



Khandallah, Ngaio, Broadmeadows Community Consultation Report

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1. Executive Summary

A targeted consultation process was undertaken with the communities of Khandallah, Ngaio and Broadmeadows 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 (GWRC) Officers to design bus route options that were put out for consultation with the local community. The preferred design option from the consultation is Option C with 39 % of respondents selecting this as their preferred option. The key features of this option are all routes converge on Khandallah Village hub and a 7 day service to Broadmeadows.

2. Purpose

The purpose of this report is to detail the findings of the Khandallah, Ngaio and Broadmeadows targeted consultation and from this recommend a preferred option for the local community's bus service as part of the Wellington city bus network.

3. Background

In April and May 2014 GWRC consulted on the Draft Regional Public Transport Plan (RPTP). The RPTP contained a proposed bus network design for Khandallah, Ngaio and Broadmeadows to replace the current routes 43, 44 & 46.

The reason for proposing to change the current bus routes is that they do not provide a reliable service for residents. The current routes 43 & 44 have the highest level of late running and passenger complaints of any service in the Metlink network. This is due to these services being long one way loops through Khandallah which are then through routed to Strathmore. This route results in services having to travel through Wellington's congested CBD twice on a return trip. During peak travel times it can take 25 minutes longer to make the round trip than is allowed for in the timetable. This additional time is variable and therefore cannot be accurately planned in the current timetable.

As a result of the draft RPTP consultation the communities of Khandallah, Ngaio and Broadmeadows expressed concerns about the 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

On the 22nd of July 2014 GWRC officers attended a public meeting in the Khandallah community centre. The purpose of the meeting was for residents to view a presentation on the current bus services in their area and then ask questions directly to officers. This meeting was well attended by approximately 150 members of the local community. Volunteers then attended

a series of workshops with GWRC officers and an independent facilitator to co-design options on bus routes for community consultation.

The objective of the first workshop was for community volunteers to discuss and note what mattered to them most regarding their bus service. For example did they feel frequency, coverage, or reliability was the most important aspect of a bus service.

Using feedback from the first workshop officers drafted foundation routes which in workshop two attendees used to input their own thoughts. This resulted in a number of options which had broad agreement from the volunteer group to be used in consultation with the wider community.

Following the co-design workshops officers drafted a consultation document to be distributed to the wider Khandallah, Ngaio and Broadmeadows community. Two drop-in sessions were held on 22nd and 24th of September where officers and workshop attendees fine-tuned the consultation material. The final consultation document is detailed in Appendix 1.

The 3 consultation options were:

- Option A: Direct routes to the city but peak only services to Ngaio and Broadmeadows.
- Option B: Less direct routes to the city but an all-day service for Broadmeadows.
- Option C: All routes coverage on Khandallah Village hub but less direct routes to the city from Broadmeadows.

The consultation brochure was delivered to 5,500 households in Khandallah, Ngaio and Broadmeadows during October 2014 asking recipients to feedback their preferred option by 31 October. A total of 551 responses were received via the online survey and email which equates to a 10% response rate.

The result of this targeted community consultation was the identification of a preferred route option which is discussed in section 5 of this report.

5. Preferred Option

The preferred option from respondents was Option C with 39% of respondents detailing this as their preferred option.

The key features of this option are all routes converge on Khandallah Village hub and a 7 day service to Broadmeadows.

6. Survey analysis

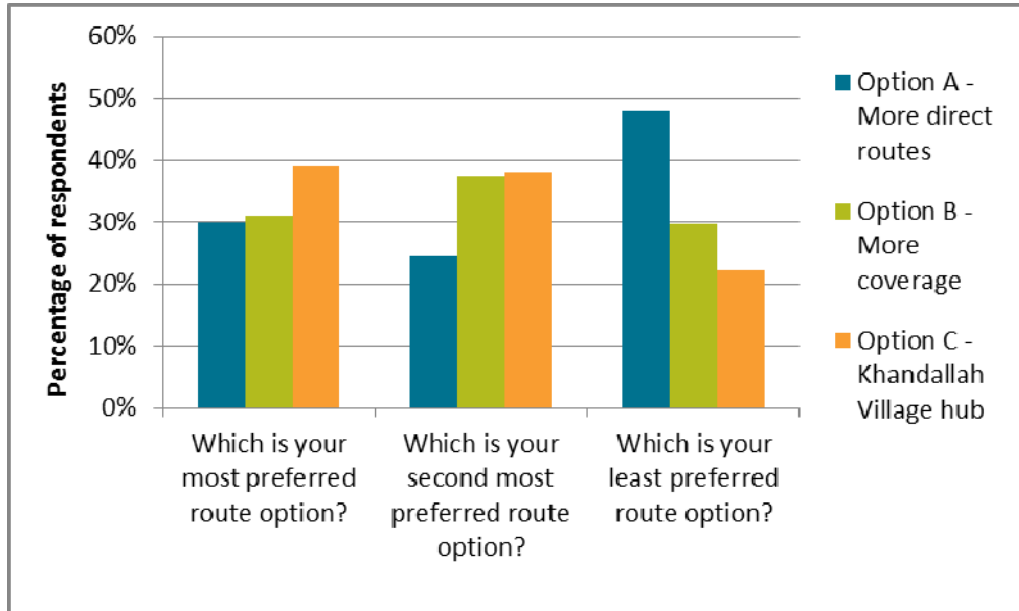
The following summarises the responses to the community consultation on options for new bus routes in Khandallah, Ngaio, and Broadmeadows.

