



TE MANATŪ WAKA
MINISTRY OF TRANSPORT

Community Connect Baseline Survey

Report

12 December 2022



Report contents

• <u>Background & Methodology</u>	<u>3</u>
• <u>Key Findings</u>	<u>11</u>
• <u>CSC Transport Profile</u>	<u>17</u>
• <u>CSC Transport Preferences</u>	<u>39</u>
• <u>CSC Transport Lost Opportunities</u>	<u>54</u>
• <u>Community Connect Programme</u>	<u>69</u>
• <u>Half-Price Public Transport</u>	<u>77</u>
• <u>Car Vehicle Usage</u>	<u>83</u>
• <u>Community Case Studies</u>	<u>87</u>
• <u>Appendix</u>	<u>96</u>

Background & Methodology

Project background

- The cost-of-living increases have the greatest impact on low-income New Zealanders who have less discretionary income and most likely to be impacted by transport poverty.
- The *Community Connect* programme aims to provide transport equity for low-income earners and beneficiaries through a public transport concession for community services card (CSC) holders, New Zealand wide.
- This programme will make public transport more affordable for CSC holders by providing a 50% concession on public transport services. The *Community Connect* programme will launch in 2023.
- The key outcome of this programme is to bring transport equity to low-income earners and reduce their transport-related barriers to better social and economic outcomes.

Research objectives

- This initial baseline research focuses on understanding *Community Connect*'s target users' attitudes, perceptions and behaviours around public transport, before the programme launches in 2023.
- There is a second stage of this research planned for 2023, which will consist in an ongoing monitoring and assessment of the effects of the *Community Connect* programme.
- This second stage will help understand the uptake and impacts of the *Community Connect* programme, including any changes to travel (such as mode usage and access).
 - Some of the biggest difficulties in this programme are the timing and the environment the programme will operate in, which is not what can be considered as 'typical' and is still changing. COVID-19, the short-term 50% reduction in public transport fares (from 1 April 2022 to 31 January 2023) and the cost-of-living crisis across the country have all had an impact. It is important that the impact of these issues can be accounted for in the evaluation, so that any change in public transport usage as a result of the trial can be correctly and confidently attributed to the trial, and not confused with other environmental effects.

CSC sample

- This sample is made up of CSC holders and CSC non-holders.
- CSC non-holders were also included in the sample to understand their perceptions, attitudes and behaviours, and to provide a point of comparison.



Methodology

METHODOLOGY

Online panel	Interviews were conducted online (self-completion). Respondents were recruited from Ipsos & Ipsos partner panels
MSD newsletter	Interviews were conducted online (self-completion), completed via and email sent out by the MSD
Hard copy	Interviews were conducted through hard-copy surveys (self-completion) distributed nationally to places around NZ that CSC holders could frequent

Other notes

- Significantly **higher** / **lower** figures are reported at 95% confidence.
- Where results do not sum to 100 or the 'difference' appears to be +/-1 more/less than the actual, this may be due to rounding, multiple responses or the exclusion of 'don't know' or 'not stated' responses.
- CSC non-holders were weighted to figures calculated by taking the difference between national representation and CSC figures.

FIELDWORK DATES

Online panel	17 August–16 September 2022
MSD newsletter	24 August–4 October 2022
Hard copy	24 August–6 October 2022

WEIGHTING

Online panel	The data was weighted to match NZ population for region and gender. Weighting was then applied to CSC holders (to match the MSD's CSC population for age, gender, location and CSC status).
MSD email	
Hard copy	

Survey sample



Sample achieved

n=3,128

CSC holder	1,671
CSC non-holder	1,457

Sample source	n=
<i>Total sample – conducted via</i>	
Online panel sample	2,360
MSD newsletter sample	744
Hard-copy survey	24

Hard-copy sample source	n=
<i>Hard-copy survey – distributed by</i>	
Citizens Advice Bureau	4
Auckland City Mission	2
Kāinga Ora	18

Survey version	n=
<i>Total sample – completed in</i>	
English	3,116
Māori	3
Mandarin (simplified Chinese)	6
Samoan	3

Sample information



TOTAL SAMPLE
n=3,128



GENDER		
		n=
Male	49%	1,333
Female	51%	1,771
Another gender	0%	24



AGE		
		n=
16–24 years	15%	393
25–44 years	34%	1,012
45–64 years	32%	1,220
65+ years	19%	505



HH INCOME		
		n=
Low	13%	212
Medium	33%	470
High	42%	594



ETHNICITY		
		n=
NETT European	80%	2,493
NETT Māori	10%	436
NETT Pacific	4%	143
NETT Asian	13%	331
NETT Other	2%	72



WGSS DISABILITY		
		n=
Have a disability	11%	503
Do not have a disability	89%	2,625



EMPLOYMENT STATUS		
		n=
Working	65%	1,687
Not working	13%	786
Student	7%	208
Retired	16%	447

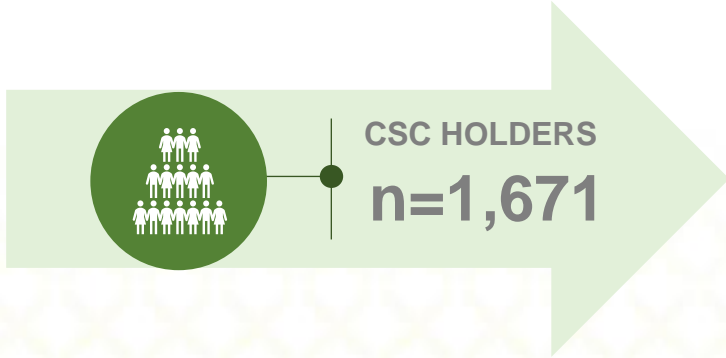


URBAN vs RURAL		
		n=
Urban	86%	2,729
Rural	13%	380



REGION		
		n=
Northland	3%	90
Auckland	33%	1,116
Waikato	11%	297
Bay of Plenty	7%	196
Gisborne	1%	21
Hawke's Bay	3%	86
Taranaki	2%	56
Manawatū-Whanganui	5%	139
Wellington	12%	378
Tasman	1%	11
Nelson	2%	38
Marlborough	1%	21
West Coast	1%	14
Canterbury	12%	400
Otago	7%	227
Southland	1%	38

Sample information – CSC holders



GENDER		
		n=
Male	43%	631
Female	56%	1,019
Another gender	1%	21



AGE		
		n=
16–24 years	13%	177
25–44 years	30%	527
45–64 years	24%	747
65+ years	33%	220



ETHNICITY		
		n=
NETT European	81%	1,301
NETT Māori	16%	317
NETT Pacific	6%	105
NETT Asian	8%	145
NETT Other	2%	38



WGSS DISABILITY		
		n=
Have a disability	22%	397
Do not have a disability	78%	1,274



EMPLOYMENT STATUS		
		n=
Working	32%	615
Not working	30%	686
Student	8%	121
Retired	30%	249



URBAN vs RURAL		
		n=
Urban	89%	1,495
Rural	10%	164



REGION		
		n=
Northland	3%	49
Auckland	39%	702
Waikato	7%	134
Bay of Plenty	5%	87
Gisborne	1%	12
Hawke's Bay	3%	42
Taranaki	2%	27
Manawatū-Whanganui	5%	70
Wellington	13%	202
Tasman	1%	4
Nelson	1%	11
Marlborough	1%	9
West Coast	1%	8
Canterbury	11%	196
Otago	6%	100
Southland	1%	18

Key Findings

Key findings

CSC holders' transport profile by occasions and mode

- **In the last week, on average, CSC holders are most likely to have travelled to shop for food / groceries and / or running errands.**
 - Compared to all New Zealanders, CSC holders are less likely to be travelling to work and more likely to be going to a medical appointment or other appointment (e.g. job interview, WINZ etc.)
- **Private vehicle is the most common mode of transport for most of the destinations CSC holders travel to.**
- **When looking at the preferred mode of transport compared to the mode that was actually taken, we see the largest disparity in private vehicle usage - it is often the preferred mode of travel not used**
 - Those who would have preferred to use a private vehicle are more likely to be using public transport or active modes of travel such as walking instead.

Key findings

CSC holders' barriers to transport usage

- **One in four CSC holders say they have *felt isolated* in the last week because they could not afford to get to the places they wanted to go.**
 - This compares to less than one in ten non-CSC holders.
- **Cost is more likely to be a barrier to increased public transport usage for CSC holders than the total New Zealand population.**
- **However, *issues with public transport* (such as accessibility) are more commonly stopping CSC holders from using public transport than *cost*.**
- ***Affordability of petrol* and *public transport* are significantly more likely to be an issue for CSC holders than the overall New Zealand population.**
- **CSC holders claim to be spending less on car costs and transport vs 1 year ago.**
 - This is likely to be due to the introduction of half-price fares, as CSC holders claim to be using public transport more now than they were in the past and since the half-price fare scheme was introduced.

Key findings

CSC holders' reasons for using modes not preferred

- **Within the last week, almost half of CSC holders used a mode of transport that is not their preferred, with *public transport–related reasons* and *cost* being the main causes.**
- **CSC holders are using modes of transport that are not what they would prefer due to reasons relating to:**
 - **Public transport** - most commonly due to accessibility, including *public transport not going where they want it to go, too many connections, doesn't operate 24 hours and not being available where they live.*
 - **Cost** - mostly around the *cost of petrol, taxis / Ubers, public transport* and the *expense of owning a car.*
 - **Availability** - mostly around *not having access to their preferred mode of transport e.g. not having a car, car is broken down or someone else is using it.*

Key findings

CSC holders' transport lost opportunities

- **CSC holders are significantly more likely to have wanted to go somewhere in the last week but couldn't because they didn't have the right transport.**
 - CSC holders were significantly more likely than the total New Zealand population to miss out on travelling for *leisure / recreation* and *medical appointments*.
- **Cost is significantly more likely to be the reason why transport stopped CSC holders going somewhere they wanted to go, with *petrol* and *public transport* most commonly mentioned.**
- **The impact of missed travel is more likely to impact CSC holders than non CSC holders.**
- **This missed travel opportunity had an *emotional* impact on CSC holders and also prevented them from having *family time* or doing things like the *groceries* or *attending appointments*.**

Key findings

Community Connect programme

- Although the *Community Connect* programme has not been officially launched yet, the baseline awareness of the programme is already 38% among CSC holders (which is significantly higher than the overall New Zealand population).
- Of the CSC holders aware of the programme, a third are planning to sign up, while 24% claim to have already done so.
- Most of those not interested in signing up claim it is because they *don't use public transport or have a SuperGold card, so don't need it.*
- More than half of those who claim to have already signed up, are likely to recommend the concession to others.

Awareness and usage of half-price fares

- Around 80% of New Zealanders are aware of the half-price fares currently available.
- Half-price fares have had a significant impact on CSC holders, as, compared to non-CSC card holders, they are significantly more likely to have changed their transport usage as a result. With 1 in 10 saying it has allowed them to go places more often and 13% saying it has saved money to use elsewhere.

CSC Transport Profile

Understand *Community Connect's* target users' attitudes, perceptions & behaviours around public transport

Travel frequency

In the last 7 days, on how many days did you travel for the following reasons?

Travelling to work

Travelling to a place of education (school, university, library, etc.)

Taking children to / from school

Going to a medical appointment

Going to another appointment (job interview, WINZ, etc.)

Shopping for food and groceries

Running errands or shopping for non-grocery items, e.g. clothing, post shop, bank, books

Travel to a place of fitness (e.g. gym) or travelling for fitness (e.g. walking, going for a bike ride, etc.)

Travel to see friends or family

Travel to a place of worship, e.g. church

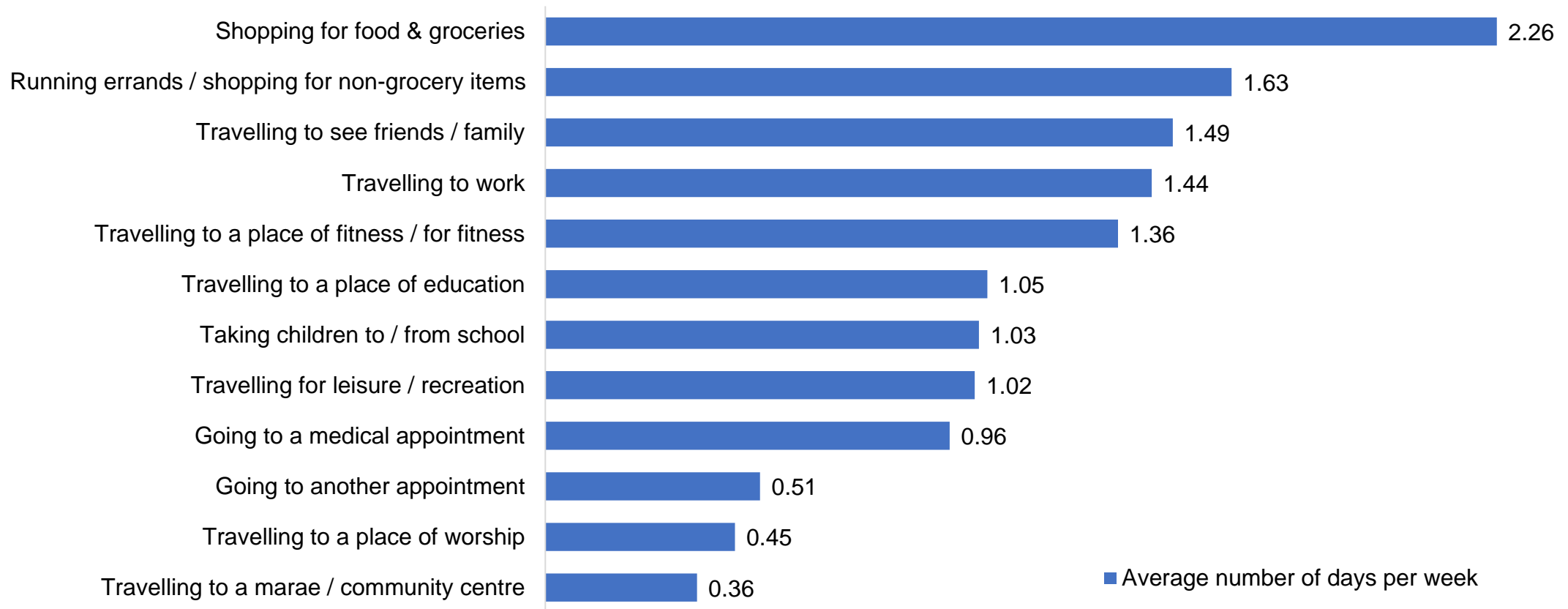
Travel to a marae or community centre

Travel for leisure or recreation, e.g. restaurant, movies, park, zoo

Travel frequency

In the previous week, on average CSC holders were most likely to travel to *shop for food / groceries & running errands*.

Travel frequency – CSC holders



Travel frequency (i)

Demographic differences

Demographic differences (CSC holders)*

Shopping for food & groceries (2.26)

- 2.98 Pacific Peoples
- 2.69 Single with kids
- 2.61 Couple with kids
- 2.58 25–44 years
- 2.56 Not aware of half-price PT
- 2.54 Asian / Indian
- 2.51 Working
- 2.48 3+ cars owned
- 1.95 Couple with no kids at home
- 1.95 Retired
- 1.92 65+ years

Running errands / shopping for non-grocery items (1.63)

- 2.28 Pacific Peoples
- 2.17 25–44 years
- 2.14 Single with kids
- 2.08 Working
- 2.05 Māori
- 2.01 Couple with kids
- 2.00 3+ cars owned
- 1.99 16–24 years
- 1.84 Not aware of half-price PT
- 1.51 1 car owned
- 1.41 45–65 years
- 1.41 Single
- 1.22 Couple with no kids at home
- 1.15 65+ years
- 1.11 Retired

Seeing friends / family (1.49)

- 1.99 Pacific Peoples
- 1.92 25–44 years
- 1.92 Māori
- 1.91 16–24 years
- 1.89 Asian / Indian
- 1.87 Couple with kids
- 1.87 3+ cars owned
- 1.84 Working
- 1.79 2 cars owned
- 1.76 Single with kids
- 1.70 Heard of *Community Connect*
- 1.36 Not heard of *Community Connect*
- 1.33 1 car owned
- 1.31 45–65 years
- 1.30 Single
- 1.13 Couple with no kids at home
- 1.12 Don't own a car
- 1.06 65+ years
- 0.99 Retired

Travelling to work (1.44)

- 3.25 Working
- 2.95 Couple with kids
- 2.75 Asian / Indian
- 2.49 16–24 years
- 2.26 3+ cars owned
- 2.25 25–44 years
- 2.08 Pacific Peoples
- 1.92 Student
- 1.92 Couple no kids
- 1.84 2 cars owned
- 1.79 Auckland
- 1.72 Māori
- 1.26 European
- 1.22 Rest of NZ (outside AKL)
- 1.19 45–65 years
- 1.16 1 car owned
- 0.93 Disability
- 0.93 Don't own a car
- 0.84 Single
- 0.65 Couple with no kids at home
- 0.49 65+ years
- 0.31 Not working
- 0.21 Retired

Travelling to a place of fitness / for fitness (1.36)

- 2.09 16–24 years
- 1.90 Asian / Indian
- 1.80 Working
- 1.78 Pacific Peoples
- 1.77 Student
- 1.75 Couple with kids
- 1.66 Heard of *Community Connect*
- 1.63 Not aware of half-price PT
- 1.59 25–44 years
- 1.17 Not heard of *Community Connect*
- 0.97 65+ years
- 0.94 Wellington
- 0.88 Retired
- 0.86 Not sure if heard of *Community Connect***
- 0.76 Rural

Travel frequency (ii)

Demographic differences

Demographic differences (CSC holders)*

Travelling to a place of education (1.05)

- 3.14 Student
- 2.15 16–24 years
- 1.86 Single with kids
- 1.85 Couple with kids
- 1.70 Asian / Indian
- 1.62 25–44 years
- 1.49 3+ cars owned
- 1.46 Māori
- 1.46 Working
- 1.42 Pacific Peoples
- 1.30 Not aware of half-price PT
- 1.25 Auckland
- 0.92 European
- 0.85 Not working
- 0.71 Wellington
- 0.70 45–65 years
- 0.68 Single
- 0.36 65+ years
- 0.33 Couple with no kids at home
- 0.29 Retired

Taking children to / from school (1.03)

- 2.99 Single with kids
- 2.85 Couple with kids
- 2.21 25–44 years
- 1.79 Māori
- 1.75 Working
- 1.72 Asian / Indian
- 1.67 Pacific Peoples
- 1.31 Aware of half-price PT
- 1.26 Auckland
- 0.88 European
- 0.81 45–65 years
- 0.70 Don't own a car
- 0.54 Shared household
- 0.51 Couple with no kids
- 0.35 Single
- 0.32 Couple with no kids at home
- 0.24 65+ years
- 0.22 Retired

Travelling for leisure / recreation (1.02)

- 1.47 Asian / Indian
- 1.42 Couple with kids
- 1.40 Working
- 1.35 25–44 years
- 1.32 3+ cars owned
- 1.30 16–24 years
- 1.26 2 cars owned
- 1.23 Heard of *Community Connect*
- 1.22 Auckland
- 0.89 Rest of NZ (outside AKL)
- 0.89 Not heard of *Community Connect*
- 0.85 Single
- 0.85 1 car owned
- 0.82 Retired
- 0.78 Not working
- 0.69 45–65 years

Going to medical appointment (0.96)

- 1.37 Māori
- 1.34 Pacific Peoples
- 1.33 Disability
- 1.25 Single with kids
- 1.24 25–44 years
- 1.24 Waikato
- 1.23 Couple with kids
- 1.17 Not aware of half-price PT
- 1.13 Not working
- 1.09 Heard of *Community Connect*
- 0.86 No disability
- 0.78 Shared household
- 0.72 Retired
- 0.70 65+ years

Going to another appointment (0.51)

- 0.96 Pacific Peoples
- 0.89 25–44 years
- 0.86 Not aware of half-price PT
- 0.85 Couple with kids
- 0.82 Working
- 0.81 Asian / Indian
- 0.80 Māori
- 0.79 Single with kids
- 0.67 Disability
- 0.64 Auckland
- 0.41 European
- 0.17 Couple with no kids at home
- 0.14 65+ years
- 0.13 Retired

Travel frequency (iii)

Demographic differences

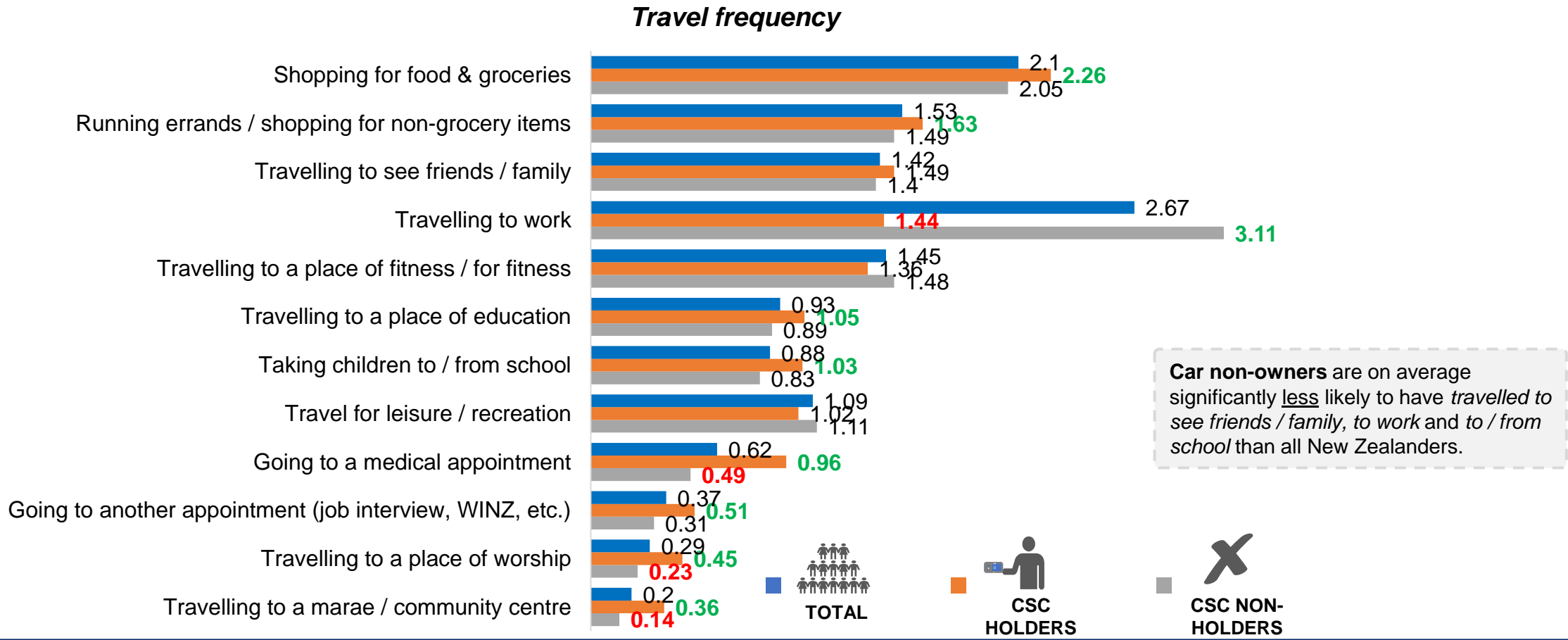
Demographic differences (CSC holders)*

- Travelling to a place of worship (0.45)**
- 1.06 Asian / Indian
 - 0.91 Couple with kids
 - 0.78 Working
 - 0.76 Pacific Peoples
 - 0.73 25–44 years
 - 0.66 Couple with no kids
 - 0.66 Heard of *Community Connect*
 - 0.61 Auckland
 - 0.60 Male
 - 0.60 2 cars owned
 - 0.35 European
 - 0.34 45–65 years
 - 0.34 Rest of NZ (outside AKL)
 - 0.34 1 car owned
 - 0.33 Female
 - 0.31 Not heard of *Community Connect*
 - 0.29 Shared household
 - 0.28 Not working
 - 0.25 Wellington
 - 0.24 Retired
 - 0.22 65+ years

- Travelling to a marae / community centre (0.36)**
- 0.69 Asian / Indian
 - 0.68 Pacific Peoples
 - 0.66 Couple with kids
 - 0.64 Māori
 - 0.63 25–44 years
 - 0.61 Single with kids
 - 0.60 Working
 - 0.59 Not aware of half-price PT
 - 0.52 Heard of *Community Connect*
 - 0.47 Auckland
 - 0.26 Not heard of *Community Connect*
 - 0.25 European
 - 0.20 Shared household
 - 0.19 Wellington
 - 0.14 Retired
 - 0.13 65+ years

Travel frequency

Compared to all New Zealanders, CSC holders are less likely to be *travelling to work* & more likely to be *going to a medical appointment / other appointment (e.g. job interview, WINZ, etc.)*.



Significantly higher / lower than total sample shown in green / red

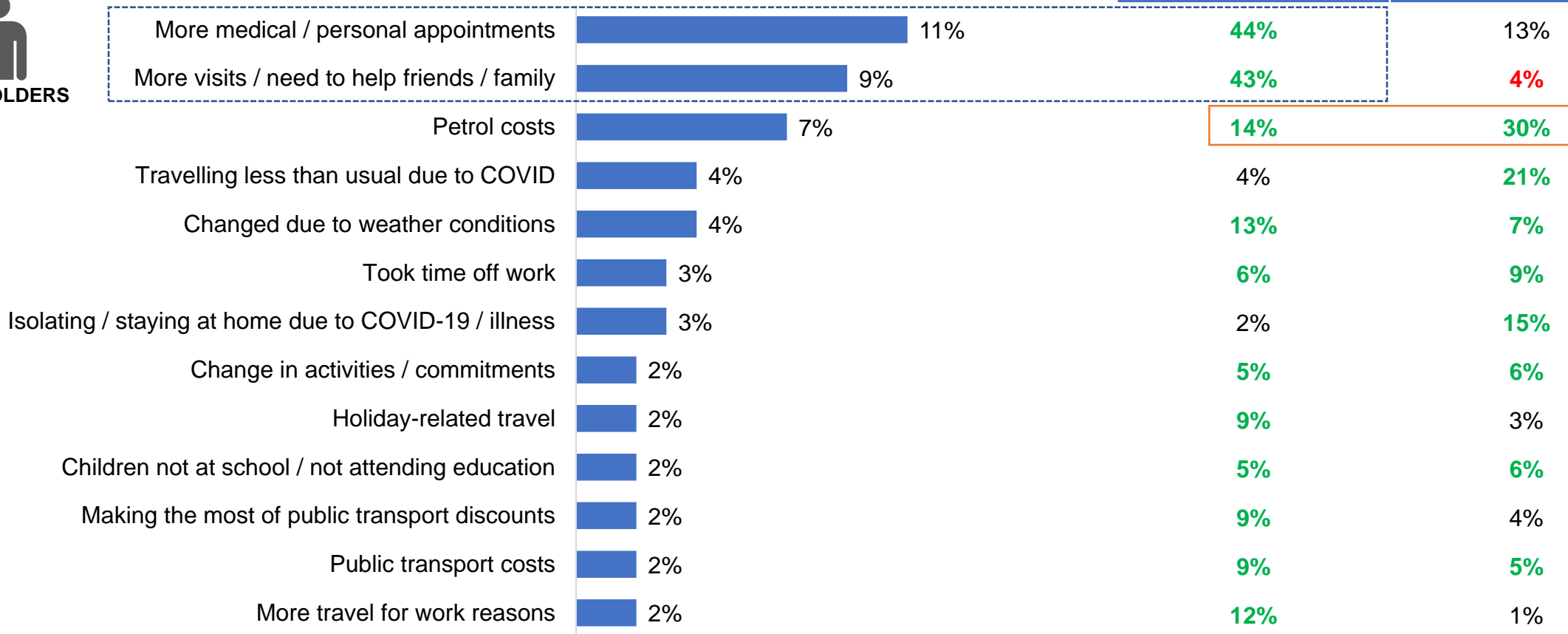
Unusual travel reasons – CSC holders

Medical / personal appointments & visiting to help family / friends were the main reasons why CSC holders travelled more than usual in the previous 7 days.



