

Metlink Wellington City Bus Network Action Plan Summary



In July 2018 Metlink made some major changes to Wellington's bus transport network. This involved creating a more efficient network design (routes, bus stops and timetables), high-frequency routes and more services, transfers and connecting services, and some improved off-peak services (especially at weekends).

In 2019 Metlink has undertaken review of the bus network design to look at what works well and what changes need to be made. We have gone back to the Wellington community to ask their views on what needs to change. Starting in the Eastern suburbs of Wellington, we have asked bus customers what could be improved and have engaged with interested customers across the city through a range of activities including focus groups, public drop-in workshops and online surveys.

The Bus Network Review (BNR) has run from July to September 2019 and has been very generously supported by bus customers. Thank you to everyone who has contributed.

The constructive feedback detailing what works and what doesn't has been used to inform a set of network recommendations that will be phased in over three years. Metlink has listened, developed a package of recommended network improvements, and laid out a time-lined action plan to deliver and/or consider the recommended developments and improvements.

We know many people have been negatively impacted by the July 2018 changes and the recommendations and associated actions seek to address known issues – over time.

ACTION PLAN PURPOSE

The Action Plan sets out a three year roadmap for developing Wellington city's bus network in response to the recommendations from the Bus Network Review.

The plan is shaped by the resources (drivers, buses and funding) available to Metlink over the next three years. Working within these constraints, the plan establishes clear expectations for what can be delivered and considered in the short, medium and long-term.

ACTION PLAN PHASING

SHORT-TERM IMPROVEMENTS	MEDIUM TO LONG-TERM IMPROVEMENTS	CONSIDERATIONS
Improvements with the limited resources we currently have - requiring some trade-offs	Improvements we will be able to deliver with extra resources	Opportunities for further improvement requiring investigation
<p>By June 2020, subject to all of the following:</p> <ul style="list-style-type: none">Minimal requirement for extra drivers and buses.Funding	<p>By June 2022, subject to any or all of the following considerations:</p> <ul style="list-style-type: none">Detailed design and cost evaluation.FundingAdditional drivers and busesCommunity consultation.	<p>Begin assessing from 2020, based on any or all the following significant considerations:</p> <ul style="list-style-type: none">Detailed design and cost evaluationFundingAdditional drivers and busesCommunity consultationPatronage growthLet's Get Wellington Moving/Bus PriorityChanges to public transport policy.

For more detail on the Bus Network Review recommendations and associated actions go to:
metlink.org.nz/on-our-way/bus-network-review/

The phasing of the plan is outlined below.

Insights

Recommendations

Actions

What's needed to deliver on actions

Funding		Let's Get Wellington Moving Bus Priority	
Extra drivers		More consultation	
Extra buses			













Service hours definitions

Peak hours	Mon-Fri 7am – 9am, and 3pm – 6:30pm
Shoulder [of the] peak	Mon-Fri before 7:30am and after 8:30am, before 5pm and after 6pm (indicative)
Inter-peak	Mon-Fri 9am – 3pm
Off peak	Mon-Fri 9am – 3pm, <u>and</u> after 6:30pm, <u>and</u> weekends, and public holidays

