



greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matua Taiao

Churton Park and Glenside Community Consultation Report

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Contents

1.	Executive Summary	1
2.	Purpose	1
3.	Background	1
4.	Targeted Consultation	1
5.	Bus Route Options	1
6.	Consultation Outcome	2
7.	Survey analysis	2
7.1	Question 1	2
7.2	Question 2	3
7.3	Further analysis based on street address	5
7.4	Question 3	6
7.5	Question 4	7
7.6	Question 5	7
7.7	Question 6	8
7.8	Question 7	8
7.9	Question 8	9
7.10	Question 9	9
7.11	Question 10	10
8.	Feedback	10
9.	Recommendations	11
	Appendix 1 - Consultation brochure	13
	Appendix 2 - Online survey	25
	Appendix 3 - Current service and issues	28

1. Executive Summary

A targeted consultation process was undertaken with the communities of Churton Park and Glenside on the design of bus routes within their suburbs.

This consultation was a result of feedback received following consultation on the draft Regional Public Transport Plan in April and May 2014. Community volunteers worked with Greater Wellington Regional Council Officers to design bus route options that were put out for consultation with the local community.

The results of the targeted consultation are mixed with none of the options having a clear majority.

2. Purpose

The purpose of this report is to detail the findings of the targeted consultation on bus routes in Churton Park and Glenside.

3. Background

In April and May 2014 Greater Wellington Regional Council (GWRC) consulted on the draft Regional Public Transport Plan (RPTP). The RPTP contained a proposed bus network design for Churton Park and Glenside to replace the current route 54. The reason for proposing to change the current bus route is to allow service to be extended to the large area of new housing north of Churton Park.

As a result of the draft RPTP consultation the communities of Churton Park and Glenside expressed concerns at the proposed bus network design for their suburbs. Taking into account these concerns officers undertook a targeted consultation process to work with the local communities to identify a preferred route design option.

4. Targeted Consultation

Two workshops were held on the 22nd and 29th of October 2014 in which community volunteers worked with GWRC Officers to design bus route options.

The three bus route options that received broad support from the attendees of the co-design workshops were distributed to the wider community for feedback. The consultation brochure is detailed in Appendix 1 which was delivered to 2,200 households in Churton Park and Glenside asking households to choose a preferred option.

A total of 411 responses were received via the online survey and email. This represents a 19% response rate for households in Churton Park and Glenside.

5. Bus Route Options

The route design options put forward for consultation are as follows:

- Option A - less frequent routes with all buses to and from Courtenay Place (no transfers required)
- Option B - more frequent services in the local area but less services travelling through to Wellington city at off-peak times
- Option C - more frequent local services including local loop but less services travelling through to Wellington city at off peak times.

All options provide a trade-off between running all buses through to Courtney Place which results in a lower off-peak frequency, or having off-peak buses make a connection at Johnsonville which allows for a higher off-peak frequency to be provided.

6. Consultation Outcome

The results from this consultation are mixed with none of the three options having a clear majority. This is because Option A received 33% of vote with Options B and C also receiving 33% of the vote. Options B and C are similar as both have a frequent central bus route and a supplementary local bus route. The results are further complicated by 30% of respondents indicating that they did not support any of the options.

7. Survey analysis

The following summarises the responses to the community consultation on options for new bus routes in Churton Park and Glenside.

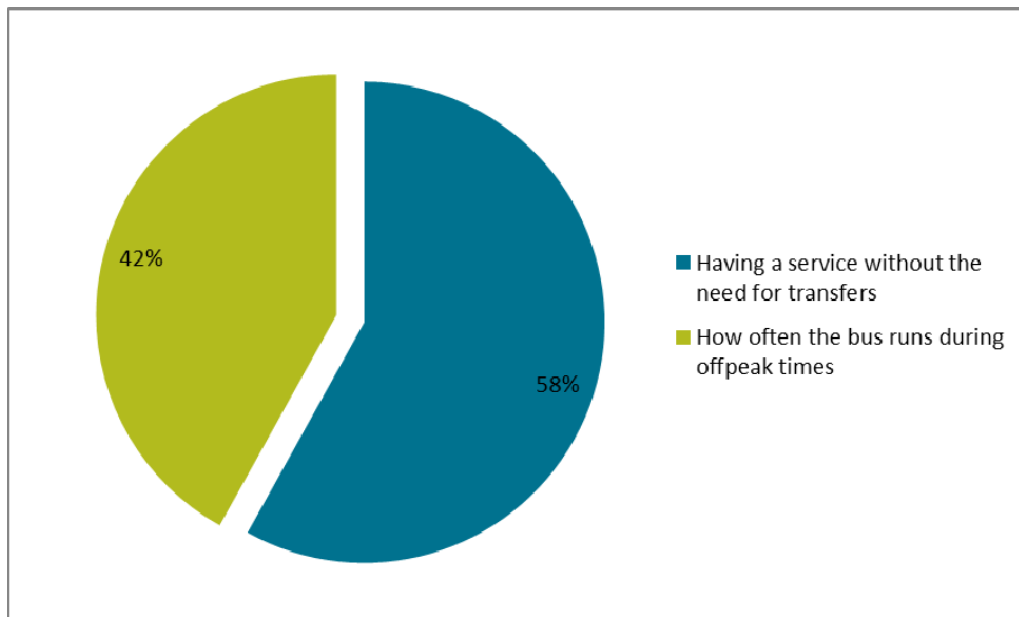
A total of 411 responses were received via the online survey and email. This represents a 19% response rate for households in Churton Park and Glenside.

There are a varying number of responses to each of the questions as it was not compulsory that respondents answer all questions.

7.1 Question 1

Please tell us what is most important to you:

- Having a service without the need to change between buses is more important to me than how often the bus runs during off-peak times; or
- Having a more frequent service during off-peak times is more important to me than having transfers between buses to the from the CBD.



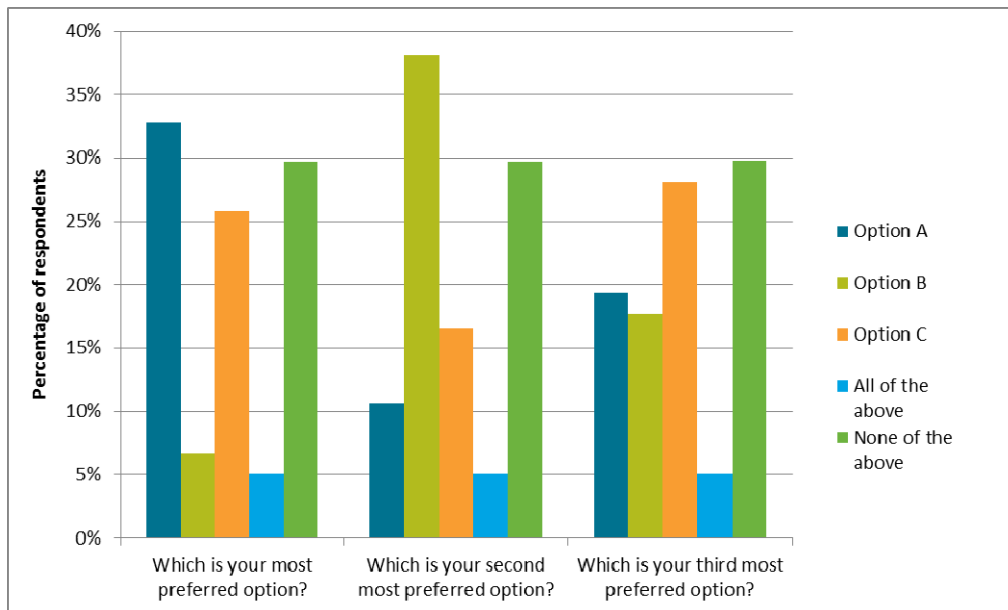
This question outlined the trade-offs in how a bus service operates and asked respondents what was most important to them. 58% of respondents indicated that having a service without the need to change between buses is more important to them than how often the bus runs during off-peak times.