Reasons for unusual travel in previous 7 days – CSC holders

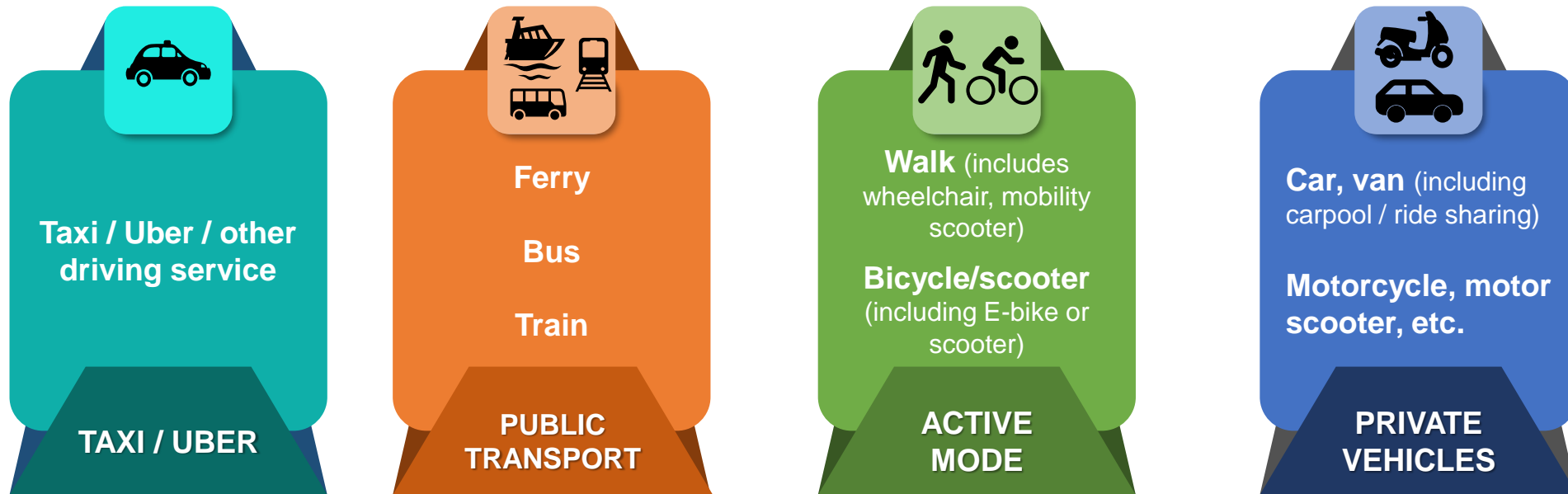
Travelled MORE than usual	Travelled LESS than usual
---------------------------	---------------------------



Significantly higher / lower than CSC holder sample shown in green / red

Travel mode

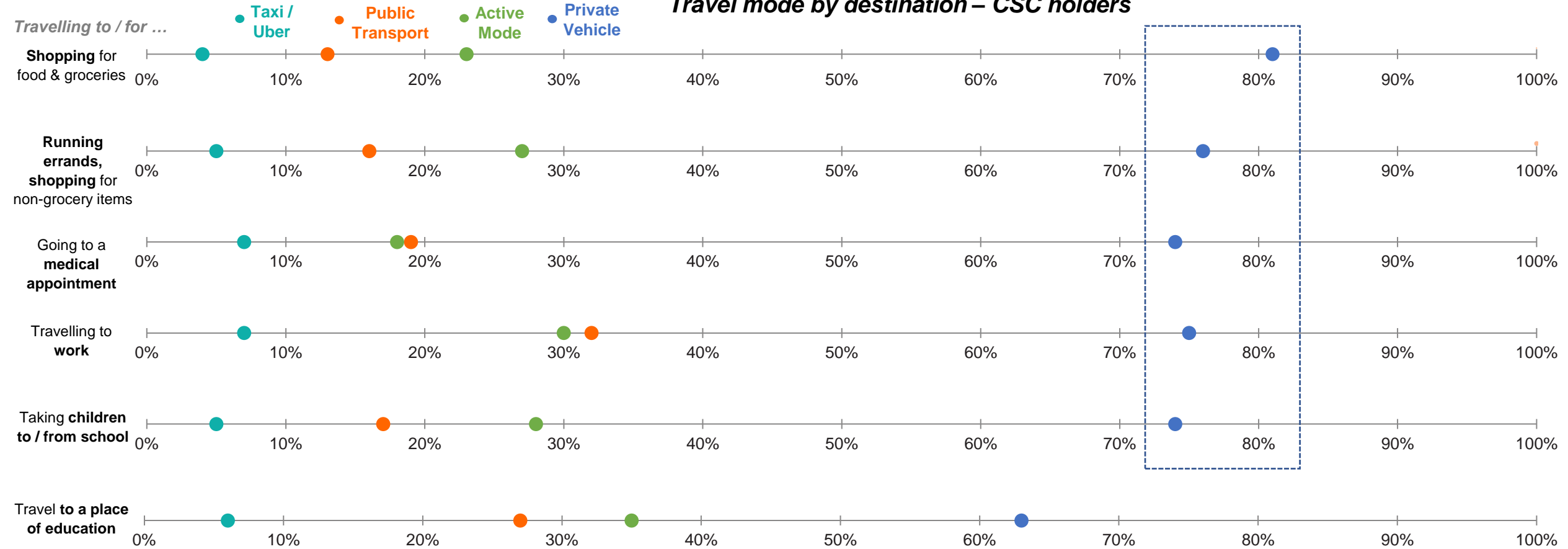
Modes of travel in the previous 7 days when going to...



Travel mode by destination for everyday activities – CSC holders

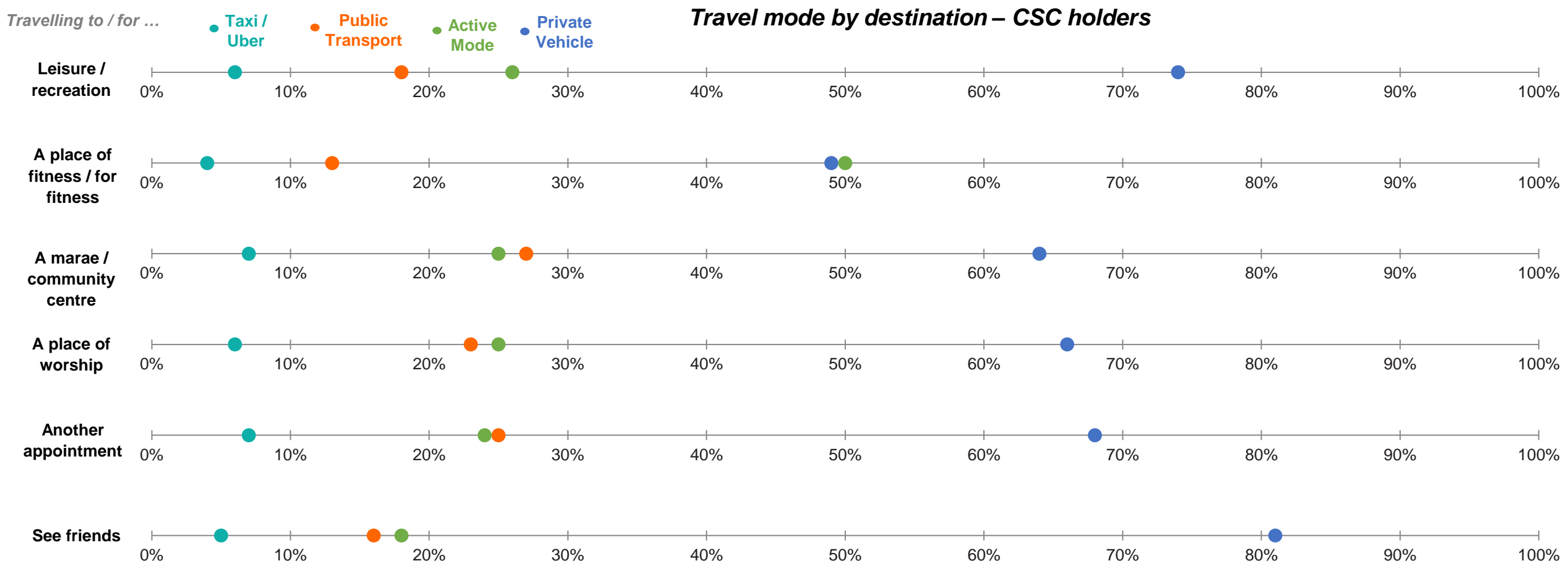
Private vehicle is the most common mode of transport for most of CSC holders' everyday destinations.

Travel mode by destination – CSC holders



Travel mode by destination for leisure activities – CSC holders

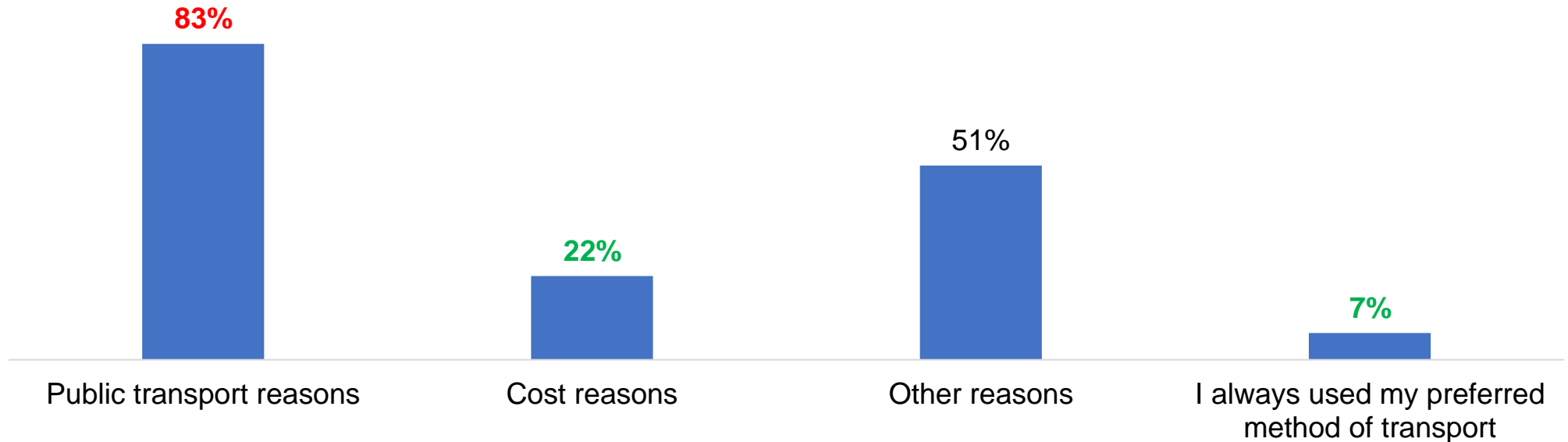
Private vehicle is also the most common mode for more leisure activities; however, other transport modes are also used.



Public transport barriers

Overall, what is stopping CSC holders from using public transport more often are *public transport usage issues & cost* (to a lesser extent). CSC holders are significantly more likely than all New Zealanders to claim that costs are stopping them from using public transport more often.

What stops you using public transport more often? – CSC holders

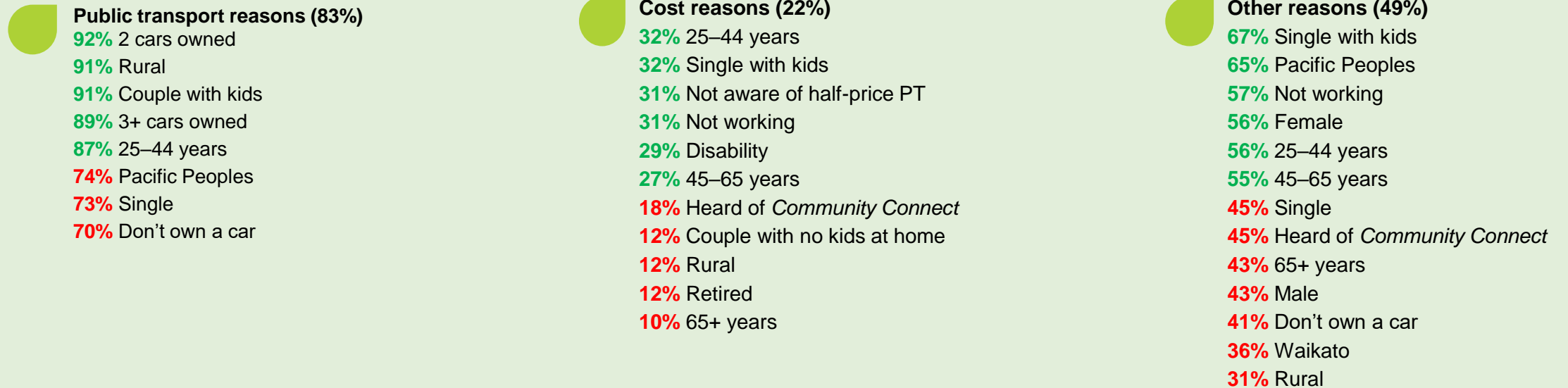


	Public transport reasons	Cost reasons	Other reasons	I always used my preferred method of transport
Total sample	87%	17%	49%	4%
CSC non-holders	88%	16%	49%	3%

Public transport barriers

Demographic differences

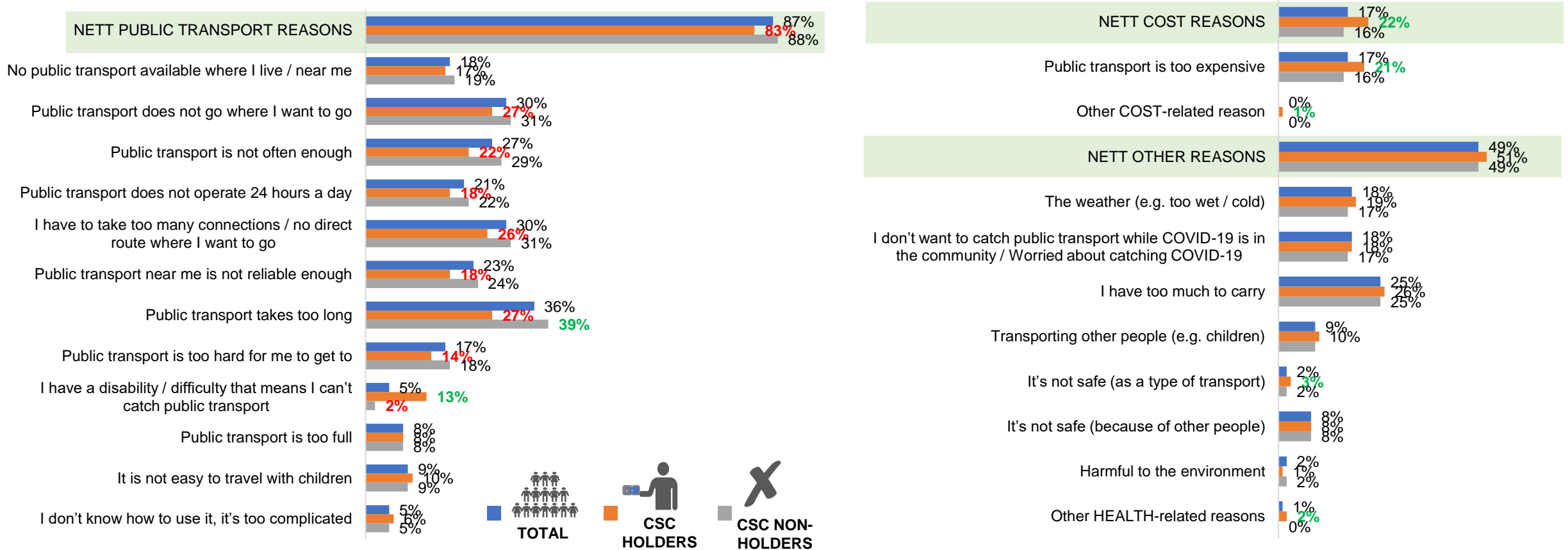
Demographic differences (CSC holders)*



Public transport barriers

What stops CSC holders from using *public transport* more often is *taking too long* or *not supporting those with a disability*. They also are more likely to believe that public transport is *too expensive*.

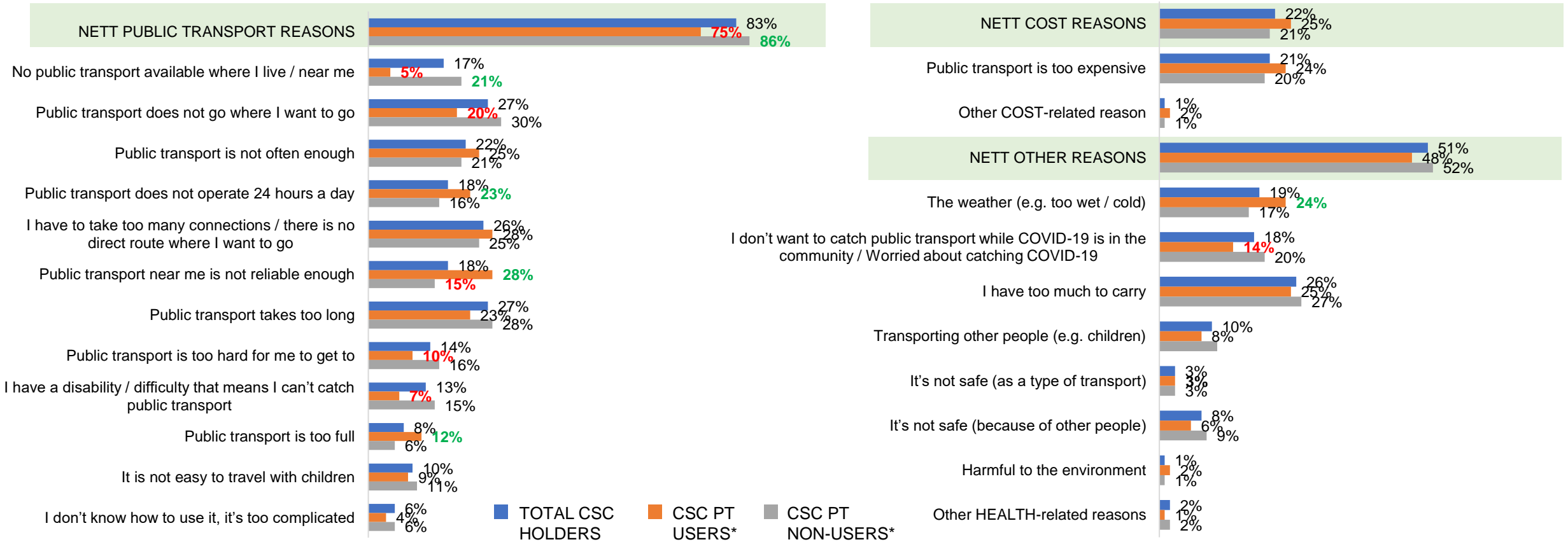
Public transport barriers



Public transport barriers – CSC holders

CSC PT non-users are significantly more likely than all CSC holders to say that a *lack of public transport available where they live* stops them from using public transport more often.

Public transport barriers – PT users vs non-users (CSC holders)



Significantly higher / lower than CSC holder sample shown in green / red

Q19: Which of the following stops you from using public transport more often?

Base: CSC holders (n=1,671), CSC holders & PT users (n=502), CSC holders & PT non-users (n=1,169). *Note: CSC PT users are defined as those who indicated at Q8 that they travelled to any place via any public transport mode in previous 7 days. CSC PT non-users did not indicate they travelled via at least one public transport mode in previous 7 days.

Public transport barriers – Public transport reasons (i)

Demographic differences

Demographic differences (CSC holders)*

There is no public transport available where I live (17%)

- 60% Rural
- 31% Manawatū-Whanganui**
- 27% Waikato
- 26% Couple with no kids at home
- 24% 65+ years
- 23% Retired
- 23% Rest of NZ (outside AKL)
- 13% Shared household
- 12% 25–44 years
- 12% Urban
- 9% Wellington
- 8% Student
- 8% Asian / Indian
- 7% 16–24 years
- 7% Auckland
- 6% Pacific Peoples
- 6% Don't own a car

Public transport does not go where I want to go (27%)

- 31% Auckland
- 20% Not aware of half-price PT
- 17% Don't own a car
- 18% Wellington
- 12% Pacific Peoples

Public transport is not often enough (22%)

- 32% Student
- 31% Waikato
- 29% Asian / Indian
- 26% 25–44 years
- 26% Working
- 17% Single
- 15% 65+ years
- 15% Retired

Public transport is too hard for me to get to (14%)

- 9% Wellington
- 8% Don't own a car
- 7% Pacific Peoples

Public transport does not operate 24 hours a day (18%)

- 26% 25–44 years
- 24% Māori
- 24% Couple with kids
- 23% Working
- 21% Not heard of *Community Connect*
- 13% Heard of *Community Connect*
- 12% Rural
- 9% Retired
- 9% 65+ years

Public transport near me is not reliable enough (18%)

- 30% Asian / Indian
- 30% Student
- 27% 16–24 years
- 24% 25–44 years
- 23% Have a disability
- 22% Auckland
- 12% 65+ years
- 9% Rural
- 8% Couple with no kids at home

Public transport takes too long (27%)

- 39% Asian / Indian
- 39% Couple with kids
- 37% Student
- 36% 16–24 years
- 35% 25–44 years
- 33% Working
- 32% Auckland
- 23% Rest of NZ (outside AKL)
- 23% Heard of *Community Connect*
- 21% Single
- 19% Couple with no kids at home
- 17% Retired
- 17% 65+ years
- 17% Don't own a car
- 14% Rural

Public transport is too full (8%)

- 19% 16–24 years
- 14% Māori
- 14% Couple with no kids
- 14% Student
- 13% 25–44 years
- 13% Shared household
- 12% 2 cars owned
- 12% Working
- 5% 45–65 years
- 5% Single
- 3% Couple with no kids at home
- 2% Retired
- 1% 65+ years

Public transport barriers – Public transport reasons (ii)

Demographic differences

Demographic differences (CSC holders)*

I have to take too many connections (26%)

- 35% Auckland
- 32% Shared household
- 20% Rest of NZ (outside AKL)
- 20% Single
- 16% Bay of Plenty / Gisborne**
- 13% Pacific Peoples
- 13% Rural

I have a disability / difficulty that means I can't catch public transport (13%)

- 35% Disability
- 17% Not working
- 17% 45–65 years
- 8% 25–44 years
- 8% Couple with kids
- 7% No disability
- 6% Working
- 5% Asian / Indian

It is not easy to travel with children (10%)

- 31% Single with kids
- 31% Couple with kids
- 25% 25–44 years
- 23% Pacific Peoples
- 17% Māori
- 15% Working
- 15% Not working
- 14% Female
- 14% Not aware of half-price PT
- 7% Shared household
- 7% Heard of *Community Connect*
- 6% Male
- 6% Don't own a car
- 5% 45–65 years
- 3% Couple with no kids
- 2% Single
- 1% Retired
- 1% Couple with no kids at home
- 0% 65+ years

I don't know how to use it, it's too complicated (6%)

- 14% Manawatū-Whanganui**
- 12% Student
- 10% Not aware of half-price PT
- 1% Couple with no kids at home

Public transport barriers – Cost & other reasons

Demographic differences

Demographic differences (CSC holders)*

Public transport is too expensive (21%)

- 31% 25–44 years
- 31% Single with kids
- 29% Not working
- 29% Not aware of half-price PT
- 27% Couple with kids
- 27% Disability
- 25% 45–65 years
- 12% Retired
- 12% Couple with no kids at home
- 11% Rural
- 10% 65+ years

I have too much to carry (26%)

- 42% Single with no kids at home
- 33% Single with kids
- 30% Female
- 22% Heard of *Community Connect*
- 21% Male
- 19% Don't own a car
- 18% Waikato
- 16% Rural

I don't want to catch public transport while COVID-19 is in the community (18%)

- 23% Not working
- 14% Canterbury / Southland
- 8% Student
- 7% Rural

The weather (19%)

- 30% Single with kids
- 24% 45–65 years old
- 24% Not working
- 24% Auckland
- 22% Female
- 16% Rest of New Zealand (outside AKL)
- 15% Male
- 15% Heard of *Community Connect*
- 12% Couple with no kids at home
- 11% Waikato
- 7% Rural

It's not safe (because of other people) (8%)

- 13% Single with kids

Transporting other people (e.g. children) (10%)

- 31% Single with kids
- 21% Pacific Peoples
- 19% 25–44 years
- 17% Māori
- 17% Couple with kids
- 14% Female
- 14% Not working
- 7% 45–65 years
- 7% Heard of *Community Connect*
- 6% Retired
- 6% Don't own a car
- 5% 65+ years
- 5% Male
- 5% Single
- 5% Couple with no kids at home
- 3% Couple with no kids

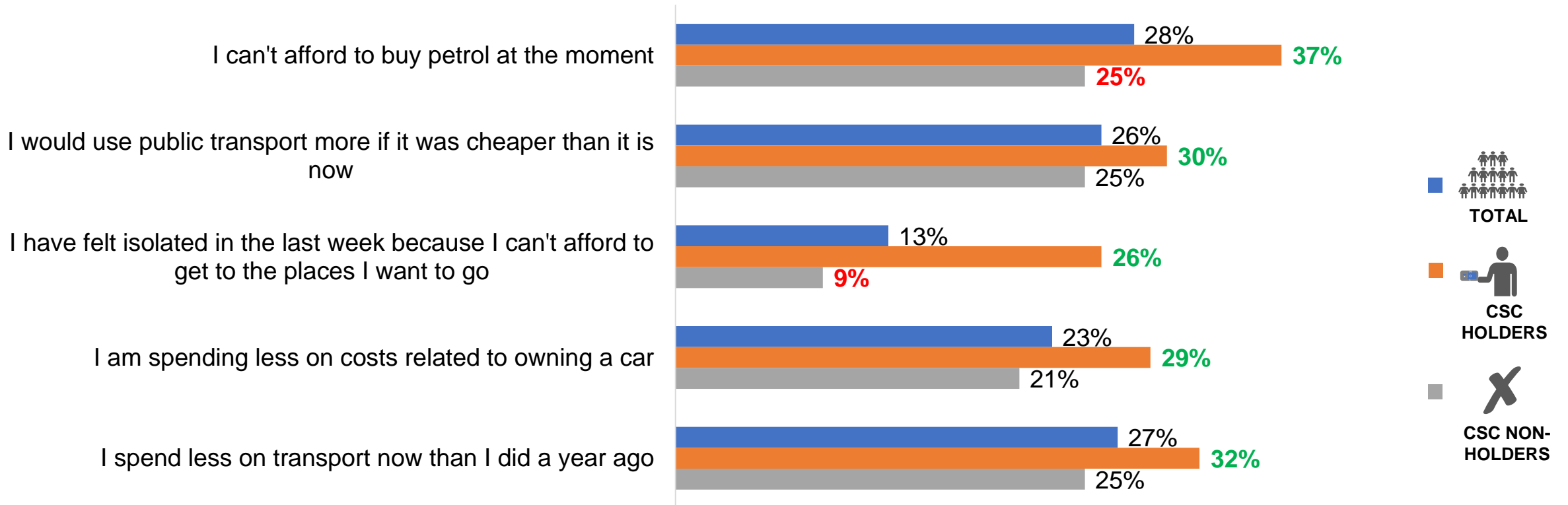
It's not safe (as a type of transport) (3%)

- 8% Asian / Indian
- 5% Disability
- 1% Canterbury / Southland

Attitudes to transport

Affordability of petrol & public transport is significantly more likely to be an issue to CSC holders than the overall NZ population. They are also spending less on car costs & transport vs 1 year ago.

