

Attachment 2

Feedback from market research

Two market research surveys were undertaken to obtain a representative view from the community on the Wellington Public Transport Spine options.

The survey was conducted using three online panels: Our Capital View (715 members); Our Capital Voice (424 members), both managed by Wellington City Council and Greater Say (1377 members), managed by Horizons Research on behalf of Greater Wellington Regional Council (GWRC). Members were recruited via a combination of random recruitment through a third party company and self-selected participation.

For the two panels managed by Wellington City Council, the sample was weighted by age, gender and ward so it is representative of the Wellington City population and has a margin of error of $\pm 4.5\%$ with a 95% confidence level. 479 Wellington City residents responded, along with 32 people who live outside of Wellington City. For the purposes of the report only Wellington City resident's views were included.

Wider regional views were provided by the GWRC's 'Greater Say' online citizen panel. The sample is weighted to match regional demographics¹ and has a margin of error of $\pm 3.9\%$. Responses were provided by 669 members of the panel.

In the case of both the GWRC and Wellington City online panels, all panel members were sent a link to the online survey. The survey questions generally replicated the PT Spine Study online submission form. Both surveys were open for a two week period. The GWRC panel was used near the beginning of the two month consultation period, and the Wellington City panels were used in the second half of the consultation period.

A summary of the feedback from the panels is provided below. Full survey reports are also attached.

Summary of GWRC Greater Say panel results

Respondents were evenly split on the preferred option, but with Bus Rapid Transit slightly preferred over LRT. LRT was seen as the most modern and probably the highest quality solution. Bus Rapid Transit was seen as providing the best overall benefits and better value for money.

85% of respondents supported implementation of the selected public transport spine solution as a medium or high priority.

¹ Although not weighted proportional to different local council populations.

Paying for any of the options through an increase in rates is something that 50-55% of respondents overall would be willing to do. Non-ratepayers were more willing than ratepayers for rates to cover the costs.

When asked about the potential impacts on parking and vehicles access as a result of implementing the public transport spine, respondents overall agree that these impacts are acceptable.

Key findings:

Awareness of Wellington Public Transport Spine Study:

- 46% of respondents overall said they were aware of the Wellington City Public Transport Spine Study.
- Ratepayers were significantly more aware than non-ratepayers.
- Wellington City respondents were significantly more aware than the average. Least aware were Hutt Valley and Northern (Kapiti District, Porirua City) respondents.

Options:

- Bus Rapid Transit is perceived as providing the best overall benefits for Wellington transport passengers.
- Light rail transit was perceived as the most modern transport solution for Wellington and as (marginally) the highest quality public transport solution.
- The two bus options are seen as better value for money than the Light Rail Transit solution.

Potential impacts:

a) Loss of some on-street parking in return for faster, more reliable public transport

- Overall, 68% - evenly split between those who agree and those who strongly agree - agree that this is an acceptable trade-off, with 17% disagreeing.
- Among Wellington City respondents, 46% strongly agree and 25% agree this is acceptable.
- 50+% of bus users strongly agree that this trade-off is acceptable
- Among the Wellington City group most likely to be directly affected (those who drive to work, to shop or to recreation/leisure), 59% to 68% believe the trade-off is acceptable.

b) Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport

- 71% agree that this is an acceptable trade-off, with 19% disagreeing.

- Among Wellington City respondents, 34% strongly agree and 37% agree this is acceptable.
 - 80% to 83% of bus users agree this impact is acceptable.
 - Among the Wellington City group with the most potential to be directly affected (those who drive to work, to shop or to recreation/leisure), 60% to 65% believe the trade-off is acceptable.
- c) *Using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport*
- 69% agree that this is an acceptable trade-off, with 10% disagreeing.
 - Among Wellington City respondents, 32% strongly agree and 35% agree this is acceptable.
 - 51% (bus to shop) to 66% (bus to work) of bus users agree this impact is acceptable.
 - Among the Wellington City group with the most potential to be directly affected (those who drive to work, to shop or to recreation/leisure), 69% to 74% believe the trade-off is acceptable.

Willingness to pay for options:

- 30% to 36% of all respondents, depending on the option, were not willing to pay anything extra to make the options happen, and 14% to 15% were unsure.
- 35% to 42% of ratepayers, depending on the option, were not willing to pay anything extra to make the options happen, and 12% to 14% were unsure.
- Non-ratepayers were more willing than ratepayers for rates to rise to help pay for the options.
- On average (and taking into account those who say they would not be willing to pay anything extra), respondents would be prepared to pay:
 - \$14 per year towards Bus Priority
 - \$19 per year towards Bus Rapid Transit
 - \$28 per year towards Light Rail Transit

Implementation priority:

- 55% overall said that implementation of the final selected option should be given a high priority. 32% thought it should be medium priority and 8% thought it should have low priority.
- 59% of Wellington City respondents thought that implementation should be high priority.

- Bus users and respondents who drive to work were more likely to give implementation high priority.

Summary of WCC Our Capital View /Our Capital Voice panel results

Bus Rapid Transit was clearly selected as the preferred option. Bus Rapid Transit was rated as the most modern option, with the best overall benefits for passengers and representing the best value for money. Bus Rapid Transit and Light Rail Transit were seen as equal in terms of providing the highest quality option.

Over 80% of respondents supported implementation of the selected public transport spine solution as a medium or high priority.

The majority of residents (60-71% depending on the option) would be willing to pay additional money in rates for the chosen option. 19-29% would not be willing to pay anything extra towards the options.

When asked about the potential impacts on parking and vehicles access as a result of implementing the public transport spine, respondents overall agree that these impacts are acceptable.

Key findings

Awareness of the Wellington Public Transport Spine Study:

- 50% of respondents said they were aware of the study.
- Respondents living in the Eastern ward were most aware of the study.

Options:

- Overall, Bus Rapid Transit was perceived as the most modern transport solution for Wellington; although respondents were more likely to strongly agree that Light Rail Transport was the most modern transport solution.
- Bus Rapid Transit was seen as the best value for money, followed by the Bus Priority option.
- Bus Rapid Transit was rated as having the best overall benefits for passengers.
- More people strongly agreed that Light Rail Transit was the highest quality solution; although in total the same amount of respondents agreed that Light Rail Transit and Bus Rapid Transit would provide a high quality transport solution.

Potential Impacts:

- a) *Loss of some on-street parking in return for faster, more reliable transport*
- Overall, 72% agree - evenly split between those who agree and those who strongly agree – that this is an acceptable trade-off, with 17% disagreeing.
 - Over 60% of those who cycle strongly agree that this impact is acceptable.
 - Among those who drive, and are therefore the most likely to be affected by the loss of parking, 69% agree that the trade-off is acceptable.
- b) *Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable transport*
- Overall, 77% agree that this is an acceptable trade-off, with an even split between those who agree and those who strongly agree. 14% disagreed.
 - 94% of cyclists agree that this impact is acceptable.
 - Among those who drive, and are therefore the most likely to be affected, 74% agree that the trade-off is acceptable.
- c) *Using an alternative route for some peak bus services through the CBD in return for faster, more reliable transport*
- Overall, 78% agree that this is an acceptable trade-off. More people are likely to agree (51%) than strongly agree (28%). 9% disagree.
 - 85% of cyclists agree that this impact is acceptable.
 - Among those who drive, and are therefore the most likely to be affected, 78% agree that the trade-off is acceptable.

Willingness to pay for options:

- 19% to 29% of all respondents, depending on the option, were not willing to pay anything extra to make the options happen, and 10% to 11% were unsure.
- On average² respondents would be prepared to pay annual rates increases of:
 - \$18 per year towards Bus Priority
 - \$30 per year towards Bus Rapid Transit
 - \$34 per year towards Light Rail Transit

Implementation priority:

- 51% said that implementation of the selected option should be a high priority. 37% thought it should be a medium priority and 6% thought it should have a low priority.

² Note, several different methods could be used to calculate average willingness to pay and these figures should be used as an indication only.



Public Transport Spine survey

August 2013





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EXECUTIVE SUMMARY

This report provides the results of a survey of 669 members of Greater Wellington Regional Council's Greater Say online citizen panel on the Wellington City public Transport Spine Study options. The sample was weighted to match regional demographics and has a margin of error of $\pm 3.9\%$.

Respondents' travel was heavily dominated by private car usage – either as driver or as a passenger. Overall, 72% said they drove a private car and 31% said they were a passenger in a private car for travel to work or education OR shopping OR recreation and leisure. However, only 38% reported driving a car to travel to work or education; Wellington region residents are more likely to use a car for shopping or to travel for recreation/leisure.

Three potential impacts of the proposed options were assessed for acceptability:

- On parking;
- On vehicles; and
- On CBD routes

Respondents overall, including those who drive to work, to shop or to recreation/leisure and are therefore more likely to be affected, agree that each impact is acceptable.

The majority of respondents were looking for implementation of the selected public transport spine solution to be given high priority, with more than 85% saying that it should have medium or high priority. Only 8% think it should be low priority.

Effectively, respondents were evenly split on the preferred option as differences in preference for one option over another were within the margin of error for the survey. Light Rail Transit was seen as the most modern and probably the highest quality solution, while Bus Rapid Transit provided the best overall benefits. The two bus options are seen as better value for money than Light Rail Transit and it is evident from the comments that respondents are very conscious of the costs involved in all options. Overall, Bus Priority appeared to be the least preferred solution, but Wellington City respondents ranked it equally with Bus Rapid Transit.

Light Rail Transit appears to be an aspirational choice for many who opt for Bus Rapid Transit because of cost; in other words, they would probably choose Light Rail Transit if they did not feel that its cost was an issue.

Paying for any of the options with an increase in rates is something that 50% to 55% (depending on the selected option) of respondents overall would be willing to do, with 14% to 15% unsure whether they would be willing to pay or how much they would be willing to pay. Non-ratepayers were more willing than ratepayers for rates to increase to cover the costs. On



average (and taking into account those who say they would not be willing to pay anything extra), respondents would be prepared to pay:

- \$14 towards Bus Priority;
- \$19 towards Bus Rapid Transit; and
- \$28 towards Light Rail Transit

Key findings:

Transport usage1:

- Overall, 72% said they drove a private car and 31% said they were a passenger in a private car for travel to work or education OR shopping OR recreation and leisure.
- The survey suggests that around two-thirds of private cars travelling to work or education have only one occupant aged 18 years of age or older.
- Private car usage was lower among Wellington City respondents than among respondents from other parts of the region.
- Respondents least likely to be sharing a car were from Porirua City, Upper Hutt City, and Kapiti District.
- 29% of respondents said they used trains. As a percentage, train usage was highest among Kapiti District/Porirua City and Hutt Valley respondents.
- 37% of respondents said they used buses. Bus use was most prevalent among Wellington City respondents and lowest among respondents from Upper Hutt City, Kapiti Coast District and Masterton District.
- 3% of respondents said they used a ferry.
- 33% of respondents said they walk, mostly for recreation/leisure.
- 14% of respondents overall said they cycle. The highest prevalence of cycling was among Wellington City, Upper Hutt City and Wairarapa respondents.

Awareness of Wellington Public Transport Spine Study:

- 46% of respondents overall said they were aware of the Wellington City Public Transport Spine Study.
- Ratepayers were significantly more aware than non-ratepayers.
- Wellington City respondents were significantly more aware than the average. Least aware were Hutt Valley and Northern (Kapiti District, Porirua City) respondents.

Options:

- Light rail transit was perceived as the most modern transport solution for Wellington and as (marginally) the highest quality public transport solution.
- The two bus solutions are seen as better value for money than the Light Rail Transit solution.
- Bus Rapid Transit is seen as the best value for money by Wellington City respondents.



- Bus Rapid Transit was perceived overall as providing the best overall benefits for Wellington transport passengers.

Potential impacts:

- a) ***Loss of some on-street parking in return for faster, more reliable public transport***
- Overall, 68% - evenly split between those who agree and those who strongly agree - agree that this is an acceptable trade-off, with 17% disagreeing.
 - Among Wellington City respondents, 46% strongly agree and 25% agree this is acceptable.
 - 50+% of bus users strongly agree that this trade-off is acceptable
 - Among the Wellington City group most likely to be directly affected (those who drive to work, to shop or to recreation/leisure), 59% to 68% believe the trade-off is acceptable.
- b) ***Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport***
- 71% agree that this is an acceptable trade-off, with 19% disagreeing.
 - Among Wellington City respondents, 46% strongly agree and 39% agree this is acceptable.
 - 80% to 83% of bus users agree this impact is acceptable.
 - Among the Wellington City group with the most potential to be directly affected (those who drive to work, to shop or to recreation/leisure), 60% to 65% believe the trade-off is acceptable.
- c) ***Using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport***
- 69% agree that this is an acceptable trade-off, with 10% disagreeing.
 - Among Wellington City respondents, 32% strongly agree and 35% agree this is acceptable.
 - 51% (bus to shop) to 66% (bus to work) of bus users agree this impact is acceptable.
 - Among the Wellington City group with the most potential to be directly affected (those who drive to work, to shop or to recreation/leisure), 69% to 74% believe the trade-off is acceptable.

Willingness to pay for options:

- 30% to 36% of all respondents, depending on the option, were not willing to pay anything extra to make the options happen, and 14% to 15% were unsure.
- 35% to 42% of ratepayers, depending on the option, were not willing to pay anything extra to make the options happen, and 12% to 14% were unsure.
- Non-ratepayers were more willing than ratepayers for rates to rise to help pay for the options.



Implementation priority:

- 54% overall said that implementation of the final selected option should be given a high priority. 32% thought it should be medium priority and 8% thought it should have low priority.
- 59% of Wellington City respondents thought that implementation should be high priority.
- Bus users and respondents who drive to work were more likely to give implementation high priority.

