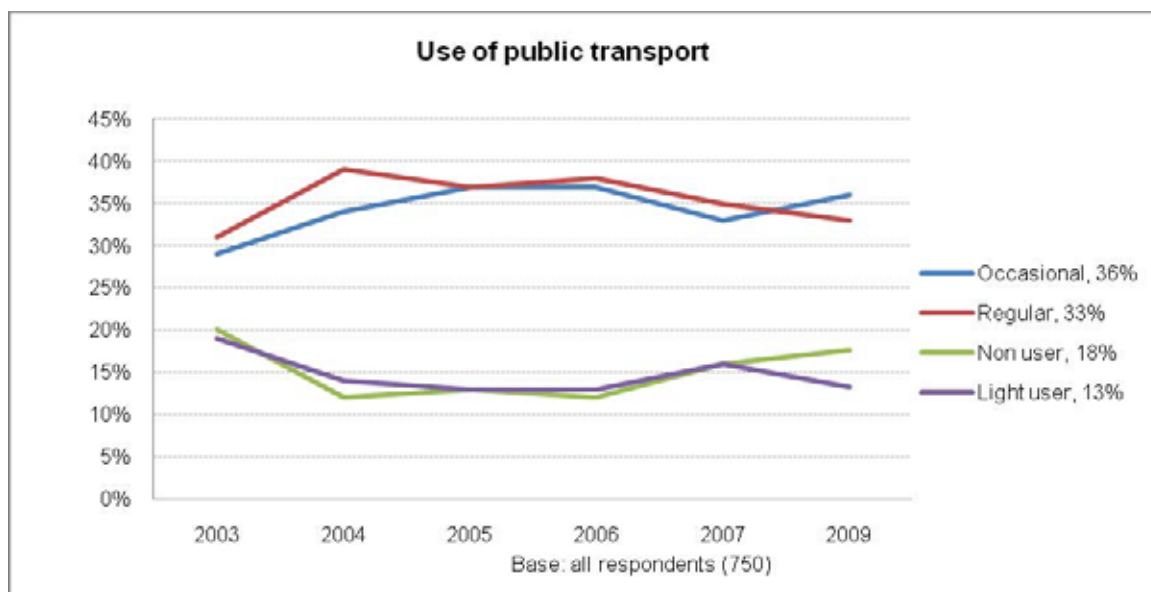
4.0 Use of Public Transport in the Greater Wellington Region

Residents were asked about their use of public transport in the Greater Wellington region. The research found that:

- 36 percent of residents are *regular* users of public transport (have used public transport in the last three months and use it 2 or more days per week)
- 33 percent of residents are *occasional* users of public transport (have used public transport in the last three months but less frequently than 2 or more days per week)
- 13 percent of residents are *light* users of public transport (have not used public transport in the last 3 months but have used it within the last 12 months)
- 18 percent are *non* users of public transport (have not used public transport in the last 12 months).

In total, a high 82 percent of residents said they had used public transport in the past twelve months. This result has not changed significantly in recent years (ranging between 82% and 88% between 2004 and 2009)

There has been little movement in the measures of use of public transport over time. There has however been a decrease in the number of light users (down from 19% in 2003 to 13% in 2009).



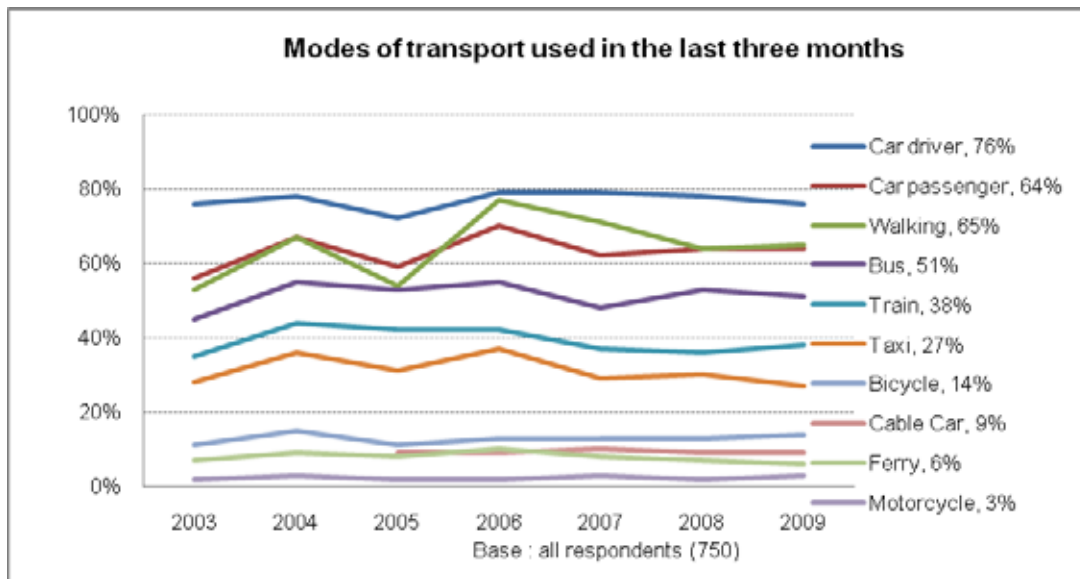
Use of each mode of transport

The most popular mode of transport for residents of Greater Wellington continues to be private cars (either as a driver or a passenger) and walking. These have been the most popular modes of transport since the survey began in 2003.

Use of each of mode of public transport has remained quite steady over time:

- 51% of residents have used the bus in the last three months
- 38% of residents have used the train in the last three months

- 6% of residents have used the ferry in the last three months.



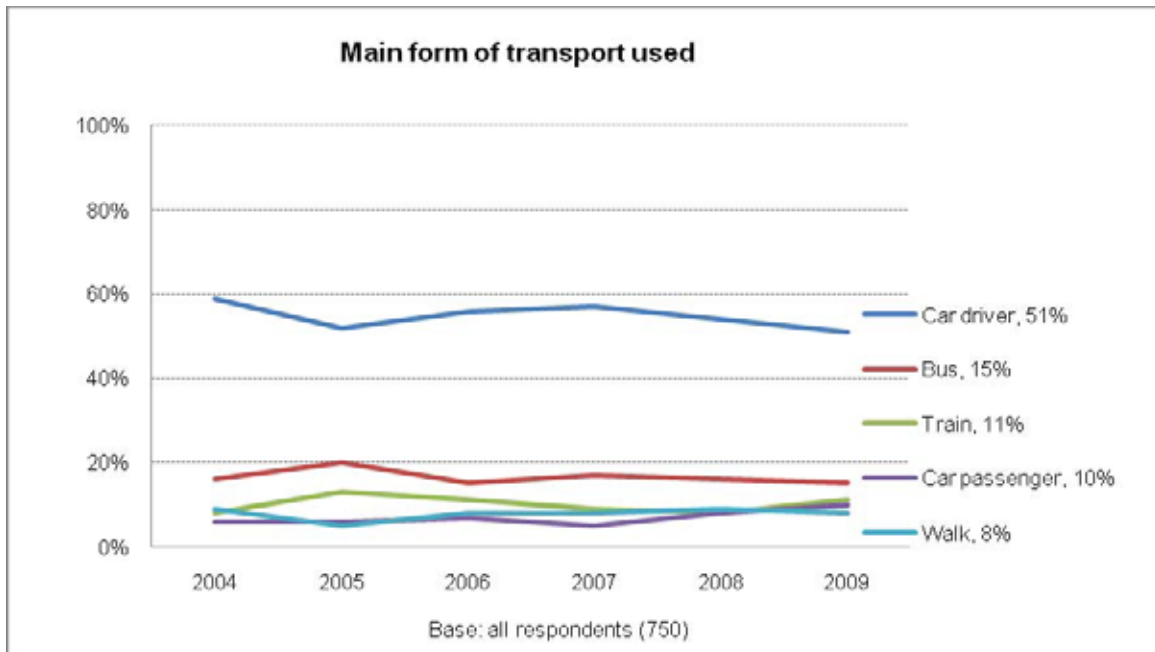
Main form of transport

There has not been significant change over time in the main modes of transport used by residents.

The main mode of transport for residents of Greater Wellington continues to be as a driver of a private car (51%).

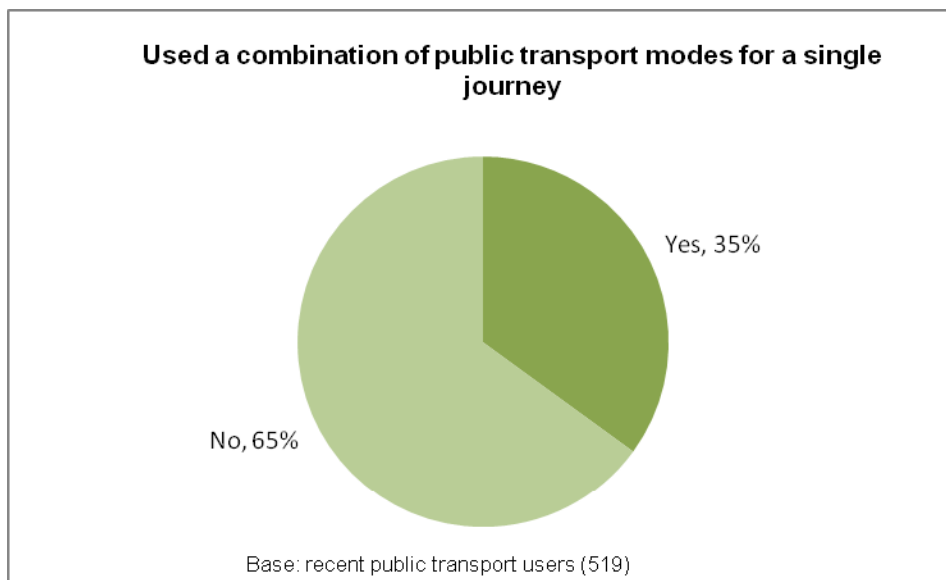
The use of public transport as the main form of transport remains low:

- 15 percent of residents use the bus as their main form of transport
- 11 percent of residents use the train as their main form of transport.



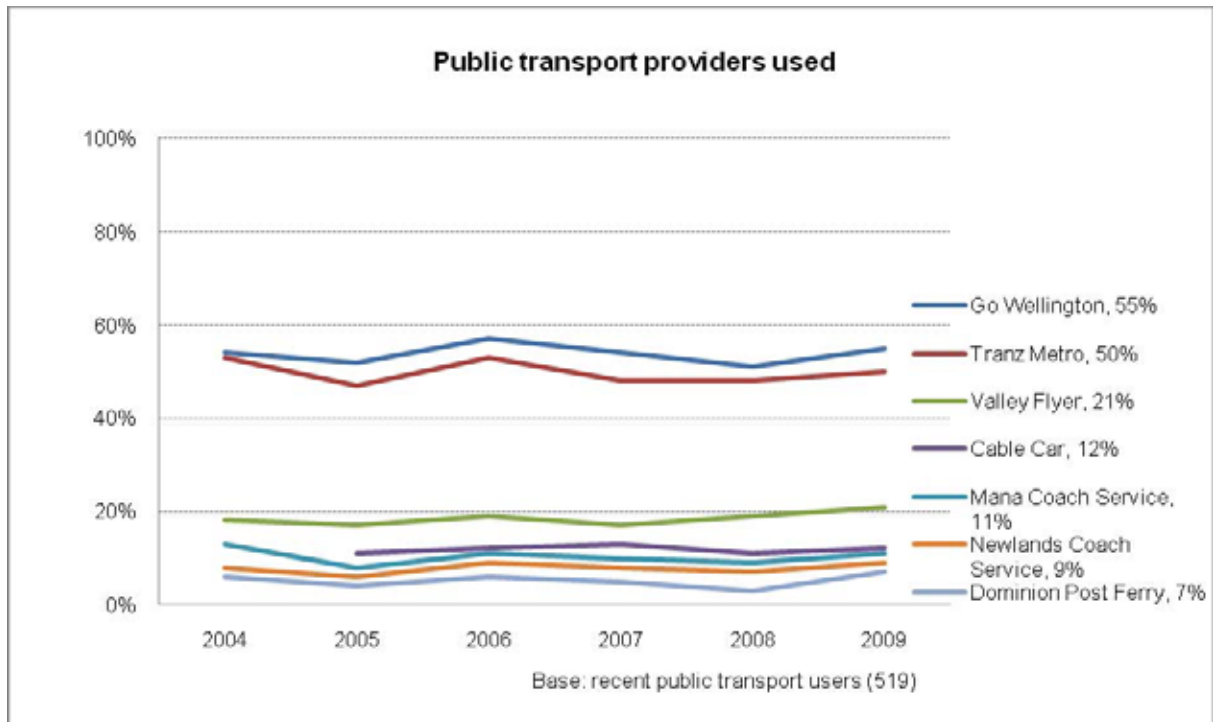
Use of a combination of public transport modes in a single journey

For the first time in 2009 residents who had used public transport in the last three months (recent users) were asked if they had used a combination of public transport modes for a single journey in the previous three months. Just over one third (35%) of recent users said that they had undertaken a multi-mode public transport journey.



Public transport providers used

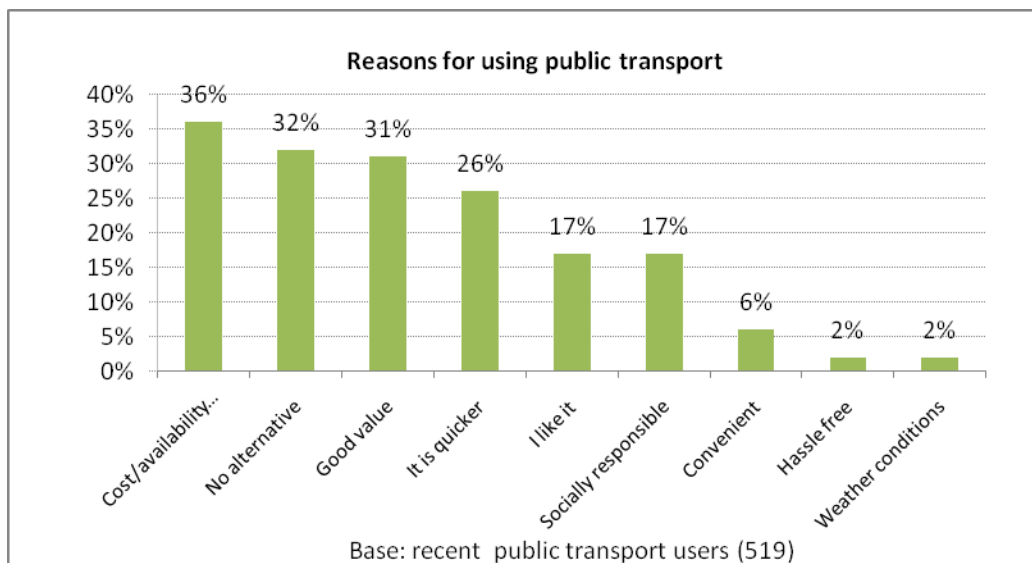
There has not been significant change over time in the transport providers used by residents.



