

26 July 2022

File Ref: OIAP-7-24626

By email: [REDACTED]

Tēnā koe [REDACTED]

### **Request for information 2022-088**

I refer to your request for information dated 28 June 2022, which was received by Greater Wellington Regional Council (Greater Wellington) on 28 June 2022. You have requested the following:

1. *"How many complaints have you had to metlink regarding insufficient transport options for Ōtaki residents?"*
2. *Have you considered/have any plans to alter the 290 timetable to Ōtaki? Or add additional services?*
3. *What was the reasoning behind the 290 timetable/route as it currently operates?*
4. *What sort of demand/complaints etc. would you require to add or alter the current service?*
5. *Any additional relevant correspondence on this matter"*

**Greater Wellington's response follows:**

**How many complaints have you had to Metlink regarding insufficient transport options for Ōtaki residents?**

We record feedback on Metlink services received by email or phone in a system created for this purpose. Within the last year we have had two public transport requests regarding Ōtaki. Neither of these requests related to insufficient transport options for Ōtaki residents.

**Have you considered/have any plans to alter the 290 timetable to Ōtaki? Or add additional services?**

We undertook a review of the bus network following the implementation of bus network changes in 2018. The Wellington City Bus Network Review was undertaken in 2019. A review of the bus network across the rest of the Greater Wellington region (the 'Rest of Region Bus Network Review') was undertaken in 2020. An action out of this review, was to provide additional bus services to the Ōtaki bus route. Due to COVID-19, the implementation of the additional services was delayed, but we are pleased to advise that these commenced this week on 24 July 2022.

More information on the bus network reviews can be found on our website, at the bottom of the page in this link:

<https://www.metlink.org.nz/news-and-updates/surveys-and-reports/bus-network-review/>

**What was the reasoning behind the 290 timetable/route as it currently operates?**

The route as it was before the changes now implemented on 24 July 2022 is a result of consultation with the community in 2016, which was in preparation for the new 'PTOM' contracts being tendered. Please find a summary PowerPoint highlighting the changes implemented at that time, in Attachment 1.

**What sort of demand/complaints etc. would you require to add or alter the current service?**

We have listened to feedback received in the 'Rest of Region Bus Network Review' for improved access to Ōtaki and have implemented additional services from 24 July 2022. This includes more services for commuters, more day-time buses and a doubling of weekend services.

**Any additional relevant correspondence on this matter**

We have not identified any additional correspondence relevant to this matter.

If you have any concerns with the decision(s) referred to in this letter, you have the right to request an investigation and review by the Ombudsman under section 27(3) of the Local Government Official Information and Meetings Act 1987.

Please note that it is our policy to proactively release our responses to official information requests where possible. Our response to your request will be published shortly on Greater Wellington's website with your personal information removed.

Nāku iti noa, nā



Samantha Gain  
Kaiwhakahaere Matua | General Manager Metlink

Attachment (1)

# GREATER TRANSPORT. GREATER WELLINGTON.

## Operational Review of Kapiti Buses

2015/16



# Background

We're making public transport easier, simpler and 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.

We're working towards a low emission public transport network to take greater Wellington into the future.

Over the next five years around \$1.3 billion is being invested in public transport.



# Background

We'll deliver a public transport system that has:

- A simple, connected network
- A modern efficient fleet
- Simplified fares
- A smart card for travel on buses, trains and ferries
- A single Metlink brand for better recognition
- Better information and access to it
- Enhanced, performance-based contracts with transport operators



# Kapiti bus service review

## Kapiti bus services are being tendered

- New performance-based contracts (PTOM).

## Operational review to ensure services:

- Go where people want to go, at the times they want to travel
- Provide competitive travel times
- Provide value for money
- Are easy to understand and use
- Are safe, comfortable and reliable
- Provide flexibility, allowing people to change plans



# Review Stages

Stage 1	Operational review of bus services	Sept 2015 – Mar 2016
Stage 2	Consultation on proposed service changes	May – July 2016
Stage 3	Feedback analysed and finalised proposed service changes recommended to GWRC Sustainable Transport Committee for endorsement	21 Sept 2016
Stage 4	Implementation <i>Aligned with new train timetable and new PTOM bus contract commencement</i>	2017 and 2018



# Review process

## Operational review of Kapiti bus services carried out by Ian Wallis Associates:

- Review of patronage data
- Review of reliability data
- Stakeholder feedback:
  - Kapiti Coast District Council
  - Otaki Community Board
  - Waikanae Community Board
  - Waikanae Beach community drop-in session (29 Nov 15)
  - Mana Coach Services
  - Uzabus



# Other issues considered

- New train timetable 2017
- New town centre plans for current SH1 at Paraparaumu and Waikanae
- Station access at Paraparaumu



