

2016/17 PUBLIC TRANSPORT PASSENGER SATISFACTION SURVEY



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Executive Summary

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 2016/17 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=199 public transport trips were surveyed on, generating n=4,053 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
Total	199	101	86	12	4053	991	2814	248
Maximum margin of error <i>(at 95% confidence interval)</i>					± 1.5%	± 3.1%	± 1.8%	± 6.2%

The questionnaire content was based on the list of standardised questions designed by NZTA, with additional questions 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 2nd and 28th of May 2017¹. Questionnaires were distributed to every second passenger aged 15 years or older on randomly-selected services. The response rate was 61%² for all services combined.

Consistent with 2016, the 'total' (all mode) survey results presented in the report have been weighted to reflect actual May 2017 public transport patronage by mode – so results for 'bus' comprise 65% of the total (all mode) sample, train 35% and ferry 0.4%. Note that results by mode (and operator) are based on unweighted data.

¹ Note that this is slightly later than in 2015 (21st of April and 10th of May) due to the timing of the school holidays but is consistent with 2014 and 2016.

² 79% among ferry passengers, 65% for train passengers and 49% 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, 92% giving a rating between 6 and 10 (satisfied to some extent), including 18% of users who were *extremely satisfied* (giving a rating of 10 out of 10). These results are similar to those reported last year (93% satisfied in 2016). Only 2% gave a rating between 0 and 4 (dissatisfied to some extent). Perceptions of the trip overall by mode of transport have remained stable over the last 12 months.

All operators have received high overall satisfaction ratings this year with East by West Ferries (99%) and Transdev (93%) continuing to perform most positively for the trip overall. Over the last 12 months, overall satisfaction has decreased slightly for all bus operators including GO Wellington (92%, down from 93%), Mana (88%, down from 93%), Newlands (92%, down from 98%) and Valley Flyer (92%, down from 94%).

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

	Total			
	2014	2015	2016	2017
Rating	<i>(n=4,117)</i>	<i>(n=4,247)</i>	<i>(n=2261)</i>	<i>(n=3862)</i>
Dissatisfied (0-4)	3	5	2	2
Neutral (5)	5	6	5	6
Satisfied (6-10)	92	89	93	92

	Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	<i>(n=1,293)</i>	<i>(n=1,324)</i>	<i>(n=614)</i>	<i>(n=942)</i>	<i>(n=2,676)</i>	<i>(n=2,773)</i>	<i>(n=1,537)</i>	<i>(n=2,689)</i>	<i>(n=148)</i>	<i>(n=150)</i>	<i>(n=128)</i>	<i>(n=234)</i>
Dissatisfied (0-4)	3	4	1	2 (↑F)	3	5	2 (↑B)	3 (↑F)	1	1	1	0
Neutral (5)	5	7	5	6 (↑FT)	5	6	5	4 (↑F)	2	5	2	1
Satisfied (6-10)	92	89	94	92	92	89	93	93	97 (↑BT)	94	97	99 (↑BT)

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.

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, 91% giving a positive rating (between 6 and 10), including 19% of respondents giving a rating of 10 out of 10. Although still very positive, the share satisfied with the stop/station/wharf has declined significantly - from 93% last year to 91% in 2017, this decline most notable among bus passengers (down from 93% to 90%). Across the three modes, ferry passengers are significantly more likely to be satisfied with wharf (97%, compared with 90% of bus passengers and 93% of train passengers)

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

	Total			
	2014	2015	2016	2017
Rating	(n=4,190)	(n=4,328)	(n=2,313)	(n=3892)
Dissatisfied (0-4)	4	4	3	4
Neutral (5)	5	6	4	5
Satisfied (6-10)	91	90	93	91

	Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=1,306)	(n=1,339)	(n=631)	(n=942)	(n=2,736)	(n=2,833)	(n=1,559)	(n=2,747)	(n=148)	(n=156)	(n=128)	(n=245)
Dissatisfied (0-4)	4	5	3	5 (↑FT)	4	4	2	2	2	4	2	2
Neutral (5)	6	6	4	5 (↑F)	5	6	4 (↑F)	5	5	3	6	1
Satisfied (6-10)	90	89	93	90	91	90	94	93 (↑B)	93	93	92	97 (↑BT)

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 86% expressing some degree of satisfaction (that is, giving a rating of between 6 and 10), including 11% who are *extremely satisfied*. Although passengers are generally satisfied, satisfaction has decreased significantly when compared to last year (down to 86% from 88%). Levels of satisfaction for each mode vary, with ferry passengers significantly more likely to respond positively when asked about the region's public transport system (94%) than bus (86%) and train (87%) passengers.

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

Rating	Total			
	2014 (n=4,189)	2015 (n=4,324)	2016 (n=2,292)	2017 (n=3877)
Dissatisfied (0-4)	8	8	6	6
Neutral (5)	9	9	6	8
Satisfied (6-10)	83	83	88	86

Rating	Bus				Train				Ferry			
	2014 (n=1,302)	2015 (n=1,351)	2016 (n=623)	2017 (n=945)	2014 (n=2,739)	2015 (n=2,827)	2016 (n=1,558)	2017 (n=2,706)	2014 (n=148)	2015 (n=146)	2016 (n=116)	2017 (n=210)
Dissatisfied (0-4)	7	7	6	5	9 (↑B)	8	5	6 (↑F)	9	7	4	3
Neutral (5)	10	8	6	9 (↑F)	8	10	7	7 (↑F)	9	8	9	3
Satisfied (6-10)	83	85	88	86	83	82	88	87	82	85	87	94 (↑BT)

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.

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 88% of respondents would recommend using public transport to a friend or colleague. The overall likelihood to recommend includes 24% who are *extremely likely* to recommend, while only 5% of respondents would not endorse Wellington’s public transport services to others. Likelihood of recommending public transport is highest among ferry users (97%). Among Wellington bus operators, those travelling on Newlands (89%), Valley Flyer (88%) and GO Wellington (87%) are significantly more likely to recommend the service than those using Mana (79%).

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

Rating	Total			
	2014 (n=3,762)	2015 (n=4,246)	2016 (n=2,277)	2017 (n=3690)
Unlikely (0-4)	8	6	5	5
Neutral (5)	7	8	6	7
Likely (6-10)	85	86	89	88

Rating	Bus				Train				Ferry			
	2014 (n=1,206)	2015 (n=1,309)	2016 (n=622)	2017 (n=891)	2014 (n=2,417)	2015 (n=2,787)	2016 (n=1,533)	2017 (n=2,618)	2014 (n=139)	2015 (n=150)	2016 (n=122)	2017 (n=218)
Dissatisfied (0-4)	8	6	5	5	7	7	4	5 (↑F)	6	3	5	2
Neutral (5)	9	8	6	8 (↑FT)	7	7	5	6 (↑F)	4	7	7	1
Satisfied (6-10)	83	86	89	87	86 (↑B)	86	91	89	90 (↑B)	90	88	97 (↑BT)

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. Satisfaction with All Aspects of Public Transport Service

Of the 19 aspects of Wellington's public transport system considered, passengers continue to be most satisfied with their **personal security during the current trip**, almost all (96%) rating this aspect positively. Ratings are also very positive for accessibility of the vehicles, with 94% of passengers 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. Ninety-one per cent rate the stop/station/wharf as being easy to get to. In contrast, passengers continue to be least satisfied with the **provision of information about service delays or disruptions**, with only 67% satisfied to some extent.

Over the last 12 months, the most notable change in satisfaction ratings is evident for **information available at the stop/station/wharf**, the share satisfied down from 87% to 83%. Comments made when asked for suggestions for improvement suggest that this decline could be due to dissatisfaction with the accuracy of information provided on Real Time Information board and a lack of Real Time Information boards at some stops. Passenger satisfaction has also declined significantly for the travel time, cleanliness of the stop/station/wharf, convenience of paying for public transport and service reliability.

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

Share Giving Positive Ratings (6-10)

Aspect of Service	Total Sample			
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,347)</i>	2017 <i>(n=3,992)</i>
Personal security during this trip	95	93	95	96
The ease of getting on the vehicle from the stop/station/wharf	94	93	94	94
The ease of getting on/off the vehicle	-	-	94	94
The stop/station/wharf being easy to get to	91	90	92	91
Comfort of the inside temperature	90	88	91	90
The helpfulness of the driver/staff	89	87	90	89
The attitude of the driver/staff	89	86	89	89
Your personal safety at the stop/station/wharf	86	85	89	88
The travel time	83	82	87	85
Ease of getting information about public transport routes and timetables	83	83	86	86
The cleanliness of the stop/station/wharf	82	79	86	84
The information available at the stop/station/wharf	83	83	87	83
Having enough seats available	84	79	84	83
How often the service runs	80	78	81	79
How convenient it is to pay for public transport	76	77	81	78
The service being on time	77	69	81	78
The value for money of the fare	70	72	76	75
The stop/station/wharf providing shelter from the weather	71	71	72	70
Information about service delays or disruptions	62	65	69	67

Aspect of Service	Bus				Train				Ferry			
	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=642)</i>	2017 <i>(n=972)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,575)</i>	2017 <i>(n=2,788)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>	2017 <i>(n=247)</i>
Personal security during this trip	94	92	95	95	96 (↑B)	94	96	96	99 (↑B)	95	100	99 (↑BT)
The ease of getting on the vehicle from the stop/station/wharf	93	92	93	94	95 (↑BF)	93 (↑B)	95	95	90	93	92	96
The ease of getting on/off the vehicle	-	-	93	93	-	-	95 (↑B)	95 (↑B)	-	-	93	95
The stop/station/wharf being easy to get to	93 (↑T)	92	93	91	90	90	91	91	94	95 (↑T)	94	94
Comfort of the inside temperature	90	88	91	89	90	88	90	92 (↑B)	95 (↑BT)	90	95	95 (↑BT)
The helpfulness of the driver/staff	85	85	89	87	90 (↑B)	87 (↑B)	93 (↑B)	92 (↑B)	95 (↑BT)	95 (↑BT)	96	98 (↑BT)
The attitude of the driver/staff	86	84	87	87	89 (↑B)	87 (↑B)	92 (↑B)	91 (↑B)	98 (↑BT)	95 (↑BT)	97	98 (↑BT)
Your personal safety at the stop/station/wharf	85	84	88	86	87	86	89	90 (↑B)	92 (↑B)	88	92	95 (↑BT)
The travel time	81	81	86	83	83	83	88	88 (↑B)	79	83	88	92 (↑BT)
Ease of getting information about public transport routes and timetables	84	82	85	85	83	84	88	87 (↑B)	88	87	92	93 (↑BT)
The cleanliness of the stop/station/wharf	80	77	85	83	82	80	86	87 (↑B)	96 (↑BT)	95 (↑BT)	94	98 (↑BT)
The information available at the stop/station/wharf	80	85	87	82	85 (↑B)	83	89	88 (↑B)	80	80	88	90 (↑B)
Having enough seats available	87 (↑T)	82 (↑T)	87 (↑T)	85 (↑T)	82	76	77	80	95 (↑BT)	88 (↑T)	91	93 (↑BT)
How often the service runs	78	75 (↑F)	80	78	81	80 (↑BF)	84 (↑B)	81 (↑B)	81	67	84	84 (↑B)
How convenient it is to pay for public transport	80 (↑T)	81 (↑T)	84 (↑T)	80 (↑T)	74	74	77	74	81	84 (↑T)	84	89 (↑BT)

Aspect of Service	Bus				Train				Ferry			
	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=642)</i>	2017 <i>(n=972)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,575)</i>	2017 <i>(n=2,788)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>	2017 <i>(n=247)</i>
The service being on time	77	72 (↑T)	78	74	77	67	84 (↑B)	87 (↑B)	91 (↑BT)	90 (↑BT)	91	95 (↑BT)
The value for money of the fare	72 (↑T)	74 (↑T)	76	75	68	70	75	75	81 (↑BT)	77	88	86 (↑BT)
The stop/station/wharf providing shelter from the weather	67 (↑F)	67 (↑F)	68	65	75 (↑BF)	74 (↑BF)	81 (↑B)	80 (↑BF)	38	53	55	63
Information about service delays or disruptions	55	64	67	66	65 (↑B)	66	73 (↑B)	71 (↑B)	67 (↑B)	73 (↑B)	79	85 (↑BT)

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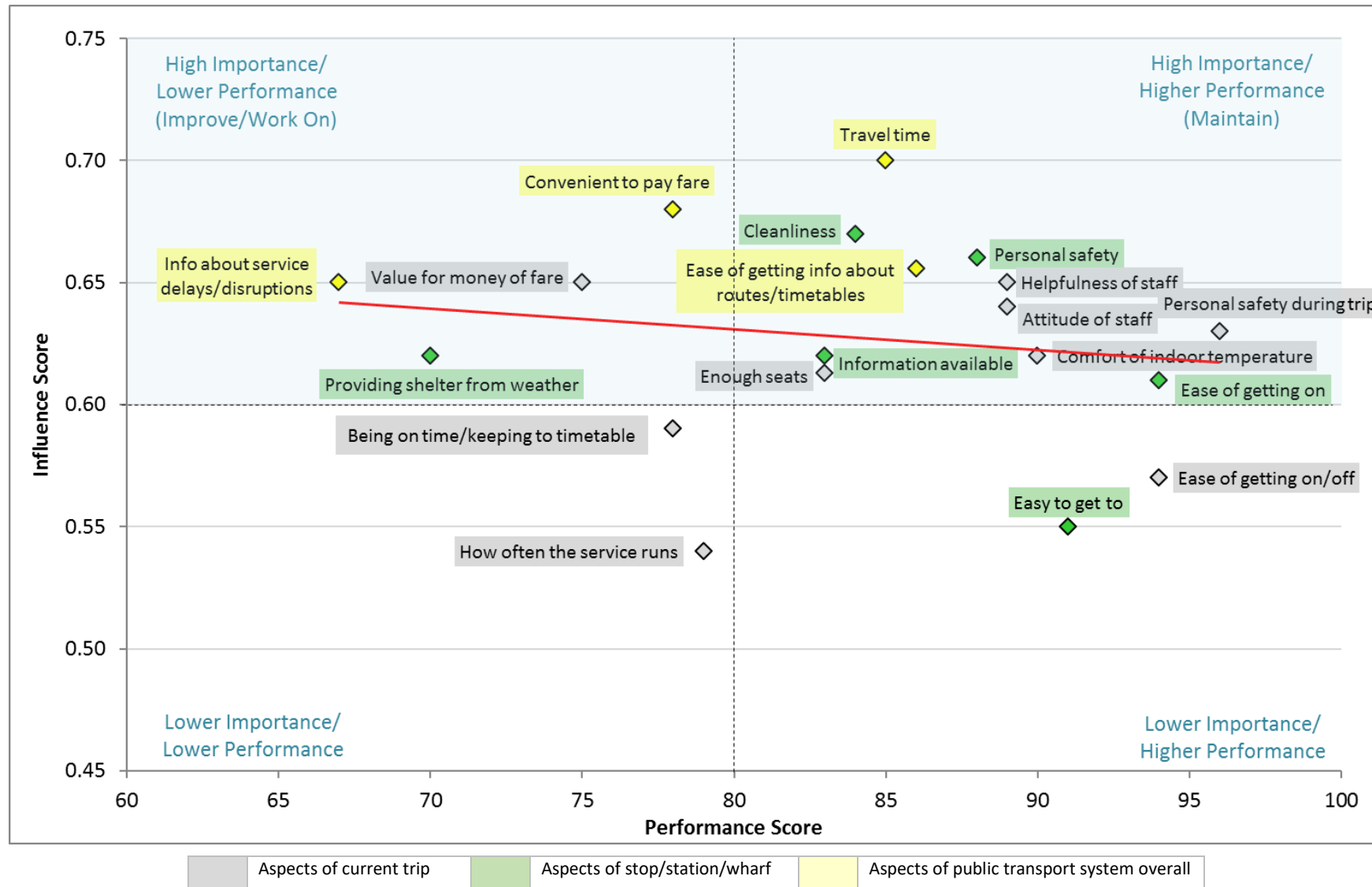
4. Current Performance On What Is Most Important To Passengers

Summary Figure 1 maps current performance on each aspect of Wellington's public transport system by the aspect's relative influence on overall satisfaction. In contrast to 2016, this year the trend line³ slopes down and to the right. This result indicates a mis-match between performance and influence, with the public transport service performing less well on those aspects of service that are most important to passengers.

Key areas of concern continue to be 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.

³ 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

Consistent with last year, **more frequent services** is the most commonly mentioned suggestion for improving Wellington’s public transport system, being mentioned by 11% of passengers. Seven per cent of all respondents suggest **cheaper fares**, with another 6% suggesting **cheaper fares for students** in particular (those aged 18-24 years being over-represented for this suggestion – 19%). Other common suggestions are improved reliability (7%), integrated ticketing (6%) and increasing capacity through providing more vehicles on the route (6%).

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)	2017 (n=4,050)
More frequent services	8	8	7	11
Cheaper fares	10	7	6	7
Improved reliability of services – run on time/to timetable	10	10	4	7
Integrated ticketing/automate ticketing system	6	6	5	6
More buses on the route/more carriages/more seats available/reduce overcrowding	6	6	6	6
Cheaper fares for students	4	2	4	6
More/more frequent weekend/late night/holiday services	3	3	3	5
More informative about service delays, disruptions and changes (e.g. buses replacing trains)	3	2	1	4
Able to top up card at more places (online, on bus, via smartphone, more shops)	1	2	2	3
Friendlier drivers	3	3	3	3
Faster/more direct service/fewer stops/more Express services	3	2	2	2
Less delays/break downs	0	2	<1	2
More accurate Real Time information	<1	0	<1	2
Improve smartphone app (able to check card balance, review timetable etc.)	1	1	<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

Consistent with 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, including wind, rain and sun (19%). Other frequently mentioned suggestions include more Real Time Information boards/digital displays (5%) and more seats available (5%).

The need for more/improved shelter from the weather is significantly more likely to be mentioned by bus and ferry passengers (both 22%) than those travelling by train (14%). Bus passengers are also over-represented among those suggesting improvements to Real Time Information boards/digital displays (7%) and the provision of more seating (5%).

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)	2017 (n=4,050)
More/improved shelter from weather (wind, rain, sun)	19	18	19	19
More Real Time Information boards/digital displays	4	3	5	5
More seats available	5	4	4	5
Cleaner stops and stations, including having more rubbish bins available	8	9	6	4
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	5	4	5	4
More information/better warning of service delays/disruptions/replacement buses	3	4	1	2
More/improved parking available	3	2	2	2
Ensure electronic signs are correct/show actual times/face the right way etc.	1	3	2	2

Base: All respondents.

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

6. Access to Public Transport Information

The Metlink website continues to be the most frequently used source of public transport information, 84% having used in the last three months, up from 75% in 2016. Use of the site is significantly higher among train (89%) and bus (82%) passengers than those using the ferry (73%). Real Time Information signs (58%), other information provided at the stop, station or wharf (32%) and printed timetables (36%) are also frequently used. Most passengers (81%) use multiple sources of public transport information, this share up slightly from 12 months ago (77% in 2016). The average number of sources of public transport information used is 2.9, up from 2.3 last year.

Almost all users of public transport information (88%) continue to be satisfied with the information currently available. Only 5% of respondents are dissatisfied to some extent (consistent with 4% in 2016). Of the eleven sources of public transport information questioned on, ratings are most positive for printed timetables (91% satisfied), the Metlink Call Centre (89%) and Real Time Information boards (88%). Users are least satisfied with Twitter (74% satisfied).

Consistent with last year, passengers are most likely to suggest enhancing public transport information by making improvements to Real Time information boards - ensuring the accuracy of the data on these boards and installing more boards (8%, compared with 7% last year). Enhancing the functionality and ease of use of the Metlink app. and the Metlink website were also frequently mentioned.

1. Introduction

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 Greater Wellington Regional Council's main responsibilities⁴. 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 facilities⁵.

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 mandatory⁶. Greater Wellington Regional Council commissioned Gravitas Research and Strategy to conduct its 2016/17 public transport customer satisfaction survey in line with NZTA guidelines. This report provides the results of this survey.

⁴ <http://www.gw.govt.nz/transport/>

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

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

2. Research Approach and Design

2.1 Methodology

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 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 excluded⁷.
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 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).

⁷ 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 2.1: Sample Sizes by Mode

	Number of Trips											
	Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Randomly-selected trips	100	106	102	101	80	88	90	86	12	15	14	12
Transit trips surveyed on	96	-	-	-	61	-	-	-	9	-	-	-
Total	196	106	102	101	141	88	90	86	21	15	14	12

	Completed Surveys											
	Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Randomly-selected trips	811	1162	647	991	1915	3010	1583	2814	108	284	132	248
Transit trips surveyed on	535	-	-	-	884	-	-	-	45	-	-	-
Total	1346	1162	647	991	2799	3010	1583	2814	153	284	132	248
Max. margin of error*	± 2.7%	± 2.9%	± 3.9%	± 3.1%	± 1.9%	± 1.8%	± 2.5%	± 1.8%	± 7.9%	± 5.8%	± 8.5%	± 6.2%

* (at 95% confidence interval)

Table 2.2 provides a profile of the sample by operator, time and direction. A profile of survey respondents (gender, age etc.) is provided in Appendix Two.

Table 2.2: Sample Sizes by Operator

	Number of Trips				Number of Completed Questionnaires				Maximum Margin of Error <i>(at 95% confidence interval)</i>			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Operator												
Transdev	141	88	90	86	2799	3010	1583	2814	± 1.9%	± 1.8%	± 2.5%	± 1.8%
GO Wellington	109	45	37	40	856	684	395	561	± 3.3%	± 3.7%	± 4.9%	± 4.1%
Mana Coach Services	23	23	19	28	127	139	43	88	± 8.7%	± 8.3%	± 15.0%	± 10.4%
Valley Flyer	54	31	32	24	284	284	148	247	± 5.8%	± 5.8%	± 8.1%	± 6.2%
East By West Ferry	21	15	14	12	153	284	132	248	± 7.9%	± 5.8%	± 8.5%	± 6.2%
Newlands Coach Services	7	4	11	9	60	33	56	95	± 12.7%	± 17.1%	± 13.1%	± 10.1%
Tranzit Coachlines Wairarapa	1	2	2	0	14	19	4	0	± 26.2%	± 22.5%	± 49.0%	0
Madge Coachlines	2	1	1	0	5	3	1	0	± 43.8%	± 56.6%	± 98.0%	0
Kapiti Coach Tours	0	0	0	0	0	0	0	0	-	-	-	0
Runciman Motors Ltd	0	0	0	0	0	0	0	0	-	-	-	0
Time Period												
AM Peak	92	62	62	61	1621	1634	902	1529	± 2.4%	± 2.4%	± 3.3%	± 2.5%
Interpeak	98	48	50	47	991	768	426	678	± 3.1%	± 3.5%	± 4.7%	± 3.8%
PM Peak	88	59	50	54	1122	1547	551	1220	± 2.9%	± 2.5%	± 4.2%	± 2.8%
Weekend	80	40	44	37	564	507	431	626	± 4.1%	± 4.4%	± 4.7%	± 3.9%
Direction of Trip												
Inbound	170	86	85	99	2245	2135	1143	2178	± 2.1%	± 2.1%	± 2.9%	± 2.1%
Outbound	188	123	117	100	2053	2321	1119	1875	± 2.2%	± 2.0%	± 2.9%	± 2.3%
Other	-	-	4	-	-	-	100	-	-	-	± 9.8%	
Total	358	209	206	199	4298	4456	2362	4053	± 1.5%	± 1.5%	± 2.0%	± 1.5%

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 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. These questions were asked again in 2017. In 2017, a separate block of service attributes related to the rail service only were added. Results from these questions have been reported separately⁸.

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

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 Gravitas's surveying team prior to live fieldwork commencing.

The pilot was conducted on Wednesday the 19th of April 2017. 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 to increase the survey response rate. In addition, each questionnaire received back was reviewed in full by the project team 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.

⁸ Gravitas Research and Strategy Limited (2017) Customer Satisfaction with Wellington's Commuter Rail Service: Combined Results from Survey One (October 2016) and Survey Two (May 2017). Prepared for Greater Wellington Regional Council.

2.5 Administrating the Interviews

Live surveying took place between the 2nd and 28th of May 2017⁹. 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.

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 2.3 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 2.3: Response Rates by Mode

	Response Rate			
	2014	2015	2016	2017
Ferry	76%	73%	76%	79%
Train	56%	63%	59%	65%
Bus	51%	60%	57%	49%
All Modes	58%	63%	59%	61%

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.

⁹ This fieldwork period is three weeks later than for the 2015 survey (21st of April and 10th of May 2015) but is consistent with the 2014 (5th and 25th of May 2014) and 2016 (3rd and 29th of May 2016) surveys.

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, since 2016, results have been weighted by mode to be representative of the actual patronage of public transport trips over the month the survey was conducted.

As bus trips comprised 65% of all public transport trips in May 2017, 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 35% of all trips. Results from ferry passengers make up the remaining 0.4%.

Table 2.4: Actual and Weighted Distribution of Mode in ‘Total’ (All Mode) Results

	2013/14			2014/15 Sample		
	No. of Interviews	Actual Distribution	Weighted Distribution	No. of Interviews	Actual Distribution	Weighted Distribution
Train	2,799	65%	N/A	3,010	68%	65%
Bus	1,346	31%	N/A	1,162	26%	31%
Ferry	153	4%	N/A	259	6%	4%
All Modes	4,298	100%	N/A	4456	100%	100%

	2015/16 Sample			2016/17 Sample		
	No. of Interviews	Actual Distribution	Weighted Distribution	No. of Interviews	Actual Distribution	Weighted Distribution
Train	1583	67%	34%	2814	69%	35%
Bus	647	27%	65%	991	25%	65%
Ferry	132	6%	1%	248	6%	<1%
All Modes	2,362	100%	100%	4053	100%	100%

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 waves¹⁰.

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 inappropriate to provide results by operator.* This section concludes with passenger-initiated suggestions for enhancement to the current stops/stations/wharves.

¹⁰ 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'.

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 inappropriate 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

Highlights

- The majority of Wellington public transport users are satisfied to some extent with their trip overall, 92% giving a positive rating (that is, giving a rating between 6 and 10), including 18% 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 has remained consistent with last year (93% satisfied).
- Of the nine aspects of the trip considered, public transport users continue to be most positive about the **personal security on the trip** (96% satisfied to some extent). Public transport users are also very positive about the **ease of getting on/off** the vehicle (94%).
- In contrast, ratings continue to be notably less positive for the trip representing **value for money of the fare** with only 75% of both train and bus passengers rating this aspect positively. This result is of 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 have either remained the same as last year or decreased to some extent, with ratings for the **service being on time** decreasing significantly from 81% to 78% this year.

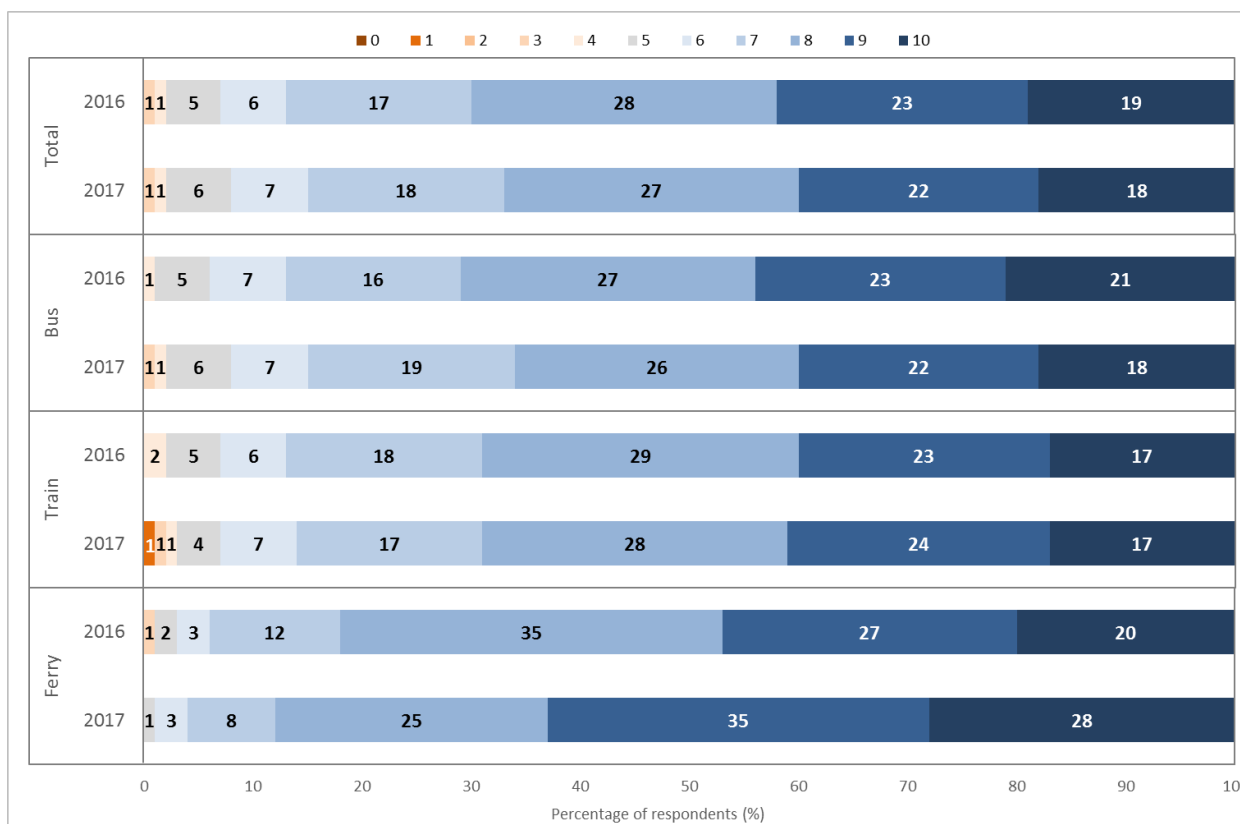
3.1 Overall Satisfaction with Trip – All Modes

The majority of Wellington public transport users continue to be satisfied to some extent with their trip overall, with 92% giving a rating between 6 and 10 (satisfied to some extent), among which 18% of users are *extremely satisfied* (gave a rating of 10 out of 10). These results are similar to last year (93% satisfied in 2016). Only 2% gave a rating between 0 and 4 (dissatisfied to some extent), unchanged from last year.

Of the three modes, ferry passengers are most likely to be satisfied with the trip overall (99%, compared with 93% of train passengers and 92% of those using the bus).

Of the six operators, East by West Ferries is significantly more likely to receive positive ratings (99%) than all other operators, with Transdev receiving the next highest share (93%), followed by GO Wellington, Newlands and Valley Flyer (all with 92% positive ratings). This year, overall satisfaction is lowest for Mana (88%).