A total of 551 responses were received via the online survey and email. There are a varying number of responses to each of the questions as it was not

compulsory that respondents answer each question. The following graphs are based on the number of responses for each question as detailed above.

6.1 Question 1

Which of the bus route options do you prefer?

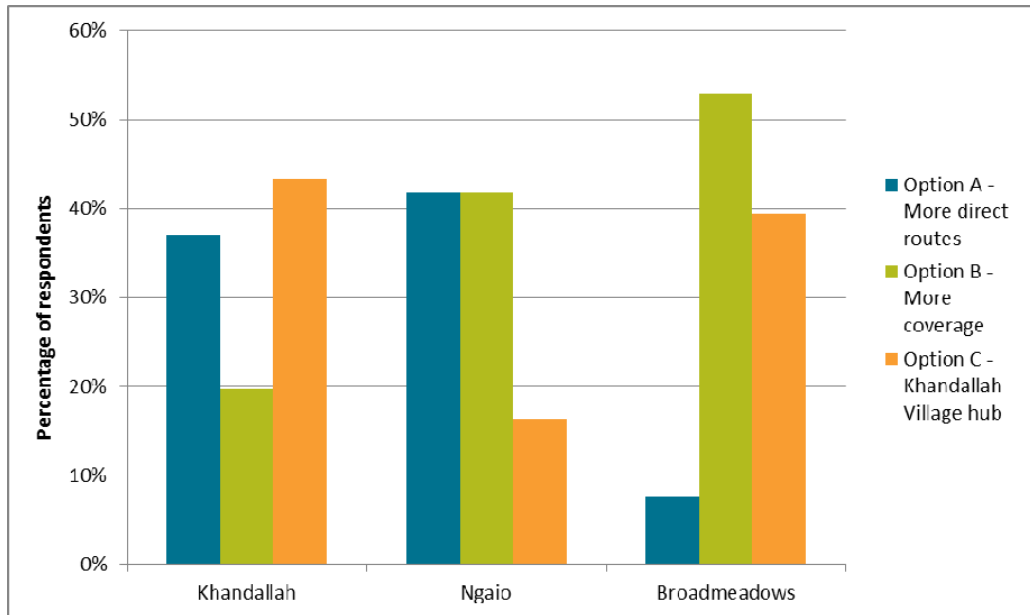


This question outlined three bus route options and asked respondents to give their first, second and third choice. The results show that respondents preferred Option C, Khandallah Village hub, with 39% of respondents selecting this option as their first choice.

We also see that Option A, more direct routes, was the least preferred with 30% of respondents selecting this option. Furthermore Option A received the highest percentage of respondents who selected it as their least preferred option with 48%.

Option B, more coverage, was the second most preferred option with 31% of respondents selecting it as their most preferred option. It should be noted that Options B and C are similar as both provide 7 days a week service to Broadmeadows. Combined Options B and C make up 70% of responses which shows a clear preference to providing evening and weekend services to Broadmeadows.

