

Greater Wellington Regional Council (GWRC) Bus Service Questionnaire

Thank you for agreeing to take part in this survey. Your feedback and those of others will provide important information in our review of the Hutt Valley bus service you are currently using.

1. Details of the bus you're currently travelling on:

Date: _____ Time: _____ Bus Number or Route: _____

Section A

Please indicate your level of satisfaction with the following service features for this bus trip. Please circle one number for each question.

2. The bus being on time (keeping to the timetable)

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

3. How often services run

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

4. Having enough seats available

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

5. The helpfulness and attitude of the driver

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

6. Personal security during this trip

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

7. The cost of this trip

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

8. Overall satisfaction with this trip

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

9. Will your journey today be just on this bus or does it require you to use another bus or train to complete your journey?

- This bus only
 This bus and another bus
 This bus and a train
 This bus and another bus and train

Section B – Transfer between bus and train

If this is a regular journey and you normally **make a transfer between bus and train** as part of it, please fill in **Section B**, otherwise please go straight to **Section C**. Please circle one number for each question.

10. The reliability of the bus connecting with the train service on-time

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

Please turn over for more...

11. The train being on time (keeping to the timetable)

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

12. How often train services run

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

13. Overall satisfaction with the train service

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

Section C
14. Are you

Male	Female
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15. Which age group do you fall into?

15-17	18-24	25-34	35-44	45-59	60-64	65+
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16. What is the purpose of this journey? Going to:

Work	Home	Study/School	Shopping	Entertainment/sport	Visiting friends	Other:
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17. What are TWO things you could suggest to improve the Hutt Valley's public transport services?

1.	
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2.	
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Please **double check all relevant parts of this survey** are filled out before handing it back to the person who gave it to you - before departing the bus. Thank you for your time! For more information about this survey please contact Metlink on 0800 801 700 or visit www.metlink.org.nz.

Greater Wellington Regional Council (GWRC) Bus/Rail Service Questionnaire

Thank you for agreeing to take part in this survey. Your feedback and those of others will provide important information in our review of the Hutt Valley bus service.

SECTION A

1. Details of the train you're currently travelling on:

Time: _____ Station at which you boarded this train: _____
 Station at which you will leave this train: _____

2. How did you travel to the rail station today? (please tick the appropriate box and skip to the relevant section)

- Bus (Route Number _____) - Go to SECTION B
- Car (as driver) - Go to SECTION C
- Car (as passenger/dropped off) - Go to SECTION C
- Walk - skip to SECTION D
- Cycle - skip to SECTION D
- Other _____ - skip to SECTION D

SECTION B Travelled to station by Bus

If you travelled to the station by bus, please indicate your level of satisfaction with the following service features of the bus trip. Please circle one number for each question.

3. The reliability of the bus being on time / connecting with the train service

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

4. How regularly bus services run

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

5. The hours that the bus services operate (i.e. do they start early enough / run late enough)

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

6. Overall satisfaction with the bus service

	Extremely dissatisfied					Extremely satisfied					
N/A	0	1	2	3	4	5	6	7	8	9	10

...Continue to SECTION D

SECTION C Travelled to station by Car

7. If you travelled to the station by car (as either driver or passenger), please indicate the reasons why you didn't travel by bus instead (tick as many as apply):

- No convenient bus route Bus route does not operate early or late enough
- Bus trip times not convenient Reliability of connection with train
- Bus trips are too slow compared to car Bus fares are too expensive
- Personal Safety at bus stop Other _____

Please turn over for more...

8. If you noted that there is no convenient bus route, please provide the name of a street intersection near to your journey origin, along with the Suburb name:

Intersection of: _____ and _____

Suburb: _____

If you travelled to the station by car (as either driver or passenger), please indicate how likely you would be to use the bus instead, if:

9. The bus was free to rail users

	Extremely Unlikely					Extremely Likely					
N/A	0	1	2	3	4	5	6	7	8	9	10

10. Pay and Display Parking charge was introduced

	Extremely Unlikely					Extremely Likely					
N/A	0	1	2	3	4	5	6	7	8	9	10

...Continue to SECTION D

SECTION D For 'EVERYONE' to complete

11. Are you

Male	Female
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12. Which age group do you fall into?

15-17	18-24	25-34	35-44	45-59	60-64	65+
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13. What is the purpose of this journey? Going to:

Work	Home	Study/School	Shopping	Entertainment/sport	Visiting friends	Other:
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14. If you have any suggestions of how to improve the Hutt Valley's public transport services, please note them down below:

Please **double check all relevant parts of this survey** are filled out before handing it to a survey staff member on the platform at your alighting station. **Thank you for your time!** For more information about this survey please contact Metlink on 0800 801 700 or visit www.metlink.org.nz.

No pen?? - Fill out the questionnaire online at www.gw.govt.nz/hutt-valley-pt

Please note, there is an annual customer satisfaction survey being undertaken separately to this study throughout the month of May, on behalf of GWRC. If asked, please take the time to complete this as well.