

## Fare Structure Review – Consultation (August to September 2012)

### Summary of feedback from farereview.co.nz website

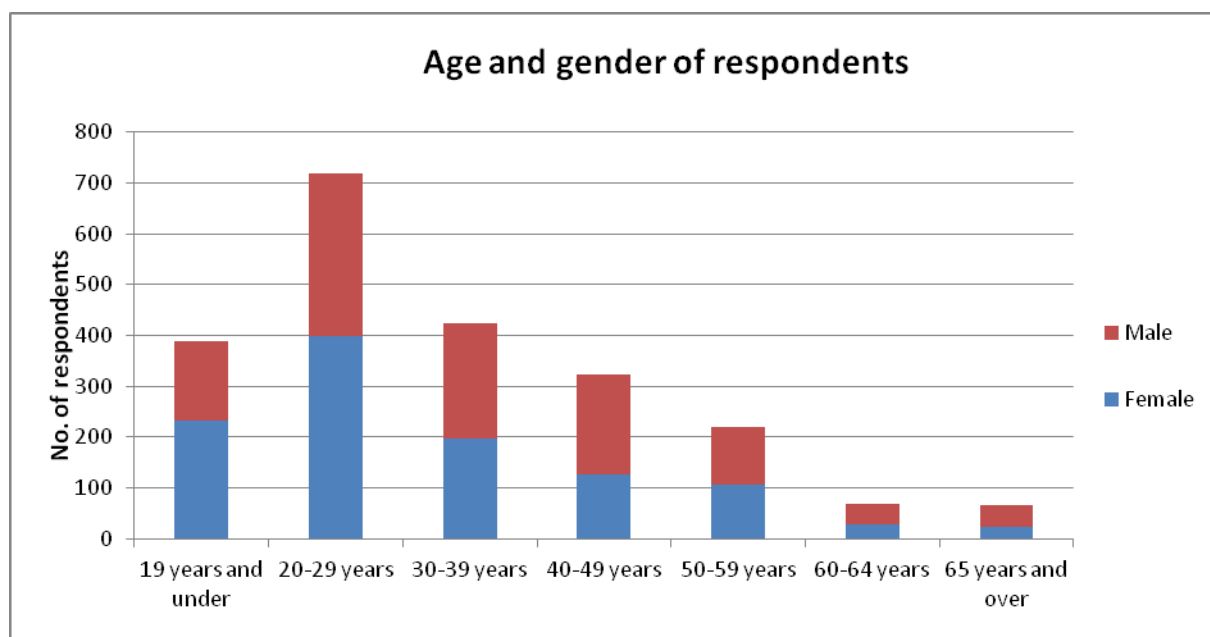
#### 1 Overview of respondents

2211 responses were received via the Fare review website. Respondents were able to make multiple responses if they chose to do so; however the following information is based on the assumption that each submission represents a unique submitter's viewpoint.

##### 1.1 Age and gender

Overall, respondents were evenly split between male and female with 49.6% being male and 50.4% being female.

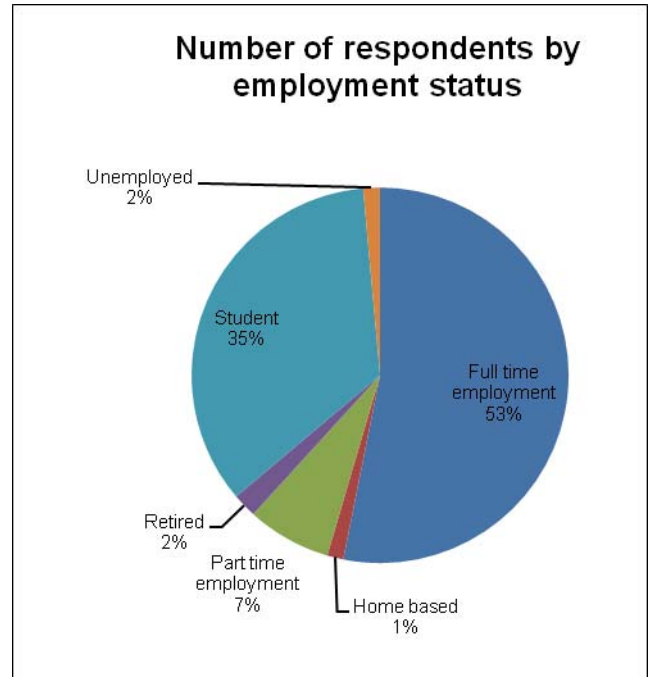
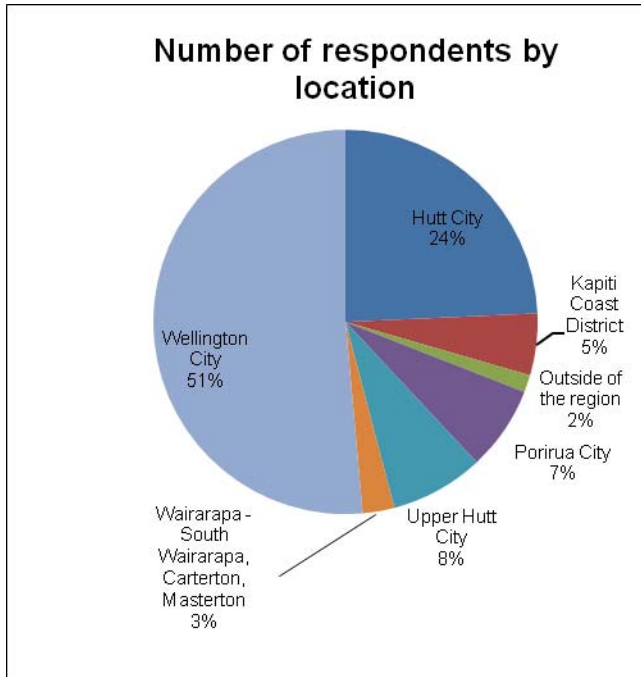
The largest age group to respond to the survey were in the 20 to 29 year olds, with 32% of respondents identifying themselves as being in the age group. Just over 50% of respondents were under 29 years old.



