Te Mahere Waka Whenua Tūmatanui o te Rohe
Te Upoko o te Ika a Maui
Wellington Regional Public Transport Plan
2025-2035

Greater Wellington
Te Pane Matua Taiao

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He Kupu nā te Tiamana
Chair's Message

The Wellington region continues to grow. During the next 30 years the Wellington region and neighbouring Horowhenua needs to plan for 200,000 additional residents, 99,000 more homes and a greater supply of business and industrial land. An expanded population will bring economic development and changes to where we live, learn, work and play.

Higher urban density in Wellington and Porirua Cities and the Hutt Valley and increasing residential growth in the Wairarapa and north of Waikanae, will place increasing demands on regional transport. For this growth to be sustainable, and to ensure we achieve our goals of improving safety, access and reducing emissions, Greater Wellington and its regional and central government partners will need to continue to invest in public transport infrastructure and services.

Wellington has the highest public transport use per person in New Zealand and one of the highest in Australasia. This plan will build on that strong foundation by increasing investment in the frequency and capacity of peak and off-peak services and improving connections between residential, retail, and employment hubs across the region.

Smart investment is key to improving the passenger experience, reducing reliance on private cars, and making public transport more sustainable. We prioritise cost-effective solutions that provide the greatest benefits for people across the region.

Like councils across Aotearoa New Zealand, we faced tough challenges throughout 2023 and 2024. Rising costs, increasing inflation, and higher insurance and borrowing rates placed significant pressure on our budgets. These same challenges were also felt across our communities.

As we head into the 2025/26 financial year, inflation and the cost of borrowing have begun to ease. However, Greater Wellington is now faced with new challenges, including cost-of-living pressures on our residents, reduced central government funding and new NZTA policies focused on increasing the 'private share' of our public transport operating costs, i.e. the proportion of costs covered by passenger fares and third-party revenue like advertising.

In response, we have undertaken a significant amount of work to assess our work programmes and, as a result, the delivery of several public transport projects set out in the previous RPTP and Greater Wellington's current Long Term Plan work programmes are proposed to be deferred or delayed.

In order to reduce rates, and respond to central government direction and funding shortfalls, we are proposing the following changes to how we work in 2025/26:

- Reducing the number of buses we order to simply meet expected patronage demand across the region
- A general fares increase to reflect inflation levels and change in the off-peak fare discount reduction from 50% to 30%
- Deferring a project to develop bus interchange and driver facilities in Porirua.

Optimisation of our bus network design and service levels have also been considered as part of review that has delivered this RPTP.

The next stage of our public transport journey focuses on making core services more frequent, reliable, and comfortable. Over the next decade, we'll deliver major improvements in partnership with regional and central government.

The Wellington Metro Rail Network is a key strategic asset and forms a significant focus for local and central government investment over the coming decade and beyond. Continuing to build capacity on the network while maintaining and improving safety, reliability and access will require the investment of hundreds of millions of ratepayers' and taxpayers' dollars.

An example of significant investments underway include the purchase of 18 new trains and associated infrastructure for the Lower North Island. By improving commuter connections to Wellington, Palmerston North and Masterton, the new trains will support and sustain growth in Wairarapa, Kāpiti, Horowhenua and Manawatū.

Greater Wellington, our Council partners, and iwi are focused on progressing a regional deal with Government. Continuing our delivery of an efficient, accessible and low carbon public transport network will be a key enabler of a regional deal and this Regional Public Transport Plan will support our discussions and planning with the Crown.

This is an exciting time for public transport in our region. With the support of all our central and local government partners, our operators and our communities, we can continue to make informed decisions on public transport over the life of this plan and keep our extraordinary region thriving, connected, and resilient.

Daran Ponter
Greater Wellington Regional Council Chair

He Kupu nā te Tiamana o te Komiti Waka

Transport Committee Chair's Message

Public response to the Transport Committee's March 2025 consultation on the draft version of this RPTP has demonstrated the critical role public transport plays in the daily life of people in the Wellington region.

We received 996 individual submissions on the draft RPTP from local residents, businesses, community and advocacy groups, our local government partners in the region, and public transport operators. Submissions were wide-ranging in their coverage, focusing on every aspect of public transport provision in our region from individual bus stops to high-level programmes and policies.

While submissions expressed a range of opinions and perspectives – supportive and critical – on our draft RPTP, overall the submissions reflected Wellingtonians' desire for a public transport network with wide geographic coverage, frequent services and high capacity as an alternative to private-vehicle use.

Following public hearings, the Transport Committee deliberations recommended a range of amendments to the draft RPTP which have since been adopted by Council. Notable of these included in this final Plan include:

- Adoption of a new strategic focus area "Promote more efficient land use and urban development that maximises access to public transport services and minimises the cost of delivering them".
- Inclusion of new focus on improving bus-to-bus, bus-to-ferry and bus-to-rail connections, and on the provision of improved shelter while waiting for those connections.
- Improvements to service provision for specific bus routes in Wainuiomata, Ōtaki, Porirua, Tawa and Ōwhiro Bay.
- Improvements to accessibility across the network.
- New work associated with planning future rail infrastructure, including potential new rail stations.

In addition, our consultation focused on five public transport topics: the creation of high-frequency bus corridors; introducing demand management for Metlink Park and Ride; the redevelopment of Waterloo Station; allowing passengers to travel with large pets on public transport; and phasing out cash on board buses. We have evaluated these initiatives based on the considerable and varied public response and our final position on each initiative is highlighted in this final version of the plan.

This RPTP sets out a busy work programme over the coming decade to achieve our goals. Our work on delivering the new Lower North Island Rail Integrated Mobility (LNIRIM) trains for the Wairarapa and Manawatū rail lines is progressing at pace and long-distance travel in the lower North Island will be transformed, with considerable economic benefit, by the end of this decade.

Our current bus partnering contracts started in 2018 and most expire in either 2027 or 2030. We will need to consider how we approach procurement of new contracts and how we may enhance these to deliver the best possible outcomes for our region's public transport users. Standing by our commitment to work with operators to build a sustainable workforce is a central part of our approach to the new bus

contracts. This RPTP prepares Greater Wellington for this important procurement.

We are working with Wellington City Council, and our other partners to make it easier for travel to and from destinations in the region which will deliver social and economic benefits for our residents and visitors through the Wellington Rapid Transit Bus Corridors Programme. We are also continuing to work on bus priority in Wellington (including the second spine) and around the region. Supporting the major improvements to public transport links between Wellington and Lower Hutt central city through the new Melling station and city link public transport access bridge will be an important contribution to improving daily travel in the region. We highlight these projects in this plan.

Through our recent Long-Term Plan, we consulted on building new bus depots and advancing our strategic asset control plans. These are highlighted in this plan.

We continue to show national leadership in meeting our climate change commitments through investment in electrification technology for all modes of public transport travel. Through this plan, we will continue to deliver improved bus services across the region including additional EV buses over the next ten years as part of our bus growth strategy, and introducing articulated buses on our busiest route, the number 2, to double its capacity.

Metlink is committed to making it easier for disabled people to access public transport across the Wellington region. The Transport Committee adopted an Accessibility Charter in 2021 and continuing to improve accessibility is one of the key areas of focus of this plan.

Land use and transport planning is an emerging focus for this plan. Our region's sustainable growth will depend on land use and transport planning that is integrated and value for money, with a focus on densification where the cost of infrastructure is amply off-set through lower per-dwelling costs. Our Council's contribution to urban development will continue through the redevelopment of Waterloo Station into a high-amenity, integrated transport hub.

While we have an ambitious but necessary public transport work programme, we are also faced with a constrained funding and policy environment. Our Council will need to focus on optimisation and making tough choices in the years ahead.

While patronage on bus is at record levels, we still have much to do in the coming decade to achieve our decarbonisation, travel choice and passenger experience goals.

Ngā mihi

Thomas Nash
Chair, Transport Committee

1. He Kupu Whakarāpopoto
Introduction

The Wellington Regional Public Transport Plan (RPTP) guides the design and delivery of public transport services, information and infrastructure in the Wellington region. The RPTP has a ten-year strategic focus with particular attention to the coming three-yearly operational cycle. This RPTP focuses on the period from 2025 to 2035.

Metlink is the Greater Wellington Regional Council (Greater Wellington) public transport authority which plans and delivers public transport within the wider Wellington region. Metlink connects people within the Wellington region through a public transport network that stretches from Wellington north to Ōtaki and east to Masterton. We have five rail lines, 90 public bus routes, more than 80 school bus services and a harbour ferry service.

The network is managed by Greater Wellington and is currently serviced by six transport operators:

- **Bus -** Kinetic, Tranzit Group (Tranzurban), Mana Coach Services, Uzabus
- **Rail -** Transdev
- **Ferry -** East by West

Subsidised taxi services across ten operators provide travel support where regular public transport services cannot meet the needs of people through the Te Hunga Whaikaha Total Mobility Scheme.

Metlink's goal is to deliver an efficient, accessible, affordable and low-carbon public transport network. Greater Wellington works in partnership with the NZ Transport Agency Waka Kotahi (NZTA), KiwiRail and territorial authorities to plan and fund the region's public transport network. Greater Wellington also works with other regional councils like Horizons Regional Council on inter-regional transport initiatives. Metlink is focused on providing a great service to our communities across the region and on the welfare and wellbeing of our passengers and staff.


Our policy framework

Greater Wellington's public transport policies are distributed throughout the sections of this document. The policy table number, objective of each policy, and page where the policy table can be found is listed below:

Policy table number	Objective	Page
P1.	Integrate public transport services into the design of urban environments	22
P2.	Enhanced Metlink capacity and capability through regional and national collaboration	22
P3.	Balance patronage and coverage-oriented services	27
P4.	Encourage and enable multi-modal journeys, improving access to public transport	35
P5.	Provide targeted public transport to help people get to and from strategic events safely and in a climate friendly manner	39
P6.	Provide public transport services that provide students with an efficient, safe and affordable method of travel to and from school	40
P7.	Standing on Buses policy targets	41
P8.	Providing greater choice and flexibility for journey planning, fares and fare payment options including integrated fares	46
P9.	Balance user contribution with public funding	47
P10.	Providing greater choice and flexibility for journey planning, fares and fare payment options including integrated fares	52
P11.	Māori perspectives are considered at a level that mana whenua and mātāwaka consider appropriate	54
P12.	Continue to decarbonise the Metlink fleet	57
P13.	Deliver a public transport service that is responsive to passenger needs	60-61
P14.	Improve the access of public transport for all	68
P15.	Provide, maintain and continue to improve a high quality, high capacity, high frequency core public transport network	118
P16.	Promote fairness and equity in the provision of public transport services	122
P17.	Improve the accessibility of public transport for all	125
P18.	Develop asset and infrastructure management strategies	133
P19.	An approach to procurement and monitoring of services that supports the efficient delivery of services and provides value for money	138-139
P20.	The creation and design of units supports the efficient delivery of services and provides value for money	142
P21.	Prioritise safety through continuous improvements to both infrastructure and operations	146
P22.	Provide commercial offerings and opportunities linked to our public transport services and infrastructure	147

We are focussed on providing a high quality, high capacity, high frequency core public transport network so our services:

- **a**. Go where people want to go, at the times they want to travel
- **b**. Provide competitive journey times against other modes of transport
- **c.** Provide value for money
- **d.** Are easy to understand and use
- **e.** Are safe, comfortable, and reliable
- **f.** Provide flexibility, allowing people to change their plans
- **g.** Are accessible by providing information, and facilities that are available to everyone.

Under the Land Transport Management Act 2003 (LTMA), Greater Wellington must review the RPTP after changes are made to the public transport components of the Regional Land Transport Plan (RLTP). A midterm review of the RLTP occured in late 2024 in which the public transport components were changed. This review reflects those changes.

Throughout this RPTP, the terms 'Metlink' and 'Greater Wellington' are used interchangeably given Metlink operates as part of Greater Wellington.

2. He Aha tā Mātou e Whai Ana
Vision and What we Want to Achieve

To plan effectively, Greater Wellington has identified problems that we need to try and solve, and opportunities to address these. Through this identification, we have developed four strategic focus areas which are outlined as follows:

1. Decarbonisation of the public transport fleet

- Diesel buses and trains are emitting Carbon dioxide (CO_2) and harmful emissions into the air and are responsible for 52% of Greater Wellington's carbon footprint
- This RPTP sets out a target of reducing the tonnes of CO_2 emitted per year by public transport emissions to 16,300 tonnes by 2030. Greater Wellington will continue reducing emissions from our bus fleet, through the staged replacement of diesel buses. This will support the reduction of CO_2 and other harmful emissions and increase access and social inclusion.

2. Travel choice options to increase the attractiveness of public transport compared to private vehicle travel

- Improving access to the public transport network outside of Wellington city will be beneficial for the projected growth and will result in people using private vehicles less. This will have added benefits as peak congestion will reduce on the main roads into and out of Wellington city and also therefore reduce carbon emissions and increase access and social inclusion
- Currently, 18% of commuters into central Wellington use rail, and 16% use bus during peak travel periods. Investing in public transport will help to increase the share of commuters using public transport.

3. Improving passenger experience

- Improvements to the passenger experience will attract and retain more public transport users. Many projects are under way which will enhance passenger experience including accessibility improvements, RTI system 2.0 rollout, new fare payment options including integrated fares, and demand management mechanisms for parking
- This RPTP sets Metlink a target for passenger satisfaction that is greater than 92% for the overall trip on our network.

4. Improve access to public transport for those with specific needs

- A 2023 analysis of access to public transport identified some areas of the region that Metlink should consider improvements to access for public transport, particularly for those who are transport disadvantaged. How these are better served requires consideration in this plan.

5. Promoting more efficient land use and urban development that maximises access to public transport services and minimises the cost of delivering them

- Exploring a development levy and alternative funding sources for the growth of public transport infrastructure to support services and incentivise urban development that is cost effective.

Vision: Efficient, accessible, affordable, and low carbon public transport network

Strategic Focus Areas	Key Measures	Themes
Decarbonisation of the public transport fleet	- Reduce tonnes of CO_2 emitted per year by public transport emissions to 16,300 tonnes - Reduce CO_2 per Km travelled by half by 2035	Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet Minimise gross emissions for Metlink's public transport fleet, reducing the offsets required to reach net carbon neutrality Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies Continue to decarbonise the Metlink bus fleet Explore ways to further decarbonise the Metlink rail and ferry fleet
Travel choice options to increase the attractiveness of public transport compared to private vehicle travel	- Increase annual public transport boardings to 75.4 per capita by 2030 (from 67.7 in 2022/23)	Promote and encourage people to move from private vehicles to public transport Provide, maintain, and continue to improve a high quality, high capacity, high frequency core public transport network Improve access to public transport Promote behaviour change Integrate public transport services into the design of urban environments Encourage and enable multi-modal journeys Develop asset and infrastructure management strategies Advocate for and work with central and local government on strategies to encourage increased public transport use
Improve passenger experience	- Maintain a passenger satisfaction rating of greater than 92% for Metlink public transport overall - 40% reduction in serious injuries on the public transport network by 2030	Provide a consistent and high-quality passenger experience across the public transport network Provide fit-for-purpose vehicles, infrastructure and services to continually deliver a high-quality core network that meets ongoing demand Improve the quality and accessibility of public transport Prioritise the safety and maintenance of the public transport network to encourage safe behaviours Provide greater choice and flexibility for journey planning, fares and fare payment options including integrated fares Prioritise safety through continuous improvements to both infrastructure and operations
Improve access to public transport for those with specific needs	- Increase from 74.4% the percentage of people within a 5-10 minute walk of an all-day, 7 day a week public transport service with minimum 60-minute daytime frequency - Increase boardings by people that use the Accessible Concession (as a percent of total boardings) by equal to or greater than 4% (from 0.9% in 2022/23)	Improve the accessibility of public transport for all Promote fairness and equity in the provision of public transport services Maintain and improve access to public transport for all Increase access of public transport by people with an activity limitation Increase availability of public transport for people with low incomes

Vision: Efficient, accessible, affordable, and low carbon public transport network

Strategic Focus Areas	Key Measures	Themes
Promoting more efficient land use and urban development that maximises access to public transport services and minimises the cost of delivering them	- 50% increase in Rapid Transit Bus Corridors by 2035 across Wellington, Porirua, and Hutt City - Region's first Transit-Oriented-Development delivered by 2030	Integrate public transport services into the design of urban environments Encourage and enable multi-modal journeys Develop asset and infrastructure management strategies

Key Projects

Greater Wellington is either leading, or collaborating with key partners, in planning and delivering a range of significant public transport projects across the region through this RPTP. These projects fall under the broad categories:

- Rail assets and infrastructure
- Bus assets and infrastructure
- Public transport services.

These significant projects are highlighted in the regional focus sections of this plan alongside a range of initiatives we are currently investigating for future funding consideration.


SNAPPER
TAG ON
TAG OFF
metlink
Patagonia

3. Ko te Tikanga o te Waka Tūmatanui

Role of Public Transport

Greater Wellington's Long-Term Plan describes the community outcomes that we aim to achieve in the long term to improve the quality of life of residents in the region.

We see the role of public transport as facilitating:

- **A strong economy** – a thriving and diverse economy supported by high quality infrastructure that retains and grows businesses and employment.
- **A connected community** – people are able to move around the region efficiently and communications networks are effective and accessible.
- **A healthy environment** – an environment with clean air, fresh water, healthy soil and diverse ecosystems that supports community needs.

The provision of public transport in Wellington region also contributes to the central government's objectives as set out in the Government Policy Statement on Land Transport.

Overall, the public transport network:

- Decreases traffic congestion, particularly in the morning and afternoon peak periods, which in turn improves journey times, and journey time reliability for other transport users
- Provides transport choices including during off-peak periods especially for those without access to private transport
- Contributes to reducing carbon and other pollutants from transport
- Enables efficient land use and a compact, well designed and sustainable urban form
- Connects people to their communities, and contributes to social, and well-being outcomes for people by getting them where they want to go, when they want to go
- Improves health and safety on our roads and improves public health through additional physical activity.

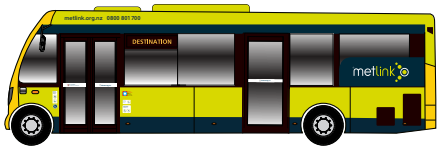
Value proposition for public transport

- NZTA research shows public transport increases productivity between 3% and 23% over other modes such as private cars
- Public transport also triggers direct economic activity – Australian research shows every $1 million spent on public transport creates more than 30 jobs
- Research shows that public transport provides further economic benefits by saving around $3.5 billion every year by reducing the number of people being excluded from New Zealand society
- Public transport contributes to reducing transport related emissions and delivers a range of co-benefits: health and wellbeing, improved air quality, less congestion, improved safety and provision of more affordable transport options
- Public transport supports economic prosperity through the efficient movement of people (and, indirectly, goods and services).

Very Small Vehicle
Operates in Tawa
Number in fleet: 5
Length: 8.2m
Height: 2.3m

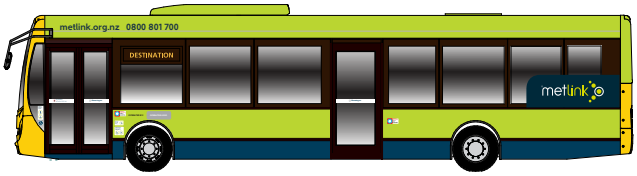
Max Capacity **20**

Not to scale.
There are variations between different models of bus for example differences between the electric and diesel buses. Not all models and variations are displayed here.



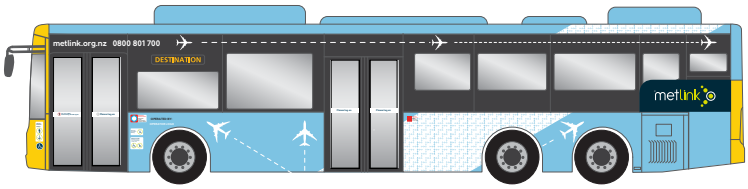
Small Bus
Operates in Kāpiti
Number in fleet: 15
Length: 10.4m
Height: 2.8m

Max Capacity **51**



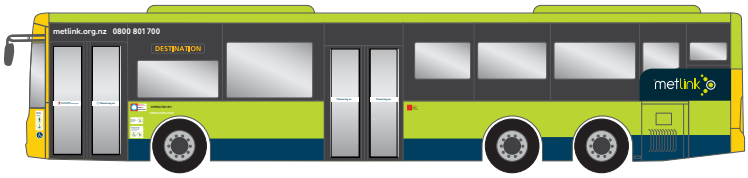
Medium Bus
Operates region-wide
MV number in fleet: 101
Length: 11.7m
Height: 2.8m

Max Capacity **55**



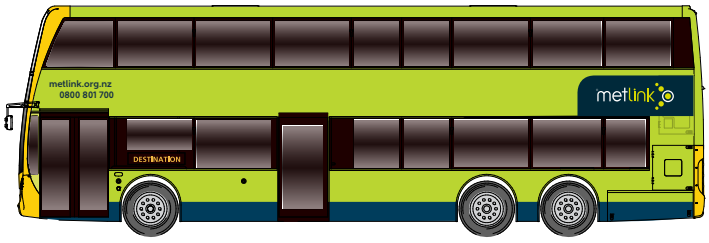
Airport Bus
Operates Airport Express
AXELV number in fleet: 10
Length: 12.8m
Height: 2.9m

Max Capacity **70**



Large Bus
Operates region-wide
LV number in fleet: 199
Length: 13.6m
Height: 3.4m

Max Capacity **75**



Double Decker Bus
Operates region-wide
DD number in fleet: 51
ELVDD: 41
Length: 13.4m
Height: 4.2m

Max Capacity **101**

Articulated Bus
Coming to Wellington City Mid 2025
Length: 18m
Height: 3.6m

Max Capacity **112**

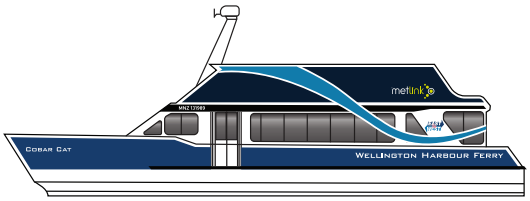
Our Metlink fleet

Not to scale.

Matangi Train
Matangi operate across the region to as far as Waikanae and Upper Hutt

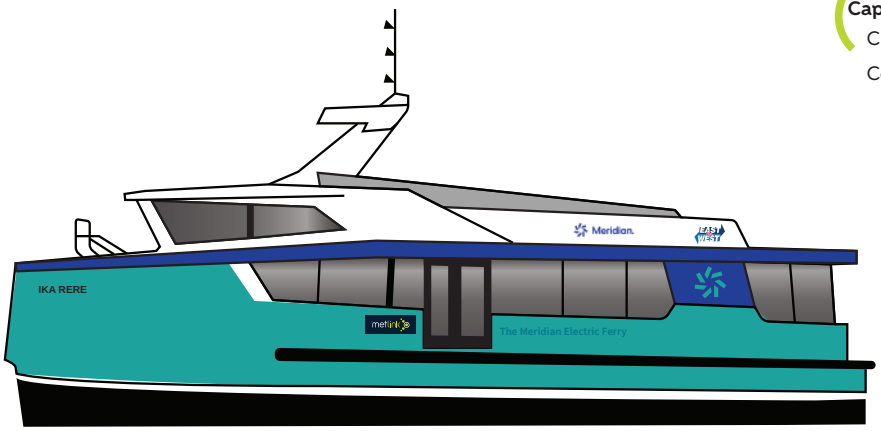
Max Capacity
Powered carriage: **185**
Trailer carriage: **192**

Number in fleet: 83
Length of unit: 43m (includes couplers)



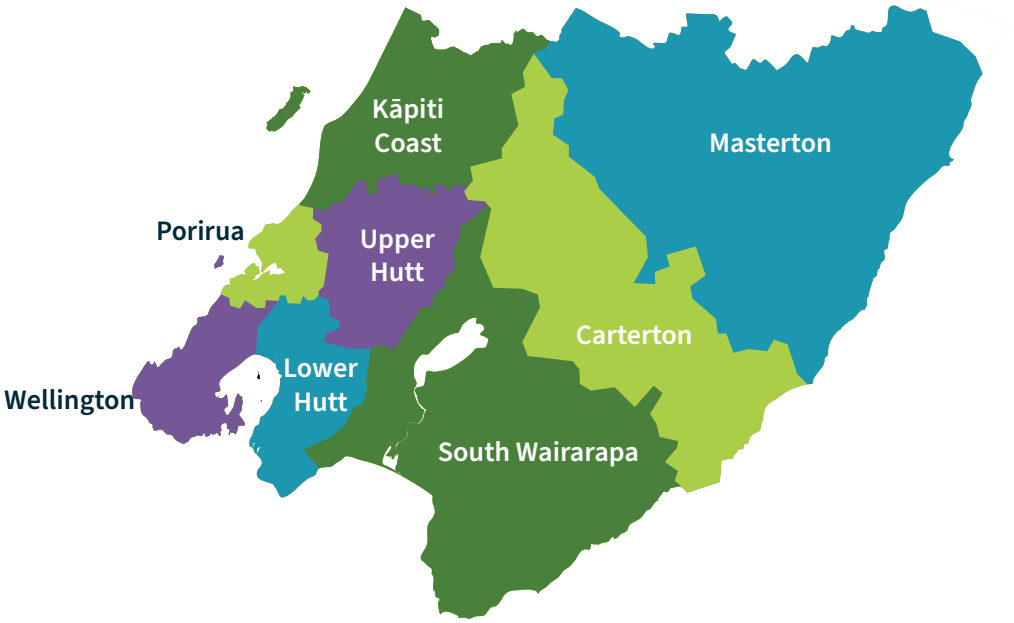
East West Ferry (City Cat and Cobar Cat)
Operates in Wellington Harbour
Number in fleet: 2

Max Capacity
City Cat: **91**
Cobar Cat: **99**



Electric Ferry (Ika Rere)
Operates in Wellington Harbour
Number in fleet: 1

Max Capacity
132



metlink

Our Metlink fleet

4. Me Pehea te Putea Moni

How We are Funded

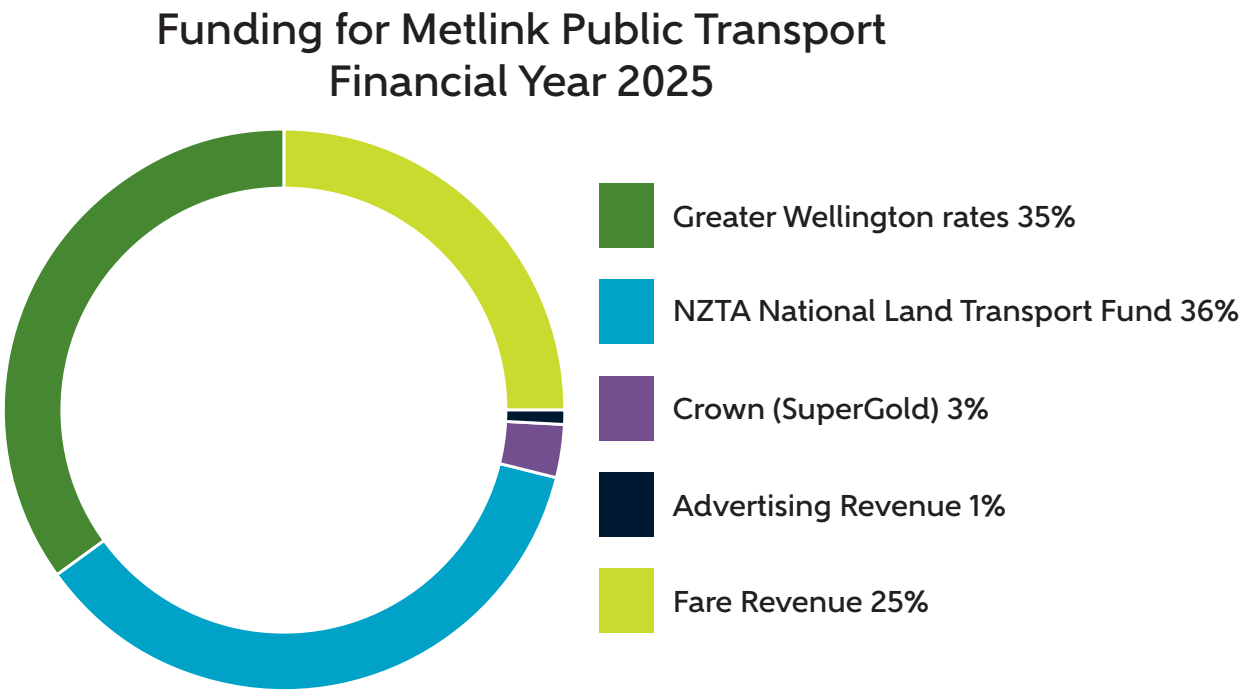
Public transport is funded through fares, Greater Wellington rates, and funding assistance from NZTA. We set the level of expenditure and the rates contribution as part of the Long-Term Plan and Annual Plan processes, and review public transport fares every year. The share of funding provided by NZTA is set by the Financial Assistance Rate.

The following graph outlines the expected funding of public transport operational costs for financial year 2025.

Maintaining levels of service, meeting priorities and addressing challenges require spending on renewals and new capital. The majority of our capital expenditure is infrastructure related and is explained in detail in our Long-Term Plan.

In developing proposals to be included in the RPTP, Greater Wellington takes account of the public transport funding that is likely to be available, considering the forecast fare revenue (including increased revenue from patronage growth), government funding policy indicating the level of funding likely to be allocated to public transport services and infrastructure, and the level of rates funding likely to be available based on the Greater Wellington Long-Term Plan.

If the level of funding available from any of these sources changes, proposals in the RPTP will need to be reviewed to ensure they are still affordable.



5. Tahua me te Pūtea Āwhina
Funding and Subsidy

This section sets out the difference between subsidised integral services and financial assistance provided to fund exempt services as required by the Land Transport Management Act 2003. These definitions are important as they set the legislative requirements on how Greater Wellington identifies and classifies our public transport services to ensure they can be funded by the relevant parties.

Subsidy definition and implications

Integral services must be delivered by or under contact to Greater Wellington irrespective of whether the service requires subsidy to operate. If a subsidy is required, it can only be provided to a public transport service that is identified in this RPTP as being integral to our public transport network.

The integral services must operate in a Unit or part of a Unit by or under contract to Greater Wellington.

Funding Assistance definition and implications

Exempt services operate without subsidy. For an exempt service to receive subsidy from Greater Wellington or from the National Land Transport Fund it would need to be reclassified as an integral non-exempt service and be regulated accordingly.

6. Whakamahere me te Tutukitanga

Whakauruuru

Integrated Planning and Delivery

Under the Land Transport Management Act 2003 (LTMA), Greater Wellington has the overall responsibility for the planning and delivery of public transport services to the Greater Wellington region. However, we are not able to do this alone.

We work closely with and collaborate with our partners to help create and maintain an integrated, efficient and effective public transport service.

Roles and Responsibilities in the Region

This section sets out at a high level the roles and responsibilities of each partner that plays a critical role in the planning, funding and delivery of public transport infrastructure and services in the Greater Wellington region.

Greater Wellington

Under the LTMA, we are recognised as the Public Transport Authority (PTA) for the Greater Wellington region. Therefore, we are responsible for:

- The planning, procurement and design of public transport services
- Co-funding public transport infrastructure and services through rates, fare revenue and other revenue generated from our public transport offering (e.g. advertising on buses and at stations)
- Seeking funding from NZTA through the Regional Land Transport Plan for public transport infrastructure and services
- Setting the policies that apply to our services
- Implementing government policy decisions in regard to public transport

New Zealand Transport Agency Waka Kotahi (NZTA)

NZTA set high level national policy that PTAs must adhere to for the public transport services they procure and provide. They are also a co-funder of public transport services and thus have a strong interest in how PTAs operate public transport services across the whole of New Zealand.

Local councils

Local councils (or Territorial Local Authorities) play a critical role in ensuring our public transport services are able to operate efficiently and effectively. Under the LTMA, local councils are also recognised as Road Controlling Authorities (RCAs). RCAs are responsible for the management of local roads and if we require a new bus stop, bus lane or other roading change for public transport, we need to seek the relevant RCAs approval. We actively work with eight local councils in the Greater Wellington region:

- Wellington City Council
- Porirua City Council
- Kāpiti Coast District Council
- Hutt City Council
- Upper Hutt City Council
- South Wairarapa District Council
- Carterton District Council
- Masterton District Council

Regional Sector

Regional councils, unitary authorities and Auckland Transport as public transport authorities work together through forums including the Transport Special Interest Group to proactively collaborate on policy and strategy development, knowledge sharing, operational initiatives and joint advocacy on matters of mutual interest.

KiwiRail

KiwiRail Holdings Limited is the state-owned enterprise responsible for rail operations in New Zealand and also operates the Interislander ferries. We work closely with KiwiRail as our rail services operate on the KiwiRail network. Access to a fit for purpose rail network is critical to the successful operation of our rail services so we work constructively with KiwiRail to ensure the rail network and the associated infrastructure is improved and maintained to deliver our passengers the best service possible.

Ministry of Education

The Ministry of Education is responsible for the funding, procurement and provision of school bus services in New Zealand to students eligible for transport assistance. In the Wellington region this means the provision of school bus services to rural rated areas where no suitable public transport services are available. Within urban areas school bus services are only provided by Metlink where required to complement the regular Metlink public transport network.

Public Transport Operators

Our operators are contracted to Greater Wellington to deliver the public transport services our passengers use daily. They are:

- Bus - Kinetic, Tranzit Group (Tranzurban), Mana Coach Services, Uzabus
- Rail - Transdev
- Ferry - East by West.

The operators are also responsible for hiring front-line staff and ensuring public transport services operate on the timetables set by Greater Wellington.

Objectives and policies

P1. Objective: Integrate public transport services into the design of urban environments

Policies	Actions
a. Work with our partners to help create and maintain an integrated, efficient and effective public transport service.	i. Encourage our partners to consider the integrated, efficient and effective provision of public transport service when making changes to their district plans ii. Maintain constructive relationships with our key partners. iii. Legislative and regulatory opportunities to advance new funding solutions providing for urban growth are followed

P2. Objective: Enhanced Metlink capacity and capability through regional and national collaboration

Policies	Actions
a. Actively work with regional sector partners and industry, through forums and organisations including the Transport Special Interest Group, to collaborate and advocate on regional transport matters including public transport.	i. Participate in regional and national policy and operational initiatives that enhance Metlink capability and capacity and benefit passengers and ratepayers.

Urban Development and Public Transport

Wellington's public transport network, particularly its bus and train services, play a key role in driving urban intensification and shaping the city's development. By providing efficient and reliable connections between suburbs and the central city, public transport supports higher-density living around transport hubs. This encourages compact urban growth, reduces car dependency, and makes better use of land and infrastructure.

Public transport also influences where and how new developments occur. Areas with good access to services like buses and rail are more attractive for residential and commercial investment. As a result, public transport is both a catalyst for and a response to growing urban populations.

Greater Wellington plays a central role in planning and delivering these services to align with regional growth and development goals. We continue to do this through exploring and delivering development opportunities including Transit-Oriented Development.

Relationship approach

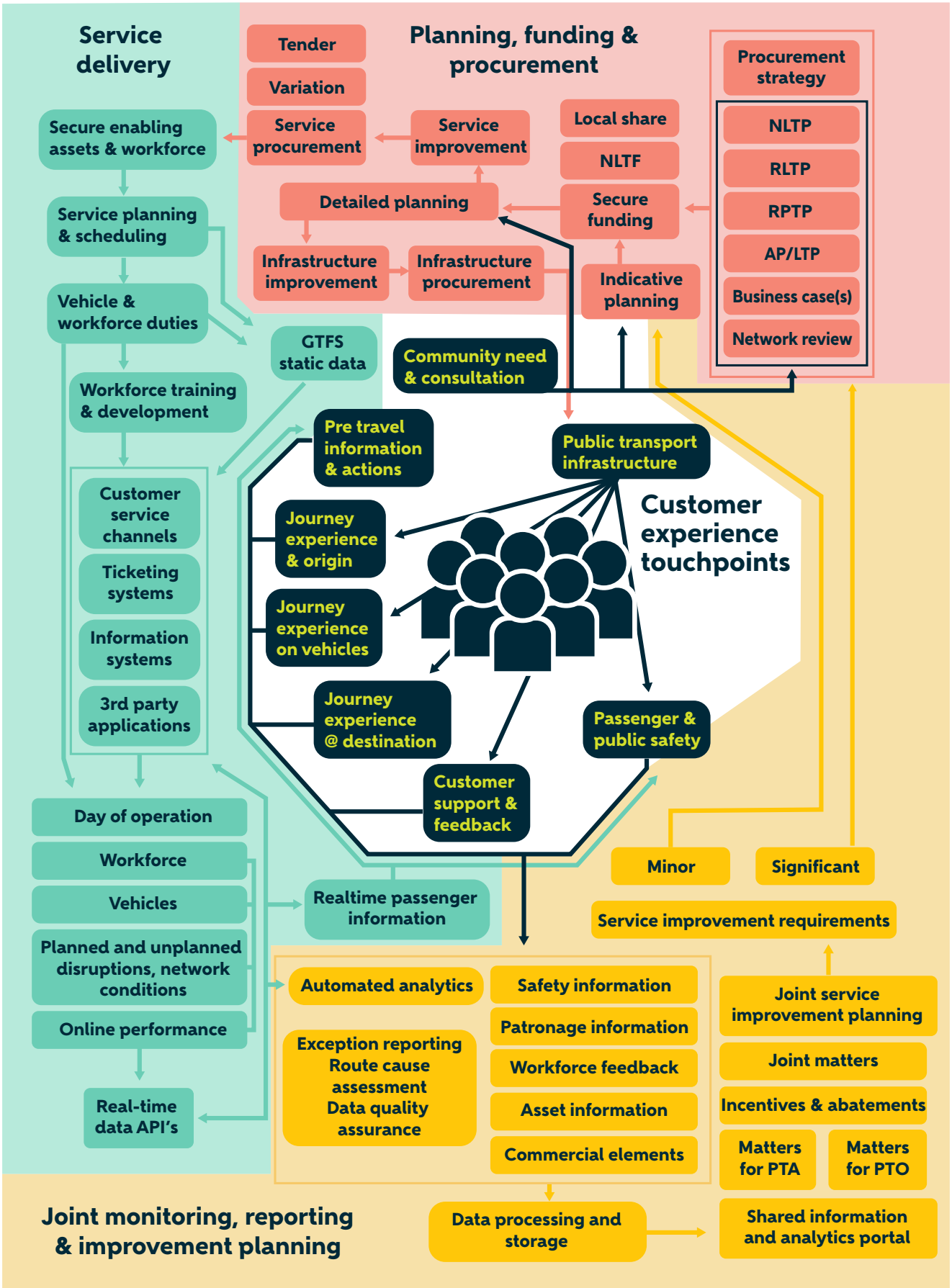
Greater Wellington has strong relationships with our key partners and places an emphasis on making sure the relationships are constructive, well maintained and that information is provided to our partners in a timely manner. This is critical to ensuring that our public transport services are delivered in an integrated manner across the Wellington region to:

- Meet the needs of our passengers
- Encourage more people to use our public transport services
- Support people in the Wellington region to have a choice between public transport services and private vehicle journeys
- Provide equitable access to social, cultural, recreational and economic opportunities
- Reduce the environmental and health impacts of land transport
- Enable public transport investment to be efficient and give value for money.

Key elements in delivering public transport infrastructure and services

The figure that follows from NZTA provides a generalised outline of key elements relevant to the delivery of public transport services and infrastructure in New Zealand.

Our partners all play a role in helping deliver public transport services and infrastructure in the Greater Wellington region and contribute to the experience our passengers have on the public transport services they choose to use.


Service delivery
Planning, funding & procurement
Tender
Variation
Service procurement
Service improvement
Local share
NLTF
Secure funding
Detailed planning
Infrastructure improvement
Infrastructure procurement
Indicative planning
Procurement strategy
NLTP
RLTP
RPTP
AP/LTP
Business case(s)
Network review
Secure enabling assets & workforce
Service planning & scheduling
Vehicle & workforce duties
Workforce training & development
GTFS static data
Community need & consultation
Pre travel information & actions
Public transport infrastructure
Customer service channels
Ticketing systems
Information systems
3rd party applications
Journey experience & origin
Journey experience on vehicles
Journey experience @ destination
Customer support & feedback
Passenger & public safety
Customer experience touchpoints
Day of operation
Workforce
Vehicles
Planned and unplanned disruptions, network conditions
Online performance
Real-time data API's
Realtime passenger information
Minor
Significant
Service improvement requirements
Automated analytics
Exception reporting
Route cause assessment
Data quality assurance
Safety information
Patronage information
Workforce feedback
Asset information
Commercial elements
Joint service improvement planning
Joint matters
Incentives & abatements
Matters for PTA
Matters for PTO
Joint monitoring, reporting & improvement planning
Data processing and storage
Shared information and analytics portal


RAILWAY STATION

7. Ngā Kaupapa Hoahoa Whatunga
Network Design Principles

The design of the public transport network is based on an integrated approach, which aims to provide a simple, cohesive and consistent route structure, where routes meet at logical transfer points, and where arrival and departure times are coordinated. With this approach, services are designed so customers will experience a simple, connected, consistent network that:

- Has a clear structure that is easy to understand
- Enables a wide range of journeys to be made, including using connections to make journeys for which there is low demand. Where connections need to be made, we aim for these to occur at a logical place in the network with high quality infrastructure to enable easy transfers
- Provides a consistent customer experience across the network that recognises demand and wider community outcomes
- Improves journey times and makes the most efficient use of resources to achieve the best outcome and value for money.

Being clear about the role of public transport in different contexts and the benefits sought are also key factors for identifying the function of integral services. For Greater Wellington:

- Patronage (capacity) oriented service design will be required where mode shift, alleviating congestion, emission reduction and enabling productive urban form are key outcomes being sought
- Coverage-oriented service design will be required where inclusive access and meeting the needs of transport disadvantaged are identified as key outcomes being sought.

