

# **Kapiti Bus Services Review 2016 Issues, Proposals and Recommendations – Detailed Report**

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## 1. General

This report accompanies and provides supporting information to a paper presented to the Greater Wellington Regional Council's Sustainable Transport Committee on 21 September 2016. Contained in this report:

- are the issues with and areas for improvement for the current Kapiti bus services,
- proposed changes that the community was consulted on, and
- following analysis of the community feedback recommended changes.

## 2. Paraparaumu and Raumati (routes 250, 260, 261, 262)

### 2.1 Issues

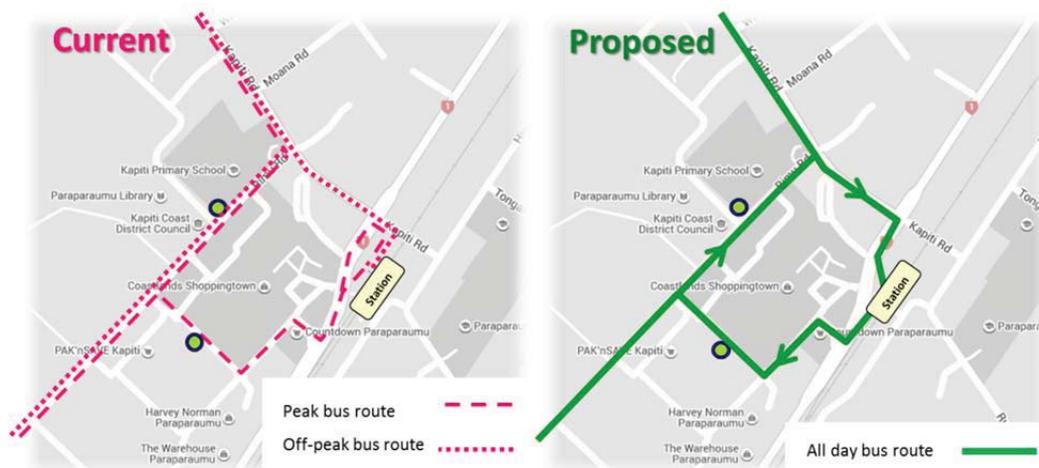
- Routes 250, 260, 261 and 262** operate different peak and off-peak routes. Peak buses travel direct to and from Paraparaumu Station bypassing Coastlands Shopping Centre, while off-peak services travel via Coastlands. This arrangement is confusing for customers, and the off-peak route to the Station via Coastlands is indirect and subject to time delay as a result of the circuitous route through Coastlands. This leads to issues of buses missing train connections in the inter-peak. Buses also currently timetabled to depart and arrive at the same time at the Station, which leads to buses queuing at Coastlands causing congestion. Stakeholders have requested a staggering of these departure times to alleviate this problem.
- Route 250** – in the off-peak customers experience long waits (~14mins) between getting off the bus and getting on the next train. This is a result of the route operating in a big loop. The travel time to complete the loop doesn't co-ordinate well with the rail timetable.
- Route 260** has specific reliability issues due to the length of the route which results in a lack of time to recover following any late departures due to a late arriving train.
- Route 262** diverts via the Kapiti Health centre between 9am and 3pm on weekdays. The route via the Health Centre utilises a private road with a 10km speed limit which is gated at certain times limiting access. The route contributes to delays that affects the reliability of bus connections with trains at Paraparaumu Station, as well as being inconsistent with peak time services. Usage of the bus stops at the Health Centre is very low and the bus operator has noted that the diversion via the Health Centre replaced a bus route that previously passed a well patronised bus stop on Arawhata Road.

### 2.2 Proposed changes and recommendations

Following consideration of a range of service design options considered by consultants engaged by GWRC, Council Officers consulted on the following changes to Paraparaumu

and Raumati bus services with the key findings of community consultation and recommend actions noted:

- a) **Routes 250, 260, 261 and 262** to travel direct to Paraparaumu Station at all times and then depart via Coastlands to minimise delays in reaching the Station, as per the map below. This will provide a more consistent, legible operating pattern with all trips following the same routing at all times of the day. Buses travelling direct to Paraparaumu Station reduces the opportunities for buses to be delayed and missing train connections. Circulating through Coastlands on outbound services minimises walking distances for those with shopping at all times of the day.