##### 1.2 Location and occupation

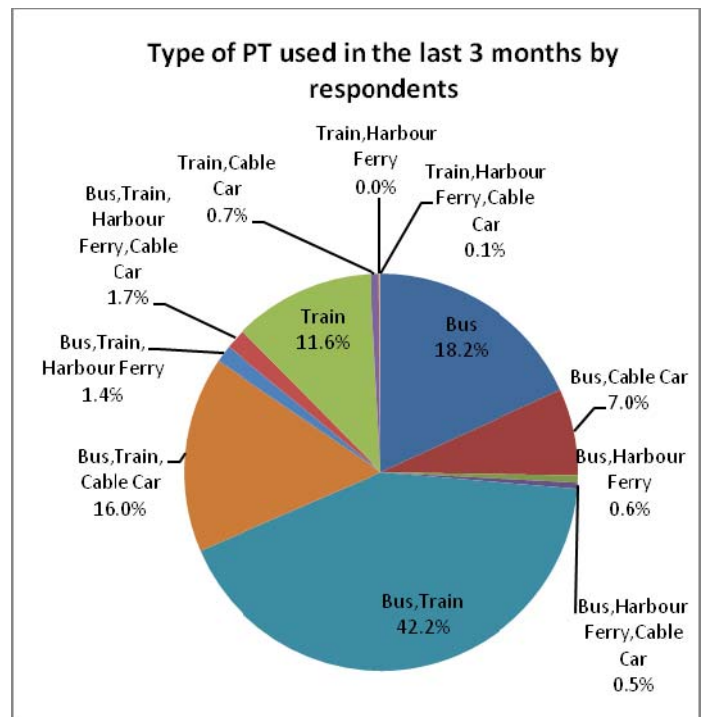
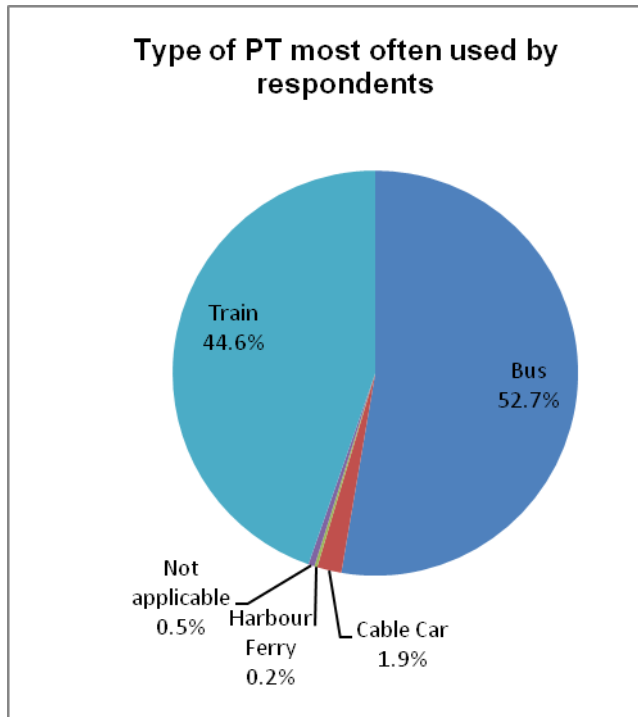
Just over 51% of respondents lived in Wellington city with 24% living in Hutt Valley and the remaining 25% from across the region.

The two largest groups of people submitting on the fare structure review were those who identified themselves as students (35%) and in full time employment (53%).



### 1.3 Current public transport usage

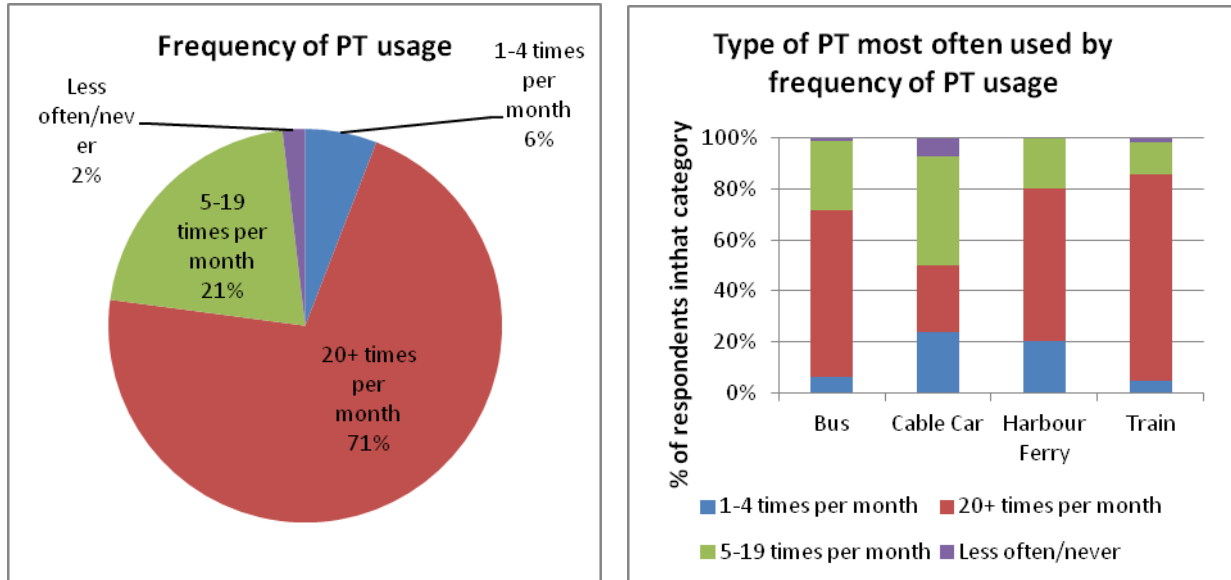
Just over 53% of respondents use the bus as their most frequent form of public transport. Of respondents who identified themselves as Wellingtonians, 78% used the bus as their most frequent form of public transport, this is compared to 34% of Hutt City respondents, 23% of Upper Hutt respondents and 16% of Porirua respondents.



95% of Wairarapa respondents, 93% of Kapiti respondents and 84% of Porirua respondents use the train as their most frequent form of public transport.

## 1.4 Frequency of public transport usage

Over 71% of respondents use public transport more than 20 times each month. 21% use public transport between 5 and 19 times each month and just 2% use public transport less than once a month.

