

If calling, please ask for Democratic Services

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## Transport Committee

Thursday 22 February 2024, 09.30am

Taumata Kōrero, Council Chamber, 100 Cuba St, Te Aro, Wellington

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**Quorum:** Seven Members

### Members

#### Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

#### Appointee

Andrew Lensen

**Recommendations in reports are not to be construed as Council policy until adopted by Council**

## **Transport Committee** (A Committee of the Whole)

### **1 Purposes**

- 1.1 Oversee the development, implementation and review of Council's strategic direction and policies for transport and mode-shift.
- 1.2 Set the operational direction to deliver public transport and mode-shift.
- 1.3 Provide input into joint transport-related projects and initiatives.
- 1.4 Ensure these matters promote the social, economic, and environmental well-being of the Wellington Region.

### **2 Specific responsibilities**

- 2.1 Apply Council's Te Tiriti o Waitangi principles when conducting the Committee's business and making decisions.
- 2.2 Prepare the Wellington Regional Public Transport Plan (and variations) and recommend its adoption by Council.
- 2.3 Approve strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan.
- 2.4 Approve transport strategies, policies, plans, programmes, initiatives and indicators related to transport demand management and active mode promotion.
- 2.5 Review performance trends related to public transport and transport demand management activities.
- 2.6 Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including:
  - a Delivery of the Wellington Regional Public Transport Plan, including:
    - i Inter-regional transport initiatives
    - ii Fare strategies and methods
    - iii Increased mode share to public transport and active modes
    - iv Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
    - v Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD)
  - b Transport demand management, including Vehicle Kilometres Travelled (VKT) reduction, and active mode promotion initiatives.
- 2.7 Oversee Council's involvement in jointly-managed regional and national transport programmes and projects, including Let's Get Wellington Moving and the National Ticketing Solution.
- 2.8 Consider matters relating to public ownership of public transport and recommend on these to Council.

- 2.9 Consider regional, national and international developments; emerging issues and impacts; and changes in the legislative frameworks for their implications for transport strategies, policies, plans, programmes, initiatives and indicators.
- 2.10 Consider and endorse business cases for submission to Waka Kotahi NZ Transport Agency or other agencies on strategic transport projects with the potential for significant financial impact.
- 2.11 Inform Council's representatives on matters going forward to the Regional Transport Committee to assist that committee in developing the Wellington Regional Land Transport Plan.
- 2.12 Ensure that the Committee's decision-making:
  - a Considers climate change-related risks (mitigation and adaptation)
  - b Is consistent with Council's plans and initiatives to give effect to Council's declaration of a climate emergency on 21 August 2019, including agreed emissions reduction targets.
- 2.13 Advocate:
  - a For the alignment of initiatives across the Wellington Region with transport implications, including for spatial planning and land use planning
  - b To support the Wellington Region's territorial authorities in their traffic resolution processes that reallocate road space for public transport and active modes.
- 2.14 Review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.

### **3 Delegations**

- 3.1 Subject to sections 3.3 to 3.7, Council delegates to the Committee all the powers, functions and duties necessary to perform the Committee's responsibilities (except those that must not be delegated, have been retained by Council, have been delegated to another committee, or have been delegated to the Chief Executive).
- 3.2 The Committee has the authority to approve submissions to external organisations for matters pertaining directly to the Committee's purpose.
- 3.3 The Committee may make decisions on matters with a financial impact only where the related costs are:
  - a Budgeted for in the relevant business group's budget
  - b Not budgeted for in the relevant business group's budget, but can be met from savings within that budget.
- 3.4 Where the Committee considers a decision with a material financial impact is needed<sup>1</sup>, the Committee must refer the matter to Council for its decision.

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<sup>1</sup> That is, where savings are identified from other business groups' budgets to meet the related costs; or no savings are identified across Greater Wellington's overall budget to meet the related costs.

- 3.5 The Committee may not make a decision that is materially inconsistent with Council's Annual Plan or Long Term Plan.
- 3.6 Where a matter proposed for consideration by the Committee (including during the development of proposed Greater Wellington plans and policies) is of strategic importance to the Wairarapa Constituency, that matter shall first be referred to the Wairarapa Committee or its members for their consideration.
- 3.7 The Committee shall ensure that it acts under the guidance of the Memorandum of Partnership in working with Greater Wellington's mana whenua partners of the Wellington Region to ensure effective Māori participation in the Committee's deliberations and decision-making processes.

#### **4 Members**

- 4.1 All thirteen Councillors.
- 4.2 The Chair of the Public Transport Advisory Group.

#### **5 Voting entitlement**

The Chair of the Public Transport Advisory Group member sits at the table and has full speaking rights, but has no voting rights at any Committee meeting.

#### **6 Quorum**

Seven Committee members.

# Transport Committee

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Thursday 22 February 2024, 9.30am

Taumata Kōrero, Council Chamber, 100 Cuba St, Te Aro, Wellington

## Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	Confirmation of the Public minutes of the Transport Committee on Thursday 30 November 2023	23.589	6
5.	Update on the Progress of Action Items from Previous Transport Committee Meetings – February 2024	24.33	9
6.	Park and Ride	24.5	16
7.	Review of Wellington Regional Public Transport Plan – update	24.4	29
8.	Public Transport Advisory Group Meeting – 1 February 2024	24.7	34
9.	Wellington Metropolitan Rail Network Performance and Funding Challenges – update	24.2	38
10.	Driver Toilet Facilities – update	24.6	44
11.	Delivery of Wellington Regional Public Transport Plan – update	24.9	49
12.	Public Transport Performance –update	24.8	57



Please note these minutes remain unconfirmed until the Transport Committee meeting on 22 February 2024.

Report 23.589

## **Public minutes of the Transport Committee meeting on Thursday 30 November 2023**

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council  
100 Cuba Street, Te Aro, Wellington, at 9.30am.

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### **Members Present**

Councillor Nash (Chair)  
Councillor Woolf (Deputy Chair) (from 10.48am)  
Councillor Bassett  
Councillor Connelly  
Councillor Duthie  
Councillor Kirk-Burnnand  
Councillor Lee (from 9.33am)  
Councillor Ropata (from 10.36am)  
Councillor Saw  
Councillor Staples  
Councillor Woolf (from 10.48am)

Andrew Lensen

Councillor Duthie participated at this meeting remotely, via MS Teams and counted for the purposes of quorum in accordance with clause 25B of Schedule 7 to the Local Government Act 2002.

### **Karakia timatanga**

The Committee Chair opened the meeting with a karakia timatanga.

### **Public Business**

#### **1 Apologies**

Moved: Cr Staples / Cr Connelly

That the Committee accepts the apologies for absence from Councillor Ponter, Councillor Gaylor, Councillor Laban and the apologies for lateness from Councillor Lee and Councillor Woolf.

The motion was **carried**.

**Noted:** Councillor Woolf was absent on Council business.

## **2 Declarations of conflicts of interest**

There were no declarations of conflicts of interest.

## **3 Public participation**

There was no public participation.

## **4 Confirmation of the Public minutes of the Transport Committee meeting of 19 October 2023 – Report 23.545**

Moved: Cr Saw / Cr Connelly

That the Committee confirms the Public minutes of the Transport Committee meeting of 19 October 2023 – Report 23.545.

The motion was **carried**.

## **5 Update on Progress of Action Items from Previous Transport Committee Meetings – November 2023 – Report 23.560 [For Information]**

Bonnie Parfitt, Senior Manager Network and Customer, spoke to the report.

**Noted:** The Committee requested that advice be sought from NZ Transport Agency Waka Kotahi on the issue of people standing on buses, and invited the Finance, Risk and Assurance Committee to consider the risk implications of this advice for Greater Wellington Regional Council.

Councillor Lee arrived at 9.33am during the above item.

## **6 Metlink Advertising Policy – Report 23.567**

Emmet McElhatton, Manager Policy, and Michael Freeman, Senior Business Development Specialist, spoke to the report.

Moved: Cr Bassett / Cr Kirk-Burnnand

That the Committee:

- 1 Approves the proposed amended Metlink Advertising Policy (Attachment 1).
- 2 Notes the modest financial uplift projections from the amendments at an initial \$20,000 per annum growing to \$70,000 per annum over the 7-year term of the Advertising Services contract with Go Media.
- 3 Notes the social benefits from the “Good Impression” programme delivered through the “Way to Go” digital kiosks.

- 4 Notes that Metlink advertising strategy has been discussed with the Public Transport Advisory Group (PTAG).

The motion was **carried**.

- 7 Public Transport Advisory Group Meeting – 16 November 2023 – Report 23.571** [For Information]

Andrew Lensen spoke to the report.

- 8 Reinstatement of Bus Suspended Services – progress – Report 23.568** [For Information]

Matthew Chote, Senior Manager Operations and Partnerships, Bonnie Parfitt, Senior Manager Network and Customer, spoke to the report.

**Noted:** The Committee requested a report to a future meeting on the timeline for driver facilities upgrades.

- 9 Delivery of Wellington Regional Public Transport Plan – update – Report 23.509** [For Information]

Bonnie Parfitt, Senior Manager Networks and Customer, spoke to the report.

- 10 Public Transport Performance – October update – Report 23.573** [For Information]

Matthew Chote, Senior Manager Operations and Partnerships, spoke to the report.

**Noted:** The Committee requested a report to a future meeting regarding how the loss in revenue is being offset.

Councillor Ropata arrived at 10.36am and Councillor Woolf arrived at 10.48am during the above item.

## **Karakia whakamutunga**

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 10.56am.

Councillor T Nash

**Chair**

Date:



#### For Information

### UPDATE ON THE PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – FEBRUARY 2024

#### Te take mō te pūrongo Purpose

1. To update the Transport Committee (the Committee) on the progress of action items arising from previous committee meetings.

#### Te horopaki Context

2. Items raised at committee meetings that require actions from staff are listed in the table of action items from previous Transport Committee meetings (**Attachment 1 – Action items from previous Transport Committee meetings – February 2024**). All action items include an outline of the current status and a brief comment.

#### Ngā hua ahumoni Financial implications

3. There are no financial implications from this report, but there may be implications arising from the actions listed.

#### Ngā tūāoma e whai ake nei Next steps

4. Completed items will be removed from the action items table for the next report. Items not completed will be added to the table following this committee meeting and circulated to the relevant business group/s for action.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Action items from previous Transport Committee meetings – February 2024

**Ngā kaiwaitohu  
Signatory**

Approver	Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager Metlink
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**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The action items are of an administrative nature and support the functioning of the Committee.

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in **Attachment 1**.

***Internal consultation***

There was no additional internal consultation in preparing this report and updating the action items.

***Risks and impacts - legal / health and safety etc.***

There are no known risks or impacts.

## Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	<p><b>Transport Committee Update – Public Participation</b></p> <p><b>Noted:</b></p> <p>The Committee requested a report on East/West connectivity of public transport.</p>	<p><b>Status:</b></p> <p>In progress</p> <p><b>Comment:</b></p> <p>This work will be undertaken as part of the Council’s review of the Regional Public Transport Plan.</p>
22 June 2023	<p><b>Public Transport On-Demand Review – Report 23.229</b></p> <p><b>Noted:</b></p> <p>The Committee requested that a matrix be prepared with criteria for assessing future Public Transport On-Demand options, including population density, demographics, topography, value of money.</p>	<p><b>Status:</b></p> <p>Under consideration</p> <p><b>Comment:</b></p> <p>As part of the national operational policy development workstream to implement the Government’s Sustainable Public Transport Fund, NZ Transport Agency Waka Kotahi is currently developing national guidance on criteria for assessing On-Demand PT opportunities. Draft guidance to date indicates a ‘business case light’ approach will be required from Public Transport Authorities and will require a range of criteria to be factored including those discussed at Committee.</p> <p>Note that we are also awaiting a new Government Policy Statement on Land Transport, which may impact the prioritisation of On Demand.</p>

## Action items from previous Transport Committee meetings

22 June 2023	<p><b>Transport Officers – Report 23.230</b></p> <p><b>Noted:</b></p> <p>The Committee requested that it receives regular reports on fare leakage, including total number of fines issued, number of fines issued by individual transport officers, and by route.</p>	<p><b>Status:</b></p> <p>Under development</p> <p><b>Comment:</b></p> <p>A reporting system is in the process of being developed.</p> <p>To date, no infringement notices have been issued; Transport Officers are working on engaging with the public, and partners, regarding their roles for supporting adherence to the terms and conditions of public transport</p>
17 August 2023	<p><b>2024 Accessibility Action Plan: Overview – Report 23.310</b></p> <p><b>Noted:</b> The Committee requested information on increasing the presence of staff at rail stations in order to provide users of public transport with network information and to discourage anti-social behaviour.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>A workshop on this matter will be held following the 22 February Transport Committee meeting</p>
17 August 2023	<p><b>Public Transport Advisory Group Meeting – 3 August 2023 – Report 23.311</b></p> <p><b>Noted:</b> The Committee requested a workshop to discuss policing versus educating approaches to prevent anti-social behaviour on public transport.</p>	<p><b>Status:</b></p> <p>Under consideration</p> <p><b>Comment:</b></p> <p>This matter will covered at a future workshop.</p>
14 September 2023	<p><b>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</b></p> <p><b>Noted:</b> The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p><b>Status:</b></p> <p>In progress</p> <p><b>Comment:</b></p>

## Action items from previous Transport Committee meetings

		A Mitigation Plan for the Melling Line closure is in the process of being developed and will be shared with Councillors.
19 October 2023	<p><b>Rail Replacement Services – Update – Report 23.512</b></p> <p><b>Resolution:</b></p> <p>That the Transport Committee requests that staff engage with Transdev to ensure that, by Christmas 2023:</p> <p>a All planned bus replacement services have appropriate bike racks installed.</p> <p>b Unplanned bus replacement services have appropriate bike racks installed to the extent that vehicle availability allows.</p>	<p><b>Status:</b></p> <p>In progress (bike rack installation)</p> <p><b>Comment:</b></p> <p>All Metlink operator buses (including interim fleet) have bike racks.</p> <p>NCS are in the process of fitting Metlink style bike racks on 17 of 18 buses used for planned bus replacement services. Note NCS had intended to fit bike racks to 18 buses used for bus replacement services; however, one of these bike racks has been damaged and will not be replaced.</p> <p>As at 13 February, 14 of the 17 racks have been installed and are in active use.</p> <p>Fitting bike racks is taking longer than originally expected (due to different bus models).</p>
30 November 2023	<p><b>Update on Progress of Action Items from Previous Transport Committee Meetings – November 2023 – Report 23.560</b> [For Information]</p> <p><b>Noted:</b> The Committee requested that advice be sought from NZ Transport Agency Waka Kotahi on the issue of people standing on buses, and invited the Finance, Risk and Assurance Committee to consider the risk</p>	<p><b>Status:</b></p> <p>Ongoing</p> <p><b>Comment:</b></p> <p>NZ Transport Agency Waka Kotahi has not yet issued its advice and report on children standing on school buses.</p>

## Action items from previous Transport Committee meetings

	implications of this advice for Greater Wellington Regional Council.	
30 November 2023	<p><b>Reinstatement of Bus Suspended Services – progress – Report 23.568</b> [For Information]</p> <p><b>Noted:</b> The Committee requested a report to a future meeting on the timeline for driver facilities upgrades.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>See Report 24.06 (Driver Toilet Facilities Update) which is on the agenda for consideration at the 22 February Transport Committee meeting</p>
30 November 2023	<p><b>Public Transport Performance – October update – Report 23.573</b> [For Information]</p> <p><b>Noted:</b> The Committee requested a report to a future meeting regarding how the loss in revenue is being offset.</p>	<p><b>Status:</b></p> <p>Completed</p> <p><b>Comment:</b></p> <p>Information from the Finance Department is included in the Public Transport Performance – February update Report (Report 24.8), which is on the agenda for consideration at the 22 February Transport Committee meeting</p>



## For Decision

### PARK AND RIDE

#### Te take mō te pūrongo

##### Purpose

1. To advise the Transport Committee (the Committee) on the approach to the Park and Ride Demand Management Project.

#### He tūtohu

##### Recommendations

That the Committee:

- 1 **Agrees** to initiate a project to develop and implement a demand management framework for Park and Ride in the Wellington Region.
- 2 **Agrees** that the preferred approach is a technology solution introduced as part of, and integrated with, the National Ticketing Solution rollout.
- 3 **Agrees** that, during the course of the project, officers will consider alternative solutions and present these to the Committee for decision-making if the ideal National Ticketing Solution option proves unfeasible.
- 4 **Agrees** the following set of principles for the project:
  - a The solution must have parking integrated with public transport travel
  - b Aims to incentivise other travel choice options
  - c Framework must be cost neutral at minimum
  - d We are not constrained with a single one size fits all approach to every site
  - e Project must be delivered in partnership with local Territorial Authorities
  - f Project will look at land utilisation outside commute times
  - g Demand management framework must be able to be structured to recognise travel patterns of all customers
  - h Evaluate other use opportunities for current land e.g. commercial or community opportunities.
- 5 **Notes** that this project was workshopped with the Public Transport Advisory Group on 1 February 2024.

## Te tāhū kōrero

### Background

2. In 2017-2018, the Smarter Connections Strategy (the Strategy) was developed for the Wellington Park and Ride network. The Strategy was adopted as part of the Regional Public Transport Plan (RPTP) 2021.
3. The objective of the Strategy is to guide investment in and management of Park and Ride facilities in the Wellington Region over the next 30 years in a way that both responds to community expectations and aligns with strategic transport and land use outcomes.
4. The Strategy notes that, to achieve this objective, Greater Wellington needs to manage, and invest in, park and ride in a way that:
  - a aligns with our strategic transport and land use outcomes
  - b supports access to the core public transport network, including bus and ferry where justified
  - c responds to changing community expectations and needs
  - d maximises the benefits and recognises the costs and risks.
5. Following a Transport Committee workshop on 19 October 2023, officers are revisiting the Strategy to consider approaches to Park and Ride demand management alongside the introduction of the National Ticketing Solution (NTS).
6. Officers are reviewing Park and Ride from a demand management perspective due to many current and emerging factors including:
  - a increasing pressures on Park and Ride in particular locations at peak
  - b a desire to ensure spaces are reserved for off-peak users, high-occupancy commuter vehicles etc.
  - c widespread use of Park and Ride by non-public transport users
  - d a desire to encourage alternative access modes for drivers who live within 1-3 km of stations
  - e a need to ensure Council investment in the provision and maintenance of Park and Rides across the Region is providing optimum value-for-money for ratepayers and public transport users.
7. One demand management mechanism currently being investigated is the introduction of a potential charging framework for Park and Ride as a means of regulating demand and prioritising access to parking for public transport users.
8. The introduction of any demand management framework for Park and Ride will require consideration of six broad factors including:
  - a our ability to charge
  - b alignment of Park and Ride demand management framework with local territorial authority (TA) policies
  - c investment costs versus potential revenue generation

- d pricing approach
  - e potential impacts from the introduction of demand management measures including potential impacts from the project on neighbouring residents and businesses and experience of similar initiatives in other regions
  - f infrastructure and technology options.
9. The rollout of NTS may provide an opportunity for integrated technology solutions to manage parking access and use and which allows for discrimination between public transport and non-public transport users.
  10. Officers are actively scoping and planning this issue with key stakeholders, particularly officers from TAs through the Regional Public Transport Plan (RPTP) review and targeted engagement.

## **Te tātaritanga Analysis**

11. The Smarter Connections Strategy acknowledged that Park and Ride is “an important and integral part of the Wellington region’s public transport system. By providing a way for people to access public transport, Park and Ride provides significant benefits to the wider transport network and contributes to a number of strategic transport and land use outcomes for the region”.