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,117)	(n=4,247)	(n=2,261)	(n=3,862)	(n=1,293)	(n=1,324)	(n=614)	(n=942)	(n=2,676)	(n=2,773)	(n=1,537)	(n=2,689)	(n=148)	(n=150)	(n=128)	(n=234)
Dissatisfied (0-4)	3	5	2	2	3	4	1	2 (↑F)	3	5	2 (↑B)	3 (↑F)	1	1	1	0
Neutral (5)	5	6	5	6	5	7	5	6 (↑FT)	5	6	5	4 (↑F)	2	5	2	1
Satisfied (6-10)	92	89	93	92	92	89	94	92	92	89	93	93	97 (↑BT)	94	97	99 (↑BT)
Mean rating (out of 10)	7.9	7.7	8.1	8.0	7.9	7.8	8.1	7.9	7.8	7.6	8.0	8.0	8.3	8.2	8.4	8.8

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=148)	(n=150)	(n=128)	(n=234)	(n=820)	(n=771)	(n=371)	(n=536)	(n=121)	(n=160)	(n=42)	(n=85)
Dissatisfied (0-4)	1	1	1	0	2	3	1	2 (↑E)	2	5	2	2 (↑E)
Neutral (5)	2	5	2	1	5	7	6 (↑V)	6 (↑E)	5	7	5	10 (↑ET)
Satisfied (6-10)	97 (↑GTV)	94	97	99 (↑GMNTV)	93	90	93	92	93	88	93	88
Mean rating (out of 10)	8.3	8.2	8.4	8.8	7.9	7.8	7.9	7.8	8.2	8.1	8.4	8.1

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=60)	(n=38)	(n=45)	(n=89)	(n=2,676)	(n=2,773)	(n=1,537)	(n=2,689)	(n=274)	(n=329)	(n=141)	(n=232)
Dissatisfied (0-4)	2	3	0	1	3	5	2 (↑G)	3 (↑E)	6 (↑EG)	6 (↑EG)	2	3 (↑E)
Neutral (5)	7	3	2	7 (↑E)	5	6	5	4 (↑E)	5	4	4	5 (↑E)
Satisfied (6-10)	91	94	98 (↑GT)	92	92	89	93	93	89	90	94	92
Mean rating (out of 10)	8.0	7.5	8.2	8.0	7.8	7.6	8.0	8.0	7.9	7.9	8.5	8.1

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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (98%)
- Aged 65 years or above (97%) or between 35-44 years (95%)
- Travelling during off-peak hours (94%), in particular during the weekend (95%)
- Travelling inbound (94%)

Rating of 0-4 significantly more likely among passengers:

- Travelling during peak hours (3%), in particular during the afternoon peak (5%)
- Travelling on a weekday (3%)

3.2 Comparative Perceptions of Trip ¹¹

Of the nine aspects of service considered, public transport users continue to be most positive about their personal security during the trip, with 96% rating this aspect positively (that is, giving a rating between 6 and 10). The remaining aspects range from the ease of getting on/off the vehicle (94% satisfied) to value for money/fare (75% satisfied). Service reliability – that is, the service being on time and to schedule - has declined significantly over the last 12 months, from a satisfaction rating of 81% in 2016 to 78% this year. (This decline is evident for both bus and train.)

Across modes of transport, public transport users' satisfaction with their trip has generally remained stable over time. However, two significant increases are observed for the train service, with comfort of the inside temperature up from 90% to 92% and the availability of seats up from 77% to 80%. The ferry service performs significantly better than bus and train services on all aspects but one (ease of getting on/off the vehicle). The train service also receives significantly higher satisfaction ratings on most aspects against bus services. However, the bus service (85%) continues to be rated more positively than train (80%) for the number of seats available for passengers.

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

¹¹ Note: In 2016, the questionnaire was refined slightly and 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			
	2014 (n=4,298)	2015 (n=4,426)	2016 (n=2,347)	2017 (n=3,992)
Personal security during this trip	95	93	95	96
The ease of getting on/off the vehicle*	-	-	94	94
Comfort of the inside temperature	90	88	91	90
The helpfulness of the driver/staff	89	87	90	89
The attitude of the driver/staff	89	86	89	89
Having enough seats available	84	79	84	83
How often the service runs	80	78	81	79
The service being on time	77	69	81	78
The value for money of the fare	70	72	76	75

Aspect of Service	Bus				Train				Ferry			
	2014 (n=1,346)	2015 (n=1,385)	2016 (n=642)	2017 (n=972)	2014 (n=2,799)	2015 (n=2,881)	2016 (n=1,575)	2017 (n=2,788)	2014 (n=153)	2015 (n=159)	2016 (n=132)	2017 (n=242)
Personal security during this trip	94	92	95	95	96 (↑B)	94	96	96	99 (↑B)	95	100	99 (↑BT)
The ease of getting on/off the vehicle*	-	-	93	93	-	-	95 (↑B)	95 (↑B)	-	-	93	95
Comfort of the inside temperature	90	88	91	89	90	88	90	92 (↑B)	95 (↑BT)	90	95	95 (↑BT)
The helpfulness of the driver/staff	85	85	89	87	90 (↑B)	87	93 (↑B)	92 (↑B)	96 (↑BT)	95	96	98 (↑BT)
The attitude of the driver/staff	86	84	87	87	89 (↑B)	87 (↑B)	92 (↑B)	91 (↑B)	98 (↑BT)	95 (↑BT)	97	98 (↑BT)
Having enough seats available	87 (↑T)	82 (↑T)	87 (↑T)	85 (↑T)	82	76	77	80	95 (↑BT)	88	91	93 (↑BT)
How often the service runs	78	75	80	78	81	80 (↑BF)	84 (↑B)	81 (↑B)	81	67	84	84 (↑B)
The service being on time	77	72 (↑T)	78	74	77	67	84 (↑B)	87 (↑B)	91 (↑BT)	90 (↑BT)	91	95 (↑BT)
The value for money of the fare	72 (↑T)	74 (↑T)	76	75	68	70	75	75	81 (↑BT)	77	88	86 (↑BT)

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.

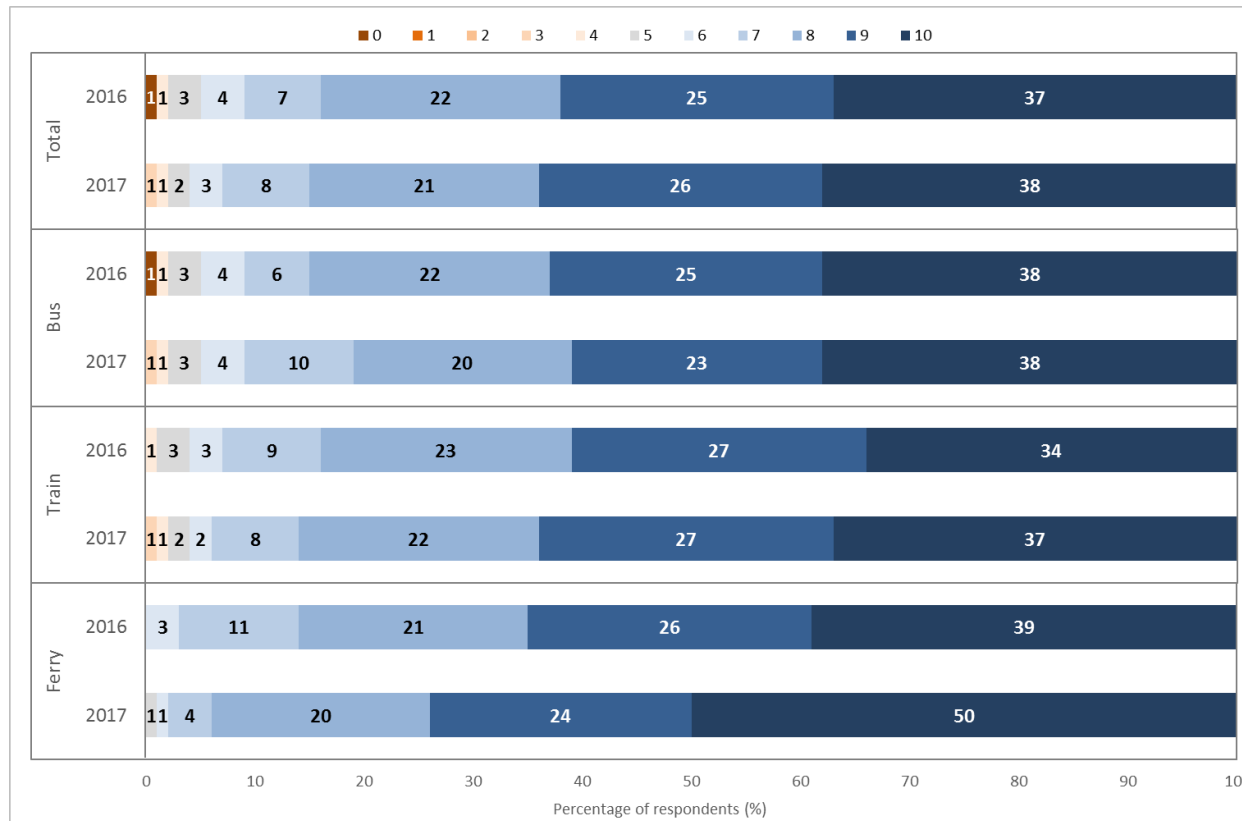
Your Personal Security During the Trip

Passengers feel safe when using Wellington's public transport system, almost all respondents (96%) reporting they are satisfied to some extent with their personal security during the trip (giving a rating between 6 and 10), including 38% who are *extremely satisfied*. These results are consistent with previous years.

All three modes of transport have similar ratings compared with last year for personal safety during the trip. The ferry service (99%) continues to be rated more positively than train (96%) or bus (95%).

Results by operator show that those travelling by East by West (99%), Newlands (98%), Transdev (96%) and GO Wellington (96%) report being significantly more satisfied with their personal security during the trip than those travelling by Valley Flyer (93%) and Mana Coach (91%).

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,235)	(n=4,371)	(n=2,333)	(n=3,984)	(n=1,322)	(n=1,365)	(n=639)	(n=971)	(n=2,760)	(n=2,848)	(n=1,561)	(n=2,778)	(n=153)	(n=158)	(n=127)	(n=234)
Dissatisfied (0-4)	2	3	2	2	2	3	2	2 (↑F)	1	2	1	2 (↑F)	1	1	0	0
Neutral (5)	3	4	3	2	4	5	3	3	3	4	3	2	0	4	0	1
Satisfied (6-10)	95	93	95	96	94	92	95	95	96 (↑B)	94	96	96	99 (↑B)	95	100	99 (↑BT)
Mean rating (out of 10)	8.7	8.4	8.7	8.6	8.6	8.4	8.7	8.6	8.7	8.4	8.6	8.7	9.0	8.8	8.9	9.2

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=153)	(n=158)	(n=127)	(n=234)	(n=840)	(n=802)	(n=389)	(n=555)	(n=124)	(n=164)	(n=43)	(n=83)
Dissatisfied (0-4)	1	1	0	0	2	2	1	2 (↑E)	5 (↑EGT)	2	5 (↑GNT)	2 (↑E)
Neutral (5)	0	4	0	1	3 (↑E)	3	3	2	6 (↑EGT)	7 (↑G)	2	7 (↑EGT)
Satisfied (6-10)	99 (↑GMNV)	95 (↑V)	100	99 (↑GMTV)	95 (↑MV)	95 (↑V)	96 (↑V)	96 (↑MV)	89	91	93	91
Mean rating (out of 10)	9.0	8.8	8.9	9.2	8.6	9.4	8.7	8.6	8.4	8.5	8.5	8.5

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=59)	(n=39)	(n=46)	(n=95)	(n=2,760)	(n=2,848)	(n=1,561)	(n=2,778)	(n=280)	(n=333)	(n=146)	(n=238)
Dissatisfied (0-4)	2	3	0	0	1	2	1	2 (↑E)	4	4 (↑T)	3 (↑GN)	3 (↑E)
Neutral (5)	3 (↑E)	3	0	2	3 (↑E)	4	3	2	5 (↑ET)	8 (↑GT)	4(↑N)	4 (↑EGT)
Satisfied (6-10)	95	94	100 (↑GMTV)	98 (↑M)	96 (↑MV)	94 (↑V)	96	96 (↑MV)	91	88	93	93
Mean rating (out of 10)	8.7	8.1	9.1	8.8	8.7	8.4	8.6	8.7	8.6	8.3	8.6	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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Aged 25-34 years (98%)
- Travelling during the weekend (97%)
- Travelling inbound (97%)

Rating of 0-4 significantly more likely among passengers:

- (none)

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

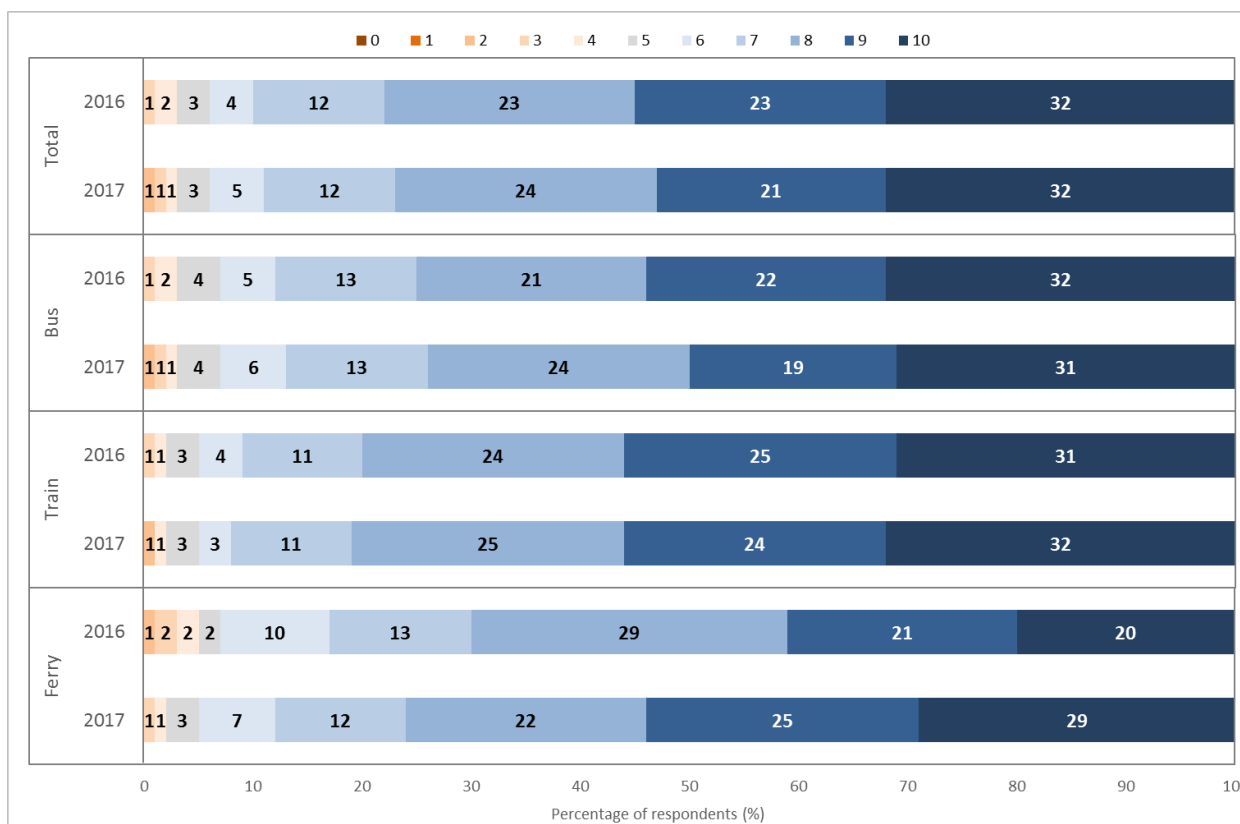
Almost all respondents are satisfied to some extent with the ease of getting on/off the vehicle, 94% giving a positive rating (between 6 and 10), including 32% who are *extremely satisfied* (giving a rating of 10 out of 10). Only 3% are dissatisfied. Results are stable from last year.

Similar to last year, those travelling by train (95%) were significantly more likely to be satisfied with the ease of accessing the vehicle than those travelling by bus (93%). The share of dissatisfied ferry passengers has decreased from 5% last year to 2% this year.

Results by operator show that ratings for ease of getting on the vehicle are most positive for East by West (95% satisfied) and Transdev (95%) services, with the latter operator being rated significantly higher than GO Wellington (93%), Valley Flyer (92%) and Newlands (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 (%)



Rating	Total		Bus		Train		Ferry	
	2016 (n=2,345)	2017 (n=3,990)	2016 (n=641)	2017 (n=972)	2016 (n=1575)	2017 (n=2,784)	2016 (n=132)	2017 (n=241)
Dissatisfied (0-4)	3	3	3	3 (↑T)	2	2	5	2
Neutral (5)	3	3	4	4 (↑T)	3	3	2	3
Satisfied (6-10)	94	94	93	93	95 (↑B)	95 (↑B)	93	95
Mean rating (out of 10)	8.4	8.4	8.4	8.3	8.5	8.5	8.0	8.4

	East By West		GO Wellington		Mana		Newlands		Transdev		Valley Flyer	
	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017
Rating	(n=132)	(n=241)	(n=393)	(n=556)	(n=43)	(n=85)	(n=45)	(n=93)	(n=1,575)	(n=2,784)	(n=145)	(n=238)
Dissatisfied (0-4)	5	2	3	3	2	3	2	3	2	2	4 (↑T)	4 (↑T)
Neutral (5)	2	3	3	4	7 (↑GT)	5	2	7 (↑T)	3	3	6 (↑GT)	4
Satisfied (6-10)	93	95	94 (↑V)	93	91	92	96	90	95 (↑MV)	95 (↑GNV)	90	92
Mean rating (out of 10)	8.0	8.4	8.4	8.3	8.4	8.3	8.6	8.2	8.5	8.5	8.2	8.4

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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Aged 25-44 years (97%)
- Using a monthly pass (96%) or a stored value card (95%)
- Travelling during the morning peak (95%)

Rating of 0-4 significantly more likely among passengers:

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

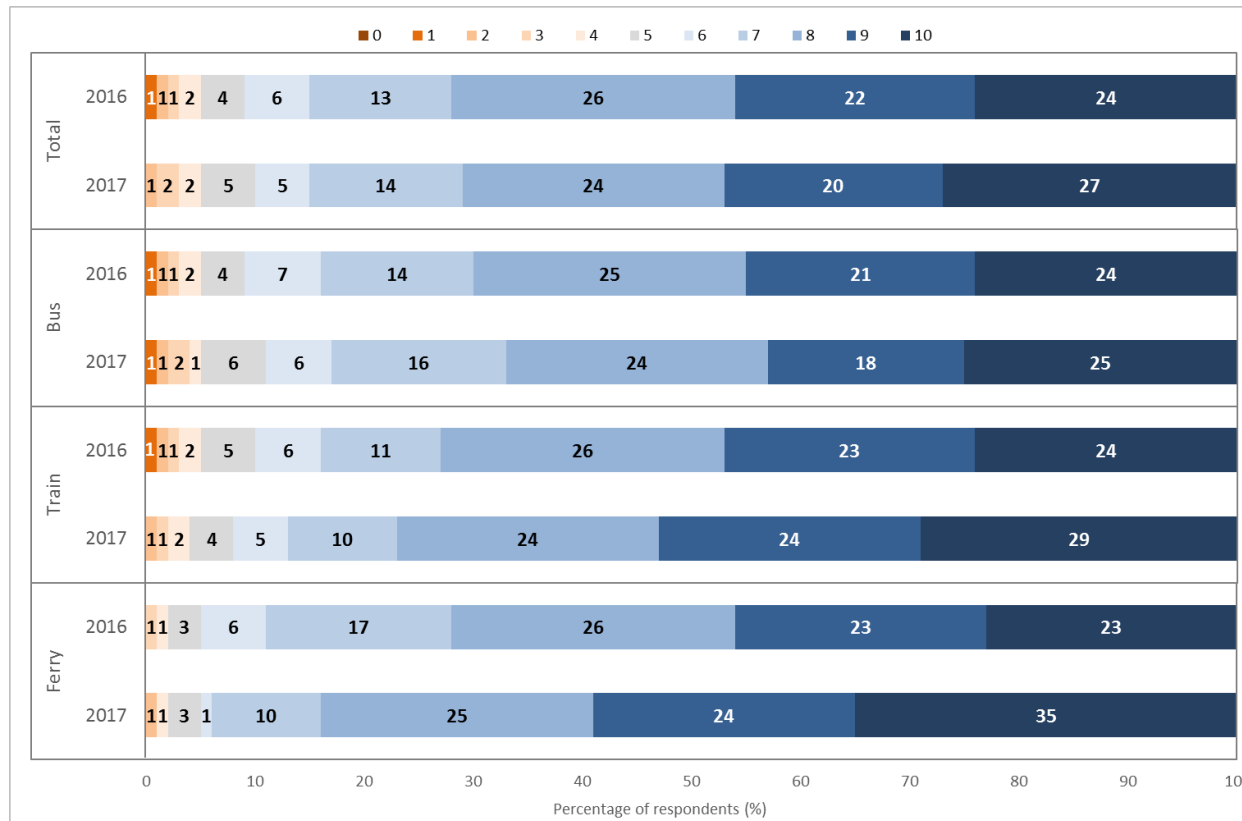
The Comfort of the Inside Temperature

Passenger perceptions of the comfort of the inside temperature have been consistent over the last 12 months. Nine in ten (90%, compared with 91% in 2016) are satisfied to some extent (giving a rating of between 6 and 10), including 27% who are *extremely satisfied* (giving a rating of 10 out of 10). Stable from previous years, 5% passengers report dissatisfaction.

Perceptions of temperature have improved significantly for train services, from 90% satisfaction in 2016 to 92% currently, meaning that this year, the share of positive responses from train passengers is now significantly higher than bus passengers (89%).

Results by operator show that those travelling by East by West (95%), Transdev (92%), Valley Flyer (91%) and GO Wellington (90%) are significantly more satisfied with their personal security during the trip than those travelling by Mana Coach (82%).

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,270)	(n=4,396)	(n=2,347)	(n=3,986)	(n=1,338)	(n=1,375)	(n=642)	(n=971)	(n=2,779)	(n=2,867)	(n=1,576)	(n=2,785)	(n=153)	(n=154)	(n=116)	(n=216)
Dissatisfied (0-4)	5	6	5	5	5	6	5	5 (↑F)	5	6	5	4	3	4	2	2
Neutral (5)	5	6	4	5	5	6	4	6	5	6	5	4	2	6	3	3
Satisfied (6-10)	90	88	91	90	90	88	91	89	90	88	90	92 (↑B)	95 (↑BT)	90	95	95 (↑BT)
Mean rating (out of 10)	8.1	7.9	8.1	8.1	8.1	7.9	8.1	8.0	8.1	7.8	8.1	8.3	8.3	8.2	8.2	8.6

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=153)	(n=154)	(n=116)	(n=216)	(n=853)	(n=808)	(n=392)	(n=556)	(n=125)	(n=163)	(n=43)	(n=84)
Dissatisfied (0-4)	3	4	2	2	4	5	4	4	6	3	5	12 (↑EGTV)
Neutral (5)	2	6	3	3	6	5	4	6	7	8	2	6
Satisfied (6-10)	95 (↑GMT)	90 (↑N)	95	95 (↑GMT)	90	90 (↑N)	92	90 (↑M)	87	89 (↑N)	93	82
Mean rating (out of 10)	8.3	8.2	8.2	8.6	8.0	8.0	7.9	7.9	7.9	8.3	8.4	7.8

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=60)	(n=39)	(n=46)	(n=94)	(n=2,779)	(n=2,867)	(n=1,576)	(n=2,785)	(n=281)	(n=338)	(n=146)	(n=237)
Dissatisfied (0-4)	8	27 (↑EGMTV)	4	5	5	6	5	4	5	7	5	4
Neutral (5)	4	3	4	4	5	6	5	4	4	7	4	5
Satisfied (6-10)	88	70	92	91	90	88 (↑N)	90	92 (↑M)	91	86 (↑N)	91	91 (↑M)
Mean rating (out of 10)	7.9	6.3	8.1	7.9	8.1	7.8	8.1	8.3	8.3	7.9	8.2	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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (97%)
- Travelling during off-peak hours (93%), particularly during the weekend (94%)
- Travelling inbound (92%)

Rating of 0-4 significantly more likely among passengers:

- Travelling during peak hours (6%)
- Travelling on a weekday (6%)

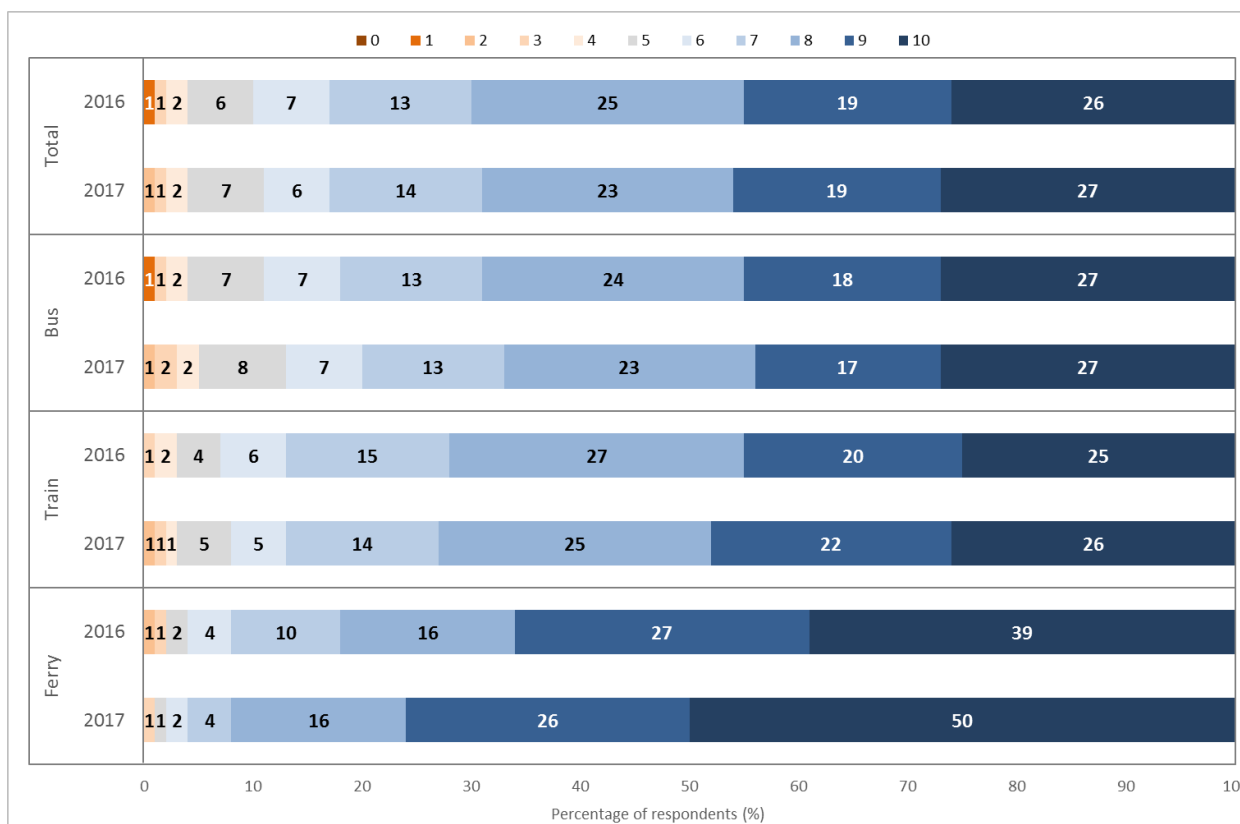
The Helpfulness of the Driver/Staff

The perceptions of Wellington's bus drivers/train and ferry staff has remained consistent over the last 12 months. Around nine in ten passengers (89%) are satisfied with the helpfulness of the drivers/staff (giving a rating of between 6 and 10), including more than a quarter (27%) who are *extremely satisfied* (giving a rating of 10 out of 10). Only 4% express dissatisfaction with the helpfulness of the driver/staff.

Of the three modes, ferry passengers continue to have the highest share of passengers satisfied with the helpfulness of the staff they dealt with (98%, with 50% being *extremely satisfied*). Although the bus service has achieved a satisfaction rating of 87% for staff helpfulness this year, this is significantly lower when compared with train (92%) and ferry (98%).

Results by operator show that ratings for the helpfulness of staff are most positive for East by West Ferries (98%), followed by Transdev (92%). Among the bus operators, the level of satisfaction with the helpfulness of the driver ranges from 91% by Newlands Coach to 85% by Mana Coach.

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,015)	(n=4,272)	(n=2,300)	(n=3,877)	(n=1,244)	(n=1,330)	(n=632)	(n=944)	(n=2,619)	(n=2,787)	(n=1,530)	(n=2,708)	(n=152)	(n=155)	(n=128)	(n=238)
Dissatisfied (0-4)	5	5	4	4	6 (↑TF)	7 (↑TF)	4	5 (↑FT)	4	5 (↑F)	3	3	1	0	2	1
Neutral (5)	6	8	6	7	9 (↑TF)	8	7 (↑T)	8 (↑FT)	6	8	4	5 (↑T)	3	5	2	1
Satisfied (6-10)	89	87	90	89	85	85	89	87	90 (↑B)	87 (↑B)	93 (↑B)	92 (↑B)	96 (↑BT)	95 (↑BT)	96	98 (↑BT)
Mean rating (out of 10)	8.0	7.8	8.1	8.1	7.8	7.8	8.0	8.0	8.1	7.8	8.2	8.2	8.7	8.7	8.7	9.1

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=152)	(n=155)	(n=128)	(n=238)	(n=771)	(n=776)	(n=388)	(n=539)	(n=123)	(n=159)	(n=43)	(n=84)
Dissatisfied (0-4)	1	0	2	1	6 (↑ET)	8	4	5 (↑ET)	4	5 (↑E)	5	7 (↑ET)
Neutral (5)	3	5	2	1	10 (↑ET)	8	8 (↑MT)	8 (↑E)	9 (↑E)	7	2	8 (↑E)
Satisfied (6-10)	96 (↑GMTV)	95 (↑GMNTV)	96	98 (↑GMNTV)	84	84	88	87	87	88	93	85
Mean rating (out of 10)	8.7	8.7	8.7	9.1	7.7	7.6	7.9	7.9	8.3	8.3	8.6	8.0

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=60)	(n=39)	(n=45)	(n=89)	(n=2,619)	(n=2,787)	(n=1,530)	(n=2,708)	(n=271)	(n=331)	(n=141)	(n=232)
Dissatisfied (0-4)	3	9 (↑E)	4	3	4	5 (↑E)	3	3	8 (↑ET)	8 (↑ET)	4	5 (↑ET)
Neutral (5)	4	9	7	6 (↑E)	6	8	4	5 (↑E)	7	8	8 (↑MT)	8 (↑E)
Satisfied (6-10)	93	82	89	91	90 (↑GV)	87 (↑G)	93 (↑GV)	92 (↑GMV)	85	84	88	87
Mean rating (out of 10)	8.2	7.3	8.4	8.0	8.1	7.8	8.2	8.2	7.9	8.0	8.1	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.

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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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (96%)
- Aged 35-44 years (95%)

Rating of 0-4 significantly more likely among passengers:

- Paying by cash (7%)
- Aged 15-24 years (7%)

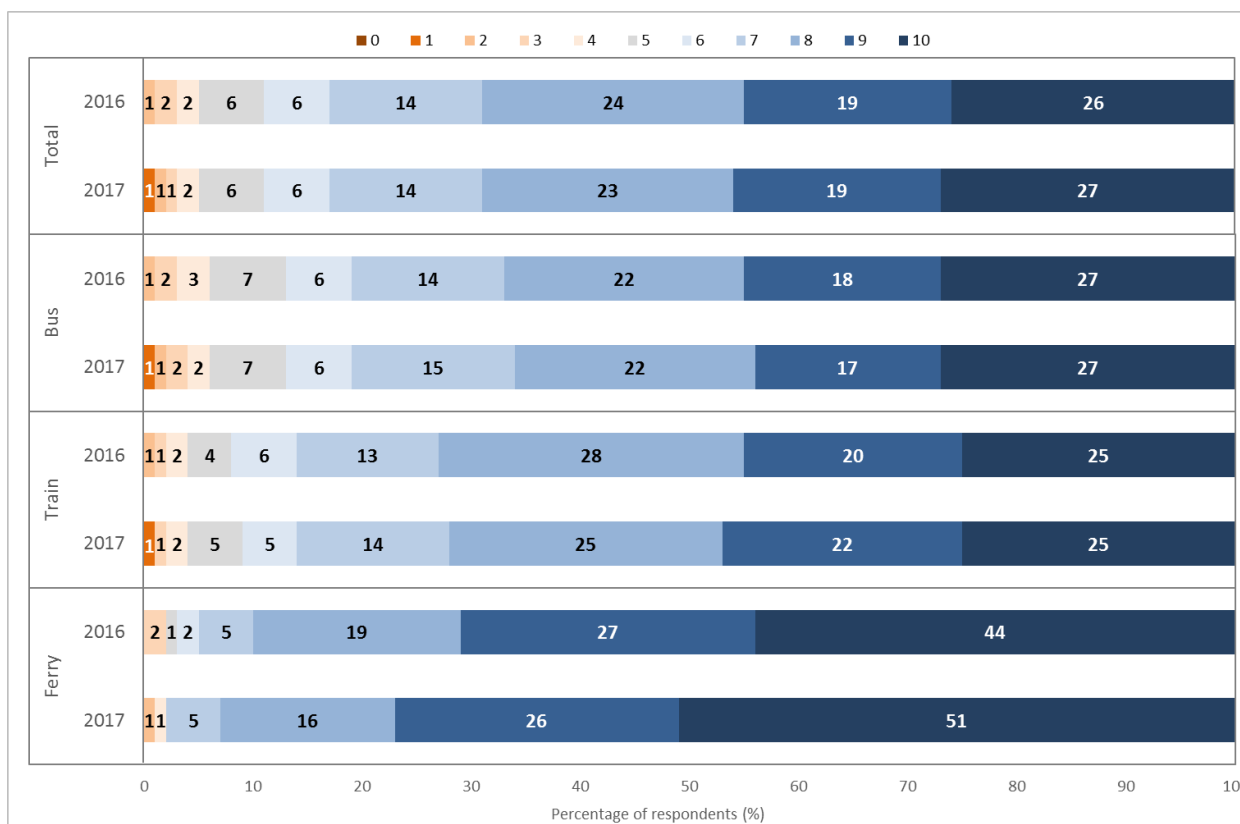
The Attitude of the Driver/Staff

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). Only 5% per cent of respondents express dissatisfaction with the driver/staff's attitude. Results are consistent from previous years.

