



Pou Herenga Tai Twin Coast Cycle Trail

Report Based On The Following Settings

International vs Domestic vs Locals run on Sunday 1st of December 2019

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 (01/11/2019) and the last day of last month (30/11/2019)

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 16 / 16 (100%) | International 0 | Domestic 11 / 11 (100%) | Local 5 / 5 (100%) | getsmart Benchmark 279 / 279 (100%)

	TWIN COAST CYCLE TRAIL	DOMESTIC	LOCAL	GETSMART BENCHMARK
10 - Extremely Likely	50%	55%	40%	68%
9	6%	0%	20%	13%
8	13%	9%	20%	10%
7	19%	18%	20%	5%
6	0%	0%	0%	2%
5	0%	0%	0%	1%
4	0%	0%	0%	0%
3	6%	9%	0%	0%
2	6%	9%	0%	0%
1	0%	0%	0%	0%
0 - Not At All Likely	0%	0%	0%	0%
Net Promoter Score© (NPS)	44	36	60	77

Overall Satisfaction

Sample Size: Twin Coast Cycle Trail 16 / 16 (100%) | International 0 | Domestic 11 / 11 (100%) | Local 5 / 5 (100%) | getsmart Benchmark 279 / 279 (100%)

	TWIN COAST CYCLE TRAIL	DOMESTIC	LOCAL	GETSMART BENCHMARK
1 (very dissatisfied)	0%	0%	0%	0%
2	0%	0%	0%	0%
3	6%	9%	0%	1%
4	6%	9%	0%	1%
5	0%	0%	0%	1%
6	0%	0%	0%	2%
7	13%	9%	20%	8%
8	38%	27%	60%	12%
9	0%	0%	0%	22%
10 (very satisfied)	38%	45%	20%	53%
Average	8.1	8.0	8.2	9.0

Comments - Most enjoyed about experience

Sample Size: Domestic 11 / 11 (100%)

DOMESTIC
NO signage around Kaikohe re the cycle trail - where to find the start if new to kaikhoe driving into the town arrows/signage at Okaihau signage should be around the toilet block indicating to go down the road plus when at the gate the sign should indicate Ohaikhou to Kaikohe to the LEFT - Horeke to the RIGHT
Kawakawa public restrooms, old rail way line, the restaurant at the Mint in Kaikohe, Mission House
the scenery
The boards with cultural information along the trail, the part of the trail next to the river (between Okaihau and Horeke)
the scenery, the width of the trail so we could ride side by side and chat, not have to worry about vehicles
easy gradient. good scenery
Scenery, small towns, cafe experience at Moerewa (lovely staff and coconut cake) and our host, Shane, at Twin Coast Adventures.
Lovely countryside . Nice way to see places you can't see from the road. Beautiful picnic spots.
We enjoyed the scenery and being on a trail separate from the road.
all of it
KAWAKAWA

Comments - Most enjoyed about experience

Sample Size: Local 5 / 5 (100%)

LOCAL
I loved the coastal/river ttrail between Opuia and Kawakawa. Its beautiful and the water looks clean. Also the Utakura river trail thats lovely. B&B at Horeke was exceptional.
Diversity of scenery Ease of access Ability to do different sections at different times
nice acenery at times
Who ever is maintaining the track, congratulations. Sad bit, no beer available at Horeke. A pub that doesn't serve beer.
The Horeke Boardwalk and riding beside the estuary from Opuia to Taumarere.

Comments - What might have made the experience more enjoyable

Sample Size: Domestic 9 / 11 (82%)

DOMESTIC
Some information re water fountains IF available at any of the town stops
More native bush, more shade from trees and less direct sun exposed sections, fewer places where you have to dismount especially as many of them did not make sense where they were (use the rollers where possible), less rubbish dumped along the trail, a diversion away from the effluent waste disposal plant rather than right next to it.... an extension to the Waiwere Boulders...
Much shorter section of the trail on or next to roads (especially dirt roads), a lot less gates (many of which appeared to serve no purpose), fewer road crossings, better riding surface on many parts of the trail
more food coffee places to stop at only good one was mint in kaikohe
the blimmen pipe barriers are to restrictive. the cattle stops ste great
Notification of any closure of any part of the track. Providers of shuttles, accommodation etc should be given prior notification. We had arranged for pickup at Opuia at 3pm. At Kawakawa the track was closed for maintenance for the day. We had to ride the open highway to hopefully reconnect further down. Luckily we were able to do this. Signage: Perhaps some in the town giving more clear directions as to where to go for the start of each section. Other than that the track has in our eyes been wonderfully done. Thank you.
We did not enjoy the restrictive barriers at each entry/exit/road crossing on the trail. This disrupted the cycling flow and as we had panniers on our bikes (as we were self sufficiently camping) it took two people to lift each bike through each time. With more than 30 of these barriers this was tedious and tiring. We would prefer if we could have had access which would not have required us to dismount.
possibly something open for a drink/food at Horeke end of trail
No post in centre of cattle grid

Comments - What might have made the experience more enjoyable

Sample Size: Local 5 / 5 (100%)

LOCAL

Bike stands outside cafes. Okaihau and Opuia were the only places with bike stands. Some vegan food would be nice. I understand 10% of the NZ population are vegetarian. And what's happened to the Kawakawa railway station cafe? That's really gone downhill.

A few more toilet stops en route More cross sections of the trail on trail site / map to plan journey direction More facilities at Horeke end eg pop up cafe.

some of the surface of track a bit rough but you are working on it

see before

More shelters to sit under in the summer sun.