

Wellington Public Transport Spine Study

RAILWAY STATION TO HOSPITAL
Engagement Report – Appendices F-H



Appendix F

Online Survey Other Responses

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Question 1 - Main reason for travel "other" responses:

Access to the airport
Airport Flyer or when car not available or too expensive to run and park
All
Arts events
Attendance at events in the city - sports and cultural
Attending meetings at GWRC and WCC. Delivering documents to/collecting documents from, GWRC, WCC.
Attending book launches, theatre, music. Using city services: library, art gallery.
Attending church
Broken foot: can't really walk anywhere
Bus from Courtenay Place to Lower Hutt for work.
Catch inter-city buses from railway station.
Catching the train to Wairarapa on some weekends
Church
Clearing Wellington Botanical Society's mail box.
Coffee
Coming to shows and events in the city. Going to or from the airport.
Computer adverts and sci mtgs
Concerts
Concerts, films
Connection with airport transport
Day trips with children.
drive to the Wairarapa
Eating out
Eating out, entertainment (theatre/movies/concerts)
Eating out.
eating/drinking/socialising
Enjoy built environment (heritage buildings and areas like waterfront and civic square).
En route to another destination
En route to entertainment venues at night
Entertainment
Entertainment & Dining
Entertainment & shopping
Entertainment (cultural events, dinner, movies, bars). Get to beaches & parks (Seatoun, Kilbirnie)
Entertainment and socialising
Entertainment. There's a lot more to Wellington than just shopping and work!
Evenings: concerts, theatre, especially during the International Festival of the Arts when parking is very difficult. And it's free on my SuperGold Card.
Events like Diwali. Going through to north
Exorbitant cost of parking
Films, shopping, recreation (e.g. waterfront) access to transport...
Friends. Events in Wellington
Get to friends located in Northland, Kelburn, Aro Valley
Getting to Airport or Hospital, so time is usually critical.
Going to bars, restaurants, galleries, and just going to the waterfront to hang out and enjoy the public spaces.
Going to central library.
going to church and any lectures concerts. Going to vincent's art work shop attending meetings I don't drive so have to use public transport for any moving around the city
Going to church
Going to specific places to socialise (eg Cuba Mall/Courtenay Pl) or to entertain myself or relax (eg the library, Civic Sq, waterfront or Te Papa)
Going to Te Papa, airport, zoo, dinner

Governance work for an NGO.
Heading out of Wellington on holidays/road trips within New Zealand
Hospital appointments
I live here
I live in Mt Cook- so it is easier to walk through the central city than around it.
I live on the CBD fringe, so almost all my activities involve going to the CBD (e.g. grocery shopping) or through the CBD to somewhere else (e.g. to get to the railway station to catch a train to Paremata to manage a restoration project, or to go to Pataka or Dowse, or to Wellington or Newlands continuing education classes).
I need to visit clients with my work.
I often do trips into town with my child, from work/daycare in Kelburn to e.g. bucket fountain or Te Papa, then back home to Karori. All by bus or cable car/bus.
I use public transport for the majority of my travel within the city.
Library (unsure if that's counted under recreation)
Library. To get to the other side.
Markets, waterfront, museums and art galleries, cafes etc.
Medical - Wakefield Hospital.
Meeting friends etc
Music, which happens mainly in Thorndon.
My gym is in the city
My place of residence is in the CBD. The CBD is also the hub for long distance bus and train services.
Nightclubbing
Occasional shopping trips perhaps once a month
Occasional visiting friends, trips to airport, and entertainment.
Occasionally for an event or seeing friends (or our kids seeing their friends) e.g. at Te Papa, but 99% of trips to Wellington are commuting to work.
Only for work Mon - Fri
Partying/clubbing/drinking
Passing through to visit relatives in the east; airport
Public Safety; to protect and serve the citizen's of Wellington against bad planning and faulty designs by WCC/GW/NZTA with a focus on the young and the elderly promoting healthy living standards and quality of life in the Central City.
Railway Station to catch a train or long-distance bus.
Recreation
Regularly taking patients to the Regional Hospital, in Newtown. Occasionally to the Regional Airport.
Rehearsals, performances and meetings for theatre and music shows
Research - at Wellington Central Library, National Library and National Archives.
Rugby
Shopping
Sightseeing/Leisure
Social
Sometimes for hockey matches in Newtown
Son's art class, Wife's dance class
Son's schooling
Special occasions, e.g., to get to a wedding.
Spending time with friends.
Sport
Supporting whanau to attend hospital appointments
Take my 10- year-old son to school
The Wellington Wharf is what brings me to Wellington

when I have a chance to go there. The way things have changed on the Wellington Wharf makes me feel so independent that I can wheel myself anywhere without any barriers to face. Wellington Wharf takes my breath away every time I'm there, every time I pass it if I am in a Total Mobility Taxi Van or a friend's car. I can spend the whole day there (lol).
Theatre and concerts
To access oriental bay, the airport or Kilbirnie swimming pool.
To get from home out to greater Wgtn region eg, Hutt Valley, Kapiti coast etc....
To get from one side to the other!
To get onto the motorway for excursions further afield
To get to airport or hospital
To get to the beach (Oriental Bay)
To get to the Buddhist Centre, which is the focus point for our Buddhist community. It's located in the CBD
To get to the other side
To get to work in Hutt Valley from Mt Cook
To shop and go to the gym in the weekend.
To the Chaffers Market on Sunday mornings, to golf at

Mornington.
To visit exhibitions, films and shows
Too wet/windy to walk to work. Don't want to be late for work.
Transiting to Hutt Valley or out towards J'ville.
Transfer on to another bus to the Hutt Valley
Travel though the CBD to church on Sundays
Travel through the city every day to get to work
Travel through to access SH1 north to Kapiti to visit family/friends and recreation
Travelling to/from social events
Using the Airport bus. Also to get to the train station or stadium.
Visit cafes and restaurants
Visiting
Volunteer Work at National Library. Shopping in central Wellington only occasionally as parking too expensive
Waterfront & parks
Weekend markets, entertainment, visiting family in Miramar.
Work. Appointments

Question 2 – Usual destination when travelling into or through Wellington CBD/central city?

Abel Smith St
Adelaide Road
Airport
Aitken St
Allen St
Anvil House, Wakefield Street
Aotea Quay - TelstraClear Building
Archives NZ, National Library of NZ
Aro St, Courtney Pl
Aro valley
Austin Street
Avalon for work
AXA Centre
Ballance Street
Basin Reserve
Basketball stadium Newtown
Beehive
Berhampore
Blair Street
BNZ Harbour Quays
Botanic Gardens, Glenmore Street, Kelburn
Boulcott Street
Bowen St
Bowen State Building
Brandon St
Brooklyn
Brougham Street
Buckle St
Bunny St
Bus Depot - Bunny Street
Bus terminus - Railway Station
Cable Street
Cambridge Terrace
Capital on the Quay
Catalyst House, Willis Street.
CBD
Central House, 26 Brandon Street
Central library
Centreport
Chews Lane
Civic Assurance House, Lambton Quay
Civic centre
Civic Square
Conservation House, Manners St

Courtenay Central
Courtenay Place area
Cuba Quarter
Customhouse Quay
Datacom house
Deloitte House, Brandon St
Dixon Street
Dominion Building, Mercer/Victoria Streets
Dufferin Street
Eagle Technology
Education House
Either NZ Post Building or Petone (I work 50/50 in two locations)
Environment House - Kate Sheppard Place
Equinox House, Lambton Quay
Featherston St.
Featherston Street
Frederick St, Te Aro
Freyberg Building, Thorndon
Freyberg swimming pool
Fujitsu Tower, The Terrace/Lambton Quay
Garrett St
Ghuznee Street
Gilmer Tce
Golden Mile
Gracefield Research Park
Greater Wellington Regional Council Bldg, Wakefield Street in CBD or on the way to Oriental Bay
Grey Street
Guardian Trust House
Guthrie Lane (off Aitken St)
Hockey sports stadium
Home
Hospital
Hunter Street
Hutt Road, Lower Hutt
Island Bay
James Smith Corner
Jervois Quay
Johnsonville
Johnston Street
Karori
Kate Sheppard Place
Kelburn

Kelburn campus
Kelburn shops
Kent Terrace
Kilbirne
Kilbirnie Aquatic centre
Kio Bay to Cuba St
Kirkcaldie and Stains building, Johnston St
Lambton Quay
Lambton Quay Whitcoulls
Library
Loafers Lodge
Logical House Willis St
Lower Hutt
Majestic Centre, Willis St
Manner Mall
Manners Street
Massey university
Mein St, Otago school of public health
Mibar building
Miramar
Molesworth St
Moore Wilsons
Mornington
Motorway north
Mt Cook
Mt Victoria
Mt Victoria Lookout
Mulgrave Street
Murphy St, Thorndon
Museums
Naenae, Lower Hutt
National Library Molesworth St.
New World(s)
New Zealand Post House
Newtown
Ngauranga
Novell House The Terrace
NZ Post building
NZX Stock Exchange, Cable Street
Old Bank Arcade
Old Rialto
Onslow College Johnsonville
Onslow Road, Khandallah (work).
Optimation House Grey Street
Oriental Parade
Panama St
Parkvale Rd, Karori
Parliament
Pastoral House
Petone
Pipitea St
Pirie Street
Plimmer Towers
Portland Crescent, Thorndon
Prime Property Tower, Lambton Quay
PSIS building, Ballance St
Quayside

Queens Wharf
Railway Station
Reading Cinema
Reserve Bank Bldg
Riddiford St. Newtown
RNZ House, 155 The Terrace
Rutherford House
Saint Paul Square
School of Architecture
Scotts College
Seatoun
Shed 1, Queen's Wharf
Solnet House, The Terrace
St James Theatre
Stadium
State insurance building
Strathmore
Taranaki Street
Te Papa
Te Whaia sports grounds
Telecom Bldg, Willis St
Terra Link, Cuba Street
The Terrace
Thordon Quay
Thorndon
Tinakori Road
Tory Street
Unisys House, the Terrace
Various
Victoria Street
Victoria University
Vivian Street
Vogel Building, Kate Sheppard Place
Wadestown
Wakefield Hospital/radiology or Wellington Hospital
Wakefield Street
Waring Taylor St
Waterfront
Waterloo Quay
WCC
Webb Street
Webb Street
Wellington College
Wellington High School
Wellington Hospital
Wellington Interchange
Wellington People's Centre, Lukes Lane
Wellington Railway Station
Wigan St
Willbank House, Willis Street
Willeston Street
Willis Street
Work

Question 6 – Why do you use public transport in the Wellington CBD/central area?

- Cheaper than car ownership/driving/parking
- Enjoy the 10 min walk from station (fitness)
- Can work on the train
- Can enjoy a drink after work
- Doing the right thing for the environment
- Ease of access to central city.
- No need to find parking.
- Nicer to travel by train rather than car (can read a book, do work etc.)
- Trying to be more environmentally friendly.
.
1) To avoid the hassle of parking
2) To save cost (I can use my Goldcard between 9 and 3)
3) In inclement weather
4) In combination with walking, one way on foot, one way by bus
1. cheaper than using car; 2. can relax and read a book and don't have to worry about traffic at peak
1. convenience
2. ability to read en route
3. meeting up with people on the bus/ferry
4. walking exercise at each end
5. no parking hassles
1. Difficulty getting parking
2. Parking too expensive
15 minute schedule is convenient. PT network has good coverage of city.
15 minute walk from railway station to workplace is often not pleasant during inclement weather, whilst ill or if running late.
A car is too troublesome.
Affordable and no parking issues
Airport bus from home to Airport or vice versa. Bus to Train Station or Stadium, and vice versa. Occasionally to a specific appointment or shop if it's at the other end of the central city from where I am.
alternative to walking or cycling
As a back up plan when it is too rainy or windy to ride my bike, or when I need to carry large and awkward loads like instruments.
As a relatively quick means of transport if I don't feel like walking.
As an alternative to driving (from Plimmerton area) to hospital where I work.
As I prefer to catch train in order to not have to worry about the car - parking costs can be expensive and parking on-street is time-limited. Use it because it can be a convenient way to (a) get into Wellington from Kapiti (trains) and (b) get from the Te Aro end of town to the station (buses), esp if raining.
As it is expensive to have a park a car in central city
As long as I can carry my bike it is an efficient way to get to work. Also I support public transport
Avoid parking charges so if in for a one hour meeting, will drive because it's so much quicker than using train and

bus to Cuba Street from the Hutt.
Avoid parking, flexibility of destination, and outward trip commencement
Avoid the rain on wet days
Avoids using car and high car parking prices.
bad weather
Bad weather (usually I walk)
Bad weather (very seldom ironically).
bad weather so I can't walk or cycle
Bad Weather, not ideal for walking
Because a) walking from Hataitai requires going through the tunnel or over the hill (which is great in summer, time permitting), b) I don't have a car, c) biking is terrifying in Wellington.
Because car parking is a rip off, you should look at that too
Because conditions or my load may not be suitable for active mode.
Because driving would be too expensive and frustrating
Because finding a park is so difficult and also very expensive when I've found one
Because for some reason it is not convenient to cycle.
because I arrive by rail then have to use buses
Because i came in on the train....and the weather is crappy often so I take a bus.
Because I can't afford a car.
Because I can't afford to park my car in CBD central area and the bus
is a very efficient mode of transport - I just hope prices don't go up!
Because I do not own a car
Because I don't drive, and it's usually faster and less exposed to the elements than walking, but not always.
Because I don't have a car
Because I don't have a Car and this is the only way to get to my destination.
Because I don't have a car, I don't like to drive and I prefer to walk or use public transport as much as I can.
Because I don't have a car.
because I don't have a car. Because it's more environmentally friendly and you don't have to worry about parking.
Because I don't have a driver's Licence or a car and it's cheap.
Because I don't have a licence and it's easier than owning and driving a car.
Because I hate driving
Because i hate having to look for a park and paying \$\$\$\$
Because I have no alternatives (except for Walking)
Because I have to use the busses to get to School and to go into town for shopping, to see friends ect...
Because it gets me to where I want to go.
Because it is a long walk up a hill to get to work
Because it is cheaper & less stressful for me to travel on a bus
Because it is cheaper than driving and parking, and drier than cycling in the rain
Because it is cheaper than driving into, and parking in town for the day.
Because it is cheaper when my husband and I finish at different times
Because it is convenient and saves time. I can go in a bus and not get rained on.
because it is convenient, and I have made a lifestyle choice not to drive.
Because it is convenient, cost effective and allows me to spend my time doing a whole range of other things while someone else does the driving, e.g. read for work or

pleasure, daydream, eavesdrop, snooze, sightsee, knit, chat to people from my neighbourhood.
Because it is easy to access and much cheaper than parking
Because it is easy to get to northern suburbs. When I lived in the northern suburbs I would commute each day via train to and from work
Because it is easier than finding parking in town
Because it is expensive to park the car in the city
Because it is expensive to pay for parking in the city.
Because it is the best option for the environment.
Because it is the most cost effective way of getting to work - if parking in Wellington wasn't so expensive I would drive more frequently
Because it is too difficult/expensive to park the car in the CBD for long periods.
Because it saves hassle with using a car, but is difficult with the congestion with all the buses there.
Because it works out cheaper than finding a car park .. and sometimes it is nice to have a wee drink or two at the end of the working week ;) There are times when it is way more convenient to have a car parked in the parking building across the street (or if I can get one of the work car parks).
Because its a decent walk from my home in Thorndon to the entertainment districts or Cuba Mall and Courtenay Place
Because it's a sustainable way to get to work
Because it's better for the environment
Because it's a hassle to find a park
Because it's better for the environment, and much cheaper than driving/parking/owning a car
Because it's cheaper and easier and more convenient than taking a car, because there is no NEED to take a car if there is good public transport, and because it leaves a lower carbon footprint
Because it's convenient. It's fast, means less pollution and saves trying to find and pay for a parking space. The stations are close to my work and home. It also gives me a chance to read a book or do some crochet!
Because it's difficult & expensive to park a car in Wellington
Because it's very good, and I don't like driving. You don't have to find a place to park.
Because parking in town is expensive and I don't always have access to a car
Because parking is too expensive, and there's none available near my work.
Because sometimes I don't have the car; because my kids sometimes enjoy taking the bus or train; and because public transport allows us to avoid parking.
Because the streets are not safe for cycling and walking - there are too many buses and cars.
Because there is no viable alternative
because we only have one car
Because wellington is the coldest city to live and work in it's faster to catch a train into the city and bus around.
Best option during the week, but not good during the weekends.
Best option when it's too wet or windy for cycling. No parking, reasonable cost, can read on the bus.
Best, fastest way of getting around town. No parking if you take the car. Faster than walking if you want to get from one end of town to the other.
Better cheaper option. Environmentally better
Better for the environment
Better for the environment than driving, and weather or personal health too poor to walk on a given day.
Both of us work but we only have one car, so sometimes one of us will travel by pass if not carpooling. Also:

traveling to/from meetings if the weather is lousy. Also: If going to an entertainment event when drinking alcohol involved. Bus can be cheaper than taxi.
Bus home (normally walk to work)
Bus is better for the nevironment than private car.
Bus to work in the morning (Aitken St)
Bus from socialising in the evening in the city to home - Brooklyn
Buses are helpful and rather plentiful, with a work snapper card or even the city fare section it is quick easy and affordable to get from place to place, and especially it is environmentally more appropriate
Buses get me half way there, and I walk the rest of the way
Bust stop is close to work in CBD
Cable Car helps me get up the hill and bus when it rains as walking sucks in the rain.
Can do other things on the commute
Cannot drive a car to and from work. Buses are much cheaper than taxis.
Can't be bothered driving round looking for a car park and not having to pay to use one. Easier to get around, no sitting in traffic jams and of course limiting my carbon footprint.
car parking is a hassle and traffic congestion, particularly in the morning, is unhelpful, can read/rest on train
Car pool might not be available
car unavailable or too expensive to use and park
Carparking is too expensive, it's a bit far to walk and I'm too scared to bike
catch bus to work, if weather too bad to motorcyle in.
Cheap and efficient. Buses are regular through the Golden Mile making communtting for meetings from one of the city to the other very quick and easy, and far cheaper than a taxi.
Cheap, Convenient
Cheaper & less stressful than driving. Gives a chance to unwind at the end of the day.
Cheaper and easier than finding a carpark
Cheaper and easier than trying to find a parking space.
Enviro friendly
Get some exercise
Cheaper and easier then using private car
Cheaper and faster than driving.
Cheaper and more convenient than a car; alternative to walking when I am tired, it is raining, etc; electric buses more environmentally friendly
Cheaper and more convenient. More flexible if meeting friends after work etc.
Cheaper and more environmentally friendly
Cheaper and quicker than driving (when factoring in parking time). Avoids wasting money on petrol & clogging up roads.
cheaper option
Cheaper option, and don't own a car
Cheaper than a car
Cheaper than a car and more environmentally friendly. Also do not have to find or pay for a park
Cheaper than car parking (weekdays); getting home (uphill) in weekends if I walk into the CBD
Cheaper than car parking, normally quicker in peak traffic
Cheaper than driving
cheaper than driving in from Waikanae
Cheaper than driving the car, the cost of a car park in the CBD along with petrol is pretty nasty.
Cheaper than driving
Convenient (usually!)

Don't have to worry about finding or paying for a carpark
Cheaper than driving, quicker than walking
Cheaper than parking
Cheaper than parking car - easy for commuting can read on bus - my daughter who cannot drives uses the bus because she cannot drive
Cheaper than paying for parking
Cheaper than petrol & parking
Cheaper than private
Cheaper than taking car into work & parking costs
Cheaper, more convenient and quicker than driving and more environmentally friendly.
Cheapest way to get to work
Coming home after work or from meetings
Committed to public transport, cost/lack of parking
Commute to work.
Commuting
Commuting to/from work when raining - when dry, I cycle
Convenience
Convenience - I try to walk in as much as I can; but bus often in and always home. I try to use my car as little as possible.
Convenience - not having to leave your car somewhere, not having to go through the trouble to find a park, and less expensive.
Convenience - supposed to be reliable.
I count on the train to arrive at the same time every day.
Convenience + no parking costs
Convenience and hassle-free. No car to worry about. Timing of service frequent enough to be useful.
Convenience and I don't have a car
Convenience and speed.
Convenience and to save parking and petrol costs. However, rising fares are becoming prohibitive, so will drive and find free parking and walk.
Convenience to travel in from the Hutt
Convenience
Better for environment
Convenience
Ease of use
Better for environment
Better for personal health
Convenience, and moderate cost. Out of choice, I do not own a car.
Convenience, cost compared to driving
Convenience, environment (don't have a car)
Convenience, it is faster than walking and the cost of car parking in the city is too high, it is however very expensive, well above the costs of operating a motor vehicle carrying one person. It is only the car parking costs which would make using public transport unviable from a simple economic perspective.
Convenience, speed,
Convenience. Live in Waikanae. Take train into city. Don't want to drive.
Convenience. No parking problems.
Convenience; cost; parks are difficult to get and expensive
Convenience; saves the hassle and cost of parking.
Convenient
Convenient
convenient ; no hassles with parking; environmentally friendly
convenient and being over 65 free between 9.00 and 3.00

Convenient and easier
convenient and no need for parking
Convenient and you don't need to find and pay for a park.
Convenient way to travel, often quicker than walking, relatively inexpensive
convenient
door-to-door
doesn't tie up the car for the day
Convenient, cost, timing. access to and cost of parking
Convenient, don't need to park or drive in traffic.
Convenient, economic, avoids use of car
Convenient, environmentally friendly
Convenient, extends distance I can get on foot.
Convenient, reasonably quick (occasional congestion issues). Cost effective. Sustainable.
Convenient. Better for the health of the planet/country/city. Cheaper than driving. Nice to walk to/from train station and get some fresh air. Nice to connect with people in the community en route.
Convenient. Do not like to take car because of cost and greenhouse gas emissions
Convenient; environmentally friendly; social
Convenience, no parking hassles, and better for the environment
Convince
Convenience / Parking is expensive if only 1 person is working on that day / Too lazy to drive
Cost (avoid parking charges), Convenience (don't have to drive through traffic and can work or read on bus).
Cost / convenience
Cost effective and parking is painful.
Cost of or low availability of parking
Cost of parking and ability to find a car park
Cost vs a car, and it's a more pleasurable journey.
Cost-effective, no need find/pay for parking
Costs less and is more environmentally friendly than using the car. No parking hassles.
Costs of parking too high, difficulty with availability of parking
Difficult to park in town.
Bus goes to where I need to be on work days.
do not have to use a car
Do not own a car at present so only viable option to get to work
DO not own a car. Even if I did could not afford parking
Do not own car.
Don't drive; can't always coordinate to go in car with partner.
Don't have a car, cheap, easy.
Don't have a car, walking takes too long.
Don't have a driver's licence
Don't have a vehicle, nor would I waste money for parking / petrol just to get into town.
don't have car, prefer to use Public transport
Don't have to drive or park car
don't have to find a car park for the day/can read my book
Don't have to park my car.
If I'm going to the airport its usually rush hour or public holiday traffic so may as well take the bus.
Don't have to pay for parking
Don't need to worry about parking and the trip is relatively quick on the bus. Also don't want to clog up the roads with another car.
Don't own a car, bus is the most practical method of getting to work and a monthly pass is the easiest method

of paying. Wellington streets are too narrow to safely cycle.
Don't own a car, prefer the convenience of taking PT
Don't want to drive a car.
Door to door service.
Only one car family.
Due to express service being efficient and in the summer I like to bus in and then walk home in the evenings
Due to poor weather, or too late to walk or skateboard in
Easier and cheaper than driving
ease and cost
Ease of access to CBD via bus
Ease of entry and difficulty with car parking
Easier - Cheaper -> don't have to find parking spot
easier & cheaper than driving, better for environment
Easier and cheaper than bringing car.
Easier option, faster than driving, don't have to worry about parking in the CBD
easier than bring a car
easier than bringing a car in and finding a park
easier than driving
Easier than walking
Easier to get around and don't have to find a park
Easier to take bus than worry about car parking during the week only, and less stressful than driving in peak traffic. Bus services too infrequent and time consuming to make weekend bus trips worth while.
Easier, not having to run during lunch, convenient
Easiest mode of transport
Easiest option for me. Much less cost than parking.
Easiest way to get into work. Lower overall cost compared to driving in every day
Easiest way to get to work.
easy
Easy , Bus stops ideally situated.
Easy and cheaper than parking.
Easy for peak hour commute
Easy of use, cheaper than a car park, it allows you to have a drink after work.
Easy to use - say from Cuba Street to the end of Lambton Quay. There are lots of buses.
Easy to use. Sometimes reliable. No other option.
Easy, convenient.
easy, no parking hassles, relatively cheap if only 1 or 2 family members going (car cheaper if whole family going)
Easy, quick, lots of routes between my house and work
Easy, quick, no parking hassle
Efficient, cheap.
efficient, low stress, low cost
Efficient, no parking, cheaper than taking your own car
Efficient, reduced emissions, no parking hassles, bus goes anyway, bus stop outside the door
either its raining or i'm running late
Employment
Environment, safety and politeness reasons (cars are just rude! :))
Environmental considerations, cost compared to parking, don't like walking in the rain.
Environmental reasons
Environmental reasons (carbon and air emissions, road congestion); prefer not to drive to work in rush hour (prefer to read / listen to podcasts etc instead of concentrating on driving); bus moves faster than traffic due to bus lanes; cheaper than paying for parking close to work.
Environmental reasons, saves on parking and stress
Environmentally friendly, no need to park. If wet and windy safer than taking bike.
Exorbitant cost of parking. Also at weekends 2 hrs free

parking is inadequate to have a meal & then go to pictures/concert.
Family car unavailable.
Family only has one vehicle, which is required at home while I go to work.
Family outings - as an alternative to driving
Faster and drier than walking, cheaper than driving and parking and only a little bit slower.
Faster than car in peak - drier than bicycle
Faster than walking, convenient
Faster than walking, dryer than biking in poor weather
Fastest way into town from Eastbourne
fitness - if I take the train I can walk to work from the station
Fixed-price monthly pass.
Convenience.
Ability to read during my commute.
For occasional visits to the outer suburbs (usually walk to Newtown or Thorndon, but bus or train if visiting further afield).
for shopping
for weekend events (theatre etc)
For work
For work-to Molesworth St or to the beginning of Lambton Quay & sometimes for shopping/errands
Frequent bus services from
close to home, delivering me
close to work
Frequent convenient service. No parking fees
Get the bus home; sometimes bus to work. (I assume this question includes travelling into or out of, not just within the CBD). I seldom catch the bus just within the CBD but have done occasionally).
Get to and from work, get home from town, get to town from home.
Get to work and back home afterwards
Getting from the central station to suburbs
getting to other areas or appointments
Getting to work from the train station
Gives my feet a rest from walking!
go to work
going to docs
Good alternative to bicycle if it's raining! Also, Aro Valley to Rutherford House is a very convenient bus trip.
Good option, cheaper than private vehicle.
Good Service and convenient
Great way to get about, more effective/efficient/green method of transport
High frequency, no hassles re driving, parking, getting lost
high parking costs
I always walk to and from work in Newtown from Mount Victoria, but if I have an appointment in town and the weather is bad or I am running late I will take the bus
I am arthritic, so I use buses to get to and from meetings that would otherwise involve a relatively long walk (most meetings are at the railway station end of town). I also use buses if I am running late, or with colleagues who do not wish to walk. In addition, I often use the cable car to go home, as that allows me to walk down rather than up a steep hill.
I am blind so can't drive, and rely on public transport at all times.
I am unable to drive. I only selected "Bus" above because the unreliability of the evening train services has forced me to use the bus in situations I would otherwise

use the train, as they are much more enjoyable relaxed vehicles to travel on.	(Santa/All Blacks etc) where traffic or parking may be a problem.
I believe in supporting public transport, it saves me worrying about car parking, it's less hassle than driving in peak hour.	I have been using the train service (Johnsonville line) since 2005, but have recently stopped using it, mainly due to the recent price increase and because I have found some cheap parking which is closer to my work than the train station is.
I can usually walk, but if I need to be somewhere quicker, or if it is bad weather I will bus.	I have no car
I can't afford the parking for my car	I have no car in Wellington, only in Auckland where I live. I have been working in Wellington since Jan.
I can't drive and taxis are too expensive.	I have no car in Wellington.
I catch the bus during my lunch hour to visit the Doctor, go to Wellington Library, or shopping in the CBD.	I have no car/cycle.
I catch the train to work (Mon-Fri), and sometimes catch the train/bus in weekends to come to rugby games or to go into town (Courtney Place)	I have not bought another car yet.
I commute to work from thorndon to the airport	I like public transit, and I don't own a car (the trips where it would be worthwhile to own a car, for me, are very infrequent.)
I do not drive	I live in Island Bay and so I usually either take the bus to Manners street and then walk up to Kelburn, or I walk to Newtown and catch the bus through the city up to Victoria Campus.
i do not drive or have a drivers licence	I live in Karori, buses are every 10 minutes
I do not have a car and taking a bus is quicker/more convenient than walking.	I live in Kelburn and while walking down hill is easy, it's not great when it's cold or rainy. I always take transport on the way home to avoid climbing the hill.
I do not have a vehicle, bus times a regular and there are stops close to area that I walk to.	I live in Petone and need to travel in / out.
I do not own a car, and if I did, there would be nowhere to park it easily	I live in Thorndon and like to frequent various other parts. Usually I walk however.
I do not own a car.	I live in town and use it to travel to suburbs to see friends and do activities.
I do not take my car into town, so I need to rely on public transport for getting me around	I live too far away to walk. I also don't drive or cycle.
I don't currently have a car.	I mainly travel by myself so taking a car doesn't make sense.
I don't drive	I need to go places and I don't have a car
I don't drive and anyway, even if I did, the cost of the petrol and of parking would it prohibitively expensive. Time wouldn't be much saved if I plan and work to the timetables.	I never use public transport in the CBD area. Walking is faster and more reliable between the Train Station and courtenay Place.
I don't have a car	I normally cycle but if its raining will take a bus
I don't have a car	i normally walk but if the weather is not good or i need to get somewhere in a hurry i will use the bus.
I don't have a car and helping the environment.	I normally walk to work so I catch the bus if I'm tired or if it's raining. I normally also catch the bus to the airport if I'm catching a flight.
I don't have a car and I don't want one.	I only have my learner's licence, don't have a car, and live too far away to walk into town.
I don't have a car and live far away from town.	I only use PT to travel to the CBD, not within it. I use it for peak time travel and if I am going out for dinner, drinks etc.
I don't have a car and PT is easier anyway (particularly in the CBD, don't have to find a carpark etc)	I only use the train if my partner is not already driving into the CBD for his work. I use the train because I have no other way of getting into work if I cannot carpool with my partner.
I don't have a car and public transport is cheaper than maintaining one + parking fees.	I prefer not to use private transport.
I don't have a car.	I prefer to travel by PT or to cycle, not use a private vehicle because it is more environmentally responsible.
I don't have a car. I prefer to use environmentally sustainable public transport methods. When its raining I don't fancy walking.	I prefer to use PT rather than drive and park if at all possible.
I don't have access to private transport	I prefer walking or cycling, but if in a hurry or weather is inclement, buses are the next best option.
I don't like driving anyway, parking in the CBD is a pain and the bus is very convenient.	I share the car with my partner .
I don't own a car (or even have a drivers license) - not because I can't, I am a 28 year old professional, but because I choose not to for environmental and social reasons. The quality of the public transport system is one the major reasons I choose to live in wellington, because it allows me to still live the life I want to without a car.	I take the bus on days that I can't ride my bike.
I don't own a car and prefer to bus to work so I don't get too hot walking. I'm much more likely to walk home.	I take the bus to get from Railway station to the city Library (Willis St). Particularly when it's raining.
I don't own a car.	I take the flyer from Courtney Place to Hutt Hospital
I don't us public transport IN the Wellington CBD. I take the train TO the CBD (i.e. Wellington Station), then walk to Pipitea. Slightly flawed questions.	I think it is irresponsible for one person to drive into town for work alone and I don't like to car-pool. I live in Lower Hutt and get the Melling train to and from work every day. I get the train rather than the bus because it passes the traffic a bus only gets stuck in. The bus lanes along Petone foreshore are great but the buses only get stuck at merge points along the motorway. The train by-passes all the traffic.
I don't want to drive in peak, I don't want to pay for parking, and I want to be more sustainable and environmentally friendly	
I feel it is more environmentally friendly.	
I like to be able to sit and read while travelling instead of being stuck in traffic.	
I get the train to the train station.	
I get too hot walking to work	
I go on the bus when I don't want to have to worry about carparking - ie night out in town or to see a parade	

I travel in by train from Paraparaumu and it's a long way from the railway station to half way up Taranaki St - especially in the morning when time is of the essence.
I travel to Wellington by train, I don't travel through Wellington CBD on public transport because it is quicker to walk.
I travel to work in the CBD 5 days a week and to town most often both days in the weekend to meet friends etc.
I use buses to travel to the CBD. Within the CBD EASIER TO WALK.
I use buses when it's raining or I'm late. I prefer to walk.
I use it if I am in town longer than a couple of hours, going to more than one destination in the city and believe in bus transport generally.
I use it in preference to using a private car which increases pollution, the need for parking spaces and roading costs.
I use it when I am running late or when the weather is bad. As a rule I like to walk if conditions permit.
I use it when the weather is too bad to ride my scooter into work
I use public transport for those trips where a bicycle is not appropriate, for whatever reason.
I use public transport if it's wet, or I have stuff to carry, otherwise I walk
I use public transport in the CBD if I am running late for an appointment and I have recently had a leg injury that restricted my walking.
I use public transport like the train because it's a lot cheaper then using Total Mobility Taxi Van.
I use public transport to get to work when the weather is poor and I don't want to walk.
I use the bus to make trips across town to Thorndon for work and to access the railway station when travelling out of Wellington. I also use the bus to access the airport to the south of Wellington.
I use the buses as I do not wish to pay carparking fees
I use the Cable Car. It's frequent, reliable and efficient.
I use the train to commute to and from work, and we'd prefer not to have two cars.
I use the train to get into the CBD for work. I choose to use it because it's cheaper than driving and I enjoy the walk from the train station to The Terrace.
I use the train to get into the city because it allows me to relax. Driving is a full time occupation.
I use the train to get to work because I live too far away to walk, and while I would never call the train 'cheap', it is certainly cheaper than parking in town or catching the bus.
I use the train to go to and from work each day, and the bus for doing errands, if I'm carrying something heavy, or if I'm heading out of the cbd for any reason, as I don't have a car.
I use Toyota for servicing my Previa & VW for my car
I use trains to get TO the CBD. I avoid buses IN the CBD, preferring to walk.
I used to get the bus into the city most weekends and some weekends. But now I mostly drive into work since the number 14 bus route is unreliable and not frequent enough (particularly during off-peak times). During peak times, it is sometimes very crowded (particularly when a bus hasn't shown up or hte bus is late). However, I still take the bus occasionally since the bus stops are close to my house and to my work
I usually walk or bike, but if the weather is bad, or I'm particularly tired, I'll catch the bus.
I walk to work, but bus home. Time of day and convenience are the main reasons for using bus.
I walk to work, from Newtown, but catch the bus home.
I would prefer to ride my bike, but sometimes the weather gets the better of you! And some you have after work

functions so its a bit hard to juggle cycling home ...
If car is off road, if traffic is too congested or I want freedom from trying to find a car park.
If for some strange reason, I decide not to ride my bike. This is rare.
If I am in a hurry, or the weather makes walking along the waterfront difficult.
If I don't have time to walk, or it is raining, or too far to get in my lunch break.
if i need to be there sooner than the time taken to walk, or if it's raining.
If I'm in a hurry and am in my work clothes and want to arrive tidy. Also, sometimes if it's raining.
If I'm running late for work (by bus is about 15 minutes quicker than walking...not by much though).
if i'm too rushed to walk. i would normally walk anywhere between island bay and the train station but sometimes i don't have time
If it is raining I will jump on a bus. Mostly I walk though.
If it's a bit far to walk (usually this means past the Basin Reserve) or I'm running late
if it's raining
If it's raining or if I am late and need to collect my daughter.
If it's raining or if I'm going out after work and I don't want to cycle to work.
If its too wet to walk to Kelburn or the train was late and I need to get up to class on time.
If need to get from one end of town to the other quickly, or sometimes if the weather is shocking.
if the weather is too bad to bike then i take a bus.
If the weather's too bad to cycle or it's too far. Or just round town in the rain.
If weather is bad, or if I'm running late.
If weather is too bad to cycle or I have appt where I have to be very tidy, then I will use the bus.
If you time it right, it's a quick and efficient way to travel into the central city from my residence (Thorndon)
I'm environmentally aware and so do not take my car unless I need to.
It's also cheaper to use PT when cost of parking is taken into account.
In summer I would try to walk to the city. Other than that, it is too expensive to park in the city.
Instead of finding a car park
It give me the opportunity to read, work, or sleep
It has a lower carbon footprint than driving; I can bus to work in the CBD, then walk home to Karori from work; I don't like driving into/through town; I don't have to pay for parking; I don't have to find a park.
It is a slightly quicker way of getting around over walking, but if the weather is nice I prefer to walk.
It is cheaper and less stressful than driving and having to look for a park
It is cheaper to catch the bus and parking is a big issue if I drive.
It is convenient and costs nothing with my Super Gold Card
It is easier and cheaper and greener (and I quite enjoy the time too as I listen to music!)
It is easy and quick
It is faster than walking
It is practical, affordable, more pleasant than driving and keeps one less car on the road.
It is quick and effective, and cheaper than paying for parking.
It is reasonably reliable, don't have stress of driving in congested peak-hour traffic, no car parking hassles, affordable, and uses potentially renewable energy
It is sometimes quicker to get from A to B and during the

permitted hours I can travel free on my SuperGold Card.
It is the most economic means of transport. I could use my car but the cost of petrol and parking is prohibitive
It is too far to walk. I am too scared to ride my bike through the inner city during peak hours. I do not own a car.
It's an alternative to walking home (in Brooklyn) or to walking to work in the rain; It is faster than walking if I am in a hurry.
It's cheaper and easier than parking.
It's cheaper than parking fees
It's convenient
It's convenient sometimes
It's Convenient, and you don't have to worry about finding a parking space
It's convenient, no worrying about parking, service is timely and often, bus stop is just down the road.
It's convenient.
It's easier and greener than driving in & finding a park.
It's easier than parking and cheaper (just), and more environmentally friendly
It's easy, environmentally friendly, and much cheaper than parking
It's essentially door-to door for me to and from work and is a good way to get to and from meetings around the city
It's faster than walking, and during the day is more convenient than driving (and cheaper than parking). My return journey is often not the same as the outward one, so public transport is better for that type of trip.
It's frequent, fast and you don't need to think about parking. Wellington City has a parking enforcement operation that is despised throughout the world by people who've been caught by it.
It's my only option. Driving and parking is too costly.
It's my preferred method of commuting. I use a car the other days because I have a child at creche and if we take the bus it can take us a while to get home.
It's often faster than walking. Particularly since the introduction of Snapper cards, I find it easier to take buses (I don't have to work out the section cost)
It's quick and easy and gets me where I need to go also I don't need to worry about 'finding a park'
It's quicker than walking or it's raining.
It's the quickest and cheapest way for me to get to work.
It's too expensive to drive and park in the CBD or near University. Also, because it's easy to walk from my house to the CBD, but more annoying to walk back (it's up a hill).
It's too expensive to drive in every day / environmental concerns. Mind you, the trains keep getting more expensive, and not any more reliable, so at some point, the balance would seem likely to shift in favour of driving.
It's very convenient for me.
Lack/cost of parking in town.
Laziness.
Learner driving license = can't drive myself around
Like to support public transport
Live in the suburbs outside of Wellington central, take the train to get into town. Usually take the bus further into town, if the weather is bad.
Live in Wellington CBD
Live too far to walk, only 1 car in family (my wife drops the kids off to school etc)
Lower cost.
Able to read while travelling
lunch pers devmt
main transport and work
May be running late or when weather is bad
Meet friends + shopping
More convenient than driving & parking

More convenient than driving from Wairarapa and no hassle with parking
More convenient than having to park a car
More efficient than driving.
More relaxing the car, more relaxing than walking fast, can just sit there and get ready for business meeting that I'm probably going to
More relaxing, productive use of time, also for environmental and urban quality reasons.
Most convenient and cheapest way to travel into the city.
Most convenient for work
Most economical mode of transport at the moment
Much less hassle than finding parking - Costs the same as bringing the car though (inclusive of parking).
My bike is not available or not practical for some reason
My bus to Lower Hutt goes through the CBD; I also use the bus to get home from shopping, etc.
My normal car transport is unavailable
necessity
No
No access to car.
No alternative public transport
no alternative
No car
No car, so options are walk or bus. Bus definitely takes precedence in bad weather or when carrying groceries etc
no driver's license
no feasible alternative, PT is most environmentally & economically friendly
No hassle about parking.
No need for parking. Can drink and then take bus home.
No need to park, no need to face traffic on SH1. More pleasant trip in from Whitby. One less car on the road!
No other alternative
No other choice
No parking available
No parking costs. I can get off at one stop, walk to multiple destinations then pick up a bus at the end of my activities.
No parking hassle. Cause less pollution and congestion than if I drive myself.
no parking hassles
No parking in central city.
No parking issues & fees when travelling by bus/ferry
no parking near work, bus stop outside my house.
no parking, cost, ease of use
No parking.
No paying for parking. Environmentally better choice.
No traffic queues or requirement to park
No. Only catch the train into Wellington.
Normally I bike, but when the weather is too windy/wet/cold or when I can't be bother biking, I take public transport into the city
Normally I walk everywhere around Wellington, but if the weather is wet I occasionally take the bus
Normally on bus heading out of the city, which is normally because motorbike is broken and I need to head out of time.
not to worry about parking and car running costs.
not unless carrying heavy goods or in poor weather
Occasionally to get to work when running late or too wet to walk
Office split between Thorndon Quay and Willis St; also faster than foot for personal trips during lunch hour
Often don't have access to vehicle
On days when it is raining too heavily to bike to work.
On the days that I don't get a lift in a car, I need to take the bus to get to work from my home in Lyall Bay.

On the occasions I use it IN (as opposed to into/through) the CBD/central area, it's on the weekends or at night when it is slightly faster than walking.
On the odd occasion I want to avoid traffic
Only form of transport available to me.
only have one car - affordable and reliable
Only if I don't have my own alternative transport (cycle or car) and I don't feel like walking.
only if I have no other option
Parking a car is far too expensive in the CBD.
Parking and petrol costs
Parking at the university is too expensive, so I am forced to catch public transport.
Parking costs and traffic
Parking costs are too high
Parking is expensive and difficult to find! Having said that.. with the bus fares increasing all the time, the differential is becoming less, and I have to say (though the environmentalist in me screams NO!) the car *is* more convenient (notwithstanding the difficulty in finding a carpark!)
Parking is expensive, and when weather is not suitable to walk or bike I will catch the bus.
Parking is sparse and expensive; two-hour limit on meters; can have drinks without driving
Parking is too expensive and difficult to find, and my daughter likes to ride on buses.
Parking is too expensive for me to drive to work every day and my home is too far for me to walk in to work. The bus is my only option.
Parking is very expensive in the city.
Parking, although reasonable, is more expensive than bus.
Parkings an issue
planning to drink too much to drive home
Please see answer of Question 1
Prefer not to use car or walk a long distance uphill.
Prefer to walk but if wet or windy use the bus
Prefer train to bringing car in - better finance wise, environment wise and can use time spent on train
Preferred to using my vehicle
Price (the trains are unreliable but still cheaper than driving), and environmental reasons. And parking has become a nightmare, so I generally avoid Wellington in the weekends.
Price competitive compared to driving parking for 1. Habit.
Price is cheaper than running a car, home station is about 200m from home, work is located across the road from Wellington Station.
Price, convenience
Primarily if it's raining so cycling's not so comfortable
Public transport better for the environment; enjoyable, no parking issues.
Public transport takes me easily from work to home.
Q3 and Q6 are actually a little different and unclear - do you want just travelling in the CBD, or travelling to the CBD? I travel by train to the CBD sometimes because it is more environmentally friendly and cheaper than driving a car myself; however, I usually go by car pool with three other people in a small fuel efficient car, which is cheaper and arguably more environmentally friendly than public transport. I don't get public transport within the CBD because it is quicker to walk than to work out what public transport to take and then wait for it (as I don't do a regular route through the city, just sporadic random routes for various meetings, etc).
Quick and reliable. I prefer to walk or cycle but catch the bus if the weather is bad (often in wellington), I am with friends or visitors (we have a lot of visitors who we

recommend use the bus) or if I am in a hurry.
quick, convenient, don't have to search for parking/pay for parking. regular buses throughout day and even into night
Quick, convenient, no parking hassles, cheaper to bus than pay for parking
Quick, easy, cheap.
quicker and easier than walking
Quicker than walking, too short distance to drive.
Quicker than walking; easier than cycling for carry large items; safer than other means of transport after being a patron at a bar.
quicker than walking and cheaper than driving
rain/weather
Raining after work or don't want to walk home. want to avoid parking car in town in the weekend
refer to question 1
Relatively quick ride between work and my home. From where I get on the bus I can usually get a seat.
Roads are so poorly designed for cycling so it is too dangerous.
Same as question 1
Save petrol & parking money
Saves on parking
See comment above!
Shopping - I may bus to Cuba St or if I am Courtney Place I will bus to Lambton Quay.
Work - I will bus to a meeting if it is on the other side of the city.
short lunch hour - need to get across town for shopping / errand but don't have enough time to walk
Short on time or tired of walking
Slightly cheaper than bringing my car in. However, I have to bring my car in on the weekends and evenings as buses don't run to my suburb on Saturdays and Sundays, and the last bus during the week is 8.15pm which is very early compared to some bus routes.
Slightly cheaper than driving when travelling alone. More relaxing than driving.
So don't have to walk
So I can go out at night for a drink and don't have to drive home. Or to get there quickly!
So I can have a few drinks in town
So I can to and from where I want to go.
So I don't have to worry about parking.
So that I don't have to take the car in to town
Sometimes I need to go somewhere that is too far to walk or I have things that are too heavy to carry while walking.
Sometimes it's just too far to walk, so I catch the bus
Sometimes use buses rather than walking or cycling around CBD / central area. I walk or cycle if there is time, otherwise short bus hops within CBD/central area
Speed and convenience
Speed in getting to/from work.
Speed, ease of access to CBD.
Speed, ease, cheaper than driving and paying for parking.
Take bus to Terrace, walk down through James Cook to work.
The cost of parking is crazy.
The service is reasonably quick, reliable and affordable. I also support public transport as overall it is less polluting than cars and uses energy more efficiently than cars.
The trolley buses are now useable for people who use wheelchairs.
Convenience

Cheaper than taxis
No parking worries
The weather is too bad to walk
There are many stops handy to where you need to go
Time factor if I have an appointment at the other end of the city
Tired, bad weather
to avoid car use
To avoid drink driving.
To avoid parking.
To get to the airport.
Bad weather.
To avoid parking difficulties
to avoid parking problem
To avoid paying for parking
To avoid paying for parking if I go to CBD. I like to walk to and from the CBD and take the bus when in a hurry or weather is inclement. Feel I should support public transport.
To avoid traffic and parking. It's usually not feasible because I have too much gear to lug around, and public transport isn't reliable enough to use for many jobs.
To avoid using a car unnecessarily and because walking is not always feasible.
To carry heavy loads I dont want to walk with
To commute from work, when I don't drive and especially on a Friday night after work drinks.
To commute to work
To get around
To get around - quicker then walking - I do not drive.
To get around quicker/stay dry/avoid wind or people/have either children or older or slightly disabled people with me/be carrying heavy shopping
To get from Karori to Khandallah
to get from one side of the city to the other when the weather isn't nice and i'm not driving for some reason.
to get from train to work
To get home faster than walking.
If it is raining, I take the bus instead of walking.
To get home from the airport when I fly regularly
To get into the CBD for shopping/appointments & to change bus to go to a different suburb, such as Brooklyn.
To get me from point A to B if I need to get there more quickly than the time I have for walking
To get me to places on time - which doesn't help when public transport is running late.
To get out of CBD to visit friends etc in the suburbs
To get places more quickly than walking - so if I'm in a rush.
To get shopping at luntime
To get through the city centre or back to the house in the suburbs
To get to and from work/home
To get to medical appointment, Senior net, movies, library
To get to places in a faster time than walking.
To get to school
To get to the center of wellington without having to walk
To get to university
To get to work
To get to work - I have an injury that prohibits me from walking to work
To get to work (from Newtown to Railway Station)
To get to work (when not cycling) and to get to/from the airport.
To get to work and home again

to get to work faster, and its easier as i dont have to carry my gym bag to work
to get to work from Kapiti Coast
To get to work or home.
To get to work or make quicker trips around the CBD during work.
To get to work or other places.
I don't own a car, but wouldn't use one anyway in the central city.
I take the bus when my bike is somewhere else eg. if I left it at work, or if I don't feel like cycling for whatever reason.
To get to work sometimes.
To get to work when I can't make my carpool.
To get to work, to meet friends, to go to the movies in Miramar.
To get to work. Tends to be cheaper/less hassle than driving and parking 5 days a week. That said, I tend to drive into the CBD on weekends, because it's easier to do that when you've got young children, prams etc, and I can usually take advantage of the 2hrs free parking. Given I don't spend much longer than an hour or two in the CBD on these occasions, adding a 25 minute bus ride to both ends of the journey would be a huge time commitment and the kids tend to get bored sitting on a bus for such a long period of time.
to get up and down the hills
To go to the gym, to meet friends for lunch, to go to the doctor, to go to physio
To go to work, also if I am attending other events held in inner city suburbs (friends parties etc)
To meet friends and family
Go to railway station to catch train
To minimise carbon footprint plus parking either not available at destination (VUW) or more expensive than I can afford. Also it saves the hassle of parking, although the long bus ride into town and long waits between services diminish the convenience. I will sometimes use the bus to get from different parts of the CBD to others, as well as to and from home.
To not have to find a park and get frustrated with traffic - the different parking spaces are confusing and I have got a few parking tickets due to the different time frames on different parking spaces.
If I am in the central city I will walk from the train station to most places I need to be.
To save money - petrol and parking are too expensive Because it's better for the environment - I only use a car if I'm going out of the city
To save time - have to squeeze in travel in my lunch breaks
To save time and shoe leather.
To save time compared to walking.
To save time or avoid bad weather. I walk the distance when I have more time and when the weather is nice
To save time, to get to work quickly, being able to cross the city is important, it is a long walk from Courtney place to the end of Lambton Quay
to take a car off the road
To travel across Wellington from suburbs at one side of the city through the CBD terminating in the suburbs at the other side of the city
To travel back from my work on the Kapiti Coast
to travel home after work
to travel more sustainably (compared to driving my own car)
Too expensive to park in the city

Too far to walk (Ngaio to Wellington Station), weather (Wellington Station to Taranaki St)
Too far to walk to Doctor/Library etc
Too far to walk, convenience, the buses go past frequently
Too tired to walk to my meeting, or the weather is bad. Plus the cost of parking in the city is ridiculous
traffic and petrol costs
traffic jams making driving slow, expensive car parking
Trai/Bus from Featherston so don't have to pay for parking in Wellington or at Airport
train from Hutt to Wgtn or vice versa
Train to and from Crofton Downs to CBD for work.I use the buses to make a quick commute to and from Molesworth St to the CBD during lunch hour or after work, or to get to Courtenay Place.
transport in when drinking and driving not appropriate or event where parking is too difficult - used to use daily when lived right on good bus route 21 but now use much less with increased distance to nearest stop.
Also use frequently during the day within CBD to go to meetings
Transport to and from work. Convenience.
travel by bus when rain or wind mean that it would be too uncomfortable for me to ride my bicycle
Travel from work.
TRAVEL TO SUBURBS/TO FROM TRAIN STATION
Travel to work
Travel to work from Lower Hutt via Wellington Railway Station - either to Kenepuru Hosptial (on Waikanae Line) or Wellington Hospital (on the bus).
travel to work: don't have use of car for work purposes normally, save on fuel and parking
unable to drive due to epilepsy
Up until the end of October it was considerably cheaper to use the train than any other means of travel, and it remains cheaper and more convenient than the car even after the recent price increases.
There is insufficient public parking, my workplace has no staff parking, and my workplace is also close to the train and bus station.
Use it in the am as it's usually quicker than walking
Use it mostly on wet days. Much easier to get on and off the bus than to drive and have hassle and cost of parking.
Usually I ride a scooter - if the weather is bad I will bus.
Usually if its raining or if I don't want to ride by bike for some reason.
Usually on the airport flier from Thorndon to Airport.
Usually to get to place of work.
Very easy to use (especially with Snapper card) and buses are fairly reliable in terms of sticking to the timetable!
Very occasionally to get to Phoenix games at stadium, although trains have let us down in the past so only very seldom do we use them now.

Same applies for using trains to get to duties at National Library - I can't be late!
Walking is a pain when the pavements ar crowded or it's wet and windy (when don't one or other of these apply in Wellington!).
Walking takes too long and I am not fit enough to bike, especially when carrying my laptop.
we only take it if the weather is bad as we dont own a car. We walk majority of the time
We would like to remain a one-car family for financial and environmental reasons, we well as support Wellington's public transport by making use of it. I find it is excellent for my needs
Wet weather and/or lack of mobility
when car not available. main constraint is poor links to the hospital ie requires train and then a bus
When I can't bike because of the weather
When I get really dressed up and can't be bothered biking.
When I go out to socialise, or have a couple of drinks, I don't want to drive. Public transport is the safest and most convenient option.
When I need to leave my scooter at home, or am meeting someone to leave the city
when I'm running late or too tired to walk or its raining or when I'm going out of the cbd to a suburb
When Im too tired to walk home.
When it is raining it is convenient.
When it is raining, I need to be somewhere quickly, or if there are too many hills along the way, I will take public transport instead of walking.
when it is rainy to get to/from work and night school
When it's wet or I'm running late - otherwise I walk
When my partner can't pick me up in our car. I used to travel into the CBD by train all the time, but got sick of the trains being late, being full, and the costs rising. My partner can drop me off in town and pick me up for less than what it would cost for the train.
When on my own I take the bus as I don't drive. However due to the fare increases over the last few years if I go with family then we take the car.
When too late to take car (lack of parking) or drunk/hungover
When too wet or windy for scooter
When weather so bad walking is not an option without risk of serious wet or wind damage.
Where I live and where I need to go in town can be easily reached by bus. I also prefer to catch the bus over driving as it is cheaper for my budget and I also prefer to catch the bus as there is less carbon emissions
Where possible, I prefer public transport for environment and to avoid congestion. Live close to train so it is convenient.
Work and social occasions
Work clients and meetings, shopping and entertainment.
Work pays for bus pass/ Parking is expensive and Travel is too stressful
Work, shopping, entertainment opportunities, socialising
Work. Convenience of travelling to city centre.
Worry free travel, no parking hassles, environmentally sustainable

Question 7 – Why don't you use public transport in the Wellington CBD/central area?

95 % of the time I cycle to any destination in Wtgn CBD. It's quicker, more flexible and cheaper.
As above I have been using the train service to (Johnsonville line) since 2005, but have recently stopped using it, mainly due to the recent price increase and

because I have found some cheap parking which is closer to my work than the train station is.
As I like to drop my son to college the car is more convenient for multiple stops
Because I cycle to work most days. I only take the bus in

terrible weather or at the weekends with my family.	convenient to walk and better for me - it is a compact CBD.
Because I drive in from Hutt Valley & park at work - therefore no need to use public transport. Travel time from home to work takes too long and requires 3 separate public transport services	I drive a scooter to work. It's cheaper than the bus and convenient if I have to work late (Mt Vic bus doesn't run after certain times). I walk to all appointments as Wellington as it's not far.
Because I have a mobility problem and can't walk to the nearest bus stop.	I either bicycle or motorbike or drive car into town from home in Lyall Bay (all take about 20 mins). Bus is too slow. Waiting time for bus is too long. Walk to bus stop and wait for bus can take 30 mins. then the ride in another 30mins.
Because I live within a walking distance.	I enjoy walking between the railway station and Courtenay Place. However I pass through the CBD when coming from Northern destinations ie: Upper Hutt, Lower Hutt, Eastbourne, Porirua
Because I only come into Wellington for work	I find buses unreliable
Because in order for me to use public would require me to catch 2 buses to get to the city - then another bus from the city to work - it would take me close to 90 mins and I can do in peak hour traffic in a bout 20mins I then have to do it all over again to get home - totally impractical.	I have not been using the buses as I don't really understand the snapper card system and how to get one etc
Because there are cheaper and quicker travel options available. In my case this is cycling. Another issue is the lack of suitable bus shelters. Since the WCC started putting in the adshell bus shelters the protection provided from the weather (including the summer sun) has significantly degraded.	I live on the opposite side of the CBD to my normal destinations, so it's cheaper and quicker to walk.
Better for me to walk	I love to walk and get the exercise
Biking is faster and more fun	I only use a bus to travel into CBD when it's raining, would never ever use it to travel in the CBD area (ie within the central city area) - it's better to walk
Bus does not go to home so not convenient and WAY too expensive.	I only use public transport to come into the CBD very rarely because I catch the No54 from Churton Park. At peak hour going home from work the buses are so full that they don't stop to pick up at the railway station stop. And after peak time the buses are so few that it is not convenient to catch them. More bus shelters would also help especially in winter
Buses way too infrequent (hourly - bus 23) and unreliable (turn up either early or late so never sure if it is coming). Also not conducive after school drop off to get to work on time. Buses also drive too fast on the hills near Melrose meaning we feel ill after disembarking if leaving town. Finally, snapper inconvenient when topping up (not able to top up on the bus) and also return trip means it is better to drive in and save up to an hour a day either waiting on the next bus or standing at a bus stop or going the long way home.	I Ride a bicycle
Convenience	I travel by van modified by ACC
Cost of Public Transport from outside City Area is greater than private vehicle cost.	I travel from out-of-town places to carry to hospital patients who have a range of appointment times; are not physically robust; and who are often more-than usually susceptible to general infections (coughs and colds, etc) as a consequence of their medical treatment-OR- I meet/deliver passengers at the Regional Airport.
Cycling/Walking is usually easier and suits the close geographical layout of Central Wellington better than waiting for a bus. So reasons are: 1) Time (Waiting) 2) Cost 3) User experience (public transport is still a relatively dirty form of transport, some new buses are an exception to this)	I travel to Wellington by train, I don't travel through Wellington CBD on public transport because it is quicker to walk.
Don't need to go very far	I used to travel using the train, but I was so fed up with the unreliable service I've gone back to travelling my motorcycle. If it's improved, and I don't mean just new trains, but the infrastructure and the management of the timetable, etc. Then I would seriously consider returning to the train.
Don't need to. Just catch the train to work and then home again. Everything is within walking distance	I walk along the waterfront in preference to a bus. I don't walk through the CBD streets because of tobacco smoke. Also my train ticket is not good for the bus, and can't understand the lack of a decent integrated ticket in this day and age.
Don't take the bus when there is more than just me going in to town. Day tripper is too costly.	I walk as I live close and when I am travelling further afield it is either for shopping or to visit family and friends so I take the car.
Due to my physical disability I use a power chair and due to my extreme height and size find Accessibility nonexistent for public transport in Wellington.	I walk everywhere.
Easier to drive or walk	I walk or cycle
Everything I need to access is within walking distance	I walk or take a private car or taxis
From where I live the buses up and down Brooklyn Hill don't run regularly enough during the daytime and on weekends; there is also no bus shelter.	Is faster to walk.
Going though Manners Mall in a bus freaks me out.	It can seem to take a long time to wait for the bus, or when in the bus, to get to the destination. The cost also. It isn't cheap to use.
Have to take train first and then bus, the cost is more than taking the car	It's expensive, slow, unreliable and unpleasant to use and many of the bus drivers are a hazard to all other road users which I do not want to be a part of
I cycle most of the time when going to the CBD.	It has become way too expensive - in the past I was using the bus but have stopped; other than that it has become more crowded as well - there are not enough busses etc; snapper is a rip off (especially if you compare
I cycle or walk or carpool	
I don't get public transport within the CBD because it is quicker to walk than to work out what public transport to take and then wait for it (as I don't do a regular route through the city, just sporadic random routes for various meetings, etc).	
I don't like getting buses, so will walk or taxi if needed.	
I don't think there is a need to use the bus inside the CBD area as it is just as easy to walk. I would use the bus if I had heavy shopping or if it was raining.	
I don't use PT in the central area due to cost, more	

it to the system in use in Perth! there you can recharge in the bus, don't have to pay to recharge and automatically get the lowest fare - here it is a rip off as well as a way for the city to get free credit - just an unfair system)
It is easier to drive as there is usually no surprises with cancelled trains etc
It is quicker and more convenient to drive
It is so slow getting from the railway station to the Hospital. The traffic is congested, the buses take the most congested route, and stop ever 100 metres. I've walked it quicker than a slow bus trip
It takes too long because of traffic, too many buses using the same road. Quicker walking.
It takes too long i.e. as a support worker time is of the essence and it puts extra stress onto whanau i.e. they are unwell, maybe in pain and don't feel comfortable about being in the public eye. Not that public would no but the whanau would.
It's easier and faster to walk.
It's too expensive and it won't carry my bike.
Low need and prefer to walk
More flexibility with own vehicle
Most of the time it is too hard / expensive and takes too long to use public transport from Plimmerton to Wellington Hospital - train, than change to bus.
never on time
no bus stop nearby and if there is either your wet through or the bus in fullno point
Normally I cycle. Cycling is faster.
Not available frequently enough eg: not available on weekends, and it's slower at times than walking.
Note that I do usually walk
Out of work hours I have two children with me. Buses are not very reliable in terms of the time they arrive. It can be hard with young children on the bus, especially at busy times.
Overpriced, inconvenient
Poor connections to my suburb
Q3 should have had third option to answer such as rarely or occasionally. I very occasionally use the bus, but it is usually quicker to walk to or from CBD destinations to/from where I live.
See above as this covers some of answer to this

question. Buses aren't either economical or practical for the destinations I need. Last time I used them I discovered there were none leaving for a time so set out walking between stops a number passed by then there were none for another gap of time. Ludicrous.
Short walk
Slow expensive useless
Sometimes taxis are the only solution for non-PT served locations
Takes too long, don't have enough money in my budget to catch the bus every day. Better for me health wise to walk, run or ride in.
There are times when I don't use public transport and that is due to the unreliability of Wellington's public transport system, when trains and buses regularly don't run on time it means i become regularly late for work. When i hear through other people that the trains and buses are running regularly, I go back to using the trains and buses.
Too crowded, too slow in the mornings. Actually MORE expensive than riding a motorbike to work every day.
Too difficult when end destination is hospital
Too expensive - usually cheaper to taxi when I'm with my wife and my 2 kids. It doesn't go near my house. It's usually faster to walk.
Too expensive and too unreliable
Too expensive compared to the cost of taking my car.
Too slow and crowded
Too slow and expensive compared to a car carrying two people.
Too slow because of congestion in the CBD, overcrowded (insufficient capacity) also have to change to train at the railway station, causing another inconvenient delay.
Travelling by car Churton park to Kilbirnie in weekends , no single public transport option will do that
Unreliable and poor communication about late trains.
We prefer to take our car because it gives us more flexibility to go where we want without relying on timetables. Also don't know the public transport route so prefer to drive.
Wellington is a very walkable city and the bus line that covers my area is not efficient.

Q8 What would encourage you to use public transport more in the Wellington CBD/central area?

- Cheaper fares (my main reason for taking up cycling was because buses were becoming too expensive)
- More reliable timetables, faster services and more services going where I want them to go (especially up to Victoria Uni). A light rail or tram system would be great because it would be separate from traffic and thus more reliable.
- Bike racks or some other form of bike storage on buses (or light rail!) so I could catch a bus for one leg of my journey. For example I would love to be able to take my bike on a bus up Brooklyn hill or up to Kelburn and then ride it back down.
- Free rail station-city centre shuttle (for inclement days)
- One brand for all PT
- Integrated ticketing
- Comprehensive and accurate Real Time info
- More frequent buses
"cross spoke" journeys e.g. from brooklyn to island bay or even from aro st to oriental bay can be awkward.
\$
\$1 flat fare
(i) more ticketing options (eg a monthly ticket option that includes a large part of the network, including train and bus, and integrated ticketing, that is being able to use one ticket/card for all trips, (ii) better connectivity between train and bus, or alternatively avoiding mode changes in CBD, (iii) higher reliability of services
1) If catching the bus was faster than cycling to work.