Patronage (capacity) and coverage-oriented services are neither better nor worse than each other. Rather they result in different outcomes that are in the public interest. Often communities seek both patronage (capacity) and coverage-oriented outcomes. The LTMA supports both service types. For example:

- The purpose of the LTMA is to contribute to an effective, efficient, and safe land transport system in the public interest (LTMA s3)
- The LTMA s115 principles reference the role of public transport in supporting:
    - Mode shift and reducing the environmental and health impacts of land transport (outcomes requiring patronage-oriented service design)
    - Equitable access to places, facilities, services, and social and economic opportunities, (outcomes requiring coverage-oriented service design)
    - Encouraging more people to use public transport services
    - Efficiency and value for money.
- LTMA s120 (1) (vii) requires that PTAs, in a regional public transport plan must describe how the network of public transport services will assist the transport-disadvantaged. Under the LTMA, “Transport-disadvantaged means people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)” (LTMA s5).

  Each approach utilises limited resources and funding in different ways and to some extent one approach must be prioritised over the other.

P3. Objective: Balance patronage and coverage-oriented services		
a. Appropriate density and land use characteristics	• Minimum 15 dwellings per hectare; and • Minimum 2,700 usual resident population within the catchment area. A catchment area refers to a 5-10 minute walking distance around stops on the proposed route. If there is employment in the area, this can be added to the population to meet the threshold • Location of urban hubs, employment and education centres, and other destinations of significance • Location on strategic transport corridors and other planning measures as determined by the National Policy Statement on Urban Development and other national planning policies and instruments.	30%
b. Sufficient demand	• Minimum regular use of 4 or more passengers per trip and aims for at least 20% cost recovery • Whether there is demand for any specific trip that exceeds the total vehicle capacity • Specific cultural, sporting, and social events • There are places in the region where the demand may not be high enough to justify an all-day public bus service, but there is sufficient demand for a targeted bus service.	30%
c. Increased transport network efficiency and improved environmental outcomes	• Upcoming developments and population growth • Efforts to connect different regions and sub-regions • Improving efficiency of key transport spines, particularly during peak • Consideration of route location, speed and directness.	20%
d. Inherent social utility – improved network access and demographic considerations	• Proportion of people living in disadvantaged areas, with limited access to private vehicles, or with other transport access issues • Services providing for travel to school in urban areas where the school is not on the regular network or where additional capacity is required to meet demand • Bringing public transport to within a 5-10 minute walk of bus stops • Public transport needs to balance mass movement of people with coverage of the areas served • Indirect coverage routes are good for providing a base level of access to those who are transport disadvantaged, but will be less appealing to people who have access to a car.	10%
e. Other considerations	• Upcoming housing and business developments and population growth and demographic change • Technology changes and innovations • Efforts to connect different parts of our regions and/or different regions • Creating a network that allows people to choose to live car-free.	10%

8. Whakaahua Ratonga, Tūtohu Hou, me te Manawanui

Service Description, New Terms (ONF), and Integral Determination

The One Network Framework (ONF) brings transport and land use together to help guide investment decisions. The framework consists of three pillars: movement and place classification, levels of service and future network planning.

Service description and new terms

To align with NZTA's One Network Framework (ONF), Metlink will be developing new maps which indicate each of the different classes of public transport that we run.

As signalled in the ONF:

Class	Public Transport Service Level descriptor	Strategic Significance (Role in Public Transport Network)	Indicative vehicle volume (Bi-directional)	Indicative People Movement (Bi-directional)	Description
PT1	Rapid	Strategically significant corridors where rapid transit services are operated providing a quick, frequent, reliable and high-capacity service that operates on a permanent route (road, rail, or sea) that is dedicated to public transport or largely separated from other traffic	Greater than or equal to 4 services per hour	Greater than or equal to 1000 per day	Dedicated or largely separated public transport corridors provide for the fast and efficient movement of people by rapid transit. They only service public transport (except rail lines that can also provide a goods movement function under the freight mode).
PT2	Spine	Strategically significant corridors where many frequent services operate and many different public transport services merge together to create very high frequencies and overall passengers' movement. Any deficiencies on these corridors affect multiple services and large parts of an urban area.	Greater than or equal to 20 services per hour	1000 to 10,000+ per day	Spine corridors are where many public transport services operate on the same corridor, usually within city centres or near major transport interchanges as public transport services converge. Much of the street space can be dedicated to public transport infrastructure, including significant space that could be utilised for bus stops.

Class	Public Transport Service Level descriptor	Strategic Significance (Role in Public Transport Network)	Indicative vehicle volume (Bi-directional)	Indicative People Movement (Bi-directional)	Description
PT3	Frequent	Strategic corridors where frequent public transport services operate, providing regular services across most of the day, seven days a week	Greater than or equal to 4 services per hour	Greater than or equal to 500 per day	Primary public transport corridors occur on the parts of the network where frequent service can be expected. This could be for a part of a route where the collection of services operating results in a better than 15-minute headway frequency of that part of the route. These corridors are more likely to be on major arterial routes.
PT4	Connector	Corridors where PT services operate at most times of the day, but less frequently. The main focus of PT services using these corridors is to provide basic access and coverage.	Less than 4 services per hour	100 to 1000 per day	Secondary public transport corridors occur in the parts of the network providing local access and coverage, but at reduced schedules. Routes typically traverse local streets and minor arterial roads.
PT5	Targeted	Corridors where services only operate at certain times of the day (e.g., peak only) or for specific trip purposes (e.g., school buses only).	N/a	Variable	These services provide a basic level of access to public transport, but on a much-reduced schedule, typically only once per day return, such as school bus services, and long-distance commuter services, or at peak times only

To simplify this:

Urban network terminology

Rapid: these services provide rapid transit that is separated from other travel modes and unaffected by congestion. For Wellington this applies only to our core Rail network and potentially the future rapid transit bus corridors.

Frequent (previously defined as 'core'): these services operate on core routes that provide fast, frequent and reliable services along key urban corridors. This includes our bus services from the Golden Mile and city to:

- Johnsonville
- Karori
- Miramar
- Newtown

Connector (previously defined as 'local'): these services provide coverage and enable access to essential services including education, employment and social. These are less frequent services provided across wider and less densely populated areas.

Targeted (unchanged in terminology): these services target specific community needs and are provided in both urban and more rural areas.

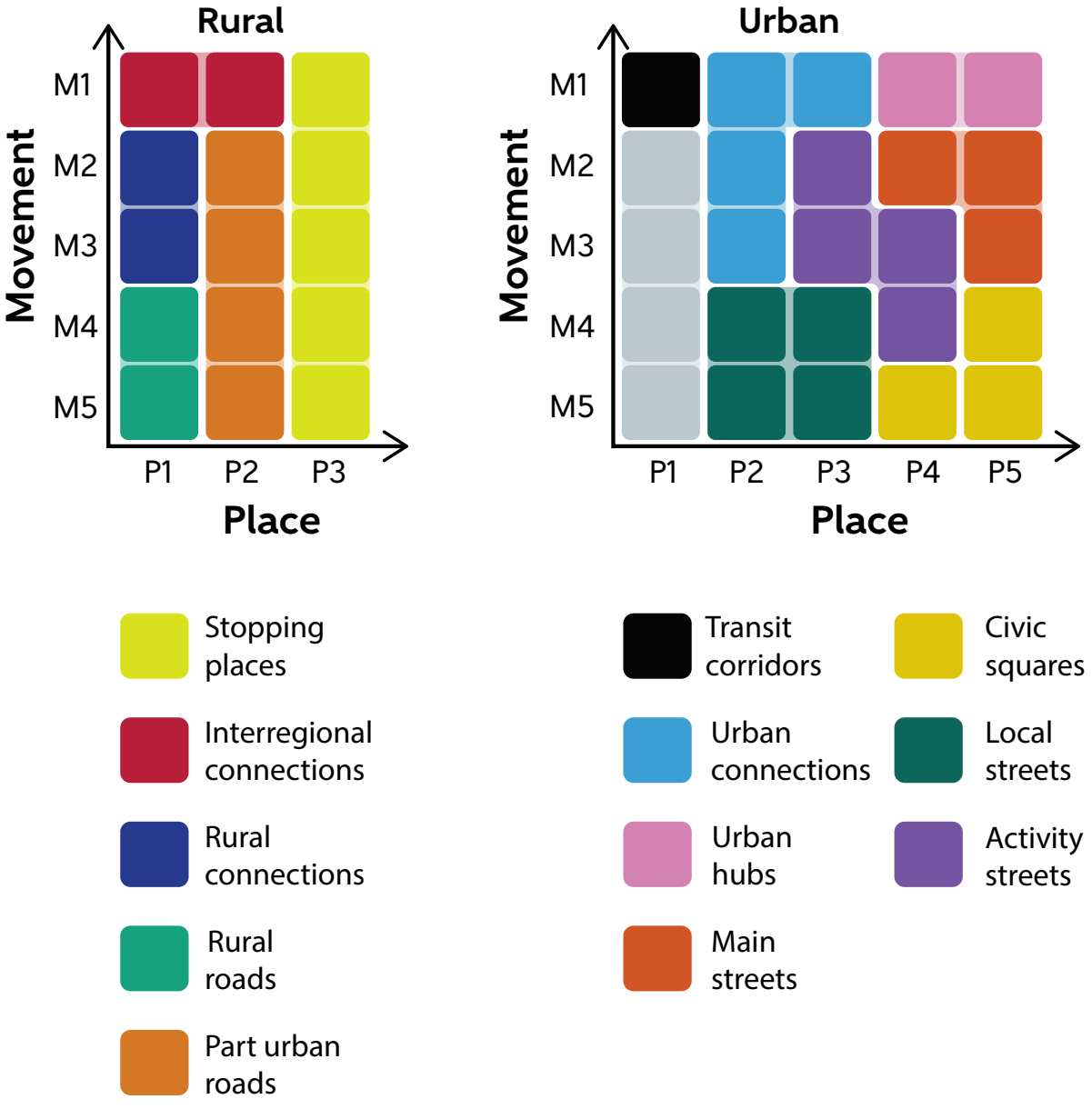
Regional network terminology

City Connector: these services provide comprehensive coverage to enable regular access to essential services and education, employment, and social opportunities between cities and large urban areas.

Regional Connector: these services provide basic coverage to enable regular access to essential services and education, employment, and social opportunities within or between nearby regions.

Targeted Connector: these services target specific community needs and are provided in both urban and more rural areas but on a less than daily basis.

The terms used here; replace the previous terms we used as service descriptors to bring Wellington in line with the ONF.



Criteria for integral determination

Integral services are identified by PTAs as being integral to the functioning of a regional public transport network. Integral services are regulated under the Land Transport Managment Act 2003 (the Act) and can only be delivered by or under contract to a PTA unless exempt.

Section 116A of the Act states:

"(1) A public transport service identified in a regional public transport plan as integral to the public transport network—

(a) must be operated in a unit or part of a unit; and

(b) may only be operated by—

(i) the regional council; or

(ii) a territorial authority whose district is within the region, under a contract with the regional council; or

(iii) any other person, under a contract with the regional council.

(2) However, subsection (1) does not apply if the public transport service is an exempt service."

This section covers the majority of Metlink's public transport network.

However, it is worth noting that this may vary depending on context and can change over time as population, technology, and the environment changes.

Service hours and frequency

Service type	Rapid	Frequent	Connector	Targeted
Key features and hours	All day rapid direct services Weekdays 5.00am – Midnight Saturday 6am – 1am Sunday 7am – Midnight	All day frequent direct services Weekday 6am – 11pm Saturday 7am – 11pm Sunday 7am – 9pm	All day local coverage and access Weekday 7am – 9pm Saturday 8am – 7pm Sunday 9am – 6pm	Night buses – Midnight – 5am Other services according to demand including school buses and commuter buses
Frequency	Daytime at least every 15 minutes (more frequent in peaks depending on demand at key stations)	Daytime every 10 – 15 minutes (more frequent in peaks depending on demand)	Daytime 20 – 60 minutes (more frequent in peaks depending on demand)	Subject to demand and term times for school buses
Destinations	Connecting key town and activity centres along the regional rail network	Connecting key town and activity centres along higher demand urban corridors	Provide local access and coverage to town and activity centres along lower-demand corridors	As required to meet targeted demand including schools, town centres, and medical facilities

How we design the network

Metlink has an objective to balance patronage (capacity) with coverage-oriented services.

Patronage (capacity) refers to the ability to transport the greatest volume of passengers along direct, frequent services that connect important destinations. In the Greater Wellington Region this is categorised by the primary routes that facilitate transport in and out of urban hubs, such as the rail lines, and priority bus services. The benefit of a patronage (capacity) service is that it reduces strain on the wider transport network, and that its frequent direct services reduce wait times. A downside is that there may be a greater distance between the stops on these services and the destination of

passengers, as the routes priortise connector hubs or vital services over reaching remote areas.

To offset a focus on patronage (capacity) focused public transport services, we also provide coverage-oriented services. The goal of these services is to provide services to customers in less populated or more isolated geographic areas. These services tend to have lower frequency and greater wait-times but can provide essential public transport services to people and communities away from primary transport lines.

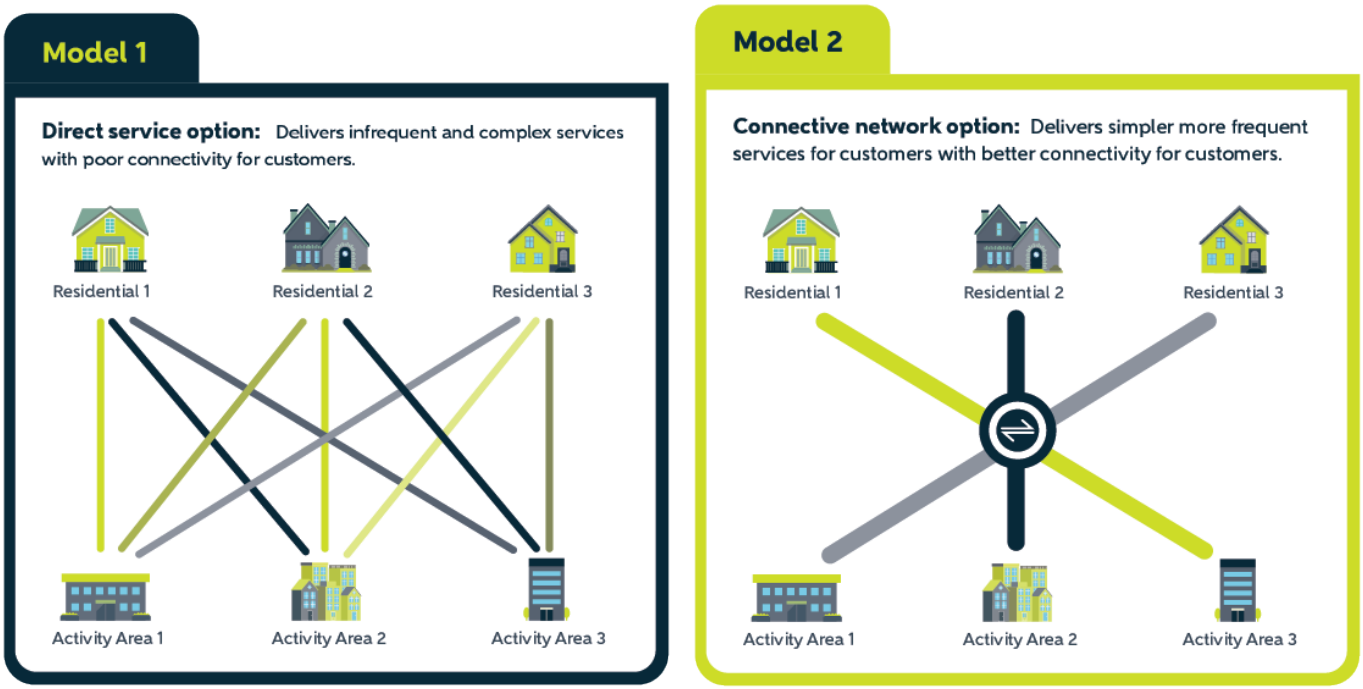
By utilising both patronage (capacity) and coverage-oriented services efficiently we can make public transport more effective and thereby encourage travel choice and influence mode-shift away from private vehicles towards public transport.

In designing an optimal public transport network to achieve both capacity and coverage, it is not always possible to provide services that take people to their desired destination in a single trip. Our policy is to provide feeder and connector services to primary public transport hubs and the rail network where the provision of a direct 'point-to-point' service is not feasible. Our policy is not to duplicate services through the provision of additional bus routes where high-capacity, frequent rail services are already available.

An additional factor in service allocation is the size of vehicle we assign to each route based on demand. Metlink monitors demand on each route on the bus network. As patronage increases, Metlink needs to increase capacity to keep up with demand. The most economical way to achieve an increase in capacity is to introduce higher capacity buses (such as double deck or articulated buses).

Deploying high capacity buses enables us to increase capacity while minimising the need for additional bus drivers and buses overall. Parts of the network also suffer from bus-related congestion so minimising the numbers of buses on key transport corridors is another benefit from the use of higher capacity buses.

Vehicle weight, and its proportionate impact on roading degradation, is a consideration for Metlink and our Road Controlling Authority partners (i.e. City and District Councils). High capacity buses are typically heavier than the standard buses currently used on the network; electric vehicles are heavier again. Our decarbonisation policies are leading to the phasing out of diesel buses across our network and their replacement with EVs. Our priority for decarbonisation is on high demand routes.



Graph recreated from Jarrett Walker's 'Human Transit'

Bus Corridors

Greater Wellington is currently working with key transport partners including Wellington City Council and NZTA on planning work to develop new high frequency bus corridors to support growing bus demand. The Wellington City bus network currently depends on a single corridor through the central city - the Golden Mile. At peak times bus numbers on the Golden Mile now exceed what is optimal, causing 'bunching' of buses at peak time, delays and travel time variability.

To support growing bus demand Metlink are adding more buses, and it is expected that bus numbers will reach the practical limits of the current Golden Mile in 2025 for acceptable levels of service for our passengers.

With expected demand from growing regional population and employment there is an urgent need for a second spine through the city to enable public transport to meet regional objectives for public transport.

New bus corridors, particularly in Wellington central city, will provide the critical network capacity needed for faster and more frequent bus services across the city. Bus corridors are a feature of the Government Policy Statement on Land Transport, as they stimulate urban and economic development, reduce commuter travel times and enable more frequent services.

Greater Wellington consulted on this in May 2025. The following outlines what we heard through consultation:

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

Level of agreement

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
27%	25%	14%	16%	18%	2%

52% Agree
34% Disagree

50.9% of submitters either agreed or strongly agreed that the creation of a network of high-frequency bus corridors across the region, at the loss of a modest level of parking and roading space, would result in improved social, economic and environmental outcomes for all. 33.3% of submitters either disagreed or strongly disagreed with that statement while 15.8% of submitters either were neutral or didn't know.

Feedback on creating a network of high-frequency corridors was mixed. Those who supported the high-frequency networks noted that this was important to get more people in the region using public transport services into the Wellington Central Business District (CBD).

However, a lot of submitters were not in support of removing more parking spaces from the Wellington CBD to accommodate the high-frequency corridors. This was driven by concerns on what economic impact this may have on the local business in the Wellington CBD.

A few submitters also had concerns about potentially losing road space to both buses and cycle lanes and the impact that may have on congestion in the Wellington CBD.

The feedback showed that while there is an appetite for the high-frequency corridors, how they are implemented and the impact on parking would have to be managed carefully to maintain public support for them. The feedback showed that while there is an appetite for the high-frequency corridors, how they are implemented and the impact on parking would have to be managed carefully to maintain public support for them.

Enhanced Journey Integration

Rail is the backbone of the Wellington public transport network, and good connections between rail and bus services are a key part of our passenger journey experience.

Passengers look for seamless journeys with limited wait times and whether it involves getting on one mode and taking one trip or travelling on multiple modes and making multiple trips. Passengers can use a combination of modes or trips to make up a journey and need better connections between each. This could include connecting from:

- Bus to Bus
- Bus to Rail
- Rail to Bus
- Bus to Ferry
- Ferry to Bus.

In addition, passengers expect a better experience with infrastructure such as shelters when waiting for these connections.

Passengers frequently tell us that they want the bus to wait for the train to arrive before it leaves for its trip. Passengers do not want to have to wait for the next service to arrive or wait for a lengthy period of time on a service until its scheduled departure time.

Some of the operational challenges Metlink face in addressing this issue relate to technology, contractual and commercial arrangements, and timetabling.

Technology

In order for bus drivers to know whether to wait for the next train service to arrive before departing, technology is needed to be installed on buses or at the bus stops so that they can be aware of how far a train service is and when it will arrive. This will help the driver decide their departure time. We are aiming to address the technology challenge through the rollout of the Real Time Information project (RTI 2.0). More about the RTI 2.0 project on page 63.

Contract / commercial arrangements

Currently, our Partnering Agreements (contracts) set out the key measures which our operators must adhere to in order to receive the agreed payments. The two key performance measures set out in the contracts are Reliability and Punctuality. If they do not meet these measures, abatements are made to the amount we pay that operator.

Reliability and Punctuality are defined differently for each mode. This is set out on our Metlink website here: https://www.metlink.org.nz/about-us/performance-of-our-network

As our contracts with bus operators come up for renewal, we are considering how we can include mechanisms to ensure that bus operators are not abated when the bus driver has decided to wait for a rail service to arrive before departing on their scheduled trip.

Timetabling

Although the timetable for rail is quite rigid and more difficult to make changes on, we do have the ability to make changes more easily for buses. We are therefore investigating ways we can better align the bus timetable to the rail timetable and align bus timetables to provide more seamless connections.

Objectives and policies

P.4 Objective: Encourage and enable multi-modal journeys, improving access to public transport

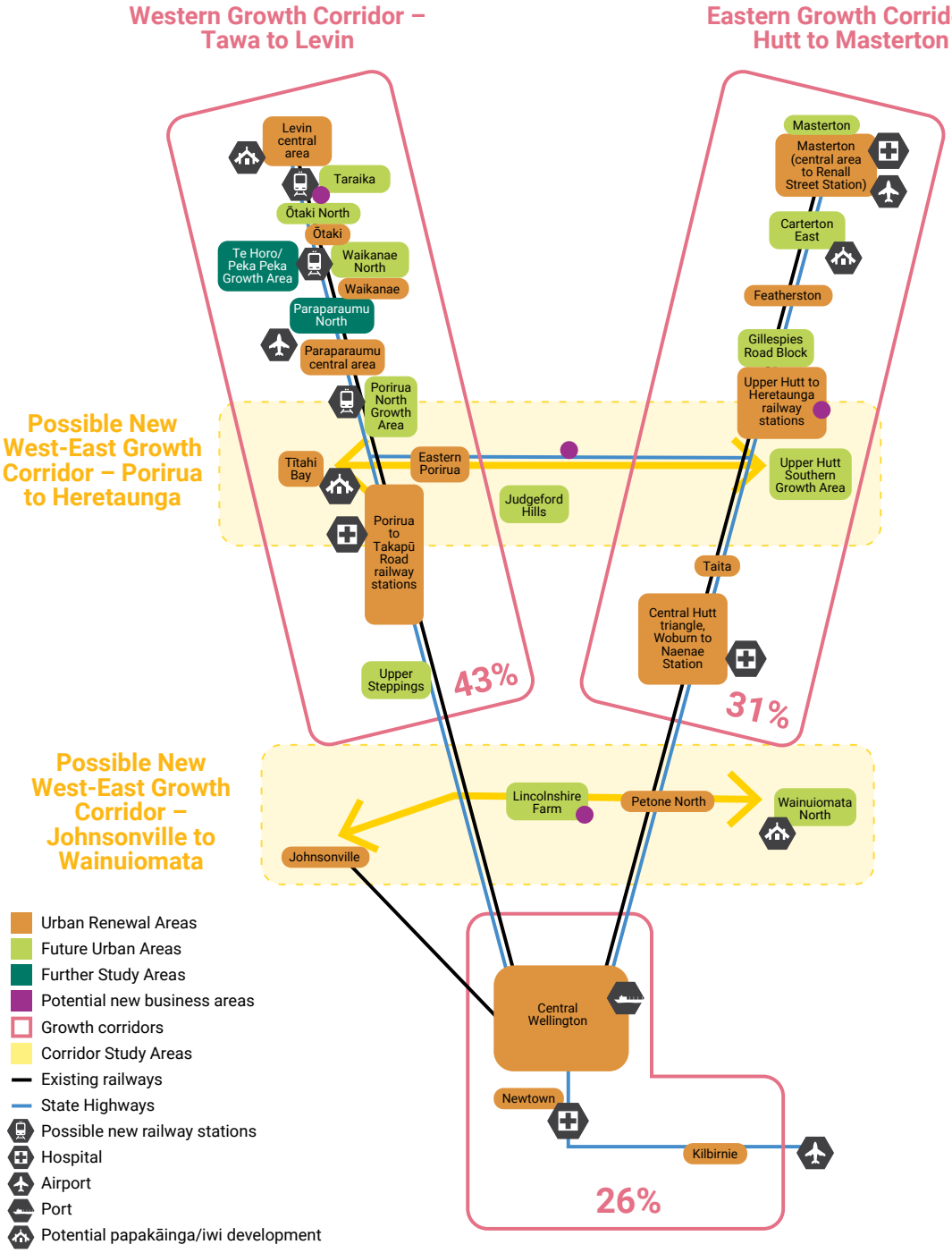
Policies	Actions
a. Provide a network of services that balances the need to move the largest number of people with the need to provide local coverage	i. Enable travel choice, access to economic opportunity, increase patronage and provide congestion relief through the provision of direct and frequent services serving high demand corridors and linking regional centres ii. Increase coverage through the provision of less frequent and less direct services providing extensive coverage of residential areas to ensure local and regional access to employment, education, recreation and services iii. Prioritise the provision of feeder and connector services to primary public transport hubs and the rail network where the provision of a direct service is not feasible iv. Minimise duplication of service provision in areas where there is already access to the rail corridors.
b. Utilise higher capacity buses on high demand routes to manage demand	i. Collaborate with local Road Controlling Authorities (City and District Councils) to plan for, and permit higher capacity buses on high demand routes across the region.
c. Integrate network for multi-modal journeys and create better connections experience	i. Enable access and visibility of RTI signs for operator staff to plan their journey ii. Incentivise timely connections between modes through contractual means including the use of abatements iii. Align the bus and rail timetables iv. Integrate payments through integrated ticketing v. Improve shelter where connections are made vi. Align bus timetables where bus to bus transfers is common vii. Align bus timetables to ferry timetable where appropriate.

9. Hoahoa mō te Āhua o Anamata

Future State Schematics

Below is a presentation of what possible future public transport corridors may look like in the Horowhenua – Wellington region based on growth projections from the Future Development Strategy.

A growth corridor view of the Future Urban Development Areas



30 Year Vision and Future Network State – Extending Reach and Coverage

- 90% within 5 minutes' walk of a local stop or station (85% now)
- 75% within 10 minutes' walk of a high frequency service (74.4% now)

Frequent Bus 2023
Frequent Bus 2053
Frequent Rail 2053
Improved regional rail connections
Improved regional bus connections
New cross-regional connections

10. Kaupapa Here Tautoko Kaupapa
Strategic Event Support Policy

The Wellington region regularly hosts a range of sporting, entertainment, and cultural events at key venues across the region. Metlink is proud to be able to provide strategic support for many of the region's major events. It also provides an opportunity for Metlink to generate third-party revenue while supporting events across the region.

When considering whether to provide support, the following will be considered:

- If there are 10,000 or more people in attendance and/or
- The event will significantly impact on the functioning of the timetabled services and create congestion in the Wellington region and/or
- Association with the event will have a positive impact on the Metlink brand and/or
- The event is socially significant in that it has regional and/or national and/or visitor/tourist participation or attendance, and/or public health benefits and/or
- The event has regional economic development impacts. For example, it is a major sporting, cultural or festive event that brings people into the Wellington region or is held at a regionally significant venue.

Where the demand for access to the public transport network exceeds the timetabled capacity, Metlink requires the ability to deploy additional resources to support the management of the event, specifically, to support the movement of attendees.

This will contribute to:

- Lower congestion levels by moving more people through public transport and less use of private vehicles
- Positive economic and social development within the Wellington region
- Reducing the climate impact of the event by moving people through more efficient and climate friendly means
- Contributing to travel choice by providing targeted alternative transport options other than private vehicles to attendees.

Objectives and policies

P.5 Objective: Provide targeted public transport to help people get to and from strategic events safely and in a climate friendly manner

Policies	Actions
a. Implement a strategic events policy.	i. Work with WellingtonNZ, event venues and promoters of major events to ensure strategic events across the region are factored into Metlink public transport planning
	ii. Work with event venues and promoters of major events to help develop and market combined event and public transport packages and ticketing
	iii. Work with event venues and promoters of major events to fund the provision of additional services where demand cannot be accommodated on regularly scheduled services.

11.Kaupapa Here Pahi Kura
School Bus Policy

In urban areas where the Ministry of Education does not provide services, travel to school is primarily done through active modes such as walking, cycling, walking school buses, and by using existing public transport services. Greater Wellington's policy is to provide targeted school bus services only when these are required to supplement school student travel on the public transport network.

Metlink provides targeted school bus services in urban rated areas only where there is sufficient demand, and there is not enough capacity or coverage provided by nearby public services. It must also be more cost effective to provide such a a service than a regular public transport service.

Services are provided to schools within the zone or nearest to the suburbs served. Secondary school students are generally more capable of independent travel and wayfinding than younger school students, and these needs are taken into account when planning school services.

Metlink will endeavour to accommodate reasonable requests by schools for school bus timetable changes. Sufficient notice, usually one year ahead, needs to be provided to enable changes to be made within contracted mandatory minimum planning, costing, and negotiation timelines. When services are shared between schools, all potentially affected schools must agree to the requested change.

We are developing school service guidelines which set out the Metlink school bus policy and the procedures to be followed by schools when requesting service changes, for example requests for bus route changes, earlier or later bus times, or different bus times on one day of the week, and include our expectations for student behavior on school services. Expectations for student behavior on public transport services are outlined in Metlink's Conditions of Carriage.

Objectives and policies

P6. Objective: Provide public transport services that provide students with an efficient, safe and affordable method of travel to and from school

Policies	Actions
a. Provide targeted school bus services to supplement the public transport network	i. A majority of school students using public transport will travel on public Metlink services ii. Where there is enough demand, supplementary school bus services are provided in urban areas: - To nearest public or zoned schools not served by the public transport network - Where capacity on the public transport network cannot meet school demand, and it is more cost-effective to provide a targeted school bus service than a regular public service. iii. For travel to nearest public and zoned schools, Metlink will work to minimise the need to transfer between services. For travel to other schools with lower demand, it may continue to be necessary to connect between services iv. Metlink give regard to the risk classification of roads used by school buses. On rural roads with a higher risk classification Metlink aim to minimise standing on school buses. On Urban roads standing capacity is utilised consistent with other urban bus services in line with national rules and guidance v. Undertake regular assessment and review of the provision of services vi. Work with schools, and the Ministry of Education where appropriate, to find effective solutions to school travel issues.

12. Ka Tu i Runga i ngā Kaupapa Here Pahi
Standing on Buses Policy

In order to encourage a safe and comfortable journey for everyone, we advise in our Conditions of Carriage that while on a service that you should take seat if one is available or move to the back of vehicle if you are standing on a bus service.

While Metlink endeavours to minimise the need for passengers to stand on our services as with any successful public transport system at busy times some passengers may need to stand as we work within available resources and balance the need to keep the public transport services affordable to users and rate payers. Metlink aims to apply the following level of service standards as far as feasible within available resources.

P7. Standing on Buses policy targets

Level of service	What it looks and feels like for customers	Peak target	Shoulder peak	Off-peak target
A	– Everyone can sit – Passengers don't need to sit next to someone else			
B	– Everyone can sit – Passengers may need to sit next to someone else			**Target**
C	– All seats are occupied – Some passengers need to stand, personal space maintained		**Target**	Acceptable <15 mins
D	– All seats are occupied – Many passengers need to stand without physical contact	**Target**	Acceptable <15 mins	
E	– All seats are occupied – Many passengers with some physical contact – Passengers need to move around to allow other passengers to alight	Acceptable <15 mins		
F	– All seats are occupied – Many passengers with close physical contact (crush load) – Passengers cannot board, or the bus doesn't stop – Passengers are required to get off the bus to let other passengers alight			

Metlink follow all national guidance with regard to safety and standing on Metlink services.

13. Kaupapa Here Utu
Fares and Pricing Policy

How fares are set and reviewed

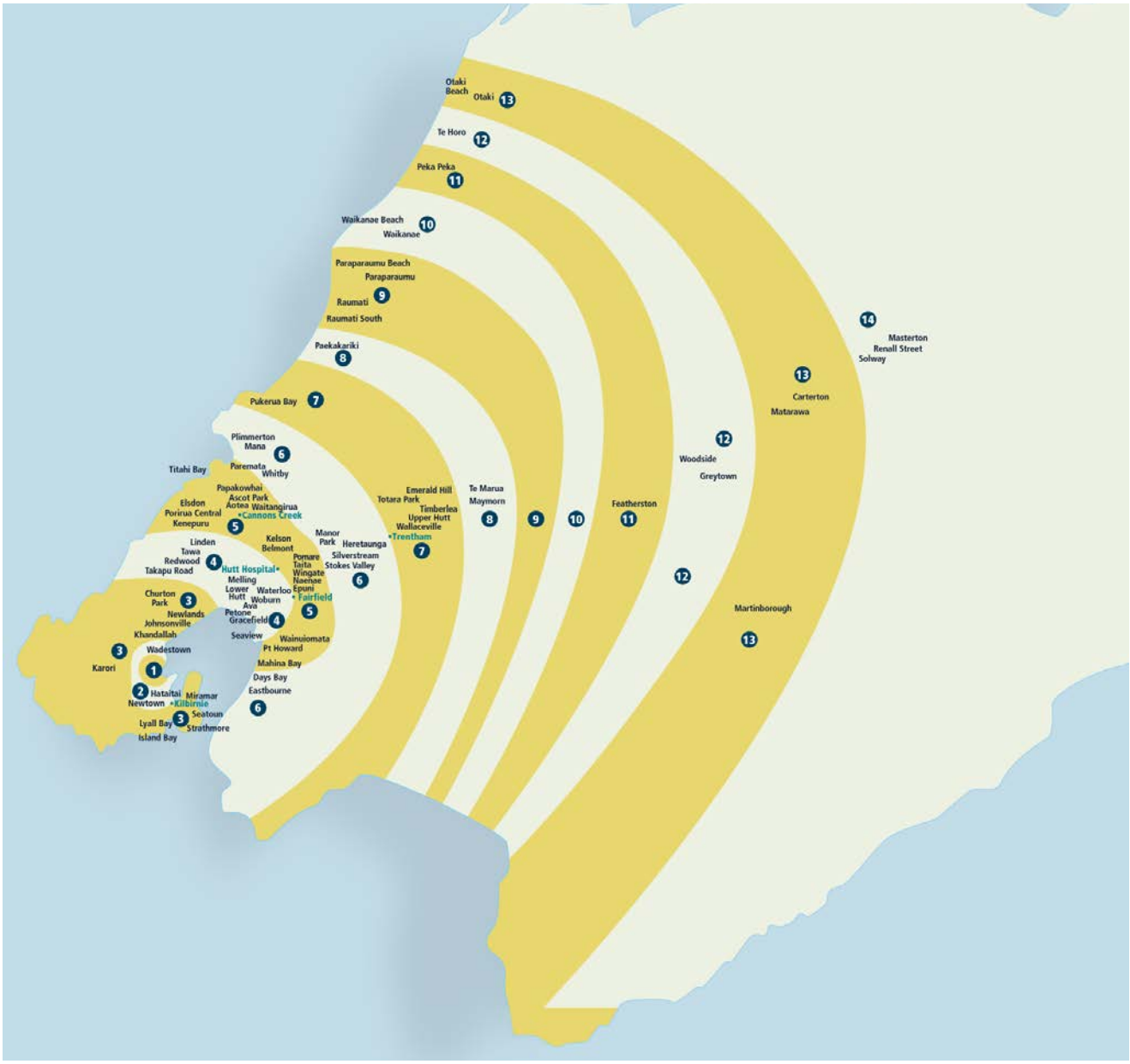
In the Wellington region, bus and rail fares are set based on a fare zone system and differentiated by time of day. The zone system divides the region into geographical zones (currently 14) radiating out from Wellington city. The fare zone system provides a broad relationship between the fare charged and the distance travelled with the fare charge depending on the number and size of fare zones, which in turn determines the size of the fare increments.

The graph below presents the current zone boundaries. Further information on this is available on the Metlink website.

Ferry fares are fixed rate point-to-point fares with no time differentiation and fares on the Airport Express service are flat fares regardless of the distance travelled.

Cash fares are set at 25% surcharge over the equivalent Snapper fares and rounded to the nearest 50 cents. Setting the cash fares at a higher rate compared to the base fares is intended to encourage greater use of electronic ticketing and reduce cash payments.

Fares levels are reviewed annually through annual fares review and the Annual Plan or Long-Term Plan process.



Fares Strategic Priorities

Greater Wellington have agreed a set of Fares Strategic Priorities which are as follows:

a. Mode shift / de-carbonisation

b. Social good

c. Network efficiency

d. Consistency and fairness

e. Simplicity

Each of these is explained in the following graph with the weightings applied to each priority.

Cash On Board Bus Services

We aim to reduce cash payments on our services for a number of reasons:

- Cash handling is expensive and administratively burdensome
- It presents a higher health and safety risk for staff to handle both due to the opportunity for someone to attempt to steal the cash box, and due to cash being less sanitary
- It takes longer to issue a ticket and process payment including the provision of correct change which in turn can affect the punctuality of a service if too many cash fares are received on a service.

Our data tells us that approximately 5% of fares are paid using cash. There are some users who rely solely on cash and prefer not to use digital means of payment. Other people who typically pay cash are visitors to the region.

A majority of current cash payers are likely to adopt debit or credit card contactless payment once it is introduced. We are investigating other ways we can make our fares system work for those who will continue to choose cash as their payment method. This includes providing fare incentives, community outreach and education to lower socio-economic communities where cash use is more prevalent.

This approach has already been undertaken with some Express bus services where less than 3% of passengers paid with cash.

During the transition away from onboard cash payment we will ensure reasonable time is allowed for behaviour change and there are facilities for off-board cash payment available, such as cash vending machines at railway stations.

Greater Wellington consulted on this in May 2025. The following outlines what we heard through consultation:

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

Level of agreement

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
16%	27%	16%	21%	19%	0%

43% Agree
40% Disagree

43.3% of submitters either agreed or strongly agreed that Metlink should phase out cash on board buses. 40.0% of submitters either disagreed or strongly disagreed with that statement while 16.7% of submitters either were neutral or didn't know.

Submitters generally favoured phasing out of cash on board buses. The rationale raised by submitters was centred on safety concerns for bus drivers (from carrying the cash boxes) and that cash payments slowed down the bus trip.

Other submitters supported the phase out but noted this should only be done after a move to integrated ticketing (Motu Move) is implemented so people can pay with their credit or debit card instead of being forced to use Snapper (or the Motu Move card once it becomes available).

Those who did not support the phasing out of cash did so for a variety of reasons including:

a. Concerns about senior citizens and other groups who may still rely on cash

b. Concerns about impacts on people in areas which are transport disadvantaged

c. Concerns about tourists who are often carrying cash

d. Noted that cash is a legal currency in New Zealand and should be accepted as payment everywhere including on public transport services.

There were also concerns about what would happen if the electronic payment systems were not working (e.g., would everyone travel for free if bus drivers could not accept cash payments).

Greater Wellington officers will continue to investigate opportunities to accelerate the phase out of cash payments prior to the introduction of integrated ticketing through promotions to make Snapper usage more affordable and accessible.

Objectives and policies

P8. Objective: Providing greater choice and flexibility for journey planning, fares and fare payment options including integrated fares

Policies	Actions
a. Integrate fares so that the cost of a journey is independent of the modes involved	i. Develop and implement a transition plan to facilitate the changeover to integrated fares and ticketing ii. Simplify fare products in the lead up to integrated ticketing
b. Apply a consistent fare structure and pricing approach that recognises the wider benefits and costs of public transport	i. Monitor passenger experience of the fare structure and their perception of fares relative to the benefits they receive from using services ii. Review fare structure and use passenger insights to develop and transition to a fare structure and pricing approach that provides for a consistent fare charging for comparable journeys by strengthening the relationship between fare levels and distance travelled iii. Ensure the future fare structure balances the cost for fare payers, ratepayers and taxpayers, and funding partners.
c. Provide concession fares to targeted groups to increase access to affordable services for those who are most dependent on public transport	i. Provide free travel for children under five years old ii. Offer concessions for school children, full-time tertiary students, and people with disabilities iii. Support the central government scheme providing free off-peak travel for SuperGold card holders and discounted travel for Community Services Card holders iv. Collaborate with central government and other regions on national and cross-regional concession schemes.
d. Provide incentives to encourage more frequent use of public transport, more off-peak travel, and greater use of contactless payment	i. Offer a consistent off-peak discount to spread peak demand, where required ii. Provide discounted fare schemes to reward greater use of public transport and encourage off-peak travel through fare capping or other incentive schemes iii. Price fares to encourage greater use of cashless payment and ensure reload options are available iv. Encourage behaviour change away from cash payment on board services by promoting increased use of contactless fare payment v. Explore innovative pricing and incentive options to promote public transport use and connections with other sustainable modes of transport vi. Develop targeted products for corporate passengers to encourage greater use of public transport vii. Explore 'Mobility as a Service' options to facilitate access to public transport viii. Support the development and introduction of new targeted fares products for group, visitor, family and event travel across the region ix. Support the work programme with WellingtonNZ with regard to event travel across the region.

