

27 July 2023

File Ref: OIAPR-1274023063-3632

Tēnā koe [REDACTED]

Request for information 2023-174

I refer to your request for information dated 27 June 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 27 June 2023. You have requested the following:

“Please provide the full cost / benefits case and post implementation analysis, including ALL capital and operating costs associated with the implementation to 31 March 2023.

It is expected this to include details of ALL stakeholder engagement and include the post implementation satisfaction surveys (and other engagement) with staff and train passengers”

We acknowledge that our response to your request for information has not been sent within the statutory timeframes outlined in the Local Government Official Information and Meetings Act 1987. We apologise for the delay in our response.

Greater Wellington's response follows:

Snapper electronic ticketing has been implemented on the rail network as an Interim Solution towards achieving the National Ticketing Solution (NTS), which is expected to begin taking effect in Wellington across rail, ferry, and bus within the next 4 years.

Snapper on Rail was initially trialled in November 2021 on the Johnsonville line as a part of the NTS transition process and was an opportunity to learn from operational and customer experience. This trial was considered a success and it was then decided to extend Snapper to the remainder of Greater Wellington's rail network in November 2022 with support from Waka Kotahi.

Full cost/benefits case

Please refer to **Attachment 1** which includes our previous response to you on this matter (letter dated 11 April 2023).

Post implementation analysis

The Snapper on Rail Interim Solution project was delivered under the approved budget to the agreed scope and within the approved implementation timeframe.

Our data sources show that in the period since the implementation of the Snapper on Rail Interim Solution in November 2022 to 31 March 2023, we have successfully processed 3,400,977 tag on/tag-off transactions for rail.

Note that we are planning to review the design work that informed the quantity and location of Snapper validators at Wellington station, to confirm the assumptions made on customer throughput, update the passenger flow model, and determine if there is any optimisation work that can be done to minimise peak queuing. That work is due to be undertaken by the engineering firm Stantec in the next few months.

Attachment 2 includes the Customer Satisfaction report completed for Johnsonville after Snapper on Rail was rolled out on the Johnsonville line. Our most recent independent survey of customers' experience of Metlink public transport, which includes ticketing experiences, is published on our website, at the following link: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/customer-satisfaction-survey/>. The results of the most recent survey will be made publicly available at the beginning of September.

Greater Wellington Regional Council has not conducted any additional post implementation analysis and therefore refuse this part of your request under section 17(g) of the Act on the basis that the information requested is not held by Greater Wellington and there are no grounds for believing that the information is held by another local authority or a department or Minister of the Crown or organisation.

Capital and operating costs

The actual operational and implementation cost incurred to 31 March 2023 for the Snapper on Rail Interim Solution Project is: \$13,614,900; this includes:

- costs totalling \$4,178,560 that form part of the National Ticketing Solution budget and would have been required for the roll out of the National Ticketing Solution (but were advanced in timing for the Snapper on Rail Interim Solution). These include: civil works, rail station design and some costs associated with changes to revenue protection as the result of the introduction of electronic ticketing.
- the core project team costs
- communication and marketing costs
- the Snapper system implementation and additional operating costs incurred up to 31 March 2023
- revenue protection costs incurred up to 31 March 2023

- reimbursement of some default fares incurred in the transition period.

The above figure does not include:

- the Snapper on Rail Pilot (Johnsonville Line) costs of \$6,374,370
- Snapper additional operating costs after 31 March 2023
- revenue protection costs after 31 March 2023

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-a-ata | Group Manager Metlink

11 April 2023

File Ref: OIAPR-1274023063-963

Tēnā koe [REDACTED]

Request for information 2023-047

I refer to your request for information dated 10 March 2023, which was received by Greater Wellington Regional Council (Greater Wellington) on 10 March 2023. You have requested the following:

“Please send me a copy of the ORIGINAL business case for introducing snapper on the regional train network”

Greater Wellington’s response follows:

There was no original business case for introducing snapper on the regional train network. Therefore, we are refusing this part of your request under section 17(e) of the Local Government Official Information and Meetings Act 1987 (the Act) on the basis that the document alleged to contain the information requested does not exist or, despite reasonable efforts to locate it, cannot be found.

When refusing a request under section 17(e) of the Act, we are required to consider consulting with you. In this instance, we do not believe consulting you would change the outcome of our decision.

Following the successful pilot of Snapper on Rail on the Johnsonville rail line, Waka Kotahi supported Greater Wellington to implement Snapper across the whole Wellington rail network from November 2022. Electronic ticketing provides invaluable data regarding how our rail services are being used which will help us improve future rail service planning.

In February 2022, a report was presented to Council to advise it of an interim solution for an electronic ticketing solution prior to the implementation of the National Ticketing Solution. This report contains information relating to rationale for the introduction of Snapper on the rail network and is attached as **Attachment 1** to this letter.

In April 2022, an approval and procurement memorandum was prepared for the Chief Executive to enable the implementation of the interim Snapper on rail ticketing solution. A copy of this memorandum is attached as **Attachment 2** to this letter.

- On page 4 you will see that some information has been redacted from the memorandum. We have redacted information as it falls outside the scope of your request and is marked accordingly.
- Appendix A sets out the Cost/Benefit Breakdown when implementing Snapper on Rail. Some financial information has been redacted. This has been withheld under section 7(2)(b)(ii) of the Act on the basis that releasing this information would likely prejudice the commercial position of the person who supplied the information or who is the subject of the information and has been redacted and marked accordingly.
- Appendix B sets out the breakdown of implementation costs. The detail of the financial breakdown has been redacted. This has been withheld under section 7(2)(b)(ii) of the Act on the basis that releasing this information would likely prejudice the commercial position of the person who supplied the information or who is the subject of the information and has been redacted and marked accordingly.

We have considered whether the public interest in the requested information outweighs Greater Wellington's need to withhold certain aspects of the requested information. As a result, we do not consider that the public interest outweighs Greater Wellington's reason for withholding parts of the document under the grounds identified above.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Act.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain

Kaiwhakahaere Matua Waka-ā-atea | General Manager Metlink

For Information

NATIONAL TICKETING SOLUTION – INTERIM SOLUTION

Te take mō te pūrongo

Purpose

1. To advise Council of an interim solution for an electronic ticketing solution prior to the implementation of the National Ticketing Solution (NTS).

Te aukati atu i te marea

Exclusion of the public

2. Certain information contained in this report relates to interim ticketing procurement and contracting in the Wellington Region. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington to carry on negotiations with its ticketing provider for the Metlink public transport network (section 7(2)(i)). Greater Wellington has not been able to identify a public interest favouring disclosure of this information in public proceedings of the meeting that would override the need to withhold the information.

Te tāhū kōrero

Background

3. Electronic ticketing has been provided on buses in the Wellington Region since mid-2018. Ticketing is provided by Snapper under the Interim Bus Ticketing System Agreement (the IBTS Agreement).
4. Rail has continued to use paper tickets pending the introduction of the NTS which was scheduled for implementation in 2021/2022.
5. On 14 November 2021, Greater Wellington initiated a Snapper on Rail trial on the Johnsonville Line to learn from operational and customer experience as part of its transition to NTS. This trial has been very successful – with a Snapper uptake of between 70% - 80% of customers in the first four months.
6. Following advice from Waka Kotahi NZ Transport Agency (Waka Kotahi) in December 2021, we are now aware that the NTS will not be available to implement on the Wellington network until mid-2024 at the earliest.

