

Public Transport Satisfaction Survey Wakatipu

Survey taken from 20 May - 22 May 2021

Overall satisfaction

96 %

The overall level of satisfaction with the Wakatipu public transport system has decreased from 2019.



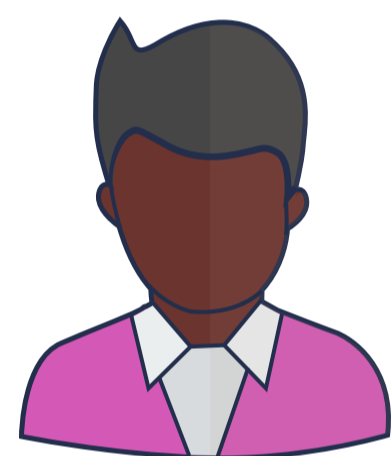
▼ 97% in 2019 ▲ 95% in 2018

Participants

48 %

 aged 25-34

48% of participants were aged 25-34 followed by 18% aged 18-24 years.



90 %

 non supergold cardholders

90% of participants were not supergold card holders.



61 %

 travelling to work

61% of participants used the bus to get to work.



91 %

 would recommend using bus

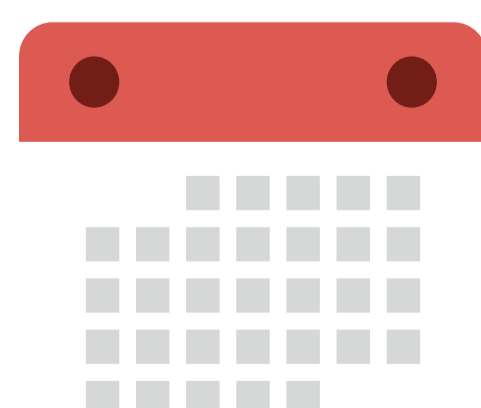
91% of participants would likely or very likely recommend public transport to friends or colleagues



40 %

 use the bus for 2 or more trips per day

40% of participants use the bus for 5 or more trips per week. 22% use the bus for 2 to 4 trips per week.



Passenger satisfaction

88 % exterior of the bus
▼ 95% in 2019 / 95% in 2018

98 % interior of the bus
▲ 97% in 2019 / 95% in 2018

86 % bus is on time
▲ 81% in 2019 / 85% in 2018

72% how often the services run
▼ 84% in 2019 / 78% in 2018

89 % value for money of fare
▼ 95% in 2019 / 96% in 2018

100 % having enough seats available
▲ 98% in 2019 / 99% in 2018

96 % ease of getting on and off the bus
▼ 98% in 2019 / 99% in 2018

96 % comfort of inside temperature
▲▼ 92% in 2019 / 97% in 2018

94 % helpfulness and attitude of driver
▲ 94% in 2019 / 92% in 2018

99 % personal security during trip
▲ 99% in 2019 / 95% in 2018

96 % satisfaction with current trip
▼ 99% in 2019 / 98% in 2018

70 % information about services and delays
▼ 75% in 2019 / 71% in 2018

94 % travel time
▼▲ 96% in 2019 / 84% in 2018

86 % convenience of paying
▼ 90% in 2019 / 92% in 2018

88 % ease of getting route information
▼ 93% in 2019 / 95% in 2018