

Results of Wairarapa public transport consultation

1. Introduction

Greater Wellington consulted on Wairarapa public transport issues during July 2011 as part of the Wairarapa Service Review.

Submissions were able to be made on-line, by writing to the Regional Council. A consultation document, which contained a questionnaire, was also widely distributed.

A total of **390** submissions were made. The answers to the questionnaire are set out below, together with other comments received.

A separate train users survey, undertaken in June, is the subject of a separate report.

2. Travel patterns and preferences (Q1-Q7)

2.1 Residential location (Q1,Q2)

Residential location	Do you use public transport in the Wairarapa?			Grand Total
	Yes	No	Not specified	
Masterton	104	17	0	121
Carterton	78	10	1	89
Featherston	74	6	1	81
Greytown	60	0	0	60
Martinborough	16	0	0	16
Other/Not stated	14	1	8	23
Grand Total	346	34	10	390

Residential location	Do you use public transport in the Wairarapa?			Grand Total
	Yes	No	Not specified	
Masterton	27%	4%	0%	31%
Carterton	20%	3%	0%	23%
Featherston	19%	2%	0%	21%
Greytown	15%	0%	0%	15%
Martinborough	4%	0%	0%	4%
Other/Not stated	4%	0%	2%	6%
Grand Total	89%	9%	3%	100%

2.2 Public transport used in Wairarapa and frequency of travel (Q3,Q4)

Public transport used (respondents could tick multiple ones)	Num. of responses	Percentage of the 346 respondents who use public transport
Train	328	95%
Masterton bus	38	11%
Masterton to Featherston bus	49	14%
Greytown to Woodside bus	33	10%
Martinborough bus	22	7%

Frequency of travel	Num. of responses	Percentage
4 plus days (8+ trips) a week	181	46%
2-3 days (4-7 trips) a week	39	10%
1 day (1-3 trips) a week	71	18%
Occasionally	27	7%
Never / blank	72	18%
Grand Total	390	100%

2.3 Bus users - why people use the bus, trip purpose, and how they rate the service (Q5-Q7)

Reasons for use of bus (respondents could tick multiple ones)	Num. of responses	Percentage of the 346 respondents who use public transport
I have no car	29	8%
It's cheaper than driving	49	14%
Less parking hassles	35	10%
Environmental reasons	44	13%
I like using the bus	46	13%
Other	16	5%

Usual purpose of bus trip	Num. of responses	Percentage of the 346 respondents who use public transport
Work	48	14%
Education	5	1%
Social	12	3%
Shopping	43	12%
Medical	23	7%
Other	6	2%

How do you rate the bus service	Very good	Good	Poor	Very poor
Reliability	59%	34%	5%	2%
Ticket price	39%	54%	6%	1%
Comfort	30%	54%	10%	6%
Staff	58%	36%	6%	0%
Overall	42%	52%	5%	1%

2.4 Why don't people use public transport (Q2)

Reasons don't use public transport (respondents could tick multiple ones)	Num. of responses	Percentage of the 34 respondents who don't use public transport
I prefer to use my car	13	38%
I prefer to walk or cycle	6	18%
The routes don't suit me	7	21%
The timetables don't suit me	19	56%
Other	6	18%

3. Views on possible changes and suggestions (Q8, Q9)

This section sets out views on possible changes and suggestions as recorded in questions 8 and 9 of the survey form.

Suggestion	Support suggestion?				Grand Total
	Yes	No	Maybe	No Comment	
More peak train services/capacity	91%	5%	1%	3%	100%
Make one train an express train	66%	32%	0%	2%	100%
More weekday off peak trains	84%	10%	2%	5%	100%
More weekend train services	84%	8%	0%	7%	100%
More refreshments on trains	33%	61%	0%	6%	100%
Remove Friday night train service	39%	52%	0%	9%	100%
Trains to major events	85%	6%	2%	7%	100%
More cycle capacity	56%	21%	2%	22%	100%
A north-east bus route in Masterton	24%	8%	1%	67%	100%
More early morning/ evening bus services	39%	14%	2%	45%	100%

3.1 More peak trains and/or capacity

3.1.1 Suggestion

More peak-time trains services and/or more capacity (the six car SE carriages currently operating on the Upper Hutt line may shortly be available for use on the Wairarapa line. But they will need to have toilets installed and need some other modifications. Funding for these modifications is not currently available).

3.1.2 Feedback

There was strong support for more capacity or extra on the trains, with 94% supporting this. Support between extra capacity and extra services was split.

3.2 Make one train an express train

3.2.1 Suggestion

Make one of the trains an “express” train, stopping at fewer stops (perhaps stopping only at Masterton, Carterton, Featherston, Upper Hutt and Wellington).

3.2.2 Feedback

66% of respondents supported this idea. However there were many different views as to which train should be express, and which stations should be included.

Some felt that it was not the number of stops that slowed trains down, but rather it was the need to wait for other trains, in which case express trains would not achieve their objective of a faster trip.

3.3 More weekday off-peak trains and/or shuttle service

3.3.1 Suggestion

More weekday off-peak trains, perhaps shuttling between Masterton and Upper Hutt and linking with the electric units at Upper Hutt.

3.3.2 Feedback

84% of respondents supported this idea. There was little comment on having to change trains, or a slower journey time.

3.4 More weekend train services

3.4.1 Suggestion

More weekend train services.