P9. Objective: Balance user contribution with public funding

Policies	Actions
a. Ensure public transport users make a sustainable and equitable contribution towards funding of the network	i. Review fares annually through the Annual or Long-Term planning process to determine adjustments required to balance user contributions with public funding, and to align with Private Share policy requirements ii. Amend fare levels annually with inflation, subject to reviews and Council decisions iii. Consider the impacts of fare adjustments on patronage, affordability, travel choice, and the overall integrity of the fare structure within a broader policy and operational context iv. Review and adjust fares to be competitive with the cost of using a private vehicle for the same journey to encourage greater public transport use v. Investigate new funding and financing mechanisms, including advertising revenue, to ease pressure on fare payers, ratepayers, and funding partners.
b. Ensure that all users pay the correct fares	i. Implement measures in the integrated ticketing solution to simplify and automate the collection of the correct fare ii. Ensure fare compliance through effective fare revenue protection measures, including through ticket checks and enforcement action, where necessary iii. Encourage passengers to pay the correct fare and make it more convenient to do so iv. Ensure operators collect fares and follow Metlink fare policies v. Improve operational policies, guidelines, and procedures, including the refund policy vi. Improve reporting and data analysis to better address fare evasion vii. Implement measures to introduce a nationally-supported method of validating concession eligibility.
c. Improve operating efficiencies to increase cost-effectiveness of the public transport network and balance operating costs with funding sources	i. Conduct annual network efficiency reviews to assess service effectiveness, utilisation, and value for money ii. Undertake service reviews to identify poorly performing services with high costs and/or low patronage iii. Explore alternative ways of providing services.

Concessions and concession validation

In RPTP 2021, Metlink committed to working towards "a fare and ticketing system that attracts and retains passengers" and underwent a fares review. In addition, NZTA has set out a national concession structure of Government, National and Regionally defined concessions for PTAs to benchmark against. Our current concession structure is:

Category	Concession Group	Eligibility Criteria	Concession Discount
Government (as defined by NZTA)	SuperGold concession	Have a SuperGold or Veteran SuperGold card	Free off-peak travel
	Community Services concession	Have a Community Services card	50% discount
National (as defined by NZTA)	Infant (Child Under 5)	Children under 5 years old	Free (at all times)
	Youth	Age 5 to 18 years	Metlink do not currently offer
	Under 25	Age 19 to 24 years	Metlink do not currently offer
Regional (as defined and set by Greater Wellington)	Off-peak travel	Be travelling by Snapper card during off-peak times	30%, including concessions
	Child concession	School children (including 5-6 years old not in school and up to 18 years with valid school I.D).	50% discount
	Tertiary concession	Full time and equivalent full-time tertiary students	25% discount
	Accessible concession	Have a Te Hunga Whaikaha Total Mobility or Blind Low Vision NZ membership card	50% discount

All concession levels are correct at time of publication. Concession discounts can change due to national and local policy decisions. Please refer to Metlink's website for definitive and up to date concession information.

Greater Wellington is working with all partners on policies and procedures relating to the validation of concessions, and this will be included in a future version of the RPTP.

Private Share

Public transport services are funded from both public and private revenue sources. Public sources include local government rates, taxation, funding from the NLTF (collected mainly from fuel excise and road user charges), and central government derived concession schemes like Super Gold. Private sources are predominantly passenger fares but also include revenue from advertising and commercial initiatives.

'Private share', a concept introduced in GPS 2024, is a measure of operational cost recovery and represents the proportion of public transport operating expenditure funded from private revenue sources. Government aims to increase private share to support increased levels of public transport expenditure and reduce pressure on ratepayers and taxpayers.

Public transport authorities agreed individual private share targets for the financial years 24/25 to 26/27 with NZTA in May 2025. Greater Wellington's agreed private share targets with NZTA are:

	Actual 18/19	Actual 23/24	24/25	25/26	26/27
National private share result	33.2%	21.9%	25.0%	26.3%	27.1%
Wellington private share target	36.9%	20.5%	23.9%	25.1%	25.7%

This means that, for financial year 26/27 for example, Greater Wellington will be working to ensure that at least 25.7% of public transport operating costs are covered by passenger fares, advertising revenue and other commercial initiatives.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14. He Whakakotahinga Utu me Tīkiti
Integrated Fares and Ticketing

Metlink fares and ticketing have changed significantly in recent years. We have reviewed our fares and developed our Future Fares Direction. Work towards the roll out of the Motu Move programme (previously the National Ticketing Solution) has also been progressing. Motu Move is a collaborative initiative of regional public transport authorities and the NZTA to deliver a nation-wide integrated ticketing and payments system.

In preparing for Motu Move, we have replaced the century old rail paper-based ticketing with Snapper which now provides a consistent and flexible payment option across our bus and rail network. With 90% of Metlink passengers now using Snapper for their journeys across the bus and rail network, cash use has significantly reduced to less than 5% of all trips.

Our focus over the years of this plan will be on delivering an integrated fares and ticketing system across the network. The introduction of integrated fares and ticketing will mean a more convenient and seamless journey experience for passengers allowing more contactless payment options, and simplified, new fare products and innovations:

- **Fare capping** Limits the total amount a passenger pays over a period (e.g. daily or weekly), so once the cap is reached, further travel is free.
- **Distance-based fares** Passengers are charged based on how far they travel, rather than by zones or flat rates.
- **Account-based payments** Fares are linked to a passenger's account (not a specific card), allowing flexibility in using different payment methods (e.g. phone, credit card, transport card).
- **Commercial employer schemes** Employers partner with Metlink to offer staff discounted or subsidised fares as part of workplace benefits.

The new system features are expected to:

- Provide a flexible, modern ticketing system which will make it easier for people to pay for public transport
- Encourage more people to use public transport, more often
- Increase public transport usage which will ultimately contribute to improving safety and reduce congestion on our roads
- Provide a deeper understanding of passenger journeys, which will mean optimised services and better targeted investment.

Our future integrated fares and ticketing system is guided by the following key principles:

- Simplicity – be simple and easy to understand and use
- Consistency and fairness – perception of equitable value for journey type and length
- Social good – enhancing affordability of fares for the transport disadvantaged
- Economic and environment outcomes – including travel choice and decarbonisation
- Network efficiency – encouraging contactless payment and off-peak travel
- Cost recovery – our ability to meet our funding and budget requirements.

Metlink is currently undertaking a major change programme in order to transition to Motu Move. Rather than being simply a technology switch, the transition includes:

- Passenger behaviour change and communication
- Supplier and service transition
- Systems and equipment replacement
- Installation of infrastructure including validators on buses and at rail stations
- Metlink operating model changes.

Objectives and policies

P10. Objective: Providing greater choice and flexibility for journey planning, fares and fare payment options including integrated fares

Policies	Actions
a. Deliver an integrated ticketing system across the network to support integration of fares and the public transport network and enable seamless journeys across the network using a single means of contactless payment	i. Implement an integrated ticketing solution ii. Ensure that the ticketing solution will be available on all services and modes and provide for the integration of fares and the network iii. Ensure that the transition from the current ticketing to integrated ticketing will enable: – A seamless passenger experience during the transition, including managing reputational risk and balancing impact on users – Delivery of the solutions consistently and fairly iv. Managing implementation risk and operational impact by avoiding complexity for Metlink, Greater Wellington, operators and public transport users v. Balancing costs and benefits to achieve value for money, with the aim of delivering to budget and timeline.
b. Integrate fares so that the cost of a journey is independent of the modes involved	i. Develop and implement a transition plan to facilitate the changeover to integrated fares and ticketing ii. Simplify fare products in the lead up to integrated ticketing.

RLTP projects

Name: National Ticketing Solution
Lead: Greater Wellington
Desc: Wellington region's implementation of the National Ticketing Solution and payments system which will operate on multiple modes of transport across Aotearoa.
Cost: $36.86 million
Status: Funded

15. Ko te Mana Whenua, Mātāwaka, me tō Mātou Haerenga Waka Whenua Tūmatanui

Mana Whenua, Mātāwaka, and our Public Transport Journey

Greater Wellington is committed to working with Māori to build strong, connected and successful whānau, hapū and iwi, and to protect our natural resources. To do that, we need to consider the articles of Te Tiriti o Waitangi and how we can apply them to our work to ensure great outcomes for Māori and non-Māori in our region. We must also consider how we partner with mana whenua and engage with urban Maori (mātāwaka) which are those who do not affiliate with mana whenua within this region. Greater Wellington has developed Te Whariki Māori Outcomes framework which formalises our commitment to Te Tiriti o Waitangi. Te Whariki, and Te Iti Kahurangi (Greater Wellington's Māori Capability framework) provide clear goals and progress indicators to track how we are doing as an organisation. We will continue to be open to new ways of doing things, and to help mana whenua and mātāwaka to participate fully in whole of community issues.

Greater Wellington wishes to uphold the 'spirit' of Sections 18(g) and 18(h) of the Land Transport Management Act 2003 in our own arrangements with mana whenua and mātāwaka. We understand that in order to provide an effective public transport network to the region, we must take into account and partner with those who have a special connection to the region.

Greater Wellington's partnership with mana whenua is described in detail in the Memorandum of Partnership. This partnership can be seen in action through mana whenua representation in Greater Wellington groups, committees, projects and land management arrangements. Greater Wellington is proud to have a specific Committee dedicated to encouraging the alignment of Te Tiriti o Waitangi articles to our mahi. We continue to take the opportunity to present to this committee on considerations we believe have impacts for Māori. Greater Wellington is also proud to have adopted a new Social Procurement Strategy in May 2025. This strategy sets targets for our procurement spend on diverse businesses including Māori businesses. This effectively helps to support these diverse businesses to tender for our contracts. Our Social Procurement Strategy helps up to promote better social, environmental and economic outcomes.

Metlink is reviewing and developing policies and actions on partnering with mana whenua and mātāwaka in this RPTP 2025-35.

Greater Wellington has engaged with mana whenua on public transport prioritisation through the Long-Term Plan and Regional Land Transport Plan development processes and through the development of this RPTP.

Partnering with Mana Whenua and Māori

For over a quarter of a century mana whenua and Greater Wellington have worked together. Te Pane Matua Taiao (Greater Wellington Regional Council) and our six mana whenua partners work together in a unique way.

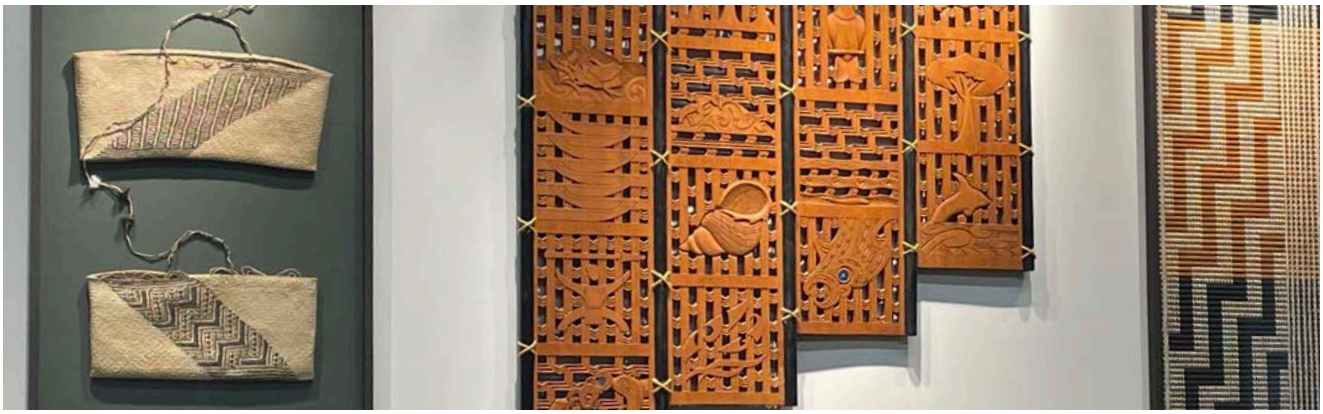
These partnerships are important to us, as our partners can be recognised and supported in maintaining their role as kaitiaki (guardians) of their ancestral lands.

We would like to ensure that their perspectives are taken into account in our mahi, but also ensure that we account for perspectives of Māori who do not affiliate with our mana whenua partners but live, work and play in this region, and call it home.

Objectives and policies

P11. Objective: Māori perspectives are considered at a level that mana whenua and mātāwaka consider appropriate

Policies	Actions
a. Māori perspectives are considered in all Metlink projects	i. Explore Māori values and Te Tiriti o Waitangi articles and sustainability interface within a responsiveness to Māori framework ii. Ensure that Māori values and Te Tiriti o Waitangi articles are considered in the built environment through our design principles iii. Ensure a historical and cultural understanding, and where possible and appropriate, an acknowledgement of any particular natural resource or area that we are undertaking work on iv. Extend the use of Te Reo Māori in passenger information channels and fare payment methods where appropriate and practical to do so v. Consider initiatives and alternative methods of engaging with Māori including mana whenua and mātāwaka vi. Provide support to Māori businesses to tender for public transport service contracts and public transport infrastructure projects vii. Apply Greater Wellington's Social Procurement Strategy to achieve better social, environmental, and economic outcomes and increase ability for diverse business to tender for our contracts viii. All projects will consider potential impacts for Māori ix. Consider Te Whariki, and Te Iti Kahurangi Greater Wellington's Māori development and capability frameworks in all the mahi that we do.
b. Effective mana whenua partnerships and welcomed mana whenua co-design, collaboration, engagement, and/or participation	i. Continue to provide channels for engagement to create and maintain relationships with mana whenua and co-design where mana whenua desire ii. Work with mana whenua to reach communities and build relationships to encourage public transport use iii. Where possible and appropriate, provide resource to mana whenua to allow them to partner, participate, collaborate, engage, and co-design projects and plans where Greater Wellington would particularly appreciate a mana whenua lens iv. Work with marae, kura and kaupapa Māori organisations to develop transport services that meet their needs.



16. Whakaitia ngā Puha Waka Whenua Tūmatanui mā te Aukatihaukino i ngā Waka

Reduce Public Transport Emissions by Decarbonising the Fleet

Public transport is crucial to ensuring cleaner and greener access to economic and social opportunities. Public transport helps in reducing carbon emissions by getting people out of their cars.

With public transport contributing approximately 3% of our regional land transport related emissions, a move to a zero-carbon emission fleet and the development of a more efficient and reliable public transport network will help us achieve our sustainability goals and contribute to our targets in reducing carbon emissions from transport by 2030 and beyond.

On 22 May 2025, Greater Wellington agreed to a carbon emission reduction target for all operations and areas of direct influence. The target is:

Climate positive

Greater Wellington to have net emissions reduced more than 100% from 2044/2045.

Greater Wellington also endorsed a target to reduce gross emissions by 84% in 2039/2040 compared to 2018/2019.

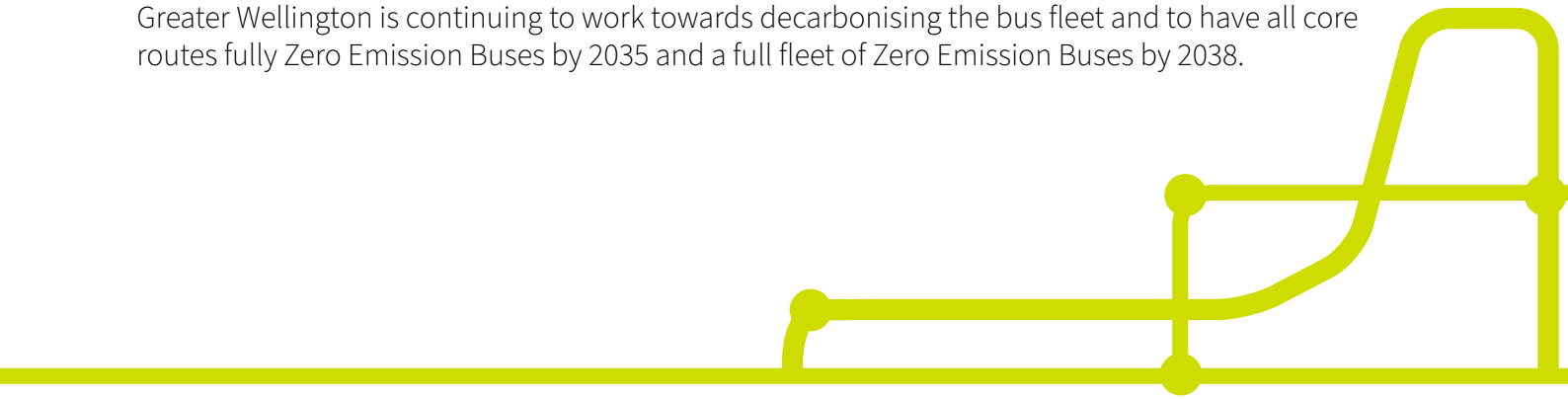
Zero Emission Bus Strategy

The first Emissions Reduction Plan (2025 Mandate) developed by the previous Government mandated that only zero-emissions public transport buses are to be purchased from July 2025, and set a target to decarbonise the public transport bus fleet by 2035.

Replacing diesel buses with electric buses will improve local air quality by eliminating harmful exhaust emissions of nitrogen oxides and particulate matter, as well as reducing noise. While Greater Wellington is required to transition to ZEBs, the speed of transition can be managed to reduce the financial impact while still achieving our carbon reduction aspirations.

Greater Wellington has developed a Zero Emission Bus Transition Roadmap (Roadmap). The Roadmap guides the implementation of more sustainable transport fleets and the necessary infrastructure. It provides a pathway to fully decarbonise greater Wellington region's public transport bus fleet, navigate through technological changes and related risks and opportunities.

Greater Wellington is continuing to work towards decarbonising the bus fleet and to have all core routes fully Zero Emission Buses by 2035 and a full fleet of Zero Emission Buses by 2038.



Decarbonisation of the public transport fleet in the Wellington region will be a key contributor to reducing Greater Wellington's carbon footprint. Our data shows that during 2023-2024, public transport contributed to 52% of Greater Wellington's carbon footprint (37% bus, 13% rail). The upgrading and decarbonisation of the public transport fleet and infrastructure will lead to more efficient journey times and encourage people to shift from private car usage. This will result in a decrease in overall carbon emissions for the region. We have set a key measure of a 60% reduction in public transport emissions by 2030 which we will achieve through our decarbonisation initiatives.

Bus

Greater Wellington is continuing to work towards our goal to make all core service buses electric by 2038.

Rail

Greater Wellington has secured funding to procure new rolling stock for regional rail services on both the Manawatū and the Wairarapa train lines. The increased service frequency will encourage mode shift from private vehicles to public transport, reducing congestion and emissions. In addition, we are seeking rolling stock that can utilise the existing electrified network to reduce tail pipe emissions and may be further reduced through the use of battery technology in the non-electrified areas.

Ferry

East by West Ferries operate the Ika Rere, the Southern Hemisphere's first fully electric, high-speed passenger ferry – and support public transport and social equity for ferry passengers. East by West Ferries is protecting the local environment and supporting the use of renewable energy as part of Wellington's transition to zero-carbon transport options.

Challenges

There are three key challenges that need to be overcome in order to achieve full decarbonisation of our services by 2030:

1. The capital expenditure required to implement the decarbonisation agenda is significant and will require a review of existing funding models including the contributions from regional and central government

2. The ageing infrastructure on the rail network is a significant issue that we need to navigate as we explore decarbonisation opportunities for rail. The funding and operating model for rail will also need to be revisited

3. The consequences of climate change require more network resilience to withstand increasingly frequent severe weather events and other natural hazards. Higher mean temperatures increase the emissions of road surface infrastructure, which undermines decarbonisation efforts.

Alongside these challenges are opportunities for Greater Wellington and its partners:

- Decarbonisation of the Wellington regional public transport fleet will be a high-profile demonstration of leadership in achieving New Zealand's Zero Carbon 2050 target
- Modernisation and decarbonisation of the public transport fleet and infrastructure will encourage more people to shift from private cars to public transport leading to lower carbon emissions.

Objectives and policies

P12. Objective: Continue to decarbonise the Metlink fleet

Policies	Actions
a. Provide a low emission public transport network	i. Incorporate low emissions technology in replacement strategies for end-of-life assets to reduce the environmental impact of public transport services ii. Develop business cases to support early asset replacement for decarbonisation purposes iii. Optimise the public transport network to minimise route duplication and improve energy efficiency iv. Deploy low-emission vehicles and new technologies to improve the environmental sustainability of the fleet, and closely monitor vehicle performance and maintenance.
b. Continue the decarbonisation of the Metlink bus fleet, through the staged replacement of diesel buses	i. Budgeting for additional EV buses to meet demand over the next 10 years, which will create new bus routes and increase the frequency and capacity of our services ii. Electrification of all core bus routes by 2038.
c. Investigating innovative solutions to reduce carbon emissions	i. Explore carbon-reduction innovations in urban development through the development of a high-amenity, climate-friendly integrated transport hub at Waterloo ii. Expanding current services along the Manawatū - Wairarapa lines with hybrid trains.

17. Ko ngā Wheako Kiritaki me ngā Taipitopito
Passenger Experience and Information

Delivering a consistently good experience for our passengers is essential for maintaining and increasing the use of public transport. Understanding passenger behaviour, and continually monitoring end-to-end journey experience and network performance ensures we are meeting the needs of our passengers. These insights are also central to informing the design of new routes, services and information we provide.

Reliability, usability, accessibility and safety, and the over-all consistency of the journey are the most important aspects of passenger experience. The steps in a journey consist of:

Network Operations Centre

Within the 2025-2026 financial year, Greater Wellington is considering the establishment of new roles which will provide out of hours support to monitor Metlink public transport in real time, support planned and unplanned service disruptions, and provide real time updates to stakeholders and passengers.

Greater Wellington will use this opportunity to test the proposed functions and benefits of establishing a Network Operations Centre.

Following the approval of Greater Wellington's Long Term Plan, the three-year budget for the Project is $3.1m.

Pets on Public Transport

Greater Wellington consulted on this in May 2025. The following outlines what we heard through consultation:

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

Level of agreement

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
25%	22%	19%	13%	18%	3%

47% Agree
31% Disagree

46.6% of submitters either agreed or strongly agreed that Metlink should permit customers to travel on buses and trains with pets, including small and large dogs, (noting that Guide Support dogs are already welcome on all our services). 31.4% of submitters either disagreed or strongly disagreed with that statement while 22.0% of submitters either were neutral or didn't know.

A significant portion of submitters were enthusiastic about the possibility of bringing their pets on public transport services, that this would encourage them to use services more frequently and that some people who do not use public transport due to pet restrictions have more access to the network. Many noted this practice is common overseas and in Auckland and that Greater Wellington's policy should be in line with these jurisdictions.

While a majority of submissions favoured allowing pets on-board public transport services, there was a wide range of questions about how this would be implemented including:

a. Would the dogs need to be muzzled or on a leash?
b. Would they be allowed on during peak times?
c. Would multiple dogs be allowed on at a time (increased risks of fights)?
d. Would priority be given to guide support dogs?
e. Could they take up a seat space or be under the seat?
f. What happens if the bus is full – would dogs have to get off to allow passengers paying a fare on?

Submitters against allowing pets onboard public transport services focused on the potential safety and hygiene issues that could arise from allowing pets on board including:

a. What happens if a dog acts aggressively or attacks a passenger or other dog?
b. What happens if a dog soils the bus?
c. Can a bus driver order a dog and owner off the bus?

Other submitters noted the impact this may have on passengers who have mobility issues as well as passengers who may be allergic to dogs or have a fear of dogs and could discourage them from using public transport. Some submitters, echoing previous comments from disability advocacy groups, raised concerns about guide support dogs being exposed to untrained dogs in a confined space like a bus.

These concerns raised by submitters are legitimate issues that have also been raised in previous discussions with the Greater Wellington Public Transport Advisory Group (PTAG) and during operator forums.

Objectives and policies

P13. Objective: Deliver a public transport service that is responsive to passenger needs

Policies	Actions
a. Provide easy-to access and intuitive information to passengers using accessible, smart and accurate digital channels that keep pace with passenger expectations of quality	i. Manage our Real Time Information, timetables, signage, our own website and app, to provide accurate, accessible, up-to-date, consistent, and user-friendly information ii. Continually improve the accuracy, usability, accessibility and reach of Real Time Information on digital channels iii. Provide real-time 'next stop' information on all buses and trains iv. Provide open-source public transport data to allow third-party travel planning websites and apps to develop a wide range of information solutions to improve access to information for passengers, including those in the disability community v. Participate in the Motu Move rollout and ensure it is seamlessly integrated with our digital channels vi. Maintain a contact centre that offers public transport information and collects passenger feedback vii. Provide physical signage and printed timetables when required to ensure access to non-digital information.
b. Collect and use travel data and passenger insights to continually improve services	i. Provide a range of opportunities for passenger feedback on all modes, including the Public Transport Advisory Group (PTAG), qualitative and quantitative research and co-design, ensuring the design of our network and services take into account the needs of passengers and communities ii. Continue to improve Metlink's system for recording, reporting, and responding to passenger feedback, compliments and complaints, ensuring consistency, clarity, and insight on the respective responsibilities of Metlink and operators iii. Use passenger data to monitor and improve the public transport network.
c. Provide a consistent brand experience	i. Develop, implement, and manage Metlink branding so that it consistently covers all public transport services, information, and infrastructure to assist passengers to identify and use the public transport network. This includes infrastructure and assets owned by our partners which are required for our network ii. Maintain a flexible approach to branding in relation to place, heritage, and urban design considerations iii. Ensure that the placement of advertising or other media does not compromise accessibility, the passenger experience, and the values of Greater Wellington.

P13. Objective: Deliver a public transport service that is responsive to passenger needs

Policies	Actions
d. Provide a consistent experience	i. Provide a consistent quality of passenger service and fare products across modes and service types ii. Require all operator staff that are public facing to undertake and maintain passenger service and disability awareness training iii. Standardise levels of service for infrastructure, including stations, stops, and interchanges, through the asset management process according to levels of service iv. Establish a Network Operations Centre, focused on the full network (ferry, rail and bus) to provide more reliable, timely and accurate support and information to our passengers.
e. Promote public transport to influence positive behaviour change and to support travel choice	i. Provide an array of payment methods that suit different passenger needs ii. Ensure compliance with Conditions of Carriage, and appropriate etiquette on our services iii. Ensure that service changes are communicated-to affected passengers, through the appropriate channels iv. Ensure the specific requirements of passengers with accessibility needs are met through the Metlink Accessibility Charter and Accessibility Action Plan v. Use promotions, concessions, and targeted initiatives to increase utilisation of public transport services vi. Encourage awareness of journey planning tools and fare products to increase utilisation of public transport services.

RLTP projects

Name: Fully Accessible Public Transport Hubs
Lead: Greater Wellington
Desc: Identifying stations with good bus service connections around the region that can be upgraded to allow full accessibility within their local area to allow barrier free access to public hospitals in the region and Wellington International Airport.

18. Te Kohikohi i ngā Tirohanga a ngā Kaihihi
Gathering Passenger Insight

Passenger and community engagement

Community Engagement and Customer Experience personnel are dedicated to engaging and working in the field with passengers and communities to understand their needs and work in collaboration with them to co-design and test new polices and services. As part of this, they facilitate a Public Transport Advisory Group, which is a representative citizen panel of twenty-five people who provide feedback which is used in the design of our services.

Data analysis

Digital payment enables the collection of detailed boarding data, which is matched with Statistics New Zealand demographic data. This provides valuable insights into travel patterns and preferences at a granular level. The analysis is used to monitor how services are working, where demand is growing and where new timetables and routes are required in the network.

Monitoring complaints and feedback

Greater Wellington's contact centre provides a 7 day a week passenger support which receives over 100,000 public transport related enquiries annually. Complaints and feedback are captured and categorised for response. This provides valuable data which is monitored to identify and address passenger pain-points across the network. Adding to this, Metlink's Transport Officers are out on the network daily, gathering first hand insights into passenger needs.

The passenger satisfaction survey

Each year, Metlink commissions an independent annual survey of Metlink passengers' satisfaction with public transport within the region.

The passenger satisfaction survey identifies and prioritises improvements and provides insights into the needs and behaviours of our passengers. The survey is part of our reporting requirements to NZTA.

The Survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the passenger experience year-on-year since 2014. Up to 4,000 passengers are surveyed on up to 240 trips across all modes in between May and June each year. The Survey has a margin of error of 1.8%.

The survey measures are:

- **Satisfaction with the trip** (a measure of the satisfaction with the journey they were surveyed on); and
- **Satisfaction with the public transport system overall** (a measure of perceptions with Metlink's overall service and performance).

The survey also provides detailed measures of a wide range of service aspects, including quality of infrastructure, passenger information, payment, value for money and likelihood to recommend. The survey collects details on gender, ethnicity, age and location which allows for analysis of trends by these variables.

Key projects

Real Time Information (RTI 2.0):

Estimated Cost

Approx $8m to set up with $11m set aside for maintenance over the next 10 years

Estimated Timeframe

Completion end of 2025

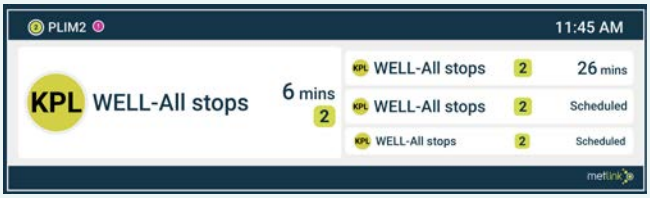
Real Time Information (RTI) provides our passengers with digital information that keeps pace with passenger expectations and ease of information. This system is highly customised and visualised with the passengers in mind, to cater for accessibility needs.

As part of enhancing this service, the RTI system is due to be replaced to improve overall network accessibility and performance for our passengers. Since its development in 2011, the RTI system has been adapated to not only provide information to our passengers via bus stops and railway stations but also through our website and app.

The inability to provide timely and accurate passenger information is one of Metlink's most significant areas to improve for our passengers. Our current satisfaction survey has signalled that inaccurate passenger information is a big focus for our passengers.

Metlink is currently developing our RTI system (RTI 2.0) for completion by end of 2025. Our target rate for passenger satisfaction is 90%, which involves improving reliability and passenger confidence in our network.

The new RTI system will improve accessibility of the network for our blind and low-vision passengers by introducing push-to-talk buttons at bus stops and a much-improved prediction algorithm which will reduce passenger dissatisfaction stemming from the inaccuracy of the current real-time system.



On Bus Announcements:

Estimated Cost

Approx $2.15m

Estimated Timeframe

Completed late 2024

This project provides multiple benefits to the disability community, visitors, and infrequent bus users by improving access to real-time information and enhancing the overall experience of catching the bus. It delivers timely and accurate announcements about delays, disruptions, and upcoming arrival and departure stops.

Commencing in December 2021, Metlink has delivered the On Bus Announcement (OBA) system in stages. The first stage was completed in May 2024, successfully implementing the system on 220 buses. The second stage, completed in late 2024, bringing the total to 460 buses. Currently OBA is installed covering the entire bus fleet including the Interim fleet.

Since the OBA system is now a part of Metlink's procurement procedure, all new buses joining the fleet will come pre-configured with the system. Furthermore, the Greater Wellington Regional Council (GWRC) makes extensive use of the telematics data gathered by the system for performance forecasting, service analytics, and vehicle tracking.

Continuous system enhancements are being made, with a particular emphasis on improving the passenger experience by increasing accessibility for all travellers, improving dependability, and adding user-friendly features.

19. He Tautoko ki te Hunga Kāore he Āheinga
Supporting the Transport Disadvantaged

The Land Transport Management Act 2003 (LTMA) defines transport disadvantage as: "people who the regional council has reasonable grounds to believe are the least able to travel to basic community activities and services (for example, work, education, health care, welfare, and shopping)."

Metlink would like to acknowledge that people are not the cause of their disadvantage. Rather, inequities arise because the transport system creates them. Therefore, Metlink and other public transport authorities must work to create a more equitable transport system to prevent people from experiencing disadvantage.

When creating policies to address issues for transport disadvantaged people, Metlink considers the definition from the LTMA, the systematic issues that need to be addressed, and Equity and Equality. We also acknowledge that there is often a tradeoff between Equity and Equality.

Equality versus Equity

Greater Wellington considers both equity and equality in its mahi and must strike a balance between both acknowledging that sometimes there is a tradeoff between them.

Equality – an equality approach seeks to ensure public transport is generally available on an equal basis for all. This is an important component of coverage oriented public transport design, but on its own does not necessarily mean people can utilise services.

In order to enhance equality, Metlink:

- Aim to have the percent of people within a 5-10 minute walk of an all day, 7 day a week public transport service with minimum 60-minute daytime frequency increase over time from 74.4%
- Provide off peak fares
- Works to ensure basic access and coverage is provided to urban areas across the region.

Equity – an equity approach recognises that what is required to overcome transport disadvantage can vary significantly, and additional support should be targeted to people in greatest need.

In order to enhance equity, Metlink:

- Provides targeted fares for certain vulnerable groups including: those on low income, students, elderly, children, those with accessibility needs or disabilities
- Supports and administers the use of Te Hunga Whaikaha Total Mobility in the region
- Designs public transport with accessibility in mind (ramps, on bus announcements, screen readers etc).

We note that **both equality and equity** are important considerations when evaluating the needs of transport disadvantaged.

Our targeted fare concessions, and the provision of accessible services recognises that an equity approach is required to overcome transport disadvantage.

Greater Wellington will continue to actively engage with reference groups to help us design bus stops, fare structures, passenger experience, and service development, as the subject matter experts in this area to ensure equity across the whole network.

Failure to address barriers that prevent people from accessing opportunities will only serve to widen inequality.

Greater Wellington is aware that a range of personal, demographic, social and geographical attributes is likely to restrict access to, and the use of, public transport services and facilities leading to transport disadvantages. These attributes or factors could include:

- Age (youth and elderly)
- Disability
- Health conditions
- Low income
- Lack of access to a private vehicle/s
- Lack of accessible public transport services.

This list is not exhaustive and it's important to note that Transport Disadvantage can be invisible.

Greater Wellington considers that the following groups are more likely to be transport disadvantaged than the general population:

- People with accessibility needs
- People without driver licences, including children under driving age
- People on low incomes, including beneficiaries
- People in households without private vehicles.

A 2023 analysis of access to public transport identified some areas of the region that could improve access to public transport for those that may be transport disadvantaged. How these are better served requires consideration in this plan. Our Regional Public Transport Plan outlines how we will assist the transport disadvantaged through:

- Provision of a basic network of services covering urban areas that put most residents within a 5-10 minute walk of public transport services to promote access to employment, education, shopping, and social services
- Continually reviewing passenger demand and adapting the reach of our network to meet that demand
- Outlining how we will co-design and consult with transport disadvantaged groups to identify and resolve network access issues
- Continuing to recognise and develop Te Hunga Whaikaha Total Mobility as a core part of the public transport network
- Reviewing our fare system to provide support to the elderly through the SuperGold Card free travel scheme, our off-peak fare discounts, and discounts for Community Services Card holders
- Our projects that specifically consider the information needs of the transport disadvantaged such as Real Time Information and On Bus Announcements
- Considering accessibility within the Asset Management Plan and future procurement processes.

Through the period of this RPTP, officers will investigate the following accessibility measures:

- Options for remedial action on wharfs and ferry for accessibility
- Assess feasibility of converting #81 services to 85x service
- Carry out a review/audit of all printed timetables at bus stops
- Investigate additional accessibility measures for bus stops including potential audio announcements
- Review progress of previous Council action on council owned mobility vehicles and report back to Committee.

Officers will also look to action the following accessibility measures:

- Establish fixed stops for new Tawa service
- Take action to ensure On Board Announcements on bus are delivered to Council expectations
- Ensure accessibility requirements are included in standards for any new or refurbished ferry infrastructure.

Accessibility Charter and Accessibility Action Plan

Greater Wellington's specific commitments to support disabled people are outlined within our Accessibility Charter and Accessibility Action Plan, both of which are available on the Metlink website.

In 2021 the Greater Wellington Transport Committee committed to a Public Transport Accessibility Charter. This is a policy commitment to making the Metlink public transport network accessible to all with ease and dignity. It aligns with Metlink's commitment to the United Nations Conventions on the Rights of Persons with Disabilities 2006, the New Zealand Human Rights Act 1993, and the New Zealand Disability Strategy 2016 – 2026.

To deliver on the Charter, Metlink has committed to providing an Accessibility Action Plan for prioritising and delivering accessibility improvements. In line with the principles of the Charter, this was first co-designed with the disability sector and Metlink staff in 2022 and early 2023. The approach comprehensively engaged disabled individuals and sector representatives to identify pain-points and barriers along the 'accessible journey' and solutions for resolving these.

Priorities in the 2024 Accessibility Action Plan include:

- Providing more accessibility training to operator drivers and customer facing staff
- Prioritising and investing in accessibility at stations and bus stops to create fully accessible transport hubs
- Exploring new technologies for assisting navigation on the network
- Improving the accessibility of bus services which replace train services
- Funding targeted in-person support for people with disabilities.

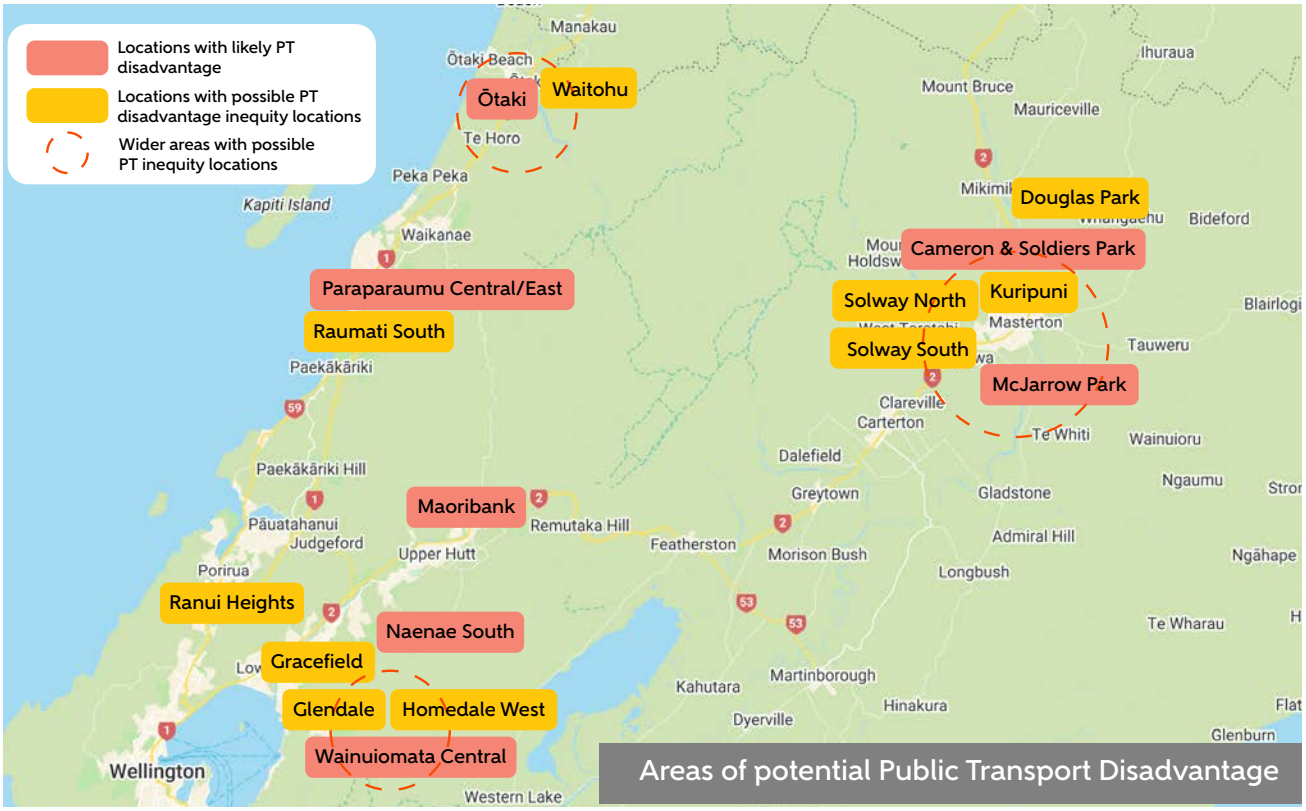
Objectives and policies

P14. Objective: Improve the access of public transport for all

Policies	Actions
a. Design public transport with accessibility in mind	i. Incorporate accessibility into the design and development of public transport facilities and infrastructure ii. Increase the provision of accessible information, and tailor this for the specific needs of the community iii. Engage the disability community early in the co-design process iv. Review and improve standards and guidelines to ensure that it meets accessibility standards (as outlined in our Accessibility Action Plan) and where appropriate, provide information and communications about public transport in accessible formats.
b. Ensure public transport is affordable by approving targeted fares	i. Provide concession-based fares for children, tertiary students, people with disabilities, and elderly.
c. Address inequity by supporting targeted services	i. Provide services to locations at times that serve the needs of transport-disadvantaged, including provision of basic coverage of urban areas ii. Consider alternative modes of transport iii. Support specialised services and assistance for disabled people under Te Hunga Whaikaha Total Mobility iv. Increase access to public transport services in identified socioeconomic deprived areas v. Provide targeted travel training / assisted journeys for transport-disadvantaged.

RLTP projects

Name: Accessibility Training for Operator Staff
Lead: Greater Wellington
Desc: Providing additional training to drivers and customer-facing staff for them to better identify and support disabled people on their journey.


Locations with likely PT disadvantage
Locations with possible PT disadvantage inequity locations
Wider areas with possible PT inequity locations
Manakau
Ōtaki Beach
Ōtaki
Waitohu
Te Horo
Peka Peka
Kapiti Island
Waikanae
Paraparaumu Central/East
Raumati South
Paekākāriki
Paekākāriki Hill
Pāuatahanui
Judgeford
Porirua
Ranui Heights
Maoribank
Upper Hutt
Remutaka Hill
Naenae South
Gracefield
Glendale
Homedale West
Wainuiomata Central
Wellington
Western Lake
Ihuraua
Mount Bruce
Mauriceville
Mikimiki
Douglas Park
Bideford
Cameron & Soldiers Park
Solway North
Kuripuni
Solway South
McJarrow Park
Masterton
Tauweru
Clareville
Carterton
Te Whiti
Wainuioru
Dalefield
Greytown
Gladstone
Ngaumu
Featherston
Morison Bush
Admiral Hill
Longbush
Ngāhape
Te Wharau
Martinborough
Kahutara
Hinakura
Dyerville
Glenburn
Areas of potential Public Transport Disadvantage

20. Tirohanga Whānui o Te Pane Matua Taiao
Greater Wellington Regional Overview

Key Corridors

The below map presents the Key Corridors on our network.