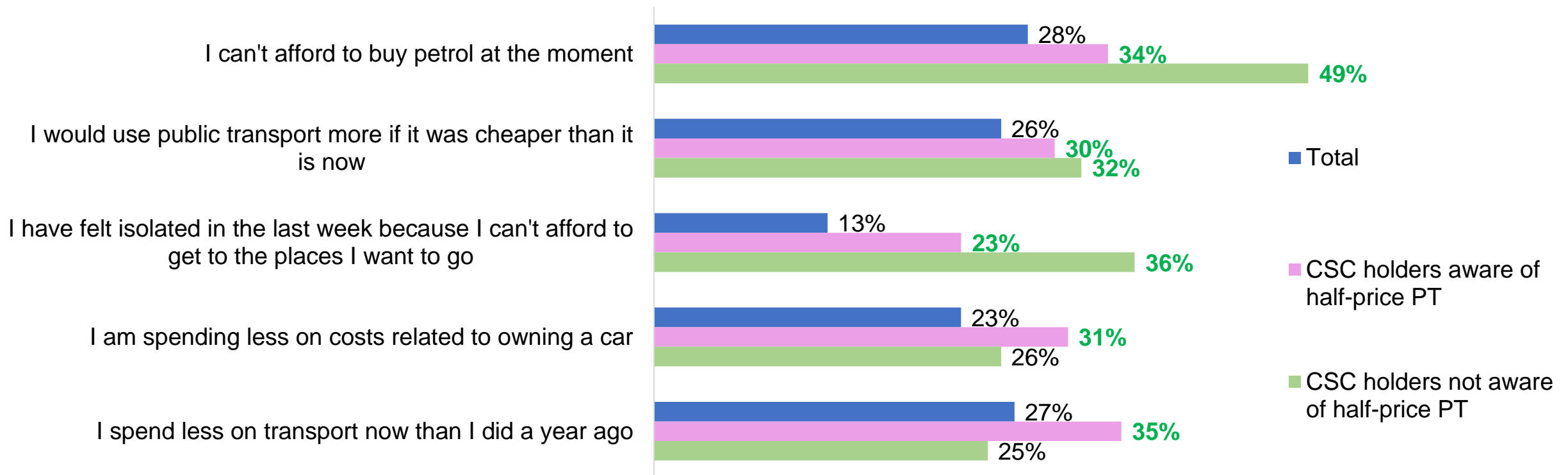
Transport attitudes – Total agree



Attitudes to transport – among CSC holders

CSC holders unaware of half-price public transport are more likely to have issues with *petrol & public transport affordability & to feel isolated* because of that.

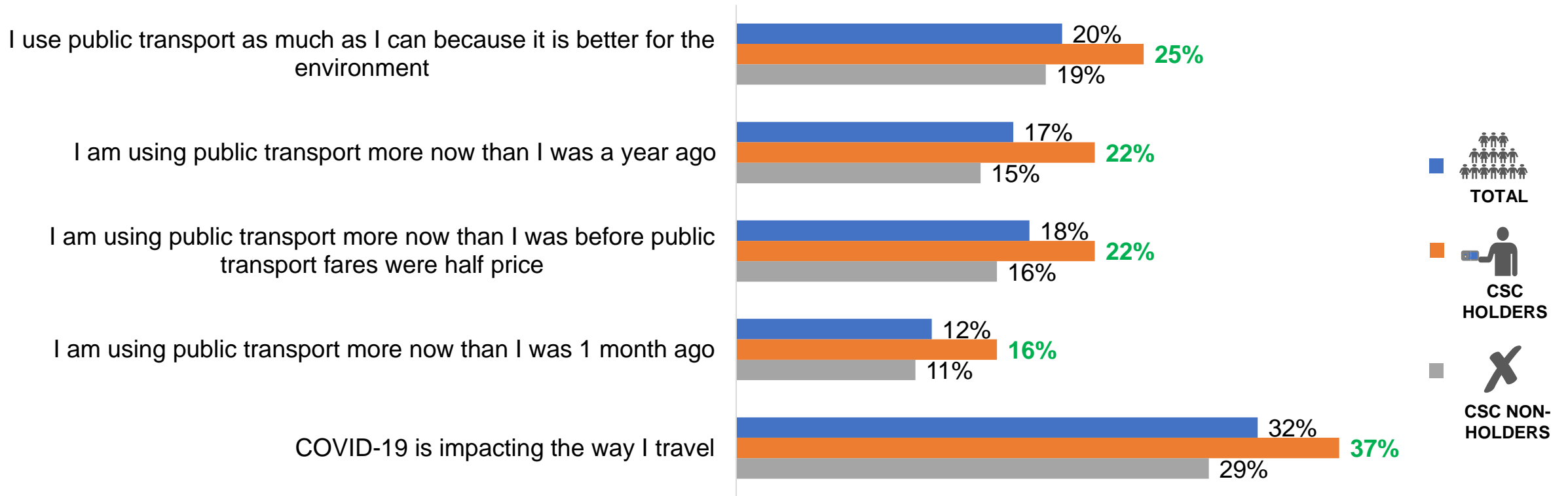
Transport attitudes – CSC holders – Total agree



Attitudes to transport

CSC holders claim to use public transport more now than they were in the past & also since the half price PT fares scheme was introduced.

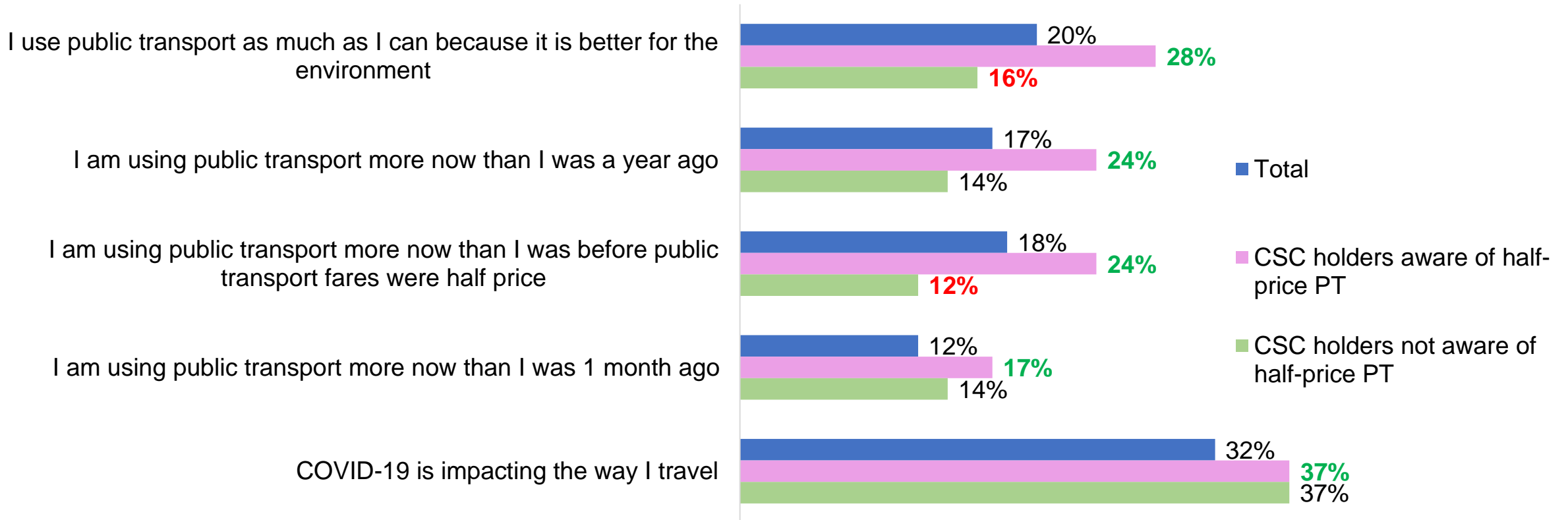
Transport attitudes – Total agree



Attitudes to transport – CSC holders

CSC holders aware of half-price public transport are significantly more likely to agree with all the statements regarding increased public transport usage.

Transport attitudes – CSC holders – Total agree



CSC Holder Transport Preferences

Why did you not use your preferred type of transport?

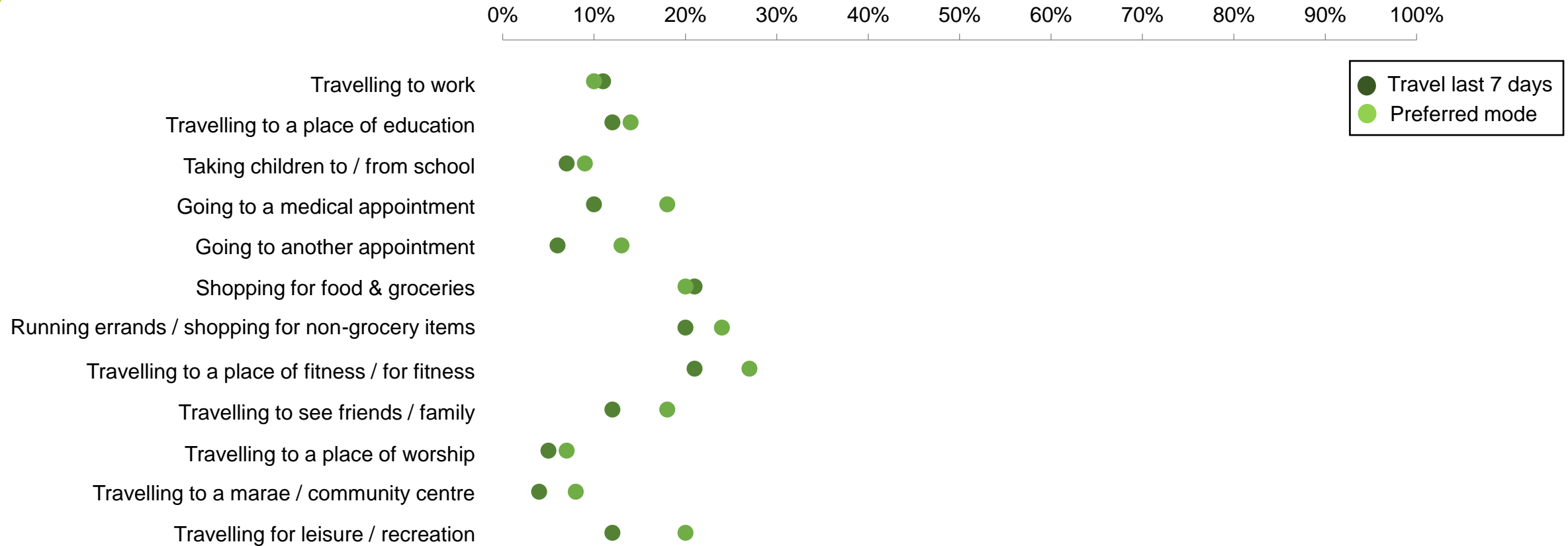
Preferred transport mode

For those who use *active modes* of transportation, there is no real differences between the mode they prefer & what they recently used.



Active Mode

Travelled previous 7 days vs preferred mode of travel – CSC holders



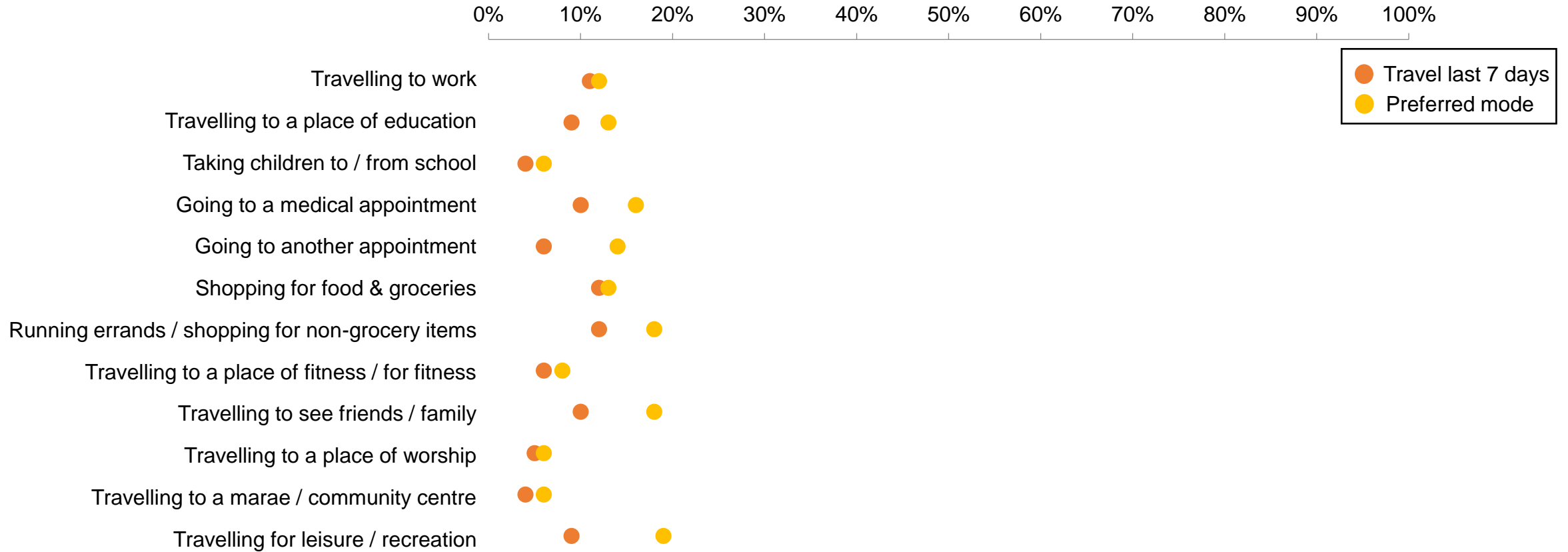
Preferred transport mode

Users of *public transport* are more likely to be using their preferred mode of travel.



Public Transport

Travelled previous 7 days vs preferred mode of travel – CSC holders



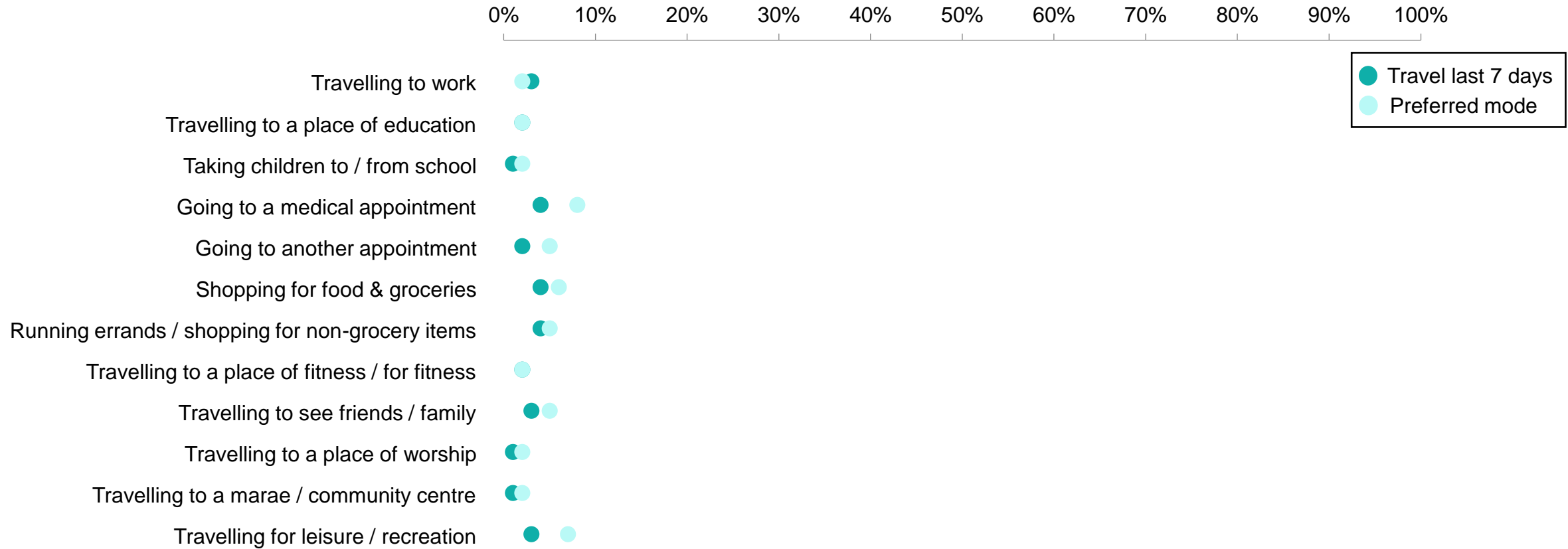
Preferred transport mode

Usage of *taxis / Ubers* is much more likely to depend on occasion as preferred mode of travel.



Taxi / Uber

Travelled previous 7 days vs preferred mode of travel – CSC holders



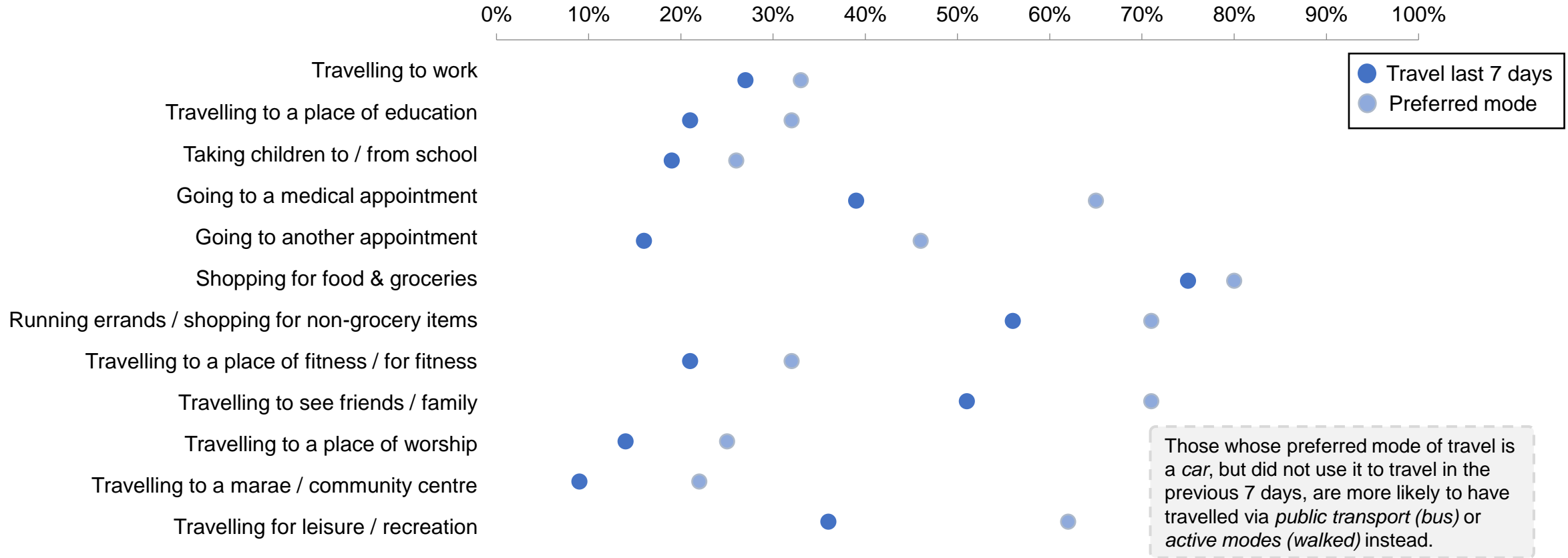
Preferred transport mode

There is much more disparity in *private vehicle* usage. Often it is the preferred mode of travel, but CSC holders aren't necessarily using it.



Private Vehicle

Travelled previous 7 days vs preferred mode of travel – CSC holders

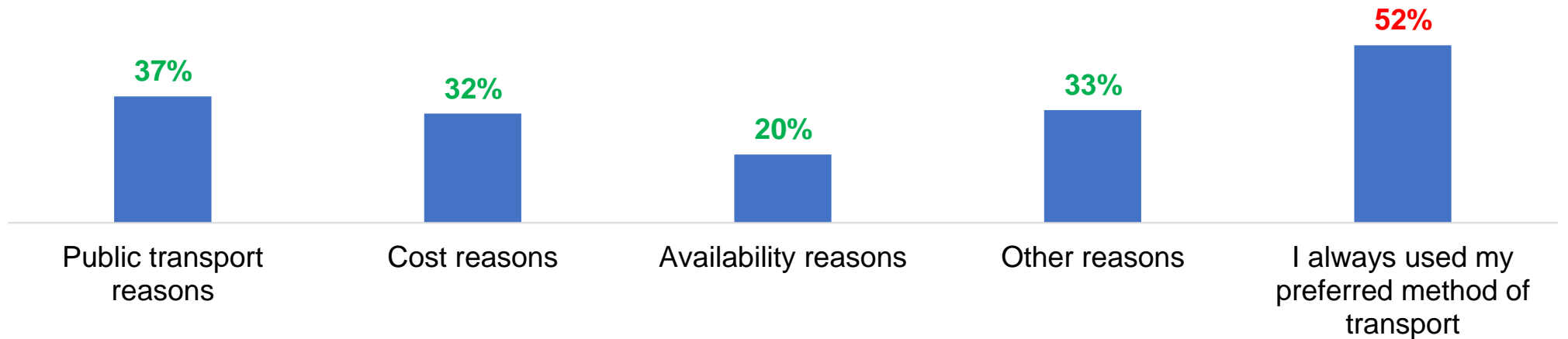


Those whose preferred mode of travel is a car, but did not use it to travel in the previous 7 days, are more likely to have travelled via *public transport (bus)* or *active modes (walked)* instead.

Reasons for not using preferred mode

Just under half of CSC holders did not use their preferred mode of transport for their most recent trip, with *public transport issues & cost* being the main reasons.

Reasons for not using preferred type of transport in the previous 7 days – CSC holders



Total sample	29%	24%	12%	28%	59%
CSC non-holders	27%	20%	10%	26%	62%

Reasons for not using preferred mode

Demographic differences

Demographic differences (CSC holders)*

I always use my preferred method of transport (52%)

- 64% 65+ years
- 64% Retired
- 64% Couple with no kids at home
- 47% Shared household
- 46% Māori
- 45% 25–44 years
- 45% Not working
- 45% Disability
- 38% Don't own a car

Cost reasons (32%)

- 43% Single with kids
- 42% Pacific Peoples
- 42% Don't own a car
- 41% Not aware of half-price PT
- 40% 25–44 years
- 40% Not working
- 40% Māori
- 40% Disability
- 37% Auckland
- 25% Wellington
- 23% Couple with no kids at home
- 20% 65+ years
- 20% Retired

Availability reasons (20%)

- 32% Don't own a car
- 31% Pacific Peoples
- 30% Asian / Indian
- 29% Māori
- 28% 16–24 years
- 27% Waikato
- 26% Not aware of half-price PT
- 26% Single with kids
- 25% 25–54 years
- 24% Auckland
- 24% Working
- 14% Wellington
- 14% Canterbury / Southland
- 12% 65+ years
- 12% Retired

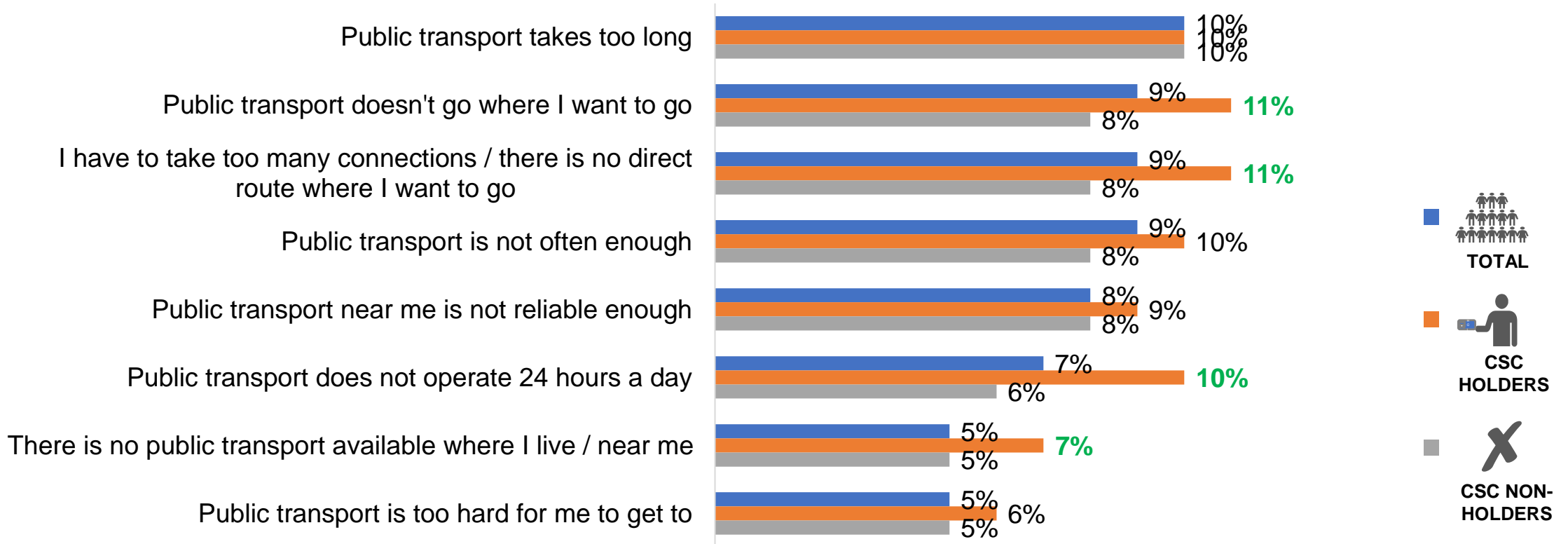
Public transport reasons (37%)

- 47% Disability
- 46% Waikato
- 43% 25–44 years
- 42% Not working
- 31% Single
- 30% Canterbury / Southland
- 30% Retired
- 29% 65+ years

Reasons for not using preferred mode – Public transport reasons

Public transport reasons for not using preferred mode are public transport *not going where they want it to go, too many connections, doesn't operate 24 hours & not being available where they live*.

