



## **Greater Wellington Regional Council**

### Hutt Valley Public Transport Review

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### Riverstone Terraces Survey Report

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11 November 2014

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### Riverstone Terraces Survey Report

### Quality Assurance Statement

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*Survey Questionnaire Form*

## 1. Introduction

Greater Wellington Regional Council (GWRC) is seeking to review the operation of the public transport network in the Hutt Valley, in order to identify areas in which potential small changes to the current operation can achieve gains in efficiency and service improvements for passengers. TDG have been commissioned to undertake this Hutt Valley Public Transport Review (HVPTR) on behalf of GWRC.

The Data Analysis report, prepared as part of the initial stages of the review, drew on a number of data sources to identify a series of potential opportunities where network improvements might be delivered. Once identified, each option is subject to further data analysis and investigation into the financial and operational viability, before any final recommendations can be delivered.

One such opportunity identified in the initial data review is access to/frequency of bus services in the Riverstone Terraces development. In order to evaluate the feasibility of increasing bus services in this catchment, it was necessary to first develop an understanding of what residents existing needs are, in terms of public transport (PT) services, and connections to the wider PT network. Accordingly, it was agreed that a targeted questionnaire survey of each household within Riverstone Terraces would be undertaken, to provide the necessary information required to enable evaluation of potential service changes.

This report provides a summary of the Riverstone Terraces residents' questionnaire survey consultation, including the survey content, distribution and collection methodology, and an overview of the results. The information collected will be used to inform the HVPTR final options assessment and recommendations.

## 2. Survey Content

The survey was designed with the intention of collecting information which could be used to inform various options in terms of bus service design, in particular, route and timetabling. The following matters were examined during the survey:

- where the survey respondents live within Riverstone Terraces;
- how they use the existing 114-Poets' Block bus service currently operating in Riverstone Terraces, alongside any other public transport they use;
- what bus service features (including connections and timing) would best suit the respondents; and
- any comments the respondents would like to generally make about public transport.

The questions included in the survey were developed and refined in collaboration with GWRC staff. The surveys were designed so that only one survey form needed to be filled in for each household, with this capturing the specific PT demands for each member of the household. A copy of the survey, as provided to Riverstone Terraces residents, is provided as Appendix A to this report.

### 3. Survey Distribution, Collection and Coverage

Surveys were delivered to each household letterbox in the Riverstone Terraces area on Monday 8 September 2014, with a ‘closing off’ date of Friday 19 September 2014, allowing the residents two weeks to complete and return their survey responses. Residents had the option of either filling in the delivered paper copy of the survey and Free Post returning it to TDG’s PO Box address, or filling in the survey online on SurveyMonkey, as directed by a link given in the paper surveys.

Survey coverage has been considered in relation to:

- the total number of responses received in proportion to all households in the Riverstone Terraces area;
- whether responses were received for all streets within the Riverstone Terraces area; and
- whether responses were received for both users and non-users of the existing bus service.

A survey was delivered to each of the 496 households in Riverstone Terraces. In total, 51 responses were received electronically and 35 were received by mail. This sums to 86 responses, which is a 17% response rate from the 496 households. A high number of responses per day was observed early, with the response rate generally decreasing towards the end of the survey period.

Figure 1 shows the number of responses received for each street.

