

# 2015/16 PUBLIC TRANSPORT PASSENGER SATISFACTION SURVEY



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# Executive Summary

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## 1. Introduction and Method

The New Zealand Transport Agency (NZTA) requires that surveys of user perceptions of public transport are carried out as part of monitoring requirements. Greater Wellington Regional Council commissioned Gravitas Research and Strategy to conduct its 2015/16 public transport customer satisfaction survey. In line with NZTA guidelines, Gravitas conducted an on-board survey with bus, train and ferry passengers, using a self-completion methodology.

In accordance with NZTA guidelines, a random sampling technique was used to select the trips to be surveyed. In total n=206 public transport trips were surveyed on, generating n=2,362 completed questionnaires. Summary Table 1 shows the number of trips and the number of completed questionnaires received by mode.

**Summary Table 1: Sample Sizes by Mode**

	Number of Trips				Number of Completed Questionnaires			
	Total	Bus	Train	Ferry	Total	Bus	Train	Ferry
<b>Total</b>	206	102	90	14	2362	647	1583	132
<b>Maximum margin of error</b> <i>(at 95% confidence interval)</i>					± 2.0%	± 3.9%	± 2.5%	± 8.5%

The questionnaire content was based on the list of standardised questions designed by NZTA. This year additional questions were added to understand sources of public transport information currently used, and to measure passenger satisfaction with public transport information. Comprehensive pilot-testing of the questionnaire and survey process was undertaken prior to live fieldwork commencing.

Surveying was conducted between the 3<sup>rd</sup> and the 29<sup>th</sup> of May 2016<sup>1</sup>. Questionnaires were distributed to every second passenger aged 15 years or older on randomly-selected services. The response rate was 59%<sup>2</sup> for all services combined.

This year, the 'total' (all mode) survey results presented in the report have been weighted to reflect actual May 2016 patronage by mode – so results for 'bus' comprise 65% of the total (all mode) sample, train 34% and ferry 1%. Note that results by mode (and operator) are based on unweighted data.

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<sup>1</sup> Note that this is slightly later than in 2015 (21<sup>st</sup> of April and 10<sup>th</sup> of May) due to the timing of the school holidays.

<sup>2</sup> 76% among ferry passengers, 59% for train passengers and 57% among bus passengers.

**Note:** The summary report submitted to NZTA to meet national annual monitoring requirements provides results by mode only (no ‘all mode’ results are reported). Consequently, unweighted data was used for the summary report.

## 2. Passengers’ Overall Perceptions of Wellington’s Public Transport Services

### 1. Overall Satisfaction with Current Trip

The majority of Wellington public transport users continue to be satisfied with their trip overall, 93% giving a rating between 6 and 10 (satisfied to some extent), including 19% of users who were *extremely satisfied* (giving a rating of 10 out of 10). These results are significantly higher than those reported last year (89% satisfied in 2015). Only 2% gave a rating between 0 and 4 (dissatisfied to some extent), a significant decline from 5% last year. By mode of transport, significant increases in perceptions of the trip overall were evident for both bus (up from 89% to 94%) and train (89% to 93%) passengers. Levels of satisfaction have returned to those recorded in 2014.

**Summary Table 2: Satisfaction with Current Trip Overall – By Mode (%)**

	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Rating</b>	(n=4,117)	(n=4,247)	(n=2261)	(n=1,293)	(n=1,324)	(n=614)	(n=2,676)	(n=2,773)	(n=1,537)	(n=148)	(n=150)	(n=128)
<b>Dissatisfied (0-4)</b>	3	5	2	3	4	1	3	5	2 (↑B)	1	1	1
<b>Neutral (5)</b>	5	6	5	5	7	5	5	6	5	2	5	2
<b>Satisfied (6-10)</b>	92	89	93	92	89	94	92	89	93	97 (↑BT)	94	97

Base: All respondents who answered this question, excluding ‘Not applicable’ responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the current survey wave; B=Bus, T=Train, F=Ferry.

All operators have received high overall satisfaction ratings this year. East by West Ferries (97%) and Newlands Coach Service (98%) continue to perform most positively for the trip overall. Over the last 12 months, overall satisfaction for all operators has improved.

## 2. Overall Satisfaction with Stop/Station/Wharf

Almost all public transport users are satisfied to some extent with the stop, station or wharf where they started their trip, 93% giving a positive rating (between 6 and 10), including 19% of respondents giving a rating of 10 out of 10. Only 3% of respondents are dissatisfied with the stop, station or wharf. Ratings are similar by mode, 92% of ferry passengers, 93% of bus passengers and 94% of those travelling by train are satisfied to some extent with the stop/station/wharf where they commenced their trip. Results for bus and train have improved significantly from last year.

**Summary Table 3: Overall Satisfaction with Stop/Station/Wharf – By Mode (%)**

Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,190)</i>	2015 <i>(n=4,328)</i>	2016 <i>(n=2,313)</i>	2014 <i>(n=1,306)</i>	2015 <i>(n=1,339)</i>	2016 <i>(n=631)</i>	2014 <i>(n=2,736)</i>	2015 <i>(n=2,833)</i>	2016 <i>(n=1,559)</i>	2014 <i>(n=148)</i>	2015 <i>(n=156)</i>	2016 <i>(n=128)</i>
<b>Dissatisfied (0-4)</b>	4	4	<b>3</b>	4	5	<b>3</b>	4	4	<b>2</b>	2	4	<b>2</b>
<b>Neutral (5)</b>	5	<b>6</b>	<b>4</b>	6	6	<b>4</b>	5	6	<b>4</b>	5	3	<b>6</b>
<b>Satisfied (6-10)</b>	91	90	<b>93</b>	90	89	<b>93</b>	91	90	<b>94</b>	93	93	<b>92</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

## 3. Overall Satisfaction with Wellington Region's Public Transport System

Wellington's public transport users are generally satisfied with the region's public transport system, with 88% expressing some degree of satisfaction (that is, giving a rating of between 6 and 10), including 12% who are *extremely satisfied*. Satisfaction with the region's public transport system has increased significantly since last year (83%). This is also illustrated by the fact that 6% of public transport users are dissatisfied with the region's public transport system, a significantly lower result when compared with last year (8%). Levels of satisfaction are similar by mode of transport.

**Summary Table 4: Overall Satisfaction with Wellington Region’s Public Transport System – By Mode (%)**

Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,189)</i>	2015 <i>(n=4,324)</i>	2016 <i>(n=2,292)</i>	2014 <i>(n=1,302)</i>	2015 <i>(n=1,351)</i>	2016 <i>(n=623)</i>	2014 <i>(n=2,739)</i>	2015 <i>(n=2,827)</i>	2016 <i>(n=1,558)</i>	2014 <i>(n=148)</i>	2015 <i>(n=146)</i>	2016 <i>(n=116)</i>
Dissatisfied (0-4)	8	8	6	7	7	6	9 (↑B)	8	5	9	7	4
Neutral (5)	9	9	6	10	8	6	8	10	7	9	8	9
Satisfied (6-10)	83	83	88	83	85	88	83	82	88	82	85	87

Base: All respondents who answered this question, excluding ‘Not applicable’ responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### 4. Likelihood of Recommending Public Transport in Wellington to Others

Satisfaction with public transport services in the Wellington region is further evidenced by the fact that 89% of respondents would recommend using public transport to a friend or colleague (up significantly from 86% last year). The overall likelihood to recommend includes 24% who are *extremely likely* to recommend. Only 5% of respondents would not endorse Wellington’s public transport services to others. The extent of recommendation is high for all three modes, with the train service receiving a significantly higher recommendation endorsement than last year (up from 86% to 91%).

**Summary Table 5: Likelihood of Recommending Public Transport to Others – By Mode (%)**

Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=3,762)</i>	2015 <i>(n=4,246)</i>	2016 <i>(n=2,277)</i>	2014 <i>(n=1,206)</i>	2015 <i>(n=1,309)</i>	2016 <i>(n=622)</i>	2014 <i>(n=2,417)</i>	2015 <i>(n=2,787)</i>	2016 <i>(n=1,533)</i>	2014 <i>(n=139)</i>	2015 <i>(n=150)</i>	2016 <i>(n=122)</i>
Unlikely (0-4)	8	6	5	8	6	5	7	7	4	6	3	5
Neutral (5)	7	8	6	9	8	6	7	7	5	4	7	7
Likely (6-10)	85	86	89	83	86	89	86 (↑B)	86	91	90 (↑B)	90	88

Base: All respondents who answered this question, excluding ‘Not applicable’ responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Among Wellington operators, those travelling on Go Wellington (92%) or Tranz Metro (91%) are significantly more likely to recommend the service than those using the Valley Flyer (83%).

### 3. Satisfaction with All Aspects of Public Transport Service

Of the 19 aspects of Wellington's public transport system considered, passengers are most satisfied with their **personal security during the current trip**, almost all (95%) rating this aspect positively, including full satisfaction among ferry passengers (100% satisfied). Ratings are also very positive for accessibility to the vehicles, including 94% satisfied with the ease of getting on/off the vehicle and 94% giving a positive rating for the ease of getting onto the vehicle from the stop/station/wharf.

In contrast, passengers are least satisfied with the **provision of information about service delays or disruptions**, with only 69% satisfied to some extent. However, in comparison with last year, passengers are more likely to be satisfied with this aspect of the service (overall satisfaction up from 65% to 69%). Train passengers in particular are more satisfied with getting information for service delays/disruptions (73%) than bus passengers (67%) this year. Ferry passengers continue to give poor ratings for the provision of shelter at the wharf (55% satisfied).



Summary Table 6: Satisfaction with Aspects of Public Transport Service (%)

Share Giving Positive Ratings (6-10)

Aspect of Service	Total Sample			Bus			Train			Ferry		
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,347)</i>	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=642)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,575)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>
Personal security during this trip	95	93	95	94	92	95	96 (↑B)	94	96	99 (↑B)	95	100
The ease of getting on the vehicle from the stop/station/wharf	94	93	94	93	92	93	95 (↑BF)	93 (↑B)	95	90	93	92
The ease of getting on/off the vehicle	-	-	94	-	-	93	-	-	95 (↑B)	-	-	93
The stop/station/wharf being easy to get to	91	90	92	93 (↑T)	92	93	90	90	91	94	95 (↑T)	94
Comfort of the inside temperature	90	88	91	90	88	91	90	88	90	95 (↑BT)	90	95
The helpfulness of the driver/staff	89	87	90	85	85	89	90 (↑B)	87 (↑B)	93 (↑B)	95 (↑BT)	95 (↑BT)	96
The attitude of the driver/staff	89	86	89	86	84	87	89 (↑B)	87 (↑B)	92 (↑B)	98 (↑BT)	95 (↑BT)	97
Your personal safety at the stop/station/wharf	86	85	89	85	84	88	87	86	89	92 (↑B)	88	92
The information available at the stop/station/wharf	83	83	87	80	85	87	85 (↑B)	83	89	80	80	88
The travel time	83	82	87	81	81	86	83	83	88	79	83	88
Ease of getting information about public transport routes and timetables	83	83	86	84	82	85	83	84	88	88	87	92
The cleanliness of the stop/station/wharf	82	79	86	80	77	85	82	80	86	96 (↑BT)	95 (↑BT)	94
Having enough seats available	84	79	84	87 (↑T)	82 (↑T)	87 (↑T)	82	76	77	95 (↑BT)	88 (↑T)	91

Aspect of Service	Total Sample			Bus			Train			Ferry		
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,347)</i>	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=642)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,575)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>
How often the service runs	80	78	81	78	75 (↑F)	80	81	80 (↑BF)	84 (↑B)	81	67	84
How convenient it is to pay for public transport	76	77	81	80 (↑T)	81 (↑T)	84 (↑T)	74	74	77	81	84 (↑T)	84
The service being on time	77	69	81	77	72 (↑T)	78	77	67	84 (↑B)	91 (↑BT)	90 (↑BT)	91
The value for money of the fare	70	72	76	72 (↑T)	74 (↑T)	76	68	70	75	81 (↑BT)	77	88
The stop/station/wharf providing shelter from the weather	71	71	72	67 (↑F)	67 (↑F)	68	75 (↑BF)	74 (↑BF)	81 (↑B)	38	53	55
Information about service delays or disruptions	62	65	69	55	64	67	65 (↑B)	66	73 (↑B)	67 (↑B)	73 (↑B)	79

Aspects of current trip	Aspects of stop/station/wharf	Aspects of public transport system overall
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#### 4. Current Performance On What Is Most Important To Passengers

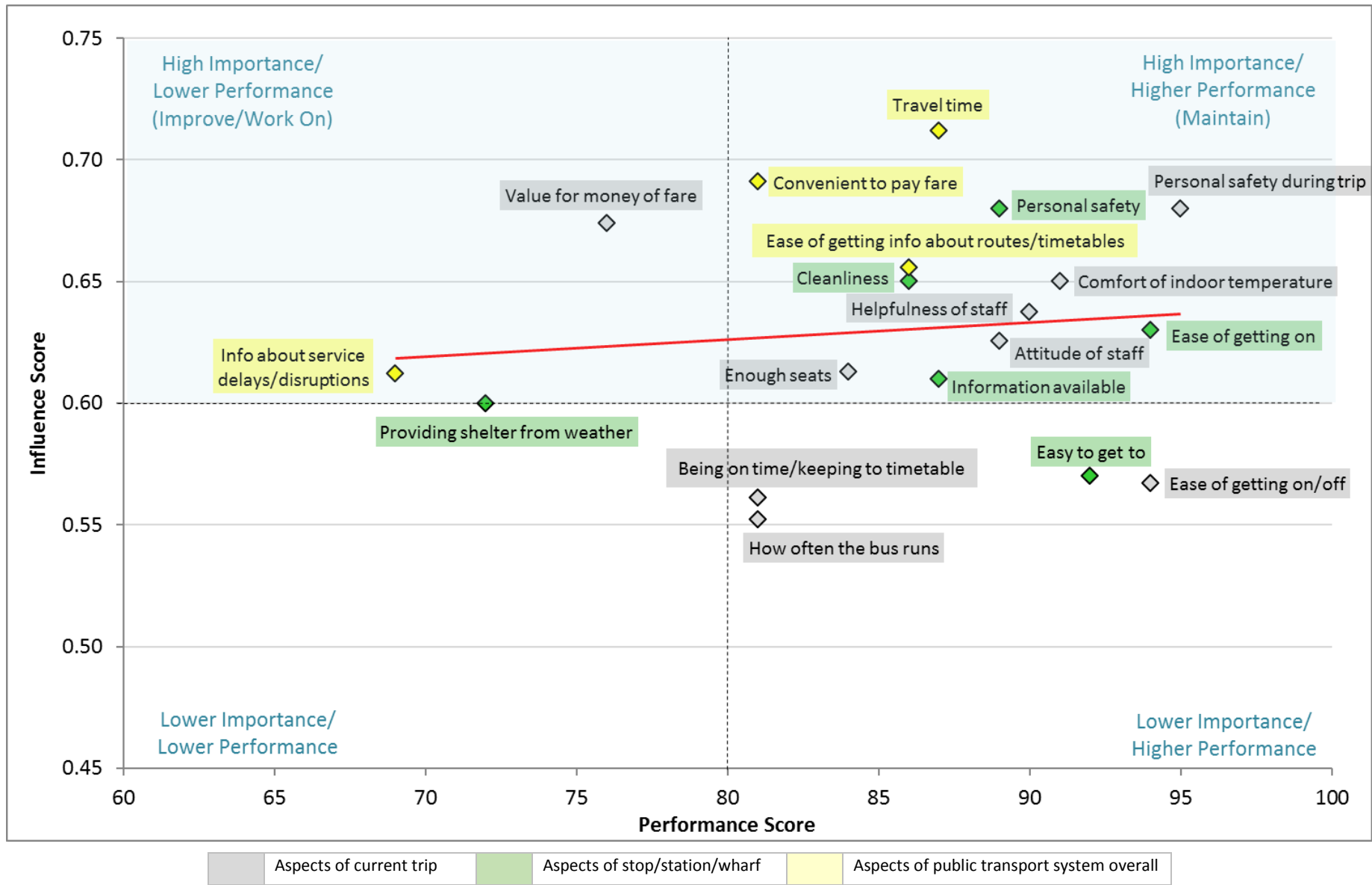
Summary Figure 1 maps the current performance on each aspect of Wellington's public transport system by the aspect's relative influence on overall satisfaction. The trend line<sup>3</sup> slopes up and to the right. This result indicates a good match between performance and influence, with the public transport service performing well on those aspects of service that are most important to passengers.

Key areas of concern are the **provision of information about service delays and disruptions**, the **value for money of the fare**, and the **provision of shelter from the weather at the stop/station/wharf**. These aspects have been identified as core drivers of overall satisfaction (positioned in the top half of the grid), but are currently the most poorly performing aspects of Wellington's public transport system. These areas should be prioritised for improvement over the next 12 months as enhancements to these aspects can be expected to have a notable positive impact on overall satisfaction.

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<sup>3</sup> The trend line assists in depicting the overall relationship between relative influence and performance across the service attributes/drivers. In an ideal situation, the trend line should slope up to the right. This illustrates that the public transport system is performing best on those aspects of service that are most important to passengers/that have the greatest influence on overall satisfaction. A trend line that slopes down to the right indicates a mismatch between performance and importance/influence – that is, at least one service attribute identified as core/important to passengers is currently under-performing (suggesting the need for more resource in this area for example, planning, training, quality control etc.) and/or at least one service attribute with a high performance rating is identified as having little or no importance to passengers/has only minimal influence on overall satisfaction.

Summary Figure 1: Performance on All Aspects of Service Versus Influence on Overall Satisfaction



## 5. Moving Forward

### 1. Suggestions for Improvement to Public Transport Services

A desire for **cheaper fares** (mentioned by 6% of respondents, along with a further 4% calling for cheaper fares for students specifically), **more frequent services** (mentioned by 7% of respondents) and the need for **increased capacity** (by having more buses on the route or more carriages on the train – 6%) are the most frequently mentioned suggestions for improvements to Wellington’s public transport system. Only 4% mention **improving the reliability of services** this year, down significantly from 10% last year.

Summary Table 7: Suggestions for Improvement to Public Transport Services (%)

Suggestion for Improvement	Total Sample		
	2014 (n=4,298)	2015 (n=4,426)	2016 (n=2,361)
More frequent services	8	8	7
Cheaper fares	10	7	6
More buses on the route/more carriages/more seats available/reduce overcrowding	6	6	6
Integrated ticketing/automate ticketing system	6	6	5
Improved reliability of services – run on time/to timetable	10	10	4
Cheaper fares for students	4	2	4
Friendlier drivers	3	3	3
Improvements to stops/stations/wharves (shelters, seating, toilets, rubbish bins etc.)	2	3	3
More/more frequent weekend/late night/holiday services	3	3	3
More stops/destinations, wider coverage of service	2	2	2
Better connections/co-ordination between services	2	1	2

Base: All respondents.

Table lists those improvements mentioned by 2% or more of respondents.

Orange highlighting denotes a statistically significant change from the previous year.

### 2. Suggestions for Improvement to Stop/Station/Wharf

Similar to previous years, the most frequently mentioned suggestion for improvement to the stop/station/wharf is the **provision of more and/or improved shelter from the weather** (19%). This included 22% of bus passengers and 30% of those using the ferry. Train passengers are significantly less likely to make this suggestion when compared to last year (down from 17% to 14% this year). Other frequently mentioned suggestions relating to the physical infrastructure include cleaner stops/stations/wharves (6%) and the provision of information about public transport and the services available at the stop/station/wharf (5%) or to install more Real Time information boards (5%). Another 4% alluded to the need for more seats.

**Summary Table 8: Suggestions for Improvement to Stop/Station/Wharf (%)**

Suggestion for Improvement	Total Sample		
	2014 (n=4,298)	2015 (n=4,436)	2016 (n=2,361)
More/improved shelter from weather (wind, rain, sun)	19	18	19
Cleaner stops and stations, including having more rubbish bins available	8	9	6
More info available/info easier to read (e.g. timetables, pricing, routes)	5	4	5
More Real Time Information boards/digital displays	4	3	5
More seats available	5	4	4
Ensure electronic signs correct/show actual times/face right way etc.	1	3	2
Better lighting	3	2	2
Maintenance work – fix leaks in roof, holes in footpath, remove graffiti, replace broken glass etc.	2	2	2
More/improved parking available	3	2	2

Base: All respondents.

Table lists those improvements mentioned by 2% or more of respondents.

## 6. Access to Public Transport Information

Public transport users are most likely to have used the Metlink website (75%) or information available at the stop/station/wharf, including Real Time Information boards (71%). Printed timetables (35%), smartphone app or widget (29%) and the Metlink Call Centre (12%) are less commonly used.

More than three-quarters of public transport users (77%) reported having used multiple sources of public transport information in the last three months. Only one in five (20%) had used a single information source and 3% reported not having used any public transport information in the last three months. The average number of sources of public transport information used is 2.3.

Most public transport users (89%) are satisfied to some extent with the public transport information currently available, including 14% who are *extremely satisfied*. Only 4% express any dissatisfaction. Levels of satisfaction are similar, irrespective of the source of public transport information currently used, ranging from 90% among those using a smartphone app or widget to 84% of Metlink Call Centre users.

To improve the provision and quality of public transport information further, users would like to see:

- more Real Time Information boards installed (4%);
- more regular checks to ensure that the current Real Time Information boards are operational and accurate (3%);
- making the Metlink website more user-friendly/easier to navigate (3%); and
- improving the text alert service to ensure that texts arrive early enough to be useful (3%).

# 1. Introduction

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An effective transport network is the lifeblood of the Wellington region. Making sure that people and freight can move quickly and safely around and in and out of the region is one of our Greater Wellington Regional Council's main responsibilities<sup>4</sup>. As part of its transportation function, Greater Wellington plans for, and funds Metlink, the region's public transport network. The network includes a comprehensive range of bus services throughout the region; five passenger rail lines from Wellington and the harbour ferry. Greater Wellington is also responsible for public transport infrastructure such as railway stations, bus and ferry shelters, signage and park and ride facilities<sup>5</sup>.

The New Zealand Transport Agency (NZTA) requires that surveys of user perceptions of public transport are carried out by approved organisations receiving central government funding, as part of monitoring requirements. To improve consistency of the data collected in different regions, identical wording and a consistent format for questions across regions is mandatory<sup>6</sup>. Greater Wellington Regional Council commissioned Gravitas Research and Strategy to conduct its 2015/16 public transport customer satisfaction survey in line with NZTA guidelines. This report provides the results of this survey.

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<sup>4</sup> <http://www.gw.govt.nz/transport/>

<sup>5</sup> <http://www.gw.govt.nz/public-transport-2/>

<sup>6</sup> <http://www.nzta.govt.nz/resources/procurement-manual/docs/appendix-k-measuring.pdf>

## 2. Research Approach and Design

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### 2.1 Methodology

In order to collect the information efficiently and meet the research objectives, Gravitas conducted an on-board survey with bus, train and ferry passengers, using a self-completion methodology. The key advantage of this method is that users of Wellington's public transport could be consulted while they were actually using the service.

### 2.2 Sampling Frame, Size and Selection

#### *Selecting Trips/Services*

In accordance with NZTA guidelines, a random sampling technique was used to select the trips to be surveyed on. Greater Wellington Regional Council provided a database of all current services. The following process was used to select the trips to be surveyed on:

1. The database of all trips was first sorted by trip start time, with all trips starting before 6:30 am or after 6:30 pm being excluded<sup>7</sup>.
2. Trips were then sorted by mode, and allocated to one of four time slots, based on the trip start time:
  - Weekday AM Peak (6:30 am to 9:29 am)
  - Weekday inter-peak (9:30 am to 3:29 pm)
  - Weekday PM Peak (3:30 pm to 6:29 pm)
  - Weekend.
3. A randomisation was then performed on each 'time slot' of trips. Trips were randomised three times using Excel's randomisation function. The top 'n' trips were then selected for surveying, the 'n' number based on patronage data provided by Greater Wellington Regional Council.

A roster was then designed to ensure cost-efficient coverage of these randomly selected trips. Note: In contrast to the 2014, in 2015 and 2016 no surveying was conducted on 'transit' trips (that is, those trips required to allow surveying teams to connect between the randomly selected trips).

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<sup>7</sup> These trips were excluded due to concerns around interviewer safety and cost inefficiencies associated with travelling to meet early morning inbound trips and travelling back from late evening outbound trips.



**Table 2.2: Sample Sizes by Mode**

	Number of Trips								
	Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Randomly-selected trips	100	106	102	80	88	90	12	15	14
Transit trips surveyed on	96	-	-	61	-	-	9	-	-
<b>Total</b>	<b>196</b>	<b>106</b>	<b>102</b>	<b>141</b>	<b>88</b>	<b>90</b>	<b>21</b>	<b>15</b>	<b>14</b>

	Number of Completed Questionnaires								
	Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Randomly-selected trips	811	1162	647	1915	3010	1583	108	284	132
Transit trips surveyed on	535	-	-	884	-	-	45	-	-
<b>Total</b>	<b>1346</b>	<b>1162</b>	<b>647</b>	<b>2799</b>	<b>3010</b>	<b>1583</b>	<b>153</b>	<b>284</b>	<b>132</b>
Max. margin of error*	± 2.7%	± 2.9%	± 3.9%	± 1.9%	± 1.8%	± 2.5%	± 7.9%	± 5.8%	± 8.5%

\* (at 95% confidence interval)

Table 2.3 provides a profile of the sample by operator, time and direction.

**Table 2.3: Sample Sizes by Operator**

	Number of Trips			Number of Completed Questionnaires			Maximum Margin of Error <i>(at 95% confidence interval)</i>		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Operator</b>									
Tranz Metro	141	88	90	2799	3010	1583	± 1.9%	± 1.8%	± 2.5%
GO Wellington	109	45	37	856	684	395	± 3.3%	± 3.7%	± 4.9%
Valley Flyer	54	31	32	284	284	148	± 5.8%	± 5.8%	± 8.1%
Mana Coach Services	23	23	19	127	139	43	± 8.7%	± 8.3%	± 15.0%
East By West Ferry	21	15	14	153	284	132	± 7.9%	± 5.8%	± 8.5%
Newlands Coach Services	7	4	11	60	33	56	± 12.7%	± 17.1%	± 13.1%
Tranzit Coachlines Wairarapa	1	2	2	14	19	4	± 26.2%	± 22.5%	± 49.0%
Madge Coachlines	2	1	1	5	3	1	± 43.8%	± 56.6%	± 98.0%
Kapiti Coach Tours	0	0	0	0	0	0	-	-	-
Runciman Motors Ltd	0	0	0	0	0	0	-	-	-
<b>Time Period</b>									
AM Peak	92	62	62	1621	1634	902	± 2.4%	± 2.4%	± 3.3%
Interpeak	98	48	50	991	768	426	± 3.1%	± 3.5%	± 4.7%
PM Peak	88	59	50	1122	1547	551	± 2.9%	± 2.5%	± 4.2%
Weekend	80	40	44	564	507	431	± 4.1%	± 4.4%	± 4.7%
<b>Direction of Trip</b>									
Inbound	170	86	85	2245	2135	1143	± 2.1%	± 2.1%	± 2.9%
Outbound	188	123	117	2053	2321	1119	± 2.2%	± 2.0%	± 2.9%
Other	-	-	4	-	-	100	-	-	± 9.8%
<b>Total</b>	<b>358</b>	<b>209</b>	<b>206</b>	<b>4298</b>	<b>4456</b>	<b>2362</b>	<b>± 1.5%</b>	<b>± 1.5%</b>	<b>± 2.0%</b>

Information on the profile of the survey respondents (gender, age etc.) is provided in Appendix Two.

## 2.3 Questionnaire Design

To ensure that customer satisfaction survey results are comparable across operators, modes and regions, and to allow national statistics to be developed for the purpose of accountability reporting to government, the New Zealand Transport Agency has developed a list of common questions. These formed the core of the customer satisfaction survey. In 2016, additional questions were added to understand sources of public transport information currently used, to measure satisfaction with the current information provision and to identify suggestions for improvement.

The pre-pilot questionnaire was signed off by the Greater Wellington Regional Council team prior to pilot testing.

## 2.4 Questionnaire and Interview Pilot Process

In order to ensure that the questionnaire met the objectives of the research, was understandable, relevant and safe for respondents and could be administered efficiently, a comprehensive pilot of the survey process was undertaken by the Gravitas's surveying team prior to live fieldwork commencing.

The pilot was conducted on Wednesday the 13<sup>th</sup> of April 2016. An experienced surveying team, accompanied by Gravitas's Field Manager as observer, conducted surveys on one bus, one ferry and one train trip as per the standard interviewing process outlined below. The Field Manager made a note of possible enhancements to the interviewing process throughout the shift, and the surveying team were debriefed to identify further suggestions to enhance the efficiency of survey administration and also to increase the survey response rate. In addition, each questionnaire received back was reviewed in full by the project team in order to identify design enhancements to maximise the response rate and completeness of the data provided.

An overview of the pilot was provided to the Greater Wellington Regional Council's project team and suggestions for enhancements to the questionnaire and the interview process were signed off.

## 2.5 Administrating the Interviews

Live surveying took place between the 3<sup>rd</sup> and 29<sup>th</sup> of May 2016<sup>8</sup>. Note that there were no public, school or tertiary holidays over this period. A survey team, comprising two surveyors (clearly identified with name badges) travelled on each rostered service and positioned themselves by the entrance and exit doors of the vehicle.

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<sup>8</sup> This fieldwork period is three weeks later than for the 2015 survey (21<sup>st</sup> of April and 10<sup>th</sup> of May 2015) but is consistent with the 2014 survey (5<sup>th</sup> and 25<sup>th</sup> of May 2014)

Surveyors distributed the questionnaire to every second passengers aged 15 years or older boarding the randomly-selected trips. Between stops, surveyors collected completed surveys and offered assistance to those with queries. As far as possible, surveyors checked and queried completed forms as they were returned. A team of supervisors joined 10% of all services surveyed to observe and check procedures.

Table 2.4 shows the response rate (that is, the proportion of passengers invited to take part who ultimately completed and returned the survey form) by mode and overall.

**Table 2.4: Response Rates by Mode**

	Response Rate		
	2014	2015	2016
Ferry	76%	73%	76%
Train	56%	63%	59%
Bus	51%	60%	57%
<b>All Modes</b>	<b>58%</b>	<b>63%</b>	<b>59%</b>

All completed questionnaires were checked by supervisory staff before the data was entered into SPSS Surveycraft, Gravitas’s data analysis package. This allowed data tables to be produced and for results to be cross-tabulated by key variables.

## 2.6 Analysis and Reporting

### *Back coding*

All open-ended responses, as well as those entered into ‘other’ categories, were ‘back coded’. This involved creating a code frame (a list of themes) and assigning each open-ended response to the relevant code/theme so that all results had a numeric code.

### *Data Cleaning*

The data cleaning process was conducted once the data from all questionnaires had been collected. The process involved manual checking of the dataset by the Gravitas Data Manager to ensure each record was complete. Checking of data for each question to ensure responses given were valid (that is, were contained within the options provided) also took place.

### *Data Weighting*

In 2015, to allow for accurate comparisons of results with those from 2014, the ‘total’ (all modes) results presented were weighted so that the distribution by mode (that is, the share of bus, train and ferry respondents in the ‘total’ results) matched the 2014 survey. In contrast, this year results have been weighted by mode to be representative of the actual patronage of public transport trips in May 2016.

As bus trips comprised 65% of all public transport trips in May, the survey results for bus passengers have been weighted up to comprise 65% of the ‘total’ (all mode) sample. Results from train passengers have been weighted down to comprise 34% of all trips. Results from ferry passengers make up the remaining 1%.

**Table 2.5: Actual and Weighted Distribution of Mode in ‘Total’ (All Mode) Results**

	2013/14		2014/15 Sample			2015/16 Sample		
	No. of Interviews	Actual Distribution	No. of Interviews	Actual Distribution	Weighted Distribution	No. of Interviews	Actual Distribution	Weighted Distribution
Train	2,799	65%	3,010	68%	65%	1583	67%	34%
Bus	1,346	31%	1,162	26%	31%	647	27%	65%
Ferry	153	4%	259	6%	4%	132	6%	1%
<b>All Modes</b>	<b>4,298</b>	<b>100%</b>	<b>4456</b>	<b>100%</b>	<b>100%</b>	<b>2,362</b>	<b>100%</b>	<b>100%</b>

**Note:** The summary report submitted to NZTA to meet national annual monitoring requirements provides results by mode only (no ‘all mode’ results are reported). Consequently, unweighted data was used for the summary report.

### **Significance Testing**

All data presented in this report has been cross-tabulated by trip characteristics and key passenger demographic variables:

- Transport mode
- Service operator
- Time of trip – peak/off-peak and AM peak/interpeak/PM peak/weekend
- Direction of trip (inbound versus outbound)
- Payment method used
- Gender of passenger
- Age of passenger

Statistically significant differences in results by trip and demographic characteristics have been highlighted in the tables along with statistically significant changes in results from previous survey waves<sup>9</sup>.

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<sup>9</sup> When used in statistics, ‘significant’ does not mean ‘important’ or ‘meaningful’, as it does in everyday speech. Statistical significance is a statistical assessment of whether a result reflects a pattern (or in the case of this survey, a true increase or decrease) rather than being just chance – that is, if the questions were asked again of a different sample, the same outcome (result) would occur. In statistical testing, a result is deemed statistically significant if it is unlikely to have occurred by chance, and hence provides enough evidence to reject the hypothesis of ‘no change over time’.

## 2.7 Report Structure

The report is structured similarly to the questionnaire.

- Section Three: Passenger Perceptions of the Current Trip**
- This section provides results for passengers' perceptions of the on-board trip experience. Results are provided overall, and by mode and operator. The relative influence of the various aspects of the on-board experience on overall satisfaction is also outlined.
- Section Four: Passenger Perceptions of the Stop/Station/Wharf**
- This section details results for passengers' perceptions of the stop, station or wharf where they boarded the surveyed service. Results are provided overall, and by mode. *Note that as the stop/station/wharf infrastructure is owned by Greater Wellington Regional Council, it was deemed not appropriate to provide results by operator.* This section concludes with passenger-initiated suggestions for enhancement to the current stops/stations/wharves.
- Section Five: Passenger Perceptions of Wellington Region's Public Transport System**
- In contrast to the previous sections where results are trip-specific, this section outlines passengers' general perceptions of the region's public transport system – travel times, convenience of payment, and the ease of accessing different types of information. Again, results are provided overall and by mode. *Note that as these questions related to the region's public transport system generally, it was deemed not appropriate to provide results by operator.*
- Section Six: Moving Forward**
- This section provides insight into passengers' likelihood of recommending use of the region's public transport system to others, and outlines passenger-initiated suggestions for improvement to the transport system going forward.
- Section Seven: Passenger Perceptions of Public Transport Information**
- This section provides results for sources of public transport information used in the previous three months, and users' perceptions of the public transport information currently available. User-initiated suggestions for the improved provision of public transport information are also provided.

For each aspect of the current trip and public transport system that respondents were asked to rate, the following information is presented:

- The share selecting each point on the 11-point rating scale – both overall and by mode
- The share giving negative (points 0-4 on the rating scale), neutral (5) or positive (6-10) ratings – overall and by mode. Results are also presented by operator for aspects of the service related to the actual trip. Differences in these ratings between modes and between operators have been significance-tested, with statistically significant differences highlighted in the report.
- The share of respondents who are statistically significantly more likely to give a negative or positive rating based on passenger (gender, age, type of payment used) and trip (inbound/outbound, on peak/off-peak) characteristics.

### 3. Passenger Perceptions of Current Trip

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#### Highlights

- The majority of Wellington public transport users are satisfied to some extent with their trip overall, 93% giving a positive rating (that is, giving a rating between 6 and 10), including 19% who are *extremely satisfied*. Just 2% of respondents expressed any dissatisfaction with their current trip overall.
- The share of passengers who are satisfied with the current trip overall is up significantly from last year (from 89% to 93%), a positive result. This year's result is in line with that reported in 2014 (92%).
- Of the nine aspects of the trip considered, public transport users continue to be most positive about the **personal security on the trip** (95% satisfied to some extent). Public transport users are also positive about the **ease of getting on/off** the vehicle (94%).
- In contrast, ratings were notably less positive for the trip representing **value for money of the fare** with only 76% of passengers rating this aspect positively, although this share is up from 72% in 2015. This result is of particular concern as value for money of the fare is a core driver of overall satisfaction with the trip. Improvements to this aspect of the trip (by reducing fare costs, adding value through improved service delivery and new facilities and/or making public transport users more aware of the value for money public transport offers through communications etc.) can be expected to have a great positive impact on overall satisfaction with the trip going forward.
- Ratings for all aspects of the current trip show a significant improvement since last year. The most notable change was for satisfaction with the service running on time (up from 69% last year to 81% this year). Satisfaction with service being on time is significantly higher among train passengers (84%) than those using the bus (78%).



