



Bus improvements feedback: Eastern Bus Corridor

Consultation summary
19 May - 14 June 2026



490

submissions
received

Absolutely Positively
Wellington City Council
Me Heke Ki Pōneke

Introduction

The purpose of this document is to summarise community feedback received about proposed changes along the Eastern Bus Corridor between Miramar and the central city. The project is a joint initiative between Wellington City Council and Metlink, proposing to upgrade bus stops and intersections to improve safety, accessibility. Once complete, the changes will also make the corridor ready for the introduction of electric articulated buses.

The Eastern Bus Corridor is one of Wellington's busiest public transport routes, connecting Miramar, Strathmore, Seatoun, Kilbirnie, Hataitai and Mount Victoria with the city centre. The corridor carries thousands of passengers each week and is a critical part of Wellington's public transport network.

Route 2 is the main service using the corridor, linking Karori in the west to Miramar in the east via the central city, and other services using all or part of the corridor include routes 4, 14, 18, 24, 30x, 31x, 35, 36, 38x, AX and school services. Current passenger demand is creating issues at some bus stops, with more buses than the existing infrastructure can comfortably accommodate.

The proposed changes are intended to make the corridor fit for the future by improving the reliability, capacity and accessibility of bus services, while supporting people to move around the city more easily and helping reduce emissions from road transport.

The proposal includes lengthening 35 bus stops and extending some kerbs so that two standard buses (or one articulated bus) can pull into the kerb, improving shelters and accessibility, making minor intersection and road layout changes, and consolidating some bus stops where they are located close together to improve reliability.

Public consultation was undertaken to understand community views on the proposed changes, identify any local impacts, and ensure feedback informed future decisions on the project.

Information and responses from the community have been presented in themes and graphs to give Councillors, officers, stakeholders, and the community a sense of the feedback. We've summarised all data and information provided to us during the consultation period.

Consultation summary

This consultation is the latest phase of ongoing work with stakeholders and the community. The community has had opportunities to engage with the project online, through in-person meetings, and at drop-in sessions. Public consultation on the proposed Eastern Bus Corridor improvements ran from 19 May to 14 June 2026 and received 490 submissions.

The consultation asked the community whether they supported proposed changes along the Eastern Bus Corridor. Of the 476 respondents who answered the overall support question, 64% supported or strongly supported the proposed changes, while 25% opposed or strongly opposed.

Supportive feedback focused on the expected benefits of public transport. Common themes included support for bus stop consolidation or removal, improved bus times and reliability, supported future growth in passenger numbers, better accommodating larger buses, and improved accessibility for those using public transport.

Opposing feedback suggested that the case for change was not strong enough and focused primarily on the impacts of bus stop removals and consolidations. Common concerns included reduced accessibility, convenience, shelter and safe waiting areas, particularly for older people, disabled people, children and those with mobility needs.

Levels of support varied depending on respondents' relationship to the Eastern Bus Corridor:

- 89% of respondents who visit places along the corridor were supportive or strongly supportive.
- Respondents who live (59%) or travel (60%) along the corridor were generally supportive, although around one-third opposed or strongly opposed.
- Views among people working along the corridor were more mixed, with 53% supportive or strongly supportive and 40% opposed or strongly opposed.

Both supporters and opposers frequently provided suggestions for improvement, usually focused on individual bus stop locations, local access considerations and specific design details, even if they supported overall benefits.

Because the route is long and includes proposed changes to more than 60 bus stops, feedback was spread across many different proposals, with some only receiving a few mentions. To capture this dispersed feedback, the reporting threshold was set at 10 mentions for Overall themes (page 7) and Support themes (page 8), and five mentions for Oppose themes (page 11). Overall, the consultation showed majority support for the proposed Eastern Bus Corridor changes.

How many responses did we get?

490

submissions were made
by individuals, schools,
or organisations

This report predominately summarises answers to the questions in the feedback form. Submissions received by email are considered by the project team, themed, and presented to Councillors however we do not infer the level of support or opposition to avoid any risk of misinterpretation.

Duplicate submissions

Every submission we receive is considered genuine in the first instance. If someone has submitted more than once, we may:

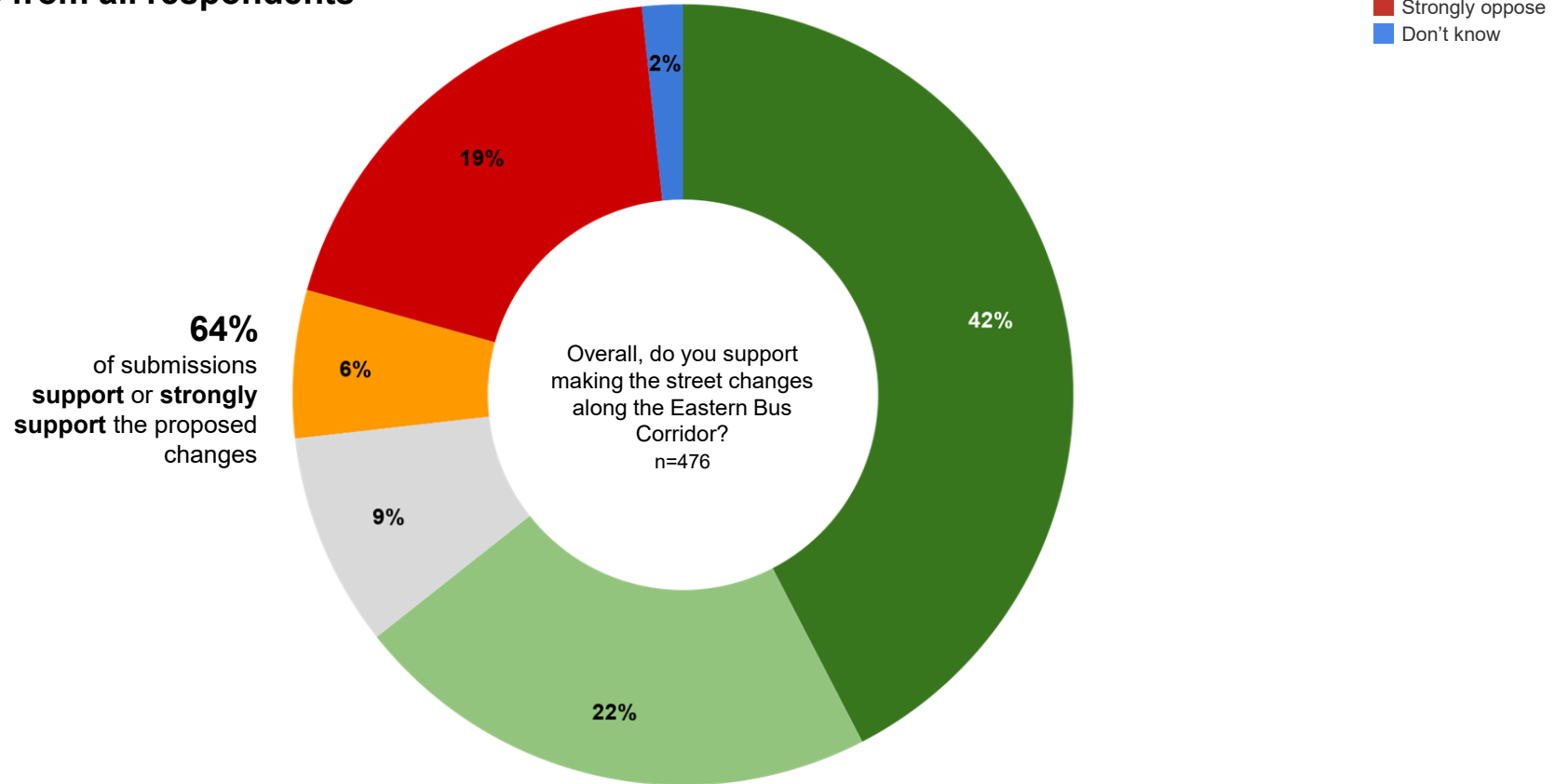
- combine submissions when the reason for submitting more than once is to add information to a previous submission
- keep the last submission submitted, removing the first; this is done when information in the submission has changed or is different from one submission to the next
- remove a submission where submissions are obviously in bad faith, such as multiple submissions under false names and/or malformed email addresses.

