

# North Wellington public transport **STUDY**



## **Stage 1 – Issues and Needs Analysis Summary of Submissions**

## 1 Executive summary

This report summarises the submissions received as part of the first stage of consultation on the North Wellington Public Transport Study. The first stage of the study seeks to identify the public transport issues of the community and key stakeholders, particularly the passenger transport needs of the area. Key stakeholders including land transport providers, community groups, schools, affected residents and the general public were invited to participate in the consultation process. Notification of the process was undertaken in November 2005 through public notices in local papers, public displays at the Johnsonville Mall, Johnsonville, Khandallah and Ngaio Libraries, and a maildrop to over 15,000 households throughout the study area. In addition a webpage was set up to increase awareness and provide an ongoing reference point for interested parties.

In total, just over 500 submissions were received from individuals, 5 from community groups and 4 from other organisations. Geographically, submissions were received from the suburbs within the study area. Khandallah, Ngaio, and Johnsonville (in order) were the largest submitter groups. 42 submitters did not specify a suburban address, 8 were from the wider Wellington Region and 1 was from a national organisation. Over half of submitters wished to be contacted further regarding the study.

### Key findings

- Slightly over 50% of submitters use bus services while slightly under 50% use train services.
- Approximately 85% walk to their public transport, 15% drive.
- The top six issues raised by submitters were frequency of buses (18%), reliability (17%), route (17%), new trains (12%), and the rundown state of trains (10%).
- The needs and issues associated with public transport services varies between suburb, for example:
  - Churton Park and Newlands bus service users expressed a need for direct bus services to and from these areas during peak times.
  - 80% of responding residents from Crofton Downs use the public transport mode closest to their home, compared to 70% of responding residents from Newlands, 60% of responding residents from Khandallah, Ngaio and Churton Park and 55% of responding residents from Paparangi Woodridge and Grenada.
  - 44% of responding Newlands residents consider frequency of service to be an issue or problem compared to 24% of

Churton Park, Khandallah, Ngaio respondents, and much less from the other suburbs.

- The desired times for increased services for buses varied between users and areas. Generally those from Churton Park, Khandallah, Newlands, and Johnsonville would prefer increased services at peak times to cope with overcrowding on buses. Broadmeadows, Johnsonville West and Ngaio residents sought increased services outside peak times during the week, as well as weekend services.
- Having a sufficiently frequent, reliable public transport system with convenient routes is the overall theme raised by submitters.
- The top priority raised by submitters from all areas was a desire for new/modern trains on the Johnsonville line (including submitters that do not use it), with only a small minority that do not want the Johnsonville line to be upgraded.
- Train users desire increased services between 7.30am and 8am travelling into Wellington in the mornings, and to Johnsonville in the late evenings.
- 29% of submitters consider the public transport system would improve with electronic ticketing and timetable updating systems.
- 69% of submitters would be willing to pay more for significantly improved services.
- Many submitters consider there is insufficient parking at all stations along the Johnsonville train line, particularly Johnsonville station.
- Elderly and physically disabled submitters feel that public transport could be more physically accessible.

## 2 Introduction

This report summarises the submissions received as part of the first stage of consultation on the North Wellington Public Transport Study. The independent study is being undertaken by a consultant team comprising Sinclair Knight Merz and Boffa Miskell to examine the passenger transport needs and demands of the suburbs' residents and workers, as well as the constraints and opportunities for improving these services. It will recognise the land use and development factors that influence public transport services.

The study is confined to the area bounded by Churton Park and Grenada to the north, Woodridge and Newlands to the east, Johnsonville to the west. It will also follow the Johnsonville rail line south towards the Wellington Central Business District (CBD) as far as Kaiwharawhara, including Ngaio Khandallah and Crofton Downs. However, the study also recognises relevant linkages and relationships with other services connecting the area to other parts of the region, particularly to the CBD and airport.

The consultation process will occur in three key stages:

Stage 1 – Present the issues to the community and key stakeholders and seek feedback, particularly on the passenger transport needs of the area

Stage 2 – Offer the community and key stakeholders a number of credible options and seek informed comment

Stage 3 – Present a preferred approach and seek submissions

Each stage of consultation builds on the investigations that precede it; the feedback from one stage feeds into the next stage with the final stage of consultation to be completed by 9 June 2006. Overall, the consultation process seeks to ensure that stakeholders and the community have appropriate opportunities to be updated about the Study and to have input into the investigation as it progresses, rather than to have direct input into any statutory decision-making process. The formal decision-making process would occur only after the study is complete.

The findings of the study will be incorporated into the review of the Wellington Regional Land Transport Strategy, which is due to be updated in 2006. The Strategy will have a ten-year implementation period, based on a long-term (20 years+) vision.

### 3 Overview of submitters

In total, just over 500 submissions were received from individuals, 5 from community groups and 4 from other organisations. Geographically, most submissions were received from the suburbs within the study area: Khandallah, Broadmeadows (22%), Ngaio (18%), Johnsonville (17%), Churton Park (10%), Newlands (9%), Crofton Downs (8%), Paparangi, Woodridge, Grenada (5%), Woodridge, Grenada (5%). In addition, 42 submitters did not specify a suburban address, 8 were from the wider Wellington Region and 1 was from a national organisation. Figure 1 shows the geographic distribution of submissions received.

Overall, submitters tended to respond to all questions in the brochure on the prescribed feedback form. Over half of submitters wished to be contacted further regarding the study.

The submitter responses to each question have been analysed, and the results have been shown graphically throughout this report. A number of direct quotes from the submissions have been referred to throughout the report where they represent common views.