To June 2020

To June 2021


July 2021 onwards






You told us: Remove forced transfers	"A lot of older folk use, or would like to use buses but having to change routes, waiting around at stops/hubs, to get into and across town creates a barrier for them."			What's needed?
New core bus route from Miramar terminus and Wellington Station, re-establishing direct all day links to city with 10 minute target frequency (BNR Recommendation A)	Extend: Route 18: Miramar shops – Kilbirnie, every 30 mins (Jan 2020)	Establish: 2nd branch of route 2 into Miramar North (Oct 2020)		  
New local route from Strathmore Park – Mairangi (via Newtown and City) with 30 minute target frequency (BNR Recommendation B)	Extend: Route 12 from Strathmore Park – Newtown, every 60 mins, inter peak (Jan 2020)	Extend: Route 12 from Strathmore Park – City, every 60 mins, off peak (Oct 2020) Consider: Route 22 option extending Golden Mile – Mairangi (Oct 2020)	Extend: Route 12: Strathmore Park – City, every 30 mins (from Oct 2021) Reroute: Route 22 Mairangi – Hospital via Golden Mile (Oct 2021) Consider/investigate: Linking Mairangi – Golden Mile – Strathmore Park route (from Oct 2021)	  
Operate all day direct local routes from Houghton Bay, Southgate, Owairo Bay, Vogeltown and Kowhai Park to the City (BNR Recommendation C)	Extend: Routes 23, 29, 27, 17 to city: every 60 mins, (May 2020) Merge: Route 23 & 23Z for greater efficiencies (May 2020) Address: Brooklyn hub congestion (May 2020)		Consider/investigate: increase off peak frequency to 30 min on Routes 23, 29, 27, 17 (from 2021)	  
New frequent crosstown route Karori – Kilbirnie via University Campuses and Newtown (BNR Recommendation D)		Increase: extended Route 18 frequency shoulder peak, school start/finish times (Oct 2020) Consider/investigate: increase of extended Route 18 frequency – 30 mins all day (from Oct 2020)		  

To June 2020

To June 2021

July 2021 onwards











You told us: Improve network operation and reliability	"The quicker route ...is great. But now it takes almost the same amount of time as the 30x – shouldn't an express be faster than a normal bus?"			What's needed?
Improve Eastern suburbs services (Route 12e, 30x, 31x, 36) (BNR Recommendation E)	Allow: driver discretion to avoid Cobham Dr congestion (Route 30x, 31x, now) Extend: Route 36 peak frequency into shoulder peak (May 2020)	Remove: Express service pick up Hataitai village (route 31x, 30x, from Oct 2020) Consider/develop: new type of express service (from 2020) Consider/investigate: new express route Strathmore Park – Courtenay Plc (from 2020)	Consider/investigate: CBD rerouting of Route 30x, 31x, 32x express services (from 2021)	
Actively manage connecting services (Route 17, 29, 19, 1JW) (BNR recommendation F)			Consider/investigate: technology solutions to actively manage connecting services (from 2021)	












You told us: Meet specific community/customer need	"No one in Northland wants to go to the railway station – we are going to work or shopping or appointments....."			What's needed?
Extend Route 20 Mt Victoria – City; Remove low patronage section Mt Victoria – Kilbirnie (BNR Recommendation G)			Extend: Route 20 via Golden Mile to Railway Station (from Oct 2021) Remove: Mt Vic /Kilbirnie section from Route 20 (from Oct 2021)	
Add targeted Victoria University campus connection (BNR recommendation H)			Replace: Route 22 campus link Railway Station – Pipitea campus – Kelburn campus (from Oct 2021)	
Increase Northland – City early morning and shoulder peak services (BNR Recommendation I)			Add: additional Route 13 early morning and shoulder peak services (from Oct 2021)	
Extend Route 14 trips to Rongotai College (BNR recommendation J)	Extend: Route 14 to Rongotai College am/pm, school terms (May 2020)			
Work with Airport/WCC to improve walking connection to airport (BNR Recommendation K)		Improve: Metlink signage and shelter (Hobart St, Miramar, June 2021)		
Investigate peak only service Grenada Village – City (BNR Recommendation L)			Consider/investigate: peak only service Grenada Village – Newlands – City (from 2021)	
Formalise Route 24 Broadmeadows loop (BNR Recommendation M)	Formalise: current two way loop (Route 24, Jan-March 2020)			

