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4. Key results

4.1 Passenger satisfaction

Overall satisfaction

As found in previous years, dissatisfaction with public transport services was generally rare (around 6% felt the bus/train service was *poor* or *very poor*). Two-thirds (64%) of passengers rated the bus or train service as Good or Excellent (Graph 1). Note that around one-third feel that the service is only Satisfactory. Graph 1 also shows that these levels of satisfaction are consistent with previous years.

Graph 1: Overall satisfaction

Q11. Overall, taking the factors in question 9 into account, how do you rate the bus/train service on this route/line?
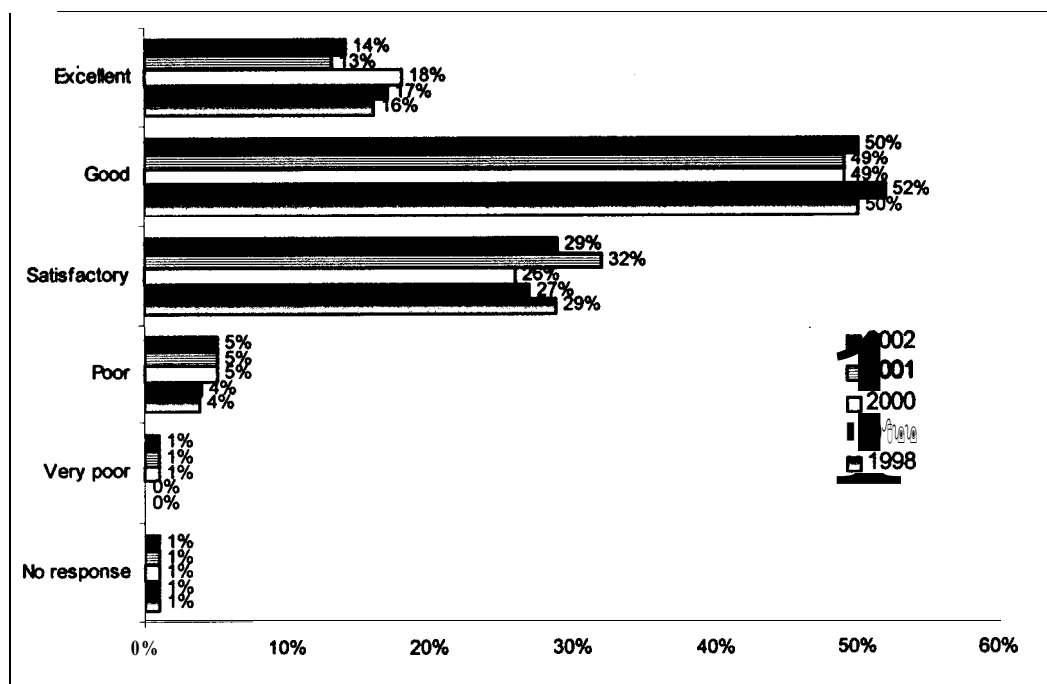

Attributes

For the five particular attributes (reliability, frequency, journey time, quality/comfort, and price) of the transport service, more than half **(50%-65%)** rated them Good or Excellent.

Graph 2 shows the dissatisfaction level of these attributes at around 515%. This is comparable with results found in previous years.