Of the three modes, ratings continue to be most positive among ferry passengers (98% satisfied to some extent, including a share of 51% being *extremely satisfied*). This year, perceptions of the attitude of the driver/staff are significantly higher among train passengers (91%) than those travelling by bus (87%). Results by mode are stable over time.

Results by operator show that ratings for the attitude of driver/staff are most positive for East by West Ferries (98%) and Transdev (91%). Perceptions of driver attitude are least positive for GO Wellington (86% satisfied).

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,088)	(n=4,300)	(n=2,307)	(n=3,907)	(n=1,274)	(n=1,338)	(n=632)	(n=952)	(n=2,661)	(n=2,808)	(n=1,544)	(n=2,724)	(n=153)	(n=154)	(n=123)	(n=239)
Dissatisfied (0-4)	5	7	5	5	7 (↑TF)	9 (↑TF)	6 (↑T)	6 (↑FT)	5 (↑F)	6 (↑F)	4	4	1	1	2	2
Neutral (5)	6	7	6	6	7 (↑TF)	7	7 (↑T)	7 (↑FT)	6 (↑F)	7	4	5 (↑F)	1	4	1	0
Satisfied (6-10)	89	86	89	89	86	84	87	87	89 (↑B)	87 (↑B)	92 (↑B)	91 (↑B)	98 (↑BT)	95 (↑BT)	97	98 (↑BT)
Mean rating (out of 10)	8.0	7.8	8.0	8.0	7.8	7.7	7.9	7.9	8.0	7.7	8.2	8.2	8.7	8.7	8.9	9.1

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=153)	(n=154)	(n=123)	(n=239)	(n=793)	(n=779)	(n=386)	(n=543)	(n=127)	(n=164)	(n=43)	(n=84)
Dissatisfied (0-4)	1	1	2	2	7 (↑ET)	8 (↑ET)	5	6 (↑ET)	3	6 (↑E)	7	4
Neutral (5)	1	4	1	0	8 (↑E)	8	10 (↑TV)	8 (↑ET)	8 (↑E)	6	5	7 (↑E)
Satisfied (6-10)	98 (↑GMTV)	95(↑GMNTV)	97	98 (↑GMNTV)	85	84	85	86	89	88	88	89
Mean rating (out of 10)	8.7	8.7	8.9	9.1	7.7	7.6	7.8	7.8	8.3	8.1	8.3	8.1

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=60)	(n=39)	(n=46)	(n=91)	(n=2,661)	(n=2,808)	(n=1,544)	(n=2,724)	(n=275)	(n=331)	(n=142)	(n=234)
Dissatisfied (0-4)	2	12 (↑E)	9 (↑T)	7 (↑E)	5 (↑E)	6 (↑E)	4	4	9 (↑EMT)	9 (↑ET)	6	5 (↑E)
Neutral (5)	5	6	4	4 (↑E)	6 (↑E)	7	4	5 (↑E)	7 (↑E)	6	3	8 (↑E)
Satisfied (6-10)	93	82	87	89	89 (↑GV)	87	92 (↑G)	91 (↑GV)	84	85	91 (↑G)	87
Mean rating (out of 10)	8.2	7.1	8.2	7.9	8.0	7.7	8.2	8.2	8.0	7.9	8.2	8.1

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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Aged 35-44 years (93%)
- Using a monthly pass (92%)
- Travelling on the weekend (91%)
- Travelling inbound (90%)

Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (11%)
- Travelling during the afternoon peak (7%)
- Travelling on a weekday (5%)

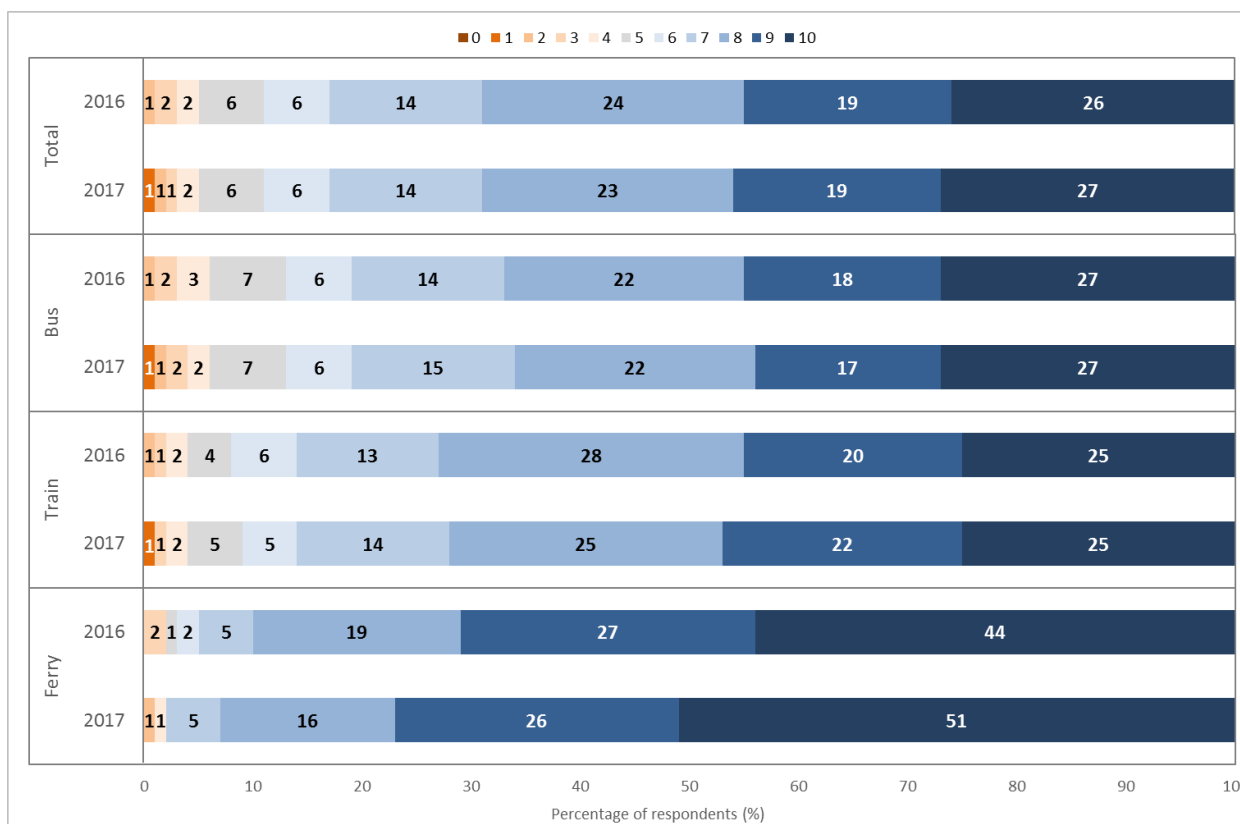
Having Enough Seats Available

Wellington public transport users are generally satisfied with the availability of seats on the current trip, 83% satisfied to some extent (giving a rating of between 6 and 10), including more than a quarter (28%) who are *extremely satisfied*. Ten per cent of respondents express dissatisfaction with the number of seats available. These results are consistent with last year's analysis.

Of the three modes, the ferry service continues to receive the highest satisfaction rating on this aspect (93% satisfied, including 36% who are *extremely satisfied*). Whilst train service continues to be rated least well, it has experienced a significant increase in positive ratings over the last 12 months (from 77% in 2016 to 80% in 2017). However, train passengers are still significantly more likely to rate the availability of seats negatively (13% dissatisfied) than bus or ferry passengers (8% and 4% respectively).

Results by operator show that those travelling by East by West (93%), Newlands (91%) and Valley Flyer (88%) are significantly more satisfied with availability of seats on the vehicle than those travelling by GO Wellington (81%) or Transdev (80%). Satisfaction with capacity has declined over the last 12 months for all bus operators.

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,260)	(n=4,389)	(n=2,342)	(n=3,992)	(n=1,330)	(n=1,366)	(n=640)	(n=972)	(n=2,778)	(n=2,866)	(n=1,573)	(n=2,788)	(n=152)	(n=157)	(n=132)	(n=242)
Dissatisfied (0-4)	10	12	10	10	7	11 (↑F)	7	8 (↑F)	12 (↑BF)	15 (↑BF)	15 (↑B)	13 (↑BF)	4	5	5	4
Neutral (5)	6	9	6	7	6 (↑F)	7	6	7 (↑F)	6 (↑F)	9	8 (↑B)	7 (↑F)	1	7	4	3
Satisfied (6-10)	84	79	84	83	87 (↑T)	82 (↑T)	87 (↑T)	85 (↑T)	82	76	77	80	95 (↑BT)	88 (↑T)	91	93 (↑BT)
Mean rating (out of 10)	7.8	7.4	7.8	7.7	8.0	8.7	8.0	7.8	7.6	7.2	7.3	7.5	8.3	8.0	8.2	8.4

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=152)	(n=157)	(n=132)	(n=242)	(n=847)	(n=808)	(n=391)	(n=560)	(n=124)	(n=164)	(n=43)	(n=83)
Dissatisfied (0-4)	4	5	5	4	7	9	9	11 (↑ENV)	6	6	2	7 (↑N)
Neutral (5)	1	7	4	3	6 (↑E)	8	7 (↑V)	8 (↑E)	5 (↑E)	10	7 (↑V)	6
Satisfied (6-10)	95 (↑GTV)	88 (↑NT)	91	93 (↑GT)	87 (↑T)	83 (↑NT)	84 (↑T)	81	89 (↑T)	84 (↑NT)	91 (↑T)	87
Mean rating (out of 10)	8.3	8.0	8.2	8.4	7.9	7.6	7.8	7.5	8.2	8.1	8.6	8.1

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=60)	(n=39)	(n=46)	(n=92)	(n=2,778)	(n=2,866)	(n=1,573)	(n=2,788)	(n=280)	(n=329)	(n=145)	(n=237)
Dissatisfied (0-4)	7	21 (↑EGMV)	4	1	12 (↑EGMV)	15 (↑EGMV)	15	13 (↑ENV)	7	10	5	6
Neutral (5)	3	9	4	8	6 (↑E)	9 (↑V)	8 (↑V)	7 (↑E)	7 (↑E)	6	3	6
Satisfied (6-10)	90	70	92 (↑T)	91 (↑GT)	82	76	77	80	86	84 (↑NT)	92 (↑GT)	88 (↑GT)
Mean rating (out of 10)	7.8	6.2	8.1	8.2	7.6	7.2	7.3	7.5	8.1	7.9	8.4	8.1

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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold card (98%) or paying by cash (90%)
- Aged 65 years+ (91%) or between 25-44 years (87%)
- Travelling on the weekend (91%)
- Travelling off-peak (90%)
- Travelling inbound (85%)

Rating of 0-4 significantly more likely among passengers:

- Travelling during peak hours - afternoon peak (15%) and morning peak (13%)
- On a monthly pass (15%) or using a ten-trip concession card (13%)
- Aged 18-24 years (13%)
- Travelling on a weekday (12%)

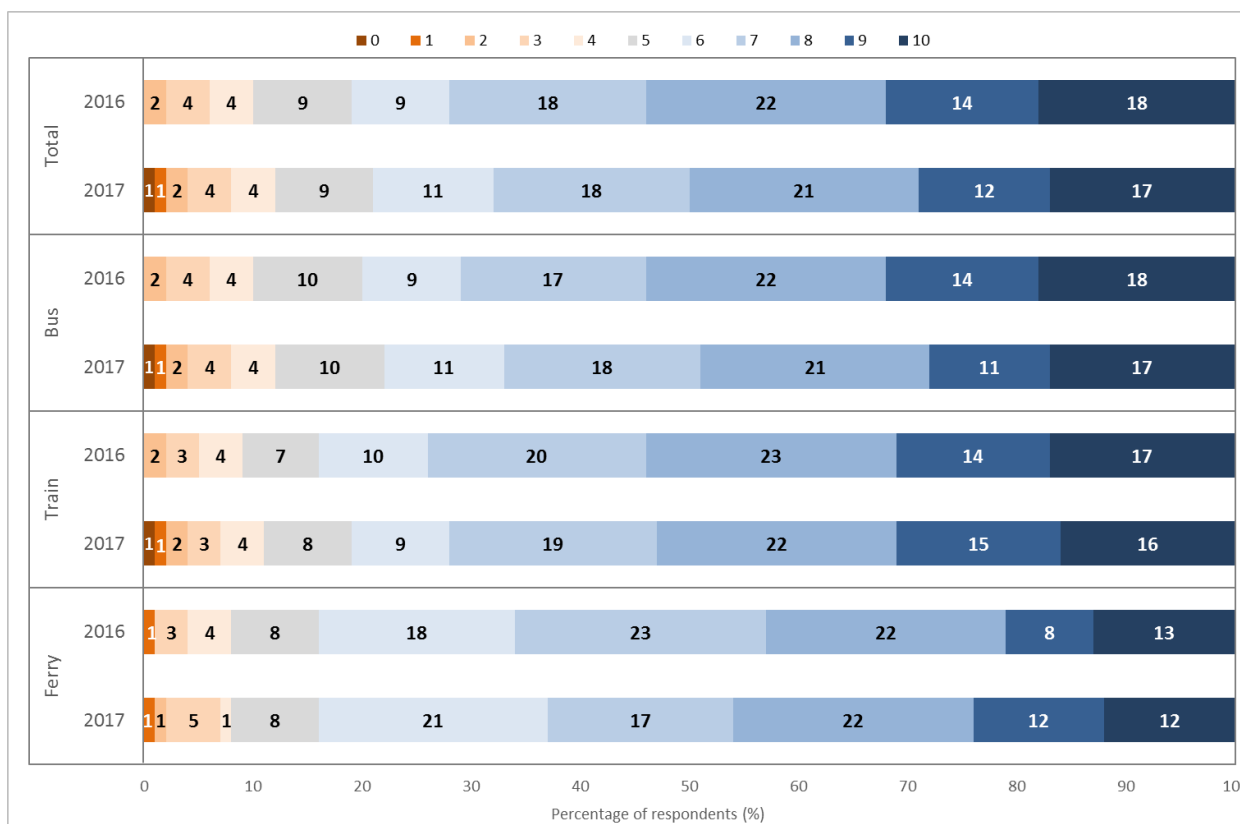
How Often the Service Runs

Four in five passengers (79%) are satisfied to some extent with how often the services run. This compares with 81% last year. The share of passengers dissatisfied with the service frequency has increased significantly over the last 12 months, up from 10% in 2016 to 12% this year.

The decline in positive perceptions of service frequency is the most notable for train, the share of train passengers satisfied with this aspect down from 84% to 81%. Ratings for how often the service runs have also declined slightly among bus passengers (down from 80% to 78%) but are stable for ferry users.

Declines in positive perceptions of service frequency over the last 12 months are most notable for Valley Flyer (from 80% to 75%), GO Wellington (from 81% to 78%) and Transdev (from 84% to 81%). Despite increasing 10 percentage points from last year, Mana passengers are least satisfied with the frequency of service provided (75%).

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



	Total				Bus				Train				Ferry			
	2014 (n=3,919)	2015 (n=4,065)	2016 (n=2,180)	2017 (n=3,744)	2014 (n=1,193)	2015 (n=1,235)	2016 (n=592)	2017 (n=906)	2014 (n=2,584)	2015 (n=2,686)	2016 (n=1,483)	2017 (n=2,646)	2014 (n=142)	2015 (n=144)	2016 (n=115)	2017 (n=218)
Rating																
Dissatisfied (0-4)	11	11	10	12	13 (↑T)	15 (↑T)	10	12 (↑F)	10	11	9	11	13	16	8	8
Neutral (5)	9	10	9	9	9	10	10 (↑T)	10	9	9	7	8	6	17 (↑BT)	8	8
Satisfied (6-10)	80	79	81	79	78	75 (↑F)	80	78	81	80 (↑BF)	84 (↑B)	81 (↑B)	81	67	84	84 (↑B)
Mean rating (out of 10)	7.2	7.1	7.4	7.2	7.2	7.0	7.3	7.1	7.2	7.2	7.4	7.3	7.2	6.5	7.1	7.2

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=142)	(n=144)	(n=115)	(n=218)	(n=768)	(n=729)	(n=363)	(n=517)	(n=109)	(n=149)	(n=40)	(n=77)
Dissatisfied (0-4)	13	16	8	8	12	13	9	13 (↑E)	12	15	25 (↑GNTV)	13
Neutral (5)	6	17 (↑GMTV)	8	8	8	11	10 (↑T)	9	20 (↑EGTV)	9	10	12
Satisfied (6-10)	81 (↑M)	67	84	84 (↑GV)	80 (↑M)	76 (↑E)	81 (↑M)	78	68	76	65	75
Mean rating (out of 10)	7.1	6.5	7.1	7.2	7.3	7.1	7.3	7.0	6.9	7.2	6.5	7.1

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=50)	(n=35)	(n=44)	(n=90)	(n=2,584)	(n=2,686)	(n=1,483)	(n=2,646)	(n=247)	(n=298)	(n=131)	(n=222)
Dissatisfied (0-4)	12	10	14	9	10	11	9	11	12	16 (↑T)	8	13 (↑E)
Neutral (5)	8	7	7	8	9	9	7	8	8	9	12(↑T)	12 (↑T)
Satisfied (6-10)	80	83	79 (↑M)	83	81 (↑M)	80 (↑EGV)	84 (↑M)	81 (↑V)	80 (↑M)	75	80 (↑M)	75
Mean rating (out of 10)	7.0	6.9	7.6	7.2	7.2	7.2	7.4	7.3	7.3	7.0	7.6	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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (89%)
- Travelling inbound (81%)

Rating of 0-4 significantly more likely among passengers:

- Travelling during the afternoon peak (14%)
- Travelling on a weekday (13%)

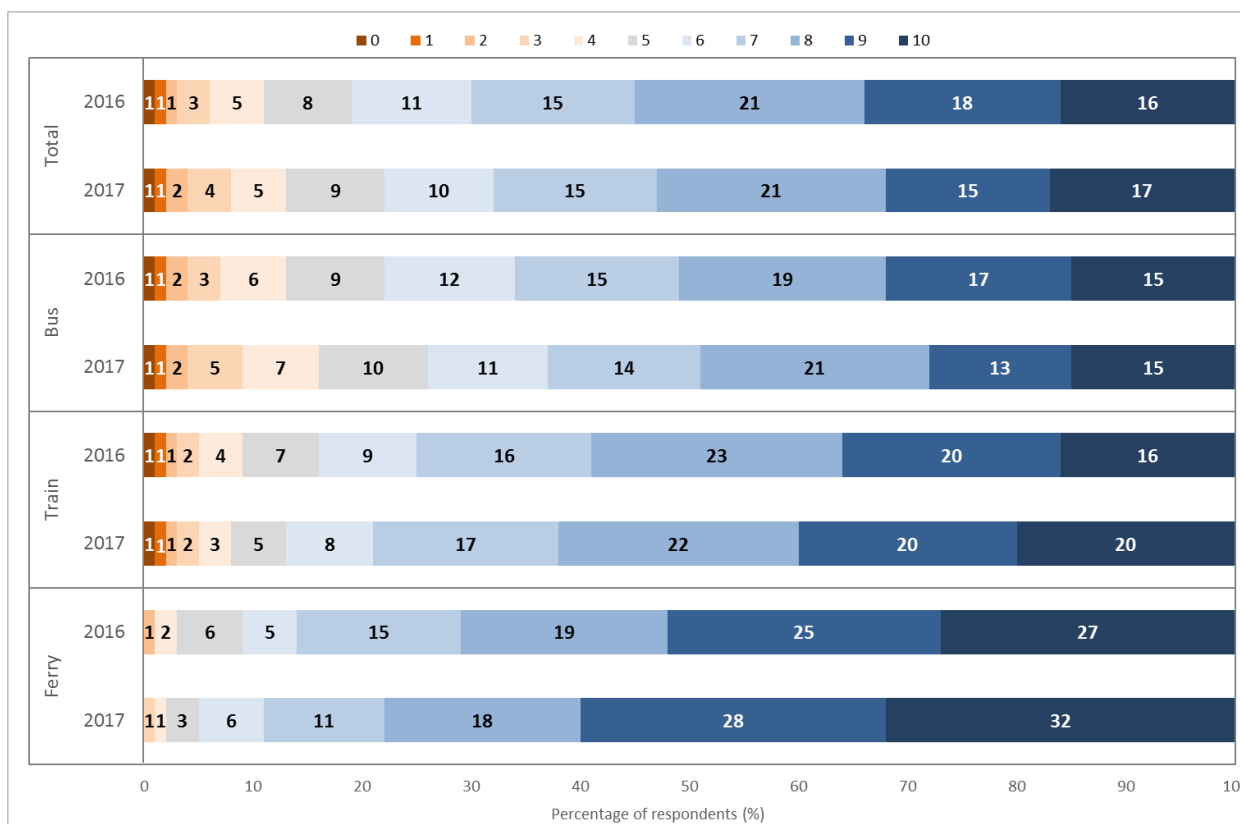
The Service Being On Time (Keeping To The Timetable)

Satisfaction on service reliability has declined significantly this year, from 81% in 2016 to a satisfaction rating of 78% in 2017, including 17% who are *extremely satisfied*. The share of dissatisfied passengers has increased significantly - from 11% last year to 13%.

As with previous years, the reliability of ferry services continues to be rated most positively (95% satisfied, compared with train (87%) and bus (74%)). However, over the last 12 months, ratings for the train service have improved - up from 84% to 87%. Both bus (16%) and train passengers (18) are significantly more likely to express dissatisfaction with service reliability than ferry passengers (2%).

Results by operator show that East by West Ferry passengers are most positive about the service running to time (95%, significantly higher than all other operators surveyed). Among bus operators, Newlands Coach (7%) has the smallest share of passengers dissatisfied with service reliability, significantly smaller than Mana (18%), GO Wellington (17%) and Valley Flyer (16%).

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



Rating	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
	(n=4,231)	(n=4,359)	(n=2,318)	(n=3,966)	(n=1,311)	(n=1,351)	(n=632)	(n=966)	(n=2,767)	(n=2,854)	(n=1,565)	(n=2,770)	(n=153)	(n=154)	(n=128)	(n=231)
Dissatisfied (0-4)	14	20	11	13	14 (↑F)	18	13 (↑T)	16 (↑FT)	15 (↑F)	22 (↑BF)	9	8 (↑F)	4	5	3	2
Neutral (5)	9	11	8	9	9	10 (↑F)	9	10 (↑FT)	8	11 (↑F)	7	5 (↑F)	5	5	6	3
Satisfied (6-10)	77	69	81	78	77	72 (↑T)	78	74	77	67	84 (↑B)	87 (↑B)	91 (↑BT)	90 (↑BT)	91	95 (↑BT)
Mean rating (out of 10)	7.1	6.6	7.3	7.2	7.1	6.8	7.2	7.0	7.1	7.4	7.5	7.7	8.3	8.2	8.3	8.5

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=153)	(n=154)	(n=128)	(n=231)	(n=833)	(n=791)	(n=386)	(n=548)	(n=124)	(n=166)	(n=42)	(n=84)
Dissatisfied (0-4)	4	5	3	2	12 (↑E)	17 (↑E)	13 (↑T)	17 (↑ENT)	16 (↑E)	17 (↑E)	17 (↑T)	18 (↑ENT)
Neutral (5)	5	5	6	3	9	10	7	10 (↑ET)	9	15 (↑E)	19 (↑GNTV)	12 (↑ET)
Satisfied (6-10)	91 (↑GMNTV)	90 (↑GMNTV)	91	95 (↑GMNTV)	79 (↑V)	73 (↑T)	80 (↑M)	73	75	68	64	70
Mean rating (out of 10)	8.3	8.2	8.3	8.5	7.2	6.9	7.2	6.9	7.1	6.8	6.9	6.8

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=55)	(n=39)	(n=45)	(n=95)	(n=2,767)	(n=2,854)	(n=1,565)	(n=2,770)	(n=280)	(n=328)	(n=144)	(n=239)
Dissatisfied (0-4)	13 (↑E)	33 (↑EGMV)	9	7	15 (↑E)	22 (↑EG)	9	8 (↑E)	21 (↑EGT)	19 (↑E)	11	16 (↑ENT)
Neutral (5)	5	6	9	12 (↑ET)	8	11 (↑E)	7	5 (↑E)	9	9	11 (↑GT)	10 (↑ET)
Satisfied (6-10)	82	61	82 (↑M)	81	77 (↑V)	67	84 (↑GMV)	87 (↑GMV)	70	72	78 (↑M)	74
Mean rating (out of 10)	7.0	5.9	7.4	7.4	7.1	6.4	7.5	7.7	6.8	6.8	7.2	7.1

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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Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (89%) or a ten-trip concession card (86%)
- Aged 65 years or over (88%) or between 35-44 years (86%)
- Travelling during off-peak hours (81%), in particular during the weekend (83%)
- Travelling inbound (80%)

Rating of 0-4 significantly more likely among passengers:

- Aged 18-24 years (17%)
- Using a stored value card (16%)
- Travelling during peak hours (14%)
- Travelling on a weekday (14%)

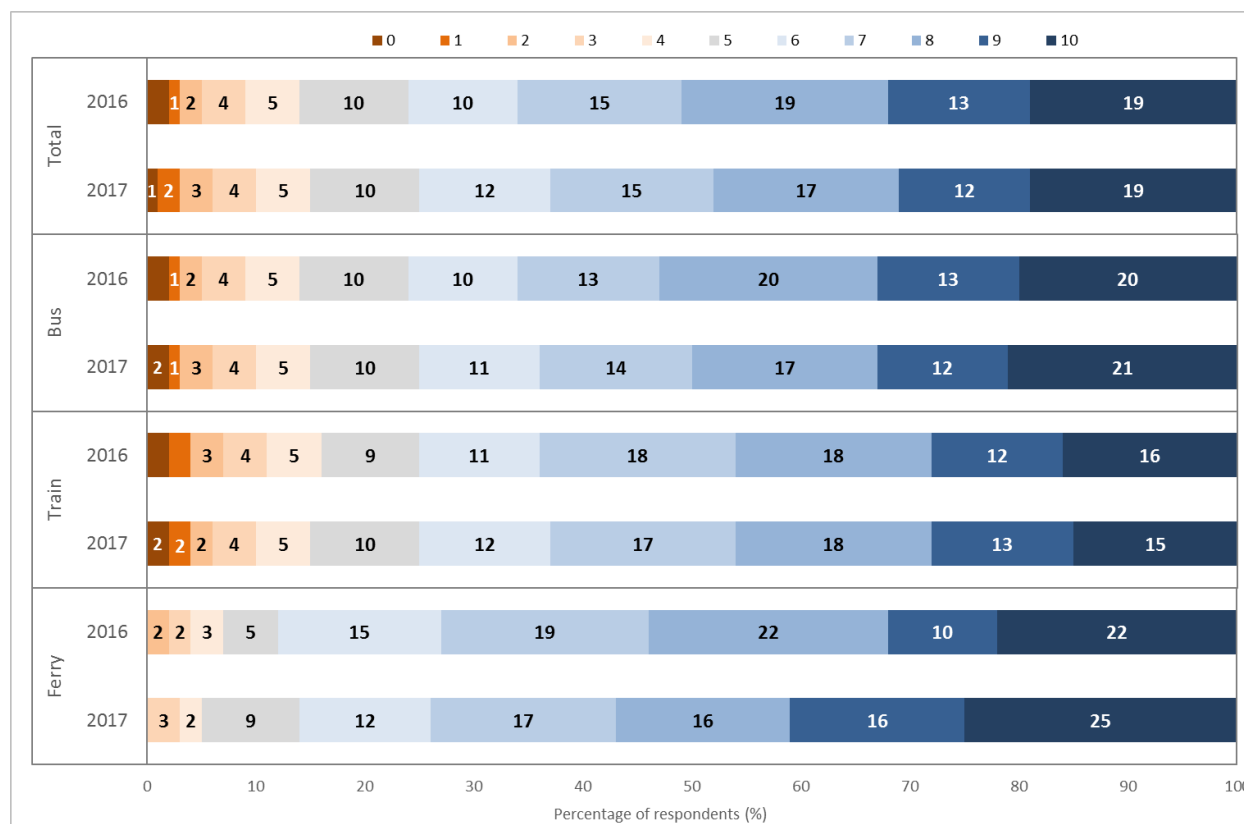
Value for Money of the Fare

Value for money continues to be rated least positively of the nine aspects surveyed, with only 75% respondents satisfied to some extent (that is, giving a rating of 6 to 10) and 15% dissatisfied (giving a rating of 0-4). Ratings are stable from last year (76%).

Across the three transport modes, satisfaction with value for money ranges from 75% of both bus and train users to 86% of ferry passengers. The share of dissatisfied passengers is significantly lower among ferry passengers (5%, compared with 15% for both bus and train). There were no significant changes over time for all three modes.

Among bus operators, satisfaction ratings for value for money range from 84% of Newlands to 72% for GO Wellington. Valley Flyer, which performed most positively for value for money of the bus fare last year, has experienced a significant decline in positive perceptions over the last 12 months – the share satisfied down from 86% to 77%.

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



Rating	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
	(n=4,182)	(n=4,345)	(n=2,320)	(n=3,951)	(n=1,306)	(n=1,349)	(n=634)	(n=960)	(n=2,726)	(n=2,840)	(n=1,560)	(n=2,770)	(n=150)	(n=155)	(n=128)	(n=238)
Dissatisfied (0-4)	18	17	14	15	16 (↑F)	16 (↑F)	14	15 (↑F)	20 (↑BF)	19 (↑F)	16	15 (↑F)	9	10	7	5
Neutral (5)	12	11	10	10	12	10	10	10	12	11	9	10	10	13	5	9
Satisfied (6-10)	70	72	76	75	72 (↑T)	74 (↑T)	76	75	68	70	75	75	81 (↑BT)	77	88	86 (↑BT)
Mean rating (out of 10)	6.7	6.7	7.1	7.0	6.9	7.0	7.2	7.1	6.5	6.6	6.9	6.9	7.3	7.1	7.5	7.8

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=150)	(n=155)	(n=128)	(n=238)	(n=828)	(n=797)	(n=388)	(n=554)	(n=125)	(n=161)	(n=42)	(n=81)
Dissatisfied (0-4)	9	10	7	5	17 (↑EMN)	17 (↑E)	16 (↑NV)	17 (↑E)	10	12	9	14 (↑E)
Neutral (5)	10	13	5	9	13	8	12 (↑V)	11	11	12	10 (↑V)	10
Satisfied (6-10)	81 (↑GT)	77	88	86 (↑GTMV)	70	75 (↑T)	72	72	79 (↑GT)	76	81	76
Mean rating (out of 10)	7.3	6.7	7.5	7.8	6.7	6.9	6.8	6.8	7.5	7.6	7.9	7.4

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=57)	(n=39)	(n=44)	(n=92)	(n=2,726)	(n=2,840)	(n=1,560)	(n=2,770)	(n=278)	(n=325)	(n=146)	(n=233)
Dissatisfied (0-4)	7	12	7	10	20 (↑EMN)	19 (↑E)	16 (↑NV)	15 (↑E)	16	15	10	13 (↑E)
Neutral (5)	12	21 (↑G)	11 (↑V)	6	12	11 (↑G)	9 (↑V)	10	9	12 (↑G)	4	10
Satisfied (6-10)	81 (↑T)	67	82 (↑G)	84 (↑GT)	68	70	75	75	75 (↑T)	73	86 (↑GT)	77
Mean rating (out of 10)	7.3	6.6	8.6	7.4	6.5	6.6	6.9	6.9	7.3	7.2	7.9	7.3

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

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Rating of 6-10 significantly more likely among passengers:

- Using a Supergold card (92%)
- Aged 45 years or over (84%)
- Travelling inbound (78%)

Rating of 0-4 significantly more likely among passengers:

- Aged 18-24 years (29%)
- Travelling during the afternoon peak (18%)
- Travelling outbound (17%)

3.3 Current Trip – Drivers of Satisfaction¹²

Of the nine aspects of the trip surveyed on, **helpfulness of staff** and **value for money of the fare** have the greatest positive impact on overall satisfaction with the trip. Passengers’ perception of the **attitude of drivers/staff, personal security** and the quality of vehicle (**comfort of the inside temperature, sufficient seats available**) are also strong drivers of satisfaction. Note that the important and core drivers have remained the same over the last 12 months.

The relative importance of most of the aspects of the trip are similar by mode, the exception being the services running on time and helpfulness of staff, both of which are less important for ferry passengers (0.45 and 0.44 respectively) than those using the bus (0.58 and 0.70 respectively) and train (0.61 and 0.63 respectively). In contrast, personal safety during the trip has a greater impact on the overall satisfaction of bus users (0.70, compared with 0.54 for ferry and 0.60 for train).

Table 3.2a: Drivers of Satisfaction With Current Trip

Level of Influence on Overall Satisfaction	
Core Driver	<ul style="list-style-type: none"> • Value for money of the fare (0.65) • Helpfulness of staff (0.65) • Attitude of staff (0.64) • Personal security during the trip (0.63) • Comfort of the inside temperature (0.62) • Having enough seats available (0.61)
Important Driver	<ul style="list-style-type: none"> • Being on time (0.59) • Ease of getting on/off vehicle (0.58) • How often the service runs (0.54)
Driver of Lesser Importance	(None)

¹² 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 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=592)</i>	2017 <i>(n=972)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,483)</i>	2017 <i>(n=2,788)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=115)</i>	2017 <i>(n=242)</i>
Drivers												
Helpfulness of staff	0.66	0.68	0.63	0.70	0.56	0.65	0.65	0.44	0.56	0.56	0.65	0.63
Personal security during this trip	0.65	0.65	0.65	0.70	0.56	0.60	0.70	0.54	0.65	0.62	0.55	0.60
Value for money of the fare	0.67	0.65	0.66	0.66	0.60	0.65	0.67	0.63	0.69	0.63	0.76	0.65
Attitude of the staff	0.64	0.63	0.61	0.66	0.54	0.61	0.64	0.52	0.57	0.60	0.61	0.62
Comfort of the inside temperature	0.61	0.62	0.66	0.63	0.54	0.59	0.66	0.53	0.56	0.56	0.45	0.63
Ease of getting on/off the vehicle	-	-	0.57	0.62	-	-	0.58	0.50	-	-	0.58	0.57
Having enough seats available	0.57	0.59	0.62	0.62	0.53	0.55	0.61	0.53	0.51	0.59	0.59	0.61
The vehicle being on time	0.58	0.57	0.54	0.57	0.55	0.54	0.57	0.45	0.56	0.55	0.59	0.61
How often the service runs	0.53	0.49	0.52	0.50	0.55	0.52	0.58	0.47	0.53	0.56	0.38	0.56

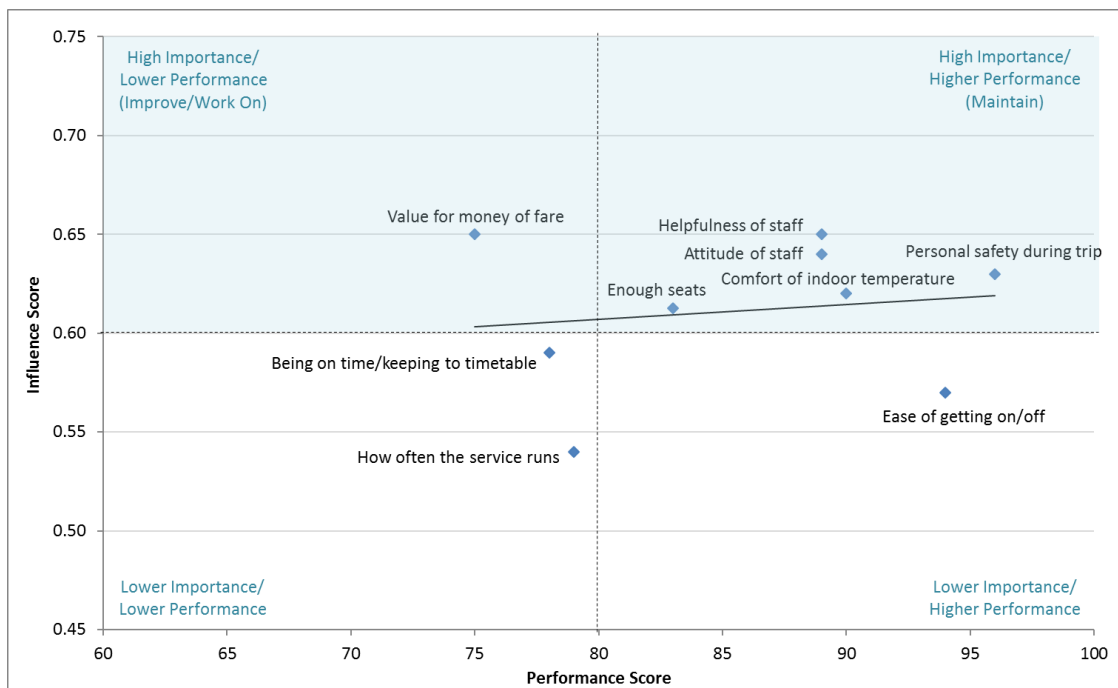
Current Trip - Performance versus Influence (Gap Analysis)

Figure 3.12 maps the relative influence of each aspect of the current trip against current performance. The trend line¹³ 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 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 (90% and 96% satisfied respectively) and both have a strong influence on overall satisfaction.

Figure 3.12: Performance versus Influence – Current Trip



¹³ 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.

4. Passenger Perceptions of Stop/Station/Wharf

Highlights

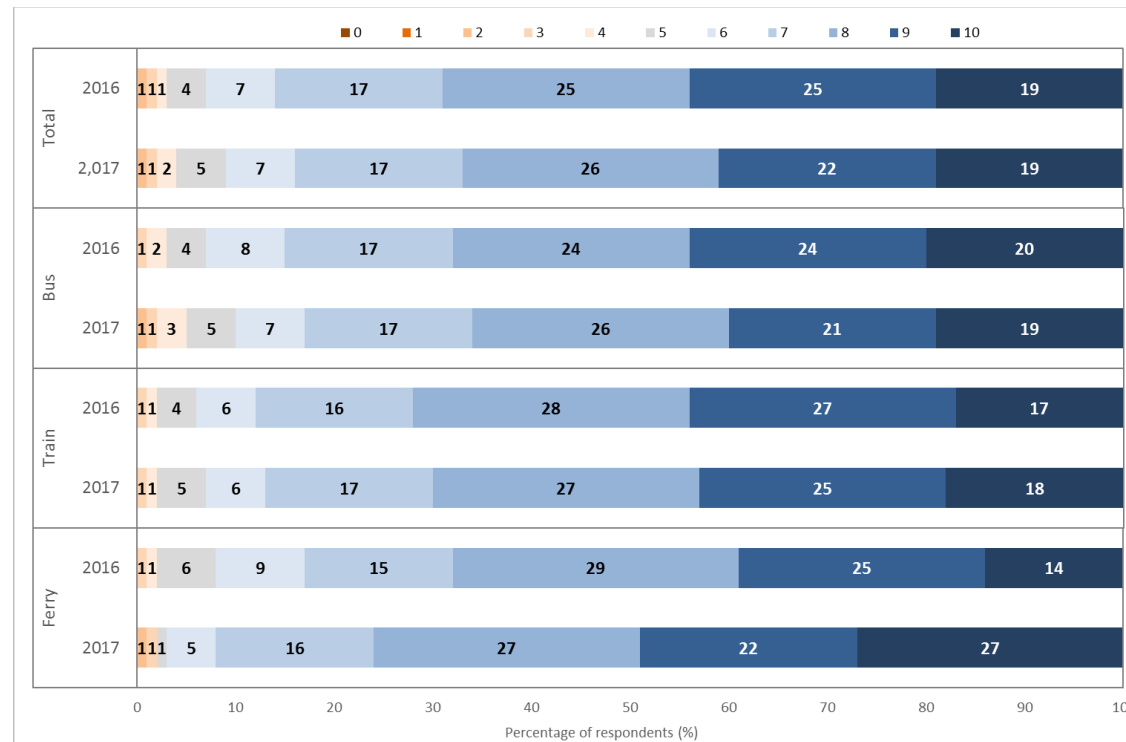
- Almost all passengers are satisfied with the stop, station or wharf where they started their trip, 91% giving a positive rating, including 19% who indicated that they are *extremely satisfied*. While still positive, this represents a significant decrease from 93% last year.
- Of the six aspects of 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 (unchanged from last year). Ratings are also very positive for the stop/station/wharf being **easy to get to** (91%).
- Consistent with 2016, passengers' key area of concern with respect to stops/stations/wharves is the **adequacy of shelter from the weather**, with only 70% rating this aspect positively. Despite a significant increase in positive perceptions over the last 12 months (up from 55% to 63%), ferry passengers remain the least satisfied with the provision of shelter at wharves; 24% express 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, 91% giving a positive rating (between 6 and 10), including 19% of respondents giving a rating of 10 out of 10. This is a significant decrease from 93% satisfaction last year.

Compared with last year, ratings for overall satisfaction with both bus stops (down from 93% to 90%) and train stations (down from 94% to 93%) have declined. In contrast, the share of positive ratings has increased for ferry passengers (from 92% last year to 97%).

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,190)	(n=4,328)	(n=2,313)	(n=3,892)	(n=1,306)	(n=1,339)	(n=631)	(n=942)	(n=2,736)	(n=2,833)	(n=1,559)	(n=2,747)	(n=148)	(n=156)	(n=128)	(n=245)
Dissatisfied (0-4)	4	4	3	4	4	5	3	5 (↑FT)	4	4	2	2	2	4	2	2
Neutral (5)	5	6	4	5	6	6	4	5 (↑F)	5	6	4 (↑F)	5	5	3	6	1
Satisfied (6-10)	91	90	93	91	90	89	93	90	91	90	94	93 (↑B)	93	93	92	97 (↑BT)
Mean rating (out of 10)	7.9	7.8	8.1	7.9	7.8	7.9	8.0	7.9	7.9	7.7	8.1	8.1	7.8	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.

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 35-44 years (95%)

Rating of 0-4 significantly more likely among passengers:

- Using a day trip pass (9%)

4.2 Comparative Perceptions of Stop/Station/Wharf

Consistent with previous years, the ease of getting onto the vehicle is the most positively rated aspect of the station/stop/wharf, with 94% of public transport users giving it a rating between 6 and 10. Ratings continue to be notably less positive for the stop/station/wharf providing adequate shelter from the weather, 70% of all passengers rating this aspect positively.

Of the six aspects of the stop/station/wharf evaluated, five have received lower satisfaction ratings this year, three receiving significantly lower satisfaction scores than last year. These are the cleanliness of the stop/station/wharf (down from 86% to 84%), information available (down from 87% to 83%) and the provision of shelter from the weather (down from 72% to 70%).

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			
	2014 (n=4,298)	2015 (n=4,328)	2016 (n=2,343)	2017 (n=3971)
The ease of getting on the vehicle from the stop/station/wharf	94	93	94	94
The stop/station/wharf being easy to get to	91	90	92	91
Your personal safety at the stop/station/wharf	86	85	89	88
The cleanliness of the stop/station/wharf	82	79	86	84
The information available at the stop/station/wharf	83	83	87	83
The stop/station/wharf providing shelter from the weather	71	71	72	70

Aspect of Service	Bus				Train				Ferry			
	2014 (n=1,346)	2015 (n=1,339)	2016 (n=642)	2017 (n=968)	2014 (n=2,799)	2015 (n=2,833)	2016 (n=1,575)	2017 (n=2779)	2014 (n=153)	2015 (n=156)	2016 (n=130)	2017 (n=247)
The ease of getting on the vehicle from the stop/station/wharf	93	92	93	94	95 (↑BF)	93 (↑B)	95	95	90	93	92	96
The stop/station/wharf being easy to get to	93 (↑T)	92	93	91	90	90	91	91	94	95 (↑T)	94	94
Your personal safety at the stop/station/wharf	85	84	88	86	87	86	89	90 (↑B)	92 (↑B)	88	92	95 (↑BT)
The information available at the stop/station/wharf	80	85	87	82	85 (↑B)	83	89	88 (↑B)	80	80	88	90 (↑B)
The cleanliness of the stop/station/wharf	80	77	85	83	82	80	86	87 (↑B)	96 (↑BT)	95 (↑BT)	94	98 (↑BT)
The stop/station/wharf providing shelter from the weather	67 (↑F)	67 (↑F)	68	65	75 (↑BF)	74 (↑BF)	81 (↑B)	80 (↑BF)	38	53	55	63

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.

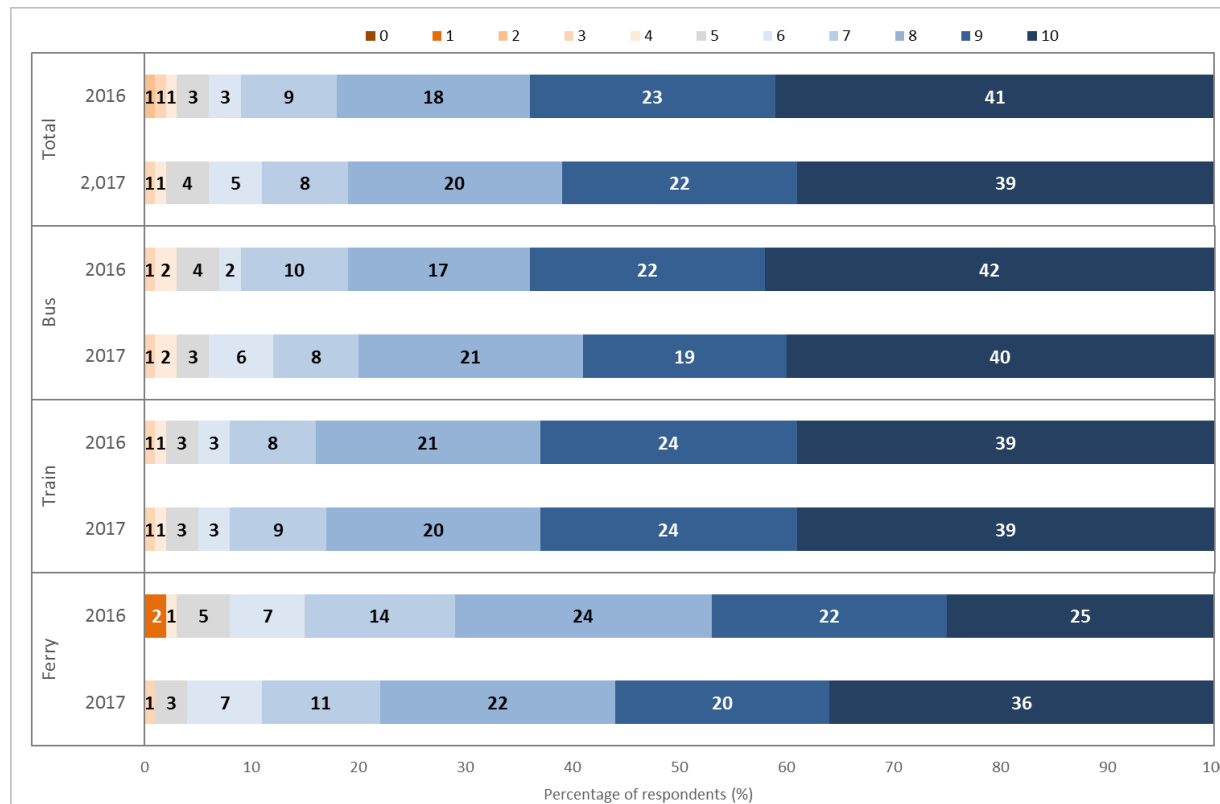
Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

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 39% who are *extremely satisfied* (giving a rating of 10 out of 10). These results are stable from last year.

Perceptions of the stop/station remain stable over time among both bus (94%) and train (95%) users. In contrast, perceptions of the ease of getting on the ferry at the wharf have improved significantly over the last 12 months (up from 92% to 96%).

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>	2017 <i>(n=3,964)</i>	2014 <i>(n=1,339)</i>	2015 <i>(n=1,365)</i>	2016 <i>(n=642)</i>	2017 <i>(n=967)</i>	2014 <i>(n=2,785)</i>	2015 <i>(n=2,845)</i>	2016 <i>(n=1,567)</i>	2017 <i>(n=2,758)</i>	2014 <i>(n=153)</i>	2015 <i>(n=158)</i>	2016 <i>(n=129)</i>	2017 <i>(n=246)</i>
Dissatisfied (0-4)	3	3	3	3	3	4	3	3	2	3	2	2	3	4	3	1
Neutral (5)	3	4	3	3	4	4	4	3	3	4	3	3	7 (↑BT)	3	5	3
Satisfied (6-10)	94	93	94	94	93	92	93	94	95 (↑BF)	93 (↑B)	95	95	90	93	92	96
Mean rating (out of 10)	8.6	8.4	8.7	8.6	8.4	8.4	8.7	8.5	8.7	8.4	8.7	8.6	8.1	8.1	8.1	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:

- Aged 35-44 years (97%)
- Travelling during the weekend (96%)
- Paying with a stored value card (96%)

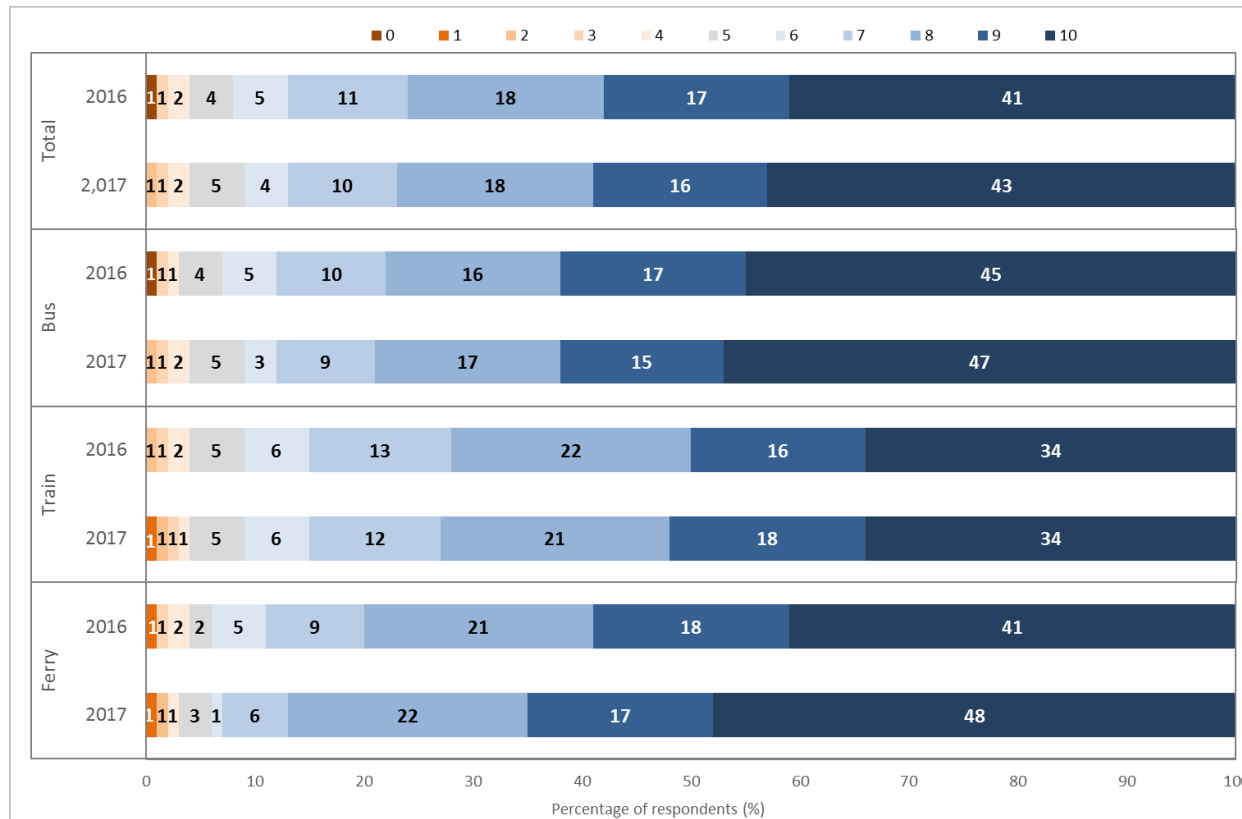
Rating of 0-4 significantly more likely among passengers:

- (none)

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, 91% giving a positive rating (6-10), with just over two in five (43%) *extremely satisfied* (rating the ease of access as 10 out of 10). These results are stable from last year. Ratings by mode are similar and are 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>	2017 (3,971)	2014 <i>(n=1,329)</i>	2015 <i>(n=1,367)</i>	2016 <i>(n=640)</i>	2017 (n=968)	2014 <i>n=2,778</i>	2015 <i>(n=2,848)</i>	2016 <i>(n=1567)</i>	2017 (n=2,768)	2014 <i>(n=152)</i>	2015 <i>(n=158)</i>	2016 <i>(n=126)</i>	2017 (n=240)
Dissatisfied (0-4)	4	5	4	4	3	4	3	4	5 (↑BF)	5	4	4	1	2	4	3
Neutral (5)	5	5	4	5	4	4	4	5	5 (↑B)	5	5	5	5	3	2	3
Satisfied (6-10)	91	90	92	91	93 (↑T)	92	93	91	90	90	91	91	94	95 (↑T)	94	94
Mean rating (out of 10)	8.3	8.3	8.5	8.5	8.6	8.5	8.6	8.6	8.2	8.1	8.2	8.2	8.7	8.7	8.6	8.8

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.

Rating of 6-10 significantly more likely among passengers:

- Aged 25-44 years (95%)
- Using a stored value card (93%)
- Female (93%)

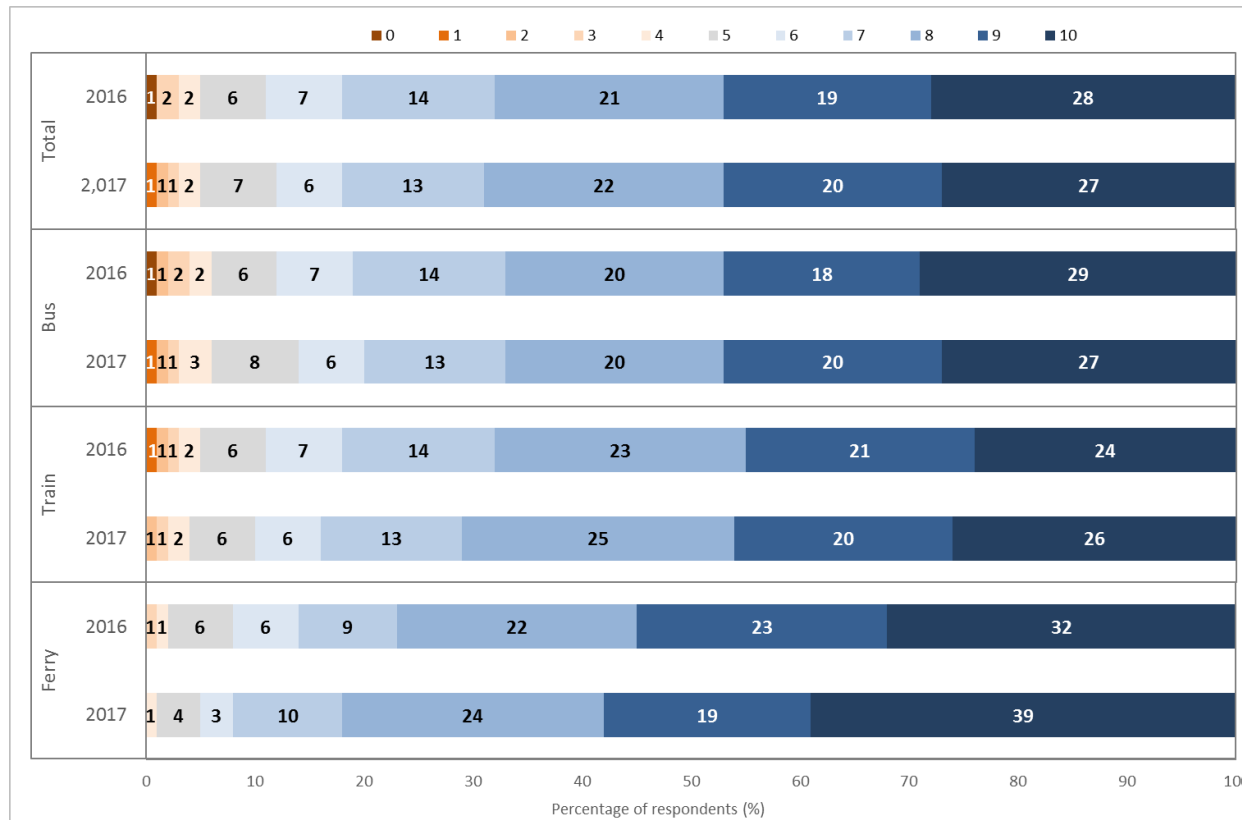
Rating of 0-4 significantly more likely among passengers:

- (none)

Your Personal Safety at the Stop/Station/Wharf

Public transport users generally feel safe at stops/stations/wharves waiting for their service, 88% giving a positive rating for personal safety, including 27% who are *extremely satisfied* (rating the personal safety as 10 out of 10). Compared with last year, the results are stable, both overall and within each mode. However, this year, ferry passengers were significantly more likely to rate personal safety at the wharf positively (95%), when compared with bus (86%) or train (90%) passengers.

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>	2017 <i>(n=3,930)</i>	2014 <i>(n=1,318)</i>	2015 <i>(n=1,360)</i>	2016 <i>(n=632)</i>	2017 <i>(n=954)</i>	2014 <i>(n=2,762)</i>	2015 <i>(n=2,840)</i>	2016 <i>(n=1,560)</i>	2017 <i>(n=2,759)</i>	2014 <i>(n=152)</i>	2015 <i>(n=158)</i>	2016 <i>(n=130)</i>	2017 <i>(n=241)</i>
Dissatisfied (0-4)	7	7	5	5	7	8	6	6 (↑FT)	6	6	5	4	3	5	2	1
Neutral (5)	7	8	6	7	8	8	6	8 (↑FT)	7	8	6	6	5	7	6	4
Satisfied (6-10)	86	85	89	88	85	84	88	86	87	86	89	90 (↑B)	92 (↑BT)	88	92	95 (↑BT)
Mean rating (out of 10)	7.8	7.8	8.0	8.0	7.8	7.8	8.0	7.9	7.8	7.7	8.0	8.1	8.2	9.2	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.

Rating of 6-10 significantly more likely among passengers:

- (none)

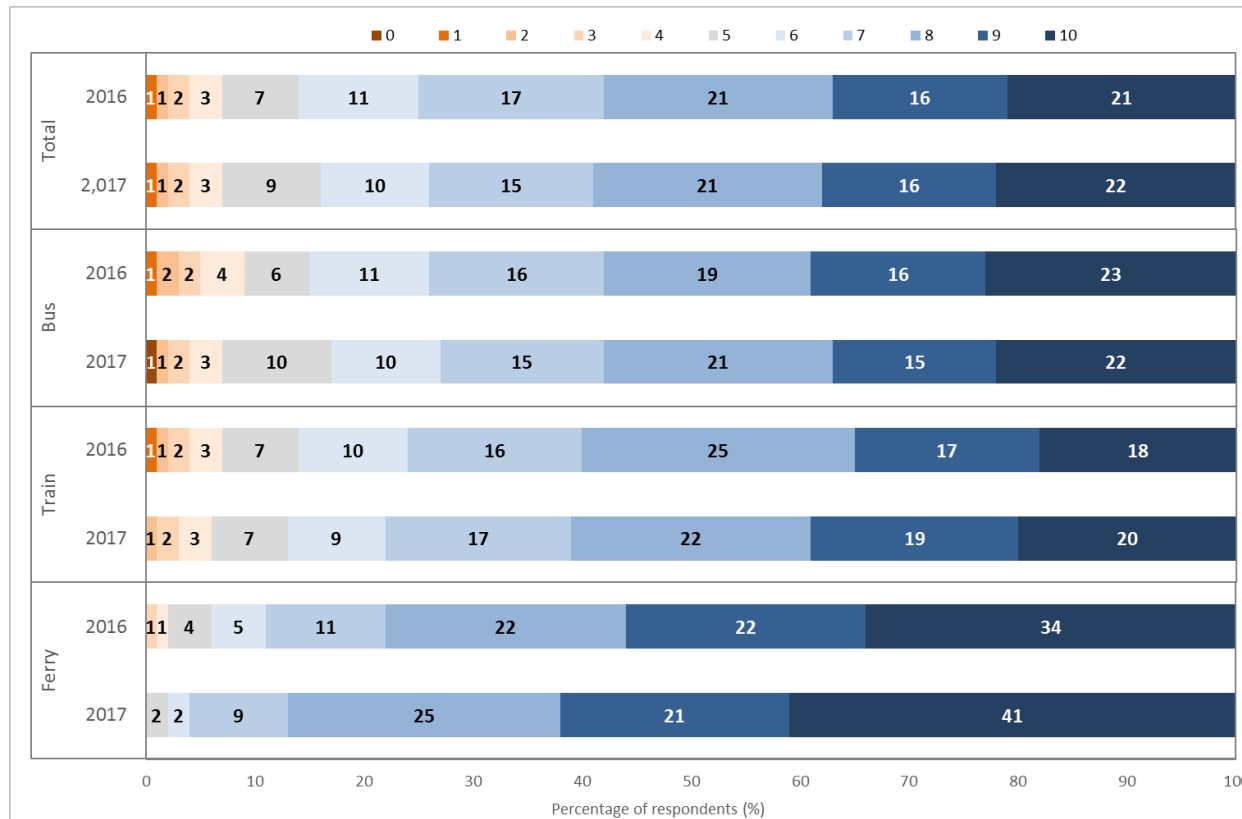
Rating of 0-4 significantly more likely among passengers:

- (none)

The Cleanliness of the Stop/Station/Wharf

Whilst the majority of public transport users are satisfied with the cleanliness of the stop/station/wharf (84%), this share has declined significantly from last year (86%). Ferry passengers continue to have the highest level of satisfaction, 98% satisfied with cleanliness of the wharves, a significant increase from 94% last year. Ferry passengers are significantly more likely to respond positively about the cleanliness of the wharf than train (87%) or bus (83%) passengers.