REPORT

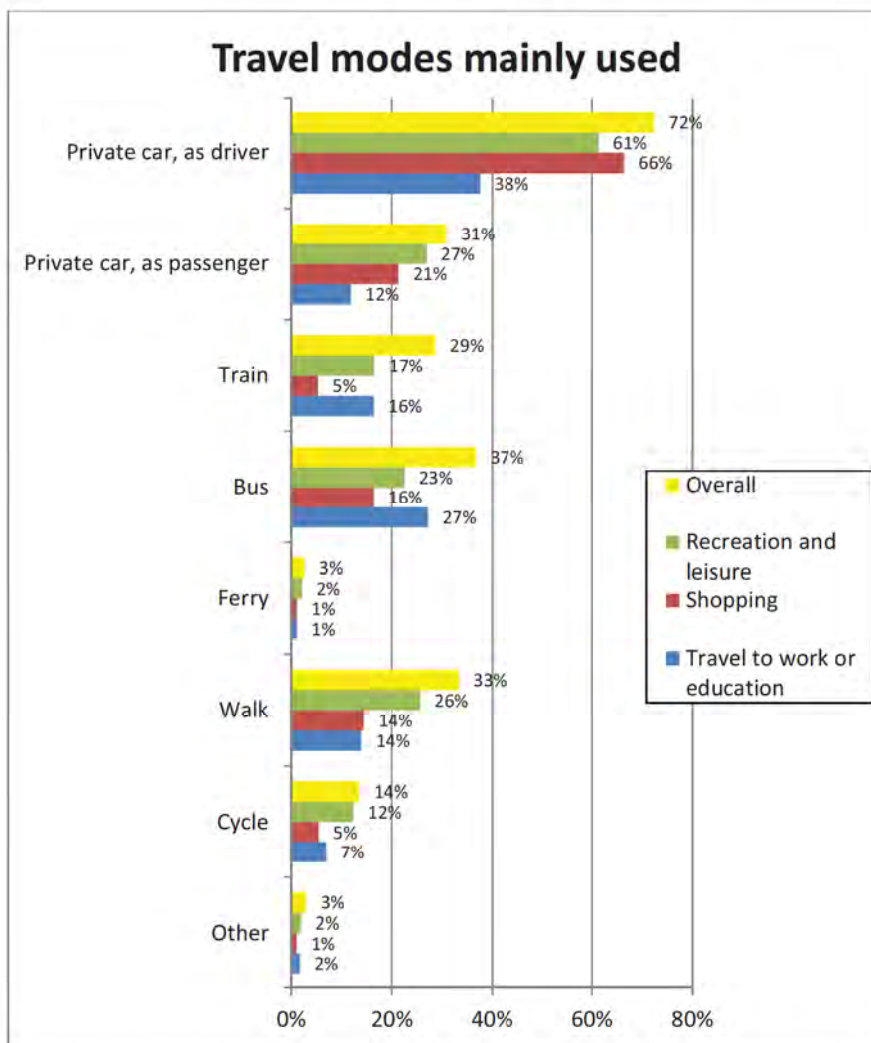
1. Transport usage

Greater Say panellists were asked what main forms of transport they used for three purposes:

- Travel to work or education
- Shopping
- Recreation and leisure

The survey covers travel by people aged 18 years of age and over. It does not specifically include travel by school pupils and younger people aged less than 18 years.

The following chart shows the travel modes mainly used by respondents.



Ratepayers were more likely than non-ratepayers to drive a private car and significantly less likely than non-ratepayers to use buses.



1.1 Private car

Travel was heavily dominated by private car usage – either as driver or as a passenger. Overall, 72% said they drove a private car and 31% said they were a passenger in a private car for travel to work or education OR shopping OR recreation and leisure.

Private car usage in the Wellington region was higher for shopping, recreation and leisure. 38% overall reported driving a private car to travel to work or education whereas 66% reported driving for shopping and 61% reported driving for recreation or leisure activities.

Travelling to work or education as a passenger in a private car was reported by 12% of respondents overall, suggesting that around two-thirds of private cars travelling to work or education have only one occupant aged 18 years of age or older.

Private car usage for shopping shows a similar pattern, with around two-thirds of private cars having only one occupant aged 18 years of age or older. Travel by private car for recreation and leisure has 2.3 times as many people driving as travelling in a car as a passenger; again, this is for people 18 years of age and older.

Private car usage was lower among Wellington City respondents than among respondents from other parts of the region: 61% of Wellington City respondents said they drove a private car for travel to work or education OR shopping OR recreation and leisure. The corresponding figures from respondents from other parts of the region were:

- “North” (Kapiti Coast and Porirua City): 85%
- “Hutt Valley” (Hutt City and Upper Hutt City): 77%
- “Wairarapa” (Carterton District, South Wairarapa District and Masterton District): 83%

Being a passenger in a private car was more prevalent in Hutt Valley and Wairarapa than in Wellington City or the North. Respondents from Hutt City appear to be much more likely to be sharing a car for all travel than residents from Wellington City or the North. Respondents least likely to be sharing a car were from Porirua City, Upper Hutt City, and Kapiti District.

1.2 Train

Train usage was most prevalent among North and Hutt Valley respondents, with 43% of respondents in these areas reporting using the train for travel to work or education OR shopping OR recreation and leisure. Lowest use of a train was for shopping: only 5% reported mainly using a train for this purpose.

Overall, 29% of respondents said they used trains for at least one of the three purposes measured. Train use was lowest among respondents resident in Wellington City: only 13% reported using trains, mostly for travel to work or education OR recreation and leisure.



1.3 Bus

Overall, 37% of respondents said they used buses for at least one of the three travel purposes measured. Bus use was most prevalent among Wellington City respondents, with 53% reporting using the bus for travel to work or education OR shopping OR recreation and leisure. As with train use, the lowest use of a bus was for shopping: 16% reported using a bus for this purpose.

Bus usage was lowest among respondents from Upper Hutt City, Kapiti Coast District and Masterton District.

1.4 Ferry

Overall, 3% of respondents said they used a ferry for at least one of the three travel purposes measured. The highest use was for recreation or leisure.

1.5 Walk

33% of respondents said they walk for at least one of the three travel purposes measured. The highest use (26%) was for recreation or leisure, with 14% walking to work or education and 14% walking for shopping.

Wellington City respondents were the most likely to walk, with 43% walking for at least one of the purposes measured, 21% walking to work or education, 25% walking for shopping and 34% walking for recreation or leisure.

1.6 Cycle

14% of respondents overall said they cycle for at least one of the three travel purposes measured. The highest prevalence of cycling was among Wellington City, Upper Hutt City and Wairarapa respondents.

Overall, the percentage of respondents cycling for recreation or leisure and cycling to travel to work or education was approximately the same: 12% to 14%.

2. Awareness of Wellington City Public Transport Spine Study

46% of respondents overall said they were aware of the Wellington City Public Transport Spine Study. Ratepayers were significantly more aware than non-ratepayers and Wellington City respondents were significantly more aware than the average. Least aware were Hutt Valley and Northern (Kapiti District, Porirua City) respondents.

Before participating in this survey, were you aware of the Wellington City Public Transport Spine Study?	ALL	Wellington City	Ratepayer	Non-Ratepayer
Yes	46.4%	56.4%	50.7%	40.8%
No	50.6%	40.7%	46.6%	55.6%
Don't know	3.0%	3.5%	2.7%	3.6%



3. Options

Respondents were told about the three options – Bus Priority, Bus Rapid Transit and Light Rail transit - being considered in the Wellington City Public Transport Spine (see Appendix 2) and asked how strongly they agreed that each of them would:

- Provide a modern public transport solution for wellington.
- Provide the best overall benefits for transport passengers.
- Offer the best value for money.
- Provides the highest quality public transport solution for Wellington.

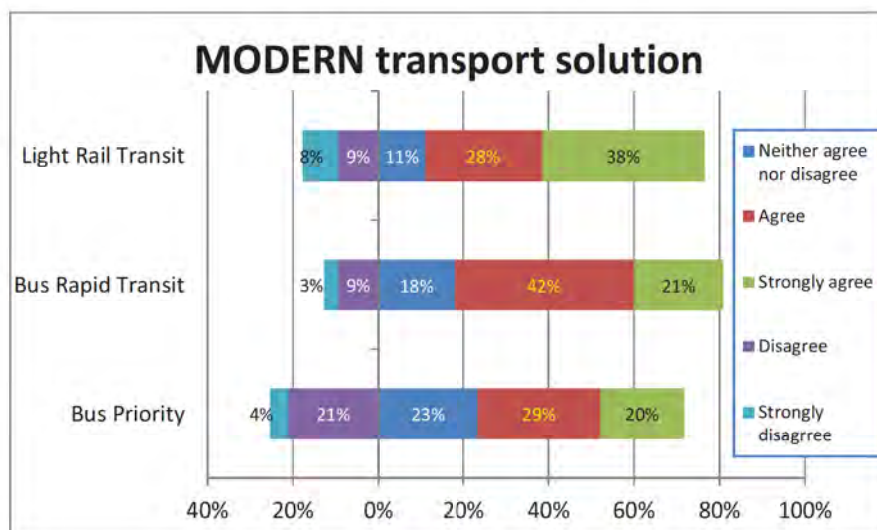
Overall, Bus Priority appeared to be the least preferred solution, Light Rail Transit the most modern and possible the highest quality solution, and Bus Rapid Transit the most preferred solution.

3.1 Modern public transport solution

Respondents perceived light rail transit as the most modern transport solution for Wellington: 38% of respondents strongly agreed and 28% agreed with this. Strong agreement with this is even higher - 44% - among Wellington City respondents and at 45% among non-ratepayers

Bus Rapid Transit was in second place with 63% of respondents agreeing that it would provide a modern solution; however agreement is not as strong as with light rail transit, particularly among Wellington City respondents.

While 49% of respondents agreed that Bus Priority was a modern transport solution, 25% overall disagree. Ratepayers, in particular, are less likely to agree that Bus Priority is a modern solution. The highest agreement comes from Wairarapa respondents.





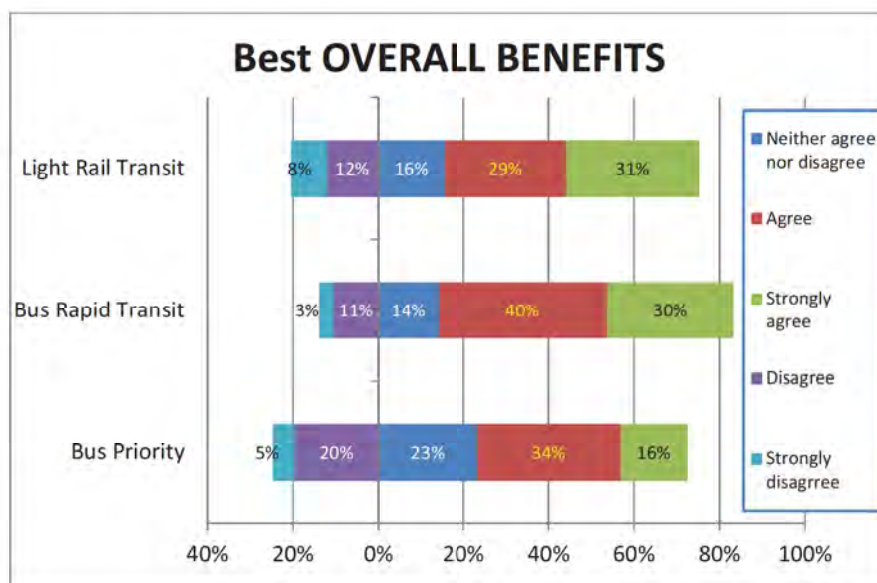
3.2 Best overall benefits for transport passengers

Bus Rapid Transit was perceived overall as providing the best overall benefits for Wellington transport passengers, with 30% of respondents strongly agreeing with this and 40% agreeing for a total of 70% agreement. 14% disagree with this.

By comparison, 60% agree that Light Rail Transit provides the best overall benefits for passengers and 50% agree that Bus Priority does so.

While more Wellington City respondents agreed or strongly agreed that Bus Rapid Transit rather than Light Rail transit provided the best overall passenger benefits, they tended to more polarised than other respondents on Light Rail. 31% of Wellington City respondents strongly agreed that Light Rail offered best passenger benefits, with 26% agreeing and 24% disagreeing. By comparison, 23% of Wellington City respondents strongly agreed that Bus Rapid Transit offered best passenger benefits, with 43% agreeing and 14% disagreeing.

Among non-ratepayers, who tend to be public transport users more than ratepayers, Light Rail Transit is seen as providing the best overall benefits for passengers. Ratepayers are more likely to agree that Bus Rapid Transit rather than Light Rail offers the best overall benefits.



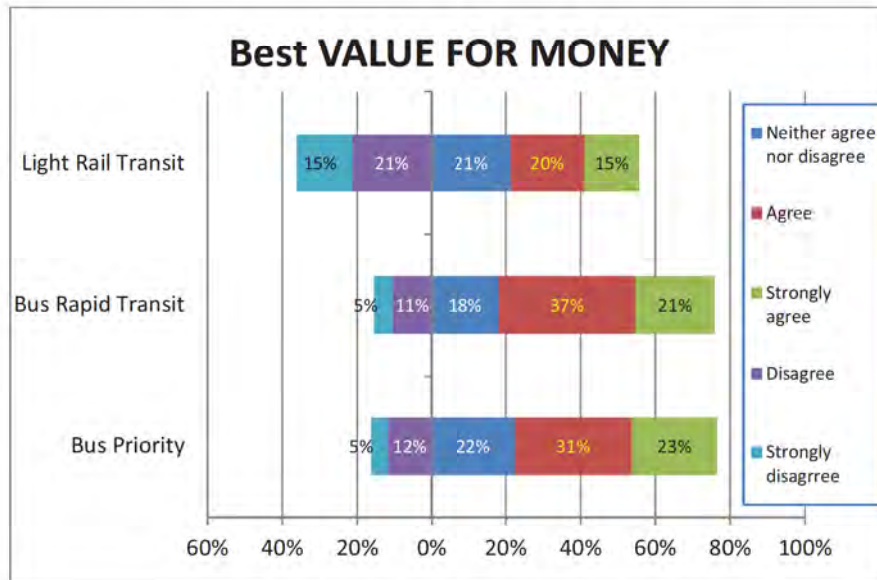
3.3 Best value for money

There is little doubt that the two bus solutions are seen as better value for money than the Light Rail Transit solution. Bus Rapid Transit has a slight edge over Bus Priority on this measure with 58% agreeing that it was best value for money, compared with 54% for Bus Priority, even though slightly more respondents overall agreed that Bus Priority was best value for money.



Respondents were split on Light Rail as value for money, with 35% agreeing and 36% disagreeing. Again, greater support for the Light Rail Transit solution came from non-ratepayers.

Wellington City respondents clearly see Bus Rapid Transit as offering the best value for money.