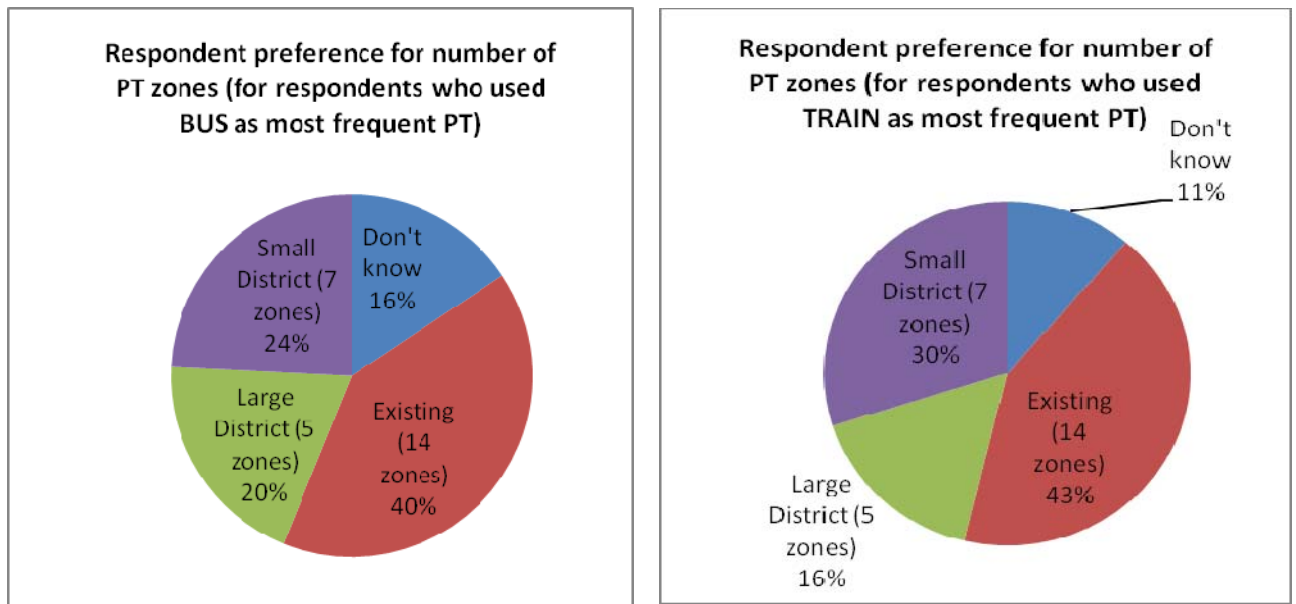


## 2 Fare structure

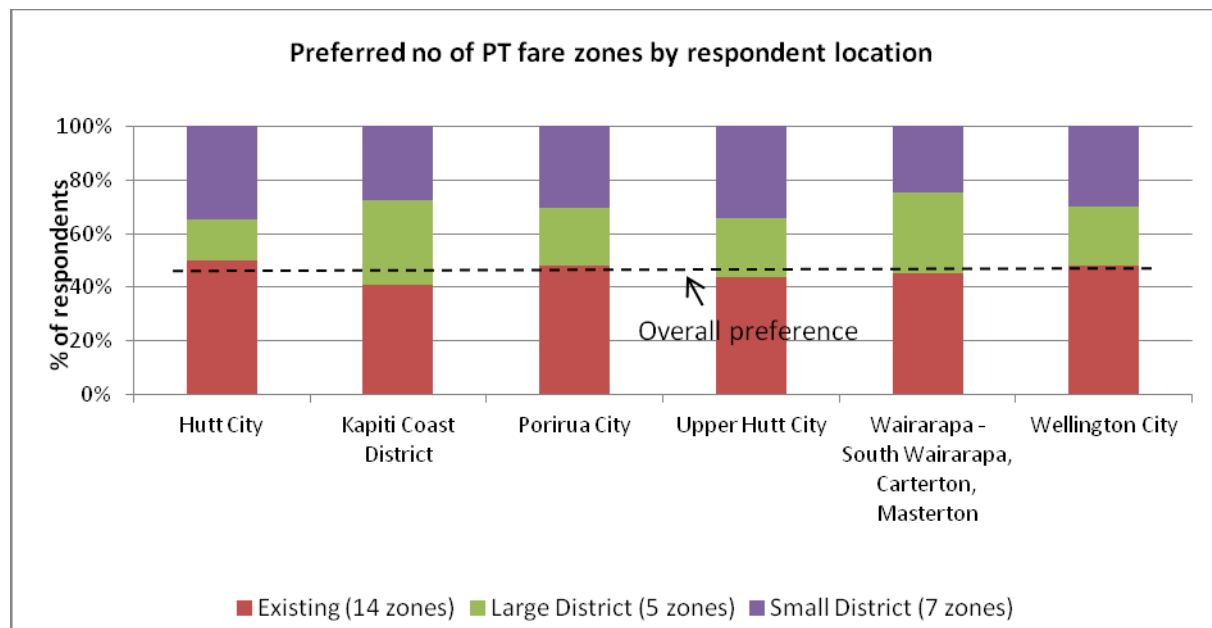
### 2.1 Number of zones

Respondents were asked their preferences around the number of zones the public transport fare systems should be based on. The options presented were the existing 14 zone system, plus two possible district based options with either 5 or 7 larger zones.

Overall, 41% of respondents preferred retaining the existing 14 zones, with 27% and 18% preferring the 7 and 5 district zones respectively.



There are only small differences between respondents who use the bus and train with a small increase in respondents who use the train as their most frequent use of public transport preferring the 7 zones option compared to bus users. Conversely slightly more respondents who used the bus as their most frequent form of transport preferred the 5 zone option.

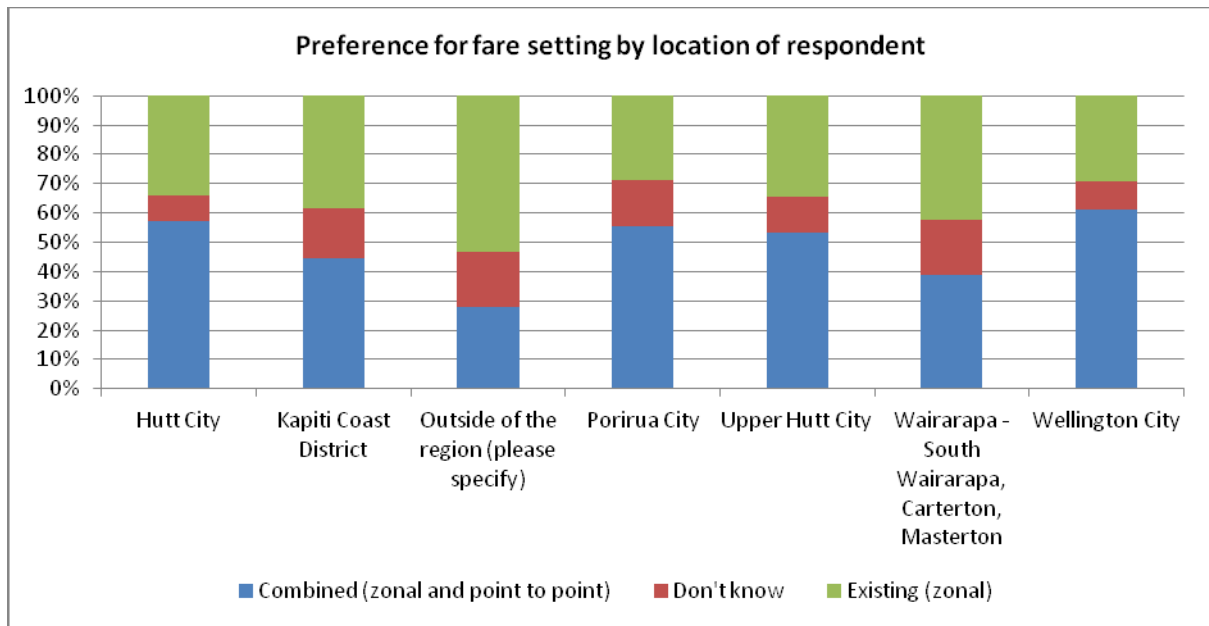


There was very little variability between the proportion of respondents who lived in the different areas of the region in terms of those who thought the existing zone structure was the best option. The greatest variability was between the proportion of respondents who selected either the 5 or 7 district zones in the different regions as shown above (this figure excludes those respondents who selected the ‘don’t know’ option).

## 2.2 Zonal or combination of zonal and distance based fares

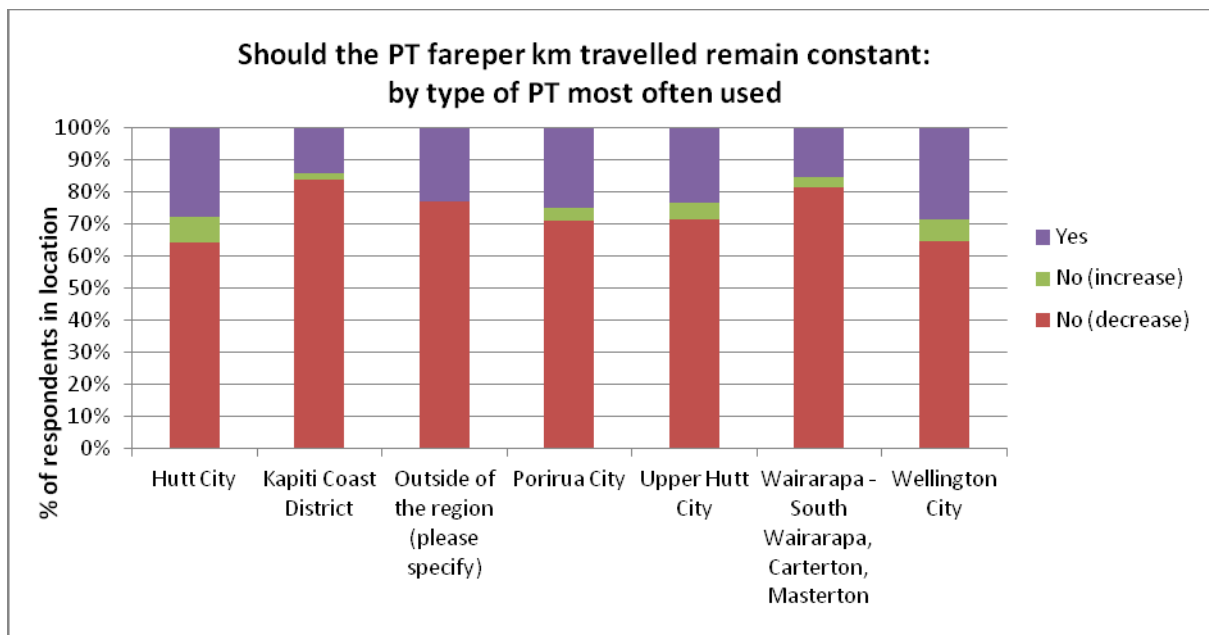
32% of respondents preferred a purely zonal system and 57% of respondents supported a combined zonal plus point to point fare system where cash fares would be charged on a zonal basis and smart card fares would be charged on a distance travelled basis. 67% and 70% of

those respondents who preferred the larger 5 or 7 district based zones preferred a combined approach. Respondents who lived further away from Wellington tended to have a stronger preference for the purely zonal system.



### 2.3 Fare per kilometre of journey

The survey asked respondents whether the fare per kilometre travelled should vary with distance. Overall, 62% of respondents selected the option that the fare per kilometre travelled should reduce with distance travelled, 6% considered it would increase with distance travelled and 25% preferred it remain constant (the remaining 7% selected the 'don't know' option).