3.4.2 Feedback

There was strong support for more weekend trains (84%). Many felt the current gap between trains at the weekends, especially for Wairarapa residents, was too long. There were many and varied suggestions as to what time the trains should operate.

3.5 Removal or replacement of Friday night train

3.5.1 Suggestion

Either removing the Friday night service (which has few passengers), or replacing it with buses. The savings could be diverted to extra weekend services.

3.5.2 Feedback

Most people (52%) opposed the removal of the Friday night trains. 39% supported the idea. There was support for an earlier train on Friday (current train leaves at 10.25pm). The idea of a replacement bus received little support.

3.6 More refreshments on trains

3.6.1 Suggestion

More refreshments available on the trains.

3.6.2 Feedback

33% supported this, but 61% opposed the idea. Many thought that the journey was too short to have refreshments (other than water).

3.7 Train services for special events

3.7.1 Suggestion

Train services to major events in Wellington/Wairarapa

3.7.2 Feedback

85% supported the need for trains to major events. There were some comments about what constitutes a “major” event

3.8 More capacity for cycles on trains

3.8.1 Suggestion

More capacity to take cycles on the trains.

3.8.2 Feedback

56% supported this proposal. Many thought the current capacity levels are sufficient however.

3.9 More buses in NE suburbs of Masterton

3.9.1 Suggestion

More bus services in the north-eastern suburbs of Masterton.

3.9.2 Feedback

There was strong support from bus users and community organisations for a north-east bus route in Masterton. Several suggestions for a route were made. Many didn't comment on this as they do not use the buses.

3.10 More buses morning and evening

3.10.1 Suggestion

More early morning and evening bus services.

3.10.2 Feedback

There was solid support for more bus services, although again many people didn't comment on this as they were not bus users. Many commented that the current services do not suit those wanting to go to work.

There was also support for rural bus services.

3.11 Comparison with train survey

The train questions in question 8 of the questionnaire were the same as those asked in question 15 of the train survey.

The responses were very similar – the table below shows the comparison between the two surveys for the support for each of the suggestions.

Suggestion	Support suggestion?	
	Submissions	Train survey
More peak train services/capacity	91%	86%
Make one train an express train	66%	73%
More weekday off peak trains	84%	72%
More weekend train services	84%	66%
More refreshments on trains	33%	38%
Remove Friday night train service	39%	42%
Trains to major events	85%	78%
More cycle capacity	56%	35%

4. Other suggestions/comments (Q9)

Comments are listed in Appendix A.

Appendix A: Summary of General Comments

1. Consider a bus route to cover Upper Columbo Rd/Makoura Rd/Johnston St/Cameron Cres/Church St area as is a high deprivation area. A stop outside Whaiora and a detour past the Wairarapa Hospital would be ideal.
2. Possible route: In Church St, around Cameron Cres, left into Church St, right down River Rd, right into Johnson St, into Clyde St, left into Church St and out.
3. The selected "link" buses to the hospital are not well advertised and not easily accessible. Bus stops on Columbo Rd are too infrequent and none at all in Workshop Rd.
4. Bus shelters are scarce or nonexistent making it difficult for sick, elderly or young in adverse weather
5. A bus route should have to stop at the main Masterton train station around peak train arrival times.
6. Bus services to connect with Masterton trains especially on weekends.
7. A bus or connection to train from Carterton and Masterton, only have from Martinborough and Greytown at moment
8. Bus services at say 5, 6 and 7pm in Masterton district for people finishing work in evenings
9. Consider a lower price return ticket that can be used over two days instead of only one day. Gives flexibility to stay overnight and still use train and would encourage counter-flow use by Wairarapa residents.
10. Consider introducing EMU's to reduce need to shunt carriages.
11. Train carriages shouldn't be locked off, it's inconvenient for people with baggage.
12. Integrated ticketing including Wairarapa Excursion ticket covering buses.
13. Bus connections from all trains at Greytown,
14. There is no weekend day trip advertised though one is available after an hour's wait at Featherston.
15. Timetable issues
 - (a) Have one timetable for all Wairarapa PT with RTI at stations.
 - (b) The timetable shows two trains a week having connections to Martinborough and showing no returning connections, implying that the other 64 trains have no connection when this is not the case, every train offers this facility.
 - (c) The Greytown bus timetable says there are no weekend train connections though there is one to Featherston in the pm and similar Mon-Fri

connections are shown in that timetable. Simplify the Martinborough - Masterton timetable by moving the MPN Palm North services to a separate timetable.

- (d) Make the network and town centre maps consistent and accurate e.g. every station on the network map is marked as an interchange (without yellow infill);
- (e) on the Featherston map the station is not marked as an interchange;
- (f) MPN is marked on the network map but is not listed and is not marked on the Masterton one;
- (g) the Masterton map shows the train service continuing north of Masterton;
- (h) the 200 route description says it runs north to Palm North;
- (i) time points are shown for some services (route 200) but not for others (routes 201-4);
- (j) some time points names differ between the map and the timetables e.g. Featherston Kia Ora Dairy time point is not marked on the map but a time point called Featherston is.
- (k) List notes in alphabetical order on timetables for ease of use not randomly is the case now.
- (l) Mark fare zones on Metlink Network Map.
- (m) Include Wairarapa trains in the Hutt Valley timetable to advertise the fact that connections exist and to provide full info on all trains that service Hutt Valley.