

Better Bus Services for Kāpiti Consultation Report

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1. General

This report accompanies and provides supporting information to a paper presented to the Greater Wellington Regional Council's Council meeting on 28 September 2016.

2. Introduction

Consultation was undertaken in May, June and July 2016 with the Kāpiti communities of Paekakariki, Raumati, Paraparaumu, Waikanae and Ōtaki on proposed bus service changes resulting from the 2015 Kāpiti Bus Service Operational Review.

The purpose of this report is to detail the findings of the consultation undertaken with Kapiti residents and stakeholders, provide a summary of the feedback received, and provide information on the engagement process undertaken.

3. Background

The Wellington Regional Public Transport Plan 2014 (RPTP) outlines the services integral to the region's public transport network. These services are to be procured under Public transport Operating Model (PTOM). Bus services have been grouped into units which will be operated under contract to Greater Wellington Regional Council (GWRC). The new PTOM contracts are expected to come into operation between late 2017 and mid-2018.

In preparation for tendering bus services under PTOM, a review of all bus service timetables in the public transport network was required to be undertaken to ensure that the tender documents specified sufficient bus capacity along with realistic and achievable travel times.

This operational review, including school buses, is the first review of Kāpiti bus services for some years. The last comprehensive review took place in 2008/09, with changes implemented post August 2009. A minor review was commissioned as a result of the extension of metro rail services to Waikanae in 2011, and since then minor modifications have continued to be implemented.

This review is part of a wider public transport improvement programme that will future proof public transport across the greater Wellington region. This review aims to ensure that the contracted services reflect both the current and future demands and operating conditions, and that the upcoming PTOM contracts are fit for purpose.

4. Services reviewed

An operational review of current services was carried out by Ian Wallis Associates in late 2015 by reviewing patronage and reliability data and considering stakeholder feedback. The following services were part of the review:

- 250 Raumati South
- 251 Paekakariki Shopper

- 260 Raumati Beach
- 261 Paraparaumu Beach
- 262 Paraparaumu Beach
- 263 Otaihanga Shopper
- 270 Paraparaumu East
- 280 Waikanae
- 290 Otaki

The following key service issues were found:

- Reliability of bus and train connections
- Congestion and delays around Coastlands
- Future requirements based on Paraparaumu and Waikanae town centre development
- Indirect routes vs. requests for more coverage
- Low usage services
- Reduced speed limits on Kāpiti Road
- Ōtaki route and timetable issues

5. Key proposed bus service changes

5.1 Paraparaumu, Raumati and Paekakariki

- (a) All Raumati and Paraparaumu buses to terminate at Paraparaumu Station (quicker for catching a train and more convenient for returning home after shopping).
- (b) Route 270 (Paraparaumu East) to be discontinued and replaced by a two day a week door to door dial-a-ride service (264) and a daily school bus service.
- (c) New route 264 will provide a two day a week door to door dial-a-ride shuttle service to and from Paraparaumu Station servicing Paraparaumu East and the Kāpiti Health Centre (*service will run Monday and Thursday*)
- (d) Route 260 off-peak (Raumati Beach – Paraparaumu) would no longer incorporate the ‘loop’ around Matai, Princeton and Hillcrest Roads. Removing this loop would save time making services more reliable. (*Only one bus stop would be affected and an alternative stop is just three minutes’ walk away*).

- (e) Route 262 off-peak (Paraparaumu Beach - Paraparaumu Station) would no longer travel via the Kāpiti Health Centre.
- (f) Dial-a-ride service 251 to be reduced to two days a week (Tuesday & Friday). Due to low patronage Thursday to be removed from service.
- (g) Dial-a-ride service 263 to be reduced to one day a week (Wednesday). *(currently operates Tuesdays' and Thursdays')*.

5.2 Waikanae and Ōtaki

- (a) Route 280 (Waikanae Beach – Waikanae Station) to be more direct, improving travel times to and from the station.
- (b) A new route 281 would run between Waikanae Station and Waikanae township including Kapanui and Waikanae East. This would give more people access to a regular bus service.
- (c) Route 290 (Ōtaki) services to be increased by adding an additional three services daily during the week and 2 services daily on weekends. - (increased travel options).
- (d) Route 290 (Ōtaki) extended to cover more of the southern Ōtaki residential area but the Ōtaki School stop will be moved from Mill Road to Waerenga Road.
- (e) Route 290 (Ōtaki) - all services to run via the Plateau, in an effort to make routes more consistent and easier to understand, while enabling more people to travel to Ōtaki township, library and schools.
- (f) Route 290 departure time from Coastlands to be pushed back to 2:13pm from 12:15pm following feedback that the current departure time does not allow sufficient time at Coastlands for shopping and appointments.

6. Targeted engagement process

A customer focused engagement process was created to capture the views of users, while engaging with selected groups and giving customers on the affected routes the opportunity to provide feedback.

Around 1500 brochures were distributed in the following locations:

- On the buses of affected routes
- Paraparaumu Train Station
- Local Retirement Villages
- Local Libraries
- Paekakariki Community Centre
- Raumati Kindergarten

- Kāpiti Coast District Council
- Kāpiti Uniting Church (Paraparaumu, Paekakariki and Raumati)
- Paraparaumu Taxis
- Kāpiti Health Centre
- Kāpiti Coast Older Person Council

From the 23rd of May 2016, GWRC officers attended numerous meetings, presentations and community drop-in sessions for the Kāpiti review. These allowed residents to view a presentation on the review of the current bus services in their area and acknowledge the proposed changes of the network then ask questions directly to officers.

Date	Meeting	GW Staff at Meeting	Nature of meeting
23 May 2016	Paraparaumu College	Alex Campbell	Meeting with Principal, Gregor Fountain + 3 students
24 May 2016	Mana Kāpiti Depot	Rhona Hewitt, Alex Campbell	Meeting with Mana Kāpiti manager & bus drivers
24 May 2016	Kāpiti College	Rhona Hewitt, Alex Campbell	Meeting with Principal, Andy Pook
24 May 2016	Uzabus	Rhona Hewitt, Alex Campbell	Meeting with Ōtaki manager and bus drivers
24 May 2016	Ōtaki School	Rhona Hewitt, Alex Campbell	Meeting with Principal; Chris Derbridge
24 May 2016	Paraparaumu Taxis	Rhona Hewitt, Alex Campbell	Meeting with Alan Briant
24 May 2016	Paekakariki Community Board	Rhona Hewitt, Alex Campbell	Presentation to Paekakariki Community Board
25 May 2016	Kāpiti Health Centre	Rhona Hewitt, Alex Campbell	Meeting with center manager Matthew Callahan
25 May 2015	Raumati Kindergarten	Rhona Hewitt, Alex Campbell	Meeting with Head teacher, Karin
12 June 2016	Paekakariki Community Drop in Session	Rhona Hewitt, Alex Campbell	Drop in session with local residents
13 June 2016	Kāpiti Youth Council	Rhona Hewitt, Alex Campbell	Workshop with Kāpiti Youth Council
14 June 2016	Ōtaki Community Board	Rhona Hewitt, Alex Campbell	Presentation to Ōtaki Community Board
21 June 2016	Waikanae Community Board	Rhona Hewitt, Alex Campbell	Presentation to Waikanae Community Board
28 June 2016	Paraparaumu Community Board	Rhona Hewitt, Alex Campbell	Presentation to Paraparaumu Community Board
10 July 2016	Waikanae Beach Community Drop in Session	Rhona Hewitt, Alex Campbell	Drop in session with local residents; Waikanae Beach Working Group

7. Engagement analysis

A total of 231 submissions from the public were received during the consultation period between late May and July 2016. A majority of the respondents support the proposed changes. The feedback received including specific issues and concerns raised are outlined in this report.

Organisational submissions were received from:

- Kāpiti Coast District Council
- Ōtaki Community Board
- Paekakariki Community Board
- Kāpiti College
- Kāpiti Coast Older Person's Council

7.1 Summary of issues and concerns raised

The main issues and concerns raised in the public submissions included:

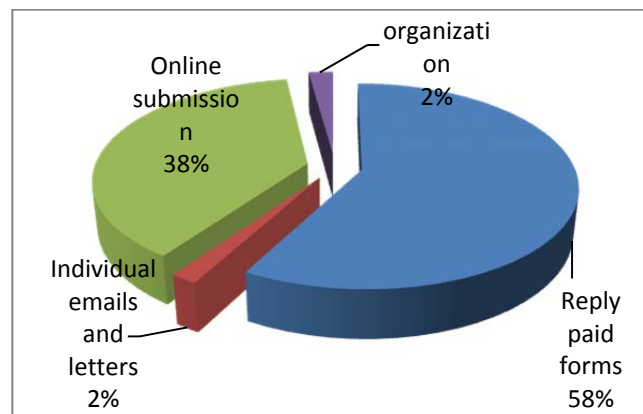
Main issues/concerns	Numbers of respondents
Coastland access	17
Otaki timetable	13
Health Centre	8
Walking distance	8
Bus train connections	5
School bus connections	3
Safety	3
Route 270 discontinued	3
280-281 transfer	2
More services	12
Bus routing suggestions	10
Bus stop request	8
Shelter request	4
Dial-a- ride information	1

From 184 general comments received from the public the main themes raised related to:

- Reliability of timetable connections between bus and train services
- Bus routing suggestions
- Suggestions and requests for more services
- Shelter requests
- Requests for increase service frequency
- Integrated ticketing
- Improve service quality/helpful friendly drivers
- Service reliability
- The specific needs of the elderly and disabled

7.2 Means of response

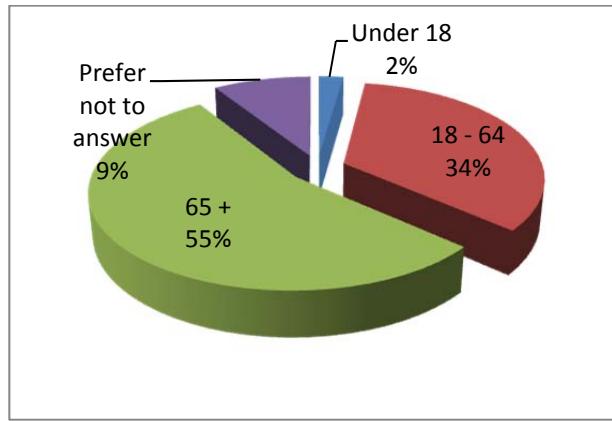
Over the consultation period a total of 231 submissions were received. Figure 1 outlines the format used to respond. A majority of submitters use the reply paid forms distributed on bus and to key locations in Kapiti followed by the Online submission form provide don the GWRC Website.



