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GWRC Draft Regional Public Transport Plan

PUBLIC CONSULTATION: summary
and analysis

April 2025

Prepared by Global Research Ltd
For



**Greater
Wellington**
Te Pane Matua Taiao

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Executive summary

- > **Regional Public Transport Plan 2025-2035:** The Draft Plan has been written with stakeholder feedback, and with public feedback considered, will be presented to Greater Wellington Regional Council for adoption on 26 June 2025 and, subject to Council direction, be formally adopted for the 2025/2026 financial year.
- > **The public consultation:** GWRC sought feedback on the Draft Regional Public Transport Plan 2025-2035 via a public consultation that ran 3 March 2025 – 28 March 2025.
- > **Submission received:** 998 submissions were received during the consultation period; 931 via the GWRC *Have your Say* portal, and 67 emailed submissions. Of the 933 who used the *Have Your Say* portal:
 - o 86% regularly use public transport
 - o 73% use public transport to access employment
 - o 61% live in Wellington City (31%) or Hutt City (30%)
- > **Results:** Respondents generally support a more efficient, accessible, and, to a lesser degree, low carbon public transport network, however:
 - o There are differing opinions on *if* and *how* this can be achieved;
 - o Reliability and affordability remain key concerns for respondents;
 - o The high costs and potential consequences to local businesses associated with PT network improvements are of concern.

Key findings

Public feedback was directed to the following topics:

- > **An efficient, accessible, and low carbon public transport network**
There was similar levels of agreement (34%) and disagreement (31%) that the Draft RPTP would achieve these aims; concern was primarily around fares and fees.
- > **High-frequency bus corridors across the region**
The majority of respondents agreed (51%) that high-frequency bus corridors would constitute an improvement to PT and 34% disagreed; concerns raised were mostly about retaining the ability to use and park private vehicles and were often vociferous.
- > **Park and Ride- an integrated park and travel system**
Demand management initiatives for Park and Ride – mainly instigating charges – was strongly objected to, with 56% disagreeing and 21% agreeing; comments were focussed on costs disincentivising PT use. Support where evident, was based on user pays systems providing certainty for users.
- > **Redevelopment of Waterloo Station**

There was more agreement (45%) than disagreement (15%) that Waterloo Station would benefit from an upgrade; however, a lot of respondents either were neutral or didn't know (40%). There was contention on the extent to which the Station should be upgraded, this was mainly about the perceived high costs.

> **Travel on buses and trains with pets**

Overall, a higher proportion of respondents agreed (47%) than disagreed (31%) with pets to be allowed on PT. However, support was contingent on pets being restrained, and on their presence not displacing or impinging on the passenger experience.

> **Phasing out cash on board buses.**

While cashless payment were deemed efficient and effective, there was some resistance to phasing out cash owing to the perceived needs of older people and visitors, and for user convenience. Agreement (43%) and disagreement (40%) levels were similar.

Project overview

Background

Public transport plays a central role in the daily lives of many in the Wellington region. Greater Wellington and the Metlink group sought feedback from the public on the final draft of the Regional Public Transport Plan 2025-2035 (RPTP).

Public consultation was open from 3 – 28 March 2025 via Greater Wellington's *Have Your Say* website.

What is proposed

The Wellington region already has the highest per capita public transport patronage of any metro area in New Zealand, and one of the highest rates in Australasia. The programme of work outlined in this plan will build on Wellington's strong public transport culture, investing for more frequent, higher-capacity peak and shoulder services on the core network and better connections in and between the different residential, retail and employment hubs across the region.

Effective investment will be critical in achieving our goals of improved passenger experience, encouraging people away from private vehicle use (mode shift) and decarbonisation of the public transport fleet. Our focus is on affordable investments that deliver the most tangible benefits for all people across our region.

Optimisation of the bus network design and service levels will be considered as part of the RPTP review.

The next stage comprises a broad focus on making core public transport services more frequent and reliable, and more convenient and comfortable for passengers. Over the coming decade, as highlighted in the plan, a programme of public transport improvements is planned in conjunction with regional and central government partners including the Wellington Regional Leadership Committee.

Engagement objectives

Since the last iteration of the RPTP, much of the context in which it was adopted has changed. The RPTP review aims to provide an update on the network and where public transport will go over the next 10 years.

Under the Land Transport Management Act 2003 (LTMA), Greater Wellington must review the RPTP after changes are made to the public transport components of the Regional Land Transport Plan (RLTP). Greater Wellington's RLTP has been reviewed and the public transport components of that plan have changed. This review is to account for those changes and consider the new transport context now in which GWRC now operates.

Public consultation

The Regional Public Transport Plan 2025-2035 public consultation was open 3 – 28 March 2025 via Greater Wellington's *Have Your Say* website. A series of public drop-in events across the region were held on 10, 11, 13 and 15 March.

A total of 998 submitters provided feedback on the Regional Public Transport Plan 2025-2035 Consultation.

- > 931 online surveys
- > 67 submissions in respondents' own formats, comprised of:
 - o 39 from individuals
 - o 28 from an organisation.

The GWRC *Have Your Say* survey asked submitters to indicate their level of agreement with six statements, and to then explain their reasoning for their assessment in their own words.

Analysis and reporting overview

Structure and approach

In the online survey, respondents were asked to express the extent to which they agreed or disagreed with various statements, and to then provide explanations for their assessments. The statements were as follows:

- > The activities and policies outlined in the draft RPTP will result in an efficient, accessible, and low carbon public transport network
- > The creation of a network of high-frequency bus corridors across the region, at the loss of a modest level of parking and road space, will result in improved social, economic and environmental outcomes for all.
- > Introducing demand management to Metlink Park and Rides, including paid parking in the form of an integrated park and travel system, will improve customer access to the public transport network.
- > The planned redevelopment of Waterloo Station into a high-amenity, climate-friendly, integrated transport hub will improve the customer experience of, and access to, public transport in the Hutt Valley.
- > Metlink should permit customers to travel on buses and trains with pets, including small and large dogs, (noting that Disability Assist dogs are already welcome on all our services).
- > I am supportive of Metlink phasing out cash on board buses.

Lastly, respondents were asked:

- > Do you have any general feedback on the plan you would like to share?

This report has been structured based on the above statements with all responses read by an analyst and sorted (coded) into topics.

The submissions received in respondents' own formats were combined with the survey responses to the most relevant section, or the final open-ended question: "Do you have any general feedback on the plan you would like to share?".

Analysis

Responses were filtered by level of agreement 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. Note this is not an AI assisted process.

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

Reporting

The report structure is based on questions asked in GWRC's online survey. Respondents were asked about their level of agreement with several statements – and – they were asked to explain their answer. Consequently, the report presents each question with a chart showing level of agreement, beneath which responses 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 said.

Analysis is presented with reference to the 'prompt statement' that heads each section. Topics have been 'bunched' under the agreement level that received the most support. That is, analysis beneath headings that state 'Those who agreed with the statement said' will begin with topics that had majority agreement but will also include summaries of the same topics from people who disagree with the prompt statement or who didn't know/were neutral. This is to reduce repetition throughout the report.

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

Descriptor used	Number of comments
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 calibre and flavour of the feedback, quotes from respondents have been included throughout the report. These are indented, centered, and italicised. Note that grammar and spelling mistakes have not been amended unless to allow for clarity of understanding.

The following acronyms are used in this report:

Acronym	
GWRC	Greater Wellington Regional Council
RPTP	Regional Public Transport Plan
WCC	Wellington City Council
PT	Public transport
EV	Electric vehicle

Respondent characteristics

The online survey asked respondents about:

- > The part of the region they live in
- > The public transport modes regularly used
- > The most common reasons for using public transport.

Summary of respondent characteristics

Place of residence

- > 61% of respondents were from Wellington (31%) or Hutt cities (30%)
- > 11% of respondents were from Kāpiti Coast District
- > 10% of respondents were from Porirua
- > 10% of respondents were from Upper Hutt

Primary mode of PT used

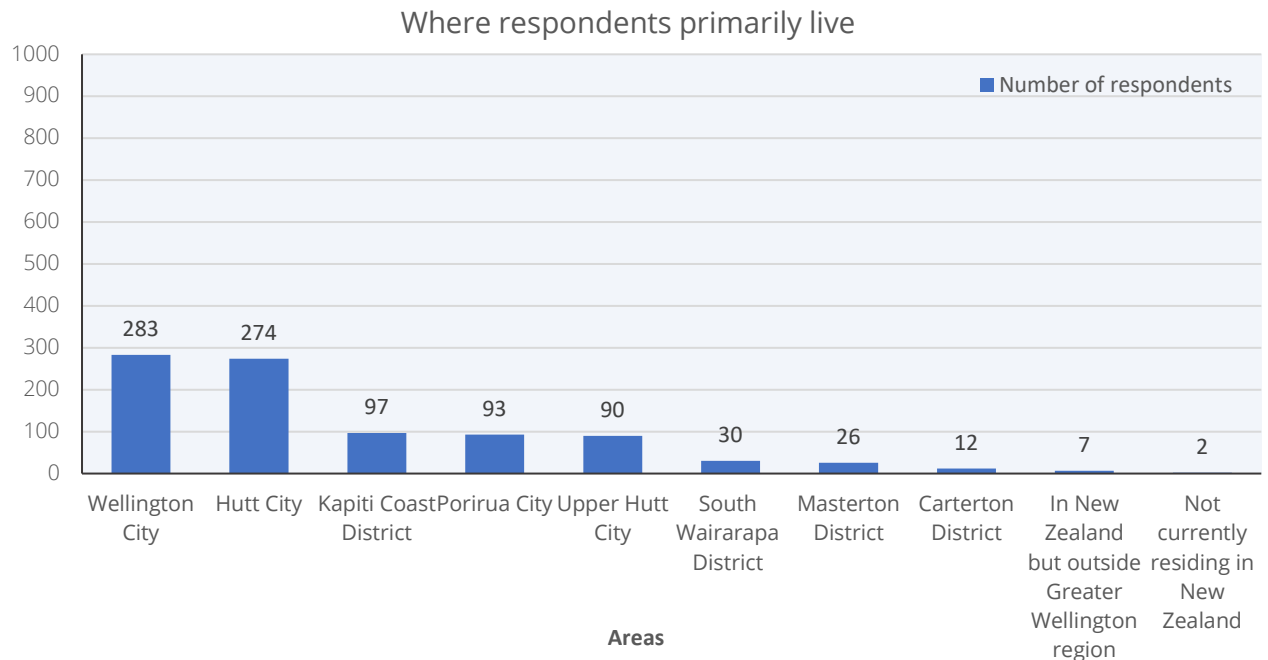
- > 60% of respondents were rail users
- > 48% of respondents were bus users
- > 14% of respondents *do not* regularly use PT

Why PT is used

- > 73% of respondents use PT to access employment
- > 56% of respondents use PT for social/leisure reasons
- > 42% of respondents use PT to access retailers
- > 32% of respondents use PT to access places of cultural significance
- > 31% of respondents use PT for medical/health services access

Where respondents primarily live

Respondents were asked: *Where do you primarily live?*

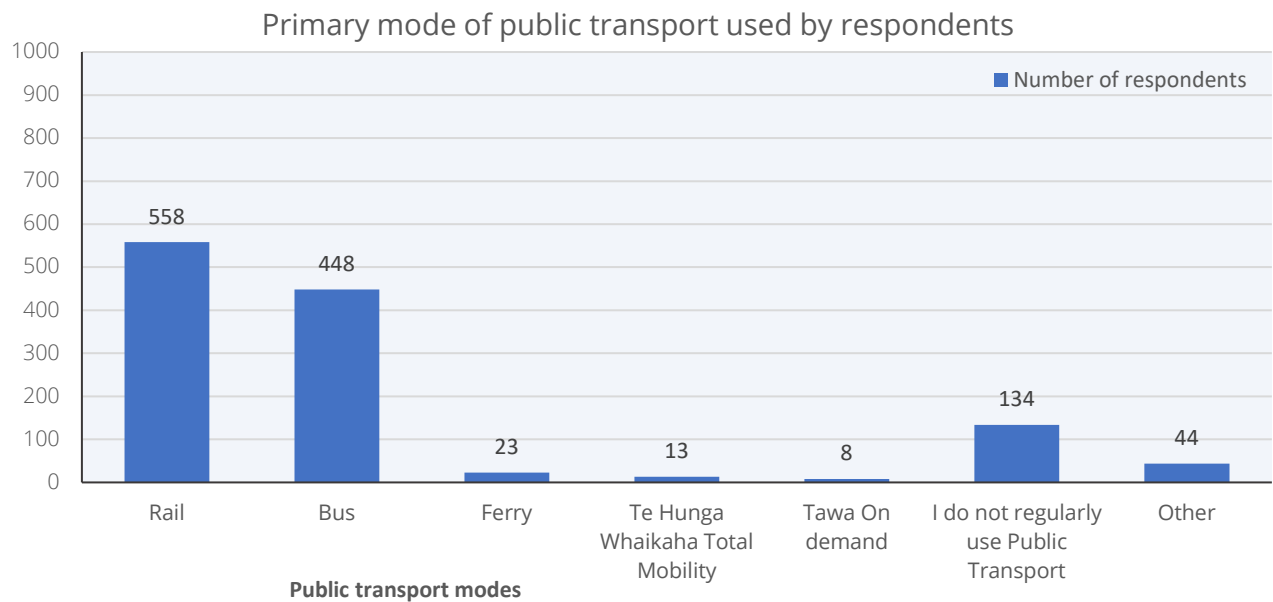


Results

- > In total, around two-thirds of respondents lived in either Wellington (31%, 281) or Hutt city (30%, 274), split similarly across both places.
- > Kāpiti Coast (11%, 97), Porirua (10%, 93), and Upper Hutt (10%, 90) each constituted 10% or more of respondents.

Primary mode of public transport used by respondents

Respondents were asked: *What mode of public transport or service do you primarily use?*

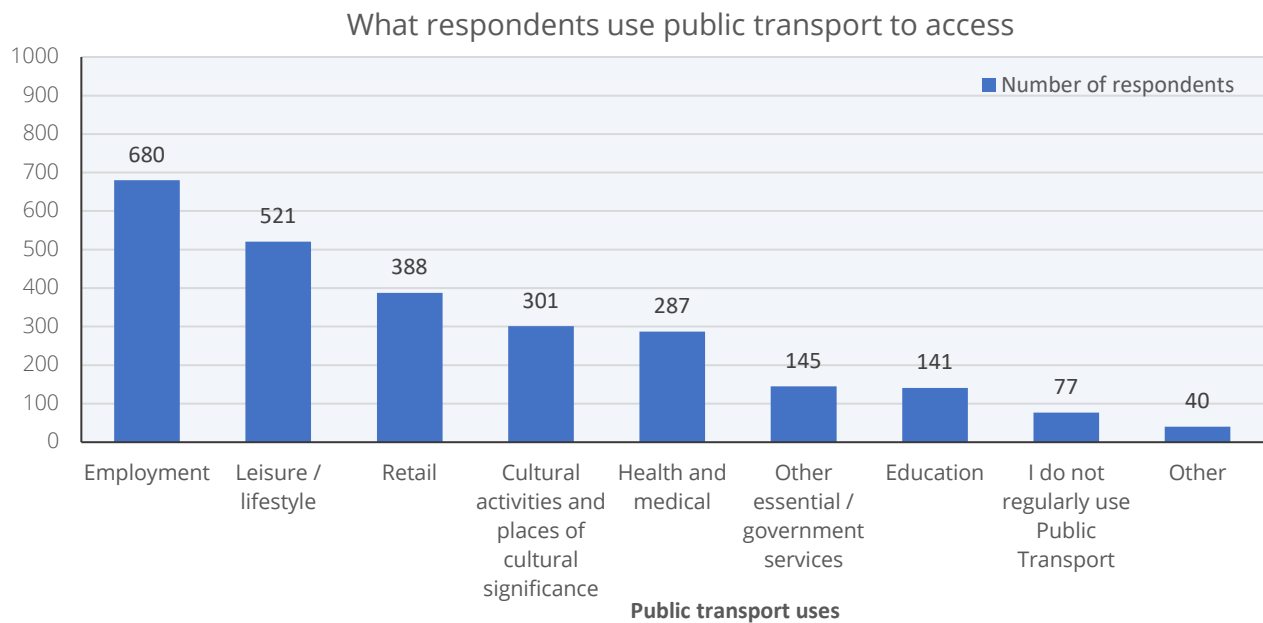


Results

- > Just under two thirds of respondents were rail users (60%, 558)
- > Slightly less than half of respondents were bus users (48%, 448)
- > 14% of respondents (134) did not regularly use public transport.

What respondents use public transport to access

Respondents were asked: *What do you use public transport to access?*



Results

- > Almost three quarters of respondents (73%, 680) use PT to get to their place of employment.
- > Just over half of respondents (56%, 521) use PT to socialise and for leisure.
- > 42% of respondents (388) use PT to access retail businesses.
- > Slightly less than a third of respondents use PT to access cultural activities/places of cultural significance (32%, 301) with a similar proportion using PT to access health and medical services (31%, 287).

Engagement results

Q2: The Draft RPTP will improve PT

Summary findings

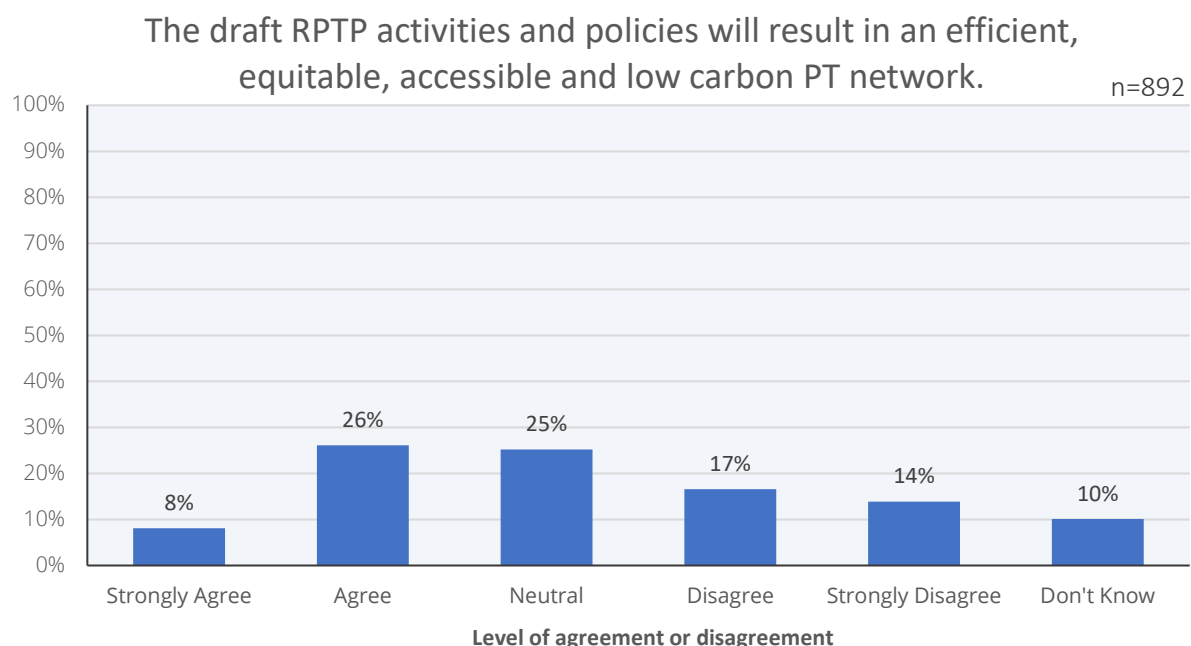
- > Slightly more respondents agreed (34%) than disagreed (31%) that the activities and policies outlined in the draft RPTP will result in an efficient, equitable, accessible and low carbon public transport network.
- > Affordability and cost were the most significant concerns raised, particularly as it pertains to the proposal to charge Park and Ride and fares; fees were viewed as a barrier to equitable and accessible PT access.
- > The reliability of the network was also a significant factor identified as impacting the uptake of PT.
- > There was some support for fleet decarbonisation, but, some raised concerns about the overall effectiveness of this initiative.
- > Respondents were supportive of aims for an efficient, accessible, and low-carbon PT network, however, concern was raised about whether this would eventuate.

Level of agreement or disagreement

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

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

Response options: Strongly agree, Agree, Neutral, Disagree, Strongly disagree, Don't know



Results

Overall, there was slightly more agreement than disagreement that the activities and policies outlined in the draft Regional Public Transport Plan will result in an efficient, equitable, accessible and low carbon public transport network.

- > **34% (305) of respondents agreed**
 - o 8% (72) strongly agreed
 - o 26% (233) agreed
- > **30% (272) of respondents disagreed**
 - o 10% (124) strongly disagreed
 - o 17% (148) disagreed
- > 25% (225) of respondents neither agreed nor disagreed
- > 10% (90) of respondents didn't know, while a further 4% (39) had no response.