Why residents use public transport

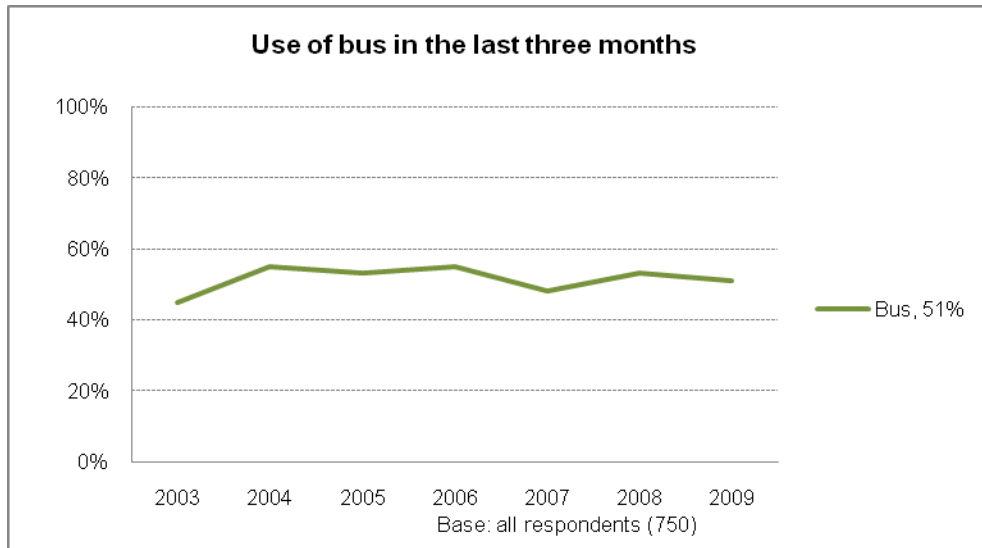
The primary reason residents use public transport is the unavailability of parking or other transport options. The main reasons for using public transport are:

- The cost and lack of availability of parking (36%)
- The lack of other alternatives (32%)
- Good value for money (31%)
- Speed (26%).



5.0 Bus Services

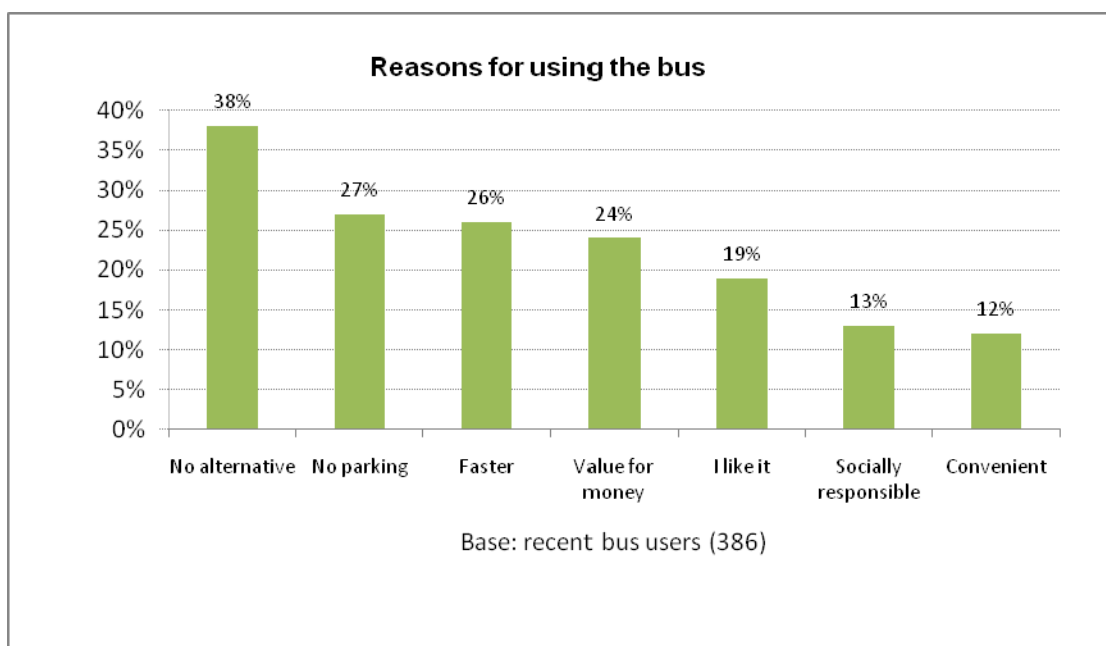
Fifty-one percent of residents said they had used the bus services in the last three months. In recent years (2004-2008) there has not been any significant change in the use of bus services (results ranging between 48% and 53% of residents saying they had used bus services in the past three months).



Reasons for using bus

For the first time in 2009 recent bus users were asked why they use the bus. The key reasons given were:

- No alternative (38%)
- Lack of availability of parking (27%)
- Speed (26%).



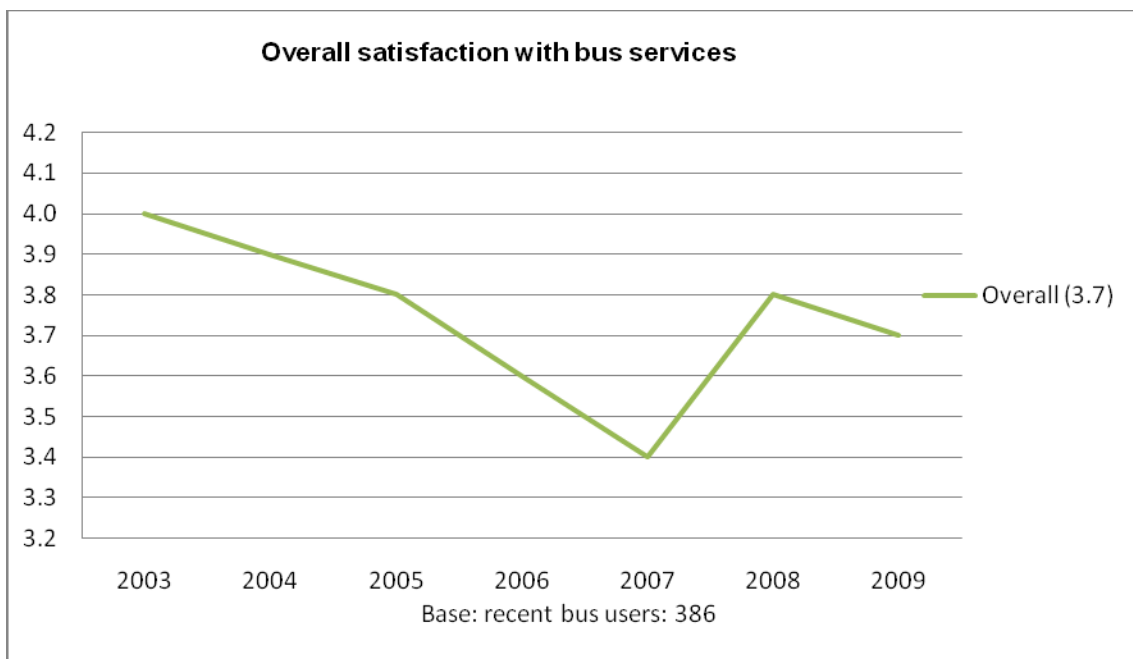
Overall perception of bus services

Two-thirds of recent bus users rate the bus services overall as either excellent or very good (65%). This measure is not significantly different from the result for 2008.



In previous surveys, overall satisfaction has been reported as a mean score (out of a total score of 5). The mean score for overall satisfaction for 2009 is 3.7 (compared to 3.8 in 2008). This can be interpreted as good or very good.

The graph that follows shows the mean scores for overall satisfaction with bus services for the years 2003 to 2009. There have not been any significant changes over time in overall satisfaction with bus services.



Perception of key aspects of bus services

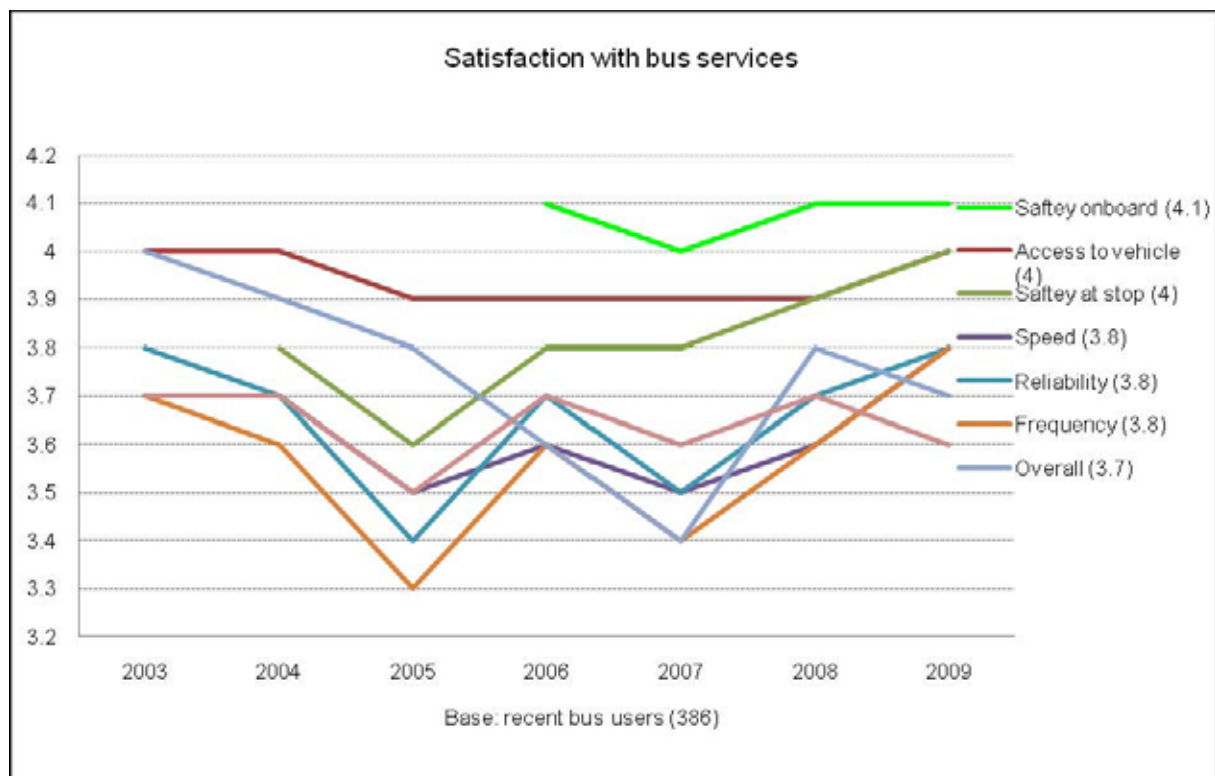
On a scale of one to five where five is excellent and one is poor, the average satisfaction score for most aspects of bus services fall between 3.6 and 4.1. This can be interpreted as good to very good.

While there has not been significant change over time in the ratings for each aspect of service there have been years when the majority of service aspects have been rated lower than in other years. There were lower ratings overall in 2005 and 2007.

In 2009 the ratings for all aspects of service are as high or nearly as high as they ever have been. In 2009 the average score (out of 5) for each aspect of service is as follows:

- Safety on board (4.1)
- Access to vehicle (4.0)
- Safety at stops (4.0)
- Speed (3.8)
- Reliability (3.8)
- Frequency (3.8)

The graph that follows shows the mean scores for satisfaction with bus services between 2003 and 2009.



Aspects of service which are important to bus users

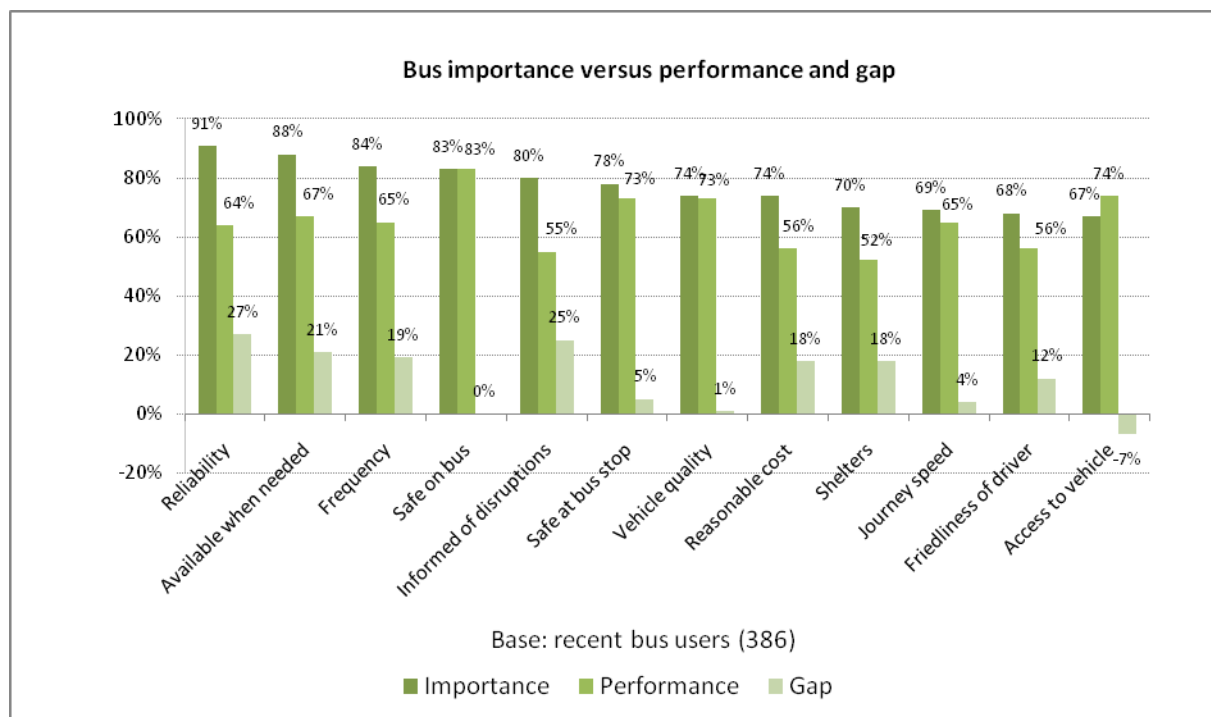
Recent bus users were asked how important a series of aspects of bus services are in encouraging them to use the bus. The most important services were identified as being:

- Reliability of bus services (91%)
- Availability when needed (88%)
- Frequency (84%)
- Feeling safe on the bus (83%).

