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# Wellington Rail Passenger Survey 2017

For the Greater Wellington Regional Council  
July 2017



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## Overview

This report details the findings of a recent survey of Metlink train passengers, undertaken on behalf of the Greater Wellington Regional Council (GWRC). The objective of the survey was to collect travel information from peak, off-peak and weekend rail passengers on the Kapiti, Johnsonville, Hutt Valley/Melling and Wairarapa lines.

Between 13 and 25 June, Research New Zealand surveyors distributed information postcards to train passengers on the train station platforms during weekday morning peak-times and on the trains during weekday off-peak times and weekends. The postcards invited travellers to complete a short online survey about their train journey on the day they were given the card.

In total, 15,000 postcards were distributed and n=2,351 train travellers completed the survey by its close off date of 2 July 2017 – a survey completion rate of 15.7 percent. The number of postcards allocated to the different train lines and specific train platforms was determined by historic passenger volume data, as provided by GWRC.

The maximum margin of error (MoE) at the 95 percent confidence estimate for the achieved sample of n=2,351 respondents is  $\pm 2.0$  percent. MoEs for key sub-groups of interest discussed in this report are as follows: weekday (n=2,096) and weekend travellers (n=255),  $\pm 2.1$  and 6.1 percent, respectively; weekday peak-time travellers (7:00 am to 9:00 am, n=1,483)  $\pm 2.5$  percent; and travellers enrolled in tertiary study (n=192)  $\pm 7.1$  percent.

This report is organised in five sections to provide the following different views of the data:

- Differences in the demographic and travel characteristics of weekday and weekend travellers.
- Breakdown of weekday traveller characteristics by rail line.
- Breakdown of weekend traveller characteristics by rail line.
- Summary findings for weekday peak-time travellers (7:00 am to 9:00 am).
- Summary findings for tertiary students.

At the end of this report, a more detailed description of the survey's methodology is also provided.



## Key findings

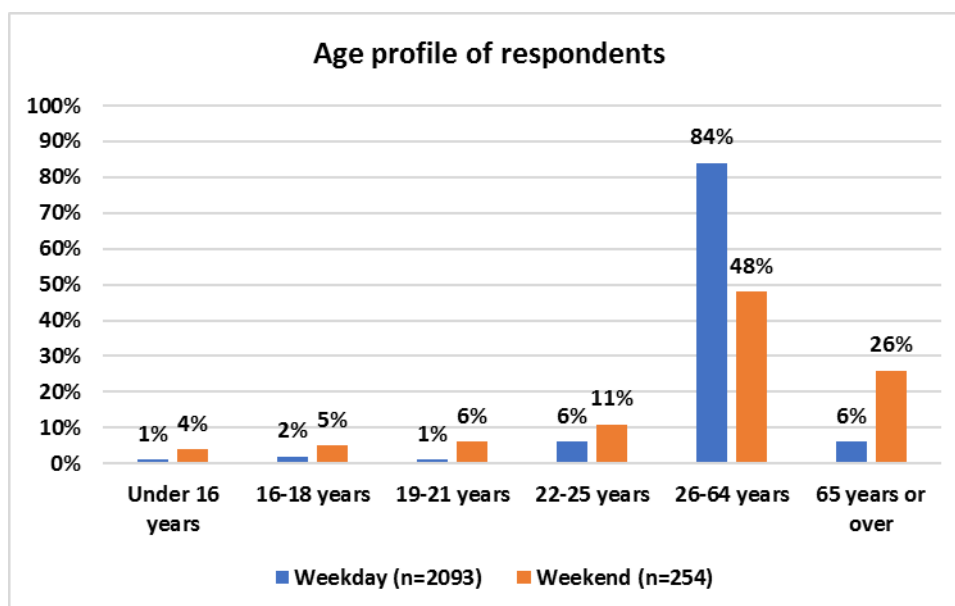
### Differences between weekday and weekend travellers

The 2017 Rail Survey findings show that there are a number of statistically significant demographic and travel characteristic differences between weekday versus weekend travellers.<sup>1</sup>

#### Age profile of survey respondents

Figure 1 shows that during weekdays, more than eight-in-ten travellers are of working age (aged 26 to 64 years of age), while other age groups are not strongly represented. This is in contrast to weekends, when just under half of travellers fall into the 26 to 64 years age group, while significantly greater proportions are aged over 65 years (26 percent), or under the age of 25 (also 26 percent).

**Figure 1:**



#### Travel modes used to get to train station

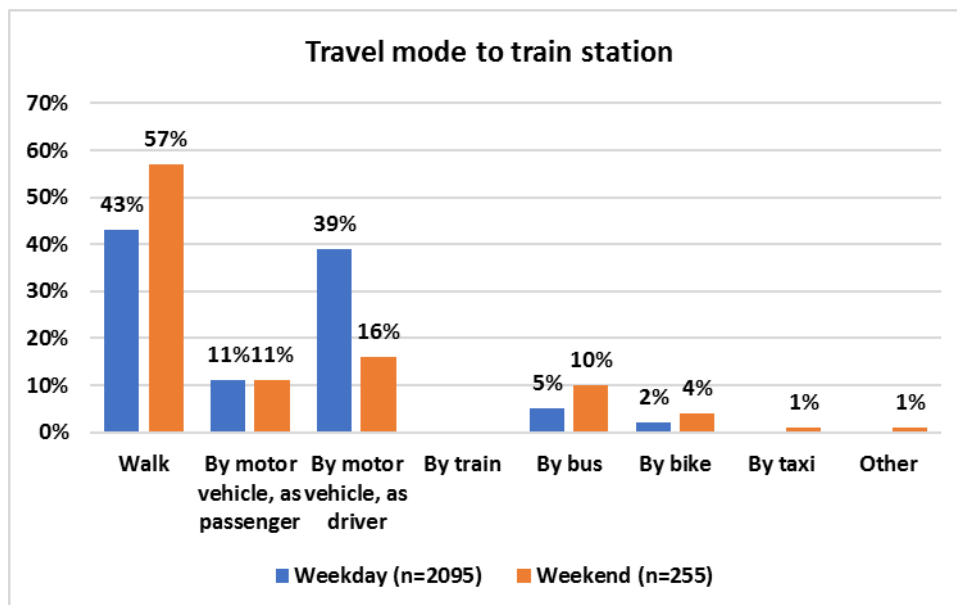
During weekdays, most travellers reported they had commenced their journey by walking to the train station (43 percent), or by motor vehicle, either as a driver (39 percent) or as a passenger (11 percent). In contrast,

Figure 2 shows that a greater proportion of weekend travellers reported walking to the station (57 percent, compared with 43 percent of travellers during weekdays), while significantly fewer passengers travelled to the train by motor vehicle as a driver (16 percent, compared with 39 percent of weekday travellers). During the weekend, significantly more travellers also reported taking a bus to the train station (10 percent, compared with five percent of travellers on weekdays).

<sup>1</sup> Note that not all questions in the survey were mandatory. Therefore, in the following sections the base numbers in figures and tables may vary by two or three respondents at times. Where results are based on a sub-sample of respondents, this has been indicated in the footnotes under the relevant charts and tables.