Based on the feedback received there was some misunderstanding on how the transfer would work in practice. Some respondents thought that the transfer would be onto the Johnsonville Train Line bound for Wellington Station. In reality what was being proposed was a timed connection onto a bus to Courtenay Place that would minimise waiting time.

There was also difficulty in conveying the message that the trade-off between frequency and transfers would only affect off-peak travel. Commuters would be unaffected by this trade-off as under all three of the options buses would run to Courtenay Place at peak times.

7.2 Question 2

Which bus route option do you prefer the most?



This question asked respondents to rank each of the three route options from most to least preferred. Overall the results are mixed with none of the options having a clear majority. The results are complicated by 30% of respondents who indicated that they did not support any of the options. With 5% of respondents selecting all three options as their first choice indicating that they support all the options.

There is a slight preference towards Option A (less frequent service direct to the city) which was the 1st choice of 33% respondents. However it should be noted that Options B & C are similar as both have a frequent central bus route and a supplementary local bus route. Combined Options B & C had 33% of respondents selecting them as their first choice which is a tie with Option A.

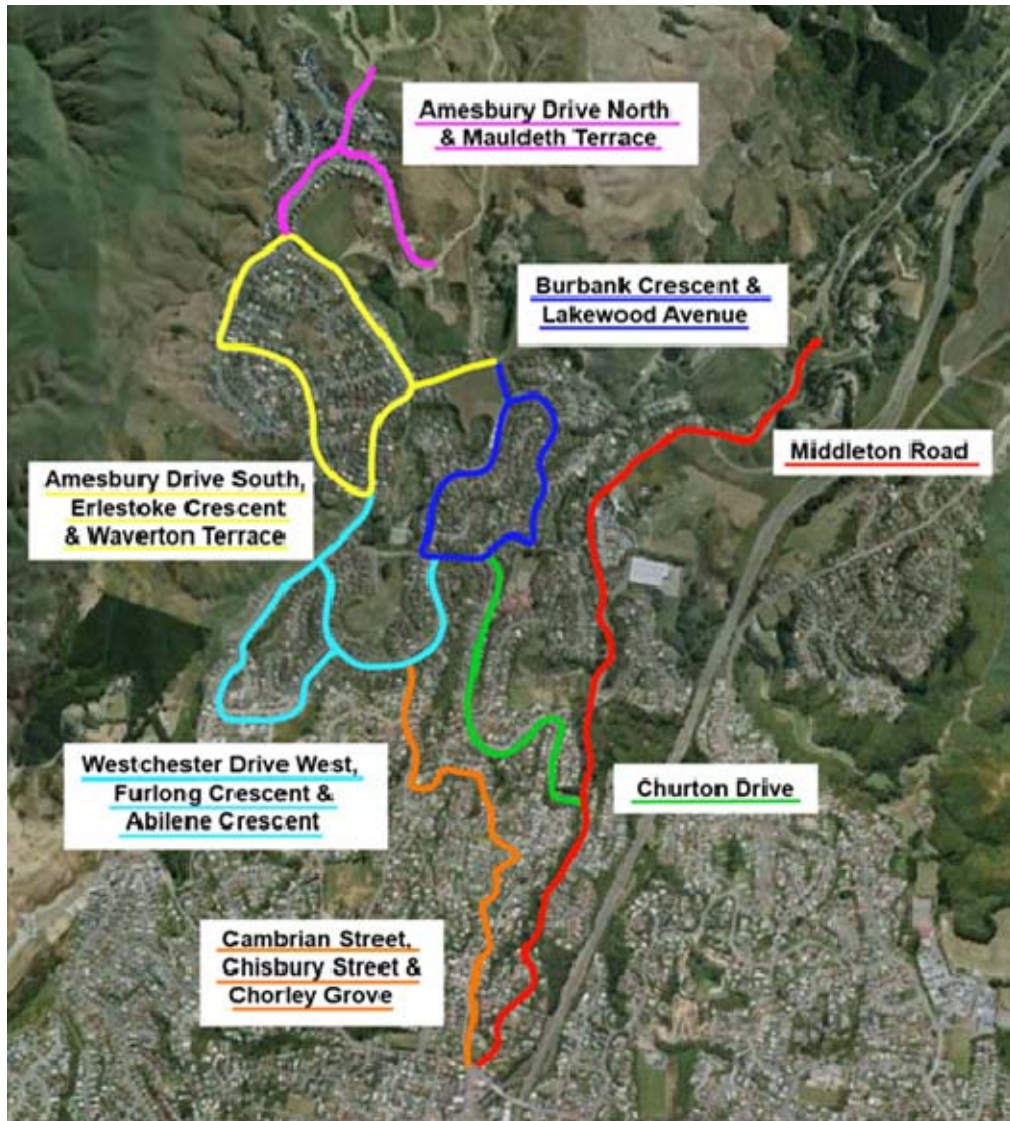
From the feedback received the reasons that some respondents did not support any of the options are as follows:

- There was also a perception by some respondents that new growth areas were being served at the expense of established areas of Churton Park. In reality all of the options increase the level of service to Churton Park by around 30% which is in line with the growth of the suburb.
- Some respondents thought that the options would reduce the level of service to Churton Park as there would be less buses going past their street. Under the current timetable there are 8 peak bus trips and whereas under each of the options there would be 10 peak bus trips split between two routes. Therefore some streets will have more service and other streets may have less service.
- Some respondents were concerned that there would not be enough capacity on the proposed routes as the bus which they currently catch is already full. Since the same sized catchment would be served by two routes instead of one roughly half as many passengers would be boarding each of the two routes.

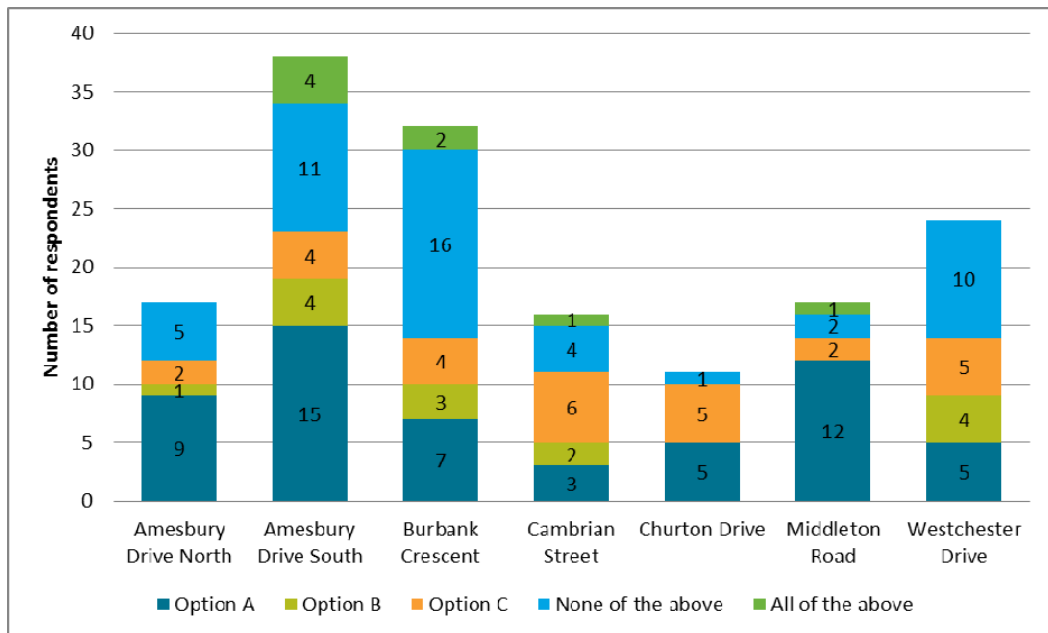
7.3 Further analysis based on street address

