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Committee Strategy and Policy Committee
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Hutt Valley Public Transport Review

1. Purpose

To approve the recommendations from the Hutt Valley Public Transport Review and agree that the review is substantively complete. The only outstanding items relate to operational matters which are required to implement the recommendations.

2. Background

Greater Wellington Regional Council (GWRC) has undertaken a review of public transport services within the Hutt Valley. The review began under the remit of the Wellington Regional Public Transport Plan 2011-2021 which required regular service reviews to be carried out to ensure public transport services operate effectively and efficiently as part of an integrated public transport network.

The Business Case for the review was approved by the Economic Wellbeing Committee on 26 March 2013 (Report 13.124). Report 13.124 detailed the following points to be addressed as part of the review scope:

- bus, train, and ferry connectivity
- patronage, capacity, and demand
- changes in travel patterns
- changes in population catchments and land development
- span of service hours
- frequency of services; and
- the potential for east-west links.

The review assumptions were about fine tuning current services to provide an improved level of service for customers, rather than a need for a fundamental redesign of the current network.

3. Project Timeline

The review has met the planned timeline. The table below details the project timeline and the milestones achieved:

Milestone	Date	Status
1. Project Plan formulated and project commenced	February 2014	Completed
2. Bus and rail data collection undertaken in the form of customer surveys, operator meetings, and customer feedback	April 2014	Completed
3. Bus and rail survey data and other feedback analysed (survey results are contained in section 7 of Attachment 1 - Data Analysis Summary Report)		
Bus	May 2014	Completed
Rail	June 2014	Completed
4. Bus data analysed (Data Analysis Summary Report)	July 2014	Completed
5. Consultation round 2 (Riverstone Terraces)	September/October 2014	Completed
6. Options Report	October 2014	Completed
7. Final recommendations		Completed
Development	November/December 2014	
Report to Committee	February 2015	

It is important to note that operational changes resulting from the final recommendations are likely to be implemented with the new rail operating contract in 2016 and new bus operating contracts throughout 2017. However, it may be possible to implement some changes prior to the introduction of these new contracts and this will be considered by officers.

4. Data Analysis Summary Report

The Data Analysis Summary Report was completed in July 2014 and presented to the Strategy and Policy Committee in August 2014 (Report 14.423).

Report 14.423 identified the following areas of further work to be undertaken:

- improve reliability on a number of services, for example the Route 110

- improve the connection timings between bus and rail, for example the Route 120
- investigate the potential to combine some school services with scheduled services for better use of resources, for example Upper Hutt local services with some Upper Hutt school services
- undertake further analysis to better utilise capacity on vehicles
- undertake targeted consultation in communities with limited or no public transport service, for example Riverstone Terraces
- look at the potential for east-west links between the Hutt Valley and Porirua.

5. Targeted Community Consultation

As part of the further work, Riverstone Terraces in Upper Hutt was identified as a community with limited public transport services. There is an opportunity to grow public transport usage with an improved bus service in this community.

A survey was undertaken within the Riverstone Terraces community in September 2014. The objective of the survey was to identify the travel habits and requirements of residents in order to use this feedback to design a potential new service.

Of the 496 households surveyed in Riverstone Terraces, 86 completed surveys were received, which equates to a 17% response rate. **Attachment 1** details the results of the survey. In summary, respondents would like a bus service linking Riverstone Terraces with Upper Hutt Railway Station as well as the local schools and colleges. As a relatively small catchment area, the demand for bus services in Riverstone Terraces is during the morning and afternoon peak times.

The information gained from this targeted consultation has been taken into consideration in the Options and Recommendations Report (**Attachment 2**). A summary of the report is provided in section 6 of this report.

6. Options and Recommendations Report

The review's earlier piece of work, the Data Analysis Summary Report, identified areas for further work (see section 4 above). The Options and Recommendations Report provides detailed analysis on this further work and a summary is provided below.