(Figure 1)

7.3 Demographics

Figure 2 provides an age demographic breakdown of respondents. This shows that a high percentage (55%) of those engaged were over the age of 65. When viewed against Kāpiti's 2013 Census data it is worthwhile noting that those within the 'retirement' age bracket (eligible for the Supergold card) make up 26% of the total population. Only 2% of respondents were aged under 18, with 34% aged between 18 to 64. 9% of respondents preferred not to answer this demographic question.

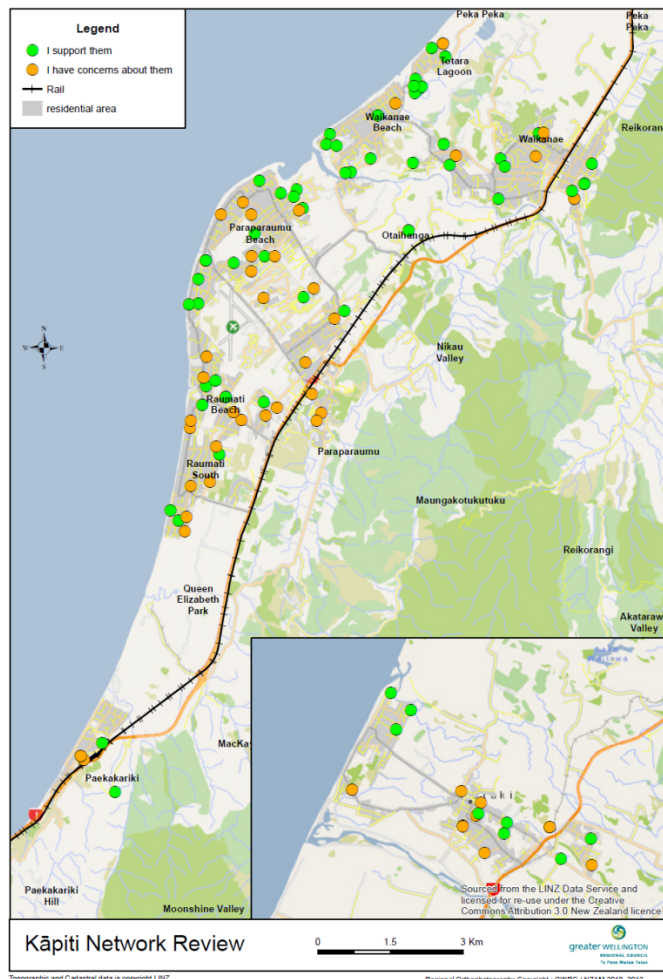


(Figure 2)

Figure 2 highlights the fact that respondents were not required to answer or comment on questions they did not feel were relevant to them.

7.4 Feedback distribution

Figure 3 shows that feedback was received from all over all across the Kapiti area. There was no one specific area that had any great concern with the proposed changes.



(Figure 3)

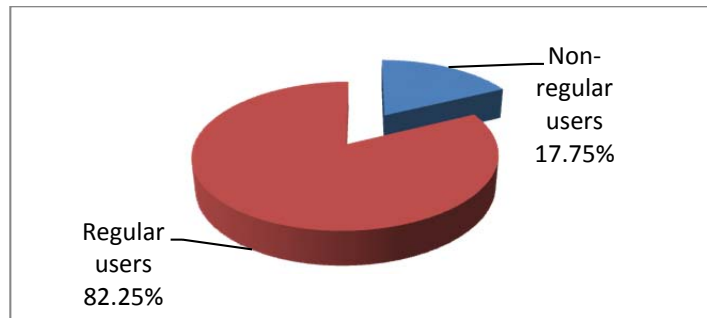
7.5 Survey analysis

Copies of the consultation brochures and online survey are provided in Appendices 5 and 6 of this report.

7.5.1 Question 1

“I regularly use Kāpiti bus services - Yes / No, Which one(s)?”

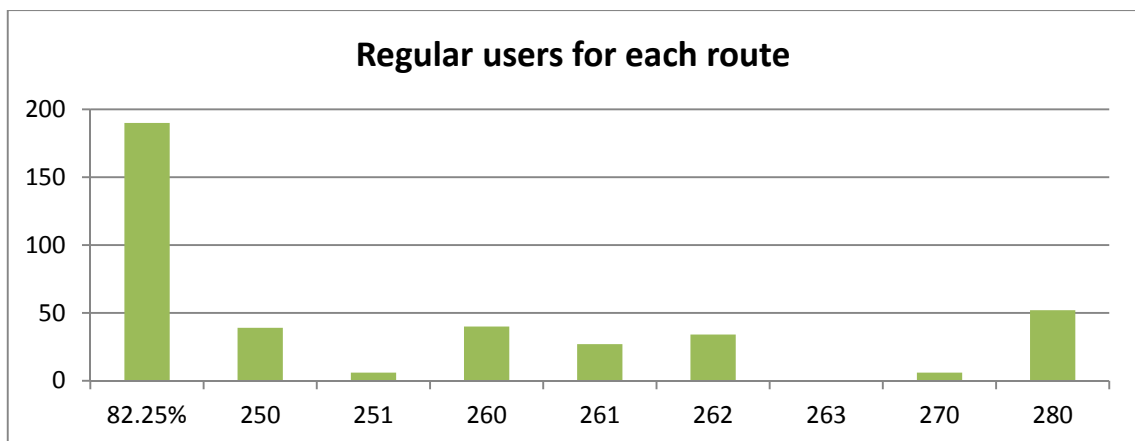
Figure 3 shows that 82.25% of all respondents class themselves as regular users of a service or services.



(Figure 3)

For the purpose of the question we did not quantify what a regular user was. This meant that someone using a service once a month every month could class themselves as regular users if they wished.

Figure 5 shown the number of regular bus users responding by the route they indicated they regularly use.



(Figure 4)

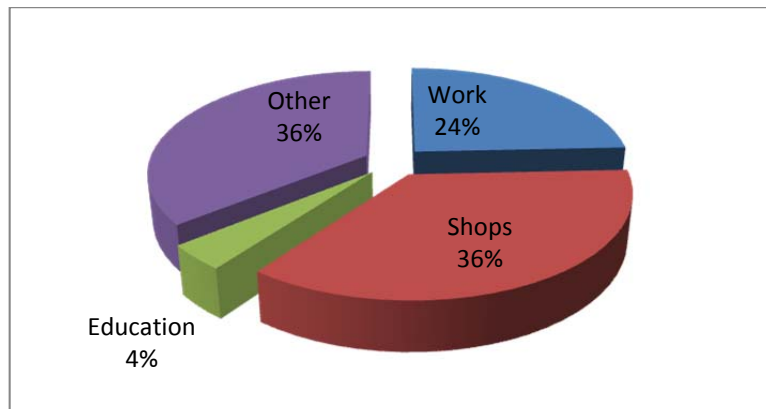
7.5.2 Question 2

“I use the bus to get to”

This question was open to multiple selections and no additional explanation was required for the ‘other’ category.

Figure 5 shows that a large number of respondents use the existing service(s) for shopping purposes, however it must be noted that given the high response

rate from to 65+ demographic, the results reflect this demographic are likely to be retired and not involved in paid work or education.



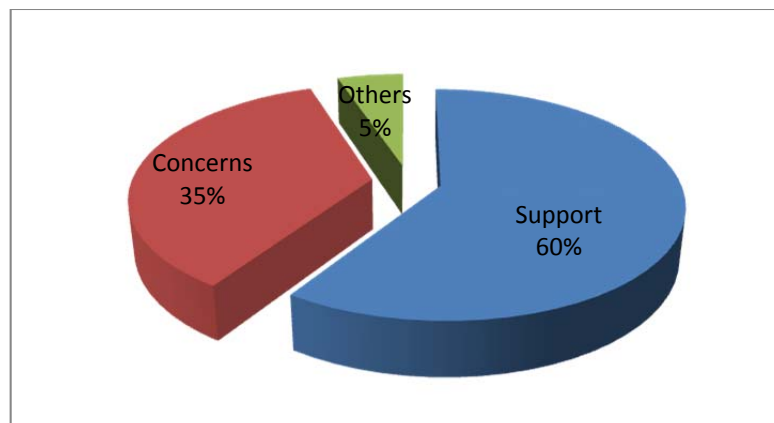
(Figure 5)

7.5.3 Question 3

“Overall, how do you feel about the proposed changes?”

