

CONFIDENTIAL

**Wellington Regional Council
Passenger Survey 2000**

July 2000

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12 July 2000 BRC #2023

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1. Context

Transfund New Zealand required Regional Councils to survey passengers on contracted trips as part of agreed performance measures. Rather than simply gathering the seven passenger satisfaction ratings for Transfund, the Wellington Regional Council (WRC) took the opportunity to use the survey to gather extra data on passengers.

In 1998 and 1999, a survey was carried out on public transport users in the Wellington region. The current survey is partially a repeat of the previous surveys but it also investigates other areas relating to public transport services. Where applicable, results from the 1998 and 1999 surveys are included.

Areas covered in the current survey include:

- **Motivation** (main purpose of trip; main reason for using public transport rather than other transport).
- **Travel patterns** (frequency of use; timing of all journeys that day, distanced covered during journey).
- **Service performance** (reliability, frequency, journey time, quality/comfort and price).
- **Satisfaction with Ridewell**

2. Method

2.1 Overview

During March and April 2000, over 3000 passengers aged 13+ were invited to complete a short written questionnaire (attached as Appendix A). Questions 10 to 12 used the scales and wording required for Transfund performance measures.

BRC Marketing and Social Research interviewers handed out the questionnaires to passengers on 140 randomly selected bus, train and ferry trips. The length of the questionnaire (5 to 10 minutes) meant that most of the passengers did not complete the questionnaire during the trip; instead they took the questionnaire away and returned it in the **FreePost** envelope provided. A total of 2149 acceptably complete replies were received.

2.2 Questionnaire

The question was based on the 1999 version, with questions added to address the following areas:

- satisfaction with **Ridewell** (Q8)
- how passengers began and ended their journeys (q4b, q5b)
- the actual commuting distance passengers travelled (i.e., the location of their starting and ending bus stops/stations) (Q4, Q5)
- access to the Internet (reflecting the **WRC's** intention to make timetable information available online) (Q13).

For the first time, separate questionnaires were used for buses and trains.

2.3 Sampling

A sample of 140 bus, train and ferry trips (Table 1) were randomly selected from a WRC database listing trips and their frequency. The random selection automatically balanced over time of day, day of week, and the route. Trips beginning before 7am and after 8pm were excluded to ensure interviewer safety.

As in 1999, "round trip" sampling was used. For example, rather than only recruiting passengers on a trip from Wellington to Lower Hutt, the passengers on the return trip (Lower Hutt to Wellington) were also recruited.

WRC chose to exclude school trips from sampling for this survey.

Table 1: Trips sampled

Operator ID	2000	1999	1998
Cityline	21	35	16
c c s	1		
Eastbourne	3	1	4
Mana	15	14	24
Newlands	5	8	5
Runciman			1
Stagecoach	59	50	87
Westpac Trust Ferry	1	1	
NZ Rail (train)	35	36	48
Total	140	145	185

The survey was carried out over a two week period between 22nd March and 6th April inclusive.

Of these trips 32 were “commercial” rather than “contracted”. That is, the commercial trips were not funded by the Regional Council (apart from concessionary fares reimbursement) and were therefore excluded from the analyses for Transfund New Zealand. Note that Transfund New Zealand sampling guidelines require a minimum of 100 contracted trips to be sampled.

For the bus and ferry trips, every second passenger over the age of 13 was asked to complete a survey. For the train trips, one quarter of the passengers over the age of 13 were asked to complete a survey. This was achieved by sampling every second carriage¹ and asking passengers on one side (left or right) of the sampled carriage to complete a survey. The choice and side of the carriages was varied each day, and was not a matter of choice for the interviewers.

A few children aged under 13 were inadvertently given questionnaires (distribution had to be rapid, thus interviewer judgement of age was relied on). Their responses are excluded from analysis and reporting.

In a few rare cases, staff members were also unknowingly given questionnaires. Where they could be identified (e.g., through their use of a staff concessionary ticket), their responses were also excluded from any further use.

2.4 Response rate

In total, 2149 valid and adequately complete questionnaires were returned (Table 2).

¹ A few trains had an odd number of carriages. In such cases, the odd carriage was nominally divided in two by recruiting only passengers in one half of the carriage. In all cases, carriages were counted from the Wellington railhead (i.e., the carriage closest to the Wellington railhead was counted as “1”).

Table 2: Passengers responding

	2000	1999	1998
Bus	1093	1055	1375
Train	1052	1029	895
Ferrv	4	5	
Total	2149	2089	2270

The 2149 acceptably complete and valid responses were gained from 3574 passengers aged 13 or over approached. That is, the response rate for this survey was 60%. This is very similar to the response rates for the previous surveys (60% in 1999, 58% in 1998). This is less than what would have been achieved had the survey been shortened to include only the few Transfund questions and had been completed during the trip. But it is equal to or better than many household or face-to-face surveys.

A prize draw for three prizes of one month's free bus and train travel for those responding probably helped achieve this good response rate.

Around 9% of those approached refused to accept the questionnaire. The majority of those not responding accepted the questionnaire, but did not return it by the cut-off date.

2.5 Statistical weighting

As found in 1999, the proportion of train passengers who completed the survey was much higher than the proportion of train passengers in the annual passenger totals supplied by the WRC.²

All results in this report are weighted unless indicated otherwise. The weights used are shown in Appendix B.

2.6 Margins of error

We have used the margins of error calculated for the 1999 survey analysis, without any revisions. Given that the 1999 and 2000 surveys had very similar sample sizes and identical sampling methods, and also given that the sampling complexity means that we calculate illustrative margins of error for a selected question, the margins of error are unlikely to have changed materially.

² The passenger totals used were from 1998, because these were the most recent figures available.

Margins of error usually cited for a sample of around 2000 are small, around 2% plus or minus³. However, here we did not simply sample individual passengers randomly from all those making trips. Rather, we randomly sampled the trips and then got responses from several passengers on these trips. Such a “cluster sampling” approach is much more cost-effective than simple random sampling. However, margins of error with cluster sampling are larger than for a simple random sample of the same size.

Our analysis suggests that margins of error with this survey can be as much as three times higher than for simple random sampling with the same sample size. Illustrative margins of error (using results from 1999's Q11 for the overall ratings of service) are approximately as follows:

- Bus results $n=1055$ —7% (compared to 3% if sampling was not clustered)
- Train results $n=1029$ —9% (compared to 3% if sampling was not clustered).

³ Technically, the margin of error is a conventional calculation for a 95% confidence interval assuming simple random sampling. A 95% confidence interval covers the true value in 95% of all possible samples.

3. Characteristics of respondents

Table 3 shows the demographic characteristics of the 2149 passengers who participated in the survey. These characteristics are very similar to those obtained in the 1999 survey.

The main points to note are:

- More female than male passengers returned a questionnaire (60% compared with 39%)
- Nearly half (48%) of all passengers were in full-time employment
- Another 27% were students (tertiary or school)
- Roughly half (48%) were aged between 20 and 39 years

Peak travellers were much more likely to be full-time salary or wage earners than were non-peak passengers (Table 4).

Table 3: Demographics of respondents

	<i>n=2149</i> % (weighted)
Gender	
Male	39
Female	60
No response	2
Total	100
Age	
13-15	4
16-19	15
20-29	28
30-39	20
40-49	14
50-59	10
60-69	4
70-79	3
80+	1
Total	100
Occupation	
School student	10
University or Polytechnic student	17
Self-employed	4
Full time salary or wage earner	48
Part-time salary or wage earner (less than 30 hrs/week)	9
Retired	5
Full-time home-maker	2
Unemployed	1
Other beneficiary	2
Other	0
No response	0
Total	100

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

Table 4: Demographics of peak and off-peak passengers

	Peak n=1375 %	Off-peak n=774 %
Gender		
Male	43	33
Female	56	65
No response	1	2
Total	100	100
Age		
13-15	5	4
16-19	14	16
20-29	29	27
30-39	22	17
40-49	16	13
50-59	11	9
60-69	3	7
70-79	1	5
80+	0	2
Total	100	100
Occupation		
School student	10	10
University or Polytechnic student	15	20
Self-employed	4	4
Full time salary or wage earner	60	32
Part-time salary or wage earner (less than 30 hrs/week)	7	12
Retired	1	11
Full-time home-maker	1	4
Unemployed	1	2
Other beneficiary	0	3
Other	1	0
No response	0	1
Total	100	100

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

As Table 5 shows, most respondents are regular users of public transport, with 74% using it at least four days a week. This pattern of usage is very similar to that found in 1998 and 1999.

Table 5: Usage of public transport

Q7. Which **ONE** of the following best describes how often you normally travel by public transport in the Wellington Region (includes Kapiti Coast and Wairarapa)?

	2000 n=2149 %	1999 n=2089 %	1998 n=2270 %
Most days including weekends	29	31	28
Four or five days each week not usually including weekends	45	44	43
One to three days each week not usually including weekends	11	10	10
One to three days each week usually including weekends	6	6	8
Weekends only	1	1	1
Not every week but at least once a month	4	4	5
Less than once a month	2	2	3
Not applicable - I'm a visitor to Wellington	2	1	2
Other	1	1	1
No response	1	1	0
Total	100	100	100

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

Tranz Metro and Stagecoach passengers mainly travelled used concession tickets (10 trip or monthly), or paid in cash (Table 6). Most Cityline/CCS and Mana/Newlands passengers used a 'rechargeable' card (Farecard or Smartcard/Travel) to pay.

Table 6: Ticket types used

Q3. When you were given this survey, what type of ticket were you using?

Stagecoach (n=869)	%
Beneficiary	3
10 trip ticket	36
Two hour ticket	1
STAR Pass	4
Group Daytripper	1
Bus King	3
Gold Pass	17
Single trip (cash)	34
Other	1
Total	100
Cityline/CCS (n=129)	%
Senior citizen farecard	6
Farecard	47
STAR Pass	7
Group Daytripper	2
School term farecard	
IO trip (CCS)	5
Single trip (cash)	28
Other	5
Total	100
Mana/Newlands (n=99)	%
Smartcard/Travel card	67
School pass (Mana)	2
Single trip (cash)	31
Total	100
Tranz Metro (n=1049)	%
10 trip ticket	33
Family Fun Fare	0
Day Rover	1
School term pass	6
Monthly Pass	42
Single or return trip (cash)	17
Other	2
Total	100
Westpac Trust Ferry (n=4*)	%
Ten trip ticket	
Monthly Pass	
Family Pass	
Single or return trip (cash)	3
Other	1
Total	100

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

*Caution: low base number of respondents-results are indicative only.

Perhaps not surprisingly, peak travellers (those making journeys either before 8:45am or between 3:30 and 6:29pm) tended to make greater use of concession tickets than did off-peak passengers (Table 7).

Table 7: Ticket types used by Peak and Off-peak travellers
Q3. When you were given this survey, what type of ticket were you using?

	Peak %	Off-peak %
Stagecoach	(n=472)	(n=397)
Beneficiary	1	6
10 trip ticket	46	23
Two hour ticket	1	1
STAR Pass	2	5
Group Daytripper	1	2
Bus King	3	3
Gold Pass	14	20
Single trip (cash)	31	39
Other	1	1
Total	100	100
Cityline/CCS	(n=50)	(n=79)
Senior citizen farecard	0	10
Farecard	60	39
STAR Pass	4	9
Group Daytripper	0	3
School term farecard	0	0
10 trip (CCS)	5	4
Single trip (cash)	28	32
Other	5	4
Total	100	100
Mana/Newlands	(n=46)	(n=53)
Smartcard/Travel card	85	51
School pass (Mana)	2	2
Single trip (cash)	13	47
Total	100	100
Tranz Metro	(n=809)	(n=240)
10 trip ticket	35	26
Family Fun Fare	0	1
Day Rover	0	5
School term pass	6	5
Monthly Pass	47	23
Single or return trip (cash)	11	35
Other	1	5
Total	100	100

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

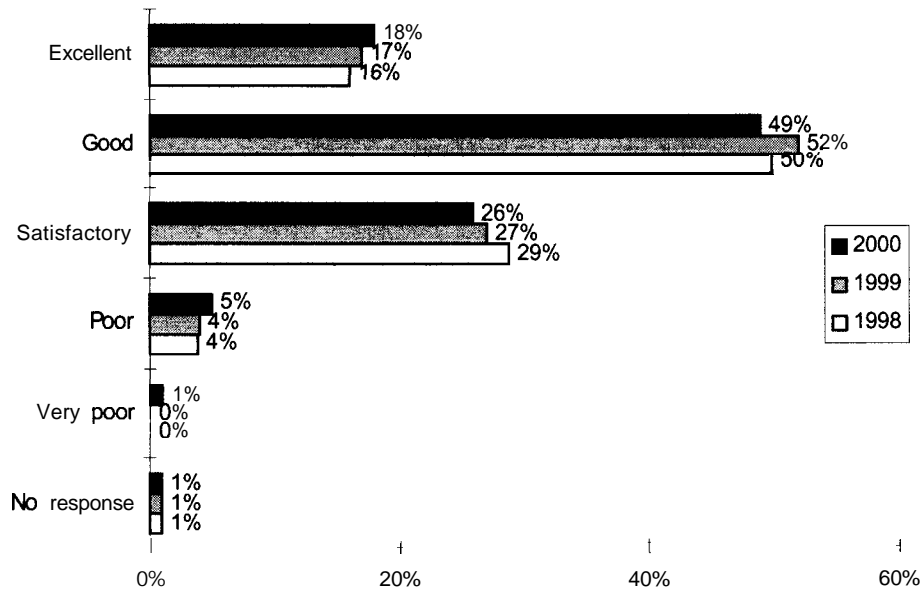
4. Key results

4.1 Passenger satisfaction

As found in previous years, dissatisfaction with public transport services was generally rare. Using the Transfund scales, two-thirds of passengers rated the bus, train, or ferry service as Good or Excellent and only 6% rated it as Poor or Very poor (Graph 1).

Graph 1: Overall satisfaction

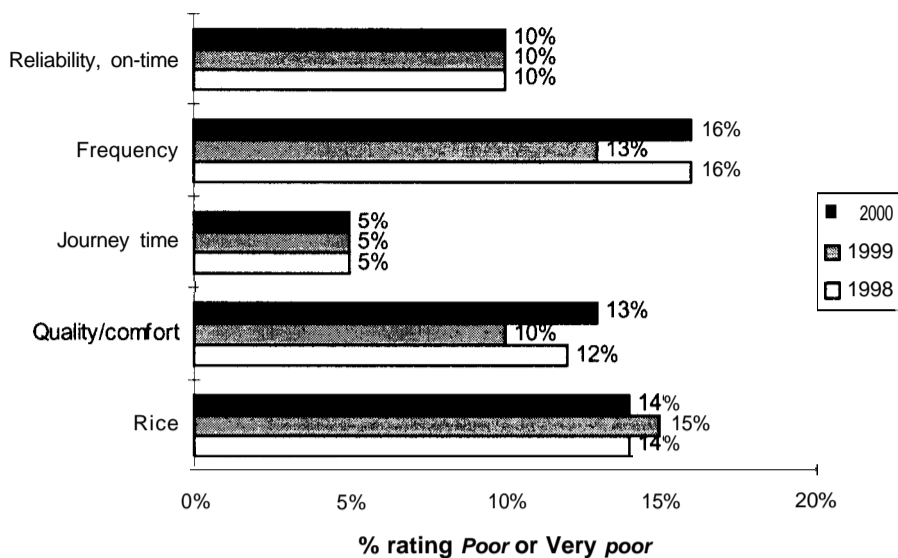
Q12. Overall, taking the factors in question 10 into account, how do you rate the bus/train service on this route/line?