What those who agreed with the statement said (305 respondents)

Generally supportive

106 comments

Around a third of respondents who agreed with the statement were generally supportive of the RPTP. These were broad comments which commended the plan, and described it in positive terms such as that it is “pragmatic”, “sensible”, “a good start”, or that it “will make improvements”.

I saw some policy changes that would make public transport more accessible and equitable

I feel that the proposal effectively addresses the current shortcomings of the GWR public transport system.

If the population of wellington (and the regions) are to increase, then private car ownership must reduce. I want a less car centric future and improving the public transport network / infrastructure is how we accomplish this.

Support for carbon cutting and fleet decarbonisation comments

73

A substantial number of respondents expressed support for carbon cutting and fleet decarbonisation. These respondents highlighted the importance of sustainability for future generations and mitigating climate change through ensuring that PT is fuel efficient. Broad assessments were made that PT use reduces emissions when compared to car use.

A small number of these respondents' support came with caveats. Arguments were made that more can be done for carbon reduction, that alternatives such as diesel buses should be available (e.g., in case of emergency), and that steps towards decarbonisation should also ensure that it is fiscally sustainable.

I think it is important that buses and trains are electrified sooner rather than later. We need to be reducing pollution in New Zealand, and ensuring that our public transport system is not contributing to climate change.

The plan includes strong commitments to decarbonisation, aiming to reduce CO₂ emissions through electric buses and rail improvements.

We fully support GWRC endeavours to reduce public transport emissions by decarbonising the fleet through new rolling stock and increased frequency of services encouraging mode shift leading to reductions in congestion and emissions.

A moderate number of respondents *who didn't know, or neither agreed nor disagreed* with the statement also expressed support for carbon cutting and decarbonisation. Just under half of respondents were in support of adopting electric and environmentally friendly modes of transport. However, a couple respondents argued that while they support decarbonisation, affordability and other priorities such as efficiency should be balanced. A couple of other respondents expressed doubts that low carbon transport was possible, due to reliance on coal, diesel, and petrol. One respondent expressed doubt that movements to decarbonise are not “strong enough or quick enough”.

I like the electric busses and believe that they're a good step towards a greener bus network.

The policies for decarbonisation should take into account the whole of life environmental costs, including the extended supply chain materials, manufacture and end of life disposal of vehicles. The zero emissions at tailpipe focus has public health benefits within the urban area, but we consider the current focus on minimizing tail-pipe emissions at the lowest immediate cost is unsound financially and environmentally over the long term.

Low Carbon - This will depend on how the changes affect usage of the public transport network. If people are discouraged from using trains due to the new fees, the extra cars on the road will add extra carbon, rather than remove it.

Several respondents though *disagreeing* with the statement were in support of carbon cutting and decarbonisation. While in support of decarbonisation, these respondents argued that the plan would not be effective at achieving carbon cutting aims. Respondents specifically took issue with the decrease in acquisition of electric buses, and the use of petrol busses; trains not being low-carbon; and doubts that decarbonising goals will be achieved in a reasonable amount of time.

The plans layout in the draft doesn't address the core problems of our transport system. Aiming to have low carbon public transport system never truly produce that result, just more excuses for overpaid underwork management to keep their jobs. Focus on low cost and highly efficient transport network will always produce lower carbon admissions, proven around the world.

Frequent buses and trains to the urban areas with the most growth won't happen for thirty years. Uhh...that's after we need to have a net zero carbon region and country. If it's not done until then how are people supposed to change their behaviour? Explore increasing rates to pay for more frequent public transit before babies born today are having a quarter life crisis.

More accessibility work needed

71 comments

Comments which argued that more accessibility work is needed were made by a substantial number of respondents. Respondents were broadly in support for accessible PT, particularly for disabled people, elderly people, and people from lower socioeconomic backgrounds.

Specific challenges, accessibility tools, and approaches were raised by several submitters. These include ensuring that the Total Mobility initiative is fit for purpose; keeping accessibility concessions; ensuring that parking is available for disabled people who cannot use PT; concern about there being fewer bus stops on the Golden Mile; the phasing out of cash; and a lack of wheelchair accessibility on ferries. These comments also highlighted the need to consider and collaborate with disabled people to ensure that public transportation services are accessible.

The Wellington Branch of Blind Citizens NZ highlighted that blind people are often reliant on PT, and as such, accessible infrastructure such as bus stops, available information, apps and information online, as well as audio information needs to be available. Similarly, Age Concern advocated for a greater consideration for seniors, such as ensuring that buses are lowered when boarding and alighting; concern about the dangers of buses moving before seniors have sat down; ensuring that seniors know how to get on a bus or train; and ensuring that there is accessible PT to the hospital.

A note on accessibility. In the plan it mentions the 2024 integration of audio queues on a significant amount of buses. I feel these audio queues are not on enough buses and those they are on do not use them effectively in my experience. I have been on several wellington buses for my travel into university, and the audio queue screens are there but they're either not on or the audio is too low/not working. Very few of my bus travels actually had the audio queues working after their implementation mid last year.

The ferry no longer takes wheelchair bound passengers. I work in Education and this is hugely concerning if it means that potential students I work with can get full access to Wellington and what the city has to offer.

The phasing of the plan is too fast for people who will be negatively impacted. The plan glosses over a lot of the reality of people's lives and assumes everyone is well organised, and has sufficient time and money to use the transport network effectively. It will likely be confusing for elderly people, visitors and people who have intellectual or mental health challenges.

Could be better

35 comments

A moderate number of respondents who agreed with the prompt statement broadly stated that the plan could be better. These comments argued that there “could always be more”, and that the plan could be more ambitious, although these answers lack specificity.

If the population of wellington (and the regions) are to increase, then private car ownership must reduce. I want a less car centric future and improving the public transport network / infrastructure is how we accomplish this

Public transport infrastructure is more than just hardware, it's about shaping how people move, connect, and participate in society. If we want our region to shift away from car dependency, we must invest in stations, hubs, and service designs that are inviting, future-ready, and rooted in community needs. The projects mentioned in the RPTP are a start, but Council must now commit to a more ambitious pipeline of investments that future-proof the network while uplifting the people who rely on it.

Travelling on PT with bicycles

7 comments

Several respondents supported consideration for bicycle use with PT. These respondents suggest that bicycle racks exist and are useable, and that there is space to store bicycles on buses and trains.

Bicycles are not included in the plan. There are a few references to bike parking at rail stations and a high-level map with conceptual bike paths, but no mention of bicycles on trains and buses. Parking a bike at a train station is helpful for some trips, but not being able to connect by bicycle to both ends of a bus and/or train trip eliminates a key link in the transport network. Restoring use of bicycle racks on buses and finding a solution for bikes on peak trains is necessary.

Kāpiti District Council also agreed with this point:

Investigation for installing more bicycle and scooter storage facilities at train stations but would also like timeframes identified for undertaking this work. We propose that the ten bicycle Locky Dock operating at the Paraparaumu train station, since May 2024, could serve as a useful case study.

Bus announcements

4 comments

A small number of respondents discussed bus announcements. Most of these comments were critical of a lack of audio and visual announcements. Conversely, one respondent praised these announcements.

Wellington's infrastructure on trains and on stations itself is lacking compared to Auckland's trains and station's infrastructure. Audio and visual equipment is lacking and needing a more detailed announcement like onboard Auckland's train.

The onboard announcements and next stop screens are helpful too. I went down to Christchurch and they didn't have these on the buses, which made it harder to navigate the city as a newcomer. Also makes the bus service more accessible to people with disabilities.

What those who disagreed with the statement said (272 respondents)

General cost and affordability

88 comments

A sizeable number of respondents were generally against plans to increase fees. They argued that planned fee increases, and costs in recent years have, or will discourage PT use, and that costs are a barrier to PT accessibility. Respondents also claimed that the delivery of PT is not worth the price, and that the cost of driving a car, in comparison, costs just as much, if not less.

A few respondents also disagreed with phasing out cash payments, stating that this impacts PT accessibility.

Park and ride should not be paid parking, the bus and train fees are to expensive as it is, compare to London we pay more person to travel a quarter of the distance that you would in London. You have no plans to to use a carrot to get people out of there cars onto public transport and just keep putting fees up meaning people don't change to public transport.

With the associated price hikes and additional costs, it's becoming very close to being cheaper to drive into Wellington. Then being from the Wairarapa, you're unable to delivery a half-decent service and want to charge additional money for non-delivery of such service.

With the reduction of offpeak discount and the introduction of park and ride charges there is risk that some people who are already struggling financially will have to move away from public transport. This undermines your aims of equitable and accessible.

Park and Ride

51 comments

Park and Ride fees were discussed by a considerable number of respondents who disagreed with the prompt statement. Respondents were against the proposal to charge for parks, stating this would disincentivise train and bus use into the city and that it constitutes a barrier to accessible and equitable transportation network.

If GWRC starts to charge the Park and Ride parking fee, more people will drive into Wellington instead of taking public transportation. This is because a general household usually has two people who works in the city full time, all the tickets fare plus parking fees will be more expensive than driving. And driving can be more convenient (Time Perspective) for families who have children, as they will not be restricted by the Train timetable.

Reservations about the park n ride being an additional cost to people eg traveling from Wainuiomata to Wellington who have considered reducing traffic congestion and their petrol and parking costs, and supporting emissions reduction by connecting to a train service that then charges parking fees.

The proposal to charge for parking at park and rides is ridiculous. Fares are already costly. We should be encouraging public transport use. For the cost of a return ticket plus parking, I could pay to park in the city. I have solar and an EV so no petrol costs. I do not support parking fees for park and rides.

Reliability, frequency, efficiency

68 comments

A considerable number of respondents called for a more reliable and efficient transport network, or argued that the plan lacks efficiency. These respondents highlighted that PT reliability is a significant contributor to encouraging PT use. The removal of bus stops and services, a lack of train and bus frequency and reliability, and current issues with reliability were specific issues raised by respondents.

At the most basic level people in Wellington cannot rely on public transport with bus and train cancellations and constantly increasing prices for a never improving level of service. I live in an area that had an entire peak hour route removed 4 odd years ago supposedly due to driver shortage, it has never been reinstated. The car remains by far the most attractive option.

No talk of addressing staffing or other technical issues that constantly result in delays or cancelled train services. Frequency of trains isn't the problem for me, its reliability of services where the amount of risk of getting stuck in town.

Expanding high-frequency bus corridors will improve efficiency and reduce congestion.

I think the great wellington council is heading in the right direction with a positive and progressive public transport focused policy however it could be more ambitious by expanding frequency and reliability to enhance public trust and participation.

General negative

42 comments

Broadly negative comments were made by a considerable number of respondents. The plan was described as “backwards”, “wrong”, with respondents arguing that it “doesn’t work”. Respondents also took issue with the council and previous iterations of a RPTP and question the value and consideration of public consultation.

Years of putting up with poor transport service designed by people who don't use it.

Because this has been trying to happen for about 20years now

There's some good people in Metlink, and I trust them to get things right. But, odds on, again, there will be political interference, and pandering to some vocal minority that will stuff it up.

Commuter preferences, incentivising PT use **46 comments**

A considerable number of respondents discussed the need to incentivise PT use. These comments argue that making PT easier and more enjoyable to use will reduce car dependency and use. Suggestions were generally made for ways to make PT affordable, convenient, and reliable; these included reducing costs, improving infrastructure such as bus shelters to be more comfortable and accessible, improving frequency, and increasing funding. Around a quarter of these respondents made comparisons with PT and the relative convenience of driving a car and argued that the RPTP encourages car dependency and use.

Without government funding reducing trips, slowing work will just create a backlog that will make people want to travel in vehicles rather than using Public Transport. We need to be proud of our network / our assets, they need to look and feel modern if we want people to use them and more so if we want mode shift.

The RPTP appears to be focused on pulling the most money possible from the community rather than providing a public good at a cost that incentivises people to use public transport.

I agree there are good actions in the consultation document but I think it could go further. I'd like to see a move towards LOWERING public transport costs as a way to get people out of cars, and funding it through general rates or other options. I also think there could be more done in terms of the train network and connecting it to other regions.

Not supportive of fleet decarbonisation **10 comments**

Several respondents who disagreed with the statement were not in support of carbon cutting and fleet decarbonisation. These respondents argued that decarbonisation should not be a priority, or stated that it is a waste of money.

A couple of respondents also expressed concern about the impacts of a decarbonised fleet, including the environmental impacts of old batteries, and concerns about electricity dependency.

I also have questions about the financial pressure created by the aspiration to fully decarbonize the public transport fleet. While decarbonization is an important and commendable goal, I wonder whether the aggressive timeline is contributing to the financial strain on the Regional Council. Would extending the timeframe—stretching new bus and train purchases over 10 to 15 years instead of five—help ease financial pressures, reduce the need for fare increases, and

maintain or even grow patronage numbers? In an already stressed financial environment, we need to consider whether this is the best use of public funds.

Additionally by electrifying all fleet, you decrease resiliency in the system and create dependency on electricity, making the network more vulnerable to disruption. No mention of how the system will be improved to mitigate extreme heat or cold which Wellington region is being exposed more too.

Lets first improve and give good connectivity then look into Electric buses. Without making people to use more Buses, electric buses will be eating our funds.

Safety and traffic concerns

9 comments

Safety and traffic concerns were raised by several respondents who disagreed with the statement. These comments included concerns about safety around buses, as well as concerns that traffic would be impacted by the RPTP.

Way to many bike lanes and the bus are not safe. I've had number close calls on buses

Why not smaller buses in off peak times? Suggest adjust traffic signals, remove pedestrian crossings where they are so close to each other, removing poorly placed cycle ways and allowing general traffic in bus lanes out of peak hours.

More services needed in under-served areas

7 comments

A small number of respondents argued that there were more services needed in under-served areas. These respondents called for more routes, especially outside of Wellington City, including inter-regional transport between the cities in the Wellington region.

Taking buses away from the places that need them will not fix busing shortages, and will just make it harder to take public transportation is anyway place other than wellington

Because no thought has been given to people who live outside Wellington.eg Johnsonville Upper Hutt and as such will drive people out of Wellington. Then Wellington City will cry there eyes out as why all the businesses are closing.

RTI system

3 comments

The Real Time Information (RTI) system was discussed by a few respondents, who called for a more reliable implementation of RTI, such as for trains, and for when busses are not running, or are delayed.

We almost always have busses and trains not running on time and the prices are overly high in comparison to Christchurch. It is not equitable! It is not accessible when Metlink runs the timetable and another runs the buses and both parties can't seem to co-ordinate efficiently for customers who call Metlink

when busses don't run, delayed, broken down etc. It is in excusable that it takes 30 min to 1 hour to report on the app.

What those who didn't know, or neither agreed nor disagreed with the statement said (225 respondents)

Concerned about actual implementation or actual outcomes 82 comments

A sizeable number of respondents had concerns about or were “unconvinced” about the Plan. They made statements such as that the plan sounded good “on paper” or “in theory” and were concerned about how it would actually be implemented. These doubts were based on the outcomes of previous and current PT plans, a lack of funding from central government, and a lack of consideration for equitable considerations. A small number of respondents also suggested that there should be measurable goals to calculate the Plan’s success.

Some of these activities and policies remain to be tested and are highly ambitious. Insufficient evidence is provided to strongly agree with the statement.

Words on paper mean nothing. The evidence from recent government priorities shows that private road vehicles are prioritised over public transport.

As a pensioner, disabled and on a fixed, low income, and a high-user of public transport, several times a week to get around Hutt valley and Wellington, I find many govt and agency decisions and changes don't consider low-income people, the very consumers who use public transport because it's the cheapest way to get around., so whilst well-meaning, I'm sceptical whether the changes will help me or hinder me getting around safely and efficiently navigating the public transport system.

Fares

50 comments

Issues with bus and train fares were raised by a substantial number of respondents. They argued that fare increases would disadvantage people who rely on PT, especially considering the cost-of-living crisis, and highlighted the importance of prioritising affordability in order to grow ridership. As such, respondents argued that more should be done to reduce fares, particularly to ensure that PT access is equitable.

Continual rising of fares will force public transport users to find other means of transport. This will result in more cars on the road and less passengers on public transport for journeys from outside of Wellington into the city as well as within Wellington and other communities serviced by Metlink.

I am concerned that the proposed fare increases—both for public transport and park-and-ride services—will unfairly disadvantage commuters who have no alternative transport options. Many low-income households across the region rely on public transport as their primary means of travel. With the rising cost of

living already placing them under financial strain, higher fares will only worsen their situation, as they have no other choice but to use the public transport network to navigate the Hutt.

It has been evidenced in other cities such as Brisbane that lower fares increase patronage. Increasing fares may have the opposite effect and should therefore be balanced against the cost of the public electing to ride-share and other alternatives, including working from home.

In the context of cost-of-living increases where fares have also continued to increase, consideration should be given to introducing a cap on fares over a weekly or monthly basis to encourage more usage on the network.

Area specific comments

WAIRARAPA

22 COMMENTS

A moderate number of respondents made specific comments about services in Wairarapa. Over half of these comments argued that the Wairarapa Line is lacking and neglected in the Plan. Similarly, more broad comments were made that PT in the region is forgotten, unreliable, and needs increased frequency were made by a small number of respondents.

Wairarapa: Depends on Metlink's service. Currently it's extremely unreliable. The work on the tracks has been great in the mornings but endless bus replacements mean returning home is a nightmare. Plus it's increasing more and more expensive for a subpar service.

A vision without the Wairarapa Line – not only in the RPTP, but in other GWRC practice, the Wairarapa Line is ignored, forgotten, regarded as not core business or even outside Greater Wellington's Metro rail system.

WAINUIOMATA

20 COMMENTS

Specific comments pertaining to Wainuiomata were made by a moderate number of respondents. Calls to improve bus services and infrastructure were raised in around a third of these. They included recommendations to improve internal connectivity and bus routes, as well as bus and general connectivity to other parts of the region. A Wainuiomata community hui on PT was said to have raised similar points.

Because Eastbourne and the eastern bays of lower hutt, with a population of 3,000 people have two direct bus services and a ferry service that provides a direct route to Wellington CBD. While Wainuiomata, with a population of over 20,000 people, do not have any public transportation directly to wellington CBD. Wainuiomata residents need a direct bus route. Wainuiomata residents who wish to use public transportation are being disadvantaged with regard to travel time and cost. They have to transfer from bus to train, or drive to the Waterloo station and pay for parking there to catch the train. Please consider reinstating the peak direct route from wainuiomata to wellington.

Wainuiomata needs a direct bus from Wainuiomata to Courtenay Place. Some people have limited mobility and it is too hard for them to make changes at the train stations to transfer.

A submission by Love Wainuiomata was particularly in support of improving bus services and connectivity. Love Wainuiomata also recommended improvements to train capacity. This group, along with a couple of other respondents cited the size and growth of Wainuiomata, arguing that the region had to increase its transport capacity to meet the area's growing population.

As Wainuiomata is projected to experience significant population growth, with a large portion of the 38,000 new people in the Hutt City region expected to settle here, it is important to understand where this growth will occur and how population density will be concentrated...Without early integration of public transport planning into urban development, there is a risk that new areas will lack the necessary infrastructure to ensure accessibility, making it more difficult for residents to engage with the wider community.

Around a quarter of these respondents discussed parking around Waterloo Station, and expressed a need for more, or free parking.

Removing carparks and introducing charges for park and ride at Waterloo Station will decrease accessibility of public transport for those living in areas that are transport disadvantaged such as Wainuiomata. Though this is described in your consultation document as 'modest' it is actually unaffordable for many people who have limited transport options as it seems it will be coupled with fare increases. It is not a safe situation for women or vulnerable people to be waiting at Waterloo Station for 20+ minutes for a bus back to Wainui in the evenings when the bus schedule does not seem to line up with the trains. However, introducing parking charges will force more people into this situation. It is not equitable, it is not accessible and it is not good enough.

I don't think we need anything at Waterloo station except lots of car parks and the train. Except maybe security in the evening. Parking would be the #1 most important thing to have at a train station in my opinion. Supporting working people to get to work efficiently in rush hour should be a key goal of a transport plan. Especially for a satellite city where most people work in town.

UPPER HUTT

8 COMMENTS

Several respondents made specific comments regarding Upper Hutt, with half of these in support of better direct connections to other parts of the region such as Porirua, e.g., through the implementation of more reliable or convenient train services.

I strongly agree with implementing bus routes between Upper Hutt and Porirua. Up until now, the only way to travel between them using public transport was to go via Wellington, which simply isn't reasonable

A few respondents also argued against increasing fares and charging for Park and Ride, as it was seen to discourage commuters from using PT.

Charging for pay to park facilities will reduce the number of people using train services. Why would someone in Upper Hutt pay \$5 for parking, \$16 for the train fare, be subject to timetabling and bus replacements, when they could drive instead. 30% of Upper Hutt's population live further North than the last train station. It would penalise those who need to drive to reach the train.