Interim Solution

7. In recognition of the strong expectation of our communities to have electronic ticketing available across the Metlink network, particularly as we continue to navigate COVID-19, there is an opportunity for Greater Wellington to extend Snapper across the whole Wellington rail network on an interim basis prior to transitioning to the NTS (the Interim Solution). The proposal is that Snapper would be rolled out across the Kāpiti Line by August 2022 and then the entire rail network by December 2022.
8. The Interim Solution would enable the following:
 - a Contactless payment option in a COVID-19 environment. Greater Wellington's only current mechanism to significantly reduce risk during a COVID-19 environment is to remove the requirement to pay on rail therefore increasing revenue leakage
 - b Increased fare revenue through reduction in revenue leakage on rail
 - c Greater and significantly improved data and insights regarding rail usage to increased network planning and efficiency
 - d Meeting community expectations on having electronic ticketing across our bus and rail networks.
9. The Interim Solution would also provide invaluable lessons for the implementation of the NTS, including commencing the important step of culturally transitioning rail customers to electronic ticketing. Other key learnings for a smoother NTS transition include ensuring appropriate location of physical electronic ticketing devices and its retail network, as well as embedding revenue protection strategies.
10. Waka Kotahi senior management has indicated it is supportive of the Interim Solution as a transitional activity to the NTS provided the terms and conditions of any contract with Snapper enable a transition to NTS when it is available. This would result in the costs of the Interim Solution being FAR funded. Waka Kotahi Board approval is expected to be sought at its March 2022 Board meeting.
11. The contractual basis for the Interim Solution would be through a variation to the IBTS Agreement.

Timelines and actions required

12. In order to implement the Interim Solution by August 2022 and December 2022 respectively, Snapper has indicated that it would need a signed variation to the IBTS Agreement by mid to late February 2022 (given the lead times for equipment orders).
13. Given we will not have formal Waka Kotahi Board support for the Interim Solution to be FAR funded by this time, the Greater Wellington Chief Executive will execute the variation to the IBTS Agreement on condition that it will be terminated in the event that this support is not received (or Council does not subsequently approve in absence of Waka Kotahi support).

Implications for implementation of National Ticketing Solution

14. As set out above, the Interim Solution will enable early access to electronic ticketing for the remainder of the Greater Wellington's rail network customers given the delay in the NTS.
15. We are able to use this delay to reduce risks in transitioning to NTS when it is available by starting the cultural shift of rail customers to electronic ticketing. We will also have better passenger flow data to enable us to set up validators and ticketing machines under NTS to better meet our customer and network requirements.
16. The contract with Snapper for the Interim Solution will be set up to ensure Greater Wellington can transition to NTS when it is available.

Ngā hua ahumoni

Financial implications

17. There is currently a provision in the 2021-31 Long Term Plan (LTP) of \$86 million (\$49 million Capex, \$36 million Opex) for the introduction of integrated fares and electronic ticketing over the four year NTS implementation period.

Note that the \$18 million estimated cost of implementing Snapper on Rail relates to both one off implementation costs of \$8 million plus estimated ongoing ticketing operation costs of \$10 million. These ongoing ticketing operation costs would have needed to be incurred if NTS was introduced earlier. Of the \$8million one off implementation costs, it is estimated that approximately half relates to infrastructure costs that will not be reincurred for NTS.

18. The estimated cost for implementing NTS is \$51 million and the estimated incremental cost of implementing the Interim Solution is \$18 million. This means that we will remain within the current LTP provision for implementing both the Interim Solution and NTS.

19. It is noted that:
 - a while total spending is within the LTP provision, the phasing and nature of spend (capex/opex split) has been revised with updated information without any additional funding impact
 - b there is an expected financial benefit from the Interim Solution over the four financial years from increased revenue protection.

Te whakatūtakitaki Engagement

20. Officers have engaged extensively with Waka Kotahi on this Interim Solution.

Ngā tūāoma e whai ake nei

Next steps

21. The Greater Wellington Chief Executive will execute the variation to the IBTS Agreement on condition that it will be terminated in the event that this support is not received (or Council does not subsequently approve in absence of Waka Kotahi support).

Public Excluded

**Ngā kaiwaitohu
Signatories**

Writer	Nicki Lau Young – Manager NTS, Metlink
Approver	Scott Gallacher – General Manager, Metlink

Public Excluded

He whakarāpopoto i ngā huritaonga
Summary of considerations

Fit with Council's roles or Committee's terms of reference

While the subject matter of this report more closely aligns with the purpose of the Transport Committee in its terms of reference (To ...set the operational direction to deliver public transport and mode-shift), the timing of the next Transport Committee meeting (24 March) means that it is appropriate that Council be informed.

Implications for Māori

There are no implications for Māori resulting from this report.

Contribution to Annual Plan / Long term Plan / Other key strategies and policies

This matter is set out in the 2021-31 Long term Plan:

National ticketing solution: We will continue our work from the previous Long Term Plan on the roll-out of a contactless ticketing system through the development and phased implementation of the National Ticketing Solution and integrated fares across the public transport network

Internal consultation

The Metlink Group has consulted Finance and Legal & Procurement.

Risks and impacts: legal / health and safety etc.

Identified risks are set out in the body of this report.

TO Nigel Corry, Chief Executive

COPIED TO Nicki Lau Young, NTS Project Director

FROM Scott Gallacher, General Manager, Metlink

DATE 14 April 2022

FOR YOUR ACTION: APPROVAL MEMO AND PROCUREMENT MEMO FOR INTERIM SNAPPER ON RAIL SOLUTION

Implementation of the Interim Snapper on Rail Solution in support of Metlink's resilience and preparedness: Preparing for National Ticketing Solution (NTS)

1. The purpose of this approval memorandum is to request your approval to:
 - a) the implementation of an interim roll out of Snapper electronic ticketing across the remainder of the rail network (the Interim Solution) - noting the Johnsonville line pilot commenced in November 2021 - with the expectation that the full network (rail, bus, ferry, and cable car) will transition to the NTS in approximately 2.5-4 years, with the most recent insights from Waka Kotahi indicating it is more likely closer to 4 years;
 - b) a variation to the Interim Bus Ticketing Solution (IBTS) contract with Snapper to reflect the Interim Solution and
 - c) signing the attached "side note" with Waka Kotahi, which underpins Waka Kotahi's agreement to funding the Interim Solution and our commitment around NTS.
2. We have been advised by Waka Kotahi management that the Waka Kotahi Board will be considering the Interim Solution at its Board meeting on 21 April. This approval would ensure FAR funding applying to the Interim Solution costs. In the event this is not approved, we will need to request Council approval for us to proceed unilaterally, and propose this could be done as an extraordinary meeting of Council following either the Council workshop on 26th or 28th April.
3. We are therefore requesting that you agree to the above approvals **subject to** Waka Kotahi approval to FAR funding of the Interim Solution.
4. The memo also notes the arrangements that will need to be put in place for revenue protection under the Interim Solution and the upcoming approvals in this regard.

Background

5. Since mid-2018 electronic ticketing has been provided on all buses in the Wellington Region under the IBTS (Interim Bus Ticketing System) Agreement with Snapper Services Ltd. Rail has continued to use paper tickets pending the introduction of the NTS which has had a number of implementation dates, but at the time of the IBTS agreement was scheduled for implementation in 2021/2022.
6. On 14 November 2021, GWRC initiated a pilot of Snapper on the Johnsonville Rail Line (Johnsonville line pilot) as part of its transition to NTS to learn from operational and customer

experience. This trial has already been very successful, providing many learnings and generating a positive customer response.

7. GWRC received advice from Waka Kotahi in December 2021 that a state of readiness of NTS for implementation on the Wellington network will not be before mid-2024 at the very earliest.
8. As a result of this advice, a proposal to implement the Interim Solution on the remainder of the rail network (Kapiti, Hutt, Melling and Wairarapa lines) has been explored to enable us to meet community needs that come from electronic ticketing, and in support of ongoing resilience and preparedness objectives. This would be implemented by extending Snapper to the remainder of GWRC's rail network in November 2022.

Scope

9. The functionality of the Interim Solution will be limited to that needed to introduce electronic ticketing on an interim basis onto the rail network. This means that for the large part, the functionality (including validator form) would be the same as the Johnsonville line pilot, with minor additions to reflect the fare requirements for multiple rail lines moving to Snapper.