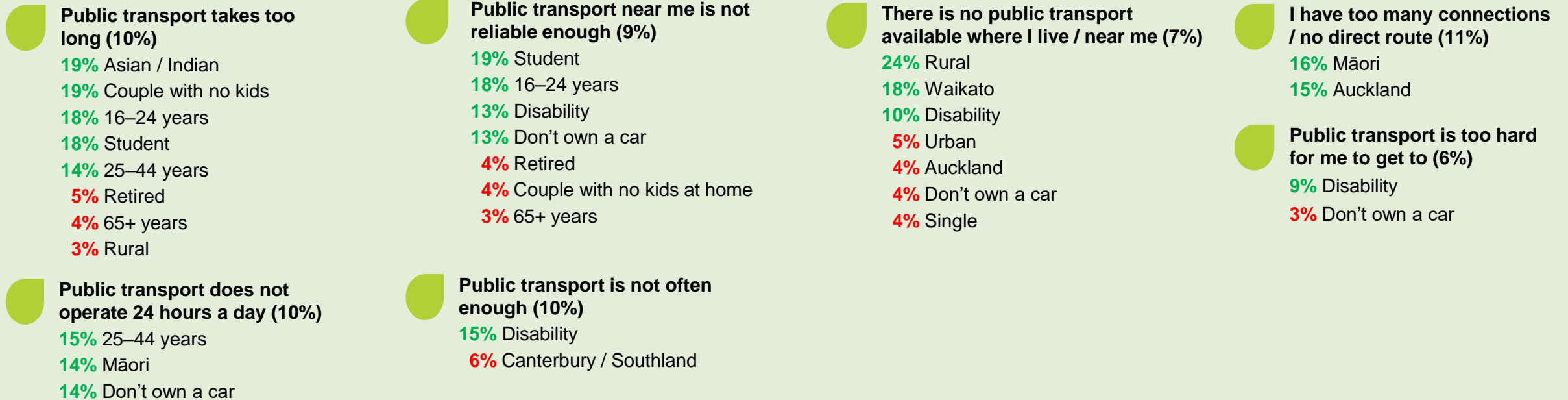
Reasons for not using preferred type of transport in previous 7 days – Public transport



Reasons for not using preferred mode – Public transport reasons

Demographic differences

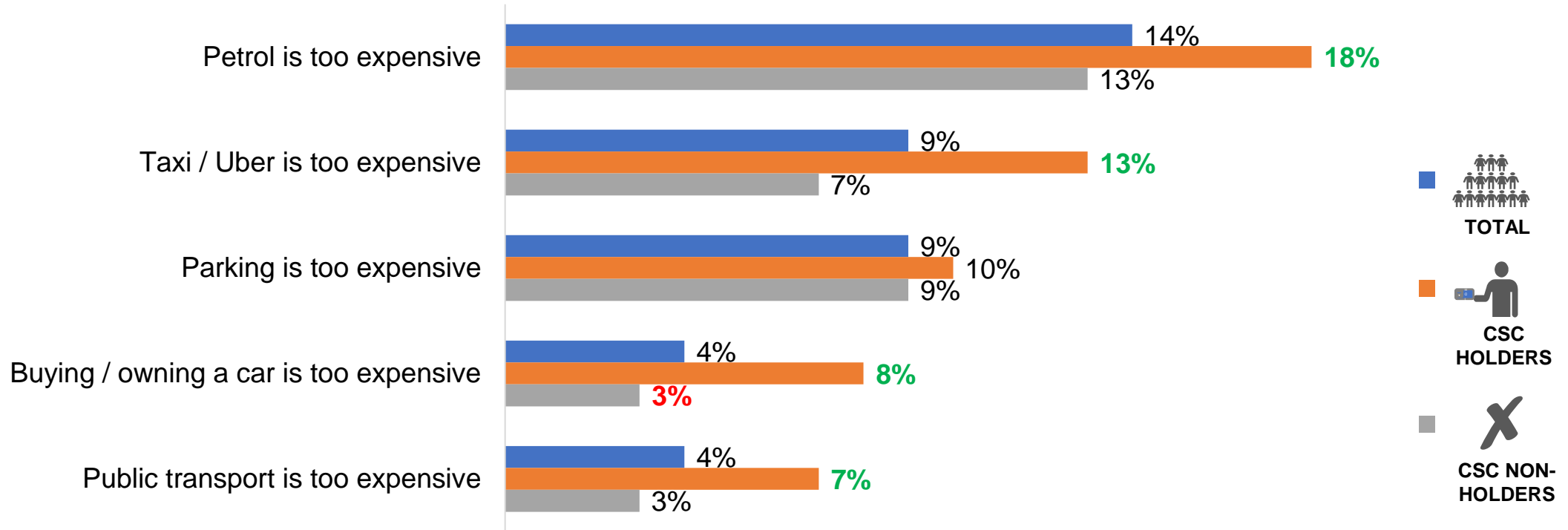
Demographic differences (CSC holders)*



Reasons for not using preferred mode – Cost reasons

Cost reasons for not using preferred transport mode are mostly around the *cost of petrol, taxis / Ubers, public transport & the expense of owning a car.*

Reasons for not using preferred type of transport in previous 7 days – Cost



Reasons for not using preferred mode – Cost reasons

Demographic differences

Demographic differences (CSC holders)*

Petrol is too expensive (18%)

- 30% Single with kids
- 26% Not aware of half-price PT
- 24% Not working
- 28% Pacific Peoples
- 26% Student
- 27% Māori
- 24% 25–44 years
- 22% 45–65 years
- 14% Male
- 13% Single
- 12% Wellington
- 10% Couple with no kids at home
- 9% 65+ years
- 9% Retired

Taxi / Uber is too expensive (13%)

- 20% Māori
- 19% Disability
- 18% Not working
- 17% 25–44 years
- 17% 45–65 years
- 7% Retired
- 6% 65+ years

Parking is too expensive (10%)

- 13% 45–65 years
- 13% Auckland
- 4% Rural

Public transport is too expensive (7%)

- 13% Disability
- 12% Not aware of half-price PT
- 12% Single with kids
- 11% 25–44 years
- 10% Not working
- 5% No disability
- 2% 65+ years
- 2% Retired

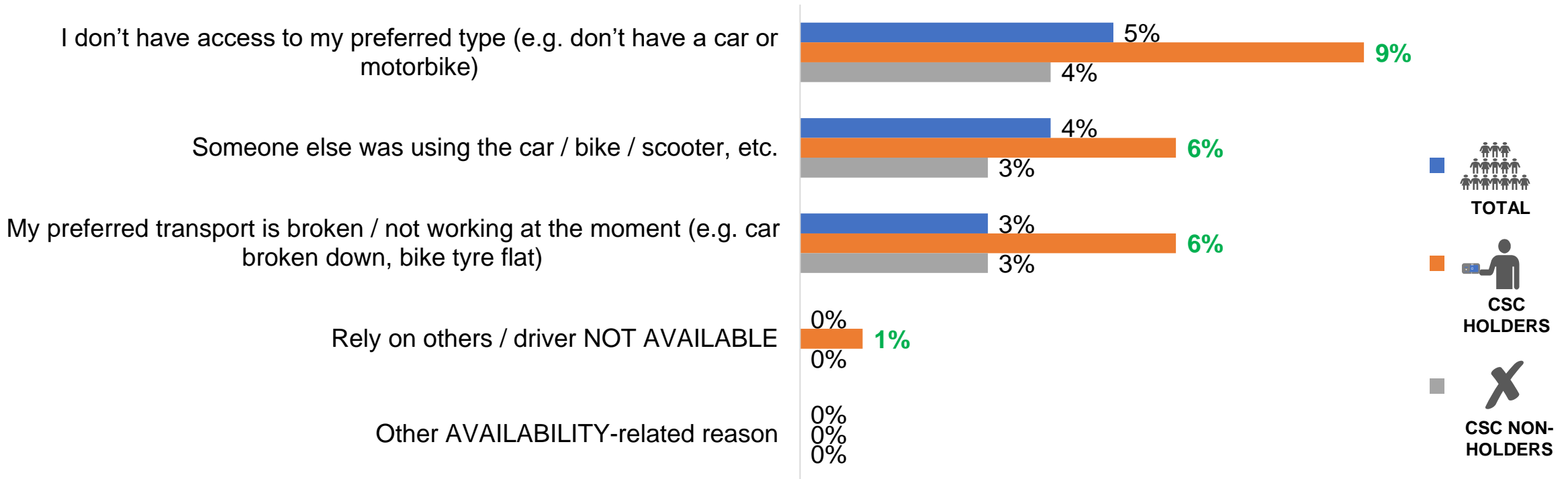
Buying / owning a car is too expensive (8%)

- 17% Māori
- 17% Pacific Peoples
- 15% Single with kids
- 14% Not working
- 13% 25–44 years
- 11% 45–65 years
- 3% Retired
- 2% 65+ years
- 1% Couple with no kids at home

Reasons for not using preferred mode – Availability reasons

Availability-related reasons for not using preferred mode are mostly around CSC holders *not having access to their preferred mode of transport* e.g. not having a car, someone else using it or being broken down.

Reasons for not using preferred type of transport in previous 7 days – Availability



Reasons for not using preferred mode – Availability reasons

Demographic differences

Demographic differences (CSC holders)*

I don't have access to my preferred type (9%)

- 25% Don't own a car
- 17% Māori
- 16% Single with kids
- 13% Not working
- 12% Shared household
- 6% Own a car
- 4% Couple with no kids at home

My preferred transport is broken / not working at the moment (6%)

- 12% Asian / Indian
- 10% Aware of half-price PT
- 10% 3+ cars owned

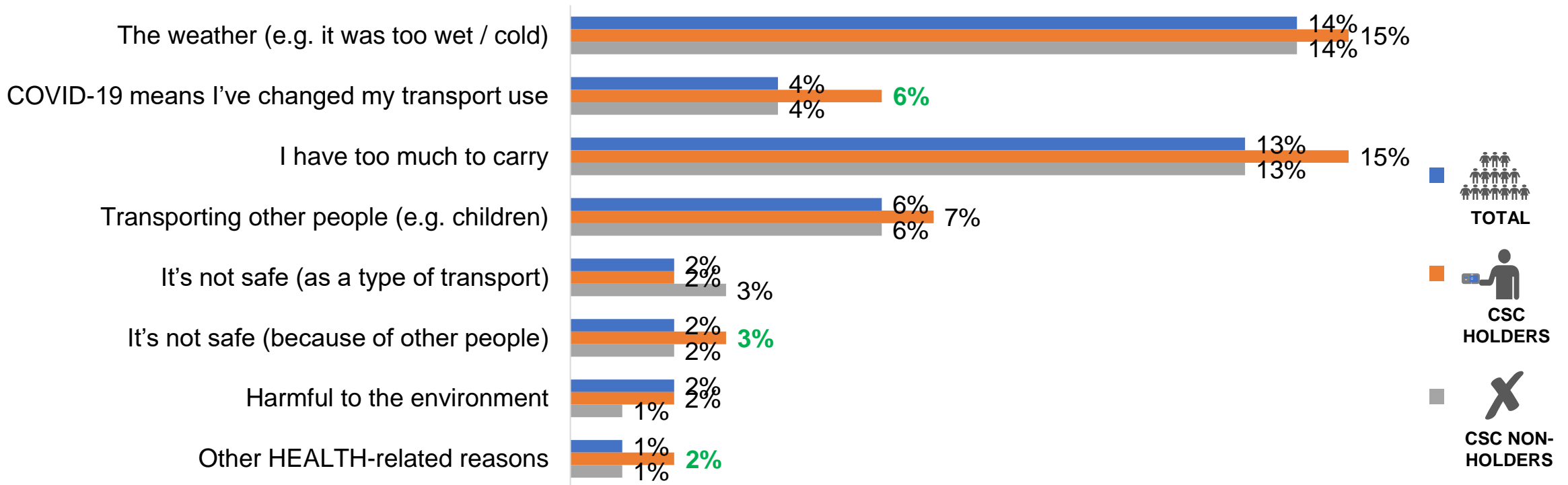
Someone else was using the car / bike / scooter, etc. (6%)

- 14% Pacific Peoples
- 13% Asian / Indian
- 12% Couple with kids
- 11% 16–24 years
- 11% Waikato
- 10% Working
- 9% Auckland
- 4% 45–65 years
- 3% Wellington
- 3% Canterbury / Southland
- 3% Single
- 1% Don't own a car

Reasons for not using preferred mode – Other reasons

The *weather & having too much to carry* are some other reasons for not using preferred mode. CSC holders are also significantly more likely to state that *COVID-19 changed their transport use*.

Reasons for not using preferred type of transport in previous 7 days – Other



Reasons for not using preferred mode – Other reasons

Demographic differences

Demographic differences (CSC holders)*

The weather (15%)

- 23% Don't own a car
- 21% Not working
- 20% 45–65 years
- 19% Disability
- 12% Male
- 10% 65+ years
- 9% Couple with no kids at home
- 9% Rural
- 9% Retired

I have too much to carry (15%)

- 23% Student
- 20% Not working
- 18% Female
- 11% Male

It's not safe (because of other people) (3%)

- 7% 16–24 years
- 6% Disability
- 0% Retired
- 0% 65+ years

COVID-19 means I've changed my transport use (6%)

- 10% Asian / Indian
- 8% Not working
- 9% Disability

Transporting other people (e.g. children) (7%)

- 20% Single with kids
- 13% 25–44 years
- 12% Couple with kids
- 14% Māori
- 14% Pacific Peoples
- 10% Not working
- 4% Single

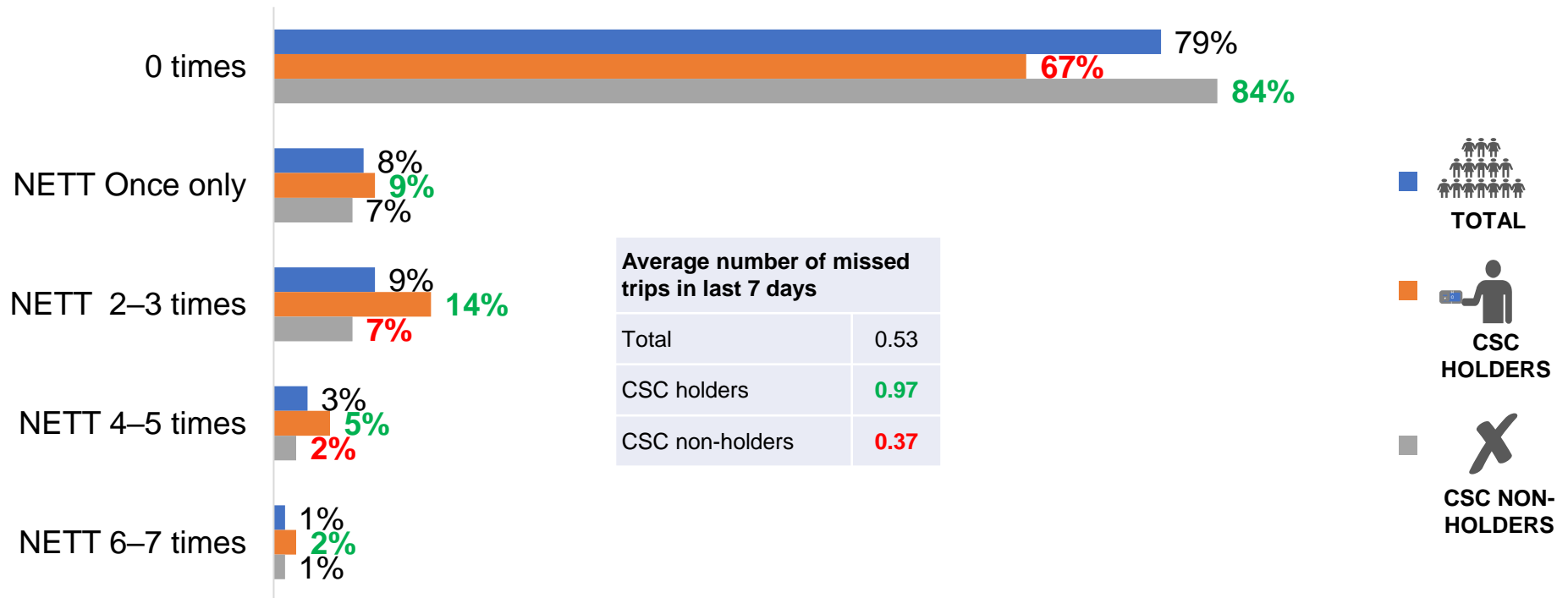
CSC Transport Lost Opportunities

Trips not taken

Number of missed opportunities in previous 7 days

CSC holders are significantly more likely to claim that they wanted to go somewhere but couldn't because they didn't have the right transport to take them.

Times in previous 7 days wanted to go somewhere but couldn't because the right transport was not available



Travel frequency

Demographic differences

Demographic differences (CSC holders)*

0 times (67%)

- 89% 65+ years
- 86% Couple with no kids at home
- 88% Retired
- 73% Male
- 73% Canterbury / Southland
- 71% Own a car
- 64% Female
- 60% Working
- 59% Not aware of half-price PT
- 59% Disability
- 59% Couple with kids
- 57% Asian / Indian
- 55% Not working
- 55% 16–24 years
- 52% Pacific Peoples
- 52% Single with kids
- 51% Māori
- 49% 25–44 years
- 47% Don't own a car

Once only (9%)

- 16% Student
- 14% 16–24 years
- 5% 65+ years
- 5% Retired

2–3 times (14%)

- 27% Single with no kids at home
- 26% Pacific Peoples
- 25% Don't own a car
- 24% Single with kids
- 23% Māori
- 22% Waikato
- 22% 16–24 years
- 21% 25–44 years
- 20% Not aware of half-price PT
- 20% Not working
- 18% Female
- 18% Disability
- 10% Canterbury
- 5% Retired
- 9% Male
- 4% 65+ years
- 4% Couple with no kids at home

4–5 times (5%)

- 11% Single with kids
- 11% Asian / Indian
- 10% 25–44 years
- 9% Māori
- 9% Working
- 9% Couple with kids
- 1% 65+ years
- 1% Retired

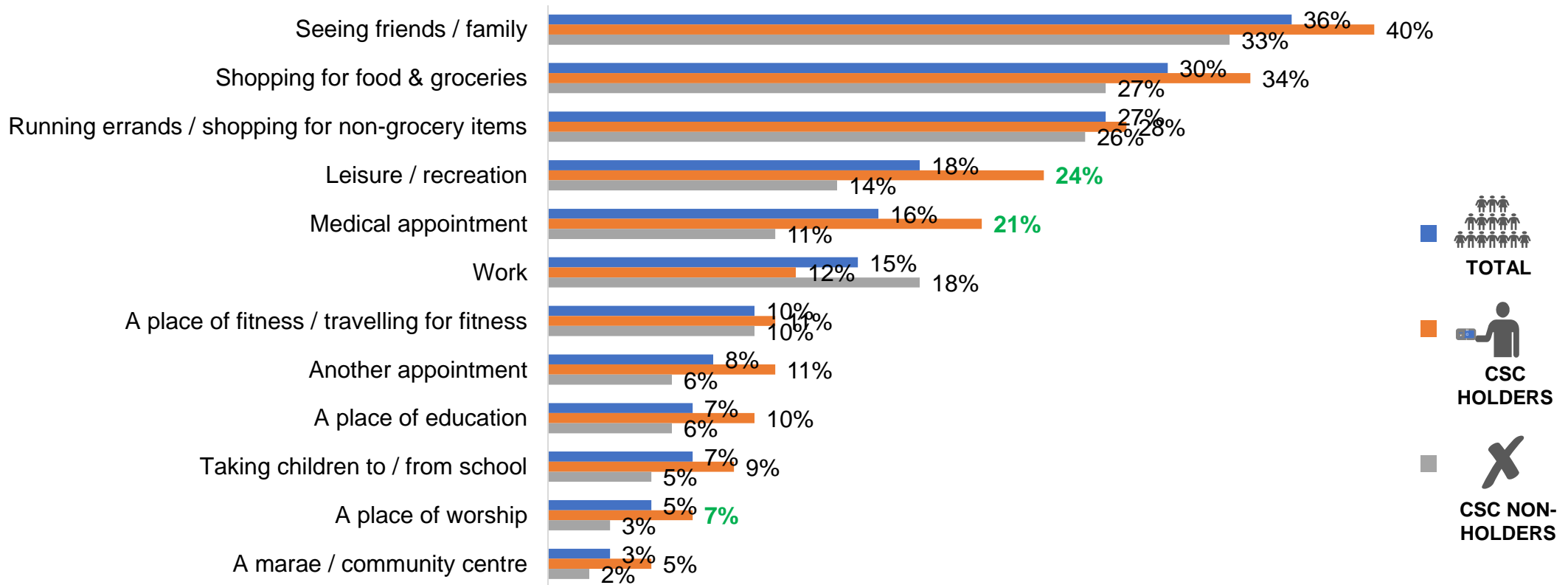
6–7 times (2%)

- 6% Couple with no kids
- 4% Couple with kids
- 4% Don't own a car
- 3% 25–44 years

Destination of missed opportunities in previous 7 days

CSC holders are significantly more likely to claim that *leisure / recreation & medical appointments* were missed due to not having transport.

Destination wanted to go but didn't because of transport



Travel frequency

Demographic differences

Demographic differences (CSC holders)*

Seeing friends / family (40%)

52% Not working
32% Male
29% Working

Shopping for food & groceries (34%)

46% Māori

Running errands (28%)

40% Single with kids
34% Female
35% Not working
21% Working
16% Male
16% Couple with kids

Leisure / recreation (24%)

31% Not heard of *Community Connect*
14% Heard of *Community Connect*

A medical appointment (21%)

31% Māori
31% Disability
27% Not working

Work (12%)

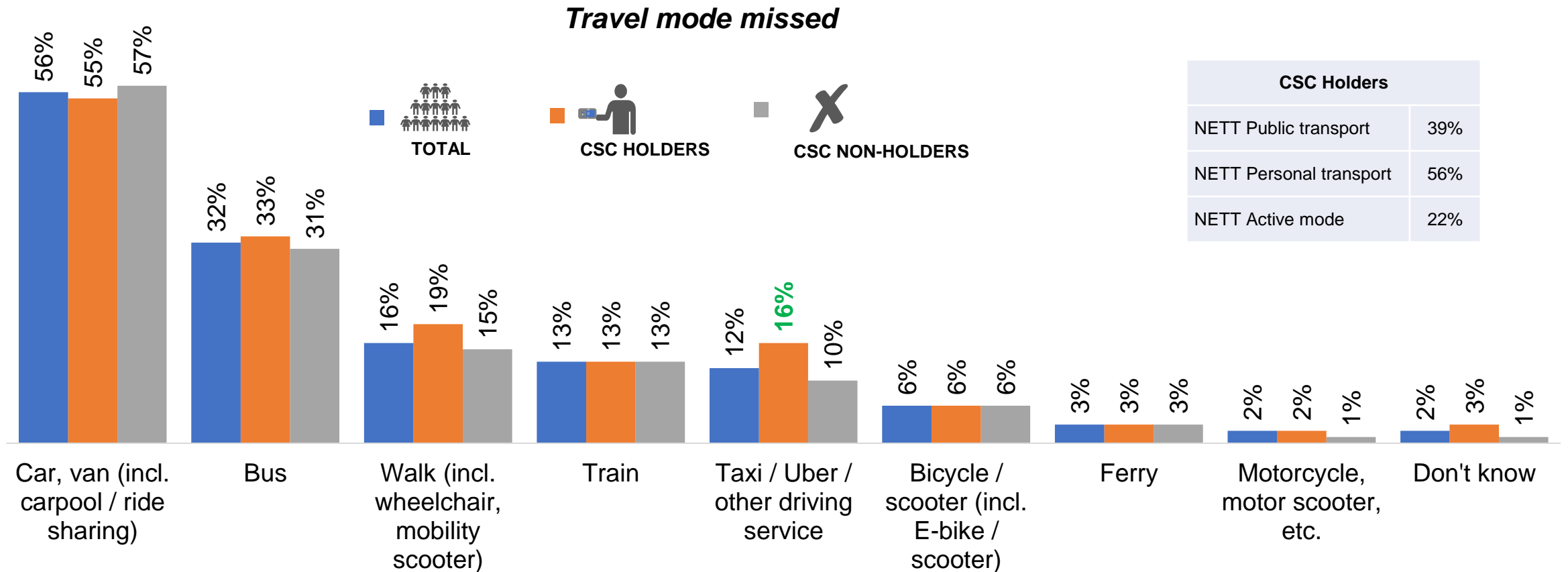
26% Working
25% Couple with kids
18% Auckland
18% Heard of *Community Connect*
8% Rest of NZ (outside AKL)
7% Not heard of *Community Connect*
6% 45–65 years
5% Disability
5% Don't own a car
2% Not working

Taking children to / from school (9%)

23% Single with kids
20% Couple with kids
14% 25–44 years
14% Māori
3% Single
3% Shared household

Missed opportunity – Travel mode

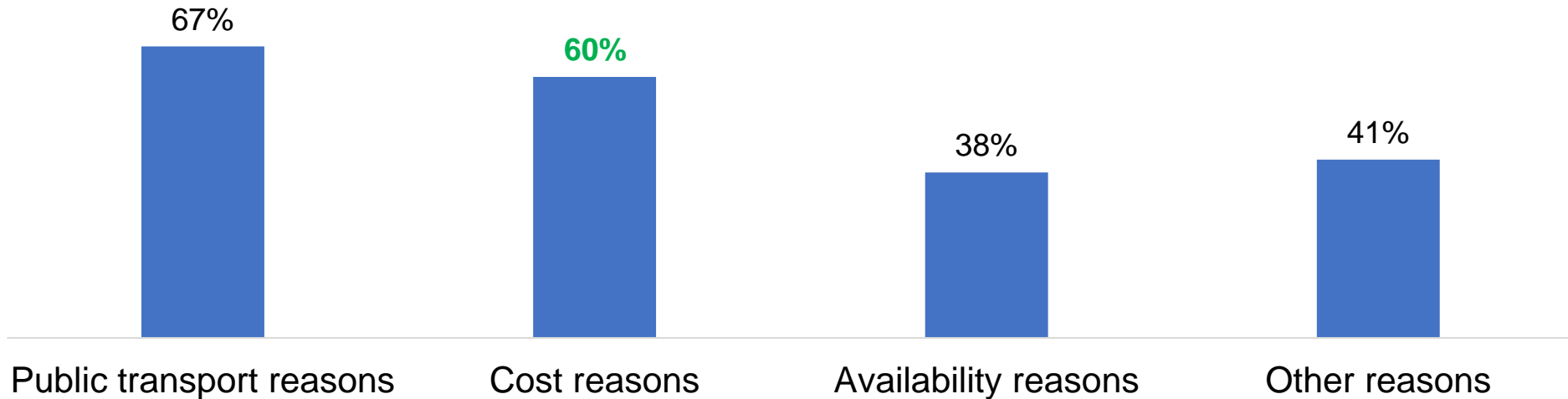
Overall *personal transport* is the mode of transport most likely used if the journey hadn't been missed. CSC holders are significantly more likely to have used a *taxi / Uber* if they had gone.



Missed opportunity – Reasons

Cost is significantly more likely for CSC holders to be the reason why transport stopped them going somewhere they wanted to go.

Barriers to using public transport more often – CSC holders

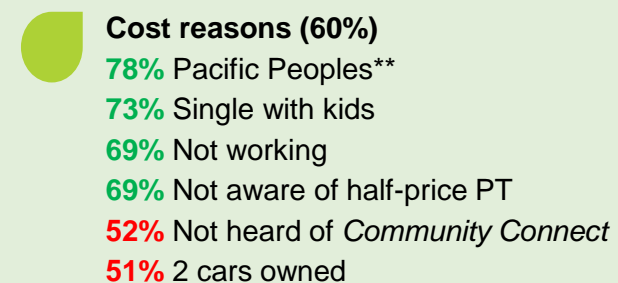
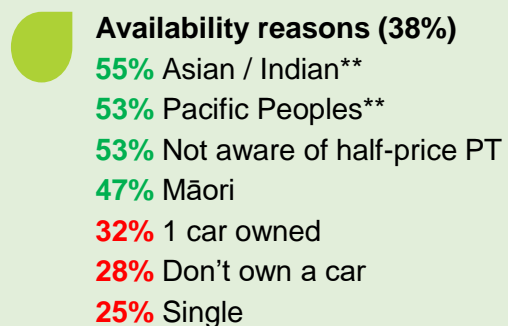


	Public transport reasons	Cost reasons	Availability reasons	Other reasons
Total sample	62%	48%	42%	36%
CSC non-holders	59%	39%	44%	33%

Missed opportunity – Reasons

Demographic differences

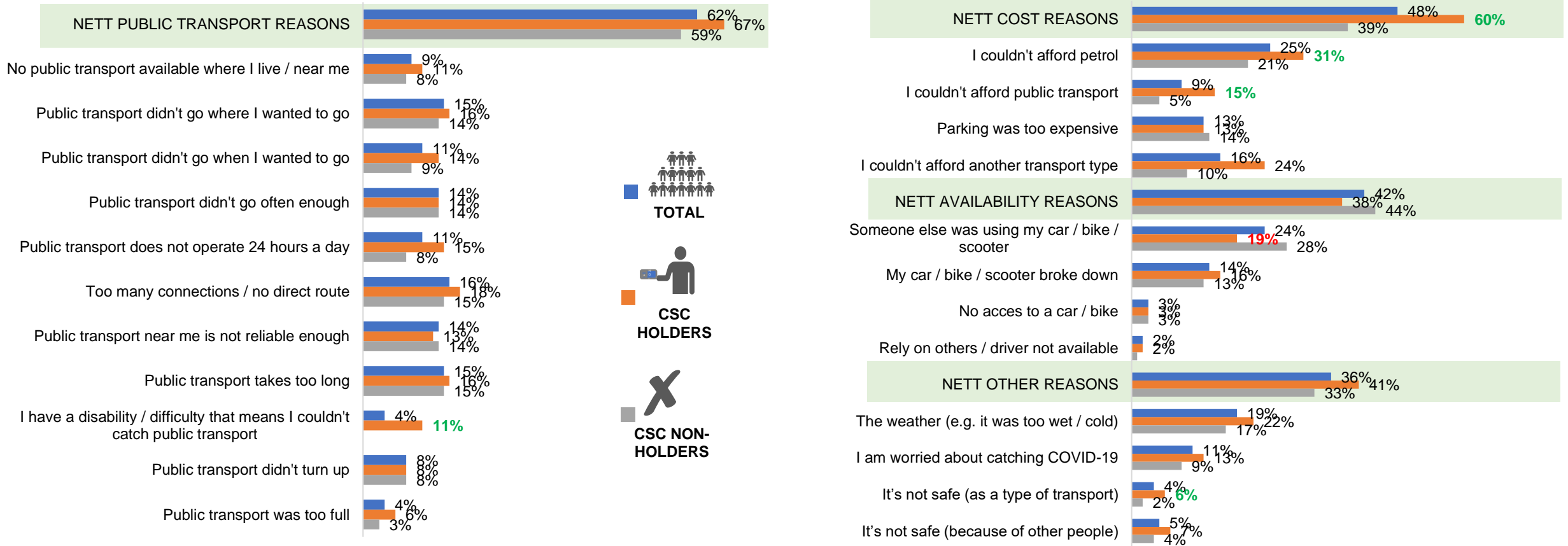
Demographic differences (CSC holders)*



Missed opportunity – Reasons

For CSC holders, not being able to afford petrol, public transport or another type of transport was more likely to stop them going somewhere they wanted to go.

