

If calling, please ask for Democratic Services

Transport Committee

Thursday 5 August 2021, 9.30am

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington

Members

Cr Blakeley (Chair)

Cr Brash

Cr Gaylor

Cr Kirk-Burnnand

Cr Lamason

Cr Ponter

Cr van Lier

Cr Lee (Deputy Chair)

Cr Connelly

Cr Hughes

Cr Laban

Cr Nash

Cr Staples

Transport Committee

Thursday 5 August 2021, 9.30am

Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington

Public Business

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Please note these minutes remain unconfirmed until the Transport Committee meeting on 5 August 2021.

Report 21.254

Public minutes of the Transport Committee meeting on 10 June 2021

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

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair) (from 10.26am)
Councillor Brash
Councillor Connelly
Councillor Gaylor
Councillor Hughes
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lamason
Councillor Nash
Councillor Ponter
Councillor Staples
Councillor van Lier

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga – whakataka te hau.

Public Business

1 Apologies

Moved: Cr Gaylor/ Cr Ponter

That the Committee accepts the apology for lateness from Councillor Lee.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Demetrius Christoforou spoke to agenda item 7 – Progress against the Transport Committee’s strategic priorities – update – Report 21.216.

4 Confirmation of the Public minutes of the Transport Committee meeting of 6 May 2021 - Report 21.88

Moved: Cr Brash / Cr Nash

That the Committee confirms the Public minutes of the Transport Committee meeting of 6 May 2021 - Report 21.88

The motion was **carried**.

5 Update on the progress of action items – June 2021 – Report 21.234 [For Information]

Scott Gallacher, General Manager, Metlink, spoke to the report. Attachment 1, action items from previous Transport Committee meetings, was tabled.

Noted: In reference to the Naenae station action item, the Committee requested that the field trip be scheduled earlier than the proposed September date and that the itinerary be expanded to include visits to sister stations in the area.

Noted: In reference to the fare structure review action item, the Committee requested that the fare structure review includes consideration to giving concessions for community services card holders.

6 Report on the Public Transport Advisory Group meeting – 29 April 2021 – Report 21.214 [For information]

Andrew Lensen, Chair, Public Transport Advisory Group, spoke to the report.

7 Progress against the Transport Committee’s strategic priorities – update– Report 21.216 [For information]

Tim Shackleton, Manager, Strategy and Investments, Metlink, and Scott Gallacher, General Manager, Metlink, spoke to the report.

Councillor Lee arrived 10.26am during questions on the above item.

8 Public Transport performance report – April 2021 – Report 21.215 [For information]

Scott Gallacher, General Manager, Metlink, spoke to the report.

The meeting closed at 10.58am.

Councillor R Blakeley

Chair

Date:

For Information

UPDATE ON THE PROGRESS OF ACTION ITEMS – AUGUST 2021

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 the Committee’s previous meetings, which require action by officers, are listed in Attachment 1. For all previous action items, the current status and a brief comment is provided on progress to date.

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. All completed items will be removed from the action items table for the next report. Items not completed will continue to be progressed. Any new items will be added to the table, following this Committee meeting, and circulated to the relevant business group for action.

Ngā āpitihanga

Attachment

| Number | Title |
|--------|---|
| 1 | Action items from previous Committee meetings – August 2021 |

Ngā kaiwaitohu

Signatory

| | |
|----------|--|
| Approver | Scott Gallacher - General Manager, Metlink |
|----------|--|

**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.

Implications for Māori

There are no direct implications for Māori arising from this report.

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

| Meeting date | Action | Status and comment |
|-------------------|---|---|
| 17 September 2020 | <p>Regional Rail Rolling Stock replacement – Report 20.192</p> <p>Noted</p> <p>That the Committee requested that Metlink seek advice from KiwiRail as to how government would prioritise timeframes regarding electrification to Ōtaki.</p> | <p>Status</p> <p>Completed</p> <p>Comment</p> <p>This Government has announced that electrification and boosting of the network beyond Waikanae will be considered as part of a \$1 million business case to be undertaken by KiwiRail, which will also look into a range of other factors.</p> |
| 17 September 2020 | <p>Round the Bays 2021 – Public Transport Support – Report PE20.295</p> <p>Noted</p> <p>The Committee requested that the ‘Operational guidelines – requests for sponsorship or free fares for events’ be reviewed.</p> | <p>Status</p> <p>In progress</p> <p>Comment</p> <p>Customer Engagement is in the process of developing a GW-wide sponsorship policy; this policy will include Metlink sponsorship matters.</p> |
| 25 March 2021 | <p>Report of the Public Transport Advisory Group meeting – 4 March 2021 – Report 21.88</p> <p>Noted</p> <p>The Committee Chair requested that officers report back to the Committee regarding the proposed Wellington Rail Station access ramp.</p> | <p>Status</p> <p>Completed</p> <p>Comment</p> <p>A new access ramp to the Wellington Railway Station has been agreed to by KiwiRail and Heritage New Zealand, in consultation with ourselves.</p> |
| 20 April 2021 | <p>Hearing of submissions on the Regional Public Transport Plan</p> <p>Noted</p> <p>The Committee requested that officers organise a field trip to Naenae train station, and invite the appropriate councillors from Hutt</p> | <p>Status</p> <p>In progress</p> <p>Comment</p> <p>Officers are in the process of scheduling a field trip, and have been actively liaising with key stakeholders within the community.</p> |

Action items from previous Transport Committee meetings

| Meeting date | Action | Status and comment |
|--|---|---|
| | <p>City Council, officers from KiwiRail, and Lily Chalmers (speaker 23).</p> <p>At its meeting on 10 June 2021, the Committee requested that the field trip be scheduled earlier than the proposed September date and that the itinerary be expanded to include visits to sister stations in the area.</p> | <p>At this stage, notwithstanding the request from the meeting on 10 June 2021, the next available scheduled date for a field trip following a Transport Committee will be September. We are looking at a field trip that will include at last three stations on the Hutt Line, including Naenae.</p> |
| Actions arising from the Long Term Plan hearing | | |
| 18 May 2021 | <p>Noted</p> <p>The Committee requested that officers prepare a report to the Transport Committee on the feasibility of using renewable bio-fuel for buses as an interim measure prior to electrification.</p> | <p>Status</p> <p>Completed</p> <p>Comment</p> <p>Officers will provide Councillors with an overview of bio-fuels at the workshop following this meeting.</p> <p>If required, officers will provide a report to the Transport Committee on this issue at a later date.</p> |
| 18 May 2021 | <p>Noted</p> <p>The Committee requested that officers prepare report to the Transport Committee on the fare structure review and giving consideration to concessions for part time students.</p> <p>At its meeting on 10 June 2021, the Committee requested that the fare structure review includes consideration to giving concessions for community services card holders.</p> | <p>Status</p> <p>In progress</p> <p>Comment</p> <p>As part on the National Ticketing Solution - fares and concession alignment is being reviewed at a national level (in coordination with Waka Kotahi). Officers will provide regular updates / reports on this as the NTS work-stream progresses. Consideration of concessions will form part of this work.</p> |

For Decision

EARLYBIRD OFF-PEAK BUS FARES TRIAL

Te take mō te pūrongo

Purpose

1. To advise the Transport Committee (Committee) on the findings of the resumed 'Earlybird off-peak bus fares trial' (the Trial) and the proposed next steps.

He tūtohu

Recommendations

That Transport Committee:

- 1 **Notes** that, on 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares for Metlink bus services prior to 7am on working days - Earlybird off-peak fares trial (Report 20.22).
- 2 **Notes** that, on 21 May 2020 (Report 20.147), as a result of the impact on patronage caused by COVID-19, Council agreed to suspend the Trial until February 2021 and then reinstate it for a period of three months.
- 3 **Notes** that on 6 May 2021 (Report 21.157), as a result of the continued impact on patronage caused by the changes to COVID-19 alert levels, the Committee agreed to extend the Trial for a period of three additional months from 22 May 2021.
- 4 **Notes** that the Trial was to be monitored continually against success criteria to determine whether the Trial was effective in spreading peak demand on the bus network in Wellington City.
- 5 **Agrees** to adopt a 25 percent off-peak discount for bus travel prior to 7am.
- 6 **Agrees** to consider other demand management options as part of the fares transition planning in the lead up to the National Ticketing Solution (NTS).
- 7 **Notes** that Council consideration of the revised fares policy for the NTS is expected by the end of 2021 with public consultation on fares planned for the 2022 calendar year.
- 8 **Notes** that should the Committee agree with the recommended retention of the 25% discount, the proposed change will be formally publicised through appropriate channels.