During consultation, 18 people noted concern at the extra walk distance from Paraparaumu Station to access Coastlands if buses travel direct to the Station during the day. However bus timetables will be written to ensure that it is generally possible to stay on the bus and ride through to Coastlands on the bus's subsequent outbound departure from the Station. Therefore this concern is addressed by the proposal.

This change aligns with the proposed town centre changes that KCDC are progressing for the conversion of the current State Highway to a local road when the new expressway opens. Therefore it is recommended that this change proceed, noting that the ability to ride the bus to Coastlands will need to be clearly communicated when the change is introduced.

- b) **Routes 260, 261 and 262** bus departure times to be staggered during inter-peak times to reduce bus congestion during the day through Coastlands, and to provide more frequent travel options to Paraparaumu Beach. Three bus routes travel between Paraparaumu Station and Paraparaumu Beach departing hourly during the day. Currently all three buses depart at the same time providing an hourly service via three different routes to Paraparaumu Beach. It is proposed these three services are offset to provide a bus departure every 20 minutes to Paraparaumu Beach, connecting with the planned new 20 minute frequency train timetable.

No specific concerns were received from the community regarding this proposal and it is recommended that this change proceed.

- c) **Route 260** to discontinue the Hillcrest Road loop. This will improve the reliability for the remainder of the route by introducing additional recovery time for unplanned delays between trips. The Hillcrest route loop is the green dashed line shown in the map below. This section of route only operates at off-peak times and has just one bus stop located around 3 minutes' walk from alternative stops located on Raumati Road. The bus company has advised that the loop is generally only used by passengers two to three times per week.



Feedback was received from 2 users regarding this change. One was concerned at the walk distance from Princeton Road to Raumati Road (around 700 metres) and one was concerned that the last bus on the route 250 is around 7pm while the route 260, which runs the loop, runs till around 9pm.

Given the close proximity of alternative services on Raumati Road, lack of any significant community concern and operational benefit for service reliability of removing the loop it is proposed that this change proceed.

Officers will also investigate options to look at running the route 250 later at night once the preferred tenderer is selected to address the issue of the route 260 proving a later service than the current route 250.

Mana Coach Services, the bus company which operates the route 260, has suggested the bus terminus for this route be moved to Margaret Street which is better positioned to serve Kapiti College and avoids the need for buses to layover on Raumati Road. Currently at peak times buses turn at Weka Street and layover at bus stops on Raumati Road. The Community Board have noted that planned roading changes on Raumati Road may in future prevent the use of the current bus turn-around at Weka Street.

Officers will work with KCDC to confirm if it is feasible to move the bus terminus to Margaret Street as suggested by the bus company.

- d) **Route 262** to discontinue the off-peak detour via the Kapiti Health Centre (dashed green line in the map below), and to have a consistent all day service along Arawhata Road. Monitoring by the bus company during July found that the route diversion is currently used by around 1 passenger per day (every 10<sup>th</sup> bus). Alternative bus stops are approximately 5 minutes' walk away on Kapiti Road. For those unable to walk this distance alternative access is proposed to be provided by adding the Health Centre to updated dial-a-ride services (covered in section 3.5) to provide a limited service with a wider coverage than the current route 262 diversion.



Kapiti Health Centre took the initiative to survey clients during the public consultation period on how they access the Health Centre. This survey of 26 clients found that all but 3 either drove themselves or received a lift from family and friends. Of the remainder 1 took a taxi, 1 took a bus and 1 took the train and walked from the Station to the Centre.

Paraparaumu Taxis indicated that passengers that they carry to the Health Centre are generally on Total Mobility and therefore benefit from subsidised taxi fares.

Feedback was received from 8 people with 6 concerned about the extra walking distance from nearby bus stops, 1 concerned that proposed dial-a-ride shuttle services (covered in section 3.5) may not run on the day of appointments and 1 supporting the change.

The bus company noted that when the bus route was diverted to run via the Health Centre this took service away from a well-used bus stop on Arawhata Road.