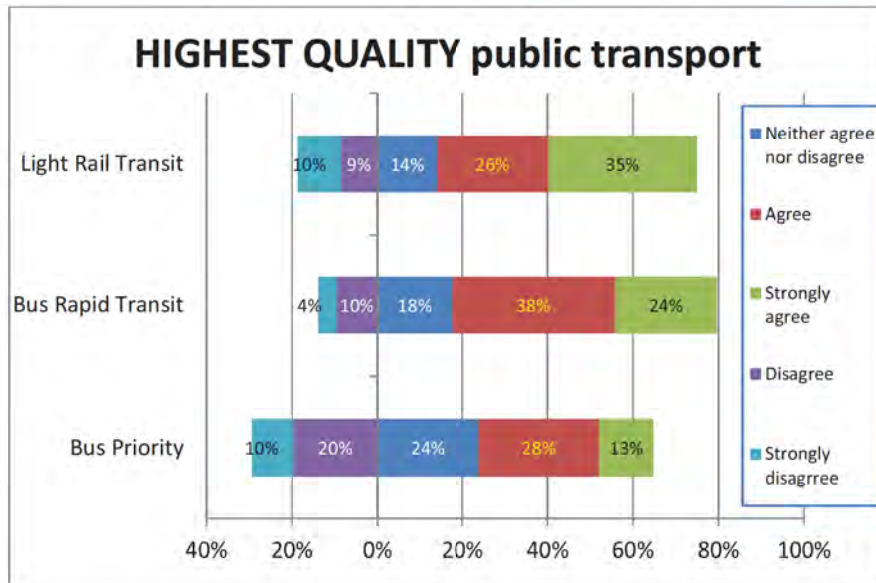


3.4 Highest quality public transport solution

Effectively the same percentage of respondents agrees that Light Rail Transit and Bus Rapid Transit are the highest quality solutions. However, because more respondents strongly agreed that Light Rail Transit is the highest quality solution it has an edge over Bus Rapid Transit on this measure.

Bus Priority comes out third on this measure, with 41% agreeing that it provides the highest quality solution but 30% disagreeing.

As with other measures, ratepayers tend to support Bus Rapid Transit over Light Rail Transit and non-ratepayers prefer Light Rail Transit over Bus Rapid Transit.



3.5 Preferred option

Respondents were asked for a single preference from the three options, taking into account the costs and benefits of each option.

The result of this preference question is not clear cut. Overall, Light Rail transit and Bus Rapid Transit were effectively equivalent in preference, with Bus Priority in third place, but this preference was within the margin of error for the survey. Bus Priority and Bus Rapid Transit are preferred by Wellington City respondents over Light Rail, but this preference is within the margin of error for the Wellington City subsample.

Similarly, the preference of ratepayers for Bus Rapid Transit over the other options is within the margin of error for the ratepayer subsample.

Taking into account the costs and benefits of each option, which of the proposed options to improve public transport in Wellington City do you most prefer?	ALL	Wellington City	Ratepayer	Non-Ratepayer
Bus Priority	26.3%	31.0%	27.1%	25.7%
Bus Rapid Transit	30.1%	30.6%	31.5%	26.3%
Light Rail Transit	29.5%	27.0%	27.5%	33.4%
Don't know	9.7%	6.4%	6.6%	14.2%
Other (please specify)	4.5%	5.7%	7.3%	0.4%

Comments suggest that cost is a key driver for preference of one option over another. The preference for Bus Priority is because of cost and speed of implementation. Bus Rapid Transit is preferred by its supporters because it offers similar benefits to Light Rail Transit but at a lower cost. Light Rail Transit appears to be an aspirational choice, particularly for many who opt for



Bus Rapid Transit because of cost. Light Rail Rapid Transit supporters point to Light Rail costing less in long run operating costs.

Key reasons for supporting each option, with some illustrative comments, are:

3.5.1 Bus Priority:

- **Cost**

"By far the cheapest option. Light rail seems to be prohibitively expensive and an archaic relic of an earlier age."

"The cost of developing and building the other two options, especially the third option, as well as the inconvenience and cost to city dwellers, is not worth the perceived benefits. A light rail transit is restricted (cannot be used by multiple transport systems or for multiple purposes). Too much space would become redundant when buses are not travelling on the bus rapid transit. Bus lanes as they currently exist can be used by other vehicles/bicycles at appropriate times. A saving of four mins per person travelling the example route would not be worth the undoubtedly greater than four min delay that would be experienced by all travellers during the years long construction period."

- **Speed of implementation**

"Cheaper, quicker to begin, uses existing facilities, quick travel times."

"Improvements at lower cost and immediate start, with flexibility to cope with unexpected events."

"Can be started immediately and improved and widened as benefits are felt."

"Can be put into action now and relieve congestion now AND it is cheaper."

3.5.2 Bus Rapid Transit

- **Value for money/ Cost/Benefit**

"It's fairly obvious from the study which option is the most cost-effective - Bus Rapid Transit. Light rail is brilliant but the sums involved seem forbiddingly high. All of this will depend on how the future proposed bus service affects our route. We live in Melrose and the No 23 goes pretty much door to door for me and I love it. If I have to change buses, or walk to the top of the hill, that's a huge turn-off."

"I would like the Light Rail Transit but the cost versus benefit doesn't stack up so the most economically and improvement we can afford is Bus Rapid Transit."

"The cost to benefit ratio, the time saving and the cost makes it the best option."

"This choice has modernised our system and has good cost/benefit ratio. I really like the idea of Light Rail but very expensive and I think the Bus Rapid Transit will provide a good alternative."

- **Affordability/Cheaper than Light Rail**



*“Seems most practical, resilient and **affordable** option for a high quality system to provide for the future of Wellington City and growth in the southern and eastern suburbs.”*

*“**We can't afford light rail.** Bus rapid transport is clearly the best long term option.”*

*“Based on the conclusions of this study, I prefer bus rapid transit. It is true that it provides slightly less travel time improvements than light rail and reduces the number of public transport vehicles less than light rail. However, it increases public transport usage the most, provides the most cost savings, is **cheaper than light rail** (even without the additional tunnel) both in construction and operational costs, provides the best cost-benefit ratio, and can include earlier implementation of bus priority measures, which light rail cannot. It, thus, starts providing benefits earlier than light rail. It is also a more flexible system, and can be expanded to the suburbs. While bus priority would, obviously, be cheaper to construct, its operational costs would be higher than those of bus rapid transit, it provides poorer travel time savings, increases public transport patronage less, and has a lower cost-benefit ratio. However, I do stress that I base my opinions on the conclusions of this study, the validity of which some have questioned.”*

*“More expensive than Bus Priority but would be much more effective in the long run. **Light Rail is very expensive** and could have problems in earthquakes with the lines getting moved.”*

*“**Light rail is too costly** - the rapid transit could be combined with the Bus priority.”*

*“**Affordable**, unlike the light rail option.”*

- **Flexibility**

*“This would achieve the best result at a cost that would provide the best return for the money. **I have seen the light rail in Sydney and Calgary and while they do a good job are not flexible when one of them breaks down the line is closed to all whereas a bus can be moved aside or be towed out of the way.**”*

*“It is more **flexible** and cheaper than light rail, but offers all the same benefits.”*

*“Bus Rapid transit is a big improvement on bus priority, in terms of vehicles used and that fact that large part of the Bus Rapid transit network would be dedicated to only Bus Rapid Transit, this keeping it out of congestion. **Unlike Light Rail Transit, depending on road conditions Bus Rapid Transit vehicles are not confined to their tracks and could be used on routes beyond their Bus Rapid Transit Network corridors.** The saving in cost for a broadly similar service to trams would suggest to me this is the best option, can we just get on with it now please?”*

*“Cost! But also **flexibility**. Light rail is fixed and difficult to change. Also more impacted by earthquakes.”*

3.5.3 Light Rail Transit

- **Environmentally friendly**

“Cleaner and greener.”

“It is of the most benefit to me and to the environment”



"Long term it is the best option in terms of mitigating the damage done to the environment."

- **Faster**

"I like the time-savings and the ability to not be involved in the day to day traffic situation."

"Light Rail will be very much quicker."

"Faster travel time."

- **Provides for the future/future-proof**

"Trams are attractive and future proof if they run on electricity. Buses are the worst way to get from A to B. Think "loser cruiser"."

"Both bus options are short sighted and I suspect driven by dollars and politics rather than future proofing Wellington by enabling train/light rail expansion throughout the region (eventually)."

"Better longer term solution."

"Offers greatest value and future forward solution to cope with growth and changes to the city's needs."

- **Not impacted by traffic congestion**

*"I believe that Wellington needs to invest in transportation solutions that will provide long-term benefits - **dedicated bus routes still involve congested traffic, cars will still try to utilise the thoroughfares, light rail, as noted in many overseas countries does not attract the same encroachment.** In terms of cost thought the bus priority and rapid transit appear cheaper but in the long term will they be enough. It seems like investing the extra capital in the light rail would be a better option. Melbourne is very similar to Wellington; their light rail adds a different and exciting dimension to their city which attracts tourists for its ease of seeing the city. In this vein, light rail in Wellington is a much better draw card than rapid bus routes."*

"Good environmental reasons. Traffic will not try to compete with it which will make it more reliable and it's quaint!"

"I like the time-savings and the ability to not be involved in the day to day traffic situation."

"Rail has its own right of way, is more environmentally responsible and in the long run cheaper."

- **Cheaper long-run operating costs**

"Running costs for buses will keep increasing due to petrol price rising. Light rail should remain constant even after much higher start up cost."

"Already have some infrastructure (existing wide roads from previous tram system). Better for the environment. Could become a tourist attraction/novelty. There are existing issues with buses that won't be fixed with rapid or priority systems. E.g. congestion on roads."

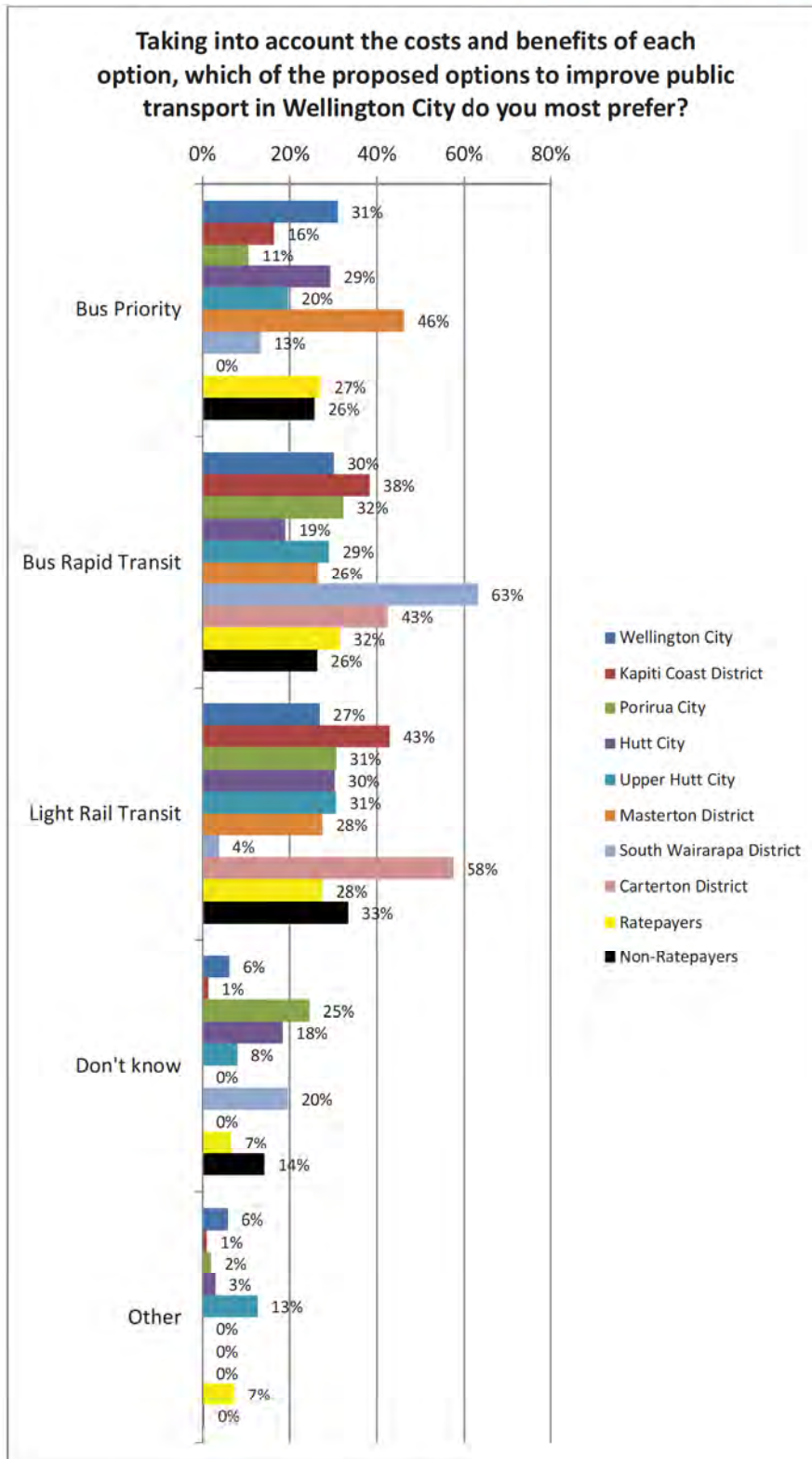


There were a number of comments that the cost of a tram tunnel should not have been included as part of the Light Rail Transit costs in assessing the cost/benefit analysis.

“Would be a cheaper better option if the costs of a new Mt Vic tunnel weren't loaded against it - show an option of running via existing bus (former tram) tunnel. A circuit via Newtown over Constable St to Kilbirnie, thence return via Hataitai. Two way circuit serving a number of major traffic generators with potential to be extended via Coutts St to airport thus linking another major traffic generator.... modern airports are rail served.”

“The study was a sham and a joke. Comparing the cost of a brand new rail tunnel with no new tunnel for buses is indefensible. Who told them you can't run light rail vehicles in the same tunnel as traffic? Did they forget that what is now referred to as the BUS TUNNEL was originally the TRAM TUNNEL? If light rail had to run through Mount Victoria (which is doesn't) why could it not use the TRAM TUNNEL? In actual fact, the best option is tram-train, but I doubt that AECOM even know what it is or how it works.”

The following chart shows the preferences by respondent area and ratepayer/non-ratepayer classification. Note that bases are small for respondents from areas other than Wellington City and the results for these areas should be treated as indicative.





4. Potential impacts

Three potential impacts of the proposed options were assessed for acceptability. Respondents overall, including those who are most likely to be affected (those who drive to work, to shop or to recreation/leisure) agree that each impact is acceptable.

4.1 Impacts on parking

Respondents were told that to achieve faster more reliable services some of the proposed options in the Wellington City Public Transport Spine Study require additional road space to fit dedicated lanes for public transport. This will mean that some on-street parking will be lost along the streets where the services run. Respondents were asked how much they agreed or disagreed that “the loss of some on-street parking in return for faster, more reliable public transport is an acceptable trade-off”.

Overall, 68% - evenly split between those who agree and those who strongly agree - agree that this is an acceptable trade-off, with 17% disagreeing.

Among Wellington City respondents, 46% strongly agree and 25% agree this is acceptable. As might be expected, 50+% of bus users strongly agree that this trade-off is acceptable, but among the Wellington City group most likely to be directly affected (those who drive to work, to shop or to recreation/leisure), 59% to 68% also believe the trade-off is acceptable.

The following table shows the results for Wellington City respondents only.

