

Council Workshop , 2 June 2026

Information considered in public part of the workshop.

Buses Replacing Trains (BRT)

OPERATING PRINCIPLES

2 JUNE 2026 - COUNCIL WORKSHOP

Paul Tawharu - Senior Manager Operations



Purpose

To seek feedback on a set of principles that guide how buses replace trains in the Wellington region, so Councillors, staff, operators and customers all have consistent expectations when rail disruptions occur.

AGENDA

1. Purpose
2. Background
3. Principles
4. Questions



Why do we need Operating Principles?

When we already have a BRT Action Plan

Operating Principles are the building blocks to ensure that we have a strong framework for providing Buses Replacing Trains (BRT) services to an appropriate standard - ensuring we have consistent services that our customers can rely on during disruptions.

This is increasingly important as we experience:

- Increased rail maintenance and renewal works are now required to return the regions rail network to a steady state.
- More frequent significant weather events
- Operational issues

These Principles will guide and refine the BRT Action Plan, which focuses on the specific actions we will undertake to improve our BRT delivery.

Why BRT matters more now

BRT is no longer occasional – it is frequent and expected

There are 2 types
of BRT:

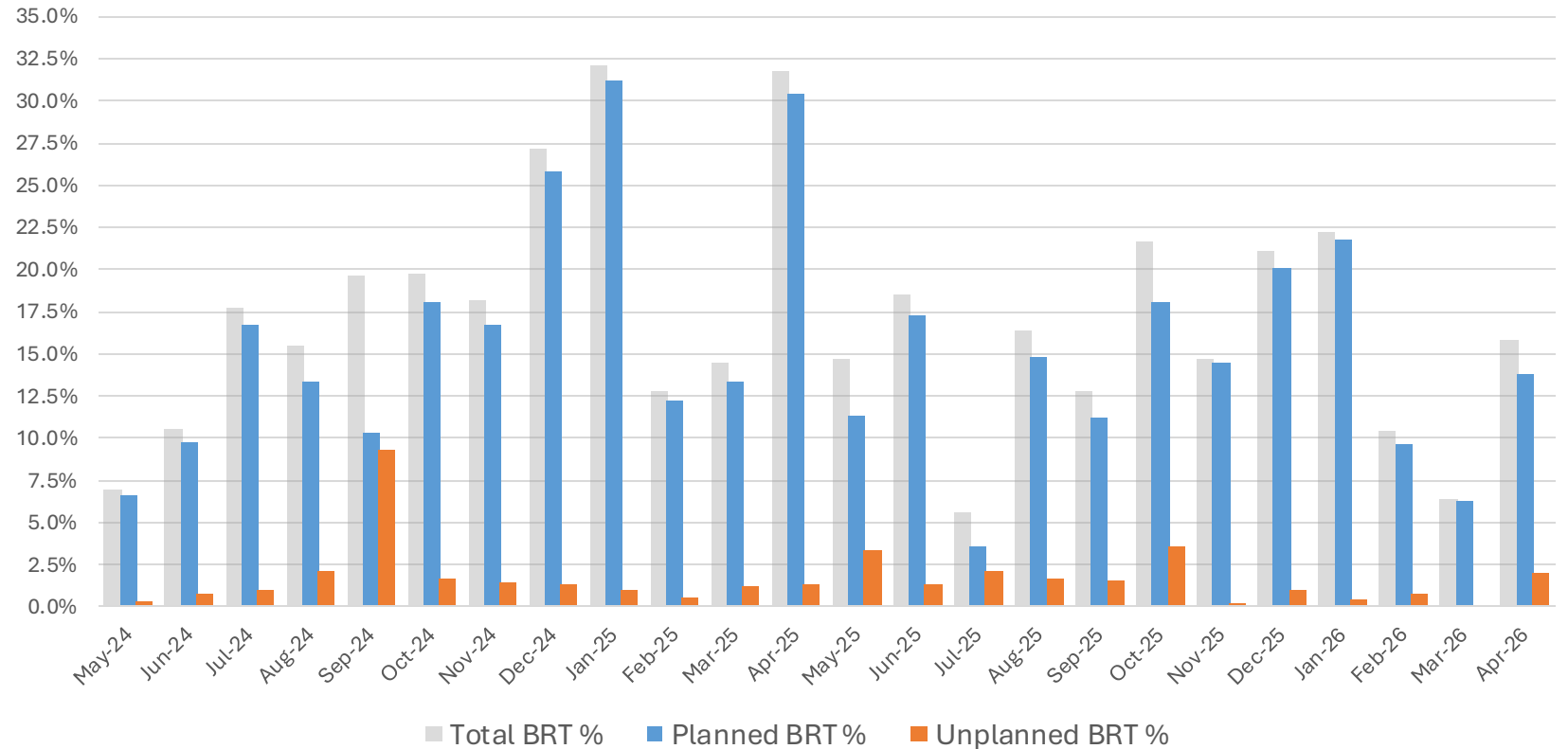
PLANNED

- Mostly off-peak
- Easier to resource

UNPLANNED

- Often at peak times
- Limited bus availability

RAIL SERVICES REPLACED BY BUSES



NOTE: AVG 9.5K SCHEDULED RAIL SERVICES PER MONTH

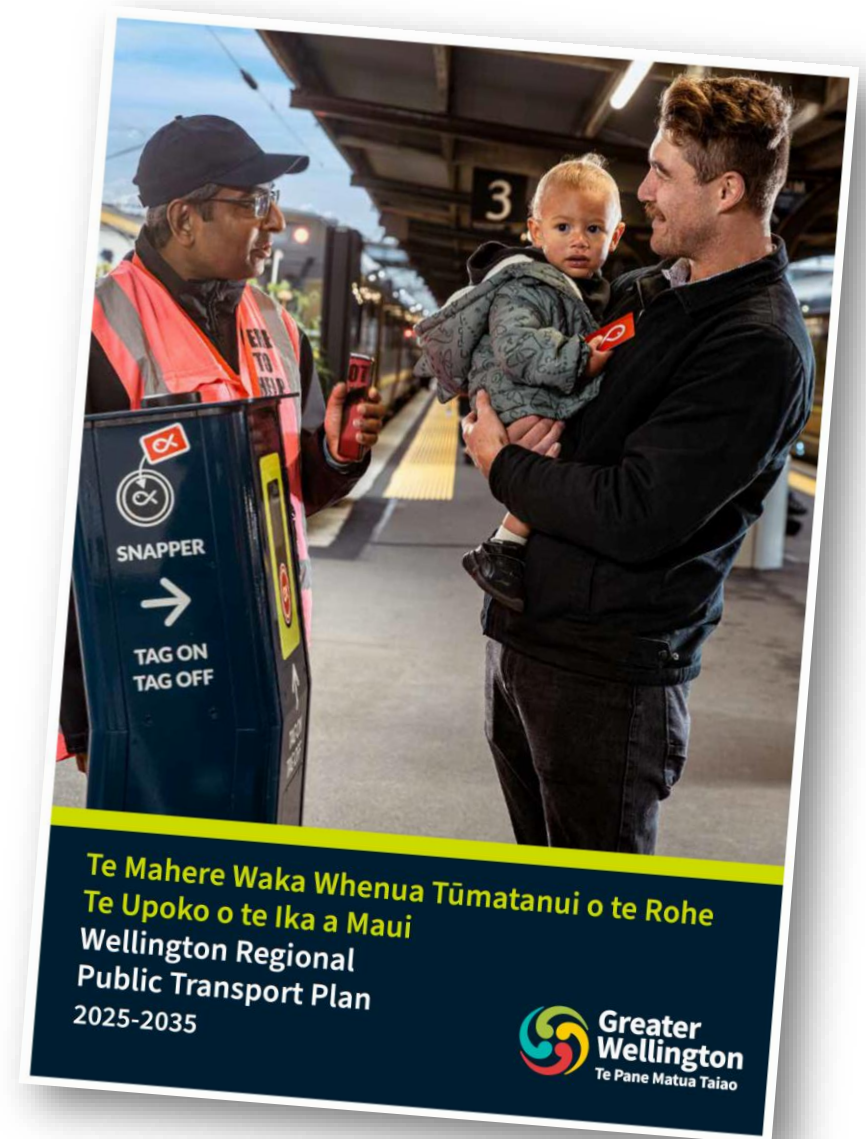
Why include in the principles in the RPTP?

The Regional Public Transport Plan (RPTP) sets out how public transport is planned and delivered. It is also how we engage with the public on the PT network, and how we define policies and procedure for services.

As BRT is now a core part of the public transport network, we need to ensure these policies ensure clear, transparent policy of how BRT operates.

Including them in the RPTP provides:

- Clarity for councillors, operators, and customers
- Consistency in decision making
- A clear basis for public engagement



What customers tell us

- ➔ Customers generally understand why BRT disruption is necessary
- ➔ Customers are significantly less satisfied with BRT than rail
- ➔ Many customers will adjust their travel behaviours when they're informed BRT will be in place e.g. *work from home, drive their car, take leave, etc*

Those who depend on public transport during rail disruptions have clear bottom-line expectations of Metlink:

"Get me there and back consistently, with the least compromise and inconvenience"



200+ customer interviews

conducted after each major BOL affecting peak services

Complaints review

Annual BRT complaints analysis



Deep-dive on pain points

Specific BRT satisfaction measure in bi-annual Gravitas Customer Satisfaction Survey



What are our limitations?

Metlink must work within its current 'sphere of control' to deliver the best-possible rail replacement solution to meet customer expectations.

WE CAN



- Provide clear alternatives
- Improve consistency and information
- Continuously improve service

WE CANNOT



- Match rail capacity or travel times
- Fully replicate routes or frequency
- Always meet demand in peak unplanned events

What the principles mean in practise: Future Vision

PLANNED or UNPLANNED DISRUPTIONS

When rail services are unavailable, Metlink supports customers to travel with certainty and minimum inconvenience.

WE HELP YOU TO PLAN

(both 'in advance' & 'in the moment')

- A clear 'heads-up' - including the WHY
- Clear 'Plan B' options for your travel, including BRT and other public transport alternatives that go your way
- Easy access to BRT timetables
- Clear accessibility options (including which BRT stops are NOT accessible)
- What to expect from BRT: journey times, punctuality, stop locations & amenity, connections.

WE PROVIDE A CONSISTENT STANDARD OF BRT SERVICE

- Ease of finding and getting to your stop
- Clear signage on buses
- Consistent in-person support at major hubs and onboard
- Routes that minimise journey times for long-distance travellers

And for planned disruptions:

- A Metlink level of bus quality and comfort
- BRT service tracking

What we want Councillors to consider

Do these principles strike the right balance between:

- Customer experience
- Operational reality
- Accountability for decision making
- Policy that governs BRT services
- Affordability



BRT Proposed Principles



Principles Summary

PRINCIPLE		SUMMARY
1:	Fare equity	Passengers should pay no more than they would for the equivalent train journey.
2:	Get you there	The purpose of BRT is to get passengers to their intended rail destination, even if the exact timing differs from the train timetable.
3:	Close to stations	BRT cannot follow rail corridors or access rail platforms.
4:	Clear, reliable and timely information	Customers will receive transparent communication about their travel
5:	Safety and accessibility	The end-to-end BRT experience should be as safe and accessible as possible.
6:	Customer outcomes first	Decisions should prioritise the needs of customers over operational convenience.
7:	Continuous improvement and feedback	We will continue to review and refine BRT services based on both performance and feedback.
8:	Minimum standards	All planned BRT services must meet defined minimum service standards regardless of operator or procurement model.
9:	Informed choices	Customers should be enabled to make informed travel choices during rail disruptions.

Principle 1: Fare equity

Passengers should pay no more than they would for the equivalent train journey.

BRT is a *temporary replacement* for rail, it may not be a cheaper or more expensive alternative mode.

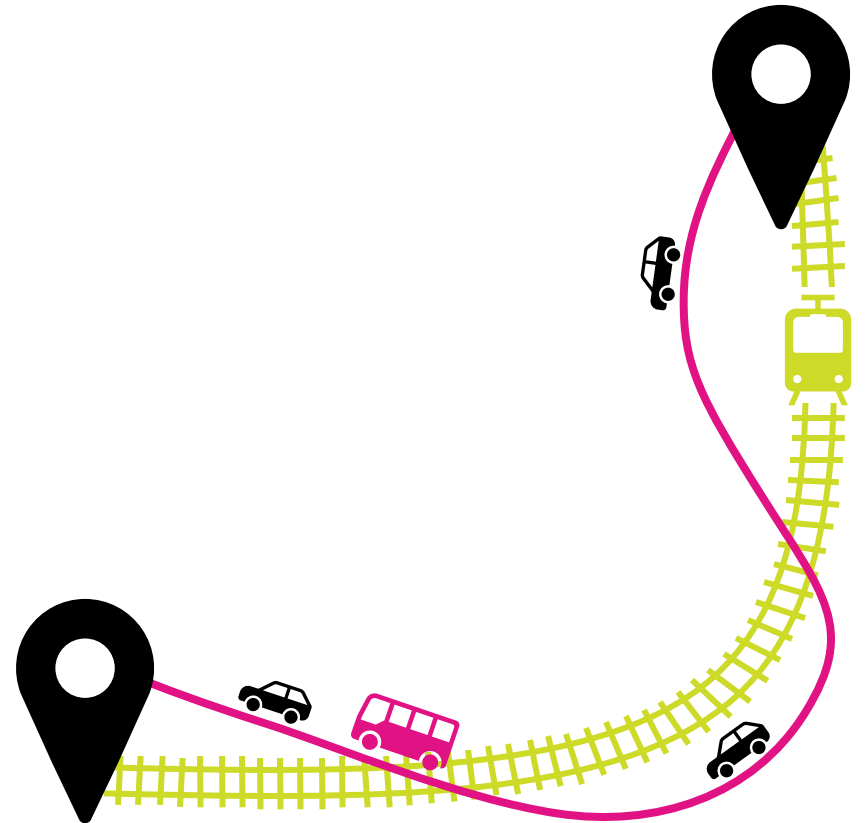
This principle protects fairness and keeps the customer experience consistent across disruptions.



Principle 2: Get you there

The purpose of BRT is to get passengers to their intended rail destination, accepting that the exact timing differs from the train timetable.

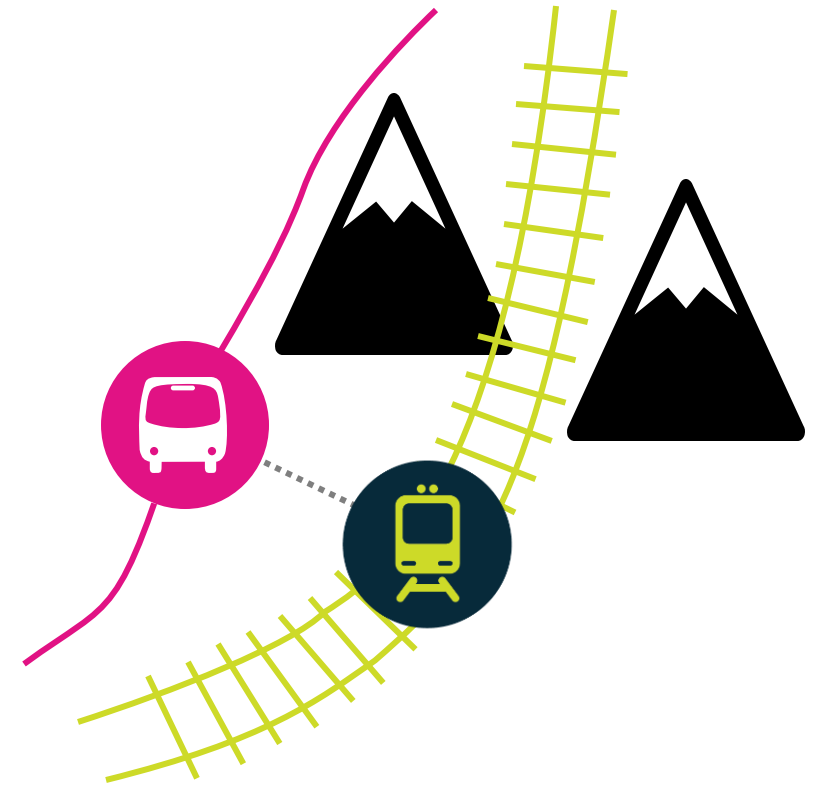
Because buses operate in mixed traffic and cannot replicate rail travel times, punctuality expectations must reflect road network realities while still aiming for reliability and predictability.



