

ID	Status	Priority	Key mechanism	Action	Additional context	Update	Example	Lead/responsible party	Timing	2025	2026	2027	2028	2029	2030	2031	Costs commentary
										\$ 385,000.00	\$ 490,000.00	\$ 410,000.00	\$ 340,000.00	\$ 340,000.00	\$ 340,000.00	\$ 340,000.00	Budget figures only
1	Started	Priority 1 [2025]	Disruption mitigation activities	Adopt and socialise Disruption Response Plan [will need buy in from partners e.g. Te Awa Kairangi]	Incl socialisation with disability advocacy groups like grey power/senior citizens, IHC, Blind Low Vision NZ etc			HCC	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	No costs assumed.
2	Complete	Priority 1 [2025]	Disruption mitigation activities	Establish information sharing protocols between agencies				Governance Group, Tactical Group	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	No costs assumed.
3	Complete	Priority 1 [2025]	Disruption mitigation activities	Create and manage a sharing environment [SharePoint site] where all project delivery agencies can add relevant information e.g. timing, project extents, temporary traffic management plans etc				HCC	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	No costs assumed.
4	Complete	Priority 1 [2025]	Disruption mitigation activities	Confirm communications and engagement governance arrangements identified as gaps in the Disruption Response Plan (refer to page 41)				Governance Group, Tactical Group	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	No costs assumed.
5	Complete	Priority 1 [2025]	Online hub	Establish online hub/webpage. This will need agreement on branding and ownership.	Actions include: 1. Establish governance for updates 2. Establish protocols for how it will be promoted and updated and how it wil integrate with existing platforms (e.g. Metlink App and website)	Te Awa Kairangi website is ear-marked to be used, pending agreement from Te Awa Kairangi.		Governance Group, Tactical Group	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	No costs assumed as the Te Awa Kairangi website is ear-marked to be used, pending agreement from Te Awa Kairangi.
6	Started	Priority 1 [2025]	Disruption mitigation activities	Agree ownership/lead for each action identified in the Disruption Response Plan [this list]				HCC: Disruption Response working group	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	No costs assumed.
7	Complete	Priority 1 [2025]	Disruption mitigation activities	Develop and agree protocols set out in the Overarching Communication and Engagement Plan (incl: combined glossary of key terms, 'key messaging' cheat sheet; approvals processes for communications; ownership of relationships; format for shared style guides, and templates; protocols for emergency or reactive messaging; temporary signage and wayfinding branding, ownership, format, requirements for good accessibility guidelines & decision-making processes]	- Develop a combined glossary of key terms - Develop a combined 'key messaging' cheat sheet so all parties speak the same language - Agree approvals processes for communications - Agree ownership of relationships to avoid communication fatigue and redundancies in effort, e.g. who manages business relationships - Agree format for shared style guides, and templates - Establish protocols for emergency or reactive messaging - Develop and agree temporary signage and wayfinding branding, ownership, format, good accessibility guidelines, decision-making processes		HCC: Comms and engagement team with buy in from the Te Awa Kairangi Communications Delivery Team	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded by the Business Engagement and Communications Plan
8	Started	Priority 1 [2025]	Disruption mitigation activities	Hire/allocate a disruption response resource [to undertake administrate working group coordination, actions, keep Gantt chart updated, document discussions and distribute actions, steward data management protocols, oversee disruption related activities]		Discussions with potential resources have begun	TfNSW 100 Day Flood Action Plan	HCC	2025 Q3	\$ 120,000	\$ 120,000	\$ 120,000	\$ 120,000	\$ 120,000	\$ 120,000	\$ 120,000	Estimated costs for an office level resource
9	Started	Priority 1 [2025]	Travel Behaviour Change activity	Calculate and incorporate walking and cycling times and routes in temporary wayfinding signage (refer to Overarching Communication and Engagement Plan which includes protocols around temporary wayfinding- [7])	Include slower walking speeds (like the Metlink app does), note rest spots along longer stretches			HCC Disruption response resource and Metlink	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Rolled under costs for Disruption Response resource
10	Started	Priority 1 [2025]	Travel Behaviour Change activity	Advocate for: - A walking/cycling route through the Riverbank worksite - Metlink to investigate installing bike racks - Bikes on buses and trains - Bus routes 145 and 149 [and other replacement bus services] to accommodate wheelchairs or mobility devices. - Delivery of pending interventions identified in the Hutt City Cycling and Micromobility SSBC in Petone/Alicetown [cycle friendly crossings and neighbourhood streets to connect The Esplanade and Jackson Street] - Accessible pedestrian access through the Waterloo station construction - Advocate for in-principle agreement to avoid concurrent closures on both sides of the river, recognising the impact on active transport and its role in easing congestion, especially ahead of Te Ara Tupua's 2026 opening [GWRC]	Support from GWRC for advocating for walking and cycling routes through construction. Also note that "cyclists dismount" is not an appropriate treatment for long sections. Critical to not stop people wanting to ride and also a risk if less people ride when Te Ara Tupua opens.		HCC: Disruption response resource, GWRC	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Rolled under costs for Disruption Response resource
11	Started	Priority 1 [2025]	Online hub	Develop content and socialise disruption online hub/ web platform [start with critical information - disruption timing, project profiles, what kinds of impacts can be expected during disruption and what is expected from people (retime, remode, reroute, reduce), link it to real time information channels]. Continue to develop, adapt and add collateral [Preparation in Action 5]	Create content from the disruption reponse plan/project updates and developed plans: - Project profiles - New and upcoming disruptions - City Centre Activations - Flexible Working Toolkit - Online services, delivery and access information - Parking updates and transitions - Carpooling and carshare apps [refer to GWRC for Carpooling App in action currently at Wellington Regional Hospital] - Route maps from Public Transport Response Plan - Resources for businesses, incentive scheme information - Resources for schools, behaviour change programs - Retailer packs- templates, posters, and talking points to inform their customers about access changes. - Link in with social media - provided information in accessible formats (e.g. screen-reader-friendly websites, Easy Read, NZSL, large print, two way communication) to ensure high needs users are not disadvantaged - Leverage postive stories to keep focus on the future state i.e. post disruption. Refer to GW's 'Social Stories' (contact Matt Shipley for details)	Sydney Travel Choices Program (13% reduction in car trips in the AM peak) - mysydney.nsw.gov.au/resources	HCC: Comms & engagement team & Disruption response resource	2025 Q4, ongoing	\$ 100,000	\$ 100,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	Estimated costs associated with developing content to add to the existing Te Awa Kairanga website.
12	Started	Priority 1 [2025]	Disruption mitigation activities	Use Disruption Response Plan scenarios 0-4 and impact analysis (sections 3 and 4 of the Response Plan) to develop key messages for impacted stakeholders				HCC: Comms & engagement team	2025 Q3, ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded by the Business Engagement and Communications Plan

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13	Complete	Priority 1 [2025]	Disruption mitigation activities	Develop Overarching Communications & Engagement Plan to establish governance around communications in a multi-agency environment, including a shared communications calendar	Develop a shared calendar and an overarching comms and engagement plan to: - Enable consistent, coordinated messages to the public, businesses, and stakeholders. - Act as a “single source of truth” by clearly identifying which documents (e.g. FAQs, disruption calendars, project summaries) should be relied on for verified information. - Engage project leads to agree objectives, principles, governance for temporary wayfinding, including communications protocol with project managers / contractors. - Define who approves messaging and how content decisions are made including naming key roles (e.g. Comms Leads, Project Sponsors, City Council Communications Head). Consider using the RACI framework. - Outline when and how updates will be shared, including timeframes for input, review, and publishing across agencies. - Determine consistent public communication channels including Online hub, traditional media, social media, physical notice boards, online notice boards. - List key contacts and responsibilities so that staff know who to consult or escalate to. - Ensure alignment across teams by helping all communications staff understand what to say, when to say it, and how to reinforce the broader city narrative.			HCC: Comms & engagement team	2025 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded by the Business Engagement and Communications Plan
14	Started	Priority 1 [2025]	Travel Behaviour Change activity	Integrate and communicate real-time congestion data (develop a plan and begin integrating live data into public-facing platforms like Google Maps. This includes information on disruption, traffic management sites, alternative routes for all road users, update routes with photos and walk throughs of the disruption and alternatives)	1. Establish protocol with google/bing/preferred supplier to incorporate disruption updates 2. Identify alternate routes and mode shifts to highlight in disruption updates 4. Go live & include links on the Online hub			HCC Disruption Response Resource	2025 Q3, ongoing	\$ 55,000	\$ 20,000	\$ 20,000	\$ 20,000	\$ 20,000	\$ 20,000	\$ 20,000	Costs associated with integrating and communicating real-time congestion data include API licensing (e.g. Google Maps), backend and frontend development, hosting infrastructure, and ongoing maintenance
15		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Offer locations for remote working/co-working hubs; offer a discounted rate during disruption; start with existing bookable offerings and investigate options for new hubs. Monitor usage and flex depending on demand. Prioritise: Underutilised Council assets (e.g. libraries, community centres, civic halls with digital potential); Local centres with good walkability and amenities (e.g. Wainuiomata, Petone, Naenae, Taita, Stokes Valley); Education-adjacent sites (e.g. University of Otago campus)	Start with existing bookable locations offered by third party organisations. Monitor usage and flex offering as needed. Suitable locations could include: - Underutilised Council Assets e.g. Library, community centre, civic hall with digital potential - Local centres identified in the Integrated Transport Strategy page 34: Wainuiomata; Petone; Naenae; Taita and Stokes Valley (look for locations with good walkability and cafes) - Education-Adjacent e.g. University of Otago campus		[example locations - https://goghq.com/office-gallery and https://www.sharedspace.co.nz/listings/detail/office-space/wellington/8199/moco-hutt-valley-coworking.html ; https://www.qspace.co.nz/ ; https://www.lovetoconnect.co.nz/en].	HCC Disruption Response Resource	2025 Q3, ongoing		\$ 20,000	\$ 20,000	\$ -	\$ -	\$ -	\$ -	Costs associated with hiring coworking locations/offering discounts. Nominal costs allocated during peak disruption
16	Started	Priority 1 [2025]	Disruption mitigation activities	Carry out monitoring of traffic and rail patronage to understand the impact. Share insights via a dashboard		Quote from provider has been received, pending decision		HCC [with support from Wellington Analytics Unit]	2025 Q3, ongoing	\$ 110,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	Based on a quote provided by WSP to HCC + contingency
17	Started	Priority 1 [2025]	Travel Behaviour Change activity	Establish partnerships with e-bike/e-scooter sharing companies to maximise use of existing and new cycling facilities	GWRC: Note no current Micromobility or ebike share scheme in Lower Hutt. Te Ara Tupua suggestion: coordination with WCC and NZTA to facilitate device sharing and create a more cohesive journey experience for users travelling between Hutt City and Wellington City along Te Ara Tupua, an NZTA asset that crosses the HCC and WCC boundaries. WCC about to retender micromobility contracts -so work with WCC once response plan is finalised. Contact here is Path Activation Lead for Te Ara Tupua, Annie Bruckner. Some work to be done on legal definition of “public space” to enable micromobility sharing on Te Ara Tupua.			HCC Disruption Response Resource	2025 Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs associated with management of contracts, rolled under costs for Disruption Response resource
18	Started	Priority 1 [2025]	Disruption mitigation activities	Complete in progress plans: Business Engagement and Communication Plan [HCC]; Business Resilience Programme [HCC]; Overarching Communications & Engagement Plan [HCC]; Transitional Parking Plan [HCC]; Temporary Traffic Management Plans [Project Specific]				HCC, GWRC, Project Leads	2025 Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Funding already allocated to develop these plans
19		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Install temporary wayfinding, including walking and cycling times & accessible information [Action #7 to prepare]				Project leads	2026 Q2, Ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded within each project
20	Started	Priority 1 [2025]	Travel Behaviour Change activity	Engage with businesses to embrace flexible/hybrid working policies [e.g. flexible start/finish times, flexible in-office hours, incentives to use shared/co-working spaces]				HCC: Business & Economy team	2025 Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	
21		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Work with the team responsible for the Strategic Plan for Cycleways to identify opportunities to expedite cycleway installation in disruption-impacted areas and those connecting to new facilities e.g. Te Ara Tupua		Note from GWRC: Coordinate with Path Activation lead about upcoming opportunities to activate the walking and cycling networks when Te Ara Tupua opens		HCC Disruption Response Resource	2026 Q2	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be project specific - part of the Strategic Plan
22		Priority 2 [2026 Q1 & Q2]	Disruption Response Plan	Deliver City Centre Activations to attract people into the city and to activate new facilities as they are completed	To help offset the impacts of construction, attract foot traffic, support local businesses and maintain city vibrancy, the plan could include targeted city centre activations. These may feature: - Pop-up events and markets (e.g. Suitcase Rummage or pre-loved stalls) - Street performances and mini-concerts - Events to encourage use of new facilities e.g. Te Ara Tupua - Temporary art installations or interactive displays - Seasonal or themed pop-ups that draw people into key areas - Hutt City Play Streets			HCC: Business & Economy team	2026 Q2, Ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded by the Business Engagement and Communications Plan
23		Priority 3 [2026 Q3 and Q4]	Travel Behaviour Change activity	Coordinate with project teams to provide parking alternatives: promote carpooling, carsharing, manage on-street parking, partner to optimise underutilised parking spaces, prioritise short-stay, delivery needs and accessible parking, identify sites for long-stay cycling parking. These initiatives may be delivered through the Transitional Parking Plan [Action #18 to prepare]	Coordinate with project teams to ensure parking is provided on-site or at nearby sites for tradies and workers; Leverage private parking through platforms like Parkable and Parkopedia; Manage on-street parking to reduce overspill and prioritise short-stay or delivery needs; Protect mobility access by maintaining or relocating accessible parking near entrances; Support shared transport with dedicated spaces for carpooling and car share; Trial partnerships with private operators to unlock underused parking and test flexible use; identify supported living houses and residents in need of regular care giving in the potential “overspill” zone and ensure they have access to the parking they need i.e. short stay parking for the mobility van to pull in and collect/drop off a wheelchair user at the beginning and end of the day. These may be delivered through the Transitional Parking Plan.		https://www.carpoolworld.com/carpool.html?to=Lower_Hutt&wc=NZL_NZ&ws=Ni&lat=-41.2499000&lon=174.7500000	HCC Disruption Response Resource	2026 Q3	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Funding assumed to be part of the Transitional Parking Plan
24		Priority 2 [2026 Q1 & Q2]	Disruption Response Plan	Implement Business Engagement and Communications Plan actions including business resilience programme [Action #18 to prepare]. Refer to Action #22 for City Centre Activations	- “Open for Business” campaign: Actively promote the fact that shops remain open, using consistent messaging across all channels. - Local loyalty promotions: Partner with retailers to offer discounts, loyalty cards, or event days that encourage repeat visits. - Capture good news stories and share via the online hub/website			HCC: Business & Economy team	2026 Q1	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded by the Business Engagement and Communications Plan

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25		Priority 1 [2025]	Disruption mitigation activities	Implement active transport and engagement activities	Active transport and engagement activities School Engagement: Deliver Grade 2–3 cycle skills training in high schools and intermediates in affected areas Bike Bus Workshops: Explore setup with operators (there is no contractual obligation from them here). Share the Road: Run workshops with construction truck drivers to improve safety awareness. Comms Review: Apply an active travel lens to communications plans where possible E-Bike Trials: Host "Have-a-Go" days and guided rides in Western Hills and other areas to reduce barriers for new riders. Cross-Town Cycling: Promote routes from Melling to Waterloo and educate on secure bike locking to reduce theft.			GWRC	2025 Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	To be resourced by GWRC
26		Priority 2 [2026 Q1 & Q2]	Disruption Response Plan	Implement Transitional Parking sites identified in the Transitional Parking Plan [Action #18 to prepare]				HCC	2026 Q2	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Funding assumed to be part of the Transitional Parking Plan
27		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Deliver Bikes in Schools Program & flex the Pedal Ready Program to cover schools in Hutt City. Deliver to schools close to the City (5 schools: Eastern Hutt School, St Oran's College, Saints Peter and Paul School, Hutt Valley High School, Sacred Heart College), expand to include heavy vehicle drivers with buy in from contractors	GWRC comment: Pedal Ready has worked in these primary schools and would be interested in working with these high schools. Note that schools training is LTR, Grade 1 or Grade 2 in schools. For riders to travel in more complex areas (road works, multi lane roundabouts etc) Grade 3 training is the recommendation - labout intensive, so we work with the willing, not whole school. Suggest a good approach is to work with students about Heavy Vehicles and blindspots ("Share the Road" training). Would like to also work with HV drivers working on the project. . would extend this invite to bus drivers, who will be dealing with stressed schedules etc at times.		https://zerocarbonmerri-bek.org.au/wp-content/uploads/2024/02/2023-Merri-bek-City-Council-Open-Streets-Report_compressed.pdf ; https://www.merri-bek.vic.gov.au/my-council/news-and-publications/news/ride--stride-families-leading-open-streets/	GWRC [with buy in from contractors]	2026 Q2	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed BAU
28		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Continue to deliver 'Road Safety' activities around schools, prioritise schools that can be connected to existing and new walking/cycling infrastrcture e.g. the Beltway, Te Ara Tupua	Comment from GWRC: Engage with High schools like Te Ara Tupua did – work in the planning/construction/council sectors – road show. Work with moped riders at high schools (blindzone training etc)		https://zerocarbonmerri-bek.org.au/wp-content/uploads/2024/02/2023-Merri-bek-City-Council-Open-	HCC	2026 Q2, Ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed BAU
29		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Support local businesses to expand online services and delivery options, including working with the hospital to expand telehealth offering				HCC	2026 Q2	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Assumed to be funded by the Business Engagement and Communications Plan
30		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Run promotional events and packages to encourage uptake of public transport and active modes: consider off-peak incentives for public transport use, subsidised e-bike loan programs, competitions and recognition integrated with the online hub, leverage national/regional events e.g. bike work month, Movin March	GWRC has projects ready to pilot with subsidies (PT subsidy for new workers is nearly ready), ebike trials (try for 2-4 weeks to work out if it is for you), and personalised journey planning that GWRC can take to businesses as part of a set of tools for engagement and behaviour change)			HCC, GWRC	2026 Q2, Ongoing	\$	\$ 80,000	\$ 60,000	\$ 30,000	\$ 30,000	\$ 30,000	\$ 30,000	Some costs to be worn by GWRC. Budget based allocation. Higher spend during peak disruption which tapers off in later years.
31		Priority 2 [2026 Q1 & Q2]	Travel Behaviour Change activity	Deliver shared micromobility programme & secure parking facilities in key destinations: Hutt CBD; Queensgate Shopping Centre and Western Hutt train station [in the short term, this is likely going to be delivered by bike/e-scooter hire companies. In the longer term, provide additional secure bike parking to promote uptake of cycling post Te Ara Tupua].	Comment from GWRC: Any discussions with regards to additional bike Racks at stations will need to be discussed with Nathan Briggs. Western Hutt does not have a Bikerack - however all other stations bike racks are not at 100% occupancy. Bike parking at Queensgate is not currently adequate.			HCC Disruption Response Resource	2026 Q1, ongoing	BAU	BAU	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	In years 1 and 2, anticipate micromobility providers to provide parking & GWRC to provide parking at stations. Post Te Ara Tupua, council to implement a network of secure bike parking facilities.
32		Priority 3 [2026 Q3 and Q4]	Travel Behaviour Change activity	Trial a consolidation hub to reduce movements related to deliveries in the city centre: consider parking bays within a covered carpark/Queensgate Shopping centre with space that allows delivery providers to consolidate goods. Work with local providers e.g. Nocar cargo. These initiatives may be delivered through the Business Resilience Program [Action #18to prepare - Business Resilience Program].	Explore Nocar Cargo currently operating in Wellington (https://www.nocarcargo.co.nz/)		Goulburn street hub, Sydney. See evaluation report: https://sgsep.com.au/projects/evaluation-of-the-goulburn-street-counter-hub-trial	HCC: Business & Economy team	2026 Q3	\$	\$ 75,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	\$ 50,000	There may be costs associated with supporting a delivery hub e.g. rental of space, retrofitting costs. Council could continue supporting the hub during disruption. Sydney model relies on TNSW funding of approx \$150k a year.
33		Priority 4 [2027 & beyond]	Disruption Response Plan	Optimise key CBD routes to support rerouted traffic and active modes. This includes: -Removing signals at SH2/Melling and converting it to a left-in/left-out configuration. -Focusing on local roads and alternative SH2 exit points to maintain network efficiency. -Reviewing and modifying signals at key intersections (e.g. Melling Link/SH2 & Tirohanga/SH2, Kings Crescent/Cornwall Street, Waterloo Road/Cornwall Street) as needed. -Once active mode and micromobility schemes are confirmed, identify and implement signal changes to support those journeys. -Consider bus priority routes Note: No funding is currently allocated for these interventions.				HCC/WTOC	2027	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Note: No funding is currently allocated for these interventions.
34		Priority 3 [2026 Q3 and Q4]	Travel Behaviour Change activity	Promote uptake of cycling leveraging new facilities like the Te Ara Tupua for trips between Hutt City and Wellington.	This could include educational programs, incentives, events, activations			HCC lead with NZTA support	2026 Q3, Ongoing	BAU	\$ 35,000	\$ 35,000	\$ 15,000	\$ 15,000	\$ 15,000	\$ 15,000	Budget allocated to promote cycling post Te Ara Tupua during peak disruption years, tapers off in later years
35		Priority 4 [2027 & beyond]	Disruption Response Plan	Review effectiveness of the disruption response and flex/adapt as needed incl concise reporting on indicators generated with lessons learned at key intervals identified in this Plan (refer to page 46)				HCC Disruption Response Resource	2026 Q4, Ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs will depend on actions. No costs assumed.
36	Complete	Priority 1 [2025]	PT Response Plan	Route 149:	➤ Introduction of new Tirohanga service in the Western Hills. ➤ Providing access to Lower Hutt Valley for residents.	This is operational		GWRC	2025	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
37	Started	Priority 1 [2025]	PT Response Plan	Partial Meling line to continue (as opposed to full line closure)	➤ Keep the MEL line operational to Western Hutt Station. ➤ Servicing all remaining stops and keeping to the existing timetable of the MEL. ➤ Subject to KiwiRail works to enable the line to terminate at Western Hutt.	GWRC are reliant on KiwiRail to undertake some works in order to facilitate the terminal of the MEL at Western Hutt. Based on this, GWRC will be able to run the MEL services as is. • Furthermore we have been advised that this work will be undertaken during the KiwiRail BOL which will be undertaken from Christmas 2025 > January 2026.		GWRC	2025, Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
38	Complete	Priority 1 [2025]	PT Response Plan	Develop a Community Engagement Plan to facilitate direct engagement with passengers at stations ahead of station closure to support PT users through the change and advise on the mitigations/ PT alternatives in place.		Community engagement plan has been established.		GWRC	2025	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan

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39	Complete	Priority 1 [2025]	PT Response Plan	Engage with passengers at stations ahead of station closure to support PT users through the change and advise on the mitigations/ PT alternatives in place [Action 38 to Prepare]		Community engagement plan has been established.		GWRC	2025, Q3 & Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
40	Started	Priority 1 [2025]	PT Response Plan	Bus routes 145 & 149 to continue to Waterloo station	> All services to continue to Waterloo train station that would otherwise go via Melling station. > Providing a bus service to train service access for PT users.	The operator has been engaged with regards to the change. Timetabling is being worked through		GWRC	2025, Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
41	Started	Priority 1 [2025]	PT Response Plan	Run an awareness campaign for Metlink customers impacted by disruption [Action 38 to Prepare]	> Direct Metlink driven marcoms campaign specific to Metlink customers.	A comms campaign has been created to support customers who are impacted by the programme of works.		GWRC	2025, Ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
42	Started	Priority 1 [2025]	PT Response Plan	In line with the Metlink's Customer Insights Plan, conduct regular customer satisfaction surveys, interviews and observations to monitor public transport user behaviours and needs		Customer insight plan in place.		GWRC	2025, Ongoing	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
43	Started	Priority 1 [2025]	PT Response Plan	Provide extra Park and Ride facility in Petone.	Extra Park and Ride facility being made available in Petone to provide options for the PT users who currently 'Park and Ride' at Melling. > Note: The current facility at Melling is oversubscribed currently.	Space has been identified in Petone and Park and Ride designs are being worked though. • Timings are TBC however, will be available in time for the Christmas temporary closure of Melling.		GWRC	2025, Q4	BAU	BAU	BAU	BAU	BAU	BAU	BAU	Costs assumed to be part of the PT Response Plan
NA		Optional/nice to have	Travel Behaviour Change activity	Investigate on-demand shuttle bus service to reduce pressure on parking resources and to encourage uptake of public transport incl identification of funding options and support amongst partners	Request a quote for an on-demand shuttle buses from a provider [refer to Johnsonville/Auckland/Horizon/Timaru examples].	GWRC are not looking into this as part of the mitigations unless there is a desire and budget to support this from partners.	' - https://www.liftango.com/resources/5-on-demand-public-transport-services-that-are-doing-more-with-less; - https://www.nzherald.co.nz/bay-of-plenty-times/news/early-success-for-tauranga-on-demand-bus-service-as-more-passengers-jump-onboard/PRJG37IYZESNMNDSIIZUIH62M/; - https://www.horizons.govt.nz/HRC/media/Media/Agenda-Reports/Passenger-Transport-Committee-Folder/Passenger-Transport-Committee-2024-15-10/24129%20Demand%20Responsive%20Transport.pdf - https://at.govt.nz/media/ayspll0d/at-local-trial-2-papakura-takaanini-final.pdf	TBC	2025 Q4	NA	NA	NA	NA	NA	NA	NA	Costs to be informed through market engagement