

Public Transport Satisfaction Survey Dunedin

Survey taken from 7 July - 10 July 2021

Overall satisfaction

94 %

The overall level of satisfaction with the Dunedin public transport system has increased from 2019.



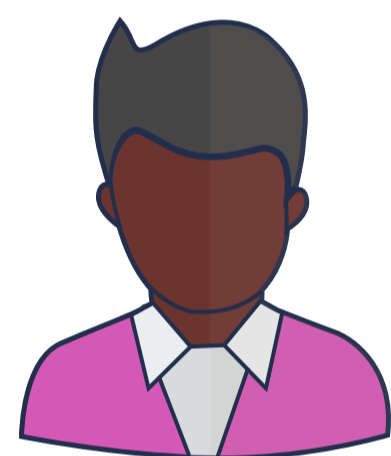
▲ 88 % in 2019 ▲ 93 % in 2018

Participants

23 %

 aged 18-24

23% of participants were aged 18-24 followed by 18% aged 25-44 years.



15 %

 supergold cardholders

15% of participants were supergold card holders.



37 %

 travelling to work

37% of participants used the bus to get to work. 23% used the bus for shopping and 17% used for other.



82 %

 would recommend using bus

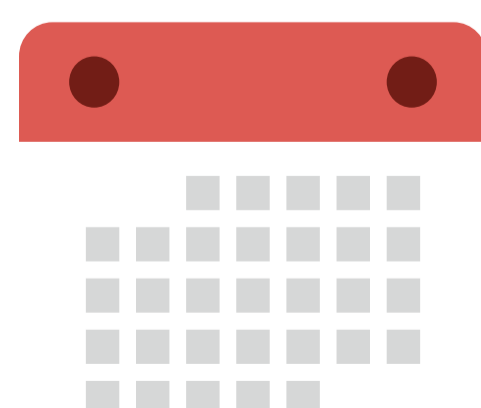
82% of participants would likely or very likely recommend public transport to friends or colleagues



33 %

 use the bus for 2 to 4 trips per week

33% of participants use the bus for 2 to 4 trips per week. 30% use the bus for 5 or more trips per week.



Passenger satisfaction

92 %

 exterior of the bus
▲ 91 % in 2019 / ▼ 94 % in 2018

93 %

 interior of the bus
▲ 92 % in 2019 / ▼ 96 % in 2018

89 %

 bus is on time
▲ 79 % in 2019 / ▲ 87 % in 2018

85 %

 how often the services run
▼▼ 86 % in 2019 / ▼ 91 % in 2018

94 %

 value for money of fare
▲ 82 % in 2019 / ▲ 88 % in 2018

97 %

 having enough seats available
▲▼ 94 % in 2019 / ▼ 98 % in 2018

95 %

 ease of getting on and off the bus
▲ 94 % in 2019 / ▲ 92 % in 2018

92 %

 comfort of inside temperature
▼▲ 94 % in 2019 / ▲ 92 % in 2018

92 %

 helpfulness and attitude of driver
▲▼ 91 % in 2019 / ▼ 95 % in 2018

95 %

 personal security during trip
▼ 95.2 % in 2019 / ▼ 97 % in 2018

98 %

 satisfaction with current trip
▲ 95 % in 2019 / ▲ 98 % in 2018

81 %

 information about services and delays
▲ 70 % in 2019 / ▲ 76 % in 2018

92 %

 travel time
▲▼ 85 % in 2019 / ▼ 96 % in 2018

95 %

 convenience of paying
▲ 84 % in 2019 / ▲ 88 % in 2018

90 %

 ease of getting route information
▲▼ 85 % in 2019 / ▼ 92 % in 2018