Responses were grouped according to street address in order to investigate geographic trends in the preferred bus route design option. 155 respondents provided their street address as part of the survey which is the data used for this section.

The following is the grouping of similar streets in Churton Park and Glenside



The following graph shows the most preferred design option for each grouping of streets

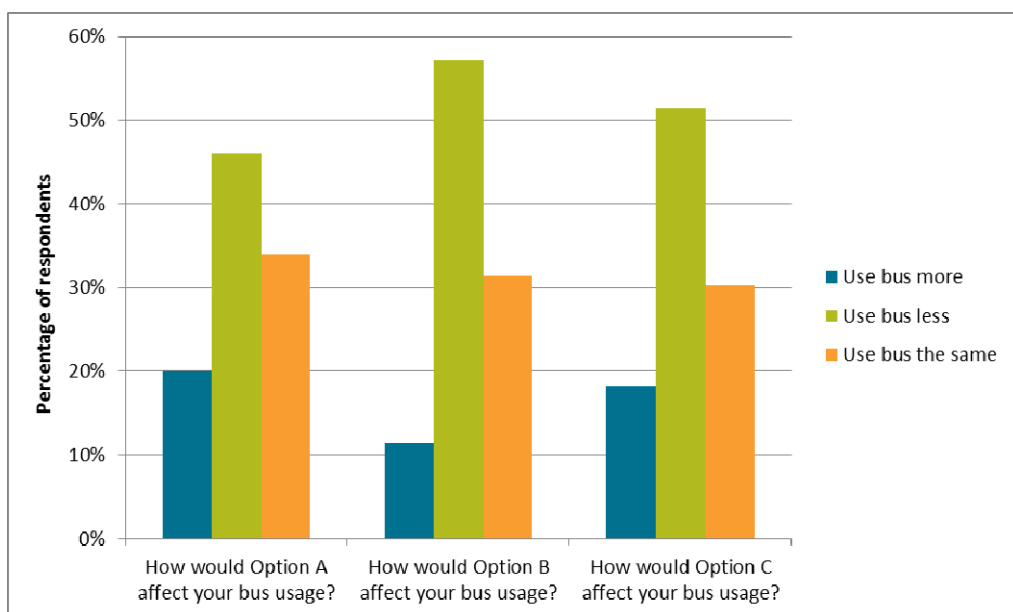


The response was not consistent across the suburb as there are differing levels of support for each of the options based on street address. For example the majority of respondents from Amesbury Drive North voted for Option A as it would extend services to their street. Whereas respondents from Cambrian Street tended to vote for Options B and C as it would mean a more frequent service down their street.

Furthermore the comments received appear to relate to the changes in service for the respondents street and not for the wider suburb. This may have prevented Churton Park and Glenside from coming to a consensus on what route option is best for the community as a whole.

7.4 Question 3

How would each option affect your bus usage?



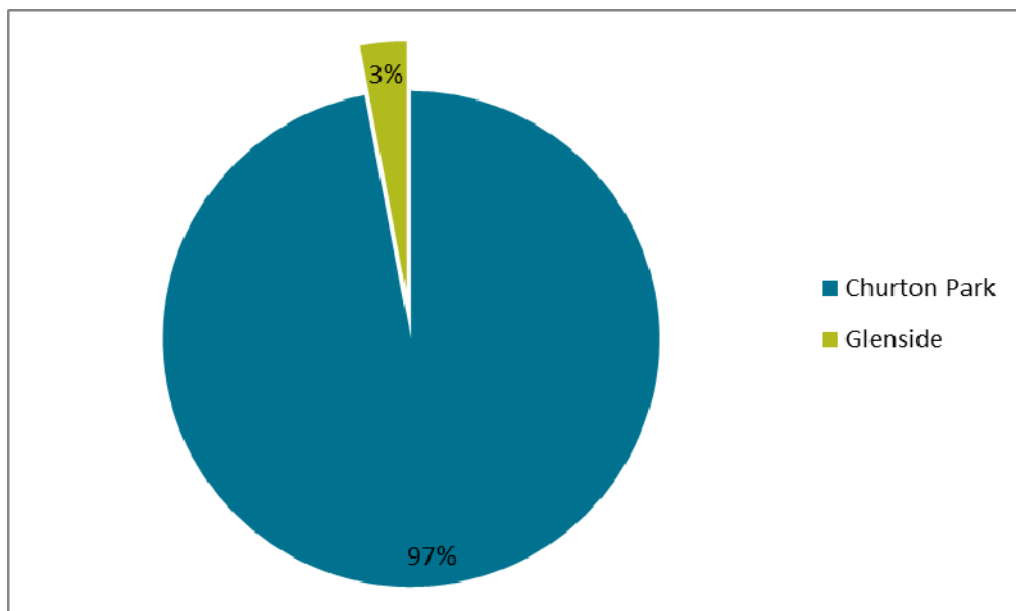
Option A scored the best of the three options with 20% of respondents indicating that they would use the bus more if this option was introduced. A further 34% of respondents said that they would use the bus the same if Option A was introduced.

Option B performed the worst with only 11% of respondents saying that they would use the bus more if this option was introduced. This is compared to the 57% of respondents saying that they would use the bus less if this option was introduced.

For each of the three options a higher percentage of respondents indicated that they would use the bus less if each of the options were introduced. This is related to the respondents who indicated that they did not support any of the options.

7.5 Question 4

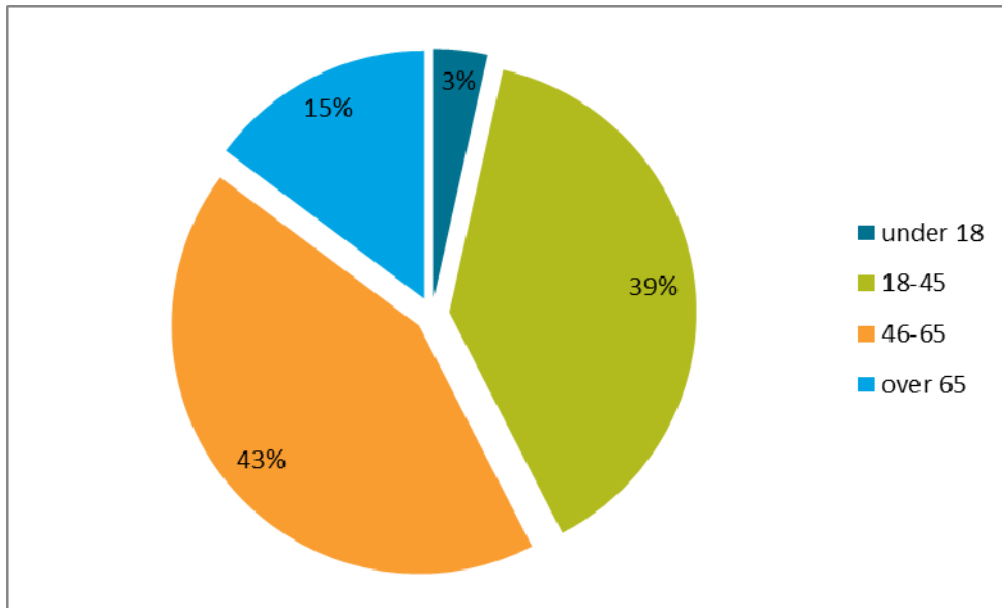
What suburb do you live in?