### ***Characteristics of Wellington Park and Ride***

12. Greater Wellington has a relatively extensive and high-quality Park and Ride infrastructure which has supported growth in rail patronage and extended access to the rail network. Important statistics relating to Park and Ride are:
  - a approximately 6,137 car parks across 66 park and ride sites
  - b 69% of the total car parks are in the ten biggest park and ride sites
  - c average operating cost per car parking space per annum: \$118
  - d 50% of users live within 3 kilometres
  - e 50% use closest station, 50% use a further station
  - f two-thirds of parking spaces are owned by Greater Wellington or KiwiRail
  - g Other third of parking spaces are owned by the TAs and a few private bodies.
13. **Attachment 1** details the location and capacity of individual Park and Ride facilities across the region.

### ***Benefits of Park and Ride***

14. Experience and evidence suggest that carefully planned and managed Park and Ride can generate significant benefits for the wider transport system, including:
  - a encouraging public transport patronage
  - b attracting long distance commuter car trips to public transport that would otherwise use motorways and arterial roads for the majority of their journey

- c increasing the attractiveness of key public transport corridors and higher density centres in advance of connecting bus services
  - d facilitating multi-modal integration in lower density centres and/or topographically challenging areas where the scope for walk-up, cycling and connector bus services is limited
  - e providing access to public transport for individuals with mobility issues
  - f reducing parking requirements at major centres.
15. Over recent years, with Park and Ride largely completing the last decade's growth phase, Council has recognised that the context around Park and Ride provision is changing. Managing existing facilities is ever more challenging as demand grows; there is growing pressure to provide more and more Park and Ride spaces; the cost of suitable land is rising, while the cost-effectiveness of providing additional parking spaces is falling; new technologies are emerging; Council policy places an increasing emphasis on a broader multi-modal access approach; and the thinking is evolving about the options for the first and last leg of peoples' journeys.
16. It is this context which has prompted our commencement of a project to introduce an active demand management framework to the region's Park and Ride network.

***Considerations: ability to charge and territorial authority policies***

17. As stated in paragraph 8 the introduction of any demand management framework for Park and Ride will require consideration of seven broad factors. The first of these, our ability to charge, can be considered in two stages: whether we have the ability, in general, to charge; and whether we have the ability, under current arrangements, to charge at every Park and Ride site.
18. Greater Wellington has the policy framework in place through the RPTP to charge and the legal ability to do so where our lease conditions allow. Approximately 60% of sites (making up 71% of parking spaces) are in Greater Wellington, KiwiRail or NZ Transport Agency Waka Kotahi control or ownership and lease commercial conditions are permissive towards the introduction of a charging regime.
19. However, 33% of the sites (25% of parks) are TA owned and are under a variety of contractual arrangements which do not always provide for specific pathways to the introduction of charging without further consultation and negotiation. Furthermore, a number of these sites, e.g. Upper Hutt, are located in central business locations where paid parking regimes are not in place and the TA has no stated intention to introduce such in the foreseeable future (and, in some case, has a previously stated opposition to the introduction of paid parking at Park and Rides).
20. This leads directly to our second consideration, alignment of Park and Ride demand management framework with local TA policies. This should be a straightforward exercise where Park and Rides are under Greater Wellington or Crown ownership and the TA has its own paid parking regime in place, particularly where sites are adjacent to areas under TA parking controls, e.g. Petone. However, like our rail stations, our Park and Rides are commonly located in residential areas where parking controls are currently limited or non-existent. This situation gives rise to the potential for the

creation of unintended impacts on local residents which is addressed in paragraphs 22 to 25 (below).

21. The upshot of these first two considerations is that this project will require a particular focus on securing support from individual TAs for the introduction of parking charges and may require the adoption of a varied site-by-site approach to our parking policy where uniform TA agreement cannot be secured.

***Considerations: potential impacts***

22. In considering the commencement of this project, officers have considered a range of potential impacts from the introduction of Park and Ride demand management, particularly the negative impacts or spill-overs to neighbouring streets, the potential for negative mode-shift, and cost-of-living impacts.
23. As noted previously, there is a real potential for the introduction of parking charges to result in migration of customers from our Park and Ride facilities to parking on neighbouring streets where no parking restrictions may be in place. The consequences of this are many and include inconveniences to local residents and businesses like increased traffic congestion, disturbance and unsafe conditions and loss of custom.
24. This potential impact has mitigations which can only be achieved through the careful working through of the project with each local TA.
25. While negative mode-shift is a potential consequence, Officers consider it to be theoretically minimal due to the counterfactual cost for many commuters from driving (i.e. rising fuel prices and high parking costs in Wellington CBD). This consideration and our Council's ongoing concern not to exacerbate the cost-of-living crisis, points to our need to clearly achieve a pricing balance that establishes effective demand management measures while not overly impacting on customer cost-of-living. This will be a key focus for further decision-making reports brought to Council for this project.

***Considerations: Investment costs versus potential revenue generation***

26. As Auckland Transport's (AT) recent experience has shown, converting Park and Ride sites from free-of-charge to demand-managed comes with considerable costs including infrastructure investments (e.g. barriers, meters, power, civil works etc.), dedicated project team costs, and active operational costs including parking management commissions to third parties.
27. With inflation indexing for infrastructure projects currently at circa 27% and increasing, Council will require careful weighting of likely high investment costs for a range of demand management scenarios versus the potential revenue that parking charges may generate to off-set these costs.
28. In a desk-top exercise to consider investment costs versus potential revenue generation for a potential pre-NTS parking pilot project, officers estimated that potential revenue versus cost would be likely neutral at best. In contrast however, introducing demand management as part of the NTS roll-out has the potential to subsume some of the potential costs into the existing NTS budgeted civil works and infrastructure development. This will also be a key focus for further decision-making reports brought to Council for this project.

### ***Consideration: Pricing approach***

29. As should be noted, all of the considerations set out so far in this report are to a greater degree inter-related. 'Pricing' as a consideration has many dimensions including its potential impact on mode-shift and parking migration/spillover, its use as an effective demand management tool, and the need to off-set infrastructure and management costs.
30. When designing any charging measure, careful consideration will be required to ensure a pricing regime does not discourage public transport users (and, conversely, does not 'reward' non-users) and still achieve a minimum cost-neutral outcome in the short-to-medium term for the project. Noting that uniform flat daily rates across all Park and Ride sites is not common policy internationally and nationally, it is likely that specialist parking management expertise will be required to develop a pricing framework for Council consideration and decision-making. Pricing will also be a key focus for further decision-making reports brought to Council for this project.

### ***Considerations: Infrastructure and technology options***

31. Our final consideration in this initiating report is to the technology platform Council should explore as the best means to achieving its aims for Park and Ride demand management and providing an optimum customer experience for users. While other parking management solutions have been explored, for project initiation, an integrated approach with NTS is considered the most sensible and efficient option currently under consideration.
32. Officers have commenced work with the NTS solution-provider Cubic and NZTA on this project and, while still early days in discussions, some important factors for future decision-making are becoming apparent.
33. The primary one is that Park and Ride services are beyond the current scope of NTS implementation, Cubic is not currently supplying a stand-alone Park and Ride product. Officers are working with NTS to determine:
  - a How Park and Ride can be integrated into NTS functionality
  - b Whether current technology-solution add-ons can be integrated into NTS or if a new solution will need to be developed
  - c Whether a Park and Ride functionality can be introduced for immediate roll-out with NTS or whether such functionality would come later
  - d Likely timeframes
  - e Likely costs to Greater Wellington.

### ***Project initiation***

34. Based on the considerations above, Officers consider that the development and implementation of demand management mechanisms for Park and Ride will require at least two years of project work in tandem with the NTS programme. For officers to continue with this work it is considered appropriate that the Committee:
  - a Agrees to initiate a project to develop and implement a demand management framework for Park and Ride in the Wellington Region

- b Agrees that the preferred approach is a technology solution introduced as part of, and integrated with, the NTS rollout
- c Agrees that, during the course of the project, officers will consider alternative solutions as present these to the Committee for decision-making if the ideal NTS option proves unfeasible
- d Agree to a set of guiding principles.

***Purpose***

35. The purpose of the demand management mechanism is to:
- a ensure that those who require parking and are willing to pay are guaranteed a spot
  - b encourage lower cost, micromobility access to the stations
  - c prioritise customers using public transport over people who are currently using parks for other reasons.

***Guiding Principles***

36. Officers propose the following set of principles:
- a the solution must have parking integrated with public transport travel
  - b aims to incentivise other travel choice options
  - c framework must be cost neutral at minimum
  - d we are not constrained with a single one size fits all approach to every site
  - e project must be delivered in partnership with local TAs
  - f project will look at land utilisation outside commute times
  - g demand management framework must be able to be structured to recognise travel patterns of all customers
  - h evaluate other use opportunities for current land e.g. commercial or community opportunities.

**Ngā hua ahumoni**

**Financial implications**

37. Costs of the initial investigation are within current budgets. Costs associated with implementation are not yet known and will depend on the design of the preferred solution. Further reporting on this project will present financial considerations to the Committee and/or Council for consideration and decision-making.

**Ngā Take e hāngai ana te iwi Māori**

**Implications for Māori**

38. Park and Ride Demand Management could provide significant benefits for Māori by allowing for effective management of Park and Ride sites giving precedence to public transport users and people who have a genuine need.

## **Te huritao ki te huringa o te āhuarangi**

### **Consideration of climate change**

39. Park and Ride contributes to targets as set out in the Regional Land Transport Plan and RPTP by reducing reliance on private vehicles for partial, or full journeys. This relieves congestion on local roads, and motorways.
40. Implementing demand management mechanisms needs to be carefully considered so as to encourage more micro mobility use, and not encourage private vehicle use for the full journey.

## **Ngā tikanga whakataurua**

### **Decision-making process**

41. The matters requiring decision in this report have been considered by officers against the requirements of Part 6 of the Local Government Act 2002.

## **Te hiranga**

### **Significance**

42. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of these matters, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that these matters are of low significance as the decision relates to initiating a project.

## **Te whakatūtakitaki**

### **Engagement**

43. Officers have been engaging with TAs on the matter under consideration as part of the review of the RPTP.
44. The Smarter Connections Strategy which signals Metlink's interest in demand management mechanisms including charging, was adopted in 2021 after consultation with the public.
45. A workshop with the Public Transport Advisory Group was held on 1 February 2024 where Park and Ride demand management was the topic of discussion. General consensus was a carefully considered rollout of demand management mechanisms which are fair are prioritise people who use public transport and those who may be considered more vulnerable.
46. Other key stakeholders will be engaged through the project including, but not limited to, NZ Transport Agency Waka Kotahi, KiwiRail, and the Ministry of Disabled People.
47. Further public engagement and consultation on this project will occur as part of the current RPTP review.

## Ngā tūāoma e whai ake nei

### Next steps

48. Officers will:

- a continue to engage with TAs through the RPTP review. The public will also be consulted via the RPTP review. Other stakeholders will be engaged where appropriate.
- b consolidate and manage commercial arrangements with other Park and Ride land owners.
- c review the Terms and Conditions of Park and Ride sites to facilitate the legal enforcement of any demand management mechanism.
- d bring a dedicated discussion of this topic to a future Regional Transport Committee (timing to be determined in discussion with the Regional Transport Committee Chair).

## Ngā āpitihanga

### Attachment

Number	Title
1	Park and Ride sites in the Wellington region

## Ngā kaiwaitohu

### Signatories

Writers	Bernard Nunns – Policy Advisor, Metlink Emmet McElhatton – Manager Policy, Metlink
Approver	Tim Shackleton – Senior Manager Commercial, Strategy and Investment, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager Metlink

**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

Specific responsibilities of the Transport Committee are to:

- Approve strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan.
- Approve transport strategies, policies, plans, programmes and initiatives related to transport demand management and active mode promotion.
- Review performance trends related to public transport activities.
- Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives, including:
  - Delivery of the Wellington Regional Public Transport Plan
  - Transport demand management and active mode promotion initiatives

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

Park and Ride decisions will have impacts for the Long Term Plan, Regional Land Transport Plan, and Regional Public Transport Plan depending on the decisions regarding timeframe and implementation alongside National Ticketing Solution.

***Internal consultation***

A Park and Ride demand management project group has been established and has been involved in the initiation of this project.

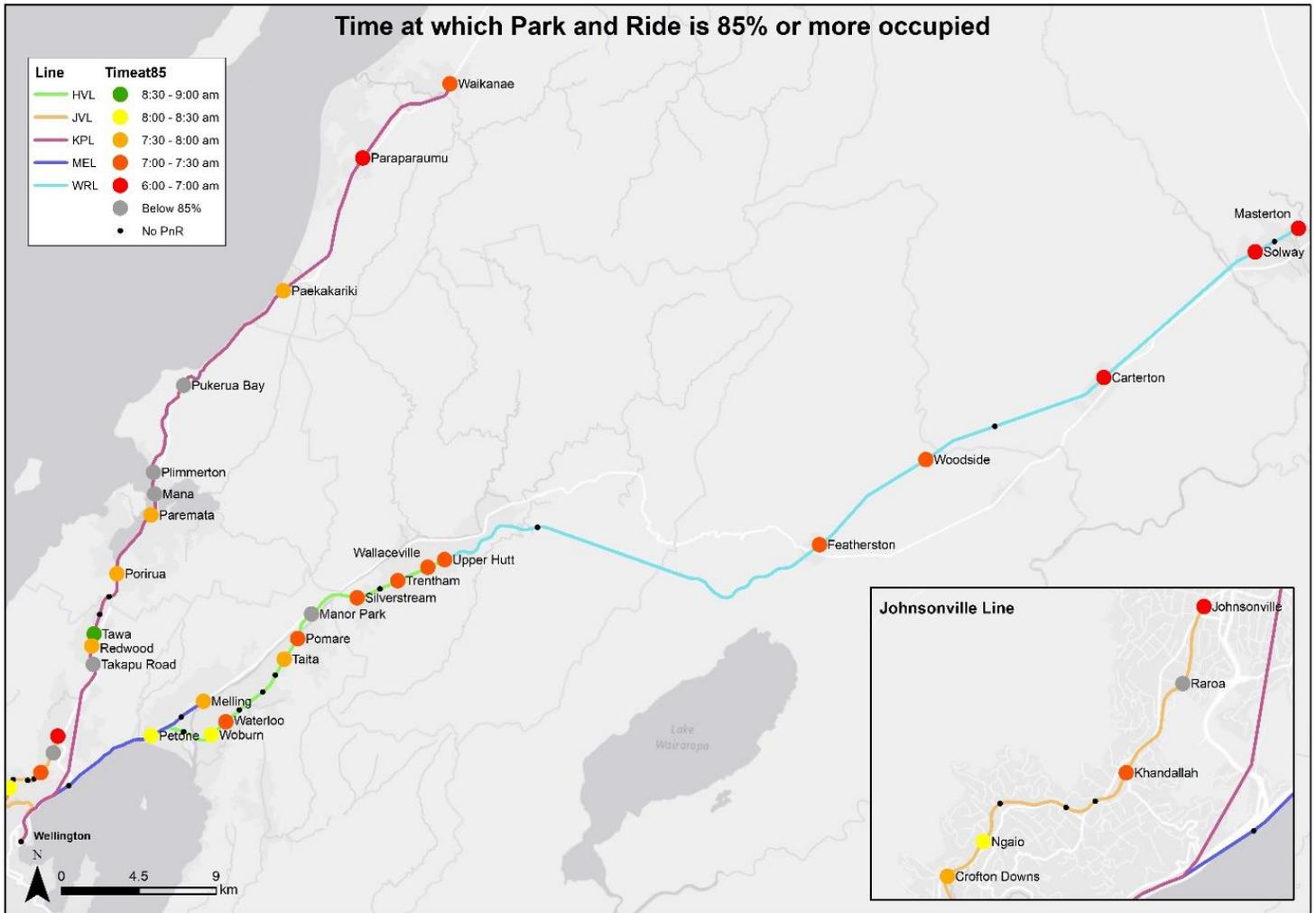
***Risks and impacts - legal / health and safety etc.***

There are no risks arising from the matter for decision.

<b>Station</b>	<b>Line</b>	<b>Zone</b>	<b>Park and Ride Spaces</b>
Wellington Station	All	1	0
Ngauranga Station	Hutt	1	0
Petone Station	Hutt	4	448
Ava Station	Hutt	4	0
Woburn Station	Hutt	4	159
Waterloo Station	Hutt	4	788
Epuni Station	Hutt	5	0
Naenae Station	Hutt	5	24
Wingate Station	Hutt	5	0
Taita Station	Hutt	5	120
Pomare Station	Hutt	5	77
Manor Park Station	Hutt	6	55
Silverstream Station	Hutt	6	95
Heretaunga Station	Hutt	6	0
Trentham Station	Hutt	7	122
Wallaceville Station	Hutt	7	122
Upper Hutt Station	Hutt	7	349
Western Hutt Station	Melling	4	0
Melling Station	Melling	4	187
Maymorn Station	Wairarapa	8	0
Featherston Station	Wairarapa	11	124
Woodside Station	Wairarapa	12	98
Matarawa Station	Wairarapa	13	0
Carterton Station	Wairarapa	13	98
Solway Station	Wairarapa	14	87
Renall Street Station	Wairarapa	14	0

<b>Station</b>	<b>Line</b>	<b>Zone</b>	<b>Park and Ride Spaces</b>
Masterton Station	Wairarapa	14	87
Takapu Road Station	Kāpiti	4	175
Redwood Station	Kāpiti	4	147
Tawa Station	Kāpiti	4	214
Linden Station	Kāpiti	4	0
Kenepuru Station	Kāpiti	5	0
Porirua Station	Kāpiti	5	1000
Paremata Station	Kāpiti	5	294
Mana Station	Kāpiti	6	48
Plimmerton Station	Kāpiti	6	107
Pukerua Bay Station	Kāpiti	7	30
Paekākāriki Station	Kāpiti	8	79
Paraparaumu Station	Kāpiti	9	527
Waikanae Station	Kāpiti	10	377
Crofton Downs Station	J/Ville	3	54
Ngaio Station	J/Ville	3	49
Awarua Street Station	J/Ville	3	0
Simla Crescent Station	J/Ville	3	0
Box Hill Station	J/Ville	3	0
Khandallah Station	J/Ville	3	14
Raroa Station	J/Ville	3	45
Johnsonville Station	J/Ville	3	35
			<b>Total: 6,235</b>

From technical note 3: Where should GWRC invest in Park and Ride to maximise benefits (August 2018)





## For Decision

### REVIEW OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE

#### Te take mō te pūrongo

##### Purpose

1. To provide the Transport Committee (Committee) with a progress update and revised timeline for Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan (Wellington RPTP).

#### He tūtohu

##### Recommendations

That the Transport Committee:

- 1 **Notes** that work has continued on the review of Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan.
- 2 **Notes** that there is significant uncertainty around key strategic policies; such as: the Government Policy Statement on Land Transport; and the replacement for “Let’s Get Wellington Moving” that needs to be resolved before a draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan can be presented to the Committee.
- 3 **Agrees** to the amended timelines, with the draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan scheduled to be presented to the Committee in June/July 2024.

#### Te tāhū kōrero

##### Background

3. On 16 February 2023, the Committee approved the commencement of a review of the Wellington RPTP (Regional Public Transport Plan 2024-34 Review - Report 23.12).
4. It was noted that the review would be undertaken to confirm the next network ‘unit’ structure in anticipation of procurement of new bus operating contracts and to address planned strategic changes and opportunities arising from the establishment of the Sustainable Public Transport Framework.
5. The review would also align the Wellington RPTP with a number of other key Greater Wellington strategic plans including:
  - a Greater Wellington Long Term Plan 2024-34 (LTP)
  - b Wellington Regional Land Transport Plan (RLTP)

- c NZ Transport Agency Waka Kotahi National Land Transport Plan (NLTP)
  - d Funding Bids from the National Land Transport Fund (NLTF).
6. At that time, it was anticipated that the review was expected to be completed by August 2024.
  7. This report provides the Committee with an update on the progress being made and the since our last update on 30 November 2023 (report 23.509 refers) and proposed amended timelines.

