



**greater WELLINGTON**  
**REGIONAL COUNCIL**  
Te Pane Matua Taiao

# Porirua Post Implementation Review

## Targeted Public Consultation Findings

Lisa Greene  
Public Transport Planner

For more information, contact the Greater Wellington Regional Council:

Wellington  
PO Box 11646

T 04 384 4211  
F 04 385 6960  
[www.gw.govt.nz](http://www.gw.govt.nz)

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[www.gw.govt.nz](http://www.gw.govt.nz)  
[info@gw.govt.nz](mailto:info@gw.govt.nz)



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## **1. Introduction**

Greater Wellington Regional Council (GWRC) has a continuing programme for area-wide public transport service reviews to ensure that the public transport network is operating effectively and efficiently across the region. The policies which support the programme are contained within the Wellington Regional Public Transport Plan 2011-2021 (RPTP). Regular service reviews provide an opportunity to consider the extent to which public transport services meet customer demand. Key considerations when undertaking service reviews are to ensure value for money and to balance service levels with demand.

Area-wide reviews provide an opportunity to maximise the effectiveness and efficiency of the passenger transport network within a larger geographical area. They take a short to medium term view, focus on operational improvements to the network, and look to achieve these within existing public transport budgets.

Following this process, GWRC monitors post implementation results in accordance with the policies and objectives laid out in the RPTP. According to best practice in our corporate project management policy, post implementation reviews are an integral part of the project management process.

## **2. Executive Summary**

A Post Implementation Review has been undertaken following the Porirua Area Wide Review (implemented February 2011). This identified potential service changes in the Whitby, Aotea and Papakowhai areas in order to ensure service levels meet demand and remain sustainable to the ratepayer.

Targeted consultation was undertaken in the above communities with a mail drop to approximately 6,000 households. 1.4% response rates, or 85 responses, were received from this mail drop allowing officers to undertake the analysis which constitutes this report.

The data from respondents would suggest that feedback was predominantly from regular users of public transport, with 39% of people responding using public transport 20 or more times per month.

Many respondents agreed in text comments in feedback 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 in the form of text comments from respondents in North Eastern Whitby has requested a weekend service to travel directly to Porirua City, and 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. These minor changes are:

- Extension of late night services on Thursday, Friday and Saturday evening from 9pm through to approximately 11pm
- Use of real time information to inform minor timetable changes to allow better bus to bus connectivity to Porirua and better bus to train connectivity to Wellington.

### **3. Background**

The Porirua Area Wide Review commenced in 2008. Public consultation occurred in 2008 and 2010 and changes were implemented and became operational in February 2011.

A previous review of Porirua occurred in 2003 and a number of changes were implemented between 2003 and 2005. The outcome of this review led to restructuring of particular routes and increased service levels.

The changes implemented in February 2011 addressed outstanding issues identified in the 2003 review. This included all Porirua routes travelling through the city centre, links to Kenepuru Hospital and links with the new Aotea development.

The service changes in 2011 also included through-routing of Titahi Bay to Ascot Park allowing for greater frequency on a high demand route, reduction in services travelling through Papakowhai, an inter-modal transfer from bus to train for north eastern Whitby residents and extending the Porirua – Johnsonville route to start at Titahi Bay.

A Post Implementation Review of these services began in July 2012. An extensive analysis of the patronage data as well as customer and stakeholder feedback was undertaken.

### **4. Post Implementation Review**

The Post Implementation Review was undertaken to measure the success of the changes in Porirua. The process consisted of:

- Identifying the scope and objectives of the review
- An extensive data collection and analysis for all routes in Porirua
- Community views and requests
- Meeting with the service operator.

Data analysis highlighted patronage growth on many routes, with the through routing of Titahi Bay to Ascot Park being highly successful. This route carries 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 catchment 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.

A reduction in patronage in the Whitby, Aotea and Papakowhai catchments was identified, particularly in the inter peak. This reduction in patronage led to Officers identifying issues with the current network. The issues identified through a review of the Whitby, Aotea and Papakowhai services included:

- Bus/Train connections to get to Porirua City from North Eastern Whitby were not as successful as initially thought
- Whitby - Paremata Station services showed low usage in the inter-peak (approximately 0-2 passengers on average per trip, per day)
- It was found that on certain trips the average loadings per trip had increased and service levels were not applicable to the demand.

Following this analysis, two options were developed to mitigate these issues.

## 5. Options

As a result of the Post Implementation Review two options were identified. 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>

## 6. Consultation

A targeted service consultation was undertaken between Monday March 18th and Monday 8th April, 2013. Public consultation was predominantly web based and feedback was received through an online survey. Feedback was also received in email form from individuals, operators and residents groups.

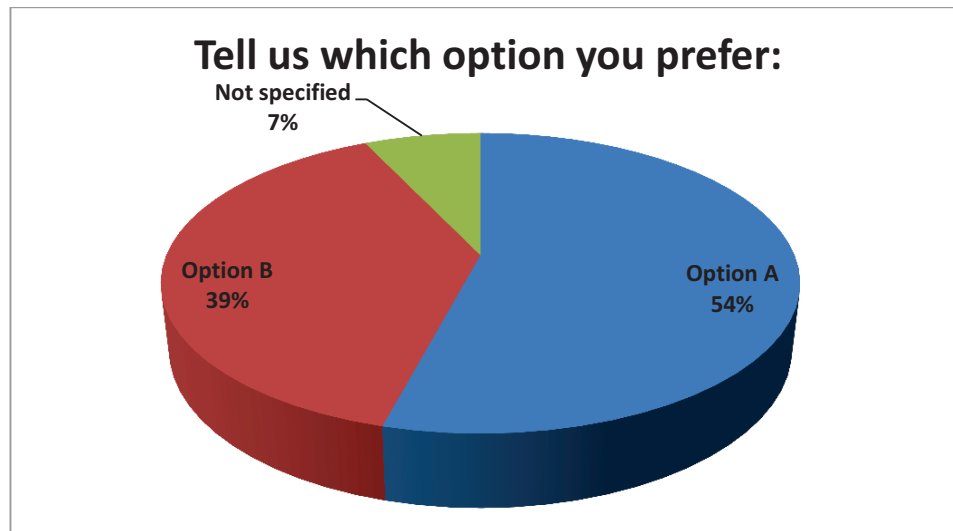
The pamphlet advertising the consultation 'Proposed changes to Whitby, Aotea and Papakowhai bus services' (Appendix 1) was distributed to approximately 6,000 households in the review area.

The consultation pamphlet outlined the reasoning behind the proposed change and suggested two options for changes in the area and identified the key benefits for each option put forward to the public. The detailed timetables and maps of the changes were available through an online web page. During the consultation the website was viewed 394 times.

## 7. Response to survey Questions

The following section summarises the responses to the survey questions. The percentage is calculated against the total response rate from that segment.

