



Greater Wellington Regional Council



**Annual Public Transport Satisfaction Monitor 2010
Report**

Prepared by Premium Research

July 2010

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1.0 Background and Methodology

This report provides the findings of the 2010 Greater Wellington Public Transport Satisfaction Monitor. This Monitor has been undertaken annually since 2003. The interviewing is undertaken during the months of April/May.

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.

A profile of the sample of residents that completed the 2009 and 2010 survey follows. The 2010 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 low incomes and less with high incomes than there were in the 2009 sample.

Sample Profile

	2009	2010
Area		
Kapiti	10%	10%
Porirua	11%	11%
Hutt	31%	31%
Wellington	40%	40%
Wairarapa	9%	9%
Age		
Under 25 years	7%	5%
25-44 years	30%	29%
45-59 years	33%	32%
60 years plus	30%	34%
Income		
Less than \$25,000	12%	16%
\$25,001 - \$40,000	9%	12%
\$40,001 - \$60,000	14%	13%
\$60,001 plus	50%	44%
Household type		
Young adults	10%	10%
Family with children	43%	41%
Older adults	44%	47%
Base:	750	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 substantially reviewed and updated for the 2010 survey. Comparisons can still be drawn between the 2010 survey and previous surveys for key findings (when the question wording is the same).

Significant differences between the 2009 and 2010 survey findings (at the 95% confidence interval) are indicated by red text.

2.0 Summary of Findings

Public Transport Use

- 69% of Greater Wellington residents have used PT in the last three months.
- A further 17% of residents have used PT in the last twelve months.
- Just 15% of residents have not used PT in the last twelve months.
 - The primary reasons for making little or no use of PT are: access to own transport, perception of service being inconvenient, not travelling far, and not having a service nearby.

Bus

- 58% of Greater Wellington residents have used a bus in the last three months (up from 51% in 2009).
- Bus is the primary form of transport for 16% of residents.
- 72% of recent users are either satisfied or very satisfied with the bus service overall.
- The lowest level of satisfaction is for:
 - Keeping users informed of disruptions (35%)
 - Quality and availability of shelters (44%)
 - Fare cost (48%).
- Satisfaction with the following aspects of bus services have trended up over the last three years:
 - Safety on board the bus
 - Ease of access to the bus
 - Safety at the stops
 - Quality of vehicles
 - Speed of journey.
- Satisfaction with the following aspect of bus services has trended down over the last three years:
 - Fare cost.

Train

- 46% of Greater Wellington residents have used a train in the last three months (up from 38% in 2010).
- Train is the primary form of transport for 8% of residents.
- 49% of recent users are either satisfied or very satisfied with the train service overall.

- The lowest level of satisfaction is for:
 - Keeping users informed of disruptions (36%)
 - Quality of vehicles (36%)
 - Reliability (37%).
- The primary modes of transport to the train station are: walk (53%), car using park and ride (38%) and bus (28%).
 - The primary reasons for not using a bus to get to the train station are: inconvenience (39%) and no bus available (37%).

Ferry

- 4% of Greater Wellington residents have used the ferry in the last three months.
- The ferry is not the primary form of transport for any residents surveyed.
- 85% of recent users are either satisfied or very satisfied with the ferry service overall.
- The lowest level of satisfaction is for:
 - Quality of waiting facilities (46%).

Connectivity

- 90% of Greater Wellington residents believe it is easy (somewhat to extremely easy) to make a journey using PT where they live.
- 56% of Greater Wellington residents believe it is easy (somewhat to extremely easy) to make a journey across Wellington using PT.
- The primary difficulty of making a single journey using more than one PT services is perceived to be: timing between connections.
- Of those who have used PT in the last three months 43% have made a journey, in the last three months, using a combination of PT services for a single journey.
 - 56% of these journeys involved a combination of services provided by different PT operators.

Information

- 85% of Greater Wellington residents believe it would be easy (somewhat to extremely easy) to get information about PT if they needed it.
- The primary sources people would seek information about PT from are:
 - The Metlink website (44%)
 - Telephone (44%)
 - Paper timetables (29%)
 - Other websites (27%).

- 52% of residents have used the Metlink call centre to get information about PT services.
 - 77% of users are satisfied with the service they received (this has trended down over the last three years).
 - There appears to have been a decline since 2009 in the proportion of residents satisfied with: their call being answered promptly and being made to feel valued.
- 33% of residents have used the Metlink website to get information about PT services.
 - 65% are satisfied with the usefulness of the site, 59% with the ease of use and 48% with the appearance.
- 7% of users have used mobile phone text to get information about PT services, and 11% would use their mobile phone text to get information about PT.
- The key reasons for not using TXTBUS or TXTTRAIN are:
 - Don't use text (29%)
 - Don't know about the service (24%)
 - Happy to use other sources (16%)
 - A small proportion mentioned barriers to use: don't know how (11%) and cost (7%).

2.1 Conclusions

There have not been any notably large changes in the use of public transport services in Greater Wellington between 2009 and 2010, 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 (85%) have used public transport services in the past 12 months.

Use of some modes of public transport have increased:

- 58 percent of residents have used the bus in the last three months (up from 51% in 2009)
- 46 percent of residents have used the train in the last three months (up from 38% in 2009).

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 16 percent of residents use the bus as their main form of transport and 8 percent of residents use the train as their main form of transport.

The 2010 survey focused on identifying the attributes of service users are least satisfied with (rather than considering this within the context of determining which attributes are the most important). The aspects of each service users are least satisfied with are:

- Bus: keeping users informed of disruptions, quality and availability of shelters and fare cost
- Train: keeping users informed of disruptions, quality of vehicles and reliability
- Ferry: quality of waiting facilities.

We know from previous surveys that reliability is considered the most important attribute of public transport in Wellington. Satisfaction with reliability continues to be mediocre, and has dropped across all modes in 2010:

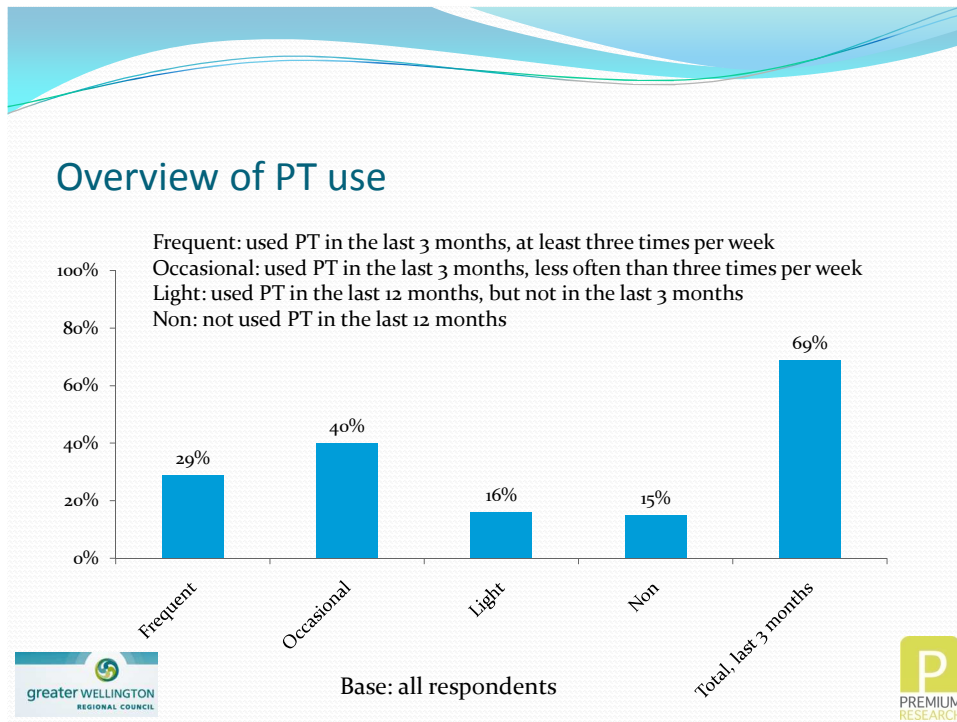
- 58% of recent bus users are satisfied with the reliability of bus services (down from 64% in 2009)
- 37% of recent train users are satisfied with the reliability of train services (down from 60% in 2009)
- 58% of recent ferry users are satisfied with the reliability of ferry services (down from 72% in 2009).