The loss of some on-street parking in return for faster, more reliable public transport is an acceptable trade-off.	Wellington City Respondents			
	ALL	Drive to work	Drive to shop	Drive to recreation/leisure
Strongly disagree	4.4%	4.6%	2.3%	1.8%
Disagree	8.8%	10.5%	14.6%	15.3%
Neither agree nor disagree	12.7%	17.5%	11.5%	12.9%
Agree	25.5%	30.0%	30.7%	30.3%
Strongly agree	45.7%	29.1%	37.0%	35.8%
Don't know	3.6%	10.3%	5.0%	5.3%
N (unweighted)	512	105	207	200

Respondents who disagreed that this trade-off was acceptable tended to think that there was too little parking in Wellington City already.

“Not enough street parking now as it is.”

“We need more parking, not less.”

“Depending on location of bus stops some on-street parking is needed.”

“Parking is already one of Wellington's biggest problems. Making it more difficult is not going to help, particularly following the recent earthquake difficulties with parking buildings.”



Public transport is only a solution to getting rid of the car IF the public transport goes where people want to go, and reasonably frequently at the times they want to go.”

“Parking is at a premium in all of Wellington. Making less parking spaces is crazy. Our public transport system is not good enough or reliable enough to replace cars. People avoid shopping in Wellington already because of parking difficulties, charges and restrictions.”

Others who disagreed pointed to the effect of lack of parking on businesses and residents.

“Wellington Councils' blind anti private transport policies are killing the CBD. Most people I know want to drive to the door and shop - if they can't do that they go elsewhere. Even the retailers have figured that out. The death of High St Lower Hutt and Cuba St Wellington are proof of that. There is almost nothing worth buying on Lambton Quay (except books and they're dying.)”

“The problem with removing on-street parking on streets where bus services run in the outer CBD and inner suburbs such as Mt Cook and Newtown is that these streets tend to be the older, narrower streets where there is no off-street parking for cars. This could make life very difficult for residents and businesses on those streets and also have a negative impact upon their properties or livelihoods. This is not a good trade-off. If the public transport services were really good it would lessen the car traffic on these streets and the buses could run with more ease without impacting upon the availability of on-street parking. More discussion is needed as to how to make changes with minimal negative impacts upon residents and businesses; otherwise the changes will diminish the vibrancy and quality of life in the city more than they improve it.”

Those who agreed with the trade-off tended to think that an improved public transport system will reduce the need for parking.

“If the public transport system is better, less people will drive into town and less parking will be required.”

“When the bus service is upgraded I believe more people will use it so less need for car parks. Having said that I believe some people don't use buses because they are used to jumping in the car. If we had a more modern service fleet it may change people's behaviour, less cars in inner city.”

“This is a very unfortunate trade-off as parking is bad in Wellington already, and costly, however, perhaps with the improved transport services and also more frequent services, less cars will be needing to come in to Wellington CBD and parking. Parking will always be a problem in Wellington though and car parks need to lower their fares.”

“There is far too much commuter parking taking up parking spaces in the commercial parts of the city. If commuters can be drawn from driving cars to work to using public transport, it's a win-win for all - shoppers, businesses, and the transport providers.”

There was also a view that there needed to be balance in removing parking, with perhaps additional parking made elsewhere or close to public transport.



"Would seem to be a necessary trade-off along core public transport routes. Retailers would get some benefits from the improved public transport along these routes. More difficult removing parking outside residential properties without off-street parking."

"The lack of cheap pleasant parking is the main reason for not shopping in Wellington at weekends. Removal of parking in one area is ok so long as the capacity is replaced in another."

"There will still need to be adequate parking provided for out of town visitors."

"Loss of "Some on street parking" is too loose - if 50% on street parking was to go I would not support, if 15% on street parking disappeared that would probably be acceptable to most Wellingtonians."

"Parking must be available, at reasonable or no cost, very close to transport stops."

"So long as there is still provision for pick-up and drop-off of people with mobility difficulties."

"Sufficient car parking close to the CBD will also be necessary, in order to keep it alive. Much inner city shopping is quick destination hop in, and if nearby parking is not available the CBD will suffer. Taking a bus downtown to nip into Kirkcaldies for an hour's shopping is not an option for most of us."

"There needs to be compensatory parking areas for residents who have no other option than to park on the road. Also there needs to be low cost parking areas at strategic transit points to encourage people to use the public transit for destinations along route."

4.2 Impacts on vehicles

Respondents were told that to achieve faster, more reliable services and to provide more space for better public transport, the Wellington City Public Transport Spine Study proposes that general vehicles (i.e. private cars) are not allowed in some sections of Lambton Quay and Willis Street during business hours (7am to 7pm). This will mean that the vehicles that currently use these streets will have to find alternative routes. Respondents were asked how much they agreed or disagreed that "restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport is an acceptable trade-off".

Overall, 71% agree that this is an acceptable trade-off, with 19% disagreeing.

Among Wellington City respondents, 46% strongly agree and 29% agree this is acceptable. Again, agreement is higher among bus users: in the range 80% to 83% depending on why they are using bus transport. Among the Wellington City group with the most potential to be directly affected (those who drive to work, to shop or to recreation/leisure), 60% to 65% also believe the trade-off is acceptable.

The following table shows the results for Wellington City respondents only.



Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport is an acceptable trade-off.	Wellington City Respondents			
	ALL	Drive to work	Drive to shop	Drive to recreation/leisure
Strongly disagree	8.0%	10.8%	10.2%	10.6%
Disagree	8.6%	10.4%	10.1%	10.7%
Neither agree nor disagree	5.4%	11.4%	9.3%	8.8%
Agree	29.3%	31.8%	30.9%	32.4%
Strongly agree	45.5%	28.2%	33.9%	31.8%
Don't know	3.7%	9.4%	6.6%	7.0%
N (unweighted)	541	111	218	212

Respondents who disagreed that this trade-off was acceptable tended to think restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours would affect business and affect those with disabilities.

“So how do you then account for people with special needs, disabilities, that still need to get to appointments, shopping or work? These people often cannot handle the bus steps and jolting. Or mothers with young children, there is no safety in a bus for car seats. You would isolate businesses that rely on appointments, pickups and traffic other than all of us who work in the heart of town.”

“Do you want to kill the retail sector? Cars bring people! Otherwise I would shop elsewhere.”

“As a disabled person this ban on cars would severely affect me and my ability to do business or shop in the area.”

“It will affect business if people can't park there.”

“Shops will miss out and shoppers will find it harder to shop then end up not bothering.”

“People with disabilities. People who need to pick up deliver - personal and commercial wise.”

“Not necessarily fair for retailers or their customers. The biggest benefits for cities come from access to those cities. I don't want to pick up a \$1,000 Kitchen Aid mixer from Kirkcaldies and lug the thing around in its box, on a bus. Could GW guarantee I will make it home in one piece without having it stolen off me? How am I going to get it from the bus stop to my home 400m away? This should be about enabling better broader transport choices, not limiting choices.”

“Well you cut off people from getting to shops down that area that they want to shop at, in turn meaning a downturn in revenue for said shops! everything should be easily accessible because face it, us on the bus don't necessarily shop at said shops all the time - will be saving up the pennies to pay for the probably increase in bus fares with these new transport developments in the first place! The inner city won't seem as vibrant either. One good thing probably will be a likely subsequent decrease in rents - though even with that, rents will always remain ridiculously high in the inner city. People will have to park far away and hoof it



to appointments etc. Sure it'll save a lot of time, but the impacts would be more costly than beneficial."

"Comfortable with restricting access during peak commuter times, but to do so all day may turn off recreational shoppers."

If I were a business trading in Lambton Quay this would be a no for sure."

There was also a view from this group that restricting access was unnecessary.

"We already have buses going one way down most of those streets; we don't need it to be both ways."

"Not many vehicles travel along these streets anyway; banning cars would remove choice, and limit the road network's ability to naturally react to adverse changes, such as accidents."

"As a Brooklyn resident I sometimes drive down Willis Street and Lambton Quay to access CBD shops. There are already very few private motor vehicles using these routes. Restricted access would be sensible during rush hours however, as most of us avoid this route then anyway. The congestion down Willis Street at rush hour, particularly by people trying to access the motorway via Boulcott Street is chronic and should be discouraged. But outside rush hours there is not a problem."

4.3 Impacts on CBD routes

Respondents were told that some of the proposed options in the Wellington City Public Transport Spine Study propose using an alternative route through the CBD at peak times. This would mean some bus services would travel along Featherston Street and Wakefield Street. They were told this is designed to reduce the total number of public transport vehicles on Lambton Quay so that public transport is faster and more reliable. Respondents were asked how much they agreed or disagreed that "using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport is an acceptable trade-off."

Overall, 69% agree that this is an acceptable trade-off, with 10% disagreeing.

Among Wellington City respondents, 32% strongly agree and 35% agree this is acceptable. For this measure, agreement is lower among bus users than for private car drivers: in the range 51% (bus to shop) to 66% (bus to work). Among Wellington City drivers (those who drive to work, to shop or to recreation/leisure), 69% to 74% believe the trade-off is acceptable.

The following table shows the results for Wellington City respondents only.



Using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport is an acceptable trade-off.	Wellington City Respondents			
	ALL	Drive to work	Drive to shop	Drive to recreation/leisure
Strongly disagree	3.7%	1.4%	2.9%	2.6%
Disagree	4.9%	5.5%	6.7%	5.2%
Neither agree nor disagree	21.6%	13.6%	15.8%	13.3%
Agree	34.8%	41.0%	43.4%	44.9%
Strongly agree	32.0%	28.2%	27.2%	29.0%
Don't know	3.7%	12.4%	5.0%	6.3%
N (unweighted)	511	105	206	200

Respondents who disagreed that this trade-off was acceptable tended to think using alternative routes at peak hour would be confusing for people.

"This will confuse people and I don't believe it will work anyway."

"Although this would be ideal for everyday users, this option has proven to be unsatisfactory for tourists and infrequent travellers. This option relies on implicit knowledge of these changes, an option not available to infrequent travellers."

"Really difficult for visitors to understand different routes at different times and we want to make it really easy for visitors to move around our city, want to come here and spend time/money."

"KEEP IT SIMPLE! Do not make it this way some times of the day and that way other times of the day. KEEP IT SIMPLE you decide on a plan and it stays that way. All this chop and change costs BIG."

There was also a view that alternative routes would mean slower trips and not go where people wanted to go.

"The whole idea of "faster" transport is to get to work faster. Putting the transport route somewhere else means it will end up taking longer or just as long to get to work because WE now have to WALK the rest of the way. Then you will end up having people getting run over as they hurry to walk in the rain by the public transport."

"This would not give workers a regular reliable transport system to their work area unless stops were situated in a manner that permitted them access to, say, the James Cook Arcade and Cable Car as examples."

"Do you mean that a bus from say Courtney Place to the Railway Station will travel by one route during peak times & another route at other times? Not acceptable. I would have thought that you would want to encourage the use of public transport. A better idea would be to stop cars from using problem streets at certain times. I saw in Amsterdam poles that most of the time are below the ground but at peak times rise above ground level to stop all traffic except buses."



Others thought that using alternative routes in peak would simply shift the problem elsewhere.

“Current levels of traffic on Lambton Quay appear (to me) to be smoother and less congested than Featherston/Wakefield Streets. Switching the route would just make the transport on the alternative route even worse.”

“As we live in Brooklyn we drive along Featherstone Street and up Victoria Street on a regular basis. If all traffic were pushed over onto Aotea Quay, which is already congested at rush hours (if can take nearly 40 mins to get from Wakefield Street to Whitmore Street at rush hour) gridlock would be the result. Wellington lacks sufficient through routes, the motorway at this time is also blocked up. If the second Terrace Tunnel was in existence and a better roading system leading off it more traffic would be able to take that route.”

“Because the back streets will be clogged too.”

“What is this fixation that you have with moving the bus routes away from the CBD? Ultimately you are just moving the problem somewhere else. You are not fixing it.”

Those who supported alternative routes generally appeared to think alternative routes was simply a good idea. However, there were comments that times and routes needed to be clear.

“The public would need to be well aware of where the alternative routes are and any different bus stops.”

“So long as it is clear where the bus stops are at all times.”

“This should make the bus service more accessible and useful as not everyone wants to go to Lambton Quay, as long as the bus network has clear, simple, well integrated routes.”

“One downside is the potential loss of the current clarity where almost all bus routes follow the same route thru the CBD however the flip side is that more routes may provide more convenience and choose to more users.”

Others though alternative routes would be ideal for express buses.

“You need two types of bus route, one for regular trips and one for express travel between main points these points are served by regular routes.”

“The high flow of bus traffic through the central city creates its own congestion. Express buses could take other routes”

“At times during peak hours, this would better serve those with a journey longer than three or four sections for example the express run. I would support such a service.”

“I can't understand why this hasn't already been done. It doesn't need to be dependent on this project. Express buses to outer suburbs could travel on Waterloo Quay for example.”

Although a number of respondents commented that Featherston and Wakefield Streets offered reasonable alternative routes, there were several comments that Wakefield Street was not a good option for passengers catching services there.



"Featherston St - yes; Wakefield St - no - there is not enough shelter during bad weather between it and Courtney Place and it's significantly further away than Featherston St is from Lambton Quay."

"It's a bummer because I work on Lambton Quay but it won't kill me as long as the walk is less than 2 or 3 minutes from Featherston St. Wakefield St can get very windy and wet..."

"Wakefield St is open to the wild elements. Sheltered access needs to be provided through to Lambton Quay."

5. Willingness to pay for options

To help them answer this question, respondents were told the cost of constructing the three options has been estimated at:

- \$59 million for Bus Priority.
- \$207 million for Bus Rapid Transit.
- \$940 million for Light Rail Transit.

They were told that some of these costs are likely to be passed on to ratepayers through increased rates, that the average household currently pays around \$300 a year in regional rates, and were asked how much extra they would be prepared to pay each year in addition to their regional rates to make the option happen.

30% to 36% of all respondents, depending on the option, were not willing to pay anything extra to make the options happen, and 14% to 15% were unsure. 35% to 42% of **ratepayers**, depending on the option, were not willing to pay anything extra to make the options happen, and 12% to 14% were unsure.

In general, respondents were willing to pay more for the more expensive options, but the additional amount they were willing to pay was not in proportion to the relative increase in capital cost. For example, using Bus Priority as the baseline, respondents were willing to pay 39% more for Bus Rapid Transit than for Bus Priority, while the capital cost was 252% higher than Bus Priority. Similarly, respondents were willing to pay 105% more for Light Rail Transit than for Bus Priority, while the capital cost was 1493% more than Bus Priority.

Drivers were willing to pay slightly more than bus users for Bus Rapid Transit, but less than bus users for Light Rail Transit. Non-ratepayers were more willing than ratepayers for rates to increase to cover the costs.



