



If calling, please ask for Democratic Services

Transport Committee - Wellington Regional Public Transport Plan Hearing 2021

Tuesday 20 April 2021, 9.30am

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington

Members

Cr Blakeley (Chair)

Cr Brash

Cr Gaylor

Cr Kirk-Burnnand

Cr Lamason

Cr Ponter

Cr van Lier

Cr Lee (Deputy Chair)

Cr Connelly

Cr Hughes

Cr Laban

Cr Nash

Cr Staples

Recommendations in reports are not to be construed as Council policy until adopted by Council

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Public Business

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Transport Committee
20 April 2021
Report 21.128



For Information

PROCESS FOR CONSIDERING THE SUBMISSIONS AND FEEDBACK ON THE DRAFT WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN 2021

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee (the Committee) of the process for considering submissions on the draft Wellington Regional Public Transport Plan 2021 (the draft RPTP).

Te tāhū kōrero

Background

2. At its meeting on 11 February 2021, the Committee approved the Final Draft RPTP and agreed to convene as a hearing committee to consider the submissions on the Final Draft RPTP.

Public consultation

3. This hearing completes the public consultation phase of the draft RPTP. The consultation period was open from 15 February 2021 to 19 March 2021.

Principles of consultation

4. There are six principles set out in the Local Government Act 2002. One of these principles is that views presented to a local authority should be accepted with an open mind, and should be given due consideration by the local authority in making a decision.
5. The Committee should also take into account that persons who wish to have their views on the decision or matter considered by the local authority should be provided with a reasonable opportunity to present those views to the local authority.
6. It is consistent with best practice that members should be present for the substantial duration of the hearing and deliberations in order to participate in the decision-making of the Subcommittee.

Te tātaritanga

Analysis

Submissions and feedback received

7. Greater Wellington Regional Council (Greater Wellington) received 2,758 written submissions on the draft RPTP.

8. The written submissions have been separately distributed to members of the Committee. It is suggested that written submissions are taken as read by the Committee and that the Committee members only discuss those submissions on which they want to make a particular comment.
9. Feedback from the community was obtained through 367 submissions via the Have Your Say website, together with 55 submissions received via direct mail. In addition, 2212 individual submissions were received through the 'Fight for the Flyer' campaign organised by Hutt City Mayor Campbell Barry and M.P.s Chris Bishop and Ginny Andersen, and 124 submissions were received through a Generation Zero electronic campaign. The 'Fight for the Flyer' submissions were received through an electronic submission form created by the campaign and through handwritten comments on campaign submission collateral. Analysis of the submissions is detailed in Report 21.151 - Analysis of Submissions to the Draft Wellington Regional Public Transport Plan 2021.

Oral presentation process

10. The purpose of the hearing is to hear oral presentations in support of written submissions. At the time of writing this report, 53 submitters wish to be heard. There are 25 confirmed to speak to their submissions on Tuesday 20 April 2021, 15 scheduled to speak on Wednesday 21 April 2021 and 13 on Thursday 22 April 2021. A hearing schedule will be provided to Committee members, with a final version available on the day of the hearing.
11. Five minutes in total is allocated for each submitter to speak and for Committee members to ask the submitter questions.
12. It is proposed that deliberations commence following the hearing of the oral presentations.

Consideration of issues raised in submissions and feedback

13. The Committee must consider all written submissions, regardless of whether the submitter spoke to it. The Committee must also consider all of the feedback that was received on the consultation document.

Ngā tūāoma e whai ake nei

Next steps

14. The Committee will need to prepare a report to the Council meeting, scheduled for 24 June 2021, setting out its recommendations on the adoption of the draft RPTP. The Transport Committee will then recommend to Council that it adopt the RPTP.
15. Each person who made submissions or provided feedback and who provided a contact address (including email) will, subsequent to Council approving the draft RPTP, receive a response outlining Council's decision, and any key changes.
16. A press release will be published, outlining Council's decision and any key changes, and be made available on Greater Wellington's website.

Ngā kaiwaitohu
Signatories

Writer	Alex Smith – Kaitohutohu Matua, Democratic Services
Approvers	Francis Ryan – Kaiwhakahaere Matua, Democratic Services Luke Troy – Kaiwhakahaere Matua Rautaki

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> It is a specific responsibility of the Transport Committee to prepare the Wellington Regional Public Transport Plan (including variations) and recommend its adoption by Council.
<i>Implications for Māori</i> There are no implications for Māori arising from this specific report.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The Wellington Regional Public Transport Plan is a key plan for Greater Wellington.
<i>Internal consultation</i> Officers from Metlink were consulted.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks arising from this report.

Transport Committee
20 April 2021
Report 21.151



For Decision

ANALYSIS OF SUBMISSIONS TO THE DRAFT WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN 2021

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with an overview of the written submissions received on the draft Wellington Regional Public Transport Plan 2021 (draft RPTP), together with initial officer comments and recommendations on key topics raised in the submissions.

He tūtohu

Recommendations

That the Transport Committee:

- 1 **Considers** the submissions on the draft Wellington Regional Public Transport Plan 2021 - including the summary of submissions received on the draft Wellington Regional Public Transport Plan - Summary and analysis of submissions on Wellington Regional Public Transport Plan 2021 – Global Research (Attachment 1) - together with the officer comments (set out in this report) in determining its findings and recommendations to Council.
- 2 **Recommends** to Council changes to the draft Wellington Regional Public Transport Plan 2021 as agreed by this Committee.

Te horopaki

Context

Background

2. As stated in the Land Transport Management Act 2003 (LTMA) s.117, the purpose of an Regional Public Transport Plan (RPTP) is to provide a means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure, and an instrument for engaging with the public in the region on the design and operation of the public transport network. An RPTP is a statement of:
 - a. The public transport services that are integral to the public transport network; and
 - b. The policies and procedures that apply to those services; and
 - c. The information and infrastructure that supports those services.

3. Under s. 119(1) of the LTMA, a regional council which enters into contract for the supply of any public transport service and provides financial assistance to any operator or user of any other passenger service in a small passenger service vehicle, must adopt an RPTP. A regional council may, by resolution at any time, vary or renew a regional public transport plan previously adopted by it (LTMA s.119(2)). The existing Wellington RPTP was adopted in 2014 and has been varied three times, in February and September 2016 and in October 2017.
4. The Wellington RPTP is primarily a policy document that sets out our approach to achieving the objectives for public transport set out in the Wellington Regional Land Transport Plan, the Government Policy Statement on Land Transport, and the Greater Wellington Regional Council (Greater Wellington) Long Term Plan. High level objectives, targets and performance measures for public transport are set in these documents rather than in the RPTP.
5. At its meeting on 11 February 2021, the Committee approved the draft Wellington RPTP 2021 for public consultation (Report 21.39). At this meeting, the Committee agreed to convene as a hearing committee to consider the submissions on the Final Draft RPTP and to make its recommendations to Council.
6. The public consultation period ran from 15 February to 19 March 2021 and was concurrent with public consultation on the draft Regional Land Transport Plan. Consultation activities included inviting submissions and four online workshops. These were held online due to being under Covid-19 Alert Level 2 for some of the consultation period. Consultation was publicised by a mix of print and online media, emails to stakeholders and interested groups, and flyer distribution at Wellington Railway Station and community events (e.g. Round the Bays).

Legal requirements

7. The statutory requirements for preparing the RPTP are set out in Part 5 of the Land Transport Management Act 2003, (LTMA). The Plan's statutory purpose is to provide:
 - a. "A means for encouraging regional councils and public transport operators to work together in developing public transport services and infrastructure; and
 - b. An instrument for engaging with the public in the region on the design and operation of the public transport network; and
 - c. A statement of the public transport services that are integral to the public transport network; the policies and procedures that apply to those services; and the information and infrastructure that support those services".
8. The RPTP is based on five principles from the LTMA:
 - a. Greater Wellington and public transport operators should work in partnership to deliver the public transport services and infrastructure necessary to meet the needs of passengers
 - b. The provision of services should be coordinated with the aim of achieving the levels of integration, reliability, frequency and coverage necessary to encourage passenger growth

- c. Competitors should have access to regional public transport markets to increase confidence that services are priced efficiently
 - d. Incentives should exist to reduce reliance on public subsidies to cover the cost of providing services
 - e. The planning and procurement of services should be transparent.
9. Section 124 of the LTMA requires Greater Wellington before it adopts the RPTP, to be satisfied that the Plan:
 - a. Contributes to the purpose of the LTMA
 - b. Has been prepared in accordance with any relevant guidelines issued by the Waka Kotahi NZ Transport Agency
 - c. Is consistent with the Regional Land Transport Plan
 - d. Has applied the five principles specified above.
10. Section 124 of the LTMA also requires Greater Wellington to take account of the following matters when preparing the RPTP:
 - a. Any national energy efficiency and conservation strategy
 - b. Any relevant regional policy statement, regional plan, district plan or proposed regional or district plan under the Resource Management Act 1991
 - c. The public transport funding likely to be available within the region
 - d. The need to obtain best value for money, having regard to the desirability of encouraging a competitive and efficient market for public transport services
 - e. The views of public transport operators in the region.
11. Greater Wellington is also required to consider the guidelines issued by Waka Kotahi NZ Transport Agency for the purposes of developing Regional Public Transport Plans and the needs of people who are transport disadvantaged. In compliance with section 125 of the LTMA, Greater Wellington has consulted with local government and our public transport operators, and with central government agencies including Waka Kotahi NZ Transport Agency and the Ministry of Education. Submissions from Waka Kotahi and the Ministry of Education were received and are included in the submissions volumes.

Te tātaritanga

Analysis

Feedback received at engagement workshops

12. During the consultation period, four online workshops were held with stakeholders and interested members of the public (a mix of invited guests and people who responded to advertising and posts on EventFinda). These were held in conjunction with the Regional Land Transport Plan and took place via MS Teams due to Covid-19 Alert Level 2 restrictions that came into place for some of the consultation period. The workshops were held at different times of the day and on a Saturday to maximise the opportunity for stakeholders to take part in discussions.

13. Across the workshops, the general themes that garnered the most discussion were equity and access to public transport, de-carbonisation and climate change initiatives, customer experience for public transport including integrated fares and ticketing and infrastructure improvements, and mode-shift including bikes on trains and storage at stations. Deployment of new initiatives like public transport on-demand to increase access to key transport hubs also generated valuable discussion.
14. Specific topics of discussion were the proposed airport service, regional hospital to hospital connections, public transport connections between the Hutt and Porirua, and driver shortages.
15. As noted in paragraph 11, the LTMA requires regional councils to consider needs of people who are transport disadvantaged when developing a RPTP. Our workshops had significant input from representatives of the transport disadvantaged. Key topics from these representatives were disability access (infrastructure, talking buses and timetables), enhancements to Total Mobility, and affordability of public transport.
16. The switch from physical meetings in regional locations to online sessions was generally well-received by attendees with representatives from some communities commenting that they increased accessibility to the discussions with Councillors and officers. Attendees noted the last-minute change to an online meeting format and agreed that more advance promotion of the online events would have increased public participation.

Submissions received

17. 2758 individual submissions were received. These included 367 submissions via Have Your Say and 55 submissions via direct email. In addition, 2212 individual submissions were received through the 'Fight for the Flyer' campaign organised by Hutt City Mayor Campbell Barry and M.P.s Chris Bishop and Ginny Andersen, and 124 submissions were received through a Generation Zero electronic campaign. The 'Fight for the Flyer' submissions were received through an electronic submission form created by the campaign and through handwritten comments on campaign submission collateral. The Generation Zero were received in a 'yes/no' submission pro-forma with submitters indicated their agreement or disagreement with a set of statements related to both the RPTP and RLTP.
18. Only 13 submissions were made on behalf of organisation, the remainder on behalf of individuals. Only submissions made through Have Your Say contained location identifiers. Of submitters who chose to identify the they live in, 37 per cent live in Wellington City, 31 per cent in Porirua, 14 per cent in Hutt City, 10 per cent in Kāpiti, 4 per cent in Upper Hutt and 1.6 per cent from the Wairarapa. A full summary of submissions received is provided in [Attachment 1](#) - Summary and analysis of submissions on Wellington Regional Public Transport Plan 2021 – Global Research.

Officer comment on key themes raised in the submissions

19. We gave respondents the opportunity to consider five key questions regarding the strategic priorities and proposed initiatives, policies and activities in the draft RPTP. These questions were:

- a. Will the activities and policies outlined in the draft RPTP will result in an efficient, accessible and low carbon public transport network?
 - b. Will implementation of the Regional Rail Strategic Direction investment pathway of regional rail service, rolling stock and infrastructure improvements and the procurement and delivery of the Lower North Island regional rail trains provide a high quality, high capacity, high frequency core rail network?
 - c. Is decarbonisation of the Metlink bus fleet by 2030 through investment in electric buses and charging infrastructure an effective way to reduce public transport emissions?
 - d. Will improving multi-modal access to public transport hubs, including paid parking for Park and Ride, improve access to public transport (the Smarter Connections Strategy)?
 - e. What are your views on extending the Airport bus service beyond Wellington Station to other parts of the Wellington region?
20. In addition, respondents were able to provide free-form feedback on any other aspect of the plan, or on Wellington region public transport in general. Detailed analysis on all submissions in contained in **Attachment 1**.

Efficient, accessible and low carbon public transport network

21. Overall, there was slightly more disagreement than agreement that the Draft RPTP will result in an efficient, accessible, and low carbon public transport network with 36% of respondents agreeing with the statement, 39% disagreeing and 25% being non-committal. Agreement was for a range of reasons including general support for regular, reliable and easy to use public transport and our promotion of mode shift. Disagreement particularly focussed on perceived reliability issues on parts of the network and lack of direct routes between some regional centres.
22. Much of the commentary relating to this question centred on the question of Park and Ride and Greater Wellington charging for this. The majority of respondents were opposed to charging for Park and Ride, with respondents arguing that the policy would have the opposite effect to that desired by Greater Wellington and would encourage more car use, disincentivise public transport use, and result in increased congestion and adverse environmental effects.
23. Comments on the perceived effectiveness and lack of ambition of the plan, and Greater Wellington's ability to achieve its goals are detailed in **Attachment 1**.

Officers' comments

24. Along with the routing of the proposed new airport service, charging for Park and Ride emerged as a prominent issue for public comment. While the draft RPTP does not indicate the adoption of any policy to introduce a charging regime for our parking facilities, and the section on the Smarter Connections Strategy highlights that our focus is on managing demand at our stations and prioritising multi-modal access to our stations for customers, public perception is that we are adopting a 'pay for parking' approach across the network.

25. Parking at our stations is raised by Wellington City Council, Porirua City Council, Hutt City Council and Kāpiti Coast District Council in their submissions, particularly in relation to the need to work closer on aligned parking policies around key transport hubs.
26. Officers are currently working to consider how initiatives for demand management and parking prioritisation can be incorporated into transition to the National Ticketing Solution (NTS). The revenue protection work-stream of the NTS is currently considering how a revenue protection function within Metlink could also be utilised for demand management across other parts of the public transport infrastructure.
27. In addition, Metlink's current exploration of Transit Oriented Design provides an opportunity to work closer with individual Territorial Authorities across the region on urban development opportunities across the network including better utilisation of key Greater Wellington assets and infrastructure.
28. **Officers' recommendation: Officers recommend that the draft RPTP be amended to tell a clearer 'Park and Ride story' including how electronic ticketing can include all means of access to the public transport network, including parking.**

Regional Rail Strategic Direction investment pathway

29. Approximately half (51%) of respondents indicated they agreed or somewhat agreed that implementing the Regional Rail Strategic investment pathway will provide a high quality, high capacity, high frequency core rail network. Only 12% disagreed or somewhat disagreed, while the remaining 37% either did not know or did not indicate an opinion.
30. Respondents noted the criticality of rail to travel in the region and supported an extended rail network that is high frequency, reliable and easy to use and view rail as an integral part of a well-functioning public transport system that can assist with mode shift. Responses emphasised the need for more capacity on rail and higher frequency of services including at weekends.
31. Disagreement with the Strategic Direction Investment Pathway was explained by respondents in terms of scepticism that the Plan will 'work', cost of the work, and dissatisfaction with the current rail network and its ability to cope with current demand and use patterns. Comments particularly focused on infrastructure on the Johnsonville and parts of the Kāpiti lines, both in terms of geographic constraints and single-tracking.
32. Comments on integrated fares and ticketing occurred across submissions and frequently in relation to the Regional Rail Strategic Direction. Respondents were generally in favour of quick implementation of some form of electronic ticketing across the network.

Officers' comment: That comments are noted and will be considered as part of the Regional Rail Strategic Direction investment pathway work programme. No changes to the draft RPTP are needed.

Decarbonisation of the Metlink bus fleet by 2030

33. This strategic priority received the most supportive response across the consultation process. Almost three-quarters (72%) of respondents agreed that 'Decarbonising the Metlink bus fleet by 2030 by investing in electric buses and charging infrastructure is an effective way to reduce public transport emissions', while only 10% disagreed.

34. Environmental reasons were the most frequently cited justification for agreement, with respondents mentioning both lower carbon emissions and reduced pollution as key benefits. Respondents also expressed general support for the vision to decarbonise the Metlink fleet. Those who agreed with the strategic priority frequently wanted to see this initiative happen sooner than the 2030 deadline.
35. The quality and reliability of public transport services was highlighted as paramount. Battery charging and how this might affect buses running to timetable was a concern raised, and additional points raised included that on low capacity lines smaller buses should be used, and that priority bus lanes would reduce congestion related lateness. Reliability was also seen as partly dependent on ensuring drivers are well paid for their work.

Officers' comment: That general and widespread support for Greater Wellington's strategic priorities around decarbonisation of the public transport fleet are noted and that Metlink continues to communicate progress with this work to residents and ratepayers across the region. No changes to the draft RPTP are needed.

The Smarter Connections Strategy

36. Substantially more people (63%) disagreed that 'Improving multi-modal access to public transport hubs, including paid park and ride through actions in our 'Smarter Connections Strategy' will improve access to public transport', with only 27% agreeing. Park and Ride comments dominated in response to the question of why respondents disagreed with the prompt statement, accounting for three-quarters of the topics raised.
37. As in the responses to our question on an "efficient, accessible and low carbon public transport network", the majority of respondents (200+ comments) opposed the introduction of paid Park and Ride, noting that this would discourage public transport use, create parking problems on nearby residential streets, and encourage more people to drive into the CBD and pay for parking there. In addition, 34 respondents focused on the inequity of any additional charging measure and negative impact on marginalised communities and existing financial stress on various groups, mainly those on low incomes, students and families.
38. Those who did support paid Park and Ride felt that it was a step in the right direction to deprioritise car use, instead helping promote public transport and active transport as better options for getting to train stations and transport hubs.
39. Comments suggested that the current public transport system is unreliable, expensive and difficult to use, suggesting that efforts should be made to increase the ease of using public transport in order to make it a more attractive option. These comments tended to argue that charging for Park and Ride would impose an additional barrier to public transport use, not making it any easier or more accessible.
40. A moderate number of people who agreed with the prompt statement supported the proposal to introduce charges for Park and Ride. These respondents felt that the cost of building and maintaining these facilities should rest with those who use them, and that charging for car parking was an appropriate step to discourage the use of cars and encourage people to use active transport or public transport to access transport hubs instead.

41. Officers' comment: See paragraphs 25-29.

Proposed new airport service

42. The draft RPTP notifies that, in line with Greater Wellington policy stated in the 2014 RPTP, and in accordance with the LTMA, the service to Wellington Airport formerly known as the Airport Flyer is no longer an exempt service and is deemed as integral to the Wellington public transport network. The draft RPTP signals the establishment of a new unit to provide a service to Wellington Airport from Wellington Station by July 2022.
43. In response to public commentary, the Transport Committee asked officers to include the question "what are your views on extending the Airport bus service beyond Wellington Station to other parts of the Wellington region" to the public consultation questions. This question has generated the greatest portion of consultation responses with responses received via Have Your Say, direct emails and through the 'Fight for the Flyer' campaign organised by Hutt City Mayor Campbell Barry and M.P.s Ginny Anderson and Chris Bishop.
44. In general, a large proportion of respondents were supportive of extending the service beyond Wellington Station to other parts of the region, particularly to the Hutt Valley. However, Have Your Say respondents were more nuanced or conditional in their support for the service.

Have Your Say responses

45. 275 Have Your Say respondents commented on the proposed new airport service with 199 of these offering general support to the idea of extending the service beyond Wellington Station. Over a quarter of these comments wanted to see the service extended out to the Hutt Valley (Upper and Lower), and a considerable number of respondents called for the service to include Porirua. A moderate number of respondents also wanted to see Kāpiti served by the Airport bus.
46. 27 Have Your Say respondents offered only conditional support for extending the service, their support contingent on whether an extended service would be financially viable and whether there would be sufficient demand to offer it beyond Wellington Station.
47. 55 Have Your Say respondents either considered that an extended service was not needed and not a priority or were in outright opposition to extending beyond Wellington Station. Arguments against extending the service were based on cost, viability, perceived low use of the previous service and concerns about an extended service duplicating existing public transport services including rail.
48. A critical point raised by 23 respondents related to whether an airport service that commenced beyond Wellington Station could be trusted to get people to the airport on time. Some of these respondents believed that provision of a high-frequency route between Wellington Station and the Airport terminal, with improved connector services from the region to the Station by bus and rail, would be adequate to meet user needs and give users assurance that they would be able to catch their flights on time.

49. Other Have Your Say comments on the proposed new airport service related to fare costs, integrated ticketing for the service ability to use Snapper and Gold Cards, accessibility, and provision of service information and signage.

'Fight for the Flyer' responses

50. 2216 individual submissions were received via the 'Fight for the Flyer' campaign. These were through both electronic and paper-based submission forms created by the campaign. The vast majority of these submissions were in favour of extending the service beyond Wellington Station to Hutt City. Submitters comments on the former 'Flyer' service related to their experience of it as:
 - a. A convenient, frequent and direct route to the Airport and the CBD
 - b. An affordable way to get to the Airport
 - c. An accessible option for different groups
 - d. A positive impact on congestion and traffic bottlenecks
 - e. An environmentally beneficial service
 - f. An economically and socially important service for Hutt residents and rate-payers.
51. In addition to supporting extending the proposed new airport service to Hutt City, 54 'Fight for the Flyer' submitters also wanted to see the service extended to other parts of the Hutt Valley including Upper Hutt, Stokes Valley and Eastbourne, and to other parts of the region including Porirua and Waikanae.
52. A significant number of submitters highlighted their use and/or perception of the previous service as a connector between the Hutt Valley and Wellington CBD, with 100 'Fight for the Flyer' submitters pointing out the previous service's utility as a way to travel to Wellington for work and leisure, and 87 submitters noting it as an accessible way for visitors and tourists to travel from Wellington City to the Hutt.
53. Detailed analysis of the Airport service related submissions are in **Attachment 1** pages 39 to 52. The 'Fight for the Flyer' campaign also asked respondents to provide comments about "public transport in the Hutt" with 62 out of 69 submitters who chose to answer this question praising the quality and reliability of public transport services in the Hutt Valley.

Officers' comments on submissions on the proposed new Airport service

54. Officers acknowledge the significant volume of submissions that were received on the proposed new Airport service both through Greater Wellington consultation channels and through the 'Fight for the Flyer' campaign, and note the range and quality of the arguments in favour and against extending the proposed new service beyond Wellington Station.
55. Officers note that many of the submissions conflated two issues that we consider separate, namely the provision of services between the region and the Airport and services between the Hutt Valley and Wellington CBD. Officers note that Lower Hutt is currently very well serviced by public transport and that, when compared against public transport provision in the 12 Territorial Authorities covering Auckland, Wellington and Christchurch it is ranked 2nd out of 12 for public transport supply, second only to

Wellington City. Lower Hutt scores consistently highly across all public transport supply metrics including in such areas as job accessibility via public transport networks and proximity to public transport services. Lower Hutt with 21% of the Greater Wellington population is serviced by 37% of the region's high frequency bus routes (see [Attachment 2: Hutt Valley service snapshot](#)).

56. Officers also note that a significant proportion of submissions on this topic, particularly those made through the "Fight for the Flyer" campaign, are based on perceptions or experience of a non-Metlink exempt service provided commercially by NZ Bus which ceased operating in November 2020. Metlink has only limited information about the historic patronage and financial viability of this former service.
57. In considering the design and establishment of the proposed new unit, and the subsequent procurement of an operator to run the new service, Metlink has some key financial, asset and service design considerations to take into account for the new unit. In addition, Metlink have to be mindful of central government and service partner policies and preferences for the establishment of new services like the one proposed.
58. A first consideration is the number of new buses that will be required to operate the new airport service. The buses on this service will need to be specially designed to provide increased space for large items of luggage. In addition, the Transport Committee (11 February 2021) has asked that the new service be EV-based. There are currently no similar buses which could be re-deployed from other parts of the Metlink public transport network without internal reconfiguration. New buses for the service may have to be procured if the appointed depending on the fleet resources of the appointed operator.
59. In early business case development, Metlink has estimated that the new service from Wellington Station to the Airport running every 15 minutes will require approximately 6 new specially designed buses at an estimated annual operational cost of \$2 million. Extending the service to Hutt City for example will require an estimated 14 new buses at an annual operational cost of up to \$5 million plus additional EV charging infrastructure. It should be noted there is also likely to be additional FTE required in internal Metlink teams to ensure the additional contact management requirements of this new Unit is taken into consideration. Additional shelter capacity on the agreed route will also have to be factored into costs.
60. Metlink will be able to accommodate an additional \$2 million spend for the new service under current draft Long Term Plan budget. There is no provision to accommodate the additional \$3 million spend that will be required to extend this new service to the Hutt Valley.
61. Two key service design requirements for an airport service are (a) that such a service is punctual and reliable so that people can catch their flights and (b) that they have priority seating and luggage space for travellers to and from the airport.
62. The State Highway between the Hutt Valley and Wellington is operating at capacity. There is no provision for dedicated bus lanes meaning buses are affected by general traffic congestion, delays and variability on this corridor. Analysis of bus travel times between Lower Hutt and Wellington indicates that buses can be delayed by up to 65 minutes at peak times significantly affecting the reliability of the service. By comparison

travel time variability on Hutt Line rail services from Waterloo to Wellington Station is typically within 5 minutes making train services a significantly more reliable transport option. The travel time variability of a bus option from the Hutt means a less reliable service for customers from other areas of the Greater Wellington Region wishing to access the airport by transferring at Wellington Station.

63. Analysis of travel times comparing bus and train services indicates that at most times of the day journeys between Lower Hutt and Wellington Airport would be faster when using the train and connecting with a frequent bus services. This is even including allowance of time required to transfer between trains and buses. A key benefit of taking this approach of connecting with regional rail services is that it provides reliable transport options to Wellington Airport from across the region including Porirua, Kāpiti, Wairarapa as well as Upper and Lower Hutt. Park and Ride facilities at train stations provide additional options for customers to park at stations when accessing the Airport.
64. In addition, a mixed CBD commuter/Airport traveller service will see travellers from the Station to the Airport potentially displaced, particularly at peak, by Hutt to Wellington CBD commuters, though this may be mitigated by the fact that the proposed route for the new service will not travel along the Golden Mile.
65. Initial officer feedback from Waka Kotahi to Greater Wellington is that, given the significant funding central government is making into the Wellington Regional rail network, central government would be reluctant to fund parallel competing bus services.
66. Let's Get Wellington Moving (LGWM) have identified the corridor between Wellington Station and Wellington Airport as one that will be part of a future Mass Rapid Transport (MRT) solution for Wellington. The scope and funding for this MRT solution is to provide a seamless connection with rail services at Wellington Station to extend the reach of the existing rail network. The Airport bus service planned by Greater Wellington is effectively a precursor to a future LGWM solution between Wellington Station and the Airport and is therefore aligned with this planning which does not include direct services between the Hutt and Wellington Airport, but rather a region wide connective solution.
67. When establishing a new unit under the LTMA, Metlink must consider whether it is integral to the network. Officers do not consider that a dedicated airport service beyond Wellington Station is integral to the Wellington public transport network.

Officer's recommendations on the proposed new Airport service as described in the draft RPTP

68. **Officers recommend that, for financial reasons, and to ensure the new service provides a punctual and reliable service to Wellington Airport, as well as equitable access to the Airport for residents across the wider Wellington region, Metlink continues to establish a new unit based on a direct route between Wellington Station and Wellington Airport. Officers recommend that providing an airport service beyond Wellington Station is not integral to the public transport network. No change is therefore needed to the current draft RPTP.**
69. **In addition, officers recommend that Metlink reviews current services between the Hutt Valley, Porirua and Kāpiti and Wellington CBD to explore improving connectivity to the new Airport service and to other parts of the CBD.**

Specific issues to note

Engagement with mana whenua

70. A number of submissions noted the importance of including Māori in the planning process to ensure that Māori voices and perspectives are heard and incorporated into changes made to the public transport system.

Officer comments

71. In section 5.8 of the draft RPTP (page 103), Greater Wellington states its commitment to working with Māori to build strong, connected and successful whānau, hapu and iwi and protect our natural resources. This is further elaborated through the introduction of policies and actions on “partnering with mana whenua to improve our responsiveness to Māori customers” (draft RPTP section 6.2, pages 111 to 112).
72. To give effect to these policies, Metlink is currently working with Te Hunga Whiriwhiri and other Greater Wellington groups on individual iwi engagement. A focus of this engagement is to determine co-design opportunities of specific interest to individual iwi and to ‘give life to’ the policies and actions in the draft plan.
- 73. Officers recommend that the Committee notes current engagement with mana whenua.**

Rapid transit designation

74. A small number of submitters made comments on the topic of the designation of certain parts of the Wellington public transport network, particularly the Johnsonville line, as ‘rapid transit’. Submissions were in support and in opposition to this designation and were related to differing positions on urban development and intensification.

Officers’ comments

75. The draft Regional Land Transport Plan (RLTP), consulted on concurrently with the draft RPTP, identifies the Wellington rapid transit network as consisting of all four metropolitan railway lines (Johnsonville, Kāpiti, Melling and Hutt Valley), and the future mass rapid transit network proposed as part of LGWM.
76. This designation is consistent with the dedicated public transport service descriptor classification contained in the Waka Kotahi One Network Framework, the rapid transit network agreed in the draft Wellington Regional Growth Framework and NPS-UD implementation guidance from the Ministry of Housing and Urban Development and the Ministry for the Environment.
77. The RLTP does not set any rules about urban intensification. Such rules are set by Territorial Authorities through their district plan processes. The RLTP’s role is to aid implementation of the National Policy Statement on Urban Development (NPS-UD) in district plans, by identifying the region’s rapid transit network.
78. Under section 118(b) of the LTMA, an RPTP must be consistent with the RLTP.
- 79. Officers recommend that the Transport Committee refer to the RLTP to identify the rapid transit network. Officers recommend that the network descriptors in the draft RPTP are amended to reflect Waka Kotahi’s One Network Framework.**

Consultation documents and process

80. Comments called for more active consultation to ensure everyone in the community has their voice heard and needs met. Comments raised issues about the accessibility of consultation documents and processes for different groups including Blind/Low Vision, people living with disabilities and living on low incomes, and people for whom English is a second language (or who have limited English).
81. Comments highlighted specific groups who needed to be reached out to so their voices were heard and the need for more ongoing processes for engagement with specific groups. These included students and other young people, Māori, women, and disadvantaged groups such as disabled people, older people, and lower socioeconomic communities.

Officer comments

82. Officers note the comments on the accessibility of the consultation documents and process and will take these into account for future engagement processes. Officers note ongoing work by Metlink Network and Customer on community engagement models and processes and their consideration of how we better engage with the accessibility community.
- 83. Officers commit to publishing the final RPTP in accessible formats.**

Integrated ticketing

84. Integrated ticketing was strongly supported by a substantial number of respondents, who wanted to see a simplified and more efficient ticketing system introduced that would work across all forms of public transport.

Officer comments

85. Officers note that the work to transition to the National Ticketing Solution (NTS) is a work in progress and that the national procurement process will still be ongoing after the final RPTP is approved in June 2021. The introduction of NTS will be of such significance for the public transport network that it will require a varied or renewed RPTP in the next two years, prior to NTS implementation.
86. Despite this, the project workstreams to deliver the transition work have made sufficient progress that the current wording in the draft RPTP could be revised to make a clearer statement of direction of travel for integrated ticketing over the next three years, how we aim to undertake the fare review that will underpin the introduction, and indicative timelines for the project.
- 87. Officers recommend that the current wording on integrated ticketing in the draft RPTP be revised better reflect progress to date and the indicative direction of travel. The revision will emphasise the potential relationship between the introduction of integrated ticketing and demand management policies and processes at Metlink Park and Ride facilities.**

Accessibility

88. Accessibility was a broad issue with substantive comment across the consultation process. Broadly, comments were about ensuring that the region's public transport system is accessible to all, including the elderly and people who are less mobile or have

physical disabilities. These comments called for more consideration of people with additional needs when planning changes to the public transport system, and suggested things that could improve accessibility.

89. These suggestions included making all bus stops step free; ensuring that all buses have audio announcements for each stop so that people with visual impairments can know where they are on the route and when to get off the bus; improving connections to minimise the amount of walking needed between bus/train stops or stations; and adopting Universal Design principles when implementing changes to the public transport system. A few of these comments noted that making public transport more accessible for those with physical disabilities would also improve public transport for everyone else as well.
90. Several comments noted that public transport should serve the most vulnerable, disadvantaged, and underserved communities. This would mean ensuring appropriate routes, frequencies of services, and fare prices to ensure that people in these communities have access to safe and reliable transport options. It was also noted in one submission that communities such as Naenae and Taita currently have fewer places available to top up Snapper cards compared to other areas, adding another barrier to accessing public transport for these communities.
91. Similarly, a small number of comments noted that cost is a factor that makes public transport less accessible for some people. These comments called for reduced PT fares, fare subsidies for people with disabilities or those facing financial hardship, and an increase in Total Mobility funding.

Officer comments

92. Officers note that improving access and accessibility is a key focus area across many parts of the draft RPTP including strategic policy section 6.7 Providing for people with limited access to public transport (draft RPTP pages 126 to 129) and the specific policy to “Provide a public transport network that is accessible and safe for all users”.
93. Metlink is currently planning for the development of an Accessibility Strategy which will see officers work with a broad spectrum of customer representatives, advocacy groups, NGOs, central government agencies, operators and Territorial Authorities to co-design a holistic programme of initiatives aimed at improving accessibility across the public transport network.
94. **Officers recommend that the current wording on accessibility in the draft RPTP be revised to highlight the intention to develop an Accessibility Strategy, its objectives and any indicative initiatives, processes and timeframes.**

Fares and PT user costs

95. A substantial number of respondents made calls for the cost of public transport to be reduced to make it a more accessible and attractive option for more people. A moderate number of comments offered specific suggestions around how the cost of public transport could be managed to encourage greater uptake including options for free or subsidised travel for senior citizens and students, or a simple reduction in fare structures and zoning. Submission comments reflect much of the dialogue at the online public engagement workshops where fares and affordability, and alignment of Metlink

fare policies relating to youth and SuperGold to other regions like Auckland were topics of discussion.

Officer comments

96. The current draft RPTP includes strategic policy section 6.6 Fares and Funding (draft RPTP pages 121 to 125) which has as an objective “A fares and ticketing system that attracts and retains customers and balances user contribution with public funding”. The policies and potential actions under this strategic policy provide the ability for Metlink to explore, trial and/or implement a broad spectrum of fares and funding related initiatives to meet Greater Wellington objectives and support and give effect to central government policy.
97. In addition, officers note that Metlink will be undertaking a significant fares review over the coming 21/22 and 22/23 financial years, particularly to plan for fares transition policy towards the NTS. This will provide an opportunity to further consider themes from the 2019 Fares Review and comments from this consultation round. Any new fares policy that gives effect to the introduction of NTS is likely to be considered ‘significant’ under Metlink Significance Policy and require public consultation.
- 98. Officers recommend that no changes are required to the draft RPTP.**

Other comments and issues

99. The most commonly raised issue across the consultation was the reliability and functionality of the public transport system. Overwhelmingly, respondents indicated a level of dissatisfaction and frustration with the current bus system, particularly in Wellington City, or made calls for elements to be improved to make public transport more attractive. This can be contrasted with a significant bulk of positive commentary around the efficiency and reliability of bus services in the Hutt Valley and Porirua.
100. A large number of specific suggestions were also made, including specific bus routes that respondents felt need to be changed or updated, and new routes that people wanted introduced.
101. 12 submissions specifically requested a bus service to the Steiner School in Tirohanga, Lower Hutt. Submissions in person on this topic will be made during the hearings.
102. Other changes desired by respondents to make public transport more efficient and user-friendly included improving weekend services; replacing large buses with smaller ones on lesser used routes or at off-peak times to reduce the amount of fuel consumed by empty or near-empty buses; introducing integrated ticketing; ensuring good working conditions and adequate training for bus drivers; and improving timetabling and real-time electronic signage.
103. Comments regarding alternative modes of travel highlighted that Park and Ride must not de-incentivise taking public transport, and should either be free, very cheap, or integrated with train ticketing.
104. Respondents suggested more actions to encourage cycling, including improvements to develop a safe and connected cycle network and making it easier for cyclists to use public transport. Ferries were noted as a climate-friendly opportunity to add more transport options and decongest roads, with a variety of specific ferry routes suggested.

105. A number of comments were made about mode shift. Comments encouraged an increased focus on getting people out of cars and on to public transport in order to reduce the environmental impacts of transport and resolve congestion issues.

Officers' comments on other comments and issues

106. Officers note and are aware of many of the issues raised here. The ongoing implementation of the Bus Network Review is in the process of addressing many of the issues raised including specific bus routes that need improvements and new public transport routes or changes to existing routes.

107. Officers are committed to working to strengthen the reliability and punctuality of the network and believe that positive steps have been taken in recent times. In this regard, officers note that the most recent Customer Satisfaction Survey conducted late last year (which surveyed 3,228 of our customers across the network) indicated significant improvements to how our customers see Metlink's network, particularly:

- An increase in 'satisfaction with trip overall' from 87% in May 2019 to 94% in November 2020
- An increase in customer satisfaction in Wellington City bus from 85% in May 2019 to 95% in November 2020
- Maintenance of rest of region bus customer satisfaction levels of 92% in May 2019 and November 2020.

108. Officers note that the draft RPTP section 5.5 *Continue to improve customer experience across all aspects of the network*, includes a consideration to "investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only". This is a work in progress.

109. Officers will undertake a final revision of the draft RPTP be made, prior to submitting to Council, to ensure all information about current or proposed routes and services is correct.

**Ngā hua ahumoni
Financial implications**

110. There are no financial implications from the matters for decision. Funding to implement the initiatives outlined in the Wellington RPTP 2021 are covered by the Greater Wellington Long Term Plan and the RLTP process and its influence on the National Land Transport Plan 2021-24.

**Ngā tikanga whakatau
Decision-making process**

111. The process for deciding this matter is prescribed by Sections 119, 120, 121, 122 and 125 of the LTMA. Section 119(2) states that "a regional council may, by resolution at any time, vary or renew a regional public transport plan previously adopted by it". Section 119(3) states that "the production in proceedings of a copy of a regional public transport plan purporting to have been adopted, varied, or renewed by a regional

council under this section is, in the absence of evidence to the contrary, sufficient evidence of the plan and of the fact that it has been adopted, varied, or renewed in accordance with this section". Section 122 states that "a regional public transport plan takes effect on the day that is 20 working days after the date on which the regional council adopts the plan".

112. Under section 119(4) a regional council may not delegate the responsibility for adopting, varying, or renewing a regional public transport plan to a committee or other subordinate decision-making body. To this end, the decision to adopt the final RPTP following this submissions and deliberation process will be put to the full Council meeting on 24 June 2021.
113. Consultation for the draft RPTP has been in accordance with the consultation principles in section 82 of the LGA. In this case, Greater Wellington decided on 11 February 2021 to use the special consultative procedure specified in section 83 of the LGA.

Te hiranga Significance

114. Officers considered the significance (as defined by Part 6 of the LGA) of this matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. The consideration of submissions is part of a decision-making process that will lead to making a decision of high significance, as inclusion of activities in the Wellington RPTP 2021 is a statutory document that gives effect to the RLTP.

Te whakatūtakitaki Engagement

Iwi engagement

115. Greater Wellington has worked through the Long-Term Plan process to engage with mana whenua to build direct enduring relationships that will allow co-development of responses to transport issues of specific interest to individual mana whenua.

Public engagement

116. Public engagement activities were conducted concurrently with those on the draft Regional Land Transport Plan. Promotion centred on engagement with the regional transport story webpage, through which people could find about the two draft plans and make a submission on either or both. Promotional activities included advertisements in local and community newspapers, promotion on social media, digital advertising and distribution of flyers at community events. Four workshops were held, as outlined in paragraphs 12 to 16.

Ngā tūāoma e whai ake nei Next steps

117. The Transport Committee will report on the submissions and recommended changes to the Wellington RPTP 2021 to the Council meeting on 24 June 2021.
118. The final Wellington RPTP 2021 comes into effect 20 days after adoption by Council.

Ngā āpitihanga
Attachments

Number	Title
1	Summary and analysis of submissions on Wellington Regional Public Transport Plan 2021 – Global Research
2	Hutt Valley services snapshot

Ngā kaiwaitohu
Signatories

Writer	Emmet McElhatton, Principal Advisor Policy
Approvers	Tim Shackleton, Manager Metlink Strategy and Investment Scott Gallacher, General Manager Metlink

<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>Preparation of the RPTP is a function of the Regional Council under section 119 of the LTMA.</p>
<p><i>Implications for Māori</i></p> <p>Greater Wellington has worked through the Long-Term Plan process to engage with mana whenua to build direct enduring relationships that will allow co-development of responses to transport issues of specific interest to individual mana whenua.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The Wellington RPTP 2021 is a key regional strategy.</p>
<p><i>Internal consultation</i></p> <p>In preparing this report, consultation was undertaken with relevant officers including across the Metlink group, and Greater Wellington Strategy, Customer Engagement and Te Hunga Whiriwhiri.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>The rapid transit network being concurrently consulted on as part of the draft Regional Land Transport Plan. To mitigate the risk of inconsistency between the two plans, advice and recommendations to the respective hearing committees has been developed jointly.</p>



Global Research
Turning Information Into Insight

GWRC Regional Public Transport Plan

ENGAGEMENT: summary and analysis

09 April 2021

Prepared by Global Research Ltd
For



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Executive summary

The Wellington Regional Public Transport Plan (RPTP) sets the long-term direction for public transport in the region. It is GWRC's blueprint for an easier-to-use and more sustainable public transport network.

Wellington has a highly effective public transport system with high levels of patronage and customer satisfaction. The Regional Public Transport Plan builds on that strong base to develop an even better public transport network for the region.

The Plan includes significant initiatives that will improve the region's public transport over the next six to eight years, including:

- Redesigning train services giving people more travel options
- Simplifying the bus network, particularly in Wellington City, giving more people access more frequent services
- Moving towards an all-electric bus fleet with a transition period when the oldest diesel buses and the trolley bus fleet will be replaced with hybrids
- Introducing simpler fares with free transfers and integrated ticketing

Between 15 February to 19 March 2021, GWRC sought feedback from the public about the draft Regional Public Transport Plan. Analysis and synthesis of this feedback is contained within this report.

Key findings

Below are the key findings from written feedback about the draft Regional Public Transport Plan.

Key themes

- > While there was general support for the Plan, respondents often felt it could have more ambitious targets (e.g. shorter timeframes for decarbonisation) and required more detail to ensure it actually meets those targets.
- > There was widespread concern regarding lowering emissions and reducing congestion and pollution, and strong support for actions to address this.
- > Mode shift will only occur if public transport services are improved to ensure they are the easiest option to meet the needs of Wellington residents. This means reliable and frequent services that are affordable, safe, and accessible for all.
- > Opinion was divided on paid Park and Ride, but more respondents felt that charging for Park and Ride would act as a disincentive to use public transport
- > Respondents expressed overwhelming support for extending/reinstating the airport bus out to Lower Hutt.

Project overview

Background

The Regional Public Transport Plan (RPTP) is a requirement of the Land Transport Management Act. It sets out the changes to Greater Wellington's public transport system for a 10-year period.

The RPTP complements and is informed by a number of important plans, including the GWRC Long-Term Plan and the Regional Land Transport Plan. It is consistent with the Government Policy Statement on Land Transport (2020), as well as the Waka Kotahi NZ Transport Agency's Keeping Cities Moving: A Plan for Mode Shift, Wellington Regional Growth Framework, and Wellington Regional Rail Strategic Direction. The RPTP focuses on the planned public transport services and policies that guide the planning and operation of Metlink's network for a 10-year period, and can be reviewed every three years.

Engagement description

Public consultation was open from 15 February to 19 March 2021 via Greater Wellington's *Have Your Say* website. A series of public drop-in events across the region were also held.

Overall, 2,758 submitters provided feedback on the Regional Public Transport Plan 2021.

- > 367 online surveys were completed
- > 55 submissions in respondents' own formats:
 - o 18 from individuals
 - o 37 from an organisation
- > 2,212 submissions on the *Fight for the Flyer* leaflet were received
- > 124 Generation Zero form responses.

In the online survey, respondents were asked to indicate their level of agreement with the following four statements, and to then write in free-text boxes why they answered the question the way they did.

- > Overall, the activities and policies outlined in the draft RPTP will result in an efficient, accessible, and low carbon public transport network.
- > Implementing the Regional Rail Strategic Direction investment pathway of regional rail service rolling stock and infrastructure improvements and procuring and delivering Lower North Island regional trains will provide high quality, high capacity, high frequency core rail network.
- > Decarbonising the Metlink bus fleet by 2030 by investing in electric buses and charging infrastructure is an effective way to reduce public transport emissions.
- > Improving multi-modal access to public transport hubs, including paid park and ride through actions in our 'Smarter Connections Strategy' will improve access to public transport.

Two additional open-ended questions were asked:

- > What are your views on extending the Airport bus service beyond Wellington Station to other parts of the Wellington region?
- > Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?

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Responses have been filtered based on the levels of agreement or disagreement with the statements. Further explanation of how written comments have been analysed can be found on page 7.

Engagement results

About the reported results

A variety of different information sources informed this report (see above).

The charts contained within the report (respondent characteristics and opinions expressed on four topics) are based only on the answers from 367 online form respondents.

The 2,212 responses from the Fight for the Flyer respondents contained no demographic data, but considering the area focused on is the Hutt Valley, it can be reasonably assessed that a high proportion of these responses were from people who live in that area.

The 124 Generation Zero response provided via an online form did not contain demographic information.

Who responded

The online survey asked respondents to respond to questions about:

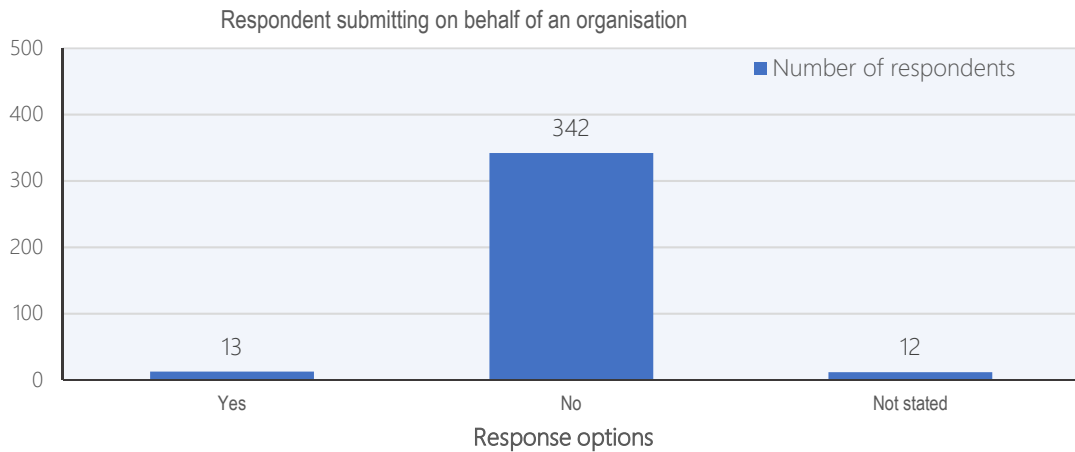
- > Whether the respondent was a member of an organisation or not
- > The part of the region the respondent lives in
- > The type of area the respondent lives in
- > The public transport modes regularly used
- > The most common reasons for using public transport.

Summary of respondent characteristics

- > 13 (4%) respondents were responding on behalf of an organisation
- > 250 (68%) respondents were from Wellington (37%) or Porirua cities (31%)
- > 255 (69%) of respondents were from suburban areas
- > 216 (59%) of respondents were rail users
- > 195 (53%) of respondents use public transport to get to their place of employment

Individuals or responding for an organisation

Respondents were asked: *Are you submitting on behalf of an organisation?*

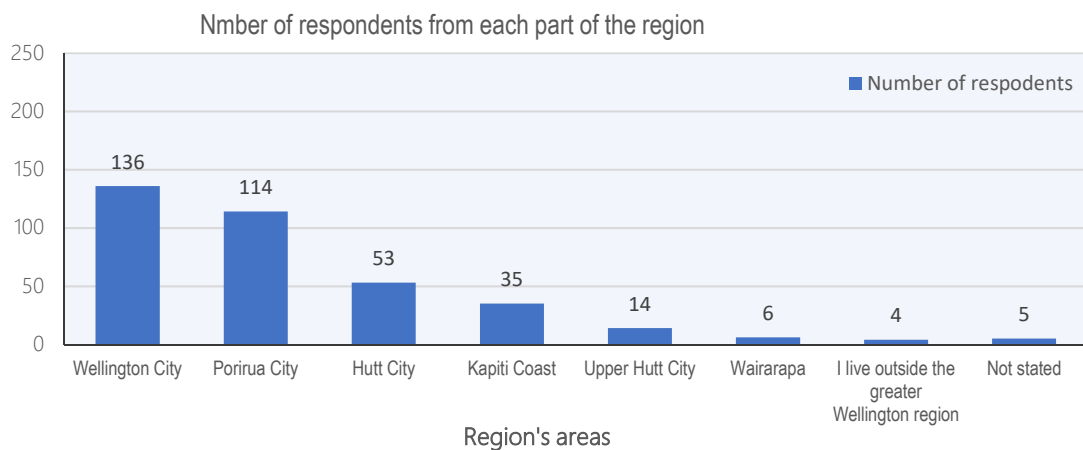


Results

- > Overall, most respondents were not responding on behalf of an organisation.
 - 342 (93%) respondents were not responding on behalf of an organisation
 - 13 (4%) respondents were responding on behalf of an organisation
 - 12 (3%) didn't provide a response

The parts of the region respondents were from

Respondents were asked: *What part of our region do you live in?*

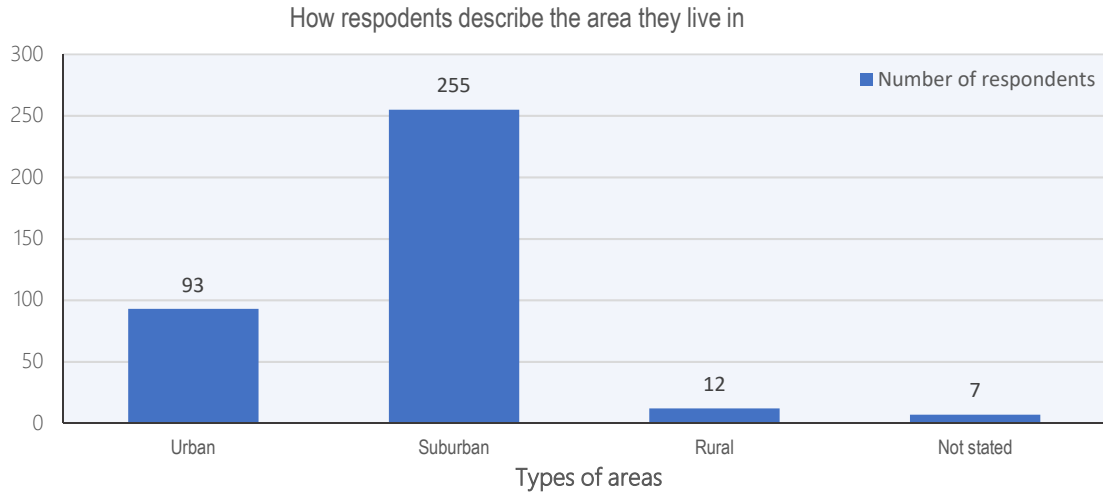


Results

- > Over two thirds of respondents were from Wellington or Porirua City:
 - 250 (68%) respondents were from Wellington (37%) or Porirua cities (31%)
 - Hutt City (14%) and Kāpiti Coast (10%) were places where 10% or more respondents were from respectively

Types of areas respondents were from

Respondents were asked: *How would you describe the area you live in?*

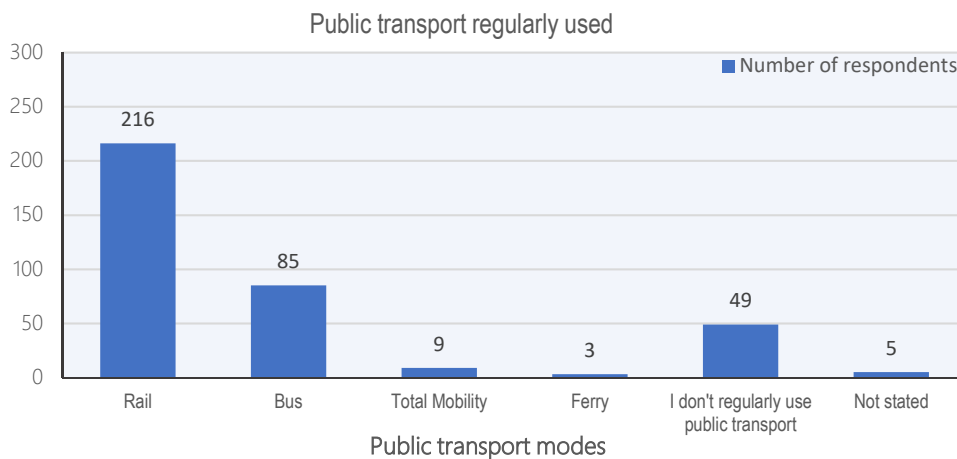


Results

- > Over two thirds of respondents were from suburban areas:
 - 255 (69%) of respondents were from suburban areas
 - 93 (25%) were from urban areas and 12 (3%) were from rural areas

Public transport regularly used

Respondents were asked: *What public transport modes do you regularly use?*

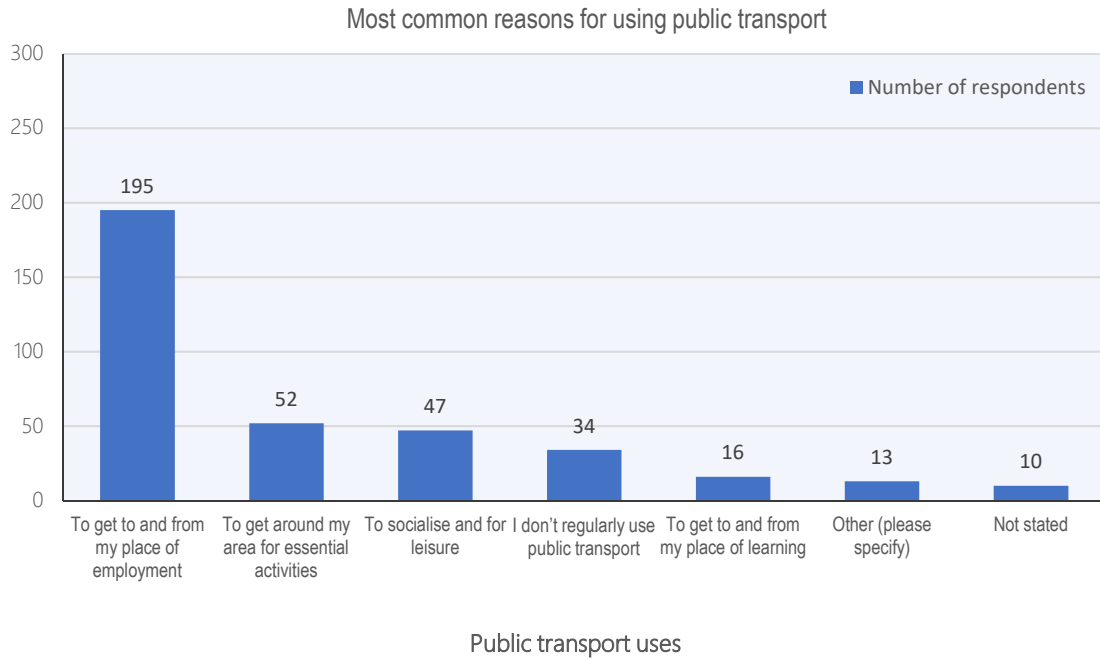


Results

- > Just under two thirds of respondents were rail users:
 - 216 (59%) of respondents were rail users
 - 85 (23%) used a bus
 - 49 (13%) did not regularly use public transport

Most common reasons for using public transport

Respondents were asked: *What do you mostly use public transport for?*



Results

- > Just over half of the respondents most commonly use public transport to get to work:
 - 195 (53%) of respondents use public transport to get to their place of employment
 - 52 (14%) use public transport to get around their area for essential activities
 - 47 (13%) use public transport to socialise and for leisure.