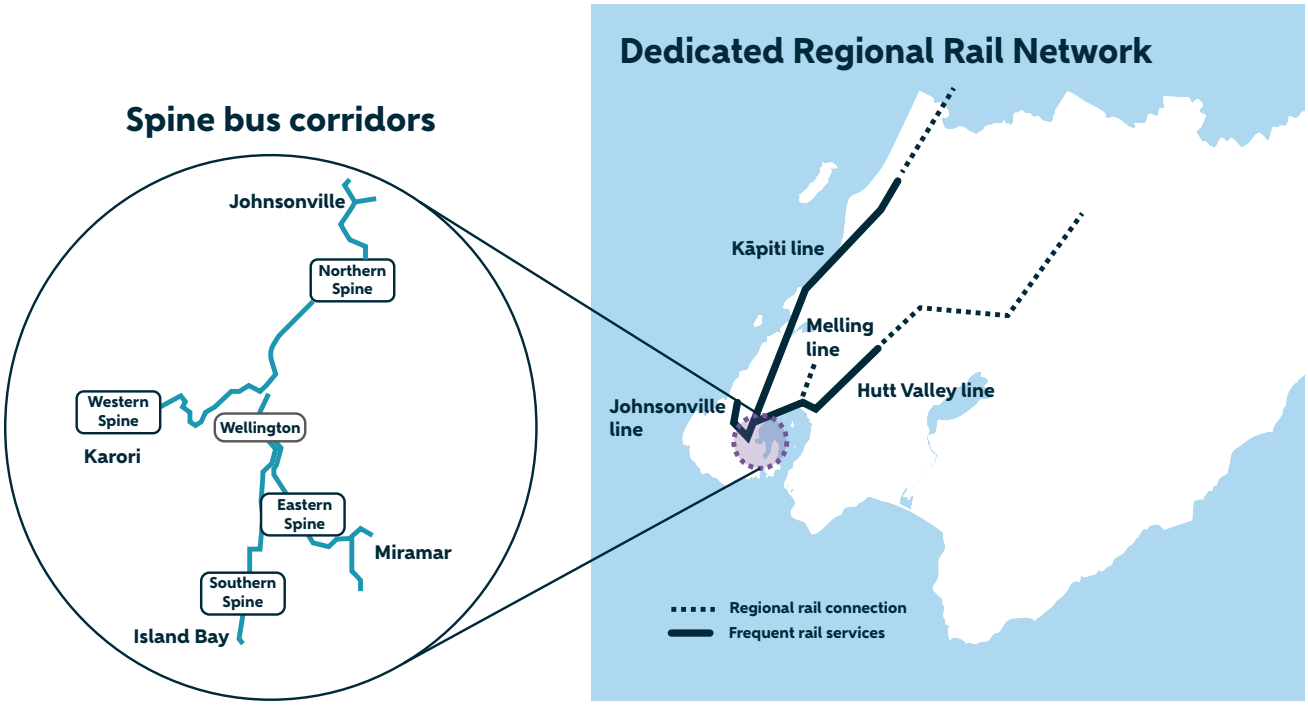
This is made up of our dedicated regional rail network and spine bus corridors which provide high frequency, high-capacity services to serve higher demand areas of the network.

The dedicated regional rail network is the backbone of the Wellington region connecting communities within the region and between the Wellington and Horowhenua regions (with the planned Lower North Island Rolling Stock from 2028). Rail currently carries two thirds of all public transport passenger kilometres travelling in the region and is critical to the ability to grow employment in Wellington city. All other parts of the Metlink network depend on core rail investment.

Complementing the dedicated regional rail are four bus spine corridors within Wellington city that service the most densely populated residential and employment areas of the region, as well as linking key regional destinations including universities, hospitals and the Airport. These are strategically significant corridors where many frequent and less frequent services operate. Currently these spines are used by services that carry 76% of passenger journeys in Wellington City. Investment in these spines, either through Mass Rapid Transit and/or enhanced bus improvements has the potential to benefit a majority of Metlink passenger Journeys in Wellington city.

Supporting the dedicated regional rail network and spine corridors, we will invest in an extensive bus network that provides local coverage and connectivity across urban areas of the region. Over time, as funding permits, service frequency, hours of operation, and coverage will be enhanced to make public transport more attractive.

However, not all areas of the city are suited to regular fixed route transport and for some, such as people with disabilities, it may not be feasible to access regular fixed route services. We will look to new opportunities to provide first mile / last mile access solutions for public transport across the region. In some cases, in addition to or instead of standard bus services, where this results in better access for communities.



Bus Priority Action Plan (BPAP)

In 2019, Greater Wellington and Wellington City Council undertook a collaborative initiative to develop the Bus Priority Action Plan (BPAP), working with New Zealand Transport Agency Waka Kotahi (NZTA). The 2019 BPAP identified key routes, issues and opportunities to improve speed and reliability of buses across Wellington City's busiest routes. In May 2024, Tonkin + Taylor was appointed by Greater Wellington to update the 2019 Bus Priority Action Plan. The update presents the corridors which Greater Wellington believe are highest priority for implementing Bus Priority Corridors.

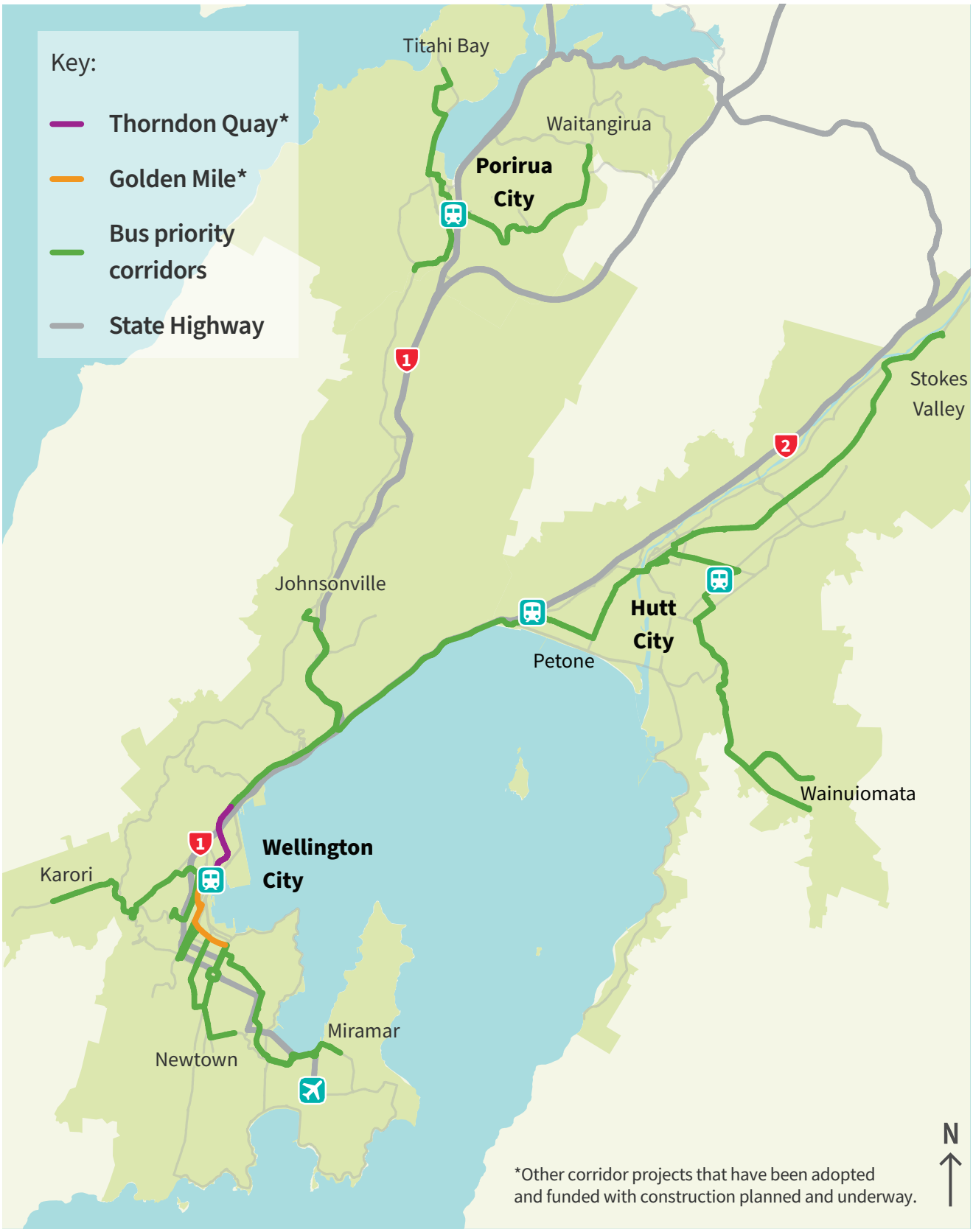
The first step of the assessment was to analyse bus performance across all bus routes in Wellington, Hutt, and Porirua at a high level and identify priority bus corridors to be taken forward for more detailed analysis. To identify the priority bus corridors, criteria were selected to determine where bus routes across the network are busy, slow, and variable. Whilst the priority corridors cover all three cities (Wellington, Hutt City, Porirua), the identification of corridors as 'priority' is based on conditions within each individual city, rather than regional performance.

Thirteen corridors were chosen because they have very high numbers of passengers and also have problems with travel times and reliability.

They are:

- Johnsonville to City
- Newtown to City
- Miramar to City
- Karori to City
- Mt Cook to City
- The Terrace/Salamanca
- Willis Street/Victoria Street
- Ngā Ūranga to Hutt Central
- Stokes Valley to Hutt Central
- Wainuiomata to Hutt Central
- Titahi Bay to Porirua Station
- Waitangirua to Porirua Station
- Kenepuru to Porirua Station

The map that follows presents a simplified view of the identified corridors.


Key:
Thorndon Quay*
Golden Mile*
Bus priority corridors
State Highway
Titahi Bay
Waitangirua
Porirua City
Stokes Valley
Johnsonville
Hutt City
Petone
Wainuiomata
Wellington City
Karori
Miramar
Newtown
*Other corridor projects that have been adopted and funded with construction planned and underway.
N

Time of Use Charging

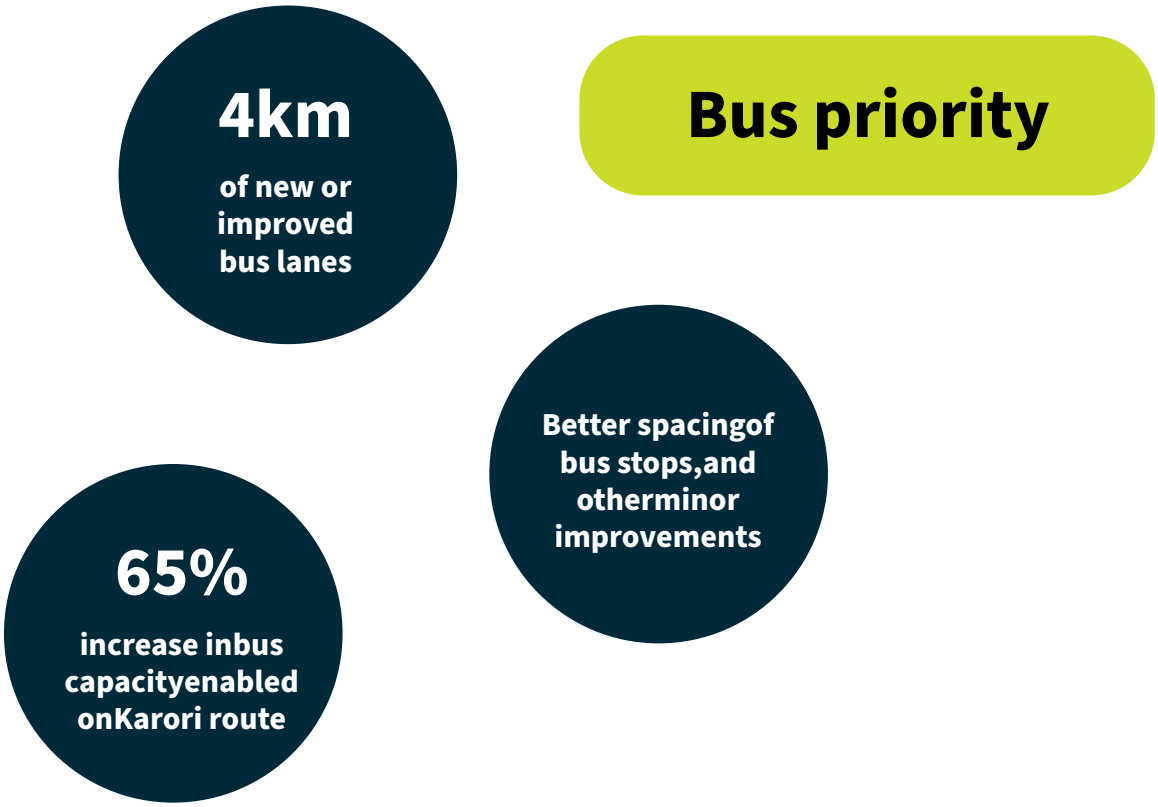
Traffic congestion across our region is a major handbrake on productivity, economic growth, quality of life and environmental sustainability. Wellington City, for example, has the second worst peak hour congestion in the country after Auckland, with peak hour trips taking 70% longer than the average drive.

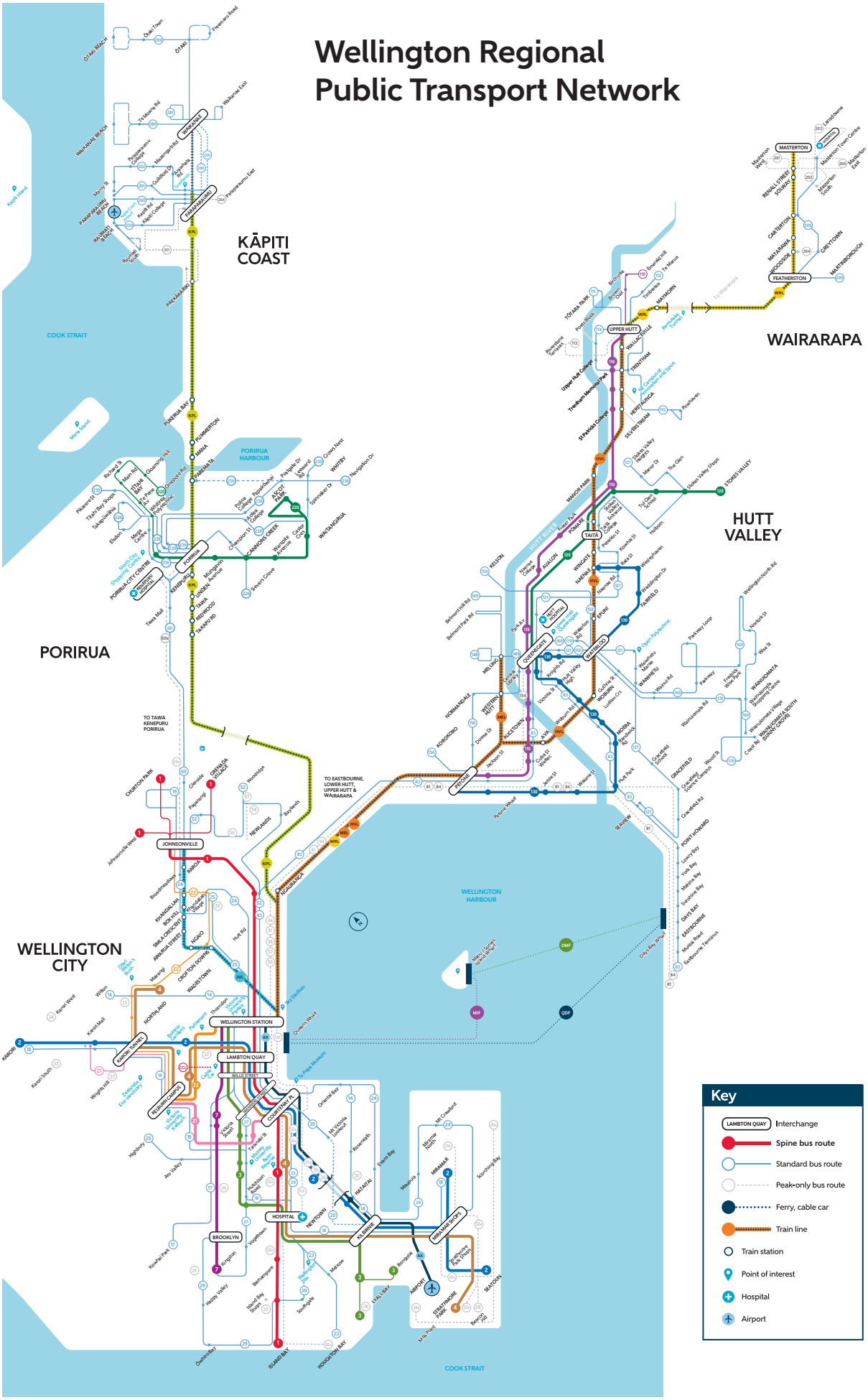
Congestion charging is a commonly used policy instrument globally where a small fee is placed on people travelling into or out of a CBD at peak hours. Congestion charging encourages commuters to either drive at a different time or use public transport resulting in fewer traffic jams, quicker trips and fewer carbon emissions.

As this RPTP was being finalised in June 2025, a bill to establish a framework for implementing 'time of use charging' schemes in New Zealand was progressing through Parliament. Greater Wellington has broadly supported the introduction of congestion charging legislation, emphasising the need for a scheme that is locally led and directs scheme revenues to projects that have been identified as being of high priority to the region through the relevant regional statutory documents (RLTP and RPTP) particularly those projects that will provide additional public transport capacity.

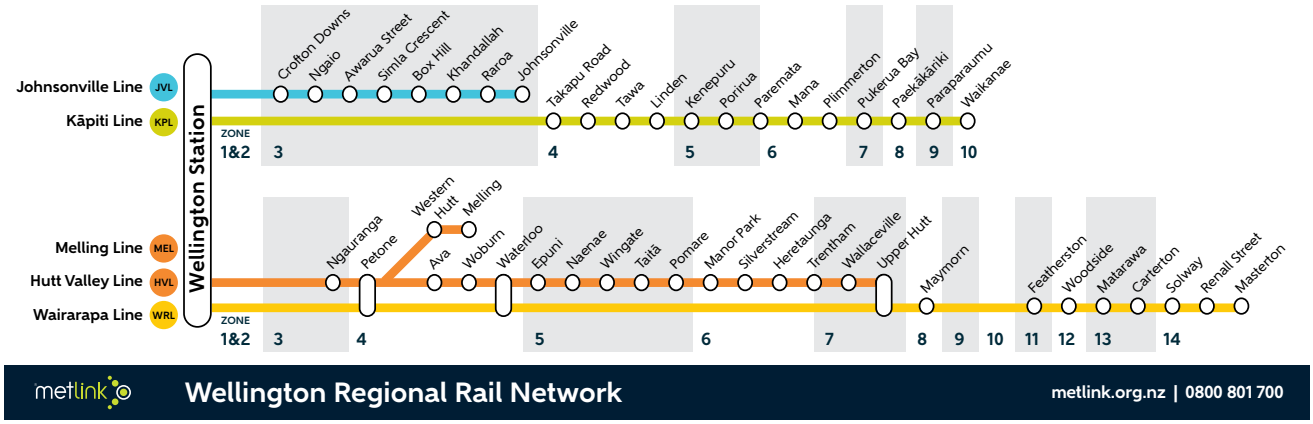
International examples have shown that the introduction of congestion charging has an immediate impact on public transport patronage. Greater Wellington will be working with local government partners and NZTA to ensure there will be sufficient public transport capacity to meet increased demand when any local scheme commences following passage of this important legislation.

Work delivered so far




Wellington Regional
Public Transport Network
KĀPITI
COAST
PORIRUA
WELLINGTON
CITY
HUTT
VALLEY
WAIRARAPA
COOK STRAIT
PORIRUA HARBOUR
WELLINGTON HARBOUR
Key
LAMBTON QUAY Interchange
Spine bus route
Standard bus route
Peak-only bus route
Ferry, cable car
Train line
Train station
Point of interest
Hospital
Airport

Rail Network Map



Population and Growth

The Wellington Region uses Sense Partners ("Sense") to develop its population projections for a number of reasons:

- Sense Partners estimate population and households at a national level, and work with territorial authorities in the Wellington region to capture the latest local information regarding local development plans
- Sense assumptions around annual average net migration align with recent trends and consensus forecast amongst economic experts, with Stats forecasting lower migration compared to both recent trends and the view of other economic experts
- Sense Partners and the Wellington Regional partners believe recent strong population growth in the region is likely to continue, whilst Stats have a relatively pessimistic view in relation to growth in elsewhere in the Wellington region outside of Wellington City, Lower Hutt and Porirua.

As set out in Wellington's Future Development Strategy, an increase in population was forecast for the Wellington-Horowhenua region of around 250,000 by 2051. The latest (2023) Sense Partners projections suggest growth of around 184,000 by 2052, while Statistics NZ suggests a more modest median projection of about 79,000 between 2018 and 2048. For context, 212,000 people were living in Wellington City in June 2022. The extent of the divergence between projections highlights the uncertainty of predicting the future, and how much growth relies on international migration.

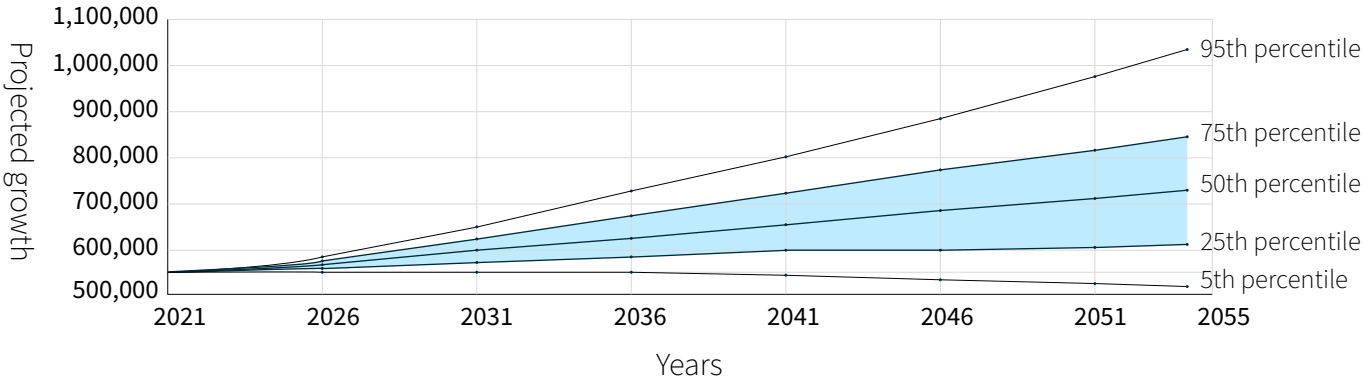
The Greater Wellington LTP 2024-34 identifies that there will be significant population growth in the Wellington region over the next few decades. Population growth is unlikely to be evenly distributed across the region, with higher growth rates expected in Porirua, Kāpiti coast and the Wairarapa. While there are high levels of uncertainty around this growth, expected impacts on public transport from the changes include patronage growth outstripping capacity in the long term, and the creation of new communities requiring additional stops or routes. With an aging population, the increases in Gold Card users will also put financial pressures on public transport.

The Horowhenua-Wellington region population is forecasted to rise from 544,000 to 271,000 people in 2054. The Carterton and Masterton Districts' populations are projected to increase by just over 50%. In Wellington City the population is projected to grow to 271,000 people - up 26% on the current population.

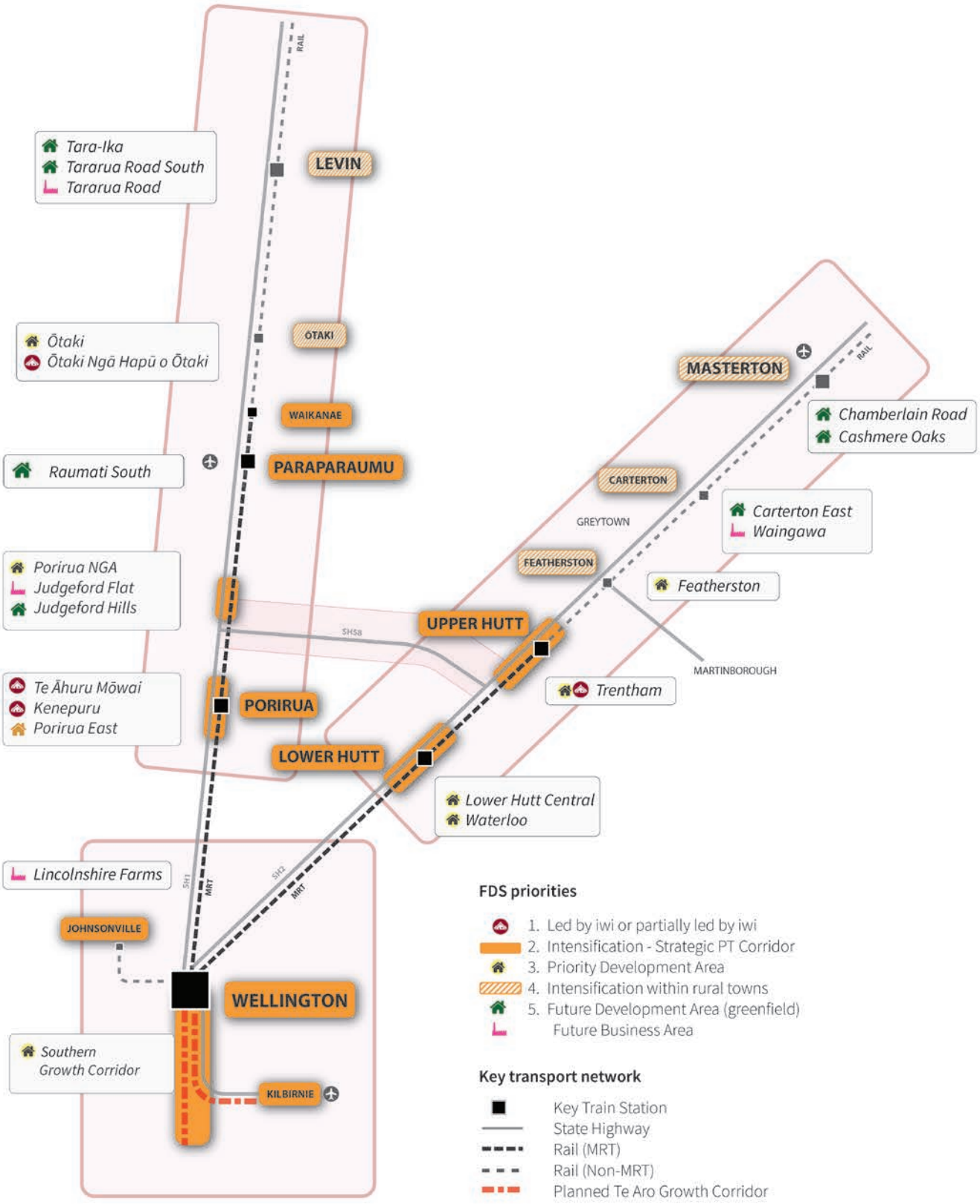
To accommodate this growth, Metlink will need to identify where the highest growth is likely to occur, where people will want to travel, and at what times. This can help to plan the routes needed, and capacity and frequency of the network to ensure that we can provide a network which moves the most amount of people possible, using the fewest vehicles.

Greater Wellington acknowledges that our regional boundary to the north borders with Horizons Regional Council and we will continue to work with them as our partners, in particular, to develop and enhance inter-regional public transport options.

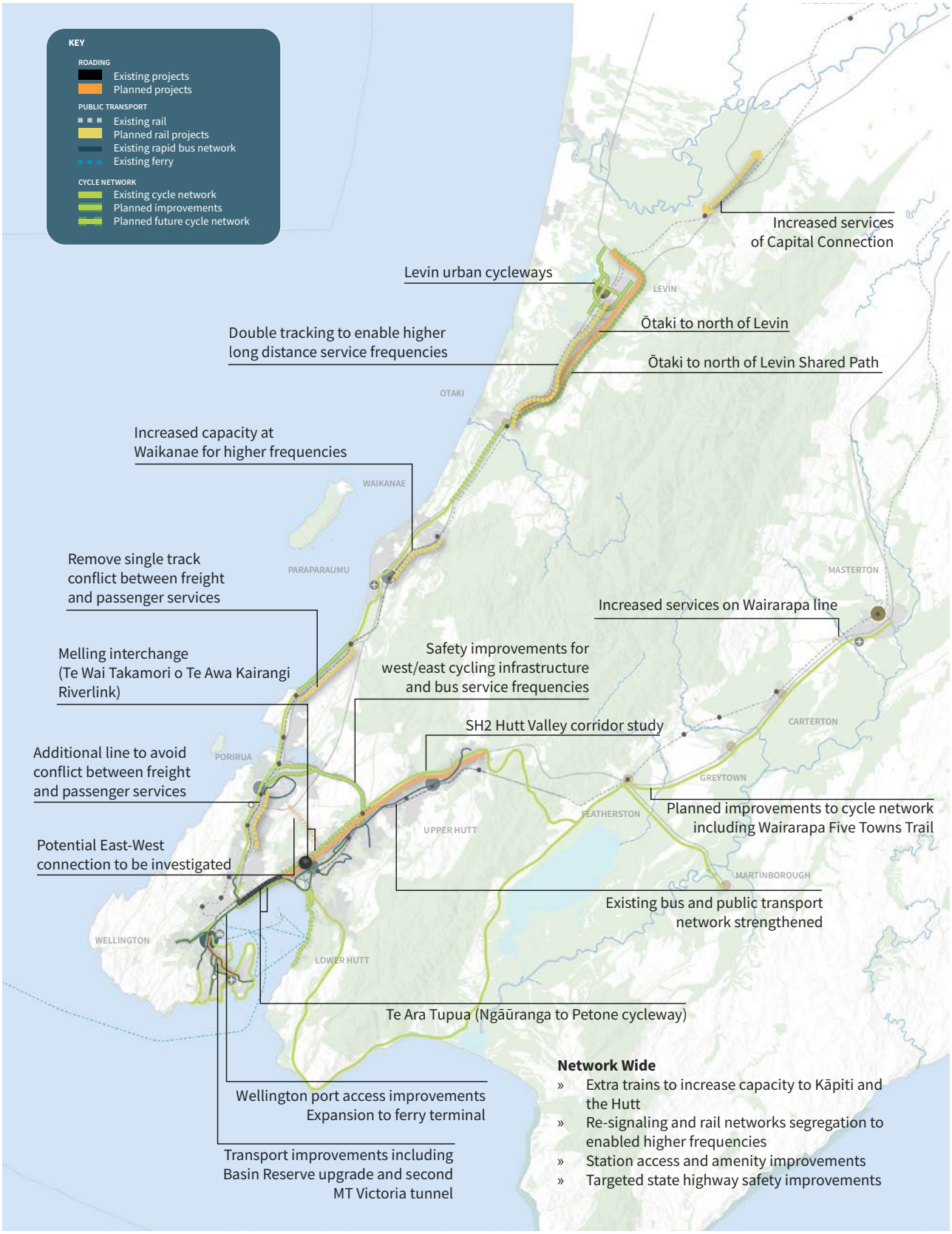
Projected population growth Wellington - Horowhenua region over the next 30 years (2023 projections)



Future Development Strategy Priority Areas



Key parts of our strategic transport network



Key Regional Plans

The RPTP 2025-2035 considers and gives effect to a wide range of regional policies and strategies.

- Future Development Strategy 2024-2054
- Greater Wellington's Long-Term Plan 2024-34
- The Wellington Regional Land Transport Plan 2021 (2024 Mid Term Review)
- Metlink Asset Management Plans
- Regional Policy Statement for the Wellington Region
- Metlink Public Transport Accessibility Charter and Accessibility Action Plan.

RLTP Projects

Name: Wellington ETCS - Rail Network Resignalling
Lead: KiwiRail
Desc: Implementation of Wellington Metro Upgrade Programme. Includes replacement of mixed signalling and train control systems. Installation of European Train Control System (ETCS) Level 2.
Cost: $710.4 million
Status: Unfunded / Approved

Name: Wellington Metro - Rail Network Rebuild (Backlog)
Lead: KiwiRail
Desc: Address and action renewal requests backlog for metro-rail assets. Ensuring no assets past end of life and meeting the government's commitment to fit for purpose network.
Cost: $332.8 million
Status: Funding approved

Name: Wellington Metro - Remaining Improvements for RS1 Timetable
Lead: KiwiRail
Desc: Network improvements to enhance resilience of RS1 timetable, which provides a 15-minute service, increasing capacity, level of service and network resilience. Improvements include stabling at Waikanae, junction upgrades in Woburn, signal upgrades at North south junction and Pukerua Bay.
Cost: $23.9 million
Status: NLTP Unfunded

Name: Smarter Network Technology and Innovation Programme
Lead: Greater Wellington
Desc: Several bespoke technology enhancements for the rail fleet and station, including WiFi provision on trains, hardware LED strips at train stations, and full-width signage across carriages.
Cost: $27.69 million

Name: Wellington Metro - Strategic Future Planning
Lead: KiwiRail
Desc: Strategic planning for future investment in the Wellington Metro rail network. Enables KiwiRail to complete Programme Business Case work and participate in key planning activities of other organisations - i.e. Regional Growth Framework, etc.
Cost: $12.0 million
Status: Funding Approved

Name: Unlocking Capacity & Improving Resilience - Infrastructure (Substation Upgrade)
Lead: Kiwirail
Desc: Infrastructure network capacity improvements over next 4 years. Includes: Removal of network constraints, improve peak service frequency, higher quality passenger service, cater forecast peak demands, ensure balanced mode share between rail and road.
Cost: $137.2 million
Status: Funding Approved

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next ten years Greater Wellington plans to:

- Determine the feasibility of modernising and making more accessible all stations on the Metlink network

- Rationalise stations where closely spaced or with low patronage use

- Assess benefits of new stations:

i. North of Upper Hutt CBD

ii. To serve QEP

iii. North of Paraparaumu

- Advocate for a loop to connect Melling and HVL (as per KiwiRail plan)

- Support regional partners to move the current Levin station

- Advocate for the double-tracking of the North-South Junction

- Advocate for double-tracking North of Waikanae.

21. Rārangi Ara
Route List

Route number	Unit number	Long Name	ONF Descriptor
1	Unit 01	Island Bay - Johnsonville West/Churton Park/Grenada Village	Frequent*
2	Unit 02	Miramar/Seatoun - Hataitai - Wellington - Karori	Frequent*
3	Unit 06	Wellington - Newtown - Kilbirnie - Lyall Bay/Rongotai	Frequent*
4	Unit 02	Mairangi – Kelburn – Wellington – Newtown – Strathmore Park	Frequent
7	Unit 07	Wellington - Brooklyn - Kingston	Frequent
12e	Unit 02e	Wellington - Hataitai - Kilbirnie - Strathmore Park	Targeted
13	Unit 03	Brandon Street - Glenmore Street - Mairangi	Targeted
14	Unit 05	Kilbirnie - Hataitai - Roseneath - Wellington - Wilton	Connector
17	Unit 07	Wellington - Brooklyn - Kowhai Park	Connector
18	Unit 02	Karori - Kelburn - Newtown - Miramar	Targeted
19	Unit 01	Johnsonville - Churton Park - Johnsonville	Connector
19e	Unit 01	Johnsonville - Churton Park - Johnsonville (Wellington extension)	Targeted
20	Unit 03	Wellington - Mt Victoria - Kilbirnie Local	Connector
21	Unit 03	Courtenay Place - Kelburn - Karori (Wrights Hill)	Connector
22	Unit 03	Wellington - Kelburn - Mairangi - Johnsonville	Connector
23	Unit 01	Wellington - Newtown - Houghton Bay	Connector
24	Unit 04	Miramar Heights - Wellington - Broadmeadows - Johnsonville	Connector
25	Unit 04	Highbury - Aro Valley - Wellington - Khandallah	Connector
26	Unit 04	Brandon Street - Ngaio - Khandallah	Targeted
27	Unit 01	Wellington - Vogeltown	Connector
28	Unit 02	Strathmore Park Shops - Beacon Hill	Targeted
29	Unit 07	Wellington - Newtown - Southgate - Island Bay - Ōwhiro Bay-Brooklyn	Connector
30x	Unit 02	Wellington - Scorching Bay/Moa Point (Express)	Targeted
31x	Unit 02	Wellington - Miramar North (Express)	Targeted
32x	Unit 01	Wellington - Berhampore - Island Bay - Houghton Bay (Express)	Targeted
33	Unit 02	Brandon Street - Karori South	Targeted
34	Unit 02	Brandon Street - Karori West	Targeted
35	Unit 02	Wellington - Hataitai	Targeted
36	Unit 06	Wellington - Hataitai - Kilbirnie - Lyall Bay	Targeted

Route number	Unit number	Long Name	ONF Descriptor
37	Unit 03	Brandon Street - Kelburn - Karori (Wrights Hill) (via The Terrace)	Targeted
39	Unit 07	Wellington - Brooklyn - Ōwhiro Bay - Island Bay	Targeted
52	Unit 08	Wellington - Newlands - Johnsonville	Connector
56	Unit 08	Wellington - Paparangi - Johnsonville	Targeted
57	Unit 08	Wellington - Woodridge	Targeted
58	Unit 08	Wellington - Newlands	Targeted
59	Unit 18	Greenacres - Tawa - Grenada North	Secondary
60	Unit 18	Johnsonville - Tawa - Porirua	Connector
60e	Unit 18	Wellington - Johnsonville - Tawa - Porirua	Targeted
81	Unit 12	Wellington - Petone - Eastbourne	Targeted
83	Unit 12	Wellington - Petone - Lower Hutt - Eastbourne	Targeted
84	Unit 12	Wellington - Petone - Gracefield - Eastbourne	Targeted
85x	Unit 12	Wellington - Eastbourne (Express)	Targeted
110	Unit 10	Petone - Lower Hutt - Upper Hutt - Emerald Hill	Frequent **
111	Unit 10	Upper Hutt - Totara Park - Upper Hutt	Connector
112	Unit 10	Upper Hutt - Maoribank - Timberlea - Te Marua	Connector
113	Unit 10	Upper Hutt - Riverstone Terraces	Targeted
114	Unit 10	Upper Hutt - Elderslea - Trentham	Connector
115	Unit 10	Upper Hutt - Pinehaven - Upper Hutt	Connector
120	Unit 09	Lower Hutt - Epuni - Taita - Stokes Valley	Frequent
121	Unit 09	Seaview - Lower Hutt - Naenae - Stokes Valley Heights	Connector
130	Unit 09	Petone - Lower Hutt - Waterloo - Naenae	Frequent
145	Unit 09	Lower Hutt - Melling - Belmont - Waterloo	Targeted
149	Unit 09	Tirohanga – Melling - Lower Hutt - Waterloo	Targeted
150	Unit 09	Petone - Maungaraki - Lower Hutt - Kelson	Connector
154	Unit 09	Petone - Korokoro - Petone	Targeted
160	Unit 11	Lower Hutt - Waterloo - Wainuiomata North	Connector
170	Unit 11	Lower Hutt - Wainuiomata South - Lower Hutt	Connector
200	Unit 15	Martinborough - Featherston - Greytown - Masterton	Regional connector
201-203 & 206	Unit 15	Masterton Town	Targeted

Route number	Unit number	Long Name	ONF Descriptor
204	Unit 15	Woodside Station - Greytown	Targeted
210	Unit 13	Porirua - Titahi Bay	Connector
220	Unit 13	Ascot Park - Porirua - Titahi Bay	Frequent ***
226	Unit 13	Sievers Grove - Elsdon - Sievers Grove	Connector
230	Unit 13	Porirua - Aotea - Whitby (The Crowsnest)	Connector
236	Unit 13	Porirua - Papakowhai - Paremata - Whitby (Navigation Drive)	Connector
250	Unit 14	Paraparaumu - Raumati South - Paraparaumu	Connector
251	Unit 14	Kāpiti Health Centre - Paraparaumu - Paekākāriki	Targeted
260-262	Unit 14	Paraparaumu - Paraparaumu Beach	Connector
264	Unit 14	Kāpiti Health Centre - Paraparaumu - Paraparaumu East	Targeted
280	Unit 14	Waikanae - Waikanae Beach - Waikanae	Connector
281	Unit 14	Waikanae Town	Targeted
290	Unit 14	Ōtaki - Waikanae	Regional connector
291	Unit 19	Levin – Waikanae	Targeted connector
300	Unit 13	Titahi Bay - Porirua - Whenua Tapu Cemetery	Targeted
309-315	Unit 15	Wairarapa school buses	Targeted
400-499	Unit 13 & 18	Porirua and Tawa Schools Targeted	Targeted
500-599	Unit 14	Kāpiti school buses	Targeted
600-799	Unit 1-8	Wellington school buses	Targeted
800-999	Unit 9-11	Hutt Valley school buses	Targeted
AX	Unit 20	Wellington Station to Wellington Airport	Frequent
QDF	Unit 17	Wellington Harbour Ferry (Queens Wharf - Days Bay)	Targeted
HVL	Unit 16	Hutt Valley Line (Wellington - Upper Hutt)	Rapid
JVL	Unit 16	Johnsonville Line (Wellington - Johnsonville)	Rapid
KPL	Unit 16	Kāpiti Line (Wellington - Waikanae)	Rapid
MEL	Unit 16	Melling Line (Wellington - Melling)	Targeted
WRL	Unit 16	Wairarapa Line (Wellington - Masterton)	Regional Connector
MUL	Unit 21	Manawatū Line (Wellington - Palmerston North)	City Connector

* Connector on branches

** Connector between Upper Hutt and Emerald Hill

*** Connector between Titahi Bay and Porirua

22. Aronga ā-Rohe o Wairarapa

Wairarapa Regional Focus

The Wairarapa is a rural area about an hour's drive from Wellington City which stretches from the Tararua Range to the east and south coasts. Its northern border runs from the Manawatū Gorge to Cape Turnagain. The central and southern Wairarapa is split into three district councils which are all part of the Wellington region:

- Masterton
- Carterton
- South Wairarapa.