Overall the proposed changes have been positively received. Figure 6 shows the responses received to the above question.

The majority of respondents support the proposed changes.



(Figure 6)

7.5.4 Question 4

“Please tell us about any aspects which you’re concerned about.”

Aspects of concern raised are broken down by proposed bus services changes.

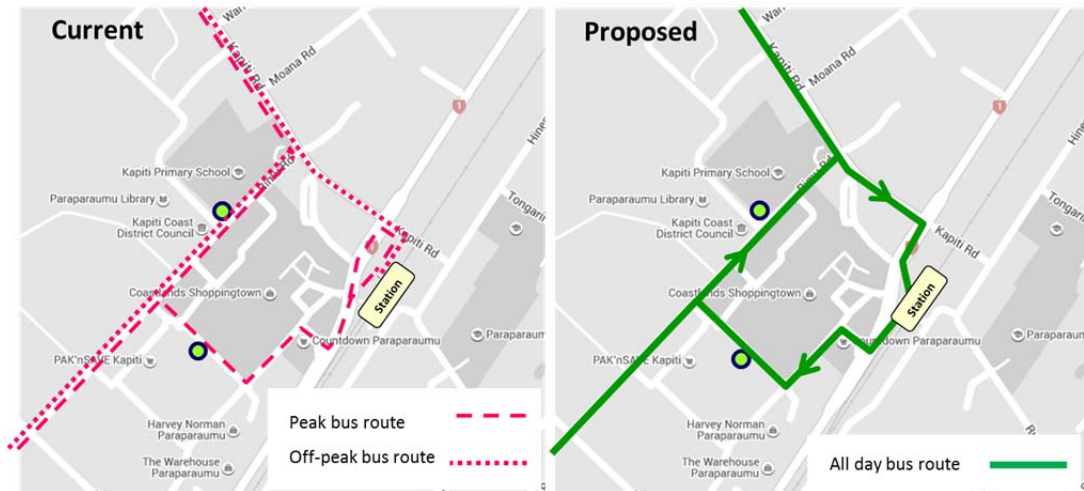
7.6 Analysis of proposals

7.6.1 Paraparaumu Town Centre Access

(a) Proposed change

Buses on routes 250, 260, 261 and 262 to travel a more direct route to and from Paraparaumu Station with all routes departing via Coastlands. This will minimise travel time delays, minimise congestion within the Coastlands

Shopping Precinct and provide a connection from every train to Paraparaumu Beach).



(b) Public feedback

17 concerns were received relating to fears that buses would no longer ‘drop off’ at Coastlands (concerns around the perceived increased walking distance and associated accessibility issues for the elderly and disabled).

1 concern was raised regarding route 251 going through Coastlands resulting in increased travel time.

(c) Organisational submissions

Kāpiti Coast Older Person's Council

- Concerns raised over implied greater walking distances from stops at the Paraparaumu Station and on Kāpiti Road near its intersection with Moana Road (stops 1194 & 1102).
- Suggested that the proposed routes be modified so that people at Coastlands could catch a bus back to the Paraparaumu Station via a loop route along Rimu Road and back onto Kāpiti Road to the Paraparaumu Station.

Kāpiti Coast District Council

- In light of KCDC’s long term plan to revitalise the Paraparaumu Town Centre, they suggested that GWRC look into the possibility of providing an additional (or modified existing route) to improve access to the Civic Centre and surrounding community facilities in the vicinity of Brett Ambler Way, Ngahina Street and Iver Trask Place.
- Alternately, they would like to be involved in the positioning of any new stops along Kāpiti Road to assist in providing better connectivity to Community Facilities such as the Aquatic Centre.

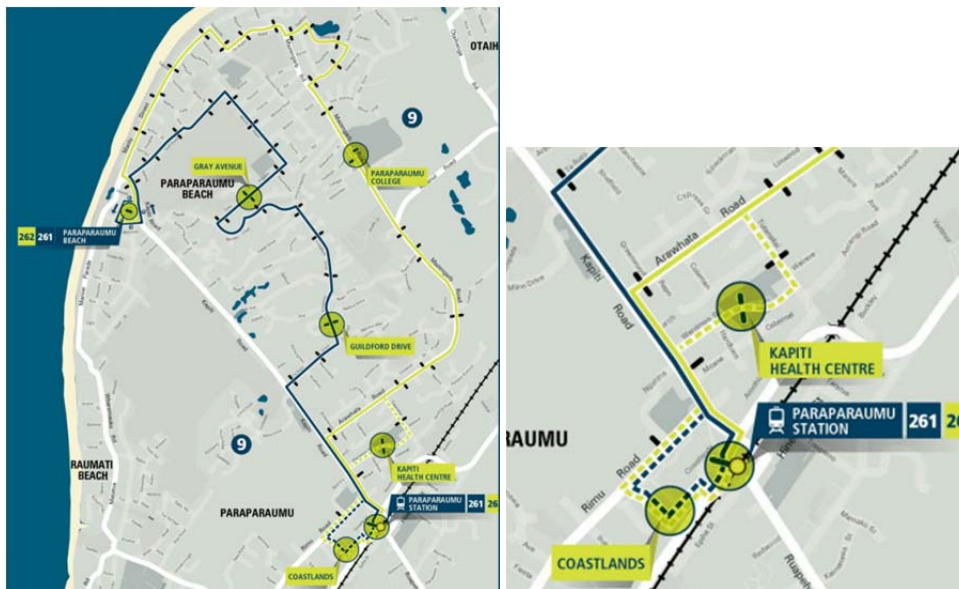
From the feedback received it was clear that there existed some misunderstanding as to how the proposed routes would function. A common misconception was that they would have to get off the bus at Paraparaumu Station and walk to Coastlands. In reality, passengers would be able to remain on the bus and travel from Paraparaumu Station to Coastlands at no additional charge.

7.6.2 Kāpiti Health Centre Bus Access

(a) Proposed changes

Route 262 to no longer divert via the Health Centre on Warrimoo Street to improve both speed and reliability.

Access to the Health Centre will be available on a single trip dial-a-ride shuttle service that will operate from the Paraparaumu Station. Alternatively the nearest bus stop is an approximate 5 minute walk).



(b) Public feedback

There were 8 submissions relating to the Health Centre change.

7 submissions requested that the existing level of service (to the Health Centre) be maintained due to the increased walking distance as a result of having to get off and on at the stops located on Kāpiti Road, as well as issues around being able to schedule appointments on days and times when the dial-a-ride shuttle service was operating. 1 submission supported the change.

(c) Organisational submissions

Kāpiti Coast Older Person's Council

- Supported the proposal for a dial-a-ride shuttle service

- Stressed the need for the dial-a-ride shuttle service to be both timely and reliable

Kāpiti Coast District Council

- Supported the proposal for a dial-a-ride shuttle service
- Suggested that the revised 'dial-a-ride' service needed to be well advertised, so that residents are aware of its availability

(d) Bus Company Monitoring of Kapiti Health Centre Patronage

Additional investigation was undertaken through the current contracted bus company monitoring passengers that got off and on the bus at the Health Centre.

A count was taken for the month of July 2016 which consisted of 21 working days, and 22 trips past the stop each day. The corresponding analysis showed that on average 2 to 3 people used the Health Centre stops per day.

period 1 July to 31 July (21 working days)	passengers
Total passengers inward for all trips	28
Total passengers outward for all trips	25
passengers inward per day for all trips	1.33
passengers outward per day for all trips	1.19

(e) Kapiti Health Centre Client Survey

Kapiti Health Centre undertook a client survey which found that only one of the 26 clients surveyed used the bus to access the Health Centre with most either driving themselves or being driven by family or friends.

	Number	Percentage
Total submission	26	100%
Car Drive yourself	20	76.92%
Car Friend/family drive	3	11.54%
Travel Mode		
Taxi	1	3.85%
Bus	1	3.85%
Walk+Train	1	3.85%

7.6.3 Raumati – Hillcrest Loop

(a) Proposed changes

Route 260 off Peak will not loop to improve service reliability (Affected bus stop 3 mins walk from alternative). This will affect streets - Matai, Princeton and Hillcrest Rd but save around 5 minutes per trip which will assist more

reliable operation of service. One bus stop affected - 3 mins walk from alternative on Raumati Road.



(b) Public feedback

2 concerns were raised relating to the removal of the 'loop' service, 1 related to the increased walking distance from Princeton Road to the nearest stop, and the other concerns was around the fact that under the new proposal there will be no service between Paraparaumu and Raumati after 7.30pm (current finishing time for the route 250).