6.1 Route 110 (Upper Hutt)

The Route 110 is a core route which operates from Upper Hutt to Petone Railway Station, serving communities along Fergusson Drive, Taita, Avalon, Hutt Hospital and Hutt City CBD. It operates 7 days per week from 5.30am to

10pm¹ and has a peak and daytime frequency of 15 minutes; this falls to 30-60 minutes in the evening when demand decreases. This route offers connections to the rail network at Upper Hutt, Silverstream and Petone Railway Stations. It also offers a frequent service to Hutt Hospital.

6.1.1 Reliability

Analysis of Real Time Information finds some trips during peak hours on weekdays experience delays, which are carried over onto subsequent trips due to the existing timetable having insufficient layover time at the end of trips. During the morning peak period, southbound trips departing at 7.05am and 9.10am from Emerald Hill experience 5-10 minutes' delay for the part of journey south of Silverstream. This, in turn, results in delays in the succeeding northbound trips departing at 8:18am and 10:03am from Petone Railway Station.

During the late inter-peak and afternoon peak, southbound trips departing at 2.40pm and 3.10pm require an extra 5-10 minutes south of Silverstream. Delays on these trips are carried over by succeeding northbound trips departing at 3.33pm², 3.48pm and 4.18pm. Also, notably, northbound trips departing at 2.33pm, 2.48pm, and 3.03pm handle large numbers of school passengers, which leads to a 5-10 minute delay north of Silverstream. This, in turn, causes late departure of southbound trips at 3.42pm, 3.55pm, and 4.10pm.

Based on these observations, it is recommended that the timetable running times be revised to better reflect actual running times. It is also recommended that northbound trips at 2.33pm and 2.48pm be supplemented by either additional resource on school days or school bus services to reduce delays on these trips.

6.1.2 Gillespies Road extension

The Gillespies Road extension of Route 110 is a 2.2km deviation of the standard route and runs Monday to Friday only. It serves areas of Birchville north of the Hutt River via Gillespies Road.

On weekdays the Route 110 undertakes 37 trips departing Emerald Hill. Of these 37 trips, 4 make a diversion and serve Gillespies Road in the morning. Also on weekdays 37 Route 110 trips depart Petone Railway Station for Emerald Hill. Of these 37 trips, 5 make a diversion into Gillespies Road in the afternoon. There are no trips via Gillespies Road on weekends or statutory holidays.

The extended route includes one pair of bus stops on Akatarawa Road, 3 pairs on Gillespies Road and the Edmund Lomas Grove terminus. 194 households are located within 500m of these bus stops, 40 of these households live within 500m (5 minute walk) of the standard 110 route.

¹ 5.30am to 11pm on Saturday and 6.30am to 8pm on Sunday

² The late arrival of the northbound trip at 15.33 subsequently results in the late departure of the southbound trip at 16.40

Patronage data suggests that the Gillespies Road extension service has low customer uptake with an average of 0.9 southbound boardings per trip, compared to an average of 2.1 across the five nearest bus stops to this area which are on the standard route.

The recommendation is that all standard Route 110 trips be retained, while all diverted Route 110 trips north of Birchville be discontinued due to low customer uptake and all trips revert to the standard route.

The savings in resource resulting from this recommendation could be reinvested into the Route 110 in order to improve timetable reliability.

School services to this area will continue to be provided enabling access to educational facilities. There is an opportunity to investigate further the use of these school trips for use by adults to maintain a service to Gillespies Road.

6.1.3 Coverage and route

Currently, the Route 110 terminates at Petone Railway Station, and the Route 120 at Queensgate.

Until 2009 the Route 120 terminated at Petone Rail Station. The change to Queensgate as the terminus for the Route was implemented due to a lot of route duplication which resulted in low patronage on a number of services i.e. there was an oversupply of service to Petone. This change of terminus means that passengers from Stokes Valley, Taita and Avalon wishing to travel south of Queensgate make transfer free connections to another service to complete the journey.

Consideration has been given to switching Route 110 and 120 at Queensgate so that the Route 110 is shortened and terminates at Queensgate and the Route 120 is extended and terminates at Petone Railway Station. This would enable connection-free travel between Stokes Valley and Petone. An additional potential benefit of the change is that it opens a window of opportunity for improving the reliability of Route 110 through major timetable changes.