To June 2020

To June 2021

July 2021 onwards




You told us: Provide for current demand	“Have a service that makes it possible to get to the hospital to start a shift at 7am.”			What’s needed?
Increase Route 2 capacity/frequency (BNR Recommendations N & O)	Improve: shoulder peak frequency (Route 2, May 2020)	Increase: inter-peak/weekend frequency (Route 2, from Oct 2020)	Increase: peak frequency (from Oct 2021) Consider/investigate: peak capacity improvements with larger buses / tunnel modifications (from 2021)	   
Increase Route 33 & 34 early morning services (BNR Recommendation P)			Add: early morning/shoulder peak services (Route 33, 34, from Oct 2021)	  
Increase Route 24 capacity (BNR Recommendation Q)			Increase: bus size/frequency (Route 24, from Oct 2021)	  

You told us: Provide for future demand	“I believe it is critical to get the buses working so that people will use them in preference to cars. We’ve got to get as many people as possible out of cars.”			What’s needed?
Add new frequent bus route Newtown Park – Wellington Station (via Taranaki St) Enable Route 3 operation via Basin Reserve (BNR Recommendation R)			Consider/Investigate: options for new route and Route 3 journey (from 2022)	   
Add new local route Wrights Hill – Mt Victoria (via City) (BNR Recommendation S)			Consider/investigate: route to provide peak access via Thorndon (From 2022)	 
Replace Route 24 with separate routes to Houghton Bay & Miramar Heights (BNR Recommendation T)			Consider/investigate: 2 routes Johnsonville – City – Houghton Bay, Johnsonville– City – Miramar Heights (from 2021)	 
Develop network proposal servicing Grenada Village – Woodridge (BNR Recommendation U)			Consider/investigate: Grenada Village – Woodridge connection (from 2022)	
Support enhanced airport service (subject to commercial considerations) (BNR Recommendation V)			Consider: airport service options (from 2021)	 