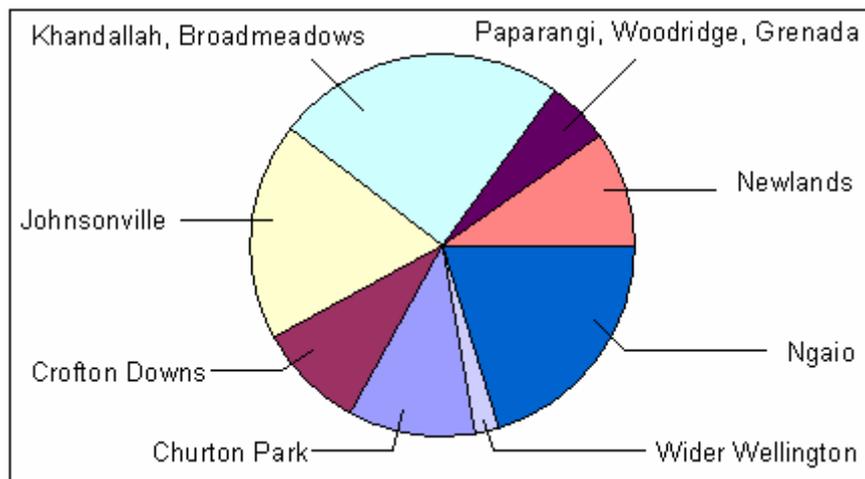


Figure 1. Geographic distribution of submitters

## 4 Geographic user trends / Demands

Each suburb within the study area is served by public transport, although the route patterns, mode and frequency of transport differs between suburbs. This was reflected in the submissions, which when examined, identified significant issues and needs specific to each suburb. The overview below summarises the responses of submitters within each of the suburbs in the study area.

### **Crofton Downs**

Crofton Downs residents are limited to the use of the Johnsonville train line unless they drive, to Wadestown or Ngaio/Khandallah to take buses. Three main issues and problems for public transport were identified in the Crofton Downs area. These were route, reliability and the aging trains needing replacement. Crofton Downs submitters were most likely to feel that the public transport needs of the area were upgrading or replacing the trains, and provision of a bus route through the suburb.

Unreliable transport is the factor most likely to stop Crofton Downs submitters from using public transport, followed by the limited bus routes, the distance to the nearest train station or bus stop, train aesthetics such as cleanliness, noise, comfort, driver/guard attitude and service, station functionality/shelter and accessibility, and the frequency of transport through the area.

The top public transport priorities for Crofton Downs submitters were new trains and the provision of a bus route through the suburb. Many submitters highlighted that they would use bus services if provided.

While the majority of Crofton Downs submitters consider that trains are frequent enough, the need for more frequent trains was the second most popular improvement desired by submitters after new trains. The majority of submitters from Crofton Downs are willing to pay more for improved services.

Some submitters from Crofton Downs (and other suburbs) raised the issue of a large gap between the train step and the platform at the Crofton Downs station. This gap deters those with limited mobility from using trains at this stop and has been known to injure people who have fallen between the train and the platform when entering or exiting trains.

### **Ngaio**

Most Ngaio residents have access to either train or bus services depending on their location. Some Ngaio residents live within walking distance of both

services. Ngaio bus services run only at peak times and this was an issue raised by many submitters.

Frequency and reliability were the two factors most responsible for stopping Ngaio residents from using public transport. The most commonly stated public transport priority suggested by Ngaio respondents was for new trains. Most submitters from Ngaio would take the public transport nearest to their homes. Aside from location; price, frequency, and length of journey time are determining factors.

Ngaio submitters responded with a wide range of issues and problems facing public transport in their area. The most commonly cited issue was bus frequency, followed by concerns over the rundown state of trains and the necessity to replace them.

More frequent bus and train services was the most common need cited by Ngaio residents, followed by more appropriate routes, reliable services, new trains and aesthetically pleasing services which are attractive, clean, quiet comfortable, safe, accessible and provide a high standard of customer service.

While half of all Ngaio respondents believe that bus services are not frequent enough, most find train services sufficiently frequent. Electronic ticketing or timetable updating systems, new trains and more frequent services were the most popular improvements sought by Ngaio respondents. Most respondents are willing to pay more for improved services.

### **Khandallah and Broadmeadows**

Most Khandallah residents have access to either train or bus depending on their location. Some Khandallah residents live within walking distance of both services. Residents in Broadmeadows have only a peak time bus service - an issue raised by most submitters from Broadmeadows.

Khandallah residents had a range of issues and problems with public transport. However, bus frequency stood out as the most cited issue. Typically, submitters considered services for the main Khandallah bus route not frequent enough, especially at peak time, in the evenings or during off-peak hours. Khandallah is served by a circular bus route travelling in alternating directions. Submitters would like their bus service to be more frequent with buses on weekends and off-peak, and earlier and later either side of peak times. Some submitters felt that since the circular bus service only travels in their preferred direction half the time the overall frequency of that service is halved.

Khandallah residents also see transport reliability and routes as significant issues. Several submitters referred to their bus service as consistently being behind schedule and not corresponding well to the timetable. Other issues raised by Khandallah residents relate to the rundown state of the trains and the necessity to replace them.

More frequent buses, appropriate routes, new trains and reliable services were commonly suggested needs for the public transport system. The most common factors deterring Khandallah residents from using public transport were frequency and reliability of services. Despite Khandallah residents citing more frequent buses as a need (21%), and naming frequency of public transport as a deterrent to using public transport (27%), a small majority believe that buses are currently frequent enough.

The overriding public transport priority suggested by Khandallah respondents was for new trains, and most believe trains are frequent enough. Most submitters from Khandallah would take the public transport nearest to their homes. Aside from location, price, frequency, reliability and the distance between the Wellington railway station and the CBD were all commonly cited as determining factors.

Electronic ticketing or timetable updating systems, new trains and more frequent services were clearly the most popular improvements sought by Khandallah respondents. Most respondents are willing to pay more for improved services.