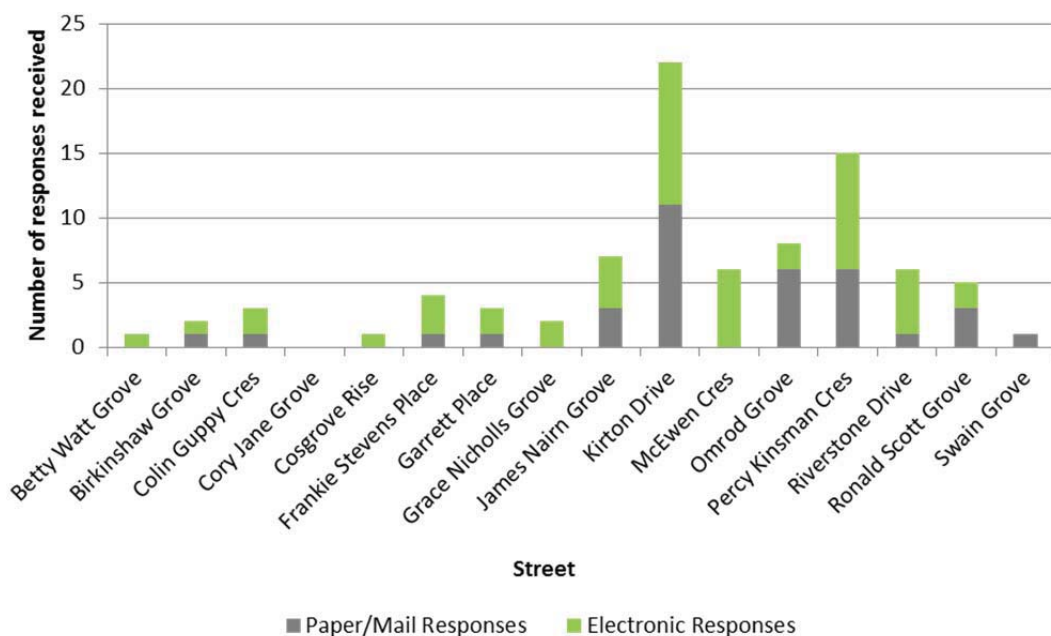
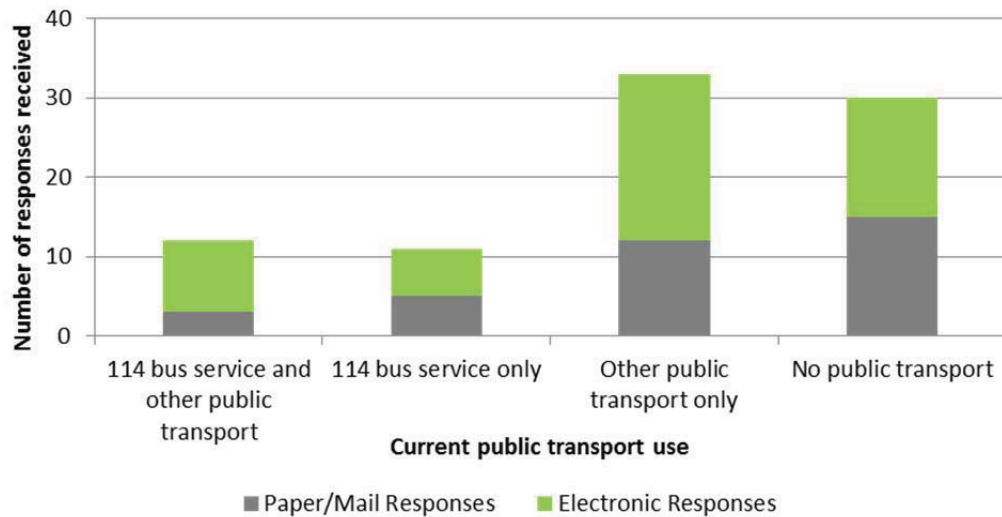


Figure 1: Number of responses received by street and response method.

Figure 1 shows that responses were received for almost every street in the Riverstone Terraces area, except for Cory Jane Grove which is presently under development. The number of responses received for each street is generally in proportion to the number of

households on the street; however some streets such as Omrod Grove received a high number of responses as compared to the number of households on the street.

**Figure 2** shows the number of responses received, split between those who currently use public transport and those who currently do not.