(c) Organisational submissions

Kāpiti Coast Older Person's Council

- Concerned with the walking distance for elderly and disabled

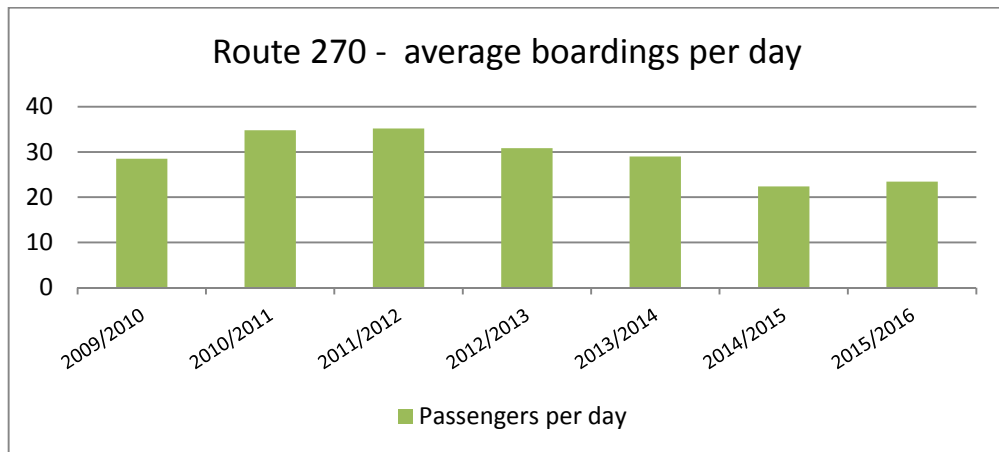
7.6.4 Paraparaumu East Route 270

(a) Proposed changes

Route 270 would be discontinued and replaced with an extension of an existing school bus route and a new dial-a-ride service.

Introduced in 2009, this route is very short and serves a limited catchment. (1.1km to Paraparaumu Station from the furthest bus stop - 12 mins walk). The service is under-utilised with on average 1 passenger per trip outside of the school runs at 8:15am and 3:48pm.

Patronage has been declining and 57% of total boardings are school students.



(b) Public feedback

6 people raised concerns about route 270 being discontinued;

- 3 were concerned with how the changes would affect people that don't drive.
- 1 requested an evening service (Route 264)
- 1 requested an extra service day (Tuesday service of Route 264)
- 1 required further information regarding the dial-a-ride service (Route 264)

(c) Organisational submissions

Kāpiti Coast District Council

- Suggested the schedule be aligned to the north and southbound trains

Paekakariki Community Board

- Raised concerns around the limitations for short term visitors to the rest home and the ability to dial the service ahead of time
- Requested a minimum of four timetabled loop trips per day (or selected days)

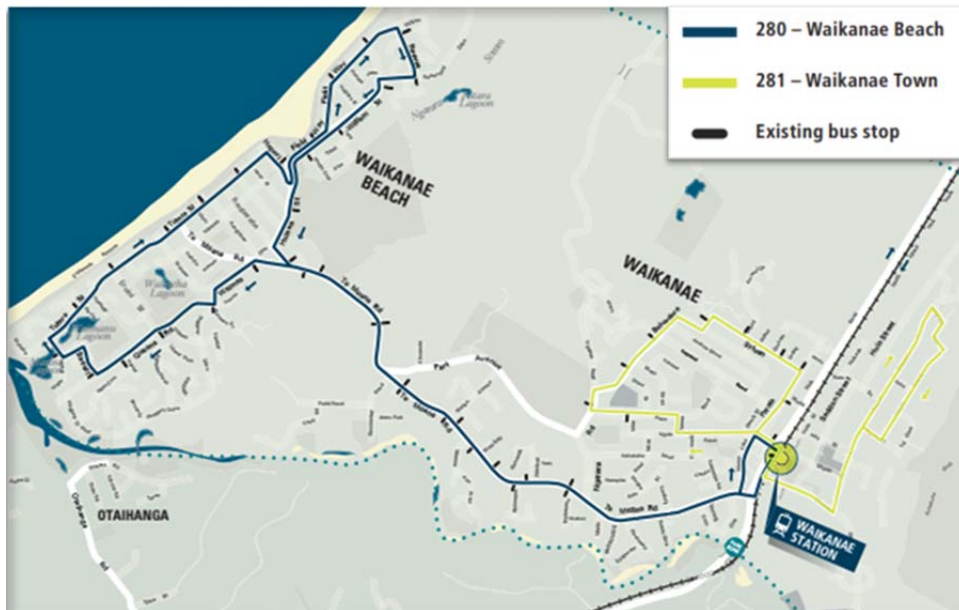
Kāpiti Coast Older Person's Council

- Supports the proposal for a dial-a-ride shuttle service
- Stressed the need for the dial-a-ride service to the Health Centre be timely and reliable

7.6.5 Waikanae bus routes

(a) Proposed changes

Existing service to be split into a Waikanae Beach and new Waikanae East service.



(b) Public feedback

81% of regular route 280 user respondents supported the proposed changes. 10 concerns were raised as follows;

- 6 respondents requested additional stop facilities in the following locations (*Reikorangi Road, Parata St (outside Countdown), Ngarara Road (at Kohe Kohe), Waikanae shopping centre, Parklands and Winara Retirement Village*)
- 2 respondents expressed concern around the need to transfer
- 1 respondent requested that the proposed route travel via Parkwood rest home
- 1 respondent requested that the proposed service be extended past 7pm.
- 1 respondent raised the concern that their nearest bus stop (*Ngarara Rd*) will cease to operate if the proposed changes are implemented

(c) Organisational submissions

Kāpiti Coast District Council

- Highlighted safety concerns around the Marae Lane and Te Moana Road intersection due to narrow lane widths
- Highlighted the need for further improvements to the stops located within the Waikanae Town Centre given its proposed redevelopment
- The need for 3 additional stops along SH1 to accommodate school bus runs and additional services from Ōtaki

- Did not support the installation of a stop on Elizabeth Street (*north side*) for safety reasons
- Suggested relocating the existing shelter on Ngarara Road to Te Moana Road or to Ōtaki
- Questioned the funding source for the new bus stops

7.6.6 Ōtaki bus route and timetable changes

(a) Proposed changes

The proposed new route will run via Domain and Waerenga Roads, then through Lemon Kirk Streets. The route will no longer service Riverbank Road or travel past Ōtaki School via Mill Road. Ōtaki School would be serviced from Waerenga Road. These changes are proposed to provide better coverage of the residential areas of Ōtaki.



Additional weekday and weekend services were proposed to provide greater flexibility when travelling. It is proposed to provide 8 weekday and 5 weekend return services where current there are 5 weekday and 2 weekend services. All trips will travel via Ōtaki Plateau to improve the local access to Ōtaki Township, Library and School along with a more consistent service.

It is also proposed to move the Coastlands departure time later to 2:13pm from 12:15pm to allow more time at Coastlands.

Current timetable

To Otaki

Wellington Station	6:20	7:35	11:14	15:35	16:35	17:15c
Coastlands	-	-	12:15	-	-	-
Paraparaumu Station	7:15	8:30	12:09	16:25	17:25	-
Waikanae Station (train arrives)	7:20	8:35	12:14	16:30	17:30	-
Waikanae Station (bus departs)	7:25	8:40	12:25	16:35	17:40	-
Otaki - Main Highway (near 239)	7:40	8:50	12:40	16:50	17:55	18:29c
Te Manuao Road - Baptist Church	-	-	12:43	16:53	17:58	18:32
Otaki Town - Aotaki St (Library)	7:45	8:55	12:50	17:00	18:05	18:39
Otaki Beach - Marine Parade	7:50	9:20	12:55	17:05	18:10	18:44

SPS c

From Otaki

Otaki Beach - Marine Parade	6:50	7:50	9:20	15:05	17:05	-
Otaki Town - Aotaki St (Countdown)	6:55	7:55	9:25	15:10	17:10	-
Te Manuao Road - Baptist Church	7:02	8:02	9:32	15:17	17:17	-
Otaki - Main Highway (near 226)	7:07b	8:07	9:37	15:22	17:22	-
Waikanae Station (bus arrives)	7:24	8:22	9:52	15:37	17:37	-
Waikanae Station (train departs)	7:34	8:30	10:00	16:05	17:40	-
Paraparaumu Station	7:41	8:37	10:07	16:12	17:47	-
Coastlands	-	-	10:02	-	-	-
Wellington Station	8:30	9:30	11:00	17:05	18:40	-

b PS

PS = on school days continues to Paraparaumu Station

SPS = on school days starts at Paraparaumu Station

b = Capital connection train departs Otaki Station 7:13am arriving Wellington at 8:20am.

c = Capital Connection train arrives Otaki Station 6:22pm, bus departs 6:28pm

Proposed timetable

To Otaki

Wellington Station	-	7:16	9:13	11:13	13:13	14:33	15:55	17:17
Coastlands	-	-	-	-	14:13	-	-	-
Paraparaumu Station	6:59	8:11	10:08	12:08	14:08	15:28	16:45	18:07
Waikanae Station (train arrives)	7:05	8:16	10:13	12:13	14:13	15:33	16:50	18:12
Waikanae Station (bus departs)	7:10	8:25	10:25	12:25	14:25	15:43	17:00	18:20
Otaki - Main Highway (near 239)	7:25	8:40	10:40	12:40	14:40	15:58	17:15	18:35
Te Manuao Road - Baptist Church	7:26	8:41	10:41	12:41	14:41	15:59	17:16	18:36
Otaki Town - Aotaki St (Library)	7:38	9:00	10:53	12:53	14:53	16:11	17:28	18:48
Otaki Beach - Marine Parade	7:43	9:05	10:58	12:58	14:58	16:16	17:33	18:53

