



Report 08.609
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Committee Transport & Access Committee
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Service Review update

1. Purpose

To update the Committee on the status of current service reviews.

2. Significance of the decision

The matters for decision in this report **do not** trigger the significance policy of the Council or otherwise trigger section 76(3)(b) of the Local Government Act 2002.

3. Johnsonville/Newlands bus services

Greater Wellington has agreed to implement a range of service changes in the Johnsonville/Newlands area, which were proposed by Mana Coach Services in connection with their acceptance of the contract adjustments required for the recent fare increase.

The proposals are the result of work by Roger Bowker, a former director of Stagecoach Group and an internationally recognised bus service design expert, who was engaged by Mana to advise on the most appropriate routes and service levels for the area. They take account of comments and complaints from passengers, and submissions made to the 2006 North Wellington Public Transport Study. They will allow for a more efficient use of resources in the area.

Greater Wellington required that the operator consult with residents associations to ensure public support for the proposals. The changes as implemented take account of this public input, and other alterations requested by Greater Wellington. They have been approved as amended.

Key aspects of the changes include:

- Route 53 (Johnsonville West): A reduction (from 11 to 7) in the number of weekday afternoon outbound peak services between Johnsonville and the

end of the route, but a doubling (from 2 to 4) in the number of services running all the way from Courtenay Place.

- Route 54 (Churton Park): A more even spacing of services throughout the day and a longer service span (the time from first bus to last bus) on weekdays. There will be a slight reduction in the number of departures and a reduced service span on Sundays. This route will receive new buses and be targeted for additional marketing by the operator.
- Route 55 (Granada Village): All services will run to Wellington via Johnsonville on weekdays (a transfer at Newlands or Johnsonville is currently required), but frequency will reduce, particularly in the off-peak, where it will change from half-hourly to hourly. Weekend service will require a transfer at Johnsonville and have a reduced service span. This route will run via Stewart Drive instead of Helston Rd in Paparangi.
- Route 56 (Newlands): This route will split into three. All off-peak services will be provided by (new) Route 52, and will run over the current route, slightly amended to run via Helston Rd in Paparangi. Peak service will be provided by two routes: a new peak-only Route 56, which will run from Johnsonville to Newlands Rd, then direct to Wellington; and a new peak-only Route 58, which will run from Baylands Drive (via Dress Circle, when stops in this area are approved by Wellington City Council) to Newlands Rd, then direct to Wellington.
- Route 57 (Woodridge): No change to this route, which runs only at peak times. Off-peak service will be provided by Route 52.
- Route 59 (Johnsonville-Tawa-Porirua): Every alternate off-peak service will travel by a new route, and will be identified as (new) Route 60. In the north these services will travel from Porirua Station via Whitireia Polytechnic, Titahi Bay Rd, Raiha St and Kenepuru Hospital. In the south they will be extended from Johnsonville to Courtenay Place. The new services will provide an hourly service and better bus connections between the Porirua Basin and Wellington.

The above changes will combine to provide a 5 minute bus service frequency on the Johnsonville-Wellington and Newlands-Wellington corridors during the morning and afternoon peaks, a 15 minute off-peak frequency between Johnsonville and Wellington, and a 30 minute off-peak frequency between Newlands and Wellington.

The changes are scheduled for implementation on Monday 13 October, and will be reviewed within twelve months of that date. There will be no additional cost to Greater Wellington.

Full details of the changes are available on request.

4. Kapiti bus services

In response to the requirement that the Kapiti Plus offering be paid for by service efficiencies, and in conjunction with the proposals for Johnsonville/Newlands, Mana Coach Services have also put forward proposals for service changes in Kapiti. These will:

- Simplify the network and reduce travel times between the main centres of population, Coastlands shopping centre and Paraparaumu railway station
- Match frequencies to patronage
- Maintain connections with all peak train services.

We are currently assessing these proposals, which affect most bus services in the Raumati/Paraparaumu/Waikanae area. However, as there has not been recent public consultation in the area and the changes involve significant reorganisation of both routes and service levels (particularly in the off-peak), we intend to undertake a full round of consultation on the options in October/November, once these have been refined. The outcome of this process will be reported at the November Committee meeting, and it is expected that any resulting service changes will be implemented early next year.

5. Porirua bus service review

Due to the introduction of the Johnsonville/Newlands and Kapiti proposals, and the tight timelines associated with these, we have postponed Stage 2 of the Porirua bus service review. The consultation phase will now take place after that for Kapiti, and consequently, we now intend to report back to the Committee early next year, rather than later this year as stated in Report 08.514.

However, the following developments can be reported:

- Route 60 (described above) will run through the Porirua CBD, in part addressing one of the recommendations of the first stage of the review.
- Porirua City Council is currently consulting with the public on new bus stops in the Aotea area, on behalf of Greater Wellington. This will facilitate the introduction of bus services to the area, addressing another of the report's recommendations. It is now likely that the any new service will be delayed until early next year, and will be permanent rather than temporary.
- The Plimmerton/Camborne and Tawa areas have been added to the second stage to the Porirua bus service review. These areas are the only parts of the Western Corridor that are not covered by other current reviews/proposals, and their bus services logically fit with those that are being considered for this review. Background consultation, which is required to bring these areas in to line with the review, has now commenced.