For each of the options how much extra would you be prepared to pay each year in addition to your regional rates to make it happen?	Bus Priority	Bus Rapid Transit	Light Rail Transit
\$0 - I would not be willing to pay more	36.6%	30.2%	32.5%
\$1 - \$10	23.9%	15.8%	10.2%
\$11 - \$20	9.0%	13.8%	8.9%
\$21 - \$40	5.1%	12.2%	7.4%
\$41 - \$60	7.8%	6.8%	13.2%
\$61 - \$100	2.4%	4.2%	4.6%
More than \$100	1.6%	2.5%	7.8%
Don't know	13.9%	14.5%	15.4%
Average	\$13.67	\$19.04	\$28.02

6. Implementation priority

Respondents were asked what priority they would give to implementing the public transport spine option chosen for Wellington.

A majority give implementation high priority and a third give it medium priority. Non-ratepayers were more likely than ratepayers to give implementation high priority, as were Wellington City respondents. Bus users and respondents who drive to work were more likely to give implementation high priority.

Only 10% of respondents felt that this was either low priority or not a priority, and only 3% did not have an opinion.

Thinking about overall priorities for the future of Wellington's transport network what priority would you give implementing the final public transport spine option chosen for Wellington?	ALL	Wellington City	Ratepayer	Non-Ratepayer
High priority	54.1%	59.4%	45.9%	67.0%
Medium priority	32.5%	28.8%	35.7%	26.7%
Low priority	8.1%	6.6%	9.7%	5.9%
Not a priority	2.4%	1.4%	4.1%	0.0%
Don't know	2.8%	4.4%	4.6%	0.3%
N (unweighted)	588	508	473	115



APPENDIX 1 – SAMPLE

Sample

669 members of Greater Wellington Regional Council’s Greater Say Panel responded to the survey between 26 July and 05 August 2013.

The sample is weighted on age, gender, ethnicity, education, personal income and employment and has a maximum margin of error at a 95% confidence level of $\pm 3.9\%$ overall.

Respondent comments

All comments from respondents are captured as entered by respondents and are available from the Greater Say system. It is recommended that these comments be reviewed.

Contact

For more information about this survey or additional analysis, please contact Grant McInman on 021 076 2040, email gmcinman@horizonresearch.co.nz.

APPENDIX 2 – QUESTIONNAIRE

The Wellington City Public Transport Spine

On this page and the next page we have provided you with some background information to help you answer this survey. If you would like further information on the Wellington Public Transport Spine study, please visit <http://www.gw.govt.nz/ptspinstudy-2/>.

Background

Looking 10 to 30 years ahead there will be increased congestion on our roads. In Wellington City the roads are generally narrow and a lot of vehicles compete for space. Our current bus system will be affected by this and will become increasingly slow and unreliable unless action is taken to improve it. This affects both public transport users and those who drive, as the less attractive public transport becomes the more people drive instead.

The Wellington City Public Transport Spine study aimed to look at the future needs of Wellington and examined a large number of options to provide a high quality, modern public transport service through central Wellington as well as the south and east of the city.

After extensive research the study identified 3 short-listed options which were compared side by side. These were:



Bus Priority route

Bus Priority - Standard buses using peak period bus lanes in congested areas and with priority at traffic signals. Buses run along each side of the road, from the Wellington Railway Station to Newtown and through the Hataitai bus tunnel to Kilbirnie.



Bus Rapid Transit route

Bus Rapid Transit - New high capacity and high quality buses running on dedicated bus lanes (without other traffic) with priority at traffic signals. Bus lanes run from the Wellington Railway Station to Courtenay Place. From Courtenay Place to Newtown they are proposed to run along the median of the road. From the Basin Reserve, buses travel under the proposed Basin Bridge, through the new duplicated Mt Victoria Tunnel and run alongside State Highway 1 to Kilbirnie.





Light Rail Transit route

Light Rail Transit - Trams running along rail tracks in dedicated lanes (without other traffic) with priority at traffic signals. Tracks run from the Wellington Railway Station to Courtenay Place. From Courtenay Place to Newtown they are proposed to run along the median of the road. From the Basin Reserve, trams travel under the proposed Basin Bridge through a new dedicated Mt Victoria Tunnel and then run alongside State Highway 1 to Kilbirnie.

The Wellington City Public Transport Spine

Firstly, what is/are the main form(s) of transport you use for the following activities?

1.1. Travel to work or education

Please select the form(s) of transport you mainly use for each activity

- A. Private car, as driver
- B. Private car, as passenger
- C. Train
- D. Bus
- E. Ferry
- F. Walk
- G. Cycle
- H. Other
- I. None

1.2. Shopping

- A. Private car, as driver
- B. Private car, as passenger
- C. Train
- D. Bus
- E. Ferry
- F. Walk
- G. Cycle
- H. Other
- I. None

1.3. Recreation and leisure

- A. Private car, as driver
- B. Private car, as passenger
- C. Train
- D. Bus
- E. Ferry
- F. Walk
- G. Cycle
- H. Other
- I. None



2. Before participating in this survey, were you aware of the Wellington City Public Transport Spine Study?

- A. Yes
- B. No
- C. Don't know

What features the options deliver

Now please think about the Study's three public transport options for Wellington City. Please tell us how much you agree or disagree that each option will deliver the following:

Provides a MODERN public transport solution for Wellington

3.1. Bus Priority

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

3.2. Bus Rapid Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

3.3. Light Rail Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know



Provides the best OVERALL BENEFITS for transport passengers

4.1. Bus Priority

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

4.2. Bus Rapid Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

4.3. Light Rail Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

Offers best VALUE FOR MONEY

5.1. Bus Priority

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

5.2. Bus Rapid Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know



5.3. Light Rail Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

Provides the HIGHEST QUALITY public transport solution for Wellington

6.1. Bus Priority

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

6.2. Bus Rapid Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

6.3. Light Rail Transit

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

Overall Preference

7. Taking into account the costs and benefits of each option, which of the proposed options to improve public transport in Wellington City do you most prefer?
Please select one option only

- A. Bus Priority
- B. Bus Rapid Transit
- C. Light Rail Transit
- D. Don't know
- E. Other (please specify)



8. Please explain your reason(s) for selecting your preferred option.

(Open text)

Potential Impacts on Parking

To achieve faster more reliable services some of the proposed options in the Wellington City Public Transport Spine Study require additional road space to fit dedicated lanes for public transport. This will mean that some on-street parking will be lost along the streets where the services run.

Please state how much you agree or disagree with the following statement:

9. The loss of some on-street parking in return for faster, more reliable public transport is an acceptable trade-off.

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

10. Do you have any comments on this?

(Open text)

Potential Impacts on Vehicles

To achieve faster, more reliable services and and to provide more space for better public transport, the Wellington City Public Transport Spine Study proposes that general vehicles (i.e. private cars) are not allowed in some sections of Lambton Quay and Willis Street during business hours (7am to 7pm). This will mean that the vehicles that currently use these streets will have to find alternative routes.

Please state how much you agree or disagree with the following statement:

11. Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport is an acceptable trade-off.

- A. Strongly disagree
- B. Disagree



- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

12. Do you have any comments on this?

(Open text)

Potential Impacts on CBD Routes

Some of the proposed options in the Wellington City Public Transport Spine Study propose using an alternative route through the CBD at peak times. This would mean some bus services would travel along Featherston Street and Wakefield Street. This is designed to reduce the total number of public transport vehicles on Lambton Quay so that public transport is faster and more reliable.

Please state how much you agree or disagree with the following statement:

13. Using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport is an acceptable trade-off.

- A. Strongly disagree
- B. Disagree
- C. Neither agree nor disagree
- D. Agree
- E. Strongly agree
- F. Don't know

14. Do you have any comments on this?

(Open text)

Willingness to pay

The cost of constructing the three options has been estimated at:

- \$59million for Bus Priority
- \$207million for Bus Rapid Transit and
- \$940million for Light Rail Transit.



Some of these costs are likely to be passed on to ratepayers through increased rates. The average household currently pays around \$300 a year in regional rates.

For each of the options how much extra would you be prepared to pay each year in addition to your regional rates to make it happen?

15.1. Bus Priority

- A. \$0 - I would not be willing to pay more
- B. \$1 - \$10
- C. \$11 - \$20
- D. \$21 - \$40
- E. \$41 - \$60
- F. \$61 - \$100
- G. More than \$100
- H. Don't know

15.2. Bus Rapid Transit

- A. \$0 - I would not be willing to pay more
- B. \$1 - \$10
- C. \$11 - \$20
- D. \$21 - \$40
- E. \$41 - \$60
- F. \$61 - \$100
- G. More than \$100
- H. Don't know

15.3. Light Rail Transit

- A. \$0 - I would not be willing to pay more
- B. \$1 - \$10
- C. \$11 - \$20
- D. \$21 - \$40
- E. \$41 - \$60
- F. \$61 - \$100
- G. More than \$100
- H. Don't know

Finally...

16. Thinking about overall priorities for the future of Wellington's transport network what priority would you give implementing the final public transport spine option chosen for Wellington?

- A. High priority



- B. Medium priority
- C. Low priority
- D. Not a priority
- E. Don't know

17. Do you have any other comments you'd like to make about the Wellington City Public Transport Spine Study or the future of public transport in Wellington?

(Open text)

WELLINGTON CITY RESIDENTS' VIEWS ON THE WELLINGTON PUBLIC TRANSPORT SPINE OPTIONS

September 2013



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Executive Summary

This report details the responses of 479 Wellington City residents on the Wellington City Public Transport Spine Study options. Respondents were recruited by a third party media company or self selected themselves to participate. The sample was weighted to match city demographics in terms of gender, age and ward and has a margin of error of $\pm 4.5\%$.

Respondents' use a wide variety of transport modes to travel to work/education, shop or for recreation and leisure purposes. Private car was the most popular transport choice (as a driver [70%] or passenger [33%]), followed by walking (56%) or catching a bus (55%). Interestingly, more people catch the bus to work/education (42%) than drive (39%).

Bus Rapid Transit came out as the preferred option for respondents over Bus Priority and Light Rail Transit, with 46% of respondents preferring this option. Bus Rapid Transit was also rated the most modern option, with the best overall benefits for passengers and the best value for money. It tied with Light Rail Transit with respect to the highest quality option.



The acceptability of impacts on parking, vehicles and CBD routes were assessed for the proposed options. The majority of respondents overall agreed that each impact is acceptable. This was supported by the majority of car users who are most likely to be affected by the changes to parking, vehicles and CBD routes.


51% of respondents want the selected public transport spine solution to be implemented with high priority. Just over a third of respondents rated implementation as a medium priority. Only 9% think it should have a low or no priority.

Depending on the option 19% to 29% of respondents were not willing to pay anything extra for the proposed solutions. The majority of respondents (60% to 71% depending on the option) would be willing to pay additional money in rates for the chosen option. 10% to 11% were unsure whether they would be willing to pay more or how much they would be willing to pay. On average, respondents would be prepared to pay annual rates increases of \$18 for Bus Priority, \$30 for Bus Rapid Transit and \$34 towards Light Rail Transit.

Key findings

Transport use:

- Overall, 70% said they drove a private car and 37% said they were a passenger in a private car for travel to work/education, shopping or recreation and leisure purposes.
- The survey suggests that around two-thirds of private cars travelling to work/education or for shopping have only one occupant aged 18 years or older.
- Private car use was lowest for respondents who live in the Lambton ward.
- Respondents least likely to be sharing a car live in the Lambton ward.
- 22% of respondents said they used trains. Train use was highest among Northern ward residents.
- 55% of respondents said they used buses. Bus use was highest among Southern ward residents.
- 56% of respondents walk. Those living in the Lambton ward are most likely to walk.
- 15% of respondents cycle. The highest prevalence of cycling was among Eastern and Southern ward residents.



Private car use was the most common transport mode

Awareness of the Wellington Public Transport Spine Study:

- 50% of respondents said they were aware of the study.
- Respondents living in the Eastern ward were most aware of the study.

Options:

- Overall, Bus Rapid Transit was perceived as the most modern transport solution for Wellington; although respondents were more likely to strongly agree that Light Rail Transport was the most modern transport solution.
- Bus Rapid Transit was seen as the best value for money, followed by the Bus Priority option.
- Bus Rapid Transit was rated as having the best overall benefits for passengers.
- More people strongly agreed that Light Rail Transit was the highest quality solution; although in total the same amount of respondents agreed that Light Rail Transit and Bus Rapid Transit would provide a high quality transport solution.

Potential Impacts:**a) Loss of some on-street parking in return for faster, more reliable transport**


- Overall, 72% agree - evenly split between those who agree and those who strongly agree – that this is an acceptable trade-off, with 17% disagreeing.
- Over 60% of those who cycle strongly agree that this impact is acceptable.
- Among those who drive, and are therefore the most likely to be affected by the loss of parking, 69% agree that the trade-off is acceptable.

b) Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable transport

- Overall, 77% agree that this is an acceptable trade-off, with an even split between those who agree and those who strongly agree. 14% disagreed.
- 94% of cyclists agree that this impact is acceptable.
- Among those who drive, and are therefore the most likely to be affected, 74% agree that the trade-off is acceptable.

c) Using an alternative route for some peak bus services through the CBD in return for faster, more reliable transport

- Overall, 78% agree that this is an acceptable trade-off. More people are likely to agree (51%) than strongly agree (28%). 9% disagree.
- 85% of cyclists agree that this impact is acceptable.
- Among those who drive, and are therefore the most likely to be affected, 78% agree that the trade-off is acceptable.



Trade-offs are considered acceptable

Willingness to pay for options:

- 19% to 29% of all respondents, depending on the option, were not willing to pay anything extra to make the options happen, and 10% to 11% were unsure.

Implementation priority:

- 51% said that implementation of the selected option should be a high priority. 37% thought it should be a medium priority and 6% thought it should have a low priority.
- Those who cycle were the most likely to rate implementation as a high priority.