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>	2017 <i>(n=3,956)</i>	2014 <i>(n=1,313)</i>	2015 <i>(n=1,354)</i>	2016 <i>(n=637)</i>	2017 <i>(n=960)</i>	2014 <i>(n=2,768)</i>	2015 <i>(n=2,865)</i>	2016 <i>(n=1,575)</i>	2017 <i>(n=2,779)</i>	2014 <i>(n=152)</i>	2015 <i>(n=157)</i>	2016 <i>(n=130)</i>	2017 <i>(n=247)</i>
Dissatisfied (0-4)	9	11	7	7	10 (↑F)	13	9	7 (↑F)	9 (↑F)	10 (↑F)	7	6 (↑F)	1	1	2	0
Neutral (5)	9	10	7	9	10 (↑F)	10 (↑F)	6	10 (↑FT)	9 (↑F)	10 (↑F)	7	7 (↑F)	3	4	4	2
Satisfied (6-10)	82	79	86	84	80	77	85	83	82	80	86	87 (↑B)	96 (↑BT)	95 (↑BT)	94	98 (↑BT)
Mean rating (out of 10)	7.4	7.2	7.6	7.6	7.3	7.3	7.6	7.6	7.4	7.1	7.6	7.7	7.4	8.6	8.5	8.8

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.

Rating of 6-10 significantly more likely among passengers:

- Aged 25-34 years (89%)

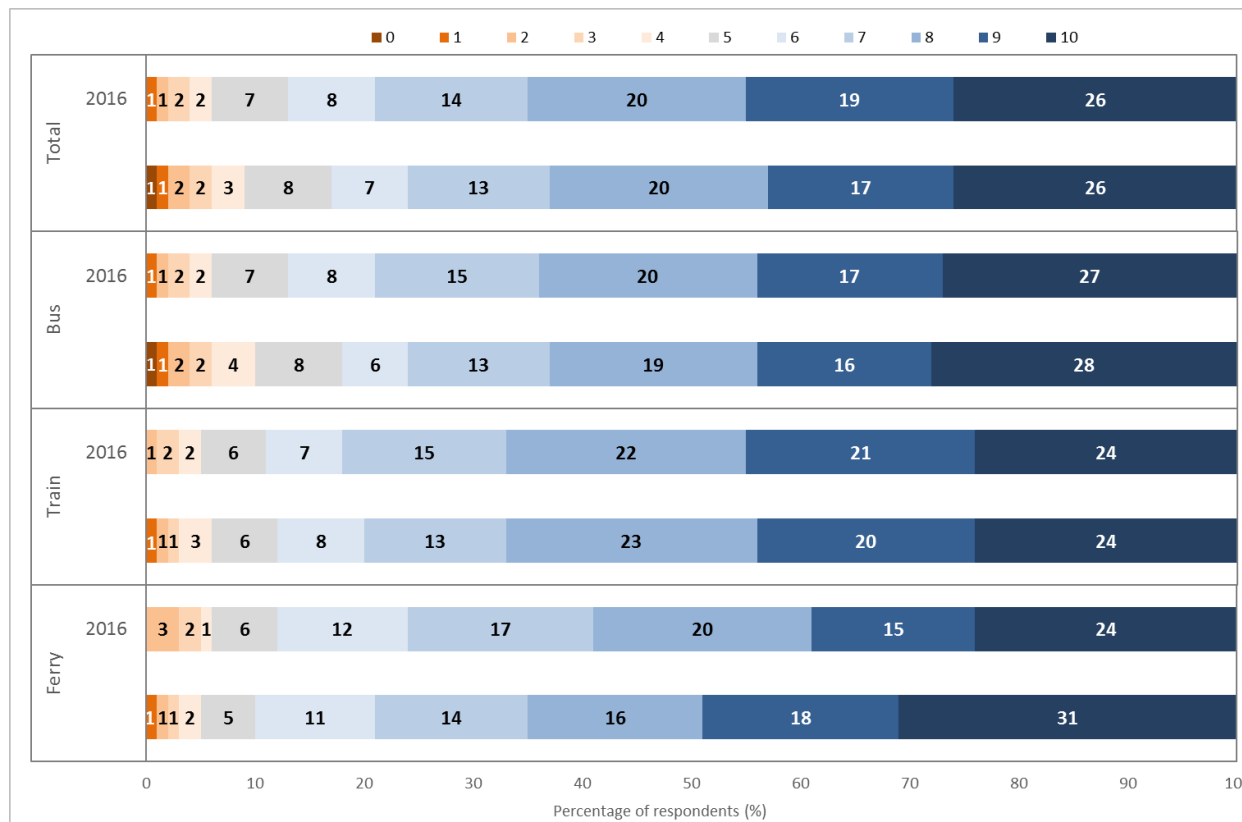
Rating of 0-4 significantly more likely among passengers:

- Aged 15-17 years (11%)
- Travelling on a weekday (8%)
- Travelling with Mana (15%) or Valley Flyer (10%)

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, 83% giving a positive rating (6-10) including 26% of respondents who are *extremely satisfied* (rating the provision of information as 10 out of 10). However, the share of passengers satisfied with information availability has declined significantly, from 87% last year. Ferry passengers are significantly more likely to rate this aspect positively (90%) when compared with bus passengers (82%).

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>	2017 <i>(n=3,944)</i>	2014 <i>(n=1,296)</i>	2015 <i>(n=1,361)</i>	2016 <i>(n=633)</i>	2017 <i>(n=964)</i>	2014 <i>(n=2,732)</i>	2015 <i>(n=2,849)</i>	2016 <i>(n=1557)</i>	2017 <i>(n=2,735)</i>	2014 <i>(n=146)</i>	2015 <i>(n=155)</i>	2016 <i>(n=122)</i>	2017 <i>(n=240)</i>
Dissatisfied (0-4)	9	9	6	9	11 (↑T)	8	6	10 (↑FT)	8	9	5	6	10	9	6	5
Neutral (5)	8	8	7	8	9 (↑T)	7	7	8 (↑FT)	7	8	6	6	10	11	6	5
Satisfied (6-10)	83	83	87	83	80	85	87	82	85 (↑B)	83	89	88 (↑B)	80	80	88	90 (↑B)
Mean rating (out of 10)	7.6	7.6	7.9	7.8	7.5	7.8	7.8	7.7	7.6	7.5	7.9	7.9	7.3	7.5	7.7	8.0

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:

- (none)

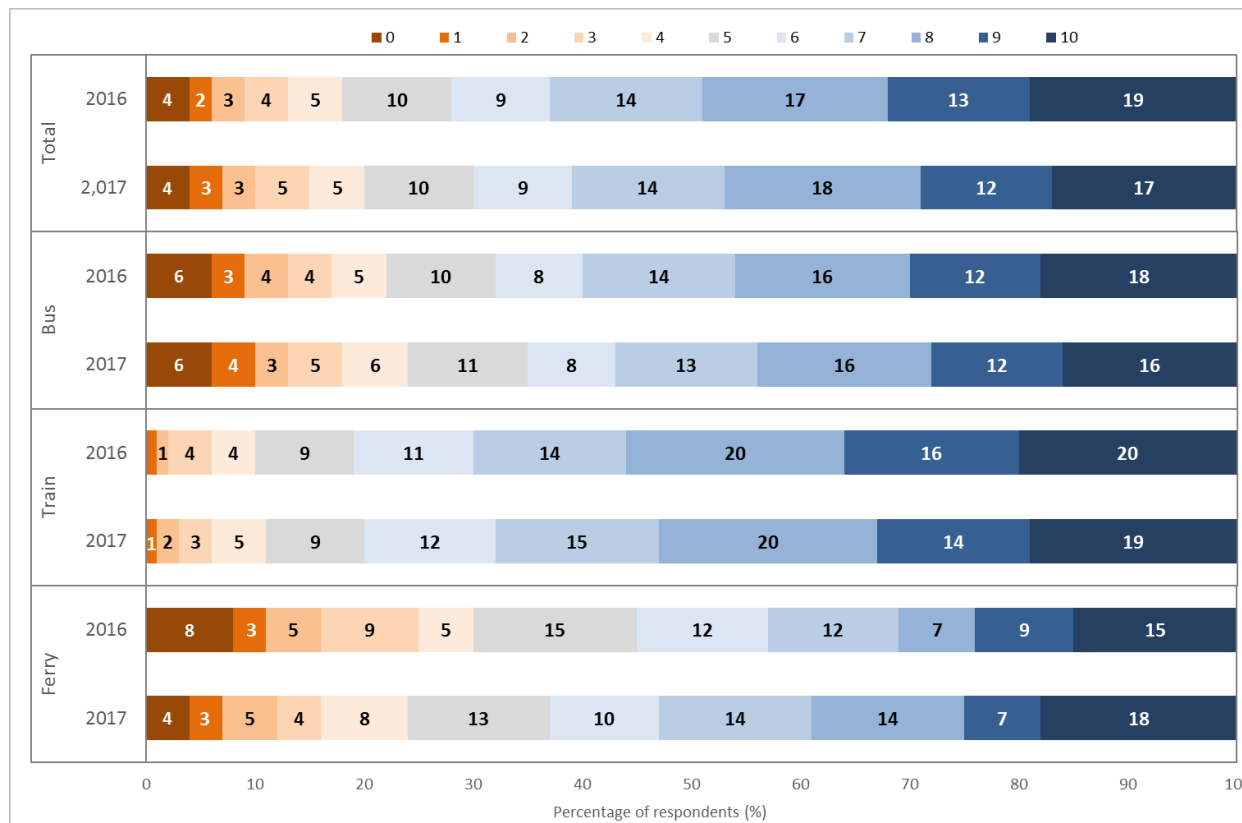
Rating of 0-4 significantly more likely among passengers:

- Mana Coach passengers (13%)

The Stop/Station/Wharf Providing Shelter from The Weather

Ratings for the stop/station/wharf providing shelter from the weather are less positive than for the other five aspects. Similar to last year, 70% rated the provision of shelter positively, including 17% giving a rating of 10 out of 10. Despite having increased significantly from 55% last year to 63% this year, ratings are still particularly poor for the provision of shelter at ferry wharves (compared with 80% of those travelling by train). Bus passengers have also responded similarly to ferry passengers, with both having 24% of passengers rating the shelter negatively, significantly higher than for train passengers (11%).

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>	2017 <i>(n=3,913)</i>	2014 <i>(n=1,311)</i>	2015 <i>(n=1,323)</i>	2016 <i>(n=626)</i>	2017 <i>(n=946)</i>	2014 <i>(n=2,787)</i>	2015 <i>(n=2,831)</i>	2016 <i>(n=1,567)</i>	2017 <i>(n=2,769)</i>	2014 <i>(n=151)</i>	2015 <i>(n=154)</i>	2016 <i>(n=126)</i>	2017 <i>(n=227)</i>
Dissatisfied (0-4)	19	20	18	20	23 (↑T)	24 (↑T)	22 (↑T)	24 (↑T)	15	17	10	11	39 (↑BT)	34 (↑BT)	30	24 (↑T)
Neutral (5)	10	9	10	10	9	9	10	11	10	9	9	9	23 (↑BT)	13	15	13 (↑T)
Satisfied (6-10)	71	71	72	70	68 (↑F)	67 (↑F)	68	65	75 (↑BF)	74 (↑BF)	81 (↑B)	80 (↑BF)	38	53	55	63
Mean rating (out of 10)	6.8	6.7	6.8	6.7	6.5	6.5	6.6	6.4	7.1	6.9	7.4	7.3	5.0	5.5	5.8	6.4

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.

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 (78%)
- Using a ten-trip concession card (78%)
- Travelling during the afternoon peak (75%)

Rating of 0-4 significantly more likely among passengers:

- Using a stored value card (25%)
- Aged 18-24 years (23%)
- Travelling during the morning peak (23%)

4.3 Bus Stop/Train Station/Ferry Wharf – Drivers of Satisfaction¹⁴

As Table 4.2a shows, of the six aspects of the stop/station/ferry wharf respondents were questioned on, **cleanliness of the stop/station/wharf** and **personal safety** have the greatest positive impacts on overall satisfaction with the stop/station/wharf (both were also key drivers in 2016). **The provision of information available and the provision of shelter from the weather** also have had 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, ease of getting to the wharf/station/stop has a greater impact on the overall satisfaction of ferry passengers (0.57) than bus (0.53) or train (0.40) passengers.

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

Level of Influence on Overall Satisfaction	
Core Driver	<ul style="list-style-type: none"> • Cleanliness of the stop/station/wharf (0.67) • Personal safety (0.66) • Information available (0.63) • Providing shelter from the weather (0.62)
Important Driver	<ul style="list-style-type: none"> • Ease of getting to the stop/station/wharf (0.57) • Ease of getting on the vehicle from the stop/station/wharf (0.55)
Driver of Lesser Importance	

¹⁴ 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	2017	2014	2015	2016	2017	2014	2015	2016	2017
Driver	<i>n=1,302</i>	<i>n=1,323</i>	<i>n=626</i>	<i>n=968</i>	<i>n=2,739</i>	<i>n=2,831</i>	<i>n=1,557</i>	<i>n=2779</i>	<i>n=148</i>	<i>n=154</i>	<i>n=122</i>	<i>n=247</i>
Your personal safety at the stop/station/wharf	0.65	0.62	0.63	0.62	0.68	0.66	0.72	0.61	0.66	0.68	0.57	0.68
The ease of getting on the vehicle from the stop/station/wharf	0.60	0.58	0.62	0.61	0.69	0.59	0.56	0.40	0.57	0.66	0.67	0.63
The cleanliness of the stop/station/wharf	0.65	0.63	0.56	0.60	0.67	0.67	0.69	0.61	0.69	0.64	0.63	0.70
The stop/station/wharf providing shelter from the weather	0.61	0.58	0.56	0.58	0.58	0.65	0.64	0.58	0.64	0.59	0.59	0.66
The information available at the stop/station/wharf	0.61	0.52	0.55	0.55	0.64	0.61	0.63	0.58	0.64	0.63	0.62	0.66
The stop/station/wharf being easy to get to	0.49	0.50	0.51	0.53	0.57	0.52	0.60	0.40	0.48	0.60	0.58	0.57

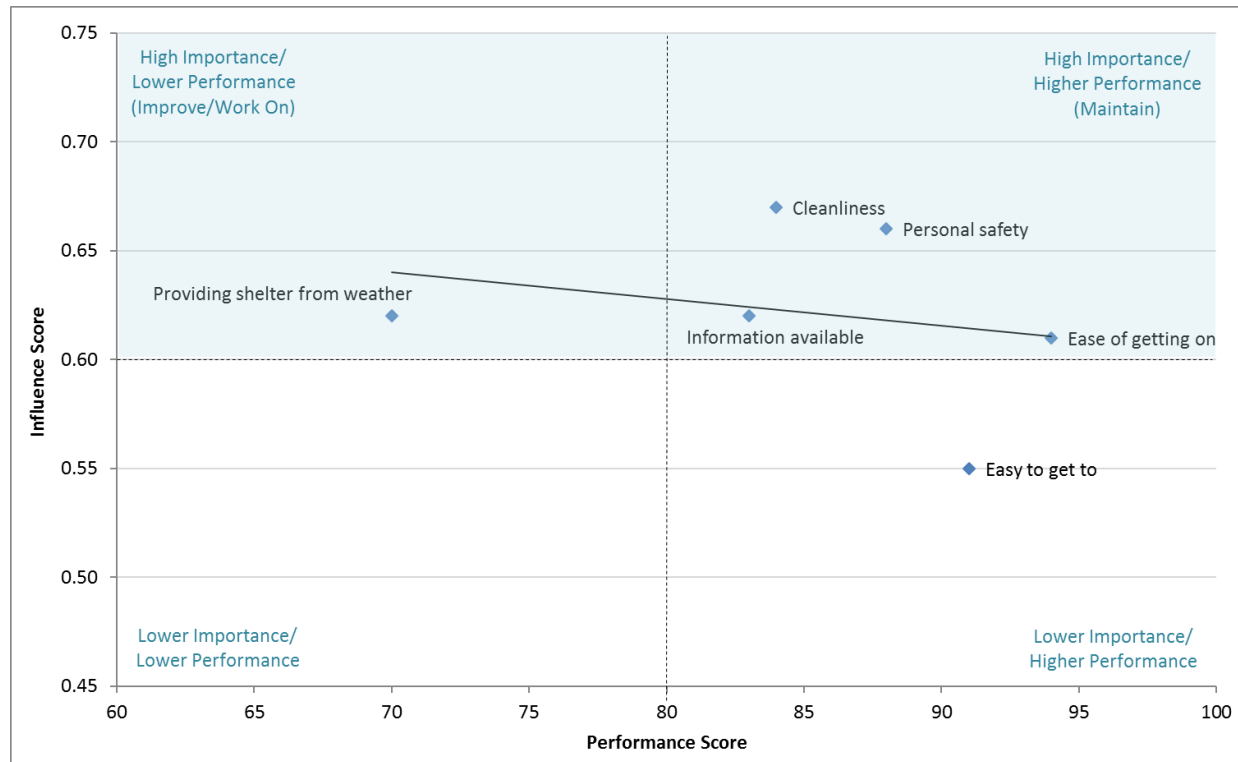
Bus Stop/Station/Wharf - Performance versus Influence (Gap Analysis)

Figure 4.8 maps the relative influence of each aspect of the current trip against current performance. The trend line¹⁵ slopes down and to the right. This result indicates a poor match between performance and influence, with the stop/station/wharf performing poorly on those aspects most important to drive satisfaction.

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 to 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.

¹⁵ 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, including wind, rain and sun (19%). Other frequently mentioned suggestions include more Real Time Information boards/digital displays (5%) and more seats available (5%). Seven per cent of passengers felt there were no improvements that could be made to the place where they boarded.

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)	2017 (n=4,050)	
More/improved shelter from weather (wind, rain, sun)	19	18	19	19	<ul style="list-style-type: none"> Travelling with Newlands Coach (38%) Paying with a stored value card (26%) Travelling in the morning peak (23%) Female (22%) Travelling inbound (21%)
More Real Time Information boards/digital displays	4	3	5	5	<ul style="list-style-type: none"> Travelling with Newlands Coach (8%) or GO Wellington (8%) Paying with a stored value card (8%) Travelling in the weekend (7%) Travelling inbound (6%)
More seats available	5	4	4	5	<ul style="list-style-type: none"> Aged 15-17 years (12%) Using a day pass (10%) Travelling with Mana Coach (9%) or Valley Flyer (7%)

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)	2017 (n=4,050)	
					<ul style="list-style-type: none"> Travelling during off-peak hours, especially the inter-peak (6%) Female (6%) Travelling inbound (6%)
Cleaner stops and stations, including having more rubbish bins available	8	9	6	4	<ul style="list-style-type: none"> Travelling with Mana Coach (8%) or Transdev (6%) Paying with a monthly pass (6%)
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	5	4	5	4	<ul style="list-style-type: none"> Aged 25-34 years (7%)
More information/better warning of service delays/disruptions/replacement buses	3	4	1	2	
More/improved parking available	3	2	2	2	<ul style="list-style-type: none"> Travelling with Transdev (5%) Paying with a ten-trip concession card (4%) or a monthly pass (4%) Travelling in peak hours, especially the morning peak (4%) Aged 45-59 years (3%) Travelling inbound (3%) Travelling on a weekday (2%)
Ensure electronic signs are correct/show actual times/face the right way etc.	1	3	2	2	<ul style="list-style-type: none"> Travelling with GO Wellington (3%) Paying with a stored value card (3%)
No improvements needed	8	6	8	7	<ul style="list-style-type: none"> Travelling with Valley Flyer (10%) Paying by cash (10%) Aged 18-24 years (9%)
Blank	41	40	44	45	<ul style="list-style-type: none"> Aged 60 years and over (54%) Travelling with Valley Flyer (50%)

Suggestion for Improvement	Total Sample				Significantly More Likely to Be Mentioned by Those ...
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,436)</i>	2016 <i>(n=2,361)</i>	2017 <i>(n=4,050)</i>	
					<ul style="list-style-type: none"> • Male (48%) • Travelling outbound (47%)

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 and ferry passengers (both 22%) than those travelling by train (14%). Bus passengers are significantly more likely to suggest improvements to Real Time Information boards/digital displays (7%), compared with trains and ferries (both 1%). Bus passengers also suggest more seating be available (5%), compared with train and ferry passengers (3% train and 1% ferry).

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

Suggestions	Bus				Train				Ferry			
	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=646)</i>	2017 <i>(n=989)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,583)</i>	2017 <i>(n=2,813)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>	2017 <i>(n=248)</i>
More/improved shelter from weather (wind, rain, sun)	21 (↑T)	20 (↑T)	22 (↑T)	22 (↑T)	17	17	14	14	36 (↑BT)	26 (↑T)	30 (↑T)	22 (↑T)
More Real Time Information boards/digital displays	8 (↑TF)	5 (↑T)	6 (↑T)	7 (↑FT)	2	3	2	1	1	3	<1	1
More seats available	6 (↑F)	6 (↑TF)	4	5 (↑FT)	5 (↑F)	4	3	3	1	1	<1	1
Cleaner stops and stations, including having more rubbish bins available	6 (↑F)	6 (↑F)	5	4 (↑F)	9 (↑BF)	11 (↑BF)	8 (↑B)	6 (↑BF)	0	<1	2	<1
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	8 (↑TF)	4	5	3	2	4	5	5	1	7 (↑T)	5	5
More information/better warning of service delays/disruptions/replacement buses	3	3	<1	3	3	4	<1	2		2	<1	2
More/improved parking available	<1	0	<1	<1	4 (↑B)	4 (↑B)	4 (↑B)	5 (↑B)	3 (↑B)	2 (↑B)	<1	2 (↑B)
Ensure electronic signs are correct/show actual times/face the right way etc.	1	2	3	2 (↑F)	2	3 (↑F)	2	1	0	0	<1	0
No improvements needed	7	7	9	7	8	6	8	6	7	5	6	7
Blank	43 (↑T)	44 (↑T)	44	45	39	38	43	45	41	50 (↑T)	49	55 (↑BT)

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

Highlights

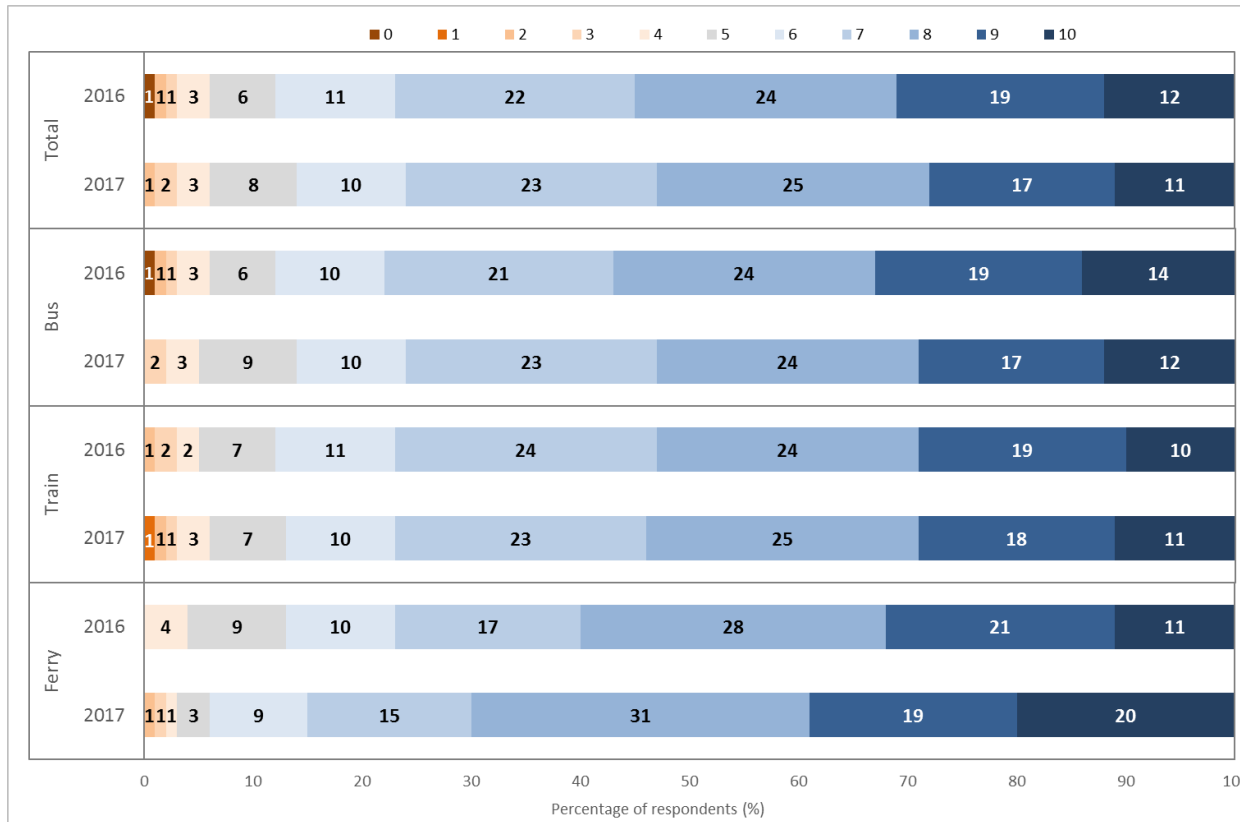
- Passenger perceptions of Wellington's public transport system are generally positive, 86% expressing some degree of satisfaction (that is, giving a rating of between 6 and 10), including 11% who are *extremely satisfied*. Although still generally positive, this result represents a statistically significant decrease from 88% in 2016. Six per cent of public transport users are dissatisfied with Wellington's public transport system.
- Overall satisfaction ratings for the public transport system are significantly higher for ferry passengers (94% satisfied to some extent, compared with 86% for bus passengers and 87% for those using the train).
- This year passengers are most positive about the ease of getting information about public transport routes and timetables (86% satisfied, stable from 2016).
- The key weakness of the region's public transport system continues to be the provision of **information about service delays or disruptions** - and the share of positive responses for this attribute has declined significantly over the last 12 months, down from 69% last year, to 67% in 2017.

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 86% expressing some degree of satisfaction (that is, giving a rating of between 6 and 10), including 11% who are *extremely satisfied*. This result represents a statistically significant decrease from 88% last year. In contrast, 6% of public transport users are dissatisfied with the region's public transport system, stable from last year.

Ratings were significantly more positive for ferry passengers when compared with last year (94%, up from 87% last year). This has resulted in ferry passengers rating their overall satisfaction with the public transport system significantly more positively than both bus (86%) and train (87%) users.

**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>	2017 <i>(n=3,877)</i>	2014 <i>(n=1,302)</i>	2015 <i>(n=1,351)</i>	2016 <i>(n=623)</i>	2017 <i>(n=945)</i>	2014 <i>(n=2,739)</i>	2015 <i>(n=2,827)</i>	2016 <i>(n=1,558)</i>	2017 <i>(n=2,706)</i>	2014 <i>(n=148)</i>	2015 <i>(n=146)</i>	2016 <i>(n=116)</i>	2017 <i>(n=210)</i>
Dissatisfied (0-4)	8	8	6	6	7	7	6	5	9 (↑B)	8	5	6 (↑F)	9	7	4	3
Neutral (5)	9	9	6	8	10	8	6	9 (↑F)	8	10	7	7 (↑F)	9	8	9	3
Satisfied (6-10)	83	83	88	86	83	85	88	86	83	82	88	87	82	85	87	94 (↑BT)
Mean rating (out of 10)	7.1	7.2	7.5	7.4	7.2	7.4	7.6	7.4	7.1	7.1	7.5	7.4	7.1	7.4	7.6	8.0

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 SuperGold Card (93%)

Rating of 0-4 significantly more likely among passengers:

- Travelling during the afternoon peak (8%)

5.2 Comparative Perceptions of Wellington Region’s Public Transport System

This year, passengers are most positive about the ease of getting information about public transport routes and timetables (86% *satisfied*) and least positive about information about service delays or disruptions (67% *satisfied*). Positive ratings for the travel time have decreased significantly since last year (down to 85% from 87%), as have ratings for convenience of paying for public transport (from 81% to 78%).

All four aspects of Wellington’s public transport system are rated most positively by ferry passengers, and with the exception of convenience of paying, least positively by those travelling by bus.

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

	Total Sample			
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,303)</i>	2017 <i>(n=3962)</i>
Aspect of Service				
Ease of getting information about public transport routes and timetables	83	83	86	86
The travel time	83	82	87	85
How convenient it is to pay for public transport	76	77	81	78
Information about service delays or disruptions	62	65	69	67

Aspect of Service	Bus				Train				Ferry			
	2014 <i>(n=1,346)</i>	2015 <i>(n=1,385)</i>	2016 <i>(n=627)</i>	2017 <i>(n=966)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,561)</i>	2017 <i>(n=2763)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=119)</i>	2017 <i>(n=217)</i>
The travel time	81	81	86	83	83	83	88	88 (↑B)	79	83	88	92 (↑BT)
Ease of getting information about public transport routes and timetables	84	82	85	85	83	84	88	87 (↑B)	88	87	92	93 (↑BT)
How convenient it is to pay for public transport	80 (↑T)	81 (↑T)	84 (↑T)	80	74	74	77	74	81	84 (↑T)	84	89 (↑BT)
Information about service delays or disruptions	55	64	67	66	65 (↑B)	66	73 (↑B)	71 (↑B)	67 (↑B)	73 (↑B)	79	85 (↑BT)

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.

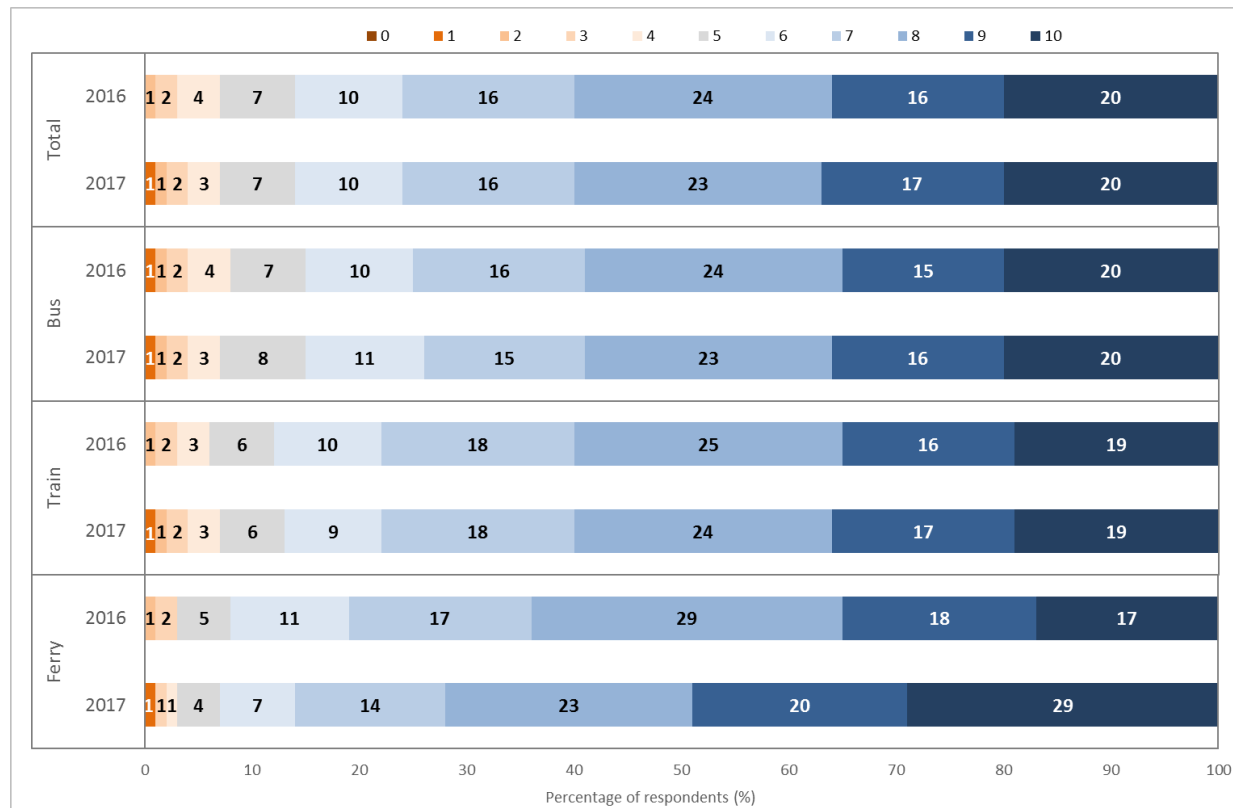
Letter notation denotes mode(s) that this result is significantly higher than in the survey wave; B=Bus, T=Train, F=Ferry.