Given the close proximity of alternative services on Kapiti Road, lack of usage, operational benefit for service directness and reliability, alternative dial-a-ride services proposed (section 3.5) and that the change returns the bus route to a previously well-used stop on Arawhata Road it is proposed this change proceed.

- e) **Route 250** – the current long wait times between buses and trains during the day are likely to be resolved by the planned more frequent train timetable from mid-2017 and no changes are therefore proposed to this route.

However as noted at c), officers will investigate options to look at running the route 250 later at night once the preferred tenderer is selected to address the issue of the route 250 having no service after 7pm at night, compared with around 9pm for the route 260.

### 3. Paraparaumu East (route 270)

#### 3.1 Issues

**Route 270** was a new service introduced in 2009 following public consultation. The route has a very low utilisation of around 1.2 passengers per bus trip and patronage, after peaking in 2011, has generally been declining year on year (Figure 1). Route 270 is a very short route with a limited catchment. The furthest bus stop is around 12 minutes' walk (1.1km) to Paraparaumu Station. Ticketing data indicates that 57% of bus users are school students using the 8:15am and 3:48pm trips.

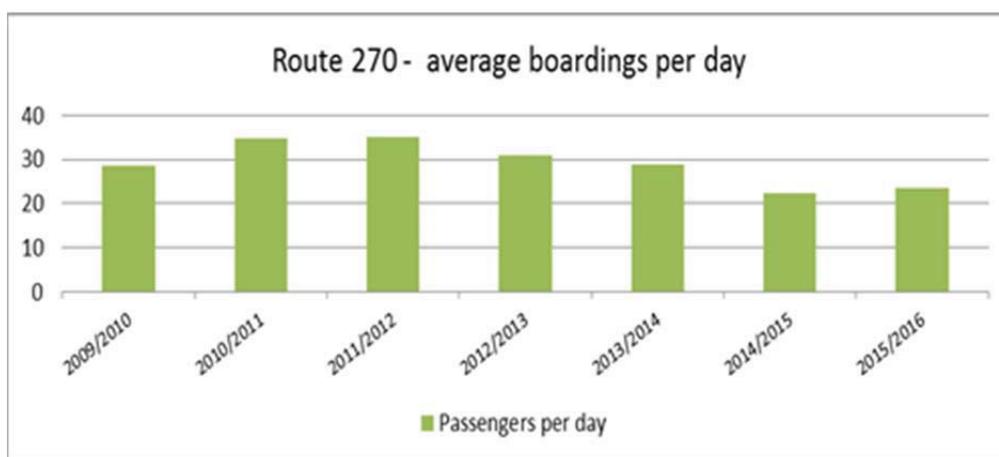


Figure 1 Route 270 Paraparaumu East - passenger boardings per day

#### 3.2 Proposed changes and recommendations

Council Officers consulted with the community on a proposal that the Route 270 be discontinued and replaced by extending existing Kapiti College school buses to cover Paraparaumu East, and to introduce a new dial-a-ride shopper service. The dial-a-ride shopper service would provide with a return trip on Monday and Thursdays, picking residents up from outside their homes and taking them to: Paraparaumu Station, Coastlands and Kapiti Health Centre.

Feedback was received from 6 people. Three were concerned at a loss of access for people without cars if Route 270 was discontinued, and three gave feedback on the proposed dial-a-ride service in which they requested alternative days or times of operation and more information on how the dial-a-ride service would operate.

KCDC's submission supported the recommendation to replace underutilised bus services with dial-a-ride and/or community shopper services.

In light of the low use of the current route 270 and that over half of current bus users are school students on two bus trips it is recommended that:

- The route 270 is discontinued.
- The Kapiti College school bus routes 530 (Kapiti College to Paraparaumu) and 536 (Paraparaumu to Kapiti College) be extended to cover Paraparaumu East.
- A targeted scheduled shopper service (route 264) is introduced providing a return service on Mondays and Thursdays between Paraparaumu East and Paraparaumu Station, Coastlands and the Kapiti Health Centre.