**Figure 2:**



Frequency of taking the same train journey that week

Reflecting the high proportion of weekday travellers who reported their train journey was a commute to their usual workplace (88 percent), two-thirds (67 percent) reported they would make the same train journey five times that week (Table 1).<sup>2</sup> In contrast, more than half of weekend respondents (54 percent) said they would only make the same train journey once during the week they were surveyed.

**Table 1:**

*Q2n. Over the current week, how many times will you make this journey by train? (not including the return journey)*

Unweighted base =	Weekday	Weekend
	2096	255
	%	%
1	5	54
2	5	10
3	6	6
4	10	7
5	67	11
6	2	6
7	1	2
8+	5	4
<b>Total</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

<sup>2</sup> Respondents were asked to exclude any return journeys when reporting the number of times they make the same train journey per week).

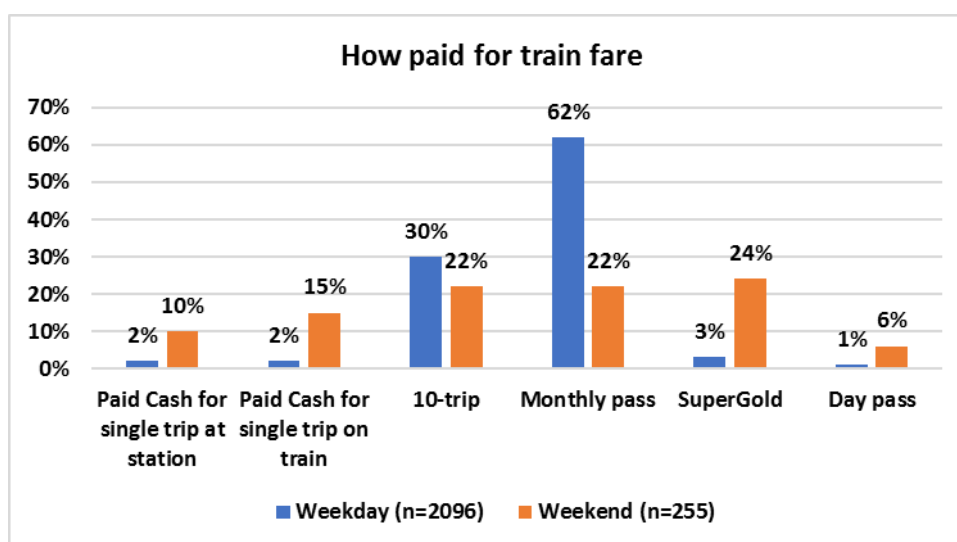


### Payment of train fares

As shown in Figure 3, most weekday travellers reported paying for their fare with a monthly pass (62 percent), more distantly followed by '10-trip' ticket (30 percent); whereas weekend travellers were significantly less likely to report paying for their train trip by either mode. Reflecting the finding that more than one quarter of weekend passengers were aged 65 years plus, a significantly greater proportion of weekend passengers paid for their train fare with a SuperGold Card (24 percent).

When compared with weekday travellers, significantly greater proportions of weekend travellers reported paying their train fare by cash (25 percent), either as a single trip purchased on the train (15 percent) or at the station (10 percent). Six percent also reported they were travelling on a day pass (compared with just one percent of weekday travellers).

**Figure 3:**

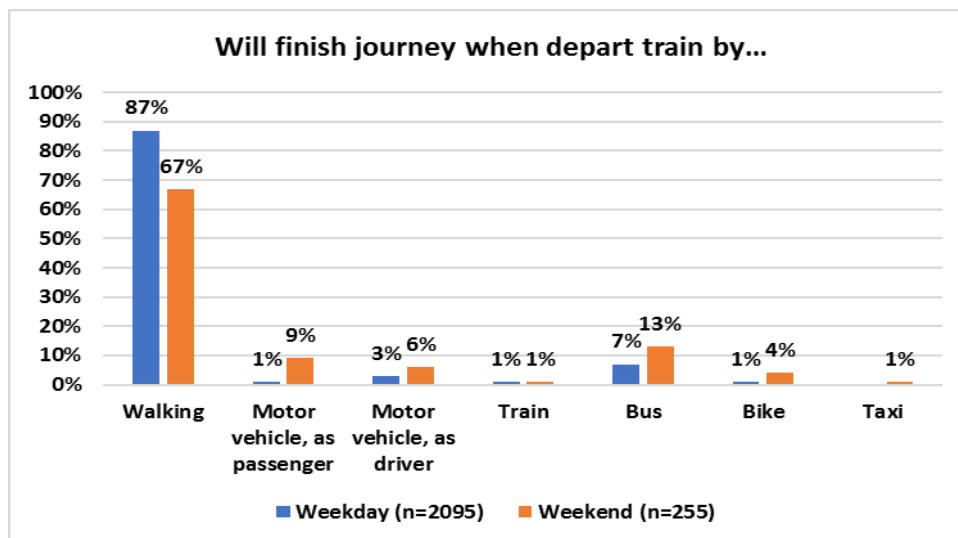


### Travel mode to destination after leaving the train

Figure 4 overleaf shows that during both weekdays and weekends, the major of travellers said would finish their journey after departing the train by walking (87 percent and 67 percent, respectively). However, compared to weekdays, weekend travellers were significantly more likely to report they would finish it by bus (13 percent), in a motor vehicle as a passenger or driver (15 percent), or by bike (four percent).



**Figure 4:**



Return train journey and availability of motor vehicles as alternative travel mode

As detailed in Table 2, 93 percent of weekday travellers, reported they would make a return trip by train on the same day as their initial journey, while significantly fewer weekend travellers reported that they would do so (67 percent).

Table 3 shows, that about three quarters of weekday passengers said a car was available to them as an alternative to taking the train for their journey, while a significantly smaller proportion of weekend travellers (52 percent) reported this was the case.

**Table 2**

*Q3a. Will you or did you make a return trip by train later in the day - this is the day you received your survey card?*

	Weekday	Weekend
Unweighted base =	2096	255
	%	%
Yes	93	67
No	7	33
Total	100	100

Total may not sum to 100% due to rounding.

**Table 3:**

*Q4c. Was a car available to you as an alternative to taking the train for this journey?*

	Weekday	Weekend
Unweighted base =	2083	252
	%	%
Yes	73	52
No	27	48
Total	100	100

Total may not sum to 100% due to rounding.



## **Weekday travellers – by Rail Line**

The following tables (Table 4 through Table 10) provide the above results for weekday travellers, broken down by rail line. Within these tables, statistically significant differences for passengers on a particular line, when compared with all weekday travellers, are indicated by bold shading.

Key findings of note include:

### Age

- Johnsonville Line passengers had an older profile overall, with 10 percent being aged 65 years or older, compared with six percent of all weekday passengers. Reflecting this finding, Johnsonville line passengers were also significantly less likely to be aged 26 to 64 years (78 percent), when compared with all weekday passengers (84 percent).
- Compared with all weekend travellers (six percent), Hutt Valley Line passengers were significantly less likely to report being aged 65 years or older (four percent).