The graph that follows shows both the level of importance and the level of satisfaction for key aspects of bus services. This graph shows that that while most recent bus users consider that reliability, availability and frequency of bus services are important aspects of bus services, only two thirds of users are satisfied with these aspects of bus services in Greater Wellington.

The largest gaps between importance and performance are for:

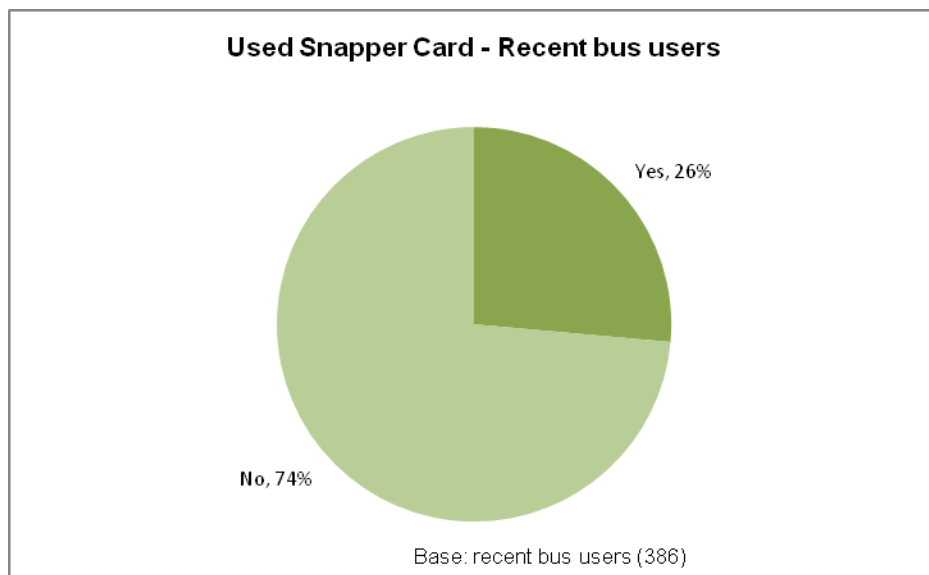
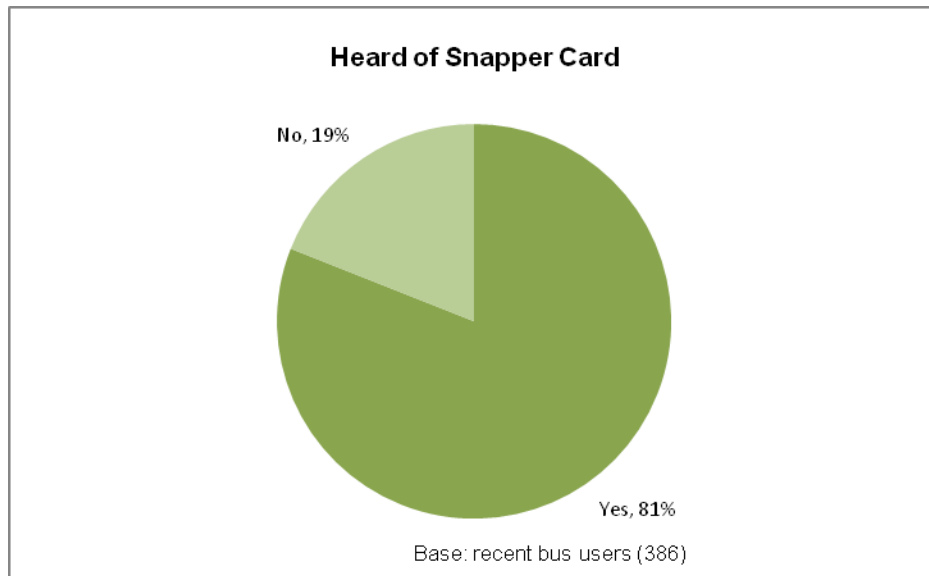
- Reliability (27%)
- Informed of disruptions (25%)
- Available when needed (21%)
- Frequency (19%).



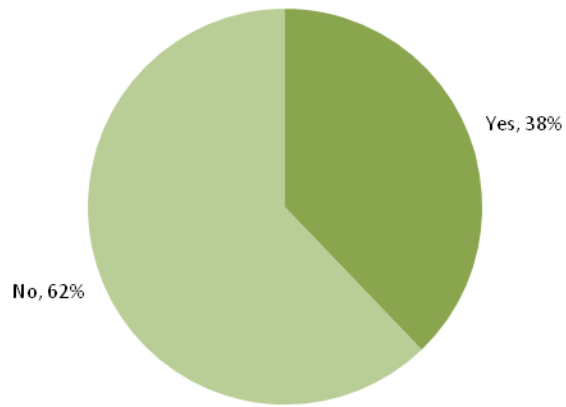
Snapper Card

For the first time in 2009 recent bus users were asked about the Snapper Card:

- 81% of recent bus users have heard of the Snapper Card
- 26% of recent bus users have used a Snapper Card
- 38% of recent users are likely to use a Snapper Card in the future.



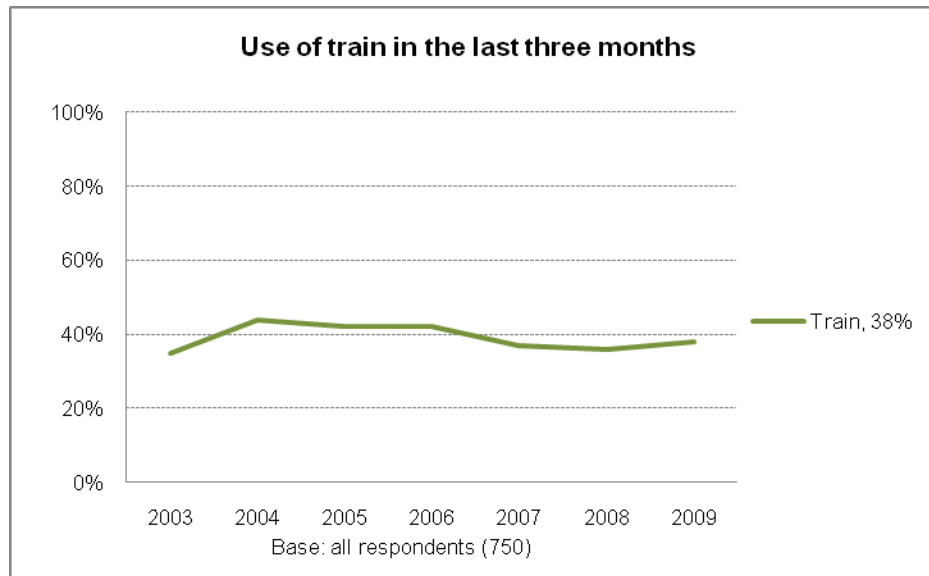
Use Snapper Card in the future



Base: recent bus users (386)

6.0 Train Services

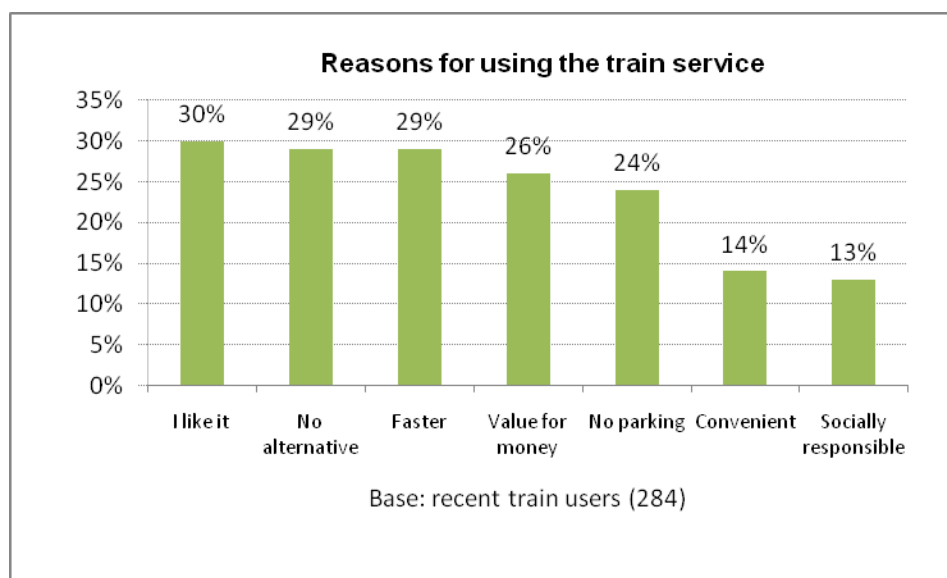
Thirty-eight percent of residents said they had used the train services in the last three months. In recent years (2004-2008) there has not been any significant change in the use of train services (ranging between 44% and 36% of residents saying they had used train services in the past three months).



Reasons to use the train

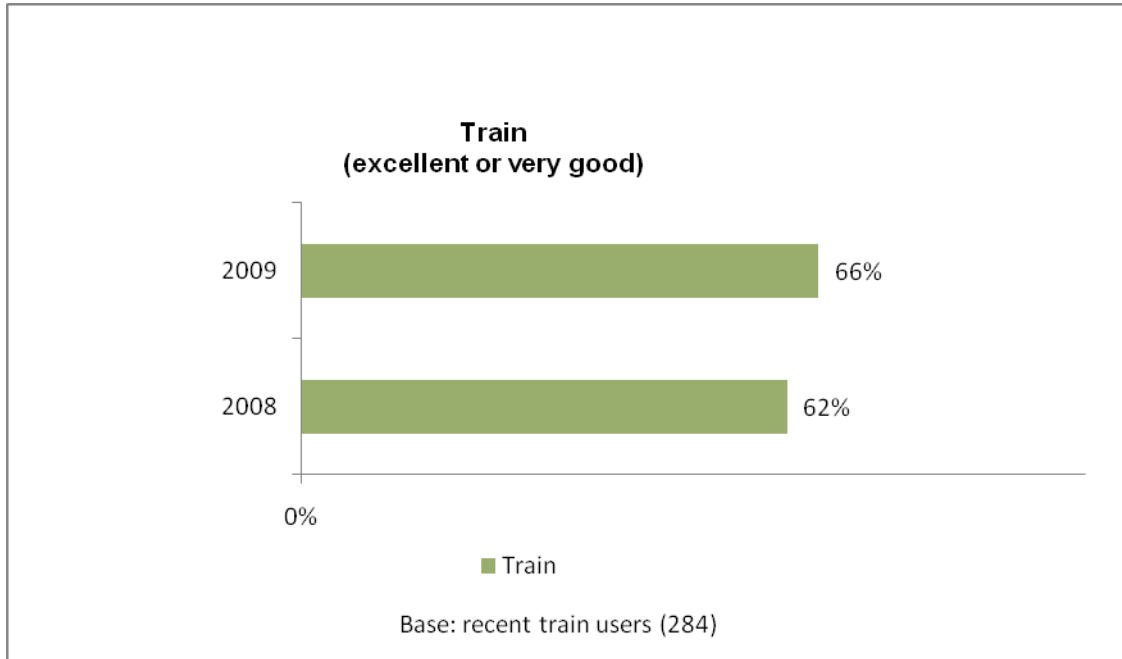
For the first time in 2009 recent train users were asked why they use the train. The key reasons given were:

- I like it (30%)
- No alternative (29%)
- Faster (29%).



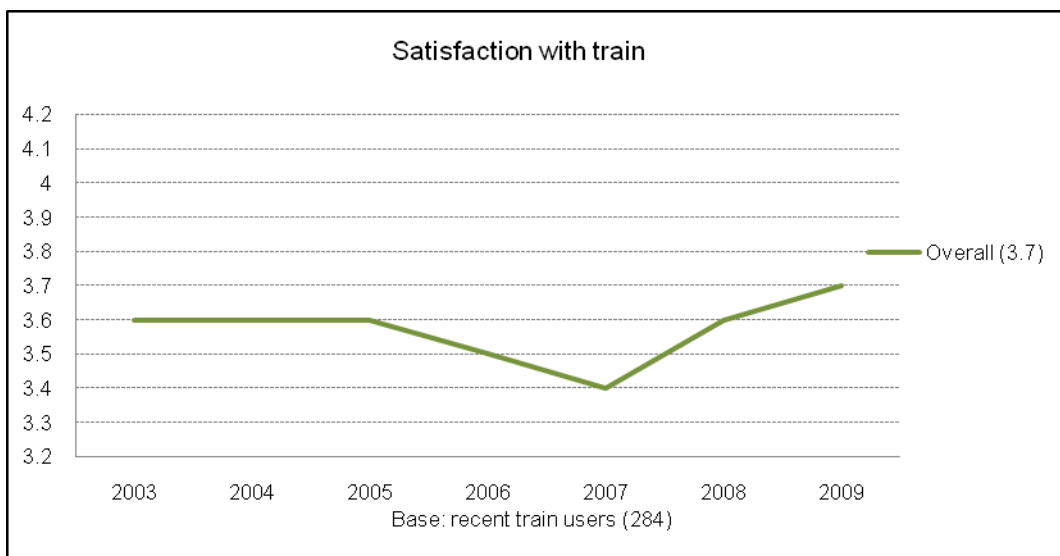
Overall perception of train services

Nearly two-thirds of recent train users rate the services as either excellent or very good (66%). This result is not a statistically significant change from the 2008 result of 62%.



