

Report 13.175
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Committee Economic Wellbeing
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Porirua Post Implementation Review

1. Purpose

To seek approval of the recommendations resulting from the Porirua Post Implementation Review (PIR).

2. The decision-making process and significance

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act).

2.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council (GWRC) 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 policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Changes to bus services as a consequence of the PIR will affect the users of those services. Overall the outcome from the review will improve service levels but some individuals will be negatively impacted.

3. Community Views and preferences

Officers have also considered the need to take account of the community's views and preferences in relation to this matter.

Views and preferences are known to Greater Wellington due to extensive consultation with those in the PIR area. Officers consider that, in light of their assessment of significance and the other factors relevant to the process for making this decision, further engagement with the community to identify views and preferences, such as through formal consultation, is not warranted.

Meetings have been held with the incumbent bus service operator as well as Porirua City Council officers. Public consultation in the PPIR area has been undertaken in the form of a mail drop. This mail drop asked recipients to note a preferred route option.

4. Background

The Porirua Public Transport Area-wide Service Review commenced in 2008. Public consultation occurred in 2008 and 2010; and the resulting changes to public transport services in the area became operational in February 2011. This large scale area-wide service review encompassed the connectivity between both rail and bus services.

In July 2012 the PPIR began which aimed to assess the success of the changes to public transport services that were implemented in Porirua in February 2011. The review included an extensive analysis of patronage data as well as feedback from customers and stakeholders. The purpose of the PPIR was to fine tune the public transport services following the large scale area-wide review.

5. Post Implementation Review Findings

Data analysis highlighted patronage growth on many routes, with the through routing of Titahi Bay to Ascot Park being highly successful. This route is carrying an average of 26 passengers in the peak, and 14 passengers in the inter peak. This is comparatively higher than any other route in the review area.

The extension of the Route 210, now originating in Titahi Bay, through to Johnsonville, has also been a success with an increase in patronage. This is due to the interconnectivity with the Route 211 which travels through to Courtenay Place.

It was evident from the review that the intermodal connectivity could be improved when travelling from north eastern Whitby to Porirua via the train at Paremata Station.

The PPIR analysis has highlighted a drop in patronage in Whitby and Aotea, and as a consequence these areas have been the focus for potential service improvements.

The key findings identified in the PPIR for these catchments were:

- Whitby to Paremata Station (Route 235) is poorly used outside of peak hours
- There is duplication of the routes Whitby to Paremata Station and Whitby to Porirua via Papakowhai (Route 236) through Whitby
- There has been good patronage growth on Route 236
- Late night weekday trips on the Whitby (The Crowsnest) to Porirua (Route 230) are poorly used.

6. Options

As a result of the PPIR two options were identified in order to ensure service levels met demand and remained sustainable to the ratepayer. These two options formed the basis of the targeted public consultation.

The table below outlines Option A and Option B in further detail:

Option A	Option B
<p>The Route 235 (Whitby (Navigation Drive) – Paremata Station) will cease to exist</p> <p>The Route 236 (Whitby (Navigation Drive) – Papakowhai – Porirua) will be expanded to run seven days a week and at peak times.</p> <p>The Whitby (Crowsnest) - Porirua Station (Route 230) route will remain unchanged. The timetables will be altered to create a transfer point.</p> <p>A new transfer point at Spinnaker Drive will be introduced between the two proposed routes in the morning and afternoon peaks</p> <p>North East Whitby residents will have the option to travel to Porirua City via Paremata Station in the morning and afternoon peaks or transfer at Spinnaker Drive.</p> <p>Services will no longer run past 9pm on weekdays</p>	<p>The Route 236 (Whitby (Navigation Drive) – Papakowhai – Porirua) will be expanded to run seven days a week.</p> <p>Addition Route 236 peak services will be provided starting at Oak Avenue, travelling through Papakowhai to Porirua City.</p> <p>The Whitby (Crowsnest) - Porirua Station (Route 230) route will remain unchanged. The timetables will be altered to create a transfer point. The current Route 235 (Whitby (Navigation Drive) – Paremata Station) will run at peak times only.</p> <p>North East Whitby residents will have the option to travel to Porirua City via Paremata Station in the morning and afternoon peaks or transfer at Spinnaker Drive.</p> <p>Services will no longer run past 9pm on weekdays</p>

7. Consultation

Targeted public consultation period ran between 18 March and 8 April, 2013.

