

# 2015 Metro User Christchurch



## Research Report

June 2015



Research First

# Contents

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# 1

## Research Context and Design

### 1.1 Introduction

Environment Canterbury, the regional council servicing the Canterbury region, is the lead agency for the provision of public passenger transport. Environment Canterbury is an advocating and influencing agency for the provision of public transport infrastructure by territorial authorities and the New Zealand Transport Agency. Environment Canterbury works hard to provide sustainable and affordable transport alternatives.

Public passenger transport has been identified as an effective way of moving large numbers of people (including the transport-disadvantaged) to employment, education, recreation and social activities in a way that reduces these effects. Maintaining patronage growth for those purposes relies on ongoing investment in improvements to services by Environment Canterbury and in infrastructure by territorial local authorities and the New Zealand Transport Agency.

The Metro User survey was completed by Research First in both 2013 and 2014. This report presents the results of the 2015 iteration and provides a comparison with the results from the previous two years.

### 1.2 Research Objectives

The objectives of the Environment Canterbury Metro User Research are to understand:

- Who is using the system, the demographic characteristics of the traveller, and whether there is any change to the profile of travellers over time;
- What the level of satisfaction is with the network service provided, measuring frequency, reliability, value for money, accessibility, comfort, driver attitude and ease of use;
- How users view the provision of information and infrastructure that form part of a bus user's experience; and
- How users view the services provided by different companies (inter-service provider comparison), and the system overall.

### 1.3 Research Design

As with previous iterations, this research was conducted via on-bus and on-ferry intercept surveys with passengers. A total of 2,077 surveys were completed in Christchurch. This sample was stratified to ensure a representative spread of users was interviewed. This involved interviewing every nth person where possible. In the case of refusal, the next available person was interviewed (i.e. n+1st person). The sample was also structured to include a representative sample from each route across targeted times of the day. Quotas were developed based on patronage data by route and resulted in 1460 surveys completed on Go Bus routes, 594 completed on Red Bus routes, and 23 interviews conducted with Black Cat ferry passengers.

A sample of this size (N=2,077) provides Environment Canterbury with results with a margin of error of +/-1.9%<sup>1</sup>. This means that the results provided in the report are robust and Environment Canterbury can have confidence that they provide an accurate view of the perceptions of service users in Christchurch.

It is worth noting that the margins of error associated with subsets in the sample will be larger than +/-1.9% because maximum sampling error is a function of the total size of the sample, irrespective of the size of the population. It is important to keep this in mind and to remember that the results become less precise as the sample size shrinks.



1. At the 95% confidence interval.

# 2

## Key Messages

An intercept survey with bus and ferry passengers was conducted in Christchurch in 2015. This repeated similar projects conducted in 2013 and 2014. The key findings from that research are:

- Environment Canterbury and the operators do well at satisfying their customers with regard to public transport overall and their day to day use of the Metro service;
- Satisfaction with the service remains steady or has improved since 2013; and
- The December 2014 route changes affected the travel patterns of one-third of service users. Among this group, experiences of those changes were uneven with some identifying positive outcomes and others saying the service is now less convenient and slower.

### 2.1 Satisfaction is Steady or has Improved

Passengers across the operators were satisfied with the services being provided both day to day and when considering the public transport system overall. Respondents were more satisfied with the aspects directly relating the bus or ferry journey (i.e. the day to day service) than they were with the elements that comprise the overall Metro service.

Satisfaction with both the day to day use of the Metro service and the public transport system overall has either remained steady or improved since 2013. Specific areas of improvement since 2013 included how the timetable meets passengers' needs, the frequency of the service, real time information quality and availability, and the bus shelters.

This high level of satisfaction is reflected in the large proportion of respondents (84%) who would be likely to recommend public transport in Christchurch.

Overall, Black Cat users continued to be rated higher than their competitors for the range of factors measured. At the same time, passengers of Red Bus services were more satisfied than Go Bus service users.

### 2.2 The Effects of the December Route Changes are Uneven

The route changes which came into effect in December of 2014 changed the travel pattern of 34% of Metro users. Go Bus passengers were the most likely to be affected.

While the changes positively impacted some passengers (i.e. making the system more convenient, and reducing travel time and transfers), others were less positive. Of some concern for Environment Canterbury are those who noted it is now less convenient to use the metro service (14%), and that they are experiencing longer travel times (12%) and more transfers (8%).

### 2.3 Minor Changes to the Profile of Users

While the demographic make-up of Metro service users is relatively similar in 2015 to that in the previous two years, there are some minor differences observed. The gender split of metro users was more even in 2015 than in previous years and reflects the Christchurch population. As in 2013, the most common service users were 18 – 24 year olds. The age group showing the most growth since 2013 is the 25 to 34 group. Use has increased since 2013 in the daytime and evening timeframes, but decreased in the Peak AM and PM times. Weekday daytimes remain the period of highest use of the Metro services.

# 84%

Satisfaction with this trip.

# 71%

Satisfaction with the public transport system overall (past three months).








# 3

## Profile of Passengers





### Profile by Gender

	Percentage
 Male	50%
 Female	50%









### Profile by Age

	Percentage
 16 to 17	13%
 18 to 24	30%
 25 to 34	19%
 35 to 44	10%
 45 to 59	14%
 60 to 64	4%
 65+	11%

### Profile by Income

	Percentage
 Under \$40,000	59%
 \$40,000 to \$79,999	16%
 \$80,000 or more	4%
 Declined/Don't know	21%







### Profile by Employment

	Percentage
 Full time employment	37%
 Tertiary student	18%
 Part time employment	15%
 Retired	11%
 Secondary school student	9%
 Unemployed (jobseeker or beneficiary)	7%
 Homemaker/ domestic	2%
 Other	2%

### Profile by Driver Licence

	Percentage
 Yes, have driver licence	54%
 No driver licence	46%

### Profile by Time of Travel

	Percentage
 Peak AM (before 9am)	16%
 Daytime (9.01am to 3pm)	33%
 Peak PM (3 to 6pm)	21%
 Evening (after 6pm)	11%
 Saturday (all day)	10%
 Sunday (all day)	9%

### 3.1 A More Detailed View

#### 3.1.1 Gender of Metro Users

The gender split of metro users was more even in 2015 than in previous years and closely reflects the make-up of the Greater Christchurch population (51% female; 49% male)<sup>2</sup>.

This even gender split applied to metro use at different times of the day and in the weekends. There were some variations when looking at the age groups of passengers with more male than female passengers in the 25 to 34 age group and the opposite in the over 65 age group.

#### 3.1 Gender of Users over Time

	2013	2014	2015
Male	47%	46%	50%
Female	53%	54%	50%

#### 3.1.2 Age of Metro Users

Those aged 18 to 24 remain the most common users of the Christchurch Metro services in 2015. This group also represent the highest usage per time of day. Use of the Metro services has declined among those aged 16 to 17 since 2013 but has otherwise remained relatively consistent.