In previous surveys overall satisfaction has been reported as a mean score (out of a total score of 5). The mean score for overall satisfaction for 2009 is 3.7 (compared to 3.6 in 2008), this can be interpreted as good to very good and is not a statistically significant change.

The graph that follows shows the mean scores for overall satisfaction with train services for the years 2003 to 2008. There have not been any significant changes over time in overall satisfaction with train services.



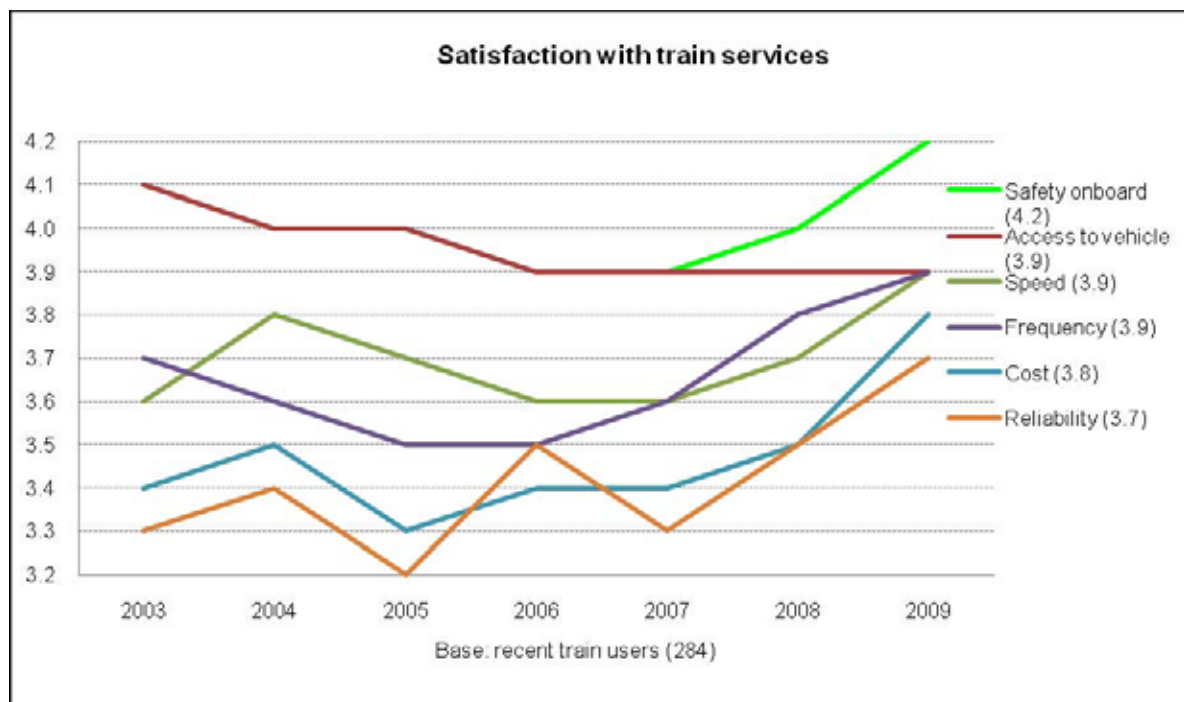
Perception of key aspects of train services

On a scale of one to five where five is excellent and one is poor, the average score for most aspects of train services fall between 3.5 and 4.0. This can be interpreted as good to very good.

While there has not been significant change over time in the ratings for each aspect of train services, there have been years when the majority of service aspects have been rated lower than in other years. There were lower ratings in 2005 and 2007.

In 2009 the ratings for all aspects of train service are as high or nearly as high as they ever have been. In 2009 the average score (out of 5) for each aspect of service is as follows:

- Safety on board (4.2)
- Access to vehicle (3.9)
- Speed (3.9)
- Frequency (3.9)
- Cost (3.8)
- Reliability (3.7).



Aspects of service which are important to train users

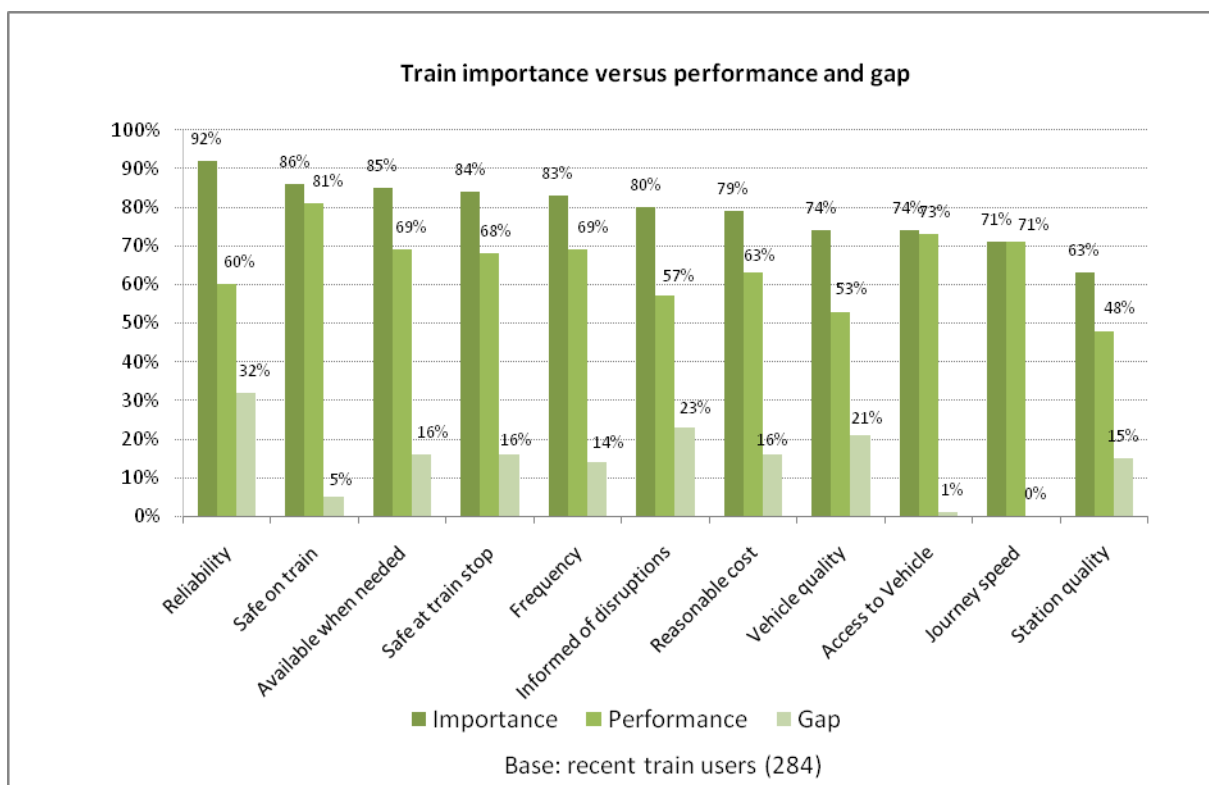
Recent train users were asked how important a series of aspects of train services are in encouraging them to use the train. The most important aspects of service were identified as being:

- Reliability of train services (92%)
- Safety on the train (86%)
- Availability of the services (85%)
- Safety at train station (84%)
- Frequency of the services (83%).

The graph below shows both the level of importance and the level of satisfaction for key aspects of train services. This graph shows that while most users consider reliability to be an important aspect of train services, just 60 percent of users are satisfied with this aspect of bus services.

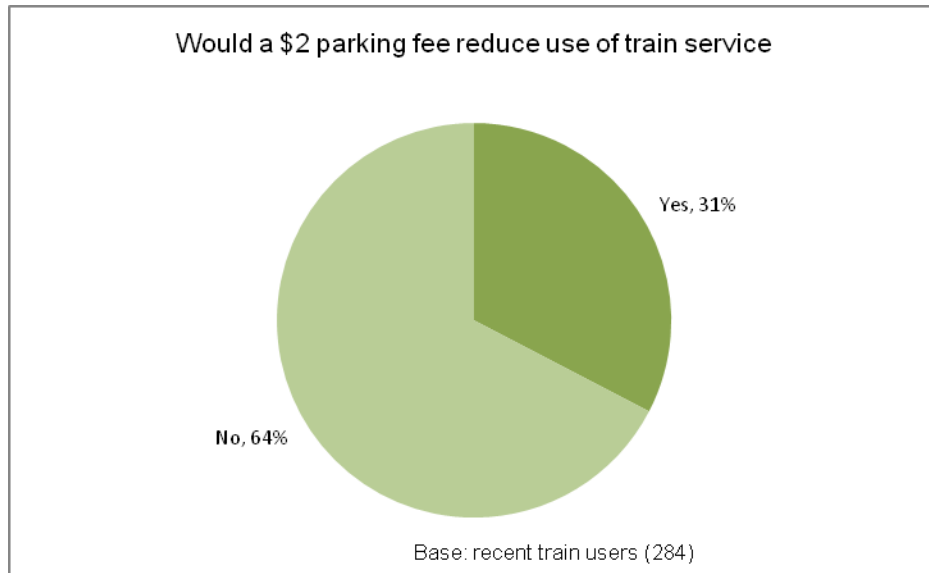
The largest gaps between importance and performance are for:

- Reliability (32%)
- Informed of disruptions (23%)
- Vehicle quality (21%).



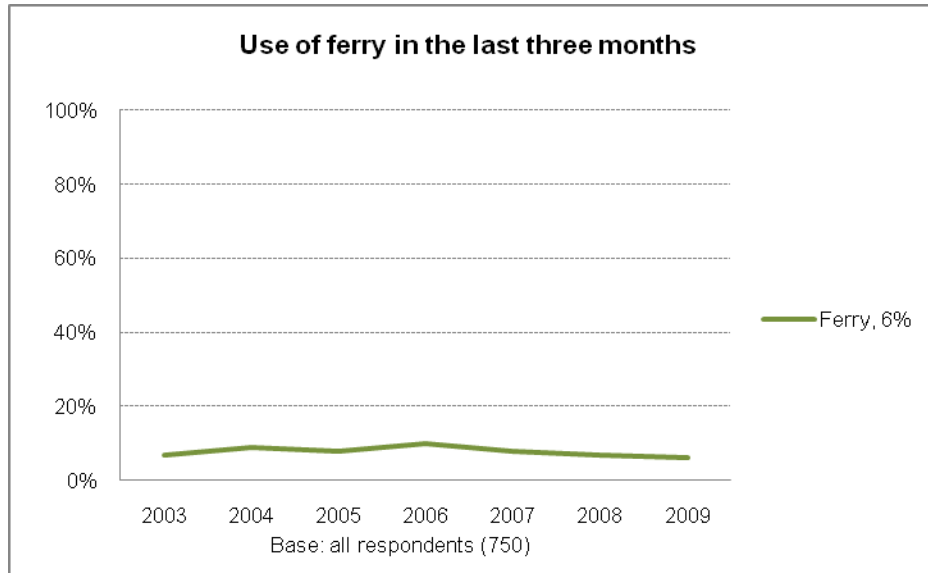
Charge for parking services

Users of train services were asked *if a \$2 charge for parking at stations was introduced would this reduce your use of trains?* Thirty-one percent of users said that adding the charge would reduce their use of trains. More than half of users (64%) said that adding the charge would not reduce their use of train services.



7.0 Ferry Services

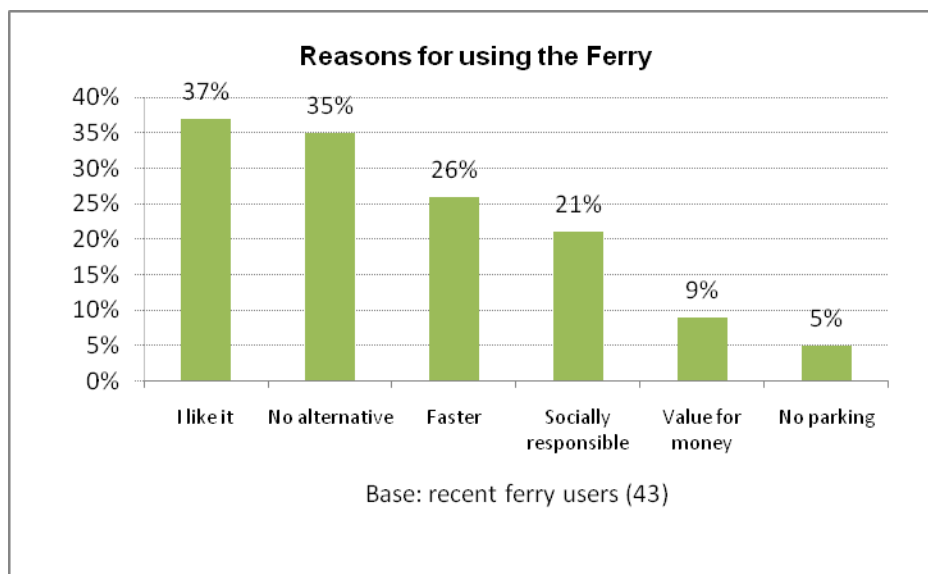
Six percent of residents said they had used the ferry services in the last three months. In recent years (2003-2009) there has not been any significant change in the use of ferry services (ranging between 6% and 10% of residents saying they had used ferry services in the past three months).