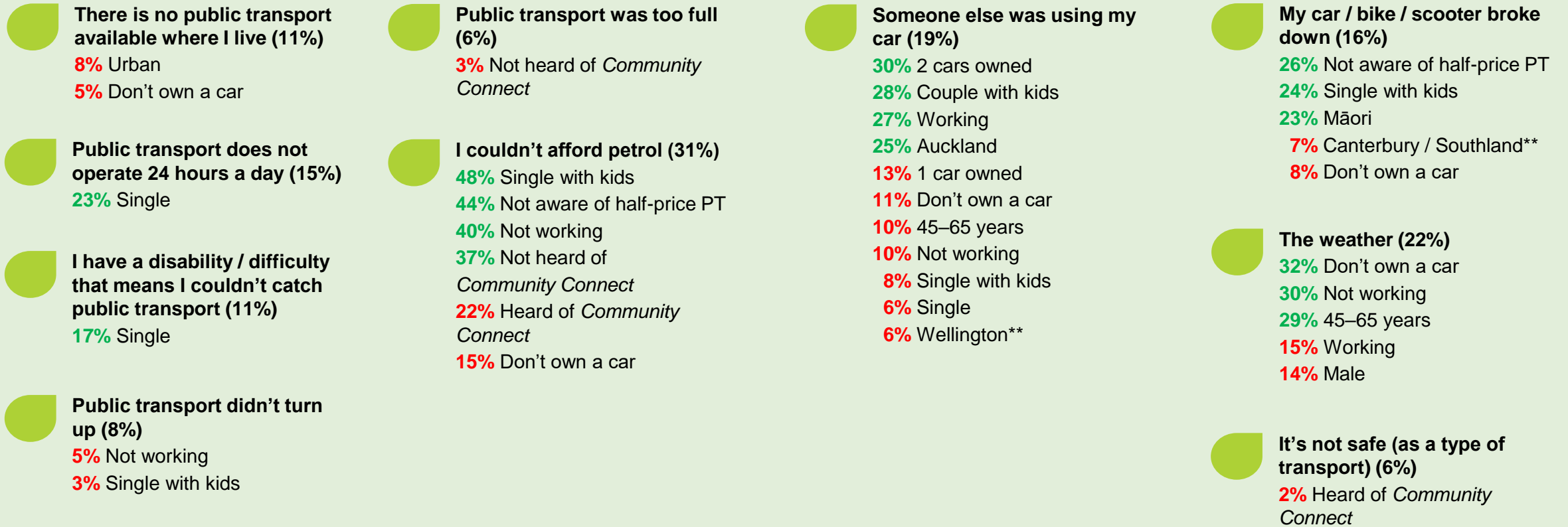
Reasons for missed opportunity



Missed opportunity – Reasons

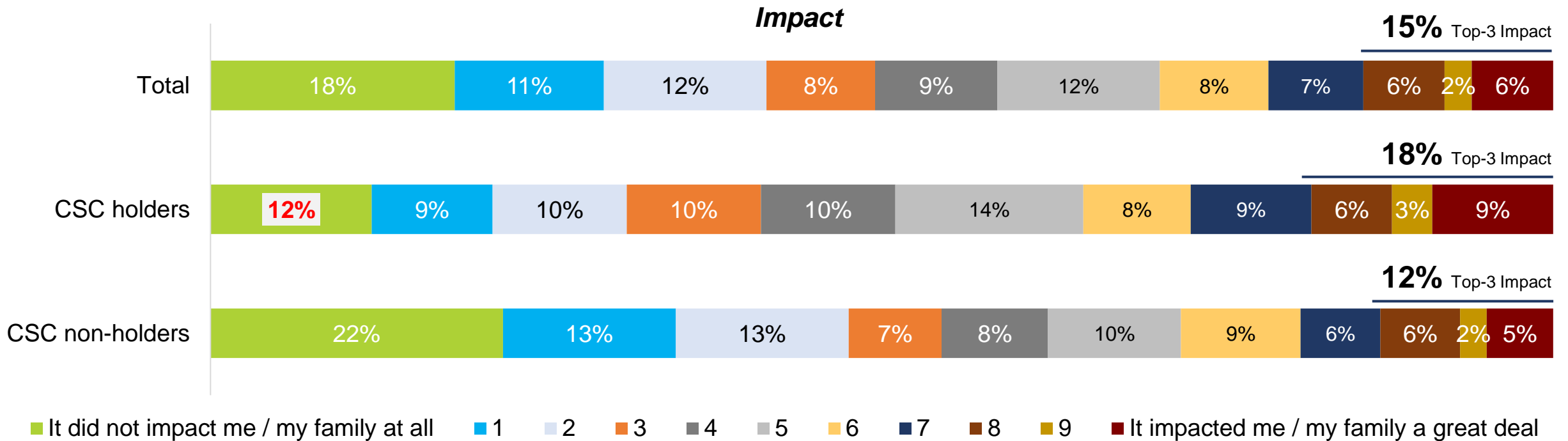
Demographic differences

Demographic differences (CSC holders)*



Missed opportunity – Impact

CSC holders indicate they or their families are more likely to be impacted by not being able to go somewhere because of transport issues.



Significantly higher / lower than total sample shown in green / red



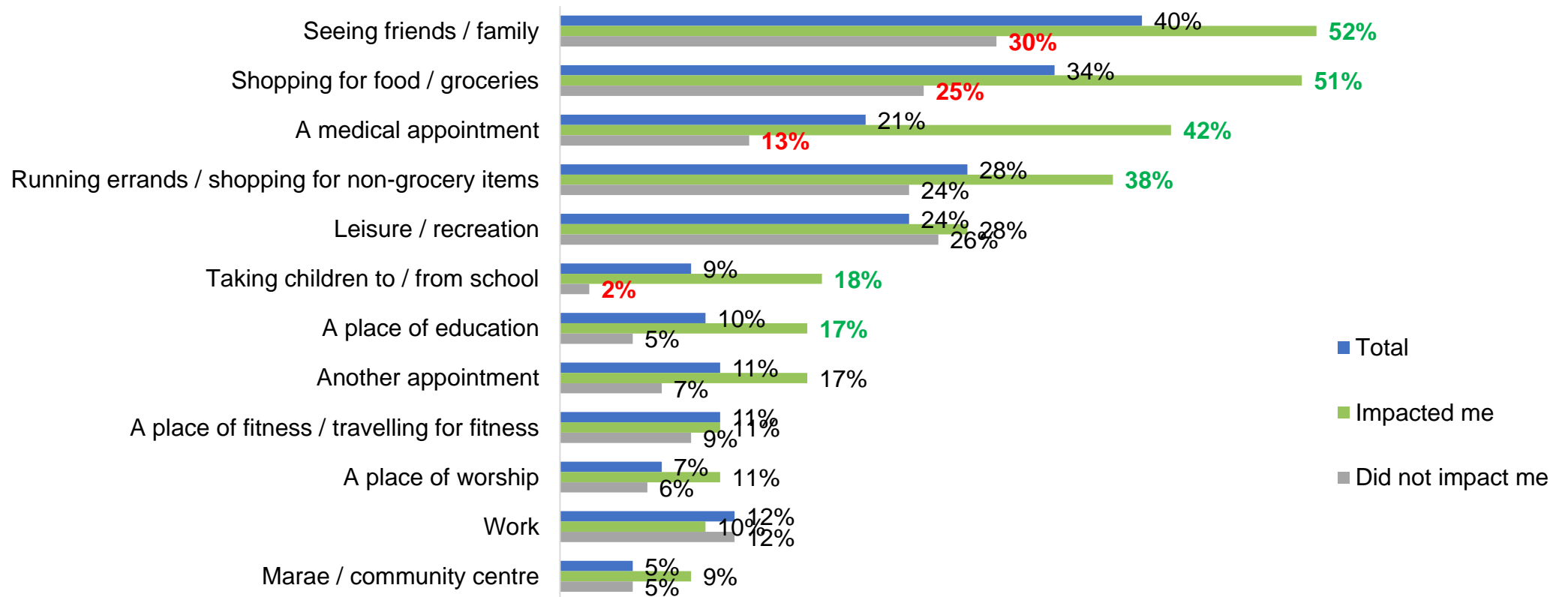
*Those aged 45–54 years (30%), with any disability (27%) and Māori (25%) are more likely to have indicated that they or their family were impacted, whereas those from the South Island (9%) and those aged 16–24 years (5%) are less likely to report impact.

Top 3 Impact on me or my family

Missed opportunity – Travel reasons by impact

The CSC holders impacted by transport were significantly more likely to have missed out on *grocery shopping / running errands, going to medical appointments, traveling to school & seeing friends & family.*

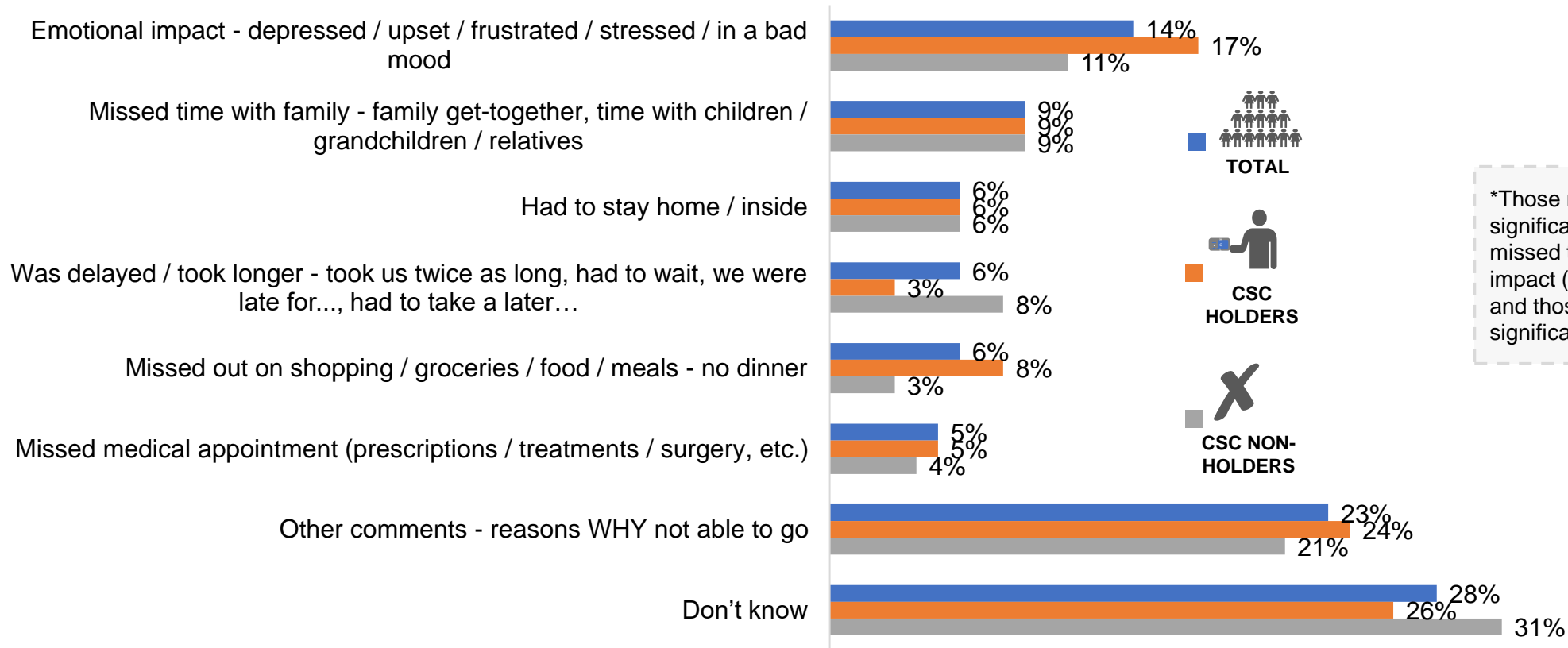
Destination wanted to go but didn't because of transport – by impact – CSC holders



Effect of missed travel opportunity

This missed travel opportunity had an *emotional* impact & also prevented people from having *family time* or doing things like the *groceries* or *attending appointments*.

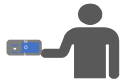
Effects of not being able to go



*Those **not working** are significantly more likely to state missed travel had an emotional impact (**26%**), while **males** (**8%**) and those **working** (**8%**) are significantly less likely to state this.

Effect of missed travel opportunity (i)

In their own words...



CSC
HOLDERS

Missed opportunity – Impact verbatim



“Public transport timeframe mess-up !!! Left me Stressed as I was attending course at that time made me late when kids finished school. Cost was expensive even with discount hop card....4 DAYS A WEEK I HAD COURSE. WINZ declined travel allowance due to my course study was Level 4 class, result not eligible. That put stress with budget...Charged 6 stages PER DAY to and from, Rough estimate cost \$40-50 travel expenses a week ..my dad lives wit me and has medical sickness ...I help him with docs etc....” (Emotional impact)



“It creates a lot of stress in our whanau as we depend exclusively on public transport. I am unable to drive due to health reasons. Last week I needed to keep my son home from school so we could go clothes shopping for a school trip as the buses stop running at 6pm, not allowing enough time after school.” (Emotional impact)



“I live in the Far North where we have zero public transport. I live 3.5kms from my nearest dairy and 20kms from my nearest supermarket. I have osteoarthritis in my spine and cannot walk or stand for any length of time. By the time I’ve finished in the supermarket I’m in agony. At 60 I am reduced to hitch hiking or begging people on my public Facebook pages for transportation. My car broke down 3 weeks ago I live alone in a rural area as my son left home in April. I suffer from depression from being so isolated. The GOVT NEEDS TO STEP UP AND HELP PEOPLE LIKE ME!!!!.” (Other impact)



“It was an appointment I had been waiting for, for months but due to no driver I had no one to take me, I had to reschedule it and go back on the waiting list..” (Missed appointment)



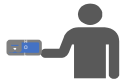
“Not being able to get to my appointments with the doctor and having type 2 diabetes and a heart condition means I could miss out on life saving treatment.” (Missed medical appointment)



“Lack of public transport and the cost of running a car isolates me from my whanau and friends. I am less able to be of support or get support.” (Missed time with family)

Effect of missed travel opportunity (ii)

In their own words...



CSC
HOLDERS



"I have to rely on my partner for transportation, and I am unable to take my son to playgroup every week as well as live a normal life, sometimes I am unable to attend medical appointments and I rarely get out of the house for a break or leisure." (Missed medical appointment)



"I was unable to visit my gravelly ill grandmother as the trains were not working on a weekend?!" (Missed time with family)



"Loss of emotional connections. Loss of physical connections" (Emotional impact)

Missed opportunity – Impact verbatim



"Unable to get to do medical appointments such as blood tests and x-rays." (Missed medical appointment)



"I then only have 2 meals as the cost of transport is too much." (Missed out on shopping / groceries / food / meals)



"My 7 year old daughter's father lives 40 kms away and there is no public transport between Paraparaumu and Ohau, Levin. High petrol prices & have limited travel." (Missed time with family)



"My daughter in-law, didn't get a break. She is stressed new mum." (Missed time with family)



"It was frustrating, as I don't have enough money to cover extra petrol costs for trips like these. It's hard on my kids and my family as we often have to miss out on special events due to this problem." (Emotional impact)



"Wasting petrol trying to find car parks, late for appointments. Physical unfit to wait longer than necessary for public transport as there is no seating for people with disabilities at bus stops." (Was delayed)

Community Connect Programme

**Awareness of the *Community Connect*
concession for CSC holders**

Community Connect programme

- In June 2022 it was announced that the government will introduce *Community Connect*, a programme to make public transport more affordable for CSC holders by providing a 50% concession on public transport services.
- The rollout of *Community Connect* will happen later in 2023.
- This research was conducted during 17 August–6 October 2022; therefore, some respondents were aware of the programme when asked questions about it.
- Also, during the fieldwork period, the half-price public transport fares were in place across New Zealand.

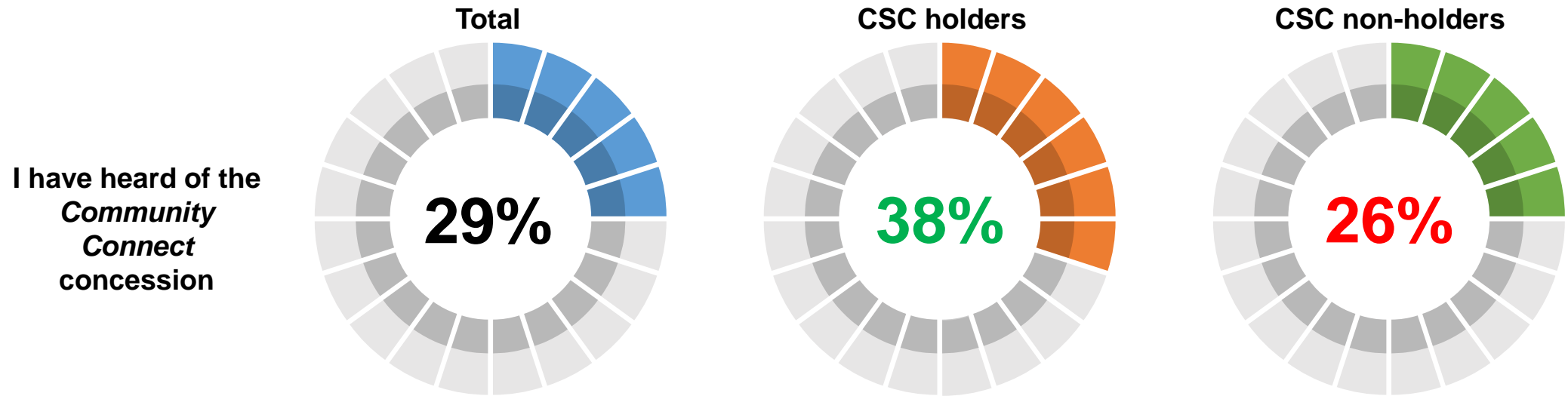
We introduced it in the survey as:

Community Connect is an ongoing concession offered to Community Services Card holders that gives a 50% discount on most public transport (such as trains, buses, ferries), It will start when the 50% discount of public transport for everyone finishes.

Community Connect programme awareness

CSC holders are significantly more likely than the overall NZ population to have heard of the programme.

Heard of the Community Connect concession for CSC holders



	Total	CSC holders	CSC non-holders
I think I have heard of it	16%	17%	15%
I have definitely heard of it	13%	21%	11%
I have not heard of it before	63%	56%	66%
Don't know / unsure	8%	6%	8%

Community Connect programme awareness

Demographic differences

Demographic differences (CSC holders)*

I have not heard of it before (56%)

- 70% Not aware of half-price PT
- 68% Student
- 68% Shared household
- 67% Not working
- 67% 45–54 years
- 64% Single with kids
- 63% Māori
- 66% 55–64 years
- 61% Female
- 49% Male
- 48% Wellington
- 46% Retired
- 46% Couple with no kids at home
- 45% 65+ years
- 39% Asian / Indian

NETT Heard of it (38%)

- 53% Asian / Indian
- 48% 65+ years
- 47% Retired
- 46% Male
- 42% Aware of half-price PT
- 33% Female
- 32% Māori
- 32% 35–44 years
- 29% 55–64 years
- 29% Student
- 28% 45–54 years
- 28% Not working
- 27% Shared household
- 25% Single with kids
- 24% Pacific Peoples
- 23% Not aware of half-price PT
- 22% Not sure if aware of half-price PT**

I think I have heard of it (17%)

- 25% Asian / Indian
- 25% Couple with kids
- 22% Male
- 21% Working
- 14% Female
- 14% Not working
- 12% 55–64 years
- 12% Shared household
- 10% Single with kids

I have definitely heard of it (13%)

- 29% 65+ years
- 29% Retired
- 28% Asian / Indian
- 28% Couple with no kids at home
- 28% Wellington
- 28% Don't own car
- 27% Lower North Island
- 24% Aware of half-price PT
- 16% Māori
- 14% Not working
- 15% Single with kids
- 15% Shared household
- 14% 45–54 years
- 13% 35–44 years
- 10% Not sure if aware of half-price PT**
- 9% Not aware of half-price PT

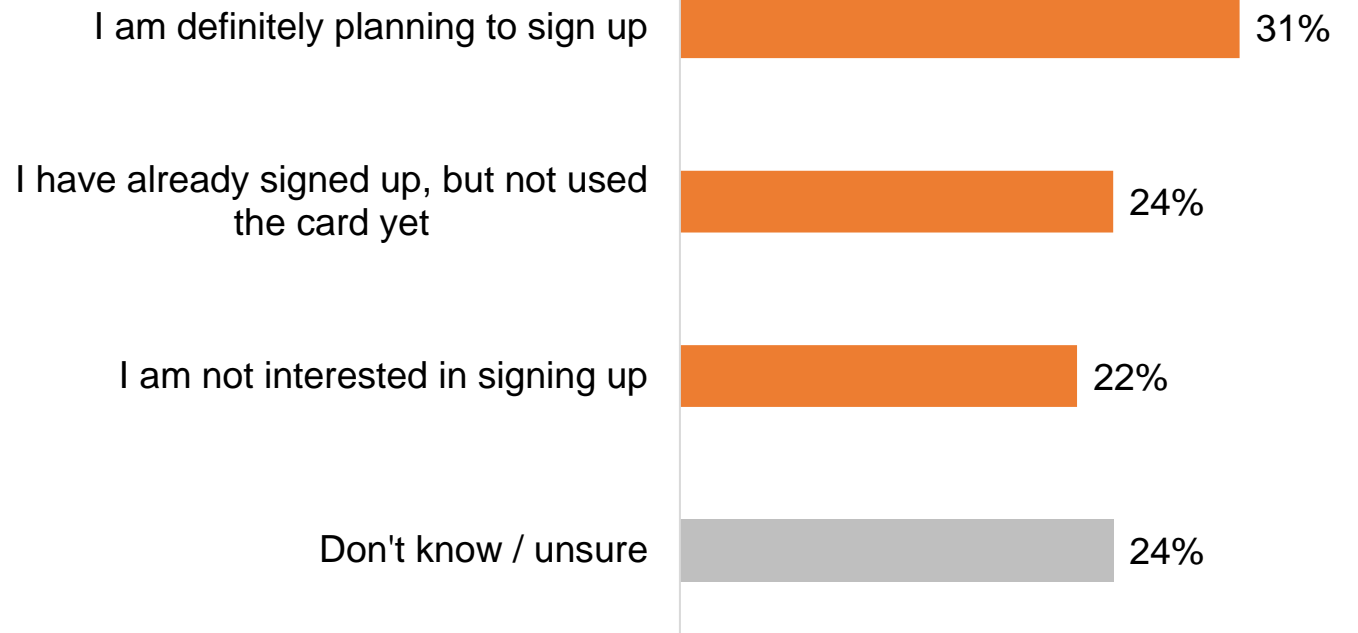
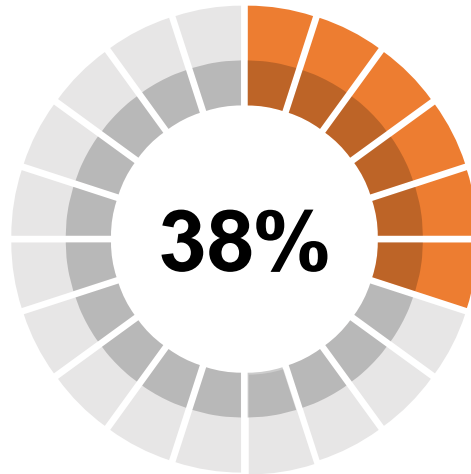
Community Connect programme sign-up

A third of the CSC holders aware of the programme are planning to sign up, while 24% claim to have already done so.

