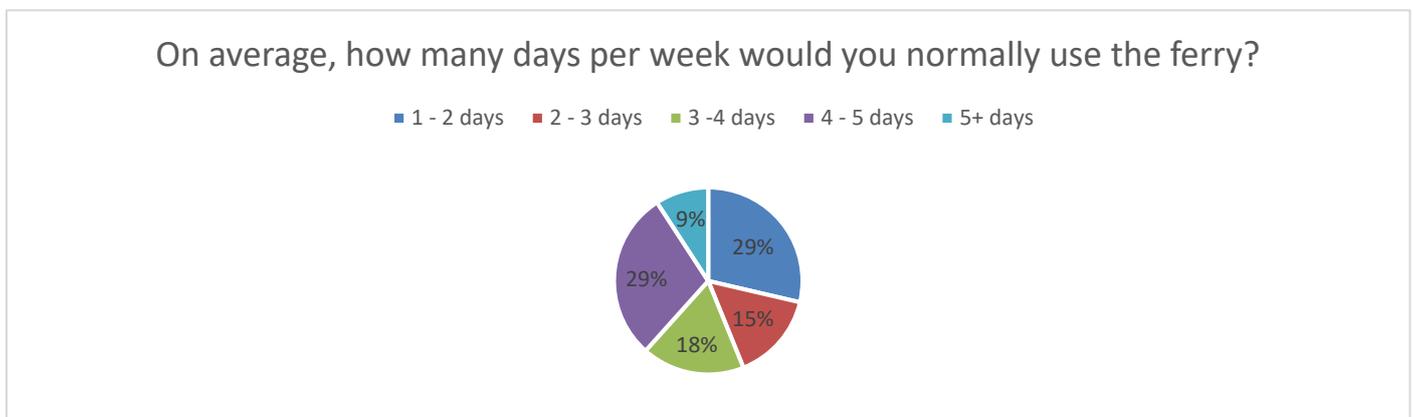
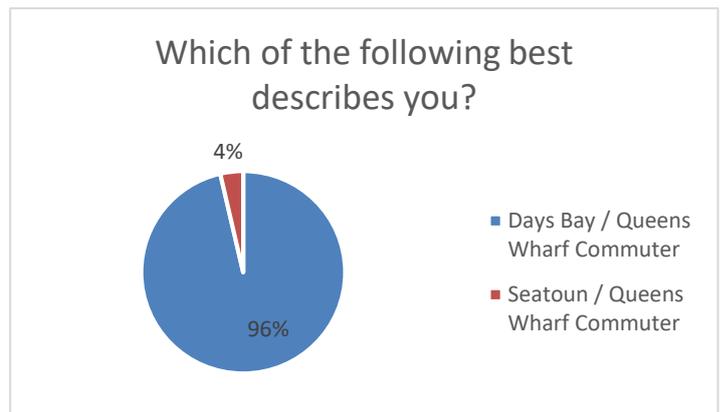
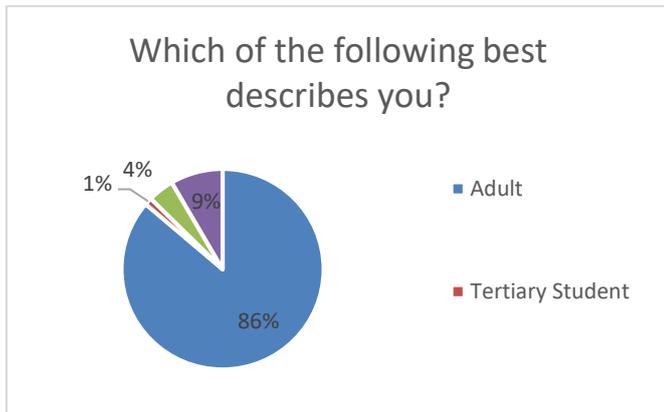