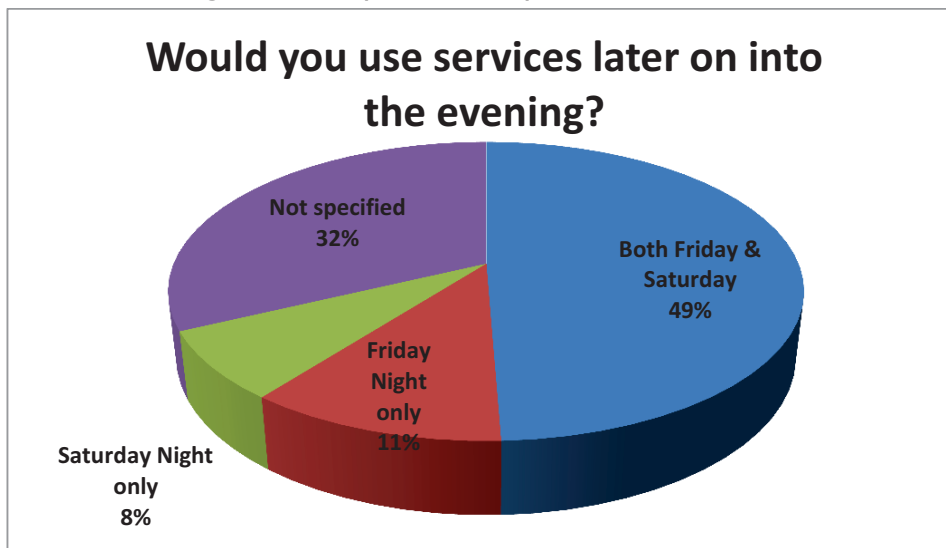
### 7.1 The preferred option (Question 1)



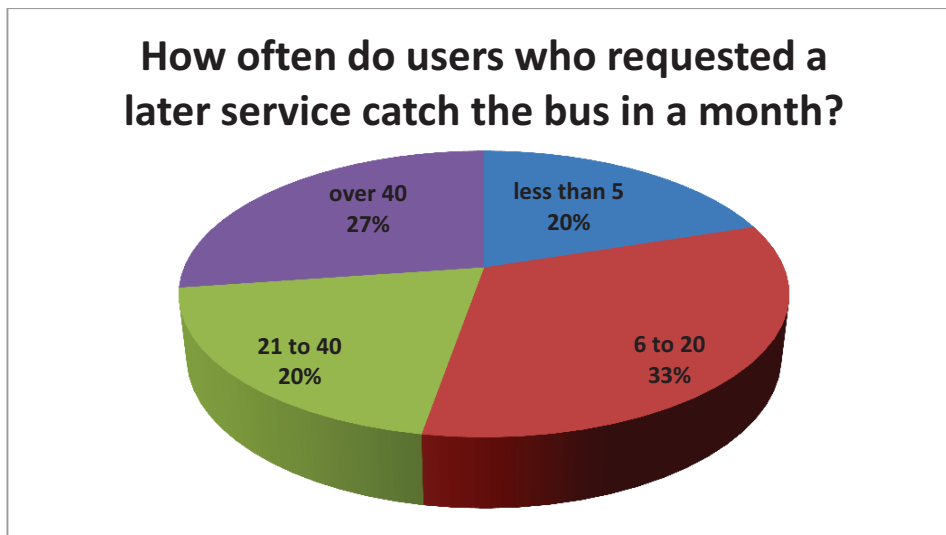
54% of respondents chose Option A as their preferred option for the proposed changes. 7% of respondents did not have a preferred option as they stated either option would be an improvement on the existing service.



## 7.2 Use of evening services (Question 2)

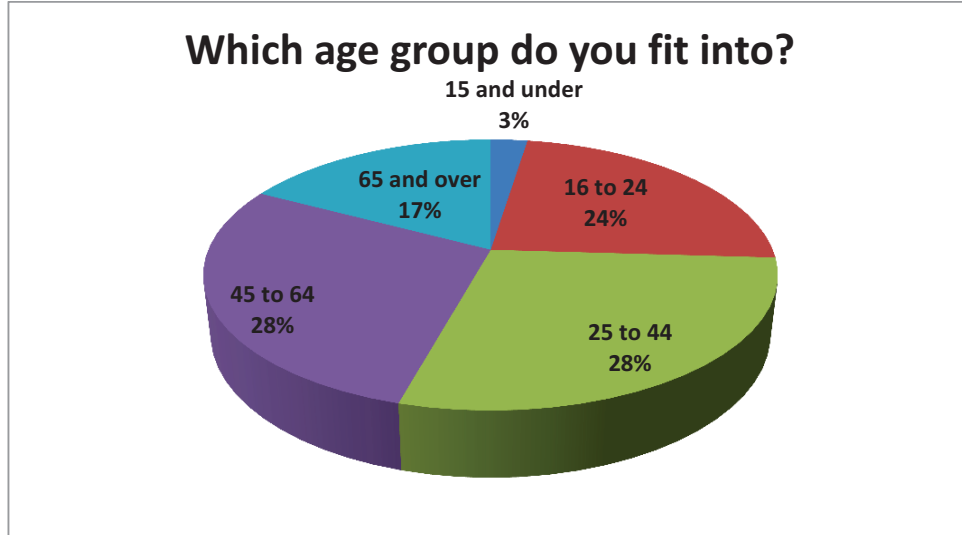


49% requested later running services in the evening, between 9pm and 11.30pm. 32% of respondents left this question blank and did not specify whether it was necessary to run late night services at the weekend.



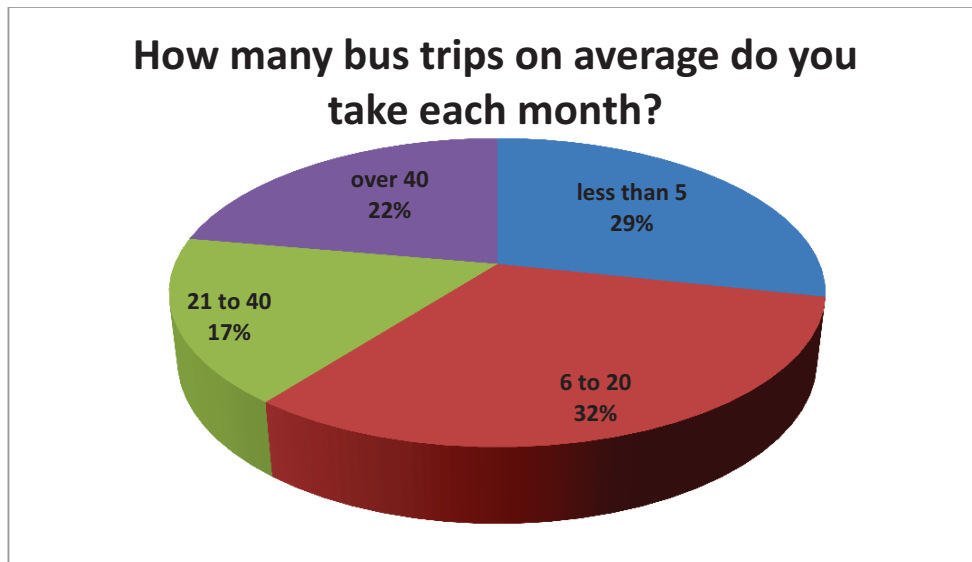
Of the respondents of question 2 where a late night service was requested, 47% of respondents catch the bus 21 times or more in a month. This gives justification to requesting a later evening service

### 7.3 Age group (Question 3)



The predominant age groups of the respondents were between 25 to 44 of which the total was 28% of respondents and 45 to 64 of which was also 28% of respondents.