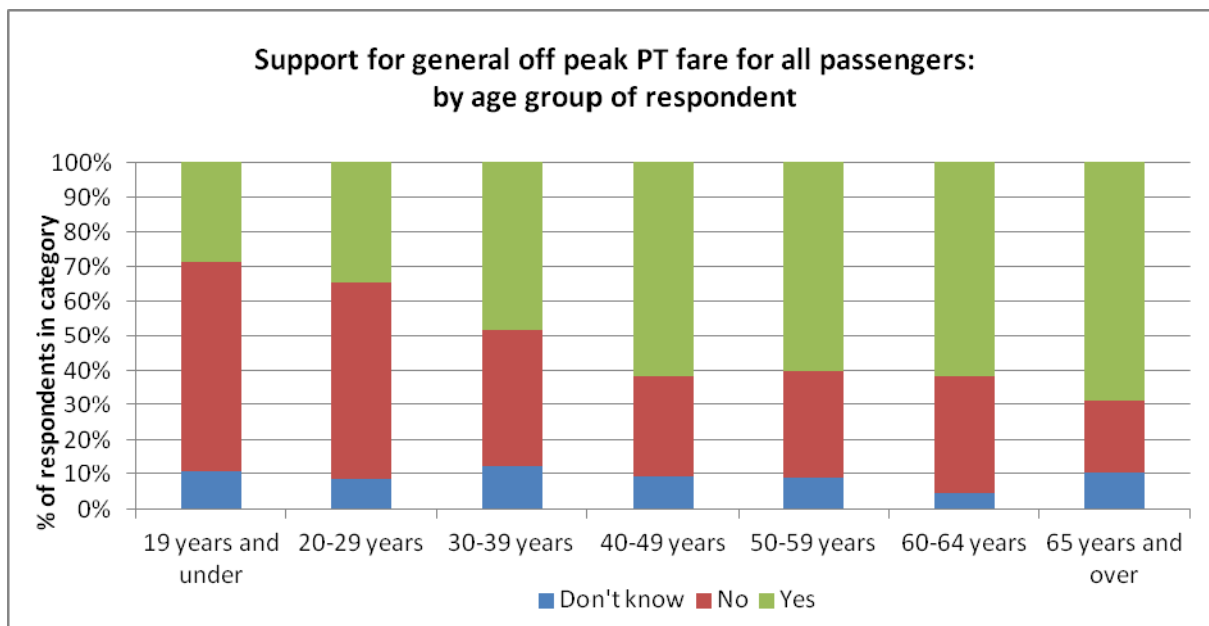


Those respondents who are likely to use public transport to travel greater distances (such as those who live in the Wairarapa and Kapiti Coast) had a greater proportion of people who would consider that the fare per kilometre travelled should reduce with distance travelled.

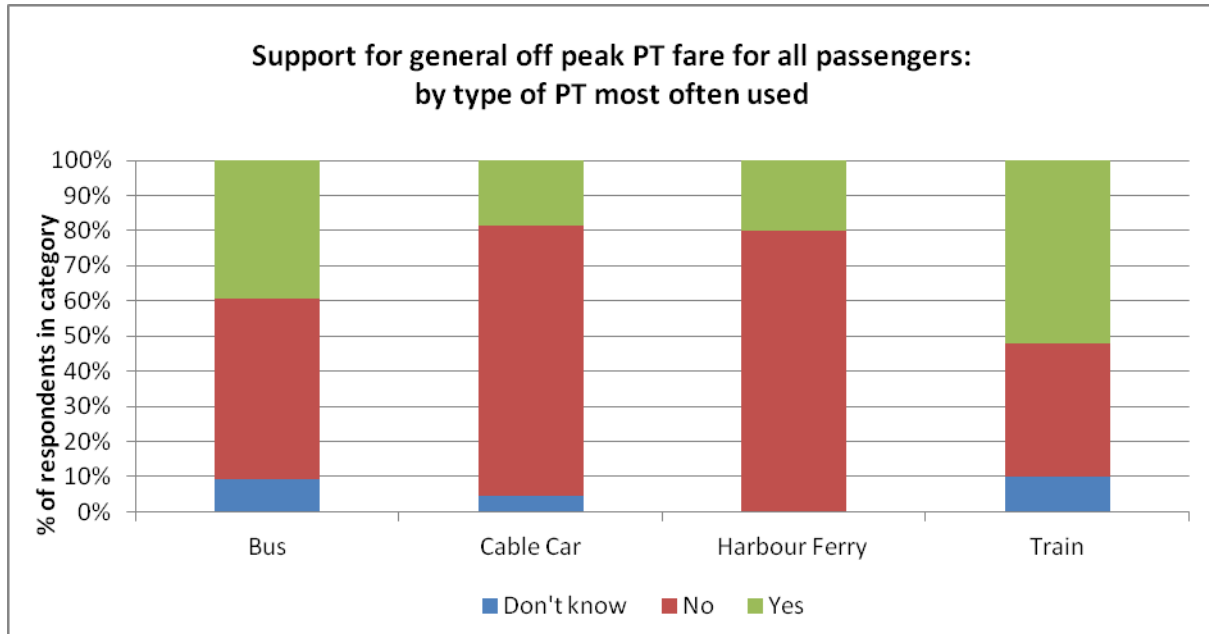
### 3 Off peak fares

Overall, respondents were fairly evenly split for and against a general off peak fare with approximately 46% against a general off peak fare and 45% supporting an off peak fare (the remaining 9% selected the 'don't know' option). In terms of frequency of public transport use, there was only very small variations between respondents who used public transport 20 or more times per month and those who used it less frequently.

The greatest variation came between age groups and most frequent mode of public transport used. Younger respondents tended to reject a general off peak fare whereas older respondents favoured an off peak fare.