However, it is estimated that 21% of Route 110 passengers will be negatively affected by the route change. These passengers represent 5% of total Hutt Valley bus passengers and are likely to outnumber the passengers who would benefit from the change.

Consequently, it is recommended that the existing Route 110 and 120 be retained.

6.2 Route 120 (Stokes Valley)

The Route 120 is a core service linking Stokes Valley to Hutt City CBD via Taita. This route offers timed train connections at Taita Railway Station and also serves Hutt Hospital. The service operates 7 days per week from 6am to 10pm³ at a 15 minute frequency during peak times as well as throughout the

³ 7am to 10pm on a Sunday

day. This reduces to a 60 minute frequency in the evenings when demand falls. At weekends the frequency ranges from 30-60 minutes.

6.2.1 Capacity

Investigation of patronage data finds the route to be well-used with the capacity to comfortably accommodate patronage on weekday trips. Therefore, no action is required regarding the capacity of Route 120.

6.2.2 Bus /Rail connections

The Route 120 enables timed train connections at Taita Railway Station. The average connection time is 7 minutes for southbound (to Wellington) travellers and 5 minutes for northbound (to Taita and Stokes Valley) travellers. Route 120 has demonstrated satisfactory performance in meeting train connections in most circumstances. However, some trips suffer from early-running and late-running, which affects bus-train connection reliability.

It is recommended that the operational cause of both early-running and late-running trips on Route 120 be investigated, and solutions to improve reliability be worked through the operators which may include changes to timetables.

6.3 Route 130 (Naenae to Petone)

The Route 130 is a core route which runs between Naenae and Petone Railway Station, via Waterloo, Queensgate and Moera. It operates 7 days per week from 6am to 10pm⁴ with a 15 minute frequency at peak times as well as throughout the day. In the evening and weekends the frequency is 30 minutes as there is less demand for bus services at these times. The Route 130 offers timed bus/rail connections at Waterloo Railway Station.

6.3.1 Capacity

Analysis of patronage from the operator's electronic ticketing system shows, on average, good usage of this bus route throughout its span of operation. There is higher usage on morning and afternoon peak services; the occupancy at these times is still not high enough to warrant the need for additional resources at this time.

No further work is required on service capacity at this time.

6.3.2 Bus/Rail Connections

The Route 130 stops at bus stops near or at the following railway stations Naenae, Waterloo and Petone; it is only possible to provide timed train connections at Waterloo Railway Station.

Analysis of Real Time Information (RTI) data shows that there is a large degree of unreliability between actual bus arrival times and the scheduled timetabled times. The following trips (departing Naenae) run consistently late: 7am, 7.20am, 7.35am, 8.20am, 8.45am, 9am, 9.15am, 11.45am, 12.45pm, 2.30pm, and 5.30pm.

⁴ 7am to 10pm on a Sunday

As a rule, advertised connection times in timetables range between 4 and 15 minutes. The late running identified is predominantly less than the connection time with the train. This means that predominantly connections are made but with less time than actually stated in the timetable.

The recommendations are to investigate the operational causes of the bus and train reliability issues trips and work with the operators to implement changes to reduce the issues; and using real time information revise timetable running times to better reflect actual running times

There is also an opportunity to improve network operation and increase customer service levels by facilitating communication between bus and rail operators. It is recommended that GWRC officers work with operators to investigate methods where information can be given to customers on board the bus or train informing them if the service is running late and a planned connection may be affected. With improvements in bus and rail service reliability this type of action should become an exception rather than the norm.

6.3.3 Judd Crescent Extension

On weekdays the Route 130 undertakes 52 return trips departing Naenae during its span of hours from 6am to 10pm. Of these 52 trips, 4 make a diversion and serve Judd Crescent. These specific trips depart Naenae Station at 8.22am, 9.47am, 11.47am and 3.17pm and travel via Vogel Street and Seddon Street prior to looping around Judd Crescent. There are no trips via Judd Crescent on weekends or statutory holidays.