Principle 3: Close to stations

BRT cannot follow rail corridors or access rail platforms.

Metlink will therefore drop and collect passengers as close as reasonably possible to the station or destination the train would have served. This principle acknowledges physical constraints while committing to minimising inconvenience.



Principle 4: Clear, reliable and timely information

Customers will receive transparent communication about their travel.

This includes expected travel times, stop locations, and any unavoidable differences from the rail experience.

We also need to acknowledge that BRT travel times may vary, and routes may change depending on road conditions.



Principle 5: Safety and accessibility

The end-to-end BRT experience should be as safe and accessible as possible.

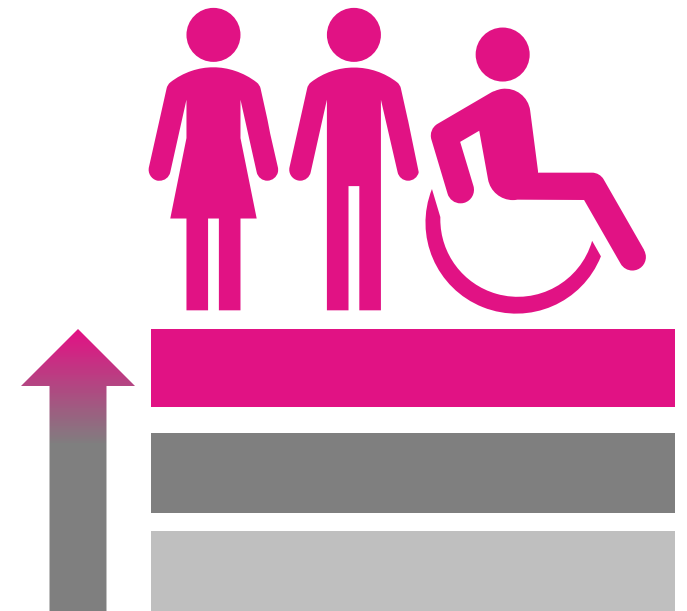
All BRT operations must maintain safe boarding, alighting, and waiting environments, with accessible vehicles and stop locations that meet the needs of mobility impaired passengers wherever feasible and affordable.



Principle 6: Customer outcomes first

Decisions should prioritise the needs of customers over operational convenience.

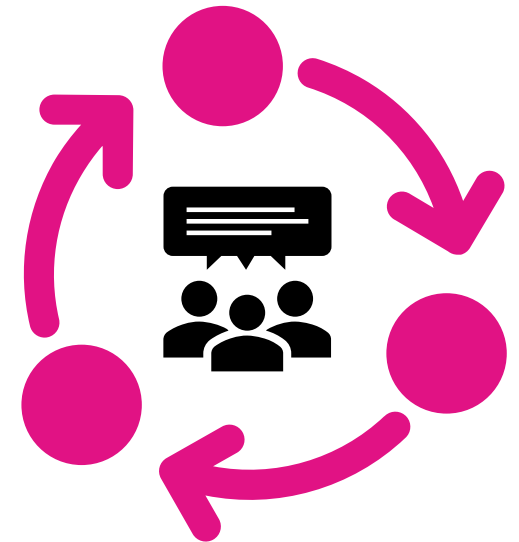
Bus replacing trains will be designed and delivered to protect overall customer outcomes, not simply to substitute vehicle capacity.



Principle 7: Continuous improvement and feedback

We will continue to review and refine BRT services based on both performance and feedback.

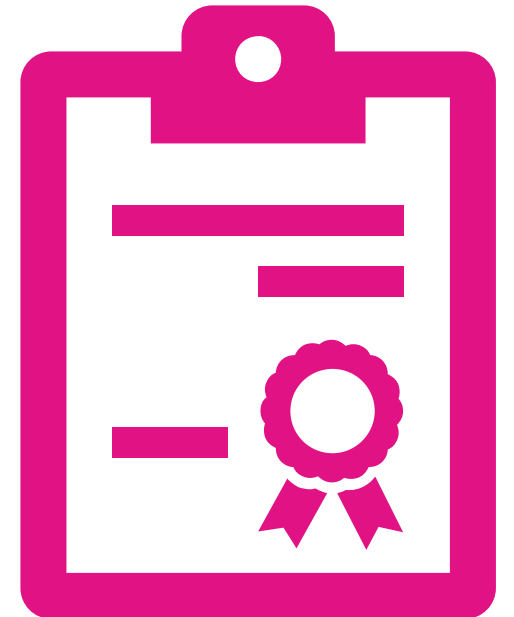
Given that BRT will be part of the network for several years due to KiwiRail's infrastructure programme, Metlink and Metlink's rail operator will continue to regularly review performance, customer feedback, and operational constraints and practices to refine the service over time.



Principle 8: Minimum standards

All planned BRT services must meet defined minimum service standards regardless of operator or procurement model.

These standards include accessibility, ticketing availability, customer information, marshalling of customers at key hubs, vehicle and stop infrastructure suitability including safety requirements. Degradations below these standards should be exceptional, time-limited, and resolved/addressed.



Principle 9: Informed choices

Customers should be enabled to make informed travel choices during rail disruptions.

This includes providing information about alternative routes (where possible), modes, and travel options — not solely promoting BRT as the default solution. Avoidance behaviour should be understood, anticipated, and planned for rather than treated as failure.

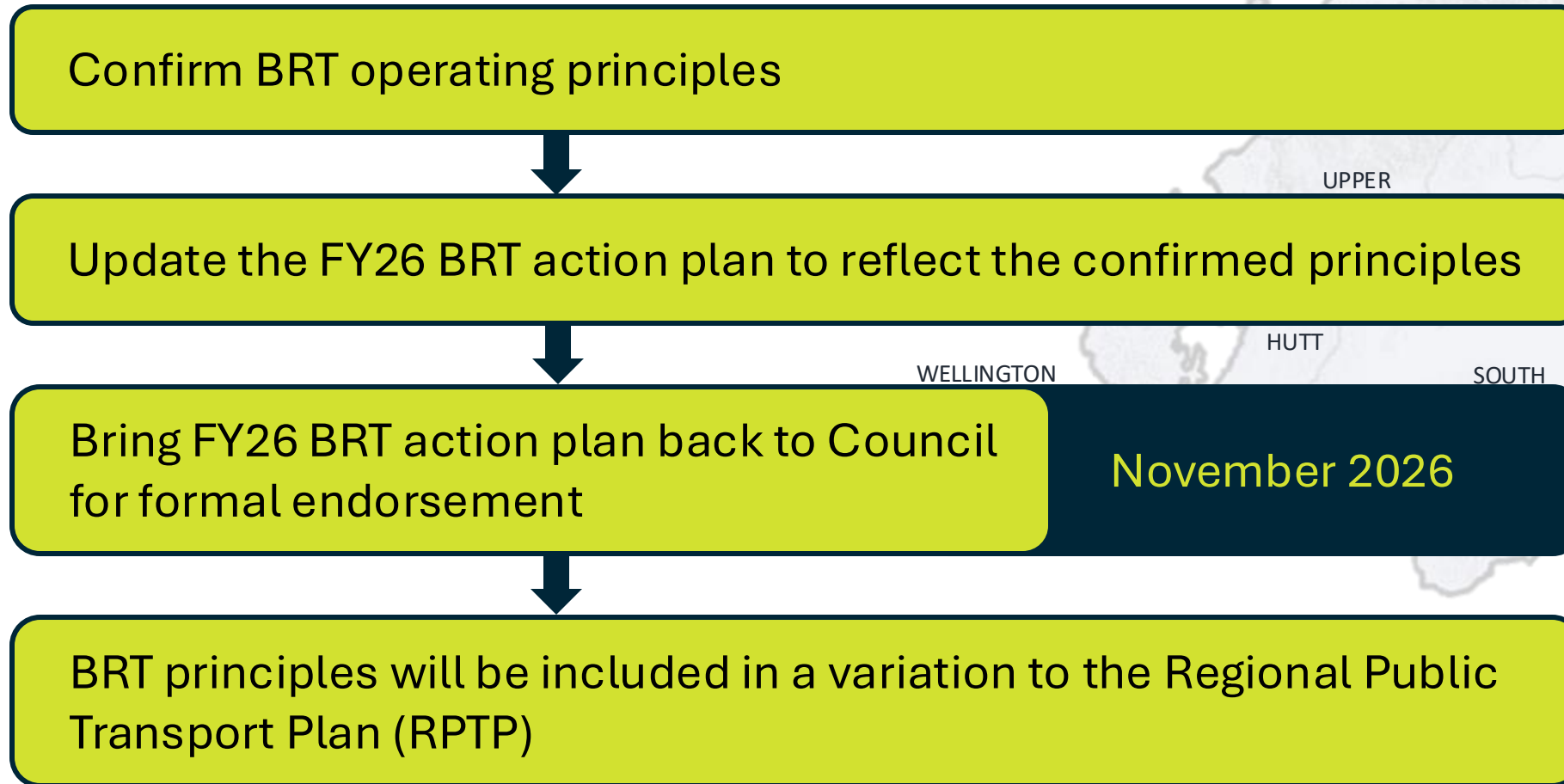


Questions?

Do Councillors have any feedback about these principles, such as additional inclusions, amendments or omissions?



Next Steps



WELLINGTON

HUTT

SOUTH

UPPER

CARTERTON

MASTERTON

Bus Service Optimisation Framework

2 JUNE 2026 - COUNCIL WORKSHOP

Tamsin Evans – Kaiwhakahaere Matua | Senior Manager Network & Customer

Alex Campbell – Kotohutohu Matua | Principal Adviser Network design

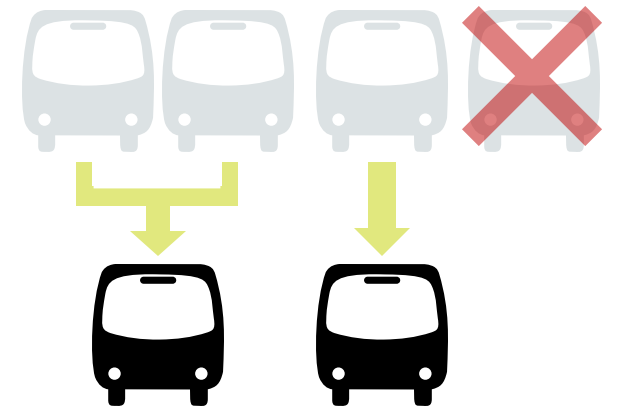


Purpose

To provide an update on the development of a decision-making framework for future service optimisation

AGENDA

1. Service Optimisation Frameworks
2. Bus service classifications – revised
3. Framework options:
 - Option 1: Boardings targets
 - Option 2: Cost recovery by service classification
 - Option 3: Ridership / coverage services
4. Options overview
5. Implementation considerations



Service Optimisation Frameworks

We've developed three framework options to reduce cost in the bus network by reducing services

The terminology has evolved to 'service optimisation' to better describe establishing a robust, defensible and equitable (for communities, and bus operators) way to reduce the cost of operating the bus network.

This wider view encompasses service enhancements as well as service reductions.

The options outlined in the following slides consider different ways to measure boardings, whilst considering equity and impact on operators.

The main considerations for service reductions through these frameworks:









- Whether a service reduction would create **excessive dead running**
- Whether service reduction would create **significantly more split shifts**
- Whether **other service changes** could increase boardings (such as straightening the route, improving connections and improving reliability)
- Whether the area is expected to have significant **housing or employment growth** in the near term
- Whether the service reduction would **impact on bus/bus or bus/train connections**
- **Maintain basic service level** (60 minutes daytime service) **to areas of public transport disadvantage**

Bus service classifications - revised

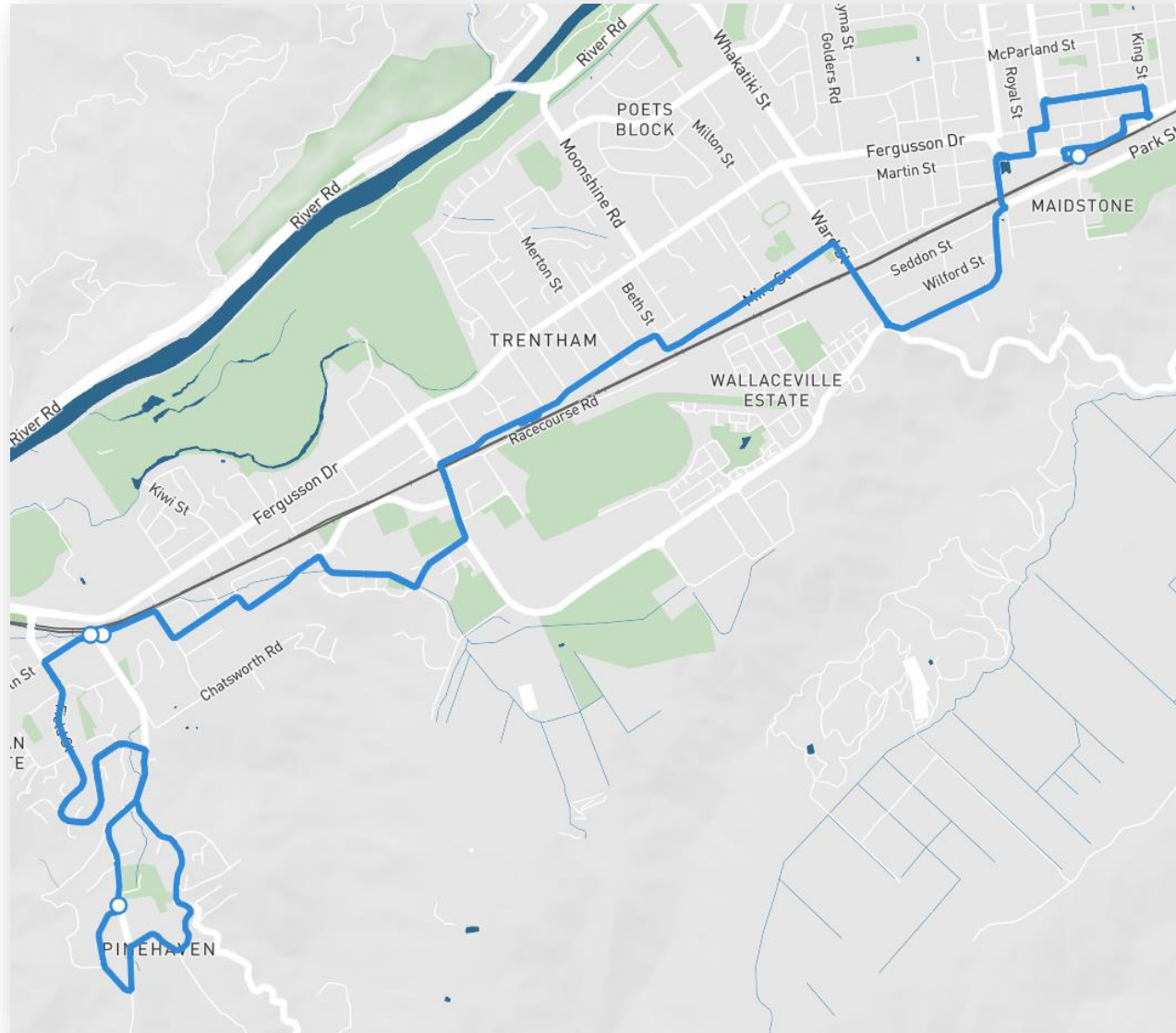
SERVICE TYPE				TARGETED				PEAK TIME
	RAPID	FREQUENT	CONNECTOR	LOCAL	NIGHT BUS	SCHOOL BUS	SHOPPER SERVICE	
KEY FEATURES	All day rapid direct services	All day frequent direct services	All day coverage and access	Essential local coverage and access	Targeted late night service	Access to nearest and zoned school	Access to local retail and services	Commuter focused direct service
HOURS	Weekdays 5am – midnight Saturday 6am – 1am Sunday 7am – midnight	Weekday 6am – 11pm Saturday 7am – 11pm Sunday 7am – 9pm	Weekday 7am – 9pm Saturday 8am – 7pm Sunday 9am – 6pm	Weekday 7am – 7pm May have Saturday service	Saturday and Sunday Midnight - 5am	Weekdays during school term	Weekday 9am to 3pm	Weekday 6:30am to 9:30am and 4:00pm to 7:00pm
FREQ.	Daytime at least every 15 mins <i>(more frequent in peaks, depending on demand at key stations)</i>	Daytime every 10 – 15 mins <i>(more frequent in peaks, depending on demand)</i>	Daytime every 20 – 60 mins <i>(more frequent in the peaks depending on demand)</i>	Every 60 mins	Every 60 to 90 mins	Subject to demand	Every 120 mins	Subject to demand but at least 30 mins in the peak