Q4: High-frequency bus corridors

Summary findings

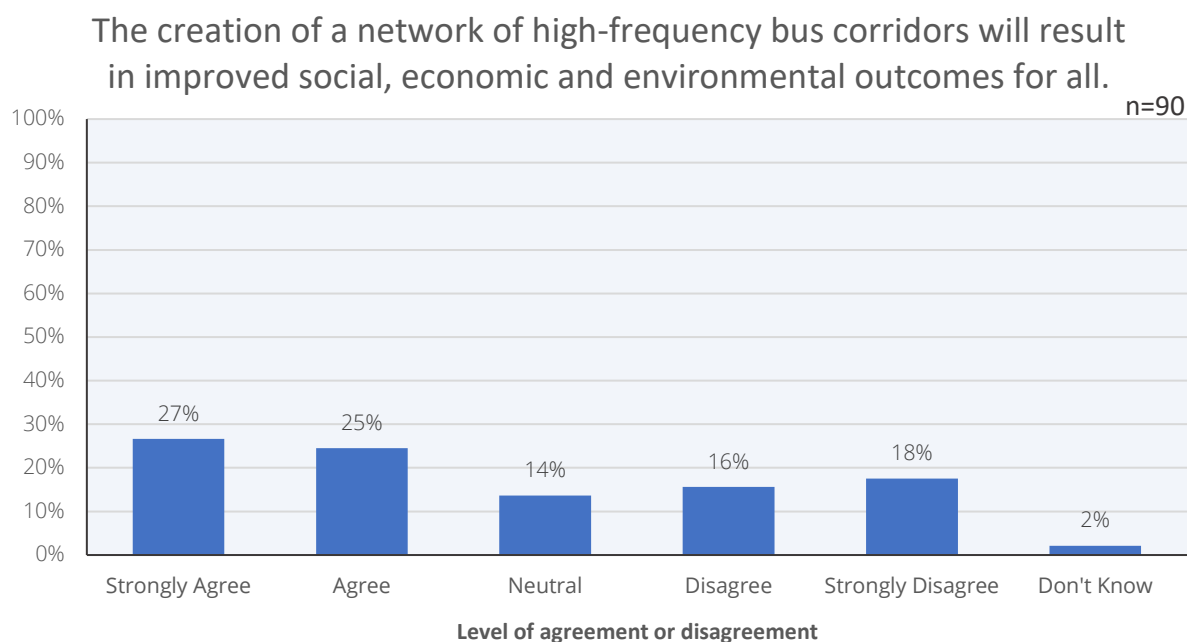
- > There was majority agreement (52%) with the statement and comments expressed a desire for better, faster, more reliable, and well-connected services.
- > Disagreement with the proposal (34%) focused on two main ideas:
 - that private vehicle use remains a vital need for many and, consequently, road space should not be diverted for other forms of transport,
 - and that removal of (further) car parking to accommodate a bus corridor will be detrimental to Wellington, its residents, and its businesses.
- > People who agreed with the statement felt that a bus corridor would encourage PT use, which was linked with reduced congestion and climate benefits.
- > Comments from both sides felt that accessibility of services is paramount: this included that the corridor extends to outer suburbs, that fares are reasonable, and that Park and Ride services are financially and physically accessible.
- > Disagreement sometimes also centered on feelings that a corridor as described would not achieve the aims that are set out in the GWRC documents.

Level of agreement or disagreement

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

The creation of a network of high-frequency bus corridors across the region, at the loss of a modest level of parking and road space, will result in improved social, economic and environmental outcomes for all.

Response options: Strongly agree, Agree, Neutral, Disagree, Strongly disagree, Don't know



Results

Overall, there was more agreement than disagreement that the creation of a network of high-frequency bus corridors across the region, at the loss of a modest level of parking and road space, will result in improved social, economic and environmental outcomes for all.

- > **51% (461) of respondents agreed**
 - o 27% (240) strongly agreed
 - o 25% (221) agreed
- > **33% (299) of respondents disagreed**
 - o 18% (158) strongly disagreed
 - o 16% (141) disagreed
- > 14% (123) of respondents neither agreed nor disagreed
- > 2% (19) of respondents didn't know, while a further 3% (29) had no response.

What those who agreed with the statement said

Generally supportive

208 comments

A very large number of people made generally supportive comments in their explanation of the statement. They suggested that fewer cars on the road benefits all, that demand exists for increased bus use and that therefore this should be catered for, and that the proposal is good, great, important or effective. People who supported the statement in general terms made comments such as “we need better bus services”, “need more buses”, or that PT “needs to have priority” or “is the way to go”.

Agree with the concept of high-frequency bus corridors and that these should be prioritised over parking and road space

There are over 29000 car parks in the central Wellington, which is plenty. To make the city more pedestrian friendly, we need a focus on PT.

High frequency bus corridors are the way forward. Roads are essentially thoroughfares that have prioritised cars over bikes and busses.

I support enabling PT and bikes - they simply carry more people and take up less space. And space is at a premium.

Public perception of PT, encouraging mode shift 83 comments

A substantial number of respondents agreed with the statement and made comments to the effect that a network of high-frequency bus corridors across the region would encourage mode-shift or otherwise increase bus usage (often extending this to state that this was and should be the ideal or desired outcome).

Commentary often referenced the concept of incentivising PT use, and this was viewed as coming in the form of both effective PT (efficient, timely, easy-to-use services) as well as financial incentives such as cheap fares or services that are quicker to the destination than driving would be. In some cases, respondents simply urged that more people should use PT, but most provided a more substantial response, such as those listed below. The

moderate number who disagreed with the statement made arguments such as that bus travel is neither cheap nor easy, that a bus corridor will not encourage bus usage, and, similar to those that agreed with the statement, that PT services need to be efficient/more efficient for it to appeal to the wider public.

Because people will only give up their reliance on single user vehicles if public transport is more efficient and cheaper.

When buses are prioritised over cars, traffic decreases. The more efficient our bus network, the more people will use buses, and the less pollution will result.

We need public transport to be BETTER than private vehicles so that all people will use it.

Bus takes too long for me to get to where I need to go so likely won't change me using the bus more frequently.

Efficiency, frequency, reliability

67 comments

Statements about efficiency, frequency, and reliability were made a considerable number of respondents who agreed with the statement, and by a moderate number of respondents who *disagreed* with the statement.

Those who agreed with the statement noted that efficiency, frequency and reliability are vital for a bus service that will be the choice of transportation for most. This was often phrased as a desire for “more” or “faster” buses, or statements such as that “bus frequency is a big issue for commuters”. In addition to commuters primarily heading to/from the CBD, respondents raised certain routes or off-peak use that would require more frequent (reliable) services, these included Wainuiomata, Ōwhiro Bay, Johnsonville (to/from Porirua and Lower Hutt) evenings, and weekends (however, one respondent who disagreed with the statement noted that some Hutt Valley services are under used and represent a “waste of time and money”).

The smaller proportion of respondents who made comments on this topic but who *disagreed* with the statement often expressed scepticism that more/more frequent buses would garner sufficient use to justify them. A few addressed the removal of parking, stating that buses are not regular enough to be able to be relied upon, that that this would continue to dissuade users.

Biggest complaint i have with public transport is its reliability. so often my buses are late, or not frequent enough.

A fast, efficient and frequent bus corridor in the region will have to result in a loss of carparking and road space. I believe this is positive and will result in improved environmental outcomes.

High frequency bus corridors are awesome. Ensuring busses have reliable and free access to our arterial roots is essential to enhancing reliability.

Questions re articulated bus introduction

1 comment

Transdev submitted that the use of longer, articulated fleets should be reviewed due to the risk of their causing damage on narrow streets and their inability to fit within a standard sized bus stop.

What those who disagreed with the statement said

General road space prioritisation

121 comments

Comments about general road space and prioritisation were highly likely to be from those who *disagreed* with the statement; these were in opposition to the allocation of road space for transportation types *other than* cars. While these comments frequently mentioned reduced car parking availability (summarised below), they conveyed a sense that people want to, and should be able to, drive. Reduced road space for private vehicles was said to be making it too difficult for drivers, to be causing “chaos”, to be “unbalanced” (in the favour of bikes and buses), and to disrupt traffic flow. Roads were said to be “already jammed”, and a network of high-frequency bus corridors was feared to “create congestion”, further slow traffic movement (including buses), reduce options, and to negatively impact businesses.

The considerable number of statements made on this topic that were from those that *agreed* with the statement typically suggested ways in which the bus system could be more reliable, easier to use, or more frequent, so as to encourage patronage. And while some offered simple statements in favour of prioritising bus (corridors) over car parking (e.g., “streets are better without cars”, “buses should have priority”), others argued that roads should be reserved for the movement of vehicles as opposed to the “storage” of vehicles.

Stop thinking that public transport and bike lanes are a good thing - they are in moderation, but really stop the flow of traffic.

I think reducing car parking spaces for increasing bus high-frequency is not worth the cost. I have been on a frequent bus network and it runs fine.

Getting rid of roads and parks ignores how difficult it is to get around if you aren't going to/from the CBD at peak times so outcomes for that group will be worse.

I find it strange that this is framed as a question. Parking is a scourge on our limited urban space. The evidence is clear, get rid of parking and replace it with public transport.

Loss of parking space

104 comments

Disagreement with the statement about the creation of a network of high-frequency bus corridors resulting in improved social, economic and environmental outcomes was primarily due to the loss of parking spaces. Even the modest level of parking and road space said to be lost to high-frequency bus corridors was objected to. Respondents

typically either relayed that it is already difficult to find car-parking spaces or called for no further removal of car parks. Several respondents made simple appeals, for example to “stop the removal of parking”, or characterised the issue in the context of a “war on private cars”. Others predicted that shops and businesses would suffer from lack of parking or felt less parking would deter people from visiting the CBD.

Several respondents who *agreed* with the statement did so with the caveat that loss of parking should be minimised. A small number of respondents questioned the use of the word ‘modest’ in the statement, feeling that this is either too vague, or that it is an understatement for what would eventuate.

Several comments were made by respondents who were *neutral* on the prompt statement and these were often urging caution or care in decision making so that parking reductions do not negatively impact people, or, they expressed a lack of certainty about the best course of action.

Theres already a huge amount of parking especially in the city that has been lost and people should be able to drive in the city. Forcing people to bus is not fair or equitable.

Less parks less people in the city. We are not europe, there way does not fit our way hence shops are shutting down less for people to do less people will use the service.

We already don't have enough car parks and with the state of the railway more and more people will be driving.

Equity, accessibility, affordability

70 comments

Respondents addressed equity, accessibility, and affordability mostly from the perspective of *disagreement* with the statement that a network of high-frequency bus corridors would result in improved social, economic and environmental outcomes for all. Such comments included that costs need to be low, or lower than to use a private vehicle, for such a scheme to work, and that costs should not be overly burdensome (both generally and with regards to the disparity in fares or routes to different suburbs).

It was agreed across both positions (i.e., those who *agreed* and those who *disagreed* with the statement) that the cost of PT can be a barrier that limits regular use. Oftentimes it was the cost of parking at Park and Ride stations that was objected to, with statements suggesting that this defeats the purported aims of GWRC to get people using PT. Respondents also suggested that

Ticket fares keep going up and living cost as well. People can't afford it they still can't afford it, there is nothing change.

Having parking for free available when catching the train is a necessity, especially when you are already paying at the pump or use public transport to get over the hill to the station where you also pay for train transport into town.

If the fares aren't affordable, it doesn't matter how frequent they are.

All your travellers want is low cost transport. I pay 15 NZ\$ daily to get work and home. Will these improvements reduce my cost of 75 NZ\$ week in travel????

Accessibility was discussed in the context of the infrastructure that supports bus use (such as shelters, nearby crossing points, and physical accessibility to and around PT for disabled people) and in the context of financial accessibility. Working parents were identified as a group for who the current timetabling does not align, and a carer for a disabled person stated (alongside others) that they do not want to use PT as it takes too long and requires too much energy. Others also noted that people with disabilities require parking for access to important services and hence, that the removal of parking is an equity issue.

Several comments were made that advocated for the need for both private vehicles (and places for these to park) as an equity/accessibility issue. They noted that it is important to be able to have the choice to use a private vehicle as an alternative to PT.

Scepticism in plan or expected outcomes **56 comments**

The substantial number of comments made that expressed disbelief or scepticism that high-frequency bus corridors will result in improved outcomes for all mostly felt that drivers would not benefit and that if anyone did benefit, it would be bus users. Some respondents stated outright that this scheme would neither be delivered nor work (if it were rolled out), while others felt that it would drive increased vehicle usage. Such sentiments were expressed in the following ways: “will not make travelling to Wellington any quicker or easier”; “delivery is just never going to happen”.

A small number of respondents questioned the scientific basis of the plan (e.g., “where is the proof?”) and one person stated that the community had not been listened to in relation to the areas included and the placement of stops.

I do not agree that buses every 15 minutes during peak times will help much when the bottlenecks are the same. Better trains are more likely to result in better outcomes.

This will not improve the reliability or capacity issues currently faced and will negatively impact families by increasing costs.

I very much doubt your bus network will come anywhere near our place in rural Wairarapa, so I'll be driving my car, more slowly on congested roads which will increase pollution.

Business loss of traffic concerns **41 comments**

Concern was expressed in considerable numbers from respondents who felt that the changes would result in a downturn for businesses in the areas where high-frequency bus corridors were implemented. Concerns were by and large around parking for customers resulting in lack of custom for local businesses, but also for lack of convenience for customers who could no longer easily access local businesses.

Respondents in a few cases referenced cycle lanes, claiming that these had impacted businesses negatively. Additionally, it was suggested that removal of further parking would “kill” or “close” businesses, force them to relocate, or that it would mean that people would no longer visit the city. The small number that commented on this topic but who *agreed* or were *neutral* on the prompt statement expressed that caution needed to be exercised in the implementation of this plan or acknowledged the difficulty finding a balance between PT and parking priorities so as not to negatively impact businesses.

Economic impact on business is a price too high at the present time.

My only concern is the impact on the disabled/mobility-impaired community and on businesses with the removal of car parks.

The social and economic outcomes are already in play with businesses along cycle routes having lost business due to lack of parking. Cutting more will be their death knell.

General negative

29 comments

A considerable number of respondents made generally negative comments when explaining why they *disagreed* with the statement – in many cases statements were blanket assessments of the scheme as unworkable, untenable, or not wanted. Some respondents were assured in their response, stating such things as “it’s obviously wrong”, while others made arguments such as that a bus corridor would cause traffic congestion, that paid parking at Park and Ride stations would deter use, or that the plan itself represents political posturing. Another point made was that bus staffing levels are already insufficient, and that further bus routes would add pressure to this.

For the few respondents who *agreed* or were *neutral* on the statement, gripes were around the possible failure of local businesses to accept the scheme and that community “anger” over it may hamper its implementation.

I don't believe buses solve all the world ills.

The buses are terrible and staffing and bus availability is a constant issue. If you create more routes, you don't have more staff and busses to supply those routes. Then, you've taken away the roads and parking so that people who could have driven or ridden in by other means can't do so because there is no road or parks.

People need private vehicles

13 comments

Several respondents made clear statements that private vehicles are still required and that plans need to include them. Points included that car use is preferred to bus travel, that some people cannot (or will not) use PT, and that at certain times such as weekends or evenings, people will find car travel (or for one respondent, motorcycle travel) a safer and easier option.

Wellington is a driving destination for a lot of people when public transport is not a viable option.

Sometimes we have no choice but to drive to due to inefficient network that runs late.

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

Depends on location or other factors

40 comments

A moderate number of respondents who were *neutral* on the statement and a similar number who *agreed* with the statement, made similar points that the success of this plan depends on where the corridors are placed or that certain other provisos would apply.

For many this meant that the corridors must extend to the suburbs that are further out (e.g., not just the CBD, "the entire region") and for others the plan depended on certainty that the services were reliable (including on time and frequent). Additional points included that the plan should only go ahead if traffic (congestion) is not impacted, and that it should only proceed if there is certainty around its ability to be completed (e.g., so that the option to drive is not 'removed' before a functional high-frequency bus corridor is able to be used).

Public buy-in was considered vital as well, and respondents variously stated that accessibility, business impacts, traffic signal sequencing, bus lane enforcement, suburb-suburb services, changing travel patterns, potential driver shortages, and general reliability will need to be addressed.

Yes, the creation of a network of high-frequency bus corridors across the region would be beneficial to those who live near them however those who live in the outlying areas that feed into these networks will probably see no benefit if the outlying services aren't high frequency.

It must be done in way that acknowledges and accommodates the needs of businesses, motor vehicles and bicycles. I'm not seeing that.

No comment or don't know

34 comments

Several comments each were made by respondents who *agreed*, *disagreed*, or who *did not know* what they thought of the statements. The only substantive comments were from those who *didn't know*, and these included that more information was needed to be able to assess the statement, that they did not understand the statements, and that the impacts for certain areas were not clear (specifically a Wainuiomata to Johnsonville corridor).

Because I don't know...[I] don't have a lot of knowledge in the way of the question and how it would affect society as a whole.

I don't have enough information on the specific pros and cons.

Q6: Metlink Park and Ride demand management

Summary findings

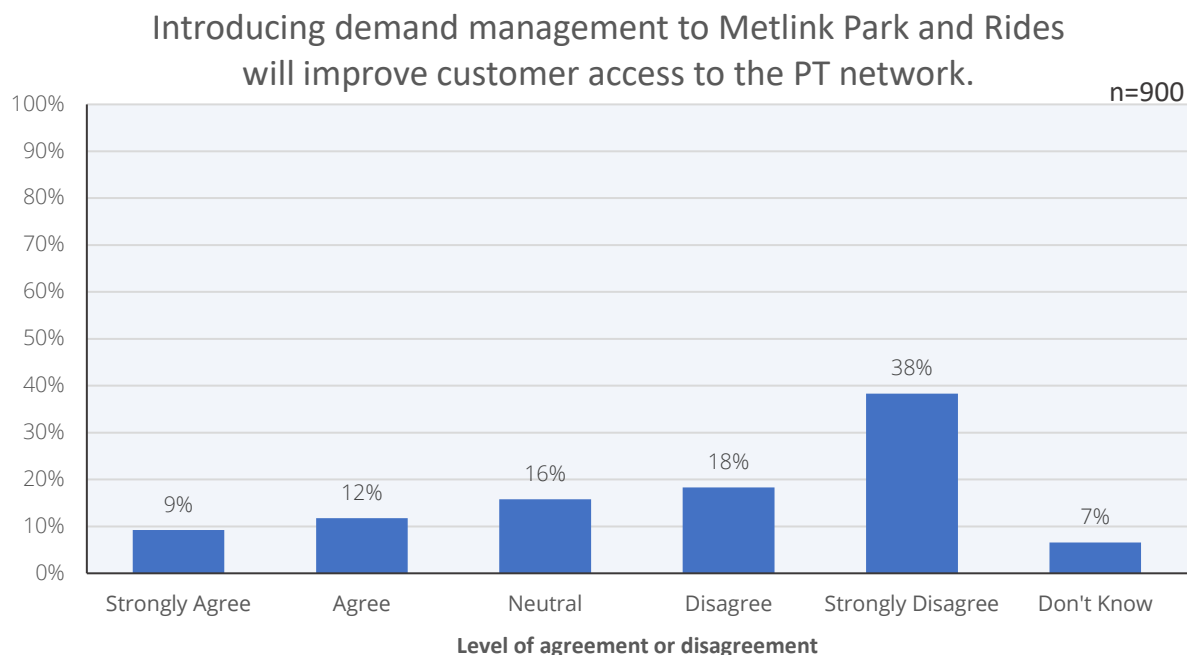
- > There was significantly more disagreement (57%) than agreement (21%) that introducing demand management to Metlink Park and Rides will improve customer access to the public transport network.
- > A further 23% of respondents either didn't know or neither agreed nor disagreed.
- > Respondents who agreed were generally supportive of a user pays model, citing fairness and perceived benefits to congestion and park availability.
- > Just over a third of respondents who answered this question disagreed on the basis that the user pays model would disincentivise PT use, with rising costs pushing people back into private vehicles.
- > Cost concerns and equity implications were another key concern for those who disagreed.

Level of agreement or disagreement

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

Introducing demand management to Metlink Park and Rides, including paid parking in the form of an integrated park and travel system, will improve customer access to the public transport network.

Response options: Strongly agree, Agree, Neutral, Disagree, Strongly disagree, Don't know



Results

Overall, there was significantly more disagreement than agreement that introducing demand management to Metlink Park and Rides, including paid parking in the form of an integrated park and travel system, will improve customer access to the public transport network.

- > **57% (510) of respondents disagreed**
 - o 38% (345) strongly disagreed
 - o 18% (165) disagreed
- > **21% (189) of respondents agreed**
 - o 9% (83) strongly agreed
 - o 12% (106) agreed
- > 16% (142) of respondents neither agreed nor disagreed
- > 7% (59) of respondents didn't know, while a further 3% (31) had no response.

What those who agreed with the statement said

Support for user pays model

94 comments

A sizeable number of respondents were supportive of a user pays model. Over a third of these respondents were in general support of the model, broadly stating that it “seems fair” and that it would be helpful for people using this service. Benefits to demand management, such as a reduction in congestion, more available parking, and the discouragement of parking for people not using PT were also noted by a moderate number of respondents.