### Mode of travel to train

- As noted above, 43 percent of weekday travellers walked to the train station for their train journey, while 39 percent did so in a motor vehicle as the driver. Compared with all weekday travellers, Johnsonville passengers were significantly more likely to have walked to the train station (76 percent), while being less likely to have driven to the train station (20 percent).
- Kapiti and Melling Line passengers were significantly less likely than all weekday travellers to have walked to the train station (33 percent and 27 percent, respectively), while Kapiti Line passengers were the most likely group to have driven themselves to the train station (45 percent).

### Number of journeys per week

- As noted above, two thirds of weekday passengers (67 percent) said they made the same journey five times a week. In contrast to this, just 50 percent of Johnsonville Line passengers reported making the same journey five times week, whereas they were significantly more likely to report making their journey just once (nine percent, compared with five percent of all weekday travellers) or two times (12 percent, compared with five percent of all weekday travellers).

### Paying of train fares

- The vast majority of weekday travellers reported they paid for their fare with a monthly pass (62 percent), or with a 10-trip ticket (30 percent). Compared with all weekday travellers, passengers on the Hutt Valley Line were significantly more likely to have paid their fare with a monthly pass (69 percent), while Melling and Johnsonville Line passengers were less likely to have done so (54 percent and 45 percent, respectively).
- In addition, Johnsonville Line passengers were more likely to have paid for their fair using a 10-trip ticket (41 percent, compared with 30 percent of all weekday travellers), or with a SuperGold Card (seven percent, compared with three percent of all weekday travellers.)



- As noted previously, the majority of weekday travellers (87 percent) reported they would finish their journey by walking when they got off the train. When compared with all weekday travellers, there were no statistically significant differences in relation to this finding, when viewed by different rail lines.
- While 93 percent of all weekday travellers said they would make a return trip later in the same day. At 95 percent, Hutt Valley Line passengers were significantly more likely to report this, while Johnsonville passengers were significantly less likely to do so (84 percent).
- About three-quarters of weekday travellers (73 percent) said a car was available to them as an alternative to taking the train. Except for Johnsonville Line passengers (66 percent of whom reported as much), there were no statistically significant differences in relation to this finding when viewed by rail line.

**Table 4:**

*Q4a. Which age category are you in?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2093*	832	259	828	147	27**
	%	%	%	%	%	%
Under 16 years	1	1	2	1	1	4
16-18 years	2	2	3	2	1	7
19-21 years	1	1	1	2	1	7
22-25 years	6	7	5	5	5	4
26-64 years	84	86	78	84	87	70
65 years or over	6	4	10	7	5	7
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 5:**

*Q2e. Which main travel mode did you use to get to the station for this train journey?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2095*	831	260	829	147	28**
	%	%	%	%	%	%
Walk	43	47	76	33	27	32
By motor vehicle, as a passenger	11	10	3	12	14	36
By motor vehicle, as the driver	39	37	20	45	47	29
By train	0	0	0	0	0	0
By bus	5	4	1	7	7	4
By bike	2	1	1	2	3	0
By taxi	0	0	0	0	1	0
Other	0	0	0	0	1	0
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.





**Table 6:**

*Q2n. Over the current week, how many times will you make this journey by train?*

*(not including the return journey)*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2096*	832	260	829	147	28**
	%	%	%	%	%	%
1	5	3	9	6	5	7
2	5	4	12	3	7	0
3	6	5	8	6	6	7
4	10	9	12	9	10	21
5	67	70	50	69	68	57
6	2	2	3	3	0	0
7	1	0	3	0	0	4
8+	5	6	4	5	3	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 7:**

*Q2m. How did you pay for your train fare?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2096*	832	260	829	147	28**
	%	%	%	%	%	%
Paid Cash for single trip at station	2	1	3	1	3	4
Paid Cash for single trip on train	2	1	3	1	2	0
10-trip	30	27	41	29	37	39
Monthly pass	62	69	45	64	54	46
SuperGold	3	1	7	4	3	4
Child concession	0	0	0	0	1	0
Concession	0	0	0	0	0	4
Day pass	1	0	0	1	0	0
Other	0	0	0	0	1	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 8:**

*Q2L. How will you finish your journey when you get off this train?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2095*	832	260	829	146	28**
	%	%	%	%	%	%
Walk	87	89	88	87	82	71
By motor vehicle, as a passenger	1	1	1	2	1	11
By motor vehicle, as the driver	3	2	2	3	4	14
By train	1	0	2	1	1	0
By bus	7	6	7	7	9	4
By bike	1	1	1	1	3	0
By taxi	0	0	0	0	0	0
Other	0	0	0	0	1	0
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 9:**

*Q3a. Will you or did you make a return trip by train later in the day - this is the day you received your survey card?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2096*	832	260	829	147	28**
	%	%	%	%	%	%
Yes	93	95	84	95	89	93
No	7	5	16	5	11	7
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 10:**

*Q4c. Was a car available to you as an alternative to taking the train for this journey?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	2083*	831	259	821	145	27**
	%	%	%	%	%	%
Yes	73	74	66	74	79	67
No	27	26	34	26	21	33
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekday.

\*\*Caution: low base number of respondents - results are indicative only.



## Weekend travellers – by Rail Line

The following tables (Table 11 through Table 17) provide the same results for weekend travellers, as noted in the first section, but broken down by rail line. Within these tables, statistically significant differences for passengers on a particular line, when compared with all weekend travellers, are indicated by bold shading. However, due to the relatively smaller sample size of weekend travellers in general, there are few such differences.

Note that one weekend passenger claimed to have travelled on the Melling Line, even though that line does not operate on weekends. As it is not clear whether the person in question actually travelled on the Melling Line on a weekday, or some other line during the weekend, their data has been retained in overall results column for weekend passengers, but no results specifically for the Melling Line are shown in the following tables.

**Table 11:**

*Q4a. Which age category are you in?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	254*	55	70	114	14**
	%	%	%	%	%
Under 16 years	4	4	6	4	0
16-18 years	5	2	9	4	7
19-21 years	6	<b>0</b>	3	10	7
22-25 years	11	16	9	11	0
26-64 years	48	56	57	<b>37</b>	57
65 years or over	26	22	17	33	29
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekend.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 12:**

*Q2e. Which main travel mode did you use to get to the station for this train journey?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	255*	55	71	114	14**
	%	%	%	%	%
Walk	57	58	<b>35</b>	<b>42</b>	36
By motor vehicle, as a passenger	11	9	6	15	14
By motor vehicle, as the driver	16	16	<b>7</b>	23	14
By train	0	0	0	0	0
By bus	10	11	<b>0</b>	14	29
By bike	4	2	3	4	7
By taxi	1	0	0	2	0
Other	1	4	0	0	0
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekend.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 13:**

*Q2n. Over the current week, how many times will you make this journey by train? (not including the return journey)*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	255*	55	71	114	14**
	%	%	%	%	%
1	54	56	42	60	57
2	10	7	13	10	14
3	6	11	8	2	7
4	7	5	8	8	0
5	11	7	17	10	7
6	6	4	8	4	14
7	2	7	0	2	0
8+	4	2	3	5	0
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekend.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 14:**

*Q2m. How did you pay for your train fare?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	255*	55	71	114	14**
	%	%	%	%	%
Paid Cash for single trip at station	10	11	3	13	14
Paid Cash for single trip on train	15	4	24	15	7
10-trip	22	31	25	16	21
Monthly pass	22	20	30	19	21
SuperGold	24	22	17	30	29
Child concession	0	2	0	0	0
Concession	0	0	0	0	0
Day pass	6	11	1	6	7
Other	0	0	0	1	0
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekend.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 15:**

*Q2L. How will you finish your journey when you get off this train?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	255*	55	71	114	14**
	%	%	%	%	%
Walk	67	82	76	57	43
By motor vehicle, as a passenger	9	0	0	17	21
By motor vehicle, as the driver	6	2	6	7	14
By train	1	4	0	0	0
By bus	13	7	15	13	21
By bike	4	2	3	5	0
By taxi	1	4	0	1	0
Other	0	0	0	0	0
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekend.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 16:**

*Q3a. Will you or did you make a return trip by train later in the day - this is the day you received your survey card?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	255*	55	71	114	14**
	%	%	%	%	%
Yes	67	82	62	67	43
No	33	18	38	33	57
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents...

\*\*Caution: low base number of respondents - results are indicative only.

**Table 17:**

*Q4c. Was a car available to you as an alternative to taking the train for this journey?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Wairarapa Line
Unweighted base =	252*	55	69	113	14**
	%	%	%	%	%
Yes	52	44	55	52	57
No	48	56	45	48	43
Total	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who travelled on a weekend.

\*\*Caution: low base number of respondents - results are indicative only.



## Summary findings for weekday peak-time (7:00 am to 9:00 am) travellers

This section provides summary results for weekday peak-time (7:00 am to 9:00 am) travellers.

### Mode of travel to train

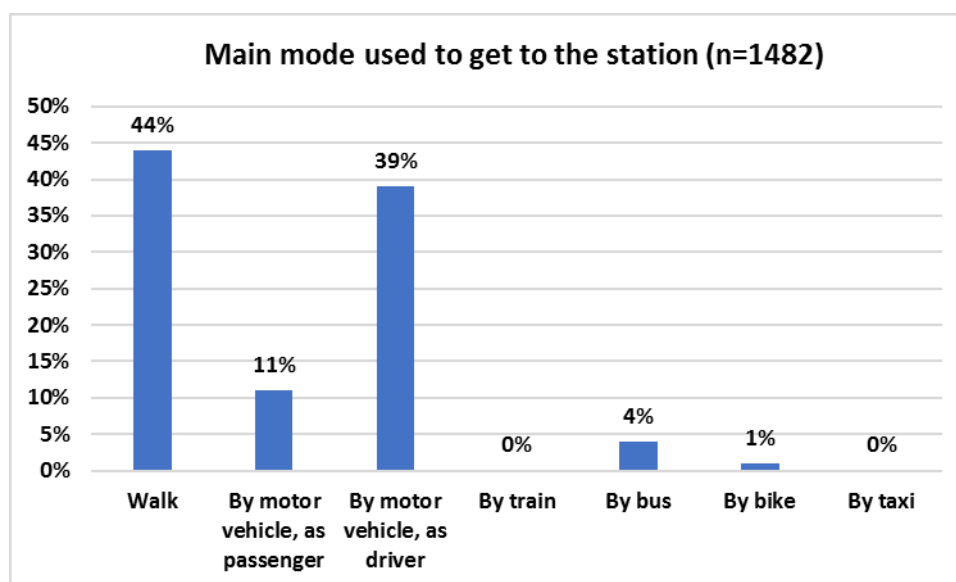
As shown in Figure 5 and Table 18, most peak-time travellers, walked (44 percent), or drove a motor vehicle to the station (39 percent).

- Compared with all peak-time travellers (44 percent), passengers on the Johnsonville line were significantly more likely to report walking to the station (79 percent).
- Kapiti and Melling Line passengers were significantly more likely to report they drove a motor vehicle to the station (45 percent and 49 percent, respectively, when compared with all peak-time travellers (39 percent).

Of the sub-sample of travellers who reported travelling by motor vehicle to the station, either as a driver or passenger (n=741), just under three quarters (73%) left their vehicle parked at the station, while 12 percent parked elsewhere and 15 percent said they were dropped off by someone (Table 19).

- Melling Line passengers were significantly less likely to have left their vehicle parked at the station (61 percent), while being more likely to have parked elsewhere (23 percent).

**Figure 5:**





**Table 18:**

*Q2e. Which main travel mode did you use to get to the station for this train journey?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	1482*	593	182	577	114	16**
	%	%	%	%	%	%
Walk	44	48	<b>79</b>	<b>33</b>	<b>26</b>	19
By motor vehicle, as a passenger	11	10	<b>2</b>	13	17	44
By motor vehicle, as the driver	39	37	<b>19</b>	<b>45</b>	<b>49</b>	38
By train	0	0	0	0	0	0
By bus	4	3	<b>0</b>	<b>6</b>	3	0
By bike	1	1	1	2	4	0
By taxi	0	0	0	0	1	0
Other	0	0	<b>0</b>	1	1	0
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 19:**

*Q2f. The motor vehicle you travelled in to the station - where is it now?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	741*	278	38	337	75	13**
	%	%	%	%	%	%
Parked at the station	73	75	71	75	<b>61</b>	77
Parked elsewhere	12	11	24	9	<b>23</b>	0
I was dropped off	15	14	<b>5</b>	16	16	23
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays, and who travelled to the train station by motor vehicle.

\*\*Caution: low base number of respondents - results are indicative only.

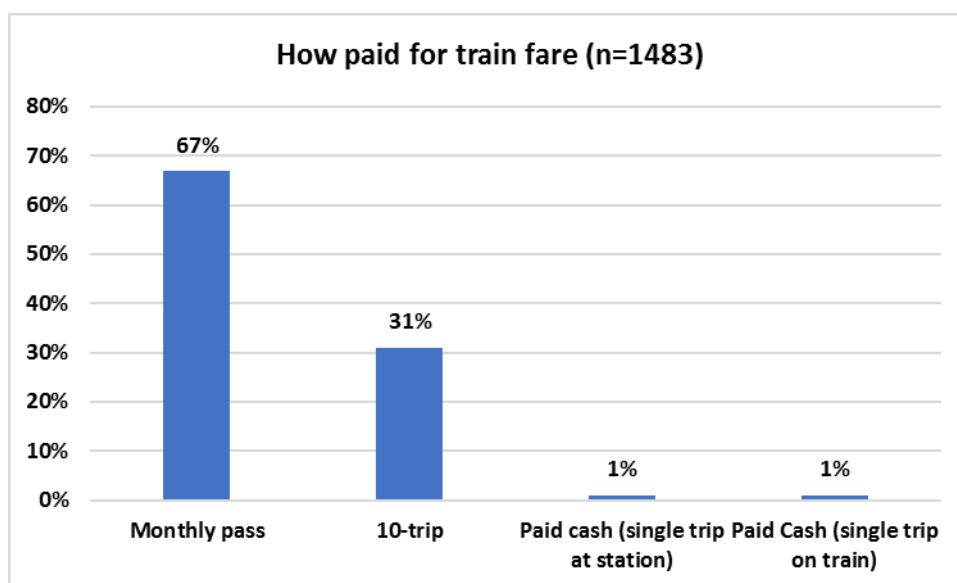


### Paying of train fares

Two-thirds of peak-time travellers reported paying for their train fare with a monthly pass (67 percent), while 31 percent said they paid with a 10-trip ticket. Just two percent reported paying by cash, and none reported paying by SuperGold Card or a concession fare (Figure 6 and Table 20).

- Compared with all peak-time travellers, passengers on the Johnsonville line were significantly less likely to be travelling on a monthly pass (53 percent), while being more likely to have used a 10-trip ticket to pay for their journey (43 percent).

**Figure 6:**



**Table 20:**

*Q2m. How did you pay for your train fare?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	1483*	594	182	577	114	16**
	%	%	%	%	%	%
Paid Cash for single trip at station	1	1	2	1	3	6
Paid Cash for single trip on train	1	2	2	1	0	0
10-trip	31	27	43	29	39	44
Monthly pass	67	70	53	69	58	44
SuperGold	0	0	0	0	0	0
Child concession	0	0	0	0	0	0
Concession	0	0	0	0	0	0
Day pass	0	0	0	0	0	0
Other	0	0	0	0	1	6
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays.

\*\*Caution: low base number of respondents - results are indicative only.





### Number of journeys per week

Seven-in-ten peak-time travellers (71 percent) reported they would make the same journey, excluding return trips, five times a week (Table 21), though Johnsonville passengers were less likely to report this was the case (60 percent).

**Table 21:**

*Q2n. Over the current week, how many times will you make this journey by train?  
(not including the return journey)*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	1483*	594	182	577	114	16**
	%	%	%	%	%	%
1	3	2	5	2	4	12
2	3	3	6	2	4	0
3	6	6	7	6	6	6
4	10	9	13	9	11	25
5	71	72	60	74	71	50
6	2	2	2	3	0	0
7	0	0	2	0	0	0
8+	5	6	5	4	4	6
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays.

\*\*Caution: low base number of respondents - results are indicative only.

### Mode of travel after train journey

Ninety percent of peak-time travellers said they would finish their journey when they got off the train by walking (Table 22), while Johnsonville passengers were more likely to report they would do so (94 percent).

**Table 22:**

*Q2L. How will you finish your journey when you get off this train?*

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	1482*	594	182	577	113	16**
	%	%	%	%	%	%
Walk	90	91	94	89	84	75
By motor vehicle, as a passenger	1	1	0	2	0	6
By motor vehicle, as the driver	2	2	2	2	3	19
By train	1	0	1	1	1	0
By bus	5	5	3	6	8	0
By bike	1	1	1	1	4	0
By taxi	0	0	0	0	0	0
Other	0	0	0	0	1	0
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays.

\*\*Caution: low base number of respondents - results are indicative only.

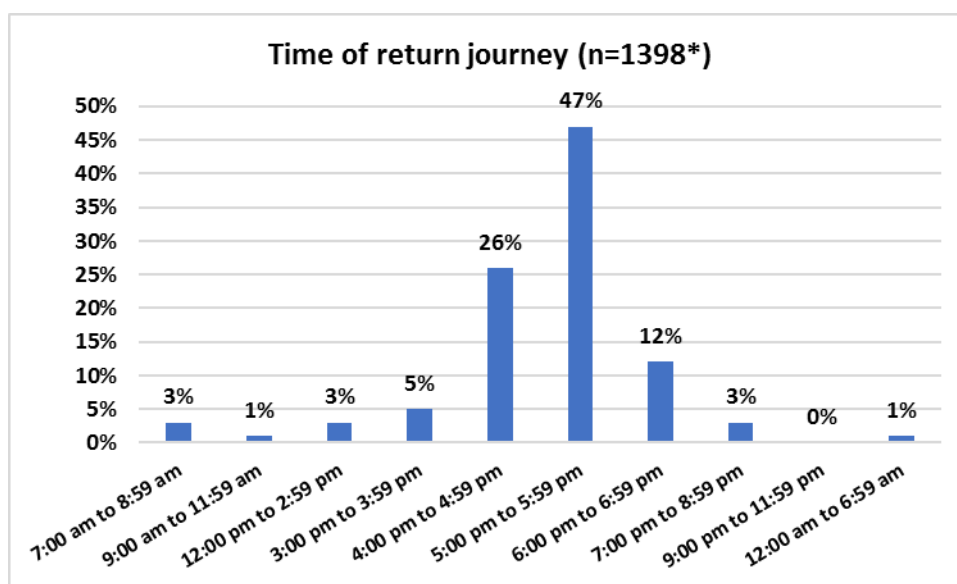


Return journey the same day

The vast majority of peak-time travellers reported they would make a return trip by train later in the day (94 percent). However, at 86 percent Johnsonville passengers were less likely to report this (Table 23).

Figure 7 and Table 24 provide a breakdown of the time of respondents' reported return train journey.

**Figure 7:**



\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays and said they would make a return trip by train later in the day.

^ Despite trains not running at that time, 16 respondents reported their return train journey would be between 1:00 and 4:57 am.

**Table 23:**

Q3a. Will you or did you make a return trip by train later in the day - this is the day you received your survey card?

	Total	Hutt Valley Line	Johnsonville Line	Kapiti Line	Melling Line	Wairarapa Line
Unweighted base =	1483*	594	182	577	114	16**
	%	%	%	%	%	%
Yes	94	96	86	96	90	94
No	6	4	14	4	10	6
Total	100	100	100	100	100	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays. \*\*Caution: low base number of respondents - results are indicative only.



**Table 24:**

*Return Time*

Unweighted base =	Total 1398*	Hutt Valley Line 570	Johnsonville Line 157	Kapiti Line 553	Melling Line 103	Wairarapa Line 15**
	%	%	%	%	%	%
12:00 am to 6:59 am <sup>^</sup>	1	1	1	1	1	7
7:00 am to 8:59 am	3	4	3	3	3	7
9:00 am to 11:59 am	1	1	1	0	1	0
12:00 pm to 2:59 pm	3	3	4	2	3	7
3:00 pm to 3:59 pm	5	4	4	5	5	0
4:00 pm to 4:59 pm	26	26	14	27	27	40
5:00 pm to 5:59 pm	47	47	48	46	49	33
6:00 pm to 6:59 pm	12	12	20	10	12	7
7:00 pm to 8:59 pm	3	2	5	4	0	0
9:00 pm to 11:59 pm	0	0	0	0	0	0
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported travelling peak-time (7:00 to 9:00 am) weekdays and said they would make a return trip by train later in the day.