# Town Centre Transformation

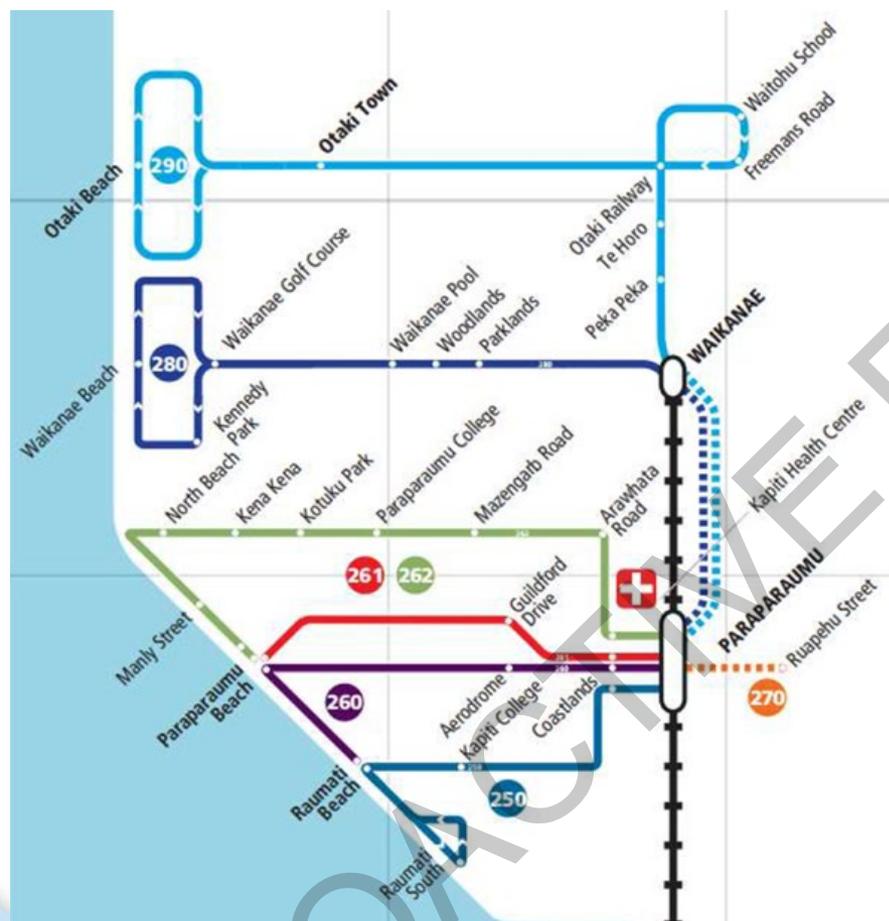
SH1 to become local road in Paraparaumu and Waikanae



Images from Kāpiti Town Centres and Connectors Transformation Summary Report



# Services reviewed



## 7 bus routes

- Otaki - R290
- Waikanae - R280
- Paraparaumu - R261, R262, R260, R270, R250

## 2 dial-a-ride services

(not shown on map)

- Paraparaumu - R263
- Paekakariki - R251



# Bus patronage

Rt num	Rt name	Total boardings			Share of 2014/15 boardings
		2013/14	2014/15	Change	
250	Raumati South	99,301	99,892	0.6%	18.1%
260	Raumati Beach	96,400	100,558	4.3%	18.2%
261	Paraparaumu Beach	84,683	84,593	-0.1%	15.3%
262	Paraparaumu Beach	147,586	148,807	0.8%	26.9%
270	Paraparaumu East	7,253	5,594	-22.9%	1.0%
280	Waikanae Beach	84,275	81,049	-3.8%	14.7%
290	Otaki Beach	30,185	30,584	1.3%	5.5%
251	Paekakariki shopper	1,027	1,029	0.2%	0.2%
263	Otaihanga shopper	264	271	2.7%	0.0%
Kapiti total - bus		550,974	552,377	0.3%	100.0%

Most bus routes stable or growing

Significant decrease in use of Paraparaumu East and Waikanae bus routes



# Bus utilisation

Route name		Average boardings per trip			
		M-F	Sat	Sun	Total
250	Raumati South	14.7	8.6	7.0	13.4
260	Raumati Beach	6.8	5.1	3.6	6.3
261	Paraparaumu Beach	6.2	4.4	2.5	5.6
262	Paraparaumu Beach	10.3	6.1	5.1	9.4
270	Paraparaumu East	1.3	-	-	1.3
280	Waikanae Beach	8.8	8.7	6.6	8.6
290	Otaki Beach	13.2	11.4	4.1	12.3
251	Paekakariki shopper	3.7	-	-	3.7
263	Otaihanga shopper	0.9	-	-	0.9
<b>Total</b>		7.5	5.9	4.2	7.1

Very low utilisation of routes 270, 251 and 263



# Key issues

- Reliability of bus/train connections
- Coastlands congestion and bus delays
- Need to align bus routes with town centre plans
- Indirect bus routes vs. requests for more service coverage
- Low use of some services
- Reduced speed limit on Kapiti Road
- Limited timetable travel options for Otaki



# Key recommendations

- Buses to travel direct to Paraparaumu Station and then depart via Coastlands (Minimise delay reaching station, align with new town centre plans)
- Bus departures to be offset during inter-peak to reduce Coastlands congestion. (Gives a bus connection from every train to Paraparaumu Beach)
- Waikanae new routes - Waikanae Beach and Waikanae East
- Greater role for 'dial-a-ride' services
  - Kapiti Health Centre
  - Paraparaumu East
- Expanded timetable and coverage for Otaki
- Fine tuning of bus times and train connections



# Timeline

- Consultation on proposed service changes Closes 29 July
- Feedback analysed
- Finalised service changes recommended to GWRC Sustainable Transport Committee 21 Sept 2016
- Implementation - 2 stages
  - New train timetable Mid 2017
  - New PTOM bus contracts commence Mid 2018