As a result of feedback on current dial-a-ride services (Section 3.5) it is recommended that the proposed shopper service to Paraparaumu East be operated as a regular scheduled service with a defined bus route and pick up locations with no requirement to pre-book by telephone (dial-a-ride). Passengers would be able hail the bus between stops. The route would be extended to include the Eldon Rest Home and Riwai Street which has the longest walk distance from Paraparaumu Station.

It is also recommended that the new shopper service for Paraparaumu East be introduced on a trial basis with performance targets set. The specific performance and decision-making criteria are based on those used previously<sup>1</sup>:

- **At least 4 Passengers per trip and at least 20% cost recovery** – service will be retained for further trial period, but with potential service changes.
- **At least 4 passengers per trip run but less than 20% cost recovery** – service will be retained for a further trial period and better value for money measures be investigated
- **Less than 4 passengers per trip run** – service will cease operation or be amended to better reflect value for money e.g. reduced coverage of route, reduced hours/days of operation or alternative travel options with a date to be confirmed.

## 4. Waikanae and Waikanae Beach (route 280)

### 4.1 Issues

- a) **Route 280** has a poor reliability of connections with trains. The current timetable is tight due to route length and time between arriving and departing trains. As the route

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<sup>1</sup> Report 11.341 concerning the Porirua East Community Transport Service

operates a loop service with no terminus at Waikanae Beach there is little ability to adjust bus times without impacting train connections in one or other direction.

- b) **Route 280** uses a very indirect route to Waikanae Beach travelling via Sylvan Avenue, Belvedere Avenue and Ngarara Road in Waikanae before finally heading out to Waikanae Beach along Te Moana Avenue. As 88% of current route 280 bus users are travelling to and from Waikanae Beach and just 12% are travelling within Waikanae township, the current route provides a suboptimal service to the majority of users. The Waikanae Community Board have requested a more direct service be provided to Waikanae Beach which would support making the service a more attractive alternative for commuters, including those who currently drive and use the park and ride at Waikanae Station as an alternative to the current bus service. The current route is shown below:



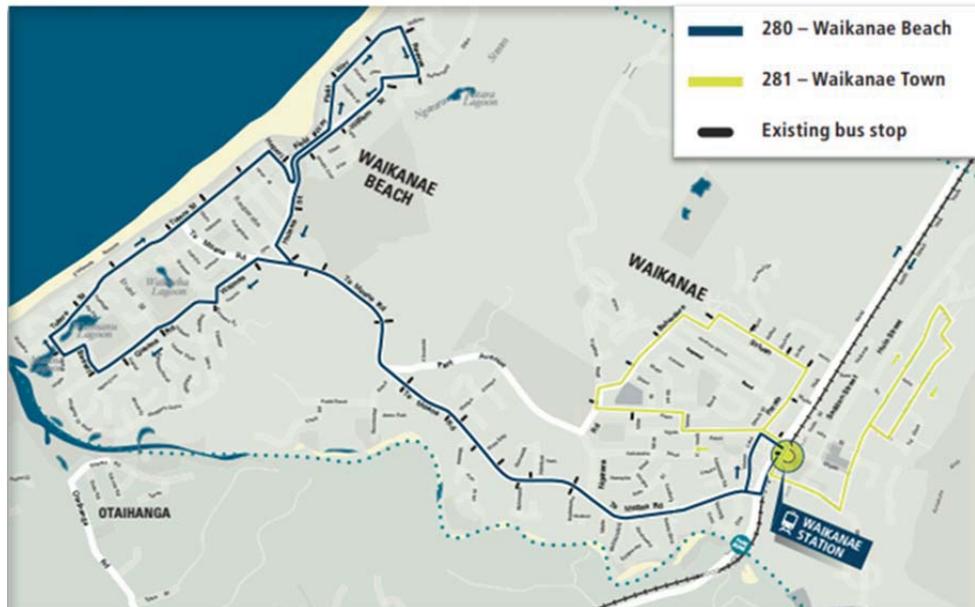
- c) **Waikanae East** – The Waikanae Community Board and residents have requested a bus service be provided to Waikanae East, where no services are currently provided.