Graph 2 shows that, as found in previous years, dissatisfaction was generally uncommon with any of the five attributes of service rated for Transfund:

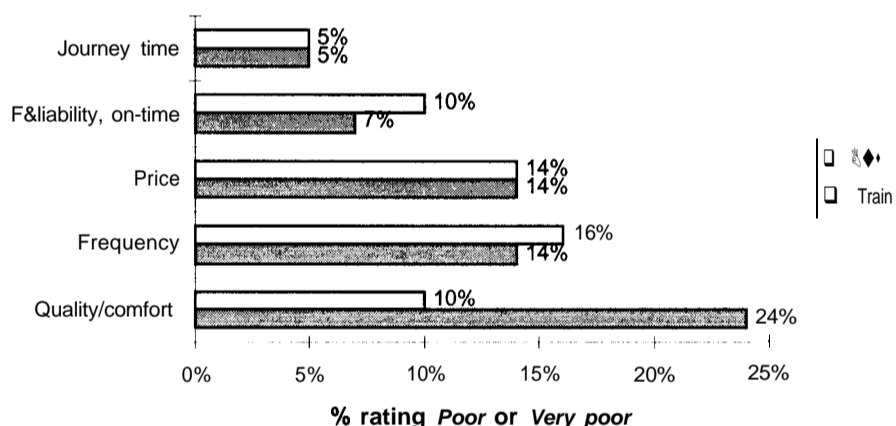
- Reliability (whether the buses/trains run on time)
- Frequency (whether the buses/trains come often enough)
- Journey time (how long the bus/train trip takes)
- Quality/comfort (whether the bus/train is clean, quiet, comfortable, easy to get on/off, rides smoothly, and has enough seats)
- Price (the cost of your trip)

Graph 2: Dissatisfaction over time



Bus and train passengers were generally similar in their levels of dissatisfaction, except in regards to quality and comfort of the service. Roughly a quarter of train passengers rated the quality/comfort of their train service as *Poor* or *Very poor* (Graph 3). This is distinctly higher than the dissatisfaction level found in 1999 (in which 13% of train passengers were dissatisfied with quality/comfort).

Graph 3: Dissatisfaction with aspects of passenger services

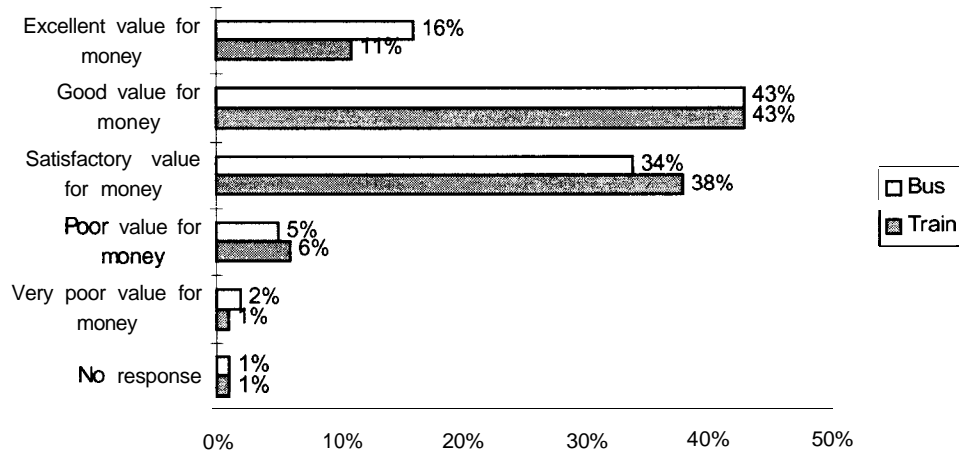


4.1.1 Perceived value for money

Respondents were generally satisfied with the value for money of their respective services (Graph 4).

Graph 4: Perceived value for money of public transport service

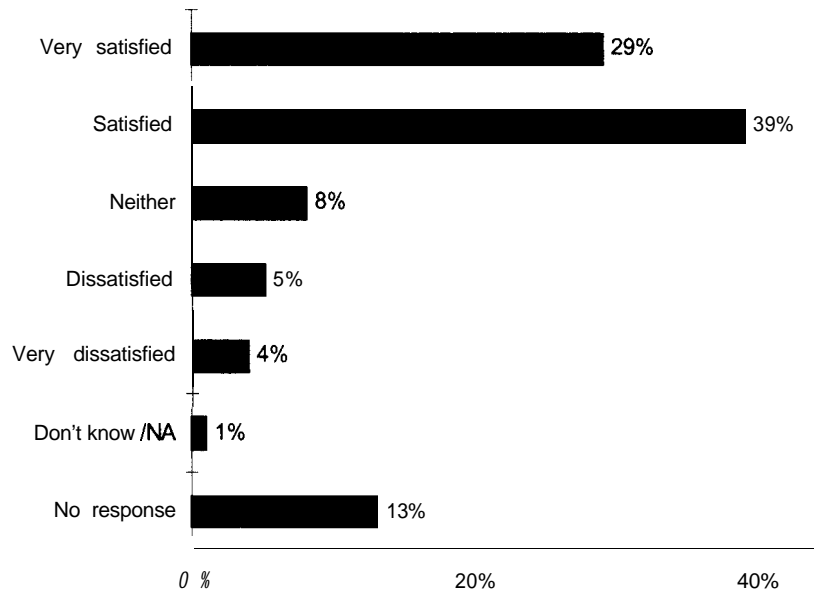
Q1 1. Overall, taking into account all the factors in question 10 (reliability, frequency, journey time, quality/comfort, price), do you think the bus/train service on this route/line is...



4.2 Satisfaction with Ridewell

More bus than train passengers had contacted Ridewell in the last two months (32% compared with 21%). Most were satisfied overall with the call (68% *Satisfied* or *Very satisfied*; Graph 5).

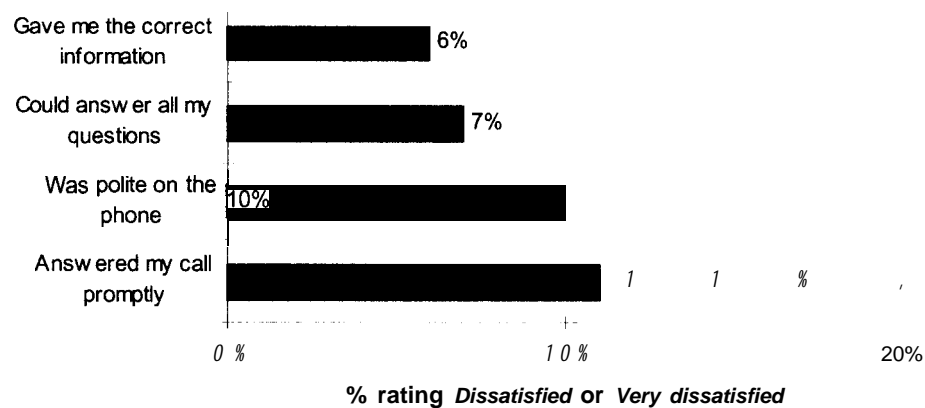
Graph 5: Overall satisfaction with the call (n= 367, bus; 234, train)



Dissatisfaction was not common for any of the four aspects of Ridewell's service that we measured (Graph 6).

Graph 6: Dissatisfaction with aspects of Ridewell

Q8a. Please rate how satisfied or dissatisfied you are with your experience with Ridewell on the last occasion on the following aspects.



4.2.1 Extension of Ridewell's hours

If Ridewell were to extend its operating hours, the most preferred time would be after 8:30pm (Table 8).

Table 8: Preference for extension of Ridewell's hours

Q9. If Ridewell were to extend its hours, which time would most benefit you?

	%
Before 7:30am Mon to Sat	14
After 8:30pm Mon to Sat	20
Before 9am Sundays	2
After 3pm Sundays	7
Don't know/present hours suitable	54
No response	4
Total	100

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

4.3 Details of passenger journeys

Not surprisingly, bus and train passengers differ substantially in how they begin and end their journeys. As Table 9 and Table 10 show, the majority of bus passenger 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.

Table 9: Means of beginning public transport journey

How did you get to the bus stop/station?

	Bus n=1093 %	Train n=1052 %
Walk 10 mins or less	78	48
Walk more than 10 mins	5	21
Cycle	0	0
(Another) bus	6	10
(Another) train	5	1
Drove car and parked it near bus stop/station	1	13
Dropped off by car	2	6
Other	0	0
No response	1	1
Total	100	100

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

Table 10: Means of completing public transport journey

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

	Bus n=1093 %	Train n=1052 %
Walk 10 mins or less	81	44
Walk more than 10 mins	7	20
Cycle	0	0
(Another) bus	6	9
(Another) train	2	2
Drove car and parked it near bus stop/station	1	15
Dropped off by car	1	7
Other	1	1
No response	1	1
Total	100	100

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

Most passengers made two journeys using public transport in a day (Table 11). As found last year, roughly 60% of passengers made a journey beginning at peak time (either before 8:45am or between 3:30pm and 6:29pm). A substantial proportion (41%) made an off-peak journey, travelling between 8:45am and 3:29pm (Table 12).⁴ Most travellers made only one journey during any of the defined time-ranges.

Of the passengers given the survey on a peak trip⁵, 35% made at least one journey at off-peak times (between 8:45am and 3:29pm or after 6:29pm, see Table 13) on the same day.

Table 11: Total journeys

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

	n=2049 %
1	16
2	68
3 or more	16
No response	1
Total	100

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

Table 12: Timing of journeys

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

	Made a journey at this time		Number of journeys made	
	No %	Yes %	1 %	2+ %
n=2089*				
Before 8:45am	42	57**	54	3
From 8:45am to 3:29pm	58	41	27	14
From 3:30pm to 6:29pm	36	64	57	7
From 6:30pm to 8pm	87	13	12	1
After 8pm	95	5**	5	0

*Subsample includes only those who gave information on times of their journeys

**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)

⁴ 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.

⁵ 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.

Table 13: Timing of journeys of peak travellers

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

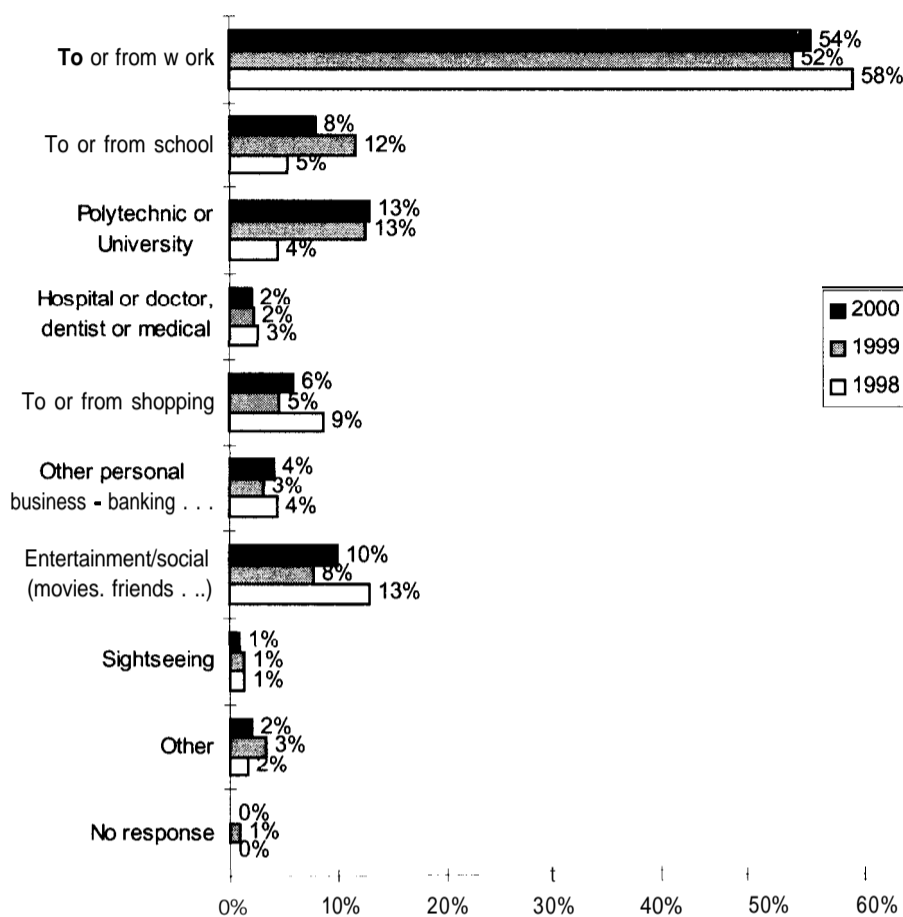
	Made a journey at this time		Number of journeys made	
	No %	Yes %	1 %	2+ %
<i>n=1345*</i>				
Before 8:45am	24	76	72	4
From 8:45am to 3:29pm	79	20	15	5
From 3:30pm to 6:29pm	21	78	72	6
From 6:30pm to 8pm	89	11	10	1
After 8pm	96	4	4	0

*Subsample includes only those who gave information on times of their journeys and were given a survey on peak trips

4.4 Motivation

As might be expected, most journeys were to and from work. There was also a wide range of other main purposes given (Graph 7).⁶ Train passengers were much more likely to be travelling to or from work than were bus passengers (70% compared with 49%).

Graph 7: Main purpose of journey



The main reasons given for using public transport were similar to those found in in the 1999 and 1998 surveys (Table 14).

⁶ Fewer school students were recruited this year because the WRC decided to omit school trips from sampling.

Table 14: Main reason for using public transport

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

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

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

As found in 1999, more train than bus passengers travel by public transport because it is less hassle (26% compared with 15%). Other reasons do not differ so markedly between train and bus passengers.

4.5 Internet access

Given the WRC's intention to make timetable information available on the Internet, we asked travellers about their access to the Internet. Nearly two-thirds (63%) of passengers had access to the Internet and had used it in the last two months (Table 15).

Table 15: Sources of Internet access

Q13. Have you used the World Wide Web in the last 2 months? If so, where?

	%
Never used/not familiar with the WWW	29
Have not used the WWW in the last 2 months	8
Home	41
Work	32
School or University/Polytechnic	13
Other	3
No response	2
Total	• 8

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

Comparing bus and train passengers, train passengers were more likely than bus travellers to have Internet access at work (40% compared with 30%). The second point reflects the higher proportion of full-time salary or wage earners among train passengers (62% compared with 43% for bus passengers).