Benefits of Interim Snapper Solution

10. There are a number of benefits in implementing the Interim Solution ahead of a transition to the NTS. These are:
 - Contactless payment option for rail in a Covid environment. While the option to pay by cash on board the train is proposed to be retained during this Interim Solution, the ability to pay by Snapper will significantly reduce Council's financial exposure in the event that we need to move to only contactless payment to reduce health and safety risks for customers and workers
 - Increased fare revenue through reduction in revenue leakage on rail (see cost/benefit analysis below).
 - Availability of data (which is non-existent or poor for aspects of the paper ticketing system) regarding rail usage in support of increased network planning and efficiency; and
 - Meeting community expectations of having electronic ticketing across our bus and rail network
11. An extension of the Snapper on Rail trial will also provide invaluable lessons for the implementation of the NTS and its integration into Metlink operations and business activities. It will also continue the important step of culturally transitioning all rail customers to electronic ticketing to support a smoother NTS transition. Other key learnings will include revenue protection, passenger behaviour and flow management and optimal location of physical electronic ticketing devices and its retail network.

Cost and Financial Benefits of the Interim Solution

12. There is currently an LTP provision of \$68m (\$49m Capex, \$18m Opex) for the introduction of integrated fares and electronic ticketing this triennium.
13. The total incremental cost (above the expected GWRC's NTS implementation costs) of the Interim Solution and assuming a transition to NTS in February 2025 is \$18m of project opex. SoR is intended to be a short-term interim arrangement only in place for 2-3 years and

providing key learnings for the wider roll-out of NTS. It is therefore proposed that any spending on Snapper on Rail this triennium be treated as non-capital project cost (project opex). As such, this can be funded via a combination of loan and rate funding.

14. The expected financial benefit from the Interim Solution over the same timeframe from increased revenue protection is \$14.6m (opex).
15. This results in a net cost of the Interim Solution of \$3.4m given it is expected that up front capital expenditure will be mostly offset by operational savings. The cost and benefit breakdown is set out in Appendix A. Note that there a number of other potential benefits that have not been quantified e.g., paper ticket cost savings, improved data insights, and customer experience etc.

Procurement of Snapper Ticketing Services

16. We are proposing to direct source the Interim Solution ticketing services to the existing supplier, Snapper Services Ltd, under a rule 14 exemption from opinion advertising. GWRC considers that exemption 14.9(c) applies for the following reasons:
 - This is expected to be a short-term technical solution until the NTS is available, and there is no reasonable alternative to achieve the required timeline of November 2022.
 - The existing contractor for the IBTS Agreement has significant technical knowledge of the existing system and will be able to more cost effectively deliver a service for rail.
 - There would be a substantial lead time and duplication of costs to get another supplier up to speed to deliver a rail outcome, which would still not be compatible with the bus network.
 - Snapper are in a unique position to deliver the pilot to the timescales required and with minimum operational risk.
 - To run a full procurement process would duplicate work being done as part of the NTS and could create a litigation risk.
17. The key terms for the Interim Snapper Solution are:
 - A 2-phase implementation programme with the Kapiti line going live in early November 2022 followed by the Hutt/Melling/Wairarapa Lines in late November.
 - The IBTS Agreement is an evergreen contract however the Interim Solution variation states a contract end date of December 2026 with GWRC rights to early termination on 18 months' notice. The December 2026 date has been chosen to give maximum flexibility in the event NTS is delayed.

Equipment and establishment costs will be paid off within 12 months. This is within the minimum possible contract duration which means that there is no need for complex mechanisms for calculating residual capital sums or balloon payments in the event of early termination for NTS.
18. The total value of the contract for the Interim Solution is \$17.7m if it runs for the maximum duration – the cost breakdown is set out in Appendix B.

Outside scope

[REDACTED]

Revenue Protection Arrangements

20. The move to electronic ticketing is expected to significantly reduce the amount of fare evasion on our rail network provided GWRC ensures that revenue protection measures are in place to check customers have tagged on Snapper cards.
21. We are currently working with Transdev, our rail operator, to agree arrangements for this Snapper checking to be undertaken by its train managers and passenger operators from July on the Johnsonville line pilot and from November on the rest of the network. In the next month, we will be seeking your agreement to a letter of agreement between Transdev and GWRC for the Johnsonville line pilot which will include GWRC paying for additional Transdev phones and transition costs for the pilot. We will also provide an update for the plans for the larger transition in November.

Recommendations:

22. It is recommended that, subject to Waka Kotahi Board approving FAR funding for the Interim Solution, that you:
 - a) **Approve** the implementation of the Interim Solution in advance of the transition to NTS at a total cost of \$18m noting a benefit of \$14.6m over a three year period;
 - b) **Approve** the appointment of Snapper Services Ltd for ticketing services for the period of 22 April 2022 until December 2026 up to a total cost of \$17.7m and on the terms and conditions set out in this memo;
 - c) **Outside scope** [REDACTED]
 - d) **Note** that the costs associated with the Interim Solution are already covered under the LTP;
 - e) **Note** the Snapper contract termination date is 22 months after the expected NTS implementation date of February 2025, to create continuity in the event that there is a further delay in NTS and noting the contract can be terminated with 18 months' notice without penalty if NTS is available earlier. The financial analysis has been prepared on

the basis of a February 2025 NTS implementation however approval is sought for the full contract amount;

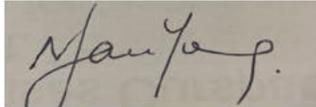
- f) **Note** that if the Waka Kotahi Board does not approve FAR funding of the Interim Solution, we will need to consider proceeding unilaterally and seek Council approval for such a course of action. We have financial cover under the LTP to do this, but Council would need to approve that FAR funding would not be available for this project.

VEE

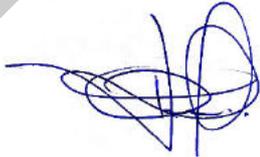
Approval

The following people have reviewed, support or endorse this document, before it is provided to the Authorised Delegated Financial Authority (DFA):

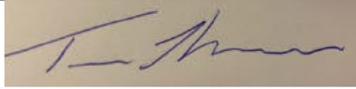
Prepared by:

Name	Title/Team	Date	Signature
Nicki Lau Young	Project Director – NTS	12/04/2022	

Reviewed by:

Name	Title/Team	Date	Signature
Luke Baron	Strategic Finance Business Partner	12/04/2022	
Deborah Kessell-Haak	Manager Legal & Procurement	13/04/2022	
Alard Russell	NTS Commercial Lead	13/04/2022	
David Lewry	NTS Technical and Business Lead	13/04/2022	

Supported by:

Name	Title/Team	Date	Signature
Tim Shackleton Governance Group	Metlink Manager Commercial, Strategy & Investment	13/04/2022	
Bonnie Parfitt Governance Group	Metlink Manager Network & Customer	13/04/2022	
Scott Gallacher Governance Group	General Manager Metlink	19/4/2022	

Approval and sign off

Contract and Procurement approach as set out above approved by (Authorised DFA):



Signature

Nigel Corry
Chief Executive

Date: 19/4/2022

VEE

Appendix A – Cost/Benefit Breakdown

The table below provides a summary of the cost implications of implementing the Snapper on Rail Interim solution based on the following timelines:

- Snapper on Rail rolled out on the remainder of the network in November 2022
- Transition to NTS February 2025

The table below provides a breakdown of the incremental costs arising out of the interim option:

Additional Implementation Costs for Snapper Interim Option	
Snapper on Rail Pilot Costs	
Snapper - Establishment Fee	
Snapper - Additional Participation Fee	
Snapper - Equipment and Installation	
Revenue Protection during Trial	
Merchant Acquiring Costs During Pilot	
Additional costs i.e. maintenance/upkeep/data etc	
Customer Surveys	
Total Increase in Snapper on Rail Pilot Costs	\$15.6M
Marketing/Communications	
Data and Analytics/Reporting	
Free Transit Cards	
Integration of Snapper with existing Systems	
Snapper Decommissioning Costs	
Total Additional Costs from SoR Interim Options	\$18.0M

The table below shows that the additional \$18m of implementation costs are partially offset by revenue protection benefits of \$14.6m leaving a net cost of \$3.2m.

Note: these figures align with the NTS Detailed Business Case assumptions, however a reduced patronage benefit is assumed to take into account COVID impacts and no operational cost savings have been assumed on the rail network (with the exception of merchant acquiring costs).