## 4.2 Proposed changes and recommendations

Council Officers consulted on the following changes to the Waikanae and Waikanae Beach bus service:

- a) **Route 280** to be made more direct by travelling between Waikanae Beach and Waikanae Station along the full length of Te Moana Road, in order to improve the reliability of bus/rail connections. Buses would operate a similar level of frequency to now.
- b) **New route 281** to be introduced between Waikanae Station and Waikanae township including Waikanae East. This route would cover streets that would no longer be serviced by the re-routed Waikanae Beach route 280 and provide new coverage of

Waikanae East. This route would operate Monday to Sunday offering an hourly service till around 7pm (6pm on Sundays).



Feedback on the proposed new Waikanae bus routes was overwhelmingly positive with 81% of those providing feedback supporting the route change. KCDC noted that they were “generally very pleased with the proposed changes”.

Specific issues raised were mostly related to potential bus stop locations. Feedback was also received regarding the ability to transfer between the two Waikanae bus routes, a request for service after 7pm on the new route 281 and one submission opposing the loss of service to a section of Ngarara Road between Rimu Street and Te Moana Road. KCDC and Kapiti Coast Older Person Council note concerns at buses using Marae Lane.

Given the high level of community support it is recommended the proposed Waikanae bus route changes proceed. Officers will work with KCDC on finalising suitable bus stop locations on the streets where new bus services are being introduced. Officers will also work with KCDC on route options in the Waikanae town centre that avoid the use of Marae Lane provided KCDC are able to provide a suitable alternative for efficient access to and from Waikanae Station.

It is also recommended that the new route 281 be introduced on a trial basis with performance targets for it to meet. The specific performance and decision-making criteria are based on those used previously<sup>2</sup>:

- **At least 4 Passengers per trip and at least 20% cost recovery** – service retained for further trial period, but with potential service changes.

<sup>2</sup> Report 11.341 concerning the Porirua East Community Transport Service

- **At least 4 passengers per trip run but less than 20% cost recovery** – service retained for a further trial period and better value for money measures be investigated
- **Less than 4 passengers per trip run** – the service will cease operation or be amended to better reflect value for money e.g. reduced coverage of route, reduced hours/days of operation or provision of alternative travel options, with a date to be confirmed.

## 5. Otaki (route 290)

### 5.1 Issues

- a) **Service coverage** of the main residential areas of Otaki has been raised as an issue in previous stakeholder feedback. The geography of Otaki is challenging for public transport with a relatively small population spread over a large geographic area with significant trade-offs between directness and coverage of service. The current route is shown below:



- b) **The current timetable is inconsistent** and difficult to understand with many route variations. The Otaki Plateau area (Te Manuao Road) is bypassed in the morning resulting in no access to Otaki Town, Library and School at this time for this area. Current weekday timetable is shown below displaying the highly varied route start and end points.

Coastlands – Stop A	-	-	-	-	12.15	-	-	-	-
Waikanae Station – State Highway 1	-	7.25	8.40	-	12.25	-	4.35	5.40	-
Otaki Station – Arthur Street	-	-	-	-	-	-	-	-	6.28
Main Highway Otaki i-SITE	-	7.40	8.50	-	12.40	-	4.50	5.55	6.29
Te Manuao Road – Baptist Church	-	-	-	-	12.43	-	4.53	5.58	6.32
Otaki College – Mill Road	-	7.42	8.52	-	12.48	-	4.58	6.03	6.37
Otaki Town – Aotaki Street at Mill Road	6.45	7.45	8.55	9.15	12.50	3.00	5.00	6.05	6.39
Otaki Beach – Marine Parade	6.50	7.50	-	9.20	12.55	3.05	5.05	6.10	6.44
Otaki Library – Aotaki Street	6.55	7.55	-	9.25	1.00	3.10	5.10	6.15	6.49
Otaki College – Mill Road (Opposite)	6.57	7.57	-	9.27	-	3.12	5.12	-	-
Te Manuao Road – Baptist Church	7.02	8.02	-	9.32	-	3.17	5.17	-	-
Main Highway Otaki i-SITE (Opposite)	7.07	8.07	-	9.37	-	3.22	5.22	-	-
Otaki Station – Arthur Street	7.08	-	-	-	-	-	-	6.27	-
Waikanae Station – State Highway 1	7.24	8.22	-	9.52	-	3.27	5.37	-	-
Coastlands – Stop A	-	-	-	10.02	-	-	-	-	-