### 7.4 Average trips taken per month (Question 4)



## 8. Recommendations

Option A is the preferred choice based on received community feedback. Officers will make some non-material changes to the Option A timetables to take into account comments made by responders in the text feedback.

Option A best delivers a seven day per week service, direct connections to Porirua City from Whitby, and a timed transfer point to enable connectivity to Aotea College.

## 9. Next Steps

The table below highlights the next steps in the project:

<b>Date</b>	<b>Task</b>
23 May	Report on data analysis and Recommendations to the Economic Wellbeing Committee
Early June 2013	Finalisation of recommended option
Late June 2013	Briefing to GWRC's Service Delivery team to begin variation negotiation with operator
August 2013 <sup>1</sup>	Media information to the general public on commencement of changes
September 2013	Changes become operational

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<sup>1</sup> Indicative dates depending on operator negotiation concluding

## Appendix 1: 'Proposed changes to Whitby, Aotea and Papakowhai bus services' Feedback Document

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

**Proposed changes to Whitby, Aotea and Papakowhai bus services**

We need your feedback by Monday 8 April 2013

We need your feedback by Monday 8 April 2013

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GWPT-6-BU7  
March 2013

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greater WELLINGTON  
REGIONAL COUNCIL  
Te Pane Matua Taiao

In February 2011 changes were made to your public bus services. It has now been two years since these changes and Greater Wellington Regional Council is looking at how things have gone.

We have found:

- Route 235 (Whitby – Paremata) is poorly used outside of peak hours,
- there is duplication of the Route 235 and 236 (Whitby – Papakowhai) through Whitby,
- there has been good patronage growth on the Route 236, and
- late night weekday trips on the Route 230 (Whitby – The Crows Nest – Porirua) are poorly used.

As a result of these findings we think there are opportunities to make changes which will improve some of the services in the Whitby, Papakowhai and Paremata areas. We are suggesting two options for weekday and weekend services which we would like your feedback on. Please note there are no changes proposed to school bus services.

#### Option A

- The Route 236 will be expanded to run seven days a week and at peak times.
- During peak times on Monday to Friday the Route 236 will also travel from Whitby (Navigation Drive) to Paremata Station and then run via Papakowhai to Porirua City.
- The Route 235 will be removed and additional peak time services will be provided via the new Route 236 from Whitby (Navigation Drive) to Paremata Station and then run via Papakowhai to Porirua City.
- A new transfer point will be introduced between the Routes 230 and 236 at Spinnaker Drive in the morning and afternoon peaks to allow residents from North East Whitby to access Aotea College and Porirua City (without going via Paremata Station and Papakowhai).
- North East Whitby residents will have the option to travel to Porirua City via Paremata Station in the morning and afternoon peaks on the Route 236 or transfer onto the Route 230 at Spinnaker Drive.
- Route 230 will no longer run after 8.45pm on a Monday to Friday, but will continue to run to 11.42pm on a Saturday and 8.42pm on a Sunday.
- New peak and weekend services for Papakowhai via changes to Route 236 and removal of Route 235.

#### Option B

- The Route 236 will be expanded to run seven days a week.
- Additional Route 236 peak time services will be provided starting from Oak Avenue travelling through Papakowhai to Porirua City.
- The current Route 235 will run at the peak times only.
- Routes 230 and 236 timetables will be changed to allow an easy transfer between Routes 230 and 236 at Spinnaker Drive at peak times. This enables residents from North East Whitby to access Aotea College and Porirua City (without going via Paremata Station and Papakowhai).
- North East Whitby residents will be able to travel to Porirua City via Paremata Station in the morning and afternoon peaks on the Route 236 or transfer onto the Route 230 at Spinnaker Drive.
- Route 230 will no longer run after 8.45pm on a Monday to Friday, but will continue to run to 11.42pm on a Saturday and 8.42pm on a Sunday.

#### Where to from here?

We'd like your opinion on these two options to steer us in the right direction. To view maps and draft timetables of the two options, submit feedback, and take our short survey please visit: [www.gw.govt.nz/wapbusreview](http://www.gw.govt.nz/wapbusreview) or scan the QR code below.



## Appendix 2: Option Maps and Timetables

### Option A





Route 236: Whitby Crows Nest, Leeward Drive, Spinnaker Drive at Hicks Close, Aotea, Porirua City Centre.

**To Porirua Station from Crows Nest**

		These times pass the hour sum to stop																		
		AM						PM												
<b>Monday to Friday</b>		6:14	6:44	7:04	7:24	7:38	7:58	8:24	9:09	9:39	3:04	3:35	4:00	4:29	5:00	5:25	5:42	6:03	7:09	8:09
	<b>Whitby – The Crows Nest</b>	6:21	6:51	7:11	7:31	7:45	8:05	8:31	9:16	9:46	3:11	3:42	4:07	4:36	5:07	5:32	5:49	6:10	7:16	8:16
	Spinnaker Drive at Hicks Close	6:28	6:58	7:18	7:38	7:52	8:12	8:38	9:23	9:53	3:18	3:49	4:14	4:43	5:14	5:39	5:56	6:17	7:23	8:23
	Aotea College – Olowai Road (Opposite)	6:35	7:05	7:25	7:45	7:59	8:19	8:45	9:30	10:00	3:25	3:56	4:21	4:50	5:21	5:46	6:03	6:24	7:30	8:30
	<b>Porirua Station – Stop B</b>	6:39	7:11	7:29	7:49	8:03	8:24	8:50	9:39	10:09	3:29	4:09	4:25	4:59	5:30	5:59	6:10	6:29	7:39	8:39
	Train departs																			

Train times shown in bold are express services

**To Crows Nest from Porirua Station**

		These times pass the hour sum to stop																			
		AM						PM													
<b>Monday to Friday</b>		6:33	-	7:21	7:56	8:41	9:05	-	3:05	3:37	3:52	4:12	4:32	4:52	5:12	5:34	5:52	6:17	6:35	7:35	8:35
	<b>Porirua Station – Stop B</b>	6:39	7:09	7:31	8:01	8:45	9:12	42	3:09	3:41	4:00	4:18	4:38	4:58	5:18	5:38	5:58	6:22	6:42	7:42	8:42
	Aotea College – Olowai Road	6:46	7:16	7:38	8:08	8:52	9:19	49	3:16	3:48	4:07	4:25	4:45	5:05	5:25	5:45	6:05	6:29	6:49	7:49	8:49
	Spinnaker Drive at Hicks Close	6:53	7:23	7:45	8:15	8:59	9:26	56	3:23	3:55c	4:14c	4:32c	4:52	5:12	5:32	5:52	6:12	6:36	6:56	7:56	8:56
	<b>Whitby – The Crows Nest</b>	7:00	7:30	7:52	8:22	9:06	9:33	03	3:30	4:02	4:21	4:39	4:59	5:19	5:39	5:59	6:19	6:43	7:03	8:03	9:03

c. Connects with Route 236 at Spinnaker Drive for travel to Navigation Drive

Train times shown in bold are express services

		These times pass the hour sum to stop																			
		AM						PM													
<b>Saturday and Sunday</b>		6:09	7:09	-	-	-	-	-	9:09	10:09	11:09	9:09	10:09	11:09							
	<b>Whitby – The Crows Nest</b>	6:16	7:16	-	-	-	-	-	9:16	10:16	11:16	9:16	10:16	11:16							
	Spinnaker Drive at Hicks Close	6:23	7:23	-	-	-	-	-	9:23	10:23	11:23	9:23	10:23	11:23							
	Aotea College – Olowai Road (Opposite)	6:30	7:30	-	-	-	-	-	9:30	10:30	11:30	9:30	10:30	11:30							
	<b>Porirua Station – Stop B</b>	6:39	7:39	-	-	-	-	-	9:39	10:39	11:39	9:39	10:39	11:39							
	Train departs																				