6. Shopper services

6.1 Camborne-Plimmerton Shopper (Route 301)

The Passenger Transport Committee reviewed the Camborne-Plimmerton Shopper service in September 2007, because of concern over the route's low patronage and resulting poor performance. It resolved to follow the exit strategy specified for marginal routes in the Operational Plan, which requires that a final attempt be made to retain service in these situations. As a result, promotion was increased in an attempt to improve patronage, and the contract was extended until September 2008 to allow sufficient time for this to be effective.

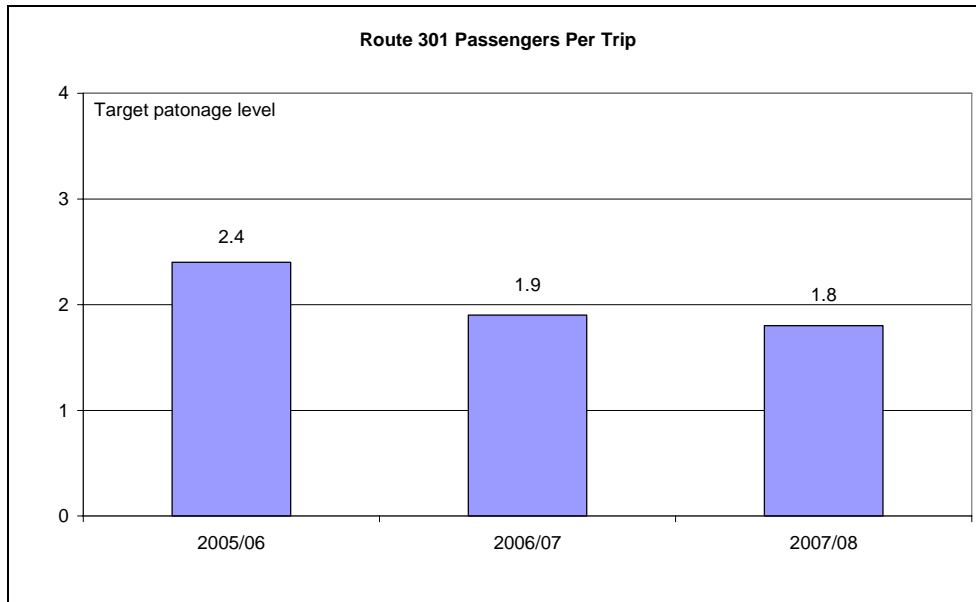
The promotion included:

- Discussions with users on how best and where to market the service
- Free return tickets to allow people to trial the service
- Advertising and promotion at Grey Power meetings
- Distribution of special posters and leaflets
- Metlink signage on the van to increase visibility
- Brochure to all residents on the route and surrounding areas (October 2007)
- Article in Kapi Mana News (November 2007)
- Articles in residents association newsletters (December 2007 to February 2008)
- Articles in Kapi Mana News and residents newsletters (April to June 2008).

Unfortunately, patronage has not increased as desired, but has decreased compared to 2006/07 as the following chart shows. Cost recovery has also deteriorated as shown in the following table. The service does not meet Council patronage (an average of 4 passengers per trip) or cost recovery (40%) guidelines. It is therefore recommended that it be terminated on 30 September, and that users be provided with alternatives.

The service is predominantly patronised by elderly passengers, and it is expected that most will move to the Total Mobility scheme. Any passengers that do not qualify for Total Mobility will be offered support through the Taxi Fair scheme. It is more cost effective to pay for individual trips in this way than to continue to run the existing bus service.

As noted earlier in this report, it has been decided to include Camborne-Plimmerton area in that review, to give consideration to the area's wider bus service needs. Any resulting service recommendations will need to comply with the requirement that the overall Porirua changes be cost neutral.