2) If catching the bus was cheaper (literally can't afford to commute by bus as we are a three-person, one-income household. We need that \$30 each week.)
1. faster through the CBD2. ticketing system that didn't penalise stops en route (eg for shopping, sport)3. ticketing system that automatically topped up when balance low4. better lighting in buses5. reliable RTI, at stops, online and on mobile6. clearer route system7. better route and fare info (not just timetable info) at stops8. faster boarding, through all doors9. all buses/trains/ferries to use the same ticketing system10. extending rail south through the CBD11. continuous bus priority between Thorndon & the hospital, in both directions
100% Reliability. Knowing that Trains and buses ran more often on time than not. It needs to be more affordable The capital of NZ should not be so expensive to get around.
A better and quicker method than buses, i.e. light rail, trams, etc.
A better bus timetable - I work in the Hutt valley and the last #84 bus in the morning leaves the CBD at 7:40am.
Light rail between the CBD and the train station, airport and hospital.
A better system for transferring between bus services - transfer tickets, common route changes at the same stop at the station
A cheaper service with staff that don't seem to hate everyone.
A city section monthly pass via the snapper that allowed unlimited trips within the city section would encourage hopping on and off busses.
a clearer, cheaper fare system
A close bus stop to my house and cheaper prices
A fast, frequent, modern reliable tram-train system so I could board at the Basin Reserve and get out at Naenae without getting out of my seat.
A free circuit bus running every 10/15 minutes
A frequent bus from Churchill Drive
A frequent light rail (or something that isn't noisy, smoggy and dangerous like the buses) that travels around the edge of the CBD - not right through the middle of it. That would suit my transport needs better. Also needs to be cheaper.
A Heritage Tram from the Railway Station to Courtenay Place.
All night buses, not just at weekends but every night. A higher minimum charge is acceptable.
A high quality light rail line from Johnsonville through to Miramar connecting all the main points along the spine.
A monthly bus/train ticket so I don't have to pay twice to use the train and bus.
A more affordable monthly pass on snapper. Currently it's still generally cheaper to travel to and from work every day with the occasional recreational trip by paying for each trip separately. Because I then know roughly how much I should spend in a fortnight that's all I budget for. So if I have the odd week where I travel more than usual I just end up walking instead of having to top up additionally.
A more comprehensive system which would encompass Aro Valley where I live.
A more economically and frequent bus service.
Only use PT to the CBD for work, all other visits by private car
A more frequent service.
A more reliable service into/through the CBD, especially at peak times.
A rail link through to hospital and airport
A realistically priced, capped fare system on a smart card that can easily be topped up online, like Christchurch's Metrocard (Metrocard is both brilliant and realistically priced). Consistent, reliable, frequent services. Reliable timetabling. Safe, considerate drivers with relatively pleasant dispositions. Better connections between inner suburbs, that bypass the city centre.
A reason to go into the CBD more often/more public transport to and from the suburbs, especially the Hutt city.
A reduced fare for the very centre of the city city.
A regular loop bus in the CBD that just does the courtyard place to railway station throughout the working day would be fantastic.
Improved regularity and linking of routes.
a through route and in particular being able to get to the airport easily from Porirua.
A train or light rail connection through the CBD to Newtown and Kilbirnie
A tram system and pedestrianised streets with cycleways.
A tram/train that ran through to Cuba St, or better still the airport would be great. Its a pain coming from Petone where I often stay, having to change from the train, to find a bus and to battle with other busses through to Cuba st
Ability to switch services with single payment for journey.
Affordable bus fares - the costs of using the bus are equivalent to a couple driving their car.
Affordable fares; reliable and frequent services, especially late at night and early hours in the morning. I've been stranded a couple of times after a late night - taxis to the Hutt are expensive!
All fares to be immediately integrated onto the EXISTING Snapper card. (We shouldn't have to take on the Auckland card system as Snapper pre-dates this). The fares on Snapper should always be the lowest possible fares. The Snapper should be extended to metro trains ASAP. I see the London Oyster card as the ideal template for how this could work - it works on all forms of public transport and is 'smart' in that you touch in (start) and touch out (end) and it calculates the fare automatically. Also it has a daily limit, whereby you spend up to a certain cut-off point and are not charged beyond that. This rewards the regular user and is akin to the Day Rover idea in concept.
Almost nothing! A cheap parking option say in the Ngauranga area with fast track rail through to Courtenay Place running at

five minute max intervals maybe.
Already use as often as I need.
Already use it to the maximum
An airport bus running through Newlands or Johnsonville, and more frequent Sunday services.
An intergrated ticket system... i pay two fares to get from Brooklyn to Khandallah so its cheaper to drive... if not already on my bike. The different bus networks don't even use the same pre-paid systme (ie: snapper)!
Apart from the reasons outlined above (costs of public transport, and reliability), I think a transport link from the railway station to the CBD would be beneficial - not a bus, because they're just too slow in peak hour traffic. I think an electric tram that runs through the central city would be useful - could have heavily subsidised for people who catch the train.
As a Wairarapa resident I just use it as neededwhen in Wellington to get anywhere I need to HOWEVER I would be LESS likely to use it around the CBD if the fares increased
As well as my answer given in question 7, more frequent trains and also free CBD bus travel to/from the rail station. Cheaper fares on the train, would be a useful attraction.
At some times of the day, better frequency.
Being able to put my Bicycle on bus & train
Better after hours access though not really feasible - cost effectiveness.
Better bus drivers! The Go Wellington drivers are rude, arrogant, drive erratically and throw their buses (and passengers) around. If it was an option, I would use the Mana services.
Better bus stops to wait at. Less crowded buses.
Better bus stops, at peak times its hard to get to your bus because the bus stop is just on the foot path - bus stop shelters should be closer to the road so people not using them walk behind those who are waiting, rather than pedestrians knocking into each other as they cross paths, one trying to get to their bus, the other trying to walk past.
better buses, I'm on the Island bay route which is awesome
Better connection between bus and train
Better connected bus lines, better thought out routes (e.g. bus 23 more direct to University then over Lambton quay), Lower price and interticketing, so transfer becomes cheaper and more convenient.
Better connection to Crofton Downs suburb. The trains are horrible and I don't feel safe on them in the evenings. The bus only goes to Wadestown.The prices need to come down and not go up every year. It's cheaper to take the car, which is what we do most days.Bus stops need more shelter, because Wellington weather can be quite aggressiveBuses should all have free wifi - that would be awesome because I could get some stuff done while travelling
Better connections with train/bus
Cheaper weekend travel. Coming from Sydney weekend is considered off peak, and here it is peak.
Better connectivity through W Rly Stn area
Better co-ordination of bus routes, payments and arrivals/departures at hub points so I can easily connect and get to other places where the bus service that goes past my house doesn't go.
Better frequency - my route is Willis St - Railway Station
Better time keeping - I have no confidence about when the buses will be at my stop
Better customer service - If someone is standing at a bus stop it is reasonable to expect a half empty bus to stop
Less stops - bus stops and traffic lights
Better frequency of services during weekends.
For example, on Sat services are only once in half an hour and Sun on once an hour.
Better integration, cheap fare
better link between railway and hospital
Better policy around taking bikes on the train - see 9a below.
Also, an integrated system (ticketing and aligned schedules) between train, bus and (in the future hopefully) light rail.
Better pricing. Better service (both frequency, connections and while some drivers were happy and helpful, others definitely were not). Better driving. (Christchurch Metro Card was spot on when I visited - with a great daily cap, great connection pricing and great all round cheerful service). If you had all this it would be worth the extra time and hassle to catch the bus.
Better pricing. Friendly and helpful staff (I use buses in Auckland and find the drivers pleasant - frankly they're just horrible in Wellington). Intergrated ticketing. User friendly timetables. Being able to carry more gear on a bus or train. Luggage storage especially in main stations and bus stops. Better toilet and even shower facilities.....
Better route design, higher frequency into Te Aro area, faster travel times, service into the evening, lower fares
Better service. Quicker service.
Better service/connections eg light rail from airport to town
better services to and especialy from Hospital
Better sheltered bus terminals. More buses from Evans Bay Parade to Oriental way - ie more regular buses and we currently don't have a weekend service.
Better signage on busses and at bus stops. Drivers who speak to me when I ask a question. Less rough driving
better system, faster, cheaper
Better tickets that mean I dont have to pay when I change buses or train.

faster trip through CBD
more modern vehicles
more frequent off peak trips.
better time frames and live updates gps is a wonderful thing
Better time information on when busses arrive to pick you up. Dont like it to NOT know if I have just missed the bus or if it is on its way still.
Better timetable. More direct routes.
better timetables, cheap 1 zone tickets - light rail options
better timing for buses to Wellington Regional Hospital; too many stop at the end of courtenay place at peak times so it can be hard to get to work on time.
better fare linking between buses and trains.
being able to use snapper on the train.
better links from north wellington to the hospital
better traffic flow. at certain times of day it can be easier/quicker to walk
Better train/bus connections
Better visibility of spend on snapper system. At the moment the fares are impossible to determine at point of sale.
Better weather
Bike carrying facilities on buses and trains
Bike racks on buses, being able to take ordinary bikes on trains, great bike parking at bus stops and train stations.
bike racks on the bus
Bikes on buses!
Free loop. Except for the #91, I'd like to see all buses just go to the edge of the CBD, connect to a free loop, and include a transfer beyond the CBD.
Get rid of the fare-box!
Bring back the \$1 inner city fare
Bus around waterfront (Te Papa) and then along to Basin Reserve to hospital- much quicker if direct from train. When coming from Upper Hutt, already have to allow at least two hours.
Bus lanes to make the trip faster. No bus lanes from Churton Park down Ngauranga Gorge
Bus route announcements for blind passengers to be aware of travel position.
Bus routes running later.
Bus service that started closer to my house - currently the nearest bus stop service is around 40 minutes walk from home in Crofton Downs. This makes using the bus impractical in most cases. It appears that bus routes and bus stops have not moved to take account of the new housing developments in the western suburbs.
Bus service until later times on some key routes
buses being on time at the start of their run.
Buses come more often at peak times in the late afternoon/evening. Also buses can take a long time to get through the city - particularly trolley buses.
buses coming more frequently
Buses or trams where the windows are lower so i can see out of them while sitting in the seats on the low floor part.
Dedicated bus lanes or tram tracks to improve journey speed.
Buses sticking to the timetable. Longer hours for using Gold Card.
Buses that run on time, more diesel buses because trolleys run too slowly.
can't think of anything
Carpool during the week into town for work because the train is unreliable (I'm sure that's the first time you've heard that..!).
CBD is the slowest part of the route. Needs to be less impediments to bus travel through CBD. Dedicated Bus Roads like Manners St would help.
Central ticketing system, upto date information on the arrival and departure of services. Services operating on time and informed if there are any major delays to services
changing the zones. it used to be one section (ages ago) to travel from the hospital to courtenay place, now it's two zones which is a deterrent given the walk is only 20 mins (for giraffes like me)
cheap and fast trips from the zone 3 suburbs to the cbd
cheap fares
Cheap fares - especially traveling up a hill or short distances. For us (family four) is it the same price if not cheaper to get a taxi home and it takes us directly to the door. We would loved to go on bus and walk a little way - but it does not make any sense given it costs more.
cheap fares, faster routes - ie it takes so long to get into city using public transport whereas takes 10 minutes by car.
cheaper
Cheaper - it's getting more expensive (a recent price rise) means that it is more economical to have a car park in the city. Also

the frequency of the bus on my route (22 to buckley rd) means that the bus being on time is important otherwise you have to wait for sometimes over an hour for the next bus.
Cheaper (free on Snapper through CBD)
cheaper and faster than I can walk
Cheaper and faster transports
Cheaper and improved routing through suburbs.
cheaper bus fares
Cheaper bus fares in town
Cheaper cost
cheaper cost
Cheaper costs and more frequent, quicker services.
Cheaper family passes for weekend travel, extending half-hourly night-time services during the week to provide full coverage
Cheaper fare compared to petrol use and discount for frequent bus travellers.
Cheaper fares
cheaper fares - it's way too expensive
cheaper fares - similar to the Christchurch Metro system where you get unlimited travel for \$4.50 on your metro card or a hour worth of free transfers.
cheaper fares - the recent increase is making me rethink about using the bus in the am. In the pm I walk back to the station.
CHEAPER FARES !!!!!!!!!!!!!!! On average 5 dollars a day, two ppl can pool a car and get a paid car park for 10 dollars a day , why would they take the bus?
Cheaper fares and better bus drivers, who don't aggressively speed off as soon as the doors are closed.
cheaper fares and more polite customer service people
Cheaper fares and more services.
Cheaper fares and quicker transit times.
Cheaper fares and the ability to transfer buses without paying another fare
Cheaper fares- especially if transferring between bus routes- also family fares to make public transport more competitive than car
Cheaper fares i.e., \$1.00 one way.
Cheaper fares
Sheltered bus stops
More frequent buses
Faster flow through the CBD (less congestion)
Reliability
Cheaper fares
Simpler bus routes / info with map (bur routes) and fares at stops
cheaper fares!!!; more frequent and faster transport
Cheaper fares, a more reliable service (adherence to timetables) and actually being able to get on a bus (many buses - eg Karori no 3 - are full leaving passengers stranded)
Cheaper fares, ability to put a day pass on my snapper card
cheaper fares, better reliability
Cheaper fares, better service, friendlier staff
Cheaper fares, better timetable and more reliable
Cheaper fares, bus routes between Brooklyn and the eastern suburbs
Cheaper fares, faster travel times (e.g. buses not being slowed by constant traffic lights and congestion). More regular services in evenings and on weekends.
cheaper fares, faster, reliable, reduce stops
Cheaper fares, I was more likely to use the bus when the fare was \$1, at \$2 I'm more likely to walk.
Cheaper fares, less congested buses, cleaner buses, buses on time - the no 3 in the evening around 7pm to 9pm timeframe can often be half an hour late and often full missing out people.
Cheaper fares, less crowded buses, faster journeys with fewer stops, reliability of buses
Cheaper fares, more accurate RTI, more frequent buses, buses on weekends to Highbury/Aro Valley.
Cheaper fares, more buses during the weekend - possibly even combine this to have a 'Weekend fare' to encourage usage, and having more buses would also encourage usage.
Cheaper fares, more convenient bus stop locations.
cheaper fares, more frequent and reliable service
Cheaper fares, more reliable arrival times for buses
Cheaper fares, more reliable buses arriving at the stated times.
Cheaper fares, nicer drivers (they can be flat our rude!)
Cheaper fares, safer pedestrian walkways through the cbd.
Cheaper fares, student fares
Cheaper fares. Weekend buses that go up Parklands Drive in Karori.
Cheaper fares. Buses on the weekend and after 6:30.
Cheaper fares. More frequent services
Cheaper fares. Otherwise its easier/cheaper to take the car.

Cheaper fares. Wifi on the busses.
Cheaper fares; faster routes.
Cheaper fares; what happened to city section? That was great.
cheaper price
Cheaper price, more routes, and better schedule
CHEAPER PRICE. STICKING TO TIMETABLES
Cheaper prices, discounts for rate payers who are subsidising public transport anyway
Cheaper prices, more buses going to where I need to go (more around Victoria street), more stops,
Cheaper rides within the CBD. Free or 20 cents would be a good price for Snapper users travelling within the CBD.
Cheaper tickets. At the moment its too expensive for short trips so I'd rather walk than spend the money.
Cheaper transport - particularly buses which are currently much more expensive than trains (from Johnsonville) because of way the zones are organised. Covered or underground walkways between Wellington station and Lambton Quay would make it more appealing to take the train on weekends. Integrated ticketing would also be useful - especially if I could take the train to the city and then take a bus to the other end of town and only have to pay a little bit extra rather than having to pay two seperate fares.
Cheaper, especially if two-leg journeys (those requiring a change of bus part-way through the trip) were charged as one journey instead of two journeys.
Cheaper, faster, more reliable
Cheaper, more efficient services
Cheaper, more often busses.
Cheaper, more options
Cheaper, more punctual service.
Cheaper, more reliable, faster through the CBD (have less busses, so they do not back up)
Cheaper, more reliable, quicker
Cheaper, more routes, more frequent
Cheaper, quicker and more frequent services.
cheaper, quicker, more convenient
Cheaper.
Cheaper. Better routes connecting Brooklyn to other suburbs, not always having to travel into the city, having transfers that allow you to complete your journey rather than having to pay again on the next bus, making the Snapper cards more affordable. London's Oyster cards are £3, not \$20. And it's a deposit that's returned when you give back your card. An encouragement for tourists to use public transport more.
Cheaper. More frequent.
Cheaper. More frequent. Friendlier bus drivers
cheaper. More options (light rail!)
Chearer bus fares
Circuit buses perhaps, like melbourne trams. Buses work out the same price as cars so there isn't a financial incentive.
Cleaner buses, some of them are filthy!
Cleaner newer buses - bus stops well lit at night
Clearer costs. It's too hard to know what travel costs with scnapper
Closer integration between bus and train services for important destinations or main destination areas.
closer location of bus stops to home and work.
Closer stops to my origin and destination points.
Combined Train/bus/ferry ticket. Higher subsidies/cheaper fares
Combined zone tickets for those of us from the Wairarapa so we could just hop on a bus whose rides were included in our train tickets
Confidence a bus is going to come when the timetable says it will. Sometimes it is faster to walk than hang around for a bus, an endure a painfully slow journey, jerking backwards and forwards. Don't generally find the buses that clean.
consistent frequency of public transport that is safe - up to late at night/early morning hours.
convenient services that go where I want, more frequent services later in the evening, ability to get on and off and back on without paying another fare
convient station location near to home
cost
Cost
Cost
Cost (Lower), Efficiency (Fast), Regularity (more often)
Cost less.
Cost of the transport.
More buses over the weekend.
Cost. I use the bus less often now it is \$2 in central city instead of \$1, and also it is a relative cost for my partner & I to drive in together as it is to both bus in and bus back (\$14 total daily)
Also, reliability - nothing worse than not knowing if you are waiting 3 mins or 35 minutes for your ride :(
Cost-effective fare, subsidizing from motor vehicle taxes
Currently I'm using the bus 5 days a week I don't think I would use it more often unless my lifestyle changed
currently nothing - I don't have a car, so I use public transport whenever I want to go to the CBD.
dedicated public transport routes

Depends. It adds a lot to my journey as I need to walk from train station to Willis Street. \$2 for a bus ride each way would nearly double the cost of transport so is not cost effective. Also reliability is a concern, even when balanced with delays due to car accidents on the motorway. If I could get a cheaper car park near work, I'd take the car.
Discourage cars from CBD so that buses aren't held up.
Put a congestion tax on cars in CBD like they have in London.
Encourage pedestrian-only wellington CBD areas.
Drivers who are courteous rather than racecar drivers who dont care at all for the needs of their passengers, capped fee
Drop in fares.
Ease of interchange at railway station, quick & frequent service
ease of use and cost
ease of use/reliability
Easier access from where I live. Although it is good to park at Waterloo and catch the train into town but then I have to catch a bus to work from there. A bus from Waterloo station to the Hospital would be wonderful and there are alot of staff from the Hutt who work within the Newtown area and once the supermarket starts up there could be more. Also there are alot of services within the hospital that are only based in Wellington so alot of our patients have to come in from the Hutt which for most is a bus then another bus or traina and then another bus and the same to return home.
Easier access to bus stops, sometimes they are at busy intersections and it is difficult to cross the road to get in the direction I want to go in, in the mornings the buses are extremely crowded even just to cross the CBD and sometimes I can't get on, I wish their was a light rail running from the train station through the city to the airport as it would be faster and more reliable and sometimes the buses to the airport get delayed due to traffic and can make me late to my flight for check in time.
easier and cheaper transfers between buses and trains
Easy access, low fare
Eh... I use it twice a day. More often??? Don't think so, sorry... :)
Electronic bus timetabling at stops in real time to indicate wait times.
ONE ticketing system for all bus service providers.
No cash fares on the bus (the Mana/Newlands buses hold up others at stoips along the golden mile treeiably because of cash fare handling)
Electronic schedules are going to be great when they are all installed. I guess if it was cheaper I might use it more often.
Electronic signs at every train station to say what the ACTUAL time is that the train is coming (ie on schedule, running 1 minute late, etc), as the text alerts are very unreliable. Electronic signs similar to those installed at various bus stop locations in Wellington would be fantastic.
Enhanced frequency and an intergrated (light) rail servive between the eastern suburbs and the Hutt Valley and Western suburcbs.
Environmentaly sustainable public transport
Evening and weekend Aro Valley (9) and Highbury busses. Keeping the cost of busses down.
Express buses from Newtown to the station. I have never caught a train in Wellington because the journey to the station (by bus) is slower than driving to my final destination from home.
Express Buses that do not stop at all stops (faster journey time). I can walk into the city and it only take 12 minutes longer than when if I use the bus.
Faster and more frequent links to the suburbs and attractions around the city
Faster bus routes
Bus shelters at all stops with real time information
faster journey times from the railway station to courtney place
free central city shuttle bus (similar to christchurch)
Faster journey times.
faster links into the CBD
Faster service - not being stuck at traffic lights and competing with other vehicles.
Faster service, comfort
Faster service. It takes so much longer on the bus
Faster services, no trolley buses, reliable timetables
Faster services. Cheaper fares
Faster services. That is trains that travel faster than 100km/h
Faster transport, more regular transport.
Faster travel times. There's too much peak hour traffic in the CBD and the trolley buses hold everyone up- I generally end up standing in an overcrowded bus while it idles for 5 minutes. I'd rather walk!
Faster trips with assured seating and room for prams or a reasonable amount of baggage.
Faster
more frequent
cheaper to hop-on, hop-off
Faster, more frequent services. Less suburban bus services and private vehicles clogging up the central city road system.
faster, more frequent, on-time services
Faster, smoother public transport, such as Light Rail or Modern Tram. Buses get stuck in traffic too often, and a dedicated Light

Rail route would be highly desirable.
Faster; closer to schedule; more off-peak services.
Fewer cars on the bus route. Real time travel info.
Fewer or more expensive carparks , lower bus fares
Flasher services, cheaper prices, always on time.
Flat pricing structure, transfer tickets for changing routes in a single journey, friendlier drivers, a fast train or subway.
For personal use - knowing when the next bus will be arriving a better understanding how to use the bus sytem i.e. paying on the bus; which bus to catch; which way will it take you; kind bus drivers who don't mind answering your questions if you are not a frequent user; being able to top up your bus card on the bus and not have to go somewhere else to do that before you get on the bus.
FREE
Free public transport. Not only to benefit commuters, but also to create a modal shift away from fossil-fuel based transport.
Free services in the CBD during office hours.
Free to Wellington residents
Free transfer from train to bus if in the same fare zone.
Free transport. Faster service (more efficient bus priority, the existitng signal arrangement needs vast improvemnt).
free trips in the cbd
Free wi-fi on trains and buses. Bicycle racks on buses would help too. It needs to be affordable and needs to be ontime. And there needs to be some sort of transferable ticket for people who are catching trains and buses so they aren't paying \$20 a day return to get to work or universtiy in the city.
Frequency
Frequency and affordability - fast/simple way to get from train station to Courtney place - currently have to decipher which bus to catch. Often end up walking along the waterfront as usually faster than waiting for right bus and peak-time travel.
Frequency and directness of buses. The parameters of the CBD/Central area need to be relooked at like Auckland the link bus system has now been extended much wider to reflect the breadth of the inner city e.g Pt Chev and Greenland?manukau Road. The central are should be extended to include Island Bay, Kelburn, Karori and Kilbirnie for example.
frequency of bus 21bus e.g weekends
Frequency of service
frequency of service - seems to be feast or famine for buses arriving at stops.
frequency of service on main routes
Frequency of services.
Faster journeys.
Polite bus drivers.
Cheaper fares.
frequency, timeliness esp in bad weather; cheaper fares
frequent buses, good price, later services from the CBD particularly on weekends
Frequent buses/trains, reliable services that arrive and leave as per scheduled times.
Frequent Light Rail from the Train Station along the waterfront to Courtenay Place with only a limited stops so it was noticeably quickly than walking, the current slog along Lambton Quay, Willis, Manners on a bus following other buses is not much quicker than walking.
Frequent peak services, consistent with the timetable that they are set to.
Friendlier bus drivers
friendlier bus drivers, better timetables, reliable times (not being late or early, waiting at stops if they're early instead of taking off.)
Friendlier drivers.
Generally try to walk or cycle places instead of using public transport around the CBD
Getting rid of the smelly noisy and uncomfortable busses
Good traffic flow
good, reliable service
Greater accessibility.
Greater availability of express services (or at least inbound buses that don't pick up / outbound services that don't set down; in the central city area). Or providing buses that only run one-zone central city trips - so there's no sitting at Courtenay Place for 5 minutes while dozens of central city residents try to squeeze into already full services.
Greater bus priority at intersections. Fast transit through the Golden Mile area - very congested and slow . More frequent services. Comfortable modern vehicle with wireless is a must.
Greater frequency of service
Greater frequency of service. I'm not originally from Wellington. In my original home, it usually wasn't necessary to check public transport schedules except for late at night or on weekend evenings. Otherwise you could simply go to your stop and be confident that a bus/tram/subway on your route would arrive in 5-10 minutes.
Greater frequency of services
Greater frequency of services to where I live (106 Homebush Rd, Khandallah). Frequency is fine for commuting but not good in the evenings or on weekends.
greater frequency, routes that didn't invovle going through the centre. e.g. to get from Aro Valley to the hospital requires going to e.g. Willis St to pick up an outward bus
Greater reliability of scheduled services.
More services at weekends and in the middle of the day.

Greater reliability, more convenience of times, closer to where I want to get to.
Greater reliability. Also, a smart card that's smart. I can easily end up paying more than is necessary for a day on the buses - if I have the day planned I can get a day tripper, but if plans change the snapper card just keeps charging me. I also resent having to pay money to charge the snapper - an unnecessary expense. The snapper card is well and truly flawed, and is one reason why I tend not to use buses in Wellington.
Happy with what is available
Having a direct express bus service, e.g. the Flyer service from Hutt Valley would save me driving which is what I do 95% of the time.
Having a direct route to the Railway station from Newtown - it can take 45 mins at times, when I can walk in and it takes the same amount of time or run or bike in in about 30mins.
Cheaper fare.
Having a regular bus service and less crowding on vehicle
Having a train system that got me closer to my destination.
high prices for petrol and parking.
higher frequency services & quicker trips
hmmm... Probably weekend service on the #9. But I imagine it's a pretty low-volume line -- perhaps it could be extended up Raroa Rd?
Holding down the fare rises.
I already use it almost every day and generally it is pretty reliable.
I already use it as much as I can
I already use it for most trips into town. Around town I have more of a tendency to walk unless it's raining. Frequency of services are the most likely thing to encourage me to use it more within town.
I already use it very often.
I already use public transport a lot, not having a car. I prefer to walk in summer as it is cheaper and good exercise.
I certainly preferred when the city zone was \$1. It made short trips inexpensive enough to take frequently and encourage companions to do the same. I liked being able to easily jump on and off transport around the CBD. Even though the current fee is only \$2, it seems too much to pay for short trips.
I commute daily by bike from Thorndon (Goring St, other side of motorway) to Old Bank Arcade (and the old Rialto building opposite the Stock Exchange from March 2012). Closest bus is the 14 coming down from Wilton, nearest stop is a few blocks away, so if it's raining I'm going to get wet either way.
I do use the buses when I need to
I don't know much about public transport in Wellington CBD
I don't need any encouragement. I use it, but if the distance is short I walk.
I don't need more encouragement, it's there when I need it.
i don't often use the public transport as i live and work so close together and for the rare occasions i need to get from one side of the city to the other i tend to drive.
I find buses to be impersonal and confining. A more open type of vehicle is more inviting. Light rail is an obvious choice, but there may be others.
Also, because I do not regularly use buses I feel at a disadvantage when paying my fare and holding up the service while doing so. This does not happen on trains.
I finish work at Wellington hospital at 2320 ish when i work a pm shift. the last bus to pass the hospital and head into town generally passes at 2310. therefore if this service was available by bus I would take it more often
I have a disability and would prefer more covered bus stops with seating.
I have no choice
I have to need to be reliable
i like the real time info and rolling that out will be good. price is obviously a factor as is reliability.
I live in Aro Valley and it is annoying that I can't catch a bus that goes to other areas (unless I walk all the way into town!) Oh the drivers could be friendlier, I have been snapped at etc by them, had the bus go straight past my stop when waiting to catch the bus. I think the drivers need to remember that it is still customer service job
I live in Seatoun Heights Rd, and the the shuttle bus is infrequent. Walking up the hill is tough so if this service was more common I would find it easier to use the buses.
Also, it is expensive.
I live just in zone 2. If the zone 1 boundary were one stop further out, I would probably catch the bus more, as I currently end up walking 10 mins to the stop within zone 1 to save money, but that makes it a much slower journey than cycling.
I noticed that when the train fares recently went up, that the pamphlet advising of changes showed how the areas are zoned. I think it would be a good idea if tickets were sold as zone tickets, not destination tickets.
I shouldn't really use it more often as I need the exercise!
I strongly believe that there needs to be a student fare option not just for secondary school students but also for tertiary students. It is concerning that fares keep going up. If there was to be a flat \$1.00 fare for the inner city to Massey University, Victoria University and the inner city, then this would be an encouragement to use public transport more.
I think it very good
I think that perhaps instead of having a 'per trip' payment, it could be a time period - for instance 2 hours worth of travel. Also, public transport costs just keep rising - it makes it less desirable.
I think the system is fantastic. When you're travelling within the city there are loads of options so you don't have to wait around. I

don't tend to bus home because the number 24 which takes me to Cable St is so infrequent. It would be great if there were more options for this area especially when it's raining or late at night as I work quite long hours.
I think there should be a free zone in the CBD for those getting on and off within the zone. For example, Seattle has this system.
I think they on the right track with those new signs updating when the next bus routes are coming at the bus stops . It would good to have them at more stops ... especially the bus stop of the end of Courtney Place !!
Some of the bus shelters are a bit poor too ..
I think we should be encouraged to walk/cycle more than use public transport. But main motivators would be more frequent service (maybe using smaller vehicles) and a lower cost (it should be an obviously attractive cost)
I use it a lot already.
I use public transport 2-3 times a day, 5 days a week, thats pretty good.
I use public transport on 6 days of the week
I will use it regardless of circumstance.
I work 10 mintes walk from the station; I'd need to travel a lot further before I used public transport within the CBD.
I would be encouraged if the trips were faster, and if there was a rail system in place. Currently it takes far too long to travel from the railway station to Courtenay Place, and I really dislike the starting/stopping motion of busses. The traffic signals are not programmed efficiently with bus movements, and a train would provide a smoother, and quicker ride.
I would love light rail from the railway station to the airport.
I would use buses more if it was cheaper
I would use it if I needed to. As I currently work north of the CBD (i.e. Pipitea), I don't need to.
I would use it more frequently outside of peak time if it was more frequent and integrated - currently in the evenings/weekends it is really inconvenient to use public transport compared to taking the car, as it is so infrequent, and it is hard to get across town from the train station to nightlife areas eg. Cuba St, Courtenay Place.
I would use it more if it were more frequent, faster, and if there was a cable car from top of majoriebanks street to top of mount Vic lookout. Also if there was a route operating during the weekends. Tourists would also love this!
I would use it the same amount, although car pooling becomes more attractive once the time spent on public transport increases (i.e. the slow crawl through the CBD).
I'd use it more if it was more convenient. I dont have any problem with public transport, but I love walking. But if the transport to the hospital was fact and efficient, I'd use that instead of taking the car, which I currently do. I only go the hospital occasionally though
If \$1 fares for CBD travel were brought back, the \$2 fare is a serious disincentive
If all the buses where as accessible as the trolley buses.
If both ends of the streets through the central areas have accessible kerbs where the lights is, I would definitely make a trip twice a week into Wellington Wharf and into the CBD central area.
if cost were reduced
If I became unable to walk as much as I do.
If I could read the bus signs better - would be good if it was colour simple.
If I could carry my folding bike as luggage on the bus
If I could combine my cycling with public transport for Wtgn suburbs which are very far away or up huge hills. Would like to see ability to take cycles on buses, either hanging on outside of bus or in special carry area.
If I could get directly from Khandallah to Wadestown :-)
If I got a Snapper card. I don't often have coins/bills in my pocket (at least enough for a return journey)
If I knew the Buses from railway station and if they were convenient
If I lived further out i.e. not in walking distance.
I do find it usually quite convenient
If I needed to go further, and if the buses were easier to figure out
If it actually ran to timetable and more express bus services.
If it arrived on time and was less congested in the CBD. Sometimes it takes over half an hour to get from Lambton Quay to Courtenay place. It's ridiculous.
if it covered more areas, and maybe gave me say 2hrs of travel, instead of paying per trip.
if it didn't cost the same/more than gas to get to town and back (from Seatoun);
If it didn't go through Lambton Quay
If it didn't take so long to get from one end of the CBD to the other.If it was cheaper.
If it ran more frequently (esp. off-peak), went faster or had nicer interiors (less graffiti/gum/smells/mysterious wet patches).
If it took bikes.
If it was a bit cheaper and more frequent from my suburb, then I'd hop on and off buses all the time.
If it was a little bit cheaper - my stop is just over a zone marker so it costs me \$3.50 or so for a five minute journey.
if it was a reasonable price - public transport from suburbs to outer CBD costs but inner CBD free
If it was back to \$1 for the central CBD zone
If the buses weren't so crammed full.
If it was cheaper - I would definitely rather take public transport than drive our car, but it is significantly cheaper for the two of us to drive (me to CBD, him to Tawa) than it is to take public transport. It's frustrating to constantly be encouraged to be environmentally friendly and use public transport, when it costs so much more. It costs almost \$5 each way from home to town - which is outrageous compared to other cities.
If it was cheaper

If it could carry bicycles
If it was cheaper (the \$2 cash fare is ridiculously high) and if there wasn't bus congestion that slows transit and makes the journey uncomfortable.
if it was cheaper and better structured
If it was cheaper and faster during rush hours.
If it was cheaper and more on time
If it was cheaper, i've stopped using it so much lately as the prices make it more expensive than riding my scooter.
if it was cheaper, quicker and more reliable
If it was cheaper.
If it was cheaper. Also if there were more routes across the city. Also if the bus drivers drove better (ie more smoothly and safely)
If it was cheaper. It's getting too expensive.
if it was cheaper/cleaner and no children on bus
If it was easier to get to places a little further away (i.e. not in walking distance) such as the airport and hospital. If the busses connected better with my train arriving in town and were more frequent.
If it was faster - currently it is dreadfully slow in the CBD/ central area on weekdays, so I usually get off at Courtney Place and walk the rest which doesn't take me any longer than staying on the bus.
If it was faster - the traffic in this city is appalling!
If it was faster and if real time information was displayed at our bus stop.
If it was faster or cheaper
If it was free
If it was free , or at least cheaper. Other cities have free public transport in their CBD
if it was frequent, less crowded at rush hour, faster (moving especially at rush hour and while loading/unloading at each stop) - and with much bigger seats and with more legroom than on the buses here
If it was more affordable and less likely to fail.
if it was not slow, expensive, unreliable and indirect
If it was quicker and easier than walking, though it's often nice to stretch the legs anyway! To commute (from Upper Hutt to Wellington) the train would need to be substantially cheaper, or more realistically my car pool group would need to fall over or my car break down!
If it was quicker than walking.
If it was quicker. I think fewer stops in the central city, especially between the Railway Station and Cuba St, would make the journey a lot more attractive as it would move faster. Right now it feels like the buses operate at a snails pace. Get rid of cars on Lambton Quay too!
If it was reliable and rapid.
If it was...fast,punctual,efficient,reliable, cost efficient
If it were cheaper and if the buses were a bit more reliable.
If it were cheaper and more reliable
If it were cheaper I'd use it a lot more, at the moment I walk as much as possible because it has got so expensive
If it were cheaper, and ran on time.
If it were cheaper, if the newlands busses used snapper
If it were cheaper.
If it were more affordable - the day trippers are too expensive or should be able to be used prior to 9am. Also if the number 4 bus ran all day I would use it on days when I do not work in the city.
If Manners Mall was restored and option B Wakefield Street was deployed for a more safer solution to mitigate the situation in Manners/Willis Street as having significant and serious safety concerns as identified by the Beca Safety Audit of the 14th of July 2011.
http://www.wellington.govt.nz/projects/new/goldenmile/pdfs/goldenmile-audit-response.pdf
if my hips/knees gave out
If my monthly train pass also incorporated the \$2 city fare.
If my monthly train pass could also be used on the bus. If it didn't cost more to change between services.
If my SuperGold card were applicable for longer on weekdays than only between 9 a.m. and 3 p.m.
If public transport was a more professional service I'd be more likely to use it myself, and encourage others to do so. Whenever I walk through town, I can almost guarantee I'll see a bus running a red light, I'll see a bus tail-gating a cyclist, and I'll see buses speeding in the 30km/hr CBD zone. Last week I saw a child trapped by their feet in the rear doors of a bus and seconds away from being dragged down the road. These things are not rare, they happen regularly. Bus drivers have a difficult job, are probably not well paid for the level of responsibility they wield, but they are central to providing a public transport system that people are willing to use; they need to take pride in their work
If services like the no. 18 bus were more frequent, if it was cheaper.
If the bus congestion was fixed and made cheaper. It can take a long time during peak times resulting in it hardly being faster than walking and often much slower than skating. Also the prices keep going up and the reliability of the service doesn't get any better.
It costs more to get the bus into town than it does to drive.
If the bus stop was closer to my home
If the bus went to CentrePort
If the buses actually came on time I would consider it, especially on the weekends. Also a monthly bus card for both of us would

cost \$280. My car park costs \$150 for the month and petrol will be around \$70 every 2nd week. So for an extra \$10-\$20 a month I would rather drive.
If the buses ran more often between 9-10am and 5-7pm.
A free inner-city bus running Courney place to Railway station and back.
If the buses went later and over the weekend around the bays. It is too dark at after 8pm to feel safe walking down back streets and a track from Mt Vic/Hataitai Rd to Kio Bay.
If the buses were cheaper and got to my destination more quickly
If the buses were less crowded at the times I want to commute.
If they were cleaner.
If some of the drivers were instructed in how to accelerate and decelerate without throwing passengers around.
If some of the drivers were given basic politeness training and told to look out for tourists and not give a bad impression of Wellington by being abrupt and rude to them.
If the buses were on time.
If the busses were cheaper and ran more frequently I would DEFINATELY use them more often. For this to happen it would help to have them (the busses) smaller which would be a bonus. It would also be helpful to have bike racks on busses and for dogs to be allowed on board (in France they do). I am one of many living on the outskirts of the CBD and it would be great if when caught on one side of town with bike or dog you could get back quickly.
If the cost was competitive with driving for two or more people
If the cost were cheaper (very expensive for the service); if the buses came more frequently and if ONE company, preferably owned by Wellington Council, were used. Having to use more than one card or cash all the time is ridiculous. Services than continued at least until bars closed - to encourage less use of cars.
If the fare was cheaper I would probably be more inclined to take the bus more often, or if the timetables were more accurate (standing outside waiting in the cold is not enjoyable) but this is already being addressed with the incorporation of the bus live departures.
If the No 14 bus came on time.
If the porirua trains were cheaper, more frequent and ran later into the night.
If the rail service could be extended to serve more of the city.
If the rides were not so hair raising with drivers running lights, taking off without letting you sit down, forgetting to open rear doors and driving past your stops.
If the service was faster and less expensive.
If the services were more frequency/ actually stuck to the timetable. Often the bus can be up to 20mins late when it is scheduled to come every half hour.
If the trains were to run on time and not have them cancelled all the time.
If the trolley buses didn't keep running out of power especially in Manners Street.
If I didn't have to keep witnessing drivers being horrible to customers.
If the drivers knelt the buses so my knees didn't jar every time I get off the bus
If the buses were more reliable
If the weather was bad then I would get the bus.
If the weather was more rainy, windy, and if the service was faster than walking
If there was a 24hr bus service to / from Karori Park, & Trolley Buses were used on weekends.
If there was a driverless cab system like ULTra
If there was a loop bus like in Auckland.
if there was a more regular service
If there was a reliable service. i.e getting to train station & train being on time NOT changing platforms 3 times if a howling southerly only to be crammed in like were are off to Auchwitz!
if there was less traffic congestion and better frequency of service on Saturday/Sunday would consider more likely to use it then
If there were bus lanes where normal traffic was not permitted, this would help to make the journey quicker. It is often quicker to walk when there is a lot of traffic on the roads. Car free inner cities are the norm overseas.
If there were lower prices say from the Hospital to the station like the inner city fare. Then the Hospital to say any where south or east then a another zone at the same price.
If there's a bus that goes closer to New Zealand Post House. Currently I get off on the last stop on Willis Street and then I walk to NZ Post House. Also, the buses are often very crowded and therefore quite uncomfortable.
If they were actually reliable - goes for both trains and buses.
If they were more frequent and faster. (trams)
If took less time for bus to get down Wallace and Taranaki Streets, more convenient times (doesn't go late enough or weekends), not frequent enough in my area (bus route 21), bus in peak time wasn't completely packed.
If trains were cheaper. If you could take a bicycle on the bus. If trains were extended by light rail to go to airport, Newtown and centre of city
if you can keep the price down
I'm pretty well encouraged now.
One thing I do like is the express bus I catch (No 30) It is brilliant because it bypasses the clogged area around the basin!
Improve the quality of the busses used. A lot of them are really really old, noisy, smelly, decrepit and according to some drivers even unsafe. In spite of regularly flagging this with the Council nothing has improved to date.

Improved reliability of Johnsonville line, more frequent services in the evening and better quality trains.
Improved reliability of service (meaning, will the scheduled bus show up), improved journey time (can I guarantee that the trip will take X minutes), better customer service from the bus drivers who, as a whole, are extremely unfriendly and unhelpful (not all drivers, but enough of them that it turns me off)
Improved speed and reliability at peak times
In a perfect world there would be a bus guard, he would be a jovial chap but the buck would end with him also- he'd stop the kids from swearing (especially in front of the old people). He'd also be big & burly so the elderly & disabled wouldn't have to worry boarding & alighting & drivers' stress levels could be kept to a minimum with an extra pair of hands. I like well-kept, fresh-smelling buses. Most of them are in good condition but the tagging is a shame.
Incapacity or illness so I couldn't cycle or walk.
Increased reliability with the train network
Integrated ticketing between trains and buses
Integrated ticketing so I could mix train/bus travel
Integrated ticketing that if possible was cashless, such as extending the snapper or some other kind of combined ticket format. However, I don't like some features of snapper.
Integrated ticketing, allowing for transfers between different services
Integrated ticketing. A frequent service - too often you have to wait ages at one end of the city till four or five buses turn up at once. The time table is not sufficiently spread out.
Integration of bus services from Kapiti and Hutt that terminate at the hospital.
Confusing buses that sometimes go one route at a certain time and another at other times
Inter-modal ticketing (eg seamless transfer from train to bus or bus to bus).
Introduce: 1) demand management, restrict private cars to those carrying 3 or more passengers ! introduce: park & ride, esp. for the huge stream of traffic that flows in from the Northern suburbs.
My choice of park & ride area: the apparently empty space behind the Westpac Stadium, Aoatea Quay.
It currently meets my needs
It if was cheaper and had more regular services. I have noticed the timeliness of the buses which has help reduce anxiety levels It is unlikely that anything would persuade me to use a service "IN" the Central City.
Others might prefer a free service.
It to be raining heavily, extremely cold, or very windy.
It would need to be much more frequent, and have reliable arrival times along its route. It would also have to have a similar travel time to, or beat, cycling. If it was a similar time I would use it, because it would undoubtedly be safer.
It's pretty good how it is I think
Keep prices for trips as low as possible, keep regular and often (e.g. 10-15min runs btwn buses) at peak times, and more of the electronic info signs to tell you what buses are coming/when. Wld be nice if snapper (or similar) was only tag on (& having to tag off) and cld be used for all public transport options in the great Wgtn area. More options btwn transport types - e.g. day trippers allowing access to all modes.
Keep the costs reasonable, and the frequency good. Ensure seats - I nearly always stand on a bus at peak times.....
Keeping cost down - starting to evaluate whether would be cheaper to drive. More frequent services later into the evening - often have rehearsals or other events finishing around 9.30 and often have to wait 30 - 40 mins for bus. On days like this consider using car instead.
keeping cost of short trips down
Knowing that the buses would arrive when the schedule says they should.
late services (after 10.30pm) that are more frequent eg 15min apart - returning to Eastern suburbs
Later evening train services. Linking of bus and train fares and time tables , eg \$4.50 train to town , \$4.50 bus to Miramar , yet from Ngaio to Miramar is only \$4.50 on the bus . Split journey tickets .. again Miramar to Town \$4.50 , town to Ngaio \$4.50 , yet Miramar to Ngaio \$4.50 . Get off and on the bus again on route on the one whole trip ticket. A snapper card system which actually saved the user money ...
Later services to Johnsonville. We will train in and taxi out on a weekend if we are going out.
Leaving company vehicle at work or at home
Less buses. Often buses block entire streets and walking on foot can result in faster transit through town i.e it takes me 15 mins to walk from Courtenay Place to Kelburn but in rush hour it can take the bus 35 mins to do the same journey due to the traffic.
Less cars
Less cars on the road. More pedestrian/cycle links to the proposed spine rather than more roads and less room for people getting to and from bus stops
Less congestion from private cars
Less congestion, particularly at peak hours. More "express" routes. Seems unnecessary for every bus to stop at every stop right through town. Most people at peak time seem to get on and off a few stops. Stops are currently very close together in the Golden Mile.
Less crowded buses - or a cool monorail.
Less crowding
Less crowding on the buses, especially at peak times
Less delay to services during peak hours: at present it is usually as fast to walk and faster to cycle, and certainly more predictable (compared to bus delays due to loading times + traffic congestion)
Less expensive, buses more reliable/regular.

less fare & better service
Less hold ups - traffic, buses being on time, routes branching off current ones, better RTI
less overcrowding - don't enjoy being packed in standing room only buses with a driver that is heavy on the brakes
Less traffic meaning quicker bus rides
Less traffic, less expensive... although i dont have a car so i have no choice but to catch teh bus to and from work
Light between the railway station and the airport
Light rail
light rail
Light rail connection to Hospital
Light rail or tram. smoother rides. Integrated ticketing. Less breakdowns.
light rail. Buses being on time more often.
Light rail. Light rail would be faster and less annoying to use. Lower fares would also be better, however I think that central government needs to take the lead there, not the local council.
low cost, day pass in greater wellington and hutt valley region?
Lower bus fares
Lower change fees on the buses - having to change buses to get to a different suburb makes the journey too expensive. More frequent services & frequent services running later into the night, particularly at weekends.
Lower city zone bus fares, more reliable service and bus drivers that know how to pull in to the kerb at a bus stop and not stop away from the kerb which makes it harder to get on or off the bus.
Lower cost
lower cost, onboard internet,
Lower cost. Higher frequency.
Lower cost. Much lower cost.
Also, the peak/rush hour frequency of busses is pretty good, but the timing of peak/rush hour seems a little off. If I leave work exactly at 5pm I can usually get a bus immediately or within a few minutes, but if I leave at 5.30 there is often a wait of 20-30 minutes.
lower costs to end users
Lower fares
Lower fares - Im not a fan of the last two increases. The central city section fare - \$1 fare was attractive for hopping on and off. Better weekend frequency from the Hutt. More information about the on time running of services from the Hutt.
lower fares and a reliable service
Lower fares and more consistent service
Lower fares, buses on time more often
Lower fares, greater frequency of services
Lower fares, more frequent buses, digital bus schedules at major stops (Courtenay Place and Lambton Quay)
Lower fares, more frequent service, more reliable service, train services through to Airport via Courtney Place
Lower fares. More timely and efficient services. Friendlier bus drivers.
Lower fares. More user friendly vehicles (i.e. not smelly diesel buses).
Lower fares. Recent increases (and Go Wellington's axing of monthly passes) have made CBD short hops relatively expensive.
Lower price, on time service,
Lower prices, more bus lanes.
Lower prices, more reliable.
Lower prices. The prices have gotten to the point where you can drive into the city and park with earlybird rates and it is almost cost neutral as long as there are two or more of you travelling.
Lower prices. Integrated ticketing. More reliability.
Lower pricing from Newlands to Wellington, same bus card as town buses (dont have to have two bus cards), better times from Paparangi to Wellington especially in the morning (7am to 9am)
lower the cost and freeze the large annual increases in fares
Lower ticket price
Maintaining a reasonable cost. Reliable and frequent buses.
Make it cheaper and either more frequent or on time.
Make it cheaper than bringing the car in (for 2x adults) and make the trains more reliable at peak times (especially the to Waikanae at 16.21)
Make it cheaper, integrate ticketing across all modes (eg snapper on everything), "monthly cap" fares, more evenly spaces services in the cbd section (at the moment there will be 4 buses all at once and then nothing for 20 minutes), better connections/links between services.
Make it cheaper. Prices keep rising, making it almost completely inaffordable for students.
Those realtime signs mitigate the frequent lack of reliability of Go Wellington bus timetables.
Make it easier to get to the hospital from the train station.
Make it cheaper and more convient for the bus to the airport - it doesnt even stop at the railway station - quite hard when it pulls into the parliament stop and one has to carry a big luggage item over to the railway station!
Make it faster and more comfortable.
Especially on rainy days the buses are very crowded.

The buses are slow often getting stuck behind each other, or in other traffic.
making the CBD a car-free zone
Minimal disruptions.
Modern, efficient, timely, clean transit system (most of the buses meet this criteria, and I appreciate that). Light-rail would be ideal, however.
More affordable prices, environmentally friendly vehicles, and a more reliable/frequent service.
More automated boards stating when next bus is due
more bad weather
More bus lanes less congestion at peak periods
More bus options as the Brooklyn bus only goes down Willis St and Lambton to the Railway Station. Be good to have cross town buses and more regular buses in the evening.
Would like better weekend services, especially at night as will often walk into town and would prefer to bus home rather than catch a taxi.
Reliability - some of the Brooklyn timetabled buses just don't show up.
I live on Ohiro Road, past the Penthouse, and no bus comes up Ohiro Road, even though lots of people live on it. Everyone has to walk to the Brooklyn shops.
More bus services at the weekend.
More buses on weekends
More buses that travel along Taranaki and Wallace St. Particularly in weekends and evening.
More buses to eliminate overcrowding in some buses, or even bringing back a city circuit route so people traveling within town can catch that, rather than overcrowding buses going to the suburbs
More busses, or express busses.
More busses, warm bus shelters.
more child friendly options
more connections further out of Wellington
More consistent scedule, especially as the services get to the out-lying areas. Walking to/from the bus and home can be quite damp and cold in winter outside the main schedule.
More direct for where I want to go; regular and frequent services; reasonable cost
More direct routes - more comparable to car journey time - More comfort on the buses - generally find I am thrown around in the bus, pushed up against other people, lack of fresh air, rude bus drivers a number of times. Annoying to get wet walking from the bus to work or other destination and again no cover for busstop nearest to home in the morning - bad start to the day to get onto a crowded bus wet.
More direct routes, less stops. Cheapers trains.
More efficient time wise. Although it is quicker than walking it still could possibly be improved with alternative transport
More efficient.
Better ticketing system - ie integrated.
more electronic bus time tables in town
More express buses. Light rail, certainly, Cheaper fares.
More ferries (at a lower price), more reliable buses, a real-time screen at my local bus stop
More flexibilty and speedier
More frequent and direct buses from Ngaio to Wellington Hospital, especially between 7 and 9am. Also a better connection between teh trains arriving from Ngaio and buses departing the train station.
More frequent - the timing is unacceptable after 7 on the weekdays and on the weekends. Clearer identification of routes on the street and signage so you can travel to a new location without needing to have memorised the bus map in advance. More cover at bus stops. Stops need to be more like a station - visually identifiable. Also I use the metlink live update, but have discovered it's not accurate - why offer a service that isn't reliable?
More frequent & reliable services. Reduced fares.
More frequent along spine - quicker to walk now.
More frequent and reliable bus service through to Hutt Hospital from Wellington hospital would be good
More frequent and RELIABLE services, reasonable priced fares
More frequent and reliable services. Real time information boards that are actually installed at bus stops, rather than being developed and implemented and then left to gather dust.
More frequent and timelier services
More frequent bus service route 10/11 through Wallace st
cheaper fares
More frequent bus services after rush hour.
more frequent buses
More frequent buses at peak and non peak to Churton Park
More frequent buses leaving from the main depot around 12 noon. I often work to my destination and catch a bus back.
more frequent buses to Owhiro Bay (currently only in commuter times, but I can understand that it might not be viable outside these times)
More frequent buses
Cheaper fares

Including the Airport Flyer in the BusAbout pass
More frequent buses
Those signs that give updates on how far away the buses are
Cheaper fares
More frequent buses, and more bus shelters.
more frequent buses, buses closer to my house. not having to stand on the bus everyday
More frequent buses. Free coffee on the bus. Cheaper fares
More frequent buses. More efficient payment system (you should pay for the length of the journey rather than for each bus - this particularly prejudices people who need to change buses several times to complete a journey, and is more of an issue when buses are late). Fees per day could be capped (like London's Oyster Card system) once a 'daily travelcard' rate has been reached. It is still cheaper for many people to drive and park than to take the bus.
More frequent buses.
Buses actually showing up. There are far too many services (mainly buses) going AWOL.
Maybe some sort of day pass available on all public transport.
Free bus service around the CBD like Auckland/Christchurch.
more frequent golden mile buses
More frequent in off-peak.
More frequent off peak express buses
More frequent off-peak services; light rail extension of Jville & Hutt lines through CBD.
More frequent service
More frequent service around CBD only
More frequent service at weekends
more frequent service on the weekends!!
More frequent service. Better service on weekends.
More frequent services
Reasonable prices
Faster services (more express buses)
More frequent services (especially after working hours and into the night).
More affordable.
A transfer ticket so you don't have to pay double if you need to change services (e.g to get from Hataitai to Karori).
more frequent services and extra services after events such as rugby, football, fireworks etc especially on a sunday
More frequent services in the evenings between the CBD and Karori.
More frequent services on the no. 14 route, particularly in off-peak times.
More reliable service - ideally, more frequent services would be great. However, if this is not possible, it would be good if the bus showed up on time. If the bus only comes every 30mins, it's very annoying if you get to the bus stop 5 minutes before the next bus is due and then have to wait 20 mins for a bus. This is a commonly occurs when I get the bus at off-peak times.
More frequent services to the suburbs in the evenings to prevent long waits in the cold and dark to get home (sometimes I take the car earlier in the day because I know getting home later will be a problem). Stability in prices. The constant price rises punish the very people who are helpfully taking public transport!!
More frequent services, better travel conditions, lower prices.
More frequent services, especially on Weekends. More friendly bus drivers. Cheaper fares or free return trip as in Christchurch.
more frequent services, simpler routes, dedicated PT corridors that don't share with streets with cars
More frequent services.
A big win for me would be a single service between J'ville and the airport; alternatively, more frequent services, to minimise time spent waiting when changing busses/trains.
More frequent Sunday services; late night services during the week; wi-fi onboard.
More frequent timetable. More reliable services. Better connections between services so that trips from suburb to suburb, rather than just in to or out of the city, are more feasible - at the moment it is usually very time consuming if more than one bus/train trip is needed. To support this, transfer fares (as offered in Christchurch).
More frequent trains. Less crowded trains (can't always get a seat, so it's a lot of money to pay to stand) so maybe more carriages at busier times.
More frequent weekend services, as that's really the only time I don't use the bus and I've been stuck waiting for a bus for ages and get cold and grumpy.
More frequent, 24 hour service
more frequent, better routes.
More frequent, later and weekend bus service to & from Evans Bay
More frequent/regular services when I want to get to the station - buses are very erratic and come in bunches -
More greener/eco friendly travel options, more frequency of public transport, monetary incentives
More interconnectivity in the fare structure,

I think there should be a maximum price you pay for buses each day say \$5 and once you've reached that all public transport is free for the day, that would encourage me to use it buses more
and I think this could be done easily enough with card systems, Christchurch has a system like this
More joined up services (eg connections from south/east Wellington out of Wellington city to the Hutt, Ngaio or Kapiti), and the possibility of more cross-town rides (eg Kilbirnie to Brooklyn/Kingston/Island Bay). More frequent number 23 service. Keeping to timetables.
More Karori buses for return trip. there are lots of Wgtn Railway Station buses, but few Karori Park/Wrights Hill ones.
More late buses.
More links between Owhiro Bay where I live and the CBD. At the moment the bus goes through Island Bay and takes too long. Lower cost
More Molesworth St buses
More new trains
more off peak frequency
More on time bus services
more polite drivers, better timetable. I can't get a bus to take me from khandallah to hospital for a 7am start so need to drive
more public transport at weekends
More real-time information on how long away the next bus is. Clearer information on which buses go where at stops (i.e. mobile phone info or app for putting in destination and finding which buses can get there).
More reasonable fares for short journeys, if No. 2 bus was more reliable.
More regular access to more places (less than an hour or half an hour between buses), for instance, buses to the top/end of Taranaki st, Vivian st., etc.)
More regular and speedy services.
more regular buses on the 23 route.
more regular buses free wifi on buses faster trips (more bus priority etc.) less diesel buses (they stink when they drive- prefer the trolley buses on trolley capable routes for this reason) cheaper fares one snapper for all of wellington PT
More regular buses, timetables lined up more so not a big wait between if catching two buses, transfer tickets, more cooperation between different companies (I currently live in the area for Newlands buses, which would make a trip to the Hutt or South Wellington *extremely* expensive, having to buy two full tickets each way)
More regular service, nicer bus drivers (some of them are great, others less so) and cheaper fares.
More regular services on the Eastbourne ferry and especially the express buses to Eastbourne
More regular services, especially in the evenings (post rush-hour) and weekends. Waiting 20-30 mins (or more) for the next bus is a waste of time in my day, even worse in winter when it's colder, darker & wetter. More responsive services in cases of popular demand (e.g. clearing people away from the CBD after Guy Fawkes display) would be helpful - put on more buses. Don't leave us waiting for 20 mins, only to have the only bus drive by completely full.
More reliability and speed, single journey to Lower Hutt or Porirua
More reliable & easier. Easier to get from point A to point B, easier to get info, easier to travel non-stop, easier to transfer without major confusion/interruption/delay.
More reliable / faster bus service. Cheaper inner city connected fare system - or better advertising of what i will be charges to hop on and off multiple buses within the CBD (assume and would prefer it to be very cheap or free and certainly not to charge a new minimum fare for every tag on)
More reliable and frequent rail services.
More reliable and frequent services
More reliable bus service, more frequent.
More reliable bus services
More reliable buses, cheaper fares through the CBD.
More reliable buses, ie, always on time, or a light rail system from airport to city would be AWESOME - trams that go all the time so no need to consult a timetable
more reliable service and civil drivers
More reliable services, better rolling stock and integrated ticketing.
More reliable services. If all of the bus stops in town had real time information
More reliable -sometimes the buses all run together and then there are big gaps. More frequent service in the evening.
More reliable timetable/ less time waiting at bus stop
More reliable train service, less crowded, better/more choice of times on timetable
More reliable. More trains on the Wairarapa route at weekend. Very expensive and an unreliable service.
More RTI
Better times
Longer running hours
more seamless travel from train station to city - light rail
integrated ticketing - same tickets across
More services

More services in evenings and weekends to kowhai park
More services, trains actually on time
More Snapper deals Mid week special or end of the week special - unlimited rides for the day for set price \$10.
More spacious buses like they have in Auckland Link zone.
More trains
More wheelchair accessible buses, real time information on buses, all bus-stops are wheelchair accessible, wheelchair accessible Johnsonville to Wellington train service, railway station at Churton Park.
Multi-stage monthly passes - as in London, a Zone 1 or Zone 1-2 pass would mean I'd use the bus a lot more, rather than having to constantly monitor my Snapper balance & feed their profits. Or just make all of Wellington one single zone for fares, which would simplify things massively. Also: transfer tickets so I could get from (e.g.) Karori to the Airport on just one fare; and incorporating the Cable Car into Snapper.
My train ticket should entitle me to use the buses with no further payment. Having to transfer from one public transport to another is a yuk part of using public transport, Wellington is insane making commuters pay twice as well. Look at other cities around the world!
Necessity to visit town more often, or not having a car.
Needs to be cheaper and more frequent.
Nicer bus drivers that don't take off on you when you're trying to find a seat and don't close you back pack in the door because they are in such a hurry to get away.
A more predictable timetable i.e. the bus gets there when it says it will.
Nicer bus drivers, unified bus card between companies, cheaper rates, later inbound busses
No comment
no fare penalty to change buses within CBD
No real need for more transport in town. Most places are a nice walk apart. Just get rid of the cars and make central Wellington more pedestrian friendly. Bus links to the airport seem pretty good to me already.
None needed
not applicable
Not much as I use most days.
Not much. I already like it and the service is pretty good. The introduction of live updates at most bus stops and the Metlink web site is great and makes travelling a lot easier and convenient.
Not much; I like to walk in the CBD and catch the train to/from it.
If it was raining hard and if the free shopper bus was back, I might use it.
not really sure! The car is still quickest most comfortable and convenient travel option. Probably time it takes and proximity to where I travel to is the main reason for preferring to use car over bus. Taxi's are expensive when I already have a car parked in the garage available for use.
Not taking forever to get into town from Hataitai, traffic is way too congested
Nothing
Nothing - I'd really prefer to bike and would LOVE some safe cycle lanes throughout the city.
Nothing - no need of public transport
Nothing - train and buses close to work and easy getting to where I want to go
Nothing . As only other reason I come into the City is to head to the airport
Nothing I already use it as often as I can.
nothing i would prefer to walk
nothing im happy with the public transport
Nothing it is good as it is
nothing much further other than general fare reductions or keeping the status quo
Nothing obvious. Public transport from my suburb is good - I just prefer to cycle most of the time
Nothing really - I currently bike, and that is perfectly fine. Only a free service of some sort would make me use more PT.
Nothing really - IMHO is already good
Nothing really - it's a choice
Nothing really, I probably use it as much as I can because I rely on it.
Nothing really, I use it all the time :)
I only thing I can think of is better night-time bus coverage - I do get taxis sometimes when my main bus routes (21 and 18) have finished for the day, so catching a bus means a 10-15 minute walk at the end in the rainy dark.
Nothing really.
nothing, I live 25min walk from work
nothing, i think its pretty good, although at peak times it is very slow.
Nothing, Public transport is already my preferred method.
Nothing, the current services really suit me at the moment, I live close to the bus stops and the trip into town on an express bus only takes between 18 - 25 mins using the express bus service ... more of those would be awesome
Nothing. In fact I shouldn't use it any more, because that means I'd be walking less.
Nothing. Other than work, I have no need to use public transport
Nothing. Using it most times anyway already.
On Fridays I don't work and if I have to come into town I would coupon park and walk or bus except that 2 hours is not long

enough once you include the travel time to/ from the coupon zone. So I usually drive right in if I need to go to town when not working.
On really bad days the 22/23 can take an hour from the hospital to the end of Lambton quay. Taking the car I am home in 15 minutes.
One ticketing system between train and buses.
Better service to Broadmeadows outside of "peak times", especially for getting home late at night
One transportation method to Cuba Street to cut down on time. Be good if there was a frequent free bus service for town too.
On-time peak hour trains.
Lower prices.
Matangi units on Kapiti line during peak hours.
Free carriage of non-folding bicycles on trains
Park and ride scheme
Perhaps more direct routes.
Perhaps routes that break out of the golden mile more readily. They may exist but I do not know about them. Keeping costs down is good. I like the idea of dedicated bus lanes to improve service.
Please can we get a Hutt Valley bus/train pass that allows commuter bus use too? I want to be able to get any form of public transport with one pass, but I can't.
Possibly timetables running a little better - or more of the real time updates around the city. Also hate trying to squeeze into a crowded bus
pretty much use bus, hardly ever use the car - except in the weekends
Price
price competitive group / family pass like old group daytripper
Price, and if it didn't go down the golden mile. Most of the time, it takes me less time to walk from the train station to Manners/Cuba area than it takes for a bus to get there. Walking is free. Why would I pay for a slower service?
Price, frequency and quality
Price, more direct travel with less stops, integrated ticketing between bus and train.
Price. It seems to cost more than a car trip, especially on weekends.
Price; reliability; frequency.
Prices. Within the CBD everything is walking distance anyway.
Probably nothing if it isn't totally integrated - the city isn't the final destination for me so transport that identifies the city as the end point doesn't aid me at all - I need to get through the city to get to work or to get to the airport.
Prompt/on time service. Ease of use.
Provide free/low cost ample day carparking at edges of CBD, free/low cost frequent inner city shuttles/bicycle and introduce hub to hub direct route, then provide alternatives within hub.
Public transport is already my main way to get to the CBD. But More electrification of the bus lines would be better.
Public transport is NOT applicable at all to most of my journeys into/through Wellington CBD
Public transport will always be my second choice to cycling. Perhaps if it were quicker and/or cheaper it would stack up more. (At peak hours, it is much faster to bike from Lyall Bay to Railway station, than to bus). Have often wondered why there is not an 'express' to that end of town, down Customhouse Quay, which would surely not become less pedestrian friendly by the presence of the odd bus?
Punctuality, reliability
Putting my bike on the bus would make getting to the bus stop easier and make transportation around the CBD easier when I have multiple destinations.
quicker
quicker
Quicker Bus rides
quicker service
quicker travel through Willis / Lambton Quay.
Quieter and more eco friendly mode of travel e.g. not diesel and no airbrakes. I find air brake noises on buses very distressing.
Quite simple, Accessibility that suits all forms of people with a disability (no matter what their size) which then makes it accessible for all.
rain
Rainy weather. I usually walk to the CBD.
Rapid express services that connected well with train arrivals, with everything running on time.
Reasonable fares and being able to rely on a bus to arrive at the time displayed on the timetable.
Reduced cost
Reduced cost of tickets.
Reduced cost
More frequent running times late evenings/nights
Reduced fares
Reduced price, increased hours
Reducing fares, increased services.

having the same service apply for both services, eg snapper cars being used on the green busses
Reduction in cost for shorter trips.
reduced costs.
better connections when traveling from one suburb to another.
more frequent/less crowded services
Regular bus and trains arriving on schedule.
Regular buses and not too crowded
Regular buses from the train station to the Kelburn campus, even during university study breaks.
Reliability
Reliability & Cost
Reliability
Newer trains
Less crowded
Reliability, frequency, speed of trips, comfort, increased driver ability.
Reliable service. Low cost. Services available to home throughout day.
Reliable timetable
Reliable timetables
Reliable timetabling. Buses are often late, don't show at all or 3 come together
Reliable travel times.
Remove the congestion. I walk between Upper Willis Street to Railway Station most work days because the buses are stuck in gridlock, along with all the other inner city traffic.
removing extraneous traffic to make hourney times less
cheaper flat fare for the CBD
less delays through the cbd
Removing the buses and replacing them with trams
replace tv real time manners st terrible.
Safer /bus drivers
SAFETY training for your dangerous and incompetent bus drivers- worst I have ever seen, especially the red light running at Manners and Willis.
A "Free zone" in the CBD proper.
Seamless transfer between modes. Integrated ticketing. Secure cycle storage options at key locations. Light rail. More frequency on feeder bus service (150) connecting to Petone Station.
service connections to suburbs and other transport
Service works very well for me
Services running to schedule
Services that are more reliable. My main service is line 14 which is very often (very) late. An integrated system where I can use different buses (or even the train) with 1 ticket.
Short bus trips should be cheaper. They have recently doubled in price.
Shorter wait times at stops or stations. Simpler route-finding. Faster speed than a car!
simple hop on hop off like tram / metro
Single ticketing - bus & rail
Slightly cheaper
Slightly more frequent services, although I'm grateful that the route I use (23) runs where it does at all, as this is generally convenient for where I need to get to (I have a mobility disability and cannot walk great distances). Also, unreliability can be a bit off-putting, especially in the evening when scheduled services sometimes don't seem to run. I follow Metlink on Twitter on my phone but have still waited 45 mins or longer for a service with no notification that it was running late or no at all.
Smarter, cheaper, only one ticket or easy use of day passes, week passes, month passes etc. The bus came when it was meant to. Not three buses at once and then none for an hour. Not having to wait behind cars, more bus lanes.
Something other than a bus.
Speed of transport
Speed to destination. A quicker trip.
standardised payment/ snapper newlands bus
streetcars
Student discount.
Student fares for University students on both the trains and the buses.
Student prices
Subway trains that looped the CBD area.
That's the only transport for me to use & to be back to work on time rather than walking
The ability to transfer connections more easily without having to pay a second fare
The buses don't come on time; the timetables are largely a work of fiction. Predictability is more important than frequency, though increased peak hour frequency would make a big difference.