Ⓢ = Saturday only

		These times pass the hour sum to stop												
		AM						PM						
<b>Saturday and Sunday</b>		6:35	7:35	-	-	-	-	-	9:35	10:35	11:35	9:35	10:35	11:35
	<b>Porirua Station – Stop B</b>	6:42	7:42	-	-	-	-	-	9:42	10:42	11:42	9:42	10:42	11:42
	Aotea College – Olowai Road	6:49	7:49	-	-	-	-	-	9:49	10:49	11:49	9:49	10:49	11:49
	Spinnaker Drive at Hicks Close	6:56	7:56	-	-	-	-	-	9:56	10:56	11:56	9:56	10:56	11:56
	<b>Whitby – The Crows Nest</b>	7:03	8:03	-	-	-	-	-	10:03	11:03	12:03	10:03	11:03	12:03

Ⓢ = Saturday only

A connection is available with these services with these services at selected stops.

PROPOSED



Route 236: Whitby Navigation Drive, Discovery Drive, Spinnaker Drive at Hicks Close, Paramata Station, Oak Avenue, RIZ Police College, Porirua Station.

To Porirua Station and Paramata Station from Navigation Drive

	Monday to Friday																			
	AM						PM													
<b>Whitby – Navigation Drive</b>	5:54	6:34	7:13	7:25	7:42	8:08	8:35	9:06	10:06	11:06	12:06	1:06	2:06	3:06	4:06	5:06	6:06	7:09	8:09	
Whitby Lakes (Upper Lake)	6:00	6:30	7:00	7:19	7:31	7:48	8:14	8:42	9:13	10:13	11:12	12:12	1:12	2:12	3:13	4:12	5:12	6:12	7:15	8:15
Spinnaker Drive at Hicks Close	6:06	6:36	7:06c	7:25c	7:37c	7:54c	8:20c	8:46	9:17	10:17	11:18	12:18	1:18	2:18	3:18	4:18	5:18	6:18	7:21	8:21
Paramata Road	6:09	6:39	7:09	7:28	7:40	7:57	8:23	–	–	–	–	–	–	–	–	–	–	7:24	8:24	–
Paramata Station	6:14	6:44	7:14	7:33	7:45	8:02	8:28	–	–	–	–	–	–	–	–	–	–	7:29	8:29	–
Non-depart Paramata	6:18	6:50	7:18	7:37	7:52	8:09	8:40	–	–	–	–	–	–	–	–	–	–	7:35	8:35	–
Oak Avenue	–	6:48	7:18	7:37	–	8:06	8:32	8:50	9:21	10:21	11:21	12:21	1:21	2:21	3:21	4:21	5:21	6:21	–	–
RIZ Police College	–	6:55	7:25	7:44	–	8:13	8:39	8:57	9:28	10:28	11:27	12:27	1:27	2:27	3:29	4:27	5:27	6:27	–	–
<b>Porirua Station – Stop B</b>	–	7:02	7:32	7:51	–	8:20	8:46	9:03	9:34	10:34	11:34	12:34	1:34	2:34	3:36	4:34	5:34	6:34	–	–
Non-depart Porirua	–	7:07	7:41	7:56	–	8:24	8:50	9:09	9:39	10:39	11:39	12:39	1:39	2:39	3:39	4:44	5:39	6:44	–	–

c. Connects with Route 230 at Spinnaker Drive for travel to Porirua  
Train times shown in bold are express services

Saturday and Sunday				
	AM	PM		
<b>Whitby – Navigation Drive</b>	7:38	6:38	7:38	
Whitby Lakes (Upper Lake)	7:44	.44	6:44	7:44
Spinnaker Drive at Hicks Close	7:49	.49	6:49	7:49
Oak Avenue	7:52	.52	6:52	7:52
RIZ Police College	7:58	.58	6:58	7:58
<b>Porirua Station – Stop B</b>	8:04	.04	7:04	8:04
Non-depart	8:09	.09	7:09	8:09
	\$	\$	\$	\$

\$ = Saturday only

To Navigation Drive from Porirua Station and Paramata Station

	Monday to Friday																				
	AM						PM														
<b>Porirua Station – Stop B</b>	8:19	8:24	8:39	8:42	8:57	9:00	9:05	9:20	9:25	9:40	9:45	10:00	10:05	10:20	10:25	10:40	10:45	11:00	11:05	11:20	11:25
RIZ Police College	7:44	8:32	.47	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Oak Avenue	7:51	8:39	.54	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Non-depart Paramata	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Paramata Station	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Paramata Road	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Spinnaker Drive at Hicks Close	7:54	8:42	.57	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
Whitby Lakes (Lower Lake)	7:57	8:45	.00	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–
<b>Whitby – Navigation Drive</b>	8:02	8:50	.05	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–	–

Train times shown in bold are express services

Saturday and Sunday				
	AM	PM		
<b>Porirua Station – Stop B</b>	8:05	.05	7:05	8:05
RIZ Police College	8:09	.09	7:09	8:09
Oak Avenue	8:16	.16	7:16	8:16
Spinnaker Drive at Hicks Close	8:24	.24	7:24	8:24
Whitby Lakes	8:27	.27	7:27	8:27
<b>Whitby – Navigation Drive</b>	8:30	.30	7:30	8:30
	\$	\$	\$	\$

\$ = Saturday only

A connection at Spinnaker Drive with free transfer is available on selected trips.



**Option B**



PROPOSED



Route 230: Whitby Crows Nest, Leeward Drive, Spinnaker Drive at Hicks Close, Aotua, Porirua City Centre.

**To Porirua Station from Crows Nest**

		These times past the hour train to stop																				
		AM						PM														
<b>Monday to Friday</b>		6:14	6:44	7:14	7:34	7:54	8:19	8:44	9:09	9:39	.09	3:04	3:35	4:09	4:29	4:47	5:05	5:25	5:45	6:09	7:09	8:09
<b>Whitby – The Crows Nest</b>		6:21	6:51	7:21	7:41	8:01	8:26	8:51	9:16	9:46	.16	3:11	3:42	4:16	4:36	4:54	5:12	5:32	5:52	6:16	7:16	8:16
Spinnaker Drive at Hicks Close		6:28	6:58	7:28	7:48	8:08	8:33	8:58	9:23	9:53	.23	3:18	3:49	4:23	4:43	5:01	5:19	5:39	5:59	6:23	7:23	8:23
Aotua College – Otouai Road		6:35	7:05	7:35	7:55	8:15	8:40	9:05	9:30	10:00	.30	3:25	3:56	4:30	4:50	5:08	5:26	5:46	6:06	6:30	7:30	8:30
<b>Porirua Station – Stop B</b>		6:39	7:11	7:41	8:01	8:24	8:44	9:09	9:39	10:09	.39	3:29	4:09	4:44	4:59	5:19	5:30	5:59	6:10	6:44	7:39	8:39
Train departs																						

Train times in bold are express services.