**Figure 2: Number of survey responses received by current public transport use.**

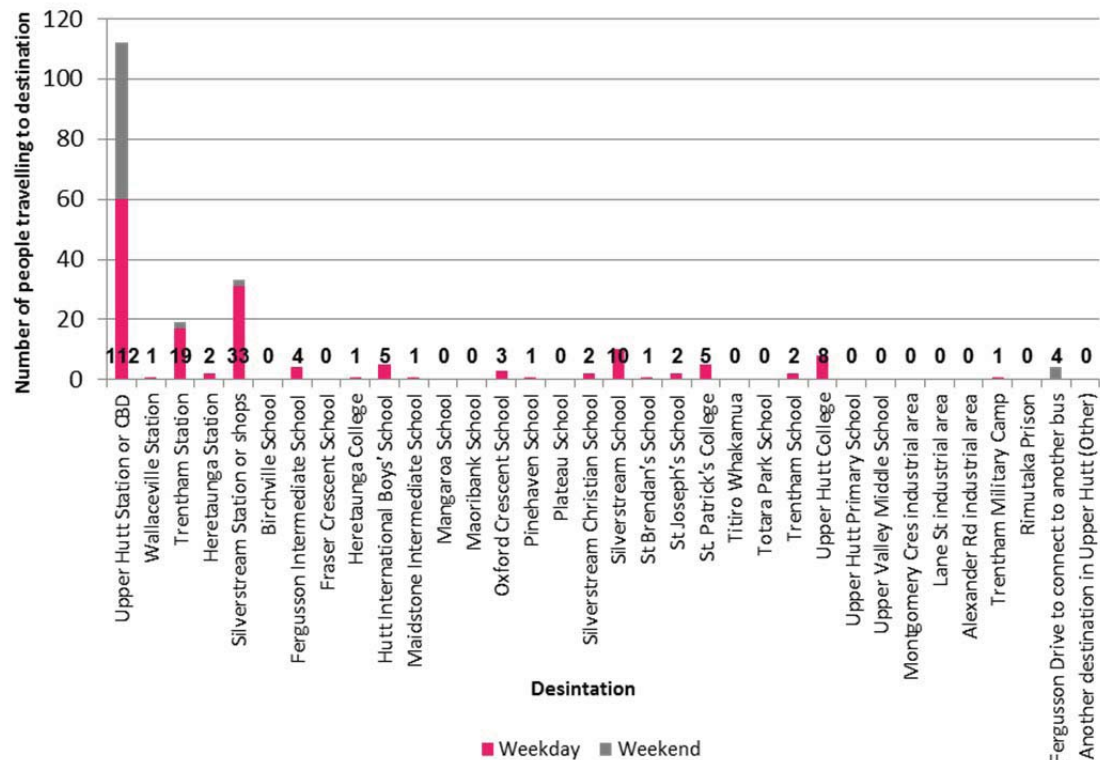
Figure 2 shows that the majority of households that responded to the survey already use some form of public transport, whether this is the existing 114-Poet’s Block bus service which currently operates within Riverstone Terraces during school term time, or other public transport services (bus or rail), or both. Of the responses received, 30 households currently use no public transport (34%), 45 households use other public transport aside from the 114 service (52%), whilst 23 households use the existing 114 bus (26%).

The responses received from the surveys provided to all households cover a range of public transport users and home locations, ensuring that the survey captures the opinions and demands of a range of both existing and potential bus passengers within the Riverstone Terraces catchment.

## 4. Results Overview

### 4.1 Origins and Destinations

Residents were asked to identify what destinations they would ideally like to see buses operating to, if service changes were implemented. **Figure 3** and **Figure 4** show the responses received from the residents.