There are 10 bus stops on the Judd Crescent extension. Five of these stops:

- a pair at Seddon Street (Naenae Park)
- Seddon Street (Waddington Drive)
- Judd Crescent (Feist Street)
- Naenae Road (Vogel Street)

are located within 400m walk of other bus stops with a higher level of bus service (Route 121- Stokes Valley to Seaview via Lower Hutt CBD). Patronage analysis shows that over these 5 stops on the route extension there was a combined total of only 0.06 boardings per trip during March 2014⁵ i.e. a total of 5 boardings for the whole month.

The 5 remaining bus stops on the extension are situated at:

- Seddon Street (near 95)
- Judd Crescent (Toomath Street)
- Judd Crescent (Wilcox Grove)

⁵ March data was analysed as this is typically the busiest month of public transport services

- Judd Crescent (Ingram Street)
- Judd Crescent (Frethey Grove)

Patronage analysis shows that over these 5 stops on the route extension there was a combined total of only 0.56 boardings per trip during March 2014 i.e. a total of 47 boardings for the whole month.

The recommendation is to discontinue the portion of the route known as the Judd Crescent extension due to low customer uptake. The 4 Judd Crescent extension trips would revert to the standard Naenae to Petone route.

The discontinuation of the Judd Crescent portion of these 4 trips would affect 263 households and increase the maximum walk to a bus stop from 500m to 700m or an additional 2 minutes walking time. The mid-point is a walk of 350m or 4 minutes.

The savings in resource resulting in this recommendation could be reinvested into the Route 130 in order to improve timetable reliability.

6.4 Route 145 (Belmont, Western Hills)

The Route 145 is a targeted service which links Belmont with Hutt City CBD and integrates with the rail network at Melling Railway Station. The route operates Monday to Friday during peak times only; there are no inter-peak, evening or weekend services. There are 7 trips from Belmont in the morning peak and 7 trips to Belmont in the afternoon peak with a 20 to 30 minute frequency.

Patronage analysis shows that there is great variation in the customer uptake of particular trips. The trips with the highest average boarding are utilised by students. These are the 7.11am trip from Belmont with an average of 8.8 customers and the 3.42pm trip from Queensgate with an average of 20 customers. The 6.12am, 6.46am trips from Belmont have an average boarding of 1.4 and 1.7 customers respectively; the 7.55am trip from Queensgate has an average boarding of 1.9 customers, none of these trips exceeded a maximum of 6 customers per trip during March 2014.

The recommendation is to revise the Route 145 timetable to discontinue the trips with low customer uptake. The trips which are well used by students and commuters should be retained, i.e. some morning and afternoon peak services should be continued.

The savings in resource resulting from this recommendation could be reinvested into the Route 145 and other Hutt Valley bus routes in order to improve timetable reliability.

6.5 Route 154 (Korokoro, Western Hills)

The Route 154 is a targeted service which links Korokoro with Hutt City CBD via Petone, Ava and Alicetown, and offers timed train connections at Petone Railway Station.

The service operates Monday to Friday during peak times only. There are no inter-peak, evening or weekend services. There are 2 return trips in the morning peak from Korokoro and 4 afternoon return peak trips to Korokoro, with a 60 minute frequency (3 of these trips start from Queensgate and 1 starts from Petone Railway Station).

Patronage analysis shows that 90% of the patronage on this route is students travelling to and from school. The 5.15pm and 6.12pm trips had an average of one or less boardings per trip during March 2014. It should be noted that of the 4 afternoon return trips, only the one departing Queensgate at 2.40pm is eligible for SuperGold card users.

The recommendation is to refine the Route 154 timetable and discontinue the 5.15pm and 6.12pm trips due to low customer uptake. The remaining services will be retained to maintain access to Petone Railway Station and Hutt schools.

The savings in resource resulting from this recommendation could be reinvested into the Route 154 and other Hutt Valley bus routes in order to improve timetable reliability.