The majority of respondents to this targeted consultation live in Churton Park which is due to Churton Park being a much larger suburb compared to Glenside.

7.6 Question 5

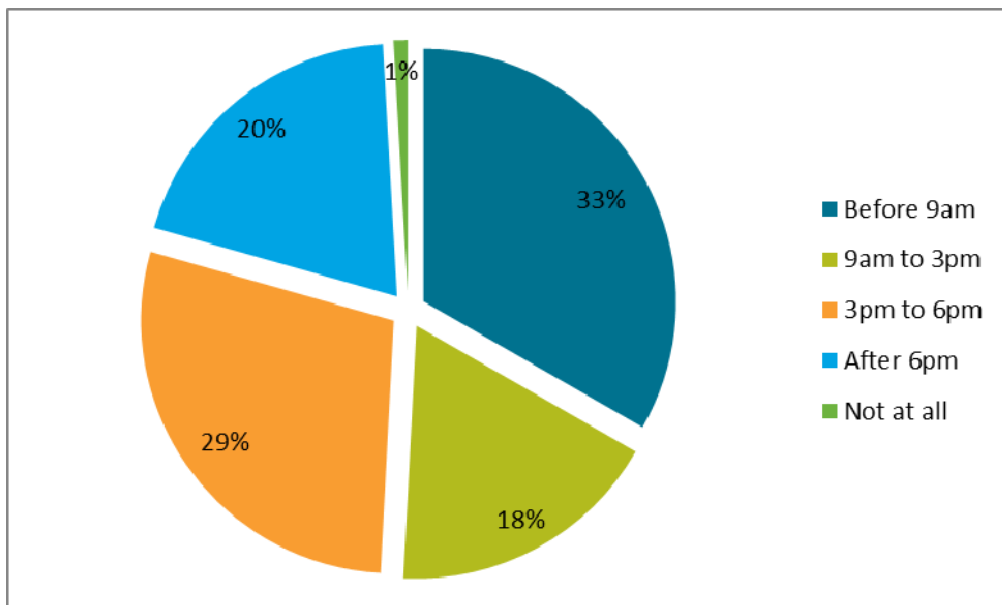
What age group do you belong to?



The feedback received was predominately from people age between 18 to 45 and 46 to 65 which made up 39% and 43% of responses respectively. People under the age of 18 made up 3% of respondents with people over the age of 65 made up 15% of respondents.

7.7 Question 6

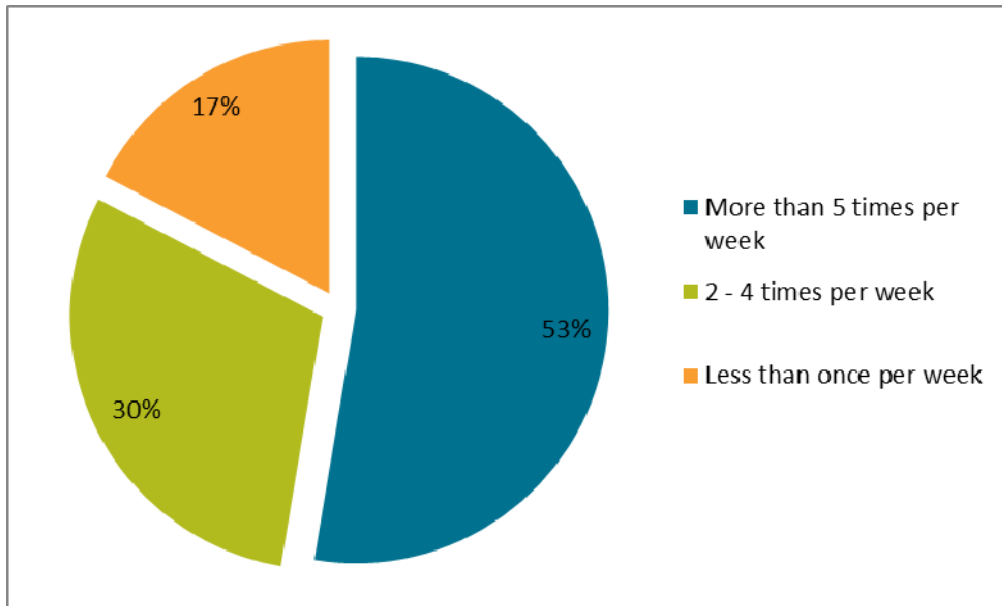
When do you use the bus?



Peak commuter time (before 9 AM and 3 PM - 6 PM) was the most popular segment identified in the feedback to this question. The combined before 9 AM and 3 PM – 6 PM times make up 62% of responses. 18% of respondents travelled during the day, 20% of respondents travelled during the evening and only 1% of respondents did not use the bus at all.

7.8 Question 7

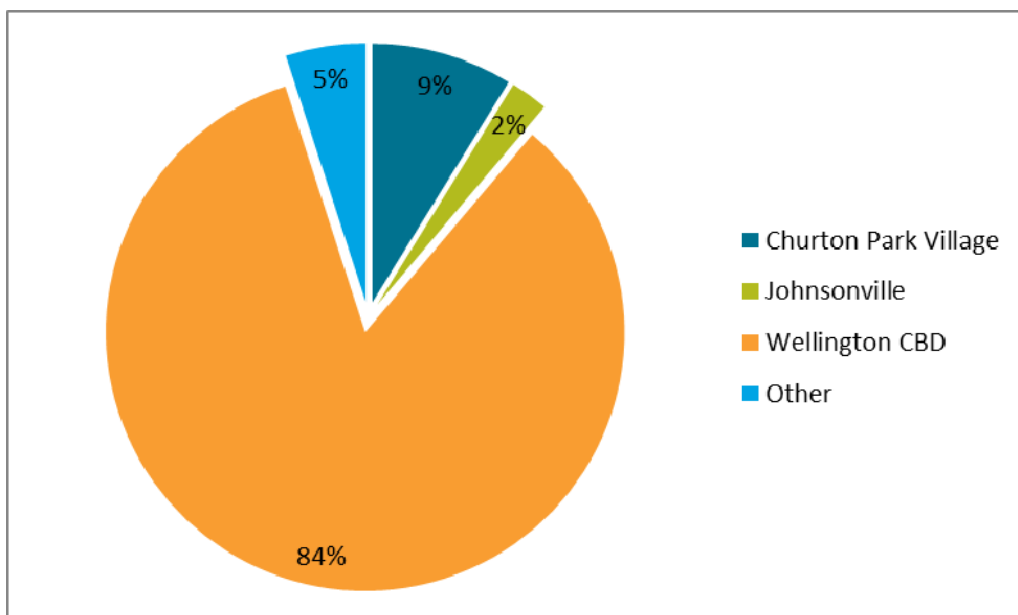
On average, how many times a week do you use the bus?