5. Detailed comparisons

Several more 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., Q5 indicates question 5).

5.1 Comparing 2000, 1999, and 1998 results

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

There were very few differences between this year's survey and the results from previous years.

5.2 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.

Some noteworthy differences were found, including:

- Far more train than bus passengers (70% compared with 49%) were travelling to or from work. Relatedly, train travellers were more likely to travel exactly two journeys in a day using public transport (78% compared with 62%), and they were more likely to use public transport four to five days a week, excluding weekends (63% compared with 38%).
- Most bus passengers (about 80%) walked 10 minutes or less at either end of their journey, compared with roughly 46% of train passengers.
- More train than bus passengers were dissatisfied with the quality/comfort of their public transport service. This dissatisfaction again may be associated with the Johnsonville line.

5.3 Comparing bus operators

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

These comparisons need to be done with caution. The overall sampling design ensured that accurate results for the Region were also delivered. Comparisons between bus and train totals are also solid. However, results for the individual bus operators (apart from Stagecoach) have very large margins of error, being based on relatively few trips.

We did not find any differences between different bus operators large enough (20% +) to be worth specifying here (given the large margin of error).⁷

⁷ Margin of error for total bus = 7%, compared with 3% if no clustering. The margin of error for small bus operators is approximately 20%+ (= 7/3 x 10%, where 10% is the margin of error for n=100).

5.4 Comparing rail routes

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

The number of interviews completed was of course lower for the Johnsonville line than for the other two routes. Hence, caution is needed when comparing the results for Johnsonville with those for the other lines.

As in 1999, there were few clear differences between the Hutt and Porirua/Kapiti rail lines. The most marked differences were between these two lines and the Johnsonville line. These differences included:

- more Hutt and Porirua/Kapiti passengers sampled were travelling to or from work.
- Dissatisfaction with quality/comfort was again highest on the Johnsonville line (57% on Johnsonville line rated quality/comfort Poor or *Very poor*, compared with around 20% for the other lines; Q1 Od).

There did not appear to be an obvious reason for the relatively high dissatisfaction with the quality/comfort of the train service. For example, the Johnsonville was not markedly over-represented compared with 1999, nor was the dissatisfaction associated with any particular day.

5.5 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 3:30 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 (Q1). In particular, they were much less likely to be travelling to or from work (34% compared with 68%).

Correspondingly, peak passengers were more likely to be full-time wage or salary earners than were off-peak travellers (60% compared with 32%).

Peak travellers also tended to make greater use of concession tickets than did off-peak passengers (Q3 - Q3c).

Off-peak travellers were also more likely than peak travellers to travel most days during the week, rather than just weekdays (Q7).

There were no marked differences in satisfaction.

Appendix A: Questionnaire

Note: The questionnaire was presented on one piece of thick paper (folded A3) together with a pen. Thus, passengers could complete the survey in transit if they choose. For the 2000 survey, train, bus, and ferry passengers received separate questionnaires.

The following questions were new in the 2000 survey:

Q4, Q4a, Q4b, Q5, Q5a, Q5b, Q6, Q8, Q9, Q13

The following questions were identical to those asked in the 1999 survey (Question numbers as in the 2000 questionnaire):

Q1, Q2, Q7, Q10, Q11, Q12, Q14, Q17, Q18

The following questions were changed slightly between the 1999 and 2000 surveys:

Q3, Q6a



caring about you & your environment

March 2000

Dear Passenger

Survey of Bus and Train Passengers

Thank you for taking part in this survey, which should only take about 10 minutes to complete. It is being carried out for the Wellington Regional Council by BRC Marketing and Social Research. They have selected a random sample of all the bus and train services operating in the Wellington Region, including the one you are travelling on now.

Will I be identified?

The information you provide will remain confidential to BRC. You do not need to provide your name although, if you do, it will be entered in the draw to win one of several **prizes** of a month's worth of bus or train tickets. You are welcome to keep the pen provided.

What do I do with the survey form when I've finished with it?

Simply post it back to BRC in the reply-paid envelope provided. If you complete the questions before the end of your journey, you may wish to give it back to the interviewer who gave it to you.

Who will use the information from the survey?

Some of the information is being collected for the use of Transfund New Zealand, the Government's roading and public transport funding agency, which funds 40% of the cost of public transport (over and above revenue from fares). The other 60% of funding is provided by the Wellington Regional Council, which will use the survey information to better understand the needs and opinions of people who use buses and trains in our Region.

If you would like to receive a summary of the survey results, please tick the box next to your name and address.

If you have any questions about the survey, please feel free to contact BRC by phone – Kim O'Gorman or Charles Sullivan on 499 3088. Once again, thank you again for taking time out of your busy day to complete this important survey.

Yours sincerely

ANTHONY CROSS
Manager, Public Transport

PASSENGER SURVEY: WELLINGTON REGIONAL COUNCIL

March/April 2000

PRIZE DRAW

There are 3 prizes of one month's free bus or train travel. To go in the draw for these, please complete the survey and return it in the freepost envelope.

15 YEARS AND UNDER?

We need consent from a responsible adult for research with children 15 years and under. If you are 15 years or under, please ask your parent/guardian for permission to fill in the survey.

How TO ANSWER MOST OF THE QUESTIONS

Please circle a number as in this example:

Yes **C**1
 No 2

1 What is the **main** purpose of your journey today? **Circle one**

- To or from work..... 1
- To or from school..... 2
- To or from Polytechnic or University..... 3
- To or from hospital, or visit to doctor, dentist or medical specialist..... 4
- To or from shopping..... 5
- Other personal business - banking, paying accounts etc..... 6
- Entertainment/social (movies, meeting friends etc.)..... 7
- Sightseeing..... 8
- Other (please specify)..... 9

2 What is your **main** reason for making this journey by public transport? **Circle one**

- Quicker..... 1
- Cheaper..... 2
- Don't have to find/pay for parking..... 3
- Less hassle..... 4
- Haven't learnt to drive..... 5
- Have driven in the past but don't any longer..... 6
- Have learnt to drive but prefer not to drive (generally)..... 7
- Have learnt to drive but prefer not to drive (for this journey)..... 8
- No motor vehicle available for me to use (generally)..... 9
- No motor vehicle available for me to use (for this journey)..... 10
- Other (please specify)..... 11

3 When you were given this survey, what type of ticket were you using?

a. Stagecoach	b. Cityline/CCS	c. Mana/Newlands
Beneficiary 1		
10 trip ticket..... 2	Senior citizen farecard 1	
Two hour ticket..... 3	Farecard 2	
STAR Pass 4	STAR Pass 3	
Group Daytripper..... 5	Group Daytripper..... 4	
Bus King 6	School term farecard 5	Smartcard/Travel card 1
Gold Pass..... 7	10 trip (CCS)..... 6	School pass (Mana)..... 2
Single trip (cash)..... 8	Single trip (cash) 7	Single trip (cash) 3
Other (please specify)..... 9	Other (please specify)..... 8	Other (please specify)..... 4

Please answer as if you were still on the bus where you were given this survey.

4 In what street did you board this bus? _____

4a Please describe where that bus stop is (e.g., near Webb Street):

- 4b How did you get to that bus stop? **Circle one**
- Walk **10** mins or less..... 1
 - Walk more than **10** mins 2
 - Cycle..... 3
 - Another bus..... 4
 - Train 5
 - Drove car and parked it near bus stop 6
 - Dropped off by car 7
 - Other (please *specify*) _____ 8

5 In what street will you leave this bus? _____

5a Please describe where that bus stop is (e.g., outside Queensgate):

- 5b How will you complete your journey when you reach that stop? **Circle one**
- Walk **10** mins or less..... 1
 - Walk more than 10 mins 2
 - Cycle..... 3
 - Another bus..... 4
 - Train 5
 - Drive a car that is parked near the bus stop..... 6
 - Picked up by car 7
 - Other (please *specify*) _____ 8

6 In total, how many **journeys** using public transport will you travel today? (Example: Travelling from Wainuiomata to Wellington for work counts as one journey even if it involves 2 separate buses or a bus and a train.)

How many?

6a Now, tell us about the **timing** of these journeys. Today, how many journeys using public transport will you make in the Wellington Region (includes Kapiti Coast and Wairarapa) which **start** at the following times? Please remember to include any journeys you may have made before this one or are likely to make after this one.

	How many?
a. Before 8.45am.....	<input type="text"/>
b. From 8.45am to 3.29pm.....	<input type="text"/>
c. From 3.30pm to 6.29pm.....	<input type="text"/>
d. From 6.30pm to 8pm.....	<input type="text"/>
e. After 8pm.....	<input type="text"/>
Total:	<input type="text"/> <small>Check: Total should equal previous answer</small>

7 Which **ONE** of the following best describes how often you normally travel by bus and/or train in the Wellington Region (includes Kapiti Coast and Wairarapa)?

- Most days including weekends.. 1
- Four or five days each week not usually including weekends 2
- One to three days each week not usually including weekends..... 3
- One to three days each week usually including weekends..... 4
- Weekends only..... 5
- Not every week but at least once a month..... 6
- Less than once a month..... 7
- Not applicable - I'm a visitor to Wellington..... 8
- Other (*please specify*) _____ 9

8 Have you telephoned Ridewell in the last 2 months? (Ridewell is the public transport information service of the Wellington Regional Council)

No.....1 →Go to Q9
 Yes..... 2

8a Please rate how satisfied or dissatisfied you are with your experience with Ridewell on the last occasion on the following aspects.

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know/NA
a. Answered my call promptly	1	2	3	4	5	6
b. Gave me the correct information	1	2	3	4	5	6
c. Could answer all my questions	1	2	3	4	5	6
d. Was polite on the phone	1	2	3	4	5	6
e. Overall satisfaction with the call	1	2	3	4	5	6

9 If Ridewell were to extend its hours, which time would most benefit you?

Circle **one**

- Before 7.30am Mon to Sat..... 1
- After 8.30pm **Mon** to Sat.....2
- Before 9am Sundays..... 3
- After 3pm Sundays.....4
- Don't know/Present hours suitable.....5

10 How well do you think the bus service on this route performs?

Think about your use of the bus service on this route (this route at about the time of day you were given the questionnaire, over the last three months). (If you used this **service only once, the time you were given** this questionnaire, then think about this trip only.)

Please rate this service for each of the following.

	Excellent	Good	Satisfactory	Poor	Very poor
a. Reliability (whether the buses run on time)	1	2	3	4	5
b. Frequency (whether the buses come often enough)	1	2	3	4	5
c. Journey time (how long the bus trip takes)	1	2	3	4	5
d. Quality/comfort (whether the bus is clean, quiet, comfortable, easy to get on/off, rides smoothly, & has enough seats)	1	2	3	4	5
e. Price (the cost of your trip)	1	2	3	4	5

11 Overall, taking into account all the factors in question 10 (reliability, frequency, journey time, quality/comfort, price), do you think the bus service on this route is...

- Excellent value for money.....1
- Good value for money.....2
- Satisfactory value for money.....3
- Poor value for money.....4
- Very poor value for money.....5

12 Overall, taking the factors in question 10 into account, how do you rate the bus service on this route?

- Excellent..... 1
- Good2
- Satisfactory 3
- Poor4
- Very poor.....5

13 Have you used the World Wide Web in the last 2 months? If so, where?

Circle as many as you need

- Never used/Not familiar with the WWW 1,
 - Have not used the WWW in the last 2 months 2,
 - Home 3,
 - Work.. 4,
 - School or University/Polytechnic.. 5,
 - Other (please specify)..... 6,
-

Wellington Region bus and train timetables will shortly be available on the Internet at <www.wrc.govt.nz>

14 Which one of the following best describes you? Circle one

- School student.. 1
 - University or Polytechnic student.. 2
 - Self-employed 3
 - Full time salary or wage earner 4
 - Part-time salary or wage earner (less than 30 hrs/week)..... 5
 - Retired..... 6
 - Full-time home-maker 7
 - Unemployed 8
 - Other beneficiary 9
 - Other (please specify) 10
-

15 Which bus route number were you given this survey? _____

16 Date given survey: _____ March/April 2000

17 Are you... Male..... 1
Female..... 2

18 What age group do you belong to? Under 13 1
13-15..... 2
16-19..... 3
20-29..... 4
30-39..... 5
40-49..... 6
50-59..... 7
60-69..... 8
70-79..... 9
80+..... 10

Thank you very much for your help

If you would like to go into the draw for the 3 prizes of one month's of free bus and train travel, please write your name, address and phone number. Note that your individual answers are totally confidential to BRC. The draw will take place in April and BRC will contact the winners.

Name: _____ Phone: _____

Address: _____

If you would like summary results of the survey sent to you, please tick this box: 1

Please return this questionnaire to the interviewer who gave it to you, or put it in the FreePost envelope provided and post it **by Monday 17 April** to:

FreePost 2088 WN, BRC Marketing & Social Research, PO Box 1 O-61 7, WELLINGTON

PASSENGER SURVEY: WELLINGTON REGIONAL COUNCIL

March/April 2000

PRIZE DRAW

There are 3 prizes of one month's free bus or train travel. To go in the draw for these, please complete the survey and return it in the freepost envelope.

15 YEARS AND UNDER?

We need consent from a responsible adult for research with children 15 years and under. If you are 15 years or under, please ask your parent/guardian for permission to fill in the survey.

How TO ANSWER MOST OF THE QUESTIONS

Please circle a number as in this example:

Yes **C**1
 No 2

1 What is the **main** purpose of your journey today? **Circle one**

- To or from work..... 1
- To or from school..... 2
- To or from Polytechnic or University 3
- To or from hospital, or visit to doctor, dentist or medical specialist. 4
- To or from shopping..... 5
- Other personal business - banking, paying accounts etc 6
- Entertainment/social (movies, meeting friends etc.) 7
- Sightseeing 8
- Other (please specify) 9

2 What is your **main** reason for making this journey by public transport? **Circle one**

- Quicker.. 1
- Cheaper 2
- Don't have to find/pay for parking.. 3
- Less hassle 4
- Haven't learnt to drive 5
- Have driven in the past but don't any longer 6
- Have learnt to drive but prefer not to drive (generally). 7
- Have learnt to drive but prefer not to drive (for this journey) 8
- No motor vehicle available for me to use (generally) 9
- No motor vehicle available for me to use (for this journey). 10
- Other (please specify) 11

3 When you were given this survey, what type of ticket were you using?

- 10 trip ticket..... 1
- Family Fun Fare 2
- Day Rover 3
- School term pass 4
- Monthly Pass 5
- Single or return trip (cash) 6
- Other (please specify) 7

Please answer these questions as if you were still on the train where you were given this survey.