Option 1: Boardings targets

Boardings (medium bus) per service hour by service classification

SERVICE CLASSIFICATION	BOARDINGS EXPECTATIONS	BOARDINGS PER SERVICE HOUR TARGET
Rapid	 Very high	Over 37
Frequent	 High	28 to 37
Connector	 Medium	18 to 27
Local	 Low	10 to 17
Night bus	 Low	10 to 17
School bus	 High	28 to 37
Shopper service	 Low	10 to 17
Peak time	 Very high	Over 37

Option 1: Boardings targets example



ROUTE 115: PINEHAVEN – UPPER HUTT

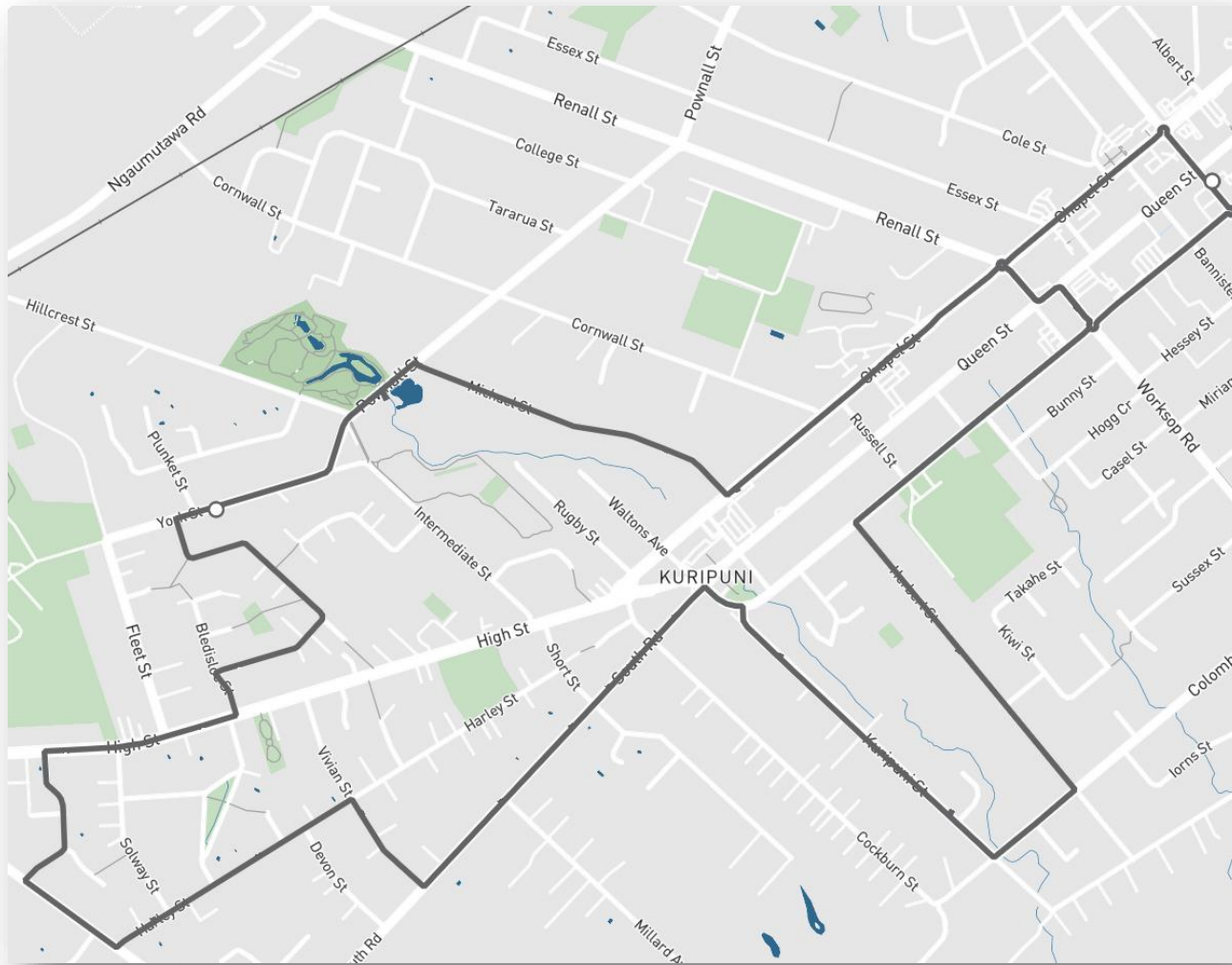
- **Boardings/service hour: 9.9**
- **Average boardings/trip: 7.2**
- **Peak time boardings/trip: 10 - 20**
- **Service level: 30 to 60min frequency with a Saturday service**

SERVICE REDUCTION FRAMEWORK

- Duplicates access: No**
- Exceeds minimum service levels: No**
- Meets boardings targets: No**
- Service classification can be lowered: Yes**

Potential service change: local service classification with hourly timetable

Option 1: Boardings targets example



ROUTE 202: MASTERTON SOUTH

- **Boardings/service hour: 7.8**
- **Average boardings/trip: 3.0**
- **Service level: 180 min frequency service between 9am and 3pm**

SERVICE REDUCTION FRAMEWORK

- Duplicates access: No**
- Exceeds minimum service levels: No**
- Meets boardings targets: No**
- Service classification can be lowered: No**
- Service required to meet basic coverage: Yes**

Potential service change: N/A - Service retained – Masterton south population exceeds 2,700 people

Option 2: Cost recovery by service classification

- The advantage of this approach is that it directly considers the cost of operating the service e.g. peak buses
- There are several disadvantages including favouring services used by adults, being influenced by fares policy, being influenced by contract costs and difficultly accounting for network wide costs and revenues
- The current RPTP target is too high, so a potential threshold for the service reduction framework could be half the private share target
- The RPTP also contains a policy to address inequity by supporting targeted services in identified socioeconomic deprived areas, where at least a minimum service level needs to be maintained. These areas would be protected.

SERVICE CLASSIFICATION

Rapid

Frequent

Connector

Local

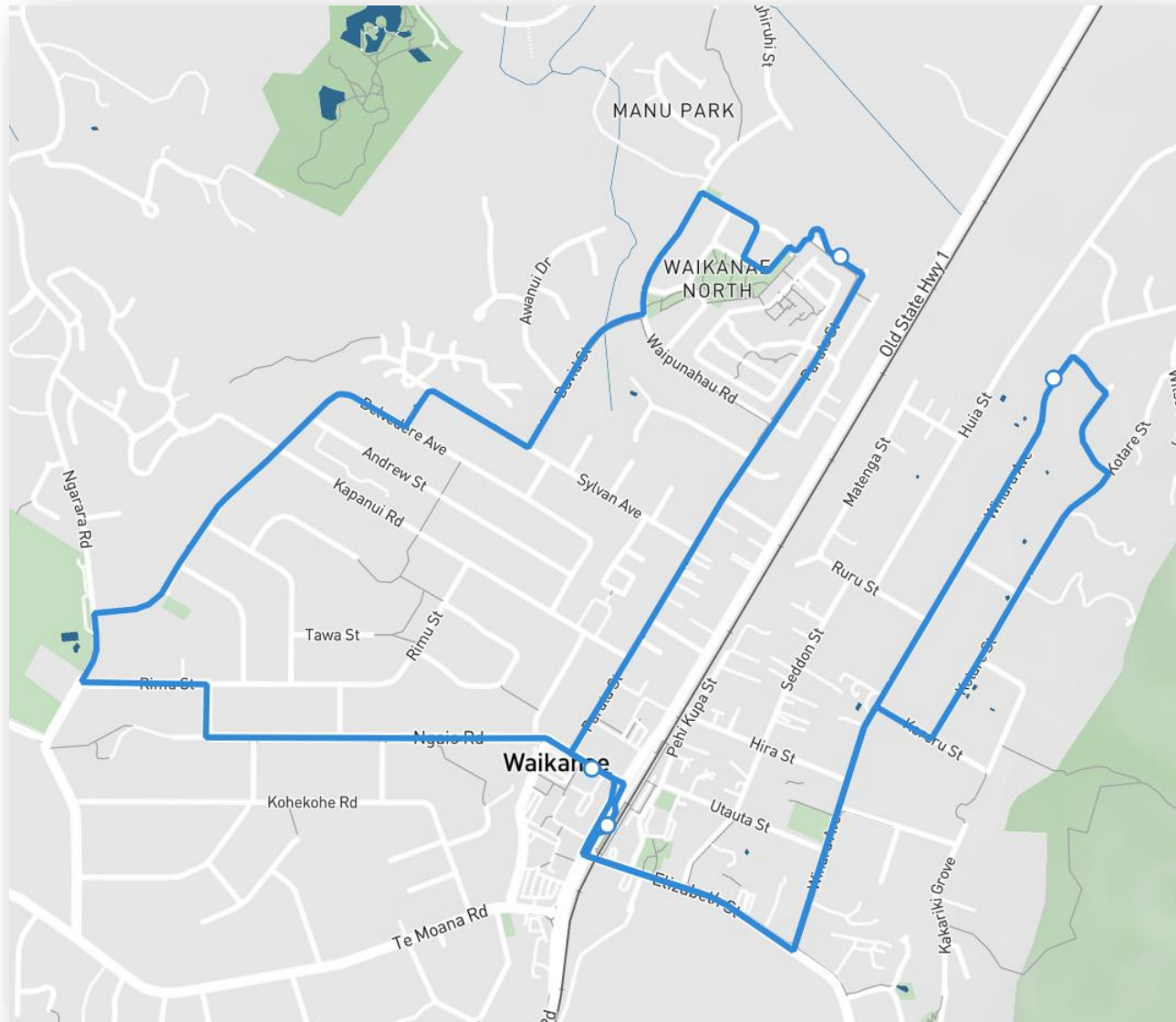
Night bus

School bus

Shopper service

Peak time

Option 2: Cost recovery example



ROUTE 281: WAIKANAE

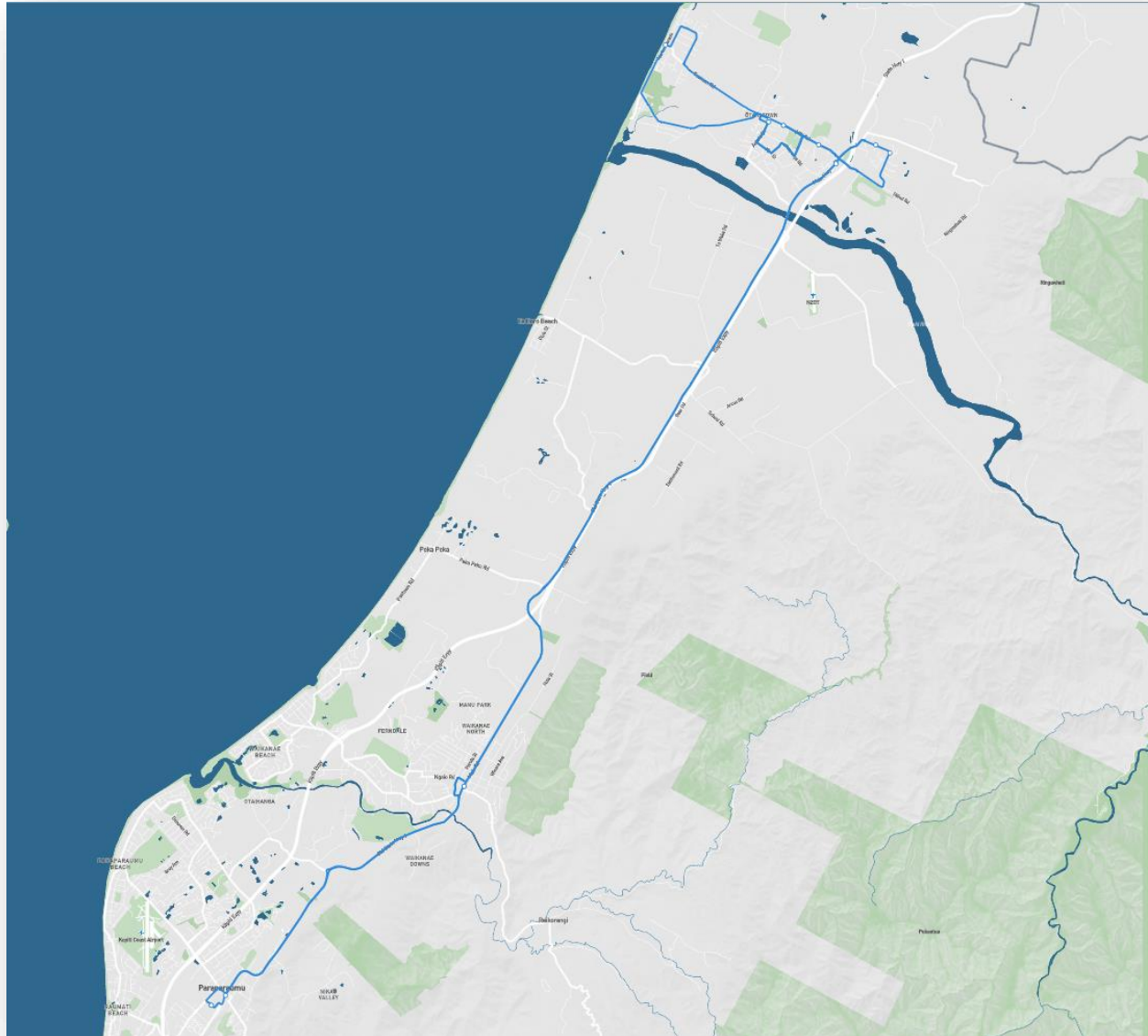
- Hourly service throughout the day, with a Saturday and Sunday timetable
- Cost recovery from fare revenue = 1.6%
- Subsidy per trip = \$35

SERVICE REDUCTION FRAMEWORK

- Duplicates access to nearest centre: No**
- Service levels exceed RTP: No**
- Can reduce service levels: No**
- Serves an area of PT disadvantage: No**

Potential service change: Withdraw service or turn into shopper service

Option 2: Cost recovery example



ROUTE 290: WAIKANAЕ

- Hourly service throughout the day with a 30min service in the peak
- Cost recovery from fare revenue = 4.7%
- Subsidy per trip = \$33

SERVICE REDUCTION FRAMEWORK

- Duplicates access to nearest centre:** Yes
- Service levels exceed RTP:** Yes
- Can reduce service levels:** No
- Serves an area of PT disadvantage:** Yes