6.1.1 Further analysis of option preference by suburb



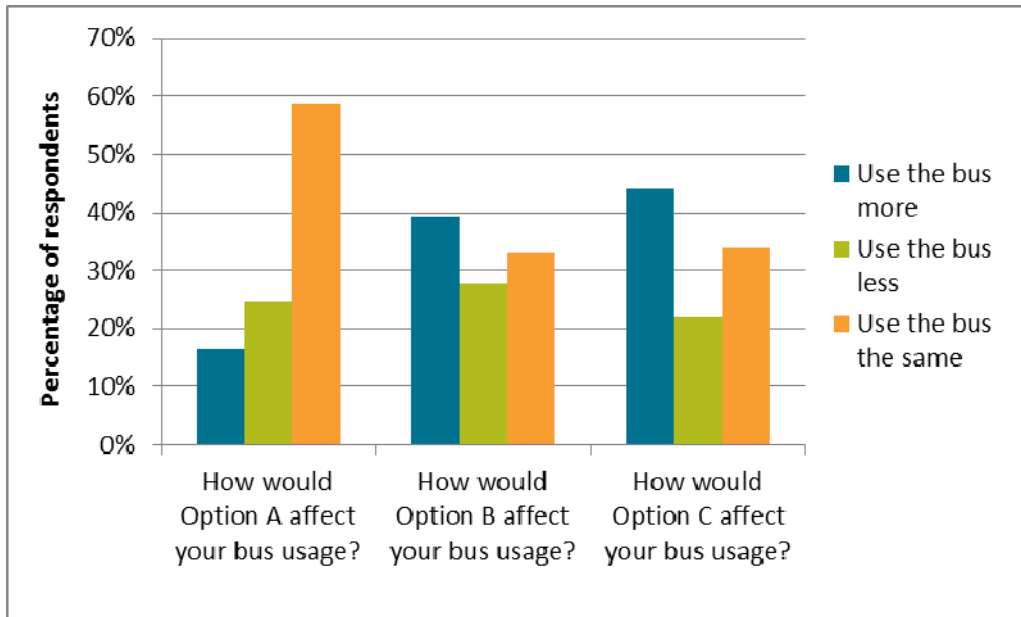
This graph shows the most preferred bus route option by the suburb in which the respondents live.

Respondents from Khandallah show a preference for Options A and C with 37% selecting Option A and 43% selecting Option C. The low number of Khandallah respondents who selected Option B as their first choice is partly due to safety concerns regarding buses using IZARD Road. Options A and C avoid the need for buses to use IZARD Road hence why these Options were favoured by the residents of IZARD Road.

Respondents from Broadmeadows show a strong preference to a 7 day service with 92% combined choosing Options B and C as their most preferred option. Of the 7 day service options 53% of respondents chose Option B as their first choice and 39% chose Option C. This is potentially due to Option B being a more direct route into the CBD for peak hour commuters which does not travel via Khandallah Village.

6.2 Question 2

How would each of the three options affect your bus usage?

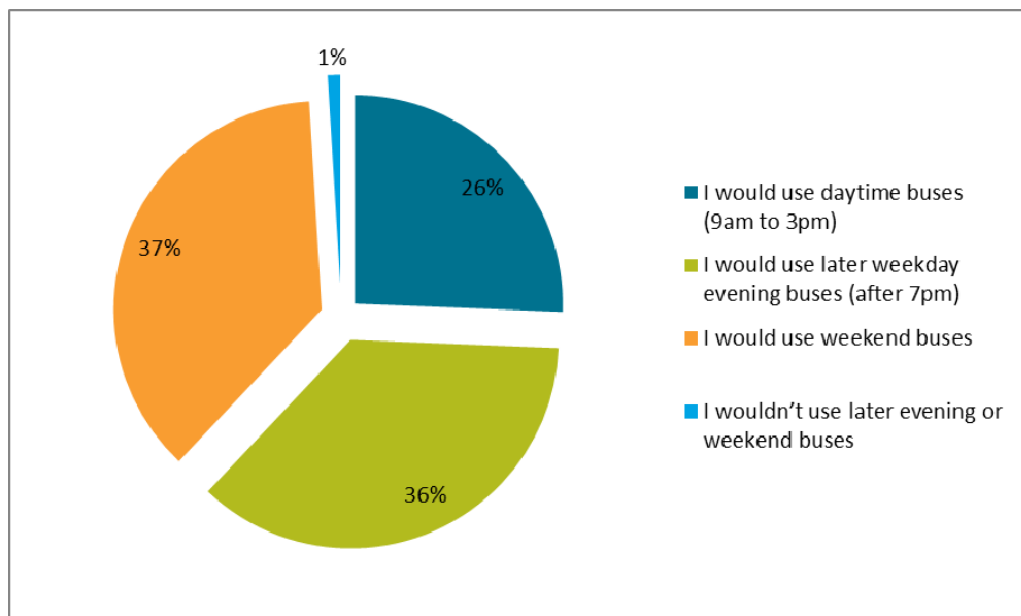


Option C was identified as being the most preferred of the three bus route options in Question 1. A total of 44% of respondents said that they would use the bus more if Option C was introduced. This suggests that an increase in bus patronage may result if this option is introduced.