6.6 Routes 160 & Route 170 (Wainuiomata)

The Routes 160 and 170 are local services linking Wainuiomata with Hutt City CBD. The Route 160 serves the community in the north of Wainuiomata and the Route 170 serves the community in the south. These routes converge at the base of Wainuiomata Hill and travel to Hutt City CBD via Waterloo Railway Station where timed connections to rail are offered. Services operate 7 days per week from 6am to 11.30pm⁶. On both routes frequency is 20 minutes during peak times, 30 minutes during the day and 30–60 minutes during the evening. At weekends frequency reduces to match the reduced demand operating 30-60 minutes on Saturday and 60 minutes on a Sunday. The services operate in tandem and off-set each other. For example on a Sunday, when the individual route frequency is 60 minutes, if you are able to access a bus stop where the routes converge you will have a combined 30 minute frequency.

6.6.1 Capacity & Bus/Rail Connections

Analysis of patronage from the bus operator's electronic ticketing system shows good patronage on peak and daytime services. Notably the 7.20am, 7.50am, 8.21am and 8.51am trips had standing passengers on some occasions. These trips are linked to train connections at Waterloo Railway Station and highlight the use of an integrated network. Patronage in the evening decreases; this is detailed further in section 6.6.2.

Ongoing monitoring of these trips is required to establish the point at which additional morning capacity will be required.

The recommendations are to ensure reliability of bus/train connections by investigating the operational causes of bus and train reliability issues and work with the operators to implement changes to reduce the issues; and using real

⁶ 6.30am to 11.30pm on Saturdays and 8am to 11.30pm on Sundays

time information revise timetable running times to better reflect actual running times

There is also an opportunity to improve network operation and increase customer service levels by facilitating communication between bus and rail operators. It is recommended that GWRC officers work with operators to investigate methods where information can be given to customers on board the bus or train informing them if the service is running late and a planned connection may be affected. Improvements in bus and rail service reliability mean this type of action should become an exception rather than the norm.

6.6.2 Evening Services

The Route 160 and 170 run services to the north and south of Wainuiomata throughout the evenings, as described above. As the evenings progress patronage falls markedly and potentially does not warrant the current level of services provided.

The recommendation is to consider operating a single evening service in Wainuiomata to ensure a good use of resources. The caveat is that there is a requirement to ensure coverage to north and south Wainuiomata and rail connections are provided.

6.6.3 Hutt Hospital Services

Monday to Friday the Routes 160 and Route 170 provide 4 trips per day which extend onto Hutt Hospital and 2 trips per day which start at Hutt Hospital.

The Route 160 has a total of 40 return trips which depart Wainuiomata and travel to Queensgate. Of these return trips the 7.20am and 7.50am from Wainuiomata, and the 4.57pm and 5.17pm from Hutt Hospital extend the standard route and travel to and from Hutt Hospital.

The Route 170 has a total of 41 return trips which depart Wainuiomata and travel to Queensgate. Of these 41 trips there are 2 which extend to Hutt Hospital, the 7.18am and 7.38am.

Customer uptake on the portion of the routes which travel to and from Hutt Hospital is low. In March 2014 an average of 2.7 customers per trip travelled north of Queensgate on the Route 160 and an average of 1.6 customers on the Route 170. Boardings on the two afternoon Route 160 trips also show low customer uptake with an average 1.5 customers per trip.

Hutt Valley buses (Valley Flyer) currently offer a free transfer system with an electronic Snapper card. The result of this is that Hutt Hospital is currently easily accessible by making a free bus to bus connection at the Queensgate bus interchange. Connecting buses (Routes 110, 120 and 121) to Hutt Hospital typically depart from Queensgate every 10 minutes throughout the day, the frequency gradually decreasing to match demand in the evening.

An example of a free transfer to Hutt Hospital from Wainuiomata would be that the customer departs Wainuiomata at 7.18am and arrives at Queensgate at

7.54am, takes a free transfer at Queensgate to a Route 120 or 110 at either 7.55am or 8.01am, and arrives at Hutt Hospital at either 7.59am or 8.08am.

The recommendation is to discontinue the portions of the Routes 160 and 170 which serve Hutt Hospital due to low customer uptake, and undertake a communication campaign to highlight the frequent alternate services which currently travel to Hutt Hospital and the free transfer fare option.

The savings in resource resulting from this recommendation could be reinvested into the Routes 160 and 170 in order to improve timetable reliability.