#### 3.2 Use of Metro Services, Age Change over Time

	2013	2014	2015
16 to 17	18%	14%	13%
18 to 24	29%	26%	30%
25 to 34	16%	17%	19%
35 to 44	10%	12%	10%
45 to 59	13%	13%	14%
60 to 64	3%	4%	4%
65+	10%	14%	11%

#### 3.1.3 Time of Travel

While weekend passenger numbers have remained relatively consistent since 2013, there has been some change in use when considering the time travelling on weekdays. Table 3.3 shows that use has increased since 2013 in the daytime and evening timeframes, but decreased in the Peak AM and PM times. Daytime (9:01am to 3pm) on the weekdays remains the period of highest use of the Metro services.

#### 3.3 Use of Metro Services, Time of Travel Change Over Time

	2013	2014	2015
Peak AM	23%	18%	16%
Daytime	27%	31%	33%
Peak PM	25%	24%	21%
Evening	6%	9%	11%
Saturday	10%	10%	10%
Sunday	9%	7%	9%

#### 3.4 Use of Metro Services, Gender by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Male	48%	50%	53%	53%	48%	49%
Female	52%	50%	47%	47%	52%	51%

2. <http://www.stats.govt.nz/Census/2013-census/data-tables/total-by-topic.aspx>

When considering the time of travel by age group, Table 3.6 shows that 18 to 24 year olds make up the biggest group of passengers in each time period. Those over 65 were more likely to use the service in the daytime (weekdays) and in the weekends.

### 3.5 Use of Metro Services, Gender by Age

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Male	51%	53%	55%	49%	47%	40%
Female	49%	47%	45%	51%	53%	60%
<b>Total Respondents</b>	<b>265</b>	<b>627</b>	<b>389</b>	<b>211</b>	<b>366</b>	<b>219</b>

### 3.6 Use of Metro Services, Age by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
16 to 17	17%	10%	15%	9%	13%	16%
18 to 24	28%	30%	29%	33%	28%	34%
25 to 34	19%	14%	22%	26%	19%	19%
35 to 44	11%	10%	10%	13%	8%	9%
45 to 64	20%	18%	19%	16%	18%	11%
65+	4%	18%	6%	4%	13%	12%

#### 3.1.4 Licenced Passengers

Slightly more than half of Metro service users have driver licences. This suggests the service is valuable to drivers as well as non-drivers. These results are consistent with those in 2014.

### 3.7 Use of Metro Services, Licenced Drivers Over Time

	2014	2015
Yes, have driver licence	54%	54%
No driver licence	46%	46%


#### 3.1.5 Income of Passengers

The Metro service is used by Christchurch residents with a range of incomes. However, use is significantly higher among those with lower incomes (i.e. under \$40,000 per annum).


# 4

## Profile of Use


### Type of Journey

	Percentage	
 Return trip	70%	
One way	30%	


### Frequency of Use

	Percentage	
 Daily	52%	
Several times a week	27%	
Weekly	9%	
Fortnightly	4%	
Monthly	3%	
Every six months	1%	
Yearly	1%	
Less frequently than yearly	4%	

### Purpose of Trip

	Percentage	
 Work/ work related	35%	
Social/ recreational	23%	
Shopping/ personal business/ medical	23%	
Education	18%	
Tourist/ Travel	1%	

### Payment Method

	Percentage	
 Metrocard	69%	
Cash	21%	
SuperGold Card	10%	



## 4.1 Type of Journey

Most (70%) of the users were using the Metro service for a round trip (i.e. they were, or would later be, returning to the same place). Peak AM and daytime travellers, as well as older passengers were the most likely to be using the service for a round trip. Evening travellers and those aged 18-24 were the most likely to travel one-way using the service.

### 4.1 Type of Journey by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Return Trip	76%	73%	67%	62%	68%	69%
One Way	24%	27%	33%	38%	32%	31%

### 4.2 Type of Journey by Age of Passenger

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Return Trip	71%	63%	70%	70%	75%	82%
One Way	29%	37%	30%	30%	25%	18%

## 4.2 Frequency of Use

Those who use the Metro service tend to use it frequently. Half of those using the Metro service use it on a daily basis, while a further quarter use the service several times a week. Peak AM users and those aged 16 to 17 were the most likely to use the Metro service daily while weekend users and those aged 65 or over were more casual users of the service.

### 4.3 Frequency of Use by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Daily	70%	43%	59%	61%	35%	40%
Several times a week	20%	30%	25%	22%	31%	31%
Weekly	4%	10%	7%	7%	16%	14%
Fortnightly	3%	5%	2%	4%	4%	6%
Monthly	2%	4%	2%	2%	7%	2%
Every six months	1%	1%	1%	1%	0%	1%
Yearly	0%	1%	0%	1%	0%	1%
Less frequently than yearly	1%	5%	3%	3%	6%	6%

### 4.4 Frequency of Use by Age of Passenger

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Daily	71%	53%	54%	51%	48%	27%
Several times a week	17%	27%	24%	26%	27%	42%
Weekly	8%	9%	7%	9%	9%	14%
Fortnightly	2%	4%	5%	4%	5%	6%
Monthly	3%	2%	2%	4%	6%	4%
Every six months	0%	1%	1%	2%	1%	4%
Yearly	0%	0%	1%	0%	1%	1%
Less frequently than yearly	0%	5%	7%	4%	4%	2%

### 4.3 Purpose of Trip

As in 2014, the main reason for using the Metro service was for work purposes. This was followed by social or shopping/ personal reasons. As expected, around half of those travelling in the peak periods were travelling for work related reasons, and significant numbers were travelling to school or other education. The main reasons given for weekday and weekend travel was for social reasons, shopping and personal business.

Among those aged 25 to 64, travelling for work purposes was the most dominant reason for using the Metro service. Young passengers (i.e. aged 16 to 24) were often travelling to or from school or other education providers. Passengers aged over 65 were predominantly travelling for social reasons and personal business.

### 4.5 Purpose of Trip

	2014	2015
Work/ work related	32%	35%
Social/ recreational	25%	23%
Shopping/ personal business/ medical	29%	23%
Education	13%	18%
Tourist/ Travel	1%	1%
Returning home	1%	0%

### 4.6 Purpose of Trip by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Work/ work related	55%	25%	46%	48%	15%	17%
Social/ recreational	7%	21%	16%	24%	47%	47%
Shopping/ personal business/ medical	9%	31%	19%	15%	31%	29%
Education	28%	22%	19%	12%	5%	4%
Tourist/ Travel	1%	1%	0%	0%	2%	2%
Returning home	0%	0%	0%	1%	0%	1%

### 4.7 Purpose of Trip by Age of Passenger

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Work/ work related	9%	33%	52%	50%	46%	7%
Social/ recreational	26%	22%	20%	19%	20%	35%
Shopping/ personal business/ medical	14%	14%	17%	22%	30%	57%
Education	49%	30%	8%	6%	2%	1%
Tourist/ Travel	0%	1%	1%	2%	1%	0%
Returning home	1%	0%	0%	0%	0%	0%



## 4.4 Metro Payment

Metro users were asked to identify how they paid for their trip. In 2015, 69% paid by Metrocard. This result strikes a balance between the 2013 and 2014 results suggesting there has been little change across this period. Similar numbers used cash and the Supergold card<sup>3</sup> as in previous years.