The services are often crowded, and much of the bus fleet too old.
The buses not being so full
the construction of tram lines where currently no decent public services exist.
The cost - \$4.50 from Island Bay into the CBD and back several times a week is a real financial burden for students like me. Other cities provide students with a discount on public transport which I think is fair, given the modest incomes of most students.
Personally what I think is even more of a priority is investment in infrastructure for active transport modes, such as cycle lanes and pedestrian walkways.
The cost of using public transport would have to be reduced.
More direct and quicker access to the CBD would be required.
An integrated ticketing system across all bus services and trains.
The current services are ok for my needs.
the electronic signs are great now. that helps alot. Also
The guarantee that it would get me there in the space of time that is scheduled.
The only reason I don't use public transport every day is that I often choose to walk instead, especially on weekdays as my work is within (longish but still possible) walking distance. The major thing which would make the public transport system work better for me and make me use it more often would be more frequent services on the weekend, so that it was easier to use public transport to go out to say the south coast for leisure, and also more frequent service later into the evening during the week. I often end up being forced to use taxis because the buses stop running so early - I work evenings often, and if I go out for a drink or to see a friend after work I am left with the choice of either walking or taking a taxi.
The weather and depending on the distance I need to travel, otherwise I will walk through the CBD to my destination.
Three things: 1. Integrated payment options. It would be great to use my Snapper on Go Wellington AND Newlands/Mana buses. I don't bother to use Newlands/Mana at all, because I prefer not to have the cost and bother of maintaining two separate cards. 2. "Transfers" I spent some time in New York, Toronto and Halifax recently, and I was amazed. In Toronto, I travelled for about an hour from the airport via bus and subway, paying only \$3 Canadian for entire journey. On the bus, I was given a slip of paper called a "transfer" that entitled me to enter the subway. Once I was in, I was allowed to choose a route, and then change to another one without a) specifying what stop I was heading for and b) without having to pay twice. In New York, once I had entered the subway with my swipe Metro card, if I found myself on the wrong line, I could get off that train and on to another without paying again. Here in Wellington, if you get on the wrong route, or if you need to take a combination of bus+train (or even two different bus companies) you have to pay each time. If I could, for example, take the train from Johnsonville to Wellington and get a transfer slip that entitled me to a bus ride to my final destination, I would find public transfer a LOT more appealing. And cost effective! 3. Better signage at bus stops. I really like the new signs that tell you which bus is coming, definitely keep those. However, if you are unfamiliar with the route, it's not easy to tell whether a bus will stop where you want it to. The options to call Metlink or use the Journey Planner are great if you think ahead, but often I end up at a bus stop and have to ask every driver if they're going where I need to be. I think that annoys them.
timeliness of travel
Timetables at bus stops that are accurate. Enough room to wait
Timetabling that linked with my timetable better
Trains more into the city
Trains running to time during commuter travel times, not just off peak. Seating available.
Trains that run "on time" that "don't" break down - tired of "Tranzmetro advise that the X:XX to Destination is cancelled"
trams
lower fares
considerate bus drivers (of both passengers and of other road users - no cowboys)
timeliness
Trans should be more reliable!!!
Should be on time all times and no sudden cancelation.
Unsure. I find the train easy, and buses confusing when I don't use them often.
use it enough!!
Utilise bus more if less congested in the afternoon- quicker to walk
Wet weather
When I do catch a bus it takes the same amount of time to walk as it does on the bus - because of traffic etc. Also when it is raining so many people take the bus it is often full so will drive past you, you have to wait a while to get a ride.
When I get my gold card :)
If the service was more convenient
Worse weather.
When in the CBD I actually don't use the buses to get from point to point as it's often quicker to walk! So I guess a faster through flow of buses. The new arrangement in Willis St/Manners St is painfully slow at times, especially peak times when there is a row of buses...
Whilst I love the introduction of real time, really all I want is buses that run reliably and frequently, that are clean, well maintained

with friendly staff. As a city we do not need an expensive unaffordable light rail we just need a better more reliable bus service.
Wilton
Within the CBD? When taking a bus becomes faster than walking.
Would use it once in the central city to get from one end of city to the other
Wouldn't

Q9 What ONE thing would you MOST like to change now about public transport in the Wellington CBD/central area – “other” responses

intergrated ticket system
More covered bus stops with seating.
\$1 anywhere in the city
A light rail solution that serves the station through to the southern suburbs with a limited number of stops and with a network that has fewer interfaces with current street network. Plenty of successful examples out (and some not so successful) like the DLR and Tram Link.
A mode of transport that is not a bus. Why not a mode of transport that doesn't use roads - buses just sit in traffic you may as well be in a car.
A serive heading inbound past the hospital after 2330. I
airconditioning on all vehicles; not just some
As a train user, I believe that Wellington needs more late night trains. An example is the Rugby World Cup final night, due to it being a public holiday on Monday, I was advised when I rang the 0800 number that that the last train out of Wellington on Sunday night was around midnight (extra train put on), and the next one out of town wasn't until 7am the next morning - this meant that we drove in. Also, a friend of mine works shift work and as she doesn't drive, she needs to catch a train, problem is that the last train out at night is 11.14pm. I know that not everyone can be catered for, but I really think to encourage people to use public transport, these things should be looked at.
Being able to carry bikes
Being able to put my Bicycle on bus & train
Being able to use the same ticket for bus and train journeys
Better connectivity between the Railway Station and Courtenay Place, ie a form of Public Transport that is quicker than walking between those two points. I suggest a frequent heritage tram along the Waterfront from the Bluebridge to Blair St near the bus stops on Courtenay Pl, Limited to maybe 1 stop enroute.
Better linkage between the Train Station and Courtenay Place, a service that was frequent and faster than walking. And isnt a procession of slowly moving buses along the existing route.
Light Rail from the Bluebridge Carpark along Waterloo, Jervois, Wakefield, thru the New World Carpark to Blair St by the bus stops. With only one stop near Civic Square and every 5-10 min. This would provide much better linkage between the key points of the Railway Station and Courtenay Place.
Better policy around taking bikes on the train! It's frustrating that sometimes I'm told that the train can't take more than 2 bikes (which is a ridiculously small number of bikes) and then have to wait for the next one, which may also be "full" and other times train guards are much more flexible and will take an extra bike or two.
Better pricing. It's still a lot more expensive to use public transport than to drive - calculate the difference fairly: You still have fixed costs and most depreciation while your car sits at home while you use public transport. Also parking is a red herring - I generally park a km or two out of town and walk.
Better signage on busses
Better timing between bus and train connections
better ways of identifying bus routes for trips I only use occasionally - the online system can be "challenging"
Bike racks on buses
Bikes on buses
Bikes on buses. Bike parking at bus stops.
Build light rail ASAP!
This would reduce emissions from burning fossil fuels and wean drivers from their cars by providing a fast, comfortable, complete transport solution
bus drivers that realise they offer a service and are part of the Wellington tourist industry
Bus drivers to be more pleasant and less grumpy and not drive their buses like they were in a race.
Bus stops that are nearer to the new housing developments in the western suburbs so that it is easier to get onto the bus in the first place.
Buses round the bays going later and in the weekends.
Capped journey fare system as above
change the public transport fare system so I don't have to pay twice when I need to use two buses
Charge two-leg trips (those requiring a change of bus/train part-way through the trip) as one trip instead of two trips. And include combinations of train and bus in this. The whole public transport system needs to be integrated.
Cheaper
Cheaper cost of use - a monthly or weekly pass to use on all buses, not just certain companies.
Cheaper fares
Cheaper Fares, and not just adding the cost to the rates bill either.
Cheaper fares. If I'm paying \$3.50 to work and back each day, that's \$7 a day, which is about how much it would cost me in petrol. How is taking a bus more cost effective in this way? It isn't.STUDENT FARES FOR TERTIARY STUDENTS. They are expected to pay the same as someone in a full time job, yet spend at least 40hr p/w studying, leaving little to no time for earning money. Wellington is undeniably a 'student city;' please consider this in future.
Cheaper fares.Cheaper fares.Cheaper fares.Cheaper fares.Cheaper fares.Cheaper fares.Cheaper fares.Cheaper

there needs to be some sort of transferable ticket for people who are catching trains and buses so they aren't paying \$20 a day return to get to work or university in the city.
Frequency of services
Friendlier drivers
Friendlier service
Fully integrated Bus and metro train ticketing.
Get drivers in their private cars to leave them outside the CBD-margins. Copenhagenise the CBD by restricting the number of available parking places, and making them more expensive. Put options in front of the car-drivers: leave your car at home, or at the park & ride, or PAY a lot for the last leg into town. If it can work in Auckland for the North shore drivers, surely it can be made to work in Wellington.
Get rid of diesel buses at least stop them from idling for hours outside my house!!!
Get rid of the buses through the Golden Mile. Terminals needed to stop them at the tram stop at the station, and mini services from end of tram lines.
GPS/intercom to announce next stop on all buses.
Great bike facilities - bike racks on buses, bikes on trains, great bike parking.
Happy with most things, just would like more and later services to the suburbs
Have a decent fare package that makes frequent use cheaper (e.g. a low cost pass for use in the CBD).
Have electronic signs showing the actual time until the next bus comes at every stop, not just some as currently the case.
Have snapper implemented in all busses
Having buses that is shown on timetables have a sign of a wheelchair next to buses so as to be known by anyone who is disabled to know when to get a bus that goes into town cause I don't mind going into town by bus. The only reason why I don't use the bus because the timetables don't have a wheelchair sign next to buses so as to know what time it leaves my area and what time it leaves town. Having to ring up all the time to find out whether a bus that has wheelchair access will be leaving town can be such a hassle especially when mobile money runs out.
Having the electronic timetable info at all stops.
Heating in buses during winter. Wellington buses seem less heated than Valley Flyer buses.
http://www.brisbane.qld.gov.au/traffic-transport/public-transport/buses/free-loop-services/index.htm
http://www.manchester.gov.uk/info/200078/public_transport/2542/metrosuttle/1
Free bus service around the outer rim of the central area, leaving the golden mile to be a NO BUS area. Too much congestion caused mainly by buses and their presence ruining the character of the areas. These are pedestrian heavy shopping precincts and as such should remain pedestrian focussed, not bus focussed. Try be a pedestrian trying to get somewhere on foot in these areas during peak time in the evening. Crowding on the footpath by bus passengers waiting for their (no doubt delayed) buses paying no heed to people using the footpath to get to their destination without the use of road clogging machines.
I actually would like to see a CBD free transport area with a loop system around the perimeter.
I hate having to pay twice for fares. Such as catching the bus from Hataitai into town and then having to transfer to another bus to get to Kelburn Uni. I am still in the same zone but have to pay another fare on my snapper. Should be more like the Brisbane public transport system where you get a "continuation".
I think affordability of public transport fares is the most important priority - if you wish to incentivize public transport use, it needs to be a financially viable option for people!
I think there should be a free zone in the CBD for those getting on and off within the zone. For example, Seattle has this system.
I would like to see frequent "shuttle buses" instead of buses from many different routes going through the CBD. The shuttles should connect to frequent services at certain hubs, eg. Courtenay Place, Railway Station
I'd love to see a greater level of professionalism amongst bus drivers - this is across all areas from bus speed, consideration for other road users, and interactions with the public and customers.
I'd prefer more of the bus fleet to be electrified.
If the trolley buses ran on the weekend.
If there was a 24hr bus service to / from Karori Park and with extra services as its overcrowded and lack of services at some points of a day / night, and there should be Trolley Buses on weekends. Against Light Rail.
Integrated ticketing
Integrated ticketing / Single fare (to include both train and bus journey or multiple bus segments as part of a single trip)
integrated ticketing and better ticketing options, eg being able to use one ticket/card for all trips and having a monthly ticket option that includes a large part of the network which would encourage more travel on weekends or cater for the odd trip where it's often cheaper just to use the car
Integrated ticketing so don't have to pay twice to use train and bus
Introduce hub to hub direct route, then provide alternatives within hub.
It's fine at moment
Keep public transport out of my way (send it on secondary routes) so that I can get my patients to the Regional Hospital (or Regional Airport) unencumbered by queues of buses trams and "local-only" traffic.
later routes
Less expensive fares.
less grumpy bus drivers
Less noisy smelly diesel buses, more electric. The diesel buses are dreadful, the noise and smell pollution is awful when I'm walking through town.
Light rail extension to main routes into centre city and airport
Light rail from railway station to the airport
Light rail or heavy rail tunnel at least one or two stops into the city.
Lower cost - A couple living in Zone 3 can drive and park in the city every day for a similar cost to 2 return bus trips. Madness!
Lower cost for CBD sections

Lower fares - not a fan of the last two increases.
Lower fares - otherwise I will just walk
Lower fares.
Lower fares. Currently, it is less expensive to carpool into the city than for my husband and I to both take the bus every day.
Lower prices. For two people, it cheaper and faster to take a car and park it than it is to pay two return 3 zone fares.
Lower windows.
make it free for all, not just the current discriminatory free travel for aged persons
Make it more affordable.
More accessible seating for people with physical disabilities or accessible areas where wheelchairs can be fit in comfortably.
More seating I feel is needed for key routes and at key times during the day.
More car-free routes like on Manners, Lambton and Willis
More courteous driving. I cannot help but think that often drivers deliberately lurch the bus rather than brake or take off smoothly.
More leg room (i'm really tall)
More real time information about buses.
More trains and buses to avoid overcrowding .
RELIABILITY of services.
more updating bus stops signs
move it off the main shopping streets to the bypass roads
Needs to be given priority over cars
No buses (smelly, dangerous, polluting, noisy, rude) driving through the middle of town. Put them around the edged of town, e.g. Willis, Vivian, Taranki, Wakefield circuit or similar.
Not all buses going through the exact same central city streets, eg. Manners St and Willis St, why not have some go down Victoria St, or straight down Willis St into Customhouse Quay, on down to the railway station
not interested in buses
Not really one particularly of those suggested. All covered by answer to 8.
Nothing
ONLY small frequent golden mile buses in the CBD. These would transfer to buses to northern and western suburbs at the Railway stn terminal, an dto the eastern an dsouthern suburbs at a new terminal at Chaffers or close to the Embassy. This would get rid of the big and often empty buses from the golden mile and replace with frquent small buses that you know you are going your way. Buses that have to cross town such as the Airport Flyer should use Jervoise Quay
Price
Price of fares should be lower
Price. I find the cost of regular bus journeys prohibitive.
Price. It's always price. Lower price, that is.
Price. It's too expensive, so I usually walk if my journey is just within the cbd (I walk from Cambridge tce to the railway station rather than pay for the bus)
Pricing/ticketing system. This is the one single thing that could turn me into a frequent transport user. At the moment, I live in Zone 2, and if I want to go to another suburb in Zone 2 or 3, I have to go into the city, transfer buses, and go back out again. This becomes absurdly expensive for what it is. With a smart card system that has an automatic cap for daily, weekly, and monthly usage -- and I know that Snapper is capable of this -- transport becomes reasonably and appealingly priced, not just for me, but for a substantially wider market. If adjusting/remapping the zones is out of the question, perhaps take a look at Singapore's distance-based system.
Provision for bikes on trains and buses
Real time arrival times at bus stops in Courtenay Place.
Better customer service attitude from many drivers - some are great, others very grumpy, especially with tourists!
Real time info on when buses are due and reporting on when they have already gone (so you know if you have missed the bus or not)
Remove buses from central city and use trams. Have buses leaving from key areas outside the central city, e.g the station and Courtney Place
Remove some of the bus stops - There are some bus stops that are too close together (approx 100 meters apart!)
Remove the posters in the Courtenay Place/Blair St shelters, they prevent patrons from seeing oncoming buses (or their route no. / destination), I have often witnessed people missing their desired bus because of this avoidable blockage of vision.
Re-structure services to provide high frequency inner city circular service from Courtenay Place (create a nice interchange there) to Lambton Interchange and hub all southern services from Courtenay Place and northern services from Lambton Interchange (in conjunction with making free or introducing a true integrated ticketing system). This would over half the number of buses through town but be more convenient, enhance safety, reduce operating costs, and provide a more rational and understandable service structure for users, use of trolley buses would reduce noise. Service reliability through the city would be improved and the city environment vastly improved through a reduction in unnecessary duplication of lightly loaded bus trips through centre city.
safety of bus drivers. I've been on a bus that hit someone body and it was awful.
Safety standard on buses. On many occasions I need to stand on buses to/from Petone to CBD. Handrails and seats 'move' as bus starts/stops. Concerns me that they will come away particularly under load (eg sudden stop).
safety to pedestrians and cyclists
Safety. Driver training and inspectors to watch key intersections.
Some way of speeding up buses traveling along the "main route"; peak hour services are delayed because buses have to wait

for other buses in front of them.
Student discounts
Take bikes on board. Find friendlier drivers. Cheaper fares.
That buses going to similar destinations ie:14 & 23 are timetabled so that there is a bus every 15 minutes and that the services do not coincide. Of late buses are hurrying past stops on enquiry I have learnt that time is of the essence but for passengers waiting for infrequent buses it is really annoying to realise that the half-hourly bus has gone early. At the weekend its even more irritating as the 43/44 is hourly. The treasure is the 91, especially since I have had my Gold Card!
The ability to carry bikes on all train journeys and not being left on the station waiting for the next train as the one you had hoped to catch was full or unable to carry.
The cost - commuting to work by bus currently costs me approximately \$50 per week which is quite a chunk of my pay the cost is too high. should be capped for daily use, needs to be a student fare (university students)
The cost of a trip.
The express bus in season is always crowded and starts late and then has limited services. In the evening it is particularly limited
the fare system
why is it not done by distance traveled? how is it fair that i can go one 'zone', pay \$1.50 but if i want to go one zone + one stop i have to pay another \$1.
The high prices that discourage public transport use.
The level of patronage. I would like to increase it.
THE NOISEY BRAKES
The price, cheaper would be better
The price, it is not cost effective for me to take the bus or train often. I can drive, pay for parking and buy a drink cheaper than taking public transport
the price. the price just keeps increasing.
The route.
The size of the busses. They are far too big for Wellington. Smaller, clean energy trolley busses that run according to need would be the ideal.
The trolley buses are often having power issues on Willis and Manners Sts.
This doesn't mean building more roads though.
ticket transfers so when routes don't go to where I am going I don't have to pay twice
Vehicles should be environmentally friendly - low impact
Ventilation in the buses seems to cause nausea for me personally. The hermetically sealed styled buses are not as comfortable as the buses which enable windows to be opened.
Wellington Train station is in the wrong place. Probably 90% of the people get off the train and continue their travel (mostly on foot) in the same direction because the train did not bring them far enough. Close Featherston St, dig it up, build an underground railway and re-open the street. Establish a station in the bottom of the State insurance building.
This might sound far-fetched but it has been done in other cities.
The present station location significantly reduces the convenience of using the train because the station is too far from people's origin/destination.
Why is price not on here? Public transport is meant to encourage people to not use private transport. With the constant price increases it's soon going to be cheaper for me to travel in my car. What is the point?
Why require me to select one of these? This should not be a required question.

Q10 What OTHER things would you particularly like to change – “other” responses

- cheaper fares
- more real-time bus arrival time displays
- ability to top up prepaid travel card ON the bus
- Include valley flyer busses in electronic arrival displays
- More space in busses for prams
- I would like to be able to top up my snapper card online!
A better spread of services, often you can wait ~20 min for the bus, and then suddenly five number 1 buses arrive at the same time!!!! Perhaps if they turned up at their allocated times rather than all at once.
A bigger price difference for paying by cash, to dissuade passengers to pay by cash and speed up boarding.
Separate services running from the railway station to Courtenay Place (Cambridge Terrace end); an inner city loop. This could even be free. Services from the suburbs should charge double fares for a one-section ride; there's nothing worse than coming in from the suburbs then having hordes of railway passengers (especially school students) load at the station.
A limited form of all night public transport linking key nodes for shiftworkers. For example an hourly service between Kilbirnie - Newtown - Courtenay Pl - Railway Station - Petone in the week. Then people could truly go carless and not even own a car. If they dont own a car they will use Public Transport more but as it doesnt run during those times shiftworkers in particular need to have access to a vehicle currently. Then as they have to have a car they end up using it when its not really necessary (ie Public Transport is available).
A route down Ohiro Road Brooklyn
ability to transfer without penalty, daily/monthly fare capping
Airport bus finishes too early! Would like to see the hours extended to match the hours that flights come in.
Airport bus service that goes around the bays route. Later evening services and weekend service for #24 bus
All buses going along the golden mile should be hybrid and run solely on battery along the golden mile so no fumes.
All transport need to show or tell the name of bus/train/stops
Always friendly bus-drivers
an integrated system (ticketing and aligned schedules) between train, bus and (in the future hopefully) light rail.
An integrated system where I can use different buses (or even the train) with 1 ticket.
As a bus passenger I would also like bus drivers not to take off like racing drivers when I'm not seated on a bus yet, this is dangerous. Also, from pedestrian point of view, they run ALOT of red lights, a very poor example set by buses to other motorists, and dangerous to pedestrians.
As mentioned above it would be nice to have more options that don't go through Courtney Place i.e Cable St and around Hataitai.
Also it would be good if buses came on time. Too often they come quite early which can be more frustrating than them coming late because then you have to wait right through till the next.
At the moment there are some places I can't get to conveniently on the bus e.g. Kilbirnie to Brooklyn
Being able to take a bike on the bus.
Being able to use the same payment system (cards) on all metlink services
Better communication - I can happily sit on a shonky train carriage, but when it stops and stays stopped for ten minutes for no good reason, a wee announcement would be fantastic.
Better facilities for bikes on the new trains.
Better information about schedules & routes. Payment by smartphone. Better designed shelters - the new shelter at Khandallah Station is ugly & not fit for purpose (no place for signs so they get taped up, rain comes thru onto the seats) - this is the 'creative' capital, there's no excuse why we shouldn't take every opportunity to make everything beautifully designed - aesthetically and functionally. Price increases are acceptable if the quality of service improves - I'm getting extremely frustrated that prices keep going up and the quality of service keeps going down.
Better information on on where/what buses to take and it is difficult to know what to do when you do not take the bus/train frequently. - It makes it less appealing to hope on a bus, so just walk instead.
Better infrastructure - e.g. upgraded signals (train) that don't fail or cause delays, Snapper system at the entrance/exit of train platforms, etc etc.
Better maps and info on fares (see last answer)
Better options to take baby strollers and bicycle on board
better Saturday services and to aquatic centre
Better signage especially for tourists. Put a map in the things and name the bus stops!!! PT101 - Wgtn fails!
Better spacing of buses through arterial routes. i.e. in Hataitai, there is no buses for 15 minutes, then 8 buses in 11 minutes at times during the morning.
Better understanding about what services are running at the moment. GPS timetabling is a great start but doesn't work for all services like after hrs busses. For example when you turn up to a bus stop after the rugby final on a sunday at 2am (extreme case) and want to catch a bus to Tawa but there isn't any... having to catch a taxi puts a damper on a good night
Better waiting areas in Willis St. It gets very crowded outside Unity Books and Grand Arcade
better weatherproofing of Wellington train station & other stations
Bring back trams and put a mount Vic lookout cable car in.

bus drivers should be required to turn off their buses while waiting or otherwise be fined as it noisy and pollutes the environment and causes airway distress; buses should be electric; if diesel buses are still used they need to be equipped with diesel filters - that would reduce asthma cases that need hospital treatment
Bus drivers to be less aggressive and unsafe in their driving, when they put on their indicators to join the traffic they do not wait to enter the flow of traffic safely, they just pull out regardless
Bus route announcements for blind passengers
Buses are always second to trains. I love rail.
Buses on my route are not infrequent, the timetable is just not very well adjusted to patron's usage: sometimes there are waiting times of up to 30 minutes (in peak hours), then 3 buses will show up at the same time, usually 2 out of 3 half empty.
Buses running on main routes to have spaces between them. The 11, 3,43 & 44 all run through Newtown and into Kilbirnie but in the evening they all run within 5 mins of each other from the CBD and then there is a 25 min gap before the next bus. These buses could all run 10 mins apart from each other. It would make no difference to those at the far ends of the routes as they would still be every half hour, but for those who live on the Newtown/Kilbirnie corridor (lots of us), it would make them much more user friendly.
Change fees, so that switching from one route to another is not so expensive. The Snapper cards could calculate your daily travel fares & cap them at the cost of a BusAbout fare (in the same way that Oyster cards do in London).
Cheaper
Cheaper (it's currently cheaper to take a taxi with a family of two adults and two kids).
cheaper fares - it costs an adult \$7 return (and that's on a 10-trip discounted pass) to get from seatoun to the city, which is more than I would spend on petrol for that trip. considering parking options (at a friend's, cheap early bird parking fares, just a little out of CBD and walking in) and the added convenience of a car, the incentives to take the bus aren't huge.
Cheaper fares for students
Cheaper prices would be nice, particularly given the cost of living now.
Cheaper tickets
comfortable, modern, clean (low-emission) vehicles
Commitment of central and local government to more and better quality PT
Continue rail services underground to airport
COST
Cost - it really has increased recently and particularly if traveling with partner, cost for 2 is now comparable to parking. Used to be able to get off peak day rover for \$5. It is now more than double that.
Cost - keeps going up and up, becoming less and less affordable
Cost or ticket integration - I buy a train ticket, why would I then want to pay for a bus or tram also.
Cost. It actually costs quite a lot to get public transport - particularly with getting both train and bus.
Cost. A continuous train link from Wellington train station direct to the airport
Cost. Our bus co is overcharging us.
Cost.
Many cities run inner-CBD services for free actually gain SIGNIFICANT benefit from the increased efficiencies.
Costs - it has to be cheaper to take public transport than private transport - at the end of the day, public transport is not as nice as travelling in a public vehicle. The trains are often crammed with people, they're late, they're unreliable - and if parking wasn't so expensive in the city, more people would be driving.
Customer service. Driving ability.
Dedicated lanes that provide public transport commuters with an advantage over single occupant car trips.
diesel vehicles engines all tuned properly - fewer smoke belchers
Don't build any new motorways, spend all the money on public transport instead! It will take more cars off the road and make travelling into town easier for everyone.
Driver education and training. They're customer service, client facing and are rude, obnoxious, and dangerous to passenger safety.
Drivers often poor attitudes towards passengers, modern vehicles that are handicapped and pram-accessible.
DRIVERS TO BE TRAINED TO HELP PEOPLE WITH DISABILITIES, THEREFORE SO WE CAN ENCOURAGE PPL IN WHEEL CHAIRS/WALKERS ETC.. TO USE THE BUS.
ALSO DRIVERS TO PLS WAIT UNTIL PASSENGERS ARE SEATED.
Electric (but not trolley) buses
employ and empower engineers to make improvements, reduce/isolate initial capital expenditure limitations, educate decision makers on long term economics benefits from efficient transport system and cost of traffic congestion.
Ensure drivers are adhering to the timing points. My biggest gripe is the early running of buses. I have much less issue with the late running of services.
Ensure that ratepayers dont subsidise expensive public transport projects that not many people will use (eg light rail to airport)
Evenly space the Molesworth St buses so I don't have 3 turn-up at once then nothing for 25 minutes
Express route to Kowhai Park (8). This service is always being crowded with people getting off at the Brooklyn shops, meaning people who live in Kowhai Park do not always get the bus they want. There are plenty of (usually empty) number 7 buses for the people wanting to get off at Brooklyn, so they should be using these services instead of the number 8. An express route that does not stop at the Brooklyn shops would help this problem
express services stopping only at major stops across city - it annoys me greatly that airport flyer only stops at major stops through hutt valley yets stops everywhere through CBD - what am I paying the extra cost for?
Extend operating hours (earlier Sunday morning and for journeys through to/from the airport at the start and end (respectively) of its operating hours.
extra tracks at all stations so that express trains can pass, and dual tracking from Paekakariki to Pukerua Bay

Fast-track rollout of real-time information, simpler integrated ticketing and make the metlink portal as easy to use as possible. At present I'd give it a 6.5/10 for useability
Flat rate fares? Lower fares & higher subsidies? 100% subsidized would be perfect, and other cities have proven that it frees up enough traffic and related expenses that it's a fiscal net gain. We don't need new roads, we need more people using public transport and riding bicycles, instead of driving!
Focus on improving bus driver customer service skills.
For my purposes - a 3-4km walk or bus ride - the services are fine.
For Tranzmetro to start using the new trains, most days there are at least 10 new units sitting in the yards not being used while they cancel other services.
Why have we paid for the new units if they aren't going to use them, it seem a waste of money.
free wifi on all services, not just the airport flyer
Free wi-fi on trains and buses. Bicycle racks on buses would help too. It needs to be affordable and needs to be ontime. And there needs to be some sort of transferable ticket for people who are catching trains and buses so they aren't paying \$20 a day return to get to work or university in the city.
Frequency = more trips around the perimeter only so as to feed people into services.
Frequency during evenings and weekends. Direct routes that bypass the slow bits (eg the 18 is good as it doesn't go through Willis St etc)
Friendlier staff. You could learn a lot from Christchurch bus drivers.
Friendliness of drivers. Some of them have this down pat. Others let the weight of the world sink their shoulders way too low. Maybe a little more training in host responsibility? More customer service focus - they've lost a lot of real vocal contact with passengers since snapper came along - and they're doing a lot of snapping at customers who cause them just the slightest inconvenience!
grumpy + stinky + rude bus drivers and endanger cyclists
Happy with level of service provided.
Have a route that goes from Karori to Johnsonville. This would save coming into the city to get to Ngaio/Johnsonville This was trialled some time ago, but not very well publicised and consequently scrapped after the trial. The current route 47 is good, but does not run late enough, and is only available Mon-Fri during Uni time. It's not just students that use this service.
Have information at bus stops about other nearby stops and where the buses go. Eg in Brooklyn, at some times certain stops are used for number 8 buses and at some times they are not. There should be prominent signage saying go to the stop shown on this map, between these times. I often redirect visitors to the right stop. Same in town, eg on Victoria st. If you don't know an area or route it is easy for example to wait in Courtenay place and not realise the seatoun buses don't go through it (or if you realise, not know where they do go). Put the bus fares on bus stops so people can have change ready.
Having later services for buses with in the city (I live in Karori and when i finish at 11, I do find it difficult to catch the last bus some evenings)
High fees
I dislike intensely advertising that covers the windows. It makes these oversized busses look unfriendly and unsafe.
I do find the times I can use a SeniorCitizens gold card seldom to be when I want to travel.
I don't like it when the bus you want pulls in, and you have to fight through a queue of people queueing for another bus to get to your bus before it pulls out.
I hate having to tag off, as it wastes time. I'd prefer to tag on, and from that point, get 2 hours worth of travel, using whichever buses i want, to get to my destination. The alternative is too expensive. e.g. tag on at WLG hospital, catch the 29 (which runs very infrequently), then get off at Brooklyn & swap to the number 8 bus to take me further up the hill to where i live. You can do this within two hours easily, but currently i would be charged too much for the extra hill on the 8 bus (min. 2zone fare) so I have to walk. Invariably the no. 8 goes past. I don't mind exercise, but this sucks when it's raining, or I'm carrying shopping bags.
I think that security is very important for public transport - my teenaged daughter has to use buses at night - the bus stops and buses need to be well lit - security cameras would be a great (if expensive) idea.
I use the number 45 bus to and from Ngaio but the last bus from the city leaves at 6.05pm. That's too early for me as i often don't leave work till after that or maybe go to a function that goes on later than that.
My alternative is the Johnsonville train which provides a great service. However, my stop is at Awarua Street which has a steep path from the station to the street. I have arthritis and find the slope too hard. Also the path is poorly lit in winter so I worry about falling
I would like public transport to become more "usable". Factors which limit usability are: poor frequencies, esp off-peak and evening; poor integration between services with unreliable interchanging and double fares charged. I would like to see unified transport authority, offering coordination between services and integrated ticketing. Smartcards are unnecessary for integrated ticketing, especially if like Snapper, they charge separately for each leg of a multi-route journey. Integrated paper ticketing as found in many cities would be preferable.
I would like the cost of tickets to be lower. Additionally transfers on and off and between services in a given time period should be at a reduced price. For example getting off at the shops for up to 2 hours and then catching a later bus on the same route should be 20c.
I would like to see a historic element in the city I.E The Electric Tram.
I would like to see bus drivers staying on the exact route at all times. Most notably the Kilbirnie 14 going around the Gloucester Street loop.
I'd like to see light-rail. Some of those buses stink.
I'd like to see the service operators behave in a more customer focused manner, particularly Go Wellington are a terrible company to be a customer on yet they never seem to respond to complaints or be accountable for their terrible driver behaviour
I'd like what I think is called integrated ticketing, like you see in e.g. Perth -- where you can use your ticket on all the PT options, and tickets last for a certain amount of time, so that you can take a route with e.g. more than one bus and not pay twice.
If buses remain in Wellington judder bars should be set up throughout the city to enforce speed limits of buses and cars. Buses often seem to speed through the city, & run orange & red lights to meet tight schedules. Consider not allowing noisy and

dirty diesel buses through the central city, which have a very negative impact on the city 'experience'.
I'm against Light Rail ... its too expensive and all one needs to do is add extra bus services to certain routes to overcome crowding which is way cheaper than the installation of light rail.
improved access to bus information such as audio announcements on buses, at stops, and to identify which buses are pulling in to the stop.
In off peak times I've noticed buses leave Wellington Railway station in a cluster meaning you can wait for ages for a bus to Courtney Place and all of a sudden there are 4 buses in a row. Long wait for the next 4 buses though.
???
integrate bicycles into public transport by bike racks on buses, liberal policy on bikes on trains, bike storage at stations etc.
Integrated ticketing
Integrated ticketing between service providers - I really prefer a time-based fare system so I can jump on and off a service on the way home to shop etc without paying for a fare section twice as I have to now. A rail corridor link (light rail would be best) thru to the airport from the north of the city. Terminuses where buses coming to the CBD don't travel through it - the CBD has an efficient light rail or bus shuttle loop operating to cope with peak transport capacity needs and commuters catch their bus home from the terminus. Locations that I can see working are: Lambton north (railway terminus) for travel to Hutt, Eastbourne, Porirua, northern and western suburbs; Courtney Place for travel to southern and eastern suburbs; Victoria Street for travel to Brooklyn/Te Aro. I'd have a loop thru the CBD running Lambton Quay to Courtney Place and back on Victoria Street (yes I know that means car etc disruption) on a continuous basis with frequent stops to pick up/deposit passengers. Buses could do this but light rail would be best ... One ticket time bound could do a whole journey, inclusive of transfers - use of electronic purchasing or cash purchasing at vending machines to buy a time-bound ticket should be possible - they work in most big cities just fine.
Integrated ticketing
Better (i.e. affordable) monthly ticket options for Hutt residents
integration with using a bicycle e.g. easy bike transport on bus and trains
Interoperable travel card system - ONE CARD for all buses, ferries, trains, and even taxis!
It may be a minor point, but the buses are so loud and intrusive (awful breaking noise) and barrel around the corners. I steer clear of them whenever I can. There are so many too, it always seems backlogged as the bus behind has to wait for the one in front and there are so many traffic lights and stops.
It would be fantastic if there was a ticket booth at the minor train stations (e.g. Linden, Paremata, etc). It wouldn't necessarily need to be a manned ticket booth - it could be in the form of a ticket dispensing machine with eftpos capability?
It would be useful to have one ticketing system across all systems - it is a pain to have to buy a bus ticket from the suburbs and another in town and another for the train
Its fine at moment
Keep it cheap!
Knowing when the bus will come: this is currently being remedied by the GPS signage at bus stops but there are still many yet to be done.
Leg Room. I'm tall (192cm) and there is roughly 5cm too little leg room between the seats on most buses for me to sit.
Less expensive service and improved Snapper cards, allowing the traveller to know how much the trip has cost when you get off - at the moment you can not tell this.
Less expensive.
ONE company only (i.e. one card for all buses or means of transportation)
Services that run much later than present (e.g. to suburbs, some systems end at 11:00!!! Ridiculously early.
Light Rail introduced to the mix
Light Rail to the Eastern and Southern suburbs.
Lower fare prices
Lower fares
Lower prices
Maintain an affordable price for travel.
Make it cheaper
make more of an effort to have the busses come on time, make the drivers wait at major stops to arrive at the stops stated on the time tables. because theres nothing worse when a bus comes early and you watch it pass when youre walking to the stop.
Many people commute from Island Bay to the university but the only bus that goes between these two locations is incredibly indirect - I would be pleased to have a bus route that takes less than 45 minutes between these places! However, I think there is an even greater need for better cycling infrastructure from Island Bay in towards the central city, as many people cycle along this route at present it is incredibly dangerous.
more accessible for prams, children, easier to use infrequently i.e. snapper etc
more car parks
More considerate drivers who do not race off before passengers are seated - especially elderly folk or women with children.
More drivers who know how to treat people with respect and understand how to use the accessibility functions on their buses fully.
more electronic signs indicating when the next bus is due
More express bus services
More ferries (to new locations eg Miramar Wharf, Taranaki St Wharf) and ferries integrated into Metlink system so you can pay by Snapper. Also, ferry prices are too high which is the main barrier to more people using them for commuting from places like Miramar.
More late night services.
More real time monitors

More service in the evening and at weekends
More services from the Hutt to Wellington.
More services outside of rush hour. Its often a long wait for a bus at just 7pm - often when people are leaving work or after shopping in town, catching a movie, afterwork drinks etc. Also, its really expensive - for a family of four to get to and from Newtown to Crofton Downs on public transport is prohibitive - cheaper to take the car :(We need more direct connections between southern and northern WGTN and east and west, without having to stop or change services in the central city.
More support for cyclists, cycle paths, making it safer. Allowing cyclists to use bus only lanes. More education for bus drivers about cyclist safety.
More trolley busses as they are bigger and more cumfy and modern and they are also as a bonus eco-friendly.
More use of environmetally friendly transport
Most of the children are well mannered but if there was a way where some (esp large groups of children) could be reminded that it is a public space- the swearing is atrocious- it is not the drivers' responsibility to supervise the kids but it would be great if there were some common knowledge that a driver is well within their rights to tell children to behave (some parents need to know that their kids aren't really that perfect & that bus drivers deal with a lot)
Move the buses off Lambton Quay and Willis St and have them travel along the quay's instead. People don't need to have so many stops in such a short area. People should walk a little more.
Need to see more sheltered walkways for pedestrians between waterfront and city streets, also more shelter to link edge of city bustops or train station to main city streets. Think daily movement of people around city and suburbs could be improved by encouraging commuters to walk around central city. Could establish more attractive express bus and train services to edge of central city which commuters could then leave and walk under sheltered paths to their destinations - increase cheapness, and pleasantness of these journeys. This would decrease need for commuters to park in town and decrease squeeze for space on the roads and pavements. Also need to put light rail through town out to major suburbs to cater for those who can't walk easily or so far, and to link the through town journey to other major hubs like airport or train station.
Nicer drivers who aren't always grumpy and don't run red lights.
No change of mode at WRS/Lambton. Ideally some form of tram-train. Present system is a major blockage to use and convenience.
no fare penalty if change buses in CBD
No more diesel busses and no more air brakes on trolley busses
no reduced weekend service; night buses; student fares.
No running after buses at the stations, can this be looked at specially near some stops where buses don't find the right STOP to stop.
Nothing
Other type of vehicle. Trams.
our bus stops are too close together if we have less stops and people are happy to walk further to their bus stops the bus journey will quicker.
Please get the digital displays into the rest of the CBD, and include Valley Flyer and Newlands/Mana services on the displays in addition to the GOWellington buses.
price
PRICE! It's getting more expensive to travel by bus
Price.
Note - Reliability of service includes correct timetables
Prices more reasonable, especially for frequent travellers
Priority service - I would like to see public transport have priority over other transportation + therefore be more desirable to use.
proper accessibility for impaired persons on ALL buses - and making sure drivers take note of this (actually making the bus "kneel" for people who need this)
Public transport priority systems to control the traffic lights.
Rail is the best option for volume and moverability.
real time information at our bus stop
more dedicated bus lanes f for faster journeys
Real time information displays in the central city.

Realtime information at ALL major bus stops.
Real-time, spoken updates (accessible to the blind & print impaired) on bus & train times available at all stops, or at least all main stops. Bus drivers that are better trained in safe driving and looking after their elderly and disabled passengers. Spoken stops or position on the bus, as in the new trains & the Airport bus.
Reduction in services transiting the CBD itself. The number of busses on the roads at peak times gets absurd. An interchange and shuttle service could help this.
re-introduce the trams. Fixed rail suburban transport that runs in the centre of the street and has priority over cars.
removing the need for mode change, eg having trains go into and through the CBD beyond the WLG railway station
safer drivers who know how to brake without throwing people over on the buses.
Scheduling of services; there are too many routes where similar services are scheduled together instead of spread out. E.g. Courtenay Place to Newtown/Kilbirnes after 9pm: several buses at or near the hour, but then only one over the next 50 minutes!
security
See above
Service by rail staff, especially at Wellington Station when there are delays.
Services offered in areas other than main arterial routes, especially around the Western Hutt Valley.
Services that run on time. Polite staff
Shared snapper through-ticketing between the train and bus services; currently I need to pay for the train and separately pay for the bus and the combination of paying for both services makes public transport inconvenient and expensive.
Smaller buses - (current buses are HUGE and take up more than one traffic lane, so its difficult to manoeuvre around them)
Snapper doesn't let you top up on the bus. It makes you snap off at the end, letting Snapper know exactly where you go, and when. It costs each time you top up your card.
snapper system across all modes of transport
Some driver's attitudes. Some are great, but other's don't wait for people to sit down, or are rude and uncommunicative.
Stop buses venting air brakes in the CBD/ central area!!! I'm sick of having to endure this terrible very loud piercing noise where ever I walk along the PT spine, or when waiting for the bus. In other countries they don't do this, so why here??? Apart from the fact that this is very unpleasant, that level of noise surely isn't healthy and may impact on hearing ability at an older age.
The Councillors who voted for this plan and still ignore the safety issues by design.
The integrated network design proposed by GW, to achieve a lot of the things listed and make the system more affordable.
The lack of integrated ticketing is still a major disappointment, which limits my travel patterns to locations that allow my bus pass.
The new buses don't have opening windows and it gets very stuffy and uncomfortable on a crowded bus, despite the (I'm guessing) modern air conditioning.
The price is currently too high. A taxi with three people is cheaper than the bus normally
The speed at which some buses travel at and the aggressive manner of some bus drivers is dangerous - something more like a tram system or monorail would be better
There need to be more ring routes to connect suburbs with each other. Otherwise I always have to go into town which takes longer and costs more.
There are no options for us to easily do the grocery shopping from Wilton. always need the car.
Ability to transport bikes on busses.
There should be a regular low cost tram service through the CVD (railway station to Courtenay Place - Hospital(?)) with buses connecting at either end to outer destinations. Walls of buses in the CBD and noise/pollution from diesel detracts enormously from quality of city experience.
this is a qualifier to the above - sometimes the infrequent services later at night can be very very late. during the more frequent times it isn't so much of an issue as running every 10-15 minutes anyway but when only running every 30 mins or so, 20 mins late is a problem
This is more to do with supporting infrastructure, but why isn't there a crossing mid-block on Willis between Lambton Quay and Mercer Street. Every gets off the bus, and tries to get across mid-block, instead of walking a couple of hundred meters out of their way to get the end of block, cross and back to the middle - this is probably why this bit of road has one of the worst records for pedestrian safety in the country
Tidier, cleaner shelters at smaller stops.
Train terminus moved to a new location, preferably under a redeveloped basin reserve interchange
Trolley pole things that don't keep falling off at the back.
Underground rail service from the airport to the city.
Unreasonably high Fares at present - rises ???% over the past 5 years - its false economy for the benefit of City, such transport system is the lifeline and is a necessity to the buoyancy of the city, therefore fares should be subsidized to encourage use
Use overhead monorail - small footprint, increase capability and release ground level space for pedestrians
Use savings from reduced inner city bus duplication to improve frequency of peak core services and introduce region-wide proper integrated ticketing between all bus services and rail to make service inter-change more convenient.
Value for money
waiting for snapper or similar system to be applicable to every form of public transport in the region - truly integrated ticketing - although well done for getting us this far.
We need a free city bus service like Auckland have. We could have a free city bus running from station to Courtenay Place or hospital
We need smoke free bus stops and train stations.
Weekend schedules, weekend routes are few and far apart. e.g no number 8 on a weekend, why?
Well maintained

Wellington urgently needs "One ticket to ride them all" bus, train and ferry.
When the trains are frequent enough that a timetable is no longer needed (as is normal overseas) then convenience is increased.
when using 2 buses to go on one short journey it can be very expensive.
While improved frequency is important - there are way too many buses - 9 in a row yesterday on manners street and none going to where i wanted to go. A bus on main spine going every 2 min would be much better and then connecting from there.
Would also be good to have more #3 buses in winter, sometimes three would go past without stopping because apparently they were full, and this is quite depressing.

Q11 All the places you've visited in New Zealand and broad with the best public transport systems and why

- Berlin - integrated and reliable trains, trams and buses
- Northern Italy - good value trains
- Major cities with large transport networks are not as applicable to Wellington/NZ. But generally very good frequency as opposed to accuracy - It's more attractive to get on a transport mode immediately even if walking to final destination required. ie. Trams in Melbourne, often get you close but not actually to your destination - but as you have to wait only a small amount of time for one to come along walking a bit further doesn't negate the time advantages.
The service from Petone Station north is the most reliable.
[NZ Only] Wellington - it actually has a functional public transport system compared with AK and ChCh
A couple of examples would be Melbourne where there are announcements on trains and new buses and trams, and some buses have audio - to tell everyone what bus is pulling in to the stop. London is similar. Plus I currently am in Auckland and am most impressed with their new buses especially on the link and outerlink services. I think Auckland is now well a head of Wellington in many ways especially their bus services.
A range of very small to large buses. Small buses enable those who live away from major routes or major population areas - or indeed in small windy streets to have a similar level access to public transport. Tickets are transferable between trams and buses.
Abroad it was definitely Switzerland. The trams around the town were efficient and always punctual, and had timers at every stop to indicate to the second how far away the next tram was. I think the public transport system in Wellington is pretty efficient, however when it comes to trains it appears to be highly unreliable, and there have been far too many people hit by buses lately - although this is often the pedestrian's fault no the bus driver's,
Abu Dhabi has those little cable car private booth style things. -wonder if we can afford that? Probly not. Also Chch bus drivers would stop when they saw you bolting down the road although you weren't at the bus stop (but this makes drivers late) oh so hard this business.
Actually I think Wellington has the best public transport :) I love how quick and easy Snapper is! And the buses are much nicer than Auckland's.
Adelaide
Adelaide the Obarn (sp) & Brisbane dedicated bus highways excellent idea
Adelaide was really good because they had light rail in the CBD and then the tickets could also be used on the train or bus.
Adelaide, South Australia - they had a mix of public transport options - including a free bus that circuits around the CBD. I also found the electric tram system really fast and efficient - despite lots of stops, it took no time at all to reach destination. They also had a good train system, although I didn't personally use it.
Almost anywhere where they haven't underinvested in their railways and run them into the ground like we have. Rail is essential to effective public transport.
Always use public transport when travelling overseas - usually cheap reliable and convenient to use - almost always on holiday so don't have the same day to day issues as encounter with commuting.
Amsterdam - Well connected transport systems with shared spaces for public transport/pedestrians in the central city
Amsterdam. Its everywhere, goes everywhere, has priority over private vehicles and is regular
any city where I can get train from airport to city/ hotel is great
Any underground rail service - fast and efficient
Anywhere that has a subway - New York, London etc - don't have to take traffic into consideration
Anywhere with inner-city trams
At the moment london is awesome, you can catch a bus/subway/train/bike to most places and they arrive on time and very frequently, lots of bus lanes make travel in peak times a lot easier
auckland buses around manukau, cheaper and reliable
Auckland central city bus service because it had the GPS signs and was cheapish
Auckland trains are better, no place I'd amazing compared to overseas large cities
Auckland, because there are better schedules and better connections
auckland. reliability.
Auckland. RTI really is RTI and pretty much to the minute; regular bus services; faster journeys; ease. Also have uni student fares.
Auckland. Trains and buses are good
Auckland's bus service has significantly improved in recent years, both in cost and service. The Link buses work very well. In Australia (Brisbane) the biggest thing that made an impression on me was the interconnectedness of the public transport

network. I could get a ticket to travel through certain zones and within 4 hours I could catch any train/bus/ferry within that zone.
Auckland's PT routes maps were confusing and took a minute to figure out
Austin, TX bus system has lots of services, and their buses have GPS, and announce major stops as well as announcing the route number when the doors are open.
Australia - they seem to have more frequent buses, the wait time is less the cost is less and less overcrowding.
Australia, because it's cool
Australia. Cheaper, more frequent and ON TIME.
Austria, Switzerland, Germany -fast, reliable, efficient, good signage, comfortable, green
Automated train system, integrated tickets
Bangkok subway. Runs on time without the need to have ticket checkers. Is clean, has a clear route, connects well with other transport.
Barcelona Metro. Reliable, frequent, clean, underground (doesn't affect the beauty of the city as it is underground! Tram system in San Francisco. Quaint, picturesque and so fits in with the city. Again very regular services. But the trams don't seem to take over the city, ie: they are used in moderation to cover the most effective routes.
Barcelona, Spain. Light rail solution that intersected really well with bus routes, and was easy to access and cheap.
Barcelona, Spain. They had timed tickets and a colour coded grid and ring system.
Berlin - punctual, clean, reliable services provided round the clock to places you want to go. Staff that are friendly, knowledgeable and go the extra mile to help you out if lost.
berlin and tokyo. trains (and buses in Berlin) in both cities are punctual, reliable and regular. however they have a larger population base and more funds available.
Berlin has excellent compatibility between buses, U-bahn, S-bahn and long distance trains. Each mode of transport specialises in a particular type of service and does it very well. The connection between each mode is simple and I only need one ticket.
Berlin!!! Has a great integrated system of subway, train, bus and tram. Services pretty much every few minutes along the major routes. Access to public transport very easy and never far away. Not cheap but affordable options for monthly and annual tickets. No need for a car.
Berlin, Amsterdam & LondonBerlin - punctualAmsterdam - clean in both senses - i.e. not filthy/vandalised and environment-wiseLondon - services not dictated to by a timetable, rather by how many minutes between services. The frequency and reliability more than make up for having your face stuck in a malodorous stranger's armpit during rush hour on the tube.
Berlin, Freiburg, Hongkong - due to integrated ticketing, excellent connectivity (removing the need for a car for most of the time), quality of service
Berlin, Germany. Extensive network of buses and trains which are totally integrated and the bulk of people travel on monthly passes, which means they do not need to tag on and tag off everytime they use it which makes the whole system more efficient.
Berlin. through ticketing to allow one journey for one fare on more than one service. trams
Berlin: direct, frequent, cheap, bike-friendly. legible
Best public transport system was probably the trains and trams in Switzerland. Do like the DLR but that's just because it's fun! Anything fast, modern with comfortable waiting areas and easy to find your way around. Where it's seen as a priority rather than something that has to be provided (which ends up being the minimum possible, so no-one uses it). Hong Kong airport to HK link is great too.
better than dunedin
Blah
Bordeaux, France. Superb re-generation of the city through use of trams, cycle lanes and buses, all integrated to create a truly forward looking modern city which is pleasant with fewer cars and less noise.
Boston - single ticketing, good information, good connections between lines & modes (bus/train), frequent service
Bratislava's ticketing system that involves people clipping their own paper tickets once they are on board, that meant a bendy bus could fill up in the time it takes Wellington buses to board 2 passengers.
Santiago's metro system, which has incredibly high frequency and has solved the "long route, lots of stations" issue simply without taking out stations.
Christchurch's fare zone/metro card system.
Vancouver/Florence's system where you pay for a period of time on the system, not a particular trip.
Paris's week metro pass for tourists (with photo)
Auckland and Chch's RTI seems to work properly
Auckland has some good multi-use fare packages, such as a special one for North Shore residents and a really good day pass
Brisbane - trains and buses are in sync, when you get the train, the bus you need to catch arrives within a few minutes of your bus arriving.
Tube, London - frequency of services and reliability even though they are constantly upgrading the Tube network and closing certain lines regularly.
Brisbane area trains for reliability, electronic travel sign, and convenient ticketing (swipe on/swipe off) Also like the London underground for its multiple convenient stops and accessible maps/travel information and buskers
Brisbane city. Super fast and efficient trains, probably because fares are mostly automated.
brisbane- dedicated bus lanes, well planned road system
Brisbane trains: swipe cards which you use as you enter or leave the station, which is easier. Better connections between trains/other forms of transport
Brisbane, Australia. Adelaide, melbourne and sydney not far behind.
Brisbane, frequent and reliable service with student discounts
Brisbane. Use of bus corridors, great links with trains. Better care of cyclists
Brisbane. Well connected. No fuss professional service, Trains , buses, ferries all accessible and useable,
Bristol, UK. Plenty of trains; plenty of buses, though often crowded, Real time passenger information in lots of places

Brussels -- combination of trams, buses, trains, metro, and share-bikes means you can get anywhere. Fixed single-journey price of about NZD2.50 all over the city. Frequent, reliable, fast airport link train for NZD5.00.
Buenos Aires, they had functional, cheap, no frills service that works incredibly well, only down side to it is sheer volume of traffic at peak times, and this is complemented by wide pathways lots of open spaces to get between areas not served by buses.. Bus drivers are allways friendly, and there are a number of private shuttle services that serve commuters carrying 14 passengers, that are catered for or accepted by the city authorities.
bus service in Sydney...efficiency
Bus system in Perth - modern, fast, came when they said they would.
Calgary Canada;"C" train, free travel inner city, high frequency, fast, quiet.
Canberra. They had Interchange connections that ran every 15mins
can't say any stand out
Canterbury's Metro system. Integrated ticketing with simple fare structure (no need to 'tag off'), and an Airport service than runs long after 9.15 pm on a Sunday. All this in spite the earthquakes.
Central Sydney had a good transport hub.
Chch - it was so user friendly, great central hub, and there was a reduced rate for return trips
Chch, always on time, very frequent, have electronic bus schedules so you know exactly how long to wait, can go into negative balance for one trip
Chch. Their bus system was easy to use, they had real time information everywhere and their fare system was simple to understand and the metro card system was good value for money.
China - rail service, fast courteous and on time!
China. Trains. Clean, reliable, fast
Chinese Metros. Faster and reliable, simple ticketing system (platform based) clean. Own network so avoids city traffic (was crowded though)
Christchurch - cheap fares and integrated ticketing that is easy to use.
Christchurch -- nice fare system (if you use twice a day the rest of the day is free, if you use it twice each day Monday - Friday then free on weekends)
Christchurch - Use of trams is more environmentally friendly than fuel powered vehicles.
Christchurch & Auckland public transport systems seem reliable and visible outside of the peak travel times for school and workers.
Christchurch (before earthquake) because there were multiple routes (from city outwards plus around the suburbs (the Orbitor), and the best thing was at every stop there was an electronic device telling you how long until the next bus so you can decide whether or not to wait.
Christchurch (pre-earthquake). They've had real time information at stops for over 10 years. Buses stick to timetable - when they arrive early they always waited. Often I have to go to the bus stop 5 minutes early as it often turns up and leaves early.
Christchurch (using metro card). Has free city circular including key stops. Metro buses were easy to understand for tourists like me. Pricing very good value for money and included 2hr transfer option. Also had ferry included (Diamond Harbour). Daily cap meant you never had to worry about whether you were doing the cost effective way. Great rates to/ from airport also. Had large coverage area. Drivers were all super friendly and helpful.
Christchurch and Wellington
Christchurch before the earthquake. The bus exchange with its seats and shelter and announcement system made it more pleasant to wait for buses. The electronic timetable system let you know when to expect the next bus at most main stops,the fare structure was simpler and bus travel more affordable for everyone. Free travel on a return trip or second route within 2 hours was great.
Christchurch before the February earthquake Buses left from or were managed from a central hub, timetables were adhered to, reasonably priced and extremely helpful staff at the central offices. Because central hub was indoors weather was not an issue unlike waiting for the 43 at Wellington Railway Station
Christchurch before the quake. Inner city circular bus was free. The other buses deposited you on areas where you could catch the inner city bus.
Christchurch bus system (pre-earthquake), reliable, real-time tracking at bus stops, good exchange facilities, many routes, affordable, only one transport card and capped daily trip fares.
Christchurch bus system, pre-quake. Free inner-city shuttle buses.
Christchurch capped fares for the day and for the week encouraged me to use public transport all the time rather than car
Christchurch for bike racks on buses. Brisbane for clean, comfortable, well-maintained trains and stations. Singapore for cost and frequency of train services.
Christchurch had a great bus system as there were real time displays at each bus stop even at small bus stops in the suburbs there was a little screen which told yo uhov far away the bus was.
Christchurch has a fantastic system because all there stops tell you how far away the next bus is, this helps decide whether to catch another bus, or to walk etc. Korea and Japan have phenomenally good public transport systems because they run on time on the dot, however I don't believe we have the numbers of people in NZ to have rail as they do.
Christchurch is (was!) pretty good. Real time info, fares valid for 2 hours so you can multi-trip, cheap, buses that connect around the suburbs not just into the centre.
Christchurch pre earthquake. Because you can hook your bike on the back of the bus. very handy if the bus service doesn't go all the way to where you want to go.
Christchurch pre quake- cheap, reliable, frequent
Christchurch several years ago. Live timing at every stop. Reliable, frequent busses. Return journey price included in the price of ticket (if returning within 3 hours, from memory).
Christchurch- suburban service frequent and reliable.
Christchurch system worked well (before the EQ anyway), the GPS system they've had in place for 10 years was very reliable and easy to use. Buses ran on time and were very cheap..50% of cost of wellington buses. The integrated system of trains, buses, trams etc in melbourne was very useful and efficient when I visited the city.

Christchurch, before the earthquake, their return ticket (valid for a reasonable time after arriving at the destination), Lower Hutt, where trips can be transferred between bus legs. Melbourne, the trams which are frequent and easy, Berlin where there are multiple options to go from A to B on the same ticket.
Christchurch, before the earthquakes. You can top up your card on the bus, and it doesn't cost anything. You don't need to snap off at the end of a trip. The whole city is one big, relatively cheap zone. There is real-time information about bus services at the bus stops.
Christchurch, disability friendly, free in part, cost
christchurch, free bus connecting shopping malls, free to change to another bus within 2 hours
Christchurch, it had incredibly regular buses that went JUST around the CBD.
Christchurch, so cheap and the routes like the Orbiter and the Metro star were amazing.
Christchurch. All stops have real time information, are more frequent and far more likely to be on time.
Christchurch. Cheap and reliable and the bus drivers as very friendly (not complete assholes like in Wellington)
Christchurch. Good fares where one section will get you to most places plus a free transfer/return within 2 hours. Good real time monitors for all services. Good central exchange. Snapper card equivalent which can be topped up on buses, much more useful than having to top up at diaries etc.
Christchurch's buses used to be excellent. That was a few years ago, though, and I have no idea what they're like now. They were both reliable and had well thought out routes.
Cities where transport is regular, easy to access, clean and safe, and relatively inexpensive
Colorado's RTD network around Denver and Boulder. Truly fantastic, and exceptionally cheap. \$2 for a ticket anywhere, including transfers for up to an hour on other busses / trains.
Copenhagen - cycling, trams, trains and lots of walking
Copenhagen because of integrated ticketing on buses, train and metro, very reasonable pricing, and total reliability. AS a consequence the system is very well used.
DART - Dublin Area Rapid Transport. It was fast, efficient, reliable and reasonably priced.
Definitely the London Underground because you can cross the city within a short amount of time, unimpeded by street level traffic.
Denver colorado has a very good system that mixes light rail, free shuttle buses, and other bus routes, with pedestrian areas.
Denver or New York city. Integrated, many choices
Difficult choice, but London is a good candidate. The frequency of tube services, the fact that they cover virtually all of the city, the fact that they aren't delayed by traffic... All of these combine to make it a good one.
Don't know
Don't know
Don't know.
Dubai, it is stipped on time, very frequent and clean.
Dublin/Amsterdam/Paris and others: Velib rent-a-bike pay-and-go services. Because they made a really big difference to the number of cars on the street.
Duesseldorf, Germany or Dresden, Germany or Melbourne, Australia. Integrated ticketing for busses, trains, trams. Provision for taking bikes on public transport (handy for getting to and from stations and stops). Secure bike parking at stations and stops. Real time information at most stops. Affordable monthly/10trip/concession tickets and similar. Plentiful tickets machines at stops/stations and on trams/trains.
Dunedin - cheap tickets, buses come on time, and you can always get a seat
Dunedin bus services - never ever late
Edmonton, Alberta - decent connections and cheaper fares
Edmonton, Canada.
Tickets are valid for a fixed duration (90min) and allow for transfers between bus and light rail.
Either London or Sheffield, because the services are frequent, reliable and extensive. Also, the fares are not too expensive (although they're not cheap).
Either Melbourne or Brisbane. In Brisbane, the services are integrated, so one card (loadable online or via text, and can set it to re-load automatically so one is never caught short) will swipe you on and off ferries, buses, and trains. The services are very frequent, reliable and pretty inexpensive considering the distances involved, so you know you'll get to work on time! Melbourne is similar with cards for trains/buses and convenient kiosks to load/purchase cards/tickets.
Either the Santiago (Chile) or Paris metro systems - both are easy to use, fast, and have clean trains and waiting facilities
Either Wellington or Auckland's bus around town is quite cool as it comes often and goes through the suburbs near to town and is inexpensive.
England - the underground. They are frequent, go many places and link with each other easily.
Err... the Brisbane system was quite good. And the trams in Melbourne are fun.
Eugene Oregon. The driver called the stops and the busses were accessible so I could travel with my other disabled friends. London Underground had great maps
Europe train system. Really reliable and runs exactly at the time it says it will. Trains run really regularly so it isn't a big deal if you miss your train as there will be another one coming soon. Easy to get tickets - don't have to queue. Comfortable and modern train stations/platforms to wait at.
European countries and American cities that have underground/overground rail (London, Paris, Stockholm, New York) which doesn't compete with the cars as it does in Wellington (especially through the city going to the southern and eastern suburbs). Sydney monorail which moves around the city above ground, away from cars and pedestrians.
Even considering the size of city they're all bad compared to what I've experienced overseas: Portland OR, Madison WI, Davis CA, Bremen Germany, Oxford UK...
Everywhere in major European cities is far better than in Wellington.
Flight
France underground. Fast, efficient, easy to use, and go EVERYWHERE. Cost effective.

Frankfurt trams. London Underground.
Frankfurt: for simple, integrated ticketing & timetabling; accurate RTI at all significant stops; high frequencies all day; fast boarding (all-door boarding & minimal on-board ticketing); fast journeys (extensive PT priority). (Many other German/Swiss/Dutch cities are similar)
Freiburg (and other cities) in Germany. Mixture of trams and buses. Frequent services. Coordination of services so never have to wait more than a few minutes when transferring from one bus/tram to another. Electronic signs saying when next bus/tram is due. Fare system that allows passengers to transfer from one bus/tram to another within certain time period without having to pay another fare.
Freiburg (Germany) i.e. integrated train, tram, bus services with real time info
Freiburg, Germany. City the same size as Wellington (city population and surrounding region population). The fantastic pleasure of walking down the pedestrianised central city streets - with trams (and one bus service). Trams and people are very compatible. Buses and people are not!
French Metro because all the trains were on time
Geneva - well integrated with bus and light rail. San Francisco - very cheap and allows you to reuse bus tickets for up to 2hrs. London - integrated ticketing very convenient. Sydney - walked out of airport right onto train that took me into the city. I know we have the bus at the airport but its very poorly marketed and could be a much better service if GW, the Airport and NZ Bus made more of an effort.
Geneva for its trams
Geneva, Switzerland. Cheap, comfortable, rapid, frequent, with information at stops and on bus.
German - fast, efficient, reliable, can get you everywhere you want to go, integrated ticketing with all modes
Germany - trains run to time and are not cancelled, are modern, clean and safe.
germany - urban train network. very reliable (regional and high speed trains not so reliable)
Germany (many years ago) - light rail that went above and below ground, cheap (because well subsidised), frequent, comfortable and fast.
Germany generally, Berlin in particular. Very comprehensive networks of buses and trains and in particular, integrated ticketing.
Germany Great train services direct from airport High speed trains Excellent network
Germany. Cheap, reliable, fast, easy
Glasgow- small subway, integrated travel quick public transport to almost everywhere. Rail through the cbd going around the area a was visiting
Gold Coast, Australia - regular buses, buses travel everywhere, affordable passes, good connections between buses.
Gothenburg for their tram system. Also Switzerland for the integration of all different types of transport such as the train, buses, funiculars and ferries.
Hamburg - clear and understandable
Hamburg - excellent network of interconnected bus and train services Kolkata - inexpensive, fast and efficient underground train system
Hard to decide between London, Berlin and Vienna. In all three cities the public transport systems have succeeded in becoming the default mode of transport for most people rather than cars. I think this is because: - Underground rail networks in Berlin and London are particularly extensive and easy to navigate and are a ridiculously efficient way of getting around, and of moving large volumes of people. They take the pressure off the streets, leaving them quieter and less crowded. Also, the underground system is highly flexible - by switching between lines you can get almost anywhere from almost anywhere, whereas in places like Wellington you are more bound in to one particular bus route or train line. - Connection between underground rail, longer distance trains and buses going to other cities, and metropolitan buses and trams is carefully planned so you never have to walk more than a few minutes to get to the next mode of transport. - In Vienna the trams are frequent, fast and pleasant to ride. They go just about everywhere and connect up well with other modes of transport. - All of the above modes of transport in these cities are very cheap and have frequent services. Overall I think the best thing about the public transport in these and other European cities is that it is THE mainstream mode of transport. Public transport is more convenient than owning and running a car for most people and cities view it as the priority over private transport.
Haven't been to other places, so don't have anything to compare.
Haven't seen many others so can't really comment
Haven't used PT elsewhere
Haven't used public transport in any other city.
Helsinki. The Trains, trams, metro, buses and ferries all were integrated (tickets, fares and timetables). I had one smarcard ticket that I loaded 'time' onto, this enable me to travel as often as I wanted, any where within the City boundaries within that time period (I loaded three months, but you could have as much as 12 months). All the vehicles were new and in good condition. Services were frequent and reliable. Trains and buses kept running for most of the night and the transit police would remove anyone who was drunk, creepy or causing trouble. The trams all had audio announcements, and display screens in Finnish and Swedish. This was more than 5 years ago and NZ still hasn't caught on here in wellington
Holland, trains, trams & buses all interchange at same place, more pedestrian areas, less traffic more trams.
Hong Kong - because the services are frequent, fast and integrated - I could use one pass on all the trains, trams, buses, and ferries
Hong Kong - fantastically reliable, easy to use, cheap and fast.
Hong Kong - frequent, reliable train service; one ticket used on all forms transport; clean, well maintained trains
hong kong - they use Octopus card (kind of like Snapper Card) everywhere everybus.

