



If calling, please ask for Democratic Services

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## Transport Committee

Thursday 5 May 2022, 9.30am

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

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### Members

Cr Blakeley (Chair)

Cr Lee (Deputy Chair)

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Nash

Cr Ponter

Cr Staples

Cr van Lier

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

# Transport Committee

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Thursday 5 May 2022, 9.30am

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

## Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	<a href="#">Confirmation of the Public minutes of the Transport Committee meeting on 24 March 2022</a>	22.118	3
5.	<a href="#">Update on the progress of action items from previous Transport Committee meetings – May 2022</a>	22.152	5
6.	<a href="#">Progress against the Transport Committee's Strategic Priorities - Update</a>	22.149	8
7.	<a href="#">Public Transport Performance</a>	22.146	22



Please note these minutes remain unconfirmed until the Transport Committee meeting on 5 May 2022.

Report 22.118

## Public minutes of the Transport Committee meeting on Thursday 24 March 2022

All members participating remotely via Microsoft Teams at 9.30am.

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### Members Present

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

All members participated at this meeting remotely and counted for the purpose of quorum in accordance with clause 25B of Schedule 7 of the Local Government Act 2002.

### Karakia timatanga

The Committee Chair invited Councillor Lee to open the meeting with a karakia timatanga.

### Public Business

#### 1 Apologies

There were no apologies.

#### 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 on 10 February 2022 - Report 22.53**

Moved: Cr Brash/ Cr Hughes

That the Committee confirms the Public minutes of the Transport Committee meeting on 10 February 2022 - Report 22.53.

The motion was **carried**.

**5 Public Transport Advisory Group Meeting – 24 February 2022 – Report 22.99 [For Information]**

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

**Noted:** The Committee requested that it be provided information regarding the membership of the Public Transport Advisory Group.

**6 Public Transport Performance – Report 22.87 [For Information]**

Scott Gallacher, General Manager, Metlink, spoke to the report, and tabled an attachment – Metlink monthly performance report February 2022.

The Committee Chair acknowledged that this is the final Committee meeting with Scott Gallacher, General Manager, Metlink, present. The Committee Chair and Councillors thanked Mr Gallacher for his service to the Committee.

The public meeting closed at 10.21am.

Councillor R Blakeley

**Chair**

Date:

Transport Committee  
5 May 2022  
Report 22.152



For Information

## UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – MAY 2022

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 meetings – May 2022

### Ngā kaiwaitohu Signatory

Approver	Samantha Gain - General Manager, Metlink (Acting)
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<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or with Committee's terms of reference</i></b> The action items are of an administrative nature and support the functioning of the Committee.
<b><i>Implications for Māori</i></b> There are no direct implications for Māori arising from this report.
<b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b> Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in <b>Attachment 1</b> .
<b><i>Internal consultation</i></b> There was no additional internal consultation in preparing this report and updating the action items.
<b><i>Risks and impacts - legal / health and safety etc.</i></b> There are no known risks or impacts.

**Attachment 1 to Report 22.152**

**Action items from previous Transport Committee meetings**

<b>Meeting date</b>	<b>Action</b>	<b>Status and comment</b>
24 March 2022	<p><b>Public Transport Advisory Group Meeting – 24 February 2022 – Report 22.99</b></p> <p><b>Noted:</b> The Committee requested that it be provided information regarding the membership of the Public Transport Advisory Group.</p>	<p><b>Status</b> Completed</p> <p><b>Comment</b> Details circulated.</p>

**Transport Committee  
5 May 2022  
Report 22.149**



**For Information**

## **PROGRESS AGAINST THE TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES - UPDATE**

### **Te take mō te pūrongo**

#### **Purpose**

1. To provide the Transport Committee (Committee) with an update on progress made against the Committee's stated strategic priorities.