Have signed up or used the Community Connect concession

CSC holders aware of Community Connect concession

CSC holders



Community Connect programme sign-up

Demographic differences

Demographic differences (CSC holders)*

I have already signed up, but not used the card yet (24%)

- 37% Couple with no kids at home
- 31% Auckland
- 14% Not working
- 10% 45–65 years
- 10% Wellington
- 10% Single with kids

I am definitely planning to sign up (31%)

- 50% Asian / Indian
- 48% Student
- 48% Couple with kids
- 47% 16–24 years
- 46% Māori
- 45% Single with kids
- 45% 25–44 years
- 42% Don't own a car
- 42% Working
- 40% 45–65 years
- 16% Couple with no kids at home
- 13% 65+ years
- 12% Retired

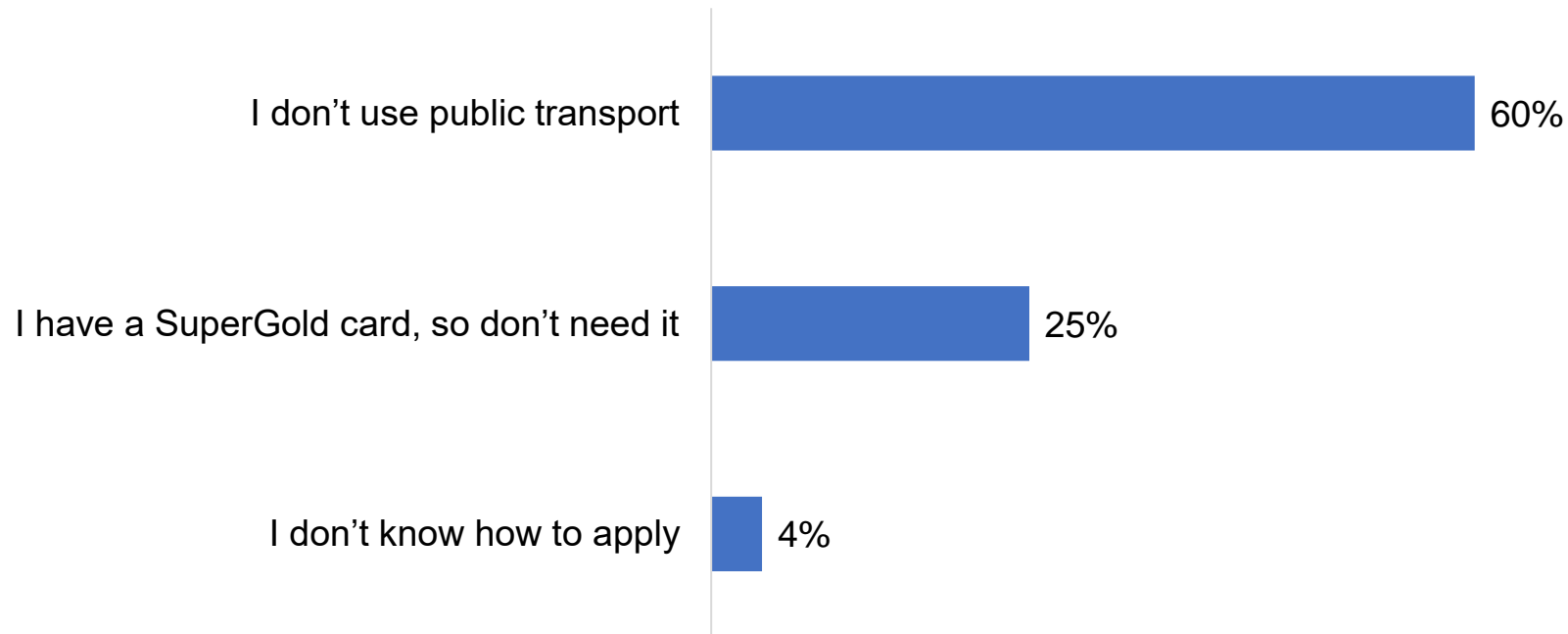
I am not interested in signing up (22%)

- 41% Manawatū-Whanganui**
- 14% Don't own a car
- 13% Couple with kids

Community Connect programme sign-up

Most of those not interested in signing up claim it is because they *don't use public transport or already have a SuperGold card, so don't need it.*

Why not planning to sign up to the Community Connect concession



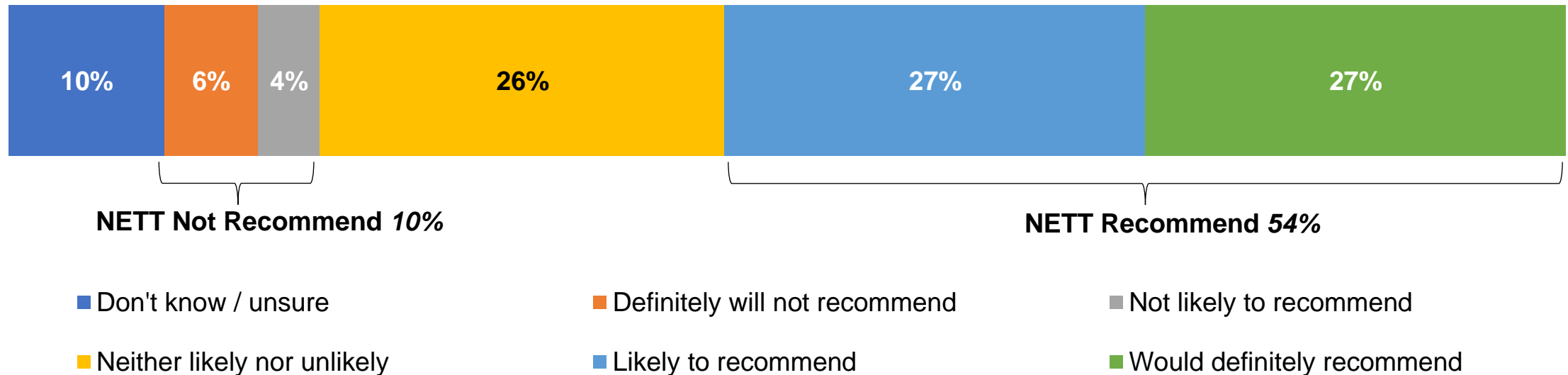
Retired people** (45%) and those aged 65+** (43%) are significantly less likely to state they don't use public transport.

Retired people** (52%) and those aged 65+** (50%) are significantly more likely to state they don't need a CSC as they have a SuperGold, while those working are significantly less likely to state this (12%).

Community Connect programme sign-up

Of those who have already signed up, half are likely to recommend the concession to others.

Likelihood of recommending Community Connect to others



Half-Price Public Transport

Awareness & usage of half-price fares

Half-price public transport

- Public transport services across Aotearoa New Zealand will have half-price fares from 1 April 2022 to 31 January 2023.
- This research was conducted during 17 August–6 October 2022; therefore, respondents would be aware or have taken advantage of these half price fares.

We introduced it in the survey as:

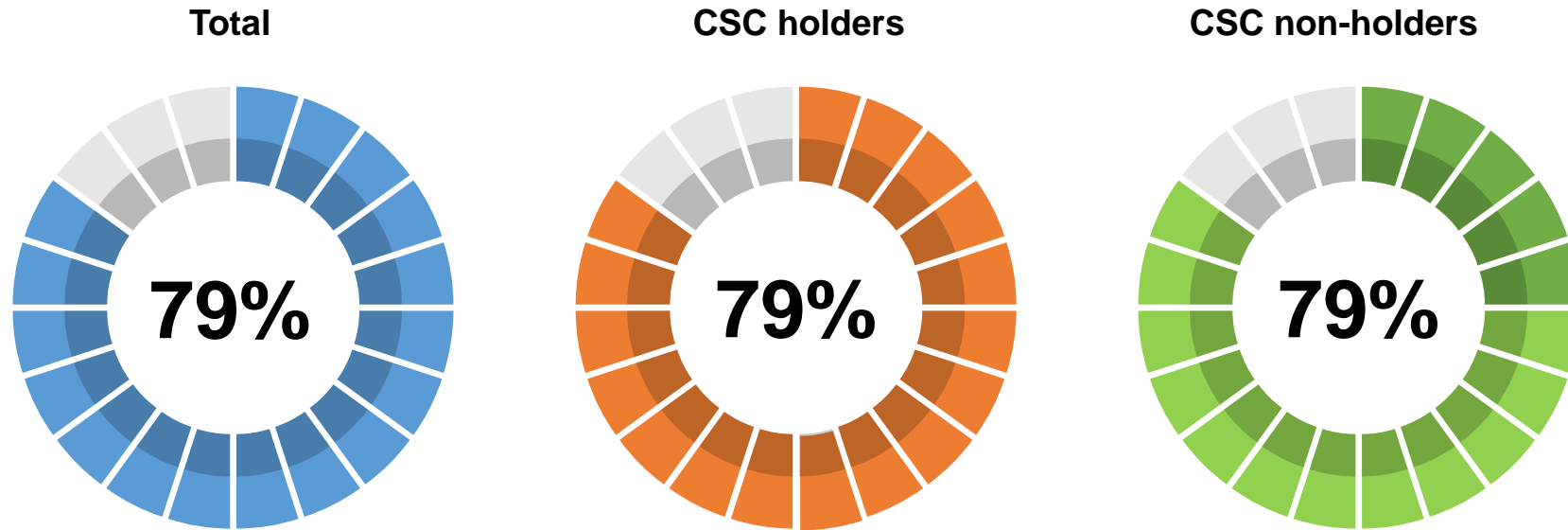
In March 2022, the Prime Minister, Jacinda Ardern, announced some short-term measures to help reduce the increased cost of living. This includes discounting public transport by 50%, petrol tax and road user chargers reductions.

Half-price travel awareness

Around 80% of New Zealanders are aware of the half-price fares.

Awareness of the half-price fares for public transport

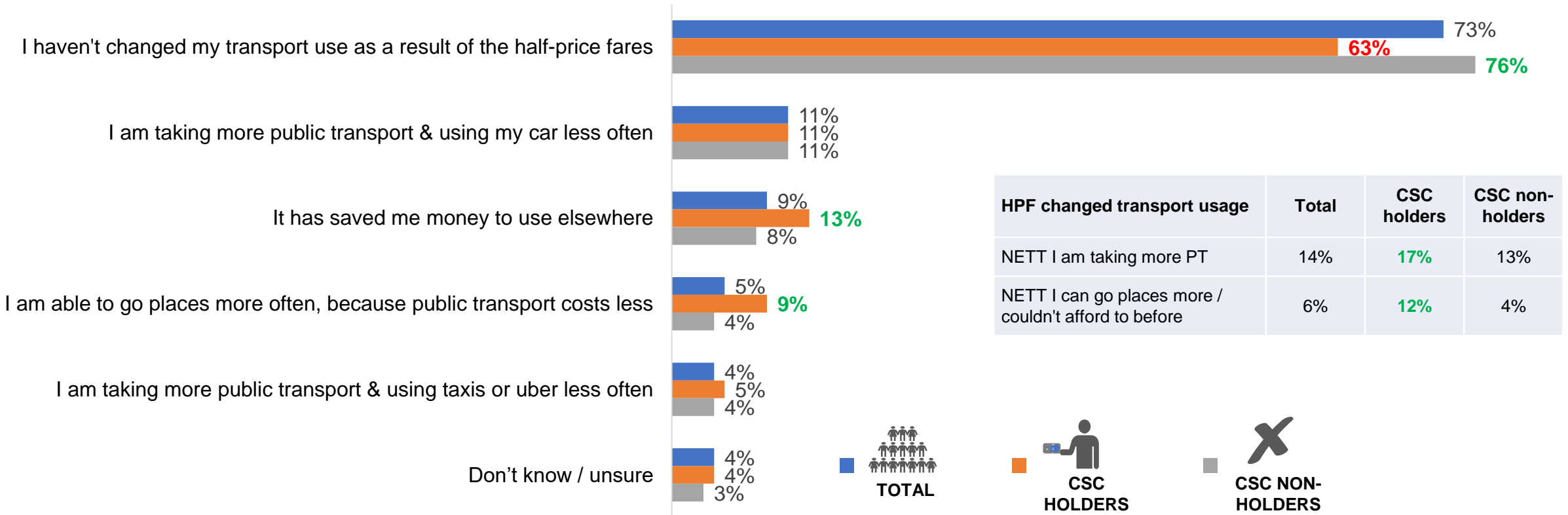
Yes – am aware of the half-price fares for public transport



Half-price travel usage

The half-price fares have had a significant impact on CSC holders – they are significantly more likely to have changed their transport use as a result of half-price fares.

Ways half-price fares have changed transport usage



Half-price travel usage

Demographic differences

Demographic differences (CSC holders)*

Not changed transport use (63%)

- 81% 65+ years
- 79% Retired
- 78% Couple – kids not at home
- 70% Male
- 60% Female
- 58% Not working
- 56% Māori
- 56% Disability
- 55% Working
- 53% 25–44 years
- 52% Wellington
- 50% Student**
- 42% 16–24 years

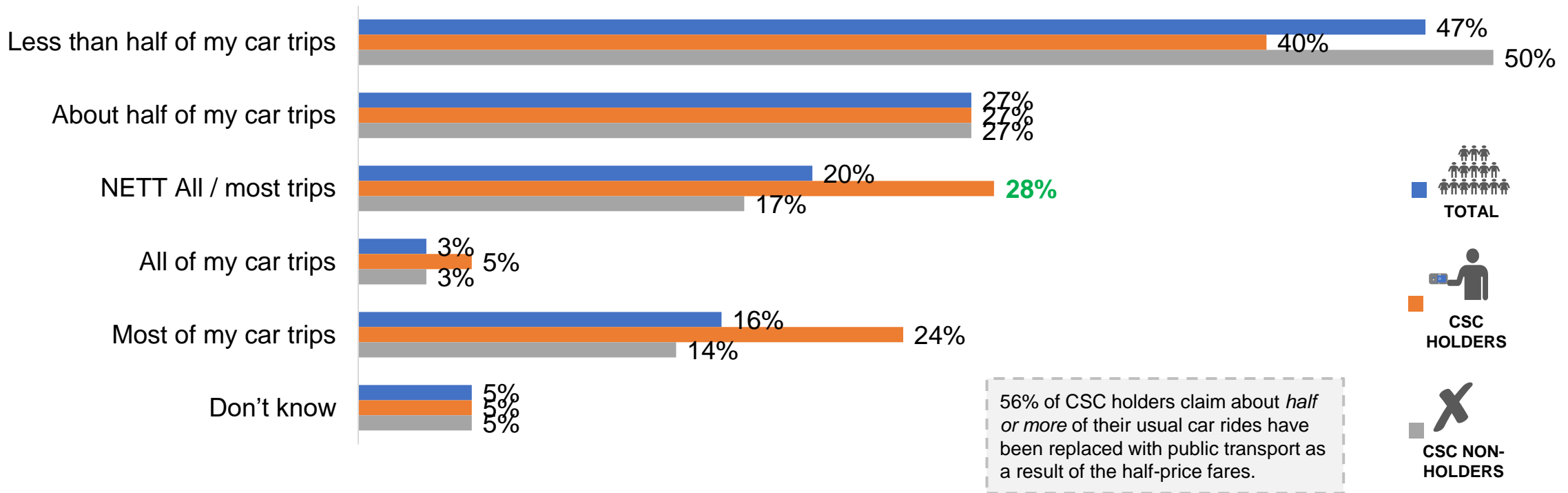
NETT Taking more public transport (17%)

- 34% 16–24 years
- 33% Asian / Indian
- 31% Couple with kids
- 28% Student**
- 27% Working
- 26% 25–44 years
- 5% Retired
- 4% 65+ years

Car ride replaced by PT as a result of half-price travel

Almost a third of CSC holders claim *nearly all* of the proportion of usual car rides have been replaced with public transport as a result of the half-price fares.

Proportion of usual car rides replaced with public transport as a result of the half-price fares



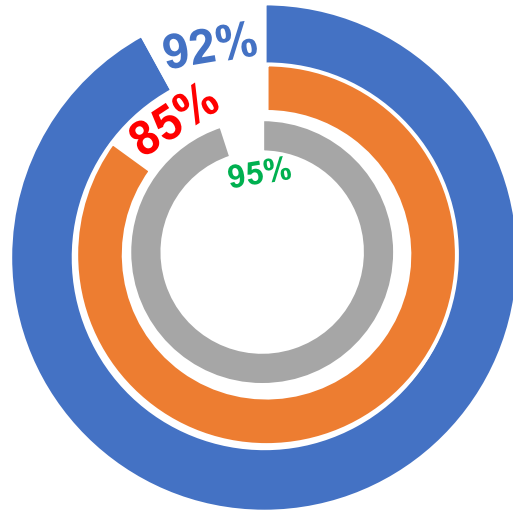
Car Vehicle Usage

CSC holder profile of car ownership & usage

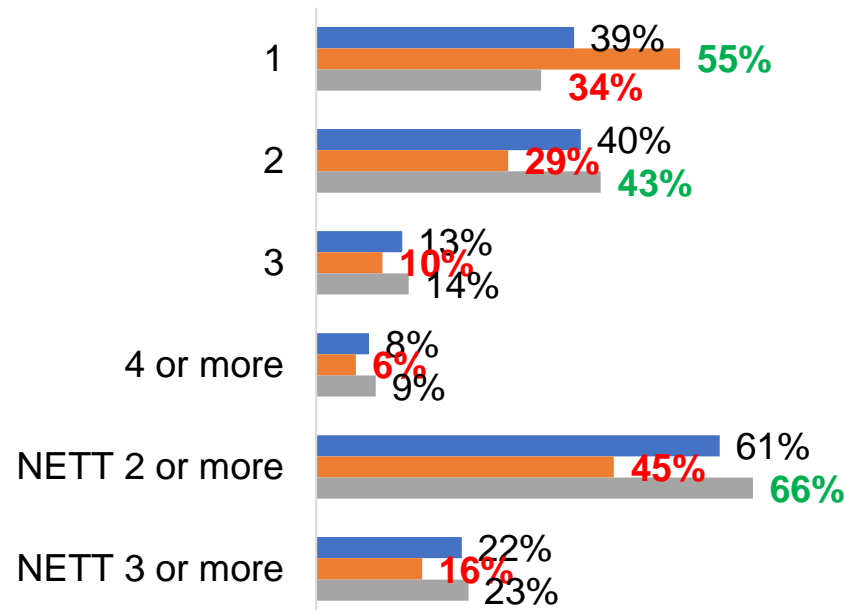
Vehicle ownership & access

CSC holders are significantly less likely to state they own 2 or more cars.

Own a car



Number of cars owned



Own a motorbike / scooter

	Total	10%
	CSC holders	9%
	CSC non-holders	10%

Access to a car (if no car owned)

	Total	26%
	CSC holders	21%
	CSC non-holders	31%



Significantly **higher** / **lower** than total sample shown in **green** / **red**

Q23: Do you or someone in your household own a vehicle (e.g., car or van)? **Base:** Total sample (n=3,128), CSC holders (n=1,671), CSC non-holders (n=1,456)

Q24: How many vehicles (e.g., car or van) do you or others in your household own? **Base:** Owns car – Total sample (n=2,741), CSC holders (n=1,358), CSC non-holders (n=1,382)

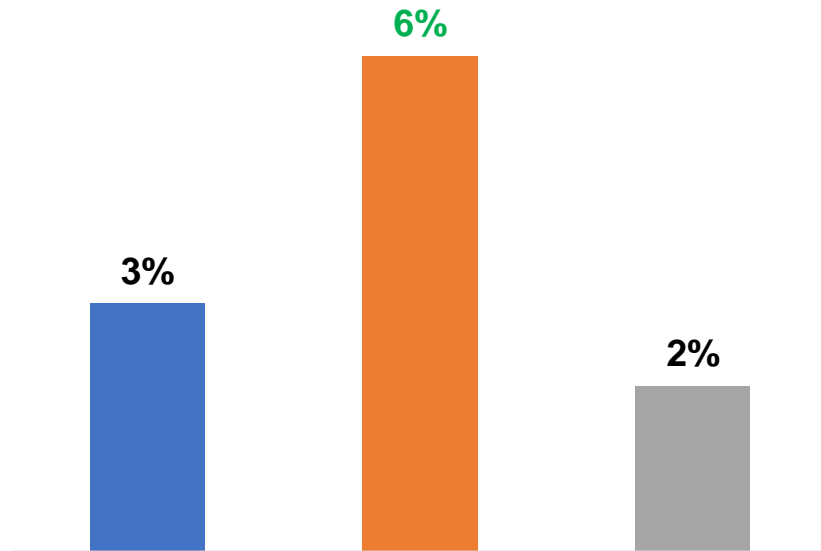
Q24d: Do you or someone in your household have 'regular' access to a car that is not owned by someone in your household? **Base:** Does not own car – Total sample (n=387), CSC holders (n=313), CSC non-holders (n=74)

Q25: Do you or someone in your household own a motorbike or motor scooter? **Base:** Total sample (n=3,128), CSC holders (n=1,671), CSC non-holders (n=1,456)

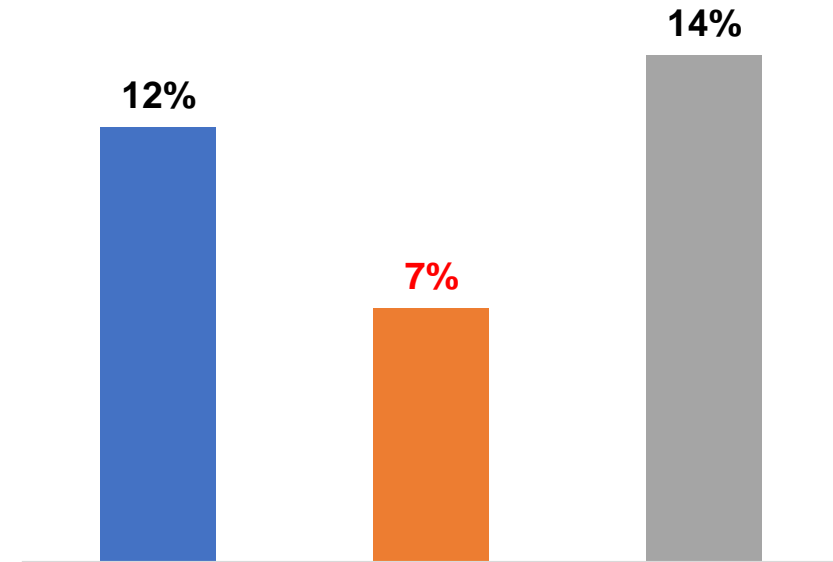
Business vehicles

CSC holders are significantly more likely use their own vehicle as a source of income & are significantly less likely to have access to a business vehicle through their employment.

Vehicle used as a source of income



Business car / vehicle



Q26: Do you use your own vehicle as a source of income? E.g., Uber, Taxi, Ola, Uber Eats, Deliver Easy, Lyft, Zoomie, etc. **Base:** Owns car and/or motorbike – Total sample (n=2,765), CSC holders (n=1,371), CSC non-holders (n=1,393)

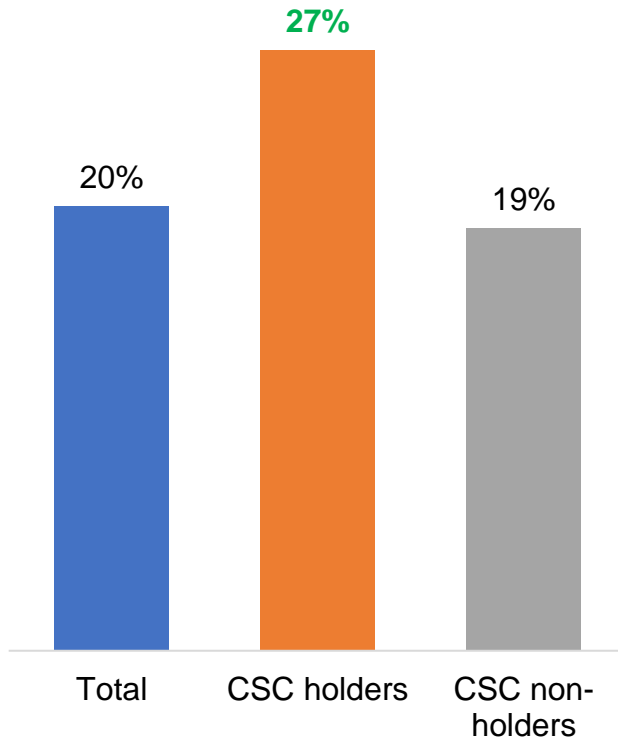
Q27: Is there a vehicle owned by a business that you are able to use for personal use? **Base:** Total sample (n=3,128), CSC holders (n=1,671), CSC non-holders (n=1,456)

Significantly **higher** / **lower** than total sample shown in **green** / **red**

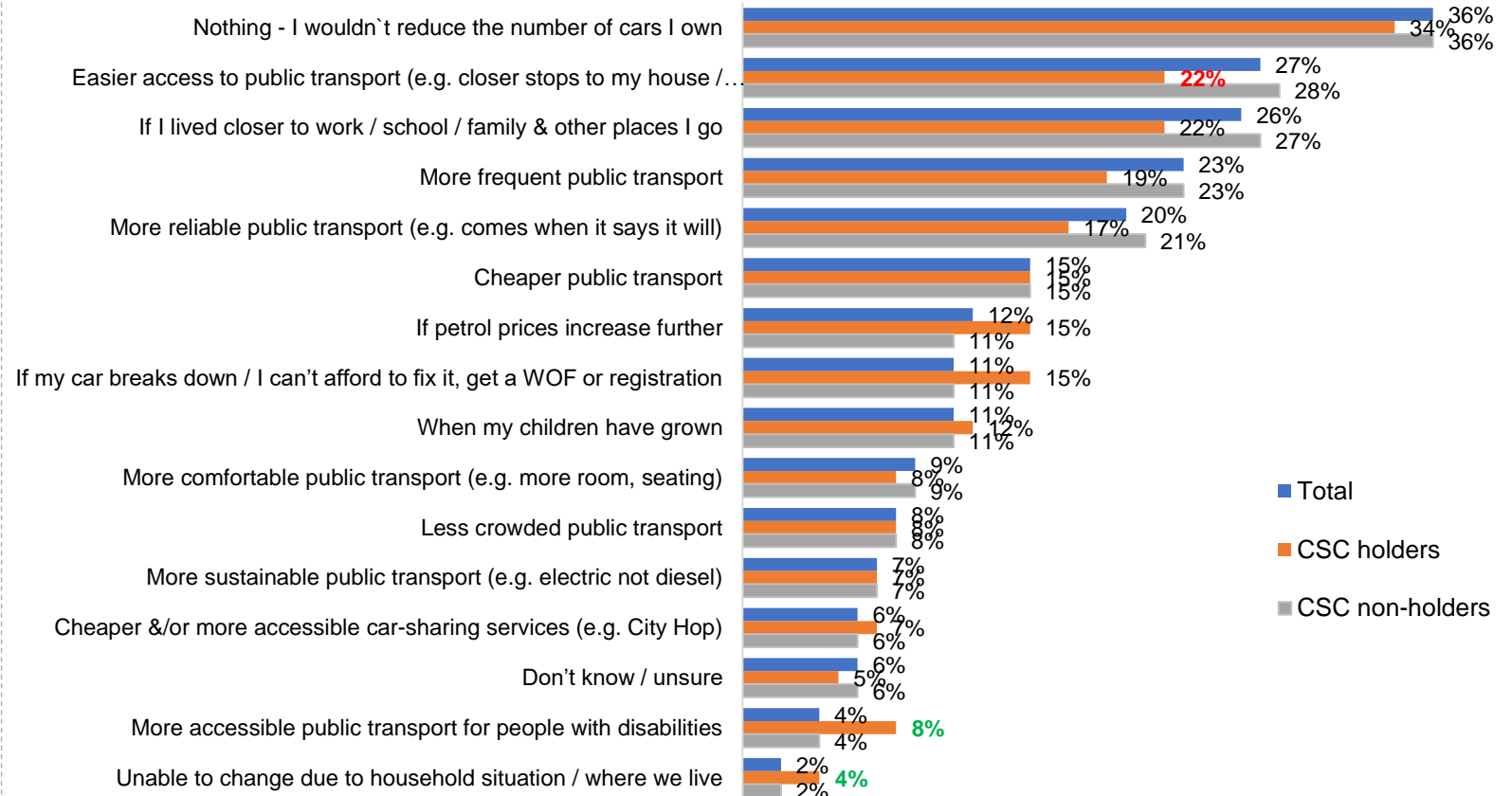
Car reduction reasons

CSC holders are significantly more likely to state they have considered reducing the number of cars they own. When asked what would need to change in order to do so, they are significantly more likely to mention *more accessible public transport*.

Considered reducing number of cars owned



Car reduction trigger



Focusing in on Communities

Subgroup analysis



SUBGROUP Summary – MĀORI



Subgroup summary

Māori CSC holders are more likely than the total CSC holder sample to mention **availability** (own vehicle was not available or had to rely on others for transport) as barrier to travel.

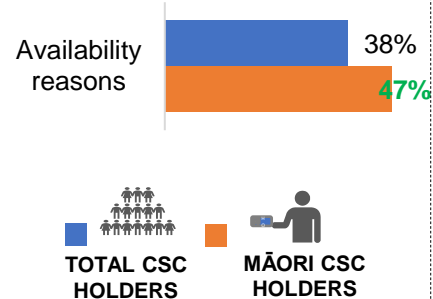
Nearly half of Māori CSC holders are more likely than the total CSC holder sample to state they *can't afford petrol*. The preferred mode of transport amongst Māori CSC holders is a *private vehicle*.



Half-price fares impact

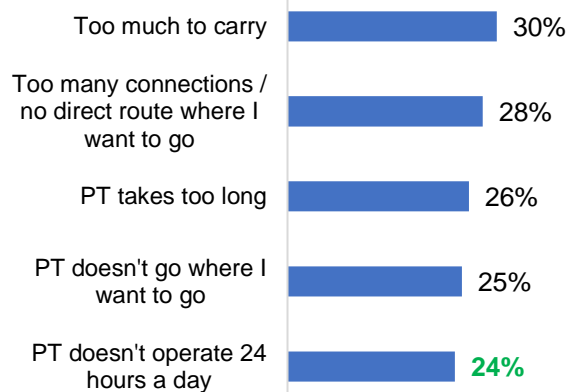
The top-3 ways in which half-price fares have changed how Māori CSC holders use transport are *saving more money that can be used elsewhere (16%)*, *going places more often because public transport costs less (12%)* and *taking more public transport and using cars less often (11%)*. Statistically significant, Māori CSC holders were more likely to report that they are *taking more public transport and walking / biking less often (7% vs 3% total)*.