As expected, most passengers aged over 65 were Supergold card holders. Most of their travel occurred during the daytime or in the weekends, the times of day at which free travel is provided. Metrocard use was most common in the morning peak, afternoon peak and evening times.

## 4.8 Method of Payment for Travel, Change Over Time

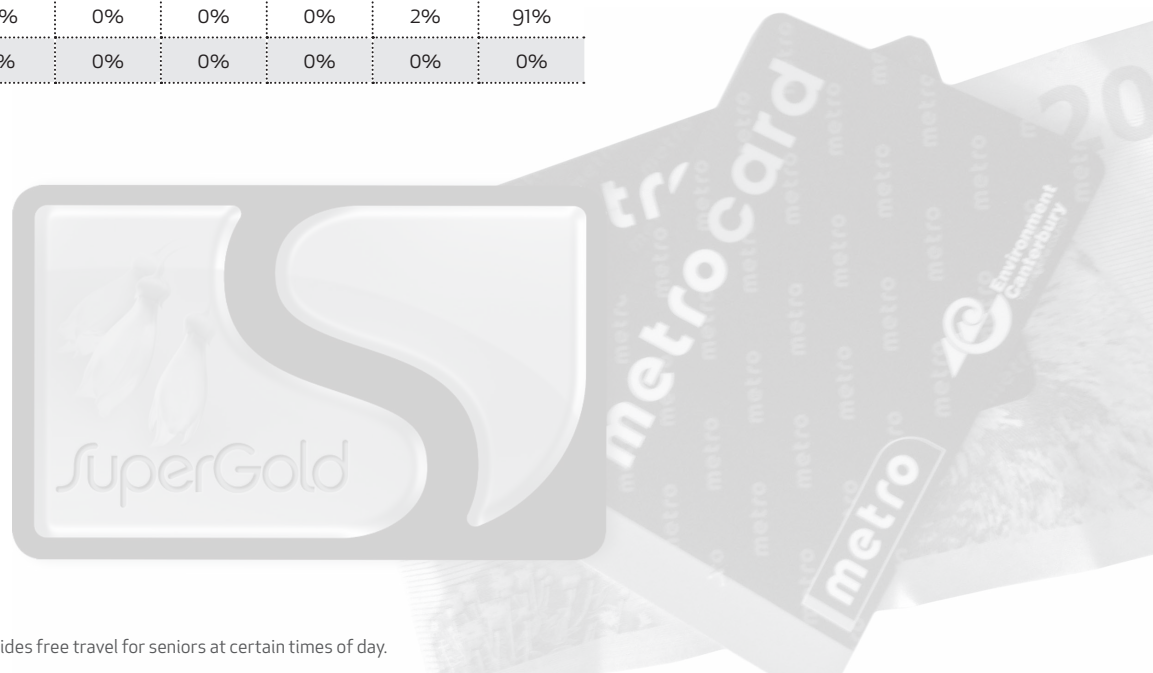
	2013	2014	2015
Metro Card	72%	67%	69%
Cash	19%	21%	21%
SuperGold Card	9%	12%	10%

## 4.9 Method of Payment, by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Metrocard	82%	60%	75%	74%	58%	68%
Cash	14%	22%	20%	24%	28%	20%
SuperGold Card	4%	18%	4%	3%	14%	12%
Other	0%	0%	0%	0%	0%	0%

## 4.10 Method of Payment by Age of Passenger

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Metrocard	75%	74%	76%	77%	78%	7%
Cash	24%	25%	23%	22%	20%	1%
SuperGold Card	0%	0%	0%	0%	2%	91%
Other	1%	0%	0%	0%	0%	0%



3. The Supergold card system provides free travel for seniors at certain times of day.

# 5

## Current Bus Routes

Table 5.1 provides details of the number of Metro service users interviewed by route and provider.

### 5.1 Routes Travelled

	Number of Respondents	Percentage of Respondents
<b>Black Cat Ferry</b>	<b>23</b>	<b>1%</b>
<b>Red Bus</b>	<b>594</b>	<b>29%</b>
17	39	2%
28	128	6%
29	40	2%
100	71	3%
107	10	0%
108	7	0%
120	37	2%
135	6	0%
145	14	1%
535	7	0%
Purple	235	11%
<b>Go Bus</b>	<b>1460</b>	<b>70%</b>
44	20	1%
60	112	5%
80	150	7%
95	2	0%
125	66	3%
130	66	3%
140	71	3%
150	1	0%
820	4	0%
951	1	0%
952	1	0%
Blue	229	11%
Orange	133	6%
Orbitor - Anti-clockwise	135	6%
Orbitor - Clockwise	157	8%
Yellow	312	15%
<b>Total</b>	<b>2077</b>	<b>100%</b>

# 6

## Impact of the December 2014 Route Changes

Respondents were asked whether their travel patterns had changed since the changes were made to the routes in December last year. Those affected by the route changes were then asked how their travel has changed.

One-third of passengers noted their travel had changed due to the December route changes. Passengers had uneven

experiences with the changes with some indicating they made travel easier while others were less positive. Of some concern are those who noted it is now less convenient to use the metro service (14%), and that they are experiencing longer travel times (12%) and more transfers (8%). Although it's also worth noting that satisfaction with the frequency of services has increased since 2013 (see Section 7).

### 6.1 Change of Travel Patterns since Changes

	Percentage
Travel has changed	34%
Travel has not changed	66%

### 6.2 Change of Travel Patterns since Changes by Operator

	Red Bus	Go Bus	Black Cat
Travel has changed	23%	39%	26%
Travel has not changed	77%	61%	74%

### 6.3 Change of Travel Patterns since Changes by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Travel has changed	37%	35%	59%	31%	27%	38%
Travel has not changed	63%	65%	41%	69%	73%	62%

### 6.2 Change of Travel Patterns since Changes by Operator

	N	%
<b>Travel has not changed</b>	<b>1365</b>	<b>66%</b>
<b>Travel has changed</b>	<b>710</b>	<b>34%</b>
Take different routes/buses	377	18%
It's less convenient now to use buses	281	14%
Longer travel time	242	12%
Bus stops have changed locations	207	10%
More transfers between bus routes	167	8%
It's more convenient now to use buses	96	5%
Routes have changed	52	3%
Shorter travel time	37	2%
Buses less frequent/Times not convenient	34	2%
Fewer transfers between bus routes	28	1%
Other	36	2%
<b>Total</b>	<b>2075</b>	

The December route changes affected one-third of passengers.