## **Te tātaritanga**

### **Analysis**

#### ***Progress since last update***

8. Work has continued on the review since our last presentation to the Committee. This work includes:
  - a internal engagement within Metlink to develop a draft policy programme (to be workshopped this afternoon with the Committee)
  - b engaging with the remaining Territorial Authorities to schedule workshops with them and their key stakeholders (Wairarapa, Wellington City and Kāpiti Coast)
  - c scheduled workshop with public transport operators to discuss the RPTP
  - d developed a draft structure for the RPTP
  - e revising certain RPTP sections is underway
  - f design work commissioned.
9. Officers are making steady progress on revising the Wellington RPTP, however our ability to deliver the Wellington RPTP has been impacted by a number of issues (outlined in paragraph 12 below) where we are awaiting more certainty on new policy positions.
10. Understanding the strategic context in which the RPTP will need to be framed is critical in ensuring officers provide the Committee with a fit for purpose Wellington RPTP.
11. We note that the uncertainty around the strategic context is also impacting on our timelines, and this is discussed in more detail below.

#### ***Timelines for the Wellington RPTP***

12. Officers had planned to bring the Transport Committee a draft Wellington RPTP for its feedback in April 2024. However, we believe that delaying consultation on the Wellington RPTP by three to four months will allow us to have greater certainty about the:
  - a Government Policy Statement on Land Transport (yet to be released for comment)
  - b Replacement for Let's Get Wellington Moving
  - c 2024-34 Long-Term Plan and the Regional Land Transport Plan 2021 Mid-term Review

- d NZ Transport Agency Waka Kotahi guidelines for RPTPs (under the Sustainable Public Transport Framework)
  - e Procurement strategy for bus contracts.
13. We expect to have more certainty in the next three to four months and therefore are proposing that we bring the Committee a draft Wellington RPTP in August 2024.
  14. Having greater certainty on these issues will enable us to provide a Wellington RPTP than is less likely to require a formal variation in near future.
  15. As there is no statutory deadline that requires Greater Wellington to update the Wellington RPTP within a particular timeframe, we have discretion about how quickly we progress the current review.
  16. Officers consider that a slight delay to our timelines can be accommodated to ensure a more enduring and accurate Wellington RPTP is adopted by the Council.

### **Ngā hua ahumoni**

#### **Financial implications**

17. The RPTP is primarily a policy document and does not have the financial and planning functions of the LTP or the RLTP. There are no financial implications associated with the development of the draft Wellington RPTP other than the \$150,000 budget for development, consultation and printing/marketing.

### **Ngā Take e hāngai ana te iwi Māori**

#### **Implications for Māori**

18. Metlink is working with Greater Wellington's Te Hunga Whiriwhiri group to ensure mana whenua perspectives are built into the RPTP.
19. Mana whenua collaboration will focus on ensuring the RPTP objectives, outcomes and policies adequately reflect mana whenua perspectives and aspirations.

### **Ngā tikanga whakatau**

#### **Decision-making process**

20. The matters requiring decision in this report were considered by officers against the decision-making requirements of part 6 of the Local Government Act 2002.

### **Te hiranga**

#### **Significance**

21. Officers have considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matters for decision, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. While the subject matter of this report is part of a decision-making process that will ultimately lead to Council making a decision of high significance within the meaning of the Local Government Act 2002 (by adopting a new RPTP), the matters requiring decision from report are of low significance due their administrative nature.

**Te whakatūtakitaki**  
**Engagement**

22. No external engagement is necessary for this decision.

**Ngā tūāoma e whai ake nei**  
**Next steps**

23. Officers will provide the Committee with a draft RPTP for feedback in June/July 2024.

**Ngā kaiwaitohu**  
**Signatories**

Writer	Scott Walker – Senior Policy Advisor, Metlink
Approvers	Tim Shackleton – Senior Manager Commercial, Strategy and Investments, Metlink Samantha Gain – Kaiwhakahaere Mautā, Waka-ā-atea   Group Manager, Metlink

**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

This report updates the Committee on progress against its stated priorities.

***Internal consultation***

Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.

***Risks and impacts - legal / health and safety etc.***

There are no known risks.



## For Information

### **PUBLIC TRANSPORT ADVISORY GROUP MEETING – 1 FEBRUARY 2024**

#### **Te take mō te pūrongo**

##### **Purpose**

1. To inform the Transport Committee (the Committee) of the deliberations of the Public Transport Advisory Group meeting held on 1 February 2024.

#### **Te tāhū kōrero**

##### **Background**

2. On 24 November 2022, Council re-established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
3. The Advisory Group's Terms of Reference provides that:
  - a The Council appoints the Chair of the Advisory Group.
  - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
  - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
4. The Transport Committee's Terms of Reference provides that Chair of the Advisory Group will be a non-voting member of the Transport Committee.
5. The Advisory Group's most recent meeting occurred on 1 February 2024.

#### **Te tātaritanga**

##### **Analysis**

##### ***Meeting agenda and matters considered by the Advisory Group***

6. At the request of members, officers provided updates on topical public transport news. Members were invited to ask questions throughout the presentations creating an interactive session.
  - a Alex Campbell, Principal Advisor Network Design, presented on the disestablishment of Let's Get Wellington Moving, and the potential options for public transport improvements.

- b Lauren Strpko, Metlink Customer Channels Product Owner, gave an overview of notable changes to customer information, including improvements to paper timetables and new real time information digital displays.
  - c A presentation outlining recent changes to the bus network in January 2024 was emailed to members after the meeting given time constraints.
7. Members were split into four focus groups to discuss current perceptions of Park & Ride and to explore new approaches to help inform Metlink's Park & Ride strategy. Members were divided based on their usage of Park & Ride. Two groups had limited experience of Park & Ride facilities, while the other two groups were either regular or daily users. The topics explored and summary of the Advisory Group feedback is set out below.
  8. Detailed insights are included in the meeting minutes, which will be distributed to Councillors, Metlink and Advisory Group members when completed.

*Perceptions of current Park & Ride facilities*

9. Before officers presented the opportunities and risks related to a new Park & Ride strategy, members were asked to discuss their perceptions of the current offering.
10. Groups mostly perceived Park & Ride to be highly utilised facilities adding benefit by facilitating access to public transport.
11. Negative sentiment related to how demand for carparks far exceeds supply at many facilities. Parking spaces fill up early and remain full making access difficult, especially off-peak. Demand creates competition for limited mobility carparks meaning those with genuine needs often miss out on parking close to public transport.
12. All groups described how Park & Ride facilities are challenging for those with accessibility needs. Examples included no or limited mobility parks, steps between carparks and platforms, no marked pedestrian thoroughfares, and limited wayfinding.
13. None of the groups were in favour of simply adding more carparks to improve Park & Ride. Instead, they supported measures to encourage mode shift. For example, improving the frequency of services, better alignment of bus and rail connections and providing better amenity for active modes.
14. When prompted to discuss improvements to the current offering, groups focused on the upgrade of facilities and infrastructure to make public transport more attractive for car owners. For instance, some members drive to stations to keep warm and safe in their cars. Suggested improvements included safe and well-lit pedestrian access, warm and comfortable places to wait and higher security measures.

*Future considerations - Core purpose of Park & Ride*

15. Consensus amongst groups was that the core purpose of Park & Ride facilities remains to facilitate access to public transport.

*Future considerations - Charging/payment*

16. Groups agreed that it was reasonable to charge for the use of Park & Ride facilities, especially at facilities where demand exceeds supply. It was deemed acceptable to charge different fees between peak/off peak, weekday/weekend and for regular/non-regular travellers.

17. All groups pointed to the need for Metlink’s Park & Ride strategy to work in harmony with the parking policies of local territorial authorities to encourage desired behaviours. For instance, if a Park & Ride neighbours a council managed carpark that has no fees, it would be best for the Park & Ride to also offer free parking. A ‘one size fits all’ approach to charging was seen as inappropriate.
18. Groups unanimously agreed that payment for Park & Ride should be included in the National Ticketing Solution. New technology should be used to enable giving financial incentives to those who engage in favourable behaviours. For instance, those who carpool and take public transport should get free or reduced parking charge.
19. Charging should be nominal for those who park and ride on public transport to ensure an end-to-end journey remains cost effective, especially for those travelling long distances. Two of the groups were in favour of setting charges to enable cost recovery and future investment in upgrading both public transport services and Park & Ride facilities. Another group discussed how the charge could equate to a zone 1 fare.
20. All groups favoured punitive measures for Park & Ride users who do not use public transport, for example, higher parking charges for non-public transport users.

*Future considerations - Equity*

21. All groups wanted the needs of lower socio-economic users to be considered. For instance, those with the Community Connect Concession on their transport card to be granted free or parking at a reduced charge.
22. Some groups recommended more active monitoring and enforcement of carpark usage to ensure those with genuine needs are accommodated. For example, greater controls are required to ensure the mobility carparks are occupied by those with permits.
23. Park & Rides require more mobility carparks and space for kiss and ride (drop-offs and pick-ups only). One group recommended that free parking be made available for a 20-minute window to allow pick up and drop off to support those with accessibility needs.
24. Some of the groups favoured no changes to current Park & Ride policy at facilities where there are no demand pressures.

**Next meeting**

25. The next Advisory Group meeting is scheduled for 2 May 2024.

**Ngā kaiwaitohu**

**Signatories**

Writer	Leigh-Ann Harris – Community Engagement Advisor, Network and Customer
Approvers	Andrew Lensen – Chair, Public Transport Advisory Group Bonnie Parfitt – Senior Manager, Network and Customer Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager, Metlink

**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The Committee's Terms of Reference sets out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

The Advisory Group is one tool that enables Metlink to achieve a key result area set out in the 2021-31 Long Term Plan - "Improving the customer experience across all areas of the public transport network". In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, "Continue to improve customer experience across all aspects of the network".

***Internal consultation***

There was no internal consultation needed.

***Risks and impacts - legal / health and safety etc.***

There are no known risks or impacts.



## For Information

# WELLINGTON METROPOLITAN RAIL NETWORK PERFORMANCE AND FUNDING CHALLENGES - UPDATE

## Te take mō te pūrongo

### Purpose

1. To provide the Transport Committee (Committee) with an update on the Wellington Metropolitan Rail Network Challenges.

## Te tāhū kōrero

### Background

2. On 7 December 2023, Council received a report entitled Wellington Metropolitan Rail Network: Performance and Funding (*Report 23.480*) (the Report).
3. The Report provided Council with:
  - a An overview of the funding and management arrangements for the Wellington Metropolitan Rail Network.
  - b A description of the challenges for Greater Wellington Regional Council (Greater Wellington) and KiwiRail in managing network performance under these arrangements.
  - c Information about Greater Wellington's understanding about the level of rail network under-investment that exists now and into the future.
  - d Information regarding potential implications to Metlink rail services, including service reductions.
4. The Council made the following resolutions in relation to this Report:
  - a Noted that the Rapid Review Report into KiwiRail's Handling of Recent Disruptions to Passenger Services identifies insufficient funding for the Wellington Metropolitan Rail Network and that KiwiRail have a significant back log of renewals on the Wellington Metropolitan Rail Network.
  - b Noted that the Crown's commitment in 2009, as part of the Metropolitan Rail Operating Model, to lift the rail network to an agreed serviceable standard has yet to be delivered.
  - c Noted that the 30-year Wellington Strategic Rail Plan endorsed by Council on 30 June 2022 (refer Report PE22.243) and ratified by the Waka Kotahi Board in November 2023, has shown that approximately \$5.0 to \$7.8 billion of investment

will be required in the Wellington Metropolitan Rail Network to deliver desired national and regional outcomes over the next 30 years; the achievement of this Plan is dependent on a reliable and serviceable network.

- d Noted that the consequences of underinvestment in the Wellington Metropolitan Rail Network are:
    - i Continual managed decline of rail assets
    - ii Long term reductions to passenger services
    - iii Potential safety impacts
    - iv Further significant and ongoing increases to funding required to bring the network to an agreed serviceable standard.
    - v Inability to implement planned timetable or service improvements.
  - e Noted that a Joint Governance Group has been established for KiwiRail and Greater Wellington senior executives to collaborate on rail network challenges.
  - f Agreed that while Greater Wellington contributes to the maintenance of the Wellington Metropolitan Rail Network (via the Wellington Network Agreement), delivering on the extent of investment identified as being required for the Wellington Metropolitan Rail Network should not fall on the ratepayers of Greater Wellington but on the Crown.
  - g Noted that the Chair has updated the incoming Minister of Transport and the shareholder ministers of KiwiRail on the under-investment in the Wellington Metropolitan Rail Network and identifies a pathway for an updated and agile funding model and future investment.
5. The Council requested that Transport Committee receive regular updates on progress related to matters covered in the Report.

## **Te tātaritanga Analysis**

### ***Identified actions***

6. Officers have identified a number of actions for Greater Wellington to undertake to help resolve the situation; these actions are listed below - each action has been assigned a level of priority.

#### *Identified actions - urgent*

- 7. **Auckland Transport:** Work with Auckland Transport, as the other provider of metropolitan rail services, to develop a shared message to inform Government advocacy.
- 8. **Government advocacy:** Ensure the Crown (Minister) together with New Zealand Transport Agency Waka Kotahi (NZTA) and the Ministry of Transport:
  - a are aware of the service reductions that will occur on the Wellington Metropolitan Rail Network.

- b are aware that due to the amount of work that KiwiRail needs to complete to bring the Wellington Metropolitan Rail Network up to an acceptable standard, funding the shortfall will not mean an immediate reduction in service impacts.
  - c accepts the service risk and other safety risks that exist if the funding shortfall is not addressed.
  - d accepts the size and scale of the funding gap and engages with KiwiRail to resolve the short-term problems with additional 'seed' funding whilst a longer-term solution to funding can be agreed.
9. **Service reductions:** Consider potential service reductions to either reduce costs or release funds to KiwiRail to ensure that the highest patronised lines remain operational until sufficient funding is available.
10. **Insurance capping/removal:** Request that KiwiRail:
- a re-evaluates its allocation methodology to incorporate the latest climate risks to which it is now exposed.
  - b considers capping or removing the ratepayer contribution to insurance for this critical Crown asset.
  - c Work with the Crown to implement a self-insurance regime similar to the roading network.
11. **Metropolitan Rail Operating Model:** Request that KiwiRail re-directs the funding request for renewals backlog and the associated maintenance costs to the Crown in accordance with the Metropolitan Rail Operating Model principles; these are not contemplated by the Wellington Network Agreement.

*Identified actions - important*

12. **Business cases:** Support KiwiRail with a series of business cases to support funding bids for the urgent backlog and associated costs as well as the future programme shortfalls.
13. **Performance fee:** Request KiwiRail caps its performance fee to the current amount (\$2 million per annum) regardless of additional budget.

**Progress against identified actions**

*Progress against identified actions - urgent*

14. **Auckland Transport:** Following a meeting between management and governance representatives of Auckland Transport and Greater Wellington, work is underway to develop joint messaging, and put in place future relationship meetings. In addition, Metlink and Auckland Transport managers now have monthly meetings to discuss areas of commonality with respective metropolitan rail network areas.
15. **Government advocacy:** To progress this action, we require information from KiwiRail. Officers have requested that KiwiRail provide us with the following:
- a their Briefing to Incoming Minister.
  - b information regarding the breakdown of the investment need in dollar value.

- c information regarding the total Temporary Speed Restrictions (TSRs) that could/should be applied if the backlog is not funded, this has been requested to enable us to undertake a service impact assessment.
  - d evidence that they have requested the requisite funding (CAPEX and OPEX) in the Rail Network Investment Plan (RNIP).
  - e their proposed approach to obtaining the funding shortfall from the Crown for the Wellington metropolitan rail network.
16. To date:
- a we have received a copy of KiwiRail’s Briefing to Incoming Minister.
  - b we have received information regarding the breakdown of the investment need in dollar value.
  - c we understand that KiwiRail has included a funding request through its application to the National Land Transport Fund (NLTF).
17. Once KiwiRail has shared the information requested relating to TSRs, Greater Wellington will be better positioned to build a more comprehensive picture of asset, financial and service risk. This information will enable Greater Wellington to progress Government advocacy tasks.
18. **Service Reductions:** To develop this, we require information from KiwiRail regarding TSRs. This information has been requested and we are awaiting a response (see paragraphs 13 – 15 above).
19. **Insurance capping/removal:** Greater Wellington has requested that KiwiRail review the allocation methodology for the Wellington network insurance premium. KiwiRail have advised that they will review their options and update Greater Wellington when this review has occurred.
20. **Metropolitan Rail Operating Model:**
- a Greater Wellington has requested that KiwiRail re-directs the funding request for renewals backlog and the associated maintenance costs to the Crown. We understand that KiwiRail has included this re-direction in funding through its application to the National Land Transport Fund.
  - b We note that the Ministry of Transport has initiated a review of Metropolitan Rail Operating Model; Greater Wellington will provide input into the review.

*Progress against identified actions - important*

21. **Business cases:** Greater Wellington is awaiting the outcome of the NLTF funding bid by KiwiRail (refer to paragraph 14). The outcome of the funding bid will determine whether this action needs to be undertaken. Note that Greater Wellington is supporting KiwiRail in the development of future programme business cases (to date, we have only progressed substations).
22. **Performance fee:** Greater Wellington has initiated discussions with KiwiRail on the capping of its performance fee. Any change to the performance fee arrangement will be part of the new Wellington Network Agreement Funding triennium (2024/25 – 2026/27) negotiations.

## Ngā tūāoma e whai ake nei

### Next steps

23. Greater Wellington will continue to work with stakeholders on the Wellington Metropolitan Rail Network challenges.
24. The Committee will be updated on progress being made on a regular basis.

## Ngā kaiwaitohu

### Signatories

Writer	David Mawson – Rail Network Delivery Manager, Assets & Infrastructure
Approvers	Fiona Abbott – Senior Manager Assets & Infrastructure Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager, Metlink

**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The Council has requested that the Transport Committee receive regular updates on this matter. In addition, the Transport Committee has the responsibility to consider emerging issues and impacts for their implications for transport strategies, policies, plans, programmes, initiatives and indicators.

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

Network conditions are necessary to achieve targets in the Regional Land Transport Plan, Regional Public Transport Plan.

The provision of public transport is a key activity in the Long Term Plan.

***Internal consultation***

No internal consultation beyond Metlink has occurred in relation to this update. Senior managers within Metlink, and the Finance Department have been informed of the actions set out in the report.

***Risks and impacts - legal / health and safety etc.***

This report provides an update on activities proposed and undertaken to mitigate risks and impacts identified in Report 23.480 presented to Council on 7 December 2023.



## For Information

### DRIVER TOILET FACILITIES - UPDATE

#### Te take mō te pūrongo

##### Purpose

1. To provide the Transport Committee (Committee) with an update on progress to improve the condition of and access to toilet facilities for Wellington City Metlink bus drivers.