**To Crows Nest from Porirua Station**

		These times past the hour train to stop																			
		AM						PM													
<b>Monday to Friday</b>		6:33	-	7:37	7:58	8:41	9:05	.35	3:05	3:37	3:52	4:12	4:32	4:52	5:12	5:34	5:52	6:17	6:35	7:35	8:35
<b>Porirua Station – Stop B</b>		6:39	7:09	7:41	8:04	8:45	9:12	.42	3:09	3:41	3:56	4:18	4:36	4:56	5:16	5:44	5:56	6:23	6:39	7:39	8:39
Aotua College – Otouai Road		6:46	7:16	7:48	8:11	8:52	9:19	.49	3:16	3:48	4:03	4:25	4:43	5:03	5:23	5:51	6:03	6:30	6:46	7:46	8:46
Spinnaker Drive at Hicks Close		6:53	7:23	7:55	8:18	8:59	9:26	.56	3:23	3:55	4:10	4:32	4:50	5:10	5:30	5:58	6:10	6:37	6:53	7:53	8:53
<b>Whitby – The Crows Nest</b>		7:00	7:30	8:02	8:25	9:06	9:33	.03	3:30	4:02	4:17	4:39	4:57	5:17	5:37	6:05	6:17	6:44	7:00	8:00	9:00

c Connects with Route 235 at Spinnaker Drive for travel to Navigation Drive  
Train times shown in bold are express services.

		These times past the hour train to stop											
		AM						PM					
<b>Saturday and Sunday</b>		6:09	7:09	.09	9:09	10:09	11:09	6:16	7:16	.16	9:16	10:16	11:16
<b>Whitby – The Crows Nest</b>		6:23	7:23	.23	9:23	10:23	11:23	6:30	7:30	.30	9:30	10:30	11:30
Spinnaker Drive at Hicks Close		6:30	7:30	.30	9:30	10:30	11:30	6:39	7:39	.39	9:39	10:39	11:39
Aotua College – Otouai Road		6:30	7:30	.30	9:30	10:30	11:30	6:39	7:39	.39	9:39	10:39	11:39
<b>Porirua Station – Stop B</b>		6:39	7:39	.39	9:39	10:39	11:39	6:39	7:39	.39	9:39	10:39	11:39
Train departs													

**S** = Saturday only

		These times past the hour train to stop											
		AM						PM					
<b>Saturday and Sunday</b>		6:35	7:35	.35	9:35	10:35	11:35	6:42	7:42	.42	9:42	10:42	11:42
<b>Porirua Station – Stop B</b>		6:49	7:49	.49	9:49	10:49	11:49	6:56	7:56	.56	9:56	10:56	11:56
Aotua College – Otouai Road		6:56	7:56	.56	9:56	10:56	11:56	7:03	8:03	.03	10:03	11:03	12:03
Spinnaker Drive at Hicks Close		7:03	8:03	.03	10:03	11:03	12:03	7:03	8:03	.03	10:03	11:03	12:03
<b>Whitby – The Crows Nest</b>		7:03	8:03	.03	10:03	11:03	12:03	7:03	8:03	.03	10:03	11:03	12:03
Train departs													

**S** = Saturday only

A connection at Spinnaker Drive with free transfer is available on selected trips.

PROPOSED

**235 Whitby**

Route 235: Whitby Navigation Drive, Discovery Drive, Spinnaker Drive at Hicks Close, Paramata Station.

**To Paramata Station from Navigation Drive**

	AM										PM																					
<b>Monday to Friday</b>	6:10	6:35	6:50	7:10	7:25	7:43	8:10	8:34	3:40	4:13	4:26	4:46	5:24	6:09	7:09	8:09	6:16	6:39	6:56	7:16	7:31	7:49	8:16	8:40	3:46	4:19	4:32	4:52	5:30	6:15	7:15	8:15
<b>Whitby - Navigation Drive</b>																																
<b>Whitby Lakes</b>																																
<b>Spinnaker Drive at Hicks Close</b>																																
<b>Paramata Road</b>																																
<b>Paramata Station</b>																																
<i>Train stops</i>	6:30	6:53	7:10	7:30	7:45	8:03	8:30	8:54	4:00	4:33	4:46	5:06	5:44	6:29	7:29	8:29	6:35	7:05	7:18	7:37	7:52	8:09	8:40	9:05	4:05	4:40	4:55	5:15	5:55	6:40	7:35	8:35

A connection at Spinnaker Drive with line 1000 is available for selected trips.

c Connects with Route 239 at Spinnaker Drive for travel to Portus  
Train times shown in bold are express services

**To Navigation Drive from Paramata Station**

	AM										PM																				
<b>Monday to Friday</b>	7:50	8:04	3:14	3:51	4:05	4:24	4:47	5:02	5:26	5:43	6:03	6:26	6:45	7:05	8:45	7:55	8:09	3:19	3:56	4:11	4:29	4:52	5:07	5:31	5:48	6:08	6:31	6:50	7:50	8:50	
<b>Paramata Station</b>																															
<b>Paramata Road</b>																															
<b>Spinnaker Drive at Hicks Close</b>																															
<b>Whitby Lakes</b>																															
<b>Whitby - Navigation Drive</b>																															
<i>Train stops</i>	8:04	8:18	3:28	4:05	4:20	4:38	5:01	5:16	5:40	5:57	6:17	6:40	6:59	7:59	8:59	8:10	8:24	3:34	4:11	4:26	4:44	5:07	5:22	5:46	6:03	6:23	6:46	7:05	8:05	9:05	

Train times shown in bold are express services



Route 236: Whitby Navigation Drive, Papakowhai, Porirua City Centre.

**To Porirua Station from Whitby**

	These times past the hour		These times past the hour	
	AM	PM	AM	PM
<b>Whitby - Navigation Drive</b>				
Whitby Lakes (Upper Lake)	-	9:06	10:06	3:06
Spinmaker Drive at Hicks Close	-	9:13	10:13	3:13
Oak Avenue	-	9:17	10:17	3:18
RNZ Police College - Papakowhai Road	6:30	7:05	7:30	8:15
<b>Porirua Station - Stop B</b>	6:37	7:12	7:37	8:22
<i>Train departs</i>	6:44	7:19	7:44	8:29
	6:54	7:29	7:56	8:44
			9:39	10:39
			3:36	4:32
			5:30	6:02
			6:26	7:26
			8:10	8:44
			9:39	10:39