14% now find it less convenient to use buses.

# 7

## Satisfaction with Current Trip

Respondents were asked to indicate their level of satisfaction with features of the bus or ferry trip they were interviewed on (Table 7.1). A ten point scale was used where 0 = extremely dissatisfied and 10 = extremely satisfied. Mean scores were used to compare data year on year. The mean score represents the average rating on a 0 – 10 scale. A 'more than satisfied' (MTS) score has also been calculated to help with the interpretation of these results. This simply combines the percentage of respondents who rated each statement an 8, 9 or 10.

Metro users scored most measures as eight or higher when rating their current trip, indicating that they were generally satisfied. This is also reflected by the MTS score which shows that 84% of passengers were satisfied with their current trip.

Table 7.1 shows that the 2015 results represent an improvement from performance in 2014 but are more in-line with the scores achieved in 2013. This suggests that the actual result may be one of consistent performance over this time with very little movement. However, satisfaction with how the timetable meets needs and the frequency of the service has increased since 2013. This is good news considering the changes made in December 2014.

Overall, passengers of Red Bus services were significantly more satisfied with their current trip than passengers of Go Bus services. This is reflected in the scores for the various aspects measured where Red Bus passengers rated their satisfaction higher than Go Bus passengers across all factors. Black Cat passengers were more satisfied with most aspects of their current trip than both Go Bus and Red Bus users, however given the small sample (N=23) of Black Cat passengers these results should be treated with caution.

There were few significant differences in satisfaction in terms of time of travel indicating that satisfaction is not generally adversely affected by busy peak time traffic periods. However, what does stand out is that those travelling at peak periods were less satisfied with the number of seats available than those travelling at other times.

As in 2013 and 2014, those aged over 65 tend to be more satisfied with their current trip than younger passengers. Where this theme varies is in satisfaction with getting on and off the bus/ferry. The older age groups were the least satisfied with this aspect of the service. Notably school aged children were less satisfied with most aspects of their current trip than older passengers.

**84%**  
Satisfied with  
their current trip.

7.1 Satisfaction with Current Trip, Change Over Time	2013		2014		2015	
	Mean scores	MTS scores	Mean scores	MTS scores	Mean scores	MTS scores
Overall satisfaction with this trip	8.7	86%	8.4	77%	8.7	84%
Personal security during this trip	8.9	89%	8.6	81%	9.0	89%
Ease of getting on and off the bus/ ferry	8.9	86%	8.5	78%	8.9	86%
The driving behaviour of the bus/ ferry driver	8.6	82%	8.4	76%	8.5	78%
Having enough seats available	8.6	80%	8.3	72%	8.5	75%
The helpfulness and attitude of the driver/ ferry staff	8.5	79%	8.3	75%	8.4	75%
Comfort of the inside temperature	8.3	74%	8.1	70%	8.3	74%
The cleanliness of the vehicle	8.0	68%	8.1	70%	8.3	73%
The bus/ ferry being on time (keeping to the timetable)	8.0	68%	7.7	62%	8.0	67%
How the timetable meets your needs	7.5	60%	7.8	65%	7.9	66%
The value for money of the fare	8.0	67%	7.8	63%	7.9	65%
How often services run	7.5	58%	7.7	60%	7.8	65%

7.2 Satisfaction with Current Trip, Red Bus, Change Over Time	2013	2014	2015
Overall satisfaction with this trip	8.7	8.6	8.8
Personal security during this trip	9.1	8.9	9.2
Ease of getting on and off the bus/ferry	9.1	8.7	9.1
The driving behaviour on the bus/ferry driver	8.8	8.7	8.9
Having enough seats available	9.0	8.6	8.9
The helpfulness and attitude of the driver/ferry staff	8.7	8.6	8.7
Comfort of the inside temperature	8.4	8.5	8.5
The cleanliness of the vehicle	8.2	8.5	8.6
The bus/ferry being on time (keeping to the timetable)	8.4	8.1	8.2
How the timetable meets your needs	7.4	8.0	8.0
The value for money of the fare	8.0	8.1	8.1
How often the service runs	7.4	8.0	8.0

7.3 Satisfaction with Current Trip, Go Bus, Change Over Time	2013	2014	2015
Overall satisfaction with this trip	8.7	8.3	8.6
Personal security during this trip	8.9	8.5	9.0
Ease of getting on and off the bus/ferry	8.9	8.5	8.8
The driving behaviour on the bus/ferry driver	8.6	8.3	8.4
Having enough seats available	8.4	8.2	8.3
The helpfulness and attitude of the driver/ferry staff	8.5	8.2	8.3
Comfort of the inside temperature	8.3	8	8.2
The cleanliness of the vehicle	8.1	7.9	8.1
The bus/ferry being on time (keeping to the timetable)	7.8	7.6	7.9
How the timetable meets your needs	7.6	7.8	7.9
The value for money of the fare	8.1	7.7	7.8
How often the service runs	7.5	7.6	7.8

## 7.4 Satisfaction with Current Trip, Black Cat Ferry, Change Over Time

	2013	2014	2015
Overall satisfaction with this trip	9.5	9.6	8.9
Personal security during this trip	9.8	9.7	9.5
Ease of getting on and off the bus/ferry	9.0	9.3	8.9
The driving behaviour on the bus/ferry driver	9.7	9.7	9.5
Having enough seats available	9.2	9.6	9.4
The helpfulness and attitude of the driver/ferry staff	9.7	9.8	9.5
Comfort of the inside temperature	9.1	9.2	8.7
The cleanliness of the vehicle	9.4	9.5	9.2
'The bus/ferry being on time (keeping to the timetable	9.6	9.7	9.1
How the timetable meets your needs	8.4	8.5	8.4
The value for money of the fare	8.4	9.0	7.5
How often the service runs	8.5	8.5	8.3

## 7.5 Satisfaction with Current Trip, by Provider

	Red Bus	Go Bus	Black Cat
Overall satisfaction with this trip	8.8	8.6	8.9
Personal security during this trip	9.2	9.0	9.5
Ease of getting on and off the bus/ferry	9.1	8.8	8.9
The driving behaviour on the bus/ferry driver	8.9	8.4	9.5
Having enough seats available	8.9	8.3	9.4
The helpfulness and attitude of the driver/ferry staff	8.7	8.3	9.5
Comfort of the inside temperature	8.5	8.2	8.7
The cleanliness of the vehicle	8.6	8.1	9.2
'The bus/ferry being on time (keeping to the timetable	8.2	7.9	9.1
How the timetable meets your needs	8.0	7.9	8.4
The value for money of the fare	8.1	7.8	7.5
How often the service runs	8.0	7.8	8.3