	2006/07	2007/08
Cost Recovery	21.3%	15.83%
Subsidy / Passenger	\$7.34	\$11.08

6.2 Otaihanga Shopper (Route 78) and Paekakariki Shopper (Route 79)

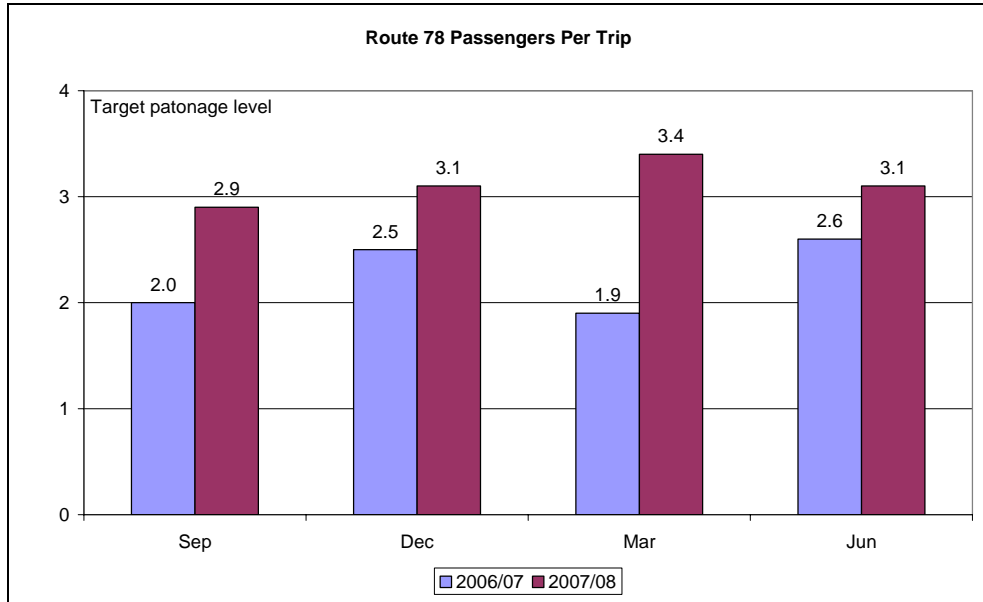
The Otaihanga and Paekakariki Shopper services were reviewed by the Committee in November 2007, because of similar concerns over low patronage and poor performance. The Committee resolved to follow the exit strategy described above, which will run until March 2009.

To date, promotion has included:

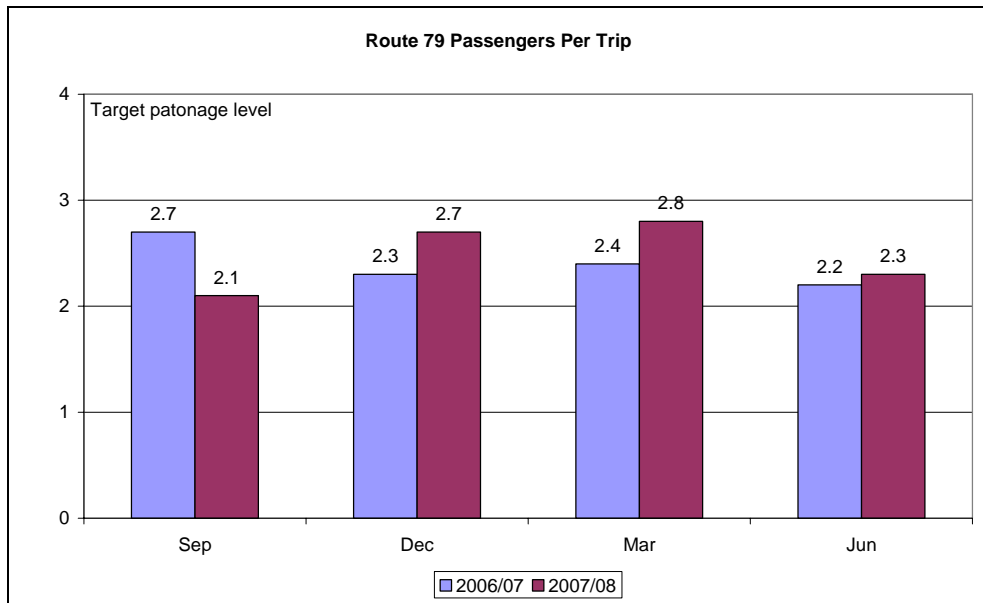
- Communication with users, Kapiti Coast District Council, local residents associations, community boards and Grey Power
- Metlink signage on the van to increase visibility
- Articles in Kapi Mana News and residents newsletters (February to March 2008)
- Marketing at the Kapiti Home and Garden Show (May 2008)

- Promotional letter and timetables to all residents of Otaihanga (June 2008)
- Paekakariki Shopper route change, via Leinster Avenue, to expand the service catchment area (July 2008).

Route 78 runs twice a week. As the following chart shows, patronage on the route has shown some improvement as a result of the increased promotion, although it is still below Council guidelines of 4 passengers per trip.



Route 79 runs five times a week. As the following chart shows, patronage initially improved with increased promotion, but has since returned to the level that it was previously.



It appears unlikely that these services will achieve Council guidelines. It is therefore probable that both services will be discontinued at the end of the trial, and alternatives such as Total mobility and Taxi Fair provided to users.

7. Communication

The decisions of the Committee will need to be communicated to the public and the operator of the Camborne-Plimmerton Shopper service following the Committee meeting.

8. Recommendations

That the Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Notes the changes proposed for Johnsonville/Newlands and Kapiti.*
4. *Notes the delay in completing the Porirua review.*
5. *Agrees that the Camborne-Plimmerton Shopper service be terminated on 30 September and that users be provided with Total Mobility or Taxi Fair assistance.*
6. *Notes that the Otaihanga and Paekakariki Shopper services are still performing well below Council guidelines and are likely to be discontinued in March 2009.*

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