Several Khandallah residents also commented that they would benefit from co-ordinating bus and train departure times from Wellington station so they do not leave at such similar times. This would ensure that if a person missed one service they would have time to take the other.

### **Johnsonville**

Johnsonville residents have the choice of using either trains or buses from the Johnsonville transport hub. These submitters believed the most important transport issues in the area are (in order) reliability of service, new trains, and aesthetics of transport. Submitters from this area indicated that the needs of the area are primarily appropriate routes. A common request was a public transport service from Johnsonville to the Hutt Valley, and more reliable services. Frequent, aesthetically pleasing transport and new trains were the next most commonly noted needs.

Unreliable transport was the factor most likely to stop Johnsonville residents from using public transport, followed by frequency, especially in the case of Johnsonville West residents who seek increased frequency outside peak hours and on the weekends for their peak time only bus service. Aesthetics and routes were also deciding factors. New trains are the most commonly suggested priority for the area, followed by bus lanes and improved aesthetics of both buses and trains.

Most Johnsonville submitters stated four main factors that would influence their choice between using bus and train services. Proximity to home, price, time taken on passenger services and aesthetics were all significant determinants in this area.

When responding to direct questions about bus and train frequency most respondents from Johnsonville felt that buses and trains were both sufficiently frequent. The main improvements they would like to see are modern trains and electronic ticketing or timetable updating systems. Improvements to frequency of transport, routes and aesthetics were also commonly suggested. Johnsonville respondents are mostly willing to pay more for service improvements.

### **Churton Park and Glenside**

Churton Park residents are limited to the use of a suburban bus service unless they drive to the Johnsonville public transport hub to use the trains. For those submitters from Churton Park, the most frequently cited issues and problems to do with public transport were: route, frequency of buses, capacity, and reliability of transport. Some residents from Churton Park disliked their circular bus route and believed the journey took too long. Others felt the Johnsonville train should extend through to Churton Park, or that a stop should be made available off the main trunk route. Generally, submitters considered the public transport needs of the area to be increasing the frequency of buses, and improving bus routes (as described below). Many Churton Park commuters would like a dedicated peak time express bus service that bypasses Johnsonville.

The times that services operate or length of travel time taken by passenger services was the leading deciding factor deterring people from using public transport in Churton Park. Other common deterrents were unreliability and frequency.

Churton Park submitters see providing buses, or more buses, to the area as a priority, followed by new trains and more frequent bus services. The public transport mode chosen is most frequently that which is closest to home.

Churton Park submitters were evenly divided as to whether buses are frequent enough, but the majority believed trains were frequent enough. Generally, Churton Park submitters would like to see improvements to routes in the form of express bus services during peak times, to shorten travel time and avoid overcrowding, and would like routes that include newer parts of the suburb. Churton Park submitters would also like their services to be improved by the introduction of electronic ticketing or timetable updating systems at bus stops. Just over the majority are willing to pay more for improved services.

The *Glenside Progressive Association Inc.* submitted on behalf of the Glenside suburb. The Association's main public transport issues included: not limiting the capacity of trains stopping at Takapu Station, retaining the #59 bus route that runs along Middleton Road without diversions into other suburbs, and reducing delays at the Helston round-about which slow the #59 direct bus to Johnsonville. Glenside residents would also like to see provision of safe walkways and cycleways for the many residents who walk or cycle in the area.

Both the *Glenside Progressive Association Inc.* and the *Churton Park Community Association* mentioned population growth expected in their areas and to the North of Wellington. These groups and some individual submitters felt urban growth patterns should be taken into consideration when considering future public transport issues.

### **Newlands**

Newlands residents have a bus service that recently underwent route changes. Some submitters acknowledged the necessity for the changes and felt that passenger services to the area were sufficient. However, the majority of submitters were concerned about the effects of these recent changes. Many felt that these changes have resulted in a reduced quality of service to Newlands.

Bus frequency and routes appear to pose the most significant issues or problems for respondents in Newlands. Around half of all Newlands submitters cited bus frequency as an issue in their area and one-third cited problems with routes. The most commonly stated need for the area was more frequent transport. Many Newlands bus users highlighted that buses, particularly in the evening peak hours, do not stop at designated bus stops, as the buses are full.

Three main factors tend to deter Newlands submitters from using public transport; these being aesthetics, price, and inadequate shelter at bus stops. Some Newlands submitters were concerned that bus stops had recently been moved further from their homes. Bus frequency and dedicated bus lanes are the most commonly suggested priorities for public transport in this area.

Most Newlands residents indicated that location is the main deciding factor between whether they use bus or train, due to the distance between Newlands and the Johnsonville train station. Almost two-thirds of Newlands respondents think that buses are not frequent enough.

Bus frequency and routes were the most commonly desired improvements to the service. Most Newlands residents are willing to pay more for improved services.

### **Grenada, Paparangi, Woodridge**

The most commonly raised issues for submitters from Grenada, Paparangi, and Woodridge related to bus routes. Respondents from these suburbs consider more appropriate bus routes and more frequent buses are required.

The factors most likely to prevent submitters from Grenada, Paparangi, and Woodridge from using public transport are lack of shelter and overcrowding on passenger services. Most respondents use buses due to trains being too far away. Priorities these submitters would like to see are bus lanes, increased bus frequency, and new trains.

Approximately half of respondents from Grenada, Paparangi, and Woodridge felt that bus services were not frequent enough. Most felt that trains were frequent enough. Electronic ticketing or timetable updating systems, new trains and more frequent buses were the three main improvements desired. Most submitters were willing to pay more for improved public transport services.