4 At which station did you board this train? _____

4a How did you get to that station? **Circle one**

- Walk 10 mins or less..... 1
- Walk more than 10 mins..... 2
- Cycle..... 3
- Bus..... 4
- Another train..... 5
- Drove car and parked it near station.. 6
- Dropped off by car..... 7
- Other (please specify)..... 8

5 At which station will you leave this train? _____

5a How will you complete your journey when you reach that station? **Circle one**

- Walk 10 mins or less..... 1
- Walk more than 10 mins..... 2
- Cycle..... 3
- Bus..... 4
- Another train..... 5
- Drive a car that is parked near the station..... 6
- Picked up by car..... 7
- Other (please specify)..... 8

6 In total, how many **journeys** using public transport will you travel today? (Example: Travelling from Wainuiomata to Wellington for work counts as **one** journey even if it involves 2 separate buses or a bus and a train.)

How many?

6a Now, tell us about the **timing** of these journeys. Today, how many journeys using public transport will you make in the Wellington Region (includes Kapiti Coast and Wairarapa) which **start** at the following times? Please remember to include any journeys you may have made before this one or are likely to make after this one.

- | | |
|-------------------------------|----------------------|
| | How many? |
| a. Before 8.45am..... | <input type="text"/> |
| b. From 8.45am to 3.29pm..... | <input type="text"/> |
| c. From 3.30pm to 6.29pm..... | <input type="text"/> |
| d. From 6.30pm to 8pm..... | <input type="text"/> |
| e. After 8pm..... | <input type="text"/> |

Total:

Check: Total should equal previous answer

7 Which **ONE** of the following best describes how often you normally travel by bus and/or train in the Wellington Region (includes Kapiti Coast and Wairarapa)?

- Most days including weekends..... 1
- Four or five days each week not usually including weekends..... 2
- One to three days each week not usually including weekends..... 3
- One to three days each week usually including weekends..... 4
- Weekends only..... 5
- Not every week but at least once a month..... 6
- Less than once a month..... 7
- Not applicable - I'm a visitor to Wellington..... 8
- Other (please specify)..... 9

8 Have you telephoned Ridewell in the last 2 months? (Ridewell is the public transport information service of the Wellington Regional Council)

No.....1 →Go TO Q9
Yes..... 2

8a Please rate how satisfied or dissatisfied you are with your experience with Ridewell on the last occasion on the following aspects.

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know/NA
a. Answered my call promptly	1	2	3	4	5	6
b. Gave me the correct information	1	2	3	4	5	6
c. Could answer all my questions	1	2	3	4	5	6
d. Was polite on the phone	1	2	3	4	5	6
e. Overall satisfaction with the call	1	2	3	4	5	6

9 If Ridewell were to extend its hours, which time would most benefit you?

Circle **one**

Before 7.30am Mon to Sat 1
After 8.30pm Mon to Sat.....2
Before 9am Sundays.....3
After 3pm Sundays4
Don't know/Present hours suitable 5

10 How well do you think the train service on this line performs?

Think about your use of the train service on this line (this route at about the time of day you were given the questionnaire, over the last three months). (If you used this service only once, the time you were given this questionnaire, then think about this trip only.)

Please rate this service for each of the following.

	Excellent	Good	Satisfactory	Poor	Very poor
a. Reliability (whether the trains run on time)	1	2	3	4	5
b. Frequency (whether the trains come often enough)	1	2	3	4	5
c. Journey time (how long the train trip takes)	1	2	3	4	5
d. Quality/comfort (whether the train is clean, quiet, comfortable, easy to get on/off, rides smoothly, & has enough seats)	1	2	3	4	5
e. Price (the cost of your trip)	1	2	3	4	5

11 Overall, taking into account all the factors in question 10 (reliability, frequency, journey time, quality/comfort, price), do you think the train service on this line is...

Excellent value for money.....1
Good value for money.....2
Satisfactory value for money.....3
Poor value for money.....4
Very poor value for money.....5

12 Overall, taking the factors in question 10 into account, how do you rate the train service on this line?

Excellent 1
Good2
Satisfactory 3
Poor.....4
Very poor.....5

13 Have you used the World Wide Web in the last 2 months? If so, where?

Circle as many as you need

- Never used/Not familiar with the WWW 1,
- Have not used the WWW in the last 2 months 2,
- Home 3,
- Work 4,
- School or University/Polytechnic 5,
- Other (please specify) 6,

Wellington Region bus and train timetables will shortly be available on the Internet at <www.wrc.govt.nz>

14 Which one of the following best describes **you**?

Circle one

- School student 1
- University or Polytechnic student. 2
- Self-employed. 3
- Full time salary or wage earner 4
- Part-time salary or wage earner (less than 30 hrs/week), 5
- Retired. 6
- Full-time home-maker 7
- Unemployed 8
- Other beneficiary 9
- Other (please specify) **10**

15 Were you given this survey on the ...

- Hutt line..... 1
- Johnsonville line.. 2
- Porirua/Paraparaumu line 3

16 Date given survey: _____ March/April 2000

17 Are you...

- Male..... 1
- Female.. 2

18 What age group do you belong to?

- Under 13 1
- 13-15 2
- 16-19 3
- 20-29 4
- 30-39 5
- 40-49 6
- 50-59 7
- 60-69 8
- 70-79. 9
- 80+ 10

Thank you very much for your help

If you would like to go into the draw for the 3 prizes of one month's free bus and train travel, please write your name, address and phone number. Note that your individual answers are totally confidential to BRC. The draw will take place in April and BRC will contact the winners.

Name: _____ Phone: _____

Address: _____

If you would like summary results of the survey sent to you, please tick this box:

1

Please return this questionnaire to the interviewer who gave it to you, or put it in the FreePost envelope provided and post it **by Monday 17 April** to:

FreePost 2088 WN, BRC Marketing & Social Research, PO Box 1 O-61 7, WELLINGTON

PASSENGER SURVEY: WELLINGTON REGIONAL COUNCIL

March/April 2000

PRIZE DRAW

There are 3 prizes of one month's free bus, train or ferry travel. To go in the draw for these, please complete the survey and return it in the freepost envelope.

15 YEARS AND UNDER?

We need consent from a responsible adult for research with children 15 years and under. If you are 15 years or under, please ask your parent/guardian for permission to fill in the survey.

How TO ANSWER MOST OF THE QUESTIONS

Please circle a number as in this example:

No 2 Yes 1

1 What is the **main** purpose of your journey today? **Circle one**

- To or from work 1
- To or from school 2
- To or from Polytechnic or University 3
- To or from hospital, or visit to doctor, dentist or medical specialist.. 4
- To or from shopping 5
- Other personal business - banking, paying accounts etc 6
- Entertainment/social (movies, meeting friends etc.) 7
- Sightseeing 8
- Other (please *specify*)..... 9

2 What is your **main** reason for making this journey by public transport? **Circle one**

- Quicker 1
- Cheaper 2
- Don't have to find/pay for parking 3
- Less hassle 4
- Haven't learnt to drive 5
- Have driven in the past but don't any longer.. 6
- Have learnt to drive but prefer not to drive (generally). 7
- Have learnt to drive but prefer not to drive (for this journey) 8
- No motor vehicle available for me to use (generally) 9
- No motor vehicle available for me to use (for this journey) 10
- Other (*please specify*)..... 11

3 When you were given this survey, what type of ticket were you using?

- 10 trip ticket..... 1
- Monthly Pass 2
- Family Pass.. 3
- Single or return trip (cash) 4
- Other (*please specify*). 5

Please answer as if you were still on the ferry where you were given this survey.

4 Where did you board this ferry?

- Day's Bay..... 1
- Queen's Wharf..... 2
- Other (please specify)..... 3

4a How did you get to that ferry terminal?

Circle one

- Walk 10 mins or less..... 1
- Walk more than 10 mins..... 2
- Cycle..... 3
- Bus..... 4
- Train..... 5
- Drove car and parked it near terminal..... 6
- Dropped off by car..... 7
- Other (please specify)..... 8

5 Which ferry terminal will you get off at?

- Day's Bay..... 1
- Queen's Wharf..... 2
- Other (please specify)..... 3

5a How will you complete your journey when you reach that terminal?

Circle one

- Walk 10 mins or less..... 1
- Walk more than 10 mins..... 2
- Cycle..... 3
- Bus..... 4
- Train..... 5
- Drive a car that is parked near the terminal..... 6
- Picked up by car..... 7
- Other (please specify)..... 8

6 In total, how many **journeys** using public transport will you travel today? (Example: Travelling from Wainuiomata to Wellington for work counts as one journey even if it involves 2 separate buses or a bus and a train.)

How many?

6a Now, tell us about the **timing** of these journeys. Today, how many journeys using public transport will you make in the Wellington Region (includes Kapiti Coast and Wairarapa) which **start** at the following times? Please remember to include any journeys you may have made before this one or are likely to make after this one.

- | | |
|-------------------------------|---|
| | How many? |
| a. Before 8.45am..... | <input style="width: 50px; height: 15px;" type="text"/> |
| b. From 8.45am to 3.29pm..... | <input style="width: 50px; height: 15px;" type="text"/> |
| c. From 3.30pm to 6.29pm..... | <input style="width: 50px; height: 15px;" type="text"/> |
| d. From 6.30pm to 8pm..... | <input style="width: 50px; height: 15px;" type="text"/> |
| e. After 8pm..... | <input style="width: 50px; height: 15px;" type="text"/> |

Total:

Check: Total should equal previous answer

7 Which ONE of the following best describes how often you normally travel by bus, train and/or ferry in the Wellington Region (includes Kapiti Coast and Wairarapa)?

- Most days including weekends..... 1
- Four or five days each week not usually including weekends..... 2
- One to three days each week not usually including weekends..... 3
- One to three days each week usually including weekends..... 4
- Weekends only..... 5
- Not every week but at least once a month..... 6
- Less than once a month..... 7
- Not applicable - I'm a visitor to Wellington..... 8
- Other (please specify)..... 9

8 Have you telephoned Ridewell in the last 2 months? (Ridewell is the public transport information service of the Wellington Regional Council)

No 1 →Go TO Q9
 Yes..... 2

8a Please rate how satisfied or dissatisfied you are with your experience with Ridewell on the last occasion on the following aspects.

	Very Satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know/NA
a. Answered my call promptly	1	2	3	4	5	6
b. Gave me the correct information	1	2	3	4	5	6
c. Could answer all my questions	1	2	3	4	5	6
d. Was polite on the phone	1	2	3	4	5	6
e. Overall satisfaction with the call	1	2	3	4	5	6

9 If Ridewell were to extend its hours, which time would most benefit you?

Circle one

- Before 7.30am Mon to Sat 1
- After 8.30pm Mon to Sat 2
- Before 9am Sundays 3
- After 3pm Sundays 4
- Don't know/Present hours suitable 5

10 How well do you think this ferry service performs?

Think about your use of this ferry service (at about the time of day you were given the questionnaire, over the last three months). (If you used this service only once, the time you were given this questionnaire, then think about this trip only.)

Please rate this service for each of the following.

	Excellent	Good	Satisfactory	Poor	Very poor
a. Reliability (whether the ferry runs on time)	1	2	3	4	5
b. Frequency (whether the ferry runs often enough)	1	2	3	4	5
c. Journey time (how long the ferry trip takes)	1	2	3	4	5
d. Quality/comfort (whether the ferry is clean, quiet, comfortable easy to get on/off, rides smoothly, & has enough seats)	1	2	3	4	5
e. Price (the cost of your trip)	1	2	3	4	5

11 Overall, taking into account all the factors in question 10 (reliability, frequency, journey time, quality/comfort, price), do you think this ferry service is...

- Excellent value for money.. 1
- Good value for money.. 2
- Satisfactory value for money.. 3
- Poor value for money..... 4
- Very poor value for money..... 5

12 Overall, taking the factors in question 10 into account, how do you rate this ferry service?

- Excellent..... 1
- Good 2
- Satisfactory..... 3
- Poor 4
- Very poor 5

13 Have you used the World Wide Web in the last 2 months? If so, where?

Circle as many as you need

- Never used/Not familiar with the WWW 1,
 - Have not used the WWW in the last 2 months 2,
 - Home 3,
 - Work..... 4,
 - School or University/Polytechnic 5,
 - Other (please specify)..... 6,
-

Wellington Region bus and train timetables will shortly be available on the Internet at <www.wrc.govt.nz>

14 Which one of the following best describes you?

Circle one

- School student 1
 - University or Polytechnic student..... 2
 - Self-employed 3
 - Full time salary or wage earner..... 4
 - Part-time salary or wage earner (less than 30 hrs/week)..... 5
 - Retired..... 6
 - Full-time home-maker..... 7
 - Unemployed 8
 - Other beneficiary..... 9
 - Other (please specify)..... 10
-

16 Date given survey: _____ March/April 2000

17 Are you...

- Male..... 1
- Female..... 2

18 What age group do you belong to?

- Under 13..... 1
- 13-15..... 2
- 16-19..... 3
- 20-29..... 4
- 30-39..... 5
- 40-49..... 6
- 50-59..... 7
- 60-69..... 8
- 70-79..... 9
- 80+..... 10

Thank you very much for your help

If you would like to go into the draw for the 3 prizes of one month's of free bus, train or ferry travel, please write your name, address and phone number. Note that your individual answers are totally confidential to BRC. The draw will take place in April and BRC will contact the winners.

Name: _____ Phone: _____

Address: _____

If you would like summary results of the survey sent to you, please tick this box:

1

Please return this questionnaire to the interviewer who gave it to you, or put it in the FreePost envelope provided and post it **by Monday 17 April** to:

FreePost 2088 WN, BRC Marketing & Social Research, PO Box 10-61 7, WELLINGTON

Appendix B: Statistical Weighting

	a. 6 month pax*	b. Survey respondents	a + b Weight (raw)	Weight used
Bus (not Wairarapa, incl. Commercial, incl ferries)	13503943	1097	12. 3098838	12.31
Train	4701000	1052	4. 4686312	4.47
Total	18204943	2049		

* These are 1998 figures, which were the most recent available.

Appendix C: Comparison of the 2000, 1999, and 1998 surveys

The following tables show only those questions that were in 2000, 1999, and 1998 surveys. Any questions that were only partly comparable between years were not included (e.g., questions concerning ticket types used, and timing of journeys).