No matter how a submission is received during the consultation period (online, email or paper form), once duplicates have been removed, submissions are considered by the project team, analysed for the consultation summary report, and presented to Councillors. Across the joint consultation, where people could submit on one or both projects, eight duplicate submissions were identified then removed or merged, reducing the number of total submissions by eight.



What we heard

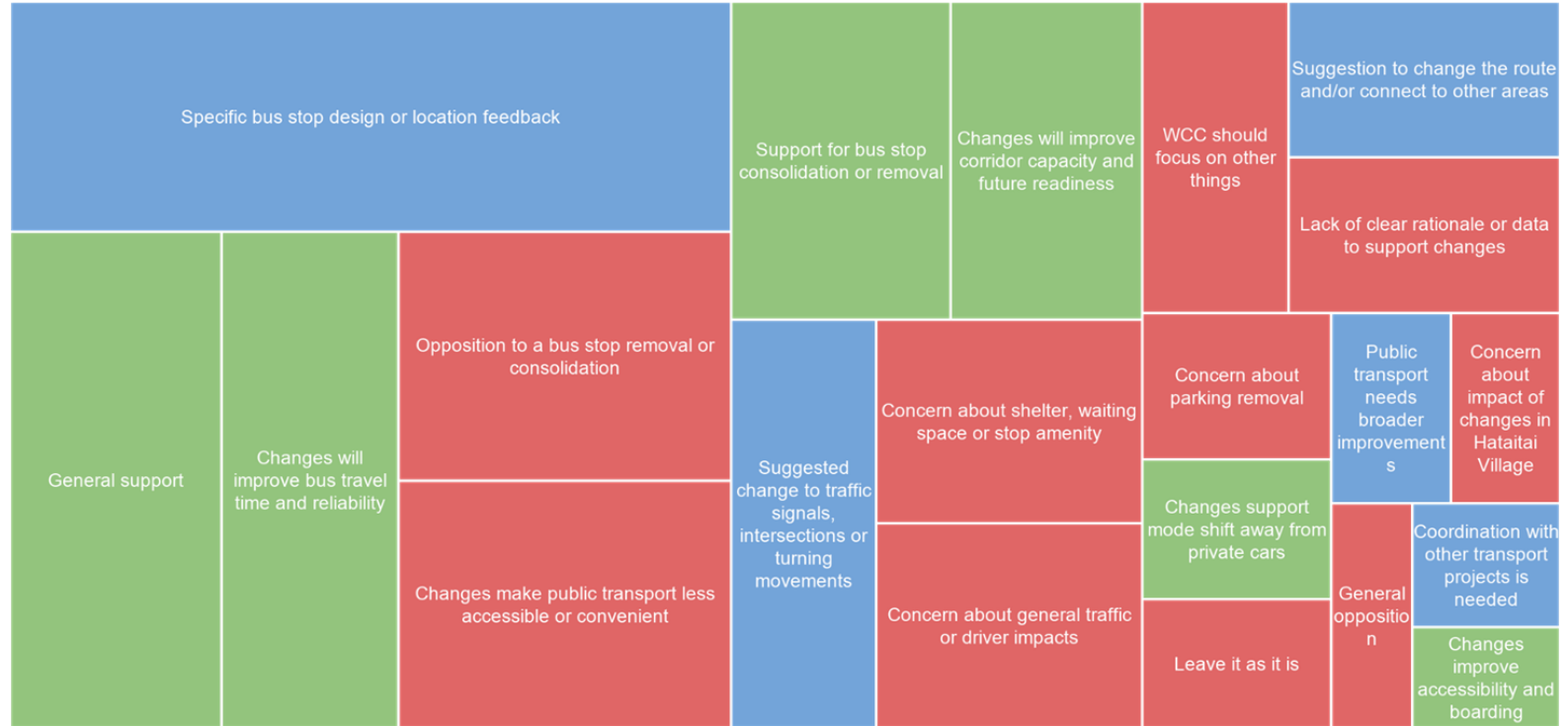
Overall level of support for proposal TR58-26 from all respondents



Overall themes from all respondents

■ Concern/opposed themes
 ■ Suggestions
 ■ Supportive themes

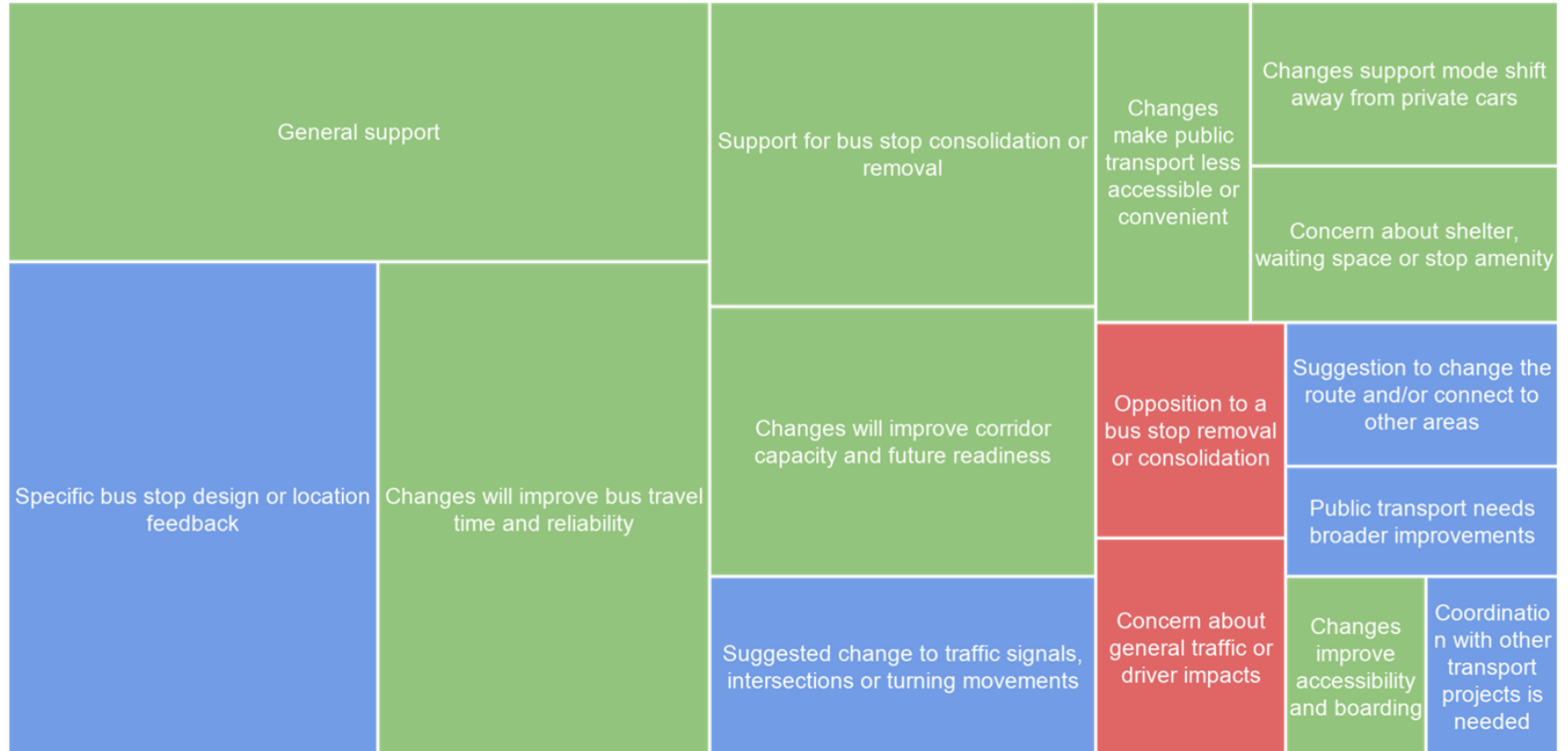
Themes from everyone who gave feedback are proportionally represented below. The larger the box, the more frequently the theme appeared. Themes mentioned **fewer than 10 times are not shown**.