The current passenger services achieve most of the needs of Grenada residents except for the off-peak bus transfer situation. A detailed submission by *Grenada Village Community Association Inc.* outlined concerns on behalf of Grenada residents. Grenada residents generally do not find the current off-peak bus service “user friendly” or “customer oriented”. To travel to the city off-peak, Grenada residents must make a bus transfer at Newlands Park. The transfer system is not popular as it adds travelling time to the journey, and there are often long delays waiting for connections that show up late.

## 5 Influences on public transport modes

Figure 2 shows that location of public transport modes was by far the most influential factor determining whether public transport users chose to travel by train or bus, given the convenience. Typically, public transport users prefer to walk to public transport from their residence, and prefer to use a single direct mode of public transport to their destination.

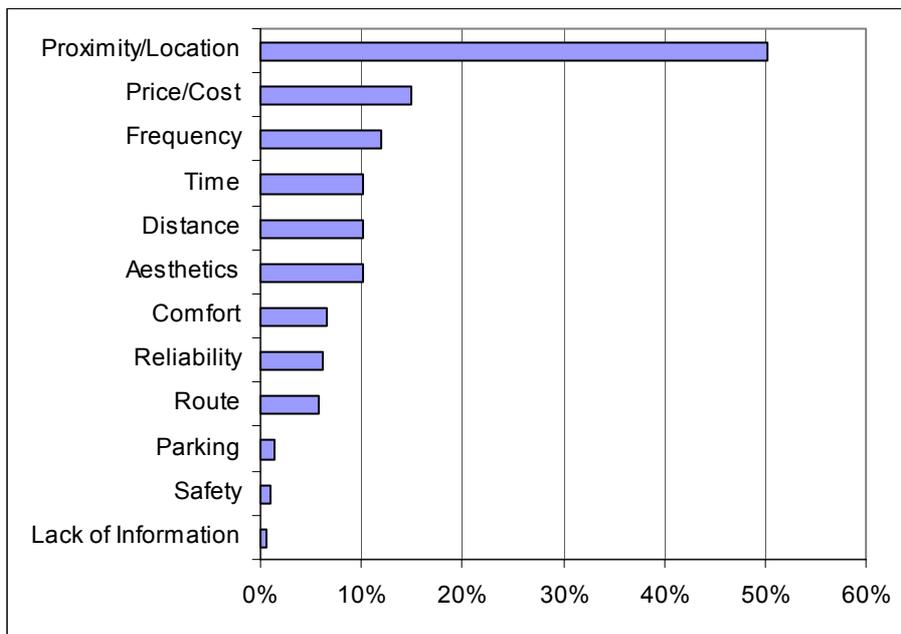


Figure 2. Submitter responses to the question, “if you use public transport, what influences your choice between bus or train?”

As shown on Figure 2, only 15% of submitters consider price influences in their choice of public transport modes. Figure 3 shows that the majority of submitters would be willing to pay more to use public transport for significantly improved services. Although, many warned that substantial price increases could result in private transport becoming the more viable transport option for their household. Only 31% of submitters were unwilling to pay more.

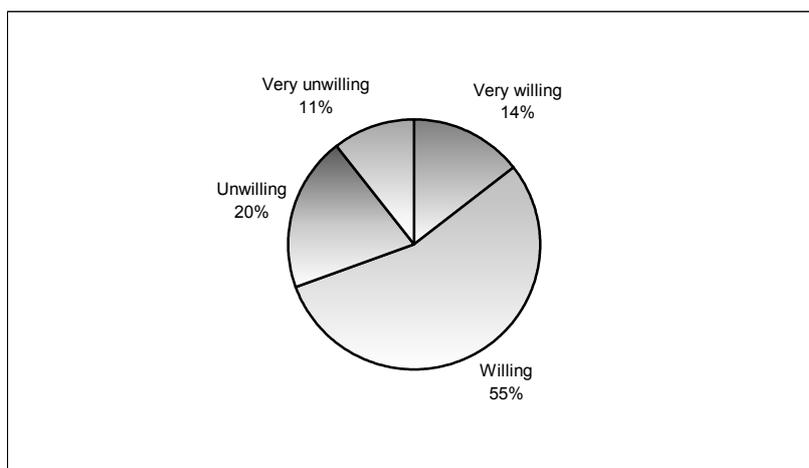


Figure 3. Submitter willingness to pay more to use public transport if the services are significantly improved

## 6 Issues and problems facing the public transport system

There is an array of issues and problems that submitters identified with the current public transport network. Overall, only a fifth of submitters identified a common issue, as shown on Figure 4, below. Many submitters indicated they were satisfied with the current state of public transport in their area. However, three issues (limited frequency, inconvenient/indirect routes, reliability) stand out as common issues, which in some cases is enough to deter people from using public transport. A wide range of barriers to using public transport were also identified, with the most common being limited frequency and reliability of transport services.

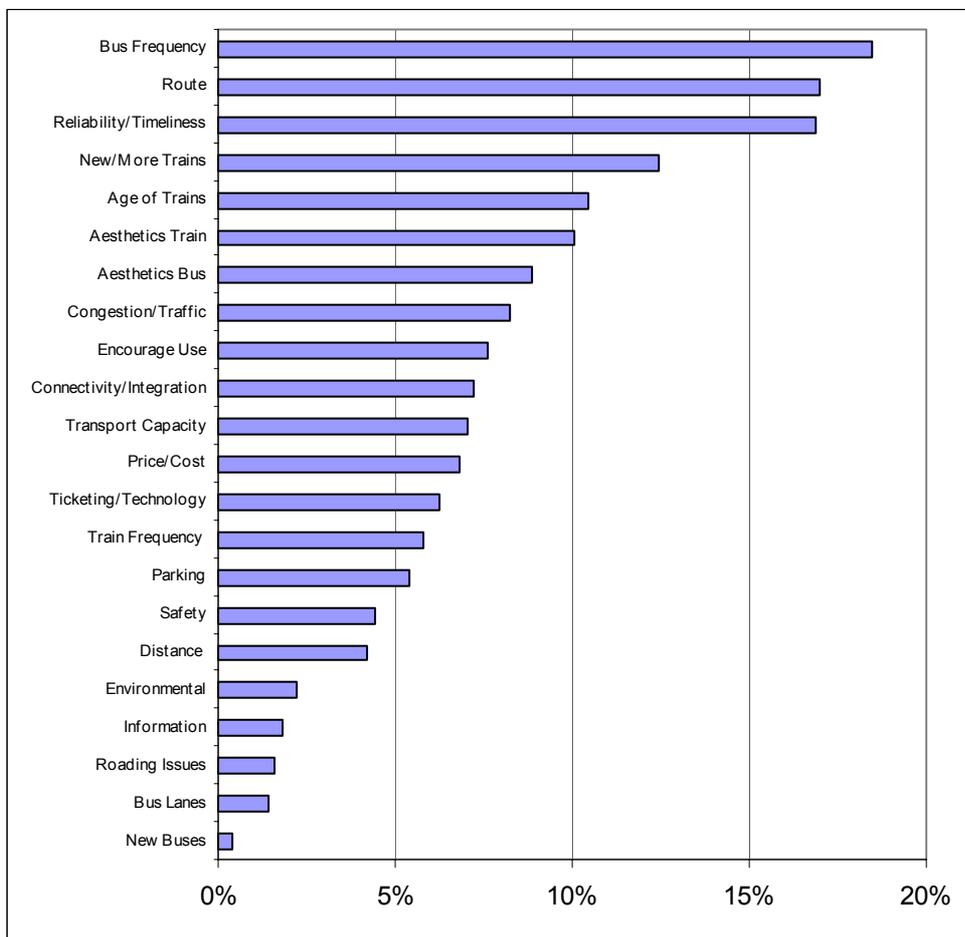


Figure 4. Issues and problems facing public transport in the North Wellington suburbs as identified by submitters

### Frequency

18% of submitters indicated that transport was too infrequent for them to use as often as they would like. For the Newlands, Churton Park, and Khandallah bus routes, and the Johnsonville train line: people felt that services should be more frequent during peak travel times and in the evenings. It was also suggested that services could be extended to run both

earlier in the mornings and later in the evenings than they are currently. Those using the smaller services, such as the Broadmeadows, Ngaio and Johnsonville West buses, sought services outside peak travel times and on weekends. The following comments were common among submitters concerned about bus frequency: “Broadmeadows is in desperate need of more buses outside commuter hours”, “[The] Johnsonville West service is minimal, [it] needs to start earlier and finish later on weekdays. I don’t get the bus because I cannot do after work activities and get bus home”.

### **Routes**

17% of respondents took issue with their bus and train routes. Inconvenient and indirect routes make travel times longer or more expensive. Submitters from all over the study area believe there should be direct service routes from Johnsonville to the airport, Hutt Valley, Porirua/Tawa, and Karori or Kelburn/Te Aro via the other northern suburbs. Commuters who need to get from Johnsonville to the Hutt Valley for example, have to use more than one mode of transport and late services can make transport connections difficult.

Many submitters noted the fact that the Johnsonville train only runs to the Parliament-end of town: “Trains stopping at Wellington station requires a mode change and an additional bus fare”. Several submitters mentioned extending the Johnsonville line through town to finish at Courtenay Place. A small proportion of submitters thought the Johnsonville train line should extend to the Airport or to Churton Park. Travel on the Khandallah and Churton Park long circular routes is seen as inconvenient and slow by submitters.

### **Reliability**

17% of respondents noted that service unreliability, where services show up late or not at all was an issue for them. Adhering to the scheduled timetables appears to be a problem, particularly on longer circular bus routes or routes which pass through the CBD as part of their normal route. Some submitters thought that, “Bus timetables should reflect more accurately when the bus will come”.

15% of submitters felt that unreliable services prevented them from using public transport. Many submitters related experiences where they had (sometimes repeatedly) missed important business or personal appointments because of public transport running late or not showing up. Inability to trust services to be on time deters people from using public transport, particularly on days when they have important appointments. Others simply find it unpleasant waiting for late transport. Several submitters made comments such as, “Buses are late 99% of the time” and, “I tried for 6 months to use the Johnsonville train line but it was so unreliable [that] where I had important meetings at work first thing in the morning I had to use my car – I simply could not rely on the train”.

Churton Park, Newlands and Khandallah submitters noted that when travelling from work, buses are often too full to pick people up by mid-lower Lambton Quay. Consequently, submitters particularly from Churton

Park and Newlands feel they wait too long for a bus during the evening peak hours. Several commented that the bus usually empties by half at Johnsonville and then continues through Churton Park with only a few passengers, when others from Churton Park were not picked up on Lambton Quay or at the train station.

### **State of trains**

12% of respondents cited either ageing trains, or the need for replacing or refurbishing trains as an issue for the study area. Conversely, very few submitters mentioned new buses as an issue for the area. Aesthetics on buses and trains such as cleanliness, noise, comfort, driver/guard attitude and service, station functionality/shelter and accessibility was the third most common response given for preventing people from using public transport. Users generally consider that trains on the Johnsonville line are old, dirty, rundown and generally unappealing to ride in, 12% of submitters felt that Johnsonville line trains needed further refurbishment or should be replaced. Comments such as “I’ve used the Johnsonville train for 34 years and cannot believe the disgusting state/condition of the carriages” were common amongst train users.

### **Physical access barriers/ Safety**

Many elderly or disabled respondents felt that some train and bus stations are major obstacles for those with limited mobility. Other submitters commented on difficulties using buses and trains with prams, buggies or bicycles. Prams and buggies are especially difficult to put on buses, and several submitters commented that they would use public transport more, especially trains, if it were much cheaper or free to transport a bicycle for use either side of the train journey.

Crofton Downs train station in particular was singled out several times by submitters from various locations as an example of a dangerous station with a very large gap between the platform and the train step. Some submitters also felt that bus stops on steep hills or roads without footpaths were safety issues.

A submission by Association for Blind Citizens New Zealand (ABCNZ) highlighted safety and shelter issues as being most likely to deter blind people from using public transport. Bus stops which are only accessible via dangerous road crossings, unsheltered bus stops, and passengers having to walk through a car park dangerous for people with disabilities, are problematic (e.g. at Johnsonville hub, especially with regard to the #54 bus city-bound.)

### **Shelter**

The provision of adequate shelter at bus stops for bad weather was important to some submitters. Submitters identified that many bus stops either have no shelter, shelters of inadequate size or facing the wrong direction to provide shelter northerly or southerly weather, or shelters that were on the wrong side of the road.

## **Other issues, problems and barriers**

### Roading

Submitters had concerns over three main issues relating to roading in the study area: traffic and congestion affecting the timeliness of public transport services, the advantages or disadvantages of dedicated bus lanes, and a lack of available parking at train or bus stops.

### Capacity and overcrowding

Submitters consider that buses and trains on the Newlands, Khandallah and Churton Park bus services, and the Johnsonville train line, were overcrowded and uncomfortable during peak times, particularly buses leaving the CBD in the evenings.

### Connectivity and integration

Submitters felt that public transport within the study area and throughout the region should organise better connections between services, including integrated fare systems to provide a “seamless” service between all buses and trains.

### Lack of information

Several submitters felt that insufficient information was available, particularly with regard to bus services in their area. Problems raised include: bus timetables which are unclear about the exact time a service will be arriving at each stop listing only times for arrival at major stops; confusion over exactly where stops exist; a lack of timetables at bus stops. Some submitters felt that services were consistently late and timetables should be updated to accurately reflect actual bus arrival times.

### Encouraging use of public transport

Some submitters felt that the use of public transport should be encouraged both for the benefit of the environment and to relieve traffic during peak times.

### Price

Some submitters said that price was an issue where more than one person from a household uses public transport. Several described how using the car is more convenient, and often becomes more economically viable than public transport if more than two people per household make a return trip to the same destination. Some Khandallah submitters felt that price was an issue due a recent price increase on buses.

### Ticketing and Technology

Some submitters listed current ticketing systems or lack of electronic ticketing, as issues or problems with the public transport service. Slow boarding times on buses and the absence of eftpos for payment on buses were some problems raised.

### Distance

4% of submitters found the distance between the train station and the CBD an issue or problem. This was cited as inconvenient and means taking an extra form of transport to get to the other side of the CBD. This is a deciding factor for 10% of submitters as to whether they take the train or bus.

#### Cycleways

Some submitters mentioned the lack of provision for cyclists in the form of cycleways, bicycle storage, or provision for taking bicycles on trains and buses at a reasonable price.

## 7 Needs of the public transport system

The needs of the public transport system raised by submitters appear to correspond closely with the issues and problems highlighted above, these needs are shown in Figure 5. The most recognised need for the public transport system is to provide convenient transport routes and a high frequency of services. Reliability and modern vehicles providing a high standard of aesthetics are also needed.

Submitters most commonly referred to improvements to bus and trains routes as needs for the public transport system. Many felt that current routes should be extended or changed, or that new routes should be created to make public transport more convenient. The need to connect the suburbs was also picked up by a number of submitters e.g. “If one does not have a car there does not appear to be a bus service between the suburbs. For example it is not possible to move freely from Crofton Downs to Karori”. Several students mentioned the need for a direct service that runs through the northern suburbs from Johnsonville to the Universities.

The need for an increase in frequency of passenger services tends to coincide with convenience and passenger capacity. Users during peak hours consider overcrowding would be significantly reduced by increased bus services. Users during off-peak hours consider increased services would improve their convenience. There is some variation in the frequency of these perspectives depending on the location of the users, as described in the geographic trends section of this report.

There is a need to have services at peak time that can accommodate all passengers at the time they need to travel without either overcrowding or transport reaching capacity. Submitters from Newlands and Churton Park particularly, feel that this could be better achieved in their suburbs by express bus routes at peak times.

Reliability is a key need for many submitters who use public transport services. Submitters indicated that in order to commit to using services regularly, they need to be able to rely on them. Linked to reliability, the need for new, reliable and pleasant trains was expressed. Improved aesthetics on trains/buses and at stations/stops was considered a need by 10% of submitters.

There is a need for safe transport ensuring all possible is done to avoid accidents and enhance accessibility. A submission by Association for Blind Citizens New Zealand (ABCNZ) also raised the need for more frequent services, improved access to the Johnsonville transport hub for the disabled, and automatic spoken environments where stops are announced aloud on trains and buses to alert blind people to their stops.