	NTS Budget assuming 2022 Implementation	Updated NTS budget for 2025 Implementation	NTS Budget with SoR	Variance
Installation of New Assets	\$5.0M	\$5.0M	\$5.0M	\$0.0M
Decommissioning Costs	\$1.3M	\$1.3M	\$1.7M	\$0.4M
Transition Fare Strategy (Free fares)	\$9.3M	\$9.3M	\$9.3M	\$0.0M
Data Analytics and Reporting	\$1.0M	\$1.0M	\$1.5M	\$0.5M
Integration	\$4.6M	\$4.6M	\$4.9M	\$0.3M
Customer Communications (Marketing)	\$2.3M	\$1.4M	\$2.4M	\$1.0M
Transition resource Costs	\$7.8M	\$9.7M	\$9.7M	\$0.0M
Revenue Inspection	\$1.4M	\$1.6M	\$1.6M	\$0.0M
Incumbent Costs	\$3.0M	\$3.0M	\$3.0M	\$0.0M
Card Balance Transfer Costs	\$1.2M	\$1.2M	\$1.5M	\$0.3M
Wellington Rail Solution Design	\$1.4M	\$1.4M	\$1.4M	\$0.0M
Snapper on Rail Pilot Costs	\$7.3M	\$11.9M	\$27.5M	\$15.6M
Contingency	\$0.0M	\$0.0M	\$0.0M	\$0.0M
Total Implementation Costs	\$45.6M	\$51.3M	\$69.3M	\$18.0M
Improved Revenue Protection on Train Benefit	\$0.0M	\$0.0M	(\$14.6M)	(\$14.6M)
Total Costs after Benefits	\$45.6M	\$51.3M	\$54.7M	\$3.4M

Appendix B – Breakdown of Snapper costs for Interim Solution through to December 2026

Establishment fee (\$ ^{section 7(2)(b)(ii)} per month over 12 months): \$ ^{section 7(2)(b)(i)}

Monthly participation fee: ^{section 7(2)(b)(ii)}

- ^{section 7(2)(b)(i)} per month for on-going support on Johnsonville increasing to;
- ^{section 7(2)(b)(ii)} per month from Go Live date on Kapiti Line increasing to;
- ^{section 7(2)(b)(ii)} per month from Go Live for ongoing support of the Full Rail Network.

Equipment and Installation fee (paid over 12 months): \$ ^{section 7(2)(b)(i)}

- Installation fee - ^{section 7(2)(b)(ii)} per validator (assumption of 205 units)
- Equipment fee - \$ ^{section 7(2)(b)(i)} per validator, per month over 12 months

Decommissioning costs: ^{section 7(2)(b)(ii)} per validator (assumption of 205 units): \$ ^{section 7(2)(b)(i)}

Total: \$17,748,000.00

¹ While the expected NTS implementation date is February 2025, the contract termination date includes a 22 month window in the event that the NTS is delayed. Note \$1.2 M has already been approved for JVL line through to June 2023, in the IBTS Pilot Procurement memo dated May 6th, 2021.



Johnsonville Line Snapper Card Payment Trial

Full Report
January 2022

Survey Method



Research Objective

To understand customers' experience of different aspects of the newly-introduced Snapper card payment on the Johnsonville Rail Line (JVL) to inform improvements and future system requirements.



Survey Method

On-board survey. Questionnaires were handed out to every passenger aged 15 years + on pre-selected services on the JVL.

Trips prior to 6 am and after 8 pm have not been surveyed for staff safety reasons.



Sample Size

n=863

This report provides results from n=863 completed surveys, n=859 of these being paper questionnaires completed on-board the train, and n=4 completed online.



Fieldwork Dates

7th December 2021



14th December 2021

Summary



The Snapper Payment Trial on Johnsonville Rail Line (JVL) has achieved positive results. Over half of respondents used Snapper to pay for their train trip at time of the survey (55%), and among Snapper users, 92% were likely to recommend paying with Snapper on the train to others, including 63% *very likely* to do so.

Convenience/flexibility was, by far, the most frequently mentioned reason given for trialling and using Snapper to pay on the train.

Barriers to switching to Snapper appear low, with the most common reason for currently choosing **not** use Snapper being the passenger still has a valid monthly pass, ten-trip ticket or other travel pass to use. Results suggest these passengers will be open to switching once their current pass expires. (Communication/prompts just prior to pass expiry may encourage this switching.)

Satisfaction with Snapper payment was high, ranging from 98% satisfied for ease of tagging on, to 80% satisfied for fairness of fare penalty. Most Snapper users encountered no issues paying on the train (95%). The 5% that did require assistance were satisfied with the support they received from Metlink ambassadors and staff (n=11), or via the Snapper contact centre (n=7).

Nine in ten (91%) Snapper users said they already have a Snapper card before the launch of the trial. Those who bought their card since the start of the trial most frequently purchased it from a retail store or a dairy (n=34). Where cards needed to be topped up, 54% did that via the Snapper app, another 35% via Snapper kiosks.

Going Forward – For Current Snapper Users



Easier tag on/off process; A more robust fare checking system

When Snapper users were asked what could be done to improve the experience of paying with a Snapper card on the JVL, 25% of feedback was about the tag on/off process:

- Card reader to be on the train instead of being on the platform, i.e. same as what is done to buses.
- More card readers needed – queues at peak times
- Card readers needed to be sheltered
- Card readers to read cards faster, be compatible with older versions of Snapper.

11% commented on the fare checking system:

- Too many ticket checking staff
- Current system means respondents need to take their card out three times – tag on, ticket check, tag off.
- Consider having gates/barriers
- Observations that students' tickets are not being checked frequent enough

Going Forward – For Non Snapper Users



Attractive Snapper fare schemes; Easy and accessible to purchase card and top up;

When non-Snapper users were asked what could be done to encourage them to pay with Snapper next time they travelled, enhanced value for money was most commonly mentioned:

- 16% would like Snapper pricing to be cheaper/offer a financial incentive to switch to Snapper
- 5% would like to be able to load or transfer their monthly pass to Snapper

Enhancing the initial uptake and top-up process is suggested by both non-Snapper and Snapper users, including:

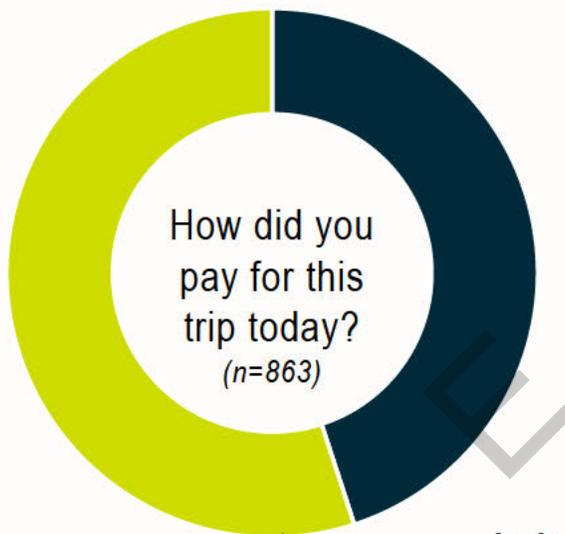
- more information on where to buy the card
- more top-up places/kiosks
- consider online top-ups

Overall Results



Payment Choice

55%



45%

I chose to pay using a Snapper card for this trip because ...

It is convenient/flexible – already had a card, didn't need to find cash/purchase a ticket	84%
It is quicker than other payment methods, saves time	33%
It is value for money	27%
I wanted to try something different, interested to see if it would work	15%
It was the only option available to me today	6%
Base (n)	470

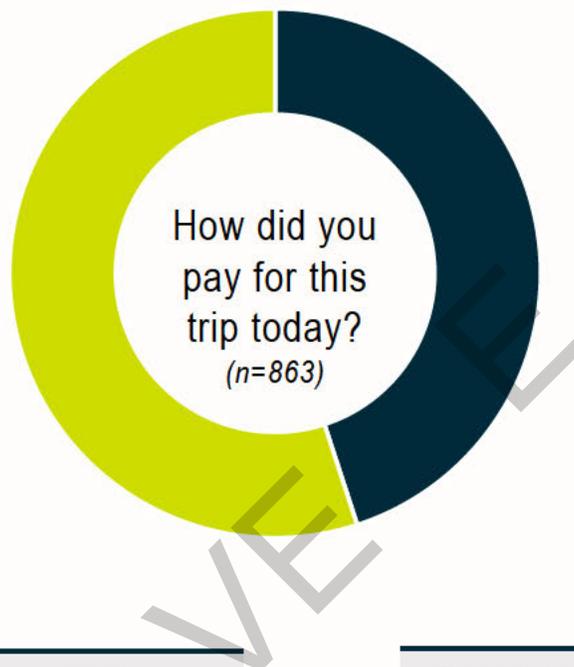
I chose not to pay for this trip via Snapper card because ...