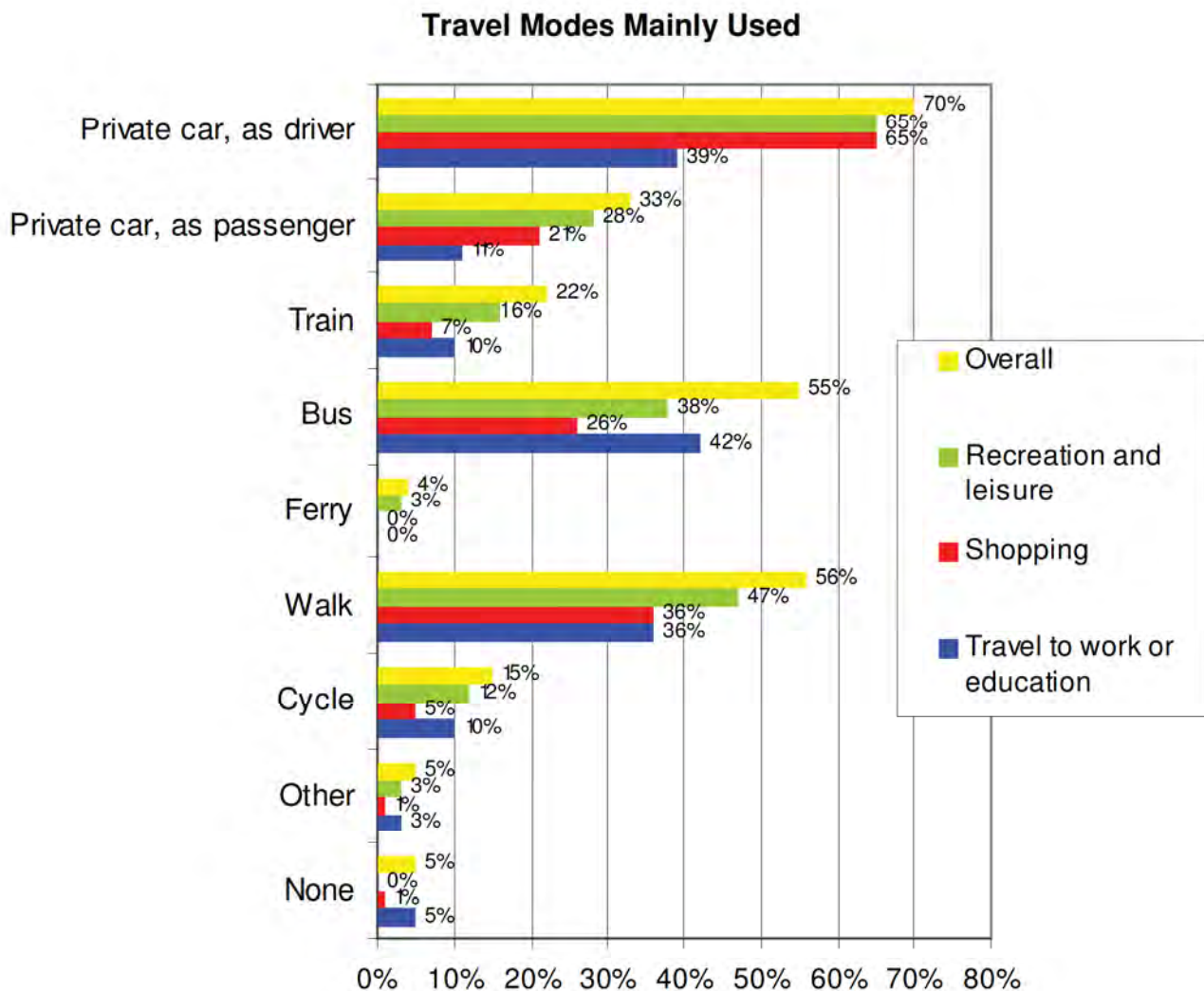
Report

1.0 Transport Use

Panel members were asked what main forms of transport they used for three purposes:

- Travel to work or education
- Shopping
- Recreation and leisure

The following graph shows the travel modes mainly used by respondents.



1.1 Private car

Overall, 70% of respondents said they drove a private car and 33% said they were a passenger in a private car for travel to work/education, shopping or for recreation and leisure purposes.

Private car use was highest for both shopping (65%) and recreation and leisure (65%) purposes. In comparison, only 39% of respondents reported driving a private car to work or education.

Travelling to work or education as a passenger in a private car was reported by 11% of respondents, suggesting that around two-thirds of private cars travelling to work or education have only one occupant aged 18 years of age or older.

Private car use for shopping follows a similar pattern, with around two-thirds of private cars having only one occupant aged 18 years of age or older. Half of private cars travelling for recreation and leisure purposes have another occupant.

Private car use was lower among respondents who live in Lambton ward than among respondents from other wards. 46% of Lambton respondents said they drove a private car for travel to work/education, shopping or recreation and leisure. Corresponding figures for other parts of the city are as follows:

- Onslow-Western ward: 86%
- Eastern ward: 77%
- Northern ward: 77%
- Southern ward: 60%

Being a passenger in a private car was more likely if respondents lived in either the Onslow-Western or Eastern ward. Respondents were least likely to share a car if they resided in the Lambton ward.

1.2 Train

Overall, 22% of respondents said they used trains for at least one of the three purposes measured. Train use was lowest for shopping: only 7% reported using a train for this purpose.

45% of those living in the Northern ward used the train to get to work/education, for shopping or recreation and leisure purposes, which is significantly more than respondents from other wards. Train use was lowest among respondents from the Eastern ward: only 5% reported using trains.

1.3 Bus

Overall, 55% of respondents said they used buses for at least one of the three travel purposes measured. Bus use was most prevalent among Southern ward residents, with 72% reporting using the bus to travel for at least one of the three travel purposes measured. Bus use was lowest among respondents living in the Onslow-Western ward (46%) and the Northern ward (52%). As with train use, bus use was lowest for shopping: 26% reported using it for this purpose.

1.4 Ferry

Overall, 4% of respondents said they used the ferry for at least one of the three travel purposes measured. The highest use was for recreation or leisure.

1.5 Walk

Overall, 56% of respondents said they walk for at least one of the three travel purposes measured. The highest use was for recreation and leisure (47%), with 36% walking to work/education and 36% walking for shopping.

Lambton ward residents were most likely to walk, with 88% of respondents walking for at least one of the purposes measured, 74% walking to work/education, 74% walking for shopping and 67% walking for recreation and leisure. Northern ward residents were least likely to walk: only 28% reported walking for at least one of the purposes measured.

1.6 Cycle

15% of respondents said they cycle for at least one of the three travel purposes measured. The highest prevalence of cycling was in the Eastern ward (20%) and Southern ward (19%). Those in the Northern ward cycled the least (9%).

2.0 Awareness of Wellington City Public Transport Spine Study

50% of respondents said they were aware of the Wellington City Public Transport Spine Study. Those in the Eastern ward were most aware of the study (63%).

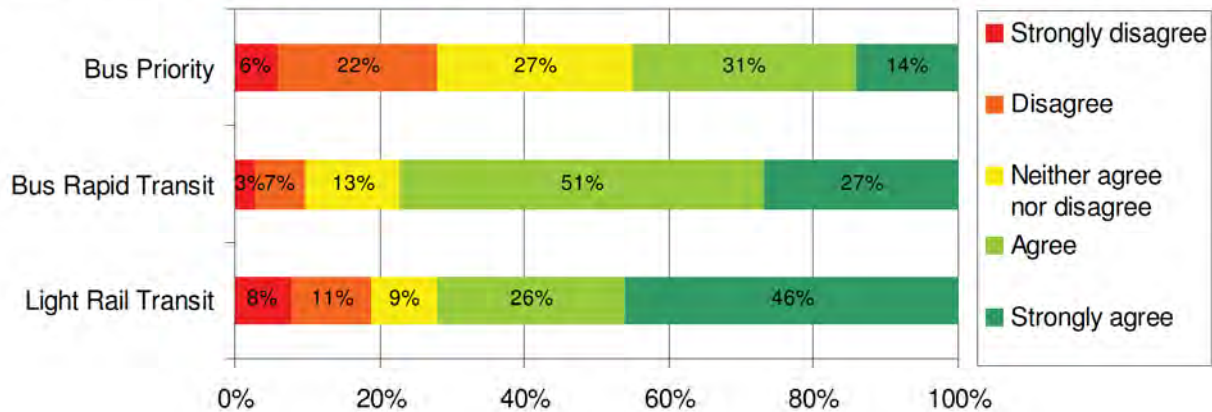
Awareness of the Wellington City Transport Spine Study	All	Eastern ward	Northern ward	Lambton ward	Southern ward	Onslow-Western ward
Yes	50%	63%	51%	49%	48%	44%
No	45%	34%	47%	45%	41%	49%
Don't know	5%	0%	2%	6%	11%	7%

3.0 Options

Respondents were told about the three options – Bus Priority, Bus Rapid Transit and Light Rail Transit – being considered for the Wellington City Public Transport Spine (see Appendix 2) and asked how strongly they agreed that each of them would:

- Provide a modern public transport solution for Wellington
- Provide the best overall benefits for transport passengers
- Offer the best value for money
- Provides the highest quality public transport solution for Wellington.

3.1 Modern public transport solution

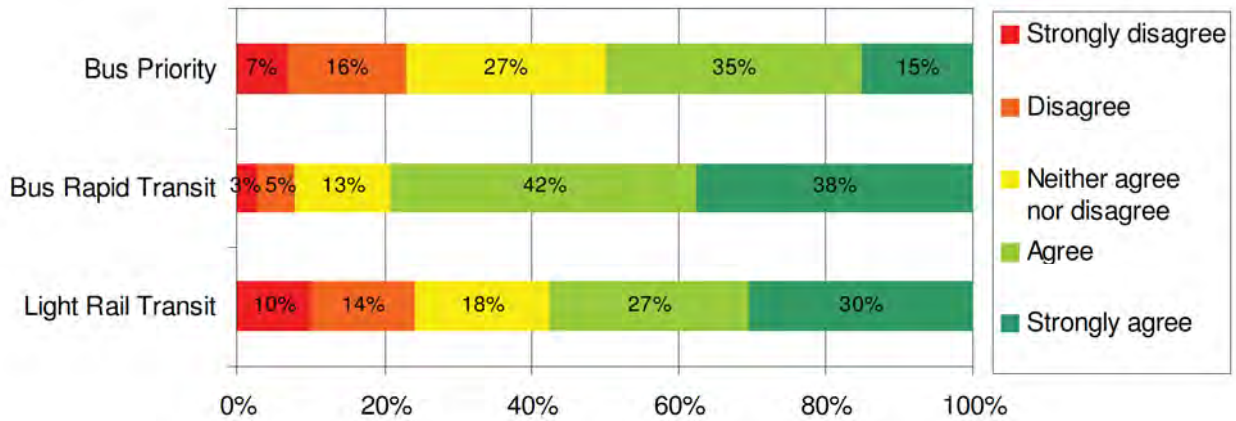


Overall, Bus Rapid Transit was perceived as the most modern transport solution for Wellington, with 78% of respondents agreeing. Those in the Southern ward were most likely to agree that this was the most modern solution.

Light Rail Transit was in second place. Overall, 73% of respondents agreed that it would provide a modern solution. Interestingly more people strongly agreed that Light Rail Transit was a modern solution compared with Bus Rapid Transit. Those aged 18-29 were significantly more likely to strongly agree that Light Rail Transit was the most modern solution.

While 45% of respondents agreed that Bus Priority was a modern transport solution, 28% disagreed. Those living in the Northern ward and respondents over 50 were significantly more likely to agree with Bus Priority being a modern solution than other wards and age groups.

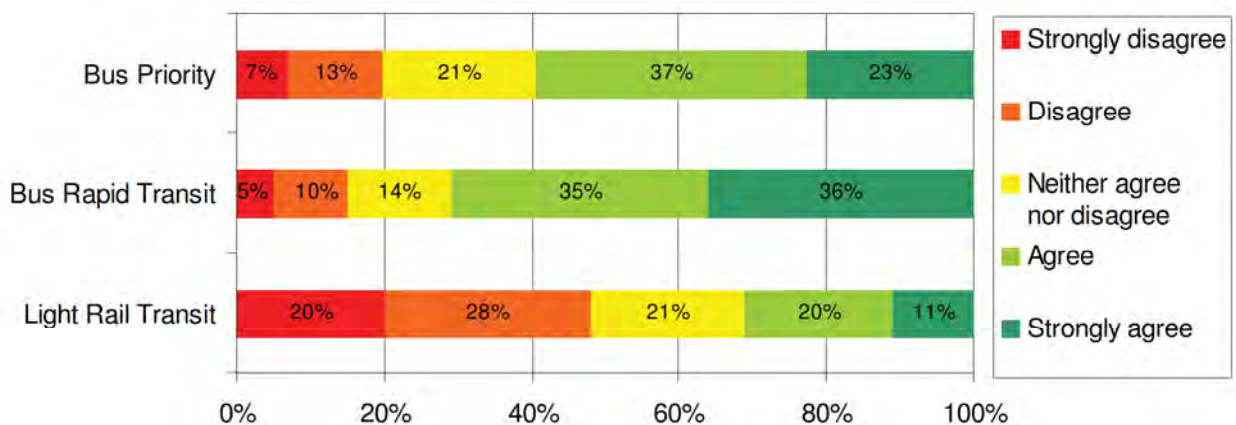
3.2 Best overall benefits for transport passengers



Bus Rapid Transit was perceived as providing the best overall benefits for Wellington transport users, with 80% in agreement - 38% strongly agreed and 42% agreed. 8% disagreed with this.

By comparison, 57% agree that Light Rail Transit provides the best overall benefits for passengers and 50% agree that Bus Priority does.

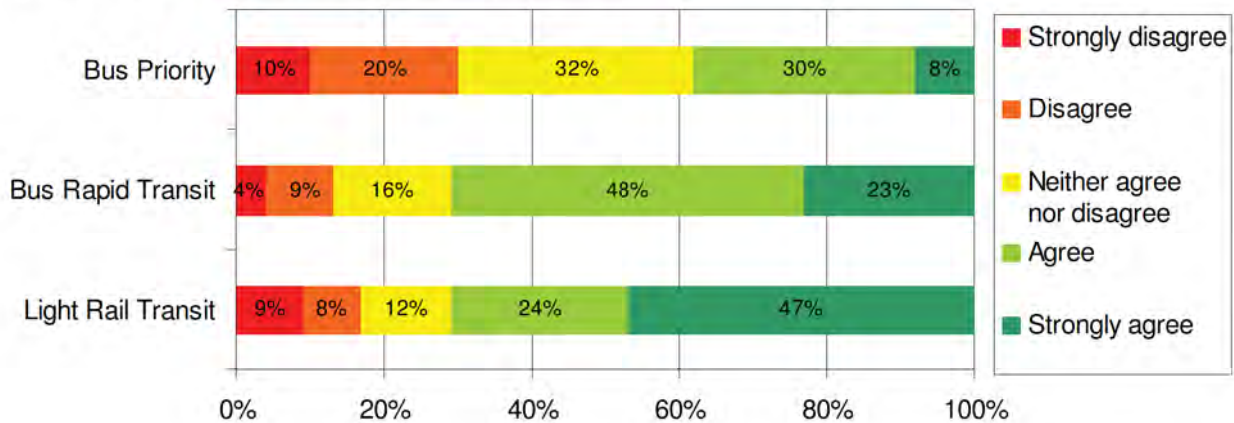
3.3 Best value for money



The two bus solutions were seen as better value for money than the Light Rail Transit solution. Again the Bus Rapid Transit solution was clearly considered the favourite option in regards to this measure, with 71% of respondents agreeing that it was best value for money.