Potential service change: Remove Waikanae extension

Option 3: Ridership / coverage services

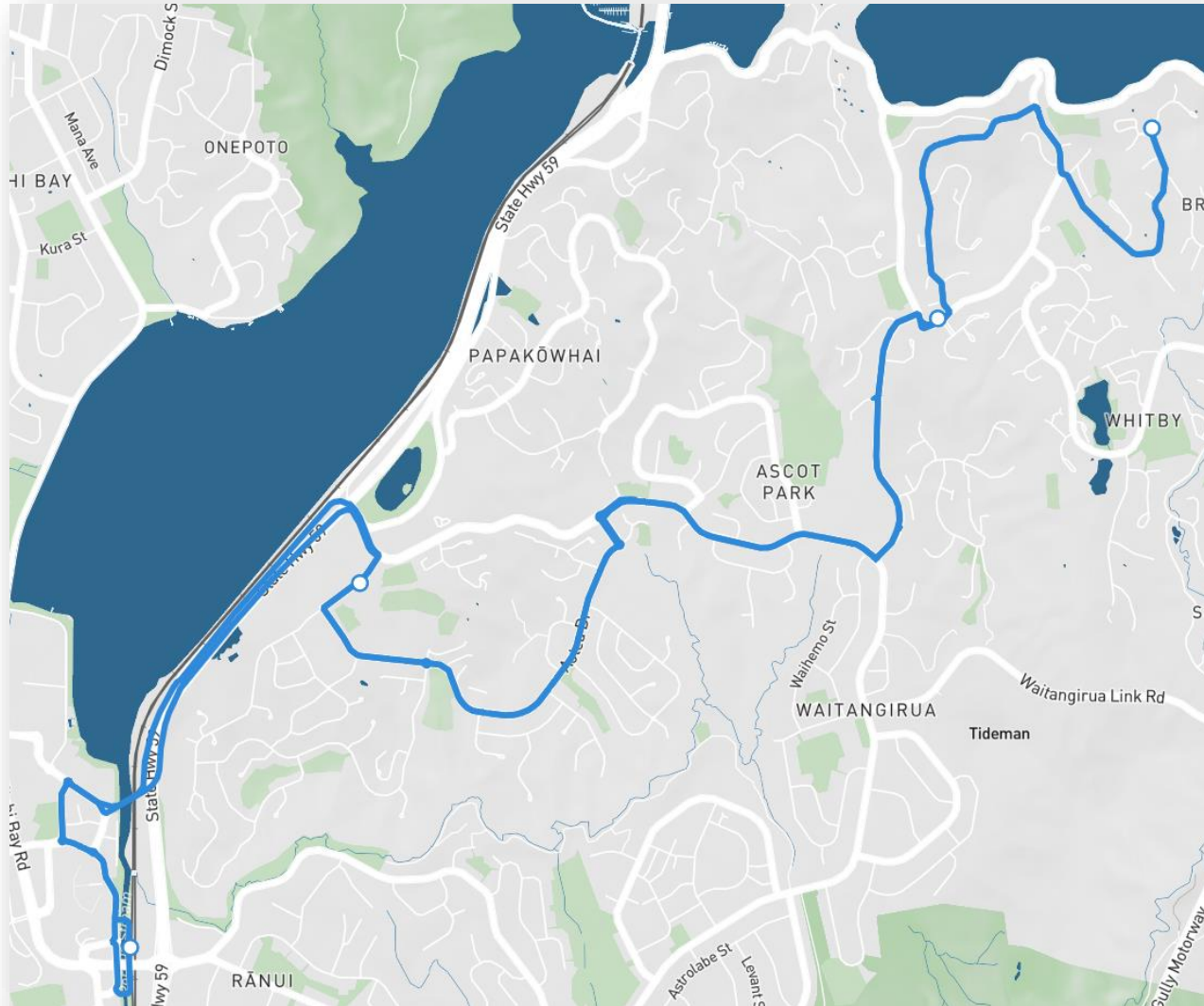
Ridership services aim to maximise ridership

Coverage services aim to maximise the number of people who have access

Different strategic objectives = different performance metrics

SERVICE CLASSIFICATION	STRATEGIC OBJECTIVE	BOARDINGS/SERVICE HOUR TARGET
Rapid	Boardings	Boardings per service hour
Frequent	Boardings	Boardings per service hour
Connector (20min daytime frequency)	Boardings	Boardings per service hour
Peak time	Boardings	Boardings per service hour
School bus	Boardings	Boardings per service hour
Connector (30 / 60min daytime frequency)	Coverage	Population within catchment area
Local	Coverage	Population within catchment area
Night bus	Coverage	Population within catchment area
Shopper service	Coverage	Population within catchment area

Option 3: Boardings / coverage services example



ROUTE 230: WHITBY TO PORIRUA

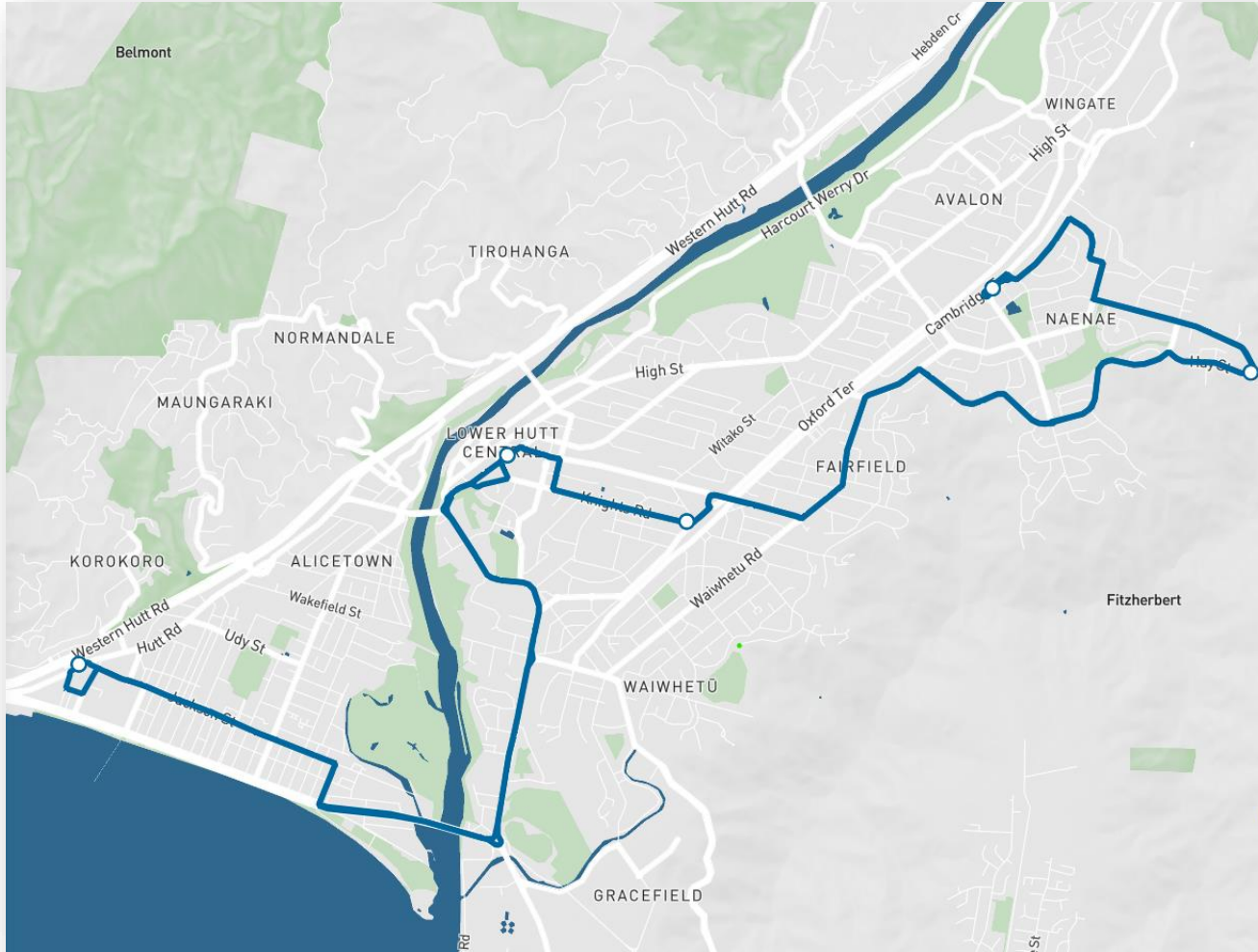
- 20min service during the peak
- 30min service during the day
- Is classed as a **coverage** service due to 30min daytime frequency

SERVICE REDUCTION FRAMEWORK

Duplicates access: No
Service levels exceed RTP: Yes

Potential service change: 60min daytime frequency with 30min frequency during the peak

Option 3: Boardings / coverage services example



ROUTE 130: NAENAE TO PETONE

- 15min service during both peak and off peak
- Is classed as a **ridership**-based service
- Boardings per service hour: 26

SERVICE REDUCTION FRAMEWORK

Duplicates access: No

Service levels exceed RTP: No

Boardings per service hour target met: No

Service classification can be lowered: Yes

Potential service change: 20min daytime frequency with 15-20min frequency during the peak

Options overview: Summary

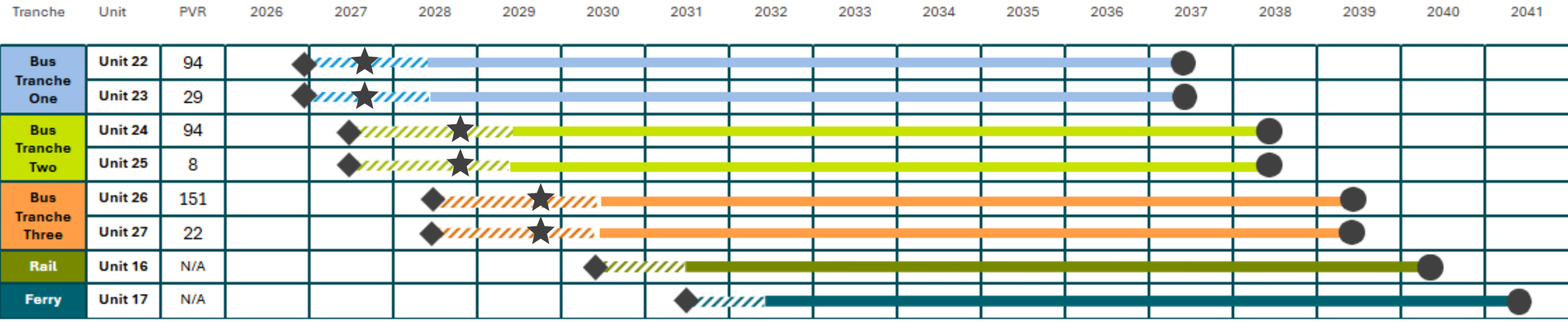
	OPTION 1: BOARDINGS TARGETS	OPTION 2: COST RECOVERY BY SERVICE CLASSIFICATION	OPTION 3: BOARDING / COVERAGE SERVICES
Division of services	By service classification	All services treated equally	By strategic objective
Performance metric	Boardings per service hour	Cost recovery	Boardings per service hour and population within catchment area
Equity safeguard	Maintaining basic service coverage to areas with more than 2700 people	Maintaining basic service coverage to areas of PT disadvantage	Maintaining basic service coverage to areas of PT disadvantage
Common features	Service duplication, exceeding RPTP service levels, standing on buses check, impact on operators check		

Options overview: Advantages and disadvantages

	OPTION 1: BOARDINGS TARGETS	OPTION 2: COST RECOVERY BY SERVICE CLASSIFICATION	OPTION 3: RIDERSHIP / COVERAGE SERVICES
Advantages	<ul style="list-style-type: none"> • Simplest of the frameworks to implement • Sets boarding expectations for all service classifications 	<ul style="list-style-type: none"> • Measures directly relate back to private share targets 	<ul style="list-style-type: none"> • Applies different metrics depending on the type of service • Allows decision makers to set overall direction
Disadvantages	<ul style="list-style-type: none"> • Maintains service to low demand and low deprivation areas • Measuring population within catchment area is more difficult than referring to a map 	<ul style="list-style-type: none"> • More difficult to get up to date cost recovery metrics • Targets would need to be regularly updated to reflect changes in fares and operating costs • Routes with high discounted fares more likely to be impacted 	<ul style="list-style-type: none"> • Difficultly in agreeing on ridership/ coverage classification • Requires the most significant policy changes

Implementation considerations

Tranche Timing



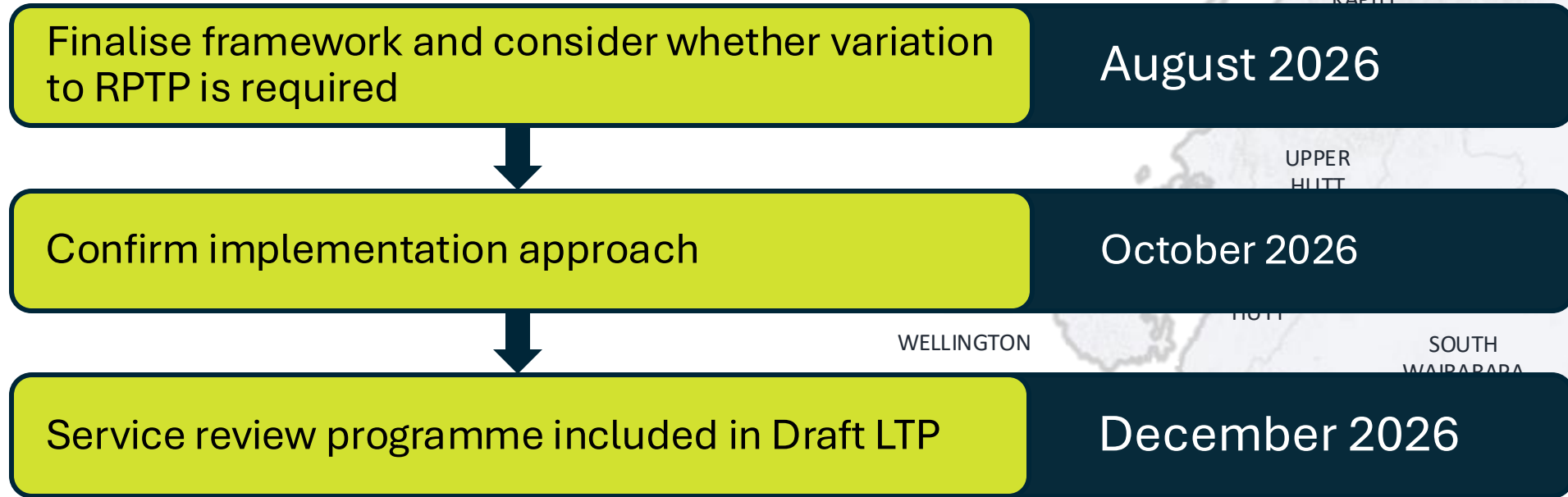
★ Early service change implementation (no later than ...)
 ◆ Contract Awarded
////////// Contract Transition
● Contract Expiry

Questions?

Do Councillors have any feedback or queries regarding this presentation?



Next Steps



Future Bus Services Contract Procurement

TRANCHE ONE PROPOSED NETWORK CHANGES – UPDATE
PORIRUA & TAWA (UNIT 22) & WGTN NORTH-SOUTH (UNIT 23)

2 JUNE 2026 - COUNCIL WORKSHOP

Tamsin Evans – Kaiwhakahaere Matua, Senior Manager Network & Customer



Purpose

Providing a summary of feedback from community feedback on proposed Tranche One changes relating to Porirua & Tawa (Unit 22) and Wellington North-South (Unit 23).

AGENDA

1. Background
2. Unit 22 - Wellington North-South - proposed changes recap
3. Unit 23 - Porirua and Tawa:
 - Proposed changes recap
 - Consultation feedback
4. Tranche One – Final conclusions

Background

Unit 22 and Unit 23 include services from the current Units as follows:

Tranche 1 (2028)		
	Unit 22 - Wellington North-South	Unit 23 – Porirua / Tawa
CURRENT UNITS	<p>1</p> <p>North-South Spine</p>	<p>7</p> <p>Brooklyn / Ōwhiro</p>
	<p>6</p> <p>Taranaki</p>	<p>8</p> <p>Newlands</p>
		<p>13</p> <p>Porirua</p>
		<p>18</p> <p>Tawa</p>

As part of the tender preparation, Metlink undertook a review (Service Optimisation) of the Units and services to identify any opportunities to build efficiencies and cost savings into the new contracts.

Proposed service changes were presented to a Council workshop on 19 February 2026, where we noted that Metlink was investigating early implementation (ahead of the Unit 22 and 23 contract commencement dates) as part of its cost reduction focus and as part of efforts to minimise transition risk.

These changes would need to be implemented by 11 Oct 2027 to provide adequate stand-up time for operators.

Unit 22 - Wellington North-South: Proposed changes

KEY Increase No change Merge / replace Reduce Withdraw

UNIT 22 - Wellington North-South				
CURRENT UNIT	1 North-South Spine	6 Taranaki	7 Brooklyn / Ōwhiro	8 Newlands
PUBLIC ROUTES	1 19 23 27 32x HX N1 N5	3 36	7 17 29 39	52 56 57 58
SCHOOL ROUTES	627 633 634 635 646 648 654 673 677 680 681 682 685 725 726 730 731 732 774 775 776	715 721	625 734 770	

NOTE:

No formal Community engagement (except for Schools) was required for these proposed Unit 22 changes.

Unit 23 - Porirua and Tawa: Proposed changes

KEY Increase No change Merge / replace Reduce Withdraw

UNIT 23 – Porirua & Tawa		
CURRENT UNIT	 13 Porirua	 18 Tawa
PUBLIC ROUTES	210 220 226 230 236 300 N6	59 60 60e
SCHOOL ROUTES	421 429 430 440 441 442 444 445 465	402 460 461

PROPOSED WITHDRAWALS:

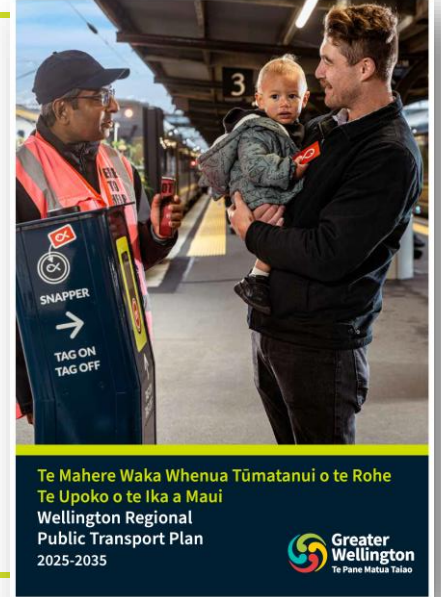
- N6 After midnight – Wellington – Porirua – Whitby – Plimmerton**
Very low patronage, no alternative bus, use KPL after midnight services
- 300 Titahi Bay – Porirua – Whenua Tapu Cemetery**
Very low patronage, runs one Sunday per month only
- 60e Porirua – Tawa – Johnsonville – Wellington**
Travels same route as 60 but to Johnsonville only, transfer to Route 1 for travel further north or south (or use JVL if travelling south)
- 460 Tawa College/Tawa Intermediate to Porirua Station**
Very low patronage (average 2 pax and 7 pax), alternative journey via Kapiti Line
- 461**

Unit 23 - Porirua and Tawa: Consultation feedback

Unit 23 proposed changes required targeted consultation, as per the Regional Public Transport Plan (RPTP) Significance Policy:

Targeted consultation is required for minor changes in public transport services:

- *minor changes in service delivery that are required to improve efficiency, such as the addition or removal of trips and minor route changes, have only local impacts*
- *generally undertaken at a low level with the operators involved*
- *may also include the relevant local councils and passengers who use the services*



COMMUNITY DROP-IN SESSIONS:

Between 22 April and 16 May, Metlink hosted 14 drop-in sessions at community centres across the Tawa, Linden, Porirua, Whitby and Cannons Creek areas.

- Metlink sent information packs to 30k+ households, encouraging feedback and engagement. So far, we have received approx. 220+ pieces of feedback via our in-person sessions, our website and through He Hapori.
- Feedback is still invited until 31 July.
- Interest has predominantly been in the disestablishment of Route 60e.

Tranche One – Final conclusions

- So far the feedback received suggests no substantive reason why the proposed changes should not proceed, therefore the Tranche One tender documents are currently unchanged
- Based on these changes, we expect the tenders to deliver a reduction in PVR annual savings in operating costs
- Most changes require minimal infrastructure upgrades and pose low to moderate customer risk
- Tender responses will show public and school routes as proposed to the community
- Implementation before the new contracts start will reduce transition risk and reduce costs
- Additional service optimisation opportunities could be included prior to commencement of services



Removing route 60e morning services will impact some students travelling to **St Patrick's College** (Kilbirnie).

This change will need careful communication to help students / parents / caregivers understand their alternative journey options.

Questions?

Do Councillors have any feedback or queries regarding this presentation?



Next Steps

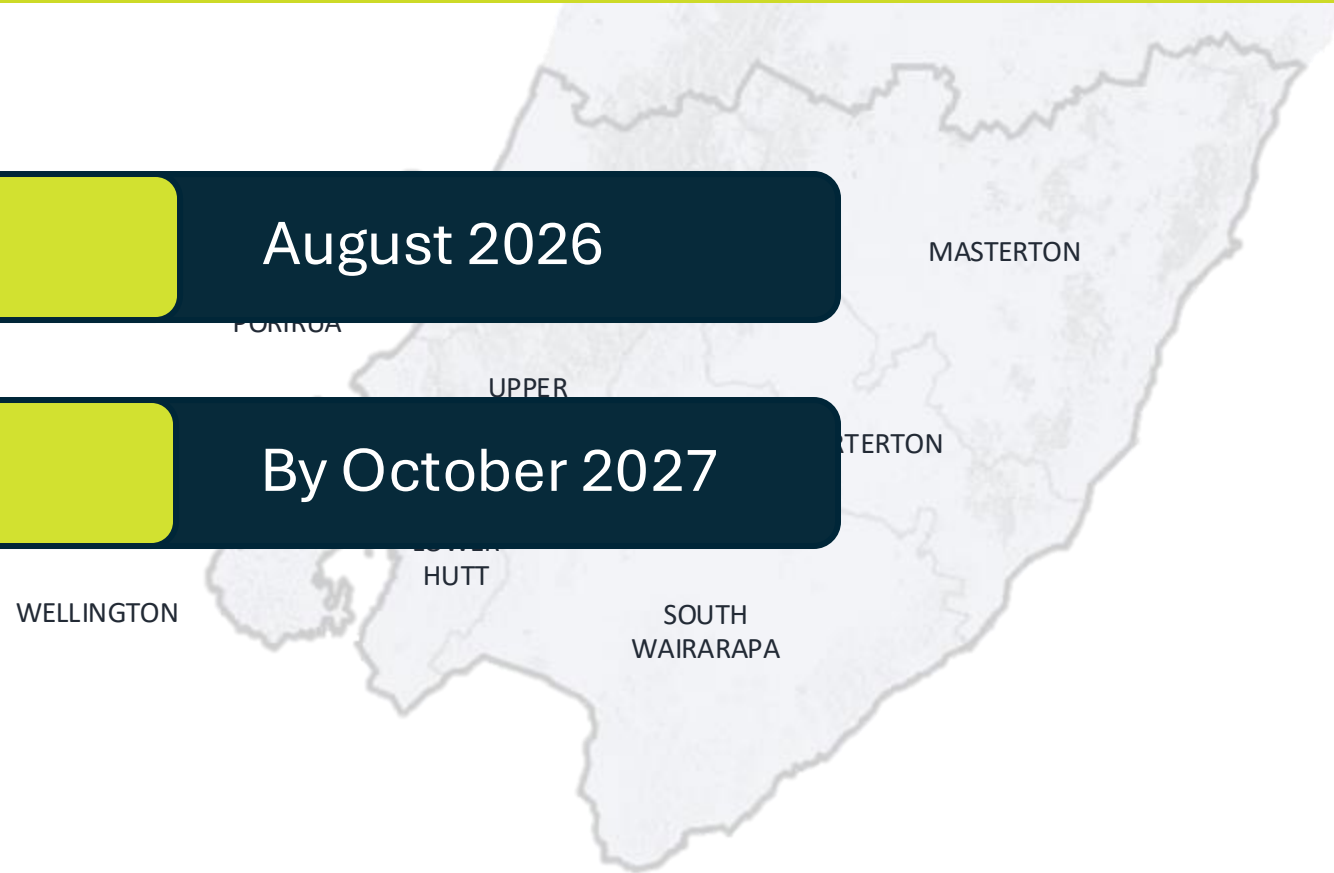
Confirm Tranche One services

August 2026



Implement Tranche One changes

By October 2027



SUPPORTING INFORMATION

Future Bus Services Contract Procurement

TRANCHE 2 - PROPOSED NETWORK / SERVICE OPTIMISATIONS
HUTT VALLEY (UNIT 24)

2 JUNE 2026 - COUNCIL WORKSHOP

Tamsin Evans – Senior Manager Network and Customer

Alex Campbell – Principal Advisor Service Design, Commercial Partnerships



The purpose of this slide pack is to provide supporting information on service change options considered for Tranche 2 - Unit 24 Hutt Valley.

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2. RPTP Consideration Maps
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 - Wainuiomata Packages
 - Hutt Valley Packages
 - Considerations

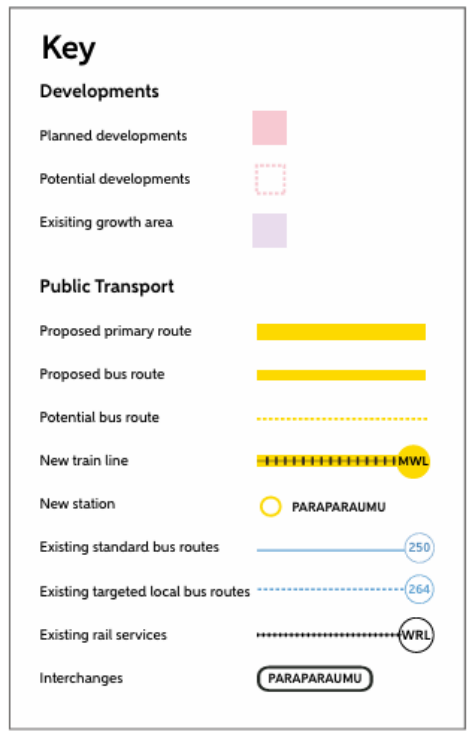
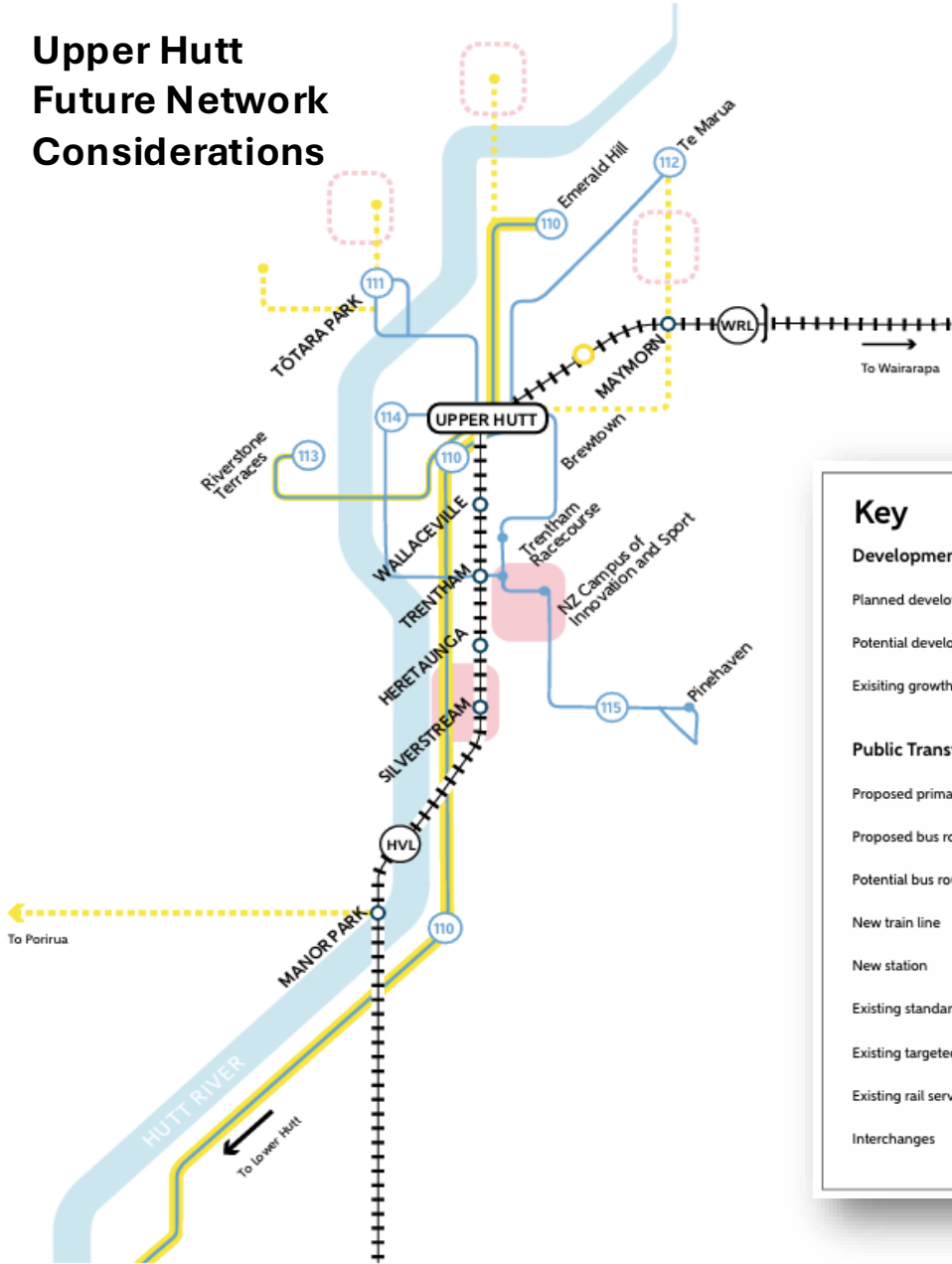
General Optimisation Approach Principles

- Progress network changes based on endorsed network recommendations:
 - Where these are funded and affordable
 - Have no significant new infrastructure required that may not be in place at commencement, and
 - Contain no significant dependencies outside of GW for delivery.
- Aim to include network changes where there may be greater benefit to an operator costing the change as part of a bid.
- Where there are resource trade-offs, prioritise network changes that maximise patronage and the transport disadvantaged.

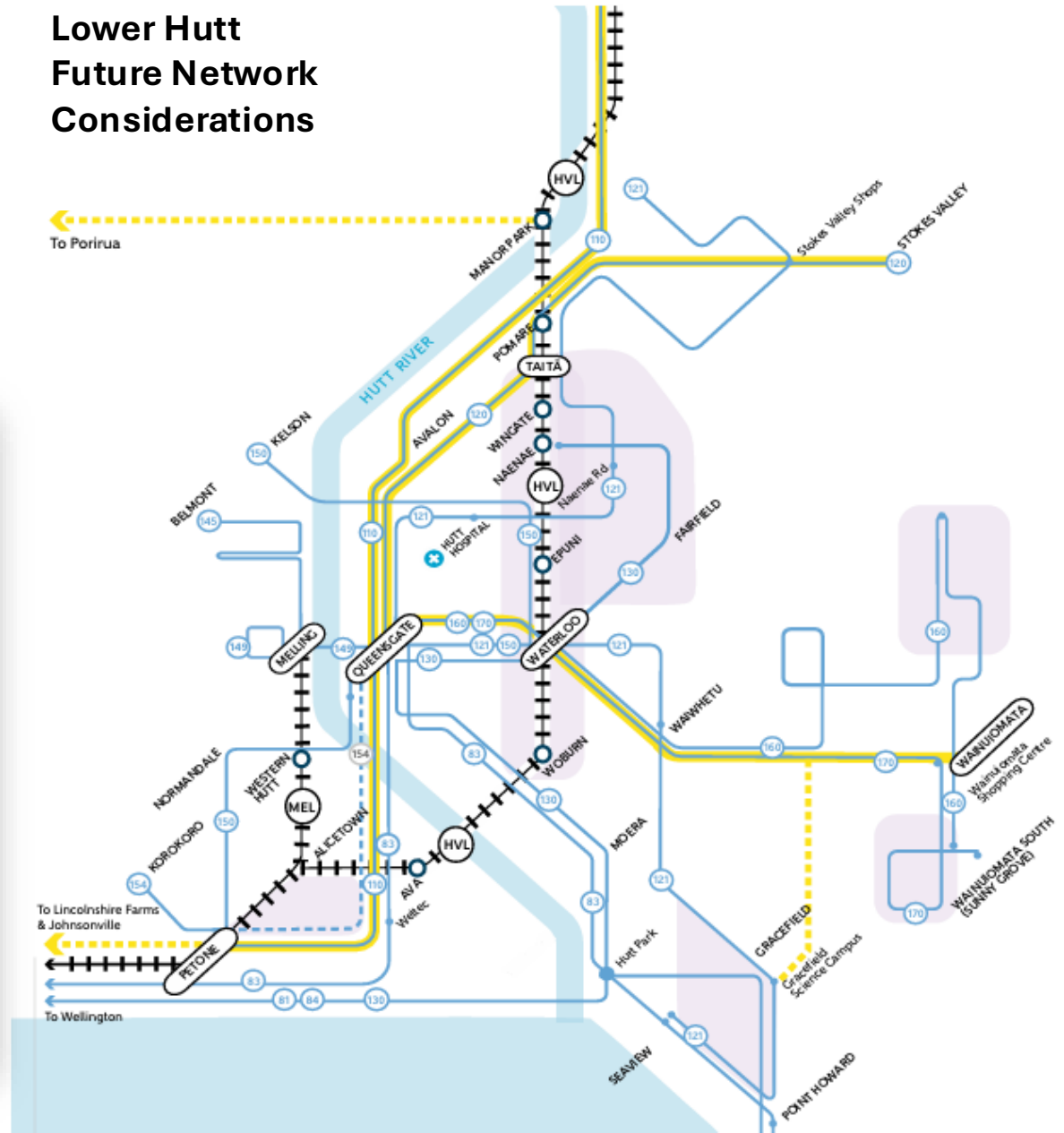


RPTP considerations maps

Upper Hutt Future Network Considerations



Lower Hutt Future Network Considerations



Long List of Potential Service Enhancement and Cost Reduction Options

Hutt Valley - Long List Approach

LONG LIST OF ENHANCEMENTS AND COST SAVING OPPORTUNITIES

Considerations:

- Does it give effect to RPTP Focus Areas for service improvements
- Is the change feasible for 2029 (contract commencement)?
- What infrastructure is required?
- Does it provide new / improved coverage and access?
- Does it provide essential network capacity?
- What is the customer impact (patronage / coverage / access)?
- Current cost to deliver and degree of cost recovery?



Long List Approach – Reductions Considered



ROUTE	SERVICE REDUCTION	REDUCTION	IMPACT (+3 TO -3)	FEASIBLE FOR 2029?
81	Truncate three am services to commence from Hutt Park	\$41k	-1	Yes
81	Withdraw and replace with train and ferry connections	\$690k	-3	No
83	Reduce daytime frequency between Wellington and Lower Hutt to Half Hourly with capacity provided by DD buses	\$250k	-1	Yes
83	Reduce interpeak & weekend frequency to hourly between Lower Hutt and Eastbourne (in line with RPTP)	\$225K	-1	Yes
83	Reduce evening service in line with RPTP	\$160k	-2	Yes
83	Hub at Petone Station with connections to trains	\$1.7mill	-3	No
84	Terminate at Seaview	\$80k	-1	Yes
110	Reduce daytime to every 20 mins to align with trains (every 30 mins Saturdays) and removal of short runs at Upper Hutt.	\$410k	-1	Yes
111	Remove double loop of Totara Park	\$14k	-1	Yes
113	Reduce to school bus only	\$45k	-1	Yes
120	Reduce daytime to every 20 mins to align with trains (every 30 mins Saturdays)	\$220k	-1	Yes
130	Reduce daytime to every 20 mins to align with trains (every 30 mins Saturdays)	\$370k	-1	Yes
145	Remove Saturday service (low use and targeted service in RPTP no Saturday required)	\$50k	-1	Yes
150	Interpeak frequency to hourly weekdays and Saturdays (in line with RPTP)	\$260	-1	Yes
154	Remove Saturday service (low use and targeted service in RPTP no Saturday required)	\$20k	-1	Yes
N8	Withdraw service	\$13k	-1	Yes
N22	Withdraw service	\$40k	-1	Yes
N66	Withdraw service	\$37k	-1	Yes
N88	Withdraw service	\$33k	-1	Yes

Long List Approach – Enhancements Considered



ROUTE	SERVICE REDUCTION	RPTP FOCUS	COST INCREASE	IMPACT (+3 TO -3)	FEASIBLE FOR 2029?
81	Redirect 50% of services to/from Wainuiomata	No	\$41k	2	Yes
83	Extra late services on 83 to Lower Hutt to replace After Midnight services (N8, N22, N66, N88)	No	\$137k	1	Yes
110	Merge with Rt 112 to improve access north of Upper Hutt to Hutt Hospital (20 minutes frequency aligned with trains)	Yes	\$13k	2	Yes
112	New school extension to serve Upper Hutt primary schools to address overcrowding on Rt 929	No	\$5k	2	Yes
115	Reroute to cover Alexander Drive and Wallaceville	Yes	\$19k	2	Yes
120	Extend to Petone (assumes 20 minute frequency aligned with trains)	Yes	\$475k	2	TBC
120	Interconnect with Wainui 160 for Hospital Connection (cost of increasing Wainui frequency to align with Rt 120)	Yes	\$256k	2	Yes
120	Additional evening services to align with Wainuiomata train connection improvements (see Rt 160)	Yes	\$103k	1	Yes
121	Extension to Petone to improve connections for Gracefield, Stokes Valley, Waiwhetu and Western Hills	Yes	\$264k	2	TBC
150	More direct routing at Western Hutt	No	-\$44k	0	Yes
160	Wainuiomata train connection improvements	Yes	\$123k	2	Yes
170	Wainuiomata train connection improvements	Yes	\$97	2	Yes
New	Wainuiomata - Gracefield - Petone (industrial worker connection)	Yes	\$108k	2	Yes
New	Lower Hutt City Circular - Weekday only 30 mins	Yes	\$243k	1	TBC
New	Lower Hutt City Circular - Weekday 20 mins, weekend 30 mins	Yes	\$364k	1	TBC
New	East-West Connection Porirua - Upper Hutt (60 mins weekday only)	Yes	\$660k	1	No
New	East-West Connection Porirua - Upper Hutt (30 min peak, 60 mins off peak 7 days)	Yes	\$1.4mill	1	No
New	Days Bay Ferry Connections	No	\$19k	1	Yes
New	936 Totara Park - Upper Hutt College new school bus	No	\$18k	2	Yes

School Bus Changes



ROUTE	PROPOSED SERVICE CHANGES	COST CHANGE
848	Discontinue as same schools covered by 149 pm school extension.	-\$31k
849	Extend AM service to start from Waterloo to provide access to Raphael House Rudolf Steiner School	\$3k
886	To be withdrawn. Customers to use route 83.	-\$9k
901	Cut back to Upper Hutt Station. Emerald Hill customers can catch following 110 trip	-\$5k
906	To be withdrawn. PM only service. No direct replacement. 11 pax per day	-\$33k
915	Replace two MV buses with one DD	-\$34k
916	Replace LV at capacity with one DD	-\$7k
929	Cut back to Emerald Hill via Fergusson Dr to address overcrowding. Timberlea, Te Marua, Plateau customers to catch new school extension of 112	-\$16k
930	Replace three pm trips (LV, LV & MV) with DD & LV	-\$41k
951	Amend route via High Street to remove highway operation (no standing on highway)	\$1k

Short Listing Principles

Short listing principles

PRINCIPLES USED TO SHORT LIST OPTIONS:

Service reduction options with relatively low impact on communities:

- Avoid reducing service levels below RPTP minimums (except for core route alignment with weekday train frequency, every 20 mins).
- Avoid reducing well used services that exceed RPTP minimums.



Service enhancement options that:

- Give effect to RPTP Focus Areas for service improvements
- Feasible for 2028 commencement
- Provide new/improved coverage and access
- Provide essential network capacity



All school bus changes assumed as included



Emerging Service Optimisation Packages

Emerging option packages

PACKAGE		EST. \$ CHANGE	SERVICE REDUCTIONS	SERVICE ENHANCEMENTS
A	Cost Reduction Focus	- 10% - \$2.2 million	Frequent, connector and targeted: 83, 110, 111, 113, 120, 130, 145, 150, 154	Low cost and essential enhancements only: 81 Wainui, 112, 115, Ferry connex
B	Cost Reduction (Wainuiomata Focus)	- 7% - \$1.6 million	Frequent, connector and targeted: 83, 110, 111, 113, 120, 130, 145, 150, 154	Wainuiomata Focus: 81 Wainui, 112, 115, Ferry connex + 120 to Wainui, 160 & 170 frequency
C	Cost reduction (Hutt Valley Focus)	- 4% - \$0.8 mill	Frequent, connector and targeted: 83, 110, 111, 113, 120, 130, 145, 150, 154	Hutt Valley Focus: 81 Wainui, 112, 115, Ferry connex + 110 north, 120 to Petone, 121 extend, LH City Circular
D	Less Cost Reduction (Wainuiomata Focus)	- 3% - \$0.6 million	Frequent routes only: 110, 120, 130	Wainuiomata Focus: 81 Wainui, 112, 115, Ferry connex + 120 to Wainui, 160 & 170 frequency + 83 late buses
E	Less Cost Reduction with Hutt Valley Focus	+ 1% + \$0.15 million	Frequent routes only: 110, 120, 130	Hutt Valley Focus: 81 Wainui, 112, 115, Ferry connex +110 north, 120 to Petone, 121 extend, LH City Circular + 83 late buses
F	Cost reduction with Wainuiomata and Hutt Valley enhancements	- 4% - \$0.8 million	Frequent, connector and targeted: 83, 110, 111, 113, 120, 130, 145, 150, 154	Hutt Valley and Wainuiomata 81 Wainui, 112, 115, Ferry connex + 120 to Wainui, 160 & 170 frequency + 110 north, 121 extend + 83 late buses

Emerging option packages - outcomes

PACKAGE		EST. \$ CHANGE	SERVICE REDUCTIONS	SERVICE ENHANCEMENTS
A	Cost Reduction Focus	- 10% - \$2.2 million	Frequent routes reduce to every 20 mins (110, 120, 130). + Off peak frequency reductions (83, 150) Double loop removed (111). Converted to school bus (113). Saturday service removed (145, 154). ★	Rt 81 50% to Wainui. Rt 112 school extension. Rt 115 to cover Wallaceville. New Eastbourne pm ferry connection.
B	Cost Reduction (Wainuiomata Focus)	- 7% - \$1.6 million	Frequent routes reduce to every 20 mins (110, 120, 130). + Off peak frequency reductions (83, 150) Double loop removed (111). Converted to school bus (113). Saturday service removed (145, 154). ★	+ Rt 81 50% to Wainui. Rt 112 school extension. Rt 115 to cover Wallaceville. + New Eastbourne pm ferry connection. + Wainuiomata direct connections to Hutt Hospital, Wellington, Gracefield and Seaview and improved train connections. ★
C	Cost reduction (Hutt Valley Focus)	- 4% - \$0.8 mill	Frequent routes reduce to every 20 mins (110, 120, 130). + Off peak frequency reductions (83, 150) Double loop removed (111). Converted to school bus (113). Saturday service removed (145, 154). ★	Rt 81 50% to Wainui. Rt 112 school extension. Rt 115 to cover Wallaceville. New Eastbourne pm ferry connection. + Improved access from Upper Hutt to Lower Hutt. Improved access from Stokes Valley to Petone. Improved Lower Hutt industrial area access. Lower Hutt City Circular. ★
D	Less Cost Reduction (Wainuiomata Focus)	- 3% - \$0.6 million	Frequent routes reduce to every 20 mins (110, 120, 130). ★	Rt 81 50% to Wainui. Rt 112 school extension. Rt 115 to cover Wallaceville. New Eastbourne pm ferry connection. + Wainuiomata direct connections to Hutt Hospital, Wellington, Gracefield and Seaview and improved train connections. + After midnight buses Wgtn to Lower Hutt. + ★
E	Less Cost Reduction with Hutt Valley Focus	+ 1% + \$0.15 million	Frequent routes reduce to every 20 mins (110, 120, 130). ★	Rt 81 50% to Wainui. Rt 112 school extension. Rt 115 to cover Wallaceville. New Eastbourne pm ferry connection. + Improved access from Upper Hutt to Lower Hutt. Improved access from Stokes Valley to Petone. Improved Lower Hutt industrial area access. Lower Hutt City Circular. + After midnight buses Wgtn to Lower Hutt. + ★
F	Cost reduction with Wainuiomata and Hutt Valley enhancements	- 4% - \$0.8 million	Frequent routes reduce to every 20 mins (110, 120, 130). + Off peak frequency reductions (83, 150) Double loop removed (111). Converted to school bus (113). Saturday service removed (145, 154). ★	+ Rt 81 50% to Wainui. Rt 112 school extension. Rt 115 to cover Wallaceville. New Eastbourne pm ferry connection. + Wainuiomata direct connections to Hutt Hospital, Wellington, Gracefield and Seaview and improved train connections + Improved access from Upper Hutt to Lower Hutt. Improved Lower Hutt industrial area access. + After midnight buses Wgtn to Lower Hutt. + ★

Exclusions – Hutt Valley

RPTP focus actions to not progress at this time

Officers recommend **not proceeding** with following actions identified in the RPTP at this time:

LOWER HUTT CITY CIRCULAR

- Direct connections are already available between Waterloo, Lower Hutt CBD and Hutt Hospital.
- Hutt Hospital connection between Waterloo and Hospital could be improved by connecting Route 120 to Wainuiomata services without needing to operate a new duplicating service.

PORIRUA – UPPER HUTT

- Potentially high-cost service with low usage.
- Would not be part of the NZTA continuous program and subject to business case so may require 100% rate payer funding.
- Service would be highly dependent on transfers, and we don't have systems and infrastructure in place to guarantee transfers would work reliably for customers (low frequency so high impact of missed transfer).



Supporting Information – Wainuiomata Package

Package Details - Wainuiomata Focus

ENHANCEMENTS

- Direct connections to local employment – Gracefield, Seaview and Petone
- Direct connection to Hutt Hospital with Wainuiomata by linking Stokes Valley and Wainui services.
- Improve connections to Wellington City
 - Redirect selected peak route 81 services to link Wainuiomata and Wellington
 - Improved train connections to from Wellington with focus on improving early morning and evening train connections.

FURTHER OPPORTUNITIES

- Establish frequent spine connection to Lower Hutt and Hutt Hospital?
- Opportunity to extend coverage to Wise Street north with more direct journeys vs. some reduction in daytime frequency?

THE BIG IDEAS

- Redirect half of route 81 services from Eastbourne to Wainuiomata for more equitable access to services.
- Connect Stokes Valley with Wainuiomata to provide direct access to Hutt Hospital from Waterloo and Wainuiomata



Wainuiomata: Current state

- Two routes connecting Wainuiomata to Waterloo Station and Lower Hutt CBD.
- Frequent bus connections for travel to Hutt Hospital and Petone (8+ buses per hour).
- No direct access to local employment in Gracefield and Petone.

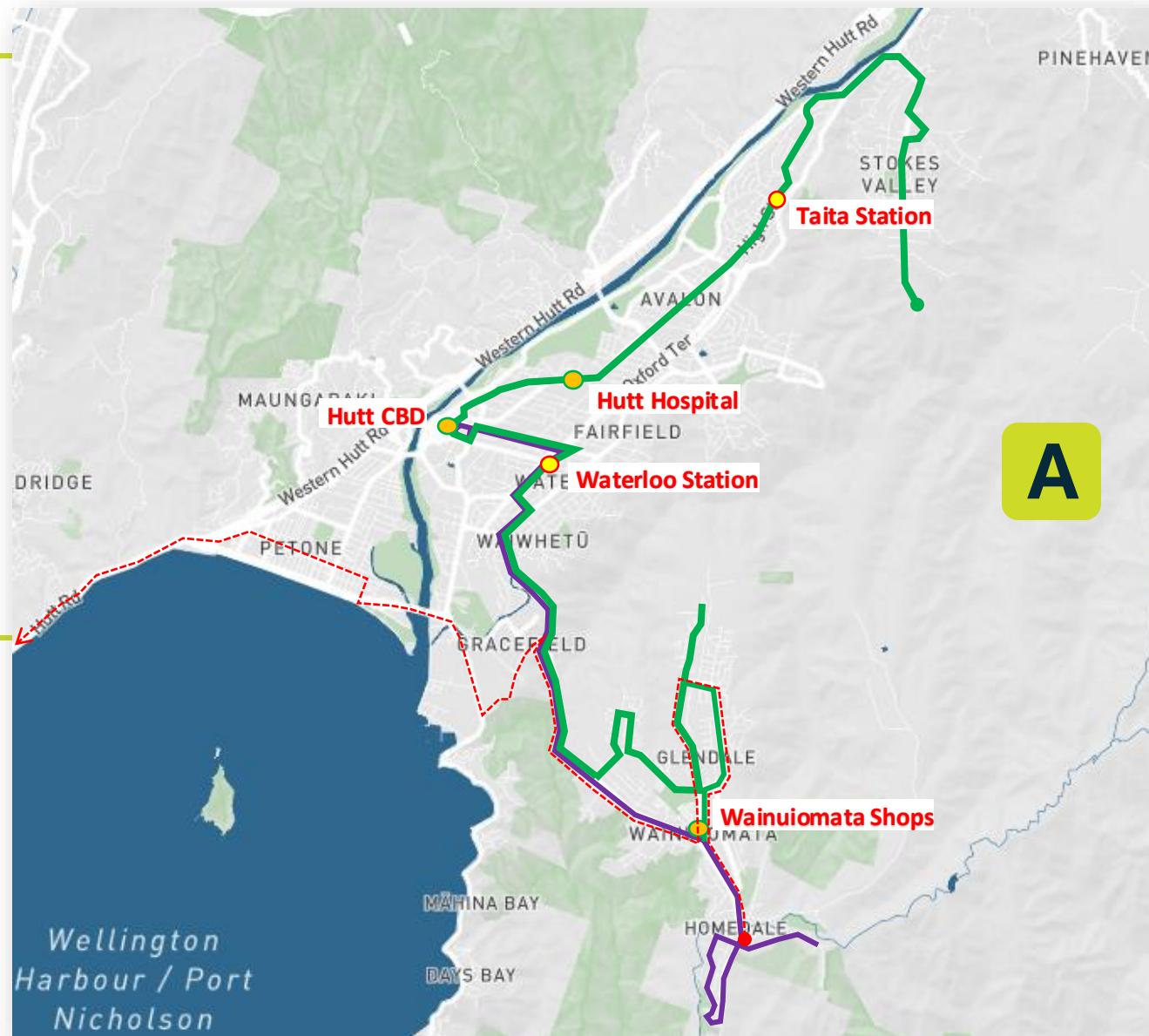
KEY

- ROUTE 160 - WAINUIOMATA NORTH
- ROUTE 170 - WAINUIOMATA SOUTH
- RPTP AREAS OF IDENTIFIED FOR IMPROVED ACCESS AND COVERAGE
- OTHER AREAS OF CUSTOMER / COMMUNITY FEEDBACK



Wainuiomata: Package A

- Wainuiomata North service joined to Stokes Valley route to provide one seat ride to Hutt Hospital and frequent link between Waterloo Station and Hutt Hospital (as alternative to Hutt City Circular).
- Every second route 81 to/from Eastbourne redirected to Wainuiomata to provide direct worker access to Gracefield and Petone and alternative slower, but one seat ride, access to Wellington.
- A 'do minimum' approach using existing local route structure.
- Results in more service to north vs. south.