# Paraparaumu & Raumati



# Service issues Paraparaumu & Raumati

- Buses missing trains (interpeak)
  - Additional travel time through Coastlands
  - Reduced speed limit on Kapiti Road (70km to 50km)
  - Access issues through Kapiti Health Centre for route 262
- Pulsed departures of buses causing congestion at Coastlands (4 buses depart same time)
- Route 260 is unreliable due to its length and lack of time to recover from delays
- Route 250 long waits for trains during day (15 or more minutes)

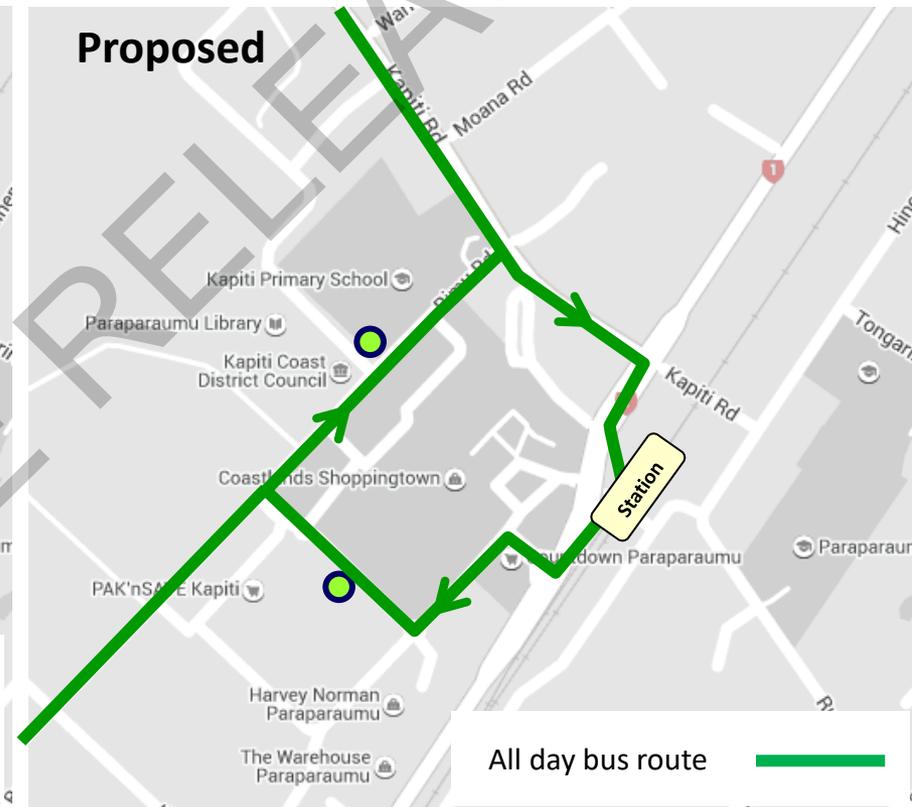
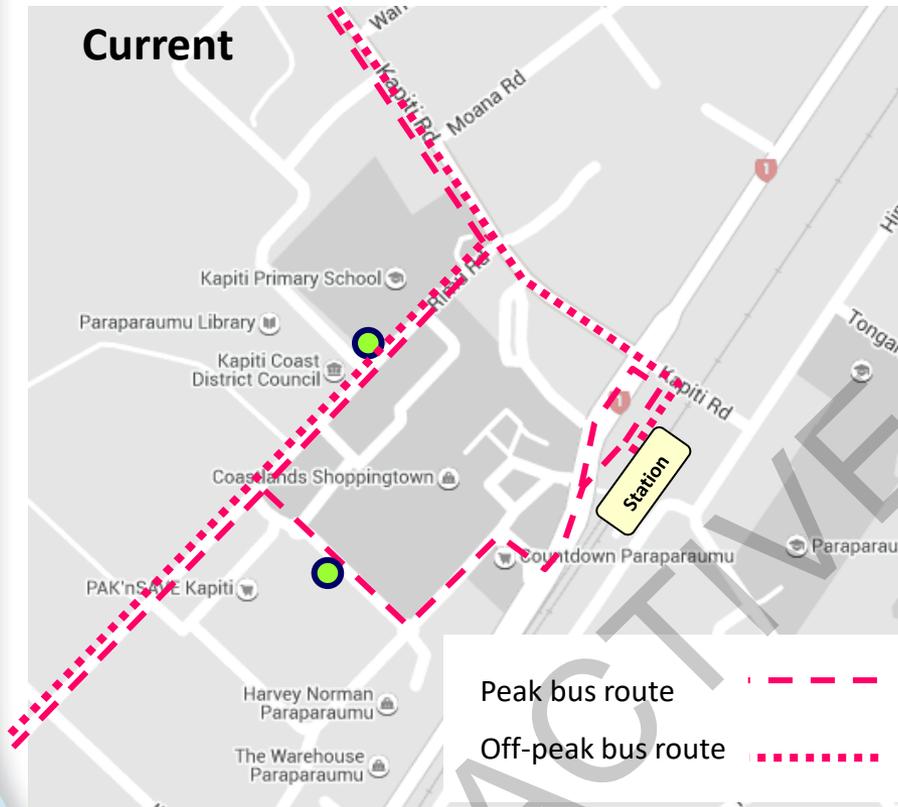