59% of respondents indicated that they would use the bus the same amount if Option A was introduced. It should be noted that Option A is the most similar to the current 43 and 44 bus routes.

6.3 Question 3

Option B and C includes increased services to Broadmeadows. If this option was chosen would you be likely to use the following extra services?

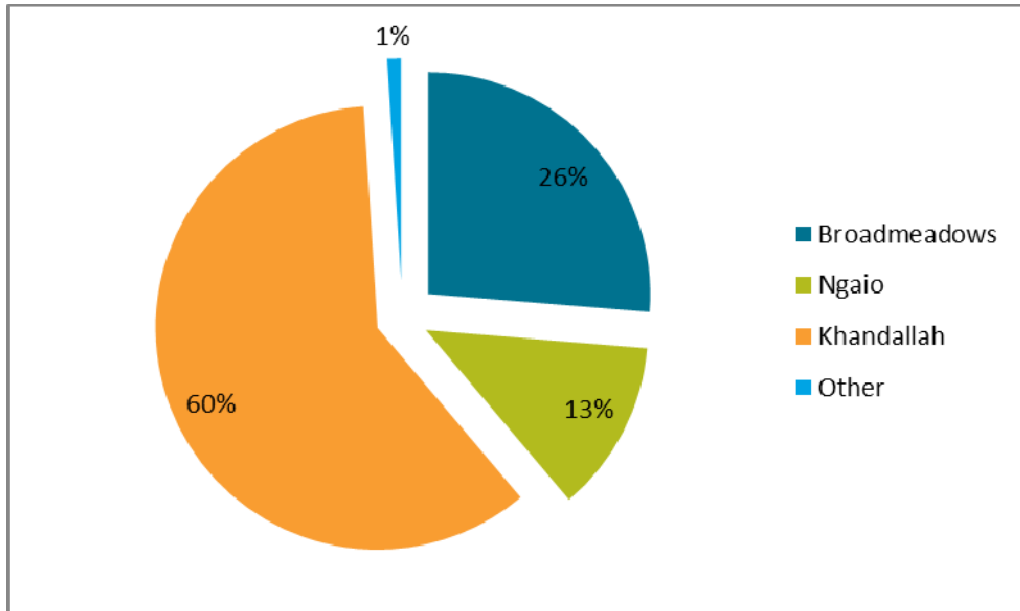


Option C (previously established as the preferred option from this feedback) has additional daytime, evening and weekend services. Respondents to this

question clearly indicated that they would use the additional services if Option C was implemented. With 26% of respondents saying that they would use the additional daytime buses, 36% saying that they would use later weekday evening buses and 37% saying that they would use weekend buses.

6.4 Question 4

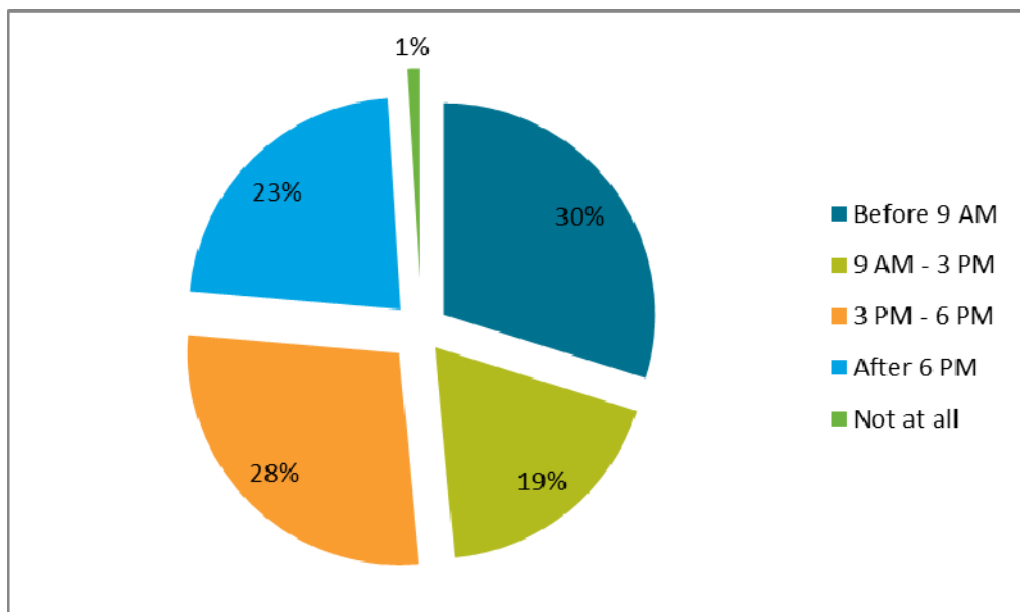
What suburb do you live in?