Train times shown in bold are express services

**To Whitby from Porirua Station**

	These times past the hour		These times past the hour	
	AM	PM	AM	PM
<b>Porirua Station - Stop B</b>	6:41	7:11	7:37	8:19
RNZ Police College - Papakowhai Road	6:48	7:23	7:48	8:34
Oak Avenue	6:55	7:28	7:55	8:42
Spinmaker Drive at Hicks Close	7:01	7:35	8:02	8:49
Whitby Lakes (Lower Lake)	-	-	8:55	10:00
<b>Whitby - Navigation Drive</b>	-	-	9:00	10:05
			4:20	5:24
			6:06	6:24
			6:30	7:30
			6:38	7:38
			6:45	7:45
			6:23	6:05
			5:45	6:05
			4:48	5:54
			4:54	5:54
			5:00	6:00
			5:00	6:00

	These times past the hour		These times past the hour	
	AM	PM	AM	PM
<b>Whitby - Navigation Drive</b>				
Whitby Lakes (Upper Lake)	7:38	8:38	7:38	8:38
Spinmaker Drive at Hicks Close	7:44	8:44	7:44	8:44
Oak Avenue	7:49	8:49	7:49	8:49
RNZ Police College - Papakowhai Road	7:52	8:52	7:52	8:52
<b>Porirua Station - Stop B</b>	7:58	8:58	7:58	8:58
<i>Train departs</i>	8:04	9:04	8:04	9:04
	8:09	9:09	8:09	9:09

5 = Saturday only

	These times past the hour		These times past the hour	
	AM	PM	AM	PM
<b>Porirua Station - Stop B</b>	8:05	9:05	8:05	9:05
RNZ Police College - Papakowhai Road	8:09	9:09	8:09	9:09
Oak Avenue	8:16	9:16	8:16	9:16
Spinmaker Drive at Hicks Close	8:24	9:24	8:24	9:24
Whitby Lakes (Lower Lake)	8:27	9:27	8:27	9:27
<b>Whitby - Navigation Drive</b>	8:30	9:30	8:30	9:30
	8:33	9:33	8:33	9:33

5 = Saturday only

### Appendix 3: Written feedback from respondents

I think this is a good option, as it covers Navigation right through to Porirua, but still encompasses Paremata Station. It also means that us in the James Cook Drive area can catch a bus to Porirua on the weekend for shopping, etc. On the times when bus patronage is lower, would it be a better option to have a smaller bus/shuttle instead? Transportation definitely needs to be improved as more people move to the Whitby area, plus more are reliant on buses/trains. Next project should be a better service between Porirua/Whitby area and the Hutt!

Happy with any of the Options available just so long as they start running again during weekends. It has been a huge inconvenience since they stopped running weekend services. Thanks and look forward to travelling again soon.

I have recently moved to Titahi bay from Christchurch and have a job in Whitby. I find the services poor to start with, with my job finishing at 10pm some nights, and having to bus to Paremata station and then catch a train to get home. I already and unable to work Friday and Sunday evenings because the bus system finishes early at 8pm. In Christchurch all our services run till midnight, irrespective of how quiet it may be. I understand a slower system if the numbers are limited, but it is very inconvenient being unable to work because the bus's aren't running. I may just be one person, but this hugely affects my availability, having to bus and train everywhere just to get home. I feel there needs to be more service running from Whitby and Porirua every evening. You're here to help people with transport, and low numbers shouldn't stop services, because it greatly affects lives of people like me who rely on public transport to get around the city

I would need a similar bus route to be available on Sundays as well that stop at the Spinnaker-Leeward Dr bus stop (Porirua to Whitby and vice versa) as I use his bus to get to and from youth group on Friday AND Sunday nights. Having a bus route that still travels between Whitby and Porirua is important for me!

I think the change in 2011 made a lot of people angry, including myself. Speaking for myself and people that I know who used the previous 65 service, I can say that the most useful bus services were taken away; the weekend services, and the services before 8am, and after 5:30pm. To me, they seem like they would be the peak times for the service to be used, and it has left people having to find other ways to get to work or school. I don't see that during the week the hourly service during the day would be popular, so I think the changes were silly, for lack of a better word. So, I think that both A and B are fair proposals, and though I do favour option A, I would be happy with either of them going through.

Question two needs an option for 'no'. Weekend bus service to Porirua again would be amazing.

It would be a real hassle for university students like me if the 235 route was removed or if the 236 route only ran on peak times, because I have to go to university at different times each day, usually in the middle of the day which is not considered a peak time. So, I would have to walk to Paremata station from Whitby.

We live at Whitby Lakes, and would prefer - a connection to Paremata station in the daytime, morning particularly - from Paremata station (or as a second preference from Porirua station) to Whitby in the evening as late as possible. This would enable us to attend functions in Wellington in the evening. If we understand your proposals correctly, as far as we are concerned, there doesn't seem to be much difference between Option A and Option B

<p>On a Friday night I think it's important for the 230 buses to run late :)</p>
<p>The bus drivers should be nicer. Some have awful attitude whereas some are lovely. if i were to ask for a transfer, I then pay for a transfer. It would be nice if the transfer bus was there all the time.</p>
<p>The 230 late service is useful to me at all times, even the late services, because I work until 11 some nights, and sometimes is my only option home, but either option reduces the later services. The bus route running through Oak Avenue during the weekend is a very good idea.</p>
<p>Please provide Saturday and Sunday late night service by bus no.235 and also run bus 236 as well on sat and sun. cheers</p>
<p>I travel on 236 and have chosen Option A because I live and work locally which gives me more options of the times I can start and finish work. I am also pleased to see the services being extended to Saturday and Sunday, however in the draft plan for both options it seems the only service available is Saturday only when looking at the key colour code???</p>
<p>I don't drive so do rely on the buses for picking and dropping child to school each day. I sadly see few people on buses as everyone has a car these days. My kid loves the bus! One of the reasons no one on Paremata run on Sundays - people reluctant to get on bus then wait for train just to get to Porirua. And no Whitby run straight through on Sunday - to go to the mall.</p>
<p>What I would really like is a bus service that goes through Aotea to Papakowhai for a school run... there are approx. 40 kids making that trip every day</p>
<p>Will really miss the late night 235 service on Friday and Saturday from Paremata Station to Navigation Drive (specifically the 10.45pm &amp; 11.45pm buses). Would certainly be keen to see the proposed 236 service: a. provide something similar on Fri &amp; Sat night from Paremata Station &amp; b. for the 236 service to include drop off/pickup at Paremata Station at weekends. Could we retain the .08 departure from Nav Drive to Paremata Stn on the new 236 service at weekends? (as opposed to the proposed .38)</p>
<p>A bus service 7 days a week and at peak times is required for Papakowhai residents.</p>
<p>I travel from Navigation Drive to Johnsonville, transferring buses at Porirua station. Option A is the only one that would get me to work.</p>
<p>Unnecessary to change first weekday bus from 6.10am to 5.54am - likely to result in even less patronage than you have now as would be too early. 6.10am bus is perfectly timed for a popular train. Friday/Saturday evening services are essential - particularly if you want to attract current city dwellers out to Whitby. The biggest hassle with living here is the distance from town, so removing more travel options makes it even less viable for many young professionals.</p>
<p>I prefer Option A because it gives the residents of NE Whitby, who are more remote from public transport, more options to get to Porirua CBD and the train. A really important thing for commuters is to avoid transfers and interchange from one transport mode to another during their journey as it increases the overall time spent travelling, and the hassle factor. So it would be good to have the option of staying on the Paremata Station bus to go to Porirua rather than having to transfer at Spinnaker Drive. Although, it doesn't seem terribly efficient for the bus to backtrack all the way back to Oak Avenue after stopping at Paremata Station. Can you please look into a</p>

direct bus service from Whitby to the southern end of Wellington City, preferably as far as the hospital. Changing from bus to train adds time to the journey into Wellington City, plus the train only goes as far as Wellington Station so journeys further south than this involve bus-train-bus, which is time-consuming, inefficient and inconvenient.