The feedback received was predominantly from respondents who used the bus more than 5 times per week with this being 53% of the total. 30% of respondents used the bus between 2 and 4 times per week and 17% of respondents used the bus less than once per week.

7.9 Question 8

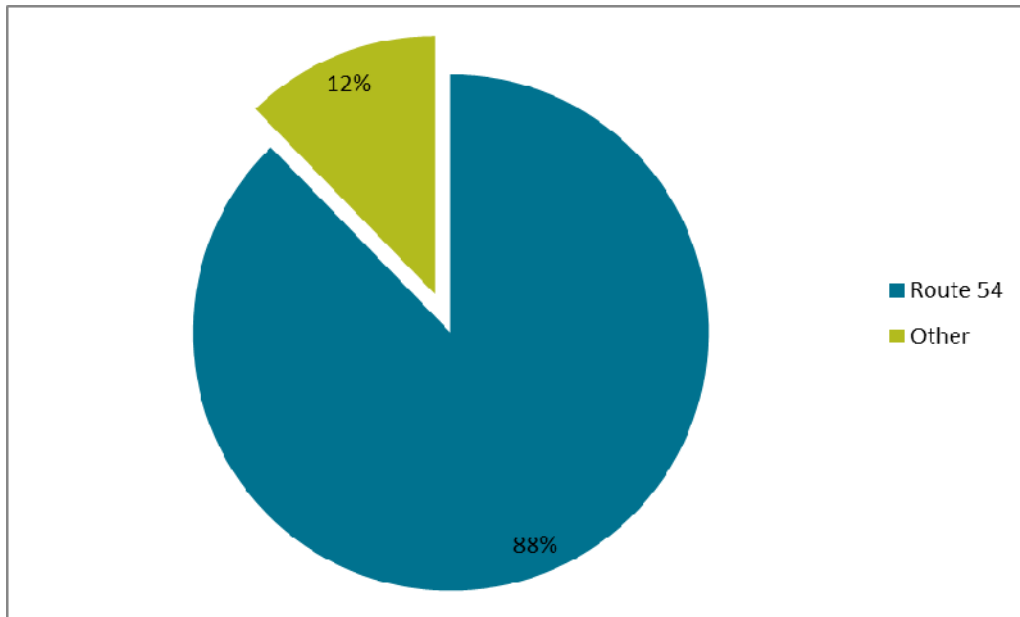
What is the main destination you travel to and from by bus?



Wellington CBD was the main destination of travel to and from by bus which made up 84% of the total responses to this question. Churton Park Village was the second most popular destination with this being the main destination for 9% of respondents.

7.10 Question 9

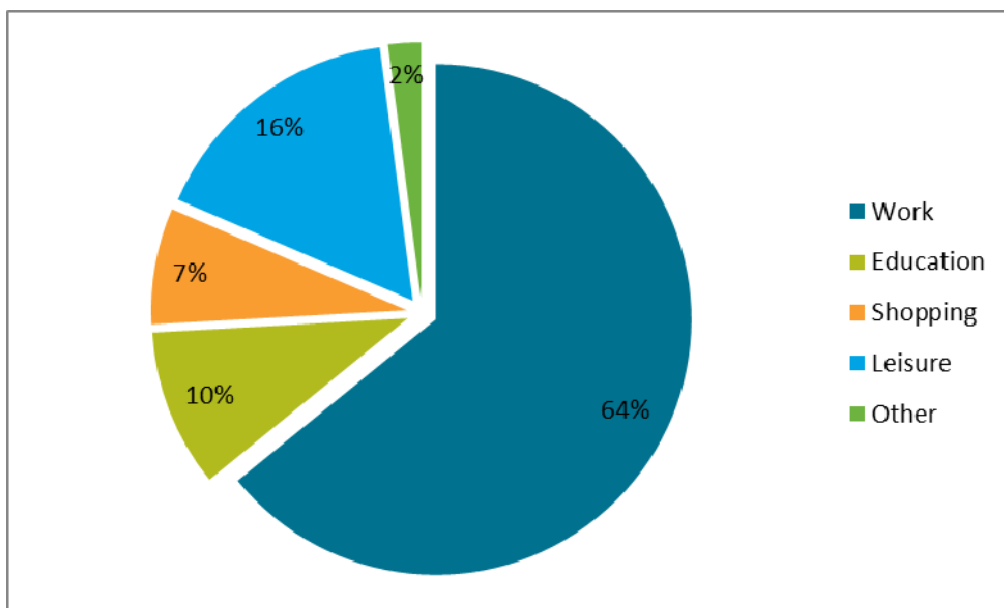
Which bus route/s do you currently use?



The majority of respondents (88%) currently use the Route 54 with 12% of respondents use a different bus route the most popular of which was routes 210 & 211.

7.11 Question 10

What type of destination are you using the bus to get to?



Around two thirds of respondents indicated that they use the bus to get to work the next popular type of travel was leisure followed by education. This combined with feedback from earlier questions suggests that the majority of respondents are travelling to the CBD during peak times.

8. Feedback

The following common themes were expressed in the feedback received

Aspects that respondents liked about the options:

- 10 respondents liked the increase in coverage to Amesbury Drive in Option A
- 6 respondents liked the increase in coverage to Furlong Crescent in Options B and C
- 5 respondents liked the travel time savings from the proposed out and back route compared to the current one-way route
- 5 respondents would be happy to make a connection at Johnsonville if it meant a higher frequency of service in Options B and C

Aspects that respondents were concerned about with the options:

- 19 respondents raised concern with the last bus being at around 7pm on the supplementary route in Options B and C
- 19 respondents did not like the idea of making a transfer at Johnsonville in Options B and C
- 18 respondents felt that the options served the new growth areas at the expense of established areas of Churton Park
- 15 respondents raised concern with the hourly daytime frequency in Options A and B
- 15 respondents raised concern that a lower number of buses would travel down their street in Option A

General comments received

- 77 respondents preferred the service level provided by the current timetable
- 23 respondents would like a express bus to bypass Johnsonville for the shorter travel times to Churton Park
- 11 respondents felt that addressing the capacity issues during peak times was important
- 9 respondents felt that addressing the reliability issues of the current service was important
- 1 respondent was disappointed that diverting the route 210 & 211 into Churton Park was not one of the options put out for consultation

9. Recommendations

Option C is recommended as the basis for a final route proposal for Churton Park as it best addresses concerns raised over reduction of service levels on specific streets whilst also addressing community expectation for two bus routes to be provided for this growing suburb.

Concern raised with the time of the last bus on the local loop on Option C, which would result in a longer walk after 7pm for residents not located on the main full-time bus route, can be partly addressed by adjusting the main bus route to provide a greater coverage of Westchester Drive to ensure residents of Earlstoke Crescent are no more than 11 minutes' walk from the main bus route for the times when the local loop is not operating (after 7pm weekdays and 6pm on weekends). This would compare with up to 17 minutes' walk under Option C as consulted.