The responses to this question are proportional to the size of the suburb with Khandallah, the largest of the three suburbs, having the highest response rate. This would suggest that the feedback is a fair reflection of the views of the Khandallah, Ngaio and Broadmeadows communities.

6.5 Question 5

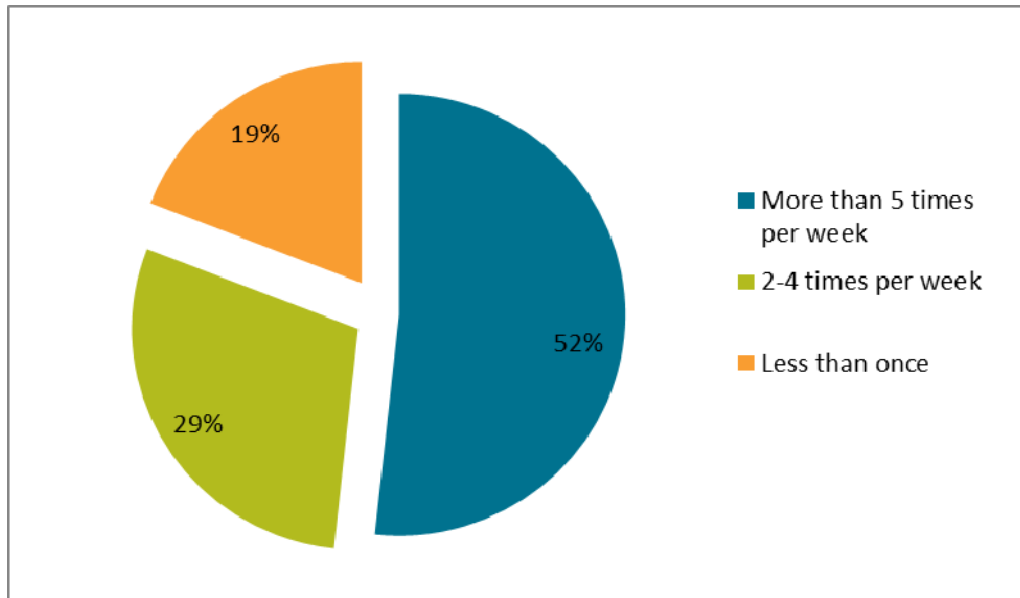
When do you mostly use the bus?



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 58% of responses. 19% of respondents travelled during the day, 23% of respondents travelled during the evening and only 1% of respondents did not use the bus at all.

6.6 Question 6

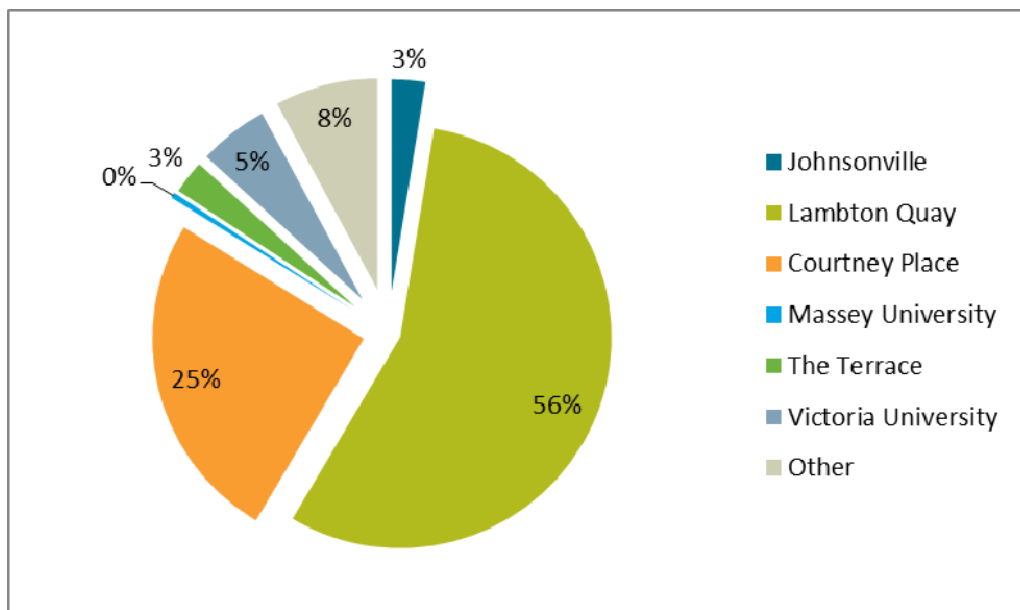
On average, how many times a week do you use the bus?