Overall themes from respondents who support or strongly support the proposal

■ Concern/opposed themes
 ■ Suggestions
 ■ Supportive themes

Themes from everyone who gave feedback are proportionally represented below. The larger the box, the more frequently the theme appeared. Themes mentioned **fewer than 10 times are not shown**.



Sample comments from respondents who strongly support or support the overall changes

"I support the eastern bus corridor improvements and consolidation of bus stops. I am in favour of more cycle lanes to ensure there is a safe passage of travel for everyone. **Please consider upgrades to the road to dampen the effects of heavy buses on nearby homes like traffic calming measures."**

Resident of Hataitai who normally travels by car/van between Miramar and the city

"As a resident on route and regular user, I see how busy this route is but **it is a great way to get to town and around the city when it runs smoothly - so support ways to make it faster and more efficient"**

Resident of Miramar who normally uses the bus to travel through the corridor

"Living in the central city as a student, I like to go to pak'nsave kilbirnie as its cheaper, and newtown for events. it takes ages though, and **improvements to transport in that direction would help a lot !"**

Resident of Kelburn, normally travels by bus between Miramar and the city

"I support this but it leaves out a large chunk of the Eastern Bays and **continues to give Miramar a gold standard service while Lyall Bay suffers** - particularly with the awful dog leg at Kilbirnie which takes us to the new stop designed to serve only people in Miramar while making link to Kilbirnie itself inaccessible - particularly for people with mobility issues, children and older people who have to cross multiple dangerous roads and the service station forecourt. **It adds time to an already long journey. Do better."**

Resident of Lyall Bay who travels through the corridor

Unpacking what we heard: Support

- **Faster and more reliable bus journeys anticipated**

This is captured in the theme ***Changes will improve bus travel time and reliability***. Respondents expect the changes to reduce delays, bus bunching and journey times, particularly along the busy Route 2 corridor.

- **Support for consolidating some bus stops**

The theme ***Support for bus stop consolidation or removal*** reflects the view that stops located close together could be combined to improve journey efficiency. However, support was often conditional on considering stop usage and the needs of nearby residents.

- **Preparing the corridor for greater capacity and supporting mode shift**

Respondents linked ***Changes will improve corridor capacity and future readiness*** with the need for longer stops and infrastructure that can accommodate additional or larger buses. The theme ***Changes support mode shift away from private cars*** also reflects the view that greater network capacity and more dependable services will make public transport more attractive and help reduce car use.

- **Accessibility, shelter and convenience must be protected**

The themes ***Changes make public transport less accessible or convenient*** and ***Concern about shelter, waiting space or stop amenity*** were prominent among respondents who otherwise supported the proposal. Concerns focused on longer walks for older and disabled people, children and those carrying shopping, as well as the loss of seating, shelter and safe waiting areas. Some felt these impacts could make driving more attractive, particularly at night or in poor weather.

