



Report 07.752
Date 9 November 2007
File TM/01/03/06

Committee Transport and Access
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Hutt Valley bus service review - four years on

1. Purpose

To inform the Councillors of the results after four years of the Hutt Valley bus service review.

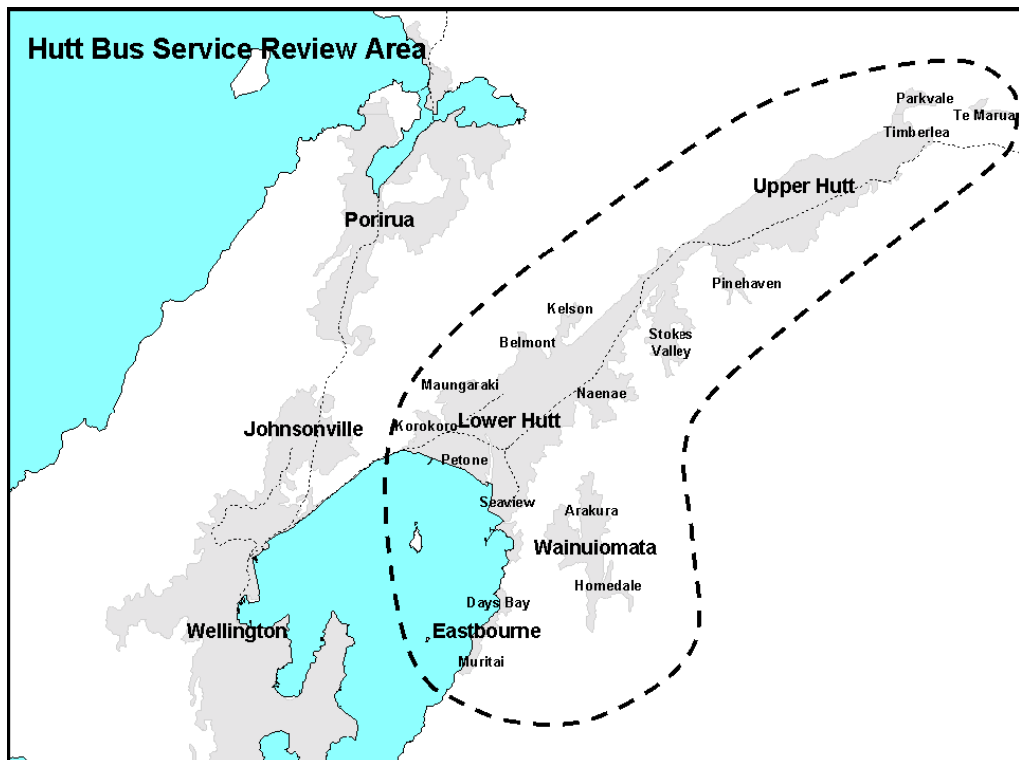
2. Significance of the decision

The matters for decision in this report **do not** trigger the significance policy of the Council or otherwise trigger section 76(3)(b) of the Local Government Act 2002.

3. Background

In 2002 Greater Wellington embarked on the first comprehensive review of bus services in the Hutt Valley, Wainuiomata and Eastbourne since the introduction of the Waterloo bus/rail interchange in 1989.

Reviewing all routes in a geographic area maximises the opportunity to improve connectivity, coverage and service levels. The intended result is a public transport network that better meets the needs of existing passengers, provides opportunities to attract new passengers and is cost effective to provide.



4. Market research and community consultation

The review of Hutt Valley bus services was a two stage process involving: primary consultation and market research to identify issues with existing services; and secondary consultation where the public were invited to comment on specific service proposals.

4.1 Primary consultation – issue identification (1900 public submissions received)

- Discussions with Hutt City and Upper Hutt City Councillors and staff
- Discussions with bus operators
- Letters to community boards, iwi, schools, residents associations and retail associations
- Newspaper articles and advertisements for consultation
- Bus driver consultation
- Ridewell consultation
- Patronage analysis
- Market research with current bus users and potential bus users (12 focus groups).

4.2 Secondary consultation – option testing (700 public submissions received)

- Consultation with Hutt City and Upper Hutt City Councils
- Distribution of 50,000 prepaid reply brochures to affected households
- Posters and brochures on buses as well as at all community facilities, shopping centres and schools

- Newspaper articles and advertisements
- Displays at major malls and libraries
- Meetings with residents and business associations
- Submissions processed
- Follow up research and micro-consultation for issues arising from consultation
- Finalise proposals for tender.

5. Service changes resulting from the review

Resulting from the service review process a new bus route network was introduced in the Hutt Valley from October 2003. The key changes were:

- **More frequent services**

Three high frequency core bus routes from Upper Hutt (110), Stokes Valley (120), and Naenae (130) linking the key destinations within the Hutt Valley complimented by a network of lower frequency community services serving surrounding areas.

- **More destinations**

A number of services were “through-routed” to give more destinations without the need to change between buses and the three core bus routes 110, 120 and 130 were extended to Petone.

- **More accessible services**

For the first time super low floor buses were specified on two of the main Hutt Valley bus routes 110 and 120, with the aim of increasing accessibility for a range of users including the disabled, elderly and parents with pushchairs.

6. Patronage results

By the end of 2006 overall bus usage in the Hutt valley had grown 28% compared with 2003, the last year the old Hutt Valley bus service network operated. Within the Hutt Valley, on the specific services where major service enhancements were carried out (routes 110 – 154), bus use grew by 36%.

NZ Bus, through its Cityline subsidiary, also carried out significant upgrades of the Eastbourne and Flyer services in 2003 and 2005 respectively. As a result these services have also seen significant growth since 2003.

The following table compares patronage change on Hutt Valley bus services and overall patronage change in the Greater Wellington Region, between the 2003 and 2006 calendar years.

Services	2003 Patronage	2006 Patronage	% Change
Hutt Valley Services 110-159	1,855,928	2,523,483	36%
Wainuiomata 160-170	697,953	672,997	-4%
Eastbourne 81-85	Commercial data		22%
Flyer	Commercial data		16%
All Hutt Valley Bus Services	3,852,447	4,923,761	28%
Greater Wellington	30,839,373	34,950,122	13%

7. Cost of providing the Hutt Valley bus services

In today's dollars the cost of providing services in the Hutt Valley has increased from approximately \$5,521,000 (2002/03) to \$9,259,000 (2006/07), an increase of 68%. Increased patronage in the Hutt Valley means that the subsidy per passenger trip has increased by 31% as outlined in the following table:

Subsidy Comparison Hutt Valley	2003/04	2006/07	Percent change
Subsidy cost (in today's dollars)	\$5,521,000	\$9,259,000	68%
Subsidy per passenger	\$1.43	\$1.88	31%

Currently the average subsidy per passenger for all bus, train and ferry services in Greater Wellington is \$1.57 per passenger trip. As no further major investments are planned for the Hutt Valley in the foreseeable future this subsidy per passenger figure is likely to reduce in coming years if Hutt Valley bus use grows further.

The following table shows how the subsidy per passenger for Hutt Valley bus services compares with other regions in New Zealand.

Subsidy Comparison By Region	Hutt Valley	Greater Wellington	Auckland	Christchurch
Subsidy per passenger 2006/07	\$1.88	\$1.57	\$2.40	\$1.62

8. Communication

Communication has been ongoing throughout this project.

9. Recommendations

That the Committee:

1. ***Receives the report.***
2. ***Notes the content of the report.***

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