It will reduce the amount of free-loading parking by people who are not using the parking appropriately (i.e. they are parking there but then not using the adjacent PT in order to avoid some other local parking costs). Park'n'ride users are more likely to go to a station if they can be confident they will get a park there.

People should pay for the privilege of parking their cars on public land. Payment should help people value this and may change behaviour so that parking is freed up for those that really need it.

Several respondents also supported user pays, as it offers a revenue stream that can be used to improve the transport system. A few of these respondents also expressed their support for user pays, as this revenue could help to reduce PT fares.

While it may cost car drivers more, metlink making a return on the swathes of land they have for parking will hopefully put less pressure on metlink to make money from fares alone. This will hopefully stop any future fare hikes therefore keeping public transport accessible

Broad support of integrated transport was expressed by several respondents who argued that demand management for Park and Ride is a reasonable way to integrate car use while encouraging PT use. A small number of respondents also argued that the costs should be kept low to encourage people to use the parking space and PT.

The cheaper parking will make it less painful for customers to use it even if they need to drive to a hub

Several respondents also noted that charging for Park and Ride would encourage walking, other modes of getting to the station, such as bus use. A few respondents further argued that the Council should ensure that facilities such as bicycle and scooter racks and reliable bus services are available to encourage alternate modes of transport.

As long as the bus services to the hub e.g. Wainuiomata to Waterloo are good, then it will encourage people to use public transport for the entire trip

Actual questions about site pricing

15 comments

A moderate number of respondents stated that their support for demand management for Park and Ride depends on factors such as the cost of the parking. These respondents pointed out that Park and Ride would only be used by commuters if using PT reduced the cost of travel.

I'd want to know exactly how much you intended to charge people for parking at train stations. If it was a minimal cost, e.g., \$5 a day, that would be acceptable. What you wouldn't want to do is price people out of wanting to use public transport. At present, for many people, taking their own vehicle is a more convenient and attractive option than using public transport - presumably, we want that to change?

People with low public transport or that require to take multiple PT to get to a high frequency service should have access to drive and park at a high frequency service. However, there should be the option to buy a park and ride pass rather pay per time you use. To encourage use of public transport the park and ride cost needs to be kept to a minimum. You only have to charge 50c per park not \$5. so make it \$3-\$4 to park per day as casual and \$1 per day for a pass holder.

The location was another factor raised by a small number of respondents. A couple of these respondents pointed out that charging for Park and Ride may not be necessary if a station had excess space, while another argued that certain stations should not charge for parking due to the high fares paid in those areas.

Finding a way to manage the in urban demand on stations such as Waterloo is a challenge.

Due to the already high cost of fares, any additional charging for Wairarapa Stations (Featherston, Woodside, Carterton, Solway and Masterton) parking should be avoided.

Prioritisation of groups for parking spaces

5 comments

A small number of respondents suggested that certain groups should be prioritised for parking spaces (e.g., close to stations). Populations mentioned include people who are reliant on driving to the station because they live further from the station or do not have

good access to PT where they live; seniors; and people who intend to use PT (instead of people who are not commuting). One respondent argued that the number of accessible car parks should not be reduced due to these changes

It will not improve access to those who are financially disadvantaged or who live further from the stations. People who live close enough to the stations to walk should not be taking up parking spaces from those who cannot walk there, just because they are running late or can't be bothered to walk.

Those willing to pay premium

2 comments

A couple of respondents stated that they were willing to pay for parking, although one respondent stated that they would only be willing if it guaranteed them a parking spot.

What those who disagreed with the statement said

Costs vs benefits of using PT, disincentivising

334 comments

A very large number of respondents commented against the user pays model, arguing that the additional cost disincentivises people and “defeats the purpose” of PT. Respondents noted that PT fares are already high, and that paying for parking can make the cost of taking PT higher than driving to their destinations. People would therefore be more likely to travel in private vehicles instead of using the PT system.

This just makes it more unaffordable, unattractive for people to take public transport for leisure and for working in the city. You'll be driving more people to want to work from home. We can barely afford the increase in train and bus fares as it is and then to really stick it up your backside adding a parking fee just so you can park the car to take public transport. No wonder people are leaving the city and country. For a better and affordable life elsewhere.

Public transport costs are already steadily increasing and becoming less economically feasible for regular commutes, introducing paid parking for train stations will make public transport cost prohibitive. This will increase the use of private transport for daily commutes and therefore the volume of traffic congestion on our roads.

Seems unfair and when the cost of regional public transport is already high it will actually de-incentivise people to take public transport. For example, my fare one way to Wellington from Featherston is \$13.90 (before the upcoming 2% increase). At \$27.80 plus \$5 parking per day it almost becomes cheaper to drive to Wellington instead.

People will continue to drive to the park and ride areas, except they will just park in the surrounding streets which is going to annoy local residents.

Cost concerns, equity implications

119 comments

Similarly, cost concerns were raised by a large number of respondents, who argued that they were against charging for parking given the high PT fares. Equity was another concern

raised by these respondents, who argue that the cost would be a barrier to people, especially lower income people or those who live further away from the station.

I am not opposed to charging for park and rides, but it must only be implemented where there is excellent public transport to and from the park and ride facilities. This is the case for some (e.g. Johnsonville line, Tawa, to some extent Porirua and parts of Lower Hutt) but is absolutely not the case for Kāpiti (particularly Ōtaki), parts of Lower Hutt, Upper Hutt and the Wairarapa. You should not be punishing residents in our region for Metlink's inability to provide quality public transport in our more geographically dispersed centres.

Introducing paid parking at Metlink Park and Rides could create additional barriers for commuters, particularly for those who rely on affordable parking options. This could lead to reduced accessibility to public transport, especially for lower-income individuals, and may push people to seek alternative, less convenient parking options, ultimately undermining the goal of improving customer access to the network.

I don't support paid parking. To move people towards taking public transport we need to keep parking free, especially if the catchment area includes commuters who can't bus/walk/cycle/scooter to that stop. An example is Waikanae train station. We live a 15 minute drive away and there is no bus we can easily catch to get there.

PT and park and ride users

79 comments

Comments from PT and Park and Ride users were generally against paying for Park and Ride, arguing that PT is too expensive and that additional costs would discourage them from using PT.

I catch the train because it is cost effective for me to do so. If I have to pay for parking, as well as the train fare, I might as well drive into town as that will be \$15 dollars a day. Parking is \$16.50. If I carpool, it'd be even cheaper.

Public transport is already not affordable. It is actually cheaper for me to drive into work every day - the main thing stopping me is parking costs. Adding paid parking to use public transport would nullify the need to even use public transport if using a car is quicker and cheaper.

A few respondents also pointed out that charging for Park and Ride would result in people parking on residential streets which would impact nearby residents.

In the Wairarapa there is plenty of parking and we already pay a large amount for the service adding parking on top will not improve access. People will just park on the street and walk and then putting pressure on residents who live close to a station.

Other unsupportive of user pays model

57 comments

Other comments that opposed the user pays model were made by a substantial number of respondents. A moderate number of these respondents argued that Park and Ride should be free, and that demand management is counterproductive, or will create more barriers to people using PT, especially for those who are not well connected to major hubs. Respondents also generally questioned the effectiveness of the proposed plan to manage demand.

Paying for parking is one of the core reasons why people take trains and busses into Wellington. Making crucial transportation hubs paid parking is completely unreasonable and counter productive. I cannot believe such an illformed decision made it to consultation.

I disagree with charging at Park and Ride - people will just park on the roads and annoy the local residents. Cost would have to be included in the Snapper as people are feeling annoyed at how often the fees change as it is.

Similarly, Masterton District Council submitted that:

While MDC acknowledges the need to manage demand for park and ride services in certain locations, we do not support implementing this approach in Masterton.

- There are currently no public transport links to the park and ride facilities in Masterton, which means commuters have limited alternatives to driving and parking at stations. Additionally, there are no ongoing parking demand issues at Masterton stations that would necessitate such measures.*
- Given the amount of off-street parking near stations in Masterton, it is likely that any attempt to charge would lead to commuters parking on surrounding streets, which could cause issues for residents and road users.*
- Adding additional costs for train users may also turn people away from using these services.*

A small number of respondents argued that instead, GWRC should improve their services and minimise their spending to ensure that they are meeting their demand.

GWRC should be always reevaluating the capacity of each service with a view to ensuring all persons who want to use a given service can do so. This means GWRC needs to perform capacity management in order to ensure that the right size of service is always used, and that the necessary additional un-timetabled services are quickly added if commuter demand exceeds a certain threshold.

Enforcement questions

42 comments

Comments about how parking would be enforced were made by a considerable number of respondents. About half of respondents argued in favour of finding other ways to manage demand, such as by focusing on “freeloaders” who do not use PT. The most common suggestion offered by these respondents was to integrate Snapper and Motu Move with

the carpark to ensure that the drivers are there to use PT. One respondent also suggested that better PT connections to the station would help to manage demand.

This is a hard decision, balancing encouraging people to use a park and ride vs driving to work yet wanting to increase revenue by charging for parking. I feel following the likes of Auckland Transport's free park and ride carparking with well-enforced terms and conditions of using the carpark may be a better way to encourage more people to use PT vs driving to work. To enable this, linking either Snapper or Motu Move cards to carpark entry may help regulate any misuse, or ensuring compliance with regular carpark monitoring.

Free or very cheap park and ride for people who continue on with PT is fine, but simply parking in there to access something local is not. A system where you need to tap on to the park and ride then to a PT mode to access the free/discounted parking would presumably solve this since freeloaders would only be tapping on/off at the parking structure itself.

Several respondents questioned the policing and management of the Park and Ride carparks. Specific issues raised were the security of the carpark, and monitoring costs.

Money grab and makes door to door driving more inviting. Cost to monitor, integrate must be counterproductive.

I would not personally use park and ride as the risk level of leaving a car in a park and ride is too great. So unless there was a security element involved, my answer is as is.

Concerns about causing increased congestion 33 comments

A considerable number of respondents raised concerns about increased congestion and more difficulty parking if Park and Ride required payment. Around a third of these respondents specifically discussed an increase in congestion and parking availability on surrounding residential roads, as people would park around the area instead of at designated carparks to avoid paying for parking. Increased congestion was said to therefore make roads less safe as well as reduce parking for nearby residents.

Will just make roads surrounding the park and rides clogged with parked cars, making roads less safe for vehicles and pedestrians. Increase the park and rides instead. Could make them multilevel where land size is a problem.

Paying to park your vehicle in a suburb in order to catch public transport is going to spread the parking issue further into suburbs.

Suggestions were made to improve supply instead of reducing demand, while Wellington City Council argued for additional parking management in the area:

Page 120 principles for approach to Park and Ride. WCC supports all principles, especially e. 'Project must be delivered in partnership with local Territorial

Authorities', and P.18, policy b. actions i-iv (see table below). It is essential that complementary parking management is simultaneously introduced on streets surrounding the site with new charges to ensure users do not move to parking on the adjacent streets to avoid the new fee at the Park and Ride site.

Additionally, a moderate number of respondents argued that congestion around the region would increase, and parking availability in the city would also decrease, as people would be less likely to use PT.

People make use of park and ride services only if public transport is more convenient and affordable than driving private vehicles to their destination. If these fees are introduced, more people will opt to drive into Wellington CBD for their commute, increasing traffic and decreasing revenue from fares. Free park and ride services are integral to the sustainability of public transport commuting.

Specific areas or routes

17 comments

Specific areas or routes were discussed by a moderate number of respondents, who argued that certain, less serviced locations should not incur fees for Park and Ride due to the lack of alternative options for residents in those areas. Wairarapa (including Carterton) was the most mentioned area, discussed by around half of these respondents. Wainuiomata was also mentioned by a few respondents. Other areas mentioned in these comments include Kāpiti, Waikanae, Te Horo, Ōtaki, and Woolside and Greytown.

A viable alternative to driving to stations needs to be in place. Any introduction of park and ride charges needs to be done in concert with improving bus services to/from train stations, particularly for Kāpiti and the Wairarapa. There are fewer train stations in these and these are much less well served by buses currently than most of Lower Hutt / Johnsonville / Porirua.

Wainuiomata is classed as a deprived area and a lot of people drive to the park and ride to catch the train. They only do this because there is not a direct bus service into the city.

General negative

16 comments

A moderate number of respondents made broadly negative comments against demand management. These comments include doubts that the service would be implemented well, that the plan is idealistic, as well as general comments against paying for parking. A couple of respondents argued that car parks are a poor use of land.

More revenue collecting with no increase in service quality...

Park and Rides are a poor use of land that could be developed into highly densified housing/commercial areas.

General cost of living

8 comments

Comments regarding an already high cost of living were made by several respondents. These respondents argued that the additional cost for Park and Ride are “unfair”, particularly due to current economic challenges.

If you have to pay for parking , then it becomes more expensive than driving your car and parking. If it is more expensive for a person to take public transport then they will not, especially in this Cost of Living crisis.

People just don't have spare money to pay for this sort of thing, most money these days is spent on the ever increasing cost of living.

if you start charging for parking near the train stations, people may as well just drive into wellington and pay for parking there. please don't kick us while we're down- we're all suffering under this recession and layoffs.

Parents doing school drop off

8 comments

Several respondents discussed parents dropping off their children at schools. Most of these respondents argued that management is needed for parents who do school drop offs who intend to use PT afterwards. However, only a couple of these respondents were in favour of charging for parking, while other respondents disagreed with charging for Park and Ride but called for increased parking management. Alternative suggestions made included increasing parking availability and targeting people who park in Park and Ride but do not use PT.

I feel this would make things more equitable, and make it easier for those who use PT to get a park when they need it - such as caregivers with children in daycare or school, where it can be significantly difficult to get a park later in the morning, especially in the more popular park and rides. I dislike the idea of people using park and rides without using PT, and feel the non-PT cost should reflect commercial rates in the vicinity as a deterrent. But the cost structure should be such that it works out cost neutral for PT users, otherwise it is just another living cost increase and a deterrent for people on the fence about moving to PT.

A few respondents argued that charging for Park and Ride would deter these parents from using PT altogether.

*As above, this is one more cost, and one more reason to not use public transport. Here's a simple use case of which there are many as to why someone who lives close to park and ride might park
- Parent has 2 children to drop off. The morning is already a rush. They get one to daycare, one to school and then have to get on the next train. This person is not going to be able to drive their car home, walk and then catch a train and be at work on time.*

I will drive and never use public transport again if you introduce an unreasonable fee. \$5 would add \$50 a week to our costs as due to daycare my partner and I take separate trains.

Cyclists

5 comments

A small number of comments were made pertaining to cyclists. Respondents argued for better facilities, including secure bike parking and lockers, and bicycle storage on trains. Respondents claimed that these facilities would help to manage demand for Park and Ride, as it encourages cycling instead of driving.

Provision of lockers or secure parking for bicycles and E-bikes would be more effective. Most European stations have large bike parking facilities and often no car parks.

Funds from paid parking can be used to further implement better and more efficient public transport upgrades, and will further encourage mode shift away from the private car. As long as appropriate cycle storage is available on trains, this will further encourage cycling too.

Those with accessibility needs

4 comments

Accessibility needs were discussed by a small number of respondents. Respondents argued that current train services are unfit for people with disabilities, and that changes to Park and Ride could impact the access to PT. A couple of comments were made by the following organisations:

CCS Disability Action:

We recommend that any proposed loss of parking does not reduce the number of accessible car parks, and that Councils are encouraged to increase the stock to cater for New Zealand's older population growth. (65+) is projected to grow significantly over the next decade, with the proportion of the population aged 65+ increasing from 16% in 2020 to 21-26% by 2048

Age Concern:

Any charge to use Park and Ride will make it less accessible for seniors. Many are living on the pension and cannot afford such extra day-to-day costs. If this charge was implemented, we would like to see a set of parks set aside for Gold Card holders in each Park and Ride location (not set aside according to the time of day, as this will just mean some workers change their work patterns so they can use the free parks). These special parks would need to be close to the station itself.

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

User cost questions

8 comments

Questions about user cost and the amount were raised in several comments. These were questions about the amount charged for Park and Ride with respondents highlighting the importance of “equitable” fees and keeping fares down.

The Wellington Branch of Blind Citizens NZ suggested the following:

This certainly could reduce the numbers of cars accessing the car park whose riders are not accessing public transport. However, we don't support an added cost if one is taking the train. Adding more costs will only reduce the numbers of people accessing public transport. We would support an integrated system, using your transport/debit card. If you don't tag on and off then you would be charged for parking. It should be set at a high rate to discourage non travellers from using the park and ride carpark. If a charge is to be introduced, then the costs should be a minimum charge. If passengers have a concession, then this should be also reflected in the charge.

Respondents also argued that any charges should be reflective of the operating costs of parking, or that the parking fees should offset fare increases.

I disagree that park and ride should be charged. It increases the cost of using the public transport will only discourage people from using it. It will also increase people parking on side streets- blocking use for residents. The cost is stated as “modest fee of potentially less than \$5”. What is the rationale for this amount?

If the annual operating cost per park space is \$120, at 250 working days per year the recovery of this is approximately 50 cents a day. You haven't explained what the extra income from paid parking will be used for.

Comments made under this topic were similar to comments made under *Cost concerns, equity implications* (see page 36).

Uncertain or unaffected

65 comments

A substantial number of respondents stated that they were uncertain about demand management for Park and Ride, or did not use or are unaffected by the Park and Ride.

Don't know enough about how the Park and Ride system works

Q8: Waterloo Station development

Summary findings

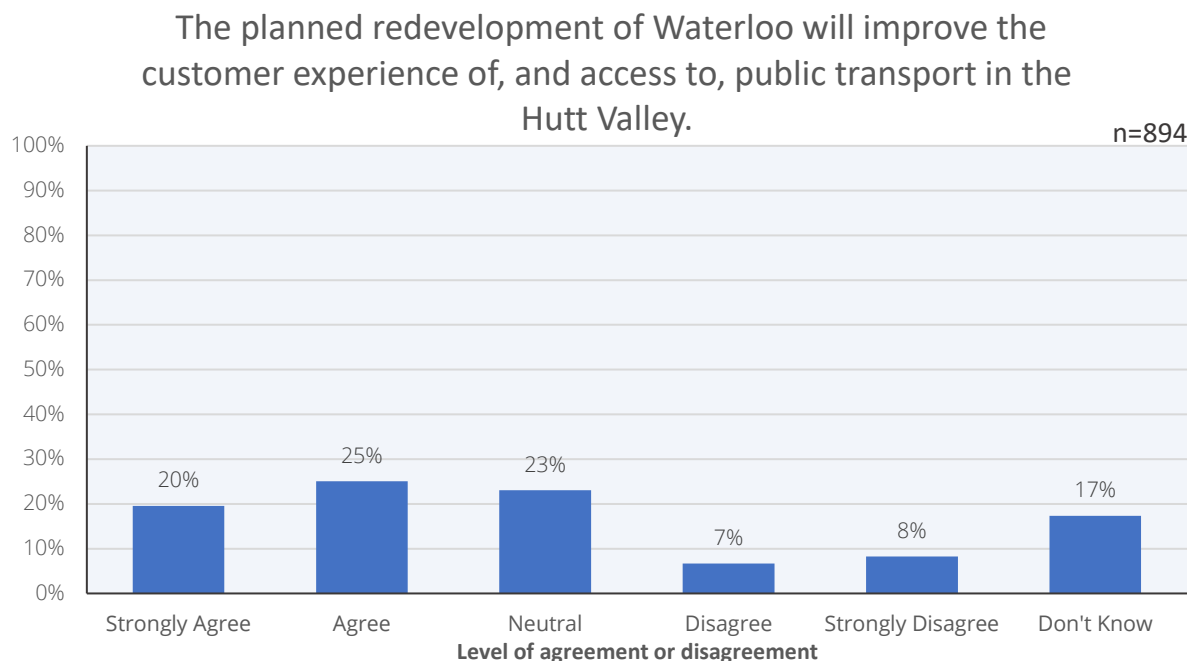
- > There was far more agreement (45%) than disagreement (15%) that redeveloping Waterloo Station would improve use of and access to public transport in the Hutt Valley, however, 40% of respondents were either neutral or not sure.
- > Agreement comments were mostly broad support for improvements to Waterloo Station; respondents want PT to be easier and more pleasant, and for the station to have more appeal (this included creating more 'life' though shops and eateries and having nicer facilities).
- > Disagreement with the development touched on priorities; specifically, that network reliability and efficiency should be the main goal and that the amount spent to achieve a high-specification facility might be better used elsewhere.
- > The high proportion of 'don't know' and neutral responses were primarily from those who do not live in the area/use that station.

Level of agreement or disagreement

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

The planned redevelopment of Waterloo Station into a high-amenity, climate-friendly, integrated transport hub will improve the customer experience of, and access to, public transport in the Hutt Valley.

RESPONSE OPTIONS: Strongly agree, Agree, Neutral, Disagree, Strongly disagree, Don't know



Results

Overall, there was significantly more agreement than disagreement that the planned redevelopment of Waterloo Station into a high-amenity, climate-friendly, integrated transport hub will improve the customer experience of, and access to, public transport in the Hutt Valley.