### **Te tāhū kōrero**

#### **Background**

2. On 20 February 2020, the Committee agreed to the following strategic priorities for the 2019-2022 triennium:
  - a A reduction in transport-generated regional carbon emissions.
  - b An increase in regional mode share for public transport and active modes.
  - c Early delivery of public transport elements of Let's Get Wellington Moving programme.
  - d Funding commitment to the Lower North Island Regional Rail trains.
3. The strategic priorities were accompanied by key performance measures for the 2019-2022 triennium being stretch targets (Strategic Priorities for the Transport Committee - Report 20.26)
4. On 25 March 2021, a mid-term review of the Committee's stated strategic priorities was undertaken (Transport Committee Strategic Priorities: Mid Term Review - Report 21.99).
5. As a result of the mid-term review, the Committee agreed to retain the strategic priorities agreed to in February 2020 and adopted a new set of key performance measures to achieve the strategic priorities to replace the February 2020 key performance measures, as follows:
  - a *Carbon Emissions*: Contributing to the regional target of a 30 percent reduction in transport-generated carbon emissions by 2030 through:
    - i Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.



- ii Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
  - iii Including a new requirement in the tender documents for the next Public Transport Operating Model (PTOM) bus contracts, that all buses on core routes will be electric (as provided in the draft Wellington Regional Public Transport Plan 2021-31).
  - iv Working with the Government and other regional councils to explore national-level procurement of electric buses and electric rail rolling stock to achieve competitive international pricing based on scale, including in the context of PTOM.
- b *Mode Shift*: Contributing to the regional target of a 40 percent increase in regional mode share from public transport and active modes by 2030 through:
- i Promoting public transport to achieve full recovery to pre COVID-19 levels (40 million) by 2022/23.
  - ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 49 percent of all bus patronage by 2022/23 (from 46 percent in 2019/20).
  - iii Undertaking workplace travel programmes for at least four major regional employers by 2022.
  - iv Undertaking significant steps towards implementation of National Ticketing Solution, including:
    - Trial of cash-free bus routes on express routes
    - Pilot of electronic ticketing on rail by the end of calendar year 2021
  - v Improving the integration of rail bus replacements into the network, including:
    - Developing detour maps for customers by August 2021
    - Integration of timetable and signage displays into Metlink BAU by November 2021.
  - vi Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan), including:
    - Initiating the tender process by September 2021
    - Commencing operation of service by 1 July 2022.
- c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM, including:
- i Decisions on mass rapid transit route and mode by December 2021.

- ii Commence implementation of Bus Priority Action Plan, City Streets work package, Golden Mile and Thorndon Quay/Hutt Road by July 2022.
  - d *Lower North Island Regional Rail: Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest.*
  - e *Regional Public Transport Plan: Adopt the Regional Public Transport Plan, to deliver on targets by June 2021.*
6. The mid-term review report (Report 21.99) also set out Councillors' assessments of other focus areas for the Committee for the remainder of the triennium. These focus areas are set out below:
- a *Rest and Meal Breaks Provisions of the Employment Relations Amendment Act:* Follow up to workforce strategy workshop in early 2020 with representatives from operators, unions, industry advocates, Waka Kotahi and the Ministry of Transport, to respond to a national driver shortage. Continue to provide national and regional leadership to prepare for the implementation of the rest and meal breaks provisions as set out in the Employment Relations Amendment Act - including ensuring there are adequate toilet facilities. Host another workforce strategy workshop at Ramaroa, Queen Elizabeth Park, e.g. consider Driver National Award.
  - b *Government's Review of PTOM Model:* Follow up to Greater Wellington's Briefing to Incoming Ministers (BIM), referring to previously announced review of the Public Transport Operating Model (PTOM), working together with other regional councils and government agencies.
  - c *Preparation for New Contracts Under PTOM due 2027/28:* Recognising that we are now 2.5 years into the 2018 PTOM contracts, consider measures under the contracts that may be required to ensure provision of appropriate wages and conditions of drivers and other staff.
  - d *Delivery of Digital Information:* Development of an open-data application Programming Interface (API) for enabling the public and developer community to access and consume our real-time information data, and the upgrading of the Metlink website to improve its accessibility and usability. A live prototype of the 'on-bus next stop announcement' system was completed during May-June 2019.
  - e *Innovation in Public Transport Delivery models:* Explore opportunities for innovation in public transport delivery models, such as "public transport on demand" and "mobility as a service" utilising digital technologies, e.g. to provide connection for customers between home and rail, and other major transport stations.
  - f *Assessment of alternatives of procurement or in-house provision of services:* provide advice in reports by officers of assessment of alternatives of procurement or in-house provision of services.
  - g *Transit Oriented Developments:* Work with Wellington City Council, Porirua City Council and Hutt City Council to begin planning for Transit Oriented Developments, within the context of the Wellington Regional Growth Framework and Long Term Plans, at Porirua, Johnsonville and Waterloo Station.

