



Community Satisfaction with the Passenger Transport System May 2014

Reference:0413



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Table of Contents

Introduction	3
Research Objectives	4
Methodology and sample structure	5
Executive Summary	6
Public Transport Use in the Last 3 Months	9
Affordability of Public Transport	15
Meeting Community Needs	32
Value for Money	49
Proposed Changes	61
Using the Metrocard as a form of currency	103



Introduction and Background

Each year, since February 2003, research has been undertaken to provide an annual performance measure to determine the extent to which community needs are being met by the passenger transport system.

Environment Canterbury has used the Opinions Monitor to complete this research.

This research has been conducted in:

- ⌘ Christchurch including Banks Peninsula (Lyttelton and Diamond Harbour)
- ⌘ Timaru (excluded in 2011 due to budget constraints)
- ⌘ Waimakariri District (Rangiora, Kaiapoi and Woodend) (added in 2004)
- ⌘ Selwyn (Lincoln, Prebbleton and Rolleston) (added in 2004)

Since August 2004, a report of the results for Greater Christchurch including Christchurch, Waimakariri, Selwyn and Banks Peninsula has been prepared.



Research Objectives

The objectives of this exercise are:

- ✓ To establish resident satisfaction with regard to the affordability of the public passenger transport system and to determine the extent to which the system is meeting community needs.
- ✓ To determine perceptions of the value for money of the passenger transport system.
- ✓ Two new questions were added to the survey in March 2013 to:

Establish the appeal of:

- Ⓞ A tag on/tag off system that charges a fare based on the distance travelled
- Ⓞ A cashless system where passengers use a Metrocard or buy tickets at vending machines
- Ⓞ Buying Monthly or Annual passes
- Ⓞ Keeping the bus fare system as it is
- Ⓞ Establish whether or not residents would use a Metrocard as a form of currency if the facility was available



Methodology and Sample Structure

Since 2011, the sample has been structured as follows;

The findings have been analysed by four geographical areas.

Comparisons have been made with the findings from previous years where possible.

	2011 n	2012 n	2013 n	2014 n
Christchurch residents	400	400	400	400
Waimakariri residents	44	39	40	39
Selwyn residents	35	42	43	38
Timaru residents		51	52	51
Greater Christchurch	479	481	483	477

Due to the small sample sizes for Timaru, Waimakariri and Selwyn any sub-group analysis is indicative only. The maximum statistical margin of error at a 95% confidence level for the sample overall is $\pm 4.9\%$.

In 2014 field work took place between March 28 and April 13.



Executive Summary

Summary of Key Findings

	Base	Affordability % satisfied	Meeting community needs % satisfied	Value for money % satisfied
Greater Christchurch	477	82	77	75
Christchurch	400	82	77	76
Waimakariri	39*	59	41	66
Selwyn	38*	97	71	74
Timaru	51*	100	91	96

Note: % satisfied excludes don't knows.

*Small sample size – Results indicative only

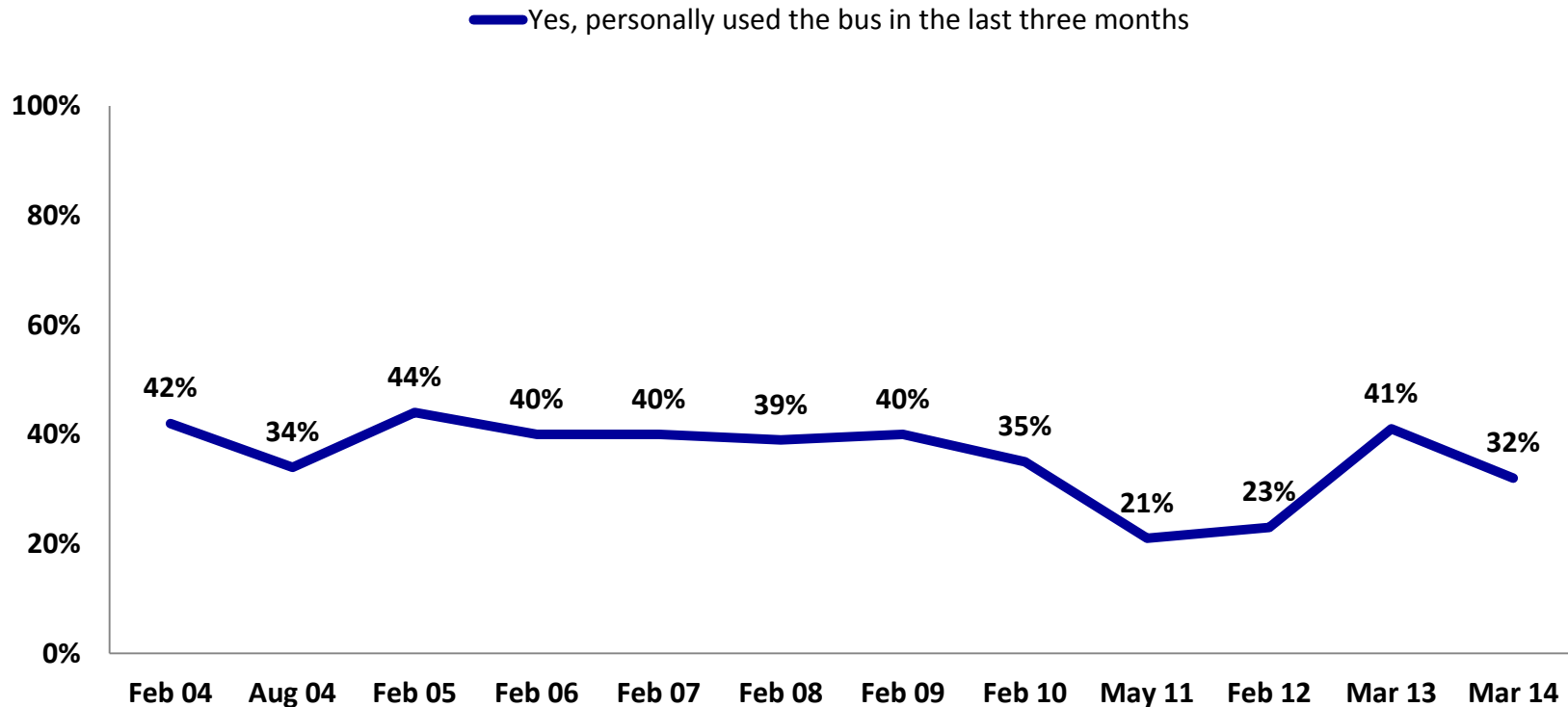


Main Findings

Public Transport Use in The Last Three Months

Public transport use in last 3 months – Greater Christchurch

Q. Have you personally used the bus in the last three months in and around... (e.g. Greater Christchurch)?



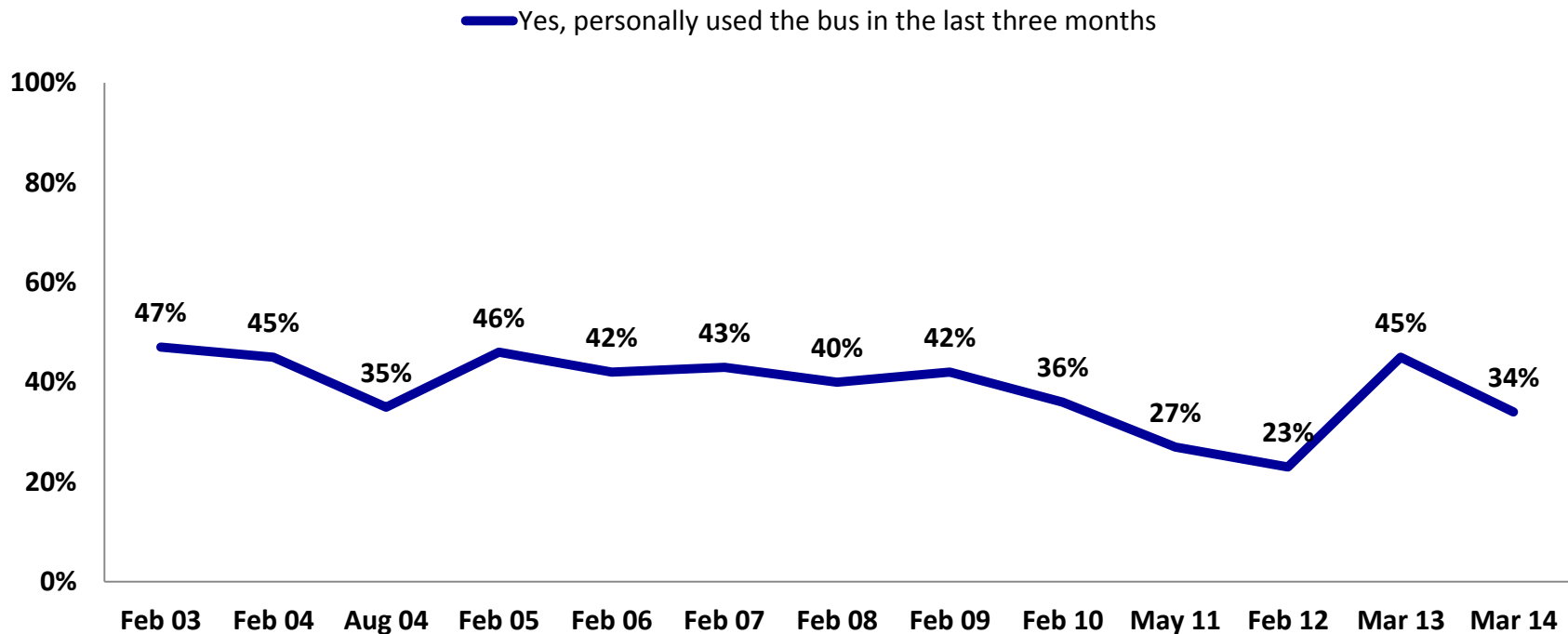
Base: Greater Christchurch: May 2011: 479, February 2012: 481, March 2013: 483, March 2014: 477

Note: Previous years the base size has been 600



Public transport use in last 3 months – Christchurch City

Q. Have you personally used the bus in the last three months in and around... (e.g. Christchurch)?

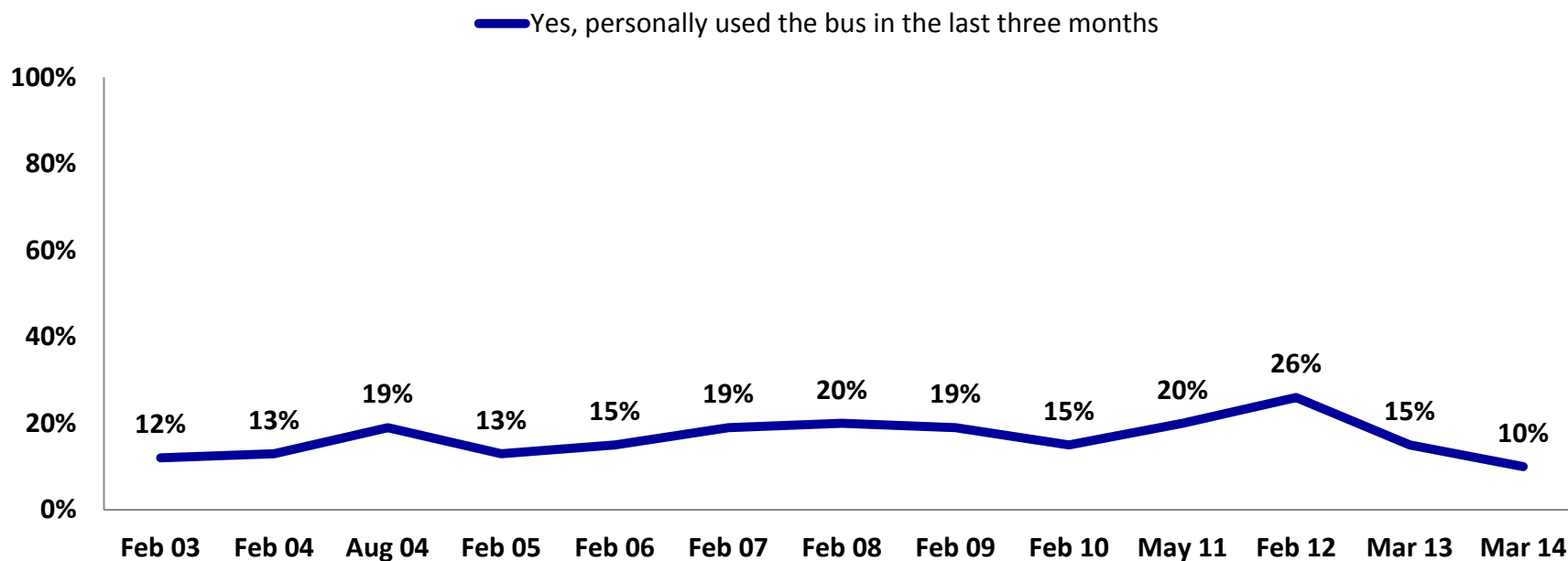


Base: Christchurch City: n=400



Public transport use in last 3 months – Waimakariri

Q. Have you personally used the bus in the last three months in and around... (e.g. Waimakariri)?



Base: Waimakariri: May 2011:44*, February 2012: 39*, March 2013: 40*, March 2014 (39*)

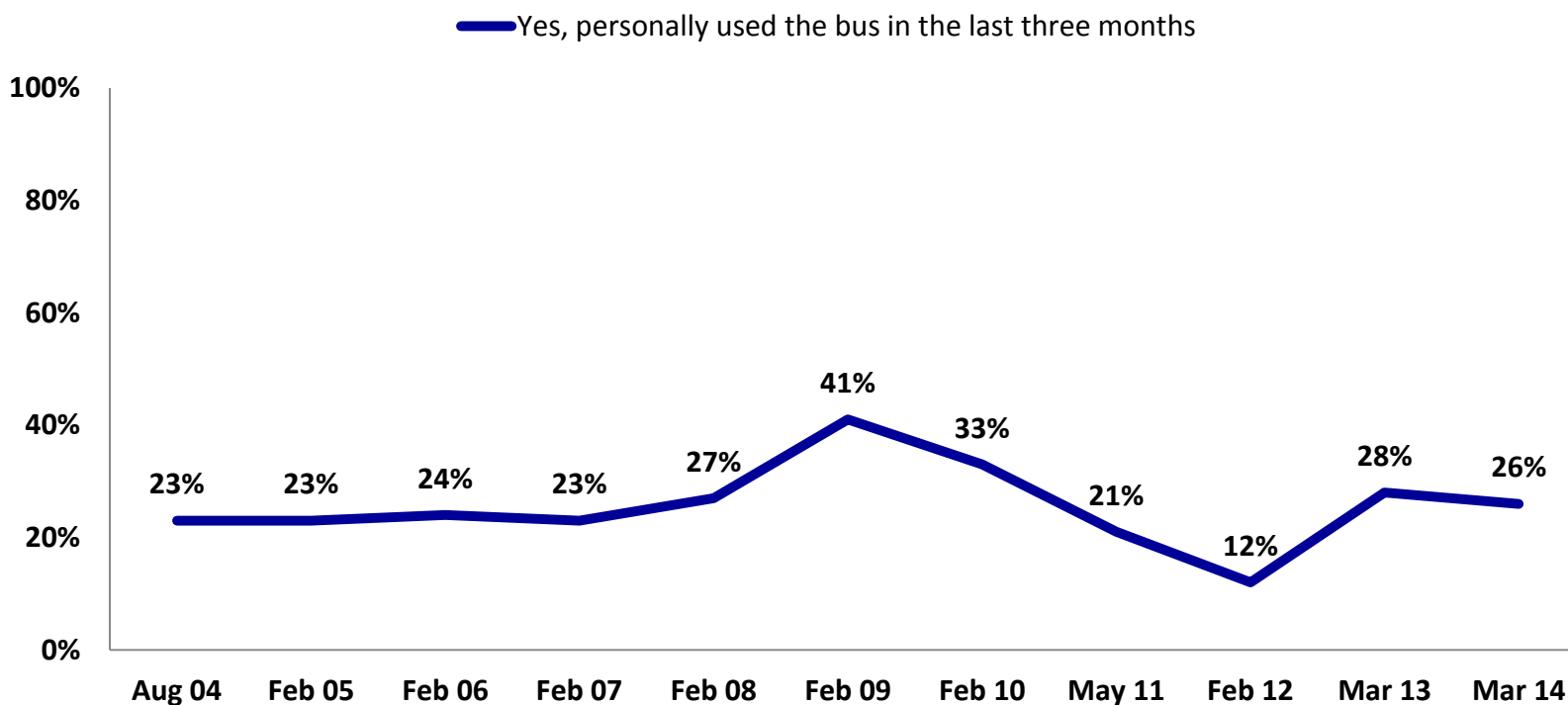
Note: Previous years base size has been 100.

*small base size



Public transport use in last 3 months – Selwyn

Q. Have you personally used the bus in the last three months in and around... (e.g. Selwyn)?



Base: Selwyn: May 2011:35*, February 2012: 42*, March 2013 43*, March 2014 (38*)

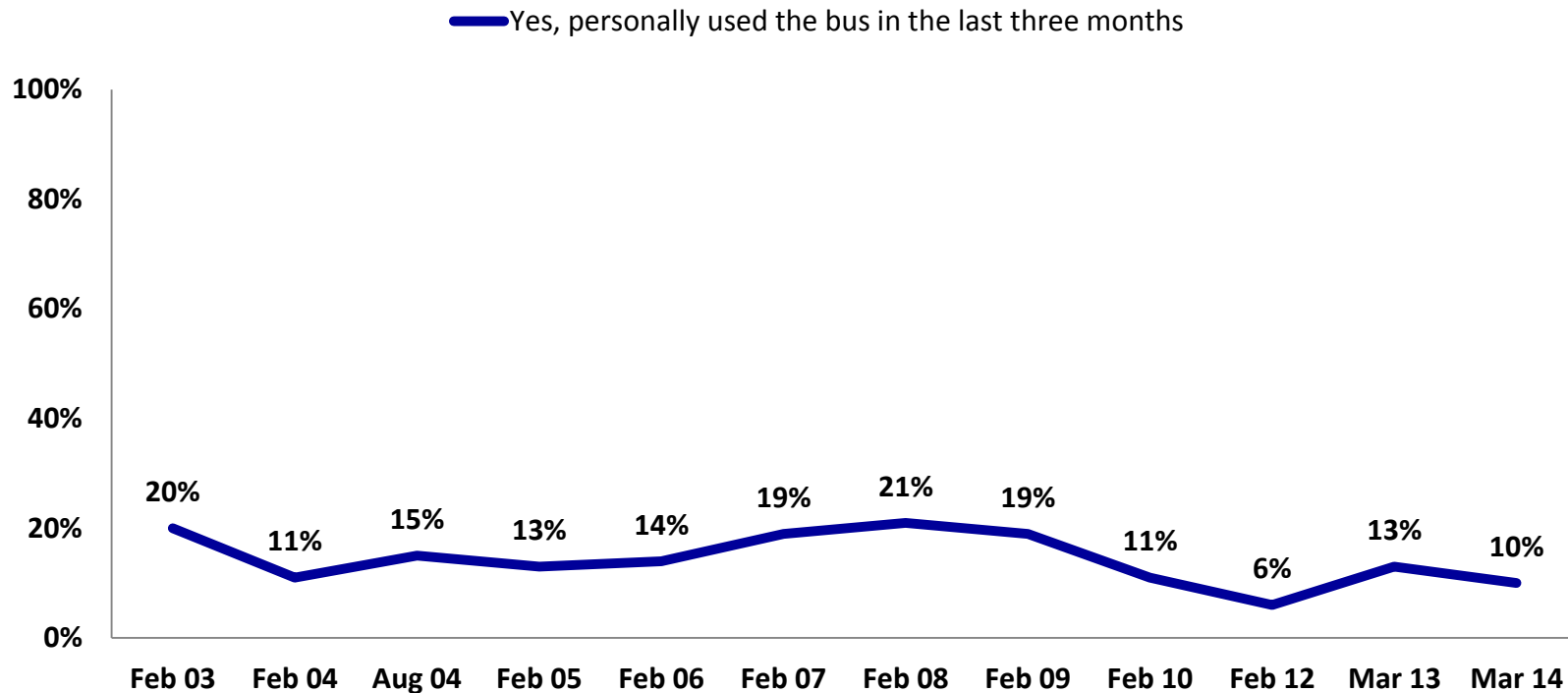
Note: Previous years the base size has been 100

*small base size



Public transport use in last 3 months – Timaru

Q. Have you personally used the bus in the last three months in and around... (e.g. Timaru)?



Base: Timaru: February 2012:51*, March 2013: 52*, March 2014 (51*)

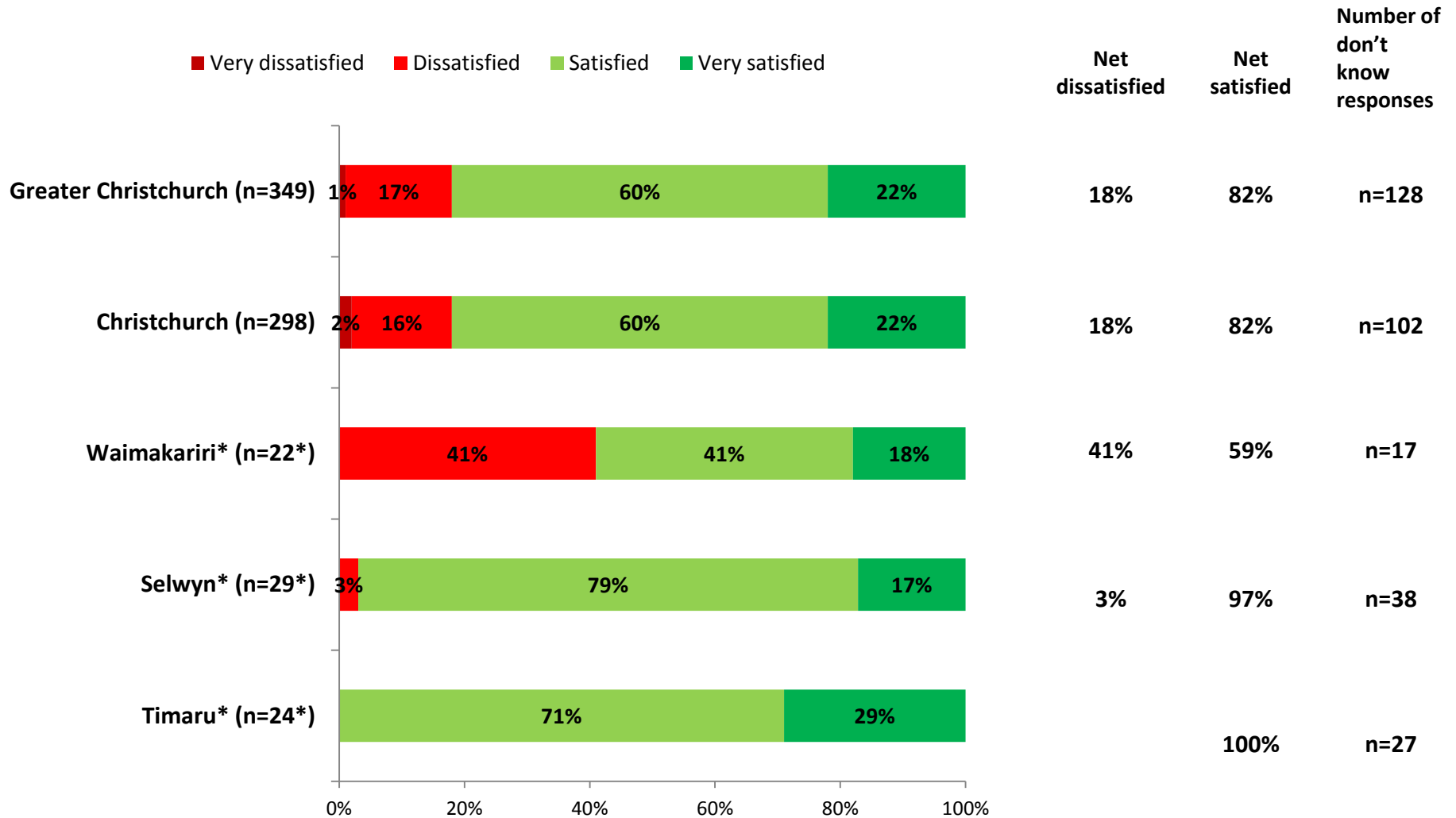
Note: Previous years the base size has been 100

*small base size



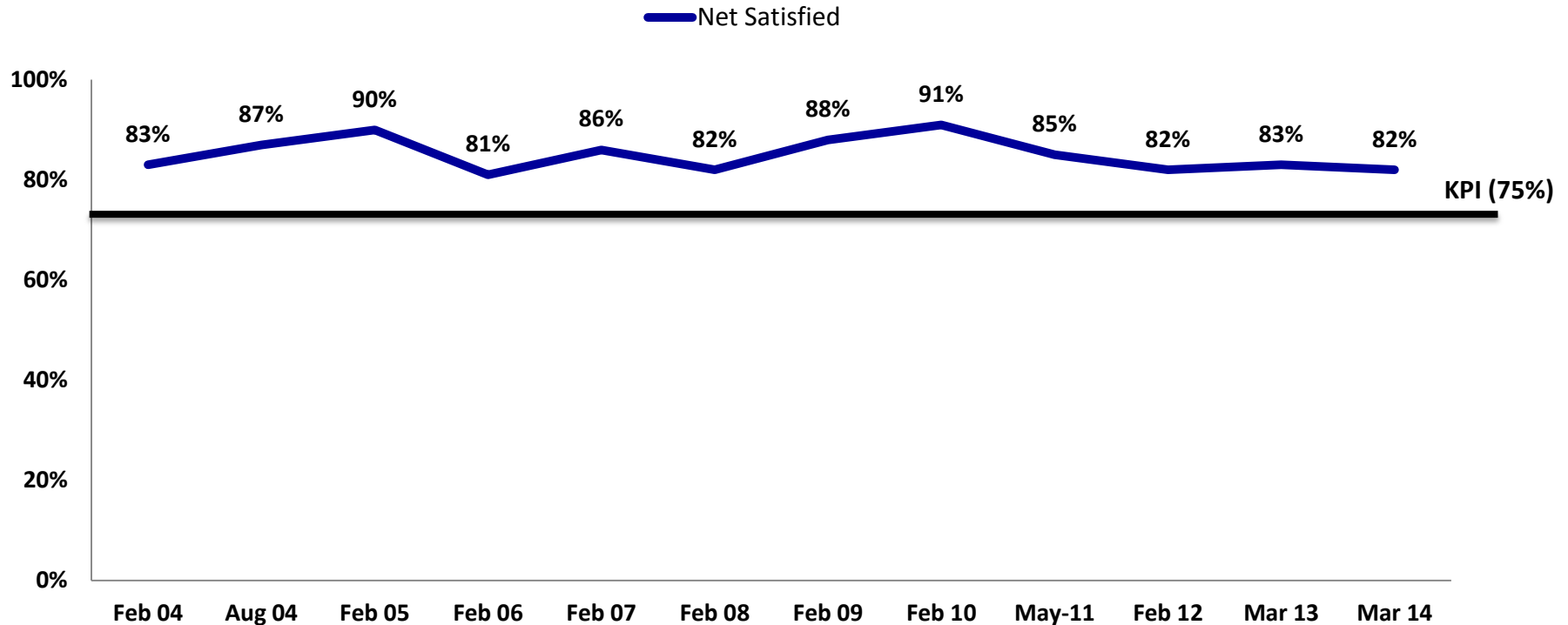
Affordability of Public Transport

Net Satisfaction with the affordability of public passenger transport - Overall



Satisfaction with the affordability of public passenger transport – Greater Christchurch

Q. How satisfied are you with the affordability of the public passenger transport system to the community?



Base: Greater Christchurch(excluding don't knows). Feb 04 (395), Aug 04 (502), Feb 05 (570), Feb 06 (565), Feb 07 (553), Feb 08 (538), Feb 09 (533), Feb 10 (555), May 11 (369), Feb 12 (304), Mar 13 (379), Mar 14 (349).

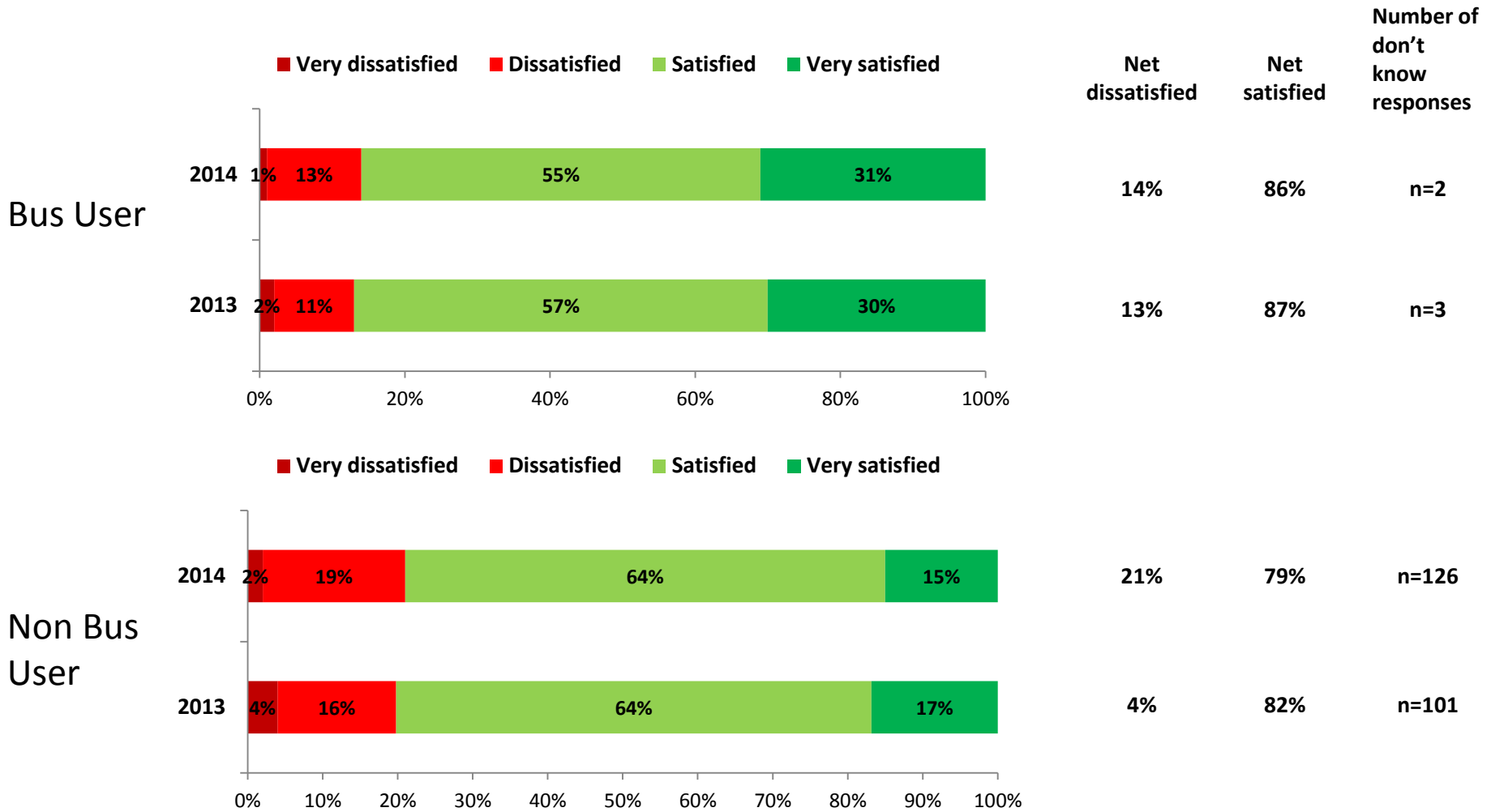


Satisfaction with the affordability of public passenger transport – Greater Christchurch cont.

	Greater Christchurch Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	349	1	5	17	58	60	210	22	76	128
Mar 13	379	3	11	13	49	60	227	23	87	104
Feb 12	304	3	9	14	43	57	173	25	76	177
May 11	369	2	7	12	44	65	240	20	74	110
Feb 10	555	2	11	7	39	63	350	28	155	145
Feb 09	533	1	5	10	53	53	282	35	187	167
Feb 08	538	3	16	14	75	41	221	41	221	162
Feb 07	553	2	11	12	66	61	337	25	138	168
Feb 06	565	4	23	15	85	51	288	30	170	135
Feb 05	570	2	11	8	46	49	279	41	234	130
Aug 04	502	3	15	10	50	51	256	36	181	198
Feb 04	395	5	20	11	44	44	174	39	154	108



Satisfaction with the affordability of public passenger transport – Greater Christchurch cont.

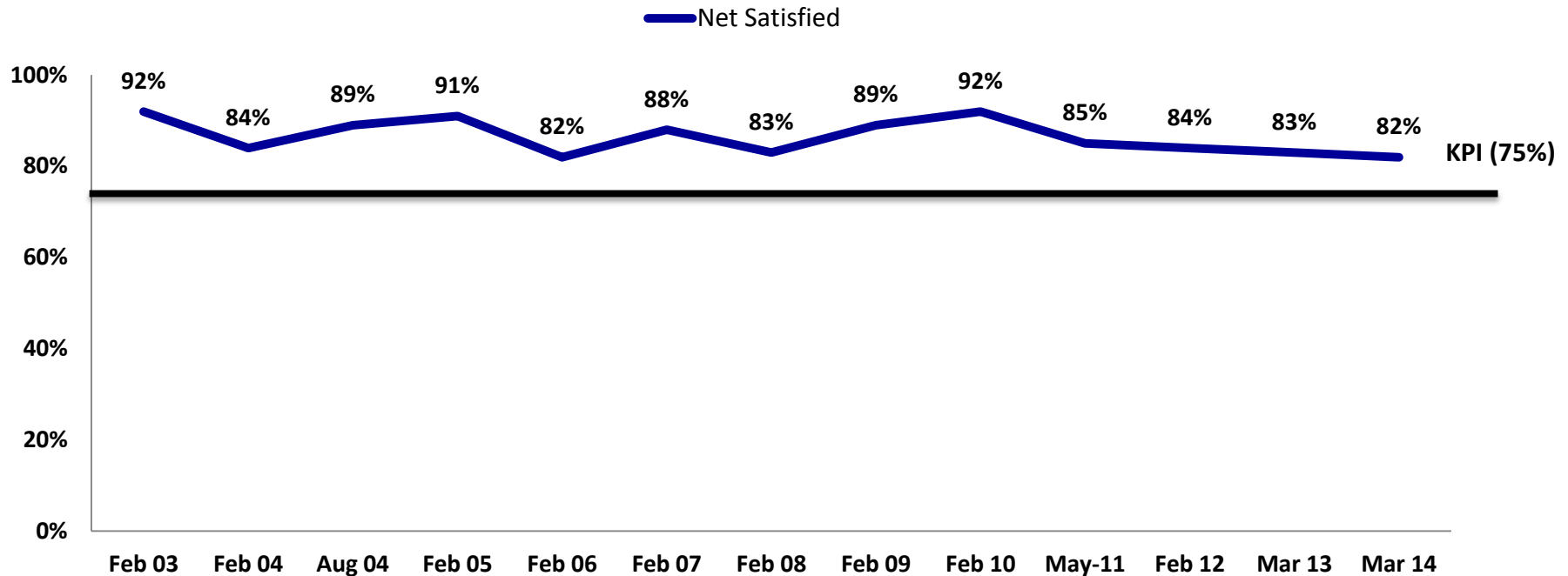


Base: (excluding don't knows). Bus User 2013 (193), Bus user 2014 (149), Non bus user 2013 (185), Non bus user 2014 (200)



Satisfaction with the affordability of public passenger transport - Christchurch

Q. How satisfied are you with the affordability of the public passenger transport system to the community?



Base: Christchurch (excluding don't knows) Feb 03 (342), Feb 04 (331), Aug 04 (292), Feb 05 (335), Feb 03 (358), Feb 07(315), Feb 08 (311), Feb 09 (307), Feb 10 (321), May 11 (318), Feb 12 (261), Mar 13 (333), Mar 14 (298)

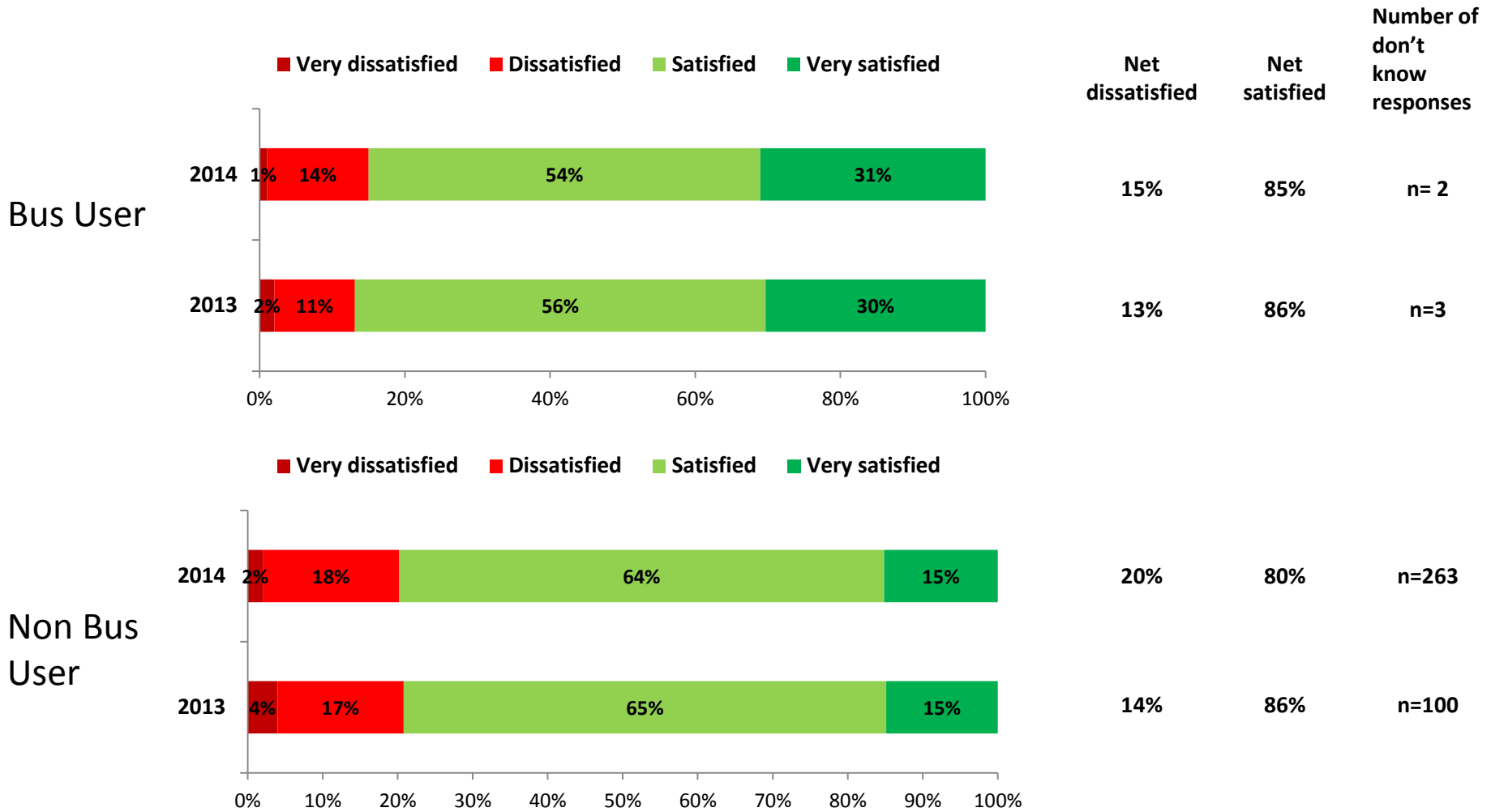


Satisfaction with the affordability of public passenger transport - Christchurch

	Christchurch Base (excluding don't know)	Very Dissatisfied (excluding DK)		Dissatisfied (excluding DK)		Satisfied (excluding DK)		Very satisfied (excluding DK)		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	298	2	5	16	48	60	178	22	67	102
Mar 13	333	3	10	14	47	60	200	23	77	67
Feb 12	261	3	8	13	34	58	151	26	68	139
May 11	318	3	10	12	38	64	204	21	67	82
Feb 10	321	2	6	7	22	63	202	29	93	79
Feb 09	307	1	3	10	31	53	163	36	111	93
Feb 08	311	3	9	14	44	40	124	43	134	89
Feb 07	315	1	3	11	35	61	192	27	85	85
Feb 06	358	4	14	14	50	51	183	31	111	42
Feb 05	335	1	3	7	23	49	164	42	141	65
Aug 04	292	3	9	8	23	51	149	38	111	108
Feb 04	331	5	17	11	36	44	146	40	132	69
Feb 03	342	1	3	6	21	45	154	47	161	58



Satisfaction with the affordability of public passenger transport – Christchurch cont.

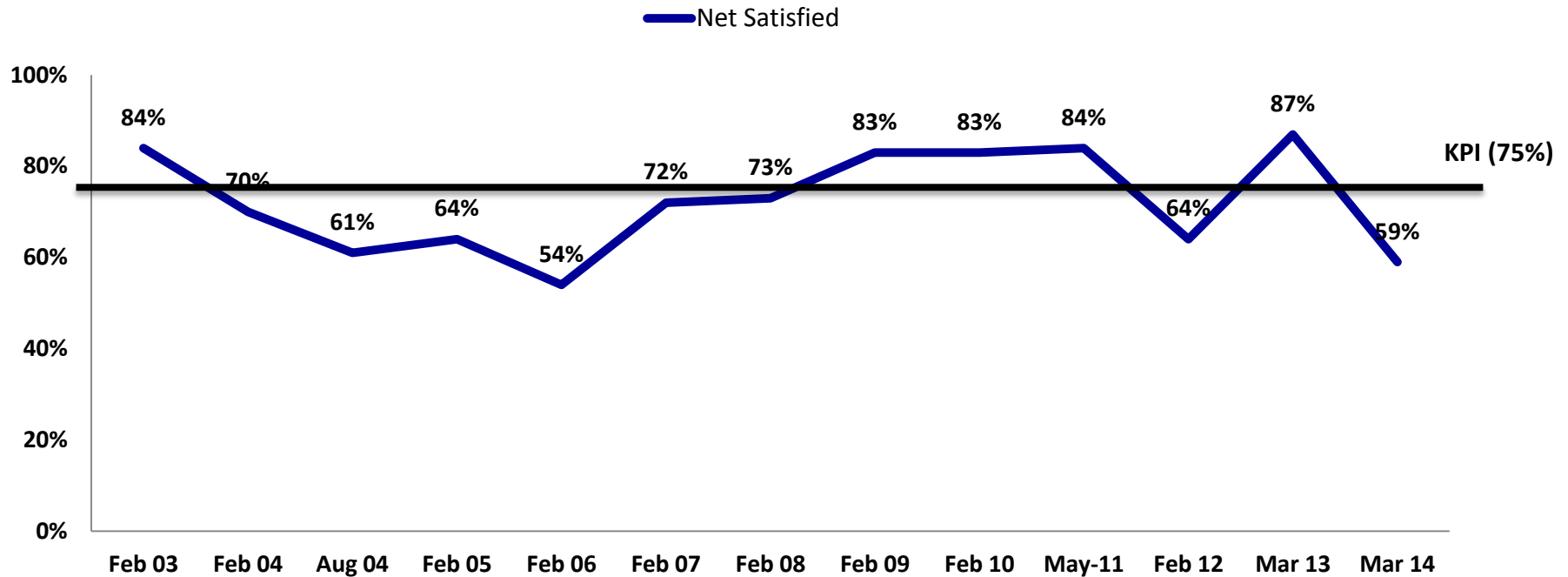


Base: Christchurch (excluding don't knows) Bus users; Mar 13 (175) Mar 14 (135), Non bus users; Mar 13 (157) Mar 14 (163).



Satisfaction with the affordability of public passenger transport - Waimakariri

Q. How satisfied are you with the affordability of the public passenger transport system to the community?



Base: Waimakariri (excluding don't knows) Feb 03 (57*), Feb 04 (46*), Aug 04 (56*), Feb 05 (50*), Feb 06 (52*), Feb 07(60*), Feb 08 (67*), Feb 09 (59*), Feb 10 (60*), May 11 (31*), Feb 12 (25*), Mar 13 (16*), Mar 14 (22*)



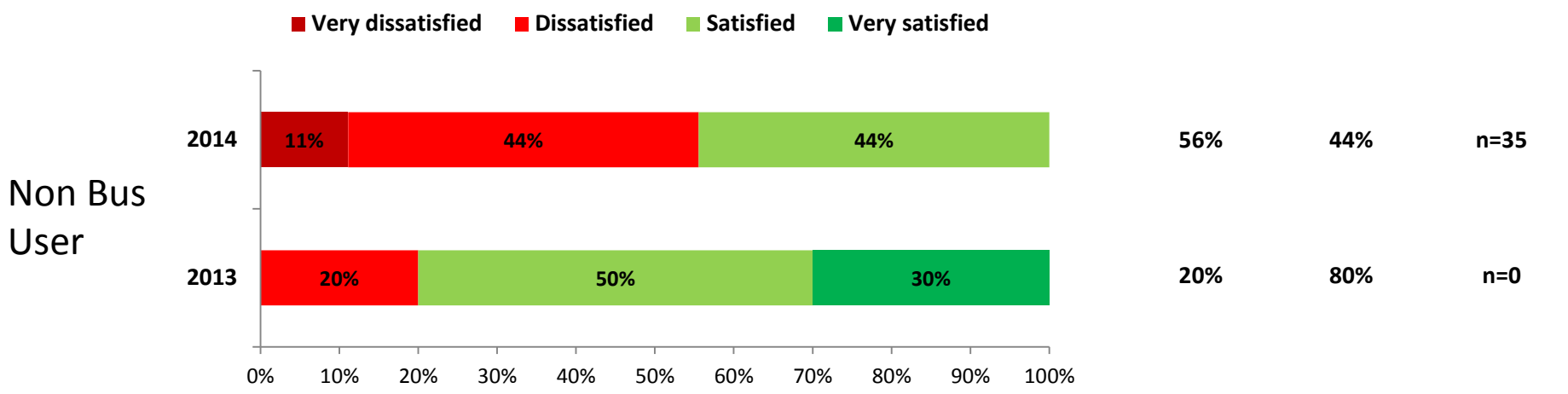
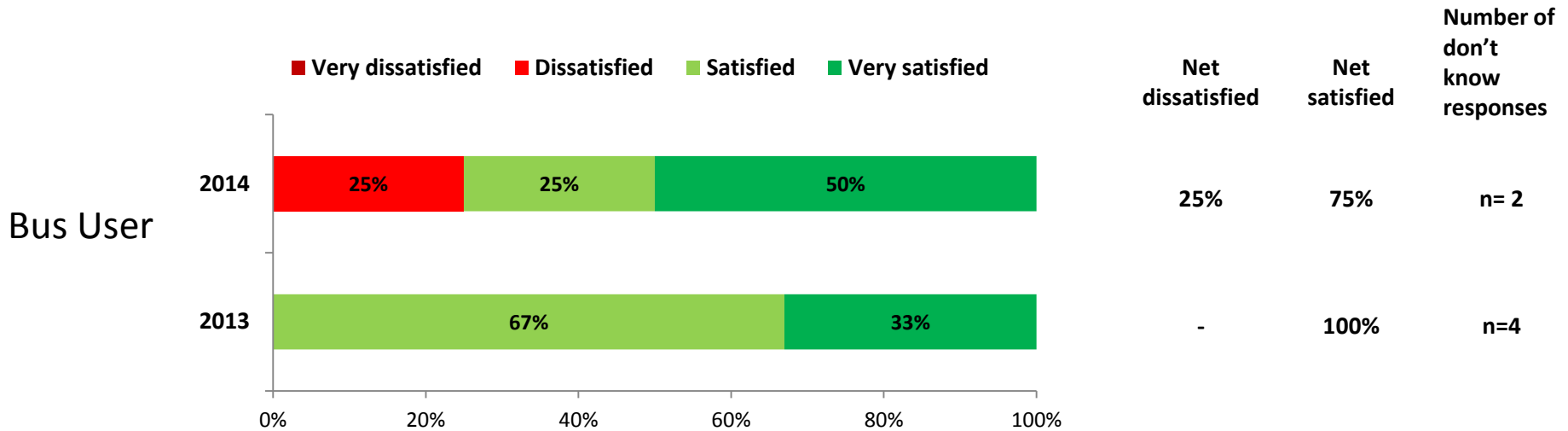
Satisfaction with the affordability of public passenger transport - Waimakariri

	*Waimakariri Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	22	-	-	41	9	41	9	18	4	17
Mar 13	16	-	-	13	2	56	9	31	5	24
Feb 12	25	4	1	32	8	48	12	16	4	14
May 11	31	-	-	16	5	74	23	10	3	13
Feb 10	60	3	2	13	8	70	41	13	8	40
Feb 09	59	2	1	15	9	51	30	32	19	1
Feb 08	67	7	5	20	13	60	40	13	9	33
Feb 07	60	3	2	25	15	70	42	2	1	40
Feb 06	52	10	5	37	20	48	25	6	3	48
Feb 05	50	12	6	24	12	52	26	12	6	50
Aug 04	56	-	-	39	22	45	25	16	9	44
Feb 04	46	-	-	26	12	50	23	20	9	54
Feb 03	57	4	2	12	7	58	33	26	15	43

*Small sample size – results are indicative only



Satisfaction with the affordability of public passenger transport – Waimakariri cont.

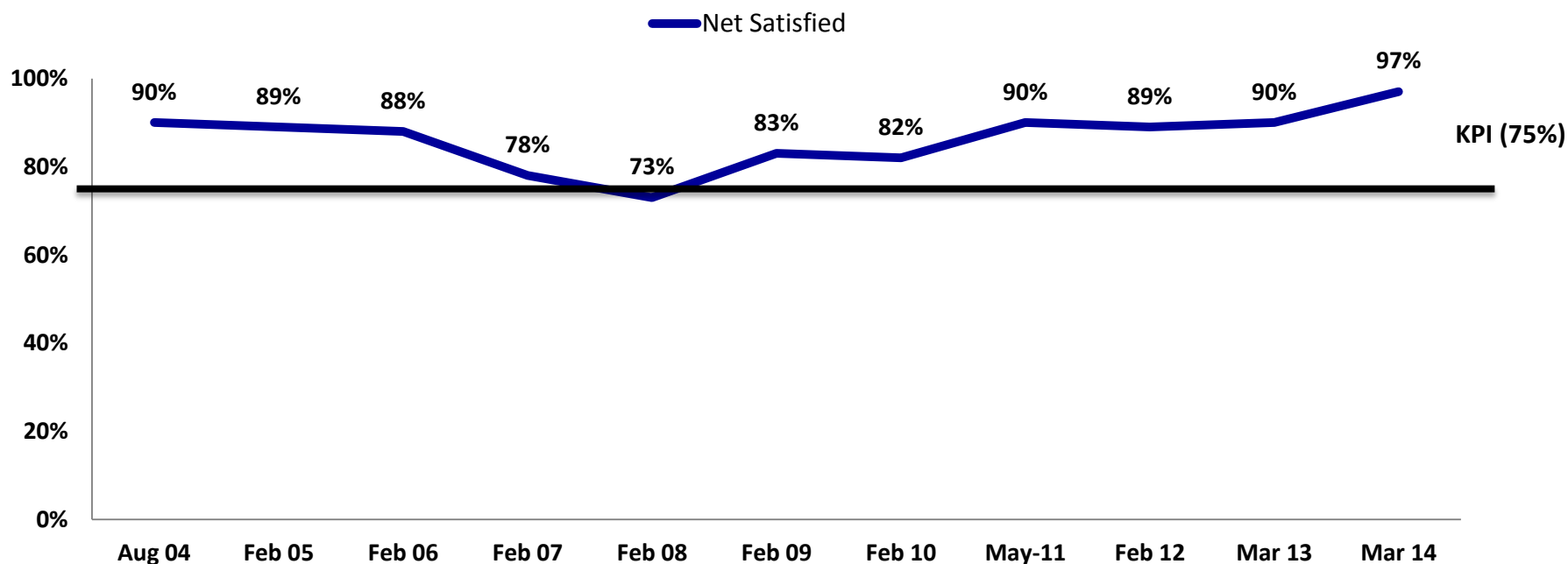


Base: Waimakariri (excluding don't knows) Bus users; Mar 13 (6*) Mar 14 (4*), Non bus users; March 13 (10*) Mar 14 (18*).



Satisfaction with the affordability of public passenger transport - Selwyn

Q. How satisfied are you with the affordability of the public passenger transport system to the community?



Base: Selwyn (excluding don't knows) Aug 04 (61*), Feb 05 (72*), Feb 06 (*72), Feb 07(71*), Feb 08 (56*), Feb 09 (83*), Feb 10 (76*), May 11 (20*), Feb 12 (18*), Mar 13 (30*), Mar 14 (29)



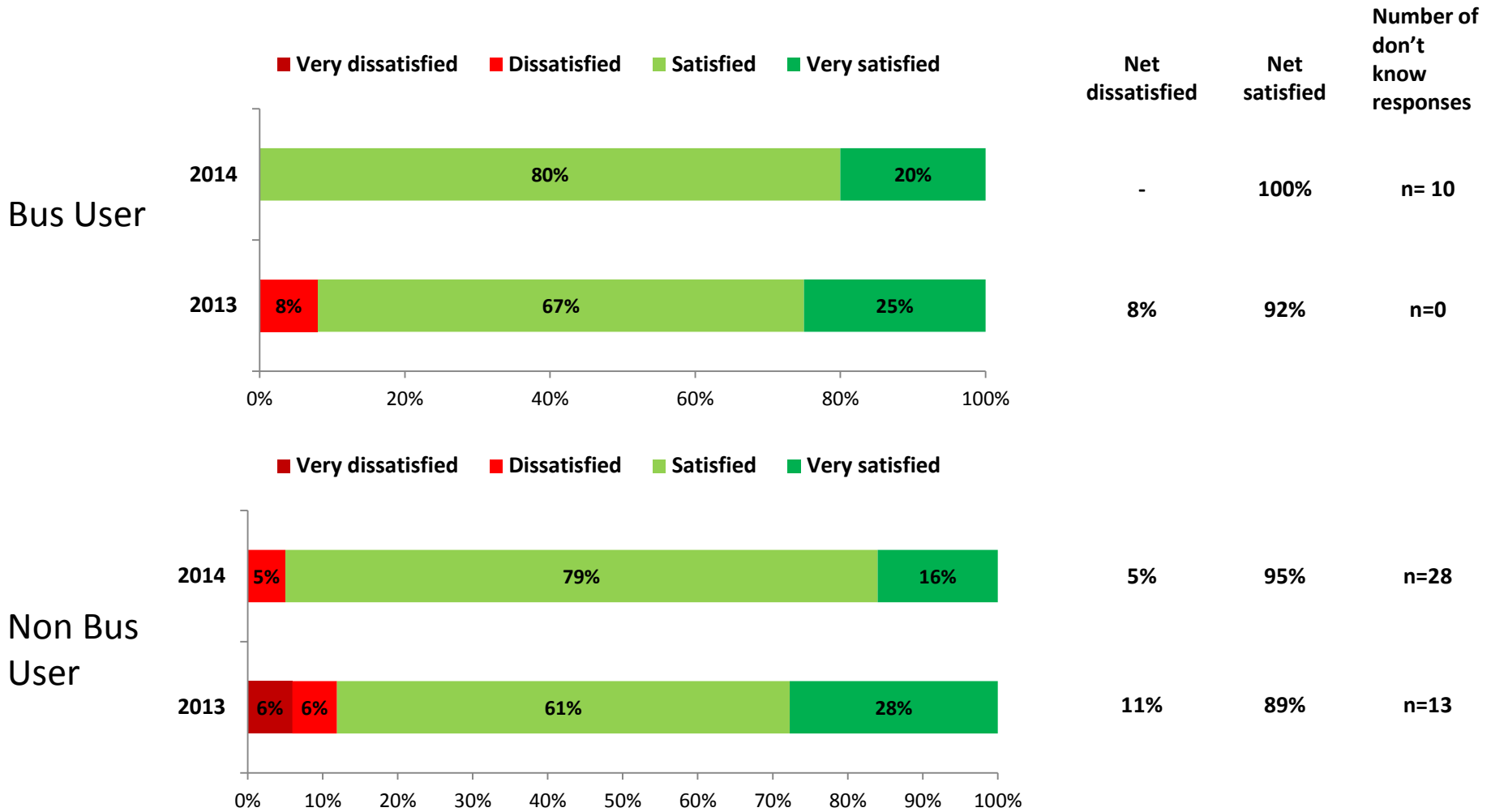
Satisfaction with the affordability of public passenger transport - Selwyn

	*Selwyn Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	29	-	-	3	1	23	79	5	17	9
Mar 13	30	3	1	7	2	63	19	27	8	24
Feb 12	18	0	0	11	2	56	10	33	6	39
May 11	20	5	1	5	1	70	14	20	4	28
Feb 10	76	7	5	12	9	57	43	25	19	28
Feb 09	83	4	3	13	11	65	54	18	15	29
Feb 08	56	5	3	21	12	50	28	23	13	44
Feb 07	71	2	1	20	14	58	41	20	14	29
Feb 06	72	3	2	10	7	56	40	32	23	28
Feb 05	72	3	2	8	6	43	31	46	33	28
Aug 04	61	7	4	3	2	74	45	16	10	39

*Small sample size – results are indicative only



Satisfaction with the affordability of public passenger transport – Selwyn cont.

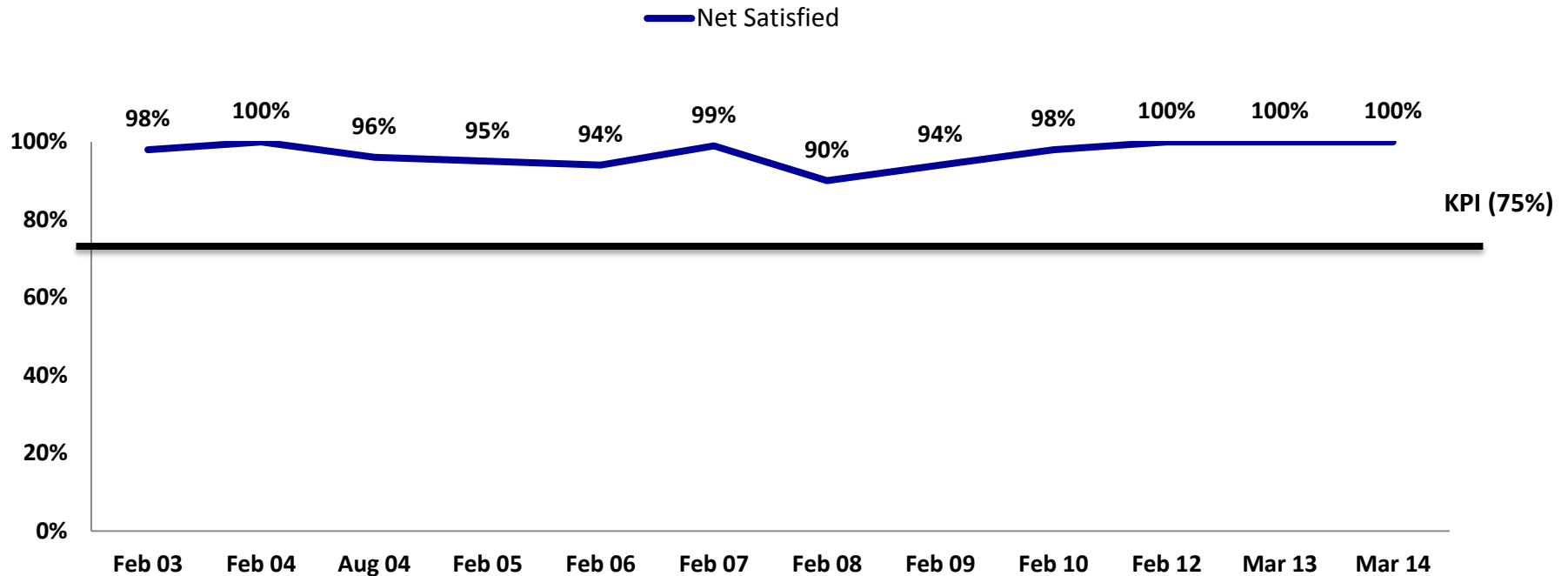


Base: Selwyn (excluding don't knows) Bus users; Mar 13 (12*) Mar 14 (10*), Non bus users; Mar 13 (18*) March 14 (19*).



Satisfaction with the affordability of public passenger transport – Timaru

Q. How satisfied are you with the affordability of the public passenger transport system to the community?



Base: Timaru (excluding don't knows) Feb 03 (70*), Feb 04 (58*), Aug 04 (55*), Feb 05 (58*), Feb 06 (66*), Feb 07(56*), Feb 08 (70*), Feb 09 (74*), Feb 10 (63*), Feb 12 (27*), Mar 13 (28*), Mar 14 (24*)

*Small sample size



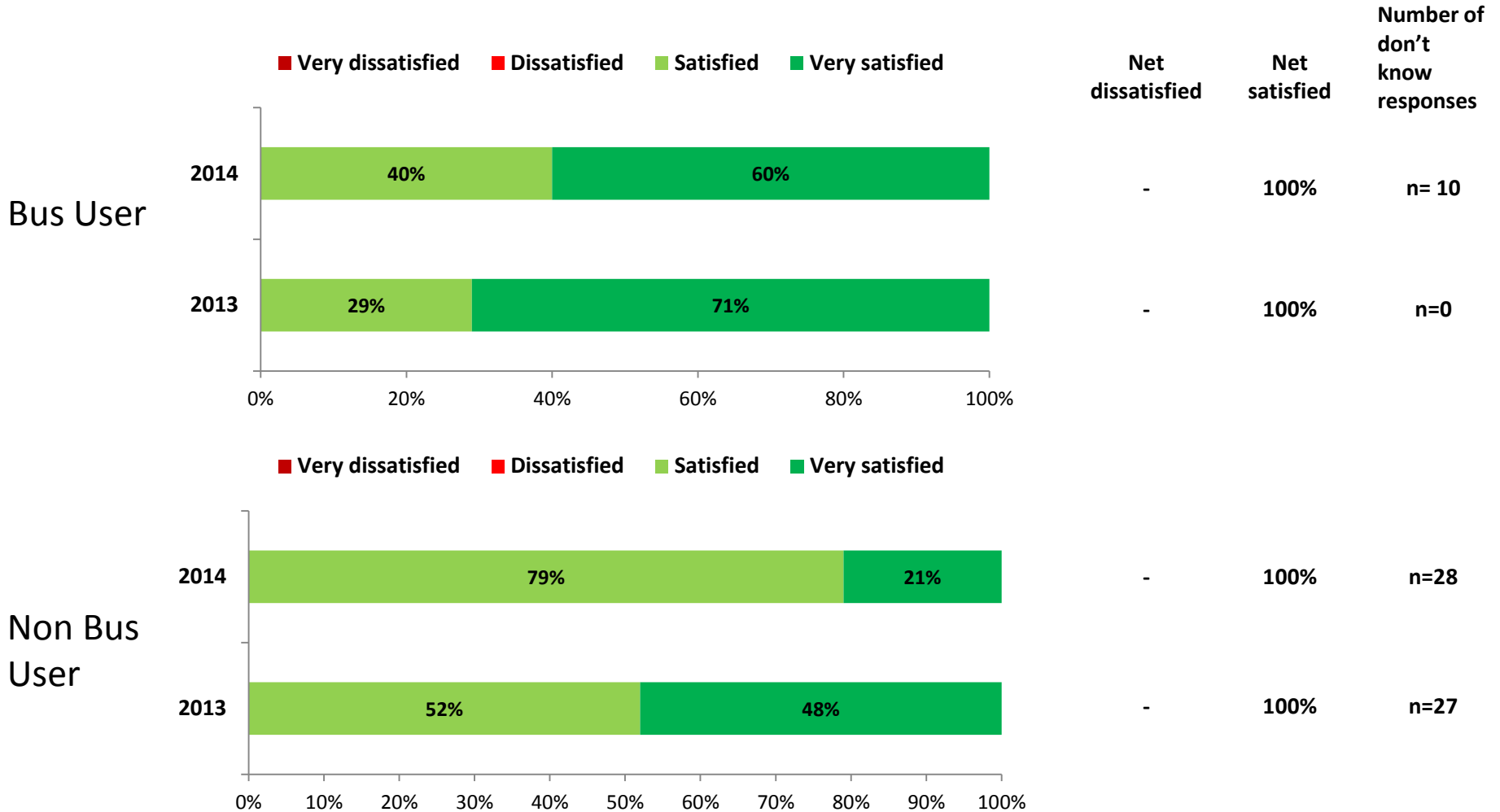
Satisfaction with the affordability of public passenger transport – Timaru cont.

	*Timaru Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	24	-	-	-	-	17	71	29	7	27
Mar 13	28	-	-	-	-	46	13	54	15	24
Feb 12	27	-	-	-	-	78	21	22	6	24
Feb 10	63	-	-	2	1	63	40	35	22	37
Feb 09	74	-	-	5	4	39	29	55	41	26
Feb 08	70	1	1	9	6	56	39	34	24	30
Feb 07	56	-	-	1	1	79	44	20	11	44
Feb 06	66	5	3	2	1	64	42	30	20	34
Feb 05	58	5	3	5	3	33	19	62	36	42
Aug 04	55	2	1	2	1	51	28	45	25	45
Feb 04	58	-	-	-	-	59	34	41	24	42
Feb 03	70	-	-	1	1	54	38	44	31	30

*Small sample size – results are indicative only



Satisfaction with the affordability of public passenger transport – Timaru cont.

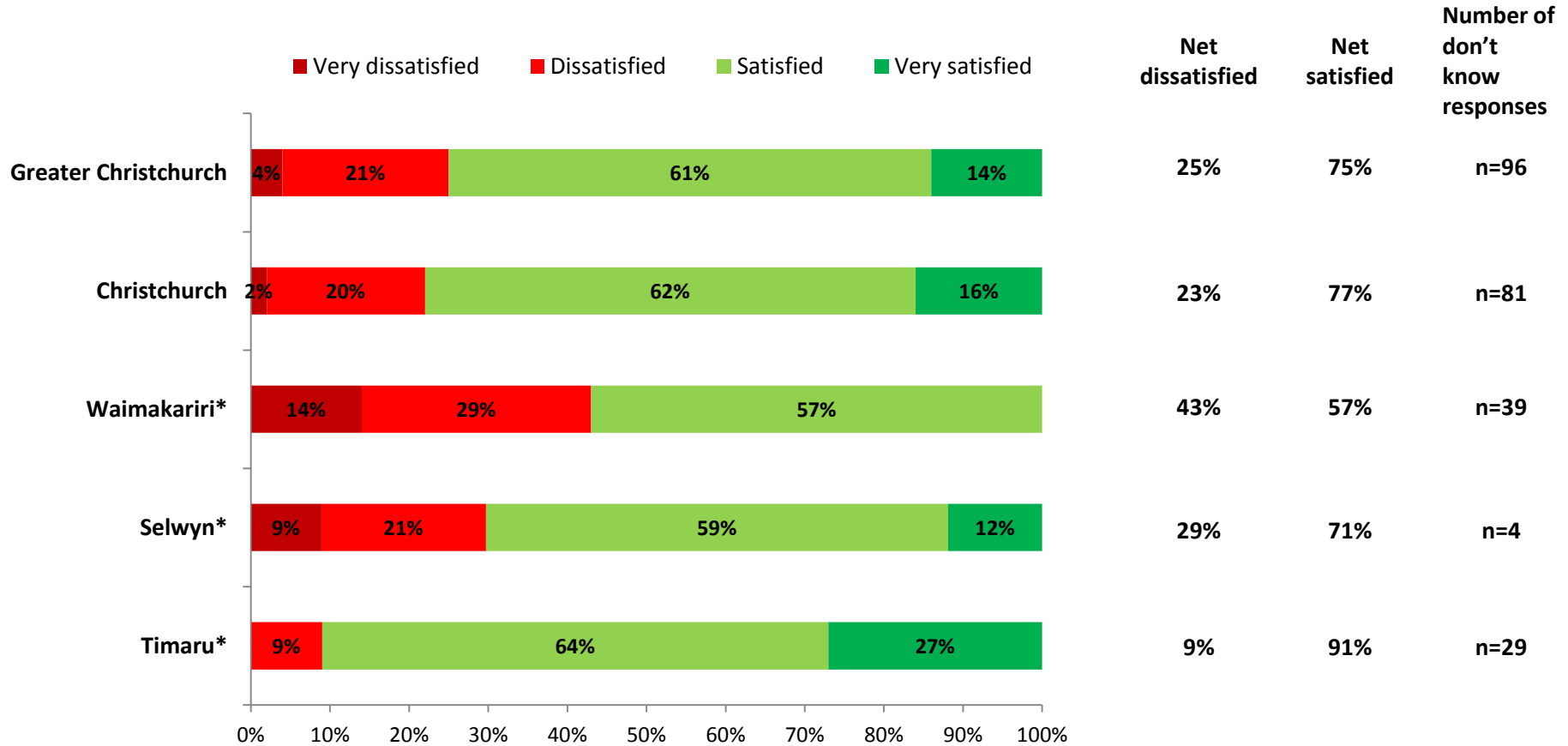


Base: Timaru (excluding don't knows) Bus users; Mar 13 (7*) Mar 14 (5*), Non bus users; Mar 13 (21*) Mar 14 (19*).



Meeting Community Needs

Satisfaction with the extent to which public passenger transport meets community needs - Overall

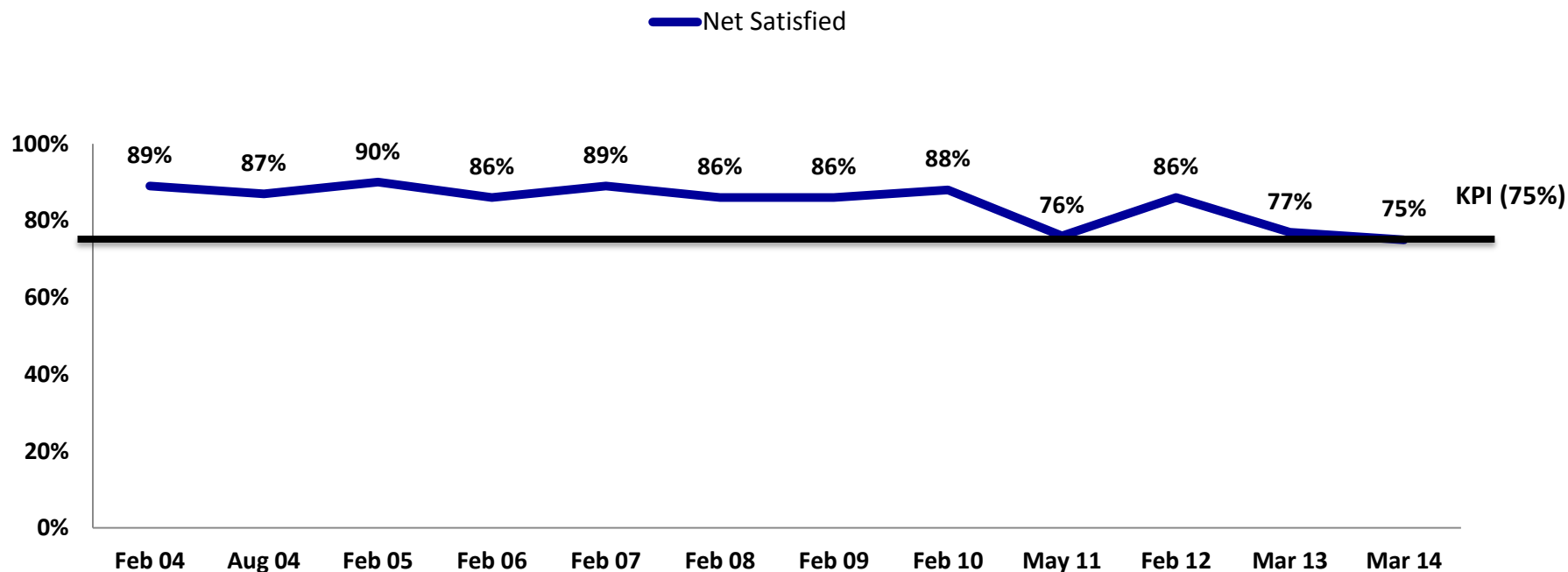


Base: (excluding don't knows). Greater Christchurch 2014 (381), Christchurch 2014 (319), Waimakariri 2014 (28*), Selwyn 2014 (34*), Timaru 2014 (22*), *small base size



Satisfaction with the extent to which public passenger transport meets community needs – Greater Christchurch

Q. How satisfied are you at the extent to which the public transport system meets the needs of the community?



Base: (excluding don't knows). Feb 04 (429), Aug 04 (531), Feb 05 (590), Feb 06 (609), Feb 07 (608), Feb 08 (598), Feb 09 (589), Feb 10 (580), May 11 (388), Feb 12 (356), Mar 13 (407), Mar 14 (477).

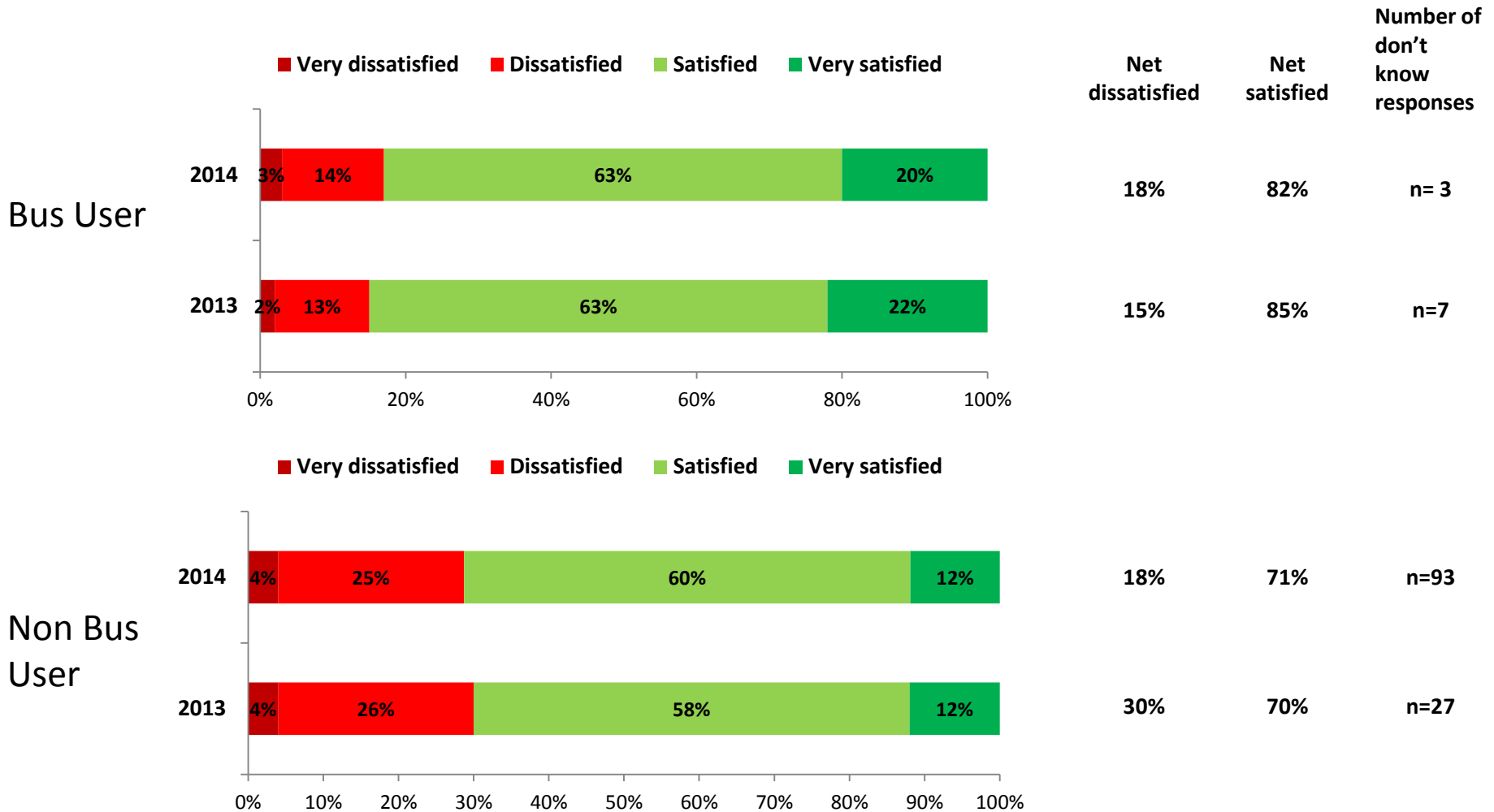


Satisfaction with the extent to which public passenger transport meets community needs – Greater Christchurch

	Greater Canterbury Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	381	4	14	21	80	61	233	14	54	n=96
Mar 13	407	3	12	20	81	61	248	16	65	n=76
Feb 12	356	3	11	11	39	67	239	19	68	n=125
May 11	388	3	12	21	81	62	241	14	54	n=91
Feb 10	580	2	12	9	52	63	365	25	145	n=120
Feb 09	589	1	6	13	77	62	365	24	141	n=111
Feb 08	598	3	18	11	66	51	305	35	209	n=102
Feb 07	608	1	6	9	55	68	413	21	128	n=113
Feb 06	609	2	12	11	67	52	317	34	207	n=91
Feb 05	590	3	18	7	41	48	283	42	248	n=110
Aug 04	531	3	16	10	53	51	271	36	191	n=169
Feb 04	429	3	13	9	39	52	223	37	159	n=71



Satisfaction with the extent to which public passenger transport meets community needs – Greater Christchurch

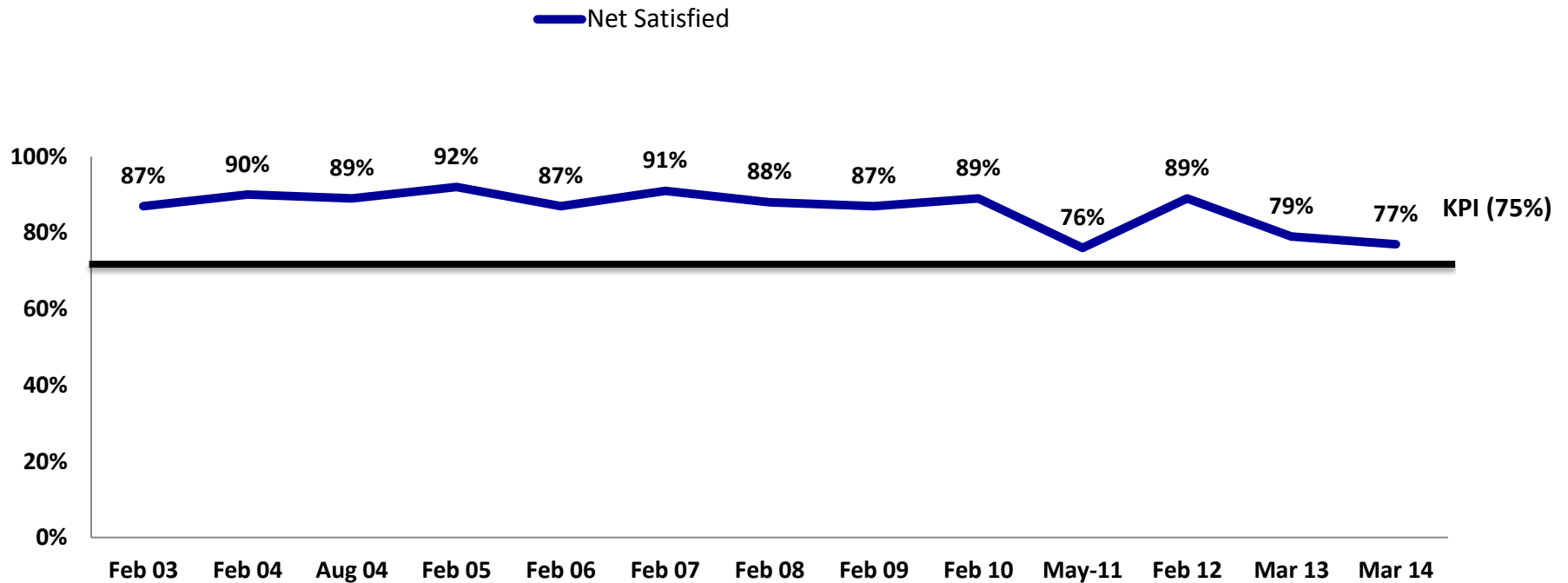


Base: Greater Christchurch (excluding don't knows) Bus users; Mar 13 (189) March 14 (151), Non bus users; March 13 (217) March 14 (326).



Satisfaction with the extent to which public passenger transport meets community needs - Christchurch

Q. How satisfied are you at the extent to which the public transport system meets the needs of the community?



Base: (excluding don't knows). Feb 03 (342), Feb 04 (331), Aug 04 (292), Feb 05 (335), Feb 06 (358), Feb 07 (315), Feb 08 (311), Feb 09 (307), Feb 10 (321), May 11 (329), Feb 12 (302), Mar 13 (341), Mar 14 (319).

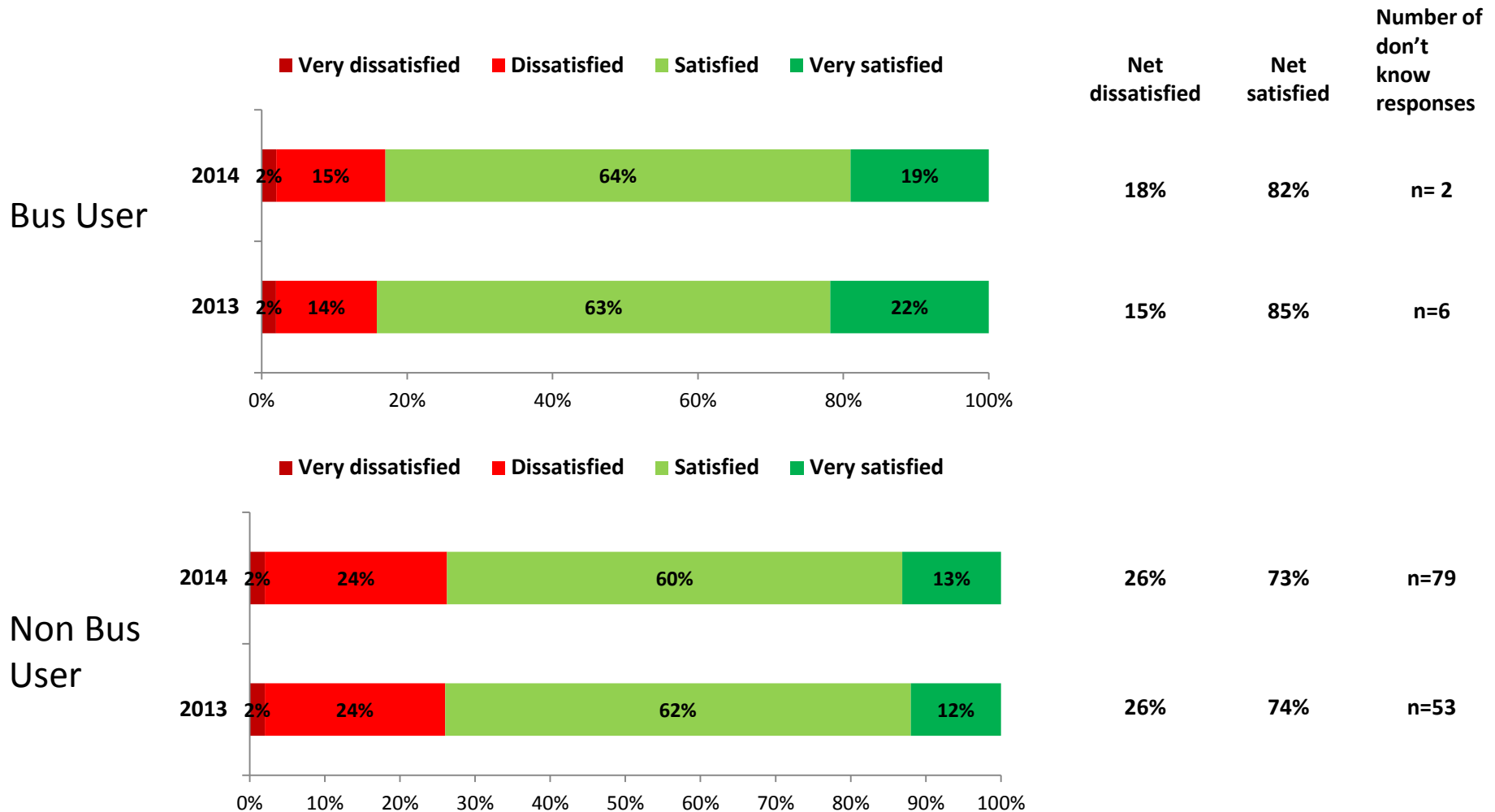


Satisfaction with the extent to which public passenger transport meets community needs - Christchurch

	Christchurch Base (excluding don't know)	Very Dissatisfied		D8issatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	319	2	6	20	64	62	198	16	51	n=81
Mar 13	341	2	7	19	65	62	211	17	58	n=59
Feb 12	302	2	6	9	27	68	205	21	63	n=98
May 11	329	3	10	21	69	62	204	14	46	n=79
Feb 10	321	2	6	9	29	63	202	26	83	n=70
Feb 09	307	-	0	13	40	63	193	24	74	n=64
Feb 08	311	3	9	10	31	51	159	37	115	n=56
Feb 07	315	1	3	8	25	69	217	22	69	n=65
Feb 06	358	2	7	11	39	52	186	35	125	n=23
Feb 05	335	3	10	6	20	48	161	44	147	n=56
Aug 04	292	2	6	9	26	51	149	38	111	n=90
Feb 04	331	2	7	8	26	52	172	38	126	n=44
Feb 03	342	4	14	9	31	50	171	37	127	n=36



Satisfaction with the extent to which public passenger transport meets community needs - Christchurch

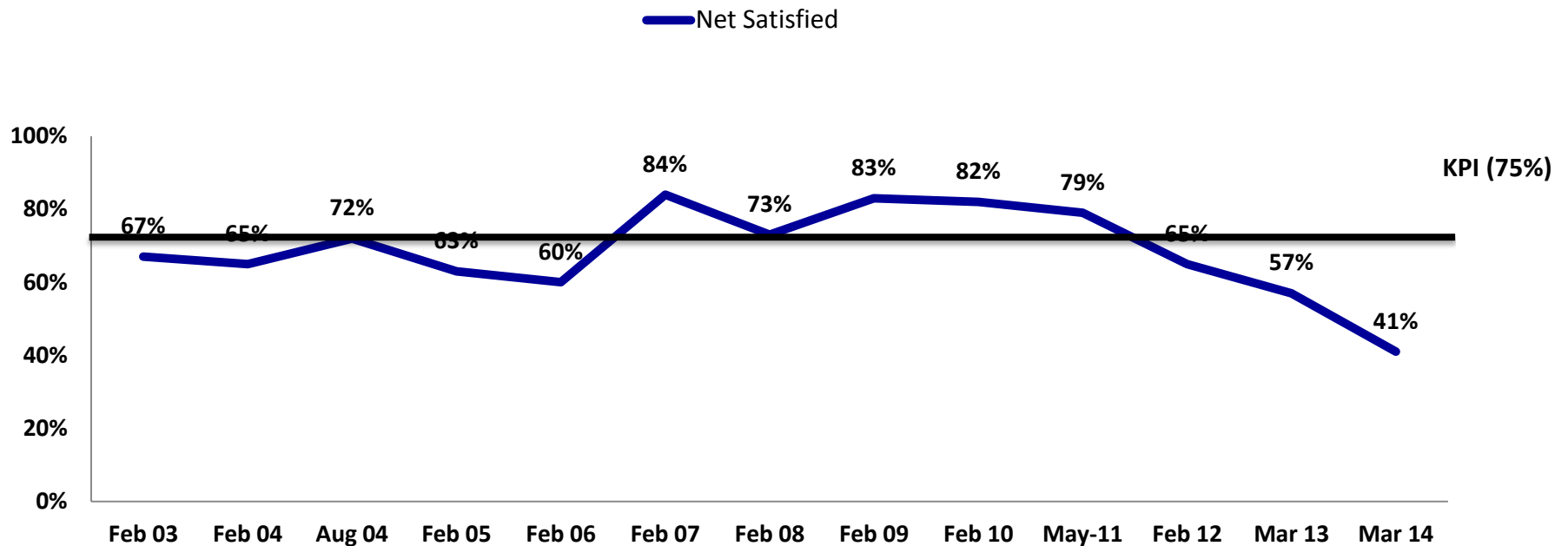


Base: Christchurch (excluding don't knows) Bus users; Mar 13 (172) Mar 14 (135), Non bus users; Mar 13 (168) March 14 (184).



Satisfaction with the extent to which public passenger transport meets community needs - Waimakariri

Q. How satisfied are you at the extent to which the public transport system meets the needs of the community?



Base: Waimakariri(excluding don't knows). Feb 03 (57*), Feb 04 (46*), Aug 04 (56*), Feb 05 (50*), Feb 06 (52*), Feb 07 (60*), Feb 08 (67*), Feb 09 (59*), Feb 10 (60*), May 11 (34*), Feb 12 (26*), Mar 13 (28*), Mar 14 (39*).



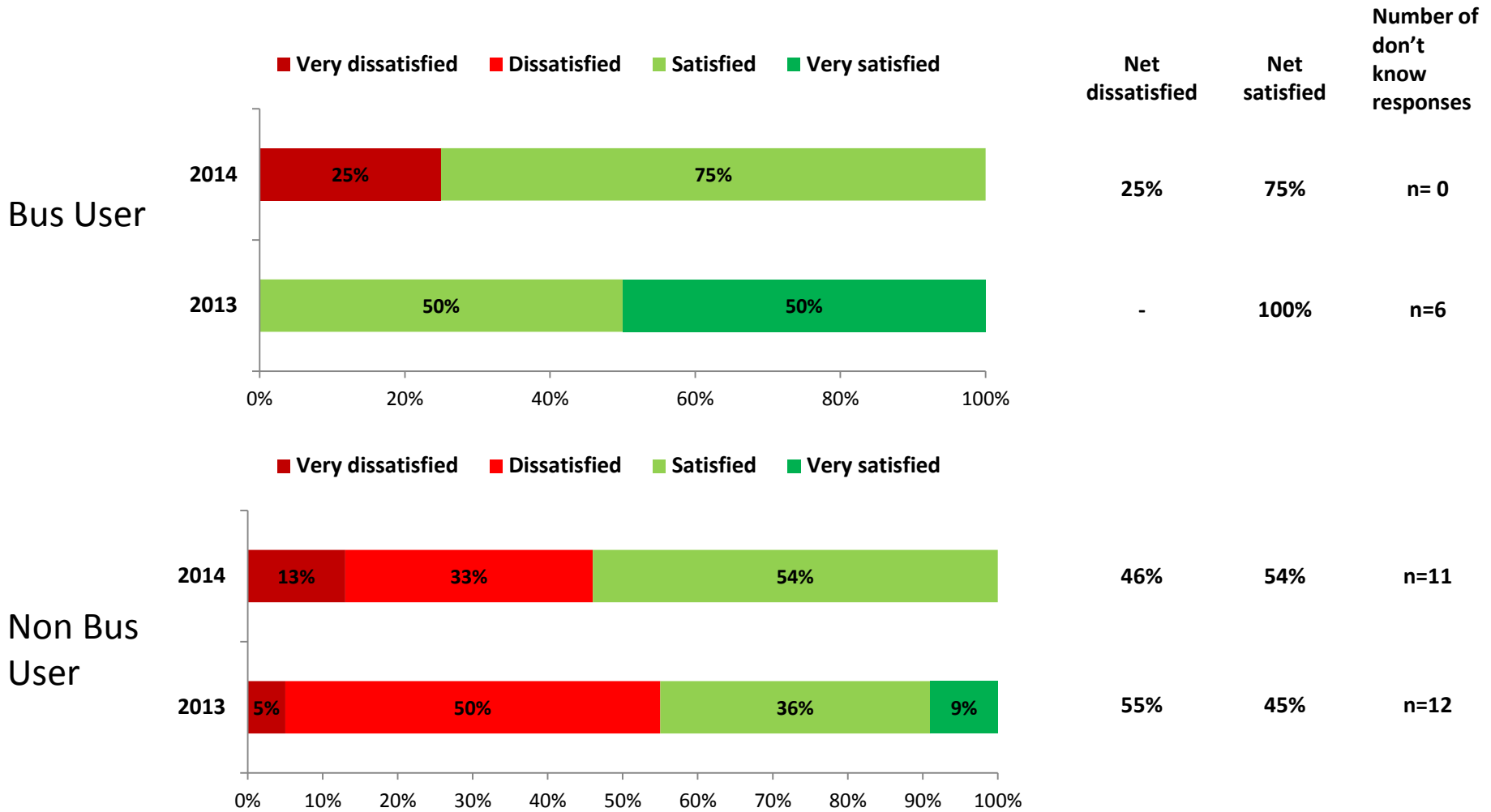
Satisfaction with the extent to which public passenger transport meets community needs - Waikamariri

	Waimakariri Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	28*	14	4	29	8	57	16	0	-	n=11
Mar 13	28*	4	1	39	11	39	11	18	5	n=12
Feb 12	26*	12	3	23	6	54	14	11	3	n=13
May 11	34*	3	1	23	8	65	22	14	5	n=10
Feb 10	60*	4	2	14	8	69	41	13	8	n=17
Feb 09	59*	1	1	16	9	63	37	20	12	n=17
Feb 08	67*	8	5	19	13	54	36	19	13	n=22
Feb 07	60*	-	-	15	9	67	40	17	10	n=14
Feb 06	52*	12	6	28	15	53	28	7	4	n=40
Feb 05	50*	5	3	32	16	53	27	10	5	n=41
Aug 04	56*	5	3	23	13	68	38	4	2	n=44
Feb 04	46*	14	6	21	10	47	22	18	8	n=43
Feb 03	57*	8	5	24	14	51	29	16	9	n=26

* Small sample size –Results indicative only



Satisfaction with the extent to which public passenger transport meets community needs - Waimakariri

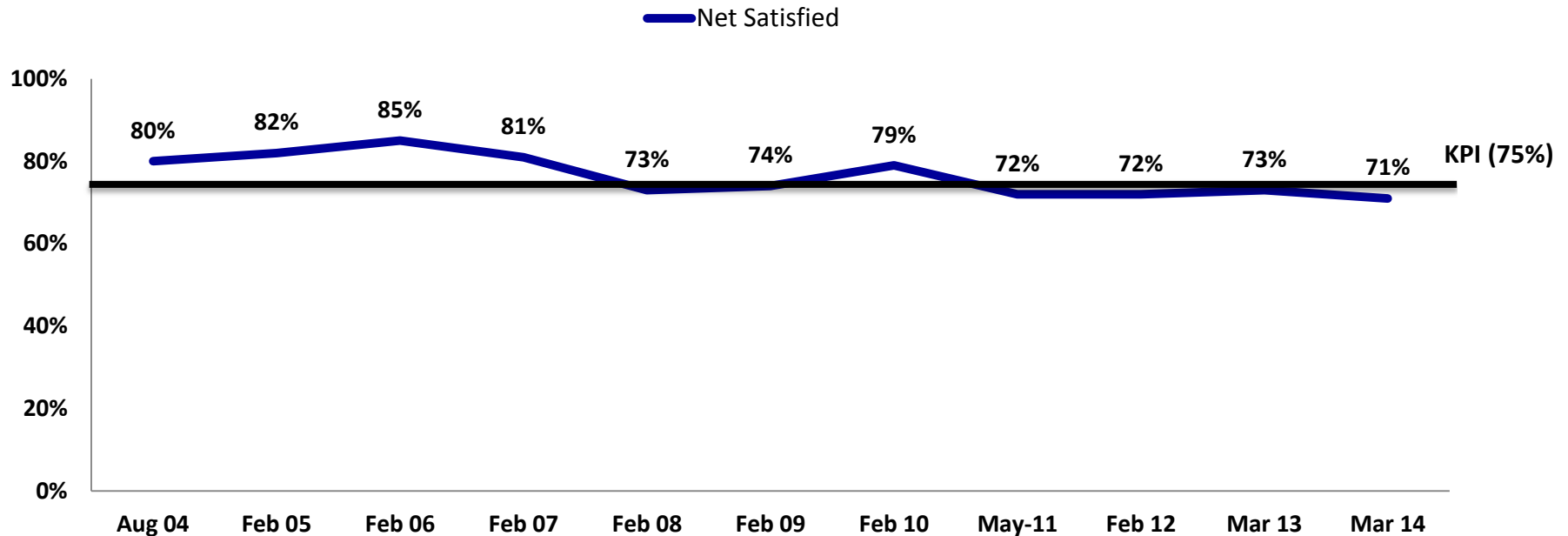


Base: Waimakariri (excluding don't knows) Bus users; Mar 13 (6*) March 14 (4*), Non bus users; March 13 (22*) March 14 (24).



Satisfaction with the extent to which public passenger transport meets community needs - Selwyn

Q. How satisfied are you at the extent to which the public transport system meets the needs of the community?



Base: Selwyn(excluding don't knows). Aug 04 (61*), Feb 05 (72*), Feb 06 (72*), Feb 07 (71*), Feb 08 (56*), Feb 09 (83*), Feb 10 (76*), May 11 (25*), Feb 12 (28*), Mar 13 (38*), Mar 14 (34*).



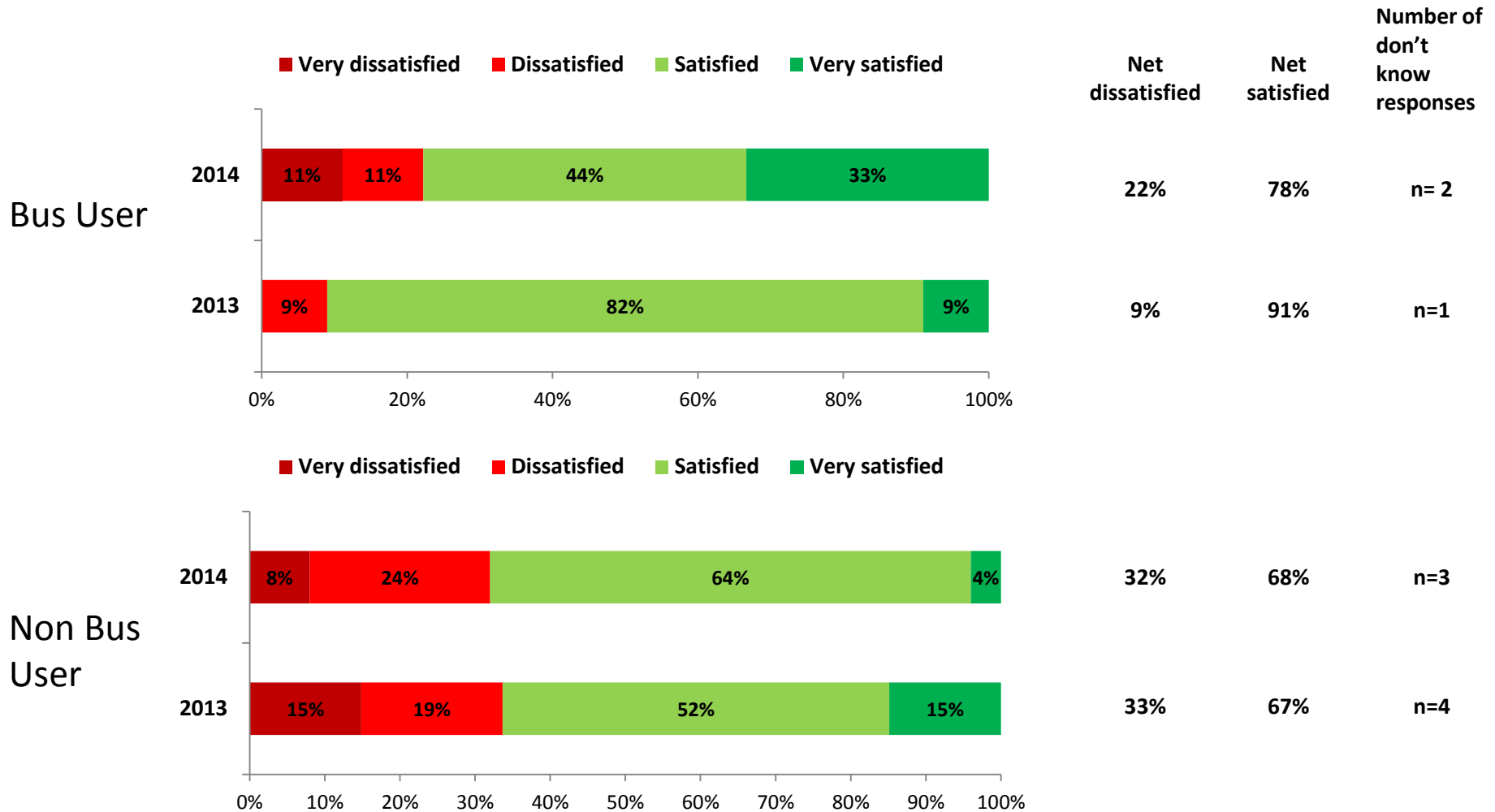
Satisfaction with the extent to which public passenger transport meets community needs - Selwyn

	Christchurch Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	34*	9	3	21	7	59	20	12	4	n=4
Mar 13	38*	11	4	16	6	61	23	13	5	n=5
Feb 12	28*	11	3	18	5	61	17	11	3	n=15
May 11	25*	8	2	20	5	52	13	20	5	n=10
Feb 10	76*	3	2	18	14	56	43	23	17	n=12
Feb 09	83*	7	6	19	16	64	53	10	8	n=10
Feb 08	56*	3	2	24	13	64	36	9	5	n=25
Feb 07	71*	1	1	18	13	66	47	15	11	n=13
Feb 06	72*	2	1	13	9	54	39	31	22	n=15
Feb 05	72*	2	1	16	12	47	34	35	25	n=19
Aug 04	61*	7	4	13	8	67	41	13	8	n=39

* Small sample size –Results indicative only



Satisfaction with the extent to which public passenger transport meets community needs – Selwyn

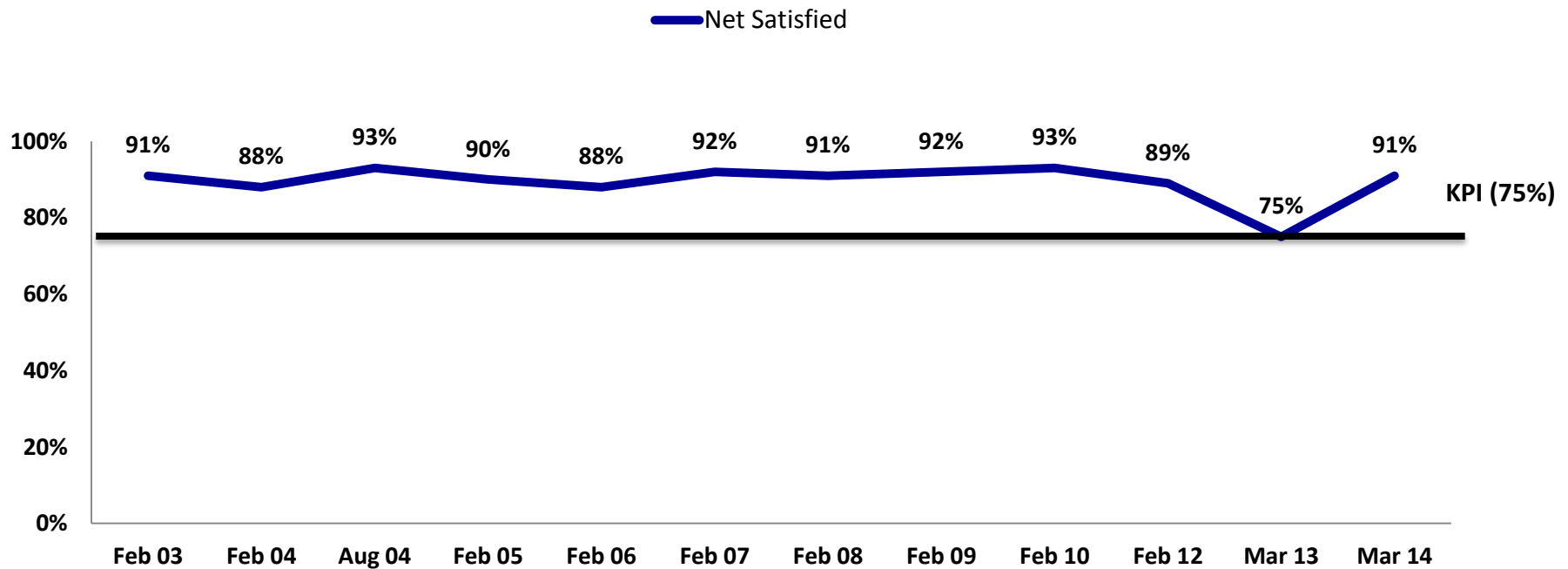


Base: Selwyn (excluding don't knows) Bus users; Mar 13 (11*) March 14 (9*), Non bus users; March 13 (27*) March 14 (25*).



Satisfaction with the extent to which public passenger transport meets community needs - Timaru

Q. How satisfied are you at the extent to which the public transport system meets the needs of the community?



Base: Timaru(excluding don't knows). Feb 03 (83), Feb 04 (73), Aug 04 (70), Feb 05 (73), Feb 06 (67), Feb 07 (60), Feb 08 (73), Feb 09 (82), Feb 10 (72), Feb 12 (38*), Mar 13 (40*), Mar 14 (22*).

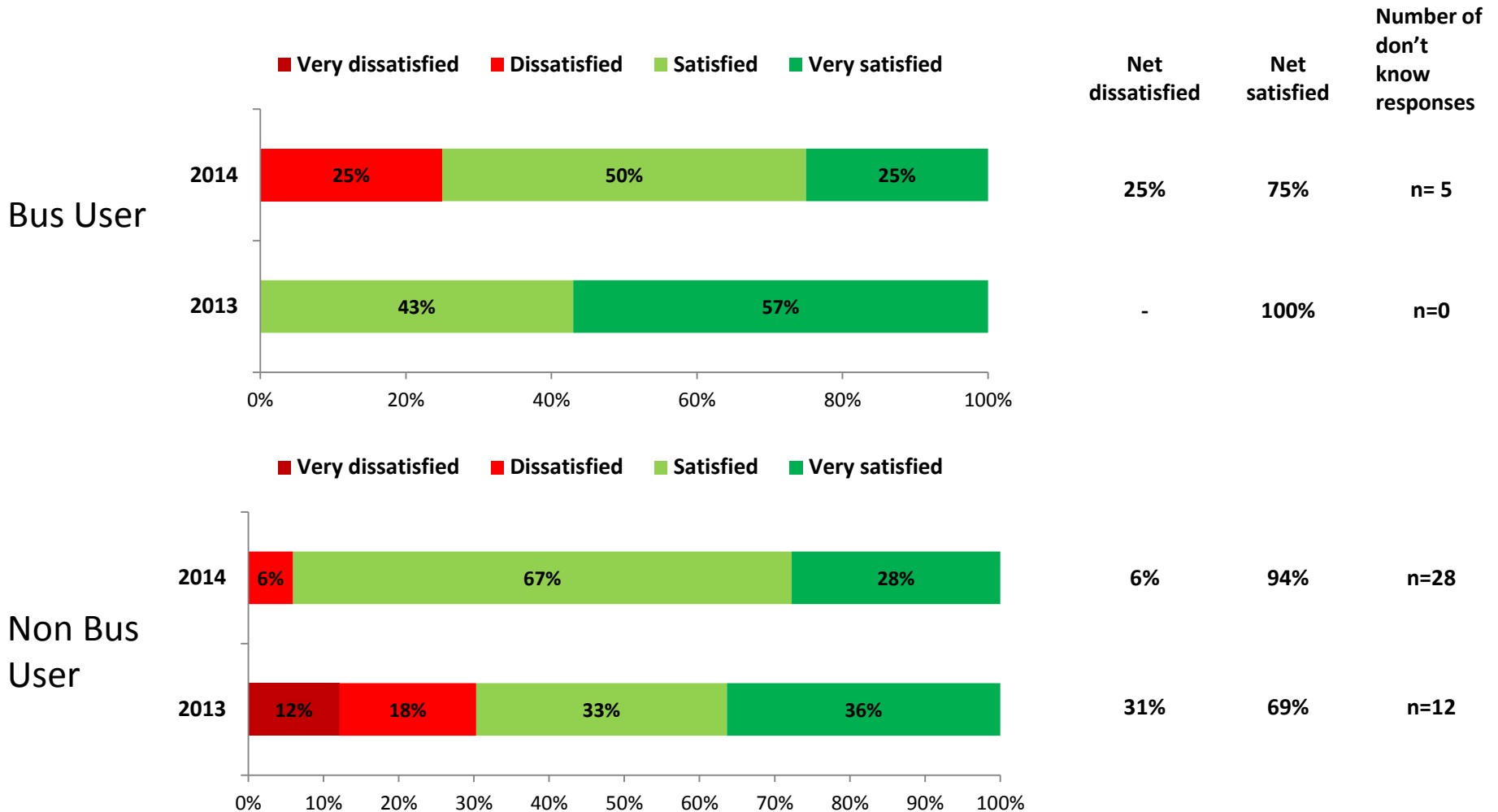


Satisfaction with the extent to which public passenger transport meets community needs - Timaru

	Timaru Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	22*	-	-	9	2	64	14	27	6	n=29
Mar 13	40*	10	4	15	6	35	14	40	16	n=12
Feb 12	38*	5	2	5	2	76	29	13	5	n=13
Feb 10	72	3	2	4	3	60	43	33	24	n=28
Feb 09	82	2	2	5	4	62	51	30	25	n=18
Feb 08	73	1	1	8	6	66	48	25	18	n=27
Feb 07	60	1	1	7	4	77	46	15	9	n=40
Feb 06	67	4	3	7	5	57	38	31	21	n=33
Feb 05	73	3	2	7	5	63	46	27	20	n=27
Aug 04	70	3	2	4	3	70	49	23	16	n=30
Feb 04	73	-	0	12	9	67	49	21	15	n=27
Feb 03	83	3	2	7	6	58	48	33	27	n=17



Satisfaction with the extent to which public passenger transport meets community needs - Timaru

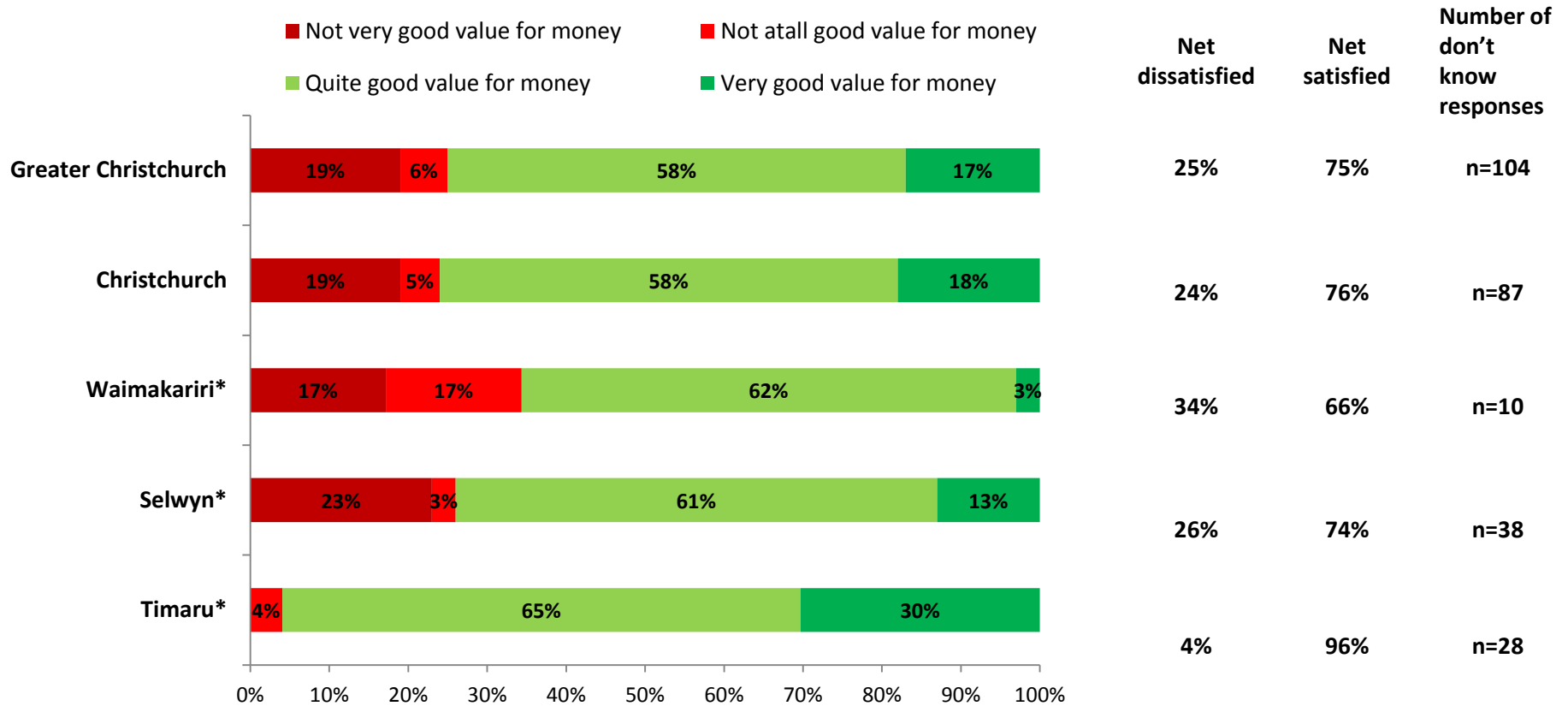


Base: Christchurch (excluding don't knows) Bus users; Mar 13 (7*) March 14 (4*), Non bus users; March 13 (33*) March 14 (18*).



Value for Money

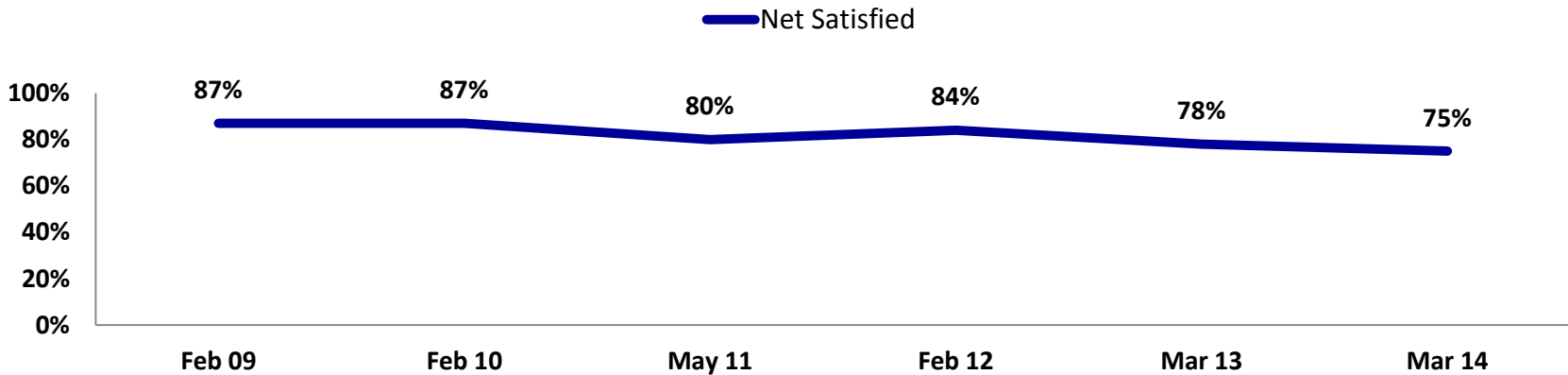
Value for Money of public passenger transport - Overall



Base: (excluding don't knows). Greater Christchurch 2014 (373), Christchurch 2014 (313), Waimakariri 2014 (29*), Selwyn 2014 (31*), Timaru 2014 (23*), *small base size



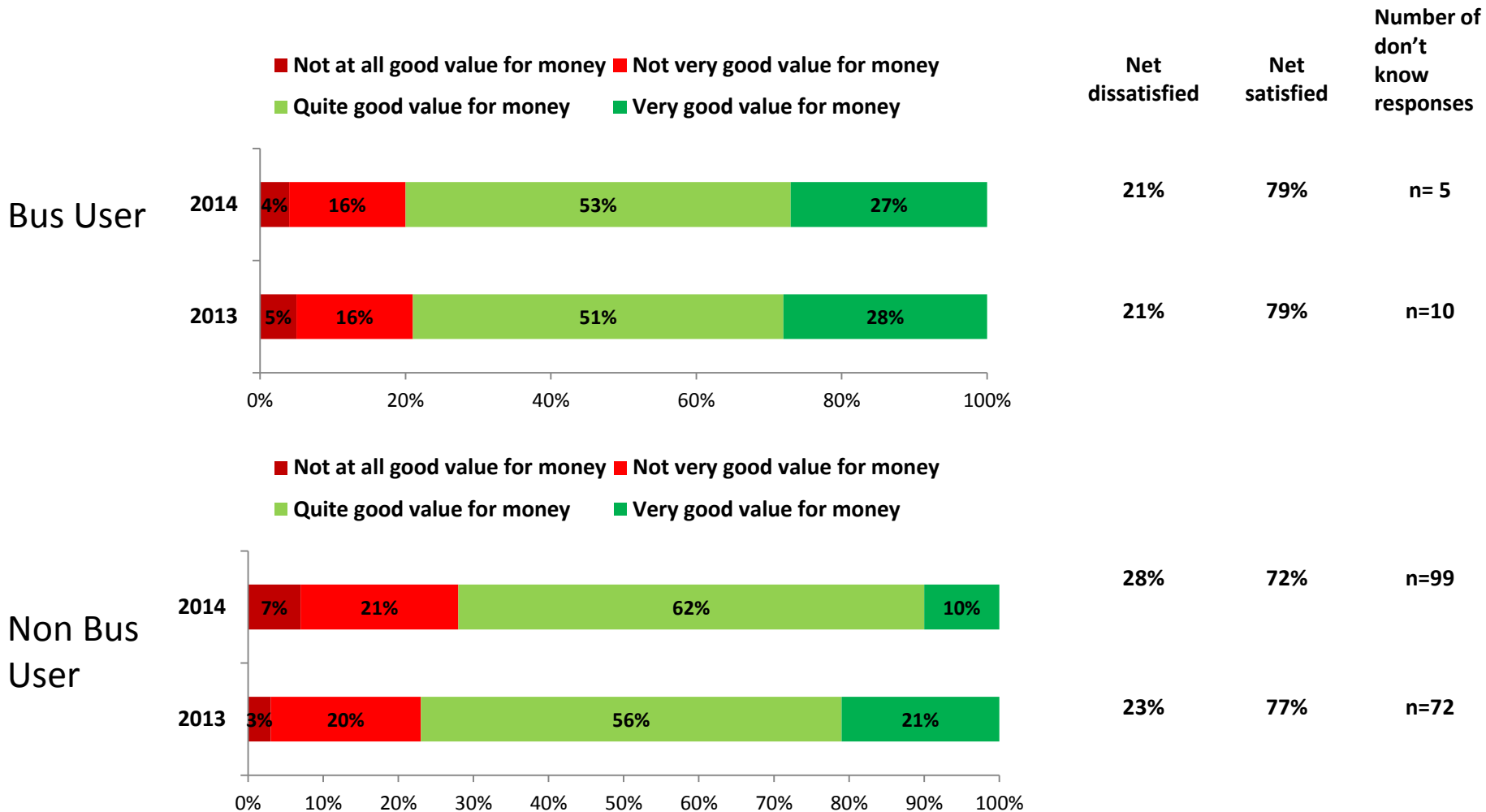
Value for Money of public passenger transport – Greater Christchurch



	Greater Christchurch Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	373	19	71	6	22	58	216	17	63	n=71
Mar 13	401	4	16	18	72	54	217	24	96	n=82
Feb 12	345	5	17	11	38	61	210	23	79	n=136
May 11	389	5	19	4	16	61	237	19	74	n=90
Feb 10	588	2	12	11	65	66	388	21	123	n=112
Feb 09	590	3	18	11	65	61	360	26	153	n=110



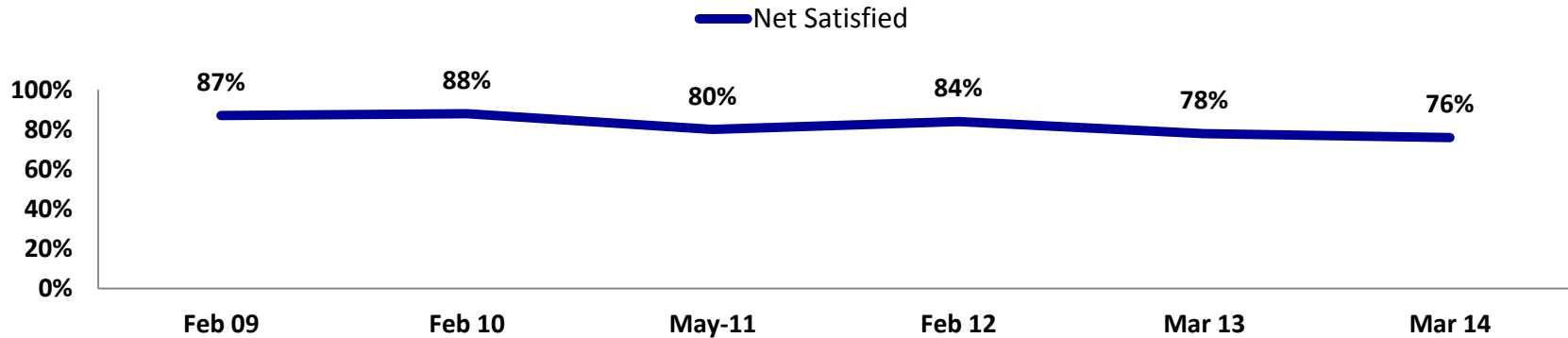
Value for Money of public passenger transport – Greater Christchurch



Base: Greater Christchurch (excluding don't know responses): Bus users: Mar 13 (186) Mar 14 (146), Non bus users: Mar 13 (214), Mar 14 (227)



Value for Money of public passenger transport – Christchurch

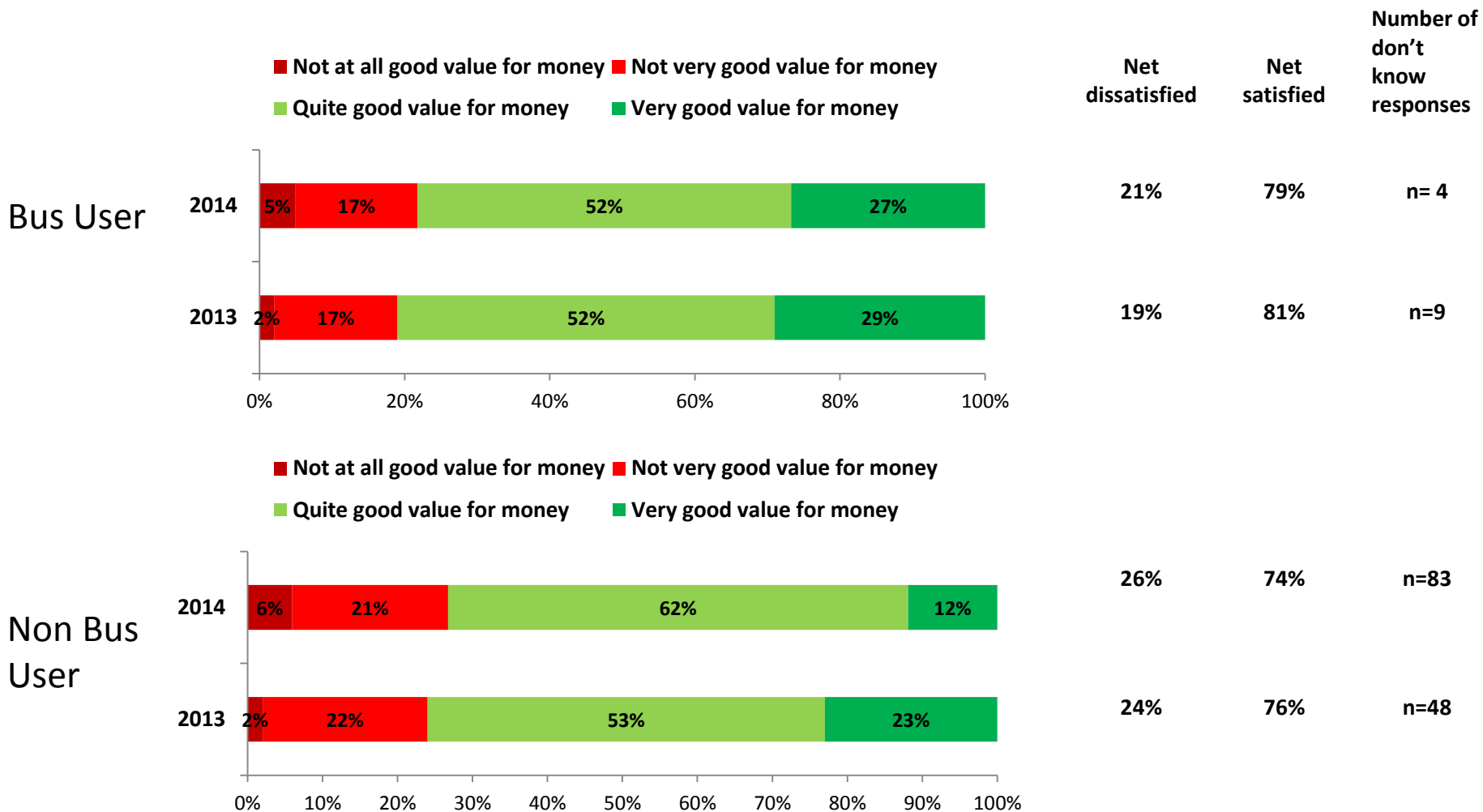


Base: (excluding don't know responses) Christchurch: Feb 09: 337, Feb 10: 335, May 11: 334, Feb 12: 308, Mar 13: 343, Mar 14:313

	Christchurch Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	313	19	59	5	16	58	182	18	56	n=59
Mar 13	343	2	7	19	65	53	182	26	89	n=57
Feb 12	308	4	12	12	37	60	185	24	74	n=92
May 11	334	5	17	15	50	61	204	19	63	n=66
Feb 10	335	2	7	10	34	67	224	21	70	n=65
Feb 09	337	2	7	10	34	61	206	26	88	n=63



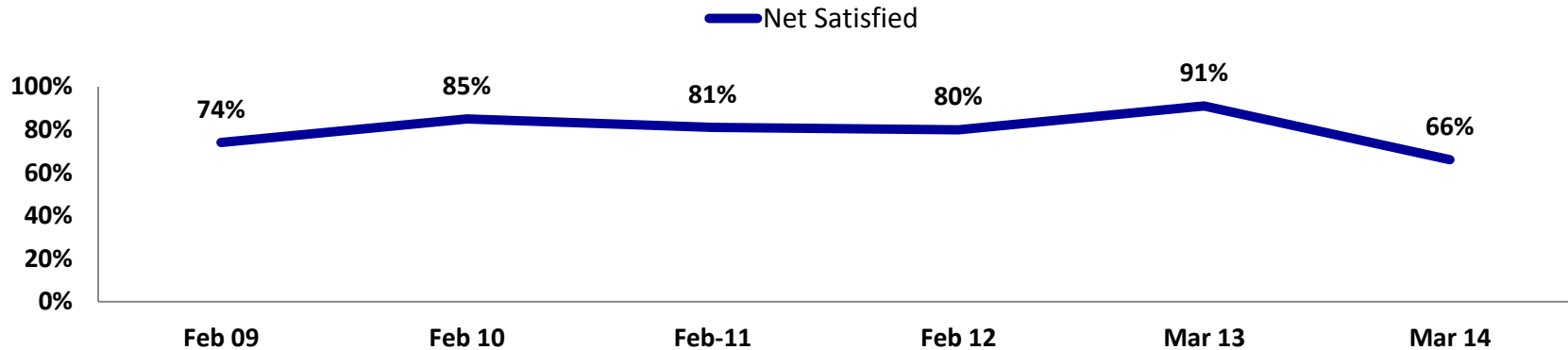
Value for Money of public passenger transport – Christchurch



Base: Christchurch (excluding don't know responses): Bus users: Mar 13(169), Mar 14 (133). Non bus users: Mar 13(173), Mar 14 (180).



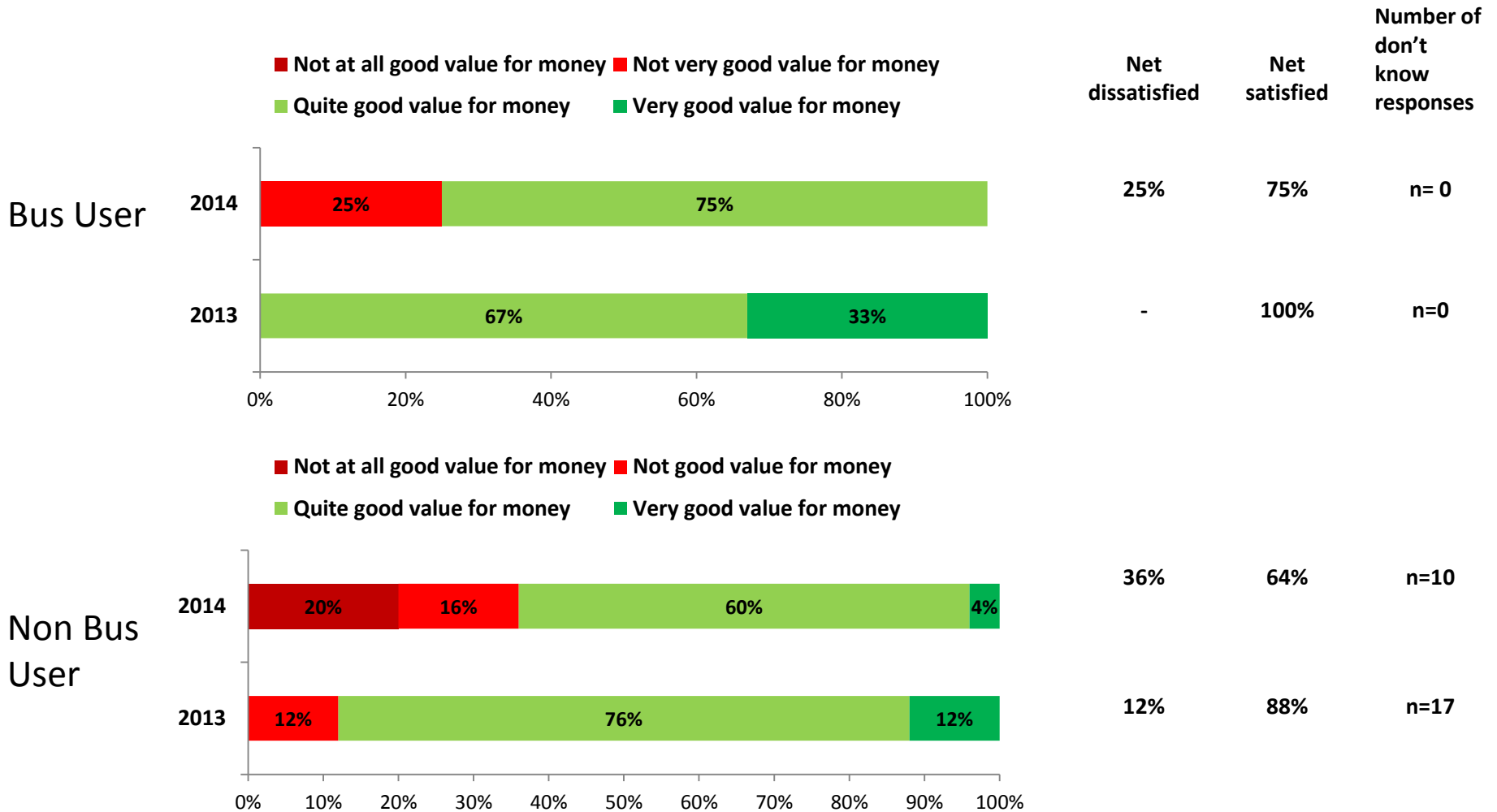
Value for Money of public passenger transport – Waimakariri



	Waimakariri Base (excluding don't know)	Very Dissatisfied %	Dissatisfied n	Dissatisfied %	Satisfied n	Satisfied %	Very satisfied %	Very satisfied n	Don't know n	
Mar 14	29*	17	5	17	5	62	18	3	1	n=10
Mar 13	23*	-	-	9	2	74	17	17	4	n=17
Feb 12	25*	16	4	4	1	60	15	20	5	n=14
May 11	32*	3	1	16	5	62	20	19	6	n=12
Feb 10	85	2	2	13	11	64	54	21	18	n=15
Feb 09	83	6	5	19	16	54	45	20	17	n=17



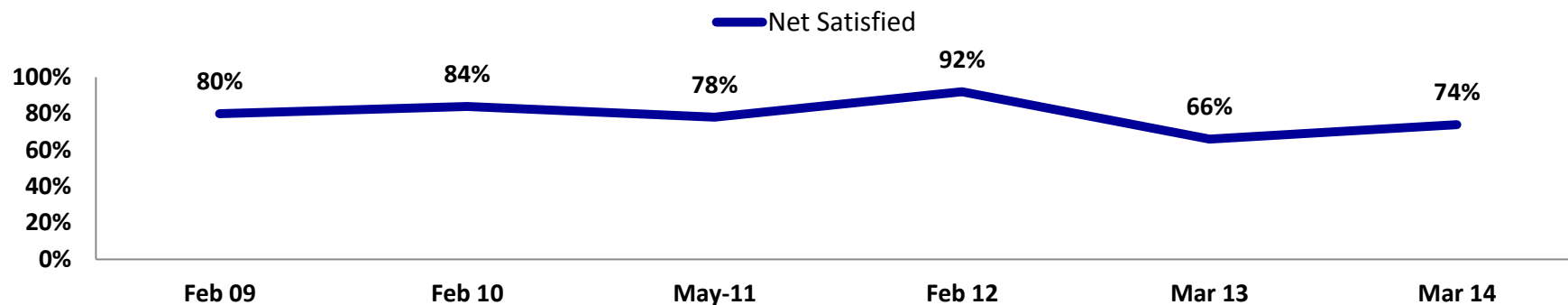
Value for Money of public passenger transport – Waimakariri



Base: Waimakariri (excluding don't know responses): Bus users: Mar 13 (6*), Mar 14 (4*) Non bus users: Mar 13 (17*), Mar 14 (25*)



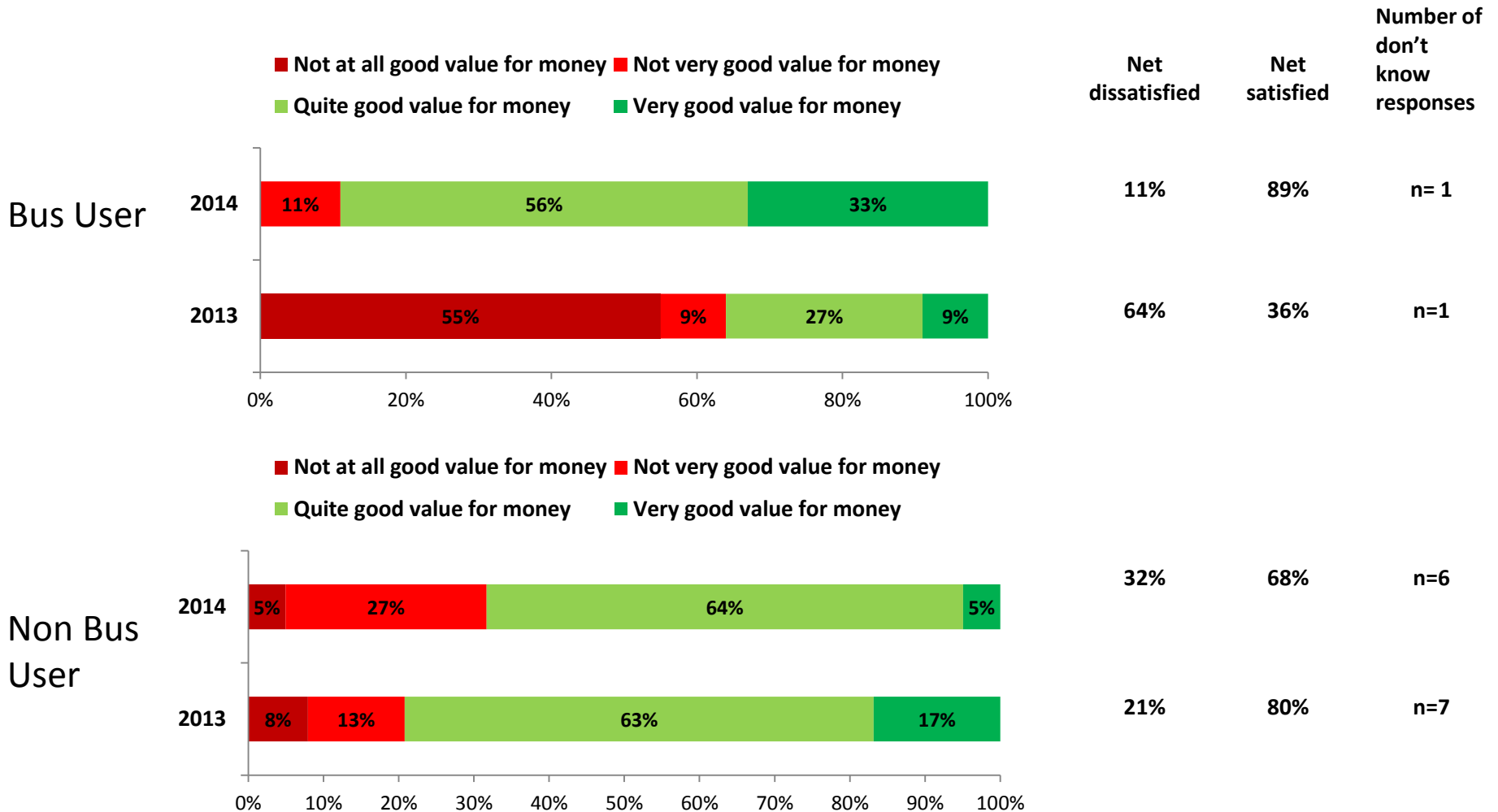
Value for Money of public passenger transport – Selwyn



	Selwyn Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	31*	23	7	3	1	61	19	13	4	n=7
Mar 13	35*	23	8	11	4	51	18	14	5	n=8
Feb 12	12*	8	1	-	0	75	9	17	2	n=30
May 11	23*	13	3	9	2	61	14	17	4	n=12
Feb 10	86	3	3	13	11	64	55	20	17	n=14
Feb 09	85	7	6	13	11	60	51	20	17	n=15



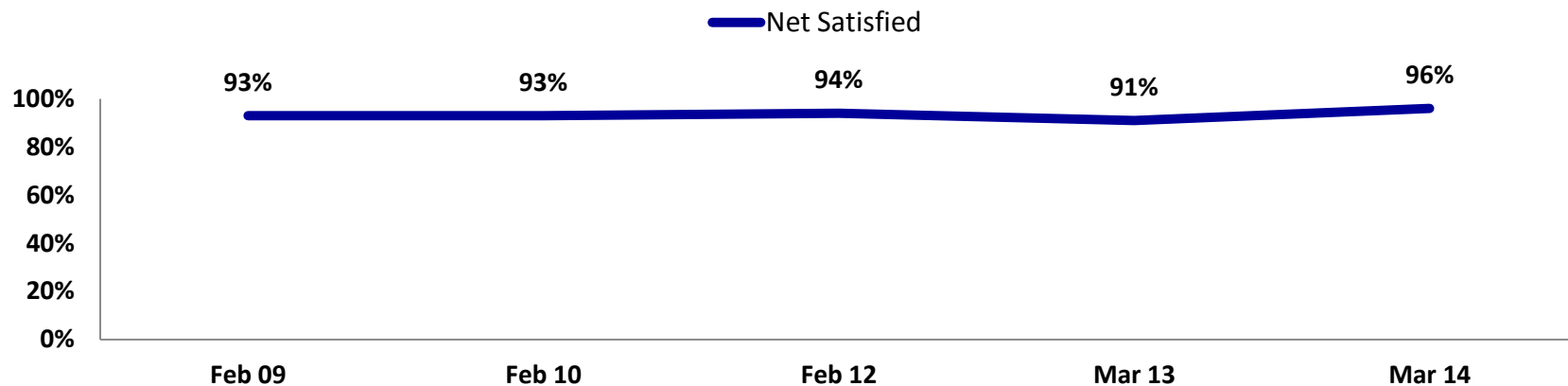
Value for Money of public passenger transport – Selwyn



Base: Selwyn (excluding don't know responses):Bus users: Mar 13 (11*), Mar 14 (9*), Non bus users: Mar 13 (24*), Mar 14 (22*)
*small base size



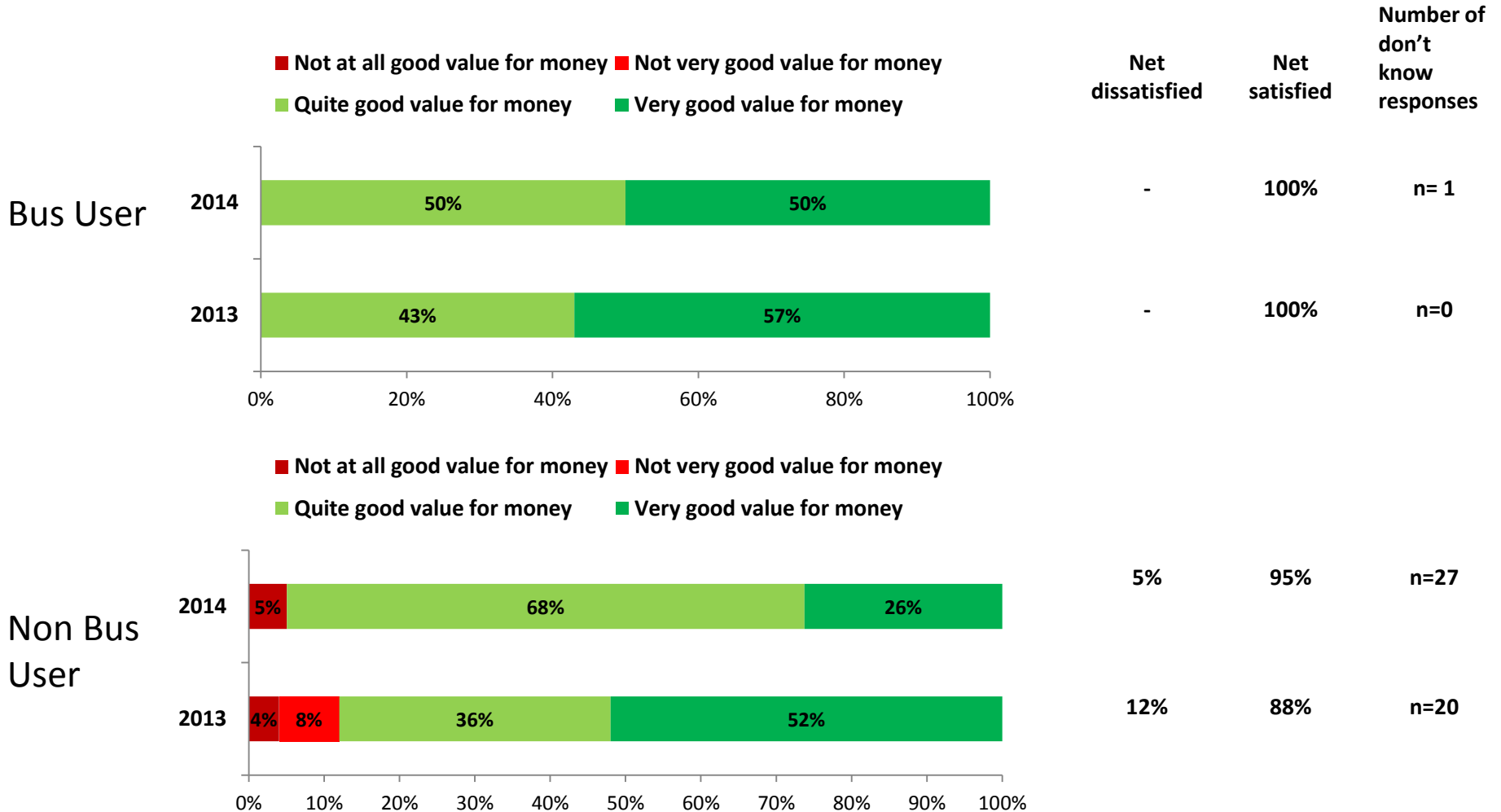
Value for Money of public passenger transport – Timaru



	Timaru Base (excluding don't know)	Very Dissatisfied		Dissatisfied		Satisfied		Very satisfied		Don't know
		%	n	%	n	%	n	%	n	n
Mar 14	23*	-	-	4	1	65	15	30	7	n=28
Mar 13	32*	3	1	6	2	38	12	53	17	n=20
Feb 12	34*	-	-	6	2	56	19	38	13	n=17
Feb 10	81	1	1	6	5	57	46	36	29	n=19
Feb 09	84	3	3	4	3	49	41	44	37	n=16



Value for Money of public passenger transport – Timaru

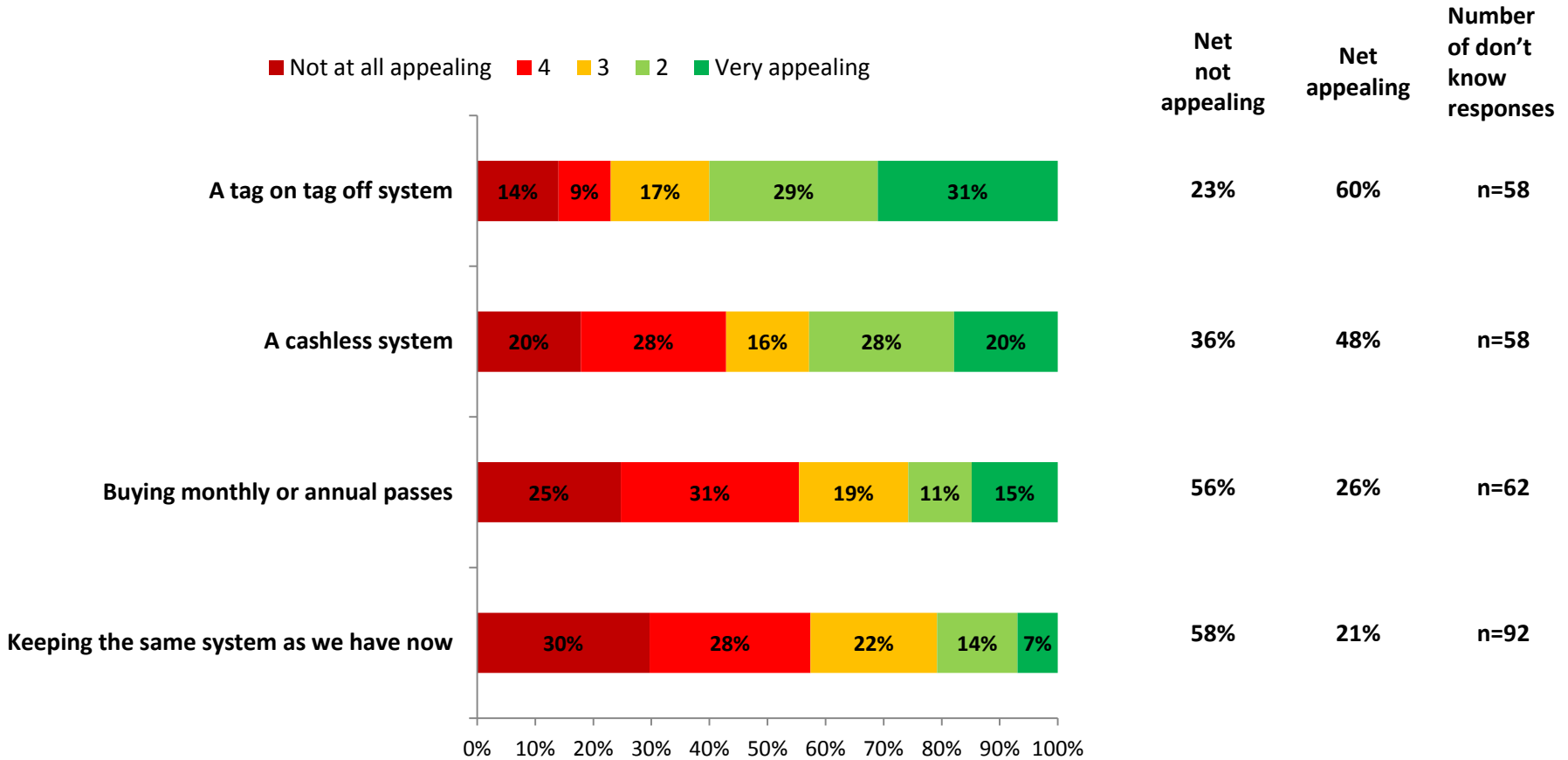


Base: Timaru; (excluding don't know responses): Bus users: Mar 13(7*), Mar 14 (4*) Non bus users: Mar 13 (25*), Mar 14 (19*)



Perceptions around proposed changes

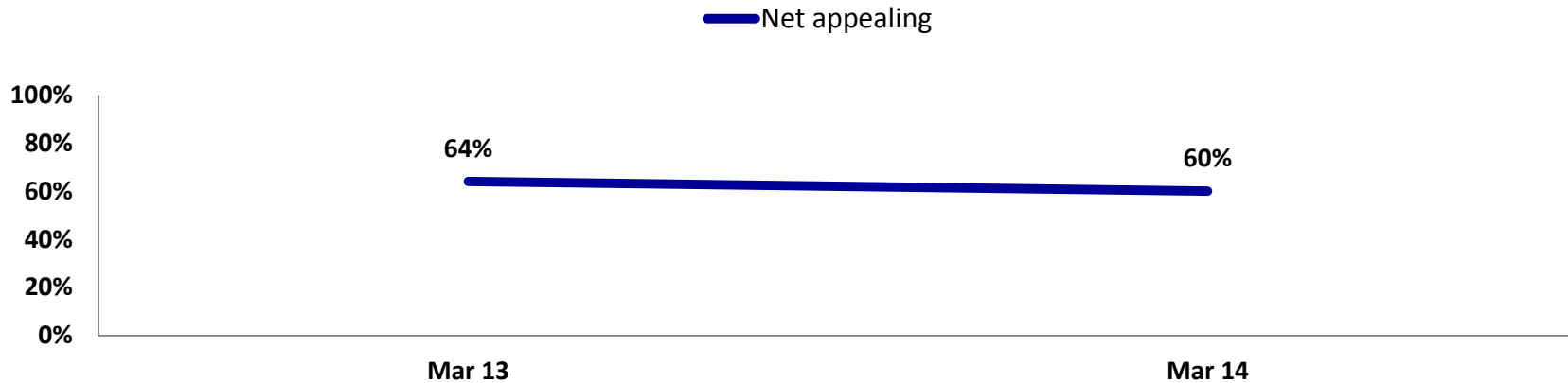
Appeal of alternative fare systems – Overall 2014



Base: Total sample (excluding don't knows). 534



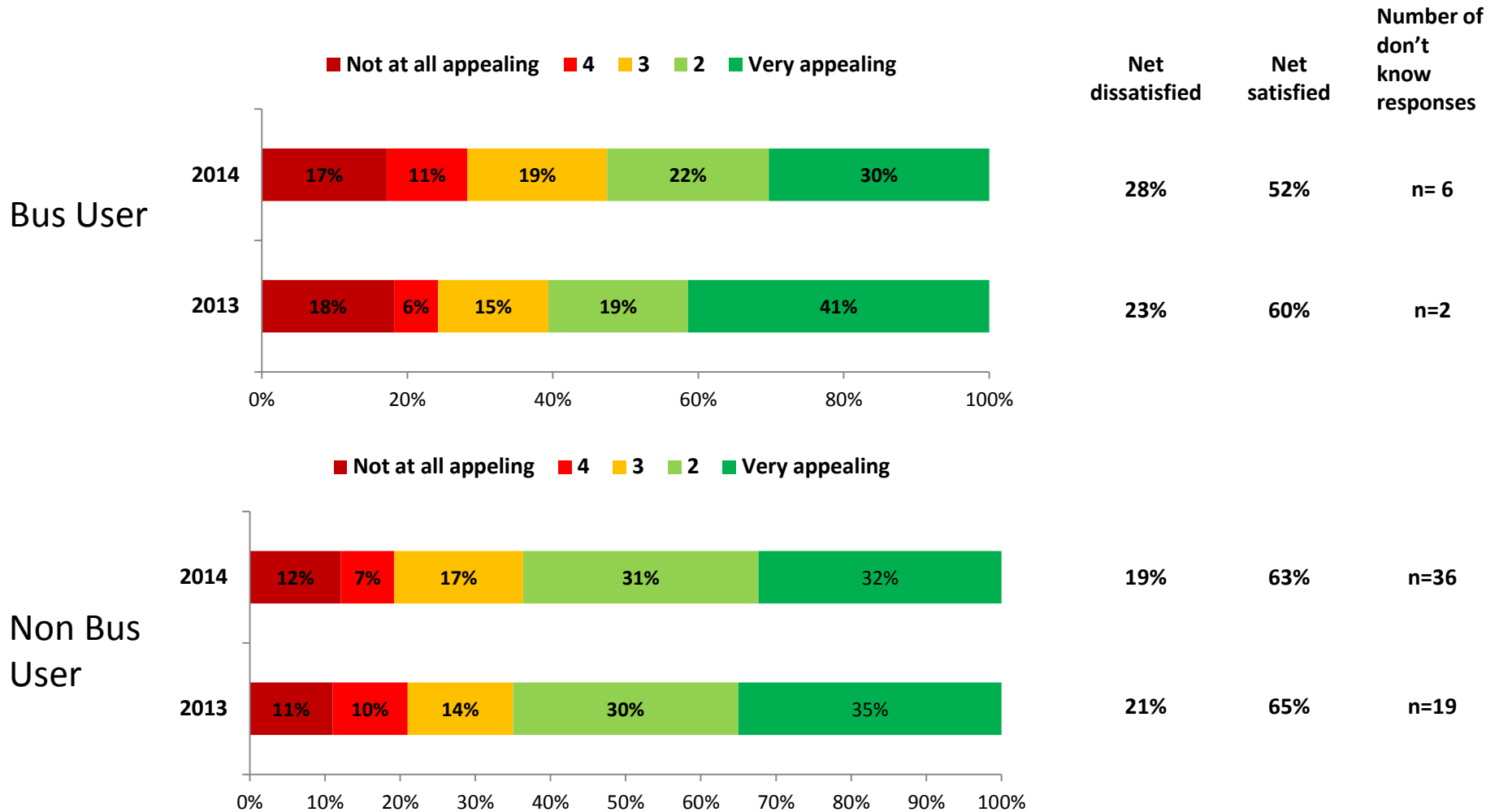
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled – Greater Christchurch



	Greater Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
	n	%	n	%	n	%	n	%	n	%	n	n
Mar 14	439	14	61	9	38	18	78	28	123	32	139	n=38
Mar 13	458	14	64	8	37	14	64	26	119	38	174	n=25



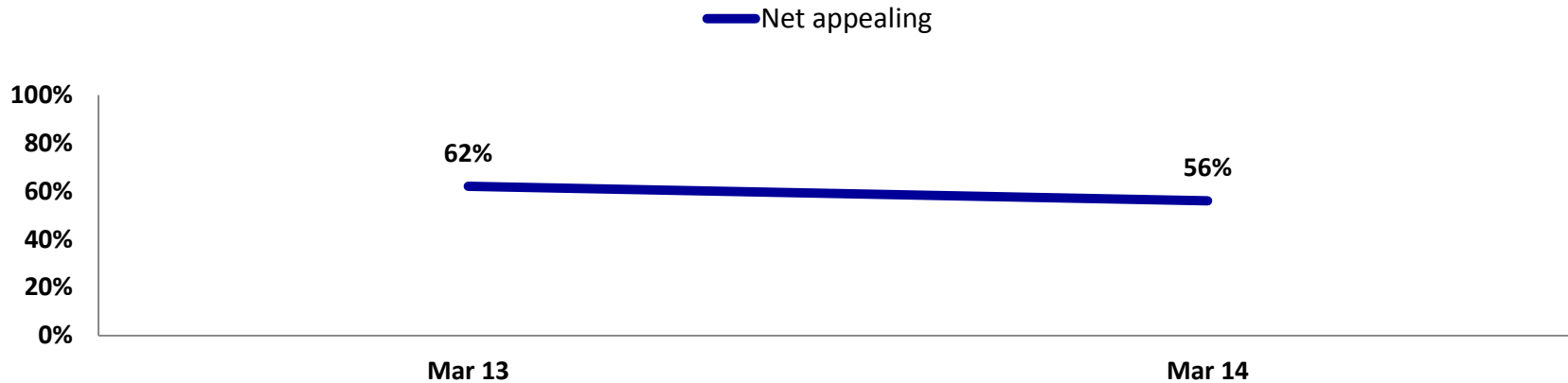
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled – Greater Christchurch



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (190*), Mar 14 (149), Non bus users: Mar 13 (267), Mar 14 (290)



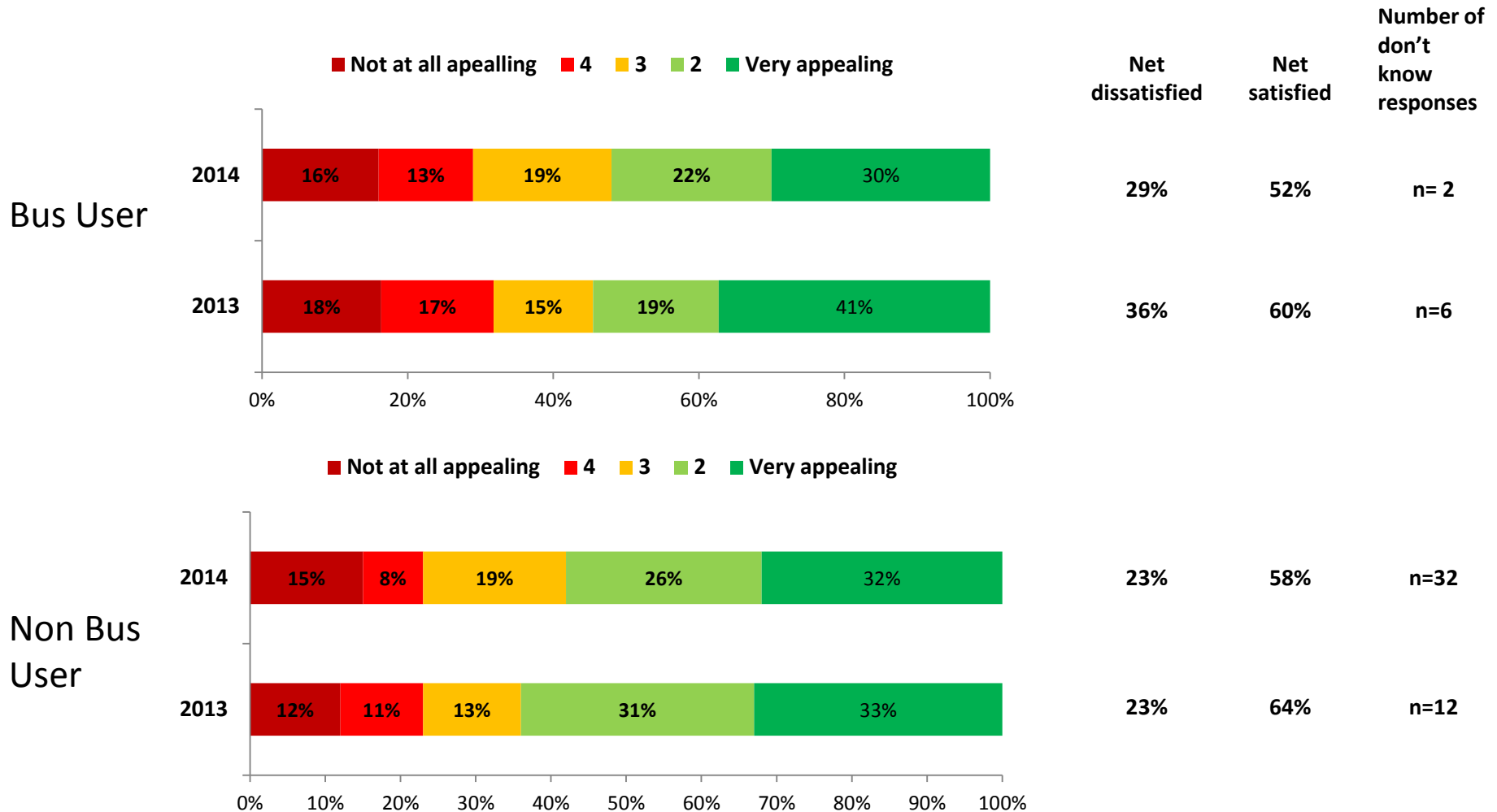
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled – Christchurch



	Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	366	15	56	10	35	19	71	25	91	31	113	n=34
Mar 13	382	15	57	9	34	14	54	26	99	36	138	n=18



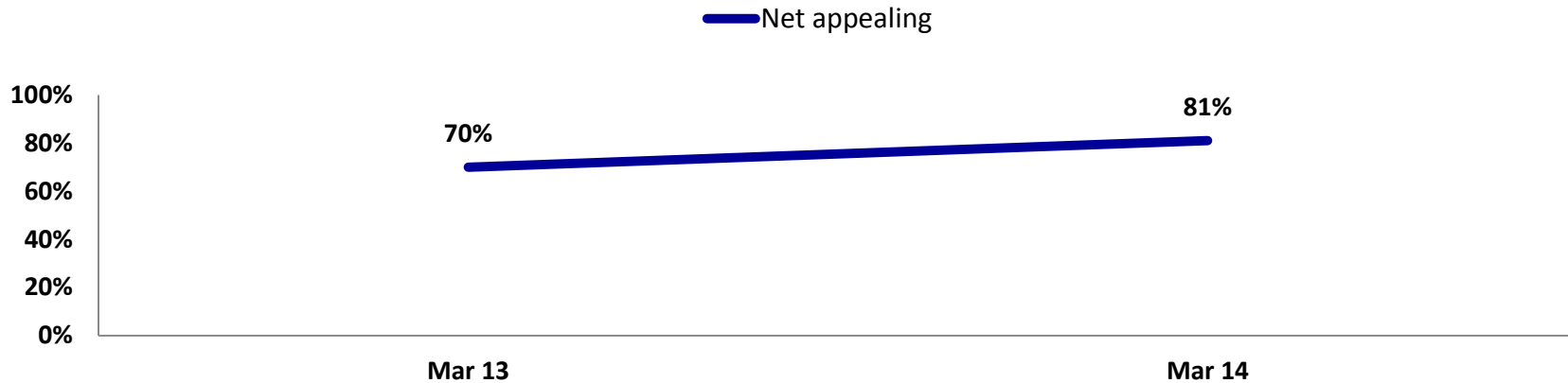
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled – Christchurch



Base: Christchurch (excluding don't knows) Bus users; Mar 13 (172) March 14 (135), Non bus users; March 13 (209) March 14 (231).



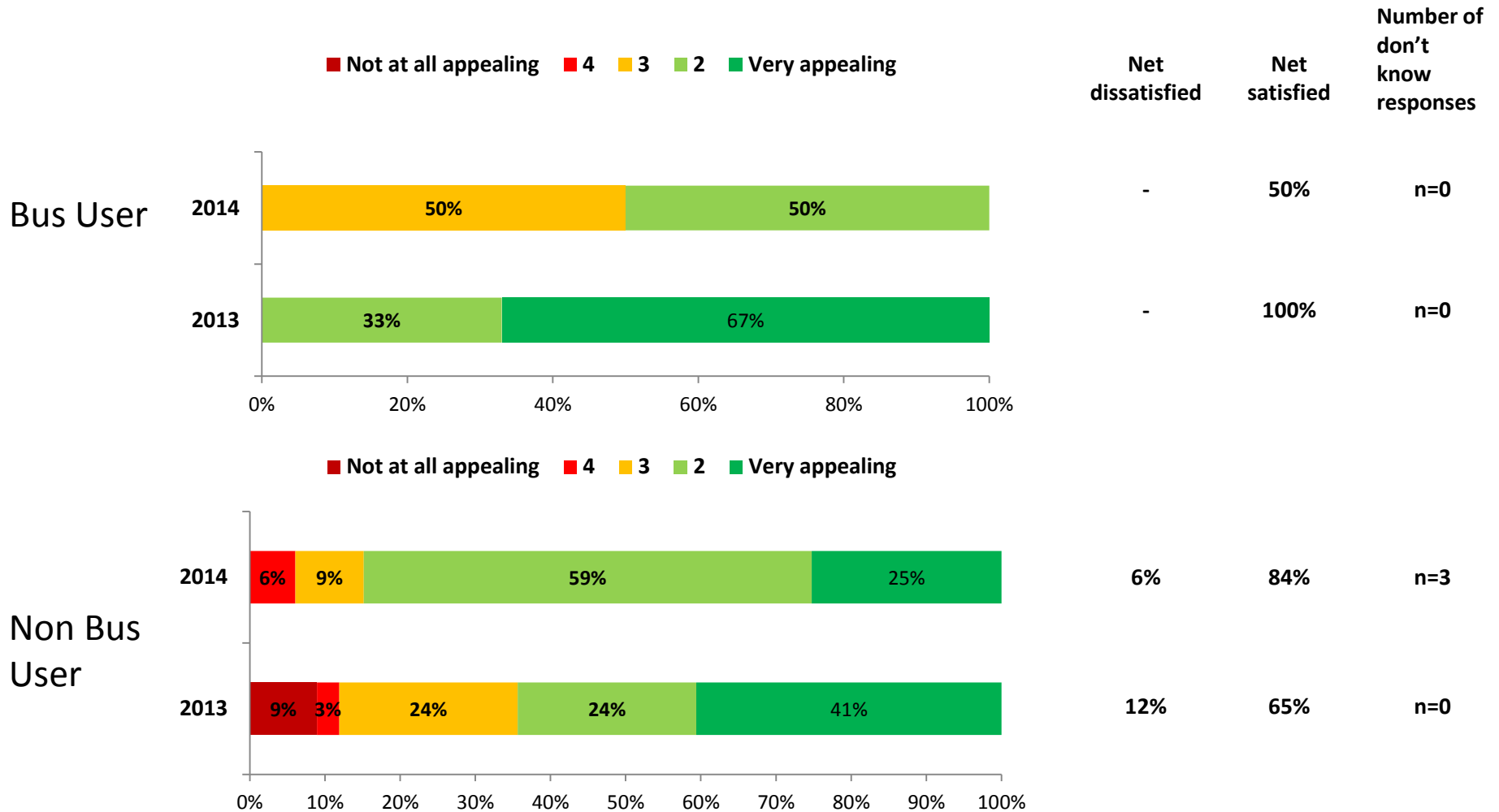
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled – Waimakariri



	Waimakariri Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	36*	-	-	6	2	14	5	58	21	22	8	n=3
Mar 13	40*	8	3	3	1	20	8	25	10	45	18	n=0



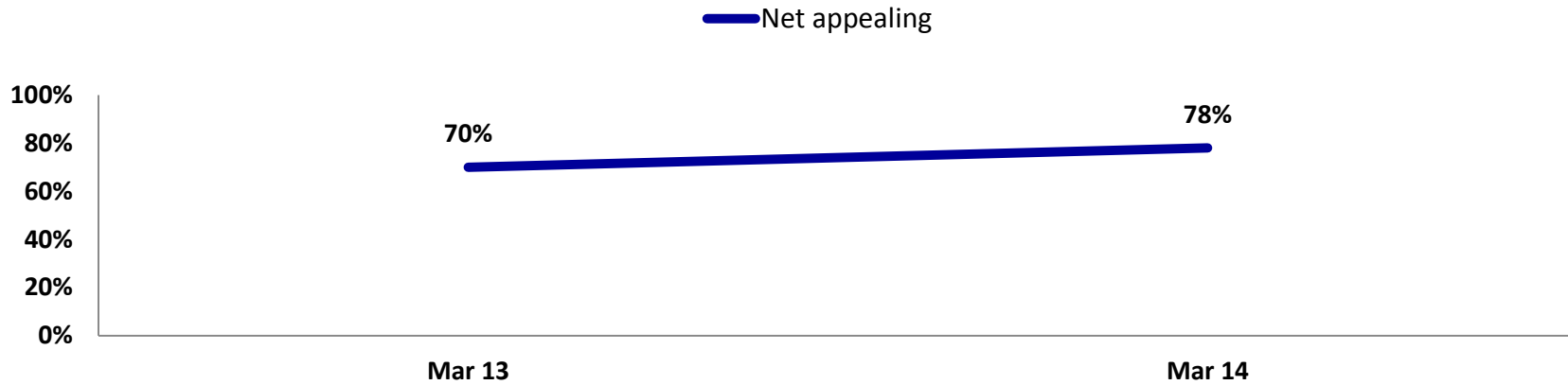
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled – Waimakariri



Base: Waimakariri(excluding don't know responses):Bus users: Mar 13 (6*), Mar 14 (4*), Non bus users: Mar 13 (34*), Mar 14 (32*)



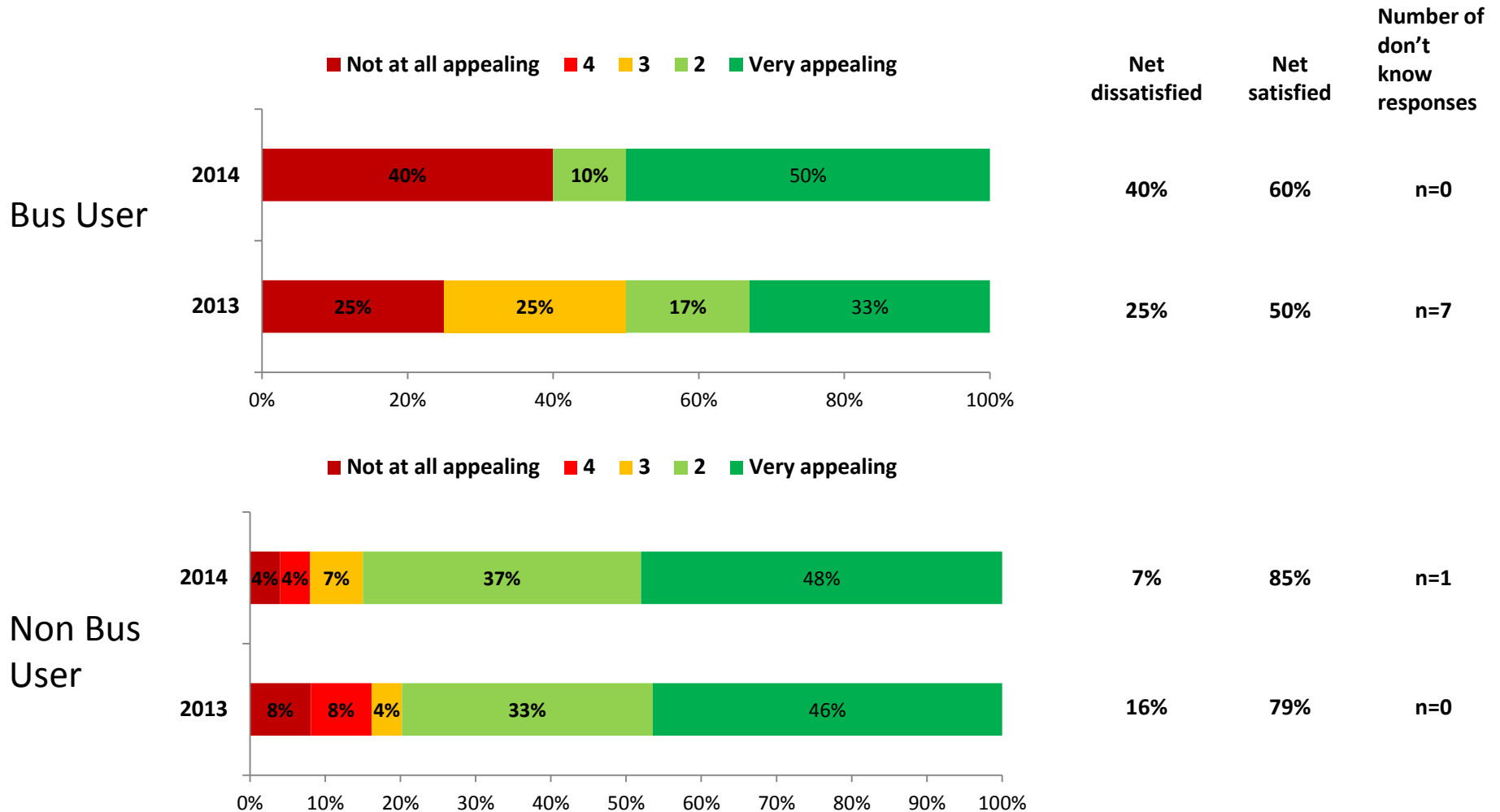
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled –Selwyn



	Selwyn Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	37	14	5	3	1	5	2	30	11	49	18	n=1
Mar 13	36*	14	5	6	2	11	4	28	10	42	15	n=7



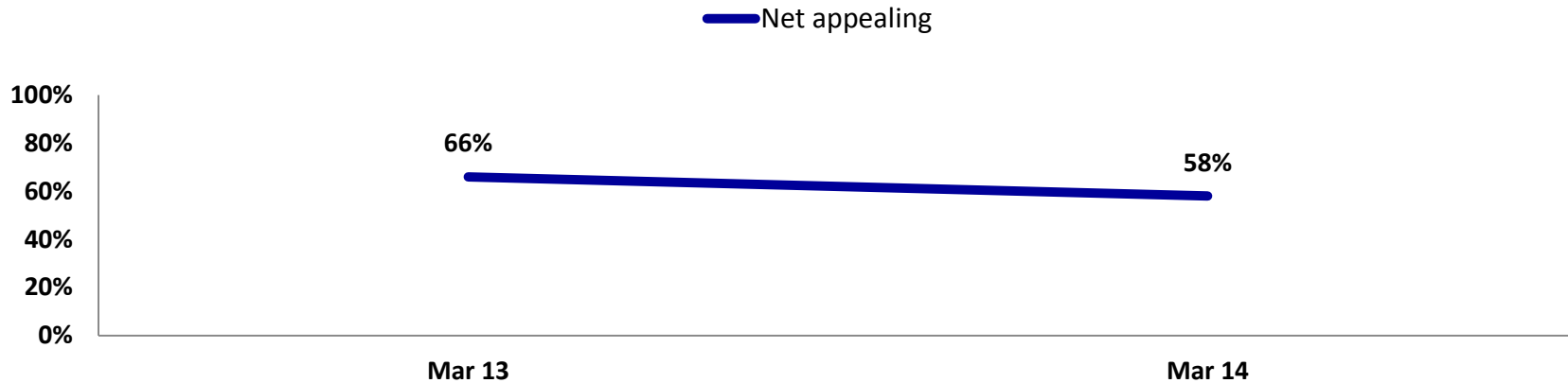
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled –Selwyn



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (12*), Mar 14 (10*), Non bus users: Mar 13 (24*), Mar 14 (27*)



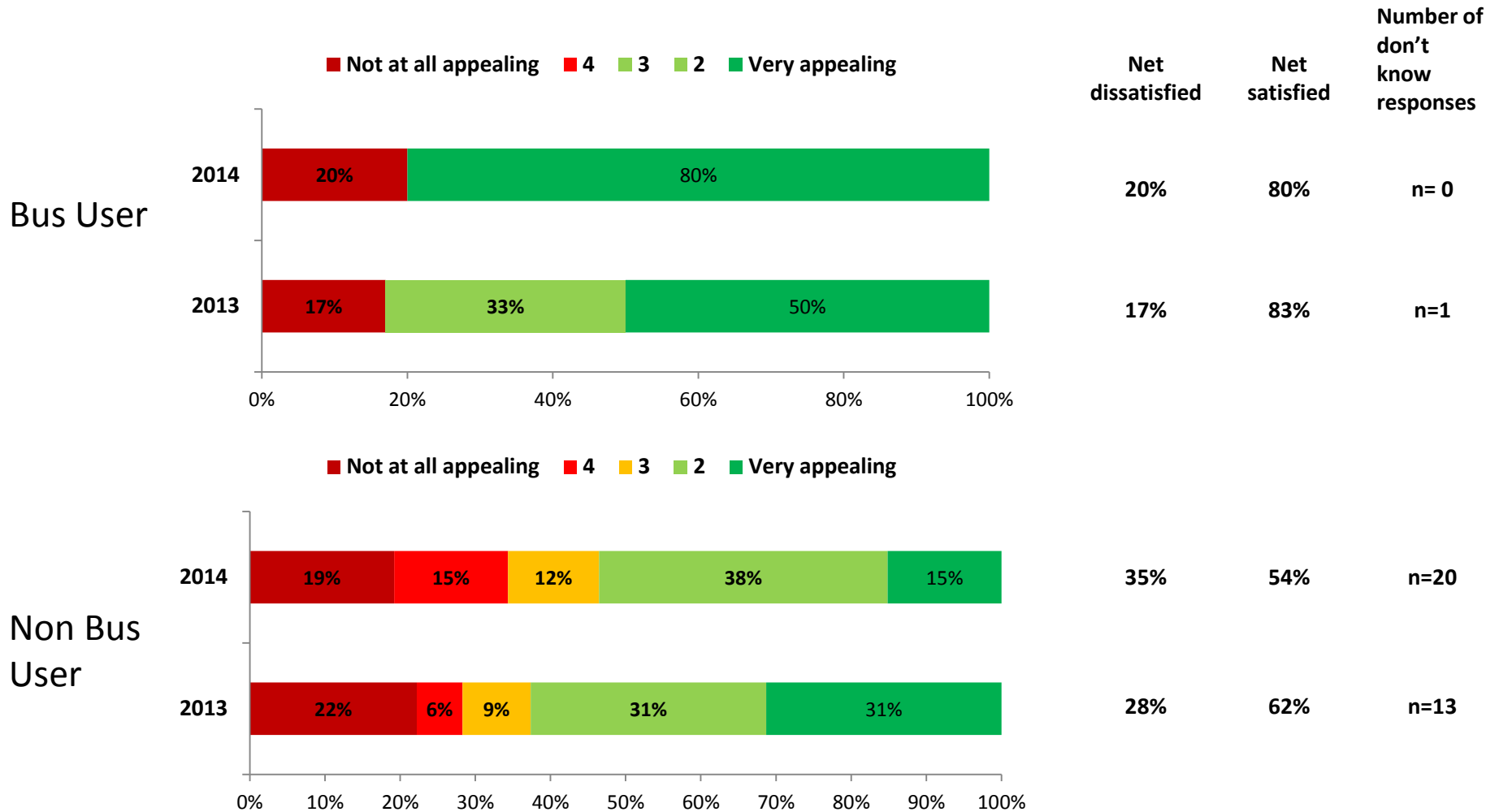
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled –Timaru



	Timaru Base (excluding don't know)	Not at all appealing		4		3		2	Very appealing		Don't know	
		%	n	%	n	%	n	%	n	%	n	
Mar 14	31*	19	6	13	4	10	3	32	10	26	8	n=20
Mar 13	38*	21	8	5	2	8	3	32	12	34	13	n=66



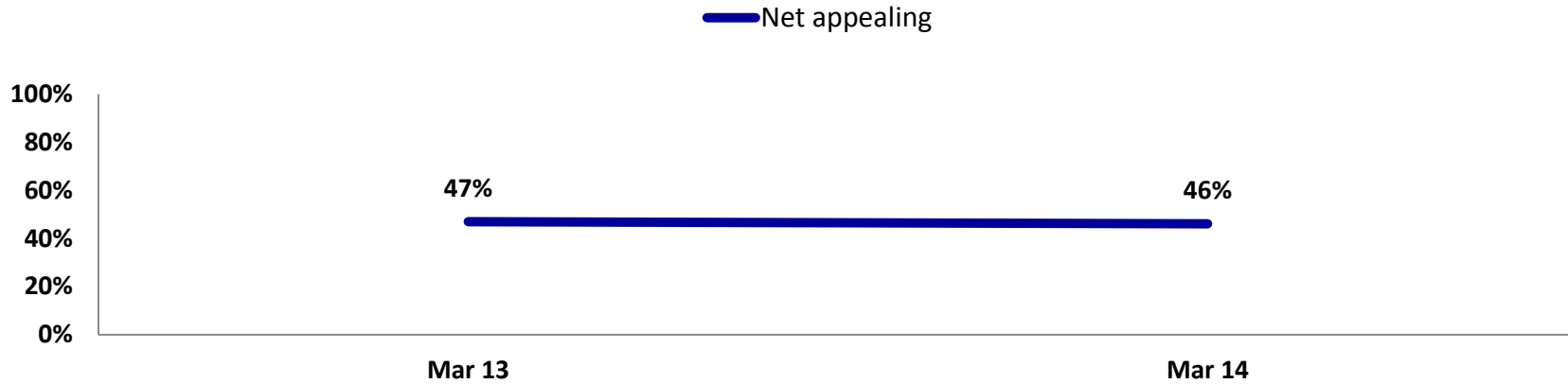
Appeal of a Tag On/Tag Off System that Charges a Fare Based on the Distance Travelled –Timaru



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (6*), Mar 14 (5*), Non bus users: Mar 13 (32*), Mar 14 (26*)



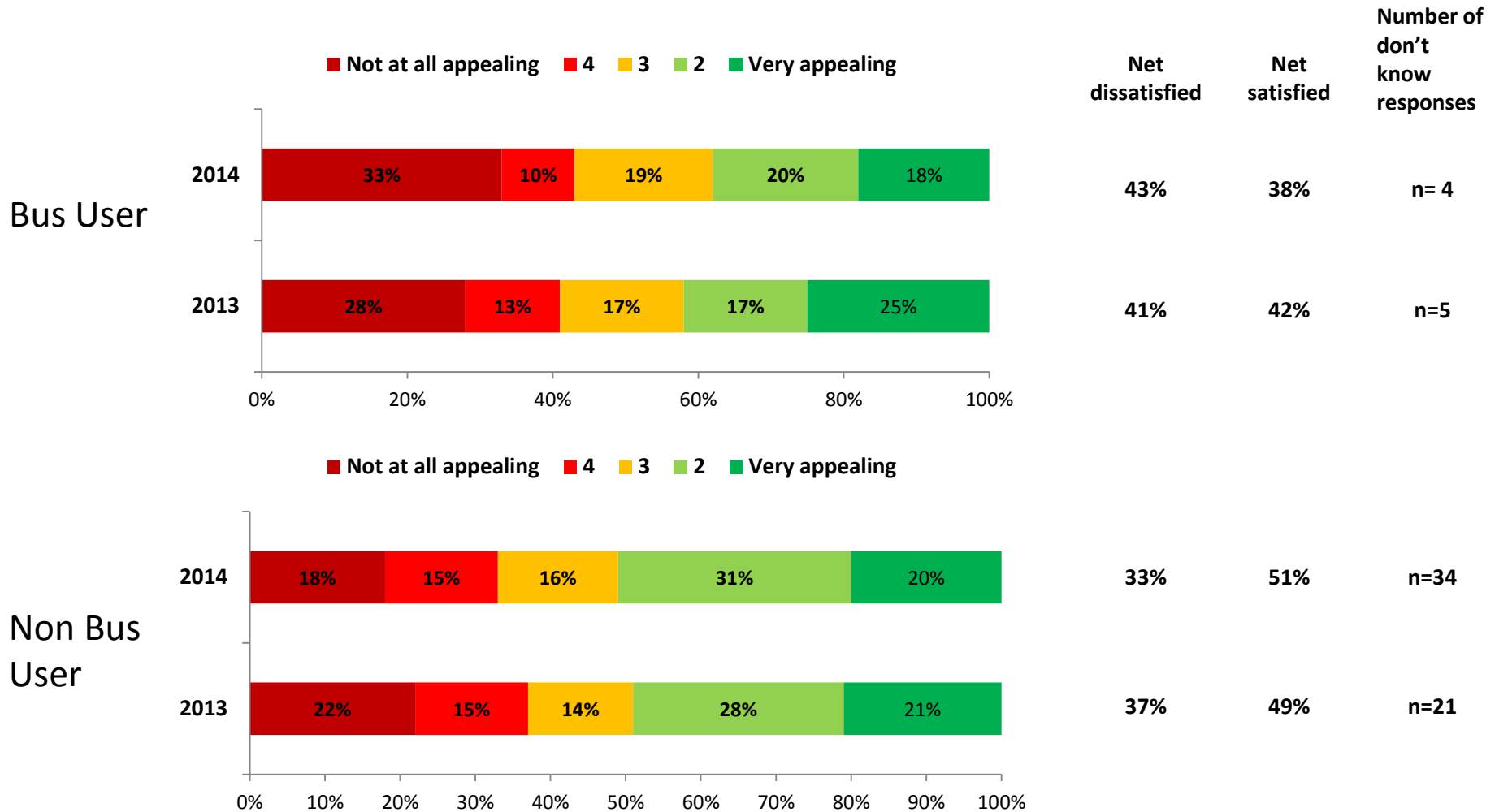
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Greater Christchurch



	Greater Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
	n	%	n	%	n	%	n	%	n	%	n	
Mar 14	439	23	101	14	60	17	71	27	120	19	84	n=38
Mar 13	457	25	114	14	64	15	69	24	110	23	105	n=26