From Otaki

Otaki Beach - Marine Parade	6:33	7:43	9:05	10:58	12:58	14:58	16:16	17:33
Otaki Town - Aotaki St (Countdown)	6:38	7:48	9:10	11:03	13:03	15:06	16:21	17:38
Te Manuao Road - Baptist Church	6:47	7:57	9:19	11:12	13:12	15:15	16:30	17:47
Otaki - Main Highway (near 226)	6:53	8:03	9:25	11:18	13:18	15:21	16:36	17:53
Waikanae Station (bus arrives)	7:08	8:18	9:40	11:33	13:33	15:36	16:51	18:08
Waikanae Station (train departs)	7:17	8:25	9:45	11:45	13:45	15:42	17:00	-
Paraparaumu Station	7:24	8:32	9:52	11:52	13:52	15:49	17:07	-
Coastlands	-	-	9:50	-	-	-	-	-
Wellington Station	8:14	9:25	10:45	12:45	14:45	16:42	18:00	-

Current timetable

To Otaki

Wellington Station	11:14	15:44
Paraparaumu Station	12:09	16:39
Waikanae Station (train arrives)	12:14	16:44
Waikanae Station (bus departs)	12:20	16:50
Otaki - Main Highway (near 239)	12:35	17:05
Te Manuao Road - Baptist Church	12:38	17:08
Otaki Town - Aotaki St (Library)	12:45	17:15
Otaki Beach - Marine Parade	12:50	17:20

From Otaki

Otaki Beach - Marine Parade	8:50	15:50
Otaki Town - Aotaki St (Countdown)	8:55	15:55
Te Manuao Road - Baptist Church	9:02	16:02
Otaki - Main Highway (near 226)	9:07	16:07
Waikanae Station (bus arrives)	9:22	16:22
Waikanae Station (train departs)	9:30	16:30
Paraparaumu Station	9:37	16:37
Wellington Station	10:30	17:30

Proposed timetable

To Otaki

Wellington Station	8:14	10:14	12:14	14:14	16:14
Paraparaumu Station	9:09	11:09	13:09	15:09	17:09
Waikanae Station (train arrives)	9:14	11:14	13:14	15:14	17:14
Waikanae Station (bus departs)	9:28	11:28	13:28	15:28	17:28
Otaki - Main Highway (near 239)	9:45	11:45	13:45	15:45	17:43
Te Manuao Road - Baptist Church	9:47	11:47	13:47	15:47	17:44
Otaki Town - Aotaki St (Library)	10:01	12:01	14:01	16:01	17:56
Otaki Beach - Marine Parade	10:07	12:07	14:07	16:07	18:01

From Otaki

Otaki Beach - Marine Parade	8:45	10:07	12:07	14:07	16:07
Otaki Town - Aotaki St (Countdown)	8:50	10:13	12:13	14:13	16:13
Te Manuao Road - Baptist Church	8:59	10:24	12:24	14:24	16:24
Otaki - Main Highway (near 226)	9:05	10:31	12:31	14:31	16:31
Waikanae Station (bus arrives)	9:20	10:48	12:48	14:48	16:48
Waikanae Station (train departs)	9:30	11:00	13:00	15:00	17:00
Paraparaumu Station	9:37	11:07	13:07	15:07	17:07
Wellington Station	10:30	12:00	14:00	16:00	18:00

(b) Public feedback on timetable changes

13 concerns were raised regarding the proposed timetable changes;

- 8 respondents requested that the current Coastlands departure time (12:15pm) be maintained
- 1 respondent endorsed the new Coastlands departure time of 2:13pm
- 1 respondent requested that both Coastlands departure times be built into the timetable
- 1 respondent requested for an additional 10:15am service from Coastlands
- 2 respondents requested better Kāpiti College connections

(c) Organisational submissions on route changes

Ōtaki Community Board supported new route.

Ōtaki School opposed the proposed route changes as they wish to retain the Mill Road stops where their teachers currently supervise students. They do not support relocating the school stops to Waerenga Road.

(d) Organisational submissions on timetable changes

Kāpiti College

- Request better bus connection to Ōtaki bus route at Waikanae

Ōtaki Community Board

- Requested an overall greater investment in the Ōtaki bus network
- Raised the importance around an effective (*multi medium*) marketing plan to support all proposed new routes and services, particularly those related to shuttles and dial-a-rides
- Requested that there be 2 Coastlands departure times (*12:15pm and 2:13pm*)
- Highlighted the need to continue discussions around the possibility of diesel train services between Waikanae and Ōtaki

Kāpiti Coast District Council

- Requested an overall greater investment in the Ōtaki bus network

7.6.7 Dial-a-ride shopper services

The current dial-a-ride shopper services are low use services provided where regular scheduled services have in the past proven unviable.

- 251 Paekakariki (Tuesday, Thursday & Friday – 3.7 per trip)
- 263 Otaihanga (Tuesday & Thursday – 0.9 per trip)

(a) Proposed changes

Add more destinations for current users by adding the Kāpiti Health Centre to the current routes 251 and 263.

Adjust days of operation in line with usage such that the 251 reduces from three days a week to two days (Tuesday and Friday) and the 263 reduces from two days a week to one day week (Wednesday).

Provide a new dial-a-ride service to Paraparaumu East in place of current low use bus route 270 operating on Monday and Thursday.

All three proposed dial-a-ride services would together provide a daily return service between Paraparaumu Station and the Kapiti Health Centre.

(b) Route 251 Paekakariki feedback

(i) Public Feedback

5 concerns were raised from the proposed changes;

- 4 respondents requested an increase in the service provided
- 1 respondent suggested that Coastlands be removed from the route due to the travel time it adds.

(ii) Organisational submissions

Paekakariki Community Board

- Requested Friday or Saturday services
- Requested an advertisement/information campaign be run to inform people about the service and how to book it

Kāpiti Coast Older Person's Council

- Raised concerned around the reliability of the service (*current and future*)
- Requested an advertisement/information campaign be run to inform people about the service

Kāpiti Coast District Council

- Requested an advertisement/information campaign be run to inform people about the service and how to book it
- Asked for further investigation into providing services outside of usual working hours and on weekends

(c) Route 263 Otaihanga feedback

(i) Public Feedback

1 submission received that there is no service.

(ii) Organisational submissions

Kāpiti Coast Older Person's Council

- Raised concerned around the reliability of the service (*current and future*)
- Requested an advertisement/information campaign be run to inform people about the service

(d) Route 264 Paraparaumu East feedback

(i) Public feedback

- 1 respondent requested an evening service
- 1 respondent requested an additional day service
- 1 requested additional information regarding the ‘dial-a-ride’ service.

8. Feedback summary

The following common themes were expressed in the feedback received.

Aspects of the proposed changes respondents liked:

General Positive	Network	19
General Positive	Service	8
Network improvement	More direct	9
Network improvement	More options	3
Network improvement	More frequency	3
Network improvement	Route changes	4
Timetable improvement	Reliable	2
Timetable improvement	Train connection	4

Aspects of the proposed changes respondents raised concerns over:

Train connections	9
Reliability	17
Elderly and disable accessibility	6
Information display	2
School bus connection	2
Timetable improvement	1
Ticket system	2
Dial-a-ride	1

Suggestions raised by respondents:

Bus service suggestions	Bus stops	6
Bus service suggestions	Bus routes	19
Bus service suggestions	Early morning/ late evening/ weekend service	12
Bus service suggestions	Bus types	6
Bus service suggestions	Bus frequency	14
Bus operation suggestions	Service quality	1

Bus operation suggestions	Drivers	1
Bus operation suggestions	Information display	1
Timetable suggestions		9
Train connections		11
Bus shelter requests		11
Ticketing system		3
Information display		2
Implementation date		2

9. Community Engagement Summary

9.1 Background

An operational review of the bus services was conducted. This was to ensure that the bus contracts to be tendered in upcoming PTOM contracts are fit for purpose. The review looked at services in Paraparaumu, Waikanae and Ōtaki (Routes 250, 260,261,262, 207,280, 209, 251 and 263). All services were found to generally have low patronage, and a number of issues were raised by community boards, customers and operators

Consultation with the community was important to ensure that people were made aware of the proposed changes and had the opportunity to provide feedback. The changes are of a nature that would likely be viewed as significant by the community.

A customer focused engagement was chosen as the preferred option for engaging Groups who may have specific requirements were specifically targeted to ask for their feedback. This included:

- Healthcare centres
- Libraries/community centres
- Retirement villages
- Schools / Kura

Scale of engagement	Who we would talk to	Ways we might do this (note not all options may be used)
Customer focused engagement	<ul style="list-style-type: none"> - Engage with selected groups above and, - Give customers on the affected routes the opportunity to provide feedback 	<ul style="list-style-type: none"> - Letters/Meetings/focus groups with identified group from each community - Letters to identifiable affected parties - Customer intercepts & Bus Stop stand-ups (quick option rating at bus stops with customers) - Customer focus groups

-
- Collateral on services and at stops with feedback forms
 - Customer focussed Facebook posts, (Metlink & GW), link to online consultation page
 - Feedback via Metlink website/GWRC bang-the-table, hard copy feedback forms & drop boxes at Metlink points of presence, freepost return forms
-

9.1.1 Strategy

The purpose of the engagement was to ask the communities of Paraparaumu, Waikanae and Ōtaki for feedback on the proposed changes to the Kāpiti Bus services. The desired outcomes were:

- Customer and Community awareness and affirmation of the proposal
- Feedback around the specific changes, and identification of modifications or other operational changes that could be made

Based on parameters identified, this engagement occurred at the CONSULT level meaning:

“We will keep you informed, listen to and acknowledge concerns and provide feedback on how your input influenced the decision.”