		Total	2000	1999	1998
<i>Unweighted Count</i>		N=6508	N=2149	N=2089	N=2270
Q 1 What is the main purpose of your journey today	To or from work	55%	54%	52%	58%
	To or from school	8%	8%	12%	5%
	To or from polytechnic or university	10%	13%	13%	4%
	To or from hospital, or visit doctor, dentist or medical spe	2%	2%	2%	3%
	To or from shopping	6%	6%	5%	9%
	Other personal business	4%	4%	3%	4%
	Entertainment/social	10%	10%	8%	13%
	Sightseeing	1%	1%	1%	1%
	Other	2%	2%	3%	2%
	No response	0%	0%	1%	0%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
<i>Unweighted Count</i>		N=6508	N=2149	N=2089	N=2270
Q2. What is the main reason for making this journey by public transport	Quicker	7%	11%	10%	0%
	Cheaper	10%	12%	11%	7%
	Don't have to find/pay for parking	17%	17%	16%	19%
	Less hassle	17%	17%	18%	16%
	Haven't learnt to drive	14%	13%	12%	18%
	Have driven in the past but not any longer	2%	2%	2%	2%
	Have learnt to drive but prefer not to drive (generally)	3%	2%	3%	4%
	Have learnt to drive but prefer not to drive (for this jour	2%	2%	2%	4%
	No motor vehicle is available for me to use (generally)	16%	14%	14%	19%
	No motor vehicle is available for me to use (for this journe	6%	6%	6%	8%
	Other	4%	4%	5%	4%
	No response	1%	1%	2%	0%
Total		100%	100%	100%	100%

		Total	2000	1999
<i>Unweighted Count</i>		N=4238	N=2149	N=2089
Q6. In total, how many journeys using public transport will you travel today?	One	16%	15%	16%
	Two	67%	67%	68%
	Three or more	16%	16%	15%
	No response	2%	2%	1%
Total		100%	100%	100%

CI: 2000, 1999, and 1998 comparison (WRC passenger survey 2000)

		Total	2000	1999	1998
<i>Unweighted Count</i>		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q7. Which one of the following best describes how often you normally travel by bus/train and/or ferry in the Wellington region	Most days including weekends	29%	29%	31%	28%
	Four or five days each week not usually including weekends	44%	45%	44%	43%
	One to three days each week not usually including weekends	10%	11%	10%	10%
	One to three days each week usually including weekends	7%	6%	6%	8%
	Weekends only	1%	1%	1%	1%
	Not every week but at least once a month	4%	4%	4%	5%
	Less than once a month	2%	2%	2%	3%
	Not applicable - I'm a visitor to Wellington	2%	2%	1%	2%
	Other	1%	1%	1%	1%
No response	1%	1%	1%	0%	
Total		100%	100%	100%	100%

		Total	2000	1999	1998
<i>Unweighted Count</i>		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q10a. Performance - reliability	Excellent	23%	25%	23%	20%
	Good	41%	40%	42%	41%
	Satisfactory	24%	24%	23%	25%
	Poor	8%	8%	9%	8%
	Very poor	2%	2%	1%	2%
	No response	2%	2%	2%	3%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
<i>Unweighted Count</i>		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q10b. Performance -frequency	Excellent	18%	18%	18%	17%
	Good	35%	33%	38%	34%
	Satisfactory	29%	29%	29%	29%
	Poor	12%	13%	11%	12%
	Very poor	3%	3%	2%	3%
	No response	4%	4%	3%	5%
Total		100%	100%	100%	100%

C2: 2000, 1999, and 1998 comparison (WRC passenger survey 2000)

		Total	2000	1999	1998
Unweighted Count		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q10c. Performance -journey time	Excellent	18%	19%	19%	17%
	Good	45%	46%	46%	42%
	Satisfactory	27%	25%	27%	30%
	Poor	4%	4%	4%	4%
	Very poor	1%	1%	1%	1%
	No response	4%	4%	3%	6%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
Unweighted Count		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q10d. Performance - quality/comfort	Excellent	16%	17%	16%	14%
	Good	37%	36%	40%	36%
	Satisfactory	32%	31%	31%	33%
	Poor	9%	10%	8%	9%
	Very poor	2%	3%	1%	3%
	No response	4%	3%	3%	5%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
Unweighted Count		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q10e. Performance - price	Excellent	13%	14%	12%	12%
	Good	31%	31%	34%	30%
	Satisfactory	38%	38%	36%	39%
	Poor	11%	10%	12%	10%
	Very poor	4%	4%	3%	3%
	No response	4%	3%	3%	5%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
Unweighted Count		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q11. Overall, do you think the service on this bus route/train line/ferry crossing is...	Excellent value of money	14%	15%	14%	14%
	Good value for money	43%	43%	45%	42%
	Satisfactory value for money	35%	35%	34%	37%
	Poor value for money	5%	5%	6%	5%
	Very poor value for money	1%	1%	1%	1%
	No response	1%	1%	1%	1%
	Total		100%	100%	100%

C3: 2000, 1999, and 1998 comparison (WRC passenger survey 2000)

		Total	2000	1999	1998
Unweighted Count		N=6508	N=2749	N=2089	N=2270
Q12. Overall, how do you rate the service on this bus route/train line/ferry crossing	Excellent	17%	18%	17%	16%
	Good	51%	49%	52%	50%
	Satisfactory	27%	26%	27%	29%
	Poor	4%	5%	4%	4%
	Very poor	1%	1%	0%	0%
	No response	1%	1%	1%	1%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
Unweighted Count		N=6508	N=2149	N=2089	N=2270
Q14. Which one of the following best describes you	School student	12%	10%	12%	13%
	University or polytechnic student	15%	17%	17%	10%
	Self-employed	5%	4%	5%	4%
	Full time salary or wage earner	50%	48%	47%	55%
	Part-time salary or wage earner	8%	9%	9%	6%
	Retired	4%	5%	4%	4%
	Full time home maker	2%	2%	2%	1%
	Unemployed	2%	1%	1%	2%
	Other beneficiary	2%	2%	2%	3%
	Other	1%	0%	1%	0%
	No response	1%	0%	1%	1%
Total		100%	100%	100%	100%

		Total	2000	1999	1998
Unweighted Count		N=6508	N=2149	N=2089	N=2270
Q17. Gender	Male	40%	39%	44%	38%
	Female	58%	60%	55%	60%
	No response	2%	2%	1%	2%
Total		100%	100%	100%	100%

C4: 2000, 1999, and 1998 comparison (WRC passenger survey 2000)

		Total	2000	1999	1998
<i>UnweightedCount</i>		<i>N=6508</i>	<i>N=2149</i>	<i>N=2089</i>	<i>N=2270</i>
Q18. What age group do you belong to	13-15	6%	4%	5%	9%
	16-19	13%	15%	15%	9%
	20-29	29%	28%	30%	29%
	30-39	20%	20%	19%	20%
	40-49	14%	14%	13%	14%
	50-59	11%	10%	11%	11%
	60-69	4%	4%	4%	4%
	70-79	2%	3%	2%	2%
	80+	1%	1%	0%	0%
	No response	1%	0%	1%	1%
Total		100%	100%	100%	100%

C5: 2000, 1999, and 1998 comparison (WRC passenger survey 2000)

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Appendix D: Bus and train passengers: Comparison for all questions

Note: Only bus and train passenger results are presented here as the sample size of ferry passengers is too small ($n=4$). The totals presented in this appendix also exclude ferry passengers.

		Total	Bus	Train
		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
<i>Unweighted Count</i>				
Q1 What is the main purpose of your journey today	To or from work	54%	49%	70%
	To or from school	8%	7%	8%
	To or from polytechnic or university	13%	14%	10%
	To or from hospital, or visit doctor, dentist or medical spe	2%	3%	1%
	To or from shopping	5%	7%	2%
	Other personal business	4%	5%	1%
	Entertainment/social	10%	11%	7%
	Sightseeing	1%	1%	1%
	Other	2%	3%	0%
	No response	0%	0%	0%
	Total		100%	100%

		Total	Bus	Train
		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
<i>Unweighted Count</i>				
Q2. What is the main reason for making this journey by public transport	Quicker	11%	11%	12%
	Cheaper	12%	12%	14%
	Don't have to find/pay for parking	17%	17%	18%
	Less hassle	18%	15%	26%
	Haven't learnt to drive	13%	14%	9%
	Have driven in the past but not any longer	2%	2%	1%
	Have learnt to drive but prefer not to drive (generally)	2%	2%	2%
	Have learnt to drive but prefer not to drive (for this jour	2%	1%	2%
	No motor vehicle is available for me to use (generally)	14%	15%	9%
	No motor vehicle is available for me to use (for this journe	6%	6%	3%
	Other	4%	4%	3%
	No response	1%	1%	1%
	Total		100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q4b. How did you get to the bus stop/station/ferry terminal	Walk 10 mins or less	70%	78%	48%
	Walk more than 10 mins	9%	5%	21%
	Cycle	0%	0%	0%
	(Another) bus	7%	6%	10%
	(Another) train	4%	5%	1%
	Drove car and parked it near bus stop/train station/ferry te	4%	1%	13%
	Dropped off by car	3%	2%	6%
	Other	0%	0%	0%
	No response	1%	1%	1%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q5b. How will you complete your journey when you reach that stop/station/terminal	Walk 10 mins or less	71%	81%	44%
	Walk more than 10 mins	11%	7%	20%
	Cycle	0%	0%	0%
	(Another) bus	7%	6%	9%
	(Another) train	2%	2%	2%
	Drive car that is parked near bus stop/train station/ferry t	5%	1%	15%
	Picked up by car	2%	1%	7%
	Other	1%	1%	1%
	No response	1%	1%	1%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q6. In total, how many journeys using public transport will you travel today?	One	15%	17%	12%
	Two	67%	62%	78%
	Three or more	16%	19%	9%
	No response	2%	2%	1%
Total		100%	100%	100%

D2: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q6a_a. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? Before 8:45am	None		41%	47%	23%
	One		52%	45%	72%
	Two or more		4%	4%	4%
	No response		3%	4%	2%
Total		100%	100%	100%	

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q6a_b. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 8:45am to 3:29pm	None		56%	49%	79%
	One		26%	30%	15%
	Two or more		14%	17%	5%
	No response		3%	4%	2%
Total		100%	100%	100%	

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q6a_c. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 3:30pm to 6:29pm	None		35%	39%	23%
	One		56%	50%	71%
	Two or more		7%	7%	4%
	No response		3%	4%	2%
Total		100%	100%	100%	

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q6a_d. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 6:30pm to 8pm	None		84%	82%	89%
	One		12%	13%	9%
	Two or more		1%	1%	1%
	No response		3%	4%	2%
Total		100%	100%	100%	

D3: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q6a_e. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? After 8pm	None		91%	91%	93%
	One		5%	5%	4%
	Two or more		0%	0%	0%
	No response		3%	4%	2%
Total			100%	100%	100%

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q7. Which one of the following best describes how often you normally travel by bus/train and/or ferry in the Wellington region	Most days including weekends		29%	33%	19%
	Four or five days each week not usually including weekends		45%	38%	63%
	One to three days each week not usually including weekends		11%	12%	7%
	One to three days each week usually including weekends		6%	8%	2%
	Weekends only		1%	1%	1%
	Not every week but at least once a month		4%	4%	3%
	Less than once a month		2%	1%	2%
	Not applicable - I'm a visitor to Wellington		1%	2%	1%
	Other		1%	0%	1%
	No response		1%	1%	0%
Total			100%	100%	100%

		Total	Bus	Train	
		Unweighted Count	N=2145	N=1093	N=1052
Q8. Have you telephoned Ridewell in the last 2 months	No		69%	66%	78%
	Yes		29%	32%	21%
	No response		2%	2%	1%
Total			100%	100%	100%

D4: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train
		<i>N=601</i>	<i>N=367</i>	<i>N=234</i>
		<i>Unweighted Count</i>		
Q8a_a. Satisfied/dissatisfied - answered my call promptly	Very satisfied	24%	24%	26%
	Satisfied	44%	45%	39%
	Neither	8%	8%	9%
	Dissatisfied	8%	8%	9%
	Very dissatisfied	3%	3%	5%
	Don't know/not applicable	1%	1%	1%
	No response	11%	11%	12%
Total		100%	100%	100%

		Total	Bus	Train
		<i>N=601</i>	<i>N=367</i>	<i>N=234</i>
		<i>Unweighted Count</i>		
Q8a_b. Satisfied/dissatisfied - gave me the correct information	Very satisfied	40%	39%	47%
	Satisfied	35%	37%	29%
	Neither	4%	5%	2%
	Dissatisfied	3%	3%	3%
	Very dissatisfied	3%	3%	5%
	Don't know/not applicable	2%	2%	1%
	No response	13%	13%	13%
Total		100%	100%	100%

		Total	Bus	Train
		<i>N=601</i>	<i>N=367</i>	<i>N=234</i>
		<i>Unweighted Count</i>		
Q8a_c. Satisfied/dissatisfied - could answer all my questions	Very satisfied	38%	38%	40%
	Satisfied	34%	35%	31%
	Neither	5%	4%	6%
	Dissatisfied	4%	5%	3%
	Very dissatisfied	3%	2%	3%
	Don't know/not applicable	2%	2%	2%
	No response	14%	14%	14%
Total		100%	100%	100%

		Total	Bus	Train
		<i>N=601</i>	<i>N=367</i>	<i>N=234</i>
		<i>Unweighted Count</i>		
Q8a_d. Satisfied/dissatisfied - was polite on the phone	Very satisfied	35%	34%	35%
	Satisfied	32%	32%	32%
	Neither	9%	9%	8%
	Dissatisfied	6%	5%	6%
	Very dissatisfied	5%	5%	4%
	Don't know/not applicable	1%	1%	1%
	No response	13%	13%	14%
Total		100%	100%	100%

D5: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train
		<i>N=601</i>	<i>N=367</i>	<i>N=234</i>
	Unweighted Count			
Q8a_e. Satisfied/dissatisfied - overall satisfaction with the call	Very satisfied	29%	28%	35%
	Satisfied	39%	40%	32%
	Neither	8%	8%	9%
	Dissatisfied	5%	5%	5%
	Very dissatisfied	4%	4%	4%
	Don't know/not applicable	1%	1%	1%
	No response	13%	13%	13%
Total		100%	100%	100%

		Total	Bus	Train
		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
	Unweighted Count			
Q9. If Ridewell were to extend its hours, which time would most benefit you	Before 7:30am Mon to Sat	14%	14%	14%
	After 8:30pm Mon to Sat	20%	22%	14%
	Before 9am Sundays	2%	2%	2%
	After 3pm Sundays	7%	7%	4%
	Don't know/present hours suitable	54%	51%	62%
	No response	3%	3%	3%
Total		100%	100%	100%

		Total	Bus	Train
		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
	Unweighted Count			
Q10a. Performance - reliability	Excellent	24%	22%	30%
	Good	40%	40%	41%
	Satisfactory	24%	25%	20%
	Poor	8%	8%	6%
	Very poor	2%	2%	1%
	No response	2%	2%	2%
Total		100%	100%	100%

		Total	Bus	Train
		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
	Unweighted Count			
Q10b. Performance - frequency	Excellent	18%	17%	20%
	Good	33%	32%	37%
	Satisfactory	30%	31%	26%
	Poor	13%	13%	12%
	Very poor	3%	3%	2%
	No response	4%	4%	4%
Total		100%	100%	100%