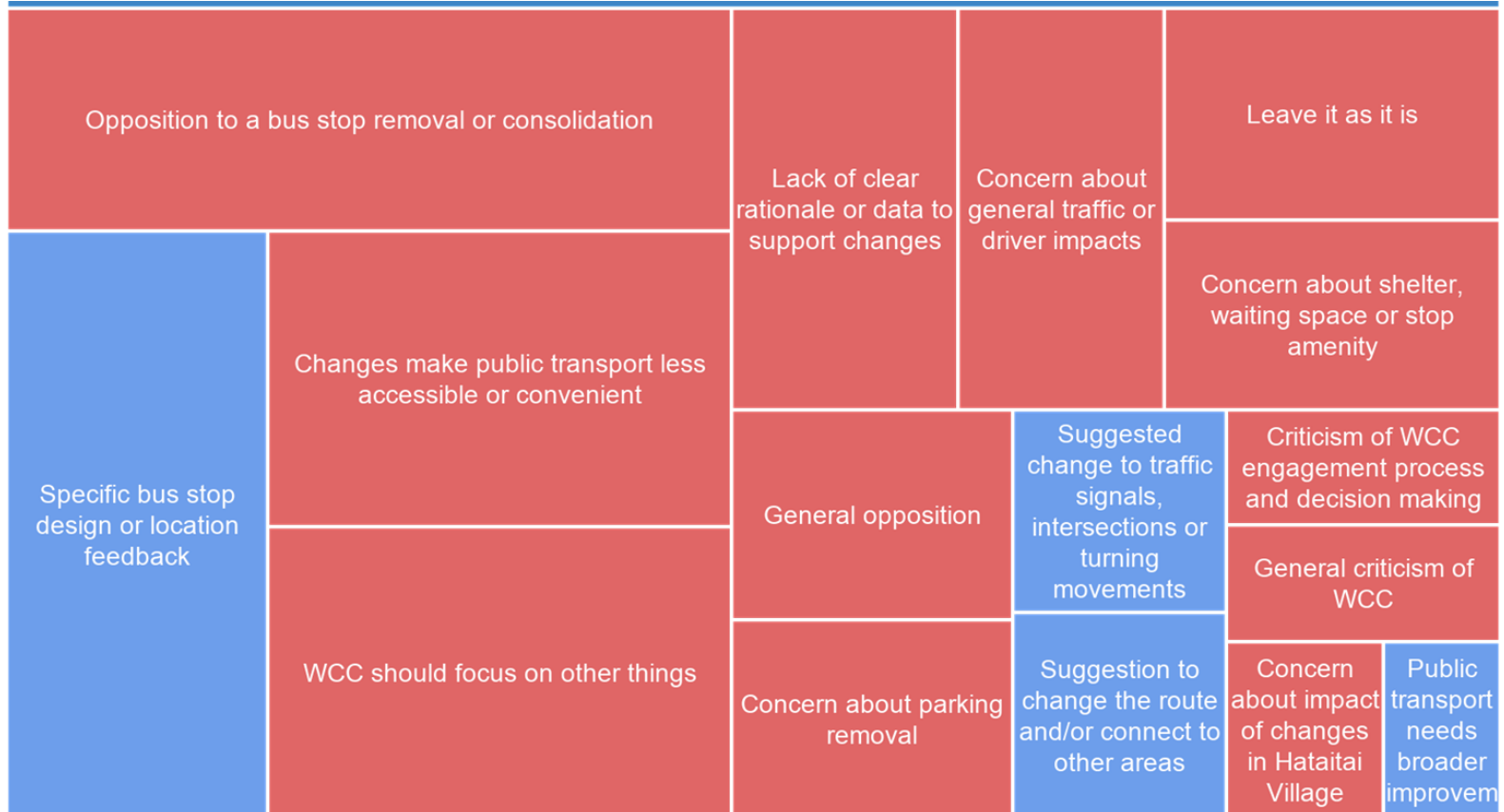
- **General support**

The largest theme, ***General support***, captured respondents who considered the proposals sensible and supported investment in improving the capacity, reliability and accessibility of the bus network.

Overall themes from respondents who oppose or strongly oppose the proposal

■ Concern/opposed themes ■ Suggestions

Themes from everyone who gave feedback are proportionally represented below. The larger the box, the more frequently the theme appeared. Themes mentioned **fewer than 5 times are not shown**.



Unpacking what we heard: Oppose

- **Opposition to removing or consolidating bus stops**

The strongest concern was captured in the theme ***Opposition to a bus stop removal or consolidation***. Respondents felt that removing bus stops that were perceived as well-used stops would reduce the usefulness and accessibility of the service for nearby residents.

- **Changes could make public transport less accessible and convenient**

Building on concerns about removing or consolidating bus stops, the themes ***Changes make public transport less accessible or convenient*** and ***Concern about shelter, waiting space or stop amenity*** were closely connected. Respondents were concerned about longer walks, particularly for older people, disabled people, children and those carrying shopping. Walking further at night or in poor weather, or losing a sheltered stop, were seen as reducing safety and convenience and potentially making people more likely to drive.

- **The case for change is not strong enough**

The themes ***WCC should focus on other things*** and ***Lack of clear rationale or data to support changes*** reflect the view that the corridor is seen as generally working and that Council should prioritise more urgent issues. Respondents questioned whether...

...the expected journey-time and service improvements were supported by sufficient evidence or justified the cost, particularly given wider concerns about rates and Council spending. Some felt the anticipated benefits were too small or uncertain to warrant removing stops or changing existing infrastructure.

- **Concern about traffic and road-user impacts**

The theme ***Concern about general traffic or driver impacts*** includes concerns that longer stops, kerb build-outs and intersection changes could create bottlenecks or make it harder for other vehicles to pass. Some respondents also questioned whether articulated buses could safely navigate narrow streets and intersections without reducing space or increasing risks for cyclists.

- **Leave the current arrangement in place**

The theme ***Leave it as it is*** reflects the view that the existing service is already well used and generally working effectively. These respondents sometimes stated preferring operational improvements, such as more frequent or express services, rather than physical changes that remove stops or disrupt existing access.

Sample comments from respondents who strongly oppose or oppose the overall changes

"Improving the bus stops are a good idea but removing some stops actually defeats the purpose of encouraging people to use public transport. If people have to walk further to a bus stop in bad weather they may opt to drive instead. We actually don't need the extra parking that this would create by removal, as thank goodness we don't have bicycle lanes removing the parks that already exist."

Resident of Miramar who normally travels by bus between Miramar and the city

"I have NO FAITH that the proposed changes will achieve the goals stated. They will further clog traffic and cause more chaos. All while costing a bomb."

Resident of Karori who normally travels by car/van between Miramar and the city

"I see it looks like you will remove this highly popular stop and i can understand your thinking (esp with intersection location) but just want to advocate for ensuring you make the replacement stop have a decent amount of shelter. It is common for there to be a lot of people waiting here in wild weather sheltering under the shop overhangs and shelter"

Resident of Hataitai who normally travels by bus between Miramar and the city

"Review the timing of buses departure to lessen the multiple buses at stop. For 30x and 31x at miramar hub at same time is pointless as follow same route. Space out. **Existing Bus stop location in miramar hub for 31x, 2 and 18 are regularly used and support the residents, schools and visitors including less able bodied to commuter as needed and support local businesses."**

Resident of Miramar who normally travels by bus between Miramar and the city



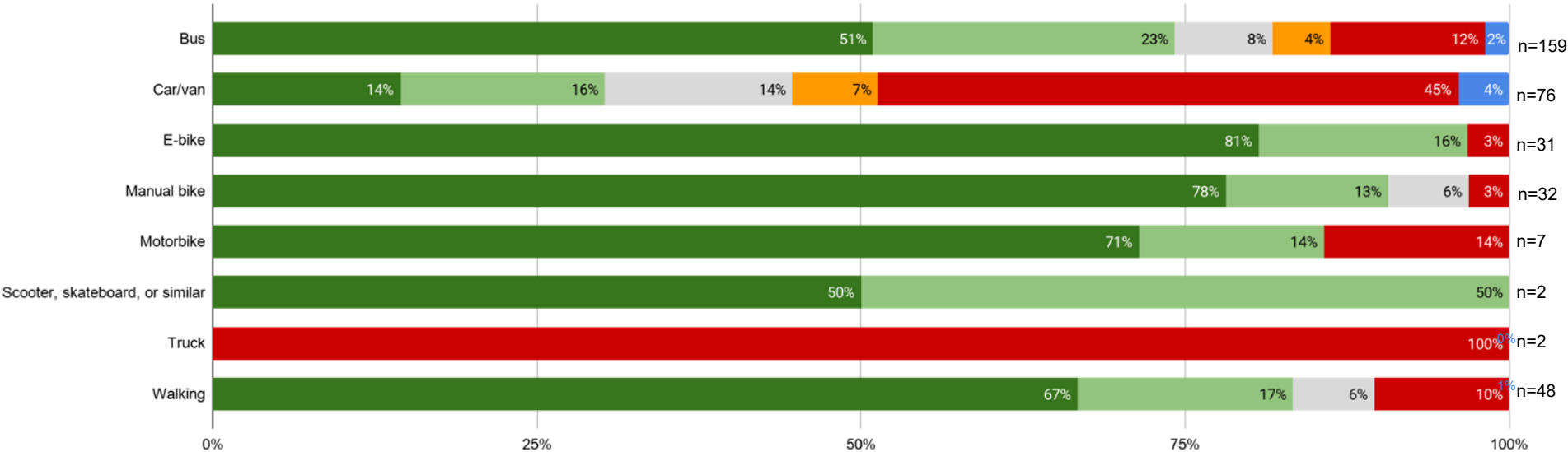
Different levels of support for the overall proposed changes

Overall level of support for the proposal by mode

n=357

- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose
- Don't know

How do you normally travel to and through the central city during the week?