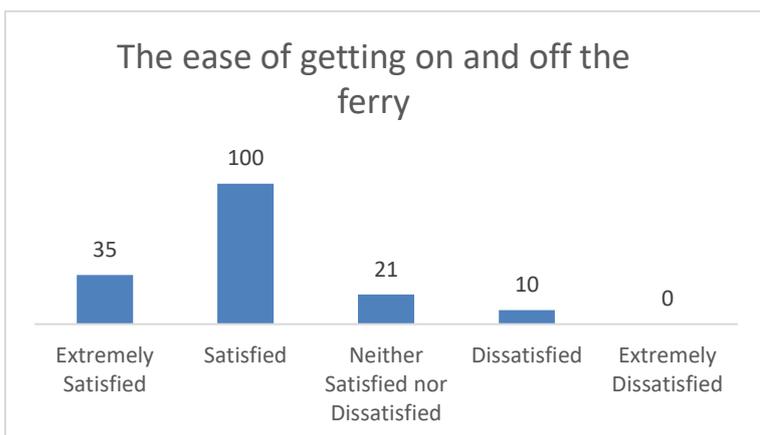
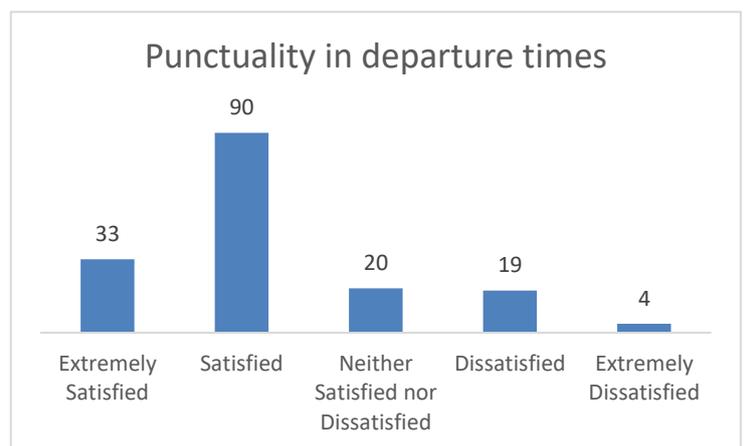
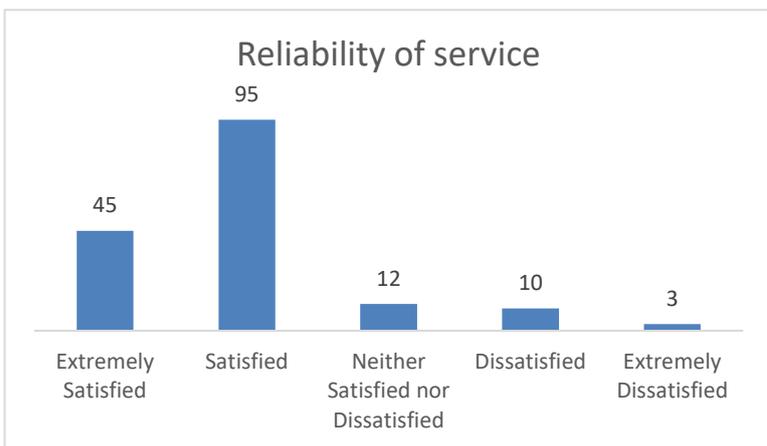
East by West Commuter Survey 2018

(167 responses)