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Graph 2: Dissatisfaction over time
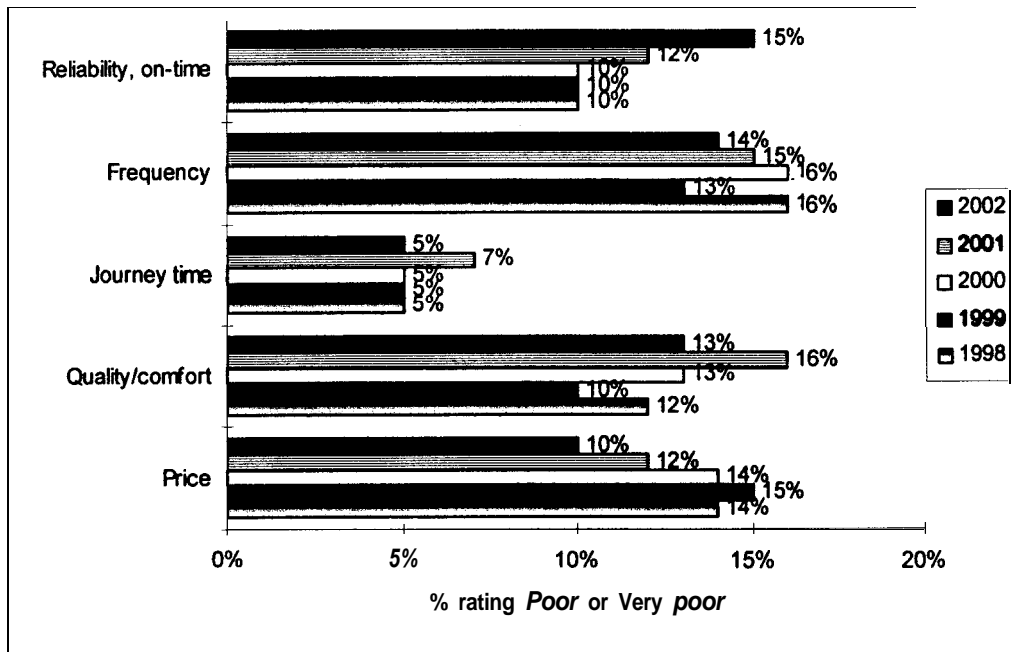
Areas of dissatisfaction between bus and train passengers

As the following graph shows (Graph **3**), train passengers were more likely to be dissatisfied with the quality and comfort of the train service than bus passengers (18% compared with 11% bus passengers). All other areas had similar levels of dissatisfaction among bus and train passengers.

Graph 3: Dissatisfaction with aspects of passenger services

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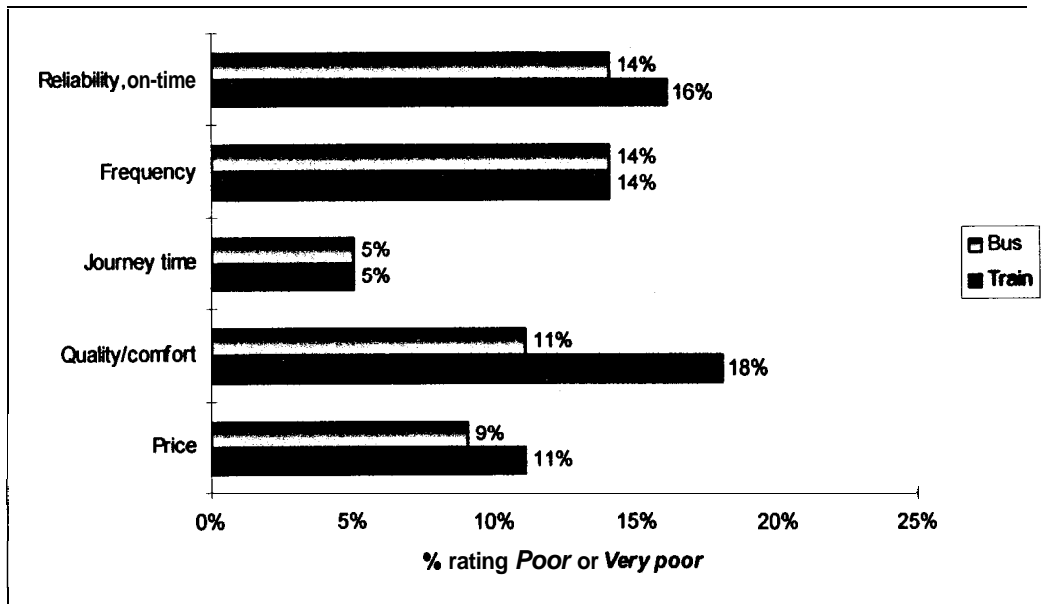
Perceived value for money

Respondents were generally satisfied with the value for money of their respective services (Graph 4). Note that bus passengers were more likely to think that their service was Excellent or Good value for money compared with train passengers (62% cf. 48% respectively) .

