



Pou Herenga Tai Twin Coast Cycle Trail

Report Based On The Following Settings

International vs Domestic vs Locals run on Wednesday 1st of January 2020

Note that results based on small sample sizes (less than n=30) should be treated as indicative and not conclusive.

Range :

Survey Completion Date : Is between the first day of last month (01/12/2019) and the last day of last month (31/12/2019)

Twin Coast Cycle Trail :

Organisation Name : Is equal to 'Pou Herenga Tai Twin Coast Cycle Trail'

International :

Organisation Name : Is equal to 'Pou Herenga Tai Twin Coast Cycle Trail'
Location : Answer is not in New Zealand, Oceania

Domestic :

Organisation Name : Is equal to 'Pou Herenga Tai Twin Coast Cycle Trail'
Local or visitor to area : Answer is equal to 'I was visiting the area'
Location : Answer is in New Zealand

Local :

Organisation Name : Is equal to 'Pou Herenga Tai Twin Coast Cycle Trail'
Local or visitor to area : Answer is equal to 'I live in the area'
Location : Answer is in New Zealand

getsmart Benchmark :

There are no active filters

Net Promoter Score©

Sample Size: Twin Coast Cycle Trail 10 / 10 (100%) | International 0 | Domestic 7 / 7 (100%) | Local 3 / 3 (100%) | getsmart Benchmark 534 / 534 (100%)

	TWIN COAST CYCLE TRAIL	DOMESTIC	LOCAL	GETSMART BENCHMARK
10 - Extremely Likely	40%	43%	33%	65%
9	20%	29%	0%	14%
8	10%	0%	33%	10%
7	0%	0%	0%	4%
6	20%	29%	0%	2%
5	10%	0%	33%	2%
4	0%	0%	0%	1%
3	0%	0%	0%	0%
2	0%	0%	0%	0%
1	0%	0%	0%	0%
0 - Not At All Likely	0%	0%	0%	1%
Net Promoter Score© (NPS)	30	43	0	72

Overall Satisfaction

Sample Size: Twin Coast Cycle Trail 10 / 10 (100%) | International 0 | Domestic 7 / 7 (100%) | Local 3 / 3 (100%) | getsmart Benchmark 534 / 534 (100%)

	TWIN COAST CYCLE TRAIL	DOMESTIC	LOCAL	GETSMART BENCHMARK
1 (very dissatisfied)	0%	0%	0%	1%
2	0%	0%	0%	1%
3	0%	0%	0%	1%
4	0%	0%	0%	1%
5	0%	0%	0%	1%
6	10%	0%	33%	2%
7	20%	29%	0%	6%
8	30%	14%	67%	17%
9	20%	29%	0%	20%
10 (very satisfied)	20%	29%	0%	51%
Average	8.2	8.6	7.3	8.9

Comments - Most enjoyed about experience

Sample Size: Domestic 4 / 7 (57%)

DOMESTIC
great weather, easy track, second day was better in terms of scenery and variety
The native bush
the trail from Ksikohe to horeke was the best part - lots of information boards and toilets - the trail along the river was very pretty people at left bank kaikohe
away from road, nice scenery and mostly flat

Comments - Most enjoyed about experience

Sample Size: Local 3 / 3 (100%)

LOCAL
The fact I was with family and friends who helped me get through "gates" for which keys had been given but did not open gates. The fantastic mobility accessible facilities at Left Bank Accommodation in Kaikohe where we started. In fact I would recommend this as a starting point - I think they even have food but I'd need to check!
The surprise swinging bridge!
could do with some maintenace. some areas impassable unless you are prepared fo ride through very wet areas

Comments - What might have made the experience more enjoyable

Sample Size: Domestic 6 / 7 (86%)

DOMESTIC
lack of good food stops or cafes. we missed out on staying at the hotel in kaikohe but did eat there which was good as there were no other options. motel next door was pretty basic. would like to see someone (local trust?) set up local maori into businesss servicing the trail .
Tranquility
there is a short section before the boardwalk that is very rough track
more coffee stop options
Thanks
More shuttles and eating options in Horeke. The "tavern" owner does not appear to be very hospitable to cyclists unless they have paid for his services or made a booking with him.

Comments - What might have made the experience more enjoyable

Sample Size: Local 3 / 3 (100%)

LOCAL
A map showing where gates are. Updating the website! It was showing the tunnel was closed - the signage was saying it was closed and a detour required. However one member of our group had been told over the phone that it was now open so she took the tunnel as there was no gate or anything else stopping her. Sure enough it was fine. Very poor communication by the website. Keys that opened gates. Gates with padlocks and keys that opened them where there are no gates - ie concrete structure where there 'could have been a gate?" Cycle 'crush' pass only, ie no gate at all!!! eg end of the long stretch of boardwalk beside railway liines. There is no way a train and my trike could have passed. I would be unable to move off - no room at all and I can't stand without holding something. On a single lane close to Opuia we were stopped by 3 cars and their occupants claiming it was their drive and their right to go along it. We knew this was not true and in fact a Trustee and his Wife happened to come along and confirm this. However these occupants were drinking alcohol and were not backing out - I definitely could not pass and 2 of other members of our group chose to turn around with me and back to where I believe their actual driveway was and waited while they drove along the cycle trail and turned left into their private driveway. These people were not exactly threatening but they were not helpful or friendly. When we did cycle back along it toward Opuia at the end there was a 'foresty type' gate which had obviously been disabled for a while and had been pushed right back. The cycle crush sat lonely on the side of the track. One of the vehicle has rego HFT42 - I will be making a complaint to the police and I do want to be contacted please. The people who email or answer queries re the track really should be required to either walk oir bike the trail. Someone should weekly check keys with gates. Accessible toilets In Opuia at the end of the track. This is an international entry port - there must be toilets there. There needs to be communication between track and port to make this accessible. Absolutely no facilities at the end of the track.
Fewer barriers overall and improved signage around Moerawa and Kawakawa.
trail surface