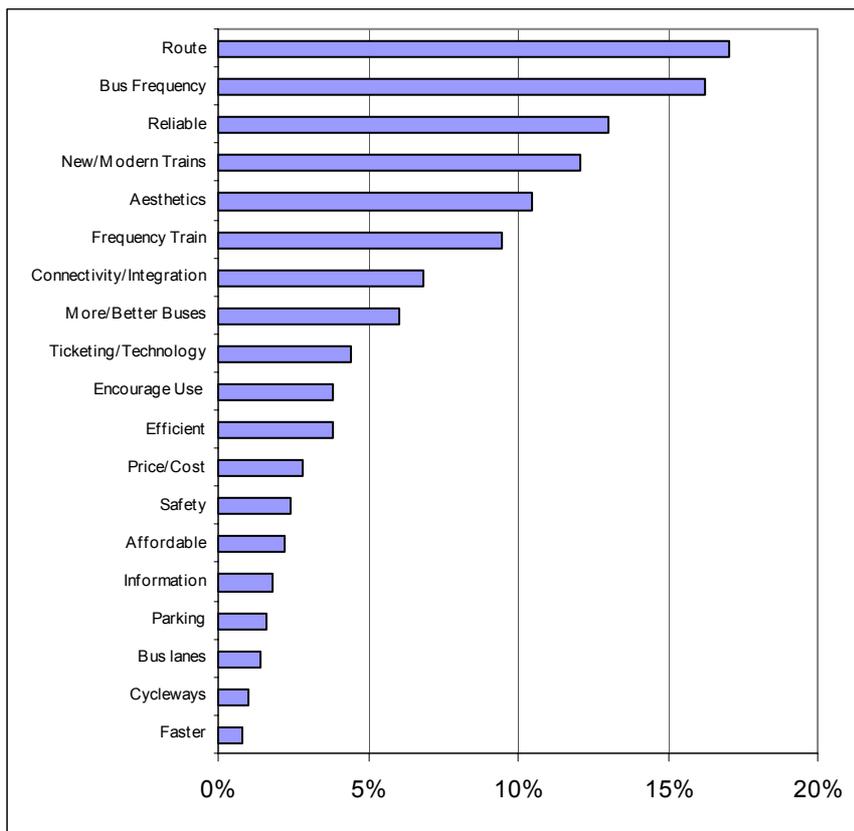


Figure 5. Submitter responses to the question “what are the public transport needs of the area?”

## 8 Priorities and improvements

Submitters made numerous suggestions of what priorities face the public transport system but it was clear that many desire newer trains for the Johnsonville line. 34% of overall respondents felt that new trains should be made a priority. Only a small minority of submitters felt that the trains should be removed completely and be replaced by alternative transport modes such as a road, guided busway or light rail network. In addition, many submitters considered either more buses (15%) or more frequent buses (15%) to be a priority for the public transport system.

17% of submitters highlighted that dedicated bus lanes should be established in various locations such as Ngauranga Gorge and Thorndon Quay. However, some submitters thought bus lanes would not greatly reduce congestion, or that bus lanes would only exacerbate traffic problems by providing fewer lanes for private motorists.

Other commonly stated priorities were more bus and train routes, and improved aesthetics on buses and trains. These priorities are shown in Figure 6.

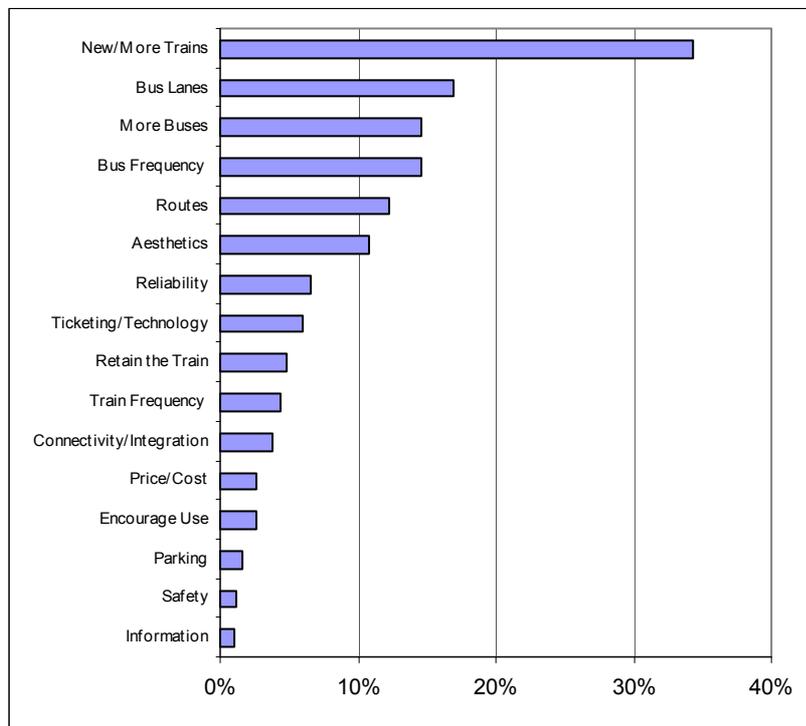


Figure 6. Public transport priorities

Subsequently, submitters identified a number of improvements that could be made to the existing public transport network, as shown in Figure 7, and described below.