Overall barriers



Public transport barriers

Top-5 shown



Impact of not being able to travel



It's stressful having two children under the age of 3. Having my own vehicle to travel to and from places such as the supermarket and day-care on a daily basis means everything to me. So when an unexpected bill comes and leaves me without gas money, I can't help but worry and stress."



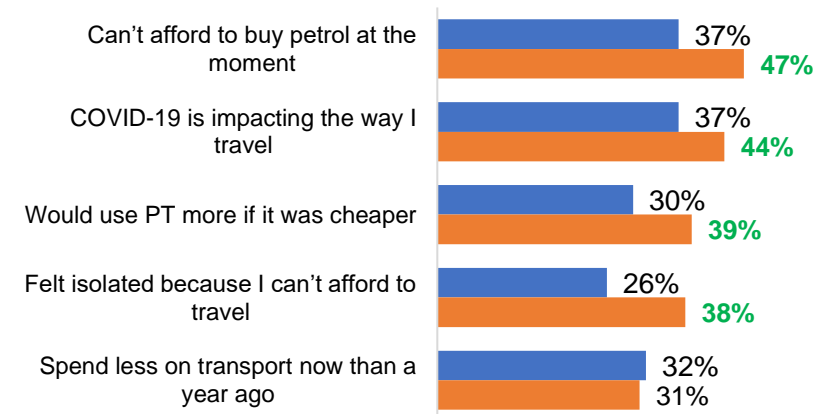
It meant my kids either didn't go to school cause of the weather or we had to make our shopping stretch a little further."

Preferred mode of transport

Travel where	Māori CSC holders	Total CSC holders
Work	Private vehicle (43%) Taxi / Uber (5%)	(33%) (2%)
A place of education	Private vehicle (43%)	(32%)
Taking children to school	Private vehicle (43%) Public transport (11%)	(26%) (6%)
Another appointment	Private vehicle (62%)	(46%)
Shopping for food & groceries	Taxi / Uber (12%)	(6%)
A place of fitness	Private vehicle (38%)	(32%)
A marae / community centre	Private vehicle (44%)	(22%)

Public transport attitudes

Top-5 shown



SUBGROUP Summary – PACIFIC PEOPLES



Subgroup summary

Pacific CSC holders are more likely than the total CSC holder sample to mention **cost** (of petrol, public transport, parking, etc.) and **availability** (own vehicle was not available or had to rely on others for transport) as barriers to travel.

The preferred mode of transport amongst Pacific CS holders is a *private vehicle*.

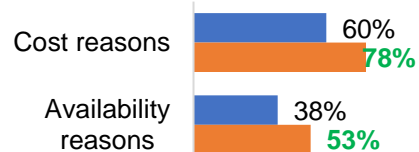
Travel where	Pacific CSC holders	Total CSC holders
Work	Private vehicle (43%) Public transport (20%) Taxi / Uber (7%)	(33%) (12%) (2%)
A place of education	Private vehicle (48%) Public transport (21%)	(32%) (13%)
Taking children to school	Active mode (18%) Private vehicle (43%)	(9%) (26%)
A medical appointment	Private vehicle (76%)	(65%)
Another appointment	Private vehicle (58%) Taxi / Uber (11%)	(46%) (5%)
Shopping for food & groceries	Taxi / Uber (14%)	(6%)
A place of fitness	Private vehicle (45%) Taxi / Uber (6%)	(32%) (2%)
A place of worship	Private vehicle (42%) Taxi / Uber (6%)	(25%) (2%)
A marae / community centre	Private vehicle (37%) Taxi / Uber (7%)	(25%) (2%)
Leisure / recreation	Taxi / Uber (14%)	(7%)



Half-price fares impact*

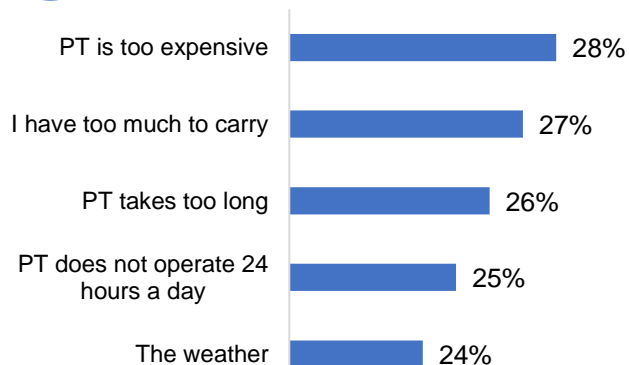
The top-3 ways in which half-price fares have changed how Pacific CSC holders* use transport are *taking more public transport and using cars less often (17%), saving more money that can be used elsewhere (16%) and going places more often because public transport costs less (14%).*

Overall barriers*



Public transport barriers

Top-5 shown



Impact of not being able to travel



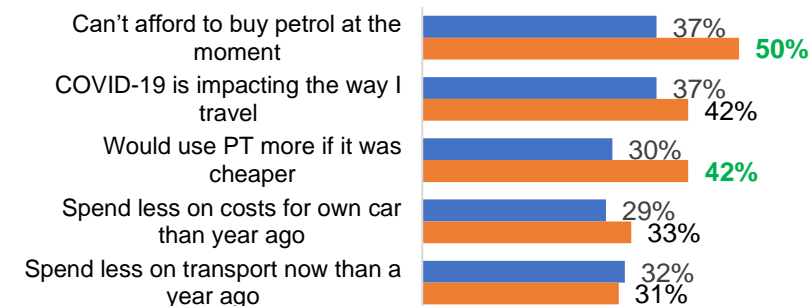
I felt trapped, alone and lonely. I also felt angry; one for not having enough money to buy a hop on card, and then no money to go when I wanted to go."



Missed appointments and low on food."

Public transport attitudes

Top-5 shown



Green / red indicates significantly higher / lower than the total CSC holder sample. *Note: Low base size, less than n=100

SUBGROUP Summary – ASIAN / INDIAN



Subgroup summary

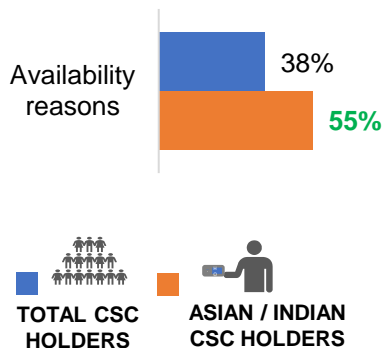
Asian / Indian CSC holders are more likely than the total CSC holder sample to mention **availability** reasons as barriers to travel. The most commonly cited barrier to public transport is the **length of time**. Asian / Indian CSC holders are significantly more likely to report that they are taking more public transport in general because of half-price fares.



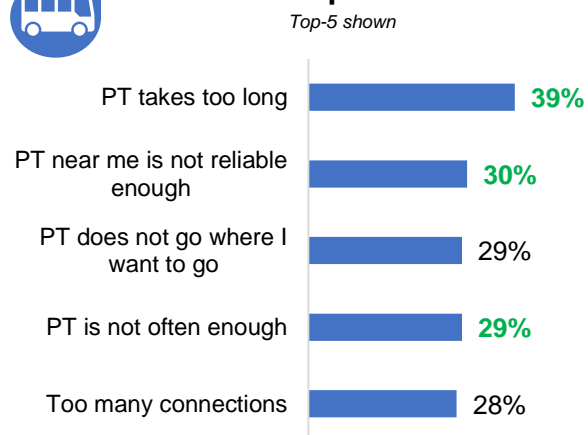
Half-price fares impact

The top-3 ways in which half-price fares have changed how Asian / Indian CSC holders use transport are *taking more public transport and using cars less often (25%), saving more money that can be used elsewhere (15%) and taking more public transport and using taxis / Ubers less often (10%)*. Statistically significant, Asian / Indian CSC holders were more likely to report that they are *taking more public transport in general because of half-price fares (33% vs 17% total)*.

Overall barriers



Public transport barriers



Impact of not being able to travel



No motivation for me to apply for the jobs or trading I'd like to have as I can't afford to put petrol in the car and don't know how to use public transport to get from A to B..."

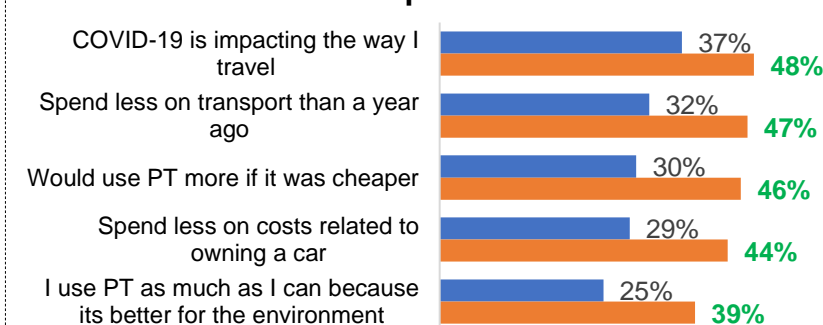


Family missed out on their special needs for education and work."

Preferred mode of transport

Travel where	Asian / Indian CSC holders	Total CSC holders
Work	Private vehicle (52%) Public transport (22%)	(33%) (12%)
A place of education	Public transport (26%)	(13%)
Taking children to school	Private vehicle (43%) Public transport (11%)	(26%) (6%)
Another appointment	Private vehicle (58%)	(46%)
Shopping for food & groceries	Public transport (21%)	(13%)
A place of fitness	Private vehicle (46%) Active mode (38%) Public transport (17%)	(32%) (27%) (8%)
Seeing friends / family	Public transport (27%)	(18%)
A place of worship	Private vehicle (52%) Public transport (14%) Active mode (12%)	(25%) (6%) (7%)
A marae / community centre	Private vehicle (35%) Public transport (15%)	(22%) (6%)
Leisure / recreation	Private vehicle (76%) Public transport (32%)	(62%) (19%)

Public transport attitudes



SUBGROUP Summary – DISABLED PEOPLE



Subgroup summary

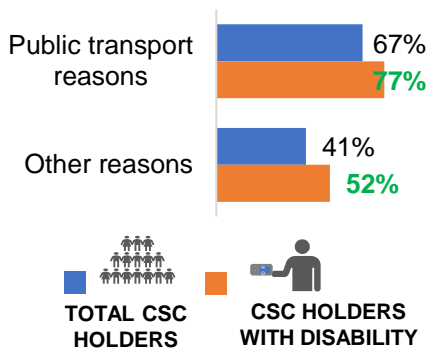
People with a disability who hold a CSC are more likely than the total CSC holder sample to indicate that they *have felt isolated because they can't afford to travel*. They are more likely to cite **reliability** and **cost** as barriers to taking public transport. The preferred mode of transport amongst people with a disability who hold a CSC is *taxi / Uber*.



Half-price fares impact*

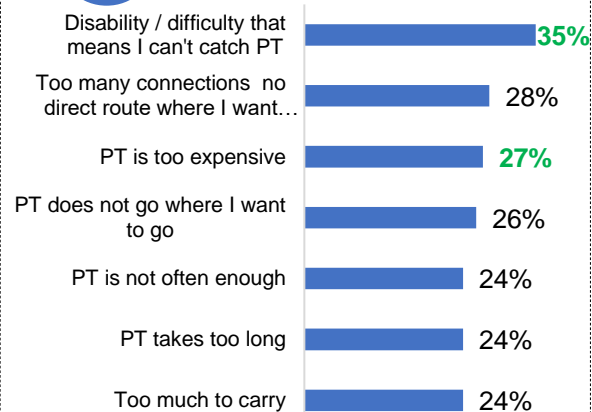
The top-3 ways in which half-price fares have changed how CSC holders with a disability use transport are *saving more money that can be used elsewhere (16%)*, *going places more often because public transport costs less (11%)* and *taking more public transport and using cars less often (10%)*. Statistically significant, CSC holders with a disability were more likely to report that they are *taking more public transport and using taxis / Ubers less often (8% vs 5% total)*.

Overall barriers



Public transport barriers

Top-5 shown



Impact of not being able to travel



Mobility issues are a laugh. My independence has been ruined by a lack of accessible public transport options. I await public transport that will let me and my scooter go everywhere and also get home."



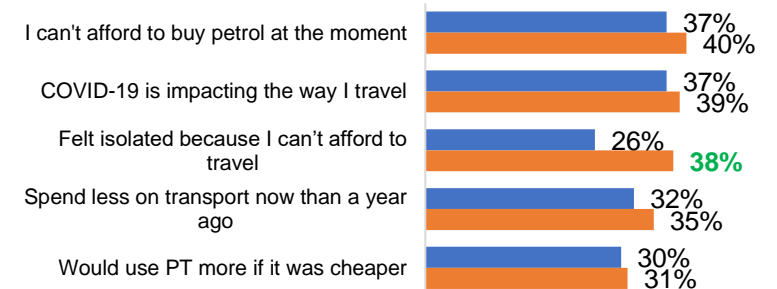
I have to rely on my partner for transportation and I am unable to take my son to playgroup every week as well as live a normal life. Sometimes I am unable to attend medical appointment and I rarely get out of the house for a break or leisure."

Preferred mode of transport

Travel where	CSC holders with disability	Total CSC holders
Work	Private vehicle (21%)	(33%)
A place of education	Private vehicle (23%) Taxi / Uber (5%)	(32%) (2%)
Taking children to school	Private vehicle (18%) Public transport (9%)	(26%) (6%)
A medical appointment	Taxi / Uber (19%)	(8%)
Another appointment	Taxi / Uber (11%)	(5%)
Shopping for food & groceries	Private vehicle (70%) Taxi / Uber (10%)	(80%) (6%)
Running errands	Private vehicle (59%) Taxi / Uber (12%)	(71%) (5%)
A place of fitness	Private vehicle (5%)	(2%)
Seeing friends / family	Private vehicle (58%) Taxi / Uber (11%)	(71%) (5%)
A place a worship	Taxi / Uber (4%) Private vehicle (17%)	(2%) (25%)
A marae or community centre	Private vehicle (17%) Active mode (11%) Public transport (10%) Taxi / Uber (6%)	(22%) (8%) (6%) (2%)
Leisure / recreation	Private Vehicle (47%) Taxi / Uber (12%)	(62%) (7%)

Public transport attitudes

Top-5 shown



TOTAL CSC HOLDERS

CSC HOLDERS WITH DISABILITY



SUBGROUP Summary – WOMEN



Subgroup summary

Female CSC holders are less likely than the total CSC holder sample to indicate that they have not changed their transport use as a result of the half-price fares. The main barriers to using public transport are the **length of time it takes, having too much to carry** and the **number of connections / lack of direct route**. The preferred mode of transport amongst female CSC holders is *private vehicle*.

Preferred mode of transport

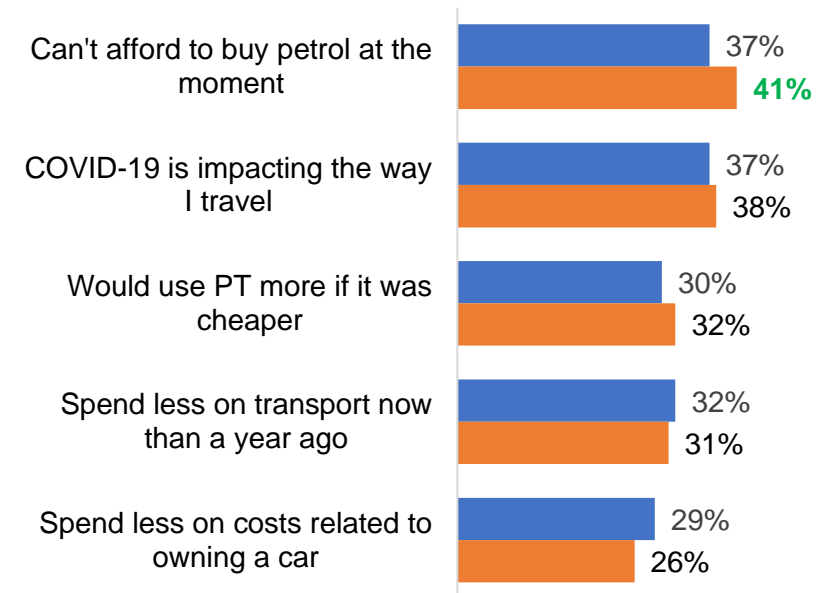
Travel where	Female CSC holders	Total CSC holders
Taking children to school	Private vehicle (31%)	(26%)
Another appointment	Private vehicle (53%)	(45%)
Shopping for food & groceries	Taxi / Uber (8%)	(6%)
A place of fitness	Private vehicle (35%)	(32%)



Half-price fares impact*

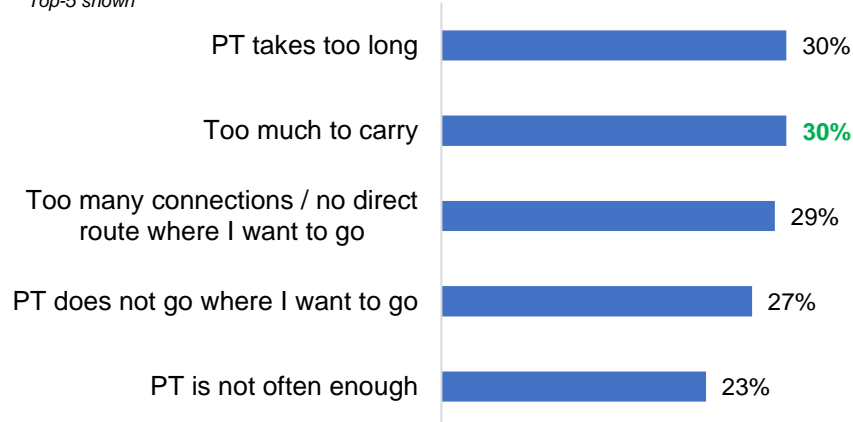
The top-3 ways in which half-price fares have changed how female CSC holders use transport are *saving more money that can be used elsewhere (15%), taking more public transport and using cars less often (12%)* and *going places more often because public transport costs less (11%)*. Statistically significant, female CSC holders were less likely to report that they have not changed transport use as a result of half-price fares (60% vs 64% total).

Public transport attitudes Top-5 shown



Public transport barriers

Top-5 shown



Impact of not being able to travel



It disappointed the kids. It meant that the kids had less lunch in their lunch box because money didn't stretch for gas & food."



My daughter missed school as I couldn't afford the bus and it is too far for her to walk."



TOTAL CSC HOLDERS



FEMALE CSC HOLDERS



SUBGROUP Summary – UNDER 25



Subgroup summary

Under-25 CSC holders are more likely to use public transport and active modes as forms of transport to a variety of locations including work and education. They are more likely than the total CSC holder sample to **use public transport if it were cheaper than it is now** and are significantly more likely to report that they are **saving money, taking more public transport and using less cars often**, as well as **going places more often** as a result of the half-price fares of public transport.



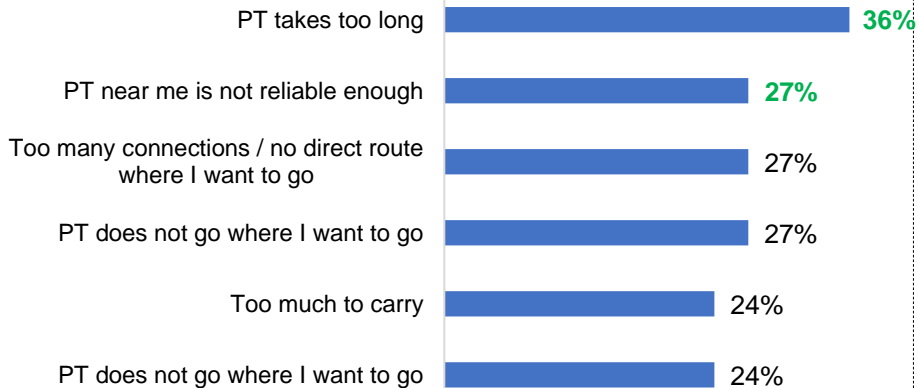
Half-price fares impact*

The top-3 ways in which half-price fares have changed how under-25 CSC holders use transport are *saving more money that can be used elsewhere (27%), taking more public transport and using cars less often (22%) and going places more often because public transport costs less (18%).*



Public transport barriers

Top-5 shown



Impact of not being able to travel



Not being able to enjoy the spare time you have once and awhile in life you have in life – to enjoy with the people you love.”



The timetable often changes for bus XX. It is often cancelled leaving me to wait over an hour for the next available bus. This is very inconvenient.”

Preferred mode of transport

Travel where	Under-25 CSC holders	Total CSC holders
Work	Private vehicle (56%) Public transport (23%) Active mode (16%)	(33%) (12%) (10%)
A place of education	Private vehicle (47%) Active mode (26%) Public transport (25%)	(32%) (14%) (13%)
Taking children to / from school	Private vehicle (34%)	(26%)
Another appointment	Private vehicle (61%) Active mode (18%)	(46%) (13%)
A place of fitness	Private vehicle (51%) Active mode (36%) Public transport (15%) Taxi / Uber (5%)	(32%) (27%) (8%) (2%)
A marae / community centre	Private vehicle (30%)	(22%)
Leisure / recreation	Private vehicle (73%)	(62%)

Public transport attitudes Top-5 shown



TOTAL CSC HOLDERS



UNDER-25 CSC HOLDERS



SUBGROUP Summary – AUCKLAND



Subgroup summary

Auckland CSC holders are more likely than the total CSC holder sample to report that **COVID-19 is impacting the way they travel** and **would use public transport if it was cheaper**. The top barriers to taking public transport among Auckland CSC holders are the **number of connections**, the **length of time** and **public transport not going where they want it to go**. The preferred mode of transport amongst Auckland CSC holders is *private vehicle*. Public transport use is higher for *trips to work* and *food / groceries*.

Preferred mode of transport

Travel where	AKL CSC holders	Total CSC holders
Work	Private vehicle (38%) Public transport (18%) Taxi / Uber (4%)	(33%) (12%) (2%)
A place of education	Public transport (18%)	(13%)
Taking children to school	Private vehicle (30%)	(26%)
Another appointment	Taxi / Uber (58%)	(7%)
Shopping for food & groceries	Public transport (21%)	(13%)
A place of fitness	Public transport (11%) Taxi / Uber (4%)	(8%) (3%)
Seeing friends / family	Active mode (15%)	(18%)
A place of worship	Private vehicle (30%) Public transport (8%)	(25%) (6%)
A marae / community centre	Private vehicle (26%) Public transport (9%)	(22%) (6%)
Leisure / recreation	Private vehicle (23%)	(19%)



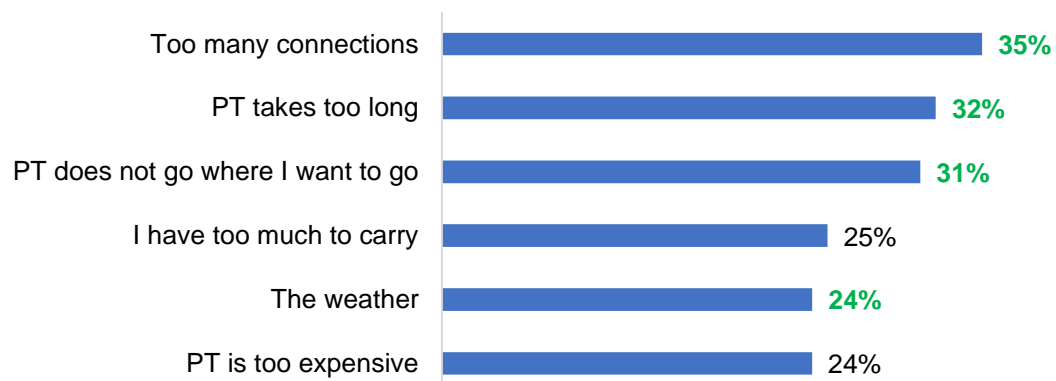
Half-price fares impact

The top-3 ways in which half-price fares have changed how Auckland CSC holders use transport are *saving more money that can be used elsewhere (13%)*, *taking more public transport and using cars less often (13%)* and *going places more often because public transport costs less (11%)*. Statistically significant, Auckland CSC holders were more likely to report that they are *taking more public transport and using taxis / Ubers less often* as a result of half-price fares (7% vs 5% total).



Public transport barriers

Top-5 shown



Impact of not being able to travel



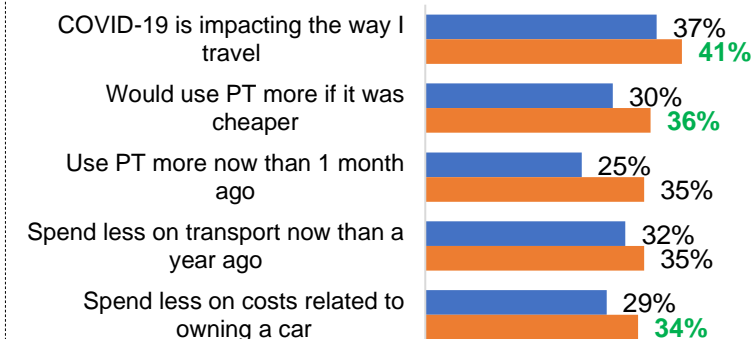
I missed classes at my university which are important to attend. I couldn't go shopping to get groceries needed for my family. I couldn't take my pet to the vet as promptly as I needed."



Children were disappointed that it was going to take too long on a bus, train and another train just to get there, then we had to do the same to get back home again."

Public transport attitudes

Top-5 shown



TOTAL CSC HOLDERS

AUCKLAND CSC HOLDERS



SUBGROUP Summary – REST OF NEW ZEALAND

Subgroup summary

CSC holders living outside of Auckland are least likely to indicate that public transport is their preferred mode of transport when travelling to work, place of education, place of fitness, place of worship, marae, community centre or for leisure 'recreation. The main barrier is they **have too much to carry** and **public transport is not going where they want to go**. Even though they can't afford to buy petrol at the moment, they won't use public transport more even if it were cheaper.

Preferred mode of transport

Travel where	Rest of NZ CSC holders	Total CSC holders
Work	Public transport (9%)	(12%)
A place of education	Public transport (11%)	(13%)
A place of fitness	Public transport (6%)	(8%)
A place of worship	Private vehicle (21%)	(25%)
A marae / community centre	Public transport (4%)	(6%)
Leisure / recreation	Public transport (16%)	(19%)

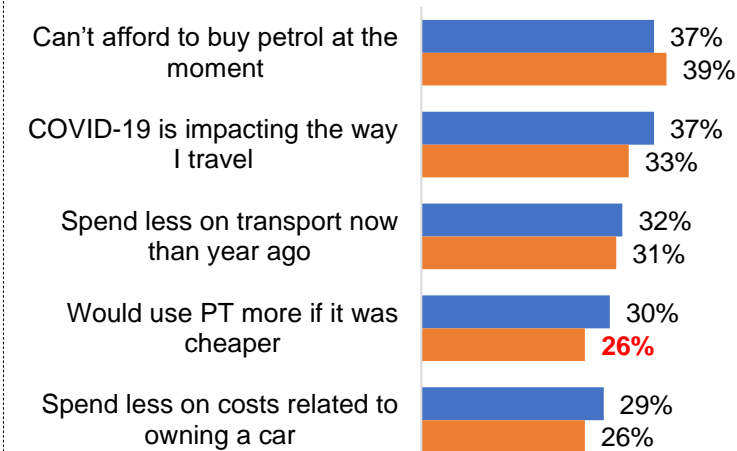


Half-price fares impact

The top-3 ways in which half-price fares have changed how CSC holders living outside of Auckland use transport are *saving more money that can be used elsewhere (13%), taking more public transport and using cars less often (9%)* and *going places more often because public transport costs less (8%)*.

