

METLINK – Results of 2019 Bus Review – Summary of Outcomes Relevant to Northland/Wilton

Prepared by Creswick Valley Residents Association

Metlink released the results of the bus review just prior to Christmas (2019). There are a number of documents - but we have endeavoured to condense the outcomes relevant to Northland/Wilton into this summary.

(GWRC also received community feedback through the on-line "Have your say" survey. Those results are reported separately - we haven't looked at those and they aren't included in this summary).

The research conducted through the drop-in sessions in Karori, Wilton and the city centre, as well through a focus group (of users with a disability) and a charrette (planning workshop) are reported in the GWRC City Bus Network In-Person Engagement Summary Report, Oct 2019.

The report states, somewhat charitably, that overall people's experiences with the new bus system were "mixed" - some thought it was better, some did not.

The feedback on network design was that changes were needed to

- 1 Reduce the need for transfers
- 2 Provide direct services to the hospital (from all areas)
- 3 Where transfers were required, make connections swift and reliable (and this was particularly noted as an issue for connections between the 18e, 21 and 22)
- 4 Extend peak hours
- 5 Increase weekend services and start earlier
- 6 Improve services either side of school start and finish

Operational issues were

- 1 Minimise cancellations
- 2 Improve access and public safety at hubs and crossings
- 3 Improve weather proofing and perceived public safety at hubs
- 4 Improve the reliability of real-time information

For the Western Suburbs

- 1 Improve off- peak services, particularly for Karori South
- 2 Increase frequency for direct service to hospital
- 3 Provide more direct access to city/ Courtenay Place, particularly for Northland/Wilton Residents
- 4 Train bus drivers to negotiate the steep streets in the region

Feedback on specific routes:

#2 good route, especially going to the airport

#18e - valued by users but needs to be more frequent and reliable

#22 - valued by students butnot by anyone else (except those working in the Molesworth St precinct) and needs to extend at least through Lambton Quay to Courtenay Place, possibly even to the hospital.

#13 - operates for such a short time

#21 - valued - once again particularly for students getting to university from Courtenay Place

Parking issues

One pertinent comment was that the changes have resulted in people driving to park around the Northland/Karori tunnel area in order to catch just one bus to town - resulting in crowding on the Karori routes (esp 2) and increased car parking congestion in the roads around the tunnels and Appleton Park.

And it was also suggested that it would be good to have a bus route linking Wilton with Karori, given the key services (pool, library) that are there.

There is more

See here for a link to all the reports and Western Suburbs only sections:

<https://www.metlink.org.nz/our-metlink-journey/our-metlink-bus-journey/bus-network-review/about-the-review/>

So, what are they doing?

There is a bus network action plan but we won't see changes immediately. Those recommendations relevant to Northland/Wilton are as follows:

- Consider extending route 22 along Golden Mile (Oct 2020), and then consider extending this route to the Hospital (Oct 2021)
- Route 18e - frequency at shoulder peak and school start/finish times will be increased (in October 2020)
 - then investigate increasing frequency to every 30 mins all day (from Oct 2020)
- Add targeted Victoria University campus connection from Oct 2021 (this will replace the 22, which will by that stage be routed via Lambton Quay)
- Add additional Route 13 early morning and shoulder peak services (from October 2021)
- Extend Route 14 trips to Rongotai College during school terms (from May 2020)
- Increase Route 2 frequency in stages, starting with shoulder peak frequency improvements (from May 2020) and then inter-peak/weekend frequency from Oct 2020, and peak frequency (from Oct 2021)