Te tāhū kōrero

Background

Earlybird off-peak bus fares trial

2. On 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares to non-concessionary passengers travelling on the Metlink bus services prior to 7am on working days – Earlybird off-peak fares trial (Report 20.22).
3. The Trial was proposed to explore the effectiveness of a fare discount in spreading the peak demand on the over-capacity peak Metlink bus services of the time.
4. The Trial was to run for a four-month period from 10 February 2020 and was to be monitored continually against the agreed success criteria. This period was chosen to ensure coverage over the busiest period on the bus network, including March and May under stable travel behaviour conditions.
5. Initial findings on the success of the Trial were to be reported back to Council after three months (May 2020) to determine whether the Trial should be extended.

Suspension and resumption of Trial

6. On 21 May 2020, the Council agreed to suspend and then reinstate the Trial from March 2021. The decision was made on the ground that the data affected by the COVID-19 was not sufficient to make a meaningful conclusion about the success or otherwise of the Trial (Early Bird Off-Peak Bus Fares Trial – Progress and Next Steps (Report 20.147)).
7. The Trial was consequently resumed on 22 February 2021 for a three month period until 22 May 2021. Findings of the Trial over this period was also inconclusive as the data was not consistent due to the disruptions caused by the two changes to the COVID-19 alert levels (14-17 February and 28 February to 7 March) and the Easter holiday period.
8. On 6 May 2020 (EarlyBird Off-Peak Bus Fares Trial (Report 21.157)), the Committee agreed to further extend the Trial until 21 August 2021.

Monitoring and review

9. The following criteria were agreed to determine the level of success of the Trial:
 - a Reduction in the number of passengers on current over-capacity buses attributed to the fare change, compared to the design capacity between 7.30am and 8.30am
 - b Patronage shift is similar or greater than the modelled expectation
 - c Revenue loss is similar or less than the modelled expectation
 - d General customer satisfaction.
10. In addition, it was agreed that an on-board survey may be needed towards the end of the trial to support the assessment.

Fare level changes

11. Any formal change to fare levels will require consideration and agreement as part of a formal fares review process.

Te tātaritanga Analysis

12. The data collected from the latest round of the Trial has been affected by the changes to COVID-19 alert levels in the Wellington Region between 11:59pm on 23 June and 11:59pm 29 June 2021. The best available data was used to assess success of the Trial.
13. To reduce the noise in data caused by the effect of COVID-19 level changes, more granular data was used for this round of analyses in conjunction with the aggregate data used for the previous reports.
14. The findings from Officers' analysis of patronage and revenue over the trial period indicate a shift of two to three percent from peak to off-peak.

Nga kōwhiringa Options

15. Three options can be considered for a decision on the next steps:
 - a Extend the Trial for an additional period; or
 - b Conclude the Trial and revert to peak fares for all pre-7am bus boardings; or
 - c Conclude the Trial and adopt the 25% discount for bus journeys prior to 7am.

Preferred option

16. While the results have been modest, officers recommend option "c" as the preferred option on the grounds that the Trial appears to have been reasonably effective in:
 - a encouraging approximately two to three percent shift from peak to off-peak, which is relatively important due to the current driver shortages and peak period capacity constraints
 - b potentially attracting new users / additional patronage to take the bus due to lower fares prior to 7am, and
 - c the relatively limited revenue impact on continuing.
17. While the actual impact of the Trial on the capacity-constrained buses remains inconclusive due the high variability in data, the recommended option is based on the assumption that 25% discount prior to 7am has the potential to assist with spreading peak load proportional to the observed two to three percent shift from peak to off-peak.
18. It is also expected that the 25 percent discount prior to 7am may benefit those who are most dependant on public transport, including lower income groups and shift workers.
19. Officers note that a wider selection of demand management fare tools will be considered with the National Ticketing Solution.
20. Extending the period of Trial (Option a) is not expected to provide any additional insight into customer behaviour change and therefore is not recommended.
21. Option b is not recommended on the basis that the benefits discovered during the Trial would be lost.

Ngā hua ahumoni

Financial implications

22. It is difficult to estimate the financial implications of adopting the 25 percent discount due to the complexity in determining patronage growth and the benefits of peak spreading, but an initial estimate of impact would (at worst) be in the range of 0.2-0.4% of current total fares revenue, which is of low significance and can be covered within existing budget.

Ngā tikanga whakatau

Decision-making process

23. The matter requiring decision in this report was considered by officers against the decision-making requirements of Part 6 of the Local Government Act 2002.

Te hiranga

Significance

24. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of this matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that this matter is of low significance, as the impacts of extending the 25% to pre-7 am are within expectations of the Trial.

Te whakatūtakitaki

Engagement

25. Engagement has not been necessary for this decision.

Ngā tūāoma e whai ake nei

Next steps

26. Subject to Committee's approval to proceed with the recommended option, the next steps are to:
- a Adopt a 25 percent discount for all bus journeys prior to 7am from 21 August 2021
 - b Inform customers of the decision to adopt a 25 percent discount to all bus journeys prior to 7am via targeted communications and marketing activities, and remove Trial collateral across the network
 - c Inform Waka Kotahi, Snapper and operators of the decision to extend the 25 percent discount to pre-7 am on bus network.
 - d Update the information on Metlink website and the journey planner.

**Ngā kaiwaitohu
Signatories**

| | |
|-----------|---|
| Writers | Reza Chalabianlou – Senior Public Transport Planner Jarred Foster - Senior Investment Analyst Emmet McElhatton – Principal Policy Advisor |
| Approvers | Tim Shackleton – Manager, Strategy and Investments Scott Gallacher – General Manager, Metlink |

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

Fit with Council or Committee's Terms of Reference

The Committee has responsibility to approve transport strategies, policies, plans, programmes and initiatives related to transport demand management and active mode promotion.

Implications for Māori

There are no known impacts for Māori.

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

The proposals in this report contribute to the delivery of public transport aspects of the 2021-31 Long Term Plan and Regional Public Transport Plan 2021-31.

Internal consultation

In preparing this report there has been consultation with officers in Metlink, Finance, and Customer Engagement.

Risks and impacts: legal / health and safety etc.

There are no identified legal or health and safety risks arising from the matters in this report.

For Information

**REPORT OF THE PUBLIC TRANSPORT ADVISORY GROUP MEETING – 8 JULY
2021**

**Te take mō te pūrongo
Purpose**

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 8 July 2021.

**Te tāhū kōrero
Background**

2. On 27 February 2020, Council 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 Terms of Reference for the Advisory Group provide that:
 - a The Chairperson shall be determined by the Advisory Group
 - b The Chairperson of the Advisory Group will have the opportunity to provide an oral report to the Transport Committee on matters considered by the Advisory Group at its most recent meeting
 - c Matters that the Public Transport Advisory Group considers warrant formal consideration shall be reported in writing to the Transport Committee by the Chairperson of the Advisory Group.
4. The Advisory Group's most recent meeting occurred on 8 July 2021, and its business is set out in the following paragraphs.

Meeting agenda and matters considered by the Advisory Group

Customer etiquette comms campaign concepts – overview and feedback

5. Mary Quigg, Account Executive for Public Transport in the Greater Wellington Communications Team, provided an overview of the new Customer Etiquette campaign concepts and ran a 30 minute workshop asking the Advisory Group for feedback. The campaign's aim is to drive customer etiquette behaviour change from being unaware, unconvinced, or unconscious of their actions to more aware - in an effort to enhance the customer experience for all customers.

Update; hot topics with Councillor Lee and Bonnie Parfitt

6. Councillor Lee provided the following updates:

- a Council has adopted the Greater Wellington Regional Public Transport Plan (RPTP) 2021-2031. This puts an increased focus on the decarbonisation of the fleet and increasing public transport accessibility to marginalised groups.
 - b In the Budget 2021, the Government announced a \$1.3 billion package for rail. We are hoping to secure funds to improve the Wairarapa Line and line between Waikanae and Palmerston North.
 - c A Hospital Travel Plan is being developed to support the biggest employer in Wellington City.
 - d Consideration is being given as to how we deliver on demand transport via public transport.
 - e Snapper on Rail pilot is due to begin in November 2021 on the Johnsonville Line. Customers will still be able to pay cash fares in addition to Snapper. Learnings from the pilot will be applied to the roll out of the National Ticketing Solution (NTS).
 - f The Government has initiated a review of Public Transport Operating Model, and Minster Wood has been open in his communication.
 - g Let's Get Wellington Moving is in the priority setting phase with a pending business case.
 - h The RiverLink project is underway and is the biggest urban development in New Zealand. This is a partnership between Hutt City Council, Greater Wellington and Waka Kotahi NZ Transport Agency (Waka Kotahi).
7. Bonnie Parfitt, Manager Network and Customer, provided the following updates:
- a The driver shortage has prompted Metlink to make changes to Tranzurban services in Wellington City, which will take effect from 25 July 2021. Some peak services will be less frequent, but there will be more off-peak options. This will temporarily give operators breathing space and increase reliability of services for our customers. There is a labour shortage across the county making it especially difficult to recruit front line staff like drivers. Metlink is addressing the shortage by ensuring that:
 - i all drivers are paid the living wage at minimum
 - ii working with operators to ensure good employment conditions are offered to retain/attract drivers
 - iii changes are being made to timetables and routes to reduce the number of drivers required.
 - b Snapper on Rail is due to launch on the Johnsonville Line later this year in preparation for NTS. Greater Wellington is working with Waka Kotahi on preparation for the NTS. In response to a question about a recent Stuff article Bonnie Parfitt explained the Wellington implementation is likely to take about six months as significant infrastructure changes are required to support NTS. The roll out will take around four years nationally.
 - c The customer satisfaction survey is currently underway.

- d The Airport Bus Service Request for Proposal has been released to market to source a preferred operator. The service is due to go live in July 2022. New buses will be new and accessible.
- e Express bus services will be cashless from 11 July 2021. Metlink officers have been out talking to customers and drivers to ensure a smooth transition. We will report on progress with the pilot at the next Advisory Group meeting.
- f An Advisory Group member asked if fare discounts could spread peak patronage to prevent cramming on services like the 32X. Bonnie commented that the peak in Wellington City is particularly strong, but pricing doesn't have a great influence on behaviour. Between now and the NTS roll out, officers will look at ways to spread the load. A number of members supported the publication of service capacity information to help customers make decisions. While Metlink is unable to do this, the app now publishes histograms showing historical patronage data at a stop over time. Members encouraged the promotion of this new feature.

Workshop: What's the future for late night public transport?

- 8. George Cook, Community Engagement Advisor, Metlink, presented the *What's the future for late night public transport?* presentation. This focused on the current network, after mid-night bus services, patronage data and our current promotion and review of these services off the back of Metlink's commitment to the Pōneke Promise.
- 9. Members split into three groups for a 75 minute workshop with the objective of identifying any patronage growth opportunities for late-night public transport services in the Wellington Region.

Review Chair and Deputy Chair

- 10. Andrew Lensen was confirmed to continue as Chair and Thomas Bryan was confirmed to continue as Deputy Chair of the Advisory Group until the end of the Council triennium (2019-2022).

**Ngā kaiwaitohu
Signatories**

| | |
|-----------|--|
| Writers | George Cook – Community Engagement Advisor David Boyd – Customer Experience Lead |
| Approvers | Bonnie Parfitt – Manager, Metlink Network and Customer Scott Gallacher – General Manager, Metlink Andrew Lensen – Chair, Public Transport Advisory Group |

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

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

The Advisory Group's relevant responsibilities are stated in paragraph 3 of the Terms of Reference.

Implications for Māori

There are no direct implications for Māori arising from this report but there may be implications arising from the Advisory group's work programme.

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 Long Term Plan 2021-31- "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

PUBLIC TRANSPORT PERFORMANCE – JUNE 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

Operational performance

2. Metlink now has access to a growing array of information that helps to better appreciate and understand the performance of its public transport network.
3. Over time, Metlink look forward to being able to continue to strengthen our insight expertise and capability.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. **Attachment 1** contains an overview (including commentary) of the key results in Metlink’s monthly performance report for June 2021.

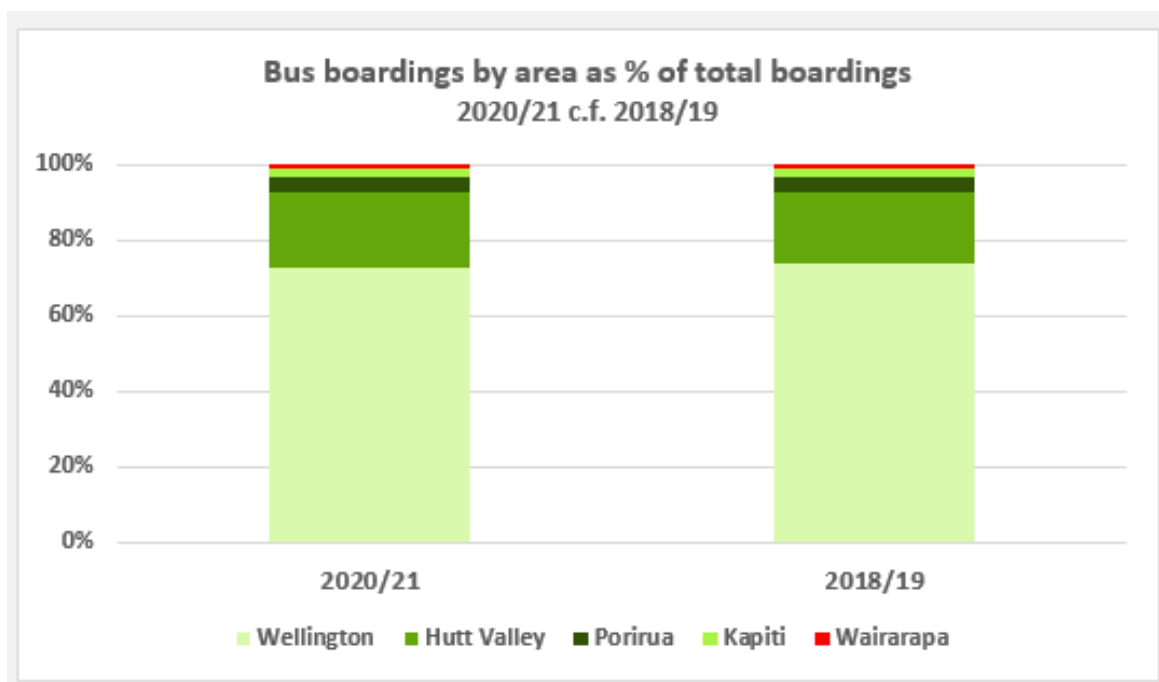
Te tātaritanga

Analysis

Patronage trends

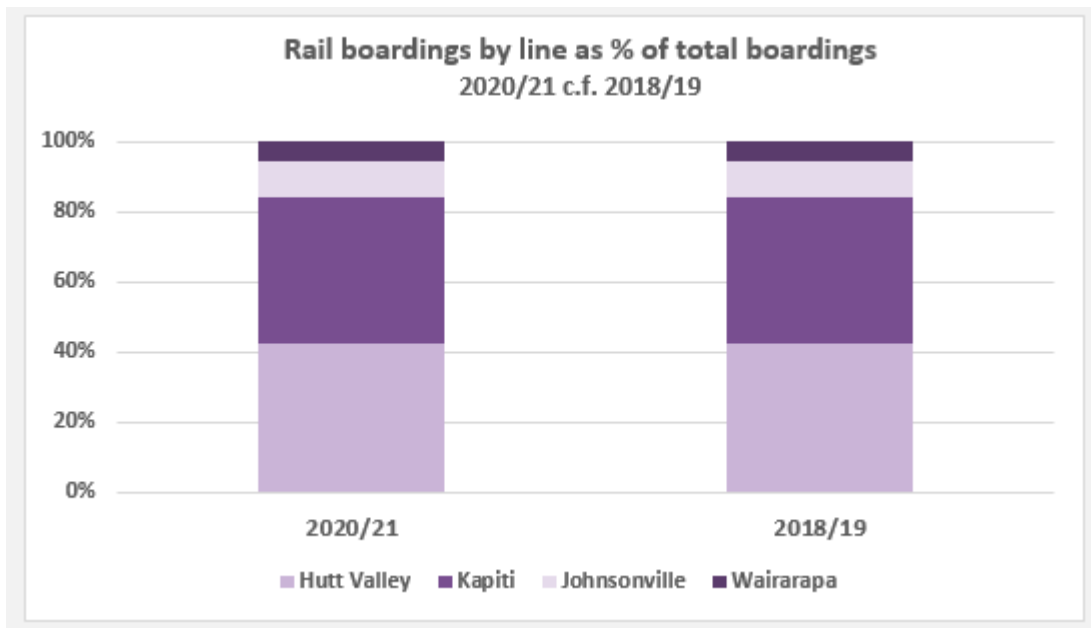
Impact of COVID-19 on travel behaviour

6. At its last meeting, the Committee requested further analysis regarding Wellington boarding patterns.
7. COVID-19 and the various alert level changes appear to have had little impact on where passengers are travelling. While boardings are lower overall, bus boardings by area and rail boardings by line show little change as a percent of total boardings, as shown in the graphs and tables below:



Bus boardings by area - % of total boardings

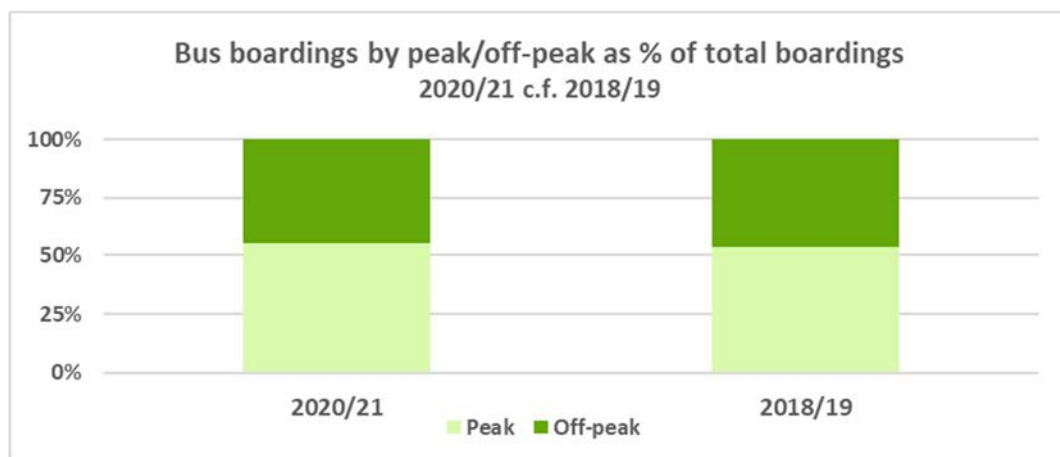
| Area | 2020/21 | 2018/19 | % Change |
|-------------|---------|---------|----------|
| Wellington | 72.9% | 73.9% | -0.9% |
| Hutt Valley | 19.7% | 18.9% | 0.7% |
| Porirua | 4.1% | 4.0% | 0.2% |
| Kapiti | 2.5% | 2.5% | 0.0% |
| Wairarapa | 0.7% | 0.7% | 0.0% |



Rail boardings by line - % of total boardings

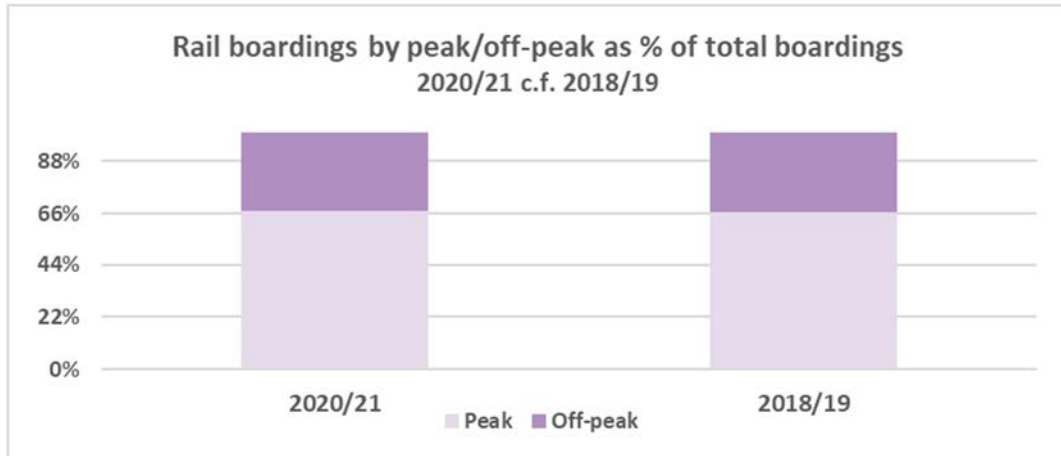
| Line | 2020/21 | 2018/19 | % Change |
|--------------|---------|---------|----------|
| Hutt Valley | 42.4% | 42.4% | -0.1% |
| Kapiti | 41.8% | 41.9% | -0.1% |
| Johnsonville | 10.3% | 10.2% | 0.1% |
| Wairarapa | 5.5% | 5.4% | 0.1% |

8. Metlink does not currently hold any specific data regarding the relative change in working from home habits between now (July 2021) and the same period last year, the data shows there has been little change in travel behaviour between peak and off-peak, as shown in the graphs and tables below:



Bus boardings peak/off-peak - % of total boardings

| Travel period | 2020/21 | 2018/19 | % Change |
|---------------|---------|---------|----------|
| Peak | 54.8% | 53.3% | 1.5% |
| Off-peak | 45.2% | 46.7% | -1.5% |



Rail boardings peak/off-peak - % of total boardings

| Travel period | 2020/21 | 2018/19 | % Change |
|---------------|---------|---------|----------|
| Peak | 66.9% | 66.6% | 0.3% |
| Off-peak | 33.1% | 33.4% | -0.3% |

- Further suggestions from the Committee regarding additional reporting, including the rationale for such reporting, to enable us to better identify the input data and the format, are welcomed by officers.

Operational performance

Bus performance

- Bus passenger boardings for June 2021 were 1.8 million. Boardings over the month were 86.3 percent of June 2019 boardings. May 2021 boardings were 81.6 percent of boardings for the same month in 2019.
- Reliability for June 2021 was 95.7 percent and punctuality 94.8 percent, compared to May 2021 results of 96.3 percent and 94.2 percent respectively.
- Reliability for the month was affected by multiple service cancellations, including a union meeting, and staff shortages in Wellington, Porirua and the Hutt Valley. Punctuality was affected by roadwork events across the network, and Wairarapa being affected by late train arrivals.
- Officers have been working with the two Operators who have been the source of the significant spike in cancellations that have been impacting some of Metlink's routes to address such cancellations and ensure far greater certainty to our communities. A new timetable for one of the Operators (responsible for the majority of cancellations) was introduced on Sunday 25 July 2021. Early data is already showing a significant improvement in reliability, with cancellations for that Operator dropping back to historic patterns. Metlink are developing timetable changes for the other Operator and these will be implemented early September 2021.

Rail performance

14. Rail passenger boardings for June 2021 were 1.0 million. Boardings over the period were 84.8 percent of June 2019 boardings. This compares to May 2021 boardings being 78.1 percent of boardings for the same month in 2019.
15. Reliability in June 2021 was 98.1 percent compared to 98.5 percent in May 2021, while punctuality was 89.8 percent, compared to 90.1 percent in May 2021.
16. A number of issues affected rail punctuality in May. Services were bus-replaced across the network over Queen’s Birthday weekend. Weather affected punctuality, particularly a storm late in the month that caused the closure of Ngauranga Station for 24 hours due to large waves crashing onto the track.
17. The Wairarapa Line remains a focus for service improvements – upgrade work has now started, which will solve some of the long-term issues we have seen with the infrastructure on this line.

Ferry performance

18. Boardings for June 2021 were 83.9 percent of boardings for the same month in 2019. In May 2021 boardings were 82.5 percent of May 2019 boardings.

Ngā āpitihanga

Attachments

| Number | Title |
|---------------|--|
| 1 | Metlink’s performance report – June 2021 |

Ngā kaiwaitohu

Signatories

| | |
|-----------|---|
| Writer | Andrew Myers – Technology and Data Lead, Metlink |
| Approvers | Fiona Abbott – Manager, Assets & Infrastructure Scott Gallacher – General Manager, Metlink |

| |
|--|
| <p>He whakarāpopoto i ngā huritaonga Summary of considerations</p> |
| <p><i>Fit with Council’s roles or with Committee’s terms of reference</i></p> <p>“Reviewing performance trends related to public transport activities” is a specific responsibility set out the Committee’s Terms of Reference.</p> |
| <p><i>Implications for Māori</i></p> <p>There are no implications for Māori.</p> |
| <p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Certain performance measures in Greater Wellington’s Annual Plan 2020/21 relate to matters reported on in the operational performance report.</p> |
| <p><i>Internal consultation</i></p> <p>No other departments were consulted in preparing this report.</p> |
| <p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no risks arising from this report.</p> |

Metlink performance report



June 2021 – for the GWRC Transport Committee

This report contains a summary of key information for June and the year to date (July 2020 to June 2021). It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality and complaint trends.

Full monthly performance reports are available under 'Performance of our network' on the Metlink website: <https://www.metlink.org.nz/>

Patronage

Please note: due to reduced patronage in June 2020 (under Covid-19 alert levels 2 & 1), we are using June 2019 (and July 2018 to June 2019 for year to date) to compare passenger boardings in this report.

June 2021 saw reduced passenger boardings under alert levels 1 & 2, compared to 2019. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

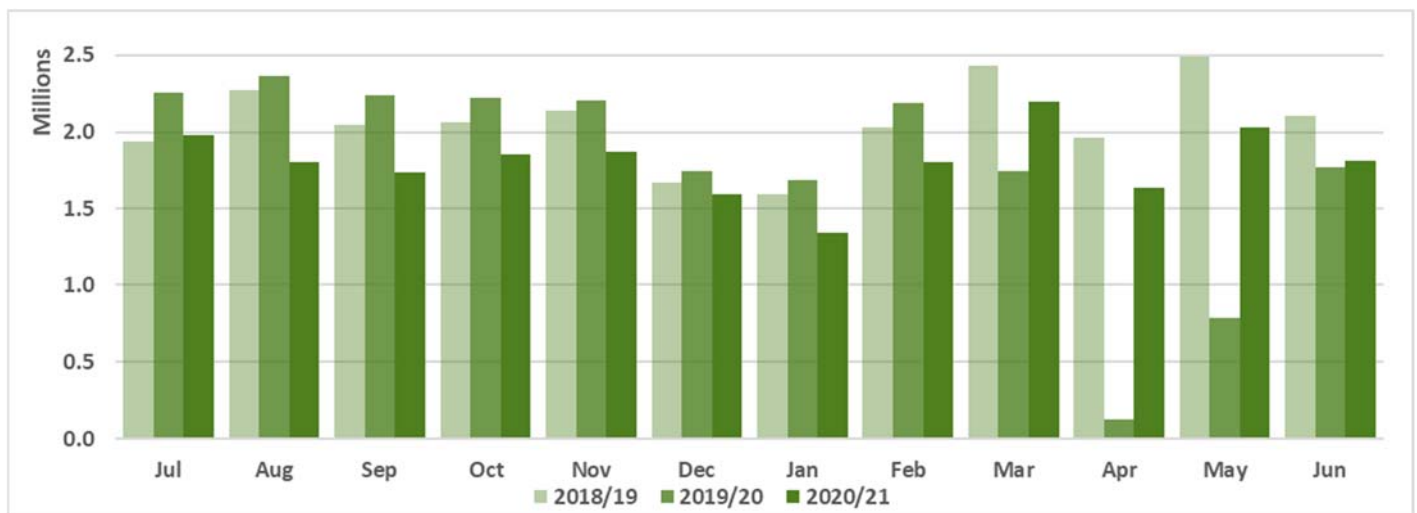
Under alert levels 1 and 2, June passenger boardings were 13.7% lower than the same month in 2019, and 12.4% lower for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Jun

| | Jun-21 | Jun-19 | % Change |
|--------------|------------------|------------------|---------------|
| Wellington | 1,307,422 | 1,537,332 | -15.0% |
| Hutt Valley | 363,155 | 408,103 | -11.0% |
| Porirua | 78,684 | 86,098 | -8.6% |
| Kapiti | 51,050 | 56,905 | -10.3% |
| Wairarapa | 14,792 | 14,843 | -0.3% |
| Total | 1,815,103 | 2,103,281 | -13.7% |

By area - year to date (Jul - Jun)

| | 2020/21 | 2018/19 | % Change |
|--------------|-------------------|-------------------|---------------|
| Wellington | 15,807,998 | 18,284,646 | -13.5% |
| Hutt Valley | 4,263,227 | 4,685,135 | -9.0% |
| Porirua | 892,455 | 981,614 | -9.1% |
| Kapiti | 548,503 | 624,901 | -12.2% |
| Wairarapa | 158,499 | 170,697 | -7.1% |
| Total | 21,670,682 | 24,746,993 | -12.4% |



Rail Passenger boardings

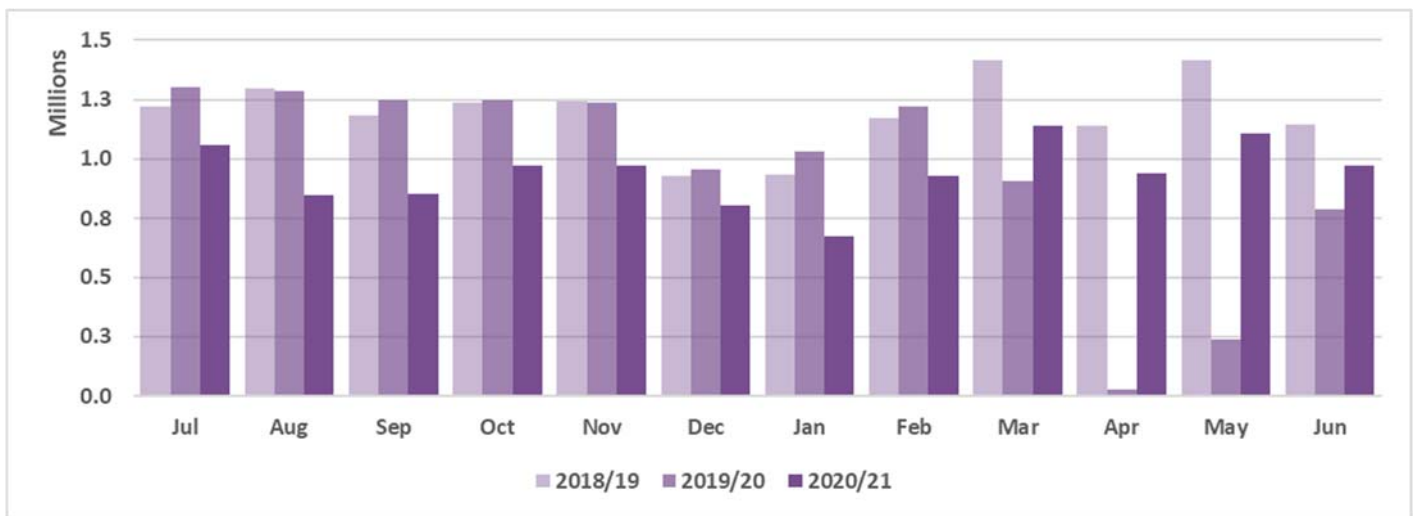
Under alert levels 1 and 2, rail recorded a decrease in passenger boardings of 15.2% for the month (compared to 2019), and a decrease of 21.3% for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Jun

| | Jun-21 | Jun-19 | % Change |
|--------------|----------------|------------------|---------------|
| Hutt Valley | 413,195 | 491,057 | -15.9% |
| Kapiti | 400,933 | 480,748 | -16.6% |
| Johnsonville | 105,169 | 112,632 | -6.6% |
| Wairarapa | 51,524 | 60,534 | -14.9% |
| Total | 970,821 | 1,144,971 | -15.2% |

By line - year to date (Jul - Jun)

| | 2020/21 | 2018/19 | % Change |
|--------------|-------------------|-------------------|---------------|
| Hutt Valley | 4,773,999 | 6,077,844 | -21.5% |
| Kapiti | 4,715,957 | 6,005,874 | -21.5% |
| Johnsonville | 1,156,261 | 1,460,727 | -20.8% |
| Wairarapa | 624,620 | 779,433 | -19.9% |
| Total | 11,270,837 | 14,323,878 | -21.3% |



Ferry Passenger boardings

June boardings show a decrease of 16.1%, on the same month in 2019. Year to date boardings show a decrease of 17.1% (c.f. 2018/19). We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).

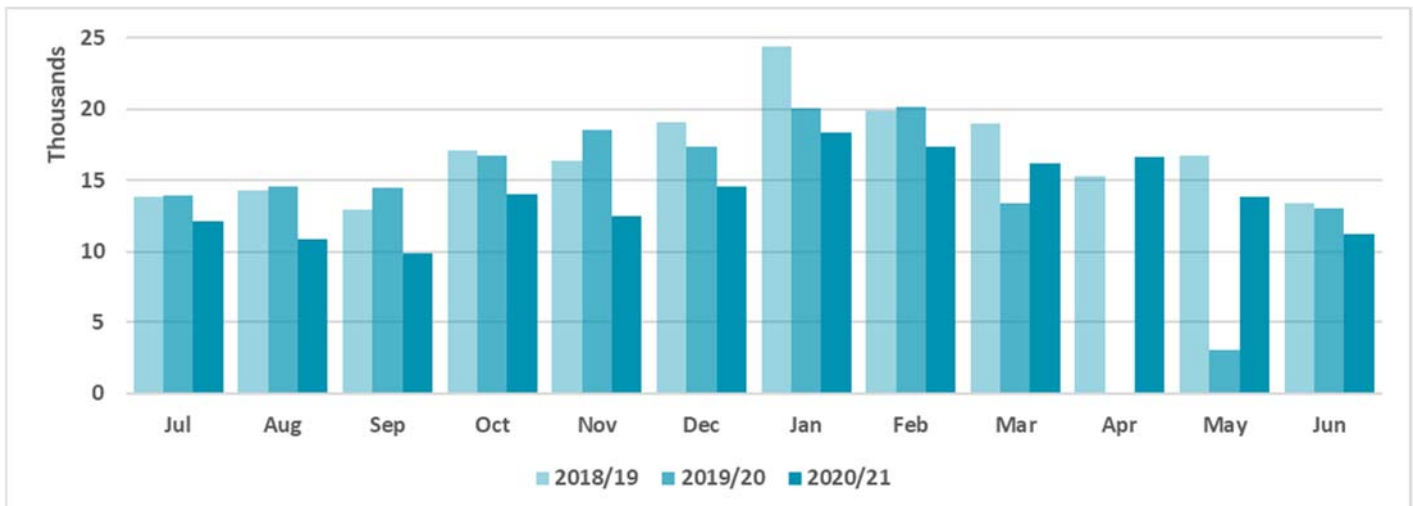
Ferry boardings are often affected by weather conditions.

For Jun

| | Jun-21 | Jun-19 | % Change |
|--------------|---------------|---------------|---------------|
| Total | 11,221 | 13,370 | -16.1% |

Year to date (Jul - Jun)

| | 2020/21 | 2018/19 | % Change |
|--------------|----------------|----------------|---------------|
| Total | 167,648 | 202,201 | -17.1% |



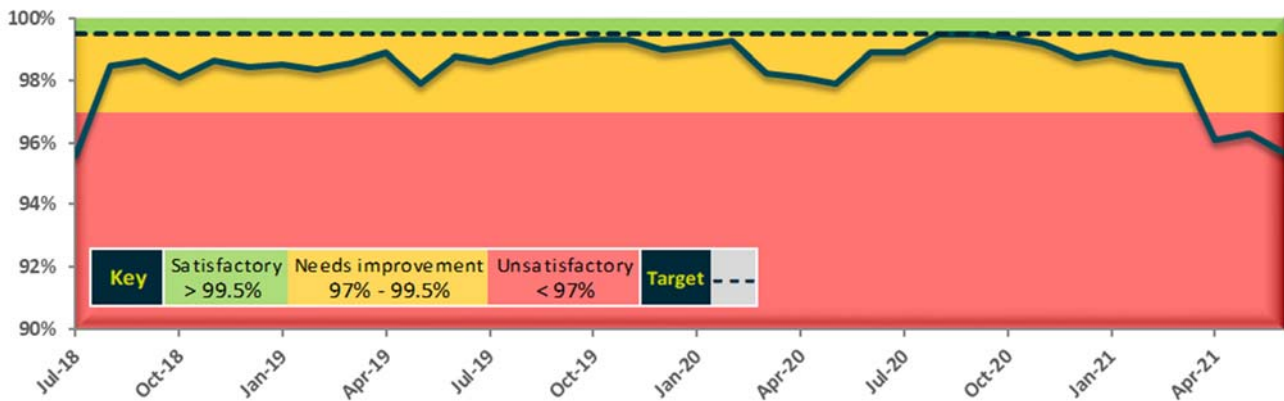


Reliability

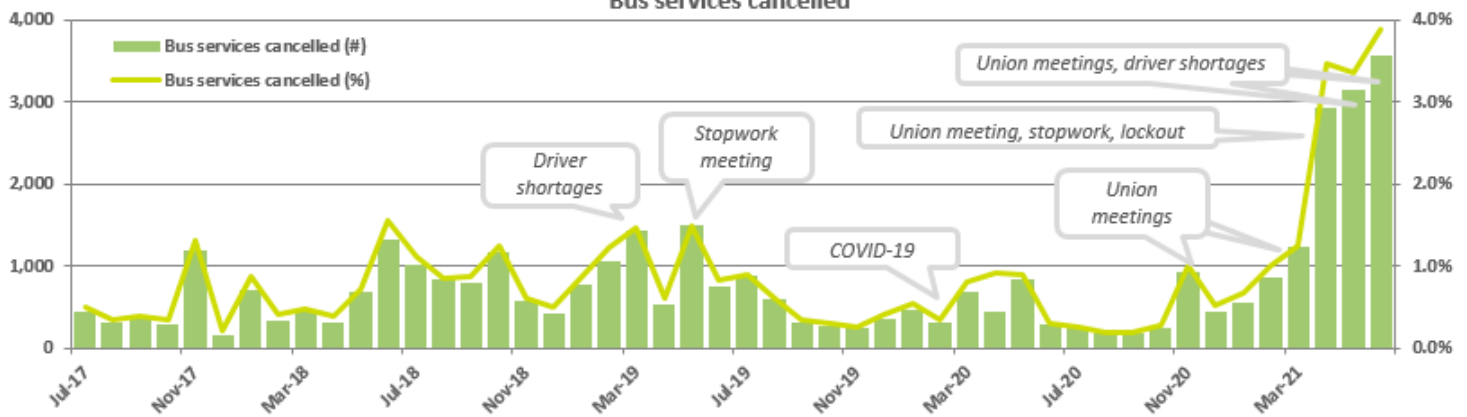
The bus reliability measure shows the percentage of scheduled services that actually ran, as tracked by RTI and Snapper systems.

95.7% of bus services were delivered reliably in June 2021. Reliability this month was affected by multiple service cancellations generally due to staff shortages in Wellington, Porirua and the Hutt Valley, and a union meeting.

Bus reliability



Bus services cancelled

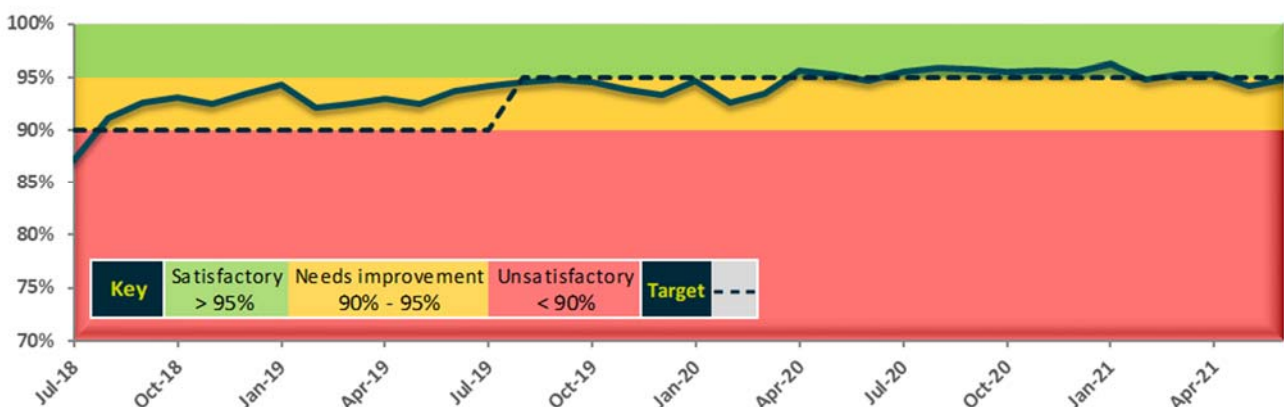


Punctuality

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

Bus service punctuality in June was 95.7%, 3.2% lower than the same month last year. Affecting punctuality this month were roadworks in Tawa as well as smaller roadwork events across the network, and general traffic delays. Wairarapa punctuality continues to be affected by late train arrivals.

Bus punctuality

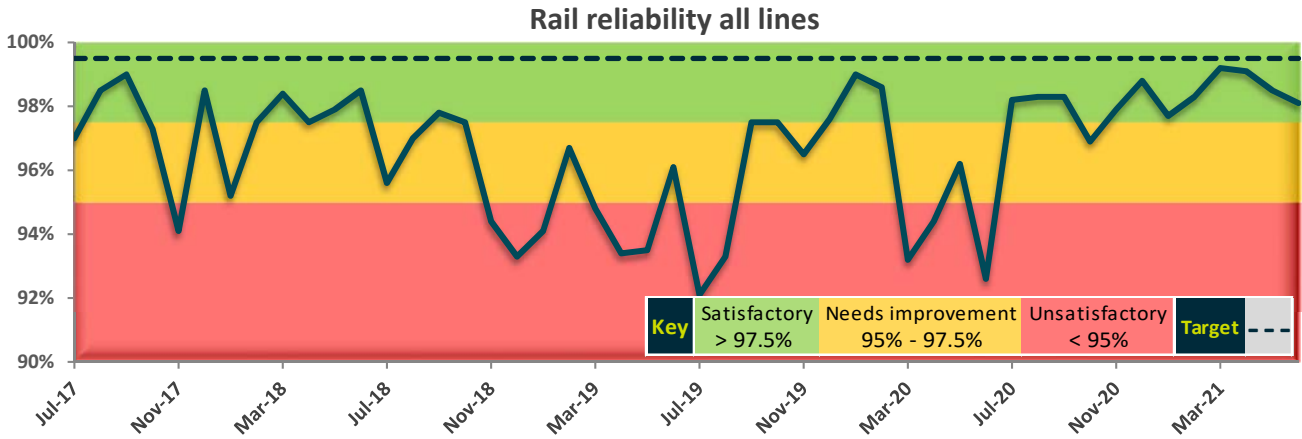




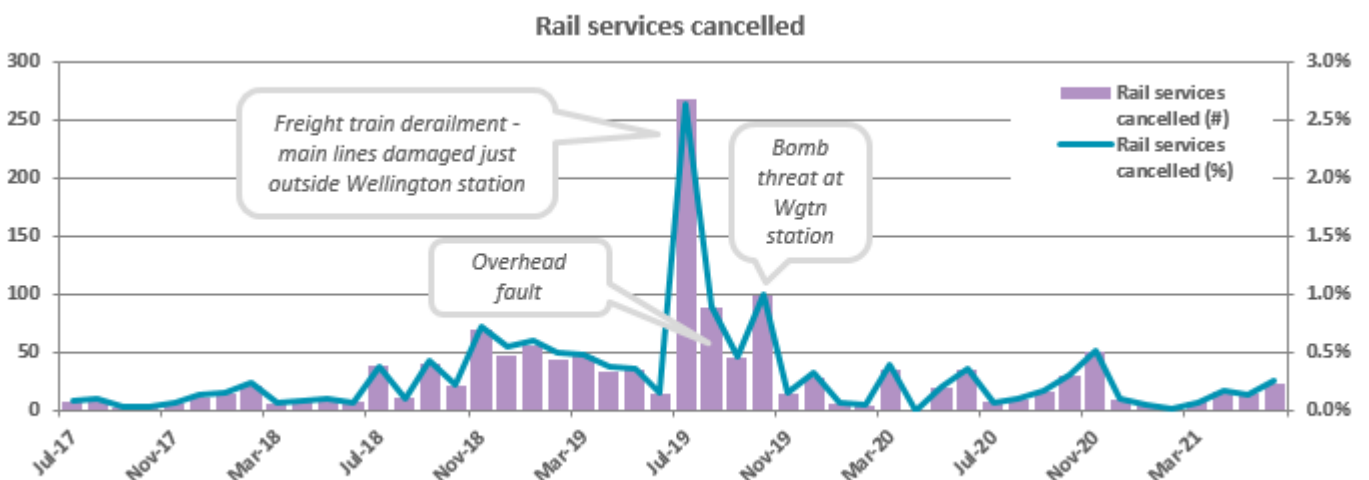
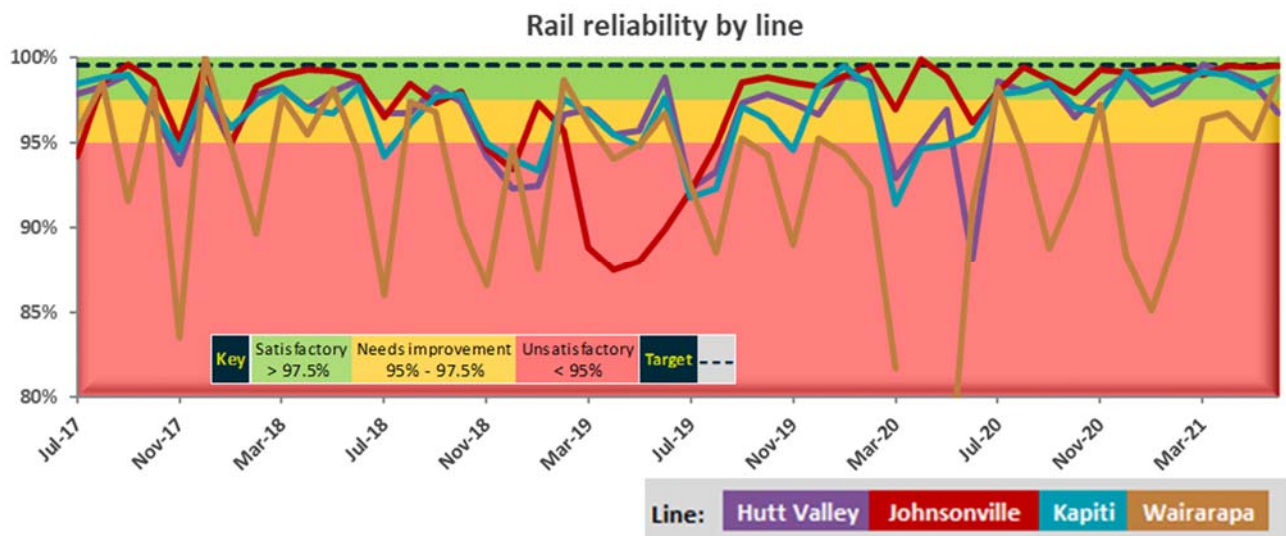
Reliability

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 98.1% in June, and 98.3% for the year to date. June was a busy month on the rail network with unplanned and planned disruptions throughout the month, along with the Level 2 alert level change. Long-term inter-peak bus replacements began on the Wairarapa line and will be ongoing for at least the next two years. Many services were also bus-replaced across the network, including the long weekend network shutdown over Queen’s Birthday weekend and on the Hutt Valley and Kapiti lines throughout June. Weather continued to cause some issues on the network - a big storm late in the month caused the closure of Ngauranga Station for 24 hours due to large waves crashing onto the track.



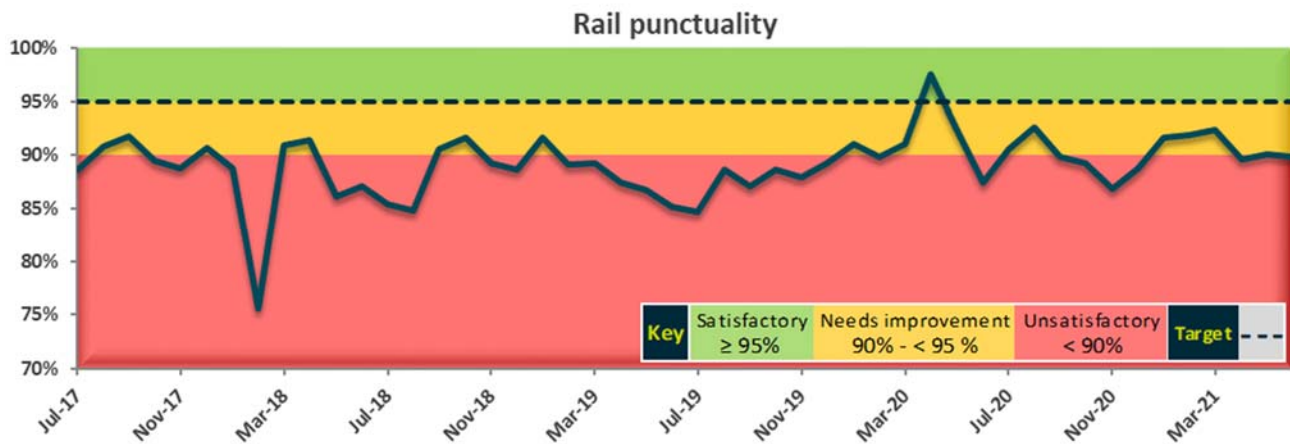
The following graph shows reliability by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



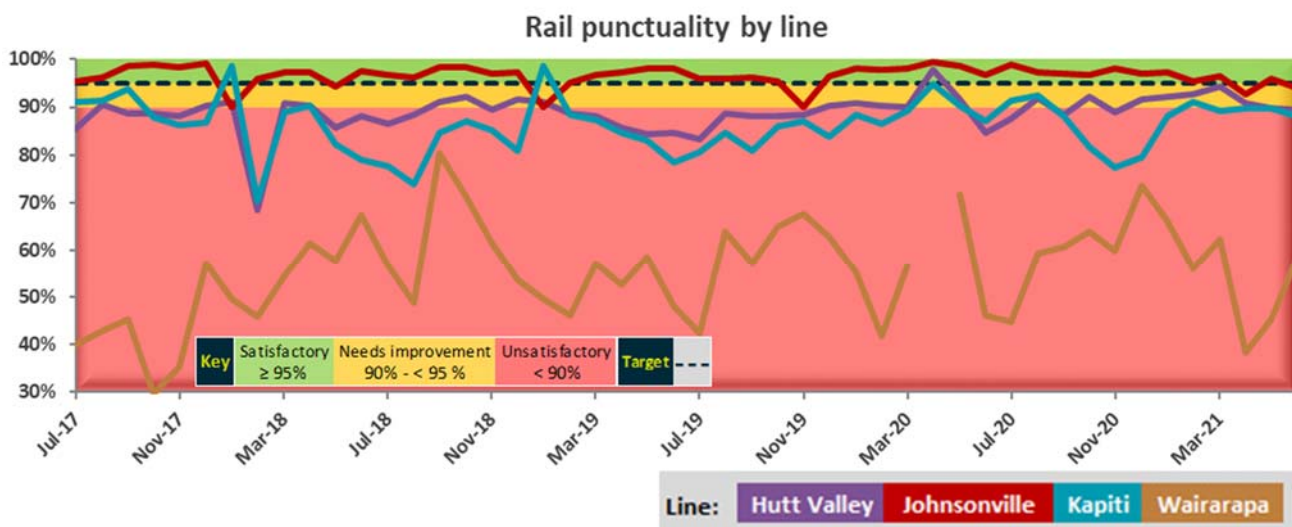
Punctuality

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

Punctuality for June was 89.8% and 90.3% for the year to date. There were small number of track issues and mechanical faults that affected punctuality. Wairarapa line performance is still low, although a lot better than this time last year, however track work on the line has now started and speed restrictions should start being gradually removed. Year-end punctuality has reached 90% for the first time since the change in measurement in 2016.



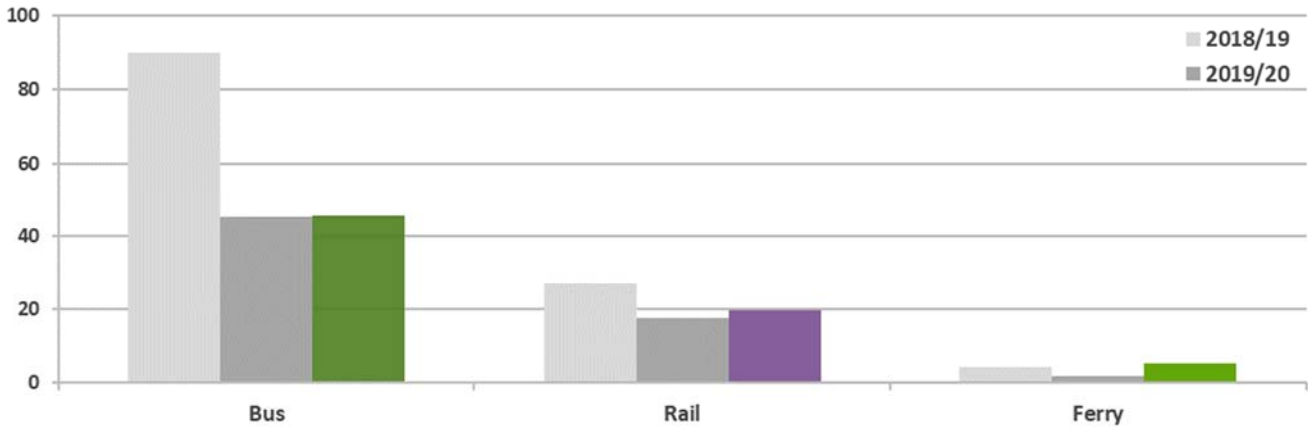
The following graph shows punctuality by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings.

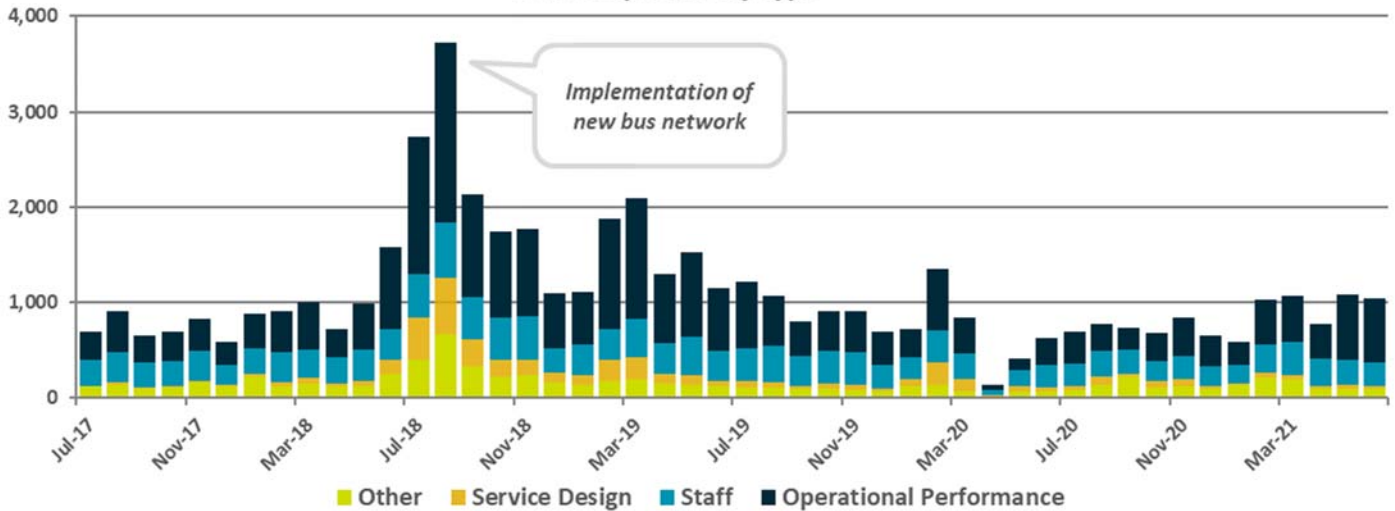
Complaints per 100,000 passenger boardings - year to date



Bus complaints

Bus complaints for the month were 66.6% higher than in June last year, and 2.7% higher year to date.

Bus complaints by type



Rail complaints

Rail complaints for June were 20.4% lower than the same month last year and 9.5% higher for the year to date.

Rail complaints by type

