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## **Report 02.518**

21 August 2002

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Report to the Passenger Transport Committee  
From Dr D J Watson, Division Manager Transport

### **Passenger Survey 2002**

#### **1. Purpose**

To provide Committee members with an opportunity to highlight aspects of the annual passenger survey undertaken by BRC Marketing and Social Research in April/May 2002.

#### **2. Comment**

A copy of the full "Passenger Survey 2002" report was circulated to Committee members with the order paper for the 18 July 2002 meeting. **Attachment 1** is a copy of chapter 4 "Key Results" and chapter 5 "Detailed Comparisons".

The information collected by these annual reports is of general use. It shows overall trends and provides some insight into the areas of the service that are of particular concern to users. Primarily the data is collected for Transfund New Zealand's national transport performance criteria. The more detailed survey work undertaken for the Hutt Valley Bus Review is necessary when seeking to make changes to individual services.

#### **3. Communications**

There is nothing additional to be communicated.

#### **4. Recommendation**

*That the report be received.*

DAVE WATSON  
Divisional Manager, Transport

#### **Attachment**

**1: Chapters 4 and 5 of Passenger Survey 2002**