I already have a monthly pass/ten-trip ticket	38%
Other payment methods suit me better	17%
I have a SuperGold card/it's free for me to travel	15%
I haven't considered using Snapper	14%
Don't have a Snapper/lost card/no value loaded	10%
Wasn't aware I could pay with Snapper card	6%
Infrequent train users/visitors	4%
Didn't have time to scan card	3%
Perceive Snapper to be expensive	3%
Base (n)	364

Note: Results excluding those who did not answer the question or gave a 'not applicable' response. Multiple responses to this question permitted, consequently tables totals more than 100%. Only categories mentioned by 4% or more are listed.

Snapper User Profile

55%



Those who chose to pay via their Snapper card are significantly **MORE** likely to be:

Alighting at Ngaio Station	68%
Boarding at Raroa Station	67%
18-24 years	63%
Using public transport at least 3-4 times a week	62%
Using multiple mode of transport (not just train)	60%
Travelling for work	59%

Those who chose to pay via their Snapper card are significant **LESS** likely to be:

65 years +	13%
Travelling for shopping/services	38%
Alighting at Johnsonville Station	38%
Those whose only mode of transport use is train	41%
Using public transport less often than once a week	44%
Interpeak travellers	46%

Payment Choice – Snapper Users



I chose to pay using a Snapper card for this trip because ...

Reasons for paying via Snapper	Share (%)	Significantly more likely for those who are:
It is convenient/flexible – already had a card, didn't need to find cash/purchase a ticket	84%	<ul style="list-style-type: none"> Boarding at Khandallah Station (95%) Using multiple modes of public transport (87%)
It is quicker than other payment methods, saves time	33%	<ul style="list-style-type: none"> Alighting at Ngaio Station (50%) Aged 18-24 years (42%) Boarding at Wellington Station (39%)
It is value for money	27%	<ul style="list-style-type: none"> Mainly travelling today to visit friends and relatives (46%) Travelling on JVL on the weekend (43%) Boarding at Crofton Downs Station (42%) Boarding at Johnsonville Station (41%)
I wanted to try something different, interested to see if it would work	15%	<ul style="list-style-type: none"> Aged 45-59 years (23%) Using JVL every weekday (21%)
It was the only option available to me today	6%	<ul style="list-style-type: none"> Aged 15-17 years (14%) Using multiple modes of public transport (8%)
Base (n)	470	

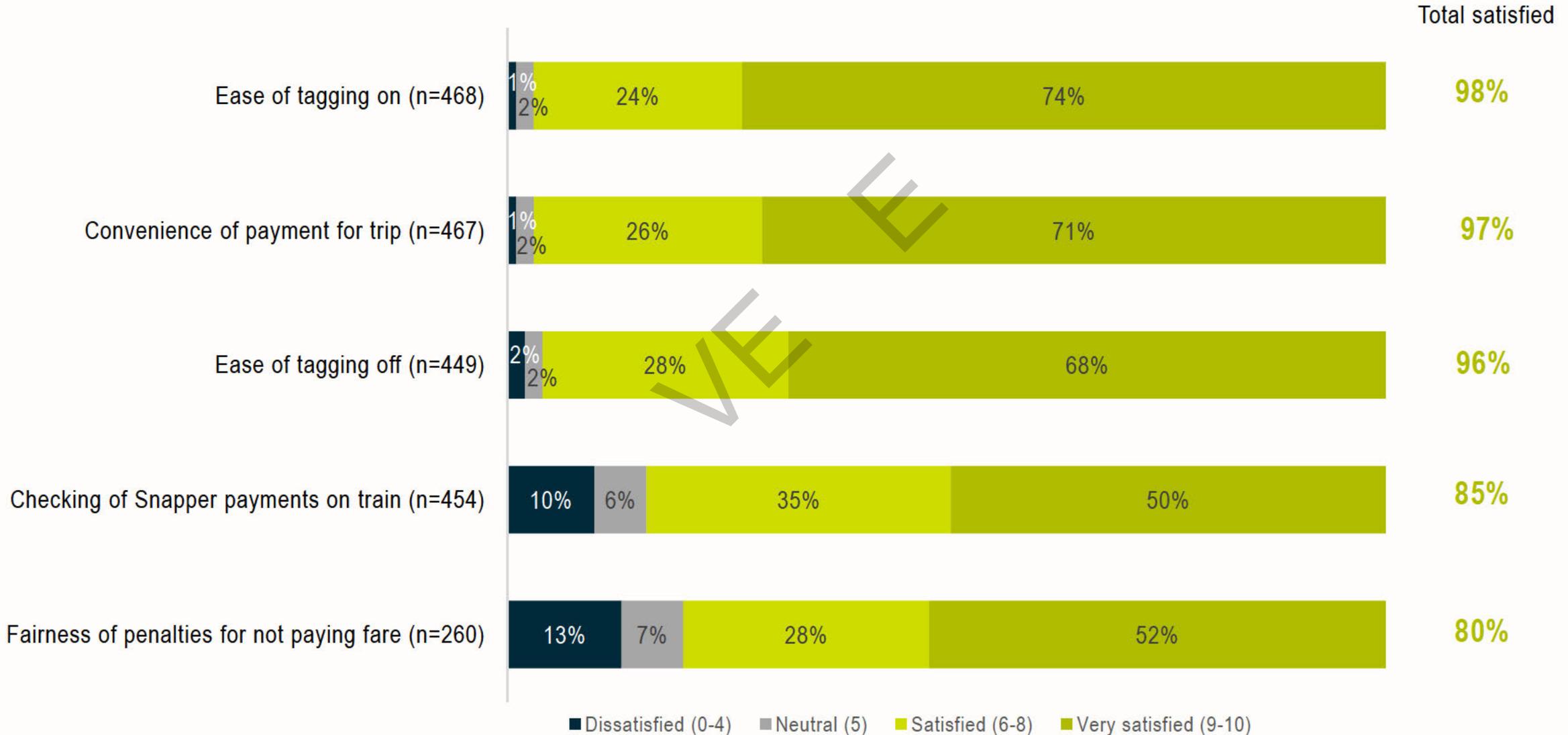
Payment Choice – Non Snapper Users



I chose not to pay using a Snapper card for this trip because ...

Reasons for choosing not to pay via Snapper	Share (%)	Significantly more likely for those who are:
I already have a monthly pass/ten-trip ticket	38%	<ul style="list-style-type: none"> Boarding at Khandallah Station (58%) Using JVL every weekday (54%) Aged 25-34 years (54%), 35 – 44 years (52%) Travelling inbound (44%) Mainly travelling today for work commute (44%)
Other payment methods suit me better	17%	<ul style="list-style-type: none"> Aged 15-17 years (31%), 18 – 24 years (29%) Travelling on AM peak (26%) Using JVL every weekday (24%)
I have a SuperGold card/it's free for me to travel	15%	<ul style="list-style-type: none"> Aged 65 years and over (94%) Travelling inter-peak (29%) Mainly travelling today for shopping and/or services (26%) Using multiple modes of public transport (18%)
I haven't considered using Snapper	14%	<ul style="list-style-type: none"> Train users only (21%)
Don't have a Snapper/lost card/no value loaded	10%	<ul style="list-style-type: none"> Aged 15-17 years (28%)
Wasn't aware I could pay with Snapper card	6%	<ul style="list-style-type: none"> Alighting at Wellington Station (9%) Travelling outbound (8%)
Infrequent train user/visitor	4%	<ul style="list-style-type: none"> Travelling on JVL on the weekend (13%) Boarding at Johnsonville Station (12%) Travelling inbound (6%)
Base (n)	364	

Satisfaction with Snapper Payment



Impact of Snapper Payment Option on Train Use

Does being able to use Snapper on JVL make you more likely to use the train?