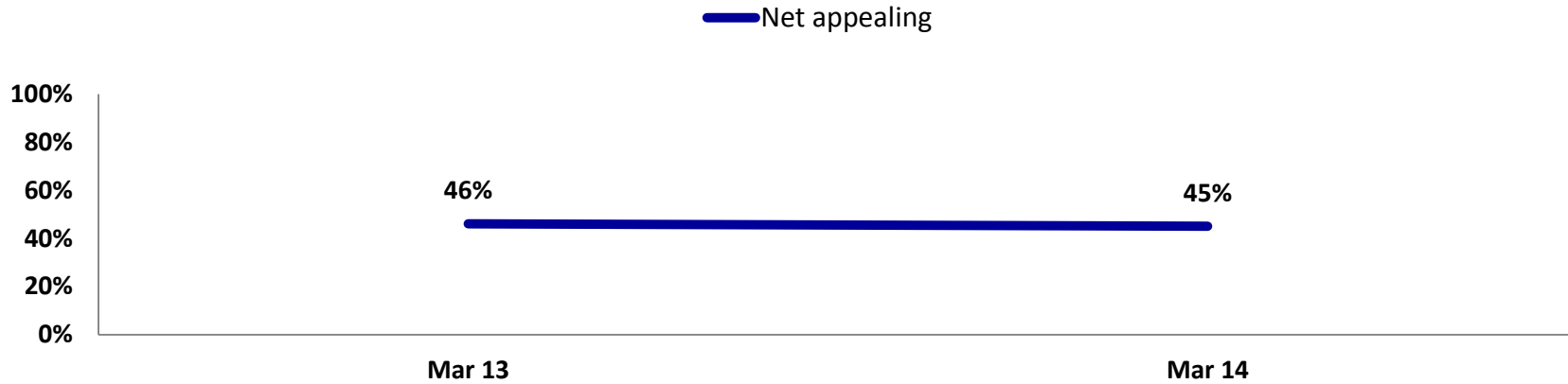
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Greater Canterbury



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (11*), Mar 14 (9*), Non bus users: Mar 13 (24*), Mar 14 (22*)



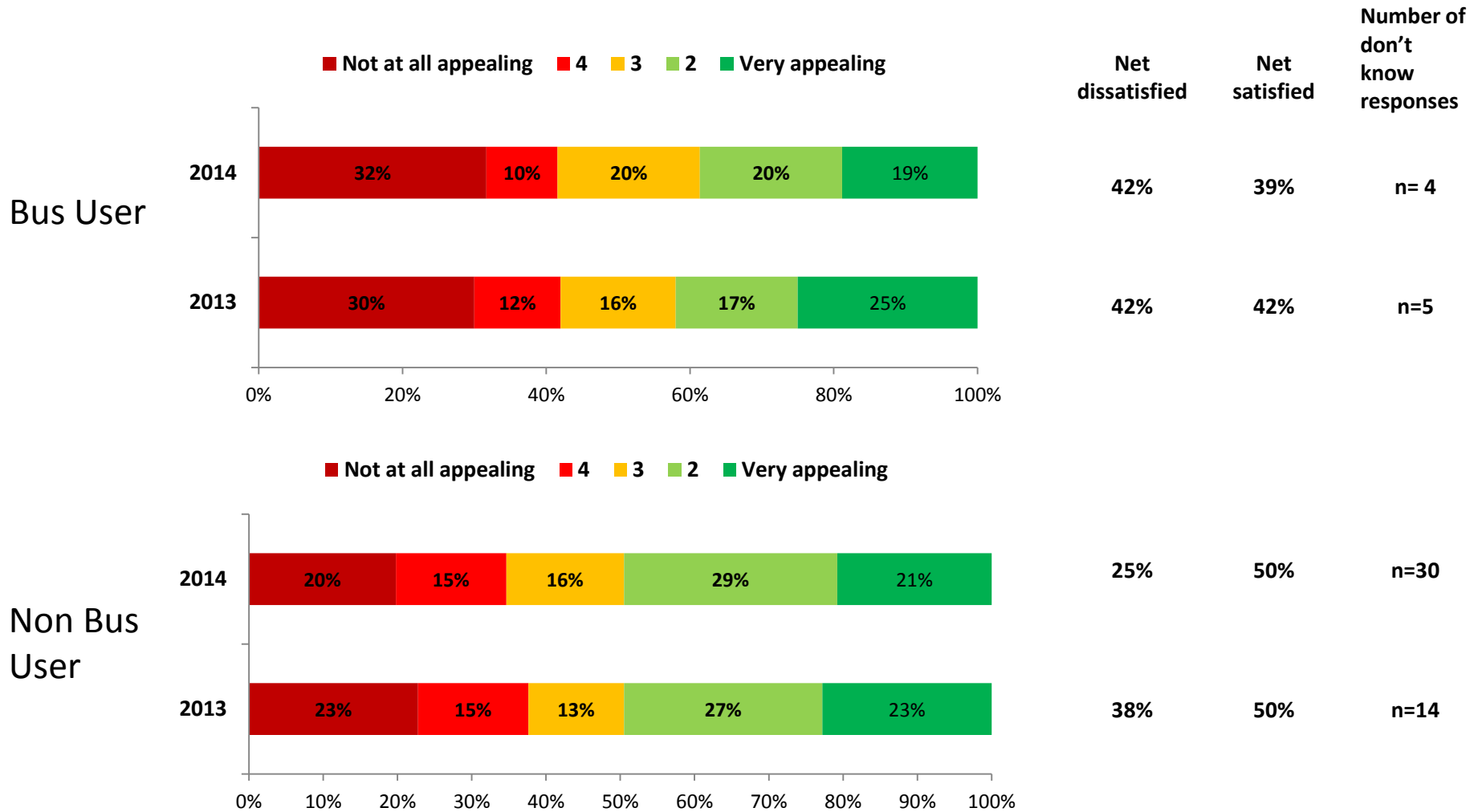
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Christchurch



	Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	366	24	88	13	47	18	65	25	93	20	73	n=34
Mar 13	381	26	99	14	53	14	53	22	84	24	91	n=19



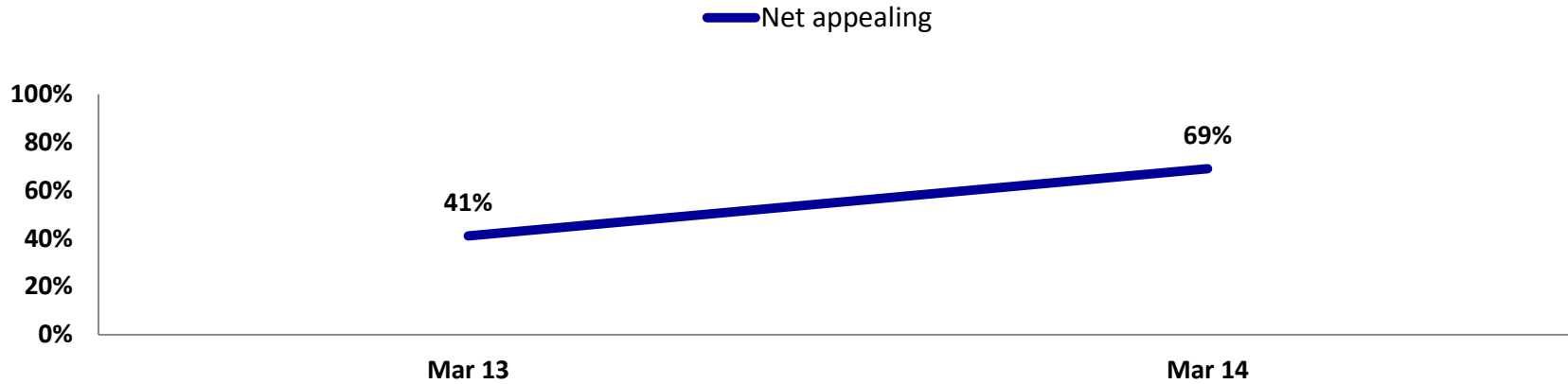
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Christchurch



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (11*), Mar 14 (9*), Non bus users: Mar 13 (24*), Mar 14 (22*) *small base size



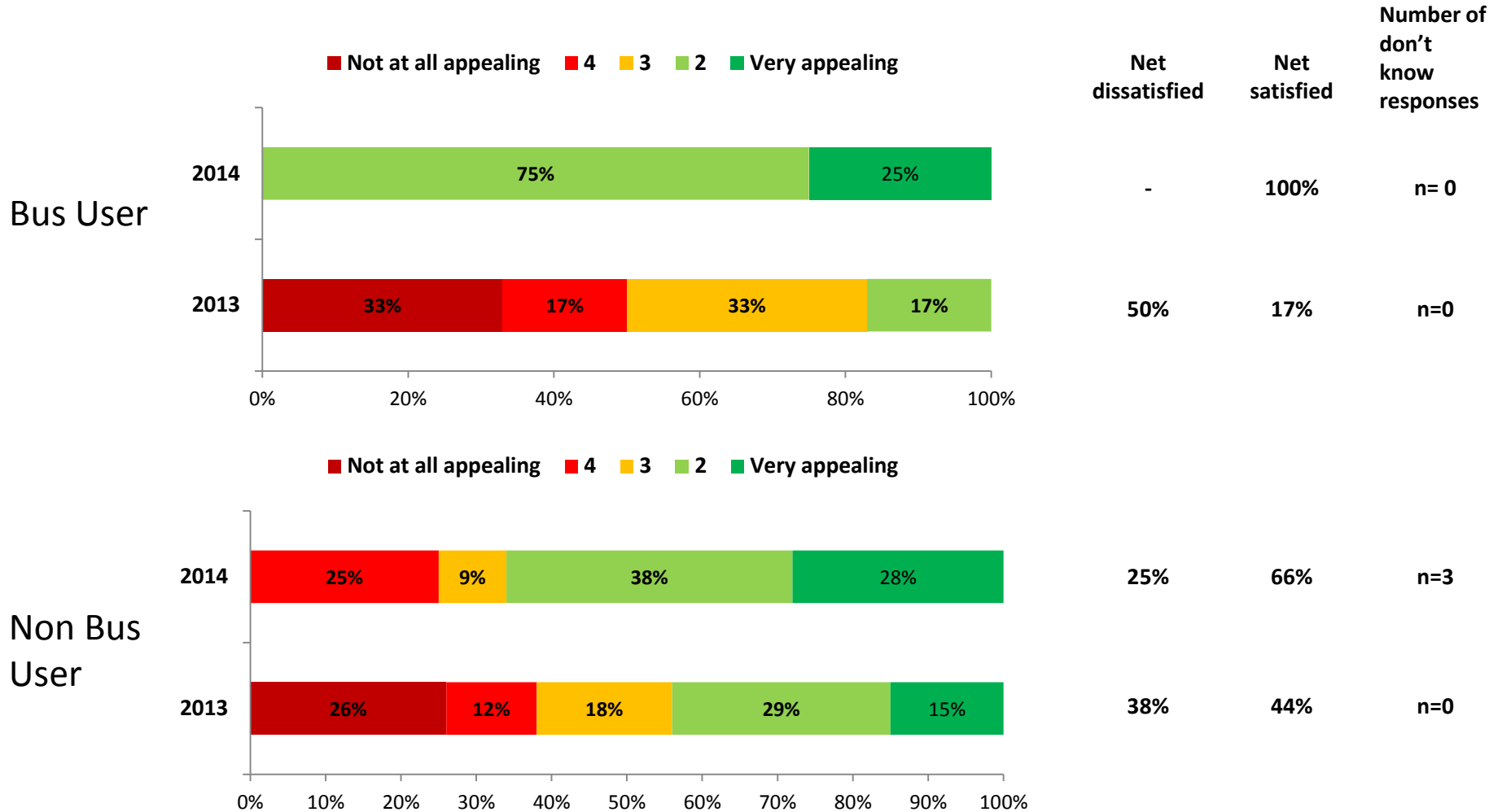
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Waimakariri



	Waimakariri Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
	%	%	n	%	n	%	n	%	n	%	n	n
Mar 14	36*	-	-	22	8	8	3	42	15	28	10	n=3
Mar 13	40*	28	11	13	5	20	8	28	11	13	5	n=0



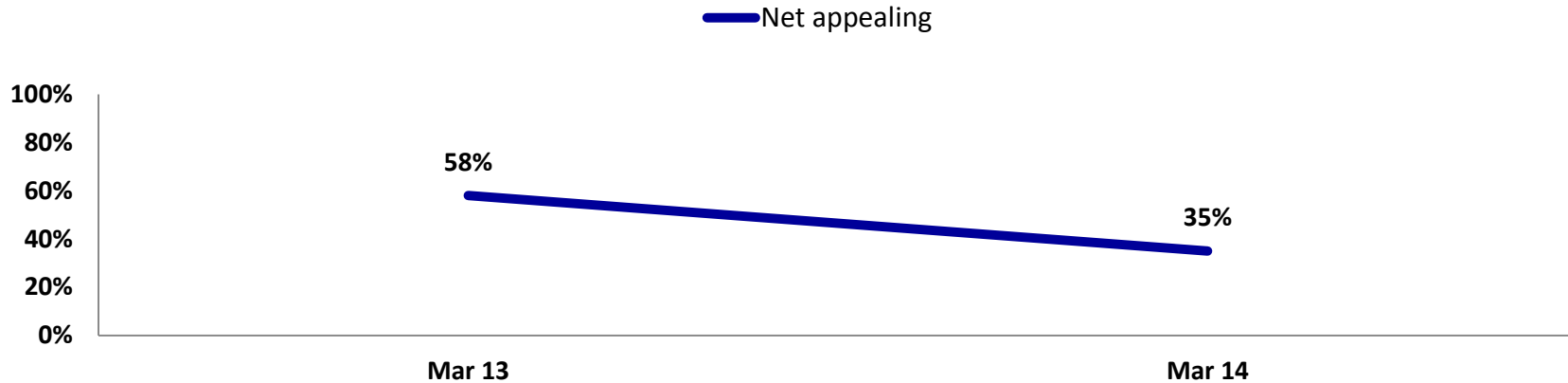
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Waimakariri



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (11*), Mar 14 (9*), Non bus users: Mar 13 (24*), Mar 14 (22*)



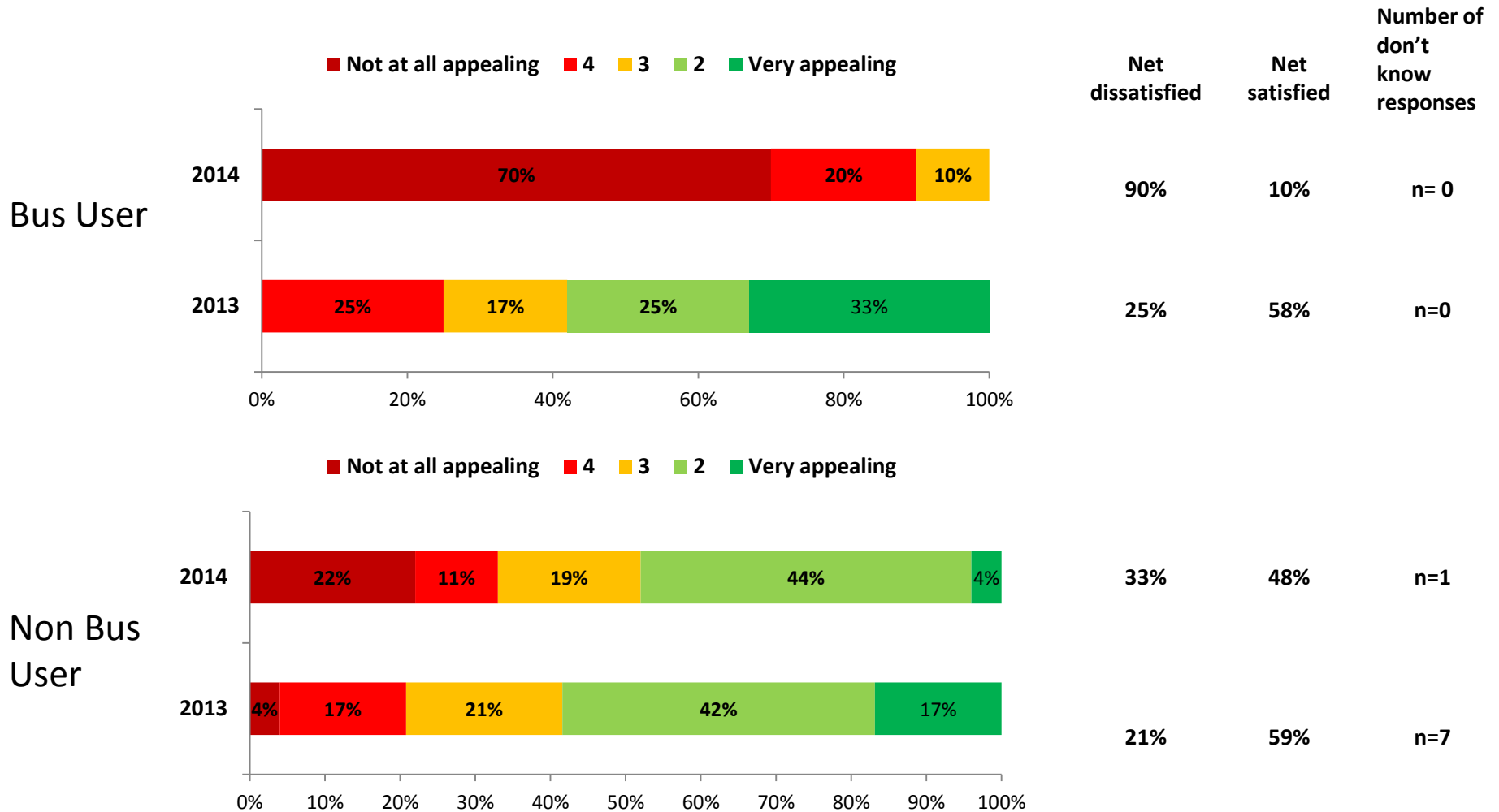
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Selwyn



	Selwyn Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	37*	35	13	14	5	16	6	32	12	3	1	n=1
Mar 13	36*	3	2	19	7	19	7	36	13	22	8	n=7



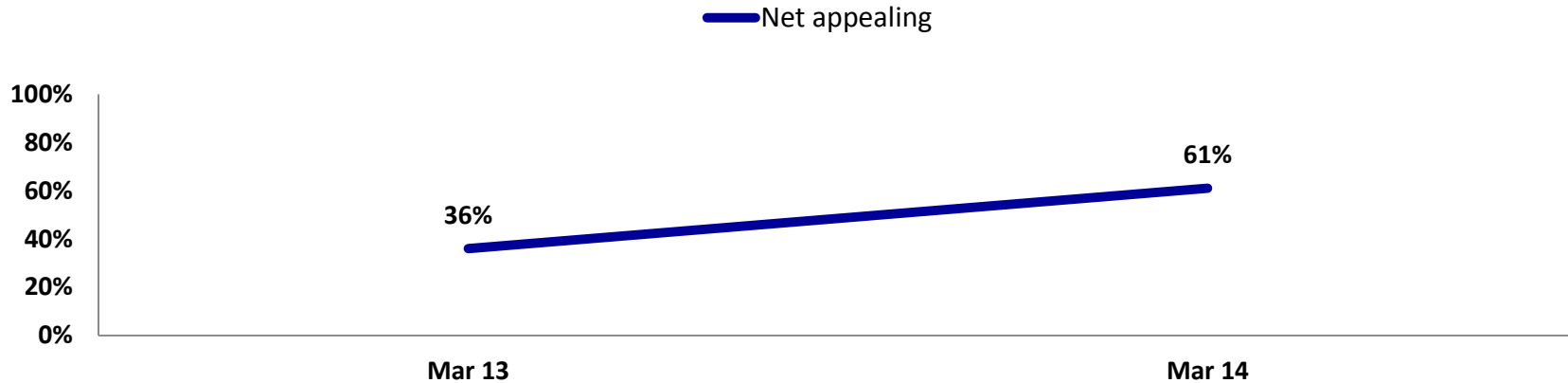
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Selwyn



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (11*), Mar 14 (9*), Non bus users: Mar 13 (24*), Mar 14 (22*)



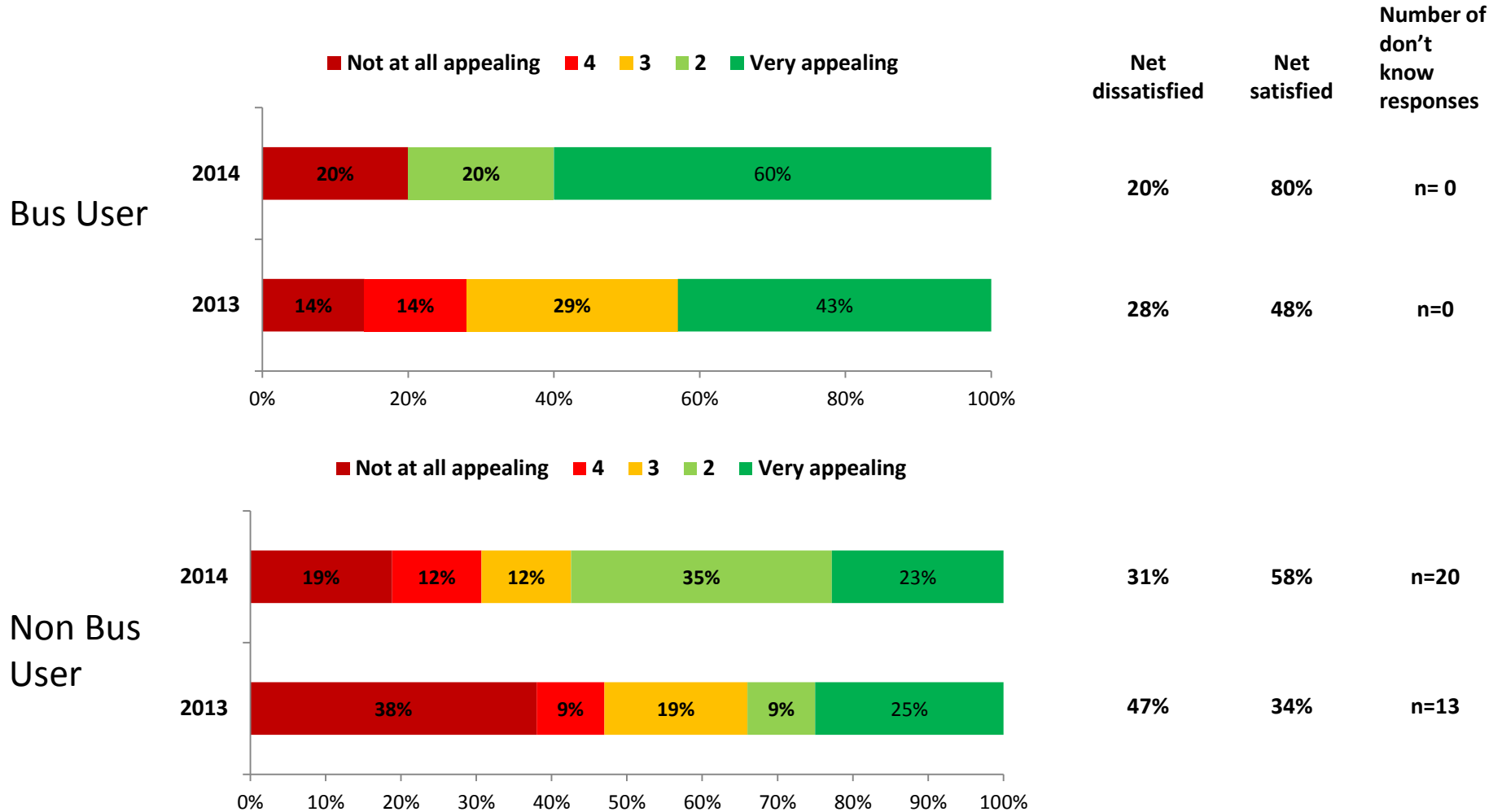
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Timaru



	Timaru Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	31*	19	6	10	3	10	3	32	10	29	9	n=20
Mar 13	39*	33	13	10	4	21	8	8	3	28	11	n=13



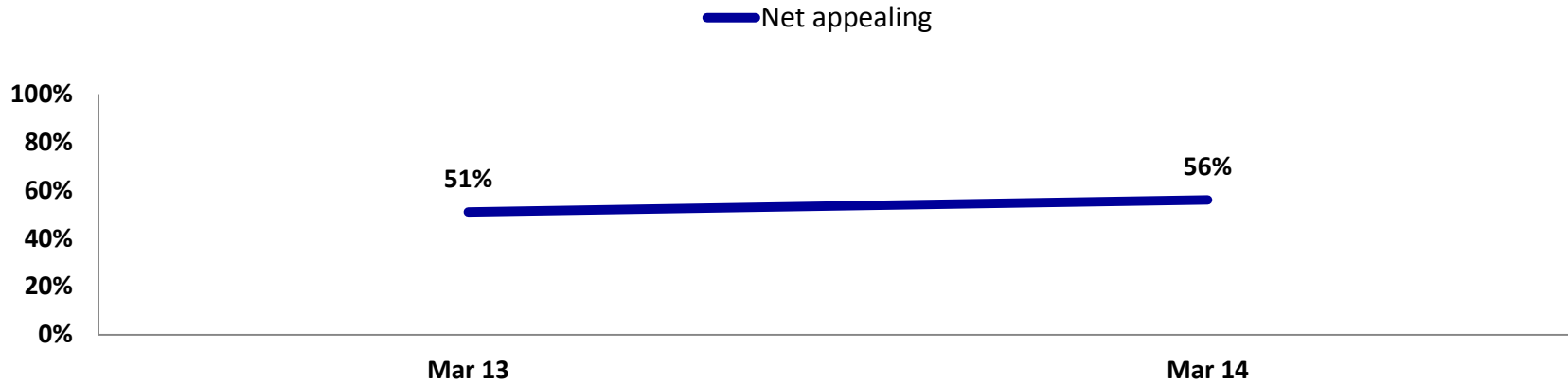
Appeal of a Cashless System Using a Metrocard or Buying Tickets from Vending Machines – Timaru



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (11*), Mar 14 (9*), Non bus users: Mar 13 (24*), Mar 14 (22*)



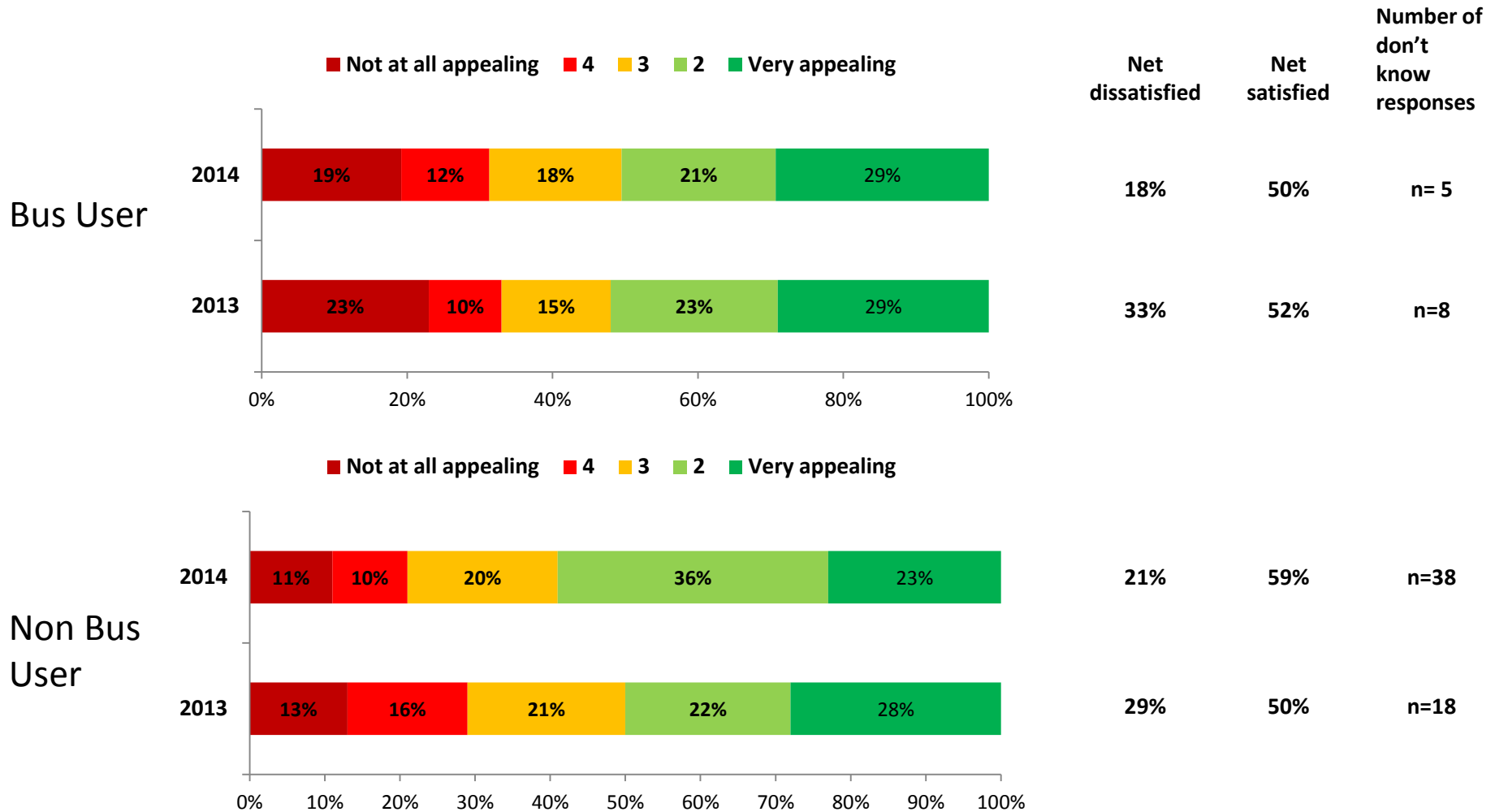
Appeal of Buying Monthly or Annual Passes – Greater Christchurch



	Greater Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	434	14	60	11	47	20	85	31	133	25	109	n=43
Mar 13	457	17	78	13	59	19	87	23	105	28	128	n=26



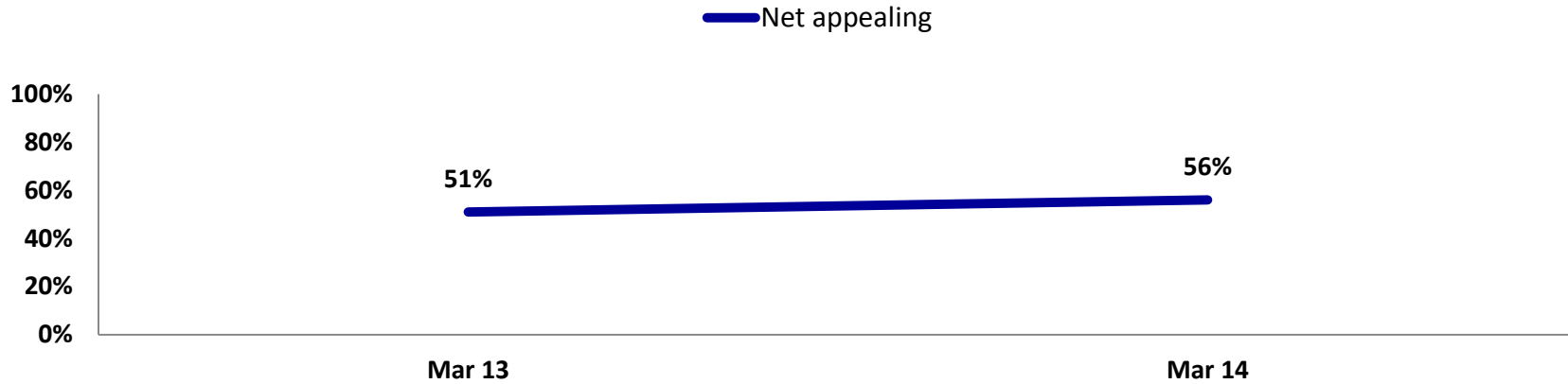
Appeal of Buying Monthly or Annual Passes – Greater Christchurch



Base: Greater Christchurch (excluding don't know responses): Bus users: Mar 13 (188), Mar 14 (146), Non bus users: Mar 13 (268), Mar 14 (288)



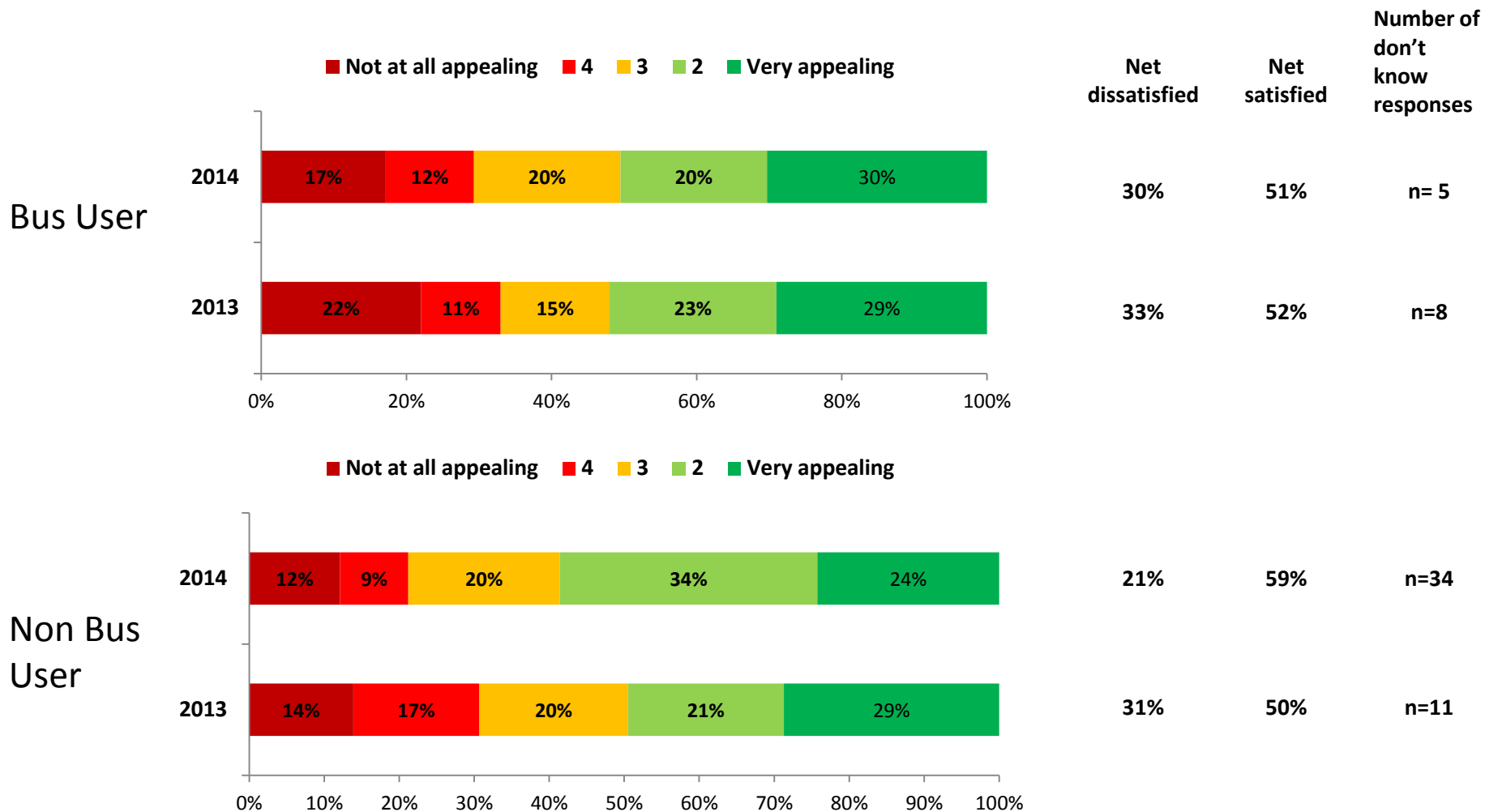
Appeal of Buying Monthly or Annual Passes – Christchurch



	Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know n
		%	n	%	n	%	n	%	n	%	n	
Mar 14	361	14	51	10	36	20	72	29	106	27	96	n=39
Mar 13	381	18	69	14	53	17	64	22	84	29	111	n=19



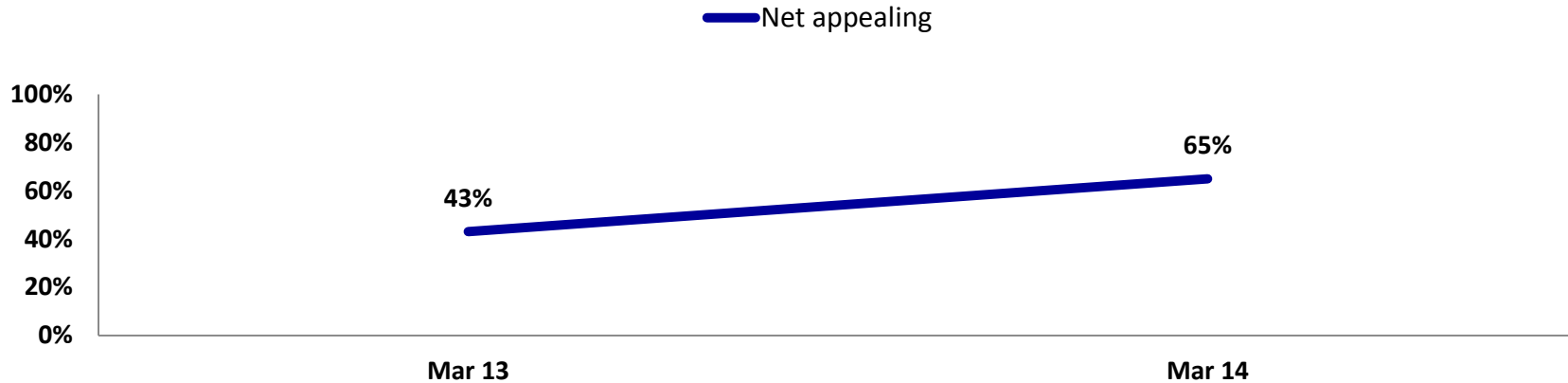
Appeal of Buying Monthly or Annual Passes - Christchurch