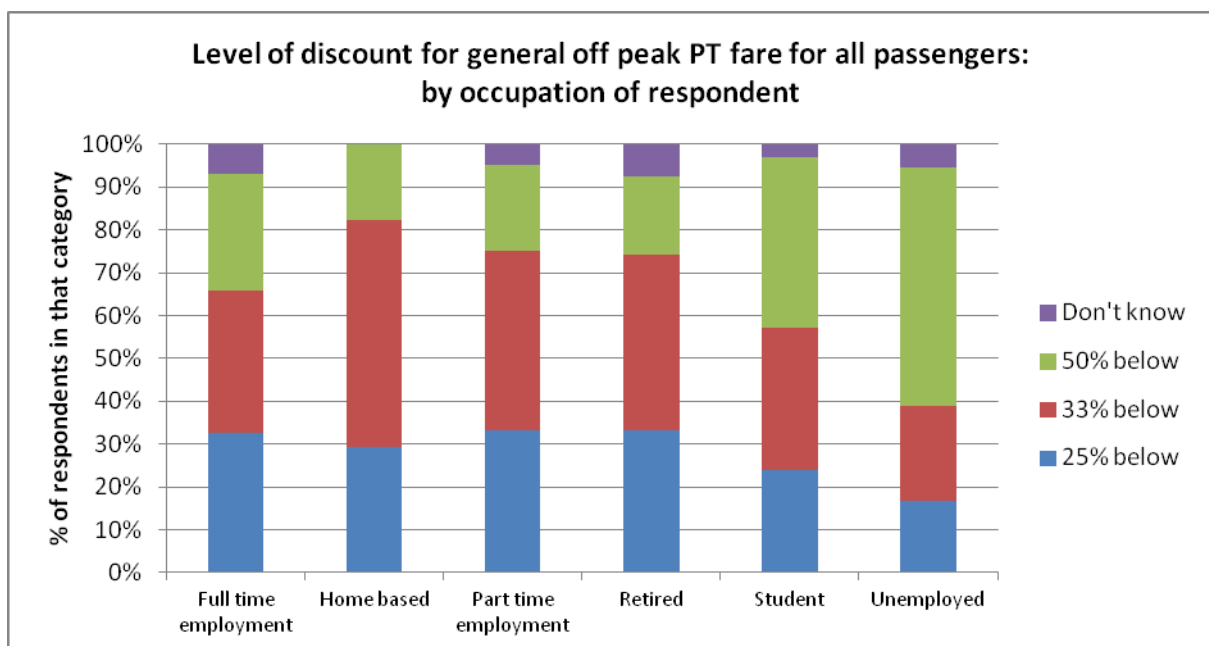
Support for a general off peak fare also varied between the type of public transport most often used with train users having the greatest support for an off peak fare.



Those respondents who supported an off peak fare were asked what level of discount was appropriate. Overall, 30% of those who supported an off peak fare considered the discount should be 25% below the peak fare, 34% considered the discount should be 33% and 30% considered it should be 50% below the peak fare.

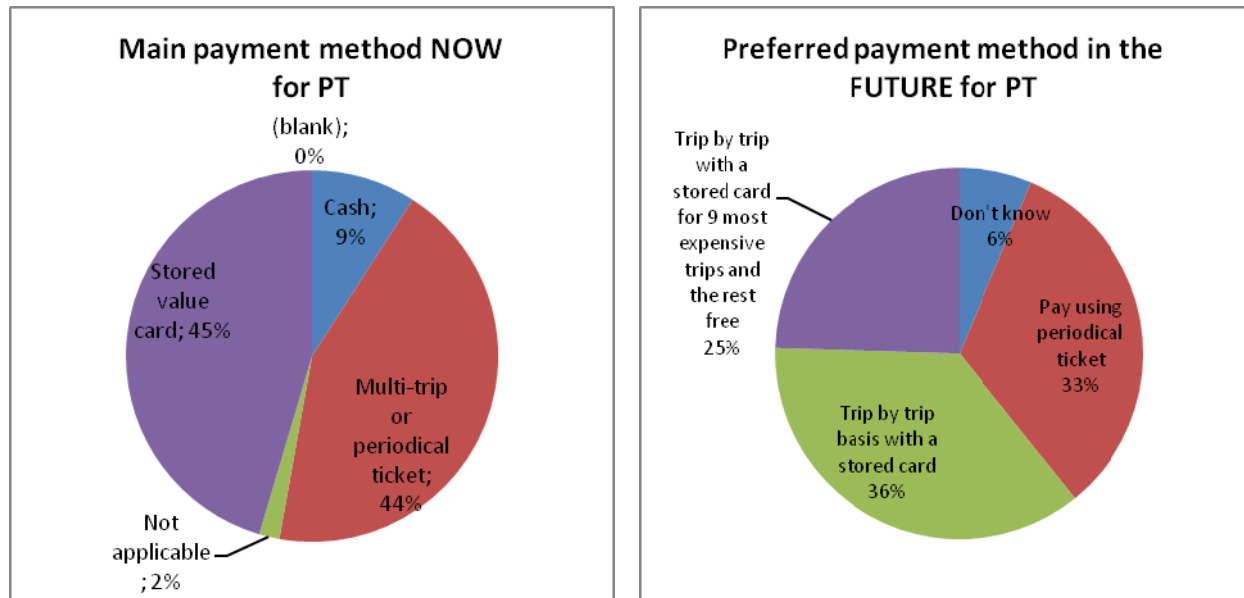
Whilst a smaller proportion of younger respondents supported a general off peak discount, of those that did, a larger proportion of younger respondents preferred the 50% discount, whereas older respondents tended to prefer a lesser discount.

The most marked variation between respondents who supported an off peak fare was for those who identified their occupation as unemployed and students. Respondents in these occupation groups tended to prefer a 50% discount, whereas those in full time employment were fairly evenly split between the options.