\*\*Caution: low base number of respondents - results are indicative only.

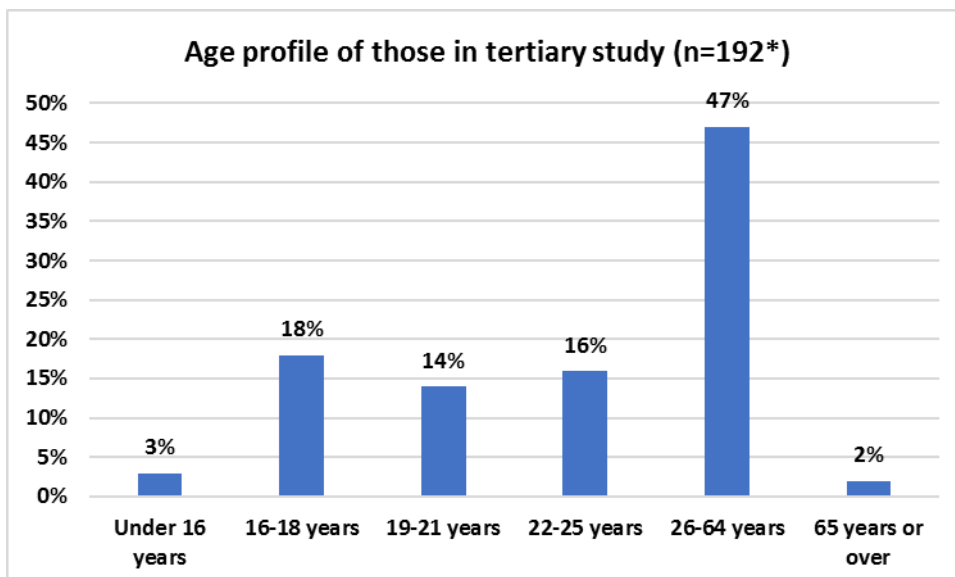
<sup>^</sup> Despite trains not running at that time, 16 respondents reported their return train journey would be between 1:00 and 4:57 am.



## Summary findings tertiary students

The following section provides an overview of the survey results among the sub-sample of respondents who reported they were enrolled in tertiary study or training. As shown in Figure 8, half of those undertaking tertiary study reported being aged 26 years or older.

**Figure 8:**

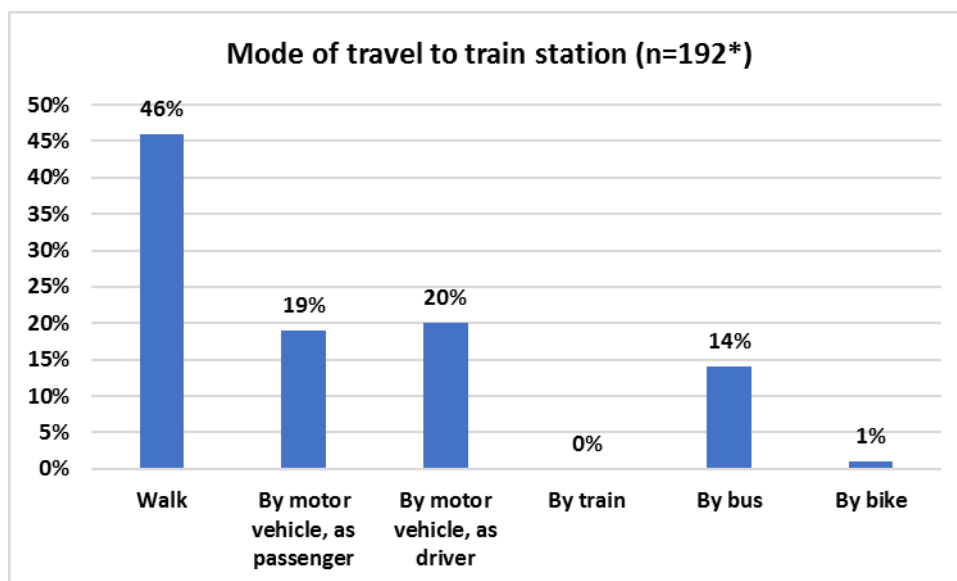


\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.

### Mode of travel to train station and frequency of taking same journey per week

Figure 9 shows that just under half of respondents who were enrolled in tertiary study reported walking to the train station the day of their journey (46 percent), while equal proportions travelled by motor vehicle either as a passenger (19 percent) or driver (20 percent). One in seven said they travelled to the station by bus (14 percent).

**Figure 9:**



\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.



Compared with peak-time travellers, a significantly smaller proportion of tertiary students reported making the same train journey five or more times per week (57 percent, compared with 71 percent of peak-time travellers – see Table 21 above).

**Table 25:**

*Q2n. Over the current week, how many times will you make this journey by train?*

*(not including the return journey)*

	Tertiary study
Unweighted base =	192*
	%
1	16
2	7
3	9
4	11
5	41
6	7
7	2
8+	7
Total	100

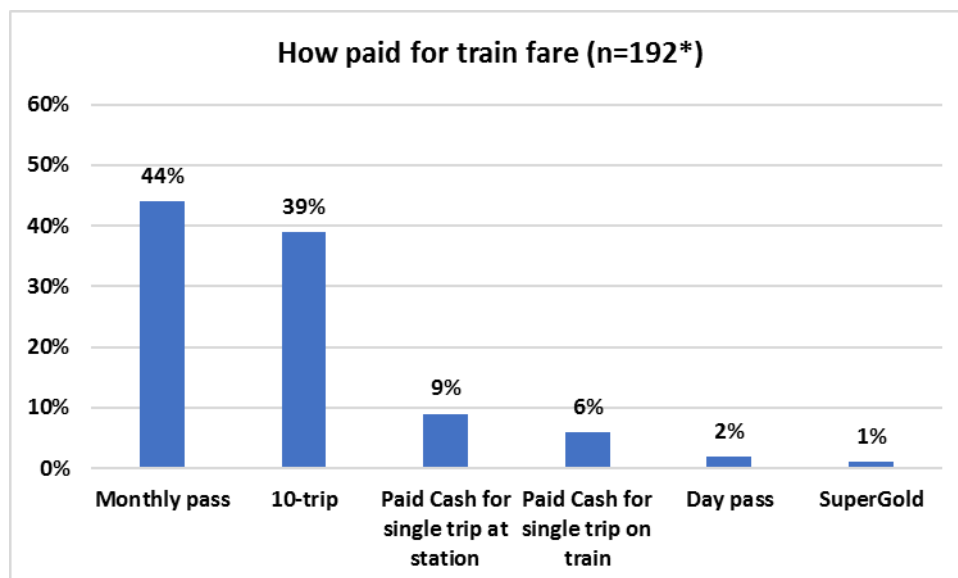
Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.