9.2 Process

9.2.1 Planning

Key Messages

There were a number of key messages that were important for the engagement process including specific ones for the Kāpiti Bus Review as well as messages for Greater Transport Greater Wellington:

- These changes are based on feedback we have heard to date. The changes will:
 - improve the reliability of the services
 - make the routes simpler for customers
 - Offer better connections with train services
- We’re making public transport easier, simpler, better
- We want to move even more people onto public transport to become a smarter, cleaner region and make greater Wellington an even greater place to live work and play.

- It's going to be fantastic for the whole region and the many people who travel through it.

9.2.2 Demographics

An analysis of the Kāpiti demographic found:

- There was significantly older population than Wellington who were less likely to have access to the internet
- Many derived income from Superannuation or another Government benefit
- Less than 1% of commuters used the bus to get to work
- 87.5% of people who worked in Kāpiti Coast also worked in the area.

The proposed changes were more likely to affect daytime users that commuters.

9.3 Implementation

Consultation opened on 6 June 2016. The full implementation timeline can be found in Appendix 1. Information was presented in two formats:

- Online through the Greater Wellington Regional Council website (www.gw.govt.nz/Kāpiti-bus-review) and a 'Have your Say' feedback website (www.haveyoursay.gw.govt.nz/better-bus-services-for-Kāpiti)
- Two brochures were created to explain the proposed changes in hardcopy format, these were split geographically:
 - Waikanae, Ōtaki
 - Paraparaumu, Raumati, Paekakariki
- Brochures were placed in the following places:
 - On the buses of affected routes
 - Paraparaumu train station
 - Retirement villages
 - Libraries
 - Paekakariki community centre
 - Raumati kindergarten
 - Kāpiti Coast District Council
 - Kāpiti Uniting church (Paraparaumu, Paekakariki and Raumati)
 - Paraparaumu Taxis

- Kāpiti Health Centre
- Kāpiti Coast Older person Council

9.3.1 Targeted engagement communities

As well as targeting customers using the service, there were a number of key stakeholders whose feedback was highly sought after so face to face meetings were organised. These included:

- Schools
 - Ōtaki School
 - Paraparaumu College
 - Kāpiti College
 - Raumati Kindergarten
- Community Boards
 - Waikanae Community Board
 - Ōtaki Community Board
 - Paraparaumu Community Board
 - Paekakariki Community Board
- Kāpiti Health Centre
- Operators
 - Mana Bus
 - Uzabus
 - Paraparaumu Taxis (dial-a-ride service)

Two meetings were held with Community boards. The first focused discussed high level details of proposed changes and communicated the timeline for consultation. The second meeting involved a detailed discussion about proposed changes.

In addition to group meetings, pop-up stands at Coastlands Mall and Paraparaumu station provided an opportunity for Community Engagement Advisors to pass out brochures and provide information to increase awareness of the review.

9.3.2 Communications strategies utilised

The following communication channels were utilised:

- GWRC Website
- 'Have your Say' website
- Media release which was picked up on 15 June 2016

- Posters placed at retirement homes, libraries, schools, early childhood centres, churches and community board venues
- Letters to Retirement homes
- Face to face meetings
- Twitter and Facebook posts (see Appendix 2 for full schedule)
- Brochures

A full list of communication channels for each audience is listed in Appendix 3

9.4 Closing the loop

A letter and email were drafted and sent to everyone who provided feedback (Appendix 4). There was also a joint Community Boards meeting on 31 August at which the feedback and recommendations was discussed. The finalized committee report will be available on the website for people to view or hardcopies can be requested and sent.

10. Evaluation on the community engagement processes

The marketing and engagement tools used were evaluated for effectiveness.

Feedback was collected on the Bang the Table – Have Your Say website:

- 277 people visited the site and visited at least one page;
- 175 people were informed and downloaded at least one document;
- 88 people (38%) were ‘engaged’ and filled out an electronic feedback form
- 134 (58%) hardcopy feedback forms were received which were entered manually
- The remaining 4% of submissions were received through individual letters and emails (n=4) and institutional feedback (n=5)

People clicked through to the Have Your Say site from:

- GWRC Website: 932 unique page views on the www.gw.govt.nz/Kāpiti-bus-review website
- Metlink website: 185 unique clicks on the rotating banner on the home page
- Facebook: 3,771 people reached with two posts; 48 post clicks through to website

Appendix 1 – Timeline of events

Attachment 2 to Report 16.449

	May				June				July					August				September			
Engagement Phase	2-May	9-May	16-May	23-May	30-May	6-Jun	13-Jun	20-Jun	27-Jun	4-Jul	11-Jul	18-Jul	25-Jul	1-Aug	8-Aug	15-Aug	22-Aug	29-Aug	5-Sep	12-Sep	19-Sep
Set-up																					
Comms collateral																					
Consultation period																					
P.umu College																					
Kāpiti College																					
Raumati Kindergarten																					
Kāpiti Health Centre																					
Ōtaki School																					
Uzabus bus (Ōtaki)																					
Mana bus (Waik/P.umu)																					
Paraparaumu Taxis (dial-a-ride)																					
Ōtaki Comm. board																					
Wai. Comm. Board																					
P.umu Comm. Board																					

Paek. Comm. Board				24/5																
Pop-up stands						9/6	15,16/6													
Community drop-in sessions						12/6			10/7											
Follow-up & contingency																				
Review finalised																				
Committee report due																			8/9	
Committee Meeting																				21/9

Appendix 2 – Twitter and Facebook schedule

Date – week starting	Facebook	Twitter
6 June	8 June 2016 10 June 2016	8 June 2016 11 June 2016
13	13 June 2016	15 June 2016
20	20 June 2016	22 June 2016
27	27 June 2016	29 June 2016
4 July		
11	11 July 2016	13 July 2016
18		
25	28 July 2016	28 July 2016

June messages

Twitter

We're fine-tuning bus services in Kāpiti to make them easier, smarter and better. Tell us what you think: www.gw.govt.nz/Kāpiti-bus-review

Facebook

We're fine-tuning bus services in Kāpiti to make them easier, smarter and better. Tell us what you think: www.gw.govt.nz/Kāpiti-bus-review

July messages

Twitter

It's not too late to tell us what you think about the proposed fine-tuning of bus services in Kāpiti. Go to www.gw.govt.nz/Kāpiti-bus-review before 29 July.

Facebook

It's not too late to tell us what you think about the proposed fine-tuning of bus services in Kāpiti. Go to www.gw.govt.nz/Kāpiti-bus-review before 29 July.

July 28 message

Twitter

It's not too late to tell us what you think about the proposed fine-tuning of bus services in Kāpiti. Go to www.gw.govt.nz/Kāpiti-bus-review by 5pm tomorrow.

Facebook

It's not too late to tell us what you think about the proposed fine-tuning of bus services in Kāpiti. Go to www.gw.govt.nz/Kāpiti-bus-review by 5pm tomorrow.

Appendix 3 – Communication audience and channels

AUDIENCE	NEED TO KNOW	CHANNELS USED
Bus customers	<p>What is consultation about?</p> <p>When is it happening?</p> <p>How can I have my say?</p>	<p>Flyer at point of sale, on board bus</p> <p>Website</p> <p>Community newspaper</p> <p>Social media</p>
Bus operator staff	<p>What is consultation about?</p> <p>When is it happening?</p>	<p>Letter / Email</p> <p>Briefing</p> <p>Info on staff notice board</p>
Ticket office staff	<p>What is consultation about?</p> <p>When is it happening?</p> <p>Where can I find more information for customers?</p>	<p>Letter / Email</p> <p>Flyers</p> <p>Website</p> <p>Brochures</p>
Metlink call centre staff	<p>What is consultation about?</p> <p>When is it happening?</p> <p>Who can I refer calls to?</p>	<p>Letter / Email</p> <p>Briefing</p> <p>Flyers</p> <p>GW Website</p> <p>FAQ question sheet</p>
Regional Councillors	<p>What is consultation about?</p> <p>When is it happening?</p>	<p>Councillor bulletin</p> <p>Letter / Email</p> <p>Committee reports</p> <p>GW Website</p> <p>Social media</p>
Kāpiti Councillors	<p>What is consultation about?</p>	<p>Briefings from Regional Councillor</p>

Kāpiti community boards	When is it happening? How can I have my say? Where can I find more information?	GW Website Community newspapers Social media
KCDC staff	What is consultation about? When is it happening? Where can I find more information?	GW website
Kāpiti Youth Forum	What is consultation about? When is it happening? How are youth affected? Where can I find more information?	Letter / Email GW website Social media
Schools	What is consultation about? When is it happening? How does it affect our students? How can I have my say? Where can I find more information?	Letter / Email GW website
Grey Power	What is consultation about?	Letter / Email
Age Concern	When is it happening?	GW website
Health centres	How are our members affected?	Community newspapers
Retirement villages	Where can I find more information?	

Appendix 4 – Feedback letter

Address

22 September 2016

Kia ora ...

Thanks for providing feedback about proposed changes to the Kāpiti Bus system. Our aim is to make public transport easier, smarter and better, and we appreciate your help to make this happen.

We received feedback from 230 people and groups about the proposals. Of these, we found that 60% supported, 35% raised specific concerns, and 5% provided general feedback. We're now looking at all the submissions in detail, and will be working through the comments provided. Our final report will be on our website (www.gw.govt.nz/Kāpiti-bus-review) from 31 August 2016. If you'd like a copy of this report sent to you, please contact Paulien Van Geel on: 04 830 4250, 021 539 775, or Paulien.vangeel@gw.govt.nz.