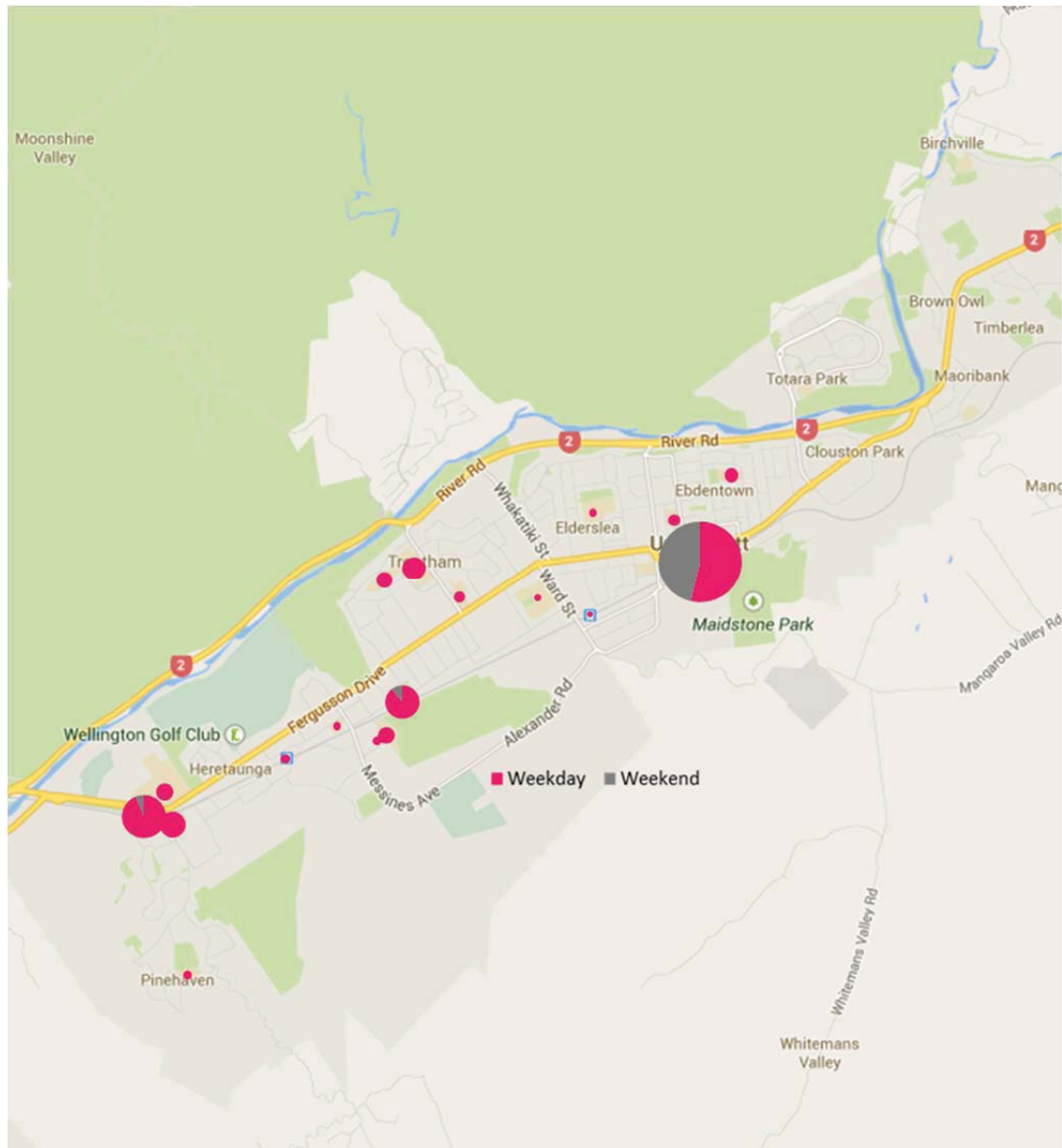


**Figure 3: Number and proportion (by day) of destinations where Riverstone Terraces residents want to travel on the bus.**

Figure 3 shows that by far the most popular destination was Upper Hutt Station or CBD, followed by Silverstream and then Trentham rail stations. The four most popular schools were Silverstream School, Upper Hutt College, Hutt International Boys School and St Patrick’s College. These schools are respectively located in Silverstream, Trentham, Trentham and near Silverstream.