Hong Kong and New Delhi - both are fast, reliable and clean (although the Delhi services were crowded)
Hong Kong and Singapore. Very efficient and frequent. (Although too crowded!)
Hong Kong because they have an underground. And all of the buses, underground, Star Ferry, taxis etc all use an octopus (like our Snapper) system. Here snapper only works on buses. That's not helpful.
Hong Kong by far!!!!Subway is perfect (reliable, clean, quick, comfortable/sheltered and cheap).Plus the octopus card (c.f. snapper) works accross all froms of transport.
Hong Kong for it's cleanliness and efficiency. London underground, for it's convenience. (although i usually cycled to work so avoinded busy times on the tube)
Hong Kong MTR and the various public transport systems in Germany, particularly Berlin and Munich. Hong Kong's system was very frequent, extremely reliable and very fast. The German systems were great because there was very well planned interchangeability between different modes of transport - trains to metro to buses to light rail, you could go to almost any corner of the city with relative ease.
Hong Kong MTR. Frequent, fast, clean, cheap, safe
hong kong or Japan's underground. Fast cheap reliable
Hong Kong, clean, fast, reliable, easy to figure out - designed by MVA
Hong Kong, fast efficient, affordable and reliable.
Hong Kong, London. Combination of services with good connections.
Hong Kong, rapid, frequent, comfortable
Hong Kong, Singapore, Paris - quiet, compftrtable, cheap, clean, modern vehicle, good transfers, easy to use, electronic ticketing.
Hong Kong, Toronto, London - their train systems are so convenient that if you miss a connection, you're only waiting 3-6 minutes before the next one. In Toronto, buses are much more frequent (typically 6-12 minutes), even further from the downtown CBD.
Hong Kong, underground trains and buses. It's absoute prefection, no need to worry about timetables, or being late for work or home. You just go to the bus stop and they'll be a bus there within minutes. Go to the station and they'll be a train there. And if you've miss that train or it's full, you wait, oh 1 or 2 mins and they'll be another one. Millions of people moved by public transport everyday. Come on it can't be that hard, there's so few of us in Wellington.
Hong Kong. Fast, efficient, never have to wait for long for the next bus/train/metro one to arrive
Hong Kong. Reliability and frequency of transport, convenience of payment system, politeness and helpfulness of drivres and conductors.
I believe Wellington has good public transport but I think light rail systems overseas are good
I don't know
I dont travel much
I don't travel very often and don't have recent exprience of other places.
I find the Karori bus service one of the best public transport systems I have used, although the London Underground and trams in Melbourne and Amsterdam are also great in terms of frequency of service.
I found the Christchurch public transport system very well run. The main terminal in the central city was easy to navigate and majority of the bus stops had real time information.
I gotta be honest, Wellington's is pretty top notch.
I have not found a system that works for everyone.
I have only used Wellington's public transport system
I have visited a lot of places. Train or tram based systems are always easier to use than buses as a visitor because of named stops and routes. Trams are always better because they have more capacity, because they are normally on dedicated routes so they are faster, because they are quieter making the city for peaceful.
I haven't attempted to use public transport elsewhere in NZ - usually when I'm on holiday I am in my car. But we used Sydney's PT extensively recently - it was awesome. As a visitor, an all-encompassing ticket for all services everywhere was a great way to have worry-free transportation.
i haven't been overseas but within NZ wellington is by far the best. common agreement among my friends
I haven't really used any others. The real time information and frequency of buses in Auckland is good
I havent travelled a lot but Welly's is the best and easiest I have encountered
I haven't travelled much but anywhere other than here seems to be better really.
I like London's underground as you can transfer between lines, as opposed to Wellington's system where you have to go into town to change line.
I like Sydney -almost airport to door service
I like the metro in Paris because it comes really regularly. There is no need for a timetable! I also like systems where people are told when the next bus/train/whatever is coming (as is being introduced in Wellington).
I like the Skytrain service in Vancouver because it's frequent, goes for miles and connects well with buses. I like the way in Hong Kong public transport interconnects and goes everywhere, even if it means connecting to a mini-bus/van.
I like Wellingtons spine for buses it is easy to find where buses terminate and begin. Ticketing wise I have like Brisbane, Completely integrated with buses, trains and ferries. When you buy a ticket for x amount of zones you can use all services for 2 hours. They also have 1 smart card for all systems, and have electronic machines at train stations, which print tickets, these machines are also able to reload smart cards. Major train stations have turn sites which read smart cards, while smaller stations have clearly marked readers near entrances and exits.
I lived in Szczecin, Poland as a teenager. This was in the early 80's. the public transport system was pretty good. It comprised a network of busses and light rail. There was a common ticketing system, service frequency was great and suburban penetration was good too. There were many stops all over the town. It was very convenient and most people used it. It was much cheaper than running a car.
I loved Vienna's - the integration of several types into a cohesive whole, plus I have a soft spot for light rail.
I really enjoy using public transport in London. I find it really useful the ease of transferring between different services and modes there - even though you'll very rarely have a service running directly between where you are and where you are going it is still easy to use, because it doesn't cost you more to transfer, and the stations etc are designed to easily allow it. I think

wellington shouldn't be afraid to to have more of this kind of system - if it easy to do I don't mind transferring, so maybe more 'hub' points like the railway station where you could legibly get to and then change would be good.
I really like public transport in Melbourne because:Multi-trip passes are economical and can be used on all servicesYou can take bikes on trains for free and there is no limit to how many bikes you can take on the train.Trains and buses are more frequent and you do not have to walk far to get to a bus stop.
I think I would say Melbourne. Melbourne has a good mix of public transport options.
I think WELLington has the best publiv transport system - i have used the Auckland one and it is not as good. Sydney trains and buses are pretty good but always take so long to get anywhere
I think Wellington offers the best public transport system in NZ (Note: I mean the buses that run within CBD and suburbs only), the problem is the crappy roads, people driving on bus only lanes, and the ugly new buses Metlink have brought in (seats waaay to small for the average NZer)
I think Wellington still has the best system in NZ, but having just spent a few days up in Auckland and being able to get around on their Outer and Inner Link bus services they might eb catching up!
I would say Wellington has the best NZ public transport due to access, frequency and how integrated into CBD and suburbs
I'd have to say within NZ, Wellington's is the best. Elsewhere, New York's subway is the best I've used for reliable, frequent services and, most importantly, easy to understand information about where you are going/how to get there.
I'm not familiar with the systems in other cities though I do like the metros in New York, Paris and Barcelona. They seem to be clean and fast though you do miss out on the view.
In Christchurch. Metro Star and Orbiter
In general all public transport in NZ is crappy compared to overseas, probably because we don't have as large a critical mass of people to fund it, but Wellington scrapes by only because of the density of the city. Compare something like the subway in New York, or the Tube in London. It doesn't have to be the prettiest system, it has to be cheap and reliable for people to use it.
In Glasgow they have a zonecard. You can buy a three zone card for a month or a year and travel through three zones on any method of public transport. I travel out to Johnsonville for work from the CBD and it would be good to be able to use a single ticket to either get on the train or the bus.
In Hong Kong, Met underground train. Goes anywhere in the city . and they dead on time, and about every 2 mins there is one , AND IT"S CHEAP ! ! ! Shanghai, bullet train goes up to 300k / h,
In Melbourne, I could pay around \$30 for a weekly pass on the trams, trains and buses - all with one ticket. It was really easy.
In New Zealand, the Interislander Ferry. Every time I have used it, it runs on time, is comfortable, has separate areas for families with children, is comfortable, and cost effective. The scenery in the Marlborough Sounds is an added bonus. The staff are also dedicated to presenting a high standard of customer service.
In NZ it would be Wellington IMO - Abroad just about any major city i have been to: Melbourne, Singapore, Zurich, Paris, etc.
In NZ, pre-quake Christchurch was really good. Much simpler fare structure than Wellington, for a better price. Buses did run on time there not too early as is regularly the case in Wellington, even on time stops. Also great bus exchange.Overseas - any city or reasonably large town in Germany has better PT than anywhere in NZ. Take Munich as an example - fully integrated ticketing & fare system, a range of ticket options to suit different needs, regular services to anywhere in the city and also into the suburbs, modern vehicles, fast & frequent services within the city and to/from the suburbs, bicycle parking at the stations, carsharing available at many stations (run by German railways as are the suburban trains).The Netherlands even have an integrated ticket system covering their whole little country.
In switzerland. I think the link buses in Auckland are great. Light rail/trams work very well overseas (especially I have seen it in Basel)
IN Wellington
India - just recently returned and used public transport - trains - 3 times. If they run late - as we had on our first trip (4 hours late) they make up the time by travelling faster between stops; (they also have a bit of leeway time built in I understand). Here the trains could go faster - esp on the longer hauls (ie to Upper Hutt) and the current timetabling is not working - the trains to Taita always hold up the "express" trains to Upper Hutt. Surely a little more thought could have gone into the timetabling so that the Taita trains don't depart 5-10 mins b4 the Upper Hutt trains, thus if there is a delay - as there usually is - it doesn't affect every train going through.
Indian metro great, clean , fatser & affordable
Insydney much more frequent
I've had no experience of any other public transport system for over 20 years now!
I've only used Wellingtons so cannot comment.
Japan - even in a semi-rural area, the trains were exceedingly well-run and reliable.
Japan - Frequent, modern and clean and driver helpful to strangers.
Japan - If you missed a bus or train, it didn't matter as there was another one about arrive. (considering the size of their population)
Japan - incredibly efficient - trains/subways always run on time, just have to turn up at a station and know a train will turn up within a few minutes heading to where you want to go.
Japan - Nagoya tube system. Always on time, ticket vending machines taht were easy to use, clean, comfortable & announced stations so you could get off at the right stop
Japan - on time, clean, cheap, lots of choices (bus, train, subway), and easy connections (even in Japanese the signs we easy to understand)
Japan - reliability, frequency, efficiency
Japan - the buses and trains are both frequent, reliable and affordable. The staff go the extra mile to make sure that they're on time - not like in Welly where they seem to take no pride in running a reliable service.
Japan - trains, it's very cheap, fast, reliable and easy to navigate.
japan maglev
JAPAN
Always on time and very reliable.

japan, busses and trains arrive within the minute of whats written on the timetable. never early. sometimes late but not by much
Japan, public transport extends even to the smallest villages; efficient and clean trains
Japan, their subway system is amazing. Always reliable and on time.
Japan. Clean, fast, efficient, reliable
Japan. clean, quick, reliable
Japan. They have state owned and operated trains that work and are always on time.
Japanese trains - always arrive on time and stop at the exact place anticipated
London - so frequent
Paris - so clean and comfortable
Hong Kong - so easy to use
Melbourne - the trams - you know where they will be!
nil anywhere in NZ
Karlsruhe (Germany) Zurich (Switzerland). Fast frequent reliable services. Rail services covering the greater region and penetrating into the CBD (such as in Karlsruhe) are the ideal.
Lately I used public transport in Frankfurt (Germany), Amsterdam (Netherlands), Warsaw and Cracow (Poland), all of them are way more frequent and reliable, use better vehicles, offer integrated ticketing (for buses, trams, underground and selected suburban trains) that are way cheaper than what is offered in Wellington.
light rail ... efficient, cost effective clean
Light rail and underground because of the separation from cars and reliability.
Public transport overseas feels like a trip to the future being used Wellington standards
Light rail is the first class service because it is comfortable and permanently structures a city network.
Lille, France - frequent buses, less expensive than here, totally reliable and link well with underground system.
Sky train in Bangkok also excellent.
Sydney has excellent and inexpensive rail link to airport which does away with the need for so many taxis.
linkages between buses and trains
London - alot of the lines were interconnected throughout the whole of London and surrounds. In NZ the routes are not interlinked and also are only on 1 side of the city. You can also purchase a travel card which is unlimited travel on buses, rail and underground.
London - because its reliable, easy to understand & navigate, fast, frequent and socially acceptable to use it for all occasions/ purposes
London - electronic ticketing across all modes, frequency, ease of use
London - frequency everywhere meant that I never needed to know what the departure times were
Hambourg - very smooth, comfortable rides. Easy to understand the system, even though my German is poor
Konstanz - very easy to understand ticketing -simple to use
London - fully integrated
London - iconic! plus really good integration between train, tube and bus; flexible ticketing options and clever Oyster card; excellent information; buses move reasonably quickly due to congestion management of traffic.
London - its everywhere, very user friendly and simple to access
London - lots of options, always plenty of buses, quite quick compared to driving (although cycling quicker)
Singapore - easy and clean
London - one (relatively) low price fare and the snapper-equivalent ticket can be used on all services and with no tagging off. (OK the tube trains are horrendously over crowded but the overland buses are usually great).
London - one card got you on the tube and the bus, the stations were interlinked, frequency was great and there was a maximum charge for the day/journey so it didn't cost a fortune. The map was easy to understand for the underground as it showed the different colours which matched to the platforms and all the stops. Didn't need to worry about timetables as there was a tube/bus every 5- 10mins on most lines.
London - so reliable!
London - the oyster card they use does not need to be swiped off at the end of the bus trip. I hate having to hold my card in my card so that I can swipe off at the end of a journey here, as I can't read/text etc as easily. It slows the journey waiting for people to swipe off.
London - there's always another bus or train within 2-3 mins. Plus it's inexpensive.
London - variety of integrated systems use the same ticketing scheme including discounts and automatic balance top up (Oyster)
London - you always know when your bus or train was going to come and if there was a delay they would tell you, via their signs. Buses did not just not turn up.
London - you can get anywhere and the longer distance trains are fast and new
London ..night buses and excellent train services linking city and rural services.
London- an Underground train is a novelty but it has excellent transfer facility between different routes
London because its reliable and relatively cheap
London Bus service . . . accessible, frequent and reasonably reliable.
London- frequency, reliability and modern vehicles
London good rail and underground connections throughout CBD and out to suburbs
London has a lot of frequent services to a variety of destinations at all times
London is good because of the frequency and variety of the travel routes. However, I much prefer Wellington's lack of crowding!!
London is great. Underground and buses use integrated ticketing, its very easy.
Sydney's rail system is amazing - quick, modern, frequent, heaps of stations. Makes the centre city very accessible.
London Metro - never have to wait too long. Tube connects everything to everything else. Simple to understand. Ubiquitous.
London metro
got round the town, to heathrow by train.
frequent services, reliable [this was last in 1980]

London probably "wins" with frequency and operating hours of the service. The "physical quality" is not so important.
London subways - comprehensive.
London trains and buses. The services were frequent.
Melbourne. The trams. They were fast, clean, efficient, regular and direct routes. Free inner city buses.
London Transport system. Get almost everywhere you need, reasonable efficient and very frequent services throughout the day. Bus and train connections well worked out. Electronic signs at stations and bus stops telling you how far away next service is. Also good connections to non London Transport services (eg Brit Rail trains)
London tube and train service Frequency, reliability
London Tube or New York subway - fast!
London tube system.
London tube system. Because it's regular, reliable, affordable, and goes everywhere with little fuss.
London tube was pretty darned good, as it ran late into the night, and always something in the next few minutes. Obviously German busses were very efficient, with a similar 'proximity card' system. Actually, ChCh (pre-quakes) was better than WLG, especially with the Orbiter thrown in as well, to link up all other services. Their card/ top-up system was even better, as you can hand the driver a ten/ twenty note & have that added to your balance, and even go a bit into debt. (IOU) Also you could just go online to top up as well, which is better than snapper, as that costs extra for hardware. I'd like to be able to top up my snapper online, like you can top up a phone; the technology obviously exists, and there's no reason it should cost extra to do this.
London tube, frequency and reliability along with public use and support of public transport. Equally the trains in the Netherlands, for the same reasons.
London Tube. It is reliable and works fine.
London underground - not affected by traffic conditions
London Underground - communication around its services sets the bar - in terms of knowing about delays, when next train is arriving, etc. Also self service is great.
London Underground - extensive network, good connections, reasonable pricing.
London Underground - reliable
Bangkok Sytrain - speed.
London underground - very frequent, never wait more than a couple of minutes.
London underground and Sydney rail service
london underground fast and efficient
London Underground
Adelaide Light rail system
French train system
London underground, because of coverage and frequency.
London underground, frequent services, lots of different, overlapping routes.
London Underground, short waiting times between trains.
London Underground. No waiting. Relatively cheap. Connections to anywhere. Great map.
London Underground. Ease of use, multitude of destinations and frequency. Real-time information.
London underground. Fast and frequent
London Underground. Fast, frequent services, well connected to each other. No delays.
London underground. May be very crowded, but services are so frequent that you don't need to remember any timetables. Once you have a day travel pass you don't need to think about it again, just hop on and off. Very convenient.
London underground/bus system which has zoned areas and combined ticketing, multi day tickets
London, integrated ticket, cheap bus fares, single bus fare, double-decker buses, better city to look at, easy to understand, very good night bus system; Oyster card daily maximum
London, because it makes it so much easier to get around without needing a car
London, Berlin for quality frequency and flexibility
London, Madrid, Buenos Aires, Paris, Sydney, Melbourne, Brisbane
London, New York, Paris, Rome, Melbourne: high-speed, high-frequency subway or light rail systems to major destinations, supported by high population density.
London, public transport is available 24 hours a day - tubes and trains until around midnight and night buses available at no greater charge than normal, the buses are flat rate, it is reliable, reasonable fast, you can get anywhere from one side of the city to the other at 5am if you wish to, certain tickets can be used on all forms of transport, the oyster is a great cross transport ticket option.
London, Sydney, Melbourne and Perth. They all provide a frequent easily accessible and reliable public transport system. All four cities have an integrated ticketing system which can be used on buses, trains, trams and ferries (in Sydneys case). The fares are reasonable, not excessive. The emphasis being on providing a mass transit system and encouraging people to use it, not trying to make it pay for itself or making it profitable In the case of Sydney, Melbourne and London, all three cities have a reliable, frequent and cheap lin between the airport and the CBD, which is appealing to tourists and business travelers.
london, the tube is pretty comprehensive
London. Single method of payment for travel (OysterCard), covering trains, buses, underground, trams. High frequency, and very reliable.
London. There is alot of options and everyone just does it.
London. choice of types of public transport, lower bus fare -- with the Octopus card it was a standard fare for all distances, charged when you swiped your card getting on the bus
London. For a city that size it's cheap. It allows bicycles onto the trains/trams and buses. It's well connected and you don't have to travel to the centre to move between suburbs, which is makes journeys faster, their website is always up-to-date so you don't show up at the train station to find you're on a rail replacement bus, the staff are knowledgeable. Whenever I ask for assistance in Wellington, the staff rarely know the answer.
London. frequent service, trains are much better

London. It is fast, reliable and direct.
London. Lots of trains, underground rail.
London. Reliable, affordable and frequent public transport. Choice between tube and bus, can take your dog on public transport. Services are reliable and if there are repairs you get plenty of notice.
London. Seamless system
London. The services were very frequent and allowed you to access the entire city by rail. Buses were used to supplement the rail service, but not provide the primary means of transport anywhere, particularly in the CBD. The extent of the network was far, and the frequency was such that I hardly had to wait more than a few minutes for a train. A single ticket for all travel was also quite convenient, and I liked how there were food stands at the stations!
London. The tube is a no brainer, it comes every 2 minutes, it is easy to get off the tube onto the bus as they come every 10 minutes, you know what the stops are, the maps are easy to follow, it is easy to buy a ticket to get on, where no buses can go they have the DLR which is as equally easy and reliable to use, I feel despite being a city of 10 million it is less crowded on public buses because they come so often and the routes are more direct even if it is crowded you don't have to wait for stay on the journey for a long time.
London. The tube is excellent; fast, reliable and cheap. Moves millions.
London. There are several options of public transport and the Oyster card works on all of them.
London. Time til next service displayed at stops. Web travel planner easy to use.
London. Tube and Bus services. Frequency and quality of services is high. And real time information (boards and internet) is accurate/reliable to plan your journey. Tube especially as it is not delayed by traffic.
London. Tubes are the way to go!
London/Hong Kong - frequency/speed/coverage
London/New York, easy to get around
London: combination of various services (Tube, buses, trains, trams), integrated ticketing system (Oyster card) covers most services, bus lanes in many areas of central London, congestion charge to reduce car use.
London: multiple options, easy ticketing, good coverage.
London; tube and bus system. Very frequent, but they have the population to support this of course
London's - their underground as well as their bus system. It's easy to navigate, the services are frequent and reliable, the payment system is integrated for tube, buses and overland trains.
London's bus system was great for it's flat fee for however far you wanted to travel, and the way bus stops were arranged for different destinations. Portland's buses allowed cyclists to put their bikes on the front of the bus.
London's buses and underground - goes to wherever you need frequently and doesn't cost that much.
London's integrated system due to the complementary nature of the network. TFL website is a one-stop-info-shop as the Metlink site is becoming. They have real-time displays everywhere and frequent services. The guesswork and need to carry change are eliminated due to the ubiquitous use of the Oyster card. If we are to get light rail it is IMPERATIVE that it complements and does not compete with the bus system, except on its most basic route. Therefore it cannot run along the Golden Mile of Lambton/Willis/Manners Sts and Courtenay Pl.
London's is comprehensive and multi-modal, i.e. you use the same Oyster card across trains, Tube and buses, encouraging seamless journeys. Bus fares are a uniform single price, with a strong discount for Oyster card users to encourage speedier boarding with no cash handling. New York's Metro wins for affordability - the cheap Metro passes encourage broad ridership. If fares were cheaper here more people would use the services.
London's tube. Network covers the inner city efficiently with simple ticket system. Everyone uses it - no stigma attached to PT like here
London's tubs system - it goes everywhere and seems to be very well organised - but it's main claim is that it is underground
London's underground system is fantastic and makes a carless lifestyle completely possible. Bonn in Germany is of a comparable size to Wellington and has a fast, easy to use, reliable public transport system with many rail and bus routes. Why couldn't we have something similar?
London's Underground.
Long haul Bus -least hassle and also cheapest -plenty of room for luggage and kept to timetable
Los Angeles / Anaheim. They had a cross-over grid structure where you could use "transfers" at almost every major intersection, and all the intersections were timetabled with buses actually waiting.
Loved the new trams in Montpellier. Very fast and efficient and a real asset to the City, which is smaller than Wellington. Lines are currently being extended from the center of the town to the suburbs and the beach. If they can manage it in their very historic city centre, it must be doable here.
LUAS (light rail in Dublin, Ireland)
Madrid underground was good. It was fast, clean and inexpensive
Madrid undergroup rail and bus. very frequent. great connections. no need to look at timetable, can just go to closest station with the confidence that you can get anywhere you need to be very easily with great connecting trains/buses. VERY CHEAP e.g only 90cents to get to the airport
Malaysia's train system (especially fast train to airport)
Manchester - connectivity between trams, trains and buses.
Manchester. Tidy, clean stops. Efficient system.
Many European systems I have used are very good, with integration between modes, good information, new vehicles.
Melbourne, frequency, information and reliability
Singapore - underground, quick, efficient, reliable, easy to navigate, connected
Melbourne - trams run all the time and very frequent, easy to use system (one card).
Melbourne, Free circular CBD buses quick efficient and prompt
Melbourne - all day/week pass for trams
Melbourne - all forms of transport under one system, so you only need one type of payment, unlike here where there are different companies, all with their own payment system.
Melbourne - can't remember why but think it was just easy
Singapore - very easy, very cheap, very helpful staff in the stations who anticipated where you might be heading and advised

on interchanges etc. their no paper system (ie. have to buy a token that could be refunded later) was good from a pollution point of view too
Melbourne - circle loop under CBD, many many trams around inner suburbs, on time.
Melbourne – direct and frequent rail/tram services, integrated ticketing.
Melbourne - fantastic - can get to anywhere I want with no problems - and not only that - they have seats on the footpaths which are a godsend if you have a mobility problem
Melbourne - for the consistency of their public transport infrastructure.
Melbourne - frequency or trams. Swipe on, swipe off.
melbourne - frequent, low cost, easy to navigate
Melbourne - it's fantastic. Great network, especially the trains fanning out to the suburbs. Unified ticketing across train / tram / bus. Really well planned.
Melbourne - never seem to have a problem getting around all over. Trains particularly - modern, frequent, quick, cheap inner zones day passes that can be used across modes. Paris - frequent fast comparatively cheap, and good coverage of inner zones
Melbourne - one all day (or 2 hour) zone ticket lets you travel and work it out as you go without getting penalised for getting off at the wrong stop or swapping between vehicles or modes.
melbourne - one card worked on everything
Melbourne – the light rail was fantastic – quick and painless (except during rush hour). The light rail lanes in the middle of the streets are an excellent idea because the trams aren't held up by traffic. Could work well with buses also.
Melbourne - the tram buses crisscross the Central city and then also in all directions from several points
Melbourne - trains, trams, buses integrated ticketing, bikes allowed on trains for free, frequent reliable services
melbourne - trams - knew where to catch fast and reliable
Melbourne - trams are easy, affordable (with cheaper fares on Sunday), go everywhere you need to, all link together and run frequently
London - tubes, buses and rail all link together well and go everywhere. oyster prepaid cards work on tubes, buses and some trains, capped daily fare with no need to swipe off when leaving the tube/bus
melbourne - trams extend from suburbs far N/S/E/W of city and/or connect at frequent places in city centre. frequency is great. reliable timetable as they are hardly affected by traffic. can be converted to 'light rail' for faster travelling along less populated routes. easy to spot routes if tourist/visitor as can just see the tracks on the road and know a tram goes along it.
Melbourne - trams, busses and trains, all well-run (with monthly performance stats displayed in each vehicle) and affordable.
Melbourne - trams, trains and buses - good choice, regular services, and fast service with trains across the city. Amsterdam - same as above. London metro - can get across large distances very quickly
Melbourne - versatile public transport can run on road and then rail, comfortable, frequent, lots of connections between modes means can get reasonably direct route to most places.
Melbourne and London. Straight forward links and integration of all modes of transport
Melbourne and New York. They are relatively low cost, comprehensive, reliable, easy to move between services and provide coverage from early in the morning to later in the evening. Crucially they also provide for direct suburb to suburb services, rather than just radial services in and out of the CBD, in evenings and weekends
melbourne and paris. both have efficient systems with a broad public understanding. the services run to time and have limited room for human error as they are commuter driven
Melbourne and Singapore. - Easy connectivity and transfer between different modes, - Good frequency and reliability of services- Cost effective- In Melbourne in you reach CBD before 7 am on weekdays, the service is free.
melbourne central city loop trams. frequent, cheap (free offpeak)
Melbourne-- choice of trams, buses or trains but Wellington can't afford this as our population is too small
Melbourne City. One ticket allows you to access trains, buses and trams making it easy to travel in all directions around the city and surrounds.
Melbourne cos trams are cooler than buses...and they usually have dedicated lanes so they don't get stuck in as much traffic as buses.
Melbourne has great public transport. You can use your bus card on the trains and trams. Service is fast, reliable and frequent.
Melbourne is good. Daily ticket can be used on any mode, they were frequent and more modern.
Melbourne is great - you know when trams are coming, and they are clean and easy to use. I like trams and light rail - but they need to be reasonably fast.
Melbourne light rail
Melbourne metropolitan system. Integrated ticketing, and most importantly, a under-city rail loop that brings regular services right into the heart of the city.
Melbourne train system - fast, frequent, reliable.
Melbourne Trains, On time, clean/tidy and had them for free
Melbourne tram system because of ease of use and frequency of service.
Melbourne tram system. Fairly priced, reliable and simple to use.
Melbourne Trams - brilliant and fairly reasonable. I was there in January, and posters inside the trams were skiting about how good they were and how satisfied customers were. The percentage of trams on time was something like 98% - something they should be proud of!
Melbourne trams - frequent, convenient, go everywhere and cheap BART (Bay Area Rapid transit San Francisco) - fast, clean, not overcrowded (although generally did not travel at rush hour) good electronic system advising of when next train is coming, arrival times etc
Melbourne trams and buses. San Francisco has a fabulous bus system that links well with trains, trolleys and trams.
Melbourne trams and trains. One ticket for all. Also announcement of stops.
Melbourne trams, buses and trains are pretty comprehensive and convenient.

Melbourne Trams, I think. Good cost, reasonably frequent
Melbourne trams. They have right of way
Melbourne very good - trams quick clean efficient - other transport links up with trams
Melbourne was very easy to use, Auckland and Wellington are great as well.
Melbourne Easy Access Cheap Efficient
Melbourne Frequent buses in central areas & a 2 hour window to use a fare (i.e. you pay once for all journeys in the same fare boundary for a 2 hour period)
Melbourne, Australia Curitiba, Brazil
Melbourne, Australia. Fast, cheap and reliable.
Melbourne, because you can buy a pass that you can use on different forms of transport. Wellington, frequency of buses and trains, new sign that tell the user how far away the buses are is also a bonus.
Melbourne, easy to understand and well managed transport system.
Melbourne, Sydney, Vienna, Prague ... good train/light rail travel. With Melbourne/Syd the passes cover Bus/Train/Boat which is great and trains always seem to be on time and no issues when I've lived there from time to time. Having the combined travel pass means you can opt to bus one way and ferry back the next, and you feel you are getting value for money and the city is giving back something to you in return for your investment.
Melbourne. Because of their brilliant and multi-layered integrated ticketing system. However, accessing the trams in the centre of the road was a bit hazardous! Spoken train arrival times at all stations.
Melbourne. Buses, trams and train services are all integrated, cheap and frequent.
Melbourne. Simple, integrated ticketing, comprehensive network, regular timetable, reasonable cost, cool trams.
Melbourne. Frequent train services. Easy connections throughout the city to other public transport services
Melbourne. I like it's integrated system - one ticket for all forms of transport. I like that you can buy 3 day / 5 day and weekly tickets as well as month passes. Light rail/trams seem to run on time more easily also.
Melbourne. A mix of buses, light rail and trams that have good connections. Newer trams can use roads and special express routes.
Melbourne. All methods of transport are linked with the same tickets, there are many different ways of getting around that suit different journey lengths, and the quality of vehicles is always pretty good.
Melbourne. Bus+Tram+Train working together to provide a strong interconnected service.
Melbourne. Frequent services, good communication on when the next service will be.
Melbourne. Frequent services, integrated ticketing with Myki and it's cheap.
Melbourne. Integration of all modes, frequency and coverage.
Melbourne. It seemed very integrated and low cost
Melbourne. It was very easy to get around the city. The trams provided a very effective service into and around the city. Trains provided an excellent service further out or if you needed to get somewhere specific faster.
Melbourne. It's well structured, easy to figure out which way the routes go and affordable. It's also clean and tidy. It enhances the visitor experience. Trams have a certain x factor - and I don't like mean the ridiculous Auckland example, they should actually serve a useful purpose.
Melbourne. Melbourne's heavy rail and light rail network is very good. Unlike Japan where they have great technology with their public transport and amazingly fast reliable train network it's very complicated to use and almost too large and not user friendly. Melbourne have a reliable network which can usually handle the crowd. Wellington should get a mix of Melbourne and Tokyo.
Melbourne. One ticket (for the senior citizen) for about A\$3.50 does bus, tram and rail for a whole day. Also the Explorer bus is free for anybody, as is the tram round the centre. My experience is limited, of course. New Zealand is very fortunate to have free travel at certain times (thank you, Winston) for holders of SuperGold cards but the 1500-1830 close-out period in Wellington is particularly unfriendly.
Melbourne. Reliable.
Melbourne. The train takes you into the city, not the edge of it, the integrated tickets let you jump onto any public transport type, and the frequency is high. Not needing to show your ticket to a guard is good, and tickets can be bought at all stations
Melbourne. Ticketing was integrated. Could buy ticket for day/month, etc and use for all forms of transport across varying zones.
Melbourne. Tram system generally has dedicated roads, and there is usually a minimal wait for the next service.
Melbourne. Trams aren't competing in traffic but are on their own line, trains go fast and have plenty of space for bikes (and carry them free with no hassle), buses go where trains and trams don't, bike lanes everywhere with cyclists not just thrown in bus lanes, ticketing is integrated.
Melbourne's tram system - having tickets that can be used for multiple journeys within a given time period, meaning that you can hop on and off without having to pay for each and every trip. It was cheap too.
Melbourne's trams and trains are frequent and easy to use.
Metlink Wellington, it's cheaper and more reliable than the other one's I've used.
metro for speed, (but not for view) trains are great (no traffic jams)
Metro in Europe & UK. Fast reliable and efficient.
Metro in Paris. Quick, reliable, frequent, they go everywhere.
metro London - goes everywhere and direct link to airport
Metro Rail Transit - It's faster

Metro system in Paris or New York - regular services with good connections with longer lines and buses etc.
Metro system, as it is independent of all other traffic and traffic conditions. Plus with the regular interval of stations it allows you to come to an area of the city which is close and convenient to your stop.
Metro systems in large cities. They run frequently and reliably to many destinations. Usually are clean and safe, and keep you out of bad weather.
Metrolink in Manchester, England. Clean, modern, reliable, spacious, fast, frequent.....
Mexico City - incredibly cheap and frequent. One price for the underground which covers the whole city.
Montreal - the Metro. Underground trains that run to a schedule (really), have electronic messaging at each station that states how far away the train is and when it's due. And always seem to either run enough trains or have enough carriages that they're not packed to the gills except on rare occasion.
Montreal / New York - Subway - single cost on entry regardless of travel distance, high frequency, and predefined stops.
Montreal: inexpensive and therefore would use instead of a car; a monthly payment that allowed unlimited use and which therefore encouraged public transport rather than car; system owned by city and thus, the profit was not the driving force, service was.
Moscow Metro - train arrived every two minutes and they move over 5 million people a day.
Moscow metro (I have lived there and it is hugely efficient, clean and well-maintained with high frequency service).
Moscow Transport (Underground/Bus/Rail). Extremely reliable, SIMPLE.
Most cities in Europe. An integrated service, with all modes (e.g. bus, train, tram, ferry) connected by timetable, location of stops and integrated ticketing. Modern fleet, frequent services.
Most cities you can buy tickets at the train/bus stop. Many cities you can transfer between all buses and trains with the same ticket.
most of nz is rubbish, look at melbourne for a good example
MRT Singapore. It was fast, on time, frequent, good clear information on stops
MRT system in Singapore, Hongkok, Paris, Berlin. They are fast, reliable and very frequent (a train every 2 min). Most of the stops have safe waiting areas. They are also much greener because they don't use petrol. But those systems aren't useful for Wellington, because we don't have "masses" of people like those cities
Mumbai. Because of its reliability and ability to handle the huge amounts to travelers commuting daily. Although, with regard to comfort, I'd have to give Welly a way higher score :)
Munich - excellent light rail.
Munich - fast, modern trains that run exactly on time, and are cheap Amsterdam - extensive network of trams that are easy to use
Munich, Germany has the option of buses, trams, and underground services. As a user, you have the option of choosing the quickest and easiest route.
Munich: Love the trams and the fact they are so quiet, they seem to be gliding over the street, and are VERY efficient. Melbourne: Love the realtime information and you can go from Victoria Market to Collingwood...
Netherlands - integrated across mode ticketing, fast with priority given to PT over most other modes and cheap.
Netherlands (Holland) because they have a comprehensive and connected system between trains, buses and trolleys with compatible timetable and really reliable service for almost 24 hours.
Netherlands, clean, efficient, on time, reliable, comfortable, practical
Never been overseas and don't think there is a very good example in NZ
New York - Cheap, frequent, easy to use
New York and Chicago. Frequency and routes.
New York City. Frequent, ontime and sensible.
New York for its trains. Portland for its trains and bike friendliness. Tokyo for its trains.
New York Subway. Running public transport under ground removes visual pollution from the street. More bus only streets to encourage use of public transport
New York, because of the subway, but that's not likely to happen here!
New York, Boston and London with rail and subways (though seismic activity precludes in Wgtn).
New York, London and Paris all have reliable public transport systems, the best and most reliable systems can be found in cities which can afford the massive infrastructure costs to produce a decent public transport network. The unfortunate thing is that while Wellington would like and use a high quality public transport system we simply can't afford it, when you compare public transport to private motor-vehicle use currently there is little economic incentive to invest in public transport to the degree required. There is also a lack of understanding about the true cost of proposed public transport systems.
New York. Cheap tickets (flat price for unlimited length of travel), transfers between services. Cheap re-entry within a set time and although some aspects were run-down it was very effective well used service.
Newcastle on Tyne in England has a light rail system. It is good because it runs every 5 mins and it has really easy ticketing (does not use lots of barriers etc, uses trust that people have tickets and then lots of surprise inspections. But the inspectors also double as customer service people and make users feel safe at night etc).
No strong winners. 25 years ago I really liked the Munich underground and trams as there always seemed to be another one coming and you could get to just about anywhere you wanted, quickly and cleanly.
Noosa - gives free buses over holiday periods
Not enough experience in other cities to judge this.
not familiar enough with other systems to judge, but a circular centre city route that is very cheap would certainly be helpful
Not sure, any other public transport system I've used regularly was over 15 years ago.
NOT USED BUS SERVICE MANY OTHER PLACES, ONLY PHILLIPINES, CHEAP (ABOUT \$3 TO GET ABOUT 100 KM)
Not used public transport elsewhere recently.
Nothing to compare against.

NY Subway, for the 24 hour service and price; London Transport for the comprehensiveness, speed of service and beautiful route maps.
NYC subway system - frequent services, good connections, easy to figure out how to get from A to B.
NYC subway. It sometimes smells bad, it's sometimes hot, and it's sometimes crowded, but you can go ANYWHERE in the city (all five burroughs!) for a flat fare and nearly all of it runs 24/7.
NZ public transport system, no bad smells.
NZ: Wellington as its only city with a relatively comprehensive rail network. Abroad: Melbourne, for trams and trains. Also Glasgow for its combination of buses and underground which for a relatively small city is an excellent idea and could be adopted in Wellington.
On labour day to Featherston the best transport I have ever used in this country is the new Matangi Train because I don't need to put up with crap from train conductors who tells me that I need a helper to wheel me up the ramp to get into the train when it is their duty to give me a hand. Going up to Featherston on my own was just heavenly because I used a hoist to get into the train. I love the inside of the train just out of some spaceshuttle lol.
One where one card works for all parts of the journey - from the suburbs into and through town and for buses and trains alike.
Only used public transport in Auckland. Ferries are very good. Their Free city bus service is great.
Only used Wellington and Auckland trains; Wellington trains are much faster.
ours of course
Pairs - metro. Reliable, frequent services, reasonably priced that take you to most destinations
Palmerston North, because they had free services for university students, and the buses were usually on time, and come often
Palmerston North's buses are free for students and very frequent.
Paraparaumu, Kapiti. Buses are always on time. Drivers are very polite and friendly. Services are timed for train depatures and arrivals.
Paris - frequent, clean, connects well, goes everywhere
Paris (France) metro. Fast, reliable. Up to one train a minute at peak times. Can be very crowded though.
Paris and Barcelona metro - fast, efficient, well connected
Paris and London are pretty good systems.
Paris and London as they have easily understood and frequent services, underpinned by simple integrated zonal smartcard ticketing systems.
Paris bus routes. Relkiable service and GPS estimated arrival time boards
Paris- can access the whole city by metro, and trains are very frequent, never have to wait. Shanghai metro is very impressive, fast clean and reliable, but doesn't access the whole city yet.
Paris Metro
Paris Metro - goes everywhere, fast & simple
Paris metro - very efficient Lille buses - very efficient and cheap Melbourne trams - efficient cheap and attractive Sydney train from airport - efficient cheap and reduces congestion from taxis
Paris Metro - very efficient, user friendly, a train is not far away.
Paris Metro is great because you can use the same ticket for the buses and underground. Wellington urgently needs "One ticket to ride them all" bus, train and ferry.
Paris Metro. Melbourne trams.
Paris metro. Fast; simple; cheap; easy to understand; goes everywhere.
Paris underground - maximum wait of 3 mins per train
Paris, but obviously the scale and population density are not comparable.
Mainz, Germany, where the evenings involve lots of coordination among buses to ensure you can get from different parts of the city to the other with the Sternanschluss.
Paris, France - easy to use and goes everywhere
Paris, London, New York, Prague, Melbourne, Singapore - reliable services with integrated ticketing.
Paris. Affordable, well integrated, feels safe, very comprehensive network, very frequent services, tickets transferable between bus and train services, public transit often quicker than driving.
Paris/London/Switzerland. Regular and timely services, brilliant supporting infrastructure, yet still affordable.
Paris: it was cheap, coherent, safe and reliable
Perth Circular - free and regular
Perth the free catt system was amazing
Perth Western Australia. The trains busses and ferrys all use the same smart card, and the trains are reliable
Perth, Australia. You could travel in one direction on train, buses and ferries on one ticket, and could get on and off buses (say to stop at the supermarket on the way home) then use the same ticket to continue the journey (as long as it was in the same direction) for no extra cost.
Perth, dedicated bus lanes form out of the metro areas into the centre of town. Free access in inner city, great frequency. Melbourne, frequency, links, stations in inner city loop
Perth, WA. Integrated bus, train and light rail services. Single-ticket systems on all forms of transport, easily understood zoning and pricing. VERY convenient round-city underground light rail loop.
Perth. Frequent and clean

Perth. Trains that are faster than driving and frequent.
Philippines - it was cheap and convenient. It wasn't overly comfortable but for short trips that didn't matter, I was paying about 50c for 15 minutes driving
Places like Paris, London, Stockholm, Oslo, where the public transport - whether bus or train - comes so frequently and so reliably you don't even need to consult a timetable, you just go to your stop and within a few minutes and you'll be on your way to where you want to go.
Places such as Melbourne, which use trams & European city which are pedestrian friendly
Places that had subways and public services that are so frequent that you really only needed a timetable at w/ends etc - i.e. very little waiting times, more trains and other light rail options, CHCH - tag on only, cards that were effective on many modes of public transport. Geen transport - biofuels/electricity powered transport.
Places with simple ticketing, eg Melbourne - easy day tickets without time restrictions that you can use on trains & trams & buses. Places with metro systems - easy to understand & you don't need to know a timetable before making a journey.
Portland, OR - cheap, reliable, has space for bikes on the trains, is integrated with other transport systems, well planned, clean
Prague - had frequent trams, buses and metro services that linked up well
Prague - integrated bus/tram/rail stations with a city edge terminus arrangement and thru city routes. They don't have streets jammed with public transport vehicles yet they move lots of people efficiently. Stockholm - efficient light rail on corridors - transfers at stations between buses/trains/trams seamless and possible on several tickets (pre-purchased) which allow time-based travel with transfers for one debit against the ticket.
Prague where I could get on and off a bus without paying again if I was within the time limit of the ticket. It's not the 'time limit' that was appealing because you could do a similar thing with zones ... if I've already paid for zone 1 and not moved to zone 2 then I should be able to continue my travels within zone 1 without paying again. I spend a lot of time waiting in the cold at a horrible bus stop with buses going by and I can't get on to travel to a nicer waiting place because I'm waiting for a particular bus. I should be able to travel to a nicer bus stop, and then when that particular bus goes by get on without paying again. That kind of bus system would let me use the bus more freely, and let me stop off for 5 minutes to pick something up and then to continue, so yeah -- copy Prague please.
Probably Berlin or Munich. Reliable, fast services running frequently to many destinations. Very good connections between services of different modes. Lots of rail (underground, S-Bahn, heavy rail, tram) options which avoid traffic problems.
Probably Christchurch. They had a free shuttle that went around the CBD, the staff were polite and the fares outside of the CBD weren't ridiculous.
Probably Düsseldorf in Germany, because the system is so integrated and comprehensive (and relatively cheap too).
Probably London Underground as it is unobtrusive, you connect trains to go almost anywhere over a large area, it's quick, and really frequent. Auckland is probably the worst.
Probably Underground and metropolitan services in other major cities overseas - our train services are still a bit of a joke.
Probably Wellington.
Public transport in NZ is not great. Wellington is the best in NZ, but has broken spine - tram-trains need to carry on through the central railway station to the CPD. Way back in the 80's we visited Tunisia and were stunned at the tram trains there - they could wind their way through tight city streets, but then run out on the train tracks fast to outlying areas. That was very impressive. Singapore is pretty good, Zurich is great in that the train station is actually in the CPB, not stopping short of it, and then there are great trams running around from there. So many people use cycles in combination with the trains - carriages have special places for bikes and the stations are lousy with bikes parked right outside - often under cover.
Rail in Singapore/Hong Kong - always running efficiently, and on time.
Rail services in Scotland. The reasons are that boards clearly show current services, the communication of changes to train services are clear, there are friendly and helpful staff available to respond to queries. This compares to Wellington Railway Station which provides information about delays and cancellations around the time the train is due to depart, leaves people waiting and wondering and generally seems to treat commuters very poorly.
Right here! Auckland is... Auckland and terrible, Christchurch doesn't have very good reliability of sticking to the timetable (and didn't before last September) and Timaru has very few services (last one at 6pm!!!!)
Rome has a great, fast commuter bus service - they seem to have dedicated bus lanes (separated from traffic) in key parts of the CBD.
Rome, frequent metro services, good links to buses and light rail, simple ticketing, easy to find out what goes where and when
San Francisco - easy to find and use, good variety of vehicles, quick, comfortable, reasonably priced.
San Francisco - easy to use, frequent services, integrated ticketing, good bike carriage policy including bike racks on buses, low fares
San Francisco - modern, clean, regular, cheap
San Francisco - use the same MUNI pass for buses, cable car and light rail. Plus it's reasonably cheap.
San Francisco was pretty good - (although in saying that we waited hours to get on a tram, but was worth it for the novelty!). Most places have very good airport connections, which is always helpful.
San Francisco/Bay Area. Fast, reliable and cheap public transport. In the South Bay area (San Jose to SFO) the buses run in grids every few blocks very regularly. Express buses on long busy routes are helpful in getting to where you want to go without stopping too much. Trains from San Jose to San Francisco are comfortable, fast and cheap and connect fairly well to bus services. Wellington City bus services are fairly good, but slow through the middle of town (Lambton Quay especially).
San Francisco: fabulous combination of trains, trams and buses.
San Francisco - the trains are double decker and included entire cars for passengers with bicycles and luggage.
San Francisco, because of the commitment to public transport.
Seoul, Korea - fast, reliable, can actually transfer between buses and receive discount, same money card for buses and trains, people actually smooch up and move to the back of the bus
Seoul: cheap, reliable and frequent.
Shanghai & Singapore - frequent, quick clean and almost everywhere - I mean the Metro

<p>Shanghai subway - it is easy to navigate (even without chinese) and well designed to take you where you need to go with the minimum number of train transfers.</p> <p>The Melbourne system of trains, trams and busses is probably the best in terms of an integrated network of services working together.</p>
<p>Shanghai. The busses are frequent but don't overlap routes. Interchanges are easy to navigate and they have a subway to bypass roads.</p>
<p>Singapore - Easy to use, fast, reliable, frequent, cheap</p>
<p>Singapore - frequent trips, good communication when there was a delay (even though it was only 5 mins!)</p>
<p>Singapore - reliable, Clean and love the ticketing system</p>
<p>Singapore and Hong Kong light rail - efficient, speedy and always on time.</p>
<p>Singapore and Switzerland because everything ran on time.</p>
<p>Singapore for its Mass Rapid Transport</p>
<p>Singapore is the best: modern, clean, cheap, but on a different scale and situation to Wellington.</p> <p>In terms of relatable cities, probably San Francisco, with its mixed network of BART, MUNI, and cablecars. The geography and tectonics are similar; there's no reason why SF solutions couldn't solve Wgtn problems.</p>
<p>Singapore metro. It shows the current stations, as red lights on route map.</p> <p>Auckland buses with maps.</p> <p>USA has a good driving culture: city roads use 25m/h=40km/h speed limit.</p> <p>And any driver, even bus or truck, will stop and yeild to pedestrian crossing the city road. Why? Because in USA they know that injured pedestrian will get hundreds of thousand dollars from a driver via insurance. New Zealand does not care about their pedestrians.</p>
<p>Singapore MRT - fast, reliable, extremely frequent, and very cheap. It also spans the majority of the city, so while there is sometimes the need to transfer between trains, there is no need to get on a bus etc. and you are still able to get very close to your final destination.</p> <p>London Underground - mainly for the same reasons above, although it is not as good due to reliability, frequency and price differences.</p>
<p>Singapore MRT, frequent anf fast service</p>
<p>Singapore subways. The trains were super fast, on time, efficient, cheap, clean</p>
<p>Singapore train system - very reliable, air-conditioned, runs every 6 minutes or so on every line.</p>
<p>Singapore trains were the best: fast, very clean and very frequent.</p>
<p>Singapore, cheap and reliable</p>
<p>Singapore, frequency and schedule, and more routes</p>
<p>singapore, well planned, safe, efficient, fast, clean, modern</p>
<p>Singapore. Because of the single electronic ticketing system that can be used across all modes of public transport (bus, train etc). Also very affordable.</p>
<p>Singapore. Cheap, fast, clean efficient, punctual.</p>
<p>Singapore. Clean, efficient, frequent.</p>
<p>Singapore. Clean, seamless transition from ground to public transport.</p>
<p>Singapore. Fast, frequent, clean, convenient, and very cheap. I travelled from one end of S'pore to another frequently on their MRT, and spent less than I do getting from the CBD to Mt Cook.</p>
<p>Singapore. Good integration between rail and bus, and destinations. Easy to understand fare zones and fares.</p>
<p>Singapore. Reliable, on time and clean.</p>
<p>Singapore.</p>
<p>Clean, cost effective, efficient.</p>
<p>Singapore's MRT - fast, efficient, clean, comfortable, reliable and cheap</p>
<p>Singapore's MRT. It is cheap, clean, efficient, and easy to navigate/understand.</p>
<p>Singapore's system is very good. It has the elements of any successful public transport system: it's affordable, reliable, user-friendly, and well maintained.</p>
<p>Singapore's. It's clean, efficient, cheap, air-conditioned, modern, comfortable, well-integrated, comprehensive and safe.</p>
<p>So far in Auckland bus transport is the best. They have so many bus services that enable each passenger to go whenever they want to go.</p>
<p>somehow, nearly everywhere is better! Close to home: Perth has an excellent public transport system with a great card system that is advantageous for the customer and charges automatically the lowest fare even if you have to change several time; they have done infrastructure planning right and capacities allow for significant future growth; in most Australian cities there is free transport within the inner city - also for tourist purposes; Berlin has an excellent public transport system as well as Boston; There are many great systems and they have in common that they are usually the fastest and the cheapest method of getting in and around a city - both not true for Wellington where it is very expensive and slow especially if you consider the size of the city and population; everywhere seems cheaper than in Wellington; I would be happy if we could at least try to do it like they do it in Perth, they also have huge free park and ride parking lots in many places</p>
<p>Sorry don't have an answer</p>
<p>South Korea.</p>
<p>It is completely integrated, reliable and good value for money.</p>
<p>Spent time in Perth, Melbourne, Frankfurt, Leipzig & Prague -- and I think the integrated ticketing makes a lot of difference. But they're also cheap, lots of services, everyone uses them. Also trams are fun.</p>
<p>Strasbourg's tram, bus and bike rental system is a great model for investment in both public and active transport infrastructure. Efficient and effective - creates safer, more livable streets and is much more environmentally benign than roads choked up with private vehicles and fumes.</p>
<p>Stuttgart - really great seamless connections between all forms of public transport (trams, buses, trains), modern easy-access vehicles, frequent services.</p>

Suburban London has a good bus service in that there are multiple connections, busses going in several different directions not just the main trunk. The fares are also much more affordable - bigger zones.
Subway is the best, as it does not get affected by traffic or pedestrians on the road.
Sure there are better systems in Europe but the population density is a lot more and as a result they can afford subways etc. You have to be realistic and balance cost against ability of ratepayers and govt to pay
Sweden (there is a far better range of public transport ie train/bus/ferry with excellent connections, good price and they are NEVER late) But saying that, Wellington is not too bad in the scheme of things either.
Sweden. Buses could have an attached carriage to the back, making the bus longer, easier to fit more people. And the ticket could be reused on any bus up to an hour after purchase on presentation. Made the cost worth it.
Sweden. The system is clear and it's designed to be efficient and convenient.
Switzerland - regular and efficient, on time, one card for all services.
Switzerland / Germany. Punctual, clean, CBD of city to CBD of city. Even as a foreigner could understand next stop.
Switzerland and the London Underground for example where the time of journey allows you to purchase 1 ticket at a reasonable price which allows you to catch more than 1 bus, this works really well in Switzerland honestly! The London Underground uses the zone system which is quite unfair as is here and I refuse to spend \$3.50 to take a bus from the city to work which is 3-4 stops!
Switzerland, because public transport users there are not treated as second-class citizens, worthy only of the crumbs left over after roading has gobbled up all the resources - as in most of the English-speaking world.
Switzerland. Although Wellington is very good, far better than Auckland. In Switzerland I never once needed a car because they have lots of direct routes, and the trains/buses were always exactly on time which meant you could plan your day well.
Switzerland. There are excellent connections between the bus, train and light rail services, screens displaying reliable arrival times at almost every stop and services on main routes run until a bit past midnight.
Sydney - Due to Frequency and systems used to notify of bus/train arrival times
Sydney - easy access and frequent services
Sydney - it offers a variety of transports/routes including Monorail, bus and train
Sydney - superb capacity and frequency of services (train)
Sydney - the subway connecting airport and CBD is awesome!!
Sydney - the train system there was fantastic. Fast and reliable, and affordable.
Sydney - underground trains. fast, cheap, direct, underground
Sydney - you could purchase a ticket that covered train, bus and ferries. As a tourist we purchased a week pass, which was brilliant, it meant that we could use any kind of transport, and on a day that we didn't have a lot to do we got on a bus to see what the suburbs looked like. The tickets were sold as zone tickets which meant we could only travel as far as the ticket allowed. I know that our population is not so big, but if we could purchase a ticket that meant I could catch a train to town, then jump on the ferry to go to Eastbourne, or even a bus to get to Queensgate, that would encourage me to use public transport more - and yes I do drive, but on busy days / weekends I would prefer to travel this way and not worry about parking..
Sydney and London because you don't need a car, the Buses run thru the night every day of the week.
Sydney and Melbourne trains arrive on time and fast
Sydney City Rail. Frequency of service and large amounts of different destinations. Quick changes between trains etc
Sydney has an extremely well-integrated public transport system, with a regular rail loop travelling round the city. I found it intuitive to use and find my way round due to some excellent graphic design and user-friendly information. I also appreciated the significant discounts for using multiple services.
Sydney has great fast train services, and the metro for inner-city.
Wellington does have a great service in comparison to somewhere like Auckland or smaller towns.
Sydney have a cool monorail that runs around the CBD.
Sydney inner west to city bus routes and trains - easy, lots of services, heaps of capacity, logically sited bus stops
Sydney metro service- fast, reliable and modern. Also Christchurch bus service- drivers were really friendly and main bus depot was user friendly
Sydney metro train system - it is on time and user friendly
Sydney rail system. The ability to use one ticket on bus, train and ferry. Affordability and reliability. Speed and frequency.
Sydney rail. It's reliable. There are plenty of seats even when there are thousands of people going to an event. Their communications are good. Their seating is comfortable and still allows people to have some personal space.
Sydney the monorail, for example. no other "traffic" disrupting one's travel.
Sydney train service - always free seats, quick, stops in useful places in town, direct link from airport to city, multi-use passes so affordable, clean, runs late at night so can use it after a night out, preferable to car options so people use it.
Bus and metro in New York - quick, frequent, air-conditioned, multi-function passes, affordable, links to the airports, runs through the night
Sydney train Service because of the ease of use
Sydney train system.
Sydney, Amsterdam or Berlin
Sydney, as it is comprehensive, frequent, well announced, affordable.
Sydney, clean regular public transport through CBD and Airport
Sydney, Easy to catch, integrated
Sydney, with its great subway system & Melbourne and Adelaide with their trams.
Sydney. Frequency, reliability, interchangeability amongst buses, trains, ferries
Sydney. In my time there the standard of the vehicles was excellent and well documented.
Sydney. The mix of trains, busses and monorail provide easy access into all parts of the city and they are all very reliable.
Sydney. The train service is amazing. The link via rail from airport to CBD is amazing, convenient and cheap. We should have an underground service that connects the airport to our CBD.

Sydney/Brisbane. Train services - reliable, fast, efficient, clean and cheap and good coverage of all areas/links to suburbs and airport/out of town.
Singapore. Subway system - reliable, efficient, clean, cheap and easy to use/get where you want to go.
Frankfurt. Bus services - reliable, efficient, and clean and easy to use/get where you want to go.
Taxi - there immediately when I want it - no waiting, no queuing, no crowding, no standing, privacy, comfort, speed, flexibility. other than that - London underground train especially for long distance travel (only if there is a seat) - e.g. Heathrow into London - the train is separate from the traffic so can move faster (although in rush hour you have to stand for long periods)
TfL - because it was a well interfaced multimode transport system with a variety of different solutions. Its continually growing and adapting its network and not only as a rail solution via Network Rail or London Underground but through many other modes either bus, river, cycle, light rail or dail-a-ride. The DLR allowed for a network to be put in place where no existing infrastructure existed at the time and with little public funding.
TGV, France, fast and reliable
The Bangkok Skytrain - it is efficient, easy to use and simple to understand the routes/how to transfer to your next connection whether it is on another skytrain or on the subway
The best places where I have visited are those where pedestrians have their own space and don't need to fear to be run over. At the same places, those places had fast, practical and accessible transport, at affordable prices.
The best transport systems I have experienced was the metro in Berlin and trains in Switzerland. In Berlin, it was fast, simple to use- you buy a ticket, put it in the gate and get on and go, it was also cheap (and no price difference between different areas). Both were always on time and Switzerland's trains were particularly clean. They both were very efficient.
The best transport technology I've used would be Vancouver's Skytrain system, although I think its overkill for Wellington. I'd rate the Vancouver public transport system highly overall, for combining rail, bus and ferry services efficiently, and making it easy to switch between transport modes.
The Bus service in Singapore is amazing because of the frequency of the buses and the direct travel routes taken
The bus service in Wellington and Dunedin are pretty good, I have using buses in Auckland because trying to figure where they are going and trying to read the Auckland timetables is a mission in itself.
The bus service in Wellington is world class but the train system in Hong Kong was so clean and comfortable
The bus system in Edinburgh (Lothian). All stops had live updates as to when the next bus was coming, services were frequent and reliable, and the network covered a good proportion of the city. But the best part was, it was only 1.20 per trip, or 2.50 for a day ticket.
The buses around central Sydney
The free zone in Seattle.
The beautiful above ground light rail and old fashioned carriages in San Francisco (which was reinstated to keep people above ground to keep businesses visible).
The easy to read schedules in the main entrance to Melbourne's rail system.
The London buses and tube were the best I've used. They are frequent, go everywhere and due to electric signage you are informed of delays/next services while at the stop.
The London Transport system, Underground, busses & Overhead rail network. Comparitively economical which encourages usage as opposed to alternative vehicular transport, easy to use, ticketing can be used to combine usage, over the network -eg hop of bus and board tube(rail) on same ticket - viceversa, efficient & regular
the London Tube due to the reliability and frequency of the trains and the network is so well planned.
The London underground is by far the best. If you have a multitrip card the savings are noticeable (unlike snapper) and it is quite reliable even on its bad days. You are also notified by good RTI boards, not the ones we have that just read the timetable back at you and are useless
The London underground is in my opinion by far the best public transport system in the world. It is fast, reliable, generally comfortable, extremely extensive, can be a complete replacement for a car. It also, importantly is underground so does not disturb the urban environment and other transport uses above ground. A brilliant form of transport.
The London Underground was generally reliable and frequent (although hot and polluted). The Singapore Mass Transit system was much nicer.
The London Underground, despite its problems, is extremely easy to use to get from anywhere to anywhere else. You don't need a timetable.
The London Underground. Reliable, quick, frequent, affordable.
The Melbourne Public Transport system I feel is a lot better than New Zealand's mainly because it has been upgraded to the very latest technological systems and the trains and buses are relatively new and installed with the latest fittings. The services run regularly at all hours, 24/7.
The Metro in Paris - the trains are frequent and clean
The metro system in London. I never had to consult a timetable while there - I knew how long it took to get from one tube station to another, and there were trains running every 5 minutes so I could literally just walk in and get on whatever the next train was.
The new Waitakere train service in Auckland is quite good
The ones that circumnavigate pedestrianized City centres
The public transport system in London is the best I have used. It is frequent even in weekends/evenings, you can get anywhere you need to go, the ticketing system is integrated between different modes (eg. tube, bus, train). It is usually faster to take public transport than drive.
The Shanghai, China, local underground metro train system. The trains are frequent and fast to all areas and suburbs. It is easy to use and the fares are cheap.
The train system in Holland is fast, clean, and efficient. There are regular services and the expansive network makes it easy to get anywhere in the country.
The train system in Singapore is brilliant - comfortable, modern trains with frequent services at an affordable price without overcrowding (but realistically, I would never expect that sort of quality in Wellington).
The tram in some towns in France which has its own rails and most of the time its own path (not shared with other vehicles which reduces delays) and full priority over other vehicles when sharing or crossing occurs, using a traffic light system (Caen in

France for example). It makes it reliable, fast and it was not that expensive actually.
The tram service around central Christchurch. It was free and you could hop on and off wherever you liked.
Also the Hong Kong airport high-speed shuttle train - simply hop on/hop off - nothing to have to figure out or pay for, etc
The tram system in Melbourne is awesome. Reliable, cheap and they run everywhere - no need to own a car living in Melbourne.
The tram system in Sydney and the skytrain system in Vancouver.
The tramway system in Nantes, France when I was living there because it was comfortable, reliable, quick and you knew that the tramways would come very regularly (ie, every 8 or so minutes).
The tube in London - very convenient, frequent services (most I ever had to wait was around 5mins) minimal hassle, close to most areas I wanted to go to.
The Tube in London, so accessible and easy to use. Didn't have a car so had to use public transport.
the tube in london, the subway and train net work in NYC, the trams in melbourne.
The underground systems in Paris and London stand out in terms of their relative reliability, their versatility (even if you have to make lots of connections it's relatively simple to do so), and their speed. Unfortunately their upkeep tends to let them down; vandalism, homeless people and beggars hanging out in the stations and on the trains. They could do with employing more officials to keep areas clean and tidy and pleasant.
There are far too many, e.g. Vancouver, Madrid/Barcelona, Portland, Perth, Washington, New York, etc...which don't compare easily to Wellington, and it is better to ask what makes a great system. The systems I've been most impressed by are all frequent, cheap, accessible, with easy to find stations/stops and easy to comprehend routes, and most critically make transferring between routes free and uncomplicated (why is that so hard in this country?).
There are many. Most cities that do public transport well have a comprehensive system with a mix of rail/subway, bus and ferry (where applicable). Wellington has the basic infrastructure it seems (minus subway) but everthing is a bit shabby, slow and old.
They are all much of the same
they are reliable, short waiting times.
This one (Wellington's). I have been to Christchurch and Auckland but didn't use much public transport.
This one. I'm from Australia where you have to wait 1 hour for a bus in the suburbs. I'm impressed by the frequency of service (particularly on weekends), routes and cost of the Metlink service.
Thought Sydney bus and train system was great. Visited Tokyo and thought their train systems and bus system were fantastic. Frequent, always on time, clean and comfortable facilities. Never too far to walk to a stop.
To be honest, Wellington is the first place I have used public Transport.
Tokyo - efficient, reliable, clean, fast, easy, swipe through gate areas.
Tokyo - regular, reliable, cheap and clean. Plus talking on cell phones is banned in their trains, very good idea
Sydney- ticket turnstiles to get into trains- but this could only be done in Wellington if the trains became more reliable
Hungry- prepaid tickets that you swipe at door, like a snapper card, but for individual trips
Tokyo subway and surface train system. Not too expensive, reliable, fast, frequent
Tokyo subway system - can encompass pretty much any journey w/in the city, fast, reasonably cheap, reliable.
Tokyo! Fast, efficient, reliable, constant...
Tokyo, it was very clean and easy to get around, felt very safe
Tokyo, its reliable within seconds.
Tokyo, Japan though it can be a tad crowded. There are great cycling facilities throughout and it was super convenient to ride to the tube stop and then catch a train.
Tokyo, Japan. The subways are clean, the staff are helpful and efficient, the subway trains run on time, the ticketing system is easy to follow and there are lots of maps and voice-overs to tell you where you are.
Toronto (1976!!!). The one fixed price they had if you travelled in the same direction no matter what means of public transport, e.g. bus, train, streetcar.
I also found the Melbourne trams very convenient.
Toronto buses and subway. As stated above, I paid \$3 for a journey that took an hour, and felt comfortable using an unfamiliar system because I wouldn't be charged again if I made a mistake.
Toronto, Canada. Pay one low fare to get to anywhere in the CBD using any number of buses, reliable, lots of buses.
Toronto. Integrated tram and subways. Also Melbourne's it good and affordable.
Toronto: the route system is simple to figure out; you pay once for your journey and transfer as many times as you need to; the pricing is fair and flat; the staff are often friendly; inclusion of subways makes most journeys much faster by public transport than other types of transport; the stations and the vehicles are clean and safe-feeling.
Toronto's mixture of metro/subway and buses. Easy to understand, aided by the layout of the city's streets.
Train - Berlin on time, clean, fast, organised, frequent
Train - more comfortable, Roads are narrow and windy for buses, while train tracks make the journey more comfortable.
Train in Sydney, very easy to use and faster to get around
Train or light rail services. Not caught up in road congestion. I may as well wait in the comfort of my car as compared to waiting in a bus!
Train services in Hong Kong and Singapore - great fast, clean trains. Good links from airport. Also the mono rail in Sydney - great way to get around the central city.
Train services in Sydney and Melbourne seem to work like clockwork, running right on time and also a very smooth ride.
Train system around Europe/UK. Very efficient, no train guards opening and closing doors waiting for late arrivals. Integrated ticketing system so you're only required to carry one form of payment (ie Oyster card). All automated.
Train system in Perth. Very reliable and easy to use to travel all over town.
Trains in london. Also trains in brisbane were not too bad but london's trains and also bike stations were amazing! Very easy to follow and took you to lots of central points in the city. Our train takes you to the out skirt of the city so for me when I was training it was another 25 mins to get to work at top of cuba st. The bike system was great also to get around the city with check points to pick up and drop off new bike from for 1pound/day.

Trains in other countries are reliable and more frequent and on time, more comfort etc
Trains in Singapore, Hong Kong, Paris and London are really good. Frequent, fast, reliable and not too expensive
Trains. They are comfortable and have easy access.
Tram/Subway-System in Frankfurt, Germany. Always on time, heaps of space for prams, bikes, wheelchairs.
Trams in Amsterdam
Trams in Melbourne and public transport in Melbourne because of a very simple and easy to use fare structure. Audio announcement of the stop is very useful
Trams in Melbourne: quiet and spacious.
Trams, in Melbourne. Efficient, no deviation from route, not speeding as buses do, smooth ride.
Transport for London and its Oyster Card system. One card or pass for all forms of transport, quick interchanges and no tagging of of buses which creates a bottle neck of people getting off the bus!
Transport for London. Integrated payment system, buses for each route every 5-10 mins, regular night buses every night, 1/3 discount for students, electronic displays at every bus stop, ticket machines to buy single tickets at bus stops so you don't hold up everyone else getting on, transport police...
Tube in london
Tube in london and its links with buses.
Swiss trains were great too.
Tube in London and the rail service, fast, quick, reliable and affordable. Trains and bus systems intergrated really well.
Tube in London great, as is the San Francisco light rail system. Wgtn has the best public transport in NZ.
Tube in London. Reliable and quick.
UK - frequency of transport, you didn't really need a timetable, just turn up, and it would never be more than about ten minutes.
UK - public transport is available wherever you go.
UK (country of birth and childhood) - for its train system which avoids the need to hop on a plane like it's a bus, which is the one thing that really shocked me about "clean, green" NZ when I first arrived!France - for its fare systems. Passengers get on the bus at front or back and are responsible for clipping own ticket. Honesty of this is tested by regular checks and BIG fines!
UK , fast clean trains. Tables inbetween seats affording room to work whilst travelling
ULTra system at Heathrow Airport. Direct to destination, personal vehicle, quiet, modern, electric, reliable, on demand, low cost, safe
Underground in Athens - very clean quick and reliable, spacious - easy to get right into the middle of the city and within walking distance of all important venues and to get right into (and from) airport terminal
Underground metro in London & Paris [1960s + 70s], Tram system in Amsterdam but don't really apply to Wellington situation. Could bring tram system in along the wharf but would need covered walkways from the city. Liked them because they were fast, frequent, easy to use.
Underground MRT : easy to understand route maps, fast, frequent
underground subway. Fast and frequent.
Underground-London, consistent frequent serviees catering for a large population with minimal if any delays
Undoubtedly it would be Australian rail service due to frequency of trains and the number of stops
Unfortunately, I think Wellington has the best public transport system in New Zealand out of what I have sampled. Abroad, I love what Brisbane have. The free bus service around the main CBD, leaving about a dozen city blocks of office, judicial, shopping and tourist attractions bus free, but still within a relatively short distance of this service. Add to that, Central station is on the free loop for train transfers, and the underground bus routes and stops, makes this a very accessible and pedestrian friendly CBD.
Unsure
Unsure.
Utrecht, busses ran regularly, also late in the evening. Lines were connected and waited for one antoher. Busses have priority over cars at intersections. Some express busses that would have designated lanes to take employees and students to the University which was in the outskirts of the city.
Vancouver, British Columbia, Canada.
Vancouver - good integration of bus, rail, ferry. Can take bikes on all service, which makes very flexible.
Vancouver and Perth train services - accessible to disabled people, flat access into trains, stops announced.
Vancouver, easy to connect between modes rail/ferry/bus. Integrated ticketing and frequency of services.
Vancouver, monorail and bus system is very easy to use and reliable.
Vancouver: they have an integrated, publicly-owned, multi-modal transportation service. They have easy connections between transport modes, helped by multi-hour tickets to allow for travel on all services (ferry, train, and bus). They have frequent services. And their bus routes don't compete with the train routes, they use feeder routes instead.
Venice, which doesn't have much of a public transport system because you can just walk everywhere. For a system in a non-walkable city, London: speed (especially on the tube), frequency.
Vienna - co-ordinated through ticketing so that a single ticket covers bus, tram and train.
Vienna - many options to choose from located around the city, clean modern vehicles and one ticket could be used on all modes of transport, including if you transferred during a journey (e.g. from a tram to U-bahn) without having to pay a premium or another fare.
Vienna and washington. I liked Vienna's hop on hop off trams.
Vienna, Austria. Affordable, efficient, easy to use and an amazing, well-used network of bicycle lanes.
Vienna, Paris - beautiful clean trains
Trust system: passengers bought annual ticket
Vienna: trams, buses, metro, trains.
Barcelona: trams, lots of buses, trains, metro.
Fast, frequent, clean, safe, VERY cheap and integrated ticketing - and geared to the population size and population density.
Waiheke island - small place - bus can only go 1 route

Waiheke. The buses are always on time because they have to link up with the ferry timetable.
wairarapa train service - first class trains! comfortable seats, great views, ability to hook up laptop to electricity; only downside is many people have to stand.
the overlander is the best public transport for holidaying..great views and good food/service culture
Was recently in brisbane. Train service was great. Easy to navigate. Could train from airport to town. And out to suburbs or further afield. All frequent and easy to plan journey and make connections. Great real time information on when to expect your train.
Washington DC - slick pleasant train services that got you where you wanted to go
Wellington - but that is only because I've only used a different public transport system in Napier, and their system is AWFUL
Wellington - frequency is good. Christchurch also had a very efficient bus service.
Wellington - it is the only place that has a public transport system
Wellington - large range of options and routes.
Wellington - more services and better connected. Auckland's is terrible.
Wellington (best coverage and frequency)
Wellington as has some. Chch busses RTI does seem better though and does interconnections
Wellington because it works together with the different forms of transport
Wellington because the entire CBD is covered on one route (I do not think this route should be split up) so one doesn't have to think about where to catch a bus, and most routes are frequent.
Wellington best in NZ London, Seattle two that spring to mind Key thing missing in NZ is ability to transfer between services easily. PT is more expensive than other options
Wellington bus system is pretty good, but the frequency and the linkages between rail lines in other countries surpasses ours. ie to get to the tawa from Jville by train you have to go via Wellington CBD which isn't time or cost effective.
wellington buses because they are easy to acces and the city is reasonably well served by them
Wellington has a pretty good public transport system
Wellington has excellent public transport
Wellington has the best public transport in NZ. Other systems overseas are simpler though e.g. Edinburgh buses have no zones to worry about its 1 pound anywhere. This is better as currently its more economical to drive than take the bus across 3 zones.
Wellington has the best public transport system in the country, but I enjoyed the system in Sydney when I was there earlier this year. Just had options with rail as well as buses.
Wellington has the best, but determined lobbying of central government by Auckland Council could well see that city end up with a superior public transport system.
Wellington is best because I can get to CBD in about 20 mins - I haven't used public transport in other NZ locations
Wellington is good but there are areas that could be improved on.
Wellington is not bad, but there are no orbital services (as in Christchurch) and connections between services are generally user hostile. Although it isn't in the central city, buses from passing through Kilbirnie going towards newtown, seem to arrive in a wave, there is then a long wait and then the next wave of buses. A trickle of buses would be preferred.
Wellington is ok
Wellington is pretty good - but I haven't been many places!
Wellington is pretty good, esp now that we have Snapper. The problem with Wellington is that the trains stop at the terminus on the outskirts of the city and the connections are not great. Rail should go right through the city. I have used public transport in Singapore, London and NY and liked the ease of connections. Why can't Snapper work on the trains too?
Wellington is pretty much up there
Wellington is the best I have seen.
Wellington is the only big city I've lived in. New Plymouth and Queenstown do not have a sophisticated public transport system so cannot compare.
Wellington outstrips anywhere else. Of note, Hamilton has quite a good 'circular' route, around the suburbs, which I'm not sure Wellington has quite mastered.
Wellington overall, particularly Karori is very well served I can get the No 3, 17 and 18, and 21, I am very lucky.
Wellington- the service is frequent and reliable- in saying this Auckland has better buse systems with Real time information at most points.
Wellington trains and buses I haven't really used much public transport elsewhere
Wellington trains when their running to time / not having maintenance issues is one of the best. Also the Auckland city link bus service, it's a great system, shows exactly when the bus will arrive.
Wellington, because it actually HAS a public transport system composed of more than just buses.
Wellington, because its more evolved than other cities, but still needs some improvement.
Wellington, because of the mix between trains, buses and ferries making it easy to get into Wellington City from Porirua. Besides, I grew up in Napier and public transport in Hawkes Bay is hopeless.
Wellington, better than Hamilton - the only other city where I have used public transport
Wellington, easy to use network
Wellington, hands down. Services are reasonably priced and considerably more frequent than other places I've lived. There are good options. I do, however, believe that part of the reason it works so well is that everyone is attempting to travel to the centre, as opposed to Auckland where many people need to travel across or around, and that is true of Wellington, too. For example, it is not convenient for me to take public transport to get to the Airport from where I live.
Wellington, I havent travelled extensively on public transport outside of Wellington. It is far more reliable and handy than in many other NZ centres for example Palmeston North, Hawkes Bay and Dorkland, oops, sorry, Auckland.
wellington, its the best because of geography, its success is by default in many respects
Wellington, more reliable and frequent than other cities

Wellington, most extensive transit system
Wellington, only ever used Aucklands otherwise!
Wellington, relatively good public bus transport
Wellington. Far superior than anywhere else. I used to use the Johnsonville line and thought it was pretty good and reliable. If it has improved I am sure it is good.
Wellington. its currently the most intergrated but Auckland will soon eclipse it.
Wellington. Large variety of routes - the whole city and surrounding suburbs are serviced well.
Wellington. Mainly be cause it is the only one I have used extensively. Although getting in and out of Sydney (to/from Central Coast) is pretty good. And the trams in Melbourne are a good way to get about.
Wellington. (only other public transport experience is Hamilton, which is no contest)
Wellington. As bad as it is, is the least bad in the country.
Wellington. Buses are frequent and widely available.
Wellington. Every suburb has at least one direct route into the city, some places are able to access buses and trains, or buses and ferries. Wellington's railway station links well with bus services too.
Wellington. Good network layout. Modern units, reasonably reliable and frequent on routes that I use most often.
Wellington. I do like Snapper. The walks to connecting services are short.
Wellington. I grew up in New Plymouth which has basically no PT and I've never used PT outside of Wellington.
Wellington. It's regular, runs late, usually reliable on busy routes, and we have some neat technology.
Wellington. Out of those I've used, it is the most reliable, with the best routes.
Wellington/Hutt buses
Wellington; frequency is generally good at peak times.
Wellington's because I only use it infrequently & it's usually OK
Wellington's is pretty good. Christchurch is good as a visitor because of the flat fare. Rail is easy to use as a visitor because the signage of stops when on the transport is so good, but it wouldn't be hard to have this on buses (a screen showing 'next stop = ' for " eg 'next stop Kircaldies, for Queens Wharf, Lambton Quay shopping'
Wellington's is still best although the quicklink circle bus route thing in Aukland is great
Wellington's is!
Wellington's system is the best in NZ, but I would nominate Washington DC metro as the best designed, for clarity of design in plan and layout of stations. London's new Jubilee Line extension is commended for good new design, but the older lines are a disaster. Prague also has a very good subway system. San Francisco has an excellent tram service.
Wellingtons Trolley Bus & Diesel system on the Karori Park 3 route as it gets me to where i want nearly when i want as theres lack of services durring some parts of the week.
Wellingtons.
Wellington's. Because it's an essential part of the city and people use it a lot, so it works
Wellington's. Out of the major centres in NZ, despite its problems, Wellington's is still the simplest and timeliest.
Wgtn- buses curtesy, so accessible.
You can't beat London's or Singapore's underground systems - fast, frequent and reliable.
Zurich - no cars in central city, only pedestrians and trams
Zurich was brilliant
Melbourne light rail good but old trams hard to get on although they look cute!
Zurich, reliable fast light rail system.
Zurich, Switzerland - comfortable, modern, runs by the clock, PT has priority over other modes.