Written comments analysis and reporting overview

Analysis approach

The following discussion presents results from qualitative analysis of written feedback provided by respondents who completed the online survey, submitted written feedback in their own formats, or who submitted a 'Fight for the Flyer' leaflet.

In the online survey, respondents were asked to express the extent to which they agreed with various elements of the draft Regional Public Transport Plan, as well as provide open-ended responses to two questions:

- > What are your views on extending the Airport bus service beyond Wellington Station to other parts of the Wellington region?
- > Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?

The discussion section of this report has been structured based on respondents' answers to the above two questions.

The submissions received in respondents' own formats were combined with the survey responses to the final open-ended question: "Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?"

The 'Fight for the Flyer' leaflet submissions were coded to their own topic framework, however, the last field (which asked 'If you have any other thoughts/ideas about public transport in Lower Hutt please add them here') was in many cases used to give a general comment about public transport in and around Wellington.

How analysis was completed

Comments were filtered by agreement (or not) with the prompt statement provided by GWRC. Global Research analysts read each comment received from individuals and organisations and sorted (coded) them into themes and topics based on the points made. Some comments contained multiple points relevant to multiple topics. Consequently, many comments were coded to multiple places. The analysis was assisted by NVivo qualitative analysis software.

Analysts then synthesised the coded comments and used the results to inform this report.

Reporting

The report structure is based on the questions that were asked in GWRC's online survey. Because respondents were asked about their level of agreement with several statements, and then why they gave the answer they did, the report presents each question with a chart showing the level of agreement, and below that, the responses which are grouped under three categories:

1. What those who agreed with the statement said
2. What those who disagreed with the statement said, and
3. What those who didn't know, or neither agreed nor disagreed with the statement said

The analysis is presented with reference to the 'prompt statement' that heads each section. Note that the order in which the topics is presented is not necessarily indicative of the volume of comments in each topic.

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Attachment 1 to Report 21.151

Throughout the discussion of written comments, the number of points made on particular topics have been consistently represented by the amounts described below:

- > A very large number: 150+ comments
- > A Large number: 100 – 149 comments
- > A sizeable number: 75 – 99 comments
- > A substantial number: 50 – 74 comments
- > A considerable number: 25 – 49 comments
- > A moderate number: 15 – 24 comments
- > Several comments: 8 – 14 comments
- > A small number: 4 – 7 comments
- > A few: 3 comments
- > A couple: 2 comments

The numbers in brackets represent the number of points made on particular topics. The aggregate of all points made on particular topics is included in the heading.

To illustrate the caliber and flavour of the feedback, quotes from respondents have been included throughout the report. These are indented and italicised. Note that obvious grammar and spelling mistakes have been amended to improve clarity.

Acronyms used:

GWRC Greater Wellington Regional Council

RPTP Regional Public Transport Plan

PT Public transport

EV Electric vehicle

Q5: An efficient, accessible, and low-carbon PT network

Summary findings

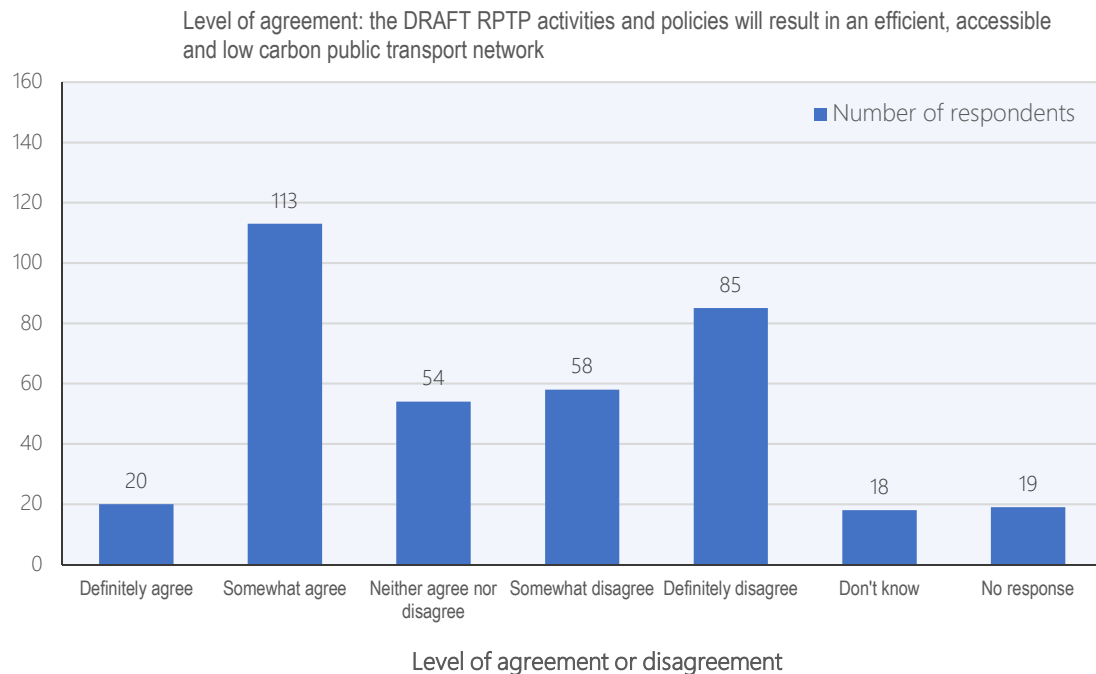
- > There was slightly more disagreement (39%) than agreement (36%), while 25% of respondents neither agreed nor disagreed or did not offer a response. Similar concerns and topics were raised by both those who agreed and those who disagreed with the statement.
- > Respondents most frequently reported that they wanted PT to be reliable and frequent, and that this is the factor that will most influence mode shift.
- > Comments about the proposal to investigate charging for Park and Ride services dominated in the responses to this prompt statement. Respondents were by and large against charging for this service, arguing that it would have the opposite effect to that intended by GWRC.
- > A considerable number of respondents expressed reservations or outright doubts as to whether the Plan was ambitious enough, or whether it was sufficiently detailed to actually achieve its goals.

Level of agreement or disagreement

Respondents were asked to indicate their level of agreement with the statement:

Overall, the activities and policies outlined in the draft RPTP will result in an efficient, accessible, and low carbon public transport network

RESPONSE OPTIONS: Definitely agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, Definitely disagree, Don't know, No response



Results

Overall, there was slightly more disagreement than agreement that the Draft RPTP will result in an efficient, accessible, and low carbon public transport network.

- > **143 (39%) of respondents disagreed**
 - 85 (23%) definitely disagreed
 - 58 (16%) somewhat disagreed
- > **133 (36%) of respondents agreed**
 - 20 (5%) definitely agreed
 - 113 (31%) somewhat agreed
- > 54 (15%) of respondents neither agreed nor disagreed
- > 37 (10%) of respondents either didn't know or had no response

What those who agreed with the statement said (133 respondents)

Reliability and routes

23 comments

Those who agreed with the prompt statement asserted that for PT to be adopted it must be regular, reliable, and easy to use. This sentiment was expressed in a number of ways, including from respondents who made statements that services should be frequent (such as every 10-15 minutes); reliable (e.g., expressions of frustration at service cancellations, and desirability of timetables that run to schedule); and that connectivity should be broadly

Attachment 1 to Report 21.151

Attachment 1 to Report 21.151

available, seamless and 'easy' (including that services should be extended into certain areas). Typical comments include:

I support investigating establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only. This will result in a more accessible public transport network.

Should be expanding regional and inter-regional trains to connect more frequently...

Increasing frequency makes services much more attractive to passengers and increases capacity. Some off peak bus services in Wellington city are already standing room only.

Park and Ride charges**15 comments**

Charging for Park and Ride services was described by respondents as a disincentive to public transport use. Respondents stated that charging for this service would achieve the following: encourage car use to the city; make costs of PT prohibitive; and disadvantage certain groups.

All comments in this section were from respondents who somewhat agreed with the prompt statement, and a few comments included statements to the effect that the Plan will be efficient or effective, but that the Park and Ride charges were an issue for them. The following quotes are representative:

I agree most things will achieve the goals but not investigating appropriate charges for park and ride parking.

Going on the train has to be more desirable so I believe making people pay for parking will not help.

Mode shift**10 comments**

Those who agreed with the prompt statement noted that the Plan appeared to promote mode shift, and that this was desirable. Respondents agreed that reducing car use was ideal and that improving PT, as suggested in the Plan, will assist with this.

Getting people onto Public Transport is key to keeping the roads moving. The rail, bus and ferry system work really well and could be expanded in capacity.

Pleased to see there are some forward looking initiatives looking at encouraging low carbon transport into the city.

Miscellaneous topics**8 comments**

Several comments from those who agreed with the prompt statement were made on varied topics. A small number of respondents noted the importance of cycle infrastructure in encouraging mode-shift, and one suggested "adding protected(!) cycle lanes".

Cycle infrastructure is not given as much weight as necessary. Greater budget for cycleway infrastructure is needed - ebikes mean cycling has become accessible to many. Increased cycle infrastructure is vital for the future.

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Attachment 1 to Report 21.151

Two respondents raised the issue of technology. One noted this field is a dynamic and fast-evolving area (implying that gains could be made), while another urged that no faith be placed in the ability of autonomous (electric) vehicles to prompt mode shift.

Lastly, two respondents reported that population growth, particularly to the north of the city, needed to be better considered in planning to anticipate increasing pressure on services.

Electrification of fleet**6 comments**

Of those who agreed with the prompt statement, there was support for an electrified fleet from a small number of respondents. They gave general support, as well as stating that this move is to “be applauded”, and that it could happen faster. The following quote is from a respondent who definitely agreed with the prompt statement:

I think the commitment to the electrification of the fleet by 2030 is critical for our zero-carbon goals.

Accessibility**6 comments**

The small number of respondents who somewhat agreed with the prompt statement and who addressed accessibility agreed that the needs of different user groups must be further prioritised. This was mostly in relation to people with disabilities, but also included older people, and those from communities that are under-served by PT.

Climate change**5 comments**

The Plan’s objectives to reduce emissions, and the impacts of climate change were offered as reasons for agreeing with the prompt statement. The small number of responses included the following, which was the most descriptive:

Because I think decarbonisation of transport and encouraging public transport are vital for reducing carbon emission and combatting climate change.

About the process**26 comments**

A considerable number of respondents who somewhat agreed raised issues about the process of the consultation or the Plan. Of these, several expressed concern that the Plan “does not go far enough”. More explicit prioritisation of mode shift was called for by one respondent, and other comments reiterated this sentiment in less specific terms, such as “this draft RPTP is a good start in achieving the goals”, and “it could go further”.

Similarly, another small number of others in agreement with the prompt statement stated that the Plan was too vague in its objectives, and called for more detail:

These are quite high level plans - good intentions but as yet not enough detail about the specifics to guarantee the results.

A small number of respondents each noted the timeline is too slow (i.e., that the objectives should be met sooner); expressed scepticism that the Plan can achieve the objectives set out (see quote below); or felt that the Plan fails to consider the greater region (e.g., places such as Tawa, Porirua, Johnsonville, Linden, Otaki, Maymorn, and beyond).

The document pays the minimum needed lip service on what needs to change. However it is still pretending we can make choices that will make everyone happy all the time.

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General support**16 comments**

Unsurprisingly, general positive comments came from those who agreed with the prompt statement. Several respondents made general statements in support of the Plan in this field. Almost all of this came from those who somewhat agreed with the prompt statement, and included words and phrases such as “makes sense”, “sounds OK”, and “looks good to me”. The following comments are representative:

Should do if they all proceed to completion.

If these points are implemented then yes they will.

At a high level the proposal seems sensible and in the best interest of the region.

What those who disagreed with the statement said (143 respondents)

Park and Ride charges**73 comments**

Those who disagreed with the prompt statement were vocal on the issue of Park and Ride. Alongside several comments that simply stated disagreement with Park and Ride charging, respondents argued that the policy would have the opposite effect to that desired by GWRC. That is, charging was felt to: encourage car use; disincentivise PT use; and result in increased congestion and adverse environmental effects.

I believe that charging for parking will discourage the use of public transport and force more cars onto the road thereby increasing emissions

It will be the thing that forces me to stop commuting on the trains and will force me back on to the roads. If our rates aren't high enough, you now want to burden with added costs!

It will definitely become cheaper to take the car into town if they charge to park at the train station! It will encourage me to find a park along the street somewhere instead. This will cause chaos in the streets surrounding the station. Just ridiculous!

As expected, those whose disagreement with the prompt statement was less intense expressed their views in slightly softer terms. However, the sentiment was the same – that paying for Park and Ride would not assist in achieving the goals set out by GWRC in the draft Regional Public Transport Plan 2021.

Not to mention the suggestion of paid park and ride facilities just overrules everything, as many commuters are less likely to take the public transport.

Reliability and routes**15 comments**

Respondents who disagreed with the prompt statement made similar comments to those who agreed, that is, that reliability is currently an issue and that this needs to improve for there to be an efficient, well-used PT system.

A more efficient and accessible transport network would be trying to improve routes rather than just increasing services.

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Also the GWRC defines 1bph (1 bus per hour) as "high frequency" (see e.g. Bus 220), so if this is what it means by "More buses" it will not result in a transport network which is an acceptable alternative for cars.

Public transport user costs were raised by a small number of respondents who disagreed with the prompt statement. This was almost always in the context that it "costs too much", and that reducing costs would increase patronage. One respondent stated that fares should be:

...set at a level that will maximise the contribution of public transport to an efficient, accessible and low carbon public transport network.

Mode shift

12 comments

Those who disagreed with the prompt statement expressed strongly that mode shift would not be facilitated by charging for Park and Ride which, as discussed earlier, was deemed a measure that will decrease PT usage, and "put more cars on the road".

It is going to encourage people to use private cars and ditch public transport.

Remaining comments, including from two respondents who somewhat disagreed with the prompt statement, argued simply that PT should be encouraged/cars should be discouraged.

Climate change

4 comments

The small number who disagreed with the prompt statement and who gave environmental or climate change reasons for doing so stated that there was not enough emphasis on reducing emissions, and that reducing car use should be more of a priority. There was a sense from these comments that insufficient action is planned to address climate issues, as the following comment shows:

I am not convinced that the RPTP will result in bus fleet decarbonisation at the speed and to the level that is required by NZ's climate emergency situation.

Electrification of fleet

2 comments

Of the respondents who disagreed with the prompt statement, a couple noted that there previously was a decarbonised fleet of trolley buses. The move to diesel, then back to an electrified fleet was questioned.

Accessibility

1 comment

One respondent gave the following response to justify their disagreement with the prompt statement:

Because any routes around our region that cannot be traveled on foot, or by safe all-age all-ability cycleways... are huge highly expensive liabilities for climate safety and for our health & well-being.

Miscellaneous topics

3 comments

One respondent who disagreed with the prompt statement advocated for the current services, stating that they are sufficient, and that they would not be persuaded to take PT. Another urged that further planning for growth occur (and that the network cater to this). Finally, one respondent suggested that the Plan has several omissions regarding "building

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end-to-end journeys”, integrating deliveries with LGWM, and future developments north of Upper Hutt.

About the process**24 comments**

Disagreeance with the prompt statement was almost evenly split between those who somewhat disagreed and those who definitely disagreed. Of those who definitely disagreed, the most frequently expressed feeling was general reticence that the Plan would achieve the goal. Typically, these points were strongly worded, as the following comment shows:

The Draft RPTP 2021 tinkers with the existing regional transport system - it is not a plan which engages, objectively, with the facts confronting Wellington and not a plan which proposes actions which might address those.

Primarily the sentiment was that the Plan would not be effective. While some mentioned a past lack of action and results as evidence of this, others criticised the Plan for its lack of specificity.

There is no evidence how you decrease the use of cars by at least 50%. You are too conditional. This document is a broad strategy, not a plan.

Those who somewhat disagreed with the prompt statement raised similar concerns. There were calls for a more “human centered design”, less of a “band-aid approach”, and “further work” on the document to tighten up the language used so that tangible gains can be made.

This draft is too "pollyanna" and is missing the "by 2030 we will have x, y and z" - the strategic statements.

Additional comments included quicker implementation of the actions (one respondent claims to have seen no action on several issues including bikes lanes in western suburbs, Park and Ride services in Karori, and “no plan to ease the choke of Karori tunnel”); and general concerns about how the Plan accounts for future and regional growth, as shown below.

I have concerns about the services being proposed to connect current and future communities to the CBD.

General support/opposition**8 comments**

Half of those who disagreed with the prompt statement definitely disagreed and half somewhat disagreed. Definite disagreement correlated with strongly worded comments in general opposition to the Plan. While one respondent labelled the Plan “completely wasteful”, another labelled it “fundamentally flawed”.

Among the small number of comments from those who somewhat disagreed with the prompt statement, there was acknowledgement from a couple that there are both good and bad aspects to the Plan:

Some things proposed will help, others definitely won't.

[What those who didn't know, or neither agreed nor disagreed with the statement said \(91 respondents\)](#)

Reliability and routes**6 comments**

Respondents whose views on the prompt statement were not firm expressed moderate concerns about the PT network. These included that there were “reliability issues with

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Metlink”, that there is a lack of direct routes (such as between Johnsonville and Karori/Petone), and that “full” service would need to be added before initiatives would be effective.

Lastly, one respondent whose views on the prompt statement were undecided stated that PT should be free in peak times.

Park and Ride charges **5 comments**

The small number of respondents who didn't know, or who stated they neither agreed nor disagreed with the prompt statement had similar views to others. That is, they felt that charging for Park and Ride would deter PT use.

Climate change **2 comments**

Two respondents whose response to the prompt statement were indifferent expressed scepticism about the Plan's ability to achieve environmental gains.

Electrification of fleet **2 comments**

Two respondents noted that retention of the trolley buses services would achieve the same goal as the current plans to decarbonise the fleet.

Accessibility **2 comments**

The two respondents who 'neither agreed nor disagreed' with the prompt statement and who addressed accessibility both raised the issue of safety for disabled people. One specific complaint was that “changes to #2 bus route” will result in dangerous wide road crossings, while the other was concerned about older people and the disabled walking in Wellington.

Other topics **2 comments**

Remaining undecided respondents raised the following points. That private transport should not be “demonised”, and that the Plan is blind to the needs of females whose travel needs are often different to those of males.

About the process **9 comments**

Several respondents who didn't know, or who stated they neither agreed nor disagreed with the prompt statement raised issues about the process in their response to the prompt question. Of these, a few stated in plain terms that the Plan isn't ambitious enough (to achieve the goals set out). Relatedly, two additional respondents thought the speed of implementation was too slow:

It appears that the LTP for 2021 - 2031 is not brave or bold. It seems to continue on a very slow trajectory from the current period of operation.

Remaining comments from those who were noncommittal in their agreement with the prompt statement included the following: a call for clearer targets and “firmer commitments”; a general appraisal that the Plan is written in overly complex language that is potentially inaccessible; and a query as to how the “overall satisfaction ratings” were calculated.

General support/opposition **7 comments**

Several respondents whose agreement with the prompt statement was noncommittal expressed similarly ambivalent sentiments in their justification for their response. The following comments are representative: “some may, some may not”, “difficult to predict”, and “most of the projects are worthwhile”. Lastly, one respondent added:

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They will lead further towards an efficient / accessible / low carbon PT network, but not necessarily "result" in it.

Q7: Regional rail strategic direction investment pathway

Summary findings

- > Approximately half (51%) of respondents indicated they agreed or somewhat agreed that implementing the Regional Rail Strategic investment pathway will provide a high quality, high capacity, high frequency core rail network.
- > Only 12% disagreed or somewhat disagreed, while the remaining 37% either did not know or did not indicate an opinion.
- > Respondents supported an extended rail network that is high frequency, reliable and easy to use.
- > Respondents view rail as an integral part of a well-functioning PT system that can assist with mode shift.
- > Disagreement with the Strategic Direction Investment Pathway was explained by respondents in terms of scepticism that the Plan will 'work', and dissatisfaction with the current rail network and its ability to cope with current demand and use patterns.

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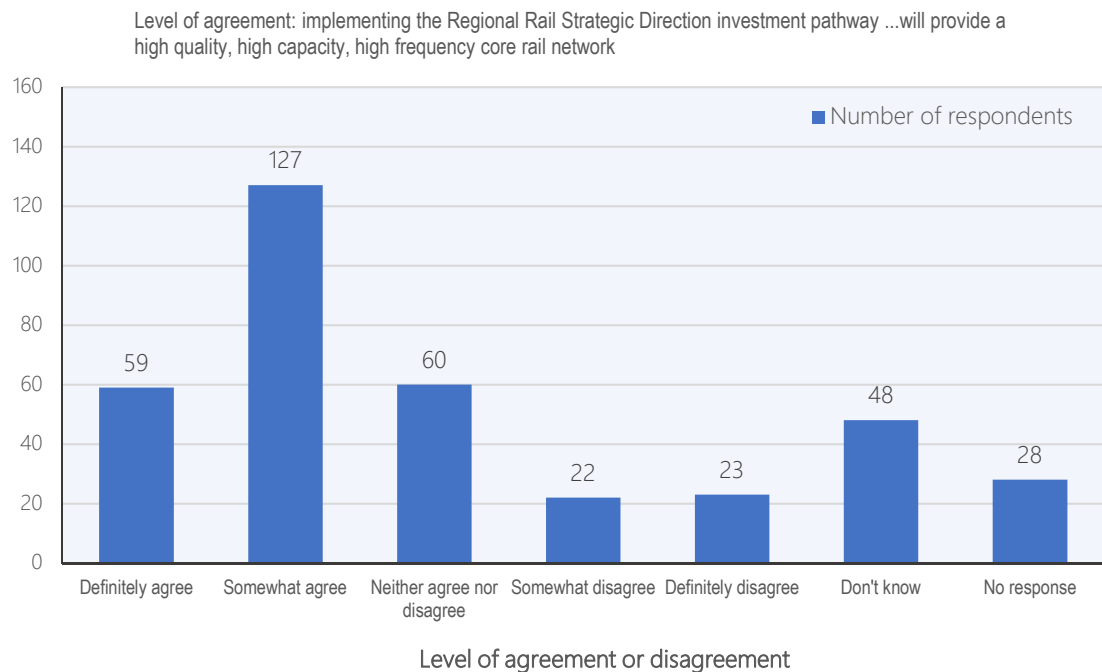
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Level of agreement or disagreement

Respondents were asked to indicate their level of agreement with the statement:

Implementing the Regional Rail Strategic Direction investment pathway of regional rail service rolling stock and infrastructure improvements and procuring and delivering Lower North Island regional trains will provide high quality, high capacity, high frequency core rail network.

RESPONSE OPTIONS: Definitely agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, Definitely disagree, Don't know, No response

**Results**

Overall, there was significantly more agreement than disagreement that implementing the Regional Rail Strategic Direction investment pathway of regional rail service rolling stock and infrastructure improvements and procuring and delivering Lower North Island regional trains will provide high quality, high capacity, high frequency core rail network.

- > **186 (51%) of respondents agreed**
 - o 59 (16%) definitely agreed
 - o 127 (35%) somewhat agreed
- > **45 (12%) of respondents disagreed**
 - o 22 (6%) definitely disagreed
 - o 23 (6%) somewhat disagreed
- > 60 (16%) of respondents neither agreed nor disagreed
- > 76 (21%) of respondents either didn't know or had no response

What those who agreed with the statement said**Reliability and routes****42 comments**

There were a considerable number of respondents who agreed with the prompt statement who justified their agreement with comments about rail reliability and the value of rail

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generally. Definite agreement came from one third of these, with the remaining two thirds stating they somewhat agreed with the prompt statement.

Most respondents simply wanted more, and more user-friendly, train services. This was expressed in a number of ways, most frequently frustration at the current reliability (e.g., “rail is sub-par”), and calls for better reliability and higher capacity. The following comments are typical of these:

More trains are part of the solution.

If it is implemented efficiently, it could well result in higher quality and frequency.

We need more frequent trains for rail networks to be feasible for some commuters

There were also several comments conveying that there is a need for good quality and high frequency rail services (if mode shift is to be achieved), such as the comment below:

Rail is critical to getting people and products safely, quickly and sustainably around the region.

Even within those who agreed with the prompt statement there was reticence about how the Plan will achieve its goals, as evidenced in the following comment:

I am unsure of how this will increase capacity of the trains, when a number of people are already routinely having to stand on trains, as there are no available seats.

Regional rail**16 comments**

Ensuring that services were available to the regions, with good levels of reliability, was considered essential for a moderate number of respondents who agreed with the prompt statement.

Respondents wanted to see added capacity, higher frequency (including at weekends as well as greater frequency generally), and the servicing of more areas. Statements such as “improved long-distance rail”, and “currently central Lower Hutt is poorly serviced by rail” exemplify this. Additionally, commentary from those who agreed with the prompt statement also frequently contained provisos or conditions to their agreements, as the following quotes show:

I think the focus should be more on improving the existing rail network and services rather than expansion northwards. We don't want to encourage further urban sprawl.

It goes some way to solving it but I think we also need more lines within regions, like more across the Hutt valley rather than just down it.

There is the commitment to "buy more trains", but consideration should be given to whether metro seating could increase capacity on currently overcrowded services.

A small number of comments addressed the topic of rail capacity to the north along the coastline, including Johnsonville. Problems were foreseen by respondents in the ability of this line to increase capacity:

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I think there are challenges in delivering high capacity and frequency across all the core rail routes identified. For example, the potential for increasing capacity and frequency on the Johnsonville line is limited.

Other topics**12 comments**

The small number of respondents who definitely agreed with the prompt statement also raised the following topics: support for mode shift generally, mode shift to address climate change, integrated ticketing as a way to increase patronage, and support for increased accessibility at stations (for ease of navigation in station and station carpark).

Those who somewhat agreed with the prompt statement expressed similar sentiments, predominantly in support of the need for mode shift:

Need encourage more public transport use instead of cars as population increasingly moving north in search of cheaper housing.

Additionally, there was support from two respondents for integrated ticketing systems as a means of further encouraging PT use.

About the process**12 comments**

Almost all of the respondents who agreed with the prompt statement and who raised issues about the process of the consultation or the Plan somewhat agreed (rather than expressing definite agreement). Many of these were non-specific statements such as “need to work together”.

However, almost as many others commented in specific ways that the Plan lacked ambition, or that the timeframe was too long.

As with the buses, decarbonisation needs to happen much faster, it shouldn't take until 2024 to merely investigate the financial benefits of electrification??

A few respondents raised funding issues, questioning the cost to ratepayers and whether there was dedicated funding for the projects in question.

General support/opposition**29 comments**

General support for the Plan from those who agreed with the prompt statement came in relatively even amounts from those who definitely agreed and those who somewhat agreed. All general support from those who agreed was of a similar sentiment; the following words and phrases were consistently present: “makes sense”; “I agree with doing this”; “sounds good”; “rail is critical”; and “seems obvious”.

In addition, several longer comments described particular issues in greater detail:

The faster we have an all electric train service, with rapid increases in both goods and passenger transportation, the better.

The better the train rails the more trains can run and more people can catch them rather than travelling in by car.

I think it is critical that we commit to having an excellent rail service. If we are set to grow our population then this critical piece of infrastructure is a non-negotiable if we have any hope of decluttering the roads from cars and reaching our zero-carbon goals.