Appendix 1 - Consultation brochure



The brochure cover features a teal background with a pattern of yellow, light blue, and white circles of various sizes. On the left, a circular inset shows the front of a white bus with license plate ECC997. On the right, a white speech bubble contains the text 'HAVE YOUR SAY'. Below the speech bubble, the text reads 'on options for bus routes in Churton Park' and 'Feedback by 21 December 2014'. At the bottom left, there is a recycling symbol and the text 'Please recycle Produced sustainably'.

HAVE YOUR SAY

on options for bus routes in Churton Park

Feedback by
21 December 2014

Please recycle
Produced sustainably



Have your say on your local bus routes

Greater Wellington Regional Council is reviewing Metlink's bus routes in Churton Park and has developed three options in consultation with local community volunteers.

We'd like your feedback by 21 December 2014 on the three options to steer us in the right direction.

Your responses will be collated and will help us choose the best option to meet local needs within the Metlink regional public transport network.

The new routes will be introduced from 2017 onwards, when the new regional bus network starts.

To complete the feedback survey visit <http://www.gw.govt.nz/have-your-say/> or scan the QR code below. If you need a printed feedback survey contact us on 0800 801 700.



Background

Earlier this year Greater Wellington Regional Council consulted on a new Regional Public Transport Plan, which included proposals for the region's bus and train services, fares, and bus fleet.

Residents in Churton Park told us they wanted a closer look at local bus routes and with the significant new development to the north of Churton Park, we need to ensure that bus services can be extended in future as the suburb continues to grow. So we asked for volunteers to help us develop options for local residents to choose between and the three options in this brochure are the result.

Bus route options

Working with local community volunteers we've developed three options, each with their own benefits and trade-offs:

Option A: less frequent routes direct to the city – direct routes between Churton Park and the city, but less frequent.

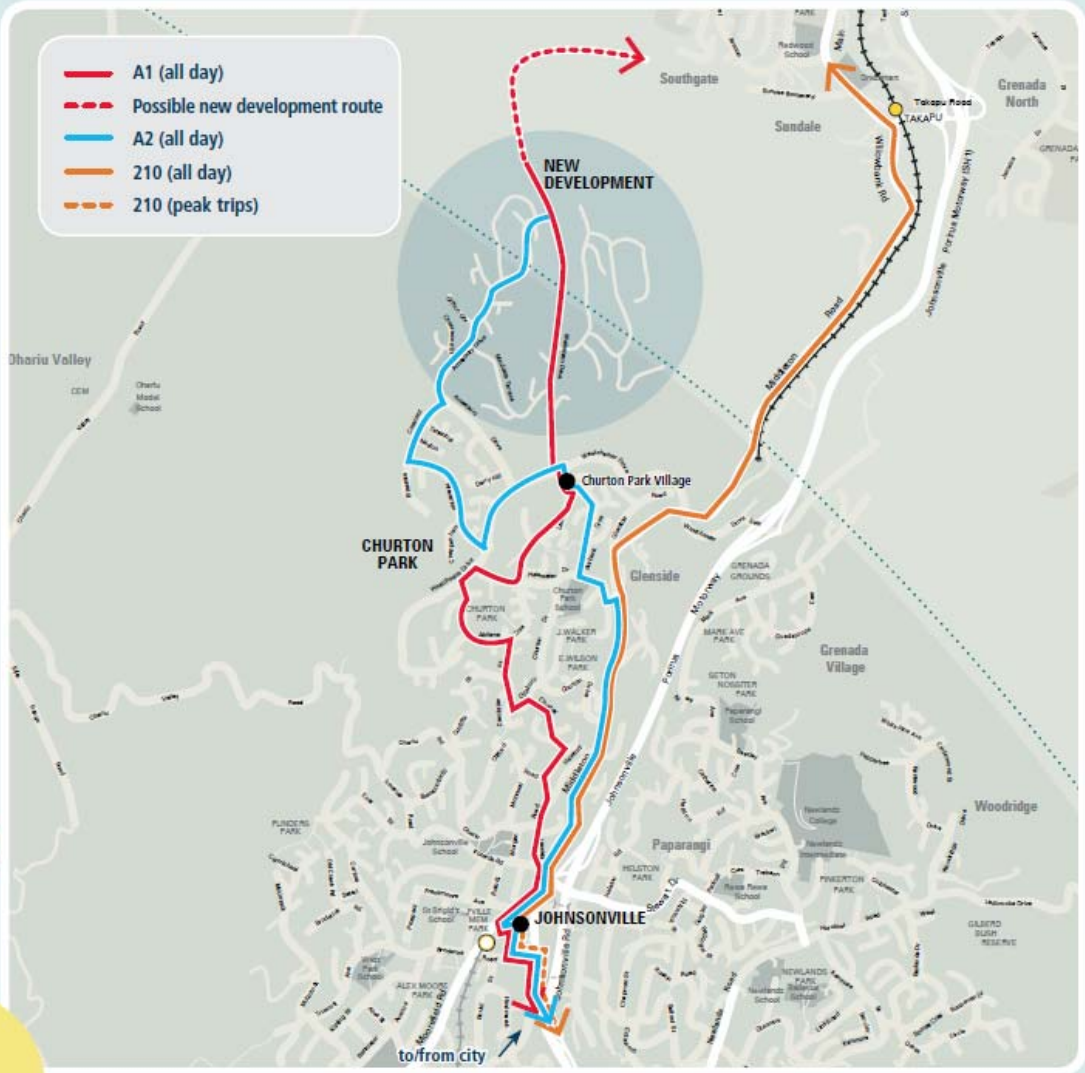
Option B: more frequent services but fewer services direct to the city – one frequent bus route through Churton Park to the city all day, supplemented by a local bus route that travels to the city in peak and to Johnsonville off peak.

Option C: more frequent services including a local loop but fewer services direct to the city – one frequent bus route through Churton Park to the city all day, supplemented by a more frequent local loop that travels to the city in peak and to Johnsonville off peak.

All three options feature:

- Route 210 between Titahi Bay and Johnsonville remains unchanged, with additional peak trips into Wellington CBD.
- Route 54 will be replaced by two new routes.
- Bus routes are extended to service the new housing developments of Churton Park around Melksham Drive and Furlong Crescent.
- Bus routes can be extended in future as Churton Park continues to grow.
- Routes will go through Churton Park village and its community facilities.
- Churton Park routes will join the North to South transport spine at Johnsonville, which travels through to Island Bay.
- New placement of bus stops may be required.

Option A: less frequent routes direct to the city





Key features

- Two new direct routes through Churton Park to Courtenay Place, with no need to transfer onto other buses.
- Less frequent services than options B and C.
- All day services to Courtenay Place on both new routes.
- Both routes go through Churton Park village, spaced to maximise the frequency of services into the city.
- The A1 route extends out to include Westchester Drive and Abilene Crescent. The roundabout at the intersection of Amesbury Drive and Mauldeth Terrace will need to be modified to be able to accommodate buses.
- Some services continue to Island Bay.
- New placement of bus stops may be required.