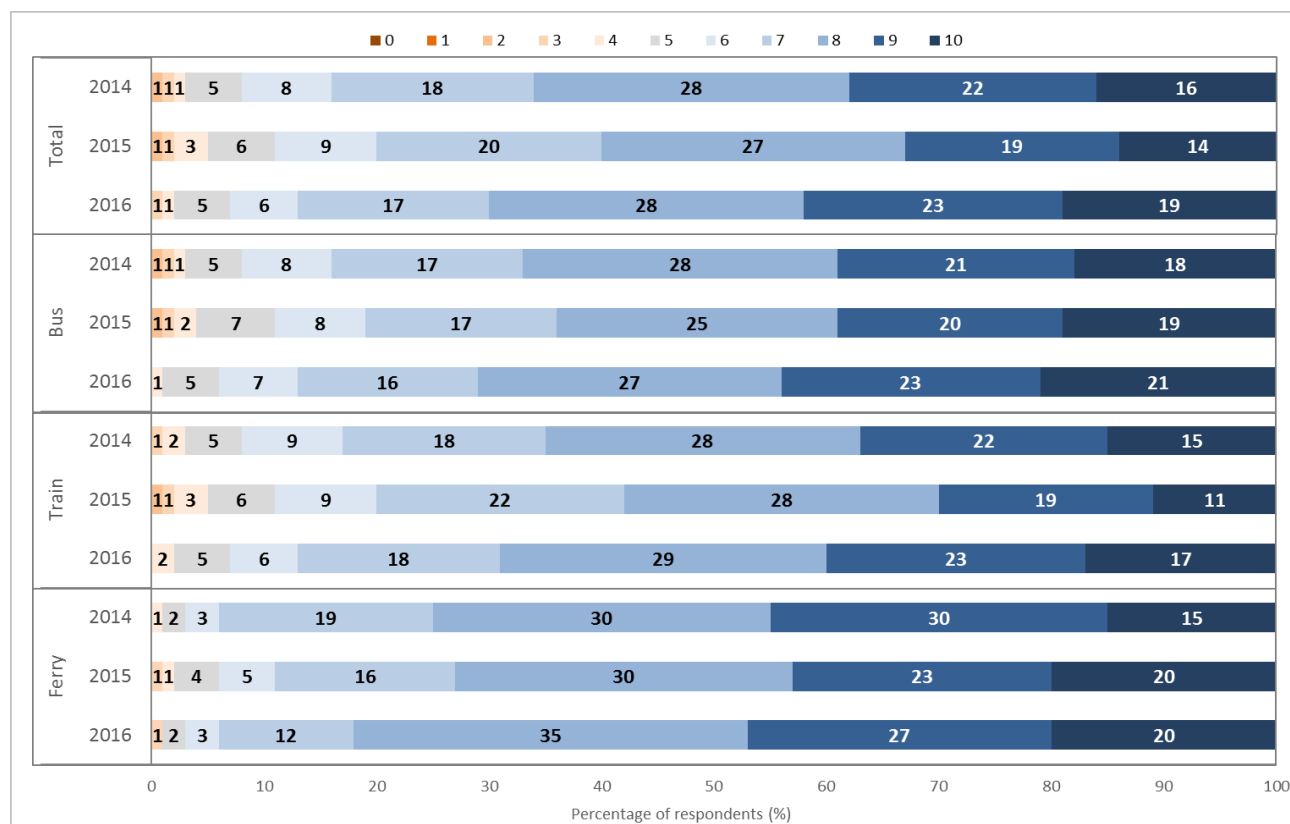
### 3.1 Overall Satisfaction with Trip – All Modes

The majority of Wellington public transport users continue to be satisfied to some extent with their trip overall, with 93% giving a rating between 6 and 10 (satisfied to some extent), among which 19% of users are *extremely satisfied* (gave a rating of 10 out of 10). These results are significantly higher than those of last year (89% satisfied in 2015), but similar to those of 2014 (92% satisfied). Only 2% gave a rating between 0 and 4 (dissatisfied to some extent). This represents a significantly decline from 5% last year.

Over the last 12 months, significant increases in satisfaction with the trip overall were evident for bus and train passengers (up from 89% to 94% and 89% to 93% respectively). Ratings by mode of transport this year are at a similar level as the ratings in 2014.

Of the six operators, East by West Ferries (97%) and Newlands Coach Service (98%) continue to perform most positively for the trip overall. Over the last 12 months, overall satisfaction for all six operators has improved, with Tranz Metro receiving a significantly higher rating compared to last year (up from 89% to 93%).

Figure 3.1: Satisfaction with Current Trip Overall – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Rating</b>	<i>(n=4,117)</i>	<i>(n=4,247)</i>	<i>(n=2,261)</i>	<i>(n=1,293)</i>	<i>(n=1,324)</i>	<i>(n=614)</i>	<i>(n=2,676)</i>	<i>(n=2,773)</i>	<i>(n=1,537)</i>	<i>(n=148)</i>	<i>(n=150)</i>	<i>(n=128)</i>
<b>Dissatisfied (0-4)</b>	3	5	2	3	4	1	3	5	2 (↑B)	1	1	1
<b>Neutral (5)</b>	5	6	5	5	7	5	5	6	5	2	5	2
<b>Satisfied (6-10)</b>	92	89	93	92	89	94	92	89	93	97 (↑BT)	94	97
<b>Mean rating (out of 10)</b>	7.9	7.7	8.1	7.9	7.8	8.1	7.8	7.6	8.0	8.3	8.2	8.4

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=148)	(n=150)	(n=128)	(n=820)	(n=771)	(n=371)	(n=121)	(n=160)	(n=42)
Dissatisfied (0-4)	1	1	1	2	3	1	2	5	2
Neutral (5)	2	5	2	5	7	6 (↑V)	5	7	5
Satisfied (6-10)	97 (↑GTV)	94	97	93	90	93	93	88	93
Mean rating (out of 10)	8.3	8.2	8.4	7.9	7.8	7.9	8.2	8.1	8.4

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=60)	(n=38)	(n=45)	(n=2,676)	(n=2,773)	(n=1,537)	(n=274)	(n=329)	(n=141)
Dissatisfied (0-4)	2	3	0	3	5	2 (↑G)	6 (↑EG)	6 (↑EG)	2
Neutral (5)	7	3	2	5	6	5	5	4	4
Satisfied (6-10)	91	94	98 (↑GT)	92	89	93	89	90	94
Mean rating (out of 10)	8.0	7.5	8.2	7.8	7.6	8.0	7.9	7.9	8.5

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Transit Coachlines (n=4) are too small to provide statistically reliable results.

### Rating of 6-10 significantly more likely among passengers:

- Travelling during the morning peak (95%)
- Aged 60 years or older (98%)

### Rating of 0-4 significantly more likely among passengers:

- Travelling during the afternoon peak (3%)

### 3.2 Comparative Perceptions of Trip

In 2016, the questionnaire has been refined slightly<sup>10</sup> and a total of nine aspects of the current trip were evaluated. For the eight aspects common to the surveys conducted from 2014 to 2016, all of them receive significantly higher satisfaction ratings over the course of the year. Public transport users continue to be most positive about their personal security during the trip, 95% rating this aspect positively (that is, giving a rating between 6 and 10). The remaining aspects range from the comfort of inside temperature (91% satisfied) to value for money/fare (76% satisfied). This year's newly refined statement about the ease of getting on/off the vehicle receive a satisfaction rating of 94%. Ratings are least positive for value for money of the fare (76%, but up from 72% last year).

Across modes of transport, public transport users are generally more satisfied about their trip this year compared with 2015. While aspects of the train service had been especially less positive on all measures last year, the ratings this year have improved, with five out of nine aspects being rated significantly higher by train passengers than those travelling by bus.

The results for each aspect of the current trip are provided in more detail in the following sections.

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<sup>10</sup> In 2016, the statements "The ease of getting on the vehicle" and "The ease of getting off the vehicle" has been combined into one statement "The ease of getting on/off the vehicle".

**Table 3.1: Comparative Perceptions of Trip (%)**

*Share Giving Positive Ratings (6-10)*

Aspect of Service	Total Sample			Bus			Train			Ferry		
	2014 (n=4,298)	2015 (n=4,426)	2016 (n=2347)	2014 (n=1,346)	2015 (n=1,385)	2016 (n=642)	2014 (n=2,799)	2015 (n=2,881)	2016 (n=1,575)	2014 (n=153)	2015 (n=159)	2016 (n=132)
Personal security during this trip	95	93	95	94	92	95	96 (↑B)	94	96	99 (↑B)	95	100
The ease of getting on/off the vehicle*	-	-	94	-	-	93	-	-	95 (↑B)	-	-	93
Comfort of the inside temperature	90	88	91	90	88	91	90	88	90	95 (↑BT)	90	95
The helpfulness of the driver/staff	89	87	90	85	85	89	90 (↑B)	87	93 (↑B)	96 (↑BT)	95	96
The attitude of the driver/staff	89	86	89	86	84	87	89 (↑B)	87 (↑B)	92 (↑B)	98 (↑BT)	95 (↑BT)	97
Having enough seats available	84	79	84	87 (↑T)	82 (↑T)	87 (↑T)	82	76	77	95 (↑BT)	88	91
How often the service runs	80	78	81	78	75	80	81	80 (↑BF)	84 (↑B)	81	67	84
The service being on time	77	69	81	77	72 (↑T)	78	77	67	84 (↑B)	91 (↑BT)	90 (↑BT)	91
The value for money of the fare	70	72	76	72 (↑T)	74 (↑T)	76	68	70	75	81 (↑BT)	77	88

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

\*In 2016, the statements "The ease of getting on the vehicle" and "The ease of getting off the vehicle" has been combined into one statement "The ease of getting on/off the vehicle", therefore comparison over time is not available.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

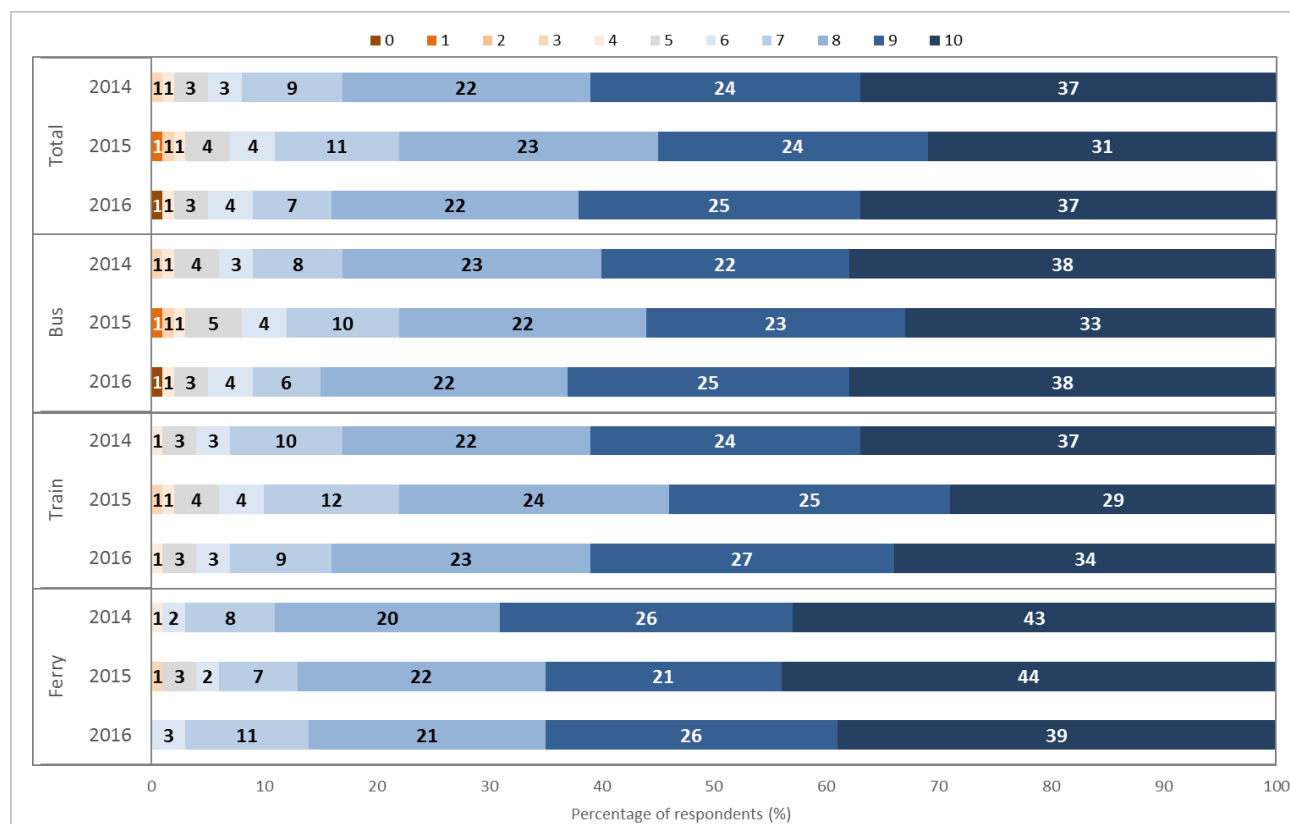
### *Your Personal Security During the Trip*

Passengers feel safe when using Wellington's public transport system, almost all respondents (95%) reporting they are satisfied to some extent with their personal security during the trip (giving a rating between 6 and 10), including 37% who are *extremely satisfied*. These results are significantly better than last year (93% satisfied) but on a similar level when comparing with data from 2014 (95%).

All three modes of transport have significantly better ratings than last year for personal safety during the trip, with ferry service receiving 100% satisfaction. Again, ratings are similar to results from 2014.

Results by operator show that those travelling by Newlands (100%) and Go Wellington (96%) report being significantly more satisfied with their personal security during the trip than those travelling by Valley Flyer (93%).

Figure 3.2: Personal Security During the Trip – By Mode and Operator (%)



Rating	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
	(n=4,235)	(n=4,371)	(n=2,333)	(n=1,322)	(n=1,365)	(n=639)	(n=2,760)	(n=2,848)	(n=1,561)	(n=153)	(n=158)	(n=127)
Dissatisfied (0-4)	2	3	2	2	3	2	1	2	2	1	1	0
Neutral (5)	3	4	3	4	5	3	3	4	3	0	4	0
Satisfied (6-10)	95	93	95	94	92	95	96 (↑B)	94	96	99 (↑B)	95	100
Mean rating (out of 10)	8.7	8.4	8.7	8.6	8.4	8.7	8.7	8.4	8.6	9.0	8.8	8.9

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=153)	(n=158)	(n=127)	(n=840)	(n=802)	(n=389)	(n=124)	(n=164)	(n=43)
Dissatisfied (0-4)	1	1	0	2	2	1	5 (↑EGT)	2	5 (↑GNT)
Neutral (5)	0	4	0	3 (↑E)	3	3	6 (↑EGT)	7 (↑G)	2
Satisfied (6-10)	99 (↑GMNV)	95 (↑V)	100	95 (↑MV)	95 (↑V)	96 (↑V)	89	91	93
Mean rating (out of 10)	9.0	8.8	8.9	8.6	9.4	8.7	8.4	8.5	8.5

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=59)	(n=39)	(n=46)	(n=2,760)	(n=2,848)	(n=1,561)	(n=280)	(n=333)	(n=146)
Dissatisfied (0-4)	2	3	0	1	2	1	4	4 (↑T)	3 (↑GN)
Neutral (5)	3 (↑E)	3	0	3 (↑E)	4	3	5 (↑ET)	8 (↑GT)	4(↑N)
Satisfied (6-10)	95	94	100 (↑GMTV)	96 (↑MV)	94 (↑V)	96	91	88	93
Mean rating (out of 10)	8.7	8.1	9.1	8.7	8.4	8.6	8.6	8.3	8.6

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Tranzit Coachlines (n=4) are too small to provide statistically reliable results.

### Rating of 6-10 significantly more likely among passengers:

- (none)

### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (5%)
- Paying by cash (3%)



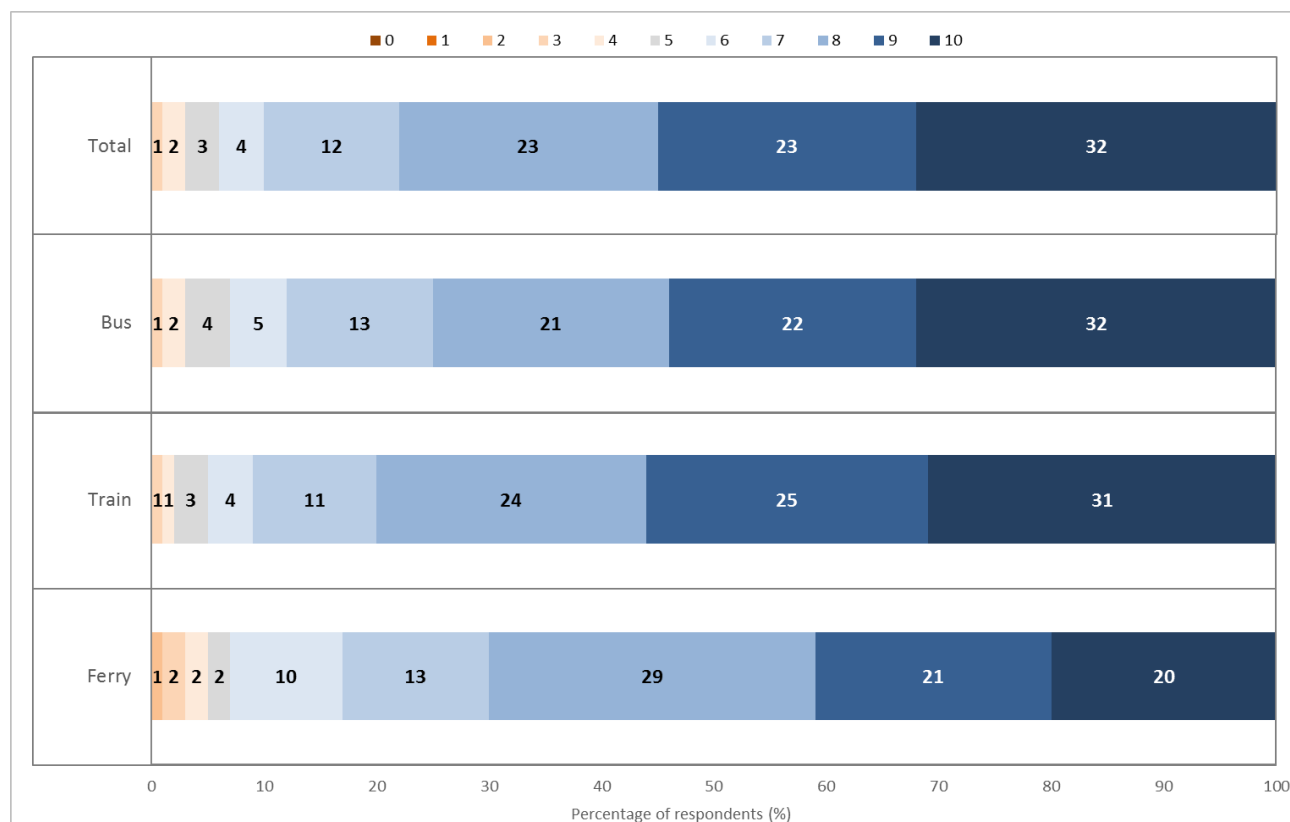
### *The Ease of Getting On/Off the Vehicle (Ramps, Handrails, Steps etc.)*

Almost all respondents are satisfied to some extent with the ease of getting on the vehicle, 94% giving a positive rating (between 6 and 10), including 32% who are *extremely satisfied* (giving a rating of 10 out of 10). Only 3% are dissatisfied. Those travelling by train (95%) were significantly more likely to be satisfied with this aspect than those travelling by bus (93%).

Results by operator show that ratings for ease of getting on the vehicle are most positive for Newlands (96% satisfied), Tranz Metro (95%) and Go Wellington (94%) services, the latter two operators were rated significantly higher than Valley Flyer (90%).

*Note: This question was asked for the first time in 2016. Previously, ease of access had been asked as two separate questions – satisfaction with ease of getting on, and satisfaction with ease of getting off the vehicle. Both attributes received an overall satisfaction rating of 92% in 2015.*

**Table 3.3: Ease of Getting On/Off the Vehicle – By Mode and Operator (%)**



	<b>Total</b>	<b>Bus</b>	<b>Train</b>	<b>Ferry</b>
	<b>2016</b>	<b>2016</b>	<b>2016</b>	<b>2016</b>
<b>Rating</b>	<b>(n=2,345)</b>	<b>(n=641)</b>	<b>(n=1575)</b>	<b>(n=132)</b>
<b>Dissatisfied (0-4)</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>5</b>
<b>Neutral (5)</b>	<b>3</b>	<b>4</b>	<b>3</b>	<b>2</b>
<b>Satisfied (6-10)</b>	<b>94</b>	<b>93</b>	<b>95 (↑B)</b>	<b>93</b>
<b>Mean rating (out of 10)</b>	<b>8.4</b>	<b>8.4</b>	<b>8.5</b>	<b>8.0</b>

	East By West	Go Wellington	Mana	Newlands	Tranz Metro	Valley Flyer
	2016	2016	2016	2016	2016	2016
Rating	(n=132)	(n=393)	(n=43)	(n=45)	(n=1,575)	(n=145)
Dissatisfied (0-4)	5	3	2	2	2	4 (↑T)
Neutral (5)	2	3	7 (↑GT)	2	3	6 (↑GT)
Satisfied (6-10)	93	94 (↑V)	91	96	95 (↑MV)	90
Mean rating (out of 10)	8.0	8.4	8.4	8.6	8.5	8.2

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Question has changed for the 2016 survey wave, hence comparison with previous years' data is not available.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Transit Coachlines (n=4) are too small to provide statistically reliable results.

#### Rating of 6-10 significantly more likely among passengers:

- Travelling during peak hours (95%), especially in the morning (95%)
- Travelling on a weekday (95%)

#### Rating of 0-4 significantly more likely among passengers:

- Using a SuperGold Card (7%)
- Aged 65 years or over (6%)

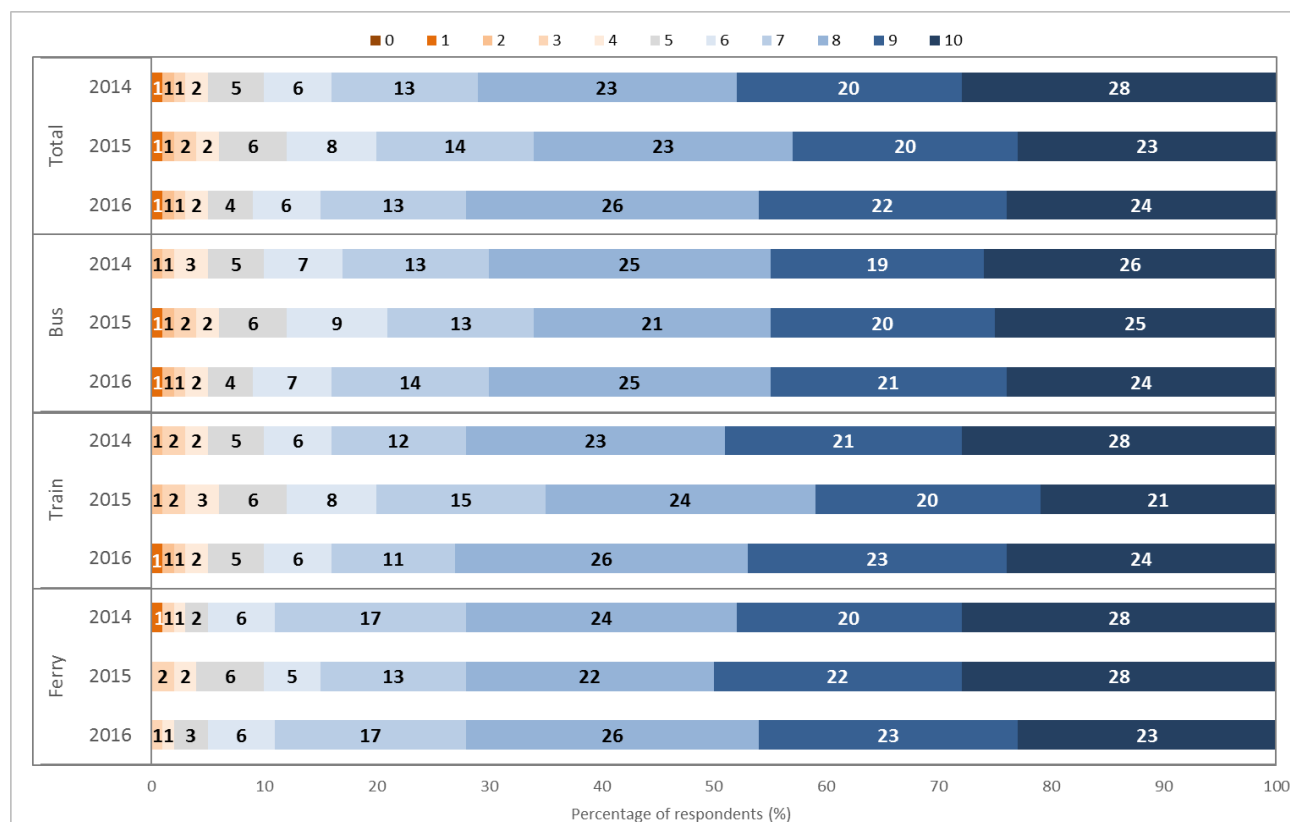
### *The Comfort of the Inside Temperature*

Passenger perceptions of the comfort of the inside temperature of the vehicle have improved significantly over the last 12 months, from 88% to 91% satisfied to some extent (giving a rating of between 6 and 10), including 24% who are *extremely satisfied* (giving a rating of 10 out of 10). Five per cent express dissatisfaction this year.

Perceptions of temperature have improved for all three modes over the last 12 months, these improvements statistically significant for bus (up from 88% to 91%) and train (up from 88% to 90%). Consistent with the overall trend, ratings by modes of transport were similar to what they were in 2014.

All operators were rated 90% or over for the comfort of the temperature inside the vehicle, most notably with Newlands (from 70% last year to 92% this year) and Tranz Metro (from 88% last year to 90% this year). There were no significant differences between different operators.

Figure 3.5: Comfort of the Inside Temperature – By Mode and Operator



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=4,270)	(n=4,396)	(n=2,347)	(n=1,338)	(n=1,375)	(n=642)	(n=2,779)	(n=2,867)	(n=1,576)	(n=153)	(n=154)	(n=116)
Dissatisfied (0-4)	5	6	5	5	6	5	5	6	5	3	4	2
Neutral (5)	5	6	4	5	6	4	5	6	5	2	6	3
Satisfied (6-10)	90	88	91	90	88	91	90	88	90	95 (↑BT)	90	95
Mean rating (out of 10)	8.1	7.9	8.1	8.1	7.9	8.1	8.1	7.8	8.1	8.3	8.2	8.2

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=153)	(n=154)	(n=116)	(n=853)	(n=808)	(n=392)	(n=125)	(n=163)	(n=43)
Dissatisfied (0-4)	3	4	2	4	5	4	6	3	5
Neutral (5)	2	6	3	6	5	4	7	8	2
Satisfied (6-10)	95 (↑GMT)	90 (↑N)	95	90	90 (↑N)	92	87	89 (↑N)	93
Mean rating (out of 10)	8.3	8.2	8.2	8.0	8.0	7.9	7.9	8.3	8.4

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=60)	(n=39)	(n=46)	(n=2,779)	(n=2,867)	(n=1,576)	(n=281)	(n=338)	(n=146)
Dissatisfied (0-4)	8	27 (↑EGMTV)	4	5	6	5	5	7	5
Neutral (5)	4	3	4	5	6	5	4	7	4
Satisfied (6-10)	88	70	92	90	88 (↑N)	90	91	86 (↑N)	91
Mean rating (out of 10)	7.9	6.3	8.1	8.1	7.8	8.1	8.3	7.9	8.2

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Tranzit Coachlines (n=4) are too small to provide statistically reliable results.

### Rating of 6-10 significantly more likely among passengers:

- Aged 60-64 years (97%) or 25-34 years (96%)
- Paying by cash (96%)
- Travelling during the morning peak (93%)
- Travelling inbound (93%)

### Rating of 0-4 significantly more likely among passengers:

- Travelling during the afternoon peak (8%)
- Aged 15-17 years (8%) or 45-59 years (8%)
- Using a monthly pass (7%)
- Travelling outbound (6%)
- Female (6%)

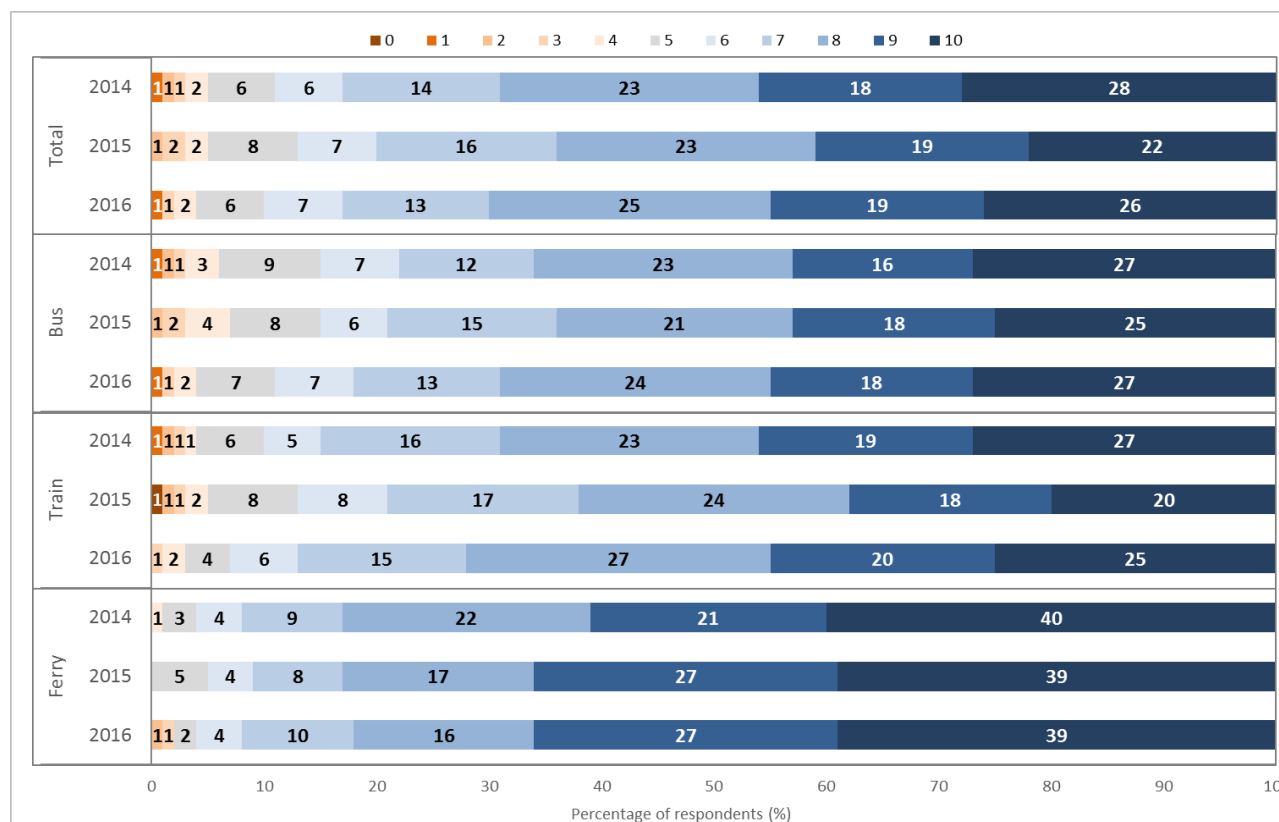
### *The Helpfulness of the Driver/Staff*

Wellington region bus drivers/train and ferry staff are perceived significantly more positively by passengers this year, up from 87% to 90% satisfied to some extent (giving a rating of between 6 and 10), including more than a quarter (26%) who are *extremely satisfied* (giving a rating of 10 out of 10). Only 4% express dissatisfaction with the helpfulness of the driver/staff. These ratings are similar to those in 2014.

Of the three modes, ferry passengers continue to be most likely to be satisfied with the helpfulness of the staff they dealt with (96%, including 39% who were *extremely satisfied*). Although still rated slightly less positively than ferry, both bus and train passengers rate the helpfulness of the staff more positively this year than in 2015.

Results by operator show that ratings for the helpfulness of staff are most positive for East by West Ferries (96%). The level of satisfaction with the helpfulness of the driver is significantly higher for those travelling on Tranz Metro (93%) when compared to Go Wellington and Valley Flyer (88% each).

Figure 3.6: Helpfulness of the Driver/Staff – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=4,015)	(n=4,272)	(n=2,300)	(n=1,244)	(n=1,330)	(n=632)	(n=2,619)	(n=2,787)	(n=1,530)	(n=152)	(n=155)	(n=128)
Dissatisfied (0-4)	5	5	4	6 (↑TF)	7 (↑TF)	4	4	5 (↑F)	3	1	0	2
Neutral (5)	6	8	6	9 (↑TF)	8	7 (↑T)	6	8	4	3	5	2
Satisfied (6-10)	89	87	90	85	85	89	90 (↑B)	87 (↑B)	93 (↑B)	96 (↑BT)	95 (↑BT)	96
Mean rating (out of 10)	8.0	7.8	8.1	7.8	7.8	8.0	8.1	7.8	8.2	8.7	8.7	8.7



	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=152)	(n=155)	(n=128)	(n=771)	(n=776)	(n=388)	(n=123)	(n=159)	(n=43)
Dissatisfied (0-4)	1	0	2	6 (↑ET)	8	4	4	5 (↑E)	5
Neutral (5)	3	5	2	10 (↑ET)	8	8 (↑MT)	9 (↑E)	7	2
Satisfied (6-10)	96 (↑GMTV)	95 (↑GMNTV)	96	84	84	88	87	88	93
Mean rating (out of 10)	8.7	8.7	8.7	7.7	7.6	7.9	8.3	8.3	8.6

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=60)	(n=39)	(n=45)	(n=2,619)	(n=2,787)	(n=1,530)	(n=271)	(n=331)	(n=141)
Dissatisfied (0-4)	3	9 (↑E)	4	4	5 (↑E)	3	8 (↑ET)	8 (↑ET)	4
Neutral (5)	4	9	7	6	8	4	7	8	8 (↑MT)
Satisfied (6-10)	93	82	89	90 (↑GV)	87 (↑G)	93 (↑GV)	85	84	88
Mean rating (out of 10)	8.2	7.3	8.4	8.1	7.8	8.2	7.9	8.0	8.1

Base: All respondents who answered this question, excluding 'Not applicable' responses.

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Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Tranzit Coachlines (n=4) are too small to provide statistically reliable results.