D6: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q10c. Performance -journey time	Excellent	19%	19%	20%
	Good	46%	47%	45%
	Satisfactory	25%	25%	26%
	Poor	4%	4%	4%
	Very poor	1%	1%	1%
	No response	4%	4%	5%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q10d. Performance - quality/comfort	Excellent	17%	20%	10%
	Good	36%	39%	27%
	Satisfactory	31%	29%	36%
	Poor	10%	8%	18%
	Very poor	3%	2%	6%
	No response	3%	3%	3%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q10e. Performance - price	Excellent	14%	15%	11%
	Good	30%	31%	28%
	Satisfactory	38%	36%	44%
	Poor	10%	10%	10%
	Very poor	4%	4%	4%
	No response	3%	3%	2%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q11. Overall, do you think the service on this bus route/train line/ferry crossing is...	Excellent value of money	15%	16%	11%
	Good vale for money	43%	43%	43%
	Satisfactory value for money	35%	34%	38%
	Poor value for money	5%	5%	6%
	Very poor value for money	1%	2%	1%
	No response	1%	1%	1%
	Total		100%	100%

D7: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q12. Overall, how do you rate the service on this bus route/train line/ferry crossing	Excellent	18%	19%	15%
	Good	49%	49%	49%
	Satisfactory	26%	25%	30%
	Poor	5%	5%	5%
	Very poor	1%	1%	1%
	No response	1%	1%	0%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Cases</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
q13m. Have you used the World Wide Web in the last 2 months? If so, where?	Never used/not familiar with the WWW	29%	31%	25%
	Have not used the WWW in the last 2 months	8%	8%	9%
	Home	41%	40%	44%
	Work	32%	30%	40%
	School or university/polytechnic	13%	14%	9%
	Other	3%	3%	2%
	Never used WWW, incl not in last 2 months	37%	38%	34%
	No response	2%	3%	2%

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

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q14. Which one of the following best describes you	School student	10%	10%	10%
	University or polytechnic student	17%	19%	11%
	Self-employed	4%	4%	4%
	Full time salary or wage earner	48%	43%	62%
	Part-time salary or wage earner	9%	10%	7%
	Retired	5%	6%	2%
	Full time home maker	2%	2%	1%
	Unemployed	1%	2%	1%
	Other beneficiary	2%	2%	1%
	Other	0%	0%	0%
	No response	0%	0%	0%
Total		100%	100%	100%

D8: Bus / Train comparison (WRC passenger survey 2000)

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q17. Gender	Male	39%	36%	46%
	Female	59%	62%	53%
	No response	2%	2%	1%
Total		100%	100%	100%

		Total	Bus	Train
<i>Unweighted Count</i>		<i>N=2145</i>	<i>N=1093</i>	<i>N=1052</i>
Q18. What age group do you belong to	13-15	5%	4%	6%
	16-19	15%	15%	14%
	20-29	28%	30%	23%
	30-39	20%	19%	23%
	40-49	14%	14%	17%
	50-59	10%	9%	13%
	60-69	4%	4%	4%
	70-79	3%	3%	1%
	80+	1%	1%	0%
Total		100%	100%	100%

D9: Bus / Train comparison (WRC passenger survey 2000)

Appendix E: Bus operators: Comparison for all questions

Warning: These comparisons are generally indicative rather than definitive. Results for individual bus operators (other than Stagecoach) have very large margins of error, because they are based on relatively few trips.

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted</i> Count		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q1.	To or from work	49%	51%	32%	51%
What is the main purpose of your journey today	To or from school	7%	8%	5%	6%
	To or from polytechnic or university	14%	14%	14%	11%
	To or from hospital, or visit doctor, dentist or medical spe	3%	2%	2%	5%
	To or from shopping	7%	5%	13%	10%
	Other personal business	5%	5%	7%	5%
	Entertainment/social	11%	10%	21%	7%
	Sightseeing	1%	0%	3%	2%
	Other	3%	2%	4%	3%
	No response	0%	0%	1%	0%
	Total		100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted</i> Count		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q2. What is the main reason for making this journey by public transport	Quicker	11%	12%	7%	11%
	Cheaper	12%	11%	15%	9%
	Don't have to find/pay for parking	17%	20%	6%	11%
	Less hassle	15%	14%	10%	22%
	Haven't learnt to drive	14%	12%	27%	18%
	Have driven in the past but not any longer	2%	2%	1%	6%
	Have learnt to drive but prefer not to drive (generally)	2%	2%	1%	1%
	Have learnt to drive but prefer not to drive (for this jour	1%	2%	1%	1%
	No motor vehicle is available for me to use (generally)	15%	16%	14%	13%
	No motor vehicle is available for me to use (for this journe	6%	5%	13%	7%
	Other	4%	4%	4%	2%
	No response	1%	1%	1%	0%
Total		100%	100%	100%	100%

El: Bus operator comparison (WRC passenger survey 2000)

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q4b. How did you get to the bus stop/station/ferry terminal	Walk 10 mins or less	78%	80%	70%	69%
	Walk more than 10 mins	5%	5%	7%	11%
	Cycle	0%	0%	0%	1%
	(Another) bus	6%	5%	14%	4%
	(Another) train	5%	5%	4%	14%
	Drove car and parked it near bus stop/train station/ferry te	1%	2%	0%	0%
	Dropped off by car	2%	2%	3%	0%
	Other	0%	0%	1%	0%
	No response	1%	2%	1%	1%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q5b. How will you complete your journey when you reach that stop/station/terminal	Walk 10 mins or less	81%	83%	71%	75%
	Walk more than 10 mins	7%	7%	9%	0%
	(Another) bus	6%	5%	12%	7%
	(Another) train	2%	2%	1%	1%
	Drive car that is parked near bus stop/train station/ferry t	1%	1%	1%	5%
	Picked up by car	1%	0%	1%	1%
	Other	1%	1%	3%	2%
	No response	1%	1%	2%	1%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q6. In total, how many journeys using public transport will you travel today?	One	17%	16%	21%	18%
	Two	62%	63%	60%	60%
	Three or more	19%	20%	15%	18%
	No response	2%	2%	4%	4%
Total		100%	100%	100%	100%

E2: Bus operator comparison (WRC passenger survey 2000)

	<i>Unweighted</i> Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q6a_a. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? Before 8:45am	None	47%	46%	57%	45%
	One	45%	47%	35%	43%
	Two or more	4%	4%	1%	6%
	No response	4%	3%	7%	7%
Total		100%	100%	100%	100%

	<i>Unweighted</i> Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q6a_b. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 8:45am to 3:29pm	None	49%	50%	37%	50%
	One	30%	30%	35%	29%
	Two or more	17%	17%	22%	14%
	No response	4%	3%	7%	7%
Total		100%	100%	100%	100%

	<i>Unweighted</i> Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q6a_c. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 3:30pm to 6:29pm	None	39%	37%	47%	39%
	One	50%	52%	39%	50%
	Two or more	7%	8%	7%	5%
	No response	4%	3%	7%	7%
Total		100%	100%	100%	100%

	<i>Unweighted</i> Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q6a_d. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 6:30pm to 8pm	None	82%	82%	84%	82%
	One	13%	14%	10%	9%
	Two or more	1%	1%	0%	2%
	No response	4%	3%	7%	7%
Total		100%	100%	100%	100%

E3: Bus operator comparison (WRC passenger survey 2000)

	Unweighfed Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		N=1093	N=856	N=136	N=101
Q6a_e. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? After 8pm	None	91%	92%	85%	91%
	One	5%	5%	7%	2%
	Two or more	0%	0%	1%	0%
	No response	4%	3%	7%	7%
Total		100%	100%	100%	100%

	Unweighfed Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		N=1093	N=856	N=136	N=101
Q7. Which one of the following best describes how often you normally travel by bus/train and/or ferry in the Wellington region	Most days including weekends	33%	34%	33%	26%
	Four or five days each week not usually including weekends	38%	40%	31%	36%
	One to three days each week not usually including weekends	12%	11%	12%	21%
	One to three days each week usually including weekends	8%	8%	7%	9%
	Weekends only	1%	1%	4%	2%
	Not every week but at least once a month	4%	4%	5%	3%
	Less than once a month	1%	2%	1%	0%
	Not applicable - I'm a visitor to Wellington	2%	2%	2%	1%
	Other	0%	0%	2%	1%
	No response	1%	1%	2%	2%
Total		100%	100%	100%	100%

	Unweighfed Count	Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		N=1093	N=856	N=136	N=101
Q8. Have you telephoned Ridewell in the last 2 months	No	66%	67%	59%	68%
	Yes	32%	31%	38%	31%
	No response	2%	2%	4%	1%
Total		100%	100%	100%	100%

E4: Bus operator comparison (WRC passenger survey 2000)

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighfed Count</i>		<i>N=367</i>	<i>N=279</i>	<i>N=56</i>	<i>N=32</i>
Q8a a. Satisfied/dissatisfied - answered my call promptly	Very satisfied	24%	23%	23%	38%
	Satisfied	45%	46%	38%	50%
	Neither	8%	9%	5%	0%
	Dissatisfied	8%	8%	13%	0%
	Very dissatisfied	3%	3%	2%	6%
	Don't know/not applicable	1%	1%	4%	0%
	No response	11%	11%	16%	6%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>UnweightedCount</i>		<i>N=367</i>	<i>N=279</i>	<i>N=56</i>	<i>N=32</i>
Q8a b. Satisfied/dissatisfied - gave me the correct information	Very satisfied	39%	40%	34%	38%
	Satisfied	37%	38%	34%	28%
	Neither	5%	5%	7%	0%
	Dissatisfied	3%	3%	2%	6%
	Very dissatisfied	3%	3%	5%	0%
	Don't know/not applicable	2%	1%	2%	6%
	No response	13%	11%	16%	22%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighfed Count</i>		<i>N=367</i>	<i>N=279</i>	<i>N=56</i>	<i>N=32</i>
Q8a c. Satisfied/dissatisfied - could answer all my questions	Very satisfied	38%	39%	34%	34%
	Satisfied	35%	35%	34%	34%
	Neither	4%	4%	5%	3%
	Dissatisfied	5%	5%	5%	3%
	Very dissatisfied	2%	3%	2%	0%
	Don't know/not applicable	2%	2%	2%	3%
	No response	14%	12%	18%	22%
Total		100%	100%	100%	100%

E5: Bus operator comparison (WRC passenger survey 2000)

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=367</i>	<i>N=279</i>	<i>N=56</i>	<i>N=32</i>
	Unweighfed Count				
Q8a_d. Satisfied/dissatisfied - was polite on the phone	Very satisfied	34%	34%	30%	41%
	Satisfied	32%	32%	32%	28%
	Neither	9%	10%	11%	0%
	Dissatisfied	5%	6%	4%	6%
	Very dissatisfied	5%	5%	7%	0%
	Don't know/not applicable	1%	1%	2%	3%
	No response	13%	12%	14%	22%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=367</i>	<i>N=279</i>	<i>N=56</i>	<i>N=32</i>
	Unweighfed Count				
Q8a_e. Satisfied/dissatisfied - overall satisfaction with the call	Very satisfied	28%	27%	27%	34%
	Satisfied	40%	42%	36%	31%
	Neither	8%	8%	9%	9%
	Dissatisfied	5%	5%	7%	0%
	Very dissatisfied	4%	4%	4%	6%
	Don't know/not applicable	1%	1%	2%	0%
	No response	13%	12%	16%	19%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
	Unweighfed Count				
Q9. If Ridewell were to extend its hours, which time would most benefit you	Before 7:30am Mon to Sat	14%	13%	19%	14%
	After 8:30pm Mon to Sat	22%	21%	27%	21%
	Before 9am Sundays	2%	2%	4%	3%
	After 3pm Sundavs	7%	7%	7%	10%
	Don't know/present hours suitable	51%	54%	34%	50%
	No response	3%	3%	8%	3%
Total		100%	100%	100%	100%

E6: Bus operator comparison (WRC passenger survey 2000)

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q10a. Performance - reliability	Excellent	22%	21%	23%	33%
	Good	40%	40%	35%	42%
	Satisfactory	25%	26%	24%	18%
	Poor	8%	9%	10%	3%
	Very poor	2%	2%	3%	2%
	No response	2%	2%	5%	3%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q10b. Performance -frequency	Excellent	17%	16%	21%	21%
	Good	32%	34%	24%	27%
	Satisfactory	31%	31%	29%	29%
	Poor	13%	13%	13%	12%
	Very poor	3%	3%	6%	4%
	No response	4%	3%	7%	8%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q10c. Performance -journey time	Excellent	19%	18%	21%	23%
	Good	47%	48%	37%	45%
	Satisfactory	25%	25%	28%	22%
	Poor	4%	4%	7%	2%
	Very poor	1%	1%	1%	0%
	No response	4%	4%	6%	9%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted Count</i>		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q10d. Performance - quality/comfort	Excellent	20%	19%	23%	23%
	Good	39%	42%	26%	34%
	Satisfactory	29%	29%	29%	28%
	Poor	8%	7%	12%	8%
	Very poor	2%	2%	4%	2%
	No response	3%	3%	7%	6%
Total		100%	100%	100%	100%

E7: Bus operator comparison (WRC passenger survey 2000)

		Total	Staaecoach	Cityline/East bourne/CCS	Mana/Newlands
Unweighfed Count		N=1093	N=856	N=136	N=101
Q10e. Performance - price	Excellent	15%	14%	24%	12%
	Good	31%	32%	32%	27%
	Satisfactory	36%	37%	29%	42%
	Poor	10%	11%	4%	11%
	Very poor	4%	4%	6%	6%
	No response	3%	2%	7%	3%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
Unweighted Count		N=1093	N=856	N=136	N=101
Q11 Overall, do you think the service on this bus route/train line/ferry crossing is...	Excellent value of money	16%	14%	24%	17%
	Good vale for money	43%	43%	39%	45%
	Satisfactory value for money	34%	35%	26%	30%
	Poor value for money	5%	5%	6%	6%
	Very poor value for money	2%	1%	2%	2%
	No response	1%	1%	3%	1%
Total		100%	100%	100%	100%

		Total	Staaecoach	Cityline/East bourne/CCS	Mana/Newlands
Unweighted Count		N=1093	N=856	N=136	N=101
Q12. Overall, how do you rate the service on this bus route/train line/ferry crossing	Excellent	19%	17%	26%	27%
	Good	49%	52%	39%	41%
	Satisfactory	25%	25%	24%	27%
	Poor	5%	5%	6%	5%
	Very poor	1%	1%	1%	0%
	No response	1%	0%	4%	1%
Total		100%	100%	100%	100%

E8: Busoperatorcomparison (WRC passengersurvey 2000)

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted</i> Cases		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
q13m. Have you used the World Wide Web in the last 2 months? If so, where?	Never used/not familiar with the WWW	31%	27%	48%	42%
	Have not used the WWW in the last 2 months	8%	7%	8%	9%
	Home	40%	43%	29%	27%
	Work	30%	33%	11%	22%
	School or university/polytechnic	14%	14%	16%	11%
	Other	3%	4%	1%	4%
	Never used WWW, incl not in last 2 months	38%	34%	56%	50%
	No response	3%	2%	4%	5%

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

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted</i> Count		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q14. Which one of the following best describes you	School student	10%	10%	13%	9%
	University or polytechnic student	19%	21%	18%	11%
	Self-employed	4%	5%	3%	1%
	Full time salary or wage earner	43%	45%	31%	46%
	Part-time salary or wage earner	10%	9%	11%	14%
	Retired	6%	5%	10%	11%
	Full time home maker	2%	2%	5%	3%
	Unemployed	2%	1%	2%	4%
	Other beneficiary	2%	2%	4%	1%
	Other	0%	0%	1%	0%
	No response	0%	0%	1%	1%
Total		100%	100%	100%	100%

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
<i>Unweighted</i> Count		<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q17. Gender	Male	36%	38%	35%	27%
	Female	62%	60%	63%	71%
	No response	2%	2%	2%	2%
Total		100%	100%	100%	100%

E9: Busoperatorcomparison (WRC passengersurvey 2000)

		Total	Stagecoach	Cityline/East bourne/CCS	Mana/Newlands
	<i>Unweighted Count</i>	<i>N=1093</i>	<i>N=856</i>	<i>N=136</i>	<i>N=101</i>
Q18.	13-15	4%	4%	7%	4%
What	16-19	15%	15%	23%	8%
age	20-29	30%	32%	22%	29%
group	30-39	19%	19%	13%	25%
do you	40-49	14%	14%	13%	15%
belong	50-59	9%	9%	12%	6%
to	60-69	4%	4%	3%	9%
	70-79	3%	3%	7%	3%
	80+	1%	1%	2%	2%
Total		100%	100%	100%	100%

Appendix F: Rail comparisons for all questions: Hutt, Porirua/Kapiti, Johnsonville

Warning: These comparisons are generally indicative rather than definitive. The number of questionnaires completed for the Johnsonville line is smaller than for the other two lines. Hence, some caution is needed when comparing the results.