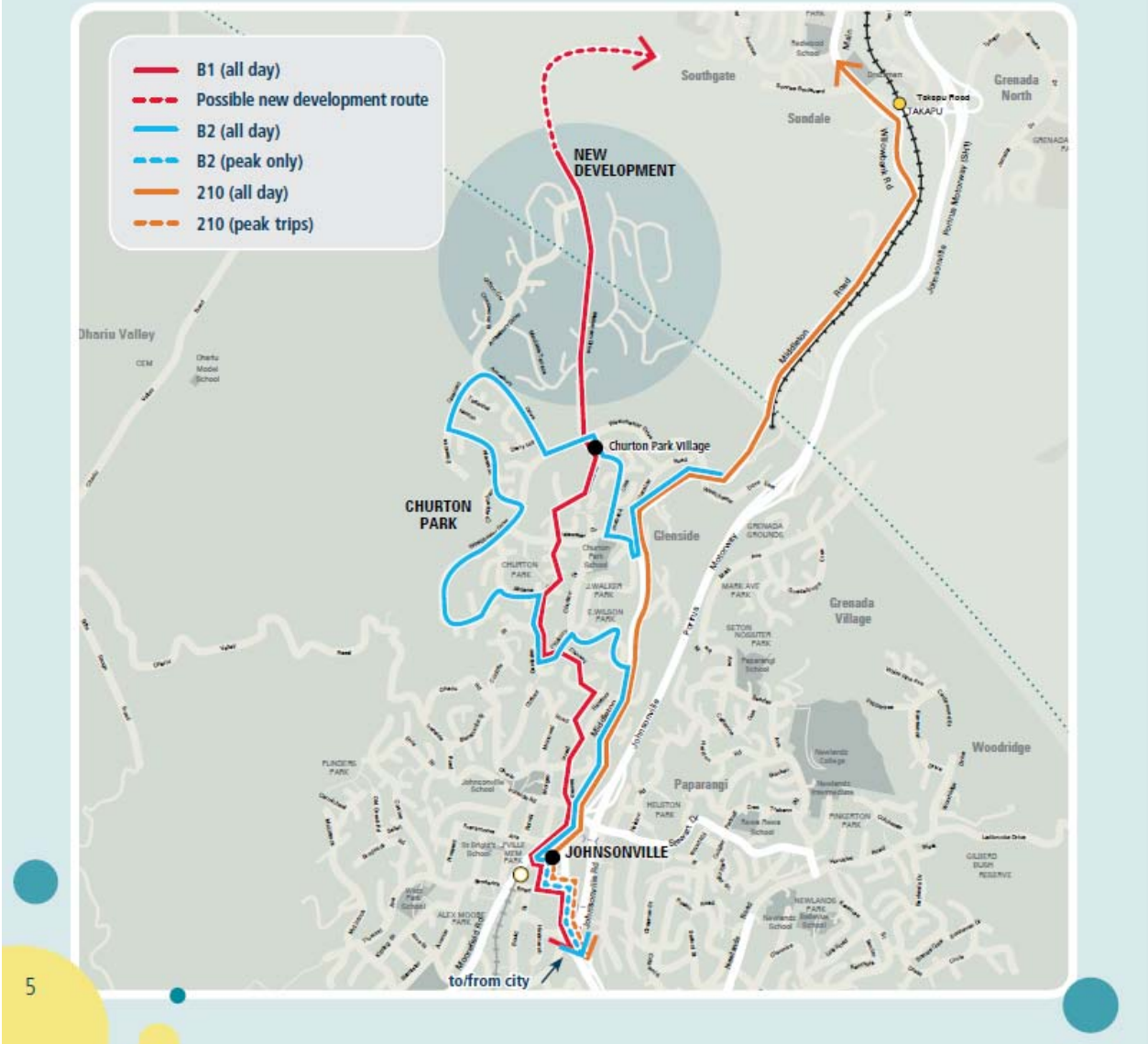
Proposed services

Two direct routes to Courtenay Place

	Weekday				Saturday		Sunday	
	Morning Peak (7–9am)	Daytime	Afternoon Peak (4–6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
A1: City - Johnsonville - Churton Park (via Bassett St, Cambrian St, Lakewood Ave and Melksham Dr)	5 trips	Hourly	5 trips	Every 2 hours	Hourly	Every 2 hours	Hourly	Every 2 hours
A2: City - Johnsonville - Churton Park (via Middleton Rd, Burbank Cres, Waverton Tce and Amesbury Dr)	5 trips	Hourly	5 trips	Every 2 hours	Hourly	Every 2 hours	Hourly	Every 2 hours
Route 210: (route unchanged with peak trips to Wellington CBD)	6 trips to/from Wellington CBD	Half hourly to Johnsonville	6 trips to/from Wellington CBD	Hourly to/from Johnsonville	Hourly (as currently)	Last bus around 9pm (as currently)	Hourly (as currently)	Last bus around 8pm (as currently)



Option B: more frequent services but fewer services direct to the city





Key features

- Two new routes will travel through Churton Park to the city in peak time.
- More frequent services than option A.
- One frequent bus route (B1) through the centre of Churton Park to the city all day, with some services continuing to Island Bay.
- Supplementary local bus route (B2) that travels to the city in peak and to Johnsonville off peak.
- The supplementary route (B2) ends in Johnsonville in off peak, timed to suit transfers to services travelling into the city.
- New placement of bus stops may be required.