#### Rating of 6-10 significantly more likely among passengers:

- Paying with a ten-trip concession card (94%)
- Aged 18-24 years (93%)
- Travelling during the morning peak (92%)

#### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (7%)
- Travelling during the inter-peak period (6%)

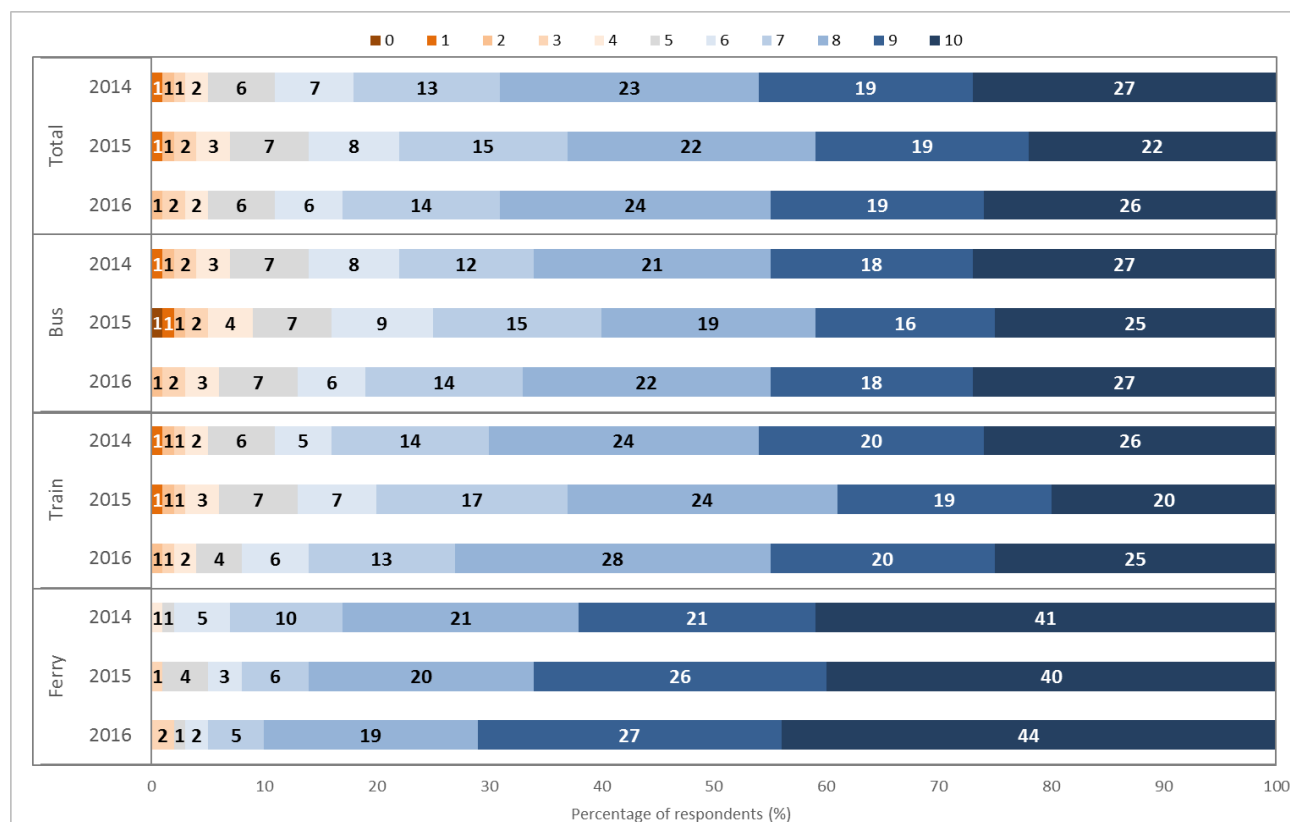
### *The Attitude of the Driver/Staff*

The majority of Wellington public transport users are satisfied with the attitude of the driver/staff they dealt with, 89% being satisfied to some extent (giving a rating of between 6 and 10). This represents a significant increase since last year (86%), but is consistent with 2014 (89%). Only 5% per cent of respondents express dissatisfaction with the driver/staff's attitude, a significant decrease from 7% last year.

Of the three modes, ratings continue to be most positive among ferry passengers (97% satisfied to some extent). Those travelling by bus were significantly more likely to feel dissatisfied to some extent with the attitude of the driver (a rating between 0 to 4) or neutral (a rating of 5) (13%) than those travelling by train (8%). In contrast, train passengers were significantly more likely to be satisfied (92% giving a rating of between 6 and 10) than bus passengers (87%).

Results by operator show that ratings for the attitude of driver/staff are most positive for East by West Ferries (97%). Tranz Metro (92%) and Valley Flyer (91%) have significantly higher satisfaction ratings than Go Wellington (85%). Results by operators are stable over time, with the exception of Tranz Metro (up from 87% in 2015 to 92% in 2016).

Figure 3.7: Attitude of the Driver/Staff – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=4,088)	(n=4,300)	(n=2,307)	(n=1,274)	(n=1,338)	(n=632)	(n=2,661)	(n=2,808)	(n=1,544)	(n=153)	(n=154)	(n=123)
Dissatisfied (0-4)	5	7	5	7 (↑TF)	9 (↑TF)	6 (↑T)	5 (↑F)	6 (↑F)	4	1	1	2
Neutral (5)	6	7	6	7 (↑TF)	7	7 (↑T)	6 (↑F)	7	4	1	4	1
Satisfied (6-10)	89	86	89	86	84	87	89 (↑B)	87 (↑B)	92 (↑B)	98 (↑BT)	95 (↑BT)	97
Mean rating (out of 10)	8.0	7.8	8.0	7.8	7.7	7.9	8.0	7.7	8.2	8.7	8.7	8.9

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=153)	(n=154)	(n=123)	(n=793)	(n=779)	(n=386)	(n=127)	(n=164)	(n=43)
Dissatisfied (0-4)	1	1	2	7 (↑ET)	8 (↑ET)	5	3	6 (↑E)	7
Neutral (5)	1	4	1	8 (↑E)	8	10 (↑TV)	8 (↑E)	6	5
Satisfied (6-10)	98 (↑GMTV)	95 (↑GMNTV)	97	85	84	85	89	88	88
Mean rating (out of 10)	8.7	8.7	8.9	7.7	7.6	7.8	8.3	8.1	8.3

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=60)	(n=39)	(n=46)	(n=2,661)	(n=2,808)	(n=1,544)	(n=275)	(n=331)	(n=142)
Dissatisfied (0-4)	2	12 (↑E)	9 (↑T)	5 (↑E)	6 (↑E)	4	9 (↑EMT)	9 (↑ET)	6
Neutral (5)	5	6	4	6 (↑E)	7	4	7 (↑E)	6	3
Satisfied (6-10)	93	82	87	89 (↑GV)	87	92 (↑G)	84	85	91 (↑G)
Mean rating (out of 10)	8.2	7.1	8.2	8.0	7.7	8.2	8.0	7.9	8.2

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Tranzit Coachlines (n=4) are too small to provide statistically reliable results.

### Rating of 6-10 significantly more likely among passengers:

- Aged 65 years or over (94%)
- Travelling during the morning peak (90%)

### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (13%)
- Using a stored value card (6%)
- Female (6%)

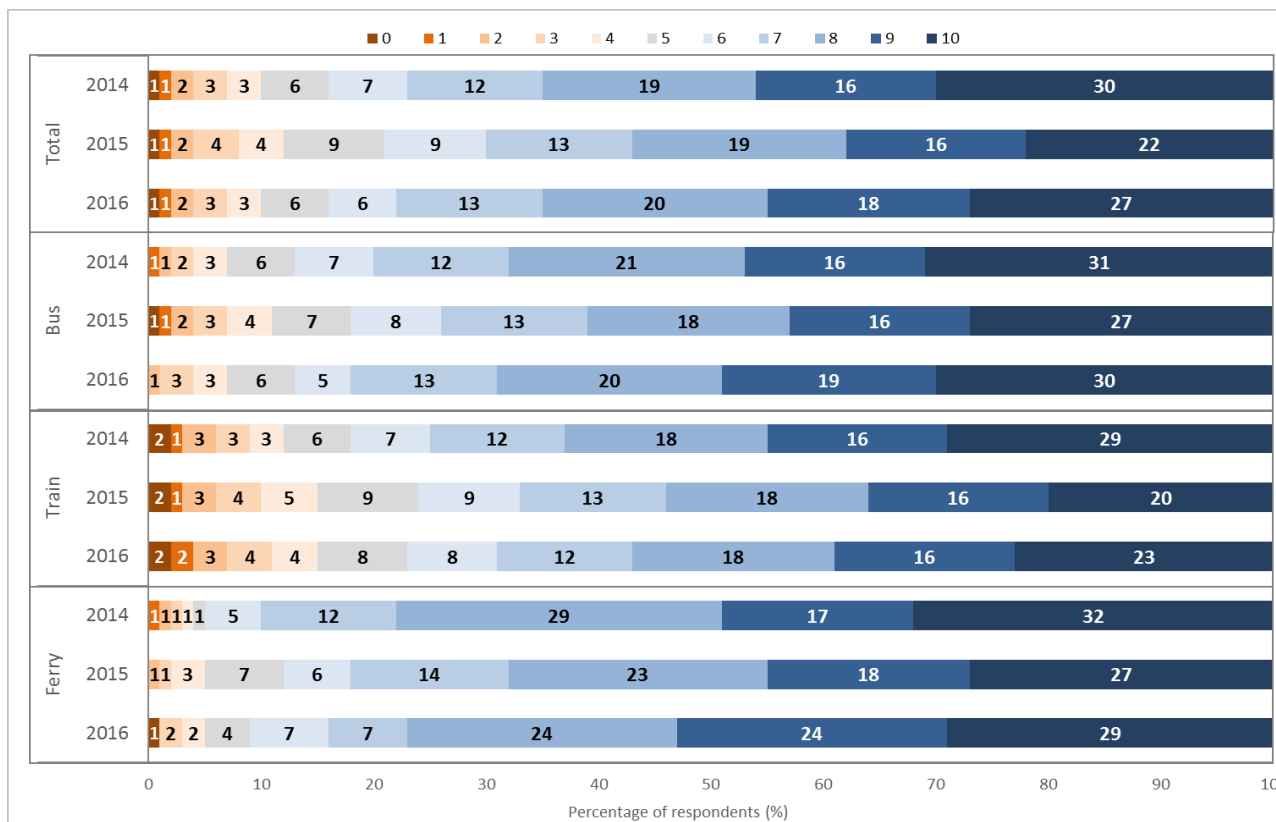
### **Having Enough Seats Available**

Wellington public transport users are generally satisfied with the availability of seats on the current trip, 84% satisfied to some extent (giving a rating of between 6 and 10), including more than a quarter (27%) who are *extremely satisfied*. This result is significantly higher than it was last year (79% satisfied), but is consistent with 2014 (84%). Ten per cent respondents express dissatisfaction with the number of seats available, down significantly from 12% in 2015.

Of the three modes, ferry service receive the highest satisfaction rating on this aspect (91% satisfied, including 29% who are *extremely satisfied*), and train service the lowest (77% satisfied). Train passengers are significantly more likely to rate the availability of seats negatively (15% dissatisfied) than bus passengers (7%). The bus service is the only mode of transport that received a significantly higher satisfaction rating over the last 12 months, up from 82% to 87%.

Results by operator show that the Tranz Metro train service (77% satisfied) performs significantly less positively for having enough seats available than all bus operators – ranging from Newlands (92%) to Go Wellington (84%). Among the bus operators, passengers using the Valley Flyer service (92%) are significantly more likely to be satisfied with the amount of seats available than Go Wellington passengers (84%).

Figure 3.8: Having Enough Seats Available – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=4,260)	(n=4,389)	(n=2,342)	(n=1,330)	(n=1,366)	(n=640)	(n=2,778)	(n=2,866)	(n=1,573)	(n=152)	(n=157)	(n=132)
Dissatisfied (0-4)	10	12	10	7	11 (↑F)	7	12 (↑BF)	15 (↑BF)	15 (↑B)	4	5	5
Neutral (5)	6	9	6	6 (↑F)	7	6	6 (↑F)	9	8 (↑B)	1	7	4
Satisfied (6-10)	84	79	84	87 (↑T)	82 (↑T)	87 (↑T)	82	76	77	95 (↑BT)	88 (↑T)	91
Mean rating (out of 10)	7.8	7.4	7.8	8.0	8.7	8.0	7.6	7.2	7.3	8.3	8	8.2

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=152)	(n=157)	(n=132)	(n=847)	(n=808)	(n=391)	(n=124)	(n=164)	(n=43)
Dissatisfied (0-4)	4	5	5	7	9	9	6	6	2
Neutral (5)	1	7	4	6 (↑E)	8	7 (↑V)	5 (↑E)	10	7 (↑V)
Satisfied (6-10)	95 (↑GTV)	88 (↑NT)	91	87 (↑T)	83 (↑NT)	84 (↑T)	89 (↑T)	84 (↑NT)	91 (↑T)
Mean rating (out of 10)	8.3	8.0	8.2	7.9	7.6	7.8	8.2	8.1	8.6

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=60)	(n=39)	(n=46)	(n=2,778)	(n=2,866)	(n=1,573)	(n=280)	(n=329)	(n=145)
Dissatisfied (0-4)	7	21 (↑EGMV)	4	12 (↑EGMV)	15 (↑EGMV)	15	7	10	5
Neutral (5)	3	9	4	6 (↑E)	9 (↑V)	8 (↑V)	7 (↑E)	6	3
Satisfied (6-10)	90	70	92 (↑T)	82	76	77	86	84 (↑NT)	92 (↑GT)
Mean rating (out of 10)	7.8	6.2	8.1	7.6	7.2	7.3	8.1	7.9	8.4

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

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Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Tranzit Coachlines (n=4) are too small to provide statistically reliable results.

### Rating of 6-10 significantly more likely among passengers:

- Travelling on a SuperGold card (97%), day pass (94%) or paying cash (89%)
- Aged 65 years+ (96%)
- Travelling off-peak (89%)
- Travelling on the weekend (89%)

### Rating of 0-4 significantly more likely among passengers:

- Travelling during peak hours, especially in the afternoon peak (17%)
- On a monthly pass (17%) or a ten-trip concession card (16%)
- Travelling on a weekday (13%)

### **How Often the Service Runs**

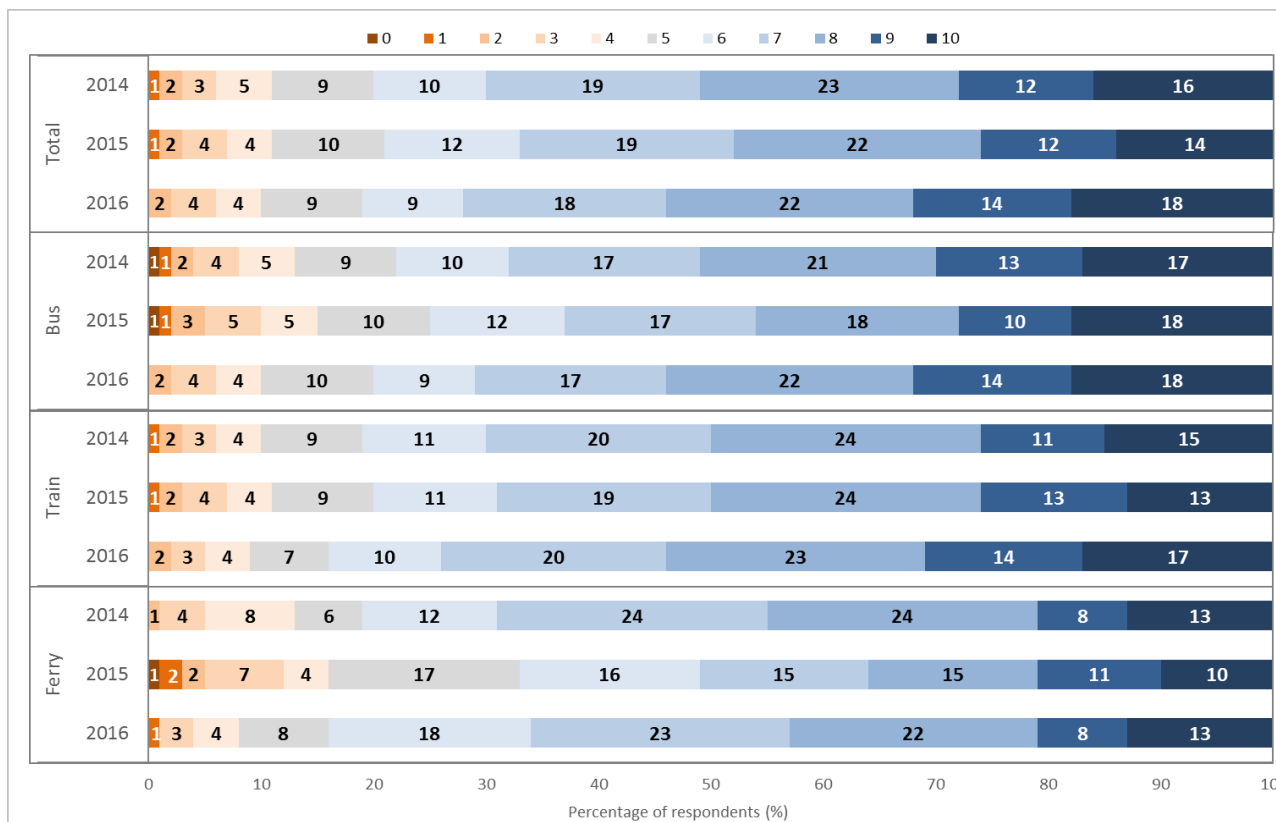
Four in five passengers (81%) are satisfied to some extent with how often services run, including 18% giving a score of 10 out of 10, indicating they were *extremely satisfied*. Both figures have increased significantly compared to 12 months ago (up from 79% and 14% respectively). One in ten express dissatisfaction on this aspect.

All three modes of transport experience significantly higher satisfaction rating on frequency of service compared to last year, with both the train and ferry service receiving 84% satisfaction (up from 80% and 67% respectively) and buses receiving 80% (up from 75% last year).

Consistent with the analysis by mode of transport, results by operator show that Tranz Metro (train) and East by West (ferry) (84% each) perform significantly better on the frequency of service this year than last year (80% and 67% respectively). In contrast, Mana bus passengers were significantly more likely to report being dissatisfied with how often the service runs (25%), when compared with Newlands (14%), Go Wellington (9%), Tranz Metro (9%) and Valley Flyer (8%) service users.



Figure 3.9: How Often the Service Runs – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=3,919)	(n=4,065)	(n=2,180)	(n=1,193)	(n=1,235)	(n=592)	(n=2,584)	(n=2,686)	(n=1,483)	(n=142)	(n=144)	(n=115)
Dissatisfied (0-4)	11	11	10	13 (↑T)	15 (↑T)	10	10	11	9	13	16	8
Neutral (5)	9	10	9	9	10	10 (↑T)	9	9	7	6	17 (↑BT)	8
Satisfied (6-10)	80	79	81	78	75 (↑F)	80	81	80 (↑BF)	84 (↑B)	81	67	84
Mean rating (out of 10)	7.2	7.1	7.4	7.2	7.0	7.3	7.2	7.2	7.4	7.2	6.5	7.1

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=142)	(n=144)	(n=115)	(n=768)	(n=729)	(n=363)	(n=109)	(n=149)	(n=40)
Dissatisfied (0-4)	13	16	8	12	13	9	12	15	25 (↑GNTV)
Neutral (5)	6	17 (↑GMTV)	8	8	11	10 (↑T)	20 (↑EGTV)	9	10
Satisfied (6-10)	81 (↑M)	67	84	80 (↑M)	76 (↑E)	81 (↑M)	68	76	65
Mean rating (out of 10)	7.1	6.5	7.1	7.3	7.1	7.3	6.9	7.2	6.5

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=50)	(n=35)	(n=44)	(n=2,584)	(n=2,686)	(n=1,483)	(n=247)	(n=298)	(n=131)
Dissatisfied (0-4)	12	10	14	10	11	9	12	16 (↑T)	8
Neutral (5)	8	7	7	9	9	7	8	9	12(↑T)
Satisfied (6-10)	80	83	79 (↑M)	81 (↑M)	80 (↑EGV)	84 (↑M)	80 (↑M)	75	80 (↑M)
Mean rating (out of 10)	7.0	6.9	7.6	7.2	7.2	7.4	7.3	7.0	7.6

Base: All respondents who answered this question, excluding 'Not applicable' responses.

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Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Transit Coachlines (n=4) are too small to provide statistically reliable results.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 65 years or over (90%)
- Using a SuperGold Card (89%)
- Travelling during the morning peak (86%)
- Travelling inbound (84%)

#### Rating of 0-4 significantly more likely among passengers:

- Travelling during the afternoon peak (16%)
- Travelling outbound (12%)

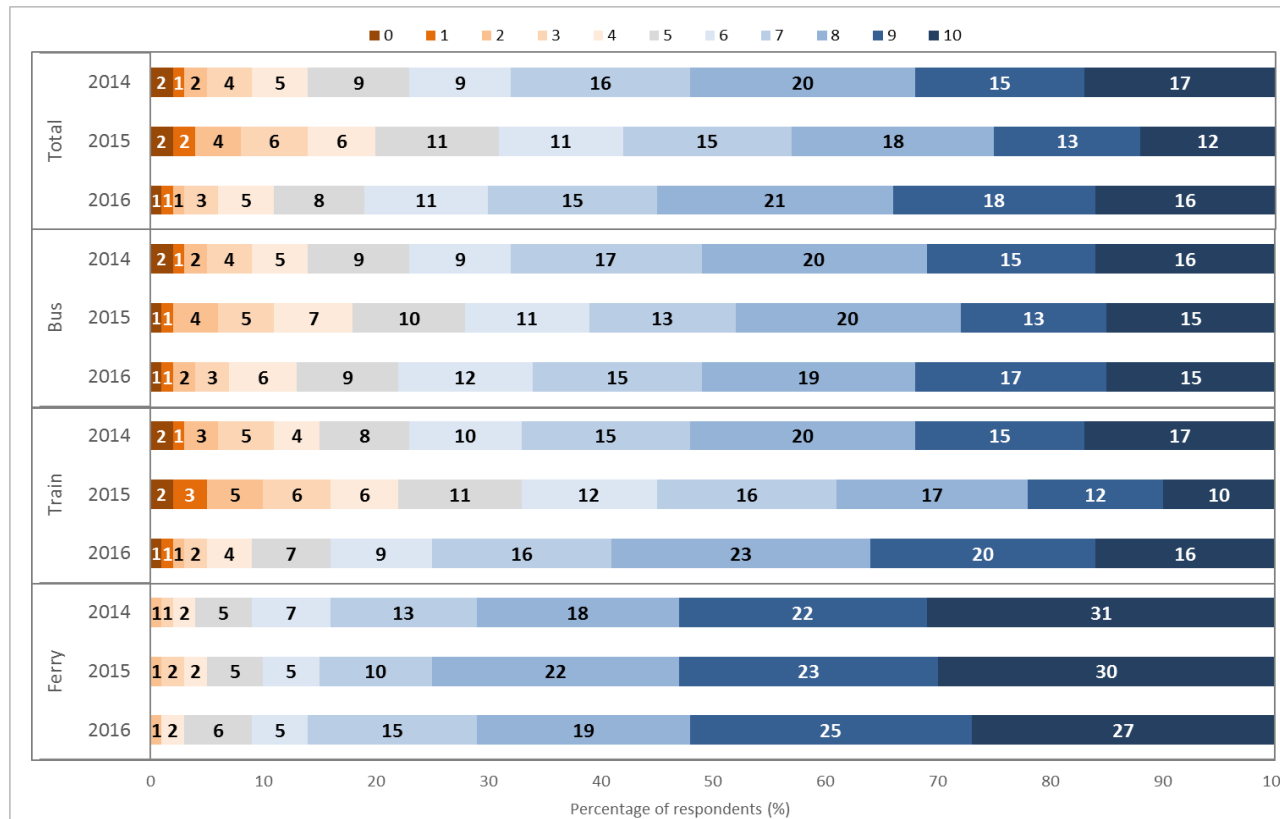
### *The Service Being On Time (Keeping To The Timetable)*

Last year, service reliability was rated the least positively out of all the aspects of the current trip (69%). This result has improved significantly this year with a satisfaction rating of 81% achieved, including 16% who are *extremely satisfied*. Only 11% of passengers are dissatisfied with the service being on time, down significantly from 20% last year.

As with previous years, ferry services continue to receive the highest satisfaction rating (91% satisfied) against the other two modes of transport, train (84%) and bus (78%). However, over the course of the year, both train and bus services have achieved significantly higher satisfaction ratings - satisfaction amongst bus passenger is up from 72% to 78%, and ratings for train up from 67% to 84%. Bus passengers are significantly more likely to express dissatisfaction with the on service being on time (13%) than train passengers (9%).

Results by operator show that East by West ferries passengers are most positive about the service running to time (91%). Perceptions of reliability are significantly higher for Tranz Metro (84%) when compared with Mana (64%), Valley Flyer (78%) and Go Wellington (80%). Mana bus service is rated the least positively of all operators for reliability. In contrast with other operators, the portion of satisfied Mana passengers have been decreasing since 2014.

Figure 3.10: The Service Being On Time – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Rating</b>	(n=4,231)	(n=4,359)	(n=2,318)	(n=1,311)	(n=1,351)	(n=632)	(n=2,767)	(n=2,854)	(n=1,565)	(n=153)	(n=154)	(n=128)
<b>Dissatisfied (0-4)</b>	14	20	11	14 (↑F)	18	13 (↑T)	15 (↑F)	22 (↑BF)	9	4	5	3
<b>Neutral (5)</b>	9	11	8	9	10 (↑F)	9	8	11 (↑F)	7	5	5	6
<b>Satisfied (6-10)</b>	77	69	81	77	72 (↑T)	78	77	67	84 (↑B)	91 (↑BT)	90 (↑BT)	91
<b>Mean rating (out of 10)</b>	7.1	6.6	7.3	7.1	6.8	7.2	7.1	7.4	7.5	8.3	8.2	8.3

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=153)	(n=154)	(n=128)	(n=833)	(n=791)	(n=386)	(n=124)	(n=166)	(n=42)
Dissatisfied (0-4)	4	5	3	12 (↑E)	17 (↑E)	13 (↑T)	16 (↑E)	17 (↑E)	17 (↑T)
Neutral (5)	5	5	6	9	10	7	9	15 (↑E)	19 (↑GMNTV)
Satisfied (6-10)	91 (↑GMNTV)	90 (↑GMNTV)	91	79 (↑V)	73 (↑T)	80 (↑M)	75	68	64
Mean rating (out of 10)	8.3	8.2	8.3	7.2	6.9	7.2	7.1	6.8	6.9

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=55)	(n=39)	(n=45)	(n=2,767)	(n=2,854)	(n=1,565)	(n=280)	(n=328)	(n=144)
Dissatisfied (0-4)	13 (↑E)	33 (↑EGMV)	9	15 (↑E)	22 (↑EG)	9	21 (↑EGT)	19 (↑E)	11
Neutral (5)	5	6	9	8	11 (↑E)	7	9	9	11 (↑GT)
Satisfied (6-10)	82	61	82 (↑M)	77 (↑V)	67	84 (↑GMV)	70	72	78 (↑M)
Mean rating (out of 10)	7.0	5.9	7.4	7.1	6.4	7.5	6.8	6.8	7.2

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Transit Coachlines (n=4) are too small to provide statistically reliable results

### Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (88%)
- Aged 45 years or over (87%)

### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (20%)
- Using a stored value card (13%)

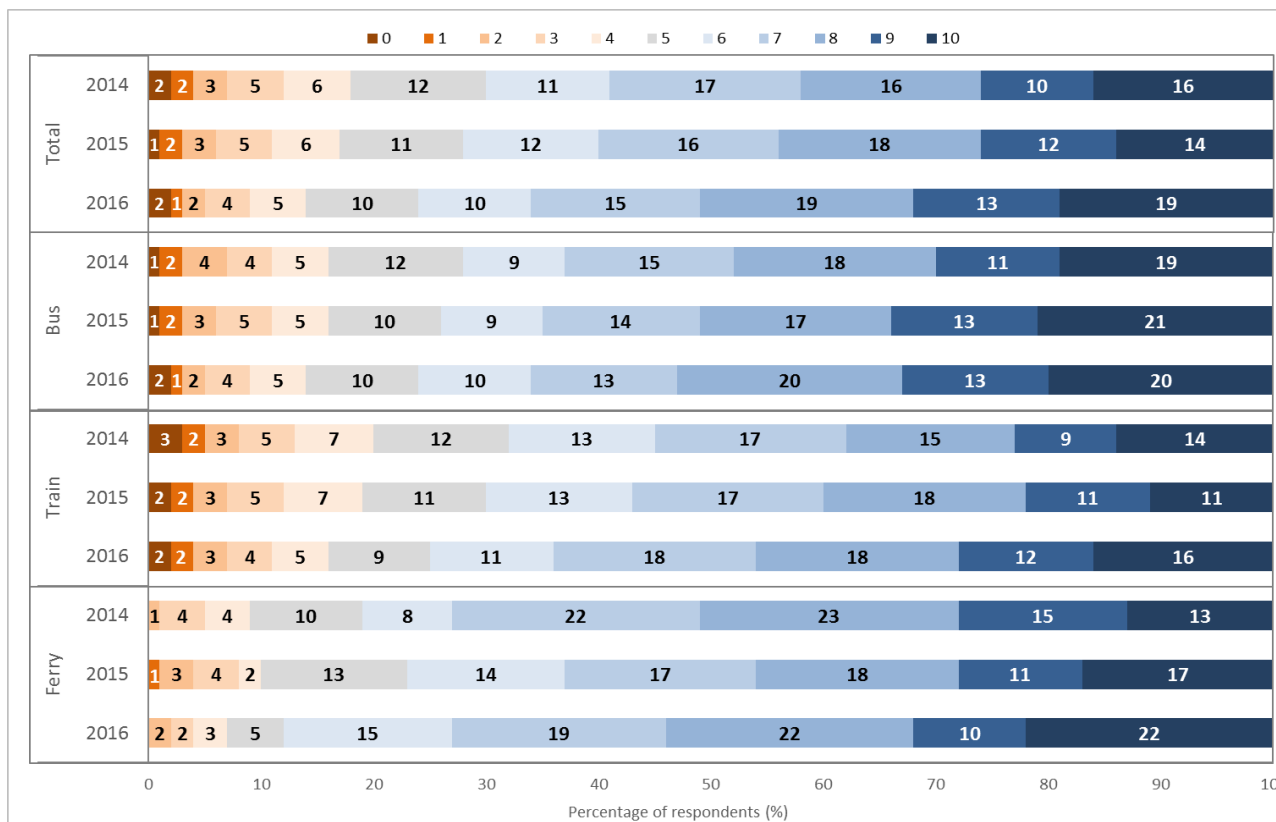
### *Value for Money of the Fare*

Value for money has received the least positive rating of all nine aspects surveyed this year, with only 76% respondents satisfied to some extent (that is, giving a rating of 6 to 10) and 14% dissatisfied (giving a rating of 0-4). However, these results are significantly better than they were last year (72% satisfied).

Across the three transport modes, satisfaction with value for money ranges from 75% of train users to 88% of ferry passengers. Whilst there were no significant differences over time for buses, both ferries and trains have a significantly higher satisfaction rating than last year – ferries going up from 77% to 88% and trains from 70% to 75%.

Results by operator show that East by West passengers are most satisfied with their fares being value for money (88%). Amongst bus operators, Valley Flyer performs most positively for value for money (86% satisfied), a significant increase from last year's 73%. Go Wellington and Tranz Metro (16% each) have the biggest proportion of dissatisfied passengers out of all six operators, especially when comparing with Newlands (7%) and Valley Flyer (10%).

Figure 3.11: Value for Money of the Fare – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Rating</b>	(n=4,182)	(n=4,345)	(n=2,320)	(n=1,306)	(n=1,349)	(n=634)	(n=2,726)	(n=2,840)	(n=1,560)	(n=150)	(n=155)	(n=128)
<b>Dissatisfied (0-4)</b>	18	17	14	16 (↑F)	16 (↑F)	14	20 (↑BF)	19 (↑F)	16	9	10	7
<b>Neutral (5)</b>	12	11	10	12	10	10	12	11	9	10	13	5
<b>Satisfied (6-10)</b>	70	72	76	72 (↑T)	74 (↑T)	76	68	70	75	81 (↑BT)	77	88
<b>Mean rating (out of 10)</b>	6.7	6.7	7.1	6.9	7.0	7.2	6.5	6.6	6.9	7.3	7.1	7.5

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=150)	(n=155)	(n=128)	(n=828)	(n=797)	(n=388)	(n=125)	(n=161)	(n=42)
Dissatisfied (0-4)	9	10	7	17 (↑EMN)	17 (↑E)	16 (↑NV)	10	12	9
Neutral (5)	10	13	5	13	8	12 (↑V)	11	12	10 (↑V)
Satisfied (6-10)	81 (↑GT)	77	88	70	75 (↑T)	72	79 (↑GT)	76	81
Mean rating (out of 10)	7.3	6.7	7.5	6.7	6.9	6.8	7.5	7.6	7.9

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=57)	(n=39)	(n=44)	(n=2,726)	(n=2,840)	(n=1,560)	(n=278)	(n=325)	(n=146)
Dissatisfied (0-4)	7	12	7	20 (↑EMN)	19 (↑E)	16 (↑NV)	16	15	10
Neutral (5)	12	21 (↑G)	11 (↑V)	12	11 (↑G)	9 (↑V)	9	12 (↑G)	4
Satisfied (6-10)	81 (↑T)	67	82 (↑G)	68	70	75	75 (↑T)	73	86 (↑GT)
Mean rating (out of 10)	7.3	6.6	8.6	6.5	6.6	6.9	7.3	7.2	7.9

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Transit Coachlines (n=4) are too small to provide statistically reliable results.

#### Rating of 6-10 significantly more likely among passengers:

- Travelling on a morning peak trip (80%)
- Using a Supergold card (93%)
- Aged 45 years or over (85%)

#### Rating of 0-4 significantly more likely among passengers:

- Aged 18-24 years (24%)
- Travelling during the afternoon peak (19%)
- Paying by cash (18%)
- Travelling outbound (16%)



### 3.3 Current Trip – Drivers of Satisfaction<sup>11</sup>

Of the nine aspects of the trip surveyed on, **personal safety during the trip** and **value for money of the fare** have the greatest positive impact on overall satisfaction with the trip. Passenger’s perception of the drivers/staff (**helpfulness, attitude**) and the quality of vehicle (**comfort of the inside temperature, sufficient seats available**) are also strong drivers of satisfaction. Note that this year, the influence of having sufficient seats available in the vehicle on overall satisfaction has increased, moving this aspect of service from being an important driver to a core driver of satisfaction.

The relative importance of most of the aspects of the trip are similar by mode, the exception being that the frequency of service and temperature inside the vehicle are less important for ferry passengers (0.38 and 0.45 respectively) than those using the bus (0.52 and 0.66 respectively) and train (0.58 and 0.66 respectively). In contrast, value for money of the fare has a greater impact on the overall satisfaction of ferry users (0.76, compared with 0.66 for bus and 0.67 for train).

**Table 3.2a: Drivers of Satisfaction With Current Trip**

Level of Influence on Overall Satisfaction	
<b>Core Driver</b>	<ul style="list-style-type: none"> <li>● Personal security during the trip (0.68)</li> <li>● Value for money of the fare (0.67)</li> <li>● Comfort of the inside temperature (0.65)</li> <li>● Helpfulness of staff (0.64)</li> <li>● Attitude of staff (0.63)</li> <li>● Having enough seats available (0.61)</li> </ul>
<b>Important Driver</b>	<ul style="list-style-type: none"> <li>● Ease of getting on/off vehicle (0.57)</li> <li>● Being on time (0.56)</li> <li>● How often the service runs (0.55)</li> </ul>
<b>Driver of Lesser Importance</b>	(None)

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<sup>11</sup> Through the use of statistical analyses (correlation analysis), the relative influence of each service attribute (‘driver’) on overall satisfaction has been derived. Service attributes with a correlation score of 0.60 or more show a strong relationship with overall satisfaction and therefore have been defined as ‘core drivers’ of overall satisfaction. These service attributes should be considered priorities for action/additional resourcing as improvements in the performance of these attributes can be expected to have the most positive impact on overall satisfaction. Service attributes with a correlation score of 0.50 to 0.59 are considered ‘important drivers’ of satisfaction, while attributes with a correlation score of less than 0.50 have only a weak relationship with overall satisfaction and therefore are considered ‘drivers of lesser importance’.

**Table 3.2b: Drivers of Satisfaction with Current Trip – By Mode**

	Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Drivers</b>	(n=1,346)	(n=1,385)	(n=592)	(n=2,799)	(n=2,881)	(n=1,483)	(n=153)	(n=159)	(n=115)
<b>Helpfulness of staff</b>	0.66	0.68	<b>0.63</b>	0.56	0.65	<b>0.65</b>	0.56	0.56	<b>0.65</b>
<b>Value for money of the fare</b>	0.67	0.65	<b>0.66</b>	0.60	0.65	<b>0.67</b>	0.69	0.63	<b>0.76</b>
<b>Personal security during this trip</b>	0.65	0.65	<b>0.65</b>	0.56	0.60	<b>0.70</b>	0.65	0.62	<b>0.55</b>
<b>Attitude of the staff</b>	0.64	0.63	<b>0.61</b>	0.54	0.61	<b>0.64</b>	0.57	0.60	<b>0.61</b>
<b>Comfort of the inside temperature</b>	0.61	0.62	<b>0.66</b>	0.54	0.59	<b>0.66</b>	0.56	0.56	<b>0.45</b>
<b>Ease of getting on/off the vehicle</b>	-	-	<b>0.57</b>	-	-	<b>0.58</b>	-	-	<b>0.58</b>
<b>Having enough seats available</b>	0.57	0.59	<b>0.62</b>	0.53	0.55	<b>0.61</b>	0.51	0.59	<b>0.59</b>
<b>The vehicle being on time</b>	0.58	0.57	<b>0.54</b>	0.55	0.54	<b>0.57</b>	0.56	0.55	<b>0.59</b>
<b>How often the service runs</b>	0.53	0.49	<b>0.52</b>	0.55	0.52	<b>0.58</b>	0.53	0.56	<b>0.38</b>

**Current Trip - Performance versus Influence (Gap Analysis)**

Figure 3.12 maps the relative influence of each aspect of the current trip against current performance. The trend line<sup>12</sup> slopes up and to the right. This result indicates a good match between performance and influence, with the current trip performing well on those aspects of the current trip identified as the most important drivers of satisfaction.