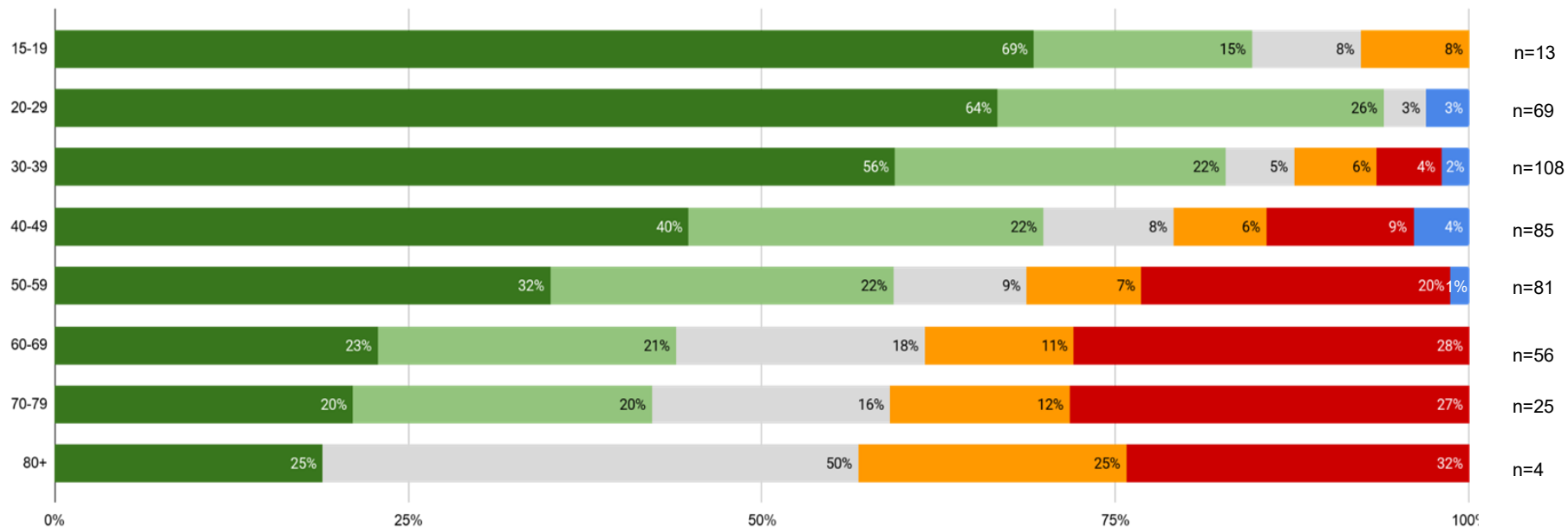


Overall level of support for the proposal by age

n=441

- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose
- Don't know

Please choose the age group you belong to.

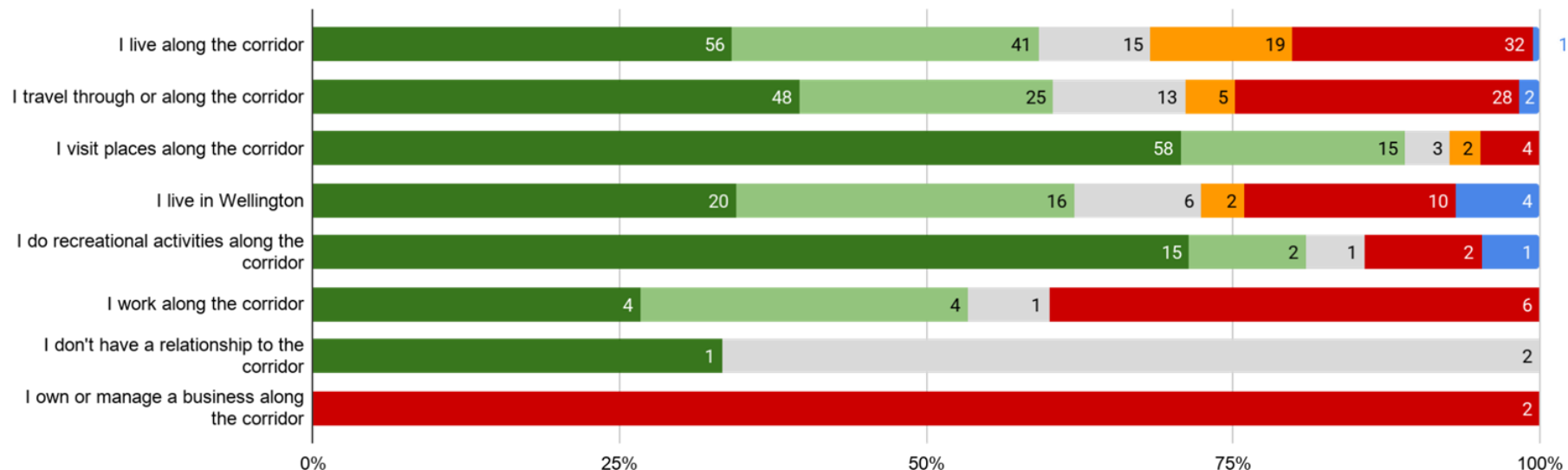


Overall level of support for the proposal by relationship to the Eastern Bus Corridor

n=466

Strongly support
Support
Neutral
Oppose
Strongly oppose
Don't know

What is your main relationship to the Eastern Bus Corridor that runs between Miramar and the city?

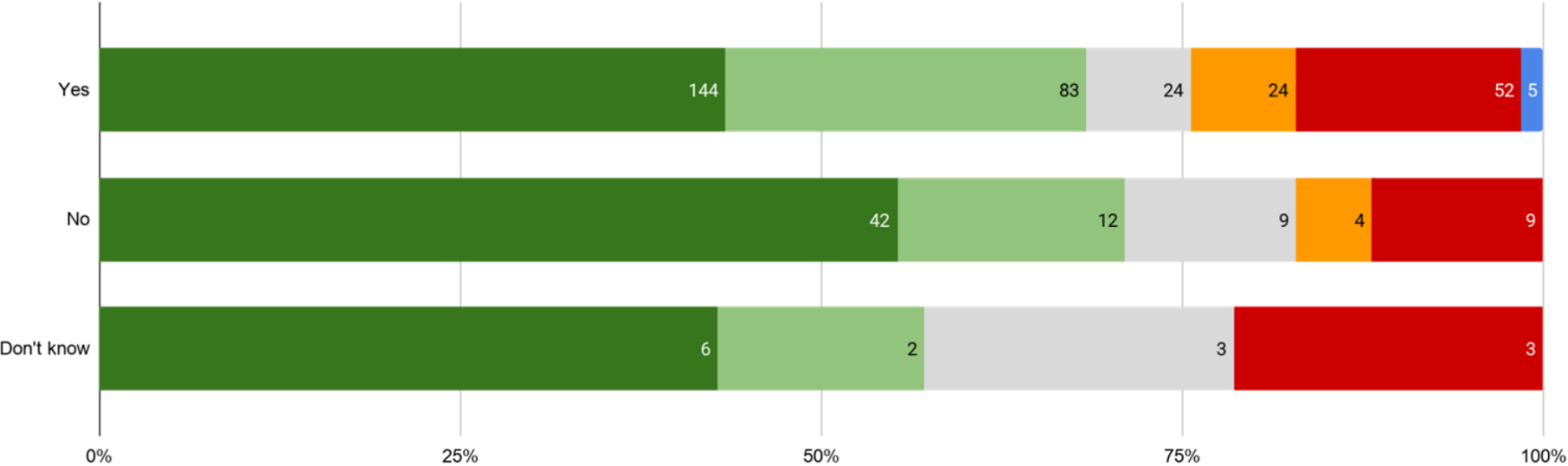


Overall support for the proposal, by whether it affects a bus usually taken

n=466

- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose
- Don't know

Do the proposed route changes affect a bus you usually catch?