The feedback received was predominantly from respondents who used the bus more than 5 times per week with this being 52% of the total. 29% of respondents used the bus between 2 and 4 times per week and 19% of respondents used the bus less than once per week.

6.7 Question 7

Where is your 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. Lambton Quay was the most popular destination within the CBD with this being the main destination for 56% of respondents.

Question 5 established that respondents primarily travelled during peak times. This feedback combined with feedback from this question suggests that the majority of users are travelling to the CBD during peak times.

7. Feedback

The common themes in the feedback received are as follows:

- 20 respondents raised concern that one of the roads proposed to be used as a bus route in Option B is too narrow
- 19 respondents expressed support for extending 7 day a week service to Broadmeadows
- 16 respondents supported the idea of a Khandallah Village hub for bus routes to start from and terminate at
- 13 respondents indicated that the proposed connection to Johnsonville would be useful to them
- 11 respondents thanked Greater Wellington Regional Council for listening to the views of residents
- 7 respondents stated that the last bus to leave the city should be later than 6pm
- 5 respondents reminded officers to take the needs of elderly residents into account
- 3 respondents stated that the reliability of the service needs to be improved

8. Recommendations

Option C is the preferred option from respondents.

The recommendation is to include this route in the Wellington City Bus Review network design.

Appendix 1 – Consultation brochure



HAVE YOUR SAY

on options for new bus routes in Khandallah, Ngaio and Broadmeadows

Feedback by
31 October 2014

Please recycle
Produced sustainably

metlink

greater WELLINGTON
REGIONAL COUNCIL
Te Pane Matus Taiao

Have your say on your local bus routes

Greater Wellington Regional Council is reviewing Metlink's bus routes in Khandallah, Ngaio and Broadmeadows and has developed three options in consultation with local community volunteers.

We'd like your feedback by 31 October 2014 on the three options to steer us in the right direction.

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

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 Khandallah, Ngaio and Broadmeadows told us they wanted a closer look at local bus routes. 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: More direct routes - direct routes from Ngaio, Khandallah west, Khandallah east, and Broadmeadows to the city.

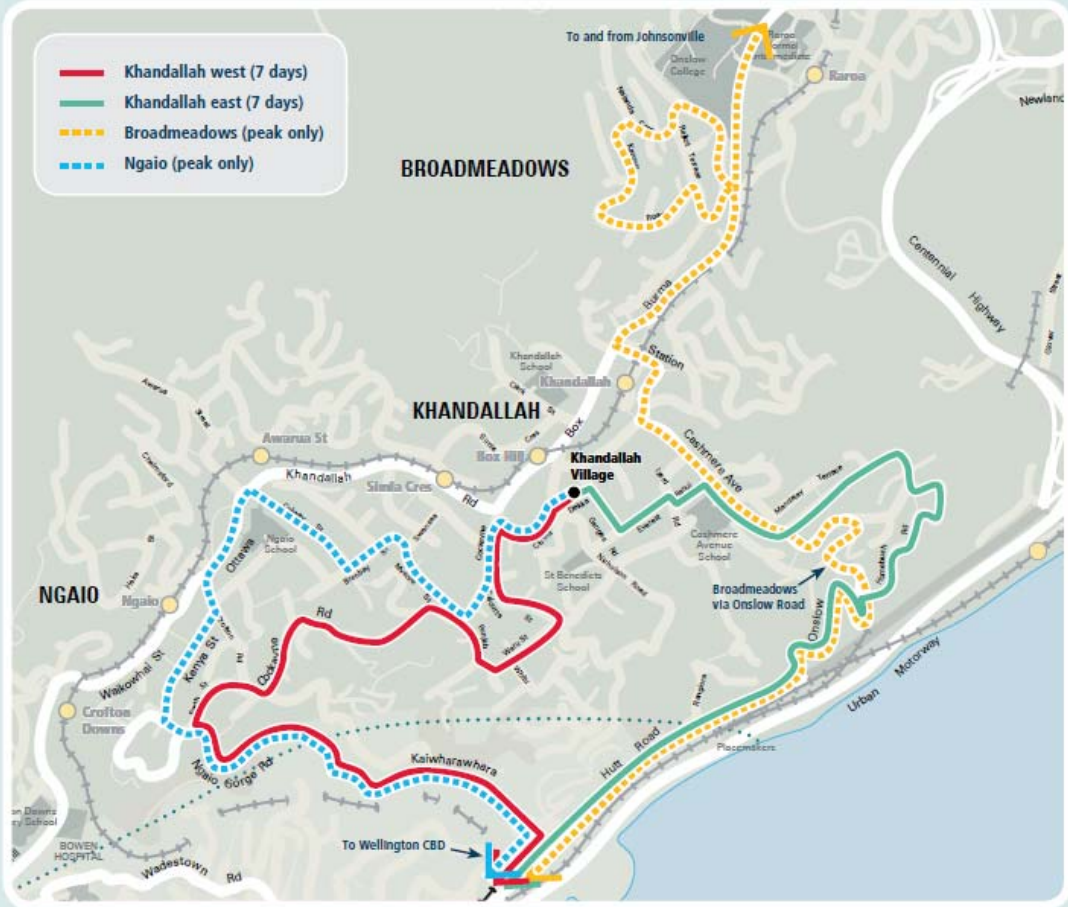
Option B: More coverage - better coverage of services running 7 days a week across all of Khandallah west, Khandallah east, and Broadmeadows.