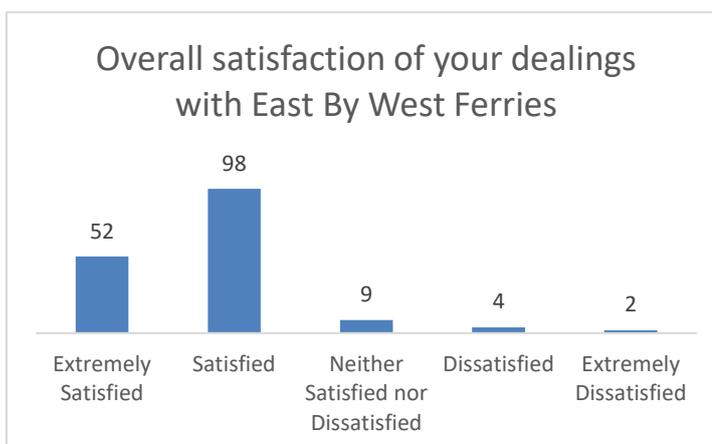
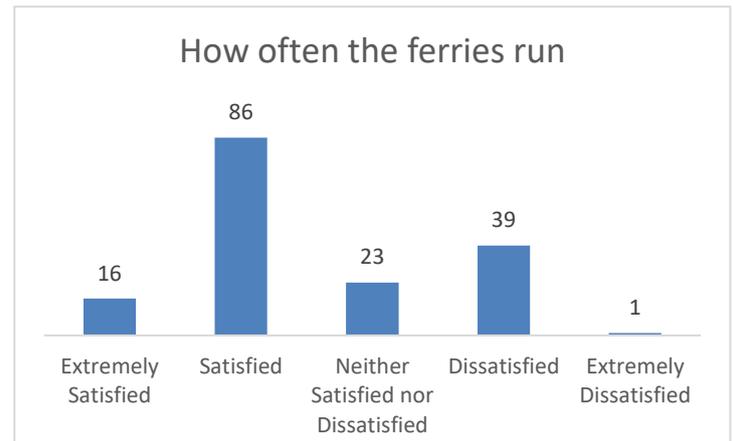
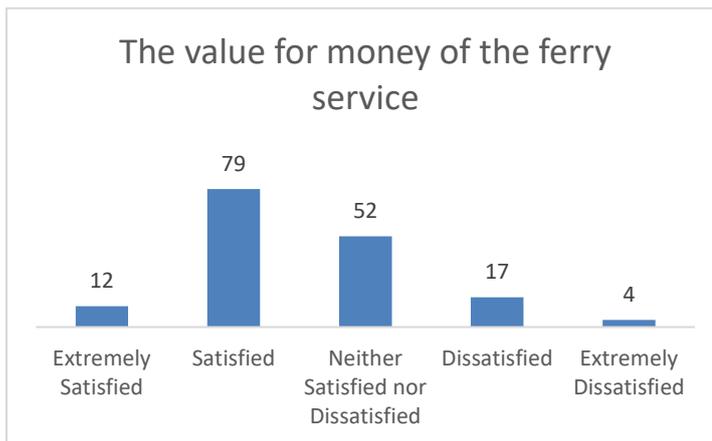
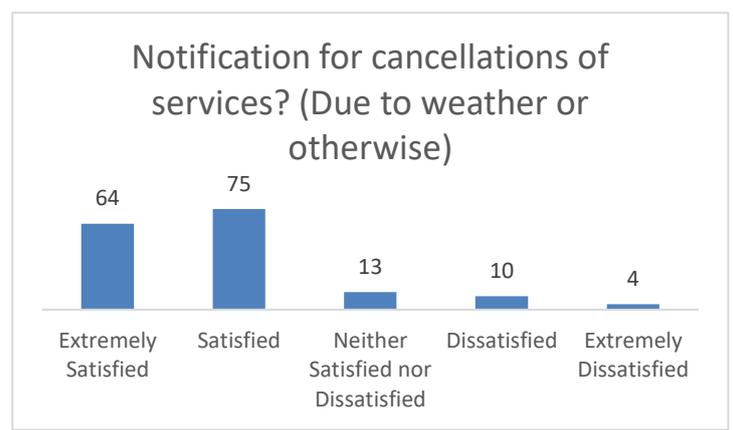
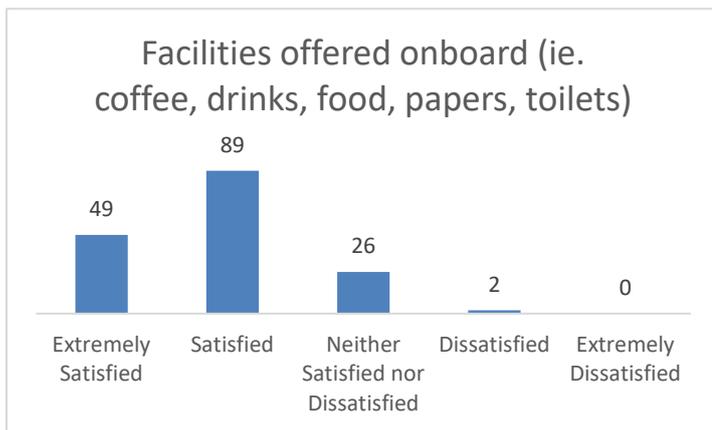
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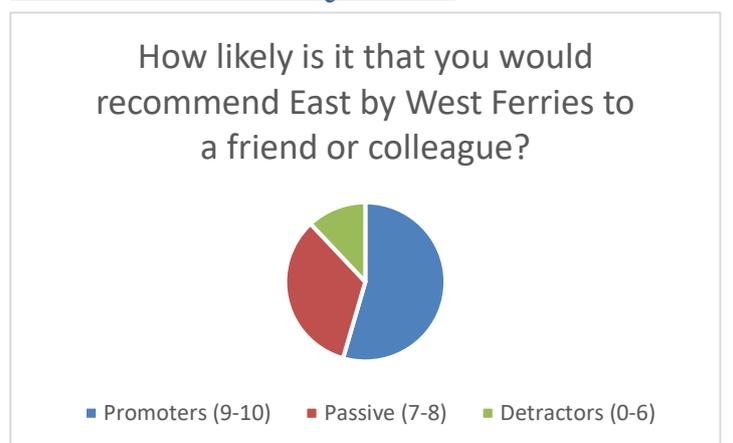
General Service Questions (perception of each factor):