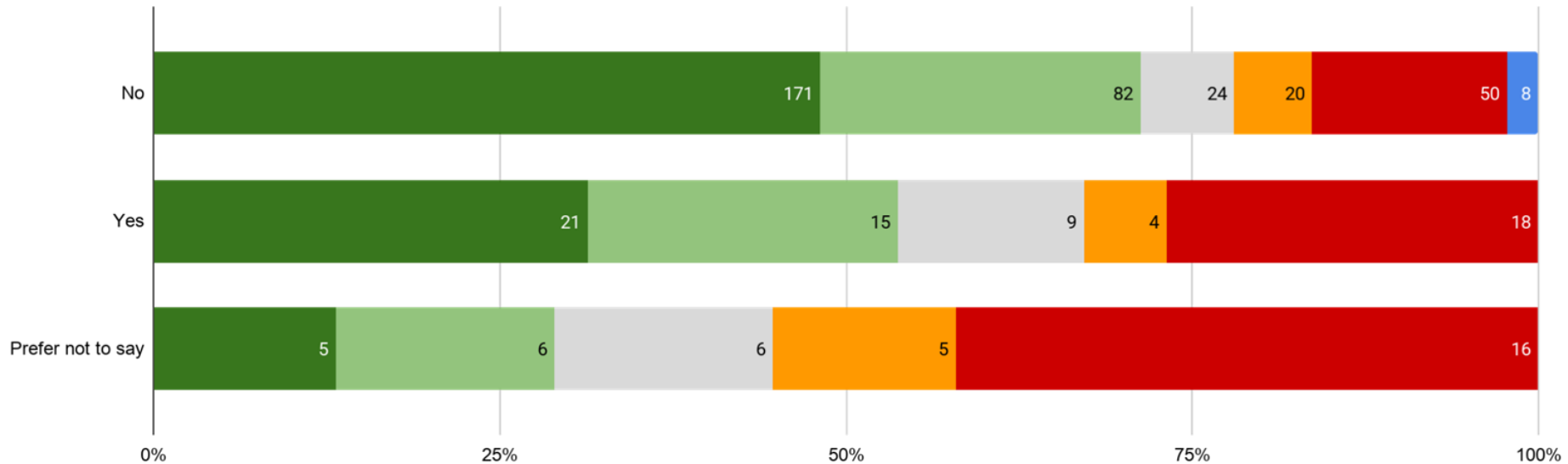


Overall level of support for the proposal by accessibility issues

n=478

- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose
- Don't know

Do you live with disability or accessibility issues?