#### Te tāhū kōrero

##### Background

2. At its meeting on 30 November 2023, the Committee requested an update on the progress of the project to install new driver toilet facilities.
3. While the accountability for providing rest and toilet facilities to our driver staff resides with the employer, Metlink provides some toilet facilities for operators to use at key/strategic locations across the network. These driver toilet facilities are owned and maintained by Metlink with costs for cleaning and consumables paid for by the operators.
4. The issue of drivers not having access to appropriate, clean, and safe toilet facilities while taking their scheduled breaks and/or waiting for their next trips has frequently been raised over the years.
5. The existing driver only toilets in Wellington are in very poor condition. Wellington City Council (WCC) has transferred ownership of these driver only toilets at no cost to Metlink.
6. **Attachment 1** provides a map with the location of driver toilet facilities in Wellington City including the driver only facilities.
7. Metlink is in the process of replacing seven bus driver toilets (which we took over from WCC) at the following locations in Wellington City:

#	Toilet Location	Address
1	<b>Mairangi terminus</b>	Stop 4128 (Opposite 45 Wilton Road)
2	<b>Wilton terminus</b>	Stop 5128 (213 Wilton Road / Surrey Street)
3	<b>Highbury terminus</b>	Stop 4947 (62 Highbury Road)
4	<b>Lyllall Bay terminus</b>	Stop 7338 (Near 2 Hungerford Road / Slip)

#	Toilet Location	Address
5	<b>Houghton Bay terminus</b>	Stop 6937 (Opposite 250 Houghton Bay Road)
6	<b>Karori Park terminus</b>	Stop 5332 (418 Karori Road, Karori)
7	<b>Darlington Road</b>	Stop 7241 (Outside 124a Darlington Road, Miramar)

8. Each of the replacement toilets are of the same design specifications. The images below provide a visual representation of the new facilities:



*Image 1: Facility in factory - exterior*



*Image 2: Facility in factory - interior*

## Te tātaritanga Analysis

### *Progress on installation of replacement bus driver toilets*

9. Metlink has scheduled to have all seven replacement bus driver toilets installed by June 2024.
10. The table below sets out current progress on the installation of replacement bus driver toilets:

#	Toilet Location	Progress
1	<b>Mairangi terminus</b>	Facility yet to be constructed; installation scheduled for May/June 2024
2	<b>Wilton terminus</b>	Facility under construction; installation scheduled for April 2024
3	<b>Highbury terminus</b>	Facility under construction; installation scheduled for April 2024

#	Toilet Location	Progress
4	<b>Lyll Bay terminus</b>	Facility yet to be constructed; installation scheduled for May/June 2024
5	<b>Houghton Bay terminus</b>	Facility under construction; installation scheduled for March 2024
6	<b>Karori Park terminus</b>	Facility built; installation scheduled for March 2024
7	<b>Darlington Road</b>	Facility under construction; installation scheduled for March 2024

### **Te whakatūtakitaki Engagement**

11. Bus operators were involved in the development of the toilet requirement specifications.
12. Impacted operators receive regular updates on the progress of this project.

### **Ngā tūāoma e whai ake nei Next steps**

13. Following the installation of these replacement toilets, officers will assess the feasibility of providing new bus driver toilets at additional locations, such as Strathmore Park Terminus and Porirua Station.

### **Ngā āpitihanga Attachments**

Number	Title
1	Map of bus driver toilet facility locations in Wellington City

### **Ngā kaiwaitohu Signatories**

Writer	Hamish Burns – Manager, Bus & Ferry Assets, Assets & Infrastructure
Approvers	Fiona Abbott – Senior Manager Assets & Infrastructure Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea   Group Manager, Metlink

**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The Committee requested that it be provided with an update on driver facilities. The Committee also has responsibility for considering regional, national and international developments; emerging issues and impacts; and changes in the legislative frameworks for their implications for transport strategies, policies, plans, programmes, initiatives and indicators

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

Improving driver conditions helps retain drivers, having an adequate level of drivers has a direct impact on service levels. Certain performance measures in the 2021-31 Long-Term Plan relate to service levels.

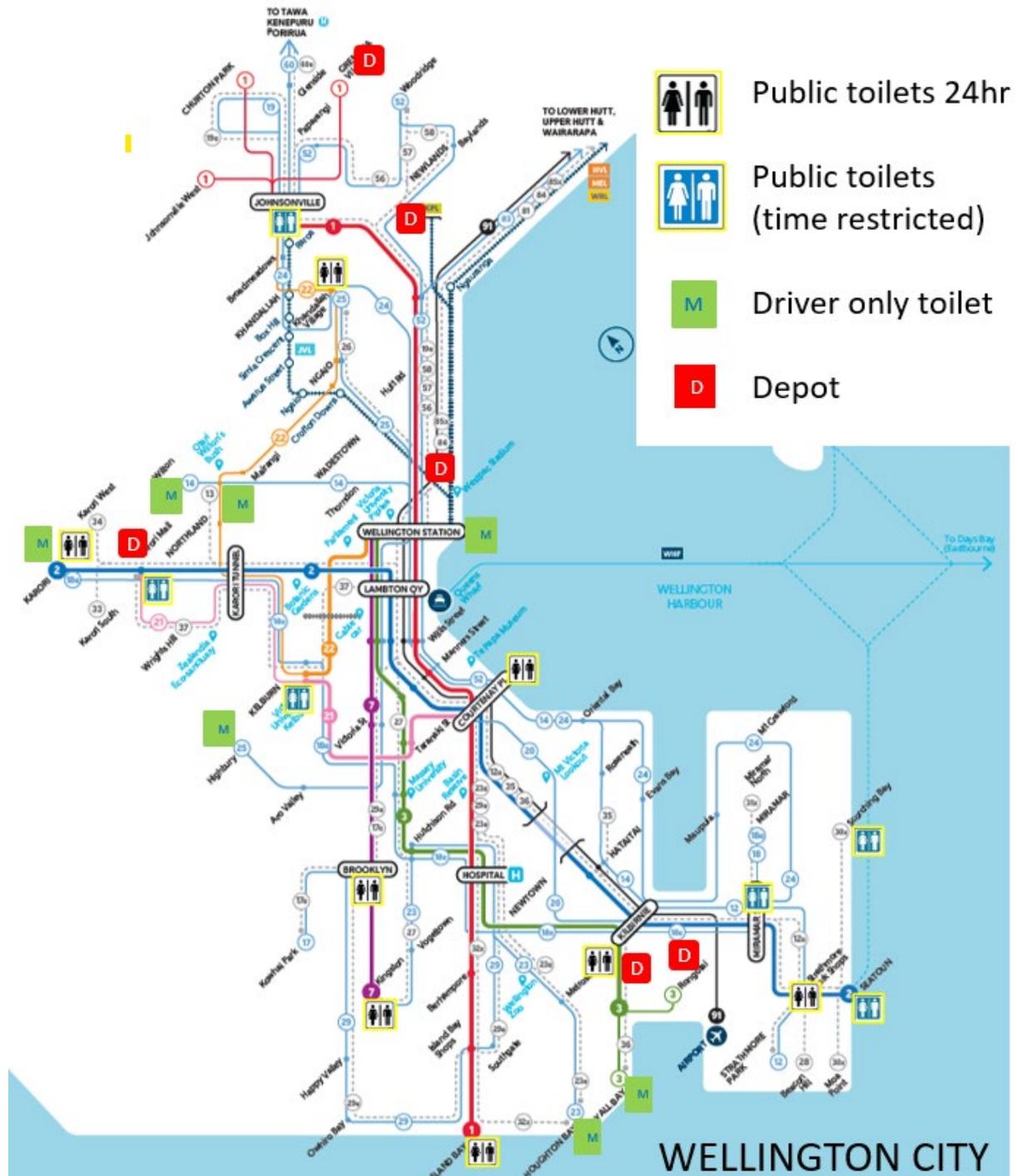
***Internal consultation***

There was no internal consultation needed.

***Risks and impacts - legal / health and safety etc.***

There are no known risks or impacts.

Driver toilet facilities in Wellington City





## For Information

### DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE

#### Te take mō te pūrongo

##### Purpose

1. To provide the Transport Committee (the Committee) with an update on progress made in the delivery of the Wellington Regional Public Transport Plan.

#### Te tāhū kōrero

##### Background

##### *Terms of Reference*

2. The Committee’s Terms of Reference set out its specific responsibilities. One of the specific responsibilities is for the Committee to:

*“2.6 Review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including:*

- a Delivery of the Wellington Regional Public Transport Plan, including:*
  - i Inter-regional transport initiatives*
  - ii Fare strategies and methods*
  - iii Increased mode share to public transport and active modes*
  - iv Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged*
  - v Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).”*

##### **Wellington Regional Public Transport Plan**

3. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP 2021-31) was adopted by Council on 29 June 2021 (Adoption of Te Mahere Waka Whenua Tūmatanui o Te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 – Report 21.168).
4. The RPTP 2021-31 is primarily a policy document that sets out our approach to achieving the objectives for public transport set out in the Wellington Regional Land Transport Plan, the Government Policy Statement on Land Transport, and the Greater Wellington Regional Council (Greater Wellington) Long Term Plan. High level objectives, targets and

performance measures for public transport are set in these documents rather than in the RPTP 2021-31.

5. The RPTP 2021-31 has been built around the strategic priority of “an efficient, accessible and low carbon public transport network” achieved through mode shift, decarbonisation of the public transport fleet and improving customer experience.

#### *Mode shift*

6. For mode shift, the RPTP 2021-31 focuses on the key measure of 40% increase in active mode shift to public transport by 2030. The RPTP 2021-31 outlines that this will be done through delivery and implementation of Let’s Get Wellington Moving and Wellington Regional Rail’s Strategic Direction, and by:
  - a Providing a high quality, high capacity, high frequency core network
  - b Improving access to public transport
  - c Promoting behaviour change.

#### *Decarbonisation of the public transport fleet*

7. The RPTP 2021-31 focuses on the key measures of: 60% reduction in public transport emissions by 2030; 30% reduction in carbon emissions for the Wellington Region by 2027; and 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030. The RPTP 2021-31 outlines that this will be done by accelerating decarbonisation of the public transport vehicle fleet including:
  - a Driving environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies
  - b Decarbonising the Metlink bus fleet by 2030
  - c Exploring ways to further decarbonise the Metlink rail and ferry fleet.

#### *Improving customer experience*

8. The RPTP 2021-31 focuses on the key measure of maintain customer satisfaction rating greater than 92% for overall trip. The RPTP 2021-31 outlines that our focus on continuing to improve customer experience across all aspects of the network will be achieved by:
  - a Providing greater choice and flexibility for journey planning, fares, and fare payment options
  - b Improving the accessibility of public transport for all.

#### *Safety*

- a The RPTP 2021-31 focuses on the key measure of 40% reduction in serious injuries on the public transport network by 2030. The RPTP 2021-31 outlines that our focus on prioritising the safety and maintenance of the public transport network to encourage safe behaviours will be achieved by prioritising safety through continuous improvements to both infrastructure and operations.

## **Te tātaritanga Analysis**

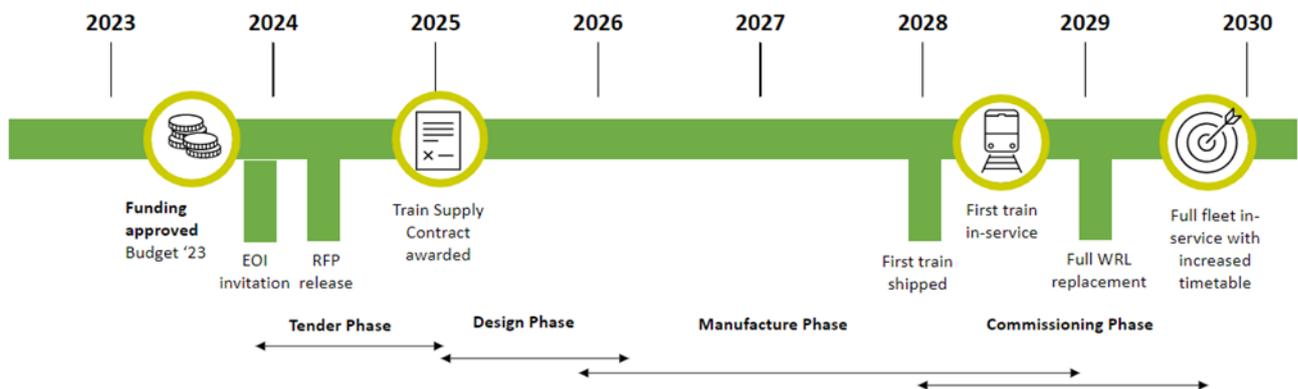
### ***Update on progress made in the delivery of the Wellington Regional Public Transport Plan***

9. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 31 January 2024, focusing on:
  - a Inter-regional transport initiatives
  - b Fare strategies and methods
  - c Increased mode share to public transport and active modes
  - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
  - e Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

#### *Inter-regional transport initiatives*

##### Lower North Island Rail Integrated Mobility

10. As part of Budget 2023, the Government agreed funding for the Lower North Island Rail Integrated Mobility (LNIRIM). LNIRIM is the primary inter-regional transport initiative being undertaken; it includes 18 four-car, tri-mode trains, and associated infrastructure, for the Wairarapa and Manawatū rail lines. It is expected that the new trains will quadruple peak-time services between Palmerston North and Wellington on the Manawatū line and double them between Masterton and Wellington on the Wairarapa Line.
11. The key milestones for the procurement of the LNIRIM fleet and maintenance services include:
  - a Approval of the Procurement Strategy
  - b Expression of Interest (EOI) release
  - c Short list bidders
  - d Request for Proposals release
  - e Preferred supplier
  - f Contract award
12. On 13 December 2023, the request for Expressions of Interest was released to the market for providing a proposal to design, build and maintain 18 x 4-car low emission multiple units for improving the passenger rail service, capacity and frequency on Wairarapa and Manawatū lines.
13. The EOI submissions will be received on 21 February 2024; the market is showing strong interest in participating in this process.
14. The following diagram sets out the indicative timeline for the Programme.



### Other inter-regional transport initiatives

15. Greater Wellington continues to co-fund the inter-regional route 291 bus service, linking Levin to Waikanae (Unit 19), operated under contract to Horizons Regional Council (Horizons). NZ Transport Agency Waka Kotahi (NZTA) has agreed to Horizons extending the existing contract (operated by Uzabus) on a non-trial basis until 2 March 2025. Horizons will review the service prior to the expiry of the contract with the involvement of Greater Wellington.

### *Fare strategies and methods*

16. The Government has announced changes to the funding arrangements for the Community Connect Concessions Scheme. The Government will continue funding support for half price public transport concessions for Community Services Card holders and half price concessions for Total Mobility services (75% discount). However, Government funding for free fares for 5 to 12 year olds and half price fares for 13 to 24 year olds on public transport will end on 30 April 2024. A report on the removal of Government funding for certain fares will be presented to Council for consideration at its meeting on 29 February 2024.
17. A fares work stream has been established within Metlink's Integrated Fares and Ticketing programme with a focus on implementation of the Council's Future Fares Direction initiative (adopted by Council on 25 August 2022).
18. Metlink continues to work with NZTA and Public Transport Authorities across New Zealand towards implementation of the National Ticketing Solution (NTS).
19. Design of the aspects of the ticketing system which need to have national consistency is underway; this is required for Environment Canterbury's NTS implementation which is expected in late 2024.
20. Greater Wellington's NTS implementation date is scheduled for 2025. Metlink has commenced its transition planning.

### *Increased mode share to public transport and active modes*

#### Targeting Employers to leverage Fringe Benefit Tax changes

21. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. This Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-

mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.

22. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits without unnecessary financial administration; it offers employees an attractive incentive to uptake public transport and active modes without being penalised through increased taxation.
23. Metlink is actively working on fare products to target businesses and employers and has recently started working with the Regional Transport function's Travel Choice team on a joint project, with the strategic outcome of encouraging travel choice and achieving the Government's key emissions reduction targets. Providing a fringe benefit tax exemption for public transport supports this proposition and makes it more viable and attractive.

#### Connecting people to rail with active and shared modes

24. This project aims to encourage travel choice shift towards public transport by connecting people with active and shared modes to rail stations. We aim support better information, and work collaboratively with customers to deliver more tailored solution for more convenient, and safe connection to train stations without needing a car.
25. This project will be executed as a series of pilot projects in targeted areas - Lower Hutt, Upper Hutt and the Wairarapa (Featherston, Carterton, Masterton) as well as Kāpiti Coast and Porirua.
26. Having assessed stations for suitability, work has begun on the first pilot project which aims to increase the number of commuters walking to Waterloo Station to take the train to central Wellington.

#### Behaviour change to improve accessibility

27. This Accessibility Action Plan project aims to remove barriers for people with disabilities or impairments, to travel by bus by increasing the availability of priority seating.
28. The joint Metlink/Travel Choice project will combine an awareness campaign with additional behaviour change approaches to disrupt auto-pilot thinking of passengers who do not need to sit in the priority seating area but choose to do so.

#### Public Transport Advisory Group

29. Metlink continues to hold Public Transport Advisory Group (PTAG) meetings. PTAG is made up of up to 30 members to represent the following perspectives relating to public transport and active mode matters in the Wellington Region: Peak users (rail and bus); Off peak users (rail and bus); Active mode users (walking, cycling and micro-mobility); Transport equity; Rural; Disability accessibility; Transport dependent; Tertiary students; Youth; Senior citizens; Employers; Business / retail sector; Mana whenua, Māori; LGBTTQIA+.
30. At the 1 February 2024 PTAG meeting, a session was held to provide information on topical public transport matters and gain views on the provision of Park and Ride facilities by Metlink. See Public Transport Advisory Group Meeting – 1 February 2024 – Report 24.7, which is on the agenda for the Committee meeting on 22 February 2024.

### Other actions

31. Better access for the transport disadvantaged continues to be a key focus for the current RPTP review.
32. See paragraphs 33 to 35 below for further work that has been undertaken in relation to accessibility on the network.

### *Alignment of Greater Wellington's accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD)*

33. The Committee adopted a new Accessibility Charter on 9 September 2021. The Charter is the first step towards realising Metlink's vision "The Metlink public transport network is accessible for all with ease and dignity".
34. Officers worked with the disability sector, operators and key stakeholders to co-design an Accessibility Action Plan (AAP) to plan and prioritise improvements to the public transport network.
35. The current focus is on developing an approach for a number of priority improvements, in advance of funding being confirmed as part of the 2024-34 Long Term Plan, including:
  - a Disability training for operational staff: Procurement strategy to be developed for a training provider.
  - b Bus stop and station accessibility improvements: Accessibility ranking in development
  - c Hidden disabilities and priority seating: Campaign in development.

### **Ngā Take e hāngai ana te iwi Māori Implications for Māori**

36. The RPTP includes a key policy section 6.2, 'Partnering with mana whenua' with the objective, achieving 'an effective partnership with mana whenua'. Key actions from this policy are:
  - a Build strong enduring relationships with mana whenua through all facets of public transport delivery.
  - b Explore Māori values and sustainability interface within a Responsiveness to Māori framework.
  - c Work with mana whenua to develop a Māori responsiveness plan for public transport, including consideration of principles to enhance design of public transport activity and guide current and future public transport policy.
  - d Work with mana whenua to reach communities and build relationships to encourage public transport use.
  - e Ensure that Māori values are considered in the built environment through our design principles.
  - f Extend the use of Te Reo Māori in customer information channels and fare payment methods.

37. Metlink staff are working closely with Te Hunga Whiriwhiri to review RPTP content and provisions relating to Te Tiriti o Waitangi principles and specific policy outcomes for Māori. The review approach was workshopped with Te Tiriti o Waitangi Kōmiti in May and October 2023 and will be followed up with a report at an upcoming Te Tiriti o Waitangi Kōmiti meeting.