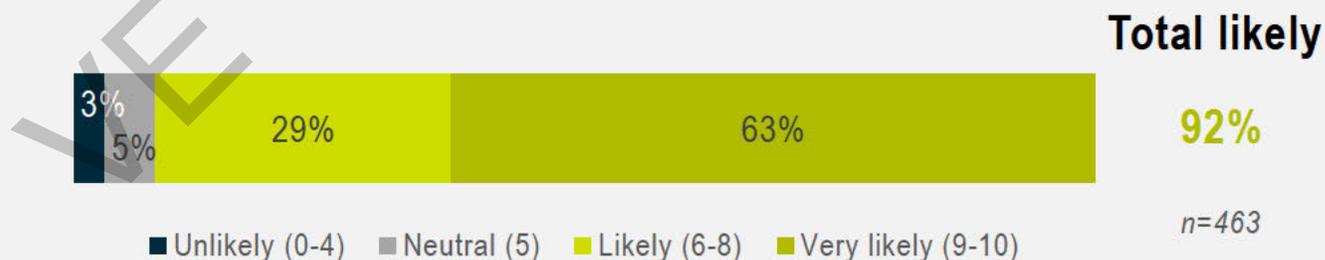
Significantly **more** likely to answer **Yes**:

- Uses JVL everyday (88%)
- Aged 15-17 years (85%), 18-24 years (74%)
- Travelling inter-peak (74%)

Significantly **less** likely to answer **Yes**:

- Aged 45-59 years (51%)
- Uses JVL every weekday (54%), or 3-4 times a week (57%)
- Main purpose of travel today being work commute (59%)

How likely or unlikely is it that you would recommend paying with Snapper on trains to a friend or colleague?



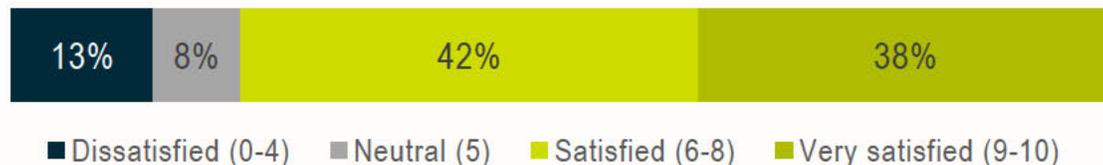
Getting a Snapper Card

91% of Snapper users already had a Snapper card before the Snapper payment trial was launched on JVL. (n=450)

Only 9% had purchase a new Snapper card since the start of the trial, most commonly from a retail store or a dairy. Of these respondents, four in five were satisfied to some extent with the ease of getting the card.

New Snapper card purchase location	Share (%)	Base (n)
From a retail store/dairy	85%	34
From Snapper	10%	4
Using someone else's card	3%	1
Study institution	3%	1

Satisfaction with ease of getting Snapper card



Total satisfied

80%

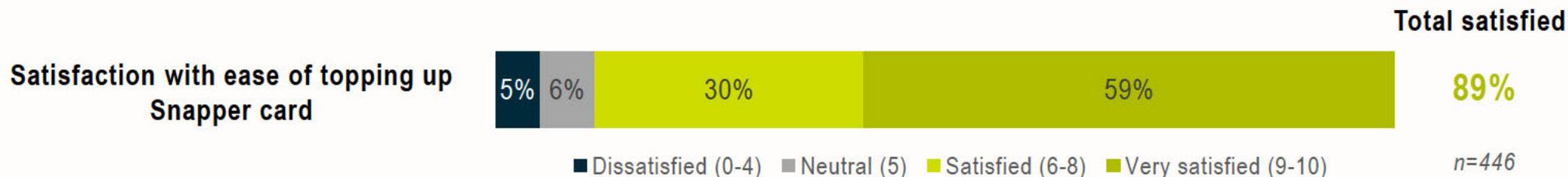
n=40

Snapper Card Top-Ups

Over half of all Snapper respondents last topped up their card on the Snapper app (54%). This is statistically significantly more likely for those whose reason of travel at time of surveying was work (58%), but significantly less likely for those aged between 45 to 59 years (39%). This age group is significantly more likely to top up at a Snapper kiosk instead (45%, compared to the total result of 35%).

In terms of the ease of topping up, nine of ten were satisfied about this aspect.

How did you last top up your Snapper card?	Share (%)
On the Snapper app	54%
At a Snapper kiosk	35%
At a retail outlet/dairy	8%
Someone else topped up for me	2%
Haven't needed to top up yet	2%
<i>Base (n)</i>	464



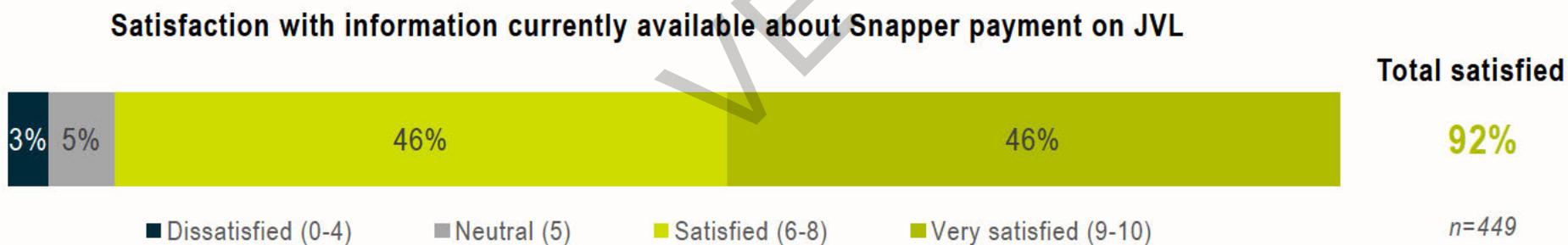
Information on Using Snapper

How did you get info about being able to use Snapper on JVL?	Share (%)	Significantly more likely for those who are:
Metlink advertising (including posters at the station)	56%	<ul style="list-style-type: none"> Aged 45-59 years (67%) Travelling on JVL every weekday (63%)
Friends, family or work colleagues	34%	<ul style="list-style-type: none"> Aged 15-27 years (71%), 18-24 years (44%) Visiting friends/relatives (51%) Travelling inter-peak (44%) Female (39%)
Metlink website	22%	<ul style="list-style-type: none"> Boarding at Johnsonville Station (42%) Aged 18-24 years (29%)
Social media/newspaper	13%	<ul style="list-style-type: none"> Aged 18-24 years (21%) Alighting at Wellington Station (16%) Using multiple modes of public transport (15%)
Metlink staff or ambassadors	6%	<ul style="list-style-type: none"> Travelling on PM peak (10%) Boarding at Wellington Station (10%) Travelling outbound (9%) Commuting to/from work (9%)
Snapper website	4%	
Didn't need any information	7%	<ul style="list-style-type: none"> Alighting at Ngaio Station (15%)
Base (n)	466	

Note: Multiple responses to this question permitted, consequently tables totals more than 100%. Only categories mentioned by 4% or more are listed.

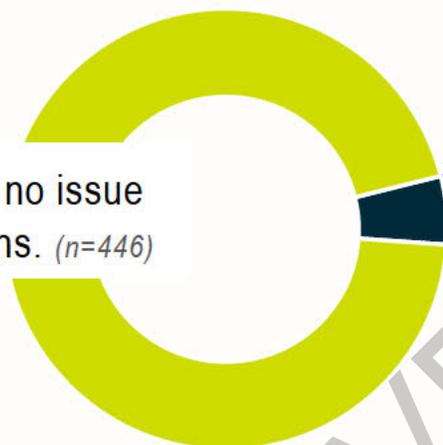
Information on Snapper Trial

Overall satisfaction with information currently available about the using Snapper on JVL is high, with a rating of 92%. Only 3% of the survey respondents are dissatisfied to some extent. Those boarding at Raroa Station are significantly more likely to be dissatisfied (9%).