		Total	Hutt Porirua/Kapiti Johnsonville			
		<i>Unweighted Count</i>	<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q1.	To or from work		70%	76%	67%	53%
What is the main purpose of your journey today	To or from school		8%	6%	8%	19%
	To or from polytechnic or university		10%	10%	9%	11%
	To or from hospital, or visit doctor, dentist or medical spe		1%	1%	0%	4%
	To or from shopping		2%	1%	3%	6%
	Other personal business		1%	1%	1%	1%
	Entertainment/social		7%	5%	11%	3%
	Sightseeing		1%	0%	1%	2%
	Other		0%	0%	0%	2%
	Total			100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville			
		<i>UnweightedCount</i>	<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q2. What is the main reason for making this journey by public transport	Quicker		12%	13%	12%	6%
	Cheaper		14%	12%	14%	19%
	Don't have to find/pay for parking		18%	20%	16%	17%
	Less hassle		26%	27%	27%	20%
	Haven't learnt to drive		9%	7%	10%	13%
	Have driven in the past but not any longer		1%	1%	1%	1%
	Have learnt to drive but prefer not to drive (generally)		2%	4%	1%	0%
	Have learnt to drive but prefer not to drive (for this jour		2%	2%	3%	1%
	No motor vehicle is available for me to use (generally)		9%	9%	9%	13%
	No motor vehicle is available for me to use (for this journe		3%	2%	3%	7%
	Other		3%	3%	3%	3%
	No response		1%	1%	0%	1%
	Total			100%	100%	100%

F1: Rail comparison (WRC passenger survey 2000)

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted Count</i>		<i>N=1049</i>	<i>N=524</i>	<i>N=418</i>	<i>N=107</i>
Q3. When you were given this survey, what type of ticket were you using - Tranz Metro	10 trip ticket	33%	33%	32%	36%
	Family Fun Fare	0%	0%	1%	0%
	Day Rover	1%	0%	3%	1%
	School term pass	6%	4%	6%	13%
	Monthly pass	42%	47%	39%	26%
	Single or return trip (cash)	17%	15%	17%	24%
	Other	2%	2%	2%	0%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted Count</i>		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q4b. How did you get to the bus stop/station/ferry terminal	Walk 10 mins or less	48%	54%	36%	62%
	Walk more than 10 mins	21%	23%	18%	17%
	Cycle	0%	0%	0%	1%
	(Another) bus	10%	11%	9%	8%
	(Another) train	1%	1%	1%	1%
	Drove car and parked it near bus stop/train station/ferry te	13%	7%	21%	7%
	Dropped off by car	6%	3%	11%	5%
	Other	0%	0%	1%	0%
	No response	1%	1%	1%	0%
	Total		100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted Count</i>		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q5b. How will you complete your journey when you reach that stop/station/terminal	Walk 10 mins or less	44%	40%	45%	62%
	Walk more than 10 mins	20%	18%	22%	26%
	Cycle	0%	0%	0%	1%
	(Another) bus	9%	9%	12%	5%
	(Another) train	2%	2%	3%	2%
	Drive car that is parked near bus stop/train station/ferry t	15%	22%	10%	4%
	Picked up by car	7%	8%	7%	0%
	Other	1%	0%	1%	1%
	No response	1%	1%	1%	0%
Total		100%	100%	100%	100%

F2: Rail comparison (WRC passenger survey 2000)

		Total	Hutt	Porirua/Kapiti	Johnsonville	
		Unweighfed Count	N=1052	N=525	N=420	N=107
Q6. In total, how many journeys using public transport will you travel today?	One		12%	9%	14%	18%
	Two		78%	81%	76%	75%
	Three or more		9%	9%	10%	7%
	No response		1%	1%	1%	1%
Total			100%	100%	100%	100%

		Total	Hutt	Porirua/Kapiti	Johnsonville	
		Unweighfed Count	N=1052	N=525	N=420	N=107
Q6a_a. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? Before 8:45am	None		23%	18%	25%	36%
	One		72%	76%	69%	61%
	Two or more		4%	4%	4%	1%
	No response		2%	2%	2%	2%
Total			100%	100%	100%	100%

		Total	Hutt	Porirua/Kapiti	Johnsonville	
		Unweighfed Count	N=1052	N=525	N=420	N=107
Q6a_b. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 8:45am to 3:29pm	None		79%	83%	77%	62%
	One		15%	11%	16%	28%
	Two or more		5%	5%	5%	8%
	No response		2%	2%	2%	2%
Total			100%	100%	100%	100%

		Total	Hutt	Porirua/Kapiti	Johnsonville	
		Unweighfed Count	N=1052	N=525	N=420	N=107
Q6a_c. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 3:30pm to 6:29pm	None		23%	16%	30%	28%
	One		71%	78%	64%	64%
	Two or more		4%	5%	4%	6%
	No response		2%	2%	2%	2%
Total			100%	100%	100%	100%

F3: Rail comparison (WRC passenger survey 2000)

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted Count</i>		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q6a_d. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 6:30pm to 8pm	None	89%	92%	84%	94%
	One	9%	6%	13%	4%
	Two or more	1%	1%	1%	0%
	No response	2%	2%	2%	2%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted Count</i>		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q6a_e. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? After 8pm	None	93%	95%	91%	94%
	One	4%	4%	6%	3%
	Two or more	0%	0%	1%	1%
	No response	2%	2%	2%	2%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighfed Count</i>		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q7. Which one of the following best describes how often you normally travel by bus/train and/or ferry in the Wellington region	Most days including weekends	19%	19%	19%	21%
	Four or five days each week not usually including weekends	63%	67%	59%	54%
	One to three days each week not usually including weekends	7%	6%	7%	15%
	One to three days each week usually including weekends	2%	2%	3%	4%
	Weekends only	1%	1%	1%	0%
	Not every week but at least once a month	3%	2%	4%	2%
	Less than once a month	2%	2%	3%	2%
	Not applicable - I'm a visitor to Wellington	1%	0%	2%	0%
	Other	1%	0%	1%	1%
	No response	0%	0%	1%	1%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count</i> N=1052	N=525	N=420	N=107
Q8. Have you telephoned Ridewell in the last 2 months	No	78%	78%	76%	84%
	Yes	21%	21%	22%	16%
	No response	1%	1%	2%	0%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count</i> N=234	N=117	N=100	N=17
Q8a_a. Satisfied/dissatisfied - answered my call promptly	Very satisfied	26%	27%	24%	29%
	Satisfied	39%	36%	42%	41%
	Neither	9%	8%	9%	18%
	Dissatisfied	9%	11%	6%	6%
	Very dissatisfied	5%	6%	3%	6%
	Don't know/not applicable	1%	2%	1%	0%
	No response	12%	10%	15%	0%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count</i> N=234	N=117	N=100	N=17
Q8a_b. Satisfied/dissatisfied - gave me the correct information	Very satisfied	47%	51%	43%	47%
	Satisfied	29%	21%	34%	47%
	Neither	2%	1%	4%	0%
	Dissatisfied	3%	7%	0%	0%
	Very dissatisfied	5%	8%	2%	0%
	Don't know/not applicable	1%	1%	1%	0%
	No response	13%	11%	16%	6%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count</i> N=234	N=117	N=100	N=17
Q8a c. Satisfied/dissatisfied - could answer all my questions	Very satisfied	40%	44%	36%	41%
	Satisfied	31%	25%	38%	35%
	Neither	6%	7%	6%	0%
	Dissatisfied	3%	5%	1%	6%
	Very dissatisfied	3%	7%	0%	0%
	Don't know/not applicable	2%	1%	2%	6%
	No response	14%	12%	17%	12%
Total		100%	100%	100%	100%

F5: Rail comparison (WRC passenger survey 2000)

		Total	Hutt Porirua/Kapiti Johnsonville			
		<i>Unweighted Count</i>	<i>N=234</i>	<i>N=117</i>	<i>N=100</i>	<i>N=17</i>
Q8a_d. Satisfied/dissatisfied - was polite on the phone	Very satisfied		35%	37%	33%	41%
	Satisfied		32%	27%	35%	47%
	Neither		8%	10%	6%	0%
	Dissatisfied		6%	8%	4%	6%
	Very dissatisfied		4%	6%	3%	0%
	Don't know/not applicable		1%	1%	1%	0%
	No response		14%	11%	18%	6%
Total			100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville			
		<i>Unweighted Count</i>	<i>N=234</i>	<i>N=117</i>	<i>N=100</i>	<i>N=17</i>
Q8a_e. Satisfied/dissatisfied - overall satisfaction with the call	Very satisfied		35%	41%	31%	24%
	Satisfied		32%	22%	40%	53%
	Neither		9%	9%	9%	12%
	Dissatisfied		5%	9%	2%	0%
	Very dissatisfied		4%	8%	1%	0%
	Don't know/not applicable		1%	1%	1%	0%
	No response		13%	10%	16%	12%
Total			100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville			
		<i>Unweighted Count</i>	<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q9. If Ridewell were to extend its hours, which time would most benefit you	Before 7:30am Mon to Sat		14%	14%	14%	10%
	After 8:30pm Mon to Sat		14%	14%	13%	20%
	Before 9am Sundays		2%	2%	2%	1%
	After 30m Sundays		4%	3%	5%	5%
	Don't know/present hours suitable		62%	65%	60%	60%
	No response		3%	1%	5%	5%
Total			100%	100%	100%	100%

F6: Rail comparison (WRC passenger survey 2000)

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q10a. Performance - reliability	Excellent	30%	32%	29%	28%
	Good	41%	44%	42%	28%
	Satisfactory	20%	19%	18%	28%
	Poor	6%	3%	7%	13%
	Very poor	1%	0%	1%	3%
	No response	2%	1%	3%	0%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q10b. Performance -frequency	Excellent	20%	24%	15%	20%
	Good	37%	40%	34%	36%
	Satisfactory	26%	24%	27%	31%
	Poor	12%	a%	17%	9%
	Very poor	2%	1%	2%	1%
	No response	4%	3%	5%	3%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Un weighted Count N= 1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q10c. Performance -journey time	Excellent	20%	22%	1a%	19%
	Good	45%	43%	48%	40%
	Satisfactory	26%	27%	23%	33%
	Poor	4%	4%	3%	5%
	Very poor	1%	0%	1%	1%
	No response	5%	3%	7%	3%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
		<i>Unweighted Count N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q10d. Performance - quality/comfort	Excellent	10%	a%	14%	5%
	Good	27%	30%	27%	14%
	Satisfactory	36%	38%	37%	22%
	Poor	18%	18%	14%	40%
	Very poor	6%	5%	4%	17%
	No response	3%	2%	4%	2%
Total		100%	100%	100%	100%

F7: Rail comparison (WRC passenger survey 2000)

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted</i> Count		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q10e. Performance - price	Excellent	11%	11%	9%	20%
	Good	28%	28%	26%	36%
	Satisfactory	44%	46%	45%	33%
	Poor	10%	10%	11%	a%
	Very poor	4%	3%	5%	1%
	No response	2%	1%	4%	2%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighfed</i> Count		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q11. Overall, do you think the service on this bus route/train line/ferry crossing is..	Excellent value of money	11%	12%	9%	14%
	Good vale for money	43%	45%	43%	36%
	Satisfactory value for money	38%	38%	39%	36%
	Poor value for money	6%	4%	7%	12%
	Very poor value for money	1%	1%	2%	0%
	No response	1%	0%	1%	1%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
<i>Unweighted</i> Count		<i>N=1052</i>	<i>N=525</i>	<i>N=420</i>	<i>N=107</i>
Q12. Overall, how do you rate the service on this bus route/train line/ferry crossing	Excellent	15%	17%	13%	13%
	Good	49%	51%	50%	33%
	Satisfactory	30%	27%	31%	41%
	Poor	5%	4%	5%	11%
	Very poor	1%	0%	0%	2%
	No response	0%	0%	1%	0%
Total		100%	100%	100%	100%

F8: Rail comparison (WRC passenger survey 2000)

		Total	Hutt Porirua/Kapiti Johnsonville		
Unweighfed Cases		N=1052	N=525	N=420	N=107
q13m. Have you used the World Wide Web in the last 2 months? If so, where?	Never used/not familiar with the WWW	25%	27%	23%	26%
	Have not used the WWW in the last 2 months	9%	7%	9%	12%
	Home	44%	41%	46%	51%
	Work	40%	42%	40%	31%
	School or university/polytechnic	9%	8%	8%	12%
	Other	2%	2%	2%	2%
	Never used WWW, incl not in last 2 months	34%	34%	33%	37%
No response	2%	2%	1%	2%	

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

		Total	Hutt Porirua/Kapiti Johnsonville		
Unweighfed Count		N=1052	N=525	N=420	N=107
Q14. Which one of the following best describes you	School student	10%	7%	11%	21%
	University or polytechnic student	11%	10%	12%	14%
	Self-employed	4%	3%	5%	5%
	Full time salary or wage earner	62%	69%	59%	41%
	Part-time salary or wage earner	7%	7%	8%	6%
	Retired	2%	1%	2%	7%
	Full time home maker	1%	1%	1%	2%
	Unemployed	1%	1%	0%	2%
	Other beneficiary	1%	1%	1%	2%
	Other	0%	1%	0%	0%
	No response	0%	0%	1%	0%
Total		100%	100%	100%	100%

		Total	Hutt Porirua/Kapiti Johnsonville		
Unweighted Count		N=1052	N=525	N=420	N=107
Q17. Gender	Male	46%	46%	45%	49%
	Female	53%	53%	54%	51%
	No response	1%	1%	1%	0%
Total		100%	100%	100%	100%

F9: Rail comparison (WRC passenger survey 2000)

		Total	Hutt	Porirua/Kapiti	Johnsonville	
	Unweighted	Count	N=1052	N=525	N=420	N=107
Q18.	13-15		6%	4%	6%	15%
What	16-19		14%	13%	15%	16%
age	20-29		23%	27%	18%	18%
group	30-39		23%	22%	24%	21%
do you	40-49		17%	16%	18%	16%
belong	50-59		13%	14%	14%	5%
to	60-69		4%	4%	4%	7%
	70-79		1%	1%	1%	4%
	ao+		0%	1%	0%	0%
Total			100%	100%	100%	100%

Appendix G: Peak/off-peak travellers: Comparison for all questions

Trips were classified as peak or off-peak using the following criteria:

- Morning peak trips are: before 8:45am travelling towards the city
- Evening peak trips are: between 3:30 to 6:29pm travelling towards the suburbs

Weekend trips are all off-peak.