Figure 4 was developed with the route design of bus service improvements in mind, showing geographically the locations to which residents would most like to travel.



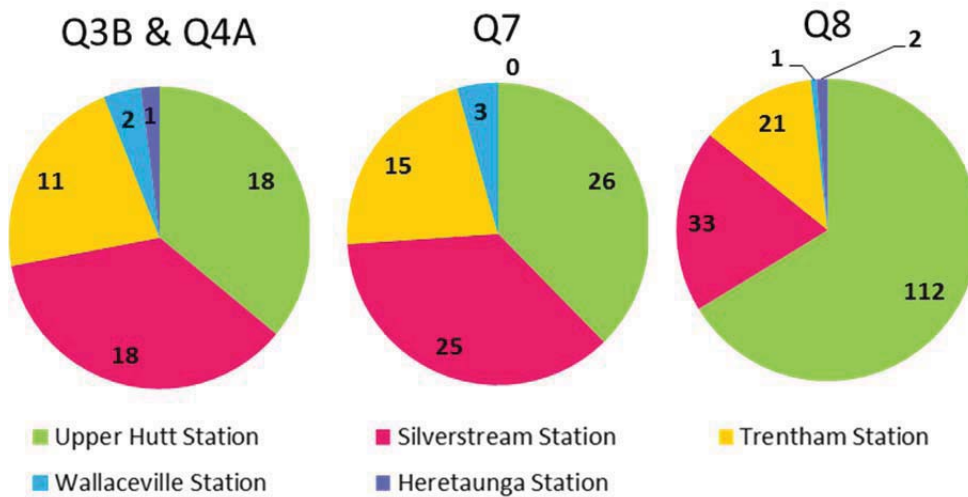


**Figure 4: Location and proportion (by day) of destinations where Riverstone Terraces residents want to travel on the bus.**

Residents were asked several questions about their rail connection options during the survey, including:

- where do you currently connect to trains or other buses, using the existing local bus (Q3B) or without using the local bus (Q4A);
- which station would you prefer the bus to connect with the train at (Q7); and
- where would you like the bus to take you (Q8).

The responses are shown in **Figure 5**.



**Figure 5: Individual resident responses to questions around where they currently travel to and where they would like to travel to.**

Figure 5 shows that when asked which rail station they would prefer to connect to, residents chose stations in a similar manner to the current train station use patterns. These use patterns show a preference to connect to Silverstream and Upper Hutt Stations, with some residents also wanting to connect to Trentham Station. However, when asked to plan their journeys using public transport, a preference emerged that most residents would actually prefer to travel to Upper Hutt.

The results shown for Q8 also include residents who want to travel to the Upper Hutt CBD and Silverstream shops.

## 4.2 Trip Patterns/Timetabling

**Figure 6** and **Figure 7** show the timing of Riverstone Terraces residents desired departing and returning times for public transport services, as described in Q8 in the survey. Note that the graphs are not stacked, so that the numbers shown reflect demand in one direction (either inbound or outbound) rather than demand in both directions.

