

# Public Transport Satisfaction Survey Wakatipu

Survey taken from 18 - 21 August 2018

## Overall satisfaction

**95 %**

The overall level of satisfaction with the Wakatipu public transport system is 95%



## Participants

**42 %** 25-34 years

42% of participants were aged between 25-34 years followed by 35% in the 18-24 age group.



**94 %** not supergold card users

94% of participants were not using a supergold card.



**58 %** travelling to work

58% of participants used the bus to travel to work, followed by 19% travelling to a place of study.



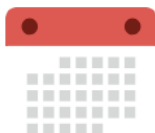
**92 %** would recommend using bus

92% of participants would likely or very likely recommend public transport to friends or colleagues



**40 %** use the bus for two or more trips a day

40% of participants use the bus for two or more trips a day followed by 24% of participants using the bus five or more times per week.



## Passenger satisfaction

**95 %** exterior of the bus

**95 %** interior of the bus

**85 %** bus is on time

**78 %** how often the services run

**96 %** value for money of fare

**99 %** having enough seats available

**99 %** ease of getting on and off the bus

**97 %** comfort of inside temperature

**92 %** helpfulness and attitude of driver

**95 %** personal security during trip

**98 %** satisfaction with current trip

**71 %** information about services and delays

**94 %** travel time

**92 %** convenience of paying

**95 %** ease of getting route information