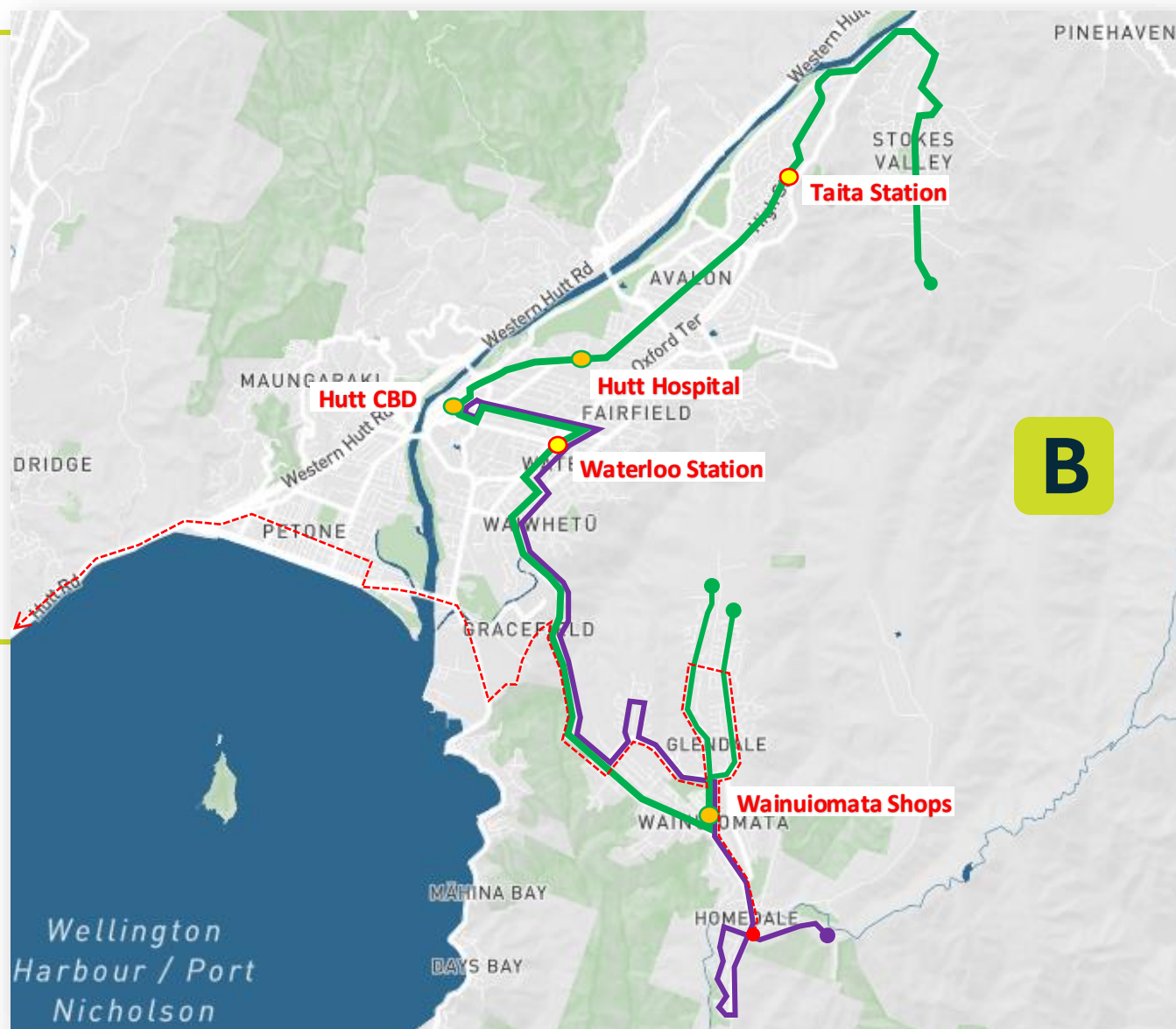


KEY

- WAINUIOMATA NORTH – STOKES VALLEY VIA WATERLOO, LOWER HUTT & HUTT HOSPITAL.
(20 min daytime frequency aligned with trains, 30 mins evening and weekends)
- WAINUIOMATA SOUTH – LOWER HUTT
(Additional evening services to align with train times)
- - - WAINUIOMATA COMMUTER VIA GRACEFIELD & PETONE
(Every second route 81 service redirected from Eastbourne)

Wainuiomata: Package B

- Stokes Valley services becomes an new spine route to central Wainuiomata with branches to Wise street and Wellington Road. Provides new coverage to Wise Street North and more direct journeys for Wise Street and Wellington Road residents.
- Wainuiomata South to cover Parkway.
- Every second route 81 to/from Eastbourne redirected to Wainuiomata to provide direct worker access to Gracefield and Petone and alternative slower, but one seat ride, access to Wellington.
- Results in focus on spine with more even spread of service across Wainuiomata.



KEY

- WAINUIOMATA NORTH – STOKES VALLEY VIA WATERLOO, LOWER HUTT & HUTT HOSPITAL.
(20 min daytime frequency aligned with trains, 30 mins evening and weekends)
- WAINUIOMATA SOUTH – LOWER HUTT VIA PARKWAY
(Level of service TBC)
- - - WAINUIOMATA COMMUTER VIA GRACEFIELD & PETONE
(Peak only with selected services diverted from Eastbourne)

Supporting Information – Hutt Valley Package

Package details - Hutt Valley focus

ENHANCEMENTS

- Merge 110 and 112 North of Upper Hutt to give improved access for Timberlea to rest of Hutt Valley
- Extension of Stokes Valley route to Petone to create high frequency spine between Petone and Hutt Hospital and improve access between Petone and Stokes Valley.
- Extension of route 121 from Gracefield to Petone to improve Hutt Valley access to employment areas.
- Lower Hutt City Circular to connect Waterloo, Lower Hutt CBD and Hutt Hospital.

THE BIG IDEA

- Improved North – South Hutt Valley connections to health, education and employment



Focus areas

LOWER HUTT RTP FOCUS AREAS

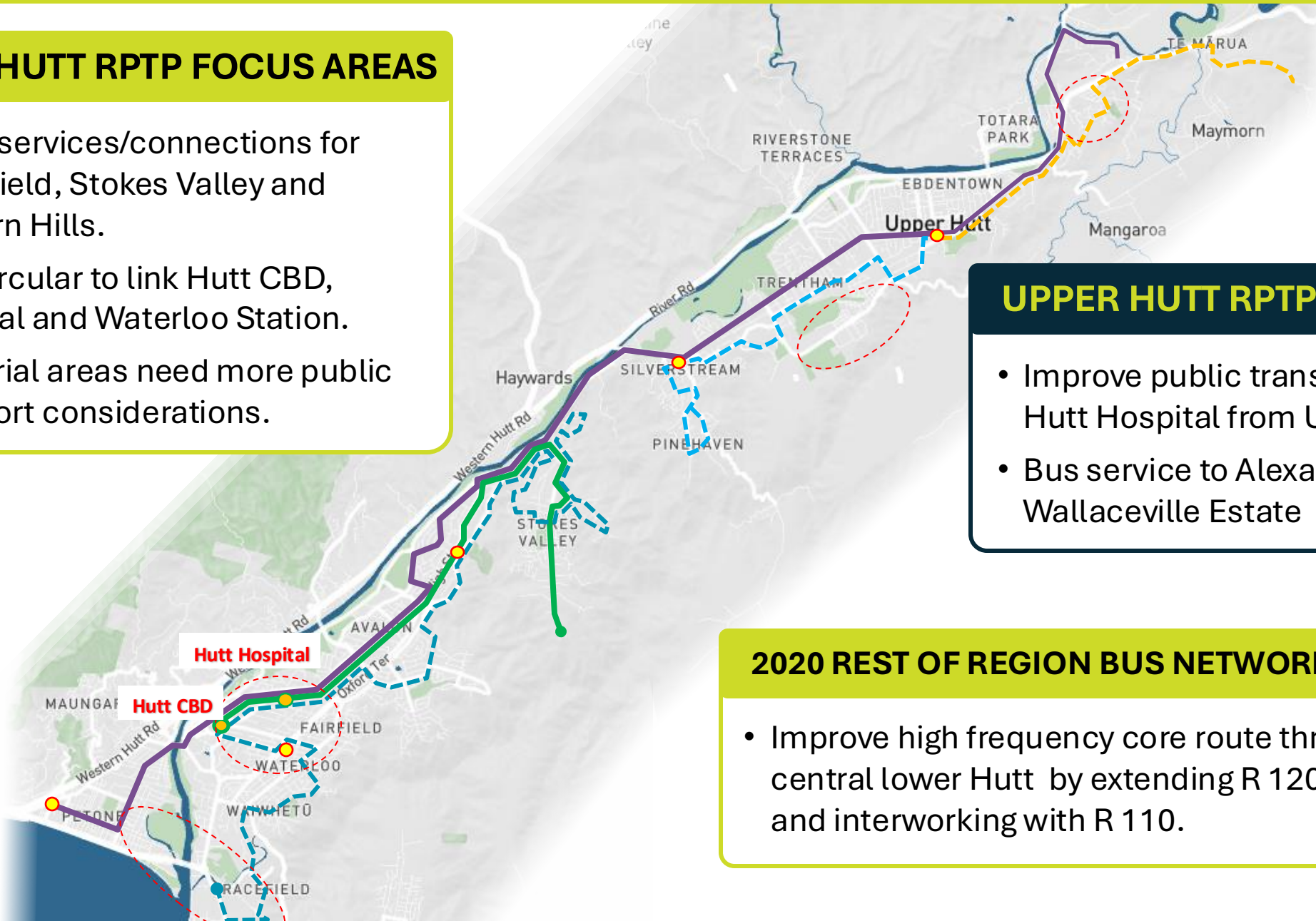
- Better services/connections for Gracefield, Stokes Valley and Western Hills.
- City Circular to link Hutt CBD, Hospital and Waterloo Station.
- Industrial areas need more public transport considerations.

UPPER HUTT RTP FOCUS AREAS

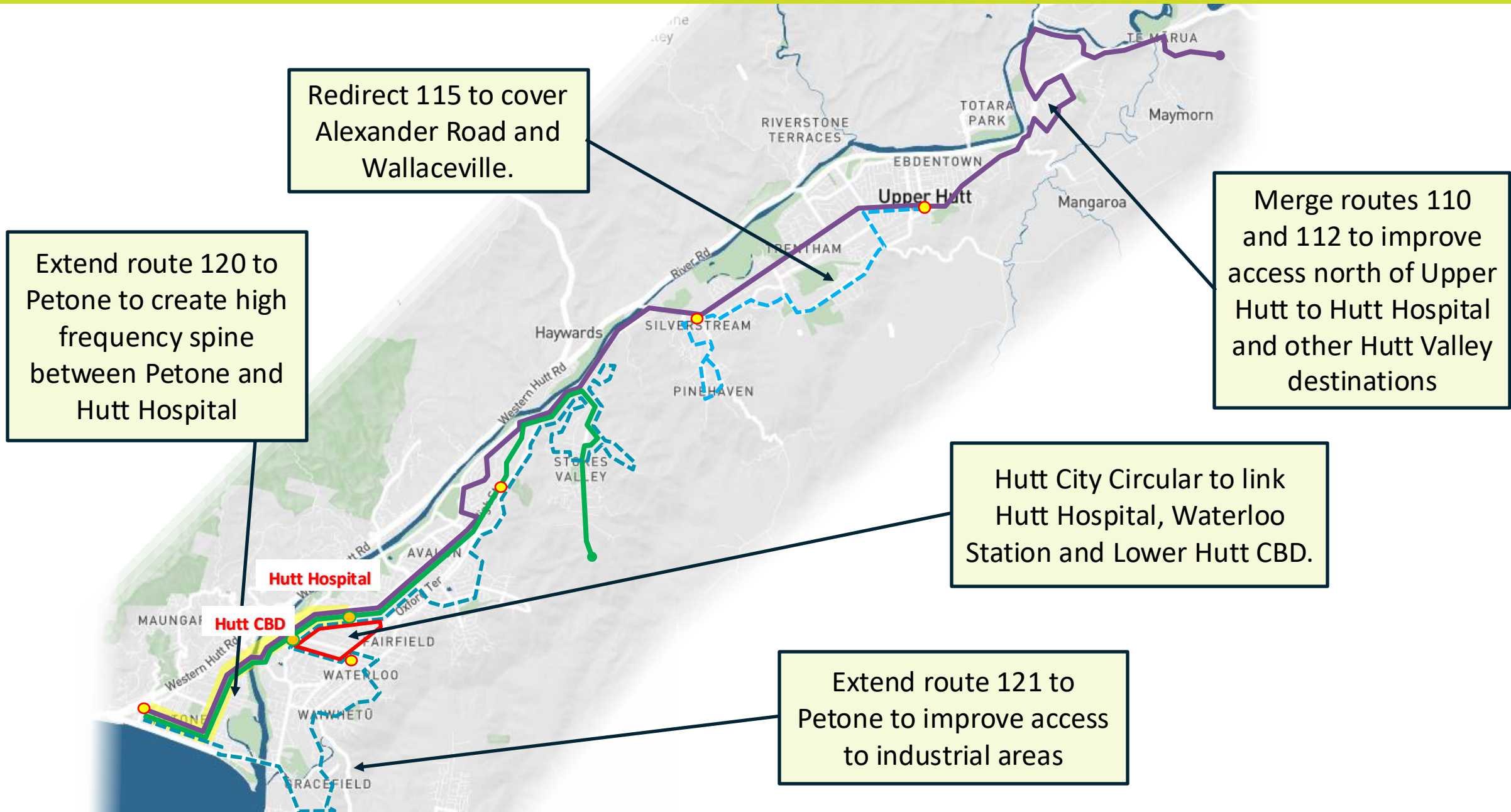
- Improve public transport access to Hutt Hospital from Upper Hutt
- Bus service to Alexander Road and Wallaceville Estate

2020 REST OF REGION BUS NETWORK REVIEW

- Improve high frequency core route through central lower Hutt by extending R 120 to Petone and interworking with R 110.