Payment of train fare

Less than half of those in tertiary study reported paying for their train fare by using a monthly pass (44 percent), while four-in-ten were travelling on a 10-trip ticket (Figure 10). Fifteen percent said they paid cash for a single trip at the station or on the train.

**Figure 10:**



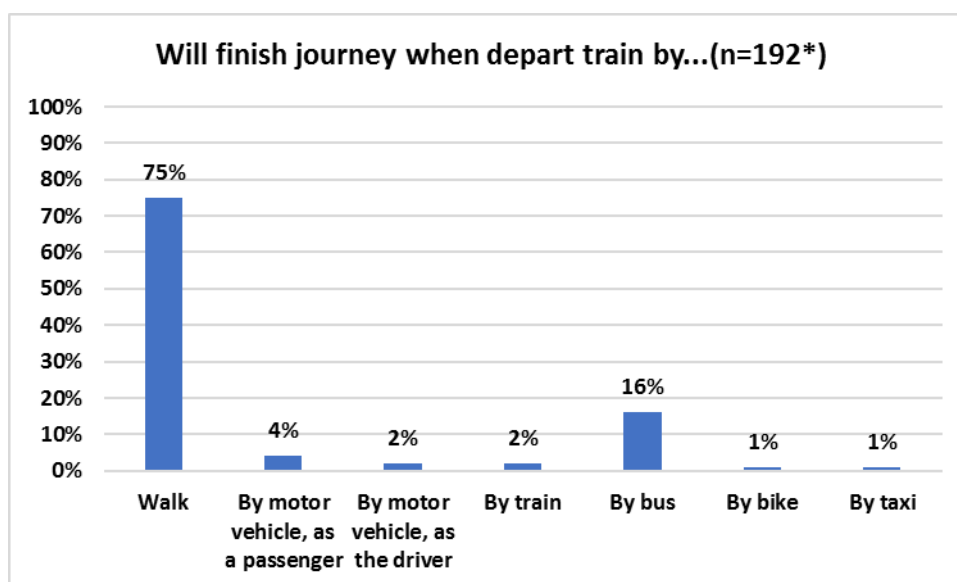
\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.



Mode of travel after disembarking the train

Three quarters of travellers who were enrolled for tertiary study reported they would finish their journey when they got off the train by walking, while 16 percent would travel to their final destination by bus (Figure 11).

**Figure 11:**



\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.

Return train journeys and availability of motor vehicle as alternative travel mode

As detailed in Table 26, 83 percent of travellers who were also enrolled in tertiary study reported they would make a return trip by train on the same day as their initial journey.

Table 27 shows that less than half of those enrolled in tertiary study said a car was available to them as an alternative to taking the train for their journey (46 percent).

**Table 26:**

*Q3a. Will you or did you make a return trip by train later in the day - this is the day you received your survey card?*

	Total
Unweighted base =	192*
	%
Yes	83
No	17
Total	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.



**Table 27:**

*Q4c. Was a car available to you as an alternative to taking the train for this journey?*

	Total
Unweighted base =	190*
	%
Yes	46
No	54
Total	100

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who reported they were enrolled in tertiary study or training.



## 2017 Rail Survey Methodology

The objective of GWRC's 2017 Rail survey was to collect travel information from peak, off-peak and weekend rail passengers on the Kapiti, Johnsonville, Hutt Valley/Melling and Wairarapa lines.

Between 13 and 25 June, Research New Zealand surveyors distributed information postcards to train passengers on the train station platforms during weekday morning peak-times and on the trains during weekday off-peak-times and weekends. The postcards invited prospective respondents to complete a short online survey about their train journey that day.

The online survey was hosted by Research New Zealand on a secure encrypted website. To facilitate completion of the survey, each postcard included the survey's URL and a unique login ID number. Once logged into the survey, respondents were asked to provide information in relation to the following information areas:

- Day and time of their initial train journey.
- The locations of travellers' journey origins and destinations (e.g. home street name and suburb, workplace street name and suburb, etc.).
- Travellers' modes of travel to and from train station and frequency of taking the same journey per week.
- Train and bus journey payment modes.
- The availability of motor vehicles as an alternative to taking the train, and use of train station parking.
- Time of same day return journeys by train.
- Basic respondent demographic characteristics (age, gender and enrolment in tertiary study).

An example invitation postcard and copy of the survey questionnaire are appended at the end of this section.

In total, 15,000 postcards were distributed and n=2,351 train travellers completed the survey by its close off date of 2 July 2017 – a survey completion rate of 15.7 percent. The number of postcards allocated to the different train lines and specific train platforms was determined by historic passenger volume data, as provided by GWRC. In addition to distributing invitation postcards, surveying on the Wairarapa line also involved completing passenger counts.<sup>3</sup>

The maximum margin of error (MoE) at the 95 percent confidence estimate for the achieved sample of n=2,351 respondents is  $\pm 2.0$  percent. MoEs for key sub-groups of interest discussed in this report are as follows: weekday (n=2,096) and weekend travellers (n=255),  $\pm 2.1$  and 6.1 percent, respectively; weekday peak-time travellers (7:00 am to 9:00 am, n=1,483)  $\pm 2.5$  percent; and travellers enrolled in tertiary study (n=192)  $\pm 7.1$  percent.

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<sup>3</sup> At the time of surveying, inbound passengers from the Wairarapa were bused over the Rimutakas, before boarding trains at Upper Hutt Station due to rail line maintenance. Outbound passengers travelled by train between Wellington Station and Upper Hutt Station, after which they were transported to the Wairarapa by bus.





After the surveying was completed, Research New Zealand geocoded each respondent's self-reported origin and destination locations, using the street name and suburb information, where this was provided, and provided GWRC with an anonymised survey dataset.<sup>4</sup>

Below is a breakdown of the different days Research New Zealand's surveyors distributed survey postcards to rail passengers.

**Table 28:**

Rail line and stations	Date	Day	Time	Surveyor tasks	total surveyors
Hutt Valley: Upper Hutt – Taita	15-Jun-17	Thursday	6.20-9.00 am	On station platforms handing out survey cards	20
	15-Jun-17	Thursday	10.00-3.00 pm	Travel on trains hand out survey cards	4
	17 & 18 June	Saturday/Sunday	10.00-3.00 pm	Travel on trains hand out survey cards	4
Wingate to Wellington	20-Jun-17	Tuesday	6.30-9.00 am	On platforms handing out survey cards	22
Kapiti line: Waikanae – Paremata	14-Jun-17	Wednesday	6.00-8.30 am	On platforms handing out survey cards	20
	14-Jun-17	Wednesday	10.00-3.00 pm	Travel on trains hand out survey cards	4
	17 & 18 June	Saturday/Sunday	10.00-3.00 pm	Travel on trains hand out survey cards	4
	Porirua to Wellington	21-Jun-17	Wednesday	6.00-8.30 am	On platforms handing out survey cards
Johnsonville Line: All stations	13-Jun-17	Tuesday	6.30-9.00 am	On platforms handing out survey cards	18
	13-Jun-17	Tuesday	10.00-3.00 pm	Travel on trains hand out survey cards	4
	17 & 18 June	Saturday/Sunday	10.00-3.00 pm	Travel on trains hand out survey cards	4
Melling Line: all stations	19-Jun-17	Monday	6.30-9.00 am	On platforms handing out survey cards	10
	19-Jun-17	Monday	10.00-3.00 pm	Travel on trains hand out survey cards	2
Wairarapa: UH to Wellington	19-Jun-17	Monday	6.50-9.00 am	Travel on trains hand out survey cards & count passengers	6
	19-Jun-17	Monday	10.00-3.00 pm		2
	17 & 18 June	Saturday/Sunday	10.00-3.00 pm		4
Wellington Station	17 & 18 June*	Saturday/Sunday	10.00-3.00 pm	On station platforms handing out cards	4