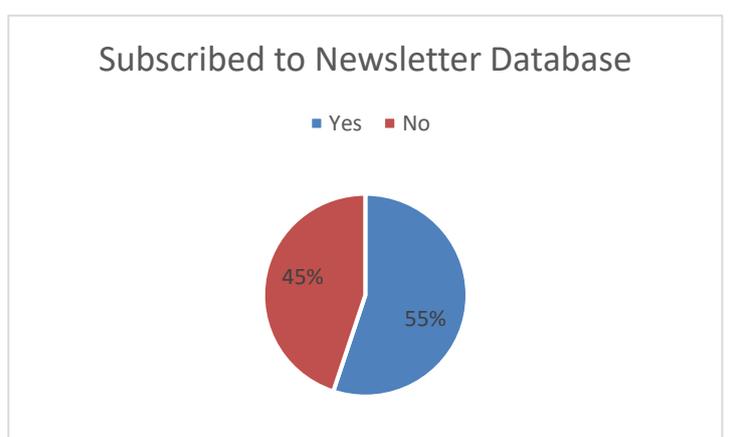
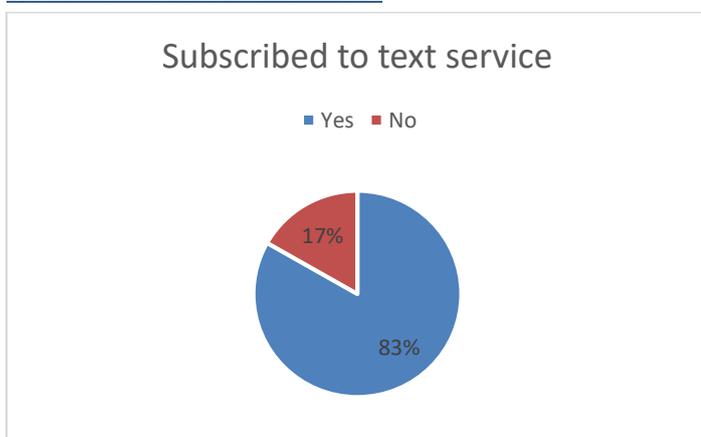
General Service Questions (perception of each factor):