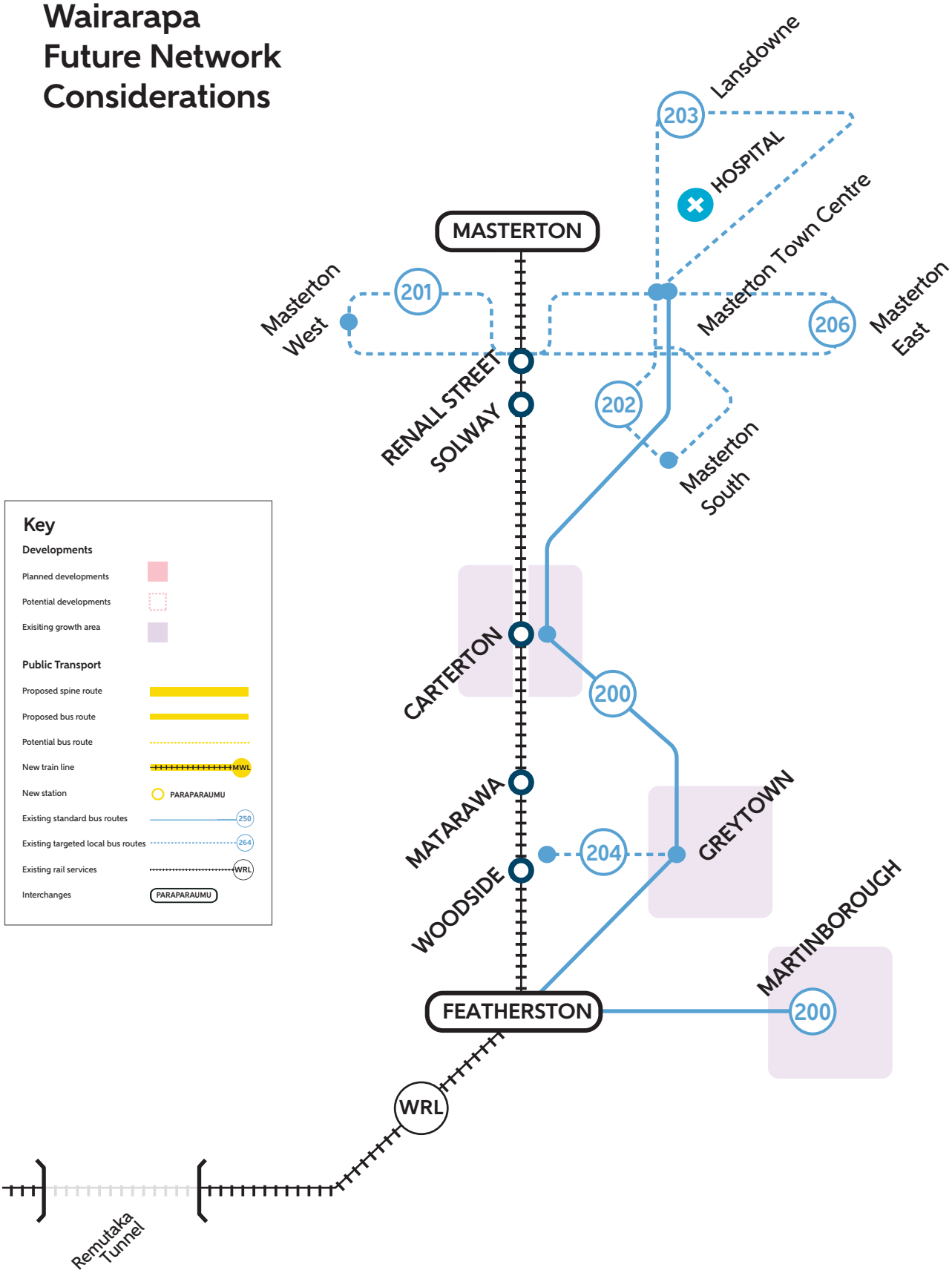
Despite its distance to Wellington City, over 1,000 journeys per day starting in the Wairarapa are heading to the central city. Research also shows that 7% of trips starting in the Wairarapa in the morning peak are heading into the central city. Currently, up to 80% of trips to Wellington City from the Wairarapa are on rail public transport services (includes Bus Replacing Train services).

Wairarapa is expected to see a 49% increase in its population between 2021 and 2054 (an additional 25,000 people). We will need to be able to continue to move Wairarapa residents to the central city and other key local services in an efficient and timely manner to maintain and encourage even more uptake of our public transport services.

Key planning documents

- Featherston Masterplan & Implementation Plan
- South Wairarapa Spatial Plan
- Urban Growth Strategy
- Wairarapa Combined District Plan
- Masterton District Council Long Term Plan 2024-34
- Carterton District Council Long Term plan 2024-34 Consultation Document
- Carterton District Council Draft Infrastructure Strategy 2024-2054.

Wairarapa Future Network Considerations



Wairarapa Public Transport Network

Regional focus and consideration

This section focuses on the key planning documents for each of the individual councils and what they indicate from a growth perspective and what that means for the public transport network.

Featherston (South Wairarapa District Council)

The Featherston Masterplan and Implementation Plan (the masterplan) proposes to increase density around main street and the existing public train-station. This includes a proposed pedestrian pathway that will link the main street area to the existing station.

Regarding housing in Featherston the masterplan focuses on more intensive development (which could consist of terraced houses and duplex houses) around the existing town centre and existing train station as these areas are within easy walking distance of existing community facilities, shops, businesses, and the train station.

The Featherston masterplan does not include proposals for new land to be zoned as business or industry but does propose the conversion of currently zoned commercial/industrial zoned land into mixed or residential zoned land. Areas earmarked for these changes are:

- Industrial land to the west of Bethune Street/ Wakefield Street. Suggested to be converted to residential
- The Industrial and Commercial zoned land along SH2, from Bethune Street/Wakefield Street to Wallace Street/Hickson Street. Suggested to be rezoned to mixed use with the requirement for retail or commercial ground floor footages.

An additional thing to note is discussions with KiwiRail of the closure and installation of new rail crossings along Fox and Bell Streets.

Martinborough (South Wairarapa District Council)

According to the South Wairarapa District Council Spatial Plan (the Spatial Plan) adopted in 2021/2022, the development of the following growth areas has been outlined for Martinborough:

- **Mid Residential (MD)** - Keeping the current density (minimum 400m2 lots with an average of 500m2) within the existing urban boundary but with the inclusion of two additional areas on Roberts and Regent Streets
- **Ferry Road Mid Residential (MF)** – 36ha west of Ferry Road for mid residential development (400m2 lots with an average of 500m2) with master planning to ensure the town's form and character is retained
- **Outer Residential Lifestyle (MA)** – 48 ha east and west of Oxford Street for residential lifestyle (around 2000m2 – 4000m2 lots) with master planning to retain a rural look and feel.

Over the next 30 years the expectation is to need an additional 260-280 new homes in this area. We presently have only one bus route servicing Martinborough (route 200) which runs through Roberts Street and borders the proposed development west of Ferry Road.

Greytown (South Wairarapa District Council)

According to the Spatial Plan, Greytown is expected to increase in population by 1,080 people by 2051, and as such an additional eight hundred homes are required. This is in addition to the 180 retirement units being built in the Orchards Retirement Village along Reading Street.

The Spatial Plan advises development of houses is expected to focus on the eastern end of the town to avoid compromising soil quality in the western side of the town.

The longer-term option will take advantage of the existing rail infrastructure at Woodside Station, where growth can be clearly monitored, planned, and enlivened. North Street Extension (GC) and Woodside Station (GD) will be master planned once they have been reassessed and approved for development in the next 3 to 10+ years.

Carterton

The Urban Growth Strategy for Carterton District Council outlines the predictions and proposals for land development from 2017 through till 2043. The Growth Strategy sets out the need of 960 new homes by 2043, or 24 to 46 homes per annum.

The land to be rezoned for development has been ear marked to:

- Avoid growth areas prone to flooding (west of town)
- Locate new growth areas relative to school accessibility (east side of SH2)
- Locate growth areas as close as possible to the town centre and avoid further elongation of the urban area.

Masterton

The Waingawa industrial area, located off SH2 to the south of the Waingawa River, located near the northern boundary of Carterton District has been identified as a potential area of significant industrial development. Due to the nearby access to Masterton and the trainlines this area is poised to become a hub of freight transport. The Wairarapa Combined District Plan (the District Plan) has made note of the areas designations and is encouraging its development.

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next ten years Greater Wellington plans to:

- Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme
- Investigate longer term public transport provision to meet housing growth and travel demand in the Wairarapa
- Continue with decarbonisation initiatives at Masterton rail station.

RLTP projects

Name: Wellington Metro - Remutaka Tunnel Ventilation
Lead: KiwiRail
Desc: Installation of an active ventilation system in the Remutaka Tunnel to accommodate passenger services on the Wairarapa Line in light of changes to compliance thresholds.
Cost: $16.60 million
Status: NLTP Unfunded

23. Aronga ā-Rohe o Te Awa Kairangi ki Uta
Upper Hutt Regional Focus

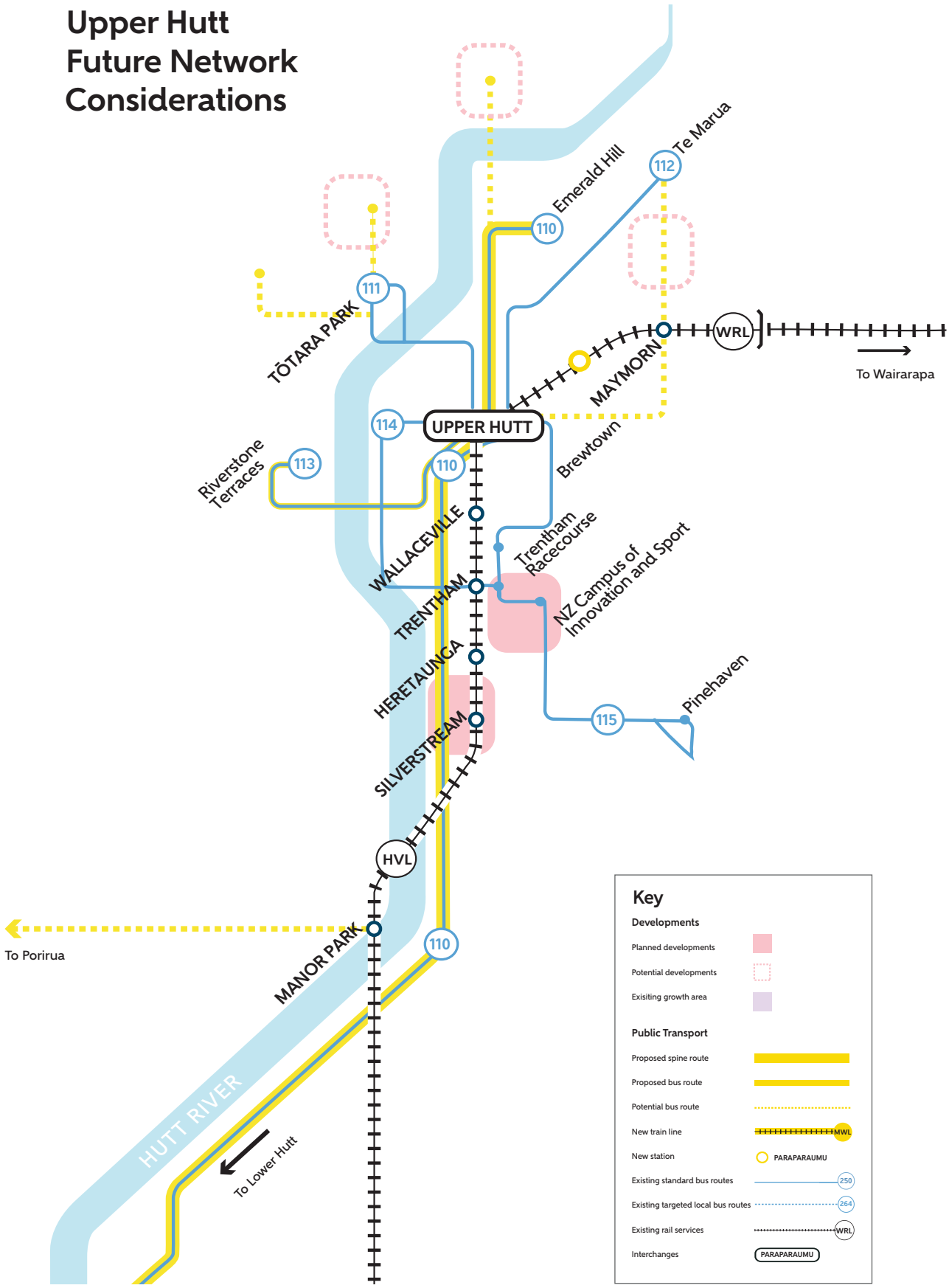
Upper Hutt City covers 43,400 hectares in the northern half of the Hutt Valley and approximately 92% of land is zoned rural or open space. The urban environment is predominantly in a linear pattern along the valley floor, and is surrounded by forested hills along the eastern and western aspects. These natural environment qualities, including the Hutt River and regional parks, are a major drawcard for the over 49,400 people who call Upper Hutt home and the 13,100 people that work there.

Due to its relative proximity to Wellington City, over 3,000 journeys per day starting in Upper Hutt are heading to the central city. Research from Greater Wellington, NZTA and WCC also shows that 18% of trips starting in Upper Hutt in the morning peak are heading into the central city. Currently 65% of trips to Wellington City from Upper Hutt are on public transport.

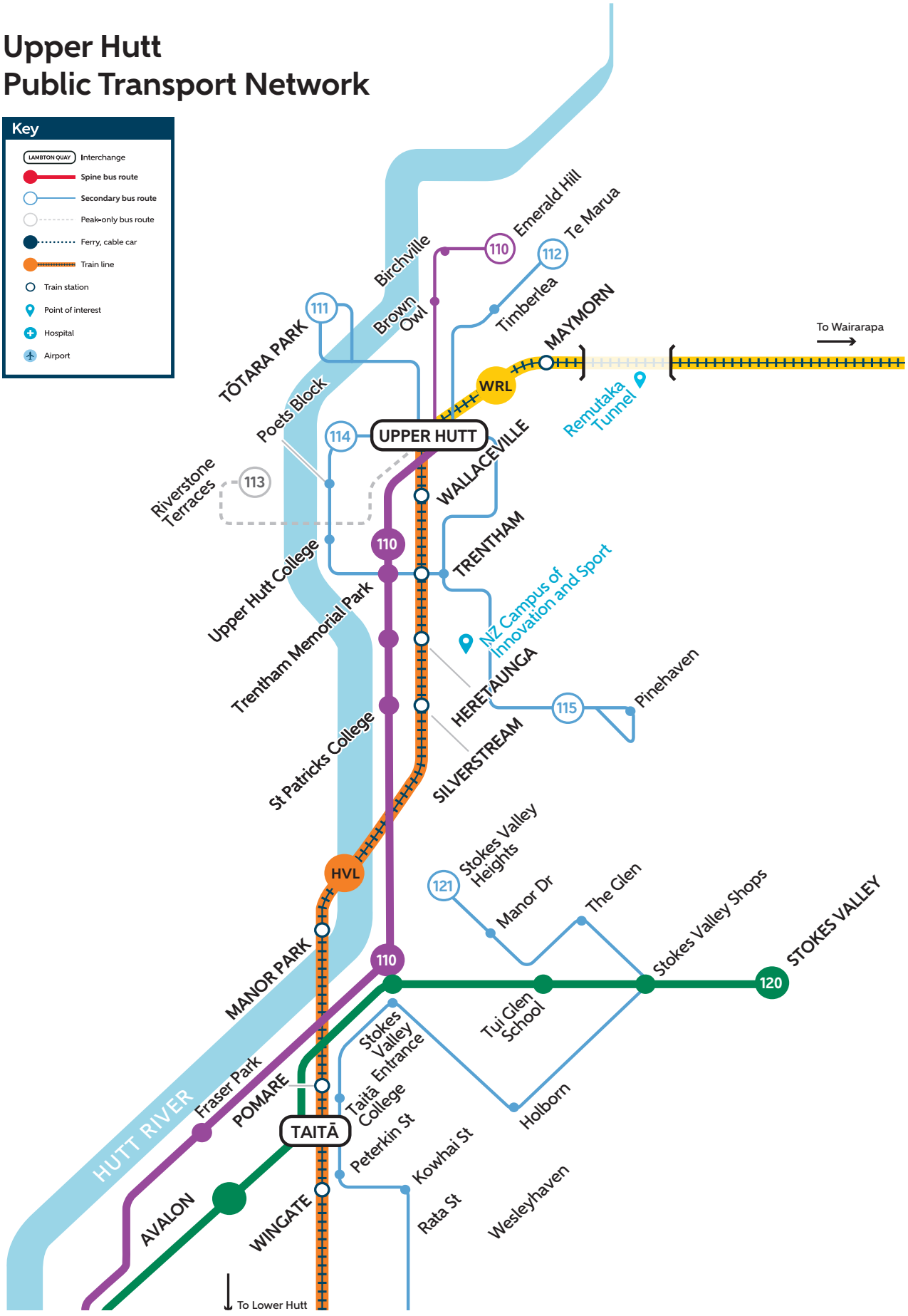
Key planning documents

- HBA Assessments for Upper Hutt, Chapter 6
- The Upper Hutt District Plan
- The Upper Hutt City Council Sustainability Strategy 2020
- The Upper Hutt City Council Long Term Plan 2024-2034.

Upper Hutt Future Network Considerations



Upper Hutt Public Transport Network



Regional focus and consideration

While engaging with our regional partners, these are the other key messages we received from our discussions on what the public transport network will need to do to address these future demands.

Current and Future Demand for Public Transport Services

Residential and employment growth: Upper Hutt is expected to see a 35% increase in its population of an additional 18,200 people over the next 30 years (representing around 8,000 new dwellings), as well as demand for 260,000sqm of business land.

To accommodate this increase in population and commercial activity Upper Hutt has enabled mixed use development through District Plan zoning, as well as high density development around the city centre and within a walkable catchment of rapid transit stops. Development is also expected to occur in greenfield sites across the city.

To maintain and increase public transport use we need to continue to move people to key local services and employment areas in an efficient and timely manner, address the issues identified above, and improve and adapt the public transport network to serve new and existing residential and employment developments.

Recent developments of particular note are the new employment hubs at the Blue Mountains Campus at Wallaceville and New Zealand Campus of Innovation and Sport. Both hubs are located near the Wallaceville and Heretaunga rail stations, however, the Wairarapa rail line train currently only stops at Upper Hutt, meaning commuters from Wairarapa need to change at Upper Hutt. Bus service improvements and new services would also help to improve access to these hubs, as well as other employment locations including Alexander Road and Wallaceville estate.

Brewtown in Upper Hutt has become a destination for regionally significant events, and public transport support for major events is covered through Metlink's Strategic Event Support Policy in this RPTP.

Education growth

Whilst rural bus services for schools are provided by the Ministry for Education, there is demand on public transport from school children that should be considered in future service planning. This includes travel to and from Upper Hutt as children travel within the wider Wellington region to particular educational facilities.

Public Transport

Suggested new public transport services/routes: Core public transport services, as well as areas of future demand and suggested new bus routes are shown in the Future Network Considerations map above.

Suggested new public transport infrastructure:

- In some respects, Upper Hutt is more resilient to climate change than other parts of the Wellington region due to Upper Hutt not being a coastal district. However, there are other hazards such as earthquakes, high slopes and flooding (particularly around the river corridor) that means that Upper Hutt could be difficult to leave in an emergency, especially to the south, that would need to be considered in infrastructure planning.

Suggestions to increase public transport use:

Issues and opportunities in Upper Hutt that should be addressed and considered to support the maintenance of, and increase in, the level of public transport usage include:

- Affordability
- Integration between active transport and public transport and between buses and trains (timetables and location)
- East-West connectivity within Upper Hutt and to Porirua
- Better serving employment areas and community facilities by public transport including schools, retirement homes and medical centres
- Improvements to or provision of rural bus services
- Resilience to climate change, particularly to the south
- Connecting potential new development areas by public transport in a timely manner.

Although some areas have reasonable bus service, many are infrequent particularly in off-peak periods . Isolated suburbs and rural areas, and poor east-west connectivity create difficulty for travel on public transport within Upper Hutt, and to get to Porirua. There is no bus service to Porirua, and rail journeys require a change at Wellington Station. Some larger employment areas such as Alexander Road and the Wallaceville estate industrial area are not currently served by bus.

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next ten years Greater Wellington plans to:

- Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme
- Investigate the potential for new rail stations north of Upper Hutt
- Investigate an East-West connection between Upper Hutt and Porirua
- Better link walking and cycling with existing public transport infrastructure and services
- Improve connectivity between bus and train services
- Improve public transport access to Hutt Hospital from Upper Hutt.

24. Aronga ā-Rohe o Te Awa Kairangi

Hutt City Regional Focus

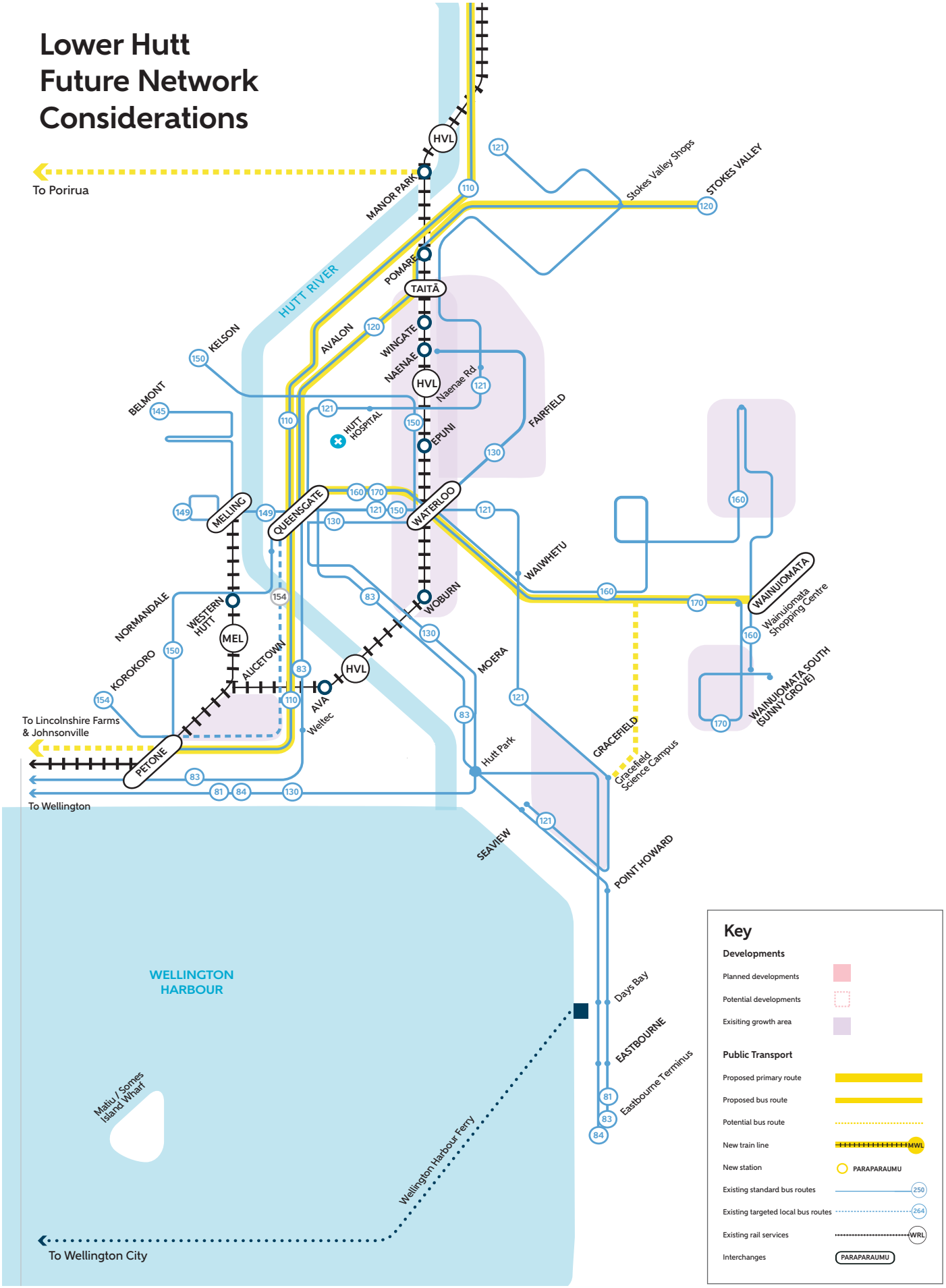
Hutt City is one of the four cities that constitute the Wellington metropolitan area. Lower Hutt is the lower half of the Hutt Valley and along the eastern shores of Wellington Harbour. It is separated from Wellington City by the harbour, and from Upper Hutt by the Taita Gorge.

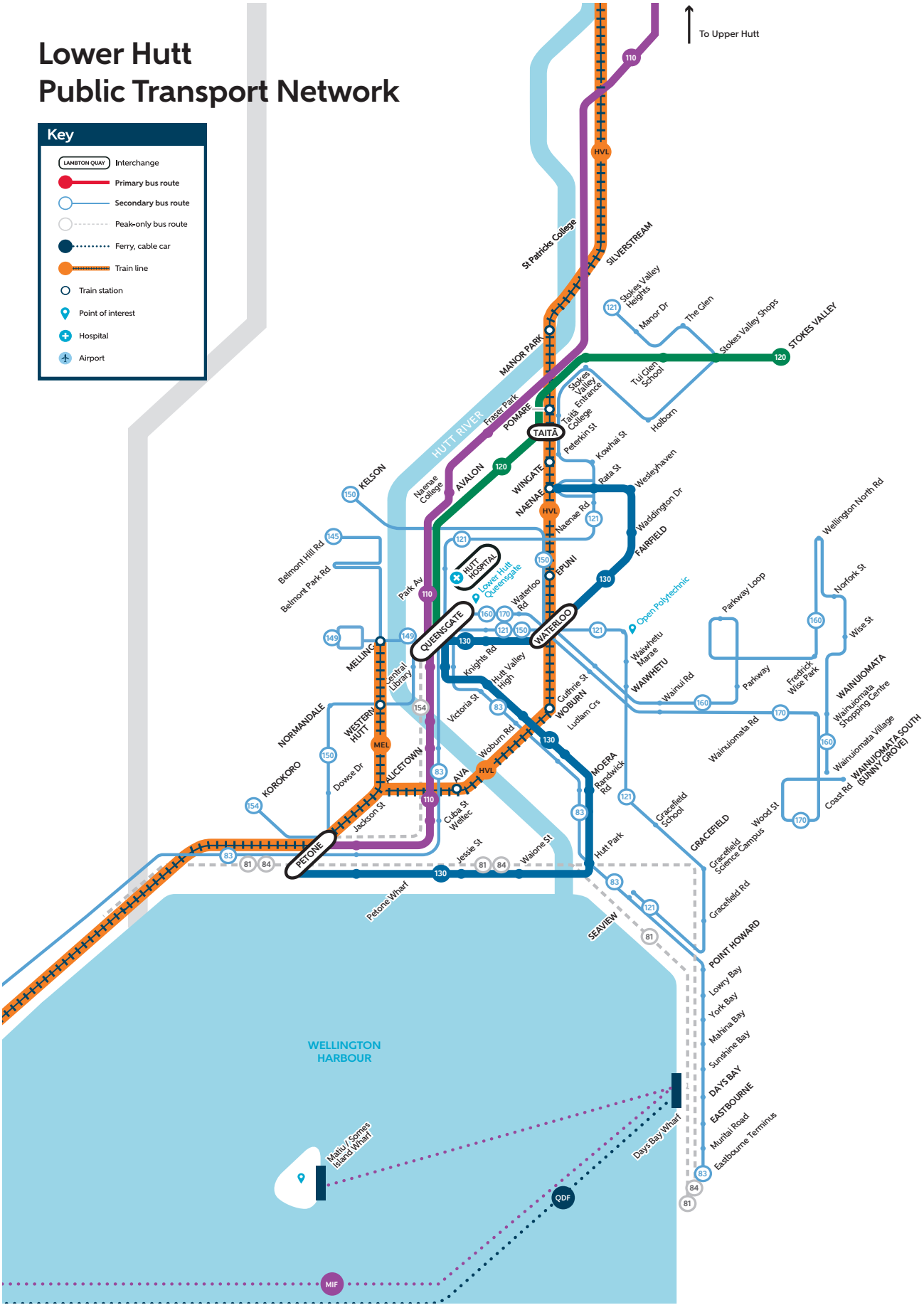
Due to its relative proximity to Wellington City, over 10,000 journeys per day starting in Lower Hutt are heading to the central city. Research also shows that 23% of trips starting in Lower Hutt in the morning peak are heading into Wellington City. Currently 60% of trips to Wellington City from Lower Hutt are on public transport.

Hutt City is expected to see a 34% increase in its population between 2021 and 2054 (an additional 38,000 people). We will need to be able to continue to move Hutt City residents to the central city and other key local destinations in an efficient and timely manner to maintain and encourage even more uptake of our public transport services.

Key planning documents

- 10 Year Plan 2024 - 2034
- Parking Policy – December 2017
- Central City Transformation Plan 2019
- Transport Activity Management Plan 2018-28
- Better Connections Integrated Transport Strategy 2021
- Draft Sustainable Growth Strategy 2025-2055
- Hutt City District Plan.


Lower Hutt
Future Network
Considerations
To Porirua
HVL
MANOR PARK
121
Stokes Valley Shops
STOKES VALLEY
110
120
POMARE
TAITĀ
HUTT RIVER
AVALON
120
WINGATE
NAENAE
KELSON
150
HVL
Naenae Rd
121
BELMONT
145
121
110
HUTT HOSPITAL
150
EPUNI
FAIRFIELD
130
160
170
121
150
WATERLOO
121
149
MELLING
149
QUEENSGATE
130
160
WAIWHETU
154
83
WOBURN
NORMANDALE
WESTERN HUTT
MEL
130
Wainuiomata Shopping Centre
WAINUIOMATA
160
KOROKORO
150
ALICETOWN
83
HVL
MOERA
154
110
AVA
Weltec
121
WAINUIOMATA SOUTH (SUNNY GROVE)
170
To Lincolnshire Farms
& Johnsonville
83
Hutt Park
GRACEFIELD
Gracefield Science Campus
PETONE
83
81
84
130
To Wellington
121
SEAVIEW
POINT HOWARD
WELLINGTON HARBOUR
Days Bay
EASTBOURNE
Eastbourne Terminus
81
83
84
Matiu / Somes Island Wharf
Wellington Harbour Ferry
To Wellington City
Key
Developments
Planned developments
Potential developments
Exisiting growth area
Public Transport
Proposed primary route
Proposed bus route
Potential bus route
New train line
MWL
New station
PARAPARAUMU
Existing standard bus routes
250
Existing targeted local bus routes
264
Existing rail services
WRL
Interchanges
PARAPARAUMU


Lower Hutt
Public Transport Network
Key
LAMBTON QUAY Interchange
Primary bus route
Secondary bus route
Peak-only bus route
Ferry, cable car
Train line
Train station
Point of interest
Hospital
Airport
To Upper Hutt
HUTT RIVER
WELLINGTON HARBOUR
St Patricks College
SILVERSTREAM
Stokes Valley Heights
Manor Dr
The Glen
Stokes Valley Shops
STOKES VALLEY
Tui Glen School
Holborn
MANOR PARK
Fraser Park
POMARE
Stokes Valley Entrance
Taitā College
TAITĀ
Peterkin St
Kowhai St
AVALON
WINGATE
Rata St
Wesleyhaven
Waddington Dr
FAIRFIELD
NAENAE
Naenae Rd
Naenae College
KELSON
Belmont Hill Rd
Belmont Park Rd
EPUNI
Park Av
HUTT HOSPITAL
Lower Hutt Queensgate
Waterloo Rd
QUEENSGATE
WATERLOO
Open Polytechnic
Parkway Loop
Wellington North Rd
Norfork St
Wise St
Waiwhetu Marae
WAIWHETU
Wainui Rd
Parkway
Fredrick Wise Park
WAINUIOMATA
Wainuiomata Shopping Centre
Wainuiomata Rd
Wainuiomata Village
WAINUIOMATA SOUTH (SUNNY GROVE)
Coast Rd
Wood St
MELLING
Central Library
Knights Rd
Hutt Valley High
Victoria St
Guthrie St
WOBURN
Ludlam Crs
NORMANDALE
WESTERN HUTT
MEL
LAICETOWN
Woburn Rd
MOERA
Randwick Rd
Gracefield School
GRACEFIELD
Gracefield Science Campus
Gracefield Rd
KOROKORO
Dowse Dr
Jackson St
AVA
Cuba St
Wellec
PETONE
Jessie St
Waione St
Hutt Park
Petone Wharf
SEAVIEW
POINT HOWARD
Lowry Bay
York Bay
Mahina Bay
Sunshine Bay
DAYS BAY
EASTBOURNE
Muritai Road
Eastbourne Terminus
Days Bay Wharf
Matiu / Somes Island Wharf
QDF
MIF

Regional focus and consideration

As outlined above, we are expecting to see significant population growth in Hutt City. Therefore, our public transport network will need to be able to adapt in order to handle the increased demand.
While engaging with our regional partners, these are the other key messages we received from our discussions on what the public transport network will need to do to address these future demands.

Public Transport

Suggestions to improve accessibility:

- Noted that there is a high need by passengers with low mobility in the Naenae area, and that public transport needs to be accessible for their connections
- Noted that there are few options to access public transport in the region, and there is a need for improved walking and cycling infrastructure between key hubs
- Noted that Metlink should allow bikes on peak-hour trains.

Suggested new public transport services/routes:

- Noted that Wainuiomata needs a direct route to Hutt Hospital
- Noted that students commuting to Lower Hutt for schooling need better public transport services
- Noted that further evaluation is required on whether a direct bus service between Wainuiomata and Wellington City is viable.

Suggestions to increase public transport use:

- Noted that workers travelling during off-peak hours (e.g. hospitality, factory or hospital) can't rely on public transport to get to and from home
- Noted that industrial areas need more public transport considerations.

Te Wai Takamori o Te Awa Kairangi (RiverLink)

Te Wai Takamori o Te Awa Kairangi is a transformational project for Te Awa Kairangi ki Tai - Lower Hutt. It includes crucial flood protection and river restoration work, improvements to public transport, walking & cycling routes, local roads and the SH2 Melling Interchange, as well as urban revitalisation of the Lower Hutt city centre and a new pedestrian bridge over the river. Te Wai Takamori o Te Awa Kairangi is a partnership between iwi Taranaki Whānui ki Te Upoko o Te Ika and Ngāti Toa Rangatira, Greater Wellington, Hutt City Council and NZ Transport Agency Waka Kotahi.

The Melling station is currently planned to be completed and re-opened in its new location in 2031/32 at which point the Melling line should revert to its current timetable. The station re-opening is subject to the opening of the new City Link Pedestrian and Cycle bridge. Any decision on increased frequency of services is likely to rely on patronage uplift from the new City Link Bridge which links Lower Hutt CBD to the Melling station. Any detailed service design and timetable decisions will be reviewed nearer to the re-opening of the Melling station.

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next ten years Greater Wellington plans to:

- Plan better public transport services/ connections for Gracefield, Stokes Valley, Waiwhetu and Western Hills
- Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme
- Investigate a fully accessible corridor that should include Waterloo Station as a key hub, Seaview Marina, key villages, marae and kura, schools, supermarkets, Queensgate, Hutt Hospital, Jackson Street and Eastbourne
- Plan for a city circular service that delivers improved links between the CBD, Hutt Hospital and Waterloo Station
- Investigate improved transport connections from Naenae and Taita to essential retail and Hutt Hospital
- Progress work on Te Wai Takamori o Te Awa Kairangi RiverLink and Melling Station
- Plan better public transport services for Wainuiomata with a focus on increased frequency of services and better connections to Hutt Hospital, in advance of a review of the wider Hutt City network in 2026
- Progress work on the Waterloo Transit Orientated Development.

Waterloo Transit Oriented Development

Waterloo Station is the second busiest rail station in the region and a major landmark in the Hutt Valley. The station was built in the late 1980s, and its infrastructure is currently reaching its end-of-economic life. In addition, the station precinct includes large parcels of land (over 18km^2, the equivalent of more than two rugby fields) currently used for Metlink Park and Ride.

While the current Park and Ride is in high demand during the average working week, it is largely empty during weekends and holiday periods and, with a sole focus on parking, is currently under-utilised from a land use perspective.

Greater Wellington has an opportunity to redevelop Waterloo as an integrated transport hub for the Hutt Valley linking with RiverLink, Lower Hutt CBD and connections to and from Wellington Central, Upper Hutt and the Wairarapa. The precinct has huge potential to contribute to regional objectives and goals in the Hutt Valley through a development that contributes to, and enables, urban intensification and enhancement in Lower Hutt as a site for employment (e.g. anchor tenant office space) and social services provision (e.g. health, education and social services provision).

Our current focus is on commissioning a replacement transport hub for the current station which can:

- Fully integrate all public transport services in a single coherent structure which incorporates a bus interchange into the build
- Improve customer experience and amenity including accessibility
- Facilitate adjacent commercial development on Greater Wellington land in the precinct through a Transit Oriented Development-enabling transport hub design
- Facilitate urban development in the immediate catchment.

Greater Wellington consulted on this in May 2025. The following outlines what we heard through consultation:

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

Level of agreement

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
20%	25%	23%	7%	8%	17%

45% Agree
15% Disagree

44.4% of submitters either agreed or strongly agreed that the redevelopment of Waterloo Station into a high-amenity, climate-friendly, integrated transport hub would improve the customer experience of, and access to, public transport in the Hutt Valley. 15.0% of submitters either disagreed or strongly disagreed with that statement while 40.6% of submitters either were neutral or didn't know.

Feedback from submitters was largely in favour of the development of Waterloo Station prompted by views on current passenger conditions and the infrastructure condition of the current station, and potential for positive local benefits from precinct redevelopment.

Submitters in favour of the Waterloo Station development noted issues around anti-social behaviour at the station and the need to improve the facilities to improve safety as well as provide some commercial benefits. Some submitters were concerned about the potential impact of the development on other businesses in the area.

Some submitters thought it was not Greater Wellington's role to be developing high-amenity facilities or spending ratepayers' funds on such a development.

Submitters indicating neutrality or opposition to redevelopment at Waterloo commonly noted that the project was not relevant to them because they did not live in the Hutt Valley and/or did not use the Hutt Valley Line.

RLTP projects

Name: Riverlink Land Purchase for Rail Station Replacement
Lead: Greater Wellington
Desc: Purchase of the land to enable improved transport outcomes as part of the relocation of the Melling Station.
Cost: $1.03 million
Status: NLTP Unfunded

Name: Waterloo Station Transit Oriented Development (TOD)
Lead: Greater Wellington
Desc: Replace ageing and unsafe building infrastructure at Waterloo Station with a mixed-use transport/commercial Transit Oriented Development.
Cost: $103.5 million
Status: NLTP Unfunded

Designer render of a possible future Waterloo from Pohutukawa Street, Lower Hutt

25. Aronga ā-rohe o Pōneke
Wellington City Regional Focus

Wellington City is the region's biggest centre of employment. The city also hosts the majority of big regional events which sees people from across the country travelling into the central city. Wellington is also the main entry point for tourists, especially those heading south (via ferry) and is a popular cruise ship stopover. Wellington City, on a per capita basis, has one of the highest public transport usage rates in Australasia.

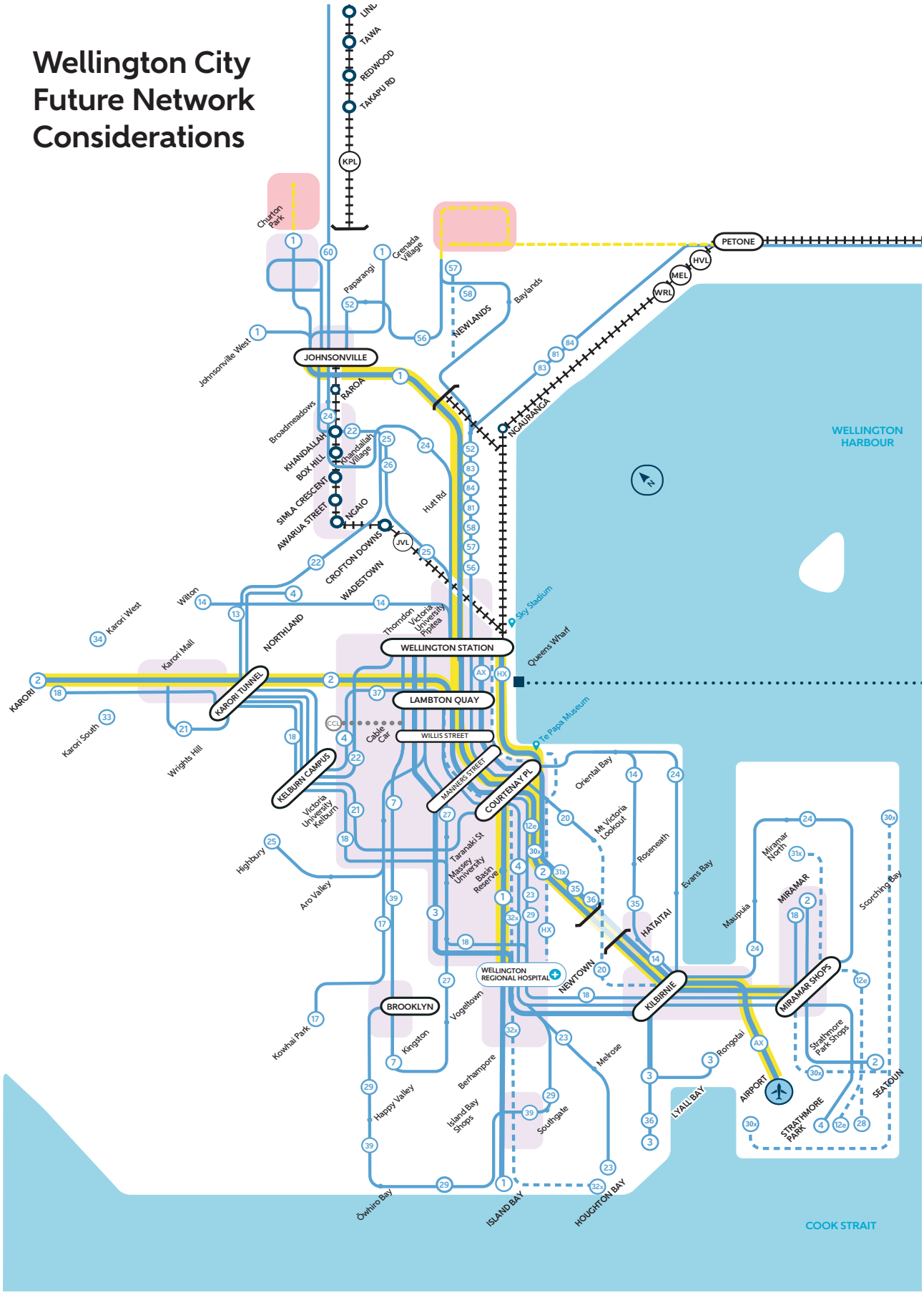
While Wellington City is a key destination for people travelling from other parts of the Wellington region and further afar – we will need to be able to move Wellington City residents around the inner city and out to other part of the region efficiently and in a timely manner.