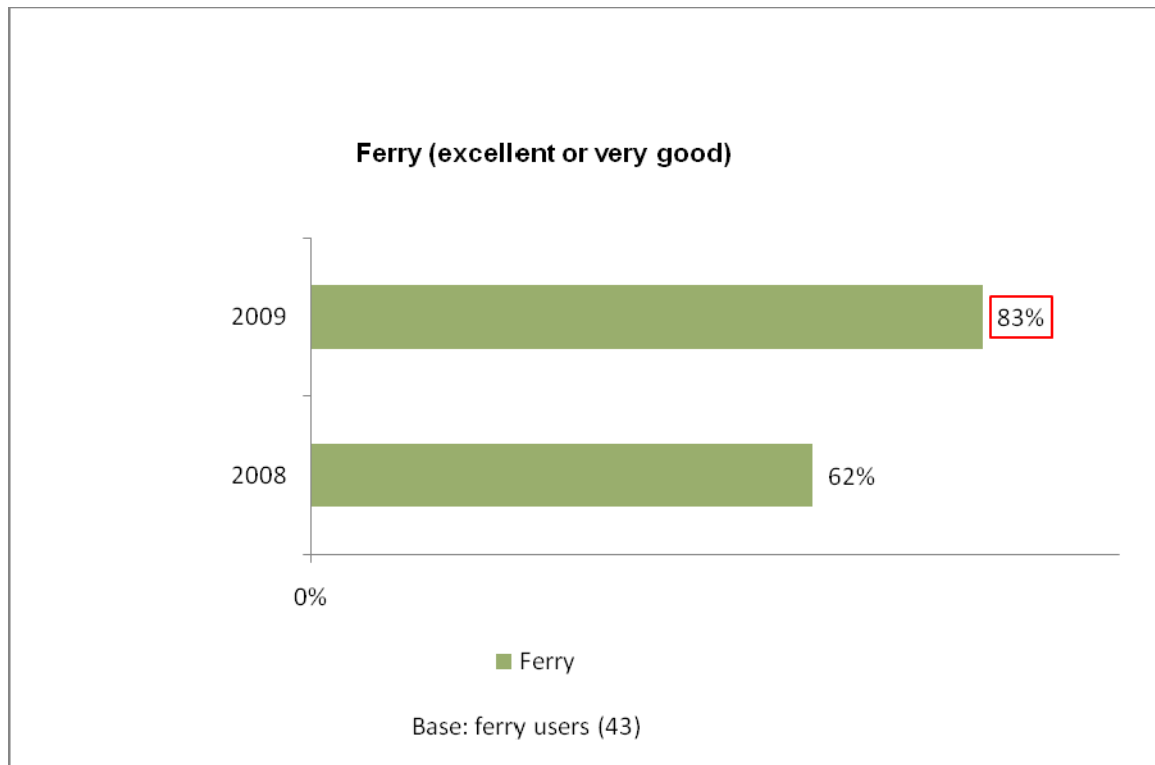
Reasons for using ferry service

For the first time in 2009 recent ferry users were asked why they use the ferry. The key reasons given were:

- I like it (37%)
- No alternative (35%)
- Faster (26%).



Eighty-three of recent ferry users rate the services as either excellent or very good. This is a significant increase in satisfaction from the 2008 score of 62%.



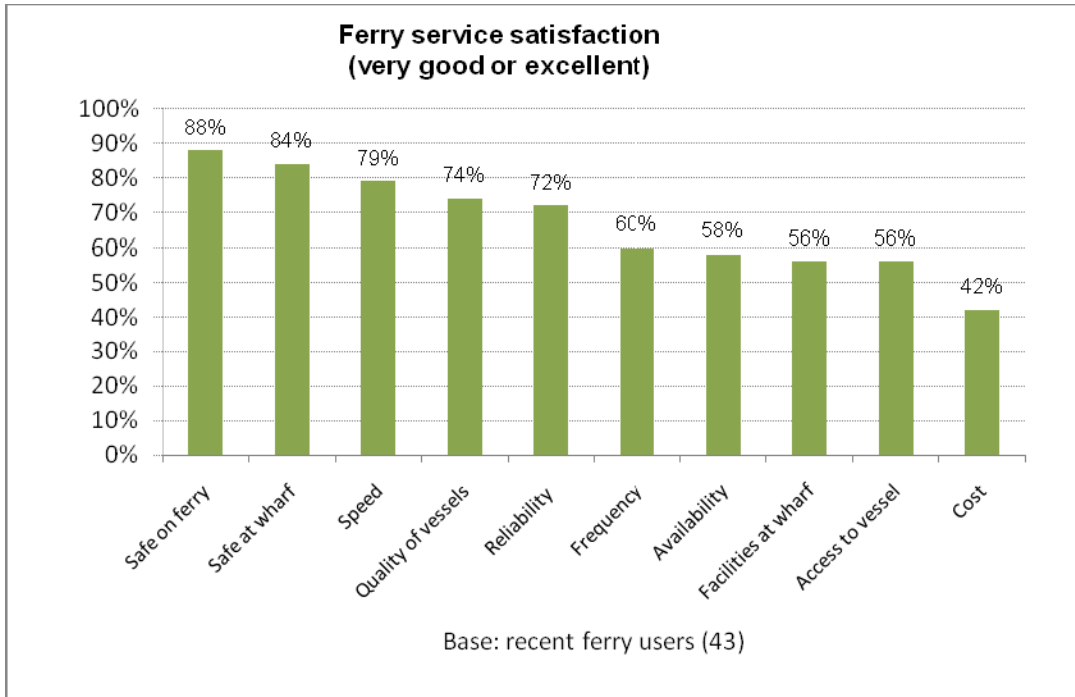
Perception of key aspects of ferry services

In 2009 recent ferry users were asked about their satisfaction with key aspects of ferry services. The ferry services that were rated as excellent or good by more than sixty percent of users were as follows:

- Feeling safe on the ferry (88%)
- Feeling safe at the ferry wharf (84%)
- Reasonable journey time (79%)
- Ferry vessel quality (74%)
- Reliability (72%)
- Frequency (60%).

The ferry services that were rated as excellent or good by less than sixty percent of users were as follows:

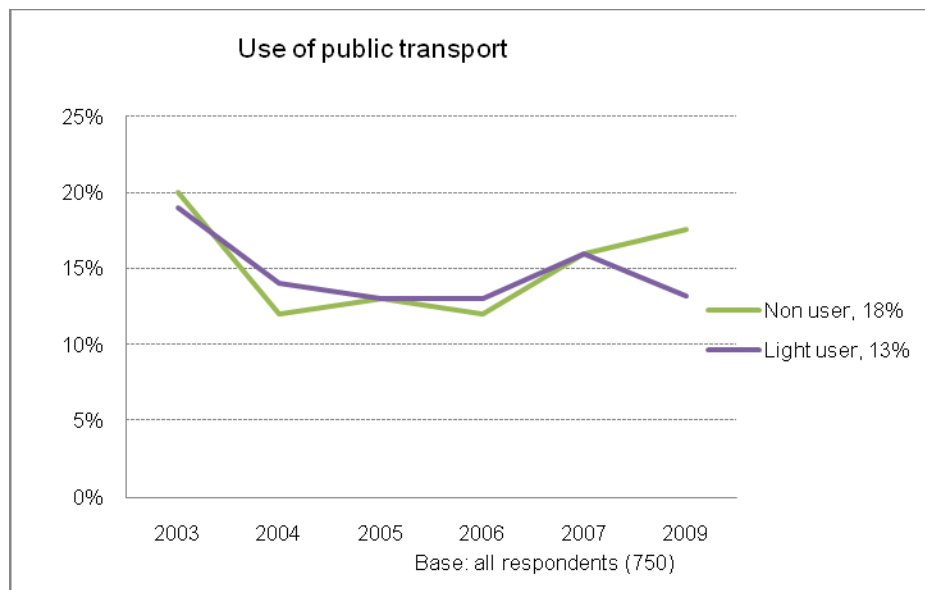
- Availability of the ferry service (58%)
- Quality of the facilities at the wharves (56%)
- Access to the service (56%)
- Cost of the service (42%).



8.0 Light and Non users

Thirteen percent of residents said they had used public transport services in the past twelve months but not in the last three months (light users). The number of light users has decreased between 2003 and 2009 (down from 19% in 2003 to 13% in 2009).

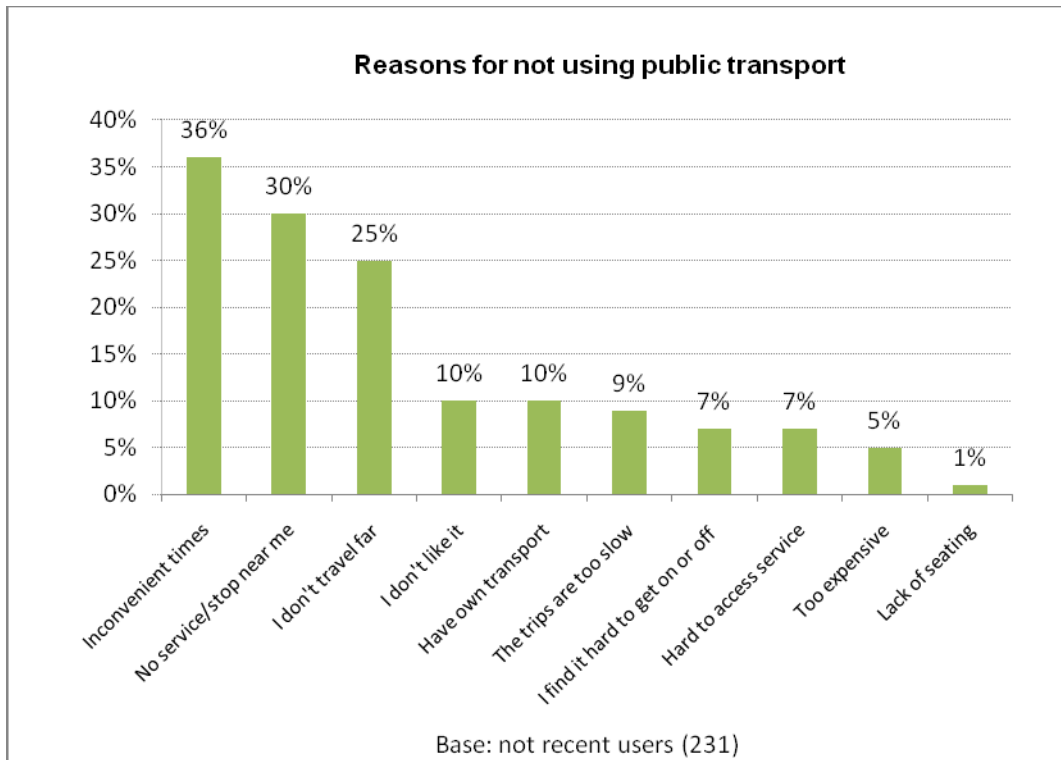
Eighteen percent of residents said they had not used public transport services in the past twelve months (non users). The number of non users has not changed significantly in recent years (ranging between 12% and 18% between 2004 and 2008).



Reasons for not using public transport

Light and non users of public transport were asked why they do not use public transport. A wide range of reasons were given by residents for not using public transport. The most common reasons for not using public transport are:

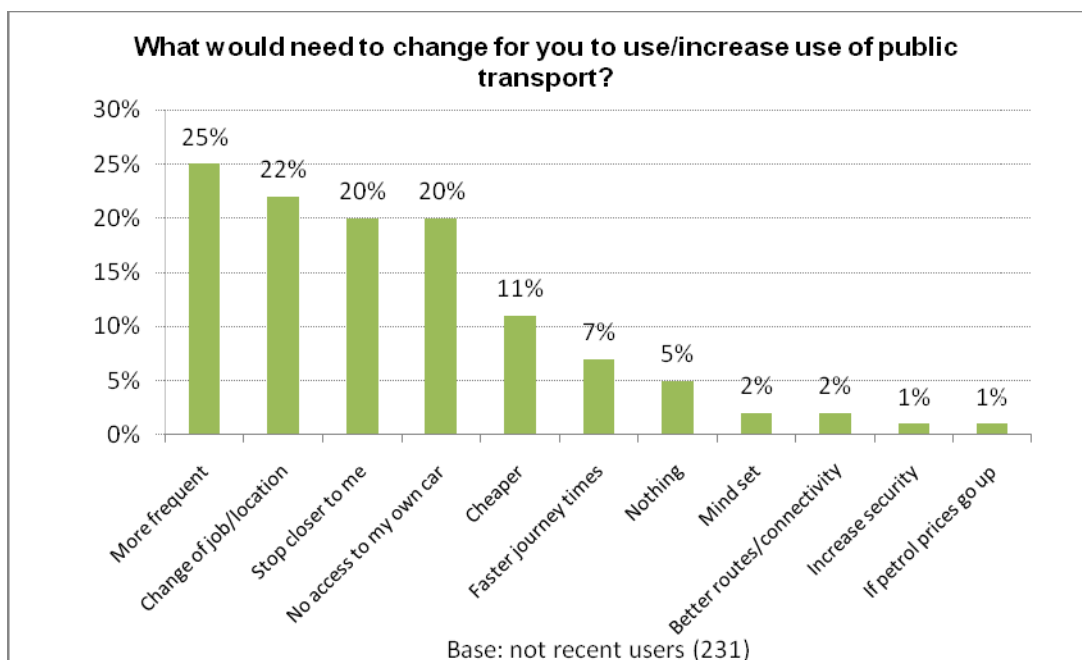
- Inconvenient times (36%)
- No service/stop near me (30%)
- I don't travel far (25%).



Increasing use of public transport

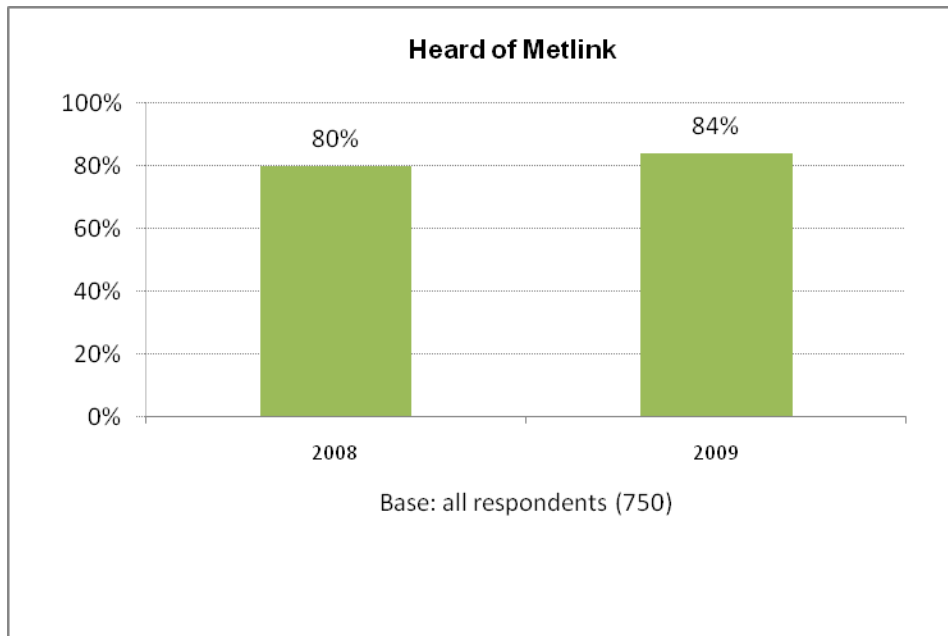
Light and non-users said they would use public transport more often if the following changes were made to public transport:

- Providing more frequent services (25%)
- Providing services that are closer to where residents work/live (20%)
- Providing cheaper services (11%).