- > **45% (399) of respondents agreed**
 - 20% (175) strongly agreed
 - 25% (224) agreed
- > **15% (134) of respondents disagreed**
 - 8% (74) strongly disagreed
 - 7% (60) disagreed
- > 23% (206) of respondents neither agreed nor disagreed
- > 17% (155) of respondents didn't know, while a further 4% (37) had no response.

What those who agreed with the statement said

Community support for hub revitalisation

236 comments

There was support from a very large number of respondents for a high-amenity, climate-friendly, integrated transport hub at Waterloo Station. Support ranged from muted statements (e.g., “sounds good”) to effusive support built on arguments that the area is currently unpleasant and that it would greatly benefit (in a variety of ways) from development.

Arguments in favour of a redevelopment included that accompanying housing development, parking building development, and retail development could assist in the transition of this location to an appealing and highly useable area; that redevelopment would encourage PT use; that redevelopment is justified owing to it servicing a large area with a relatively high population; and that the area is overdue for investment and improvement. Transport hubs in general, and particularly in this location, were deemed effective to make travel simpler, more comfortable and more appealing for commuters, casual users and tourists alike.

The moderate number of respondents who were *neutral* on the statement also agreed that an integrated transport hub at Waterloo Station is a good idea, but had concerns about costs (e.g., that fares would increase to pay for it or that it would constitute overinvestment), or that Upper Hutt residents would not see as much benefit. Some support was contingent on services aligning so that wait times are reduced or that safety and security of passengers was assured (e.g., through provision of security, lighting, or other improvements).

Waterloo is a dark and dingy place - everything you say about it is correct, and it needs to be better. I can really see a future with a precinct, some office space, food outlets, and even maybe a parking building (paid by the new chargers).

Have not seen the proposal but an improved station would be a great idea.

Transit-oriented development for all of WLG please. Sod the NIMBYs, make our cities awesome.

Creating modal hubs that encourage non car transport enable people to change how they travel.

Proposed amenity types

50 comments

The use of the term 'high-amenity' and what this would actually translate to was of concern to a substantial number of respondents. Most comments were from those who *agreed* with the statement, these were generally consistent with the several who were *unsure*. Most respondents made specific suggestions for the transport hub itself (see below), and others made statements about possibilities for the broader area including retail and housing development.

I used to live in that area and Waterloo Station was a well designed hub - improving it to make sure it is a well lit, safer environment will only add to the benefits and enhance its use.

In order to improve passenger experience of transport in the Hutt Valley, the development design must first and foremost consider the best possible integration of trains, buses, cycling, pedestrian and self-drive modes, bringing people and trains together efficiently. How well this mode integration works will be what defines the improved experience, rather than the design of the buildings.

The following amenities were suggested: better signage, overbridge, retail/cafe/food options (that are open at peak commuting times), secure cycle parking, ticket operators, shelter, wi-fi, toilets (that are not locked), parking, lockers, lighting, drinking fountains, seating, and attractive aspects such as plants.

Concern for local businesses

2 comments

A couple of comments were made that expressed concern that development of Waterloo could drive business away from existing local retailers.

What those who disagreed with the statement said

Unsupportive

82 comments

Comments made against the redevelopment of Waterloo Station into a high-amenity, climate-friendly, integrated transport hub included: that Waterloo is fine as it is now, that the location is poorly positioned for maximised use, and that the development will be too costly or result in "price hikes". Some argued that it is not the Council's role, and others that the climate friendly aims are unjustified, unworkable, or expensive for no perceivable gains.

The waterloo station is nice as is so instead of expending the budget to redevelop it, why not just spend the money on other stations like adding more sheds so that people would feel more comfortable in harsher weather conditions.

Fears were expressed that the location is not positioned well for easy access to local amenities/users, that a redeveloped site will be/come a haven for crime or antisocial behaviours, and that the proposal seems complicated.

A few respondents referenced other places that would benefit from the development of a hub (e.g., Wairarapa) or cited locations previously touted for redevelopment (Kāpiti, Paraparaumu) that have yet to be completed to the satisfaction of the community.

It's a nice to have, not a must have. People don't spend their day at the station or hub; they're there for a few minutes. Clean, tidy, no worries. Doesn't need to be flash. Paint it.

Why spend extra money on something that is operating quiet good.

Waterloo Station is already a high-amenity, climate-friendly, integrated transport hub.

Invest funds in other things

56 comments

It was stated by a substantial number of respondents that investment ought to be prioritised elsewhere; this was mostly by those who *disagreed* with the statements and to a lesser degree by those who were *neutral* on it. In most cases the priority for spending was towards effective and efficient services over a redeveloped hub.

Additional areas for investment focus included train/rail services, Melling Station or the Queensgate interchange as the hub in the area, improvements to other stations generally and Naenae Station specifically, a Wainuiomata bus route, improvements like shelter and toilets at other stations, “feeder bus services” to rail hubs, cheaper services to the outlying suburbs, and cosmetic improvements only to Waterloo Station (such as “fix the roof, don't remove it”).

This is unnecessary. Focus should be on keeping cost down and creating an accessible and high quality service before doing such an unnecessary expense.

Having extra buses or initiative towards benefiting for more buses or a bus that takes people straight into town would be more beneficial, rather than try and find a way to get more money out of us.

I'm not sure if this is what is needed for this area. No one really goes to this area other than to catch a train, it isn't close to much. I think it would be better to instead invest in improving routes, adding more routes and improving frequency.

Parking change concerns

35 comments

Concerns were raised about changes to parking at Waterloo Station, specifically the removal of or charging for parking.

Weekday parking options were said to be limited as it is, and there were fears expressed that changes would make it more difficult. The sentiment was clear from comments that

any disincentives to PT commuting would result in more people using private vehicles. Comments such as “I would rather have free parks there than shops”, and “why make it harder for people” (by reducing Park and Ride options) were made. While most comments were from those who *disagreed* with the statement, several were from respondents who were *neutral* on it; these respondents stated things like “as long as there is enough parking” and “why don’t you build a car parking building” in their explanations.

Additionally, a few respondents had issue with the rationale for reducing Park and Ride services being based on the idea that 30% of the week it is under-utilised (i.e., the weekend). These respondents stated that improved weekend services would remedy this.

You're basically asking can we get rid of the parking. If you do that then people will not use the trains. Parking is a huge factor.

Reducing parking, and increase of fares to make this happen isn't worth it.

The most important thing is reliable trains that run on time with minimal disruption. This should be the priority. If it is a trade off between upgrading the station and not charging for parking, I choose not charging for parking every time. Most people are commuting for work or school and keen to spend as little time as possible at the train station. It just needs to be functional.

Redevelopment cost questions

26 comments

Costs were questioned by several who *disagreed* with the statement, and by a small number each from those who *agreed* or were *neutral*. Respondents typically either objected to the perceived high cost of a redevelopment or objected to the idea of costs increasing (e.g., fares or Council rates) to pay for redevelopment. The development was characterised as “a waste of money” or costly, this was sometimes mentioned in the context of the current cost of living crisis.

This could be costly and there may be other ways of spending money available for public transport which give a greater return

A lot of money could be spent on this for little gain, especially in addressing peoples needs, which largely relate to trust, reliability and cost.

The redevelopment cost would be extreme and result in another white elephant for the Hutt.

Climate consideration

12 comments

The climate friendly component of the proposal was an issue for several respondents, most of who *disagreed* with the statement and whose comments variously questioned how/what the climate aspect would involve, its cost, or – by a few – the veracity of climate change itself.

The two respondents that commented on the climate-friendly aspect of the redevelopment were in agreement that this is a necessary component.

What is this obsession with climate friendly, when we start hearing the of countries like China and India reducing their climate emissions then New Zealand and start. Use the money to invest in the basics.

Disruptions to users, roads, parking

7 comments

A small number of comments were made related to the disruption that a redevelopment would impose on drivers wanting to access the station and on roads immediately adjacent to and surrounding Waterloo Station.

While mostly from those who *disagreed* with the statements, these comments were across all levels of agreement and disagreement. One characterised the redevelopment as potentially a “nightmare while under construction”, another had concern about “disruption”, and a couple of respondents noted that surrounding areas could become “full of passenger’ parking”.

It will also see an increase in cars being parked on surrounding streets. Park and ride works and should be kept the same with upgrades made to the stations current parking remaining.

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

Don't use Waterloo or don't know

162 comments

A very large number of respondents stated they either *didn't know*, or that they *neither agreed nor disagreed* with the statement. For many of these it was the case that they did not use the station or live in the area. Other explanations for answered given included: not having read the full report; not knowing “if it will change much”; and not knowing enough about the proposal. CCS Disability Action submitted being neutral on the Waterloo redevelopment, with request for further information and consultation with the disability sector. And, the first sentence of the following comment is typical of the majority.

I don't live in the Hutt Valley so I don't have a strong opinion. But I'll note that the lack of a public transport connection between the Hutt Valley and Porirua is a terrible gap in the region's public transport

Doubtful of delivery

16 comments

A moderate number of respondents explained their level of agreement/disagreement with scepticism that the proposed redevelopment would either go ahead as planned or that the proposed outcomes would be achieved. Statements such as “it could make very little difference” and “I'll believe it when I see it” were made alongside criticisms of the “track record” of successful project completion and the following:

I cant see how it will result in better access to it, it's only on stop on thr line.

Not sure whether this will have the desired outcome.

Q10: Permitting travel on buses and trains with pets

Summary findings

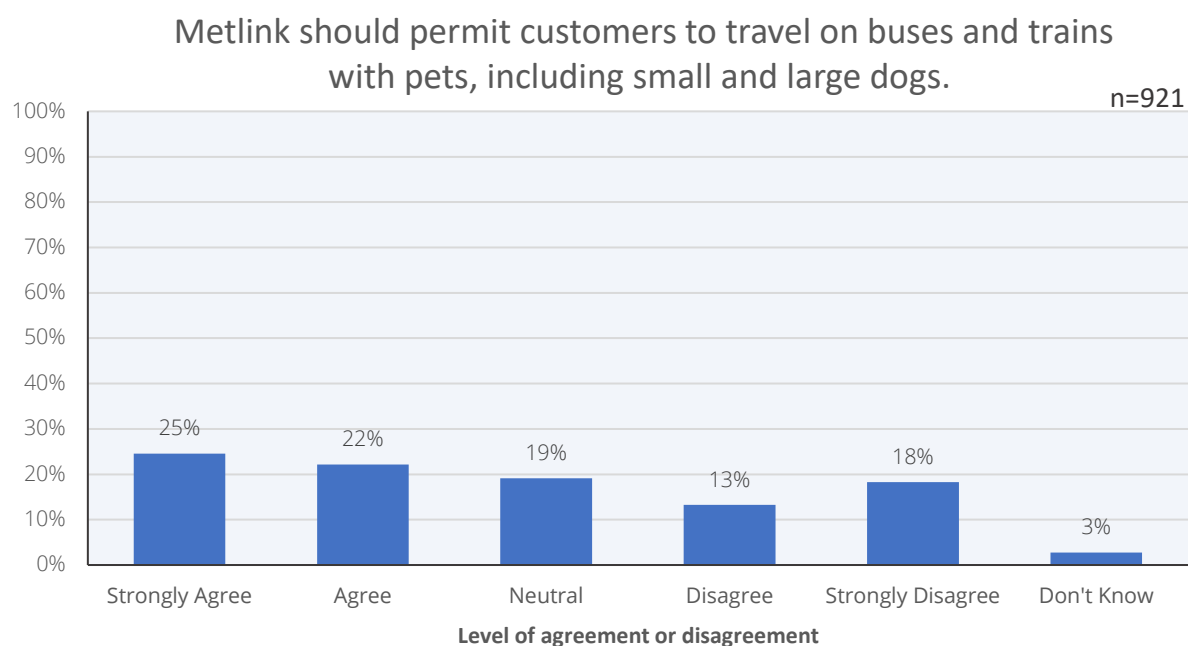
- > More respondents agreed (47%) than disagreed (31%) that Metlink should permit customers to travel on buses and trains with pets.
- > Almost a third of respondents offered general support, or support with provisos.
- > Provisos were largely focused on the experience of passengers who didn't want to be around pets on PT.
- > Those who disagreed mostly made general comments, often reasoning that PT needed to cater to humans first and foremost.
- > Respondents on both sides of the argument frequently discussed incentivising/disincentivising PT, with those who agreed suggesting that being able to take pets on PT would increase patronage, and those who disagreed warning that people would stop taking PT to avoid sharing with pets.
- > Other key concerns were dogs that were aggressive or uncontrolled by owners, allergies, and phobias.

Level of agreement or disagreement

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

Metlink should permit customers to travel on buses and trains with pets, including small and large dogs, (noting that Disability Assist dogs are already welcome on all our services).

Response options: Strongly agree, Agree, Neutral, Disagree, Strongly disagree, Don't know



Results

Overall, there was more agreement than disagreement that Metlink should permit customers to travel on buses and trains with pets, including small and large dogs.

- > **47% (430) of respondents agreed**
 - o 25% (226) strongly agreed
 - o 22% (204) agreed
- > **31% (290) of respondents disagreed**
 - o 18% (168) strongly disagreed
 - o 13% (122) disagreed
- > 19% (176) of respondents neither agreed nor disagreed
- > 3% (25) of respondents didn't know, while a further 1% (10) had no response.

What those who agreed with the statement said

Supportive with caveats

149 comments

A large number of respondents who were supportive of Metlink permitting pets on buses and trains often had certain caveats. A substantial number of these comments were supportive if pets were restrained, contained, or controlled in some way. Comments of this nature were most often non-specific about the type of restraint or containment they wished to see, often stating that they were supportive of pets being permitted "subject to management", or "with safeguards in place". Also frequently discussed was the ability of Metlink staff to manage pet, and owner, behaviour. The following comments are representative:

I agree as long as the animals are under control or secured in some way

As long as animals are appropriately contained or restrained, I don't have a problem with this. (Though it may add a layer of complexity for Metlink staff who gave to police it) Being able to travel by bus or train with a animal will make people less reliant on using private cars, and would be a big help for those who cannot drive.

I'm not a dog owner but have heard people want to be able to take pets on buses etc. I wouldn't mind as long as there was some way to manage any potential problems.

Masterton District Council:

MDC supports initiatives to increase public transport accessibility. However, when considering any changes, the safety and comfort of all public transport users must remain paramount.

We recommend that this proposal be considered alongside councils' responsibilities under the Dog Control Act 1996 to ensure consistency with existing regulations.

Wellington City Council:

WCC agrees in principle that dogs should be allowed on public transport subject to suitable controls to protect public safety.

Just under one third of conditionally supportive comments were supportive if PT users are able to decide whether they share a space with pets; either by way of pet-free areas within buses/train carriages, or by having separate, designated pet-friendly buses/carriages. Respondents justified this caveat with a multitude of reasons, including people having allergies, phobias, or just do not like dogs.

There should be designated dog zones on buses, like at the back, and at the front of trains for dogs.

Agree conditional to the pets being limited to particular areas, some people are afraid of animals (I used to be scared of dogs). Maybe have animal-friendly cabins, similar to smoking cabins overseas

A moderate number of respondents supported dogs being permitted on PT as long as they were on a leash. A few of these comments also suggested muzzling be compulsory, and are discussed under the heading "Dogs need muzzling". While the majority of leash-related comments gave general support with the caveat that dogs be on-leash at all times, one respondent specified that they were in favour of leashes because they found the current crate requirements "impractical".

They should be allowed as long as they are well behaved , on a leash etc. All dogs are beneficial in many spaces. This may also be the only way for people to get their pets to the vet etc.

Dogs are great, but leads are essential.

Several respondents specified support for pets being permitted on PT, provided that they were contained in a bag, carrier, cage, or crate. The comments below are representative:

Only agree if the pet is in a safe enclosure.

It would only work if the pet was in a crate or otherwise confined. Eg if you need to take your cat to the vet I can't see why you couldn't bring it in a carrier on the bus. But I imagine it would be mostly people with dogs, potentially unrestrained and dangerous. The train may be ok as there is more space. The bus no.

Pet size was a condition for several respondents. While most respondents gave a brief statement expressing their approval for small pets only, a small number also voiced concerns about large dogs being "disruptive" or "upsetting" to other passengers.

Small dogs ok. Large dogs could be problem. Suggest a phased intro, starting with dogs no bigger than fox terrier.

To an extent, I agree. Perhaps a size limit given the size of the buses and trains they'll occupy. if school students do not get up to allow handicapped, pregnant or more mature people, then having a big dog in the middle of the thoroughfare or on a seat won't help matters.

General support

148 comments

A large number of respondents offered general support for Metlink permitting customers to travel on buses and trains with pets. Comments of this nature came in relatively even amounts from those who *agreed* and those who *strongly agreed*. These comments varied from simple supportive remarks to more considered explanations of respondents' agreement.

The substantial amount of generally supportive comments were simple expressions of support, such as:

Dogs are great and should be allowed on buses.

I don't have any problem with people taking pets on public transport.

This is a no brainer

Just under one third of respondents who expressed general support reasoned that permitting pets on public transport would improve accessibility for pet owners, particularly in accessing veterinary services and leisure activities. Typical comments included:

It opens up public transport to be more inclusive and accessible, as it currently limits some people to be able to travel via PT due to pet needs.

Not all people have private transport to get pets to and from vets etc or to take with them on holiday

If pets are allowed on public transportation it could lead to less car trips for trips to dog parks etc which currently require car. it could also mean more accessibility to people without cars with pets

A considerable number of generally supportive comments suggested that permitting pets on PT could reduce pet owners' dependence on private vehicles. Respondents also noted the potential for increased PT patronage and revenue as a result of more inclusive, pet-friendly services:

Allowing pets on buses and trains can increase accessibility and convenience for pet owners, making public transport more attractive, and humane. It can reduce the number of private vehicles on the road, promoting environmental benefits. Additionally, it fosters a more inclusive community and can boost public transport usage, leading to higher fare revenue and improved services.

If we want to increase the use of PT in the region we need to be open to allowing people to use PT for fun not just work. Take dogs to the beach, for a walk along the waterfront, the vet etc.

People need to be encouraged to use public transport.

A considerable number of respondents underpinned their support with comparison to cities or regions where pet-friendly PT has been successfully implemented, sometimes paired with mention of an absence of problems, various perceived benefits, or suggested implementation strategies.

Other Countries allow this with no problems. When i lived for a while in UK it was common practice with dogs charged at child fare.

We have spent time in Europe - where dogs are much more integrated into the community, including public transport. It works well.

A small number of respondents illustrated their support by expressing their preference for pets over humans, or suggested that allowing pets would improve human behaviour on public transport.

You allow children who scream and run around on public transport. Dogs are usually better behaved.

Because dogs will help with anti-social behaviour

A small number of supportive comments criticised the inconvenience of current crate requirements to augment their support.

The current method of having to be in a carrier means that its impossible to travel with a dog on public transport. Who is going to go for a walk with a carry cage and then have to carry it after getting off.

Support from dog owners

72 comments

A substantial number of comments were made by respondents who identified themselves as dog owners who were in favour of Metlink permitting pets on buses and trains. While a small number of respondents simply declared their ownership of a dog as their reason for agreeing that pets should be permitted on PT, using statements such as “I have a dog”, the majority asserted that they would increase their PT use should this be implemented. Respondents frequently mentioned being able to take their dog on PT would improve their access to veterinary services, hospitality businesses, and leisure facilities, as well as generally getting from place to place, especially during weekends.

Not owning a car, or a lack of parking in the city were barriers to accessing the aforementioned services discussed by dog owners, with a couple going so far as to suggest that pets being permitted on PT would enable them to be completely car-free. Several comments supporting changes to pets being permitted on PT were made from the perspective that the current crate requirements are “impractical”. A small number of

respondents mentioned that their dogs provided pet-therapy, and that their being allowed on PT would make it easier for them to partake in this. The following comments are representative of the support offered by dog owners:

As a dog owner, this would be something that would make me use public transport more.

I have a dog and a cat. There have been many time where I had no car and the pet needed to visit the vet but I couldn't get there on public transport. We would like to take our dog on the train and buses to attend events and visit people. A well trained dog or a cat in a cage would not pose a risk to other passengers. In other countries this is already happening and it works well.

Dogs are allowed on public transport in almost every other major city — it's proven to be effective. I would love to support metlink, but had to buy a car to take my dog around. Crates are cumbersome and impossible to take for large animals.

I have a large dog who I take to work, as my staff find her presence calming. Getting her home from work is a real struggle without being able to use the bus. Additionally we do pet therapy visits, which I could attend using the bus route my house is on if I could take my dog on the bus. Instead of needing to drive

Dogs need muzzling

32 comments

A considerable number of comments were made which asserted that if pets were to be permitted on PT, dogs should be muzzled. Three quarters of these comments were made by respondents who *agreed* with the prompt statement, with the remaining muzzle comments coming from respondents who *disagreed* or *neither agreed nor disagreed*. While most simply stated that dogs should wear muzzles, respondents who provided justification were focused on preventing harm to other passengers (especially during peak hours when dogs may become stressed) and giving other passengers (especially those with fears or phobias) peace of mind.

Potentially having a requirement for dogs to be muzzled will help those who feel uncertain/afraid of dogs, but good communication and promotion be required to ensure ppl know why dogs are muzzled (ir not because they are dangerously).

Are dogs going to be muzzled on the public transport. Who is responsible if a passenger on the public transport get bitten by a dog, I would say that it would be Greater Wellington Responsibility as they have allowed dogs on the train.

I agree to a point but would suggest there need to be rules in regards to dogs in that they are muzzled (assuming they are too big to fit in a carrier) and leashed. If this rule was to be agreed then if there were no muzzles or leashes, passenger

and dog would be refused passage. This is a safety point for the other passengers.

Pets other than dogs

4 comments

A small number of respondents made comments pertaining to pets other than dogs. One half of these comments, made by respondents who agreed that pets should be permitted on PT, discussed cats. Both were in favour of cats being permitted on PT, with one specifying that they “should be in approved cat carriers”. This was mirrored in a comment from a respondent who *neither agreed nor disagreed* with the prompt statement, saying that “cats, birds and rodents must be contained in a container”. One further comment relating to pets other than dogs was made by a respondent who *disagreed*, asking:

Disability dogs, absolutely yes, others no. I have a pet opossum, will we be allowing these also?

What those who disagreed with the statement said

Generally unsupportive

134 comments

A large number of respondents who *disagreed* with the prompt statement were generally unsupportive of Metlink permitting pets on buses and trains. The most common sentiment held by respondents was that PT is for humans, not animals. Many respondents clarified they were comfortable with service animals, just not personal pets (with varying levels of recognition that this is a status quo opinion). Respondents frequently claimed that the permittance of pets on PT was unnecessary, would deter people from using PT, or that the potential costs would outweigh the benefits. The quotes below are typical of generally unsupportive comments:

Happy with the status quo and do not want to contend with people's pets on my way to & from work

There are too many potential problems.

Service dogs are not pets. They are there for a reason. No issues there. If you have pets perhaps a , car or taxi is better for your need than the public transport.

I own four dogs and do not think other people should be subjected to them despite their good behaviour. Face it. Some people do not like dogs and they should be respected.

Age concern:

While this is a fair and reasonable change to make, we unfortunately do not support it. Dogs in particular can be threatening and could deter seniors from using public transport. They also can cause trip hazards (leads and moving around). We think this presents a health and safety concern for the public, especially seniors.

Blind Citizens NZ Wellington Branch:

Blind Citizens NZ Wellington Branch doesn't support this initiative. Service animals are highly trained dogs, they are costly to train and without these dogs, their owners would not be able to travel. People with service dogs already struggle to access public transport, getting on board and finding a suitable seat etc. pets on buses could also pose safety concerns for service dogs and their owners. Not to mention other passengers.

Bus and Coach Association:

20. We note the existing Metlink Conditions of Carriage allow domestic pets to travel offpeak in a suitable carrier. Our members are comfortable with this arrangement.

21. We have concerns with the general carriage of un-contained dogs, with the exception of disability assist dogs. Not all dogs are well trained and/or socialised, and this may create a risk of conflict and injury. Some people are afraid of dogs and/or have allergies, and some people just don't like dogs. As such, the presence of an un-contained dog may cause discomfort for some passengers. This may create another avenue for conflict and stress that will fall to the driver to manage, and may disincentivise some from using public transport.

22. That said, members tell us the current trial in Auckland has gone well, so if GWRC is set on this pathway, we encourage you to closely mirror the Auckland rollout on a trial basis only. For health and safety reasons, the requirements should be that all dogs must be either muzzled or in a carrier, and supported by a high level of engagement for both workforce and customers.

Transdev:

We do not support having pets on board Metlink vehicles, with the exception of assistance animals. Allowing animals on buses and trains can result in greater cleaning costs, potential for fights between animals on vehicles and driver distraction on buses. It also does not consider that many of the travelling public have allergies or are afraid of animals.

In many other jurisdictions animals are not permitted for these reasons. Alternatively, there is a requirement that they be kept enclosed, but this does not resolve every issue.

Aggressive or uncontrolled by owners

123 comments

Aggressive dogs, or dogs being uncontrolled by their owners were discussed by a large number of respondents who *disagreed* with Metlink permitting pets on PT. The majority placed the blame on dog owners being unable to control their dogs, as opposed to dogs themselves being problematic. Many respondents discussed the inevitability of harm being

caused by dogs being aggressive or uncontrolled by their owners, with particular worry expressed for children. Respondents also voiced concern that there would be unfair expectations placed upon PT staff to deal with aggressive, out of control dogs and owners should problems arise. A moderate number of respondents who supported pets on PT cited non-aggressive behaviour and control as caveats to their support, with various suggestions of how this could be implemented.

A number of people can't be trusted to manage their dogs - these folk will put others at risk.

Dog owners always think their dogs are sweet and lovely and harmless, even when they are terrorizing children and pensioners or knocking cyclists off their bikes. If I thought I might be trapped in a train carriage with an uncaged large dog I would never travel by train again. Are you aware that there are multiple hospitalisations from dog attacks every week across NZ, and more than 10 people seeking medical treatment for dog-related injuries every week?

A lot of people do not have control of their dog as in public, this will be very hard to manage. I'm a dog owner and I run into some really bad behavior from owners, very entitled and not concerned about safety of other people or dogs.

Dogs are vicious killing machines that are usually barely under the control of their owners, they have no place in enclosed public spaces.

Allergy concerns

73 comments

A sizeable number of respondents, most of whom *disagreed* with the prompt statement, cited concerns for people with pet allergies. Most respondents expressed their disagreement by simply raising the issue of people having allergies without elaborating further. Several respondents expressed at least partial support for the permittance of pets alongside their allergy concerns, with a small number suggesting possible solutions, including ventilation and separation of allergic passengers/pets.

Discriminates against people with pet allergies.

A lot of people are allergic to pets - what would the protocol be if someone sat next to you with an animal and you were allergic?

I am allergic to dogs so don't want to have to sit near them. Disability Dogs I am willing to put up with but no more than that.

Lack of space

70 comments

Lack of space on PT was discussed by a substantial number of respondents, who mostly *disagreed* with Metlink permitting pets on buses and trains. More than half of these respondents specifically identified peak hours as unsuitable for pets being on PT due to the lack of space, while just under half suggested there was a general lack of space which would be exacerbated by the addition of pets. Respondents who referred to both a peak hours

specific and general lack of space voiced concern about pets taking up seats meant for passengers and being in the way of passengers navigating the aisle, especially with regard to passengers with accessibility needs. A small number of passengers suggested that pets be permitted on trains but not buses.

There is already not enough space on the current services for the people trying to use them. Adding pets will just worsen the issue.

Maybe during off peak, definitely not at peak times.

Animals take up space that should be reserved for human passengers

Dogs are going to sit on the seats where the passengers need to sit, thus resulting in more people standing while dogs sit with there owners.

Fears or phobias

59 comments

A substantial number of respondents disagreed with pets being permitted on PT on the basis that they, or some people generally, have a fear of animals. Alongside their concerns for people with phobias, respondents tended to mention allergies, hygiene, and dog/owner behaviour. Large dogs were of particular concern to a small number of respondents. The general consensus was that permitting pets would make PT inaccessible or unattractive to those with animal phobias, and that human need for PT should be prioritised over pets.

As someone with a phobia of dogs after an attack, having to share a confined space with a dog that isn't a service animal brings me a sense of dread.

Some people are fearful of animals, it seems unfair to disadvantage them for the sake of those wanting to travel with their pet.

Tricky one this. I have a friend who has an intense fear of dogs. If there was a chance that she would run into a dog on public transport she simply wouldn't take public transport. So I would be against dogs on buses but would be open to the idea of there being dedicated carriages for dogs on trains.

Dogs can be smelly/obnoxious etc.

43 comments

A considerable number of respondents who *disagreed* with Metlink permitting pets on PT justified their lack of support by describing the ways in which dogs could be unhygienic or otherwise offensive PT users. Just under half raised concerns about a general decline in hygiene and cleanliness resulting from the permittance of pets on PT. The same amount of respondents stated they did not want to be subjected to the smell of dogs, with a small number specifying that they found the smell of wet dogs particularly offensive. A small number of respondents felt that shedding of hair/fur/skin would be problematic. Other concerns each raised by less than a few respondents were dogs dribbling/slobbering, fleas, and diseases.

Let's face it, dogs stink. I love them, but they smell like dogs.

I've been on public transport where dogs are allowed and they always seem dirtier - I have a dog but wouldn't want to take her on a train forcing others to have to be in her space.

Animals can be such a darned nuisance and people will put their pets on the seats leaving hair and furry behind plus I find the thought of dirty pet bums anywhere, seats or floors, disgusting. No thanks to that one.

Dog waste concerns

35 comments

Concerns about dog waste, and how it would be dealt with should pets be permitted on PT, were discussed by a considerable number of respondents, the majority of whom *disagreed* with the prompt statement. Respondents mostly made brief remarks expressing their concern about dog waste, the smell of dog waste, and the additional cleaning (and cost) this would require. Several respondents pondered whether dog owners would take responsibility for their dog's waste, with one suggesting that fines be enforced.

What is going to happen if a dog pees or poos on the public transport, are you going to remove that transport for sterilization or is a Passenger going to sit in the pee and poo?

I don't see how this would improve anything. As a dog owner, it's sad how many dog owners don't even pick up after their dogs. I don't want to travel on that train.

Pet fare questions

7 comments

Pet fares were a topic of interest for a small number of respondents, a majority of whom disagreed with pets being permitted on PT. Most respondents made suggestions of how much it should cost to ride with a pet, including a child fare; a full adult fare; and unspecified "extra" or additional charges. A couple of respondents had no preconceived notions but simply asked how much the pet fare would be. One respondent humorously warned against letting cats dodge fares.

Will they be paying for their pet to ride along?

Not something I would look forward to when on public transport. Maybe if they pay full fare for pets yes

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

Undecided, don't know, need more information 46 comments

A considerable number of respondents did not feel strongly about Metlink permitting pets on buses and trains, or were unsure or needed more information. Most respondents who felt this way put forward a brief statement such as "Unsure", "I have no opinion on this", "Don't care", or "Fine either way". Respondents who elaborated on their indecision suggested consulting PT staff; running a trial period; providing more targeted/local data on

demand for pets being permitted on PT; and providing more clarity on criteria of pets that would be permitted on PT.

The Pōneke branch of 350 Aotearoa provided the following comment as part of their submission:

We believe there needs to be more targeted data collection for this question. There is a balance between the increased number of people who will now take public transport versus the reduced number of people who will no longer take public transport due to there being pets onboard. People may have phobias and there are cultural and religious considerations that must be taken into account. On trains, it might be possible to separate pets by having pets only on one of the carriages, however, this is more challenging on a bus. There could be a requirement that dogs are required to have undertaken 'Canine Good Citizen' training (or similar) to be allowed on a train or bus. Another potential option could be to have certain buses (e.g. every second or third bus) that allow pets and some buses that are pet-free (other than disability assist dogs).

And from CCS Disability Action Wellington:

We are neutral on customers to travelling on buses and trains with pets, including small and large dogs, (noting that Disability Assist dogs are already welcome on all our services).

From Generation Zero:

We are unsure. There are many considerations that must be taken into account and we therefore need more local data showing the impacts this would have on public transport usership, experience, and efficiency.

Other miscellaneous

8 comments

Several respondents made unique comments of a nonsensical or inconsequential nature. A couple were broadly critical of GWRC and/or Metlink. A couple did not understand the question, stating that you could already take a dog on the train, or that they had never seen a dog on PT. One said they would be in favour of pets on PT only if bikes were allowed.

Cultural or religious objections

2 comments

A couple respondents raised the issue of potential cultural or religious objections to pets on PT. One was the submission quoted above by the Pōneke branch of 350 Aotearoa, and the other:

I'm concerned about people with dog phobias and religious/cultural needs (e.g. dogs in Islam). But how many more people will now take public transport if they can take their pet?

Q12: Phasing out cash on buses

Summary findings

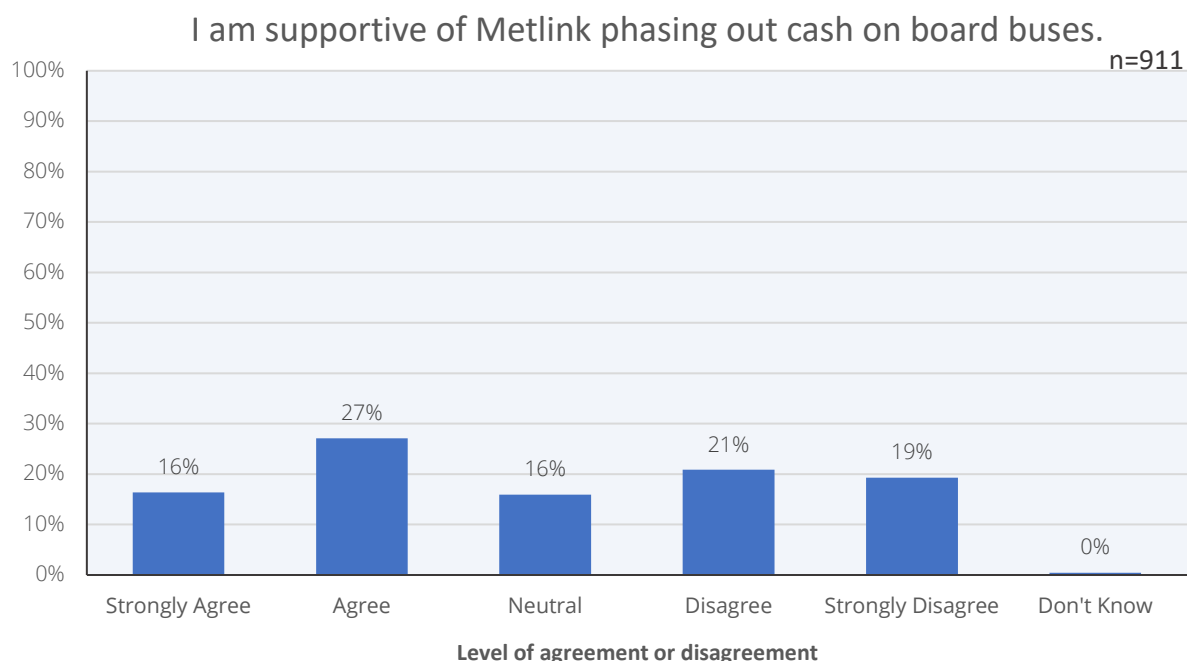
- > Slightly more respondents agreed (43%) than disagreed (40%) with Metlink phasing out cash on board buses.
- > Coordination with integrated ticketing was the most discussed topic, mainly by those who agreed, although the majority seemed unaware of the upcoming implementation of Motu Move/national ticketing solution.
- > Support from a safety and administration perspective was offered by a large number of respondents, with a focus on PT staff safety and speeding up the boarding process.
- > Those who disagreed were most concerned with equity, visitor reliance on cash, and simply wanting cash to remain an option.

Level of agreement or disagreement

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

I am supportive of Metlink phasing out cash on board buses.

Response options: Strongly agree, Agree, Neutral, Disagree, Strongly disagree, Don't know



Results

Overall, respondents were slightly more supportive than unsupportive of Metlink phasing out cash on board buses.

- > **43% (396) of respondents agreed**
 - o 16% (149) strongly agreed

- 27% (247) agreed
- > **40% (366) of respondents disagreed**
 - 19% (176) strongly disagreed
 - 21% (190) disagreed
- > 16% (145) of respondents neither agreed nor disagreed
- > 4 (0%) respondents didn't know, while a further 2% (20) had no response.

What those who agreed with the statement said

Coordination with integrated ticketing

162 comments

A very large number of respondents discussed coordinating the potential phasing out of cash with the introduction of integrated ticketing/Motu Move/availability of Eftpos or contactless payments on board Metlink buses. The majority of respondents who spoke about coordination with integrated ticketing *agreed* or *strongly agreed* that Metlink should phase out cash on buses. A considerable number *disagreed* or *strongly disagreed*, and slightly less than that didn't know or *neither agreed nor disagreed*.

Just over two thirds of respondents suggested making it possible to use Eftpos/contactless payment cards on board buses, but seemed unaware of the impending introduction of Motu Move/the national ticketing solution. Responses were split between statements that the cash phase-out would only work if Eftpos/payWave were available, and suggestions of introducing Eftpos/payWave. Several respondents suggested implementing payment systems used in other cities or regions. A small number who discussed coordination of phasing out cash with introduction of integrated ticketing expressed concerns for people who prefer cash or who don't have cards. The following quotes are typical:

Technology can help in this area. Allow for different forms of digital payment Eg smartphones, credit card/eftpos.

I am concerned that some groups (housing insecure people, etc) might still rely on cash. But I do see how a phase out is useful - provided contactless debit card use is also provided for.

We should be able to use a contactless debit card or phone app to pay for all transport. Automatic discounts and caps should be applied.

Just under one third of respondents who discussed coordination with integrated ticketing seemed aware of or specifically mentioned Motu Move. Respondents were optimistic about Motu Move, with only a few saying they would need to see how successful it was before they felt phasing out cash could be considered. Most respondents simply stated that phasing out cash should be coordinated with the introduction of Motu Move. A couple of respondents acknowledged that while Motu Move would be useful, they were still generally against phasing out cash entirely due to equity concerns. The following quotes are representative:

As someone who is looking forward to the motu move programme, I support this as long as there are ways to support individuals who for various reasons

need or prefer to pay cash while they get used to or sign up for a cashless means of travel.

100% Do it ASAP, ideally no later than timed with the rollout of Motu Move.

The use of cash is now minimal for most people, and there is still risk to drivers and front line staff. The pending introduction of the national ticketing system seems to be an ideal time to phase out cash, free up time of front line staff to other tasks and simplify travel.

Low Carbon Kāpiti:

The decision not to have staff in stations and the lack of ticket dispensers has created barriers to public transport use, particularly for casual users, visitors, or those who require assistance. Any future changes to payment and ticketing should not lead to an even worse situation.

If cash is to be phased out, it should not happen prior to the introduction of Motu Move in Wellington, and all train stations and bus stops MUST have ticket machines so that people can buy them prior to boarding using an electronic card.

It should also be easy for people to get a stored value card. For instance, at the Paraparaumu train station anyone catching an early train will not find a Snapper outlet or ATM close by. It is at least a 10-minute return walk to the nearest machine.

Masterton District Council:

- *MDC recognises the operational challenges posed by cash payments for public transport services.*
- *However, we emphasize that any cash phase-out must be thoroughly communicated to ensure all community members are aware of the changes. Masterton has a high percentage of older residents who often still rely on cash transactions, and we must ensure this demographic is not negatively impacted.*
- *Currently, there are limited Snapper card locations in Masterton. Any transition away from cash payments would need to be supported by a significant increase in these facilities throughout our district. This also needs to be considered in the development of the proposed nationwide ticketing programme.*

Cash free is safer and administratively simpler 136 comments

A large number of respondents supported Metlink phasing out cash on board buses from the perspective of optimising safety and administrative burdens. Improving boarding speeds or reducing risk to staff / improving safety, were each mentioned by just over half of

the respondents. These respondents frequently referred to cash handling as “inefficient”, “slow”, and “time-consuming”, with a common perception that phasing out cash would speed up onboarding and bus services overall.

The substantial amount of respondents who voiced concerns about the risk cash poses to staff were focused largely on safety; but also to an extent on reducing stress for staff, and hygiene. A moderate number of respondents put forward possible solutions for people who may still want to use cash, or raised questions about how these people would be catered for. A moderate number of respondents suggested that phasing out cash on buses would reduce revenue loss and/or operational costs associated with cash handling. A similar number simply stated that cash was “outdated”, “antiquated”, or “a thing of the past”.

Phasing out cash on board buses can improve efficiency and safety. It speeds up boarding times, reducing delays and improving service punctuality. It also lowers administrative costs and reduces the risk of theft or handling errors. Additionally, it encourages the use of contactless payments, which are more convenient for passengers and align with modern payment trends. Overall, it enhances the overall passenger experience and operational efficiency.

Agree on the basis that more places to top up snapper cards are made available that don't have card top up fees or surcharges added. Generally, patrons using cash on buses slows down the bus service & can cause the bus to run late. Also should make it safer for bus drivers not having to deal with cash.

It will remove the delay caused by those paying by cash, where the driver needs to provide change. It may also increase bus driver safety where there is no cash kept on the buses.

Transdev submitted that:

We strongly support removing cash from buses. This will make it a safer environment for our bus drivers, lower the administration costs of cash counting, and under and overs reporting. Cash collection by a third party will also be removed. It has also been removed in Auckland with great success and we must bear in mind that during COVID there was no cash collection on buses, albeit with lower patronage. In many jurisdictions cash has been removed altogether with minimal impact on the travelling public. Passengers have adapted where this option was no longer made available.

It should also be made easier for visitors to purchase travel cards at most stations but particularly airports and main railway stations.

The Bus and Coach Association submitted the following:

24. Cash on board buses is a health and safety concern for the bus industry. Carrying cash makes buses a target for robberies¹ during the covid period.

25. *Fears around cash security and associated personal risk causes stress to drivers.*

26. *Operationally, cash handling also increases dwell times, heightening the likelihood of delaying schedules. It also means that drivers must have a reasonably high degree of numeracy, which can be a barrier to staffing.*

Generally supportive

58 comments

A substantial number of respondents offered general support for Metlink phasing out cash on board buses. Just over one third of these respondents made brief supportive statements, such as “Yes”, “I agree”, or “Makes sense”. Several respondents simply expressed their belief that cash is outdated or “dead”, with the same amount stating that they, or others, didn’t carry cash anymore. A small number of respondents reasoned that cash has been successfully phased out in other cities, regions, or countries. Phasing out cash from trains was suggested by a few respondents. Support conditional on no additional card processing fees was offered by a few respondents. A couple of respondents offered support with the caveat that cash alternatives be well supported first, with kiosks or other infrastructure. One respondent suggested phasing out cash only on peak services. Other claims made by one respondent each included that drivers let cash users on for free anyway; that there was no excuse to board PT without cash; and another that it is not necessary to have cash or Eftpos available at all.

I agree with the reasons given in the plan.

Who has cash these days?

And trains too - conductors asking if people WANT to pay with cash is a joke esp when they don't check snappers. There is no need for conductors.

NZTA | Waka Kotahi submitted the following:

From the consultation questions NZTA supports: - The phasing out of cash on public transport services as this aligns with the fares and pricing policy component of our Development Guidelines on Regional Public Transport Plans.

What those who disagreed with the statement said

Equity concerns

151 comments

Concerns for equity should Metlink phase out cash on board buses were voiced by a very large number of respondents. Around two thirds of respondents who had concerns about equity had *disagreed* with cash being phased out, in the previous prompt question they answered (presented above).

A sizeable number of respondents with equity concerns spoke generally about phasing out cash disadvantaging vulnerable people. Respondents worried that not being able to use cash to access buses would lead to feelings or actual experiences of exclusion for various,

often unspecified, vulnerable groups of people. A moderate number of comments contained criticism of the costs and capabilities required to access Snapper.

Further creating inequities for low income individuals and families.

The small group in society who rely on cash are some of our most vulnerable people and this proposal will lead to a less accessible and equitable network

Wellington City Council submitted the following:

Cashless buses could create a barrier to access public transport for the social and economically disadvantaged members of the community and consideration of this possible impact should be part of any decision making.

The impact of phasing out cash on people who struggle to access banking and electronic payment systems was discussed by a substantial number of respondents concerned with equity. Several respondents acknowledged that phasing out cash would improve efficiency of bus services, but felt that this was not worth the potential consequences to unbanked underbanked people.

It's imposing an access barrier. I don't know, I can see your arguments about it being administratively burdensome but sometimes cash is someone's best/only option.

I understand the reasons in favour's of phasing out cash but I don't know enough about the impact on under-banked people. No one should be prevented from enjoying travel around our region because their life situation is cash-based

A considerable number of respondents reasoned that elderly people use or prefer cash, so it should remain an option on board buses. These respondents mainly used concise statements to communicate this concern, such as the following:

Elderly people use cash.

Many elderly function better with cash. It should always remain an option. It's not equitable to require people to use snapper cards.

A moderate number of respondents had concerns about equity relating to people with less access or ability to use technology. A small number of these respondents also mentioned elderly people, or people experiencing homelessness.

Several respondents suggested that appropriate education and incentivisation could help vulnerable people adapt should cash be phased out. While outreach to vulnerable people was viewed as essential by all of these respondents, a couple felt that this would not solve their equity concerns entirely, or at all.

Motu Move is a great idea, but is also inaccessible for portions of the population. I don't think cash should be phased out entirely unless there's a lot of support put in to help everyone access Motu Move.

I'm happy to see this happen as long as people get the chance to make the change to whatever non-cash method will be used. Especially in areas where customers rely on cash, education and incentive will be important for equity.

Kāpiti Coast District Council:

6.1. While moving to a cashless public transport system offers benefits, it has the potential to have a greater impact in Kāpiti, particularly on our older people, the young, and infrequent users. Transitioning needs to be carefully considered to avoid perverse incentives in discouraging public transport use.

6.2. Phasing out of cash payments needs to reflect the previous approach taken that no one is left behind. Transitioning should be supported by the ability to use debit/credit/eftpos card options, which is more feasible for this user group and also supported by a more extensive network of charging stations and facilities – including electronic out of hours ticketing options.

KCDC opposes a blanket approach to moving to a cashless network without providing for appropriate concessions or means for those to transition.

From the Blind Citizens New Zealand Wellington Branch:

While we understand there is a desire for cashless services, Blind Citizens New Zealand Wellington Branch is concerned about the loss of cash fares on public transport because we know that many disabled people are often lower income earners or on benefits. This means that they are less likely to be able to afford to put money on a transport or debit card as they often don't have the funds to sit on a card, so they are more reliant on cash for purchases.

An alternative to the issue of having a cash box that could be stolen is that passengers are able to purchase tickets via an accessible vending machine or local stores.

If cashless services were to be introduced, then there needs to be a system that doesn't penalise anyone from accessing public transport if they don't have a transit or form of payment card.

Visitors to Wellington rely on cash

134 comments

A large number of respondents were concerned that visitors to the region would be adversely impacted by Metlink phasing out cash on board buses. This topic was discussed by those who both evident across all levels of dis/agreement with the prompt statement:

A substantial number of respondents who discussed non-Wellingtonians needing cash fares noted that Snapper was impractical for visitors to the region. The primary reasons given were that for short term visitors the system was confusing, the outlay was excessive, and acquiring a physical card unnecessary.

Travelers and New Zealanders from other parts of the city do not have snapper cards and it is a lot of money and inconvenient to purchase and manage a transport card for a sole region.

What about tourist that don't under stand the system and would have to get a card just for one trip.

A substantial number of respondents used brief remarks to express their opinions, such as “tourists are often carrying cash”, and “it seems like this would be a pain for tourists”.

A considerable number of respondents suggested providing alternative payment options for non-Wellingtonians should Metlink phase out cash on board buses. Most respondents either alluded to Motu Move or recommended implementing something similar to accommodate those who do not want to purchase a Snapper card. A small number of respondents simply stated that visitors needed to be considered, without offering solutions.

I do worry about tourists and visitors and making using buses as frictionless as possible. If they could use a debit/credut card to pay on the spot then that would be great.

Not everyone wants to have to have a card (eg tourists). Unsure why the system has to be Snapper and couldn't let people pay wave.

Still want option

116 comments

A large number of respondents expressed that they still want the option to pay with cash, for a number of reasons. A considerable number of respondents worried that in the situation someone had lost or forgotten their Snapper card, forgotten to top up, or were otherwise having an emergency and needed to board a bus, they would be unable to and would be “stuck”.

I think some kind of alternative payment should still be available for when people lose or forget their snapper.

When the snapper is low, it's easier to have an emergency \$5-10 in the wallet (but fares have been \$5 cash for a while).

Infrequent users of buses were discussed by a considerable number of respondents who wanted cash as an option. These respondents asserted that infrequent users should not be expected to purchase a Snapper card, be expected to understand the Snapper system, or be otherwise disadvantaged by the phasing out of cash. Several respondents specifically mentioned that children are often casual bus users, given cash by their parents. A couple respondents were more open to cash being phased out, should Eftpos/ payWave be available for infrequent users. Ticket booths at stations, and an exact change only policy on board buses, were each suggested by one respondent.

This could disadvantage infrequent users if there isn't a non snapper payment method.

A moderate number of respondents expressed that they wanted cash to remain an option, but did not provide a reason. A similar sentiment put forward by several respondents was that some people still carry cash or prefer to use it over electronic alternatives stating things like “It’s always good to have options” or that “people still use cash today”.

Several respondents warned that digital payment is unreliable, and cash should remain an option in case of technical difficulties or natural disasters.

Lots of people still use cash and when networks go down as they do regularly everyone is screwed with no back up plan for public transport. ridiculous idea.

Legal tender, currency, and obligation to accept 55 comments

A substantial number of respondents disagreed with Metlink phasing out cash on board buses on the basis that cash is legal tender and there is an obligation to accept it as currency. Several of these respondents suggested that not accepting legal tender was an equity issue. Respondents with this viewpoint used brief statements to communicate this.

Cash should always be an option. It's literally currency.

This is a human rights issue. Legal tender must be accepted in all tax funded public services.

Cash is legal tender. Everywhere that requires payment should legally accept cash.

Snapper

41 comments

Various complaints about Snapper were made by a considerable number of respondents. These ranged from minor complaints about topping up being difficult, expensive, or inconvenient to more comprehensive complaints detailing multiple grievances with the Snapper system. A lack of kiosks or maintenance to kiosks was frequently mentioned, as was frustration with service fees, and app issues. A couple of respondents made positive remarks about Snapper.

Snapper has so many technical snags plz address these first.

Snapper is great - when it works.

The Snapper system GW uses is terrible and very outdated in comparison to other solutions available. Before going cashless, GW really needs to have a rethink of the Snapper system - replace it or at the very least, make sure it works properly.

Other unsupportive

39 comments

A general lack of support for Metlink phasing out cash on board buses was expressed by a considerable number of respondents. The majority simply made a brief statement voicing their lack of support for cash being phased out, such as “preferably not”, and “poor idea”.

Several respondents made more substantial negative comments about phasing cash out, with a common sentiment being that either technology, the public, or society as a whole wasn't ready to be cashless. A small number of respondents made specific suggestions, including that fares should be free; certain routes should allow cash fares; that people would dodge fares by not tagging on and off; and that people in a hurry do not have time to wait at counters.

Wellington City Council opposed the phasing out of cash on buses, stating the following:

Page 54, P13, policy e, action i, states: 'Provide an array of payment methods that suit different passenger needs'. WCC suggests that this action is inconsistent with the policies to move to cashless and suggests this matter be given further consideration.

Lack of support from cash users **10 comments**

Several respondents who disagreed with Metlink phasing out cash on board buses identified themselves as cash users. While most respondents did not elaborate further after stating that they were a cash user, some made further comments about not trusting banks or digital currency or just preferring using cash.

Cash must be retained. I only use cash.

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

Don't know, unaffected, no comment **17 comments**

A moderate number of respondents did not know whether they agreed with Metlink phasing out cash, were neutral, or stated that this initiative would not affect them.

Q14: General feedback on the plan

Respondents were asked: *Do you have any general feedback on the plan you would like to share?*

Summary findings

- > General feedback typically reflected commentary that respondents had already offered in response to the prompt statements. Respondents rarely commented directly on the Draft Plan itself, rather they expressed their desires for what a PT network would look like. The following three main aspects were desired:
 - cheap, reasonable fares: regular users and sporadic users alike wanted fares to be cheap or made simple statements that fares should not increase.
 - reliability: respondents wanted to be able to trust services and be able to rely on PT as a feasible alternative to car use.
 - extending the network to better service more areas.
- > In slightly smaller but still considerable numbers, respondents commented that the right balance must be struck between the costs of implementing PT and the purported benefits that are returned.
- > A similar number objected to charging for Park and Ride services in general comments.
- > All other topics received smaller numbers of comments, and touched on the following topics: payment methods, multimodal travel options, criticisms of the Draft RPTP, cycling, parking and the allocation of road space.
- > A moderate number of comments that were generally positive about the Plan were made alongside a similar number that were generally negative.

What the community said

User cost and affordability

132 comments

The cost of using PT was a topic of discussion for a large number of respondents; general feedback that touched on this topic most often reiterated previous points that fare increases are opposed, and that they will result in fewer people using PT/more people using private vehicles. Succinct statements that “fares need to be cheaper” and “PT is way too expensive” were made alongside more descriptive pleas for cheaper or more accessible PT.

Respondents consistently argued that the cost of PT remains a barrier to its use and that addressing this aspect could contribute to increased uptake in future. Low Carbon Kāpiti submitted that “fare increases should be kept to an absolute minimum”.

I think the ticket prices are too high for the full week. They should be cheaper so more people are willing to use it.

Fares need to be cheaper or capped, there's zero motivation for more people to use public transit if it's more expensive for two people to get a bus than to drive and park in the city.

I note there is nothing in this consultation about fare increases, which is a central theme in news stories about this process and public transport in the Wellington region. Recent fare increases have already pushed public transport close to the cost of private transport. Fare increases, particularly if you implement paid park and ride facilities, will negate the absence of parking costs in public transport and likely move a lot of people to the road.

Reliability, efficiency, frequency

90 comments

Central to a sizeable number of comments giving general feedback was the need for PT services to be reliable and efficient, which for most people meant frequent, fast, easy, and on-time. Respondents repeatedly made statements around services needing to be reliable for people to use them and often made comparisons to private car use along the lines that where PT is *not* reliable/efficient, people will use simply their cars.

While some called for increased frequency, connectivity, or services on particular routes (e.g., the 29, 39, 83, 281, Hutt Valley, Brooklyn, Wairarapa) others made simple appeals for better, good, or better-used PT.

Please fix the issues of delays, capacity and affordability first.

Public transport needs to be more frequent, cover longer periods of the week & day, and be convenient for users. This plan doesn't go anywhere near that goal.

Having a reliable, efficient service would get more people on your side this would mean that more people would use your transport and therefore would generate more revenue for you to do the project that you want to do.

I just dream of an efficient, reliable, accessible and affordable public transport network.

Users outside city centre, under-served areas

87 comments

A sizeable number of respondents commented that there appeared to be a lack of consideration for users outside of the city centre, or that under-served areas receive less attention in the Draft RPTP. Respondents either requested that presently under-served areas be better served by PT or criticised a perceived focus on the city centre as opposed to other areas.

A substantial number of respondents suggested areas that could benefit from better PT connections without specifying the exact route. Areas mentioned were Ōtaki, Upper and Lower Hutt, Tawa, Wairarapa, Ōwhiro bay, Kāpiti, Masterton, Petone, Paraparaumu, Porirua, Wainuiomata, Stokes Valley, Levin, Eastbourne, and Palmerston North.

Amend the current distribution system for bus services to one that more accurately reflects the population and demand of the suburbs served. This should be done with the ultimate goal of making a network in Wellington City where the relationship between population and the number of services a suburb receives is directly proportional among comparable suburbs.

A commuter bus to the city from Wainuiomata would be amazing, there are quite a lot of professional living here. Also a bus to Petone! Lots of people go there for leisure and it's frustrating that to get public transport there you have to take at least two buses or a bus/train when by car it's only 10 minutes maximum.

When you make your plans, please use common sense and think of people who do not live in the City center. e.g. Tawa, Upper Hutt.

Implementation costs, use of rates or taxes **40 comments**

A considerable number of respondents made comments about finding the right balance between costs and the purported benefits of PT initiatives. Most of these urged that rates increases not result while a minority suggested that the time is now to make such changes and that costs will be incurred either way.

A few commentators noted that piecemeal investment may not enable the proposals to be realised to their full potential, and thus, that significant investment should occur, but most feared that increased costs would impact them personally and objected to this. Various degrees of intensity were evident in comments, for example, some simply queried "who is going to pay for all this" while others reported that "PT will always be a good use of my rates bill".

Wellington City Council submitted that, based on the just 25% of funding coming from fares:

... that the policy is more explicit about what proportional targets or target ranges are sought for the desired balance.

It was important to some that costs be kept to a minimum where possible, though the means by which this could occur differed from respondent to respondent. For one person it meant holding consultants to task for actions carried out on their recommendations, while for another it meant adopting a 'no frills' approach. Current high costs of living were the fore of many comments on this topic.

I have overall concerns regarding the increase to the already expensive fares and rates, given both of these make up 60% of Metlink's funding. Personally, as someone living in a suburb largely unaffected by the proposals included, I find a further increase in both my fares and rates to be unjustifiable.

Don't overcommit on yhe spend please. Efficiencies are good though.

Nothing on this survey seems to consider whether the cost outweighs benefits, and/or whether the cost can be borne by people who are struggling to live. We don't want a Wellington Water situation where they just get given more and more money because they say they need it. What's a lower cost option for Waterloo? I'll bet there is one.

Park and Ride

39 comments

The idea that Park and Ride services would incur charges was objected to by a considerable number of respondents. Not only was Park and Ride charging viewed as an imposition on PT users, it was deemed as likely to reduce PT patronage and therefore contribute to congestion as more people elect to drive themselves. Some made impassioned pleas for Park and Ride to be financially accessible; free parking at Park and Ride services was viewed as an integral part of encouraging PT use.

Making it more difficult to use public transport, like paying for parking and continuing fare increases, will just push me to using my car.

DO NOT CHARGE FOR PARK N RIDE. That is far more important than creating experientially sumptuous transport hubs.

We know the cost of taking public transport is going up. Our wallets are so damn stressed. Please don't add to that by charging for park and ride. We live in a city plagued by foul weather for a good few months of the year and a cross section of society whos mornings look very different. If you can allow people the convenience of parking at a public transport hub for free, you're far less likely to put more cars on the road.

Payment methods

31 comments

Payment methods were raised by a considerable number of respondents in general comments; while contactless payments were appreciated as quick and efficient, some respondents stated that cash is still preferred by many.

A few respondents wanted to see payWave become available on buses and trains, deeming this a simple process. Integrated ticketing was called for as a prerequisite for a functional PT network, and Motu Move was noted in the context that its rollout needs to be smooth so as to not disrupt PT users. One suggestion was for free travel in the period of transferral from Snapper to Motu Move tag machines.

A range of suggestions for Snapper improvements included:

- More machines at stations,
- Streamlining fares/charges so that there is less discrepancy between single, return, or 30-day pre-pay fares,
- Consideration for short-term visitors to Wellington who do not want to pay a \$10 outlay (one suggestion was that multiple people be able to tag on with one card),
- Introducing a monthly bus/train/Metlink pass (as is purportedly the case in Europe),
- Removal of credit card surcharge on app top-ups.

Gold Card concessions featured in a number of queries about how this system would interact with Community Services Card concessions and Motu Move rollout. Current frustrations with payment inconsistencies and projected frustrations about how new systems might work were said to potentially be factors that push people back in their cars.

If a person has a Gold Card which includes a Community Service Card AND has to travel at peak times is he/she eligible for the 50% Concession and, if so, how do they prove it to the Bus/train staff??

Public transport needs to be better integrated (i.e. one journey fare, regardless of modes of transport). Making public transport more accessible and efficient only goes so far - the biggest barrier to using public transport at the moment is cost.

Poor people can't afford to top up on occasion they do it daily/weekly so unless you can top up a card at most stops it means people have to walk distances.

Don't see any reason we even need a snapper card when the technology for visa and Mastercard Paywave already exists and most have it.

Multimodal travel, other MRT options

26 comments

Statements were frequently made that buses, trains, and other forms of transportation need to align and integrate for the convenience of the user.

This meant timed connections and making access to stations easy (e.g., car and cycle parking). Most often respondents on this topic suggested or discussed the benefits of introducing multiple public or mass transportation options. These included ferry, light rail (e.g., a CBD loop with possible airport extension), cable car, tram, on-demand transport, and shuttle/mini-buses.

Services need to be better aligned with each other (i.e. bus times with train times) - there currently feels like a disconnect.

Please integrate better multimodal options ie. cycles and other access on buses and trains.

Improving the bus to station connections (both Pomare and Taita) timed to match train arrivals and departures would be really useful and hopefully increase public transport use to the city and the Park and Ride at both stations won't get so full so early.

Issues with current Draft Plan

24 comments

A moderate number of respondents suggested the Draft Plan was lacking in some way, or that they were not convinced it would achieve the expected outcomes. The following quotes are representative of many on this topic.

Need to see how the implementation and sustainable change will be made. Lots of ideas and promises but nothing lines up and there is a deep lack of trust that it will be successful.

In general, very poorly planned. There are so many existing and proven great network around the globe for us to follow, it's insanity for us to not apply

anything great and applicable to us, while trying ideas that will not work, nor make sense.

Cycling

24 comments

A moderate number of respondents discussed cycling with most viewing it a priority to allow bikes on buses/trains, this was particularly relevant in the event that buses replace train services and leave cyclists stranded. A few submitters raised safety concerns from non-protected cycleways, or other factors that dissuade use of cycling as a transport mode such as, the need for bike storage at stations. 350 Aotearoa submitted their support for "increasing the capacity of bikes on trains", and an individual respondent stated:

Current inability to carry bikes reduces my freedom to cycle as it's not available as a recovery option for either a bike issue or injury (or wind!). Accessible integration of bikes and scooters onto buses and trains, and proximity to accessing the public transport system across the suburbs, frees up longer and more active transport.

General negative

22 comments

A moderate number of respondents made generally negative comments, broadly criticising the plan, GWRC, Metlink, or Wellington. Comments such as "it's rubbish" came alongside the following.

I think you have written a lot of words but provide a very poor service and will continue to do so.

General support for plan, positive feedback

21 comments

General support for the plan and other positive feedback was provided by a moderate number of respondents. Comments of this nature varied between compliments on the document itself, to positive feedback on the content of the plan and public transport in general.