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Just two comments expressed scepticism or opposition, both using the phrase “in theory” to convey their conditional support for the Plan.

What those who disagreed with the statement said**Regional rail****8 comments**

A small number of respondents who disagreed with the prompt statement noted that the Johnsonville line is problematic in that its capacity is limited by physical constraints, such as terrain, and that it is a single track. Respondents objected to the characterisation of this line as destined for mass rapid transit on these bases.

There is nothing in this document indicating plans to upgrade the Johnsonville rail corridor to make it high quality, high capacity and high frequency. The lack of these plans mean that I disagree with the designation of this corridor as a rapid transit network.

Reliability and routes**6 comments**

The small number who disagreed with the prompt statement were evenly split between those who definitely disagreed and those who somewhat disagreed. The sentiment was similar, however, to comments from those who agreed. That is, respondents expressed dissatisfaction with the current state of rail travel, and wanted to see more extensive and frequent services.

The system fails now, with frequent cancellations - fix the problem first before you expand it.

Because without more lines, more station points, more consistency and increased frequency, citizen uptake will continue to be mediocre.

Miscellaneous topics**1 comment**

The one respondent who disagreed with the prompt statement and who raised an additional topic stated support for “a combination payment option that covers both buses and trains” (amongst other aspects) as a means of encouraging train use.

About the process**5 comments**

Disagreement with the prompt question prompted a small number of comments about the process. These included that the Plan is a “waste of money”, that the goals are unmeasurable so there is little faith in the delivery of outcomes, and that the costs of implementation will strain an already overburdened ratepayer base.

General support/opposition**11 comments**

Several respondents who disagreed with the prompt statement expressed general opposition or scepticism that the Plan would achieve its goals. Words and phrases such as “could be a disaster”; “just not possible”; and “just do it properly” convey the sentiment.

A couple of respondents were unsure of how progress would be made in the face of “previous failures” insofar as planning has been implemented, and one respondent stated:

On balance I don't support this strategic direction. I recognise and support that the long distance 'rolling stock' (ie, the trains and carriages!) need replacing with higher quality stock. You only have to travel on the Wairarapa and Capital Connection train services (which I occasionally do)

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to see this. However, this is basic asset replacement, which should already be built into the GWRC's long term capital plan.

This respondent went on to describe the cost/benefit ratio as poor, amongst other criticisms.

What those who didn't know, or neither agreed nor disagreed with the statement said

Reliability and routes

9 comments

Comments about the unreliability of current services and the need for good and accessible train services dominated the discussion from those who were undecided about their agreement with the prompt statement.

We need a strong and supported rail network. I'm interested in the use of public transport.

There were a few comments from respondents who objected to the plan to investigate charging for Park and Ride. Park and Ride services that are very cheap or free were considered essential if mode shift is to be achieved.

I have not had opportunity to read the RPTP yet but am concerned about the move to charge a fee for car parking at railway stations.

About the process

9 comments

Respondents who were noncommittal about their agreement with the prompt statement raised the issue of the Plan's lack of ambition in the following ways: "not bold enough", and "not ambitious enough". One more detailed comment read:

There are some good initiatives but the timeframes are either non-existent or timeframes that do not seem to understand that a significant shift is about to occur sooner than is proposed and will suffer the too little investment too late.

Other general criticisms included an assessment of the strategic direction as "unclear", a request for more detail on how the direction would cater to those with disabilities, and a statement that the colour differentiation on consultation materials is difficult to see for those with visual impairments.

A couple of respondents noted difficulty in understanding the consultation material, one labelling the language confusing.

Uncertain about outcomes

11 comments

All respondents whose agreement with the prompt statement was noncommittal expressed similar doubt in their general comments about the Plan.

Comments included: "I am not sure"; "I want to think this will happen, but I'm not sure"; and "I'm hopeful, but doubtful". Lastly, one respondent felt unqualified to assess the Plan:

There is a lot in the plan which makes it high risk whether this will be achieved and I don't have the technical ability to assess.

Q9: Decarbonising the Metlink bus fleet by 2030

Summary findings

- > Almost three-quarters (72%) of respondents agreed that 'Decarbonising the Metlink bus fleet by 2030 by investing in electric buses and charging infrastructure is an effective way to reduce public transport emissions', while only 10% disagreed.
- > Environmental reasons were the most frequently cited justification for agreement, with respondents mentioning both lower carbon emissions and reduced pollution as key benefits.
- > Respondents also expressed general support for the vision to decarbonise the Metlink fleet.
- > Those who agreed with the prompt statement frequently wanted to see this initiative happen sooner than the 2030 deadline.
- > The quality of PT services was highlighted as paramount, with respondents raising concerns about battery charging and noting that people would only use PT if it was reliable and frequent.

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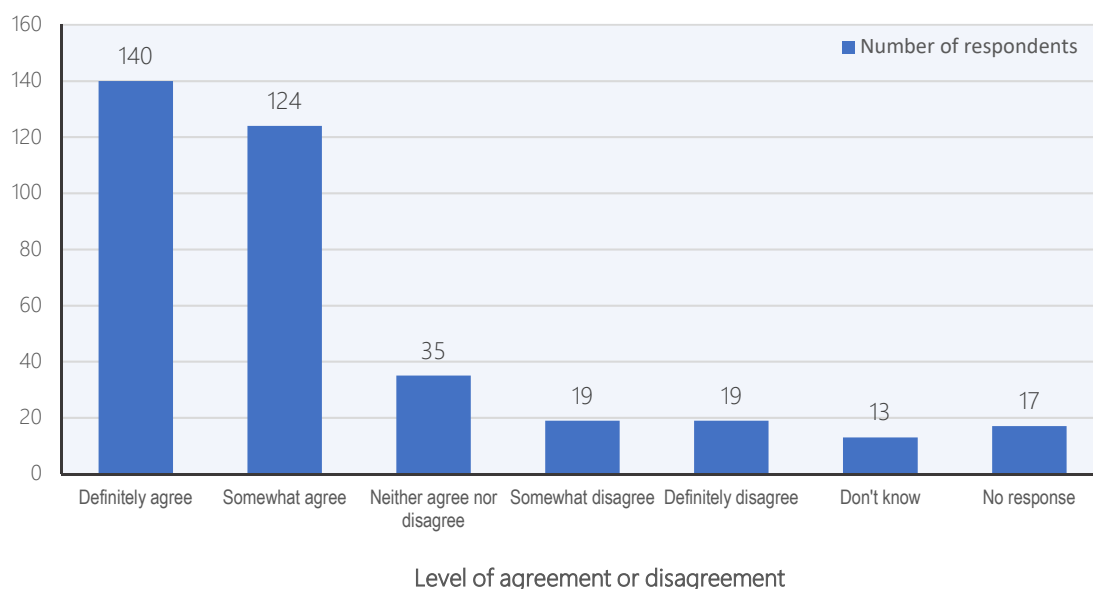
Level of agreement or disagreement

Respondents were asked to indicate their level of agreement with the statement:

Decarbonising the Metlink bus fleet by 2030 by investing in electric buses and charging infrastructure is an effective way to reduce public transport emissions.

RESPONSE OPTIONS: Definitely agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, Definitely disagree, Don't know, No response

Level of agreement: decarbonising the Metlink bus fleet by 2030 by investing in electric buses and charging infrastructure is an effective way to reduce public transport emissions

**Results**

Overall, there was substantially more agreement than disagreement that decarbonising the Metlink bus fleet by 2030 by investing in electric buses and charging infrastructure is an effective way to reduce public transport emissions.

- > **264 (72%) of respondents agreed**
 - 140 (38%) definitely agreed
 - 124 (34%) somewhat agreed
- > **38 (10%) of respondents disagreed**
 - 19 (5%) definitely disagreed
 - 19 (5%) somewhat disagreed
- > 35 (10%) of respondents neither agreed nor disagreed
- > 30 (8%) of respondents either didn't know or had no response

What those who agreed with the statement said**Environmental reasons****41 comments**

The most common justification for agreeing with the Q9 prompt statement was the environmental benefits. Around half the environmental justifications were from those who definitely agreed, and half from those who somewhat agreed.

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Of those who definitely agreed, a moderate number felt that reducing emissions was a key benefit from enacting this goal. Statements such as “less emissions is a win for everyone”, “it’s better for people and the environment”, and “we need to be less reliant on fossil fuels” were used. A further small number of respondents cited reduced air pollution from diesel fumes as a benefit from decarbonising the fleet.

The respondents who somewhat agreed were similarly interested in reducing emissions from the Metlink fleet. Several comments were made similar to those already quoted (e.g., “reduce carbon emissions”); however, almost half of those in moderate agreement with the prompt statement also raised scepticism about the environmental efficacy of EVs, particularly vehicle battery production and disposal.

EV is a good way to help reduce emissions, but more research is needed when it comes to some manufacturers of EV, as some research suggests that EV may cause the same amount of pollution or carbon emissions as a petrol vehicle.

Even so, reduction of pollution and emissions was seen as beneficial overall.

Reliability and routes**12 comments**

Reliability of services was raised by several respondents who somewhat agreed with the prompt statement, and by a small number who definitely agreed. Comments conveyed that reliability, frequency and useability of services remains the overall concern for potential PT users, and that if this can be achieved with a decarbonised fleet, all the better.

Reliability is paramount to ensuring paid patronage

Specifically, battery charging (and how this might affect buses running to timetable) was a concern for a few, and additional points raised included that on low capacity lines smaller buses should be used, and that bus lanes would reduce congestion related lateness. Reliability was also seen as partly dependent on ensuring drivers are well paid for their work, as the following comment shows.

It’s good if it works well - is this investment coming at the cost of paying drivers well? if you pay them well maybe we can have better more reliable transport.

Keeping user costs down and ensuring the user experience is maximised were raised by a couple of respondents each, in the context that this is what will encourage PT use.

Trolley buses**9 comments**

Several respondents who agreed with the prompt statement noted that an already electrified fleet previously existed, and that it had been a wasted opportunity when these were removed. Comments in this vein were similar across those who somewhat and those who definitely agreed, and were split almost evenly between the two.

We fell into an unnecessary gap of carbonisation when transitioning from trolley buses to diesel. Now we are giving ourselves another 10 years for decarbonisation!!

Additional measures also need to be taken**12 comments**

Several respondents who somewhat agreed with the prompt statement, and a few who definitely agreed, noted that decarbonising the fleet was one thing, but that greater gains

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could be made from other measures such as the dual measure of discouraging car use and increasing PT patronage.

*The most effective way to reduce public transport emissions is to decarbonise the fleet yesterday, however the question should be "How do we reduce *Wellington's* transport emissions?", which is clearly just the sum of cars taken off the roads.*

About the process**24 comments**

The majority of comments were from those who somewhat agreed with the prompt statement, however, those who definitely agreed conveyed similar sentiments – that the timeframes of the proposals outlined in the Plan are too long. Almost half of the responses about the process from this group expressed frustration at the timeframes, using phrases such as “should be done now”, or noted that the proposal is “too slow, too incremental”, and that “2030 seems a long way away”.

I agree, but I also think we should be aiming for a fully electric fleet sooner than 2030.

A small number of those who agreed with the prompt statement expressed scepticism that the proposals will be rolled out as planned. One person stated they “see no evidence that this is achievable”. An additional small number of respondents queried the cost to the ratepayer of converting to a decarbonised fleet.

If implemented yes but concerned about the cost of electrification.

General support**45 comments**

In respondents’ justifications for their answers, a considerable number offered general support for decarbonising the Metlink fleet by 2030. The majority of this general support came from those who definitely agreed with the prompt statement, and included statements such as “it’s a good idea”; a “no brainer”; “it’s obvious”; “makes sense”; and, “logical”.

More descriptive comments were few, but included examples such as the following:

Very important! For those many services operated by NZ Bus the current carbon situation is the worst it has been since public transport in Wellington began, and this needs fixing.

Leaving aside any argument about the all-of-life costs of electric buses, batteries etc, it is definitely more user-friendly to have electric buses which will reduce operating carbon emissions, and make the CBD cleaner.

A small number of respondents, although agreeing with the prompt statement, expressed negative statements about a decarbonised fleet. These included that electricity generated via fossil fuels is not environmentally sound, and that trains are a more environmentally friendly option.

What those who disagreed with the statement said**Environmental reasons****2 comments**

A couple of respondents, both of whom definitely disagreed with the prompt statement, noted scepticism that conversion to EVs would reduce emissions.

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I don't believe the waste created by moving to electric battery charging infrastructure is an effective way to reduce emissions.

Reliability and routes

6 comments

Reliability of services was viewed as paramount by the small number of respondents who disagreed with the prompt statement. In a couple of cases this was considered even more important than emissions.

Just make the service more efficient. Don't worry about the emissions (especially if the price goes up, because you have to buy new buses!)

Again, user costs were noted in a couple of comments as a factor affecting uptake of services.

Trolley buses

3 comments

A few respondents who disagreed with the prompt statement noted that the previously used trolley buses represented an effective, decarbonised fleet.

Didn't we used to have electric buses?

Other measures and car use

4 comments

A small number of respondents who disagreed with the prompt statement mentioned car use, however, this was in divergent ways. Two respondents highlighted that greater gains could be made by encouraging people *out* of their cars, while two others noted that people will still want to use their own cars:

Too much emphasis on Electric transport without costings. People will still want to drive cars in Wellington due to weather, topography and frequency of public transport to get to sports etc.

About the process

8 comments

Similarly to those who agreed with the prompt statement, those who disagreed raised issues about the process. They predominantly wanted to see more evidence that the proposals can and will be carried out, and that this will not impact too greatly on ratepayers.

It's great that we will have more electric buses on the road but it shouldn't be at the expense of Joe Bloggs to pay for this.

Additionally, the timeline was questioned by a few, one of whom stated that a short term solution is needed, and another who stated:

I am confused over the numbers of busses and timeline as a previous target from Dec 2020 (only 2 months ago) was the year 2027.

General opposition

4 comments

The small number of respondents who disagreed with the prompt statement and who expressed general opposition to the proposal made comments like "it's virtue signalling"; "I'll believe this when I see it"; and:

I have used electric buses in Quebec, Canada. Very hilly like Wellington, and the buses could not cope.

Reducing emissions won't make a huge difference and will be very costly.

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What those who didn't know, or neither agreed nor disagreed with the statement said

Environmental reasons

2 comments

Of the respondents who were noncommittal in their level of agreement with the prompt statement, a couple questioned the environmental efficacy of decarbonising the Metlink fleet.

Reliability and routes

7 comments

Comments about reliability from those who neither agreed nor disagreed with the prompt statement conveyed that emissions are the least of their concerns. Comments revealed that while respondents agree with the principle of decarbonising buses, the cost, reliability, and usability of the service is of greater concern.

Do I care how a bus is powered if it's late or difficult to use? No, don't care one bit.

Trolley buses

5 comments

A small number of those who didn't know, or who neither agreed nor disagreed with the prompt statement expressed frustration that the previously operating trolley buses were discontinued, and that these (as electrified vehicles) fulfilled the goal of having a decarbonised bus fleet.

We already had electric buses in the city and you got rid of them. I agree that we need to reduce our carbon footprint as a country but why are decisions being made and then reversed. This is a waste of tax and ratepayers' money.

Other measures

2 comments

Electric buses were viewed by a couple of undecided respondents as "nice and all" but not able to reduce overall emissions by much.

About the process

6 comments

General negative comments about the process came from a small number of respondents who neither agreed nor disagreed with the prompt statement. These were on a range of topics, for example: "need more studies carried out", "lack of forward thinking", and scepticism that the timeframe can be met.

General opposition

1 comment

One noncommittal comment read:

I neither agree or disagree if it will all happen by 2030.

Q11: Improving multi-modal access to public transport hubs

Summary findings

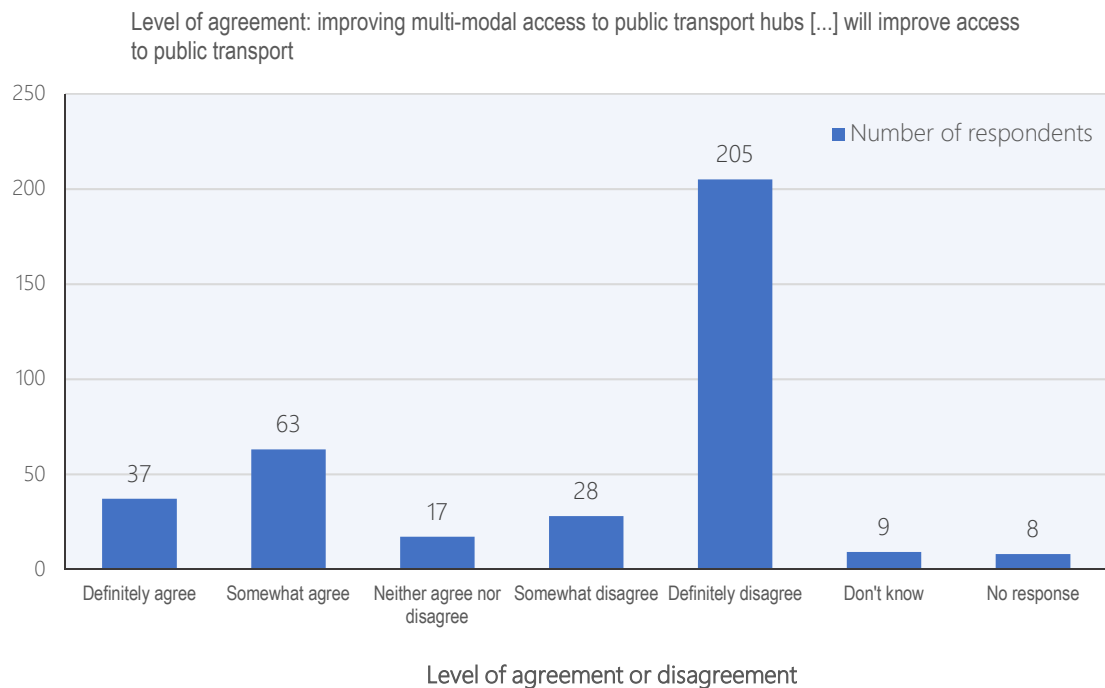
- > Substantially more people (63%) disagreed that 'Improving multi-modal access to public transport hubs, including paid park and ride through actions in our 'Smarter Connections Strategy' will improve access to public transport', with only 27% agreeing.
- > Park and Ride comments dominated in response to the question of why respondents dis/agreed with the prompt statement, accounting for three-quarters of the topics raised.
- > More people opposed the introduction of paid Park and Ride, noting that this would discourage public transport use, create parking problems on nearby residential streets, and encourage more people to drive into the CBD and pay for parking there.
- > Those who did support paid Park and Ride felt that it was a step in the right direction to deprioritise car use, instead helping promote public transport and active transport as better options for getting to train stations and transport hubs.
- > Comments suggested that the current public transport system is unreliable, expensive and difficult to use, suggesting that efforts should be made to increase the ease of using public transport in order to make it a more attractive option. These comments tended to argue that charging for Park and Ride would impose an additional barrier to public transport use, not making it any easier or more accessible.
- > A moderate number of people who agreed with the prompt statement supported the proposal to introduce charges for Park and Ride. These respondents felt that the cost of building and maintaining these facilities should rest with those who use them, and that charging for car parking was an appropriate step to discourage the use of cars and encourage people to use active transport or public transport to access transport hubs instead.
- > A small number of respondents were unsure/didn't know whether they agreed with the prompt statement. Comments from this group generally opposed paid Park and Ride, but supported a shift in focus to multi-modal transport.

Level of agreement or disagreement

Respondents were asked to indicate their level of agreement with the statement:

Improving multi-modal access to public transport hubs, including paid park and ride through actions in our 'Smarter Connections Strategy' will improve access to public transport.

RESPONSE OPTIONS: Definitely agree, Somewhat agree, Neither agree nor disagree, Somewhat disagree, Definitely disagree, Don't know, No response



Results

Overall, there was substantially more disagreement than agreement that improving multi-modal access to public transport hubs, including paid park and ride through actions in our 'Smarter Connections Strategy', will improve access to public transport.

- > **233 (63%) of respondents disagreed**
 - 205 (56%) definitely disagreed
 - 28 (8%) somewhat disagreed
- > **100 (27%) of respondents agreed**
 - 37 (10%) definitely agreed
 - 63 (17%) somewhat agreed
- > 17 (5%) of respondents neither agreed nor disagreed
- > 17 (5%) of respondents either didn't know or had no response

What those who agreed with the statement said

Against paying for Park and Ride

15 comments

Several comments were made by respondents who agreed with the prompt statement but opposed the potential introduction of paid Park and Ride. The majority of these comments were made by respondents who said they definitely agreed.

PAID PARK AND RIDE WILL DISCOURAGE PT USE (6)

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A small number of comments argued that making public transport users pay to park their cars at transport hubs will discourage people from using public transport. These respondents argued that GWRC should be removing barriers to public transport use, not adding them.

AGAINST PAYING FOR PARK AND RIDE (5)

Five respondents were against paid Park and Ride generally, making comments such as “Doesn't paid parking for public transport defeat the purpose?”, “Paid park & ride will be a significant hindrance for achieving this goal though”, and “Make sure it's not an added cost!”

PAID PARK AND RIDE WILL NEGATIVELY AFFECT NEARBY STREETS (2)

A couple of respondents noted that charging for Park and Ride may have the unintended consequence of encouraging more cars to park on surrounding residential streets at the inconvenience of residential and commercial users.

PT IS ALREADY TOO EXPENSIVE (1)

One respondent noted that although this proposal would improve the ease of parking, the cost of transport can be an issue for some.

PAID PARK AND RIDE WILL EXACERBATE INEQUALITY (1)

One comment noted that the public transport system will only improve if everybody benefits.

Support for Park and Ride**17 comments**

A moderate number of respondents were supportive of the proposal to introduce charges for Park and Ride facilities. The reasons for this support varied, ranging from the argument that paid parking would help to reflect the true cost of owning and using a private car over other types of access, to the idea that this would allow Council to make car parks multi-storey or the fact that currently car parking is free at public transport stations, yet feeder buses are not. This, as a couple of respondents argue, encourages the use of private vehicles and penalises those using public transport to access transport hubs.

A couple of respondents noted that although they support charging for Park and Ride, it would need to be implemented in the appropriate way.

Implementing charges for park and ride is a good and fair proposal - why should the rest of us subsidise those that park and ride? However it needs to be done in a way that does not cause commuters to park on the street instead, nor significantly reduces the number of people who commute by public transport.

Reliability and routes**17 comments**

A small number of respondents wanted to see greater focus placed on making public transport easier and more efficient to use. These comments were general in nature, and can be represented by the following comment:

I think the easier you make it for people to use public transport, the more likely they are to use it.

A similar number of comments offered more specific suggestions to help with the overall ease and efficiency of public transport in the region. Suggestions were aimed at increasing the reliability and frequency of public transport, noting that people must have easy access to public transport in order for it to be a viable transport option. One respondent noted:

I would ask you to consider implementing more stops /hubs/ transport routes in the wider community. Here in Puk Bay, it is a twenty-minute walk

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for me to reach a train station, with no alternatives available (I cannot drive, there are no other stops near me, there's no bus). I would catch the train more often were it accessible to me - and I suspect there are a large group in the same boat as me.

Another respondent also noted that it is important to consider those with additional needs when making decisions about public transport, stating:

Please make sure physically disabled people, people with children, people that have other needs (vision/hearing impaired, English as a second language) are provided for in all aspects of improving access to public transport hubs.

A small number of comments also urged GWRC to implement integrated ticketing, describing this step as “critical in improving efficiency and reducing reliance on private vehicles.”

Multi-modal**33 comments****NEED TO PRIORITISE ACTIVE TRANSPORT (19)**

A moderate number of respondents argued that efforts need to be made to prioritise active transport over other modes, particularly over the use of private cars.

Around one third of these comments raised the need for free and secure bicycle storage facilities to be included at public transport hubs to improve multi-modal access and reduce reliance on cars. One respondent commented:

As noted there is a limit on how many cars can be absorbed by the current system. But there is no talk about massively increasing the amount of bicycle storage which would vastly increase the capacity for people to bike that first/last kilometre between station and home.

OTHER WAYS TO GET TO HUBS (7)

A small number of comments discussed the importance of having better ways of getting to transport hubs instead of driving, reducing the need for Park and Ride. In particular, it was noted that greater consideration must be made for connections directly from people's homes to stations rather than increasing the demand for driving cars to the station. A suggestion made by a few respondents was to introduce a suburban mini-bus or shuttle to transport people to public transport hubs. One respondent commented:

Please consider those who can't drive to the railway stations and provide smaller shuttle buses. Also provide these at non-peak times for those growing population of elderly who want to remain independent and access local public transport.

REDUCE RELIANCE ON CARS (7)

Efforts to reduce reliance on cars were commended by a small number of respondents, who felt that prioritisation of cars should be reduced to make way for more active transport and public transport use. Most of these comments were general in nature, making statements such as “Absolutely agree with the multi-modal shift away from just prioritising cars”.

However, other comments stressed that Park and Ride should not be made the cheapest, easiest and most efficient way to access transport hubs, as this would encourage the continued use of cars. One respondent commented:

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Park and ride should be a stop gap to a more complete public transit network that reduces the (perceived) 'need' for cars

What those who disagreed with the statement said

Against paying for Park and Ride

200 comments

Of the very large number of comments from those who disagreed with the prompt statement and who were against proposals to investigate a paid Park and Ride system, the overwhelming majority were from those who definitely disagreed.

PAID PARK AND RIDE WILL DISCOURAGE PT USE (127)

There was consistent and intense commentary around this issue. The most cited reason for disagreement with the idea of paid Park and Ride facilities was that it would discourage the use of PT, and therefore go against the objectives of the Plan. The large number of comments on this topic were consistent in their expression of the sentiment. The following examples are typical:

I actually do not understand how making people pay for parking will improve access...Because having to pay for parking will just make getting the train more complicated and expensive and people will just drive instead. This is a fact.

Just don't do it! It won't result in the behaviours you are seeking to achieve. If anything it will discourage use of public transport.

How about providing more free parking at park and rides and providing efficient and reliable train services as an idea to help get people onto the trains?

If people have to pay for parking at the railway station then they are just as likely to drive into Wellington. It makes the train more expensive than driving.

AGAINST PAYING FOR PARK AND RIDE (32)

There were a considerable number of respondents who disagreed with the prompt statement and who simply cited that they were against paying for Park and Ride. Comments were received such as "Park and ride should be free"; "Don't want to pay for parking at regional railway stations"; and "No charges for park and ride!".

Additional comments include:

No one is going to pay for parking at a park and ride. then wait 30 minutes for the train to turn up.

This is a very bad idea. Where [is] the case study for paid parking.

People will not pay for parking at train stations. I have been a commuter for 20 years and if I had to pay for parking I would drive into town and pay for a long term park. Free parking is the only incentive to get the train.

PAID PARK AND RIDE WILL NEGATIVELY AFFECT NEARBY STREETS (27)

A considerable number of respondents justified their disagreement with the prompt statement by arguing that charging for Park and Ride would result in congested and

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dangerous activity in surrounding streets as people try to avoid charges by parking for free on residential streets.

It will cause commuters to turn to parking in side streets. This already happens but will become worse.

Such practices, they argued, could lead to “irresponsible” parking, or simply increase congestion in these areas which would negatively impact residents and small businesses.

More people parked all day on more side streets will create huge safety and parking issues for school drop offs, pick ups and people being able to park in the area during the day.

Paid parking for park and ride will increase the amount of people driving into the city or alternatively parking on streets near railway stations. Both outcomes cut against the goals of reducing carbon emissions and improving safety.

PT IS ALREADY TOO EXPENSIVE (21)

A moderate number of respondents felt that PT is already too expensive and adding additional charges would do nothing to encourage PT use. Respondents expressed this sentiment in a number of ways, including: “train passes are already too expensive”; “public transport in Wellington is already expensive”; and “It’s already expensive enough”.

Several comments expressed frustration that the costs of accessing public transport could increase further, such as the comment below:

Ridiculous. You are only thinking of people that have money. Train fares are already ridiculous, \$9.40 ONE WAY from Paraparaumu to Wellington.

Lastly, one respondent summarised the issue by saying:

The idea is to make the trip a low cost and stress free as possible so people save money by using public transport.

PAID PARK AND RIDE WILL EXACERBATE INEQUALITY (13)

Several respondents who disagreed with the prompt statement and who were against investigating charging for Park and Ride noted that such charges would negatively affect marginalised communities and further exacerbate inequalities.

Park and Ride services that are not charged were thought to be more accessible to various groups, mainly those on low incomes, students, or families.

Placing further financial stress on families on lower incomes in our region whether for work or to take family on train trips

Support for Park and Ride

6 comments

A small number of comments in support of Park and Ride (generally) came from respondents who disagreed with the prompt statement.

These were varied but included the idea that if PT were free, then charging for parking at stations would be an option, and that provision for Park and Ride should be made available at more stations to encourage PT use.

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But council should take the win that every car in a park and ride is not on the road.

Reliability and routes**29 comments**

Respondents who disagreed with the prompt statement and who discussed PT issues in their justification for this routinely suggested that reliability, frequency, and ease of use of PT was the key to increasing its use.

Issues around reliability of service and making PT convenient or 'easy' to use were central to respondents' opinions around how to achieve multi-modal access to train stations or hubs. More routes, more trips and better reliability were the most commonly raised topics.

This was followed by ticketing, with respondents offering a number of ideas for creating a streamlined process for those using Park and Ride. These mainly included minimising the number of tickets (and charges) commuters need to purchase when using bus/train/bus or similar. The following comment summarises the sentiment well:

If you are going to push for commuters to use the bus to get to the station then one ticket system need to be introduced where you can use the one ticket for both bus and train and bring down the cost of those fares.

If you must charge for park and ride, include it in the current monthly pass fee structure with swipe card access to the car parks. Casual users could pay and display in another car park section as and when they need to access it. This would deter non-train users from utilising the car parks which is surely the only reason you would introduce paid parking.

Multi-modal**11 comments**

A small number of respondents noted a need to prioritise active transport over the use of cars. These comments tended to be general in nature, simply expressing the sentiment that active transport should be prioritised. A couple of respondents specified that bicycle storage should be provided at Park and Ride facilities to encourage people to cycle instead of drive.

One respondent also noted that safety could be a barrier to people choosing active transport as a means of getting to transport hubs late at night or early in the morning.

Two respondents suggested that a shuttle bus system would be a good way to discourage the use of private cars to get to transport hubs, while one final comment argued that GWRC should also impose a congestion charge on cars to discourage people from driving into the CBD to avoid paying for Park and Ride.

What those who didn't know, or neither agreed nor disagreed with the statement said

Park and Ride**7 comments**

A small number of comments were made by respondents who opposed paid Park and Ride. The majority of these comments suggested that Park and Ride should be free or that charging for this service would discourage public transport use. Meanwhile, one respondent opposed the concept of Park and Ride altogether, arguing that it still encourages private car use.

One comment was made in support of paid Park and Ride, arguing that the parking charges, along with increased parking checks/enforcement in neighbouring streets, would lead to a decrease in the number of people driving. This respondent also noted that in the future,

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larger Park and Ride facilities may be required for some areas with larger rural catchments, in which case existing carparks at urban stations could be redeveloped.

Multi-modal

5 comments

A small number of respondents supported a focus on multi-modal transport, with a focus on active and transport options rather than cars. One respondent suggested that the term 'multi-modal' is still too car-centric, and that this should be replaced in the RPTP as "improved *public transport and active transport access*".

Another comment argued that due to the current climate emergency, most trips under 5km need to be walking, running, cycling, scootering or skateboarding in order to reduce the impact of transport on the climate. This respondent also noted the additional benefits of increased active transport, including physical and mental health benefits.

Reliability and frequency

1 comments

One comment was made about this topic, which argued that integrated ticketing would be the biggest help in making public transport a more attractive transport option.

Q13: Extending the airport bus service beyond Wellington Station

The online survey

Respondents were asked: *What are your views on extending the Airport bus service beyond Wellington Station to other parts of the Wellington region?*

Fight for the Flyer

This section also includes responses from the 'Fight for the Flyer' campaign. These are discussed separately to the survey responses.

Two thousand one hundred and sixty one (2,161) 'Fight for the Flyer' leaflet submissions were received. The leaflets, authorised by Ginny Anderson MP for Hutt South, contained a tick-box question of "Do you support GWRC providing a bus service between Lower Hutt and Wellington Airport", and two additional free-text fields prefaced with the following question and statement:

- (1) *Why do you have this view?*
- (2) *If you have any other thoughts/ideas about public transport in Lower Hutt please add them here.*

The 'Why do you have this view' field received 2,019 responses, and the 'other' field returned 670 responses.

Summary findings

- > General support for extending the airport bus was offered by almost 200 survey respondents.
- > With only two exceptions, people used the Fight for the Flyer form to express their resounding support for reinstating the Airport Flyer from Lower Hutt. It was described as an essential and well-used service that was crucial to link the airport to the city and the wider region.
- > Similar reasons were given in the Fight for Flyer submissions and the survey, focusing on making the airport more accessible to people via public transport.
- > The current public transport options were criticised as being unreliable, infrequent or inconvenient, meaning respondents weren't able to trust they would make it to the airport on time. The difficulty of making multiple changes from Lower Hutt, particularly with luggage in tow, was contrasted with the previous ease of taking the direct Flyer service.
- > Fight for the Flyer respondents highlighted that some groups, particularly older residents and those who are less mobile or have disabilities, were heavily impacted by the loss of the Flyer and the consequent lack of easy public transport options.
- > Almost 700 comments mentioned that the Flyer provided an alternative to car use, helping reduce congestion and lower emissions. Respondents flagged that Wellington needed more public transport options rather than less, and that removing the Flyer was out of step with GWRC's aims to encourage public transport.

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- > Over 160 Fight for the Flyer comments argued that the airport is a regional airport and should therefore serve the whole region rather than just Wellington city, particularly considering Hutt residents pay regional rates.
- > Respondents from both the survey and Fight for the Flyer form wanted to see the cost of the airport bus reduced, and reliability and overall accessibility improved. They also called for integrated ticketing (including Snapper), improved timetabling and real-time information updates. There was also support for extending the route, particularly to Upper Hutt.

What the community said (survey submissions)

Comments discussed below came from respondents who completed the survey or submitted long-form submissions.

General sentiment

415 comments

SUPPORT FOR AIRPORT BUS EXTENSION (333)

A very large number of comments were made in support of the proposal to extend the airport bus service Wellington Station to other parts of the Wellington region. These comments varied from simple supportive statements such as “Good idea”, or “Sounds great”, to suggestions about how this service could be implemented.

While all these comments generally agreed that this proposal was a positive move, there were varying opinions on how it should be done. Over a quarter of these comments wanted to see the service extended out to the Hutt Valley (Upper and Lower), and a considerable number of respondents called for the service to include Porirua. A moderate number of respondents also wanted to see Kāpiti served by the airport bus.

Several respondents noted that currently, getting to the airport using public transport is difficult due to the unreliability of the public transport system and the need to cart luggage between buses and trains. One respondent commented:

It would be useful to have an Upper Hutt flyer like used to exist, especially because the trains are so unreliable that you'd never want to use one to get to the airport. However allowing city buses to stop at the airport is also a necessary change.

Remaining comments from this group felt that extending the airport bus was a much-needed step, or that the Flyer should never have been cancelled. A couple of examples of such comments read:

The previous Airport Flyer provided a fantastic service for people in the Hutt Valley, Petone, Eastbourne, and before that, Upper Hutt. It is the best, most reliable and environmentally friendly way of getting to the airport, and indeed to other destinations along the route. Please ensure that this valuable and well-patronised service remains.

It would be great to have attractive public transport to and from the airport in the first place.

CONDITIONAL SUPPORT (27)

A considerable number of respondents offered conditional support for the extension of the airport bus service. Just over half of these respondents based their support for this project on whether it is financially viable or not. Comments such as “Seems sensible if it can be done in a cost-efficient way”, or “Helpful but not essential if not cost effective” were typical of this group.

Remaining comments noted support for the project provided there is adequate demand for the service. These respondents made comments such as “This should be done where demand exists” and “That seems like a good idea if the demand is there”.

NOT NEEDED, NOT A PRIORITY (45)

Over half of the respondents in this group argued that this proposal is not needed or is desirable but not a priority. These comments suggested that there are already options available for those travelling to the airport that are sufficient, or argued that this would be an

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unnecessary expense for ratepayers. A moderate number of comments simply expressed support for the existence of an airport bus, but only from Wellington Station, thus opposing the proposal to expend the service.

One respondent sums up the sentiment of this group, noting:

While I'm sure it's convenient to not have to change trains/buses, I don't see this as a priority when there is another way to get to Wellington station.

OPPOSITION (OUTRIGHT) (10)

More outright opposition to this proposal was expressed by several respondents. These comments contained a similar sentiment, though reasons for oppositions varied. Some respondents simply felt it was a waste of money, while others suggested that driving or catching an Uber were preferable options. A couple of comments noted that the previous Airport Flyer service was often empty, indicating low demand for this service. One respondent noted that the extension of the airport bus service would needlessly duplicate existing bus routes.

Other topics raised**77 comments****RELIABILITY AND FREQUENCY (23)**

Issues with reliability, frequency and the general operation of the current public transport system were mentioned by a moderate number of respondents, who argued that providing a service people could rely on and trust they would reach the airport on time was crucial.

A small number of respondents noted issues with “no-show” buses, which, combined with the low frequency of the existing airport bus, means that people cannot trust that they will make it to the airport on time using public transport.

Another few comment noted that for an airport bus service from Wellington Station to be effective, it must link up in a logical way with other bus routes to provide an efficient journey for users.

Several comments noted that if scheduling were done correctly, a high frequency service would mean that the airport bus would not need to be extended beyond Wellington Station.

The bus service between Wellington Station and Airport should be part of a high frequency route (10 minute intervals). A high-quality station that is located in close proximity to the Airport Terminal is required. Ensuring reliable travel times along the route needs to be a priority

USER COST (19)

The cost of public transport to the airport was discussed by a moderate number of respondents. Over half of these comments stated that the currently the airport bus is too expensive, making driving or catching an Uber a more cost-effective way to travel to the airport.

Remaining comments varied. Some noted the need for the airport bus to be a cost-effective and attractive way for people to get to the airport, while others stressed that the service should be provided on a user pays basis.

YES PLEASE. Only linking it to the station does not adequately meet the needs of all residents - public transit to the airport should be faster and cheaper than driving, and that can't be the case if everyone has to transit through the train station.

ACCESSIBILITY (9)

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Several comments were made about accessibility. About half of these comments noted that extending the bus service beyond Wellington Station would make the airport more accessible to people around the region. Remaining comments called for the service to be wheelchair accessible, and to ensure that it will benefit underserved communities and those on lower incomes, many of whom rely on public transport to get to the airport.

TICKETING (8)

Respondents offered a range of suggestions around how the airport bus service could be ticketed. The most common ticketing suggestion was to implement integrated ticketing, allowing the use of Snapper and Gold Cards. One respondent had the following suggestion to help simplify the ticketing process:

An interim solution the Council could consider implementing an “airport ticket,” which would vary in price depending on location around the region, wherein the commuter would pay for one ticket to go to the airport. This may reduce cost as a barrier for some commuters who require several connection points to reach destinations.

In addition, a submission from WellingtonNZ, which manages the Wellington i-SITE Visitor Centre in Wakefield Street, offered assistance to GWRC regarding visitor queries, best practice ticketing and potential stops.

RAIL (8)

Several comments suggested that rail would be a better way to connect people to the airport instead of bus. These comments noted that it is a more efficient means of transport given that buses are subject to traffic congestion which can impact journey times, while rail does not have this constraint. Another argument was that trains have more room for people to store their luggage.

Two comments argued that the airport service should be provided by light rail.

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ENVIRONMENTAL CONCERNS OR BENEFITS (4)

Four respondents supported the extension of the airport bus beyond Wellington Station, as this service would provide a more environmentally friendly option for people to travel to the airport.

TIMETABLING AND SIGNAGE (4)

A small number of comments urged GWRC to ensure that the airport bus service is adequately signposted, and that users have access to up-to-date timetabling information about the service.

DRIVERS (2)

Two comments were made about bus drivers. One made a complaint about the bus drivers on the previous Airport Flyer service, while another suggested that there are not enough bus drivers for the region's bus services at present, noting that buses are frequently cancelled due to lack of drivers – a problem that they feel would only be exacerbated by the extension of the airport bus service.

Other**29 comments****DON'T USE SERVICE, NO OPINION (21)**

A moderate number of respondents noted that they did not use this service, and would therefore be unaffected by any changes, or that they did not have an opinion on the topic. Comments typical from this group included "Not fussed", "No view", and "don't use this service".

OTHER (GENERAL) (8)

Several other comments were made that did not fit easily into any of the above topics. These varied, ranging from criticism of the region's public transport system to comments about Park and Ride, and comments about electric buses.

About the process**4 comments**

Four comments were made about the process. These comments called for GQRC to focus on improving local bus and rapid transit connections instead of a separately-branded and non-integrated airport bus and to ensure that any changes to the current airport bus are implemented with thought and consideration.

What the community said (Fight for the Flyer pro forma submissions)

Respondents ticked yes or no to the question “Do you support GWRC providing a bus service between Lower Hutt and Wellington Airport”, and were asked to respond to the following prompts:

Why do you have this view?

If you have any other thoughts/ideas about public transport in Lower Hutt please add them here.

Almost without exception, respondents used this form to express their overwhelming support for the Flyer. Respondents commonly used the second question to reiterate their support for the airport bus rather than discuss other ideas about public transport in Lower Hutt. Responses have therefore been discussed thematically rather than by question or sentiment.

Benefits of the Flyer

1956 comments

A CONVENIENT AND DIRECT ROUTE (1000 COMMENTS)

Respondents praised the convenience of the Flyer, describing how the direct service had allowed them to travel quickly and in comfort from Lower Hutt to the airport without having to take a car or ask someone to drive them. Respondents depicted the Flyer as “easy”, “great”, “helpful” and “convenient”, and often contrasted this with the current difficulties of travelling to the airport. Almost 300 comments noted that there were no other good alternatives, with respondents describing the extra time, stress, and physical effort of taking multiple transport modes which required braving the ravages of Wellington’s weather. It was noted that different modes often connected poorly or services would be delayed, putting people at risk of missing their flights. Ubers, taxis, and shuttles were pointed out to be prohibitively expensive for a lot of people.

Stitching the current complicated string of options together gives more opportunity for things to go wrong and timetables not to match well.

The Flyer made getting to the airport much more practical. A lot of the views against reinstating it have presented the alternative as “just transfer at the railway station”.

These have missed: (a) that there is more than one transfer for many of us e.g. I need to get a bus to the train, then transfer to the train via a walk through a subway and up steps/ramp, then transfer at the railway station (b) these transfers are harder with luggage, especially for disabled people who are a high proportion of users (c) when arrival time is critical, each transfer requires building in extra time for missed connections (d) there are no real spaces for luggage on the trains and most of the regional Hutt buses - many users end up taking priority/wheelchair spaces for these which is a whole problem in itself.

Navigating different connections with luggage in tow exacerbated this difficulty, particularly considering other buses and trains often do not have dedicated luggage racks. This was especially hard for older people and pensioners, those with lower mobility or disabilities, or people travelling with children or prams.

I have struggled to return home from the airport with my heavy suitcase on bus to train station then train to Lower Hutt then caught a cab as I was exhausted.

I have regularly used this service in the past. I am retired and cannot afford a taxi to the airport (though more people would have used this service in the past had it not

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got so expensive). Did travel last December and getting to the airport with quite a lot of luggage was very hard work (not young anymore).

COST AND AFFORDABILITY (388 COMMENTS)

Affordability was highlighted as one of the primary benefits of the Flyer. Respondents described how without the “affordable” and “cost-effective” option provided by the Flyer, people were often left with the steep price of taxis or Ubers – which was noted to be out of reach for many – or had to pay the expensive costs of leaving a car at the airport.

Not having an airport service significantly disadvantages lower income people. Those who can afford it will get a taxi or shuttle to the airport because it is a mission to get to the station with bags and then transfer to a bus in Wellington and this bus does not pick up at the airport so more walking with heavy luggage. We cannot afford the taxi and it is physically difficult to carry luggage and takes far longer to get to the airport. Unlike ordinary bus services you do not have luggage to take with you. I believe the Flyer that has operated for more than a decade is an important service to the community that should be retained.

It now can cost us more for transport to and from the airport than the actual flight. This seems ridiculous, as we don't live in a far flung rural area! Not easy money-wise for pensioners either.

ACCESSIBILITY FOR DIFFERENT GROUPS (349)

As a direct journey, the Flyer was described as an accessible option for various groups, including those without cars or who cannot drive, those who are less physically mobile, people with disabilities, older residents, and families with children and prams.

The vast majority of these comments focused on the needs of older residents and pensioners, describing how many older people struggle with the physical effort of taking public transport or the “stress and overwhelm” of making connections, find covering the cost of other options out of reach, no longer drive, or live alone so may not have someone to take them to the airport.

Because it provided a great service to our suburbs and enabled older people to still be independent. It was well supported, and we felt lucky to have it.

It is also much simpler for those who don't understand technology very well, such as my elderly grandmother, to access this service and know when it runs just by checking the timetable when she is at the bus stop at Queensgate, and also for those who require wheelchair accessibility as it is hard finding taxis to the airport that can provide that without charging a huge amount for the extra service.

Great for old buggers like me when we fly. Many thanks GWRC

A considerable number of comments also focused on the needs of families with children, pointing out that it was safer and much easier to take one option rather than multiple connections, and that often options like taxis or Uber were not viable as children needed car seats.

FLYER USEFUL FOR OTHER JOURNEYS (100)

Respondents pointed out that as the Flyer provided a direct route from Lower Hutt into town, many people had used it for this purpose as well as for airport travel. Respondents mentioned that people had frequently used the bus to get to work, particularly if they worked late or irregular hours, or for appointments or recreation in the city. Comments suggested that people had been willing to pay more for a comfortable, express option which was quicker and more frequent than other buses, noting that using the Flyer to get into town could take pressure off other less frequent services such as the 83 bus. It also provided an

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alternative to car travel and meant people didn't have to struggle with finding a parking spot. Respondents reiterated that older people in particular benefited from this easier route into town.

In addition a direct bus service enables us to travel into Wellington frequently, which we would find difficult to do by train and is impossible to do by car because of the parking.

The Airport Flyer service has for many years been the most efficient public transport option for travel from Lower Hutt to the airport - and indeed to many other parts of Wellington. Its loss means more people struggling and clogging up the roads - not to mention facing the parking problems.

MAKES HUTT ACCESSIBLE FOR VISITORS AND TOURISTS (87)

A sizeable number of comments noted how important it was for visitors and tourists to have good transport options into the city and out to Hutt, as this encouraged people to visit and supported the region's tourism. Respondents pointed out that picking up family and friends from the airport – particularly during rush hour traffic – was slow and inconvenient, as well as environmentally unfriendly, but that it was difficult for visitors to navigate the public transport connections without the Flyer, leaving them with no good options.

Having the airport flyer would also benefit people from out of town who are staying in the many accommodation options that the Hutt has to offer. Having that direct link from the airport would therefore make more visitors inclined to stay in the Hutt area, as it would be far easier to travel there via public transport.

An easy link might encourage more visitors to come to the Hutt and enjoy our local amenities as well, rather than just focusing on the CBD.

Another viewpoint is that quality public transport supports tourism, including by other NZers. Akl airport runs an excellent airport bus service.

CHANGES TO PAST SERVICE AND COMPLAINTS (32)

A considerable number of comments criticised the changes to the service when it had been running, describing how price increases, the loss of Snapper as a payment option, the removal of information from the real-time information board, and the Flyer's increasing irregularity and unreliability had discouraged people from using what had previously been a popular service. Respondents argued that these changes had driven the reduction in passengers and that customer demand would be there if the service was reinstated with these factors taken into account.

I used to frequently catch the Flyer to Wellington Airport from Petone. The ride was comfortable, reliable and reasonably priced journey to and from the Hutt. Snapper was a huge advantage. Then fares doubled, paying by Snapper was no longer accepted and the timetable was removed from RTI and online. I simply could not rely on the service any more so started driving to the airport even though it costs more and adds congestion to the motorway.

When the original Flyer was operating from Hutt to the Airport, whilst using the Snapper option, it was a very effective service. However, when they stopped the use of Snapper, many people stopped using it to go from Hutt to town - this must have resulted in a reduction of profit, which inevitably led to the decision to only travel from Wellington to the airport and back. This has alienated and disadvantaged Hutt travelers. I am sure that a revision and reintroduction of a service to and from Hutt to the airport will result in a productive service which will be welcomed (and used).

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An essential and well-used service**1331 comments****GENERAL IMPORTANCE OF THE SERVICE (591)**

Respondents felt strongly that a direct airport bus is an “essential service” that should be provided for Hutt residents, with almost 600 comments describing the airport bus as “important”, “necessary”, and “vital”, or highlighting that there was significant demand for it. Respondents argued strongly that, as the capital, Wellington should have comprehensive public transport links from the airport, with some expressing the sentiment that the current lack was “embarrassing”.

I consider this an essential service for our capital city

Because Hutt people need to be able to get to the airport!

Every major city in world has dedicated public transport from airport to city

FREQUENCY OF USAGE (555)

Respondents emphasised the demand for the Flyer, with comments detailing how it was a “popular” and “well-used service” and describing how they (or people they knew) had used it frequently in the past or would use it if it were reinstated.

This is a vital service! I have used it myself when going to the airport and recommended it to all our overseas visitors. If we want less cars on our already congested road, a reliable and affordable public transport system is a must.

It appears many people including myself used this service when it was available (not only for airport but travel in general) and were greatly inconvenienced when it was stopped.

We travel overseas a lot and the bus is a great way to get to the airport direct. The bus is always full.

HUTT VALLEY NEEDS MUST BE MET (185)

Comments highlighted the need for Hutt to be well-connected to both Wellington city and the airport, pointing out that it is a large area with a growing population and that better connections would support residents, businesses and the economy. Respondents also emphasised that the regional airport should serve the whole region, not just the city, while approximately 30 comments specifically noted that Hutt residents pay rates to the regional council and therefore deserve access to services like an airport bus.

Lower Hutt is growing, and it is important to be connected to Wellington and the rest of the country! [...] It [is] quite embarrassing that a growing city doesn't have airport transport and will put tourists off staying in Lower Hutt!

The Hutt Valley is home to the wider Wellington area, and yet we are overlooked as being inconsequential. A lot of the Hutt Valley residents work and play in Central Wellington so we contribute to the city's revenue as well as the Hutt's. Play fair. Be kind!

This is an essential service and was well utilised. Lower Hutt has a huge population and is a city in its own right so to not have a service getting people to their nearest airport seems archaic.

Promote public transport over car use**707 comments****REDUCE CONGESTION AND TRAFFIC (248)**

Respondents pointed out that having the Flyer would reduce the number of cars on the road, helping ease congestion and bottlenecks on Wellington's overcrowded roads around the airport and between Hutt and Wellington.

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Traffic jams are becoming bigger and longer by the day. The Bus service between L Hutt and the Airport will help to reduce heavy traffic on the highway which is time and fuel consuming; it creates air pollution, it increases the risk of accidents and basically and above all is an unjustified discrimination against workers and residents of this important city.

Given that most travellers heft quantities of luggage, the alternative solution of a bus, a train and a bus again will discourage public transport use in favour of cars - thus adding to congestion. Does the regional council really want to be seen as adding to congestion?

ENVIRONMENTAL BENEFITS AND LOWERING EMISSIONS (159)

The environmental benefits of the Flyer were emphasised by respondents, who pointed out that the convenient and affordable service encouraged public transport over individual car use and would therefore reduce emissions. A couple of comments noted that an electric bus could be even more sustainable.

Environmentally, I would feel better to use it than my car.

Better for the environment to have one bus transporting numerous people than multiple cars Traffic on State Highway 2 is often congested, public transport reduces individual car use.

I think anything to reduce cars on the Wellington Regional streets needs to be supported to become a more sustainable region. The bus being electrical would be an asset, too. I think it would be a real asset for the Wellington Region to strive to sustainable and excellent public transport throughout the whole region. Public transport needs to be convenient, faster and cheaper (or similar price) than a car transport (Uber). To stop the service at the station, then make Lower Hutt residents shift luggage onto a train will just lead to the service not being used.

PARKING (133)

Respondents raised the issue of parking, pointing out that it was expensive to park at the airport, less secure than leaving a car at home, and that there were not enough spaces. Respondents also noted that parking was difficult in Wellington city and the Flyer had made it easier to travel in without a car.

As an elderly couple who are frequently required for residential grand-parenting duties in Auckland and Christchurch a bus to the airport is important. Last year we had to spend several hundred dollars on long-term parking at Wellington airport.

We would love to take a bus, rather than have the expense and hassle of booking our car into long term parking!

Another big plus is not having to worry about the cost of parking long term at the airport. Being on the pension and a very strict budget the parking costs at the airport are prohibitive.

GENERAL COMMENTS ABOUT THE NEED TO PROMOTE PUBLIC TRANSPORT (129)

A large number of comments focused on the imperative to promote public transport, often making general comments about the need for efficient public transport without going into detail, or simply pointing out that there is a demand for public transport.

Because it is a needed service. We need more public transport options - not less!

We need to promote and use public transport as much as possible and it needs to be easy to use.

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Stopping of this service was an extremely retrograde step for public transport from Lower Hutt and Petone.

A direct link is invaluable to the residents of Lower Hutt. When as a world we are trying to promote public transport rather than use private cars you'd have to ask why it was ever stopped.

CRITICISM OF GWRC'S APPROACH AND CURRENT PUBLIC TRANSPORT SYSTEM (38)

A considerable number of comments flagged the discrepancy between GWRC's aims to reduce the number of cars on the road and the removal of the Flyer, with one respondent describing this as "short-sighted." Other comments expressed a sense that GWRC was not listening to what people want and that the needs of both Lower and Upper Hutt residents were being ignored. Respondents also criticised other elements of the Wellington public transport system.

Surely if the Regional Council is serious about cutting down the number of cars, then this is a prime example of them walking the walk

The Regional Council has a responsibility to provide reliable usable transport for all residents- not just those in the inner city.

Stop taking services away that people actually use without consultation. Feedback was don't take service away and council did. Very annoying, please listen to the residents.

What the reinstated service should look like

146 comments

EXTENDING THE SERVICE AND ROUTE SUGGESTIONS (54)

The majority of these comments recommended extending the service to Upper Hutt as well, suggesting that a better and more comprehensive service would gain more patronage. Two respondents pointed out that having smaller buses could make this more viable.

Other suggestions were varied and included being well-connected with other public transport; stopping at Petone train station to connect with rail services to Upper Hutt and having a second stop down the other end of Jackson Street; extending to Porirua, Waikanae and Stokes Valley; using Bunny Street as its terminus; stopping at Waterloo hub; stopping at the hospital; stopping at Wellington station; serving the Willis Street/Courtenay Place area; a service from Queensgate; starting from the far end of High Street; starting from the Eastbourne terminus to collect more passengers; and ensuring the bus delivers its passengers right to the airport as opposed to a few streets away.

I would love to have it extended back up to Upper Hutt. Use smaller buses from Upper Hutt as this was an awesome service. I used this service regularly and would again if reinstated from Upper Hutt.

I work in Upper Willis St and would use a service that fed the Willis St/Courtenay Place area. Be creative with its use - service commuters as well.

TIMETABLING AND REAL-TIME INFORMATION (53)

Respondents stated that the service needed to be reliable, frequent, align with other transport timetables, and be included on the real-time information boards to ensure people could use it. Seventeen comments suggested that the bus could run at a reduced timetable to make it more viable and that it didn't need to run every 20 minutes. Recommendations as to timing varied, but included the bus running hourly or twice hourly, or staggering the service to suit down times, though respondents pointed out it still needed to align with early and late flight times. The need for the bus to be direct and fast was also noted, with a few comments suggesting it could include less stops.

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The Flyer provides a great service during the day more expressly than other bus services which allow more business people or families to use it. It doesn't need to be every 30 minutes to the Hutt but once an hour and for late or early flights when other public transport does not run.

It needs to be part of the real-time display, which is why the former service lost patronage once that was removed.

COST AND TICKETING (36)

Respondents highlighted that the airport service needed to be affordable, suggesting that cheaper fares would encourage more use, particularly if the service was more cost-effective than car travel. Comments also emphasised that it was crucial for people to have the option to pay with Snapper cards.

A small number of comments specifically mentioned Gold Card holders, suggesting that they could pay a part or full charge to use the service rather than travel for free to make the service more viable, though a few expressed their support for continued free Gold Card travel. Other suggestions included putting the fare at the same price as other general fares, and one respondent said ideally it would be free.

It has a potential to be a valuable service, but needs to be at the right price. Snapper cards included.

I realise it will all come down to cost. Many elderly users of the Flyer in the past have used the service to just go as far as Petone or Wellington CBD, using their Super Gold Card. Maybe, for senior citizens wishing to go all the way to the Airport, they could pay a part charge for the service. It won't be popular, but it may be the difference between running the service or not.

OTHER SUGGESTIONS (3)

Varied suggestions were made, including keeping costs down by having simple buses without the “trappings” – that is, free wifi, air conditioning and leather seats; more advertising to encourage more people to use it; and collaborating with Queensgate to encourage more shoppers to visit.

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Comments about public transport in Hutt**69 comments****PRAISE FOR THE CURRENT SYSTEM (62)**

Sixty-two respondents answering the second question ('If you have any other thoughts/ideas about public transport in Lower Hutt please add them here') praised the public transport services in Lower Hutt, describing it as "reliable, frequent, fast", "a wonderful mode of transport", and "excellent".

I love the buses in LH, so convenient and regular bus drivers so polite. Easy access on and off too.

Just to say that I have recently used more transport around the Hutt - and it's excellent. All that's missing is a connection to the airport!

CRITICISM AND AREAS FOR IMPROVEMENT (7)

One respondent qualified their praise by saying it worked "outside of rush hour", while another respondent described the 83 bus as unreliable, and one pointed out that traffic congestion was getting worse. Another comment felt that the "current fragmentation" of Lower Hutt transport did not encourage use and it was time for a "21st century European model" that worked for more people.

Other specific suggestions included a better transport hub for Lower Hutt; joining the Melling rail line to Waterloo and having a transport hub at Queensgate; diverting the Melling train track along the river bank; and having a more frequent bus service around central Hutt with more bus stops, as "not everyone is able to walk several blocks to the nearest bus stop."

Other**20 comments****OTHER (15)**

Comments in this section included criticism of other elements of the transport system, suggestions such as creating Park and Ride stops away from the airport, extending rail services to the airport, moving the airport, and other comments that were not relevant.

BUS DRIVERS (5)

Of the comments specifically mentioning bus drivers, two mentioned that the Flyer drivers had been "so nice" or "always helpful", while another two stated that the Flyer had provided jobs. Another noted that bus services were often unreliable due to poor driver pay and treatment.

Opposition**2 comments**

Two respondents opposed the reinstatement of the service based on a perceived lack of demand and the existence of other options like rail, arguing that it was a waste of ratepayer money. One felt that transport should be run by the private sector. The other comment was from a respondent who said they had worked for and managed the Airport Flyer from 2008-2012. They argued that many people had only used it to get to the CBD, and that "if you have to provide a service from the Hutt to the airport then you better advocate for other cities/suburbs in the region to get a direct service as well."

Q14: Any other comments and organisation submissions

Respondents were asked: *Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?*

Summary findings

- > The most commonly raised issue amongst respondents who answered this question was the reliability and functionality of the public transport system. Overwhelmingly, these comments indicated a level of dissatisfaction and frustration with the current bus system in the Wellington Region, or made calls for elements to be improved to make public transport more attractive.
- > A large number of specific suggestions were also made, including specific bus routes that respondents felt need to be changed or updated, and new routes that people wanted introduced.
- > Other changes desired by respondents to make public transport more efficient and user-friendly included improving weekend services; replacing large buses with smaller ones on lesser used routes or at off-peak times to reduce the amount of fuel consumed by empty or near-empty buses; introducing integrated ticketing; ensuring good working conditions and adequate training for bus drivers; and improving timetabling and real-time electronic signage.
- > Comments regarding alternative modes of travel highlighted that Park and Ride must not de-incentivise taking public transport, and should either be free, very cheap, or integrated with train ticketing.
- > Respondents suggested more actions to encourage cycling, including improvements to develop a safe and connected cycle network and making it easier for cyclists to use public transport.
- > Ferries were noted as a climate-friendly opportunity to add more transport options and decongest roads, with a variety of specific ferry routes suggested.
- > A number of comments were made about mode shift. Comments encouraged an increased focus on getting people out of cars and on to public transport in order to reduce the environmental impacts of transport and resolve congestion issues.
- > A substantial number of respondents wanted to ensure that the region's public transport system is accessible to all, including the elderly, people who are less mobile or have physical disabilities, and those in typically underserved or disadvantaged communities.

What the community said

Routes, Timetables and Reliability

648 comments

MORE FREQUENT AND IMPROVED PT (284)

Almost one third of comments made by this group of respondents pertained to buses. Overwhelmingly, these comments indicated a level of dissatisfaction and frustration with the current bus system in the Wellington Region. In particular, respondents reported frequent “no-show” buses which cause considerable inconvenience due to the low frequency of many bus routes and consequent long wait – up to an hour for the next bus in some cases. Respondents wanted to see more frequent, reliable, consistent, cost-effective and thoughtfully timetabled buses across the region. The Johnsonville Community Association argued that improvements for buses within Wellington city should be prioritised over investment into rail services across the region.

The overall sentiment of these comments can be summed up by the following:

My opinion is the more regular it is the more it will get used. At the moment I know if I miss a bus or a bus misses I have to add an extra hour to my journey and most people don't have a spare hour.

Stop cancelling buses with the amount of cancellations you need to catch a bus earlier in case it doesn't show up it puts people off using the service

Buses are currently unreliable (doesn't go show up it late) and too expensive. Please do something about this before expanding into long term plans.

Over half of these comments about buses mention specific bus routes or areas that respondents felt need upgrades or improvements. Notably, the 83 bus was the most frequently mentioned route. All comments on specific bus routes are contained in Appendix 1.

Rail transport was also mentioned by a sizeable number of respondents. These comments were more varied than those about buses. A substantial number of comments expressed similar concerns about the reliability of the region's train services, making comments such as:

Yes, Metlink reliability issues need to be dealt with. Currently the Wairarapa Train Line is experiencing disgraceful service from Metlink.

Also more train drivers needed - I went to get on a train home from work the other day only to be told it had been replaced by a single bus which was already full!

The trains are bad enough, breakdowns etc. and they can't find enough bus drivers, so you're not guaranteed a bus either. May as well just take the car. It's just too difficult.

A small number of respondents also wanted to see regional rail prioritised.

A moderate number of respondents objected to the Johnsonville line's designation as a 'rapid transit line'. This included a highly detailed submission from the Johnsonville Community Association, who noted the huge implications this designation has for urban planning. The overarching sentiment can be summed up by the following comment:

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Johnsonville railway line is not a Rapid Transit System as it is not fast, frequent, high capacity nor reliable and cannot be improved.

A moderate number of respondents also made comments calling for light rail or a suspended monorail to be installed, noting that these options would take pressure of existing transport infrastructure and provide a more direct, efficient route than buses or trains.

Remaining comments in this topic related to public transport more generally. Again, these comments tended to be mostly calls for more reliable, frequent, and affordable public transport options, with respondents noting that currently, there are too many problems with the public transport network for it to be an attractive option for many people. A few of the comments received read:

Improve reliability, service has become more unreliable. Improve comms, unreliable service is compounded by inefficient comms.

While elements of this plan are good - I cannot see any incentive for people to use public transport. There are plenty of disincentives like paying for parking and your poor on time performance. If you seriously want people to use it make it cheaper faster reliable.

Encourage more public use of public transport- more regular, better fares to make it more useable

SPECIFIC NEW ROUTE SUGGESTIONS (85)

A sizeable number of comments were made that suggested new public transport routes that respondents wanted to see added. These are listed in Appendix 2.

Of these comments, 11 were made specifically calling for new routes to the hospital to make it easier and more comfortable to get to and from the hospital.

TICKETING (68)

Integrated ticketing was strongly supported by a substantial number of respondents, who wanted to see a simplified and more efficient ticketing system introduced that would work across all forms of public transport. Comments that are representative of this group include:

Please do one ticket/swipe card that is valid for all forms of transport (like the Auckland ATHop card)

Yes time to utilise automated fare collection methods, no more paper tickets please.

A nationally integrated fare system across all services is sorely needed.

USER COSTS (66)

A substantial number of respondents called for the cost of public transport to be reduced to make it a more accessible and attractive option to more people. Comments highlighted the currently high cost of public transport, with two respondents stating:

Make the fares cheaper... It cost me \$20 per day and 4 hours to travel into Wellington from Belmont Lower Hutt if I use public transport.

It would be great to help out our young youth who are traveling from Porirua region to Hutt Valley who study. It currently cost \$80.00 per week

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in travel cost having to go into Wellington then travel to Lower Hutt and back again on a student allowance.

A moderate number of comments offered specific suggestions around how the cost of public transport could be managed to encourage greater uptake. These suggestions included options for free or subsidised travel for senior citizens and students, or a simple reduction in fares. Some of the suggestions received follow:

Have weekends of free rail travel to encourage nonusers to try the trains. If public transport costs are super low, the incentive to not use a car is high.

Public Transport is far too expensive and those on low incomes should be subsidised which may prevent the use of unsafe, non-compliant vehicles.

Public transport is way more accessible than it has been in the past. As people start choosing this as a large part of their movements around town, I think it would be fair to look at reducing costs to do so. Something similar to how Sydney operates, once you hit your daily spend there after trips are free.

BUS DRIVER COMMENTS (29)

A considerable number of comments were made about bus drivers. These comments were a mix of praise and complaints, with some comments also advocating for bus drivers. Several comments made calls to ensure that bus drivers are better looked after, including improved work conditions, paid a living wage, and receiving appropriate training and support. These comments often noted that drivers are crucial to the public transport system and should be treated well by employers to keep people in the profession. The Johnsonville Community Association submission advocated strongly for improving conditions for bus drivers, identifying this as the root cause of the reliability issues that afflict the current system.

Around one third of comments expressed concerns about the behaviour of bus drivers, either about their driving skill (i.e. driving at unsafe speeds or braking too hard), or about their demeanour when dealing with patrons. Some of these comments noted the shortage of bus drivers, citing this as the reason for the current unreliability of the bus system.

Finally, a small number of comments offered praise for bus drivers, describing them as “polite”, “dedicated”, and “good”.

Some comments, such as the one below contained a mix of points:

The public transport are doing an excellent job, especially their drivers who have to put up with unscrupulous drunks, abusive language, and aggressive ppl...they should be congratulated and given a pay rise...but I must admit some driver's need to have more training on their attitude to their customers, so it goes both ways

TIMETABLES AND SIGNAGE (28)

How timetabling and route information is displayed was a concern raised by a considerable number of respondents. Over half of these comments recommended an increased number of electronic signs displaying real-time information at bus stops, including arrival times and expected journey times with consideration given to current traffic conditions. Around half of these comments were made about the airport bus specifically, with respondents noting that this service is not currently included on electronic signage boards. Examples of comments received on this topic were:

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I also wish to emphasise the improved information access: (1) Actual real time, based on traffic conditions & how long other buses have recently travelled each inter-stop segment based on GPS data. It is incredibly frustrating to wait 10 minutes for a bus that was showing as only 5 minutes away - especially if the prior (missed) bus arrived on-time.

It's essential to have real time information as on one occasion I experienced a Flyer not turning up and had no option but to catch a taxi which was financially unprepared for. Good luck.

We need more real-time information bus stops around the place as information at stops isn't always accurate. Especially needed in Wainuiomata

A small number of other comments called for the introduction of real-time passenger announcements, both in audio form and on electronic displays on board buses, to ensure that all users will know when to disembark. This is particularly important for visually impaired transport users, as well as visitors who are unfamiliar with the area or bus routes.

Other comments about timetabling included suggestions that timetables should be updated to better cope with peak travel times; online timetables should be updated to ensure they are correct and up to date; and that overall public transport communication and outreach approaches should be improved, including websites, apps and social media. One respondent also noted that bus route maps would be handy, but they did not know where to find these.

WEEKEND SERVICES (19)

A moderate number of respondents made comments about weekend services. These comments varied greatly, from complaints about overcrowded trains and buses to issues with reliability or a lack of services, such as the Melling service which does not run on weekends. Examples of the types of comments received include:

Weekends are even worse for travelling to and from the Wairarapa area. When there is a service currently people have trouble getting a seat often. Not very pleasant for travelling, I prefer to take car -it actually works out cheaper for us. I would take the train if they were more frequent though and slightly cheaper.

The Melling line should run on weekends, contributing to carbon footprint reduction by those of us who end up driving into Wellington.

SMALLER BUSES (17)

The issue of half-empty buses running across the region was raised by several respondents, who argued that perhaps running smaller buses to better match the number of people using them would be a more economic and climate-friendly option. This, they argued, would reduce the amount of fuel being consumed by large, empty buses.

BUS OR PRIORITY LANES (15)

A moderate number of respondents wanted to see priority bus lanes introduced on major roads into the city such as SH2, particularly during peak times. Suggestions included bus only lanes, or T2 lanes, which can only be used by vehicles with two or more passengers.

SAFETY (15)

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Safety concerns relating to public transport were raised by a moderate number of respondents. These varied greatly, ranging from comments about the dangers of growing numbers of e-scooters on footpaths and roads, to concerns about road layouts and intersections, or fears of harassment or assault occurring on public transport.

All comments highlighting safety concerns can be found verbatim in Appendix 3.

BUS STOPS, SHELTERS (11)

Several respondents made comments about bus stops and shelters. Over half of these comments called for more sheltered bus stops to protect people from the elements as they wait for a bus. One such comment reads:

Why don't all bus stops have shelters for passengers to wait for buses without being burnt by sun, drenched by rain, or have hair and clothes dishevelled by wind.

Remaining comments mentioned specific areas that they would like to see bus stops added or upgraded. These included:

- > *We would love a "slimline" bus shelter at the Riverside Drive/ Open Polytechnic bustop 9170(cnr Birdwood Rd+Riverside Drive). We were told it would be built in 2020 then COVID-19 happened. As residents in this area we would love to see it built before winter 2021. Thankyou.*
- > *Bus stop near Brian Morgan Terrace in Wainuiomata. The residents' request is submitted since 2018 but until now, there's no progress on it*
- > *Would like to have more shelter at Queens Drive for folk waiting in very windy and cold conditions. The planners should spend a day waiting for buses in a freezing southerly.*
- > *A public bus stop opposite Vincent de Pauls in Jackson would be handy*
- > *A bus stop would be very handy between the old op shop and Cuba Street stop near Buick St on the way to the Hut*

COMFORT, UTILITY (11)

Calls for greater investment into the customer experience of public transport were made by several respondents, who had a range of suggestions to improve the comfort and utility of public transport. Suggestions included allowing dogs on buses (with one respondent suggesting that this could be implemented in off-peak hours only); ensuring that any new buses or trains are more comfortable than the existing fleet; offering wifi and ensuring there is adequate cell coverage along transport routes; and making efforts to improve reliability and frequency to make public transport a more attractive option.

Alternative mode suggestions (not PT)**170 comments****PARK AND RIDE (63)**

Park and Ride was a topic of contention among the substantial number of respondents who commented on this topic. The majority of these comments opposed the proposal to charge a fee for the use of Park and Ride facilities. The reasons given by these respondents echoed those discussed earlier in this report – that charging for Park and Ride would discourage public transport use, create parking problems on nearby residential streets; and increase the number of cars driving into the city. These respondents questioned whether introducing a fee

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for Park and Ride would achieve the desired outcomes of the RPTP, suggesting that the opposite may in fact be true. One respondent noted:

Does this include any means of improving public transport to said railway stations??? As it's a 9+ km walk to ours with a large hill in the way. This does not seem to be a fair or well canvassed proposal.

A small number of respondents who opposed the introduction of paid Park and Ride did note that if it is necessary to charge, fees should be kept minimal, and possibly incorporated into train ticketing to ensure that it is genuine train users who occupy these parking spaces. One respondent commented:

Scrap the paid parking for park and ride - perhaps add a fee for over 10 or 12 hrs and you will get rid of some taking advantage of free long term parking. Or give monthly+ pass buyers a free parking voucher to display, make others pay. Do not outsource to companies that charge exorbitant fees e.g. Wilson's.

A few respondents supported the proposal for paid Park and Ride. One of these respondents acknowledged that for some, accessing train stations/stops using public transport or active transport is not an option, and suggested that in such instances a lower rate could be charged. Another respondent commented:

Can we please have a park and ride paid trial on a group of train stations (including one of the busiest or most crowded stations, and a few adjacent stations up and down the same line). If Snapper is brought in on trains, then charge for parking as part of that initiative. Use of the park and ride should cost another dollar, or another zone. People who don't use the train (but park in the park and ride) should be charged something like \$15 for the pleasure. Let's defer any park and ride expansion until we have the ability to charge. Charging for park and ride is the fairest and most cost-effective way to suppress demand.

DECARBONISE FLEET (28)

Almost all of the comments made about the proposal to decarbonise the public transport fleet were supportive of this goal. The primary argument in support of this was that the environmental benefits would help to reduce the impact of transport on the climate. Another couple of respondents noted that removing the diesel fumes currently emitted by buses would make it more pleasant to walk or cycle around the region. A couple of respondents, however, did argue that while decarbonising the public transport fleet would be a positive step, they felt that it would likely only have a small impact on the transport emissions of the region as a whole

A few comments noted that they would like more information on how this will be implemented and how it is likely to help achieve the region's carbon emission reduction objectives.

CYCLES, CYCLEWAYS (21)

The majority of comments supported cycleways or proposed further spending or changes to encourage more cycling. These included allowing more bikes on trains or using hanging racks; more cycle parking at stations; and increasing security by installing cameras around bike parks or using systems like Locky Dock. Another comment suggested installing an electric bike system similar to those in Europe once the Kaiwharawhara link is built.

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Comments also highlighted the need for ensuring cycling networks were safe and well-connected, and made specific suggestions for routes. These included end-to-end safe cycleways from places like Island Bay and Brooklyn; more bike lanes from Belmont to the city, completing the Melling to Petone cycleway; the Petone to Wellington cycleway; the Ngauranga to Petone cycleway and its connections; and one noted that Lower Hutt was flat and therefore ideal for bike lanes.

We need a properly connected cycle lane network. Currently too disconnected!!

One comment praised the Oxford Terrace cycleway but noted it would be more accessible from Naenae with an overbridge. Another expressed their appreciation for the Waterloo-Pomare cycleway.

Two comments were made on the Knights Road project to Beltway. One expressed enthusiasm, while the other questioned whether it would require too much maintenance due to damage from cars.

Two comments noted that more spending and initiatives are needed to support cycling in underserved regions.

Giving communities in the region access to free bikes, mechanic courses and cycle related education could be a game changer to create more equitable societies, better mental and physical health outcomes and increase the money in people's pockets both in much needed work skills and savings on transport. Bikes and cycleways transform lives.

Three comments were opposed to the proposed cycleways, with one arguing that the cycleway between Lower Hutt and Wellington was a good idea, but not a high priority considering the cost. One felt that bikes were "impractical for all but a privileged few", while the other requested the council "put the buses back to how they were".

ROADING INFRASTRUCTURE (19)

Comments regarding roading infrastructure primarily mentioned specific areas or projects that they felt needed work.

These included several comments on the Melling bypass and cross-valley link, and two comments calling for another road to increase access to Wainuiomata.

Ngauranga Gorge was mentioned by a few respondents, who suggested relieving the traffic pressure by improving the merge points; an additional lane North on SH1 towards Petone from the bottom of the Gorge; an additional lane from the bottom of the Gorge turning left onto the Hutt motorway; and a harbour bridge from Ngauranga Gorge to Shelley Bay.

Other areas that gained single mentions included the Avalon bypass; the intersection between Thorndon Quay and Mulgrave Street; a second Mt Victoria tunnel; a roundabout at the top of Wellington Road; extending the Melling line to Belmont and Kelson; a slip lane at Linden for Transmission Gully; the Hutt to Grenada motorway.

One comment requested more recognition in the Plan on the importance of roads and parking room for commercial traffic in the city and across the region, while Waka Kotahi stated they looked forward to working with GWRC to optimise the transport network and support the ongoing operation of the State Highway network.

SCHOOL BUSES (16)

Twelve submissions were made to request a school bus service to Tirohanga (both throughout the day and specifically to meet the school's opening and closing hours) from Melling Station and Queensgate. Respondents described the congestion around the school and the danger for pedestrians, and stated that the lack of suitable options currently means

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a group of parents hire a private bus at considerable expense to deliver children to the Steiner School.

Other comments varied in nature. One comment suggested that school buses should be phased out as they mostly duplicate existing services, while another suggested commuters should be able to utilise these services. One specific comment requested the timing be changed for the HVHS school bus from Eastbourne, as currently the pupils arrive too early and there is not enough space for them on the bus.

A submission from the Ministry of Education highlighted the opportunity to work collaboratively to develop and clarify policies around the provision of school bus services.

FERRY (16)

All of these comments barring one expressed enthusiasm for more ferry options. The proposed electric ferry service between Miramar and the city was praised as “an exciting, climate-friendly project”, with East by West’s submission describing the advantages of the service and requesting funding be prioritised to contribute to the Plan’s mode shift goals. Another submission expanded on the potential benefits represented by the ferry:

WellingtonNZ is excited by the development of the electric East by West Ferry and supports the subsidy increase. The ferry is an enabler for commuters and visitors to travel around the region. The ferry’s ability to transport cycles adds an appealing and sustainable option for recreational users to access the Eastern Bays, the Remutaka Cycle Trail and supports micro commuting methods.

Other ferry routes were suggested. Several respondents felt a ferry from Petone would be an ideal option to deliver commuters to the city and travellers to the airport, relieving the heavy congestion along the roads into the city, while other comments suggested ferries servicing Eastbourne, Seatoun or Evans Bay, and Seaview. One comment noted that the new ferry terminal offered an opportunity to integrate personal vehicles with mass rapid transport systems and that the Plan must address using the new ferry terminal as a modal integration point.

CAR SHARE, EVs (5)

A small number of respondents made comments about alternative options for car travel. Three of these encouraged the use of car sharing, noting that in some areas, people may not have access to public transport and should therefore be encouraged to ride share in an effort to reduce the number of cars on roads.

Another respondent suggested that an arrangement could be made to subsidise taxi travel “similar to accessibility concessions”, when there are no services scheduled to provide safer options for transport at night.

One final comment pointed out that though electric vehicles are perceived as more environmentally friendly than fossil fuel vehicles, the heavy reliance on mineral resources required to manufacture their batteries mean they are still a flawed option.

ACTIVE TRANSPORT (5)

Comments about active transport included calls to prioritise active transport for its environmental benefits as well as concerns about the safety or functionality of specific locations. These specific locations included:

I want to walk this area but not through just this Ngauranga to Petone section...It is already unsafe, inaccessible, and uncomfortable, and not suitable for walking at all due to a narrow path with cyclists, broken glass and places with no barriers against traffic, and having to walk with the flow of traffic.

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*Pedestrian crossings at Melling intersection are a death waiting to happen.
They are dangerous and unsuitable for kids.*

PEOPLE NEED CARS TOO (4)

Four comments were made by respondents who argued that it is unrealistic to expect people to stop using private cars altogether, especially those who live in areas that are not well-served by public transport; have to travel very early in the morning or late at night; need to transport large items such as work equipment or musical instruments; are travelling to destinations outside the city centre or areas not well-served by public transport; or those who cannot use public transport for other reasons.

CARLESS PARTS OF CITY (1)

One respondent suggested that making the Golden Mile a carless zone would be a positive step to invigorate the area. They noted that many citizens support this idea, and that it is “obvious and easily achievable”.

About the process**128 comments****FUTURE PLANNING AND COLLABORATION (29)**

Respondents highlighted the need for the Plan and strategies to be more “future-focused” to support long-term quality of life in the region. They also wanted bolder and more innovative action to meet future needs and drive behaviour change in light of the climate emergency. This included recognising the societal changes brought by Covid-19 and the possibility of future pandemics, and an acceptance of the opportunity cost of investing in the (entire) transport system.

It's time to step back from the "penny pinching" approach to transport design to plan for and budget for a long term strategy that is not swamped in consultation, report writing, complaints and minimal achievement [...]. The future of transportation in the lower North Island needs an immediate revamp, large scale investment and bold innovation to future-proof the region for the next fifty years.

However, one comment expressed the opposite view, suggesting that actions should just be “affordable and practical” rather than trying to be “first in [the] Southern hemisphere.”

It was also noted in five comments that GWRC needed to work collaboratively with other councils and organisations to create the best outcomes for communities, and to show how different organisations and plans connected.

It is unclear how each council, NZTA and Get Wellington Moving etc are all aligning - I feel it is the regional council's role to facilitate and present a unified plan for the region demonstrating the intersections of all plans and the impacts on citizens.

One respondent specified the Plan should include a statement about working with Porirua City Council to establish the needs of the new housing development between Plimmerton and Pukerua Bay, while the Kāpiti Coast District Council stated their desire to work closely with GWRC to improve services in Kāpiti.

Ten comments focused specifically on growth and the need for transport planning to align with other plans and sectors, particularly regarding housing and associated issues like parking requirements. One comment noted that:

Any mode choice needs to be based on the likely future demand, and have the ability to be seen as rapid and permanent if it is to influence behaviour. We need to plan for the needs of future new 15 minute communities, and increased density along public transport routes, which are linked by high quality, high capacity public transport. This is essential to addressing both housing and climate goals for the Wellington Region.

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The Johnsonville Community Association contended that the RPTP did not seem to recognise the proposed future population changes in the WCC draft Spatial Plan. They pointed out that the Spatial Plan concentrates growth in the northern and western suburbs, but the bulk of investment in the RTPT serves the southern and eastern suburbs.

Two other comments mentioned the need for rapid transit and housing to be integrated, with one respondent pointing out that more work was needed on the Johnsonville Line in light of the proposed intensification in the draft Spatial Plan. Another noted the challenges that buses face driving down narrow roads with cars parked on either side, essentially making these roads one lane. They suggested that roads designated as routes for Mass Rapid Transit will require new housing to have a minimum of two off-road parking spaces per unit to ensure buses can travel freely along their routes.

The Kāpiti Coast and Porirua District Councils both highlighted the need for transport to support the expected growth in their respective regions.

Other suggestions regarding growth included considering Levin or Sanson as the next high-capacity living areas; more trains to the Wairarapa to unlock development; and decentralising Wellington and Hutt in favour of more regional hubs.

I feel the changing nature of the Wellington Region means that we need to consider de-centralizing Wellington and the Hutt valley and seriously look north creating new self-sufficient hubs in the Wairarapa, Horowhenua and linking into the Manawatu. This is justified by the majority of the growth throughout the Wellington region. It seems crazy to continue with in fill growth in existing areas where the infrastructure simply can't support the volumes of new construction.

Three comments also highlighted the need to improve public transport throughout Hutt to reduce congestion and support growth; noting that optimal services needed to be there *before* people will switch.

Other specific comments included identifying methods to alleviate current congestion problems such as elevating train tracks over roads, removing parking from the airport and providing shuttle buses from stations, and looking at Ohakea airport as a combined civil/military facility.

One final comment from East by West Ferries requested the development of a strategic direction for increasing ferry services to complement trains and buses.

CONSULTATION, ACCESSIBILITY AND MEETING ALL NEEDS (22)

Comments called for more active consultation to ensure everyone in the community has their needs met. Comments stated that consultation needed to be “engaging, accessible, and meaningful”, but felt that it was not currently providing “the opportunity for those most affected to share their reality and/or thoughts and views”.

Comments highlighted specific groups who urgently needed to be reached out to so their voices were heard. These included students and other young people, Māori, women, and disadvantaged groups such as disabled people, older people, and lower socioeconomic communities. One submission noted this would require targeted consultation where people were compensated for their time and advice.

And most importantly, active consultation and partnership with local Māori, people living with disabilities and people living on low incomes. The Crown has failed to deliver on Tiriti agreements - we are all responsible for fixing this. The gap between rich and poor, boomers (I'm one) and younger generations, Māori/Pasifika/refugees and Pākehā, is growing appallingly, with high costs of housing hurting too many, every local and central government agency must be part of fixing this.

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One comprehensive submission detailed the ways in which the “gender blind” consultation document illustrated how the needs of women were not likely to be met in the plan. They noted that while the Plan acknowledges that those with childcare commitments rely on private vehicles, it does not recognise that this is because public transport is not designed for women and that, for example, the 3pm school pick-up peak is not accounted for in the system:

If Metlink and the Regional Council designed the public transport system to suit the 3pm peak hour, as well as the morning and evening peaks, they might see real mode shift as well as enabling labour market participation for women. In addition to doing more unpaid work, women are more likely to be poor, elderly and to trip chain. This means women, on average, both need public transport more, and need more careful system design than men.

Nine comments criticised the current survey and document, noting that the only option was online and in English; that it was a framed discussion rather than a consultation; that respondents were often limited to selecting one option rather than multiple; that it was too wordy; and that it did not explain terms like “bus layovers”. One respondent expressed exasperation regarding the lack of pre-testing forms and websites for accessibility.

Three comments mentioned that the advertising process had been poor and left them “scrambling” to submit on time, and one of these suggested Porirua City Council could do more to ensure its constituents know about consultations that affect them.

Three general suggestions for further consultation were made, with one respondent requesting “more ongoing processes for group engagement”, and another suggesting a community transport survey to reveal needs and provide suggestions. One submission suggested consultation be streamlined to prevent projects being bogged down in backlash, and that targeted consultation could occur on the specifics of each project.

Another respondent noted that failure to consult early in the process led to “errors and misconceptions”, for example, the inappropriate designation of the Johnsonville line as rapid transit.

GENERAL NEGATIVE COMMENTS (21)

Several respondents expressed doubt that any of the Plan’s goals and outcomes would be delivered, citing a past lack of results or improvements in the transport system. Other respondents were sceptical that council staff or representatives understood community needs or used public transport themselves, and a few suggested that transport would be more effective if it were run by the private sector. Four comments mentioned the need for ratepayers’ money to be used well and provide an effective service. Other comments suggested that GWRC run the whole system rather than using several operators, or that they should “stick to the essentials” and bring back the Flyer rather than “virtue signalling” and waiting for an electric bus.

A STRONGER, MORE DETAILED PLAN (20)

Respondents called for the Plan to set more ambitious goals, with clearer actions and timeframes to meet them. They wanted to see “strong and measurable targets” with clearly identified projects and budgets working towards “realistic” and “well-articulated” goals, with one submission describing the Plan as “full of good intentions that are unaffordable.” Another submission pointed out that without clearer details of full costs and expected revenue, residents could not understand the financial implications of the Plan, leaving it merely “a 148 page wish list”. Specific terms, such as “world class”, were offered as examples of meaningless phrasing which should be removed.

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The plan needs to clearly detail what will be delivered by when, particularly over the next 4-5 years, with a clear description of what is business as usual vs new initiatives, and a clear presentation of the associated costs (and funding shortfall).

Respondents highlighted that more work was needed to understand the problems the Plan is trying to solve and to be “brave and honest” about whether it would provide solutions to the “bigger issues”.

Be clear around the problems (and the size of them) that the Plan wants to solve for. Reassess if the proposed plan truly provides an end to end solution for the problems identified. These should be informed by the users of public transport (or the ones who are yet to be converted).

Much is made of promoting mode shift, but there is nothing material in the plan to achieve that. There must be a reason why people do not use public transport at present, but the plan does not delve into the reasons for that.

One comment also requested clarification as to what the phrase “demand responsive services” refers to, while another noted that more investigation into On Demand Public Transport was needed to understand how it could work.

One comment noted that the Plan was “light on anything not train or bus-related”, while another submission noted that no initiatives regarding pursuing smart commercial opportunities and lower carbon technologies were listed.

GENERAL POSITIVE COMMENTS (17)

A moderate number of respondents stated their general support for the Plan’s vision and objectives, and a few made positive comments about the current state of public transport in Wellington.

We fully endorse the vision set out in the RPTP; with its focus on decarbonising the fleet, improving customer service, and investing in public transport, walking, and cycling infrastructure and services to reduce the reliance on private vehicles.

TIMING, ACTION AND FASTER DELIVERY (13)

Respondents wanted to see more action and faster results, often making statements such as “get on with it” and “the sooner the change happens the better.” Six comments mentioned Let’s Get Wellington Moving, with respondents noting that despite the project’s promise little tangible action had occurred. Five comments highlighted that improving bus services should be a priority and required more immediate attention, with one comment also calling for faster action on cycleways. Another stated that decision making needed to be faster and account for the cost of carbon emissions.

Please put greater pressure on WCC to speed up rollout of more bus lanes, bus priority, and cycle infrastructure.

SPECIFIC COMMENTS ON RPTP (6)

Six submissions made comprehensive suggestions regarding the RPTP. Due to their varied nature and level of detail, these submissions do not lend themselves to synthesis and are best read in full, so have been collated into an additional supplementary document. These included submissions from Kāpiti Coast District Council, Wellington City Council, Stride Investment, Generation Zero, the Bus and Coach Association, and Trams Action.

Mode shift**102 comments****PT FOR ENVIRONMENTAL REASONS (50)**

A substantial number of comments were made discussing the vital role that public transport plays in reducing the environmental impact of transport. These comments urged GWRC to

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put more focus on providing a safe, reliable, and efficient system to encourage people to choose PT over driving their own cars. A small number of comments also urged GWRC to be bolder in its approach to climate change and make more of an effort to disincentivise private care use in favour of public or active transport modes.

Several other comments commended elements of the draft RTP that aim to reduce emissions.

A few examples of comments received on this topic include:

We need to take a very long-term view of our needs and build an excellent service network that will encourage most of us to always opt for public transport.

You are trying to get people to use public transport - you have to provide it first.

With a focus on trying to get more people to use public transport to ease congestion and for environmental reasons the options should be increasing not decreasing.

Transport emissions reduction of the scale required, need to be driven by mode shift. The planned improvements to the public transport service are worthwhile and will make public transport more attractive.

MODE SHIFT AND MULTI-MODAL TRANSPORT OPTIONS (29)

Comments about mode shift more generally were made by a considerable number of respondents. The overall sentiment from this group is that increasing the use of public and active transport options is vital to reducing environmental impacts, creating more connected communities, and reducing congestion. Around half of these comments were general in nature, simply making the point above.

Meanwhile, a small number of comments expressed concerns that not enough is being done to encourage mode shift, or assertions that GWRC must be more future-focused in its approach to ensure that the regional transport system can support the region's growing population. One respondent commented:

You need to do everything to encourage the use of public transport. The intensification of housing that is happening everywhere isn't coming with new higher capacity roads. It is a nightmare travelling around this city now and we have all been let down by incompetence and self-preservation. I expect much more from our elected officials. With the pressure on our environment, it is time to stand up and get on with doing the important things that will make a difference.

A couple of respondents offered more specific suggestions on how they thought this goal of increased mode shift could be achieved. Suggestions for this included a congestion charge or more tolling, and adjusting the economic model used for public transport to allow more affordable PT fares and facilitate greater uptake.

PT TO REDUCE TRAFFIC CONGESTION (23)

A moderate number of respondents made general comments noting the importance of public transport's role in reducing congestion. These comments supported efforts to improve the public transport network to make this type of travel a more appealing option for more people.

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The public transport network is essential to working and living in Wellington. Encouraging use of trains and buses, as well as car pooling is needed to avoid huge congestion problems in the central city.

A couple of comments specified areas that they felt needed special attention due to significant congestion. One respondent felt that congestion along the 83 bus route would be lessened if the Airport Flyer service resumed, while another called for the link between SH1 and SH2 to be addressed, as this “jams up every day”.

Accessibility**57 comments**

Around two thirds of these comments were about ensuring that the region’s public transport system is accessible to all, including the elderly and people who are less mobile or have disabilities. These comments called for more consideration of people with additional needs when planning changes to the public transport system, and suggested elements that could improve accessibility. These suggestions included making all bus stops step free; ensuring that all buses have audio announcements for each stop so that people with visual impairments can know where they are on the route and when to get off the bus; improving connections to minimise the amount of walking needed between bus/train stops or stations; and adopting Universal Design principles when implementing changes to the public transport system. A few of these comments noted that making public transport more accessible for those with disabilities would also improve PT for everyone else as well. Some of the comments received from this group of respondents included:

It’s just too difficult and expensive for people with disabilities

Having accessible buses is nice and all but it’s largely useless if only a handful of stops are step free. We must make it a policy to make ALL bus stops step free over the next 10 years. Both doors step free.

Please don’t forget the older persons living in our communities, make sure there is good accessible transport across hill areas. This increases quality of life and decreases social isolation significantly.

One emotive submission called strongly for mobility funding for taxi services to be set back at 100% (as it was during the COVID-19 lockdown), detailing how being able to travel without exhausting and difficult public transport journeys had made a dramatic difference in their quality of life and the lives of others with disabilities. This submission concluded with the following:

So, go on and improve the transport in our city, make it a better, more inclusive place. But if you leave out the funding for taxis, for this essential mobility tool, remember, your cool transport plans aren’t for all. They are for the abled. For the healthy. While those of us with complex mobility needs remain in our own form of lockdown...Why would you put a lift in your building, when we can’t get to your street? Disabled people have been left out, excluded for too long. Let us in to our own city, please. You can’t imagine the joy of being included, of being invited to places, because you have active friendships, friends you see more than once or twice a year. Friends you can support when they do shows, visit when they are down, be there for. The feeling of independence, of not relying on favours, of being able to go somewhere if you want to. It is, the couple of times I have experienced it, indescribable. Being able to be an active part of our active, vibrant city! To do things! To live life! To interact, educate, and just

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be there. Not second class, not less, not excluded, just another part of the tapestry, a part that doesn't need to be missing anymore.

Several comments noted that public transport should serve the most vulnerable, disadvantaged, and underserved communities. This would mean ensuring appropriate routes, frequency of services, and fare prices to ensure that people in these communities have access to safe and reliable transport options. It was also noted in one submission that communities such as Naenae and Taita currently have fewer places available to top up Snapper cards compared to other areas, adding another barrier to accessing public transport for these communities.

Another submission also focused on making public transport widely accessible to young people, stating:

Building strong public transport patronage habits with Youth will have benefits for years to come. Please action these requests to strengthen the participation and connectedness of our region's Youth.

Similarly, a small number of comments noted that cost is a factor making public transport less accessible for some people. These comments called for reduced PT fares, fare subsidies for people with disabilities or those facing financial hardship, and an increase in mobility funding.

A couple of submissions noted the importance of including Māori in the planning process to ensure that Māori voices and perspectives are heard and incorporated into changes made to the public transport system.

No, N/A**42 comments**

A considerable number of respondents simply made comments such as “No”, “n/a”, or “no comment”.

Other**8 comments****OTHER AND SUGGESTIONS (8)**

A small number of other suggestions were offered, including reducing parking fares; looking at how other cities run their transport systems (specifically Perth, Australia); and improving signage and instructions on buses so that people know to get on at the front and disembark through the back door.

Another submission from the Paremata Residents Association suggested adjusting the rail transport fares to include all stations from Porirua to Plimmerton in the same zone, as this would solve parking issues that have arisen in Paremata since the latest change to the fare zones. The submission stated:

The last change to the rail transport fare zones to include Paremata in the Porirua fare zone has had a significant and detrimental impact on commuter behaviour in Mana and Plimmerton. The fare change has resulted in a substantial increase in park and ride demand at, and in adjacent areas to, the Paremata rail station. There is now reduced parking demand at Mana and Plimmerton rail stations, as commuters take advantage of the lower fare from Paremata. The resulting impact on safety in Paremata's adjacent streets and parking areas, particularly around the primary school, is unacceptable.

The Johnsonville Community Association also highlighted issues with fare zones, arguing that the current structure meant it was much more expensive to travel

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within Wellington than outside the city, and that monthly passes for rail offered advantages greater than those for buses. They requested that “a fare zone review be added to the RPTP to reconsider why Wellington users are being charged much higher fares to travel the same distance as PT users outside Wellington City.”

Generation Zero pro forma submissions

A pro forma submission form was distributed by Generation Zero, a youth-led climate action organisation in New Zealand.

This submission contained 14 statements, nine of which related to the RPTP, while the remaining statements related to the draft Regional Land Transport Plan 2021 (RLTP) that was also up for consultation during the same period. Respondents were asked to select whether they agreed ('yes') or disagreed ('no') with each statement. It is worth noting that this form operated on an opt-out rather than opt-in basis, whereby all answers were set to 'yes' by default, meaning that respondents had to unselect the 'yes' response in order to change their answer.

This form was completed by 124 respondents. Their statements and responses can be found below:

Statement	Yes	No
The RPTP needs to acknowledge that the climate emergency requires transformational action for transport in Wellington. We need to make public and active transport the default way of getting around for most people, with private vehicles as an option for those with accessibility needs.	122	2
The RPTP should require all decisions on transport to consider their impacts on carbon emissions and marginalised communities.	124	0
The RPTP should look to make public transport fares more affordable, for example, a discount for community service card holders.	120	4
The RPTP should ensure ALL busses, trains and ferries are electric by 2030 or earlier.	121	3
The RPTP should increase the frequency, capacity, coverage and reliability of bus and train routes. This includes increasing services to Wairarapa and Palmerston North, and extending the Kāpiti Line to Ōtaki.	123	1
The RPTP should provide an affordable and frequent bus service to Wellington Airport with connections to the Hutt Valley and Kāpiti Coast.	122	2
The RPTP should make public transport available to everyone by ensuring disability access, making it safer for pedestrians to get to and from bus stops and train stations, and providing good information and shelters at all stops.	121	3
The RPTP should require contracts that give a living wage for all public transport operating staff	122	2
The RPTP should develop a network of transport hubs in Wellington, the Hutt, Porirua and Kāpiti Coast that provide easy connections between trains and busses. These hubs should provide good public space and encourage urban intensification in the area.	120	4

Appendix

Appendix 1- Specific bus routes needing improvements

76 comments

Respondents were asked: *Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?*

Comments below mention specific bus routes that respondents want improved or changed.

Mak 81, 84, 85 should also operate on the weekend, i.e., Saturday and Sunday as there should be faster alternative to Courtenay Place.

Be sure that whatever you do the services are actually on time and not late as have been stranded three times in Woodside/Carterton and featherston when the buses have just not turned up or we get put on the wrong one when we have to go to Woodside which is the complete opposite direction when you are trying to get home to martinborough

Better buses between Greytown, Featherston, and Martinborough. Better train connection to Featherston could act as a hub for the South Wairarapa.

Reliability is crucial. Too often busses do not turn up here in the Hutt Valley or are late so we miss train connections. One cancelled service destroys confidence for a long time. I was once left at Featherstone on a winters night when the evening service was cancelled and no alternative provided - it takes a long time to forget. Reliability is not yet adequate.

A school community survey the Group undertook last year had 'more bus services' to surrounding suburbs as the most popular suggested strategy for school commute improvements, and a public link to Melling Station as the second. Please contact me if you would like a copy. It is noted that all the other Western Hutt hill suburbs except Tirohanga and Harbourview have bus services, and I would be grateful if the Regional Transport could please incorporate an option to them from:

A full public bus service at regular intervals of the day and evening

A public bus service to meet the school's opening and closing hours (can be supplied)

A school bus service to meet the school's opening and closing hours (can be supplied).

Thanks to the deterioration of the public transport network I have been using PT less and less over the years and now take a bus/train only once every quarter. Note that I also do not own a car, so I am what bus managers call a captive customer, but Wellington PT managed to lose me.

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Bus service improvements: no more bus service "improvements" that involve massively slashing frequencies (such as occurred for route 29).

Can you please just sort out the bus from Otaki to Waikanae and Waikanae to Otaki. It's only every 90 minutes and doesn't co ordinate with school hours at the beginning or end of day.

If you fix the bus service so it's reliable and accessible to more areas - it's very unreliable and very slow to get anywhere and look at the cost, you might get more people taking it.

However the lack of a public bus serving Tirohanga and Harbour View results in over 80% of our students having limited access to public transport. Consequently, private vehicle use is the norm. Creating congestion and potential for hazard both around the school and on the narrow drive up Tirohanga road.

Current public transport options involve school children undertaking a long and steep walk with three high-volume traffic intersections to traverse across and around SH2 at Melling, before three more roads to cross and a steep hill to climb to reach the school gate.

Privatising the bus services has been a disaster, as has been shown day in and day out for over a year now.

We need a bus up to Tirohanga with connections so kids can get to and from school. We also need school bus. We have to drive them from Eastbourne every morning. Also - when a day is not great on the ferry Woburn would be a good option or a closer station for bay people. Woburn is terrible in stormy or raining weather. And consider all the parents who need to drop kids off at school. I can never find a park that late near a station. Not enough parks at petone or melling. A carpark building perhaps? On those days I have no choice but to drive into city.

Faster to bus from Jackson St to town than train

We need more buses from Petone to Wellington even if the Flyer is not reinstated to the Hutt. And Wainuiomata needs a direct Petone bus 45 min plus for a 10 minute drive is very limiting.

More buses direct to Wellington

The new format of the service of the buses to Petone those of us in the far end now have to get 2 buses.

More Eastbourne bus at night on weekday

A direct bus service between Wainuiomata and Petone is needed

It sucks, get like 20 new bus routes please, electric fleet. Get buses going every 10 minutes

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If you don't replace the Flyer please increase the frequency of the 81 and 83 services as it is now overloaded

There are now not enough buses going to Wellington- Hutt Rd takes 20 minutes just get to motorway. Also, we need more 81 buses the Hutt Road takes too long

There is only one bus that goes from Lower Hutt Queensgate to Wellington (83). A more frequent service to Wellington CBD also needed

timely transfer at the station. It's a pain to miss a connection by 2 minutes when the next 83 or 81 doesn't go for 30min.

Since the demise of the Airport Flyer, the only bus service linking Wellington City, Central Lower Hutt and Petone, i.e. the Eastbourne Bus is very often undercapacity and too infrequent for the demand.

If our bus service was a bit more frequent across the Hutt (eg from where I live in Boulcott to where I work in Petone) I would leave my car at home, thereby reducing cars on the road.

Make the 83 bus a 20 minute service instead of half hourly. It is more convenient to use the bus to get to Willis St end of town than to catch the trains, but the service needs to be reliable, Create bus hubs on the hills. Resident drive to these hubs, park and catch a bus down the hill. Buses run from the hill suburbs to connect with buses at Queensgate and trains at Waterloo. Make the timetables coincide and there will be less traffic in the Hutt CBD

More buses to Wellington, with a different number. 83 is both Eastbourne and Courtney place.

Why is the Kelson bus route serviced by a full sized bus instead of the little one in off-peak time?

If running a service from Lower Hutt to the airport itself is too much, then please improve the 83 so that it is faster and more frequent, or introduce some other express service that only runs from Lower Hutt to Wellington CBD. That will satisfy the needs of most people, since it seemed to mostly be used for this purpose, and I don't think many people are actually travelling all the way to the airport from Lower Hutt.

Feeder buses specifically designed to link to the airport flyer in Lower Hutt would further enhance. This would be like a one ticket approach so you could get the bus from Kelson and have a seamless transfer onto the airport flyer without purchasing a new ticket.

If the Flyer is not reinstated can Metlink provide an earlier 83 bus service that gets to Lower Hutt before before or by 7.30 a.m. Currently, the 84 bus leaves Courtenay Place at 7.00 a.m. You then have to get off at Jackson St. Petone - wait - and catch another bus to Lower Hutt. Additionally, when the Eastbourne Pass came into effect - this did not cover the lag from Petone to Lower Hutt so commuters were forced to pay another fare

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on top of the monthly pass due to differing companies running the services.

More buses to and from Wellington/Hutt particularly Eastbourne, Moera, Ludlam and Woburn Road route. Thanks.

Plus have double decker bus #83 from Queensgate to Eastbourne

the service to be promoted and the buses easy to find at the airport. At the moment, one needs cash or eftpos and this makes journeys slow. The bus is hard to find and those who don't know Wellington wouldn't find this bus. Basically, please make this work for residents. It is what we voted you on to do.

I avoid the double decker buses on the 81 & 83 routes wherever possible. They are very uncomfortable (seat & travel), small & tightly spaced and drivers do not come to the curb (no impediments on street or from buildings) for passengers to alight! Passengers should not have to go on a road to get on public transportation. The timetable has improved but there is still a gap in morning services to the CBD. Why do all 81 & 83 buses have to terminate in Eastbourne? The passenger numbers to/from Eastbourne are minimal compared with Petone & Lower Hutt passenger numbers. Buses should turn around at Waione/Seaview every second scheduled trip.

There is only one other bus service from Lower Hutt to Wellington city i.e. The route 83 from Eastbourne. As well as providing a service to the Airport it would also be an additional service to Wellington city

Why to the buses ie: 110 and 120 follow each other when they should be at least 10 minutes apart. Crazy and bad planning. we see this all over the Hutt and Wellington which is worse. I have caught a bus in wellington from Karori and have been picked up by the 3rd in the line.

Re-instate an integrated commuter bus service from Wainuiomata to Wellington.

We need an express service from Lower Hutt Queensgate to town at commuter times. The 83 is too slow and goes all over the place. And the remaining buses go direct to Eastbourne with a bus change needed in Jackson Street.

There should be another service to Wellington and also a service to Porirua even if only at peak times. At present the 83 bus is overflowing and constantly so packed that travel by bus has become very unpleasant.

It would be really great if there were buses that went right to Wellington instead of stopping in Petone. There are only Eastbourne buses that go to Wellington in the weekend so that requires changing buses and lots of waiting time.

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More 170 from hutt to wainui at peak time. For every 170 there seem to be 3 160s.

Direct busses from Wainuiomata to Petone would be well utilized. A large amount of people currently bus to Queensgate then another bus to Petone. This can often take up to an hour and a half. Hourly bus service between the two suburbs would be more productive.

I would like more direct buses from Eastbourne to Wellington during off peak hours, but realise the patronage probably doesn't warrant this.

Since they cut back on the 81 service from Eastbourne and we have to use the 83, time is a big factor in using this. It takes an hour on the 83 to get into the city. This is ridiculous for those working or wanting to go straight to Wellington.

We need more buses, especially in Wainuiomata....the roads can't handle the increased car traffic we are enduring at the moment.

Would be great to have a bus from Wainui to Petone. Have had 2 grandchildren with part time jobs in Petone and annoying to get to.

We don't use the bus in Kelson (where we live), but I understand it does a very circuitous route to get from Kelson to the railway station...could it not go directly from Kelson to the railway station?

Its ridiculous that the only bus is the Eastbourne bus to Wgtn. Takes over 1 hour, and totally unreliable.

The only bus service to Wellington from Lower Hutt is the 83 from Eastbourne which is often standing room only and is almost always running late. Has any thought been given to improving the frequency and reliability of this service?

The bus from Hutt to the Wellington station for me to catch the airport bus is not early enough for me

Stop cancelling the 4.30 (from LQ) bus to Eastbourne. Making a bus route unreliable is a sure way for it to become financially unviable, and ultimately, to have you cancel it.

Maybe more buses to and from Eastbourne in the weekends. Less cars would be HUGELY helpful in days bay , best beach in Wellington

More connectivity and frequency between belmont and lower hutt. Why does Belmont bus have to go twice on the same road picking up same stop and then descend to melling?

Buses direct from lower hutt towards Porirua?? And Petone to Wainui

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Connection from Petone/Lower Hutt to Plimmerton/Kāpiti bus would be good. Hard to take two trains as Haywards has no services.

Have more buses from lower hutt to wellington

There needs to be a greater link between Upper and Lower Hutt that isn't the trains. I don't know how many countless hours I have waited at the Stokes Valley entrance bus stop for a connecting bus that was missed because the timetable was set for all services using that stop to bunch together, and buses not running to time. It shouldn't take over an hour to get from Taita to Trentham park relying on busses, a distance of just 8km.

As the house development in Wainuiomata grows, as will the need for more public transport into Wellington. Support the #80 bus to Wellington but be great to have them going more often during the day.

Afternoon service from Belmont should continue as the busses are running anyway. It would be great if our kids could get to Afternoon activities independently. And since the bus is running anyway then it is no extra cost, just a little extra revenue.

More buses in peak hour from Wainuiomata to Wellington, and a direct bus from Wainuiomata to Petone.

Bus services around the Western Hills are too infrequent and there's insufficient park and ride space. I take my car in and out to Wgtn every day ... I'd much rather use public transport but its too infrequent/inflexible. Also a big fan of a new connection from Petone to SH 1 - we are so vulnerable to major accidents or natural disasters on SH2.

I understand that any decision on Flyer resumption would not be implemented until 2022. Would it be possible for the Hutt City Council to lobby WRC for an increase in frequency of the 83 service at least between Queensgate and Wellington, meantime ?

More regular and reliable bus services are needed between Queensgate and Wellington. An express bus route between Queensgate and Courtney Place would be wonderful. If the bus stopped once in Petone, then Wellington Station and all stops to Courtney Place it would be so much quicker than the existing 83 bus.

If an airport bus travels to Petone/Lower Hutt, it would be good to have other bus services that connect to it.

More 81 buses

More please! I find the evening services particularly scarce. On a cold, wet winter's night, a concert or play or other activity in Wellington usually finishes just in time to miss the hourly 83 bus. I fill it in by walking to the station to just miss a train (and I still need a bus after the train), then walking back to Courtenay Place for the bus, which winds through all the suburbs (ok, that's fair enough) before getting to mine when it's almost tomorrow!

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The key transport issue is to encourage more use of public transport between Hutt Valley and Wellington. What is needed is an upgrade in the 83 service (which could be a Flyer service) but is more generally a frequent limited stops service from Hutt CBD to Courtenay Place.

We have been getting feedback about frequent cancellations on the 81 and 83 bus routes. These increasingly unreliable services are undermining customer satisfaction and leading to more people driving.

Submission The earlier Porirua/Tawa bus network review recommended an increase in the span and frequency of services.

The Tawa Business Group submit that the through bus route 60 and 60e between Porirua Station and Johnsonville hub, should continue on a regular schedule throughout the business day. This route enables shoppers and workers to travel to and from Tawa from outlying areas in particular for those people without a motor vehicle and also encourages public transport use for their journeys.

We request that GWRC work with Porirua City Council (PCC) when reviewing public transport services in Porirua, including the opportunity to review and provide feedback on terms of reference and aligning stakeholder and community consultation processes.

The PT Plan outlines the findings of a regional bus network review undertaken between March-May 2020. We support the overarching recommendations (p93), but require further consideration of the best outcomes for Porirua, including the following:

i. Improve bus/rail transfers – the current bus frequencies in Porirua do not align with the 20-minute train timetable. We request that all 30-minute frequency service increase to 20 minutes and 15-minute frequency service increase to 10 minutes to improve bus/rail transfers.

ii. Increase service span and frequency of services – the service span for core bus routes, particularly route 220, should be matched to the train service to provide a more consistent and integrated services. The bus frequency on core routes, particularly route 220 to the west should be increased to support urban growth and intensification

iii. Review route coverage in response to growth – we support this and note the minor route changes identified in Table 5.4 of the PT Plan that will improve bus services in Porirua. We recommend that a more detailed review of Porirua city's growth projections to ensure appropriate coverage and services, including identifying where increased coverage can be provided ahead of new developments

We support the policy to “Provide a public transport network that is accessible and safe for all users”. There should be an inclusion of safety improvements including location of bus stops and pedestrian crossing points and school zones, lighting around bus stops and train stations including CCTV.

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Number 33 should go at least once an hour (or as a shuttle service to the Karori bus hub), not just during peak times, because currently Karori South does not have any daytime bus services.

Number 23 should go through Kingston, as in its original route. The original route was very useful for getting from Kingston to Newtown, for which despite these suburbs proximity, there was no direct bus route (apart from the 29 which is not frequent enough).

Number 30x should go during the during the day because there are currently no daytime buses for Scorching Bay or Worser Bay. An alternative would be a shuttle bus going round Point Halswell to Shelly Bay (which also does not have its own bus service).

After Midnight Buses need more services.

Local Public Bus Services a) Paremata & Papakowhai

Many Paremata and Papakowhai residents are fortunate to have access to public bus transport with the route 236 service from Whitby to Porirua, however this is only accessible for those within a reasonable walking distance of bus stops. Residents in the higher (eastern) part of Eskdale Road and surrounding area are less likely to use this service on its existing route.

The timing of the last bus from Porirua through Papakowhai and Paremata to Whitby is its Achilles heel and likely to be the reason why residents who could use the bus service don't. The last bus from Porirua station

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that passes through Papakowhai and Paremata is 6:22pm (weekdays). That means commuters must leave Wellington station at 6pm to catch the last bus service. Unfortunately, the days of finishing work by 5:30pm to catch that train are long gone for many. The early finishing time of this last bus service doesn't allow for working later hours, visiting a restaurant or going to a show in the evening. To use the bus service in the morning, commuters need to be confident it will also be available on their return at night. The route and timing of the 236 service needs a major rethink to really meet the needs of residents.

The buses used for the 236 service are too big for some of the suburban roads and frequently require more than one lane to navigate corners and squeeze past parked cars. A lower capacity smaller bus would be more maneuverable, safer and adequate for off-peak hours. Similar sized buses operating more frequently may also cope with peak demand. Greater frequency at peak times would allow alternative routes to be covered and provide a service to parts of the community currently missing out. The existing buses could then be utilized more effectively elsewhere.

Mana and Camborne

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The Mana and Camborne area has no public bus service to access rail transport. Residents on or close to Mana Esplanade are within reasonable walking distance of Mana rail station (cycling etc. is too dangerous for this stretch of road at peak times). However, many other residents in Camborne and higher areas of Mana are too remote for walking and the steep contours make cycling dangerous and walking uphill difficult. Therefore, rail access for many is by private vehicle. And since the rail fare just across the bridge at Paremata station is cheaper, park and ride at Paremata is an attractive option.

Clearly this issue would improve if the fare at Mana was the same as Paremata (as has been the case up to the latest change). It would improve much more if bus access to a rail station was available. The Association suggests that a bus service for Mana and Camborne (especially at peak times) would have a much greater impact on reducing vehicle use than the current focus on medium density housing on Mana Esplanade – a low lying area prone to climate change impacts, flooding, earthquake liquefaction and tsunami.

A bus depot/hub at Seaview so that fewer buses would travel all the way through Eastbourne to the Bus depot at Burdan's Gate.

- We support the extension of the route 60 service to cover the new Kenepuru development, which is rapidly taking shape. As a matter of principle, the earlier we can establish public transport services into a growing area, the better. We would suggest there are similar opportunities in East Porirua with Kainga Ora as this area is re-developed.*

Most students rely on public transport to get between places of study, places of work, places of socialisation, to home and more. Students use public transport from late at night to early in the morning, however, public transport has proved itself to be unreliable, to be infrequent and to come at times that do not make sense given the timetable structures of university. The main experiences we have as students are:

- 1. No show busses and cancelled services. Busses that appear on the live signs often never come, known as ghost busses. For busses that come every hour, such as the 18e, this*

leaves no other option for transport. This accompanied with poor communication leaves many students stranded or missing out on class or work.

- 2. Unsafe environments. Bus timetables do not go late enough into the night, bus shelters have no mechanisms for ensuring safety, especially for women, and the cancellation of busses create unsafe environments. Many women recall being harassed or forced to take unsafe or more expensive options to get home at night.*

- 3. Poor timetabling. When lectures finish at 2:00pm but the hourly bus comes at 1:58pm, this is incredibly inconvenient.*

Appendix 2 – Specific new PT routes or changes to existing routes

85 comments

Respondents were asked: *Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?*

Below are comments made calling for specific public transport routes to be added or changed. Note that a number of the comments below appear to be discussing the airport bus, though this has not been specified in many cases.

In Tawa and perhaps some other high growth suburbs there is a strong need for a local suburban collector bus/shuttle service to bring people down from the hillier areas to the shops and other through public transport stations and to the local shopping center/doctors. This would both provide demand relief for existing at capacity park'n'ride places, provide support for local suburban businesses, and also help to those disadvantaged who do not have a car or ability to walk long distances. Such a service could be run on an on-demand service using new technology to flexible door to door routing to meet demand within a defined area of the suburb. Tawa provides a well defined catchment area to trial such a service.

2. Consider leveraging off Transmission Gully for quick bus routing e.g. Whitby to Porirua, park and ride at Pauatahanui with buses to the Hutt and Porirua, and the city.

expanding the train network to lower hutt would be great. having a super express peak bus or train service upper hutt/lower hutt/wellington would also be great, but you have the limitation of there only being one trainline. it is cheaper to build infrastructure now than in the future.

Buses in Kāpiti mostly run empty. A more personalised feeder service to stations and other main destinations would be of more use eg the Timaru trial. For commuters this needs to be rapid.

I support the planned increase of rail to Otaki but we need provision for parking planned for too. There will be excess NZTA PP2O land around at some point.

In Tawa we would like to see a trial of on demand bus services for hill areas of Tawa and Linden.

Newtown to Hataitai service please. They are adjacent suburbs, it should not be faster to walk there than to bus

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New Tirohanga Route: Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only.

Please please please add a bus service up to Tirohanga for the community as well as Raphael House School students and families.

Pleased this is included:

New Tirohanga Route: Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only.

I work part-time in Tirohanga and would much prefer not to drive myself as sole occupant.

Organise a bus service in Tirohanga and Harbour view

There definitely needs to be better access from the northern suburbs to the airport. My partner flies to chch for work every few weeks and has to Uber because there is no other way for him to get the early flight. Also more train drivers needed - I went to get on a train home from work the other day only to be told it had been replaced by a single bus which was already full! Finally, it would be great if the northern suburbs could connect to Lower Hutt better, at the moment there's no sensible way to do it so again extra cars clogging up the road.

New Tirohanga Route: Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only.

We submit support towards the proposal for a Tirohanga bus route, from a large school community, as the Parents, Teachers & Friends Association of Raphael House Rudolf Steiner School. Our integrated school is an area school for Waldorf Education and has students from three Kindergarten Classes through to Year 13, with plans for future expansion at the same site at 27 Matuhi Street, Tirohanga.

Bus service for Tirohanga would solve the parking congestion that we have on the hill. May lead to less cars and car usage around the hill.

A public bus service to Tirohanga!!

Please implement a public bus from central lower Hutt up to Tirohanga for students and faculty to use

Extend service to Upper Hutt

As live in Silverfarm Upper Hutt the extension to Upper Hutt would be good

Make it go past Petone Street.

Please make the terminus Waterloo and NOT Queensgate. Then the Eastern Hills people can use it more and get straight on a train.

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It would be great if it included Upper Hutt too

Could link to trains at Waterloo for U Hutt people

I want it to go to Upper Hutt

Starting in Upper Hutt on to Lower Hutt then airport

I would like the bus to run from Wellington right through to Upper Hutt up the High Street where I live. It would help me very much.

Flyer should link to Waterloo Station

There is no bus service to Upper Hutt from the area of Atokes Valley road end. Please start bus service.

Stokes Valley bus to Wellington central

Bus from S Valley to Lr Hutt

An evening Belmont bus for uni students to get home please

Korokoro service should be rationalised.

We would like a Metlink bus from Wainui to Petone Station. Also, bring back Wainui commuter.

And the Flyer could run to Waterloo Station to facilitate airport travel for Upper Hutt travellers (as it used to).

We would love to see a light rail connection to the airport (direct) from Waterloo Station.

Cross valley link is needed pronto!

Create bus hubs on the hills. Resident drive to these hubs, park and catch a bus down the hill. Buses run from the hill suburbs to connect with buses at Queensgate and trains at Waterloo. Make the time tables coincide and there will be less traffic in teh Hutt CBD

Upper hutt is growing rapidly but metlink are slow to follow. I cant believe we do not have a bus route to and from the new wallaceville subdivision. I dont live there but why are metlink and our councils surveying the public more on what they want/need?

A huge number of Petone people catch the Eastbourne buses to and from town. Would be fantastic to have dedicated routes between Queensgate and Wellington during peak times instead, as these services get very busy (often standing room only). With more and more housing being built in Petone and Alicetown, we need better public transport to accommodate this, and to reduce the terrible traffic congestion.

Yes, we live in Tirohanga and currently there is no bus service up into Tirohanga and Harbour View. I know of a number of elderly people who

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live in these suburbs and would regularly use the bus if it were available as well as teenagers.

Extend Melling line up to Kelson

Public transport direct from Hutt to Kāpiti and Porirua would be good. That's another hassle where you have to go into Wellington change to bus or train to go in that direction. You would find a lot of the Hutt hospital staff would start using public transport as currently they don't want their days longer by going via Wgtn so they drive direct.

Please consider extending the Melling railway line up to Belmont.

Would be fabulous to see the Western Railway line extended from Melling to at least Manor Park.

Build the Melling Link and extend the rail line to Kelson (more houses being built there and the KGB intersection is jammed at peak times) with a connection (a foot bridge and car park would do) to Stokes Valley and a branch line to Wainuiomata more trains to provide a better service free trains to encourage the use of public transport greater FBT tax on company cars which sit in Wellington car parks all day cross valley link

The Melling railway Line should be extended north as far as Kelson to enable people living on the Western Hills to more easily catch the train, as well as providing alternative transport options in case there are problems on the Upper Hutt line

i) There needs to be serious thought about looping the Melling Train line back around to Waterloo - the width of Knight's Road could make that corridor worthy of consideration. If there was a loop of trains running from Wellington to Melling to Waterloo and back to Wellington (taking advantage of the double track on the main line) you could have a much more frequent service and I suspect that would encourage more folks to use it. It also means one mode of transport for the loop rather than trying to use more than 1 mode which is always inefficient. It might require bold thinking and acquiring some Hutt properties under the Public Works Act. But right now, all we are seeing is ugly piece meal development of the Hutt and no bold vision - A loop rail corridor could encourage higher density housing along it, revamp more of the Hutt in a cohesive and consistent way and make for a more desirable place to live because of the good transport links... Be bold - have some vision - tell a good story and get the public on side... ii) Electrify the Hutt- Wairarapa line all the way to Masterton as you have done with the NW line to Waikanae. So much commuting takes place between Wellington-Hutt-Wairarapa that the service could benefit from substantial upgrading to greener technology and with a more frequent service - it would also take quite a bit of commuter traffic off SH2 - Much of SH2 - especially over the Remutakas - is woefully inadequate for a national highway.

We need a bus from Wainui to Petone. At the moment, if you live in Wainui and work in Petone or vice versa, you need to catch two buses or a bus and a train; it's quite ridiculous that there's no direct route.

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We need a good connection to Porirua.

Yes, off topic, but lots of busses return to Eastbourne from Courtenay place Not- in- Service please change them to an express instead. it would be just as quick and improve the service. because we need more 81 Eastbourne to Wellington services during the day.

Extend this bus line further up the Hutt Valley for other consumers of this service.

It would be appreciated if a couple of buses a day could divert closer to Bob Scott Village. eg No. 83 bus or other Petone - Lower Hutt services.

The train currently stops at melling. It should go in to the lower hutt CBS, past the hospital and to Belmont so people can leave their cars at home, or go carless.

Suggest the 120 bus continues to Petone as time waiting at petone is often 20 to 30 mins wait when the train has departed from Petone especially at weekends

we need bus sevice to harbour view. not being able to drive myself i have to rely on the good will of people or taxi and see other people walking up the hill in all types of weather ..cheers John

This service should extend from the Wellington Airport to Upper Hutt, stopping at all major bus and train centres. It may take more than an hour to do but much better than nothing as applies at this point in time..

Train station in Stokes Valley as several developments are being built, more footbridges across the river.

I live in Wainuiomata and a service from here direct to Petone, especially in the weekend, would also encourage day trips - more shopping and allow for less traffic in this area. Petone is notorious for not being able to find parking!

There is only one route from queensgate to the cbd, which is bus 83. But it runs every half an hour during work days and every one hour during the weekend. I take 8am 83 bus to work everyday. I always get stuck in the traffic every Tuesday, Wednesday and Thursday on the hutt road for at least 20 minutes to get on to the motor way. Can you consider to develop an express route from the queensgate to CBD?

Why doesn't Harbourview and Tirohanga have a public bus service like Kelson, Belmont, Korokoro etc.

Wainuiomata is quickly growing and many families are moving there because of the affordable housing. Wainuiomata needs an adequate bus service to link it to the rest of Lower Hutt and a commuter route from Wellington to Wainui should be explored.

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I feel the rest of it is fine but the Flyer could possibly also extend, as it used to, to Upper Hutt.

Make Melling line light rail, extend it to Avalon and back past Hutt Hospital. Maybe eventually to Seaview and back along Petone Esplanade

There needs to be an additional Wellington to Lower Hutt bus service, perhaps express to Melling bridge then through the CBD to Waterloo station.

Wainui to petone service. Not sure why thus hasn't happened yet

Reinstate the Wainuiomata to bus Wellington city service - better yet make it an express service! (Why does Eastbourne have an express service? They already have a ferry option, seems only the wealthy get the services they want)

Reduced 2 hour service from Upper Hutt via lower hutt would be good. Private operators of Shuttle service type could be used to run service.

Service from Wainui through Petone to Wellington.

Buses direct from lower hutt towards Porirua?? And Petone to Wainui

The train service is excellent and is good that we are seeing works to constantly improve. I would love to see the extension of the melling line to be able to spread the parking to more stations.

I would like a bus service to porrirua or plimmerton to join the Kāpiti commuter train accross highway 58.

Extend the Melling line to Upper Hutt to cover the Western Hills and an alternative in case of delay or problem with the eastern Hutt line.

Make the current bus route from/to Wainuiomata include a stop at Petone station and not just in Waterloo station

It would most beneficial if the buses to and from Wainuiomata went via Woburn Railway Station. It seems a bit strange to go half way up Hutt Valley to catch a train when you are going passed a station. Not everyone catches the express trains.

Re-instatement of a rail line to Gracefield with park and ride facilities at the terminus. This would go hand in hand with a ban on any further sales or lease arrangements on the existing rail corridor in the Gracefield/Seaview area. This could take a considerable number of private vehicles off State Highway two;

Could the bus pass the hospital?

Could go via hospital

Ease and comfort to go to airport and Wellington Hospital

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Bus to W'ton Hospital at the moment- three bus changes

We dearly miss the bus that used to go to the Wellington Hospital- it is now a real journey there, having to change buses not good for (illegible) with health prob

A transport link between the Hutt Valley and Wellington Hospital which ran at times to cover the times of shifts. Currently no reliable way to get there for early start shifts or later returns from the late shifts.

You would find alot of the hutt hospital staff would start using public transport as currently they don't want their days longer by going via wgn so they drive direct.

The train currently stops at melling. It should go in to the lower hutt CBS, past the hospital and to Belmont so people can leave their cars at home, or go carless.

Make Melling line light rail, extend it to Avalon and back past Hutt Hospital. Maybe eventually to Seaview and back along Petone Esplanade

Include Hutt Hospital and Wellington Hospitals.

Better transport from Hutt to Wellington Hospital.

Appendix 3 – Safety concerns

15 comments

Respondents were asked: *Are there any other comments you would like to make about the proposals in the draft Regional Public Transport Plan 2021?*

Comments highlighting safety concerns are listed below:

As noted earlier I am very concerned about the dangers of walking around Wellington because of scooters. When walking on the waterfront it is only safe if one walks six inches from the wall into the sea as no scooter could ride there. The story in today's paper about the woman knocked over by a scooter when getting off a bus is appalling. Those with disabilities concentrate hard to get off a bus anyway without needing to look for a scooter rider. This collision is the reason why scooters need to be banned.

Yes - I would like to see a focus on customer experience and safety for people using the services. For example, I have a teenage daughter and her friend regularly uses the train service to Tawa and the city where she lives. She had a bad experience on the way home one night when a man sat next to her and then started throwing up. She couldn't get out of the seat to move away. Finally, another passenger came to help her climb over the seat. This has been quite traumatic and now her Dad drives her everywhere and picks her up after 6pm. How can we improve the service and safety of customers as I suspect this kind of thing may become more frequent. This would also require empowering and looking after the workers. I am reluctant to write this as it is not something I would normally do but I think it is important that experiences like this are taken into account as a customer experience and safety. Many thanks.

Could the walkway over the Ava railway bridge be improved and made wider as it is not safe for bikes, scooters to pass.

Small busses for the Western hill suburbs please. Big ones too dangerous. Shuttle services to train stations

The road layout is ridiculously convoluted and hard to navigate for buses.

Bus drivers also need to be especially careful when negotiating turns and corners on Lower Hutt's many hills - already narrow roads coupled with fast, large buses that do not proceed cautiously is a recipe for disaster!

More security at the bus shelters in Bunny St.

Are the train stations safe, yet? I used to dread getting off the train in Lower Hutt (Petone was fine, but the others weren't great).

Put lights in Days Bay near the park entrance, just to get a more organised crossing of beachgoers and ferry passengers.

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I was groped in a bus stop. I would like bus stops designed to prevent this occurring in future, and with cameras and emergency call buttons so it may deter this from occurring, and training for staff to be able to help people who experienced this to get justice.

My main concern is with equity for the people of Naenae in regards to public transport and access to public transport.

One of the key drivers for my submission is my ongoing concern about the GWRC Subway tunnel in Naenae, and its effect on all people, but especially young people and the disabled community. For a long time, our community has told GWRC that the subway is unsafe. The subway is the main access to the rail in Naenae, and also one of the only links from our town center to both Naenae Intermediate and Naenae College, especially for rangatahi who travel on foot or by bike. The subway is a dangerous place and is ideal for perpetrators of sexual and physical violence. It is not a safe place for women at night, and many people over subscribe to the waterloo park and ride because of the safety risks in Naenae.

In a recent consultation around the Naenae Spatial Plan by The Hutt City Council, of which 273 people responded, submitters gave 73% support for replacing the subway with an overbridge. The question about the subway was one of the elements of the spatial plan that most engaged people. Links to the spatial plan work are here <https://haveyoursay.huttcity.govt.nz/naenaespatialplan>

In my mahi in the community on many occasions, I have heard that people are concerned that this is a very problematic link to our rail and schools must be changed, upgraded or even engaged on by GWRC as it is a major safety issue.

We will prioritise safety through continuous improvements to both infrastructure and operations.

We agree – public must feel safe to increase public transport use.

Safety

MAWSA supports the prioritisation of student safety in all interaction with public transport. Focus is needed particularly within safety of bus shelters, as well as safety of individuals on busses and trains. Students often report feeling unsafe using these services, and change is needed quickly to reduce these issues.

Create a safe environment for pedestrians to get to and from bus and train services.

Implement mechanisms to provide and ensure safe shelter.

Unsafe environments. Bus timetables do not go late enough into the night, bus shelters have no mechanisms for ensuring safety, especially for women, and the cancellation of busses create unsafe environments. Many

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women recall being harassed or forced to take unsafe or more expensive options to get home at night.

Attachment 1 to Report 21.151

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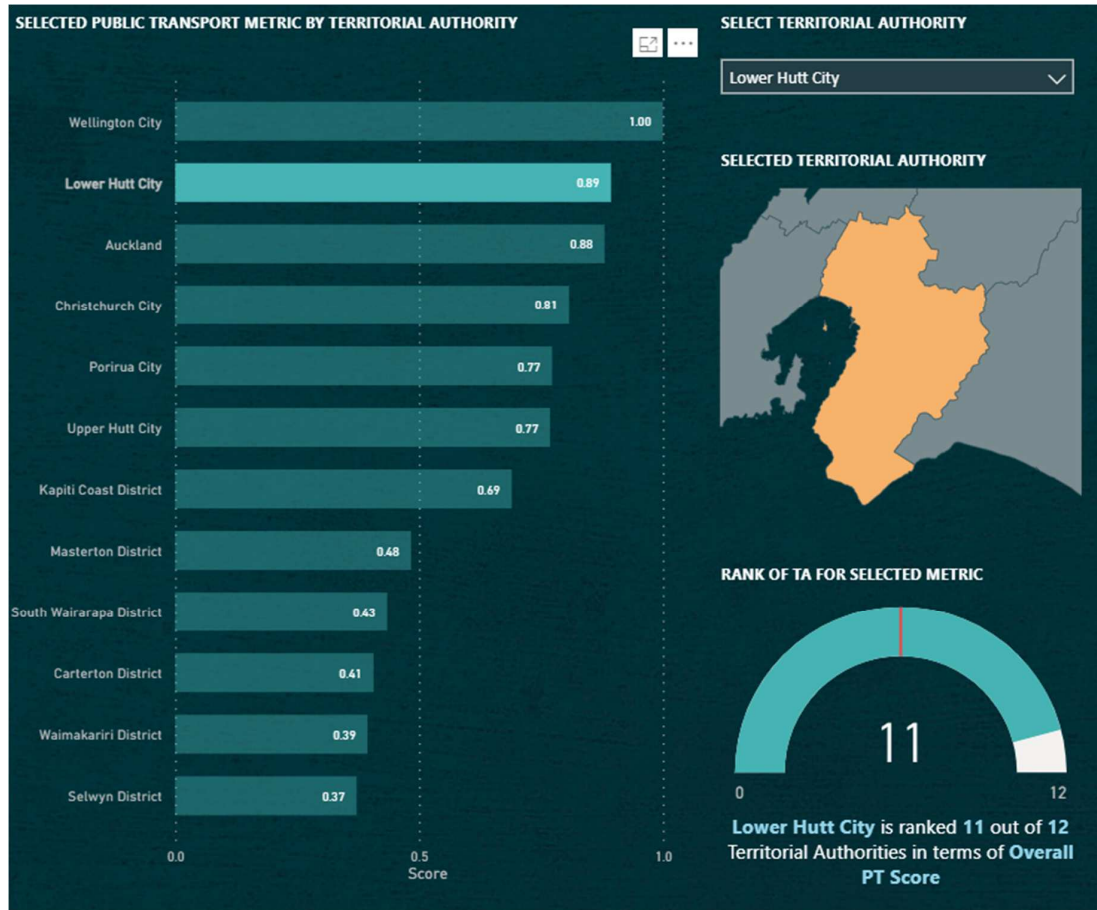


Greater Wellington
Te Pane Matua Taiao

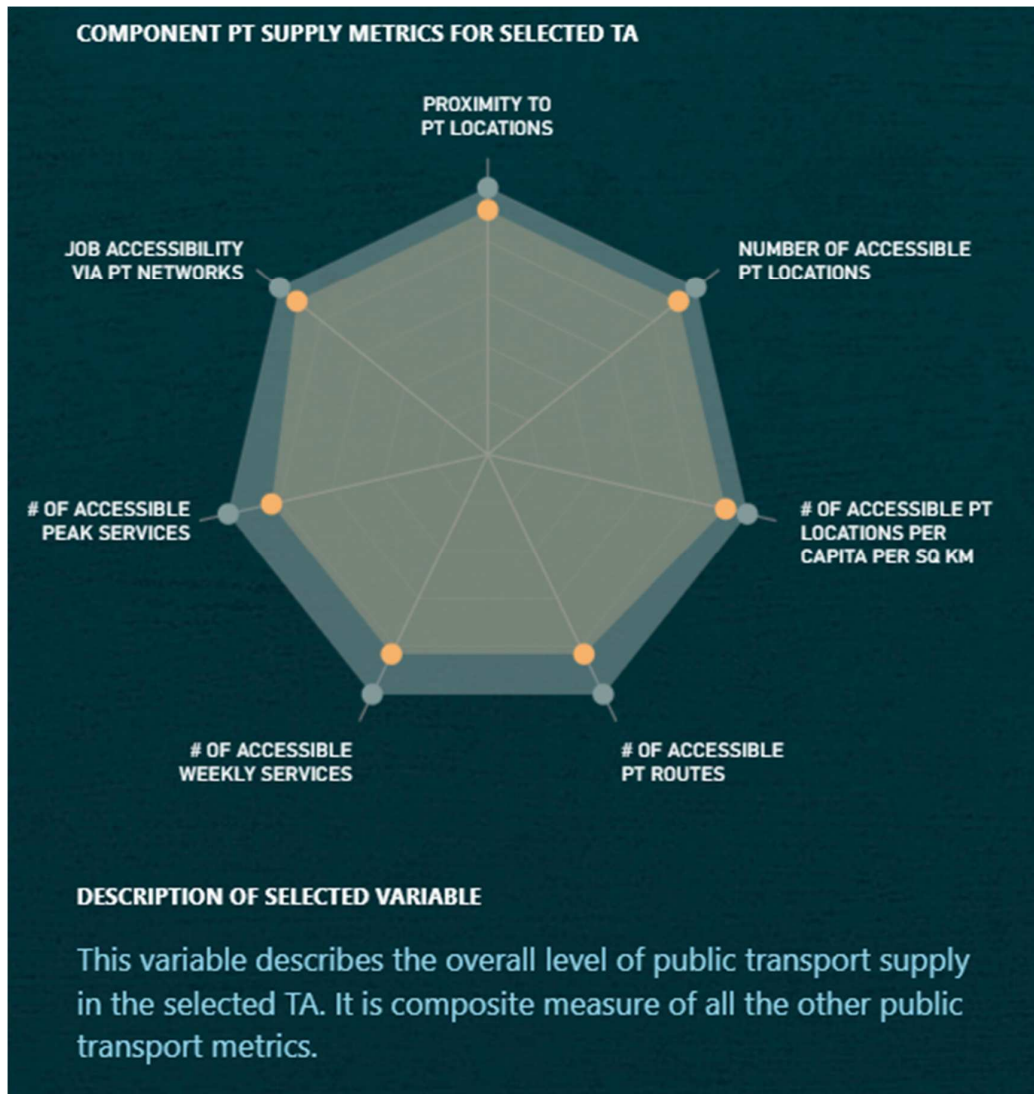
Appendix 2: Hutt Valley Bus service snapshot

Lower Hutt very well serviced by public transport.

When compared against public transport provision in the 12 Territorial Authorities covering Auckland, Wellington and Christchurch it is ranked 2 out of 12 for public transport supply, second only to Wellington City.



Lower Hutt scores consistently highly across all PT Supply metrics including in such key areas as Job accessibility via PT Networks and Proximity to PT services.



This reflects the extensive and frequent provision of PT services in Lower Hutt.

Lower Hutt with 21% of the Greater wellington population is serviced by 37% of the regions high frequency bus routes.

Service Type	Number of services	Services
Train lines	3	HVL, MEL, WRL
Ferry lines	1	WHF
High frequency bus routes	3	110, 120, 130
Standard bus routes	5	83, 121, 150, 160, 170
Targeted bus routes	5	81, 84, 85x, 145, 154
Exempt bus routes	1	80

Commuter services to Wellington City

Lower Hutt is serviced with an integrated network of bus and train services providing access from all main urban areas of Lower Hutt to Wellington City, with buses feeding into core rapid transit train services to and from Wellington city.

In addition to core rail services Lower Hutt is the only TA in the Wellington Region which is connected to Wellington city by complementary bus and ferry services throughout the day.

Services to Wellington City	Hours of operation	Frequency
HVL Hutt Line	M-F 4:30am – 11:05pm SAT 5:00am – 1:05am SUN 6:00am – 11:05pm	20 - 60 minutes 30 - 60 minutes 30 - 60 minutes
MEL Melling Line	M-F 6:14am - 6:37pm	20 - 60 minutes
WHF Days Bay – Queens Wharf	M-F 6:30am - 7:30pm SAT 10:00am – 5:05pm SUN 10:00am – 5:05pm	20 – 120 minutes 4 return services (+ Harbour Explorer) 4 return services (+ Harbour Explorer)
81 Eastbourne – Wellington	M-F To Wgtn 5:50am - 10:20am M-F To Hutt 2:50pm – 6:50pm	20 – 30 minutes 25 – 30 minutes
83 Eastbourne – Wellington	M-F 6:05am – 11:35pm SAT 6:25am – 11:45pm SUN 7:25am – 9:45pm	30 – 60 minutes 30 – 60 minutes 30 – 60 minutes
84 Wellington - Seaview	M-F To Hutt 7:00am – 9:05am M-F To Wgtn 4:45pm – 5:45pm	30 - 35 minutes 30 minutes
85x Eastbourne - Wellington	M-F To Wgtn 6:55am – 7:55am M-F To Hutt 3:31pm – 5:42pm	3 services to Wellington 4 services to Eastbourne
80 Wainuiomata – Wellington*	M-F To Wgtn 6:45am M-F To Wainuiomata 5:15pm	1 return service

*Route 80 is an exempt service not provided by Metlink