Graph 4: Perceived value for money of public transport service
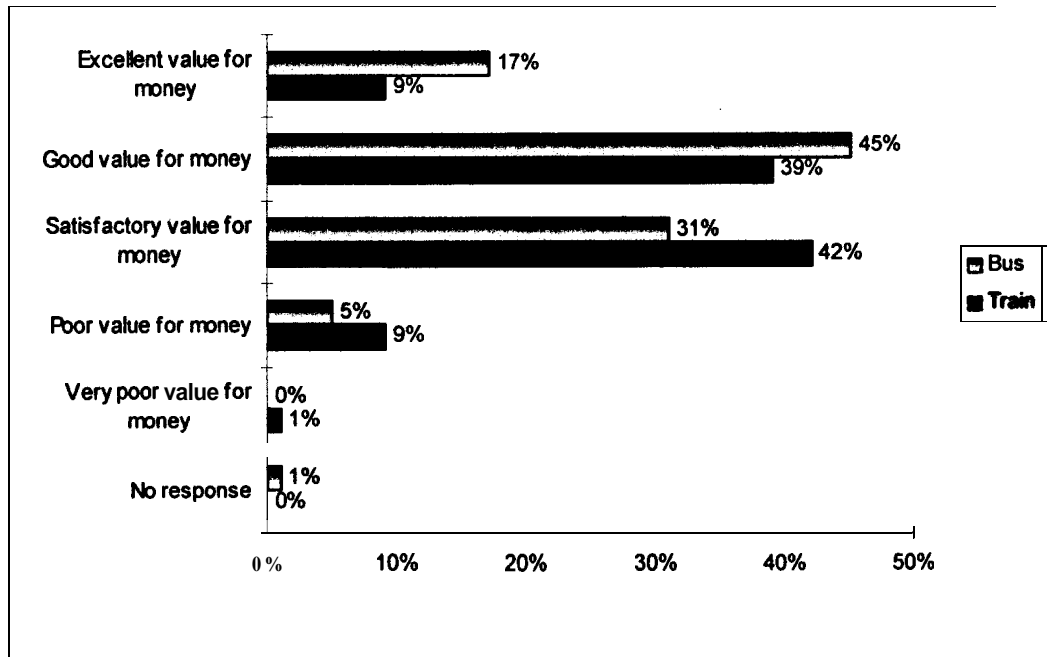
Overall comfort and appearance

Respondents were asked to rate the overall comfort, appearance (both inside and outside) and the ease of getting on and off their particular transport service. Table 7 shows relatively high satisfaction, particularly with overall comfort and the ease of getting on and off the service.

Train passengers were more critical than bus passengers in all areas except ease of getting on and off (Table 8). These results are similar to those obtained in the 2001 survey.

Table 7: Ratings of the particular service

Q8a-Q8d. How would you rate the ... of this particular service?

n=2177	Overall comfort %	Outside appearance %	Inside appearance %	Ease of getting on/off %
Excellent	14	12	11	19
Good	44	44	42	45
Satisfactory	32	29	34	26
Poor	7	8	8	5
Very poor	2	2	2	2
No response	2	4	4	4
Total	100	100	100	100

Note: Components may not always add to 100% exactly because of rounding.

Table 8: Ratings of the particular service

Q8a-Q8d. How would you rate the ... of this particular service?

n=2177	Overall comfort Bus %	Train %	Outside appearance Bus %	Train %	Inside appearance Bus %	Train %	Ease of getting on/off Bus %	Train %
Excellent	16	10	15	7	13	8	20	17
Good	45	43	48	37	44	38	43	48
Satisfactory	32	31	27	33	33	36	26	26
Poor .	5	11	4	14	5	12	5	5
Very poor	1	5	0	6	1	3	1	2
No response	2	1	5	3	5	3	5	2
Total	100	100	100	100	100	100	100	100

Note: Components may not always add to 100% exactly because of rounding.

Availability and quality of shelter

Just over one-third of all public transport passengers felt that the *availability* and *quality* of shelters around the Wellington region was Good or Excellent (Table 14). A large percentage (35% and 37%) of total passengers rated the availability and quality as just *Satisfactory.*

In particular, only 22% of train passengers rated the *quality* of the shelters as being Good or Excellent, compared to 41% of bus passengers. A notable 31% of train passengers felt that the quality of the shelter was poor.

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Table 9: Ratings of bus shelters and shelter at train stations

Q5b(train) Q5c(train). Thinking about bus shelters/train stations around the Wellington Region in general, how would you rate the following…?

| n=2177	Availability of shelter		Quality of shelter	
	Bus *n=1260* %	Train *n=917* %	Bus *n=1260* %	Train *n=917* %
Excellent	9	11	9	4
Good	37	33	32	18
Satisfactory	36	39	33	40
Poor	13	14	13	25
Very poor	2	3	3	6
No response	3	1	11	7
Total	100	100	100	100

Note: Components may not always add to 100% exactly because of rounding.

Friendliness and helpfulness of staff

Respondents were asked to rate the friendliness and helpfulness of bus drivers and train staff. In general, passengers were reasonably satisfied, with almost two-thirds (63%) of passengers rating the bus and train staff as Good or Excellent. Note that around one-quarter (27%) felt that the friendliness and helpfulness of staff was only *satisfactory* and a further 9% felt the friendliness and helpfulness of staff was *Poor* or *Very poor.*

As Graph 5 shows, train passengers were more likely to be satisfied with the staff than bus passengers (67% cf. 61% respectively rated the friendliness and helpfulness of bus drivers and train staff as Good or Excellent). Only 4% of train passengers rated the staff as *Poor* or Very *Poor* compared with 12% of bus passengers.

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Graph 5: Ratings of the friendliness and helpfulness of bus drivers and train staff

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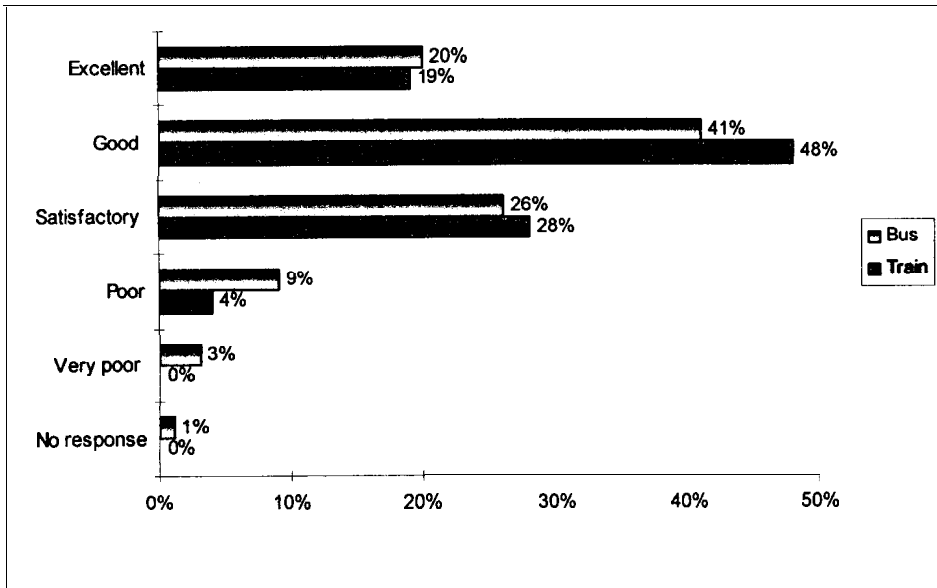
4.2 Details of passenger journeys

**Starting and
ending a journey**

Bus and train passengers differ substantially in how they begin and end their journeys. As shown in Table 10 and Table 11, the majority of bus passengers walked 10 minutes or less to begin or end their bus journey. In contrast, train passengers had more varied means of beginning or ending their journeys. Walking however, remained the most common means of starting or ending a journey for both bus and train passengers. These results are very similar to those found in previous years.

Table 10: Means of beginning public transport journey

Q4b. How did you get to the bus stop/station?

	Total *n=2177* %	Bus *n=1260* %	Train *n=917* %
Walk 10 mins or less	71	81	52
Walk more than 10 mins	11	6	22
(Another) bus	6	5	8
Drove car and parked it near bus stop/station	4	1	9
Dropped off by car	3	1	7
(Another) train	3	4	1
Cycle	0	0	0
Other	1	0	1
No response	1	1	0
Total	100	100	100

Note: Components may not always add to 100% exactly because of rounding.

Table 11: Means of completing public transport journey

Q5b. How will you complete your journey when you reach that stop/station?

	Total *n=2177* %	Bus *n=1260* %	Train *n=917* %
Walk 10 mins or less	62	76	34
Walk more than 10 mins	12	9	18
(Another) bus	8	6	12
Drive a car that is parked near the bus stop/station	8	2	21
Picked up by car	4	1	10
(Another) train	3	4	2
Cycle	0	0	1
Other	1	1	2
No response	1	1	0
Total	100	100	100

Note: Components may not always add to 100% exactly because of rounding.

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Total journeys made

Two thirds (67%) of respondents made two journeys using public transport in a day (Table 12). Not surprisingly, over half of the passengers made their journeys at the peak times (either before 8:45am or between 3:30pm and 6:29pm). Further, a substantial proportion (42%) travelled in the off-peak time of between 8:45am and 3:29pm (Table 13).[3]

Of the passengers given the survey on a peak trip[4], a significant proportion (32%) made at least one journey at off-peak times (between 8:45am and 3:29pm or after 6:29pm) on the same day (see Table 14). Also, it is interesting to note that one in ten (10%) of these peak travellers made two or more trips during peak times.

Table 12: Total journeys

Q6. In total, how many journeys using public transport will you travel today?

	n=2177 %
One	16
Two	67
Three or more	16
No response	1
Total	100

Note: Components may not always add to 100% exactly because of rounding.

Table 13: Timing of journeys

Q6a. Today, how many journeys using public transport will you make in the Wellington Region which start at the following times?

	Before 8:45am %	From 8:45am to 3:29pm %	From 3:30pm to 6:29pm %	From 6:30pm to 8pm %	After 8pm %
None	44	58	36	89	93
One	52'	27	57	10	5'
Two or more	3'	15	6	1	1'
No response	1	1	1	1	1
Total	100	100	100	100	100

Note: Components may not always add to 100% exactly because of rounding.
*These figures will understate the true proportion of passengers travelling at these times. This is because we did not recruit services leaving before 7am or after 8pm (in the interests of interviewer safety).

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[3] Note that this figure may be a little overstated because more people may accept and respond to this survey on less crowded off-peak trips.
[4] Peak trips are defined as weekday trips with departure times between 7–8:45am travelling towards the city and 3:30–6:29pm travelling towards the suburbs.

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Table 14: Timing of journeys of <u>peak</u> travellers

Q6a. Today, how many journeys using public transport will you make in the Wellington Region which start at the following times?

n=1182**	Before 8:45am %	From 8:45am to 3:29pm %	From 3:30pm to 6:29pm %	From 6:30pm to 8pm %	After 8pm %
None	25	80	19	91	96
One	71*	16	75	8	3*
Two or more	4*	4	6	1	0*
No response	0	0	0	0	0
Total	100	100	100	100	100

Note: Components may not always add to 100% exactly because of rounding.
*These figures will understate the true proportion of passengers travelling at these times. This is because we did not recruit services leaving before 7am or after 8pm (in the interests of interviewer safety).
**Peak travellers only.

Alternative means if no public transport was available

We asked respondents if no public transport at all had been available, what was the most likely way that they would have made the journey.

Table 15 shows that a car/motorbike either as a driver or a passenger was the most likely alternative. Walking (or hitchhiking) was also a likely alternative, with one in five (20%) respondents opting for this mode as an alternative.

Table 15: Alternative means of transport

Q13. If no public transport at all had been available (i.e. no buses, trains or ferries) what is the most likely way that you would have made this journey?

	2002 n=2177 %	2001 n=1931 %
Car/motorbike (as a driver)	33	35
Car/motorbike (as a passenger)	26	24
Walk/hitchhike	20	19
Would not have made journey	11	11
Taxi	6	6
Cycle	2	3
Move residential location / no alternative	1	1
Other	1	0
No response	1	1
Total	101	100

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4.3 Motivation

Main purpose of journeys

Most journeys were to and from work or to and from a tertiary institution (Graph 6). This generally follows the trend of previous years.

Not surprisingly, those passengers travelling at peak times were more likely to be going to or from work than those passengers travelling at off-peak times (72% compared with 40%). Also train passengers were much more likely to be travelling to or from work than were bus passengers (70% compared with 50%).

Graph 6: Main purpose of journey
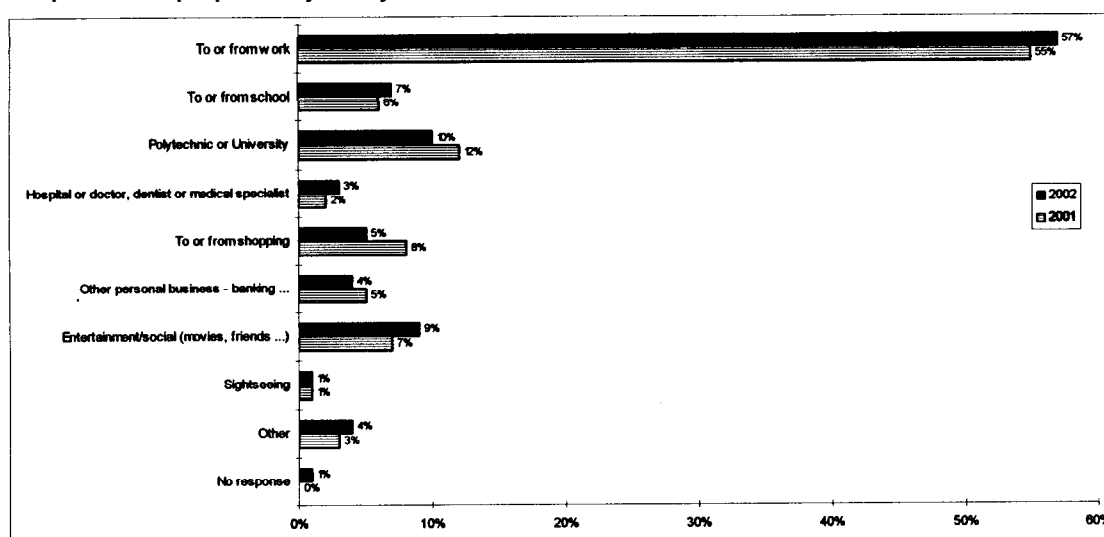
Main reason for using public transport

The top two main reasons respondents gave for using public transport were; Less *hassle* and *Don't have to find/pay for parking* (Table 16).

The main reasons for travellers using public transport have been similar across all five surveys.

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Table 16: Main reason for using public transport

Q2. What is your main reason for making this journey by public transport?

	2002 n=2177 %	2001 n=1931 %	2000 n=2149 %	1999 n=2089 %	1998 n=2270 %
Less hassle	17	17	17	18	16
Don't have to find/pay for parking	1.5	18	17	16	19
No motor vehicle available for me to use (generally)	14	12	14	14	19
Cheaper	13	15	12	11	7
Haven't learnt to drive	12	11	13	12	18
Quicker	11	11	11	10	na
No motor vehicle available for me to use (for this journey)	5	6	6	6	8
Have learnt to drive but prefer not to drive (generally)	2	2	2	3	4
Have learnt to drive but prefer not to drive (for this journey)	2	2	2	2	4
Have driven in the past but don't any longer	2	1	2	2	2
Other	5	5	4	5	4
No response	1	0	1	2	0
Total	100	100	100	100	100

Note: Components may not always add to 100% exactly because of rounding.
na = not asked in the 1998 survey.

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Peak passengers were more likely than off peak passengers to list Don't *have to find/pay for parking* as the main reason for making the journey using public transport (19% compared with 11%).

And, as found in previous surveys, more train passengers travel by public transport because it is less hassle (26% compared with 13% bus passengers).

4.4 Perceptions of the best feature and improvements to services

Perceived best feature

We asked respondents what they thought the best feature of the current service was. Tables 17 and 18 show that frequency, convenience, and comfort and cleanliness, are considered to be the best features by both bus and train passengers.

For bus passengers, there was a wider range of responses given. A complete list for bus and train passengers is attached as Appendix H.

Table 17: Perceived best feature for bus passengers

Q15. What do you think is the best feature of the current service?

	n	%
Frequency of buses/services	229	26%
Convenience (avoid traffic and parking problems, stress free, bus goes close to home/work)	120	13%
Comfort and cleanliness of buses/ tidy/clean appearance/Buses that kneel	103	11%
Cheap/Value for money	94	10%
Reliability/Punctuality/Keeps to timetables	92	10%
Friendly/Good bus staff	83	9%
Fast and efficient journey times	42	5%
Other	107	12%
Don't know/none	32	4%
Total	• ▨	• ▨

Note: Total may exceed 100% because of multiple response.

Table 18: Perceived best feature for train passengers

Q15. What do you think is the best feature of the current service?

	n	%
Frequency of trains	183	21%
Convenience (avoid traffic and parking problems, stress free)	155	18%
Reliability/Punctuality	130	15%
Comfort and cleanliness	105	12%
Fast journey times	96	11%
Cheap/Value for money	73	8%
The train staff	49	6%
Scenery/View from the train	27	3%
That the service exists	19	2%
Other	24	3%
Don't know/none	6	1%
Total	**	• ▨

Note: Total may exceed 100% because of multiple response.

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Suggested improvements

We further asked respondents to suggest a single improvement to the current service that would benefit them the most. Again, bus and train passengers were similar in suggesting improvements.

The most common themes were:

- Increase in the frequency of services
- Improvements to the comfort and quality of buses and trains.
- More reliable services, and
- Cheaper fares

For a full listing of suggestions by bus and train passengers, refer to Appendix I.

Table 19: Suggested improvements to the current service by bus passengers

Q16. What single improvement to the current service would benefit you?

	n	%
Increase frequency/services of buses	290	38%
Improve buses (comfort and quality, more room, newer buses)	90	12%
More reliable services (on time)	88	11%
Friendlier staff	88	11%
Cheaper fares	80	10%
Reduce travel times/quicker services	20	3%
Better/Improve bus shelters	22	3%
Run separate bus services for school children	9	1%
Other	66	9%
Nothing	18	2%
Total	' ☒	' ☒

Note: Total may exceed 100% because of multiple response.

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Table 20: **Suggested improvements to the current service by train passengers**

Q16. What single improvement to the current service would benefit you?

	n	%
Improve trains (comfort and quality, more carriages and seating)	226	29%
Increase frequency/services of trains	165	21%
More reliable (trains running on time)	103	13%
Cheaper fares	95	12%
Improve station facilities	64	8%
Reduce travel times/quicker services	47	6%
Friendlier staff	9	1%
Other	59	8%
Nothing	13	2%
Total	··	··

Note: Total may exceed 100% because of multiple response.

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5. Detailed comparisons

Overview

Detailed comparisons of various sub-groups are included in the Appendices. Main points from these are summarised in this section.

The Appendices include questions in the order presented in the questionnaires; hence the full tables can be quickly found from the reference given here in the text (e.g., Q1 indicates question 1).

Comparing across time

Tables of results for comparable questions in the 2002, 2001, 2000, 1999, and 1998 surveys are attached as Appendix C.

The results have remained relatively consistent over the years, with no marked differences across time.

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Comparing bus and train passengers

A complete listing showing tables of results for all relevant questions for bus and train passengers is attached as Appendix D.

The main differences found between bus and train travellers were:

- More train than bus passengers (70% compared with 50%) were travelling to or from work. Relatedly, train travellers were more likely to travel exactly two journeys in a day using public transport (79% compared with 61%), and they were more likely to use public transport four to five days a week, excluding weekends (61% compared with 35%).

- The majority of bus passengers (81%) walked 10 minutes or less to get to the bus stop, compared with 52% of train passengers. Similarly, a large 76% of bus passengers walked 10 minutes or less to complete their journey, compared with 34% of train passengers.

- Ratings on the aspects of the overall comfort and the appearance (both inside and outside) of the particular service were generally lower for train passengers. In particular, 20% of train passengers rated the outside appearance of the service Poor or Very poor, compared with only 4% of bus passengers.

- Bus passengers are more likely to walk as an alternative means, if no public transport had been available (28% compared with 3% train passengers). On the other hand, train passengers were more likely to drive (car or motorbike) as an alternative than bus passengers (52% compared with 23%).

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Comparing bus operators

A complete listing showing tables of results for all relevant questions for the different bus operators is attached as Appendix E.

The number of surveys returned for Mana/Newlands was lower than for Stagecoach and Cityline, hence, caution is needed when comparing the results for Mana/Newlands with the other two bus operators.

The following are the largest differences found between the bus operators:

- 71% of Mana/Newlands passengers rated the Overall Comfort of the bus to be Excellent *or* Good, compared with 59% Stagecoach passengers and 58% Cityline/Eastbourne/CCS passengers.

- The friendliness and helpfulness of the bus drivers was rated Excellent or Good by 73% of Mana/Newlands passengers (compared with 61% Cityline/Eastbourne/CCS passengers and 58% Stagecoach passengers).

- Stagecoach passengers were more likely to walk as an alternative means if no public transport was available (33% compared with 17% Cityline/Eastbourne/CCS passengers and 19% Mana/Newlands passengers).

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Comparing rail routes

A complete listing showing tables of results for all relevant questions for three rail routes (Hutt, Johnsonville, and Porirua/Paraparaumu) is attached as Appendix F.

The number of interviews completed was much lower for the Johnsonville line than for the other two routes. It is suggested that the results for Johnsonville be read as an indication only.

There were a number of differences between the different lines. In particular, the passengers on the Johnsonville line differed the most from the other two lines. These differences included:

- More Hutt Valley and Porirua/Paraparaumu passengers were travelling to/from work as the main purpose of their journey. Not surprisingly, there were also significantly more full time salary and wage earners on these two lines (compared with Johnsonville passengers).

- Relatedly, 46% of passengers travelling on the Johnsonville line were University, Polytechnic or school students. This compares with 17% Porirua/Paraparaumu passengers and 13% Hutt passengers.

- As found in previous years, Johnsonville passengers were more likely to rate the *quality/comfort* of the train Poor or *Very poor.* Also, the appearance on the inside of the train was rated Good or *Excellent* by only 14% of the Johnsonville passengers (compared with 57% Porirua/Paraparaumu passengers and 36% Hutt passengers).

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Comparing peak and off-peak travellers

Peak travel passengers are defined as those travelling on weekday trips departing before 8:45am towards the city and from 3:30pm to 6:29pm towards the suburbs.

Tables of results for all relevant questions comparing peak and off-peak travellers are attached as Appendix G.

Naturally, off-peak passengers had quite different purposes for travelling. In particular, they were much less likely to be travelling to or from work (40% compared with 72%).

Peak passengers were also more likely to be full-time wage or salary earners than were off-peak travellers (67% compared with 37%). Correspondingly, peak travellers usually travelled four or five days each week excluding weekends (57%) compared with 28% off-peak travellers.

There were no marked differences in their satisfaction ratings on particular aspects of the service.