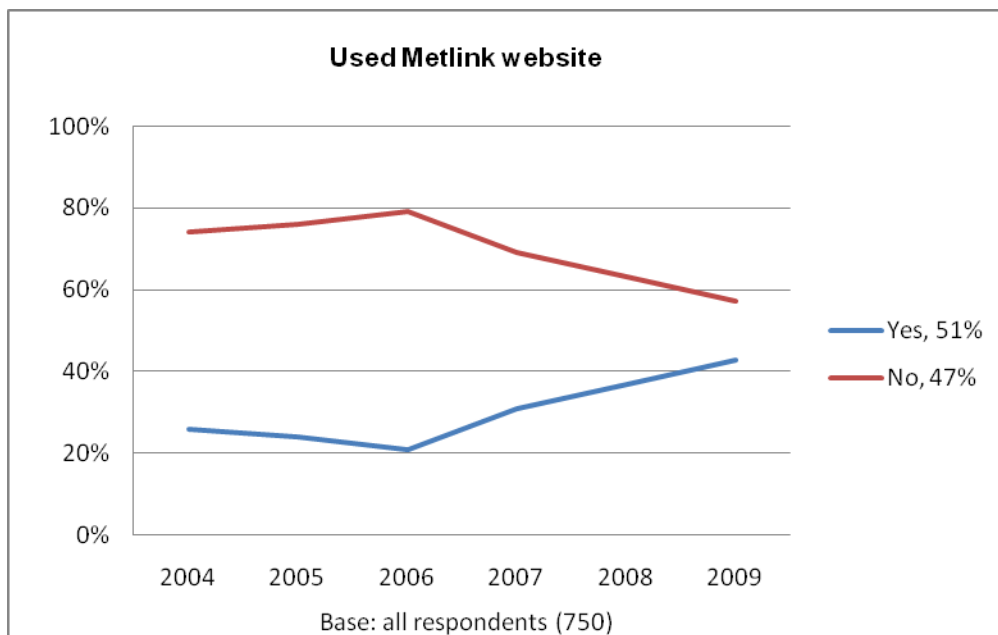
9.0 Metlink

Residents were asked if they had heard of Metlink, a high 84 percent of residents said they had heard of the Metlink brand.

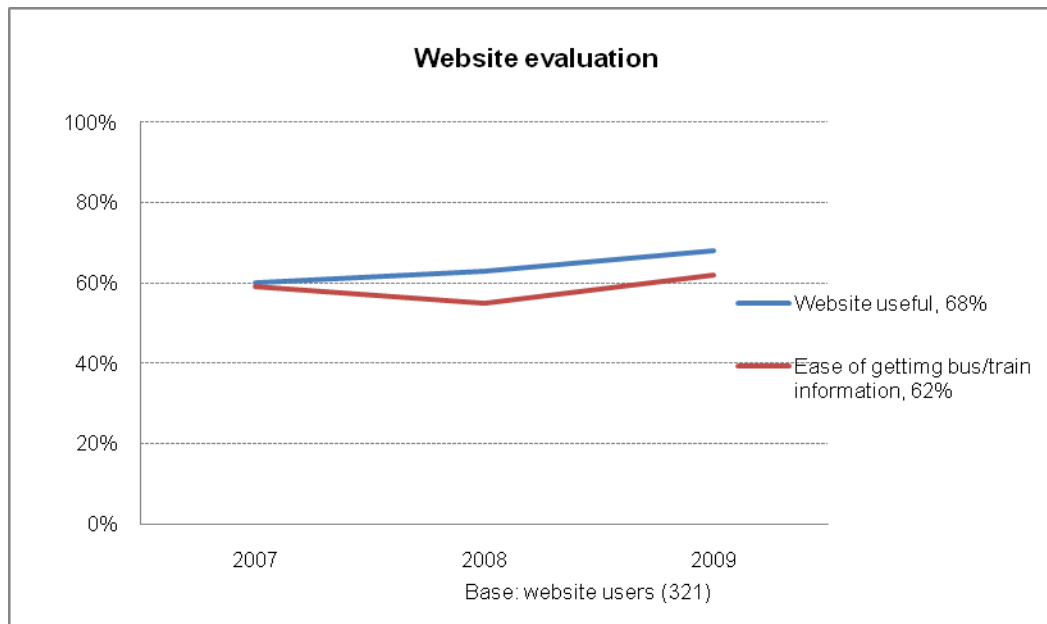


Metlink website

Half of all residents had used the Metlink website to get information (51%). Use of the Metlink website has significantly increased over the last two years, up from 20 percent in 2006 to 51 percent in 2009.

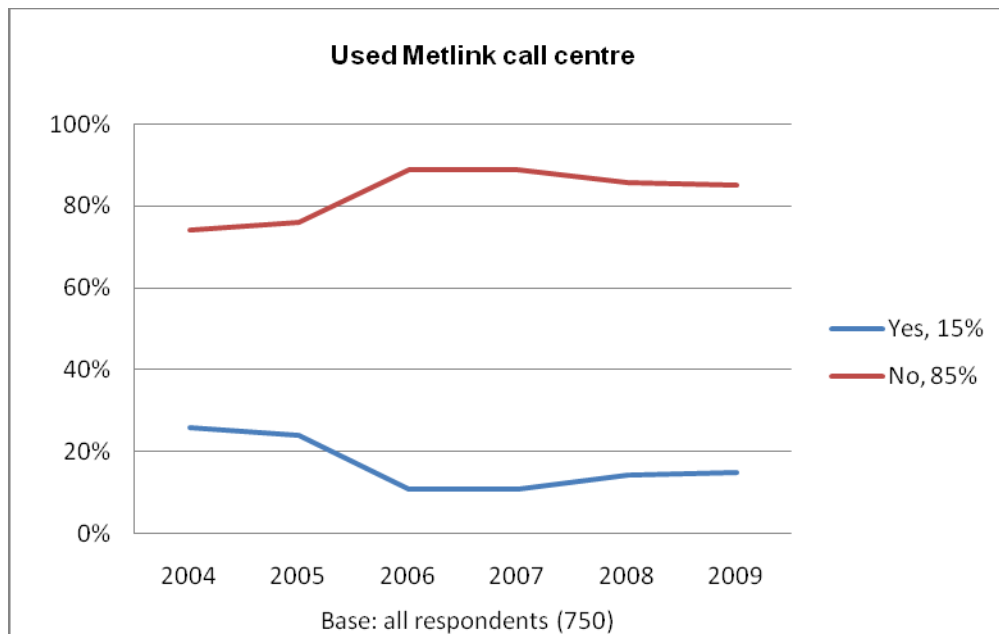


The Metlink website is considered to be useful by two-thirds of users (67%). There has not been a significant change in perceptions of the usefulness of the website over time.



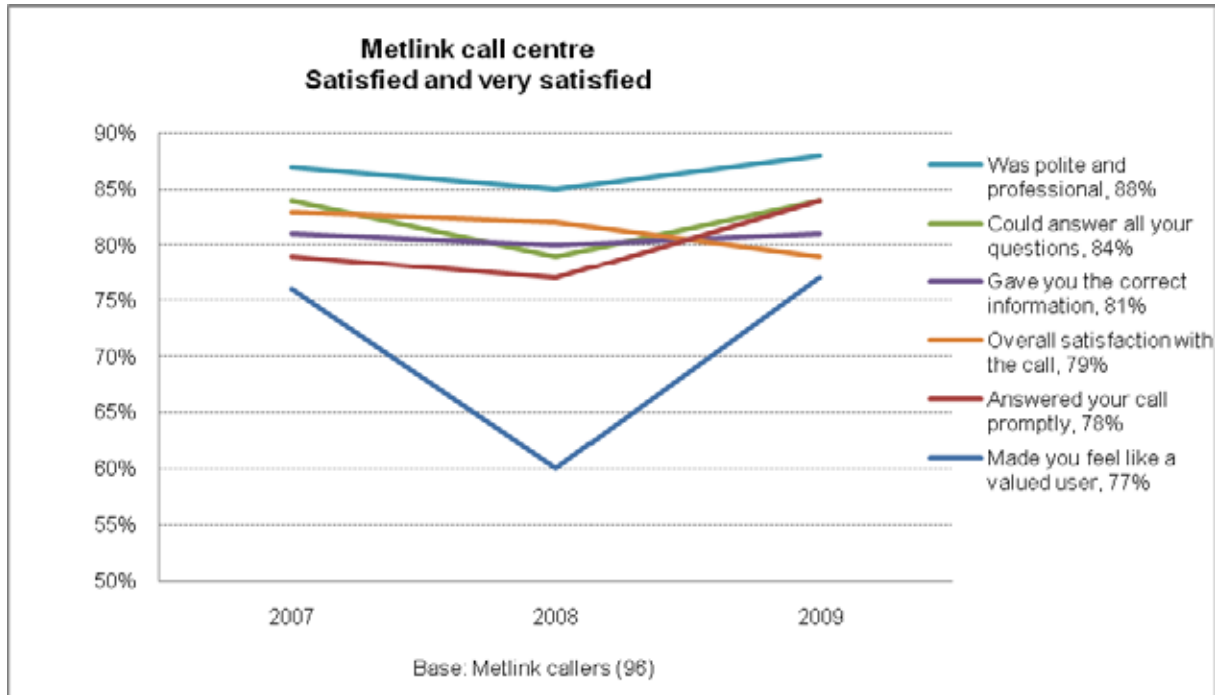
Metlink Call Centre

Fifteen percent of residents have used the Metlink Call Centre in the last three months. There has been a significant decrease in the use of the Call Centre between 2004 (26%) and 2009 (15%).



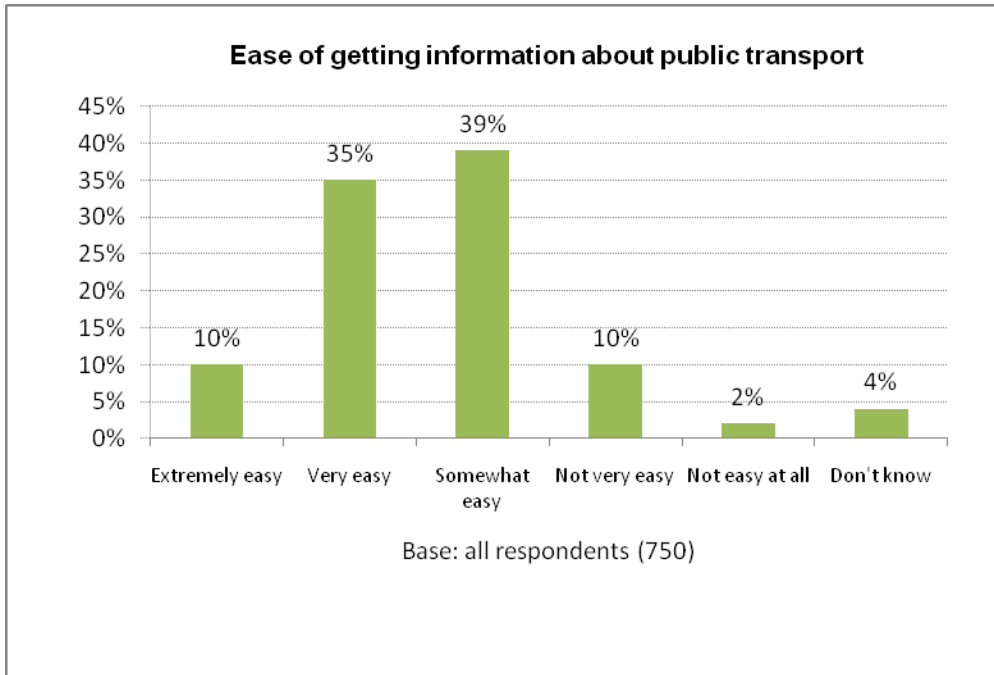
Satisfaction with Metlink Services

Satisfaction with the service provided by the Metlink Call Centre tends to be high, 79 percent of residents rate overall satisfaction with their call as excellent or very good. More than three quarters of callers are satisfied that the service was polite and professional, they were given the correct information, they had their questions answered and their call was answered promptly.

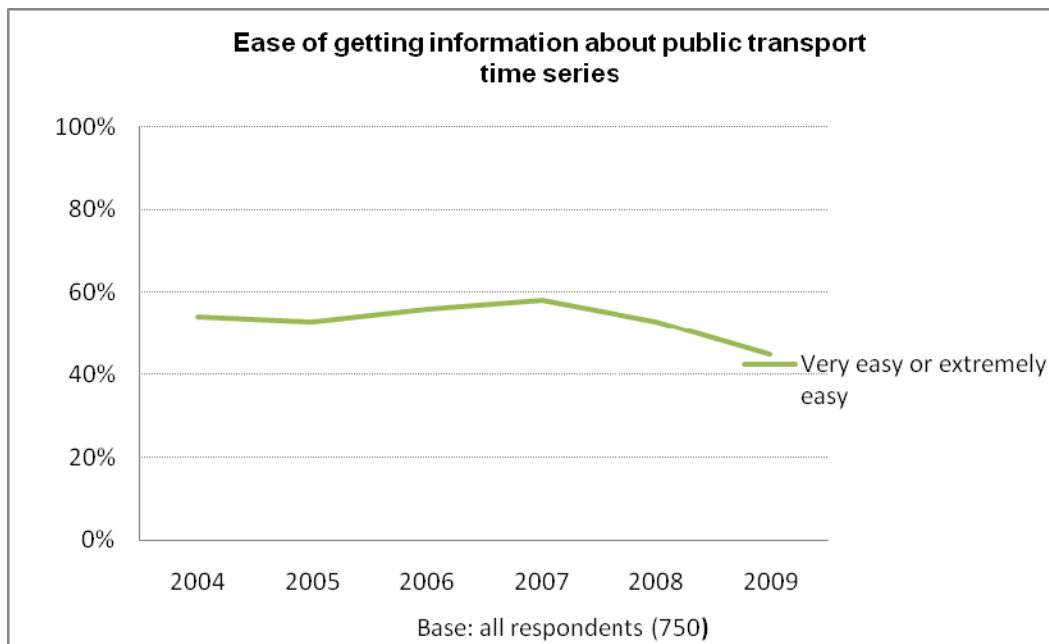


Ease of getting information about public transport

All respondents were asked how easy they perceived it would be to get information about public transport if they needed it. Nearly half of the residents said it would be very easy (extremely or very easy) to get information about public transport. Just 12 percent said it would not be easy to get information about public transport.