# Recommendations Paraparaumu & Raumati

- Buses to travel direct to Paraparaumu Station and then depart via Coastlands (Minimise delay reaching station)
- Bus departures to be offset during inter-peak to reduce Coastlands congestion. (Gives a bus connection from every train to Paraparaumu Beach)
- Route 260 to discontinue off-peak Hillcrest Road loop to improve service reliability (Affected bus stop 3 mins walk from alternative)
- Route 262 to no longer travel via Health Centre off-peak to improve speed and reliability (Replaced with dial-a-ride shuttle service. 4.2 pax per day or 0.2 per trip affected. Alternative bus stops around 5 minutes walk).
- Route 250 long waits for trains during day resolved with introduction of new train timetable (from 2017)



# Paraparaumu Access



# Kapiti Health Centre - Current Access



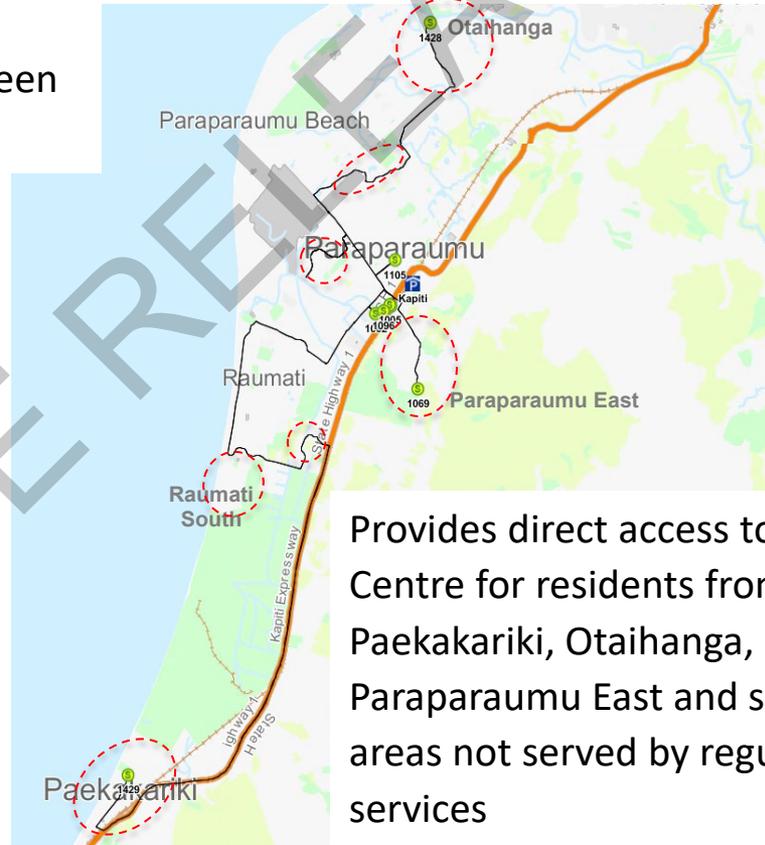
- Route 262 - 9:20am to 4:50pm weekdays
- Poorly used 0.2 per trip
- Slow route through Health Centre
- Alternative stops 5 mins walks (Kapiti Rd)



# Kapiti Health Centre proposed 'dial-a-ride'

## Route 251, 263 and new route 264

- 9:30am and 1:30pm weekday service between Paraparaumu Station and Health centre.

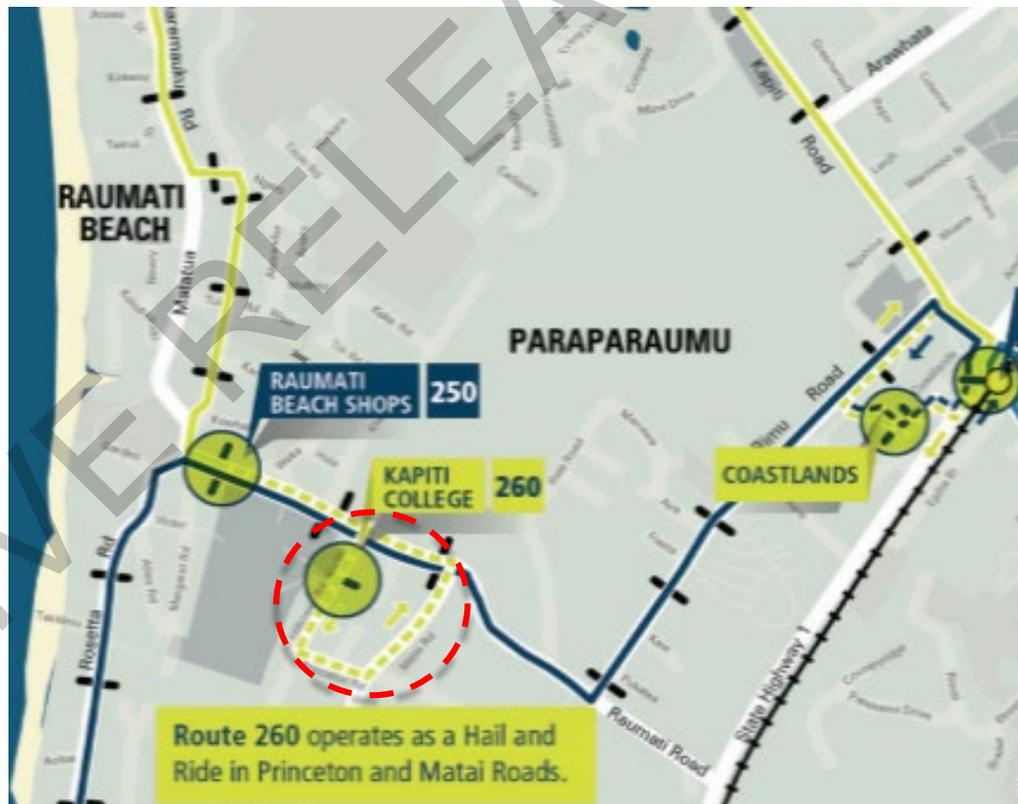


Provides direct access to Health Centre for residents from Paekakariki, Otaihanga, Paraparaumu East and selected areas not served by regular bus services