Option C: Khandallah Village hub - better access to Khandallah Village with 7 day services on all routes including Broadmeadows.

Common to all options:

- Services to Ngaio are unchanged.
- Buses to Broadmeadows start and end at Johnsonville to provide access to Johnsonville and to services to destinations such as Porirua and Kenepuru Hospital.
- Daytime services to Victoria University during university terms (route 47) continue as now until they combine with the Mairangi service in 2017 for all year round services.

Option A: More direct routes



Key features

- Direct routes from Ngaio, Khandallah west, Khandallah east, and Broadmeadows to the city.
- 7 day services from Khandallah west and Khandallah east.
- Peak only services from Ngaio and Broadmeadows (as now).

Khandallah

- Separate bus services for west and east Khandallah.
- Buses will take a 10 minute break at Khandallah Village between runs.
- Buses may still crossover between west and east Khandallah after sitting at Khandallah Village (as happens now).
- Direct buses would operate up both Kaiwharawhara Road and Onslow Road at all times (not just weekday and Saturday until around 7pm up Onslow Road as now).
- Lower Onslow Road would receive a full 7 day bus service (no Sunday service now).

Broadmeadows

- Commuter bus service 7am-9am and 3pm-7pm with no service evenings or weekends.
- Buses would travel the most direct route along Onslow Road (instead of via Homebush Road).

Proposed services

	Weekday				Saturday		Sunday	
	Morning Peak (7–9am)	Daytime	Afternoon Peak (4–6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
Khandallah east	5 trips	Hourly	5 trips	Hourly	Hourly	Hourly	Hourly	Hourly
Khandallah west	8 trips	Hourly	8 trips	Hourly	Hourly	Hourly	Hourly	Hourly
Ngaio	6 trips	no service	6 trips	last bus 6:05pm	no service	no service	no service	no service
Broadmeadows	5 trips	no service	5 trips	last bus 7pm	no service	no service	no service	no service

Option B: More coverage



Key features

- Better coverage of Khandallah west, Khandallah east, and Broadmeadows with 7 day services.
- More frequent service to city for Broadmeadows via Homebush Road.
- Access to Johnsonville from Khandallah east.

Khandallah

- Separate bus routes for Khandallah west and east.
- The Khandallah west route would travel along the existing route to Khandallah Village and continue to a new terminus in the vicinity of Cashmere Avenue.
- The Khandallah east and Broadmeadows routes would combine and offer more frequent and consistent peak services.
- Direct buses would operate up both Kaiwharawhara Road and Onslow Road at all times (not just weekday and Saturday until around 7pm up Onslow Road as now).
- Lower Onslow Road would receive a 7 day bus service.

Broadmeadows

- A 7 day bus service with more frequent peak services and evening buses would be provided to Broadmeadows made possible by combining with the Khandallah east route.
- Buses would start and end at Johnsonville to provide access to Johnsonville and services to destinations such as Porirua and Kenepuru Hospital.