Q12 What TWO things would you most like to see?

- a more integrated system with a smart card (as described above)
- a more reliable system - no explanation needed I hope!
- An efficient light rail or tram system (or even underground rail??). In my ideal city this would connect the train station, the hospital, the airport and cover the whole CBD from Mount Cook to Thorndon. It would be able to carry at least three bus loads of people at one time. Buses would be timed and placed to connect with each light rail service in to take people further in to the suburbs, like Lyall Bay, Miramar, Karori, Island Bay and Wadestown.
- Buses which are so cheap and fast that if a person is able to take a bus instead of driving to their destination, they will do it. Creating this kind of system might mean prioritising buses over cars in more areas of the CBD, and even removing cars from some areas altogether, which to me is a trade off that is worth it.
- Bus/light rail priority in CBD
- One brand (with integrated services and ticketing)
- Extension of the rail system to as far as Newtown or the Airport. This would make travelling into Wellington for recreation and within the city much easier. Further it would complete the transport system allowing a fast route across the city without the need for a car or taxi. - Less money spent on roads, more on things that actually improve the system; incentives to leave car at home, a more positive approach to getting around (cycleways, bus priority, tax on corporate parking or mandatory option of carpark or transport passes; bigger roads have never solved congestion.
- Free or very low cost central city public transport service that services the main attractions including linking the train station with courtney place/basin reserve/newtown
- improved prepay cards with ability to top up on the bus and capped daily fares
i think we can also do better in ensuring cars and public transport work better together so I would like to see victoria street and willis street trenced under the by-pass to ensure better flow of traffic. i also would like to see more east west links for public transport rather than (roughly) north/south routes
- In top 5 global cities for use of public transport with more corporate users for inter-CBD meetings illustrating value and

reliability of services.
- reviews of routes and stops regularly with use of social media and e-communication to trial changes and new routes quickly. Not only demonstrating that GWRC is listening but also that GOWellington is earning its money rather than just taking fees without any regard to service provision.
- Light rail extension of Jville & Hutt lines through CBD to Newtown and Airport.- Integrated ticketing (e.g. use of Snapper on trains and cable car)
Safety concerns around buses- narrow street and roving through city.
Would like to see barriers along footpath manners St/ Willis st
"Light rail" running from the Station (potentially simply transforming from the Jville, Kapiti, Hutt lines) through the city to newtown and on to the airport.
Greater use of publi transport with a corresponding reduction in private motorised journeys.
(1) Rail to more suburbs.
(2) Bus stops closer to where I live at top of Cecil Road (nearest is 12minutes, 16minutes, 20minutes)
(1) Real progress towards extending a light rail / tram link from Wellington Station along the waterfront to Courtenay Place, perhaps involving an extension to the Johnsonville Line to encourage through traffic (2) A uniform pricing system where travel on any mode of transport (bus, train, ferry, Cable Car) is on the same fare structure and can be undertaken with one single, reasonably-priced monthly ticket.
(1) Sustainable/ future-focused in terms of energy source and use, capacity, and aging population.
(2) Preserves and actually enhances heritage fabric and natural beauty of city as far as practicable.
(1) Transfers between buses on a trip with a snapper card, and (2) allow bikes on buses, particularly when they replace trains (described in Q.19)
Regular services (where you can just remember "half hourly" or "every 15 minutes".Spacious, inviting vehicles.
1 - Less provision for cars, more room for pedestrians, cyclists, skateboard, and (foot) scooters, ie wider footpaths, make travel for these companion methods to public transport lots safer.
2 - get car parking off the street in the CBD, the mess parked cars make all day long on adelaide road is WAY WORSE than any delays caused at the basin. The stats being used to promote miniscule % journey reduction times to support the basin flyover are a nonsense.
1 Ideally a largely underground train system (tube network) from the train station to the airport, with a future link connecting at the Basin reserve to Island Bay.
2 Far better provision for cycling (I am not sure if this is under your remit as public transport? But essential nonetheless).
1- We don't pay to use public roads. We don't pay to use public footpaths. Why do we pay to use PUBLIC transport? Getting rid of the fare-box has been proven to be the best way to encourage public transport use, free up road capacity, reduce motorist/cyclist/pedestrian injuries, build communities and INCREASE value of living and working in/near a city. It also frees up funds that would otherwise be spent on cars and collateral costs. Many cities have done this experiment and I'm not aware of any that have turned back.2- In order of priority, we need to encourage: walking, bicycling, public transport. We need to discourage "just taking the car". Again, there are plenty of cities and countries that serve as excellent examples of how to do this right.
1) I'd like to services interchange with each other better
2) One ticket even for multiple modes of transport
1) A reduction of cars on the road because a significant number of people now use public transport.
2) Fuel efficient/low carbon foot print public transportation system.
1) A tram service down the Golden Mile - very frequent / no time table during the day / every three minutes
2) Banning of buses, trucks and cars (except for deliveries early morning and night) and for residents to access garages. And Max 30 kph speed limits for all vehicles in central city (and all residential areas too).
1) At minimum, light rail should connect from WRS to the hospital, and preferably continue to the airport.
2) Integrated ticketing must be implemented across the region - ferry, train, bus, cable car.
1) Discourage cars from CBD so that buses aren't held up. Put a congestion tax on cars in CBD like they have in London. Encourage pedestrian-only wellington CBD areas.2) Maybe light rail, not sure.
1) Fewer buses running empty through town on their way to the railway station. A hub and spoke model instead of the ridiculously long routes that have too many opportunities to be delayed like Strathmore to Khandallah.

<p>2) An integrated ticketing system</p> <p>1) I would love to see the existing bus network replaced entirely by a PRT system. This is lofty but I think if you're talking 20-30 years from now this would be absolutely achievable and would work nicely with the 2040 and digital future strategies. Wellington is well placed to have a series of trunk style PRT systems feeding people between the CBD and the suburbs in all directions, which would make the implementation of such a system relatively straight forward in terms of logistics.</p> <p>2) Even with PRT vehicles that can hold several people and baggage, I think it's still important to provide for some degree of private transport by car etc. Personally, as a drummer who plays gigs in the CBD but lives in Karori, being able to drive up to a venue door with the drum kit in the car is essential; a PRT system dropping me a block or two from the venue when I have to make six or more trips between the vehicle and the venue to unload is impractical. I think there could be some room to make car-free zones or car-free times though in order to cut down on congestion etc.</p>
<p>1) I would really like to see a high quality light rail system through the main public transport spine, and continuing using the Johnsonville line, as there would be no conflict with freight trains using this line. Ideally it would be great if it continued through to the airport, but to the hospital would be a great first step. On this line I would like to see a few clear and easy transfer points onto buses going to other locations, with good information on the trams of where you can go from each transfer point. I really think this is the only way to stop the golden mile from coming to a standstill with the number of buses running along it - the only other option would be to have buses running along different routes through the CBD, which I would extremely strongly resist - one of the things I like most about Wellington's public transport is that you can go to a stop and know that all services will pass that point, splitting them up would ruin this legibility for me. 2) Some form of integrated ticketing between different modes - train/ferry/cable car/bus (all companies), with no transfer penalty, whether that means a zone based system or whatever, so that it was easy to swap between different routes and services without paying twice for doing so - this would enable a better, more efficient system, with a high capacity and frequency spine and then smaller feeder services, rather than inefficiently trying to run services from everywhere to everywhere.</p>
<p>1) Integrated electronic ticketing across all modes</p> <p>2) real time bus time/location information that you can access via mobile phone, internet or at the bus stop (and therefore not waste time standing waiting at the bus stop).</p>
<p>1) less accidents</p> <p>2) fast link / express services to/from railway station</p>
<p>1) Light rail</p> <p>2) Shuttle buses as described above</p>
<p>1) Light rail/tram to the airport with an integrated guided busway system elsewhere in the city 2) less of a focus on the "Jville to the Airport" corridor as the only possible journey someone can make. From where I live it's impossible to use the bus to get to the airport without taking the bus to the Railway Station, 20 minutes in the opposite direction. Wellington needs a greater focus on the "wheel" as well as the "hub & spoke".</p> <p>1) Make the cost cheaper than taking the car for 2x adults.</p> <p>2) Reliability Reliability Reliability Reliability</p>
<p>1) More buses in the evening/night</p> <p>2) More leg room. I'm 6'2" and I have to wedge my legs in.</p>
<p>1) Only Electric buses/trams, no diesel</p> <p>2) A modern highly connected network</p>
<p>1) Predictability of transit times, including at peak times (probably implying priority over other road traffic or segregation of route)</p> <p>2) Provision for bikes (at least folding bikes, and preferably non-folding)</p>
<p>1) Re-organised bus routes and bus stops to cater for the new housing built in the suburbs over the past 10 years to make it easier for people to use public transport to get to the CBD</p> <p>2) Combined ticketing on train and bus</p>
<p>1) some kind of stored value system or monthly pass which can be used across services (bus, train, ferry)</p> <p>2) better bus services for the suburbs outside of working hours.</p>
<p>1) The railway extended via a CBD tunnel to connect the southern CBD, Newtown, Kilbirnie and Airport to all rail-served parts of the region, as the main public transport spine. 2) Bus services reorganised around the rail spine, and THE INTENSIVE BUS SERVICE REMOVED FROM THE GOLDEN MILE</p> <p>1. Integrated Ticketing and Fares using a regional council controlled smartcard ticketing system operating across all modes.</p> <p>2. Rationalise services through the CBD to create a high frequency inner city shuttle between Lambton and Courtenay Interchanges - and make it free if possible - or free when there is a transfer from a prior paid service, as is done in other major cities.</p>
<p>1. A free bus (or tram) service around the main routes of the city, ideally every 10 minutes (like the city circular used to do).</p>

2. The majority of people opting to walk or take public transport around, rather than cars.
1. Increased frequency of services.
2. Faster travel time between destinations - maybe speed services that only stop at main destinations.
1. A commitment to building light rail to Courtenay Pl, the hospital and airport (in stages if necessary) and/or having already started it. 2. Retention and/or expansion of the unique trolley bus network. I believe there are only 8 or so routes that are trolley-bus driven, and even then only during the weekdays until early evening. I see no reason that routes with existing trolley wires be used wherever possible, and that this continues until the end of buses' running each night, and at the weekend. I read that this is owing to a contract. I say, renegotiate the contract, ensure trolley buses are used wherever possible, phase out some diesels (Obviously they will still be needed on some routes!) and award another design/build contract to Designline. (Kiwi jobs!)
1. A fare structure that allows passengers to transfer from one route to another to get to their destination without being obliged to pay again.
2. A fleet of smaller buses (e.g. 21-seaters) to service routes at times when patronage is light and for hiring to groups that don't need the 44-seaters.
1. A high quality light rail line from Johnsonville to Miramar centre on a dedicated right of way kept separate from busses. With modern comfortable standard width light rail vehicles (2.65m wide, as opposed to any compromised narrow width vehicles). High quality street improvements to make it accessible and attractive to pedestrians and reduce conflicts with private vehicles.
2. A dedicated bike highway with dedicated wide cycleway along the growth spine from Miramar through Newtown, Adelaide Rd, and Cambridge/Kent Tce.
1. a light rail system (travelling to surrounding suburbs also and with foundations to extend north beyond northern gateway) 2. bus and pedestrian dominance in city centre
1. A reliable rail service between Wellington city and outlying areas (Hutt valley, Kapiti): i.e. one that did not involve breakdowns, arbitrary cancellation of services and it would be nice to have a culture that treated me like a customer, rather than some lower form of cattle.
2. A city bus service that actually ran according to the the timetable
1. A subway train CBD loop (waterfront, cambridge tce, vivian st).
2. A subway link between the train station and the airport.
1. A train or light rail connection through the CBD to Newtown and Kilbirnie
2. road pricing, so that vehicle flows can be managed
1. An integrated ticket & fare system with more ticket options (e.g. monthly ticket, monthly off-peak ticket, various day passes for e.g. Wellington city, the entire network incl. trains; a short trip fare for e.g. just taking one or two stops on the bus even if it's across two zones).
2. Punctual, reliable services (e.g. no departing too early even at time stops!)
1. An underground metro system that is simple to use.
2. More bike lanes, like in Copenhagen.
1. Buses bypassing Lambton Quay 2. More realistic times given for drivers to get from A to B so they don't have to speed through suburban streets (esp. Broadway, Hataitai, Mt Victoria)
1. Complete culture overhaul of Transmetro, getting rid of the proven ineffective current leadership, installing management capable of installing a customer focused, efficient, flexible friendly service, from the top to the bottom. 2. Work toward faster trains, upgrading the lines, reducing the timetable times.
1. Connection with other transport such as existing rail or bus
2. The look and feel of a solid transport system, to portray our city to ourselves and to visitors as a world class city
1. continuation of snapper (or similar) integrated ticketing
2. never compromising a pedestrian only area for public transport again
1. Cycle lanes and investment in making roads safer for both cyclists and buses.
2. More pedestrian walkways and better connectivity of existing walkways.
1. Extension of the railway or construction of a new light railway to the airport to improve transport links
2. Possible introduction of bus-only corridors through the CBD, to reduce congestion
1. fully integrated ticketing and timetables
2. extending rail through the CBD to the eastern suburbs
1. heaters that work when needed; 2. less crowded
1. I'm not convinced by the light rail because I like things cheaper- even if that means an extra 20minute commute. Having said that, it would be attractive to tourists so it would be good in that sense. 2. Integration of transport is what makes a city memorable for those visiting- Wellington transport companies don't seem to show much cohesion esp in terms of an integrated

<p>paying system</p> <p>1. Integrated ticketing - ideally between buses and trains but especially between different bus companies (i.e. snapper card on the Johnsonville buses). 2. More reliable services (better on time performance and electronic signs so I know how long I will be waiting).</p>
<p>1. Light rail could service the high-volume spine of mass-passenger transport, with buses branching off that.</p> <p>2. If you are serious about getting people out of cars, make the busses free to use.</p>
<p>1. Light rail from the railway station, via the hospital, Newtown, and the airport terminating in Miramar. Paid for by peak time traffic congestion charging.</p> <p>2. Cheaper buses for remaining routes feeding into that light rail.</p>
<p>1. Light rail or other mass transit option linking railway station and Courtenay Place (and possibly airport)</p> <p>2. More public transport lanes etc. to facilitate speedier travel through the CBD</p>
<p>1. More "express" bus routes. Most people are traveling from the suburbs into the CBD and vice versa. But by far the part of the journey that takes the most amount of time is between the Railway station and Courtenay Place. There are so many stops and so much traffic and you just crawl along. I would love to see a bus where it only stopped at the Railway station and then on Kent Terrace, skipping the entire inner CBD. Perhaps it could travel up Jervois / Custom House Quay. 2. The ability to "transfer" to another bus within the same section. The city where I am from in Canada offers a transfer when you pay your fare (which is a flat rate, no matter how far you are going). This can be used within the hour only to transfer to a connecting bus heading in the same direction. This would be very helpful when you have payed for your entire ride home, but you wish to stop part way to pop into the grocery store or something. The way it is now, you have to pay for the same section AGAIN. For example, I pay for 2 zones which will get me from the CBD all the way to the fare boundary in Melrose. However, if I get off at the shops in Newtown and then want to get on the bus again, I have to pay for another section...even though I have ALREADY payed for that section. 3. Price The fares for buses in Wellington are ridiculously expensive, especially given the poor quality of service and the inability to connect to different buses. It is practically cheaper for me to drive, and that should never be the case. People should be encouraged to use public transport and they will, if it's affordable and efficient! I also think a flat rate fare would be better.</p>
<p>1. More bus lanes, and bus priority lights, and the ability for cyclists to have priority ahead of cars as well. 2. Pricing - if cars are more expensive to use, e.g. parking, congestion tax, as well as petrol, plus the price of the time waiting while buses get priority, and PT is heavily subsidised and takes not a lot longer than a car journey, then there is a chance people will use PT. At present, if you live a long way out, the journey typically takes twice as long and costs twice as much.</p>
<p>1. More choices in terms of frequency for commuter trains to the Wairarapa.</p> <p>2. clearer route guides. I have no idea how to get from one place to another easily.</p>
<p>1. More direct routes between suburbs, so that fewer journeys need to connect at the railway station.</p> <p>2. More frequent and reliable bus and train times.</p>
<p>1. More frequency of services after hours. 2. Electronic devices telling me how long until next bus.</p>
<p>1. Public bicycle stations where you can rent between locations (like Paris and other places) combined with bicycle ways to encourage their use.</p> <p>2. Real time (using GPS) digital displays of when your next bus is to arrive at most stations/bus stops.</p>
<p>1. public transport system that is the pride of the city and region that results in significant increase in patronage for peak and non-peak times. this means better fleet, reliable and frequent service and fast service (one that doesn't compete with cars)</p> <p>2. bus (or light rail) where the system has dedicated lanes from railway station throughout the CBD so that there is no competition with cars.</p>
<p>1. Rail or light rail link from Wellington Station to the airport.</p> <p>2. Rail or light rail to southern suburbs (Mt. Cook, Island Bay, Hataitai, Lyall Bay, etc. Even Miramar).</p>
<p>1. Reduction of trolley bus route to Wellington Station to Airport via Tunnel and Newton (Hospital) only</p> <p>2. High frequency largely trolley only on above route.</p>
<p>1. Reliability in the trains - they are having a very negative impact on Wellington right now with the old trains, trains not running and lost income for businesses</p> <p>2. Not sure</p>
<p>1. Reliable and frequent services</p> <p>2. Wider coverage to peripheral areas outside of Wellington and the CBD</p>
<p>1. RELIABLE SERVICES.</p> <p>2. CHEAP SERVICES.</p>
<p>1. Step change / thought change at the Regional Council: this world and its public transport has by now moved into the 21st century....except for Wellington. Take the expensive dynamic travel info for instance: half of the time it is useless because the buses dont communicate with the bus stops. The Council just tolerates this. Such as thing can only happen in Wellington. Changing this attitude will HUGELY improve public transport in the city. 2. Develop a light rail connection between Lower Hutt and the Wellington Airport.</p>

1. Student fares for tertiary students/less fare increases. Why have they increased this time?
2. POLITE bus drivers.
1. Suburban buses terminate on the edges of the Central City.
2. Free public transport in the CBD.
1. The installation of light rail from the Railway Station to Courtenay Place, then via the Basin Reserve, schools, hospital, Newtown, Kilbirnie to the airport.
2. The funding of the light rail system by the imposition of a congestion charge or carbon charge on all motor vehicles entering or traversing the CBD.
1. The young stand (even full fare) for older people
2. just make the system more reliable
1. Trams. They are more attractive to use, they have more capacity, they are easier to understand for non-regular users or visitors, they are quieter than buses and don't need to run as frequently (you can run one tram instead of many buses) so the city is more peaceful and attractive. 2. Better integration of the services at the train station. At the moment it is confusing, sometimes difficult, sometimes requires a long wait to transfer services there and this puts many people off using public transport.
1. two hubs at either end of city with free transport in between
2. Friendly drivers
1. Underground or over ground like Darling harbour or Chicago
1. Understanding that bus services are limited by the roads, and that only so many extra buses can be added before they start to clog up the roads, so other system should be considered - in particular ferries which are unlimited by crowding or routing, and would be MUCH cheaper to set up than a light rail system (and to take down again should they turn out not to work...)
2. Full use of modern technology including GPS on all vehicles, screens at all stops, smart phone apps linked to real-time information, clean fuels
1. Cheaper fares
2. Cheaper fares
1. I would like to see the elimination of trolley buses - they are too slow, break down fairly often and the overhead wires are ugly.
2. Clean buses with unobscured windows and well-designed seating - many of the newer buses are very badly designed.
1. More cycle lanes
2. bridges over main roads for pedestrians and cyclists
1: An integrated system so just one card/ticket could get someone around the Wellington region on all the trains, buses etc. 2: A reliable source of info, perhaps a text or static system at each stop indicating delays.
1st. More electric transport like the trolley bus or light rail. This could be a mix so that the light rail took busier routes and buses the less busy. However we do already have a good bus system so more trolley buses would in most cases be appropriate.
2nd. More bus lanes/tunnels giving the public transport system the faster journey and right of way. Making sure that the bus lanes are clear at most times instead of being used as car parking.
2. Light rail or tram-trains to the airport. We have a missing link in Wellington's rail network, which is holding back the entire PT network. Many people do not take the train because they cannot reach their final destination in the CBD without transferring to a bus, which is too slow, ill-timed, or just simply a pain. It would make the most sense to make the Johnsonville line into a tram-train line and extend through the CBD to the hospital. The rail line should have fewer stops than the current buses, a longer platform area, and priority at all grade crossings (ie using crossing arms).
2. Although the current "Golden Mile" route has been a designated PT route, I would favor moving the route to the Featherston/Victoria/Wakefield St alignment to avoid the frequent pedestrian conflicts that currently plague the Golden Mile route. It would also mean a quieter store front area for a lot of Wellington businesses. Parts of it could even be made into pedestrian malls like Cuba St which have proven to be a huge success for businesses there. The current Golden Mile is too narrow for a high quality PT service would be better suited for pedestrians, cyclists and service vehicles only I feel.
a (normal) bus that stops at Te Papa and the museum of city and sea Separation of buses and cycles. (I don't think we need light rail or underground.)
A better airport to city link than the ugly orange bus (i.e. tram or train) and public transport only areas
A bus circuit that is more in a straight line: less waiting in traffic and less stopping. Some of the stops are much too close together. Perhaps the fact that the circuit goes straight through the centre of town is the problem. It would make more sense to go around the centre in a circuit.
A bus service that's about service, not just the drivers behaving like we are doing them a favour all the time
A bus that goes all the way from the Hutt Valley to the Wellington Hospital. Or at least a connecting bus with the 91 bus at Courtenay Place. Continued focus on public transport being as frequent and accessible as possible.
A car free central city and WiFi on buses.

A CBD to Airport public transit line.
A congestion charge that will motivate people to use public transport.
A centralized system where all bus companies use snapper and are all connected to the real time network updates.
a comprehensive central city transport system that includes the hospital in transport planning.
greater government subsidies for public transport so that it remains accessible
A cross subsidy from private road usage to making buses cheaper and more reliable to encourage people to get out of their cars and onto buses. NOT the building of motorways.
A customer service attitude from the bus drivers Cleaner buses
A dedicated light-rail or tram system between the railway station and the end of Courtenay Place, which is able to bypass vehicle traffic.
Cheaper transport system of some sort.
A dedicated PT only corridor through the central area, simplified routes
A different form of transport available rather than buses, ie light rail, as the buses have to wait for cars and other users of the roads, there never will be a drop in people bringing their cars into the city if they cannot get around the city faster on public transport than they can in their own transport.
A cheaper and more effective ticketing system for the whole network. Tickets that can be used across the trains and the buses, plus any other option that comes in.
A fast efficient, affordable and reliable public transport service
A fast train or subway; a connected system with flat fares and transfers within a journey.
A fast, reliable and quiet public transport system, eg, light rail, that takes people from the airport into the city. This would take so many cars off the road, it would be fabulous.
Cheaper (relatively) public transport. There are so many benefits of public transport for the city, even for people who don't use it, so it should continue to be well subsidised.
A faster way to get to the eastern suburbs, extra across suburb services, e.g. from brooklyn to newtown
A free CBD bus
An electric tram in the CBD.
A free round CBD service and cheaper fares for other zones.
a high quality PT system that is efficient and functional, and is well connected to the rest of the city/region's PT system
A high speed transit system between the rail station kilbirnie/Hospital
a hub at either end of town eg railway station and basin reserve to allow suburban services to run on schedule rather than getting caught up on the run into town and reduce the number of buses travelling through the cbd
an integrated ticketing system allowing connecting services at no extra cost within zones
A Jackson Street/Petone tram.
No bloody flyover at the basin reserve.
A light rail loop that's easy to jump on and off around town, plus more focus on pedestrians and less on traffic. Sending huge, dangerous buses right through the Manners Street shopping area is absolute madness!
A light rail on a subway constructed in a covered trench dug into the golden mile, wide enough for two sets of rails. This will direct the trains under the traffic, and you won't have to dig deep tunnels. Like the Hammersmith & City line in London. Or, where trenches won't work due to things in the way, put the light rail on bridges set above the traffic, like Paris.
A light rail or dedicated, separate busway route running from the railway station through the CBD - at least to the Newtown hospital and ideally to the airport. This would cut down on congestion in the city - a lot of which seems to be caused by buses. Better connections between heavy rail and other public transport (buses), cycling or walking - e.g. more CBD cycle routes originating at the railway station, further pedestrian underpasses with travelators leading to Lambton Quay, real-time bus timetables displayed in the railway station.
A light rail or heritage tram between the Railway Station and Courtenay Place via the Waterfront, fast and frequent. Only stopping adjacent Civic Square enroute.
Basic all night bus routes every day of the week linking key nodes (Kilbirnie - Newtown - Courtenay Place - Railway Station - Petone).
A light rail running from the train station through the city to the airport, every 10 minutes would be ideal. This way anyone can

<p>get on and off the rail in the city and also people who live in apartments that don't have cars, or tourists coming into the city, with suitcases can easily get to/from the airport without it being awkward waiting around at crowded bus stops. Frequency of services needs to be sorted out, a lot of the time no buses will come for 20 - 30 minutes then about 10 will arrive and half of those won't stop at the bus stop or open their doors to let you on. Its f***cking irritating because then you have to wait another 20 minutes in peak time for another bus as usually the one at the front is overcrowded or it doesn't go where you need it to. I used to catch the 44 bus to Khandallah and this happened at least twice a week. It happens now when I just try to catch a bus through the city. The bus drivers are lazy and dont wan't to do their bit of stopping at the bus stop even if nobody gets on or off they should bloody well have to STOP at all the stops and open their doors in the city. Too many times I have walked up to a bus and it has just driven off or the bus driver has just driven right past. Why do they do this? It's a bus stop!!</p>
<p>A light rail service from the Southern and Eastern suburbs to the railway station (via Courtney Place). An untergrated ticketing system that allows for thru journeys between train and bus, better shelters in the suburbs. The extension of the trolley bus network. Enhanced services beyond Waikanae.</p>
<p>A light rail spine with good connection to feeder bus routes.</p>
<p>Electronic ticketing - we are so behind in this area</p>
<p>A light rail system from the station out to the airport.</p>
<p>A light rail system to the airport</p>
<p>Train services to be become a lot faster</p>
<p>A more cycle-friendly city. A reduced cost (or free) inner-city bus loop.</p>
<p>a more direct route to the eastern suburbs.. and something innovative that boosts tourism & is fun & efficient to travel on - like a monorail (for example) from the train station, along the waterfront, courtenay place, and back through dixon, willis, lambton.</p>
<p>A more efficient & reliable rail system</p>
<p>Maybe a light rail system out to the airport as part of a future plan</p>
<p>A more reliable, sustainable service</p>
<p>a pedestrianised CBD, with two public transport hubs on the Courtenay PI end and the Railway station end with perhaps a tram connecting the two; also perhaps re-routing public transport to Wakefield Street so the CBD can be pedestrianised</p>
<p>A public transport system that I don't need to think about. I rock up to a bus stop, and a bus going to my destination soon arrives. I don't need to check the timetable, because it's irrelevant - a bus will be along soon.</p>
<p>A public transport system that is very reliable and comfortable to use.</p>
<p>A rail connection to the airport.</p>
<p>More frequent buses in the CBD.</p>
<p>A rail linkage to the airport from the Railway station, with stops along the waterfront through Oriental bay & Kilbernie</p>
<p>Extended service - after office hours and greater frequency at weekends. Some busses only run at peak hours, folks in those areas therefore have no choice but to add to the traffic problems by driving private cars</p>
<p>A regular, frequent and free circular route bus or light rail shuttle hop on/hop off service.</p>
<p>A reliable train service that seamlessly links to Bus connections.</p>
<p>A reliable, frequent service that makes a loop through or around the CBD</p>
<p>A route to the airport and to the hospital Separate Cycle lanes</p>
<p>A seamless coordianted system - rail, bus, ferry all aligning under one banner, ticket system and thru a centralised Hub. eg: Wgtn Railway station being where ferries/trains and buses all cross paths. This extends to the Cook Strait ferries and airport which are currently poorly linked and/or expensive to connect to.</p>
<p>a second mt vic tunnel</p>
<p>more carpark buildings run directly by local bodies</p>
<p>A single unified payment system for travel across the different types (train, bus, cable car, etc.). This will enable easy travel for locals, but also simplify life immensely for visitors to our city.</p>
<p>a stabilisation of fares and information for people to see the environmental impact they are making (e.g. one less car). Tell people the good news stories</p>
<p>A system where you get each stop announced before you get there (like the Link buses in Auckland have) would be really good, especially for visitors. And better signage at stops with route maps would be very useful too.</p>
<p>A ticket that allows you to transfer to other services as long as you are going in the same direction.</p>
<p>A free zone in the CBD.</p>
<p>A train line/light rail/tram to the airport</p>
<p>A train station in CBD.</p>
<p>Reliable system.</p>
<p>A train that can follow a schedule. Friendlier bus drivers - a smile wouldn't go amiss.</p>
<p>A)- NO TRAMS: too inflexible; we don't have either the population size or the population density to justify the huge capital cost. Get buses instead.</p>
<p>B)- CHEAP fares and integrated ticketing to encourage local users.</p>
<p>Ability to use 1 card/electronic device to pay for all public transport methods. Faster/more direct public transport to/from the airport and the CBD - eg: light rail?</p>
<p>Accessibility for all. No discrimination.</p>
<p>Accessibility and services on time</p>
<p>Accurate timetabling (similar to the electronic timetables appearing in some areas) there is nothing more frustrating about public</p>

transport than not knowing if you have missed the bus or the bus is miles away.
More linkages in information sharing between the metlink operators and the drivers so that when you ring and ask when the next bus is to such and such the answer you get is based on the real world - ie if the time table says the bus is at 2.10pm but there is road works delaying the bus for 10 mins you are told this rather than standing at the bus stop wondering where the 2.10pm bus is.
Affordability, so that train/bus becomes the form of transport of choice for commuters and recreation users.
More frequency & reliability on routes that connect into/away from the basic station to hospital route. Many people connect between services/from services to the suburbs, so it is critical to think about the net of connections, not just the basic spine. Surely important to do utmost to facilitate public transport use by those from suburbs who are otherwise undertaking longer car rides.
Airport bus services running later at night.
All buses accessible to an agreed national standard as designed in partnership with disabled persons organisation.
All buses going along the golden mile should be hybrid and run solely on battery along the golden mile so no fumes. Move buses of Golden Mile and use Jervois Quay etc
All electric (or other alternative energy) buses
While not strictly public transport, more bike parking
All forms of transport running on the same system, with the same payment method and linked timetables to make commuting easier.
World class public transport we as a country can be proud of and not have to worry if it can cope with large numbers of people.
All green sustainable energy. Flexible service timings dependent on demand by the hour.
All public transport is accessible to all people. All public transport meets high environmental standards.
Almost no diesel buses- they stink.
Smooth, fast, regular, CHEAP (i.e. cheaper than taking a car), reliable services, almost door-to-door.
Although it would be ridiculously expensive, and at this stage unnecessary, I would one day like to see a Wellington light rail system with a line going right through the city to the airport. This combined with further lines going out to the Wellington suburbs and others going to Porirua and the Hutt Valley would link the whole city together and hopefully put an end to heavy traffic flows. The central city could afford to be carless and PT would become the norm.
An above ground MRT equivalent. Something above the current road system as this would remove the need for bus lanes.
An affordable bus service that provided a very frequent service
An airport link train or tram good enough to stop taxis/cars being the default choice for travel to the airport. Better integration between public transport and active modes of transport such as cycling.
An alternative to buses (such as trams or monorail)
Better real time information
An easier link to the airport or ferry without the cost - seems mean to make such a big extra cost just to get to a terminal.
Easier links to the hospital
An efficient and on-time bus and train system with no breakdowns.
An efficient and reliable public transport system
An emphasis on public transport that reduces the number of private vehicles in the centre city. I would also like to see a reduced cost in using public transport and the extension of the electric rail network to Palmerston North.
An inner city loop running continuously.
Later closure of cable car
An integrated service; Wellington's is fragmented in a dysfunctional way.
An orbiter-type (ChCh) bus, you could make it like the airport flyer, with wifi on-board - that'd be great for tourists too!
Hooks on the front of buses, so you can take your bicycle home, like the buses in ChCh have for bikes and prams.
An ULTra prt system to move people around the CBD. Bus hubbing / bypassing CBD
An underground metro train system.
Buses leaving on time
an underground system
As accessible and connected public transport as Brisbane.
We do not need any more roads.
As well as faster trip times, consistent times would be great. Spending half the trip stuck behind the bus in front doesn't seem like a good use of time. Not quite sure how to achieve this - priority traffic lights? Separate bus lanes? Bus stops that don't block

the street when the bus is in them?Connections to/from trains, integrated ticketing. I want to buy a ticket in Newtown (or use snapper) for trips everywhere in the region.
Automatic announcement of the route, and more busses serving more areas.
better access to the suburbs.
very important to encourage more cycling! I currently cycle out of sheer determination but am constantly petrified as I do so. many more people would cycle if they felt safer.
better and more trains out of wellington city.
No more diesel buses
better and safer cycle lanes, car free central city,
Better bus shelters where people can actually sit and be sheltered the modern shelters are no good! Also they are not at every stop some stops still have no shelter!
Really people we live in Wellington.
Good bus drivers!
Better bus stop facilities, newer/larger capacity busses.
Better buses (either upgrade the trolleys or get rid of them); more services (new routes would be nice)
Better communication of delays to scheduled services to suburbs. Easier access to actual ETA's via mobile apps etc.
Better communication
GPS tracking
Better connections to outer suburbs
Bus-ways and car-free streets to speed up public transport and cycles
Better co-ordination of buses along Lambton Key with comfortable interchanges at both ends.
Better customer service.
Also I don't understand the Real time information, it doesn't tell you anything, it is just a glorified timetable. It might say that your bus is due, but your bus may have left, it doesn't say "departed" it doesn't tell you how far away your bus is either (it's on Lambton Quay) until it can tell us actual useful information I don't see the point, the other day the Real Time Info my bus hadn't come, it said due, then it just disappeared off the list like it had left, 3 mins later it turned up - how is that useful????
Better designed seating arrangements
Getting rid of trolley buses - they are too unreliable!
Better information about when the bus is going to come - the current "real-time" information isn't real time
More frequent services
Better integration between bikes, buses and trains. And more attention to planning safe routes for cyclists through the cbd area.
Better integration of cycling and public transport networks. Outside of peak hours, is there a way bikes could be taken on buses for a small charge (great option to get home if the weather's turned for the worse)? I just googled this: one example of how this can work is http://www.metroinfo.co.nz/bikeracks_main.html
Better integration of ticketing and services (do we really need all those Mana and Newlands buses clogging the CBD at peak times and generally only dropping off pax?); tickets should be transferrable and switching shouldn't penalise users (as it does now if you take a 1-zone and a 2-zone trip instead of just a 3-zone one)
Better integration of wider area network. Better facilities for multi-modal travel - e.g. better cycle parking at stations, spaces for bikes on trains.
Better integrations of services (and Modes) from planning through to ticketing. More priority to PT through the CBD.
Better linkages between bus services. More electric/hybrid bus services.
Better links (including timetabling) between services - better ability to get to all suburb destinations and into town more frequently
better passenger facilities. More RTI/information.
better pedestrian bus interface
bus stops dedicated for bus users and not in pedestrian way
Better public transport link between the railway station and the airport and more people using it.
More public transport investment, less investment in roads - all my experience in the UK tells me that when you build a new road to ease congestion, it doesn't take long for it to become congested again...
Better service ethic from the bus providers. They currently do not feel obliged to offer a good, timely service (Airport flyer excluded). Maybe because there is no competition for routes.
Better service on the Newlands route 52/58. It's got very bad since they put the route 56 into service. Route 54 gets buses twice as often in peak hour.
Free citybus route station to Courtney place.

Better service to airport - bus does not run at all hours
Less crowding on trains
Better serviced key routes
Better, more frequent trains and safe cycleways
Better/easier connection between suburban and city transport modes
Beyond 10 years I expect light rail will have already been built. So after that...extension to airport, waterfront loop, improve transition thru Railway Station
Bicycle racks and free wi-fi
bicycles that can be rented and dropped off at designated stations for a small fee. they would be great to get around the city quickly.
Train system needs to be improved and train prices need to be adjusted. We pay the same price whether we travel 1 stop from Wgtn to Crofton Downs or all the way to Johnsonville. That's not fair and paying \$4.50 for a 7min train ride (incl 2 min waiting time at a tunnel) is ridiculous. Snapper for trains would be great and paying for the distance you travel.
Bike rental in the inner city
Less cars in the central city
Bikes allowed on all trains and buses - for free
Streets devoted to public transport, cycles and pedestrians only - gradually move to a car-free city centre (Courtney Place to Lambton Quay)
Blah
Bring back 10 trip tickets and monthly psses.
Get rid of snapper
Bring back the trams if possible? from railway station to Courteney Place
Build better roads - Mt Vic tunnel and widen road to airport. Transmission gully also needed. Public transport should sit alongside these options
Bus (and pedestrian) only streets, such as Willis, Lambton, Courtenay - no cars in central city. May need to increase number of bus services as a result.
Bus free CBD.
No diesel buses in the wider CBD.
Bus only lanes. These help to make the journey quicker.
Bus services more evenly spaced - all the routes that come via the hospital seem to leave the railway station at about the same time. More seating capacity on trains
Buses across the city (rather than in and out), and connected to key points of interest for people (south coast, waterfront, courtney pl, cuba st, supermarkets)
Light rail connecting to the Airport and other suburbs
Buses and cars (except for service vehicles) removed from central areas such as Lambton Quay, Willis and Manners Streets. Replaced by Trams and user friendly walking spaces. This would ensure the central city remains a World class destination and encourage people to walk.
Buses with seats normal sized people can fit in (I'm not tall and there's not enough leg room for me on most buses).
More handhold points - standing passengers frequently refuse to move because there's nothing to hold onto.
Buses, not Trams in the CBD - they are cheaper on a per km basis & we already have good trolley bus network.
Not having to change buses at Lambton Quay (as one proposal has it) - I like being able to get on at home and travel to office without having to worry about inter-connections - if any form of public transport comes in where I have to get off one bus, and onto another, or go from bus to train to bus - I will drive instead. Public transport has to be cheaper, faster and easier than using private vehicles or it won't be used.
Busses out of Manners Mall/off the main routes! They are dangerous to pedestrians. I would much rather see the ground space through Manners, and even Willis, used for pedestrians only. With that in mind, raised monorail would be an _awesome_ PT solution. It wouldn't have to compete with any traffic, so fast/reliable service could be guaranteed, and it could run in a predictable loop or some such pattern. Later, it could even be extended through Mt Vic.
Cable car transport from Courtenay place up to top of mount Vic lookout to limit the number of coaches traveling up these narrow streets and almost causing accidents frequently!
capacity to match increasing population density, a fast efficient transport system that is a quicker cheaper alternative to cars. if we get increasing population in the CBD then there will be more congestion. need to think about how a fast efficient transport system might be made to fit in and work in the future environment.
Car free area in the central city. Light rail.
Car free inner city thereby allowing mini buses running constantly throughout (eg different routes/streets)
Central city only has public transport i.e. no access for private vehicles.

Public transport running on environmentally friendly principles.
Change! Wellington is small minded, focuses on roads too much and the public transport is run on a shoe string budget. Take calculated risks people to improve your city. No wonder the local govt would rather improve the motorways then put money into public transport.
CHEAPER bus fare.
Cheaper bus fares so worthwhile catching More friendly drivers, most are very rude, and take off before seated, and shut the door too early
Cheaper bus fares
Customer services training for drivers
Cheaper buses. More reliable service.
Cheaper fare and not crowded
Cheaper fares and light rail/trams instead of trolleybuses.
Cheaper fares so it's actually affordable
More politeness from the drivers
Cheaper fares, it is currently cheaper for me to drive to work and pay for petrol and parking right next door to work with my flatmate in the car and quicker even at peak times. This is from Southgate to GWRC building.
The buses are unreliable, the GPS system doesn't seem to work well for my number 22 bus at least, buses are frequently very late despite the GPS thing saying due now. Occasionally they don't show up at all...even though GPS screen said they were on the way.
Cheaper prices
Integrated fares across all different public transport services. E.g. if I travel from Petone to Island Bay and am forced to take both the train and a bus, I shouldn't have to pay a full train fare and a full bus fare, there should be a single fare (that is fair) that will allow a transfer.
CHEAPER PRICES, MORE FUEL EFFICIENCY
Cheaper than driving, fairer payment system, more frequent buses, more bus timetables on line.
cheaper to travel around the city centre
Christchurch capped fares for the day and for the week
and better shelters
Circular bus route thru CBD, frequent stops. Car park buildings at fringes of city. Car park ticket only to be shown to be able to use circular route buses (ie no extra charge).
City to airport light rail.
More affordable fares.
Clean green efficient transport. Monorail? Electric buses?
Clean modern spacious buses/trams
Well light and safe waiting areas - no long waits
Clean, fast, efficient public transport
More people using public transport
clean, modern, comfortable, non-crowded light rail/trams.
Cleaner, more reliable buses.
Higher frequency
Clear corridor from railway station to airport using trams/buses/light rail that is really frequent, cheap and easy to hop on and off. Cars made to go the long way round routes so it's easier for walkers/cyclists and public transport to use the direct routes.
Comfortable, clean, cost effective public transport that takes me where I want to go.
Comfortable, reliable, frequent, safe and accessible transport with good signage, stops called, and courteous helpful drivers. The latter might be helped if there are fewer private vehicles on the road. Accessible means the infrastructure as well as the vehicles. Don't mind if bus or train as long as meets the above criteria.
commuter services to Otaki with dual tracking all the way through and overtaking tracks at all stations. Mini bus service up Otaki Gorge Road:)
Complete rail spine – through services from central Wellington to the region.
Rational/legible network (easy bus connections to the rail spine, meeting every service on the same frequency.
Comprehensive, linked up cycle paths. Train/metro linkage to the airport/city/train station
Connecting services. Customer focussed services, so for example it's very rare for a bus not to turn up.
Connection between buses and trains improved- snapper card for the whole system- modernise!!!
World class train service which is reliable
Connections to the airport.

Ability to carry bikes on the trains in peak hours.
Connectivity and frequency.
connectivity, easy of navigation - one system - not various operators all doing their own pricing ticketing etc
Construct Basin Reserve Flyover so buses are not delayed at peak times-- late buses on these routes affect service reliability in CBD
Contact-less payments on trains (i.e. Snapper) and a high frequency CBD only bus or tram service.
Continued investment in infrastructure of train system.
Support of alternative transport modes to cars i.e. bicycles
Continued updating of the electronic bus timetable rather than the paper as they are very clear and convenient.
coverage through to airport
covering more areas and interlinked (ie dont just go to Wellington)
cycle lanes that are completely separate from motor vehicle traffic because the reason I don't cycle is that I think it is too dangerous
pedestrian only areas in inner city
Cycleways for the CBD with more bike storage. Light rail/trams.
Daily, weekly and monthly costs needed to be capped (rather than purchased up front) as services are used. This will encourage more people to use services. Currently the psychological effect of buying day/week/month passes is that people weigh upfront whether they will use it enough to get a benefit. This lack of surity means most people lack a commitment to using public transport, and then gives them an excuse not to use it. Conversely the knowledge that the more you use it the cheaper it gets
Dedicated bus lanes on the motorways
Cheaper fares to encourage greater use and reduced PMV use
Dedicated business public mini buses
Dedicated cycle lanes to promote health and wellbeing at the same time helping the environment. Current system is rubbish and a lot of people are afraid of the prevalent impatience and intolerance of road rage NZers. (this does not describe all NZers but it only takes one to cause a death or cripple someone for life)
Dedicated lanes through the CBD.
Light rail
Dedicated lines that do not have to compete with cars (light rail etc).
Frequent on time services with gps tracking.
dedicated PT routes
enhanced bus stop/waiting areas
dedicated public transport routes from one end of CBD to another
ferry to Petone
Dedicated public transport routes
Free or very cheap day passes - support hopping on and off to visit multiple locations quickly
Dedicated QTN route (electric buses or light rail) through CBD with no other buses using that route (except express services maybe).New terminal for railway station UNDER Thorndon Quay. New terminals at Courtenay Place and Hospital.
Dedicated road space that makes sense in the streetscape rather than being squeezed in (eg the previous courtenay place priority work).
If there was a free, consistent, modern, efficient and reliable service between rail station and courtenay place it would be great to get people using other services at either end.
Dedicated RoWs for public transit (light rail or busways.) A more walkable central city, which would encourage people to get to the centre via public transport then walk to their destination rather than driving the whole way.
Different sizes of buses depending on distance: mini-buses for CBD and central city transport with short intervals between them and normal buses for suburbs and other cities with longer intervals (never more than half an hour). Maybe different routes for those, so the main street doesn't get too full with buses (CBD's buses go through Lambton Quay but buses to Hutt Valley goes through Wakefield, for instance, or the harbour).
Direct bus routes and less time for buses. It takes up to 45 minutes to get a bus from Island Bay to the CBD and all buses go thru Newtown except some peak time buses. This is a waste of time it is far quicker to take a car.
Direct CBD to airport train - I use the airport flyer quite frequently to get to the airport, but the last bus isn't very late so I usually have to taxi home. Also, being a bus means timing can be affected by traffic etc so you have to allow extra time just in case - which means more time waiting at the airport. Snapper integrated with smart phones.
Direct rapid services from the railway station to the other side of town. Not everyone wants to go into the city, some of us want

to go through it
Direct routes - avoid the CBD. The CBD could have buses for the CBD routes only. But the direct route buses should connect with them so you don't have to wait or wait long for the bus to arrive - and vice versa.
direct routes
quality vehicles
Don't know
Don't know.
Dropping the two way bus route and turning it into a one way city circuit. This means that bus can actually get closer to more CBD locations (although one may have to be on the bus longer.
If that can be improved, I'd like to see less private transport within the CBD.
Earlier access to key public amenities - hospital and airport etc.
Ease of access on and off public transport.
Ease of interconnections between services.
More frequent service.
Easier access to further parts of central area from train station
Easier bus connections between Wellington train station and attractions like Te Papa, Cable Car so families use more
Continuation of direct, reliable, frequent bus service for commuters
Easier travel to the airport, ie some sort of train/subway system to the airport. More information about bus routes and the stops that are next, so that you know where to get off
easy access to public transport
reliable service
easy access, fare integration
Easy, frequent hop-on-hop-off system for doing short journeys, linking to suburban services. Single ticket options that work on all transport.
Eco friendly buses - more electric buses/trams, better standard of Bus Drivers (on town buses - the bus drivers for Newlands buses are excellent!)
efficient, convenient
Electric vehicles trams or mono rail
Electronic signage at every train station/platform (not just the main stations) to say if the next train is running on time.
More modern trains and more modern stations/platforms.
Better maintained train stations/platforms.
Reliable, frequent train services.
Electronic Ticketing for Trains. Preferably via Snapper.
Light Rail through the CBD. Buses could stop at the beginning of Lambton Quay, passengers would then transfer to light rail, this would take them through the CBD. The Golden Mile would be exclusively light rail (maybe Cyclists) with no Buses or Cars.
Electronic Ticketing on Trains
energy efficiency, safety
Entertainment at bus stops (touch screens, news channel)
Easy top up or purchase of day passes AT THE BUS STOPS
env clean technologically smart bus fleet
good urban design (stops, furniture, shelters, signs)
Environmental sustainability - not reliant on fossil fuels Fair caps on price increases
Environmentally clean public transport and accessible and speedier
Environmentally friendly transport options and quick/frequent vehicles.
Environmentally safe vehicles
Environmentally sustainable vehicles
Expanded rail network of some sort (ie past Wellington station), more frequent buses in off-peak times
express in morning and evening between hospital and station
Extend trains or light rail into city & to airport
Integration across different modes of transport (trains to buses to bikes to ped areas)
Extended train service/light rail and faster bus services.
extending the train system through the CBD, thereby removing the need for mode changes (ideally this should take less than 10 years), higher frequency of services

Extension of heavy rail from current terminus to Courtney Place, Hospital, Airport and University, preferably as a loop, that would enable all rail services to be extended into and past the CBD.
Making Wellington streets more pedestrian and active-transport friendly by providing better separation from road vehicles - both private and public
Extension of rail network beyond the Railway Station. More pedestrian-only streets.
Extension of rail through the city.
Abandon diesel powered busses.
Family fares and newer buses
Fares to stop rising so fast - it doesn't encourage people to use public transport if the trip to town costs the same as driving their car. A ring system with routes from suburbs going around the edge of the CBD rather than straight through the middle to reduce busyness and danger for pedestrians
Fast & reliable service
Fast efficient service on relatively new trains/busses.
Fast frequent and inexpensive buses.
Safe and extensive cycle lanes.
Fast light rail
Fast quick link to airport - services running around the edges ie Ohoro Bay to Miramar rather than just into town
fast reliable transport, with less crowding
Fast services through the CBD, possibly light rail/trams, without the CBD being clogged with slow buses and cars. Frequent services.
Fast trains and fast trams
Faster / modern train system & sealed rail area so we can pass through gates into the travel space.
Faster journeys, CHEAPER SERVICES
Faster journeys, modern vehicles
Faster journeys, particularly through the CBD.
Better ticketing systems between trains and buses so that you can have one card that will allow access to all of services (this should also be economical).
Faster more punctual journeys enabled by bus lanes (that are actually enforced) to ensure the buses are not stuck in traffic, thereby making them more reliable and more convenient to use.
Faster more reliable pt.
faster routes through the city and to key areas (like Karori). Maybe more "express" buses. More buses to places like Victoria Uni.
Faster service Light rail linking the railway station with the hospital
faster trains, shorter journey times
faster transport that's on time.
Faster, cleaner and warmer vehicles
Faster, more reliable public transport that doesn't necessarily depend on you knowing the timetable off by heart to know when to catch a bus/train. Although, possibly, this kind of service might depend on having a much larger population and would be unrealistically expensive for us to support.
Fewer cars in the central city so that buses and taxis would be slowed down less.
Fewer cars coming in from the greater (regional) Wellington area. Excellent public transport system which would need to cater better for parents with children, physically disabled [both obvious and not so obvious], people with luggage, smaller buses on some routes where not huge number of passengers and where roads are narrow, e.g., Mt Victoria route.
Fewer cars in CBD - light rail through to airport
Fewer cars on the road
Fewer cars on the road, better bus services to outer suburbs.
Fewer cars on the roads and trains that go to the airport.
Fewer cars, more walking and cycling and more efficient, competitively priced bus and light rail options
Fewer stops (esp when they are already less than 2-5 minutes walk apart)
Firstly, accessibility to those on lower incomes. Public transport should not be too expensive for those on low incomes to use on a regular basis. Secondly, a commitment to keeping public transport that is not fueled by oil products. I am really proud of the trolley bus network, and would be even prouder of something like a light rail network along the transport spine!
Flying Buses and Cars
Focus on the big ticket items - putting in light rail for the key route through the city to the airport.
Whatever happens, there should be much better links to key infrastructure (hospital, airport) and key social spaces (parks, tea papa, galleries etc).
For frequency of services to be maintained.
Free inner-city bus - eg: free travel from railway station to Courtenay Place and back (circular) ... or to make the \$2 city section inclusive with monthly or weekly tickets for Trains. eg: when one commutes from the Wairarapa regularly it is expensive, therefore inclusive Bus travel in the city on sighting of your train pass would be great.
Free public Transport

Subways
Free public transport. Light rail to the airport.
free transport in the central area
frequency times and less crowded
Frequency and Dedicated Roads
Frequency, and weekend routes
Frequency, reliability
Frequent and free, ferry- train- civic center- Courtney place- Hospital and back.
ALL buses accessible by wheelchair
Frequent buses
More "loop" type routes of the CBD
frequent service that arrives on time with good information about when it is expected
Frequent services particularly Railway Station to/from Courtenay Place.
Frequent services, buses not having to battle against vehicular traffic
Frequent services. More bus lanes.
Frequent, cheap, quite and green city circuit. Better connections between trains, city circuit, airport and cycle ways.
Frequent, reliable, low cost to consumer.
friendlier bus drivers. reliable busses.
Friendly and helpful staff available for the public to speak to so that updates on services can be given (there seems to be a real problem with staff not finding out about delays, or relaying this information at a very late stage). So better and more respectful communication to commuters.
Transport running to time.
From where I am staying I would to use a bus that has timetables that points out a wheelchair sign besides buses that goes to and fro to town, and a trains that don't have train conductors that complains to much and tells me it is not their job to wheel me into the train.
I wouldn't like to see our city use light rails. Just trying to cross the railway track to get to the other side of the rail tracks in a wheelchair is just not nice at all.
Frquency (extended hours) and reliability of services
Get public transport OUT of the central city, have transport hubs on the outskirts, ie train station and Newtown, where people can walk into the city.
Given Wellington's low and dispersed population any great improvement would come at too high a cost
good bus shelters which prevent rain and wind; integrated ticket for all NZ public transport; transfers so you are not penalised when bus routes don't match, Snapper card daily maximum
Good connections, Quicker jounes. No busses in the shopping area's, this means no busses on Manners Mall and defenit not on Lambton Quay.
Good drivers.
Monthly passes that work on buses and trains, and don't require you to snap on and off every trip.
Good quality buses & reliable service
Greater benefits for those who ride on public transport. (loyalty benefits, shopping - spending money in Wellington)
Greater focus on public transport (i.e. more bus lanes and public transport only routes) to encourage usage, although this has to be combined with ensuring sufficient capacity. Services that are so reliable, frequent and cost effective that it doesn't make sense not to use them.
Greater use of the public transport system - to do this it must be affordable, convenient with relevant connections to other systems and most importantly be affordable to the end user.
have the golden mile as Buses only, and to have all the buses link up e.g. a proper bus transfer system)
Heavy rail above street level and normal public bus transport underneath.
Higher capacity vehicles on major routes. This could be trams, but why don't we use double deckers (on the routes without tunnels).
Free wifi on the buses would be excellent
Higher frequency of services and less crowding on buses
higher uptake, free central city service
Historic Trams.
Light Rail to replace the buses between the train station and the Wellington hospital.

hop on hop off CHEAP circle route bus
Connections from the outlying areas taken into account
I actually think wellington has excellent public transport for a small city, and wouldn't expect it to have a system like those above. But more frequent direct routes would be great.
i am 180 cm , not that tall but there is not enough room for my knees between seats . public transport is slow so i want to be comfortable if i am going to use it
I do believe it would be a good idea to use the trolley busses as a regular shuttle (2-5 min) along the inner city route between hubs at the train station and for example the basin reserve. This would get all the diesel busses out of the inner city (all in the same direction and pretty much empty. At the hubs at each end the other services branch out. Have some services that go around the inner city (along Wakefield). Have a couple of ring services that go around the inner city but connect to the hubs. There would be less busses in the city and they would only be electric. There would be better connections around the suburbs.
A public transport system that is affordable, frequent, well connected, user friendly for wheel chairs, bikes and prams. A system that enables you to not actually own a car because all trips (including the grocery shopping) can be done by public transport. A system that enables the use of public transport to get to walks and tracks so that a car is not needed and it doesn't always need to be a return trip back to your car.
I like the light rail suggestion because I have experienced how stress free it is to use as a passenger
I think a monorail or something similar would work in Wellington, this would get the buses of the central streets and you could also it go via the waterfront which is a beautiful area of Wellington.
I think buses work really well in the city. I would be good to see less petrol/diesel run buses if possible.
I think considering how much we are currently paying for the existing service it would be hard to justify any additional expenditure because either way i cannot afford it.
I think Real time info is a brilliant idea- would be particularly useful at the Willbank stop on Willis.
I would like a Railway Station to Courtney place circular route with a simple ticket that allows you to hop on and off repeatedly.
I would like a monorail system, similar to the Las Vegas monorail that runs from The Aotea Ferry Terminal along the water front towards Courtney, Basin, Hospital, Kilbirne, Airport and return, with lots of on and off stops.
I would like to see a transport system that's the automatic first choice of transportation for everyone. I would like to see a transport system that's easy for elderly, families, disabled, and those with shopping to use
I would like to see affordable public transport for families and less bus use in central city - so people walk more into central city. Buses are not good. in teh city. A light rail could be a much better option.
I would like to see more 'bus only' lanes, and lower prices so that less people drive and more take the bus.
I would like to see rail extended so the station isn't a terminus. I would like one payment system or card for all forms of transport.
I'd like to see a rail service that goes from Johnsonville to the airport. Also, would expect that the 'new' Matangi trains would be in service and not sitting in the rail yard looking pretty!
I'd like to see more emphasis on car-free transport and more reliability of buses.
I'd like to see prices stay as they are (they are already too high for some journeys, eg train), otherwise people feel they may as well use their cars.
If you are going to get people to change buses on rout to have less buses running through central city for snapper the transfer payment system needs to be sorted out so you pay 2zones like it was a direct root not 2 one zone fare charges
Improve the train services - the unreliability of services and attitude of management attitude was a deciding factor for me to move from Lower Hutt to Wellington.
improved access for disabled passengers
more frequent services
Improved customer service would be a good start.
Improved train service (better trains)
Improved cycle ways.
Improved train system and TELEPORTATION.
improvements around the basin reserve and the mt vic tunnel where
Increased number and improved consistency of service frequency for all routes. PT priority to improve reliability at peak times and resulting improvement to reliability of catching connecting services. Improved accuracy and level of detail of real time information (a clock at the Bus Depot for starters).
Increased patronage - more people using PT means less cars on the road
Integrated ticketing - simple, easy to use, one ticket for all modes
Increased reliabilityBeing able to pay with one card for all public transport for a fixed rate per day
Inner city service (perhaps a tram on the waterfront) to stop people filling up buses between Lambton Quay and Courtenay Place, meaning those trying to get to outer suburbs can't get a bus.
Terminals at Kent Terrace (for South and East suburb services) and the bus station (for Northern suburbs & Greater Wellington), with people using CBD service to connect between the two.
Inner city tramway or light rail system

Integrated Electronic Ticketing system across both train and bus.
Integrated ticketing
INTEGRATED TICKETING - should not have to wait 10years for this. More reliable services through the CBD and better integration with other services at either end of the spine (or other locations).
Integrated ticketing (buses and trains) which is simple, cost effective and improves the efficiency of the overall network. Maximum utilisation of the opportunities presented by modern technology (real-time information compatible with mobile communication devices/smart phones)
Integrated ticketing allowing free transfers from train to bus. More frequent services.
Integrated ticketing and ticketing so that you do not have to buy another ticket if you change buses within a zone.
Integrated ticketing for all public transport (ie one ticket/payment type) for all forms of public transport, and security for the drivers and passengers (ie cameras/enforcement when drunk/drugged teens use night services - I don't use them in Wainuiomata anymore, the teens are too scary).
Integrated ticketing system similar to what is used in Melbourne or London. Reliability of service. Vehicles arrive and depart when they say they will.
Integrated ticketing, cheaper fares.
Integrated ticketing. Kiwirail having customer satisfaction built into performance agreement with financial penalties for not making certain levels.
Integrated Traffic Management to support Bus Priority and stop bus bunching.
Introduction of modern hybrid buses with built in Wi-Fi to replace the trolley and diesel buses.
Integrating a walking/cycling system with the existing public transport system.
Interconnections between train lines and between the different modes of transport.
I'd also like there to be more provision for taking your bikes on trains.
intergrated services faster trains.
Intergrated ticketing and reliable services to where I'm wanting to go.
intergrated transport plan, light rail, sustainable transport,
It is a long held desire of mine to see a tram or light rail system from Wellington Airport to Wellington Station, with Wellington being a car-free zone unless travellers are willing to pay for the privilege of traveling into the CBD and through the CBD. This would mean less congestion within the CBD, therefore a safer environment for all but especially for people with disabilities and also this would mean a chance for us to clean up our atmosphere of dangerous fumes with adversely affect the environment and us.
It needs to be cheaper, and the services need to be more frequent and run to schedule - too often buses come too early before their scheduled time or run quite late.
Johnsonville line connect to the Waikanae line.
Karo Drive/Willis Street/Featherstone Street replaced by a light rail service. (Well, I can dream, right?)
Light rail sharing the normal rail lines to increase the ease of getting between Hutt and CBD.
Keep it electric, link railway to airport via hospital.
CBD - hospital route particularly vital, and late night too for all us shift workers.
Keeping costs down.
Reliability of services.
Later buses from CBD to Aro Valley, currently last bus is 6:10pm (and has been unchanged since 1980) and there are now a lot more people busing from/to the Aro Valley with higher density housing
Less bus services in the central area, perhaps an orbital route that connects to the suburban services.
Less buses in the CBD. Would like to see something less invasive like tram / monorail through the center city with bus depots at either end of the CBD feeding to satellite suburbs.
Less buses running through the Golden mile, and better integration (ie: integrated fares, tickets and services, where you could transfer easily to make connections to places other than the CBD.
less buses using the same road but frequent buses on more direct routes
Less buses thru the middle of town-commuter service with 2stops only from Courtenay Place to Railway Station directly down the Quay.
Trams were great so something similar thru CBD without the rails.
Less buses, perhaps electric trams
Less cars and public transport that meets everyone's needs
Less cars in the CBD because more people are using public transport
Efficient/reliable public transport
Less cars in the CBD. Sheltered walks and waiting areas for all public transport stops.
Less cars more public transport

Being able to put my Bicycle on bus & train
less cars on the road, more public systems and bikes
Less cars so there is more room and deicated space for public transport, walkers and cyclists. Use the money from bldg more motorways/flyovers to improve public access/transport. If the population is contiuning to grow (as it is predicted) - then we must improve mass transit - not cars. The infrstructure cannot keep growing to accomodate cars - there is no room to cont. extending - how many more lanes/roads/tunnels/flyovers wid Wgtn need to 'speed' up traffic movement and save an extra 30 secs-2mins on a trip???
Less cars within inner city more room for public transport eg buses
No delays on trains and consistent reliable train services
Less conflict with General Traffic ie buses only allowed on the golden mile, and remove other traffic to other roads - there is spare capacity on other roads which get nowhere near as congested as the likes of Fanshaw St, Customs St or Great North Road in Auckland. In addition, improve traffic light phasing to give more time to through buses through intersections - make it easier for buses to get through and harder for cars (we are trying to entice people onto public transport after all).
less congestion (e.g. removal of cars from Golden Mile route)
Less crowding
better vehicles
Less crowding on the Paraparaumu train line in Peak commuter times - 5pm
A bus service between Karori and Khandallah
Less crowding. Less disruption due to mechanical faults, weather etc, more frequency, more comfort in general
Less diesel buses - more trolley buses -
Less fare & faster services
Less fumes. Dependable services.
Less noisy smelly diesel buses, more electric.
Less other traffic on the roads
Less parking buildings and higher fuel prices would make the largest difference. Other than that, I think it is largely people's perception that needs to change! I don't think trips within the CBD are strictly a problem because it is mostly within waking distance, the question is people coming from the suburbs, in which case I guess frequency reliability, and speed are all issues (no surprises there). It would be good to have some leadership on this too - we should be seeing all our councillors and MPs on public transport or bikes.
Less private car use in CBD
Park and ride services
Less processions of empty buses during non-peak time through the Golden Mile. Single method of payment for all services i.e Snapper for trains and buses regardless of company, route etc.
Less public traffic on the main routes.
Park and Rides being negligible choice for urban journeys (e.g. Kaiwharawhara and Basin Reserve parking)
Less reliance on cars.
More space given to bus transport.
less reliance on petrol/roads.
safer and more attractive commuting by cycling/walking/running options (trees, grass, safe from road). pushing of safe routes, improve markings of good safe routes. Less reliance on 6 lanes of cars and more options for others.
less sharing of roads, different routes for public transport,
good pricing systems for families using the buses
Less traffic and public transport in the the actual CBD with a loop system accessing it from transport hubs like the one at the railway station.
Lets get the things noted above done first. With Auckland poaching all Wellington's labour force, there won't be any ratepayers to pay for anything and we will be subsidising Auckland at our expense.
Lets traffic in the CBD and smaller buses more frequently
Light or underground rail in city suburbs.
More electric buses as opposed to petrol.
Light rail - intergrated with other transport modes and cycle paths throuhgout central city and along arterial routes to suburbs.
light rail ,and or more affordable busses.
Light rail Airport --> Courtney --> Railway station
Light rail all the way from the railway station to the airport.
Light rail along main corridors, more affordability particularly for those on low incomes
Light rail along the major transportation spines. And bus routes connecting at major stops.