6.7 Upper Hutt Local Bus Services

Suburbs within Upper Hutt are served by four local bus routes.

Route 111 connects Totara Park to Upper Hutt Railway Station with a 20-minute frequency during peak times and an hourly frequency off-peak⁷. It operates between 6.30am to 7pm from Monday to Saturday (there is no service on Sunday or statutory holidays.)

Route 112 runs between Te Marua and Upper Hutt Railway Station, via Timberlea and Maoribank. On weekdays, it operates from 6am to 7pm with a 20-minute frequency during morning peak, 30-minute during afternoon peak and 60-minute during off-peak hours. On Saturday, it runs from 7.30am to 7pm with an hourly frequency (there is no service on a Sunday or statutory holidays.)

Route 114 links Trentham Railway Station to Upper Hutt Railway Station via Poets Block. These services operate Monday to Friday only from 6.20am to 7pm, and have a 40-minute frequency during peak times and 60-minute frequency off-peak.

Route 115 runs between Pinehaven and Upper Hutt Railway Station via Silverstream, Heretaunga, Trentham and Wallaceville. These services operate Monday to Friday only from 6.30am to 6.30pm, and have a 40-minute frequency during peak times and 60-minute frequency off-peak.

6.7.1 Riverstone Terraces

Riverstone Terraces is a newly-established suburb on the northern bank of Hutt River near the State Highway (SH) 2 crossing, with 1383 residents as of 2013.

Currently, the area only has a twice-daily hail-and-ride bus service diverted from Route 114. The service operates on school days only (i.e. it does not run during school holidays), with the northbound trip departing at 8.00am from Trentham Railway Station and the southbound trip departing at 3.15pm from Upper Hutt Railway Station. These trips are primarily used by school students.

⁷ Route 111 operates at hourly frequency on Saturdays.

Two major issues challenge the delivery of public transport in Riverstone Terraces. Firstly, the area is isolated from all activity centres and can only be accessed by one road, which adds distance to trips without proportional increase in catchment area. Secondly, right hand turns are prohibited at the intersection of SH2 and Moonshine Road. Therefore, returning buses from Riverstone Terraces have to detour via Whakatiki Street and Shakespeare Avenue, which results in inefficiency and raises operational costs.

Targeted community consultation (see section 5 of this report) regarding upgrades to bus services in Riverstone Terraces has identified Upper Hutt Railway Station and Upper Hutt CBD as the most-preferred destination. Preferred times of travel were identified as between 7am and 9am, and 4pm and 6pm

The recommendation is to provide some additional peak trips to Riverstone Terraces residents by varying the current Route 114 and anchoring it at Upper Hutt Railway Station. It is also recommended that we install permanent bus stops in Riverstone Terraces to increase the ease of access to public transport.

6.7.2 Upper Hutt Local Bus Services

Patronage analysis from the operators' electronic ticketing system suggests that the Upper Hutt local bus services generally have low customer uptake. The underlying causes for this may include factors such as low urban density, low bus frequencies, lack of large exclusive catchments on Routes 112 and 115, confinement of destinations of all the routes to Upper Hutt CBD, and unreliable rail connections.

Currently there are 10 dedicated contracted school services which operate locally in Upper Hutt (there are also 9 commercial services). Analysis of patronage suggests there may be considerable opportunity to amalgamate some of these school services with the Upper Hutt local bus services. This would assist in reducing service duplication and increase occupancy rates. Any change to services should ensure there is no material negative effect on school access for students.

Any savings in resource resulting from this recommendation could be reinvested into the Upper Hutt bus routes in order to improve timetable reliability.

6.8 East-West Link (Hutt Valley to Porirua)

There is no regular urban public transport link between Hutt Valley and Porirua. However, a limited, commercial service known as the 'Polytech link' operates between Weltec in Petone and Whitireia in Porirua, and some commercial school buses services operate between Porirua and Hutt Valley across SH58.

State Highway 58 provides the most direct route between the Hutt Valley and Porirua. This corridor has a very low population base outside of the origin and destination points.