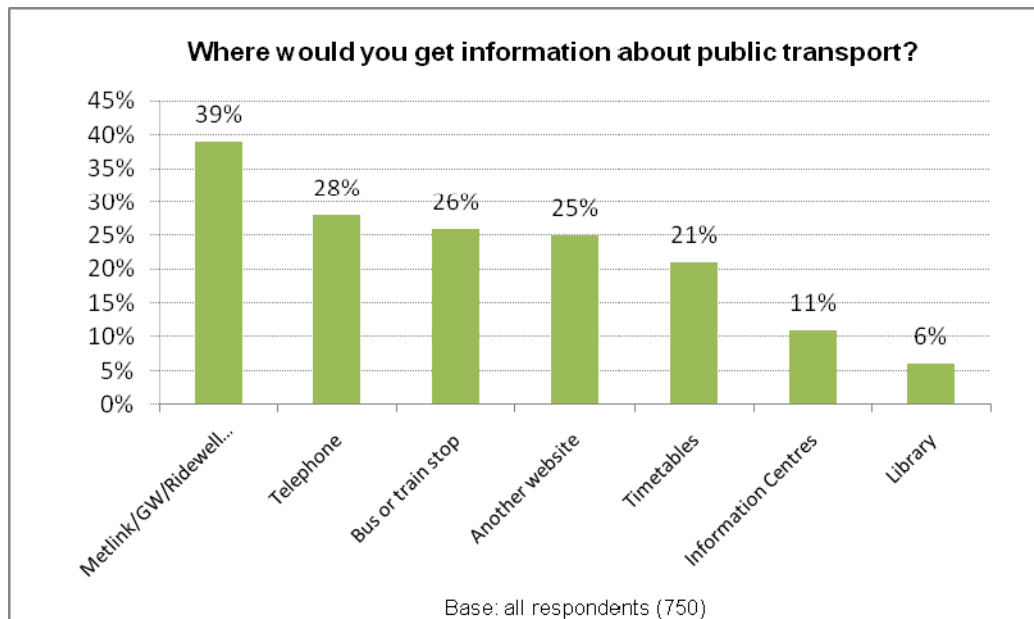
There has been a significant decrease in the proportion of people who think it would be easy or extremely easy to get information about public transport if they needed it, down from 53 percent in 2008 to 45 percent in 2009.



Sources of information about public transport

All residents were asked where they would get information about public transport services if they needed it. The most common sources of information were identified as being the Metlink (or similar) website (39%), telephone (28%) at the bus or train stop (26%) or another website (25%).

There has been a significant decrease in the proportion of residents who would use the telephone to get information about public transport, down from 39 percent in 2008 to 28 percent in 2009.

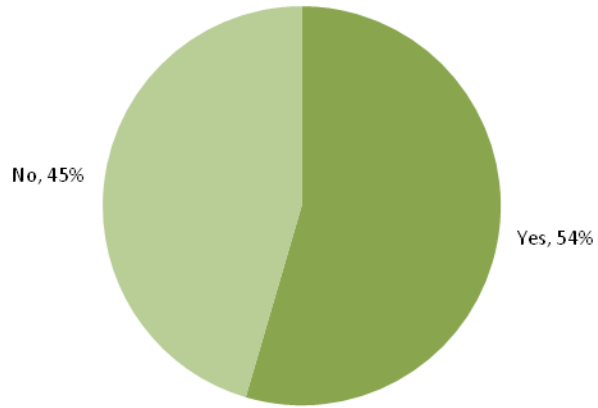


Text message timetable service

Recent users of public transport were asked if they were aware of the text message timetable service:

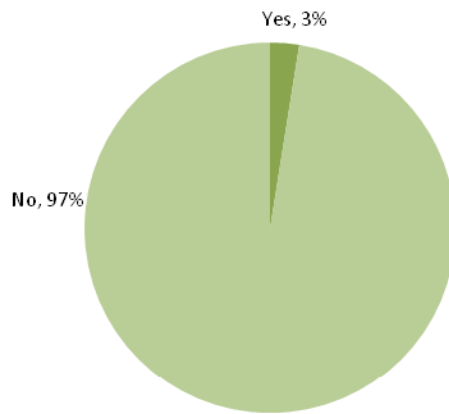
- 54% of recent public transport users were aware of the text message service.
- 3% of recent public transport users have used the text message service to get information about bus services
 - Of the 13 people who have used this service 54% found the service very or extremely useful.
- 4% of recent public transport users have used the text message service to get information about train services
 - Of the 11 people who have used this service 36% found the service very or extremely useful.

Aware of text messaging timetable service?



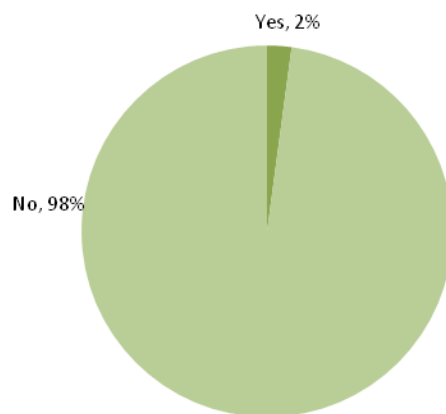
Base: recent public transport users (519)

Used text message service to get bus timetable information?

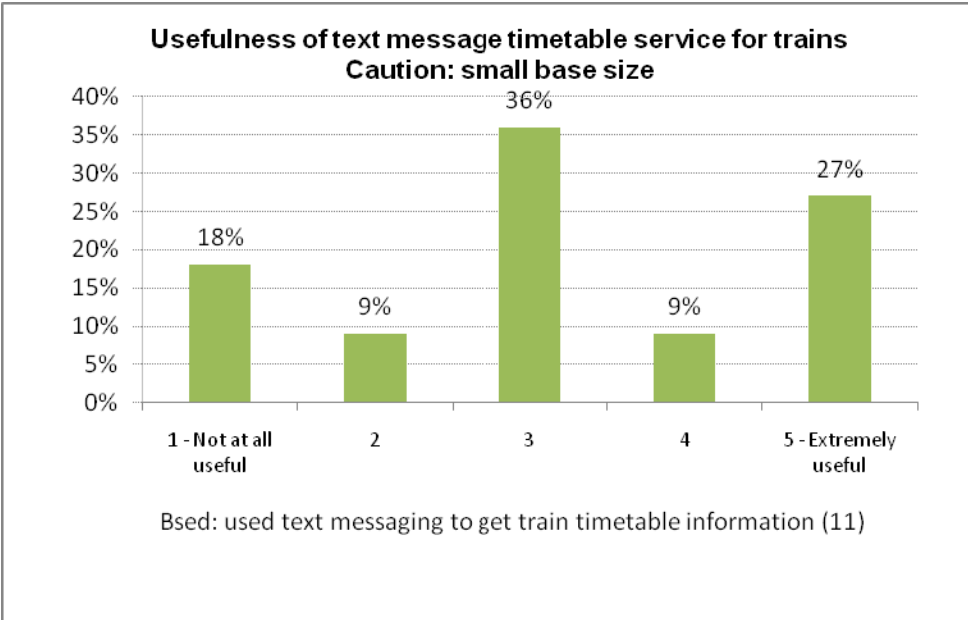
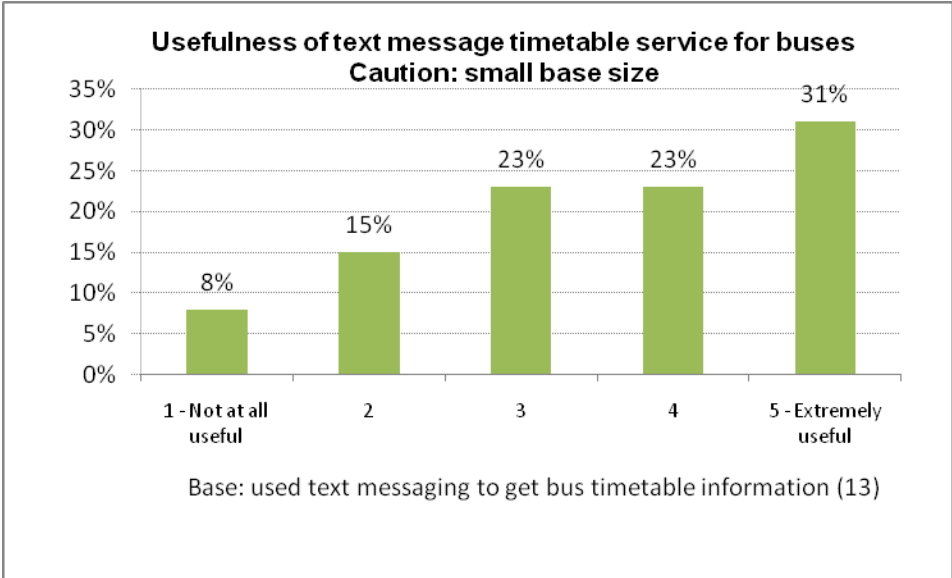


Base: recent public transport users (519)

Used text message service to get train timetable information?



Base: recent public transport users (519)



Greater Wellington Annual Public Transport Satisfaction Monitor 2009

Objectives

Aim

To contribute to the overall aim of the PT Division: 'to grow PT patronage'.

Objectives

- Public Transport Usage
 - Measure the extent to which people in GW use PT
 - Demographically profile PT users.
- Increasing usage of PT
 - Determine what would increase non or low users use of GW PT services
 - Identify the barriers to using PT in GW.
- Measure satisfaction with PT services
 - Determine the extent to which PT users are satisfied with the service received (including change over time)
 - Measure satisfaction with key aspects of GW PT service (including fares and snapper cards)
 - Determine what would improve people's satisfaction with GW PT services
 - Measure use of multi-method PT trips
 - Determine where timetable information is accessed from
 - Measure use of and perceptions of text services regarding scheduling.
- Meet the LTNZ reporting requirements
 - Bus user satisfaction (overall, value for money, availability, time, frequency, reliability, safety and security, vehicle quality/comfort, reasons for using)
 - Train user satisfaction (overall, value for money, availability, time, frequency, reliability, safety and security during the trip, safety and security at the stop, vehicle quality/comfort, reasons for using)
 - Ferry user satisfaction (overall, value for money, availability, time, frequency, reliability, safety and security during the trip, safety and security at the stop, vehicle quality/comfort, reasons for using)
- Metlink
 - Determine the extent to which the Metlink brand is well received
 - Determine whether people in GW perceive that Metlink is delivering on its five values
 - Determine whether Metlink is communicating well with non/low PT users?
 - Determine what people think of the services provided by Metlink i.e. Metlink website, Metlink Service Centre, timetables, PT information?
 - Determine satisfaction with communication regarding disruptions to PT services.

Questionnaire

INTRODUCTION – ASK ALL RESPONDENTS

Hello, my name is from Premium Research. We are carrying out a survey on behalf of the Greater Wellington Regional Council. Greater Wellington Regional Council would like to know what people think about public transport in the Wellington region to ensure services meet people's needs.

They survey will take about 15 minutes. Your participation would be much appreciated. Are you able to do the survey now or would you prefer us to make an appointment to call you back at a more convenient time?

S1

Could I please just check that you are aged 15 years or over?

IF YES - CONTINUE

IF NO - ASK TO SPEAK TO SOMEONE AGED 15 YEARS OR OVER

IF MORE THAN ONE PERSON QUALIFIES ASK TO SPEAK TO THE PERSON WHO IS HAVING THE NEXT BIRTHDAY

ARRANGE CALL BACK IF NECESSARY

S2

Which of the following areas do you live in?

Area	Quota
Kapiti Coast District	77
Porirua City	81
Upper Hutt City	64
Lower Hutt City	163
Wellington City	300
Wairarapa (includes Masterton, Carterton and South Wairarapa)	65
None of the above	TERMINATE

IF QUOTA IS FULL THANK AND CLOSE

PUBLIC TRANSPORT USAGE – ASK ALL RESPONDENTS

Q1

Can you please tell me which of the following modes of transport you have used around the Wellington region in the **last three months**?

IF NECESSARY: The Wellington Region extends from Island Bay and Seatoun situated south of Wellington and out to the Wairarapa and Waikanae.

READ OUT. ROTATE. MULTIPLE RESPONSE POSSIBLE. PROBE TO NO.

Bus	01
Train	02
Ferry between Eastbourne and Wellington City	03
Wellington City Cable Car	04
Taxi	05
Private car, as a driver	06
Private car, as a passenger	07
Motorcycle	08
Bicycle	09
Walking	10
Other (please specify)	98
Don't know	99

Q2

Which is the **main** form of transport you use?

READ OUT. ROTATE. SINGLE RESPONSE. PROBE TO NO.

Bus	01
Train	02
Ferry	03
Wellington City Cable Car	04
Taxi	05
Private car, as a driver	06
Private car, as a passenger	07
Motorcycle	08
Bicycle	09
Walk	10
Other (please specify)	98
Don't know	99

RECENT USERS ONLY (CODES 1, 2, 3 or 4 at Q1 – ELSE SKIP TO Q12)**Q3**

Which of the following public transport providers have you used over the last **three months**?

READ. ROTATE. MULTIPLE RESPONSE POSSIBLE.

Go Wellington, formerly known as Stagecoach	01
Valley Flyer, formerly known as CityLine	02
Mana Coach Service for Porirua City and Kapiti Coast	03
Newlands Coach Service for Newlands, Johnsonville, Churton Park and Wellington City	04
Tranz Metro – the train services within the Wellington region	05
The Dominion Post Ferry that runs between Eastbourne and Queens Wharf in Wellington City	06
Wellington Cable Car that runs between Lambton Quay and Kelburn	07
Tranzit, the bus service within the Wairarapa	08
Wairarapa Coachlines	09
Madge – the bus service for Otaki	10
Don't know (DO NOT READ OUT)	99

Q4

Have you used a combination of public transport modes for a single journey – for instance bus and train in the last three months?

IF NEEDED: when I say single journey I mean a trip between one place and another without stopping to do anything between the trips, other than waiting for the service.

Yes	01
No	02

Q5

How often do you use public transport? (That is, bus, train, harbour ferry or cable car)?