Light rail and a car free golden mile
Light rail and bringing the whole system up to standard
Light rail and cheaper fares to encourage use.
Light rail and greater public transport patronage.
Light rail and greater use of electric buses
Better services between suburbs rather than just in out of the CBD.
Light Rail and less emphasis on roading
Light rail and more efficient buses.
Light rail and pedestrian zone in inner city
Light rail and reduced fares.
Light rail at the very least - underground rail at best.
Light rail between the railway station and the airport.
Smaller buses on less populated or more windy roads.
Light rail between Wellington Station and the Airport via the Hospital.
Quicker journeys.
Light rail circuit - more trolley buses, less diesel busses
Light Rail connection from the airport through the city to the railway station
Light rail corridor with priority access. This would make busy routes faster and more comfortable.
CBD to interchange shuttle, to reduce competition for road and stop space between busses and make it easier to locate peak services.
Light rail extending the regional rail service beyond the current Wellington terminus into and through the city. Integrated ticketing across rail / bus throughput regional, e.g. Snapper
light rail extension, discount for university students, no fare rises (this is a huge equity issue. It is not acceptable that the fare from the bottom to the top of Brooklyn hill is 2 fares. I walk instead. It is too expensive)
Light rail from (at least) the railway station all the way to the airport. We desperately need a reliable, frequent and fast public transport option to the airport (and everything on the way there). Buses are effective, but in Wellington's narrow streets and cramp quarters they do not provide a quick-enough service. Eventually light rail up to the Hutt Valley (on existing and new lines) through to the hospital/airport would also be good.
Light rail from airport
Separation of public transport from main pedestrain thoroughfares (tunnels or overhead network?)
light rail from airport, through newtown to the CBD
More buses/trains in the CBD and less cars.
Light rail from Johnsonville to eastern suburbs past indoor stadium
Frequent services at the weekend
Light rail from Johnsonville to Island Bay and from Karori to the airport.
Light Rail from Railway Station to Airport.
Separation of Bus and General Traffic down all arterial routes.
Light rail from Railway Station to at least the Hospital.
Cars banned from CBD to speed public transport service.
Light rail from station to hospital. Lower fares, especially for tertiary students.
Light rail from the Railway Station to the airport via Newtown.
Expansion of trolley bus network: eg. up The Terrace and on to Kelburn (and also to Wilton and Ngaio/Khandallah)
Light Rail from the Station along the waterfront to Courtenay Place.
Trolley buses on the number 11.
Light rail from the train station. Swipe on, swipe off - on all services and providers (bus, train, taxi)
Light rail from train to Courtenay PI (Mt Vic) and ideally through to Newtown
Light rail from Wellington train station, modernise stations

Light rail in place
A completely car free transit corridor for light rail and cyclists/pedestrians through the Golden Mile.
Light rail in the cbd
Light rail in the inner city.
Light rail instead of buses in CBD
Light rail link to/towards airport. Better cycle lanes.
Light rail linking the railway station to the airport.
Light rail loop through the CBD and out to the airport and suburbs
Light rail making for efficient travel from the rail way station to the airport.
An integrated ticketing system.
Light rail needs to be really looked at. All transport issues must have cycling as a priority. e.g. if Adelaide Road, Newtown had a light rail plus car lane, then were do cycles go?
Light rail network.
Transmission gully and the McKays to PekaPeka expressway
light rail on main routes (ie, current busroutes 1 and 3 for a start)
Light Rail or a form of transport not reliant on the roads and traffic on them!Also, less cars in the CBD, allowing walking, cycling and public transport to become the dominant forms of movement. It currently takes way to long to walk on normal journeys (to work, to the supermarket etc) because of the amount of time it takes to cross roads!
Light rail or a similar non-bus system to travel across the city. Frequent and more efficient train services.
Light rail or monorail within the city.
Rail station termination at the airport.
Priority for PT over private vehicles/better management of private vehicles and parking in CBD.
Light rail or similar link from Airport to Inner city.
Reasonably priced fares.
light rail or similar through newtown and integrated ticketing
Light rail or similar through the city from the railway station.
Integrated ticketing i.e. one fare (perhaps by zones) for one journey regardless of use of train, bus, ferry or any combination.
Light rail or trams within the city centre. Upgraded services (modern vehicles used)
light rail point to point,
light rail re-established on all main routes, with buses serving minor routes
Light rail replacing buses between the station and newtown with sheltered bus hubs at appropriate points
Completely integrated ticketing across all modes
Light rail service to the airport that also integrates with the existing rail infrastructure
No cars (except taxi's) in the CBD wider area from parliament to courtenay place
light rail service
cheaper fares
light rail system between the airport and Railway/bus station
Light rail system from railway station through to the airport, more reliable service.
Light rail system, and more bus lanes.
Light rail system, and/or a free hop on hop off monorail like Sydney on a circuit around the cbd, waterfront, Te Papa etc
A reliable fast bus service to the suburbs
Light rail through the center city
An integrated public transport system (buses and trains with same fare system that connect together)
Light rail through to the airport with the possibility of extension to really increase use of PT. More cycling in the city to make our city healthier and more livable.
Light rail to airport. Integration with other modes including improved cycling infrastructure.
Light rail to airport. Pedestrianise more of wellington and allow more buses and light rail into the city.
Shared space and cycle lanes
light rail to Basin Reserve
Light rail to hospital and airport, dedicated public transport lanes that can bypass some of the traffic lights.
Light rail to move people effieicntly as above.
Integrated cashless ticketing on transport vehicles.
Light rail to the airport.

Light rail to the airport.
A free shuttle service around the city centre.
light rail would be awesome! and public transport should be cheaper than private vehicles - at the moment it isn't so people aren't using it as much as they should.
Light rail would be good. More investment. Some of the buses are horrid, smelly things - great clouds of smoke coming out of them.
Light rail
Light rail
Light rail
Better connects from outta suburbs to CBD/other suburbs
Light rail
Better walking and cycling (if this counts)
Light rail
Frequent service
light rail
intergrated transport system that focuses on all users not just private cars, so that it is easy to cycle/walk/bus/train around the CBD and people want to use the PT system rather than using their cars
-light rail
-properly subsidised so that fares are cheaper and drivers paid better so they are of higher quality and not so reckless about driving
Light rail
Restriction of the central city to pedestrian only with a public transport only spine.
Light rail, and cars removed from bus routes.
Light rail, better considered timetables.
Light rail, better frequencies, more modern buses, real time on most stops
Light rail, cheap fares
Light rail, integrated ticketing
Light rail, may small more frequent type of service such as small buses?
Light rail, more bus priority measures.
Light rail, more emission-free vehicles
Light rail, more priority for public transport over private cars.
Light Rail, or more probably a dedicated Modern Tram-Train route from the Train Station to the Airport, via the Hospital. This is urgent to plan right now. New modern stations to go with that above, but extended to serve existing stations in the suburbs of the existing train network such as Hutt, Khandallah, and Porirua. People won't use a system with sub-standard facilities such as they have now.
Light rail, real-time bus timetables that actually work (these new ones are a joke).
Light rail, separate lanes for public transport
Light rail, shifting the focus from roads to public transport.
A public transport network design to work with other modes of getting around (I'm thinking of bikes mainly, but also pushchairs, wheelchairs)
Light rail, tram lines
Light rail.
An integrated, zone based ticketing system, including provision for "short trip" (i.e. less than 30 mins, or within a central zone) tickets at a reduced price.
light rail/tram through the city and onto the airport
Light rail/trams along the spine and better non-rush hour services to more suburbs. It would be great to be able to go to a restaurant for dinner in Miramar from Brooklyn by public transport without too much waiting around.
Light rail/trams from Thorndon <-> Airport
Environmental - biodiesel for diesels (or replace with non-wired electric)
Light rail; more frequent buses at night (ie when going home after going out)
Light rails through the cbd to Newtown if not the airport - so that shuttle buses could run more frequently to neighbourhoods on a hub and spoke system.Accurate real time arrival and departure information.
Light-rail - maybe not the most cost-effective solution but trains are modern, clean and efficient and you feel privileged to be

able to ride on them; public transit can be a joy and a pleasure to use.
Accurate, real-time information that is *easily* available on your mobile.
Light-rail and greater infrastructure for bikes. I don't think buses should be permitted within the CBD; it's so small that people could certainly walk to its borders to catch their ride. This would make the CBD safer and cleaner. Buses rolling through it now are intimidating.
Lightrail and more frequent interconnected busses.
Lightrail service to at least the hospital but preferably the airport.
Pedestrianisation (with Lightrail and/or bus only priority) along major shopping and entertainment districts (which are also the main public transport routes) eg Lambton Quay - Courtenay Place - Kent/Cambridge Tce.
Lightrail/tram and transport should be for all.
Low cost to users and low environmental impact
Low-emission vehicles
Mini buses complementing large bus services. Mini buses could be used in off-peak times.
Lower fares and more reliable. (i.e. actually turns up)
Lower prices.
Reliable service.
Lower pricing, more bus lanes
Make it practical to use (presently it is not) and make it free.
Making it more reliable and cheaper
Mini-buses regularly servicing hard to get to areas 7 days a week.
Return to proper bus shelters as opposed to the perforated steel edifices being erected; they are both windy and noisy!
minimal visibility of the system.
Modern train system.
monorail
alternative roads away from the main roads designated solely for public transport
Monorail (cheaper than underground rail)
Monorail/light rail that has a central city loop to meet up with the current railway station goes to the airport and serves Newtown, Kilbirnie and Karori.
More "bus only" streets in the CBD and central area - move the cars out unless they are service vehicles
More (1) comfort ie, better shelters and (2) convenience ie, frequent, connected services so you don't have to wait in the rain for up to an hour for a bus.
More accurate predictions of the arrival and departure times. Cheaper fares, 2 dollars to go through the city is rather steep and if you have 4 people you may as well take a taxi - which doesn't encourage the use of public transport.
More accurate tometable
More affordable fares for people who use it often, less congestion.
More affordable monthly passes on Snapper - maybe related to sections. So it would be like train passes where if you're only travelling within two zones you'd buy a two zone monthly pass.
Unsure what else.
More and safer cycle lanes! Free public transport.
More bicycle lanes. A CBD that supports pedestrians, walking, cycling over cars.
more bikes available to pick up and drop off and a better system to see how far away the bus is, delays etc.
More Braille signage
More time boxes with bright timetables of the next buses and their routes/arrival times.
More bus lanes
more bus lanes on the roads so there is less hold ups
More bus lanes, more frequent services (Newlands Coach Service in particular)
More bus only lanes and more frequent buses.
more bus only lanes and more promotion of public transport
More bus only lanes/streets and keep non-commercial traffic access to a minimum in the CBD. Look at driverless vehicles that run on a separate light rail system to transport people in, out and around the CBD from key points e.g. Railway Station; self-automated by passengers and paid for by swipe card.
More bus priority lanes. Cheaper fares.
More bus routes converted to trolley systems to cut out the noise and fumes of diesel busses.

The replacement of inner city buses with a light rail system.
More bus timers (to see when the next bus is coming), better shelters
more buses on every route to reduce crowding; reliable night buses so we don't have to risk our personal safety walking home on weeknights and weekends.
More buses on main routes during overcrowded hours, e.g. services to Karori 5-7 pm weekdays; a more reliable real-time service with a smartphone app that reports arrival times (for both Android and Apple phones).
More busses outside of peak/rush hour times. More busses in general to lessen the crush. Light rail connections between central WGTN, Island Bay and the suburbs to the north and east of central WGTN.
more computerised time table not only in the CBD but some bus shelters in the subusrbs.
upgrade all city-bound bus shelters in the suburbs
More consideration for cyclists when planning for public transport. Cycling is cheapest mode of transport. With the way the world's going, it's going to get more and more popular.
Reliance on renewable sources of energy. (No petrol)
More consideration to the pedestrian. Wind tunnels are everywhere in Wellington and in winter this leaves you exposed. Some consideration also to the crowding of services.
More cost effective, I find the use of the train expensive and not very convenient (unless it is to the stadium for an event)
more cycle lanes - lots of visible emphasis on cycles
More dedicated bus lanes
More dedicated cycle lanes
More direc, shorter routes and more comfortable trip.
more direct routes between outer suburbs
More efficient and reliable services and more affordable options.
More electric vehicles. Fewer cars / taxis. Short term rental on electric push bikes, with pedestrian / cycle priority on all routes. No private cars in the CBD.
More environmentally friendly (and quieter) buses, more services that go across the city, rather than just going into and out of the CBD.
More exclusion of cars from CBD so cycling becomes safe within 3km of CBD (currently too dangerous at many intersections)Bus service that consistently delivers passengers in 20 mins from hospital to rail, if necessary around waterfront and more services in the morning between 8.20 and 8.40 that go to the hospital (this is when main train services from Kapiti arrive and often no buses for 15 minutes) - great majority of buses go to Courtenay place or thru bus tunnel
More express buses during peak hour to and from the city suburbs, and more reliable bus services timewise.
More express type buses or suburban hubs - Buses frequently travel shorter and more comprehensive routes within suburbs, then either go directly to town or a suburban hub where passangers can easily connect to a bus directly to town, another hub or suburban route.
A network of priority lanes for buses throughout the city so buses are not caught in private vehicle traffic.
More frequent bus services especially outside the 8-6 time period week days and at weekends
Lower cost service
More frequency and reliability to the services.
More frequent and later-running services to Wellington suburbs
Greater prioritisation of public transport and pedestrians over private vehicles
More frequent and reduced cost.
More frequent and reliable service
More frequent bus services and easier connections between services.
more frequent reliable services in the suburbs.
Transport electrification - pure electric or hybrid electric buses.
more frequent services for areas futher out from wellington e.g. Seatoun or Strathmore, Eastbourne
More frequent services going into the city, especially on the Mairangi route.
Covered bus shelters along Lambton quay, not open seats in the wind & rain.
More Frequent services
More Express services
more frequent services, integration of bicycles
More frequent services. More services which go from east-west and north-south.
More frequent, and perhaps smaller buses
A public transport city loop, with connections at the railway and Courtenay place for buses and trains for travel to the suburbs
More integrated ticketing, particularly bus-train connections and the ability to get off one service in the city centre and continue

on another in the same direction on the same ticket.
More real time info screens particularly for suburbs.
More integrated with cycling.
More investment in public transport from both local AND central government. It baffles me why central government is so intent on giant motorways and forcing roads through communities when we have the knowledge we do about cars impact on the environment and the growing scarcity of oil. It's not that we don't have enough roads already, it's that we have too many cars on it, and not enough public transport and safe cycling and walking options to encourage people out of their cars.
More live update signs.
More modern facilities (some train stations are woefully unsheltered) and technology (leveraging GPS and smart phones to better deliver delays in services).
More modern vehicles
Better more flexible pricing
More of the electric rail systems! Maybe these would be possible on the transit highways (ie main routes out to the Hutt) as well?
More of the real time tracking signs. Faster journies
More of the real time update boards and an integrated bus/train ticketing system.
more pedestrian areas, more reliable, fairly priced services.
More pedestrian only areas.
More bicycle parking.
Traffic law enforcement for bicyclists- they are terrible to pedestrians here.
BEING able to park cars for more than two hours so I can see a damn movie!
More people in wheel chairs using the bus with confidence.
Cheaper fares
More people using it instead of taking a car to town and having to deal with carparks and carparking buildings.
Minimal effect on the environment.
more people using it, and more like germany
More priority (including funding) given to public transport and its development; incentives to get more people to use public transport and reduce car use; safe integration of public transport routes and cycleways
More priority for buses through the CBD, which would make it easier for drivers to keep to the timetable.
A system in which it is easier to get from a suburb to another, by making changing from 1 line to another easier (integrated fares, easy to use interchanges).
More public transport with a focus on developing Wellingtons public transport network, better links between the city and the airport / hospital - some kind of light train that goes from city (station) to hosp to airport
More public transports inviting people to leave their cars at home, both for going to work and other needs (recreation, shopping etc) by providing more reliable, faster and cheaper transports.Improvement of the cycling scheme (more lanes, safer lanes, more parkings, maybe the payable scheme set in place in Paris ("velib"), education of car/taxi/bus/truck drivers)
More rapid services: e.g. faster than the slow crawl with busses at the moment. Dedicated busways or railways with > 400m stop spacing that could run at over 50km/h would greatly speed travel.
To get you started, you could make bus lanes on the outside lanes on Taranaki Street from Manners Street to Webb Street. This would speed the busses up a bit, and without getting in the way of your precious cars, since the road narrows to two lanes just after Webb Street anyway. (This shouldn't take 10 years).
More reliability, more frequency, free CBD interconnections. No need for light rail really. Just improve the trolley bus service. Don't waste our money. Sorry that was three.
More reliable and affordable.
I have to stand daily until at least Upper Hutt as hutt people use the wairarapa train. This can mean that wairarapa people cannot get a seat.
I also dont like having to pay a fortune to stand or sit on a dirty floor.
If the overcrowding issues and affordability issues were solved the service would be bearable.
more reliable buses (i.e. cable-buses)

More reliable services. Better communication about the services when they break down. A better contingency plan for the break downs.
More reliable trains More trains
More routes open on Sat/Sun to Aro St, Karori etc.
More routes through the CBD, at the moment the main congestion seems to be the buses themselves. They travel at the speed of the slowest carriage with no room for overtaking. Some express routes may help or perhaps not every bus needs to stop at every stop (the stops could be spread out more and serve different destinations, a bit like the northern end of Lambton Quay for current north bound routes).
Modern trams, or light rail, would be the best option for the much traveled routes, this would then allow some of the more "shopping" routes (i.e. 29) to be extended to reach more people (much like in the Hutt Valley now where the smaller capacity routes are much better served than in Wellington - they at least run on the weekends).
more routes to areas without many buses traveling through them, express buses on common routes- for example, routes such as 3 are frequently traveled, many people getting on and off- buses only stopping at "major" stops could take some pressure off the system.
More routes using trolley buses and more diverse routes.
More services and less cars within the city
more services, especially in suburban areas, a bus that just loops around the city
More shelter for bus stops to protect against weather.
Announcements on the bus throughout the bus route for blind passengers.
More support for pedestrians - covered walkways, zebra crossings, wide footpaths and car slow zones in the city Incentives for public transport - more bus lanes, cheap/subsidised prices, cycle lanes and racks.
More sustainable and people friendly transport options.
More train (or underground) coverage of the city itself - I would love to be able to catch the train from Johnsonville to the airport for instance.
Better information systems - I should be able to see real time arrival/departure and location information for all of the trains on the network.
More train lines, especially a line to the airport and an introduction of trams to the city.
More train services to link the Wairapara. More frequent journeys throughout the day. Get vehicles off the road but make it affordable for people to use
More Trolley Bus Routes.
24hr Bus operation to Island Bay, Johnsonville, Karori Park, & Kilbirnie/Airport.
Wellington Airports' runway to be extended and to become a 24hr Airport.
Karori Depot to be utilised 24hrs.
More variety in routes. Currently all buses go the same route between the station and Courtenay which creates a lot of bus only congestion.
Cheaper group travel to encourage more families to use public transport.
More vehicles. No overcrowding on any public transport. 100% reliability of the service you provide.
more ways for people to walk to work and to the city without having to cross roads. Such as a large area like Frank Kitts Park but from the Carillon or Basin Reserve through to Courtney Place. Wellington has some fantastic walking areas which in turn show up the awful ones. I lived in Newtown for 10 years and hated walking to the city as the town planning privileged the driver not all users of the area
much more of it and less reliance on cars
better public transport to the airport and eastern suburbs so that roading extension through Mt Vic to airport does NOT occur
My answers in question 8 - but mainly cheap and reliable
N?A
NA sorry not sure
Nice designs painted on buses
Nil
No answer
No car access through Golden Mile
Hop on off system through Golden Mile which links to services taking you to final destination
No cars in the CBD; modern smaller buses doing lots of trips around the CBD not just the main routes of Lambton Quay, Willis St ETC
No cars in the central city.

More bike friendly.
no idea.
No more bus jams on Lambton Quay / Willis Street
Bus service as an alternative to train service to serve Crofton Downs
No more cars in CBD and light rail to airport from Hutt. No parking option at airport would help that.
More park and ride options on city fringes. There are so many open spaces for this.
No private vehicles in the central area, with lots of free/cheap parking for private vehicles outside the central area, so walking in the area is a pleasure rather than dangerous, noisy and constricted. A free/cheap, hop on-hop off service that takes you beyond walking capability to places such as Oriental Bay, Mt Victoria lookout, Thorndon shops and back again.
Not getting stuck in a big long bus jam every time you need to go through the CBD
Being able to use the same ticket for your whole journey even if you change services and/or modes
Not quite sure if this answers your question but i would like to see more linkages between the Wgtn CBD and other cities (Wairarapa, PN, Kapiti etc.)
Not relevant to my issues - think any solution that is only looking at the city is missing the point as to why people prefer to travel by car. I live in Johnsonville and work at the hospital as do numerous other people, I work shift work so public transport isn't geared to meet my needs even in a perfect situation.
Not sure as don't really use the system - could you look at Melbourne and see where you can make it more like that ??
Nothing I can think of right now.
NZ is a horrible place, where drivers don't respect pedestrians.
All American tourists are shocked when see how easy drivers pretend that they don't see pedestrians even on pedestrians crossing.
On demand Personal Rapid Transit - combines benefits of taxi and separation from traffic with much reduced environmental impact/energy consumption, safety, speed and much lower operating costs. The big drama planners have to deal with is how to provide a capacity that is (environmentally and resource friendly, affordable, flexible, comfortable, rapid and convenient) suitable both for peak periods (a couple of hours at each end of the day mon-fri) and still providing an affordable frequent service outside those hours and maximising use of assets (or put another way - limiting investment in assets that are only used 10% of the time). "On demand" rather than "Timetable" is one way ahead. Adopt Bob Jones' idea - all traffic out of Lambton Quay and perhaps lower Willis st - re-routed on parallel routes (or PRT above or in covered trench down the middle (also connecting the waterfront to the city) - opens up cbd for people - safer, friendlier, more scope for activities, encourages more into town, dramatic improvement to ambience, minimal disruption
ONE card (ticket) for all services option.
Less buses, but more regular within CBD (one bus every 10 minutes or so between Station and Courtney Place)
ONE company, thus one payment system; less expensive to encourage more use and ensure than car use was not less expensive than public transportation.
One ticket allowing you to get on and off buses etc.
A rapid rail system to access airport and get around the city
One ticket like snapper on all public transport.
More frequent and easy to use.
on-off service; easy to work out fares
Peak hour service latency through the "spine" of the CBD is too long, and I'd like to see that addressed somehow; I'd also like to see diversity of services bypassing the spine.
Pedestrian access to public transport hubs improved. I like how Cuba mall takes you to the hub on Manners. Areas around other HUBs (Courtney, Lambton) could be more pedestrian friendly - they are busy roads.
People talk about light rail or trams, these are good and of course Wellington used to have trams. Trams from the railway/bus station to Miramar, via the airport would be great, but a huge cost. Make what we have work better. Rather than trams, perhaps bus ways. These have been used in other countries. Wellington needs something to make the public transport flow better so it can run on time.
Perhaps a another train station further into town/along water front. It's a long way for some people to walk/bus if they train into Wellington Station then work in Cuba Street for example.
Personal mini-transports... similar to those seen in the Minority Report. Also bikes for hire if theft wasn't an issue.
Planning controls on sprawl. A public transport system can only be so efficient and economic within certain distances. Beyond them, the public and politicians both end up complaining with the effect of less patronage (despite the increased population catchment and because of less frequency), and the same funding level (or an increased one that ratepayers won't revolt over) over more distance.
Possibility of light rail
Pre-paid passes useable on all buses and trains. Cars banned from more central city streets.
Prioritising public transport above car use - if public transport was easier than care use (which it's not yet) far more people would use it. Convenience - stops are close, services are frequent and you can go anywhere you want to quickly and easily. Light rail would contribute to this!
Priority for public transport, i.e keep cars out of the CBD

Light rail from Johnsonvillw to the eastern suburbs / airport
Private vehicle restrictions and less parking to enhance viability of PT.
Proper bus ways in the middle of the road so that cars do not get in the way of public transport. Bus lanes on the side of the road are useless. Cars always block them, or they are just too narrow to be useful.
Public transport from the Hutt that goes further than the railway station. Airport Flyer bit expensive.
public transport good enough that we can sell the car: good connections to/through all suburbs, shopper-friendly off-peak services.
And room for bicycles beside and on public transport.
Public transport not in congested traffic lanes, in its own space on the road (preferably light rail) going all the way to the hospital.
Better integration with cycling - proper cycle facilities at stations, bikes welcomed on trains and buses, (but not integrated in bus lanes!!!)
Public transport to be the main alternative for the citizens - less traffic.
Public transport covering connections between all the suburbs.
Public vehicles ferrying public to car parking areas where they could pick up their cars to drive homes - similar to the current park and ride trains system out in the suburbs. This would allow the transport system to move faster and keep cars out of the CBD.
Quick from suburbs. World class system.
quick, reliable services and green technologies.
Quicker journeys. better integration between rail and bus fares
quicker trips through the centre city, not too much change in prices - Public transport should still be cheaper than taking my own car. (currently its almost cheaper for me and my partner to drive than both bus at \$7+ each a day)
Rail (or other fast, reliable, not-ludicrously-overpriced public transport) to the airport.
Rail connection through to airport.
Use of trolley buses/electric buses
rail extended to the airport
Rail improvement and extension
Rail link to CBD, hospital and airport
Rail link to the airport. Harder now that the council sold off the reserved corridor in 1975, but it would be great. Would also serve to expand the rail service to more than the northern end of the CBD.
Second vote for above!
rail to airport and into city
trams to the beaches
Railway extended underground as far as Stewart Dawsons corner, or a loop as far as that. The road from the Basin Reserve to the motorway trenched, which would reduce delays to southern suburbs citybound traffic which is presently delayed by tailbacks along Karo Drive.
rapid tram
real time displays through the central city. It is very annoying not knowing if you have missed the bus or if it just hasn't turned up. Reliability is another thing, some times the buses just don't turn up and that leads to over crowding of the next bus which comes along and very often the bus is full and the driver can't pick up anymore passengers.
Real Time info everywhere, aside from the obvious benefits, I wonder if it would lessen the chances of buses going AWOL.
Realiability and more services to the Wairarapa
Really cheap fares, boards at every stop that tell you how long till the next bus.
reasonable fares and frequency
Recognition that the transport needs are important beyond the 'spine' - esp Karori, with it's large population and restricted transport networks.
Reduced congestion down spine. Greater frequency i.e on weekends and after 6:40pm.
refer answer to 9a - ONLY small frequent golden mile buses travelling between the Railway Stataion terminal and a new Embassy/ chaffers terminal
Regular and quick light rail between J'ville and the airport.
An increase in capacity of the Golden Mile bus route - it gets too choked now and I think cars should come out of there completely.
Regular efficient system
Regular frequent services along Golden Mile throughout the day and evening so I don't have to wait more than five minutes. Trips through the Golden Mile that are not held up by traffic lights are that are quicker than walking and car journeys.
Regular Shuttle service from Cruise ship wharf when ships in port.Free "shoppers bus" doing circuit -Railway Station, up Featherston St, Willis St, Manners St, Courtenay Place and back down past Te Papa. Both services could have recorded commentaries about shops, Cuba St etc. CBD Retailers could contribute to cost as it would bring more shoppers.

Regular transit options every few minutes on key routes (round town, or hospital / airport)
Renewable energy powering the fleet, whatever it may be.
Regular and frequent bus service
Reliability and frequency
Reliability of services, and modern vehicles. Like its cool you guys got new flash trains, but why are they not being used? If it is what the public want, give it to them. I worked at the stadium for the Rugby World Cup and was dissappointed to not see any new trains being used.
reliabilty and reliabilty
Reliable and efficient services
Reliable services that are not continually breaking down - particularly the train
Rewards for those who use and support public transport. e.g. discounts for those with monthly train tickets
Reliable services to all areas.
Reliable services.
More information.
Reliable train service x2
Reliable trains, Snapper on trains.
Reliable, inexpensive - encourage people to use the service.
Reliable, widely accessible service at a sensible frequency, and functional integrated ticketing that is affordable.
Removal of central government's farebox recovery system; Better design for safety of cyclists along routes also used by public transport.
remove buses from the CBD
remove the overhead wires and use electric buses on all routes (requires new technology improvements)
Replace/ upgrade snapper with a better solution (see other answers).
Spider networks offering much better in transfers between suburbs (to also integrate train and ferry options into one transport system).
Encourage people to use public transport by making is cost effective, reliable/ convenient and enjoyable!!
Retention of existing levels of public transport service.
Return to dollar fares for CBD buses.
Better service - i.e Drivers who are more considerate of their passengers.
Right now I can't think that far ahead but in general I consider we need grade-separation at the Basin Reserve to facilitate public transport between the city and the hospital and the increased movement of frieght to and from the airport.
I prefer to avoid the need to change modes of transport ie train to bus.
Room for cyclists! If we make the room for safe cycling, our city will be perfect.
ropeway/ monorails/ underground matros
Safe bus drivers, more frequent buses
Safe night services to more destinations
Safer cycle lanes throughout CBD and surrounding suburbs. Driver awareness education for cyclists.
Safer ride through the tunnels. An earth quake and derailing within the tunnel would be a disaster.
Equipment for carrying bikes.
Seamless transition from trains to bus, and making people aware that they are responsible for their own actions - don't blame the buses if they cross the road and get knocked over because they(people) haven't looked before stepping out.Also perhaps smaller buses for inner city routes, not the great big buses which get clogged up at intersections (Willis/Cuba/Victoria Sts being an example) ; or even overhead/light rail - but that would be far too expensive in this economic climate.
Seats designed to actually be able to fit 2 adults comfortably rather than 2 11 year olds with short legs
Securing of key corridors for in the first instance rapid bus lanes, and perhaps later for trams / light rail. I think getting the key routes (eg airport, hospital, large education institutions) identified and corridors secured is the most critical step.
See 9 above. An idea that was floated a few years ago of small cabins running on an elevated rail would suit Wellington very well. The small cabins go straight to the destination requested by the occupants, without stopping en-route. The rail could be built above existing roads and stations established inside existing buildings.
See Q.11.
seems to me the challenges with bus operations arise at the bus stops. there are too many buses arriving at the same bus stops. the buses get in the way of each other. I'd also like to see cashless buses like in London in the CBD (but why wait 10 years?)

Segregated busways that allow public transport to run more freely with a more efficient/faster service.
separate pedestrian and transport corridors
light rail or subway
Separated bus and cycle lanes (these two things don't mix, yet for some reason are thrown together. This is not a solution to either safe cycling or efficient bus travel). Buses given priority over cars always (ie: bus-only lanes through the main arterial routes; this includes no parking in bus lanes, even in off-peak hours).
Separated service - i.e., not mixing with vehicle traffic
Being able to accurately predict when it will arrive (reliability)
Servicing areas steep areas / large hills that would otherwise require taxi or steep distances.
shelter
Smaller vehicles
Snapper becoming more like Oyster in the UK. Flat fee fares for buses, daily amount caps, not having to swipe off
Snapper cards on all Wellington buses.
Buses that cover a more extensive suburban area
Snapper Cards on the trains, cable car etc.
Snapper on all services.
Get cars out of the central city, and make it public transport and pedestrian friendly.
snapper system across all modes of transport, more bus lanes
Some form of light rail, preferable tram-train which would incorporate the present suburban system into one continuous system through the CBD to the airport.
Some form of rail transport linking the train station to the CBD and the airport.
Some kind of fast reliable light rail - that is maintained and kept clean.
Some kind of tram / light rail system through the CBD, which would have priority at traffic lights and offer express services between main stops.
Integrated ticketing system to cover all modes of transport.
Some other form of transport (light rail or trams) take over from all the buses. The buses are expensive, noisy, dangerous and smelly.
Some sort of light rail system linking the wellington station to the hospital and the airport.
Some sort of rail/light rail beyond the current wellington station, maybe as far as the airport (we can dream!). A more robust electric bus network, e.g. better stronger overhead wires and more reliable poles on the bus that could come off less often.
something similar to the pert CATT system
Splitting of the route through town ..all buses follow the same path , what if you wish to go to another part of town . It is not easy for every one to walk .
Light Rail thru main "golden Mile"
Streamline bus services - more bus lanes and newer fleet with more direct routes.
Improve suburban train services to link into CBD and connect with bus services- frequency and reliability, efficient and clean; reasonably priced.
Student discounts and more reliable services
Student discounts, this is pretty much my only complaint.
Student fares for university students. More reliable services to the uni campus's.
Subway train or on-demand pod system for more arterial routes (connecting Karori, CBD, Newtown, Island Bay, Miramar, Kilbirnie/Lyall Bay & Airport
Subway.
Super fast trains
Support for electricity as the power source, more services for more people
Supporting our engineering workshops when buying new rolling stock so that a vote for public transport is also a vote for local employment. A rail link to our airport. Absolutely scandalous that our capital city (Auckland is the same) is so poorly serviced by public transport. Embarrassing when foreign visitors arrive and cannot connect easily between airport and ferry for example.
Sustainability - less reliance on oil, because it's just going to get more expensive.
Priority given to public transport over private, so that it can travel quickly and to timetable. Better enforcement on cars that get in the way.
That services are efficient and ecologically friendly.
The CBD cleared of general traffic and on street parking in a sensible pro walking cycling and PT urban form.
Multi modal ticketing
The continuation of gold passes. A concession price for beneficiaries.

the continued use of trolley buses and more artwork at the bus stops (this is very kiwi and looks great)
The crush of large diesel buses that go through the CBD is really unpleasant. Could there be a system of clean quiet vehicles, eg trams, that travel a circular route through the cbd and connect to suburban services at strategic points.
The introduction of light rail, with running through the CBD. This would be beneficial on routes such as between the CBD and Johnsonville, the Airport. The construction/extension of a rail link to Lower Hutt CBD. This should simply be a case of extending the existing Melling Branch across the Hutt River. Lower Hutt is currently the only major CBD that is not served by a rail link. It would also provide an interconnect point between the buses and rail in Lower Hutt.
The most important things to me are reliability and space. For example, the new trains are crap when it comes to comfort - there isn't any! Fat people spill over into other seats so no-one can sit next to a fat person or if you're already sitting down and a fat person sits next to you, they are sitting on you! Personal space is obviously not something that was taken into consideration. Standing is dangerous as there isn't anything much to hold onto to. And the main thing is - the trains are just unreliable! The only thing reliable about the trains is their unreliability!
the proposed light rail system would make a huge difference.
one ticket allowing use of all services at one price.
The scrapping of the zone system, As discussed previously this is unfair and expensive when travelling to the hospital from the city.
the system I suggested in question 8 above.
cheap accessible parking with frequent rapid system through the city
The thing I would most like to see would be a "Personal Rapid Transit" system, like the Ultra system currently operating at Heathrow airport. Cheap to build. Cheap to operate. Could use the existing Pirie St bus tunnel for the spine. Provides passengers with non-stop journeys to their destinations. Vehicles wait at stations for passengers. Service levels actually get better at off-peak times. Although the Ultra system is only licensed for low-capacity operations at the moment, it has the potential to provide the capacity of a three-lane highway, just by shortening the spacing between vehicles. My biggest disappointment would be if an expensive light rail system is chosen for the spine without even considering the merits of PRT.
The train go all the way around the water front to oriental bay or at least further into the city.
Public Bike stations like London.
Buses running later and to more areas of the city.
There appears to be lots of busses on the road would it not be better to limit the amount in the CBD so that they did not get in each others way.
There needs to be more of an incentive for people to use public transport rather than cars. This means more frequent buses and trains, more reliable and informative services, and cheaper fares
There should be a regular low cost tram service through the CVD (railway station to Courtenay Place - Hospital(?)) with buses connecting at either end to outer destinations. Walls of buses in the CBD and noise/pollution from deisel detracts enormously from quality of city experience.
This is probably not really in the spirit of the question, but I want to see PT funded the way roading is funded now, and vis versa.
Timely services & less not in service buses driving past during winter at 7am!
Timetables that reflect 'actual' travel times, rather than best scenario. More express services.
timetables you can rely on
less chaos at CBD bus stops - either by having different stops for different services, or by having light rail that everyone gets on in the CBD and then transferring to buses at the points where the different bus routes diverge.
totally connected i.e. get on in paraparaumu or upper hutt and with minimal changes(only one preferably) and minimal waiting get to airport or hospital.
Train (lite rail) to airport from the city.
Train service between main station and Airport/Miramar
Reliable fast services between Kapiti Coast/Wairarapa and Wellington running more than twice a day.
Train service not stopping, rather ridiculously, right at the edge of the city. It should go through all the way to the airport!
Trains all the way to the airport via the hospital
Trains travelling faster than cars at off-peak times where the track is beside a motorway.
Trains and buses which run on time. That is the most important part of the reliable public transport service. They do not run on time at the moment despite the percentage of 'on-time' services Tranz Metro reports.
trains from the station through to the central CBD
reliable bus services
Trains going all the way to the airport or throughout/under the city.
trains that are reliabelaffordable buses

Trains that don't break down, aren't crowded and *didn't* come into service in the 1950's!
I am embarrassed to catch trains with friends from overseas - they think it's a farce, and I unfortunately have to agree with them.
Trains that run on time
Trains through the CBD
Free for residents and possibly all
Trains to airport
Tram system, city link bus service
Tram trains going through the central station through the CBD to the airport.
Dealing with bus congestion in the CBD by using higher capacity trams.
tram, no diesel busses in city
Tram/light rail on Jervois quay (which should not be the motorway it currently is) that would service the whole of the CBD and link to suburbs and airport, and linked to the existing rail system to Hutt Valley.
A cycle rental scheme (e.g. like in Paris) with stations dotted around Wellington.
Trams - look at how they have improved the UK city of Manchester.
trams and an underground system (fault line permitting)
Trams from railway station front along golden mile to airport, no other traffic along Lambton Quay than the trams and bicycles.
Trams going thru the CBD again
trams
bike lanes and lots of people biking
trams, proper trams on rails. a system that's static and works in the CBD
trams. cycle lanes.
Tram-train
Transport that looks into the future i.e. environmentally friendly services, that run on renewable energy and, more people using public transport as it reduces cars on the road.
Transport that will work in the rain.
Sheltered bus stops.
Tranzmetro training enough drivers so they don't have to cancel peak hour services every evening
Tranzmetro taking the plastic wrapping off the matangi trains so that we can travel in those rather than the 1950s hand me downs from the UK
trolley buses (with upgraded motors and power sources so they actually work) or other electric (non-diesel) vehicles, and less buses lined up behind each other
underground rail system
Underground trains to airport
An underground railway from Wellington Railway Station to the Airport (or Miramar) with stops at/near Civic Square, Courtney Place, Basin Reserve, Hospital and Kilbirnie/Rongotai would greatly improve access and speed to the airport, avoiding traffic and narrow streets.
4 trains per hour (or more) to Johnsonville
It would be nice not to have to wait 30 minutes for a train at peak periods on the Johnsonville line. I know that it is possible to run 4 trains an hour (and I believe it is planned to happen sometime). Perhaps even greater capacity could be had in future.
unified bus card between services, cheaper/efficient fares
Unified payment system between all operators of public transport. Region wide zones (to eliminate transfer cost between zones).
Use one card for both GoWellington and Newland bus. More affordable bus fare
value for money - the cost for the current service is too high e.g. crowded buses, unclean buses, buses not turning up on time and not regular enough in peak time.
Very happy with what we have.
Very high frequency main transport corridor thru the central city, probably railway station to airport. linked with small, diverse minibus type system to serve multitude of smaller destinations up the hills. Ideally a tram/light rail system linking to economically run small buses, possibly privately run.

Well trained drivers (not 'jerky' journeys).
More even frequency through the city and fringe suburbs - less bunching of services. wider Manners St - it's a choker
brain transplants for some pedestrians
Wifi. Hoverbusses.
with budget a light rail over SH1 from airport to cbd will be nice, otherwise reduce the number of give way junctions from airport to CBD. Tunnel link from karori to newtown.
World-class provision for bikes on buses and trains. Great bike parking at services/stops so that routes are easier to access.
Would light rail offer the Metro type advantages ?
would like to see CBD used exclusively by pedestrians, public transport and service vehicles - maybe exemption for disability vehicles if people can't use public transport. it's small enough to do it. free helicopter transfer between buildings would be quite good too, thanks (as long as my rates don't go up)

Q17 Any other feedback

- Provide cheaper fares will allow more ppl to use the public transport, if it's too expensive or impractical, ppl will not use it. More ppl use public transport results more investment in public transport, which makes it better, and cheaper, then more ppl will use it. Make it cheaper !
The fare zones - Karori is overpriced for the distance should be section 2
*Such a high percentage of our rates goes towards transport yet it's difficult to see tangible results reflecting this.
*It was disheartening when fares went up again.
*I rely on public transport in my every day life - an unreliable can ruin appointments or even throw my whole day off and this is really stressful.
7 days/ week public transport is important. Enables us to live without cars; liberates children and youth to travel around the city.
A comfortable ride and pleasant, respectful bus drivers (which sadly they aren't always). Sometimes it seems they're more concerned with catching the next green light than passenger safety/comfort.
A feeling of safety and cleanliness is important
A greater responsibility from the Regional Council for transport issues. The other day I overheard a driver who was struggling to keep up to his timetable radio that whoever wrote the timetables "was mad". The overall system here is just not integrated & that can be seen with different pricing systems & a lack of cohesion with all-day tickets/ longer term concession passes for groups or individuals travelling. Who is the real boss? If it's the Regional Council they should "lay the law out" & let the transport companies that they must abide by some guidelines in order to run a unified system.
A high-quality public transport system will not happen, as long as we continue to have a "Roads of National Significance"- mentality. It is clear that there is no stomach for seriously improving public transport and both national and local transport-strategy remains heavily skewed towards massive road-funding. Continuing like this will ensure public transport remains only second-rate.
A late night service would be nice at the weekend please!!!!
A light rail route out to the airport would be really great!
A loop tramway through the City.
A network with a recognised value to the economy and a reputation for reliability.
A number of the questions appear to relate to the CBD. I am more interested in a service to the CBD. At present I will use at peak hours and during the day but not in the evenings after 7.00pm due to what I regard as a poor service. On a number of occasions I have waited up to 30 minutes for a bus to Karori.
A public transport system needs to be a replacement for needing a car, rather than something only useful for 9-5 commuters in the CBD like Wellington's currently is. Offpeak and weekend services especially need to be increased.
A rail system right through New Zealand please
A safe cycleway from Ngauranga to Petone. Using SH2 is a death trap for northbound cyclists. And the cycleway needs to be kept in a useable condition, regular maintenance.
In the interim a lower speed limit for highway traffic.
A single transport pass for Kapiti bus/train and Wellington bus - at present I have to deal with Mana Card, Train ticket and Snapper or cash. Frustrating that I can't top-up Snapper on the bus like you can with Mana card
Accessibility is important - a system that can be used by people in wheelchairs or on crutches, those with prams, mentally impaired, the blind or deaf, and of course by "normal" people independently from secondary school age up to the elderly. E.g. wheelchair or pram use is currently difficult on the buses, because you have to get in at the front rather than the back (in German buses, you get in on the back and opposite the door there are no seats so that there is space for wheelchairs, prams etc. - much easier than here).
Accessibility is the key issue, so buses should automatically curtesy and not just on request for those with mobility issues. We are an ageing population and buses need to curtesy, so everyone has easy access to and from them. Bus drivers should make sure passengers are seated or have completely left the bus before taking off. Bus drivers need to look out for pedestrians looking as if they are going to cross the new Manners St section. Overseas visitors are used to oncoming buses coming from

the opposite direction to NZ buses.
Accessibility to the heart of MY city (6th generation Wellingtonian) so that the benefits it has (but is losing) I can use - theatres, shops (more often shop now where parking is free), restaurants, libraries, archives, museums.
Accessibility, reliability for people who need it most. I'm thinking of unwell people who can't afford a car but need to get to hospital/doctors, the elderly, people with disability. Public transport should be designed with these people in mind.
Action. Not just thinking but doing. We think too much in this country and don't follow through enough. It's important to me that whatever strategy is devised for the future high quality transport system that the strategy is implemented. I don't expect that this can be done within one term of the same local government body. I would be good to see some common vision and unity so that consecutive councils can implement parts of the overall strategy/plan.
affordability!
Affordable to all, and particularly to unwaged such as students and the elderly. Getting around is vital to health, well being and study.
All staff involved in transport services should have training and skills in providing good customer service for disabled people, older people, and people travelling with babies and small children.
Allow bikes on buses, i.e., a bike rack that can be added to the front of buses found on all buses in Vancouver (TransLink). This allows more options to getting around without a vehicle. This is particularly important for buses that replace trains. Cycling along SH2 between Wellington and Petone is very dangerous at the times when buses replace trains, as this is often at night.
Almost every bus driver is professional and friendly. Well done
An easy to understand bus system in terms of routes.
Announcement of the bus route number at the stop to inform blind passengers waiting as we may be at the bus stop alone.
This would assist the driver to know when we stand up for the bus arrival knowing it is the correct service to get on the bus.
Any improvements that get people out of cars would be great. Also public transport needs to consider how to manage people who might cycle to a hub and either safely store their bike or take it with them on the PT.
As before, dedicated cycleways on main roads, please! So many people would bike if they weren't putting their lives on the line, freeing up roads for cars and buses (which there would be less of, because people would be biking). Bus lanes are great as well.
At peak hours in the morning, people need to get to work on time (8am, 8:30am, 9am) so frequent vehicles, fast travel and comfort are likely to be the priorities. For the evening services should be consistent through the evening as people don't always go straight home from work; however they do need to know there will be a bus along very shortly.
Availability is key... I may not use public transport all the time, but knowing that it will be available when I do need it provides me and my community with economic, environmental, social and cultural benefits.
Be great to use Snapper card for all forms of public transport (like Oyster in London).
Also to have the snapper go to a maximum daily charge (i.e. equivalent of a travel card).
Behaviour of bus drivers is improving but very slowly!
Being able to get to my destination with out having to change and wait for services too often
Being able to rely on the service actually happening within +/- 5min of schedule; and connecting services actually being able to connect with.
Better bus shelters in the suburbs, ones that actually shelter passengers from the rain, which often 'falls sideways' - if you have lived in Wellington you know how that is...) Perhaps if the shelters had wider roofs. The glass walled shelters are a great attractions to vandals - so the 'city council chosen' option is to provide shelters with metal walls which have holes in them - wow! so getting back to rain which 'falls sideways' in the wind in winter - this not a great solution really for a shivering wet windblown bus passenger waiting for a delayed bus. Perhaps the person who designed or chose the 'holey' walls should try it out for themselves for an entire winter, then a better solution may be found. These bus shelters are no better than standing inside a bird cage.
Better connections to the waterfront area, particularly at the oriental bay end, would be great.
Better connections with Wairarapa
Better customer service is needed- I've seen bus drivers drive straight past people waiting at stops (they should stop and tell them they're full at least!), take corners too sharply and send people flying, get grouchy- its a really bad look for visitors to the city
Better integration between train station and CBD - free onward 1 section ticket with train ticket/pass? Station isn't in the centre of town any more so most people need to take an onward bus.
Better linkage between Courtenay Place and the Train Station. At present you can walk between the two destinations in a similar amount of time to what it takes to detour to the bus stop, wait a few min, dawdle along in a procession of buses as far as courtenay place. Even a light rail service from the station to the Micheal Fowler Centre would help as a fast frequent service to there would put Courtenay Place and Cuba Mall within easy walking distance of an excellent link to the Station.
Better links with cycle ways and public transport.
Better public transport could be partly funded by increasing charges levied on private cars, eg parking fees, regional fuel tax, road tolls.
Also cars could be restricted from inner city roads.
Better road crossings at lights and at all street corners in Wellington Region if not the whole country.
better seating on buses. some of the new buses have less seating and inadequate support for holding on to in a crowded bus.
Better ensuring of bus etiquette - students (or anyone) giving seats to elderly, moving down the bus etc
Bikes on buses. Can we at least have a well executed and properly consulted trial?
Bring it on!
Bus driver education, I OFTEN ride on the footpath to avoid being run over by a bus (again!)

Cycling education, cyclists need to be aware of other road users
Bus drivers need to work on their customer service, some are great, the majority are grumpy and can be rude
Bus priority to ensure reliable services throughout the city. PT fares need to be reduced and kept at an economical level to make it more affordable than car use.
Bus stops in the CBD are already less than 5 mins apart, wld be nice to keep them that way, happy if a few close ones taken out. Wld be nice to have a bit more space and protection around the stops where large numbers of people wait during peak times.
Buses need to be easy to get on and off and should be able to stop close to the foot path.
Buses need to slow down and pay attention to the speed in which they accelerate.
Buses running on time and not missing any scheduled service
Buses that don't overheat when going up hills would be extremely helpful....was on one last week that broke down so had to walk up a fairly large hill to get home, and it happened several times last summer - not good enough.
Buses with more straps for people standing to hold onto.
Remove the poles which make it virtually impossible to sit in some of the seats near the front of the bus
can somebody *PLEASE* put the boot into Tranzmetro - their service is a JOKE!
CBD is small - I am more concerned with the frequency/speed of services between central city and suburbs
CBD not such a big worry as opposed to chaos on trains - sort it out more efficiently! Get rid of incompetent management in Railway
CBD to airport should be a focus with all the changes that are happening in this area.
cheap fare and fast bus.
Cheaper fares are needed. Especially uni student fares.
Clean, green. Safe. Easy. Quick. The only times I have tried to use the trains at the weekend, they are either not running at all or are so delayed there is no point (better info for non regular users would be helpful)
Clean, non-polluting renewable energy source (such as wind generated electricity). The current diesel buses make the CBD unbearable as regards noise and fumes, especially if several are passing by one after the other, as frequently happens.
We deserve to have a public transport system the equal of any in the world. It is not expensive. The money would be available once the government abandoned their plans for RONS.
Cleanliness, regular service and good quality information. The real time bus info is a big step forward though not perfect yet.
Clear consistent signage, information provided at every stop about cost, transfers, etc. The bus system has a very high knowledge threshold for use, and it needs to be made much more accommodating so a person who had no previously knowledge could easily locate a stop, figure out where to go and how to pay, and get their in a reasonable amount of time.
Clear information on the waiting stops is very important. The new electronic information is nice but confusing because only covers Go Wellington and not all lines that go by that stop.
Coherent payment system, either using tickets that work on any system or a payment card that can be used on any system.
Comfortable seating does not necessarily mean new - I have not yet used the Matangi trains (since they're not yet on my line) but I've heard that the seats are hard and uncomfortable and too narrow. The same can be said of some of the bus services. Wellington already has a good system and appears to be interested in developing a great system, but please don't forget passenger comfort along the way.
Communication is vital. Electronic signage advising of expected arrival times are a simple, effective way of keeping customers up-to-the-minute on what is happening on the network, with a minimum of overhead.
Comparative pricing -- public transport journeys should be significantly cheaper than the drive/park alternative, to encourage people not to drive.
Complete ease of transferring from one system to the other eg snapper cards that work on trains; buses that are coordinated with train arrivals, perhaps free transport if transferring from one train/bus to another say within 30min of each other (if possible) and of high importance, light rail to the airport/eastern suburbs via the hospital.
Congestion charges can contribute towards the cost. Plus, it will encourage people to leave their cars and take public transport!
Convenience. If I could do a door to door service I would gladly leave my car at home. BUT, I have a 20 min uphill walk to the nearest bus stop, (or a 5 min drive.) The bus should come every 30 minutes, but is often unreliable, and with a car journey to the CBD only taking only 15 minutes, it is a no brainer. Khandallah buses are so unreliable, I often drive into the city to pick up family members rather than have them waiting and waiting for a bus. Also, no direct Karori to Khandallah route. Easier to drive the 15 mins Khandallah to Karori to collect kids than expect them to bus into town, wait, change buses then travel back out to Khandallah.
Cost of travel - obviously this is always going to rise but it needs to be fair, especially when the quality of service is taken into consideration.
Cost. Accessibility (prams, wheelchairs, walkers, cycles etc).
Most important of all - TRAINING FOR BUS DRIVERS!!!! Customer Service, not leaving until all seated, especially elderly and disabled. Attitude towards young people is appalling as well. Make the bus service exactly that - a bus SERVICE. Remember the PEOPLE who are PAYING for the chance to access essential parts of their lives through public transport. Lack of faith in the drivers is leading to increased social isolation and unwillingness to access. Go and listen to the existing community fora that exist throughout the region
cover at the busstop when waiting for the bus in the morning.
Current bus lanes are pointless while cycles and motorbikes are allowed to use them - unless the lanes are a lot wider anyway. I want my trips to be a single point-to-point service. I will not tolerate having to get off a bus at, say Newtown / Courtenay Place,

and change to another one.
Customer service is integral to 'improved services'
CYCLIST ACKNOWLEDGEMENT, SAFETY, and INFRASTRUCTURE. Protect them.
dedicated bus lanes need to operate all the time and need better policing of offenders
Dedicated bus lanes; congestion charging to discourage single-occupant motor transport in CBD.
Diesel buses are common (world wide), ugly, NOISY and unfriendly vehicles. If Wellington is to remain a bus-centric city, then electric buses are a must.
I personally prefer a light rail solution over key routes with bus feeders. The appeal of light rail is the vehicles being light and open and, hopefully, quiet and clean.
Do NOT waste money on light rail from the station to the hospital. The bus ride is not 'that' long. It is a ridiculous idea to win votes and not at all feasible.
Don't build the flyover!!
Don't drive the trolley buses so fast - new trolley poles make a terrible noise when they fall off and this happens too often!!! There are at least five fall off points on my daily bus trip each way and some drivers get them every time.
Don't ever bring in a inter-connection system.
Don't forget cycling and walking - the 'central city bypass' has made cycling from brooklyn to the city very dangerous; it is not possible to ride down willis street safely AND legally, you have to choose one or the other! I'd be dissapointed if cycle and pedestrian safety was compromised simply to save a few seconds of bus travel time in future.... I won't go into the bus issues in town at present, suffice to say, too many people have been unnecessarily injured by public transport being poorly implemented.
Don't invest in a tram system. It's going to be expensive to build and maintain, it would only be beneficial to the suburbs that use it. Invest the money in better buses, cycle ways and trains, things that would impact the WHOLE community.
Driver social skills need some work -most are at the very least polite, but a few ruin it for all the others by being surly or downright rude, starting the bus with a "jerk" causing people trying to get a seat to stumble over seated passengers etc; also i think the bus aisles and some of the doors are very narrow -I see average sized people having to sidle down the aisles.
Driver's are friendly and customer focused. Most already are, however I have experienced some who are extremely unfriendly and even moody.
Drivers are generally good and exhibit amazing patience sometimes. (There are exceptions, of course.)On-board heating, especially in winter, is very desirable. Sometimes it doesn't seem to work; some drivers were born in tents and don't feel the cold. It would be really nice if the clocks on buses with clocks actually told the right time. Finding one that does is an absolute rarity.Would love to see RTI displays at all bus stops.
drivers need to be more polite and consider the customer service that is very much lacking in this city's bus service.
Drivers of buses are often very rude and sometimes drive dangerously (taking off before passengers are seated, speeding through the CBD, driving through red lights, etc).
Drivers should be well trained, able to drive the buses smoothly and safely. They should be aware of what's going on on their buses, so that they don't take off before passengers are seated.
Ease of access on and off for push chairs and the ales wide enough for push chairs to move down with ease (I do not have one of those huge mountain buggies either and it can still be difficult to move down a bus).
Easy access for infirm people. Polite drivers. Smooth drivers not constantly hitting accelerator then brake.
Easy to use, flexible, reliable and early and late running.
Educate bus drivers to create a safer environment for all (less speeding and agressive driving)
Effect on landscape - visually, noise.
Simplicity of use.
Effective travel demand techniques that enable PT to be viable ie parking management, light phasing etc
Efficiency (time to get around, time waiting, information services), beauty (beautiful vehicles inside & out, beautiful shelters inside & out, beautiful signage), safety (buses driving recklessly killing people - dangerous proximity between buses and pedestrians)
electonic signs at stops indicating when and where
Email reminders for your snapper when it gets below a certain amount, and/or text with a easy top up now option (saved CC details etc online or similar).
Buses just for kids, going to school. They take up seats.
Friendly bus drivers who actual smile and care about their job. If they don't like people why do the drive buses?
Encouragement for WALKING, and CYCLING
Enhace connctions between Palmerston Nth and Wellington. More services please.
Ensure that there are good facilities for cyclists is more of a priority - ie cycle lanes
NB i wanted to leave a blank answer for qn15 - none of the options are good - at offpeak i dont see why we need a bus going past the hospital at 15 mins or less at 3am..
Environmental awareness and durability of vehicles is important. comfortable seating and ease of access for diasbled, young families and especially elderly

information screens on buses would be cool
Environmental considerations need to be taken into account when designing public transport too. But the main thing is to make it reliable and cheap enough to encourage people out of cars.
Environmentally clean and sustainable
environmentally safe transport system; essential services like hospital and airport and port well and frequently serviced and linked
Equity of access:
I would like to see the access to public transport being equitable - presently there are some suburbs and routes that are better served than others.
Extending spine to airport as well. Keeping public transport safe and accessible (in terms of cost and otherwise) for people from all walks of life.
Fares are kept reasonable
Services are reliable and maintained and kept clean
Fast reliable service to go around the city without even considering to use the car.
It would be great to be able to move out of the city and still be able to access it fast and on regular services like 4 times an hour.
Fast, cheap transport that is clean and green. We need to move away from fossil fuels and into renewable energy sources. We also need a system that gets people to more places more directly.
fatal glass partition horrid black window send COPY McDonewt@yahoo.co.nz real time visible? RTI switch ON.
Fine the trains when they cancel due to "earlier mechanical faults", they should have enough trains to put on a replacement
Flyer bus service from airport to Upper Hutt is great. Need the same service for the Kapiti Coast. Lots of older people up there can't manage trains, bus, etc with cases when getting to the airport. Private shuttles are too expensive.
Focus on identifying and protecting the corridor (rather than focusing on a mode), build priority on that corridor and place more emphasis on managing planning - urban design, land use etc to create a PT friendly environment.
For health and safety buses need to run around the bays later at night as it is not safe walking in the dark from the stop on Hataitai Rd down to the bay down back streets!
for the bus system to be of high quality buses cannot be stuck in traffic for long periods of time during peak times. bus system should have right of way over cars.
real time information is fantastic and extremely helpful and convenient. it allows you to pop into a shop quickly if your bus is a few minutes away and get rid of anxiety caused by the wait. would be great if they were at more suburban bus stops in the city.
the term "high quality" would indicate that you need a major fleet upgraded to take the older diesel buses off the road (ASAP). these old buses have horrendous tailpipe emissions, are a disgrace and are not up to 21st century standard. they need to be phased out ASAP - it is a bad look for the council to have such high emitting buses when its the air quality monitoring agency. you should lead by example.
our family would use the bus much more often if it weren't for the average to poor service - crowded buses; buses passing the stop because they are full; long journeys home because we are stuck in traffic. currently the bus system average in terms of convenience/frequency and average in terms of speed. recent changes (real time info; snapper; bus upgrades) have helped but to be a "high quality" there needs to be a step-change in terms of the fleet quality and service quality.
there has been a lot of discussion about light rail. frankly i don't care if its light rail or buses, as long as the public transport system is high quality and results in getting people out of cars and onto the public transport system.
Free wi-fi on trains and buses. Bicycle racks on buses would help too. It needs to be affordable and needs to be ontime. And there needs to be some sort of transferable ticket for people who are catching trains and buses so they aren't paying \$20 a day return to get to work or university in the city.
Frequency and speed.
Frequency of bus service running down Willis Street through the CBD might encourage me to catch the bus more often.
Frequency, frequency, frequency. Reliability and timetabling is almost irrelevant when there's another bus just behind the one in front. The services to Newtown are excellent as you never need to check a timetable, but in some outlying areas you can feel cut off, never sure if a bus is on the way or not. Real time information can help with this, but it needs to be trustworthy. Buses are very cheap in Wellington (relative to the rest of the developed world) which is excellent. However, driving is also very cheap so any upward pressure on PT price would need to be matched with pressure on workplace parking (i.e. imposing controls on parking in the city and preferably removing some of the multitudinous car parks) or people will just shift to driving.
Friendly drivers?
Friendly, helpful staff is very important to me.
Front line staff to be able to engage with customers i.e not making tanyoy announcements about train delays when train has already arrived, passengers all on the train and announcement cannot be heard on the train but staff appear too scared to get

on the train and relay the announcement.
Frustrated that the price of the train costs the same from Johnsonville as it does from Crofton Downs, doesn't make it worthwhile me catching it
General service and customer service of the bus drivers. System is generally reliable. When you live in Southgate if the bus is late or doesn't turn up you don't have any other choice, but to wait around or catch a taxi. The nearest bus route would need to be No 1 and on a bad day that is too far away
Get complete interchangeability between services and the Snapper card. Real time bus timetables will make a huge difference.
get it together, the present system is a joke
Get on to it now! 20-30 years time more have superior problems, we will be back in the same position but it will be more expensive
Get the basics right first, then look at the extra value add.
Getting cars off the road.
Given environmental concerns it is ridiculous that using our car and having a car park is cheaper than catching a (not always reliable) train. Citizens should be encouraged to use public transport, not discouraged from using it.
Given that oil is running out fast, while demand is booming, the price of diesel will inevitably skyrocket. We desperately need to make sure that as much of our public transport system is run on electricity as possible, or operation costs are going to become astronomical. This means keeping and expanding the trolleybus system for outer destinations, and some form of electric rail/tram based system for the high capacity/frequency spine services. This is absolutely essential to get happening as soon as possible, so that we are prepared before any more oil price spikes like the 2008 one.
Giving the drivers good working conditions would be a good step in making sure that the customer service is up to standard.
Prioritizing public transport over ie: new roads would be a great long term planning solution as our population increases.
Making an affordable system would get many more people out of their cars.
Good communication is the key - let me know when the next bus/train/ferry is going to arrive - then I know whether it's worth waiting
Good, safe, walkways and cycle paths/lanes are important as well as motorized public transport. Polite, helpful, drivers make a huge amount of difference both to locals and tourists, so these should be encouraged.
grumpy bus drivers - need a service where you can cheer them up
Have provided feedback previously, but Metrolink do not typically respond very well. They also do not take responsibility for snapper deflecting issues on yet it is part of their offered service. When it was first put in it was promoted as the first step in integrating services. This was also the reason given for 50% price increases. Yet we still do not have an integrated pricing system how many years on?! Come on, think green. People want to do the right thing -but not at such a high personal cost (both financially and emotionally)
HAVE SNAPPER IN THE NEWLANDS BUSES
Having a sustainable, efficient, reliable and awesome drivers and conductors who works on the public system. And to understands the needs of people with disabilities by making themselves (drivers and conductors) available to help those who are in need to be helped on and off any public transport system due to being disabled, I find is very important to me. Having a high quality public system and people behind the scene is what makes a good country add flavour and spices to all human race who visits because NZ itself is just an amazing country.
Having lost a colleague and friend this year (knocked over by a bus on Willis Street) the most important short term thing for me is to slow traffic down using judder bars throughout the central city danger areas. Having spent a lot of time walking along Lambton Quay and having the experience ruined by noisy diesel buses the next most important thing for me is removing diesel buses.
having to remember to tag off using the snapper is a pain
'High quality public transport system' does not have to not equate to high dollar, high tech. Reliability of the equipment, punctuality and safety also equate to high quality - people are simple - we just want to get from A to B without too much discomfort (we don't mind standing at times) ; that if it is a howling Southerly with buckets of rain that the bus/train will arrive as scheduled; that after taking said service we will have enough money left over for the rest of our bills.
We are an Island nation with a small population and Wellington Region is tiny by international standards; this means that the income from rates is not massive; so we don't have to 'best in class' to provide our citizens with high quality services - what can we afford is the key to the transport solution we choose.
Honestly the service at the moment is pretty good, just a bit too expensive for students.
I am disappointed by the snapper system as it is ripping off the public - I was first very excited as I thought we would get the same great system as Perth has; Using snapper as a form of payment for other things is also unnecessary as everyone has eftpos and credit cards they can use everywhere where they can use snapper - so snapper just gives the council free credit and also costs to load up - this is unethical and there is no additional value for the customer in using the card
I am very ambivalent towards light rail mainly because of the lack of flexibility if there is a problem. I've been impressed with the new trolley buses that can go some distance on battery to get around line issues - great idea.
Whatever options we have they need to be not just the cheapest possible, but need to incorporate good urban design and multi-modal use. An example of cost being the only consideration is the proposed blight of a basin overpass .
I believe that a light rail system MIGHT work, but at an extremely high cost, and high impact upon existing infrastructure. I don't think the possibility of it working is sufficient to incur these costs. A more extensive ferry system would be a much lower cost and lower risk way of improving links from the CBD to the airport (while admittedly excluding Newtown). I would like to see the council consult the residents of Wellington on how a ferry system might work and what the costs and benefits would be.
I believe there should be good connections between all public transport services - train, suburban buses, city buses - and I think Welly does it pretty well actually
I cannot understand why Go Wellington have to run empty Not In Service buses. This is a waste of fuel, it impacts on the

environment and on Go Wellington's carbon footprint. Surely these buses could carry passengers from Kilbirnie to the rail or to wherever they are going. Go Wellington and the Regional Council need to consider the environment more!!!!
I do believe that good Public Transport is essential and that the opportunity costs of more road building limit our ability to improve public transport.
In London the lack of car parking in the CBD meant I just did not think of using my car to go to town except in the weekends.
I don't have a car or licence and live in a carless household. The system has to allow me to do all my activities reasonably efficiently. And take large things with me (like a folding wheelbarrow full of plants).
What is also important is that the system creates significant modal shift from cars. Mothers dropping of kids at Clifton Terrace School create chaos every morning, parking on the footpath (WCC was up there again this week trying to improve the situation). Those kids should be catching a bus and walking up from Lambton Quay (or just walking if they are local). I am restoring the land beside the motorway, which has killed all amenity values in that area (through traffic noise particularly), and we absolutely do not need another tunnel and more motorway and more traffic. So we need a system that is legible, attractive, promoted, efficient, safe, convenient, reliable, affordable, etc so people can and will use it for more trips.
I don't know quite what q.14 & q.15 are asking -- I don't for instance think there should be a bus to Aro Valley (where I live) any quicker than 15 minutes, but there are other services where 5 or 10 mins would make sense. Thinking more broadly -- I want a transport system that helps NZ do its bit climate-change wise, and that makes us resilient to the likely much greater cost of fossil fuels. Also I want it to make the city usable to old people & people with babies. Sorry this is a bit rushed... just heard about it today. Best wishes Matthew Bartlett 04 803 3993mhjbznz@gmail.com
I don't necessarily think the CBD is the biggest issue, because at the end of the day, Wellington is a reasonably compact city. The biggest issue is transport links across the region. As the population continues to grow, residential developments will increasingly take place outside of the city, and catering for the transport needs of these new communities will need to be considered.
Train services need to be more regular during peak hours, and charges should not increase without a concomitant increase in service quality.
Ultimately, I'm hoping that the concept of telecommuting will become a reality, therefore decreasing demand for people to travel into the city - while this may not ever eventuate, I think any high quality public transport system needs to be positioned to deal with major social changes like this - ie. we need to look at what our transport needs will be in 20 or 30 years time, how needs might change - there's no point investing millions or billions of dollars into a system that will become obsolete or redundant.
I don't think buses through CBD is the way forward - they just sit in traffic you may as well drive. I think trains/buses into CBD - maybe a hub at each end then tram, light rail or something that does not use roads through the cbd. There is no point have services through the cbd run every 30 mins because unless you are elderly/injured etc - you can walk from railway station to Courtenay place in 20 mins or less ... why would you wait 30mins for a bus?
I don't think that PT needs to run every 15 minutes, even at peak times, unless it is an exceptionally busy service. I see it as more important that it is more accessible to everybody. For example, the Wellington train station is too far from places like Courtenay Place. It is easier to drive from the Hutt Valley rather than having to transfer to a bus at the station to avoid a 20 minute walk. If the line ran further than Wellington station, with stops at, for example, Lambton Quay, Willis Street, Manners Street and Courtenay Place, and even as far as the airport and Miramar, I imagine the trains would see much more use.
i don't think wellington public transport is that bad really
I don't understand the placement of many of the new digital schedules around town. Some of them are in quite obscure places where they aren't required - yet there isn't on at the Courtenay/Blair St stop. This is ridiculous, it's probably the most used stop in town. Also, buses should not be allowed to be early. They either seem to be early of ridiculously late. The #14 buses after 7pm being the main offenders. And the Khandallah ones are terrible.
I feel vulnerable when I have to get my wallet out AGAIN at the end of the journey, to tag off, then walk away from the bus stop, putting my wallet away in sight of everyone. I imagine older people have even more issues along these lines.
I find the increasing fares make my car more attractive. I am now using my car more often in the last 12 months than in the last 6 years. I always (sub)consciously weigh up cost and convenience. More often now the gap is smaller.
I had answered this survey without regard to potential cost. Obviously if cost (i.e. ticket price, council rates) was a factor, some of my answers would be different, e.g. would frequency really be such an issue if it just costs too much?
I have covered this above, but I do have criticisms about the Wairarapa service (over-crowding, not enough carriages, no management plan for school holidays that eases the situation for working commuters, too expensive ticketing ... and currently this does not incorporate the city section Wellington buses, as I feel that if you catch the train into the city one should be able to continue their journey by bus at no extra charge). Lastly the time the Wairarapa train takes to complete its journey - should be faster, not having to run behind sick units, and it could have its own dedicated line.
Lastly, the ex WN services ... eg Wairarapa, Levin, up the coast etc .. are the gateway to WN and timetabling should be set down for these trains first, and then the shorter commuter routes set around them. This could ensure a faster and more efficient service. From Featherston to Wellington - this trip should take under an hour and too many times the travelling is slow because we're waiting for a slow unit to reach Upper Hutt (that goes via the smaller stations ... in order to meet the Wairarapa Service at Upper Hutt so passengers can take the Wairarapa train at that point. Usually the unit departs 5 minutes or so prior to the Wairarapa train leaving, which means it's very easy to create a delay - in fact it's set up to fail with this sort of timetabling). A dedicated line, quicker travel time, comprehensive fare structure (ie having pass or 10-trip ticket means you travel free on Central Wn buses), would encourage more people to settle in the Wairarapa, which in turn would mean more rate-paying

