

Responses to survey

- A total of 554 responses were received.
- Of the respondents, 36 per cent commute on the Paraparaumu line, 36 per cent commute on the Hutt Valley line, 14 per cent on the Johnsonville line, and 10 per cent on the Wairarapa line.
- Seventy one per cent of the respondents had not responded to the previous survey.
- Most people (53%) said they had taken their bike on the train more since the trial began in July 2008. (434 responses)
- Less than 12 per cent of respondents take their bikes on the train at peak time (7-9am and 4-6pm) more than 10 times per month, while 42 per cent take their bikes on the train at peak time less than once per month.
- Sixty eight per cent of people said that they take their bike on the train less than once per month on weekends, while 7 per cent take their bikes on the train more than five times a month on weekends. (418 responses)
- A large percentage of people – 61 per cent, said they would take their bike on the train more often if there were better storage facilities on the train (310/506 respondents) and if they were guaranteed carriage on the train (289/506 respondents).
- The survey clearly shows the people take their bikes on the trains for both recreation (67%) purposes and for getting to work (57%).
- Most people rated the service of onboard staff as good or very good.
- Fifty nine per cent of respondents said they had not been refused carriage since the beginning of the trial with 11 per cent saying that they've been refused three or more times. (453 responses)
- Of those that had been refused carriage, 86 per cent said it was because the maximum number of bikes were already on the train and the majority of these were refused at peak time.
- Responses about taking bikes on trains in off-peak times only were mixed with almost 40 per cent saying that they would take their bikes at those times and 30 per cent said that they would never take their bikes if only allowed at off-peak times during the week. At weekends 42 per cent said they would use the train (and take their bikes) with 17 per cent saying they would not.
- Asked how much they would be willing to pay to take bikes on trains the majority (51%) said they would not be willing to pay anything while 21 per cent said they'd be prepared to pay \$1 per trip, 18 per cent said they would be willing to pay \$2 per trip.

- Eighty one per cent indicated that they would not be willing to pay to take their bikes on trains at off peak periods while 15 per cent indicated they'd be willing to pay \$10 per month over and above the cost of their monthly train ticket
- The same question asked about peak times elicited a response of 55 per cent for those people who would not be willing to pay and 28 per cent who would be willing to pay \$10 per month.
- 50 per cent of respondents said they would not make use of bike racks if they were available at the station while 25 per cent said they would be likely to use them and the remaining 25 per cent said they'd be very likely to use them.

Additional comments received:

- Generally people feel that they shouldn't pay to take their bikes on trains – they feel that they're being environmentally friendly and that they should be rewarded for their efforts.
- They feel that the limit of two bikes per two car set is unreasonable, that guards should be encouraged to use their initiative and add more bikes when families are travelling together and that the storage area for bikes should be clearly marked on the trains themselves. Some people also suggested that folding bikes be allowed over and above the two bike limit.
- More bikes could be accommodated during off peak times when the trains aren't full of passengers.
- Monthly ticket holders feel that they shouldn't have to pay more to take their bikes on the train but would be more inclined to do so if they are guaranteed a place.
- People would make use of a booking system to ensure they could take their bike with them when they travel by train.
- Storage of bikes isn't secure enough.