## 7.6 Satisfaction with Current Trip, by Time of Day

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Overall satisfaction with this trip	8.5	8.8	8.5	8.6	8.9	8.8
Personal security during this trip	9.0	9.0	8.9	9.1	9.2	9.2
Ease of getting on and off the bus/ ferry	8.8	8.9	8.8	9.2	9.2	8.9
The driving behaviour of the bus/ ferry driver	8.3	8.5	8.3	8.7	8.9	8.7
Having enough seats available	8.1	8.5	8.1	8.7	9.0	8.9
The helpfulness and attitude of the driver/ ferry staff	8.2	8.5	8.1	8.7	8.9	8.6
Comfort of the inside temperature	8.2	8.4	8.1	8.4	8.5	8.6
The cleanliness of the vehicle/boat	8.3	8.3	8.1	8.4	8.4	8.2
The bus/ferry being on time (keeping to the timetable)	7.8	8.0	7.9	8.0	8.4	8.3
How the timetable meets your needs	7.8	7.9	7.8	7.9	8.2	7.8
The value for money of the fare	7.8	8.0	7.8	7.7	8.1	8.1
How often services run	7.7	7.8	7.7	7.8	8.2	7.9



## 7.7 Satisfaction with Current Trip, by Age

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Overall satisfaction with this trip	8.5	8.6	8.7	8.6	8.7	9.1
Personal security during this trip	8.7	9.0	9.1	9.0	9.0	9.3
Ease of getting on and off the bus/ ferry	8.8	9.1	9.0	9.1	8.8	8.5
The driving behaviour of the bus/ ferry driver	8.2	8.5	8.5	8.6	8.4	8.9
Having enough seats available	7.7	8.4	8.6	8.5	8.6	9.1
The helpfulness and attitude of the driver/ ferry staff	8.0	8.4	8.5	8.6	8.4	8.9
Comfort of the inside temperature	8.1	8.3	8.4	8.3	8.3	8.5
The cleanliness of the vehicle/boat	7.8	8.2	8.4	8.4	8.3	8.7
The bus/ferry being on time (keeping to the timetable)	7.5	7.9	8.2	8.2	8.0	8.6
How the timetable meets your needs	7.6	7.8	7.9	7.9	7.9	8.7
The value for money of the fare	7.8	7.4	7.7	8.0	8.4	9.4
How often services run	7.5	7.7	7.8	7.9	7.7	8.6



## 7.1 Reasons for Satisfaction with Trip

Respondents who rated their overall satisfaction with this trip 6 – 10 were asked reasons for their satisfaction. Satisfied metro users identified a wide range of factors that contributed to their rating of the service (Table 7.8). General good service and the service meeting their needs were the most commonly identified reasons for satisfaction. There were relatively few differences in the responses between Go Bus and Red Bus passengers. Black Cat passengers noted the service was convenient.

### 7.8 Reason for Satisfaction, by Provider

	Red Bus	Go Bus	Black Cat	Total
<b>Positive Comments</b>				
Good service	26%	26%	27%	26%
No issues with service/ Meets my needs	24%	22%	9%	23%
Timing/Frequency	8%	8%	5%	8%
Friendly/helpful driver	8%	6%	0%	7%
Convenience	5%	6%	14%	6%
On time	5%	4%	0%	4%
Reliable	3%	3%	0%	3%
Comfort/Warmth	3%	3%	0%	3%
Good prices	2%	3%	0%	2%
Good/ safe driver	2%	2%	0%	2%
Good seating/ plentiful seating/ spacious	1%	2%	0%	2%
Bus ride is relaxing/ enjoyable	1%	2%	0%	2%
Well maintained bus/Clean	1%	2%	0%	1%
Only way I have to travel	2%	1%	0%	1%
Safety	1%	1%	0%	1%
Don't have to drive	2%	1%	5%	1%
Other	6%	4%	5%	5%
<b>Negative Comments</b>				
Satisfied but...Drivers can be poor (Quality of driving/ attitude)	1%	3%	0%	3%
Satisfied but...Timing/ Delays/ Not reliable	2%	3%	14%	3%
Satisfied but...Sometimes overcrowded/ need more seats	1%	2%	0%	2%
Satisfied but...Could be cheaper	2%	1%	18%	2%
Satisfied but...Can improve	1%	2%	0%	2%
Satisfied but...Frequency/ Fewer buses available	1%	1%	5%	2%
Satisfied but...Inside temperature not appropriate	1%	1%	9%	1%
Other	2%	3%	0%	3%
<b>Other (Neither positive nor negative)</b>				
Other (Neither positive nor negative)	2%	1%	0%	1%
Don't know	12%	12%	14%	12%
Sample (Overall satisfaction rated 6 - 10)	572	1402	22	1996

## 7.2 Reasons for Dissatisfaction with Trip

Metro users who rated their overall satisfaction with their trip in the 'dissatisfied' range (0 – 5) were asked to identify the reasons for their dissatisfaction<sup>4</sup>. Areas of dissatisfaction included not keeping to the scheduling, being too slow, poor driving and the expense of the service.

### 7.9 Reason for Dissatisfaction, by Provider (Numbers)

	Red Bus	Go Bus
<b>Negative Reasons</b>		
Keeping to schedule	6	9
Too slow	1	6
Need to improve drivers	4	2
Expensive	1	3
Frequency	1	3
Crowded	3	2
Uncomfortable	3	2
Improve connections	0	5
Need to improve timetable/ schedule	1	3
Cleanliness	0	3
Need to improve service	2	1
Poor driving	1	1
Do not feel safe	1	1
Inconvenient to use	0	2
Unreliable/Variable	0	1
Lack of maintenance	0	1
General dislike of using buses	0	1
Web/Real time information not working	0	1
<b>Positive Reasons</b>		
Dissatisfied, but...Good service	0	1
Dissatisfied, but...Buses are clean/ comfortable	0	1
Don't know	2	17
Sample (Overall satisfaction rated 0-5)	19	54

4. Note: Numbers of respondents (N) have been reported here rather than percentages due to the small sample sizes. Black Cat has been excluded as there was only one Black Cat passenger who rated their satisfaction in the 'dissatisfied' range.

# 8

## Satisfaction with Public Transport in the Past Three Months

Respondents were asked to indicate their level of satisfaction with their experience of public transport in the region over the last three months. As with satisfaction with the current trip, an eleven point scale was used where 0 = extremely dissatisfied and 10 = extremely satisfied. Mean scores have been used to compare data year on year. The mean scores represent the average rating on a 0 – 10 scale. A ‘more than satisfied’ (MTS) score has also been calculated to help with the interpretation of these results. This simply combines the percentage of respondents who rated each statement an 8, 9 or 10.

Metro users were generally satisfied with their experience with public transport over the past three months scoring most measures as eight or higher. Overall, Metro users rated their satisfaction with public transport as 8.1 (or 71% MTS). This is lower than the overall score for the current trip suggesting that satisfaction with some aspects of the overall experience of using the Metro service is lower than their satisfaction with aspects directly related to the bus (or ferry) journey.