Approximately 15,000 vehicles use State Highway 58 per day which demonstrates that there is a demand for travel on this corridor. The resources required to operate such a link route would be high due to the kilometres travelled, time used and peak buses required.

The resources and cost to implement an east-west service would require significant additional funding. As the Hutt Valley Public Transport Review is being undertaken on a cost neutral basis, it is felt that the cost of providing an east-west service would far outweigh the benefit at this time.

6.9 Rail Services

Analysis of Real Time Information from rail services shows that northbound services in the PM peak arriving at Waterloo Station were on average less than 2 minutes late throughout the 2014 year.

When this average deviation to timetable is combined with late running on bus services identified earlier in this report it has the consequence of advertised bus/train connections being missed creating inconvenience and lack of confidence in the network for customers.

Further work will be undertaken by officers to understand the operational reason for late running on both bus and rail services in order to draft solutions. It should be noted there is no plan to materially change rail timetables at this stage.

Rail Scenario 1 which launches in 2020 proposes a 15 minute clock face timetable in the peak for rail services. At this time a detailed review of connection times between rail and bus services will be undertaken in order to ensure an integrated network.

7. Proposed recommendations

7.1.1 Improve service reliability

- investigate the operational causes of early-running and late-running trips on all bus routes and implement changes to reduce the issues
- using Real Time Information revise bus timetable running times to better reflect actual running times
- provide for sufficient layover time at the end of trips to ensure there is enough recovery time should trips become delayed

7.1.2 Improve bus/train connections

- work with operators to investigate methods where information can be given to customers on board the bus or train informing them if the service is running late and a planned connection may be affected
- ensure timetables provide for sufficient connection times

7.1.3 Provide additional service

- supplement capacity on the northbound Route 110 trips at 2.33pm and 2.48pm on school days
- introduce some peak only trips between Riverstone Terraces and Upper Hutt Railway Station by amending the Route 114 route and timetable
- no new urban east-west link bus service be provided at this time

7.1.4 Improve utilisation of resources

- investigate the operational possibility of combining Routes 160 and 170 in the evenings
- investigate operational opportunities to minimise points of service duplication between urban and school bus services in Upper Hutt

7.1.5 Removal of services with very low demand

- discontinue the Gillespies Road extension on the Route 110, all trips to operate the standard route
- discontinue the Judd Crescent extension on the Route 130, all trips to operate the standard route
- discontinue the Hutt Hospital extension on Routes 160 and 170, all trips to operate the standard routes
- retain the better used trips for commuters and access to schools for students on the Routes 145 and 154, and discontinue the trips with low customer uptake
- reinvest savings in to the Hutt Valley public transport network to enable the recommended services improvements to be made particularly in enabling timetable reliability

8. Next Steps

Following Committee approval, GWRC officers will begin work on timetable and bus stop changes in line with the recommendations set out in this report. Part of this work will include the development of an implementation plan.

It should be noted this review has been undertaken on a cost neutral basis.

9. Communication

Project update briefings are planned with Hutt City and Upper Hutt City Councillors as soon as is practicable following the Christmas and New Year holidays.

Prior to any operational changes taking place, information will be distributed ahead of time to the general public using a variety of information channels.

Officers will continue to work with the transport operators in order to ensure service changes are undertaken in the most efficient manner and with the least disruption as possible to customers.

10. The decision-making process and significance

Officers recognise that the matters referenced in this report have a high degree of importance to affected or interested parties.

The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

10.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term ‘significance’ has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

The recommendations in this report will have an adverse effect on a small number of current users. From a wider network perspective it will not have a material effect on public transport users in the region as a whole.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

10.2 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. The engagement processes that were followed are set out in section 5 of this report.

11. Recommendations

That the Strategy and Policy Committee:

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees the Recommendations set out in Section 7 of the report.*
4. *Agrees the Hutt Public Transport Review is substantively complete and only some operational matters remain outstanding.*
5. *Notes that officers will work to implement the Summary of Recommendations on a cost neutral basis.*

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Attachment 1: Riverstone Terraces Survey Report

Attachment 2: Options & Recommendations Report