# Raumati – Hillcrest Loop

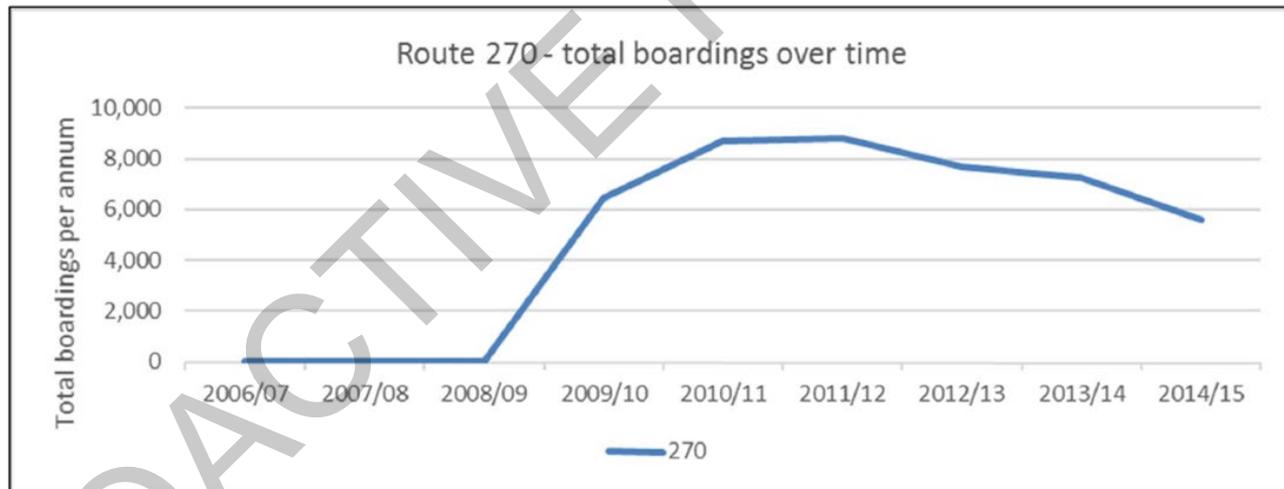
- Route 260 proposed to discontinue Hillcrest Road loop.
- Operates 9:07am -3:37pm on weekdays (all trips weekends).
- Affected streets - Matai, Princeton and Hillcrest Rd.
- Saves around 5 minutes per trip which will assist more reliable operation of service
- One bus stop affected - 3 mins walk from alternative on Raumati Road



# Service issues

## Paraparaumu East

- Route 270 introduced 2009 - very short route with limited catchment (1.1km to Paraparaumu Station from furthest bus stop - 12 mins walk)
- Very low utilisation – 1.3 per bus
- Patronage has been declining - 22.9% reduction last financial year
- 57% of total boardings are school students on the 8:15am & 3:48pm trips

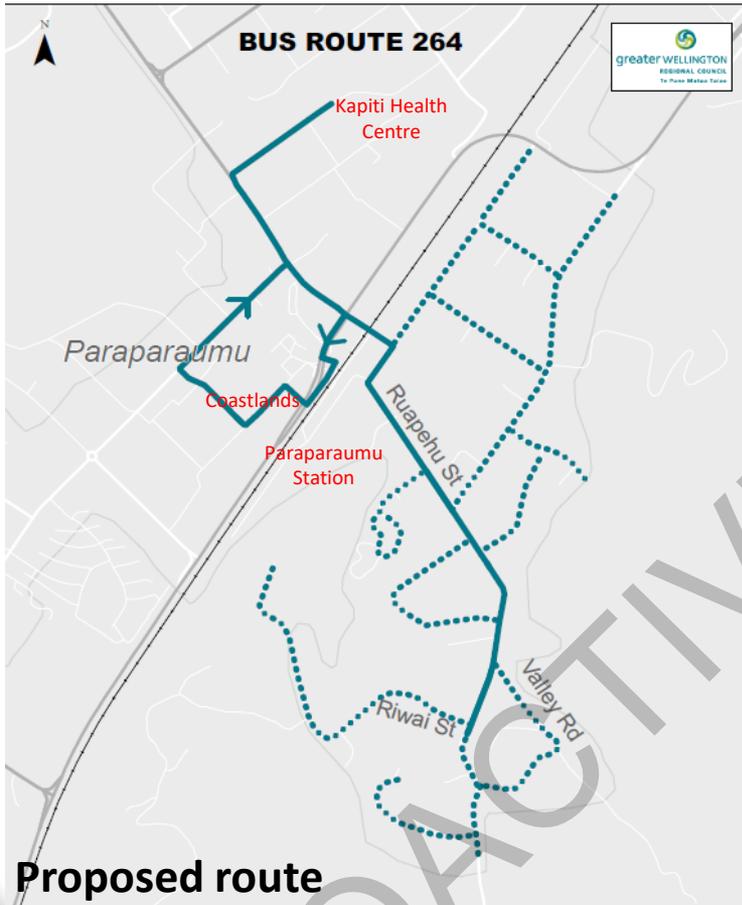


# Recommendations Paraparaumu East

- Discontinue route 270 due to very low and declining usage
- Replace with:
  - Extension to route 530 school bus  
(57% of boardings are school students on the 8:15am and 3:48 trips)
  - New Paraparaumu East dial-a-ride service.
    - Wednesday service
    - Dial-a-ride with expanded catchment of Paraparaumu East
    - 9:30am pickup to Station, Coastlands and Health Centre
    - 1:30pm return from Health Centre, Coastlands and Station