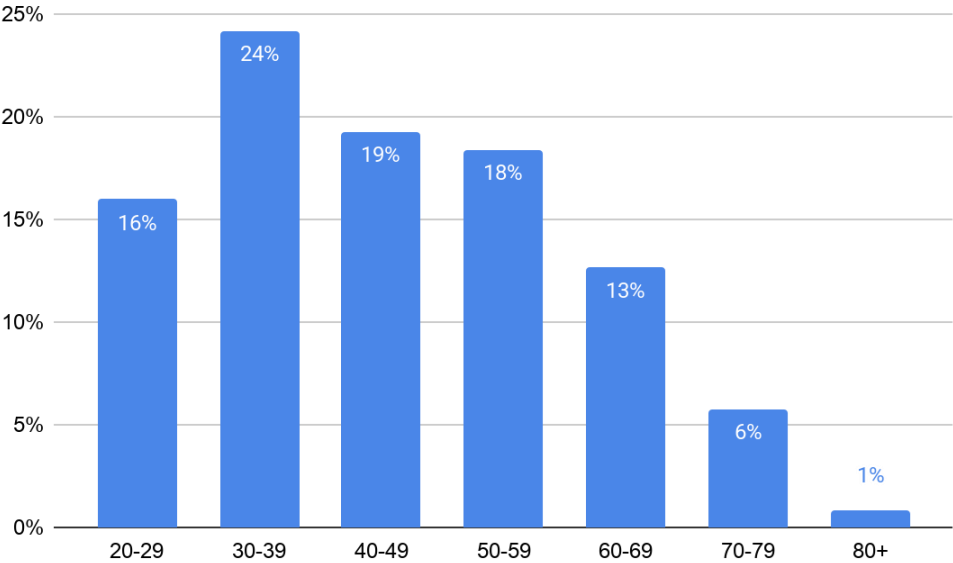




Who we heard from

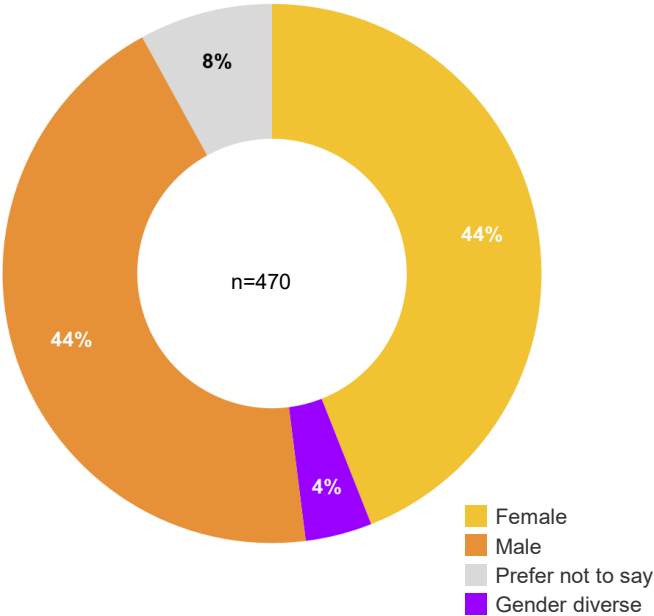
Who we heard from

Age



n=451

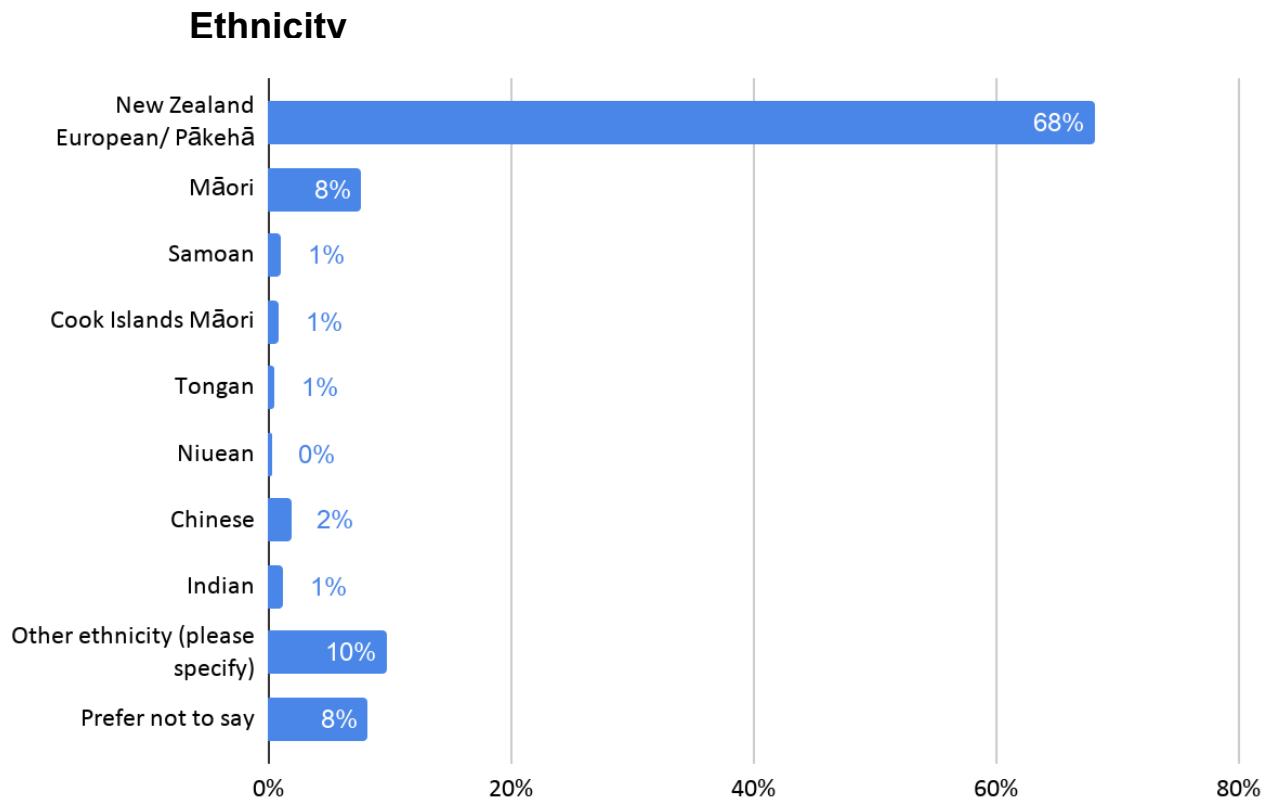
Gender



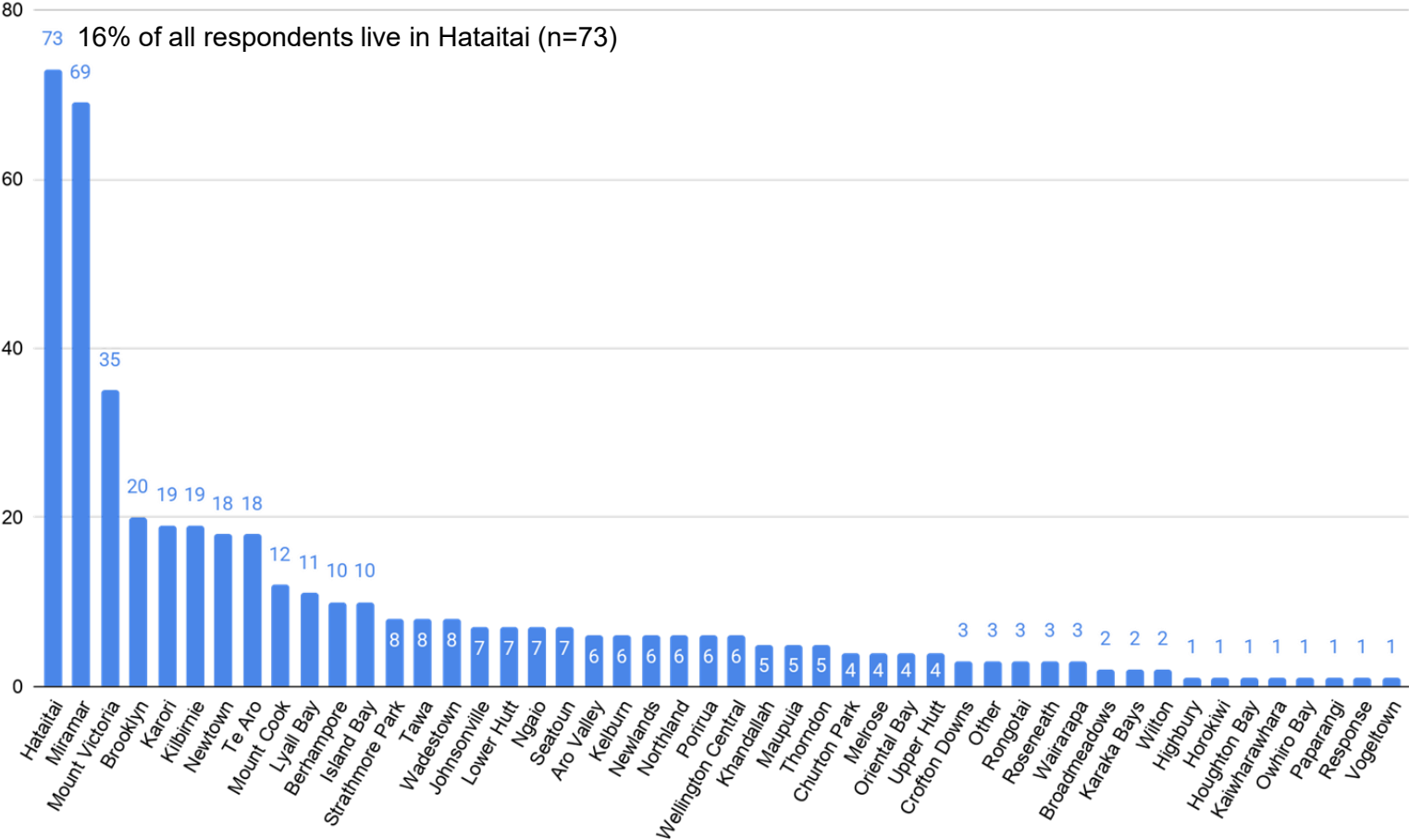
Who we heard from

Note:

Respondents could select more than one option so the total exceeds 100%



Suburb



Organisations we heard from

- M E Transport Ltd
- Hataitai Residents' Association
- Cycle Wellington
- Cycling Action Network
- Mt Victoria Community Noticeboard Group
- Strathmore Park Residents' Association Inc
- Mt Victoria Residents Association



Other engagement activity

Community drop-in sessions

We hosted seven drop-in sessions during the consultation period, providing opportunities for people to speak directly with the project team. Sessions were held at Te Matapihi ki te Ao Nui Central Library (two sessions), Miramar Library, Miramar & Maupuia Community Centre Hall, Kilbirnie & Lyall Bay Community Centre, Hataitai Community House Community Room, and Clyde Quay School Hall in Mt Victoria.