Base: Christchurch (excluding don't know responses): Bus users: Mar 13 (170), Mar 14 (132), Non bus users: Mar 13 (210), Mar 14 (229)



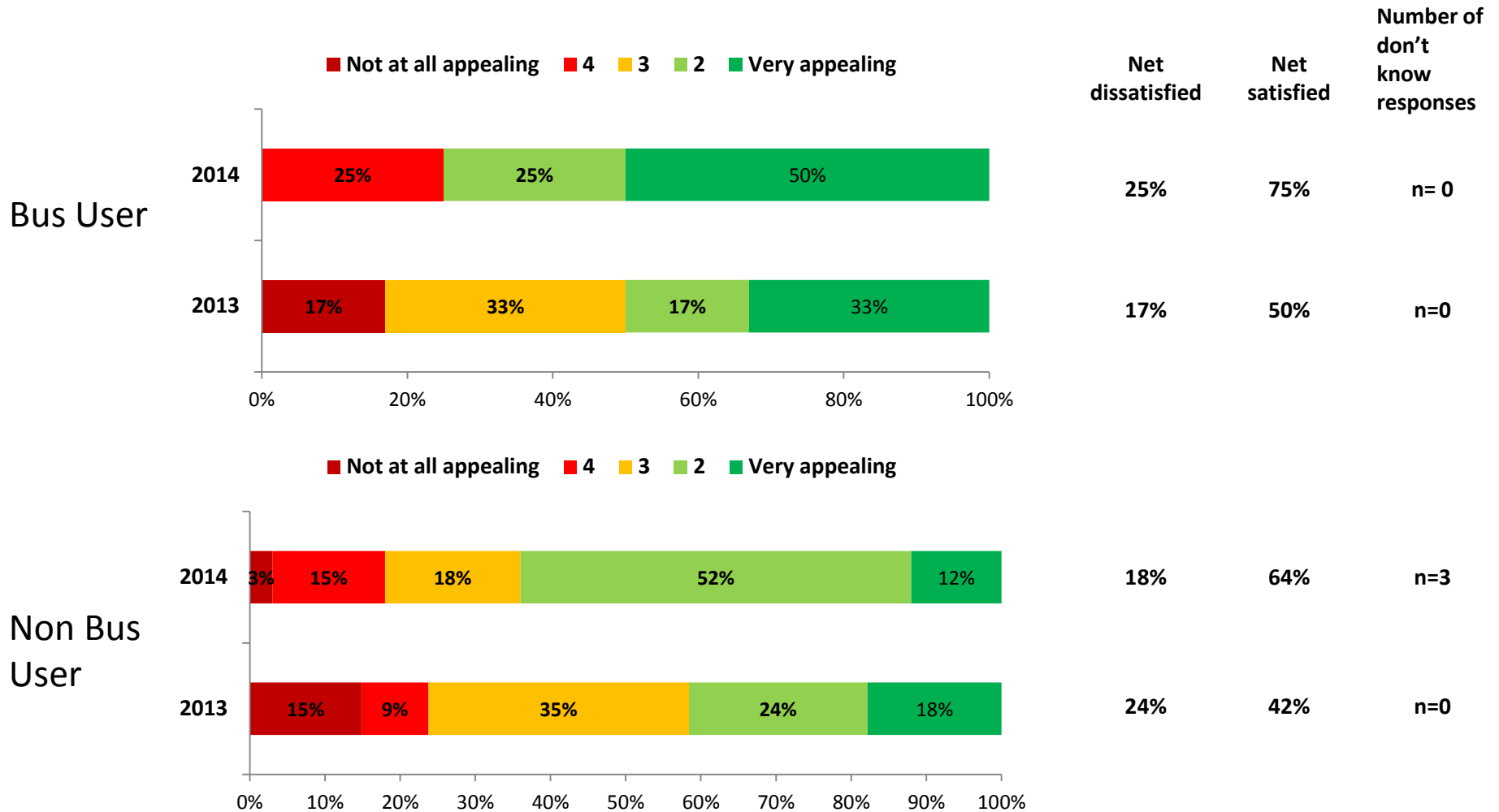
Appeal of Buying Monthly or Annual Passes – Waimakariri



	Waimakariri Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	37*	3	1	16	6	16	6	49	18	16	6	n=2
Mar 13	40*	15	6	8	3	35	14	23	9	20	8	n=0



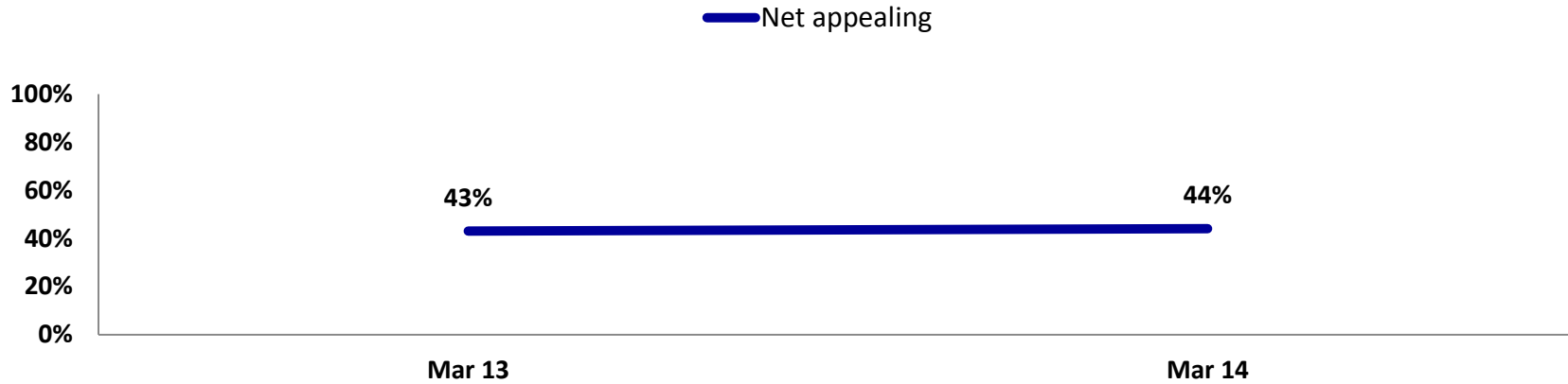
Appeal of Buying Monthly or Annual Passes - Waimakariri



Base: Waimakariri (excluding don't know responses): Bus users: Mar 13 (6*), Mar 14 (4*), Non bus users: Mar 13 (34*), Mar 14 (33*)



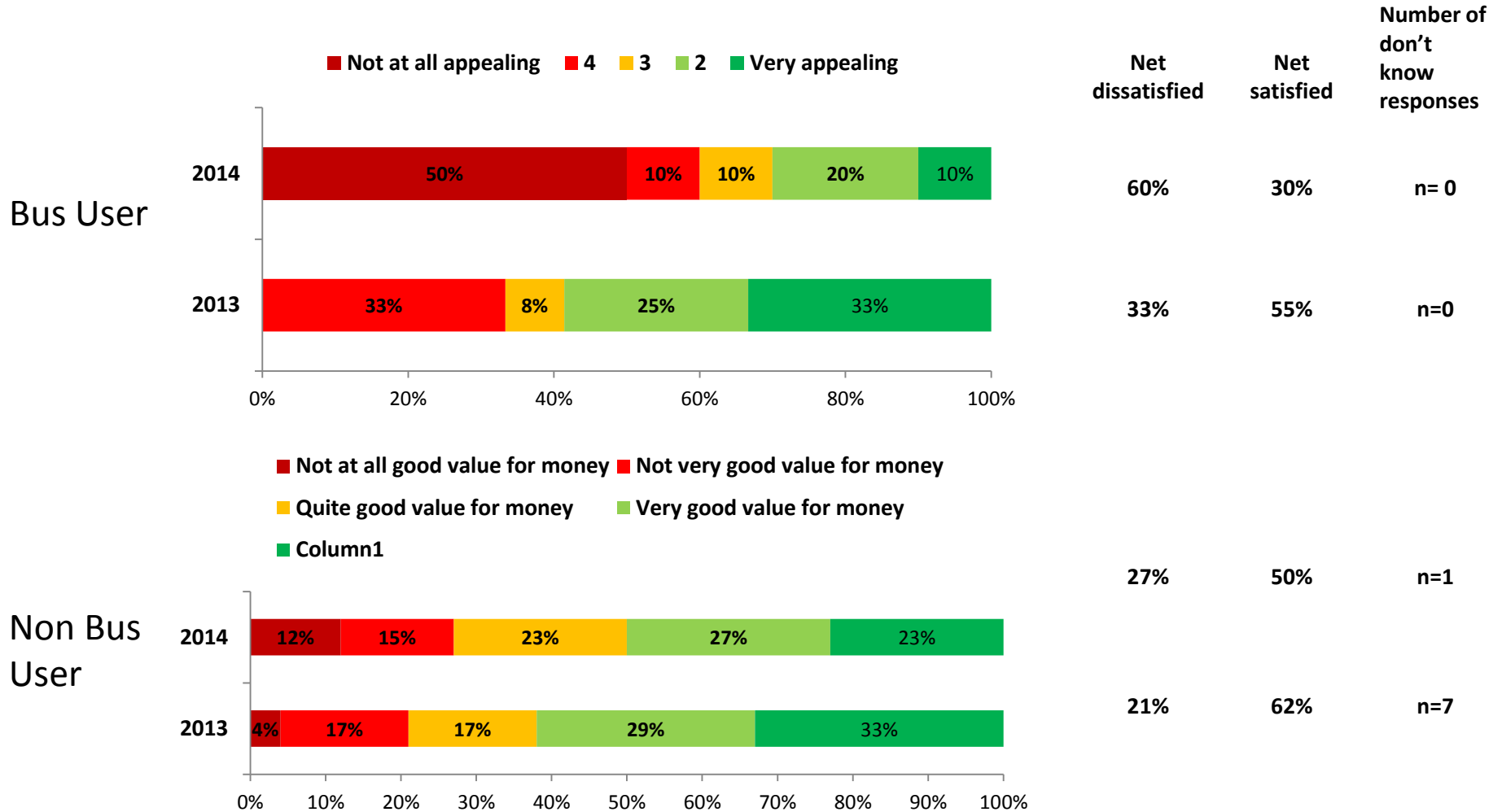
Appeal of Buying Monthly or Annual Passes – Selwyn



	Selwyn Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	36*	22	8	14	5	19	7	25	9	19	7	n=2
Mar 13	36*	14	5	11	4	14	5	28	10	33	12	n=7



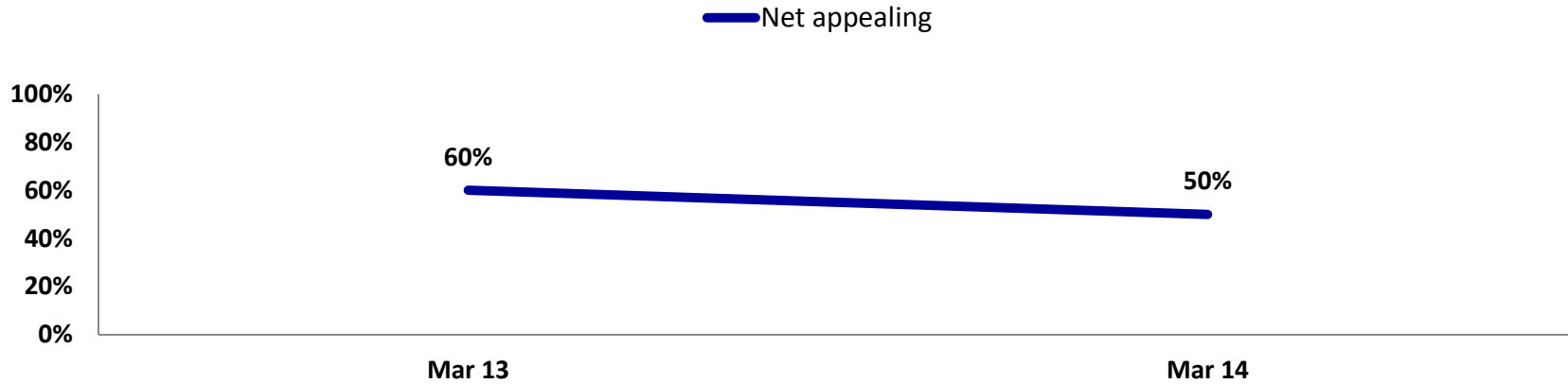
Appeal of Buying Monthly or Annual Passes - Selwyn



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (12*), Mar 14 (10*), Non bus users: Mar 13 (24*), Mar 14 (26*)



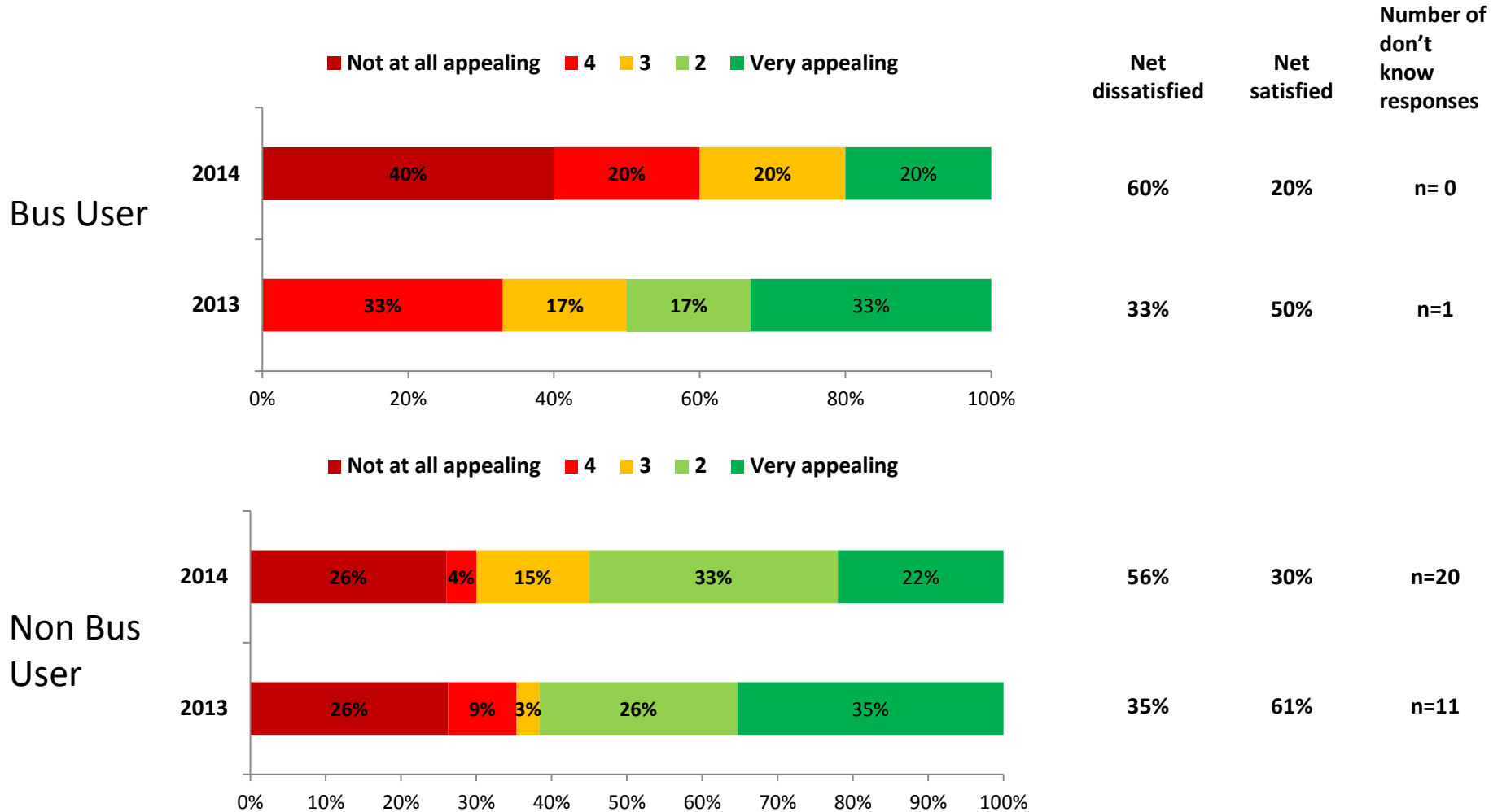
Appeal of Buying Monthly or Annual Passes – Timaru



	Timaru Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	32*	28	9	6	2	16	5	28	9	22	7	n=19
Mar 13	40*	23	9	13	5	5	2	25	10	35	14	n=12



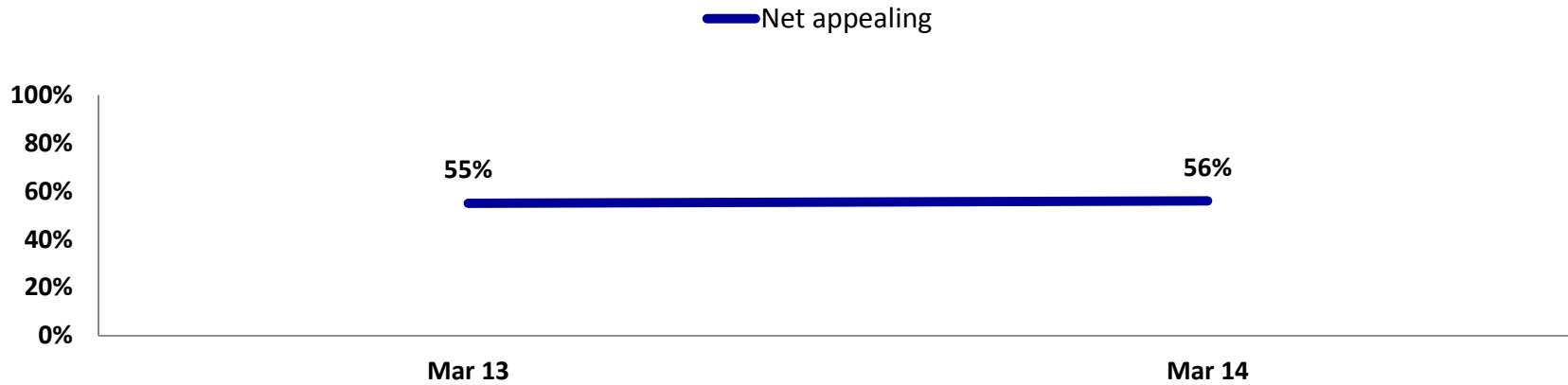
Appeal of Buying Monthly or Annual Passes - Timaru



Base: Timaru (excluding don't know responses): Bus users: Mar 13 (6*), Mar 14 (5*), Non bus users: Mar 13 (34*), Mar 14 (27*)



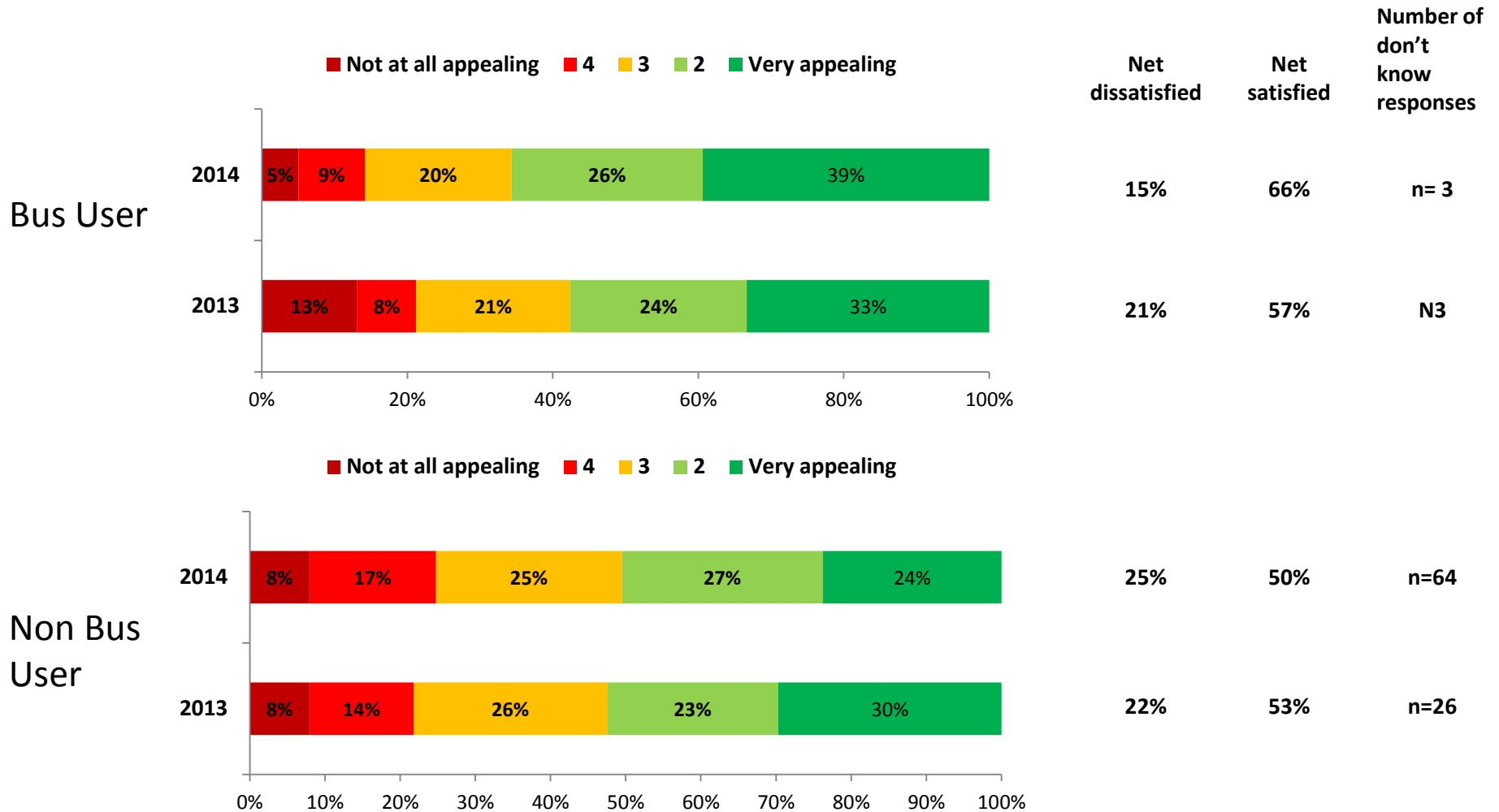
Appeal of Keeping the Current Bus Fare System – Greater Christchurch



	Greater Christchurch Base (excluding don't know)	Not at all appealing				Somewhat appealing				Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	410	7	29	14	58	23	94	27	109	29	120	n=67
Mar 13	454	10	45	11	50	24	109	24	109	31	141	n=29



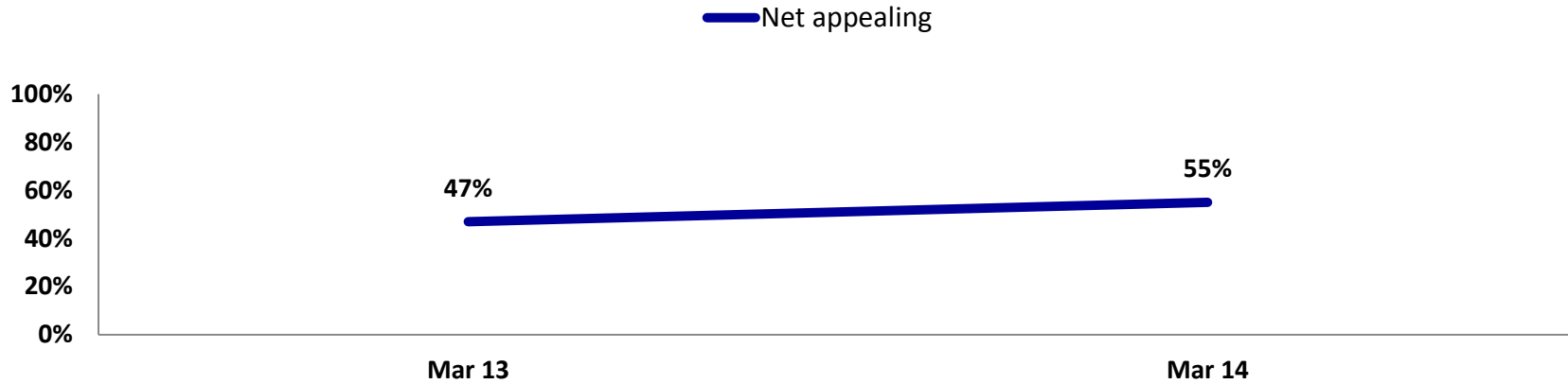
Appeal of Keeping the Current Bus Fare System – Greater Christchurch



Base: Greater Christchurch (excluding don't know responses): Bus users: Mar 13 (193), Mar 14 (148), Non bus users: Mar 13 (260), Mar 14 (262)



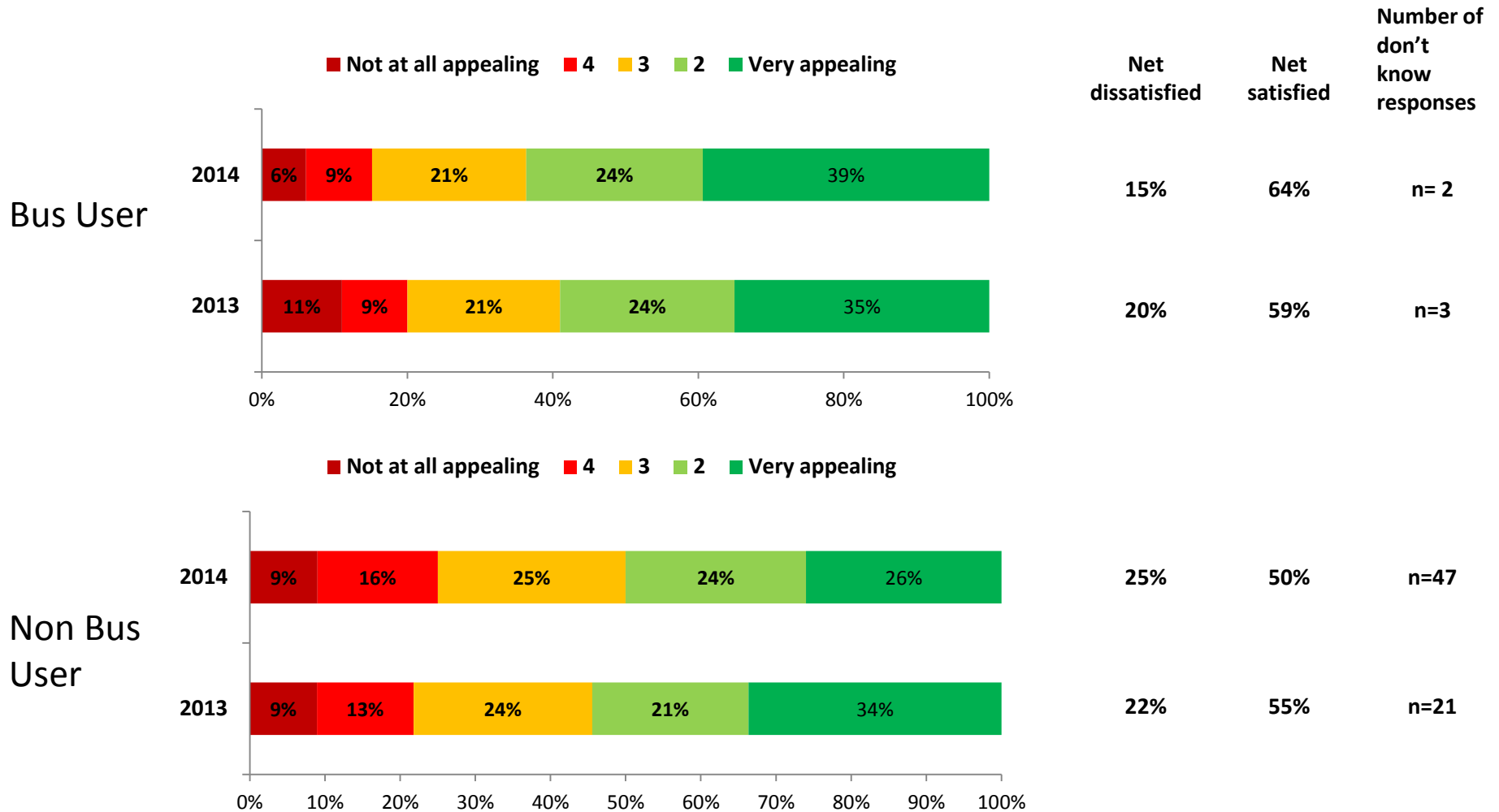
Appeal of Keeping the Current Bus Fare System – Christchurch



	Christchurch Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	351	8	27	13	47	24	83	24	84	31	110	n=49
Mar 13	376	10	38	11	41	22	83	23	87	34	128	n=24



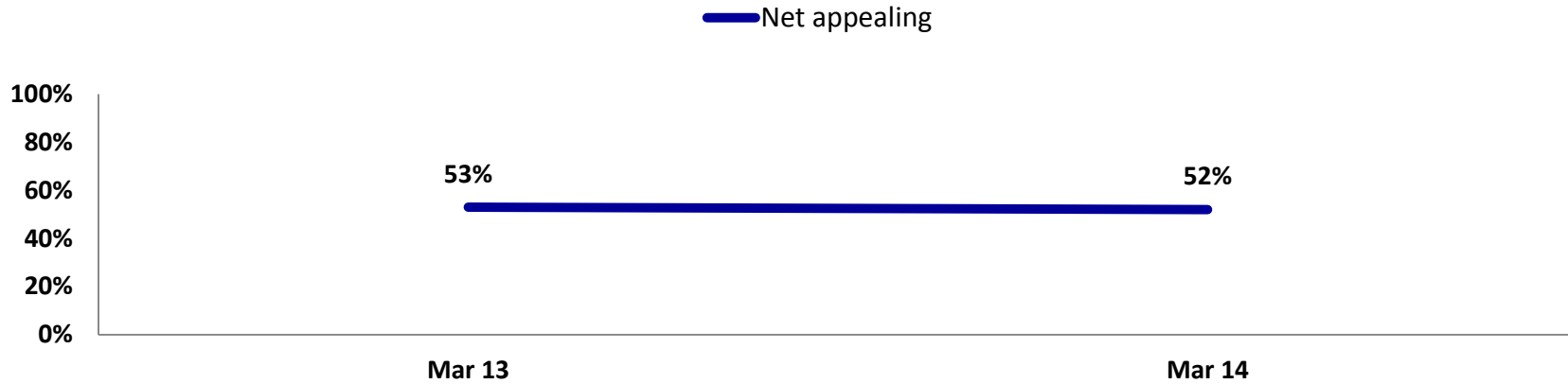
Appeal of Keeping the Current Bus Fare System – Christchurch



Base: Christchurch (excluding don't know responses): Bus users: Mar 13 (175), Mar 14 (135), Non bus user Mar 13 (200), Mar 14 (216)



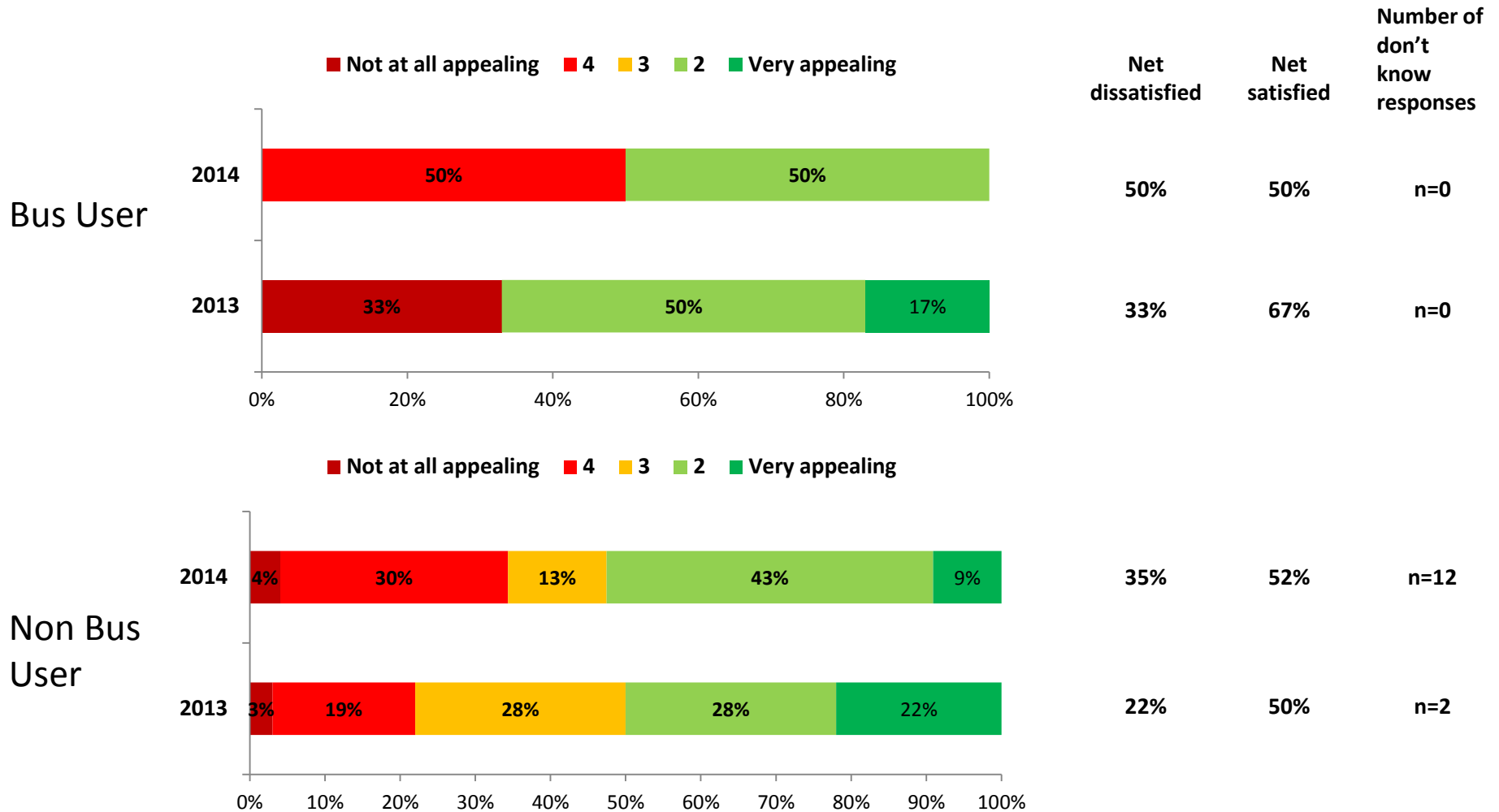
Appeal of Keeping the Current Bus Fare System – Waimakariri



	Waimakariri Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	27*	4	1	33	9	11	3	44	12	7	2	n=12
Mar 13	38*	8	3	16	6	24	9	32	12	21	8	n=2



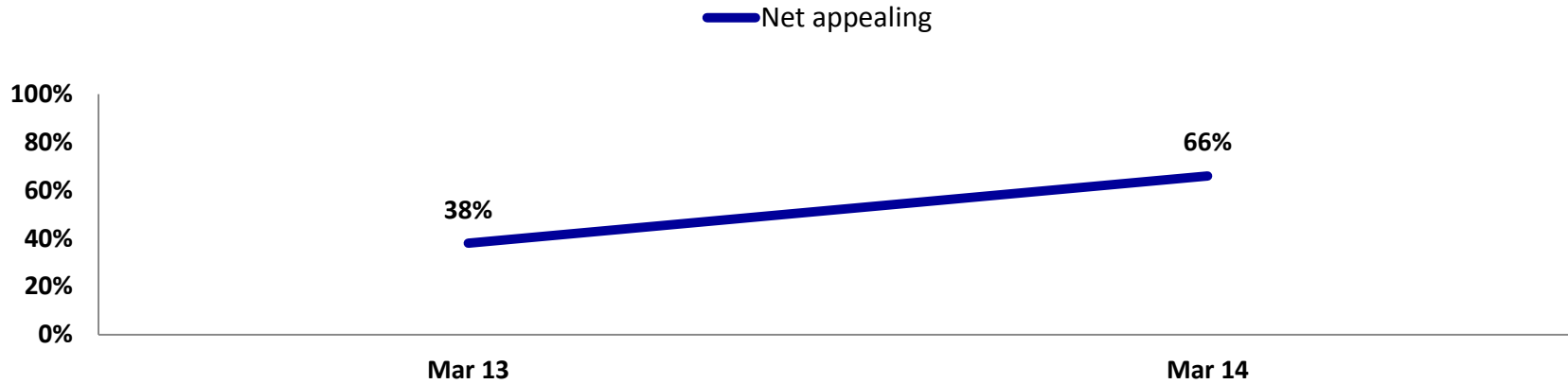
Appeal of Keeping the Current Bus Fare System – Waimakariri



Base: Waimakariri (excluding don't know responses): Bus users: Mar 13 (6*), Mar 14 (4*), Non bus users: Mar 13 (32*), Mar 14 (23*)