Coastlands Mall bus stop

One of the main areas of concern people mentioned in their comments was at the Coastlands Mall stop. We want to assure you that we don't have any plans to remove the Coastlands Mall bus stop; we're proposing to change the direction the buses travel so they go to the train station first before going to Coastlands Mall. This will mean it's more reliable for catching the train, while still being convenient for shopping. We apologise if the wording we used made it seem like we wanted to take away the Coastlands Mall bus stop.

Thanks again for taking the time to help us fine tune bus services in Kāpiti to make them easier and more reliable for people to use.

Nāku noa,

Appendix 5 – Consultation brochure

PARAPARAUMU EAST 'DIAL-A-RIDE' MAP

PROPOSED

TEAR HERE

Dial-a-ride services pick passengers up from their door and drop them at their destination. Pick ups are arranged by telephoning the operator an hour before the service is due to run. Regular bookings may be arranged. The proposed Paraparaumu East Dial-a-ride would operate on Mondays and Thursdays departing 9:30am and returning around 1:30pm.

TEAR HERE

KEY DATES

JULY 2016

29th

FRIDAY 29 JULY
Your feedback will help us fine tune our proposals. To make sure your views are considered, send your feedback to us by the deadline of 29 July.

OCTOBER 2016

OCTOBER 2016
The final routes will be included in the tender for the new partnering contract for Kapiti bus services. The new performance based contract gives operators incentives to provide high quality services, encouraging more people to take the bus.

MID 2017

MID 2017
This is when we anticipate the Kapiti bus services will come into effect.

MORE INFORMATION

You can get more details about the proposed changes at www.gw.govt.nz/kapiti-bus-review

If you don't have access to a computer or mobile device and would like more details, please phone our Customer Contact Centre on 0800 801 700 and we'll post you some information.

As well as the changes proposed for Paraparaumu, we're also looking at the Otaki and Waikanae bus services. Pick up a brochure from your local library or any Kapiti railway station.

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ANZ TRANSPORT
AGENCY
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BETTER BUS SERVICES FOR KAPITI

CHANGES FOR PARAPARAUMU, RAUMATI AND PAEKAKARIKI

We're making public transport easier, smarter and better. By fine tuning bus services in Paraparaumu, we'll make bus travel easier and more reliable for people, particularly going to and from the station.

To make sure we get things right, we need your input. Check out the changes we're proposing and get back to us.

You can fill out the feedback form in this brochure or go to www.gw.govt.nz/kapiti-bus-review

We need your feedback by 5pm Friday 29 July 2016.

It's our plan to move even more people onto public transport to become a smarter, cleaner region and make greater Wellington an even greater place to live, work and play. You can help make this happen.

Easier. Smarter. Better.

PROPOSED KEY CHANGES

Routes 250, 260, 261 and 262 would all travel directly to Paraparaumu Station and depart via Coastlands - quicker for catching a train and more convenient for returning home after shopping.

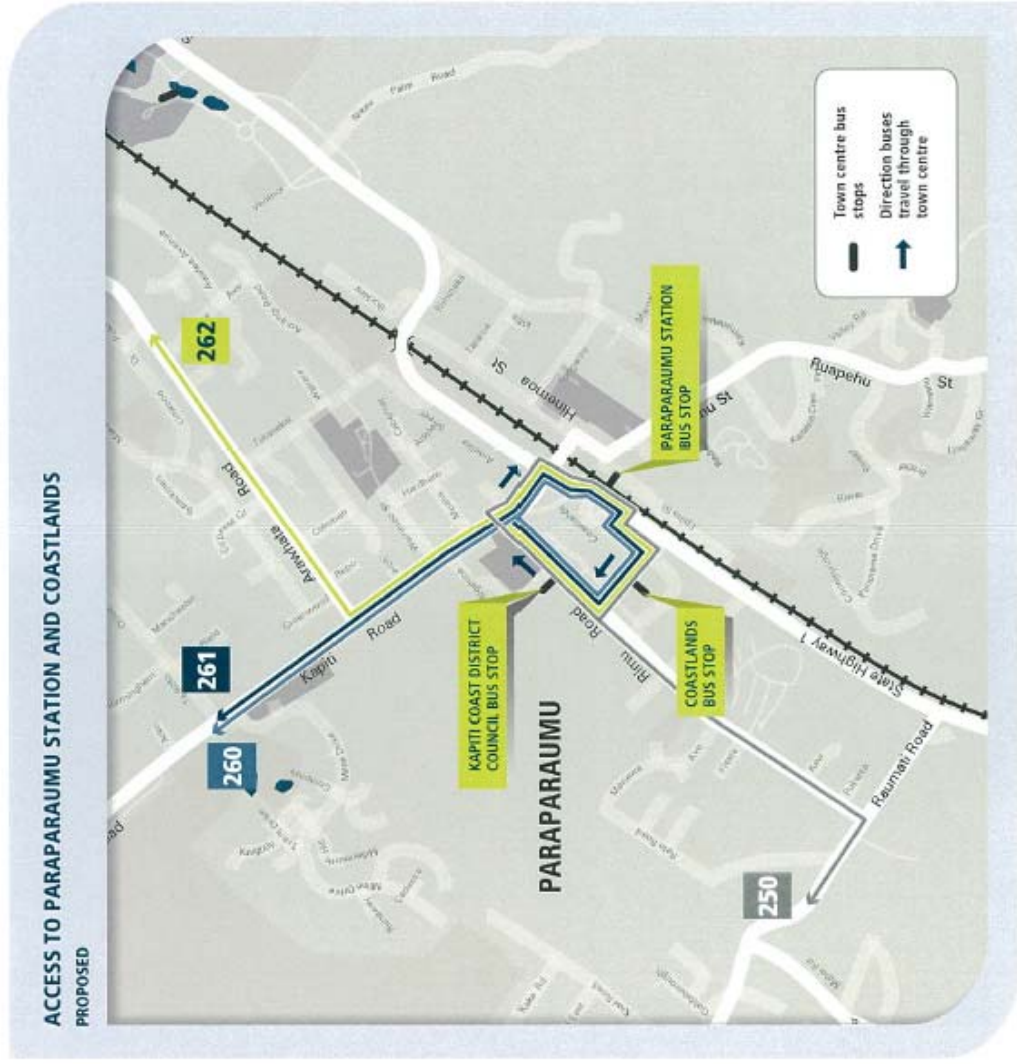
Route 260 (Raumati Beach – Paraparaumu) would no longer run the 'loop' around Matai, Princeton and Hillcrest Roads off-peak. Only one bus stop would be affected and an alternative stop is just three minutes' walk away. Removing this loop would save time making services more reliable.

Route 262 (Paraparaumu Beach to Paraparaumu) off peak trips would be faster and more reliable as they would no longer run via the Kapiti Health Centre, which is a poorly used service. Instead there would be a daily dial-a-ride shuttle service to and from Paraparaumu Station which would also provide door to door service to and from Paekakariki, Paraparaumu East, Raumati South and Otaihanga. People can continue to access the Health Centre by regular bus services that stop nearby on Kapiti Road.

Route 270 would be discontinued and replaced by a school bus direct to Kapiti College and a new dial-a-ride shuttle introduced on Mondays and Thursdays that will pick residents up from outside their homes and take them to the following locations: Paraparaumu Station, Coastlands and Kapiti Health Centre.

Routes 251 and 263 (Paekakariki and Otaihanga dial-a-ride services) would have their days of operation adjusted in light of the relatively low demand. The Paekakariki service would operate Tuesdays and Fridays and the Otaihanga service on Wednesdays.

We're planning more direct and frequent services between Paraparaumu Station, Coastlands and the beach. Every train service will have a connection to and from Paraparaumu Beach, making it easier and more convenient to get around.



BETTER BUS SERVICES FOR KAPITI



CHANGES FOR WAIKANAĒ AND OTAKI

We're making public transport **easier, smarter and better**.
By fine tuning bus services in Waikanae and Otaki, we'll make bus travel easier and more reliable for people, particularly going to and from the station.
To make sure we get things right, we need your input. Check out the changes we're proposing and get back to us.

You can fill out the feedback form in this brochure or go to www.gw.govt.nz/kapiti-bus-review

We need your feedback by 5pm Friday 29 July 2016.

It's our plan to move even more people onto public transport to become a smarter, cleaner region and make greater Wellington an even greater place to live, work and play. You can help make this happen.



Easier. Smarter. Better.



KEY DATES

JULY 2016
29th

FRIDAY 29 JULY

Your feedback will help us fine tune our proposals. To make sure your views are considered, send your feedback to us by the deadline of 29 July.

OCTOBER 2016

OCTOBER 2016

The final routes will be included in the tender for the new partnering contract for Kapiti bus services. The new performance based contract gives operators incentives to provide high quality services, encouraging more people to take the bus.