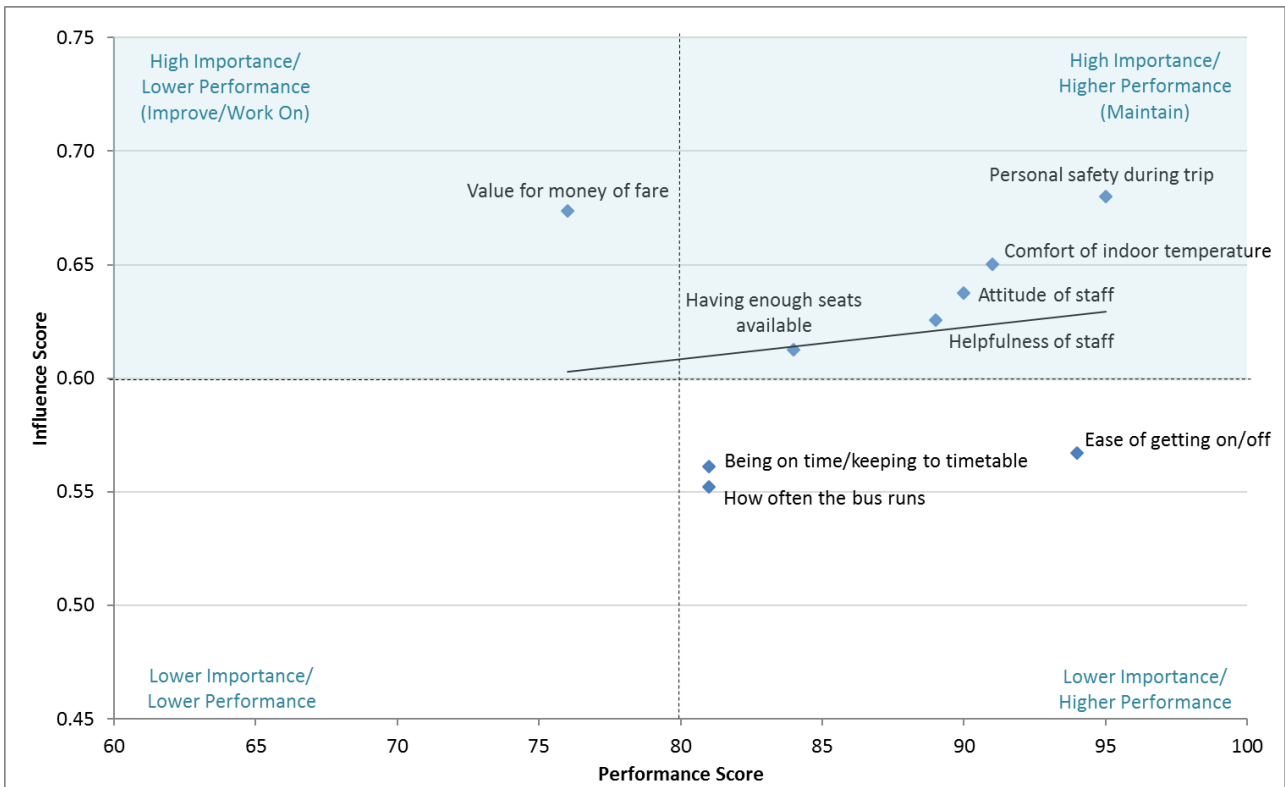
The key area of concern continues to be the **value for money of the fare**. This aspect of the trip is identified as a core driver of trip satisfaction (positioned near to the top of the grid), but is currently the most poorly performing aspect of the trip. Improvements in this area – either by reducing the cost of fares, adding value through additional facilities and improving service delivery and/or using communications to make passengers more aware of how public transport is value for money - can be expected to have a positive impact on trip overall satisfaction.

The positioning of the remaining aspects of the trip is more positive. In particular, the comfort of the inside temperature and perceptions of personal security during the trip are currently performing well (95% and 91% satisfied respectively) and both have a strong influence on overall satisfaction.

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<sup>12</sup> The trend line assists in depicting the overall relationship between relative influence and performance across the service attributes/drivers. In an ideal situation, the trend line should slope up to the right. This illustrates that the public transport system is performing best on those aspects of service that are most important to passengers/that have the greatest influence on overall satisfaction. A trend line that slopes down to the right indicates a mismatch between performance and importance/influence – that is, at least one service attribute identified as core/important to passengers is currently under-performing (suggesting the need for more resource in this area for example, planning, training, quality control etc.) and/or at least one service attribute with a high performance rating is identified as having little or no importance to passengers/has only minimal influence on overall satisfaction.

Figure 3.12: Performance versus Influence – Current Trip



## 4. Passenger Perceptions of Stop/Station/Wharf

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### Highlights

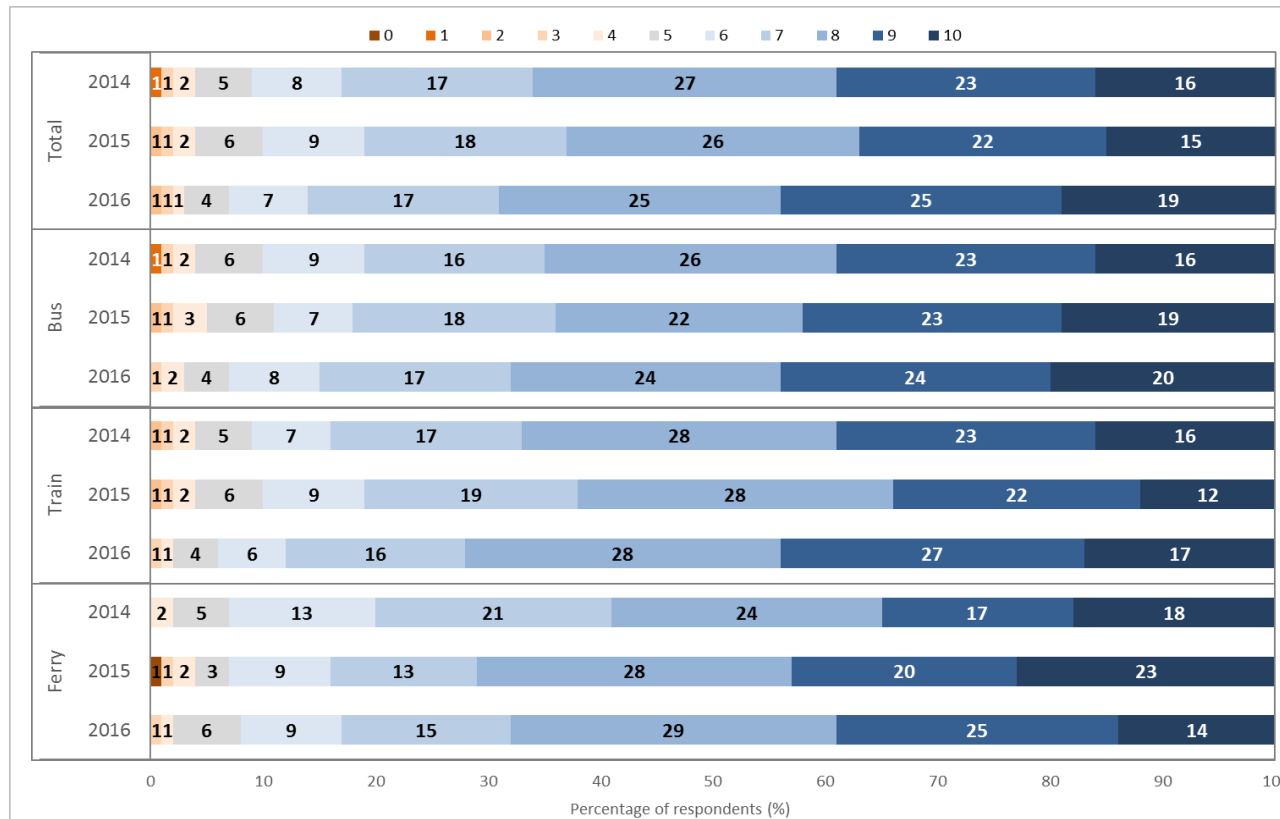
- Almost all passengers are satisfied to some extent with the stop, station or wharf where they started their trip, 93% giving a positive rating (between 6 and 10), including 19% of respondents who indicated that they are *extremely satisfied* (giving a rating of 10 out of 10). This is a significant increase from 90% satisfaction last year. Only 3% of respondents are dissatisfied with the stop, station or wharf overall.
- Of the six aspects of the stop/station/wharf evaluated, respondents continue to be most positive about the **ease of getting onto the vehicle from the stop**, 94% rating this aspect positively. This compares with 93% last year. Ratings are also very positive for the stop/station/wharf being **easy to get to** (92%, up from 90% last year).
- Consistent with 2014 and 2015, passengers' key area of concern with respect to stops/stations/wharves is the **adequacy of shelter from the weather**, with only 72% rating this aspect positively, and one in five (18%) expressing dissatisfaction. Ferry passengers in particular are dissatisfied with the provision of shelter at wharves, only 55% giving a positive rating, and 30% expressing dissatisfaction. Public transport users' strength of feeling about the provision of shelter is further illustrated by the fact that the provision of more shelter from the weather is the most frequently cited suggestion to enhance the current stop/station/wharf, 19% of all respondents mentioning this unprompted.

### 4.1 Overall Satisfaction with Stop/Station/Wharf – All Modes

Almost all public transport users are satisfied to some extent with the stop, station or wharf where they started their trip, 93% giving a positive rating (between 6 and 10), including 19% of respondents giving a rating of 10 out of 10. This is a significant increase from 90% satisfaction last year. Only 3% of respondents are dissatisfied with the stop, station or wharf.

Ratings are similar across transport modes. While ferry passengers’ satisfaction rating remained stable from last year, train (up from 90% to 94%) and bus (up from 90% to 93%) passengers were significantly more satisfied this year than last year with the stop/station/wharf where they commenced their trip.

**Figure 4.1: Overall Satisfaction with Stop/Station/Wharf – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,190)</i>	2015 <i>(n=4,328)</i>	2016 <i>(n=2,313)</i>	2014 <i>(n=1,306)</i>	2015 <i>(n=1,339)</i>	2016 <i>(n=631)</i>	2014 <i>(n=2,736)</i>	2015 <i>(n=2,833)</i>	2016 <i>(n=1,559)</i>	2014 <i>(n=148)</i>	2015 <i>(n=156)</i>	2016 <i>(n=128)</i>
<b>Dissatisfied (0-4)</b>	4	4	<b>3</b>	4	5	<b>3</b>	4	4	<b>2</b>	2	4	<b>2</b>
<b>Neutral (5)</b>	5	<b>6</b>	<b>4</b>	6	6	<b>4</b>	5	6	<b>4</b>	5	3	<b>6</b>
<b>Satisfied (6-10)</b>	91	90	<b>93</b>	90	89	<b>93</b>	91	90	<b>94</b>	93	93	<b>92</b>
<b>Mean rating (out of 10)</b>	7.9	7.8	<b>8.1</b>	7.8	7.9	<b>8.0</b>	7.9	7.7	<b>8.1</b>	7.8	8.1	<b>7.9</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 18-24 years (97%)
- Paying by cash (96%)

#### Rating of 0-4 significantly more likely among passengers:

- Aged 60-64 years (7%) or 45-59 years (4%)

## 4.2 Comparative Perceptions of Stop/Station/Wharf

Consistent with previous years, the ease of getting onto the vehicle from the stop/station/wharf is the most positively rated aspect, with 94% public transport users giving it a rating between 6 and 10. Of the six aspects of the stop/station/wharf evaluated, four have received significantly higher satisfaction scores than last year. These are accessibility to the stop/station/wharf (up from 90% to 92%), personal safety (up from 85% to 89%), public transport information available (up from 83% to 87%) and cleanliness (up from 79% to 86%).

In contrast, ratings continue to be notably less positive for the stop/station/wharf providing adequate shelter from the weather, 72% of all passengers rating this aspect positively. Whilst positive ratings among train passengers have improved significantly since last year (up from 74% to 81%), perceptions of the adequacy of the shelter from weather remain particularly poor for ferry users (55%)

The results for each aspect of the stop/station/wharf are provided in more detail in the following sections.

**Table 4.1: Comparative Perceptions of Stop/Station/Wharf (%)**  
*Share Giving Positive Ratings (6-10)*

Aspect of Service	Total Sample			Bus			Train			Ferry		
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,328)</i>	2016 <i>(n=2,343)</i>	2014 <i>(n=1,346)</i>	2015 <i>(n=1,339)</i>	2016 <i>(n=642)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,833)</i>	2016 <i>(n=1,575)</i>	2014 <i>(n=153)</i>	2015 <i>(n=156)</i>	2016 <i>(n=130)</i>
The ease of getting on the vehicle from the stop/station/wharf	94	93	94	93	92	93	95 (↑BF)	93 (↑B)	95	90	93	92
The stop/station/wharf being easy to get to	91	90	92	93 (↑T)	92	93	90	90	91	94	95 (↑T)	94
Your personal safety at the stop/station/wharf	86	85	89	85	84	88	87	86	89	92 (↑B)	88	92
The information available at the stop/station/wharf	83	83	87	80	85	87	85 (↑B)	83	89	80	80	88
The cleanliness of the stop/station/wharf	82	79	86	80	77	85	82	80	86	96 (↑BT)	95 (↑BT)	94
The stop/station/wharf providing shelter from the weather	71	71	72	67 (↑F)	67 (↑F)	68	75 (↑BF)	74 (↑BF)	81 (↑B)	38	53	55

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

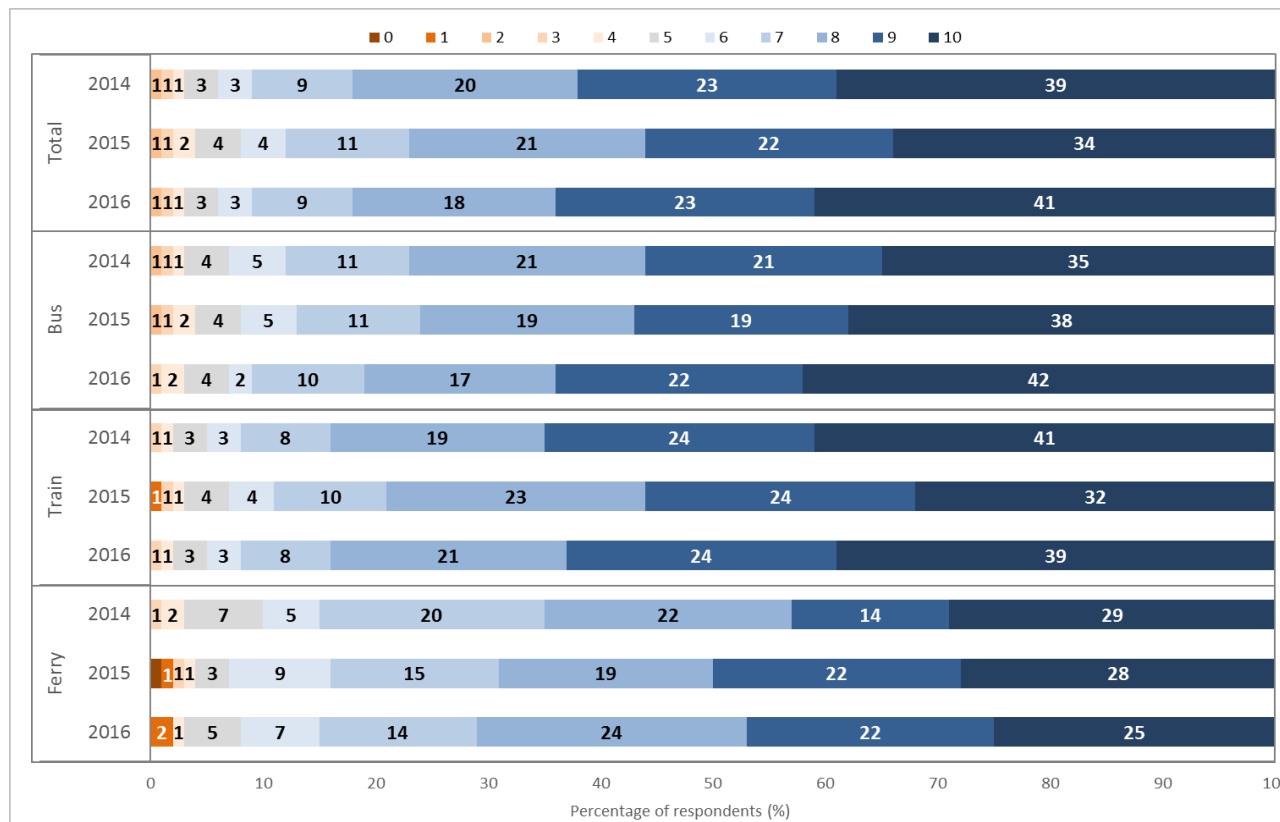
Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.



**The Ease of Getting On the Vehicle from The Stop/Station/Wharf**

Almost all public transport users (94%) are satisfied to some extent with the ease of getting on the vehicle from the stop, station or wharf, including 41% who are *extremely satisfied* (giving a rating of 10 out of 10). This is stable with last year’s satisfaction rating of 93%. Results between modes are similar, but the share of train passengers satisfied with this aspect of the service has improved from 93% last year back to 95% this year (consistent with the level of satisfaction in 2014).

**Figure 4.2: Ease of Getting On the Vehicle from The Stop/Station/Wharf – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,277)</i>	2015 <i>(n=4,367)</i>	2016 <i>(n=2,343)</i>	2014 <i>(n=1,339)</i>	2015 <i>(n=1,365)</i>	2016 <i>(n=642)</i>	2014 <i>(n=2,785)</i>	2015 <i>(n=2,845)</i>	2016 <i>(n=1,567)</i>	2014 <i>(n=153)</i>	2015 <i>(n=158)</i>	2016 <i>(n=129)</i>
<b>Dissatisfied (0-4)</b>	3	3	<b>3</b>	3	4	<b>3</b>	2	3	<b>2</b>	3	4	<b>3</b>
<b>Neutral (5)</b>	3	<b>4</b>	<b>3</b>	4	4	<b>4</b>	3	4	<b>3</b>	7 (↑BT)	3	<b>5</b>
<b>Satisfied (6-10)</b>	94	<b>93</b>	<b>94</b>	93	92	<b>93</b>	95 (↑BF)	<b>93</b> (↑B)	<b>95</b>	90	93	<b>92</b>
<b>Mean rating (out of 10)</b>	8.6	8.4	<b>8.7</b>	8.4	8.4	<b>8.7</b>	8.7	8.4	<b>8.7</b>	8.1	8.1	<b>8.1</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 18-24 years (98%)
- Travelling during the morning peak period (96%)
- Male (95%)

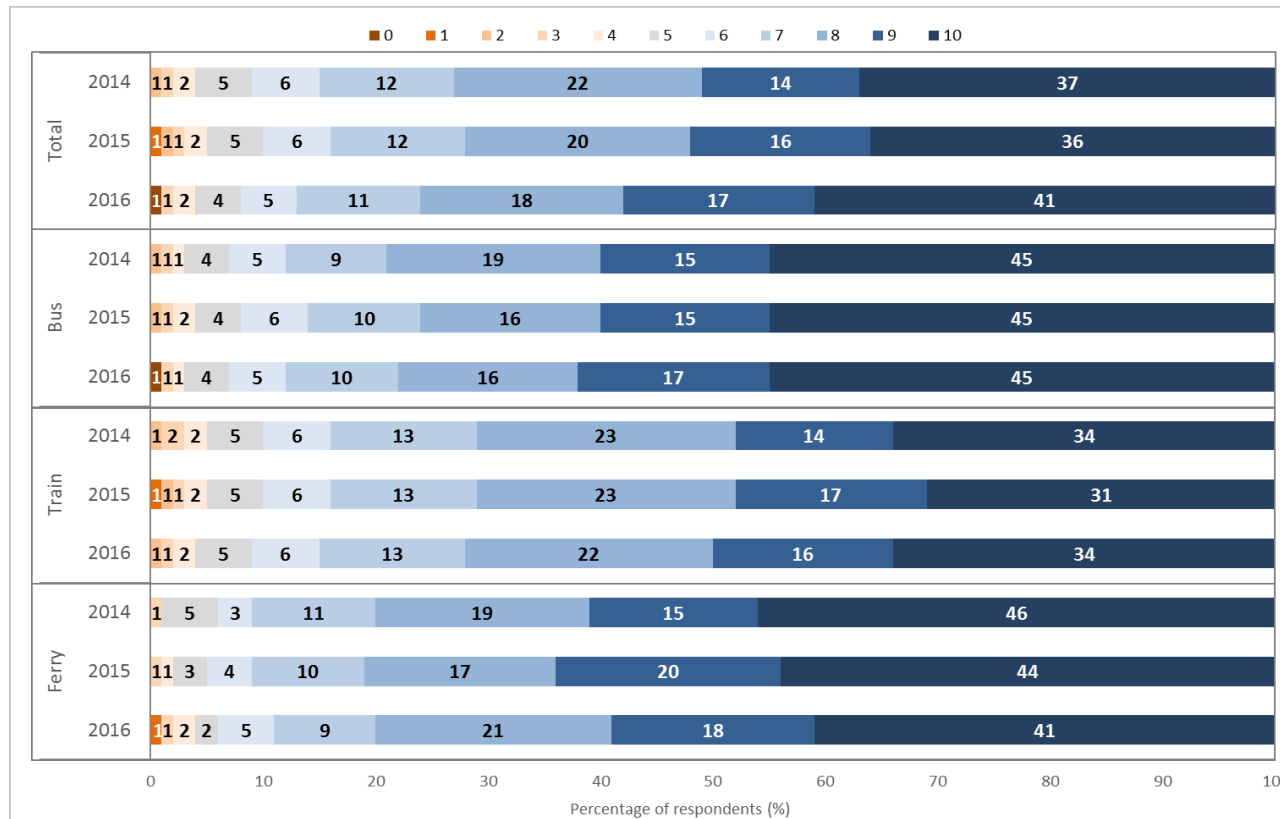
#### Rating of 0-4 significantly more likely among passengers:

- Using a SuperGold Card (8%)
- Aged 65 years or over (6%)
- Travelling in interpeak hours (4%)
- Travelling inbound (3%)

**The Stop/Station/Wharf Being Easy to Get to (By Car, Walking etc.)**

Almost all Wellington public transport users consider the stop/station/wharf where they board their service to be easy to get to, 92% giving a positive rating (6-10), with two in five (41%) *extremely satisfied* (rating the ease of access as 10 out of 10). This is a significant increase from last year's result of 90% satisfied. Ratings by mode are similar, and stable over time.

**Figure 4.3: Stop/Station/Wharf Being Easy to Get to – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,259)</i>	2015 <i>(n=4,373)</i>	2016 <i>(n=2,338)</i>	2014 <i>(n=1,329)</i>	2015 <i>(n=1,367)</i>	2016 <i>(n=640)</i>	2014 <i>n=2,778</i>	2015 <i>(n=2,848)</i>	2016 <i>(n=1567)</i>	2014 <i>(n=152)</i>	2015 <i>(n=158)</i>	2016 <i>(n=126)</i>
<b>Dissatisfied (0-4)</b>	4	5	<b>4</b>	3	4	<b>3</b>	5 (↑BF)	5	<b>4</b>	1	2	<b>4</b>
<b>Neutral (5)</b>	5	5	<b>4</b>	4	4	<b>4</b>	5 (↑B)	5	<b>5</b>	5	3	<b>2</b>
<b>Satisfied (6-10)</b>	91	90	<b>92</b>	93 (↑T)	92	<b>93</b>	90	90	<b>91</b>	94	95 (↑T)	<b>94</b>
<b>Mean rating (out of 10)</b>	8.3	8.3	<b>8.5</b>	8.6	8.5	<b>8.6</b>	8.2	8.1	<b>8.2</b>	8.7	8.7	<b>8.6</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Travelling during interpeak hours (95%)

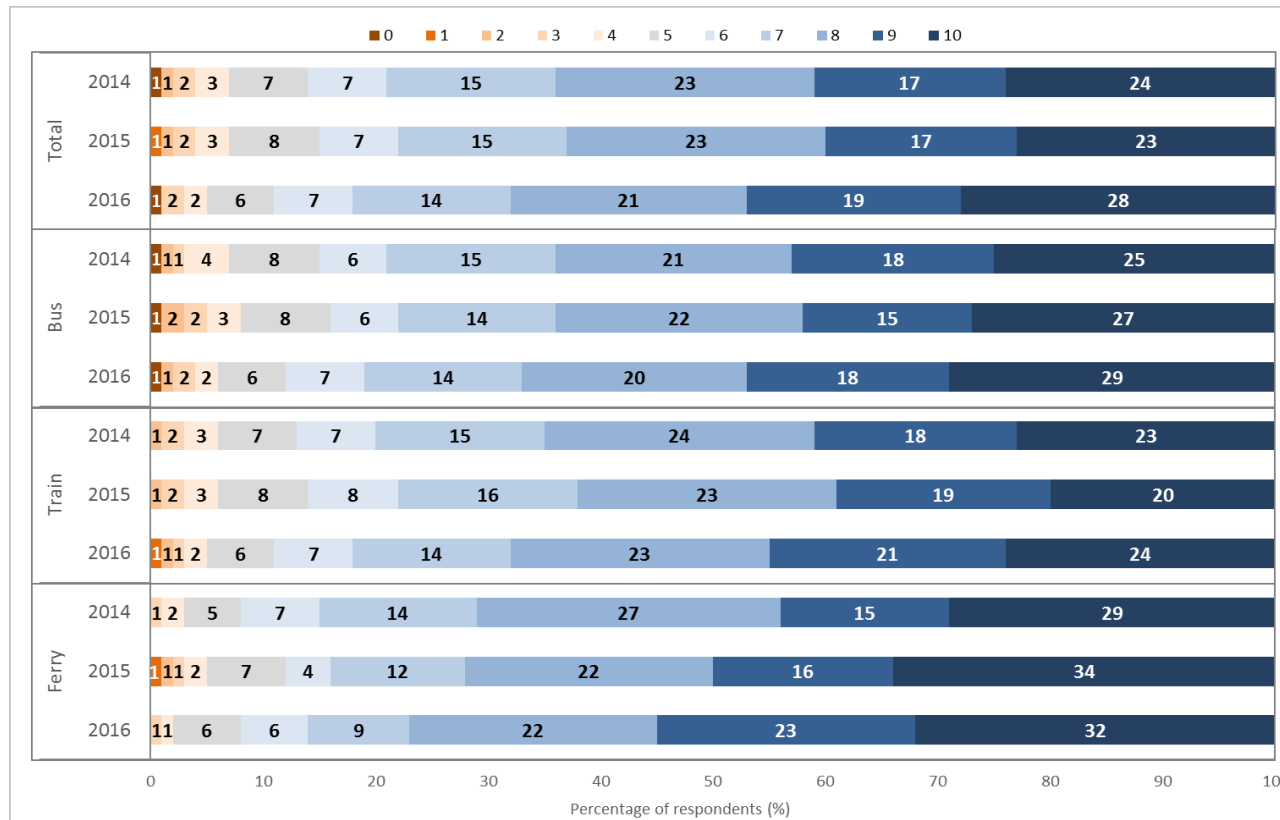
#### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (7%)
- Travelling inbound (5%)

**Your Personal Safety at the Stop/Station/Wharf**

Public transport users generally feel safe at stops/stations/wharves waiting for their service, 89% giving a positive rating for personal safety, including 28% who are *extremely satisfied* (rating the personal safety as 10 out of 10). Compared with last year, the results have improved both overall (from 85% to 89%) and by modes of transport (Bus – from 84% to 88%; Train - 86% to 89%; Ferry - 88% to 92%).

**Figure 4.4: Personal Safety at the Stop/Station/Wharf – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,232)</i>	2015 <i>(n=4,358)</i>	2016 <i>(n=2,316)</i>	2014 <i>(n=1,318)</i>	2015 <i>(n=1,360)</i>	2016 <i>(n=632)</i>	2014 <i>(n=2,762)</i>	2015 <i>(n=2,840)</i>	2016 <i>(n=1,560)</i>	2014 <i>(n=152)</i>	2015 <i>(n=158)</i>	2016 <i>(n=130)</i>
<b>Dissatisfied (0-4)</b>	7	7	<b>5</b>	7	8	<b>6</b>	6	6	<b>5</b>	3	5	<b>2</b>
<b>Neutral (5)</b>	7	8	<b>6</b>	8	8	<b>6</b>	7	8	<b>6</b>	5	7	<b>6</b>
<b>Satisfied (6-10)</b>	86	85	<b>89</b>	85	84	<b>88</b>	87	86	<b>89</b>	92 (↑BT)	88	<b>92</b>
<b>Mean rating (out of 10)</b>	7.8	7.8	<b>8.0</b>	7.8	7.8	<b>8.0</b>	7.8	7.7	<b>8.0</b>	8.2	9.2	<b>8.3</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 18-24 years (92%)

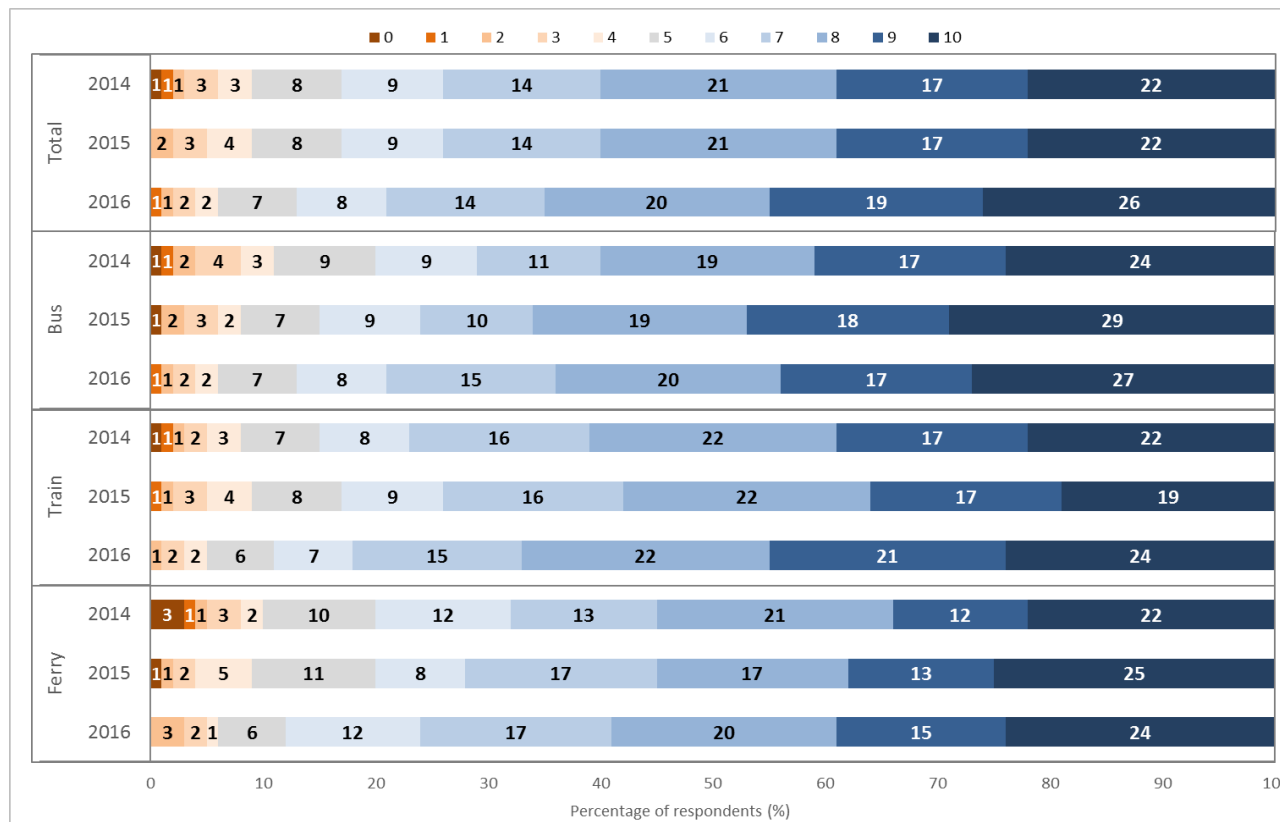
#### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (10%)
- Travelling in the weekend (7%)
- Travelling in off-peak hours (7%)

**The Information Available at the Stop/Station/Wharf**

Public transport users are generally satisfied with the provision of information available at the stop/station/wharf, 87% giving a positive rating (6-10) including 26% of respondents who are *extremely satisfied* (rating the provision of information as 10 out of 10). This share of passengers satisfied with information availability has increase significantly, from 83% last year. Results are similar between different modes of transportation. Satisfaction with this aspect among train users has improved significantly over the last 12 months (up from 83% to 89%) after a decline between 2014 and 2015.

**Figure 4.5: Information Available at the Stop/Station/Wharf – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,174)</i>	2015 <i>(n=4,366)</i>	2016 <i>(n=2,316)</i>	2014 <i>(n=1,296)</i>	2015 <i>(n=1,361)</i>	2016 <i>(n=633)</i>	2014 <i>(n=2,732)</i>	2015 <i>(n=2,849)</i>	2016 <i>(n=1557)</i>	2014 <i>(n=146)</i>	2015 <i>(n=155)</i>	2016 <i>(n=122)</i>
<b>Dissatisfied (0-4)</b>	9	9	<b>6</b>	11 (↑T)	<b>8</b>	<b>6</b>	8	<b>9</b>	<b>5</b>	10	9	<b>6</b>
<b>Neutral (5)</b>	8	8	<b>7</b>	9 (↑T)	7	<b>7</b>	7	8	<b>6</b>	10	11	<b>6</b>
<b>Satisfied (6-10)</b>	83	83	<b>87</b>	80	<b>85</b>	<b>87</b>	85 (↑B)	<b>83</b>	<b>89</b>	80	80	<b>88</b>
<b>Mean rating (out of 10)</b>	7.6	7.6	<b>7.9</b>	7.5	7.8	<b>7.8</b>	7.6	7.5	<b>7.9</b>	7.3	7.5	<b>7.7</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Travelling on Newlands Coach services (96%)
- Travelling in off-peak hours (89%), particularly in the weekend (92%)
- Aged 18-34 years (91%)

#### Rating of 0-4 significantly more likely among passengers:

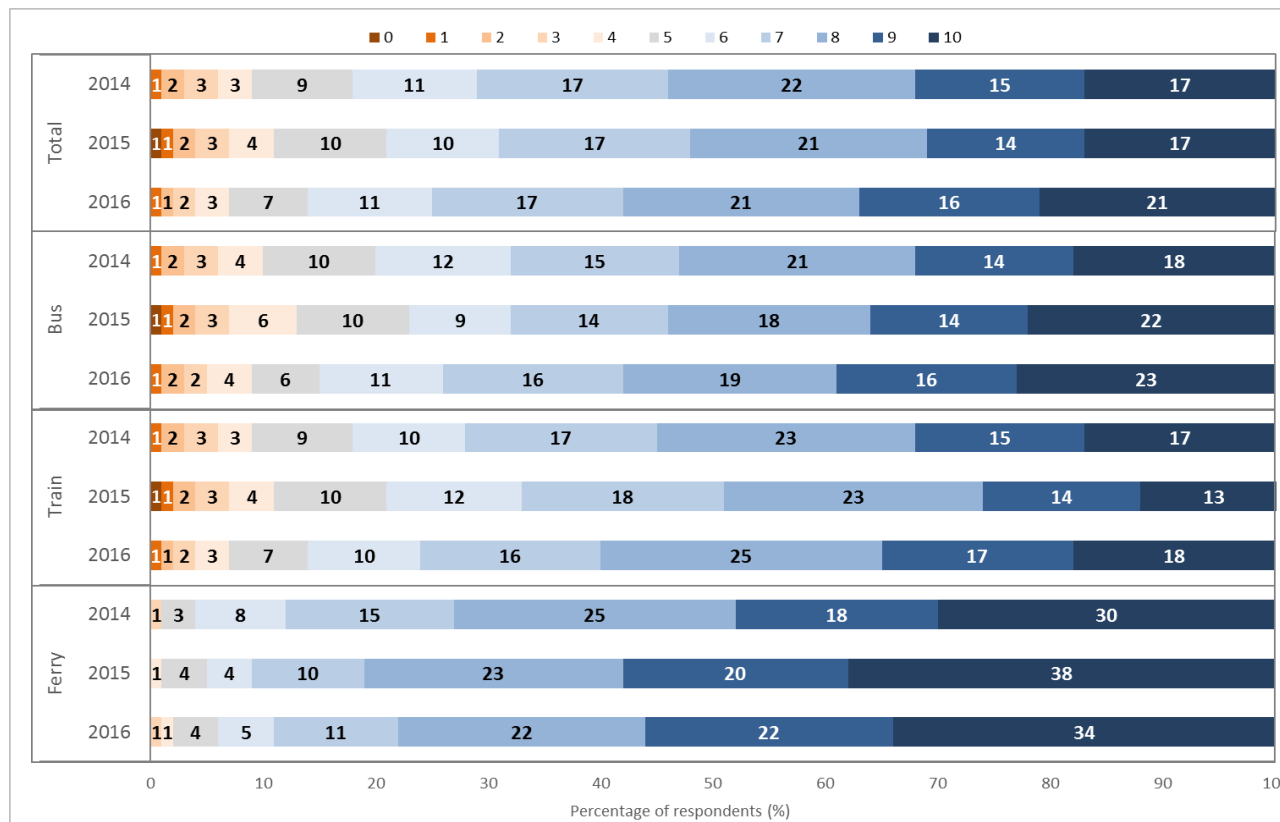
- Aged 60-64 years (12%)
- Female (7%)



**The Cleanliness of the Stop/Station/Wharf**

The majority of public transport users are satisfied with the cleanliness of the stop/station/wharf (86%), up significantly from 79% last year. Twenty-one per cent are *extremely satisfied* (giving a rating of 10 out of 10). While ferry passengers continue to have the highest level of satisfaction (over 90% satisfied since 2014) with cleanliness of the wharves, satisfaction among train (86%) and bus (85%) passengers on this aspect has improved significantly since 12 months ago (up from 77% and 80% respectively).