Key planning documents

These are the key planning documents identified during our discussions with our key partners:

- 2024-2034 Long Term Plan Community Outcomes and Priorities
- Sustainable Transport Hierarchy 2022
- Te Atakura First to Zero: Implementation Plan 2020-2030
- Spatial Plan 2021
- 30-Year Infrastructure Strategy 2024
- Parking Policy 2020.
- Paneke Pōneke - Bike Network Plan 2022

Wellington City Future Network Considerations



Wellington City Public Transport Network

28 January 2024

Regional focus and consideration

As outlined above, we are expecting to see significant population growth in Wellington City. Therefore, our public transport network will need to be able to adapt to handle increased demand.

While engaging with our regional partners, these are the other key messages we received from our discussions on what the public transport network will need to do to address future demands.

Public Transport

Suggested new public transport infrastructure:

- Identified areas for Metlink to consider future bus charging depots. In particular: Karori and Horokiwi.

Suggestions to increase public transport use:

- Noted that bus priority lanes will incentivise public transport uptake at peak times and on weekends.

Current and Future Demand for Public Transport Services

Residential growth:

- Noted that widespread medium-to-long term residential growth is forecast across the district, including intensification in inner city urban centres and along mass transit corridors
- Noted that there will be new development in Horokiwi associated with proposed Petone to Grenada link road
- Noted that there will likely be an increase in patronage on key commuter and school bus routes, and continuing pressure on Golden Mile.

Commercial growth:

- Outlined forecast retail development in urban and suburban centres, including potential for transit-oriented developments.

Recreation/Education growth:

- Outlined forecast increases in destination traffic (public transport and multimodal) for recreational areas such as Wellington waterfront, Te Ara Tupua (Petone to Wellington trail), Matai Moana/Mount Crawford recreation reserve.

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next ten years Greater Wellington plans to:

- Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme
- Progress work on the Rapid Transit Bus Corridors from East-West (Karori to Miramar Peninsula) and North-South (Johnsonville to Island Bay)
- Investigate improved bus services particularly for intensified suburban centres e.g. Tawa to Johnsonville, Horokiwi to onward bus and train connections
- Investigate the potential of future ferry connections to Shelly Bay, Evans Bay, and Seatoun
- Investigate opportunities for Transit Orientated Developments in the Wellington City area including Lyall Bay, Johnsonville and Tawa
- Introduce higher capacity buses (articulated) onto the number 2 route (Karori- Miramar/Seatoun) to double its capacity
- Progress improvements to the transport hub in Johnsonville
- Deliver the Council agreed Asset Control Strategy including securing sites suitable for bus depots across the city
- Continue to explore options for employer Fringe Benefit Tax (FBT)-incentivised public transport benefits e.g. hospital, central government
- Investigate the need for further access improvements at Wellington Railway Station
- Implement changes already proposed for Ōwhiro Bay and investigate service changes and extensions to existing services
- Extend Tawa services into Grenada North and increase frequency.

RLTP Projects

Name: Eastern Bus Corridor
Lead: Wellington City Council
Desc: Stage 1 investment enables high-capacity articulated buses and bus prioritisation for the CBD to Miramar / Airport.
Cost: $21.2 million
Status: Possible (Detailed Business Case Only)

Name: Eastern Corridor Stage 2 - Rapid Transit Bus Corridor
Lead: Greater Wellington
Desc: In Stage 2 we envision the implementation of continuous bus priority from the CBD to Miramar / Airport.
Cost: $67.50 million
Status: Possible (Business Case Only)

Name: Golden Mile Bus Stops and Shelters
Lead: Greater Wellington
Desc: Upgrading infrastructure for all 10 bus stops along the Golden Mile, incorporating 8 new shelters, and consolidating stops to ensure faster travel times while accommodating increased passenger numbers and projected growth.
Cost: $11.6 million
Status: NLTP Unfunded

Name: Harbour Quays Bus Corridor
Lead: Wellington City Council
Desc: Delivering a transitional Bus Prioritisation Corridor along Harbour Quays to alleviate pressure on the Golden Mile.
Cost: $57.5 million
Status: Possible (Detailed Business Case Only)

Name: Harbour Quays Stage 2 - Rapid Transit Bus Corridor
Lead: Greater Wellington
Desc: In Stage 2 we propose the construction of a dedicated bidirectional Rapid Transit Bus Corridor from the Railway Station to the Hospital/ Island Bay.
Cost: $72.5 million
Status: Possible (Business Case Only)

Name: Johnsonville Transport Hub Development
Lead: Greater Wellington
Desc: Accommodate growth in bus passenger demand and the extension of existing bus routes for Johnsonville. Includes adding sufficient space for buses to park, provisions for electric vehicle charging infrastructure, building a public transport hub including layover/driver break facilities.
Cost: $12.15 million
Status: NLTP Unfunded

Name: Prioritised Regional Busways Network Improvements
Lead: Greater Wellington
Desc: The Regional Busways Programme will deliver bus prioritisation and wider bus network improvements across the region. Exploration of the establishment of dedicated bus corridors in areas of anticipated significant growth and / or housing development.
Cost: $15.30 million
Status: NLTP Unfunded

Name: Wellington CBD Electric Vehicle Bus Layover/Depot
Lead: Greater Wellington
Desc: Locate land and build a layover facility for up to 30 buses, including a driver rest facility and an EV opportunity charging facility (feasibility and concept design are required).
Cost: $3.5 million
Status: NLTP Unfunded

Name: Wellington City Council Public Transport Assets
Lead: Greater Wellington
Desc: Purchase of Lambton interchange assets, as controlling strategic public transport assets assures continuity of public transport services and customer / operator amenities.
Cost: $17.14 million
Status: NLTP Unfunded

Name: Wellington Regional Hospital Travel Action Plan Initiative
Lead: Greater Wellington
Desc: A joint project with Te Whatu Ora to change travel behaviour associated with trips to and from Wellington Regional Hospital. This will increase public transport and active mode share, and improve network throughput.
Cost: $0.39 million
Status: NLTP Unfunded

Name: Wellington Regional Rapid Transit Bus Corridors programme - regional plan
Lead: Greater Wellington
Desc: Development of an integrated plan / strategy for rapid transit bus corridors and bus prioritisation across the Wellington region.
Cost: $1.0 million
Status: Possible

Name: Wider WCC Bus Network Improvements
Lead: Wellington City Council
Desc: Deliver bus prioritisation and wider bus network improvements across Wellington City. Exploration of the establishment of dedicated bus corridors in areas of anticipated significant growth and / or housing development.
Cost: $25.4 million
Status: NLTP Unfunded

26. Aronga ā-rohe o Porirua

Porirua Regional Focus

Porirua is one of the four cities that constitute the Wellington metropolitan area. Porirua is a diverse community with 27% of its population being primarily Pasifika and 23% primarily Māori.

Due to its relative proximity to Wellington City, over 5,300 journeys per day starting in Porirua are heading to the central city. Research also shows that 27% of trips starting in Porirua in the morning peak are heading into the central city. Currently 50% of these trips to Wellington City from Porirua are on public transport.

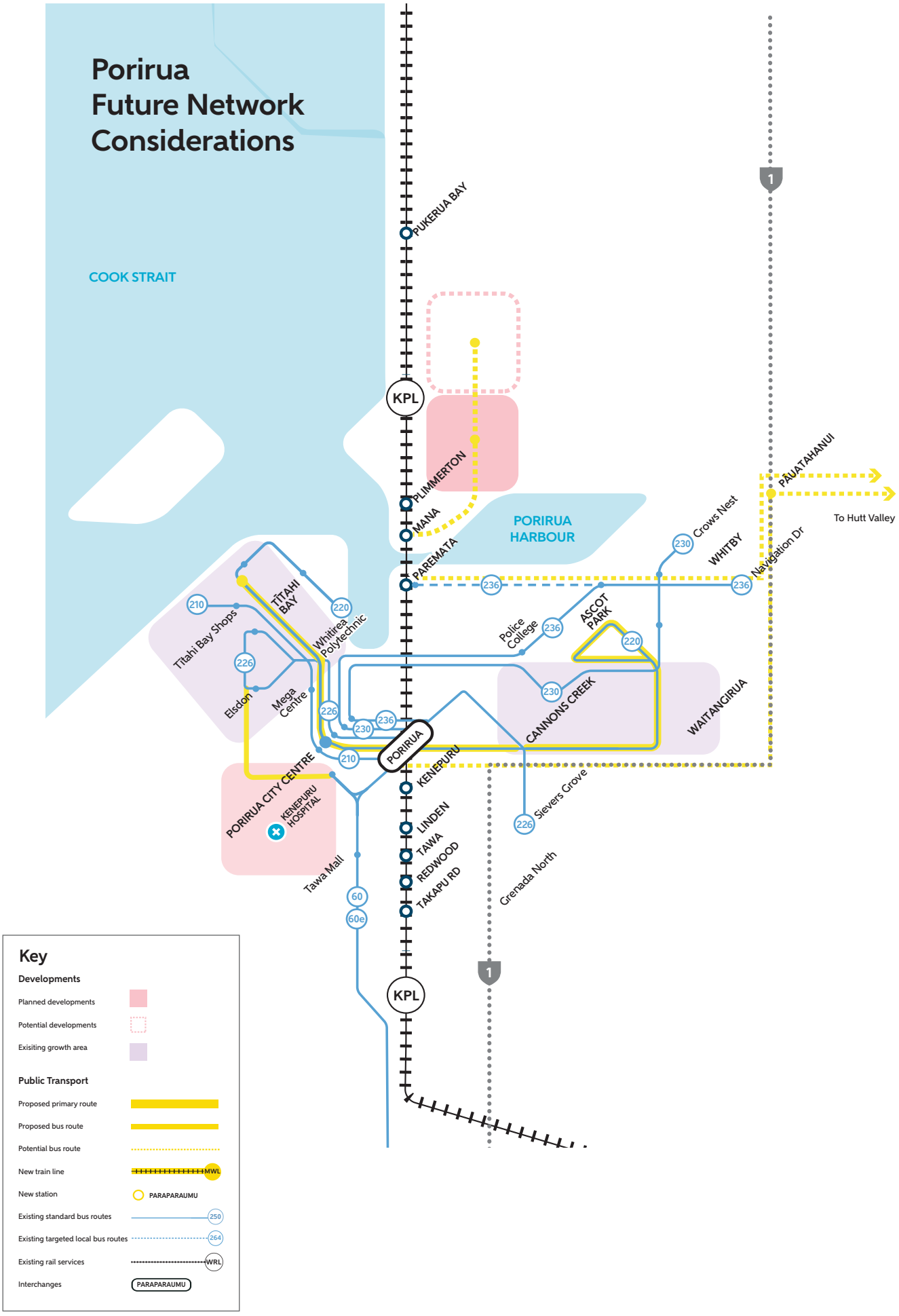
Porirua is expected to see a 36% increase in its population between 2021 and 2054 (an additional 22,000 people). We will need to be able to continue to transport Porirua residents to the central city and to other key local services in an effective and timely manner to encourage uptake of our public transport services.

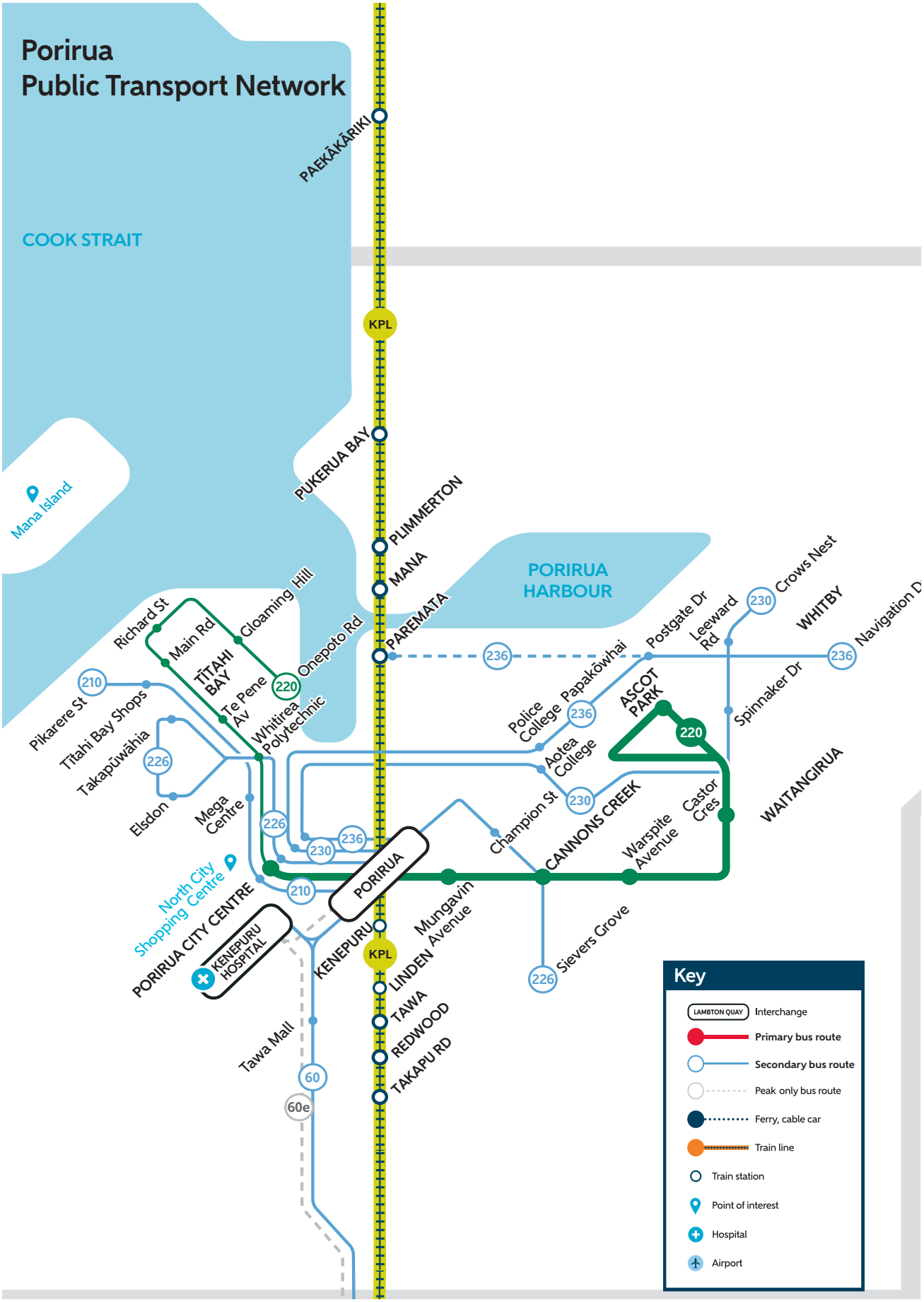
Key planning documents

Porirua District Plan

Porirua Growth Strategy 2053

Long-term plan 2024-34


Porirua
Future Network
Considerations
COOK STRAIT
PUKERUA BAY
KPL
PLIMMERTON
MANA
PAREMATA
PORIRUA HARBOUR
PAUATAHANUI
To Hutt Valley
Crows Nest
WHITBY
Navigation Dr
TITAHI BAY
Titahi Bay Shops
Whitirea Polytechnic
Police College
ASCOT PARK
Elsdon
Mega Centre
CANNONS CREEK
WAITANGIRUA
PORIRUA
KENEPURU
PORIRUA CITY CENTRE
KENEPURU HOSPITAL
LINDEN
TAWA
REDWOOD
TAKAPU RD
Tawa Mall
Sievers Grove
Grenada North
1
210
220
226
230
236
60
60e
Key
Developments
Planned developments
Potential developments
Exisiting growth area
Public Transport
Proposed primary route
Proposed bus route
Potential bus route
New train line
MWL
New station
PARAPARAUMU
Existing standard bus routes
250
Existing targeted local bus routes
264
Existing rail services
WRL
Interchanges
PARAPARAUMU


Porirua
Public Transport Network
COOK STRAIT
Mana Island
PAEKĀKĀRIKI
PUKERUA BAY
PLIMMERTON
MANA
PAREMATA
KPL
PORIRUA HARBOUR
Richard St
Main Rd
Gloaming Hill
TĪTAHI BAY
Te Pene Av
Onepoto Rd
Whitirea Polytechnic
Pikarere St
Tītahi Bay Shops
Takapūwāhia
Elsdon
Mega Centre
North City Shopping Centre
PORIRUA CITY CENTRE
KENEPURU HOSPITAL
PORIRUA
KENEPURU
KPL
Mungavin Avenue
LINDEN
TAWA
REDWOOD
TAKAPU RD
Tawa Mall
Police College
Papakōwhai
Postgate Dr
Leeward Rd
Crows Nest
WHITBY
Navigation D
Spinnaker Dr
ASCOT PARK
Aotea College
Champion St
CANNONS CREEK
Warspite Avenue
Castor Cres
WAITANGIRUA
Sievers Grove
Key
LAMBTON QUAY Interchange
Primary bus route
Secondary bus route
Peak only bus route
Ferry, cable car
Train line
Train station
Point of interest
Hospital
Airport

Regional focus and consideration

As outlined above, we are expecting to see significant population growth in Porirua. Therefore, our public transport network will need to be able to adapt to handle the increased demand and encourage the strong establishment of public transport use from current residents.

While engaging with our regional partners, these are the other key messages we received from our discussions on what the public transport network will need to do to address these future demands.

Public Transport

Suggested new public transport infrastructure:

- Noted that if Porirua Station is considered for Transit Orientated Development that a bridge would be required to address the current access issues
- Noted the need for an integrated bus stop linked to the train station
- Noted that any potential Transit Orientated Developments should include medical facilities, post office, supermarkets etc.

Current and Future Demand for Public Transport Services

Transport challenges:

- Noted a new Ngāti Toa kura is being considered at Kenepuru Landing
- Noted that cars are currently crucial in Porirua due to the low provision of public transport services
- Noted that reliable public transport is needed before removing any car parking spaces.

Community Transport:

- Noted that some community housing providers offer some form of transport but only a small percentage.

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next three years Greater Wellington plans to:

- Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme
- Progress work on improving the Porirua Bus Hub
- Partner with Ngāti Toa on an investigation into a potential Northern Bus Depot site
- Plan for improved public transport connections to Eastern Porirua including Aotea
- Plan for public transport services to the Northern Growth Area (NGA)
- Investigate an East-West connection between Upper Hutt and Porirua
- Investigate a better connection to Paremata Station from the surrounding suburbs
- Investigate opportunities for Transit Orientated Developments in the Porirua City area, including Porirua and Plimmerton
- Plan accessibility upgrades to train stations in Porirua City
- Investigate multi-modal access improvements at Porirua station
- Investigate the feasibility of improved storage facilities for bicycles and scooters at the train stations
- Implement plans for a bus service to Kenepuru landing
- Investigate bus access improvement to Kenepuru Hospital.

RLTP projects

Name: Kāinga Ora East Porirua Regeneration Programme - Transport
Lead: Porirua City Council
Desc: Deliver transport improvements under the Eastern Porirua Regeneration. The project includes the redesign of streets to support the redevelopment of state houses, town centres, schools and parks while increasing the use of active modes and public transport.
Cost: $31.61million
Status: NLTP Unfunded

Name: Porirua Bus Hub Improvements
Lead: Greater Wellington
Desc: Improvements to address health and safety, security concerns and accessibility challenges.
Cost: $7.45 million
Status: NLTP Unfunded

27. Aronga ā-rohe o Kāpiti
Kāpiti Coast Regional Focus

The Kāpiti Coast District stretches from Ōtaki in the north to Paekākāriki in the south. Kāpiti Coast covers 731.52 km². The majority of this is rural land (89.5%) which covers both coastal and agricultural areas with the eastern part of the district being in the Tararua Forest Park, which includes the Tararua Range. The urban areas are coastal communities, with Paraparaumu being the biggest community in the district.

While not considered part of the Wellington metropolitan area, there are a significant number of residents that commute from the district to the central city daily. Over 3,100 journeys per day starting on the Kāpiti Coast are heading to the central city. Research also shows that 14% of all trips starting on the Kāpiti Coast in the morning peak are heading into the central city. Currently 70% of those trips to Wellington City from the Kāpiti Coast are on public transport.

The Kāpiti Coast is expected to see a 41% increase in its population between 2021 and 2054 (an additional 23,500 people). We will need to be able to continue to transport Kāpiti Coast residents to the central city and to other key local services in an efficient and timely manner to maintain the strong use of our public transport services.

Key planning documents

Long-Term Plan 2024-2034

Sustainable Transport Strategy (2022)

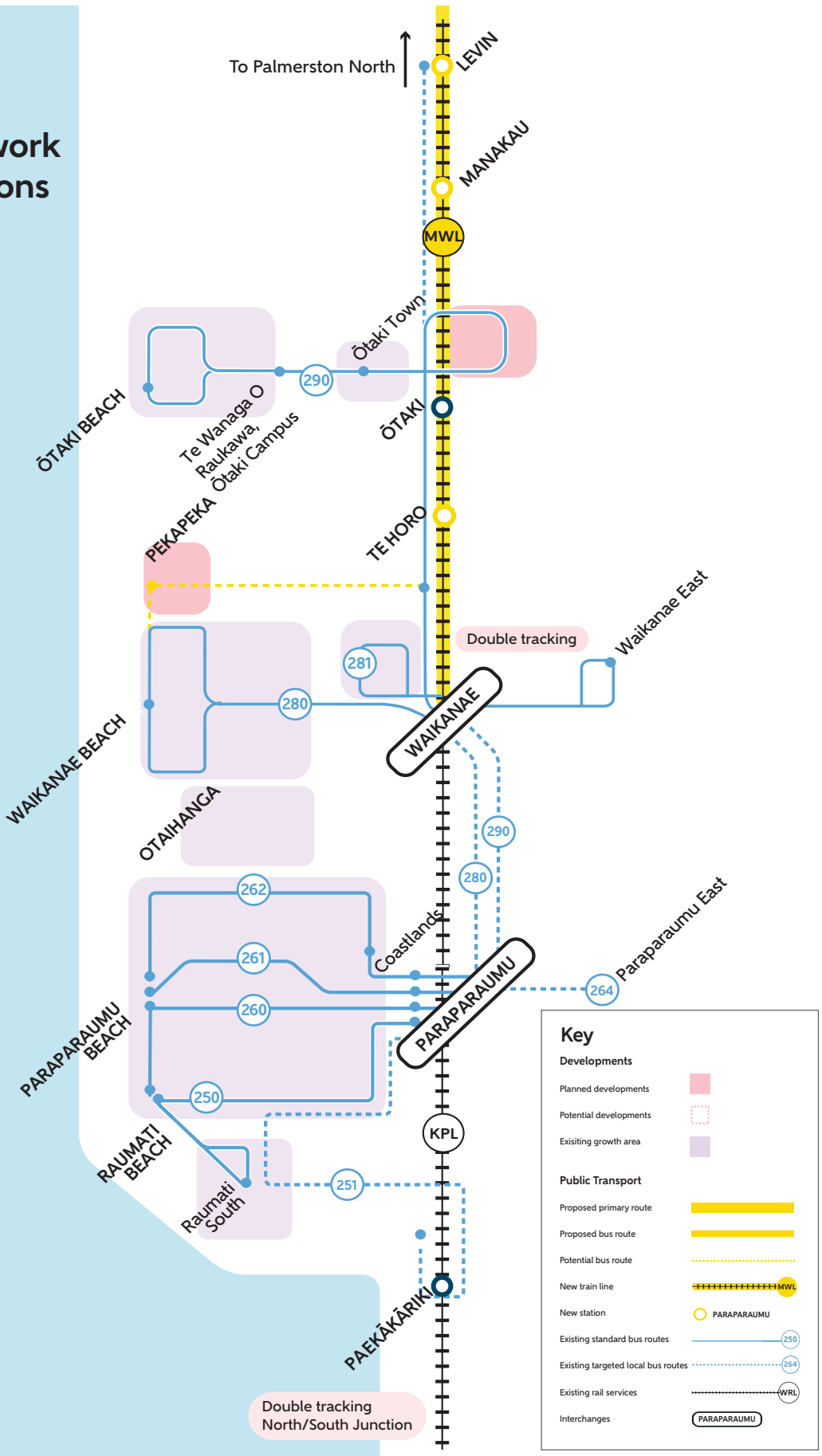
Te Tupu Pai – Growing Well (2022)

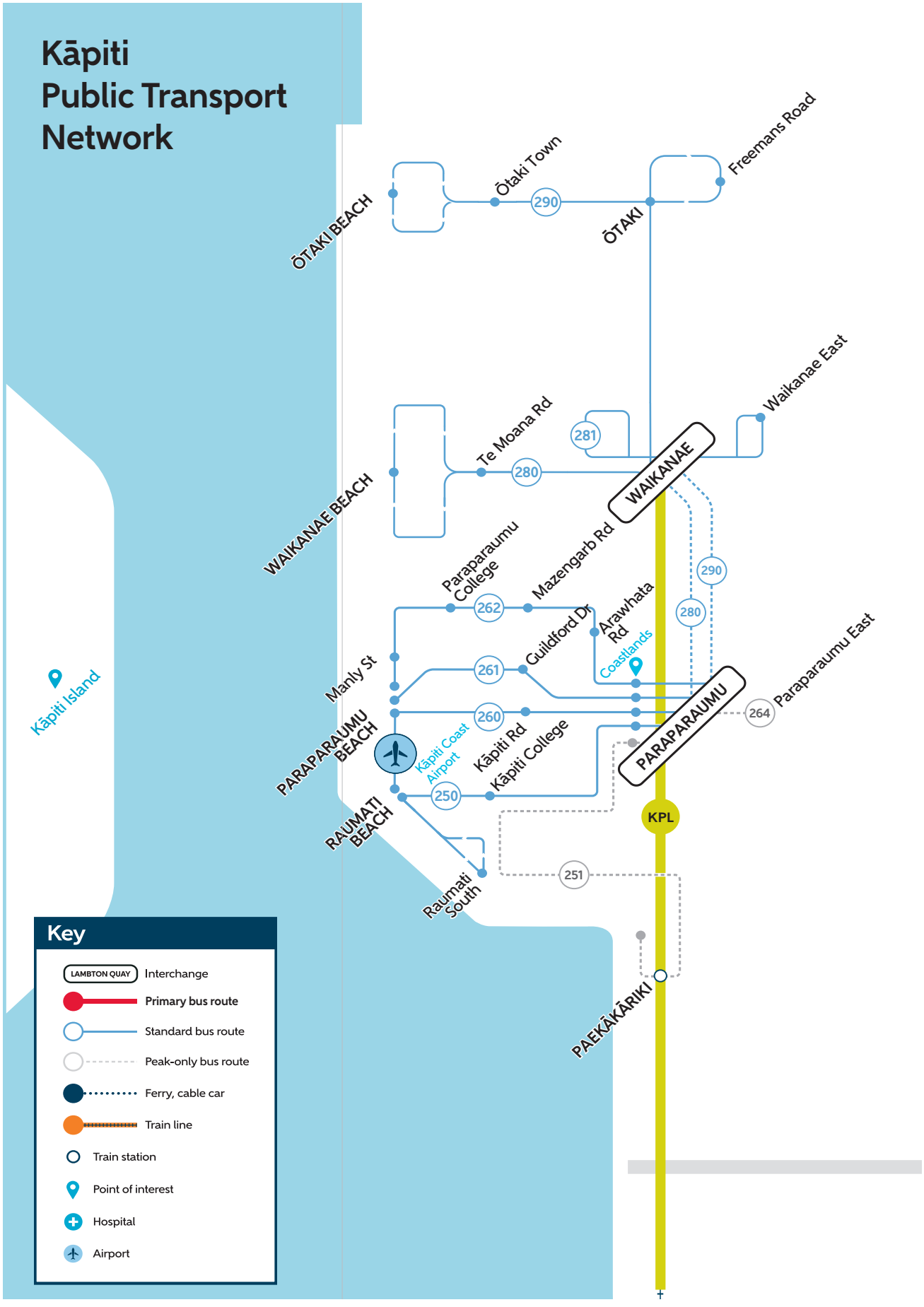
Economic Development Strategy (2020-2023)

Climate Emergency Action Framework (2021)

Districtwide Vision: Interim summary of responses (May 2024)

Kāpiti Future Network Considerations




Kāpiti
Public Transport
Network
ŌTAKI BEACH
Ōtaki Town
290
ŌTAKI
Freemans Road
WAIKANAE BEACH
Te Moana Rd
280
281
WAIKANAE
Waikanae East
Paraparaumu College
Mazengarb Rd
262
Guildford Dr
Arawhata Rd
Coastlands
290
280
Manly St
261
260
PARAPARAUMU BEACH
Kāpiti Coast Airport
Kāpiti Rd
Kāpiti College
PARAPARAUMU
264
Paraparaumu East
250
RAUMATI BEACH
KPL
251
Raumati South
PAEKĀKĀRIKI
Kāpiti Island
Key
LAMBTON QUAY
Interchange
Primary bus route
Standard bus route
Peak-only bus route
Ferry, cable car
Train line
Train station
Point of interest
Hospital
Airport

Regional focus and consideration

As outlined above, we are expecting to see significant population growth in Kāpiti Coast district. Therefore, our public transport network will need to to be able to adapt to handle the increased demand.

While engaging with our regional partners, these are the other key messages we received from our discussions on what the public transport network will need to do to address these future demands.

Public Transport

Suggested new public transport services/routes:

- Bus linkages are needed from Ōtaki to Levin to support access to medical and social services, and to Palmerston North (hospital and medical services)
- Noted daytime train services (e.g. new inter-regional trains) could operate more frequent services back and forth between Paekākāriki and Levin to service demand outlined above, plus have a positive impact on north and south bound traffic.

Suggested new public transport infrastructure:

- Noted that Park and Ride facilities are at capacity.

Suggestions to increase public transport use and improve accessibility:

- Noted that the existing and potential new services suggested above will encourage mode shift from private vehicles
- Noted the potential for Metlink to build patronage through public transport familiarisation engagement with retirement villages, including 'age-friendly' bus driver training.

Wellington Strategic Rail Plan

- Progressive service frequency improvements, from the current 20-minute peak frequency to a 15-minute, then 10-minute, and finally 6-minute peak (turn up and go) frequency at most stations on the Hutt and Kāpiti lines, along with an improved 15-minute off-peak frequency within the electrified area and significantly improved service levels on long-distance services, which will provide better travel options for customers, support the region's growth, and deliver the capacity needed to drive and accommodate the required mode shift.
- Wellington throat capacity improvements, including a fourth main to enable the operational separation of Hutt and Kāpiti services, northern access to EMU stabling, and separated access to the Wellington freight terminal, which will significantly reduce conflict between passenger and freight services and improve network and service resilience and reliability.
- Full duplication between Pukerua Bay and Paekakariki (North-South Junction), a key single-track constraint with several tunnels, and addition of a third main in the Porirua-Tawa area, which will enable higher passenger frequencies and improve service resilience and reliability on the Kāpiti Line. This will make rail a more attractive travel option on that line, where population growth is expected to be highest, and ensure continued freight access to the network as passenger frequencies increase.
- Duplicated approach to the Waikanae Station, including a bridge and second platform, which will reduce conflict between passenger and freight services, improve service resilience and reliability, and enable higher passenger frequencies on the Kāpiti and Manawatū lines.


Key Improvements
Palmerston North
Shannon
MUL
Levin
MANAWATŪ-WHANGANUI
WELLINGTON
Otaki
Waikanae
Paraparaumu
Paekākāriki
KPL
Pukerua Bay
Masterton
Renall Street
Solway
Carterton
WRL
Matarawa
Woodside
Featherston
Maymorn
Upper Hutt
Wallaceville
Trentham
Heretaunga
Silverstream
Manor Park
Pomare
Taitā
HVL
Wingate
Naenae
Epuni
Waterloo
Woburn
Plimmerton
Mana
Paremata
Porirua
Kenepuru
Linden
Tawa
Redwood
Takapu Road
Johnsonville
Raroa
Khandallah
Box Hill
Simla Crescent
Awarua Street
JVL
Ngaio
Crofton Downs
MEL
Melling
Western Hutt
Ava
Petone
Ngauranga
Wellington
IIS
Approximately 35 km of new double track to enable higher long distance service frequencies and reduce conflict with freight services (location indicative)
Increased capacity at Waikanae to enable higher frequencies
Improvements to long distance services, including service frequency improvements, new trains, and upgrades to stations and supporting infrastructure
Remove single track bottleneck to remove conflict between freight and passenger services and enable higher frequencies
Progressive service frequency improvements on the Kāpiti and Hutt lines to 10 trains per hour at all stations (higher at major stations)
Additional line to remove conflict between freight and passenger services and improve reliability
Operational separation of Kāpiti, Hutt, and freight services to reduce conflict and improve reliability
Extra trains to support increased Kapiti and Hutt service frequencies
Network-wide resignalling and rail network segregation to safely enable higher frequencies
Network-wide station access and amenity improvements
RAIL LINES
JVL Johnsonville Line
KPL Kāpiti Line
MUL Manawatū Line
MEL Melling Branch
HVL Hutt Valley Line
WRL Wairarapa Line
IIS Interislander Ferry
KEY TO SYMBOLS
Single track railway
Double track railway
Tunnel
Railways outside study area
Interislander ferry
River

Our Plan

In response to feedback provided by our key partners and acknowledging work already underway, over the next ten years Greater Wellington plans to:

- Deliver improved rail services by progressing the Lower North Island Rail Integrated Mobility (LNIRIM) programme
- Investigate improved public transport connections to coastal communities from Paraparaumu, Waikanae and Ōtaki
- Plan for improved bus connections between Levin and Kāpiti
- Investigate opportunities for Transit Orientated Developments in the Kāpiti Coast district including Ōtaki, Paraparaumu and Raumati South
- Investigate the feasibility of improved storage facilities for bicycles and scooters at the train stations
- Investigate the potential for new rail stations north of Paraparaumu
- Support regional partners to move the current Levin station
- Investigate improved public transport accessibility for retirement and other communities with mobility needs
- Investigate the potential of Waikanae Station as an accessibility hub
- Advocate for double tracking at Waikanae and at north/south junction.

Current and Future Demand for Public Transport Services

Residential Growth

- Noted a strong demand for retirement housing. There is also medium-to-long term residential growth forecast in:
  - Raumati South
  - Paraparaumu Town Centre
  - Paraparaumu Beach
  - Waikanae North
  - Peka Peka
  - Ōtaki.
- Noted that public transport connections to the hospital and healthcare are key
- Noted that Ōtaki is disconnected from the rest of the region through a lack of public transport services
- Noted that there is a need for more focused north public transport connections.

Commercial Growth

- Noted forecast retail and light commercial development in Paraparaumu and Ōtaki.

Recreation/education growth

- Noted forecast increases in school rolls across the region over next 10 years, including a new planned school in Waikanae North
- Noted that Ōtaki is additionally forecasting significant uptake in kōhanga reo and Te Wānanga o Raukawa (pre-school, primary, secondary, tertiary)
- Noted that Queen Elizabeth Park, the Escarpment Track and Pukerua Bay cycle trails are growing recreation destinations.

28. Ratonga Ki rō ngā Rohe
Inter-regional Services

Rail is a critical component of Wellington's transport system. It forms the backbone of Greater Wellington's extensive network of public transport services north of the Wellington CBD, where three quarters of the region's population lives. Rail provides a crucial link to the region and enhanced connectivity between the North and South Islands. Rail is therefore strategically significant to the national transport system. Greater Wellington's inter-regional services on the rail network are outlined further in this section.

Policies on inter-regional services

Prior to September 2023, the Land Transport Management Act 2003 placed an automatic 'exemption' on inter-regional public transport services. This meant that it was difficult for regional councils to collaborate on, and secure Crown funding for inter-regional initiatives. In response to submissions from regional councils and partners, this exemption was removed by the Land Transport (Management of Public Transport) Amendment Act 2023. This law change enables closer collaboration between Greater Wellington and Horizons Regional Council (Horizons) on the planning and provision of services in the key Kāpiti-Manawatū regional growth area.

Wellington's Strategic Rail Plan provides the 30-year vision for Wellington's rail network, and this has been created in collaboration with KiwiRail, Transdev New Zealand (Greater Wellington's current rail service operator) and NZTA. Progressing work on the Strategic Rail Plan and the LNIRIM programme will allow Metlink to deliver a fit for purpose metro rail service that is efficient, on-time and reliable that allows commuters from the Greater Wellington area and beyond (e.g. Palmerston North) to access the Wellington CBD and vice versa.

Objectives and policies

P15. Objective: Provide, maintain and continue to improve a high quality, high capacity, high frequency core public transport network

Policies	Actions
a. Delivering improved rail services through progressing Wellington's Strategic Rail Plan and LNIRIM programme	i. Complete the procurement process for 18 new hybrid passenger trains ii. Commence work on other network improvements that will increase the corridor capacity and resilience for both passenger and freight services on all rail lines iii. Commence work on station improvements to meet modern accessibility and amenity standards.
b. Delivering improved bus services through collaborative initiatives with regional council partners	i. Commence planning for feeder bus services to increase access to new LNIRIM services ii. Investigate options with Horizons, Kāpiti Coast District Council, Horowhenua District Council and Crown partners for enhanced bus services between Levin, Ōtaki and Waikanae.

RLTP projects

Name: Wellington Metro - Network Capacity Enhancements for 10min Timetable Step Change
Lead: KiwiRail
Desc: This business case programme enables KiwiRail to develop, plan and programme the network infrastructure required to support for each timetable step towards RS4.3 end goal.
Cost: $369.3 million
Status: NLTP Unfunded

Name: New Metro Rolling Stock
Lead: Greater Wellington
Desc: Purchase of 18 x 4 car Electrical Multiple Units (EMUs) to enable higher frequency and capacity peak services on the electrified metro Wellington rail network.
Cost: $76.03 million
Status: Possible (Business Case Only)

Lower North Island Rail Integrated Mobility (LNIRIM) programme

Through the delivery of the Lower North Island Rail Integrated Mobility (LNIRIM) Programme, we plan to significantly improve the rail services provided between Wellington and Masterton, and Wellington and Palmerston North.

In order to deliver these improvements, we plan to procure 18 new hybrid passenger trains, a driving simulator, a new maintenance facility in Masterton, improvements to stabling yards and staff facilities across the region, revitalisation of the regional railway stations, along with undertaking numerous rail network improvements.

The Capital Expenditure for this programme is jointly funded by the Crown, NZTA's National Land Transport Fund, Greater Wellington and Horizons. The ongoing operational costs will be funded in the traditional way, between the Public Transport Authorities (Greater Wellington and Horizons) and the National Land Transport Fund.

The current proposal is to procure the new hybrid passenger trains as part of a whole of life (35 year) design, build and maintenance contract.

The services on the Wairarapa and Manawatū Line are currently undertaken via two different Operators. It is proposed to transition these two long distance services to be operated by a single operator. Ultimately these long-distance services will become part of the next Wellington Metro Rail Operating Contract, which will be competitively tendered, with commencement in mid-2031.

Wellington to Masterton Rail Services

It is proposed to increase the peak service on the Wairarapa Line between Wellington and Masterton to 6 peak services, from the current 3 in late 2029 to early 2030. It is also proposed to increase the interpeak and weekend service frequency.

Wellington to Manawatū Rail Service

The programme will enable Metlink to deliver inter-regional rail services between Wellington and Palmerston North. This will replace the existing Kiwirail operated Capital Connection service. The new Metlink services are proposed to deliver improved frequency of two peak services, and two return inter-peak services, and two return services on weekends from late 2029 to early 2030.

It is currently proposed that Greater Wellington will be the lead Public Transport Authority, with a Funding and Management Agreement in place between Greater Wellington and Horizons – which will detail how the costs are shared between Greater Wellington and Horizons.

It is proposed that Greater Wellington will own the assets and be the contracting party for the operational and maintenance services.

The Wellington Rail Network Access Agreement will need to be extended to cover the new coverage of the network between Waikanae and Palmerston North.

Focus on improving services between Ōtaki and Levin

Greater Wellington is working with Horizons to investigate improvements to public transport services between Ōtaki and Levin. This work will be ongoing over this RPTP period, and any proposed public transport improvements will need to be approved by both councils.

These improvements will focus on bus services rather than rail as the LNIRIM programme will address improvements needed to the rail services.

Responsibilities for Greater Wellington and Horizons

Both Greater Wellington and Horizons are contributing to the costs of the LNIRIM programme. The sections above outline the proposed split in responsibilities between the parties at a higher level under a Management Service Agreement.