## 4 Preferred payment method

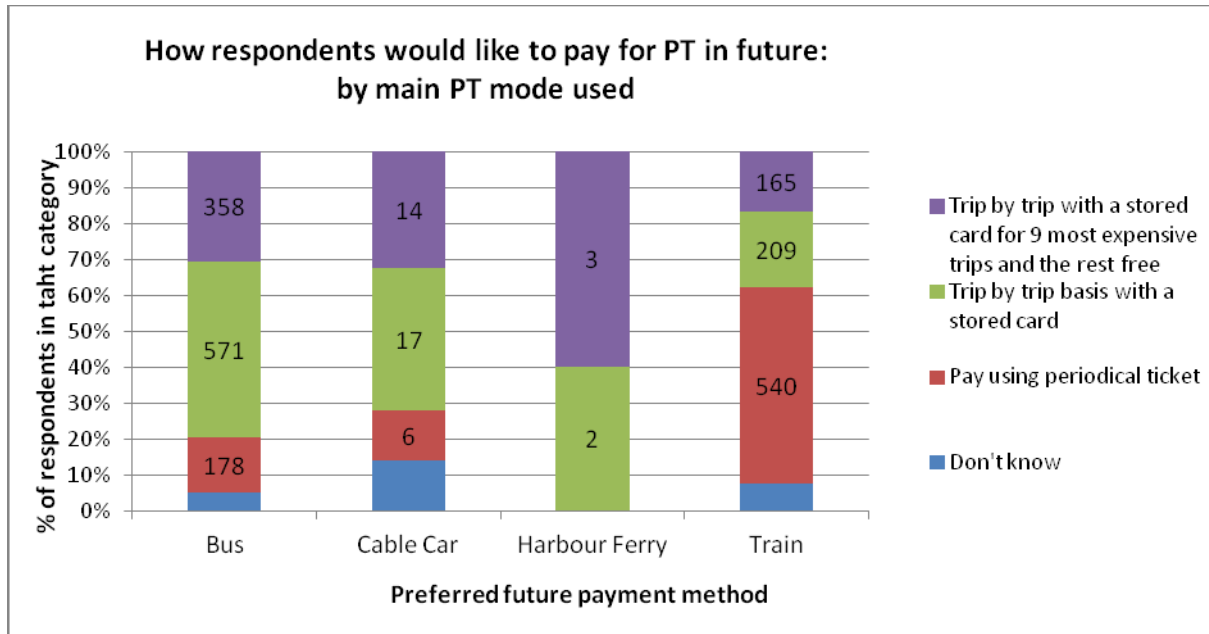
Approximately equal numbers of respondents currently pay by multi-trip or periodical tickets as stored value cards. Preferences for future payment methods are shown below.



When asked about preferences for future payment systems, 40% of respondents who use public transport for more than 20 trips per month preferred to pay using a periodical ticket, whereas 57% of respondents who use public transport less frequently (1 to 4 trips per month) prefer the option of paying on a trip by trip basis with a stored value card.

Generally, people who use the train as their main PT mode prefer periodical tickets, and those who identify the bus as their main PT mode prefer to pay by stored value card reflecting the current payment systems in place. Whilst the proportion of respondents who use the harbour ferry and support the trip by trip with a stored value card for the nine most expensive trips is higher than other transport modes, this is based on a sample of only 5 respondents and may not be representative of all ferry users.





## 5 Concessions

Respondents were asked whether they supported various options around providing concessions for children, students, people with disabilities and SuperGold card holders. The views of respondents are summarised below.

### 5.1 Concessions for children and students (including tertiary students)

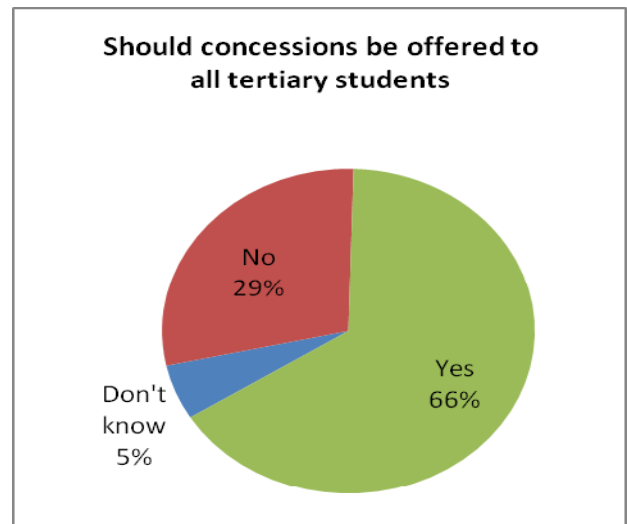
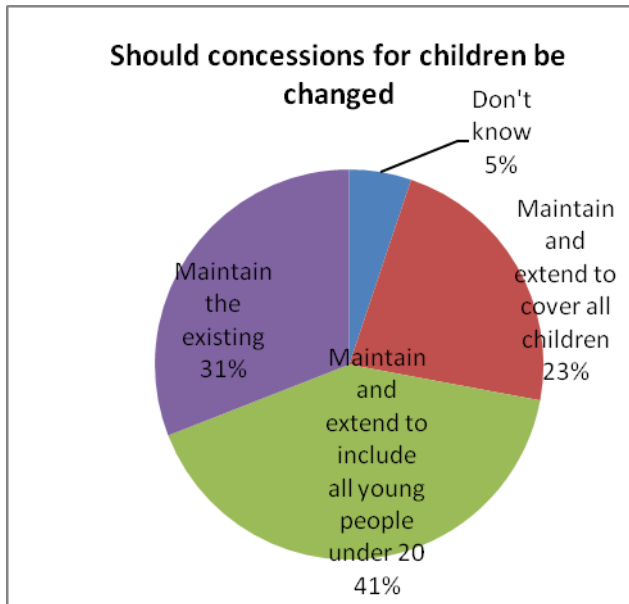
Respondents were asked whether they supported

- the current concessions for children (free for under 5's and a concession fare for all primary school children plus secondary school children with uniform or school ID)
- extending the current system to all school age children or
- extending the current system to all young people under 20 years old.

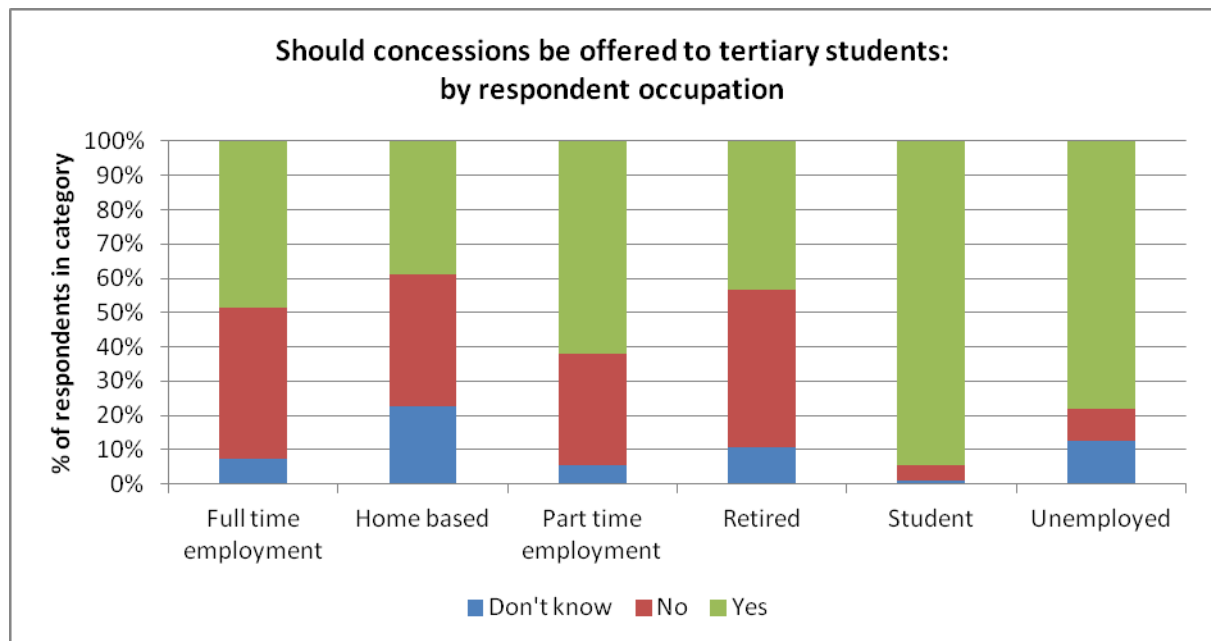
In addition, respondents were asked whether they supported extending the current system to include discounts for all tertiary students no matter what their age. Respondents' views are shown below.