**Figure 4.6: Cleanliness of Stop/Station/Wharf – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,233)</i>	2015 <i>(n=4,376)</i>	2016 <i>(n=2,335)</i>	2014 <i>(n=1,313)</i>	2015 <i>(n=1,354)</i>	2016 <i>(n=637)</i>	2014 <i>(n=2,768)</i>	2015 <i>(n=2,865)</i>	2016 <i>(n=1575)</i>	2014 <i>(n=152)</i>	2015 <i>(n=157)</i>	2016 <i>(n=130)</i>
<b>Dissatisfied (0-4)</b>	9	11	7	10 (↑F)	13	9	9 (↑F)	10 (↑F)	7	1	1	2
<b>Neutral (5)</b>	9	10	7	10 (↑F)	10 (↑F)	6	9 (↑F)	10 (↑F)	7	3	4	4
<b>Satisfied (6-10)</b>	82	79	86	80	77	85	82	80	86	96 (↑BT)	95 (↑BT)	94
<b>Mean rating (out of 10)</b>	7.4	7.2	7.6	7.3	7.3	7.6	7.4	7.1	7.6	7.4	8.6	8.5

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Travelling on Newlands Coach services (96%)
- Male (87%)

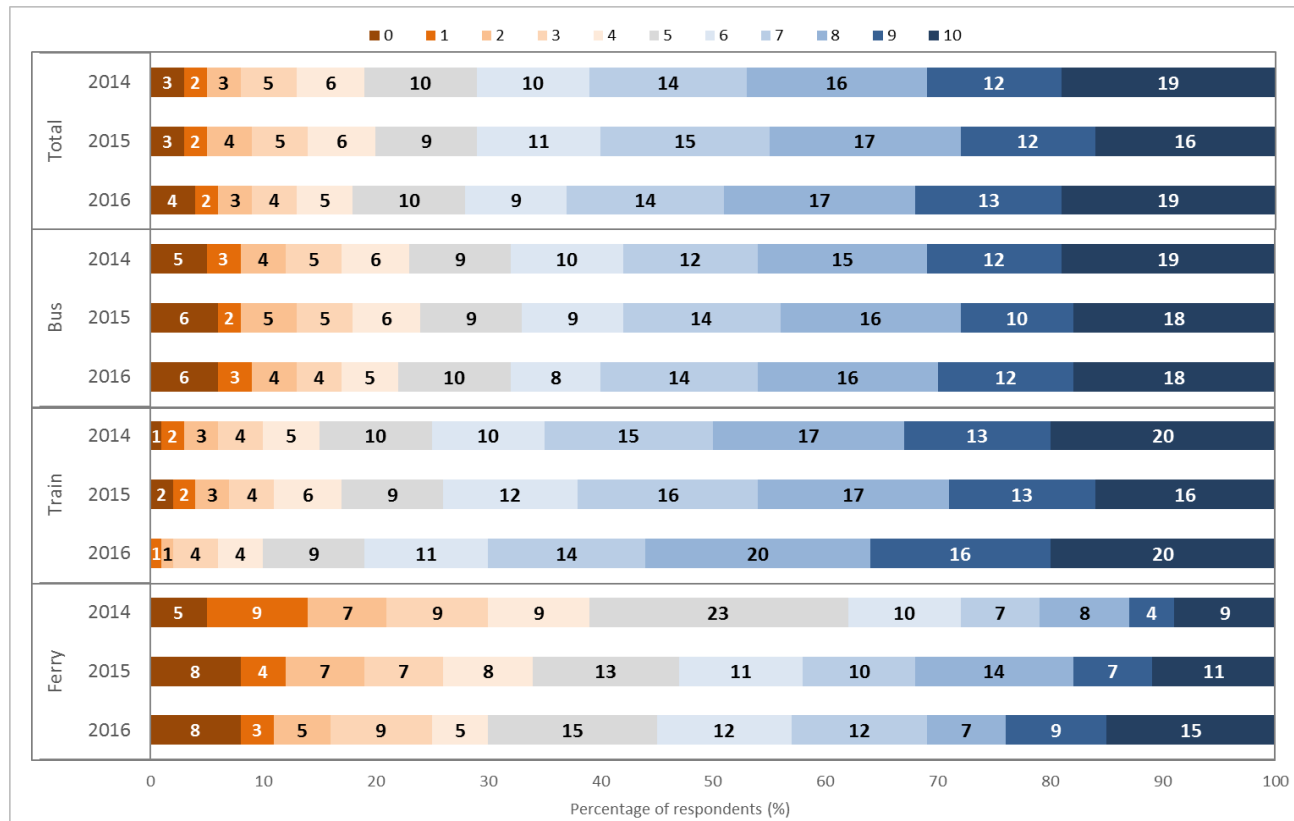
#### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (14%)
- Travelling during the interpeak period (10%)

**The Stop/Station/Wharf Providing Shelter from The Weather**

Ratings for the stop/station/wharf providing shelter from the weather are less positive than the other five aspects. Similar to last year, 72% rated the provision of shelter positively, including 19% giving a rating of 10 out of 10. However, level of dissatisfaction with the provision of shelter from the weather has decreased from last year (from 20% to 18%). Ratings are particularly poor for the provision of shelter at ferry wharves, with just 55% of ferry passengers satisfied to some extent (compared with 68% of bus passengers and 81% of those travelling by train). In addition, 30% of ferry users rate the provision of shelter at wharves negatively. Train passengers were more likely to rate the provision of shelter at stations positively than they were last year (up from 74% to 81%).

**Figure 4.7: Stop/Station/Wharf Providing Shelter from the Weather – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,249)</i>	2015 <i>(n=4,249)</i>	2016 <i>(n=2,305)</i>	2014 <i>(n=1,311)</i>	2015 <i>(n=1,323)</i>	2016 <i>(n=626)</i>	2014 <i>(n=2,787)</i>	2015 <i>(n=2,831)</i>	2016 <i>(n=1,567)</i>	2014 <i>(n=151)</i>	2015 <i>(n=154)</i>	2016 <i>(n=126)</i>
<b>Dissatisfied (0-4)</b>	19	20	<b>18</b>	23 (↑T)	24 (↑T)	<b>22 (↑T)</b>	15	<b>17</b>	<b>10</b>	39 (↑BT)	34 (↑BT)	<b>30</b>
<b>Neutral (5)</b>	10	9	<b>10</b>	9	9	<b>10</b>	10	9	<b>9</b>	23 (↑BT)	<b>13</b>	<b>15</b>
<b>Satisfied (6-10)</b>	71	71	<b>72</b>	68 (↑F)	67 (↑F)	<b>68</b>	75 (↑BF)	74 (↑BF)	<b>81 (↑B)</b>	38	<b>53</b>	<b>55</b>
<b>Mean rating (out of 10)</b>	6.8	6.7	<b>6.8</b>	6.5	6.5	<b>6.6</b>	7.1	6.9	<b>7.4</b>	5.0	5.5	<b>5.8</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Using a ten-trip concession card (81%) or paying by cash (77%)
- Travelling during the afternoon peak (78%) or inter-peak (77%)
- Male(76%)

#### Rating of 0-4 significantly more likely among passengers:

- Travelling during the morning peak (23%)
- Using a stored value card (23%)

### 4.3 Bus Stop/Train Station/Ferry Wharf – Drivers of Satisfaction<sup>13</sup>

As Table 4.2a shows, of the six aspects of the stop/station/ferry wharf respondents were questioned on, sense of **personal safety** and the **cleanliness of the stop/station/wharf** have the greatest positive impacts on overall satisfaction with the stop/station/wharf (both were also key drivers in 2015). **The ease of getting on the vehicle from the stop/station/wharf** also has a notable impact on overall satisfaction with the stop/station/wharf. Service enhancements in these areas over the next 12 months can be expected to have the greatest positive impact on overall satisfaction.

Whilst the relative importance of each aspect of the stop/station/wharf are similar by mode, personal safety has a greater impact on the overall satisfaction of train passengers (0.72) than bus (0.63) or ferry (0.57) passengers. Although the overall results show the accessibility to the stop/station/wharf is not a core driver, among ferry passengers the ease of getting on the ferry from the wharf is the strongest wharf-related driver of overall satisfaction (0.67).

**Table 4.2a: Drivers of Satisfaction with Stop/Station/Ferry Wharf**

Level of Influence on Overall Satisfaction	
<b>Core Driver</b>	<ul style="list-style-type: none"> <li>• Personal safety (0.68)</li> <li>• Cleanliness of the stop/station/wharf (0.65)</li> <li>• Ease of getting on the vehicle from the stop/station/wharf (0.63)</li> <li>• Information available (0.61)</li> <li>• Providing shelter from the weather (0.60)</li> </ul>
<b>Important Driver</b>	<ul style="list-style-type: none"> <li>• Ease of getting to the stop/station/wharf (0.57)</li> </ul>
<b>Driver of Lesser Importance</b>	

<sup>13</sup> Through the use of statistical analyses (correlation analysis), the relative influence of each service attribute ('driver') on overall satisfaction has been derived. Service attributes with a correlation score of 0.60 or more show a strong relationship with overall satisfaction and therefore have been defined as 'core drivers' of overall satisfaction. These service attributes should be considered priorities for action/additional resourcing as improvements in the performance of these attributes can be expected to have the most positive impact on overall satisfaction. Service attributes with a correlation score of 0.50 to 0.59 are considered 'important drivers' of satisfaction, while attributes with a correlation score of less than 0.50 have only a weak relationship with overall satisfaction and therefore are considered 'drivers of lesser importance'.

**Table 4.2b: Drivers of Satisfaction with Stop/Station/Ferry Wharf – By Mode**

	Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Driver</b>	<i>n=1,302</i>	<i>n=1,323</i>	<i>n=626</i>	<i>n=2,739</i>	<i>n=2,831</i>	<i>n=1,557</i>	<i>n=148</i>	<i>n=154</i>	<i>n=122</i>
Your personal safety at the stop/station/wharf	0.65	0.62	<b>0.63</b>	0.68	0.66	<b>0.72</b>	0.66	0.68	<b>0.57</b>
The cleanliness of the stop/station/wharf	0.65	0.63	<b>0.56</b>	0.67	0.67	<b>0.69</b>	0.69	0.64	<b>0.63</b>
The ease of getting on the vehicle from the stop/station/wharf	0.60	0.58	<b>0.62</b>	0.69	0.59	<b>0.63</b>	0.57	0.66	<b>0.67</b>
The information available at the stop/station/wharf	0.61	0.52	<b>0.55</b>	0.64	0.61	<b>0.63</b>	0.64	0.63	<b>0.62</b>
The stop/station/wharf providing shelter from the weather	0.61	0.58	<b>0.56</b>	0.58	0.65	<b>0.64</b>	0.64	0.59	<b>0.59</b>
The stop/station/wharf being easy to get to	0.49	0.50	<b>0.51</b>	0.57	0.52	<b>0.60</b>	0.48	0.60	<b>0.58</b>

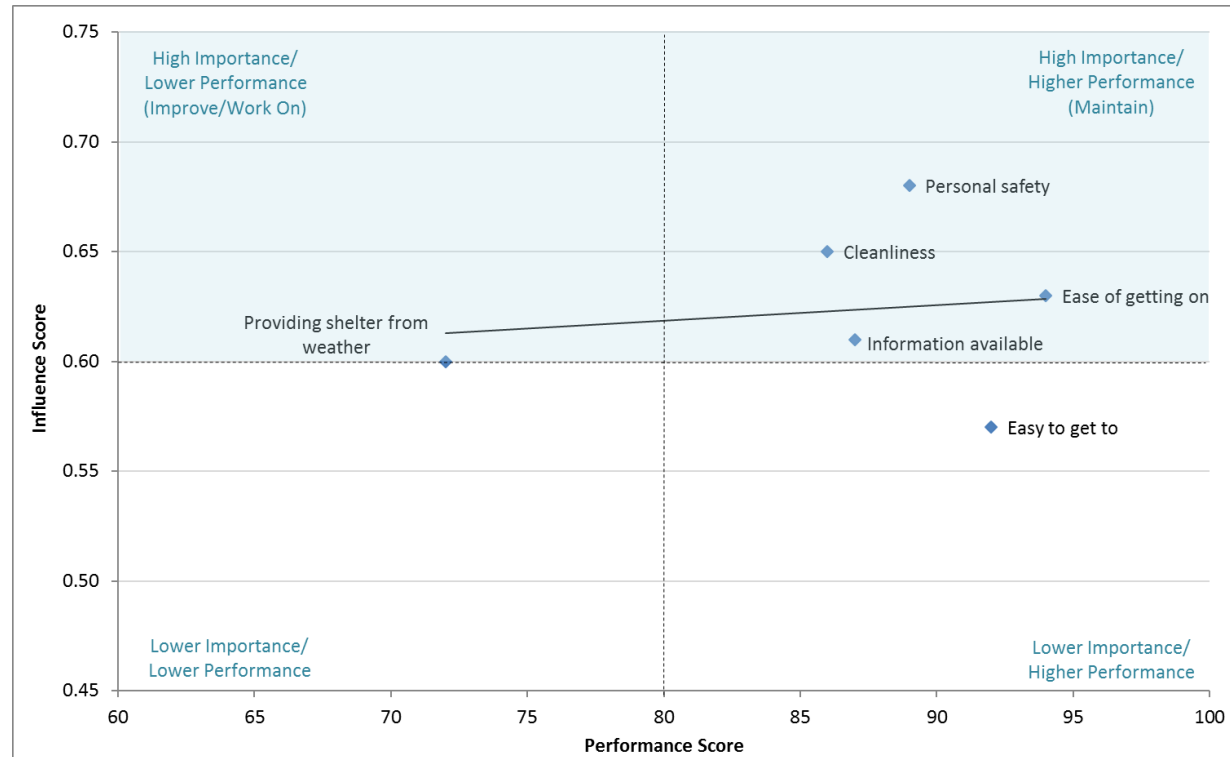
**Bus Stop/Station/Wharf - Performance versus Influence (Gap Analysis)**

Figure 4.8 maps the relative influence of each aspect of the current trip against current performance. The trend line<sup>14</sup> slopes up and to the right. This result indicates a good match between performance and influence, with the stop/station/wharf performing well on those aspects most important to drive satisfaction, particularly the ease of getting on the vehicle from the stop/station/wharf.

The key area of concern continues to be the **provision of shelter from the weather**. This aspect of the trip is identified as one of the core drivers of trip satisfaction, but is currently the most poorly performing aspect of the trip. Improvements in this area, particularly the provision of adequate shelter at ferry wharves, over the next 12 months can be expected to have a positive impact on trip overall satisfaction.

<sup>14</sup> The trend line assists in depicting the overall relationship between relative influence and performance across the service attributes/drivers. In an ideal situation, the trend line should slope up to the right. This illustrates that the public transport system is performing best on those aspects of service that are most important to passengers/that have the greatest influence on overall satisfaction. A trend line that slopes down to the right indicates a mismatch between performance and importance/influence – that is, at least one service attribute identified as core/important to passengers is currently under-performing (suggesting the need for more resource in this area for example, planning, training, quality control etc.) and/or at least one service attribute with a high performance rating is identified as having little or no importance to passengers/has only minimal influence on overall satisfaction.

Figure 4.8: Performance versus Influence – Bus Stop/Station/Wharf



## 4.4 Suggestions for Improvement to Stop/Station/Wharf

### Overall Results

Consistent with results from previous years, the most frequently mentioned (unprompted) suggestion for improvements to the stop/station/wharf where the passenger boarded is the provision of more and/or improved shelter from the weather (19%). Other frequently mentioned suggestions include cleaner stops/stations/wharves (including the provision of more rubbish bins) (6%, down significant from 9% last year) and the need for more seats (4%). Improving the provision of information available at the stop/station/wharf was also frequently cited, 5% calling for more information such as timetables, service routes, explanation of fares etc. to be made available and 5% wanting more Real Time Information boards or digital displays introduced. Eight per cent of respondents specifically stated that no improvements to the stop/station/wharf were needed (up significantly from 6% last year).

*Note: The table below lists those suggestions made by 2% or more of respondents. A full list of suggestions is provided in Appendix Four.*

**Table 4.3: Suggestions for Improvement to Stop/Station/Wharf (%)**

Suggestion for Improvement	Total Sample			Significantly More Likely to Be Mentioned by Those ...
	2014 (n=4,298)	2015 (n=4,436)	2016 (n=2,361)	
More/improved shelter from weather (wind, rain, sun)	19	18	19	<ul style="list-style-type: none"> <li>Travelling in peak hours, especially the morning peak (28%)</li> <li>Travelling with Valley Flyer (28%)</li> <li>Paying with a stored value card (25%)</li> <li>On weekdays (23%)</li> </ul>
Cleaner stops/stations/wharves, including having more rubbish bins available	8	9	6	<ul style="list-style-type: none"> <li>Aged 15-17 years (12%)</li> <li>Paying with a monthly pass (9%)</li> <li>Travelling with Tranz Metro (8%)</li> </ul>
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	5	4	5	<ul style="list-style-type: none"> <li>Paying by cash (8%)</li> </ul>
More Real Time Information boards/digital displays	4	3	5	<ul style="list-style-type: none"> <li>On weekdays (10%)</li> </ul>



Suggestion for Improvement	Total Sample			Significantly More Likely to Be Mentioned by Those ...
	2014 (n=4,298)	2015 (n=4,436)	2016 (n=2,361)	
				<ul style="list-style-type: none"> <li>Travelling with Go Wellington (8%)</li> <li>Paying with a stored value card (8%)</li> <li>Travelling in peak hours, especially the morning peak (7%)</li> <li>Aged 45-59 years (7%)</li> <li>Who are female (6%)</li> </ul>
More seats available	5	4	4	<ul style="list-style-type: none"> <li>Aged 15-17 years (8%)</li> <li>Travelling with Go Wellington (6%)</li> <li>Who are female (5%)</li> </ul>
Ensure electronic signs are correct/show actual times/face the right way etc.	1	3	2	<ul style="list-style-type: none"> <li>Travelling with Go Wellington (4%)</li> <li>Travelling in peak hours, especially the afternoon peak (4%)</li> <li>Who are male (4%)</li> <li>Aged 35-44 years (4%)</li> <li>Paying with a stored value card (3%)</li> </ul>
Better lighting	3	2	2	<ul style="list-style-type: none"> <li>Travelling with Go Wellington (3%)</li> <li>Travelling in peak hours, especially the morning peak (3%)</li> <li>Who are female (3%)</li> </ul>
Maintenance work – fix leaks in roof, holes in footpath, remove graffiti, replace broken glass etc.	2	2	2	<ul style="list-style-type: none"> <li>Travelling with Mana Coach (5%)</li> </ul>
More/improved parking available	3	2	2	<ul style="list-style-type: none"> <li>Paying with a monthly pass (5%)</li> <li>Travelling with Tranz Metro (4%)</li> <li>Travelling in peak hours, especially the morning peak (3%)</li> <li>Travelling inbound (3%)</li> </ul>
No improvements needed	8	6	8	<ul style="list-style-type: none"> <li>Travelling with Valley Flyer (13%)</li> </ul>

Suggestion for Improvement	Total Sample			Significantly More Likely to Be Mentioned by Those ...
	2014 (n=4,298)	2015 (n=4,436)	2016 (n=2,361)	
				<ul style="list-style-type: none"> <li>• Travelling in off-peak hours – weekdays inter-peak (12%) and weekend (11%)</li> <li>• Aged 18-24 years (11%)</li> <li>• Who are male (10%)</li> <li>• Travelling inbound (10%)</li> </ul>
Blank	41	40	44	<ul style="list-style-type: none"> <li>• Aged 60 years and over (53%)</li> <li>• Paying by SuperGold Card (53%) or cash (48%)</li> <li>• Travelling in off-peak hours (46%)</li> <li>• Travelling outbound (46%)</li> <li>• Travelling in the weekend (46%)</li> </ul>

**Base:** All respondents.

Multiple responses to this question permitted, consequently table may total more than 100%. Table lists those improvements mentioned by 2% or more of respondents.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

### *Suggestions for Improvement to Stop/Station/Wharf by Mode*

Table 4.4 provides suggestions for improvement to the stop/station/wharf by mode of transport, and highlights significant differences in frequency of mention by mode. The need for more/improved shelter from the weather is significantly more likely to be mentioned by bus passengers (22%) than those travelling by train (14%). In contrast, cleanliness of the stop/station is significantly more likely to be cited by train passengers (8%) than those travelling by bus (5%), while the need for more Real Time Information boards is significantly more likely to be cited by bus passengers (6%) than those travelling by both train (2%) and ferry (<1%).

The share of train passengers suggesting more improved shelter from the weather (14%) and cleaner stations (8%) have both declined significantly from last year (17% and 11% respectively).

**Table 4.4: Key Suggestions for Improvement to Stop/Station/Wharf by Mode (%)**

	Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
<b>Suggestions</b>	(n=1,346)	(n=1,385)	(n=646)	(n=2,799)	(n=2,881)	(n=1,583)	(n=153)	(n=159)	(n=132)
More/improved shelter from weather (wind, rain, sun)	21 (↑T)	20 (↑T)	<b>22</b> (↑T)	17	17	<b>14</b>	36 (↑BT)	<b>26</b> (↑T)	<b>30</b>
Cleaner stops and stations, including having more rubbish bins available	6 (↑F)	6 (↑F)	<b>5</b>	9 (↑BF)	11 (↑BF)	<b>8</b> (↑B)	0	<1	<b>2</b>
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	8 (↑TF)	<b>4</b>	<b>5</b>	2	<b>4</b>	<b>5</b>	1	<b>7</b> (↑T)	<b>5</b>
More Real Time Information boards/digital displays	8 (↑TF)	<b>5</b> (↑T)	<b>6</b> (↑T)	2	<b>3</b>	<b>2</b>	1	3	<1
More seats available	6 (↑F)	6 (↑TF)	<b>4</b>	5 (↑F)	<b>4</b>	<b>3</b>	1	1	<1
Ensure electronic signs are correct/show actual times/face the right way etc.	1	2	<b>3</b>	2	3 (↑F)	<b>2</b>	0	0	<1
More/improved parking available	<1	0	< <b>1</b>	4 (↑B)	4 (↑B)	<b>4</b> (↑B)	3 (↑B)	2 (↑B)	<1
Maintenance work – fix leaks in roof, holes in footpath, remove graffiti, replace broken glass etc.	2	2	<b>2</b>	2	3 (↑F)	<b>2</b>	1	0	<b>0</b>
Better lighting	2	<b>1</b>	<b>2</b>	3 (↑B)	2 (↑B)	<b>2</b>	1	<1	<b>2</b>
No improvements needed	7	7	<b>9</b>	8	<b>6</b>	<b>8</b>	7	5	<b>6</b>
Blank	43 (↑T)	44 (↑T)	<b>44</b>	39	38	<b>43</b>	41	50 (↑T)	<b>49</b>

**Base:** All respondents.

Multiple responses to this question permitted, consequently table may total more than 100%. Table lists those improvements mentioned by 2% or more of respondents.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than; B=Bus, T=Train, F=Ferry.

## 5. Passenger Perceptions of Wellington Region's Public Transport System

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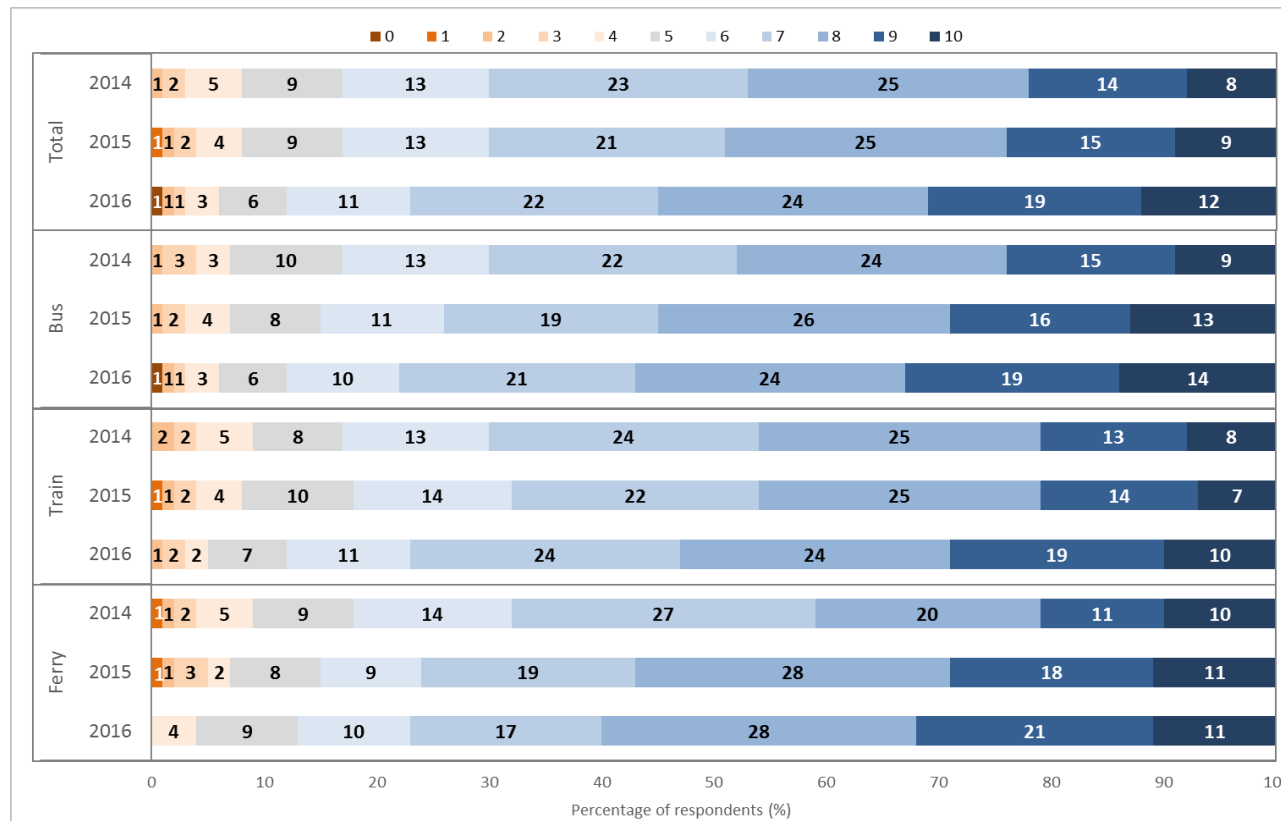
### Highlights

- Passenger perceptions of Wellington's public transport system are generally positive, 88% expressing some degree of satisfaction (that is, giving a rating of between 6 and 10), including 12% who are *extremely satisfied*. This result represents a statistically significant increase from the 83% satisfaction rating in both 2014 and 2015. In contrast, 6% of public transport users are dissatisfied.
- Overall satisfaction ratings for the public transport system are similar across modes - 88% for bus and train passengers, 87% among ferry users.
- Of the four aspects of the public transport system considered, respondents are most positive about the **travel times** (given the distance to be travelled) (87% *satisfied*). This is a positive result as **travel times** is the strongest driver of overall satisfaction with the public transport system. Improvements to this aspect of the system can be expected to have the greatest impact on overall satisfaction.
- In contrast, the key weakness of the region's public transport system continues to be the provision of **information about service delays or disruptions**, although it is important to note that the satisfaction with this aspect is up significantly since last year (up from 65% to 69%). One in five (18%) express some level of dissatisfaction.

### 5.1 Overall Satisfaction with Wellington Region’s Public Transport System

Wellington’s public transport users are generally satisfied with the region’s public transport system, with 88% expressing some degree of satisfaction (that is, giving a rating of between 6 and 10), including 12% who are *extremely satisfied*. This result represents a statistically significant increase from the 83% satisfaction rating last year. In contrast, 6% of public transport users are dissatisfied with the region’s public transport system, a significantly lower result from 8% dissatisfaction last year. Levels of satisfaction are similar by mode of transportation.

**Figure 5.1: Overall Satisfaction with Wellington Region’s Public Transport System  
By Mode of Transport (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,189)</i>	2015 <i>(n=4,324)</i>	2016 <i>(n=2,292)</i>	2014 <i>(n=1,302)</i>	2015 <i>(n=1,351)</i>	2016 <i>(n=623)</i>	2014 <i>(n=2,739)</i>	2015 <i>(n=2,827)</i>	2016 <i>(n=1,558)</i>	2014 <i>(n=148)</i>	2015 <i>(n=146)</i>	2016 <i>(n=116)</i>
<b>Dissatisfied (0-4)</b>	8	8	<b>6</b>	7	7	<b>6</b>	9 (↑B)	8	<b>5</b>	9	7	<b>4</b>
<b>Neutral (5)</b>	9	9	<b>6</b>	10	8	<b>6</b>	8	<b>10</b>	<b>7</b>	9	8	<b>9</b>
<b>Satisfied (6-10)</b>	83	83	<b>88</b>	83	85	<b>88</b>	83	82	<b>88</b>	82	85	<b>87</b>
<b>Mean rating (out of 10)</b>	7.1	7.2	<b>7.5</b>	7.2	7.4	<b>7.6</b>	7.1	7.1	<b>7.5</b>	7.1	7.4	<b>7.6</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Travelling during the morning peak (92%)
- Aged 45-59 years (91%)
- Male (90%)

#### Rating of 0-4 significantly more likely among passengers:

- Female (7%)

## 5.2 Comparative Perceptions of Wellington Region’s Public Transport System

All four main aspects of Wellington region’s public transport system have received significantly better satisfaction ratings over the last 12 months. This year, users are most positive about the travel time (87% *satisfied*) and the ease of getting information about public transport routes and timetables (86% *satisfied*). Both these aspects of the public transport system were rated similarly across modes.

Ratings are notably less positive for the availability of information about service delays or disruptions, only 69% of passengers rating this aspect positively. However, the upward trend in satisfaction ratings over time suggests good progress is being made on this aspect. The results for each aspect of the public transport system are provided in more detail in the following sections.

**Table 5.1: Comparative Perceptions of Wellington Region’s Public Transport System (%)**  
*Share Giving Positive Ratings (6-10)*

Aspect of Service	Total Sample			Bus			Train			Ferry		
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,303)</i>	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=627)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,561)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=119)</i>
The travel time	83	82	<b>87</b>	81	81	<b>86</b>	83	83	<b>88</b>	79	83	<b>88</b>
Ease of getting information about public transport routes and timetables	83	83	<b>86</b>	84	82	<b>85</b>	83	84	<b>88</b>	88	87	<b>92</b>
How convenient it is to pay for public transport	76	77	<b>81</b>	80 (↑T)	81 (↑T)	<b>84</b> (↑T)	74	74	<b>77</b>	81	84 (↑T)	<b>84</b>
Information about service delays or disruptions	62	<b>65</b>	<b>69</b>	55	<b>64</b>	<b>67</b>	65 (↑B)	66	<b>73</b> (↑B)	67 (↑B)	73 (↑B)	<b>79</b>

Base: All respondents who answered this question, excluding ‘Not applicable’ responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

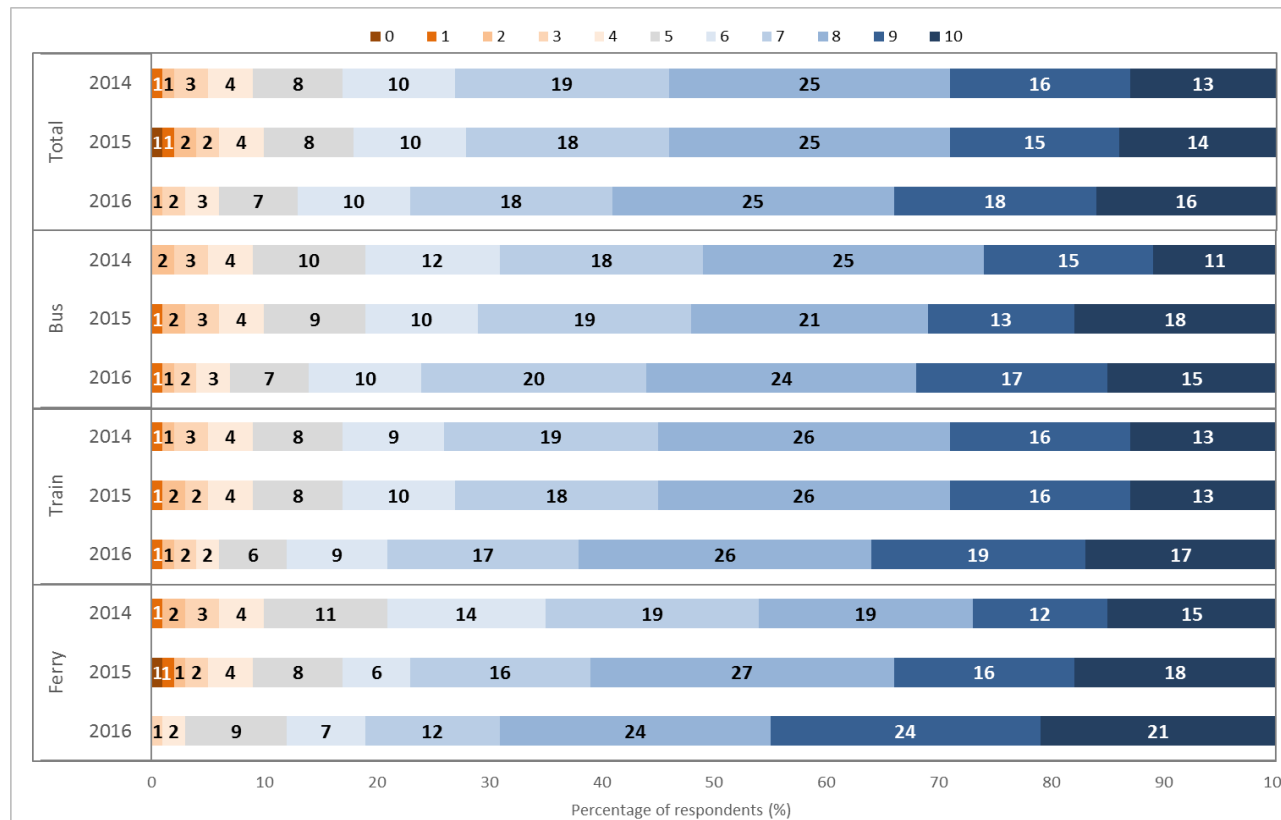


**The Travel Time (Considering The Distance You Travel)**

Public transport users are generally satisfied with the travel time (given the distance they have to travel), with 87% satisfied to some extent. This share is significantly higher than 82% last year. Only 6% of public transport users express dissatisfaction, this share significantly lower than last year's result (10%).