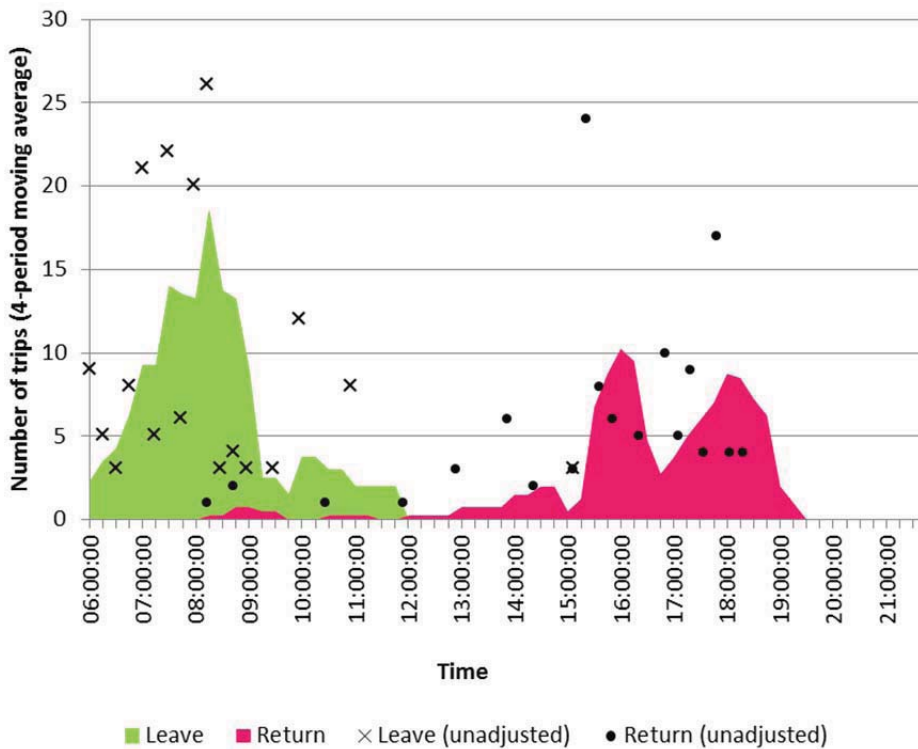


Figure 6: Timing and number of trips to and from Riverstone Terraces on weekdays.

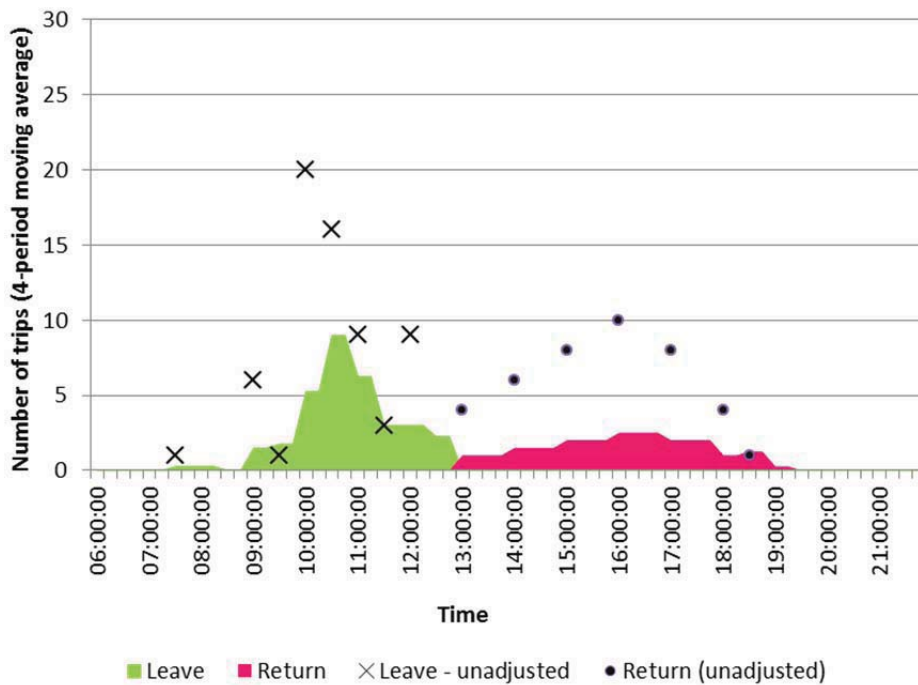


Figure 7: Timing and number of trips to and from Riverstone Terraces on weekends.

The profile of residents weekday outbound/inbound trip patterns are characteristic of a residential catchment, with high demand between 7:00am and 9:00am, relatively small demands during the middle of the day, and marked peaks both mid-afternoon (coinciding

with the end of school) and during the evening commuter period between 5:00pm and 6:30pm.