Assistance with Using Snapper

95% of Snapper respondents had no issue with their Snapper payment for trains. (*n=446*)



5% needed assistance with their Snapper payment and received assistance/support from ...

Metlink staff or ambassadors	<i>n=11</i>
Snapper contact centre	<i>n=7</i>
App (unspecified)	<i>n=2</i>
Snapper website	<i>n=1</i>
Metlink contact centre	<i>n=1</i>
Other	<i>n=2</i>

Note: Base *n=22*. Small base size so results are indicative only. Multiple responses question.

Of the 5% who needed assistance with using their Snapper for trains, the proportion was significantly higher for those who are male (7%), or boarding at Simla Crescent (13%). *Please note the base size is small so results are indicative only.*

Those who had sought assistance with using their Snapper were mostly satisfied with their experience, with *n=18* satisfied with the ease of getting help with their Snapper payment, including *n=8* who were *very satisfied*. The remaining *n=3* were neutral.

Enhancing the Snapper Experience

Of all Snapper users surveyed, 46% left the question blank or wrote down ‘Nothing’ when asked what could be done to improve the Snapper user experience on JVL. The feedback provided are summarised in the table below:

25%	<p>Improving tag on/off process</p> <ul style="list-style-type: none"> • Have card readers on train not on station (like buses) • More card readers on stations to reduce queues, closer to platform, machines to be covered • Improve speed of card reader • Ensure system is compatible with old Snapper cards 	<p>Significantly more likely to be those who are:</p> <ul style="list-style-type: none"> • Boarding at Simla Crescent Station (42%) • Travelling on AM peak (37%) • Using JVL every weekday (35%) • Work commute as main reason of travel today (30%) • Female (29%)
11%	<p>Better fare checking systems</p> <ul style="list-style-type: none"> • Too many staff onboard – same staff member should check Snapper and paper tickets • Have to take out/handle card three times during one train trip • Contactless checking - don't want ticketing officers to touch card • Add gates/barriers • Students should have cards checked more often 	<ul style="list-style-type: none"> • Aged 25-34 years (17%) • Travelling on PM peak (15%) • Work commute as main reason of travel today (14%)
7%	<p>Improving Snapper registration and top up process</p> <ul style="list-style-type: none"> • More kiosks • Simple registration online • Allow online top up 	<ul style="list-style-type: none"> • Aged 45-59 years (14%)
6%	<p>Snapper fares to be cheaper/discounted</p> <ul style="list-style-type: none"> • More clarity/transparency on fare differences 	<ul style="list-style-type: none"> • Only using trains (11%) • Travelling on AM peak (10%)
4%	<p>Monthly Pass available on Snapper</p>	<ul style="list-style-type: none"> • Using JVL every weekday (7%)
3%	<p>Improving the penalty calculation</p> <ul style="list-style-type: none"> • Should just charge the fare missed instead of \$5 because cost throughout JVL is the same 	<ul style="list-style-type: none"> • Boarding at Wellington Station (5%)

Encouraging Snapper Use

When asked what could be done to encourage them to use Snapper next time they travel on the train, 36% of all non-Snapper users surveyed left the question blank or wrote down 'Nothing'

Another 14% says they currently have valid ten-trip tickets, monthly passes/other travel passes. This is significantly more likely to be mentioned by those that:

- Uses JVL 3-4 times a week (24%)
- Travels inter-peak (19%)
- Uses multiple modes of public transport, not just restricting to train services (17%)

Six percent of non-Snapper card users said Snapper is not the most suitable payment method for this, this group over-represented among SuperGold Card users, visitors, and infrequent public transport users.

Suggestions for encouraging uptake of Snapper use on trains are summarised in the next slide, with topics around cheaper Snapper fares being the most frequently mentioned.



Encouraging Snapper Use

<p>16%</p>	<p>Making Snapper fares cheaper</p> <ul style="list-style-type: none"> • Match monthly pass price • Offer incentives/discounts to use Snapper 	<p>Significantly more likely to be those who are:</p> <ul style="list-style-type: none"> • Frequent users of JVL – every day (37%) or every weekday (26%) • Aged 25-34 years (26%) • Travelling on PM peak (21%) • Work commute as main reason of travel today (21%)
<p>8%</p>	<p>Enhancing the initial purchase and top up processes</p> <ul style="list-style-type: none"> • More information on where to buy Snapper card • More top-up kiosks • Introduce online top-up option 	<ul style="list-style-type: none"> • Train users only (15%) • Travelling on PM peak (12%) • Female (11%)
<p>7%</p>	<p>More/better information, instructions, advertising</p> <ul style="list-style-type: none"> • What is Snapper? • More advertising of Johnsonville campaign • How/where to get a Snapper card • How/where to top up Snapper card • Pricing, penalties for not paying • Benefits of Snapper 	<ul style="list-style-type: none"> • Aged 35-44 years (14%) • Travelling on PM peak (13%) • Boarding at Wellington Station (11%)
<p>5%</p>	<p>Monthly Pass to be available on Snapper</p>	<ul style="list-style-type: none"> • Aged 35-44 years (16%) • Using JVL every weekday (13%) • Travelling on AM peak (11%) • Alighting at Wellington Station (8%) • Work commute as main reason of travel today (8%)
<p>3%</p>	<p>Better tag on/off process</p> <ul style="list-style-type: none"> • Have card readers on train not on station (like buses) • More card readers on stations to reduce queues, closer to platform, machines to be covered • Card reader – read cards faster, show balance when scanned, be compatible with old Snapper cards 	<ul style="list-style-type: none"> • Using JVL 3 to 4 times a week (9%) • Boarding at Khandallah Station (9%) • Alighting at Johnsonville Station (7%) • Aged 25-34 years (7%)

Results by Station



Payment Choice – by Station

	Snapper 	Not Snapper				Base (n)
		Ten-trip ticket	Monthly Pass	Single ticket / day pass	SuperGold Card	
Johnsonville Line	55%	24%	8%	6%	7%	863
Johnsonville	50%	26%	6%	11%	6%	109
Raroa	67%	25%	2%	3%	3%	67
Khandallah	55%	31%	8%	3%	4%	75
Box Hill	58%	24%	3%	6%	9%	33
Simla Crescent	61%	16%	6%	2%	16%	51
Awarua Street	57%	24%	8%	6%	4%	51
Ngaio	55%	21%	15%	2%	8%	53
Crofton Downs	55%	18%	14%	7%	5%	56
Wellington	53%	24%	9%	3%	8%	358

Note: Base size for individual station are those who answered QA. At which station did you get on this train? Results in green indicates them being statistically significantly higher than the total.

Ease of Tagging On and Off at the Station – by Station

	Tagging ON		Tagging OFF**	
	Total Satisfied	Base (n)	Total Satisfied	Base (n)
Johnsonville Line	98%	468	96%	449
Johnsonville	100%	54	97%	31
Raroa	98%	45	100%	17*
Khandallah	100%	39	89%	28
Box Hill	100%	19*	93%	14*
Simla Crescent	94%	31	87%	30
Awarua Street	100%	29	97%	29
Ngaio	100%	29	100%	37
Crofton Downs	100%	31	97%	31
Wellington	96%	188	96%	225

Note: Rating scale from 0 – 10, where 0 is Very Dissatisfied, and 10 is Very Satisfied. Total Satisfied are those who gave a rating between 6 to 10.

'Ease of tagging on' for individual station shows results from those who answered QA. At which station did you get on this train?

'Ease of tagging off' for individual station shows results from those who answered QB. At which station did you get off this train?

Percentages in red indicates the result being statistically significantly lower than the overall result.