Those areas rated highest included the convenience of paying for public transport and the ease of obtaining information regarding routes and timetables. Areas of neutral satisfaction (rated between seven and eight) included the quality and availability of bus shelters and information about service delays. The good news for Environment Canterbury and the service operators is that the results for each aspect have either improved or remain consistent with those achieved in the previous two years. This suggests an overall improvement in performance since 2013.

In terms of the three main transport providers, satisfaction was highest for the services offered by Black Cat<sup>5</sup> and lowest for Go Bus. This is consistent with the results for the current trip suggesting that Black Cat provides a better service overall and that Red Bus outperforms Go Bus. Red Bus passengers were significantly more satisfied that Go

Bus passengers with the public transport system overall, and the travel time and convenience of paying specifically. Scores per operator have either remained consistent or improved since 2013.

Overall, the time of day travelled had little impact on the satisfaction with the public transport system over the past three months. This is good news because it means the busy peak time periods are not adversely affecting satisfaction levels (Table 8.6).

As with satisfaction with their current trip, Metro users aged 65+, were significantly more satisfied with most aspects of the public transport service than younger users (Table 8.7). This is easiest to see when looking at the scores for the public transport system overall. Those aged over 65 provided an overall score of 8.7, while younger age groups provided scores of between 7.9 and 8.1.

**71%**  
Satisfied with the public transport system over the past three months

### 8.1 Satisfaction with the Public Transport System (Last three months); Change over Time

	2013		2014		2015	
	Mean scores	MTS scores	Mean scores	MTS scores	Mean scores	MTS scores
The public transport system overall	7.9	65%	8.0	67%	8.1	71%
How convenient is it to pay for public transport	8.6	82%	8.2	73%	8.6	79%
The ease of getting information about public transport routes and timetables	8.1	71%	7.9	67%	8.5	78%
Information via a cellphone or tablet (excluding Apps)	8.0	70%	8.0	69%	8.3	74%
Real time information quality	7.5	59%	7.8	63%	8.1	68%
The travel time (considering the distance you travel)	7.9	67%	8.0	68%	8.0	68%
Real time information availability	7.4	56%	7.7	62%	8.0	66%
Quality of bus shelters	6.6	40%	7.0	46%	7.4	56%
Information about service delays/ disruptions (if applicable)	6.9	46%	7.1	48%	7.2	52%
Availability of bus shelters	6.5	37%	7.0	46%	7.2	49%

5. These results should be read with caution given the small sample size for Black Cat (N=23).

## 8.2 Satisfaction with the Public Transport System, Red Bus; Change over Time

	2013	2014	2015
<b>Red Bus</b>			
The public transport system overall	7.9	8.2	8.2
How convenient is it to pay for public transport	8.7	8.5	8.9
The ease of getting information about public transport routes and timetables	8.3	8.3	8.6
Information via a cellphone or tablet (excluding Apps)	8.1	8.0	8.4
Real time information quality	7.5	7.9	8.1
The travel time (considering the distance you travel)	8.0	8.5	8.4
Real time information availability	7.3	7.9	8.0
Quality of bus shelters	6.7	6.9	7.5
Information about service delays/ disruptions (if applicable)	6.9	7.4	7.3
Availability of bus shelters	6.6	6.9	7.1

## 8.3 Satisfaction with the Public Transport System, Go Bus; Change over Time

	2013	2014	2015
<b>Go Bus</b>			
The public transport system overall	8.0	7.9	8.0
How convenient is it to pay for public transport	8.6	8.1	8.5
The ease of getting information about public transport routes and timetables	8.1	7.8	8.5
Information via a cellphone or tablet (excluding Apps)	7.9	8.0	8.2
Real time information quality	7.6	7.7	8.1
The travel time (considering the distance you travel)	7.9	7.8	7.9
Real time information availability	7.5	7.7	7.9
Quality of bus shelters	6.8	7.0	7.4
Information about service delays/ disruptions (if applicable)	7.1	7.0	7.1
Availability of bus shelters	6.6	7.0	7.1

## 8.4 Satisfaction with the Public Transport System, Black Cat; Change over Time

	2013	2014	2015
<b>Black Cat</b>			
The public transport system overall	8.6	8.8	9.2
How convenient is it to pay for public transport	9.3	9.3	9.3
The ease of getting information about public transport routes and timetables	8.9	9.1	9.5
Information via a cell phone or tablet (excluding Apps)	7.9	8.3	9.4
Real time information quality	7.9	7.0	9.1
The travel time (considering the distance you travel)	9.3	8.8	9.5
Real time information availability	7.7	7.3	9.1
Quality of bus shelters	7.4	6.8	9.0
Information about service delays/ disruptions (if applicable)	7.6	6.8	8.6
Availability of bus shelters	8.0	7.4	8.6

## 8.5 Satisfaction with Public Transport System (Last Three Months), by Provider; Summary Table

	Red Bus	Go Bus	Black Cat
The public transport system overall	8.2	8.0	9.2
How convenient is it to pay for public transport	8.9	8.5	9.3
The ease of getting information about public transport routes and timetables	8.6	8.5	9.5
Information via a cellphone or tablet (excluding Apps)	8.4	8.2	9.4
Real time information quality	8.1	8.1	9.1
The travel time (considering the distance you travel)	8.4	7.9	9.5
Real time information availability	8.0	7.9	9.1
Quality of bus shelters	7.5	7.4	9.0
Information about service delays/ disruptions (if applicable)	7.3	7.1	8.6
Availability of bus shelters	7.1	7.1	8.6

## 8.6 Satisfaction with Public Transport System (Last Three Months), by Time of Day

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
The public transport system overall	8.0	8.1	8.0	8.1	8.4	8.3
How convenient is it to pay for public transport	8.5	8.8	8.5	8.4	8.8	8.6
The ease of getting information about public transport routes and timetables	8.5	8.5	8.4	8.6	8.8	8.6
Information via a cell phone or tablet (excluding Apps)	8.3	8.5	8.1	8.2	8.2	8.1
Real time information quality	8.0	8.2	8.0	8.3	8.1	7.9
The travel time (considering the distance you travel)	7.9	8.1	7.8	8.0	8.3	8.2
Real time information availability	7.9	8.0	7.8	8.3	8.1	7.7
Quality of bus shelters	7.3	7.4	7.4	7.8	7.6	7.4
Information about service delays/ disruptions (if applicable)	7.3	7.0	7.0	7.7	7.4	7.1
Availability of bus shelters	7.2	7.0	7.1	7.5	7.4	7.2