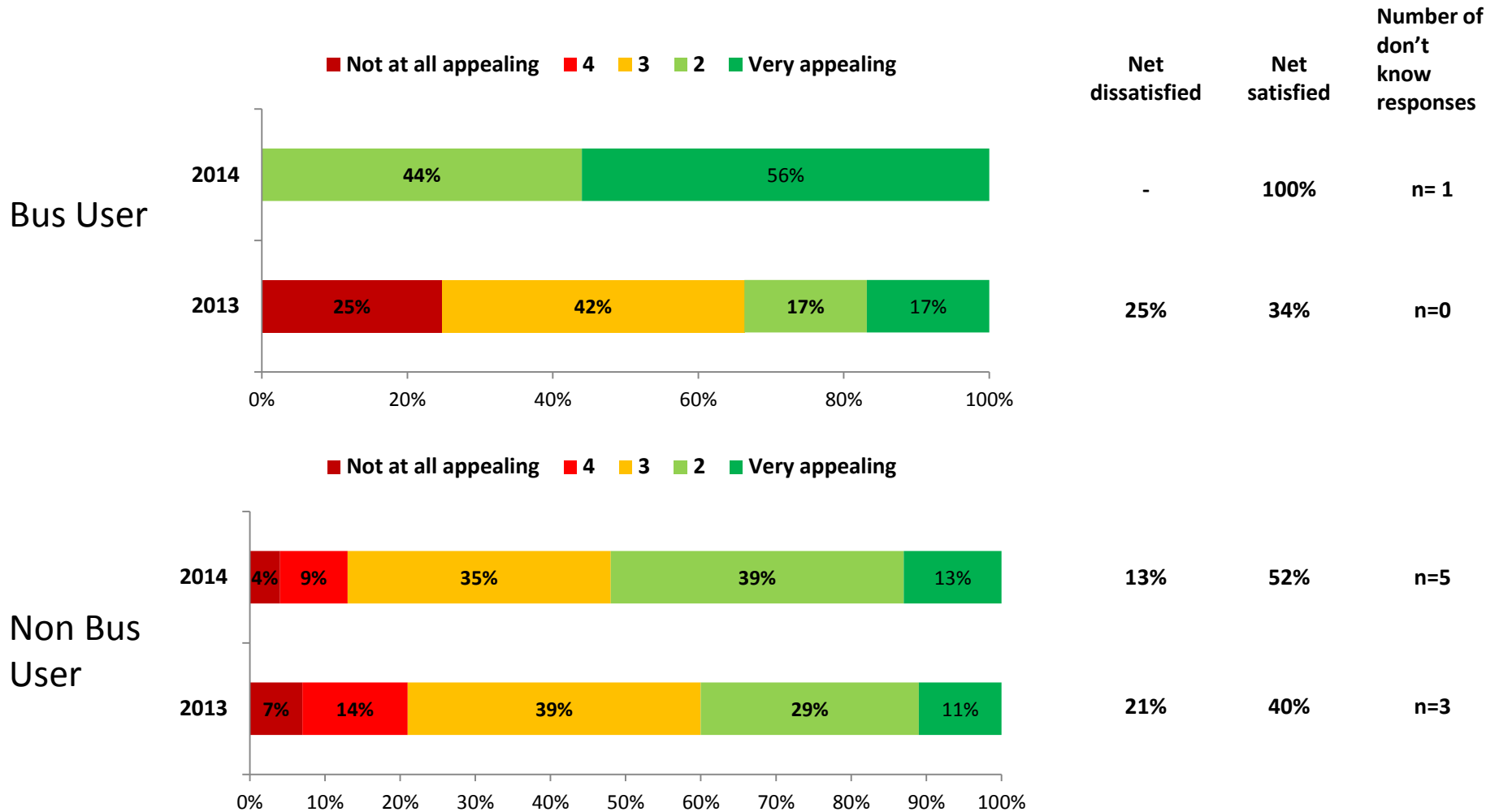
Appeal of Keeping the Current Bus Fare System – Selwyn



	Selwyn Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	32*	3	1	6	2	25	8	41	13	25	8	n=6
Mar 13	40*	13	5	10	4	40	16	25	10	13	5	n=3



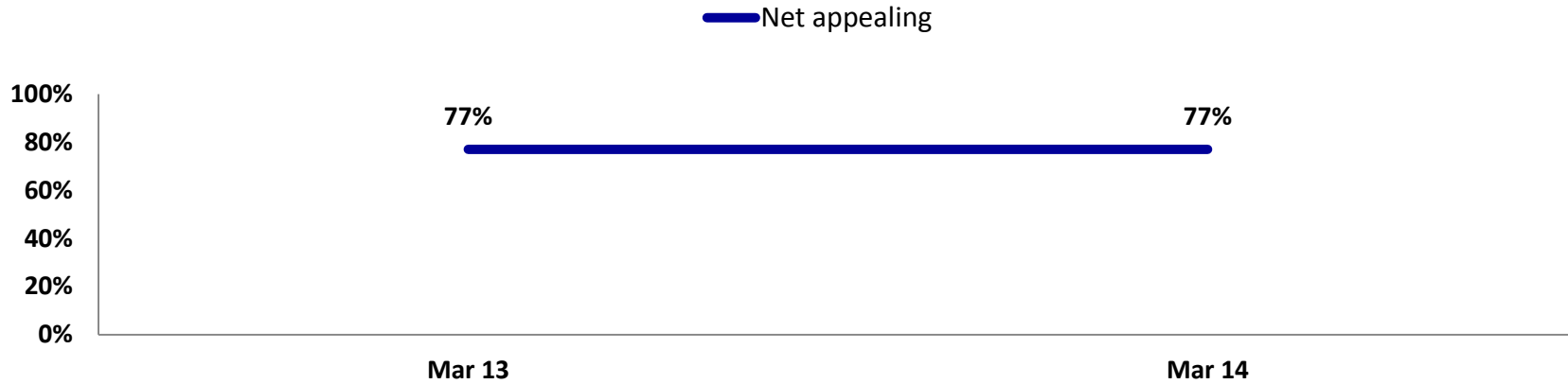
Appeal of Keeping the Current Bus Fare System – Selwyn



Base: Selwyn (excluding don't know responses): Bus users: Mar 13 (12*), Mar 14 (9*), Non bus users: Mar 13 (28*), Mar 14 (23*)



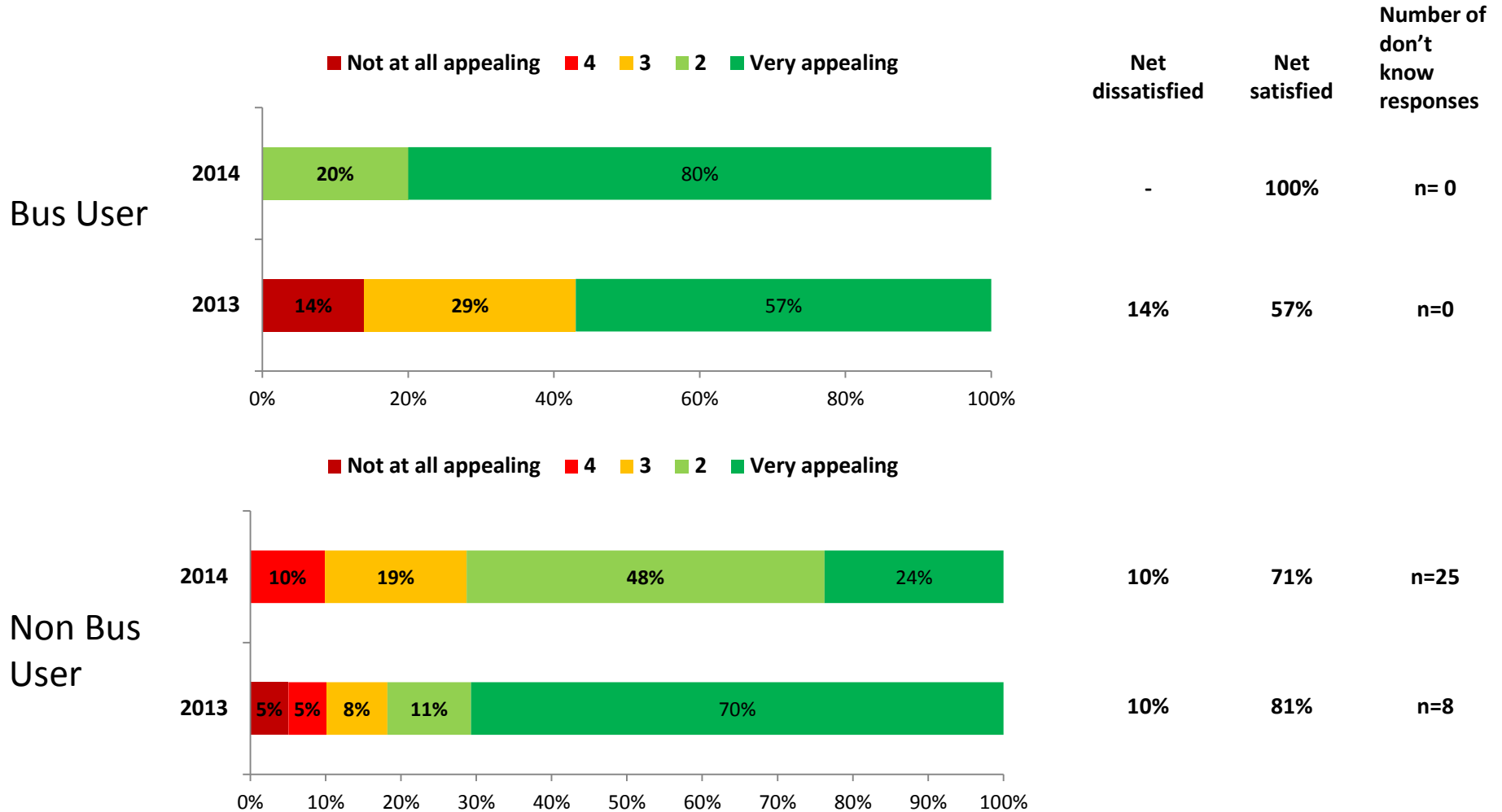
Appeal of Keeping the Current Bus Fare System – Timaru



	Timaru Base (excluding don't know)	Not at all appealing		4		3		2		Very appealing		Don't know
		%	n	%	n	%	n	%	n	%	n	n
Mar 14	26*	-	-	8	2	15	4	42	11	35	9	n=25
Mar 13	44*	7	3	5	2	11	5	9	4	68	30	n=8



Appeal of Keeping the Current Bus Fare System – Timaru

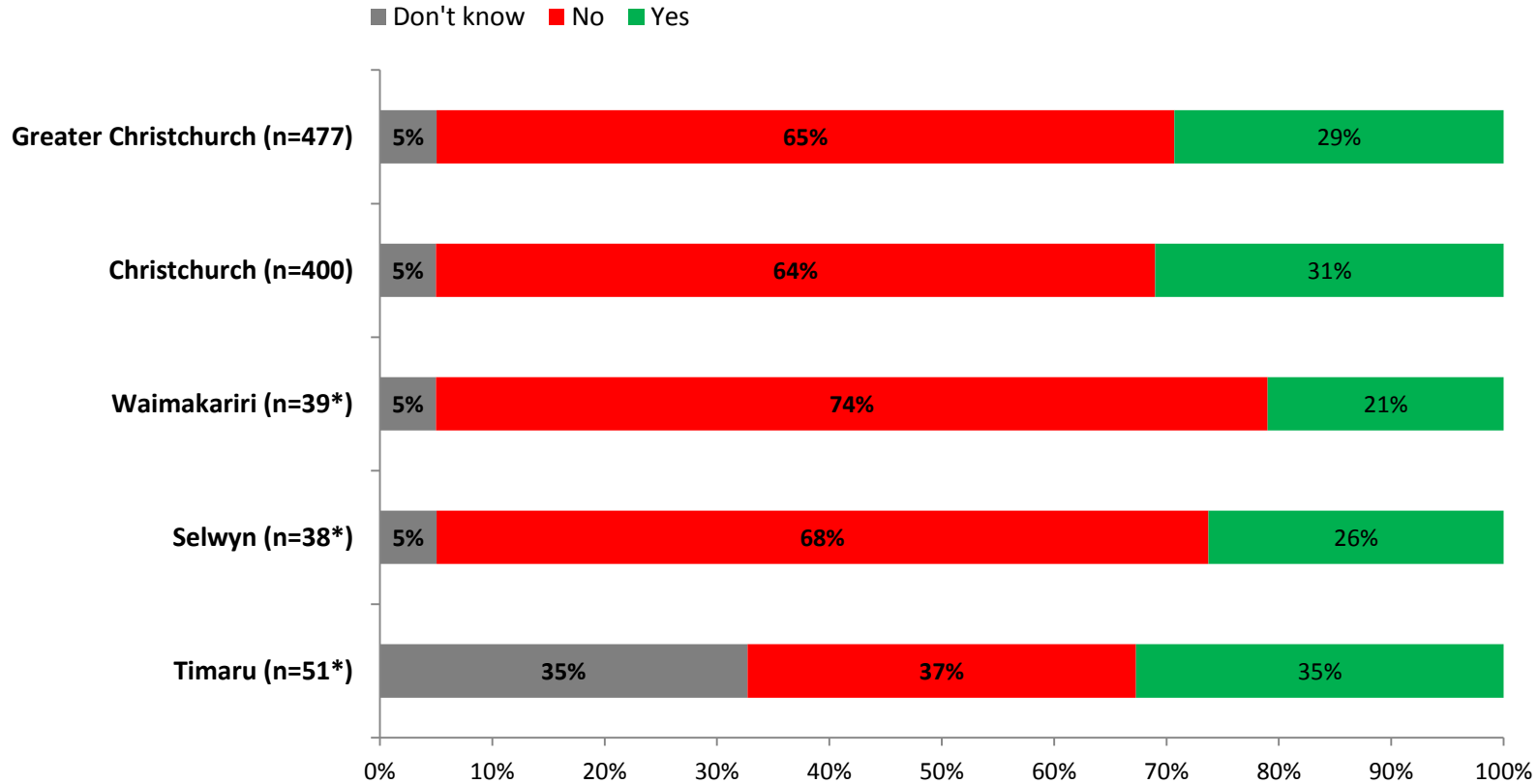


Base: Timaru (excluding don't know responses): Bus users: Mar 13 (7*), Mar 14 (5*), Non bus users: Mar 13 (37*), Mar 14 (21*)



Metro Card as a Form of Currency

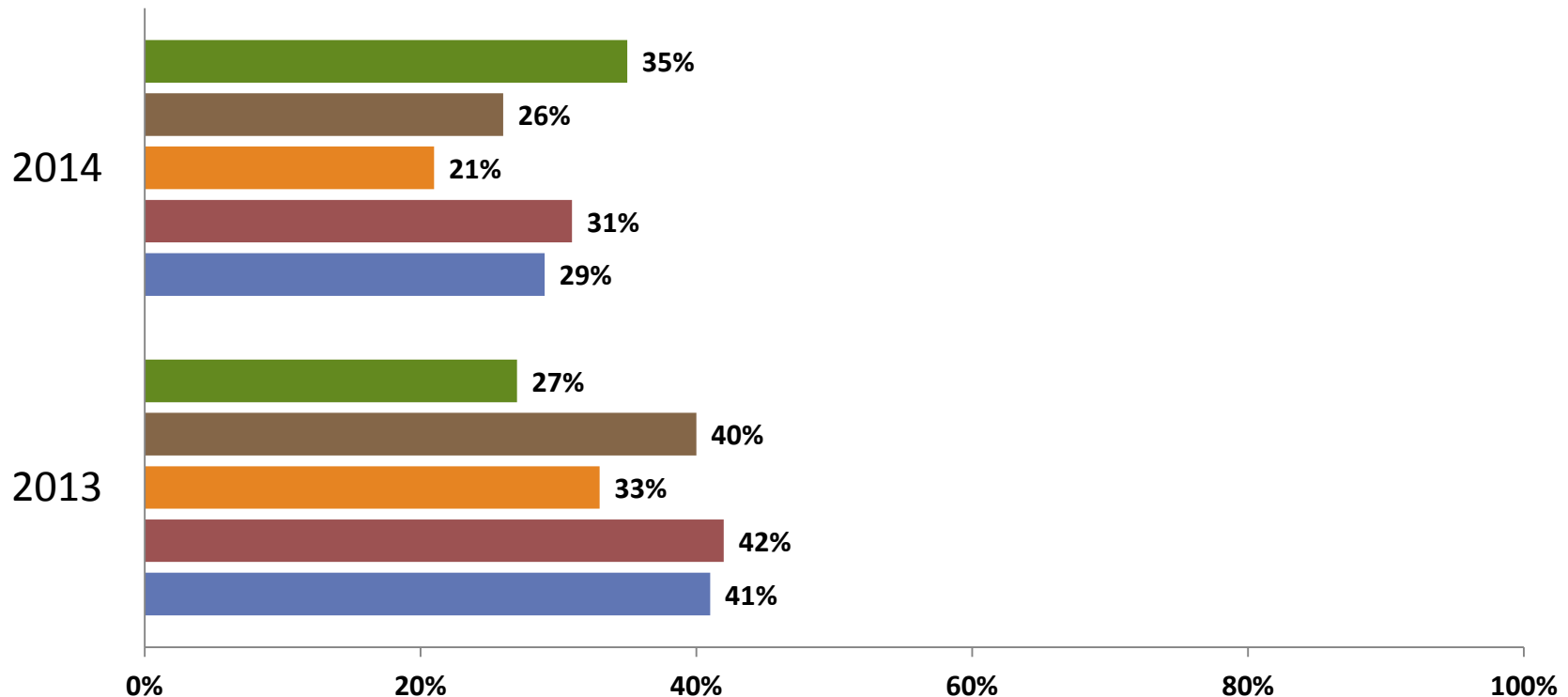
Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Overall 2014



Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Overall 2014

% would use a metro card as a form of currency

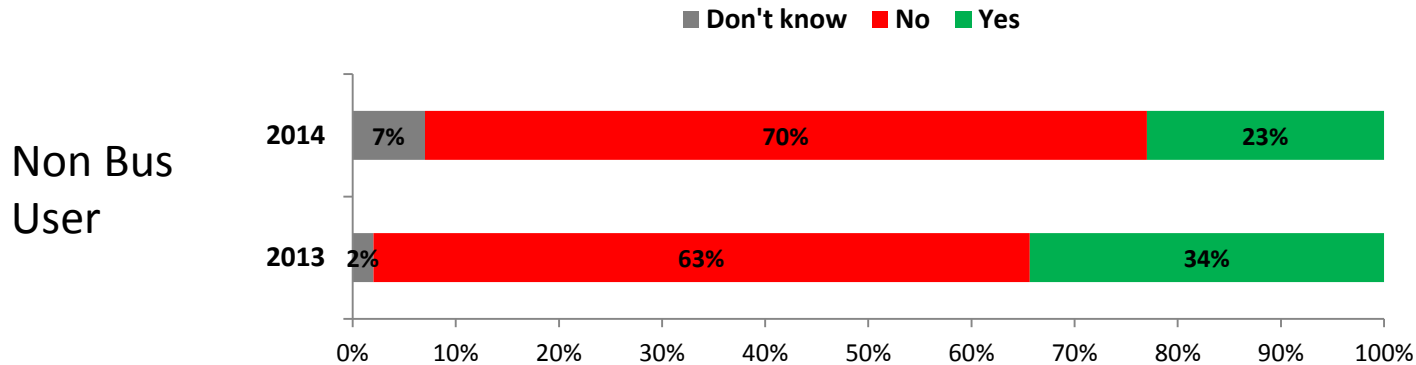
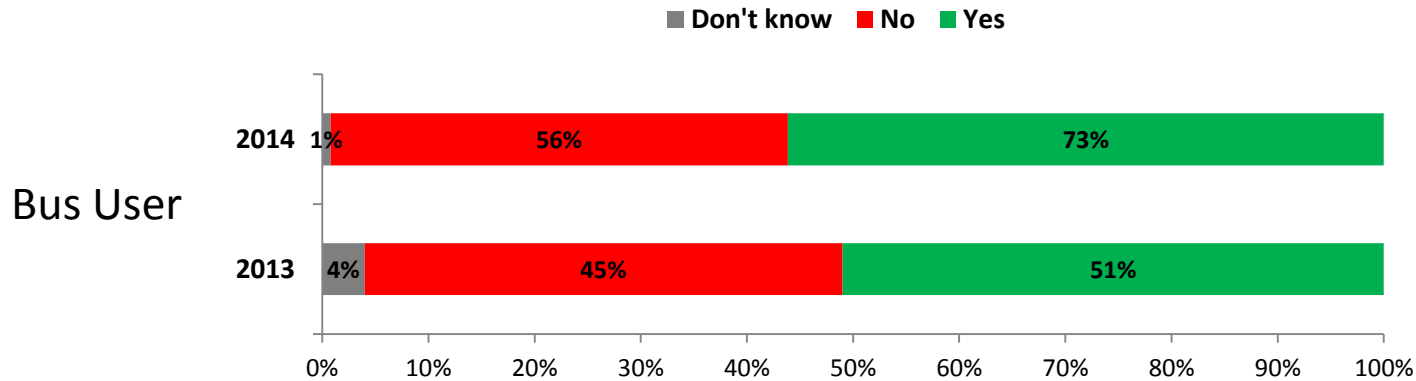
■ Timaru ■ Selwyn ■ Waimakariri ■ Christchurch ■ Greater Christchurch



Base: Total Sample; Timaru 2013 (52*), 2014 (51*), Selwyn 2013 (43*), 2014 (38), Waimakariri 2013 (40*), 2014 (39*), Christchurch 2013 (400), 2014 (400), Greater Christchurch 2013 (483), 2014 (477)



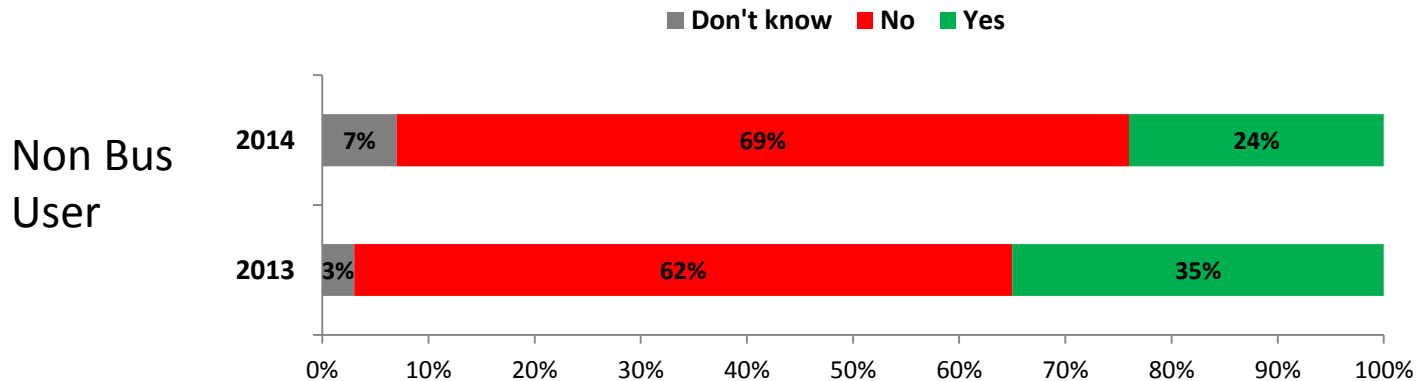
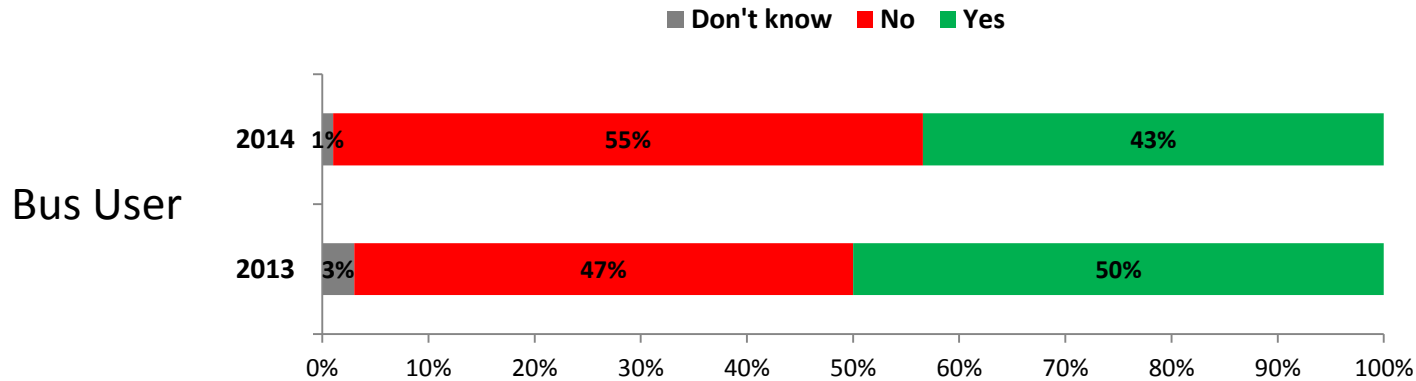
Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Greater Christchurch



Base: Greater Christchurch :Bus users: 2013(196), 2014 (151) Non bus users: 2013 (286), 2014 (326)



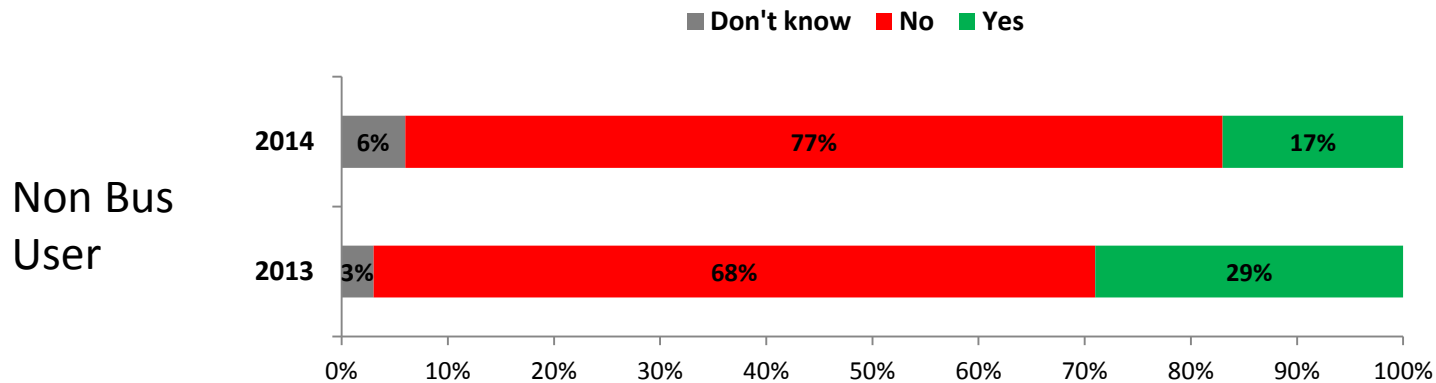
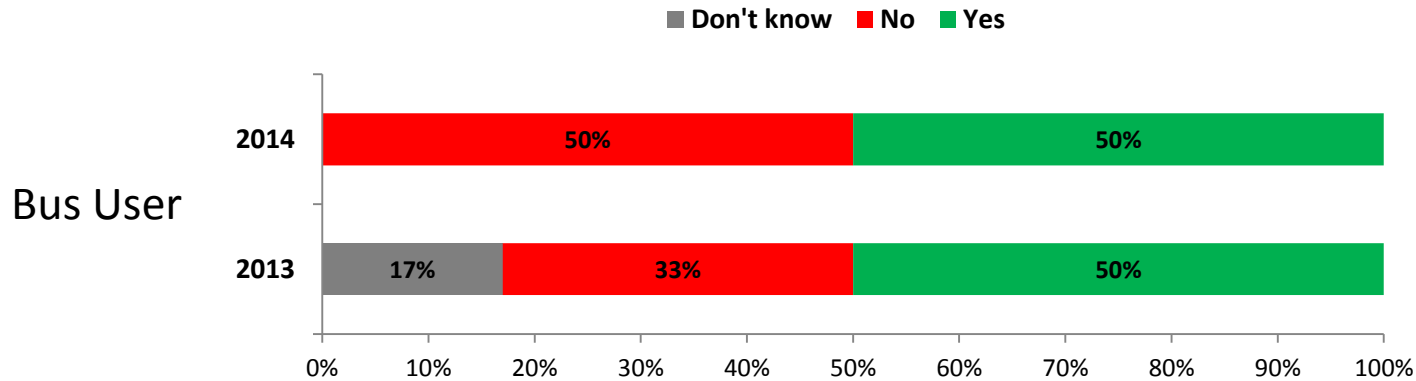
Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Christchurch



Base: Christchurch :Bus users: 2013(178), 2014 (137) Non bus users: 2013 (221), 2014 (263)



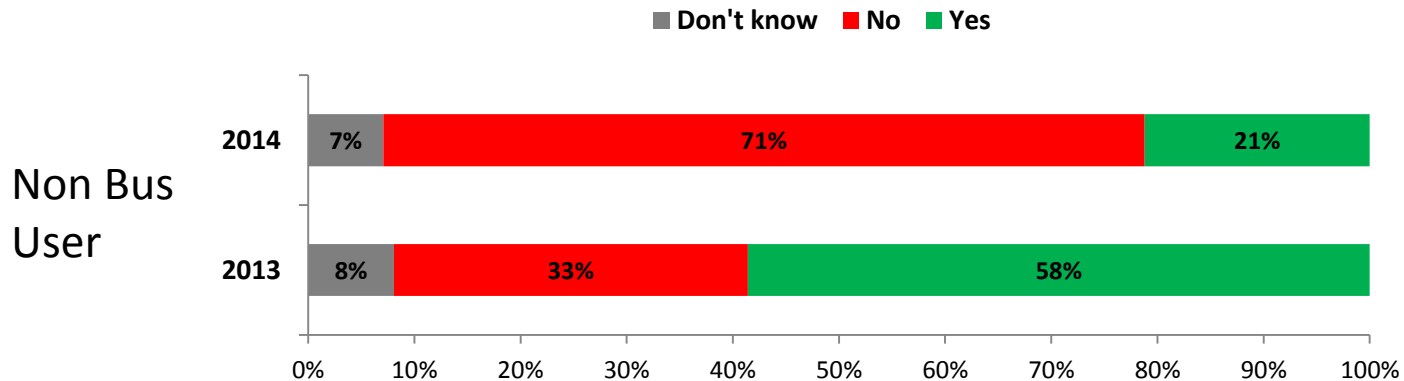
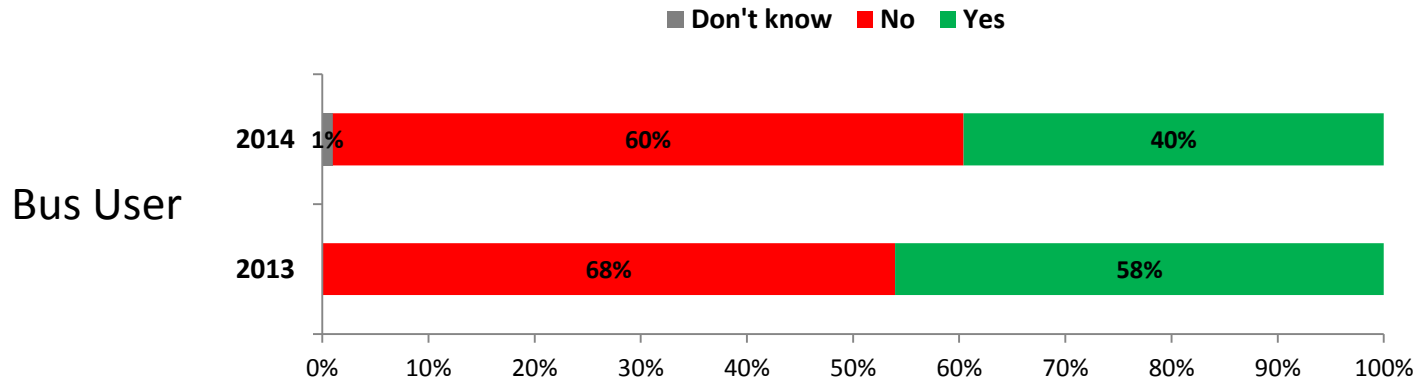
Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Waimakariri



Base: Waimakariri: Bus users: 2013(6*), 2014 (4*) Non bus users: 2013 (34*), 2014 (35*)



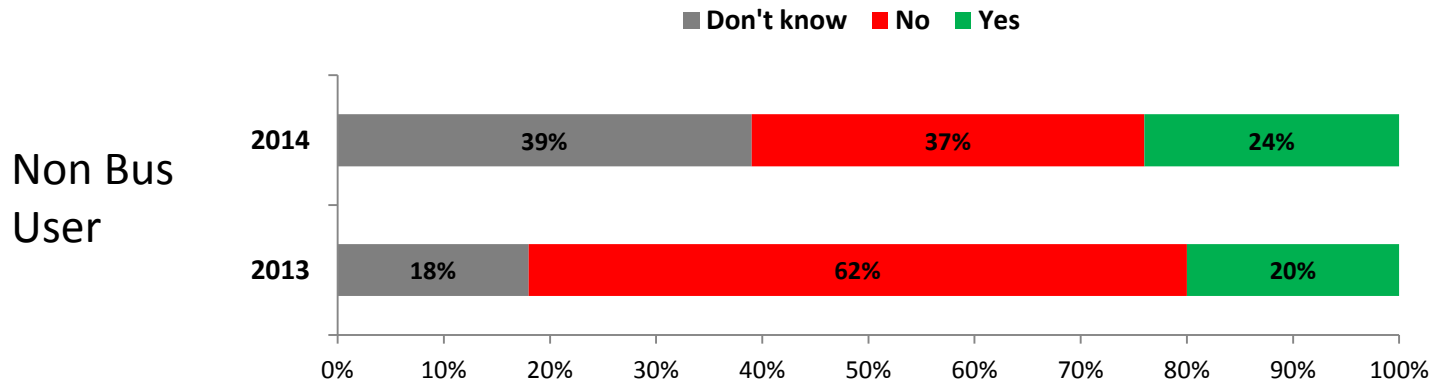
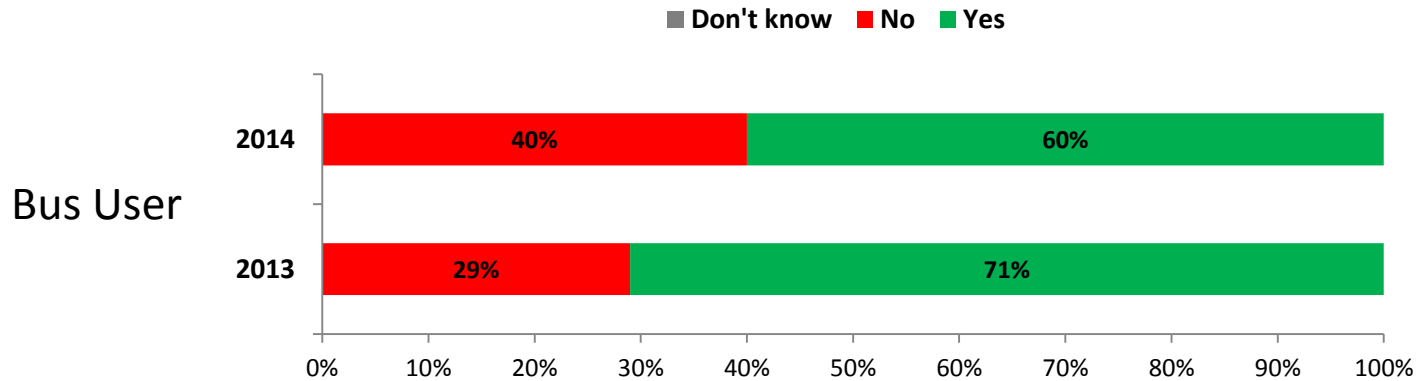
Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Selwyn



Base: Selwyn :Bus users: 2013(12*), 2014 (10*) Non bus users: 2013 (31*), 2014 (28*)



Whether Would Use Metrocard as a Form of Currency if the Facility was Available – Timaru



Base: Timaru :Bus users: 2013(7*), 2014 (5*) Non bus users: 2013 (45*), 2014 (46*)



Appendix: 2014 Questions

Q1. Have you personally used the bus in the last three months in and around ... (e.g. Christchurch)?

- yes, personally used the bus in the last three months
- no, have not personally used the bus in the last three months

Q2. How satisfied or dissatisfied are you with the following...?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
The affordability of the public transport system to the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The extent to which the public passenger transport system is meeting community needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Thinking about the amount paid in rates and for bus fares, would you rate the public passenger transport system in and around Christchurch as...?

- very good value for money
- quite good
- not very good
- not at all good value for money
- don't know



Appendix: 2014 Questions

Q4. Environment Canterbury is reviewing the current bus fare system in order to maximise customer convenience and value for money. On a scale of 1 to 5 where 1 is very appealing and 5 is not at all appealing, how would you rate the following...?

- A tag on/tag off system that charges you a fare based on the distance travelled. A tag on/tag off system would be a form of electronic ticketing. A Metrocard would be read on boarding and then again on alighting the bus in order to charge the correct fare based on the distance travelled
- A cashless system, where if you don't have a Metrocard you buy tickets to board the bus from vending machines
- Buying Monthly or Annual passes
- Keeping the same bus fare system as we have now

Q5. Looking into the future, if Metrocard had the facility to offer more than just collecting a bus fare, i.e. you could use it at dairies, cafes etc. as a form of currency, would you take advantage of this feature?

- Yes
- No
- Don't know





...Evidence Based Insight