Living in Aotea, this suburb is still developing and expanding, with more people to move in over time. The time to build patronage on the buses seems to have been short since they were introduced, but I understand the tension for change. My hypothesis is that as more people in Aotea understand the bus service available, the night services between 9pm to Midnight, on a Friday and Saturday night would gain greater patronage. I have found Porirua to be very poorly serviced by taxis, and especially after events in Wellington, there are no taxis at the railway station. If there is no bus available within a reasonable time, and taxis are scarce, my concern is people feel vulnerable in Porirua city, which cannot help the city reputation. However, if one of these proposals goes forward, my preference would be Option B. The attraction is this links to more of the express trains into Wellington in the morning.

I live in Whitby and use the non-peak at night time service 235 quite regularly. For a long time there was nothing after 7:30pm at night so taxi was the only service, otherwise a more expensive bus from Porirua. It is good to know there is a bus at Paremata connecting with trains leaving Wellington at 7:14pm, 8:14pm and 9:14pm. If that still happens by way of a bus starting at Paremata or one that comes from Porirua I don't mind.

Both proposals represent huge steps backwards - I will most likely leave NZ this being the last drop for me. I have no driving license and nobody to drive me around. It's not worth living in this country. I will be now ensiriching my teaching about 'governance for unsustainable development' with Wellington Regional Council and NZ cases as examples as how can politicians get it so wrong. Having to weekend transport to Paremata isolates people or increases their costs dramatically to travel for leisure. People like you, making such decisions, make me hate this country. We pay huge local taxes by international standards while only few districts are favoured with frequent public transport. Not all people living in Whitby have cars and are rich. Why should I subsidize frequent public transport in Cannons Creek and Titahi Bay and see my own vital transport links cut back? The hell with New Zealand. I'll make sure I spread the word when I return to Europe. People need to learn how real NZ is like.

Whitby has significant subdivisions under construction. Up Staites Drive North tens of houses will be still built. I bought a house along the 235 route BECAUSE there was reasonable public transport incl in weekends. How unreliable the New Zealand public sector is! Where is the holistic approach to sustainable urban development? More houses are built, while public transport is being cut back. Option A will increase the costs and time for Whitby residents to reach the train for recreational purposes in weekends and get back home later from work, and when they work shifts that do not fit into the standard peak hours (which is not their fault). We pay ridiculous rates in these three affected districts and see no benefit. There are people with no cars in Whitby! When I go in Ascot Part or Cannons Creek I see cars in each driveway and yet they have buses every 15 minutes in every direction. Why not reduce the frequency of public transport in such suburbs? There is no social equity in cutting even more drastically in these 3 affected suburbs, which are financing so much of the council's budget compared to Cannons Creek or other well serviced suburbs. For us only the bills, for them most of the benefits of public services. Is this social justice New Zealand way? If it is, NZ decision-makers do not deserve any respect. Also buses OFTEN leave Paremata when the train only had 1 -2 minutes of delay (e.g. on March 27! ten people left stranded). I also saw many times how the train for the Waikanae is approaching Paremata and the bus leaves EARLIER! Driver behaviour is co-responsible for lower than normal

bus journeys. Besides, bus connections DO NOW WORK. Drivers DO NOT WAY. These two bad options surely come from bureaucrats who never use public transport. Otherwise they would know all the problems generated by driver behaviour. I want to know what options do those who have no car to get back home later than 8.40 pm during the week? Paying 25 NZD for a taxi daily or walking 45 minutes or more from Paremata, in the dark, under the unsafe bridge, not to mention under cold and rain - is that your Council's understanding of social justice? This is why both proposals are ridiculous and the survey is useless. Also technically speaking the survey is a joke: it is poorly designed (2nd question was written by an amateur); it comes too late in the decision-making process; the public is not invited to make suggestions on how to improve the problem (the problem is not even formulated and backed by evidence that would make it credible for us to accept there is a problem; civilized countries like the UK, Canada, Northern Europe use wider more meaningful method in the very early stages of decision-making; see [www.peopleandparticipation.org](http://www.peopleandparticipation.org)); not the right questions are being asked while most of the others are meaningless given the decision to be made. I will use it in class as example of amateuristic and tokenistic way of 'engaging the public'. Not only is a survey an inadequate participatory method given the policy problem at hand, and given international best practices in public policy and management, but it has been so poorly designed. Sadly, an excellent example for my students of 'how not to engage with the public', how to alienate citizens, loose their trust, and how to fail to apply social equity and sustainability criteria in decision-making processes. I voted for option B because no other smarter choices were put for discussion. Any option eliminating weekdays late evening and weekend 235 connection to Paremata is extreme, and morally and socially undefensible, which could easily be avoided by reducing a little bit the very high frequency of buses on routes like 220, 226 etc.

Neither proposal addresses an existing inequity in fare structures whereby those who catch the bus from Whitby to Paremata station who have purchased a monthly train pass from Paremata to wellington are effectively paying too much in fares in those instances when they have to bus to Porirua to catch a train at times when the Paremata service is not available - I.e. higher bus fare to Porirua and have pre-purchased a train ticket to Paremata (higher cost than train to Porirua). Why not change ticketing so it truly is on zones based across combined bus and train services so one cost from wellington to Whitby irrespective of whether the journey is Wellington-Porirua-Whitby or wellington - Paremata - Whitby.

Option A route 236 offers a better timetable to link with the Johnsonville bus that goes via Kenepuru Drive which in turn would allow me to be at work in time (Kenepuru Hospital) by 7.30am. The return service in the afternoon is not so much of a problem. When the early 7am service stopped going via Oak Ave I had no option other than to take the car so therefore my use of the bus service ceased - I still have a concession ticket from back then with credit on it. I would certainly go back to using the buses which in turn would see me making 21-40 trips per month and another vehicle off the road! Would be great to have the option of using the bus service at the weekends and well done for considering the needs of the poorly serviced Paremata/Papakowhai areas.

Morning frequency is not great for people who start work early and meet the trains.

Greater services through Papakowhai, Paremata, and Whitby to a hub Train Station such as Porirua are in demand particularly for college age children during weekends. I use the bus train connection for both work 2-3 times a week and social transport 2-3 times per month to and From Wellington.