Ease of Getting Information about Public Transport Routes and Timetables

Public transport passengers' perceptions of the ease of accessing information about routes and timetables are generally positive, 86% expressing some degree of satisfaction (giving a rating of between 6 and 10), including 20% who are *extremely satisfied* (giving a rating of 10 out of 10).

Perceptions of ease of access to information are similar across modes and consistent with 2016. This year, ferry passengers (93%) are significantly more likely to respond positively than bus (85%) or train (87%) passengers.

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



Rating	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
	(n=4,180)	(n=4,318)	(n=2,271)	(n=3,924)	(n=1,301)	(n=1,347)	(n=617)	(n=957)	(n=2,733)	(n=2,824)	(n=1,545)	(n=2,735)	(n=146)	(n=146)	(n=115)	(n=217)
Dissatisfied (0-4)	8	9	7	7	8	9	8	7 (↑F)	8	8	6	7 (↑F)	6	7	3	3
Neutral (5)	9	8	7	7	8	9	7	8 (↑FT)	9	8	6	6	6	6	5	4
Satisfied (6-10)	83	83	86	86	84	82	85	85	83	84	88	87 (↑B)	88	87	92	93 (↑BT)
Mean rating (out of 10)	7.4	7.4	7.6	7.6	7.4	7.5	7.6	7.6	7.4	7.4	7.7	7.7	7.4	7.7	7.8	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.

Rating of 6-10 significantly more likely among passengers:

- Aged 25-34 years (91%)
- Travelling during morning peak (89%)
- Using a stored value card (87%)
- Female (87%)

Rating of 0-4 significantly more likely among passengers:

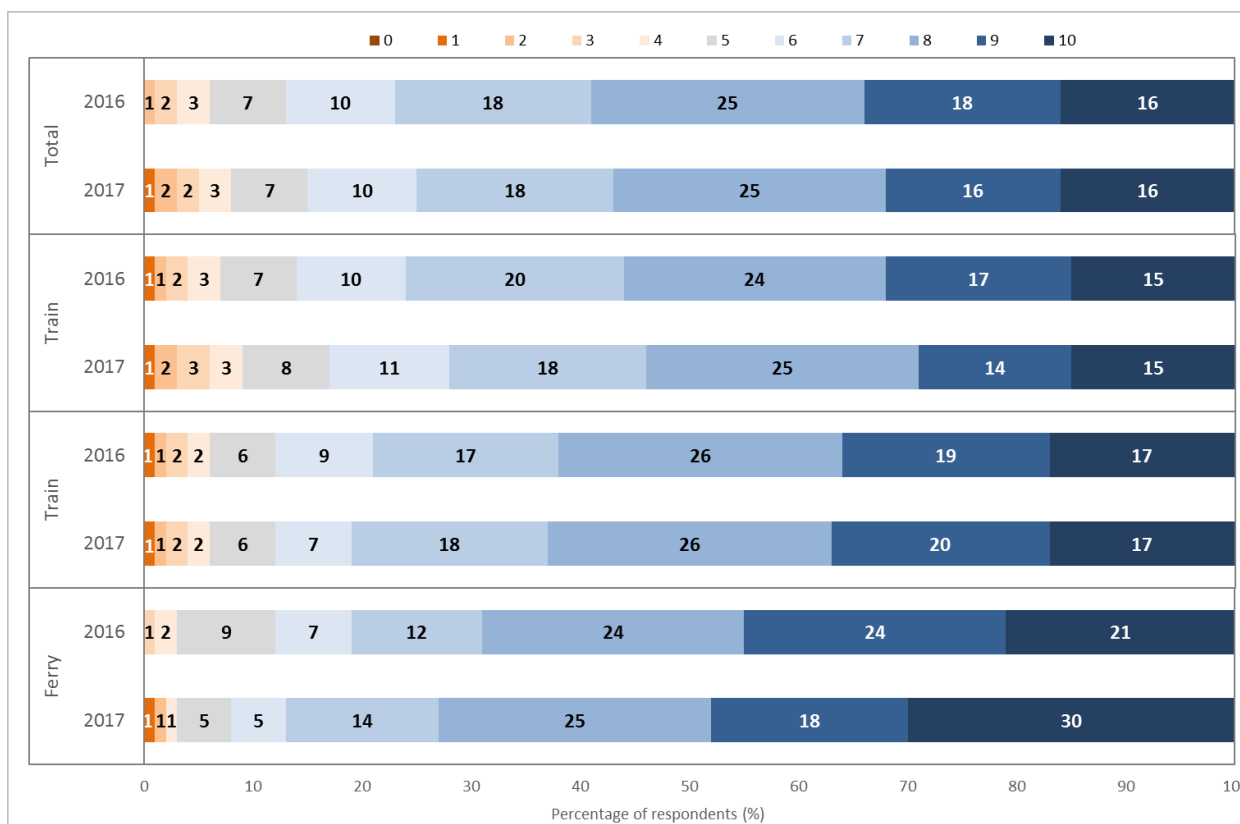
- Travelling on Mana Coach services (15%)
- Paying by cash (11%)
- Travelling inbound (9%)

The Travel Time (Considering The Distance You Travel)

Public transport users are generally satisfied with the travel time (given the distance to travel), with 85% satisfied to some extent, including 16% who are *very satisfied*. However, the share who are satisfied has decreased significantly from last year (87%). Eight per cent of public transport users express dissatisfaction, a significant increase from last year's result (6%).

Perceptions of the travel time are similar across each of the transport modes, with no significant changes from last year. Ferry passengers are significantly more likely to respond positively (92%) when compared with both bus (83%) and train (88%) passengers.

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,186)	(n=4,354)	(n=2,303)	(n=3,962)	(n=1,301)	(n=1,361)	(n=627)	(n=966)	(n=2,739)	(n=2,844)	(n=1,561)	(n=2,763)	(n=146)	(n=149)	(n=118)	(n=217)
Dissatisfied (0-4)	9	10	6	8	9	10	7	9 (↑FT)	9	9	6	6	10	9	3	3
Neutral (5)	8	8	7	7	10 (↑T)	9	7	8	8	8	6	6	11	8	9	5
Satisfied (6-10)	83	82	87	85	81	81	86	83	83	83	88	88 (↑B)	79	83	88	92 (↑BT)
Mean rating (out of 10)	7.3	7.3	7.6	7.5	7.2	7.3	7.5	7.3	7.4	7.3	7.7	7.7	7.1	7.5	8.0	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.

Rating of 6-10 significantly more likely among passengers:

- Using a SuperGold Card (96%)
- Aged 65 years or over (94%)
- Travelling during inter-peak hours (88%)

Rating of 0-4 significantly more likely among passengers:

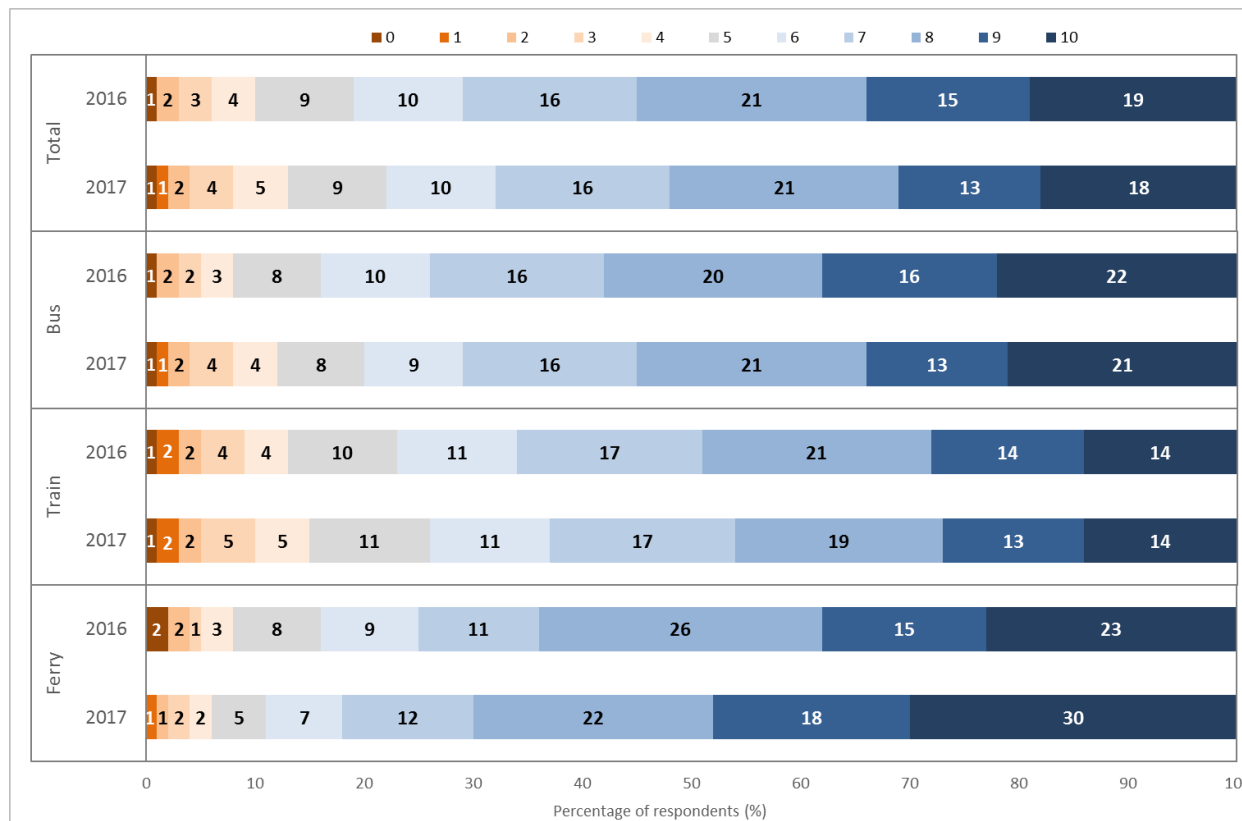
- Travelling on Valley Flyer services (11%)
- Travelling during the afternoon peak (10%)

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. Just less than four in five passengers (78%) were satisfied to some extent, including 18% who are *extremely satisfied*. However, this result is down significantly from last year (81%). In contrast, 13% express some level of dissatisfaction, up from 10% dissatisfied 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 (15%) than bus (12%) and ferry (6%) passengers. However, the share of bus passengers dissatisfied with the convenience of paying for public transport has increased significantly over the last 12 months - up from 8% to 12%.

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,150)	(n=4,302)	(n=2,286)	(n=3,929)	(n=1,289)	(n=1,334)	(n=623)	(n=958)	(n=2,714)	(n=2,821)	(n=1,545)	(n=2,740)	(n=147)	(n=147)	(n=119)	(n=217)
Dissatisfied (0-4)	13	14	10	13	10	11	8	12 (↑F)	15 (↑B)	16 (↑BF)	13 (↑B)	15 (↑BF)	10	8	8	6
Neutral (5)	11	9	9	9	10	8	8	8	11	10	10 (↑B)	11 (↑BF)	9	8	8	5
Satisfied (6-10)	76	77	81	78	80 (↑T)	81 (↑T)	84 (↑T)	80 (↑T)	74	74	77	74	81	84 (↑T)	84	89 (↑BT)
Mean rating (out of 10)	7.0	7.1	7.4	7.2	7.4	7.5	7.6	7.3	6.8	6.8	7.0	6.9	7.3	7.5	7.6	8.1

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 SuperGold Card (93%) or a stored value card (83%)
- Aged 60 years or over (91%)
- Travelling on GO Wellington services (82%)
- Travelling during the inter-peak period (80%)

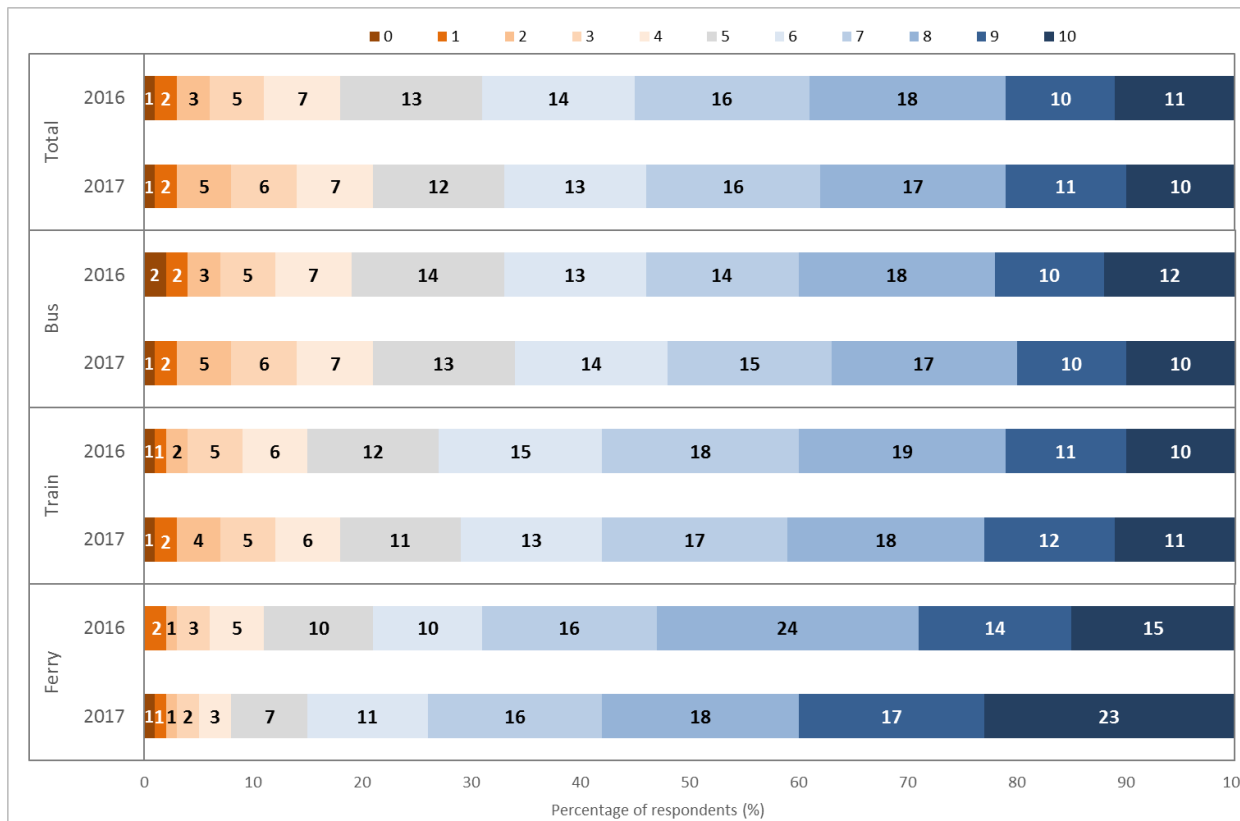
Rating of 0-4 significantly more likely among passengers:

- Using a day pass (25%)
- Aged 18-24 years (18%)
- Travelling on Newlands Coach services (15%)
- Travelling during the inter-peak period (13%)

Information about Service Delays or Disruptions

A key weakness of the Wellington region’s public transport system continues to be the provision of information about service delays or disruptions. Only two-thirds of public transport users (67%) are satisfied with this aspect of the public transport system, while 21% express some level of dissatisfaction - a significant increase in dissatisfaction from last year (18%). Ferry passengers are significantly more likely to be satisfied with the provision of information about delays and disruptions (85%) than those travelling by bus (66%) or train (71%).

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



	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=4,083)	(n=4,254)	(n=2,218)	(n=3,844)	(n=1,255)	(n=1,318)	(n=600)	(n=933)	(n=2,687)	(n=2,800)	(n=1,522)	(n=2,706)	(n=141)	(n=136)	(n=104)	(n=193)
Dissatisfied (0-4)	23	22	18	21	27 (↑TF)	23	19 (↑T)	21 (↑FT)	22	21	15	18 (↑F)	17	16	11	8
Neutral (5)	15	13	13	12	18 (↑T)	13	14	13 (↑F)	13	13	12	11	16	11	10	7
Satisfied (6-10)	62	65	69	67	55	64	67	66	65 (↑B)	66	73 (↑B)	71 (↑B)	67 (↑B)	73 (↑B)	79	85 (↑BT)
Mean rating (out of 10)	6.1	6.3	6.6	6.5	5.8	6.3	6.5	6.4	6.2	6.3	6.7	6.6	6.4	6.9	7.2	7.6

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.

Rating of 6-10 significantly more likely among passengers:

- Aged 25-44 years (73%)
- Using a ten-trip concession card (73%)
- Travelling on Transdev services (71%)

Rating of 0-4 significantly more likely among passengers:

- Travelling on Mana Coach services (31%)
- Aged 15-17 years (27%)
- Travelling during the afternoon peak (24%)

5.3 Wellington Region’s Public Transport System – Drivers of Satisfaction¹⁶

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.

Key drivers of satisfaction vary this year across all three modes. **Ease of getting information about delays** is the key driver of satisfaction this year for bus passengers, while **travel time** is the key driver of satisfaction for train passengers and **convenience of paying** is the key driver of satisfaction for ferry passengers. Information about service delays and disruptions has become a more important driver of satisfaction among bus passengers (up from 0.51 in 2015 to 0.68 this year).

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

Level of Influence on Overall Satisfaction	
Core Driver	<ul style="list-style-type: none"> • Travel time (0.70) • Convenience of paying for public transport (0.68) • Ease of getting information about public transport routes/timetables (0.66) • Information about service delays/disruptions (0.65)
Important Driver	(None)
Driver of Lesser Importance	(None)

¹⁶ 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 5.2b: Drivers of Satisfaction with Stop/Station/Ferry Wharf – By Mode

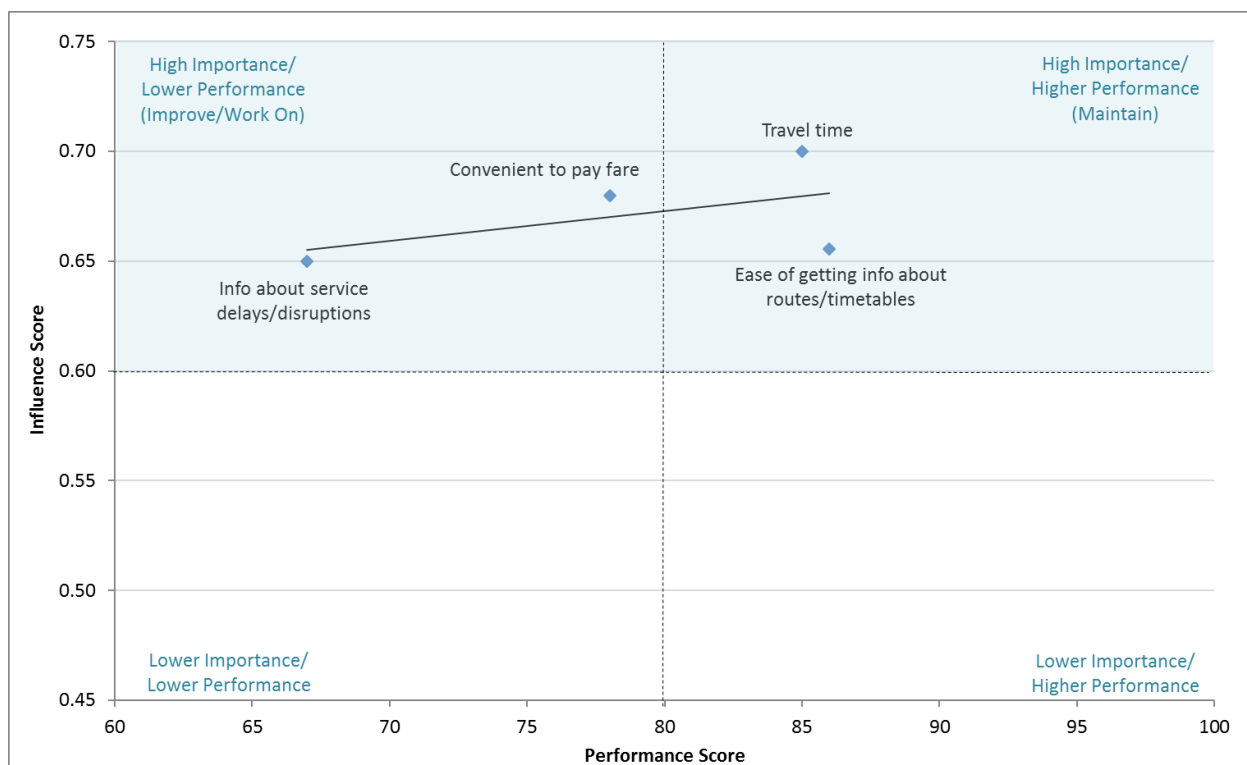
	Bus				Train				Ferry			
	2014 <i>(n=1,302)</i>	2015 <i>(n=1,318)</i>	2016 <i>(n=600)</i>	2017 <i>(n=966)</i>	2014 <i>(n=2,739)</i>	2015 <i>(n=2,800)</i>	2016 <i>(n=1,522)</i>	2017 <i>(n=2763)</i>	2014 <i>(n=148)</i>	2015 <i>(n=136)</i>	2016 <i>(n=104)</i>	2017 <i>(n=217)</i>
Driver												
Ease of getting information about public transport routes and timetables	0.67	0.66	0.65	0.69	0.63	0.64	0.66	0.71	0.59	0.63	0.73	0.64
Information about service delays or disruptions	0.63	0.63	0.51	0.68	0.65	0.64	0.66	0.68	0.62	0.69	0.72	0.66
The travel time	0.73	0.72	0.66	0.64	0.73	0.72	0.74	0.67	0.76	0.80	0.68	0.67
How convenient it is to pay for public transport	0.68	0.66	0.65	0.61	0.71	0.67	0.71	0.66	0.69	0.73	0.72	0.68

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 the trend line¹⁷ 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 is information about service delays and disruptions. This aspect of the trip is identified as the core driver of trip satisfaction (0.65) but is currently the most poorly performing aspect of the public transport system. Improvements in this area over the next 12 months 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



¹⁷ 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

Highlights

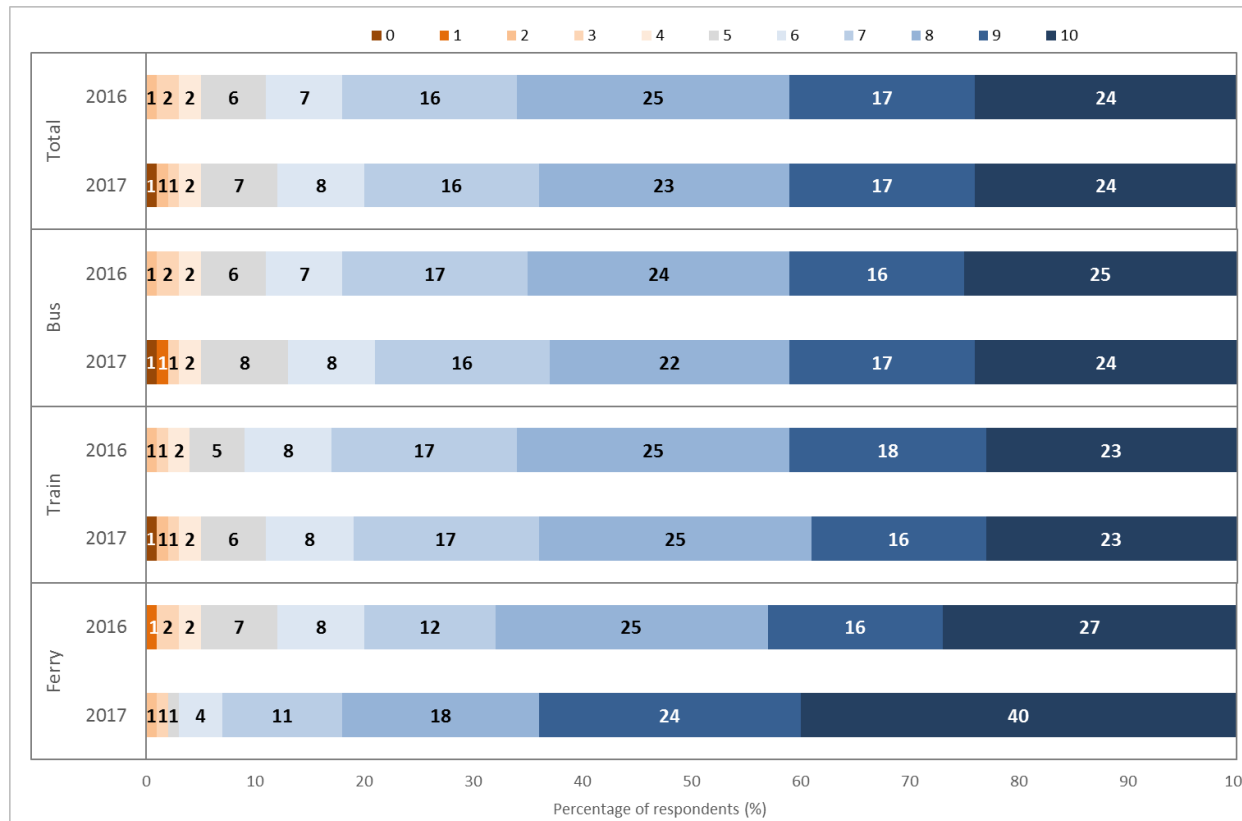
- Eighty-seven per cent of Wellington's public transport users would recommend using public transport to a friend or colleague. Whilst high, this result represents a significant decrease from 2016 (89%). Only 6% of respondents would not endorse Wellington's public transport services to others.
- The willingness to recommend is high for all three modes, with ferry passengers most likely to recommend the service (97%), followed by train (89%) and bus (87%) users.
- When asked to suggest improvements, public transport users most often requested more frequent services (11%). Cheaper fares generally (7%) and cheaper fares for students in particular (6%) were also commonly suggested improvements, along with improved reliability (7%), integrated ticketing (6%) and increasing capacity on the route through more buses/more carriages on trains/more seating (6%, especially train passengers).

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 88% of respondents would recommend using public transport to a friend or colleague. This includes almost 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 (97%), train (89%) and bus (87%), with the train and ferry services receiving a significantly higher likelihood of recommendation when compared with last year. Ferry passengers are significantly more likely to recommend the service than other modes (97%, compared with 87% for bus and 89% for train).

Among Wellington's bus operators, likelihood of recommending is highest for those travelling on Newlands (89%), Valley Flyer (88%) and GO Wellington (87%) services. GO Wellington passengers have had a significant decrease in the likelihood of recommending the service, down from 92% in 2016 to 87% this year. This year passengers are least likely to recommend Mana (79%).

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



Rating	Total				Bus				Train				Ferry			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
	(n=3,762)	(n=4,246)	(n=2,277)	(n=3,690)	(n=1,206)	(n=1,309)	(n=622)	(n=891)	(n=2,417)	(n=2,787)	(n=1,533)	(n=2,618)	(n=139)	(n=150)	(n=122)	(n=218)
Unlikely (0-4)	8	6	5	5	8	6	5	5	7	7	4	5 (↑F)	6	3	5	2
Neutral (5)	7	8	6	7	9	8	6	8 (↑FT)	7	7	5	6 (↑F)	4	7	7	1
Likely (6-10)	85	86	89	88	83	86	89	87	86 (↑B)	86	91	89	90 (↑B)	90	88	97 (↑BT)
Mean rating (out of 10)	7.5	7.6	7.9	7.9	7.5	7.7	7.9	7.9	7.5	7.6	7.9	7.9	7.6	8.0	8.0	8.7

	East By West				GO Wellington				Mana			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=139)	(n=150)	(n=122)	(n=218)	(n=771)	(n=781)	(n=384)	(n=505)	(n=110)	(n=157)	(n=42)	(n=80)
Unlikely (0-4)	6	3	5	2	8	6	4	4	8	5	7	7 (↑E)
Neutral (5)	4	7	7	1	8	7	4	9 (↑ET)	9	9	5	14 (↑ETV)
Likely (6-10)	90 (↑V)	90 (↑V)	88	97 (↑GMNTV)	84	87	92 (↑V)	87	83	86	88	79
Mean rating (out of 10)	7.6	8.0	8.0	8.7	7.6	7.8	8.0	7.8	7.5	7.8	7.6	7.5

	Newlands				Transdev				Valley Flyer			
	2014	2015	2016	2017	2014	2015	2016	2017	2014	2015	2016	2017
Rating	(n=52)	(n=37)	(n=46)	(n=86)	(n=2,417)	(n=2,787)	(n=1,533)	(n=2,618)	(n=257)	(n=308)	(n=135)	(n=220)
Unlikely (0-4)	8	3	6	5	7	7	4	5 (↑E)	10	8	8 (↑T)	6 (↑E)
Neutral (5)	11	10	11 (↑G)	6 (↑E)	7	7	5	6 (↑E)	9	9	9 (↑GT)	6 (↑E)
Likely (6-10)	81	87	83	89	86 (↑V)	86	91 (↑V)	89 (↑M)	81	83	83	88 (↑M)
Mean rating (out of 10)	7.3	7.5	7.7	8.0	7.5	7.6	7.9	7.9	7.4	7.7	7.8	8.0

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=Transdev, V=Valley Flyer.

Rating of 6-10 significantly more likely among passengers:

- Aged 60 years or above (95%)
- Travelling outbound (89%)

Rating of 0-4 significantly more likely among passengers:

- Travelling during the afternoon peak (7%)
- Travelling outbound (6%)

6.2 Suggestions for Improvement to Public Transport Services

Overall Results

Consistent with last year, more frequent services is the most commonly mentioned suggestion for improving Wellington’s public transport system, having been mentioned by 11% of passengers. Seven per cent of all respondents suggest cheaper fares, with another 6% suggesting cheaper fares for students in particular (those aged 18-24 years being over-represented for this suggestion – 19%). Other common suggestions are improved reliability (7%), integrated ticketing (6%) and increasing capacity through providing more vehicles on the route (6%).