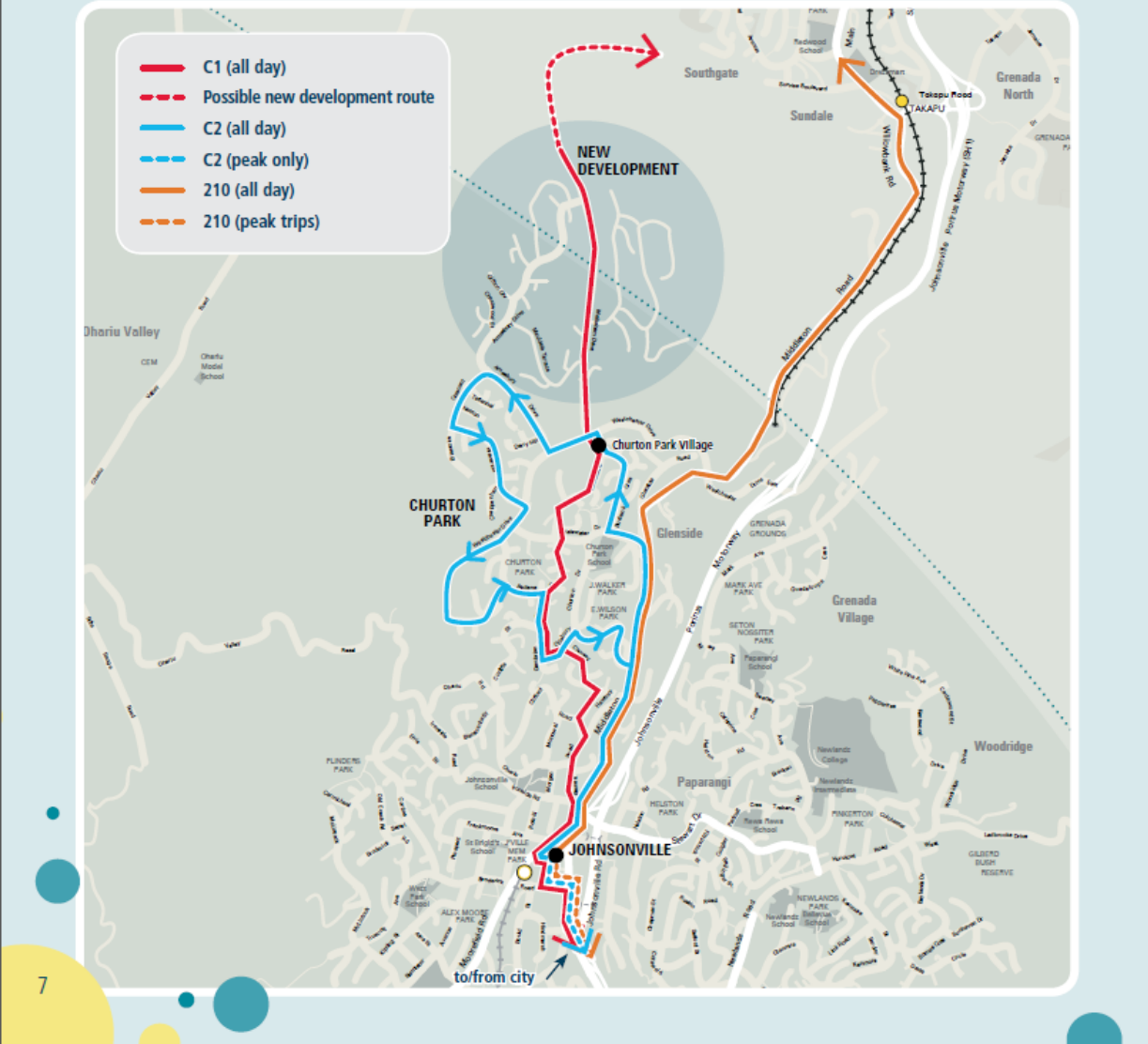
Proposed services

One direct route to Courtenay Place and a supplementary local route to Glenside

	Weekday				Saturday		Sunday	
	Morning Peak (7–9am)	Daytime	Afternoon Peak (4–6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
B1: City - Johnsonville - Churton Park (via Basset St, Cambrian St, Lakewood Ave and Melksham Dr)	5 trips	Every 30 mins	5 trips	Hourly	Every 30 mins	Hourly	Every 30 mins	Hourly
B2: Johnsonville - Churton Park - Glenside (via Middleton Rd, Churton Dr, Cambrian St, Furlong Cres, Waverton Tce, Burbank Cres and Halswater Dr)	5 trips (continue to city)	Hourly	5 trips (start from city)	Last bus around 7pm	Hourly	Last bus around 6pm	Hourly (to/from Johnsonville)	Last bus around 6pm
Route 210: (route unchanged with peak trips to Wellington CBD)	6 trips to/from Wellington CBD	Half hourly to Johnsonville	6 trips to/from Wellington CBD	Hourly to/from Johnsonville	Hourly (as currently)	Last bus around 9pm (as currently)	Hourly (as currently)	Last bus around 8pm (as currently)



Option C: more frequent services including a local loop but fewer services direct to the city



Key features

- One frequent bus route (C1) through the centre of Churton Park to the city all day, with some trips continuing to Island Bay.
- More frequent services than option A.
- Supplementary local loop bus route (C2) that travels to the city in peak and to Johnsonville off peak.
- The supplementary route (C2) ends in Johnsonville in off peak, timed to suit transfers to services travelling into the city.
- New placement of bus stops may be required.

Proposed services

Frequency with coverage

	Weekday				Saturday		Sunday	
	Morning Peak (7–9am)	Daytime	Afternoon Peak (4–6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
C1: City - Johnsonville - Churton Park (via Basset St, Cambrian St, Lakewood Ave and Melksham Dr)	5 trips	Every 30 mins	5 trips	Hourly	Every 30 mins	Hourly	Every 30 mins	Hourly
C2: Johnsonville - Churton Park - Glenside (via Middleton Rd, Halswater Dr, Burbank Cres, Waverton Tce, Furlong Cres, Cambrian St and Churton Dr)	5 trips (continue to city)	Every 30 mins	5 trips (start from city)	Last bus around 7pm	Hourly	Last bus around 6pm	Hourly	Last bus around 6pm
Route 210: (route unchanged with peak trips to Wellington CBD)	6 trips to/from Wellington CBD	Half hourly to Johnsonville	6 trips to/from Wellington CBD	Hourly to/from Johnsonville	Hourly (as currently)	Last bus around 9pm (as currently)	Hourly (as currently)	Last bus around 8pm (as currently)





HAVE YOUR SAY **ONLINE**

<http://www.gw.govt.nz/have-your-say/>
on options for bus routes in
Churton Park

Feedback by 21 December 2014







**HAVE YOUR SAY
BY 21 DECEMBER 2014**

For timetables and information about bus and train services in the greater Wellington region contact Metlink.

0800 801 700
info@metlink.org.nz
www.metlink.org.nz
@metlinkwgtn

GWPT-5-M/126



Appendix 2 - Online survey

***Options A, B and C all extend bus service to the new growth area of Churton Park and each cost around the same to provide. However each of these options have the following trade-offs in how they operate, please tell us what is most important to you:**

- Having a service without the need to change between buses is more important to me than how often the bus runs during off-peak times (Option A).
- Having a more frequent service during off-peak times is more important to me than having transfers between buses for trips to and from the CBD (Option B & C).

***Which bus route option do you prefer the most?**

Option A - Less frequent routes direct to the city

- 1st Choice
- 2nd Choice
- 3rd Choice

Option B - More frequent services but fewer services direct to the city

- 1st Choice
- 2nd Choice
- 3rd Choice

Option C - More frequent services including a local loop but fewer services direct to the city

- 1st Choice
- 2nd Choice
- 3rd Choice

***How would each option affect your bus usage?**

Option A - Less frequent routes direct to the city

- Use bus more
- Use bus less
- Use bus the same

*

Option B - More frequent services but fewer services direct to the city

- Use bus more
- Use bus less
- Use bus the same

*

Option C - More frequent services including a local loop but fewer services direct to the city

- Use bus more
- Use bus less
- Use bus the same

What suburb do you live in ?

- Churton Park
- Glenside
- Other:

What age group do you belong to?

- under 18
- 18-45
- 46-65
- over 65

Which bus route/s do you currently use:

- 54
- Other:

What type of destination are you using the bus to get to:

- Work
- Education
- Shopping
- Leisure
- Other:

Do you have any other comments?

Would you like to be kept informed of any further consultations regarding bus services in your area?

- Yes
- No

Please provide your name, address and email address. Please note this is optional and all personal details will be kept confidential.

Name	<input type="text"/>
Address	<input type="text"/>
Email address	<input type="text"/>

Appendix 3 - Current service and issues

- The current one way loop has reached a length where it is not able to be extended to accommodate new growth areas without adding travel for existing bus users.
- The loop does not provide for “there and back” access to local facilities in the developing Churton Park Village.
- The current subsidy of \$2.24 per passenger boarding is relatively high compared with other Wellington city bus services which reflects the long route distance and lack of catchment between Johnsonville and Wellington.
- There is heavy loading during some peak trips which can result in some passengers having to wait for the next bus.
- Providing a reliable service is made more challenging by route being a one-way loop with no end terminus which means that there is limited ability to provide layover for buses to recover from late running before making their next journey.
- Passengers that are travelling to stops at the end of the one-way loop must wait 25 minutes for the bus to travel the long way around Churton Park before arriving at their stop.
- There is duplication of bus routes with the routes 210 and 211 also travelling along Middleton Road which has a limited passenger catchment.
- The Churton Park route 54 provides the primary bus connection between Johnsonville and Wellington with 26% of passengers during peak times and 54% of passengers during off-peak times boarding from Johnsonville.