

Public Transport Satisfaction Survey Dunedin

Survey taken from 1 July - 5 July 2018

Overall satisfaction

93 %

The overall level of satisfaction with the Dunedin public transport system has increased from 2017.

▲ Increase from 87 % in 2017



Participants

31 %

 aged 65+

31% of participants were over the age of 65 years followed by 20% in the 18-24 age group.



31 %

 supergold cardholders

31% of participants were supergold card holders.



28 %

 travelling to work

28% of participants used the bus to get to work. 22% used the bus for shopping and 10% used the bus to visit family or friends.



87 %

 would recommend using bus

87% of participants would likely or very likely recommend public transport to friends or colleagues



28 %

 use the bus for 2 - 4 trips per week

28% of participants use the bus 2-4 trips per week. 28% use the bus 2 or more trips per day. 23% use the bus 5 or more trips per week. 20% use the bus 1 or less trips per week.



Passenger satisfaction

94 % exterior of the bus
▲ Increase from 80 % in 2017

96 % interior of the bus
▲ Increase from 84 % in 2017

87 % bus is on time
▲ Increase from 69 % in 2017

90 % how often the services run
▲ Increase from 70 % in 2017

88 % value for money of fare
▲ Increase from 71 % in 2017

98 % having enough seats available
▲ Increase from 92 % in 2017

92 % ease of getting on and off the bus
▶ No increase from 92 % in 2017

92 % comfort of inside temperature
▶ No increase from 92 % in 2017

95 % helpfulness and attitude of driver
▲ Increase from 93 % in 2017

97 % personal security during trip
▲ Increase from 96 % in 2017

98 % satisfaction with current trip
▲ Increase from 93 % in 2017

76 % information about services and delays
▲ Increase from 54 % in 2017

96 % travel time
▲ Increase from 83 % in 2017

88 % convenience of paying
▲ Increase from 75 % in 2017

92 % ease of getting route information
▲ Increase from 73 % in 2017