We are working together to ensure that both this RPTP and the Horizons RPTP identify the current Capital Connection Service and future LNIRIM Service as an integral service for our respective public transport networks as required by the recent amendment to the LTMA.

Any changes to the arrangements between Greater Wellington and Horizons in regard to inter-regional services will be signalled through future reviews of our respective RPTPs or through variations to our RPTPs.

29. Waka Tūmatanui Tononoa
Demand Responsive Transport

Metlink have been exploring alternative, gate-to-gate community focused operating models and services to consider how we might improve network accessibility and coverage-oriented services through demand responsive initiatives.

A trial commenced in May 2022 for On-Demand Public Transport (On-Demand) and was extended to run through to December 2024. The Tawa On-Demand trial showed that the cost for providing On-Demand services is relatively high and that the service did not meet Service Delivery Thresholds (RPTP 2021-31 Farebox Recovery target is 20%; the Tawa trial achieved 8.2%).

Metlink commissioned an independent review to consider where On-Demand might be feasible in the Wellington Region. The report investigated a long list of potential areas with a focus on areas with lowly utilised bus routes, high subsidy per passenger, gaps in public transport coverage and areas with an identifiable catchment that is suitable for On-Demand services.

The review concluded that there are very few places where On-Demand services could be justified over fixed route buses, especially when considering value for money across the region as a whole.

If a potential On-Demand service demonstrates good value for money in the future, this service may be reconsidered by Greater Wellington.

Community Transport

The following table provides a definition of Community Transport:

Attribute	Definition (Community Transport Association)
Purpose	Providing flexible and accessible community-led solutions in response to unmet transport needs
Customer	Vulnerable and isolated people, often older people or people with disabilities
Service types	Voluntary car sharing schemes, community minibus services, school transport, hospital transport, dial-a-ride, whells-to-work (cycle / motorcycle) and group
Service models	On-demand or fixed route
Commercial model	Run for a social purpose and not for profit

In short, Community Transport describes volunteer-based transport services, operated by local people to meet local needs for transport. An example of this is an iwi that own vans and use the vans to transport their whānau to and from culturally significant events, or to health and medical appointments. Greater Wellington is considering ways in which we can support existing Community Transport services in the Wellington region. This includes services which provide access for vulnerable groups to health and medical appointments. Greater Wellington believe that these services provide significant economic and social benefits for the communities they serve. These services are demand responsive and are often tailored to meet the requirements of the community they serve.

In our exploration of Community Transport, Greater Wellington has identified a range of policy and operational challenges we will need to consider and address while we work towards

a systematic approach to this transport sector. Policy challenges include:

- Knowing what Community Transport services already exist and who is using it
- Assessment of need and priority
- Role of government
- Lack of Community Transport voice and resource at a national level
- Funding

Operational challenges include:
- Safety and regulatory compliance
- Staff turnover
- Systems and technology
- User awareness

Greater Wellington's future role in Community Transport, which we will be clarifying over the coming triennium, may include:

- Completing surveys and assessments to determine provision and usage of existing services
- Developing policy to establish need and service type across transport sector
- Understand government's role and responsibilities
- Consider funding mechanisms with central and local government partners
- Provision of dedicated advisory service for service providers
- Incentivise staff to continue their participation
- Get services into 'mainstream' through website, and service guides

The following policies are subject to funding, but provide us with the ability to continue to consider how Metlink could implement demand responsive transport including On-Demand and Community Transport services.

Objectives and policies

P16. Objective: Promote fairness and equity in the provision of public transport services

Policies	Actions
a. Where funding permits, provide demand-responsive and community transport services by delivering integrated public and active transport solutions that are accessible and less expensive than private vehicles, empowering communities to mode shift	i. Consider the provision of On-Demand services to enhance access across the Wellington region when more funding becomes available ii. Consider the provision of accessible community transport services, including demand-responsive and shopper and specialty services for health and well-being where regular scheduled local public transport services are not viable iii. Ensure that transport networks align with new and existing papakāinga developments and existing marae within the region iv. When public transport services are removed, consider providing support to people who experience transport disadvantage and were previously reliant on those services v. Improving first and last mile public transport connections vi. Include consideration of demand responsive and community transport provision into planning for Transit Oriented Developments in the Wellington region vii. Consider funding mechanisms with central and local government partners for Community Transport.

30. Te Hunga Whaikaha
Total Mobility

Te Hunga Whaikaha Total Mobility (THWTM) is a nationwide door-to-door transport service designed to support disabled people that cannot use public transport, allowing for them to engage in the community. The service plays a crucial role in Greater Wellington's initiatives to assist the transport disadvantaged.

Metlink's THWTM service is provided to eligible registered people in the form of subsidised taxi transport services by approved transport operators under contract to Greater Wellington. It is available anywhere in the region where taxi services operate.

THWTM customers use their smart card to access the discounted fare when travelling on eligible trips. Greater Wellington pays a percentage of the total fare and the passenger pays the remaining balance of the fare. The details of this are set out on the Metlink website.

Arotake (Assessments*) for people to be eligible to use this service are carried out by Greater Wellington-approved professionals to determine eligibility for disabled people that are prevented from undertaking any one or more of the following components of a journey unaccompanied, on a bus, train or ferry, in a safe and dignified manner:

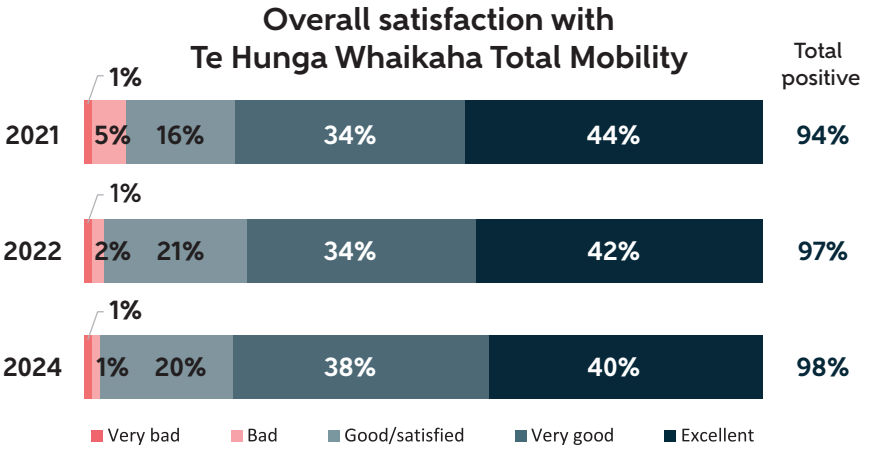
Metlink's Te Hunga Whaikaha Total Mobility service at a glance:

- Over 16,000 customers
- Contracts for THWTM transport services have recently been procured with 10 successful operators
- Strong focus on increasing wheelchair accessible services and hours of service availability
- More consistent approach to fare schedules
- Contracts for THWTM Arotake Services have also recently been improved and procured
- THWTM *Arotake Services takes a holistic approach to determining eligibility, with language reviewed to remove words such as 'assessment' and 'criteria' in response to feedback from disabled people
- The overall customer satisfaction rate for 2024 was 98%.

Te Hunga Whaikaha Total Mobility
A Metlink service

gravitasOPG

2024 Te Hunga Whaikaha Total Mobility Survey Summary of Results



- **40% said the service was excellent**
- **98% were positive. This is mostly because…**

The service makes a significant difference to people's lives

The financial support eases pressure on budgets/makes trips affordable

Users deeply value Te Hunga Whaikaha Total Mobility and the scheme's support

1 in 10 (12%) respondents use wheelchair accessible vehicles

Availability of wheelchair accessible vehicles has declined; users are not always able to guarantee a suitable vehicle will be available

It remains most challenging to get a wheelchair accessible vehicle on weekdays between 2.30 pm and 4 pm

Respondents were satisfied with all aspects of Te Hunga Waikaha Total Mobility	Total Positive
Quality/comfort	99%
Safety/security	99%
Ease of paying for a trip	98%
Cost	97%
Availability of transport companies	96%
Ease of booking a service	95%

Te Hunga Waikaha Total Mobility customers continue to use the service most often for…	Total
Medical trips	83%
Shopping trips	59%
Social outgoings	57%

Conducted in July/August 2024
Completed by Greater Wellington Te Hunga Whaikaha Total Mobility users
Commissioned and funded by Greater Wellington
Run by GravitasOPG

Objectives and policies

P17. Objective: Improve the accessibility of public transport for all

Policies	Actions
a. Review regional fare caps in line with Greater Wellington Long Term Planning processes and NZTA requirements	i. Maintain the maximum fare subsidy, which is currently set at $60 per fare (Greater Wellington subsidises a maximum of 75% of the fare) until any review of the Total Mobility programme is completed by central government ii. Review the maximum subsidy amount every 3 years in line with NZTA requirements.
b. Enabling hoist-equipped vehicles	i. Continue to provide an opportunity for operators to apply for a contribution towards the purchase or modification of wheelchair accessible vehicles for use in the service.
c. Transport provider eligibility requirements	i. Ensure operators meet Greater Wellington's requirements, per our terms and conditions, outlined on the Metlink website ii. De-register operators as required.

Providers

Providers must be approved by Greater Wellington and provide for a certain amount of wheelchair accessible transport.

All vehicles used to provide Te Hunga Whaikaha Total Mobility contracted services must be registered with approved transport operators, be equipped with approved equipment and meet quality standards. All drivers must also complete an approved specialist training course.

Company name	Area where this is available	Wheelchair accessible
Driving Miss Daisy	Whole of region	Yes
Freedom Companion Drivers	Kāpiti Coast Wellington City – Porirua Lower Hutt and Upper Hutt	Yes
Golden Oldies	Upper Hutt	Yes
Hutt & City Taxis	Lower Hutt and Upper Hutt	Yes
Masterton Radio Taxis	Wairarapa	No
Masterton Shuttles	Wairarapa	Yes
Paraparaumu Taxis	Kāpiti Coast	Yes
Porirua Taxis	Porirua	Yes
Wellington Combined Taxis	Wellington City – Porirua	Yes

This list is kept up to date on the Metlink website.

31. Aronga Waka Tere
Ferry Focus

Wellington Harbour ferry services are run by East by West Ltd and provide services between Days Bay and Queens Wharf, with a stop at the Department of Conservation reserve on Matiu Somes Island.

Ferry services have a rich history in the region. The original ferry service to Days Bay goes back to 1893. The ferries on Wellington Harbour provide services that enable faster and more direct trips than other modes to the locations that they serve and allows a tourist and social function in terms of providing access to Matiu Somes Island. The direct connection the ferries provide lead to reduced congestion on the highway, and local roads, improved productivity, and greater connectivity. While the harbour ferries have a small share of the total public transport trips in the region, they continue to provide a valuable niche service for commuters and visitors.

Operating model

With the pending introduction of Motu Move and a change in the way that revenue is collected, Greater Wellington commissioned a review of the ferry service to help inform the development of a sustainable contract model for this niche targeted service and options for greater integration with the wider public transport network. Following the review Greater Wellington commenced negotiations with the ferry operator, and following Council discussion and deliberations Greater Wellington entered into a gross PTOM contract with the ferry operator. This style of contract gives Greater Wellington more control over the fares and timetables.

Procurement

Ferry services commenced operating under a gross Public Transport Operating Model based unit contract from May 2025 and were directly appointed for a 3+4-year period. Expressions of interest to operate the ferry service will be sought before the expiration of the current contract in 2029.

Service levels

The ferry fleet consists of three ferries (two diesel and one fully electric). The electric ferry is the first fully electric ocean-going commuter ferry in the southern hemisphere and supports Greater Wellington's decarbonisation goals.

The ferry service provides commuter services from Queens Wharf to Days Bay 7 days per week operating a summer and winter schedule.

- The winter schedule consists of 16 weekday and 4 weekend return services
- The summer schedule consists of 16 weekday (17 on Thursday and Friday) and 7 weekend return services.

The ferry service also stops at Matiu Somes Island, a significant site for local mana whenua and a Department of Conservation managed predator free historic reserve which is a key visitor destination on the harbour.

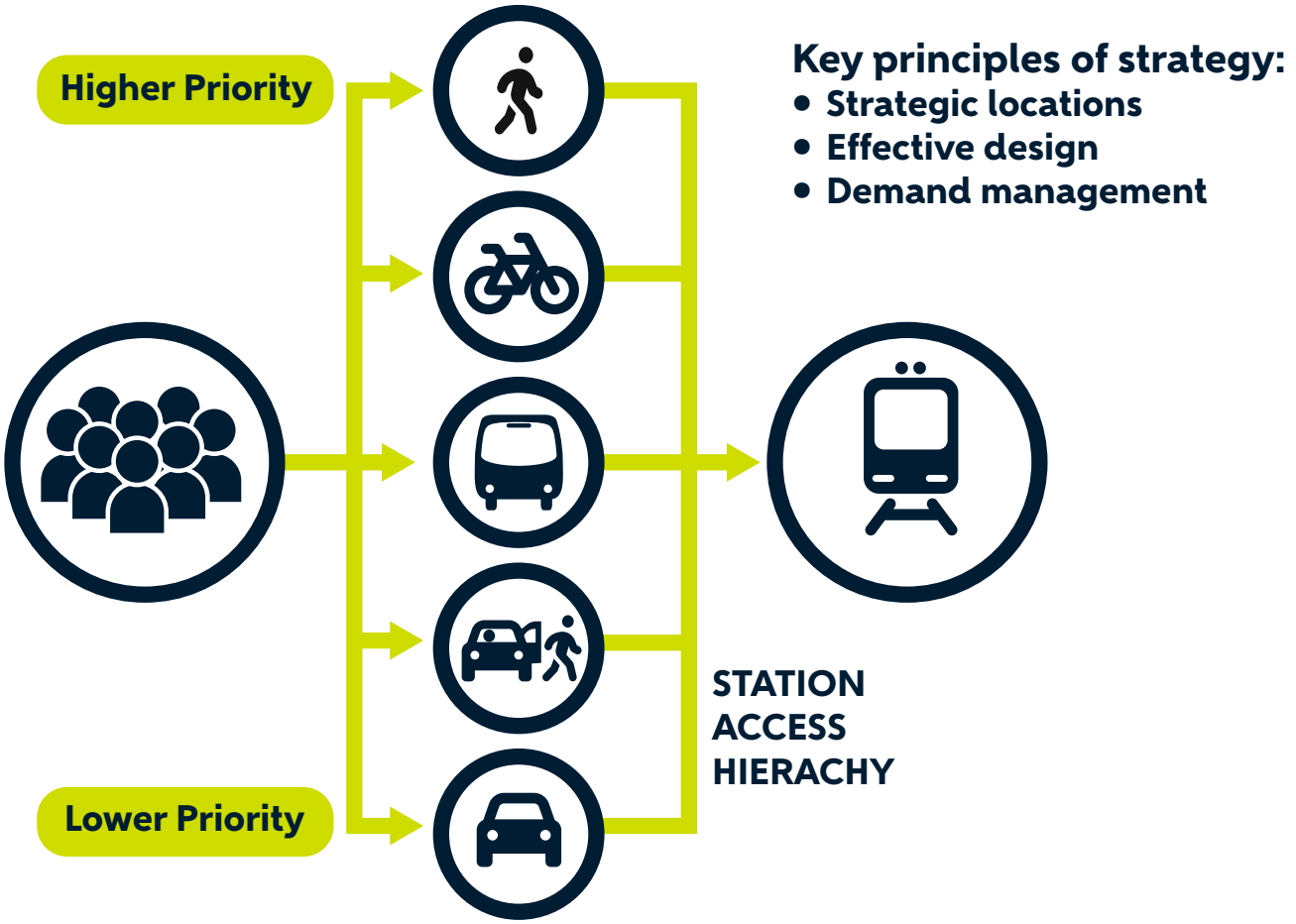
32. Tūnga Eke
Park and Ride

Smarter Connections Strategy

Over 2023, and 2024, Metlink have continued to manage our Park and Ride facilities in line with the Smarter Connections Strategy which was developed as part of the RPTP 2021-2031. This strategy effectively sets out how Metlink intends to provide and manage Park and Ride locations across the public transport network. The Smarter Connections Strategy sets out 3 key elements:

- Strategic Location
- Effective Design
- Demand Management.

A key issue currently front of mind is that many Park and Ride locations across our network frequently reach capacity or are over capacity early in the morning peak. The heatmap on the following page shows how our Park and Ride sites typically reach capacity between 6.30am and 8.30am. Often when these sites reach capacity, we have found that spillover into the local streets occurs, and in some instances, dangerous parking practice occurs where people are parking in spots which are not intended to be parked in. Both of these issues are challenging for Greater Wellington, and our territorial authority partners to manage.

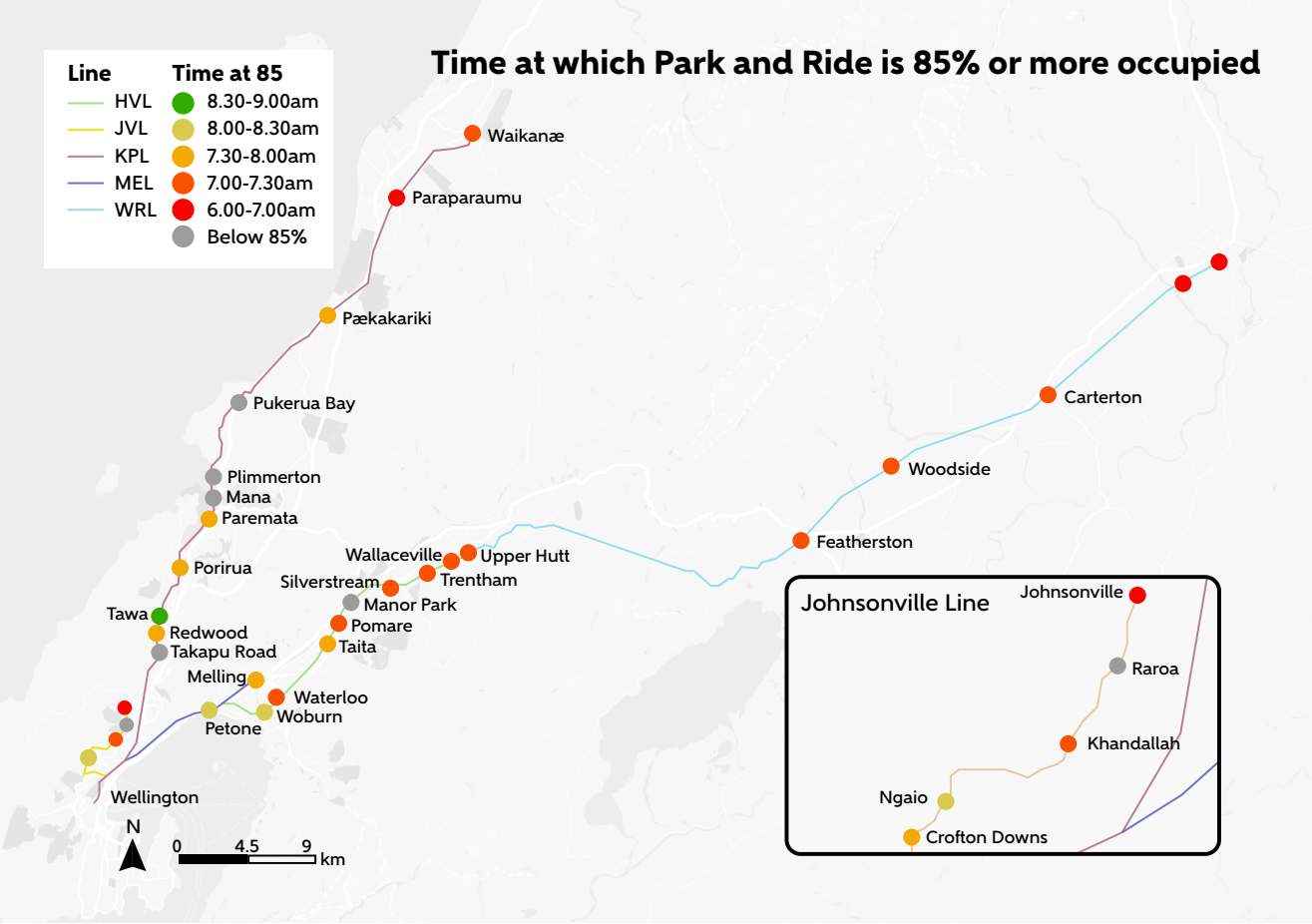


Context

Metlink provides over 6,100 car parks across 66 lots. 69% of these are in 10 of those lots including our large facilities in Waterloo, Porirua, Petone, Upper Hutt and Paraparaumu. Experience and evidence suggest that carefully planned and managed Park and Ride can generate significant benefits for the wider transport system, including;

- Increased public transport patronage
- Increased reach of the network
- Conversion of long-distance commuter car trips to public transport that would otherwise use motorways and arterial roads for the majority of their journey
- Increased attractiveness of key public transport corridors and higher density centres in advance of connecting bus services
- Increased multi-modal integration in lower density centres and/or topographically challenging areas where the scope for walk-up, cycling and connector bus services is limited
- Better access to public transport for individuals with mobility issues
- Reduced parking requirements at major centres.

Use of our Park and Ride facilities is high and reflective of the Wellington region's urban form and the price (free). Although it is currently free for users, this means ratepayers are currently funding the purchase, and maintenance of all Park and Ride locations on the network. The average operating cost per car park space, per annum is about $120. This means over $700,000 is spent per year on maintaining the car parks.



Our research shows that 50% of users of our Park and Ride facilities live within 1-3km of their local Park and Ride. Furthermore, 50% use the closest station to them meaning 50% drive to a further Park and Ride location. Generally, this is to get a cheaper fare on public transport by being one or more fare zones closer to their destination, or because they are aware that the closest Park and Ride is likely to be at or over full capacity and they are unlikely to find an available parking spot.

Some key considerations for the continued management of Park and Ride locations are that:

- It is becoming increasingly difficult to find affordable land to purchase
- The cost-effectiveness of providing each new Park and Ride is declining
- There is a greater emphasis on enhancing multi-modal access to the public transport network
- Emerging trends and technologies are focusing on the 'first mile, last mile' of a journey
- Key stations are providing the role of integrated 'mobility hubs'.

Space at stations is needed to provide a seamless interchange for passengers on feeder bus services, to provide facilities for pedestrians and cyclists, to provide for drop-offs, and to provide priority parking for particular users.

Disadvantaged users include parents who often find our Park and Rides full after their school drop-off has been completed.

We are aware that currently many users of the parking spaces, do not use public transport, effectively taking up space for users who we consider have a genuine need. We are therefore particularly focused on ensuring that certain users have priority access to our Park and Ride facilities. This includes those who:

- Are intending to use the public transport network
- Have a genuine need
- Are transport disadvantaged
- Have to travel further to access the public transport network
- Are willing to pay a premium to ensure they secure a parking spot.

Demand Management

In order to deal with the challenges outlined above, Greater Wellington have agreed to initiate the development and implementation of a demand management framework for Park and Ride across the Wellington region. This demand management framework will include a mechanism for charging for parking at our Park and Ride facilities across the network.

The solution considered will be developed and introduced to align with the timing of an integrated ticketing system. The solution will also consider other important factors including rail patronage stabilisation, and the introduction of congestion charging.

We have adopted a set of principles to guide us designing a demand management approach to Park and Ride.

These principles are:

a. The solution must have parking integrated with public transport travel
b. Aims to support and incentivise other travel choice options, such as public transport and walking and cycling in line with Greater Wellington's strategic objectives
c. Framework must be cost neutral at minimum over the life of the project
d. We are not constrained with a single one size fits all approach to every site
e. Project must be delivered in partnership with local Territorial Authorities
f. Project will look at land utilisation outside commute times
g. Demand management framework must be able to be structured to recognise travel patterns of all passengers, including those with limited or no access to public transport
h. Evaluate other use opportunities for current land e.g. commercial or community opportunities
i. Consider any equity implications for charging for Park and Ride
j. Greater Wellington will include mana whenua in the design of the project.

Greater Wellington consulted on this in May 2025. The following outlines what we heard through consultation:

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

Level of agreement

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
9%	12%	16%	18%	38%	7%

21% Agree
56% Disagree

20.9% of submitters either agreed or strongly agreed with introducing demand management to Metlink Park and Rides. 56.7% of submitters either disagreed or strongly disagreed with introducing demand management to Metlink Park and Rides while 22.4% of submitters either were neutral or didn't know.

Most submitters did not support Greater Wellington introducing paid parking for Park and Ride facilities. The feedback focused on additional charges for parking discouraging people from using public transport services by making the costs of taking public transport services closer to that of private vehicle travel. People noted this seemed counter-intuitive to our goal of increasing public transport use.

Some submitters were in favour of paying for Park and Ride, but this was tied to the funding being used to expand the facilities or better public transport connections to the Park and Ride rather than managing the actual demand for parking spaces. This is different from our principle of the scheme being cost neutral (not being used to raise funding for other activities).

Next Steps

Greater Wellington will continue to investigate the feasibility of implementing a demand management framework, and charging mechanism alongside the introduction of integrated ticketing on the Metlink network.

Objectives and policies

P18. Objective: Develop asset and infrastructure management strategies

Policies	Actions
a. Ensure the Park and Ride solution is integrated with our public transport network	i. Align Demand Management mechanism with integrated ticketing and consider other factors including patronage stabilisation of the rail network and congestion charging
b. Work with territorial authorities and partner organisations on any approach to management of Park and Ride facilities	i. Work with territorial authority partners to develop an agreed approach to demand management, including a payment system, for Park and Rides in individual cities and districts ii. Implement a graduated approach to Park and Ride demand management, setting terms and conditions for use, enforcing measures, and implementing charging iii. Work closely with territorial authorities and stakeholders to ensure that access to public transport is considered in the planning of new development areas iv. Collaborate with territorial authorities and developers to design street and roading networks that accommodate public transport services and offer seamless connections with walking and cycling facilities.
c. Enhance travel choice options, multi modal access to the network, and environmental considerations	i. Purchase, manage, and invest in Park and Ride facilities based on the criteria and Investment Prioritisation Framework outlined in the Smarter Connections Strategy ii. Promote the integration of walking, cycling, and public transport services in the design, delivery, and upgrade of stations, interchanges, and other public transport facilities iii. Encourage convenient connections between public transport and walking and cycling networks with visible signage iv. Facilitate the safe carriage of micro-mobility devices on appropriate bus, rail, and ferry services when passenger capacity is not constrained v. Design and improve Park and Ride facilities to enhance safety, accessibility, multi-modal connectivity, urban form and optimal land use, while also enabling future technologies vi. Incorporate environmentally sensitive design and stormwater management measures to minimise the negative impact of car parks on the surrounding environment.
d. Consider commercial opportunities and other land use opportunities	i. Explore additional revenue opportunities such as through digital billboard placements, collaboration with landowners, local councils, and NZTA ii. Investigate the potential for Transit Oriented Development at suitable Park and Ride sites.

Park & Ride spaces

Hutt Valley Line

Note: There are no mobility parks at Taita Station. There is no CCTV coverage of Naenae Station park & ride.

Wellington	paid public parking nearby	Fare zone 1
Ngauranga	drop-off zone only	Fare zone 1
Petone	448 parks	Fare zone 4
Ava	limited on-street parking	Fare zone 4
Woburn	159 parks	Fare zone 4
Waterloo	788 parks	Fare zone 4
Epuni	limited on-street parking	Fare zone 5
Naenae	24 parks	Fare zone 5
Wingate	limited on-street parking	Fare zone 5
Taita	120 parks	Fare zone 5
Pomare	77 parks	Fare zone 5
Manor Park	55 parks	Fare zone 6
Silverstream	95 parks	Fare zone 6
Heretaunga	limited on-street parking	Fare zone 6
Trentham	122 parks	Fare zone 6/7
Wallaceville	122 parks	Fare zone 7
Upper Hutt	349 parks	Fare zone 7

Melling Line

Note: There are no mobility parks at Melling Station.

Wellington	paid public parking nearby	Fare zone 1
Ngauranga	drop-off zone only	Fare zone 1
Petone	448 parks	Fare zone 4
Western Hutt	limited on-street parking	Fare zone 4
Melling	187 parks	Fare zone 4

Kāpiti Line

Note: There is no CCTV coverage of Plimmerton Station park & ride.

Wellington	paid public parking nearby	Fare zone 1
Takapu Road	175 parks	Fare zone 4
Redwood	147 parks	Fare zone 4
Tawa	214 parks	Fare zone 4
Linden	limited on-street parking	Fare zone 4
Kenepuru	no parking available	Fare zone 5
Porirua	1000 parks	Fare zone 5
Paremata	294 parks	Fare zone 6
Mana	48 parks	Fare zone 6
Plimmerton	107 parks	Fare zone 6
Pukerua Bay	30 parks	Fare zone 7
Paekakariki	79 parks	Fare zone 8
Paraparaumu	527 parks	Fare zone 9
Waikanae	377 parks	Fare zone 10

Johnsonville Line

Wellington	paid public parking nearby	Fare zone 1
Crofton Downs	54 parks	Fare zone 3
Ngaio	49 parks	Fare zone 3
Awarua Street	on-street parking	Fare zone 3
Simla Crescent	on-street parking	Fare zone 3
Box Hill	no parking available	Fare zone 3
Khandallah	14 parks	Fare zone 3
Raroa	45 parks	Fare zone 3
Johnsonville	35 parks	Fare zone 3

Wairarapa Line

Wellington	paid public parking nearby	Fare zone 1
Petone	448 parks	Fare zone 4
Waterloo	788 parks	Fare zone 4
Upper Hutt	349 parks	Fare zone 7
Maymorn	limited parking space (gravel)	Fare zone 8
Featherston	124 parks	Fare zone 11
Woodside	98 parks	Fare zone 12
Matarawa	limited on-street parking	Fare zone 13
Carterton	98 parks	Fare zone 13
Solway	87 parks	Fare zone 14
Renall Street	limited on-street parking	Fare zone 14
Masterton	87 parks	Fare zone 14

33. Ko ngā Ratonga Whakawātea
Exempt Services

Exempt services are defined in section 114a of the Land Transport Management Act 2003. Metlink is required to keep current a register of exempt services.

Register of Wellington Region Exempt Services – Process and Location

- The Register for the Wellington region Exempt services is managed by Metlink
- The Register is publicly available on our website: https://www.metlink.org.nz/getting-started/non-metlink-services
- For new Exempt Service registrations, variations, withdrawals, or any enquiries relating to the register contact Metlink via our website for further information
- Metlink will assign an Application Number and consider the request
- Only a member of Metlink's Senior Leadership team (any tier 3 manager in Metlink and the Group Manager), have the delegated authority to approve or decline any registration, variation or withdrawal of an Exempt Service from the Register
- The reason for any approval, or refusal of any registration, variation, or withdrawal will be made available to the requestor
- Documents concerning the Register, including applications, variations and/or withdrawals of an Exempt Service will be saved in our internal document management system.

34. Ko te Hokohoko, te Ratonga me te Arotake
Procurement, Service Delivery, and Monitoring

The procurement-related policies and actions in the 2014 and 2021 RPTPs were developed for the transition to the Public Transport Operating Model (PTOM) and have largely been completed.

The Land Transport (Regulation of Public Transport) Amendment Act 2023 has implications for Public Transport Authorities (PTAs), operators, and the public transport workforce including refining the procurement approach for contracts and allowing PTAs to have greater control over strategic public transport assets.

The policies now need to be updated to reflect where we are at in the procurement cycle, the introduction of future frameworks set by central government, and where the focus has moved to ensure the efficient and effective delivery of services under the new operating framework.

Procurement of unit contracts

A unit refers to a Metlink service or group of services established for contracting purposes. During the lifespan of the current operator contracts there will be variations to existing unit contracts and/or new units established to provide for future service changes, including the deployment of new vehicles.

Metlink's public transport network currently consists of 21 units - 18 bus units, 2 rail units and 1 harbour ferry unit.

Rail services are operating under a PTOM-based unit contract with the initial 9-year period expiring mid-2025. This was extended by 6-years through to 2031. Bus services commenced operating under Gross PTOM based unit contracts from mid-2018. In May 2025, the ferry service was moved from a net PTOM based contact, to a gross contract for a period of 7 years with an expiry date in 2032.

The bus services contracts have been in place since 2018, and the majority of these expire between 2027 and 2030. With the expiry dates for Metlink's bus contracts fast approaching and pending changes to NZTA's national procurement policies from legislative changes, Greater Wellington is developing the approach that it wants to take to future procurement.

Service Delivery

A high quality, accessible public transport system that gets passengers quickly to where they want to go and provides reliable whole-of-journey travel times.

Surveys and research show that the most important consideration for public transport users is having a reliable and punctual service. This means that services are not cancelled and are run, and that they leave at and arrive on their scheduled time. Reliability and punctuality are particularly important when trips require connections with other services. Other important considerations for users are that the service arrives, services on a route are evenly spaced with a consistent time between services, and passengers are not left behind because services are too full at the times they choose to travel.

Operational and fleet improvements will reduce journey times and increase service reliability and puncuality. Minor timetable adjustments can also reduce waiting times and improve the reliability and puncuality of connections between services and can be undertaken as needed subject to operator agreement.

Communication objectives and policies

As part of our commitment to continuously improve the reliability, punctuality and efficiency of our public transport network, we will be reviewing the design and approach to our future bus contracts prior to going out to market. Our outcomes-based approach will aim to deliver:

- Improved passenger experience including improved accessibility
- Improved network reliability and punctuality
- Safe, fair, and equitable employment for people across our transport network
- An affordable public transport network that offers value for money
- An environmentally sustainable public transport network through the transition to a zero-tailpipe emissions fleet.

Objectives and policies

P19. Objective: An approach to procurement and monitoring of services that supports the efficient delivery of services and provides value for money

Policies	Actions
a. Procure contracts for units in accordance with a contracted service provider approach	i. Take a contractual approach to procuring contracts for new units or amending existing unit contracts ii. Ensure Greater Wellington considers the relevant legislation and, where appropriate, seeks opportunities for greater control over strategic public transport assets iii. Ensure Greater Wellington Procurement Strategy and relevant Procurement Plans are current and reflect the stage we are at in the procurement cycle iv. Ensure the updated Procurement Strategy and transition plans take into account the impacts on competition, including mitigation of barriers to entry for incoming operators v. Comply with NZTA procurement requirements, Greater Wellington's Procurement Strategy and local government requirements when procuring or amending units vi. Comply with the procurement requirements/rules in all relevant international agreements and treaties signed by the Government vii. Apply Greater Wellington's Social Procurement Strategy to achieve better social, environmental, and economic outcomes and increase ability for diverse business to tender for our contracts.
b. Phase procurement and change over to new contracts to achieve an orderly transition with limited disruptions	i. Implement a rolling procurement programme for public transport services consisting of a tranche of bus contract each year for three years, followed by the rail contract the following year and the ferry contract in the final year ii. Develop pragmatic and passenger-focused transition plans in collaboration with partners as required.
c. Develop and implement effective financial incentives and other regulatory mechanisms and performance regimes to ensure compliance with service level requirements	i. Ensure the appropriate allocation of roles, responsibilities, and risk between Metlink and operators within the contract framework ii. Develop an appropriate financial model so that the payment to the operator is the contract price for the services to be delivered, adjusted by the application of any rebates for cancelled services, abatements for failing to meet Key Performance Indicators, and bonus payments for meeting nominated performance indicators (performance above the contract level) iii. Maintain a performance and enforcement regime to reflect NZTA's requirements and incentivise contract performance and continually improved passenger experience.
d. Apply a contracted service provider approach to the planning and operation of services	i. Apply contract principles and objectives to guide successful partnering with operators and effective joint annual business planning ii. Develop and approve joint annual business plans iii. Work with partners to ensure the successful delivery of planned network improvements.

e. Monitor performance of services and network, and passenger satisfaction	i. Ensure Metlink has the necessary capability to collect, manage, utilise, and share public transport travel and performance data and passenger insights and feedback and use this to inform improvements to planning and delivery of service ii. Utilise effective data and knowledge management technologies and services to streamline access, use, and sharing of public transport data, information, and knowledge iii. Publish service quality and performance information iv. Work with operators to ensure that they collect and use reliable and sufficient performance information and passenger insights to continually improve the services they provide to passengers v. Under contracts, require operators to provide timely operational and performance data, information, and reporting as required, including on: • Patronage • Passenger kilometres • Reliability and punctuality • Farebox revenue • Safety, security, and incidents • Driver training and behaviour • Compliance with vehicle quality standards • Provide contractual mechanisms to vary and improve standards of services, products, and processes • Other measures as required.

RLTP projects

Name: Bus and Rail Contract Tendering and Operating Model Changes
Lead: Greater Wellington
Desc: Includes the costs to review, design, develop, and tender the future bus contracts.
Cost: $20.8 million
Status: NLTP Unfunded

35. Ngā Rōpū

Units

Organising public transport services into units provides a logical structure for procurement, monitoring, reporting, and enables transparency of information about public transport services provided by Public Transport Authorities.

Unit Table

Unit	Operator	Method	Commencement date	End date
1 - North-South Spine	Tranzit Group	Tender	15 July 2018 9-year term	15 July 2027
2 - East-West Spine	Kinetic	Direct Appointment	15 July 2018 12-year term	15 July 2030
3 - University	Kinetic	Direct Appointment	15 July 2018 12-year term	15 July 2030
4 - Khandallah/Aro	Tranzit Group	Tender	15 July 2018 9-year term with potential for a 6-year extension	15 July 2027
5 - Central	Kinetic	Direct Appointment	15 July 2018 9-year term	15 July 2027
6 - Taranaki	Kinetic	Direct Appointment	15 July 2018 9-year term	15 July 2027
7 - Brooklyn/Ōwhiro	Tranzit Group	Tender	15 July 2018 9-year term	15 July 2027
8 - Newlands	Mana Coach Services	Direct Appointment	15 July 2018 9-year term	15 July 2027
9 - Lower Hutt	Tranzit Group	Tender	17 June 2018 9-year term	17 June 2027
10 - Upper Hutt	Tranzit Group	Tender	17 June 2018 9-year term	17 June 2027
11 - Wainuiomata	Tranzit Group	Tender	17 June 2018 9-year term	17 June 2027
12 - Eastbourne	Kinetic	Direct Appointment	17 June 2018 12-year term	15 July 2030
13 - Porirua	Tranzit Group	Tender	15 July 2018 9-year term	15 July 2027
14 - Kāpiti	Madge Coachlines (trading as Uzabus)	Tender	08 July 2018 9-year term	08 July 2027

Unit	Operator	Method	Commencement date	End date
15 - Wairarapa	Tranzit Group	Tender	08 July 2018 9-year term	08 July 2027
16 - Rail	Transdev Wellington	Tender	10 March 2016 9-year term with a 6-year extension applied	1 July 2031
17 - Wellington Harbour Ferry	East by West Ferries	Direct Appointment	1 July 2019 9-year term	1 July 2028
18 - Tawa	Mana Coach Services	Direct Appointment	15 July 2018 9-year term	15 July 2027
19 - Levin-Waikanae	Uzabus	Tender	7 March 2017	This Unit is contracted and managed by Horizons Regional Council. Greater Wellington co-funds this service with the Horizons Regional Council
20 - Wellington Airport Service	Mana Coach Services	Tender	1 July 2022 6-year term	1 July 2028
21 - Manawatū Line (Wellington - Palmerston North)	TBC	TBC	TBC	TBC

Greater Wellington is currently in the process of developing new bus contracts.
The following table details the new proposed Unit numbers, names, and year commencing.

Unit	Unit Name	Year Commencing
22	North-South	2028
23	Porirua-Tawa	2028
24	Hutt Valley	2029
25	Wairarapa	2029
26	East-West	2030
27	Kāpiti	2030

Objectives and policies

P20. Objective: The creation and design of units supports the efficient delivery of services and provides value for money

Policies	Actions
a. Establish new units or amend existing units for the Metlink public transport network as required	i. Work with operators to establish any new or amended units for the Metlink public transport network in line with legislative and major network planning requirements, including inter-regional initiatives to support regional economic development ii. Consolidate the existing bus units tendered by Greater Wellington from 17 to 6 for the start of the future bus services contract round iii. Work with Horizons Regional Council on unit design and procurement for inter-regional initiatives between Wellington and Manawatū iv. Actively review current exempt services to determine whether they are now integral to the public transport network and ensure the Exempt Services Register remains up to date.

36. Tūāhanga Waka Tūmatanui
Public Transport Infrastructure

Public Transport Infrastructure

A high quality, reliable, accessible and modern public transport network relies on the provision of fit for purpose, well designed and maintained infrastructure and facilities. This includes roads, bus stops and shelters, depots and layovers, transport interchanges and hubs, rail tracks and associated infrastructure, train stations, ferry terminals and wharves, Park and Ride facilities, cycle paths and footpaths, and door-to-door transport services for those with limited access to public transport.

Infrastructure and facilities need to provide good access, safety and personal security at all stages of the journey, particularly for people with impairments. Public transport elements also require clear and consistent branding with services and levels of service and information to meet passenger needs for an integrated, easy-to-use passenger focused system. As different agencies have ownership or control of various elements of the system, communication and cooperation between all parties is required to achieve this.

Due to how we contract our public transport services, Metlink currently does not own all the public transport infrastructure used to deliver our services. With our bus services, we have not to this point in our public transport journey owned depots or buses; these are predominantly owned by our operators who are compensated for the use of these assets through our contracts. However, we do own a lot of bus shelters and associated bus infrastructure.

In the Greater Wellington LTP, the council endorsed our Strategic Public Transport Asset Control Strategy. The main objective of the Strategy is for Greater Wellington to play a more active and strategic role in the planning and management of key public transport infrastructure through a range of potential commercial arrangements (not necessarily confined to outright ownership).

This is a major shift in our approach to significant infrastructure/assets that are critical to the operation of our public transport network, and this will influence our approach to managing bus infrastructure and assets going forward.