Perceptions are similar across each of the transport modes. Significant increases in satisfaction with travel times are reported among both bus (from 81% to 86%) and train (from 83% to 88%) passengers.

**Figure 5.3: The Travel Time – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,186)</i>	2015 <i>(n=4,354)</i>	2016 <i>(n=2,303)</i>	2014 <i>(n=1,301)</i>	2015 <i>(n=1,361)</i>	2016 <i>(n=627)</i>	2014 <i>(n=2,739)</i>	2015 <i>(n=2,844)</i>	2016 <i>(n=1,561)</i>	2014 <i>(n=146)</i>	2015 <i>(n=149)</i>	2016 <i>(n=118)</i>
<b>Dissatisfied (0-4)</b>	9	10	<b>6</b>	9	10	<b>7</b>	9	9	<b>6</b>	10	9	<b>3</b>
<b>Neutral (5)</b>	8	8	<b>7</b>	10 (↑T)	9	<b>7</b>	8	8	<b>6</b>	11	8	<b>9</b>
<b>Satisfied (6-10)</b>	83	82	<b>87</b>	81	81	<b>86</b>	83	83	<b>88</b>	79	83	<b>88</b>
<b>Mean rating (out of 10)</b>	7.3	7.3	<b>7.6</b>	7.2	7.3	<b>7.5</b>	7.4	7.3	<b>7.7</b>	7.1	7.5	<b>8.0</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 65 years or over (92%)
- Male (89%)

#### Rating of 0-4 significantly more likely among passengers:

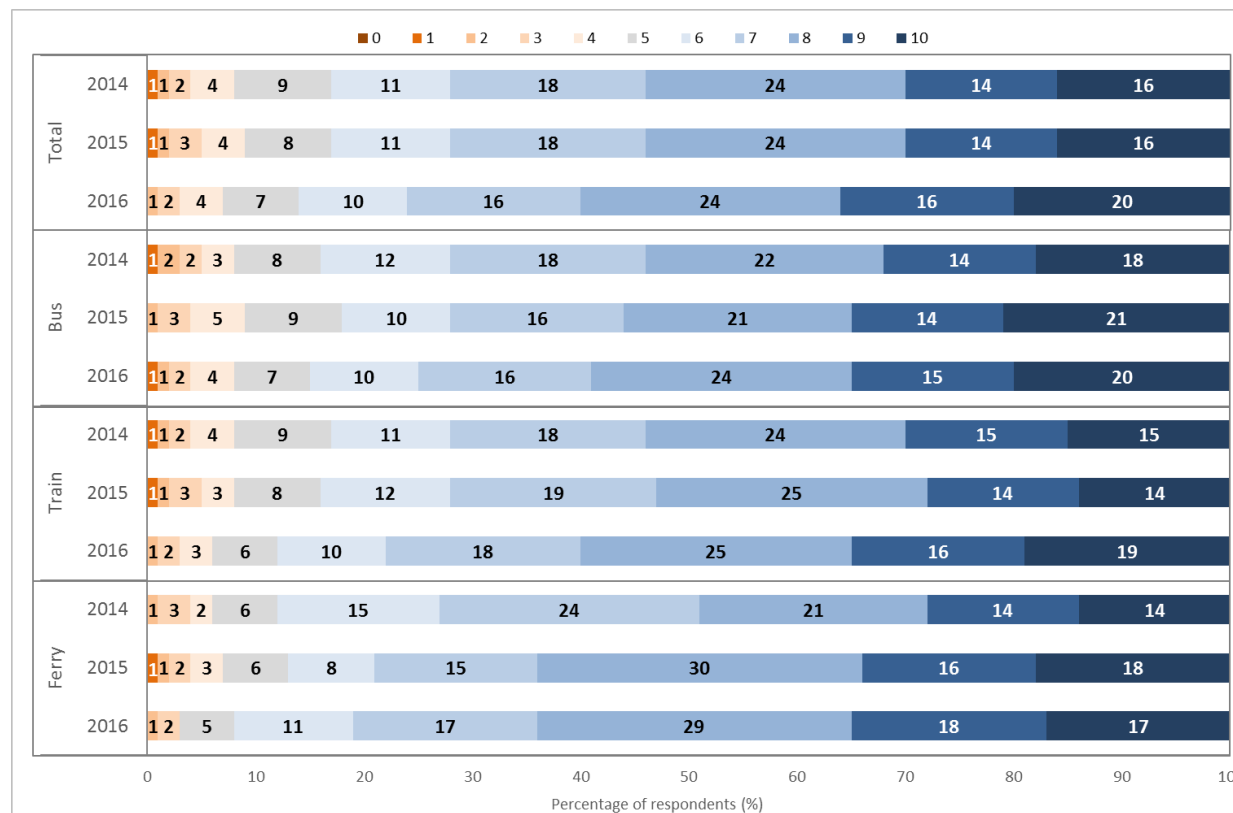
- Travelling on Mana Coachlines services (14%)

### Ease of Getting Information about Public Transport Routes and Timetables

Public transport passengers' perceptions of the ease of access to information about routes and timetables are generally positive, 86% expressing some degree of satisfaction (giving a rating of between 6 and 10), including 20% *extremely satisfied* (giving a rating of 10 out of 10). This is a statistically significant increase from last year's 83% satisfaction rating. Only 7% of passengers were dissatisfied to some extent with the ease of sourcing public transport information.

Perceptions of ease of access to information are similar across modes and consistent with 2015 for bus and ferry. Train passengers are significantly more likely to be satisfied with ease of getting information (88%) than in 2015 (84%).

**Figure 5.2: Ease of Getting Information about Public Transport Routes and Timetables – By Mode (%)**



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=4,180)	(n=4,318)	(n=2,271)	(n=1,301)	(n=1,347)	(n=617)	(n=2,733)	(n=2,824)	(n=1,545)	(n=146)	(n=146)	(n=115)
<b>Dissatisfied (0-4)</b>	8	9	<b>7</b>	8	9	<b>8</b>	8	8	<b>6</b>	6	7	<b>3</b>
<b>Neutral (5)</b>	9	8	<b>7</b>	8	9	<b>7</b>	9	8	<b>6</b>	6	6	<b>5</b>
<b>Satisfied (6-10)</b>	83	83	<b>86</b>	84	82	<b>85</b>	83	84	<b>88</b>	88	87	<b>92</b>
<b>Mean rating (out of 10)</b>	7.4	7.4	<b>7.6</b>	7.4	7.5	<b>7.6</b>	7.4	7.4	<b>7.7</b>	7.4	7.7	<b>7.8</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 60-64 years (94%)
- Travelling during morning peak (89%)

#### Rating of 0-4 significantly more likely among passengers:

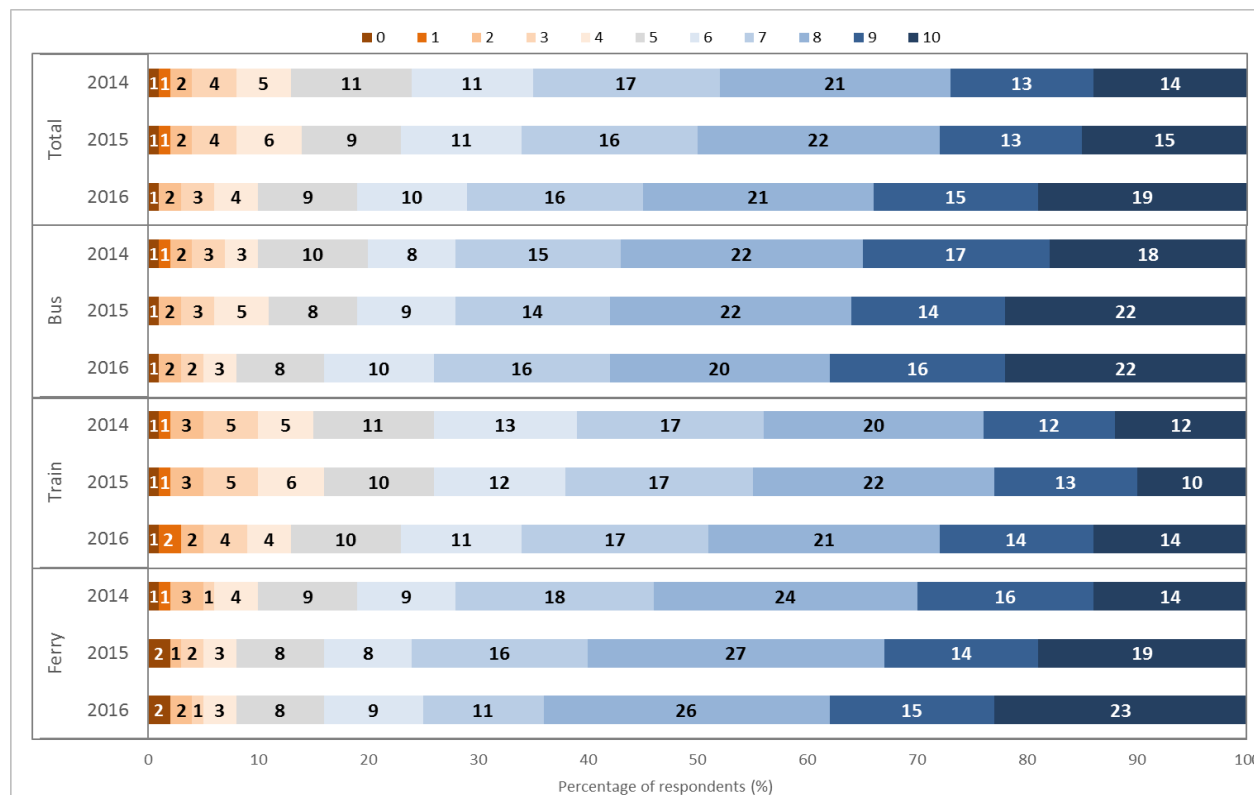
- Aged 15-17 years (11%)
- Travelling on Valley Flyer services (10%)
- Paying by cash (10%)
- Travelling inbound (8%)

### How Convenient It Is to Pay for Public Transport

Wellington’s public transport users are generally satisfied with the convenience of paying for public transport. Four in five (81%) were satisfied to some extent, including 19% who are *extremely satisfied*. This is a statistically significant increase from last year’s 77% satisfaction rating. In contrast, 10% express some level of dissatisfaction, this result is significantly lower than the 14% dissatisfaction rating 12 months ago.

Consistent with previous years, respondents travelling by train are significantly more likely to be dissatisfied with the convenience of paying for public transport (13%) than bus passengers (8%).

Figure 5.4: How Convenient It Is to Pay for Public Transport – By Mode (%)



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,150)</i>	2015 <i>(n=4,302)</i>	2016 <i>(n=2,286)</i>	2014 <i>(n=1,289)</i>	2015 <i>(n=1,334)</i>	2016 <i>(n=623)</i>	2014 <i>(n=2,714)</i>	2015 <i>(n=2,821)</i>	2016 <i>(n=1,545)</i>	2014 <i>(n=147)</i>	2015 <i>(n=147)</i>	2016 <i>(n=119)</i>
<b>Dissatisfied (0-4)</b>	13	14	<b>10</b>	10	11	<b>8</b>	15 (↑B)	16 (↑BF)	<b>13 (↑B)</b>	10	8	<b>8</b>
<b>Neutral (5)</b>	11	<b>9</b>	<b>9</b>	10	8	<b>8</b>	11	10	<b>10 (↑B)</b>	9	8	<b>8</b>
<b>Satisfied (6-10)</b>	76	77	<b>81</b>	80 (↑T)	81 (↑T)	<b>84 (↑T)</b>	74	74	<b>77</b>	81	84 (↑T)	<b>84</b>
<b>Mean rating (out of 10)</b>	7.0	7.1	<b>7.4</b>	7.4	7.5	<b>7.6</b>	6.8	6.8	<b>7.0</b>	7.3	7.5	<b>7.6</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

#### Rating of 6-10 significantly more likely among passengers:

- Aged 60 years or over (94%)
- Using a SuperGold Card (92%) or a stored value card (83%)
- Travelling on the weekend (85%) or during the morning peak (84%)
- Travelling on Go Wellington services (84%)

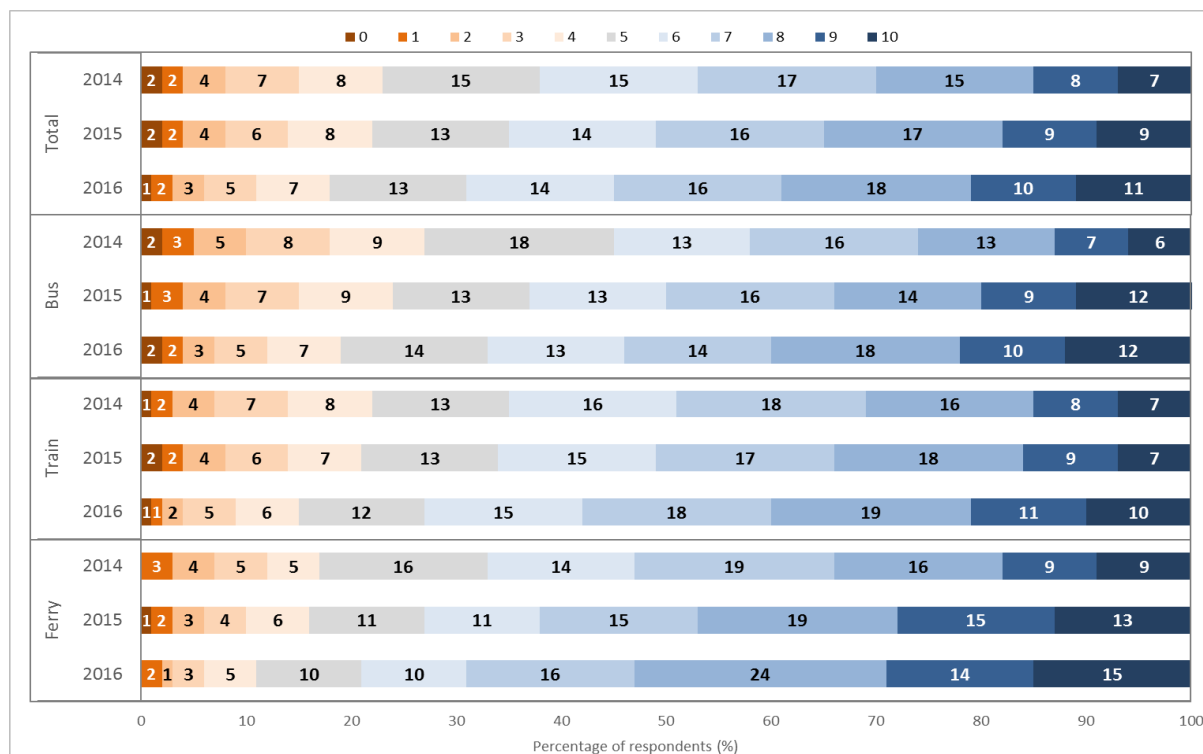
#### Rating of 0-4 significantly more likely among passengers:

- Using a ten-trip concession card (16%)
- Aged 18-24 years (14%)
- Travelling during the inter-peak period (13%)

**Information about Service Delays or Disruptions**

A key weakness of the Wellington region’s public transport system appears to be the provision of information about service delays or disruptions. Only two-thirds of public transport users (69%) are satisfied with this aspect of the public transport system, while 18% express some level of dissatisfaction. Despite these relatively poor ratings, it should be noted that the share of respondents who are satisfied with the information provided has improved over time (up from 62% in 2014 to 65% in 2015, to 69% this year). Levels of dissatisfaction by mode of transport range from 79% of ferry passengers to 67% of bus passengers. While the level of satisfaction with information about service delays or disruptions has improved for all modes over the last 12 months, improvements are most notable among train passengers (up from 66% in 2015 to 73% this year).

**Figure 5.5: Information About Service Delays or Disruptions – By Mode (%)**



Rating	Total			Bus			Train			Ferry		
	2014 <i>(n=4,083)</i>	2015 <i>(n=4,254)</i>	2016 <i>(n=2,218)</i>	2014 <i>(n=1,255)</i>	2015 <i>(n=1,318)</i>	2016 <i>(n=600)</i>	2014 <i>(n=2,687)</i>	2015 <i>(n=2,800)</i>	2016 <i>(n=1,522)</i>	2014 <i>(n=141)</i>	2015 <i>(n=136)</i>	2016 <i>(n=104)</i>
<b>Dissatisfied (0-4)</b>	23	22	<b>18</b>	27 (↑TF)	<b>23</b>	<b>19 (↑T)</b>	22	21	<b>15</b>	17	16	<b>11</b>
<b>Neutral (5)</b>	15	<b>13</b>	<b>13</b>	18 (↑T)	<b>13</b>	<b>14</b>	13	13	<b>12</b>	16	11	<b>10</b>
<b>Satisfied (6-10)</b>	62	<b>65</b>	<b>69</b>	55	<b>64</b>	<b>67</b>	65 (↑B)	66	<b>73 (↑B)</b>	67 (↑B)	73 (↑B)	<b>79</b>
<b>Mean rating (out of 10)</b>	6.1	6.3	<b>6.6</b>	5.8	6.3	<b>6.5</b>	6.2	6.3	<b>6.7</b>	6.4	6.9	<b>7.2</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

### Rating of 6-10 significantly more likely among passengers:

- Aged 18-24 years (73%)
- Male (71%)

### Rating of 0-4 significantly more likely among passengers:

- Aged 35-44 years (24%)



### 5.3 Wellington Region’s Public Transport System – Drivers of Satisfaction<sup>15</sup>

All four aspects of Wellington’s public transport system are core drivers of overall satisfaction, all having a strong correlation with overall satisfaction. The **travel time (given the distance to travel)** is most strongly correlated with overall satisfaction with the public transport system, indicating that improvements in this area can be expected to have the greatest positive impact on overall satisfaction going forward.

Travel time was the key driver of satisfaction for all three modes last year. While this still holds true for bus and train passengers this year, for those using on the ferry the travel time is of lesser importance in comparison to the other three drivers. In contrast, ferry users place a greater importance on **public transport information (ease of getting information about service routes and timetables, information about service delays or disruptions)** than bus and train users. Information about service delays and disruptions has become lesser of a driver of satisfaction among bus passengers (down from 0.63 in 2015 to 0.51 this year).

**Table 5.2: Drivers of Satisfaction with Wellington Region’s Public Transport System**

Level of Influence on Overall Satisfaction	
<b>Core Driver</b>	<ul style="list-style-type: none"> <li>• Travel time (0.71)</li> <li>• Convenience of paying for public transport (0.69)</li> <li>• Ease of getting information about public transport routes/timetables (0.66)</li> <li>• Information about service delays/disruptions (0.61)</li> </ul>
<b>Important Driver</b>	(None)
<b>Driver of Lesser Importance</b>	(None)

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<sup>15</sup> Through the use of statistical analyses (correlation analysis), the relative influence of each service attribute (‘driver’) on overall satisfaction has been derived. Service attributes with a correlation score of 0.60 or more show a strong relationship with overall satisfaction and therefore have been defined as ‘core drivers’ of overall satisfaction. These service attributes should be considered priorities for action/additional resourcing as improvements in the performance of these attributes can be expected to have the most positive impact on overall satisfaction. Service attributes with a correlation score of 0.50 to 0.59 are considered ‘important drivers’ of satisfaction, while attributes with a correlation score of less than 0.50 have only a weak relationship with overall satisfaction and therefore are considered ‘drivers of lesser importance’.

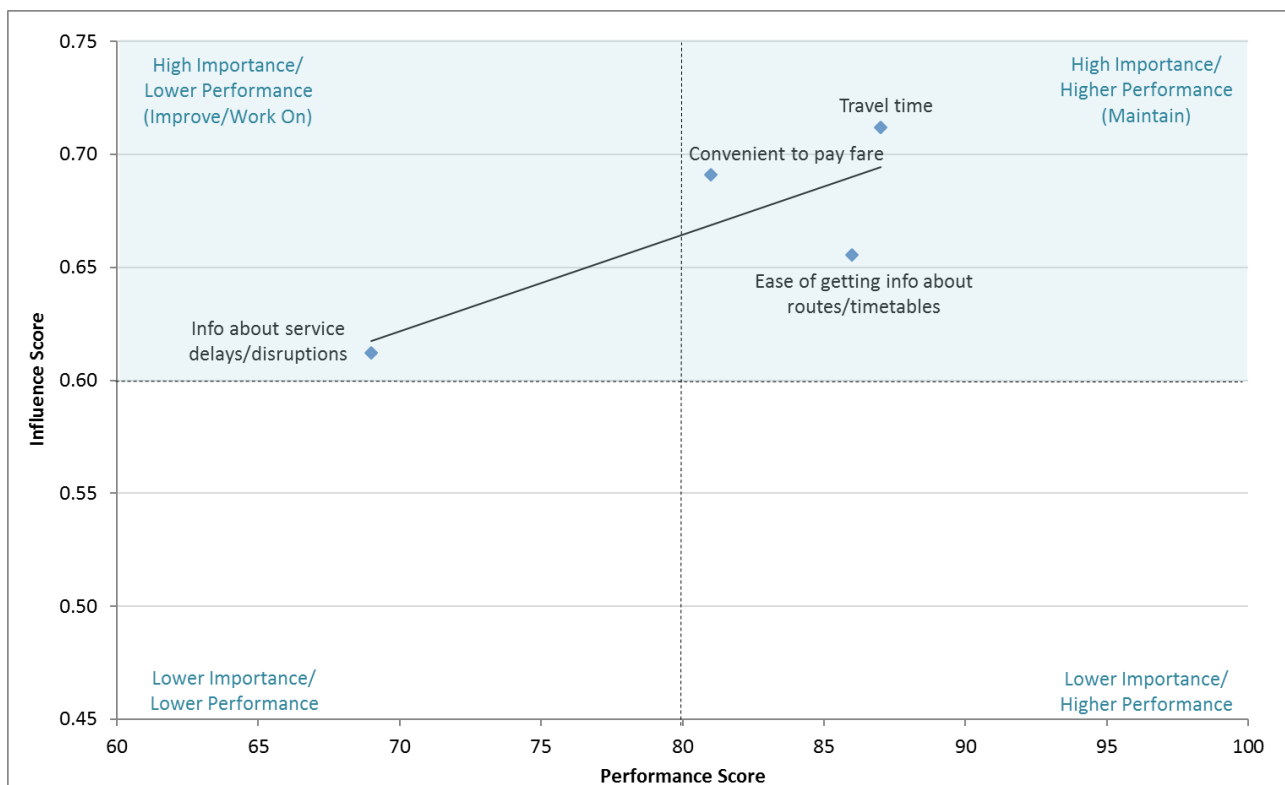
	Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Driver	(n=1,302)	(n=1,318)	(n=600)	(n=2,739)	(n=2,800)	(n=1,522)	(n=148)	(n=136)	(n=104)
The travel time	0.73	0.72	<b>0.66</b>	0.73	0.72	<b>0.74</b>	0.76	0.80	<b>0.68</b>
How convenient it is to pay for public transport	0.68	0.66	<b>0.65</b>	0.71	0.67	<b>0.71</b>	0.69	0.73	<b>0.72</b>
Ease of getting information about public transport routes and timetables	0.67	0.66	<b>0.65</b>	0.63	0.64	<b>0.66</b>	0.59	0.63	<b>0.73</b>
Information about service delays or disruptions	0.63	<b>0.63</b>	<b>0.51</b>	0.65	<b>0.64</b>	<b>0.66</b>	0.62	<b>0.69</b>	<b>0.72</b>

**Wellington Region’s Public Transport System - Performance versus Influence (Gap Analysis)**

Figure 5.6 maps the relative influence of each aspect of the public transport system against current performance. Once again this year, the trend line<sup>16</sup> slopes up and to the right. This is a positive result, indicating that, in general, the public transport system is performing most positively on those aspects that have the strongest influence on overall satisfaction.

The key area of concern continues to be the **information about service delays or disruptions**. This aspect of the trip is identified as the core driver of trip satisfaction (0.64), but is currently the most poorly performing aspect of the public transport system (and is in fact the most poorly rated aspect in the survey). Improvements in this area over the next 12 months, particularly in relation to the provision of information about delays and disruptions, can be expected to have a positive impact on overall satisfaction with the public transport system.

**Figure 5.6: Performance versus Influence – Wellington Region’s Public Transport System**



<sup>16</sup> The trend line assists in depicting the overall relationship between relative influence and performance across the service attributes/drivers. In an ideal situation, the trend line should slope up to the right. This illustrates that the public transport system is performing best on those aspects of service that are most important to passengers/that have the greatest influence on overall satisfaction. A trend line that slopes down to the right indicates a mismatch between performance and importance/influence – that is, at least one service attribute identified as core/important to passengers is currently under-performing (suggesting the need for more resource in this area for example, planning, training, quality control etc.) and/or at least one service attribute with a high performance rating is identified as having little or no importance to passengers/has only minimal influence on overall satisfaction.

## 6. Moving Forward

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### Highlights

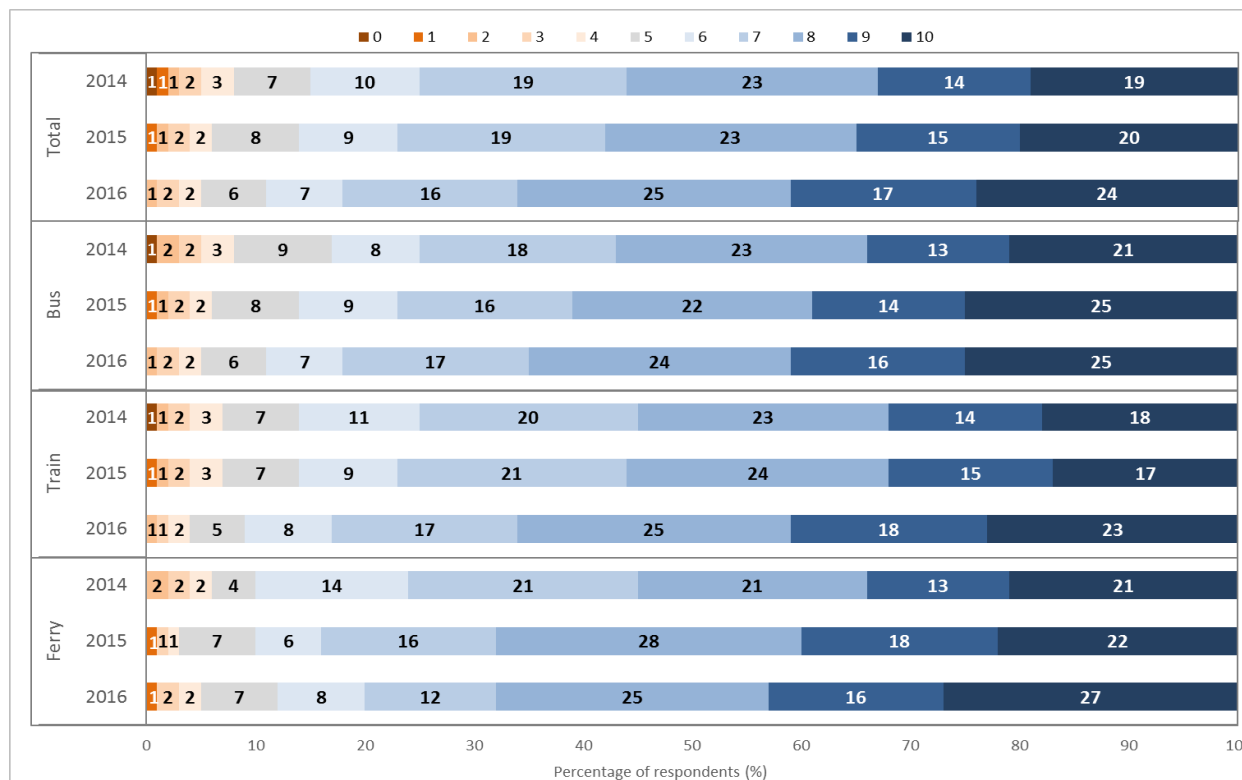
- Eighty-nine per cent of Wellington's public transport users would recommend using public transport to a friend or colleague, including 24% who are *extremely likely* to recommend. This result represents a significant improvement from 2015 (86%). Only 5% of respondents would not endorse Wellington's public transport services to others.
- The willingness to recommend is high for all three modes, with no significant difference between train (91%), bus (89%) and ferry (88%) passengers.
- When asked to suggest improvements, public transport users most often requested more frequent services (7% of passengers, stable from last year). Cheaper fares (6%), increased service capacity (more carriages, more buses on the route etc.) (6%) and a move to integrated ticketing (5%) are also frequently suggested.
- This year passengers are significantly less likely to suggest greater reliability of services (down from 10% last year to 4%).

## 6.1 Likelihood of Recommending Public Transport to Others

Satisfaction with public transport services in the Wellington region is further evidenced by the fact that 89% of respondents would recommend using public transport to a friend or colleague (up significantly from 86% last year and 85% in 2014). This includes a quarter of public transport users who are *extremely likely* to recommend (24%). Only 5% would not endorse Wellington's public transport services to others. The extent of recommendation is high for all three modes - ferry (88%), bus (89%) and train (91%), with the train service receiving a significantly higher likelihood of recommendation from last year (86%).

Among Wellington's public transport operators, likelihood of recommending is highest among those travelling on Go Wellington (92%, up significantly from 87% last year) and lowest among Valley Flyer passengers (83%, stable from last year). Eight per cent of passengers on Valley Flyer services state that they would be unlikely to recommend public transport in Wellington to others, a significantly larger share than those travelling on Tranz Metro (4%).

Figure 6.1: Likelihood of Recommending Public Transport to Others – By Mode and Operator (%)



	Total			Bus			Train			Ferry		
	2014	2015	2016	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=3,762)	(n=4,246)	(n=2,277)	(n=1,206)	(n=1,309)	(n=622)	(n=2,417)	(n=2,787)	(n=1,533)	(n=139)	(n=150)	(n=122)
Unlikely (0-4)	8	6	5	8	6	5	7	7	4	6	3	5
Neutral (5)	7	8	6	9	8	6	7	7	5	4	7	7
Likely (6-10)	85	86	89	83	86	89	86 (↑B)	86	91	90 (↑B)	90	88
Mean rating (out of 10)	7.5	7.6	7.9	7.5	7.7	7.9	7.5	7.6	7.9	7.6	8.0	8.0

	East By West			Go Wellington			Mana		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=139)	(n=150)	(n=122)	(n=771)	(n=781)	(n=384)	(n=110)	(n=157)	(n=42)
Unlikely (0-4)	6	3	5	8	6	4	8	5	7
Neutral (5)	4	7	7	8	7	4	9	9	5
Likely (6-10)	90 (↑V)	90 (↑V)	88	84	87	92 (↑V)	83	86	88
Mean rating (out of 10)	7.6	8.0	8.0	7.6	7.8	8.0	7.5	7.8	7.6

	Newlands			Tranz Metro			Valley Flyer		
	2014	2015	2016	2014	2015	2016	2014	2015	2016
Rating	(n=52)	(n=37)	(n=46)	(n=2,417)	(n=2,787)	(n=1,533)	(n=257)	(n=308)	(n=135)
Unlikely (0-4)	8	3	6	7	7	4	10	8	8 (↑T)
Neutral (5)	11	10	11 (↑G)	7	7	5	9	9	9 (↑GT)
Likely (6-10)	81	87	83	86 (↑V)	86	91 (↑V)	81	83	83
Mean rating (out of 10)	7.3	7.5	7.7	7.5	7.6	7.9	7.4	7.7	7.8

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Letter notation denotes operator(s) that this result is significantly higher than; E=East By West, G=Go Wellington, M=Mana Coachlines, N=Newlands Coachlines, T=Tranz Metro, V=Valley Flyer.

Note: Sample size for Madge Coachlines (n=1) and Transit Coachlines (n=4) are too small to provide statistically reliable results

### Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (97%)
- Aged 60 years or over (97%)
- Travelling on the weekend (93%) or during morning peak hours (92%)

### Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (9%)
- Travelling during interpeak hours (8%)
- Travelling during off-peak hours (6%)

## 6.2 Suggestions for Improvement to Public Transport Services

### Overall Results

More frequent services is the most commonly mentioned suggestion for improving Wellington’s public transport system, having been mentioned by 7% of passengers, especially those aged 35-44 years (14%). Six per cent of all respondents call for lower fare, with another 4% suggesting cheaper fares for students in particular (those aged 18-24 years being over-represented for this suggestion – 14%). Six per cent would like the service capacity increased (for example, by having more buses on the route, more carriages on the train or more seats available in the vehicle) to reduce over-crowding, particularly for regular commuters (mentioned by 12% of monthly pass users and 10% of ten-trip concession card users). A further 5% of respondents suggest the introduction of integrating ticketing, including allowing Snapper cards to be used across all services and unifying the ticketing system across all modes. In line with the significant increase in satisfaction with service reliability this year, comments regarding improvements to reliability of services (that is, run on time or to timetable) have reduced significantly, from 10% last year to 4% this year.

Five per cent of respondents specifically state that no improvements to Wellington’s public transport services are needed (stable from last year).

**Table 6.1: Suggestions for Improvement to Public Transport Services (%)**

Suggestion for Improvement	Total Sample			Significantly More Likely to be Mentioned by Those ...
	2014	2015	2016	
	(n=4,298)	(n=4,426)	(n=2,361)	
More frequent services	8	8	<b>7</b>	<ul style="list-style-type: none"> <li>Aged 35-44 years (14%)</li> <li>Travelling in the afternoon peak (11%)</li> <li>Travelling with Go Wellington (9%)</li> </ul>
Cheaper fares	10	<b>7</b>	<b>6</b>	<ul style="list-style-type: none"> <li>Travelling with Go Wellington (8%)</li> <li>Travelling outbound (7%)</li> </ul>
More buses on the route/more carriages/more seats available/reduce overcrowding	6	6	<b>6</b>	<ul style="list-style-type: none"> <li>Paying with a monthly pass (12%) or a ten-trip concession card (10%)</li> </ul>



Suggestion for Improvement	Total Sample			Significantly More Likely to be Mentioned by Those ...
	2014	2015	2016	
	(n=4,298)	(n=4,426)	(n=2,361)	
				<ul style="list-style-type: none"> <li>Travelling with Tranz Metro (10%)</li> <li>Travelling during peak hours, especially the afternoon peak (9%)</li> <li>Aged 35-59 years (8%)</li> <li>Travelling on weekdays (8%)</li> <li>Who are female (7%)</li> </ul>
Integrated ticketing/automate ticketing system	6	6	5	<ul style="list-style-type: none"> <li>Aged 25-34 years (10%)</li> <li>Paying by a ten-trip concession card (9%)</li> <li>Travelling with Tranz Metro (8%)</li> <li>Travelling inbound (6%)</li> <li>Travelling on weekdays (6%)</li> <li>Travelling during peak hours (6%)</li> </ul>
Improved reliability of services – run on time/to timetable	10	10	4	<ul style="list-style-type: none"> <li>Travelling during peak hours, especially the afternoon peak (6%)</li> <li>Paying with a monthly pass (5%)</li> </ul>
Cheaper fares for students	4	2	4	<ul style="list-style-type: none"> <li>Aged 18-24 years (14%)</li> <li>Paying with a stored value card (5%)</li> <li>Who are female (5%)</li> <li>Travelling with Go Wellington (5%)</li> <li>Travelling on weekends (5%)</li> </ul>
Friendlier drivers	3	3	3	<ul style="list-style-type: none"> <li>Travelling during inter-peak hours (5%)</li> <li>Travelling with Go Wellington (5%)</li> <li>Paying with a stored value card (4%)</li> </ul>

Suggestion for Improvement	Total Sample			Significantly More Likely to be Mentioned by Those ...
	2014	2015	2016	
	(n=4,298)	(n=4,426)	(n=2,361)	
				<ul style="list-style-type: none"> <li>Travelling outbound (4%)</li> </ul>
Improvements to stops/stations/wharves (shelters, seating, toilets, rubbish bins etc.)	2	3	3	<ul style="list-style-type: none"> <li>Aged 45-59 years (4%)</li> </ul>
More/more frequent weekend/late night/holiday services	3	3	3	<ul style="list-style-type: none"> <li>Travelling in the weekend (6%)</li> <li>Travelling with Go Wellington (5%)</li> </ul>
More stops/destinations, wider coverage of service	2	2	2	<ul style="list-style-type: none"> <li>Aged 60-64 years (5%)</li> </ul>
Better connections/co-ordination between services	2	1	2	<ul style="list-style-type: none"> <li>Travelling on Mana Coach (7%)</li> <li>Aged 45-64 years (4%)</li> <li>Travelling during afternoon peak (3%)</li> </ul>
No improvements needed	4	4	5	<ul style="list-style-type: none"> <li>Using a SuperGold Card (11%) or paying by cash (10%)</li> <li>Aged 60+ years (9%) or 18-24 years (7%)</li> <li>Who are male (7%)</li> <li>Travelling inbound (7%)</li> </ul>
Blank	28	34	48	<ul style="list-style-type: none"> <li>Travelling with Valley Flyer (64%)</li> <li>Using a Day Pass (62%) or paying by cash (54%)</li> <li>Aged 15-17 year (58%)</li> <li>Travelling during off-peak hours – weekday inter-peak (53%) and weekend (52%)</li> <li>Travelling inbound (50%)</li> </ul>

**Base:** All respondents.

Multiple responses to this question permitted, consequently table may total more than 100%. Table lists those improvements mentioned by 2% or more of respondents. A full list of suggestions is provided in Appendix Four.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

### Suggestions for Improvement by Mode

Across the three modes of transport, those travelling by train (10%) were significantly more likely to suggest increasing the service capacity (by having more carriages on the train) than those traveling by bus (4%). Train passengers were also significantly more likely to suggest an integrated/automated ticketing system (8% train users made this comment compared to 4% of bus users). Consistent with last year, ferry passengers mostly comment on providing more frequent ferry services (10%)

The desire for cheaper fares and friendlier drivers are significantly more likely to be mentioned by bus users than train users.