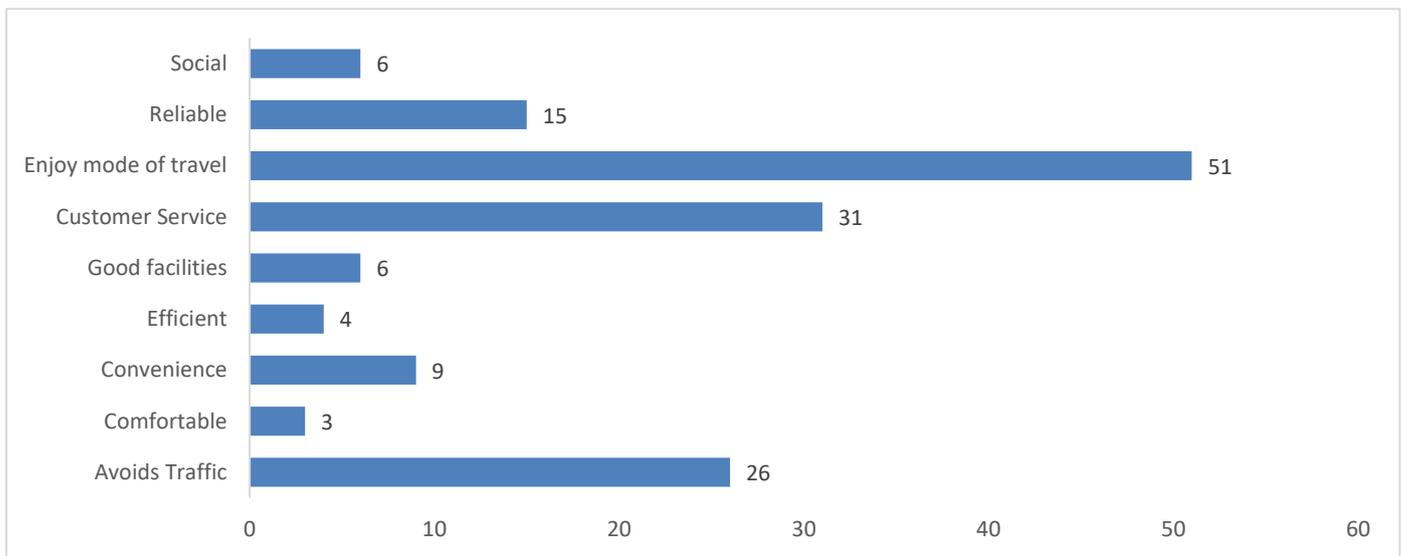
Net Promoter Score Question:



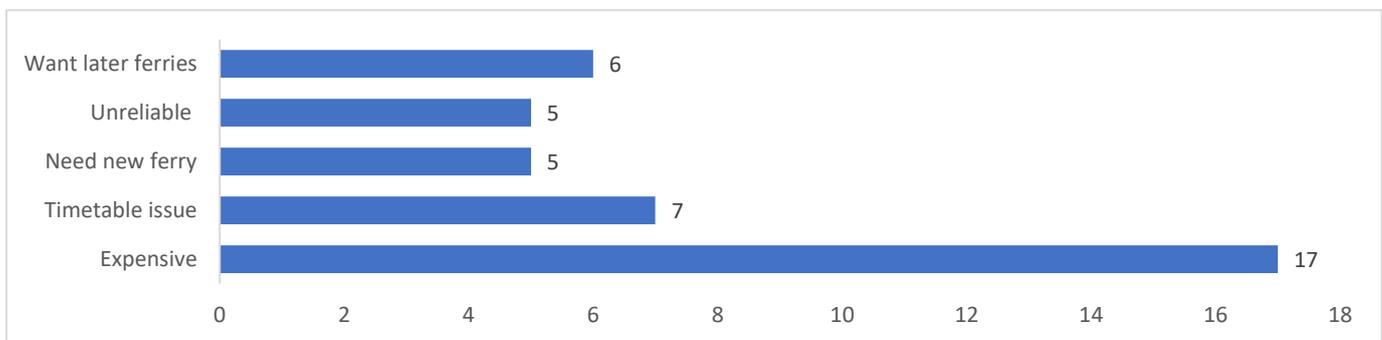
Communication channels



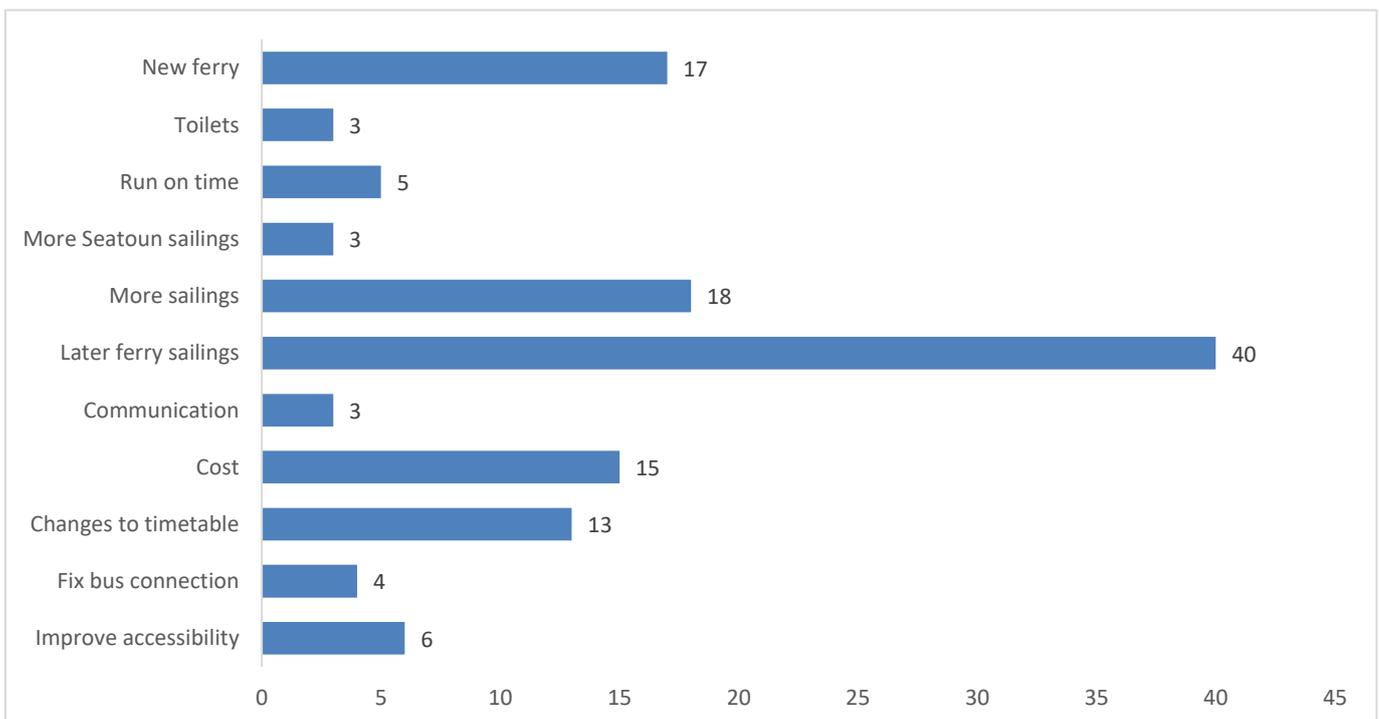
Common reasons for giving positive score (Net Promoter Score Question)



Common reasons for giving negative score (Net Promoter Score Question):



Changes requested (grouped):



Feedback to comments from survey

The comments below relate to the most mentioned issues and we have below provided our answers which you may find helpful and /or interesting.

Customer service

Thank you to all of you that provided feedback. In particular, it was really pleasing to receive all the comments on the amazing job our crew do. We have passed on your positive feedback to everyone and appreciate those of you that notice the extra effort they put in on a regular basis.

Running late / Reliable

Although we had a lot of positive feedback with regards to our reliability, there were some comments about us running late and not keeping to our timetable.

We believe with our new timetable, arrival and departure times have been accurate most of the time.

As with any public transport, some factors are out of our control (weather, harbour traffic, passengers taking longer to get on / off the ferry). Please be assured our skippers and crew do everything they can to stick as closely to our timetable as possible.

