



caring about you & your environment

April 1999

Dear Passenger

Survey of Bus, Train and Harbour Ferry 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 the marketing and social research company BRC. They ~~have~~ selected a random sample of all the bus, train and harbour ferry 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 bus or train tickets to the value of \$100. 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, trains and ferries 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 - Jane Young 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

April/May 1999

PRIZE DRAW

There are 3 prizes of bus or train travel to the value of \$100 each. 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 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.....
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	d. Tranz Metro (Train)	e. WestpacTrust Ferry
Beneficiary 1	Senior citizen farecard... 1		10 trip ticket 1	Ten trip ticket..... 1
10 trip ticket..... 2	Farecard 2		Family Fun Fare 2	Monthly Pass 2
Daytripper.. 3	Daytripper.. 3		Day Rover..... 3	Family Pass..... 3
Downtowner 4	School term farecard..... 4	Smartcard/Travel card .1	School term pass 4	Single or return
Bus King 5	10 trip (CCS)..... 5	School pass (Mana)..... 2	Monthly Pass 5	trip (cash)..... 4
Gold Pass..... 6	Single trip (cash)..... 6	Single trip (cash)..... 3	Single or return	trip (cash)..... 4
Single trip (cash). 7			trip (cash)..... 6	Other(<i>please specify</i>) 5
Other (<i>please specify</i>). 8	Other(<i>please specify</i>). 7	Other (<i>please specify</i>)..... 4	Other(<i>please specify</i>) 7	

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

- 4 The next questions are about this journey. 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.
- 4 a Now think about this journey (when you were given this survey). Does this journey involve a change to a bus, train or ferry? For example: "bus then bus" means you caught one bus then got onto another bus.
- No 1 → Go TO Q5
 Yes 2

- 4b Which of the following best describes your journey?
- bus then bus 1
 - train then train 2
 - bus then train, or train then bus..... 3
 - bus, train then bus 4
 - Other (please *specify*) 5

- 5 Did you travel by car today to get to a bus/train/ferry?
- No..... 1
 - Yes, was dropped off by car 2
 - Yes, car parked near bus stop/station/wharf.. 3

- 5 a Will you use a car later today to finish a bus/train/ferry journey?
- No..... 1
 - Yes, car will pick me up 2
 - Yes, car parked near bus/stop/station/wharf.. 3

- 6 In total, how many journeys using public transport will you travel today? (Remember that 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? ←

- 6 a 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: 80px; height: 25px;" type="text"/>
b. From 8.45am to 2.59pm	<input style="width: 80px; height: 25px;" type="text"/>
c. From 3pm to 5.59pm.....	<input style="width: 80px; height: 25px;" type="text"/>
d. From 6pm to 8pm	<input style="width: 80px; height: 25px;" type="text"/>
e. After 8pm	<input style="width: 80px; height: 25px;" type="text"/>

Total: Check: Total should equal previous answer

- 7 Which ONE of the following best describes how often you normally travel by public transport 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 What TWO ways would you prefer to find out about changes to public transport timetables, routes, and fares?

Circle two

- Suburban newspapers1,
 - Dominion/Evening Post2,
 - Posters in bus/train/ferry3,
 - Leaflets in bus/train/ferry.....4,
 - Posters at bus/train/ferry shelters or stops.....5,
 - From calling Ridewell..6,
 - Leaflets in mailboxes.....7,
 - Leaflets available at timetable outlets.....8,
 - Other (*Please specify*)9,
-

9 How well do you think that this bus/train/ferry service performs?

Think about your use of this public bus/train/ferry service (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/trains run on time)	1	2	3	4	5
b. Frequency (whether the buses/trains come often enough)	1	2	3	4	5
c. Journey time (how long the bus/train/ferry trip takes)	1	2	3	4	5
d. Quality/comfort (whether the bus/train/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

10 Overall, taking into account all the factors in question 9 (reliability, frequency, journey time, quality/comfort, price), do you think this passenger transport 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

11 Overall, taking the factors in question 9 into account, how do you rate this passenger transport service?

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

12 Which one of the following best describes you?

- School student.....1
 - University or Polytechnic student.....2
 - Self-employed3
 - Full time salary or wage earner4
 - Part-time salary or wage earner (less than 30 hrs/week).....5
 - Retired6
 - Full-time home-maker7
 - Unemployed8
 - Other beneficiary.....9
 - Other (*Plasespecify*)10
-

- 13 Were you given the survey on the ...!
- Ferry1
 - Train: Hutt line2
 - Train: Johnsonville line3
 - Train: Porirua/Paraparaumu line4
 - Bus (*please specify route no.*)5
-

14 Date given survey: A p r i l / M a y

15 What **TWO** improvements to public transport would most benefit you?

Circle two

- More comfortable buses/trains1,
 - Less crowded buses/trains (e.g., more carriages on trains) 2,
 - Cheaper fares..... 3,
 - More convenient tickets
(e.g., transfer tickets, combined bus/train/ferry tickets)..... 4,
 - Better connections between buses5,
 - Better connections between buses and trains.....6,
 - Information to be better, timetables to be improved..... 7,
 - More reliable services: run more on time.....8,
 - Faster journey9,
 - More frequent buses or trains (not mainly weekends / evenings)..... 10,
 - More frequent-weekends mainly.. 11,
 - More frequent-evenings mainly 12,
 - More convenient bus routes..... 13,
 - Drivers more friendly/helpful.. 14,
 - Better driving skills (e.g., drive more smoothly)..... 15,
 - OK, fine now, no particular improvement needed 16,
 - Other (*P/ease specify*)..... 17,
-

16 Are you... Male.....1
Female2

17 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 bus and train tickets to the value of \$100 each, please write your name, address and phone number. Note that your individual answers are totally confidential to BRC. The draw will take place in May 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:

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 May to:

FreePost 2088 WN, BRC Marketing & Social Research, PO Box 1 0-617, WELLINGTON