Consistent with previous years, ferry passengers are over-represented among those suggesting the need for more off-peak services (weekend, late night, holidays etc.) (8%).

**Table 6.2: Key Suggestions for Improvement to Public Transport Services by Mode (%)**

	Bus			Train			Ferry		
	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=646)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,583)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>
More frequent services	8	9	7	8	8	8	7	10	10
Cheaper fares	9	7	6	10	7	6	6	7	9
More buses on the route/more carriages/more seats available/reduce overcrowding	4	3	4	7 (↑BF)	8 (↑BF)	10 (↑B)	3	2	5
Integrated ticketing/automate ticketing system	4	4	4	7 (↑B)	7 (↑B)	8 (↑B)	8 (↑B)	8 (↑B)	3
Improved reliability of services – run on time/to timetable	10	8 (↑F)	3	11	11 (↑BF)	4	9	4	2
Cheaper fares for students	3	2	4 (↑T)	4 (↑B)	2	2	2	1	1
Friendlier drivers	5 (↑T)	6 (↑TF)	4 (↑T)	3	3	2	3	1	1
Improvements to stops/stations/wharves (shelters, seating, toilets, rubbish bins etc.)	2	3	3	2	3	3	1	3	2

More/more frequent weekend/late night/holiday services	3	4 (↑T)	<b>4</b>	2	2	<b>3</b>	5 (↑T)	9 (↑BT)	<b>8</b>
More stops/destinations, wider coverage of service	2	3 (↑T)	<b>2</b>	2	2	<b>3</b>	2	3	<b>2</b>
Better connections/co-ordination between services	<2	<2	<b>2</b>	<2	<2	<b>2</b>	<2	<2	<b>2</b>
No improvements needed	4	4	<b>5</b>	4	4	<b>5</b>	3	3	<b>5</b>
Blank	30 (↑T)	<b>36 (↑T)</b>	<b>49 (↑T)</b>	27	<b>33</b>	<b>44</b>	24	<b>40</b>	<b>58</b>

**Base:** All respondents.

Multiple responses to this question permitted, consequently table may total more than 100%. Table lists those improvements mentioned by 2% or more of respondents.

Orange text indicates a result that is statistically significantly different (higher or lower) than the previous year.

## 7. Access to Public Transport Information

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### Highlights

- When accessing information, public transport users in the Wellington region are most likely to have used the Metlink website (75%) or information available at the stop/station/wharf, including Real Time Information boards (71%) in the last three months. Printed timetables (35%), smartphone app or widget (29%) and the Metlink Call Centre (12%) are less commonly used.
- Most public transport users (89%) are satisfied to some extent with the public transport information currently available, including 16% who are *extremely satisfied*. Only 4% express any dissatisfaction. Levels of satisfaction are similar, irrespective of the source of public transport information currently used, ranging from 90% among those using a smartphone app or widget to 84% of Metlink Call Centre users.
- To improve the provision and quality of public transport information further, users would like to see more Real Time Information boards (4%) and more regular checks to ensure that the current boards are operational and accurate (3%). Making the Metlink website more user-friendly/easier to navigate (3%) and improving the text alert service to ensure that texts arrive early enough to be useful (3%) are also suggested.

### 7.1 Source of Information on Public Transport Services

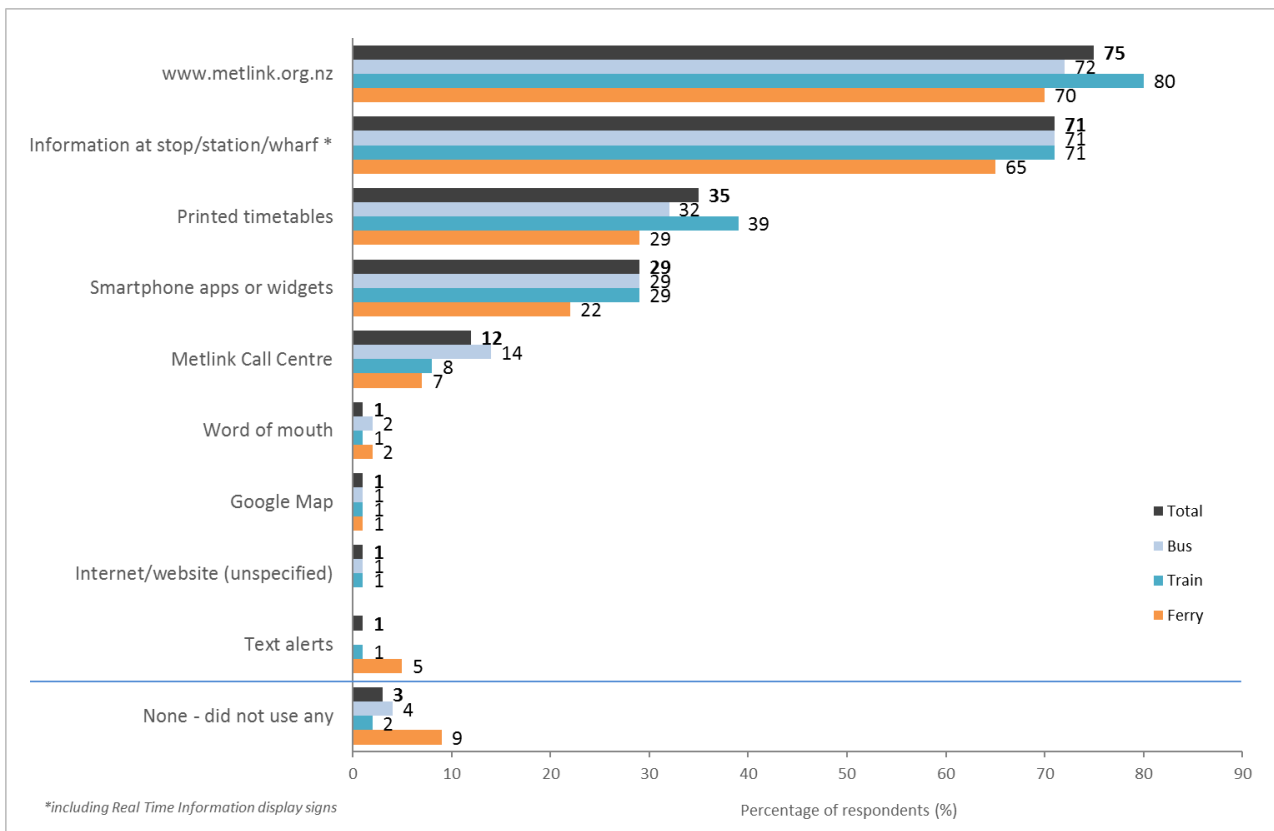
*Note: This question was asked for the first time this year. Consequently, no comparative results are available.*

The official Metlink website ([www.metlink.co.nz](http://www.metlink.co.nz)) and information available at the stop/station/wharf the passenger was boarding from are the two main channels for Wellington public transport users to obtain information about public transport services (75% and 71% respectively). Train passengers are significantly more likely to get information from the Metlink website (80%) than bus passengers (72%).

Over one third of respondents (35%) have used printed timetables, this information source being used by a significantly larger share of train (39%) than bus (32%) passengers. Smartphone app/widget is another commonly cited source for public transport information, with 29% reporting using it in the three months prior to the survey.

About one in ten respondents (12%) have phoned the Metlink Call Centre (0800 801 700) for information on public transport services, with a significantly larger share of bus passengers (14%) doing so than train passengers (8%).

**Figure 7.1: Source of Information on Public Transport Services – By Mode of Transport (%)**



	Total (n=2,283)	Bus (n=617)	Train (n=1,540)	Ferry (n=126)
www.metlink.org.nz	75	72	80 (↑B)	70
Information at the stop/station/wharf*	71	71	71	65
Printed timetables	35	32	39 (↑B)	29
Smartphone app or widget	29	29	29	22
Metlink Call Centre	12	14 (↑T)	8	7
Word of mouth	1	2 (↑T)	1	2
Google Map	1	1	1	1
Internet/website (unspecified)	1	1	1	0
Text alerts	1	0	1 (↑B)	5
None – did not use any	3	4 (↑T)	2	9

\* including Real Time Information display signs.

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Table only includes categories mentioned by n=10 respondents or more.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

***www.metlink.org.nz***

**Significantly more likely used by passengers:**

- Using a ten-trip concession card (85%), monthly pass (83%) or stored value card (80%)
- Aged 18-44 years (83%)
- Travelling on Tranz Metro (80%) or Go Wellington-operated services (78%)
- Travelling on weekdays (77%), especially during the afternoon peak (82%)

**Significantly less likely used by passengers:**

- Paying by cash (67%) or a SuperGold card (34%)
- Travelling on Valley Flyer services (55%)
- Aged 60 years or over (42%)

***Information at the stop/station/wharf including Real Time Information display signs***

**Significantly more likely used by passengers:**

- Travelling in the afternoon peak (78%)
- Using a stored value card (77%)
- Travelling on Go Wellington services (77%)
- Travelling outbound (75%)

**Significantly less likely used by passengers:**

- Travelling on Valley Flyer services (60%)
- Travelling inbound (67%)
- Aged 15-17 years (60%)
- Paying by cash (56%)

***Printed timetables***

**Significantly more likely used by passengers:**

- Using a SuperGold card (77%)
- Aged 45 years or over (51%)
- Travelling on Tranz Metro services (39%)

**Significantly less likely used by passengers:**

- Travelling on Go Wellington services (30%)
- Travelling in the afternoon peak (29%)
- Using a stored value card (29%)
- Aged 18-34 years (26%)

***App or widget for smartphone***

**Significantly more likely used by passengers:**

- Aged 25-44 years (36%)
- Travelling during the weekend (34%)
- Travelling on Go Wellington services (34%)
- Paying with a stored value card (32%)

**Significantly less likely used by passengers:**

- Paying by cash (22%) or using a SuperGold Card (7%)
- Travelling on Valley Flyer services (20%)
- Travelling in the inter-peak period (20%)
- Aged 65 years or over (10%)

***Metlink Call Centre***

**Significantly more likely used by passengers:**

- Travelling on Valley Flyer services (23%)
- Using a SuperGold Card (23%)
- Travelling during the weekend (16%)
- Who are female (14%)

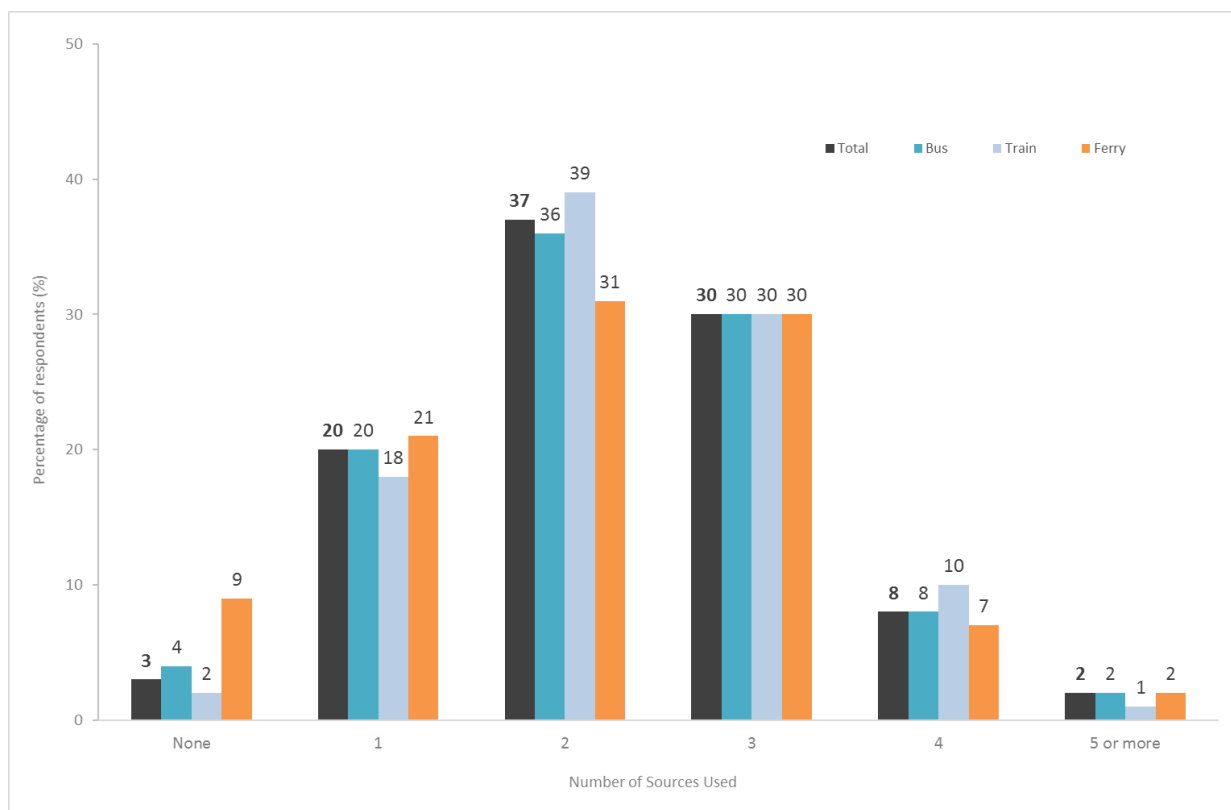
**Significantly less likely used by passengers:**

- Travelling on weekdays (10%) or during morning peak (9%)
- Who are male (9%)
- Travelling on Tranz Metro services (8%)

### Number of Sources of Information on Public Transport Services Used

More than three-quarters of public transport users (77%) reported having used multiple sources of public transport information in the last three months. The greatest single share (37%) reported having used two different sources in the last quarter, whilst 30% had used three and 10% had used four sources or more. Only one in five (20%) had used a single information source in the last three months. The average number of sources of public transport information used is 2.3. The number of sources of public transport information used is similar by mode of transport. The average number of sources used ranges from 2.1 among ferry users to 2.3 for those using train services.

Figure 7.2: Number of Sources of Information Used – By Mode of Transport (%)



	Total	Bus	Train	Ferry
	(n=2,283)	(n=617)	(n=1,540)	(n=126)
Average number of sources used	<b>2.3</b>	2.2	2.3	2.1

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.



**No Sources of Public Transport Information Used**

**Significantly more likely by passengers:**

- Aged 15-17 years (12%)
- Travelling by bus (4%), particularly with Valley Flyer-operated services (13%)
- Paying by cash (8%)
- Travelling on the weekend (5%)
- Travelling inbound (5%)
- Who are male (4%)

**Significantly less likely by passengers:**

- Who are female (2%)
- Paying with a stored value card (2%) or a monthly pass (<1%)
- Travelling with Tranz Metro-operated services (2%) or Go Wellington (1%)
- Travelling during the afternoon peak (1%)
- Aged 35-44 years (1%)

**One Source of Public Transport Information Used**

**Significantly more likely by passengers:**

- Paying by cash (32%) or using a SuperGold Card (30%)
- Aged 65 years or over (30%)
- Travelling with Valley Flyer services (25%)
- Travelling during inter-peak period (23%) or on the weekend (22%)

**Significantly less likely by passengers:**

- Paying with a stored value card (17%) or a monthly pass (14%)
- Traveling with Go Wellington services (17%)
- Travelling during the afternoon peak (16%)

**Two Sources of Public Transport Information Used**

**Significantly more likely by passengers:**

- Travelling with Newlands Coachlines services (47%)
- Paying with a monthly pass (41%)
- Who are female (39%)

**Significantly less likely by passengers:**

- Who are male (34%)
- Travelling on the weekend (30%)
- Paying by cash (28%)
- Travelling with Valley Flyer services (27%)

**Three Sources of Public Transport Information Used**

**Significantly more likely by passengers:**

- Aged 35-44 years (36%)
- Travelling during the afternoon peak (35%)
- Travelling with Go Wellington services (35%)
- Travelling outbound (34%)
- Paying with a stored value card (33%)

**Significantly less likely by passengers:**

- Travelling during the morning peak (28%)
- Travelling inbound (26%)
- Travelling with Valley Flyer (24%) or Newlands Coachlines services (16%)
- Paying by cash (24%)
- Aged 15-17 years (22%) or 65 years and over (22%)

**Four Sources of Public Transport Information Used**

**Significantly more likely by passengers:**

- Travelling with Newlands Coachlines-operated services (16%)
- Travelling inbound (11%)

**Significantly less likely by passengers:**

- Travelling outbound (7%)
- Who are female (7%)

**Five or More Sources of Public Transport Information Used**

**Significantly more likely by passengers:**

- Using a day pass (5%)

**Significantly less likely by passengers:**

- Who are male (1%)
- Aged 18-24 years (<1%)

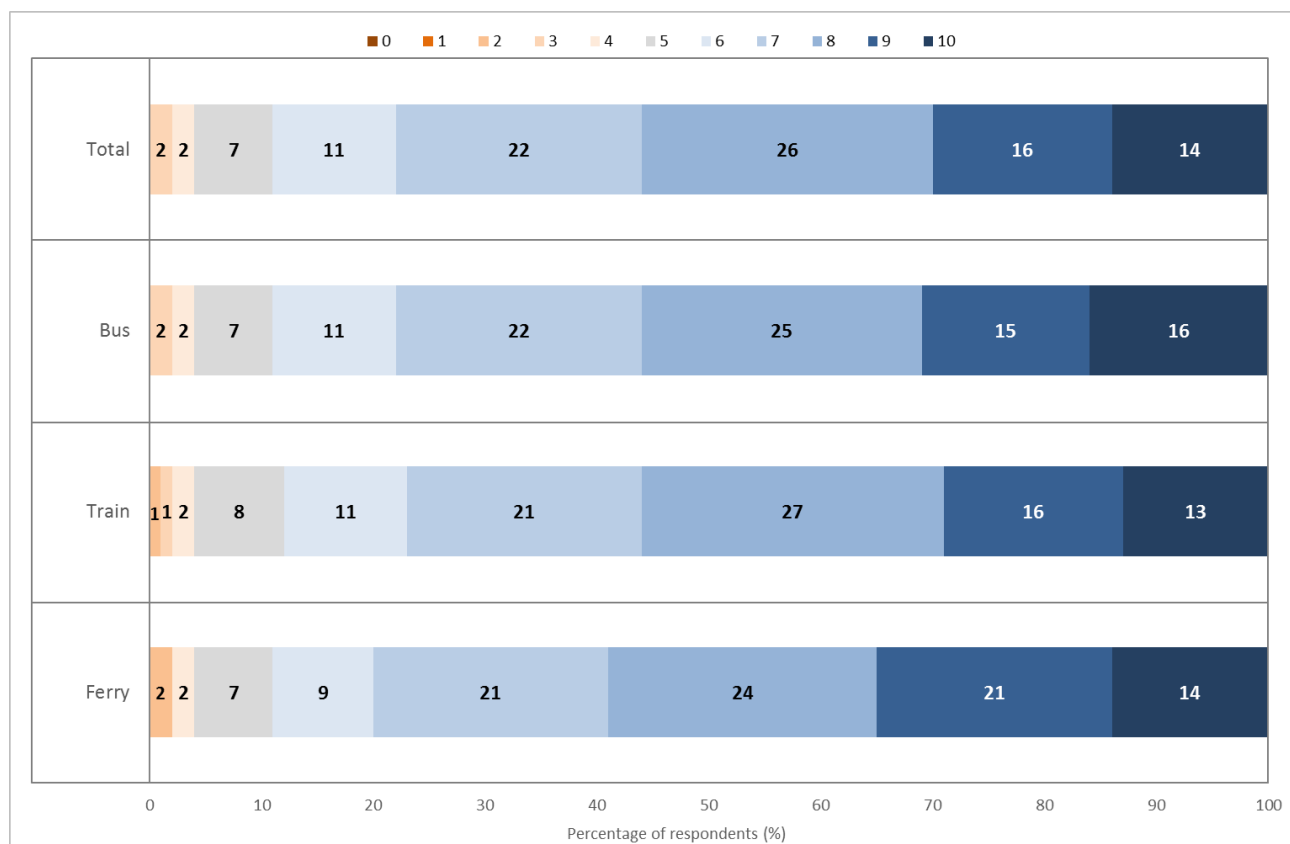
## 7.2 Satisfaction with Public Transport Information Currently Available

Note: This questions was asked for the first time this year. Consequently, no comparative results are available.

### Overall Results

Nine in ten respondents (89%) are generally satisfied with the public transport information currently available (that is, giving a rating between 6 and 10), including 16% who are *extremely satisfied* (giving a rating of 10 out of 10). Only 4% of respondents are dissatisfied to some extent. There is no significant difference by mode of transportation.

Figure 7.3: Satisfaction with Public Transport Information Currently Available– By Mode of Transport (%)



	Total	Bus	Train	Ferry
	2016	2016	2016	2016
Rating	(n=2,259)	(n=614)	(n=1,534)	(n=118)
Dissatisfied (0-4)	4	4	4	4
Neutral (5)	7	7	8	7
Satisfied (6-10)	89	89	88	89
Mean rating (out of 10)	7.6	7.6	7.6	7.7

Base: All respondents who answered this question, excluding 'Not applicable' responses.

Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

**Rating of 6-10 significantly more likely among passengers:**

- Aged 60-64 years (96%)
- Male (90%)

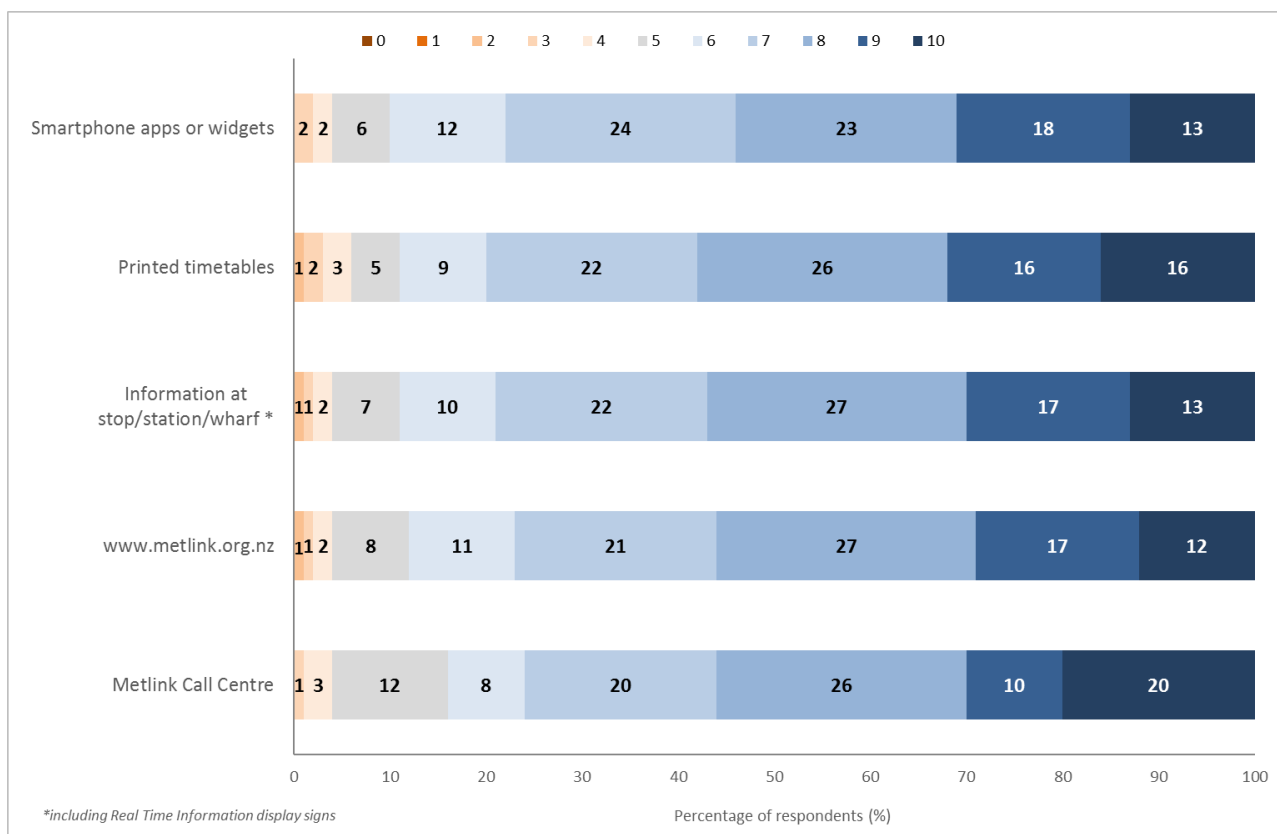
**Rating of 0-4 significantly more likely among passengers:**

- (none)

**Satisfaction by Source of Information on Public Transport Services**

Of the five main sources of public transport information used, passengers who have used an app or widget for a smartphone are most satisfied with the information about public transport services currently available (90% satisfied, including 13% who are *extremely satisfied*). Whilst still very positive, satisfaction ratings for information about public transport services are lowest for Metlink Call Centre users (84% satisfied, although users of the Call Centre are the most likely to be *extremely satisfied* (20%).

**Figure 7.4: Satisfaction with Public Transport Information Currently Available– By Mode of Transport (%)**



	Smartphones apps or widgets	Printed timetables	Information at stop/station/wharf	Metlink website <a href="http://www.metlink.org.nz">www.metlink.org.nz</a>	Metlink Call Centre
<b>Rating</b>	<i>(n=316)</i>	<i>(n=391)</i>	<i>(n=758)</i>	<i>(n=839)</i>	<i>(n=104)</i>
<b>Dissatisfied (0-4)</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>4</b>	<b>4</b>
<b>Neutral (5)</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>8</b>	<b>12</b>
<b>Satisfied (6-10)</b>	<b>90</b>	<b>89</b>	<b>89</b>	<b>88</b>	<b>84</b>
<b>Mean rating (out of 10)</b>	<b>7.6</b>	<b>7.7</b>	<b>7.6</b>	<b>7.6</b>	<b>7.6</b>

Base: All respondents who answered this question, excluding 'Not applicable' responses.

### 7.3 Suggestions for Improvement to Provision of Public Transport Information

#### Overall Results

The most common unprompted suggestions relate to improvements to Real Time information boards - to install more Real Time boards (4%, compared with 3% last year) and to ensure the accuracy of the data on these boards as well as ensuring that they are working at all times (3%, down significantly from 9% last year). These suggestions were especially likely to be made by those who travel with Go Wellington or paying with a stored value card. Other frequently made suggestions include making the website more user-friendly/easier to navigate (3%), timely online/text alerts that do not arrive so late that they are meaningless (3%) and to better communicate service delays and disruptions at stations and stops (through more and clearer station announcements) (2%).

Eight per cent respondents report no improvements required, up significantly from 6% last year.

**Table 7.1: Suggestions for Improvement to Provision of Public Transport Information (%)**

Suggestion for Improvement	Total Sample		Significantly More Likely To Be Mentioned By Those ...
	2015	2016	
	(n=4,426)	(n=2,361)	
Get (more) Real Time boards	3	4	<ul style="list-style-type: none"> <li>Travelling on Go Wellington (7%)</li> <li>Paying with a stored value card (6%)</li> </ul>
Ensure accuracy of Real Time data/ensure boards are not broken	9	3	<ul style="list-style-type: none"> <li>Aged 35-44 years (6%)</li> <li>Travelling on Go Wellington (5%)</li> <li>Travelling in afternoon peak (5%)</li> <li>Paying with a stored value card (5%)</li> <li>Who are female (4%)</li> </ul>
Make website easier to use/navigate/more user-friendly/clearer	5	3	<ul style="list-style-type: none"> <li>Aged 18-24 years (5%)</li> <li>Travelling on Go Wellington (5%)</li> </ul>

Suggestion for Improvement	Total Sample		Significantly More Likely To Be Mentioned By Those ...
	2015	2016	
	(n=4,426)	(n=2,361)	
Provide/improve online/text alerts, arrive too late to be meaningful	4	3	<ul style="list-style-type: none"> <li>• Paying with a ten-trip concession card (5%) or a monthly pass (5%)</li> <li>• Travelling on Tranz Metro (5%)</li> <li>• Travelling on a weekday (4%)</li> <li>• Travelling during morning peak (4%)</li> </ul>
Announce/better communicate delays at stations/stops	5	2	<ul style="list-style-type: none"> <li>• Paying with a monthly pass (4%)</li> <li>• Travelling on Newlands Coach (4%) or Tranz Metro (3%)</li> </ul>
Provide a smartphone app/mobile site not user-friendly	6	2	<ul style="list-style-type: none"> <li>• Aged 25-34 years (3%)</li> <li>• Travelling on Go Wellington (2%)</li> <li>• Paying with a stored value card (2%)</li> </ul>
Improve app with better functionality/user-friendly/fix issues	1	2	<ul style="list-style-type: none"> <li>• Travelling on a weekday (3%)</li> <li>• Paying with a stored value card (3%)</li> </ul>
No improvements needed	6	8	<ul style="list-style-type: none"> <li>• Paying by cash (13%)</li> <li>• Aged 18-24 years (12%)</li> <li>• Travelling on Valley Flyer (12%)</li> <li>• Who are male (9%)</li> <li>• Travelling inbound (9%)</li> </ul>
Blank	40	48	<ul style="list-style-type: none"> <li>• Aged 65 years or over (60%)</li> <li>• Using a SuperGold Card (59%)</li> <li>• Travelling on Newlands Coach (59%) or Valley Flyer (57%)</li> </ul>

Suggestion for Improvement	Total Sample		Significantly More Likely To Be Mentioned By Those ...
	2015 (n=4,426)	2016 (n=2,361)	
			<ul style="list-style-type: none"> <li>Travelling during off-peak hours: inter-peak (55%) and weekend (54%)</li> </ul>

Base: All respondents. Multiple responses to this question permitted, consequently table may total more than 100%.

Table lists those improvements mentioned by 2% or more of respondents. A full list of suggestions is provided in Appendix Four.

2016 results that are orange indicates a result that is significantly different (higher or lower) than the 2015 result

### **Suggestions for Improvement to Public Transport Information by Mode**

Suggestions for improvement to the provision of public transport information have small variations by mode.

The most common suggestions from bus users relate to the Real Time information boards, with 5% wanting more boards installed and 4% wanting better accuracy of the data as well as having the boards working at all times. Both of these suggestions were significantly more likely to be mentioned by bus users than train users.

In contrast, train and ferry users would like see improvements to the provision of online/text alerts, such that these alerts could arrive in time to be useful (5% each). Train passengers (5%) are significantly more likely to mention this than bus passengers (2%).



**Table 7.2: Suggestions for Improvement to Public Transport Information by mode (%)**

Suggestion for Improvement	Bus		Train		Ferry	
	2015 (n=1,385)	2016 (n=646)	2015 (n=2,881)	2016 (n=1,583)	2015 (n=159)	2016 (n=132)
Get (more) Real Time boards	4 (↑T)	<b>5 (↑T)</b>	2	<b>2</b>	5 (↑T)	<b>2</b>
Ensure accuracy of Real Time data/Real Time boards never accurate/are broken	9	<b>4 (↑T)</b>	9	<b>2</b>	9	<b>2</b>
Make website easier to use/navigate/more user friendly/clearer	3	<b>3</b>	6 (↑B)	<b>3</b>	5	<b>1</b>
Provide/improve online/text alerts, arrive too late to be meaningful	1	<b>2</b>	5 (↑B)	<b>5 (↑B)</b>	3 (↑B)	<b>5</b>
Provide a smartphone app/mobile site not user friendly	5	<b>2</b>	7 (↑B)	<b>2</b>	5	<b>2</b>
Announce/better communicate delays at stations/stops	3	<b>1</b>	5 (↑B)	<b>3 (↑B)</b>	2	<b>2</b>
Improve app with better functionality/user-friendly/fix issues	<2	<b>3</b>	<2	<b>2</b>	<2	<b>4</b>
No improvements needed	7	<b>8 (↑T)</b>	6	<b>6</b>	6	<b>5</b>
Blank	44 (↑T)	<b>47</b>	38	<b>50</b>	44	<b>65</b>

Base: All respondents.

Multiple responses to this question permitted, consequently table may total more than 100%. Table lists those improvements mentioned by 2% or more of respondents.

2016 results that are orange indicates a result that is significantly different (higher or lower) than the 2015 result

Letter notation denotes mode(s) that this result is significantly higher than; B=Bus, T=Train, F=Ferry.

## APPENDICES

Appendix One: Responses to National Questions

Appendix Two: Sample Profile

Appendix Three: Questionnaires

Appendix Four : Suggestions for Improvement (Full Lists)

Appendix Five: Satisfaction with All Aspects of Public Transport System By Mode

# Appendix One: Wellington Region Public Transport Customer Satisfaction – Responses to National Questions

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As part of monitoring requirements, public transport customer satisfaction surveys are required to be carried out by regional organisations receiving central government funding. To improve consistency between data collected in different regions, in 2013, the New Zealand Transport Agency (NZTA) introduced a new methodology and reporting requirements for public transport customer satisfaction research.

NZTA provided a set of mandatory questions to be asked and also designated the nature of the rating scale to be used. In addition, a set of basic sampling guidelines were provided, both to ensure sampling processes were reasonably consistent (both between regions and over time) and also to encourage good quality sampling methods.

A full description of the method used to collect the data is provided in the main body of the report. However, in summary:

- Data was collected using an on-board survey method, with respondents completing questionnaires whilst on-board the service:
- Data was collected from n=206 trips selected using random sampling (see Section Two for full description of process)
- Data was collected over a four-week period (3<sup>rd</sup> to 29<sup>th</sup> May 2016)
- Every second passenger aged 15 years or older boarding each randomly-selected service was invited to complete a questionnaire
- The response rate was 59% overall.

Sample sizes and their associated margins of error are provided in Appendix Table 1 below:

**Appendix Table 1: Sample Sizes and Associated Margins of Error**

<b>Mode</b>	<b>Number of Trips</b>	<b>Sample Size</b>	<b>Maximum Margin of Error (at the 95% confidence interval)</b>	<b>Maximum Margin of Error Allowing for Clustering (as per NZTA requirements)<sup>17</sup></b>
Bus	102	647	± 3.9%	± 5.4%
Train	90	1583	± 2.5%	± 3.0%
Ferry	14	132	± 8.5%	

The NZTA Public Transport Customer Satisfaction report for each mode is provided below.

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<sup>17</sup> "When providing margin of error estimates for such user surveys, some allowance for the extent to which users are similar/clustered by being on the same service/trip must be made. With bus surveys, halve the actual sample size before using it in such margin of error estimates. With train surveys, multiply the actual sample size by 2/3 before using it in such margin of error estimates." (PK-8, New Zealand Transport Agency's Procurement Manual – Effective from 1 November 2013.

