

Submission to the Greater Wellington Regional Council on the Wellington Regional Land Transport Strategy 2010-2040

The Tawa Community Board (TCB) is mindful that many of the comments in this submission reiterate our previous submissions, but that little or no changes have been made to the Greater Wellington Regional Council (GWRC) strategy.

Transport Services

The TCB is concerned that:

- Trains are frequently delayed. Not only does this inconvenience passenger, it reduces the number of people prepared to use public transport. Whilst it maybe On-track, Kiwi Rail and/or GWRC responsibility, we believe that the infrastructure should have been the priority rather than the rolling stock. Most recent delays have been a failure of infrastructure.
- There are inadequate Park and Ride facilities. Anticipated increases in passenger number are unlikely to occur if these are not available.
- Passengers are required to pay when they have been delayed by 20 or more minutes. It is possible that the charging of passengers for seriously delayed services could breach the provisions of the Consumer Guarantees Act.
- Currently, in peak hours every second train through Tawa is an express train. While this is great for Porirua it is noteworthy that they are far from full. Tawa is under-serviced despite it having a large number of users.
- On a fare per km basis, Tawa has the highest fare with the lowest frequency of service (see the point above).
- While Kiwi Rail is not responsible for the current state of the infrastructure or rolling stock, its attitude to customers when there are failures is unsatisfactory. Poor, if any information is provided. They need to be reminded that they are a service provider and that when the service fails; disgruntled patrons need to be informed.
- Trains are not deemed to be late if the actual delay 15 minutes or less.
- The introduction of message boards on the stations is unlikely to satisfy passengers as much as services being on time will.
- There is no integrated ticketing system planned for the near future.
- There is insufficient cohesion between services meaning it is difficult, if not impossible, to arrive at Wellington Station and board a bus, or train, to another destination without unsatisfactory delays.

- The Matangi units will not be introduced to the Paraparaumu line before June 2011. We believe the GWRC has been disingenuous in its advertising and is guilty of misleading users on the Paraparaumu line. Having to put up with aging, unreliable units for up to a year longer than the users of other lines with no compensation for the inconvenience is shameful.

Roading

The TCB is concerned that:

- No long term roading and transport plan has been prepared for Tawa. This needs to cover the services provided by both bus and train and how this interacts with the use of vehicles within and through Tawa.
- Tawa is unique in that it has a rail line through its middle with three rail crossings in a very short distance. There is no convenient, alternative route to the other side of Tawa.
- With the impact of more train services through Tawa, the impact on the rail crossings at Linden Avenue, McLellan Street and Tawa Street has to be considered. While these roads are not GWRC owned the GWRC needs to work with Wellington City Council (WCC) and the TCB to consider possible bridging of these roads. No doubt the proposed building of Transmission Gully will also have an impact.

Reduced Greenhouse Emissions

While public transport remains inefficient, more people will use private transport. At least two members of the TCB have tried to use public transport to visit clients in the central city. It just did not work!

Public transport needs to be reasonably priced, frequent and reliable. Only then will people use it rather than private vehicles.

To cycle, or walk, south of Tawa you are required to go down Middleton Road. This stretch of road is to say the least dangerous and not user friendly.

While it is a WCC road, the GWRC needs to work with WCC and find a strategy to see this road made suitable for both the residents and tourists who must use this road if they are walking or cycling.

It is not a good look for tourists and residents alike to be put in danger when using a road that is, to say the least, below standard.

Parking for Passengers

The TCB believes that:

- The plan to charge passengers to park at stations is at best foolish. At a time when the GWRC wishes to reduce greenhouse effects it wants to charge people to park while using public transport.
- People need to be incentivised to use public transport not de-incentivised.
- More needs to be done to provide Park and Ride facilities. It is time that the GWRC and local authorities stopped pointing at each other and saying ‘you pay’. In Tawa’s case the land for a park and ride facility was made available as a condition of a Plan Change in respect of the development of Takapu Island. So far neither GWRC nor WCC have taken up this offer.

Tawa Community Board

April 2010