Good public document, very comprehensive.

Sensible priorities, within a difficult economic environment, to support better use of public transport.

Thank you for the opportunity to comment on the GWR Transport plans. I agree with the objectives you are seeking to achieve, and I agree wholeheartedly in the benefits of public transport.

Road space prioritisation and parking

21 comments

A moderate number of comments were made that objected to the removal of car parking and/or the reprioritisation of road space away from cars. Arguments against these were mainly around ease of "getting to work" and the impact on businesses.

Please don't remove parking, it's hard enough to get to work as it is.

Quit attacking motorists and cars, they are convenient and relatively affordable, busses and trains have their place should not attempt to replace private vehicles.

A small number of these comments however were in support of reprioritisation of road space so that PT and people are put before private vehicles. These respondents expressed a desire for a city with less parking (in favour of, for example, active and public transport infrastructure or upzoned housing).

Climate and decarbonisation

17 comments

Opinion was mixed on this topic, with more support for than opposition to decarbonisation. 350 Aotearoa submitted support for electrification of the PT network, as did several others who stated things like “diesel buses off the road” or who made arguments that the climate emergency warrants such action. However, a few respondents made simple statements against this, such as “stop buying EV buses” and “I don’t agree with decarbonisation” (deeming regular and reliable services the priority).

Public transport is a major part of becoming climate natural/positive and should be a priority.

This plan is a solid foundation but lacks the urgency, boldness, and equity focus needed for the climate decade ahead. Fares must be reduced, not raised.

Regional connections outside of the CBD must improve. Public transport should be considered an essential service, not a revenue generator. This is a once-in-a-decade opportunity—let’s not play small.

Equity

15 comments

A moderate number of responses were made referencing equity or equitable access as a concept and often this was approached from differing angles. For one person, access to services was said to best achieved by ‘user pays’ while another felt that access and concessions ought not be related to ethnicity in any way, however, for most, equitable access meant better services that include all potential users.

Suggestions included: finding out what the “real” use patterns are so that services can target these, Te Ao Māori and mana whenua representation at many levels of planning and implementation (from place naming to advisory groups) and ways for marginalised groups to gain easier access to PT (such as limiting fare increases for those on low incomes, retaining cash fares for older people or those not digitally capable).

Same as with parking fees - any fare increase will disproportionately affect low income passengers who have no other options. Please keep public transport accessible to all!

Also please consider how a public transport plan impacts housing. Wellington has a housing crisis. It's possibly the most serious crisis directly impacting our wider community in the immediate term. A bad transport system, especially for those who live further away, is a punishment for those who can't afford to live in the city - and also stifles the growth of our regions.

Pets

14 comments

Several respondents urged that pets be allowed on PT, variously arguing that their small or large (or muzzled) dog be allowed on buses or trains. Some wanted all hours access and others off-peak travel. Comments included “let dogs on buses”, “please allow dogs on buses”, while the small number that did not support this stated that animals may negatively impact on other passengers’ journeys (e.g., due to their smell, dropping hair, or by talking up space).

Public transport staff

14 comments

Staffing was discussed mostly in the context that it is difficult to attract and retain staff. Increased staffing areas called for included: security, to stop fare-dodgers, and to increase reliability of service. Additionally, the following points were made in support of attracting and retaining good staff: pay drivers well/better, ensure high quality staff training, and offer better conditions to drivers (suggestions included free Metlink travel for employees, more family-friendly shifts, and investment in staff wellbeing).

While it's encouraging that the bus driver shortage has been stabilised, this must not be treated as a one-off crisis. Sustainable transport requires sustainable labour practices.

Enforcement

8 comments

Several comments were made against fare dodgers with respondents generally conveying an unwillingness to accept that some pay while others flout this rule. On this point, enforcement was supported, although, manual checking of ticketing on trains was said to be ineffective with passengers simply not volunteering their ticket for inspection.

Broadly speaking, respondents on whose comments were from the general feedback section wanted see PT services appropriately paid for by all.

Waterloo

8 comments

Waterloo Station was mentioned in several general feedback comments, a topic, like others, that respondents had been asked to provide specific feedback on earlier in the survey. General feedback was mixed, with general feedback including both agreement with the proposed redevelopment and opposition to it; few novel arguments were brought up that are not already covered above.

Addition of a commercial dimension at Waterloo was supported and opposed- while one respondent called for a supermarket, others noted the risks that are inherent in offering commercial leases in a transport hub. Simple calls were made to “get that Waterloo station done ASAP”, and conversely not to, e.g., “just plan for public transport needs”.

Note that transport hubs can fail as retail areas, the Devonport Wharf in Auckland is a prime example. Commuters are focussed on the journey and arriving just in time, not shopping.

Lastly, a respondent cautioned that safety must be addressed (e.g., having a safe place to wait), and that paring must not be compromised in the redevelopment.

No comment

38 comments

A considerable number of respondents gave brief statements expressing that they did not wish to comment further. The majority simply said “No”, or “N/A”.

Appendices

Appendix 1- Specific bus routes, stops, assets, and infrastructure needing improvement

Respondents were asked: *Do you have any general feedback on the plan you would like to share?*

Specific routes and stops

63 comments

When responding to the above questions, a substantial number of respondents commented on specific routes within the network that they wanted to see improved. These are outlined below.

More or better services were called for in the following areas/routes

Route 1	<ul style="list-style-type: none">- Is too long and should be halved: Karori to Courtenay, Island Bay to Railway, Miramar to Railway. Currently buses are impacted by peak at both ends of the route.
Route 2	<ul style="list-style-type: none">- Is too long and should be halved: Karori to Courtenay, Island Bay to Railway, Miramar to Railway. Currently buses are impacted by peak at both ends of the route.- Return to as it was, including reinstatement of other routes lost when it was consolidated
Route 29	<ul style="list-style-type: none">- Too frequently cancelled- 20-minute services required- Too often runs late- More services required- Promote tourist appeal of this route
Route 30	<ul style="list-style-type: none">- Too frequently cancelled
Route 35	<ul style="list-style-type: none">- Earlier and later services required
Route 39	<ul style="list-style-type: none">- More frequent services, services on weekends
Route 80	<ul style="list-style-type: none">- Reinstate this service
Route 81	<ul style="list-style-type: none">- Reinstated weekend services- Reinstated weekend services

Route 83	<ul style="list-style-type: none"> - Convert to 'spine route' as is too crowded at present - Transfers do not connect, this creates anxiety and frustration about using PT
Route 85X	<ul style="list-style-type: none"> - Reinstate this service - Return this service - Restore this service
Route 120	<ul style="list-style-type: none"> - Should begin at Bunny Street Queensgate (instead of Cash Converters) - Better train connections required
Route 121	<ul style="list-style-type: none"> - Better train connections required
Route 130	<ul style="list-style-type: none"> - Enhance this route to account for changing demographics
Route 160	<ul style="list-style-type: none"> - More early and late services required
Route 170	<ul style="list-style-type: none"> - Transfers do not connect, this creates anxiety and frustration about using PT
Tawa service	<ul style="list-style-type: none"> - Should be every 30 minutes
Te Aro	<ul style="list-style-type: none"> - Better services required
Karori-Hospital	<ul style="list-style-type: none"> - More frequent services required
Kāpiti-Hutt Valley	<ul style="list-style-type: none"> - More direct travel options required
Ōwhiro Bay	<ul style="list-style-type: none"> - Route to city via Brooklyn wanted, and more consistent services - Ōwhiro & Island Bays to Kilbirnie & Miramar circular route proposed - More regular services, more express evening services
Stokes Valley	<ul style="list-style-type: none"> - Direct service to Pōmare Station and/or Silverstream Station
Porirua	<ul style="list-style-type: none"> - Direct services required
Porirua- Hutt Valley	<ul style="list-style-type: none"> - Direct services required - Direct services required
Kapiti-city	<ul style="list-style-type: none"> - Better connectivity required
Haitaitai- Newtown	<ul style="list-style-type: none"> - Direct services required
Hutt Valley-city	<ul style="list-style-type: none"> - Better connectivity required

Hutt Valley- Tawa/Johnsonville	- Direct services required
Lower Hutt	<ul style="list-style-type: none"> - Cheaper to drive to Sky Stadium than pay for 4 fares - Buses should run on a 10-minute schedule - A single Hutt Urban Fare Zone
Trenthammore	- Need more services given residential development there
Kelson	- Needs late night buses
Wainuiomata	<ul style="list-style-type: none"> - New bus route to Courtenay Place - Reinstate direct service to CBD - Wellington Railway station (via Seaview, Petone) service - Eastbourne summertime bus schedule - Bus stop closer to respondents home (top of Wise St) - Direct service to Hutt Hospital - Direct to airport
Wallaceville	- Need more services given residential development there
Johnsonville	<ul style="list-style-type: none"> - Direct services to Porirua basin - All day, 15-minute service to/from Newlands that does not detour via Woodridge
Johnsonville line	<ul style="list-style-type: none"> - Double tracking required (for resilience to natural disaster) - Increase frequency to 15 minutes
General services	<ul style="list-style-type: none"> - Earlier and later services required - Keep school students off 'regular' services - Greater frequency will be appealing for passengers - Fare transfers between modes - Better connectivity between services required
Airport bus	<ul style="list-style-type: none"> - Should go to Platform 9 so that passengers don't have to lug suitcases through the station. - Going to Wellington Station was a bad idea that has resulted in fewer people using it - Should go to Upper/Lower Hutt
City to Eastern Suburbs	- More frequent services
Woodridge and Newlands - Tawa and Porirua	- New bus routes required

Petone-Lower Hutt	<ul style="list-style-type: none"> - New bus routes required
Infrastructure and integration	<ul style="list-style-type: none"> - Bus tunnel Mt Victoria required to meet demand - Do not remove bus stops at Courtenay Place - Do not remove bus stop at St James Theatre - Green light phasing Golden Mile - Ferry/bus integration of timetables needed - Stop fare dodgers - Too many bus stops; cull ever second one along Park Road (Miramar) - Southbound buses currently impeded by backed up traffic heading to Hutt Valley, reconfigure eastbound exit Ngauranga Gorge to a two-lane exit to combat - Reconfigure all in-line bus stops (where buses stop in the middle of traffic lanes, blocking all traffic in that direction) so that stopped buses are out of the way of other traffic travelling in that same direction;
Rail	<ul style="list-style-type: none"> - Expansion of the network - CBD- airport - To Levin - To Levin - Extend Melling Line - More regular services to the Hutt evenings and weekends - Extend the Melling line to the bottom of Kelson (or beyond) - Melling line needs to run later, and ad weekends, holidays - To /from Wairarapa more frequent services - Train station near ferry terminal - Train station north end of Porirua CBD - Double track all rail corridors - Stations at Whareroa/Mackays/QEP on the KPL - Extend rail services underground south of Wellington Station - Extend the KPL line Otaki or even Levin - Wairarapa Line has too many bus replacement services - Light rail Wellington Station to Karori, Island Bay, and Miramar/The Airport, potentially also to Johnsonville - Completion of Woburn Station upgrade
The following services were praised	
Route 1	<ul style="list-style-type: none"> - Good frequency
Route 14	<ul style="list-style-type: none"> - Promote tourist appeal of this route - This 'stunning' route should be publicised

Route 20	<ul style="list-style-type: none"> - Promote tourist appeal of this route - This 'stunning' route should be publicised
Route 24	<ul style="list-style-type: none"> - Promote tourist appeal of this route
Airport service	<ul style="list-style-type: none"> - Good - AX bus is good, integrated high frequency ferry/shuttle bus or light rail with 2-3 stops would be even better
Wainuiomata	<ul style="list-style-type: none"> - Drivers wait for connecting service on buses 160 and 170, which is much appreciated

Maintenance and bus replacements

21 comments

Maintenance of fleets was raised in a moderate number of comments with respondents typically relaying the idea that a well-maintained fleet will more attract more usage and promote a lower-stress journey.

The reliability of services was deemed a vital aspect of sustained usership, and this point was raised in the context of replacement services being less than ideal, and resulting in overcrowded bus journey which can put commuters off. Bus replacements were criticised with little explanation other than to state that this was not what users wanted.

On-time, reliable services were sought, and this was viewed as the way to achieve uptake in users. Track maintenance was raised in a few comments as lacking.

Coordinate with local Councils and WellingtonNZ so that public transport is operating properly for events. When the stadium has events on you must ensure trains are operating and not busses replacing trains.

You want people to commute, correct? Then you MUST make the prices more realistic, and ensure all the maintenance keeps the services running correctly and to time.

RTI, signage, announcements

20 comments

Improvements were called for in regards to real time information so that it is instated in as many places as is practicable, and that it is easy to read and understand. Similarly, announcement were said to sometimes be difficult to hear, and this was said to cause stress for commuters and PT users. Aspects considered the basics of PT like timetables, signage, and up-to-date information were said to be crucial parts of a well-functioning PT system and to greatly assist with commuter planning.

Sometime's bus stops don't have timetables so you waste time.

The basics need to be done right first, before expanding the system. Signal outages are horribly stressful and technology needs investment.

I suggest that the train's announcement are lacking information and needed to be improved for disabled passengers as well.

PT user experience (safety and comfort)

15 comments

The user experience was referenced in a moderate number of comments, most often in the context of offering PT users comfort at waiting points, like bus stops (e.g., sheltered, well-lit, amenities, shops nearby for small purchases), and on board (e.g., air conditioning, promoting better passenger behaviour).

I feel the air conditioning on the buses is highly inadequate. It is always hot on the bus when the weather is warm and actually quite often cold when it's cold. It would be good if this could be looked into.

Accessibility improvements

14 comments

Accessibility was raised as an issue affecting certain groups, namely, those with Autism, disabled people, older people, and, most frequently, wheelchair users. Ferry boarding and bus boarding issues were highlighted as problematic; respondents called for attention to these aspects so that the PT network is more accessible. Total Mobility was raised in this context as well with criticism of the scheme as underfunded.

Increase accessibility in Wellington! This plan is particularly ableist and takes into consideration the rich able bodied clientele only!

Investigate the viability of having mobility van services either owned/managed by Metlink or one of the bus companies as part of an accessible door-to-door service trial.

Appendix 2- Partnership requests from organisations and Councils

Councils, organisations for GWRC

6 comments

A small number of councils and organisations made submissions including content not pertaining to the topics presented in the survey, or requested partnership with GWRC. These submissions are summarised below.

Horizons Regional Council

Horizons Regional Council thanked GWRC for feedback provided on their 2023 region-wide review of regional and inter-regional services, and reported that public feedback on the review showed a strong community desire for connection to Greater Wellington. Horizons are interested in strengthening their relationship with GWRC and gave support for the strategic direction of the GWRC draft RPTP, citing similarities between the draft and the Horizons plan. Horizons praised the collaboration and advocacy from both councils in securing funding for the Lower North Island Rail Integrated Mobility (LNIRIM) programme, and gave strong support for the project, and also offered support for improving the inter-regional bus connectivity of the Western Growth Corridor. Feedback on the draft RPTP was provided, largely focused on inter-regional connectivity.

A number of points were made about inter-regional bus connectivity, including: the importance of connecting communities along the Levin-Waikanae corridor; interlinking core urban networks such as Palmerston North and Whanganui to Waikanae and the currently limited transport options available to smaller rural communities like Manakau, Ōtaki, and Te Horo; agreement with identification of Wellington-Horowhenua as a key corridor; support for Kāpiti Coast future network considerations, with suggestion that unit 291 Waikanae-Levin service is represented in the current network pictorial; suggestion to correct a typographical error on page 105 when referring to investigating bus services between Levin, Ōtaki and Waikanae it mistakenly references Manawātū District Council when it should read Horowhenua District Council; suggestion of inserting reference to investigating a regional connector service north of Masterton extending into the Horizons region, in regard to Wairarapa-Tararua connectivity.

A similar number of points were made about inter-regional rail connectivity, including: support for progressing LNIRIM programme and gratitude to GWRC for willingness to collaborate on this key project; support for GWRC endeavours to reduce PT emissions by decarbonising fleet and encouraging mode shift; a desire for clarification of which towns are being referred to on page 103 of the draft where it is said that GWRC will "Investigate the potential for new rail stations north of Paraparaumu", and suggestion that extending rail to Ōtaki would improve accessibility for Horowhenua and Horizons residents; appreciation of alignment and co-operation that exists between councils and support for continuing exploration of cross-boundary services between Horizons and Greater Wellington regions.

Wellington City Council

Wellington City Council provided specific comments on a multitude of topics, including: expression of continued commitment to pursuing a joint programme of work with GWRC to improve bus reliability and speed in the city, with a number of potential benefits listed; request that the multi-criteria framework set out on page 27 be clarified in the final plan, along with further feedback on specific criteria; recommendation that the timeframe for the Golden Mile reaching capacity referenced on page 33 of the draft RPTP be updated to 2029, paired with agreement that new bus corridors are needed; suggestion that the school bus policy introduction on page 38 be amended to note the impact of distance on mode choice; suggestion that the P10 objective on page 46 mention timeframes for the transitions; that WCC project updates from the RLTP be included in the RPTP due to revisions in the absence of NLTP funding; and requests for GWRC to continue to honour the MOU with WCC and pay a contribution for the damage to the city's roads from their overweight buses, and continuation of cost sharing discussions.

Kāpiti Coast District Council

Kāpiti Coast District Council provided the following feedback on the draft RPTP: support for commitment to introduce interregional train services by 2028, noting the improvements this will make to accessibility for residents in Ōtaki and the northern part of the district; support for increased frequency of services between Palmerston North and Wellington; request for more frequent local services between Levin and Paekākāriki to improve connectivity options across the Horowhenua – Kāpiti districts; prioritisation of locations identified in the Growth Strategy, and actions to support future growth intentions; more active planning for growth and future stations and interchanges, and clarification of why the Paraparaumu Train station is not included in the list of work on page 103; request for plan to include stronger commitment and undertaking from GWRC to work with Kāpiti Coast, Horowhenua and Horizons councils on the strategic planning and expansion of services to support alignment of national regional and local growth and transport outcomes for the Kāpiti-Horowhenua area; and finally a few corrections/clarifications: that in the map on p.102, the symbols in the Key need to better reflect colour and symbols in actual use on the map; there is a discrepancy between Route 251 called a targeted route on the map on p.100, and a peak-only bus route on map at p.102; p.15 Objectives and policies Action b(ii) refers to Horowhenua District Council rather than Manawatū.

Upper Hutt City Council

Upper Hutt City Council made a number of comments on the draft RPTP, including that they are supportive of increasing the attractiveness of PT, reducing emissions, and improving passenger experience and PT for those with specific needs, but noted that no specific Regional Land Transport Plan projects are identified in the Upper Hutt Regional Focus section, and requested that GWRC work with them to ensure consideration of capacity, coverage, and efficiency issues. Other comments made by UHCC on the draft RPTP included: support for GWRC advocating for additional Central Government funding that would promote safe and reliable rail services; support for investigations of new rail stations north of Upper Hutt, an east west connection between Upper Hutt and Porirua, improved integration between bus and train services and between walking/cycling and PT,

and improved PT access to Hutt Hospital; clarification on whether the proposed 35% of funding for PT in 2025 coming from rates accounts for GWRC concurrently proposing to reduce the average regional rates and what impact this may have on funding and project timing; and concern that reducing the off peak fares discount will be an issue for the transport disadvantaged.

While UHCC generally agreed that the policies outlined in the draft RPTP will support the achievement of an efficient, equitable, accessible, and low carbon PT network, they also provided detailed comments on specific policies and activities, which are formatted clearly in their original submission.

NZTA

NZTA acknowledged the collaboration that was undertaken in the development of the draft RPTP, and provided the following feedback: many elements of the document were well developed and communicated clearly and transparently, noting the inclusion of PT asset and infrastructure classifications, highlighting of need for better event integration with PT, noting of regular network efficiency and fare reviews, and overall structure with regional focus areas outlining projects of note for each area; recommendation that the Capital Connection be more clearly communicated in terms of the operational structure of the service and how interim arrangements transition towards the Lower North Island Rail Integrated Mobility (LNIRIM) service; that some of the proposed fare structures and concessions listed in the draft RPTP do not align with NZTA policy; more context and transparency around definitions of KPI measures and reporting; and suggestion that the plan include reference to how major investments (such as grade separation at Basin Reserve, Mount Victoria Tunnel duplication, and Petone to Grenada) could be leveraged to maximise PT outcomes. A series of highly specific suggestions were also outlined in a clearly formatted appendix in the original NZTA submission.

Horowhenua District Council

Horowhenua District Council had two key asks, which were discussed in detail in their original submission.

1. That GWRC work collaboratively with Horowhenua District Council and Horizons Regional Council in exploring the relocation of the Levin Train Station to develop a transport hub and recognise this as a major lever in Levin's Town Centre Transformation Programme. That this collaborative relationship is guided by an MOU outlining objectives, roles and responsibilities.
2. That GWRC recognise the increasing role of Levin as a commuter town for Wellington and seek to provide equitable levels of service to Levin residents as Masterton residents enjoy now and expect following LNIRIM (subject to appropriate funding agreements).

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