Four 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 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,361)</i>	2017 <i>(n=4,050)</i>	
More frequent services	8	8	7	11	<ul style="list-style-type: none"> • Aged 45-59 years (13%) • Travelling with GO Wellington (13%) • Paying with a stored value card (13%) • Female (13%)
Cheaper fares	10	7	6	7	<ul style="list-style-type: none"> • Aged 25-34 years (13%) • Paying with a stored value card (7%)
Improved reliability of services – run on time/to timetable	10	10	4	7	<ul style="list-style-type: none"> • Aged 15-17 years (11%) • Paying with a stored value card (10%) • Travelling with GO Wellington (9%) • Female (8%)
Integrated ticketing/automate ticketing system	6	6	5	6	<ul style="list-style-type: none"> • Travelling with Newlands Coach (12%) or Transdev (10%) • Paying with a ten-trip concession card (12%) or a monthly pass (10%)

Suggestion for Improvement	Total Sample				Significantly More Likely to be Mentioned by Those ...
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,361)</i>	2017 <i>(n=4,050)</i>	
					<ul style="list-style-type: none"> • Aged 25-44 years (10%) • Travelling in peak hours, especially the morning peak (8%) • Male (8%) • Travelling on a weekday (7%)
More buses on the route/more carriages/more seats available/reduce overcrowding	6	6	6	6	<ul style="list-style-type: none"> • Aged 45-59 years (11%) • Paying with a monthly pass (10%) or a ten-trip concession card (9%) • Travelling in peak hours, especially the afternoon peak (9%) • Travelling with Transdev (9%) • Female (8%) • Travelling on the weekend (7%)
Cheaper fares for students	4	2	4	6	<ul style="list-style-type: none"> • Aged 18-24 years (19%) • Travelling with GO Wellington (8%)
More/more frequent weekend/late night/holiday services	3	3	3	5	<ul style="list-style-type: none"> • Travelling with Newlands Coach (8%) • Paying with a stored value card (7%)
More information about service delays, disruptions and changes (e.g. buses replacing trains)	3	2	1	4	<ul style="list-style-type: none"> • Paying with a monthly pass (6%) • Travelling during peak hours (5%)
Able to top up card at more places (online, on bus, via smartphone, more shops)	1	2	2	3	<ul style="list-style-type: none"> • Aged 35-44 years (7%) • Paying with a stored value card (5%) • Travelling inbound (4%) • Female (4%)
Friendlier drivers	3	3	3	3	
Faster/more direct service/fewer stops/more Express services	3	2	2	2	<ul style="list-style-type: none"> • Aged 35-44 years (4%) • Paying with a monthly pass (4%) • Travelling in peak hours, especially the afternoon peak (3%)

Suggestion for Improvement	Total Sample				Significantly More Likely to be Mentioned by Those ...
	2014 <i>(n=4,298)</i>	2015 <i>(n=4,426)</i>	2016 <i>(n=2,361)</i>	2017 <i>(n=4,050)</i>	
					<ul style="list-style-type: none"> Travelling with Transdev (3%)
Less delays/break downs	0	2	<1	2	<ul style="list-style-type: none"> Travelling in peak hours, especially the afternoon peak (3%)
More accurate Real Time information	<1	0	<1	2	<ul style="list-style-type: none"> Travelling with Newlands Coach (4%) or GO Wellington (3%) Paying with a stored value card (3%) Female (2%)
Improve smartphone app (able to check card balance, review timetable etc.)	1	1	<1	2	<ul style="list-style-type: none"> Travelling with GO Wellington (3%) Aged 35-44 years (3%) Paying with a stored value card (2%) Male (2%)
No improvements needed	4	4	5	4	<ul style="list-style-type: none"> Using a day pass (9%) or paying by cash (8%) Travelling with Newlands Coach (7%)
Blank	28	34	48	41	<ul style="list-style-type: none"> Using a SuperGold Card to board (56%) or paying by cash (48%) Travelling with Newlands Coach (53%) Aged 60 years and over (50%) Travelling in off-peak hours (45%), especially during inter-peak (47%)

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

Those travelling by bus (12%) were significantly more likely to suggest increasing the frequency of services than those travelling by train (9%). Bus passengers were also more likely to suggest improved reliability (9%, compared with 3% for both trains and ferries). Bus passengers also suggest more buses on the route, cheaper fares for students and more accurate Real Time information than ferry passengers. Bus passengers are more likely to suggest more frequent weekend/late night services than train passengers.

Train passengers were significantly more likely to suggest an integrated ticketing system (10%, compared with 4% for both bus and ferry passengers), as well as more carriages/more seats/less crowding (9%, compared with 2% of ferry passengers). Ferry passengers were over-represented among those suggesting more frequent weekend/late night/holiday services (7%).

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>	2017 <i>(n=989)</i>	2014 <i>(n=2,799)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,583)</i>	2017 <i>(n=2,813)</i>	2014 <i>(n=153)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>	2017 <i>(n=248)</i>
More frequent services	8	9	7	12 (↑T)	8	8	8	9	7	10	10	10
Cheaper fares	9	7	6	7	10	7	6	7	6	7	9	6
Improved reliability of services – run on time/to timetable	10	8 (↑F)	3	9 (↑FT)	11	11 (↑BF)	4	3	9	4	2	3
Integrated ticketing/automate ticketing system	4	4	4	4	7 (↑B)	7 (↑B)	8 (↑B)	10 (↑FT)	8 (↑B)	8 (↑B)	3	4
More buses on the route/more carriages/more seats available/reduce overcrowding	4	3	4	5 (↑F)	7 (↑BF)	8 (↑BF)	10 (↑B)	9 (↑BF)	3	2	5	2
Cheaper fares for students	3	2	4 (↑T)	6 (↑F)	4 (↑B)	2	2	5 (↑F)	2	1	1	2
More/more frequent weekend/late night/holiday services	3	4 (↑T)	4	5 (↑T)	2	2	3	4	5 (↑T)	9 (↑BT)	8	7 (↑T)

More informative about service delays, disruptions and changes (e.g. buses replacing trains)	3	1	1	3	3	3	1	5	1	1	1	3
Able to top up card at more places (online, on bus, via smartphone, more shops)	2	1	<1	3	0	2	<1	4	0	3	<1	2
Friendlier drivers	5 (↑T)	6 (↑TF)	4 (↑T)	4 (↑TF)	3	3	2	2	3	1	1	1
Faster/more direct service/fewer stops/more Express services	3	2	<1	2	3	2	<1	3	8 (↑BT)	3	<1	2
Less delays/break downs	0	1	<1	2	0	3	<1	2	0	0	<1	<1
More accurate Real Time information	<1	<1	<1	2 (↑F)	<1	<1	<1	1	<1	<1	<1	1
Improve smartphone app (able to check card balance, review timetable etc.)	<1	<1	<1	2	<1	<1	<1	1	<1	<1	<1	<1
No improvements needed	4	4	5	4	4	4	5	4	3	3	5	2
Blank	30 (↑T)	36 (↑T)	49 (↑T)	42	27	33	44	39	24	40	58	60 (↑BT)

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

Highlights

- The Metlink website continues to be the most frequently used source of public transport information, 84% having used in the last three months, up from 75% in 2016. Use of the site is significantly higher among train (89%) and bus (82%) passengers than those using the ferry (73%). Real Time Information signs (58%), other information provided at the stop, station or wharf (32%) and printed timetables (36%) are also frequently used.
- Most passengers (81%) use multiple sources of public transport information, this share up slightly from 12 months ago (77% in 2016). The average number of sources of public transport information used in the previous three months is 2.9, up from 2.3 last year.
- Almost all respondents (88%) continue to be satisfied with the public transport information currently available. Only 5% of respondents are dissatisfied to some extent (consistent with 4% in 2016). Of the eleven sources of public transport information questioned on, ratings are most positive for printed timetables (91% satisfied), the Metlink Call Centre (89%) and Real Time Information boards (88%). Users are least satisfied with Twitter (74% satisfied).
- Consistent with last year, the most frequently cited unprompted suggestion to enhance public transport information relates to improvements to Real Time information boards - ensuring the accuracy of the data on these boards and installing more boards (8%, compared with 7% last year). Enhancing the functionality and ease of use of the Metlink app. and the Metlink website is also frequently mentioned.

7.1 Source of Information on Public Transport Services

The Metlink website is the most frequently used source of public transport information, 84% of passengers across all modes who answered this question stating that they have used the website at least once in the last three months. Use of the website is significantly higher among train (89%) and bus (82%) passengers than those using the ferry (73%). The share of passengers using the Metlink website has increased significantly from 12 months ago (75% in 2016).

Real Time Information signs (58%) and other information provided at the stop, station or wharf (32%) are also frequently used sources of public transport information. A third of Wellington's public transport users (36%, stable from 35% in 2016) report having referred to printed timetables at least once in the last three months. Nine percent reported having used the Metlink Call Centre, this share significantly higher among bus passengers (11%) than for train (7%) or ferry (5%) users. Station PA announcements and rail text

messages are widely-used sources of information for train passengers in particular, being used by 43% and 19% of train passengers respectively.

Table 7.1: Source of Information on Public Transport Services – By Mode of Transport Over Time (%)

	Total		Bus		Train		Ferry	
	2016	2017	2016	2017	2016	2017	2016	2017
	(n=2,283)	(n=3,587)	(n=617)	(n=844)	(n=1,540)	(n=2,665)	(n=126)	(n=209)
Metlink website	75	84	72	82 (↑F)	80 (↑B)	89 (↑BF)	70	73
Real time information signs	*	58	*	59 (↑F)	*	56 (↑F)	*	43
Printed timetables	35	36	32	36	39 (↑B)	36	29	34
Other information provided at the stop, station or wharf	*	32	*	35 (↑T)	*	26	*	51 (↑BT)
Station PA announcements	*	24	*	12	*	43 (↑BF)	*	8
Metlink commuter app	29	22	29	23	29	21	22	18
Rail text messages	*	9	*	3	*	19 (↑BF)	*	1
Metlink Call Centre	12	9	14 (↑T)	11 (↑FT)	8	7	7	5
Metlink commuter app – push notifications	*	7	*	6	*	8 (↑F)	*	3
Twitter	*	5	*	4	*	5	*	4
Emails from Metlink	*	4	*	3	*	5 (↑B)	*	3
None – did not use any	3	2	4 (T)	2 (↑T)	2	1	9	6 (↑BT)

* Denotes information sources not asked in 2016 survey.

Base: All respondents who have answered this question.

Table only includes categories mentioned by 4% of 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.

Metlink website

Significantly more likely used by passengers:

- Using a monthly pass (91%) or a ten-trip concession card (89%)
- Aged 15-44 years (90%)
- Travelling during peak hours (88%), especially during the morning peak (89%)
- Travelling with Transdev (89%)
- Female (87%)
- Travelling on weekdays (86%)

Significantly less likely used by passengers:

- Male (82%)
- Travelling during off-peak hours (80%)
- Travelling on Valley Flyer services (79%)
- Aged 45 years or over (71%)
- Using a SuperGold card (49%)

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

Significantly more likely used by passengers:

- Using a stored value card (63%) or a monthly pass (63%)
- Travelling on GO Wellington services (62%)
- Travelling during peak hours (60%), especially during the morning peak (61%)
- Travelling on weekdays (59%)

Significantly less likely used by passengers:

- Travelling during off-peak hours (55%)
- Travelling on weekends (53%)
- Aged 15-17 years (47%)
- Travelling on Mana Coach services (45%)
- Using a SuperGold card (45%) or paying by cash (44%)

Printed timetables

Significantly more likely used by passengers:

- Using a SuperGold card (56%)
- Aged 65 years or over (55%)
- Travelling on Mana Coach services (48%)

Significantly less likely used by passengers:

- Aged 25-34 years (29%)

Other information at the stop/station/wharf

Significantly more likely used by passengers:

- Aged 15-24 years (38%)
- Travelling on GO Wellington services (35%)
- Travelling during the weekend (34%)
- Female (34%)

Significantly less likely used by passengers:

- Male (29%)
- Travelling in the afternoon peak (28%)
- Travelling with Transdev (27%)

Station PA announcements

Significantly more likely used by passengers:

- Travelling with Transdev (43%)
- Paying with a monthly pass (43%) or a ten-trip concession card (42%)
- Travelling during peak hours - morning peak (31%), afternoon peak (28%), weekdays (26%)
- Aged 45-59 years (31%)
- Travelling outbound (27%)

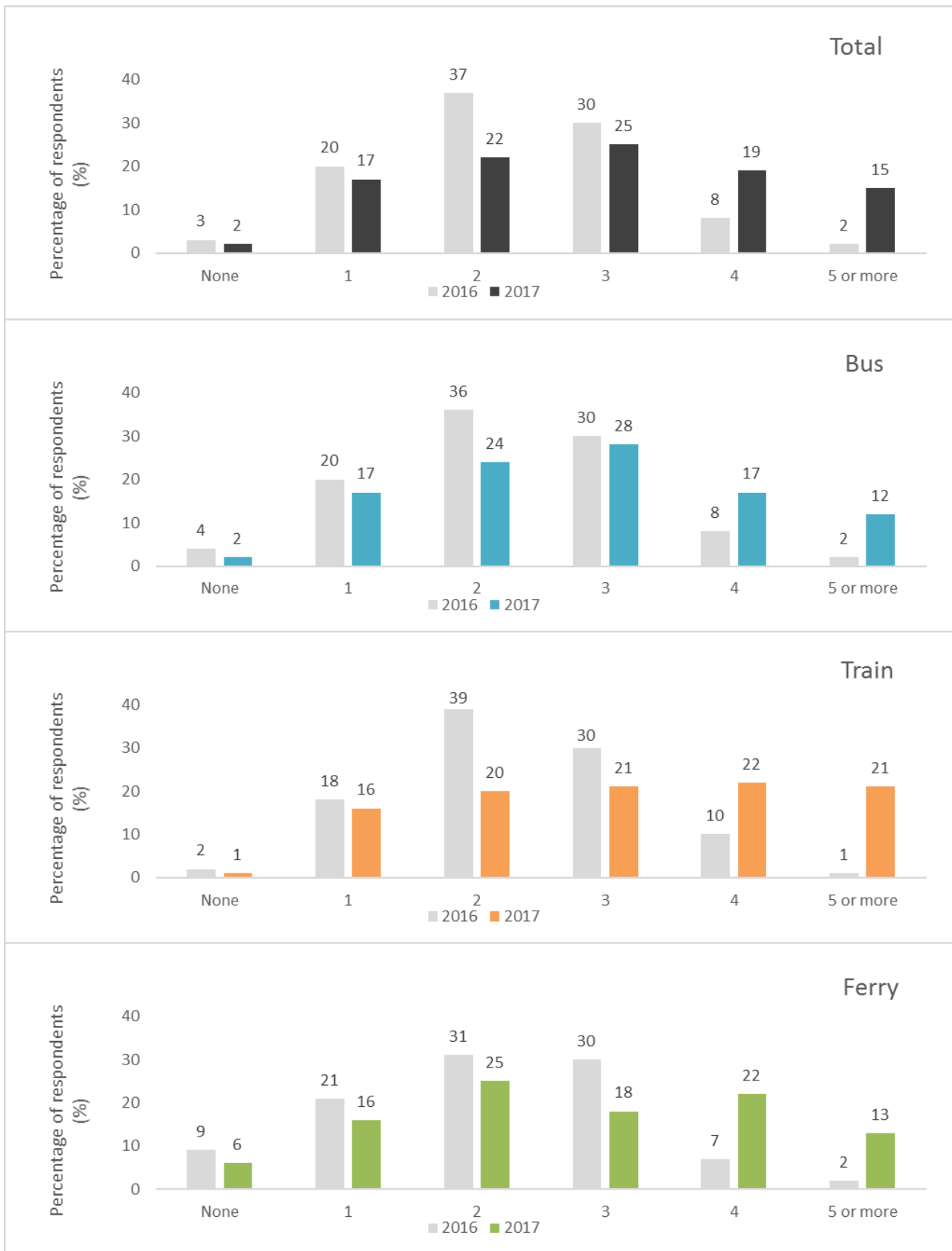
Significantly less likely used by passengers:

- Travelling inbound (21%)
- Aged 15-24 years (18%)
- Travelling during the off-peak period - inter-peak (16%) and weekend (13%)
- Using a SuperGold Card (15%), a stored value card (12%) or by cash (12%)
- Travelling with GO Wellington (12%), Valley Flyer (10%) or Newlands Coach (6%)

Number of Sources of Information on Public Transport Services Used

Four out of five public transport users (81%) report having used multiple sources of public transport information in the last three months. This share is up slightly from 12 months ago (77% in 2016). The greatest single share (25%) report having used three different sources in the last quarter, whilst 34% had used four sources or more. Less than one in five (17%) had used a single information source in the last three months (down from 20% last year). The average number of sources of public transport information used is 2.9, up from 2.3 last year. The number of sources of public transport information used is similar by mode of transport. The average number of sources used ranges from 2.7 among ferry users to 3.1 for those using train services.

Figure 7.1: Number of Sources of Information Used – By Mode of Transport (%)



	Total		Bus		Train		Ferry	
	2016	2017	2016	2017	2016	2017	2016	2017
	(n=2,283)	(n=3,587)	(n=617)	(n=844)	(n=1,540)	(n=2,662)	(n=126)	(n=208)
Average number of sources used	2.3	2.9	2.2	2.8	2.3	3.1	2.1	2.7

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.

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%)

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%)

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%)

Three Sources of Public Transport Information Used

Significantly more likely by passengers:
<ul style="list-style-type: none"> • 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%)

Four Sources of Public Transport Information Used

Significantly more likely by passengers:
<ul style="list-style-type: none"> • Travelling with Newlands Coachlines-operated services (16%) • Travelling inbound (11%)

Five or More Sources of Public Transport Information Used

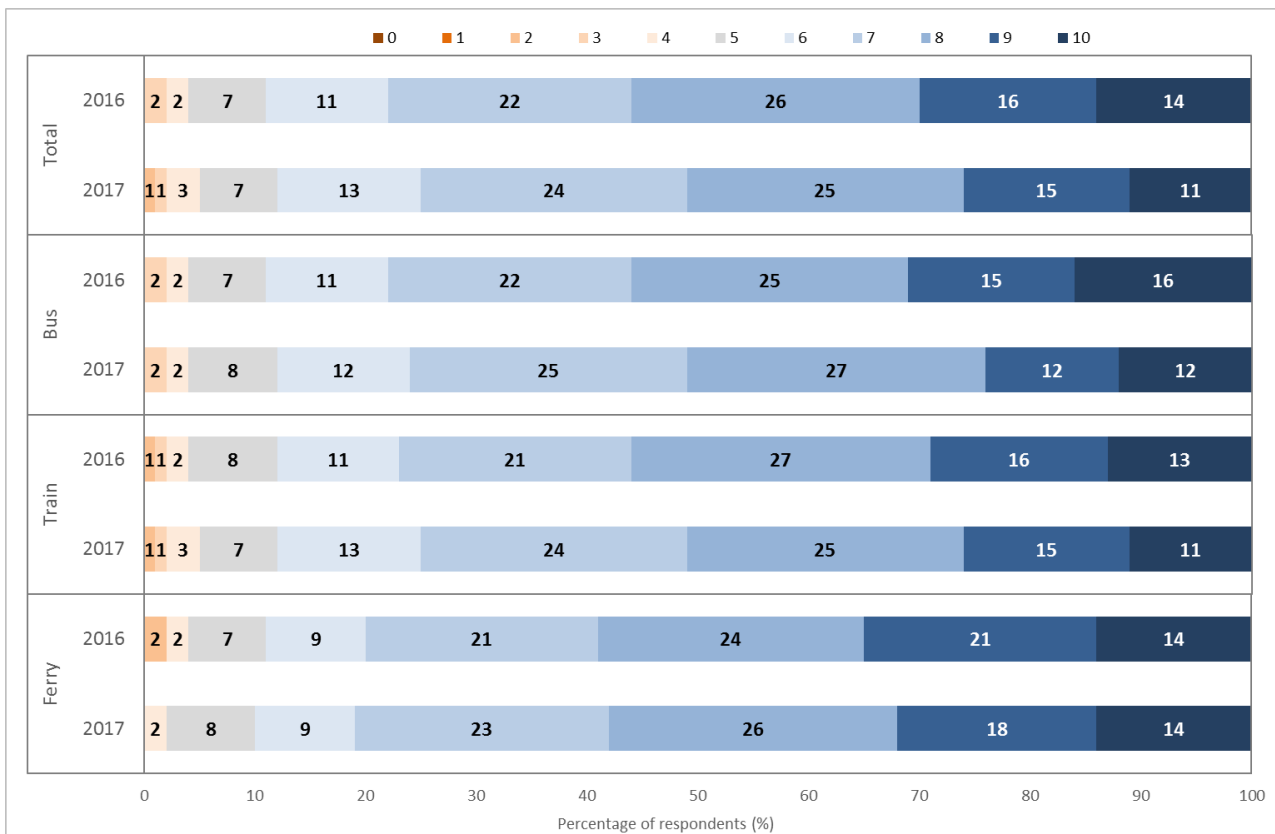
Significantly more likely by passengers:
<ul style="list-style-type: none"> • Using a day pass (5%)

7.2 Satisfaction with Public Transport Information Currently Available

Overall Results

Almost all respondents (88%) continue to be satisfied with the public transport information currently available (that is, giving a rating between 6 and 10), including 11% who are *extremely satisfied* (giving a rating of 10 out of 10). Only 5% of respondents are dissatisfied to some extent (consistent with 4% in 2016). There are no significant differences in levels of satisfaction by mode of transportation.

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



	Total		Bus		Train		Ferry	
	2016	2017	2016	2017	2016	2017	2016	2017
Rating	(n=2,259)	(n=3,307)	(n=614)	(n=774)	(n=1,534)	(n=2,476)	(n=118)	(n=187)
Dissatisfied (0-4)	4	5	4	4	4	5	4	2
Neutral (5)	7	7	7	8	8	7	7	8
Satisfied (6-10)	89	88	89	88	88	88	89	90
Mean rating (out of 10)	7.6	7.4	7.6	7.4	7.6	7.4	7.7	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:

- Using a SuperGold Card (95%)
- Aged 60-64 years (94%)
- Female (89%)

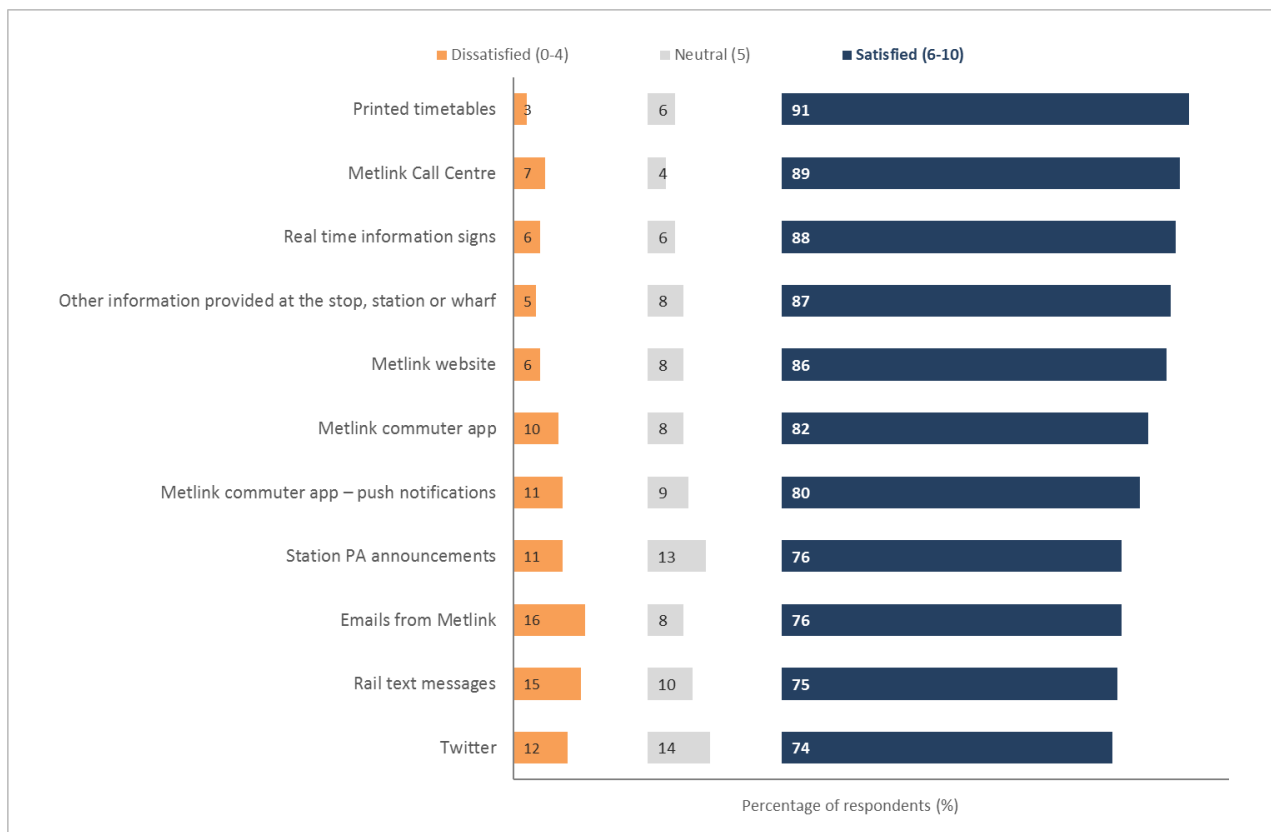
Rating of 0-4 significantly more likely among passengers:

- (none)

Satisfaction by Source of Information on Public Transport Services

Of the eleven sources of public transport information questioned on, ratings were most positive for printed timetables, 91% of users satisfied with this source and only 3% expressing any level of dissatisfaction. Satisfaction is also high with the Metlink Call Centre (89%) and the information provided at stops, stations and wharves – 88% satisfied with the Real Time Information boards and 87% giving a positive rating for the other information provided at the stop, station or wharf. Of the sources considered, users were least satisfied with Twitter, 74% satisfied to some extent and 12% giving a negative rating.

Figure 7.4: Satisfaction with Public Transport Information Currently Available (%)



	Printed timetables	Metlink Call Centre	Real time information signs	Other information provided at the stop, station or wharf	Metlink website
Rating	<i>(n=1,165)</i>	<i>(n=317)</i>	<i>(n=1,953)</i>	<i>(n=835)</i>	<i>(n=2,782)</i>
Dissatisfied (0-4)	3	7	6	5	6
Neutral (5)	6	4	6	8	8
Satisfied (6-10)	91	89	88	87	86
Mean rating (out of 10)	8.1	8.0	7.6	7.5	7.6

	Metlink commuter app	Metlink commuter app – push notifications	Station PA announcements	Emails from Metlink	Rail text messages	Twitter
Rating	<i>(n=686)</i>	<i>(n=207)</i>	<i>(n=750)</i>	<i>(n=116)</i>	<i>(n=306)</i>	<i>(n=149)</i>
Dissatisfied (0-4)	10	11	11	16	15	12
Neutral (5)	8	9	13	8	10	14
Satisfied (6-10)	82	80	76	76	75	74
Mean rating (out of 10)	7.3	7.3	7.0	7.1	7.0	6.8

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

7.3 Suggestions for Improvement to Provision of Public Transport Information

Overall Results

Consistent with last year, the most frequently cited unprompted suggestions relate to improvements to Real Time information boards - ensuring the accuracy of the data on these boards and installing more Real Time boards (8%, compared with 7% last year). Passengers also call for improvements to the Metlink app, including enhancing its functionality and making it more user-friendly (3%). Enhancing the ease of website navigation was also frequently mentioned (3%).

Seven per cent of respondents specifically stated that no improvements to public transport information were needed required (stable from 8% last year).

Table 7.2: Suggestions for Improvement to Provision of Public Transport Information (%)

Suggestion for Improvement	Total Sample			Significantly More Likely To Be Mentioned By Those ...
	2015 (n=4,426)	2016 (n=2,361)	2017	
Ensure accuracy of Real Time data/Real Time boards never accurate/are broken	9	3	5	<ul style="list-style-type: none"> • Paying with a stored value card (7%) • Male (7%) • Travelling with GO Wellington-provided services (6%) • Travelling on a weekday (6%)
Improve the app/more functionality/more user-friendly/needs to be fixed	0	2	3	<ul style="list-style-type: none"> • Travelling with Newlands Coach (6%) • Aged 25-34 years (6%) • Paying with a stored value card (5%) • Male (5%) • Travelling in the morning peak (4%) •
Make website easier to use/navigate/more user friendly/clearer	5	3	3	<ul style="list-style-type: none"> • Paying with a stored value card (4%)
Get (more) Real Time boards	3	4	3	<ul style="list-style-type: none"> • Travelling with Newlands Coach (7%) or GO Wellington (4%) • Aged 25-34 years (5%) • Travelling inbound (4%) • Paying with a stored value card (4%)

Suggestion for Improvement	Total Sample			Significantly More Likely To Be Mentioned By Those ...
	2015	2016	2017	
	(n=4,426)	(n=2,361)		
Announce/better communicate delays at stations/stops	5	2	2	<ul style="list-style-type: none"> • Paying with a monthly pass (5%) • Travelling with Transdev (3%)
Provide/improve online/text alerts, arrive too late to be meaningful	4	3	2	<ul style="list-style-type: none"> • Paying with a monthly pass (5%) or a ten-trip concession card (4%) • Travelling with Transdev (4%) • Aged 45-59 years (4%) • Travelling in peak hours (3%) • Travelling on a weekday (3%)
Quicker, more accurate updates regarding timetables, delays, cancellations and disruptions	0	1	2	<ul style="list-style-type: none"> • Paying with a monthly pass (4%) • Travelling in the morning peak (3%) • Travelling with Transdev (3%)
Provide more information/communication/easier to understand	1	1	2	
No improvements needed	6	8	7	<ul style="list-style-type: none"> • Using a SuperGold Card (12%) or paying by cash (11%) • Travelling on the weekend (9%)
Blank	40	48	56	<ul style="list-style-type: none"> • Using a SuperGold Card (69%) • Aged 65 years or over (68%) • Travelling with Mana Coach-provided services (66%) • Travelling during inter-peak (61%)

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.

Results that are orange indicates a result that is significantly different (higher or lower) than the result from the year before.

Suggestions for Improvement to Public Transport Information by Mode

Of the three modes, bus users are significantly more likely to cite suggestions with respect to public transport information provided at the stop, station or wharf, particularly the need to ensure the accuracy of the Real Time Information boards (mentioned by 6% of bus passengers compared with 3% of those travelling by train or ferry) and the perceived need for more Real Time Information boards (4% of bus passengers, compared with only 1% of train and ferry passengers). In contrast, train passengers are over-represented among those calling for improvements to the texting service, including ensuring that the texts are sent early enough to be meaningful and useful (4%, compared with 1% of bus and ferry users).

Table 7.3: Suggestions for Improvement to Public Transport Information by mode (%)

Suggestion for Improvement	Bus			Train			Ferry		
	2015 <i>(n=1,385)</i>	2016 <i>(n=646)</i>	2017 <i>(n=989)</i>	2015 <i>(n=2,881)</i>	2016 <i>(n=1,583)</i>	2017 <i>(n=2,813)</i>	2015 <i>(n=159)</i>	2016 <i>(n=132)</i>	2017 <i>(n=248)</i>
Ensure accuracy of Real Time data/Real Time boards never accurate/are broken	9	4 (↑T)	6 (↑T)	9	2	3	9	2	3
Improve app with better functionality/user-friendly/fix issues	<2	3	3	<2	2	3	<2	4	4
Make website easier to use/navigate/more user friendly/clearer	3	3	3	6 (↑B)	3	3	5	1	1
Get (more) Real Time boards	4 (↑T)	5 (↑T)	4	2	2	1	5 (↑T)	2	1
Announce/better communicate delays at stations/stops	3	1	2	5 (↑B)	3 (↑B)	3 (↑BF)	2	2	<1
Provide/improve online/text alerts, arrive too late to be meaningful	1	2	1	5 (↑B)	5 (↑B)	4 (↑BF)	3 (↑B)	5	1
Quicker, more accurate updates regarding timetables, delays, cancellations and disruptions	0	1	2	0	1	3 (↑B)	0	1	1
Provide more information/communication/easier to understand	1	1	2	1	1	2	1	1	2
No improvements needed	7	8 (↑T)	6	6	6	7	6	5	5
Blank	44 (↑T)	47	58 (↑T)	38	50	54	44	65	69 (↑TB)

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.

Results that are orange indicates a result that is significantly different (higher or lower) than the result from the year before.

