



Executive Summary of 2016/17 Transport Passenger Satisfaction Survey

- The majority of Wellington public transport users are satisfied to some extent with their trip overall, 92% giving a positive rating (that is, giving a rating between 6 and 10), including 18% who are extremely satisfied. Just 2% of respondents expressed any dissatisfaction with their current trip overall.
- The share of passengers who are satisfied with the current trip overall has remained consistent with last year.
- Of the nine aspects of the trip considered, public transport users continue to be most positive about the personal security on the trip (95% satisfied to some extent). Public transport users are also positive about the ease of getting on/off the vehicle (94%).
- In contrast, ratings were notably less positive for the trip representing value for money of the fare with only 75% of passengers rating this aspect positively. This result is of particular concern as value for money of the fare is a core driver of overall satisfaction with the trip. Improvements to this aspect of the trip (by reducing fare costs, adding value through improved service delivery and new facilities and/or making public transport users more aware of the value for money public transport offers through communications etc.) can be expected to have a great positive impact on overall satisfaction with the trip going forward.
- Ratings for all aspects of the current trip have either remained the same as last year or decreased to some extent, with ratings for the service being on time decreasing significantly from 81% to 78% this year.