

Report 16.449
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Committee Council
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Kapiti Bus Service Review

1. Purpose

To receive and approve the recommended service changes arising from the Kapiti Bus Service Review for implementation.

2. Consideration by Committee

The matters contained within this report will be considered by the Sustainable Transport Committee at its meeting on 21 September. Officers will advise the Council of any issues arising from the Committee's consideration of these matters.

3. Background

In preparation for the PTOM tendering of Kapiti bus services an operational review of the Kapiti Bus services was undertaken between September 2015 and March 2016. The review included extensive consultation across the community and received input from Kapiti Coast District Council (KCDC), local community boards, local bus operators, stakeholder meetings. It also considered customer feedback received over the last few years. The review also took account of a new off-peak train timetable planned for mid-2017, new town centre plans for the current SH1 at Paraparaumu and Waikanae, and future station access at Paraparaumu Station.

The initial stages of the review identified a number of areas where improvements to reliability, attractiveness and efficiency of the bus services could be made. These improvement areas were noted in the General Managers' Report to the Sustainable Transport Committee meeting of 11 May 2016 (Report 16.159).

4. Comment

With the assistance of key stakeholders, such as community boards and bus operators, and information from customers, a package of proposed changes were developed aimed at giving Kapiti 'Better Bus Services'. During June and

July 2016 we consulted with bus users and stakeholders on the proposed changes through a customer focussed public consultation process. Around 1500 consultation brochures and/or posters were distributed across the Kapiti area during May, June and July 2016. Officers met with a number of key stakeholders and also took the opportunity to staff information tables at community drop-in sessions organised by the Paekakariki and Waikanae Community Boards on 12 June and 10 July 2016.

A detailed record of communication and engagement activities undertaken during the consultation process is included in **Attachment 2**.

231 responses were received during the public consultation with 60% of respondents supporting the proposed changes, 35% of respondents expressing specific issues or concerns and 5% giving general feedback (see Attachment 2: Better Bus Services for Kapiti Consultation Report). This feedback, along with submissions by Kapiti Coast District Council, Paekakariki Community Board, Otaki Community Board, Kapiti College and the Kapiti Coast Older Persons' Council, informed the final decisions regarding the service changes that are recommended in this report.

Attachment 1 provides detail on an area by area basis of:

- the issues with the current Kapiti bus services,
- the proposed changes that were consulted on, and
- the recommended service changes following community engagement (a summary of these recommendations are provided in section 4 of this report).

5. Recommended service changes

5.1 Paraparaumu and Raumati (routes 250, 260, 261, 262)

- Routes 250, 260, 261 and 262 to travel direct to Paraparaumu Station and then depart via Coastlands. This change will reduce current delays in buses servicing the station and making train connections and enables passengers to continue to ride the bus to Coastlands as part of this service change.
- Routes 260, 261 and 262 bus departures to be staggered during inter-peak times to reduce bus congestion during the day through Coastlands and provide more frequent and reliable travel options to Paraparaumu Beach.
- Route 260 to discontinue the Hillcrest Road loop and officers to work with KCDC to confirm the feasibility of locating the bus terminus on Margaret Street.
- Route 262 to discontinue making an off-peak detour via the Kapiti Health Centre.

5.2 Paraparaumu East (route 270)

- Route 270 to be discontinued.

- Kapiti College school bus routes 530 and 536 to be extended to cover Paraparaumu East.
- A new targeted shopper service (route 264) to be introduced providing a return service on Mondays and Thursdays between Paraparaumu East and Paraparaumu Station, Coastlands and the Kapiti Health Centre. This service to include extended coverage to Eldon Rest Home and Riwai Street.
- The new targeted shopper service (route 264) for Paraparaumu East to be subject to a performance target of 4 passengers per trip and 20% cost recovery. If the service is unable to achieve this target after 12 months, or demonstrate that it is on track to achieve this target, the service will cease operation or be amended to better reflect value for money e.g. reduced coverage of route, reduced hours/days of operation or alternative travel options with a date to be confirmed.