# Paraparaumu East 'dial-a-ride' map



-  Main route
-  Streets serviced



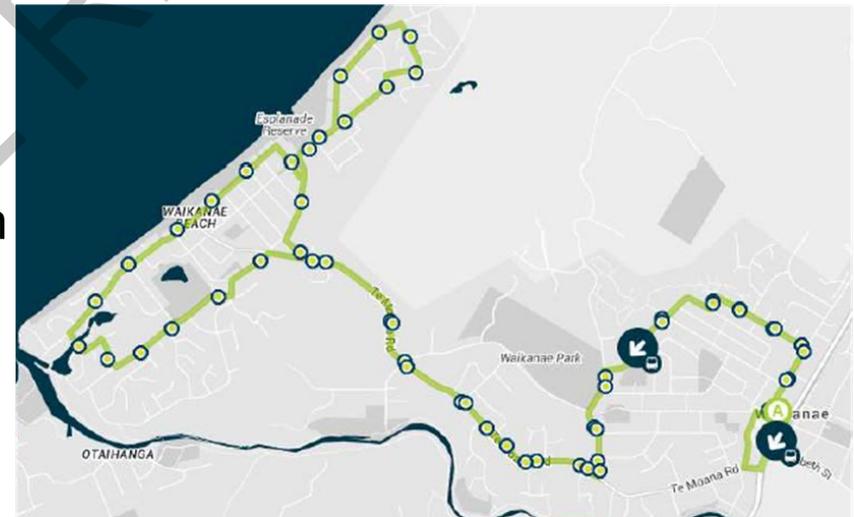
# Waikanae



# Service issues

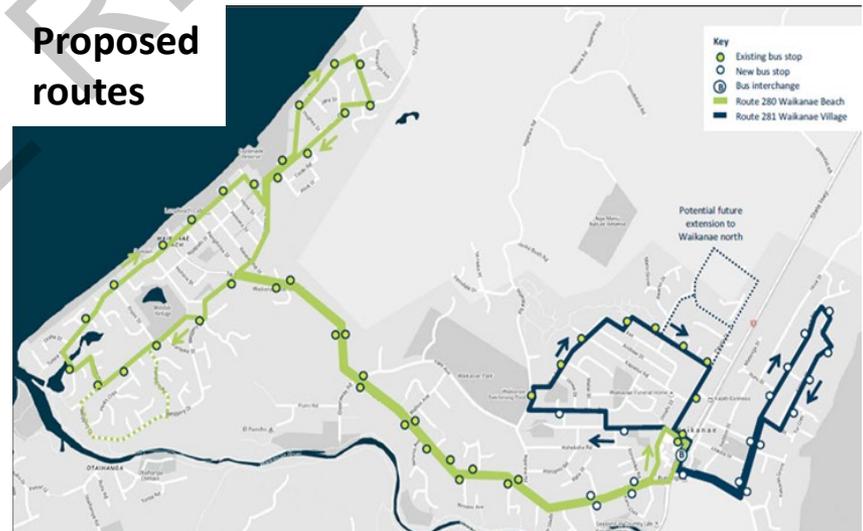
## Waikanae & Waikanae Beach

- Poor reliability of bus connections with trains
  - Current timetable is tight due to route length and time between arriving and departing trains.
  - Many buses have a window of just 4 minutes between trains arriving and buses departing at Waikanae. Small delays can cause connections to be missed.
- Poor utilisation of the current service around Waikanae loop (12% of boardings)
- Current route to Waikanae Beach very indirect (via Sylvan Avenue)
- Community Board request for service to Waikanae East



# Recommendations Waikanae & Waikanae Beach

- Split current indirect route into two routes:
  - Waikanae Beach direct to Waikanae Station
  - Local Waikanae Town route, including Waikanae East



# Otaki



# Service issues Otaki

- Request for more coverage of main residential area
- Limited timetable/trip options
- No access from Otaki 'Plateau' to Otaki Town/Library/School during the morning
- Some tight train connections at Waikanae
- High fares for travel to Paraparaumu (when transferring to rail)
- Confusion around hail-and-ride operation
- Early return time from Coastlands (12:15pm)
- Access to services north of Otaki



# Recommendations Otaki

- Adjust route to give greater penetration of residential area
- More trips during weekday and weekends for greater flexibility of travel
  - Proposed 8 weekday and 5 weekend return services (up from 5 and 2)
- All trips to travel via Otaki Plateau improving local access to Otaki Town/Library/School and more consistent service.
- Service retimed for planned new train times at Waikanae (from 2017)
- Fare cost to Paraparaumu will be resolved with Integrated Ticketing
- Hail-and-ride information has been updated to reduce confusion
- Later return time from Coastlands (2:13pm)
- More options to connect with coach services for northern access (>9 per day)