The 2010 survey had an increased focus on connectivity. Two-thirds of residents believe it is reasonably easy to make a journey across Wellington using public transport. The primary barrier to making a journey using multiple services is poor timing between the connections.

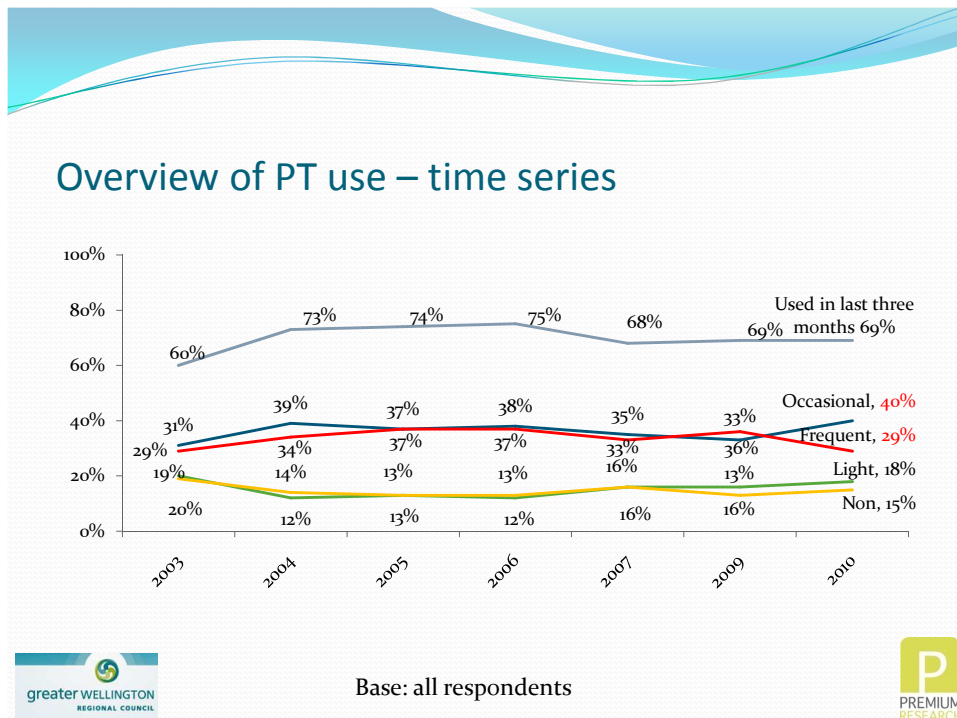
Perceptions of the ease of access of public transport information is positive, most residents believe it would be easy for them to get information about public transport if they wanted it. The majority of residents would seek the information from either the Metlink website or Metlink Call Centre. Overall satisfaction with the Metlink Call Centre has trended down over the last three years. Interest in the use of new modes of communication is low, with few saying they would use text or Twitter to seek information about public transport.

3.0 Public Transport Use

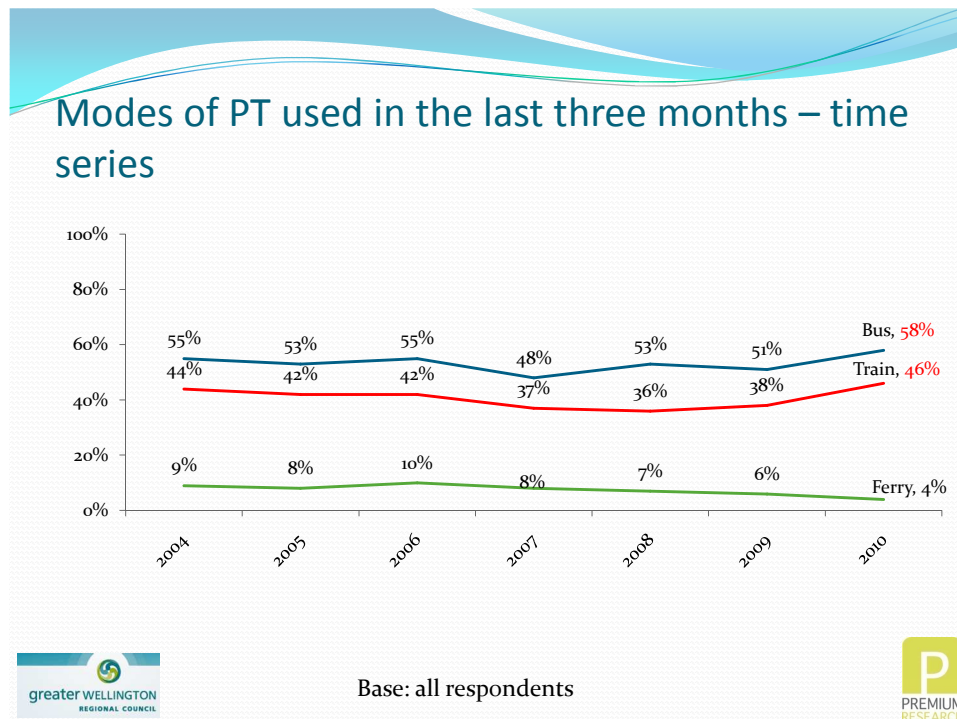
Public transport use in Wellington is very high, 85% of residents have used public transport within the last 12 months.



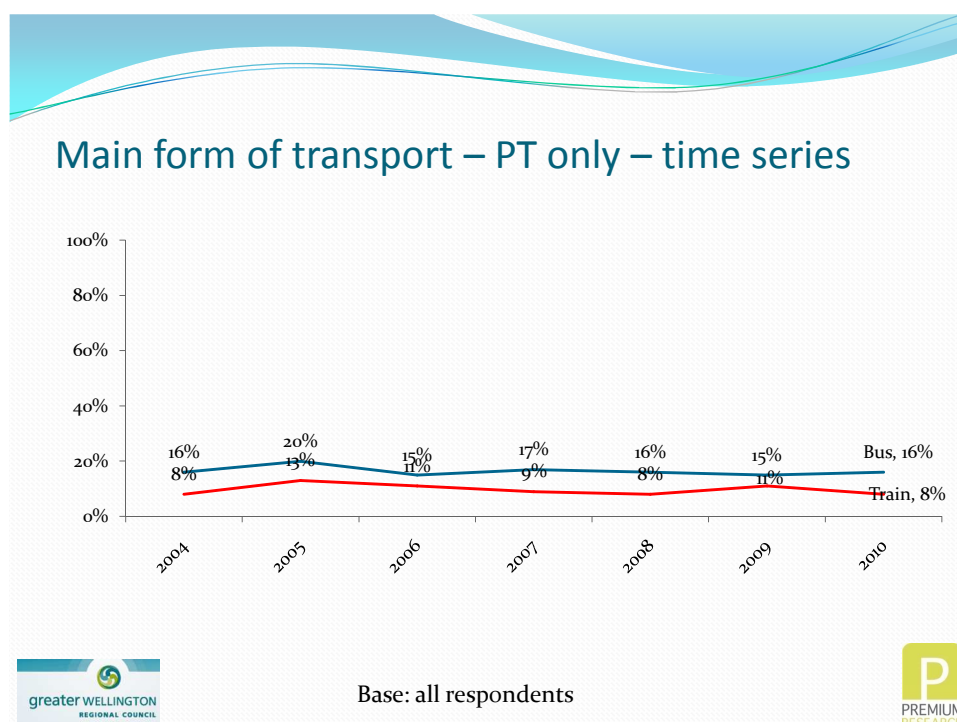
There has been little change over time in the use of public transport in the Wellington region.