## 8.7 Satisfaction with Public Transport System (Last Three Months) by Age

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
The public transport system overall	7.9	8.0	8.1	8.1	8.1	8.7
How convenient is it to pay for public transport	8.3	8.4	8.5	8.7	9.0	9.6
The ease of getting information about public transport routes and timetables	8.3	8.5	8.5	8.5	8.5	9.0
Information via a cell phone or tablet (excluding Apps)	8.3	8.3	8.2	8.4	8.1	8.6
Real time information quality	7.8	8.1	8.2	7.9	8.1	8.5
The travel time (considering the distance you travel)	7.8	7.9	8.0	7.9	8.2	8.7
Real time information availability	7.6	8.1	8.1	7.9	7.9	8.2
Quality of bus shelters	6.9	7.4	7.6	7.5	7.6	7.6
Information about service delays/ disruptions (if applicable)	6.7	7.3	7.4	7.4	7.0	6.9
Availability of bus shelters	6.9	7.3	7.3	7.2	7.0	6.9

## 8.1 Likelihood of Recommending Public Transport to a Friend / Colleague

Respondents were asked how likely they would be to recommend public transport to a friend or colleague. This was asked by means of a five point scale, where 5 = very likely to recommend and 1 = very likely to recommend against. To make these results easier to interpret, a 'likely to recommend' score has been calculated. This simply combines the percentage of respondents who said they would be 'likely' or 'very likely' to recommend using public transport in Christchurch.

Most users (84%) would recommend public transport to a friend or colleague. This result is consistent with the relatively high levels of satisfaction with both their 'current' trip and with the public transport system overall.

The 2015 result of 84% being likely to recommend was consistent with that achieved in 2013 but slightly down on the 2014 score. However, given the closeness of the scores, the real story here may be that there has been little (or no) change since 2013.

Passengers of the Black Cat ferry were more likely to recommend the Metro service than Go Bus and Red Bus passengers. Despite Red Bus passengers being more satisfied with the service than Go Bus passengers this does not necessarily make these passengers more likely to recommend the service.

When considering the 'likely to recommend' scores by the age of the passengers and the time at which they are travelling some differences are noticeable. Those travelling in peak times appeared to be slightly less likely to recommend public transport services, while weekend travellers were slightly more likely to recommend these services. Older passengers (i.e. those over 45) were more likely to recommend public transport than younger passengers.

**84%**  
Would recommend  
public transport

## 8.8 Likelihood of Recommending Public Transport, Changes over Time

	2013	2014	2015
'Likely to recommend' score	84%	87%	84%
Very likely to recommend	48%	44%	49%
Likely to recommend	36%	43%	35%
Neither likely to recommend nor to recommend against	11%	11%	13%
Likely to recommend against	3%	2%	1%
Very likely to recommend against	2%	0%	1%

## 8.9 Likelihood of Recommending Public Transport, by Provider

	Red Bus			Go Bus			Black Cat Ferry		
	2013	2014	2015	2013	2014	2015	2013	2014	2015
'Likely to recommend' score	83%	88%	85%	86%	86%	84%	100%	90%	100%
Very likely to recommend	47%	48%	54%	48%	42%	47%	81%	80%	57%
Likely to recommend	36%	40%	31%	38%	44%	37%	19%	10%	43%
Neither likely to recommend nor to recommend against	11%	11%	13%	10%	11%	14%	0%	10%	0%
Likely to recommend against	3%	1%	1%	3%	3%	1%	0%	0%	0%
Very likely to recommend against	3%	0%	1%	1%	1%	1%	0%	0%	0%

## 8.10 Likelihood of Recommending Public Transport, by Time of Day

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Likely to recommend' score	82%	87%	80%	84%	88%	89%
Very likely to recommend	50%	51%	44%	46%	57%	50%
Likely to recommend	33%	36%	36%	38%	31%	39%
Neither likely to recommend nor to recommend against	15%	11%	18%	14%	10%	9%
Likely to recommend against	2%	1%	2%	0%	1%	2%
Very likely to recommend against	1%	1%	0%	1%	1%	0%

## 8.11 Likelihood of Recommending Public Transport, by Age

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Likely to recommend' score	84%	82%	84%	82%	88%	91%
Very likely to recommend	43%	38%	47%	49%	61%	75%
Likely to recommend	41%	44%	37%	32%	27%	16%
Neither likely to recommend nor to recommend against	15%	15%	13%	16%	10%	8%
Likely to recommend against	1%	2%	2%	1%	1%	0%
Very likely to recommend against	0%	1%	1%	2%	1%	1%

## 8.2 Suggested Improvements to Public Transport Services

Respondents were asked whether they could suggest any improvements to the region's public transport system. The most common theme was improving the frequency and scheduling of services. Specifically, respondents suggested more frequent services to reduce overcrowding on buses. Other suggested areas of improvement included bus/ferry comfort and security (16%), routes (13%), information availability (8%), bus shelters (7%), costs and payments (6%), and drivers (6%). Close to one-third (29%) could not suggest any improvements.





## 8.12 Improvements to Public Transport Services

	Number of Respondents	Percentage of Respondents
<b>Frequency and scheduling</b>	<b>499</b>	<b>24%</b>
More/More frequent buses/ Improve overcrowding	320	15%
Be on time/ follow timetables	98	5%
Early morning/ Late night/ all night service	81	4%
<b>Bus comfort and security</b>	<b>341</b>	<b>16%</b>
Better heating/ ventilation	69	3%
Improve comfort of buses - more space/ better seating	49	2%
Fix/ update buses	48	2%
More pram space/ bike racks	41	2%
Play music/ better music	38	2%
Cleaner buses	33	2%
Other (prevent other passengers from being disruptive; offer wifi; luggage storage; enforce youth giving up seats for elderly/ disabled; offer/ allow beverages (coffee, water); provide safety belts; security; more hand rails/ poles; charge points on buses; and improved accessibility for elderly/ disabled)	63	3%
<b>Routes</b>	<b>261</b>	<b>13%</b>
Improve routes/ connections	131	6%
Revert or stop timetable/ route changes	53	3%
Consider dedicated school buses/ More buses during school peak hours	31	1%
Offer express services to further destinations/ main routes	24	1%
Other (shorter routes/ faster trips; and consider zone updates)	22	1%
<b>Information availability</b>	<b>173</b>	<b>8%</b>
Better signage/ information	64	3%
Improve/ update online services (website/ App)	45	2%
More electronic displays at bus stops	38	2%
Improve electronic timetables - more accurate, more information	20	1%
Other (App compatibility with Android phones; and App to work without internet connection)	6	0.3%
<b>More/ Improved bus shelters</b>	<b>152</b>	<b>7%</b>
<b>Costs and payments</b>	<b>128</b>	<b>6%</b>
Cheaper fares	72	3%
Ability to pay by EFTPOS/ credit card on bus	24	1%
Other (improve Supergold card system; Better Metrocard system (i.e. easier to top up, obtain); student offers; offer free bus service; improve speed of online topups becoming active; and separate lines of cash/card payments)	32	2%
<b>Improve drivers attitude/ performance</b>	<b>115</b>	<b>6%</b>
<b>Miscellaneous</b>	<b>121</b>	<b>6%</b>
More bus lanes/ Widen bus lanes	26	1%
Other (Improve condition of roads, improve transfer process (less transfers/ longer eligibility for discount); trams/ trains added to service; size of bus to match route/ peak/ level of use; improve weekend service; more advertising of services; finish central exchange; GPS tracking of buses; and better complaints service.	95	5%
<b>None/Not applicable</b>	<b>605</b>	<b>29%</b>

# 9

## Means of Travelling if Public Transport is Unavailable

### 9.1 Alternative Means of Travel

Respondents were asked to note how they would have made the trip they were interviewed on if public transport had not been available. One-fifth of respondents would not have made the trip and this shows the value of the Metro service to the Christchurch community in offering a means of transport. The Metro service is of special value to those aged over 65, of whom 37% would not have made the trip if public transport had not been available.