customers to contribute to the Greater WN Regional Council activities. Wellington need to create a win/win situation over travel so travellers don't feel they're getting something in return for their \$s.
I have long-standing issues with the notion that transfers are bad. If services connect quickly, reliably and without extra cost, it is perfectly okay to transfer between routes or between modes. Wellington CBD is currently overwhelmed at peak times because of the number of buses on the Golden Mile. Using transfer hubs can first reduce bus congestion and then open the corridor for light rail implementation.
I have never understood why busses do not get right of way leaving a busstop and a busdriver with a full buss of passengers have to wait at each busstop for queues of cars passing by.
I hope fares are not going to rise due to the government's decision to reduce its share of public transport costs; though this is ultimately outside the regional council's control! Thanks for running this survey - it is good to feel the council is listening to the public.
I hope Wellington can upgrade its transport the standard of a comparable European city, for example Zurich, any German, Scandinavian, Spanish or French city.
i know NZers might not like it but perhaps we do need to discuss some form of charging for car use into the central city at peak times?
I live on the Kaori West line which only operates at peak times. It would be great to see that extended to other times during the day, even if it is only hourly. There are so many buses that go to south karori but there are a lot of us on the karori west line that would like to see an extended service. We are forced to take private transport if we need to go any where out of peak time.
I love our commuter buses, I would really like to have a later commuter bus (say after 6) for when I work late, not sure if it would be viable, but a wainuiomata south bus at around 6-6.30 would be great :-) really want to be able to get a bus and train pass that also includes commuter buses - currently I buy a bus pass, and a ten trip train ticket for when I use the train, but I'd love to pay say 200-220 for thirty days of bus / train travel on any Wellington / Hutt Valley service.
I see little value in a 'spend it all on a single route light rail' approach. It might look impressive, but it only provides real value to people who live along that route.
I think it is important to have polite bus drivers who know about the stops and buses for key tourist attractions in welly. Many tourists from NZ and Overseas use our buses and some drivers are very helpful, but others range from unhelpful to disgracefully rude. I've travelled through asia and even when I've been unable to speak the language and had to point at a guidebook, the drivers there have been unflinching helpful. At the very least our drivers should be able to tell tourists which stop to get off for Te Papa and the Karori Sanctuary.
Also please bring back the discount return passes on the Airport flyer.
Please bring back the discount return passes on the airport flyer,
I think it's important to make the system easy to use and understand. For example, if a bus goes through Courtenay Place, it would be useful if that could be displayed clearly (on the outside of the bus or on a map at the bus stop or something like that), rather than potential passengers having to keep asking the driver if they go through Courtenay Place.
I think it's important to remember, especially in relation to the inner city, that Wellingtonians really enjoy walking. So we should focus on getting services at least [rapidly] into the inner city area, and through it, without worrying too much with access points in the inner city. People would be happy to walk to a big transport stop halfway down Lambton Quay provided there were very frequent services - we don't need 10 bus stops down the street!
I think it's very important for Wellington to retain an excellent public transport system, and work should go into maintaining this. I see the roading changes being proposed to the Mt Vic tunnel(s) and the Basin as being incredibly shortsighted.
I think its very important to keep prices down
I think more services that link different areas I.e Karori-J'Ville and Brooklyn-Miramar Via Island Bay will be needed with the growth. Also a better link with the Airport and the city center will be needed. Go the Light Rail!
I think national standards for all land transport options will make a difference for disabled people who often do not or not able to drive and therefore rely on public transport to get around. Accessible information about bus timetables. Audio and visual announcements on all public transport. An easy to understand and use fare structure. Some of my friends find Snapper cards difficult to use.
I think people should be encouraged to walk more within the city. It should be more pedestrian friendly, with the transport service focussing on the suburbs and going straight there instead of stopping everywhere along Courtenay Place. It's frustrating to live a 10 minute drive from the city, but the bus takes 40 minutes because it stops at every stop and picks up people too lazy to walk from one end of Courtney Place to the other.
I think price is very important; patronage is strongly controlled by price. The lack of an affordable monthly pass since the Goldpass was removed and replaced by the 30 day bus pass is very irritating.
I think public transport in Wellington should be given priority over private cars, which includes private car parking. I'd like to see initiatives for dissuading people to drive into the city when they could catch the bus, thereby freeing up the roads for faster/more public transport. Let's move away from our car-centric culture that exists in Wellington and make the public transport awesome. Only then will it attract to enough people to make it affordable to all.
I think serious consideration needs to be given to the limited effectiveness of having bus drivers as the point of sale for ticketing purposes, particularly within the CBD. I have seen many buses stop dead for many minutes (with other buses backing-up behind them) simply because a passenger doesn't have the correct change for a single ticket, or asks the driver a long engaging question. Such interaction is fine outside the CBD but not when there is only one lane funnelling people vehicles through the CBD. It is ridiculous that a single person can hold up the entire flow of traffic through the CBD. Maybe public transport along the Golden Mile should be free for this reason? Also, it would be good if only electric (or at least low emission diesel) vehicles were permitted to travel through the CBD. Loud, smoke-belching old diesel buses ruin the inner-city

environment for pedestrians. I believe we are standing on the cusp of a massive technology shift away from diesel towards electric propelled vehicles, including battery powered buses that can drive a full route on a single charge i.e no need for overhead wiring. We need to future-test all decisions we make now.
I think that is very important that students get subsidising public transport - for many they have no choice about using it and are on low incomes.
I think that the corridor between the railway station and southern/eastern/western suburbs is too congested to have ground-level light rail.
I think that what we have got is usually quite good.
I think the attitude of bus drivers needs to be more consistent - some are fabulous but some are foul
I think the bus service is improving although some bus routes could have connections at certain hubs as long as there were connecting buses waiting. Eg Lyall Bay to Karori or Wilton to Kilbirnie is a very long distance and thereby schedules are difficult to be kept to. If there were hubs along the way with connecting buses onwards, the services could be run more frequently.
I think the questions and pop-down options on this survey generally reflect a lack of imagination, and lack of appreciation for how much transport models must change over coming years and decades.
I think the service wait time now during non peak times could be up to 45 minutes to 1hour.
i think we have a pretty good public transport system compared to all other NZ cities. i particularly like the airport flyer, but looking well into the future a light rail system to the airport would be good
I think we need to get people to use cars less often, and get more people walking, biking and bussing (or whatever new system we might come up with). Biking needs to be safer, more dedicated lanes, I would like to bike to work but I know a few people who have been hit on their bikes and I dont feel safe. Copehagen and Amsterdam have very bike oriented streets, adults even take their kids to school in a cart attached to their bike.
I would LOVE if there was an underground metro system, they are so great and would be good for tourists.
I think we not only need to think about the residents but ease for tourists as well. There are so many people visiting the lookout everyday and too many coaches driving up windy hills that don't really accommodate for their size. Let's make an experience of the trip to the lookout and build public transport access that can improve the locals access up the hill but also the tourist access.
I think Wellington has a fairly good bus system (if expensive) but better integration between public transport and active transport modes would be better for the environment, our health and the vibrancy of local communities. I can't comment on trains as I very rarely use them.
I thought this survey was about the trains maybe you should conduct one of those because at the moment they are appalling
I want a viable public transport system that is affordable, reliable and comfortable. I want more emphasis on green tranport options, including intercity trains and buses, and want to see incentives in place to optimise public transport use.
I want to see courageous action that results in people choosing to use their cars less, as the alternative (PT system) would actually be better for most day-to-day travel. This is why I suggest that frequency and reliability must be top-most concerns.I know this study is about the central Wellington area, but I feel that a solution that can eventually be extended further into the suburbs (Newtown, Island Bay, through Mt Vic and so on), is a critical consideration. The PT system becomes infinitely more useful - and more likely to get cars off the roads - every kilometer it is extended.I fear the alternative is the continued clogging of our roads, resulting only in more of them, or London-style inner city charges.
I want to use public transport as much as possible and value it. More frequency and reliability will help me use it more, as I'd like to. On the other hand, prices are getting to the point where the cost effectiveness of it is rapidly declining, so either service needs to be 100% reliable and high quality to merit prices or prices need to stop rising all the time. Lower prices would encourage more riders.
I would like pets to be allowed on public transport
Bikes should be allowed on trains - without restriction
I would like the express buses to pick up snapper-only fares when they stop to let off passengers in the city zone.
I would look into the feasibility of having a bus service similar to the Flyer from Porirua to the airport, its another option for getting to town/airport from the porirua region. The regional bus services are all too fragmented, all public bus/train companies in the wellington/kapiti/hutt should be required to use the same technology to provide a high quality public transport system or otherwise it will never happen. Are there any incentives/competitors in order to make a better system now (rather then for future)? If companies aren't driven to be better then someone else then they get complacent
I would prefer to use public transport to private transport, but it needs to be the most convenient, cost-effective option for me to consider it. If I have to wait up to an hour for a train at evenings/weekends, it is not an option.
I would recommend certain suburbs have bus transportation on the weekend, such as Mt Victoria and Brooklyn. These are popular areas with tourists and residents who live in other suburbs, and I believe the weekend buses would attract many riders. I am mystified as to why the new electronic schedules are not yet placed at the most popular commuting city stops. Most importantly, people will continue to drive if it is cheaper to park in town than take the bus. Fares have to stop rising every year (and should be lowered!!).
I'd like to see Wellington-specific design, particularly taking into account the effects of hills and wind on people's transport requirements. Remember too, it's easier to ride a bike for 5 minutes to a bus stop or train station than it is to walk for 15-20 minutes over the same distance, so good bike parking makes better use of existing infrastructure for minimal spend.
If there is to be a need to transfer between services to reach a destination which is now served by a direct service, the waiting time at a transfer point has to be minimal, and the cost of the journey should not increase. An increase in tome by 10 minutes, caused by the need to transfer, in a journey which presently takes 30 minutes would most definitely not be an improvement.
if youre going to increase the fares, improve the service somehow. I dont care about new busses or wifi. if the extra money went to better training and more busses it would be great.
I'm torn between trams and guided busways for the central corridor. But we need something that's not just buses along the spine. Also, please, please, please think about services outside the spine too. It's impossible to get anywhere but the railway station from Thompson St, Mt Cook, which is daft.
Impact on regional and local rates and knowing that the system is delivering good value for money
Implement the key findings of the Networked Transport study (that Paul Mees worked on) + Jan Gehl's Wellington Studies.

Don't ignore them. They were full of good ideas. Plus the bike system is a part of public transport and we need safe routes through Johnsonville for getting to Porirua, and we do need to build the Great Harbour Way from Petone to Wellington.
important parts of Wellington are not only based in the CBD, the hospital needs to be a focus of any transport study given its large number of inpatients and their families, and outpatient clinics
Improve accessibility for people with disabilities.
In general, it is not a bad system but there is A LOT of room for improvement.
In the 21st century is there no way to stop drivers going around corners or breaking (for no obvious reasons) at speeds that throw you off your seats?
increased efficiency of services, reliability of staff
identify + get rid of idiots in high positions.
Infratil is into making money, not providing a high quality service
INTEGRATED TICKETING - what is so hard about it, apart from the bureaucracy and bickering between businesses about who gets what? SORT IT OUT.PRICES - why are prices going up when service is going down?SERVICE INCENTIVES - why do Transmetro/Kiwirail not get financially punished when they do not meet their self-imposed (which is a joke in itself as they should be set by GWRC) service reliability targets.SUSTAINABILITY - I would rather the service works, and works well, but is also financially sustainable and not going to bankrupt the GWRC (or more correctly, it's funders, i.e. ratepayers). If this means good service, but less frequencies, so be it.
Integrated ticketing (i.e Snapper) on all trains, cable car, Newlands bus service.
Integrated ticketing is essential
Integrated ticketing
Group discounts so that PT can compete with taken the car for 2-3 people
Integration of cycling and public transport - bikes on trains and buses
Integrated ticketing
Monthly concession tickets for part time workers
Introduce a link system like in Auckland where it costs \$1 to go the equivalent of Island Bay to the city with good cross town links. This will get people out of cars and onto the buses. At the moment a 20 minute round trip by car is much cheaper and more efficient than a one and a half hour road trip costing \$9.
Investment and forward thinking.
it costs too much, and I have a full-time job!
It is important that the way Wellington works is recognised. I.E. a reasonable amount of travel is between the airport and the CBD for business purposes. There is little inclination of people on business to alter from the current behaviour of catching a taxi each way - perhaps the quantity of trips each day due to business travellers should be considered with development of transport systems and impact to Wellington Residents travel.
It is important to make public transport affordable and safe. Walking and cycling needs to be taken into consideration. Buses are the worse for cyclist and cycling should be taken as a priority. Our Kids and adults are not active enough and it is not helping the health of the nation. By making a better public transport system people will start walking to and from the stations and be more active, but the walking and cycling needs to be included.
It is important to me that the outcome decided upon improves Wellingtons' clean green image, encourages growth, and makes it a place people want to spend time. Running bunches of buses through our heart I don't believe is the answer. Particularly during peak time, they create much congestion, noise and an unpleasant environment for pedestrians and cyclists. A sleek rapid train service that has smooth connections with the rest of the network and is perhaps a block away from the "Golden Mile" is the answer.
It is important to me that the service provided is one which somebody like Fran Wilde would be prepared to use every day.
It is really important that public transport usage rates are improved to help Wellington become a more sustainable city. In terms of a solution, I think BRT would be better (cheaper and more flexible) than light rail, but I would be worried that it would get watered down to the point where it is not a true BRT system.
It is very hard to get between suburbs in Wellington, and most info available is how to get from suburb to city and back. It would be really good to have better info and integration between transport serving suburbs (Karori to Johnsonville for e.g.)
It needs to be good value for money (and more economical than driving), and the bus drivers could do with better training (most are fine but quite a few drive too fast and some are very rude and impatient - and unfortunately one tends to notice the bad ones rather than the good ones).
It'd be great if in the future buses could accommodate, in some way, bikes and baby buggies. This would encourage more people to use public transport.
Think about making sure that public transport accommodate those that aren't able bodied or are incapacitated in some way eg, the frail and/or elderly, parents with babies etc.
It needs to extend beyond central Wgtn. Train line linkages to the Wairarapa and PN are important. It would be great to have regular trains Wgtn-Mstn during the weekend as well as during the week.
It needs to integrate well with cycling options (eg carriage of bikes, good cycleways for cyclist so we're not at risk from buses, etc)
It seems to me there are two separate issues : one is to encourage people to use public transport to come into the CBD from home, for whatever purpose - work, shopping, sport, recreation; and secondly make it easy for people to get around while there. For the first, reliability and comfort will be important to attract regular users. For the second, services on the Golden Mile have to

be very frequent with attractive ticketing - e.g. no additional charge to use another service within say 45 minutes
It should be cheaper to take the train/bus rather than to drive. And this should still hold for 2 people (i.e. a car with 2 occupants vs 2 monthly passes). At present the economies of public transport is marginal for 2 people travelling from Kapiti.
It should operate in tune with train timetables for a smooth service 24/7
It would be better if, when I am clearly struggling to get on the bus with crutches, that the bus drivers would wait until I sit down before driving away. Last time I tried to catch a bus on crutches, I fell onto someone's lap because the driver refused to wait.
It would be fantastic if the system could somehow actually enhance the attractiveness of Wellington in physical as well as functional terms, for example by well-designed, durable and beautiful terminals and waiting areas that suit the environments they're in, "iconic" branding or design elements that are "Wellington/ NZ" or at least more than just functional (eg I always admire the designs on the access covers on the pavement in... Lambton Quay? They could have been just plain, but someone put the time and \$ into making them beautiful, and so for years afterwards they enhance the environment people live and work in, albeit it in a small way, and perk people up (some of us anyway) every day). Plantings and artworks to enhance terminal areas or other infrastructural constructions would also help. I know all this costs money, but it's probably relatively marginal on top of the total cost of putting the system in place. (And rate payers like me (and I have been for 25 years) would think some attention to enhancement of built environment worth paying for.)The corollary to this is what I've already mentioned above - Wellington's existing physical attractiveness and atmosphere owes much to its remaining heritage buildings and street furniture. It has already lost a great deal of the built heritage that existed 20-30 years ago. Our city needs to function for us in contemporary times, but one of the ways it does that is by reminding us of the city's development and how people used to live here. So it would be fabulous if we can manage to build our wonderful new high quality public transport system without destroying heritage buildings or areas to do it.Thanks for running the survey. Good luck with all the work to come.
It would need to be welcoming, comfortable and have large windows to show of our city.
It's a subject that is close to my heart and I spend a lot of time thinking about, so would love the opportunity to have more involvement if at all possible :) I can be contacted on bradgallen@gmail.com!
Its acceptable to wait for a few minutes for a bus to your particular destination, but its frustrating when you have to wait ten or more minutes when multiple busses go past for other destinations, which are no more popular, or populated, than when you want to go.
its important to go beyond the notion that Wellington is a small place and other places with great public transport systems are richer/more able/have higher density etc. Instead I would like more focus on what the opportunities are in Wellington (eg high density corridors) and how we can harness that to create a great public transport that would rival any of the top ones overseas
It's important to start winding back on private motor cars and the roads and motorways and parking buildings that support them - NOW! Public transport is the way of the future, so we need to get cracking with it right now - don't delay any further.
I've been catching the bus since early High School and the Wellington bus service seems to get worse and worse as time goes on. While I understand that it's a business, the constant price increases are ridiculous and there seems to be no benefit in it for the customer.
It would also be great to have bus drivers that don't take pleasure in being nasty and rude to everyone. Bus drivers that don't close the door in peoples faces and can handle being asked questions without throwing a tantrum. I swear most of them actually enjoy being horrible people. That's not even including the reckless driving of a few - running red lights, speeding, etc.
That is probably my biggest problem. Not all bus drivers are like that, there might be about 3 or 4 that don't hate life and everyone in it, but the behavior of the rest of them is completely unacceptable. There is also no effective way to complain, if you call up the number you can look forward to multiple transfers to finally get someone who doesn't care and most likely won't do anything about it.
I know from this survey that I probably come across as a bitter person but I can assure you I am not. I'm an extremely happy 23 year old performer and I'm not exaggerating about anything I've written. Something about the system needs to change drastically.
I've lived in Wellington for two years and think transport by trains to Kapiti Coast and Hutt and buses to the suburbs all need much improvement. High quality, integrated transport can make a city. Wellington can do better.
Just find efficiencies within the current system, until you can get sufficient funding to change the current system.
Just get on with it!
Don't wait for Akld to use up all the govt \$\$
Just sort out the rail system, make it reliable, make it fast and cheap. Otherwise I'll just keep using my motorcycle.
keep fares within a reasonable range, thus encouraging people to use public transport, combined with a seamless fare from a-b ensure reliability of services - witness the axing of the 7.04 service from U/Hutt to Wgtn
increase services - not every half hour - if we did away with guards/clippies and had a process whereby everyone had to purchase a ticket before boarding - as in Europe - it would save a lot of time, money, and manhours which could then be used to run more frequent services - every 20 mins for instance.
investigate more "park 'n ride" spaces at stations
better communication with staff at stations who in turn can keep commuters better informed
Keep it kiwi - in terms of design, innovation and keeping this beautiful country green

Keep up the good work, I am generally a very happy PT user.
Less pollution. Less money spent on road projects at the expense of cycle and pedestrian infrastructure. Integrate public transport with non car links. For example, ensure trains can carry bikes even in rush hour. Aim to make car use unnecessary for commutes from Wellington suburbs.
Let's maintain the roads we have so they're safe and efficient, but invest heavily in good public transport so Wellington can be proud of its liveability.
Let's stop building ridiculous enormously priced roading systems (e.g. the proposed Transmission Gully and Kapiti Coastal highway - increasing train services up Kapiti Coast as much better idea) and focus on a world class public transport system that will serve us well into the future and a possibly different world to our gas guzzling one.
And while we are at it - let's support Kiwi workers and businesses instead of always tendering projects and going for the cheapest in some far flung country.
Light rail and buses with room for bicycles and prams would be great.
I'd also be very keen to see some of the daytime-only routes extended into the evenings, perhaps the use of mini-buses.
Finally, buses after dark could stop at any point (rather than just official stops) as I have seen in some overseas cities.
Light rail is cheaper but NOT the best option for Wgtn. We already have a total intergrated regional network which needs to be extended past the hospital, zoo and to the airport. Current leaders cannot seem to get their head past the fact it is expensive, but we already have the heavy rail technology.
Light Rail is NOT the solution . . . it will make things worse.
Light rail is too expensive and has massive infrastructure integration issues (cost, sunk cost, physical constraints etc) with regard to current rail network and available space. The same and improved functionality can be delivered with a reduced trolley bus network. The current scale of the trolley bus overhead network is too expensive to maintain and renew. It must be rationalised down to a core "light rail" type network between station and airport. Keeps icon, reduces infrastructure cost, allows higher core frequency, looks like light rail, looks green, provides quality airport link, creates infrastructure cost savings, optimises existing infrastructure, aviod smassive disruption, breaks complete stranglehold of monopoly trolley bus supplier etc etc.
Light rail would be amazing, and integrated ticketing - so you can use your snapper on the bus, and the light rail network, and on the train if you want a weekend up the coast. I have no car in wellington and most of the time it's ok - but it could be much better!!
Link through to Hataitai and the airport. Getting from the Wellington station to the airport in 20-30 min at any time of day by PT would be great.
Long term, if commuting by car becomes too expensive, then bikes can provide a good link between public transport (bus/train) and the start/end of your journey. Having a way to store a decent number of bikes (even if it was limited to foldable bikes) on buses/trains would allow a lot more people easy access to public transport.
Look at improving pedestrian access to the main spine in terms of wind and weather protection + amenity. The quality of walking routes will have a huge impact on numbers of pedestrians and this should flow on to people considering public transport. Wellington public transport will always require walking to some degree - make that pleasant, separated from vehicles + noise + partially protected from the weather - concentrate on that experience being high quality rather than spending too much on transport technology. We can do small wind shelters and plantings well and cheaply - and just a few plants between the road and pavement makes a huge impact to walking amenity.....
Looking forward to it!!!
Lower fares
Lower fares if not for everyone then certainly university students as they are students just like secondary students, however, many tertiary students don't have their parents support or money like secondary students do.
Main points of concern to me is that public transport should be cheaper to discourage driving cars, it needs to be more frequent, and reliable and run to schedule, buses shouldn't be so old they are unsafe, and the bus drivers need to be more careful with speed and braking too suddenly.
Also what is frustrating is when catching a bus home in the afternoon, nearly all the buses going in the direction of Hataitai (my destination) - no.s 14, 5, 2 and 6, arrive at my bus stop at virtually the same time, so if I miss one I usually miss them all. It would make more sense to stagger the buses over a few minutes if they are going in generally the same direction.
Make bicycles part of the transport system, with specific bicycle routes, integration with public transport, etc
Make it a more cycle-friendly and pedestrian-safe city. This is clean, green New Zealand after all.
Make it clean, comfortable, safe, frequent and CHEAP to USE, reliable.
-and-
Realise that public transport CAN'T serve every suburb so allow plenty of road and car-parks for those who don't or can't use public transport, and provide for clearway routes to Regional facilities (Hospital, Airport,etc)
Make it fast and make it frequent. Cars shouldn't block the way for it.
Make it happen
Make walking and cycling in the CBD and it's key access routes easier and with seperate lanes for cycles
Making car commuting unattractive and making tram and train travel very attractive. Far too much of the central city is taken up

with roads and cars and carparks. The city should be for people not cars - even if they were completely pollution free they are still a disaster as they just take up so much space in our precious downtown areas.
Maybe have more connections. Like 2 or 3 main buses that go through the city to HUB's like Kilbirnie and Newtown. The have connecting buses to other places, such as miramar, Seatoun, Strathmore. And during peak hours have more express buses direct to the outer suburbs
Melling trains need to be frequent
Modern, comfortable, reliable and safe - also excellent value for money.
More Express Services to outer suburbs, particularly from Lyall Bay to CBD
more flyer services to further locations that don't stop. such as a city to kilbirnie direct non stopping bus at peak times.
More routes to more suburbs e.g Camborne, cover thw whole Wellington Region not just focused on the Wellington CBD, better frequency's across all routes and weekend journeys to all suburbs. To much focus on the railway station as a hub, how about Brooklyn to Courtney Place for example, have to connect and that adds time. 2 Hubs are required meaning 2 buses from each suburb to both hubs.
More suburb connections, it would be nice to go from Brooklyn to Newtown for example without having to change or go into the CBD first.
More trains please. Carriages are overcrowded at present no one likes to stand from Wellington to Featherston because of overcrowding. Please keep the public informed on the trains when there are delays
MRT as in Australia and Singapore
Must be able to swip on and swipe off on all services. Why is this taking so long, its really easy. Light rail is a must.
Must be environmentally sustainable and adapt to a low-carbon future – i.e. be electrically-powered; must be pedestrian-friendly along the Golden Mile; must recognise that the Wellington region is one metropolis requiring an unbroken spine between all the main hubs ("Wellington" as a destination for rail travellers is not the same as "Wellington Railway Station!"); must have level "roll-on" boarding for rail vehicles and at least low-level boarding for buses; must anticipate (and encourage) a reduced use of private cars as the population ages and cars become less affordable – better PT access to recreational and other non-employment destinations must be provided; better ways of connecting low-density areas to the PT spine with a reasonable frequency must be worked out.
must be superior and cheaper than using the car
My experience of quality public transport is that it is cheap, efficient, regular and clean. It also travels to all major venues and features as few transitions between vehicles as possible. One of my biggest gripes with Wellington's current system is overloading at peak times or during big events, especially when no buses stop because they are already full.
My main concern is that I fear we are in danger of reverting to a 19th century transport solution for at least another fifty years.
 The "public transport" topic in Wellington has been almost exclusively been dominated by a very few very loud light rail enthusiasts who have been allowed to remain unchallenged by the media and to misrepresent most of the facts (often falsely equating our town to others, making false links- "a second tunnel is not necessary if we have a tram line instead", making irrelevant claims "light rail brings business along it" (there are no suitable areas on current bus routes that are not occupied) making silly claims "light rail in our cbd would be faster than buses" (over the 3km that is the cbd) and inventing an overstated "problem" in Wellington City that they claim can be solved by substituting trams for buses in our streets (the key assertion being that many thousands more will leave their car to use a tram just because it is not a bus), ignoring the probability that a tram (or even sillier - a "tram train") would be even less flexible, more dangerous and expensive and make more congestion problems). Other voices are drowned out. The annoying inference being that if you are against "light rail" you are probably a rich right wing capitalist car-loving planet-hating exploiter of the proletariat
 I am very disappointed that our media encourages these people to produce their propaganda without any critical investigative journalism. I feel sorry for the mayor who is seems to be an intelligent person who is being misrepresented and kidnapped by vested interests - and runs the risk of being associated only with this cause, to the exclusion of her other ideas.
 They are using the generally Green leanings (I am one) of our population as a Trojan horse for their pet project and are being allowed to be very selective (and sometimes dishonest) in their presentations. For example - the actual reasons the feasibility study from the station to c.place in the 1990's was rejected (the ludicrous cost (even then) (at the expense of other services for the people of Wellington) for no discernible benefit (if any) to very few) have not been highlighted - in fact have been dismissed as "right wing politics". (The British rail consultants remarked it was "feasible" to courtenay place but unjustifiable after that. - not least because buses in and out of the golden mile to every suburb are almost always 80% empty outside rush hour but are obliged to run anyway for the public good)
 If a tram line through town to and from Newtown and maybe even the airport is a substitute for buses (and if it isn't what's the point?) it will add considerably to the inconvenience for the inhabitants in southern, western and eastern suburbs for no advantage since buses provide options for routes to and from town with less need to change modes than a tram rail would demand. They also claim a tram system from Jville through town would dramatically reduce congestion because those commuters (only 1,000 per day on the train) drive because they don't like waiting for a bus at the station (presumably Hutt commuters will also be happier to wait for a tram instead a bus). (Quite happy for people in every other suburb to be forced to get off their seat on a bus somewhere in order to queue again and stand on a bus on rails though)

<p>We must have proper discussions about options for the future of our city which do not limit us to a great leap backwards to trams based on slogans and false ideas - there are many very good reasons why we dumped trams for buses in the middle of the last century.</p>
<p>While we wait for the penny to drop - if we will not yet look at modern alternatives at least limit our commitments to bus lanes and better buses so our small population doesn't waste money on less efficient, less safe, less environmentally friendly, less flexible and more expensive trains.</p>
<p>Need a variety of modes to suit the different areas that need to be serviced</p>
<p>Need to improve public transport for those who require to go from home to work that is not along the "spine" eg I live in Broadmeadows work in Hutt - Public transport is not a viable option.</p>
<p>Needs central government buy-in, which isn't the case at present. They need to get up to date with acknowledging the looming energy crisis, instead of spending billions on roads.</p>
<p>Nice bus drivers who are professional, helpful and efficient</p>
<p>No Basin flyover!</p>
<p>No flyover for the Basin.</p>
<p>Focus on 25 year cost efficiency rather than "cool" tech.</p>
<p>NO need for Motorway flyover at the Basin , money could be better spent somewhere else , eg Manawatu Gorge , Christchurch , Earth quake proofing Wgtons existngg road network.</p>
<p>No.</p>
<p>none</p>
<p>none</p>
<p>none</p>
<p>Nope</p>
<p>Nope :)</p>
<p>Nope, cheers.</p>
<p>Not at this stage.</p>
<p>not sure about questions 14 & 15. Personally I would like as high a frequency as possible throughout out the day. There will obviously be trade-offs, most likely with my rates bill. I also think that what is reasonable will vary depending on where people live and how far from the CBD. I don't think the information you'll get back from these two questions will be useful unless people understand the trade-offs. So, if you need an answer from me take: 2 minute frequencies for journies that I make, 24 hours a day with no rates rises.</p>
<p>Offer a cheap, reliable park and ride service to deter the longer distance commuters from clogging the capital - say down near the ferry terminals?</p>
<p>ONE company, thus one payment system; less expensive to encourage more use and ensure than car use was not less expensive than public transportation;if the buses came more frequently Services than continued at least until bars closed - to encourage less use of cars.</p>
<p>Park and ride schemes on the edge of the city (such as Basin Reserve, Westpac Stadium, Haitatai with fast regular public transport connections into the city to reduce reliance on cars and improve pedestrian experience)</p>
<p>Pedestrians have to be catered for too. The part of your journey which is on foot is an important experience and if it's unpleasant it's a disincentive to use public transport.</p>
<p>Performance based pay for transport providers that is passed back to the customers noy back to the GWRC, an independant authority to oversee transportation</p>
<p>Planning and zoning decisions should encourage walking, cycling and public transport as the primary forms of transportation. There's little point trying to improve public transport when planning decisions mean that vast numbers of people live in low density developments far from where they work, shop and engage in recreational activities, or when other decisions (e.g. roading design) effectively subsidize the use of private vehicles.</p>
<p>Pleasant competent drivers who like dealing with the public; reliable modern trolley buses.</p>
<p>Please consider an integrated ownership model, allowing for greater co-ordination between services.</p>
<p>Please consider light rail as an option,</p>
<p>Please contact me. Judith Graykowski, 6/123 Austin St. Mt victoria.at work= 816-4802 Mobile= 021 887 334</p>
<p>Please don't spend any of our public money on new motorway projects, or even supporting them. The current NZTA plan for Wellington is short-sighted, ill-concieved and an example of 1960s thinking. It's just wrong.</p>
<p>Please help people with disabilities to feel more confident when using public transport.</p>
<p>Please le the different proidfers talk with each other to adjust connection to each other. Let busses wait on the station in commute hours till trains arrive. It is rediculous that 20 people need to wait 15 minuts because the bus is gone, when only 1 time a mounth a person wait at a stop. The 5 minutes wait for that person is 5 minutes the 20 have together 5 hours.</p>
<p>Please think about cyclists, too. Making the roads safer for cyclists would encourage more people to cycle, which would be great.</p>
<p>pretty good on the whole</p>
<p>Price!! (they've done an excellent job at keeping bus fares down for as long as they have, would be nice if that continued!!)</p>
<p>prioritise over cars, better parking on fringes,</p>
<p>Provide great training for the bus drivers (Team building between drivers)</p>
<p>Provide correct faciilities and timetabling for the bus drivers i.e think about their breaks (don't want grumpy hungry drivers)</p>

Pay your bus drivers well so they grow a good work ethic and are proud of the job they do for they city. Grow the bus driver workforce don't stretch them out. PS I am not a bus driver, but I believe if you look after the workers the workers will look after the service they provide.
Provide Wifi on buses/trains, not just the airport flyer
Public Transport between Wellington and the main towns/cities across the North Island is particularly bad - in terms of frequency, reliability and speed. Make it easier for people to reach Wellington and they'll come.
Public transport has to go hand in hand with pedestrians. To make public transport more accessible get rid of the cars from as much of the golden mile as possible. Closing off Willis Street to cars would be disruptive but one side of Courtenay Place and the Railway Station end of Lambton Quay could be buses only. I'd like to see the other side of both for pedestrians and bicycle couriers only.
public transport needs more priority than cars
better interface with pedestrians
Public transport should be clean, efficient and friendly.
Q.4 - train to get to the CBD. After that bus if the weather is wretched
Rail link to CBD, hospital and airport
Rail link to the airport (again)
Real time information signs are great!!!! Also really notice the difference between the grumpy bus driver on my route in the morning and the nicer happy drivers - at least saying hello back when you speak to them rather than ignoring you. Otherwise the services are really good and i look forward to seeing the improvements
real time information that is actually seems to be work. Buses that actually make it up the hill in Wadestown.
Really think that planners need to think about decreasing reliance on the car and creating pleasant ways for people to move around the Wtgn region. People will choose to walk or use public transport options when its made easy and pleasant for them, - ie reliable, cheaper than the car, easy to access (shelter from wind and rain along routes, not just isolated spots), good service and information.
Reliability and affordability
reliability and cost are the most important to me.
Reliability would be awesome - Jville is fraught with delays, cancelled trains, buses that are overfull or don't show up in peak times... makes it really hard to plan to get into work, which is why I shifted to start work at 7.30am - any later and it's hard to guarantee a regular time of arrival.
Reliability,cheap fares, frequent and modern services
Reliability.
Remember your disabled passengers and their individual needs.
Reminding passengers about public transport etiquette - no loud music, smelly food, shouting & carrying on. Makes travelling so much more pleasant when people are considerate of their fellow passengers.
Removing private cars from public transport routes, or at least giving public transport priority, would help a lot. I also think pedestrianising the main CBD areas would encourage public transport use, as well as providing a safer city.
Residential intensification along major PT spines, while discouraging wider urban sprawl, is vital.Cross-subsidising fares from general rates is a valid way to help support the PT network.Carriageway space may need to be taken away from vehicles and parking to provide dedicated PT lanes.Other techniques of traffic reduction such as congestion charging and restricting free parking should also be considered.
Road infrastructure should focus on spines, not just public transport. Those using the car are incredibly detached from anyone outside their bubble that it creates a real hazard to anyone commuting by other means. For bus users this means delays and stop-start sudden braking filled journeys. For cyclists and pedestrians it can mean serious injury accompanied by verbal abuse.
Running more services so people don't have to stand for an hour on the bus home
Safety - it's pretty good, but will need to improve to encourage people to use public transport more at night.
Live timetable info - what's been put in recently is great, but until it's available everywhere it could still be better.
Reliability - buses seem ok but trains look pretty bad, so until they are reliable I wouldn't use them for important journeys (I would drive instead so I could be sure of getting where I want on time)
Safety - providing dedicated rights of way for public transport systems where possible a safe distance from main pedestrian flows and sightline interruptions
Safety for elderly and young/women on services and at stops.Pedestrian safety and cyclist safety around public transport vehicles.Having a system that people chose to use because it is convenient and (relatively) cheap.
See answer to 10a about speeding up suburban buses once they hit town, by segregating inner-city loop traffic and penalising cash fares. This could be a quick win for the bus service.
Services that are easy for tourists and visitors to use. Having been a tourist in other countries, I really appreciated how simple it was to use their transport systems. Even having grown up here in Wellington, there are times I find the services confusing and I'm unable to advise visitors with confidence.
Services that are on time - that don't break down - and timetables that actually work!
Set up a 'mystery traveller' system. That could give you reliable feedback on product, services and drivers.
Shelter at bus stops is really important. The structures provided by AdShel do not provide shelter from our often wet and windy weather. They should all be replaced by designs such as the GWRC shelters (e.g. Hornsey Rd, Melrose), or the WCC shelters (Courtenay Place).
Shelters needs to be upgraded to cope with climate change. More wind and snow.
Simple pricing systems that are easy for visitors to understand. Integrated ticketing so I don't have to carry a train pass and a snapper card!
Simplicity - which is admittedly hard to acheive. But it probbaly needs a 'big brother' approach.
simply that the system needs to be well connected and that journeys may not need to go via CBD yet should be well catered for
Some drivers are lovely, but others are really grumpy. As they are the face of PT, it is important that they are friendly.

There are still a lot of very old buses around. Some of them don't even make it up the hill to Wadestown....
Some of the bus drivers do not have customer focus skills. This especially applies to some of the Go Wellington drivers.
It is important to have drivers who are friendly and courteous.
Something simple that would help would be a change of give-way rules for buses pulling away at bus stops: let buses have a right-of-way. This requires a legislation change but if most other first world countries have this I can't see a reason why New Zealand wouldn't have it.
Sometimes the Wellington buses don't smell very good. The Newlands buses seem cleaner.
Sort out the double payment of fares and the length of journeys
Sort out the rail system urgently. What happened to the new Matangi trains ?
Communication on this issue is non-existent !
Sorting out overcrowding on trains
More modern trains on all lines
More efficient ticketing systems using a boom gate type thing when you have to insert your ticket. The people who sell tickets on the train to carry an effpos machine to allow for something other than cash.
space, comfort, style and safety
Staff on the trains are very nice helpful and freindly.I do think the Staff should tell young people (even if they are full paying fares) to stand for older people and pregnant mums. Its amazing when you tavel overseas the young always stand for these people.
Staff taking pride in being of service to others and providing the best service.
Stop putting up the fares! It just deters people even more from taking public transport when it should be encouraged.
STOP WASTING MONEY
Students need cheaper fares to get in/out of the city and to Uni campuses
Subway trains
sustainability and price.
Thank you for opportunity to have my say
Thanks for the new trains with verbal and visual announcements of the stops.
thanks for the opportunity to provide feedback
The airport flyer is a great service but it is too expensive - especially if you are meeting someone at the airport. The return-trip ticket should be available again.
The best service at the best price, and I don't think the two are mutually exclusive.
The bus service where I live is limited and does not operate on weekends which I accept - however during the week it needs to be reliable and on time. The service is very reliable in the mornings but is often not reliable during during peak hours.
The CBD is not that large. It only takes 30 minutes by foot to go from the Basin Reserve to Farmers on Lambton Quay. Having services every 10-15 minutes and buses delayed by other vehicles does not make buses a good option. The traffic for public transports should be improved. Another very important aspect not mentioned in your survey is the impact of transports on the environment (pollution, noise, visual). That should be really thought about. For example in Nantes (France), the paths for the trams are covered by grass and only the rails are visible. It gives a green and clean aspect to the paths.
The concept of 'light rail' needs ot be eliminated as an option immediately. It is too dangerous (i.e Melbourne has over 1,000 accidents a year) death rates internationally are higher than equivalent car journey rates. Wellingtonians can't even handle a simple 200 metres of change of direciton in a bus lane. It is far to expensive for capital costs and will require millions each year in subsidy to operate. It will divide the city even more, cutting off the waterfront totally. It is a concept invented when Queen Victoria was on the throne and no system developed anywhew in the world has had the slighest impact on car use or congestion.
The cost of the fares is constantly rising.
The diesel busses stink causing nausea. Travelling to Broadmeadows winding through Homebush Road is a joke. Much prefer private transport as it is direct, reliable, and comfortable.
The electronic screen showing time til next bus is FANTASTIC - need these around the whole city
The Express buses are really useful. I wish they'd run (even at a lower frequency) during off- peak times as well.
The frequency in the model I propose can be at least 2 minutes through the CBD at almost all sensible times by not running all services through the CBD which is completely inefficient, and diverting the resources saved to higher frequency peak services to suburbs from the fringe CBD interchanges. This needs proper integrated ticketing but would be by far the biggest improvement possible in Wellington CBD PT services. The interchange investment at Courtenay Place would be significant but properly planned could create a warm and inviting indoor hub (similar to Brisbane Queen St hub) and may be able to be funded by commercial/retail leases associated with the premises - and use of a second floor viewing/restaurant/bar mezzanine. Similar re-development of Lambton Interchange could be done as well to make indoor and integrate with a commercial development.
The growth spine outlined in previous GW and WCC plans (Kilbirnie/Newtown/Te Aro/CBD/Thorndon) should be served by a frequent cheap service, ideally light rail. A recent visit to Minneapolis I was impressed by the light implemented there, and that in such a car loving country, and against initial public opinion, has been a roaring success and oversubscribed, with more light rail planned. We need move beyond cars are the predominate form of transport used in Wellington.
The importance of creating a public transport system that is effective, but also safer and more pleasant for both passengers and other pedestrians too.
The introduction of the Airport flyer service, Snapper (although initially I preferred the Gold Monthly pass for convenience), and electronic timetables at stops have been great initiatives to enhance public transport to the end user. Congratulations and look forward to continuation of initiatives to improve the overall service and availability of services.

The most frustrating thing about using trains and buses to get to and from work is that they are often late or cancelled, and often there is a very long wait for the next one.
The most important thing is buses that run on time. I often end up waiting 20 minutes for a bus that's supposed to run every 15 minutes. Buses often start their run late at the station - why?? I also think the planners should try riding the buses. The newer buses don't have good handholds for standing passengers, and having seats that are one and a half people wide is just dumb. The seats behind the driver are difficult to get into on many of the newer buses. Do the people buying the buses ever imagine being a passenger?
The network must be comprehensive, coordinated, timely and affordable. It does not currently meet these requirements.
Public transport must be a valid alternative to private cars. The current network is a valid alternative for me during peak time travel to and from work. However, it is not outside these times and I use private transport.
The new trains are fantastic!
The pain of catching the bus has reduced a bit due to the electronic timetables at the bus stop. knowing when the next bus is due in real time means you know how long you are going to have to wait and you seem to deal with it. It's the unknown that gets you frustrated.
The public transport in Wellington is one of the best in the country but as soon as one goes overseas you can see how inadequate it is, even with issues and problems with other systems, the benefits far outweigh the problems. Having a good transport system in Wellington would be one of the things that would keep me in the city rather than moving to another or another country. I would really like to see more reliable transport to the suburbs. I don't drive and I have to think very carefully about where I can live so I will be near some form of transport or be able to walk into the city. Not having services on Sunday is unacceptable or having dramatically less when it is your only form of transport is incredibly difficult. I would be willing to pay more tax for a better system, it is that important to me.
The public transport system should be built with cyclists in mind. This means allowing cycles on the buses or trams where possible, having separated routes for cycles rather than the current shared bus/cycle lanes, having good secure dry cycle parking at public transport stops where possible, etc.
I think many of your respondents are going to answer questions 14 and 15 with the first option but would actually accept something else - given the option, of course frequency of every 2 mins would be better than every 5, or walking less than 5 mins is better than walking up to 10.
The public transport system should take precedence over provision and priority for private motorised vehicles. There's far too little use of public transport to the airport. People flying clearly accept the advantage of public transport and so it is not much to ask that they use public ground transport to reach/leave the airport. A down town check in for the airport with a high frequency service to/from the airport (probably most practical as part of the "light rail" system, but a dedicated service if the demand justifies it) would be an incentive. I am disappointed that this is a survey - I thought the people of Wellington were going to be consulted on this. If that is happening elsewhere or yet to some please advise me of the details via email to mg.taylor@kol.co.nz. Note: Earlier answers reflect that as the centre is compact if the frequency of service is less than suggested or stops more distant it is probably quicker to walk.
The questionnaire seems to lack any consideration of the network linkages beyond the CBD which in essence will drive CBD frequencies. The study also fails to recognise current activities such as the RoNS and how this affects PT. The Wellington 2040 plan isn't mentioned nor is traffic restraint and cbd parking management which would address many PT issues without the need to actually do anything with PT. Why is the NZTS mentioned in the scoping report, it is a non statutory policy and now a defunct policy? The aspiration of PT is great, as is the study, but it fails to think beyond the CBD (This was a spine study in theory) and fails to recognise that many of the PT issues can be addressed by tackling non PT subjects (car access, signal timings, traffic management and parking policies)
The rapid rate at which many bus drivers accelerate once accepting a passenger can destabilise a weaker passenger who is unsteady on their feet, whilst they try to get to a seat.
The rudeness of some bus drivers really upsets me. So much so that I would rather walk than use the buses. The last time I used the bus I couldn't get my Snapper swipe to work when I was disembarking, and I asked the driver what I should do. He shouted angrily down the bus to keep trying (the tone was that he was having to deal with a moron). When it still wouldn't work I asked him again and he said to try the one at the front of the bus. His attitude was churlish and it was embarrassing in front of a whole busload of people. I have had other bus drivers who were equally rude. They need training in dealing with the public and just ordinary civility. Or drugs. Maybe drugs would do it.
The seating on the buses. There are now buses where the back 1/2 of the bus seats face each other with only the back seat in it's usual spot. There are only 3 rails for people standing to share/hold onto. These buses shout - YOUR IN MY SPACE. On my trip home I just want to relax after work and enjoy the scenery.
The service needs to be reliable when people need it the most - in bad weather. Wellingtonians are happy to walk a lot, but currently as soon as it rains or gets really windy, many of the trolley buses break down at a time when people need transport options. That's not acceptable.
The system needs to have quality connections to the rest of the city and suburbs (including the Hutt, Porirua, Kapiti); the cost of using it needs to be affordable
The train station needs a big map of the region with all services shown and another map of the city with all services shown. More maps are also needed at main stops and on the buses themselves. It amazes me that you get in to the city and there is no obvious map for visitors. You should Test The Ability of visitors and non-english speakers to arrive and figure it out how to navigate and use your service. Is your system easy to use for visitors? Not now.
The train system is a disaster. This must be improved.
The train systems must be addressed. Not a single train I have caught in the last month has been on time, and they are always overcrowded. It's unacceptable considering the huge rise in train fares
There are benefits to a high quality public transport system to everyone, not just those people who directly use such a system, hence the user-pays aspect should not be too much.

There is no need for a 2nd Mt Vic tunnel or widening of Ruahine Street etc. That will only encourage more vehicles to come to Eastern Suburbs. Ignore the answers to questions 14 and 15 - the questions are far too general. (E.g. does q. 15 include frequency at midnight?)
There should be tolls on the motorways to encourage & pay for public transport.
There should be integrated ticketing (one method of payment for all types of transport)
There should be transfer/return ticketing with 3 hour continuing journey allowance. This would encourage short trips the visit the CBD.
There's plenty of govt money in transport. Don't take no for an answer when asking central govt to pay its share.
Think long term. New infrastructure could set Wellington up for decades.
Thinking about a newcomer using the current system, with it's lack on ticketing integration, high prices, ridiculous rules around off-peak travel pricing, lack of reliability, to get to key places in our city makes me want to cringe. A focus on making the experience simple, easy and inexpensive with good connectivity should be at the forefront of the agenda.
thinking about options within the city, particularly for parents with strollers and those with accessibility needs or for bad weather days eg no ticket penalty within CBD or a bus that just does an inner city route from train station etc - ie Melbourne's city circle tram is free and circles the city
airport bus we have is excellent - one of best airport connections I've seen
This is just a suggestion, but having bus lanes be the same lane used by cyclists does not really improve traffic flow for buses. Buses are forced to slow down and use other traffic lanes in order to get around the cyclists. I support cyclists, but they should have a dedicated bike lane that they do not have to share with buses.
This needs to be considered alongside private-non vehicular transport options such as cycling, walking and running. I usually cycle to work because it's more convenient and quick for me than the bus. It would be nice to have safer roads for that.
This survey is awfully designed and difficult to convey thoughts.
Overall we have a ratepayer base that is very supportive of public transport. This has been affected by the reliability of train services during the past few years.
The bus services are good but need improvement with more seasonal adjustments, use of technology to communicate about services and trial new routes, times, etc.
The policy setting and operational delivery of public transport needs to get the advice of a futurist and stop thinking about incremental improvement and take calculated risks and experiment with new ideas that might work. For example:
- we have pop-up temporary shops so why not do pop-up temporary bus stops.
- most bus routes have regulars with both drivers and staff so why not give free snapper credits to bus ambassadors and get them to engage with users. People already do this selling raffle tickets etc on suburban routes.
- create a twitter handle for suggestions that is advertised in and around all buses and trains.
Time
Timetables that make sense, not overcrowded, options to get to major destinations (e.g., Lower Hutt to Wellington Hospital)
To reduce private transport (with pollution etc.) the public transport needs to be improved, it needs to be solidly reliable. AND also needs to take into consideration other means of transport such as cycles.
Too often in NZ shoddy compromises are made in the name of 'the cost'. The unfinished urban motorway with its one tunnel and bridgeless pillars, the hatchet job done on Bolton St Cemetery, the dismal Karo Dr bypass; all are weak compromises and poor urban design.
Wellington needs to have a grand vision for 30 years from now. Higher density living means that Adelaide Rd needs light rail and an alternative corridor to the Golden Mile needs to be used for this (which can be done with surprisingly little encroachment to the traffic lanes).
We need leadership and to provide our city with long-lasting infrastructure, as mayors of days gone have done.
Just do it but if it's going to be half-pie, forget it!
Towns are about people, not cars.
Transfers between services should be at no extra cost. At times I have to catch a bus from ngaio to courtney place and then transfer to another bus for the rest of my journey so have to pay twice as much as usual
Transport staff to be more customer friendly
A less stressful procedure to report complaints by telephone
Two simple choices. More roads (which will just get clogged) or public transport / cycling / walking combined approach.
Unreliable trains are a nightmare and slow links between hospital and trainstation means it can take over an hour for me to get home whereas when I could drive even at peak times it can take just 30 mins

Upgrade the Trains in Wellington
Upgrade to bus waiting areas would be great, especially in the newtown/mt cook areas. Standing (especially in the rain) is frustrating
Urban quality. Low noise, low emission, quick, frequent services on routes that are easy to understand and are well integrated to allow easy transfer to other routes or transport modes.
Using the express bus to and from Miramar is great, i feel a bit for the drivers of this service as they are constantly having to stop people from getting on the service when its drop off only and vice versa. Is there anything that can be added so the poor drivers dont have to keep repeating themselves? A sign on the door that says pick ups only then changes to drop offs only?????
Using the public transport system to support cycling - easier to carry bicycles on trains and more secure bicycle lockups at stations.
Using Wellington's natural corridors to connect communities affordably and attractively so don't want thinking to stop at railway station
Look at capturing future land value increases along the corridor to help fund
Value for money therefore reliability and consistency with train services.
Wairarapa connection
Waiting outside for buses in Wellington can be really miserable, it can be so cold and wet. The time boards are step in the right direction, but at most stops you have no idea if your bus has been already or is just really late.
We are an ageing population with higher rates of disability which urgently needs consideration. Universal design will be a critical success factor.
We are very far from a high quality public transport system! We don't even have an average one.
My husband and I have been taking the train into Wellington for the last 8 years and we have had enough so we are going to start driving next year - that's how frustrating it is using Wellington public transport!
We NEED a strong public transport system from the railway station to the hospital and then onto the airport.
We need more trains and more parking in the porirua area. Peak times crowded no parking. Paremata not safe cars get broken into. Cant we have a descent coffee cart parked at Paremata and a machine in Porirua from 6- 9 am. Please.
We need new/bigger roads like we need rocks in our shoes. We've got all the roads we need, IF they're used efficiently. The trick is to get people out of their cars!!! On buses and trains! On bikes! On foot! There are ad-campaigns in other cities that are helping to brand public transport, especially buses, as "not just for poor people". That's part of the stigma that needs to be overcome. Installing bike-parking at bus-stops outside of CBD would greatly increase the stop's catchment area. Bike parking should be the boring but reliable "A" stands like those being installed in CBD, or the "bikerakk" stands. The stands I've seen at rail stations outside of CBD are total crap, I would NOT lock my bike to those because the design and placement of those racks are not secure and they encourage vandalism.
We need to be realistic regarding the population size but if bus services were better connected to facilities across town (improved routes) and there were faster connections to the main areas of interest (airport, south coast, waterfront, supermarkets) then I would never bother with using the car.
We need to challenge the bogey of light rail and heavy rail not being able to run on the same tracks. And we need the light rail system to go all the way to Johnsonville and then further to the new northern suburb.
We need to get all the bus services using the one fare card and new arrival electronic displays at the bus stops.
We need to identify and safeguard a PT route through the city that can be used now and developed for the future. This would allow us to have more efficient bus services, provide for more modern buses or even a rail service through the city. It also needs to be possible to connect the service to others beyond the CBD to encourage people to use PT. If they don't need to change services they are more inclined to use it.
We really need to introduce fully integrated ticketing with free transfers, this should've been done a long time ago and should be a simple first step. The fact that this seems to be so difficult to achieve there are other issues getting in the way of effectively managing our public transport system, in which case they really must be addressed and it must be brought under stricter local government control.
Wellington bus services are generally very good. More training for drivers (jerky braking and acceleration speeding and customer service), but overall network is good. However, the abundance of buses makes the city noisy, congested and unsafe. An elevated monorail (like Sydney) or street car should be considered. An intermediate solution is to start to develop and protect a dedicated bus rapid transport network that could become a monorail or light/heavy rail network in future. In comparison the train services are very poor. Location of main wellington station is terrible. Units are terrible. Costs are excessive. Reliability poor. Guards are rude. The extension, integration and improvement of train service is the most significant transport sector task to continue to develop a livable world class capital city. Transit NZ should not be building infrastructure within the city limits. They do not have the right culture/understanding/focus or skills for the job.
Wellington CBD is very walkable. Make better use of this. Get rid of cars, open up pedestrian friendly promenades, slow the buses down.
Wellington has great opportunity to have a worldclass PT system that is well-frequented. Instead, we are going to build 6-lane highways through our suburbs and destroy the Basin?? TOTALLY nuts. Put all that money into PT and wake up to the real world
Wellington is a weird place topologically, with high-traffic roads being the main routes in and out of suburbs easily congesting. public transport needs to work with this or around this.
Wellington is breathtakingly backwards compared to so many cities. Our transport planners seem to hate the Te Aro area and

anyone who wants to move across the city rather than just in and out. PLEASE start designing for off-peak travel, shopping etc as well as commuters.
Wellington needs to have a clearly stated goal of making public transport the mainstream choice. Like it is in many European cities, it should be the norm to think of which buses, trams etc you can take to get to your destination before you think of whether you should take the car. At the moment, we are encouraged as an ethical choice to take public transport in order to prevent congestion and carbon emissions, but this choice is not supported by our city planning. Council and government have an obligation in my view to make 'the right choice' in to 'the easiest choice'. Rather than expecting people to put up with ever-increasing fares, sporadic timetabling, inconvenient routes and slow journey times in the interests of making the right choice for the climate and environment, the city should be making sure those who already make this choice are supported and rewarded for it, while encouraging car drivers to make the switch. Making public transport in to the mainstream choice and the easy choice means prioritising it ahead of cars, both literally on the roads and in our transport budgets.
Wellington needs two hubs for transport. The Railway Station is one and another perhaps near the Basin Reserve. This would create a north and south hub to create very frequent services in between the hubs. The North hub would service northern and western suburbs and the South one, southern and Eastern suburbs. Rapid transport between the two including non stop services would mean you don't need to stop at every bus stop in between. http://www.mousecatdog.com/wellington_20102020.html (for some really crazy ideas)
Wellington railway system is a joke. The schedule on TV that they use in WLG station is so tiny that you need a binocular to see it. There is no information about next or current stops in the carriage. Village People sitting on the floor in train and laying legs on the chairs. The graffiti on buildings along the railways is a shame of NZ.
Wellington would probably benefit from a tram system with linking buses at the railway station and Cambridge terrace. Integrated ticketing is the main thing though - all the bus services should at least be using snapper. The council needs to get onto this to make it easier to use. I can't believe its not one of the options above.
When bad things happen, causing delays, flexibility in working around it. Endless cancellations is just crapping on people.
When can we get an iphone or android app for Metlink, the mobile website is crap. Veolia/MAXX in Auckland has done an app which is very functional, but not hugely pretty or innovative. How could this be connected to Snapper is another great thought.
While a high quality public transport system can exist for most of its route on ground level, we have to accept that there are 2-3 pinch points in the Wellington geography, and that at these points, the route needs to be either Above ground, or Below ground. The corner at Old BNZ is a prime example, as is Manners St, and these areas need to be designed extremely carefully.
Why can't buses from karori go through the terrace?
Electrification of public transport is my key requirement for the future.
Why do some bus routes only run on weekends????? People have lives and would like sometimes (like in winter) to be able to catch a bus instead of having to walk to town in the rain and wind.
Why have buses dedicated to running from one end of the CBD to the other during rush hour when there are numerous other services running that route on their way to their destination?
will tranz metro / kiwirail ever fix their problems to be put into this category ??
Would also be useful for Snapper cards to be fully operable in purchase of discounted fares on Metro trains, rather than only for cash cost fares.
WOuld be a good idea to re-evaluate stops in older suburban areas as many routes do not cover the newer parts of suburbs particularly well
Would be great to achieve this goal: Train travel from Wellington Station to the Airport. What better way to greet new visitors to the city than to offer a clean and efficient train journey to the CBD from the airport? That would be the best.
Would like the buses to attempt to leave on time from the railway station if that is their first stop
Would like to see no.8 bus route extended to include Ashton Fitchett Drive- very wet open and exposed, also children could catch bus home from school.
Yes - I would like to see monthly passes available for school students.
I would like to see some huge improvements in the snapper system and more self service kiosks.
At the moment we would have a great service on our bus route if they came on time i.e. every ten minutes. However often you end up waiting 40 minutes and then 3 buses arrive all at the same time.
Yes - please get away from the 'Car is King' mentality. Make it cheaper and easier to catch public transport, and safer and more pleasant to walk or cycle. Keep cars away from the centre of Wellington as much as possible.
Yes - we need to invest in public transport and cycle ways. Perhaps we should increase charges on car users to make public transport the cheaper and more convenient options for most local journeys. We could also reinvest the money saved if we choose to NOT build the Mt Vic to airport option of tunnel/widening/flyover.
Yes, I do.
Yes, knowing when buses or trains are going to arrive, those fancy signs that could let us know how long we have to wait, or if there are any delays that would be great. Standing at a bus stop for 40 minutes is not fun after a long day at work. If the sign could tell us the bus is 30 mins late we could go and do something else then come back and not be so grumpy or we could make alternative arrangements to get home.
Yes, let's get one of these - a high quality spine!
Yes. Move focus from private motor vehicle access to public transport or foot access.
Yes. I think that it is extremely important to ensure that people who are involved in the design and implementation of public

transport are regular public transport users themselves. I also think that the following features, in addition to those mentioned previously in this survey, will make public transport far more appealing to a much wider public: - An airport service that runs for the duration of scheduled flights (i.e. doesn't finish running at 21:30 when flights are still arriving until midnight).- A ticketing system that removes the need for drivers to make change on cash fares, thus decreasing the time spent at stops. This can be done through on-board machines that automatically count change, such as those in Vancouver, and/or by the selling of tickets at dairies or from machines at selected stops.- RTI timetables at bus stops that have both the scheduled services, and the current time displayed.- Clearly displayed numbers on the backs of buses so that passengers can see if they've just missed their desired bus.- Smaller buses during off-peak on less frequented routes. It makes absolutely no sense from either a monetary or commonsense standpoint to be running massive buses once an hour with less than a handful of passengers in them, especially up narrow, winding roads. Running smaller buses will cost less, and running smaller buses more frequently will lead to increased usage, which, in the grand scheme of things, will also cost less.

Yopu need to make it cheaper, more frequent and reliable.

When i came back from Living in the UK for 4 years it was the first thing that i noticed. How rubbish our public transport service is.

I tried to live with out a car but it was too impossible.

For instance i lived in Paremata and had a job interview in the Hutt. 4 trains later and about \$30 out of pocket and about 2 hours traveling time. i had been and had my interview.

Once you have seen and used effective public transport you really want to use it. New Zealander need to have that so they can all start using it.

You can't keep improving services while also racking up the price. Mode share change will not be effected.

You have a good foundation for an excellent public transport system. It's laking a bit on the reliability front and sometimes takes a bit long in peak hour traffic but keep going down this path and keep improving it. More dedicated bus lanes would be good too.

Your Studys take too long for consultation and should only take 2months for consultation/meetings/ to action-implementation.

How come hasn't the consultation that began pver a year ago for MetLink/Go Wellington services been implemented yet??.....its taking way too long !!

This consultation we've just filled out is taking too long to. Should only realistically take 2 months.

I could produce a team to sort out all of Greater Wellingtons Public Transport Issues.

Thank you.

Appendix G

Market Research Street Survey Other Responses

Appendix G Market Research Street Survey Other Responses

Question 1 - Main reason for travel “other” responses:

- | | |
|--|--------------------|
| - Band practice | - Library |
| - Cafe | - Live in the city |
| - Car in service | - Night life |
| - Child to daycare | - Occupy! |
| - Collecting | - Passing |
| - Doctors & hospital errands, general life admin | - Pizza delivery |
| - Getting food | - Reading cinema |
| - Going for a walk | - Retired |
| - Going to Te Papa | - Road |
| - Going to the waterfront | - Running errands |
| - Gym | - To eat out |
| - Home | - Travelling |
| - Hospital | - Unwell |
| - Leaving Wellington | - Unspecified |

Question 2 – Usual destination when travelling into or through Wellington CBD/central city?

- | | |
|---|--|
| - Abel Smith Street | - Gilmer Terrace |
| - Airport | - Going to a cafe in Newtown |
| - Aitken Street | - Grey Street |
| - Alicetown | - Harbour Quay |
| - All around central Wellington | - Hataitai |
| - Allen Street | - Home |
| - ANZ Courtenay Place | - Hospital |
| - Architecture School, Te Aro | - Host |
| - Aro Valley | - I don't come into town much, just going to the optometrist |
| - Ballance & Featherston Street | - Island Bay |
| - BNZ building – Trelise Cooper | - John Street |
| - BNZ Harbour Quays | - Johnston Street |
| - BNZ Willis Street | - Karori |
| - Bond Street | - Kelburn |
| - Bookshops | - Kenepuru |
| - Boulcott | - Kent Terrace |
| - Brandon Street | - Kilbirnie |
| - Brooklyn | - Kirkaldies |
| - Buckle Street | - Lambton Quay |
| - Bunning Street | - Leeds Street |
| - Bus driver – everywhere | - Library |
| - Cambridge Terrace | - Lower Hutt |
| - CBD | - Lyall Bay |
| - Central City | - Mac's Brewery |
| - Chews Lane | - Majestic Centre |
| - Church Street | - Manners Street/Mall |
| - City Council | - Marion Street |
| - Civic Centre | - Majoriebanks Street |
| - Cnr Panama St/Lambton Quay | - Massey University, Shed 5 (work) |
| - Cnr Lambton Quay/Willis St | - Massey University, Wallace Street |
| - Courtenay Place | - McGinnity Street |
| - Cuba Mall/Street | - Meeting friends on Cuba |
| - Cuba Street | - Mercer Street |
| - Customhouse Quay | - Metro railway station |
| - Dixon Street | - Midland Park |
| - During the week – Kelburn and weekend no usual place. Oriental Bay when its sunny | - Miramar |
| - Eftpos Tory Street | - Molesworth Street |
| - Everywhere | - Mount Cook |
| - Featherston Street | - Mount Victoria |
| - Ghuznee Street | - New Plymouth |

- Newlands
- Newtown
- NZ Post House
- Oriental Bay
- Oriental Bay – Fisherman's Table
- Palmerston North
- Paraparaumu
- Paremata
- Parliament
- Percival Street
- Petone
- Pipitea Street
- Plimmerton
- Porirua
- Railway Station
- Readings cinema
- Restaurant in town
- Riddiford Street
- Rintoul Street, Newtown
- Rogotai College
- Rongotai School
- Rutherford House
- Silverstream (when travelling home)
- Simply Paris cafe
- Stadium
- Strathmore
- Taranaki
- Tawa
- Te Aro
- Te Papa
- The Terrace
- The shops
- Thorndon
- Thorndon Quay
- Through the city or uni or work
- Tory Street
- Town
- University (Kelburn, Pipitea, Architecture School, Vivian Street, Victoria, Massey)
- Upper Hutt
- Upper Willis Street
- Victoria Street
- Visits Kingston, uses Valley Flyer
- Vivian Street
- Wadestown
- Waikanae
- Wakefield Street
- Waterfront
- Waterloo Quay
- Wellington Hospital
- Weltec
- Westpac
- Wharf
- Whitireia
- Willis Street
- WINZ
- Woodward Street
- Work

Question 6 – Why do you use public transport in the Wellington CBD/central area?