# Otaki recommended route

- New route via Domain Rd, Waerenga Rd, Lemon St and Kirk St
- Route no longer runs via Riverbank Rd and past front of Otaki School (Mill Rd)



# Otaki weekday bus timetable

## Current

 Wellington – Train departs	-	6.20	7.35	-	11.14	-	3.35	4.35	-
Waikanae – Train arrives	-	7.20	8.35	-	12.14	-	4.30	5.30	-
 Wellington – Train departs	-	-	-	-	-	-	-	-	5.15c
Otaki – Train arrives	-	-	-	-	-	-	-	-	6.22c
<b>Transfer at Waikanae Station</b>									
Coastlands – Stop A	-	-	-	-	12.15	-	-	-	-
Waikanae Station – State Highway 1	-	7.25	8.40	-	12.25	-	4.35	5.40	-
Otaki Station – Arthur Street	-	-	-	-	-	-	-	-	6.28
Main Highway Otaki i-SITE	-	7.40	8.50	-	12.40	-	4.50	5.55	6.29
Te Manuao Road – Baptist Church	-	-	-	-	12.43	-	4.53	5.58	6.32
Otaki College – Mill Road	-	7.42	8.52	-	12.48	-	4.58	6.03	6.37
Otaki Town – Aotaki Street at Mill Road	6.45	7.45	8.55	9.15	12.50	3.00	5.00	6.05	6.39
Otaki Beach – Marine Parade	6.50	7.50	-	9.20	12.55	3.05	5.05	6.10	6.44
Otaki Library – Aotaki Street	6.55	7.55	-	9.25	1.00	3.10	5.10	6.15	6.49
Otaki College – Mill Road (Opposite)	6.57	7.57	-	9.27	-	3.12	5.12	-	-
Te Manuao Road – Baptist Church	7.02	8.02	-	9.32	-	3.17	5.17	-	-
Main Highway Otaki i-SITE (Opposite)	7.07	8.07	-	9.37	-	3.22	5.22	-	-
Otaki Station – Arthur Street	7.08	-	-	-	-	-	-	-	6.27
Waikanae Station – State Highway 1	7.24	8.22	-	9.52	-	3.27	5.37	-	-
Coastlands – Stop A	-	-	-	10.02	-	-	-	-	-
<b>Transfer at Waikanae Station</b>									
Otaki – Train departs	7.13c	-	-	-	-	-	-	-	-
 Wellington – Train arrives	8.20c	-	-	-	-	-	-	-	-
Waikanae – Train departs	7.34	8.30	-	10.00	-	4.05	5.40	-	-
Wellington – Train arrives	8.30	9.30	-	11.00	-	5.05	6.40	-	-
					PS	SPS	WO		

## Proposed

Connecting trains from Wellington	KPL	KPL	KPL	KPL	KPL	KPL	KPL
Wellington Station	7:16	9:13	11:13	13:13	14:33	15:55	17:17
Waikanae Station	8:16	10:13	12:13	14:13	15:33	16:50	18:12

Route	290	290	290	290	290	290	290	290	290
Coastlands - Stop A									14:13
<b>Waikanae Station</b>		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)	6:28	7:38	9:00	10:53	12:53	14:53	16:11	17:28	18:48
<b>Otaki Beach - Marine Parade</b>	6:33	7:43	9:05	10:58	12:58	14:58	16:16	17:33	18:53
Otaki Town - Aotaki St (Countdown)	6:38	7:48	9:10	11:03	13:03	15:06	16:21	17:38	18:58
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	
<b>Waikanae Station</b>	7:08	8:18	9:40	11:33	13:33	15:36	16:51	18:08	
Coastlands - Stop A			9:50						

Connecting trains to Wellington	KPL	KPL	KPL	KPL	KPL	KPL	KPL
Waikanae Station	7:17	8:25	9:45	11:45	13:45	15:42	17:00
Wellington Station	8:14	9:25	10:45	12:45	14:45	16:42	18:00



# Otaki weekend timetable

## Current

 Wellington – Train departs	–	11.14	–	3.44
 Waikanae – Train arrives	–	12.14	–	4.44
<b>Transfer at Waikanae Station</b>				
Waikanae Station – State Highway 1	–	12.20	–	4.50
Main Highway Otaki i-SITE	–	12.35	–	5.05
Te Manuao Road – Baptist Church	–	12.38	–	5.08
Otaki College – Mill Road	–	12.43	–	5.13
Otaki Town – Aotaki Street at Mill Road	8.45	12.45	3.45	5.15
Otaki Beach – Marine Parade	8.50	12.50	3.50	5.20
Otaki Library – Aotaki Street	8.55	12.55	3.55	5.25
Otaki College – Mill Road (Opposite)	8.57	–	3.57	–
Te Manuao Road – Baptist Church	9.02	–	4.02	–
Main Highway Otaki i-SITE (Opposite)	9.07	–	4.07	–
Waikanae Station – State Highway 1	9.22	–	4.22	–
<b>Transfer at Waikanae Station</b>				
 Waikanae – Train departs	9.30	–	4.30	–
 Wellington – Train arrives	10.30	–	5.30	–

## Proposed

Connecting trains from Wellington	KPL	KPL	KPL	KPL	KPL
Wellington Station	8:14	10:14	12:14	14:14	16:14
Waikanae Station	9:14	11:14	13:14	15:14	17:14