5.3 Waikanae and Waikanae Beach (route 280)

- Route 280 to be made more direct by travelling to and from Waikanae Station using Te Moana Road. Buses would operate a similar level of service to now.
- New route 281 to be introduced between Waikanae Station and Waikanae township including Waikanae East.
- The new route 281 Waikanae Town service to be subject to a performance target of 4 passengers per trip and 20% cost recovery. If the service is unable to achieve this target after 12 months, or demonstrate that it is on track to achieve this target, the service will cease operation or be amended to better reflect value for money e.g. reduced coverage of route, reduced hours/days of operation or alternative travel options with a date to be confirmed.

5.4 Otaki (route 290)

- Route 290 to be amended to travel via Domain Road, Waerenga Road, Lemon Street and Aotaki Street, except for one morning trip from Waikanae and one afternoon trip to Waikanae which will go along Mill Rd to provide access to and from Otaki School for students.
- Officers to carry out a targeted consultation with residents around Marine Parade and Moana Street by means of a letterbox drop to determine community support for re-routing the bus from Marine Parade to Moana Street.
- Officers to work with the successful tenderer for the Kapiti Unit to refine the Otaki timetable including looking to see if there are any cost effective opportunities to further enhance the service offering to Otaki within available resources.

- Officers to work with the successful tenderer for the Kapiti Unit to identify opportunities to minimise wait times between school buses and the Otaki bus at Waikanae Station.
- Implement an additional later bus service (2.15pm) from Coastlands to Otaki utilising the Waikanae bus with a connection at Waikanae Station.
- Officers to work with Horizons Regional Council to ensure that the timetables for the trial of a new twice weekly service between Levin, Otaki, and Waikanae, and the amended Route 290 service complement each other to provide good customer experience.

5.5 Dial-a-Ride Shopper Services (route 251 & 263)

- Route 250 Paekakariki Shopper to retain current days of operation on Tuesdays, Wednesdays and Fridays.
- Add Kapiti Health Centre to route 251 Paekakariki Shopper.
- Route 251 Paekakariki Shopper to cease to be a dial-a-ride service and instead operate a conventional scheduled bus service with Metlink signage and timetables installed at key locations on the route. Users would no longer be required to book in advance to use the service.
- Route 251 Paekakariki Shopper to be subject to a performance target of 4 passengers per trip. If after 12 months this target is not achieved the service to be reduced to two days per week.
- Route 263 Otaihanga Shopper to be discontinued.

6. Next steps

Following Council approval, GWRC officers will work on finalising timetable and bus stop changes in line with the recommended service changes set out in this report. Part of this work will include the development of an implementation plan which takes account of key timelines relating to award of the new PTOM bus contract for Kapiti, planned introduction of new Kapiti Line train timetables from mid-2017 and commencement of the new PTOM bus contract for Kapiti in mid-2018.

As part of the implementation planning a marketing and communication plan will also be developed. This will ensure that prior to any bus route or timetable changes taking place, information will be distributed ahead of time to the general public using a variety of information channels.

Officers will continue to work with KCDC and Kapiti community boards as well as transport operators to finalise bus stop locations and town centre bus routing, as well as ensure service changes are undertaken in the most efficient manner and with the least disruption as possible to customers.

7. The decision-making process and significance

Officers recognise that the matters referenced in this report may have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

7.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term ‘significance’ has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

7.2 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. The following engagement processes have been followed:

- Meetings with community boards
- Meetings with affected schools
- Meetings with bus operators
- Meetings with other key stakeholders
- Targeted consultation with bus users directly affected.
- Pop up stands at Coastlands and Paraparaumu Station
- 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 **Attachment 2** for full schedule)
- Brochures

The complete list of engagement processes that were followed are set out in **Attachment 2**.

8. Recommendations

That the Council:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Approves the recommended service changes set out in section 5 of the report.*
4. *Agrees the Kapiti Bus Service Review is substantively complete and that only some operational matters remain outstanding.*
5. *Notes that officers will work to implement the service changes to coincide with the introduction of new Kapiti line timetables from mid-2017 on a cost neutral basis, with remaining changes to occur with the commencement of the new PTOM bus contract from mid-2018.*

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Attachment 1: Kapiti Bus Services – Issues, Proposals and Recommendations – Detailed Report
Attachment 2: Better Bus Services for Kapiti Consultation Report