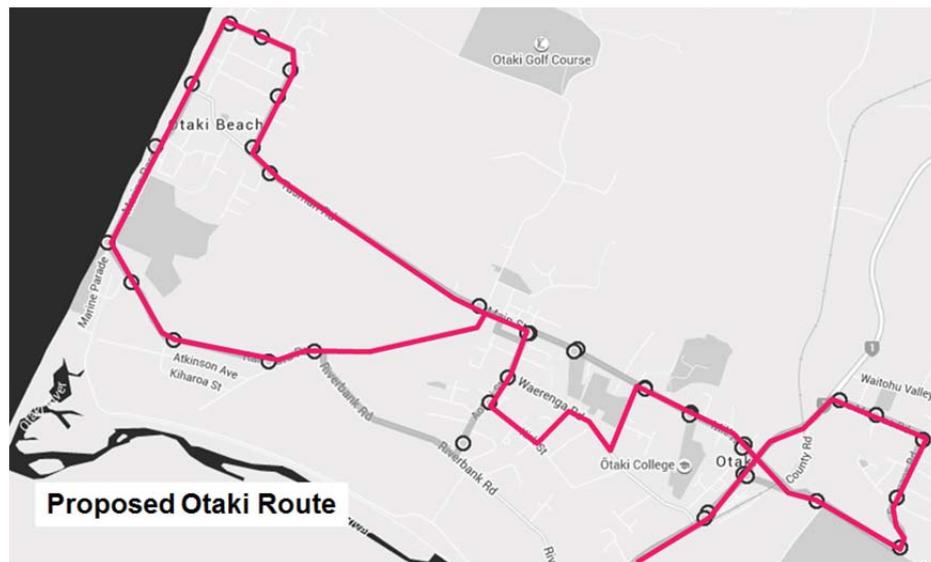
- c) **Limited timetable/trip options** with the current service offering just 5 return trips per day to and from Waikanae on weekdays and 2 return trips per day on weekends. This limits access opportunities to employment, training courses, health appointments and access to community facilities generally. Despite this limited service the route has shown consistent growth in recent years averaging 5.8% per annum over the last 8 years.
- d) **Request for a later return service from Coastlands.** Currently a service arrives at Coastlands at 10:02am and departs at 12:15pm.

Subsequent to this review GWRC and Horizons Regional Council (HRC) intent to run a 2 year trial service between Levin, Otaki and Waikanae. If the trial proves unsuccessful, it can be terminated at an earlier date (this may be 12 months as this would provide sufficient time monitoring passenger uptake and growth). Officers will work with HRC to confirm timetables to ensure that there is no overlap with route 290 services and also to monitor the effects on route 290 patronage.

## 5.2 Proposed changes and recommendations

Council Officers consulted on the following proposed changes to the Otaki route 290 and its timetable:

- a) **Bus route** to be adjusted to give a greater penetration into the main residential area by deviating off Mill Road and travelling via Domain Road, Waerenga Road, Lemon Street and Kirk Street and adjusting the route to run via the full length of Rangiuru Road where a new residential subdivision is planned. See map below of route based on request from the Otaki Community Board.



Feedback on the proposed route change was received from Otaki Community Board and Otaki School. The Community Board support the new route while Otaki School are opposed to losing the service from Mill Road where it drops off and picks up students from the front of the school. The school currently supervise students boarding and alighting buses and have stated that they do not have the resource to supervise stops on Waerenga Road at the rear of the school as well as at the front of the school which the Ministry of Education buses use.

The trade-offs of servicing Otaki School versus providing more coverage of the residential areas of Otaki were discussed at a combined meeting of Kapiti Community Boards held on 31 August. This discussion made clear that the Schools needed to be accommodated whilst not losing the benefits of the new bus route proposal. As a result it is recommended that the new route proceed, with the morning trip to Otaki School and afternoon trip from Otaki School continuing to service the front of the School via school time route variations.

The bus company, Uzabus, also provided feedback regarding the routing of the bus at Otaki Beach suggesting re-routing the bus from Marine Parade to Moana Street one street inland to provide greater penetration into the main residential area and a more protected environment for bus passengers away from the beach.

Officers recommend conducting a targeted consultation of affected households around Marine Parade and Moana Street by means of a letterbox drop to determine if there is local community support for this route change.

- b) **Bus timetable** to offer more service with 8 return trips per day to and from Waikanae on weekdays and 5 return trips per day on weekends. These changes will provide a 72% increase in weekly service to and from Waikanae Station. A more consistent timetable is also proposed with all services running the same route via the Otaki

Plateau area (Te Manuao Road), improving local access to Otaki Town from this area and simplifying the timetable.

The Otaki Community Board and KCDC both note that they “appreciate” the proposal to increase the number of bus services to and from Otaki. However they both note concerns that bus options will still be limited and request an overall greater investment in the Otaki bus network.

Two requests were received from parents of Kapiti College students seeking better connections between Kapiti College school buses and the Otaki bus. In the afternoon there is currently a 50 minute wait between these buses.

Currently Otaki is a stand along contract operated separately from other Kapiti bus services. Under the new PTOM contract Otaki bus services are being tendered as part of a package of all Kapiti bus services. This will provide the opportunity for the future bus operator to make efficiencies in how the service is operated. Officers will work with the successful tenderer in 2017 to refine the timetable and investigate options to further enhance the service offering to Otaki in a cost effective manner, to address the issues raised by KCDC and Otaki Community Board.

- c) **Later Coastlands return service** around 2pm (12:15pm now) to provide more time at Coastlands.

Feedback was received from 11 people regarding the timing of the daily return bus from Coastlands. 8 respondents requested keeping the existing 12:15pm departure time, 1 supported the new 2pm time, 1 requested keeping the 12:15pm time as well as having a 2pm time and one requested a 10:15pm service.

The Otaki Community Board has indicated that they wish to see the 2pm return service in addition to the current 12:15pm service, not instead of it.

As a result of the feedback received, Officers have identified the opportunity to retain the current 12:15pm service from Coastlands and provide a 2:15pm service from Coastlands using the Waikanae bus which can then provide a seamless bus to bus connection at Waikanae. This would provide pick up options at both 12:15pm and 2:15pm from Coastlands without the need to walk to Paraparaumu Station and negotiate the subway, which older users of this service can find challenging. It is recommended the proposed timetables be modified to include this extra service option.

### **5.3 Levin, Otaki, Waikanae trial service**

Subsequent to this review Horizons Regional Council (HRC), working with GWRC, intends to run a 2 year trial service between Levin, Otaki and Waikanae from early 2017. The new service will run 2 days a week, with one trip southbound in the morning and one trip northbound in the afternoon. If the trial proves unsuccessful, it can be terminated at an earlier date (this may be 12 months as this would provide sufficient time monitoring

passenger uptake and growth). Officers will work with HRC to confirm timetables to ensure that there is no overlap with route 290 services and also to monitor the effects on route 290 patronage.

## **6. Dial-a-Ride Shopper Services (route 251 & 263)**

### **6.1 Issues**

The current dial-a-ride shopper services are legacy services generally providing service to dispersed low demand areas where regular fixed route bus services have previously operated but were found to not be viable and were withdrawn. The current routes 251 and 263 are among the lowest utilised services in Kapiti:

- 251 Paekakariki Shopper – 3.7 passengers per trip
- 236 Otaihanga Shopper – 0.9 passengers per trip.

Currently the route 251 runs on Tuesdays, Thursday and Fridays and the route 263 runs on Tuesday and Thursdays with a single pick up in the morning and return trip in the afternoon. These services are operated by taxi vans and provide a door to door service from designated areas of service to and from local train stations and Coastlands.

### **6.2 Proposed changes and recommendations**

The low utilisation of these services could form grounds for recommending a complete withdrawal of service as was last considered by Council in 2009. At that time given the lack of alternative service options in the areas covered, combined with the predominantly elderly nature of the users of the services, the services were instead revised to operate as a dial-a-ride service on an on-request basis (passengers pre-book to use the service), and with some extensions of coverage added to increase potential utilisation. These changes aimed to achieve an average utilisation of 4 per trip which has not been achieved by either of the current routes.