Ease of Purchasing Card and Top up – by Station

	Ease of Getting a Card		Ease of Topping Up	
	Total Satisfied	Base (n)	Total Satisfied	Base (n)
Johnsonville Line	80%	40	89%	446
Johnsonville	100%	4*	86%	50
Raroa	100%	6*	90%	40
Khandallah	-	0	93%	40
Box Hill	100%	1*	100%	18*
Simla Crescent	80%	5*	83%	29
Awarua Street	25%	4*	93%	28
Ngaio	67%	3*	88%	24
Crofton Downs	100%	1*	80%	30
Wellington	81%	16*	90%	184

Note: Rating scale from 0 – 10, where 0 is Very Dissatisfied, and 10 is Very Satisfied. Total Satisfied are those who gave a rating between 6 to 10.

Base size for individual station are determined by those who answered QA. At which station did you get on this train?

Results in red indicates them being statistically significantly lower than the total result.

*Small base size so results are indicative only.

Satisfaction with Information Available and Assistance

	Info currently available about Snapper on JVL		Ease of getting help with Snapper payment	
	Total Satisfied	Base (n)	Total Satisfied	Base (n)
Johnsonville Line	92%	449	86%	21
Johnsonville	92%	50	100%	2*
Raroa	86%	44	100%	3*
Khandallah	95%	40	100%	3*
Box Hill	94%	17*	-	0
Simla Crescent	96%	27	75%	4*
Awarua Street	96%	28	-	0
Ngaio	96%	28	-	0
Crofton Downs	100%	30	-	0
Wellington	89%	182	78%	9*

Note: Rating scale from 0 – 10, where 0 is Very Dissatisfied, and 10 is Very Satisfied. Total Satisfied are those who gave a rating between 6 to 10.

Base size for individual station are determined by those who answered QA. At which station did you get on this train?

*Small base size so results are indicative only.

Impact on Train Use and Likelihood to Recommend

	Snapper trial makes you want to use train more?		Recommend Snapper payment on JVL	
	Yes	Base (n)	Total Likely	Base (n)
Johnsonville Line	64%	469	92%	463
Johnsonville	72%	54	96%	54
Raroa	66%	44	86%	44
Khandallah	73%	41	95%	41
Box Hill	79%	19*	95%	19
Simla Crescent	48%	31	93%	30
Awarua Street	59%	29	86%	29
Ngaio	52%	29	93%	29
Crofton Downs	77%	31	97%	30
Wellington	61%	188	91%	184

Note: Rating scale from 0 – 10, where 0 is Very Unlikely, and 10 is Very Likely. Total Satisfied are those who gave a rating between 6 to 10.

Base size for individual station are determined by those who answered QA. At which station did you get on this train?

*Small base size so results are indicative only.

Appendix



Sample Demographics

Gender	Proportion (%)	Base (n)
Male	44%	373
Female	53%	447
Gender diverse	3%	24

Age	Proportion (%)	Base (n)
15-17 years	11%	93
18-24 years	16%	135
25-34 years	22%	185
35-44 years	17%	142
45-59 years	22%	184
60-64 years	4%	34
65+ years	8%	70

Note: **Multiple answers permitted for this question.
All results exclude and blank responses.

**Mode of PT used in the last three month	Proportion (%)	Base (n)
Bus	71%	610
Train	100%	863
Ferry	5%	43

Use of JVL	Proportion (%)	Base (n)
Every day, including weekends	8%	67
Every weekday	32%	274
3 to 4 times a week	28%	233
1 to 2 times a week	12%	104
Once a fortnight/once every three weeks	6%	54
Once a month	3%	29
Less often than once a month	6%	52
First time today	4%	34

Main Reason for Travel Today	Proportion (%)	Base (n)
Work	63%	531
Shopping, services (such as banks, libraries)	9%	73
Visiting friends and relatives	8%	65
A personal appointment	6%	50
Sports, recreation or dining out	5%	43
School (student)	4%	36
Sightseeing	2%	16
Special one-off event e.g. concert, rugby, parade	2%	16
Tertiary study (e.g., university)	1%	11

Boarding and Alighting Stations

Boarding station	Proportion (%)	Base (n)
Johnsonville	13%	109
Raroa	8%	67
Khandallah	9%	75
Box Hill	4%	33
Simla Crescent	6%	51
Awarua	6%	51
Ngaio	6%	53
Crofton Downs	6%	56
Wellington	42%	358

Alighting station	Proportion (%)	Base (n)
Johnsonville	10%	87
Raroa	3%	26
Khandallah	6%	48
Box Hill	4%	34
Simla Crescent	7%	62
Awarua	7%	56
Ngaio	7%	59
Crofton Downs	8%	67
Wellington	48%	412

Questionnaire



Q9. Where did you purchase your Snapper card?

1	From a retail/dairy	2	From Snapper
3	Using someone else's card	4	Other Please specify:

Q10. How satisfied were you with the ease of getting a Snapper card? Please circle one number only.

Don't know/ Not applicable	Extremely dissatisfied											Extremely satisfied
NA	0	1	2	3	4	5	6	7	8	9	10	

Topping up a Snapper card

Q11. How did you last top up your Snapper card? Please circle one number.

1	On the Snapper app	2	At a retailer/dairy
3	At a Snapper kiosk	4	Someone else topped it up for me
5	Have needed to top up yet	6	Other Please specify:

Q12. How satisfied were you with the ease of topping up a Snapper card? Please circle one number.

Don't know/ Not applicable	Extremely dissatisfied											Extremely satisfied
NA	0	1	2	3	4	5	6	7	8	9	10	

Information and Assistance on Using Snapper

Q13. How did you get information about being able to use Snapper to pay for trips on the Johnsonville Line?

Please circle all that apply.

1	Friends, family or colleagues	2	Metlink website
3	Snapper website	4	Metlink or Snapper contact centres
5	Metlink advertising (including posters at stations)	6	Metlink staff or ambassadors
7	Social media	8	Didn't need information
9	Other Please specify:		

Q14. Overall, how satisfied or dissatisfied are you with the information currently available about Snapper payment on the Johnsonville Line? Please circle one number only.

Don't know/ Not applicable	Extremely dissatisfied											Extremely satisfied
NA	0	1	2	3	4	5	6	7	8	9	10	



Q15. Have you needed to get help with your Snapper payment for trains?

1	Yes Go to Q16	2	No Go to Q19
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Q16. Where did you get help with your Snapper payment? Please circle all that apply.

1	Metlink website	2	Snapper website
3	Metlink staff or ambassadors	4	Metlink contact centre
5	Snapper contact centre	6	Other Please specify:

Q17. How satisfied were you with the ease of getting help with Snapper payment? Please circle one number only.

Don't know/ Not applicable	Extremely dissatisfied											Extremely satisfied
NA	0	1	2	3	4	5	6	7	8	9	10	

SNAPPER USERS ONLY Please go to Q19.

NON-SNAPPER USERS If You Are Not Using Snapper Today

Q18. What could be done to encourage you to pay with Snapper next time you travel on the train (or once your monthly pass expires)?

EVERYONE

Understanding All Johnsonville Line Users

Q19. Are you...? Please circle one number.

1	Male	2	Female	3	Gender diverse
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Q20. Which age group do you fall into? Please circle one number.

1	15-17 years	2	15-24 years	3	25-34 years
4	35-44 years	5	45-59 years	6	60-64 years
7	65+ years				

Q21. How often do you travel on the Johnsonville rail line? Please circle one number.

1	Every day, including weekends	2	Every weekday	3	3 to 4 times a week
4	1 to 2 times a week	5	Once a fortnight/once every three weeks	6	Once a month
7	Less often than once a month	8	This is the first time today		

Questionnaire



Q22. What is your one main reason for this trip today? Please circle one number.

1	Work	2	School (student)
3	Tertiary study (e.g., university)	4	A personal appointment
5	Sightseeing	6	Visiting friends and relatives
7	Sports, recreation or dining out	8	Shopping, services (such as banks, libraries)
9	Special one-off event e.g., concert, rugby, parade	10	Other Please state:

Q23. Which of the following types of public transport have you used in the Wellington region in the last three months – including on this trip today? Please circle all that apply.

1	Bus	2	Train	3	Ferry
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PLEASE HAND YOUR SURVEY BACK TO ONE OF THE RESEARCHERS WHEN YOU EXIT THE TRAIN. You may keep the pen.

GravitasOPG, an independent research company, is conducting this survey on behalf of Metlink.

gravitasOPG

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