There were no significant differences between respondents from the various wards. Those aged 18-29 were most likely to agree that Bus Rapid Transit was the best value for money.

3.4 Highest quality public transport solution



The same percentage of respondents (71%) agrees that Light Rail Transit and Bus Rapid Transit are the highest quality solutions. However, because more respondents strongly agreed that Light Rail Transit is the highest quality solution it has an edge over Bus Rapid Transit on this measure.

Bus Priority came out third on this measure, with only 38% of respondents agreeing that it provides the highest quality solution.

3.5 Preferred option

Respondents were asked for a single preference from the three options, taking into account the costs and benefits of each option.

Overall, Bus Rapid Transit was the clear preference.

Taking into account the costs and benefits of each option, which of the proposed options to improve public transport in Wellington City do you most prefer?	All	Eastern ward	Northern ward	Lambton ward	Southern ward	Onslow-Western ward
Bus Priority	23%	22%	32%	16%	20%	24%
Bus Rapid Transit	46%	47%	37%	42%	46%	54%
Light Rail Transit	25%	27%	25%	32%	29%	16%
Don't know	4%	2%	3%	6%	4%	3%
Other	3%	2%	3%	4%	2%	3%

Comments suggest that cost is a key driver of preference for one option over another. Bus Priority is supported due to its low cost, Bus Rapid Transit is considered to have the best cost to benefit ratio and Light Rail Transit supporters believe that inputs will be cheaper long term. A few people suggested that the money could be better spent on alternative initiatives.

Bus Rapid Transit and Light Rail Transit were favoured for increases in efficiency and their ability to motivate mode shifts. However, the recent earthquakes in Wellington also appear to have had an effect on peoples' preferences, with Bus Priority and Bus Rapid Transit options considered more flexible in the event of a disaster than Light Rail Transit.

Illustrative comments for why people support each option are included below.

3.5.1 Bus Priority

- **Cost**

'Cheapest and least disruption. Transport in Wellington is very good in my opinion.'

'This spine solution is only a spine solution and does not warrant huge expenditure.'

'As a ratepayer, I can't see the benefit in saving people 3 minutes each day, but spending hundreds of millions of dollars.'

'I consider the cost of the two rapid transit options disproportionately expensive relative to the gains in time and quality.'

'It's the least costly and more bangs for your buck.'

- **Speed of implementation**

'A solution is required that can begin immediately.'

'Achievable in the short term.'

'Infrastructure largely already there. Busses go everywhere. Fare system and payment methods already in place. Already have vehicles and operators.'

'Questions do not take account of the disruption while a rapid transit system (especially light rail) is put in place.'

- **Flexibility**

'I don't like the light rail option because of the cost and the likely conflict with the road network.'

'In an earthquake buses can be quickly rerouted.'

'I love light rail, but am fearful that earthquakes would disrupt it too much, as the recent earthquakes have done to the railway tracks.'

'It also allows for a degree of flexibility and growth.'

- **Appropriate for size of city**

'Because of the small size of our city I think this way will cope with things.'

'Whilst the light rail option may be favoured by some a reality check must be undertaken as to the cost, patronage and the fact that we are a small city both in area and population.'

'Wellington is a compact city and to have one major means for public transport is sufficient to ferry people around.'

3.5.2 Bus Rapid Transit

- **Right balance between cost and effectiveness**

'Reduces travel times significantly but doesn't cost as much as the Light Rail Transit option.'

'Provides the best cost-benefit ratio and can include earlier implementation of bus priority measures. It starts providing benefits earlier than light rail. It is also a more flexible system, and can be expanded to the suburbs. While bus priority would obviously be cheaper to construct, its operational costs would be higher than those of bus rapid transit, it provides poorer travel time savings, increases public transport patronage less.'

'Seems to benefit the most people.'

'Greater capacity, faster but not overpriced.'

- **Encourage mode shift**

'Has the greatest potential increase in passenger numbers.'

'Saving travel time – this will encourage more people to use it.'

'Bus rapid transit could work really well as long as you have specific roads that are dedicated to buses where cars are banned. If cars couldn't travel on certain city streets, e.g. Lambton Quay it would provide a great incentive for people to take the bus and really speed up the buses.'

'Bus priority will be unconvincing to those who don't regularly use public transport (i.e. unlikely to compel them to be regular users).'

- **Efficiency**

'Faster travelling time for passengers'

'Gives time to have a second Mt Vic tunnel operating which would remove a major traffic bottleneck.'

'Provides full priority for public transport. I believe private transport should give way to public transport. This option does not involve the bus trying to get back into joint use lanes. It should give fast, efficient service.'

- **Safety**

'I think it is essential to put buses into their own lanes for safety and to make driving easier particularly for people from out of town going to the airport.'

'I prefer bus medians to bus lanes on the side of the road as the sharing of bus lanes is very dangerous for cyclists.'

- **Flexibility**

'Ease of adapting'

'Can still use in event of a severe earthquake, as opposed to light rail.'

'Buses used in this system could also be rerouted if required, whereas the LRT cannot be.'

'Offers flexibility for changing needs of traffic flows through the city. Lanes could be changed when needed. Less confusing for other road users than bus priority. Light rail is more permanent and being a different system more expensive to maintain.'

- **Future focussed**

'More forward thinking policy and will serve Wellington better in the future.'

'Will overall have a better sustainable impact long term.'

3.5.3 Light Rail Transit

- **Environmentally friendly**

'It may become another 'iconic' Wellington attraction and will also show Wellington is an environmentally conscious capital city.'

'Best effect on transport congestion as well as the best outcome for Wellington's character and environment. Could be a tourist attraction.'

'Modern and clean system which we can be proud of.'

'I can't support any system that locks us into relying on fossil fuels. It's not fair to put forward numbers that don't take into account the cost to the environment long term.'

- **Future orientated and cheaper long term**

'The bus options considered are like a bandaid on a broken bone – too little to have any long term effect.'

'I would imagine light rail to be a far more durable long lasting network than more roads which are becoming increasingly expensive to maintain as the cost of bitumen rises.'

'Light rail has a future past fossil fuels.'

'Modern, forward thinking cities invest in light rail to take them through to the future where petrol/diesel prices are increasing and more people will need to be moved around for less money. It may cost a lot to build but I think it will pay back the city many many times over.'

- **Encourage modal shift**

'Implementing forward thinking infrastructure would be a great way to recruit users to the public transport network.'

'We need to see public transport being clearly better than travel by private vehicle.'

'Best service for a wider range of social economic users i.e. middle social/economic users will be more likely to use the light rail than the bus.'

'Riding the train/tram has a different 'vibe' to riding a bus, and I think it would encourage people who re a bit too snobby to ride buses, to think again about using public transport.'

'Buses are uncomfortable and cannot take bikes or passengers with large luggage. Trains are far more convenient and comfortable to ride.'

- **Efficiency**

'Light rail train always has the right-of-way.'

'Trolley buses are slow; diesel buses pollute the atmosphere.'

- **Competitive city**

'We need to be a modern global city competing with the rest of the capitals around the world.'

'Wellington needs an attraction to make it stand out better – the light rail would do that.'

There were also a number of comments that the cost of a tram tunnel should not have been included as part of the Light Rail Transit costs in assessing the cost/benefit analysis. A few respondents also suggested that environmental costs of each option should have been included.

'Light rail has been poorly portrayed in this study as very expensive and providing low benefits. The study saddles light rail with the cost of a new tunnel, but not the other two options. Light rail is what you would expect in a city of Wellington's size and geography but it is unlikely to get the support it deserves as a result of this skewed study.'

'After reading key points in the study I don't feel it was conducted fairly giving each option the same performance measures.'

4.0 Potential Impacts

Three potential impacts of the proposed options were assessed for acceptability. Overall, respondents were most likely to agree that each impact is acceptable. This includes those that are most likely to be affected (those who drive to work/education, to the shops and for recreation/leisure purposes) by changes.

4.1 Impacts on parking

Respondents were told that to achieve faster more reliable services some of the proposed options in the Wellington City Public Transport Spine Study require additional road space to fit dedicated lanes for public transport. This will mean that some on-street parking will be lost along the streets where the services run. Respondents were asked how much they agreed or disagreed that “the loss of some on-street parking in return for faster, more reliable public transport is an acceptable trade-off”.

Overall, 72% agree that this is an acceptable trade-off, with 17% disagreeing.

For those that are most likely to be directly affected (those who drive to work/education, to the shops or for recreation/leisure) 65% to 69% believe the trade-off is acceptable. 78% of walkers, 79% of bus users, 82% of train users and 86% of cyclists agree that this trade-off is acceptable. 64% of cyclists strongly agree that this trade-off is acceptable.

The loss of some on-street parking in return for faster, more reliable public transport is an acceptable trade-off.	All	Drive to work/education	Drive to shops	Drive to recreation/leisure
Strongly disagree	9%	13%	11%	10%
Disagree	8%	10%	9%	9%
Neither agree nor disagree	10%	9%	10%	10%
Agree	37%	41%	39%	38%
Strongly agree	35%	24%	29%	31%
Don't know	1%	2%	2%	1%
N (unweighted)	476	193	333	329

Respondents who **disagreed** that this trade-off is acceptable thought that parking was already scarce in Wellington City.

'As there are limited car spaces currently we should not be reducing anymore.'

'After a series of small earthquakes, central city parking is already under a lot of pressure – reducing parking further will only make the problem worse.'

'Wellington CBD cannot afford to lose car parks. Perhaps WCC could invest in a car park building to make up for any lost on-street parks.'

'No development should take precedence over parking.'

Others who disagreed with the trade-off referred to the negative impact on businesses.

'Loss of on street parking creates dead non commercial zones.'

'I am an inner city retailer. Business for Wellington has been slow recently and we really need to be able to get out of this rut. Removing car park spaces will without a doubt reduce the ease of being able to stop near a shop that you want to pop into.'

'You can already see in Wgtn currently with parking being removed from Cuba St and Kilbirnie shopping precincts, the negative impact it has had on businesses.'

'Wgtn cannot afford to loose more business.'

Those who **agreed** with the trade-off tended to think that car use needed to be discouraged.

'A loss of parking would be a great way to discourage private vehicle use.'

'This city is far too car friendly, so please take away as many on-street spots as you can!'

'Cars are the way of the past. Wellington should do everything it can to make it difficult and expensive to choose private cars as your transport option. This includes parking.'

'If we want people to become more focused on public transport, we need to focus on public transport over private vehicles.'

'Removing parking increases the opportunity for public transport to be used (subsequently increasing the return on investment for the city).'

'Parking creates an unsafe and unfriendly environment for cyclists, pedestrians, tourists and is totally unnecessary. Removing parking increases the opportunity for public transport to be used.'

It was also thought that an improved public transport system will reduce the need for parking by encouraging commuters to switch transport modes.

*'If the public transport met my needs, I would use it (not too costly please).'
'Better public transport should decrease the number of private vehicles and therefore decrease the demand for parking.'*

There was also the view that if on-street parking was removed that alternative parking should be made available close by or near public transport hubs.

'As long as parking precincts/buildings that are safe are provided, preferably free, at a public transport end point.'

'I think the council should consider ways to mitigate the loss of on-street parking, for example by acquiring nearby land that could be used for parking.'

'I agree that some on street parking loss may be necessary which is acceptable so long as this is replaced with alternative short term parking options. It is very difficult to get parking when visiting the city for short trips and it is not practical to catch a bus/train into the city with 2x preschoolers and expect them to be able to walk all over the city.'

However, some respondents who agreed with the trade-off still advocated for retention of parking spaces for the disabled and service vehicles.

'Street parking should not be available in the city. Only for disabled or service vehicles. This brings the city back to the people.'

'Convenient, reasonably priced parking for people with disabilities must not be sacrificed.'

'There needs to be some allowances for service vehicles as they still will need to work in the area.'

4.2 Impacts on vehicles

Respondents were told that to achieve faster, more reliable services and to provide more space for better public transport, the Wellington City Public Transport Spine study proposes that general vehicles (i.e. private cars) are not allowed in some sections of Lambton Quay and Willis Street during business hours (7am to 7pm). This will mean that the vehicles that currently use these streets will have to find alternative routes.

Respondents were asked how much they agreed or disagreed that “restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport is an acceptable trade-off”.

Overall, 77% agree that this is an acceptable trade off, with 15% disagreeing.

For those that are most likely to be directly affected (those who drive to work/education, to the shops or for recreation/leisure) 69% to 73% believe the trade-off is acceptable. 80% of bus users, 83% of train users, 84% of walkers and 94% of cyclists agree that this trade-off is acceptable. 62% of cyclists strongly agree that this trade-off is acceptable.

Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport is an acceptable trade-off.	All	Drive to work/ education	Drive to shops	Drive to recreation/ leisure
Strongly disagree	5%	8%	6%	6%
Disagree	9%	13%	12%	12%
Neither agree nor disagree	7%	9%	8%	8%
Agree	38%	40%	40%	38%
Strongly agree	39%	29%	33%	35%
Don't know	1%	-	1%	0%
N (unweighted)	478	193	335	331

Respondents who **disagreed** that the trade-off was acceptable tended to think that the time restriction was excessive.

'There is only real pressure on this area during peak hours (say 7.30-9am & 3-6pm). I see no benefit in restricting car access outside peak times.'

'Limit the time to peak morning and peak evening traffic (e.g.7-9am and 4-6pm).'

Respondents also thought that there would be a negative impact on retailers and service providers.

'I wouldn't like to be a retailer if motor vehicles are restricted in the inner city. It will kill off retailing.'

'If we cannot access by car we are unlikely to go there.'

'That removes too much access to key parts of core shopping and business areas. It reduces access to Dentist, Inner city doctors, physio and Gyms.'

Contradictorily, some respondents argued that there was no point in restricting vehicles in these areas as few cars used these routes, while other respondents claimed they were key transport routes for drivers and should not be disrupted.

'Not many vehicles use these routes anyway. I don't think it will make much difference. It will also encourage more pedestrian stupidity.'

'Willis St is a major north/south artery. Closing any part of Willis St would make travel by motor vehicle from the Southern suburbs extremely difficult.'

'This is bad because a lot of people use these roads and they are convenient and to get rid of them would be a very big hassle for a lot of the public.'

Concern for the less able was also raised.

'Having to take elderly people to appointments in the city is not always practical on public transport. People should not be financially penalised by having to take a taxi.'

'I am over 80 and depend on the convenience of my car to get around.'

Many respondents who **agreed** with the trade-off were also concerned with the ability of emergency services, the disabled and service vehicles to access the area.

'There should be some access for cars with disabled stickers.'