As an alternative to withdrawal, Officers have looked to see if there are opportunities to adjust the dial-a-ride shopper services to increase their usefulness to current users and address other public transport access issues that are not well suited to being addressed by regular fixed route bus services. Officers have also considered how the services might be most efficiently provided in the context of the future PTOM bus contract.

As a result, the following service changes were consulted for the Kapiti dial-a-ride shopper services with days of service designed so that there is a service each day of the week from Monday to Friday, providing a service between Kapiti Health Centre and Paraparaumu Station as well as to the respective catchments of each route listed below:

#### **a) Route 251 Paekakariki Shopper**

- Service to be reduced to operate two days per week on Tuesday and Fridays.

- Service to provide additional drop-off and pick-up from Kapiti Health Centre and Paraparaumu Station, in addition to Coastlands and Paekakariki Station.

Feedback on proposed changes to dial-a-ride shopper services was received from 4 users who requested that the service remained at least three days per week.

The distance from the Station at Paekakariki and cost of using taxis to reach Paraparaumu came through in consultation as a specific issue for residents in Paekakariki that have no other transport options.

The Paekakariki Community Board, KCDC and Paekakariki residents provided feedback that there is lack of visibility to the current dial-a-ride shopper services and some residents may be confused or unclear around how the dial-a-ride services actually work. The Community Board requested GWRC consider installing bus stops or signage to better advertise the presence of a service.

Paraparaumu Taxis, the operator of the service, says they generally run the service even when no bookings have been received as some regulars may be waiting for them on the street. While contracted as a dial-a-ride service that only operates on request, in reality they do tend to operate the service to a regular route based around where people currently board the service.

Given the lack of visibility of the current service and confusion about how dial-a-ride services actually works and how it actually operates in practice, it is recommended that the service model be adjusted to a regular scheduled service where customers are not required to book in advance to use the service. Officers will work with the current operator to identify a route that services current users and install Metlink signage and timetables at key boarding locations to make the service more visible. Passengers would still be able to hail the service between stops.

As the current service is close to the minimum 4 passengers per trips it is recommended to retain the current level of service at three days a week to test the patronage effect of installing bus stops and making the service more visible for potential new users, before considering any further reduction in service.

The proposal to add the Kapiti Health Centre to the route is proposed to proceed as proposed.

If, after 12 months usage, the route 251 Paekakariki Shopper is still below 4 passengers per trip, reduction of the service to two days per week is recommended.

#### **b) Route 263 Otaihanga Shopper**

- Service to be reduced to operate 1 day per week on Wednesdays.
- Service to provide additional drop-off and pick-up from Kapiti Health Centre as well as Paraparaumu Station and Coastlands.

Paraparaumu Taxis informed officers that the this route is only used by one regular passenger who is on the Total Mobility scheme, and uses the Total Mobility scheme in days that the route 263 isn't running.

Given there is just one user of this service who is understood to be on Total Mobility it is recommended that this service be discontinued. The resource freed up is recommended to be put back into the route 251 Paekakariki service to retain the current three day a week service.

**c) New route 264 Paraparaumu East**

- New service to cover the Paraparaumu East area currently serviced by route 270 which is proposed to be discontinued (Section 3.2). Service to operate two days per week on Mondays and Thursdays. While the service would only operate two days a week it would offer a door to door service covering streets not covered by the current route 270.
- Service to provide direct access to Coastlands and the Kapiti Health Centre as well as Paraparaumu Station unlike the current route 270 which only travels to Paraparaumu Station.

KCDC's submission supported the recommendation to replace underutilised bus services with dial-a-ride and/or community shopper services.

Given feedback noted in 3.52 a) from KCDC, Paekakariki Community Board and user feedback on the model of providing dial-a-ride shopper services, it is recommended that, instead of a dial-a-ride service where passengers have to pre-book to use the service, the proposed new shopper service for Paraparaumu East will operate a conventional scheduled service. The route will be extended to service the Eldon Rest Home and Riwai Street.