### **Te huritao ki te huringa o te āhuarangi Consideration of climate change**

38. Climate change mitigations are a key focus for the RPTP with its strategic priority an ‘efficient, accessible and low carbon public transport network’. Relevant RPTP Strategic Focus Areas are:
- a Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet.
  - b Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let’s Get Wellington Moving and Wellington Regional Rail’s Strategic Direction.
39. Relevant RPTP key measures are:
- a 40% increase in mode shift to public transport by 2030
  - b 60% reduction in public transport emissions by 2030
  - c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
  - d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.
40. Relevant RPTP themes are:
- a Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies.
  - b Decarbonise the Metlink bus fleet by 2030.
  - c Explore ways to further decarbonise the Metlink rail and ferry fleet.

### **Ngā tūāoma e whai ake nei Next steps**

41. Staff will provide the Committee with updates on progress against the RPTP on a quarterly basis.

### **Ngā kaiwaitohu Signatories**

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki   Group Manager, Strategy Samantha Gain – Kaiwhakahaere Mautā, Waka-ā-atea   Group Manager, Metlink
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**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

This report updates the Committee on progress against its stated priorities.

***Internal consultation***

Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.

***Risks and impacts - legal / health and safety etc.***

There are no known risks.



## For Information

### **PUBLIC TRANSPORT PERFORMANCE – UPDATE**

#### **Te take mō te pūrongo**

##### **Purpose**

1. To update the Transport Committee (the Committee) on the current performance of the public transport network.

#### **Te horopaki**

##### **Context**

2. Since the introduction of the Public Transport Operating Model (PTOM) bus partnering contracts in July 2018, Metlink has had access to information that helps us to better appreciate and understand the performance of our public transport network.
3. Monthly operational performance reports were developed in early 2019; drawing on available information to provide performance reporting at the level provided in other authorities.
4. Monthly performance reports are published on the Metlink website to enable the public to easily access this information.
5. Over time, Metlink has amended the content of these operational reports to respond to requests from transport committees and to make improvements/changes identified by officers.
6. At recent meetings, members of the Committee have requested that the information provided in these performance reports be reviewed and amended to ensure that the information is reported on in the most useful and meaningful way possible.
7. Metlink met with relevant Committee members to better understand the performance outcome reporting Councillors would like to see and what performance data Metlink has to facilitate that requirement. It was agreed to include reporting on:
  - a driver numbers
  - b note on graphs the reasons for major spikes in performance
  - c add a quarterly report on Health, Safety and Wellbeing
  - d add 'target' patronage on the 12-month rolling graph
  - e show suspended trips along with cancelled trips
  - f accessibility
  - g bus capacity

- h emissions/decarbonisation.
8. The performance reports incorporate the following requested changes:
    - a 2018/19 patronage line added to 'all modes' graph
    - b brief comments added on graphs for reliability and punctuality
    - c added suspended services to the bus cancellations graph
    - d section added on driver numbers
    - e explanation of what is included under 'Other' in the complaints section.
  9. A Health, Safety and Wellbeing update is included in this report.
  10. Metlink expects to be able to provide the Committee with further changes over the next few months as data required for the additional sections is sourced and collated.
  11. Monthly performance reports are published on the Metlink website at: <https://www.metlink.org.nz/news-and-updates/surveys-and-reports/performance-of-our-network/#DataAndReports>
  12. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for December 2023.
  13. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

## **Te tātaritanga Analysis**

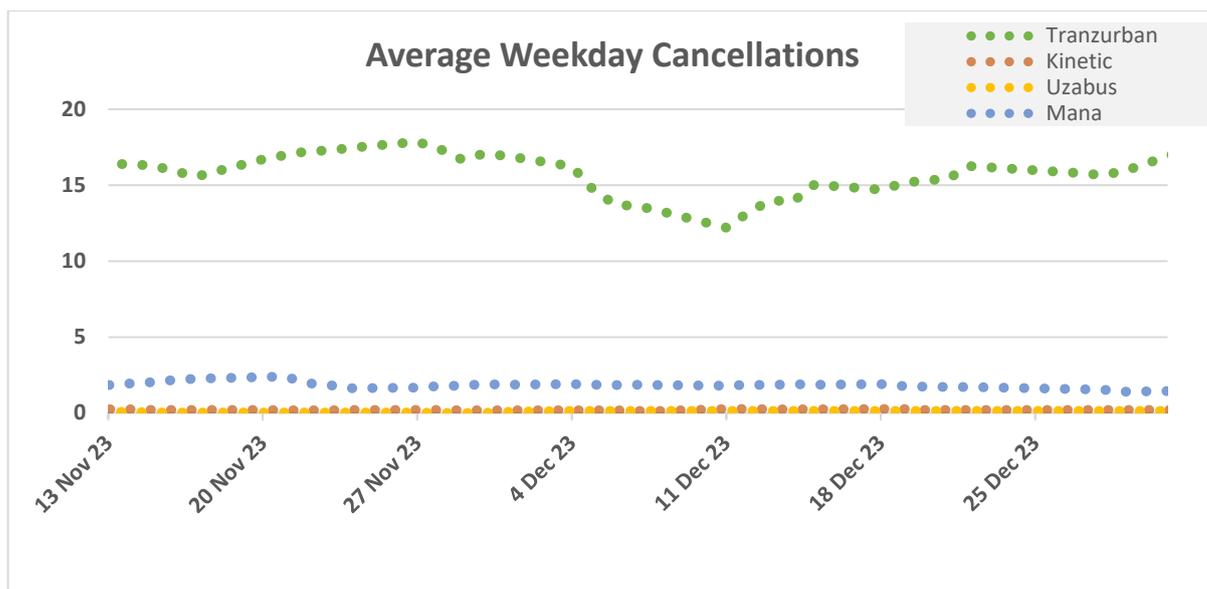
### ***Bus performance – December 2023***

#### *Patronage*

14. Bus passenger boardings for December 2023 were 1.76 million, this compares to boardings of 1.75 million in December 2019 (pre-COVID-19). Patronage for the year to date is at 98.0% of pre-COVID-19 levels.

#### *Reliability*

15. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%. Reliability for December 2023 was 99.3% compared to 99.4% in November 2023. Reliability continues to reflect more stability in driver numbers.
16. The graph below provides information on cancellation trends by operator.



### *Punctuality*

17. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
18. The punctuality target for our bus services is 95%.
19. Bus service punctuality was 94.6% in December 2023, compared to 94.1% in November 2023. Punctuality this month continues to reflect traffic congestion and disruptions.

### **Rail performance – November 2023**

#### *Patronage*

20. Rail passenger boardings for December 2023 were 0.74 million, this compares to boardings of 0.96 million in December 2019 (pre-COVID-19). Patronage for the year to date is at 79.8% of pre-COVID-19 levels, which may indicate changed travel behaviour.

#### *Reliability*

21. The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.
22. The rail reliability target is 99.5%
23. Rail service reliability was 96.7% in December 2023, compared to 97.6% in November 2023. On 7 December 2023, there were signal issues on the Kāpiti and Johnsonville Lines during the afternoon peak. Services were bus replaced in the area where the signal issues were occurring, and selected services were cancelled to restore the Lines to normal running following the disruption. Commuters on the Wairarapa Line experienced delays and disruptions due to speed restrictions north of Upper Hutt, locomotive shortages, a medical emergency, a battery issue, and a points fault.

#### *Punctuality*

24. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
25. The rail punctuality target is 90%.

26. Punctuality for December 2023 was 88.0%, compared to 88.5% in November 2023.
27. Punctuality was primarily impacted by a high number of temporary speed restrictions across the network, in particular on the Wairarapa Line.

#### *Bus replacements*

28. In December 2023, 21.8% of rail services were replaced by buses (planned and unplanned):
  - a 19.5% of the rail services that were replaced by buses were planned.
  - b 2.3% of the rail services that were replaced by buses were unplanned.
29. Of the 19.5% of planned rail services that were replaced by buses, 62% were awarded to Metlink bus operators (Tranzurban and Mana).
30. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.

#### *Upcoming Blocks of Line (planned bus replacements)*

31. Information on upcoming planned Blocks of Line covering the period February 2024 to April 2024 is attached as **Attachment 2** to this report. Note this information is subject to change (for example, late notice essential works). The most up-to-date information is available on our website: <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>.

#### **Ferry performance – December 2023**

32. Ferry services have operated according to their usual timetable.
33. Boardings were 111.0% of December 2019 numbers (pre COVID-19).

#### **Tawa Public Transport On Demand Trial – patronage**

34. Tawa on Demand Trial passenger boardings for December 2023 were 4,592 this compares to boardings of 3,561 in December 2022. Patronage for the year to date is at 26,019 completed rides, this compares to 17,759 over the same period in 2022.
35. In the period Since the commencement of the Tawa on Demand Trial on 16 May 2022 to 31 December 2023, there have been 65,589 completed rides and 2,434 unique riders have used the service.
36. The Tawa on Demand Trial expanded to the Porirua CBD on 6 November 2023, since the expansion average weekday completed rides have increased by 7.7%.
37. The current costs for this financial year are \$610,000, this is on track with the allocated budget of \$1.2 million. Cost is only one factor in the Trial criteria, which is also considering how this new mode of Public Transport provides for communities in suburbs than cannot be effectively serviced by a fixed bus route.
38. Sunday services for this Trial started on 11 December 2023; data on this will be available in future performance reports.

#### **Fare revenue**

39. In December 2023, there was a budget shortfall of \$4.6 million for the month across bus and rail services.
40. The year-to-date budget shortfall is \$24.6 million and is attributable to:

- a \$7.1 million due to the extended half-price fares scheme fares in July and August 2023 without Waka Kotahi support.
  - b \$17.5 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020, and yet to be claimed government concessions for community connect estimated to be \$1-2 million.
41. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services. However, given the nature of net contracts, any significant fluctuation in ferry fare revenue may impact the amount of subsidy required to recover the operating costs. Year to date, there has been no major change to ferry operator payments.

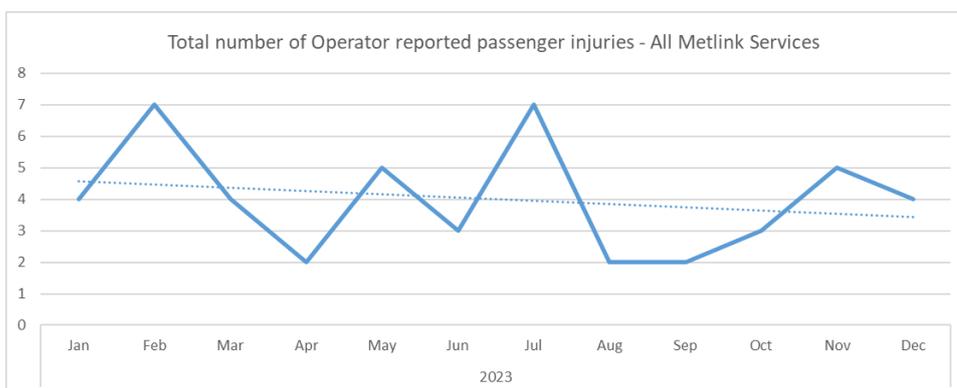
*Fares shortfall*

42. The Fare recovery budget (approved by Council) was set at pre Covid-19 levels; with the option for any shortfall being loan funded.
43. The loan funding of the shortfall has been agreed in the Long Term Plan and Annual Plan; noting that this will be brought to the Council in May 2024 for the final loan amount.
44. Any cost reduction to offset this lost fare revenue would require double the savings due to loss of the Financial Assistance Rates and any costs savings with only five months of the year to go are not practically possible. As such, officers are focusing on the Long Term Plan reset and Fare Projections going forward to manage a balanced budget.

**Health, Safety and Wellbeing**

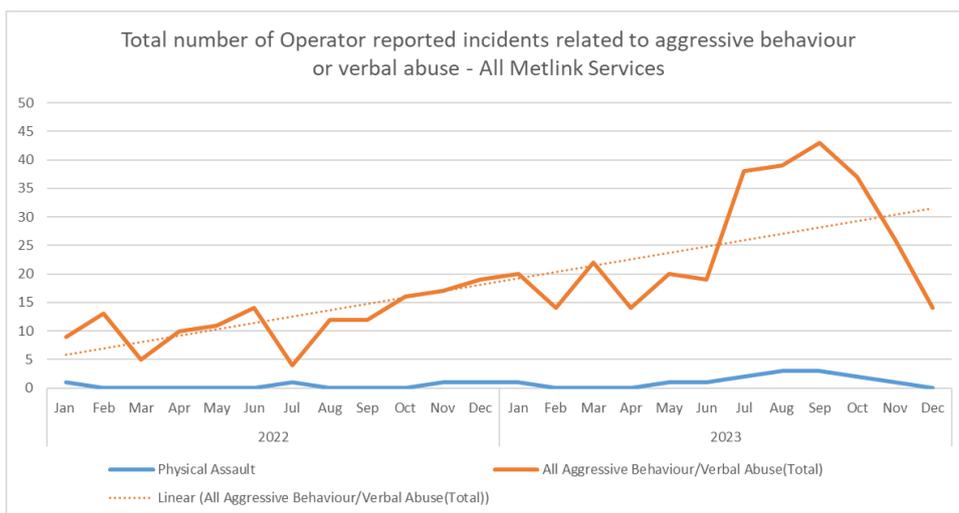
*Passenger injuries*

45. Metlink conducted a health and safety social media campaign to increase customer safety awareness when using public transport between August and December 2023.
46. The graph below shows that passenger injuries decreased across Metlink operators over the last year.



*Aggressive behaviour or verbal abuse*

47. Over the last two years, an increase in reported incidents of verbal abuse, and aggressive and threatening behaviour toward drivers across the network has been observed. A low number of incidents of this type were reported in December 2023.



## Ngā āpitihanga Attachments

Number	Title
1	Metlink performance report – December 2023
2	Upcoming Planned Rail Replacements - Feb 2024 to Apr 2023

## Ngā kaiwaitohu Signatories

Writers	Matthew Lear – Manager Network Operations Andrew Myers – Manager Customer Insights & Assets
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**He whakarāpopoto i ngā huritaonga  
Summary of considerations**

***Fit with Council's roles or with Committee's terms of reference***

The Committee has the specific responsibility to review performance trends related to public transport and transport demand management activities as set out in the Committee's Terms of Reference.

***Contribution to Annual Plan / Long Term Plan / Other key strategies and policies***

Certain performance measures in the 2021-31 Long-Term Plan relate to matters reported on in the operational performance report.

***Internal consultation***

No other departments were consulted in preparing this report.

***Risks and impacts - legal / health and safety etc.***

There are no risks arising from this report.





# Performance report

December 2023



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# Partner Performance

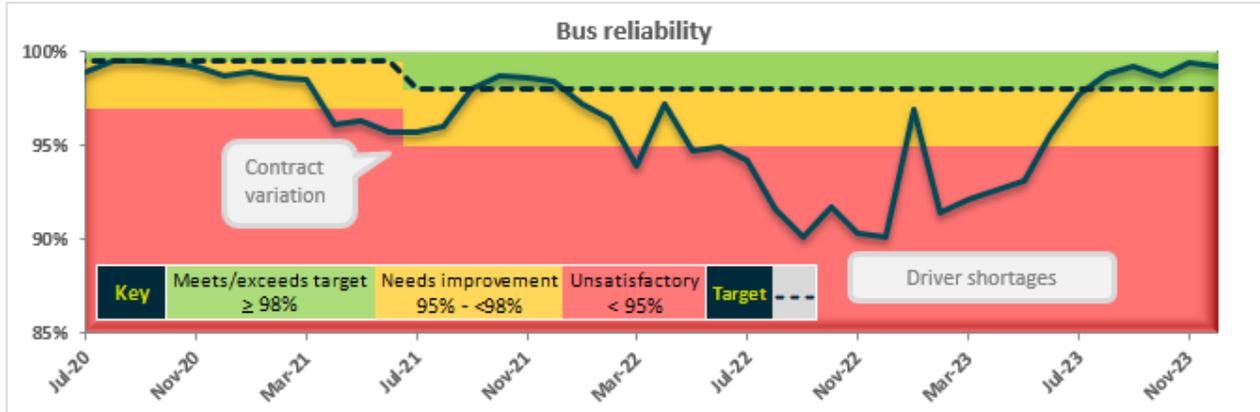


## Bus operators

### Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems.

In December, 99.3% of bus services were delivered, and 98.9% for the year to date. Reliability this month continues to reflect stabilizing driver numbers and retention.

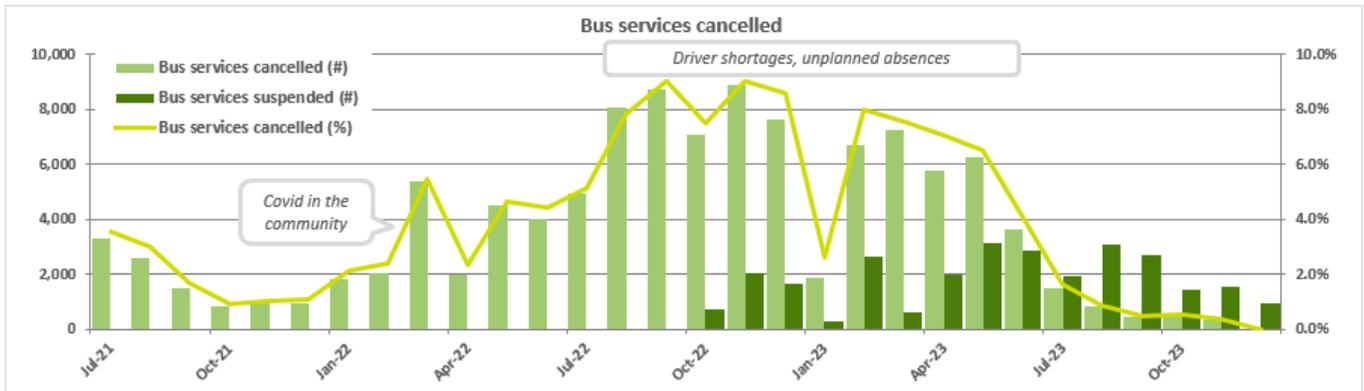


Reliability - current month

	Dec-23	Dec-22	% Change
Wellington City			
Newlands & Tawa	99.6%	98.5%	1.1%
East, West & City	99.8%	88.1%	11.7%
North, South, Khandallah & Brooklyn	99.2%	84.4%	14.8%
Hutt Valley	98.8%	94.3%	4.5%
Porirua	98.0%	87.3%	10.7%
Kapiti	99.5%	98.5%	1.0%
Wairarapa	98.7%	97.8%	0.9%
<b>Total</b>	<b>99.3%</b>	<b>90.1%</b>	<b>9.1%</b>

Reliability - year to date (Jul - Dec)

	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	99.3%	98.9%	0.4%
East, West & City	99.8%	87.6%	12.2%
North, South, Khandallah & Brooklyn	97.5%	87.7%	9.8%
Hutt Valley	99.2%	95.7%	3.5%
Porirua	97.2%	90.1%	7.1%
Kapiti	99.2%	99.4%	-0.2%
Wairarapa	98.5%	98.7%	-0.2%
<b>Total</b>	<b>98.9%</b>	<b>91.4%</b>	<b>7.5%</b>

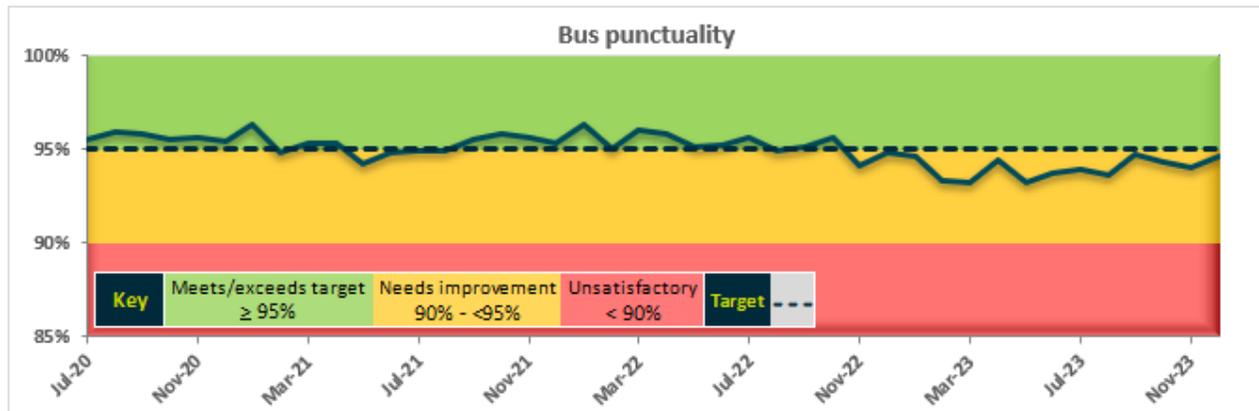


In December, there were 88,000 bus trips run, carrying 1.8 million passengers.

## Punctuality

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus service punctuality was 94.6% in December and 94.2% for the year to date. Punctuality this month continues to reflect traffic congestion and disruption in the usual places particularly: Wellington City, Masterton due to SH2 roadworks and late arriving buses replacing trains, and Paraparaumu stormwater renewal works.



Punctuality - current month

	Dec-23	Dec-22	% Change
Wellington City			
Newlands & Tawa	95.6%	96.8%	-1.2%
East, West & City	96.2%	97.0%	-0.8%
North, South, Khandallah & Brooklyn	92.8%	90.2%	2.6%
Hutt Valley	94.0%	95.1%	-1.1%
Porirua	95.5%	96.3%	-0.8%
Kapiti	93.2%	93.9%	-0.7%
Wairarapa	89.0%	93.0%	-4.0%
<b>Total</b>	<b>94.6%</b>	<b>94.8%</b>	<b>-0.2%</b>

Punctuality - year to date (Jul - Dec)

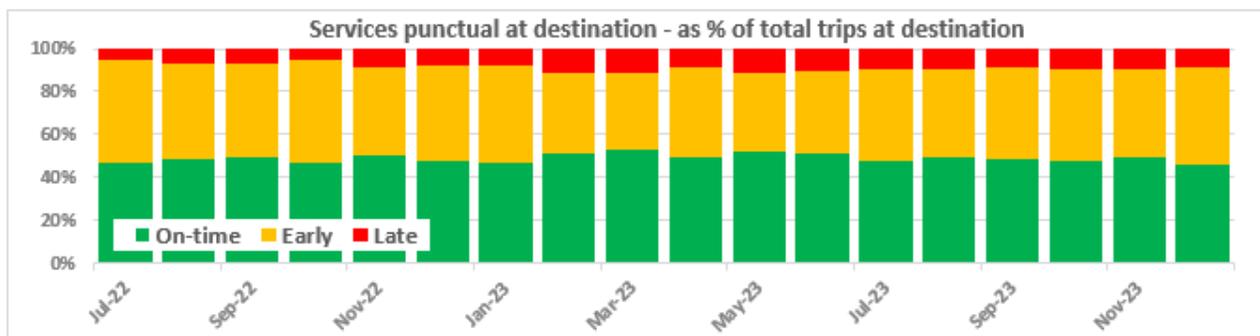
	2023/24	2022/23	% Change
Wellington City			
Newlands & Tawa	95.3%	96.8%	-1.5%
East, West & City	96.0%	96.5%	-0.5%
North, South, Khandallah & Brooklyn	90.8%	90.9%	-0.1%
Hutt Valley	94.7%	95.5%	-0.8%
Porirua	95.1%	95.7%	-0.6%
Kapiti	92.8%	96.5%	-3.7%
Wairarapa	91.4%	93.6%	-2.2%
<b>Total</b>	<b>94.2%</b>	<b>95.0%</b>	<b>-0.8%</b>

## Punctuality at destination

Bus punctuality at destination is not a contractual measure and is included here at the request of our auditors. We have used the same criteria as for punctuality at origin as a proxy, recording the bus arrival at destination between one minute early and five minutes late.

We have little influence over punctuality once a bus has departed from origin, with factors such as traffic, passenger volumes and behaviour, weather events, accidents and roadworks all affecting the punctuality of services.

In December, 46.4% of bus services recorded at destination arrived on time, with a further 45.3% arriving more than one minute early, while 8.4% of services arrived more than five minutes late.



Punctuality at destination - current month

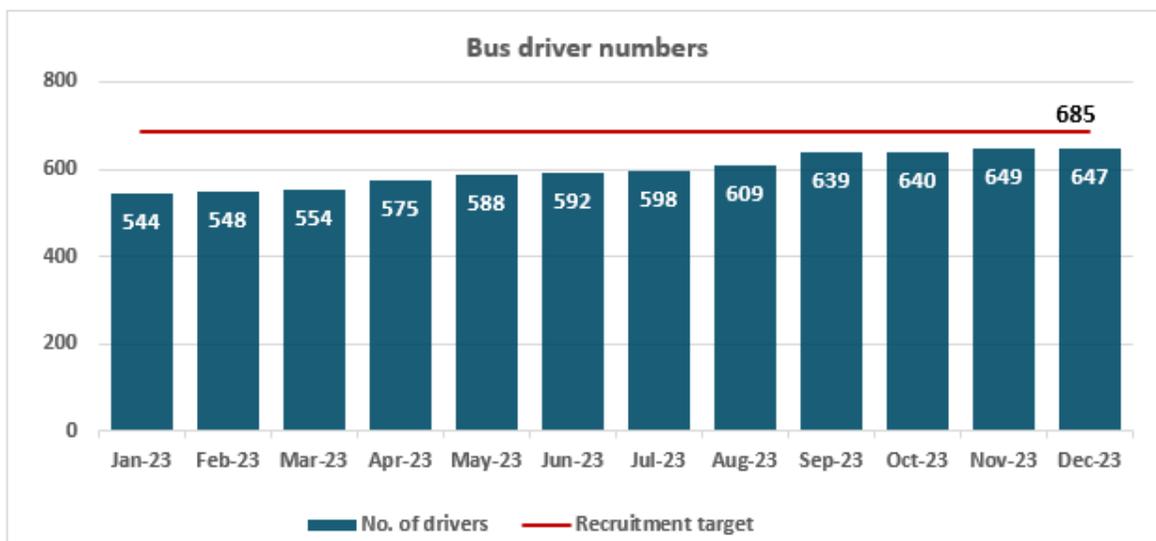
	Dec-23	Dec-22	% Change
On-time	46.4%	48.1%	-1.7%
Early	45.3%	44.5%	0.7%
Late	8.4%	7.4%	1.0%

Punctuality at destination - year to date (Jul - Dec)

	2023/24	2022/23	% Change
On-time	48.2%	48.2%	0.0%
Early	42.7%	45.2%	-2.5%
Late	9.1%	6.6%	2.5%

### Bus driver shortages

There is currently a shortage of bus drivers in the Greater Wellington Region – this impacts the ability to be able to run all timetabled services. The graph below shows the total number of bus drivers each month, against the recruitment target of having 685 drivers by October 2023 (target date has now passed).



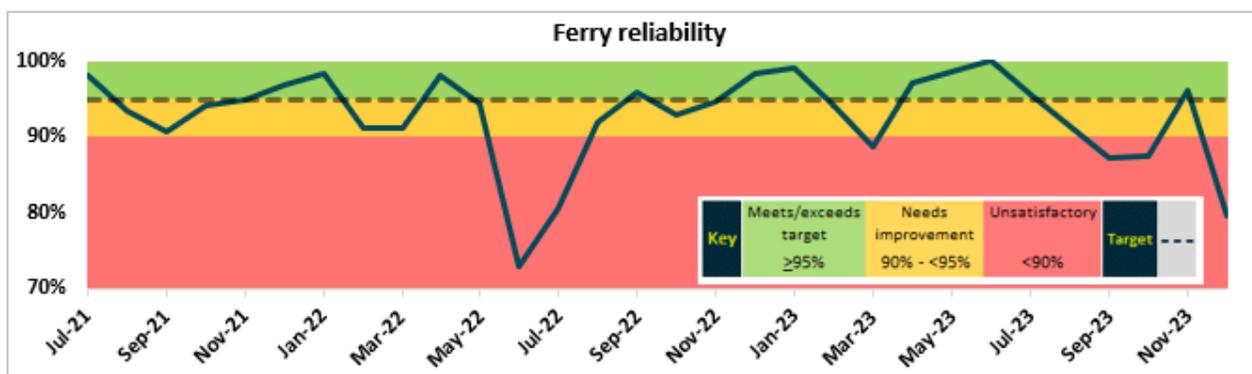
## Ferry operator

### Reliability

Ferry reliability is a measure of the number of scheduled services that ran.

Reliability for December was 79.7%, compared to 98.4% for the same month last year.

There were 106 trips cancelled due to weather this month, and 55 trips were impacted by maintenance issues.



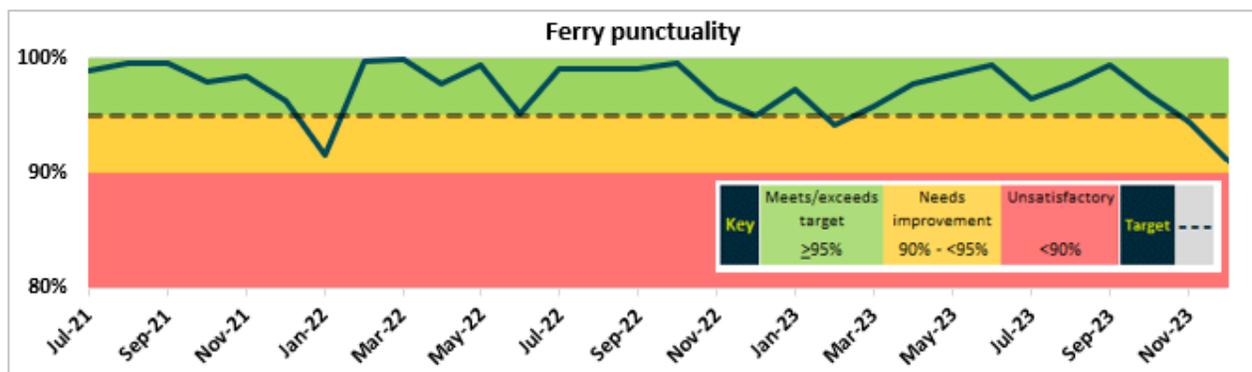
Reliability - current month

	Dec-23	Dec-22	% Change
Total	79.7%	98.4%	-18.7%

## Punctuality

Ferry punctuality is a measure of ferries leaving the origin wharf no earlier than 4 minutes 59 seconds before schedule.

Punctuality for December was 91.1%, compared to 94.9% for the same month last year.



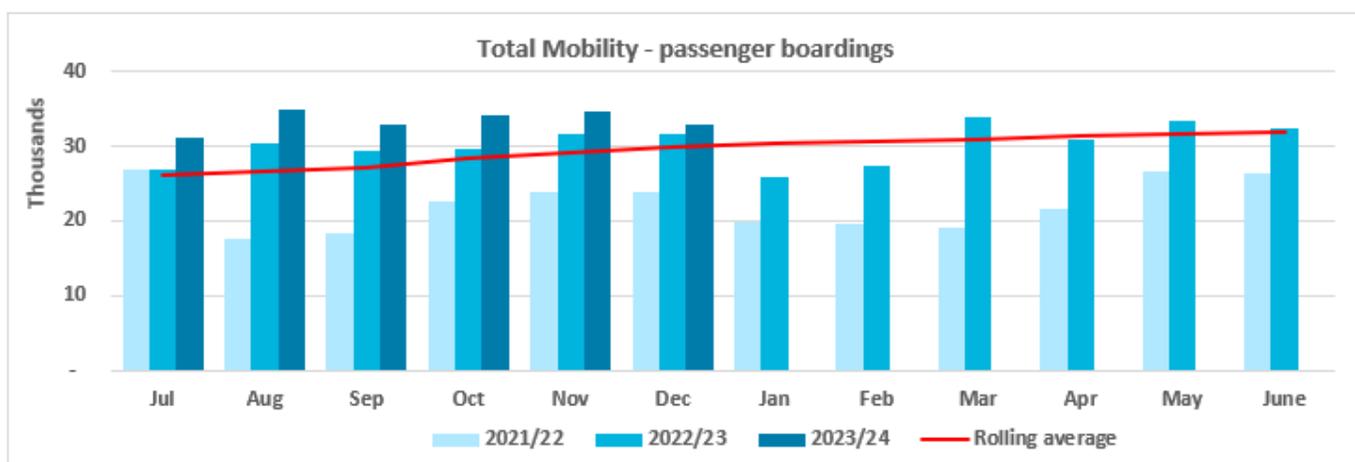
Punctuality - current month

	Dec-23	Dec-22	% Change
Total	91.1%	94.9%	-3.8%

## Te Hunga Whaikaha Total Mobility

### Te Hunga Whaikaha Total Mobility

In December there were 32,949 Te Hunga Whaikaha Total Mobility trips, an increase of 4.1% compared to the same month in the previous year. This shows a continuance of strong levels of usage of Te Hunga Whaikaha Total Mobility reflective of the now permanent half price fares initiative.



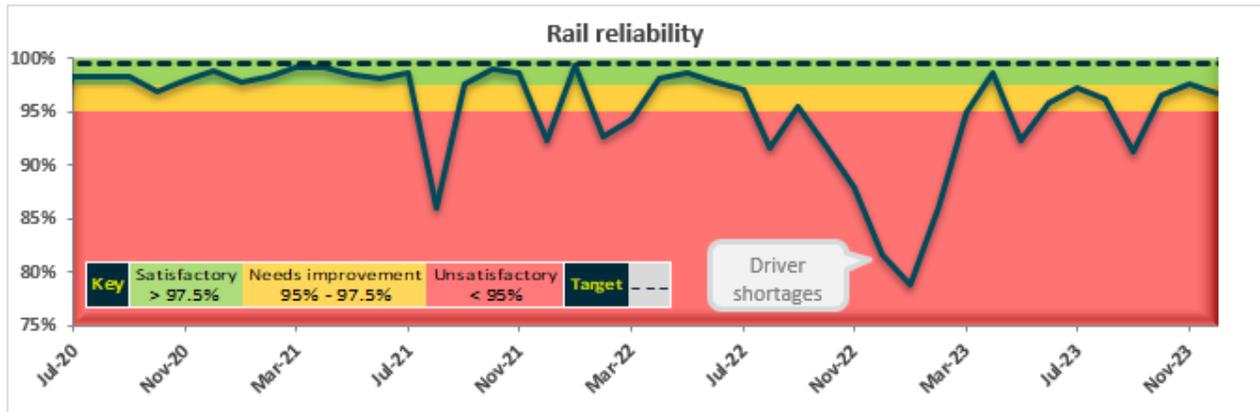


Reliability

The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 96.7% in December, and 96.6% for the year to date.

On 7 December, there were signal issues on the Kapiti and Johnsonville lines during the afternoon peak. Services were bus replaced in the area where the signal issues were occurring, and selected services were cancelled to restore the line to normal running following the disruption. Commuters on the Wairarapa line experienced delays and disruptions due to speed restrictions north of Upper Hutt, locomotive shortages, a medical emergency, a battery issue, and a points fault.



Reliability - current month

	Dec-23	Dec-22	% Change
Hutt Valley	97.7%	84.9%	12.8%
Johnsonville	95.3%	74.3%	21.0%
Kapiti	96.6%	82.6%	14.0%
Wairarapa	95.2%	91.5%	3.7%
<b>Total</b>	<b>96.7%</b>	<b>81.6%</b>	<b>15.1%</b>

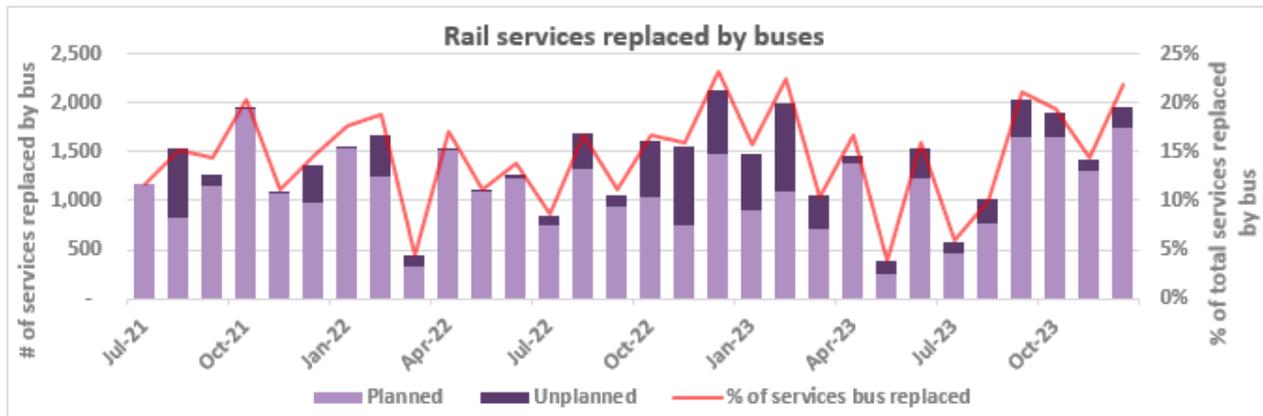
Reliability - year to date (Jul - Dec)

	2023/24	2022/23	% Change
Hutt Valley	97.3%	93.4%	3.9%
Johnsonville	95.4%	90.0%	5.4%
Kapiti	97.0%	88.2%	8.8%
Wairarapa	91.8%	96.7%	-4.9%
<b>Total</b>	<b>96.6%</b>	<b>91.0%</b>	<b>5.6%</b>



In December, there were 9,000 rail trips run, carrying 0.74 million passengers.

In December, 21.8% of rail services were replaced by buses, compared to 14.5% the previous month.

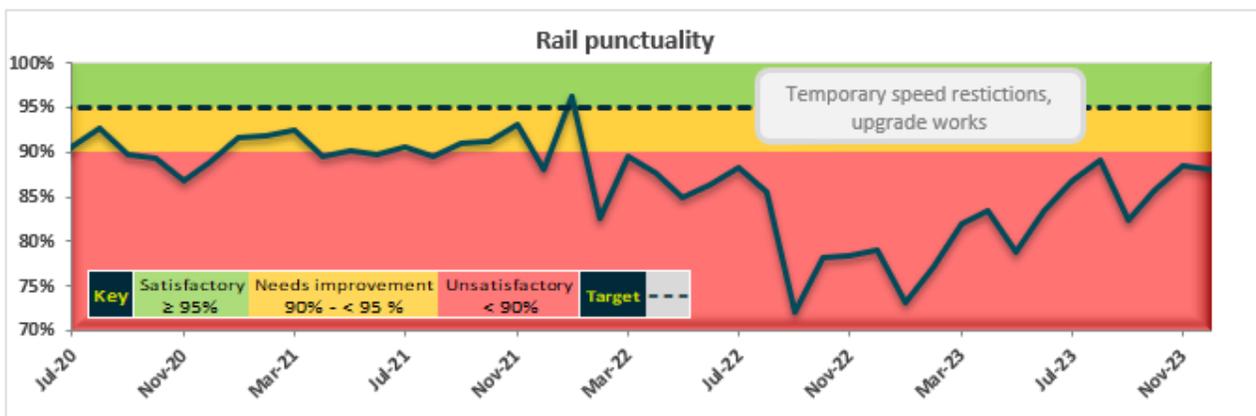


### Punctuality

The rail punctuality measure records the percentage of services arriving at key interchange stations and at the final destination within five minutes of the scheduled time.