In the rail space, Greater Wellington Rail Limited (GWRL), a wholly owned subsidiary of Greater Wellington, owns all our rail assets including the Electric Multiple Unit (EMU) depot on Thorndon Quay. The land the EMU depot and the associated buildings are on is owned by KiwiRail. GWRL has a long-term lease on this land. The railway tracks and platforms are also owned by KiwiRail but we have a long-term access agreement with KiwiRail so we can operate our public transport services on the rail network

Public Transport Asset Control Strategy

The Public Transport Asset Control Strategy provides a long-term framework and direction for Greater Wellington control, in its role as a Public Transport Authority (PTA), of key public transport assets. The strategy will help shape the size and location of significant infrastructure investments across the Wellington region, these investments will largely be required, regardless of whether they are publicly or privately held.

The objective of the Asset Control Strategy is for Greater Wellington to play a more active and strategic role in the planning and management of key public transport infrastructure through a range of potential commercial arrangements (not necessarily confined to outright ownership).

The strategy influences how Greater Wellington pays for the investments needed rather than the quantum of investment needed and will reduce barriers to entry for new competitors resulting in improved competition.

With a move to the electrification of our bus fleet and depots, the project will aim to make savings to operational costs in the long term, through cheaper local government financing and improved competition while supporting long term network planning and improved network resilience.

Strategic enabling infrastructure and assets

Strategic enabling infrastructure and assets refers to the foundational elements necessary to deliver efficient and effective public transport services. Examples include depot land, access to motive energy (such as diesel, electricity, and hydrogen), rolling stock (such as buses, trains, and ferries), vehicle maintenance facilities, and workforce facilities. The way these assets are planned and provisioned can influence:

- Competition for unit contracts in both the short and long term
- Flexibility in enabling service changes over time
- Service resilience and continuity over time.

The following criteria as set out by NZTA have been used to classify enabling infrastructure and assets:

- **Tier 1 assets:** Foundational long-term strategic enabling assets such as land and access to energy. Lifecycles measured in decades and/or strategically important for enabling competitive and efficient markets and obtaining best long-term value for money
- **Tier 2 assets:** Medium-term enabling assets essential to service delivery (generally >10-year lifecycles) and the treatment of which can significantly influence obtaining best value for money
- **Tier 3 assets:** Commodity type assets (generally <10-year lifecycles) routinely renewed and replaced as part of normal business processes.

Tier 1 and 2 assets are defined as strategic enabling assets in line with NZTA guidance in this section.

We have also outlined the time horizon within which some of our strategic enabling infrastructure assets will be provided, renewed or upgraded in order to enable the delivery of integral services. The time horizons used (where applicable) are:

- **Short term** – assets that should be provided, renewed or upgraded within a three-year window of the plan being adopted
- **Medium term** - activities that should be provided, renewed or upgraded within a 10-year window of the plan being adopted
- **Future state** - activities that should be developed over a long-time horizon to give effect to longer term strategies or land use plans. Short- and medium-term initiatives should be steps towards a future state.

Metlink's approach to asset management is detailed in our Asset Management Plan (AMP). The AMP can be found on our Greater Wellington website here:
Greater Wellington Regional Council — Metlink 2024 Asset Management Plan

Network Infrastructure to support integral services

Network infrastructure comprises infrastructure located "out on the network" that enables passengers to utilise integral services and/or enable efficient service delivery. Examples include (but are not limited to) bus stops, train stations, ferry terminals, interchanges, special vehicle lanes like bus lanes, rail lines, vehicle layover locations, workforce rest and meal break facilities, and opportunity charging locations.

Any gaps in the network infrastructure are identified in discussions with our key partners (KiwiRail, operators and TLAs). Work to address any network infrastructure issues identified is then considered by Greater Wellington and prioritised based on funding available and the classification of the route affected.

Vehicle standards

Bus

All buses entering the contracted public transport fleet need to comply with NZTA's Requirements for Urban Buses (national standards for bus quality and accessibility) and other relevant standards.

Rail

Trains in New Zealand need to adhere to a number of standards to ensure safe and efficient operation, including those related to safety, operations, and infrastructure. These standards are primarily managed by NZTA Waka Kotahi in accordance with the Railways Act 2005.

Safety and Operational Standards:

Rail Operating Rules and Procedures

These rules, developed by KiwiRail, cover aspects like signaling, track usage, speed limits, communication, and emergency procedures.

National Rail Safety Standards (NRSS)

These standards, maintained by KiwiRail, provide high-level requirements for safe rail vehicle operation and information exchange.

Infrastructure and Engineering Standards:

Track Evaluation

Regular inspections of the track using specialised equipment (like the Track Evaluation Car) are crucial for maintaining compliance with engineering standards.

Ferry

Maritime NZ, the New Zealand maritime authority, implements international conventions into domestic regulations. These rules cover various aspects of ferry design, construction, equipment, and operation, including safety management systems and environmental standards.

Objectives and policies

P21. Objective: Prioritise safety through continuous improvements to both infrastructure and operations

Policies	Actions
a. Ensure that all vehicles and vessels continue to meet the required quality standards	i. Monitor contractual compliance with NZTA's Requirements for Urban Buses and other relevant standards for all contracted bus services ii. Monitor that rail maintenance and services comply with Rail Safety Licence requirements and vehicle minimum operating standards iii. Ensure that ferries comply with any required standards by Maritime NZ iv. Ensure that all vehicles match the appropriate sizing specifications for specific bus routes, considering geography and demand v. Implement standards for vehicle cleanliness and maintenance to maintain high-quality public transport service levels.
b. Monitor and continuously improve infrastructure assets and our management of them	i. Implement an asset control strategy to plan for changes to public transport asset ownership and future demand for public transport services ii. Regularly monitor and manage assets to ensure the effective maintenance and performance of infrastructure iii. Collaborate with territorial authorities, New Zealand Police, NZTA, and community groups to review and enhance infrastructure to increase personal safety and security.
c. Improve the accessibility and safety of the public transport system for passengers, workers, and the general public	i. Ensure that accessibility and safety considerations are a key part of the planning and provision of all public transport services and infrastructure ii. Collaborate with operators, stakeholders, and infrastructure providers to prioritise safety in all aspects of public transport operations iii. Engage with the disability community and other relevant stakeholders to adopt best practices (universal design) and create a transport system that caters to the needs of all users.
d. Continually improve accessibility and standards of vehicles, and access to infrastructure and facilities	i. Adhere to NZTA public transport design guidance, New Zealand Urban Design Protocol, and New Zealand Crime Prevention through Environmental Design (CPTED) guidelines to create accessible and safe public transport facilities ii. Implement improvements to make public transport services more accessible, such as priority seating, low-floor access on trains, and and accessible infrastructure at bus stops iii. Coordinate efforts to enhance the design and capacity of public transport stops, shelters, stations, and terminals to accommodate current and future needs.
e. Provide a low emissions public transport network	i. Incorporate low emissions technology in replacement strategies for end-of-life assets to reduce the environmental impact of public transport services ii. Develop business cases to support early asset replacement for decarbonisation purposes iii. Optimise the public transport network to minimise route complexity and improve energy efficiency iv. Deploy low-emission vehicles and new technologies to improve the environmental sustainability of the fleet, and closely monitor vehicle performance and maintenance v. Deploy low-emission vehicles and new technologies to reduce the health impacts from tail pipe emissions.

Objectives and policies

P22. Objective: Provide commercial offerings and opportunities linked to our public transport services and infrastructure

Policies	Actions
a. Ensure the advertising policy balances the needs of the Metlink brand while maximising revenue opportunities	i. Encourage businesses and potential advertisers to align with the Metlink Advertising Policy and advertise across the network ii. Seek advertising from organisations that share Greater Wellington values iii. Utilise static and digital channels across bus and rail assets and infrastructure to create a comprehensive commuter and public transport user journey iv. Utilise all available assets to maximise third party contributions to public transport operating costs.
b. Have a sponsorship policy specific to Metlink	i. Develop a sponsorship policy that supports the Metlink brand and aligns with Metlink values.

Bus Infrastructure

Tier	Infrastructure	Current
Tier 1	Energy to Site	• Operator responsibility.
	Land	• Long term lease of a site in Southern Wellington for the development of new Electric Bus Depot • Lease of 248 Thorndon Quay bus lay over • Operator responsibility.
Tier 2	Energy to Vehicles	• 6 x electric vehicle charging infrastructure – this infrastructure is owned by operators not Metlink.
	Vehicles	• 465 Buses (103 of which are electric) – note these buses are owned by our operators not Metlink.
	Vehicle Facilities	• 13 depots on the network. Metlink does not currently own any depots, and they are provided by the operators • 248 Thorndon Quay Layover – leased land from NZTA to provide 12 additional layover spaces and driver facilities in Wellington CBD.
	Driver/Staff Facilities	• 7 standalone driver toilets in Wellington City – refurbished and installed in 2024 • Planned Porirua Bus Hub development with new driver facility.

	Bus Shelters	• 1066 bus shelters on the network
		  • 613 (57.3%) are owned by Metlink
		  • 178 (16.6%) are owned by Ooh-media (Adshel), contracted by the Territorial Authority
		  • 271 (25.3%) are owned by Wellington City Council
		  • 6 (0.8%) are owned by the Wairarapa Territorial Authorities.

Tier 3 (includes network infrastructure)	Shelter Laminates	• 308 - Owned and maintained by Metlink (5-year life expectancy).
	Signage	• 3906 - Owned and maintained by Metlink (7-year life expectancy).
	Timetable Cases	• 2770 - Owned and maintained by Metlink (7-year life expectancy).
	Totems	• 58 - Owned and maintained by Metlink (20-year life expectancy).
	RTI Displays	• 212 - Owned and maintained by Metlink (10-year life expectancy).
	CCTV	• 14 - Owned and maintained by Metlink (7-year life expectancy).
	Poles	• 1966 - Owned and maintained by Metlink (10-year life expectancy).
	Seats	• 100 - Separated seats owned and maintained by Metlink (15-year life expectancy).

Rail Infrastructure

Tier	Infrastructure	Current
Tier 1	Energy to Site	• KiwiRail responsibility.
	Land	• 48 stations (Platforms owned by KiwiRail).
Tier 2	Rail On-Station Assets	• 23 station buildings • 88 station shelters • 955 CCTV cameras • 72 duress points/ECP/Jacques Help Points • 248 PA speakers/Jacques speakers.
	Vehicles	• 48 Matangi 1, 2 Car Units • 35 Matangi 2, 2 Car Units • 1 Matangi Driving Simulator • 2 Zephir 1800E Crab • 18 Suburban Wairarapa (SW) carriage cars • 6 Wairarapa Suburban Express (SE) carriage cars • 1 AG222 Cars.

	Vehicle Facilities	• EMU Maintenance Depot
		  • One Maintenance depot building
		  • One Wheel Lathe building
		  • Two Train wash buildings.

	Rail Station Access Assets	• 11 station bridges • 13 station subways • 72 Park and Ride areas (across 33 stations) • 13 cycle shelters • 9 cycle cones • 38 cycle racks • 75 cycle lockers.

Tier	Infrastructure	Current
Tier 3 (includes network infrastructure)	Other rail assets	• 1302 light fittings • 897 light poles • 318 seats • 92 litter bins • 2432 signs • 79 totems and flat panels • 24 beacons • 92 BRT LED signs • 56 RTI screens • 144 CIS systems including the digital displays.

All information in the tables above is correct as at June 2025. These are subject to change over the course of this RPTP.

RLTP projects

Name: Asset Control - Other Depot Opportunities
Lead: Greater Wellington
Desc: Identifying and evaluating long-term options for bus depots, with locations dependent on land availability and/or opportunities. Greater Wellington ownership would remove the need for operators to provide a depot, therefore removing a barrier to entry for operators.
Cost: $82.02 million
Status: NLTP Unfunded

Name: Asset Control - Depot Development
Lead: Greater Wellington
Desc: Delivering a long-term option for a southern bus depot in Miramar, to replace the earthquake-prone depot that is reaching end of life in Kilbirnie.
Cost: $101.53 million
Status: NLTP Unfunded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37. Ko te Ine i ā Mātou Mahi
Performance and Monitoring

As a publicly funded service, it is important that Greater Wellington monitors our Operators' service performance. Certain elements of an Operator's performance are therefore measured and reported against.

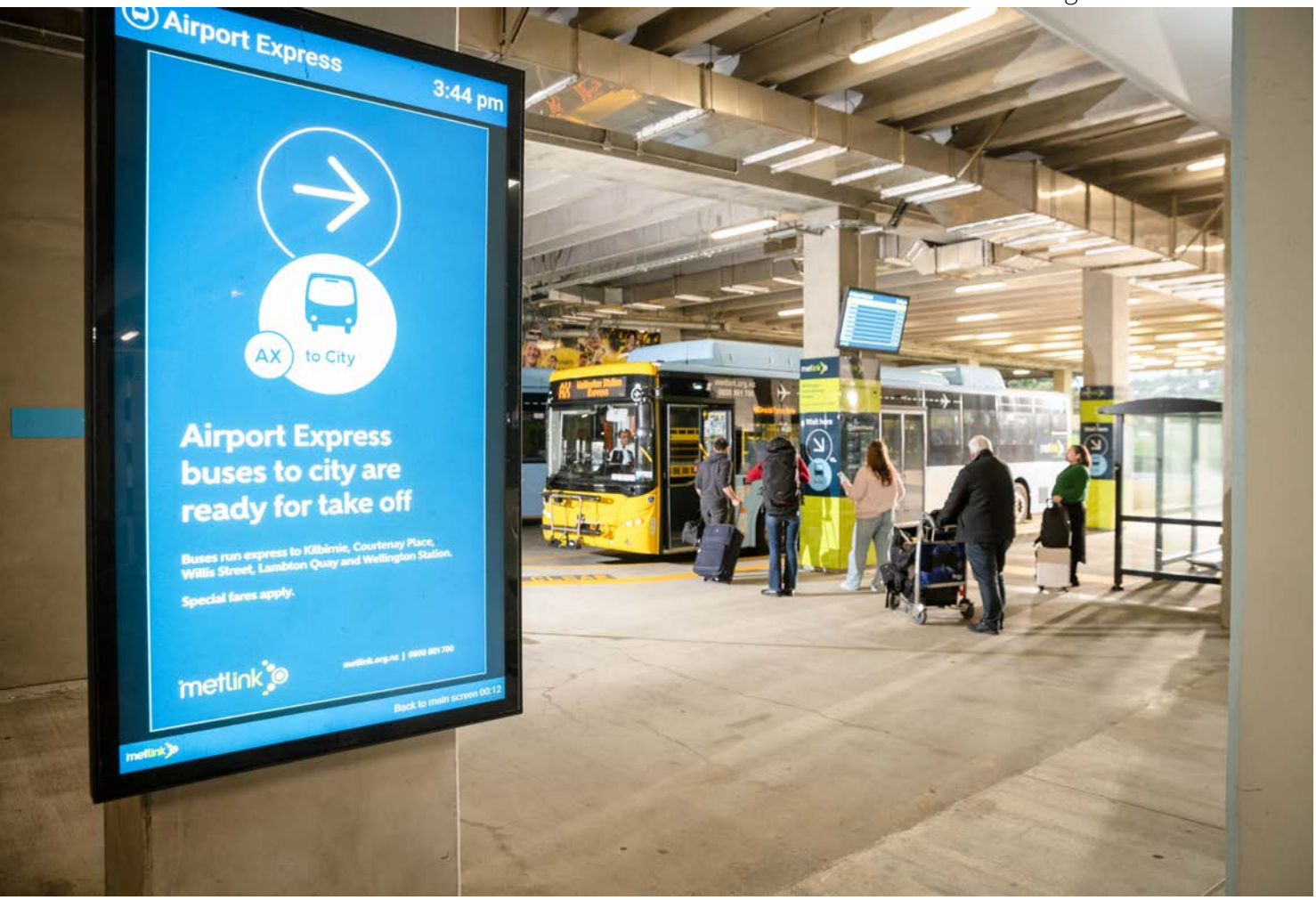
Metlink's performance measures are set out in the Greater Wellington Long Term Plan and our actual performance against those targets is published in the Greater Wellington Annual Report. Metlink has specific measures in the LTP relating to:

- Passengers' overall satisfaction with the Metlink public transport network
- Wellington public transport and active mode share of journeys
- The tonnes of carbon emissions emitted per year on Metlink Public Transport Services.

Metlink also collect data on the following:

- Service reliability
- Service punctuality
- Patronage
- Financial
- Fare revenue
- Cost per service Km
- Cost per passenger boarding; and
- Other measures as set out in our Partnering Agreements with operators.

Monthly performance reports are published on Metlink's website which provide public access to much of this information. More information can also be found in our Partnering Agreements with operators. Versions of these have been publicly released on the Greater Wellington website.




Manners Street at Cuba Street 11:10 AM
Courtenay Pl Due
Island Bay Due
Strathmore Pk 11:15am
Miramar 5 mins
Island Bay 5 mins
Lyall Bay 5 mins
Seatoun 8 mins
Lyall Bay 10 mins
Brooklyn 11:21am
Rongotai 11:22am
Courtenay Pl 12 mins
Airport 11:23am
Houghton Bay 11:25am
Courtenay Pl 16 mins
Miramar 17 mins
Miramar Hgts 18 mins
to Airport
PLATYPUS

Service performance expectations

Reference Number	Community outcome	Levels of Service	Performance Measures	Baseline 2022/23	2024/25 target	2025/26 target	2026/27 target	2027-34 target
1	Connected Communities	Provide a consistent and high-quality passenger experience across the public transport network	(1) Passengers' overall satisfaction with the Metlink public transport[6]	**Bus** 92% **Rail** 94% **Ferry** 97%	**Bus** 93% **Rail** 95% **Ferry** 98%	**Bus** 94% **Rail** 96% **Ferry** 98%	**Bus** 95% **Rail** 96% **Ferry** 98%	**Bus** >95% **Rail** >96% **Ferry** 98%
			(2) Passenger satisfaction with convenience of paying for Metlink public transport[7]	87%	87%	87%	89%	=/>90%
			(3) Passenger satisfaction with Metlink information currently available[8]	75%	85%	87%	89%	>90%
			(4) Passenger satisfaction with Metlink public transport being on time[9]	69%	>80%	>82%	>85%	>90%
			(5) Percentage of scheduled bus trips that depart their timetabled starting location on time (punctuality) – to 5 minutes[10]	94.4%	95%	95%	95%	95%
			(6) Percentage of scheduled bus services delivered (reliability)[11]	92.4%	98%	98%	98%	98%
			(7) Percentage of scheduled rail service delivered on-time (punctuality) – to 5 minutes[12]	80%	95%	95%	95%	95%
			(8) Percentage of scheduled rail services delivered (reliability)[13]	91.1%	99.5%	99.5%	99.5%	99.5%

2	Resilient Future	Promote and encourage people to move from private vehicles to public transport	Annual Public Transport boardings per capita	61.9	64.2	66	67.8	75.4
4	Resilient Future	Provide fit-for-purpose vehicles, infrastructure and services to continually deliver a high-quality core network that meets ongoing demand	(1) Percentage of passengers who are satisfied with the condition of the station/ stop/wharf[14]	91%	88%	89%	90%	>92%
			(2) Percentage of passengers who are satisfied with the condition of the vehicles (fleet)[15]	94%	94%	>94%	>94%	>96%
5	Resilient Future	Gross emissions for Metlink's public transport fleet will be minimised, reducing the offsets required to reach net carbon neutrality	Tonnes of CO_2 emitted per year on Metlink Public Transport Services	21,019 tonnes *2021/22 verified result	19,300 tonnes	17,900 tonnes	17,800 tonnes	16,300 tonnes[16]
7	Connected Communities	Maintain and improve access to public transport for all	Percent of people within a 5-10 minute walk of an all day, 7 day a week public transport service with minimum 60-minute daytime frequency	74.4%	Increase on baseline	Increase on baseline	Increase on previous	Increase on previous
8	Connected Communities	Increased patronage of PT by disabled people (people with an activity limitation)	Increased boardings by people that use the Accessible Concession[18] (as a percent of total boardings)	New measure Current baseline (Dec22 – June 23) 0.9%	>1%	1.5%	2%	=/>4%

38. Ko te Kaupapa Here Hirahira
Significance Policy

The RPTP can be varied at any time. However, if a variation is found under our significance policy to be 'significant', consultation will take place in accordance with our special consultative procedure. The approach to consultation will reflect the level of significance of any proposed variation. Significance is a continuum, from variations of high significance through to variations of low significance. If the significance threshold under this policy is not met, Greater Wellington will undertake targeted consultation on matters affecting specific communities and stakeholders. Greater Wellington will determine the significance of variations to the RPTP on a case-by- case basis, taking into account the extent to which the variations:

- Signal a material change to the planned level of investment in the public transport network
- Affect the purpose of the Land Transport Management Act 2003
- Affect residents (variations with moderate impacts on a large number of residents, and those with major impacts on a small number of residents will be more significant than those with minor impacts)
- Affect the integrity of the RPTP, including its overall affordability
- Are in response to central government direction or national policy changes.

Consideration will be given to the costs and benefits of any consultative process or procedure and the extent to which consultation has already taken place.

Significant and non-significant matters

Matters that will always be considered 'significant' are:

- Variations that amend the significance policy
- Any increases in fares above those provided for in the revenue, financing and fare policies and Greater Wellington's Long-Term Plan
- Major reorganisation of Units.

Matters that will always be considered 'not significant' are:

- Minor editorial and typographical amendments to the RPTP
- Minor changes to fare levels in accordance with current policy and funding levels, as set out in Greater Wellington's Long-Term Plan.

Matters that will usually be considered 'not significant' are:

- Those that have recently been consulted on, including the addition, removal or amendment of any matter on which there has already been consultation in accordance with the special consultative procedure
- Minor changes to service descriptions after a service review, for example changes to the frequency and hours of a service that result in the same, or a better, level of service
- Changes to the descriptions of services or service groupings as a result of an area-wide service review, as long as there is no significant increase in cost.

Targeted consultation on non-significant variations

If Greater Wellington determines that a proposed variation is not significant, targeted consultation will still be undertaken as follows:

Consultation for service reviews: as service reviews affect only a part of the region, full consultation will generally not be required. Instead, key stakeholders (including the relevant operators, territorial authorities and community boards or committees) will be included in preliminary consultation as the sector plan is developed. Targeted public consultation may follow once options have been identified.

Consultation for minor changes in the delivery of 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. In these cases, consultation will generally be undertaken at a low level with the operators involved and may also include the relevant local councils and passengers who use the services.

Changes in procurement policies: Greater Wellington may be required to update its procurement policy in response to national or local government policy changes. Targeted consultation will be undertaken once updated draft policies are available.

Other non-significant variations: Greater Wellington may work through any proposals for changes that affect only a sector of the community or the industry with those most likely to be affected, as well as other relevant stakeholders.

39. He Aha te RPTP me Tōna Pūtake?

What is the RPTP and Why is it Needed?

The Wellington Regional Public Transport Plan (RPTP) guides the design and delivery of public transport services, information, and infrastructure within the Wellington region (Wellington).

This RPTP describes:

- What we want our public transport system to achieve (long-term goals and objectives)
- How we propose to get there (our strategic focus areas, policies, and actions to achieve our goals)
- The public transport services we currently provide and propose to provide.

The RPTP has a ten-year strategic focus, with particular attention to the coming three-yearly operational cycle. This RPTP focuses on the period from mid-2025 to 2035.

RPTPs are statutory documents (required by legislation) under the Land Transport Management Act 2003 (LTMA). Regional councils like Greater Wellington who provide, or fund public transport must adopt a RPTP.

40. Ko ngā Here Ā-ture me ngā Hononga ki Mahere kē Atu

Legal Requirements and Links to Other Plans

The legal requirements

The statutory requirements for preparing the RPTP are set out in Part 5 of the Land Transport Management Act 2003 (LTMA).

The LTMA, places a significant emphasis on Public Transport Authorities planning and delivering public transport in consultation and collaboration with territorial authorities, and public transport operators.

This recognises, that to deliver consistently good journey experiences and attract and retain passengers requires a wide range of elements such as land use, network planning, infrastructure provision and efficient and effective operation of services. These elements must come together in an integrated way.

The RPTP's statutory purpose is to provide:

- A means for encouraging regional councils, territorial authorities, and public transport operators to work together in developing public transport services and infrastructure
- An instrument for engaging with the public in the region on the design and operation of the public transport network
- A statement of -
  - the public transport services that are integral to the public transport network
  - the policies and procedures that apply to those services
  - the information and infrastructure that support those services.

The review of our RPTP is based on five principles from section 115(1) of the LTMA.

1. Well-used public transport services reduce the environmental and health impacts of land transport, including by reducing reliance on single-occupant vehicles and using zero-emission technology
2. Public transport services support a mode shift from private motor vehicle use and equitable access to places, facilities, services, and social and economic opportunities if they are co-ordinated, integrated, reliable, frequent, accessible, affordable, and safe
3. Fair and equitable employment or engagement of people in the public transport workforce should ensure that there is a sufficiently robust labour market to sustain and expand public transport services
4. Regional councils, territorial authorities, and public transport operators should work together to co-ordinate public transport services, the provision of infrastructure, and land use as necessary—
   - to meet the needs of passengers
   - to encourage more people to use the services
5. Public transport services should be provided in a way that assists—
   - public transport investment to be efficient
   - public transport investment to give value for money.

These principles have guided Greater Wellington in the development of this RPTP. Greater Wellington is therefore satisfied that these principles, and requirements for collaboration and consultation with key partners and stakeholders (LTMA s.125), have been applied through development of the RPTP. Greater Wellington also applied NZTA's RPTP development guidelines to the development process of this RPTP.

Links to other plans

The RPTP 2025-35 considers and gives effect to a range of national and regional policies, strategies, and legislation.

Legislation	Central government	Regional
Land Transport Management Act 2003	Government Policy Statement on Land Transport 2024	Greater Wellington's Long-Term Plan 2024 (LTP)
Land Transport Act 2017	National Policy Statement on Urban Design	Wellington Regional Land Transport Plan 2024 (RLTP)
Local Government Act 2002	Ministry of Transport's 2016 Accessibility of Public Transport for those with a Disability	Wellington Future Development Strategy (FDS)
Local Government Official Information and Meetings Act 1987	UN Convention on the Rights of Persons with Disabilities (ratified by New Zealand in 2018)	Greater Wellington Climate Change Strategy
Resource Management Act 1991	Emissions Reduction Plan	Greater Wellington Māori Economic Development Strategy
	NZTA's Public Transport Framework	Metlink's Public Transport Asset Management Plan
		Metlink's Accessibility Action Plan
		Territorial Authority plans and strategies
		Other Regional Public Transport Plans

41. Ko tō Mātou Aronga Rautaki
Our Strategic Direction

This section outlines the emerging strategic direction for land transport focusing on public transport, including:

- Government Policy Statement on Land Transport (GPS) 2024-34
- The strategic objectives of the RLTP
- The strategic objectives of the LTP
- The strategic objectives of the FDS
- The Land Transport Management Act 2003 as amended.

42. Ko te Kaupapa Kere ā-Kāwanatanga mō te Waka Whenua (GPS)
Government Policy Statement on Land Transport (GPS)

The Government Policy Statement on Land Transport (GPS) determines how investment into the land transport system from the National Land Transport Fund (NLTF) will contribute to achieving overall government outcomes. It outlines central government's strategy to guide land transport investment over the next 10 years. It also provides guidance to decision-makers about where and under what conditions government will focus resources.

Through the GPS, "The Government's overarching goal for transport is an effective, efficient, safe, secure, accessible, and resilient transport system that supports the growth of our country's economy in order to deliver greater prosperity, security and opportunities for all New Zealanders".

The GPS 2024-34 identifies four Strategic Priorities:

- Economic Growth and Productivity
- Increased maintenance and resilience
- Safety
- Value for money.

Over $7 billion is spent through the NLTF each year supplemented by co-investment from local government and additional funding and financing.

Revenue raised from the land transport system - Fuel Excise Duty, Road User Charges and motor vehicle registration and licensing fees - is put into the National Land Transport Fund (NLTF) to be used on transport projects including public transport.

The GPS influences decisions on how money from the NLTF will be invested across activity classes such as Public Transport Services. It also guides local government and NZTA on the type of activities that should be included in RLTPs and the National Land Transport Programme.

Central government can also provide additional funding to progress specific transport activities or projects. In most cases, this funding is appropriated by Parliament outside of the NLTF and is spent by NZTA or KiwiRail acting as the Crown's delivery agent.

In November 2024 NZTA released to public transport authorities, requirements on increasing the 'private share' of public transport revenues. Private share is a measure of cost recovery and represents the proportion of public transport operating expenditure funded from private revenue sources like passenger fares and advertising. It is current Government policy to work on increasing private share to support increased levels of public transport expenditure

with the stated aim of reducing pressure on ratepayers and taxpayers.

For the past five years, Greater Wellington has been actively working on initiatives to increase non-fares revenue, particularly by increasing our share of the Wellington outdoors advertising market. Other initiatives relating to increasing revenue and actively managing costs are covered in this RPTP. Greater Wellington is actively working with NZTA on approaches to implement the Government's private share policy while continuing to maintain service levels and keep fares affordable and attractive.

Ministry of Transport Outcomes Framework

The Ministry of Transport's Transport Outcomes Framework outlines five outcome areas sought from the transport system. These are economic prosperity, inclusive access, healthy and safe people, resilience, and security and environmental sustainability. Public transport contributes to these outcome areas in various ways.

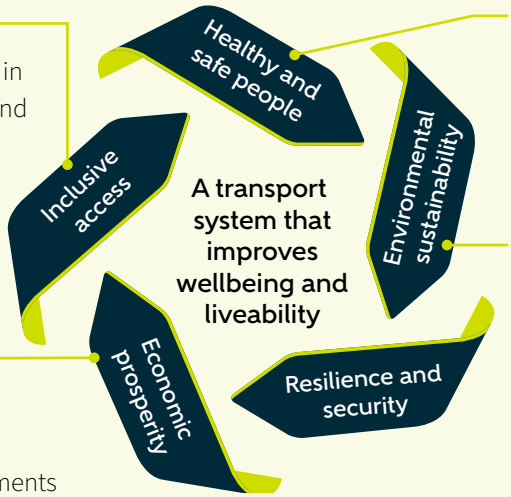
For example, public transport can:

- Enable efficient and productive use of high value urban space (economic prosperity, environmental sustainability)
- Alleviate congestion (economic prosperity)
- Improve access to markets, employment and areas that contribute to economic growth (economic prosperity, inclusive access)
- Enable access to employment, education, healthcare, social and cultural opportunities (economic prosperity, inclusive access, healthy and safe people)
- Ensure access to essential services for those unable to drive (economic prosperity, inclusive access, healthy and safe people)
- Provide resilience to rising transport and energy costs by providing an alternative to private motor vehicles (resilience and security, inclusive access, economic prosperity)
- Reduce harmful emissions to the environment and human health (environmental sustainability, healthy and safe people)
- Reduce deaths and series injuries as public transport is among the safest form of transport (healthy and safe people).

The role of public transport and the benefits it can offer differ by location and spatial context.

Inclusive access
Enabling all people to participate in society through access to social and economic opportunities, such as work, education, and healthcare.

Economic prosperity
Supporting economic activity via local, regional, and international connections, with efficient movements of people and products.



Healthy and safe people
Protecting people from transport-related injuries and harmful pollution, and making active travel an attractive option.

Environmental sustainability
Transitioning to net zero carbon emissions, and maintaining or improving biodiversity, water quality, and air quality.

Resilience and security
Minimising and managing the risks from natural and human-made hazards, anticipating and adapting to emerging threats, and recovering effectively from disruptive events.

GPS 2024 projects in the Wellington region

Roads of National Significance (RONS)

- Otaki to North of Levin
- Second Mt Victoria Tunnel and Basin Reserve upgrade
- Petone to Grenada Link Road and the Cross Valley Link.

Roads of Regional Significance (RORS)

- State Highway 58 Improvements Stage 2
- State Highway 2 Melling Transport Improvements.

Public Transport projects

- Lower North Island Rail Integrated Mobility (LNIRIM) programme

43. Ko te Mahere ā-Rohe Waka Whenua
Regional Land Transport Plan 2021: 2024 Mid Term Review

The Regional Land Transport Plan 2021: 2024 Mid Term Review (RLTP) sets the direction for Wellington's transport network for the next 10 years. The RLTP 2024 Mid-Term review re-confirmed the strategic priorities, direction, and supporting policies including the importance of investing in public transport to deliver its outcomes. The RLTP 2024 Mid-Term Review also looked at the transport projects that the Wellington region prioritised for NLTF funding over the next triennium. The RLTP describes the region's long-term vision, identifies regional priorities and sets out the transport projects we intend to invest in. The RLTP is a collaboration between all territorial authorities in the Wellington region, NZTA, Department of Conservation and KiwiRail.

The RLTP recognises the significant role transport plays in shaping what Wellington is like as a place to live, work, play and learn. As the region grows, more people and increased economic activity will place greater demand on the transport network, including public transport. The RLTP sets the vision for investing in a transport network that:

- Offers good, affordable travel choices
- Supports compact centres, liveable places and a strong economy
- Is safe
- Minimises impacts on the environment
- Provides for connected, resilient and reliable journeys.

To achieve its vision, the RLTP sets out the region's priority areas for investment:

- **Public transport capacity:** Build capacity and reliability into the Wellington region's rail network and into Wellington City's public transport network to accommodate future demand
- **Travel choice:** Make walking, cycling and public transport a safe and attractive option for more trips throughout the region
- **Strategic access:** Improve access to key regional destinations, including the port, airport and hospitals, for people and freight
- **Safety:** Improve safety, particularly at high-risk intersections and on high risk urban and rural roads
- **Resilience:** Build resilience into the region's transport network by strengthening priority transport lifelines and improve redundancy in the system. The RLTP informs and is informed by the RPTP.

You can read the RLTP Mid Term Review on Greater Wellington's website here.

44. Ko te Pae Tawhiti o Te Pane Matua Taiao

Greater Wellington's Long Term Plan

Every three years Greater Wellington creates a Long-Term Plan (LTP) which outlines what it will do over the next 10 years, how much it will cost, and who will pay for it. Public transport is a significant part of Greater Wellington's long term planning focus, accounting for approximately 65% of Greater Wellington's expenditure. LTP investment and funding for public transport 2024-34 is:

- Capital spending of $712m
- Operational spending of $4.8b
- Rates contribution of $138m.

Greater Wellington's direction through the LTP integrates key strategic drivers and frameworks that link us together and guide us toward success. Everything we do contributes towards improving the environmental, social, cultural, and economic wellbeing of our region. We describe these long-term impacts through our Community Outcomes, which for the Metlink Group are:

- **Nui te ora o te taiao** Thriving Environment - We contribute to a low emissions region by lowering the carbon emissions of our transport network
- **He hapori kotahi** Connected Communities - We make sure our public transport network is accessible and efficient so people can get to the places they want to go
- **He manawaroa te āpōpō** Resilient Future - We are future proofing our public transport network to ensure people can continue to move around the region.

The LTP forecasts ongoing impacts on the public transport system from climate change and natural hazards. Increased size and nature of weather events will drive increased transport infrastructure repair costs, increased insurance costs, and drive the need for increased capital expenditure.

You can read the Greater Wellington LTP on Greater Wellington's website here.

45. Te Rautaki Whanaketanga ki tua a Wairarapa- Wellington- Horowhenua

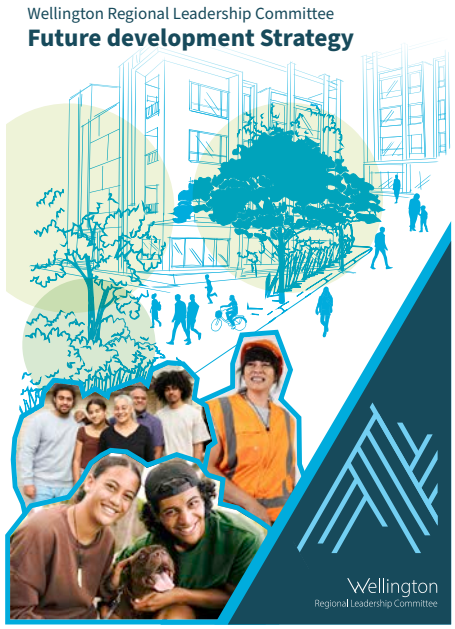
Future Development Strategy

The Wairarapa-Wellington-Horowhenua Future Development Strategy (FDS) sets out how local government and its partners plan to deliver well-functioning urban environments in our existing and future towns and cities over the next 30 years. The FDS proposes where to prioritise housing and business development, as well as investment in infrastructure to support this development.

The FDS guides regional policy development, including Regional and District Plan changes in the future, as well as Land Transport Plans, infrastructure strategies, council budgets (Long Term Plans) and other policies. The Future Development Strategy builds on work done previously across the region and replaces the Wellington Regional Growth Framework.

Strategic direction for the FDS includes "ensuring urban development and infrastructure planning is integrated to create thriving communities", resulting in Urban Development integrated with transport planning so that urban development is located within walking distance of rapid transit corridors, high frequency public transport and supports uptake of active transport modes to maximise travel choice.

The Waterloo Transit Oriented Development is a Priority Development Area under the FDS.



The FDS is a statutory plan developed by the Wellington Regional Leadership Committee, a union of councils, iwi and central government in the Wellington-Wairarapa-Horowhenua region, formed to work together to positively shape the future of the region. The FDS can be read here. The FDS Implementation Plan can be read here.

46. Land Transport Management Act 2003

In August 2023, the Land Transport Management Act 2003 (LTMA) was amended with the passing of the Land Transport Management (Regulation of Public Transport) Amendment Act 2023 (the Amendment Act). The amendments to the LTMA mean:

- There are new objectives for the planning, procurement and delivery of public transport to be established and embedded in the LTMA
- That in-house delivery of public transport services is enabled
- That there is transparency around aspects of service delivery including the procurement and contractual arrangements
- Different asset ownership, including public transport authorities owning assets directly, is enabled
- Greater collaboration is encouraged between regional councils and territorial authorities in preparing regional public transport plans
- The framework for exempt services has changed, expanding the scope to include commercial and inter-regional public transport services
- The definition of Public Transport is expanded to include On-Demand public transport services and shuttle services
- Some exempt On-Demand services are allowed, and all exempt shuttle services are to be operated without the requirement to be registered with the regional council
- That regional councils can procure, contract, and deliver on-demand services separately to timetabled services.

The Amendment Act acknowledges the need for public transport investment to be efficient and provide better value for money. It facilitates stronger measures for Territorial Authority involvement in the RPTP development process. The changes acknowledge that the previous operating model created a barrier for decarbonisation targets and improvement of employee terms and conditions.

Data used in this document

The data used in the development of this RPTP is informed by the 2018 Census information and household travel survey data and information from other authoritative sources including Sense Partners.

Some key points / caveats to note for the data we have used in the development of this RPTP:

- We have run projections, not forecasts
- The latest projections were developed in 2023 working with other Territorial Authorities
- The next update to projections will be in 2025 and will use the latest Census 2023 numbers as a baseline.

47. He Rārangi Kupu
Glossary

Accessibility	The ability to reach a destination by a transport mode. Another meaning used more narrowly in relation to public transport is "the ease with which all categories of passenger can use public transport" as defined by the Human Rights Commission in The Accessible Journey 2005. Of specific relevance to people with disabilities.
Bus Rapid Transit	A network of corridors with priority measures (including dedicated lanes and signal priority) used by high quality, high-capacity buses.
Farebox recovery rate	The proportion of the cost of operating a public transport service that is covered by public transport fares paid by passengers.
GPS	Government Policy Statement on Land Transport outlines the government's strategy for investment in land transport over the next 10 years, which is then implemented by NZTA through the National Land Transport Programme.
Greater Wellington	Greater Wellington Regional Council.
NTS	National Ticketing Solution (Motu Move).
NLTF	National Land Transport Fund is the dedicated fund for maintaining and developing local and national transport services.
NLTP	National Land Transport Plan - A three-year programme that sets out how NZTA invests in national land transport funding.
LTMA	Land Transport Management Act 2003.
Metlink	Greater Wellington public transport.
Motu Move	The National Ticketing Solution
Off-peak period	For the purposes of fare charging, it is weekdays before 7am (bus only), between 9 am and 3 pm and after 6.30 pm and all-day weekends and public holidays. Operational definition of 'peak' and 'off-peak' may vary by service.
ONF	One Network Framework.
Peak Period	All time periods other than off-peak periods.
Rapid transit	The Government Policy Statement on Land Transport defines rapid transit as "A quick, frequent, reliable and high-capacity public transport service that operates on a permanent route (road or rail) that is largely separated from other traffic." The National Policy Statement for Urban Development (NPS-UD) shares the same definition for 'rapid transit service', but extends it to "any existing or planned" service. "Planned" means planned in a regional transport plan such as this plan.
PTOM	The Public Transport Operating Model developed by central government and NZTA.
Public transport route	A grouping of related public transport services.

Public transport service	A public transport service scheduled to operate at a specified time and available to the public generally.
Regional Transport Committee	The Committee promotes the objectives of the LTMA within the Wellington region, linking it to other regions of New Zealand and other transport systems. It provides the Regional Council with any advice and assistance the Regional Council may request in relation to its transport responsibilities. The Regional Transport Committee has specific responsibility for developing the RLTP.
RLTP	Regional Land Transport Plan. Provides the strategic direction for land transport in the region. The RPTP must give effect to the public transport service components of the RLTP.
RPTP	Regional Public Transport Plan - guides the design and delivery of public transport services, information, and infrastructure in the Wellington region.
Route	Public transport route, a grouping of related public transport services.
Service review	A review of public transport routes and services within an area or a review of any other grouping of services.
Total Mobility	Total Mobility subsidises door-to-door transport for disabled people who cannot independently use regular public transport services, all or some of the time.
Transport disadvantaged	People whom Greater Wellington believes are least able to get to basic community activities and service for example, work, education, health care, welfare and food shopping.
Unit	A grouping of related routes operating within a certain geographic area or along a shared corridor.
Vehicle	A public transport service vehicle, including bus, train and ferry.

For more information, please contact Greater Wellington:

Wellington office

PO Box 11646,
Wellington 6011
T 0800 496 734

Masterton office

PO Box 41,
Masterton 5840
T 0800 496 734

www.gw.govt.nz

info@gw.govt.nz
Facebook
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