'I agree with this, but there should be an allowance for taxis and goods and trades vehicles delivering to businesses. It is especially difficult for disabled people who rely on taxis and/or mobility vans to currently get to the door of their destination if it is on a bus route.'

'I am keen to have the CBD only for buses and emergency services.'

'What about deliveries and emergency situations?'

Furthermore, respondents that agreed with the trade-off indicated that they expected alternative routes to be available and that spill over traffic would be managed appropriately.

'As long as this doesn't just create huge problems elsewhere when the general vehicles attempt to find other routes.'

'I would be concerned about the corresponding increase in traffic on some adjoining streets as a result, particularly the Terrace.'

While a couple of respondents were concerned with the negative impact on retail, other respondents argued that restricting vehicles would actually boost retail activity.

'Numerous studies show that removing traffic from the streets increases retail activity (e.g. Melbourne CBD).'

'There is ample evidence that this is actually a positive – the lack of vehicles increases pedestrian traffic outside shops giving an economic benefit – check out Jan Gehl.'

There was also a lot of support for discouraging car use and providing an additional incentive to increase public transport use.

4.3 Impacts on CBD routes

Residents were told that some of the proposed options in the Wellington City Public Transport Spine study propose using an alternative route through the CBD at peak times. This would mean some bus services would travel along Featherston Street and Wakefield Street. They were told that this is designed to reduce the total number of public transport vehicles on Lambton Quay so that public transport is faster and more reliable.

Respondents were asked how much they agreed or disagreed that “using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport is an acceptable trade-off”.

Overall, 78% of respondents agree that this is an acceptable trade-off, with 9% disagreeing.

For those that are most likely to be directly affected (those who drive to work/education, to the shops or for recreation/leisure) 77% to 79% believe the trade-off is acceptable. 76% of bus users, 81% of train users, 81% of walkers and 85% of cyclists agree that this trade-off is acceptable.

Using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport is an acceptable trade-off.	All	Drive to work/ education	Drive to shops	Drive to recreation/ leisure
Strongly disagree	3%	2%	3%	3%
Disagree	6%	7%	5%	5%
Neither agree nor disagree	11%	10%	13%	13%
Agree	51%	50%	49%	49%
Strongly agree	28%	29%	28%	28%
Don't know	2%	2%	1%	2%
N (unweighted)	475	193	333	330

Some of the respondents **disagreed** with this trade-off as they thought this would encroach too much on general vehicle routes.

'If you are going to have dedicated streets for bus services with no access for general vehicles, then stick to them. Don't then start encroaching on more general vehicle roads which will already be impacted.'

'What? Keep even more streets closed to the motorists who pay for them?'

'A single, dedicated, public transport route is a clearer plan. I think segregating public and private would help reduce aggravation on CBD roads.'

Others thought that this could deter people from using public transport.

'I don't see the benefit as users may have to cross between Featherston St and Lambton Quay which may discourage users from using bus services.'

'If the busses don't go where people mainly want to go, people won't use them.'

'It might be faster for the bus, but that will add walking time to most journeys.'

'Will be confusing for people using the buses as to where the bus is.'

Those who **agreed** with using alternative routes tended to think that people would not mind walking an extra block in order to utilise the service and that the routes would act as ideal express options.

'One route should be for faster services, eg non-stop between the railway station and Courtenay Place, the other for the stopping services.'

'There are many people that are looking for express services out of the city. Using more express services (avoiding Lambton, Willis, and Courtenay) will especially be useful if we have a fully integrated ticketing system where the cost is calculated from where you tag on to where you tag off, regardless of whether you took one bus or three busses, a train and a ferry.'

There was some concern over bus routes becoming too confusing, especially for infrequent users or tourists. A need for good public information systems was identified for alternative routes to be a success.

'This would provide more options for public transport users, but would have to be accompanied by good public information systems, so that users know which route their transport would be taking.'

'Make sure there is plenty of info which is easily and readily available explaining where the buses go.'

It appears some people either misunderstood the question or were intent on pushing their own agenda. As a few respondents commented that they agreed with all buses being diverted from the current bus route and pedestrians being prioritised.

'This is a fantastic idea. Take vehicles off Lambton Quay and Willis Street. Make them pedestrian areas. It is long overdue.'

'The pedestrian shopping zones along the golden mile should be separated from the bus route.'

'Buses zooming past isn't particularly nice for pedestrians.'

'Pedestrian priority is paramount.'

5.0 Willingness to pay for options

To help respondents answer this question, respondents were told the cost of constructing the three options had been estimated at:

- \$59 million for Bus Priority
- \$207 million for Bus Rapid Transit
- \$940 million for Light Rail Transit

They were told that some of these costs were likely to be passed on to ratepayers through increased rates, that the average household currently pays around \$300 a year in regional rates, and were asked how much extra they would be prepared to pay each year in addition to their regional rates to make the option happen.

How much extra would you be willing to pay?	Bus Priority	Bus Rapid Transit	Light Rail Transit
\$0 – I would not be willing to pay more	27%	19%	29%
\$1 - \$10	24%	14%	8%
\$11 - \$20	16%	15%	8%
\$21 - \$40	10%	17%	12%
\$41 - \$60	6%	10%	11%
\$61 - \$100	4%	11%	12%
More than \$100	3%	4%	8%
Don't know	10%	10%	11%
Average	\$18.22	\$29.61	\$33.60

19% to 29% of all respondents, depending on the option were not willing to pay anything extra to make the options happen, and 10% to 11% were unsure.

In general, respondents who nominated an amount were willing to pay more for the more expensive options, but the additional amount they were willing to pay was not in proportion to the relative increase in capital cost. For example, using Bus Priority as the baseline, respondents were willing to pay 63% more for Bus Rapid Transit, while the capital cost was 252% higher than the Bus Priority option. Similarly, respondents were willing to pay 84% more for Light Rail Transit than the Bus Priority option, while the capital cost was 1493% more than Bus Priority.

6.0 Implementation priority

Respondents were asked what priority they would give to implementing the public transport option chosen for Wellington.

Thinking about overall priorities for the future of Wellington's transport network what priority would you give implementing the final public transport spine option chosen for Wellington?	All	Eastern ward	Northern ward	Lambton ward	Southern ward	Onslow-Western ward
High priority	51%	55%	51%	55%	62%	41%
Medium priority	37%	35%	30%	32%	26%	51%
Low priority	6%	6%	12%	2%	2%	6%
Not a priority	3%	2%	5%	2%	2%	1%
Don't know	4%	1%	1%	9%	9%	1%
N (unweighted)	478	75	87	117	69	127

The majority of respondents rated implementation as a high priority and just over a third rated it as medium priority. Those from the Southern ward were more likely to rate implementation as a high priority. Out of the different modal options, those who cycle (68%) or take the bus (58%) were the most likely to rate implementation as a high priority. Those that drive (48%) were the least likely to rate implementation as a high priority.

Only 9% of respondents felt that implementation was either low priority or not a priority, and only 4% did not have an opinion.

Appendix 1: Methodology

A link to the online survey was sent via e-mail to 715 members of the Wellington City Council's Our Capital View and 424 members of the Our Capital Voice panel. Members of the Our Capital View Panel are recruited by a third party media company. Members of the Our Capital Voice Panel are self selected.

People were given two weeks to complete the survey between 23 August and 6 September 2013. A reminder e-mail was sent out after the survey had been in the field for a week. A response rate of 45% was obtained. 479 Wellington City residents responded along with 32 people who live outside of Wellington City. For the purposes of this report only Wellington City residents views have been included.

The sample is weighted by age, gender and ward so it is representative of the Wellington population and has a margin of error of $\pm 4.5\%$ with a 95% confidence level.

Appendix 2: Questionnaire

Wellington Public Transport Spine Study

This survey gives you a chance to be heard on future public transport options for Wellington City.

Greater Wellington Regional Council, Wellington City Council and the NZ Transport Agency are trying to understand what the best form of public transport in central Wellington is for the future – one that is high quality, modern and meets the longer term aspirations and demands of the city.

We are interested in your views, even if you do not know much about the topic.

On this page and the next page we have provided you with some background information to help you answer this survey. If you would like further information on the Wellington Public Transport Spine study, please visit <http://www.gw.govt.nz/ptspinestudy-2/> .

Background

Looking 10 to 30 years ahead there will be increased congestion on our roads. In Wellington City the roads are generally narrow and a lot of vehicles compete for space. Our current bus system will be affected by this and will become increasingly slow and unreliable unless action is taken to improve it. This affects both public transport users and those who drive, as the less attractive public transport becomes the more people drive instead.

This study aimed to look at the future needs of Wellington and examined a large number of options to provide a high quality, modern public transport service through central Wellington as well as the south and east of the city.

After extensive research the study identified 3 short-listed options which were compared side by side. These were:



Bus Priority - Standard buses using peak period bus lanes in congested areas and with priority at traffic signals. Buses run along each side of the road, from the Wellington Railway Station to Newtown and through the Haitaitai bus tunnel to Kilbirnie.



Bus Rapid Transit - New high capacity and high quality buses running on dedicated bus lanes (without other traffic) with priority at traffic signals. Bus lanes run from the Wellington

Railway Station to Courtenay Place. From Courtenay Place to Newtown they are proposed to run along the median of the road. From the Basin Reserve, buses travel under the proposed Basin Bridge, through the new duplicated Mt Victoria Tunnel and run alongside State Highway 1 to Kilbirnie.



Light Rail Transit - Trams running along rail tracks in dedicated lanes (without other traffic) with priority at traffic signals. Tracks run from the Wellington Railway Station to Courtenay Place. From Courtenay Place to Newtown they are proposed to run along the median of the road. From the Basin Reserve, trams travel under the proposed Basin Bridge through a new dedicated Mt Victoria Tunnel and then run alongside State Highway 1 to Kilbirnie.

The Wellington City Public Transport Spine – Key Findings

A summary of the key findings of the study are provided below to help you understand how the options compare:

	Bus Priority	Bus Rapid Transit	Light Rail Transit
Benefits (by 2031):			
Travel time saving from Wellington Railway station to Newtown	3 minutes	6 minutes	7 minutes
Travel time saving from Wellington Railway station to Kilbirnie	3 minutes	11 minutes	11 minutes
Additional public transport usage from the southern and eastern suburbs of Wellington City	3%	8%	0%
Total public transport user benefit (in 2012 dollars) – the monetary value to public transport users from spending less time travelling	\$35m	\$95m	\$56m
Costs:			
Total cost to build:	\$59m	\$207m	\$940m
Benefit cost ratio (this is the ratio of benefits to costs)	0.57 -0.67	0.87-1.55	0.05-0.10
Proposed Timing:			
	Can begin immediately and be developed over a number of years	2021/22	2021/22

1. What is/are the main form(s) of transport you use for the following activities?

(Please select all that apply)

	Private car, as driver	Private car, as passenger	Train	Bus	Ferry	Walk	Cycle	Other	None
Travel to work or education									
Shopping									
Recreation and leisure									

2. Before participating in this survey, were you aware of the Wellington City Public Transport Spine Study?

- a. Yes
- b. No
- c. Don't know

What features the options deliver

Now please think about the Study's three public transport options for Wellington City.

Please tell us how much you agree or disagree that each option will deliver the following:

3.1 Provides a MODERN public transport solution for Wellington

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Bus priority						
Bus rapid transit						
Light rail transit						

3.2 Provides the best OVERALL BENEFITS for transport passengers

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Bus priority						
Bus rapid transit						
Light rail transit						

3.3 Offers best VALUE FOR MONEY

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Bus priority						
Bus rapid transit						
Light rail transit						

3.4 Provides the HIGHEST QUALITY public transport solution for Wellington

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know
Bus priority						
Bus rapid transit						
Light rail transit						

Overall Preference

4. Taking into account the costs and benefits of each option, which of the proposed options to improve public transport in Wellington City do you most prefer?

(Please select one only)

- a. Bus Priority
- b. Bus Rapid Transit
- c. Light Rail Transit
- d. Other.....(please specify)
- e. Don't know

5. Please explain you reason(s) for selecting your preferred option.

Potential Impacts on Parking

To achieve faster more reliable services some of the proposed options in the Wellington City Public Transport Spine Study require additional road space to fit dedicated lanes for public transport. This will mean that some on-street parking will be lost along the streets where the services run.

6. Please state how much you agree with the following statement

The loss of some on-street parking in return for faster, more reliable public transport is an acceptable trade-off.

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

7. Do you have any comments on this?

Potential Impacts on Vehicles

To achieve faster, more reliable services and to provide more space for better public transport, the Wellington City Public Transport Spine Study proposes that general vehicles (ie private cars) are not allowed in some sections of Lambton Quay and Willis Street during business hours (7am to 7pm). This will mean that the vehicles that currently use these streets will have to find alternative routes.

8. Please state how much you agree with the following statement
- a. Restricting access for general vehicles to parts of Lambton Quay and Willis Street during business hours in return for faster, more reliable public transport is an acceptable trade-off.
 - b. Strongly agree
 - c. Agree
 - d. Neither agree nor disagree
 - e. Disagree
 - f. Strongly disagree
 - g. Don't know
9. Do you have any comments on this?

Potential Impacts on CBD Routes

Some of the proposed options in the Wellington City Public Transport Spine Study propose using an alternative route through the CBD at peak times. This would mean some bus services would travel along Featherston Street and Wakefield Street. This is designed to reduce the total number of public transport vehicles on Lambton Quay so that public transport is faster and more reliable.

10. Please state how much you agree with the following statement:

Using an alternative route for some peak bus services through the CBD in return for faster, more reliable public transport is an acceptable trade-off?

- a. Strongly agree
- b. Agree
- c. Neither agree nor disagree
- d. Disagree
- e. Strongly disagree
- f. Don't know

11. Do you have any comments on this?

Willingness to pay

The cost of constructing the three options has been estimated at:

- \$59million for Bus Priority
- \$207million for Bus Rapid Transit and
- \$940million for Light Rail Transit.

Some of these costs are likely to be passed on to ratepayers through increased rates. The average household currently pays around \$300 a year in regional rates.

12. For each of the options how much extra would you be prepared to pay each year in addition to your regional rates to make it happen?

Option	\$0-I would not be willing to pay more	\$1 - \$10	\$11 - \$20	\$21 - \$40	\$41 - \$60	\$61 - \$100	More than \$100	Don't know
Bus Priority								
Bus Rapid Transit								
Light Rail Transit								

Finally...

13. Thinking about overall priorities for the future of Wellington's transport network what priority would you give implementing the final public transport spine option chosen for Wellington?

- a. High priority
- b. Medium priority
- c. Low priority
- d. Not a priority
- e. Don't know

14. Do you have any other comments you'd like to make about the Wellington City Public Transport Spine Study or the future of public transport in Wellington?