READ OUT. SINGLE RESPONSE.

5 or more days a week	01
2-4 days a week	02
Once a week	04
1-3 days a month	03
Less than once a month	05
Don't know (DO NOT READ OUT)	99

Q6 What times of the day do you typically use public transport?

READ OUT. MULTIPLE RESPONSE POSSIBLE.

Between 7am and 9am	01
Between 9.01am and 3pm	02
Between 3.01pm and 6pm	03
After 6pm	04
Don't know (DO NOT READ OUT)	99

Q7 Do you mainly use public transport on weekdays or on the weekend?

READ OUT. SINGLE RESPONSE.

Mainly on weekdays	01
Mainly on weekends	02
Both on weekdays and on the weekend	03
Don't know (DO NOT READ OUT)	99

Q8 Why do you use public transport?

DO NOT READ. PROBE TO NO.

I do not have an alternative	01
It is good value for money	02
It is quicker	03
I like it	04
To be socially responsible	05
Parking is hard to find or expensive	06
Other (please specify)	07

Q9

Where do you usually get information about public transport timetables?

DO NOT READ. MULTIPLE RESPONSIBLE POSSIBLE.

At bus or train stops	01
Metlink website (include Greater Wellington or Ridewell)	04
Any other website	05
Telephone (Ridewell/Metlink Service Centre)	06
On buses or trains	07
From my mobile phone (txtBUS)	08
Paper timetables	12
Other (please specify)	98
Don't know	99

Q10A

Did you know you can use text messaging to get timetable information about buses and trains?

	Bus	
Yes	01	CONTINUE
No	02	GO TO
Don't know	03	Q12

Q10B

Have you used text messaging to get timetable information about buses in the last **three months**?
And for trains?

	Bus	Train
Yes	01	01
No	02	02
Don't know	03	03

Q11

IF YES AT Q10 for Bus

How useful is the text messaging service for getting timetable information about buses?

IF YES AT Q10 for Train

How useful is the text messaging service for getting timetable information about trains?

Not at all useful 1	2	3	4	Extremely useful 5
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NOW GO TO Q17

NON USERS ONLY (DID NOT SELECT CODES 1, 2, 3 or 4 at Q1) – ELSE SKIP TO Q17**Q12**

Have you used public transport in the last **twelve** months? **(IF NECESSARY:** That is, bus, train, harbour ferry or cable car)?

DO NOT READ. SINGLE RESPONSE.

Yes	01	CONTINUE
No	02	GO TO Q15
Don't know	99	

Q13

How many times have you used public transport in the last **twelve** months?

DO NOT READ. SINGLE RESPONSE.

More than 10 times	01
6-9 times	02
3-5 times	03
1-2 times	04
Never	05

Q14

Which of the following public transport services have you used over the last twelve months?

READ. ROTATE. MULTIPLE RESPONSE POSSIBLE.

Go Wellington, formerly known as Stagecoach	01
Valley Flyer, formerly known as CityLine	02
Mana Coach Service for Porirua City and Kapiti Coast	03
Newlands Coach Service for Newlands, Johnsonville, Churton Park and Wellington City	04
Tranz Metro – the train services within the Wellington region	05
The Dominion Post Ferry that runs between Eastbourne and Queens Wharf in Wellington City	06
Wellington Cable Car that runs between Lambton Quay and Kelburn	07
Tranzit, the bus service within the Wairarapa	08
Wairarapa Coachlines	09
Madge – the bus service for Otaki	10
Don't know (DO NOT READ OUT)	99

Q15

IF CODE 1 AT Q12: Why do you not use public transport regularly?

IF CODE 2/99 AT Q12: Why do you not use public transport?

DO NOT READ. MULTIPLE RESPONSE POSSIBLE. PROBE TO NO

There is no service near me/ there is no stop near me	01
The services goes at times that are not convenient for me / timetable does not work for me/ I don't work regular hours	02
I don't travel far	03
The trips are too slow	04
I find it hard to get on or off the vehicle	05
It's too expensive	06
I don't like it	07
Other (please specify)	98
Don't know	99

Q16

IF CODE 1 AT Q12: What would need to change for you to become a regular user of Public Transport?

IF CODE 2/99 AT Q12: What would need to change for you to begin using Public Transport?

DO NOT READ. PROBE TO NO.

Cheaper	01
More frequent	02
Stop closer to my home, work or place of study	03
Faster journey times	04
Change of job/location	05
No access to my own car	06
Other (please specify)	98
Don't know	99

OVERALL CUSTOMER SATISFACTION (ASK ALL RESPONDENTS)

Q17

What are the most important features of a good public transport system?

DO NOT READ. PROBE TO NO. MULTIPLE RESPONSE

Reliable	01
Frequent	02
Low cost	03
Convenient timing	04
Clean vehicles	05
Friendly staff	06
Easy to get on an off vehicle	07
Quick journey times	08
High quality service	09
Thorough coverage of our region	10
Other (please specify)	98
Don't know	99

Q18

Thinking about Public Transport overall, how important is it that public transport in the Greater Wellington area delivers on the following – using a scale of 1 to 5 where 1 is not important at all and 5 is very important.

(use statements at Q19, do not use last statement –overall)

Not important 1	2	3	4	Very important 5
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Q19

Thinking about Public Transport overall, how well does the public transport in the Greater Wellington area deliver on the following – using a scale of 1 to 5 where 1 is poor and 5 is excellent.

Poor 1	2	3	4	Excellent 5
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READ. ROTATE.

Providing a service at a reasonable cost
Providing a frequent service
Providing a reliable service
Providing friendly staff
Providing easy to access information about timetables
Providing easy to access information about the services offered
Providing a service that is simple to use
Providing a high quality service
Providing high quality vehicles
Providing vehicles that are reasonably easy to get on and off
Offering a service that allows me to feel safe and secure while travelling on the vehicles
Providing services at a convenient time
Providing clean vehicles
Providing a service that is convenient to access
Providing quick journey times
Providing a through coverage of the Greater Wellington region
And overall how good do you think public transport in the Greater Wellington region is? (ASK LAST – DON'T ROTATE)

BUS USERS ONLY (CODE 1 AT Q1) – ELSE SKIP TO Q27

Q20

Why do you use the bus?

DO NOT READ. PROBE TO NO.

I do not have an alternative	01
It is good value for money	02
It is quicker	03
I like it	04
To be socially responsible	05
Parking is hard to find or expensive	06
Other (please specify)	07

Q21

How important are each of the following factors in encouraging you to use the bus? I would like you to tell me how important each factor is on a scale from 1 to 5 where 1 is not at all important and 5 is extremely important (**SEE LIST AT Q22**).

Not at all important 1	2	3	4	Extremely important 5
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Q22

How do you rate the bus services in Wellington in terms of these aspects – using a scale of 1 to 5 where 1 is poor and 5 is excellent.

Poor 1	2	3	4	Excellent 5
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READ. ROTATE.

How much bus fares cost	
The service is available when needed	
The speed of the bus journey	
The frequency of the bus service	
The reliability of the bus service	
Feeling safe at the bus stop	
Feeling safe on the bus	
Quality of the vehicles	
Quality and availability of bus shelters	
Ease of getting on and off the vehicle	
Friendliness of driver	
Keeping bus users informed when upcoming events will disrupt the services	

Q23

Overall, how do you rate bus services in the Wellington region – using a scale of 1 to 5 where 1 is poor and 5 is excellent.

Poor 1	2	3	4	Excellent 5
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SNAPPER CARD –BUS USERS ONLY

Q24

Have you heard of the Snapper Card for bus users?

Yes	01	
No	02	GO TO Q27

Q25

Have you used the Snapper Card for bus users?

Yes	01	
No	02	

Q26

Will you use the Snapper Card in the future?

Yes	01	
No	02	

TRAIN USERS ONLY (CODE 2 AT Q1) – ELSE SKIP TO Q32

Q27

Why do you use the train?

DO NOT READ. PROBE TO NO.

I do not have an alternative	01
It is good value for money	02
It is quicker	03
I like it	04
To be socially responsible	05
Parking is hard to find or expensive	06
Other (please specify)	07

Q28

How important are each of the following factors in encouraging you to use the train? I would like to tell me how important each factor is on a scale from 1 to 5 where 1 is not at all important and 5 is extremely important (**SEE LIST AT Q29**).

Not at all important 1	2	3	4	Extremely important 5
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Q29

How do you rate the train services in Wellington in terms of these aspects – using a scale of 1 to 5 where 1 is poor and 5 is excellent.

Poor 1	2	3	4	Excellent 5
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READ. ROTATE.

The cost of train journeys
The service is available when needed
The speed of the train journey
The frequency of the train service
The reliability of the train service
Feeling safe at the train station
Feeling safe on the train
Quality of the trains-
Quality of train stations
Ease of getting on and off the train
Keeping train users informed when upcoming events will disrupt the services

Q30

Overall, how do you rate train services in the Wellington region – using a scale of 1 to 5 where 1 is poor and 5 is excellent.

Poor 1	2	3	4	Excellent 5
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Q31

If parking at train stations cost \$2 a day would you reduce your usage of train services?

Yes	01
No	02
Don't know	99

FERRY USERS ONLY (CODE 3 AT Q1) – ELSE SKIP TO Q34**Q32**

Why do you use the ferry?

DO NOT READ. PROBE TO NO.

I do not have an alternative	01
It is good value for money	02
It is quicker	03
I like it	04
To be socially responsible	05
Parking is hard to find or expensive	06
Other (please specify)	07

Q33

Now I am going to ask you to rate the following aspects of ferry services in the Greater Wellington region, where 1 is poor and 5 is excellent.

Poor 1	2	3	4	Excellent 5
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The cost of ferry journeys	
The service is available when needed	
The journey time is reasonable	
The frequency of the ferry service	
The reliability of the ferry service	
Feeling safe at the ferry wharf	
Feeling safe on the ferry	
The quality of the ferry vessels	
Quality passenger facilities at ferry wharves	
Ease of getting on and off the ferry	
Overall service	

KEY ISSUES – ASK ALL RESPONDENTS

Q34

How easy is it to make journeys across the Wellington region by public transport (for example from Newtown to Porirua)?

READ OUT SCALE

Very easy	01
Easy	02
Neither/nor	03
Difficult	04
Very difficult	05
Don't know	99

Q35

Do you agree that the cost of public transport fares should rise as the cost of providing public transport services rises, for instance as the cost of fuel increases?

Yes	01
No	02
Don't know	99

Q36

Are journeys on public transport faster than journeys in private cars?

Yes	01
No	02
Don't know	99

Q37

Are journeys on public transport cheaper than journeys in private cars?

Yes	01
No	02
Don't know	99

Q38

How important are the following, using a scale of 1 to 5, where 1 is not at all important and 5 is very important.

- being able to purchase a single ticket for all modes of public transport (buses, trains, ferries)
- having real time information at bus stops to say exactly how many minutes till your next bus/train or ferry arrives

Not at all important 1	2	3	4	Extremely important 5
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COMMUNICATION – ASK ALL RESPONDENTS
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Q39

Overall how easy do you think it would be to get information about public transport if you needed it?

READ OUT

Extremely easy	01
Very easy	02
Somewhat easy	03
Not very easy	04
Not easy at all	05
Don't know (DO NOT READ OUT)	99

Q40

Where would you get information about public transport if you needed it?

DO NOT READ. MULTIPLE RESPONSE POSSIBLE.

Telephone (Ridewell/Metlink Service Centre)	02
Metlink website (include Greater Wellington or Ridewell)	03
Another website (not Greater Wellington, Ridewell or Metlink)	04
Bus or train stop	05
Timetables	06
Information Centres	07
Library	08
Other (please specify)	98
Don't know	99

METLINK – ASK ALL RESPONDENTS

Q41

Have you heard of Metlink?

Yes	01	CONTINUE
No	02	GO TO Q46
Don't know	99	

Q42

Have you used the Metlink website to get information about buses and trains?

Yes	01	CONTINUE
No	02	GO TO Q44
Don't know	99	

Q43

Using a scale of 1 to 5, where 1 is poor and 5 is excellent, how would you rate the Metlink website for getting information about buses and trains in regards to...

Poor 1	2	3	4	Excellent 5
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Usefulness
Ease

Q44

Have you telephoned the Metlink service in the last three months?

Yes	01	CONTINUE
No	02	GO TO Q46
Don't know	99	

Q45

I am going to read out a list of aspects about the service you received from the Metlink service centre over the phone and I would like you to tell me how satisfied you were with each aspect on a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied.

Dissatisfied 1	2	3	4	Very satisfied 5
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The person on the phone...

READ. ROTATE.

Answered your call promptly
Gave you the correct information
Could answer all your questions
Was polite and professional
Made you feel like a valued user of public transport
And how would you rate your overall satisfaction with the call (ASK LAST – DON'T ROTATE)

DEMOGRPAHICS – ASK ALL RESPONDENTS

Q46

Which of the following age groups do you fit in to?

READ

15 years	01
16-19 years	02
20-24 years	03
25-34 years	04
35-44 years	05
45-54 years	06
55-59 years	07
60-64 years	08
65 years plus	09
Refused (DO NOT READ)	97

Q47

And which of the following represents your household's income per year before tax?

READ

Under \$15,000	01
\$15,001-\$20,000	02
\$20,001-\$25,000	03
\$25,001-\$40,000	04
\$40,001-\$60,000	05
\$60,001-\$100,00	06
\$100,001+	07
Refused (DO NOT READ)	97
Don't know (DO NOT READ)	99

Q48

Which of the following best describes your situation?

READ. SINGLE RESPONSE.

Working full time – 20 hours or more per week	01
Working part time – less than 20 hours per week	02
Full time student	03
Part time student	04
Other	05
Don't know (DO NOT READ OUT)	99
Refused (DO NOT READ OUT)	98

Q49 Which of the following **best** describes your household?

READ. SINGLE RESPONSE.

Group flatting together	01
Young couple, no children	02
Young single living alone	03
Single parent	04
Family with mainly pre-school children	05
Family with mainly school children	06
Family with mainly adult children living at home	07
Middle aged person/couple with no children at home	08
Older person/couple with no children at home	09
Other (please specify)	10
Don't know (DO NOT READ)	99
Refused (DO NOT READ)	97

Q50 RECORD GENDER

DO NOT ASK

Male	01
Female	02

THANK AND CLOSE