To June 2020

To June 2021

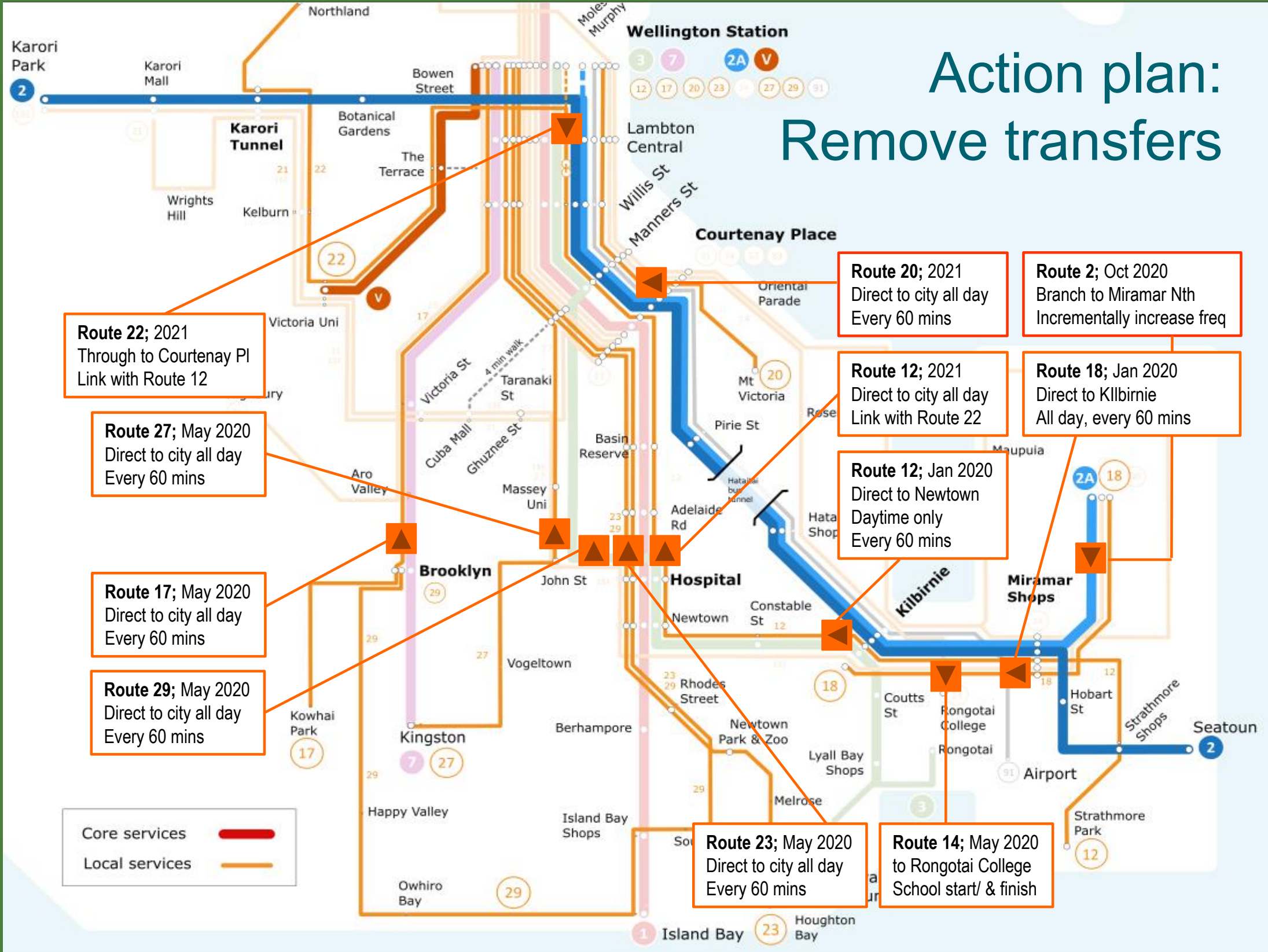
July 2021 onwards

You told us: Customer experience and engagement are important	“Thank you for your willingness to further improve these services!”			What’s needed?
Improve transfer stop shelter safety (BNR Recommendation W)		Investigate: access improvements Onepu Rd Kilbirnie Hub stop (from Oct 2020)		
Review route numbering conventions (BNR Recommendation X)			Consider/investigate: refining route numbering, names and signage (continual improvement cycle, from 2021)	
Incentivise travel behaviour to spread peak demand (refer peak / shoulder peak definition) (BNR Recommendation Y)		Consider: options to spread demand (from 2020)		
Run more regular community engagement (BNR Recommendation Z)		Consider: as part of continual improvement cycle (from 2020)		
Develop bus driver / union stakeholder engagement (BNR Recommendation AA)		Consider: as part of continual improvement cycle (from 2020)		

Non BNR CONSIDERATIONS/ACTIONS				
Let’s Get Wellington Moving Bus Priority		Integrate: Bus Priority Early Works (from Oct 2020)	Integrate: Bus Priority (from 2021)	 
Adjust timetables to improve reliability	Adjust: Timetables (from Jan 2020 onwards)			

What could a new network look like?

Short term it will look like this:



Metlink Action Plan Questions and Answers

Q: Why so many recommendations and actions?

A: Not all recommendations are about ‘fixing the buses’. Now we know more from bus customers and have data as to how the new network is being used, we have also recommended improvements and developments. Some of the recommendations have multiple actions across different timeframes. We have learnt that with every change we make we need to stabilise the change, and then review the impact to ensure there are no unintended consequences for bus customers. We also need to take into consideration the investment required to implement the recommendations, which is another reason the recommendations are going to be implemented over time.

Q: Why such a long time to deliver the Action Plan?

A: In terms of delivery on the action plan, having enough buses drivers and the right buses (ie electric buses) are two important considerations; it takes time to bring on additional bus drivers, and securing a new electric buses fleet will also take time.

Q: How much is it going to cost?

A: Funding for the public transport system comes from a number of sources: fares, rates, NZTA (New Zealand Transport Agency). Metlink has already been able to cost some of the early delivery actions, these are:

	Cost \$ Million
July 2019 – June 2020	\$0.8m
July 2020 to June 2021	\$1.34m
July 2021 to June 2022	\$3.4m

Other actions in the plan will require further modelling before they can be accurately costed.

What could a new network look like?

Long term – if all concepts developed:

