

7 October 2021

By email: [REDACTED]

Tēnā koe [REDACTED]

Request for Information – Local Government Official Information and Meetings Act 1987

We refer to your official information requests dated 10 September 2021 for the most up-to-date plan for how the Micromobility Programme funding will be spent in the 2021/22 financial year, the business case assessment undertaken by Waka Kotahi and the work plan for the Cross Valley Connections programme and the 'Engagement' and 'Challenges & Opportunities' Reports associated with the Integrated Transport Strategy.

Micromobility Programme

The information you have requested is enclosed. This sets out the proposed Micromobility projects for 2021/22. We are currently reviewing our projects in order to deliver the best outcomes for our city and to ensure that they integrate with other key transport projects. This may result in changing the timing of some of these projects.

Cross Valley Connections Programme

The Cross Valley Connections Programme Business Case (PBC) was approved by the Waka Kotahi Board at its August 2021 meeting. Hutt City does not have a copy of the assessment undertaken by Waka Kotahi. As this is held by another agency, your request for a copy of this information will be transferred to Waka Kotahi.

In respect of the Cross Valley Connections work plan, we are currently reviewing the staging of the programme to align with other projects to ensure that we deliver an integrated transport system across the city.

Integrated Transport Strategy – Phase A – Engagement Summary Report

Please find attached the latest version of this report, along with a file note dated 6 August 2021.

Please note that this letter (with your personal details removed) may be published on the Council's website.

If you have any question regarding this response, me at Jon.Kingsbury@huttcity.govt.nz.

Nāku noa, nā
Jon Kingsbury
Head of Transport

Hutt City Micromobility Projects

Activity name	Activity description	Total cost \$'s 2021/22
Avalon School Shared Path Connections	Shared Path Connections	192,000
Taita Schools Shared Path Connections	Shared Path Connections	858,000
William Street Cycleway Connection	Cycleway Connection	440,000
Bolton Street Cycleway Connection	Cycleway Connection	440,000
Bay Street Cycleway Connection	Cycleway Connection	440,000
Victoria Street Cycleway Connection	Cycleway Connection	440,000
Te Puni Street Cycleway Connection	Cycleway Connection	440,000

Hutt City Council

INTEGRATED TRANSPORT STRATEGY PHASE A - ENGAGEMENT SUMMARY REPORT

8 JULY 2021

Let's talk transport!

Tell us how you travel around Lower Hutt.

What's working well?
What could be done better?

hutt.city/talktransport

Scan the QR code to take the survey

He waka eke noa



INTEGRATED TRANSPORT STRATEGY PHASE A - ENGAGEMENT SUMMARY REPORT

Hutt City Council

WSP
Wellington
L9 Majestic Centre
100 Willis Street
Wellington 6011, New Zealand
+64 4 471 7000
wsp.com/nz

REV	DATE	DETAILS
1	01/07/2021	First draft for review
2	08/07/2021	Final draft for client

	NAME	DATE	SIGNATURE
Prepared by:	Cathy Crooks	01/07/2021	
Reviewed by:	Jared Humm	08/07/2021	
Approved by:	Roger Burra	08/07/2021	



TABLE OF CONTENTS

	EXECUTIVE SUMMARY	ii
1	INTRODUCTION.....	1
1.1	PROJECT BACKGROUND.....	1
1.2	PURPOSE OF THIS REPORT	2
2	OUR PUBLIC PARTICIPATION GOAL.....	3
3	WHAT WE DID	4
3.1	MAYOR'S LETTER.....	4
3.2	ONLINE ACTIVITES	6
3.3	TRADITIONAL MEDIA.....	6
3.4	POP-UP EVENTS.....	6
3.5	ONE-ON-ONE MEETINGS	8
3.6	ONLINE SURVEY.....	8
4	WHAT WE FOUND.....	9
4.1	SURVEY RESPONSES	9
4.2	ONE-ON-ONE MEETINGS	22
4.3	WRITTEN FEEDBACK.....	23
5	NEXT STEPS.....	25
	APPENDIX A.....	26
	APPENDIX B.....	28

EXECUTIVE SUMMARY

In December 2020 Hutt City Council (Hutt City) commissioned WSP NZ Ltd (WSP) to develop an Integrated Transport Strategy for Hutt City (the Strategy). The first phase (Phase A) of work in developing the Integrated Transport Strategy was to undertake a technical analysis, review existing policy at all levels of government, and obtain community insights and discuss the project with key stakeholders. These tasks were undertaken from February to June 2021.

Our engagement around the Strategy aimed to obtain viewpoints from a wide range of sources. This included identifying and communicating with key stakeholders and seeking their input.

The Strategy was promoted in a variety of ways, including:

- A letter from the Mayor to key stakeholders;
- Pop-up events;
- One-on-one meetings with key stakeholders;
- The use of social media;
- Traditional media; and
- An online survey (from Monday 17 May - Monday 7 June 2021).

An email was sent from the Project's email address to key stakeholders inviting them to engage with the Strategy through email feedback, one-on-one meetings, and the online survey. This included a link to the survey for disbursement through networks, and in all this link was sent to over 600 email addresses.

The survey was developed to identify the significant places and journeys made by people in the various communities of Hutt City, and any challenges and opportunities they may present.

A total of 396 people took part in the survey and 257 provided general responses. Of the respondents who provided their age group information, over half were between 30 and 49 years old with older and younger generations comparatively less well represented.

Almost half of journeys were to get to work, with almost a third for recreational or social purposes. Journeys were predominantly by private vehicle, with over a third by public or active transport modes.

The greatest density of private vehicle journeys was along State Highway 2, The Esplanade, from Wainuiomata, and within the central city. For active transport (cycling and scootering and walking) the Hutt River Cycle Trail and the Esplanade and main arterial roads (Hutt Road, State Highway 2 and Oxford and Cambridge Terraces) are key routes. Wakefield Street and Waterloo and Knights Roads provide key cross-valley linkages for these journeys.

When combined across all respondents, the top four negative experiences were:

- Traffic congestion;
- Road design and layout;
- Being unsafe for cyclists; and
- Unsafe driving behaviour.

Far more negative points were contributed by respondents, with only one third being used to identify positive locations for experiences.

Respondents were asked about the current frequency of their mode(s) of transport and what modes they would like to use in the future if all options were safe and convenient. Public transport and walking would see an almost doubling in their use as 'almost always'. When broken down by age groups, the shift appears to be driven by the younger and older age groups.

1 INTRODUCTION

1.1 PROJECT BACKGROUND

In December 2020 Hutt City Council (Hutt City) commissioned WSP NZ Ltd (WSP) to develop an Integrated Transport Strategy for Hutt City (the Strategy). Currently Hutt City's overall approach to transport sits across a variety of Council, regional, and national level documents. Developing a single, integrated strategy will put everything into one place creating a simpler, easier to understand story. Additionally, this is an opportunity to engage with the community to provide additional insights into the issues and drivers for transport in Hutt City.

The first phase of work in developing the Strategy, known as Phase A, is to undertake a technical assessment of data and key policy documents at all levels of government, and obtain community insights and discuss the project with key stakeholders. The community engagement part of this process consisted of an online survey that ran from Monday 17 May - Monday 7 June 2021. This Phase of the Strategy is shown in the highlighted areas of Figure 1.

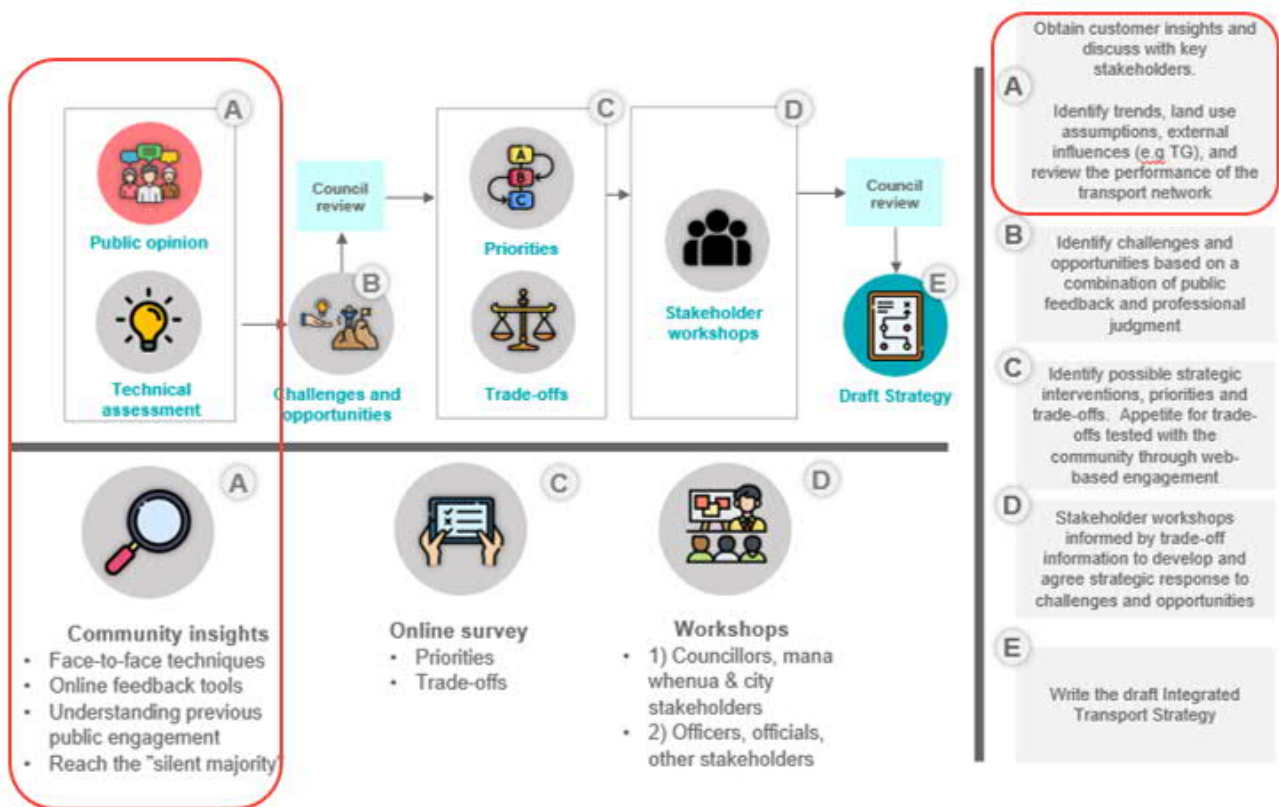


Figure 1: Summary of Project Phases

Gaining early insights from the community and stakeholders allows the Strategy to be developed with knowledge of community views, information about how they get around, their "pain points" and aspirations for the city's transport system and future growth.

The technical assessment describes the current and likely future situation for how transport and land use system is used and the problems it poses. It also reviews existing policy documents at all

levels of government to understand the key issues and drivers of current policy. This is an important step and will lead to the development of a short technical note summarising the key findings.

The information we have received and subsequent technical assessments in Phase A will be used to identify gaps between the current and likely future situations. Understanding these key stakeholder and community priorities and potential trade-offs is a fundamental component in developing the Strategy

1.2 PURPOSE OF THIS REPORT

The purpose of this report is to summarise the engagement that took place, and what we learned from these interactions. This will then be fed into Phase B of the project which will identify challenges and opportunities for transport in Hutt City, and will ultimately provide decision makers with the information they need to make informed and robust decisions.

A variety of terms referencing different groups are used throughout this engagement summary to identify the focus of engagement activities, and are loosely defined as follows:

- “Stakeholders” - groups formed to represent particular groups, in areas such as governance, commerce, industry etc. Further defined into sub-sets of:
 - “Key Stakeholders” - groups that may have more of an interest in the Spatial Plan and Integrated Transport Strategy than the general public.
 - “City Stakeholders” - those stakeholders with a particular interest in issues relating specifically to Hutt City, such as the Hutt Valley Chamber of Commerce.
- “Community” - used interchangeably with “general public”, includes the wider community that live, work, play and shop in Lower Hutt.

2 OUR PUBLIC PARTICIPATION GOAL

The objectives of our stakeholder and community engagement activities in Phase A of this project were to:

- Raise awareness about the development of the Strategy and its benefits with a representative range of internal and external stakeholders;
- Encourage stakeholders to become involved in engagement activities by making it as easy as possible for local people and other stakeholders to participate in, and have a say in, the development of the Strategy;
- Seek out opportunities to engage with groups that have been less well represented in previous engagement activities - including youth, commuters, and residents - across a broad range of communities; and
- Nurture relationships with key stakeholders by keeping them informed about the programme and inviting their input as required.

Key messages are important for consistency and to ensure the right messages are conveyed to key stakeholders and the community, at the right time. The core message for our audiences included:

- We are engaging with the community and stakeholders about developing a Strategy that will provide the long-term vision to address Hutt City's transport challenges;
- Hutt City's population is growing, and this is adding pressure to our transport system. Fifty-six percent of Hutt City's emissions are from transport¹ and lowering this is a crucial element of addressing our zero-carbon goal and climate emergency;
- The Strategy will provide an overarching strategic vision bringing together and building on a number of existing local transport policies and plans;
- The Strategy will provide a framework for guiding Council's transport decision-making;
- We will be engaging with stakeholders and the community during the development of the strategy to understand what you think the transport priorities should be and the trade-offs you see as acceptable;
- We will consider all the ways people move around Hutt City including on foot, by bike, by car, on rail, using micro-mobility or shared transport services;
- Your views are an important and will inform the development of the Strategy;
- We are also analysing current and emerging trends as well as looking at the local, regional, and national policy direction; and
- State Highways, rail services and bus services are controlled by other agencies. Where appropriate we will seek to form partnerships and influence these parts of the transport system.

¹ <http://www.huttcity.govt.nz/Our-City/climate-change/what-were-doing/>

3 WHAT WE DID

Phase A of consultation on the Strategy ran from February - June 2021.

Our approach to engagement was designed to include various channels for engaging with Hutt City's communities. We wanted to understand people's views on how they currently move around the Hutt, and how this does (or does not) work for them.

Our engagement around the Strategy aimed to seek out key stakeholders and engage with a diverse representation of the community. This included:

- A letter from the Mayor to key stakeholders
- Promotion via social media and the internet;
- Promotion via Traditional media.
- Pop-up events;
- One-on-one meetings with key stakeholders;
- Online Survey

These activities are summarised in Sections 3.1 - 3.6 below. Engagement with Mana Whenua is being led by Hutt City Council and is not included in this report.

3.1 MAYOR'S LETTER

A letter from Campbell Barry, Mayor of Lower Hutt, was emailed to 80 stakeholders in Table 1 by WSP between 9-12 February 2021. The letter introduced and explained the purpose of the Strategy. It also offered a suitable level of engagement depending on the stakeholder (i.e. email correspondence, telephone call, or a one-on-one meeting) and highlighted upcoming engagement activities. A copy is included as Appendix A².

Table 1: Key Stakeholders Who Received Mayor's Letter

Category	Stakeholder
Hutt City Council	Hutt City Council, Youth Council, Eastbourne Community Board, Petone Community Board, Wainuiomata Community Board
City Stakeholders	Hutt Valley Chamber of Commerce, HuttValleyNZ.com, Eastbourne Business Group, Jackson Street Programme, Love Wainuiomata, Seaview Business Association, Technology Valley
Government	Regional Public Health, Upper Hutt City Council, Greater Wellington Regional Council, Hon Chris Hipkins MP, Chris Bishop MP, Ginny Andersen MP, Hon Meka Whaitiri MP, Under-Secretary Rino Tirikatene MP, Rt Hon Trevor Mallard MP
Education	Open Polytechnic, Weltec, Whitireia (Petone campus), Te Wānanga o Aotearoa (Lower Hutt campus)

² Note that at the time of writing the letter, it was intended to engage on a proposed Spatial Plan in conjunction with the Integrated Transport Strategy. However, this project was subsequently postponed and is no longer part of the engagement.

Transport	Waka Kotahi, KiwiRail, Transdev, Metlink, NZ Bus, East by West Ferries, NZ Taxi Federation, Road Transport Forum, Automobile Association, Generation Zero, NZ Heavy Haulage Association, Living Streets Aotearoa, Hutt Cycle Network
Community Groups	Hutt City Greypower, Wainuiomata Greypower, Naenae Residents Association, Team Naenae Trust, Normandale Residents Association, Days Bay Residents Association, Maungaraki Residents Association, Kelson Community Association, Belmont Residents Association, Pt Howard Resident's Association, Lowry Bay Resident's Association, York Bay Resident's Association, Mahina Bay Resident's Association, Sunshine Bay Resident's Association, Muritai Resident's Association, Korohiwa Bay contact, Wainuiomata Rural Community Association, Korokoro Environmental Group, Military Road Residents Association
Mana Whenua	Te Rūnanga o Toa Rangatira, Taranaki Whānui ki te Upoko o te Ika (Port Nicholson Block Settlement) Trust, Te Rūnanganui o Te Āti Awa ki Te Upoko o Te Ika a Māui, Wellington Tenth's Trust, Palmerston North Māori Reserve Trust, Hikoikoi Management Ltd, Waiwhetū Marae, Te Tatau o te Pō Marae

3.2 ONLINE ACTIVITIES

Hutt City Council developed a dedicated page on their website <http://www.huttcity.govt.nz/Your-Council/Projects/development-of-an-integrated-transport-strategy/>. The following post in was also made on Hutt City Council's Facebook page.



Figure 2: Post on Hutt City Council Facebook Page

3.3 TRADITIONAL MEDIA

Hutt City Council placed advertisements in the Hutt News, Wainui News, Eastbourne Herald local newspapers, and placed posters at council libraries. These were in a similar format to the online advert in Figure 1.

3.4 POP-UP EVENTS

Pop-up events were held at a variety of targeted locations in the Community where the public, including groups that are traditionally less well represented in engagement activities, can talk to

Project and Hutt City staff, give feedback and fill in the online survey on an iPad. Flyers with a QR code linking to the online survey were also distributed. Five events were planned, although one had to be cancelled due to adverse weather.

At all events two WSP staff members were in attendance, and in addition to promoting the survey were available to provide assistance and information about the survey, engagement process, and the Strategy itself. Additionally, Hutt City councillors and the Mayor undertook two handout sessions at railway stations to promote the online survey.

3.4.1 PETONE FAIR - 20 FEBRUARY

This event in February 2021 provided an opportunity for early engagement. Two WSP staff members joined a HCC stall to talk to members of the public at the street fair from 11am until 1pm. Members of the public were approached, had the meaning behind the Strategy explained to them, and their contact details recorded so they could complete the survey, with 35 email addresses documented.

The number of people engaging was encouraging, particularly the diversity of backgrounds. This included different ethnic backgrounds, people from different parts of Hutt City, and people with disabilities. As the fair got busier, the limited space did make approaching people difficult. The people who recorded their contact details were emailed the link to the survey once it was launched.

3.4.2 HUTT LIBRARY BOOK SALE - 20 MAY

Held inside the Library itself, this event was timed to coincide with the book fair opening from 10am-12pm. We were advised this was likely to be the busiest period of the fair, and a good number of people were observed attending. WSP staff were positioned adjacent to sales tables allowing good access to the attendees.

3.4.3 NAENAE MARKETS - 22 MAY

The Naenae Market provided an opportunity to connect with communities from areas with higher levels of deprivation. Although there was some promise in the diverse range of people, we were able to talk to, the event did notably not result in as much contact as the previous two pop-up events. Conversations about the project were held with approximately 30 people, with flyers handed out to more.

3.4.4 RIVERSIDE MARKETS - 29 MAY

This event was cancelled on the day due to adverse weather (high wind and rain) and a lack of available shelter. The likely lower attendance and engagement levels that would have resulted were also a factor in cancelling this event, with time made up at other events.

3.4.5 QUEENSGATE MALL - EVENING OF THURSDAY 3 JUNE

This event was scheduled for the week prior but had to be rescheduled due to a conflict with another Hutt City Council project attending the venue at the same time. Coincided to run during the after-work rush, shopping centre rules limited approaching customers directly. Conversations about the project were held with approximately 10 people, with flyers handed out to more. Additional marketing or incentives may have been helpful to get more people to approach and engage with our team.

3.5 ONE-ON-ONE MEETINGS

One-on-one meetings with WSP and Hutt City staff were held with several key stakeholders. All stakeholders contacted were offered an opportunity to either meet or have a phone conversation. These meetings enabled the project team to offer their perspectives and aspirations for the future of transport in the Hutt. The following meetings were held with stakeholders who responded to our request to meet:

- Jackson Street Programme, 28 May;
- Waka Kotahi, 1 June;
- Generation Zero, 1 June;
- Chris Bishop, National List MP, 15 June;
- Ginny Anderson, MP for Hutt South, 18 June;
- Upper Hutt City Council, 22 June;
- Hutt Valley Chamber of Commerce, 24 June; and
- Greater Wellington Regional Council, 30 June.

The meeting outcomes are summarised in Section 4.2.

3.6 ONLINE SURVEY

An online survey was developed by WSP staff to identify the significant places and journeys made by communities, and any challenges and opportunities they may present. The online survey - open between 17 May 2021 and 07 June 2021 - took place alongside other engagement and promotional activities for the Strategy.

3.6.1 SURVEY CONTENT

The survey was developed on the Maptionnaire platform. Respondents were asked to describe their journeys by marking routes on an interactive map as well as identifying specific points located on the map with positive and negative features. Respondents were also asked about their current and preferred future modes of travel. Finally, two sociodemographic questions were asked to better understand the perspectives represented in the survey.

3.6.2 SURVEY DISTRIBUTION

An email was sent from the Project's email address (HuttCommunityEngagement@wsp.com) with a link to the survey to over 600 email addresses between 10-12 May 2021. This included those key stakeholders identified in Table 1, as well as people who had given us their email addresses at the Petone Fair pop up event in February. Also included were respondents to a previous Greater Wellington Regional Council survey who had indicated that they were interested in hearing more about transport in Hutt City.

4 WHAT WE FOUND

4.1 SURVEY RESPONSES

4.1.1 DEMOGRAPHICS

A total of 396 people took part in the survey and 257 provided general responses. Multiple responses by one person were allowed. Respondents marked 1,198 routes on an interactive map of Hutt City. Respondents identified 430 specifically positive and 1,131 specifically negative features on the map.

Of the 392 respondents who provided their age group information, over half were aged between 30 and 49 years old as shown in Figure 3.

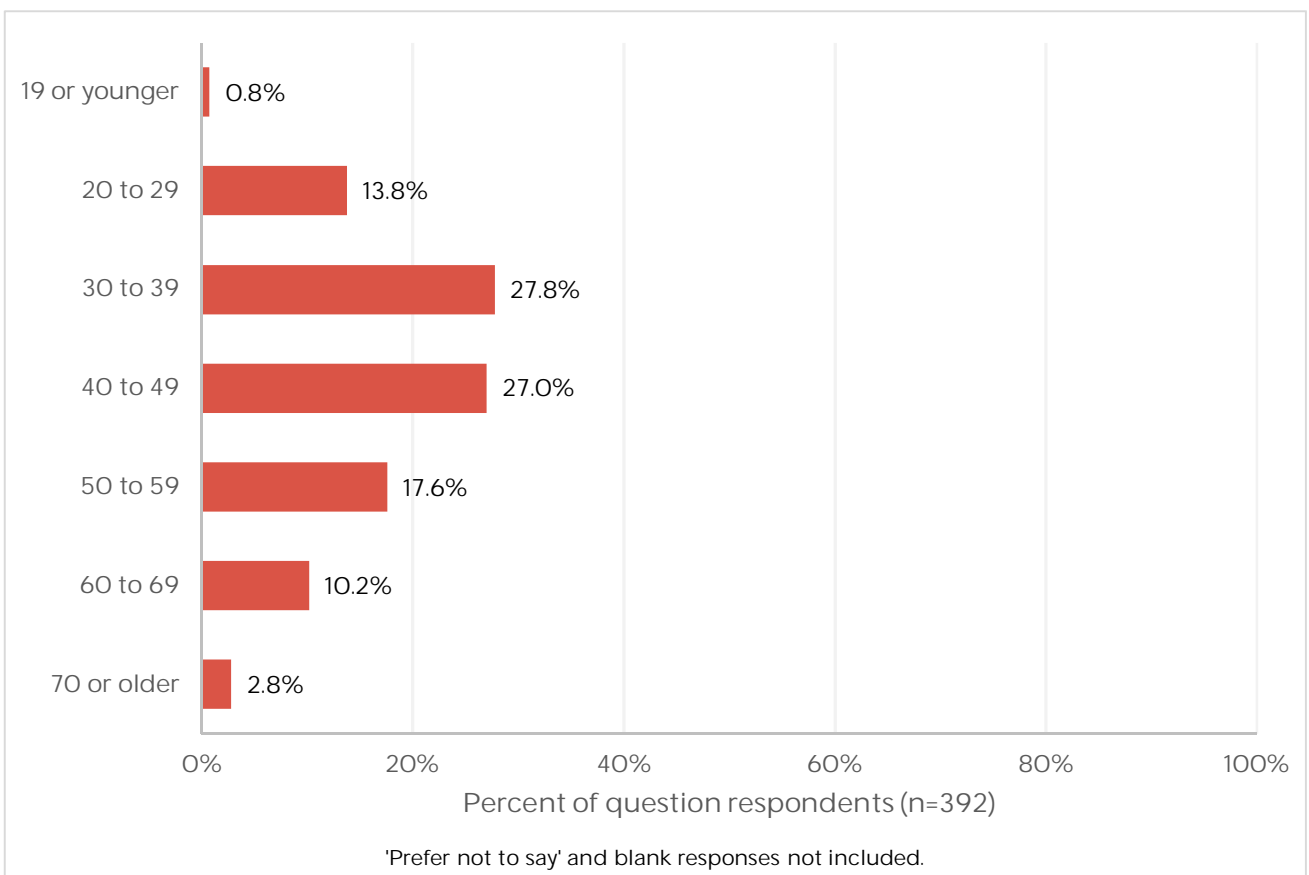


Figure 3: Survey Respondents by Age

Younger and older generations were comparatively less well represented in the survey sample. Most respondents owned the place they lived in.

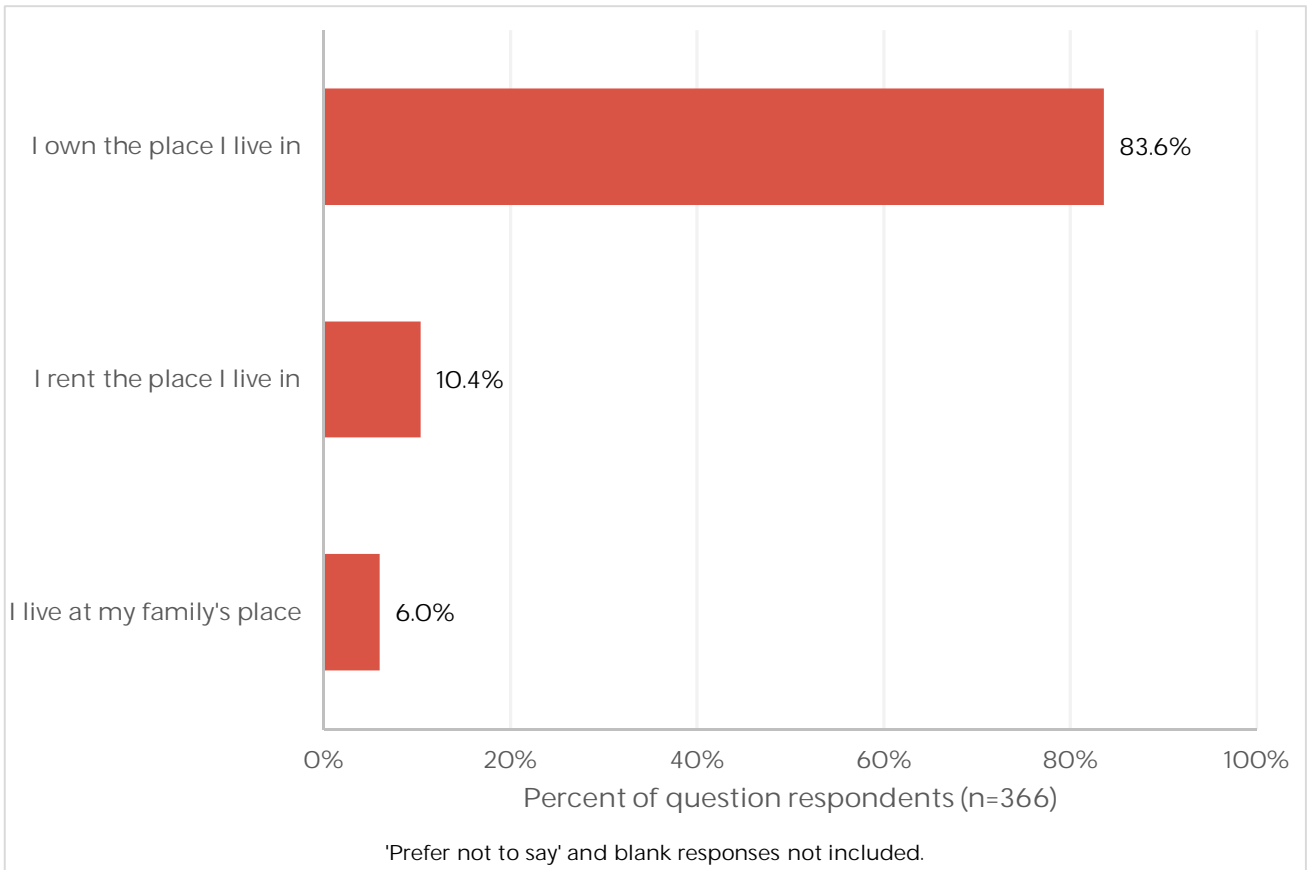


Figure 4: Respondents Current Housing Status

4.1.2 JOURNEYS

Respondents were invited to draw journeys on the map and then asked about the purpose, mode and perceptions of positive and negative parts of the journey. The following figures show where the 1,198 mapped journeys take place, and key locations of problems as well as places that work well for people.

Just under a third of the journeys mapped by respondents were taken for recreational (16.5 percent) or social (11.0 percent) purposes (Figure 5). The remaining were for functional reasons to get to work (paid or unpaid) (44.3 percent) or education (9.8 percent) or for shopping/errands (28.0 percent).

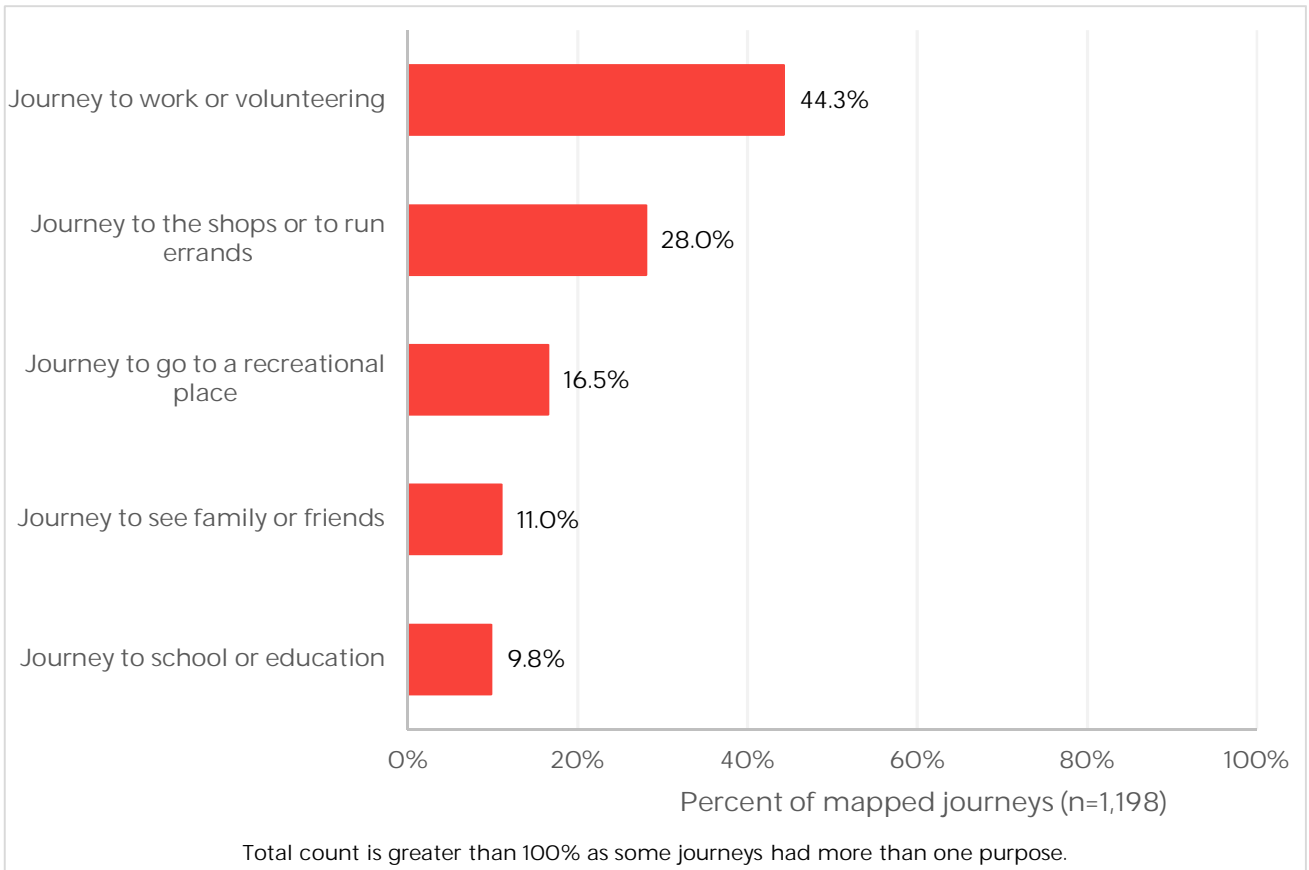


Figure 5: Journeys by Purpose

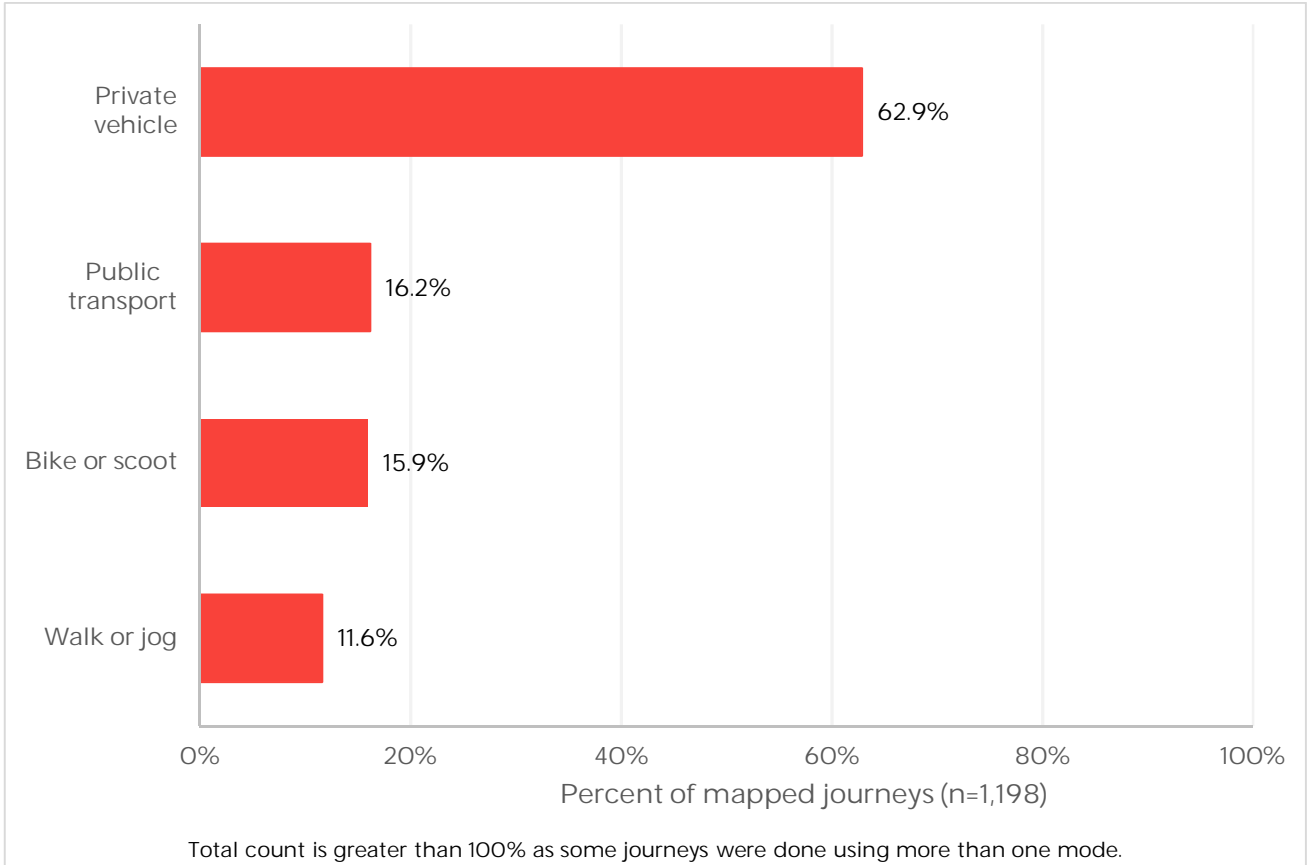


Figure 6: Journey Mode

Journeys were predominantly by private vehicle (62.9 percent), with over one third by public or active transport modes (Figure 6). When the journey purpose is broken down by mode (Figure 7), private vehicle remains the most common mode used. This is followed by public transport, with the exception of 'recreational trips and journeys to education where cycling and walking were more commonly used. The smallest proportion of cycling trips was seen in social and education journeys.

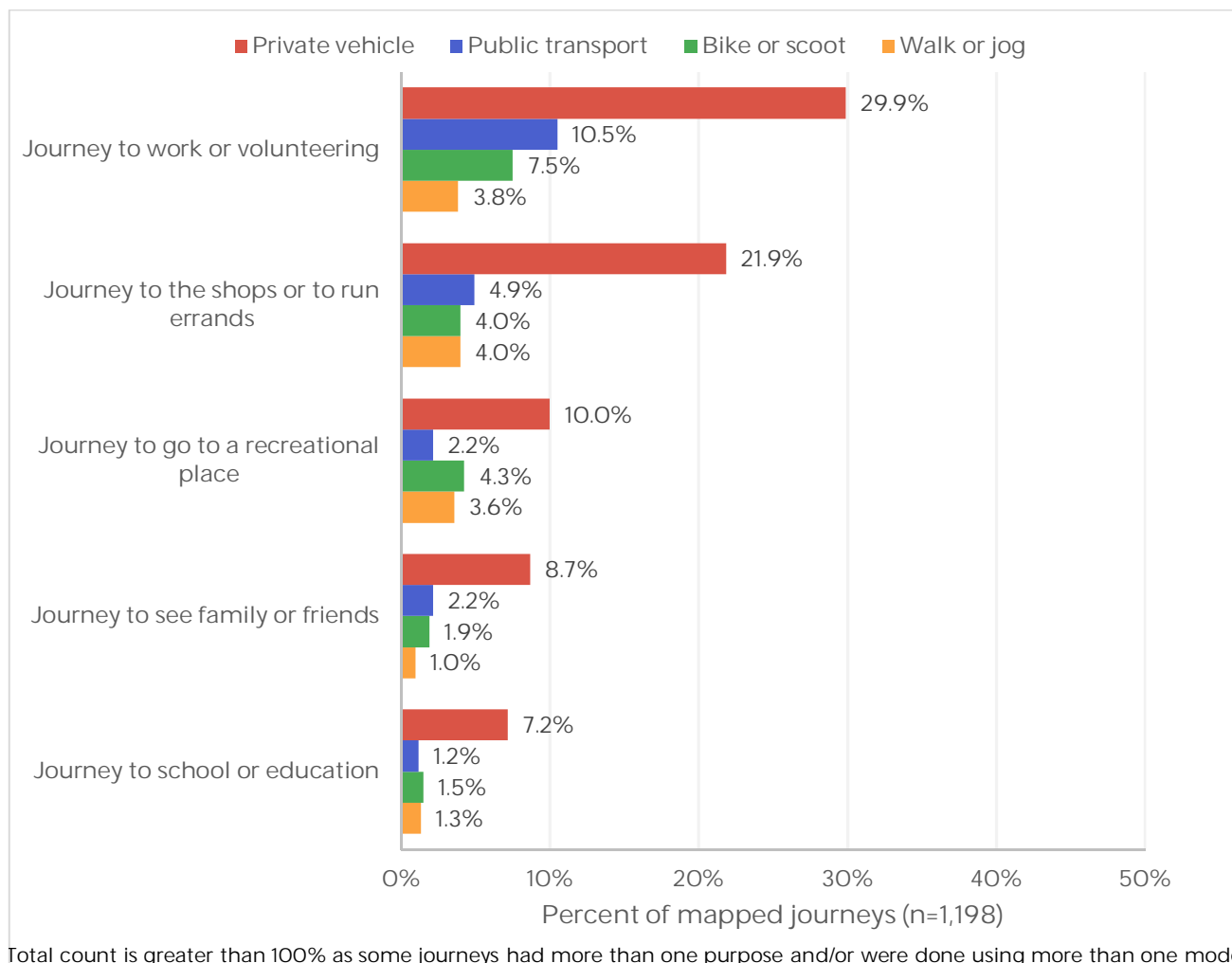


Figure 7: Journey Purpose by Mode

Figure 8 shows all journeys taken by private motor vehicle. The wider the line, the more journeys that were mapped on that route by respondents. Journeys included those within the Hutt and further afield into Wellington city. Note that journeys were mapped with varying levels of detail by respondents with some point-to-point and others following the road. The greatest density of journeys was along State Highway 2, the Esplanade, and from Wainuiomata. The Hutt City Centre also showed many journeys.

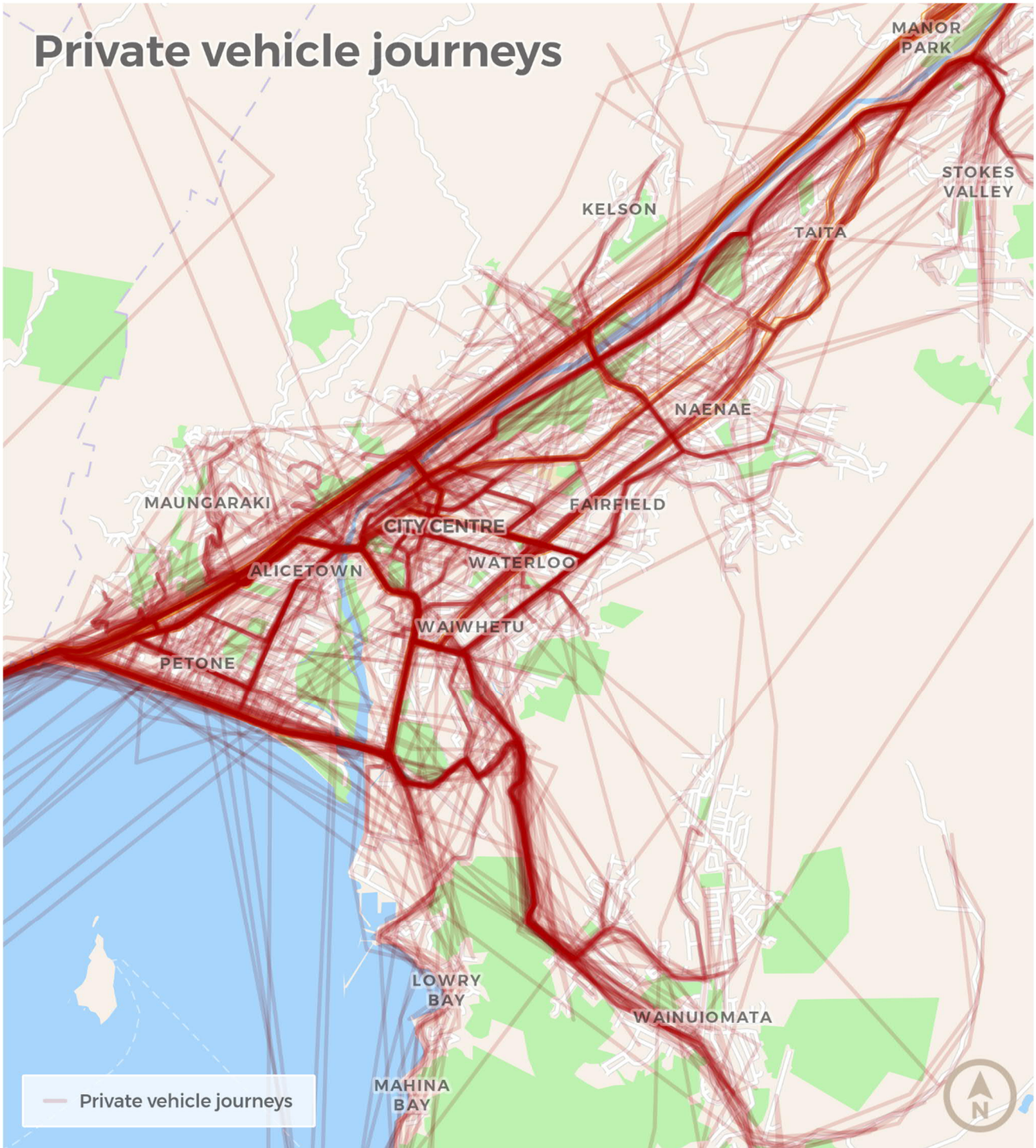


Figure 8: Mapped Journeys by Private Vehicles (more dense lines = more journeys)

Figure 9 and 10 show that the Hutt River Cycle Trail and The Esplanade are key routes for active transport, including cycling and scootering and walking. Main arterial roads are also used for cycling/scootering in particular. This includes Hutt Road, State Highway 2, and Oxford and Cambridge Terraces. Wakefield Street and Waterloo and Knights Roads provide key cross-valley linkages for active transport journeys. A relatively high number of journeys are located in and around the Hutt City Centre.

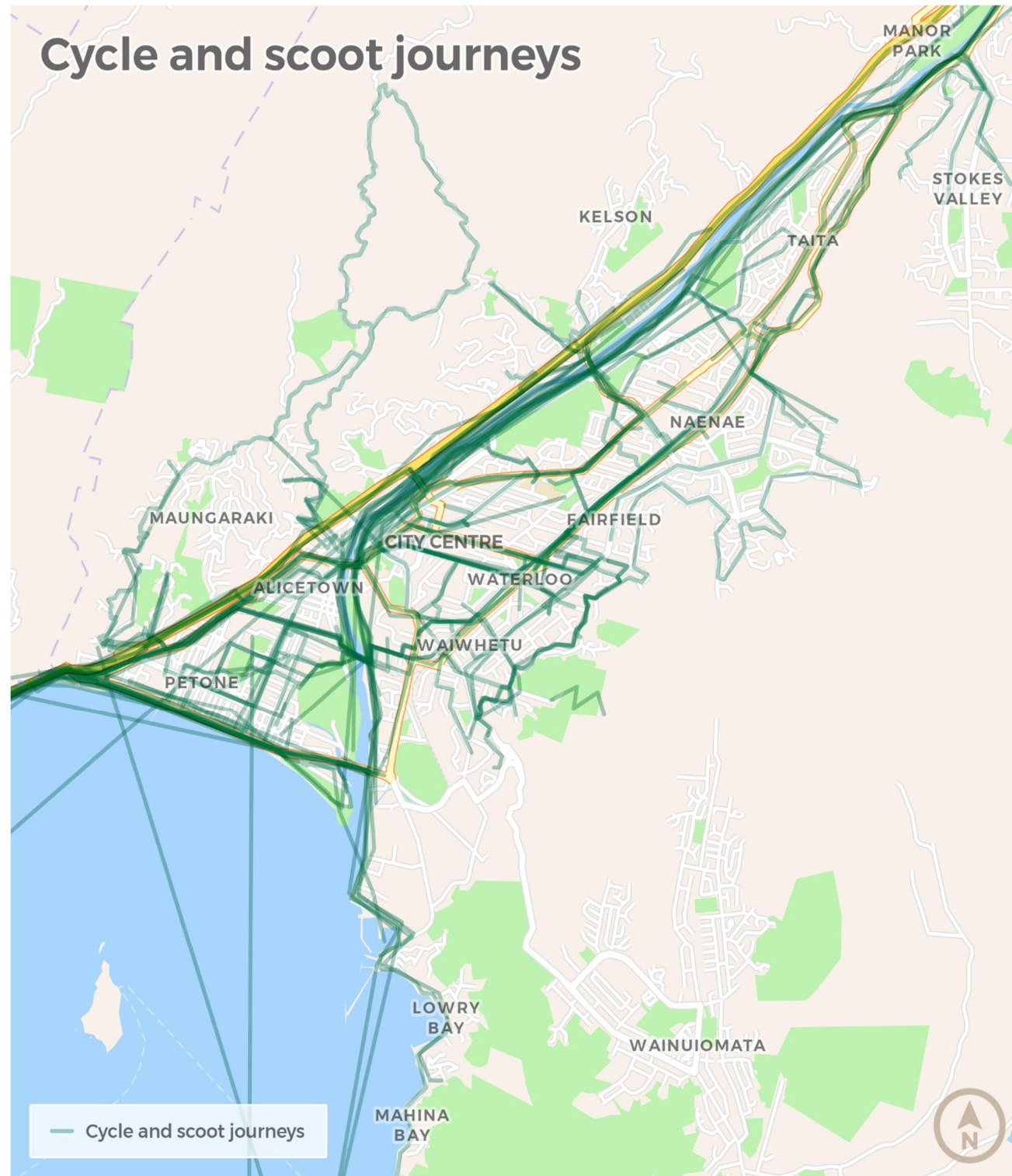


Figure 9: Mapped journeys by cycle/scooter (more dense lines = more journeys)

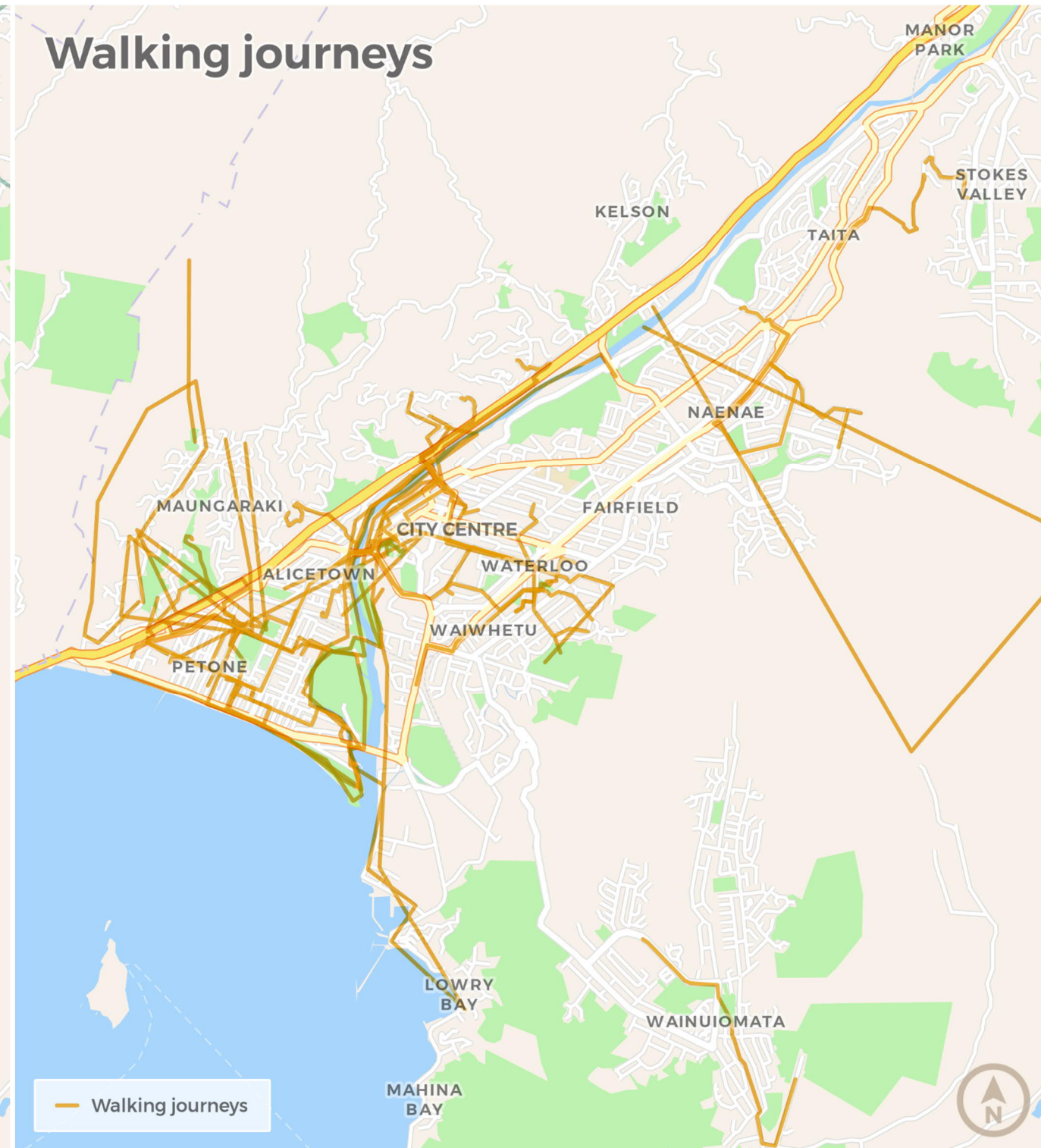


Figure 10: Mapped journeys by walking (more dense lines = more journeys)

4.1.3 SAFETY AND NEGATIVE EXPERIENCES

Respondents were asked to identify on the map any locations where they perceived problems. Figure 11, Figure 12 and 13 show the correspondence between the density of recorded private vehicle journeys and issues of congestion, road design/layout, and unsafe driving. The Melling intersection, the Hutt Road/western end of Petone, Woburn/Waiwhetu, and the Hutt City Centre are consistently shown as problem locations across all three issues.

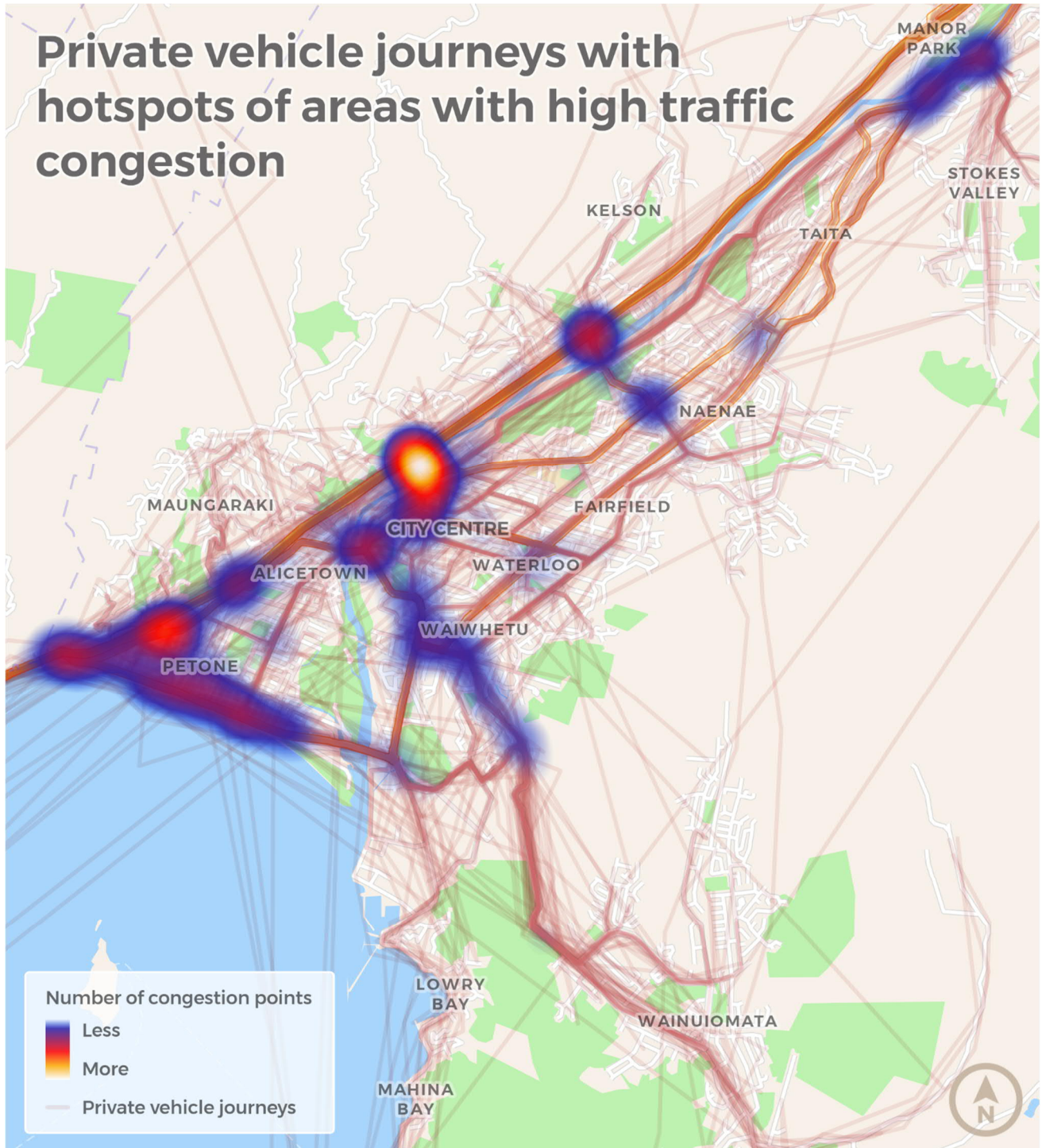


Figure 11: Correspondence between mapped journeys by private vehicle and locations identified as high traffic congestion

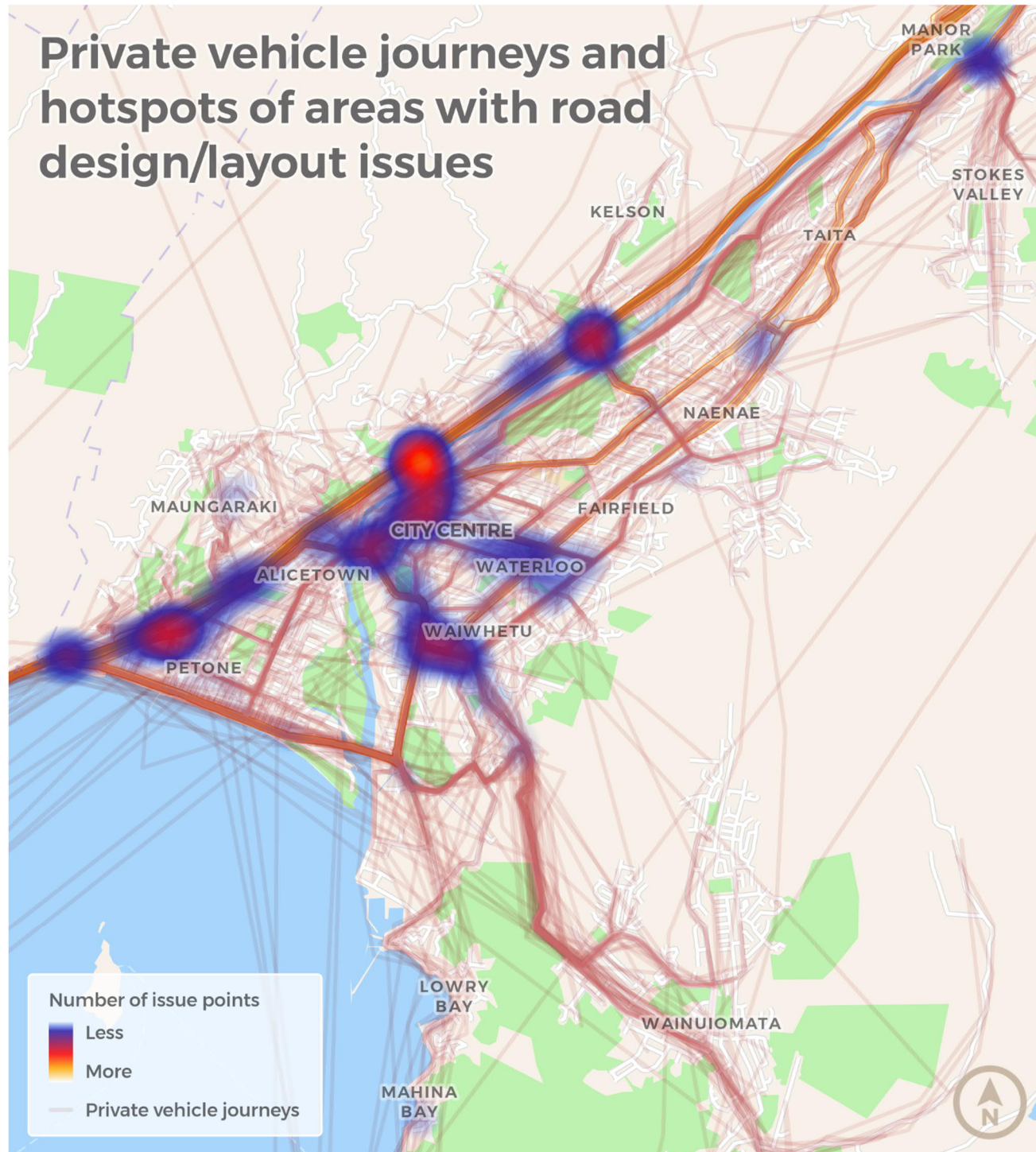


Figure 12: Correspondence between mapped journeys by private vehicle and locations identified as having road design/layout issues

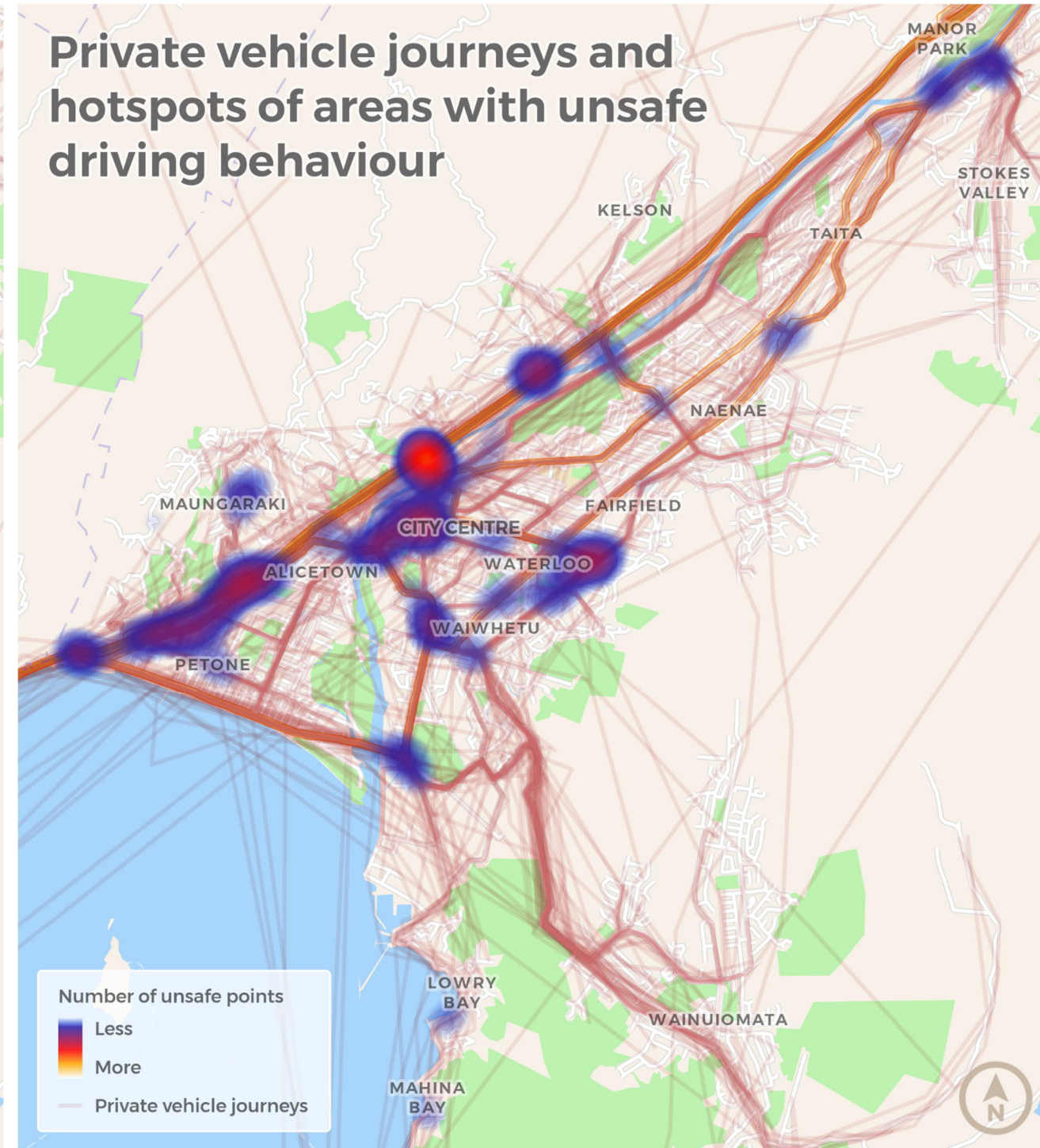


Figure 13: Correspondence between mapped journeys by private vehicle and locations identified as having unsafe driving issues

Figures 14 and 15 show where respondents identified locations they perceived as unsafe for active transport modes. This notably highlights the cross-valley routes between Waterloo and the city centre, and Petone and the Esplanade. The bridges across the Hutt River were all identified as safety hotspots.

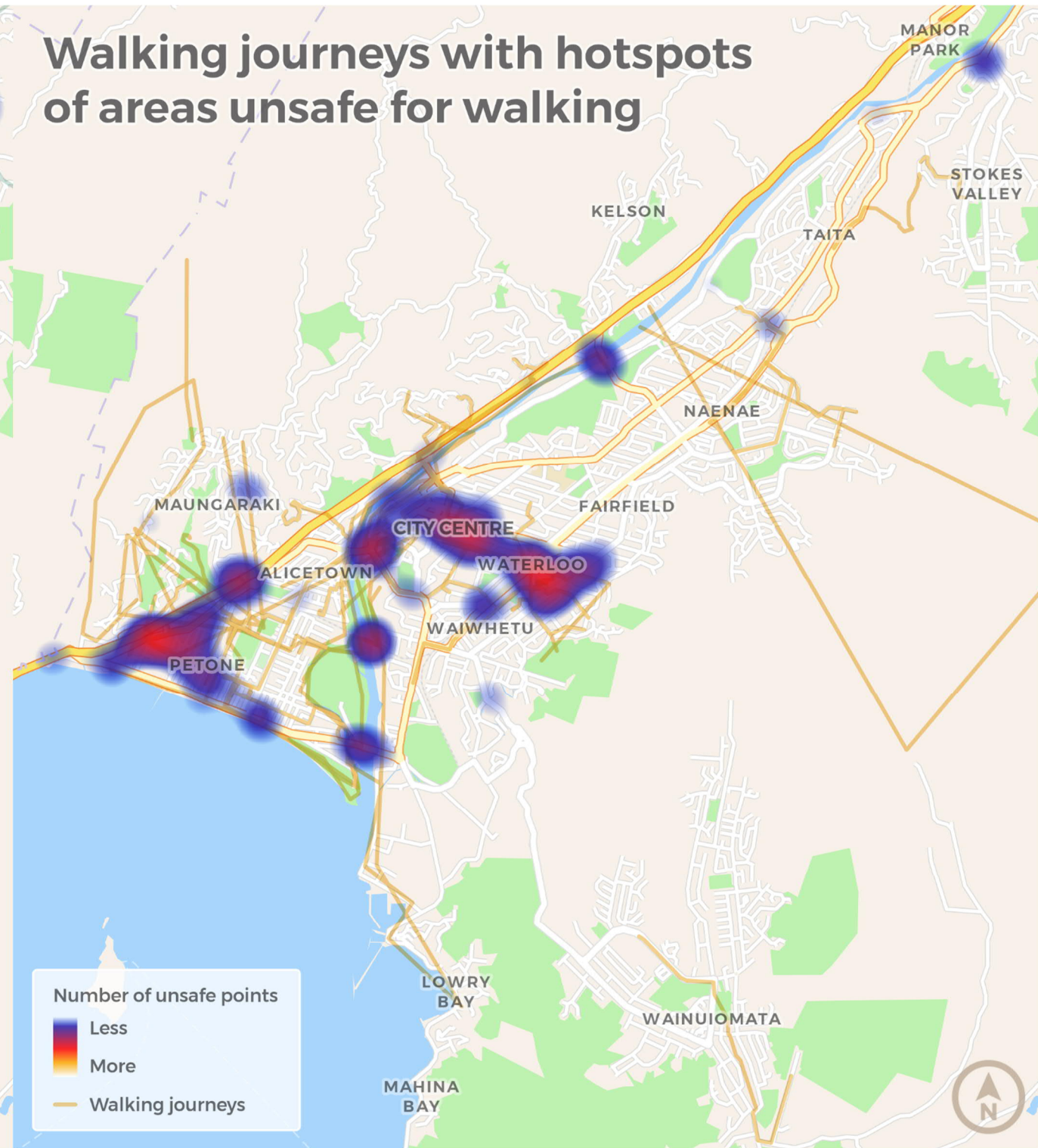
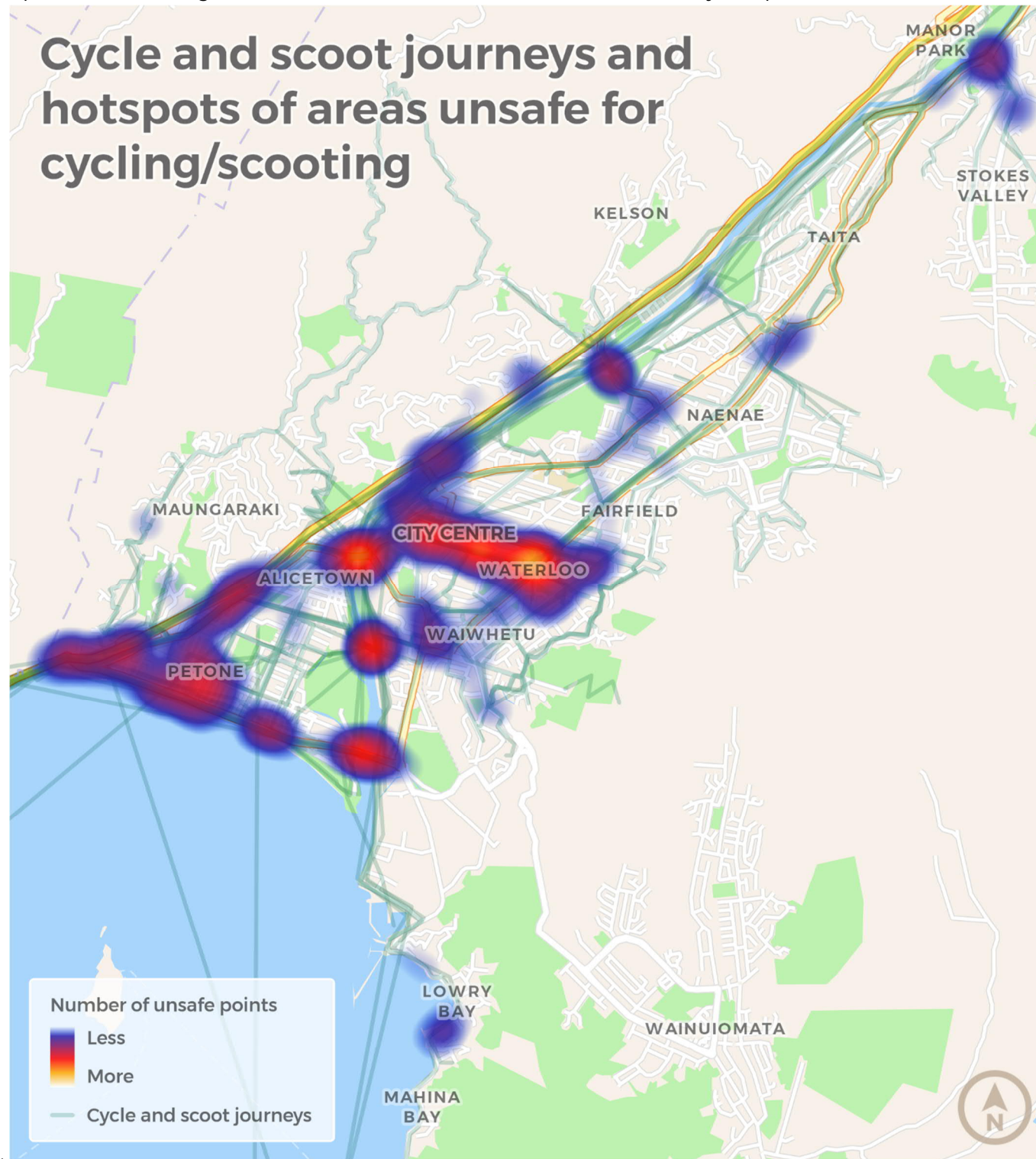


Figure 14: Mapped journeys by walking (more dense lines = more journeys)

Figure 15: Correspondence between mapped journeys by walking and locations identified as being unsafe for walking



Figure 16: Comparisons between locations identified as safe or unsafe for active transport modes

When combined across all respondents, the top four negative experiences were traffic congestion (44.8 percent), road design and layout (35.9 percent), being unsafe for cyclists (23.3 percent) and unsafe driving behaviour (19.6 percent). As noted above, far more negative points were contributed by respondents, with only one third being used to identify positive locations for experiences.

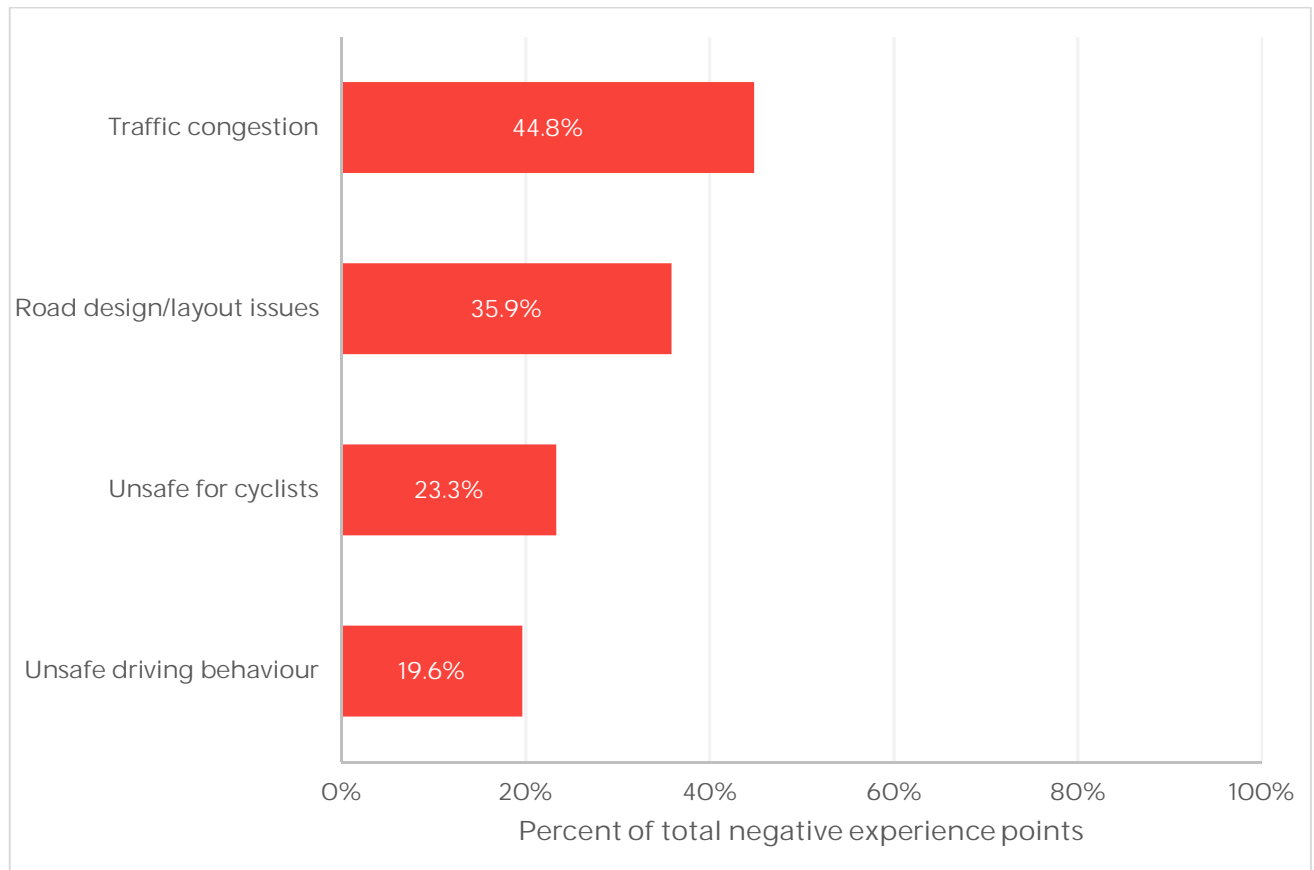


Figure 17: Most frequently identified negative issues across all respondents

4.1.4 FUTURE TRAVEL

Respondents were asked about the current frequency of their mode(s) of transport and what modes they would like to use in the future if all options were safe and convenient. Comparing the two gives an indication of unmet demand for diverse travel choices across Hutt City.

Almost half of all respondents stated they currently almost always use a private vehicle (47.1 percent) whereas only one third (29.1 percent) selected this as a future preferred mode. The cycling / scootering modes also saw a substantial shift in the proportion selecting this mode as their preferred 'almost always' mode, with a shift from 6.5 percent (current) to 22 percent (future). Public transport (11.6 percent to 19 percent) and walking (8.4 percent to 15.2 percent) would also see an almost doubling in their being used 'almost always'. This shows a high potential for mode shift if conditions in the transport system were changed. When broken down by age groups, the shift appears to be driven by the younger (Figure 19) and older age groups (Figure 21), with the middle group (30-59 years) (Figure 20) demonstrating less of a future preference for cycling / scootering and public transport, even if all options were safe and convenient

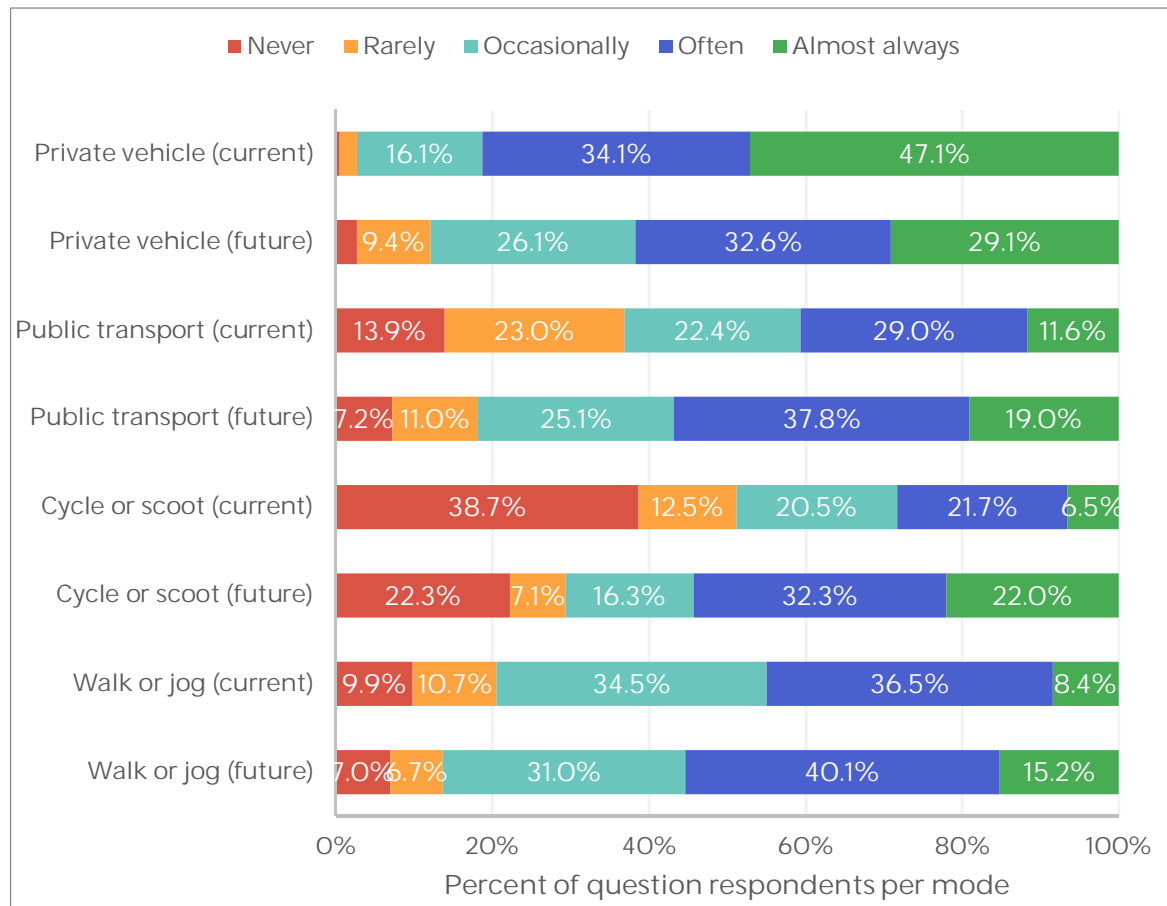


Figure 18: Comparing current mode frequency with future preferred modes (all respondents)

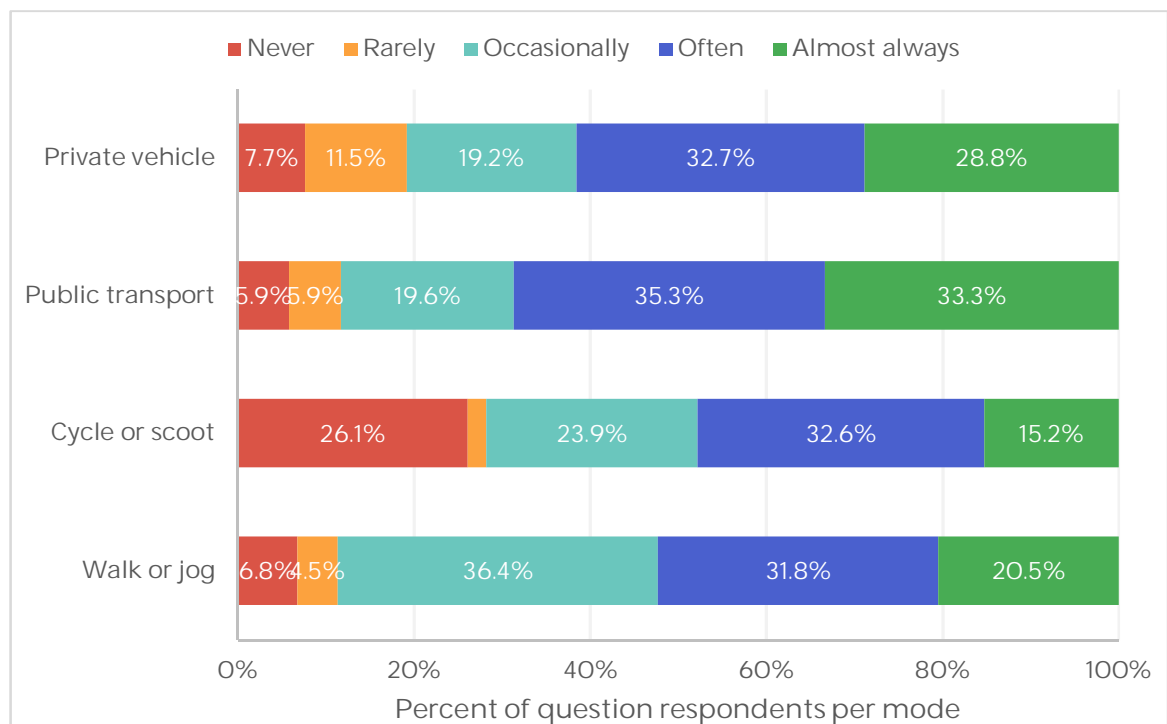


Figure 19: Future preferred mode frequency: under 30 years

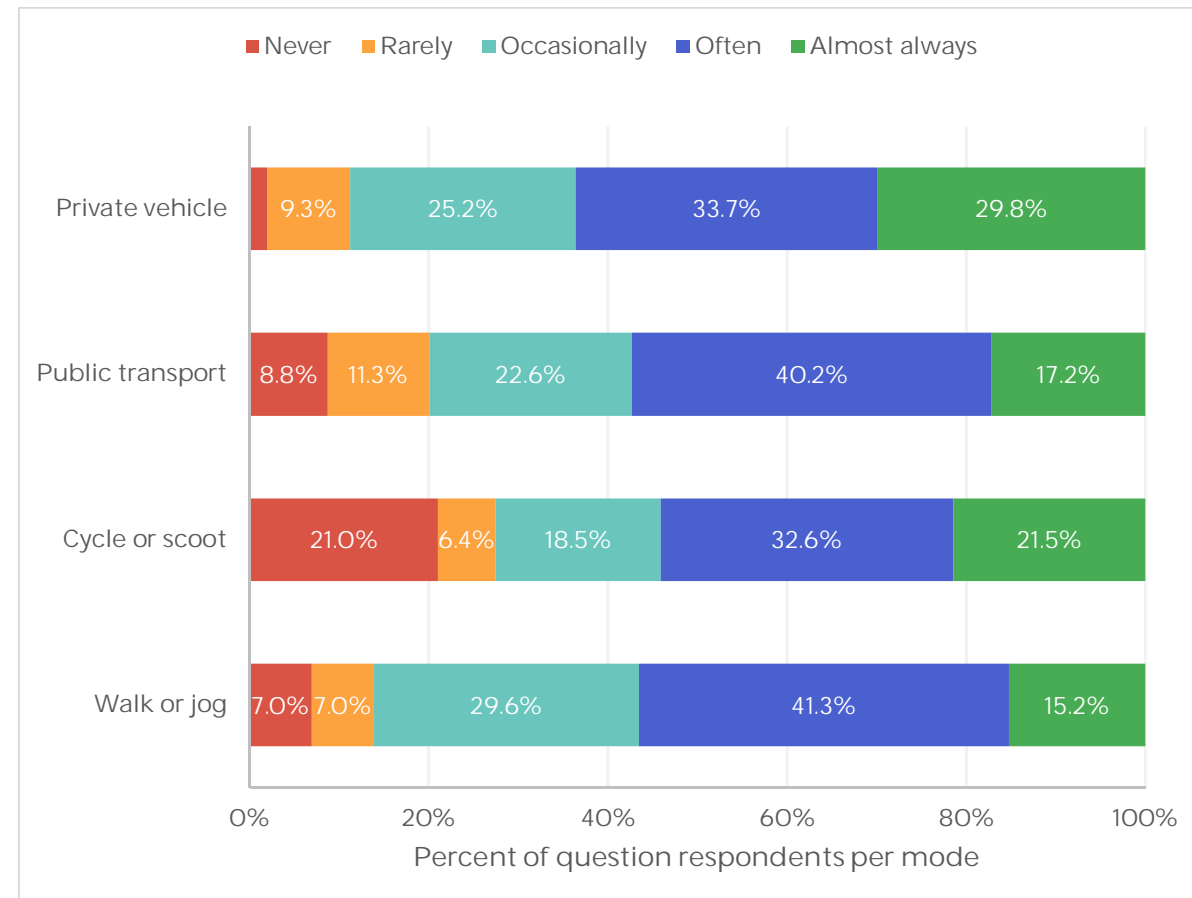


Figure 20: Future preferred mode frequency: 30-59 years

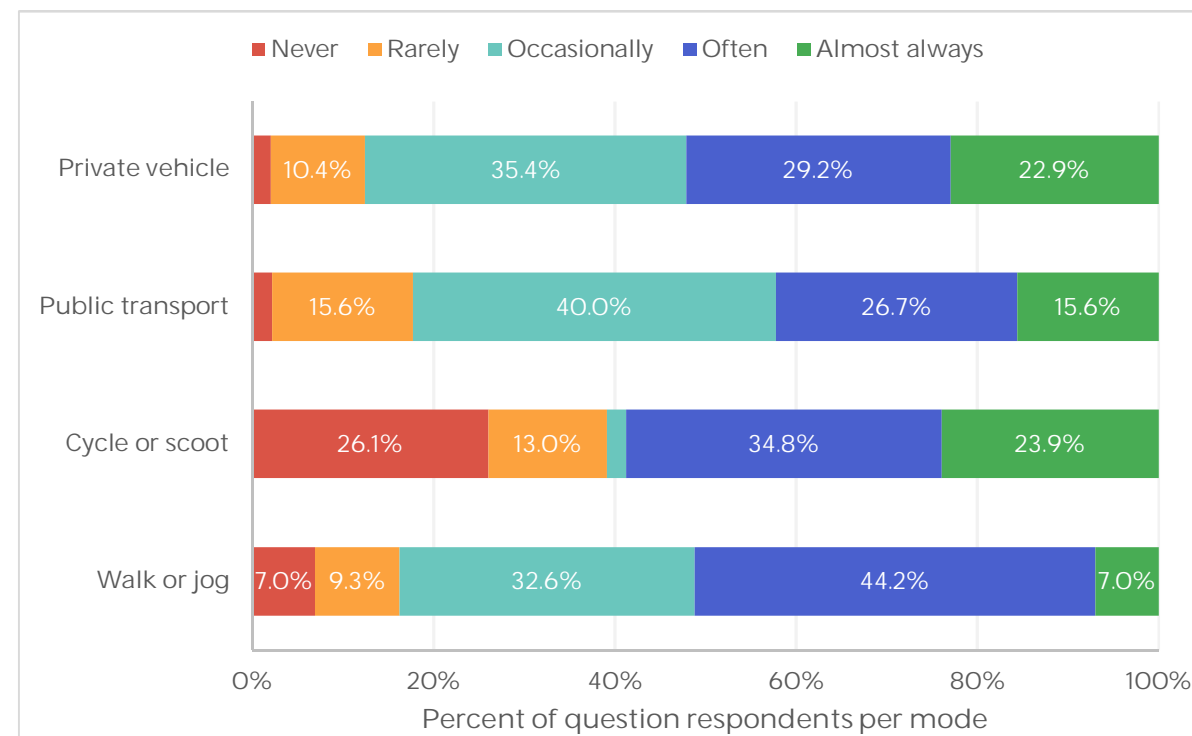


Figure 21: Future preferred mode frequency: over 60 years

4.2 ONE-ON-ONE MEETINGS

As mentioned in Section 3.5 **Error! Reference source not found.**, one-on-one meetings were held with several key stakeholders including other Councils (Greater Wellington Regional and Upper Hutt City), local Members of Parliament (Ginny Anderson and Chris Bishop), business and advocacy Groups (Generation Zero, Jackson Street Project, Hutt Chamber of Commerce) and Waka Kotahi. Their feedback can be broadly summarised under five key themes, which are discussed below. More detailed notes can be found in Appendix B.

4.2.1 MODES

Mode shift was the most common topic in the one-on-one meetings. Barriers to mode shift were consistently identified as:

- The speed and reliability of passenger transport alternatives;
- Affordability;
- Ticketing; and
- Location of services.

It was commonly commented that passenger transport needs to be as fast if not quicker than car travel, and that frequencies need to match future growth and intensification. The lack of rail and bus integration, particularly with regard to ticketing, is seen as a disincentive for many. Reallocation of road space for bus priority and cycleways was broadly supported.

The location of passenger transport was also raised several times, with it noted that employment centers in Lower Hutt are located away from train stations. It was also often mentioned that passenger transport is designed solely for conveying passengers to and from Wellington City rather than internal trips within Lower Hutt.

Opportunities for increasing mode share were also discussed widely. It was noted that the increasing popularity of electric vehicles will still require investment in roads as well as charging station networks to support them.

The challenges of removing parking to enable road space reallocation were acknowledged, as well as the belief, from some, that charging for parking will deter visitors, particularly in shopping precincts.

Increasing and improving accessibility and connections was encouraged by stakeholders, with a focus on moving people rather than cars or bikes.

How to increase the attractiveness of alternative transport modes was widely discussed. There was a consensus that this needs to be a region-wide focus that demonstrates that different modes complement each other to enable movement, as well as acknowledgement of the trade-offs needed to make public and active transport more effective and attractive. Methods to make switching between modes more accessible and convenient were also raised in meetings, including better cycling facilities at train stations, and enhanced park and ride facilities. Initiatives such as parking pricing and congestion charging were also raised as a way to improve the attractiveness of other modes.



4.2.2 RESILIENCE

The issue of resilience was mentioned by several key stakeholders. Access to Wainuiomata and the Silverstream Bridge were raised specifically, as well as the importance of Eastern Hutt Road as a critical alternative access between Upper and Lower Hutt.

4.2.3 SAFETY

Safety was discussed, particularly with regard to conflict between mode users. Safety concerns on State Highway 2 were also mentioned about.

4.2.4 CONGESTION

Congestion was a common topic in the one-on-one meetings across all parties. Congestion on State Highway 2 was raised more than once, with comments that it has flow on effects to other parts of the roading network and is seen as unreliable due to varying travel times. Traffic congestion on The Esplanade and in and around Petone was raised by most as an issue.

It was acknowledged that cycleways will not necessarily reduce congestion but have other health and social benefits.

4.2.5 URBAN FORM

The relationship between transport and urban form was also widely discussed across most stakeholder meetings. There was support for more efficient use of existing street space and matching the street hierarchy with the streetscape, and better promotion/awareness of modes, speeds and route along corridors.

The Riverlink project was seen as an example of improving urban form and accessible transport networks. However, there was concern raised about a lack of understanding of how it may impact the wider network.

The need for integration of transport and land use planning was discussed, with intensification along key corridors and around transport hubs being widely supported as it was felt that this has the potential to positively impact commuting dynamics.

The wider impacts of changes elsewhere in the transport network on Lower Hutt were also mentioned. There was worry about a lack of understanding of the potential impacts that the upcoming opening of Transmission Gully could have on State Highway 2. Concern was also raised that potential future changes in Wellington City such as mass rapid transit, cycleways and congestion charging could create flow on effects for the ways Hutt City commuters travel to Wellington City. The need to understand inter-city trips within the region (i.e. between Hutt City and Porirua) was also recognised.

4.3 WRITTEN FEEDBACK

Some written feedback was received on pre-prepared forms from members of the community at the Naenae Markets.



When asked if there were any parts of their journeys in the Hutt that they enjoyed, the real time information signs at bus stops and new bike paths were both commented on. When asked about what parts of their journeys they did not enjoy, a range of issues were raised. This included the lack of integrated ticketing across buses and trains, the lack of shelter at many bus stops, and a need for more regular bus services. Cyclists and pedestrians were keen for more zebra crossings across busy roads, and cyclists commented that they felt unsafe in the central Hutt area due to traffic volumes.

If all travel options were safe and convenient then people commented that they would like to travel by train, bus and/or bike.

When asked if they had anything they would like to add about travel in the Hutt, more late evening bus options were requested.

5 NEXT STEPS

The findings and conclusions reached in Phase A will form the basis of a summary report that will form the basis of the first chapter of the Strategy. We will use the stakeholder insights above as well as the technical assessments developed during Phase A to identify gaps between the current and likely future situations considering 'where we are now', 'where we are going' and 'where we want to go'.

Having established the gaps between the current and likely future situations on the one hand, and where the community wants to go on the other, Phase B will work to identify where intervention is needed to change the status quo. We will produce a summary report of the challenges and opportunities. This will be discussed with Council staff as it is developed. The conclusions and findings of this gap analysis will form the basis for the next stage of engagement (Phase C) which will focus on priorities and trade-offs. These Phases are shown in Figure 1.



APPENDIX A

COPY OF MAYOR'S LETTER



Campbell Barry
Mayor of Lower Hutt
Koromatua o
Te Awakairangi ki tai

12 February 2021

To: XXX
Sent via email

Dear XXX,

Hutt City Council Integrated Transport Strategy & City Spatial Plan

As Mayor of Lower Hutt, my priority is to ensure that we are investing in the infrastructure and services which enable our residents to thrive and support future growth.

You will know that our local transport network is under significant pressure from growth. This is part of the reason why Council has resolved to develop an Integrated Transport Strategy and Spatial Plan. This work will ensure there is a strategic and considered view on investment decisions and ensure we are making the best decisions for the long term.

We have appointed WSP to help us develop the Integrated Transport Strategy, which will provide a high-level vision for the city's transport system. It will meet the ongoing needs of the people and communities across Lower Hutt, guiding decision making, and planning processes. Currently, Hutt City Council's transport strategy sits within a variety of Council documents and developing a single strategic document will create a simpler, easier and more coherent presentation of our transport vision.

We have appointed McIndoe Urban to deliver the Spatial Plan, which will identify high-level future growth scenarios for Lower Hutt that will inform the forthcoming District Plan refresh with respect to expansion and intensification.

The views of mana whenua, stakeholders, and the people in our communities are vital to the development of this work. Understanding how the city's people and communities use and view the existing transport system, and your aspirations for it, will contribute to the preparation of a strategy that meets the public's needs.

I am writing to seek your support of the engagement activities planned for these projects. We are in the initial developmental stages and anticipate that face to face engagement activities will commence later this month. At this stage the project team would value your input on who we should engage with and how, and I ask you to look forward to correspondence from our partners: WSP and McIndoe Urban.

If you have any questions, or would like to discuss this further, please contact Rachel Lawson, WSP: Rachel.Lawson@wsp.com.

Regards

Campbell Barry
Mayor of Lower Hutt



APPENDIX B

ONE-ON-ONE MEETING NOTES



ONE-ON-ONE MEETING NOTES

Jackson Street Programme (Helen Swales)

Themes

- More efficient use of existing street space for journeys in and around Jackson St
- Match the street hierarchy with the streetscape - better signalling of modes and speeds and routes - i.e. avoiding rat running and encouraging other types of modes along corridors.
- Promote the place function of key streets and locations, and linking them with different modes e.g., Fitzherbert/Jackson St corner with cycle parking and seating, off-street carparks with the Library and health / beauty services
- Jackson St is promoted as a whole precinct with multiple purposes and destinations where you can park and then move along easily to access. Includes links to nearby destinations like the beach and wharf
- Reducing conflict between modes users because of limited space on pavements. e.g., move small wheels to the road (safely)
- Changing demographics (population growth and increasingly older but also a growing young population)
- Intensification along key corridors and around transport hubs - increasing movement and trips due to more population and greater concentrations needs a multi-modal and hierarchical approach

Strategy comments:

- Focus on transport functions and destinations rather than modes - talking about cycling and shared paths infrastructure can trigger reactions
- Increasing and improving accessibility and connections rather than just building X. Focus on moving people rather than cars/bikes etc
- Be able to show how modes complement each other to enable movement and place at a strategic level rather than siloed measures
- Recognise the evolving sociodemographic profile of Jackson St in the strategy - e.g., develop Third Place opportunities to gather and belong as a way of supporting liveability and sociability for apartment dwellers and non-family households

Waka Kotahi

Themes:

- Focusing on equity through transport investments is a priority - i.e. subsidies for e-bikes to ensure equitable access to zero/low carbon options, but other things are needed
- What is happening in Wellington City has an impact on Hutt. For example, increased pedestrianisation, cycleways, MRT, congestion charging etc will impact on the ways Lower Hutt commuters get to Wellington.

- Spatial planning - Wellington regional framework important; intensification corridors and areas, station access, timings etc
- Mode shift, resilience, safety, equity, intensification are all important.

Strategy comments:

- Three key projects with an impact on Lower Hutt:
 - SH2 intersection improvements - "raised platforms" to reduce intersection speeds (physical restraint) (mid-2022)
 - Speed review of SH2 corridor (mid-2022)
 - Melling business case
- For policy document review:
 - MOT "Road to Zero"
 - Wellington Mode Shift Strategy
- Waka Kotahi currently at PBC phase of east-west access - improving access and resilience - P2G type project
- Common Unity Project Aotearoa possible group to talk to for better community engagement (registered Lower Hutt charity working on community partnership to address challenges) - [Common Unity Project Aotearoa](#)
- Could incorporate business case principles within the Strategy, particularly around what success looks like. Thinking is if there are opportunities for business cases in future that reference the Strategy there are more tangible links to aide business cases.
- Waka Kotahi have requested a copy of the Analytics draft when available

Generation Zero

Themes:

- Untapped potential for active and public transport for internal trips within Lower Hutt
- Utilisation of the "transport hierarchy" to inform investment decisions
- Focus on moving people
- Outcomes focus - i.e. "vibrant city", Vision Zero etc
- Understand who we are designing trips for? Disability, children, elderly?
- Focus on getting messaging right

Strategy comments:

- Do things like a renewed parking policy occur within the strategy or are they informed by it? Gen Zero would rather these things were set in stone in one strategic approach (i.e. the Strategy overtly sets the parking policy)
- An important element of a Strategy should be to provide targets - mode shift, safety, greenhouse emissions etc
- Mandate reporting functions on targets



Chris Bishop

Key themes:

- housing / lack of housing
- inter-city trips (i.e. Hutt City to Wellington, Hutt City to Porirua)
- access and resilience of Wainuiomata (e.g. journeys to Wellington Hospital)
- esplanade traffic issues / congestion - supportive of bus priority in the short term with multi-modal cross valley link in the longer term
- congestion in and around Petone
- safety (we didn't unpick this but he mentioned SH2 so we could assume he was mostly focused on traffic safety hotspots)
- better bus connections, particularly direct links to Wellington (thereby avoiding transfers)

Other topics that were discussed included:

- difficulty removing parking to enable road space reallocation
- challenges associated with (unsubstantiated) retailer belief in the link between income and availability of free parking
- idea to charge for parking to better reflect value (e.g. in popular shopping destinations)
- use of congestion charging / pricing (for Wellington)
- enhanced park and ride for some stations vs making it easier for commuters to walk, cycle, catch the bus to stations (i.e. station access plans)

Observations

- seemed supportive of mode shift initiatives as a way to address congestion (seemed very much focused on buses and trains more than other modes)
- sees continued need for (multi-modal) road building as a way to address congestion and enable land development
- open to the idea of beneficiary / developer pays funding approach to infrastructure provision (noting that current legislation does not enable this particularly well at present)

Ginny Anderson

Themes

- Trade-offs needed to make public and active transport more effective/more attractive as a choice (i.e. cycle lanes and bus priority)
- PT needs to be as quick if not quicker than car travel.
- PT should be affordable (farebox recovery ratio too high)
- Using cars is easy - some stick needed as well as carrot
- PT frequencies need to be useful and match future growth and intensification
- Housing issues (i.e. lack of housing) - but needs unlocking with better active and PT
- Bikes on trains - Matangi changed this at peak
- Cycling facilities at stations (good quality)

Other comments

- Language important - "choice", "access" etc
- Why do people get stuck in traffic? Not always well understood
- Difficulty in convincing people to give up something (i.e. parking)
- Conversation can get hijacked by a single issue



- Allow an opportunity for people to rant
- Case studies could be used in final report to illustrate opportunities better
- Impact of PTOM review - could be positive?

GWRC

Themes

- Focus on mode shift (is GW's key area of influence in the region)
- Differentiating PT experience crucial (i.e. Wellington Station access impacting whole network)
- Rail capacity an issue
- Riverlink could be an example of improving urban form and transport networks, accessibility improvements etc
- Better internal PT - integrated ticketing (Project NEXT), fast buses from stations to employment areas
- Note impact of new Wairarapa trains - more capacity for Hutt Line through better frequencies
- Induced demand - build and they will come. Applies to roads, but also applies to rail in a positive sense
- Roads will add to congestion
- Reliability of PT an issue

Observations

- Mode shift is the key issue.
- Generally supportive of reducing car dependency
- Note setting expectations is crucial; i.e. don't promise what we can't deliver in too short a time
- Keen to help through a connected-up approach to the Strategy

Strategy specific

- Note flow down effect with timings (i.e. rail capacity issues)
- Look at Targets which can provide incentive for priority projects and track progress against priority issues
- Provide an opportunity for political leadership to showcase deliverables against targets
- Need to link up with Metlink, Travel Choice Team - need to sell story of mode shift as a region
- Needs to dovetail with regional direction
- Key messaging important - "we are providing further capacity for growth" rather than "we are reducing road capacity but investing in PT etc".

Upper Hutt City Council

Themes

- Resilience - Eastern Hutt Rd a critical lifeline for both Upper Hutt and Lower Hutt. Experiencing 4 percent growth due to SH2 congestion. No bus priority despite being a major bus route.
- Silverstream bridge a problem (resilience, lack of multi-modal function)
- Flow on effects - SH2/Eastern Hutt Rd a congestion hotspot with wider traffic network ramifications
- Barriers to mode shift
 - Employment centres located away from rail in Lower Hutt - so not useful
 - Lack of rail/bus integration



- Lack of bus priority
- Lack of road space for bus priority and cycleways
- Access to hospital at Lower Hutt compromised by congestion and lack of resilience
- UH population increasing and has a large % of commuters going to Lower Hutt
- Congestion impacts of new road links
- Lack of parking for EVs in new developments
- Reverse commuting to Upper Hutt if more commercial developments on rail corridor
- Population growth putting pressure on traffic - not sustainable.

Observations:

- Generally supportive of mode shift
- Resilience important
- Acknowledging lack of further capacity on roads
- PT not configured to take up the slack other than for Wellington trips
- Does not place high value on cycleways from a congestion perspective - more social and health benefits
- Potential to change commuting dynamics by developing around stations

Hutt Valley Chamber of Commerce

Themes

- Infrastructure does not support business community
 - PT unreliable, configured only for Wellington commuting
 - Car dependency impacts deliveries etc
 - State of road network poor
- Businesses leaving area
- Esplanade a big factor impacting business
- SH2 unreliable
- Costs being driven up
- Lack of understanding on scale of impact of Transmission Gully place pressure on SH2 by changed behaviours
- Lack of understanding of Riverlink impact on network
- Rail not suited to Hutt Valley right now - Melling Station should be moved closer to CBD
- Housing increases (population and density) will add to problems without mode shift
- Car only option right now - PT unreliable, active too unsafe
- EVs use roads so road investment still needed as are charging networks to support
- Location of residential and commercial/industrial land uses not well thought out in relation to transport networks - integration of transport and land use planning needed
- Removing car parks bad without alternatives
- Unreliability has a big impact economically

Strategy

- Survey not able to be approached from a business perspective, only individual



File Note

To	Marian Radu
Copy	
From	Jared Humm
Office	Wellington
Date	6 August 2021
File/Ref	
Subject	Hutt Integrated Transport Strategy - Phase C – Priorities and Trade-offs

Background

We are currently at Phase C – Priorities and Trade-offs - of developing the Hutt City Integrated Transport Strategy for Hutt City (the Strategy):

- ~~Phase A – Public opinion and technical assessment~~
- ~~Phase B – Challenges and opportunities~~
- **Phase C – Priorities and trade-offs**
- Phase D – Stakeholder workshops
- Phase E – Writing the Draft Strategy

In this file note we summarise why we are undertaking this engagement phase, what was proposed and agreed to, and what we are proposing now.

We consider that this should be read by members of the Steering Group prior to the 13 August meeting so we can discuss and decide on the form of engagement.

Additionally, **a summary progress report for context is attached as Annex One**. This also summarises our consideration of the feedback provided at the 28 July workshop with.

Why we need to engage on priorities and trade-offs

When considering interventions, there are a number of important considerations that need to be made. First, we need to consider the timing and balance between ‘carrot’s and ‘sticks’ (respectively, interventions that make active and public transport more attractive, and interventions that make using a car harder). To do that, we need to test people’s appetite for change against interrelated interventions. For instance, reducing parking or increasing charges may be dependent on improving public transport. Cycleway links may be dependent on low traffic interventions and safety improvements elsewhere.

Second, we need to consider where efforts should be focused and what these should be. Hutt City is a diverse community and includes a number of lower socio-economic communities that are not well connected to other parts of Hutt City.

How will we do this?

Our aims from this phase of the Strategy development are as follows:

- Awareness raising
- Building buy-in along the way
- taking communities on the journey
- gathering insights to inform the strategy

Through our engagement we need to be sharing the conclusions about the emerging issues. This will let people know that change is needed and that doing nothing is not an appropriate option. We want to increase awareness in the community of the trade-offs reflected in the interventions the strategy will need to address and gather information on the priorities of members of the public. Gathering this information now will provide insights into where points of resistance may arise as well as where there is common agreement.

What we proposed in our Offer of Service - online survey

In our Offer of Service, we proposed using a web-based engagement tool. Mass media and web-based surveys are a good way to get broad reach and raise awareness. We will use a web-based survey to gather information about responses to balancing 'carrots' and 'sticks' the interventions will effect to such as changing the affordability of public transport journeys compared to vehicle journeys. For example, participants will be asked to rank the relative importance of factors such as safety, comfort, security, and travel time for mode choice in the future.

However, with the experience in developing the Strategy to-date, we recognise these methods do not reach every part of the Community and do not get the depth of insight we would like.

What we are proposing - online survey and focus groups

We propose that to engage with hard to reach communities and properly explore their priorities and dilemmas, face to face focus groups are undertaken in tandem with a mass media/ Internet engagement. They will also provide an easier forum to hear from communities less likely to engage in online tools, increasing the diversity of voices included in the Strategy.

The communities will be targeted based on the areas identified in the workshop as most benefiting from transport interventions (addressing equity concerns and impact on the network): Wainuiomata, Taita, Naenae, and Stokes Valley. Focus groups will provide more in-depth information and deeper understanding on how interventions could affect communities positively and negatively.

For example, how will safer walking and cycling routes around neighbourhoods help them connect to cycleways and public transport, meaning non-car modes may be a more viable choice. We will be able to explore which types of journeys may offer more opportunity for mode shift, and through that have wider network impacts. Issues to be explored will include how interventions could affect short neighbourhood journeys such as school trips and how changes to the transport network can reduce reliance on cars as well as foster wellbeing.

We will need to understand what Council can do to understand cost implications

However, whilst we did recognise in the Offer of Service that face-to-face support may be needed to ensure truly representative participation, it was assumed, for pricing purposes, that this would be undertaken by Council through targeted dissemination of the survey through Council networks (WSP would provide the content for dissemination, and support materials i.e. instructions, website text, flyer text and QR codes).

The total budget for the agreed activity is \$24,130. If we are to include face-to-face focus groups in this engagement phase, we will need to understand what resources Council can provide so we can understand the cost implications.

Annex One - Context: How we got to Phase C

Finalising the Strategic Issues

At the 28 July workshop we presented six Strategic Issues identified through the work undertaken to-date. Feedback from that session has resulted in changes to the way these strategic issues are worded. It does not change the strategic issues themselves, rather adds more nuance and provides a more people-centric focus as well as ensuring we are giving considerations to different communities within Hutt City.

Original issues	Proposed updated issues
Network Constraints	Increasing use of private vehicles is increasing travel time delays (congestion) and inconsistent travel times during peak periods
Impact of transport on place	High private vehicle use has decreased liveability and quality of life, negatively impacting neighbourhoods as well as mental and physical health, and wellbeing
Safety	Increased traffic volumes and friction increase conflict and reduces safety for all users.
Lack of transport choice	Various communities are impacted by underinvestment resulting in people, including the most vulnerable, being underserved and having limited travel choices.
Climate Change	Low uptake of active and shared modes (or sustainable travel modes) are negatively impact the environment (emissions, air quality, pollution, etc).
Vulnerability to disruption	People's journeys are being impacted by a lack of network resilience and redundancy (alternative routes) making it vulnerable to disruption.

Developing interventions

The outcomes of Phase A and B resulted in a broad scope of interventions being tested at the 28 July workshop. Following feedback from workshop participants, the key interventions can be broadly summarised as the following to help give effect to the issues above:

- Improvements to public transport including coverage, frequency, bus priority, integrated ticketing and price
- Improved east-west links for cycling/scooters, walking, mobility, and public transport between lower socio-economic areas and nodes (i.e. railway stations and community hubs) and major employment areas
- Improved access to railway stations and bus stops
- Reduced speeds at key locations
- Reallocation of road space along key arterials
- Improved road spaces to reduce traffic and lower speeds in and around neighbourhood hubs
- Targeted multi-modal safety improvements
- Parking price increases and parking reductions

Why we need a strategy

- To help guide decision-making on plans and projects
- Encourage more consistent, better aligned decision-making
- Communicate strategic direction and intent to stakeholders and the community
- Bring together the various policies across national, regional, and local government
- Bring community perspectives into the decision-making process

What we have done and why

To understand what the Strategy is going to do, we first had to understand what the strategic issues are. This helps identify interventions. Two broad work streams were undertaken to achieve this.

The first was a technical review. This involved reviewing existing policy and strategic documents at all levels of government to understand policy directions. We also analysed key data related to demographics

and travel behaviour. This helped us to understand the context and future trends that the Strategy will need to respond to.

The second was to engage with the community and key stakeholders through an online survey and through one-on-one and understand the barriers experienced in their daily travel, and their appetite for mode shift if barriers were addressed.

What we found through this process

Our findings reflected what the data is telling us, and also provides a reflection of community and stakeholder views, overlaid with government priorities. There was general alignment on key themes across the workstreams.

Growth has been higher than expected

Hutt has been experienced higher than expected growth, and that this is expected to continue in future. Future growth in housing to account for up to 130,000 people by 2033 is likely to occur in a mix of Greenfields (primarily Wainuiomata) and intensification (primarily rail corridor and Hutt CBD and Petone).

Hutt is car dependent

Hutt City is car dependent for internal trips (more than 75 percent mode share), whilst there is an even split between cars and other modes for trips to Wellington. Half of peak rail trips are accessed by car. Lower socio-economic areas are distant from major employment areas and are constrained by lack of transport choice.

The transport network is constrained

Congestion and travel times are an issue, and there are perceptions of safety issues along key arterials and at key intersections. Some areas, such as Wainuiomata, have limited access paths to railway stations and major employment areas. Capacity increase is limited and, in some cases, undesirable due to flow on impacts.

Public transport is not well suited to internal journeys

Public transport coverage, frequency, and operations support trips to Wellington through the rail network. Bus trips within Hutt City are impacted by general congestion (lack of priority interventions) and coverage and service frequency are an issue.

Cycling uptake has barriers

Cycling is used well where it is provided for, but safety perceptions for travelling on key arterials is an issue. There is a lack of cycling infrastructure, and road layouts were identified as an issue. For cyclists and pedestrians

Climate change and resilience are key issues

Climate change and other environmental issues are a priority, and transport is a large contributor of greenhouse gas emissions with potential to reduce through mode shift and other changes. Resilience is important, and Hutt City's transport network is particularly vulnerable to weather events.