Punctuality for December was 88.0%, and 88.1% for the year to date.

Punctuality was mainly affected by a high level of speed restrictions across the network, in particular on the Wairarapa line. The summer season has meant extra speed restrictions are being activated when the track reaches 40 degrees, increasing delays on services, along with associated issues related to this.



Punctuality - current month

	Dec-23	Dec-22	% Change
Hutt Valley	88.8%	88.8%	0.0%
Johnsonville	98.2%	97.4%	0.8%
Kapiti	83.0%	55.4%	27.6%
Wairarapa	33.7%	43.2%	-9.5%
<b>Total</b>	<b>88.0%</b>	<b>79.1%</b>	<b>8.9%</b>

Punctuality - year to date (Jul - Dec)

	2023/24	2022/23	% Change
Hutt Valley	87.7%	90.1%	-2.4%
Johnsonville	95.7%	90.3%	5.4%
Kapiti	87.3%	62.4%	24.9%
Wairarapa	29.7%	50.6%	-20.9%
<b>Total</b>	<b>88.1%</b>	<b>80.3%</b>	<b>7.8%</b>

# Rail network owner

## December Commentary

This commentary summarises the performance of the rail network, owned and operated by KiwiRail. The Key Performance Indicators (KPI) results below are for Wellington Network Services only and represent the measures in the contract. However, the results do not mirror the customer experience of punctuality and reliability because they do not include:

- Network Temporary Speed Restrictions (TSR) relating to work being addressed by the Wellington Metro Upgrade Programme (WMUP). If this were included the impact on performance measures would be significantly lower.
- Transdev initiated delays.
- Events caused by third parties other than KiwiRail, that can cause delays on the rail network.
- 'Force Majeure' events such as weather induced issues that can cause delays; this includes all delays associated with slope instability and weather warning events.

December punctuality and reliability figures decreased slightly from the previous month.

On the 7th of December there was a track fault the afternoon peak - this was due to a faulty feed transmitter, which required adjustment.

On the 19th of December an excessive alarm operation occurred at the Elizabeth Street Crossing in Waikanae. This was caused by burnt drive contacts in the barrier arm mechanism which a signal technician replaced.

On Christmas Day a land slip occurred on the Johnsonville Line, bringing a tree down onto the overhead line at the north end of tunnel 5. Inspections were carried out at the start of the Block of Line on Boxing Day to assess damage. Traction linemen worked for three days to repair the overhead line which deployed them from a planned traction wire run between Muri and Pukerua Bay. A traction pole was damaged and requires replacement. This has incurred a 25kph TSR through the slip site.

TSR's are back under agreed KPI on the Hutt Valley Line due to the re-sleeper sites being completed during the Christmas Block of Line. The vibration issues impacting the SW carriages continue to impact the Wairarapa Line performance, with investigations still ongoing, however a proposed solution is being worked through with engineering and implementation is likely in mid-February 2024. A re-rail at the on the NIMT resulted in a 60kph TSR being removed.

Heat 40 site activations increased overall during the month, with the 7th, 8th, 18th, and 19th of December seeing particularly hot days, resulting in delays on the Wairarapa Line and NIMT. Two Hutt Valley Heat 40 sites have been lifted after the completion of destress.

Network control delay minutes decreased during the month of December, which resulted in meeting KPI targets

## Quarterly Overview – December 2023

Quarterly KPI Dashboard

Key Performance Indicators							
Punctuality	Reliability	Network Availability	Asset Condition Mapping	Maintenance Compliance	Maintenance Backlog	HSE Score	Planned Works Delivery
96.60%	99.30%	Unplanned: 98.80%		100%	Reducing Trend	Zero Harm	
96.48%	99.58%	Planned: 89.51%	Track: 94.68%	Track: 100%	0	31 Harm Free Days	100.00%
		Unplanned: 99.66%	Structures: 100.00%	STTE: 100%			
			Civil: 51.63%				
			Traction: 100%				

(Yellow row is KPI target)

### KPI Summary

#### Network Availability

There were no unplanned line closures on all lines for December.

#### HSE

December saw 31 Zero Harm Free days.

# Operational Performance

## Patronage

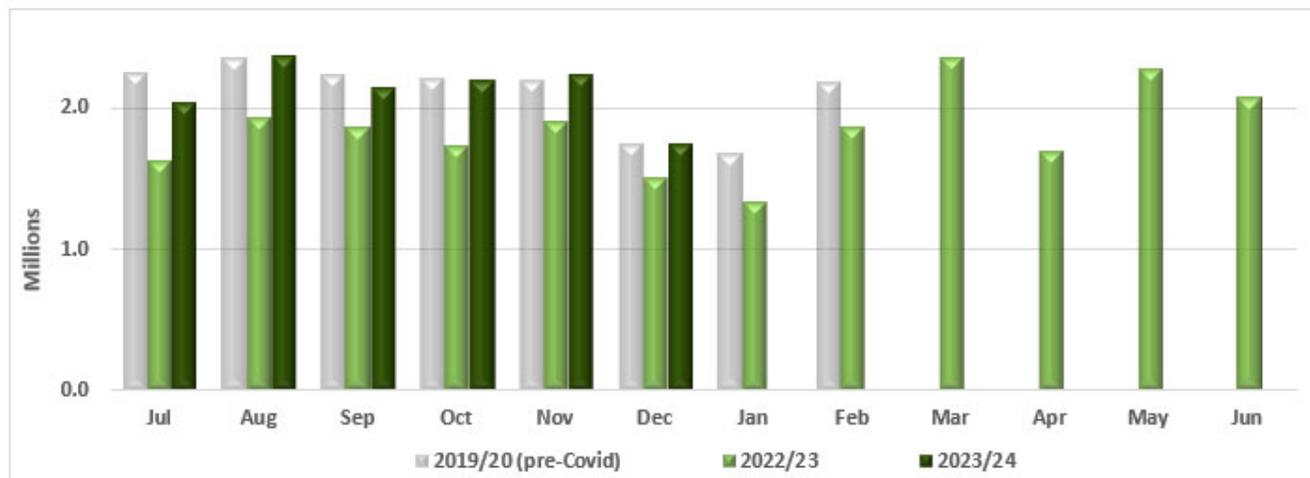
There are two ways to report on patronage - passenger boardings and passenger journeys. We calculate passenger journeys by subtracting recorded transfers (movements from one vehicle to another within 30 minutes) from passenger boardings. Metlink generally reports passenger boardings given the lack of visibility on transfers between modes and on rail and ferry services.

In December 2023, we saw increased passenger boardings when compared to the same month last year.

### Bus passenger boardings

December bus passenger boardings were 15.7% higher than the same month last year, and 203% higher for the year to date.

Boardings this month were 0.5% higher than December 2019 numbers (pre-Covid).



### Boardings by area - current month

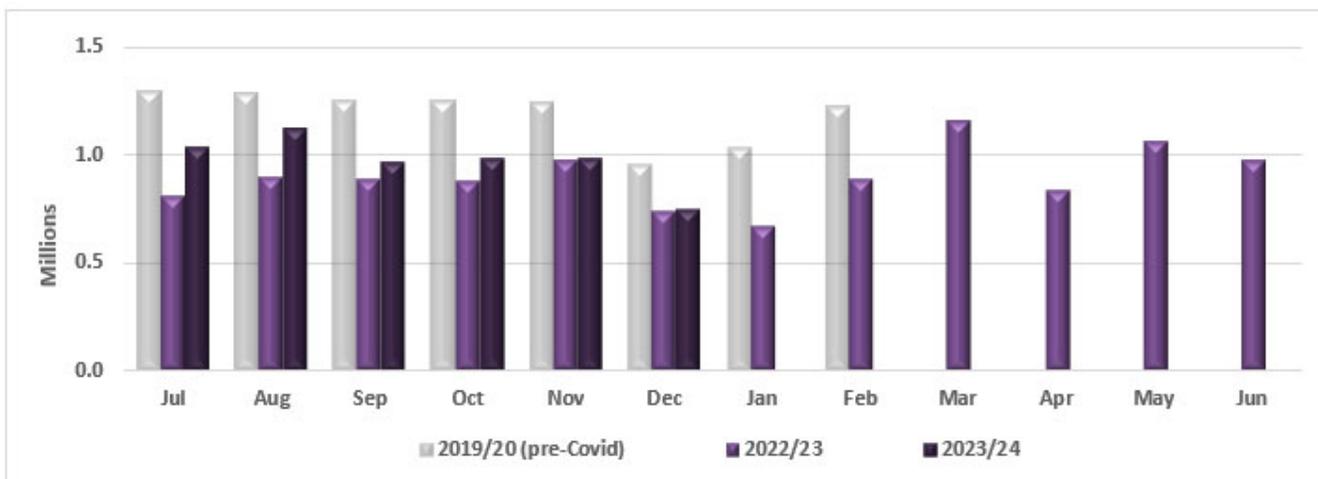
	Dec-23	Dec-22	% Change
Wellington	1,303,517	1,119,295	16.5%
Hutt Valley	349,584	302,019	15.7%
Porirua	57,113	52,656	8.5%
Kapiti	38,652	36,666	5.4%
Wairarapa	9,107	8,846	3.0%
<b>Total</b>	<b>1,757,973</b>	<b>1,519,482</b>	<b>15.7%</b>

### Boardings by area - year to date (Jul - Dec)

	2023/24	2022/23	% Change
Wellington	9,498,334	7,814,756	21.5%
Hutt Valley	2,425,726	2,057,878	17.9%
Porirua	448,523	396,446	13.1%
Kapiti	318,928	278,312	14.6%
Wairarapa	82,089	74,858	9.7%
<b>Total</b>	<b>12,773,600</b>	<b>10,622,250</b>	<b>20.3%</b>

December rail passenger boardings were 1.9% higher than the same month last year, and 12.6% higher for the year to date.

Boardings this month were 21.1% lower than December 2019 numbers (pre-Covid).



Boardings by line - current month

	Dec-23	Dec-22	% Change
Hutt Valley	317,706	311,417	2.0%
Kapiti	303,905	292,324	4.0%
Johnsonville	79,439	85,005	-6.5%
Wairarapa	43,565	42,307	3.0%
<b>Total</b>	<b>744,615</b>	<b>731,053</b>	<b>1.9%</b>

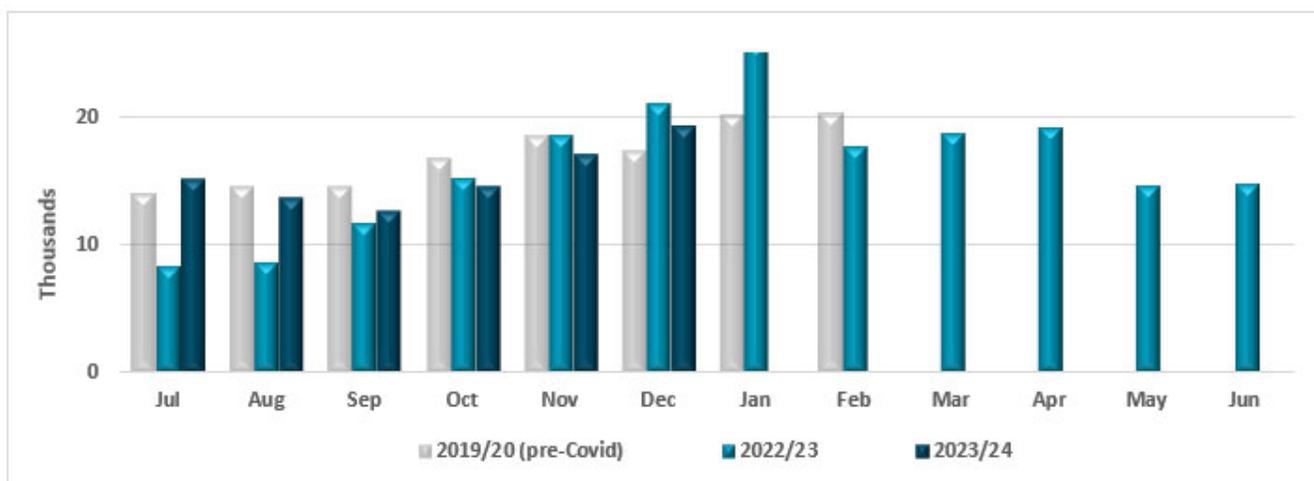
Boardings by line - year to date (Jul - Dec)

	2023/24	2022/23	% Change
Hutt Valley	2,482,236	2,210,591	12.3%
Kapiti	2,357,926	2,061,583	14.4%
Johnsonville	648,345	597,137	8.6%
Wairarapa	314,534	284,368	10.6%
<b>Total</b>	<b>5,803,041</b>	<b>5,153,679</b>	<b>12.6%</b>

### Ferry passenger boardings

Ferry boardings show a decrease of 8.8% on the same month last year, and a 10.0% increase for the year to date. Boardings are often affected by weather.

Boardings for the month were 11.0% higher than December 2019 numbers (pre-Covid).



Boardings - current month

	Dec-23	Dec-22	% Change
<b>Total</b>	<b>19,222</b>	<b>21,075</b>	<b>-8.8%</b>

Boardings - year to date (Jul - Dec)

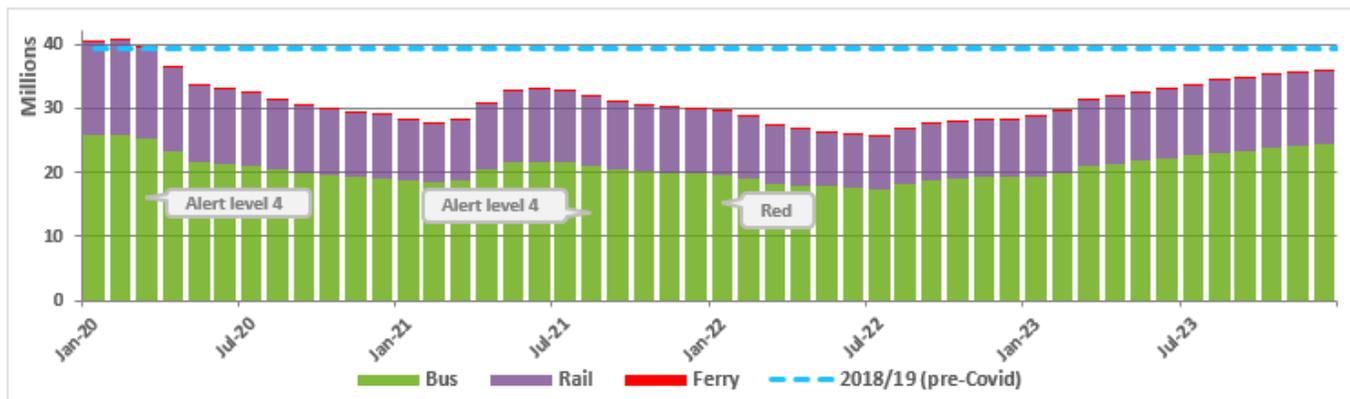
	2023/24	2022/23	% Change
<b>Total</b>	<b>91,944</b>	<b>83,573</b>	<b>10.0%</b>

The following graphs show the number of passenger boardings using a 12-month rolling total.

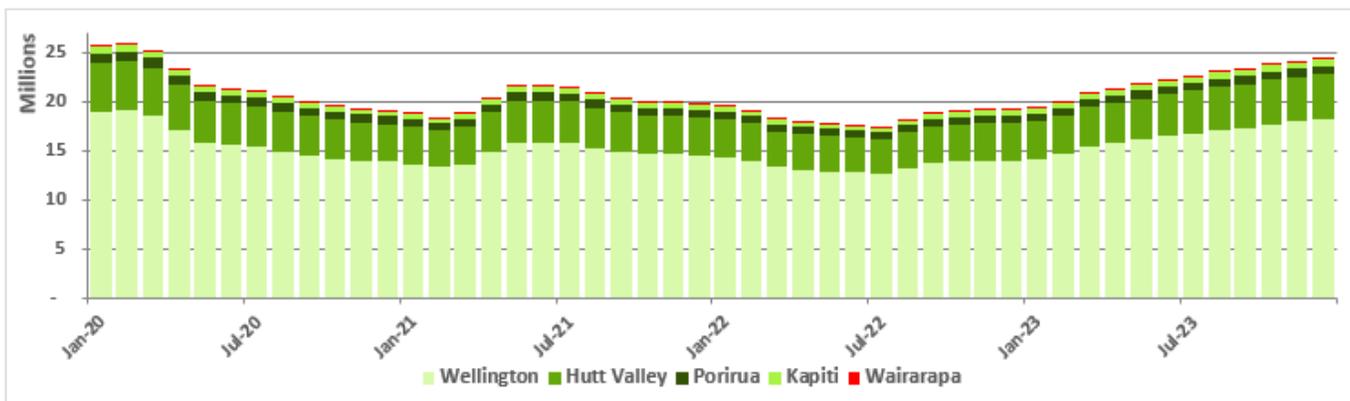
Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for December 2023, the column is total boardings for January to December 2023). Rolling totals smooth out any seasonal differences (e.g., school holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above.

All modes

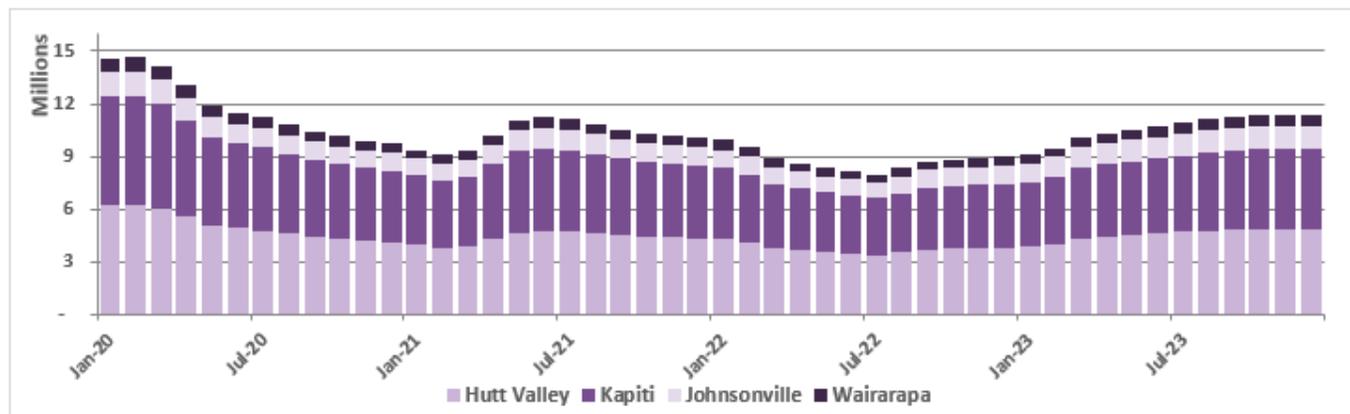
There had been continuing growth up to February 2020, then decreases with the Covid-19 pandemic (mid-March 2020 onwards, a move to level 4 in August 2021, and a move to Red of the Covid-19 Protection Framework in late January 2022) - we can now see trending growth again for all modes, but this has not yet reached pre-Covid levels, as shown by blue dotted line in the graph below.