MID 2017

MID 2017

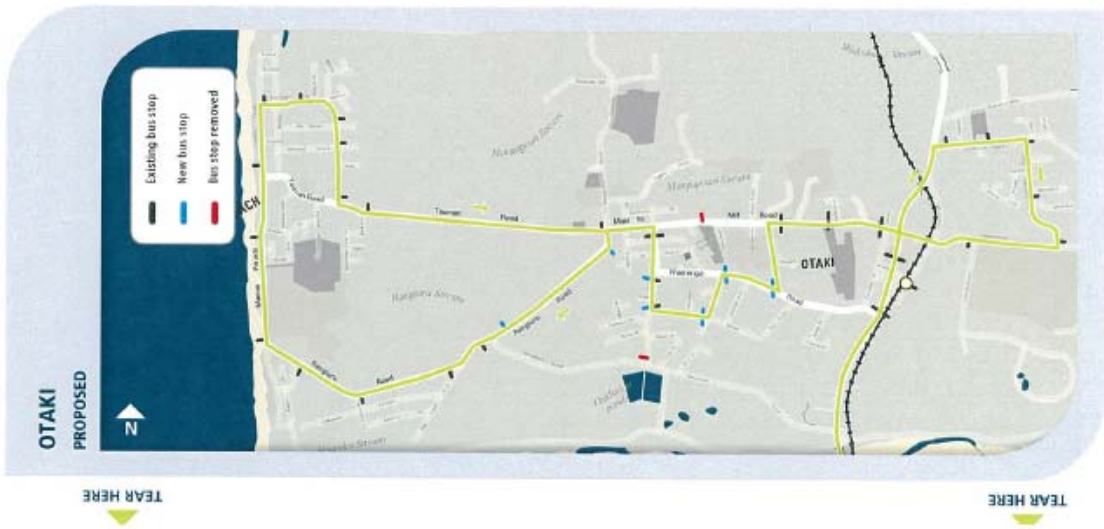
This is when we anticipate the Kapiti bus services will come into effect.

MORE INFORMATION

You can get more details about the proposed changes at www.gw.govt.nz/kapiti-bus-review

If you don't have access to a computer or mobile device and would like more details, please phone our Customer Contact Centre on 0800 801 700 and we'll post you some information.

As well as the changes proposed for Waikanae and Otaki, we're also looking at the Paraparaumu bus services. Pick up a brochure from your local library or any Kapiti railway station.



PROPOSED KEY CHANGES

Route 280 (Waikanae Beach to Waikanae Station) would be more direct.

A **new route (281)** would run between Waikanae Station and Waikanae township area including Kapanui and Waikanae East. This would give more people access to a bus service.

Route 290 (Otaki) would have three more weekday services and two more weekend services to give people more travel options.

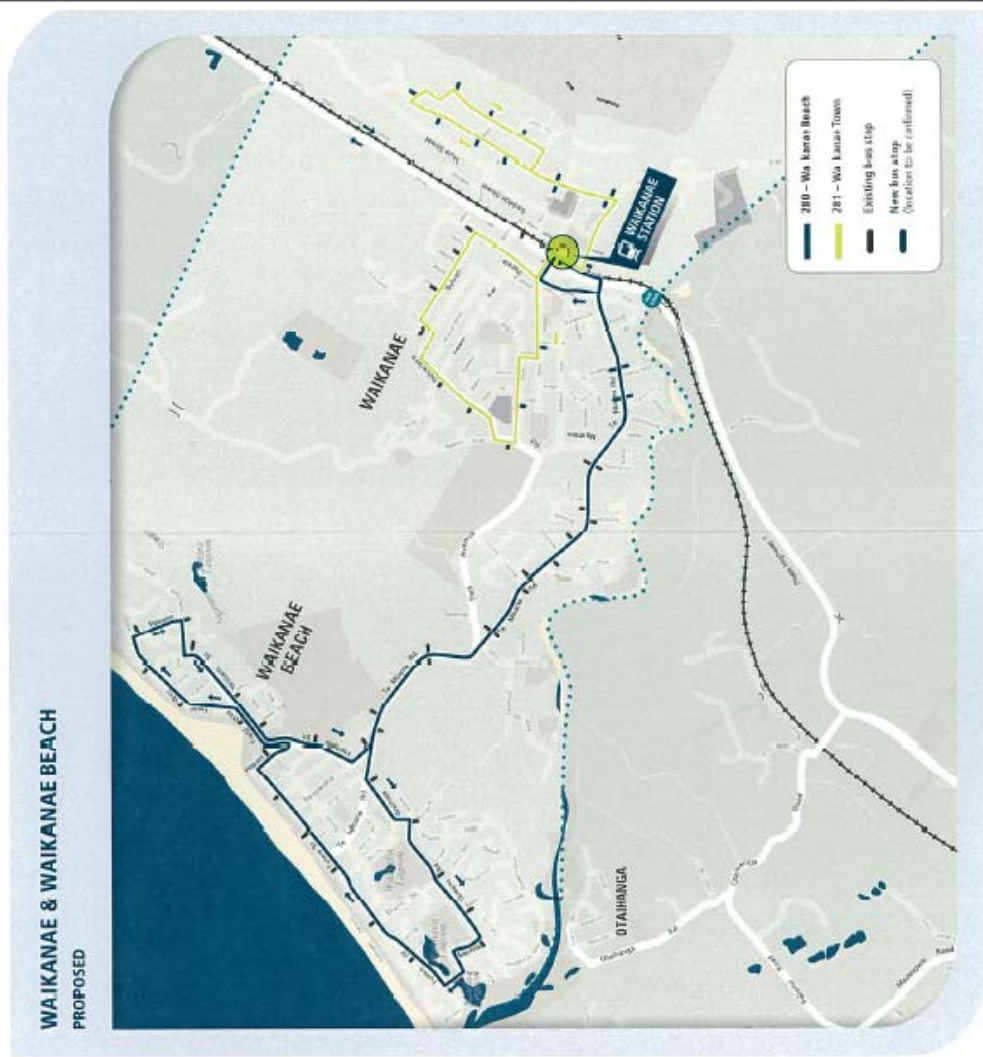
Route 290 would be extended to cover more of the southern Otaki residential area, giving more people access to bus services.

Route 290 would no longer stop outside Otaki School on Mill Road. Access to the school would be via a new bus stop on Wērenga Road.

All Otaki bus services would run via the Plateau, making routes more consistent and easier to understand, and enabling more people to travel to Otaki town, Otaki library and schools.

The weekday bus service between Otaki and Coastlands would leave Coastlands later. The change to 2.13pm instead of 12.15pm would make it more convenient for people travelling to Paraparaumu for shopping and appointments.

We're planning more direct services between Waikanae beach and the railway station, a new route serving the local town and Waikanae East and more services for more Otaki residents.



BETTER KAPITI BUS SERVICES – FEEDBACK FORM

Thank you for taking the time to let us know how you feel about proposed changes to the Kapiti bus network. If you need more information or would like to give more detailed feedback online, please go to www.gw.govt.nz/kapiti-bus-review

1. I regularly use Kapiti bus services.

Yes No

Which one(s)?

2. I use the bus to get to

Work Shops Education Other

3. Overall, how do you feel about the proposed changes?

I support them I have concerns about them

4. Please tell us about any aspects which you're concerned about.

5. Do you have any other comments you wish to pass on to us?

6. We would like to keep everyone informed of the outcomes of feedback received about this proposal. If you would like to receive information, please enter your contact details below so we can get in touch with you.

Name

Age

Under 18

18 -64

65 plus

Phone number

Email address

Address

FreePost Authority Number 3156

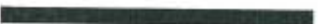


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Te Pūnui Matua Te Iāroa

Free







Kapiti Bus Review
Greater Wellington Regional Council
PO Box 11646
Manners Street
Wellington 6142



Appendix 6 – Online survey

19/07/2016 Better bus services for Kāpiti | Have Your Say at Greater Wellington Regional Council



Home » Better bus services for Kāpiti

Better bus services for Kāpiti

[f](#) [t](#) [in](#) [e](#)

We're making public transport more reliable, simpler and better.

By fine tuning bus services in Kapiti, we'll make it easier and more convenient for people to go where they want to go by bus.

To make sure we get things right, we need your input. Check out the changes we're proposing and get back to us. You can fill out the feedback form below. We need your feedback by 5pm Friday 29 July 2016.

It's our plan to move even more people onto public transport to become a smarter, cleaner region and make greater Wellington an even greater place to live, work and play. You can help make this happen.

[Better Kapiti bus services – feedback form](#)

Better Kapiti bus services – feedback form

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Thank you for taking the time to let us know how you feel about proposed changes to the Kapiti bus network. Your feedback will help ensure that the fine-tuning changes we suggest are in line with the suggestions we have heard from you in the past. This survey should take only a few minutes to complete.

Do you regularly use Kapiti bus services?

Yes No

I use the bus to get to

Work Shops Education Other

Overall, how do you feel about the proposed changes?

<http://haveyoursay.gw.govt.nz/better-bus-services-for-kapiti> 1/3

- I support them
- I have concerns about them

Do you have any other comments you wish to pass on to us?

We would like to keep everyone informed of the outcomes of feedback received about this proposal. Would you would like to receive information about the outcomes and feedback of this proposal?

- Yes
- No


Could you please tell us what age bracket you are in?


- Under 18
- 18 - 64
- 65 +
- Prefer not to answer


Cancel


Submit

Maps of proposed changes

 Otaki Map (223 KB) (pdf)


 Waikanae and Waikanae Beach Map (384 KB) (pdf)

 Paraparaumu Map 1 (226 KB) (pdf)

 Paraparaumu Map 2 (241 KB) (pdf)

[more..](#)

Proposed timetable for Otaki

 Proposed Otaki bus timetable (24 KB) (docx)

[more..](#)

Key Dates

Feedback/submissions close
29 July 2016

Final routes decided
October 2016

Proposed roll out of new bus services
May 2017

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