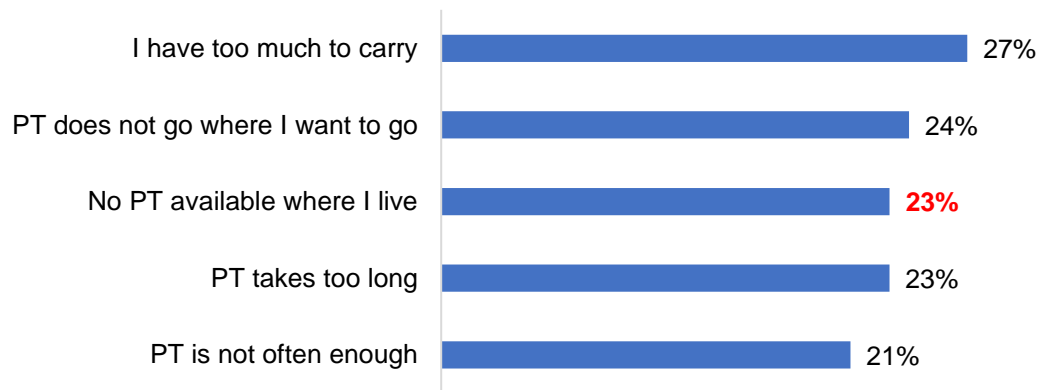
Public transport attitudes

Top-5 shown



Public transport barriers

Top-5 shown



Impact of not being able to travel



Lack of public transport and the cost of running a car isolates me from my whanau and friends. I am less able to be of support or get support."



My 7 year old daughter's father lives 40 kms away and there is no public transport between Paraparaumu and Ohau, Levin. High petrol prices have limited travel."



TOTAL CSC HOLDERS



REST OF NZ CSC HOLDERS





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Appendix

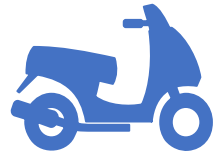
Travel mode – CSC holders

CSC holders use a private vehicle to see *friends or family* or *go shopping for food & groceries*.

Private vehicle

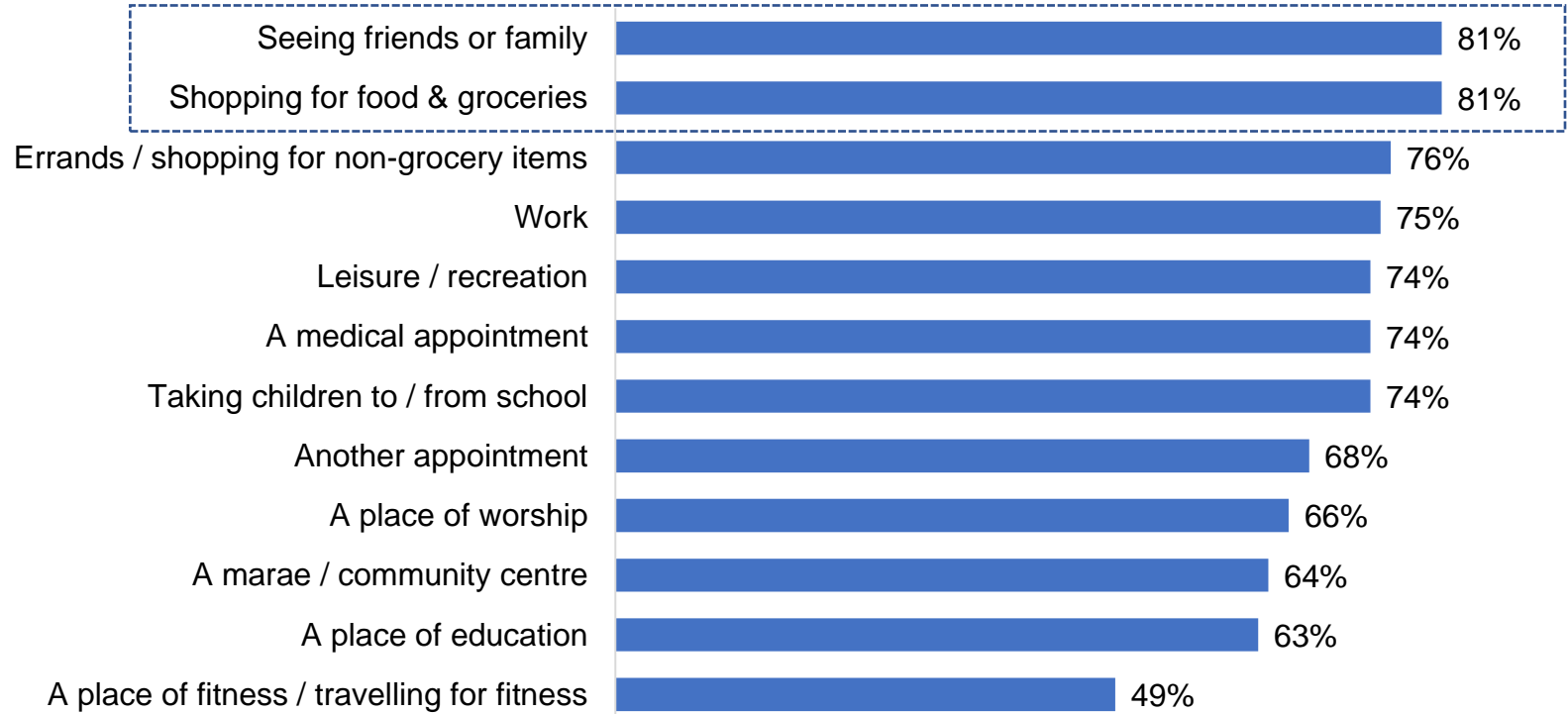


Car, van (including carpool / ride sharing)



Motorcycle, motor scooter etc.

Private vehicle travel in the previous 7 days when going to...



Travel mode – CSC holders

CSC holders use active modes like walking & cycling *to travel to a place of fitness or for fitness.*

Active modes

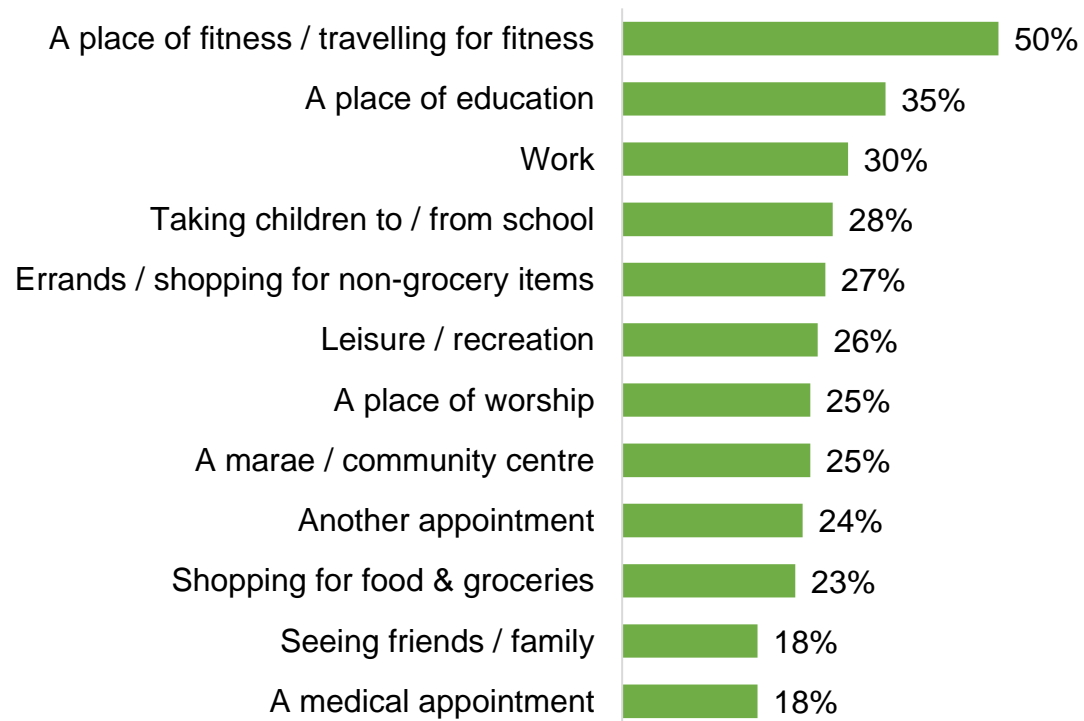


Walk (includes wheelchair, mobility scooter)



Bicycle / scooter (including E bike or scooter)

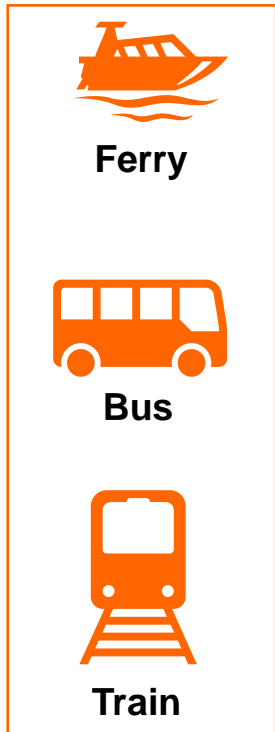
Active mode travel in the previous 7 days when going to...



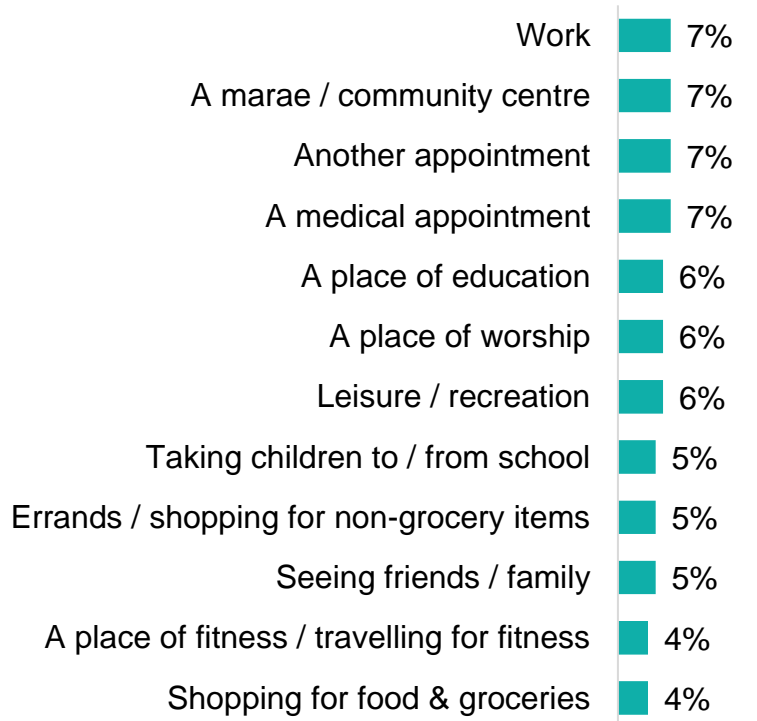
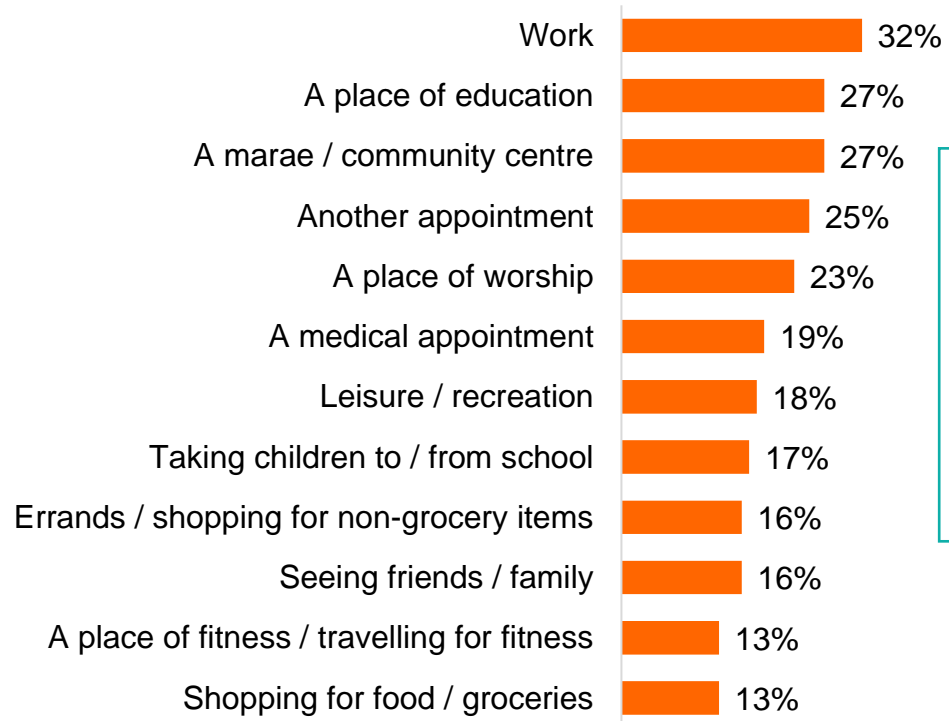
Travel mode – CSC holders

CSC Holders use public transport mainly to get to *work, place of education or a marae / community centre*

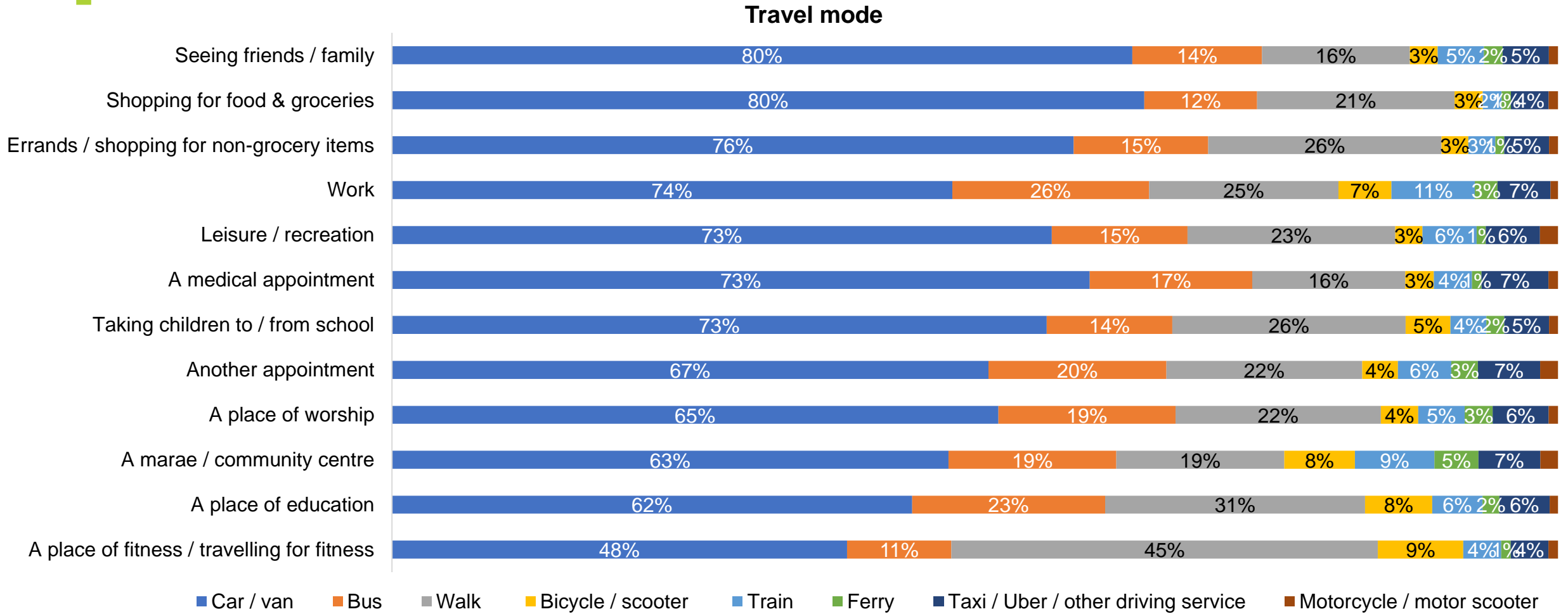
Public transport



Modes of travel in the previous 7 days when going to...



Travel mode – CSC holders



Travel mode by destination – demographic differences

Demographic differences – Travel mode by destination – CSC holders

Shopping for food & groceries



Private Vehicle

Rural (97%)
65+ (90%)
55–64 (74%)
Canterbury (73%)
45–54 (72%)
City (65%)



Public Transport

25–34 (23%)
City (21%)
Māori (19%)



Active Mode

City (36%)
Canterbury (33%)
55–64 (28%)



Taxi / Uber

Errands / shopping for non-grocery items



Private Vehicle

Rural (90%)
65+ (89%)
35–44 (69%)
45–54 (69%)
Wellington (65%)
City (60%)



Public Transport

City (26%)



Active Mode

City (41%)

A medical appointment



Private Vehicle

Rural (93%)
16–24 (84%)
65+ (83%)
45–54 (65%)
35–44 (64%)
55–64 (64%)
Wellington (64%)
Canterbury (62%)
City (62%)



Public Transport

45–54 (27%)
City (26%)
Auckland (25%)



Active Mode

City (27%)
55–64 (25%)

Work



Private Vehicle

City (65%)



Public Transport

City (43%)
Auckland (39%)



Active Mode

16–24 (40%)
City (39%)

Taking children to / from school



Private Vehicle



Public Transport

Male (25%)



Active Mode

Seeing friends / family



Private Vehicle

Rural (91%)
65+ (89%)
50–54 (72%)
Wellington (71%)
City (66%)



Public Transport

City (26%)
Auckland (21%)

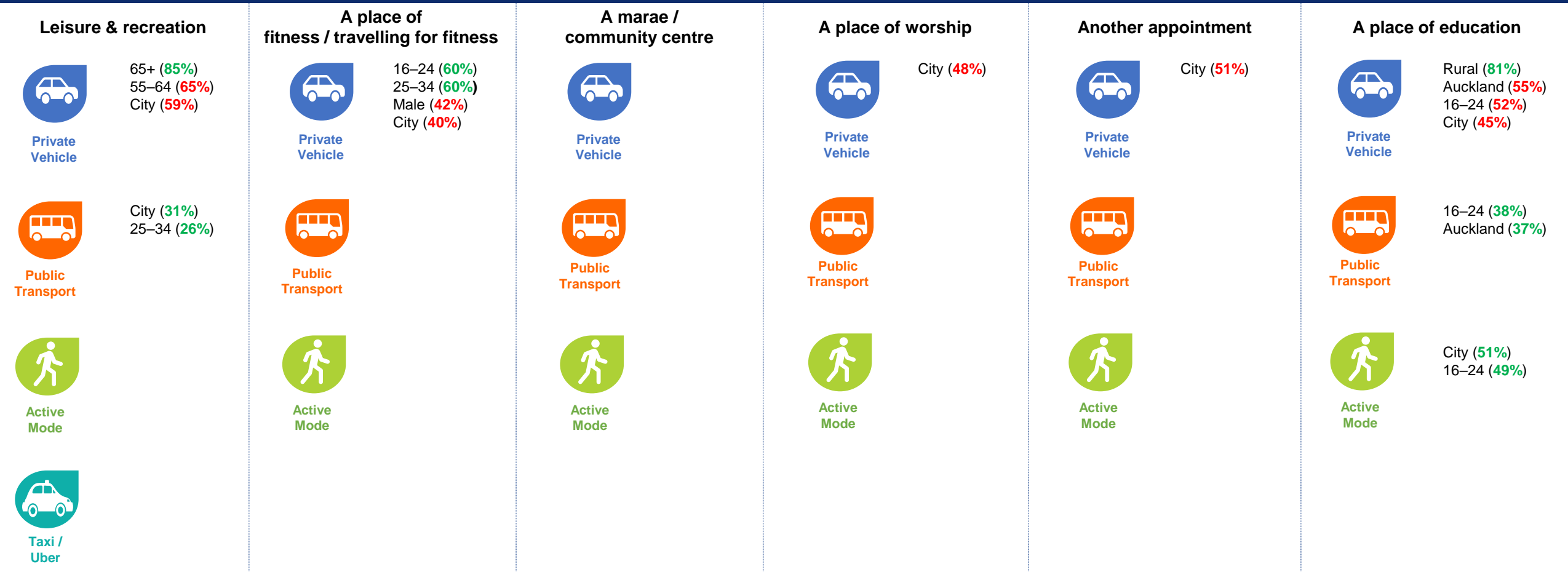


Active Mode

City (29%)

Travel mode by destination – demographic differences

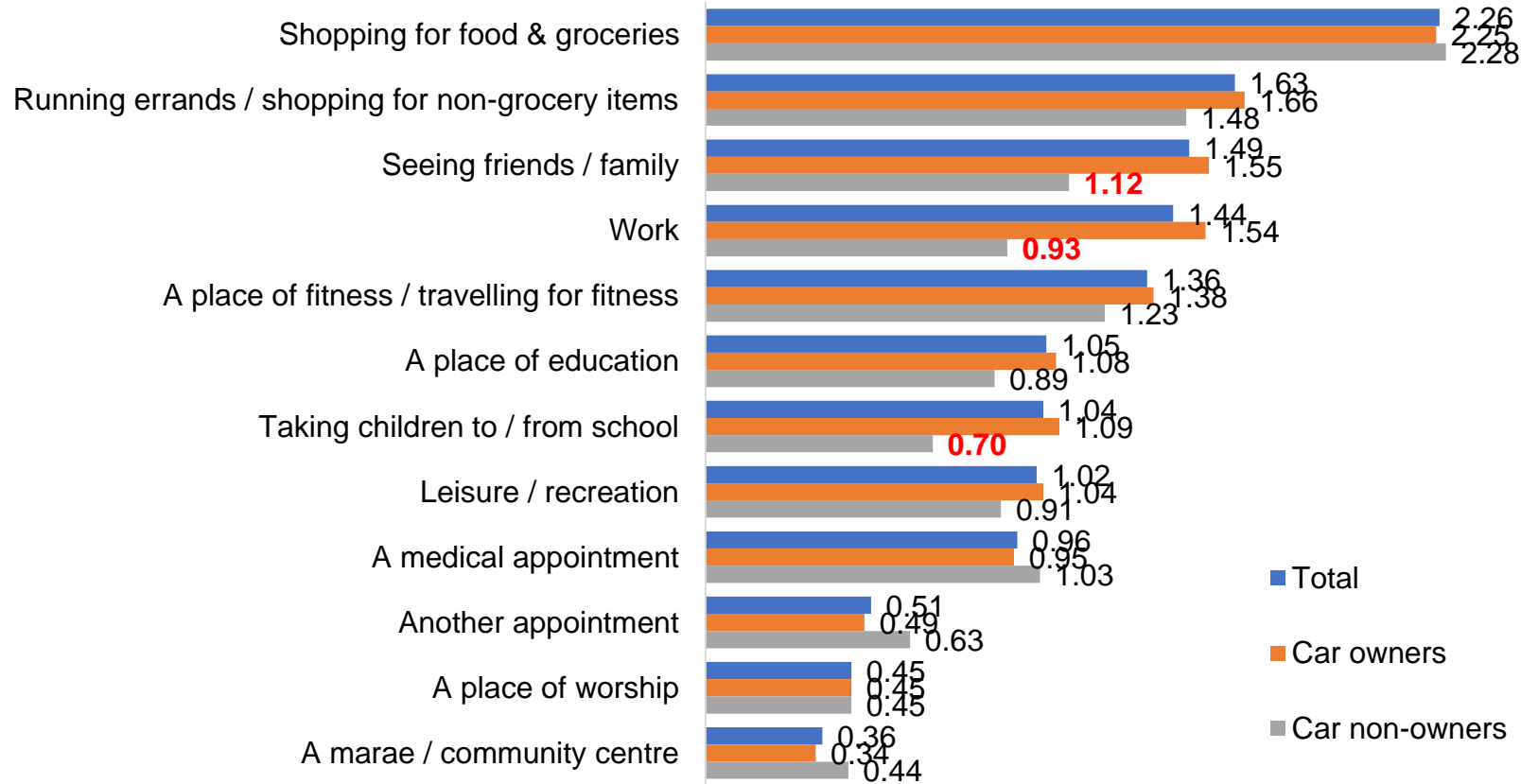
Demographic differences – Travel mode by destination – CSC holders



Travel frequency

In the previous week, on average CSC holders were most likely to travel to *shop for food / groceries & running errands*.

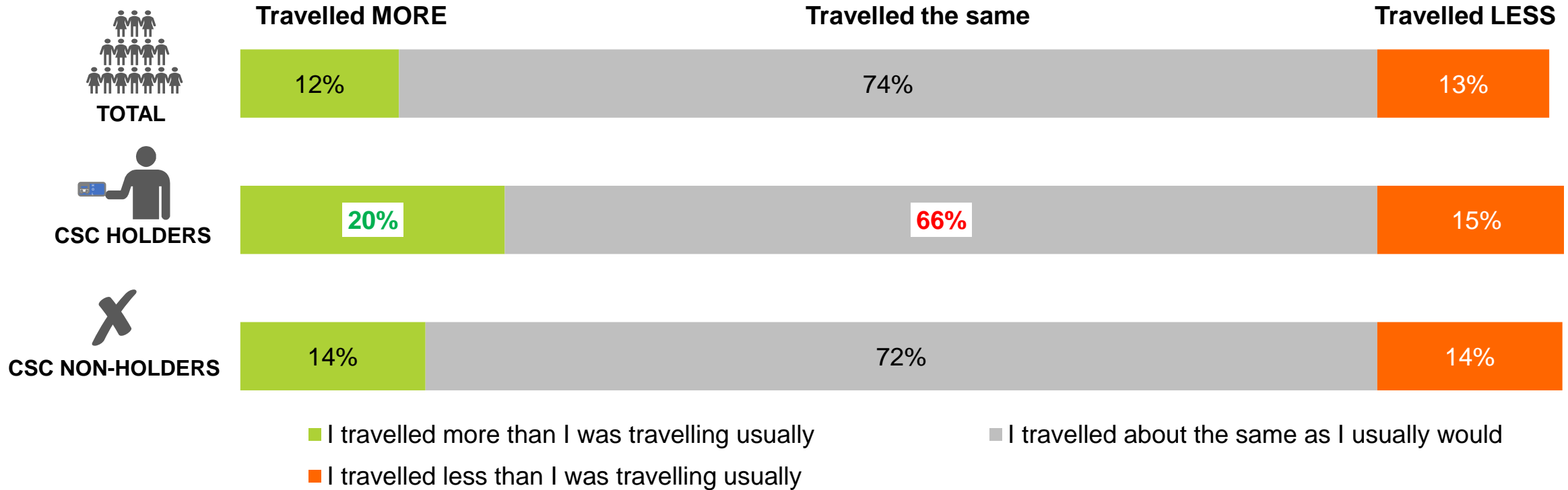
Travel frequency – CSC holders



Frequency of travel in the previous 7 days

For the majority, the previous 7 days represented a typical week of travel. CSC holders were more likely than the overall NZ population to have travelled more than usual over the previous 7 days.

Travel frequency in the previous 7 days



Preferred transport mode

For those who prefer using their private vehicles to travel, often this was not the way they travelled in the previous 7 days.



CSC HOLDERS	ACTIVE MODE		PRIVATE VEHICLE		PUBLIC TRANSPORT		TAXI / UBER	
	Previous 7 days	Preferred mode	Previous 7 days	Preferred mode	Previous 7 days	Preferred mode	Previous 7 days	Preferred mode
Work	11%	10%	27%	33%	11%	12%	3%	2%
A place of education	12%	14%	21%	32%	9%	13%	2%	2%
Taking children to / from school	7%	9%	19%	26%	4%	6%	1%	2%
A medical appointment	10%	18%	39%	65%	10%	16%	4%	8%
Another appointment	6%	13%	16%	46%	6%	14%	2%	5%
Shopping for food & groceries	21%	20%	75%	80%	12%	13%	4%	6%
Running errands / shopping for non-grocery items	20%	24%	56%	71%	12%	18%	4%	5%
A place of fitness / travelling for fitness	21%	27%	21%	32%	6%	8%	2%	2%
Seeing friends / family	12%	18%	51%	71%	10%	18%	3%	5%
A place of worship	5%	7%	14%	25%	5%	6%	1%	2%
A marae / community centre	4%	8%	9%	22%	4%	6%	1%	2%
Leisure / recreation	12%	20%	36%	62%	9%	19%	3%	7%



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Kia ora
Thank you