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

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 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 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=199 trips selected using random sampling (see Section Two for full description of process)
- Data was collected over a four-week period (2nd to 28th May 2017)
- Every second passenger aged 15 years or older boarding each randomly-selected service was invited to complete a questionnaire
- The response rate was 61% 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

Mode	Number of Trips	Sample Size	Maximum Margin of Error (at the 95% confidence interval)	Maximum Margin of Error Allowing for Clustering (as per NZTA requirements)¹⁸
Bus	101	991	± 3.1%	± 4.4%
Train	86	2814	± 1.8%	± 2.3%
Ferry	12	248	± 6.2%	

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

¹⁸ "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=363

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 (%)	
1.0	0.8	1.3	2.2	4.5	6.9	10.0	10.8	14.2	20.8	12.9	14.5	
Service frequency Level of satisfaction with how often this service is run												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
1.7	0.8	1.5	1.7	4.0	4.2	9.8	11.2	17.4	20.5	10.3	16.9	
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 (%)	
1.1	1.4	1.4	2.8	3.9	5.2	10.0	11.3	13.9	16.4	12.0	20.4	
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	0.8	0.4	1.3	2.7	3.2	7.2	8.9	11.8	20.5	14.8	28.3	
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 (%)	
0.4	0.2	0.1	0.5	1.1	1.4	4.2	5.5	12.6	23.6	19.4	30.9	
Vehicle quality Level of satisfaction with the temperature inside this service												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.0	0.4	0.4	1.1	1.8	1.4	5.5	5.9	16.3	24.0	17.6	25.6	
Staff attitude 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 (%)	
2.7	0.3	0.5	0.9	1.6	1.9	7.3	6.1	13.9	21.5	16.6	26.8	
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	0.3	0.1	0.5	0.7	0.6	2.8	4.0	10.1	19.9	23.0	37.2	
Overall service Level of overall satisfaction with this trip												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.0	0.2	0.2	0.3	0.6	0.8	6.1	7.4	18.4	26.3	21.5	18.0	
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 (%)	
0.8	0.3	0.5	1.1	2.4	3.2	8.0	10.5	14.7	22.6	16.2	19.7	
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 (%)	
4.2	0.9	2.0	5.0	6.2	6.6	12.1	12.9	14.4	16.2	9.8	9.8	
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 (%)	
0.6	0.3	0.5	1.9	2.8	3.4	8.0	11.3	17.8	24.6	14.0	14.8	
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 (%)	
2.1	0.8	1.1	1.9	3.5	4.2	7.8	9.1	16.0	20.4	12.8	20.2	
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 (%)	
0.7	0.3	0.1	0.5	1.7	2.7	8.7	10.4	23.2	23.5	16.6	11.4	
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 (%)	
1.4	0.0	0.6	0.6	1.1	1.9	8.2	7.4	15.3	22.0	17.1	23.9	
SuperGoldcard used for the trip												
Yes (%)	No (%)											
6.7	93.3											
Gender of persons surveyed												
Female (%)	Male (%)											
57.5	42.5											
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 + (%)						
8.5	26.4	21.0	15.1	17.2	4.4	7.4						
Improvement ONE suggestion to improve region's public transport services												
More frequent service	20.0%											
Improve reliability/run on time	14.6%											
Cheaper fares/less expensive	12.7%											
Cheaper fares for tertiary students	3.6%											
More weekend/late night/holiday services	3.1%											
Reduce overcrowding (more buses, more seats)	8.0%											
Integrated ticketing/automate ticketing system	7.0%											
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=2,813

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	0.6	0.6	1.2	2.3	3	5.7	8.4	16.7	22.1	19.5	19.6	
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	0.7	0.9	1.9	3.2	4.1	7.8	9.3	18.5	22.2	15.0	15.7	
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	1.8	2.5	4.3	4.8	10.1	11.8	16.8	18.3	12.7	14.7	
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 (%)	
0.2	1.6	2.0	2.7	3.4	3.4	6.8	7.8	11.1	17.4	17.3	26.3	
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	0.1	0.5	0.4	0.9	2.6	3.2	10.8	25.0	23.7	32.4	
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	0.2	0.4	0.5	1.4	1.9	4.1	4.4	10.5	23.9	23.8	28.8	
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 (%)	
2.1	0.2	0.3	0.4	0.6	1.5	5.0	5.1	13.3	24.2	21.9	25.2	
Safety and security Level of satisfaction with personal security during this trip												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.5	0.1	0.1	0.2	0.3	0.9	2.1	2.4	8.4	21.8	26.7	36.4	
Overall service Level of overall satisfaction with this trip												
NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)	
0.1	0.2	0.3	0.3	0.7	1.4	4.2	6.5	17.4	28.1	23.7	17.1	
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	0.4	0.5	1.0	1.9	2.9	6.1	8.7	17.4	24.0	17.3	19.0	
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 (%)	
3.0	1.3	1.8	3.8	4.7	6.1	10.7	12.4	16.8	17.6	11.6	10.3	
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 (%)	
0.8	0.3	0.6	1.2	1.8	2.1	6.2	7.3	17.7	25.8	19.3	16.8	
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 (%)	
1.5	1.1	1.7	2.5	4.7	4.7	10.9	11.2	16.3	19.1	12.9	13.4	
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 (%)	
0.8	0.3	0.4	0.9	1.4	3.2	7.0	9.7	22.7	25.3	17.6	10.6	
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 (%)	
1.0	0.0	0.4	0.7	1.2	1.9	5.6	7.9	16.9	25.0	16.0	22.7	
SuperGoldcard used for the trip												
Yes (%)	No (%)											
3.3	96.1											
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 + (%)						
7.5	19.3	19.3	17.8	24.5	4.9	6.7						
Improvement ONE suggestion to improve region's public transport services												
Integrated ticketing/automate ticketing system	16.2%											
More frequent service	14.3%											
Reduce overcrowding (more carriages)	14.4%											
Cheaper fares/less expensive	12.0%											
Cheaper fares for tertiary students	8.7%											
More informative about service delays/cancellation	7.6%											
More weekend/late night/holiday services	5.8%											
Is the information for the serviced community complete?	Yes											

GREATER WELLINGTON REGIONAL COUNCIL - FERRY SURVEY


Name of target community Wellington Urban region
Short name Wellington
Total number of people surveyed n=248

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 (%)
2.9	0.4	0.0	0.0	1.3	1.3	2.5	5.5	10.9	17.2	27.3	30.7

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

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
4.3	0.0	0.9	0.4	4.4	1.3	7.9	19.7	16.6	20.5	11.8	11.8

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 (%)
2.5	0.0	0.0	0.4	2.5	1.6	3.6	11.5	16.8	16.0	16.0	24.2

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 (%)
0.8	0.0	0.4	0.8	0.4	2.5	3.3	4.9	10.7	18.0	22.5	35.7

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 (%)
0.8	0.0	0.0	0.0	0.8	0.8	2.3	7.0	11.5	22.2	25.1	28.4

Vehicle quality Level of satisfaction with the temperature inside this service

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
8.9	0.0	0.4	0.4	0.0	0.8	2.5	1.3	8.9	22.8	21.5	32.5

Staff attitude 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 (%)
1.9	0.0	0.2	0.2	0.4	0.6	0.4	1.0	4.3	15.8	25.7	49.4

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

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
2.5	0.0	0.0	0.0	0.0	0.0	0.8	0.8	4.2	19.2	23.8	48.8

Overall service Level of overall satisfaction with this trip

NA (%)	0 (%)	1 (%)	2 (%)	3 (%)	4 (%)	5 (%)	6 (%)	7 (%)	8 (%)	9 (%)	10 (%)
0.4	0.0	0.0	0.0	0.0	0.0	0.9	2.6	8.1	24.7	35.3	28.1

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 (%)
8.1	0.0	0.4	0.0	0.8	1.3	3.8	6.4	13.1	20.8	18.2	27.1

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 (%)
18.6	0.8	0.8	0.8	1.7	2.1	5.9	8.9	13.5	14.3	13.9	18.6

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 (%)
8.4	0.0	0.4	0.8	0.4	1.3	4.2	4.6	13.1	22.8	16.5	27.4

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 (%)
8.8	0	0.8	1.3	1.3	1.7	4.6	6.3	10.9	20.2	16.8	27.3

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 (%)
8.2	0.0	0.4	0.4	0.4	1.3	2.6	8.7	13.5	28.4	17.5	18.3

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 (%)
3.5	0.0	0.4	0.4	1.3	0.0	1.3	3.5	10.2	17.3	23.0	38.5

SuperGoldcard used for the trip

Yes (%)	No (%)
7.0	93.0

Gender of persons surveyed

Female (%)	Male (%)
48.9	51.1

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 + (%)
3.9	9.9	19.8	21.6	25.0	8.2	11.6

Improvement ONE suggestion to improve region's public transport services

More frequent service	24.2%
More weekend/late night/holiday services	17.2%
Cheaper fares/less expensive	15.2%
Integrated ticketing/automatic ticketing system	11.1%
More informative about service delays/cancellation	8.1%
Improve reliability/run on time	8.1%
Improvement to ticket purchasing (online purchasing/top-up)	6.1%

Is the information for the serviced community complete? Yes

Appendix Two: Sample Profile

Appendix Table 2.1: Sample Profile – Gender, Age and Ticket Type

	Total Sample <i>(n=3,677)</i>	Bus <i>(n=870)</i>	Train <i>(n=2,700)</i>	Ferry <i>(n=232)</i>
Gender				
Female	56	58	53	49
Male	44	42	47	51
Age				
15-17 years	8	9	8	4
18-24 years	24	27	19	10
25-34 years	20	21	19	20
35-44 years	16	15	18	21
45-59 years	20	17	24	25
60-64 years	5	4	5	8
65 years +	7	7	7	12
Type of Ticket Used				
Stored Value Card	42	67	<1	4
Monthly Pass	21	7	45	7
Ten Trip Ticket	14	2	34	31
Cash	13	14	12	33
SuperGold Card	6	7	4	7
Day Pass	3	3	3	17
Other	1	<1	1	1

Appendix Table 2.2: Sample Profile – Main Reason for Today's Trip (%)

	Total Sample <i>(n=3,699)</i>	Bus <i>(n=878)</i>	Train <i>(n=2,708)</i>	Ferry <i>(n=232)</i>
Work	53	44	67	36
Tertiary study	11	12	10	1
School	8	9	7	3
Visiting friends and relatives	6	7	5	3
Sports, recreation, dining out	6	7	3	8
Personal appointment	5	7	3	1
Shopping and public services	5	7	1	2
Special one-off event	2	3	2	1
Sightseeing	2	2	1	45
To get to the airport	1	1	<1	0
Other	1	1	<1	<1

Appendix Table 2.3: Sample Profile – Frequency of Travel (%)

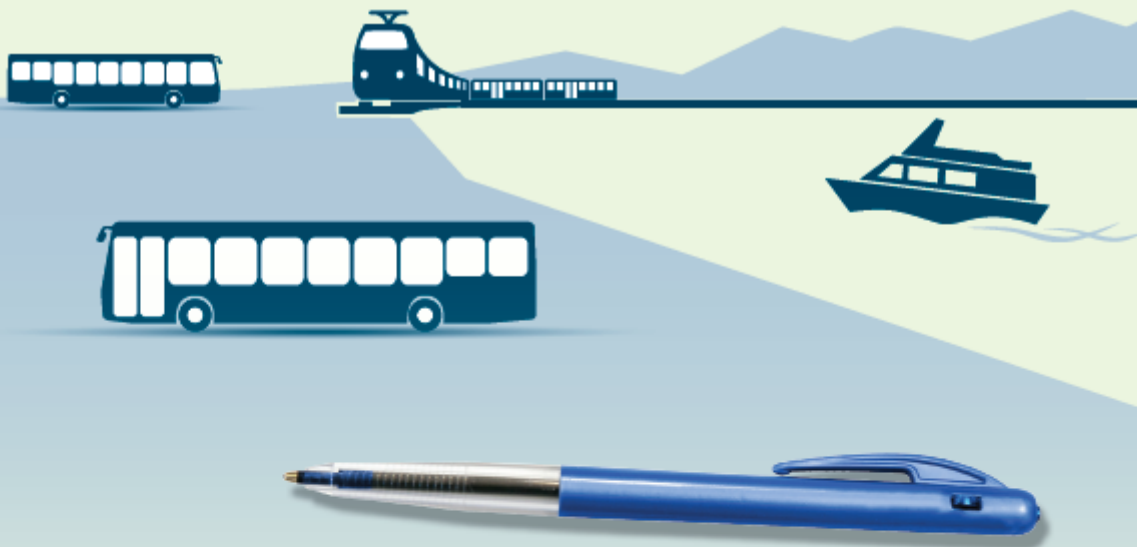
	Total Sample (n=3,698)	Bus (n=875)	Train (n=2,717)	Ferry (n=229)
Every day (including weekends)	24	31	13	9
Every weekday	41	32	56	27
Three or four times a week	17	17	15	17
Once or twice a week	8	10	7	7
Once a fortnight or every three weeks	4	4	3	5
Once a month	2	2	2	7
Less often than once a month	3	3	3	13
This is the first time today	1	1	1	15

Appendix Three: Questionnaire

Customer Satisfaction Survey



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.



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

Customer Satisfaction Survey



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 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 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
The stop/station/wharf overall	NA	0	1	2	3	4	5	6	7	8	9	10

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 vehicle 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	Extremely dissatisfied									Extremely satisfied	
	NA	0	1	2	3	4	5	6	7	8	9	10
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
This trip overall	NA	0	1	2	3	4	5	6	7	8	9	10

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
The public transport system overall	NA	0	1	2	3	4	5	6	7	8	9	10

Q6 How likely or unlikely is it that you would recommend using public transport to a friend or a colleague?
Please circle one number

	Don't know	Extremely unlikely									Extremely likely	
	DK	0	1	2	3	4	5	6	7	8	9	10
	DK	0	1	2	3	4	5	6	7	8	9	10

Q7 How can we improve the region's public transport services?

Please write in



IF YOU ARE TRAVELLING BY TRAIN NOW, PLEASE ANSWER THE FOLLOWING QUESTIONS:

Q8 Thinking about the Wellington passenger train services over the last six months, overall how satisfied or dissatisfied are you with:
(The last six months includes your train trip today.)

	Don't know/ Not applicable	Extremely dissatisfied									Extremely satisfied	
	NA	0	1	2	3	4	5	6	7	8	9	10
How often your service runs to the timetabled time	NA	0	1	2	3	4	5	6	7	8	9	10
The general helpfulness and attitude of the train staff	NA	0	1	2	3	4	5	6	7	8	9	10
The general helpfulness and attitude of the station staff	NA	0	1	2	3	4	5	6	7	8	9	10
The information given by train staff and station staff during times of disruption	NA	0	1	2	3	4	5	6	7	8	9	10
The cleanliness of the train	NA	0	1	2	3	4	5	6	7	8	9	10
The uniform presentation of the train staff and station staff.	NA	0	1	2	3	4	5	6	7	8	9	10
The cleanliness of the station	NA	0	1	2	3	4	5	6	7	8	9	10
The station providing shelter from the weather	NA	0	1	2	3	4	5	6	7	8	9	10
Your overall satisfaction with Wellington regional commuter train services	NA	0	1	2	3	4	5	6	7	8	9	10

Q9 How likely or unlikely is it that you would recommend this service to others?

Please circle one number

	Don't know	Extremely unlikely									Extremely likely	
	DK	0	1	2	3	4	5	6	7	8	9	10
	DK	0	1	2	3	4	5	6	7	8	9	10



PLEASE CONTINUE TO ANSWER ALL THE REMAINING QUESTIONS:

Q10 Thinking about the last three months, which of the following ways have you used to get information about public transport services in the Wellington region?
Please circle as many as apply

Metlink website	1	Other information provided at the stop, station or wharf	10
Metlink commuter app	2	Printed timetables	11
Metlink commuter app – push notifications	3	Other websites <i>Please write in</i>	12
Emails from Metlink	4	Other <i>Please write in</i>	13
Rail text messages	5	None – haven't used or needed public transport information in the last three months	14
Twitter	6		
Real time information signs	7		
Station PA announcements	8		
Metlink call centre	9		

Q11 Thinking about getting public transport information, how satisfied or dissatisfied are you with:
Please circle NA if you have not used this service.

The Metlink call centre	NA	0	1	2	3	4	5	6	7	8	9	10
Metlink website or mobile sites	NA	0	1	2	3	4	5	6	7	8	9	10
Real Time Information at stops, stations and wharves	NA	0	1	2	3	4	5	6	7	8	9	10
Metlink Commuter App	NA	0	1	2	3	4	5	6	7	8	9	10
Metlink Commuter App – push notifications	NA	0	1	2	3	4	5	6	7	8	9	10
Emails from Metlink	NA	0	1	2	3	4	5	6	7	8	9	10
Rail text messages	NA	0	1	2	3	4	5	6	7	8	9	10
Twitter	NA	0	1	2	3	4	5	6	7	8	9	10
Station PA announcements	NA	0	1	2	3	4	5	6	7	8	9	10
Other information provided at the stop, station or wharf	NA	0	1	2	3	4	5	6	7	8	9	10
Printed timetables	NA	0	1	2	3	4	5	6	7	8	9	10

Q12 Overall, how satisfied or dissatisfied are you with the information about public transport services that is currently available?
Please circle one number

Don't know/ Not applicable Extremely dissatisfied → Extremely satisfied

NA	0	1	2	3	4	5	6	7	8	9	10
----	---	---	---	---	---	---	---	---	---	---	----

Q13 How can we improve the way public transport information is provided so that you would give (or continue to give) a rating of extremely satisfied next time?

Please write in

Q14 What is your one main reason for this trip using public transport today?

Please circle one number

Work	1	Shopping (Including using services such as banks or libraries)	8
School	2	Special one-off event, for example concert, rugby, parade	9
Tertiary study	3	Other Please write in	10
A personal appointment	4		
Sightseeing	5		
Visiting friends and relatives	6		
Sports, recreation or dining out	7		

Q15 How often do you travel on public transport in the Wellington region? This includes on buses, trains or harbour ferries.

Please circle one number

Every day, including weekends	1	Once a fortnight/once every three weeks	5
Every week day	2	Once a month	6
Three or four times a week	3	Less often than once a month	7
Once or twice a week	4	This is the first time today	8

ABOUT YOURSELF

Q16 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	

Q17 Are you?

Please circle one number

Male	Female
1	2

Q18 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)

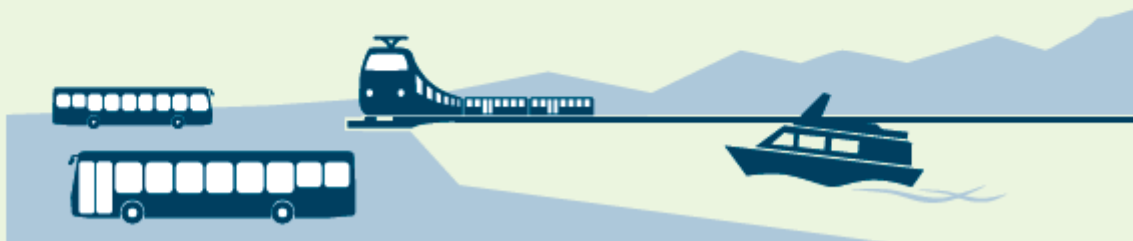
Full name:
Email address:
Evening phone number:

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.



THANKS



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)	2017 (n=4,050)
More/improved shelter from weather (wind, rain, sun)	19	18	19	19
More Real Time Information boards/digital displays	4	3	5	5
More seats available	5	4	4	5
Cleaner stops and stations, including having more rubbish bins available	8	9	6	4
More information available/information easier to read (e.g. timetables, pricing, routes etc.)	5	4	5	4
More information/better warning of service delays/disruptions/replacement buses	3	4	1	2
More/improved parking available	3	2	2	2
Ensure electronic signs are correct/show actual times/face the right way etc.	1	3	2	2
Better lighting	3	2	2	1
Maintenance work – fix leaks in roof, holes in footpath, remove graffiti, replace broken glass etc.	2	2	2	1
Better access to the stop/station (improved footpaths, over-bridges, pedestrian crossing etc.)	3	2	1	1
More services available through the stop	1	1	0	1
Improve security/install security cameras	2	1	1	1
Improved pedestrian safety – non-slip surfaces slow down the vehicles etc.	2	1	1	1
More ticketing options/smaller line for tickets/allow snapper on more services	0	1	1	1
Provide a waiting area/waiting lounge (with water, music, coffee, ATM, newspapers, vending machines etc.)	2	2	1	1
Toilet facilities - improve access to toilets/provide/maintain	2	2	1	1
Cheaper fares	0	0	0	1
Friendlier staff	1	<1	1	1
More visually appealing – colour, gardens, flowers etc.	1	1	<1	1
More considerate drivers – stop closer to platform, don't leave so early etc.	<1	1	<1	1

Suggestion for Improvement	Total Sample			
	2014 (n=4,298)	2015 (n=4,436)	2016 (n=2,361)	2017 (n=4,050)
Too hot/too cold/provide air-conditioning or heaters	0	1	1	1
Open later at night/all year round	1	<1	<1	1
Ban smoking at stops/stations or have a designated smoking area	1	<1	1	1
Change bus route/should go down particular road(s)	0	0	0	<1
Have more stops along the route/not so far between stops	<1	<1	0	<1
Announce train/bus arrivals/clearer announcements	<1	1	<1	<1
Ensure passengers and drivers are more visible to one another/easier to see bus coming	1	<1	1	<1
Build new building/shelter/finish renovations	2	2	0	<1
Have Wi-Fi available	<1	<1	<1	<1
Have automated ticketing machines available (able to top up/check balance)	1	1	<1	<1
Control or remove homeless people, undesirables	1	<1	<1	<1
Better crowd management/places to queue/some way for passengers to board more orderly	<1	<1	0	<1
More room around stops (to separate those waiting from pedestrians walking past)	<1	<1	<1	<1
Power plugs/recharge stations	0	0	0	<1
Resolve issues with bus at back of queue not being visible/multiple busses	0	<1	0	<1
Have better bike storage/transport facilities available	<1	<1	<1	<1
Have a clock/actual time available on Real Time Information boards	<1	1	<1	<1
Have more customer service staff available	1	1	<1	<1
Cleaner/more sustainable/newer buses/trains/ferries	0	0	0	<1
Bigger stops generally/more space	1	1	1	<1
No improvements needed	8	6	8	7
Blank	41	40	44	45

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	2017
	(n=4,298)	(n=4,426)	(n=2,361)	(n=4,050)
More frequent services	8	8	7	11
Cheaper fares	10	7	6	7
Improved reliability of services – run on time/to timetable	10	10	4	7
Integrated ticketing/automate ticketing system	6	6	5	6
More buses on the route/more carriages/more seats available/reduce overcrowding	6	6	6	6
Cheaper fares for students	4	2	4	6
More/more frequent weekend/late night/holiday services	3	3	3	5
More informative about service delays, disruptions and changes (e.g. buses replacing trains)	3	2	1	4
Be able to top up card at more places (online, on bus, via smartphone, more shops)	1	2	2	3
Friendlier drivers	3	3	3	3
Faster/more direct service/fewer stops/more Express services	3	2	2	2
Less delays/break downs	0	2	<1	2
More accurate Real Time information	<1	0	<1	2
Improve smartphone app (be able to check card balance, review timetable etc.)	1	1	<1	2
More stops/destinations, wider coverage of service	2	2	2	1
Have back-up buses/trains for when delays or cancellations occur	1	1	<1	1
Better connections/co-ordination between services	2	1	2	1
Improvements to stops/stations/wharves (shelters, seating, toilets, rubbish bins etc.)	2	3	3	1
Be able to pay fare via EFTPOS	1	1	<1	1
More electronic displays	0	<1	<1	1
Better communication with passengers generally	<1	<1	<1	1
Cleaner vehicles, more comfortable, better conditions	2	2	1	1
Safer driving practices (e.g. no speeding, don’t run red lights, don’t drive before everyone is seated)	1	1	1	1
Better website/improve ease of navigation/ensure correct information provided	1	<1	<1	1
More bus lanes/better enforcement of bus lanes	1	1	1	1
Improve rail lines/fix rail heat speed limits	0	0	<1	1
Improved information at stops (clearer, more timetables available, bilingual etc.)	2	2	2	1
Services should not leave earlier than timetable	<1	<1	<1	1

Suggestion for Improvement	Total Sample			
	2014	2015	2016	2017
	(n=4,298)	(n=4,426)	(n=2,361)	(n=4,050)
Improved heating/air-conditioning/temperature control	1	1	1	1
Free Wi-Fi/Wi-Fi on board	1	1	1	<1
More/cheaper car parking near to stop/station	1	1	1	<1
More space on board for bikes/more bike friendly	<1	<1	<1	<1
Get light rail	0	<1	1	<1
Extend the hours for SuperGold Card holders	<1	<1	<1	<1
Announce stops	<1	<1	<1	<1
Drivers need more change/don't get angry when passengers pay with notes	<1	<1	<1	<1
Get newer busses	0	<1	<1	<1
Look after/value staff	0	0	<1	<1
Drivers need to be more observant – look out for passengers waiting at stops	<1	<1	<1	<1
Improve wheelchair accessibility	<1	<1	<1	<1
Be more environmentally friendly	0	<1	1	<1
Keep trolley buses/get more trolley buses	<1	<1	1	<1
Introduce PayWave system	<1	<1	<1	<1
Ensure fares reflect distance travelled	<1	<1	<1	<1
Get engine working properly/improved vehicle maintenance	<1	<1	<1	<1
Synchronise the clock on board with Real Time boards	0	<1	<1	<1
Staff need to have more courage to enforce rules e.g. feet on seats, noisy children etc.	<1	1	<1	<1
Ticket office open longer hours/on weekends	<1	<1	<1	<1
Improve security/safety	0	0	0	<1
PowerPoints on board	<1	<1	<1	<1
Transfers should be free	0	0	<1	<1
Advertise more where to buy tickets/cards	0	<1	<1	<1
Better staff knowledge of route	0	0	<1	<1
More staff in general	0	<1	<1	<1
Subsidisation when service is cancelled and need to catch alternative public transport	0	0	<1	<1
Have entertainment on board e.g. movies, TV, music	<1	<1	<1	<1
Get rid of trolley buses	<1	<1	<1	<1
Offer a daily fare cap	<1	<1	<1	<1
Don't replace trains with buses	<1	<1	<1	<1
Get rid of safety announcements as it's annoying	0	<1	<1	<1

Suggestion for Improvement	Total Sample			
	2014	2015	2016	2017
	(n=4,298)	(n=4,426)	(n=2,361)	(n=4,050)
No improvements needed	4	4	5	4
Blank	28	34	48	41

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	2017
	(n=4,426)	(n=2,361)	(n=4,049)
Ensure accuracy of Real Time data/Real Time boards never accurate/are broken	9	3	5
Improve the app/more functionality/more user-friendly/needs to be fixed	0	2	3
Make website easier to use/navigate/more user friendly/clearer	5	3	3
Get (more) Real Time boards	3	4	3
Announce/better communicate delays at stations/stops	5	2	2
Provide/improve online/text alerts, arrive too late to be meaningful	4	3	2
Quicker, more accurate updates regarding timetables, delays, cancellations and disruptions	0	1	2
Provide more information/communication/easier to understand	1	1	2
Comments about fare (not about information provision)	0	0	1
Cannot hear/understand announcements when made	<1	<1	1
Explain why there are delays/give more detail/time to fix	3	1	1
Keep information up to date and accurate	1	1	1
Proactively promote how information can be accessed	<1	1	1
More/better signage/maps/timetables	2	1	1
Friendlier/safer bus/train/ferry staff	2	<1	1
Better staff knowledge/training	1	<1	1
GPS live tracking status of vehicles	0	1	1
More compatibility with other operating systems incl. Android, Windows and older phones for website and app	0	1	1
Have all timetables consistent with each other (online/offline)	0	<1	<1
Provide better payment info/ticket charts/more payment stations	0	1	1
Easier to understand/better replacement information (i.e. bus is replacing train)	1	1	<1
Better/more frequent updates via social media (i.e. Facebook, twitter)	<1	<1	<1
Be able to personalise info online/on the app, e.g., add in travel info or notes	0	<1	<1
Provide more information on website (i.e. fares)	<1	<1	<1
Larger, more legible font for displays and boards	0	1	<1
Provide a smartphone app/mobile site is not user friendly	6	2	<1
Provide information pamphlets	<1	1	<1
Have helpline be open longer hours/provide automated delay message	1	<1	<1
Staff to be actively providing info	0	<1	<1
Provide estimates on when problems are going to be resolved	0	<1	<1

Suggestion for Improvement	Total Sample		
	2015	2016	2017
	(n=4,426)	(n=2,361)	(n=4,049)
App to recognise current location/show corresponding intro and services	0	<1	<1
Provide a clock/time on screens	<1	<1	<1
Downloadable timetables	0	<1	<1
Intergrade Google Maps into services (e.g. notifications on delays or disruptions)	0	<1	<1
Full busses/trains should display "Full bus/train" signs	<1	0	<1
Cancelled services should not appear on Real Time board	<1	<1	<1
Increase max number of stops/stations on app	0	<1	<1
Free WiFi	0	<1	<1
Reliability	0	0	<1
Have an integrated ferry/bus/train fare	1	0	<1
Show late services instead of it dropping off the board	1	1	<1
Publicly announce service disruptions (i.e. over radio)	<1	<1	<1
Public notifications/advertising of changes, e.g. policy or pricing	0	<1	<1
Smaller sized timetables (to fit in pockets)	0	<1	<1
Provide more information on alternatives/changing modes of transportation	0	<1	<1
Be able to specify routes/times to get notifications about, not the full system	<1	<1	<1
No improvements needed	6	8	7
Blank	40	48	56

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)	2017 (n=972)
Personal security during this trip	94	92	95	95
The ease of getting on the vehicle from the stop/station/wharf	93	92	93	94
The ease of getting on/off the vehicle	-	-	93	93
The stop/station/wharf being easy to get to	93	92	93	91
Comfort of the inside temperature	90	88	91	89
The attitude of the driver/staff	86	84	87	87
The helpfulness of the driver/staff	85	85	89	87
Your personal safety at the stop/station/wharf	85	84	88	86
Having enough seats available	87	82	87	85
Ease of getting information about public transport routes and timetables	84	82	85	85
The travel time	81	81	86	83
The cleanliness of the stop/station/wharf	80	77	85	83
The information available at the stop/station/wharf	80	85	87	82
How convenient it is to pay for public transport	80	81	84	80
How often the service runs	78	75	80	78
The service being on time	77	72	78	74
The value for money of the fare	72	74	76	75
The stop/station/wharf providing shelter from the weather	67	67	68	65
Information about service delays or disruptions	55	64	67	66

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	2015	2016	2017
	(n=2,799)	(n=2,881)	(n=1,575)	(n=2,788)
Personal security during this trip	96	94	96	96
The ease of getting on/off the vehicle	-	-	95	95
The ease of getting on the vehicle from the stop/station/wharf	95	93	95	95
Comfort of the inside temperature	90	88	90	92
The helpfulness of the driver/staff	90	87	93	92
The attitude of the driver/staff	89	87	92	91
The stop/station/wharf being easy to get to	90	90	91	91
Your personal safety at the stop/station/wharf	87	86	89	90
The information available at the stop/station/wharf	85	83	89	88
The travel time	83	83	88	88
The cleanliness of the stop/station/wharf	82	80	96	87
The service being on time	77	67	84	87
Ease of getting information about public transport routes and timetables	83	84	88	87
How often the service runs	80	80	84	81
The stop/station/wharf providing shelter from the weather	75	74	81	80
Having enough seats available	82	76	77	80
The value for money of the fare	68	70	75	75
How convenient it is to pay for public transport	74	74	77	74
Information about service delays or disruptions	65	66	73	71

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)	2017 (n=242)
Personal security during this trip	99	95	100	99
The attitude of the driver/staff	98	95	97	98
The helpfulness of the driver/staff	95	95	96	98
The cleanliness of the stop/station/wharf	96	95	94	98
The ease of getting on the vehicle from the stop/station/wharf	90	93	92	96
Your personal safety at the stop/station/wharf	92	88	92	95
The service being on time	91	90	91	95
Comfort of the inside temperature	95	90	95	95
The ease of getting on/off the vehicle	-	-	93	95
Ease of getting information about public transport routes and timetables	88	87	92	93
Having enough seats available	95	88	91	93
The travel time	79	83	88	92
The stop/station/wharf being easy to get to	94	95	94	91
The information available at the stop/station/wharf	80	80	88	90
How convenient it is to pay for public transport	81	84	84	89
The value for money of the fare	81	77	88	86
Information about service delays or disruptions	67	73	79	85
How often the service runs	81	67	84	84
The stop/station/wharf providing shelter from the weather	38	53	55	63

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