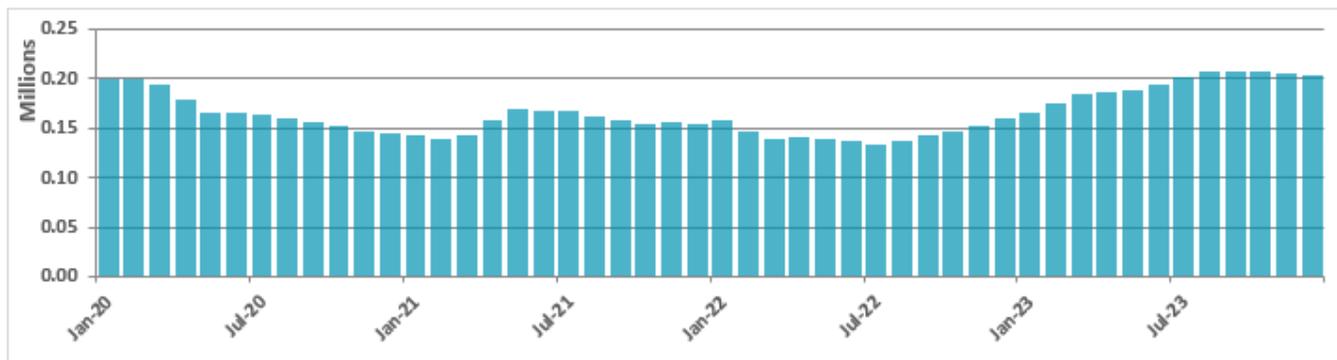
Bus



Rail



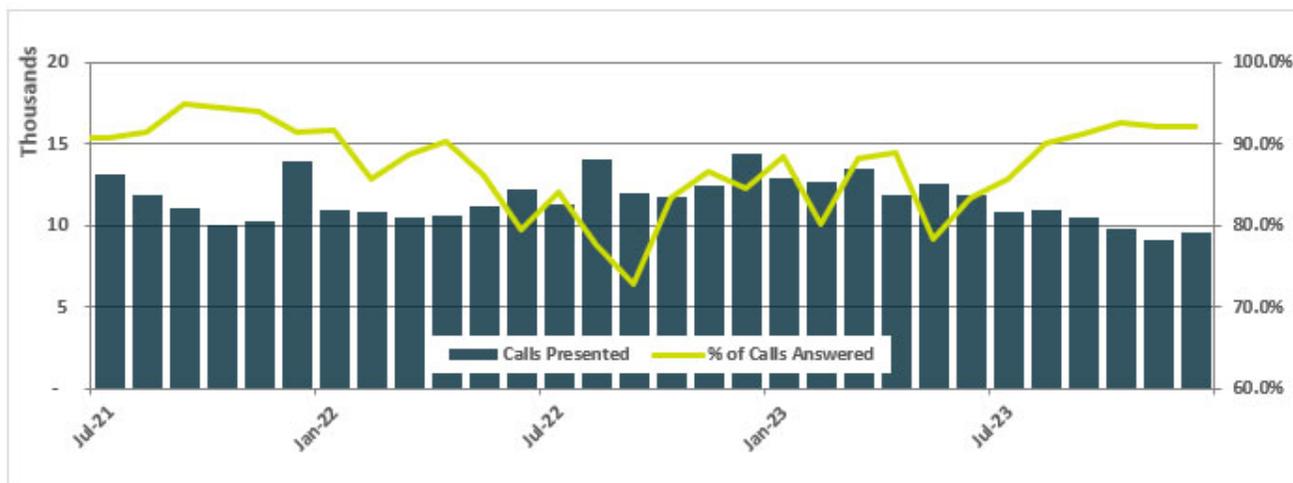
## Ferry



## Customer Contact

### Call centre incoming calls

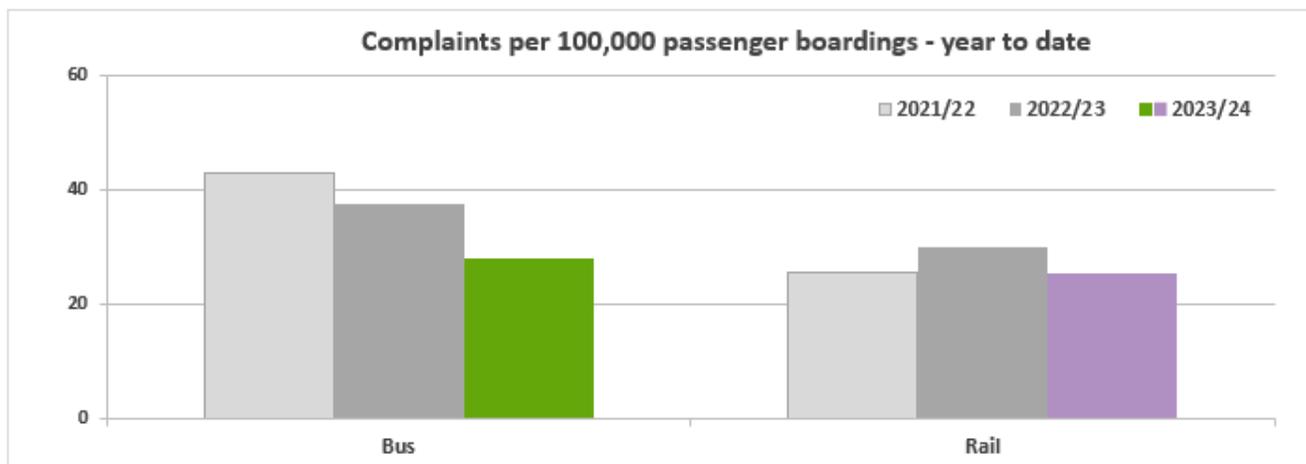
Metlink answered 92.3% of the 9,500 calls received in December.

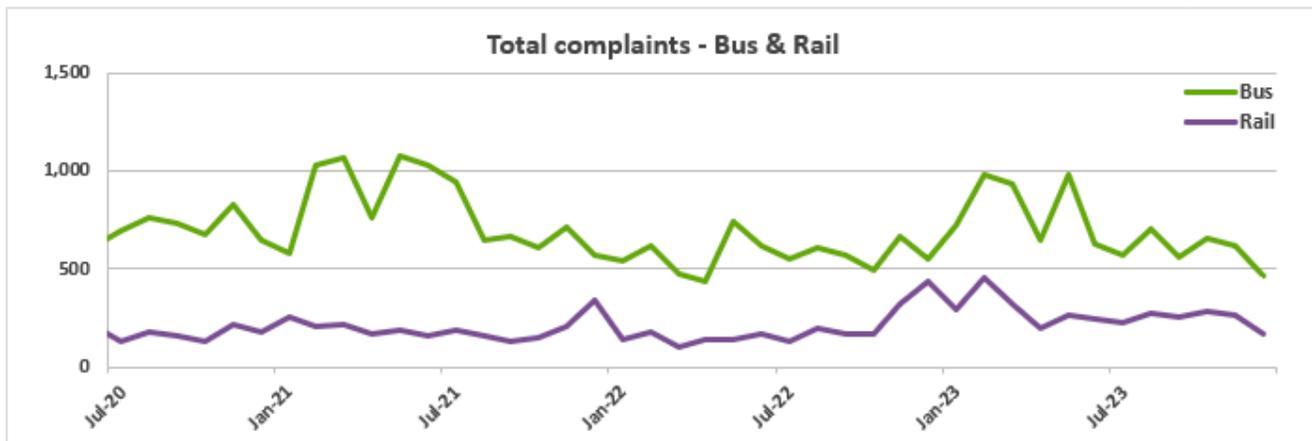


## Complaints

### Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are higher for bus than rail. Complaints are showing a downward trend in recent months.

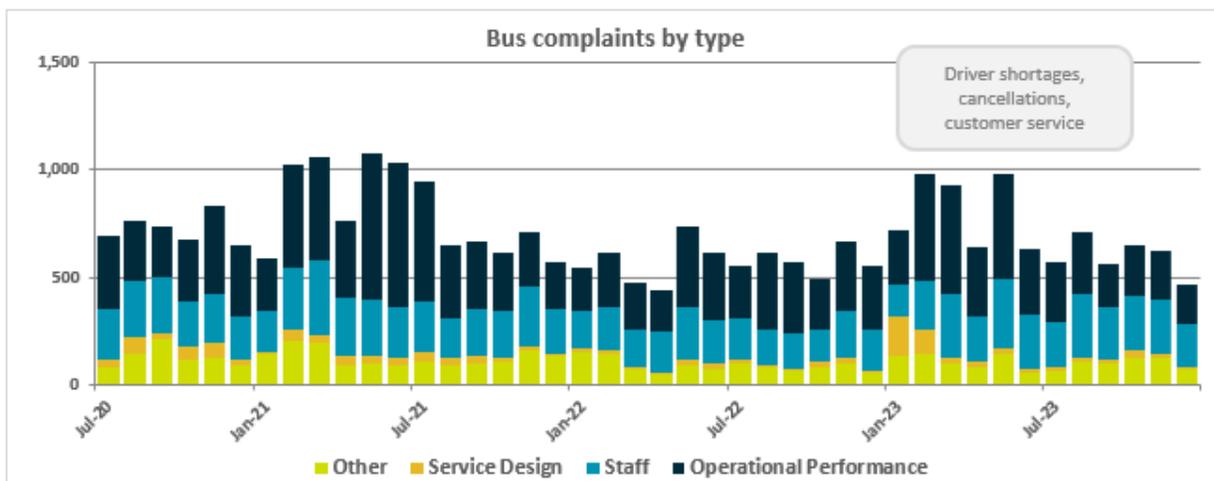




**Bus complaints**

Bus complaints for the month were 15.1% lower than in December last year, and 4.2% higher for the year to date.

Complaints for the month relate mostly to customer service, quality of driving, and buses not stopping.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

**Bus complaints - current month**

	Dec-23	Dec-22	% Change
Wellington			
Newlands, Tawa	26	21	23.8%
East-West, City	147	153	-3.9%
North-south, Khandallah, Brooklyn	104	184	-43.5%
Hutt Valley	132	127	3.9%
Porirua	38	39	-2.6%
Kapiti	14	24	-41.7%
Wairarapa	7	3	133.3%
<b>Total</b>	<b>468</b>	<b>551</b>	<b>-15.1%</b>

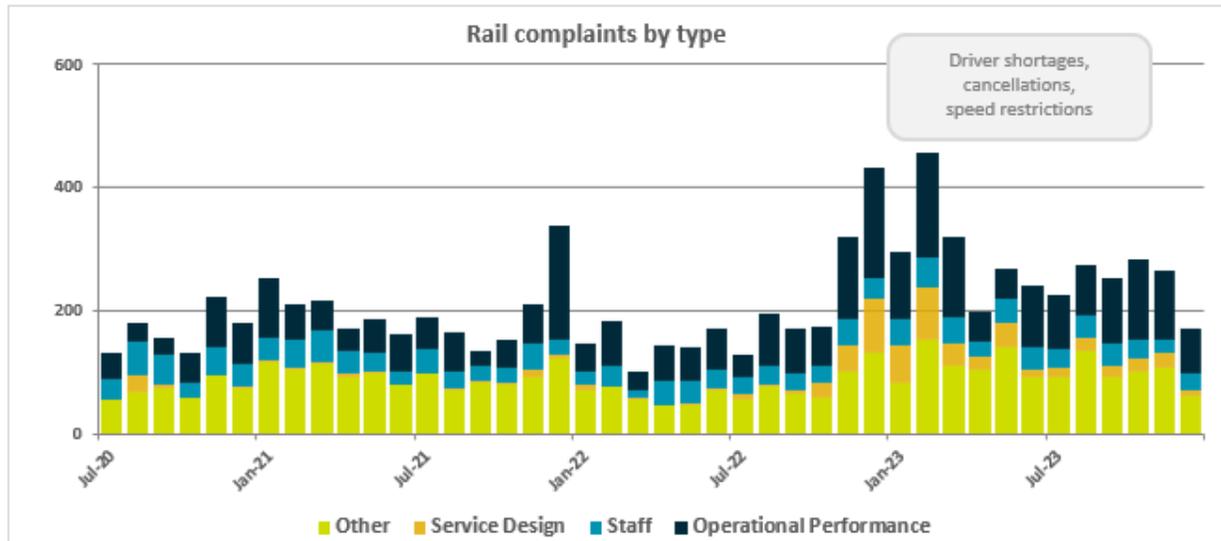
**Bus complaints - year to date (Jul - Dec)**

	2023/24	2022/23	% Change
Wellington			
Newlands, Tawa	219	103	112.6%
East-West, City	1,063	1,095	-2.9%
North-south, Khandallah, Brooklyn	1,103	1,146	-3.8%
Hutt Valley	878	734	19.6%
Porirua	174	210	-17.1%
Kapiti	118	136	-13.2%
Wairarapa	35	22	59.1%
<b>Total</b>	<b>3,590</b>	<b>3,446</b>	<b>4.2%</b>

## Rail complaints

Rail complaints for December were 60.1% lower than the same month last year, and 3.6% higher for the year to date.

Customer feedback fell in December to the lowest levels of the year - complaints mainly related to bus replacements and services that have been affected by staff shortages.



'Other' includes complaints re: Covid, passenger information, stops/stations, vehicles.

Rail complaints - current month

	Dec-23	Dec-22	% Change
Hutt Valley	45	121	-62.8%
Kapiti	69	150	-54.0%
Johnsonville	8	40	-80.0%
Wairarapa	32	31	3.2%
General	19	92	-79.3%
<b>Total</b>	<b>173</b>	<b>434</b>	<b>-60.1%</b>

Rail complaints - year to date (Jul - Dec)

	2023/24	2022/23	% Change
Hutt Valley	518	383	35.2%
Kapiti	477	555	-14.1%
Johnsonville	88	126	-30.2%
Wairarapa	160	111	44.1%
General	235	252	-6.7%
<b>Total</b>	<b>1,478</b>	<b>1,427</b>	<b>3.6%</b>

## Financial Performance

### Fare revenue

#### Bus and rail fare revenue

The table below compares revenue received for fares on bus and rail, compared to budgeted fare revenue.

In April 2022 the Government introduced half-price fares – numbers reported here are for actual fare revenue, without adjustment for any additional Waka Kotahi funding during the half-price fares period. Funding for half price fares is claimed through Waka Kotahi within grants and subsidies.

In December there was a budget shortfall of \$4.6 million. Year to date the shortfall is \$24.6 million – an estimated \$7.1 million is due to providing half price fares in July and August without Waka Kotahi support, and \$17.5 million is due to the change in travel behaviour post-Covid compared to the travel assumptions set pre-Covid in 2020 and underclaimed government concessions estimated to be \$1-2m.

Fare revenue - current month

	Dec-23	Budget	Excess/Shortfall
Bus	1,811,322	4,319,701	- 2,508,379
Rail	2,649,278	4,702,354	- 2,053,076
<b>Total</b>	<b>\$ 4,460,600</b>	<b>\$ 9,022,055</b>	<b>-\$ 4,561,455</b>

Fare revenue - year to date (Jul - Dec)

	2023/24	Budget	Excess/Shortfall
Bus	14,730,521	25,918,206	- 11,187,685
Rail	14,806,033	28,214,122	- 13,408,089
<b>Total</b>	<b>\$29,536,554</b>	<b>\$ 54,132,329</b>	<b>-\$ 24,595,774</b>

## Upcoming Bus Replacements February 2024 – April 2024

Bus replacement information for the current and next month can be found on the Metlink website here: <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/> This page provides general bus replacement information, bus replacement stop locations, calendar view of future bus replacements, and day specific PDF bus replacement timetables. Service alerts for both planned and unplanned bus replacements can also be found on the Metlink website: <https://www.metlink.org.nz/alerts/train>.

### HVL

#### February 2024

Saturday 3 February – Sunday 4 February: Buses replace all services

Monday 5 February – Wednesday 7 February: Buses replace some evening services between Wellington and Petone

Saturday 10 February – Sunday 11 February: Buses replace all services

Monday 12 February – Wednesday 14 February: Buses replace some evening services between Wellington and Petone

Saturday 17 February to Sunday 18 February: Buses replace all services

Monday 19 February – Wednesday 21 February: Buses replace some daytime services

#### March 2024

Monday 4 March – Wednesday 6 March: Buses replace some evening services

Sunday 10 March – Wednesday 13 March: Buses replace some evening services

Friday 29 March – Monday 1 April: Buses replace all services between Wellington and Petone

#### April 2024

Saturday 6 April – Sunday 7 April: Buses replace all services between Wellington and Petone

Monday 8 April – Wednesday 10 April: Buses replace some evening services between Wellington and Petone

Sunday 14 April – Wednesday 17 April: Buses replace some evening services between Wellington and Petone

Saturday 20 April – Sunday 21 April: Buses replace all services between Wellington and Petone

Thursday 25 April: Buses replace all services between Wellington and Petone

Saturday 27 April – Sunday 28 April: Buses replace all services between Wellington and Petone

### MEL

#### February 2024

Monday 19 February – Wednesday 21 February: Buses replace some daytime services

## KPL

### February 2024

Saturday 3 February – Sunday 4 February: Buses replace all services between Wellington and Porirua

Monday 5 February – Wednesday 7 February: buses replace some evening services between Wellington and Porirua

Saturday 10 February: Buses replace all services between Wellington and Porirua

Sunday 11 February – Wednesday 14 February: buses replace some evening services

Saturday 17 February – Sunday 18 February: buses replace all services between Wellington and Porirua

Monday 19 February – Tuesday 20 February: buses replace some evening services

Sunday 25 February: Buses replace some daytime services

### March 2024

Sunday 3 March: Buses replace all services

Monday 4 March – Wednesday 6 March: Buses replace some evening services

Sunday 10 March – Wednesday 13 March: Buses replace some evening services

Friday 29 March – Monday 1 April: Buses replace all services between Wellington and Porirua

### April 2024

Saturday 6 April – Sunday 7 April: buses replace all services between Wellington and Porirua

Monday 8 April – Wednesday 10 April: buses replace some evening services between Wellington and Porirua

Sunday 14 April – Wednesday 17 April: Buses replace some evening services between Wellington and Porirua

Saturday 20 April – Sunday 21 April: Buses replace all services between Wellington and Porirua

Thursday 25 April: Buses replace all services between Wellington and Porirua

Saturday 27 April – Sunday 28 April: Buses replace all services between Wellington and Porirua

JVL

**February 2024**

Saturday 3 February – Sunday 4 February: Buses replace all services

Monday 5 February – Wednesday 7 February: Buses replace some evening services

Saturday 10 February – Sunday 12 February: Buses replace all services

Monday 12 February – Wednesday 14 February: Buses replace some evening services

Saturday 17 February – Sunday 18 February: Buses replace all services

**March 2024**

Monday 4 March – Wednesday 6 March: Buses replace some evening services

Sunday 10 March – Wednesday 13 March: Buses replace some evening services

Friday 29 March – Monday 2 April: Buses replace all services

**April 2024**

Saturday 6 April – Sunday 7 April: Buses replace all services

Monday 8 April – Wednesday 10 April: Buses replace some evening services

Sunday 14 April – Wednesday 17 April: Buses replace some evening services

Saturday 20 April – Sunday 21 April: Buses replace all services

Thursday 25 April: Buses replace all services

Saturday 27 April – Sunday 28 April: Buses replace all services

## WRL

### February 2024

Saturday 3 February – Sunday 4 February: Buses replace all services between Wellington and Upper Hutt

Saturday 10 February – Sunday 11 February: Buses replace all services

Saturday 17 February – Sunday 18 February: Buses replace some services between Wellington and Upper Hutt

### March 2024

Saturday 2 March – Sunday 3 March: Buses replace all services

Friday 29 March – Monday 1 April: Buses replace all services

### April 2024

Saturday 6 April – Sunday 7 April: Buses replace all services between Wellington and Petone

Saturday 20 April – Sunday 21 April: Buses replace all services between Wellington and Petone

Thursday 25 April: Buses replace all services