Route	290	290	290	290	290	290
<b>Waikanae Station</b>		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)	8:40	10:01	12:01	14:01	16:01	17:56
<b>Otaki Beach - Marine Parade</b>	8:45	10:07	12:07	14:07	16:07	18:01
Otaki Town - Aotaki St (Countdown)	8:50	10:13	12:13	14:13	16:13	18:06
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	
<b>Waikanae Station</b>	9:20	10:48	12:48	14:48	16:48	

Connecting trains to Wellington	KPL	KPL	KPL	KPL	KPL
Waikanae Station	9:30	11:00	13:00	15:00	17:00
Wellington Station	10:30	12:00	14:00	16:00	18:00



# Dial-a-ride



# Service issues

## Dial-a-ride buses

### Current dial-a-ride services

- 251 Paekakariki to Coastlands
  - Includes Leinster Ave and Raumati South
- 263 Otaihanga to Coastlands and Paraparaumu Station
  - Includes Langdale Avenue, Belfort Court, Campbell Avenue, Robert Grove, Ross Grove and Dennis Taylor Court.

Provide 'on-demand' service to and from users homes

Poorly used however valued by those that depend on the service

- 251 carries 3.7 per trip
- 263 carries 0.9 per trip



# Recommendations

## Dial-a-ride buses

Low use of less than 4 per trip could provide grounds to discontinue these services.

However we propose the following changes to make the service more useful and increase usage:

- Add more destinations for current users
- Use dial-a-ride to service Kapiti Health Centre
- Adjust days of operation in line with usage
- Provide dial-a-ride service to Paraparaumu East in place of current low use bus service



# Dial-a-ride proposed changes

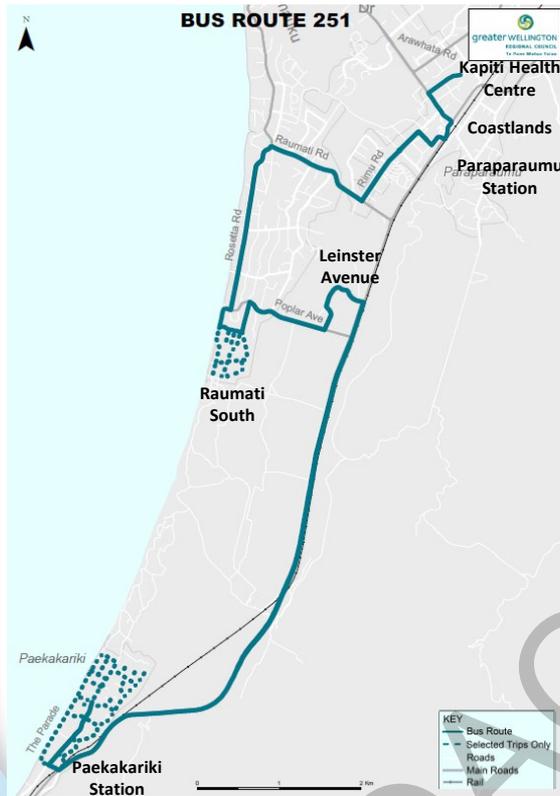
Current service	Current days of operation	Current Usage	Proposed changes	Proposed days of operation
251	Tue, Thu, Fri	3.7 per trip	Add service to Paraparaumu Station and Kapiti Health Centre	Tue, Fri
263	Tue, Thu	0.9 per trip	Add service to Kapiti Health Centre and Milne Drive (Kapiti Retirement Village)	Wed
270	Mon-Fri	1.3 per trip	Replace 270 with new Paraparaumu East dial-a-ride service (also extended 536 Kapiti College school bus)	Mon, Thu

Dial-a-ride services to provide run each weekday between Paraparaumu Station and Kapiti Health Centre in place of current route 262.

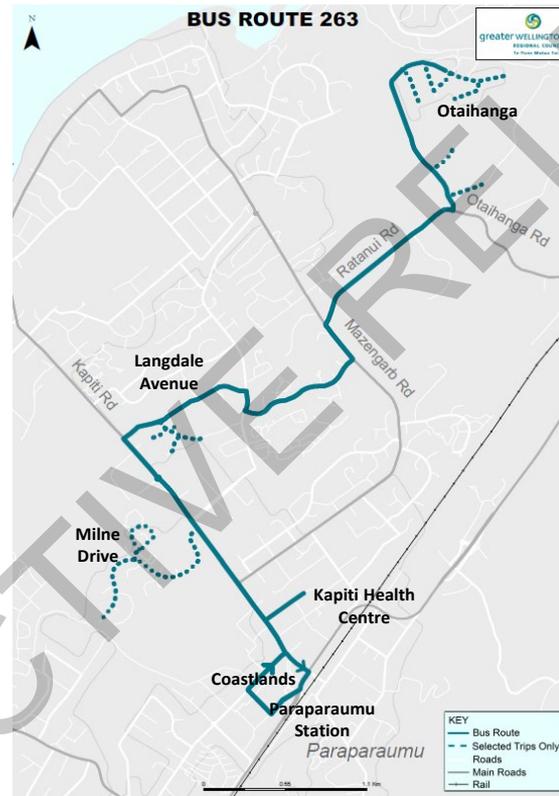


# Dial-a-ride routes

Paekakariki



Otaihanga



Paraparaumu East