Among those who would still have made the trip, the most common responses were that they would have been a passenger in or driven a car. This is generally consistent across most times of day, ages of respondents and the operators. Black Cat ferry users would be more likely to drive themselves than be a passenger if public transport were unavailable.

9.1 Alternative Means of Travel if Bus Were Not Available for this Trip	Number of Respondents	Percentage of Respondents
Passenger in a car/ other vehicle	490	24%
Driven a car/ other vehicle	399	19%
Walk	325	16%
Cycle	274	13%
Taxi/ shuttle	154	7%
Don't know	32	2%
Would not have made trip	395	19%

### 9.2 Alternative Means of Travel by Time of Travel

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Passenger in a car/ other vehicle	25%	21%	25%	27%	24%	21%
Driven a car/ other vehicle	25%	18%	17%	20%	19%	19%
Walk	13%	18%	15%	16%	13%	15%
Cycle	16%	11%	15%	13%	12%	12%
Taxi/ shuttle	5%	8%	7%	10%	8%	8%
Skate/Skateboard	0%	0%	0%	0%	1%	1%
Don't know	2%	1%	2%	2%	1%	1%
Would not have made trip	14%	22%	18%	12%	22%	22%

## 9.3 Alternative Means of Travel by Age

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Passenger in a car/other vehicle	44%	28%	19%	16%	16%	14%
Driven a car/other vehicle	6%	16%	18%	25%	27%	26%
Walk	14%	16%	19%	17%	15%	10%
Cycle	14%	16%	15%	18%	10%	2%
Taxi/shuttle	0%	7%	10%	11%	8%	8%
Skate/Skateboard	0%	1%	0%	0%	0%	0%
Don't know	0%	1%	2%	1%	2%	2%
Would not have made trip	21%	13%	17%	12%	23%	37%

## 9.4 Alternative Means of Travel by Operator

	Red Bus	Go Bus	Black Cat	Total
Passenger in a car/other vehicle	22%	24%	17%	24%
Driven a car/other vehicle	18%	19%	52%	19%
Walk	18%	15%	0%	16%
Cycle	13%	13%	0%	13%
Taxi/shuttle	11%	6%	0%	7%
Don't know	2%	1%	9%	2%
Would not have made trip	15%	21%	22%	19%

Those who noted they would be a passenger in a car or other vehicle if public transport was unavailable were asked whether that trip would be made especially for them or if the driver was making the trip anyway. Most (70%) suggested the trip would be made especially for them. This result coupled with the number who noted they would drive a car themselves suggests that the availability of public transport in Christchurch reduces the number of cars on the roads.

## 9.5 Whether Trip Already Being Made or Driver Making Specific Trip

	Number of Respondents	Percentage of Respondents
Trip would be made especially for me	345	70%
Driver would have made trip anyway	117	24%
Driver would be making a trip anyway but would go out of their way to accommodate my trip	28	6%
<b>Total</b>	<b>490</b>	

# 10

## Travelling to the Bus/ Ferry Stop

Respondents were asked to indicate their means of travel to the stop where they caught the bus or ferry. Most respondents (82%) walked to the bus (or ferry) stop. This was the most common method of travelling to the stop at all times of day and for all ages of passengers interviewed.

### 10.1 Method of Travel to Stop

	Number of Respondents	Percentage of Respondents
Walked	1698	82%
Transferred from another bus	199	10%
Was driven by someone else	87	4%
Biked	45	2%
Drove myself	23	1%
Other	24	1%

### 10.2 Method of Travel to Stop by Time of Day

	Peak AM	Daytime	Peak PM	Evening	Saturday	Sunday
Walked	80%	82%	85%	77%	83%	82%
Transferred from another bus	11%	11%	7%	12%	9%	7%
Was driven by someone else	5%	3%	3%	6%	5%	5%
Biked	2%	1%	3%	3%	1%	2%
Drove myself	1%	1%	1%	1%	0%	1%
Other	1%	2%	1%	1%	1%	2%

### 10.3 Method of Travel to Stop by Age

	16 to 17	18 to 24	25 to 34	35 to 44	45 to 64	65+
Walked	83%	82%	84%	76%	81%	82%
Transferred from another bus	10%	9%	7%	14%	10%	11%
Was driven by someone else	5%	4%	4%	6%	3%	4%
Biked	1%	3%	4%	2%	2%	0%
Drove myself	0%	1%	0%	1%	3%	2%
Other	1%	1%	1%	0%	1%	1%

# 11

## Passengers with Bikes

In 2015 a series of questions were asked regarding taking a bike on a bus. Of the 2,077 Christchurch passengers interviewed, 10% had taken their bike on the bus in the last three months.

Of those who had taken their bike on a bus, 29% (N=60) had experienced an occasion where the bike rack was full meaning they were unable to put their bike on the bus. The routes this was experienced on have been listed in Table 11.3.

11.1 Passengers Who Have Taken Their Bike on a Bus	Number of Respondents	Percentage of Respondents
Have taken bike on bus	206	10%
Have not taken bike on bus	1871	90%

11.2 Incidence of Issues with Full Bike Racks	Number of Respondents	Percentage of Respondents
Full rack has meant couldn't take bike on bus	60	29%
No issues with racks being full	146	71%

11.3 Routes Issues Have Been Experienced On	Number of Respondents
<b>Go Bus</b>	
Yellow	13
Orbitor	13
Blue	10
60	4
80	3
Orange	2
130	2
140	2
Orbitor - Anti-clockwise	1
820	1
<b>Red Bus</b>	
Purple	9
28	3
100	1
135	1



Route	Destination	ETA	Door
O	Halswell	10	10
Y	Rolleston	11	11
80	Lincoln	1	1
O	Halswell	3	3
O	Halswell	5	5
B	PMH	6	6
P	Airport	9	9
80	Lincoln	10	10
60	Hillmorton	13	13
60	Hillmorton	14	14
B	PMH	18	18
P	Sheffield Cres	18	18
Y	Hornby	19	19



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