Trip profile on the weekend by comparison, indicates high demand for outgoing trips in the mid-morning period (10:00am till noon), followed by a more dissipated return trip pattern through the afternoon/early evening.

The peak demands which occur are:

- Weekday morning (leave) – 7:00am (21), 7:30am (22), 8:15am (26);
- Weekday afternoon and evening (return) – 3:30pm (24), 5:00pm (10), 6:00pm (17);
- Weekend morning (leave) – 10:00am (20), 10:30am (16), 12:00pm (9); and
- Weekend afternoon and evening (return) – 3:00pm (8), 4:00pm (10), 5:00pm (8).

Some peak demands are surrounded by significant shoulder demands, which occur slightly earlier or later than the true peak. It is therefore conceivable that running services at the times specified above would actually result in higher peak demands, for example the weekday afternoon service at 3:30pm would also pick up the demand for 8 passengers at 3:45pm and 6 passengers at 4:00pm.

### 4.3 Comments Summary

Some of the common themes reflected in the respondents comments section, can be summarised as follows:

- a number of requests for a more regular bus service, particularly for commuters wishing to travel to Upper Hutt CBD or rail stations;
- extend the service to provide weekend buses, to enable children to access Upper Hutt without having to rely on parents to drive them everywhere;
- ticket integration with train/cheaper PT;
- issue of the current service not running in the school holidays makes it difficult for those using it for commuting to work; and
- with only one bus in/out of Riverstone Terraces during the weekdays, those wishing to travel into Upper Hutt for shopping are required to stay in town all day – which is inconvenient.

We trust this report provides you with an adequate summary of the tasks undertaken and data collected during the Riverstone Terraces household questionnaire consultation.

Traffic Design Group Ltd

## Appendix A

### Survey Questionnaire Form

## Riverstone Terraces bus services survey

Greater Wellington Regional Council is currently reviewing public transport services in the Hutt Valley. To assist with the project, we would like to find out more about how you currently use public transport, and how you might use Riverstone Terraces bus services if they were changed in the future.

Please take a few minutes to complete and return this questionnaire. You can do this quickly and easily online at <https://www.surveymonkey.com/s/SRKKHDW>. **We will need to receive your feedback by Monday 22 September 2014.**

Firstly, please tell us about where you live, so that we can consider this when planning services.

1. Which street do you live in? .....
2. If you are comfortable providing this information, what is your house number? .....

Next, please tell us about how you use the existing Riverstone Terraces bus service (which runs once in the morning and once in the afternoon at school times) and other public transport.

3. Does anyone at your address use the existing bus service? *(yes/no)* .....
  - If yes, do they use the existing bus to connect to a train? *(yes/no)* .....
  - If yes, which station do they connect to a train at? .....
4. Does anyone catch a bus or train somewhere else without using the local bus? *(yes/no)* .....
  - If yes, where do they catch the bus or train? .....
  - If yes, why don't they use the local bus to connect to that bus or train? .....

Now, please tell us about the sort of bus service that you might like in Riverstone Terraces.

5. What do you like about the existing bus service? .....  
.....  
.....
6. How could the existing bus service be improved? .....  
.....  
.....
7. Which station would you prefer the bus to connect to the train at? .....
8. Where would you like the bus to take you to and when? Remember to include any return trips and times.

Where would you like the Riverstone Terraces bus to take you?	When would you like to depart and arrive home?	How many people would make this trip?

9. Do you have any other comments about public transport? .....  
.....

Thank you for taking the time to assist us with planning your public transport services.

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FreePost Authority Number 247342



Riverstone Terrace Surveys  
Traffic Design Group Ltd  
PO Box 30721  
Lower Hutt 5040

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**Posting instructions**

Complete the survey questions on the reverse page; then:

- Fold this end of the form to the centre of the form.
- Tape the folded form closed.

**No stamp is required when mailing.**

**If you have any questions regarding the completion of this form, please contact Catherine Mills on 04 569 8497.**