The most popular modes of public transport continue to be bus and train. There has been a significant increase in use of both the bus and the train since the 2009 survey. Both are now at the highest levels of use since the survey began.



Use of public transport as user's main form of transport remains low and has not changed significantly over time.



Other key user statistics are also similar to previous years:

- **Frequency:** Of those who have used public transport in the last three months:
 - 23% have used PT 5 or more days per week
 - 28% have used PT at least once per week
 - 22% have used PT at least once a month
 - 27% have used PT less often than once a month.

- **Time:** Of those who have used public transport in the last three months:
 - 40% have used PT between 7am-9am
 - 52% have used PT between 9am-3pm
 - 43% have used PT between 3pm-6pm
 - 25% have used PT after 6pm.

- **Week/weekend:** Of those who have used public transport in the last three months:
 - 68% mainly use PT on weekdays
 - 12% mainly use PT in the weekends
 - 19% use PT evenly across both weekdays and weekends. There has been a significant increase in those using PT evenly across both weekdays and weekends in 2010.

- **Operator:** Of those who have used public transport in the last three months:
 - 62% have used Tranz Metro
 - 61% have used Go Wellington
 - 34% have used Valley Flyer
 - 15% have used the Cable Car
 - 14% have used Mana
 - 11% have used Newlands
 - 5% have used the Ferry
 - 4% have used Tranzit.

- **Light/non users:** The key reasons light and non users do not use PT are:
 - Have own transport (40%)
 - Service is inconvenient (25%)
 - Don't travel far (17%)
 - No service near me (12%)
 - Service is unreliable (7%)
 - Too expensive (5%)
 - I don't like it (5%).

4.0 Service Satisfaction

Satisfaction with services has remained consistent over time. In 2010 the survey focussed on measuring service levels, rather than determining which aspects of service are the most important.

We know from previous surveys that reliability is consistently regarded as the most important service attribute. Satisfaction with reliability is still at mediocre levels, and has dropped for all modes in 2010:

- 58% of recent bus users are satisfied with the reliability of bus services (down from 64% in 2009)
- 37% of recent train users are satisfied with the reliability of train services (down from 60% in 2009)
- 58% of recent ferry users are satisfied with the reliability of ferry services (down from 72% in 2009).

4.1 Bus

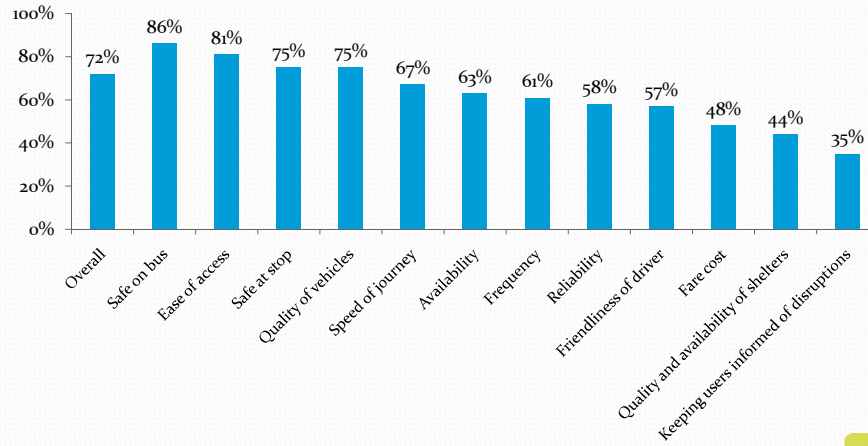
72% of bus users are satisfied overall with bus services. There are high levels of satisfaction with:

- Safety on board the bus
- Ease of access to the bus
- Safety at bus stops
- Quality of vehicles.

There are low levels of satisfaction with:

- Keeping users informed of disruptions
- Quality and availability of shelters
- Fare cost.

Bus (total satisfied)



Base: used bus in last three months

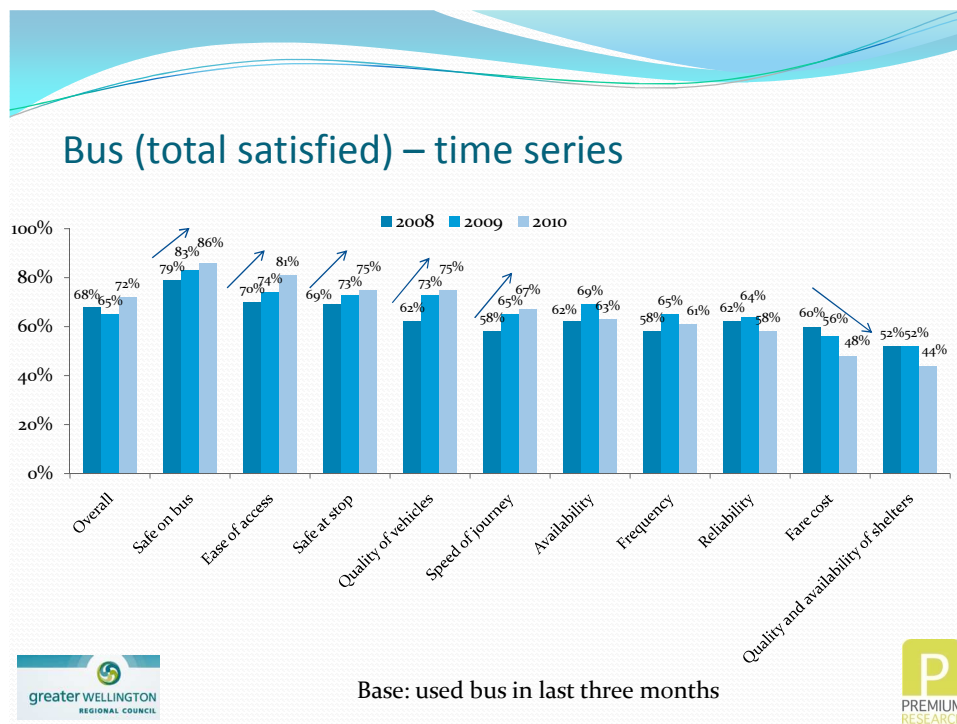


Satisfaction with the following aspects of bus services have trended up over the last three years:

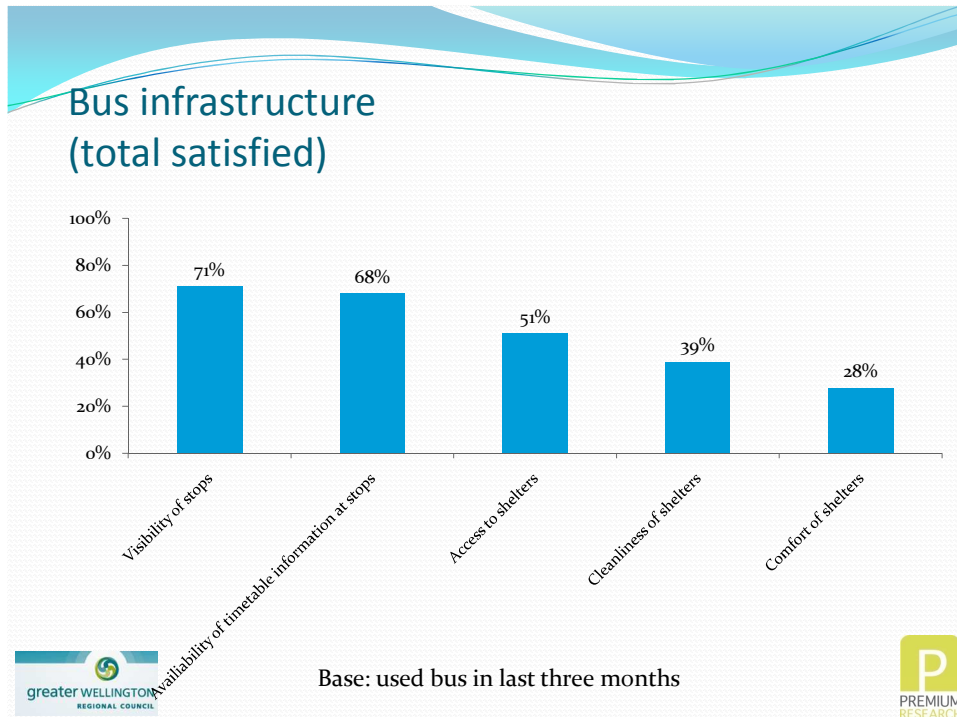
- Safety on board the bus
- Ease of access to the bus
- Safety at the stops
- Quality of vehicles
- Speed of journey.

Satisfaction with the following aspect of bus services has trended down over the last three years:

- Fare cost.

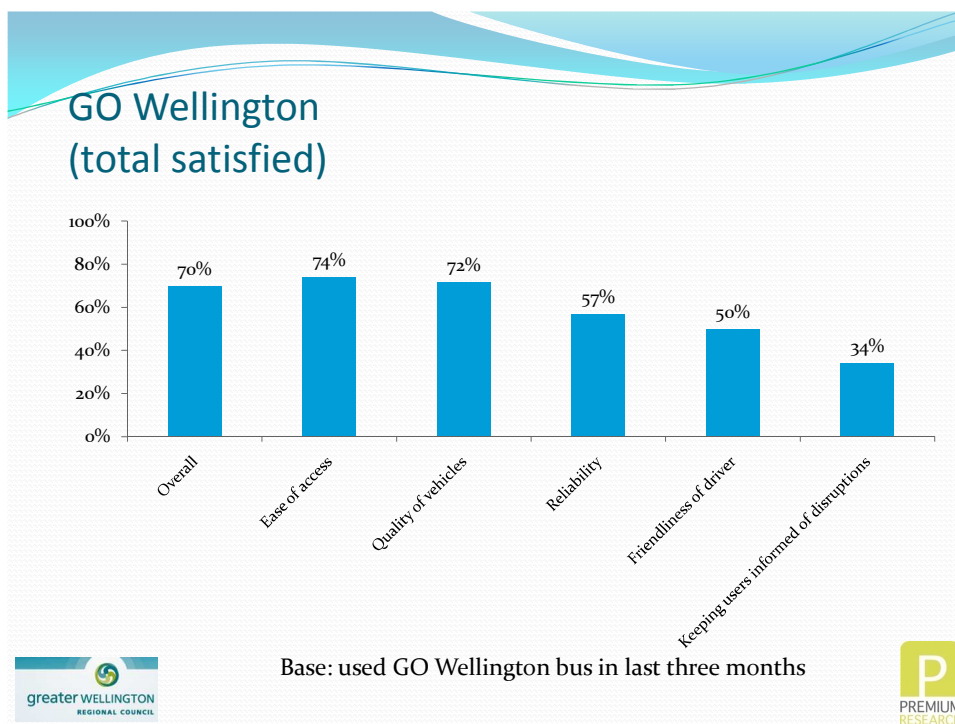


For the first time in 2010 bus users were also asked about their satisfaction with several infrastructural features. Most users are satisfied with the visibility of stops and the availability of timetable information at stops. Few users are satisfied with the cleanliness and comfort of shelters.



Also, for the first time in 2010, users were asked about the service provided by a specific operator. The intention is to assess the extent to which this survey can be used to provide measures of individual operator performance.

317 people who had used Go Wellington Services within the previous three months were asked to assess the services provided by Go Wellington. Go Wellington scored well for ease of access and quality of vehicles. Go Wellington had mediocre scores for reliability and friendliness of drivers and a low score for keeping users informed of disruptions.



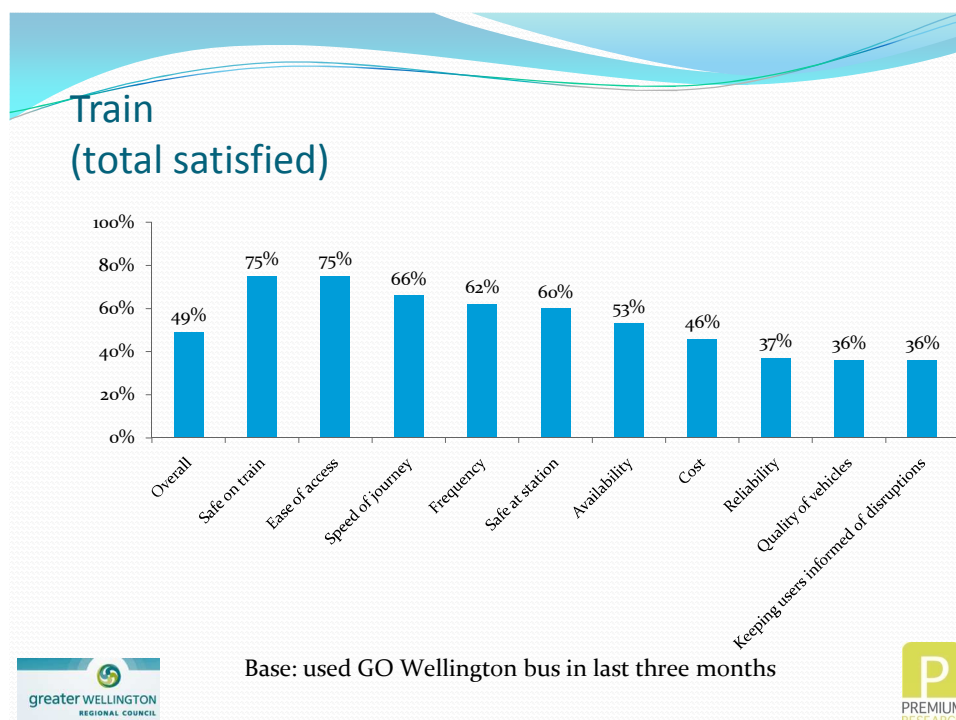
4.2 Train

49% of users are satisfied with train services overall. The highest levels of satisfaction are with:

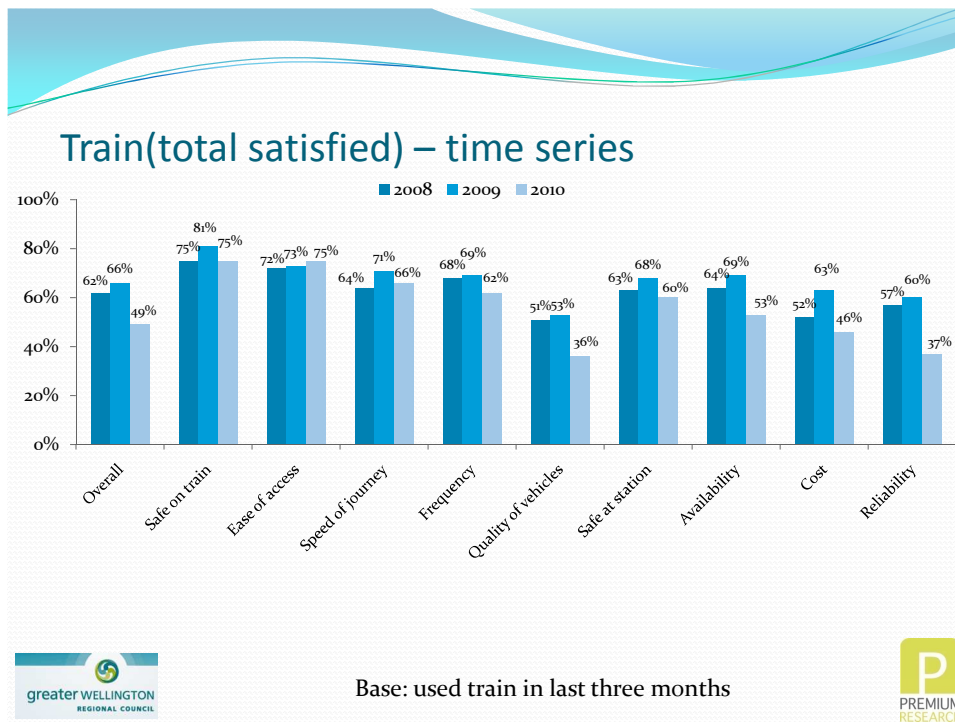
- Safety on board the train
- Ease of access.

The lowest levels of satisfaction are with:

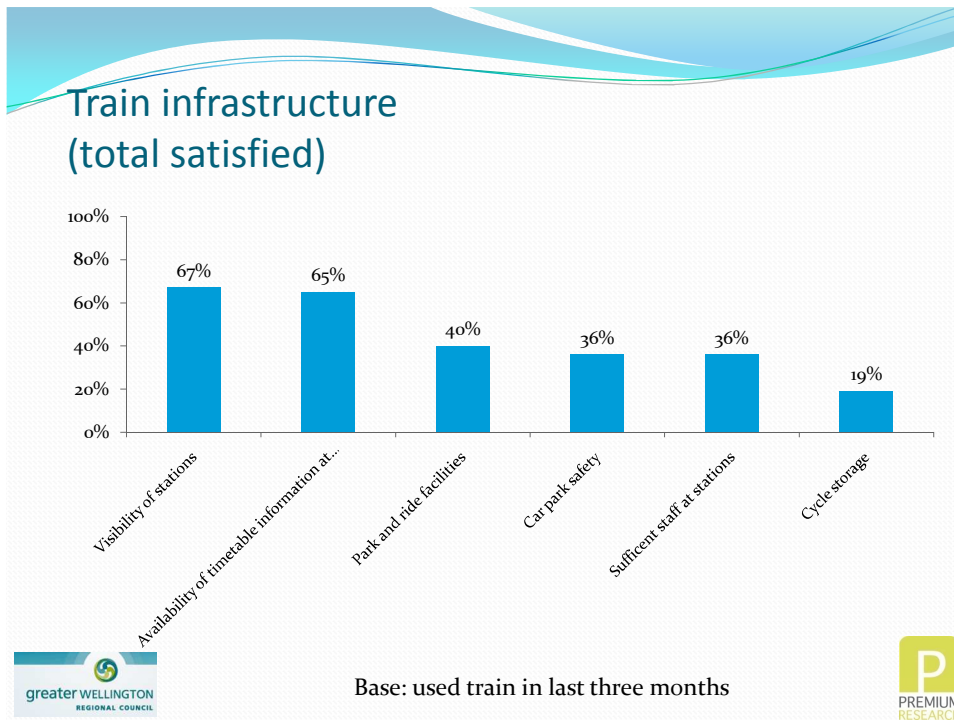
- Keeping users informed of disruptions
- Quality of vehicles
- Reliability.



Satisfaction with train services has fluctuated over the last three years but clear trends (over that time period) are not apparent.



For the first time in 2010 train users were also asked about their satisfaction with several infrastructural factors. The majority of users are satisfied with the visibility of stations and availability of timetable information at stations. There are low levels of satisfaction with park and ride facilities, car park safety, cycle storage and having sufficient staff at the station.

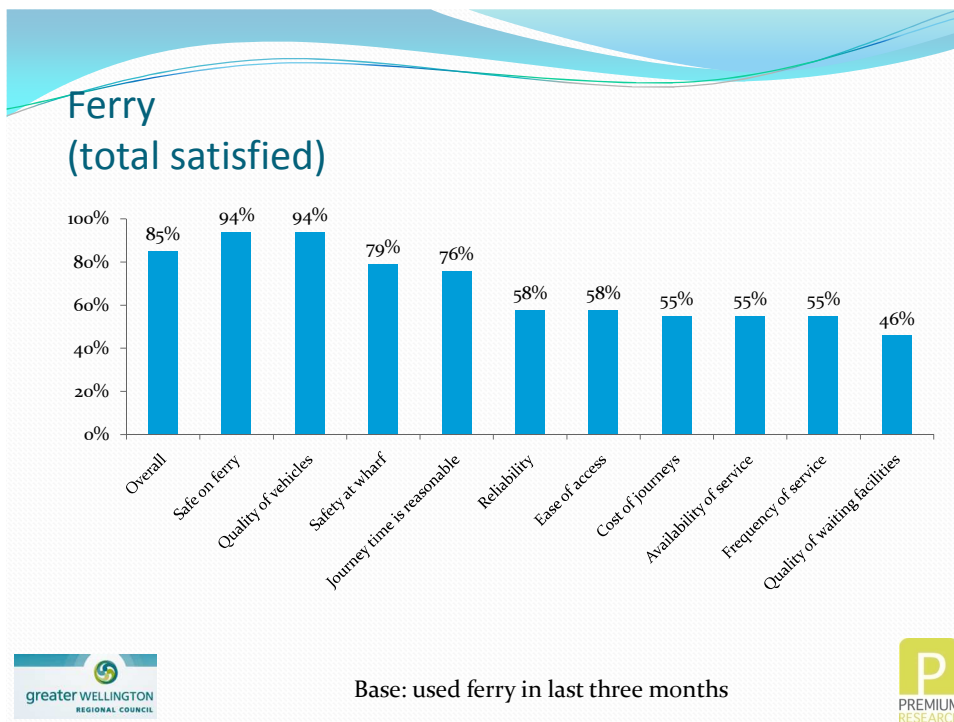


4.3 Ferry

Satisfaction with ferry services remains high overall and is particularly high: safety on the ferry and quality of the vehicles.

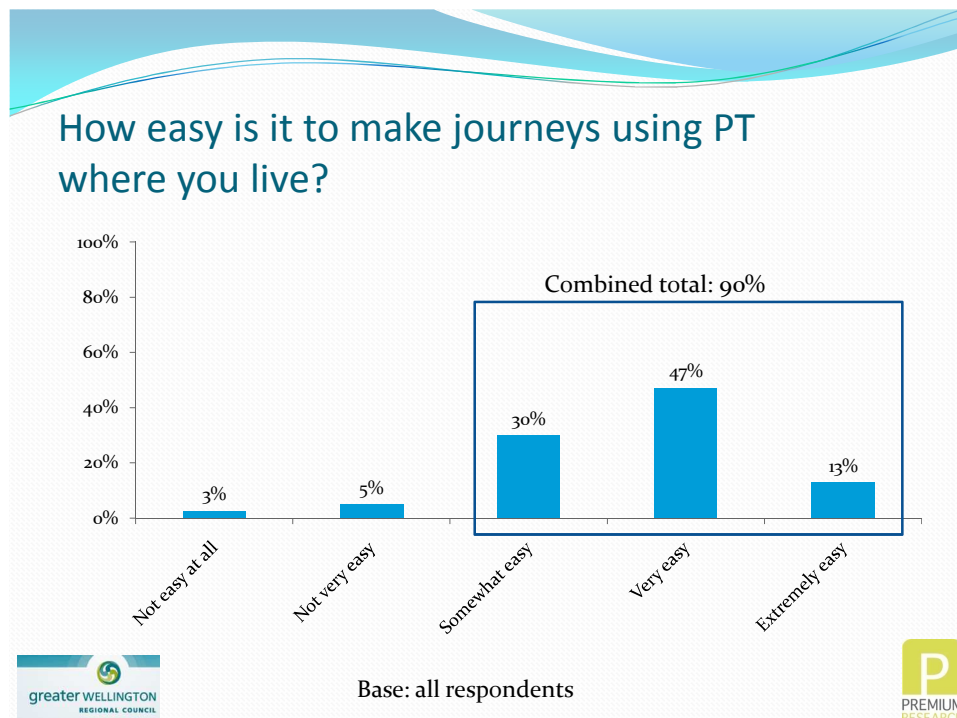
Satisfaction is low for: quality of waiting facilities.

The sample is too small to make valid comparisons over time for the ferry.



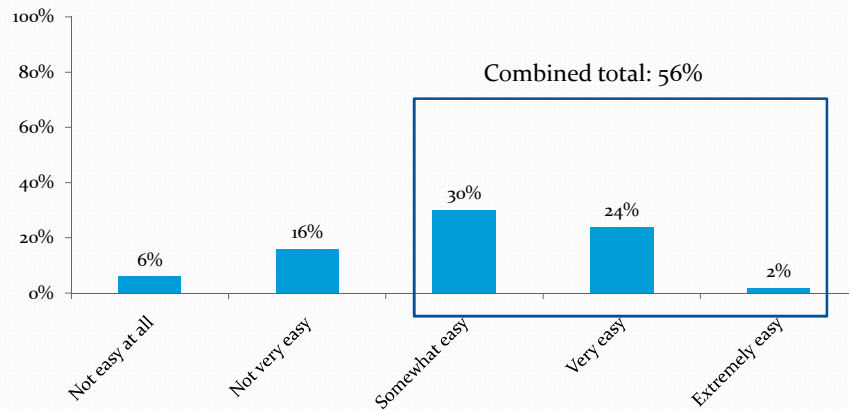
5.0 Connectivity

Most Greater Wellington residents think it is easy (somewhat easy to extremely easy) to make a journey using public transport in the area they live in.



Most residents also think it is reasonably easy to make a journey across Wellington using public transport.

How easy is it to make journeys across Wellington using PT?

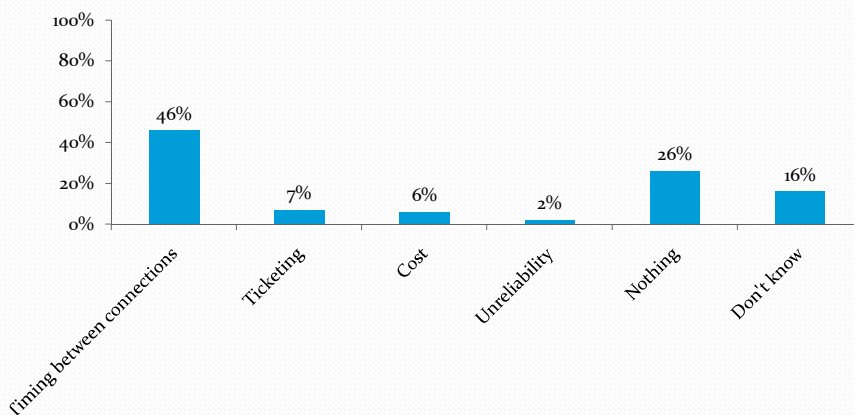


Base: all respondents



The primary concern about making a single journey using more than one public transport service is the timing between connections.

What makes a single journey using more than one PT service difficult?

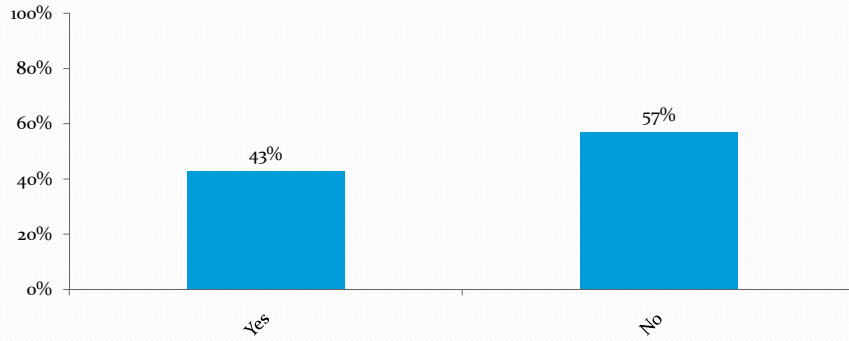


Base: all respondents



Forty-three percent of the recent users of public transport have made a journey using a combination of public transport services for a single journey. Of those that have made this type of journey, more than a half have used services provided by more than one operator.

In the last three months have you used a combination of PT services for a single journey?

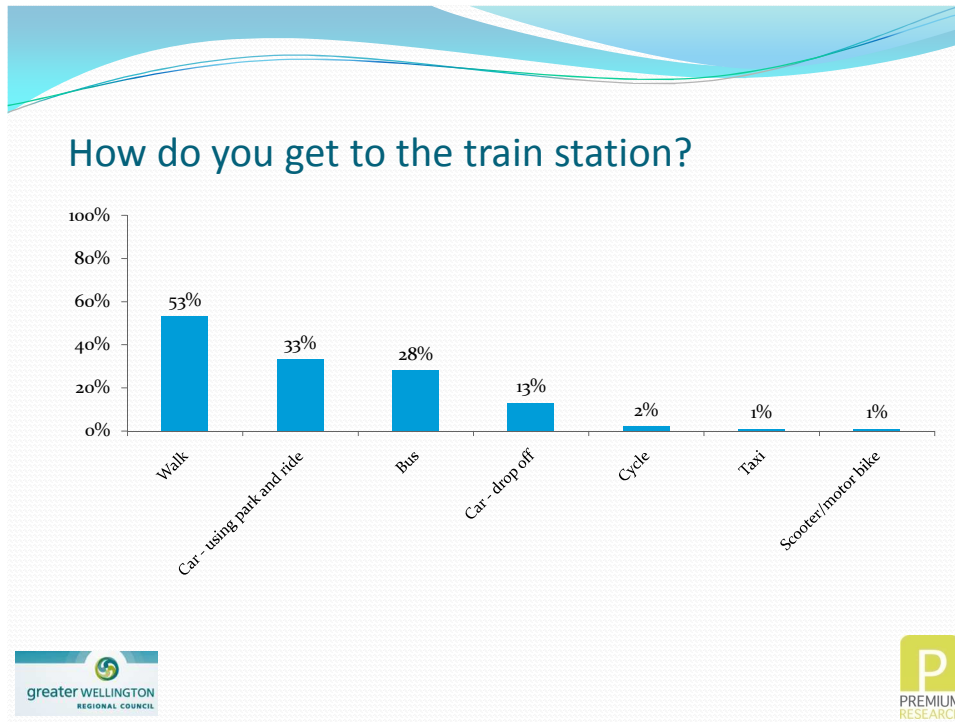


Base: used PT in the last three months



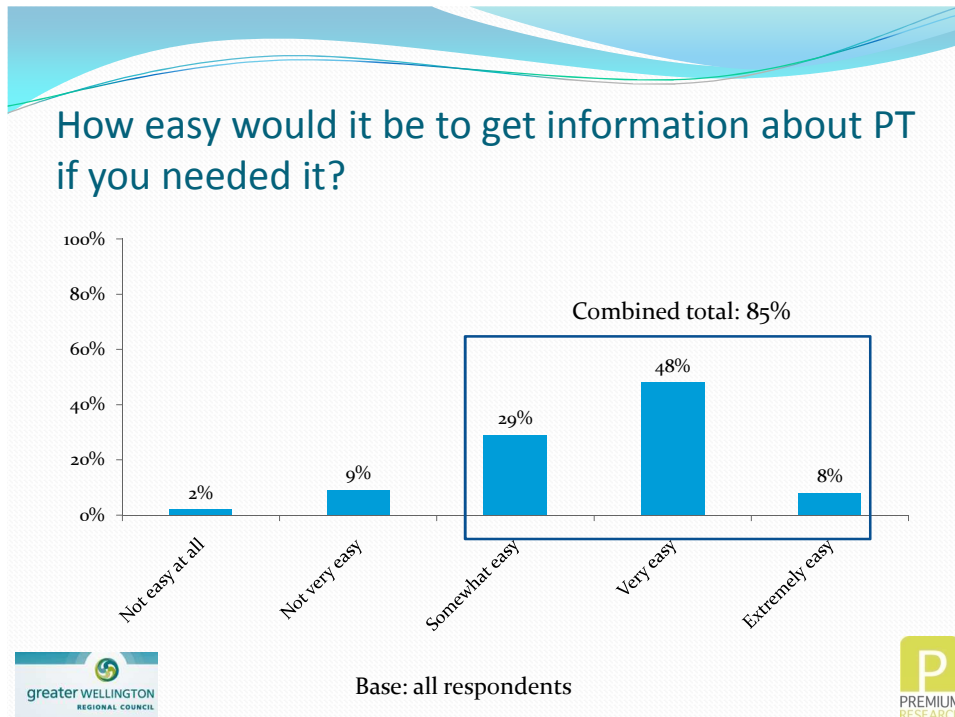
Users of train services were asked how they get to the train, half of them walk, a third use park and ride and nearly a third use a bus.

The primary reasons for not using a bus to get to the train station are: inconvenience and no bus available.

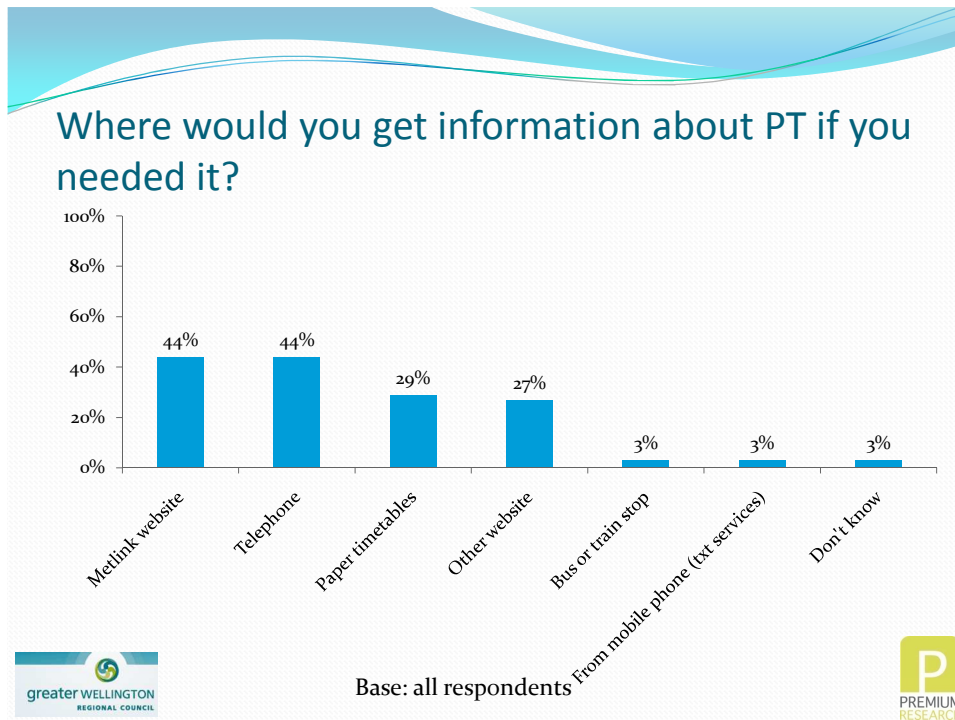


6.0 Information

Most Greater Wellington residents perceive that information about public transport is readily accessible.



The primary sources residents would use to get information about public transport are the Metlink website, telephone, paper timetables and other websites.



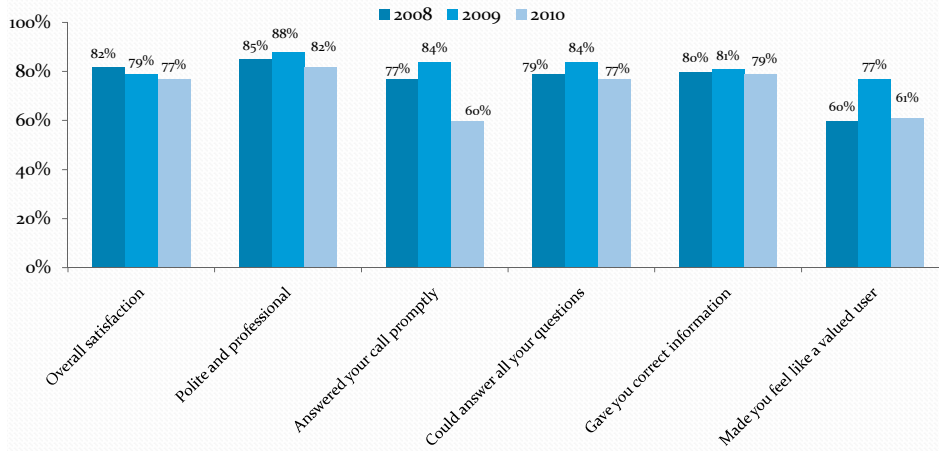
The sources of information that have been used most often are paper timetables, bus and train stops and the Metlink website.

Respondents tend to be most open to getting information about public transport from bus or train stops and paper timetables. Less than a quarter are open to getting information about public transport by telephone, text or Twitter. The key reasons for not being open to using text services are: don't use text, don't know about the service and happy to use other services.

Of those who have used telephone services to get information about public transport services the majority are satisfied with the service they received. The lowest levels of satisfaction are with being made to feel valued and having their call answered promptly.

Overall satisfaction with telephone services has decreased over the last three years. None of the other aspects we measure have shown a clear trend over this time period.

Telephone user (total satisfaction)– time series

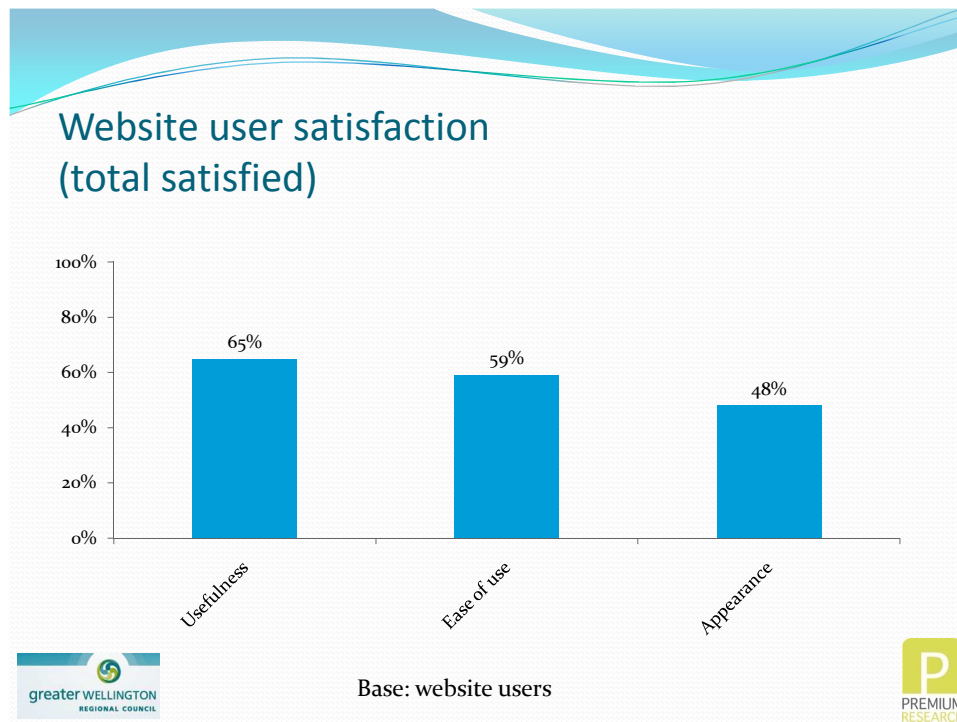


Base: used phone services



Of those who have used the Metlink website to get information about public transport services the majority found the site useful and about half found the site easy to use and liked the appearance of the site.

There has been no significant change over time in perceptions of the website.



7.0 Appendix: Questionnaire

Greater Wellington Annual Public Transport Satisfaction Monitor 2010

Aim

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

Objectives

- Public transport usage:
 - Measure the extent to which people in GW use PT.
- Meet the NZTA 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).
- Key relevant issues:
 - Trial operator specific questions
 - Examine connectivity issues
 - Assess use and perceptions of information 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.

The 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

CONNECTIVITY – ALL RESPONDENTS

Q1 How easy do you think it is to make journeys using public transport, in your local area?

READ OUT. IF QUERY WHAT IS 'LOCAL' REFER TO REGION AT S2.

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

Q2 How easy do you think it is to make journeys across the Wellington region by public transport (for example from Newtown to Porirua)?

READ OUT

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

Q3 Do you think there anything that makes a journey using more than one public transport service difficult? What is it?

DO NOT READ. PROBE TO NO. MULTIPLE RESPONSE.

Ticketing	01
Cost	02
Timing between connections	03
Other (please specify)	98
Nothing	97
Don't know	99

INFORMATION – ALL RESPONDENTS

Q4 Overall, how easy do you think it would be to get information about public transport if you needed it?

READ OUT

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

Q5 Where would you get information about public transport if you needed it?

DO NOT READ OUT

Q6 Which of the following **would** you use to get information about public transport? **ONLY ASK FOR THOSE NOT MENTIONED AT Q5 - READ OUT.**

Q7 Which of the following **have you used** to get information about public transport? **READ OUT, ASK FOR ALL.**

	Q5 UNPROMPTED	Q6 PROMPTED	Q7 USED
Bus or train stops	01	01	01
Metlink website (includes Greater Wellington or Ridewell)	02	02	02
Any other website	03	03	03
Telephone (Ridewell/Metlink Service Centre)	04	04	04
On buses or trains	05	05	05
From my mobile phone (txtBUS and txtTRAIN)	06	06	06
Paper timetables	07	07	07
Twitter	08	08	08
Other (please specify) (DO NOT READ)	98		
Don't know (DO NOT READ)	99		
I would not need to get information about public transport	09		
None of these		10	10

ASK TELEPHONE USERS ONLY (CODE 04 AT Q7)

Q8 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.

Very 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)

WEBSITE USERS ONLY (CODE 02 AT Q7)

Q9 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 of website
Ease of use of website
Appearance of website

NON TXT USERS ONLY (NOT CODE 06 AT Q7)

Q10 Why have you not used the TXTBUS OR TXTTRAIN services?
DO NOT READ. PROBE TO NO.

Don't use bus or train	01
Cost	02
Don't know how	03
Don't use texting	04
Happy to use other sources	05
Don't know about this service	06
Other (please specify)	98
Don't know	99

PUBLIC TRANSPORT USAGE

Q11 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 the Kapiti Coast.

READ OUT. ROTATE. MULTIPLE RESPONSE POSSIBLE.

Bus	01
Train	02
Ferry between Eastbourne, Seatoun and Queens Wharf	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 (DON'T READ)	99

Q12 Which is the **main** form of transport you use?

READ OUT. ROTATE. SINGLE RESPONSE.

Bus	01
Train	02
Ferry between Eastbourne, Seatoun and Queens Wharf	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 (DON'T READ)	99

RECENT USERS ONLY (CODES 01, 02, 03 OR 04 AT Q11 – ELSE SKIP TO Q30)

Q13 Which of the following public transport providers have you used over the last **three months**?

READ. ROTATE. MULTIPLE RESPONSE POSSIBLE.

Go Wellington	01
Valley Flyer, including the Airport Flyer	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
Ferry between Eastbourne, Seatoun and Queens Wharf	06
Wellington Cable Car that runs between Lambton Quay and Kelburn	07
Tranzit, the bus service within the Wairarapa	08
Madge – the bus service for Otaki	10
Don't know (DON'T READ)	99

Q14 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 (DON'T READ)	99

Q15 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 (DON'T READ)	99

Q16A 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 (DON'T READ)	99

Q16B In the last three months have you used a combination of public transport services for a single journey, for instance a bus and a train or two different buses?

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. When I say combination of services I mean combining bus/train/ferry or cable car for a single journey.

Yes	01	CONTINUE SKIP TO NZTA REPORTING QUESTIONS
No	02	
Don't know	99	

Q16C When you used a combination of public transport services for a single journey, were the services all offered by the same public transport company?

Yes	01
No	02
Don't know	99

NZTA REPORTING QUESTIONS ALL SHADED GREEN

BUS USERS ONLY – CODE 01 AT Q11

Q17 Why do you use the bus?

DO NOT READ. SINGLE RESPONSE.

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)	98

Q18 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
Visibility of bus stops
Availability of timetable information at bus stops
Access to bus shelters
Comfort of bus shelters
Cleanliness of bus shelters

Q19 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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GO WELLINGTON BUS USERS ONLY – CODE 01 AT Q13

I would also like to ask you a few of the same questions specifically about GO WELLINGTON Bus services only. Please forgive me if this feels repetitive, it will only take a minute:

Q20 How do you rate the GO WELLINGTON 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.

The reliability of the bus service
Quality of the vehicles
Ease of getting on and off the vehicle
Friendliness of driver
Keeping bus users informed when upcoming events will disrupt the services

Q21 Overall, how do you rate GO WELLINGTON 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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TRAIN USERS ONLY – CODE 02 AT Q11

Q22 Why do you use the train?

DO NOT READ. SINGLE RESPONSE.

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)	98

Q23 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				Excellent
1	2	3	4	5

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
Ease of getting on and off the train
Keeping train users informed when upcoming events will disrupt the services
Park and ride facilities
Visibility of railway stations
Availability of timetable information at railway stations
Train station car park safety
Cycle storage facilities
Sufficient staff at rail stations

Q24 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				Excellent
1	2	3	4	5

Q25 How do you get to the train station?

DO NOT READ. MULTIPLE RESPONSE POSSIBLE.

Walk	01
Cycle	02
Bus	03
Car – using park and ride	04
Car – I am dropped at the station	05
Other (please specify)	98

ONLY ASK IF NOT ANSWERED CODE 03 AT Q25, OTHERWISE CONTINUE TO NEXT RELEVANT QUESTION

Q26 Why don't you catch the bus to the train station?

DO NOT READ. MULTIPLE RESPONSE POSSIBLE.

No bus connection to station	01
Cost of bus	02
Infrequency of bus	03
Unreliability of bus	04
Delay between bus arriving and train leaving	05
Convenient because person dropping me off is going this way anyway	06
Weather	07
Other (please specify)	98

FERRY USERS ONLY – CODE 03 AT Q11

Q27 Why do you use the ferry?

DO NOT READ. SINGLE RESPONSE.

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)	98

Q28 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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READ. ROTATE.

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				

Q29 Overall, how do you rate ferry 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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NON USERS ONLY (NOT CODES 01, 02, 03 OR 4 AT Q11 – ELSE SKIP TO Q32)

Q30 Have you used public transport in the last **12** months?

IF NECESSARY: That is, bus, train, harbour ferry or cable car?

DO NOT READ. SINGLE RESPONSE.

Yes	01
No	02
Don't know	99

Q31 IF CODE 01 AT Q30: Why do you not use public transport regularly?

IF CODE 02 OR 99 AT Q30: 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
Service is too unreliable	08
Other (please specify)	98
Don't know	99

DEMOGRPAHICS

Q32 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

Q33 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

Q34 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
Refused (DO NOT READ)	97
Don't know (DO NOT READ)	99

Q35 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
Refused (DO NOT READ)	97
Don't know (DO NOT READ)	99

Q36 RECORD GENDER: DO NOT ASK

Male	01
Female	02

Would you be willing to participate in research undertaken for Greater Wellington Regional Council in the future? **IF YES:** Could you please give me your contact details...

Name:	
Suburb you live in:	
Phone number:	
Email address:	

THANK AND CLOSE