A pamphlet advertising the consultation '*Proposed changes to Whitby, Aotea and Papakowhai bus services*' was distributed to approximately 6,000 households in the Whitby and Aotea catchment area. Appendix 1 of Attachment 1 to this Report details the consultation document.

The public consultation was predominantly web based with feedback received through an online survey. However feedback was also received in email form from individuals, the incumbent bus service operator and resident groups. .

8. Feedback analysis

Eighty five responses were received following the mail drop predominantly from regular users of public transport, with 39% of people responding using public transport 20 or more times per month.

The feedback from many respondents agreed that patronage on the route between Whitby and Paremata Station in the inter-peak was poor and the service was underused.

It was a request of 49% of respondents to keep the late night services running on Friday and Saturday evenings.

Feedback from respondents in north eastern Whitby supported weekend service travelling directly between Porirua City CBD and Whitby; both the proposed options deliver this.

Of the two options put forward for consultation, Option A is the preferred option from respondents. Through some minor non-material changes it is possible to build some aspects of feedback into Option A from those responders preferring Option B, therefore mitigating some of these areas of concern.

Further information on the targeted public consultation process and its findings are provided in Attachment 1.

9. Recommended option

The recommended option to progress into detailed operational planning and then implementation is Option A, with some additional minor changes. These minor changes are:

- extension of late night services on Thursday, Friday and Saturday evening from 9pm through to approximately 11pm i.e. the Routes 230 and 236 will run to approximately 9pm on Sunday to Wednesday, and to approximately 11pm on Thursday to Saturday
- use of real time information to inform minor timetable changes to allow better bus to bus connectivity to Porirua City CBD and better bus to train connectivity to Wellington City

It is recommended that the late night services be introduced on a trial basis. Draft evaluation criteria are being drawn up and will be used to assess the services. Those services which do not meet the criteria will not be continued.

As work is still being undertaken on the criteria, it is suggested that the General manager Public Transport be given delegated authority to approve the criteria once they have been completed.

10. Next Steps

Subject to Committee approval the recommended option will be progressed into negotiations with the incumbent bus service operator. The anticipated changes to bus services will commence in September 2013¹.

¹ Indicative date depending on conclusion of negotiations with the incumbent bus service operator

11. Communication

Adverts will be placed in the media three weeks prior to operational implementation of any route and timetable changes. Information will be placed on the Metlink website at the appropriate time.

12. Recommendations

That the Committee:

1. **Receives** the report.
2. **Notes** the content of the report.
3. **Agrees** to the following changes, subject to satisfactory agreement of contractual terms with the current bus operator:
 - Stop operating Route 235 (Whitby (Navigation Drive) – Paremata Station)
 - Expand Route 236 (Whitby (Navigation Drive) – Papakowhai – Porirua) to run seven days a week and at peak times
 - Amending the timetables to introduce a new transfer point at Spinnaker Drive between Route 236 and Route 230 in the morning and afternoon peaks
 - Introduce an option in the morning and afternoon peaks for north east Whitby residents to travel to Porirua City via Paremata Station or transfer at Spinnaker Drive
 - Amend the timetables for Routes 230 and 236 to run until approximately 9pm on Sunday to Wednesday, and to approximately 11pm on Thursday to Saturday.
4. **Agrees** that the Thursday to Saturday late night services on the Routes 230 and 236 be provided on a trial basis, and **notes** that evaluation criteria are being drawn up which will be used to decide the future of these services
5. **Agrees** to delegate to the General Manager Public Transport authority to approve the evaluation criteria

Report prepared by:

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Attachment 1: Porirua Post Implementation Review