Running slow

Some also mentioned that our ferries are running slower than they used to; this is a combination of age of vessels but also a new adherence to the harbour bylaw that we cannot exceed 5 knots within 200 metres of any shore or structure. Our skippers are having to carefully adhere to this and this is resulting in slower journey times and hence one of the reasons for the recent timetable changes. This is also the reason you may have noted the ferries travel an unusual track, not in a direct course, especially when leaving the wharves.

Cancellations

We understand peoples frustrations with (sometimes unnecessary) cancellations. Our skippers make their best judgement call based on forecasted weather conditions and usually use a range of weather applications to ensure justification for cancellation. Sometimes we admit we do get the call wrong and the conditions do not match forecasts, likewise sometimes conditions are worse than anticipated and we must cancel at short notice. Please understand East by West makes the decision to run based on due consideration of the current and forecasted conditions being suitable for the vessel, not for any other reason.

Earlier communication of cancellations

Once the call is made by the skipper, we send out a text to the commuters as soon as possible. We try to find a balance between making a call as early as possible and ensuring the weather conditions justify a cancellation, as sometimes conditions can be borderline.

Snapper / combined bus / ferry pass

We trialled snapper payment approximately three years ago and this did not work for the ferry in a mobile capacity. However for the future, Metlink is keen to develop a combined public transport pass and it is the intention to include ferry travel in this initiative

Weekend communication

We do not currently have a text message service for cancellations on the weekend. For this information you can call our daily status line, 04 494 3339 or check out the Metlink website, both are always updated with cancellations. We suggest you do this before travelling if the weather conditions or forecast show winds of 30 knots constant or more.

Meet bus

We have been told by numerous people that the buses do not connect with the ferry since the bus timetable change. We do apologise for this; East by West were not informed of the bus timetable change until it was implemented. We have contacted Metlink about this, however we do encourage all of you that are affected to contact Metlink yourselves, so they can understand the extent of people affected.

Health and Safety

There were comments about making the wooden planks on the gangways stand out more, especially when it is dark. We are currently looking at the best way to do this. We will be working on this in the next month.

East by West takes Health and Safety very seriously. If you ever notice something you deem as unsafe, please contact the office (info@eastbywest.co.nz) as soon as you notice something.

Priority boarding for commuters

As most of you are aware, in situations of natural disasters and other events, the ferry can become extremely busy and has at times previously been the only way to get out of the city. We have had comments about allowing priority boarding for our regular passengers. Although we prefer to look after our regular customers, please be aware that as we are a public transport provider and are contracted to operate on a first come, first served basis, this puts our staff in an impossible situation. Rest assured we do all we can to look after our regulars in such instances.

Late night sailings

There is a lot demand for late night sailings. We do schedule these for specific events as you are probably aware. It is not always easy having a regular late-night sailing as it can be feast or famine as to passengers depending on the weather and additional crew costs must be taken into account unfortunately, together with potential loss of charter revenue. We will however be discussing this with the Regional council and a third ferry could assist to make this more viable.

Third ferry

There were a lot of comments about investing in a new ferry. If you read our newsletter, you will know that we have been working behind the scenes on this for the last couple of years, however due to some factors outside of our control we have not been able to move as fast as we would like on this. Things are progressing though, and we hope to be able to share some exciting news with you in the next couple of months.

The best way to stay updated is by subscribing to our newsletter, you can do this on the commuter page of our website.

Currently, with only two vessels, we are limited with our ability to offer extra peak sailings.

Lastly, in response to some comments, please be aware of the following:

- We already have a text service for peak commuter sailings, more information can be found on the commuter page of our website.
- Dogs are allowed on the ferry.
- You can track our vessels movements by going to marinetraffic.com
- Real Time information is found on the bus stop by the Days Bay wharf (although we do have issues with Real Time tracking as it is designed for buses).
- We cannot depart from Eastbourne Wharf, it is too shallow for our vessels to berth there.
- If you are aware of peak commuter cancellations and want to know the departure times from the opposite direction, you can call our daily status line which details the sailings that are operating both sides.

For other people's enjoyment and comfort of the ferry please:

- Do not put your feet on our seats, numerous customers have commented on this.
- Please queue in an orderly fashion