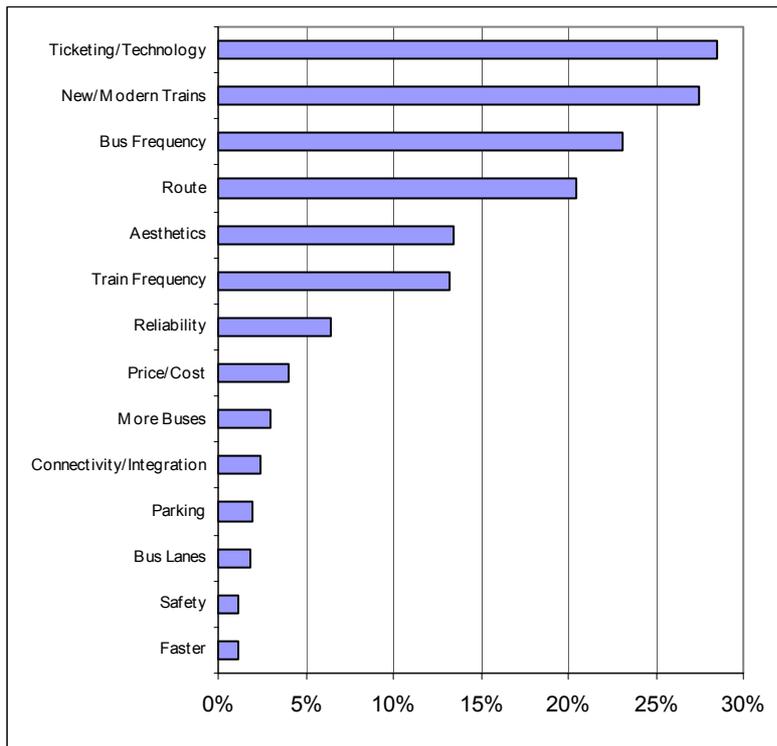


Figure 7: Submitters’ desired improvements to public transport

### Ticketing

29% of respondents highlighted electronic ticketing systems, or electronic timetable (delay) updating systems for buses and trains as an improvement they would like to see. Many submitters felt that electronic timetable (delay) updating systems – such as the GPS display system used for buses in Christchurch, would be an improvement they would like for Wellington. Many submitters referred to “A system like Christchurch, letting you know how far away the buses are”.

Overall, many submitters want not only electronic ticketing systems but an integrated ticketing system to cover all public transport modes in the city. A small number of train submitters however felt that electronic ticketing was an unappealing concept as having no conductors would decrease safety on late evening trains and reduce human contact on the journey.

Many spoke of “transferable ticketing” where one ticket can be bought for, and used on, all modes of transport without the need for a second ticket to be purchased within the same journey or return journey. Monthly passes that can be used on all buses and trains were also desired. Some submitters found it inconvenient that there was little information available about where to buy bus tickets other than on buses.

### Modern trains

28% of respondents would like to see modern trains as an improvement to their public transport.

### **Frequent buses**

23% would like more frequent buses as an improvement to their public transport, leaving earlier and later than currently. Some common suggestions included:

- *“A bus that gets to the city earlier than 7am. I start work early and can’t get there because both bus and train don’t leave early enough.”*
- *“More buses at peak times 7am-8am, 5pm-6pm, every ½ hour at night time not hourly from 9pm onwards as at present.”*
- *“Smaller, more economical buses [for off-peak times.]”*

### **Bus / train routes**

20% would like to see routes improve to better suit their daily needs. Some submitters commented on extending the train lines, others on improvements to the design of bus routes. Some typical submitter responses seeking improvements to routes included:

- *“New routes to Hutt Valley.”*
- *“Bus service, Johnsonville to Karori.”*
- *“More diverse routes.”*
- *“A guaranteed connection to Wellington airport... the ‘Northern Flyer’ maybe.”*

### **Other improvements and priorities suggested**

#### Improvements to aesthetics

Improvements in cleanliness, noise, comfort, driver/guard attitude and service, station functionality/shelter and accessibility were suggested for both buses and train. Some common improvements desired were politeness and good service, functional shelters that are large enough to fit several people inside and are built to shield against weather from the north and south, cleaner train units with clean clear windows, and seating on public transport that accommodates tall or large framed passengers.

#### Train frequency

Submitters felt the trains could be more frequent between 7.30 and 8am into Wellington. Trains from Wellington could also run more frequently in the evenings.

#### Reliability

Service reliability could be improved to ensure punctual services for passengers, “[would like to see] 90% of departures within 2 minutes of timetable”.

### Price

Some submitters felt that prices could be improved to benefit more frequent travellers, or those with limited means, e.g. several submitters “Would like off-peak costs on ... buses”.

### More buses

Some submitters desired more buses on the roads to reduce overcrowding and improve frequency of services.

### Connectivity and integration

Some submitters favour connectivity and integration of public transport systems to allow “seamless” travel, where well-timed services and integrated ticketing provide easy connections for passengers.

### More parking

Some submitters would like to see more parking spaces provided near to public transport nodes to improve accessibility for those with mobility issues, enable people to travel in bad weather, and enable more people to choose their preferred mode of transport if it is not within walking distance.

### Bus lanes

Some submitters support establishing dedicated bus lanes to allow more buses through to the city faster and to discourage people from using cars.

### Greater encouragement of public transport

Some submitters felt that the use of public transport should be encouraged for both the benefit of the environment and to relieve traffic during peak times.

### Safety

Some submitters desired safer trains, buses, station platforms and stops for everyone but especially children, the elderly and disabled.

### Faster transport

Some submitters would like to see faster transport with quicker journeys and reduced overall travel time.

### Transport alternatives

While the consultation process did not specifically seek views on transportation options at this stage of the study, some submitters suggested various transportation alternatives such as, light rail, guided busways, other guided-vehicle technologies, or one-way roads be introduced. 5% of

submitters suggested introducing light rail to run through the CBD or to the airport from Johnsonville. Other suggestions included:

- Removing the Johnsonville train line and turning it into a peak time one-way road or replacing it with either light rail or a guided busway
- A free city circular bus or light rail route running around the CBD
- A guided-vehicle system network, which carries small electric units around a monorail type track or smaller, (i.e. PosPod & RUF systems suggested by submitters) – either for the CBD or an extended network from suburbs to the CBD.

## 9 Conclusion

From this consultation it is possible to conclude that a sufficiently frequent, reliable public transport system with convenient routes is the main overall issue that submitters reported. The needs and issues associated with public transport services varied between suburbs due to the different transport options available to residents.

The top priority raised by submitters from all areas was new/modern trains on the Johnsonville line (this included submitters that do not use trains). Of the improvements requested by submitters, electronic ticketing and timetable updating systems were the most popular suggested. Submitters felt parking at stations and safety should also be improved, and that stations and stops should be made more physically accessible to elderly or disabled passengers.

The majority of submitters use the public transport mode closest to their home, and walk between their home and the nearest public transport node. Most of submitters would be willing to pay more for significantly improved services. However, submitters also warned that substantial price increases could result in private transport becoming the more viable transport option for their household.