Note that the times used to define peak trips are different to those used in the 1999 survey.

		Total	Peak	Off-peak
		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
		Unweighted Count		
Q1. What is the main purpose of your journey today	To or from work	54%	68%	34%
	To or from school	a%	10%	4%
	To or from polytechnic or university	13%	12%	14%
	To or from hospital, or visit doctor, dentist or medical spe	2%	1%	4%
	To or from shopping	6%	1%	11%
	Other personal business	4%	1%	a%
	Entertainment/social	10%	5%	1a%
	Sightseeing	1%	0%	2%
	Other	2%	1%	4%
	No response	0%	0%	0%
Total		100%	100%	100%

		Total	Peak	Off-peak
		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
		Unweighted Count		
Q2. What is the main reason for making this journey by public transport	Quicker	11%	11%	11%
	Cheaper	12%	13%	12%
	Don't have to find/pay for parking	17%	20%	14%
	Less hassle	17%	21%	13%
	Haven't learnt to drive	13%	12%	14%
	Have driven in the past but not any longer	2%	1%	3%
	Have learnt to drive but prefer not to drive (generally)	2%	2%	2%
	Have learnt to drive but prefer not to drive (for this jour	2%	1%	2%
	No motor vehicle is available for me to use (generally)	14%	11%	18%
	No motor vehicle is available for me to use (for this journe	6%	4%	7%
	Other	4%	3%	5%
	No response	1%	1%	0%
	Total		100%	100%

		Total	Peak	Off-peak
		<i>N=1049</i>	<i>N=809</i>	<i>N=240</i>
		Unweighted Count		
Q3. When you were given this survey, what type of ticket were you using - Tranz Metro	10 trip ticket	33%	35%	26%
	Family Fun Fare	0%	0%	1%
	Day Rover	1%	0%	5%
	School term pass	6%	6%	5%
	Monthly pass	42%	47%	23%
	Single or return trip (cash)	17%	11%	35%
	Other	2%	1%	5%
Total		100%	100%	100%

G1: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
Unweighted Count		N=857	N=472	N=385
Q3a. When you given this survey what type of ticket were you using - Stagecoach	Beneficiary	4%	1%	6%
	10 trip ticket	36%	46%	24%
	Two hour ticket	1%	1%	1%
	STAR Pass	3%	2%	4%
	Group Day-tripper	1%	1%	2%
	Bus King	3%	3%	3%
	Gold Pass	17%	14%	21%
	Single trip (cash)	34%	31%	39%
Other	1%	1%	1%	
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		N=141	N=50	N=91
Q3b. When you given this survey what type of ticket were you using - Cityline/CCS	Senior citizen farecard	6%	0%	9%
	Farecard	43%	60%	34%
	STAR Pass	12%	4%	16%
	Group Daytripper	1%	0%	2%
	10 trip (CCS)	5%	8%	3%
	Single trip (cash)	28%	22%	32%
Other	4%	6%	3%	
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		N=99	N=46	N=53
Q3c. When you given this survey what type of ticket were you using - Mana/Newlands	Smartcard/Travel card	67%	85%	51%
	School pass (Mana)	2%	2%	2%
	Single trip (cash)	31%	13%	47%
Total		100%	100%	100%

		Total	Off-peak
Unweighted Count		N=4	N=4
q3d. When you were given this survey, what type of ticket were you using? (ferries)	Single or return trip (cash)	75%	75%
	Other	25%	25%
Total		100%	100%

G2: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
Unweighted Count		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q4b. How did you get to the bus stop/station/ferry terminal	Walk 10 mins or less	70%	67%	74%
	Walk more than 10 mins	9%	11%	8%
	Cycle	0%	0%	0%
	(Another) bus	7%	6%	8%
	(Another) train	4%	5%	3%
	Drove car and parked it near bus stop/train station/ferry te	4%	6%	2%
	Dropped off by car	3%	4%	2%
	Other	0%	0%	0%
	No response	1%	1%	2%
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q5b. How will you complete your journey when you reach that stop/station/terminal	Walk 10 mins or less	71%	72%	70%
	Walk more than 10 mins	11%	10%	11%
	Cycle	0%	0%	0%
	(Another) bus	7%	6%	8%
	(Another) train	2%	2%	2%
	Drive car that is parked near bus stop/train station/ferry t	5%	6%	3%
	Picked up by car	2%	2%	2%
	Other	1%	1%	1%
	No response	1%	1%	2%
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q6. In total, how many journeys using public transport will you travel today?	One	15%	12%	20%
	Two	67%	74%	57%
	Three or more	16%	13%	21%
	No response	2%	1%	2%
Total		100%	100%	100%

G3: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak	
		Unweighted	N=2149	N=1375	N=774
		Count			
Q6a_a. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? Before 8:45am	None		41%	23%	66%
	One		52%	70%	27%
	Two or more		4%	4%	3%
	No response		3%	2%	4%
Total			100%	100%	100%

		Total	Peak	Off-peak	
		Unweighted	N=2149	N=1375	N=774
		Count			
Q6a_b. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 8:45am to 3:29pm	None		56%	77%	27%
	One		26%	15%	42%
	Two or more		14%	5%	27%
	No response		3%	2%	4%
Total			100%	100%	100%

		Total	Peak	Off-peak	
		Unweighted	N=2149	N=1375	N=774
		Count			
Q6a_c. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 3:30pm to 6:29pm	None		35%	21%	54%
	One		56%	71%	35%
	Two or more		7%	6%	7%
	No response		3%	2%	4%
Total			100%	100%	100%

		Total	Peak	Off-peak	
		Unweighted	N=2149	N=1375	N=774
		Count			
Q6a_d. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? From 6:30pm to 8pm	None		84%	87%	80%
	One		12%	9%	15%
	Two or more		1%	1%	1%
	No response		3%	2%	4%
Total			100%	100%	100%

G4: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
	Unweighted Count			
Q6a_e. Today, how many journeys using public transport will you make in the Wellington Region (...) which start at the following times? After 8pm	None	91%	93%	09%
	One	5%	4%	6%
	Two or more	0%	0%	1%
	No response	3%	2%	4%
Total		100%	100%	100%

		Total	Peak	Off-peak
		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
	Unweighted Count			
Q7. Which one of the following best describes how often you normally travel by bus/train and/or ferry in the Wellington region	Most days including weekends	29%	24%	36%
	Four or five days each week not usually including weekends	45%	59%	25%
	One to three days each week not usually including weekends	11%	9%	13%
	One to three days each week usually including weekends	6%	4%	10%
	Weekends only	1%	1%	2%
	Not every week but at least once a month	4%	2%	5%
	Less than once a month	2%	1%	3%
	Not applicable - I'm a visitor to Wellington	2%	0%	4%
	Other	1%	0%	1%
	No response	1%	1%	1%
Total		100%	100%	100%

		Total	Peak	Off-peak
		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
	Unweighted Count			
Q8. Have you telephoned Ridewell in the last 2 months	No	69%	72%	66%
	Yes	29%	26%	33%
	No response	2%	2%	2%
Total		100%	100%	100%

G5: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
		<i>N=602</i>	<i>N=346</i>	<i>N=256</i>
	Unweighted <i>Count</i>			
Q8a_a. Satisfied/dissatisfied - answered my call promptly	Very satisfied	25%	26%	23%
	Satisfied	44%	43%	45%
	Neither	8%	7%	9%
	Dissatisfied	8%	8%	8%
	Very dissatisfied	3%	3%	3%
	Don't know/not applicable	1%	0%	2%
	No response	11%	13%	10%
Total		100%	100%	100%

		Total	Peak	Off-peak
		<i>N=602</i>	<i>N=346</i>	<i>N=256</i>
	Unweighted <i>Count</i>			
Q8a_b. Satisfied/dissatisfied - gave me the correct information	Very satisfied	40%	42%	39%
	Satisfied	35%	31%	39%
	Neither	4%	4%	5%
	Dissatisfied	3%	2%	3%
	Very dissatisfied	3%	5%	1%
	Don't know/not applicable	2%	2%	1%
	No response	13%	13%	12%
Total		100%	100%	100%

		Total	Peak	Off-peak
		<i>N=602</i>	<i>N=346</i>	<i>N=256</i>
	Unweighted <i>Count</i>			
Q8a_c. Satisfied/dissatisfied - could answer all my questions	Very satisfied	38%	38%	39%
	Satisfied	34%	32%	36%
	Neither	5%	5%	4%
	Dissatisfied	4%	5%	4%
	Very dissatisfied	3%	4%	2%
	Don't know/not applicable	2%	2%	2%
	No response	14%	15%	12%
Total		100%	100%	100%

		Total	Peak	Off-peak
		<i>N=602</i>	<i>N=346</i>	<i>N=256</i>
	Unweighted <i>Count</i>			
Q8a_d. Satisfied/dissatisfied - was polite on the phone	Very satisfied	35%	34%	36%
	Satisfied	32%	32%	31%
	Neither	9%	7%	11%
	Dissatisfied	6%	6%	5%
	Very dissatisfied	5%	5%	5%
	Don't know/not applicable	1%	2%	1%
	No response	13%	15%	12%
Total		100%	100%	100%

G6: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
Unweighted Count		<i>N=602</i>	<i>N=346</i>	<i>N=256</i>
Qaa e. Satisfied/dissatisfied - overall satisfaction with the call	Very satisfied	29%	31%	28%
	Satisfied	39%	36%	41%
	Neither	8%	7%	10%
	Dissatisfied	5%	7%	4%
	Very dissatisfied	4%	4%	5%
	Don't know/not applicable	1%	2%	1%
	No response	13%	14%	12%
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q9. If Ridewell were to extend its hours, which time would most benefit you	Before 7:30am Mon to Sat	14%	14%	14%
	After 8:30pm Mon to Sat	20%	17%	23%
	Before 9am Sundays	2%	2%	4%
	After 3pm Sundays	7%	7%	7%
	Don't know/present hours suitable	54%	58%	49%
	No response	4%	3%	4%
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q10a. Performance - reliability	Excellent	25%	23%	27%
	Good	40%	41%	39%
	Satisfactory	24%	25%	22%
	Poor	8%	7%	8%
	Very poor	2%	2%	2%
	No response	2%	2%	2%
Total		100%	100%	100%

		Total	Peak	Off-peak
Unweighted Count		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q10b. Performance -frequency	Excellent	18%	17%	19%
	Good	33%	34%	32%
	Satisfactory	29%	29%	30%
	Poor	13%	14%	11%
	Very poor	3%	3%	3%
	No response	4%	3%	5%
Total		100%	100%	100%

G7: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q10c. Performance -journey time	Excellent	19%	18%	22%
	Good	46%	47%	45%
	Satisfactory	25%	27%	23%
	Poor	4%	4%	4%
	Very poor	1%	0%	1%
	No response	4%	4%	5%
Total		100%	100%	100%

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q10d. Performance - quality/comfort	Excellent	17%	15%	21%
	Good	36%	34%	38%
	Satisfactory	31%	32%	29%
	Poor	10%	12%	7%
	Very poor	3%	4%	1%
	No response	3%	3%	4%
Total		100%	100%	100%

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q10e. Performance - price	Excellent	14%	12%	16%
	Good	31%	30%	31%
	Satisfactory	38%	41%	35%
	Poor	10%	10%	11%
	Very poor	4%	4%	4%
	No response	3%	3%	3%
Total		100%	100%	100%

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q11. Overall, do you think the service on this bus route/train line/ferry crossing is...	Excellent value of money	15%	12%	18%
	Good vale for money	43%	44%	41%
	Satisfactory value for money	35%	36%	33%
	Poor value for money	5%	6%	5%
	Very poor value for money	1%	1%	2%
	No response	1%	1%	1%
Total		100%	100%	100%

G8: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q12. Overall, how do you rate the service on this bus route/train line/ferry crossing	Excellent	18%	15%	22%
	Good	49%	50%	48%
	Satisfactory	26%	28%	24%
	Poor	5%	5%	5%
	Very poor	1%	1%	1%
	No response	1%	1%	1%
Total		100%	100%	100%

		Total	Peak	Off-peak
<i>Unweighted Cases</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
q13m. Have you used the World Wide Web in the last 2 months? If so, where?	Never used/not familiar with the WWW	29%	23%	38%
	Have not used the WWW in the last 2 months	8%	7%	9%
	Home	41%	45%	35%
	Work	32%	41%	20%
	School or university/polytechnic	13%	12%	13%
	Other	3%	3%	4%
	Never used WWW, incl not in last 2 months	37%	30%	47%
	No response	2%	2%	3%

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

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q14. Which one of the following best describes you	School student	10%	10%	10%
	University or polytechnic student	17%	15%	20%
	Self-employed	4%	4%	4%
	Full time salary or wage earner	48%	60%	32%
	Part-time salary or wage earner	9%	7%	12%
	Retired	5%	1%	11%
	Full time home maker	2%	1%	4%
	Unemployed	1%	1%	2%
	Other beneficiary	2%	0%	3%
	Other	0%	1%	0%
	No response	0%	0%	1%
Total		100%	100%	100%

G9: Peak/off-peak comparison (WRC passenger survey 2000)

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q17.	Male	39%	43%	33%
Gender	Female	60%	56%	65%
	No response	2%	1%	2%
Total		100%	100%	100%

		Total	Peak	Off-peak
<i>Unweighted Count</i>		<i>N=2149</i>	<i>N=1375</i>	<i>N=774</i>
Q18.	13-15	4%	5%	4%
What age group do you belong to	16-19	15%	14%	16%
	20-29	28%	29%	27%
	30-39	20%	22%	17%
	40-49	14%	16%	13%
	50-59	10%	11%	9%
	60-69	4%	3%	7%
	70-79	3%	1%	5%
	80+	1%	0%	2%
Total		100%	100%	100%

G 10: Peak/off-peak comparison (WRC passenger survey 2000)