Proposed services

	Weekday				Saturday		Sunday	
	Morning Peak (7–9am)	Daytime	Afternoon Peak (4–6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
Khandallah east/ Broadmeadows	9 trips	Hourly	9 trips	Hourly	Hourly	Hourly	Hourly	Hourly
Khandallah west	9 trips	Hourly	9 trips	Hourly	Hourly	Hourly	Hourly	Hourly
Ngaio	6 trips	no service	6 trips	last bus 6:05pm	no service	no service	no service	no service

Option C: Khandallah Village hub



Key features

- All routes converge on Khandallah Village hub.
- Better coverage of Khandallah west, Khandallah east, and Broadmeadows with 7 day services.
- Less direct route to city for Broadmeadows.

Khandallah

- Separate bus routes would be provided for both west and east Khandallah.
- The Khandallah west route would travel along the existing route to Khandallah and make a small loop around Khandallah Village (as route 45 does now).
- The Khandallah east route would be combined with Broadmeadows using the existing route to Khandallah Village and then continue on to Broadmeadows and Johnsonville.
- The combined route would maintain access to Khandallah Village for Khandallah east and offer a more frequent and consistent peak services.
- Onslow Road would have better 7 day services.

Broadmeadows

- A 7 day service with evening buses would be provided to Broadmeadows made possible by combining the Broadmeadows and Khandallah east areas onto one bus route.
- This combined route would be less direct for Broadmeadows but would offer access to Khandallah Village and more frequent and consistent peak services.
- Buses would start and end at Johnsonville to provide access to Johnsonville and services to destinations such as Porirua and Kenepuru Hospital.

Proposed services

	Weekday				Saturday		Sunday	
	Morning Peak (7–9am)	Daytime	Afternoon Peak (4–6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
Khandallah east/ Broadmeadows	10 trips	Hourly	10 trips	Hourly	Hourly	Hourly	Hourly	Hourly
Khandallah west/ Ngaio	8 trips	Hourly	8 trips	Hourly	Hourly	Hourly	Hourly	Hourly
Ngaio	6 trips	no service	6 trips	last bus 6:05pm	no service	no service	no service	no service



Current Service

	Weekday				Saturday		Sunday	
	Morning Peak (7-9am)	Daytime	Afternoon Peak (4-6pm)	Evening (till 11pm)	Daytime	Evening (till 11pm)	Daytime	Evening (till 9pm)
43 Khandallah	4 trips	Hourly	5 trips	Half hourly	Hourly	Hourly	Hourly	Hourly
44 Khandallah	8 trips	Hourly	4 trips	last bus 6:27pm	Hourly	Hourly	Hourly	Hourly
45 Ngaio	6 trips	no service	6 trips	last bus 6:05pm	no service	no service	no service	no service
46 Broadmeadows	5 trips	no service	4 trips	last bus 6:10pm	no service	no service	no service	no service
50 Broadmeadows Shopper	no service	Hourly	no service	no service	no service	no service	no service	no service

HAVE YOUR SAY ONLINE

<http://www.gw.govt.nz/have-your-say/>
on options for new
bus routes in Khandallah,
Ngaio and Broadmeadows

Feedback by
31 October 2014





**HAVE YOUR SAY
BY 31 OCTOBER 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

GW/PC-14/04



Appendix 2 – Online survey

Give your feedback

We'd like your feedback by 31st October 2014 on the three options to steer us in the right direction. All you need to do is answer the questions below.

Which is your most preferred route option?

Option A

Option B

Option C

Which is your second most preferred route option?

Option A

Option B

Option C

Which is your least preferred route option?

Option A

Option B

Option C

How would Option A affect your bus usage?

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

How would Option B affect your bus usage?

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

How would Option C affect your bus usage?

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

Option B and C includes increased services to Broadmeadows. If this option was chosen would you be likely to use the following extra services: (tick all that apply)

I would use daytime buses (9am to 3pm)

I would use later weekday evening buses (after 7pm)

I would use weekend buses

I wouldn't use later evening or weekend buses

What suburb do you live in?

Broadmeadows

Ngaio

Khandallah

Other

When do you mostly use the bus? (Please tick all that apply)

- Before 9 AM
- 9 AM -3 PM
- 3 PM - 6 PM
- After 6 PM
- Not at all

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

- More than 5 times per week
- 2-4 times per week
- Less than once

Where is your main destination you travel to and from by bus?

- Lambton Quay
- Courtney Place
- The Terrace
- Victoria University
- Massey University
- Khandallah Village
- Johnsonville
- Other

Name

Address

Email Address

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

Yes

No

Do you have any other comments?