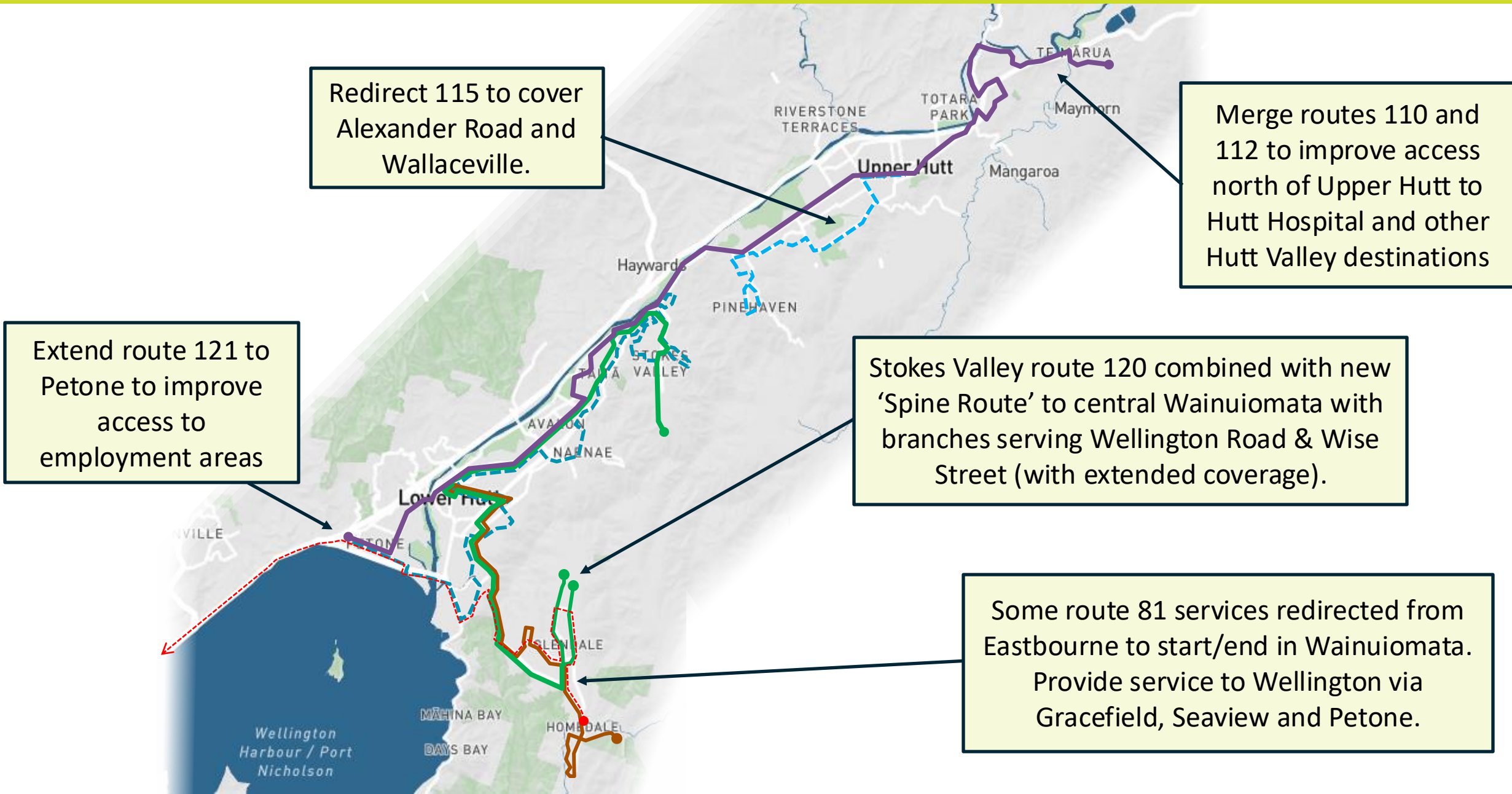


Hutt Valley Initiatives



Supporting Information – Emerging Preferred Package Wainuiomata and Hutt Valley

Balanced approach – bus service changes



Emerging Preferred Package



The emerging package combines cost reductions with targeted network enhancements giving effect to the RPTP focus areas across the Hutt Valley and Wainuiomata:

- **R 81** - Redirect 50% of services to / from Wainuiomata (**RPTP** - improve employment access within Lower Hutt and to investigate improved connections to Wellington City)
- **R 83** - Reduce daytime frequency between Wgtn and Hutt (from 15 mins to 30 mins with DD buses).
- **R 83** - Reduce daytime frequency to hourly between Lower Hutt and Eastbourne
- **R 83** – Provide extra late services to replace Hutt After Midnight routes N8, N22, N66 & N88 (Wgtn to Lower Hutt only).
- **R 84** - Truncate to Seaview.

Emerging Preferred Package *(cont.)*

- **R 110** - Reduce daytime frequency to align with trains (**RPTP** - Upper Hutt improve train connections).
- **R 110** – Merge with 112 north of Upper Hutt (**RPTP** - improved access to Hutt Hospital)
- **R 111** - Remove double loop of Totara Park
- **R 112** - New school extension to address capacity on school route 929
- **R 113** - Reduce to school bus only (Targeted only with very low use)
- **R 115** - Reroute to cover Wallaceville and Alexander Drive (**RPTP**)
- **R 120** - reduce daytime frequency to align with trains



Emerging Preferred Package *(cont.)*



- **R 120** - Reduce daytime frequency to align with trains
- **R 120** - Interconnect with Wainuiomata to provide direct connection between Wainuiomata and Hutt Hospital (**RPTP**) and provide a connection between Waterloo Station and Hutt Hospital (**RPTP** - alternative to City Circular for linking Waterloo Station to Hutt CBD and Hospital).
- **R 121** - Extension to Petone (**RPTP** - better connections for Gracefield, Stokes Valley, Waiwhetu, and Western Hills)
- **R 130** - Reduce daytime frequency to align with trains
- **R 145** - Remove Saturday service (Targeted only with very low use)

Emerging preferred package *(cont.)*

- **R 150** - Interpeak frequency to hourly weekdays and Saturdays
- **R 150** - More direct routing at Western Hutt
- **R 154** - Remove Saturday service (Targeted only with very low use)
- **R 160 & R 170** - Add early am and evening services to improve train connections (**RPTP**).
- **R 160 & R 170** - interconnect with 120 to deliver direct connection to Hutt Hospital (**RPTP**)
- **New** – Days Bay Ferry connections (mitigates reduced **R 81** services to Eastbourne & improve ferry viability)



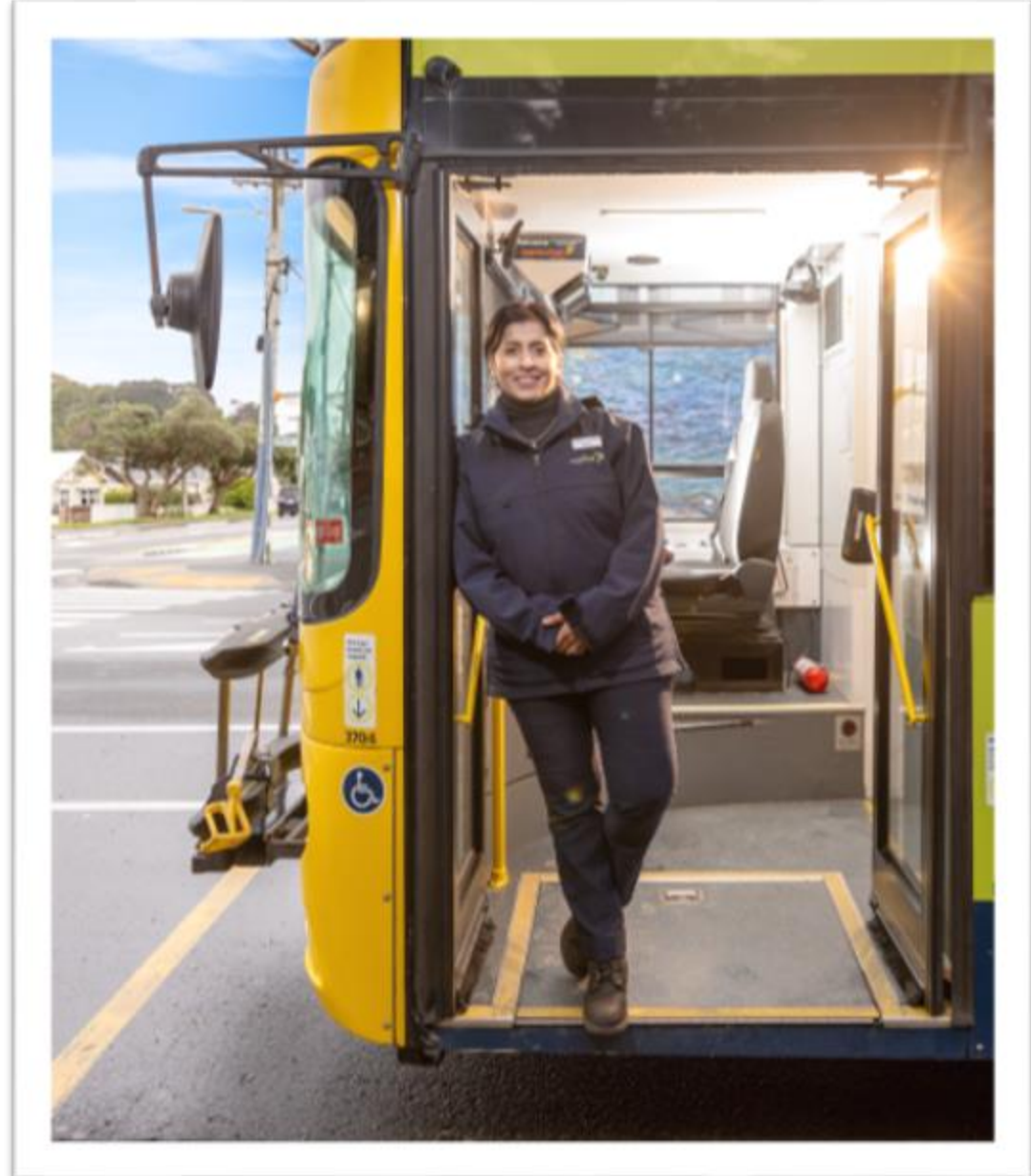
Supporting Information – Considerations

Considerations for Network Changes to Progress

- **Affordability** - is the change affordable with the funding available?
- **Funding** – does the change require NZTA funding that is subject to business case processes and therefore funding is not certain?
- **Infrastructure** - does the change require significant new infrastructure such as stops, stations, new roading, that if not in place at contract commencement would prevent a service from commencing?
- **Likelihood** – does the change have major dependencies outside GW control e.g., progress of new urban growth areas by private developers which may or may not be in place at contract commencement?
- **Variation risk - to do later** – is the change likely to be immaterial to implement as a variation after commencement vs. changes that could materially affect how an operator costs a bid?
- **Alignment with RPTP network design principals** – where there are trade-offs focus to areas of greatest benefit/need:
 - Patronage oriented service supporting mode shift, congestion relief, emission reduction and productive urban form.
 - Coverage-oriented service meeting needs of transport disadvantaged.

2020 Rest of Region Bus Network Review

- **Address incompatible bus and train frequencies** - especially 20 min train vs. 15 min bus – 110, 120, 130
- **Improve high frequency core route through central lower Hutt** - by extending 120 to Petone and interworking with 110.
- **Wainuiomata** - consider rerouting 160 or 170 to Petone Station with transfer between routes in Wainuiomata or operating a single high frequency route to well patronized areas of Wainuiomata supported by On-Demand service.
- **Totara Park 111 and Timberlea 112** - consider introducing Sunday services. Remove double loop from Totara Park to increase efficiency.
- **Wairarapa** - recommendations have been actioned
- **Optimise bus train connections** - for minimal wait times



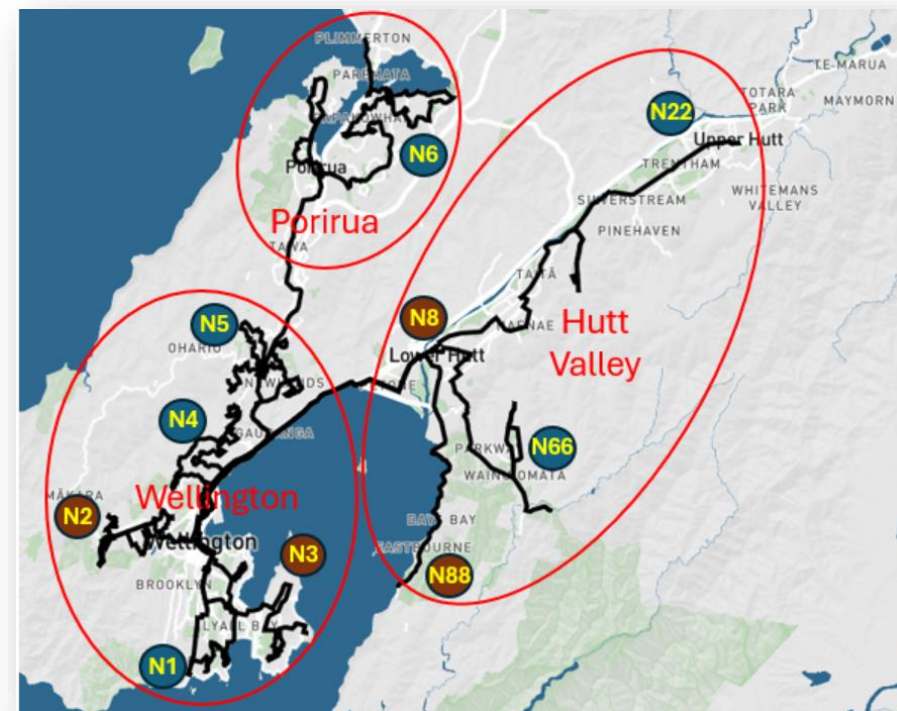
2024 After Midnight Bus Service Review

Due to low and declining usage, Council resolved on 16 May 2024 to:

- Remove reference to 'After Midnight' Routes N1 to N88" from the RPTP.
- Noted that there will be a staged replacement of the 'After Midnight' routes with later and earlier services on existing core routes that cover key areas of demand.

In the Hutt Valley, the After Midnight services were N22, N66 and N88 each departing every 90 minutes from Courtenay Place, providing a combined 30-minute frequency to Lower Hutt from 12am to 4:30am.

A return service from Lower Hutt to Wellington also operates at 1am and 2:30am.



Since 2006 usage has declined by 76%, from 57,571 to 13,458 passenger boardings per year.

2024 School Bus Review

Address out of zone, low use, high use and standing on rural roads.

Hutt Valley

- R 849 Increase to LV (51 pax)
- R 853 Increase to LV (53 pax)
- R 886 Withdraw, students to catch public bus (15 pax)
- R 906 Withdraw, students to catch public bus (13 pax)
- R 911 Increase to LV (44 pax)
- R 930 Increase to LV (46 pax)
- R 935 Increase to LV (47 pax)

Wairarapa

- R 313 combine 2 trips into one DD (46 pax am / 53 pax pm)



2024 School Services Using 'Rural' Roads

ROUTE	DESCRIPTION	AVG BOARDINGS	ACTION
313	Featherston – Greytown – Carterton – Wairarapa College	21/25	Combine two morning trips and run with DD
313	Wairarapa College - Carterton - Greytown - Featherston	19/34	Combine two afternoon trips and run with DD
911	Upper Hutt – St Oran’s College	44	Increase bus size
911	Upper Hutt – St Oran’s College	48	Increase bus size
930	Heretaunga College, Upper Hutt College & Fergusson Intermediate School - Timberlea - Birchville - Te Marua	46	Increase bus size
930	Te Marua – Birchville – Timberlea – Fergusson Intermediate School, Upper Hutt College & Heretaunga College	46	Increase bus size
930	Te Marua – Birchville – Timberlea – Fergusson Intermediate School, Upper Hutt College & Heretaunga College	44	Increase bus size
931	Birchville – Upper Hutt – Chilton St James School – Sacred Heart College	43	Amend route to go via High St
931	Birchville – Upper Hutt – Chilton St James School – Sacred Heart College	30	Amend route to go via High St
931	Sacred Heart College - Chilton St James School - Upper Hutt - Birchville	32	Amend route to go via High St
931	Sacred Heart College - Chilton St James School - Upper Hutt - Birchville	42	Amend route to go via High St
951	Belmont – Melling – Epuni – Avalon – St Patrick’s College & Fergusson Intermediate School	61	Amend route to go via High St
951	Hutt International Boys’ School & St Patrick’s College - Avalon - Epuni - Melling - Belmont	47	Amend route to go via High St

Riverlink

- Relocated Melling Station will reopen 2028/29
- Considerations for future routing of Western Hills bus routes 145 and 149?



Ongoing Service Design Network Management

- Ongoing network reviews and optimisation including cost reductions
- Cost reductions
- Run time reviews
- Capacity optimisation