Will there be selected trips to Paremata Station it be during the off peak, if so can we ask to be



<p>taken to the station. Having a bus service from Porirua via Paremata Station to Whitby during the peak times, will be an excellent idea as it should deliver a complete service that will improve the city region community.</p>
<p>Look forward to having the weekend bus services up and running again. Great decision!</p>
<p>Option B provides more connections between route 230 and 235 that are useful from people from north east Whitby to get to and from Aotea College. This would also be useful for people wishing to visit Summerset Aotea retirement home. The time limitations look to logical based on patronage.</p>
<p>Would it not be better to remove Samwell Drive from the route and run a loop along Navigation Drive and down James Cook Drive, this would greatly help the residents that live there along with the expected increase due to expanding property developments. Currently we have to walk all the way down to the one bus stop on Samwell Drive. There is a bust stop directly through the ally from 53 Samwell Drive leading onto Navigation Drive, therefore to alter the route has little effect on those residents but would greatly help us.</p>
<p>NOT necessary to have bus going to Paremata station during day off peak as I have seen these bus mostly empty or only few passengers on as it is wasting money &amp; time.....passengers can go to Porirua station to get Whitby bus....this is what I said in 2010....so all that money has been wasted on Paremata station bus last few years....there is NO demand for that service.....delete it save money &amp; give cheaper fares</p>
<p>I ticked less than five for question number four purely because i am only able to get the bus on a Thursday now due to me leaving work early enough to catch it in time, I would be catching it five days a week to and from Porirua with the new A option although both options are good for me. We have been left stranded in Paremata on weekends now for too long and not everyone owns a car so I gladly welcome this bus service back.</p>
<p>The current operations were constructed without proper consultation as is evidenced by the failure of the route 235 which could serve no purpose. Also the removal of the Papakowhai to Whitby and Porirua weekend services caused alienation of many former users. Bus services are not well promoted. The Plimmerton side of the harbour remains isolated by lack of public transport adding to traffic congestion notwithstanding the danger to pedestrians wishing to travel that way by foot - where are the overbridges and pedestrian crossings? School services should be better integrated into other bus services to ensure efficient use of available seats. Buses should stop outside the Whitby supermarket and mall complex to assist mobility challenged customers. Use of smaller buses is a matter of routine in all developed countries thus NZ must default to its usual 3rd world status judging by the use of full sized buses without customers. Some drivers are fantastic while others should not hold a license as they routinely cut off traffic when they are required to give way and fail to use indicators. Late night screeching of brakes and unnecessary acceleration are common issues and obviously add to costs.</p>
<p>I like how the bus arrives before 8.30 am in Porirua m-f</p>
<p>My 14 &amp; 15 year olds use the bus regularly so pleased you are thinking of bringing back the 236 service at the weekends to Porirua. Have not liked paying for two modes of transport as it is now with bus to Paremata station then train to Porirua.</p>
<p>From a person who lives on a bus route in Whitby and observes closely its patronage it would</p>

seem that even 845 pm would not be economically justifiable, there appears to be little usage after 7pm.

As residents of Leeward Drive we would like to see this street eliminated from the 230 Route. Your surveys will tell you patronage from this street is almost negligible and residents can easily pick up the bus at either end of Spinnaker Drive if necessary. The street is too narrow for the size of buses used and they travel too fast at the intersection of Leeward and Bosun Terrace. This would be less stressful on the drivers and reduce the noise from the buses which are most unwelcome.

Pleased to see weekend services proposed to start again.

The provision of a service from Navigation Drive to Paremata Station did not make sense except in peak times. Since the introduction of the latest timetable I have not travelled to Porirua by bus but have used my car instead. The Navigation Drive to Porirua Service should be half hourly or more even off peak.

i would like to have bus service at weekends

As a user of the Aotea/Porirua section of route 230 I have no preference for either option as for me they are much the same. If patronage of 230 is an issue have you considered extending the service to include Te Puia Drive? This would only add a few minutes to the journey and might encourage more passengers who find the walk up the hill to Aotea Drive a reason for taking a car rather than the bus. I realise that this would involve a small change to the timetable so that the bus meets the train (most important) and would be dependent on the bus being able to negotiate the roundabout on Te Puia,

Our usage of the service is currently from Whitby Lakes to Paremata station between 9:00& 3:00pm. Neither service provides this

I agree that the Navigation Drive service is poorly used in off-peak hours and two separate services to Navigation Drive is overkill. Both option A or B would suit me if there is still a one-hour service which gets to Porirua in time for the train; and it makes sense for the bus to travel through more populated areas. I am only an occasional user of the bus, but I appreciate having the service. However, as a ratepayer, I sometimes wonder whether it would be cheaper to provide free taxis than run some of the current off-peak services.

We need a bus from Crowsnest to Paremata station, NOT Porirua station. Commuters do not want to spend an extra half an hour going through Papakowhai. Could a smaller bus cover this run?

I live at Waikanae and travel occasionally via train to visit my daughter in Whitby. I currently use the 235 service from Paremata railway station always out of peak period. The proposed changes will require me now to get off at Porirua instead of Paremata and attempt to catch the 236 service. Your proposed changes will mean that it will be virtually impossible for me to get any connecting 236 service bus!! The train from Waikanae gets to Porirua at 39 minutes past the hour i.e. 09.39am. On both of your proposed plans you only wait for the service to come from Wellington before departing and do not wait for the service from Waikanae as your 236 service will depart from Porirua station at 09.39am which is the same time that the train from the north arrives. As such no one from the north of Porirua will ever be able to catch the out of peak hours 236 bus if it leaves at 39 minutes past the hour as shown in your new proposed timetable. I would request that you review the leaving time from Porirua Station Stop B and make it a few minutes later than

39 minutes past the hour to allow us to catch the connection.

That really captures the spirit of it. Thanks for posting.

It would be great to see a weekend service from Porirua station, through Papakowhai. I know 3 elderly people who visit their spouses at Harbourview rest home and they have to walk from opposite Aotea college, and back to catch buses connecting with train or other buses at Porirua station. This is a long haul for eighty year olds.

As someone who works late night in Porirua and whose only option to get home after work is public transport. I disagree with making the 230 finishing at 8:45 weekdays. I propose that on Thursday nights, it should still run later (11:42 as it does now) to accommodate the mall late night and the workers that work there. Mon, Tues, Wed and Fri could all be moved to 8:45 however the bus timetable should take the malls late night hours into consideration.

As a regular commuter on the current 235 bus to Paremata station, I would be strongly in favour of Option B. I believe it gives me greater flexibility and greater services to the Whitby area by concentrating on a peak service.

As a Papakowhai resident either option would be ok. My main concern is to make the successful option the most attractive for the majority of potential users to ensure custom is maximized and the service's continuation guaranteed

Thank you for the opportunity to submit to this public consultation. The Whitby Residents' Association has recently elected a new executive and built its membership to more than 100 members now after a period of quiet activity. We are now keen to be involved in developments in our area, and to ensure that the voice of the residents is heard in consultations and proposals for developments.

1. We certainly continue to support the concept of regular bus services into and out of Whitby, but like you, we are frustrated to see many services running empty or with only few passengers. The connections to and from Paremata railway station are essential, as well as the services to and from Porirua City.
2. We are not surprised by your patronage records, and we understand that bus services need to be provided as the market requires, and when patronage is greatest.
3. On review of your options proposals, we support Option B as being the most suitable service. It provides more connections between route 230 and 235, which are useful for people from east Whitby to get to and from Aotea College, and also provides a link to people wishing to visit Summerset Aotea retirement home.
4. The timetable suggestions look to be logical based on your patronage experience.
5. We have also publicised your online survey consultation, and encouraged our members and residents to undertake the short survey. This is a great idea using the online facility as a public consultation device.