Based on the proportion of respondents in each category, the frequency of use of public transport and the type of public transport used matched fairly well the overall view of respondents on any changes to concessions for young people.

Respondents aged 19 and under had the strongest support (73%) for extending the existing concessions to all young people under 20 years old and the over 65's had the least support for this option. Respondents living in the Wairarapa had the lowest levels of support for extending the child concessions to all young people under 20 (22%) and 60% of those respondents who identified themselves as students supported this option.

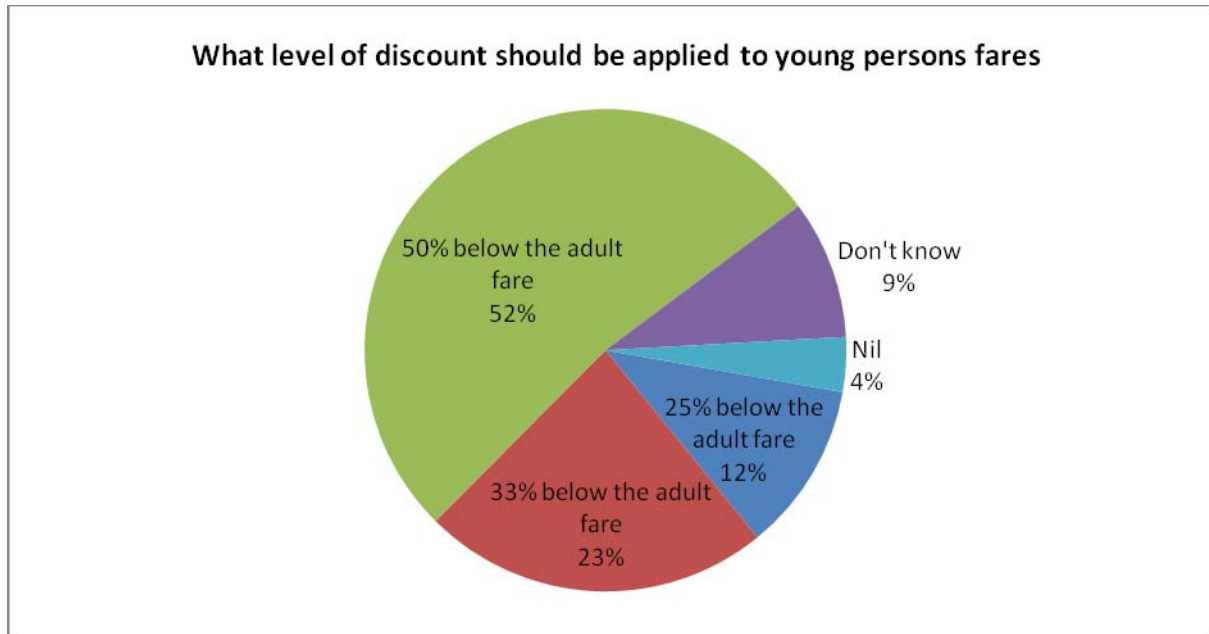


Respondents were asked whether concessions should be extended to all tertiary students no matter what their age. Overall 66% of respondents supported this option. 95% of respondents who identified themselves as students supported extending the concessions to tertiary students.



In terms of where respondents lived, 74% of those who identified themselves as living in Upper Hutt city supported tertiary student fares, but only 49% of respondents living in the Wairarapa. The largest proportion of respondents who supported tertiary student fares were the under 29 year olds with 93% of the 19 and under respondents and 81% of the 20 to 29 year olds respondents supporting this option. All other age groups were fairly evenly split for and against extending concessions fares to tertiary students.

Respondents were also asked what level of discount should be offered to young public transport users.



By occupation of respondents, generally all groups matched the proportions of respondents supporting the various options except those who identified themselves as ‘home-based’ where 60% supported a 50% discount. A larger proportion of respondents who lived in Porirua supported a 50% discount (63%) whereas the smallest proportion of respondents who supported the 50% discount identified themselves as living in the Wairarapa (42%).

## 5.2 SuperGold card users

Overall, excluding respondents who selected the ‘don’t know’ option, 50.4% of respondents didn’t support extending the SuperGold discounts to the afternoon peak and 49.6% of respondents did support the extension.

Strongest support was from those living in Upper Hutt city, Wairarapa and Porirua city where 59%, 55% and 54% of respondents supported this option and from those respondents who identified their age group as either ‘60 to 64’ and ‘65 and over’ with support from these groups of respondents at 73% and 67% respectively.

## 5.3 Other concessions

Respondents were asked whether the existing concessions for some people with disabilities and others should be

- Retained or
- Phased out or
- Replaced with a general off peak fare for all users.

No respondents selected the option to phase out existing concessions. Overall, 25% of respondents considered concessions should be replaced with a general off peak fare.

Replacing concessions with a general off peak fare had least support from over 65 year olds (just 14% selected this option) and greatest support from those respondents living in Porirua (31%) and the Kapiti Coast (29%) or those who identified themselves as ‘unemployed’.