**GREATER WELLINGTON REGIONAL COUNCIL - BUS SURVEY**


**Name of target community** Wellington Urban region  
**Short name** Wellington  
**Total number of people surveyed** n=646

**PASSENGER SURVEY RESULTS**

<b>Service reliability</b> Level of satisfaction with this service being on time (keeping to the timetable)												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.1	0.6	0.8	1.6	3.4	6.1	8.9	12.2	14.6	19.1	16.6	15.0	
<b>Service frequency</b> Level of satisfaction with how often this service is run												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.5	0.5	0.5	1.7	4.0	3.5	9.8	8.7	16.6	21.5	13.8	18.0	
<b>Service value for money</b> Level of satisfaction with the value for money of the fare.												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.9	1.6	1.3	1.9	3.6	5.3	9.7	9.8	13.0	19.4	13.3	20.3	
<b>Service adequacy</b> Level of satisfaction with the number of seats provided on this service												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.3	0.5	0.3	0.9	2.5	3.0	5.5	5.1	13.2	20.4	18.8	29.4	
<b>Service access</b> Level of satisfaction with ease of getting in and off this service												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.5	0.3	0.2	0.2	0.8	1.7	3.7	4.7	12.7	21.3	21.7	32.3	
<b>Vehicle quality</b> Level of satisfaction with the temperature inside this service												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.0	0.2	0.3	0.6	1.4	2.0	4.2	6.7	14.2	25.2	21.5	23.7	
<b>Staff attitude</b> Level of satisfaction with the helpfulness and attitude to staff on this service												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.3	0.3	0.4	0.5	1.3	2.6	7.2	6.8	12.8	22.4	18.0	26.4	
<b>Safety and security</b> Level of satisfaction with personal security during this trip												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.5	0.5	0.2	0.3	0.3	0.8	2.6	4.0	6.2	22.0	24.6	38.0	
<b>Overall service</b> Level of overall satisfaction with this trip												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.2	0.2	0.2	0.0	0.3	0.7	5.2	6.7	16.3	27.0	22.6	20.8	
<b>Service information</b> Level of satisfaction with how easy it has been to get information about routes and timetables over the last three months												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.6	0.3	0.5	1.0	1.9	4.0	6.7	9.7	15.8	23.4	15.0	20.1	
<b>Change information</b> Level of satisfaction with the information provided about service delays or disruption over the last three months												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
4.5	1.6	1.9	3.0	4.9	6.8	12.2	12.4	13.7	17.2	9.2	11.5	
<b>Service time</b> Level of satisfaction with travel time (considering the distance travelled) over the last three months												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.6	0.0	0.6	0.5	2.4	3.0	7.2	10.2	19.2	23.7	16.6	15.1	
<b>Fare payment</b> Level of satisfaction with how convenient it has been to pay for public transport over the last three months												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.9	0.6	0.2	1.9	2.2	3.5	7.6	9.6	15.7	20.0	15.7	21.1	
<b>Overall service</b> Level of satisfaction with the public transport system overall over the last three months												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.3	0.3	0.2	1.0	1.0	3.3	6.3	10.1	20.8	23.8	18.7	13.3	
<b>Service Recommendation</b> Level of likelihood of recommending using public transport to a friend or colleague												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.4	0.3	0.3	1.0	1.6	1.9	5.9	6.5	16.6	24.1	16.2	24.2	
<b>SuperGoldcard used for the trip</b>												
Yes (%)	No (%)											
6.2	93.8											
<b>Gender of persons surveyed</b>												
Female (%)	Male (%)											
55.9	44.1											
<b>Age group of persons surveyed</b>												
15-17 years (%)	18-24 years (%)	25-34 years (%)	35-44 years (%)	45-53 years (%)	60-64 years (%)	65 years + (%)						
8.2	26.1	22.3	14.9	18.1	3.5	7.1						
<b>Improvement</b> ONE suggestion to improve region's public transport services												
More frequent service			10.6%									
Cheaper fares/less expensive			9.7%									
Cheaper fares for tertiary students			6.3%									
Friendlier/more helpful drivers			6.7%									
Reduce overcrowding (more buses, more seats)			5.9%									
Integrated ticketing/automate ticketing system			5.9%									
More weekend/late night/holiday services			5.9%									
Is the information for the serviced community complete?												Yes

GREATER WELLINGTON REGIONAL COUNCIL - RAIL SURVEY

Name of target community Wellington Urban region  
 Short name Wellington  
 Total number of people surveyed N=1,583



PASSENGER SURVEY RESULTS

**Service reliability** Level of satisfaction with this service being on time (keeping to the timetable)

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.4	0.4	1.0	1.2	2.2	4.1	7.3	9.4	15.6	23.2	19.4	15.9

**Service frequency** Level of satisfaction with how often this service is run

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.7	0.2	0.3	1.3	2.9	3.9	7.1	10.1	19.5	23.0	13.5	17.3

**Service value for money** Level of satisfaction with the value for money of the fare.

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.6	1.7	2.0	2.7	4.1	5.3	9.5	11.0	17.9	17.9	11.7	15.6

**Service adequacy** Level of satisfaction with the number of seats provided on this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.1	1.7	2.2	2.9	4.1	3.8	8.3	8.3	11.4	17.8	16.1	23.3

**Service access** Level of satisfaction with ease of getting in and off this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.3	0.1	0.2	0.2	0.3	1.3	2.5	3.9	10.8	24.4	24.6	31.5

**Vehicle quality** Level of satisfaction with the temperature inside this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.1	0.3	0.5	0.7	1.2	2.3	4.7	5.8	11.5	25.7	22.8	24.5

**Staff attitude** Level of satisfaction with the helpfulness and attitude of staff on this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
2.3	0.2	0.3	0.4	0.8	1.6	3.9	5.5	13.8	26.8	19.9	24.7

**Safety and security** Level of satisfaction with personal security during this trip

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.7	0.2	0.2	0.3	0.3	0.7	2.7	3.1	9.2	23.1	26.3	33.4

**Overall service** Level of overall satisfaction with this trip

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.1	0.3	0.1	0.0	0.5	1.7	4.7	6.3	18.1	28.5	22.9	16.7

**Service information** Level of satisfaction with how easy it has been to get information about routes and timetables over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
1.0	0.1	0.4	0.7	2.0	2.6	6.5	9.7	17.5	24.8	16.3	18.4

**Change information** Level of satisfaction with the information provided about service delays or disruption over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
3.4	0.8	1.2	2.0	4.4	6.2	11.6	14.5	17.0	18.1	11.0	9.6

**Service time** Level of satisfaction with travel time (considering the distance travelled) over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.9	0.2	0.5	1.0	1.5	2.2	6.3	8.7	16.8	26.0	19.0	17.0

**Fare payment** Level of satisfaction with how convenient it has been to pay for public transport over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
1.8	1.2	1.4	1.7	4.1	4.1	10.2	11.3	16.5	20.1	13.7	13.9

**Overall service** Level of satisfaction with the public transport system overall over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.6	0.1	0.1	0.7	1.8	2.6	6.4	11.0	23.8	24.3	18.8	9.7

**Service Recommendations** Level of likelihood of recommending using public transport to a friend or colleague

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
1.1	0.3	0.2	0.8	1.4	1.6	5.2	7.4	16.8	24.5	18.0	22.6

**SuperGoldcard used for the trip**

Yes (%)	No (%)
6.2	93.8

**Gender of persons surveyed**

Female (%)	Male (%)
50.8	49.2

**Age group of persons surveyed**

15-17 years (%)	18-24 years (%)	25-34 years (%)	35-44 years (%)	45-53 years (%)	60-64 years (%)	65 years + (%)
7.3	18.8	19.5	16.7	23.5	5.1	3.1

**Improvement** ONE suggestion to improve region's public transport services

Reduce overcrowding (more carriages)	13.3%
More frequent service	10.8%
Integrated ticketing/automate ticketing system	10.6%
Cheaper fares/less expensive	8.0%
Improve reliability/run on time	5.4%
Improvements to stations	4.2%
Wider coverage, more destinations, more stations	3.7%
More weekend/late night/holiday services	3.6%

Is the information for the serviced community complete? Yes

**GREATER WELLINGTON REGIONAL COUNCIL - FERRY SURVEY**


<b>Name of target community</b>	Wellington Urban region
<b>Short name</b>	Wellington
<b>Total number of people surveyed</b>	N=136

**PASSENGER SURVEY RESULTS**
**Service reliability** Level of satisfaction with this service being on time (keeping to the timetable)

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
1.5	0.0	0.0	0.8	0.0	2.3	5.4	4.6	14.6	19.2	24.6	26.9

**Service frequency** Level of satisfaction with how often this service is run

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
5.7	0.0	0.8	0.0	3.3	3.3	7.4	17.2	21.3	21.3	7.4	12.3

**Service value for money** Level of satisfaction with the value for money of the fare.

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.8	0.8	0.0	1.6	1.6	3.1	4.7	14.7	19.4	21.7	10.1	21.7

**Service adequacy** Level of satisfaction with the number of seats provided on this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.0	0.8	0.0	0.0	2.3	1.5	4.5	6.8	6.8	24.2	24.2	28.8

**Service access** Level of satisfaction with ease of getting in and off this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.0	0.0	0.0	0.8	1.5	2.3	2.3	10.6	12.9	28.8	21.2	19.7

**Vehicle quality** Level of satisfaction with the temperature inside this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
10.1	0.0	0.0	0.0	0.8	0.8	3.1	5.4	14.7	23.3	20.9	20.9

**Staff attitude** Level of satisfaction with the helpfulness and attitude of staff on this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
3.1	0.0	0.0	0.4	1.9	0.0	1.2	2.7	6.9	17.4	26.3	40.2

**Safety and security** Level of satisfaction with personal security during this trip

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.8	0.0	0.0	0.0	0.0	0.0	0.0	3.1	10.9	20.3	25.8	39.1

**Overall service** Level of overall satisfaction with this trip

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.0	0.0	0.0	0.0	0.8	0.0	1.6	3.1	11.7	35.2	27.3	20.3

**Service information** Level of satisfaction with how easy it has been to get information about routes and timetables over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
10.2	0.0	0.0	0.8	1.6	0.0	4.7	10.2	14.8	25.8	16.4	15.6

**Change information** Level of satisfaction with the information provided about service delays or disruption over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
20.0	0.0	1.5	0.8	2.3	3.8	8.5	7.7	13.1	19.2	10.8	12.3

**Service time** Level of satisfaction with travel time (considering the distance travelled) over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
9.2	0.0	0.8	0	0.8	1.5	7.7	6.2	11.5	21.5	21.5	19.2

**Fare payment** Level of satisfaction with how convenient it has been to pay for public transport over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
8.5	1.5	0.8	1.5	0.8	3.1	6.9	8.5	10.0	23.8	13.8	20.8

**Overall service** Level of satisfaction with the public transport system overall over the last three months

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
7.9	0.0	0.0	0.0	0.0	4.0	7.9	9.5	15.9	25.4	19.0	10.3

**Service Recommendation** Level of likelihood of recommending using public transport to a friend or colleague

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
3.9	0.8	0.8	0.0	1.6	1.6	6.3	7.1	11.8	24.4	15.7	26.0

**SuperGoldcard used for the trip**

Yes (%)	No (%)
12.4	87.6

**Gender of persons surveyed**

Female (%)	Male (%)
53.5	46.5

**Age group of persons surveyed**

15-17 years (%)	18-24 years (%)	25-34 years (%)	35-44 years (%)	45-59 years (%)	60-64 years (%)	65 years + (%)
5.4	9.2	20.0	17.7	21.5	7.7	18.5

**Improvement** ONE suggestion to improve region's public transport services

More frequent service	16.7%
Cheaper fares/less expensive	15.4%
More weekend/late night/holiday services	14.1%
Reduce overcrowding (more seats)	7.7%
Integrated ticketing/automate ticketing system	5.1%

Is the information for the serviced community complete? Yes

## Appendix Two: Sample Profile

**Appendix Table 2.1: Sample Profile – Gender and Age**

	<b>Total Sample</b> <i>(n=2,332)</i>	<b>Bus</b> <i>(n=637)</i>	<b>Train</b> <i>(n=1,565)</i>	<b>Ferry</b> <i>(n=130)</i>
<b>Gender</b>				
Female	<b>54%</b>	56%	51%	54%
Male	<b>46%</b>	44%	49%	47%
<b>Age</b>				
15-17 years	<b>8%</b>	8%	7%	5%
18-24 years	<b>24%</b>	26%	19%	9%
25-34 years	<b>21%</b>	22%	20%	20%
35-44 years	<b>15%</b>	15%	17%	18%
45-59 years	<b>20%</b>	18%	24%	22%
60-64 years	<b>4%</b>	4%	5%	8%
65 years +	<b>8%</b>	7%	9%	19%

Base: All respondents who answered this question.

**Appendix Table 2.2: Sample Profile – Type of Ticket Used (%)**

	<b>Total Sample</b> <i>(n=2,330)</i>	<b>Bus</b> <i>(n=633)</i>	<b>Train</b> <i>(n=1,568)</i>	<b>Ferry</b> <i>(n=129)</i>
Monthly Pass	<b>18%</b>	4%	44%	10%
Ten Trip Ticket	<b>11%</b>	0%	31%	36%
Stored Value Card	<b>46%</b>	70%	0%	0%
Cash	<b>17%</b>	18%	15%	23%
SuperGold Card	<b>6%</b>	6%	6%	12%
Day Pass	<b>3%</b>	2%	3%	15%
Other	<b>&lt;1%</b>	0%	0%	4%

Base: All respondents who answered this question.



# Appendix Three: Questionnaire

## Customer Satisfaction Survey



We appreciate you taking the time to complete this customer satisfaction survey on Wellington's public transport services. We want to know what you like and what you don't like about public transport in greater Wellington. The information you provide will be used to make improvements to the bus, train and harbour ferry services throughout the region.

We would like to find out how you feel about **YOUR TRIP TODAY** and also your recent experiences using public transport in the greater Wellington region.

For all the questions, except those where you need to write in an answer, please circle the appropriate number. If you make an error, cross (X) out the incorrect answer. Please answer every question.

Please hand the questionnaire back to one of the researchers when you exit this vehicle.

### THE STOP/STATION

**Q1** At which suburb/station/wharf did you get **ON THIS VEHICLE** today?   
 (Please write in)

**Q2** Thinking about the stop, station or wharf **WHERE YOU GOT ON THIS VEHICLE TODAY**, how satisfied or dissatisfied are you with.....  
 Please circle one number in each row, using the rating scale below.

	Don't know/ Not applicable	Extremely dissatisfied									Extremely satisfied	
	NA	0	1	2	3	4	5	6	7	8	9	10
The bus stop/station/wharf being easy to get to (by car, walking, bus etc.)	NA	0	1	2	3	4	5	6	7	8	9	10
The cleanliness of the stop/station/wharf	NA	0	1	2	3	4	5	6	7	8	9	10
The provision of shelter from the weather	NA	0	1	2	3	4	5	6	7	8	9	10
Your personal safety at the stop/station/wharf	NA	0	1	2	3	4	5	6	7	8	9	10
The information available at the stop/station/wharf	NA	0	1	2	3	4	5	6	7	8	9	10
The ease of getting on the vehicle from the stop/station/wharf	NA	0	1	2	3	4	5	6	7	8	9	10
<b>The stop/station/wharf overall</b>	<b>NA</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>

**Q3** What improvements would you like to see at the stop/station/wharf where you got on today?  
 Please write in

**THE SERVICE ON THIS TRIP TODAY**

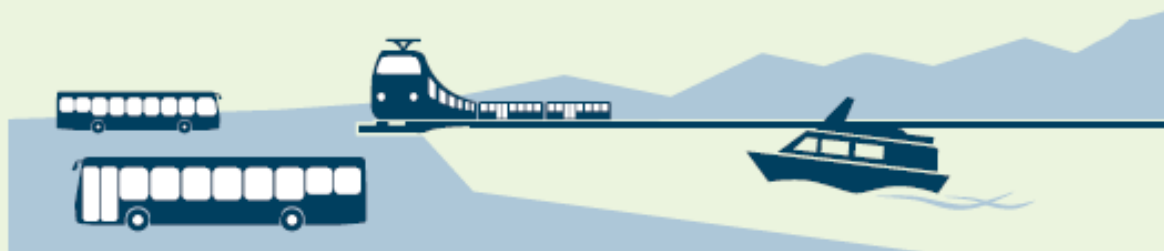
**Q4** Thinking about the bus, train or harbour ferry you are on now, how satisfied or dissatisfied are you with.....  
Please circle one number in each row, using the rating scale below.

	Don't know/ Not applicable	0	1	2	3	4	5	6	7	8	9	10	Extremely satisfied
How often the service runs	NA	0	1	2	3	4	5	6	7	8	9	10	
The service being on time (keeping to the timetable)	NA	0	1	2	3	4	5	6	7	8	9	10	
The ease of getting on/off the bus, train or ferry (e.g. ramps, handrails, steps, etc.)	NA	0	1	2	3	4	5	6	7	8	9	10	
The helpfulness of the driver/staff	NA	0	1	2	3	4	5	6	7	8	9	10	
The attitude of the driver/staff	NA	0	1	2	3	4	5	6	7	8	9	10	
Having enough seats available	NA	0	1	2	3	4	5	6	7	8	9	10	
The comfort of the inside temperature	NA	0	1	2	3	4	5	6	7	8	9	10	
Your personal security during this trip	NA	0	1	2	3	4	5	6	7	8	9	10	
The value for money of the fare	NA	0	1	2	3	4	5	6	7	8	9	10	
<b>This trip overall</b>	<b>NA</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	

**PUBLIC TRANSPORT (INCLUDING TRAINS, BUSES AND HARBOUR FERRIES)**

**Q5** Thinking about your experience of public transport (including trains, buses and harbour ferries) in the greater Wellington region over the last three months, how satisfied or dissatisfied are you with ...  
Please circle one number in each row

The ease of getting information about public transport routes and timetables	NA	0	1	2	3	4	5	6	7	8	9	10
Information about service delays or disruptions	NA	0	1	2	3	4	5	6	7	8	9	10
The travel time (considering the distance you travel)	NA	0	1	2	3	4	5	6	7	8	9	10
How convenient it is to pay for public transport	NA	0	1	2	3	4	5	6	7	8	9	10
<b>The public transport system overall</b>	<b>NA</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>



**Q6**

Thinking about the last three months, what different ways have you used to get information about public transport services in the Wellington region?

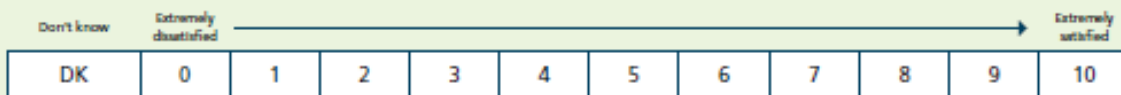
Please circle as many as apply

www.Metlink.org.nz	1
App. or widget for smartphone	2
Information at the stop, wharf or station, including Real Time Information display signs	3
Printed timetables	4
Metlink call centre (0800 801 700)	5
Other Please write in	
None – haven't used public transport information in the last three months	99

**Q7**

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

Please circle one number



**Q8**

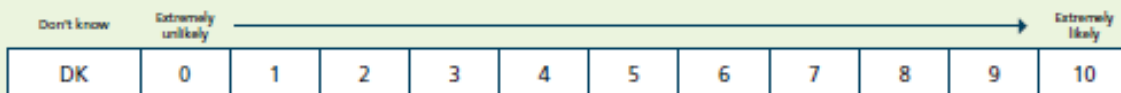
How can we improve the way public transport information is provided so that you would give a rating of extremely satisfied next time?

Please write in

**Q9**

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

Please circle one number



**GENERAL IMPROVEMENTS**

**Q10**

What could you suggest to improve the region's public transport services?

Please write in

## ABOUT YOURSELF

**Q11** What type of ticket do you have for this trip?  
Please circle one number

Cash	Ten Trip card	Day Pass	Monthly Pass	Stored Value Card (e.g. Snapper, Smartcard)	SuperGold Card	Other (please write in)
1	2	3	4	5	6	

**Q12** Are you?  
Please circle one number

Male	Female
1	2

**Q13** Which age group do you fall into?  
Please circle one number

15-17 years	18-24 years	25-34 years	35-44 years	45-59 years	60-64 years	65 years or older
1	2	3	4	5	6	7

## THE END

Thank you for taking the time to complete this questionnaire.

In conclusion, we may be conducting some further research about public transport in the next few months. If this research does go ahead, would you like us to invite you to participate in it?

Please circle one only

No

Yes (please provide)

Full name:
Email address:
Evening phone number:

Note: Gravitas randomly audits 5% of all surveys completed to check the quality of the survey and the accuracy of the data recorded. Your name and evening contact number may also be used to do this. Please note your personal details will be kept confidential and will not be used for any purpose other than to audit the quality of surveying, or asking if you would like to take part in further research (if you indicate you are interested). If you have any questions about this survey please contact Jo at Gravitas Research on 0508 RESEARCH.

**PLEASE HAND YOUR SURVEY FORM AND PEN BACK TO ONE OF THE RESEARCHERS WHEN YOU EXIT THE VEHICLE.**

# Appendix Four: Suggestions for Improvements (Full Lists)

**Appendix Table 4.1: Suggestions for Improvement to Stop/Station/Wharf (%)**

Suggestion for Improvement	Total Sample		
	2014 (n=4,298)	2015 (n=4,436)	2016 (n=2,361)
More/improved shelter from weather (wind, rain, sun)	19	18	19
Cleaner stops and stations, including having more rubbish bins available	8	9	6
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	5	4	5
More Real Time Information boards/digital displays	4	3	5
More seats available	5	4	4
Ensure electronic signs are correct/show actual times/face the right way etc.	1	3	2
Better lighting	3	2	2
Maintenance work – fix leaks in roof, holes in footpath, remove graffiti, replace broken glass etc.	2	2	2
More/improved parking available	3	2	2
Bigger stops generally/more space	1	1	1
Improved access to toilet facilities	2	2	1
Improved pedestrian safety – non-slip surfaces etc.	2	1	1
Improve security/install security cameras	2	1	1
More ticketing options/smaller line for tickets/allow snapper on more services	0	1	1
Too hot/too cold/provide air-conditioning or heaters	0	1	1
Ban smoking at stops/stations or have a designated smoking area	1	<1	1
Ensure passengers and drivers are more visible to one another/easier to see bus coming	1	<1	1
Better access to the stop/station (improved footpaths, over-bridges, pedestrian crossing etc.)	3	2	1
Provide a waiting area/waiting lounge (with water, music, coffee, ATM, newspapers, vending machines etc.)	2	2	1
More information/better warning of service delays/disruptions/replacement buses	3	4	1
Friendlier staff	1	<1	1

Suggestion for Improvement	Total Sample		
	2014	2015	2016
	(n=4,298)	(n=4,436)	(n=2,361)
More considerate drivers – stop closer to platform, don't leave so early etc.	<1	1	<1
Control or remove homeless people, undesirables	1	<1	<1
Have a clock/actual time available on Real Time Information boards	<1	1	<1
More visually appealing – colour, gardens, flowers etc.	1	1	<1
Open later at night/all year round	1	<1	<1
Have Wi-Fi available	<1	<1	<1
Announce train/bus arrivals/clearer announcements	<1	1	<1
More room around stops (to separate those waiting from pedestrians walking past)	<1	<1	<1
More drop off/pick up points for cars	<1	<1	<1
Have automated ticketing machines available (able to top up/check balance)	1	1	<1
Make bays for busses to pull into	0	<1	<1
Have more customer service staff available	1	1	<1
Animal/pest/bird control	0	<1	<1
Have better bike storage/transport facilities available	<1	<1	<1
No improvements needed	8	6	8
Blank	41	40	44

Base: All respondents who answered this question.

Multiple responses to this question permitted, consequently table may total more than 100%.

**Appendix Table 4.2: Suggestions for Improvement to Region’s Public Transport Service (%)**

Suggestion for Improvement	Total Sample		
	2014	2015	2016
	(n=4,298)	(n=4,426)	(n=2,361)
More frequent services	8	8	7
Cheaper fares	10	7	6
More buses on the route/more carriages/more seats available/reduce overcrowding	6	6	6
Integrated ticketing/automate ticketing system	6	6	5
Cheaper fares for students	4	2	4
Improved reliability of services – run on time/to timetable	10	10	4
More/more frequent weekend/late night/holiday services	3	3	3
Friendlier drivers	3	3	3
Improvements to stops/stations/wharves (shelters, seating, toilets, rubbish bins etc.)	2	3	3
Better connections/co-ordination between services	2	1	2
More stops/destinations, wider coverage of service	2	2	2
Faster/more direct service/fewer stops/more Express services	3	2	2
Be able to top up card at more places (online, on bus, via smartphone, more shops)	1	2	2
Improved information at stops (clearer, more timetables available, bilingual etc.)	2	2	2
More bus lanes/better enforcement of bus lanes	1	1	1
More/cheaper car parking near to stop/station	1	1	1
Free Wi-Fi/Wi-Fi on board	1	1	1
Safer driving practices (e.g. no speeding, don’t run red lights, don’t drive before everyone is seated)	1	1	1
More information about service delays, disruptions and changes (e.g. buses replacing trains)	3	2	1
Cleaner vehicles, more comfortable, better conditions	2	2	1
Keep trolley buses/get more trolley buses	<1	<1	1
Be more environmentally friendly	0	<1	1
Improved heating/air-conditioning/temperature control	1	1	1
Get light rail	0	<1	1
Keep Route 18	0	0	<1
More space on board for bikes/more bike friendly	<1	<1	<1
Improve wheelchair accessibility	<1	<1	<1
More electronic displays	0	<1	<1
Extend the hours for SuperGold Card holders	<1	<1	<1

Suggestion for Improvement	Total Sample		
	2014	2015	2016
	(n=4,298)	(n=4,426)	(n=2,361)
Able to get longer passes for a discounted rate e.g. 2 monthly/yearly/monthly etc.	0	0	<1
Less delays/break downs	0	2	<1
Staff need to have more courage to enforce rules e.g. feet on seats, noisy children etc.	<1	1	<1
Advertise more where to buy tickets/cards	0	<1	<1
Get rid of old trains/more new trains	1	1	<1
Be able to pay fare via EFTPOS	1	1	<1
Improve smartphone app (be able to check card balance, review timetable etc.)	1	1	<1
Drivers need to be more observant – look out for passengers waiting at stops	<1	<1	<1
Offer a daily fare	<1	<1	<1
Have back-up buses/trains for when delays or cancellations occur	1	1	<1
Improvements/better co-ordination of timetable e.g. don't have slow trains in front of express trains etc.)	1	1	<1
Don't block view out window with signs, no reflective glass, have more windows	<1	0	<1
Advertise to encourage people to use it	0	<1	<1
Services should not leave earlier than timetable	<1	<1	<1
Don't replace trains with buses	<1	<1	<1
Quieter service	<1	<1	<1
Ensure fares reflect distance travelled	<1	<1	<1
Introduce PayWave system	<1	<1	<1
Drivers need more change/don't get angry when passengers pay with notes	<1	<1	<1
Snapper card doesn't tap/tag on/off properly	0	0	<1
Separate public and school busses/different carriages	0	0	<1
Get rid of trolley buses	<1	<1	<1
Talks about particular service (bus/train line/station)	0	0	<1
Synchronise the clock on board with Real Time boards	0	<1	<1
More staff in general	0	<1	<1
Get newer busses	0	<1	<1
Ticket office open longer hours/on weekends	<1	<1	<1
Food should be allowed on board	0	<1	<1
Stop carrying bikes	0	<1	<1



Suggestion for Improvement	Total Sample		
	2014	2015	2016
	(n=4,298)	(n=4,426)	(n=2,361)
Improve rail lines/fix rail heat speed limits	0	0	<1
Better communication with passengers generally	<1	<1	<1
Wairapa old trains more comfortable	0	0	<1
Have entertainment on board e.g. movies, TV, music	<1	<1	<1
PowerPoints on board	<1	<1	<1
Look after/value staff	0	0	<1
Better website/improve ease of navigation/ensure correct information provided	1	<1	<1
Better food services/more food services	0	0	<1
Get engine working properly/improved vehicle maintenance	<1	<1	<1
Train needs to stop at the same platform every time	0	<1	<1
Less slippery tracks/get new tracks	<1	<1	<1
Subsidisation when service is cancelled and need to catch alternative public transport	0	0	<1
Get rid of cycle lanes	0	0	<1
Integrate all PT brands	0	0	<1
Transfers should be free	0	0	<1
Announce stops	<1	<1	<1
Better staff knowledge of route	0	0	<1
More accurate Real Time information	<1	0	<1
Staff need more training	<1	<1	<1
Get rid of safety announcements as it's annoying	0	<1	<1
No improvements needed	4	4	5
Blank	28	34	48

Base: All respondents who answered this question.

Multiple responses to this question permitted, consequently table may total more than 100%.

**Appendix Table 4.3: Suggestions for Improvement to Provision of Public Transport Information (%)**

Suggestion for Improvement	Total Sample	
	2015	2016
	(n=4,426)	(n=2,361)
Get (more) Real Time boards	3	4
Ensure accuracy of Real Time data/Real Time boards never accurate/are broken	9	3
Make website easier to use/navigate/more user friendly/clearer	5	3
Provide/improve online/text alerts, arrive too late to be meaningful	4	3
Improve the app/more functionality/more user-friendly/needs to be fixed	0	2
Announce/better communicate delays at stations/stops	5	2
Provide a smartphone app/mobile site not user friendly	6	2
More/better signage/maps/timetables	2	1
Provide more information/communication/easier to understand	1	1
Improve the route planner/easier to find particular services	1	1
Quicker, more accurate updates regarding timetables, delays, cancellations and disruptions	0	1
Provide information pamphlets	<1	1
Provide bus circuit diagram	0	1
Show late services instead of it dropping off the board	1	1
More compatibility with other operating systems incl. Android, Windows and older phones for website and app	0	1
Easier to understand/better replacement information (i.e. bus is replacing train)	1	1
Explain why there are delays/give more detail/time to fix	3	1
Improved layout/formatting of timetables/displays esp. delay/disruption notifications	0	1
Use Real Time info, not timetabled information	2	1
Larger, more legible font for displays and boards	0	1
Proactively promote how information can be accessed	<1	1
Provide more, include platform/bus stop info	0	1
GPS live tracking status of vehicles	0	1
Keep information up to date and accurate	1	1
Provide better payment info/ticket charts	0	1
Have all timetables consistent with each other (online/offline)	0	<1
Better/more frequent updates via social media (i.e. Facebook, twitter)	<1	<1
App to recognise current location/show corresponding intro and services	0	<1
Publically announce service disruptions (i.e. over radio)	<1	<1
Better staff knowledge/training	1	<1
Provide a clock/time on screens	<1	<1
Fare/zone system is confusing/not fair/unclear	<1	<1

Suggestion for Improvement	Total Sample	
	2015 (n=4,426)	2016 (n=2,361)
Free WiFi	0	<1
Provide more information on alternatives/changing modes of transportation	0	<1
App should be free	0	<1
Reposition Real Time boards/cannot be seen from waiting area/entrance	<1	<1
Cannot hear/understand announcements when made	<1	<1
Intergrade Google Maps into services (e.g. notifications on delays or disruptions)	0	<1
Better lighting	0	<1
Public notifications/advertising of changes, e.g. policy or pricing	0	<1
Announce/display the next stop to passengers	<1	<1
Clearer information about disruptions from special scheduled events	<1	<1
Smaller sized timetables (to fit in pockets)	0	<1
Staff to be actively providing info	0	<1
Information available in more languages	<1	<1
Place QR codes on all stops/stations	<1	<1
Have helpline be open longer hours/provide automated delay message	1	<1
Be able to personalise info online/on the app, e.g., add in travel info or notes	0	<1
Provide estimates on when problems are going to be resolved	0	<1
Be able to bookmark favourite stops/routes across difference devices on website	<1	<1
Provide information on traffic congestion	0	<1
Do not remove bus/train services after arrival (or close to) on the displays or website	0	<1
Provide offline capabilities to the app	0	<1
Downloadable timetables	0	<1
Increase max number of stops/stations on app	0	<1
Live updates on pending arrival/departures	0	<1
Be able to specify routes/times to get notifications about, not the full system	<1	<1
Provide more information on website (i.e. fares)	<1	<1
Explain/make Real Time boards easier to understand	<1	<1
Intergrade all info to one point (i.e. one website/app for all public transport info)	0	<1
Timetables simplified/made clearer	0	<1
Better accessibility (for disabled people)	0	<1
Friendlier/safer bus/train/ferry staff	2	<1
Give Real Time in distance (kms) not time	<1	<1
Display info on the side of trains, e.g., the destination	0	<1
More information on late night/after midnight services	0	<1

Suggestion for Improvement	Total Sample	
	2015 <i>(n=4,426)</i>	2016 <i>(n=2,361)</i>
Less reliance on digital/electronic communication (i.e. more analogue means of communication)	0	<1
Show date, time of print or version number on timetables	0	<1
Cancelled services should not appear on Real Time board	<1	<1
No improvements needed	6	8
Blank	40	48

Base: All respondents who answered this question.

Multiple responses to this question permitted, consequently table may total more than 100%.

# Appendix Five: Satisfaction with All Aspects of Public Transport System By Mode

## 1. Bus

Appendix Table 4.1: Satisfaction with All Aspects of Public Transport Service – Bus Passengers (%)

Share Giving Positive Ratings (6-10)

Aspect of Service	2014 (n=1,346)	2015 (n=1,385)	2016 (n=642)
Personal security during this trip	94	92	95
The ease of getting on the vehicle from the stop/station/wharf	93	92	93
The stop/station/wharf being easy to get to	93	92	93
The ease of getting on/off the vehicle	-	-	93
Comfort of the inside temperature	90	88	91
The helpfulness of the driver/staff	85	85	89
Your personal safety at the stop/station/wharf	85	84	88
The information available at the stop/station/wharf	80	85	87
The attitude of the driver/staff	86	84	87
Having enough seats available	87	82	87
The travel time	81	81	86
Ease of getting information about public transport routes and timetables	84	82	85
The cleanliness of the stop/station/wharf	80	77	85
How convenient it is to pay for public transport	80	81	84
How often the service runs	78	75	80
The service being on time	77	72	78
The value for money of the fare	72	74	76
The stop/station/wharf providing shelter from the weather	67	67	68
Information about service delays or disruptions	55	64	67

Aspects of current trip	Aspects of stop/station/wharf	Aspects of public transport system overall
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## 2. Train

**Appendix Table 4.2: Satisfaction with All Aspects of Public Transport Service – Train Passengers (%)**

*Share Giving Positive Ratings (6-10)*

Aspect of Service	2014 (n=2,799)	2015 (n=2,881)	2016 (n=1,575)
Personal security during this trip	96	94	96
The cleanliness of the stop/station/wharf	82	80	96
The ease of getting on/off the vehicle	-	-	95
The ease of getting on the vehicle from the stop/station/wharf	95	93	95
The helpfulness of the driver/staff	90	87	93
The attitude of the driver/staff	89	87	92
The stop/station/wharf being easy to get to	90	90	91
Comfort of the inside temperature	90	88	90
Your personal safety at the stop/station/wharf	87	86	89
The information available at the stop/station/wharf	85	83	89
Ease of getting information about public transport routes and timetables	83	84	88
The travel time	83	83	88
How often the service runs	80	80	84
The service being on time	77	67	84
The stop/station/wharf providing shelter from the weather	75	74	81
Having enough seats available	82	76	77
How convenient it is to pay for public transport	74	74	77
The value for money of the fare	68	70	75
Information about service delays or disruptions	65	66	73

Aspects of current trip	Aspects of stop/station/wharf	Aspects of public transport system overall
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### 3. Ferry

**Appendix Table 4.3: Satisfaction with All Aspects of Public Transport Service – Ferry Passengers (%)**

*Share Giving Positive Ratings (6-10)*

Aspect of Service	2014 (n=153)	2015 (n=159)	2016 (n=132)
Personal security during this trip	99	95	<b>100</b>
The attitude of the driver/staff	98	95	<b>97</b>
The helpfulness of the driver/staff	95	95	<b>96</b>
Comfort of the inside temperature	95	90	<b>95</b>
The cleanliness of the stop/station/wharf	96	95	<b>94</b>
The stop/station/wharf being easy to get to	94	95	<b>94</b>
The ease of getting on/off the vehicle	-	-	<b>93</b>
The ease of getting on the vehicle from the stop/station/wharf	90	93	<b>92</b>
Your personal safety at the stop/station/wharf	92	88	<b>92</b>
Ease of getting information about public transport routes and timetables	88	87	<b>92</b>
The service being on time	91	90	<b>91</b>
Having enough seats available	95	<b>88</b>	<b>91</b>
The travel time	79	83	<b>88</b>
The information available at the stop/station/wharf	80	80	<b>88</b>
The value for money of the fare	81	77	<b>88</b>
How convenient it is to pay for public transport	81	84	<b>84</b>
How often the service runs	81	<b>67</b>	<b>84</b>
Information about service delays or disruptions	67	73	<b>79</b>
The stop/station/wharf providing shelter from the weather	38	<b>53</b>	<b>55</b>

Aspects of current trip	Aspects of stop/station/wharf	Aspects of public transport system overall
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