Drop-in sessions generally ran for two to three hours and were attended by a steady flow of community members throughout the consultation period. Some drop-ins attracted only a handful of attendees while the most popular, at Te Matapihi Central Library, was visited by about fifty people. Across all engagements, 143 attendees were counted.

At each drop-in, explanatory collateral included several A3 corflute maps zooming in on different areas of the route, A3 folders featuring technical drawings for those interested in more detail, and flyers promoting the website and submission. Tablets and laptops were also available for people to view the map online or make a submission with the help of the Council officers present.

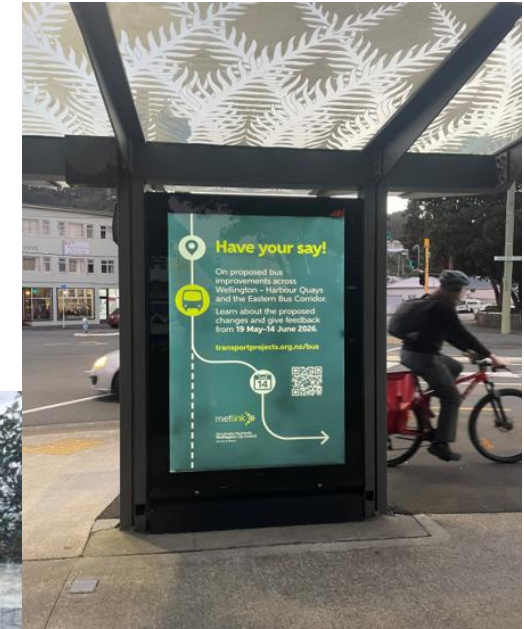


Promotion and advertising

Communications for the consultation used a joint approach across the Harbour Quays and Eastern Bus Corridor projects, designed to raise awareness of the proposed changes and encourage participation from people around Wellington who live, work and travel in the areas of concern and might be impacted by the changes. The campaign focused on explaining why the improvements are needed, how they would support a more reliable and future-ready public transport network, and how people could provide feedback.

The consultation was promoted through a dedicated consultation webpage, WCC's Let's Talk newsletter, media releases, social media, stakeholder communications, radio advertising, newspaper advertising, digital advertising and community engagement activities. Advertising channels included Newstalk ZB, ZM, The Post, NZ Herald and Stuff digital advertising, Google Search advertising, digital billboards, bus shelter advertising and urban panels across Wellington.

Council and Metlink social media channels were used throughout the consultation period to raise awareness, explain the proposals and encourage participation. Communications were supported by FAQs, stakeholder engagement, direct communications with affected parties, community drop-in sessions and targeted outreach to key stakeholder groups.





Appendix A: Theme descriptions

Themes

The consultation asked the community to provide feedback on a number of different aspects of the scheme, as well as the overall proposal. This resulted in a large number of themes, all of which are listed on the following pages with a definition of each.

The list is ordered from the most frequently mentioned theme across all questions and comments, to the least.

Theme descriptions (1/4)

Theme	Description
Specific bus stop design or location feedback	Comment giving specific feedback about the design, location, extension, relocation, retention or removal of a named or identifiable bus stop.
General support	Comment expressing general support for the Eastern Bus Corridor improvements, bus stop changes, or associated street/intersection changes without giving a more specific reason.
Opposition to a bus stop removal or consolidation	Comment opposing the removal, relocation or consolidation of bus stops because the stop is used, important, convenient, accessible or supports local destinations.
Changes will improve bus travel time and reliability	Comment suggesting the proposal will make buses faster, more reliable, more efficient, less delayed or better able to keep to schedule.
Changes make public transport less accessible or convenient	Comment suggesting the proposal will make bus use harder, less accessible or less convenient, especially for older people, disabled people, children, people with mobility needs, or people who rely on a nearby stop.
Support for bus stop consolidation or removal	Comment supporting the removal, consolidation or rationalisation of bus stops because stops are too close together, duplicated, low-use, unsafe or slowing journeys.

Theme descriptions (2/4)

Theme	Description
Changes will improve corridor capacity and future readiness	Comment supporting the proposal because longer stops, high-capacity stops, articulated buses or future growth will improve corridor capacity.
Concern about general traffic or driver impacts	Comment suggesting the proposal will worsen traffic flow, driver access, road safety, congestion, turning movements, journey times or vehicle movement.
Concern about shelter, waiting space or stop amenity	Comment requesting or supporting better shelters, larger shelters, safer waiting space, weather protection, lighting, seating or improved stop comfort.
WCC should focus on other things	Comment suggesting Council should prioritise other work, essential services, core infrastructure, or other public transport issues instead of the EBC proposal.
Suggested change to traffic signals, intersections or turning movements	Comment suggesting changes to intersections, crossings, turning movements, traffic signals, lane allocation or traffic management to support buses, pedestrians or general traffic.
Lack of clear rationale or data to support changes	Comment questioning the evidence, rationale, data, need, benefits, walking-time tradeoffs, patronage, or problem definition behind the proposal.

Theme descriptions (3/4)

Theme	Description
Suggestion to change the route and/or connect to other areas	Comment suggesting changes to bus routes, service frequency, connections or coverage beyond the physical stop changes.
Concern about parking removal	Comment concerned about the removal, reduction, cost or replacement of parking caused by bus stop extensions, road changes or other EBC works.
Leave it as it is	Comment suggesting the existing bus stop, road, route or service arrangement works well and should be retained rather than changed.
Changes support mode shift away from private cars	Comment suggesting the proposal encourages public transport use, reduces car dependence, reduces emissions, or is positive for the city because more people can use buses.
Public transport needs broader improvements	Comment suggesting the proposal is not enough or that public transport needs wider changes such as cheaper fares, more frequent services, better connections, better route coverage or more service reliability.
General opposition	Comment expressing general opposition to the Eastern Bus Corridor improvements or associated stop/street changes without giving a more specific reason.

Theme descriptions (4/4)

Theme	Description
Concern about impact of changes in Hataitai Village	Comment expressing concern about the impacts of the changes in Hataitai Village.
Coordination with other transport projects is needed	Comment saying the EBC changes should be coordinated with other projects, agencies, or network changes, such as NZTA's SH1 project, the Harbour Quays proposal, Golden Mile, or cycleways.
Changes improve accessibility and boarding	Comment supporting the proposal because it improves accessible boarding, kerb access, ease of getting on/off buses, or transport access for disabled people, older people, children or people with prams.
General criticism of WCC	Comment expressing broad negative views about WCC, Council competence or local-body decision-making without a more specific process, evidence, cost or priority concern.
Criticism of WCC engagement process and decision making	Comment criticising the consultation process, predetermined decision-making, Council priorities, or how WCC is making decisions about the project.
Ensure bus drivers stop within the right location	Comment suggesting that bus drivers are made to utilise the lengthened stops (e.g. stop close to front of the bay) and park close to the kerb.