

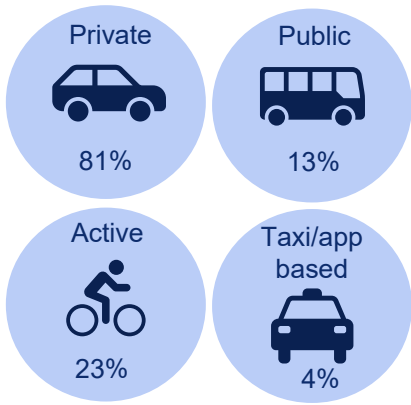
# Community Connect Pre-Implementation Baseline Survey

The aim of this survey was to establish a baseline of travel information about Community Service card (CSC) holders. The survey was run between August and October 2022\* and was completed by 3,128 respondents (1,671 CSC holders and 1,457 non-CSC holders).

## What is Community Connect?

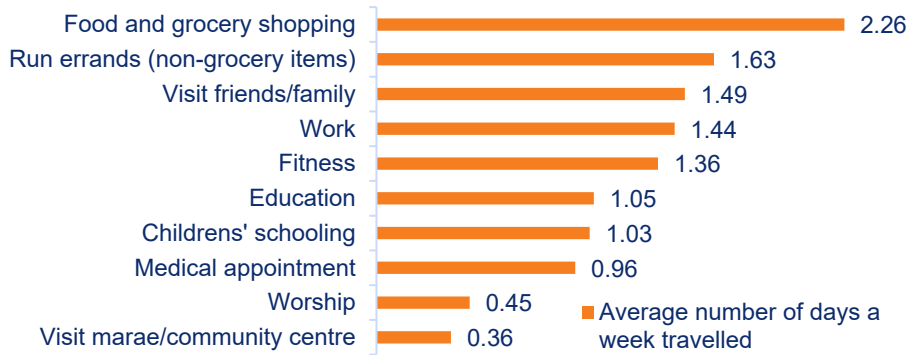
Community Connect is a programme to make public transport more affordable for specific groups by providing concessions on public transport services. Community Connect started on 1 July 2023 and provides concessions for CSC holders, Total Mobility services and people under 25.

## Transport modes used by CSC holders for food and grocery shopping



## In an average week, CSC holder most likely travelled for the purpose of shopping for food and groceries, and to run errands.

### CSC holders' Weekly Travel Purposes



Around **80%** of respondents



were aware of the half-price public transport fares.

**87%** of respondents



claimed that public transport usage issues stopped them using public transport more often.

**26%** of CSC and



**9%** of non-holders felt isolated in the last week because they couldn't afford to get to places they wanted to go.

On average, CSC holders missed



**1** trip in the past week, compared to **0.4** trips of non-CSC holders due to inadequate transport options.

Issues with public transport



(such as accessibility) tended to stop CSC holders from using PT more than cost.

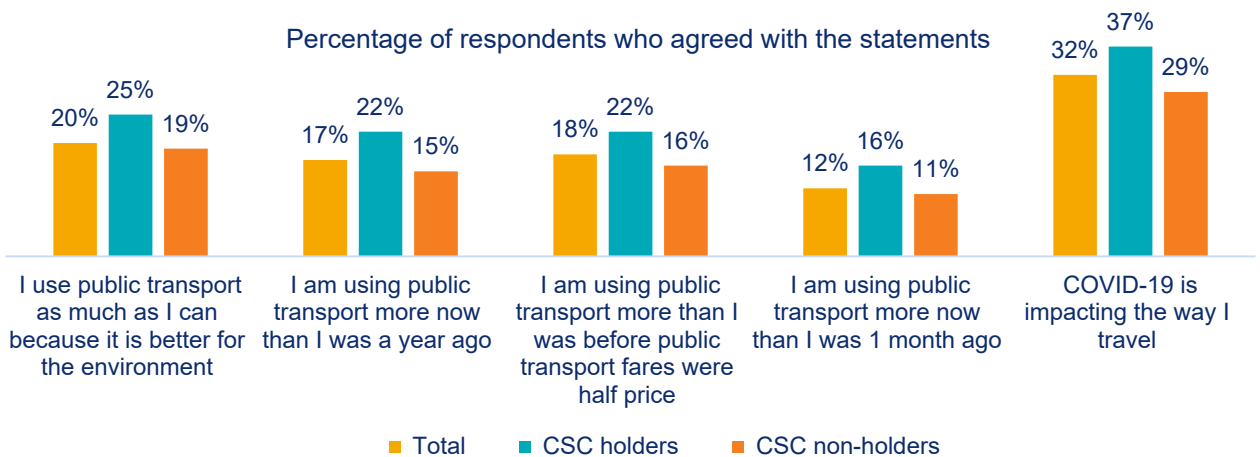
Petrol & public transport



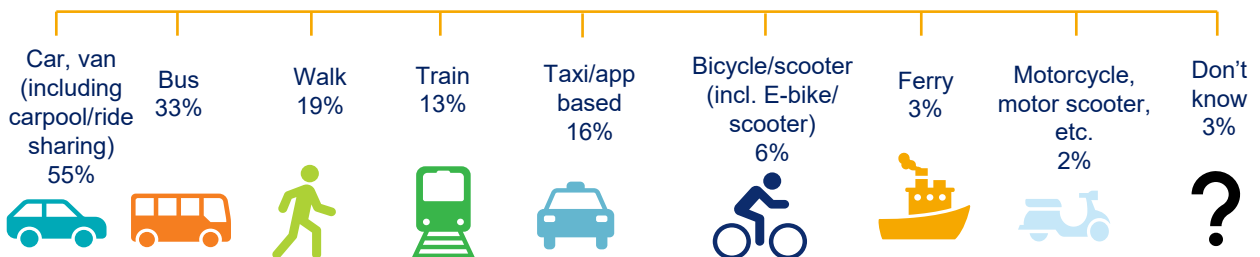
affordability was significantly more likely to be an issue for CSC holders than other New Zealanders.

## 22% of CSC holders were using public transport during the survey period more than they were before public transport fares were half price

### Percentage of respondents who agreed with the statements



## What mode of transport would CSC holders have taken if there were less barriers to taking the trip?



\* Research methodology included 3 mediums for which interviews were conducted: online panel (17/08/22 – 16/09/22), MSD newsletter (24/08/22 – 4/10/22) & hard copy (24/08/22 – 6/10/22). The data was weighted to match NZ population for region & gender. Weighting was then applied to CSC holders. Note where results do not add up to 100%, this may be due to rounding, multiple responses or the exclusion of 'don't know' or 'not stated' responses. Note that the survey period overlapped with the universal half price fares period that had been in effect for the prior 4-6 months where Community Connect was still 9 months away from being implemented. For more information see the Community Connect Baseline Survey Report.