**Redo**

Wellington Station	24 & 25 June	Saturday/Sunday	10.00-3.00 pm	On station platforms handing out cards	4
Wairarapa Line	24-Jun	Saturday	10.00-3.00 pm	Travel on trains	2

\*Surveyors were asked to leave train station by TransDev staff, requiring a repeat of weekend Wellington Station surveying the following weekend.

<sup>4</sup> Note: As detailed demographic information about Greater Wellington rail passengers travelling on the different rail lines during peak, off-peak and weekend periods is not known, the survey data has not been weighted.



## Example survey invitation postcard

### Front:



We invite you to take part in a survey about your train journey today. Understanding the journeys people make each day is important for establishing patterns of travel, and helps us to plan for the future.

Complete the survey by **1 July 2017** and be in the draw to win one of the twenty grocery voucher prizes – each worth \$100. For your chance to win, go to the following website and enter ID: «IDNO»

**1** [gwtrains.researchnz.com](http://gwtrains.researchnz.com) OR scan **2** this QR Code and enter ID: «IDNO»

BY SHARING DETAILS OF YOUR JOURNEY YOU COULD WIN \$100 IN GROCERIES



Greater Wellington Regional Council has commissioned Research New Zealand to undertake this research. All information provided will remain strictly confidential.

The survey should take around 5 to 6 minutes to complete. If you have any questions please contact Research New Zealand on FREEPHONE 0800 500 168 or [GWTrains@researchnz.com](mailto:GWTrains@researchnz.com)

Thank you in advance for your time and participation.  
Greater Wellington Regional Council

### Back:

## *Rail Passenger Survey 2017*



greater WELLINGTON  
REGIONAL COUNCIL  
Te Pane Matua Taiao

«ARNO»

## 2017 Rail Survey Questionnaire

Note: Instructions for questions are included in the [] brackets.

Welcome to the Rail passenger survey – thanks for taking the time to tell us where and when you travel. Understanding the journeys people make each day is important for establishing patterns of travel, and helps us to plan for the future.

Complete the survey and enter your email to be in the draw to win one of the twenty grocery voucher prizes – each worth \$100. All information provided will remain strictly confidential.

Thank you

**Q1 Please enter the ID number located on your survey card?**

□□□□□□□□□□

***The following questions refer to your train travel on the day you received your survey card.***

**Q2a Which day and what time was it when you first travelled by train?**

[compulsory]

Either Weekday or Weekend [Tick box for Weekday/Weekend) with list of times opening up below]

For weekday:

- Before 6 am
- 6:00 – 6:59 am
- 7:00 – 7:59 am
- 8:00 – 8:59 am
- 9:00 am – 3 pm
- After 3pm

For weekend:

- Before 9am
- 9 – 3pm
- After 3pm

**Q2b At which rail line and station did you start your train journey?**

[compulsory]

- Hutt Valley Line (Upper Hutt - Wellington)
- Johnsonville Line (Johnsonville – Wellington)
- Kapiti Line (Waikanae – Wellington)
- Melling Line (Melling wellington)
- Wairarapa Line (Masterton – Wellington]

See list of stations.

**Q2ac (if weekend Q2a ask, else skip) For this train trip, did you travel with friends and/or family? [single response]**

- As a couple
- A family group
- A group of friends
- Other
- No, was travelling alone

**Q2c Where did you come from before catching this train? [single answer]**

- Home  Usual workplace  On Employer Business  School
- Polytechnic or University or training  Other (e.g. shopping, social, sport, recreation)

**Q2d Where is that place? Please provide a street and suburb**

STREET NAME \_\_\_\_\_

SUBURB \_\_\_\_\_

**Q2e Which main travel mode did you use to get to the station for this train journey?** [single answer]

- Walk
- By motor vehicle, as a passenger
- By motor vehicle, as the driver
- By train
- By bus
- By bike
- By taxi
- Other

*[If respondent ticked either of the motor vehicle choices in Q2e, else skip]*

**Q2f The motor vehicle you travelled you travelled in to the station – where is it now?**

- Parked at the station
- Parked on a nearby street
- I was dropped off

*If respondent ticked bus in question Q2e, else skip to Q2i*

**For your bus trip(s) to the train**

**Q2g Which ticket did you use for this bus trip(s)?** [single answer]

- Cash
- Snapper
- MANA Coachcard
- HuttPlus
- KapitiPlus
- Monthly pass
- SuperGold
- A to B card
- Day pass
- WairarapaPlus
- Other

**Q2h** During an average working week, approximately how many times will you make this bus trip?

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8+

**Q2j** This first train trip is part of your journey to what destination?  
[single answer]

- Home
- Usual workplace
- On Employer Business
- School
- Polytechnic or University or training
- Other (e.g. shopping, social, sport, recreation)

**Q2k** Where is that place? Please provide a street and suburb

STREET NAME \_\_\_\_\_

SUBURB \_\_\_\_\_

**Q2L** How will you finish your journey when you get off this train? [single answer]

- Walk
- By motor vehicle, as a passenger
- By motor vehicle, as the driver
- By train
- By bus
- By bike
- By taxi
- Other

**Q2m How did you pay for your train fare?** [single answer, compulsory]

- Paid Cash for single trip at station  Paid Cash for single trip on train  10-trip  Monthly pass  SuperGold  Child concession  Concession  Day pass  Other

**Q2n During an average working week, approximately how many times will you make this this journey by train? (not including the return journey)** [compulsory]

- 1  
 2  
 3  
 4  
 5  
 6  
 7  
 8+

**Q3a Will you or did you make a return trip by train later in the day - this is the day you received your survey card?**

- Yes  No

**If yes, what time did/will you make that train journey? \_\_\_\_:\_\_\_\_ pm or am** (*hours/ minute*) [Respondent must enter time and pm or am]

**Q4a Which age category are you in?**

- Under 16 years  16-18 years  19-21 years  
 22-25 years  26-64 years  65 years or over



**Q4b Are you currently enrolled in tertiary study or training?**

Yes Part-time study  Yes Full-time study  No

**Q4c Was a car available to you as an alternative to taking the train for this journey?**

Yes  No

**Q5a Thank you very much for providing this travel information. Please enter your email address and first name if you would like to be in the draw for a grocery voucher prize.**

Email: \_\_\_\_\_

First name: \_\_\_\_\_