Ability to work and travel
Airport
Airport or occasion like that
Another way to get home to parents house
Appointment
Availability, quick to uni
Available and free
Bad weather
Because I don't have a car
Because it's too far to walk/bike from Island Bay
Because most good looking females are in transit
Because petrol is so expensive, choose to bus during the week
Been out to the pub
Better for environment
Better than climbing hills
Better than driving
Better than walking
Bus when I can't be bothered biking/walking, weather
Can't be bothered walking
can't be bothered walking especially when I have heavy things to carry
can't be bothered walking or if weather is bad
Can't drive
Can't get parking
Catch ferry when I go home to Nelson to see parents
Catch it to work on the weekend and sometimes to uni (Pipitea)
Cheap
Cheap and convenient
Cheap and easy
Cheap and efficient
Cheaper

Cheaper for one person
Cheaper than bringing car in
Cheaper than car
Cheaper than driving
Cheaper than parking
Cheaper than petrol and parking in town
Cheaper to get to work
Cheaper, easier
Cheaper, good when its bad weather
Cheaper, hard to find carpark, shared car
Cheaper, parking issues
Cheaper/carparks are hard to find
Cheaper/convenient, relaxing rather than being in traffic
Cheaper/easier access
Convenience
Convenience - like to support public transport
Convenience, don't have to worry about parking
Convenience, get to work
Convenience, parking expensive
Convenience, price
Convenience, too tired to walk
Convenience, weather, late
Convenience/cost
Convenient - can relax
Convenient and comfortable
Convenient and free
Convenient but I drive to train
Convenient, always on time
Convenient, cheap, easier than finding a carpark
Convenient, cheaper
Convenient, fast
Cost
Cost effective, relieve parking hassle, walk part way for

exercise
Don't feel like walking sometimes
Don't drive
Don't drive, parking costs, good socially
Don't feel like walking
Don't have a car
Don't have a car to use, only one in the family
Don't have to worry about parking
Don't like driving, easier - I can read on the train
Don't own a car
Don't own a car and live far away
Don't want to drive
Don't want to pay parking
Don't want to walk up hill
Dropping off vehicles
Easier
Easier, cheaper, faster
Easier, convenient
Easier, no other transport
Easy - sometimes too far to walk
Easy, less expensive than a car parking cost, petrol - and long drive
Economic, green, parking
Equipment
Far distance out of centre suburbs
Fast and easy
For work
Free
Free at certain times
Further than the city, when travelling out of the city
Get a free pass, convenient
Get from A to B
Get out of central city
get to school or work
Gets from A to B, saves petrol
Gets me to where I need to be
Gold card
Good service (airport flyer), don't want to hire car, cheaper
Great service
Great way to meet people, fitness
Hate driving
Have a gold card
Have to use train
Health
Home to work
Home/town
Hour drive, cheaper
I can't bike everywhere
I don't use in CBD, prefer to walk
I live in the Hutt and work in town
If bad weather, easier
If I don't want to walk
If I'm feeling lazy
If I'm running late
if it's bad weather
if it's raining
If mum won't give me a ride
If running late, can't be bothered walking, bad weather
If walking is too far
In weekends
Injured knee
Island Bay - for leisure (on holiday)
Just for leisure
Kapiti, commute is cheaper by train
Lack of parking
Left car in town
Less hassle/cheaper
Less stressful
Like it

Live far away
Misses carpark - timing doesn't suit hrs, work shifts
More cost effective
More cost effective, more relaxing, safer
More parking halfway at end of suburbs to then get on buses
Most convenient - I work in town
Most convenient, price of petrol
Movies and supermarket, other shopping
Necessity
Need to get someone quickly
No car
No licence
No parking
Not cost efficient
Nothing
Occasionally when I'm drinking and can't drive
On crutches
On weekends when coming to the city
Only form of transport
Only if shopping and have luggage or bad weather (very)
Only mode of transport
Only occasionally when going to the Hutt to visit family
Only one car at home
Only option
Only option - can't drive
Only way to get into city
Only when I have work on a Sunday in Lyall Bay
Parking too expensive
Poor weather and convenience
Prefer it, cost less
Prefer than car, environmental
Quicker
Raining
Save time, quicker
Saving cost
So expensive to park in town, easier
Studying here, don't have a car
Take kids or event
To and from the airport
To avoid walking
To come into town for appointments
To contribute to less cars on the road
To get a ride in to town
To get around campuses in poor weather
To get out of central city
To get places
To get to the airport. Occasionally to friends houses in other suburbs
To get to and from work
To get to class
To get to places further away
To get to school
To get to suburbs
To get to the city for work
To get to the hospital
To get to town
To get to town (for work) from Karori
To get to town, can't drive
To get to uni
To get to uni and meeting friends
To get to Uni when bad weather
To get to uni, going to other parts of city - Newtown
To get to uni, when its rainy or am running late
To get to university and work
To get to work
To get to work - drive three days and bus 2
To get to work - easier than driving, 1hr drive or 1hr train
To get to work - Petone

To get to work quickly, if I can't walk
To get to work when I start early in the morning - to get home when I finish late
To get to work when not driving
To get to work/to the city from Paraparaumu
To go home, to uni
To go to Newtown - if it's bad weather
To go to school
To go to suburbs
To go to supermarket
To go to work/visit friend/uni
To Kelburn when it's raining
To see parents in Masterton
To skip walking
To town to get to work
To work
Too far to walk
Too far to walk from home
Too long to walk or if bad weather
Town
Train goes straight to where I need, like the concept of public transport
University
Used to be convenience - not always now
Visit family
Visiting friend in hospital
Waikanae on the train recently
Walk there in the morning an bus home
Weather
Weather or family school times
When busing to far away suburbs (unwalkable)
When can't be bothered walking up hill and have spare change
When car is empty or going somewhere where its hard/expensive to park
When car isn't working
When carrying luggage
When coming into city on weekends
When coming into town
When don't have car
When drinking

When going to Courtenay
When going to friend's flat in Brooklyn
When going to Mum's house in Waikanae
When going to Seatoun etc out of the city
When going to work
When I can't be bothered walking
When I come to Wellington
When I don't have my bike
When I don't have other alternatives
When I have class at Kelburn so I don't have to walk up the hill
When I have to travel for work
When I have to travel to Paraparaumu
When I have work in town, carparks are expensive
When I need to go out of CBD - too far to walk
When I need to go somewhere not in the CBD
When I stay at my boyfriend's house in Hataitai - to get to work
When I work late shifts so I don't have to walk home in the dark
When I'm late
When I'm lazy
When I'm running late or stay at a friend's place
When it's raining
When it's raining or can't be bothered walking to uni
When it's raining/going to Brooklyn or Kelburn (up a hill)
When partner is using the car for the day
When raining heavily or carrying a lot of things
When the weather's bad
When travelling to see friends who live far away
When visiting family in the Hutt
Work
Work - don't own a car
Work and university
Work in CBD, easier and more convenient
Work in Mt Cook - sometimes when running late choose to bus
Work, cheaper
Works out better

Question 7 – Why don't you use public transport in the Wellington CBD/central area?

Airport bus to CBD is only public transport used
Because I have a carpark
because I live close enough to walk
Because I live in town
because I live in town and can walk
Because you can walk
bike to work and run/walk to gym
can walk
car
car is more convenient
Car or skate
cheaper to walk, \$2 is \$2 too much
choose to use the car mostly, park at Te Papa
company organise transport
convenience - prefer walking
convenience of a car - time factor
cost - I live in Kingston, cheaper to bring my own vehicle
Costs the same to drive & park for a day than take 2 buses
Difficult to get to Kelburn, timetable uneasy
Don't go far enough – walk
Don't know way around well enough
don't live in Wellington
don't need to
Don't need to, can walk
don't trust buses

drive
drive to work during the week because I have a work carpark
easier not to with a baby
easier to walk
enjoy walking - doesn't take long to get to destination
everything's in walking distance
Expensive
expensive, drivers are erratic and angry
expensive, easy to bike
expensive, I bike into town
expensive, I have a scooter
free carpark
get walked to and picked up
has a car
has a carpark
have a car - cheaper
Have a car & naughty child
have a car for work during the week
have a scooter, cheap and there's office parking
have a scooter, cheap petrol, free parking
have a work car
have car and children
have to have a car to drop kids off at school, groceries etc
Have to pick up/drop off kids

I drive
I have a car and skateboard
I have a motorbike
I have a scooter
I have a work car and a free carpark in town
I have no reason to usually unless it's really bad weather - use it more in winter
I live in town
I live in town and work in town
I need the fitness of walking
I prefer to bike, exercise
I prefer to walk
I rely on my car too often to do errands and shuttle children around
I use my car - I work for emergency services
I usually drive when I'm visiting friends, more convenient
I usually take my bike
I walk if I don't catch the bus
I walk to uni, live close
I walk to work
If I didn't work on Molesworth I'd drive
inconvenience, too expensive
inconvenient / hate buses and I have a car
its cheaper, easier to use my scooter
it's wiggly and I have a scooter, I prefer to walk or scooter through the CBD
job, work related
just as quick to walk
live centrally
live centrally, enjoys walking
live close to everything
live in central area and have a car
live in Mt Vic, everything is close
live in Mt Vic, everything is too close to use public transport
live in Mt Vic, can walk
live in Petone
live in Roseneath so can walk
live in town
live too far away, mission with children, too slow
live walking distance, drive in bad weather
Live within walking distance
lives close
lives close, can walk
lots of places to go in short time, business
most locations I travel to are a walkable distance
motion sickness
my car is more convenient and I'm a very busy person
need car for job
never in town
no as convenient
no need
No need to - work car
no need to, live in town
no reason
normally

Not adequate, mean bus drivers
not free
Not from Wellington - doesn't understand the system
Not lazy, I live close
not on time
not reliable
Only have to walk less than 5mins to work
own a car, don't come in to town often
own car
own transport, suits hours at work better
owns a car
Parents work in town, can get a ride
prefer to bike
prefer to drive
prefer to walk
prefer to walk, have a car, everything's too close
Prefer walking
prefer walking - car pooling
prefer walking, everything is walking distance
product to carry, more convenient to have own transport
ride my bike instead
sick of all the breakdowns - worked for public transport for 37 years
skate
Takes same amount of time
Taxi, because have very bad mobility
too expensive
too long for public transport
too slow, unreliable - I carpool
try to walk if its sunny, if I have time
try to walk when its nice wetaher
two children - too long to get home etc
unreliable
Unreliable, live too far away
use bike
use cable car
use private company vehicle
usually bike to work
usually try and bike one day a week
wait too long, prefer to walk
walk everywhere
walk most places, now and again catch th bus home but not often
Walk, scared to use it wrong
walking distance
Walking is easier and cheaper
when it isn't raining I walk
when its nice weather I walk
Work van
work vehicle

Q8 What would encourage you to use public transport more in the Wellington CBD/central area?

A bike rack - so you can bike down the hill and bus up
a line from Porirua to the Hutt - even buses would work
accessibility
already like it - like to help environment
already use a lot
already use it a lot - like our system
always do if I come into town
always on time
An increase in petrol prices
attractive men
available at night on weekends

because I go from train to bus so often a ticketing system allowing train to bus tickets would be helpful
better access for prams
better connections
better disabled access
Better drivers
better gold card hours
better suited to take kids on
Better timetable, frequency, integrated bus and train
better vehicles
better weekend service

bring cost down, scooter is cheaper than bus
bus driver so get free fares
bus drivers weren't as grumpy
bus stop closer
bus times in remote areas, buses often delayed
buses on time
busses run more often
can't understand Metlink website
catch it as much as possible
charging or bike parks
Cheaper
cheaper - change zone system
cheaper and faster
cheaper and more parking
cheaper and more reliable
cheaper fares (more buses early in the morning (6am))
cheaper fares for students
cheaper fares, more biker friendly
cheaper fares, more routes from Brooklyn
cheaper for me to use my car than to catch bus
cheaper for students
cheaper for students
cheaper maybe
cheaper monthly pass, room for bikes
cheaper on time
cheaper or if I lived further away
cheaper pricing, direct routes
cheaper rates for students
cheaper student rates
cheaper to go to further destinations
cheaper, cleaner, safer
cheaper, I try to walk when I can
cheaper, if I lived further away
cheaper, more night trains
cheaper, more routes closer to my house
cheaper/nicer
cleaner buses
cleaner buses, not so crowded in the mornings
clearer timetables
come with husband - if free I would use it
comfort
consistency
cost - connecting Johnsonville to the rest of the Hutt
cost lower
cost remained the same
diversity/more routes
don't need to because everything is walking distance
don't think so
don't understand the system
easier to use
encourage others to use more often
events in city
extend gold card hours
faster
free
free or cheaper, gold passes, no erratic driving
frequency
frequency of buses, lower price
Fridays more
friendlier drivers, cost, student discount
friendlier service
friendly drivers
fuel prices
going to different destinations
going to further away suburbs
Has a walking regime
have a car for supermarket trips etc
hop on, hop off tickets
I catch it as much as I can

I fl lived far from town
I need all my tools in my van
I only come in to town 2 times a week
I only use it when I come into town
I prefer to bike to work - exercise
I take it as often as I can
I use my car
I work in island Bay from home and take my car for grocery shops - so probably nothing
I would never use it
I would use rail if it was in my area
if better service where live
if buses kneeled always and drivers were more helpful
if buses went later
if buses went later, hate walking home at night
if buses were always on time - hard to plan day not knowing exactly when arrive
If came more regularly after hours
if could guarantee would be on time
if could get a bus back out to Johnsonville, latest for my route is 6pm. Not good when late at work
if economical
if gold card available all day
If I came into the city more. I work in Kapiti
If I came into town more
if I could understand it
If I didn' have a company car
if I didn't have a car
If I didn't have a car or had to pay for parking
If I didn't have a family I would definitely use public transport more
If I didn't have a work car & have a different job
If I didn't live in Mt Cook
If I didn't live in town
If I had a different job
If I had better time management
If I had further places to go
If I had to travel further, cheaper
If I knew more about it and it was cheaper
If I lived further away
If I lived further away - student fares
If I lived further away and it was cheaper
If I lived further from town
if I lived here
If I lived out of town
If I lived really far away (couldn't bike)
If i need it for work
If I need to go a further distance
If I needed to
If i rained
If I travelled further
If I travelled out more
If I was lazier
If I went out of town more
If I worked in town
If it came more frequently
If it didn't smell
If it rained more, if I was running late
if it stopped closer to my house
if it was cheaper, less awkward
If it was easier to access
if it was more frequent around my house
if it was more regular and cheaper
if it was more simple, website is too hard
if it was on time
if it was raining
If it was very cheap/free
If its raining
If morning early service

If partner needed car more, good alternative
If petrol increases more would consider
if she had to, further away
if the weather was worse
if there were hop on, hop off buses
If they didn't put the prices up all the time
If they were cleaner
if Thorndon didn't have everything/didn't have a car
if times better
If too much congestion
If weather was bad
If Wellington was bigger - visiting outer suburbs
if went everywhere
if you lived in town
if you needed to
improved service
increase frequency
it's easier for me to walk
knowing how expensive it is
knowing times better
later buses
later hours
less cancellations
less crowded to Brooklyn
less parking
light rail airport to CBD
monorail
more buses
more buses from Taranaki St - Kelburn campus
more buses on route and cheaper inner city
more direct route
more discounts for frequent use, more express buses
more environmental
more environmental/cheaper
more flexible
more frequent
more frequent, less people, more reliable
more frequent, more buses to Massey
more frequent, more destinations
more like old style trams, hop off without actually stopping
more often
more rates
more regular service - extended hours past commuter hours
more reliable
more restrictions on where cars can drive
more stops
more understanding drivers
Nicer drivers
nicer, not female bus drivers
No
no - Brooklyn good
no - company car
no - excellent service
no - happy with system
no - only use if I don't have to change buses
no - prefer to walk, weeked buses in Aro Valley
no - use it most days anything
no - cheaper
no complaints with it
No need to - everything is in walking distance
no overcrowding, not jammed in standing
no reason to
no unless free
no unless straight outside
not getting ???
not having to use snapper - hate them
not much cause I live so central - cheaper
not really

not very much - cheaper better
nothing
nothing - can't see any reason
nothing - everything is in walking distance
nothing - I enjoy to walk but take transport when doesn't suit
nothing - I should walk both ways
nothing - I use it as frequently as possible
nothing - I walk for pleasure
nothing - if I needed to catch the trains
nothing - is happy with the service
nothing - it's not necessary for my travelling purposes
nothing - live near by
nothing - live so close to town
nothing, I don't think buses should be in the centre of the city, they are mostly empty and get in the way
on time
One ticket for everything, travellers get confused and don't use public transport. Should be able to go on the ferry, train, bus with one ticket
Only when it's bad weather
pension - gold card
petrol prices increasing
prefer driving
prefer to walk it
prefer walking but if weather is bad
price
probably nothing, maybe cheaper fares
publication of availability
quicker
quicker and more efficient
quicker express bus
reliability
seat belts on buses - broken arm
Segregated vehicle use for buses/cars/bikes, eg Hong Kong
showing up on time
snapper aligned with Newlands
so many issues - breakdowns, overcrowding
stick to timetable
student deals
student rates and if more frequent
student rates, transport expensive
students for free
subsidised
take as much as possible
take as often as I can
Take it as often as I can
Take it as often as I can
time - always late/broken down
to see friends/family in town
tourist day pass - more info
train occasionally if I need to get to Paraparaumu
train to bus ticket
trains metro station was at Otaki
trains on time - enough carriages, more on weekend
Transport system is superb in Hataitai
travelling further
up to date and on time bus relay info
use it as often as I can
use it because it's necessary
weather
Wellington public transport is good
when move and further journey
worse weather
yes, shuttle bus in Strathmore if it went later

Q9 What ONE thing would you MOST like to change now about public transport in the Wellington CBD/central area – “other” responses

a smile from the driver
access to rail
all pretty reasonable in Wellington
announcement of destination
attitude of some bus drivers
be on time
better buses out to Karori from city
better communications when there is no service
better nights and weekend service
better timetables
better website
better/nicer drivers
bike hooks
Bring back trams
bus and cars separate
bus fantastic
buses and train timetables connecting
buses don't come sometimes
buses out of the golden mile - the stretch of
cheaper
cheaper rates rom the city to the airport
cheaper rates to/from airport
city centre more pedestrianised
clearer timetables, what bus goes where
come on time!
communication about breakdowns
connection times of trains correspond with buses
cost
cost - too expensive for what it is
decrease prices
depends on where you live
digital signs are often wrong
doesn't know
drivers not breaking so hard
easier to understand
everything
expense
express trains are express
extended hours
fine
fix the waterloo shelter so it's dry
free
friendlier drivers
get rid of old trains
get rid of wires
good as it is
happier bus drivers
happy with service
heating/toilets
if buses ran later
improved, show pricing
increase rail
if buses and trains were run by the same company
its all satisfactory at the moment
late buses
less "not in service" buses
less breaking down
lower price
Manners Mall
more comfortable seats
more electronic boards (real time)
more green
more information/maps for tourists - driver didn't know so walked

more night services to Newtown
more parking
more people would visit
more real time at bus stops
more restriction on where private transport is allowed (think of the environment)
more room for if you have groceries
more safety precautions
more services
more services to outside suburbs
more spread out bus stops
more sustainable system
more tactile, awareness of which routes are busy
more trains in peak times
never used it before
newer trains
nicer drivers
night time to Northland
nights and weekends (esp Sundays)
no breakdowns
no snapper
no worries
noisy
nothing
old buses
on time
one fare/ticket/hourly
only use it once a week and its fine
price
price (its gouged)
price -trains aren't reliable enough to charge as much
prices lower, gold card times extended
pricing
punctuality
real time information about buses
rough bus drivers unsettling
safer
safety around platforms
satisfactory
satisfied
student fare, too expensive otherwise
ticket prices
time boards
timetable
tracking system
use different fuel
wait for passengers to be seated befroe bus leaves
waiting
website
weekend & night buses to Brooklyn, stagger buses – either two at once or none
WiFi on bus
Wilton bus needs improvement
yes

Q10 What OTHER things would you particularly like to change – “other” responses

a single fare between buses and train
access to parking
Aro - weekends no buses
Aro Valley across to other suburbs
better drivers
better weekend and public holiday service
bigger depot for buses in the Hutt
bike carriage
buses always on time
carpool instead
cheaper
cheaper, communication
cleaner trains
cleaner; pave railways, let buses to use railway to avoid congestion
cleanliness
colour of the bus
communication
complex
cost
cost and service
cut out necessary car trips - longer routes were cut in half
expensive
express trains in peak to be extended in evenings - 6.05pm isn't late enough
extended services - light nights
fine
free
friendly train staff
half price for students
Hutt Flyer more often
if frequent at night
improve snapper
integrated ticketing with different trains
keep pricing consistent
Kelburn bus is always packed, sometimes full and I can't get a seat
loop trains
more bus lanes
more choices with buses - Porirua
more convenient for me to drive
more coordination

more early morning and late evening - 24hr service
more efficient rails
more express options
more frequent to suburbs
more frequent weekends
more information about bus routes
more live tracking
more Matangi trains
more on weekends
more options, bike hire, universal card for all public transport
more routes
more routes to stop me from having to catch two buses
need wider lanes, need more bus lanes - buses to stay on
new trains on Kapiti
new trains, shorter ones
nicer drivers
night-time buses
no breakdowns
no cancellation
no snapper
noise, quieter buses
Number 7 bus on the weekends
often late for work because buses are late
price
satisfied
seating
single ticketing
slow on wet days
some areas have poor service
stop at all stations
student fares
the boars with waiting times for buses aren't always working
ticketing
timed better (big gaps and big clumps)
timeliness
train not just to the city
trains are pretty old
weekend service
yes - cleaner

Q11 All the places you've visited in New Zealand and broad with the best public transport systems and why

Abu Dhabi - easy to use
Abu Dhabi - go anywhere for cheap
America, Europe - on time, efficient, cheap
American - more like a grid, bike racks; Prague - honesty system, have pass
Amsterdam - emphasis on cycling and trains to get around a compact city
Amsterdam - frequency of service
Amsterdam - have bikes to rent, encourages more people to travel by foot/less congestion on roads
Amsterdam - more organised. System of payment was quick (a lot of people cheat in NZ). Russia - underground
Anywhere in Europe - brilliant, easy, convenient, reliable
anywhere with underground systems
Athens - frequent; London - easy
Auckland - storage for bags
Auckland - easy and direct routes to/from airport

Auckland - easy to work out
Auckland - good coverage, good buses
Auckland - has the link bus, runs late at night
Auckland - knew the system and area well
Auckland - know it well
Auckland - link bus, good coverage, reasonable price, goes late
Auckland - trains are easy
Auckland - variety and all the time
Auckland "link" - set price and not confusing
Auckland and Wellington - both well suited for their own city, can't compare
Auckland buses
Auckland has a late bus service
Auckland so far - run really late
Auckland train - used to them/familiarity

Auckland trains - easy
Australia - double deckers
Australia trains - runs a lot smoother
Australia, Sydney - bus regular
Barcelona subway
Barcelona underground - cheap and efficient and its allowed me to travel anywhere
Beijing - fast, efficient, cheap
Beijing subway - fast and easy
Belfast - lots of buses, cost is cheap
Belgium - efficient rail, easy, seamless, understandable
Berlin - connections between tram/train/bus
Berlin - frequently and went late
Berlin - quick and easy to understand
Berlin metro - fast convenient
Berlin underground - reliable, easy, efficient, doesn't impact the city
Berlin, Germany - efficient more information available, I don't speak German, but could understand maps; Liverpool
Bombay suburban trains - every 90 seconds
Bombay trams - well connected, on time; Melbourne trams
Brisbane - buses go everywhere
Brisbane - on time
Brisbane - own lanes
Brisbane bus - signs on top of bus says where its going
Brisbane buses - heaps of them, friendly service
Britain - fast trains
Cambridge, UK - free buses, no cars allowed in central city, much faster
Canada - light rail, ticketing system/cheap
Canada, Vancouver -quick, heaps of buses and trains all the time
Chiang Mai - song towers
Chicago - well thought out train system
China – trains
China subway - fast, straightforward
Christchurch - affordable, orientated towards customers; Melbourne - comprehensive
Christchurch - always running
Christchurch - before earthquake
Christchurch - bus system, go down every street
Christchurch - buses go everywhere
Christchurch - cheaper fares
Christchurch - easy
Christchurch - good bus system
Christchurch - integrated ticketing system, max 2 fare a day, ticket for 2 hours, same system for all buses, cheaper
Christchurch - nice transport
Christchurch - reliable
Christchurch bus - cheaper, frequent and everywhere
Christchurch bus - great stops, electronic times
Christchurch bus system - cheap, link goes around city circuit, jump on jump off easily
Christchurch buses - go everywhere!
Copenhagen - always on time, good space, prams/wheelchairs
Copenhagen metro, Denmark - safe and efficient
Denmark - always reliable, urban bike program, a quarter to

unlock bike, park it at any zone
Denmark - consistent, wide range of services, friends, customer service, bathrooms on trains
Dijon France (bus) - buy one ticket, hop on and off. Stockholm, Paris
Dunedin bus - reliable, friendly
England - amazing railway network, easy to understand
England - fast
England bus system - reliable, regular
England tube - cheap, efficient, quick. It's where it says its going to be
England tube - every 10mins
England underground - reliable, came often
Europe - fast, easy, convenient
Europe - France and Germany - a lot more often
Europe train system
Europe trams - easy, frequent
Europe, Berlin - fast, clean, efficient
Europe, Holland, France - clean, reliable, fast, cheap
European cities
European public rail system
Ferries - enjoy the service, no particular city
France - quick, easy, efficient
France - readily available
France - smooth and easy
France light rail
France metro - cleaner, more efficient, on time
France metro - frequency
France metro - runs often, clean, reliable
France, even though it was a different language it was easy to understand
Geneva - free
Geneva - frequent, use one ticket, connect with buses, on time
Germany - always on time
Germany - arrive spot on time to the second
Germany - don't have to wait more than 30mins to catch a bus/train. Faste
Germany - efficiency, comfort, reliable
Germany - on time
Germany or Amsterdam - reliable, fast, cheap, comfortable, better infrastructure
Germany trains - fast, comfortable
Germany, Spain - frequency, cheap, fast
Gold Coast - always lots of buses
Gold Coast - efficient, organised, cheap
Gold Coast - fast
Hamburg - got to give it to the Germans, they can really get a train in on time
Hamilton - I knew the system and I was young and didn't have a car
Have only used Wellington that I can remember properly
Haven't used any other systems. Wellington's seems alright
Haven't used many - Auckland's good for buses "link" bus.
High speed trains in Europe
Hong Kong - can fit heaps of people, quick and effective
Hong Kong - easy, reliable, underground, clean; London
Hong Kong - efficient, clean, so frequent, can get to remote

parts by public transport
Hong Kong - fast and effective
Hong Kong - good connections from airport to railway, don't have to worry about luggage
Hong Kong - reliable, cheap
Hong Kong - train system to and from airport
Hong Kong - well planned, sensible, perfect
Hong Kong MTR - takes 7 million riders a day!
Hong Kong star ferry - cheap
Hong Kong trains; England
Hong Kong, Singapore - England's Chilton Railway System, clean efficient
India - always running
India - reliable
Italy - organised, speed limits (fast)
I've used the buses in Christchurch which are good because they go everywhere
Japan - always on time
Japan - always on time, fast trains, smooth system
Japan - clean and fast, if it says it will be there, it's reliable
Japan - clean and quick trains, always on time
Japan - clean, always on time, punctual if it's late you get a lisp for workq
Japan - clean, efficient
Japan - easy, clean, not crowded
Japan - fast
Japan - fast trains
Japan - fast, good service, clean
Japan - frequent, good coverage
Japan - frequent, reliable, no crowds
Japan - on time
Japan - quick, clean!, always on time, relatively cheap
Japan - reliability
Japan - scheduled train, China, Beijingq
Japan - super efficient, timely
Japan - train, fast, reliable
Japan - trains come all the time, on time
Japan - uncrowded, easy to use
Japan - well planned, clean, enjoyable
Japan bullet trains - on time, fast
Japan subway - efficient
Japan trains
Japan underground
Japan, Singapore - reliable, on time all the time, lots of services
Japan, Tokyo trains - always on time, accurate to the minute
Japanese trains - reliable
link bus in Auckland - but its way more expensive now
London - a lot of them
London - always on time
London - always there; Germany - accuracy
London - cheap day passes
London - could get everywhere. Here can't get to highbury on Sundays
London - diverse, reliable
London - ease of use

London - easy to understand
London - easy to use, very frequent
London - efficient, on time
London - everywhere
London - fast and easy to get around city
London - fast and easy way to navigate city
London - fast and efficient
London - fast and reliable
London - frequency, flexibility
London - frequency, general convenience and price
London - frequent and fast
London - fun and easy
London - integrated tickets
London - reliable
London - well-informed, get anywhere
London metro - efficient
London metro - wide spread, clear routes
London metro underground
London tube - so efficient and quick, can go everywhere
London tube - accessible; Christchurch buses - running all the time; Dunedin - cheaper
London tube - always a station wherever you are
London tube - came on time very often
London tube - easy
London tube - easy, don't have to worry about timetable
London tube - efficient
London tube - fast
London tube - frequent
London tube - frequent, easy on and off
London tube - quick, efficient, on time, you can walk underneath to avoid crowds
London tube - quick, on time, comes frequently
London tube - reliability
London tube - reliable, regular
London tube - reliable, works like clockwork
London tube - scenic view, on time, efficient, quick
London tube - so frequent and reliable
London tube - so, so easy, always one there when you need it
London tube - well organised, real time, arrive on time
London tube in CBD - quick, cheap, good technology updates; France - comfy, quiet an very fast
London tube, Europe - easy, logical places more frequent
London tube, Greece, Singapore - come so frequently
London tube; Paris - clean, always room, reliable and frequent, easy to understand
London tubes are awesome
London tubes, Melbourne - frequency
London underground - can go anywhere
London underground - carries more people
London underground - easy
London underground - frequency
London underground - goes everywhere
London underground - its everywhere/covers large ground (expensive though)
London underground - more reliable - efficient

London underground - on time
London underground - on time, comes often
London underground - runs really well
London underground - so reliable
London underground - was frequent
London underground/trains - reliability
London underground - simple and easy to use
London, Singapore - reliability, frequency, cost; South Africa - flexibility
London, so many different routes, get anywhere
London. Wellington is good - frequent buses
Malaysia - MRT
Manchester - light rail
Melbourne - simple and easy
Melbourne - affordable, convenient - takes you to a direct location
Melbourne - all services are reliable
Melbourne – a lot connecting
Melbourne - always trams, never fail, cheap
Melbourne - better than Wellington cause there is more to choose from
Melbourne - cards get you all transport
Melbourne - cheap and reliable
Melbourne - circular service around the city
Melbourne - easy ; Milan, London - given size of the city, cut down cars in CBD (Europe)
Melbourne - easy and timetables are accurate
Melbourne - easy and free
Melbourne - easy for people not from the area
Melbourne - easy to navigate
Melbourne - easy to understand loop train
Melbourne - easy, fast good
Melbourne - easy, not confusing, efficient
Melbourne - effective
Melbourne - efficient and punctual
Melbourne - enjoyable
Melbourne - enjoyed the city circuit, easy to understand and follow
Melbourne - everything connects
Melbourne - fast and easy
Melbourne - good combination of everything
Melbourne - interlinking trams
Melbourne - more services, better choices
Melbourne - on and off use same card
Melbourne - on schedule
Melbourne or London - fast and efficient, exciting and different
Melbourne - reliable; Singapore - good system
Melbourne - runs all the time
Melbourne - so much public transport
Melbourne - ticketing, one ticket
Melbourne - train system (but it's flat so easy to get around)
Melbourne - trains, real time info
Melbourne - trains, signs very information, trams, and communicative
Melbourne - tram and buses everywhere and its easy to get anywhere from central city

Melbourne - trams and buses come often
Melbourne - trams, trains - affordable, easier fare structure/zoning, through, one time, held accountable
Melbourne - very frequent, easy to understand
Melbourne - well designed and planned
Melbourne & Singapore - reliable
Melbourne bus/trams - ticketing system, fast
Melbourne- hop on hop off
Melbourne metro
Melbourne rail
Melbourne train
Melbourne tram system
Melbourne trams - come often, everywhere, integrated
Melbourne trams - easy and frequent
Melbourne trams - frequent
Melbourne trams - no delays
Melbourne trams and buses and trains - all reliable
Melbourne trams and buses; Wellington is better than Auckland transport
Melbourne trams and Singapore - clean, tidy, frequent, price, connections and flexibility of ticketing
Melbourne trams/trains - efficient, London tube
Metro - Paris
metro and underground - all over the world, New York/London
Mexico City - 1cent to travel; Washington - monorail
Middle East - cheaper 20c
Milan, Italy
Monorail and trains have been the best system every time. Hamburg's S-Bahn for example
Montreal - integrated ticketing system
more roads for just buses
Moscow metro, Russia - old grid, easy to follow
MRT in Singapore - goes under/above ground, around city and some suburbs, carries huge amounts of people at once
Munich - reasonably priced, reliable and everywhere. Melbourne
new trains in Wellington - because they're new and good
New York - cheap subway, paging system is better with the turning barriers
New York - late subways
New York - on time to the sec, cheap
New York - really fast
New York - reliable, cheap
New York subway - buses, great ticketing systems
New York subway - efficient, don't have to wait long
New York subway - fast
New York subway - frequent, fast reliable
New York subway - frequent, fast reliable
New York subway - more frequent, cheaper
New York subway - runs all the time, frequency. Melbournes trams
New York subway - terminals everywhere, easy
New York subway for its extensive and consistent rains and Zurich for its on-time trains
New York subway system - haven't travelled much
New York subways - run later
New Zealand

no comparison
only used buses/trains in Wellington
only used in Wellington
Only used Wellington public transport
only used Wellington's public transport
only used Wellington's but it's pretty good
only Wellington
Ontario, Canada - roadways specific to buses, highways
Otane, good drivers
Palmerston - free for students
Palmerston North - give student discounts
Palmerston North -was good how its free for students
Paraparaumu - nice buses
Paris - bike system; Metro in Rome
Paris - metro and bus closely
Paris - timetables/cheap, flat fares
Paris metro - every 5 mins, quick and nice
Paris metro - timely
Paris metro and London Underground
Paris metro train system - frequency
Paris Metro, Barcelona - fast, clean, reliable
Paris, London - fast rail
Paris metro - every train comes on the minute, on time - great coverage
Perth - convenience, frequent and easy to use
Perth - free, all sight-seeing
Planes, fast, sufficient and easy
Porirua - always on time
Prague
Probably Wellington - good system, good coverage
probably Wellington buses
Rome - efficient, wide network, cheap
San Diego, California
San Francisco - Bart; Venice - vaporettos; London - tube, useful
San Francisco - easy to get everywhere. Trains are good, no walking up hills
San Francisco - frequent
San Francisco - simple
San Francisco - trams good for hills
San Francisco - tube
San Francisco trams, Oakland train system - were clean. Wellington's trains are really dirty
San Francisco tramway - open to the elements, so accessible
Sao Paulo (Brazil) - efficient, cheap, know way around
Sarajevo, Bosnia - reliable, efficient, cheaper
Seoul metro, subway in Korea - user friendly, LED screens for timetables
Shanghai - impressed with how they managed ot put in such an efficient subway in such a small amount of time
Shanghai - simple to use
Singapore - easy/green
Singapore - but Wellington is starting to do just as well (in terms of trains)
Singapore - clean and easy
Singapore - clean, easy

Singapore - clean, green
Singapore - clean, priced well, efficient
Singapore - clean, reliable, efficient
Singapore - cleaner trains, lots of service
Singapore - efficiency; Toronto
Singapore - efficient, clean, easy, courteous
Singapore - frequency of metro
Singapore - frequent
Singapore - frequent, clean
Singapore - lots of options, frequent, reliable
Singapore - on time, frequent
Singapore - on-time, clean, cheap
Singapore - quick and easy
Singapore - quick and efficient
Singapore - really reliable
Singapore - reliable and easy to understand
Singapore - so clean and efficient, frequent, easy to follow
Singapore buses - easy
Singapore MRT - clean, operate all the time, regular
Singapore MRT - new, efficient, punctual, never "service cancelled:
Singapore MRT system - discount is you take bus/train, fully integrated with bus/monorail
Singapore subways - are reliable; Wellington is good though
Singapore train - efficient
Singapore trains - clean, cheap
Singapore underground - awesome! Clean, punctual
Singapore underground - on time, efficient & clean
Spain/France - train systems are fantastic
Stockholm - efficient, timely, nice to see people, extended
Surfers Paradise - really frequent, fast, easy
Sweden - cheap, on time
Switzerland - always on time, really clean an dmodern train, good timetables
Switzerland - fastest, reliable, punctual
Sydney - all modes of transports, take you everywhere
Sydney - easy to get around even when I don't know the area
Sydney - easy to use
Sydney - easy, fast, frequent
Sydney - easy, good views
Sydney - efficient
Sydney - efficient, reliable, frequency
Sydney - fast
Sydney - frequency and reliability
Sydney - frequent, regular, on time, good signage
Sydney - good train system; Wellington - for buses; London - good trains system
Sydney - good trains, network, frequency, user friendly infrastructure
Sydney - lot of carriges, on time, high frequency
Sydney - lots of different types of transport
Sydney - on-time and frequent
Sydney - reliable, no crowding, good communications
Sydney - times are reliable/fast
Sydney - train and bus options, electronic range of signs

Sydney - tram system
Sydney - trams/rail
Sydney and Melbourne - fast, on time, heaps of options
Sydney and Melbourne - on-time, no failures, regular
Sydney and Paris trains - fast, easy to get around and find where you are
Sydney metro, Paris metro - fast, regular, reliable, easy, occasionally cheap
Sydney monorail
Sydney subway - fast and effective
Sydney train - bigger and often
Sydney train system - direct link to the airport
Sydney trains - connected to airport
Sydney trains - direct link to the airport, faster
Sydney trains - easy
Sydney trains - fast and on time
Sydney trains - more efficient and regular
Sydney trains - on time, regular, alot
Sydney trains - regular
Sydney/Melbourne trains - easy, cheap and frequent
Taipei MRT, in Taiwan - expensive but you get what you pay for - safety, reliability and quality
Taradale - funny drivers
Thailand monorail
Thailand, quick, efficient
Tokyo - always on time
Tokyo - quick, always on time
Tokyo - real time announcement, ridiculously efficient
Tokyo -designed for volume, check
Tokyo Japan - faster, more efficient, less disruptive timetables, cleaner, cheaper
Tokyo trains - crazily efficient
Tokyo, Japan - efficient, fast, always on time
Tokyo's trains - so clean and have heated seats, so efficient, carry millions of passengers a day
Toronto
Toronto - integrated bus/tram/train
Train - more room to stretch
Trains - comfortable, direct, cheap and not too crowded
trains in Europe - very efficient and modern, Swiss
Trains in general, they are fun
Trains in Greater Wellington
trams in Europe - Amsterdam; trains in London
Turkey - efficient and casual
Turkey - efficient, fast, convenient
U-bahn, Berlin, Germany - efficiency, even use mobile phone network coverage in tunnels
UK - like Oxford - lots of little mini buses, frequent and subsidised
UK buses and trains - everywhere
UK tube - it goes everywhere - wide coverage
Vancouver light rail and bus connect
Vienna underground/trams/buses - enough people to make it worth
Waipaua - school buses go quick
Wairarapa train is very good - only use it once a year
Washington - clean, fast

Washington - subway system, Melbourne trams - very easy & quick
Washington DC - metro, clean/reliable, constant
Wellington - airport flyer is great
Wellington - Auckland chaotic, confusing
Wellington - Auckland isn't reliable, cleaner, Asia is more polluted, trains are good
Wellington - because people are accustomed to it, no-one own cars; Christchurch would be second
Wellington - better than Auckland, like electricity and cable car
Wellington - buses
Wellington - busing is easy
Wellington - cheap, spending little money gets you everywhere
Wellington - compact; Christchurch - off peak/on peak fare
Wellington - conjunction with rail and bus is good
Wellington - consistent
Wellington - convenience
Wellington - easier to figure out
Wellington - easy and frequent
Wellington - for its size it has good coverage
Wellington - frequency of buses, reliable; Auckland is shocking, good infrastructure, snapper cards are good
Wellington - frequent, generally on time, comfortable trip (park and rider out of town)
Wellington - frequently, train system is good
Wellington - from small town
Wellington - good drivers, traffic
Wellington - good timetable
Wellington - haven't been many places and is impressed with the service here
Wellington - haven't experienced many others
Wellington - I know my way around
Wellington - I travel to Paraparaumu
Wellington - I used to live in Hawke's Bay so this is the only system I've used
Wellington - it is good, not too far
Wellington - know it well
Wellington - layout of Wellington is complicated and they do a good job considering that
Wellington - likes it
Wellington - lots of buses, no waits
Wellington - lots of different routes through city
Wellington - more efficient, better service, reliable
Wellington - never used any others
Wellington - never used train elsewhere
Wellington - New Plymouth transport is way worse
Wellington - not bad for a small city
Wellington - ok system
Wellington - one company
Wellington - only ever used it
Wellington - only one I've used
Wellington - only public transport I've used
Wellington - only system I've used
Wellington - only used here
Wellington - other places don't match up
Wellington - people use it

Wellington - population
Wellington - provide alternatives to trains
Wellington - quite on time
Wellington - reliable
Wellington - reliable but not cheap
Wellington - service available
Wellington - so frequent
Wellington - there is always another bus to catch
Wellington - thinks the system at themoment is good and adequate
Wellington - trains come into a central location
Wellington - trains, comfortable and fast
Wellington - variety

Wellington - very happy with service, easy for the elderly to understand
Wellington better than Auckland
Wellington buses
Wellington -cable car
Wellington is good
Wellington is pretty good, covers most suburbs I think
Wellington is the best public transport in recent years with the line upgrades
Wellington to Picton Ferry
Wellington trains - easy
Wellington, best service, screens, information
Wellington; Amsterdam, Holland

Q12 What TWO things would you most like to see?

a modern system, coffee on the bus
A subway system
accessibility for disabled, better snapper systems
air transport
All enabled with disabilities/prams/visually impaired, speakers with bus times/brail for the blind
an MRT system (if Wellington was bigger)
as is
automated services
Be on time
because its compact, Wellington bus system is reallly good
Better buses, better drivers
better connected services, train to bus passes
better connectivity with railway station and rest of town, syesnapper cards should be compulsory
better for environment, more buses/less cars
better frequency, faster
better lanes
better nights and weekends
better routes - less congestion in CBD
better routes from outer suburbs
better scheduling
better separation of buses and pedestrians
better service
better service running to airport
better ticketing systems (barriers), better bus systems to thehospital in the evenings
better train system
better train system to suburbs
better train system to suburbs
better trains - less cars coming in to the city, ongoing improvement
better trains, better lines
better transfer system, ticketing
better transpot out to the airport
better/cheaper bus system to airport
bike racks on buses
bing light rail into city
bring prices down
build reputation back to being best train line in NZ, pricing - more competitive with other options (ie driving)

bullet train, tram in city
bus tunnel through Mt Vic
buses for students should be free
buses going to outer suburbs
buses principle form of motor transportation, less traffic in CBD
buses with space for bikes
cable car
cable cars, light rail
central loops, coaches that are free to take you from railway to Courtenay Place etc
chair lifts/carriages around the city, more comfortable vehicles
cheap fares, faster and more regular services
cheaper - cheaper for me and ife to pay parking than two bus tickets there and back
cheaper \$1 fare in one zone, free transport for students (In PI North student buses are subsidised)
cheaper fare deals, day tripper
cheaper fares - reasonable pricing; zone system, free bus like Auckland in CBD
cheaper fares during peak hours
cheaper fares to encourage people not to drive
cheaper fares, more buses
cheaper fares, more carriages
cheaper student fares
cheaper, come more often
cheaper, early in the morning
cheaper, environmentally friendly
cheaper, frequency
cheaper, greener
cheaper, make it easier for parents
cheaper, more direct routes (Newtown toMiramar)
cheaper, night-time service at weekends, bike racks
cheaper, secure snapper
cheaper, trams
city tram loop
cleaner buses, more personal space
cleaner trains
cleaner, greener
clear route to airport

comfortable, trams
comfy buses, frequency
commercialise stations more
commuter services extended to Otaki, reliability of timetable
connectivity - one card
continuation with better buses - easier for older travellers, invalids
continue to invest and maintain it, extending train to airport - light rail
continuous circuit
copy Melbourne, more trains
cost cheaper, more people
cost efficiency, reliable
costs
cut down transit times - specific lanes
different fare system, no enough information on zones/fares
don't lower standard
double-decker buses, better for environment
eco-friendly
eco-friendly, pleasant drivers
electric buses - use the cable
electric system
electric system, widen the network of connections
electric systems
environmental
environmental, electric system
environmental, light train
environmental, trams
environmental, underground service
environmentally friendly - light rail, suburbs as well as airport; improve congestion
environmentally friendly system
environmentally friendly, later bus on Friday - 12pm to Newnads
environmentally friendly, light rail
environmentally friendly, reliable system - dependable - more regular
ess crowding, more comfort
even more reliable
expand into other areas
expanded
extend rail to airport as far as can go, reliability
extend the routes, light rail, easy access to other side of road
extend train to airport
extended bus, better management
Extended further up the coast
extended services to cater for suburbs
extended to Otaki and Wairarapa, one integrated ticket
fair prices, rebat monthly fares when there is lost service
fares cheaper, more frequent services
faster and more regular transport, extension to airport of train
faster through the central zone
faster trains - more often
faster, more reliable, cheaper, underground trains
faster, snapper cards for trains
fewer buses, use of trams

fewer diesel buses, get rid of wires - electric/hybrid
free
free bus
free buses, sightseeing
free buses, sightseeing
free circuit like Hamilton
free for children U15/elderly
free for students, trams
free public transport, better buses
free public transport, eco-friendly
free public transport, more frequent services
free services around Wellington, light rail
free, subsidised by ACC and people who drive cars
frequency
frequency and trains
frequency of trains, more train stations in the city (trams)
frequency, more spacious
frequency, reliability
frequent buses, trams/light rail
frequent to the airport from suburbs
frequent, regular, ability to move people, keep buses and maybe light rail
friendlier bus drivers
friendlier drivers, WiFi on bus
finner services (trains, trams, ferries)
get a monorail
get rid of cable wires (powercut troubles), school kids catch own bus
government owned bikes for rent
Green buses
greener
happy how it is
haven't seen any other changes
having those free bikes that you can pick up from One place and drop off at another
hover vehicles
hovercrafts, better connections between suburbs
hovercrafts, more bikes
hovering buses
Hutt Valley connection
improve and extend routes
improve communication, better ticketing
improve cost, friendlier drivers
improve train system, quicker, more express services, more bus lanes
improved tracks, reliable infrastructure, more to Hutt
improvement to snapper
improvements in transport from outer suburbs
improving the Johnsonville line
improving ticketing system, improving transfers between bus and train
increase - more buses/trains
increased bus services on weekends, cheaper fares for students
inner city congestion charge
integrated service, rail to the airport

integrated ticketing
integrated, quieter bus and train, fuel efficient
integration of train and bus
intermodal-hop on hop off, integrated ticketing, better provision for passengers
Introducing electric bus system
iphone app bus times
issues with Tranzmetro fixed, Railway to airport
johnsonville line improvements, railway station
just more frequency
J'ville train
keep buses only, no cars in CBD, pay tax to bring cars in (\$5)
keep costs the same, better advertising to get more revenue so prices stay the same
keep it up to date with the time, light rail
keep on connections
keeping up with te times - modernise
keeping up with the ties
keeps up to date with the time
late night buses
later ours, more reliable
later services
later services, buses coming on time
later services, more frequent in outer suburbs
less accidents - reassured of safety
less breakdowns, stop rising fares - more people using private transport
less carparks = more public transport
less cars in CBD
less cars in the city, more new trains
less cars in the inner city, more walking, safe cycling
less cars more buses, light rail
less road users
less traffic
less vehicles, better PT, every 10 minutes
light rail
light rail - right through
light rail - same as Utah, Salt Lake City
light rail airport to city, less cars
light rail around city
light rail between airport and city
light rail system - airport
light rail system - southern suburbs
light rail system, more dedicated bus lanes
light rail to the airport
light rail to airport
light rail, better bus drivers
light rail, better timetables
light rail, chaper
Light rail, congestion tax
light rail, connecting railway and the bays
light rail, cycling opportunities
light rail, extended services
light rail, greater public ownership and control

light rail, less cars
light rail, less cars
light rail, less incentives for car
light rail, like Christchurch
light rail, more buses
light rail, more stations
light rail, more trains
light rail, no cars in CBD/or reduction
light rail, price reduced
light rail, reliability
light rail, stop cars coming into town
light rail,more pedestrians
light rail/tram system, more reliable
longer term planning - FIY reelection, light rail
lower fares
main form of transport - closing off streets
maintain the services
make it free, monorail
make the whole CBD pedestrian roads
meaner buses
merge with bus and train system
modern trains - keeping up with the times
modernise trains, extended, light rail
modernise, clean/green
mono rail, should b more walkers; trams, less 4wd in CBD
monorail system, light rail system, cycleways developed, better integration with bus and train
monorail, better train drivers
monorail, less cars in CBD, more bikes and scooters
monorail, less vehicles
monorail, trams
monorail, trams
monthly/yearly pass
more "handi-capable"
more accessible, more routes - suburb to suburb
more automated ticketing system
more bus lanes
more bus stops, more bus lanes
more bus tunnels
more buses
more buses at night time
more buses from remote areas
More buses in coastal town/suburbs
more buses, better train service
more buses, faster
more buses, faster travel
more buses, less vehicles
more carparking, more disparate traffic
more children friendly buses
more comfortable units, single fare
more comfortable buses
more comfortable, handicap access
more connections between campuses
more consistent prices

more convenient - rather use public transport
more developed bus routes, more frequent services
more disabled access
more disabled buses, drivers willing to come into curb (kneeling)
more driver education, driver attitudes; less stops, takes longer with so many stops
more efficient inner city transport
more efficient, easily accessible
more electric less diesel, all stops should have real time
more electronic signs, cheaper
more emphasis on public transport to encourage people to not drive
more environmental
more environmental vehicles, less cars
more environmentally friendly
more fare deals - like daytripper
more flexible options, smaller buses
more forms of it, less dependant on fossil fuels
more frequency
more frequent
more frequent - on weekends
more frequent services so if I miss one, I won't have to wait long
more frequent, keep up with technology
more friendly to immobile people
more information online
more integrated buses (1 type of bus), change of signage
more late nights to suburbs
more of it - light rail
more of it, less cars
more of the modern trains used, one system of fares
more often
more on time buses
more options - extended hours - late nights, cheaper
more pedestrian streets
more people biking to work
more people using it, better for environment
more people using, CBD car free
more rail development, a lot cheaper, like light rail from CBD to airport, less cars in CBD
More real time timetables
more regular to remote places
more regular, cost effective
more reliability
more reliable buses
more reliable trains - breakdown; expanded train service
more frequent trains, better access to trains (safer) man stations
more routes
more routes for buses, more trains to places like Seatoun
more routes to get out of the city
more service (early and late)
more services - nights and weekends; reduction in price - trains too expensive
more services - not as long waits between buses if you miss it

more services - public bikes
more services running to Stokes Valley etc
more services, less crowding
more services, more frequent buses
more services, more frequent buses
more stops, better buses
more suburbs, connect with city
more taxi kind of lanes, cheaper fares for frequent travellers
more technological, iPhone app
more technology and information
more technology in buses, more buses
more train rails in the city, buses to outer suburbs should go more often
more train routes
more train routes
more train routes ie to Netown
more trains
more trains and buses, more economical
more trains in city
more trains in city (around "the bowl": at Wgtn)
more trains in Wellington
more trains on Wairarapa line
more trains to Hutt Valley - Wainuiomata, increase in frequency
more trains, environmentally friendly buses
more trains, more services locally
more trains, more services locally
more trolley buses - iconic in Wellington
more trolley buses, get oil burning cars off the road
more trolley buses, monthly ticket - with airport bus available at no extra cost, trains
more trolleys
more unique services like trams
more use of PT
more use of snapper
more users
more waiting/sitting area around stops, no smoking at train station
more waterfront development
MRT, more frequent transport system to outer regions
MTR in Wellington - avoid congestion on roads
new buses, faster journey
new train system, better aesthetics, red buses, double deckers
new trains up and running, reliable
newer trains/buses
newer vehicles - trains
newer/modern buses
nicer drivers
nicer vehicles, cheaper fares
no advertising
no answer
no cars in CBD, light rail
no cars in Lambton/Courtenay/Cuba area
no narrow roads
no overhead lines

no price inflation, access to parking
not so much overcrowding
nothing
okay at....
on time service (to be competitive with the world market), better customer service
on time, scheduled
on time, scheduled
one ticket for all
one ticket for all, more public transport
Other trains to be upgraded
pave railways so buses can use them; smaller purpose built buses built for inner city (trams)
pedestrian buses only in city
People using fewer cars, light rail
perfect, stay the same
price reduced, water taxis
price, better vehicles
prices
prices (govt owned?)
prime mover of people in the city, ban cars
public bikes
public bikes for rent
public rented electric cars, environmental
public transport not taking over public spaces, introduce more buses to stop driving, more environmental
rail
rail link of some type going to eastern suburbs, subway
Rail network, discourage car use
rail not reliable
rail routes through the city, cycle route - public cycle system
rail service under city, extending further out
rebuilding train units - replace
redesign of trains
reduce car congestion
reduction in price, Courtenay place car free
Regularity with the times, as trains are renewed, keep them on time
reliability
reliability of service - delays
reliability, integrated fare structure
reliability, leave the basin reserve
reliable trains
rid of overhead wires
rid of snapper
scenic tours, Gondola
shelter - partially covered transition
shuttle buses or smaller buses
shuttles as buses, more to hospital
slow down buses
smooth tracks, integrated ticketing, zoning radius
snapper aligned - in one card
snapper being able to be used on every bus
snapper car for train
snapper on trains

something futuristic
structure, expanding use of snappers
student fares, snapper for trains
student bus to each campus
student buses
student fares
student fares for uni students
student fares, more buses on some routes
student prices - services, more services running to Kelburn from Brooklyn - there are only two a day
student rates, better carriages
subway
subway trains, high speed trains like Eurostar
subway, train to suburbs
subway, trams
sustainability
transport late at night
train replacements
train system
train system only way into Wellington, local point outside-like Venice, smaller trains more regularly
train system runs as should
train system to eastern suburbs
train to and from the Hutt - more accessible
train to the airport, better connection between Hutt Valley and Coast
train, cheap
trains - more
trains at weekends
trains in and through the city
trains in the city
trains in the Johnsonville line, integrated ticketing
trains more important (frequency)
trains more reliable
trains should come more often, go later at night
trains to be replaced
trains to buses same ticket
trains to eastern suburbs
trains to more suburbs
trains to the airport
trains, nicer buses
trains, student rates
trains, underground transport
tram service, more bus lanes
trams
trams (like cable car), hybrid vehicles
trams along waterfront (Te Papa, museum))
trams in CBD
trams in Wellington
trams in Wellington - Courtenay Place
trams in Wellington, less cars in CBD
trams in Wellington, no car zones/car pool
trams outside, less speed
trams possibly
trams, cable car

trams, cheap bus fares
trams, cheaper fares
trams, cut out 1 person in car
trams, cycle lanes
trams, free within CBD
trams, get Manners Mall back
trams, get rid of buses
trams, internet
trams, less cars
trams, less vehicles in Wellington Central
trams, like Melbourne, snapper machine that works
trams, monorail
trams, more buses, reliable
trams, more cable cars
trams, more info
trams, more of a tourist transport system, cut out cars on Lambton Quay and Courtenay, increase numbers of buses and trains
trams, no overhead lines
trams, one card for all
trams, rail beyond own - extended
trams/light rail, keep trolley bus/long term and sustainable
transfers - ticket for 2 hours to use on any bus
transmission highway, light rail, highway connecting to airport
trolleys gone, day-trippers for all buses
tunnel through the Rimutaka Hill
tunnels
underground subway
underground trains

underground trains, government bikes
underground in the city, more trains through the city
underground metro system, less cars on the road, environmentally friendly, transport
underground rail system
underground subway
underground system
underground system - if possible
underground train system
underground trains, trams
underground travel, bullet trains
underground, night (late) buses
understand underground would be a major cost, but over time would pay off
unified cost system
Updated, reliable
upgrades
urban bike program, less cars in city
verbal system where you know what stop is next
very frequent, smaller buses
waterfront - rail system for sightseeing
waterfront tram, better routes
Wellington own their own - paid for out of rates and to be free
widen Manners and better driver training
WiFi
WiFi on buses, cheaper rates
wireless internet on buses, free uni buses
Zero public transport (motor vehicles) everyone walking/cycling; extension of train network - subway

Q17 Any other feedback

(9-5) 6-12 (half hour) should be later buses (12-6am)
a train to bus - one pass would be ideal
Ability to use total mobility card on buses
As mobility is a struggle, bus drivers have become increasingly helpful by kneeling the buses
At least \$1 per zone and free buses for students would reduce the traffic
Because at my age I am able to bus for free, but if I was paying I probably wouldn't use the bus as much because its expensive
Being able to get from A to B
best in NZ - more signs of when buses are due
Best train ride in the world
better buses
better drivers & eco friendly buses as well as trams
better for environment
better trains
bike racks on buses so I can bike down, bus up
bus drivers better etiquette - nearly hit people
bus system here is good, if less costly would be used more
buses - none come, then all at once. They don't wait for each other or communicate
buses and trains need to be on time
buses are annoying when not in service
buses are inconsistent and didn't arrive, upset patron

buses need to run 24 hours in weekends
buses on time
buses should be waiting for train passengers at station
buses should run more often to further suburbs
Card system for kids with disabilities to encourage them to use it; stand for elderly etc and children for disabilities
cheap enough to encourage use and cover all destinations
cheaper - ticketing service is bad, buses are sometimes too small
cheaper prices
communicated poorly, 2mins past departure time first notice
consistency of drivers - helpful to elderly and disabled
connecting services - from trams to buses. A lot more
cost and frequency
cost should be lower for what it is, delay in buses would be more acceptable if the price was lower, website needs to be changed
could do more with cable car, attract folk up there
currently waiting for a bus that is 7 minutes late
Doing quite well - the Wellington system
doing really well in Wellington, should make city more walker friendly, more pedestrian friendly, encourage walking
don't catch the bus much
Don't pay attention to public transport because I don't use it
don't privatise

don't put prices up
drive 15mins to Railway, have more parking
driver behaviour unsettling, no paying attention to road rules, poor driving skills, need to be NZ trained safety of drivers
Electronic signs are great idea - need more
enchanted by the bus service, get everywhere on time
encourage more people to bike - less cars
excellent staff at johnsonville, good that the chairs can move from front facing etc.
Featherston to Courtenay Place takes too long
Free bus system!
frequency depends on where its going and where its coming from
friendly service, safety of passengers
Fuel alternatives (solar power)
generally the system is great, public is harsh on them. New trains will be good, would recommend public transport generally good. Behaviour of drivers needs to increase - they're rude
good having direct route, J'ville to Courtenay Place
good music on bus
good on ya for what you provide
good service
great people driving buses
happy with her bus and route
happy with trains, not with buses
Happy with Wellington transport - far superior to others in NZ
has a park in town so doesn't use public transport
have better connectivity between trains and buses
Haven't thought about it
having an up to date system that can give times to the best accuracy and function 24/7
he was unhelpful
I cycle and bus depending on the weather
I don't really use public transport because I prefer to walk
I don't use public transport so I don't really know
I don't use the public transport system because I need all my work gear with me
I drive because its easier and I work very early in the morning
I drive but I think the system running at the moment is fine
I drive to work, I have free parking
I have a company car with my work so I don't need to catch the bus, but I would if I didn't have a car
I have a gold car so I often use trains and buses as exploratory trips more than needing to get somewhere
I have only caught the bus once but it was okay
I live in Karori - there are only four a day, more frequent service
I only use airport flyer
I think that in order to compete with overseas systems, NZ's public transport system needs to be much better
I think there should be student prices, other cities in NZ have this (Palmerston North, Dunedin)
I think Wellington is great, except for when the buses all stack up and you get five at once - when on time, they are fine
I usually prefer to walk
I usually skateboard because buses are so expensive
I walk to work so there is no reason to use public transport
I work at cafe on Oriental but there are barely any buses

really early in the morning so if I miss it, or its late I will be late for work.
If there were more efficient, cost effective buses there would be less people driving
if you miss a bus, there should be another one following soon after
I'm lucky where I live, may be different for people out of the city. Some of the drivers could use some customer service tips
I'm retired, only come in to town occasionally but the buses are OK
important that they come on time if relying on them to go to work
improving weekend services
In to climate change, reduce emissions
integrate bus and train services, way too expensive
is adequate at the moment
its good that they have the new electronic timetables in Wellington so we can see how far away the next bus is
its pretty alright at the moment - student prices
it's pretty good
its too expensive for me to rely on every day
just don't get worse!
J'ville line doesn't take snapper
Karori bus lane - cars are so backed up that buses can't get into bus lane, defeats the purpose of a bus lane
Keep public transport system within realistic means, ideas of light-rail are a joke/waste of taxpayers' and ratepayers' money
Keep the fares competitive
Keep the public happy
keep up the good work
keep up the good work
keeping electric than diesel, light rail and trolleys - look after environment
later buses
like to see surveillance monitoring at train stations to stop vandalism
likes airport flyer
look after bus drivers - teach people skills, not split shifts
Low on smoke/gasoline
make it free
make more incentive for people to use public transport instead of driving
make sure buses and trains connect so its easier for people using both services
Manners Mall need to be safer
Maybe have room on buses for bikes so I can bike in and bus home at night
money
monthly tickets available
more benefit for driving economic vehicles like scooters, get cars out of the CBD
more bus lanes, less traffic to other public transport and other public transport alternatives (govt bikes)
more buses, late rin the morning and night
more carpool lanes/cycle lanes. I would cycle but I'm afraid I will die (genuinely)
more children friendly on buses (I'm a parent)
more cycle routes - safer
more early buses
more flexibility - other options

more frequent at night time; quality of the driving on the buses; elderly (grandchildren); women drivers are the best
more frequent buses so that if you miss your bus or its late, there is another one not far off
more frequent services in the evening, especially in summer time
more frequent to Porirua - the airport flyer
more room for bikes on buses
more snapper cards on all the buses
more trains
more trains really early in the morning
more trains to further suburbs - Hataitai, Seatoun
Moved into the city because I was sick of public transport - too expensive and never on time for work
Mt Vic - service should run in the weekend and beyond 6.30pm
Music and sound blocking so it's quiet
nature is very important to me, wind in my hair, the sun on my face, the smells, the sight. Only trams deliver this
need bus driver training
need more incentives to encourage more people to walk/not drive
need more reliable train
Needs a weekend bus service
needs to be reliable, on time for people relying on it to get to work
needs to be subsidised
new bus routes, less opportunity to take over each other - less advantage
new trains need to be up and running and more carriages
New trains used more frequently
Nice to see new trains
No subway because of our good environment. Needs to be good on NZ environment and not toxic
nope
not having monopoly on bus system. System to let you know if bus has been cancelled
not really
not too bad
old buses rid of
one connectivity card
only use it once a week
operational size of things is all great, more problems with people (drivers and people's attitudes to buses)
our system in Wellington is good, happy with trains
paved railways, trams instead of buses so we can hop on and off without the bus coming to a complete stop
peak oil
penalised snapper - get full fare is fair
please bring back trams - that's just Wellington to a T
Pretty good
pretty good at peak, off peak isn't good
pretty okay - more encouragement ie parking up and buses free
pretty satisfied, too expensive though
price
price - I would be more prepared to pay a higher price if the trains were more frequent
price - it's not much of an incentive to use public transport because its nearly the same amount to drive and park in town
price - they are going up tomorrow

price is <u>important</u> , no price inflation
price is most important, should have a student rate especially for train to encourage people from outer suburbs - Porirua to study - make the daily commute
public transport worth investing in, encourage people not to bring cars into city, trial better weekend service (more frequent)
Put thought into alternatives. Encourage monthly and weekly. Good train conductors
reliability
Reliability a big issue. Trains on time! Other trains delaying prior train
reliability of timetable
reliability of trains, would use buses and trains more if you could guarantee they would be on time
reliable
safety at night
same ticket for trains and buses, bring snapper on to trains
serves well - like the gold card
service has been a lot better this year
Service is unreliable, poor service with trains, staff are always late because of trains, poor communication
Service with a smile
shared pedestrian zones
shift buses across a few streets to Featherston St
Should be as environmentally friendly as possible
should be more encouragement to walk - less cars on the road
should be more safe by offering more later services
should encourage more cyclists
should encourage more people to bike
Snapper card is good
snapper card needs improvement - stopped me from using the bus system
snapper cards across all systems
snapper cards are good
snapper cards are real good
some drivers don't wait - leave people, park away from curb
some of the buses are very old, newer fleets should be introduced
student fares for uni students
student fares on snapper cards for uni students
student rates
the electric timetables are a good idea
The new signs saying how far away the bus is a good improvement
the system where you can see the bus comes is great - need more
think that price is most important. There should be a student fare
Ticketing takes too long, when its busy
time is my most restricting constraint - everyone should be made to have snapper cards
time, I would only rely on buses to uni if I was sure I would be on time.
time, make sure they come when they say they will
too expensive for service it provides
too many us stops, should spread them out more (quicker routes)
top snapper cards online
Trains run all good as they are, could maybe do with a clean

Trains should run later during the week mon-sun (and bus)
Trains should run through the city
trains too high, cancel all the time, bad service
trams
TranzMetro rising prices makes it too easy for people to drive by rising prices
Unreliable buses, choose to walk because I can't rely on my bus to be on time
usually pretty good, bus drivers need to be safer.
very happy with system
walk everywhere unless raining
want to be able to stay in town until later and train home (later trains)
Waterloo/Melling tickets - 10% rebate, cost price, work on salaries
weekend service is bad in suburbs

Wellington best in NZ
Wellington buses should be cheaper - I pay the same amount to catch the bus one way to uni than I do for a whole week on my scooter
Wellington does its best but hard to please everyone but doing a good job
Wellington is a pleasure to walk around
Wellington is good
Wellington is too small, you see good systems but need a city of millions to make it work
wellington public transport is generally pretty good
Wellington roads should be safer, harder laws on jay-walking when I go out in Wellington at night I have to stay at a friend's in town because the trains don't run late and there is no other way home
Would use bus if didn't have company car

Appendix H

CUUsers Tramways Union Desktop Spine Study

The New Zealand Tramways and Public Passenger Transport Employees Union [Inc]
Wellington Branch

Submission on The Wellington Public Transport Spine Study

Introduction:

The Wellington Branch of the Tramways Union represents the majority of bus operators in the Wellington Region. We represent drivers at Go Wellington, Valley Flyer, Mana/Newlands and Runcimans. The Tramways Union also has branches in Auckland and Dunedin, and has relationships with other trade unions who organise drivers in other parts of New Zealand.

Our union strongly supports the use of public transport in the Wellington region and see investment and promotion of public transport a key to the economic and social wellbeing of the region. We therefore welcome the opportunity to submit on the Wellington Public Transport Spine Study.

Problems with the current inner city Public Transport system:

In the past bus services from the Hutt Valley, Porirua and Kapiti areas terminated their services at the Wellington Railway station. The Wellington inner city bus services had inner and outer bus routes spreading the traffic in the CBD. Over the last couple of decades this has changed so the vast majority of Wellington bus services go through Lambton Quay, Willis St, Manners St and Courtney Place. Adding to this issue is the increased size of the buses and poor quality design of buses built by Designline in the last decade¹ have resulted in increased congestion and accidents in the area. At Peak hour the bus stops are often full and the road becomes blocked while buses are waiting to pull into stops. In many cases the stops are too short or the design of them is inadequate, but the major problem is the number of bus services going through this limited area.

Pedestrian issues:

As has been highlighted in the media over the last year since Manners Mall was opened up as a bus route, there is a major problem with pedestrians walking in front of buses and other moving vehicles in Wellington, especially in the CBD. The lack of buffer zone between the footpath and the roadway, the failure to enforce law relating to J-Walking and ineffective publicity campaigns has meant this continues to be a daily problem for bus drivers. This continues to undermine confidence in the the public transport system in Wellington. Part of this spine review must look at ways of resolving this problem as it directly impacts on the reliability and public confidence in Wellington bus services.

Changes to the Spine:

The Tramways Union welcomes the review of the Spine from the Wellington Railway Station to Wellington hospital. We have already made a submission on the proposed changes to The Basin Reserve. Whilst we support changing the current road layout, we do not believe that a flyover is the best way to redesign this part of the city's roading network.

Another proposed change is the Hub and Spoke model designed to reduce the number of bus services going through the CBD. As already outlined in this submission the status quo posed significant problems. However a concern with the proposed alternative is that passengers would from the Eastern Suburbs or Karori would need to get transfers, as currently happens with certain Hutt Valley services and elsewhere. The union is concerned this will discourage the public from using the bus service due to the inconvenience, perceived or otherwise.

¹ There have been issues with the new Trolley Buses with pillars creating blind spots. Also the double axle Scania buses have high dash boards reducing driver visibility.

Another proposal was that more bus services should go through The Terrace and reduce the number of services that go through Lambton Quay and Willis St. Whilst the Union supports decreasing the number of buses through Lambton and Willis, increasing the number of buses going down the Terrace doesn't service the inner city demand. A possible better option would be having some buses go down Featherston St or Customhouse Quay.

Light Rail:

The Tramways Union is not convinced that Light Rail or similar forms of alternative public transport would be a suitable substitute for buses in Wellington City. Many of the streets used such as Manners St, Willis St or Constable St² the streets are too narrow and this would reduce the reliability of public transport services in the city. The Tramways Union believe the money that would be required to finance this investment would be better used to improve the quality of the city roads and the bus fleet used to run the Wellington City public transport system.

Conclusion:

The Tramways Union welcomes the review into the Wellington Public Transport Spine. This review is an important opportunity to come up with lasting solutions to the current problems Wellington bus services face, particularly those in the CBD. However alternative options need to be carefully considered. If changes were to result in a reduction in passenger numbers this would have a negative impact on our members job security, not to mention the wider problems of decreased useage of public transport.

2 Though Constable St is just outside the Hospital to Railway Station area being reviewed, Constable St is an important feeder to this area.