- h *Wellington Region Transport Alignment Project: Work with Ministry of Transport (MoT), Waka Kotahi and territorial authorities to seek policy alignment on major transport related projects between central government and local government, modelled on the very effective Auckland Transport Alignment Project (ATAP).*
- i *Regional Passenger Rail Services between Auckland and Wellington: Feasibility Study and Business Case developed jointly between KiwiRail and the 17 Chairs and Mayors of regional councils, unitary councils, territorial authorities on the NIMT-Follow up to BIM.*

7. This report updates the Committee on progress up to 31 March 2022.

### **Progress against strategic priorities**

8. The paragraphs below provide an overview of progress towards the strategic priorities, work being undertaken to achieve the stated strategic priorities and challenges that we face in achieving these priorities.

#### ***Carbon Emissions***

##### *100 electric buses in fleet by December 2023*

- 9. Metlink expects to increase the number of electric buses by approximately 111 by the end of 2022/23 (this includes the 98 electric buses, which have already been agreed to with NZ Bus and Tranzurban and the growth buses agreed to by Council on 10 December 2020).
- 10. There are currently 62 electric buses on the Wellington bus network.

##### NZ Bus

- a At the time of writing this report, NZ Bus has 41 electric buses in operation on the network.
- b There are shipping delays caused by COVID-19, which has impacted the delivery of buses.
- c A delivery of 10 electric buses is due in July 2022.
- d The final delivery date for the final 16 buses is to be confirmed. These are for growth so are dependent on the availability of drivers and the patronage demand recovery.

##### Tranzurban

- e At the time of writing this report Tranzurban has 21 electric buses in operation on the network.
- f The remaining 21 buses scheduled for Tranzurban will be introduced on a monthly basis through to early 2023.

*Acceleration of decarbonisation of vehicle fleet to achieve net zero carbon emissions by 2030*

11. Work on pathways to achieve a net zero carbon public transport vehicle fleet by 2030 were adopted by Council as part of the Regional Public Transport Plan 2021 and the 2021-31 Long Term Plan.
12. Ika Rere, the first operating electric passenger ferry in the Southern Hemisphere began operating in March 2022. The replacement of a diesel ferry with an electric ferry will avoid an estimated 275,000kg of CO<sub>2</sub> per year from diesel use. While this is a small amount relative to Greater Wellington's total corporate carbon footprint, it is roughly the same as the decarbonisation benefit of eight electric buses.
13. Council is supporting a trial by one of Metlink's operators (Tranzurban) to convert diesel buses to electric. We note that the project to convert buses from diesel to electric was not included in the most recent National Land Transport Plan funding. Funding of future conversion pathways is currently being assessed via the Greater Wellington Low Carbon Acceleration Fund.

*Requirement in tender documents for next round of PTOM bus contracts that core route buses are electric*

14. The adopted Wellington Regional Public Transport Plan 2021 provides that at all buses on core routes will be electric by 2030; operators will then be required to provide these services with electric vehicles.

*Exploring national-level procurement of electric buses and electric rolling stock*

15. The Ministry of Transport have signalled that they are not proposing to pursue centralised procurement of EV assets at a national level as part of their policy response to the review of the Public Transport Operating Model (PTOM). The Ministry's stated position is that the benefits of bulk procurement can be pursued through syndicated contracts. Cabinet is expected to consider the PTOM review policy direction in mid-2022.
16. The Lower North Island Rail Integrated Mobility Detailed Business Case (approved by Waka Kotahi's board but still requiring funding from Central Government to be feasible) provides a proposal that the rolling stock is procured in a way to create a national rolling stock vehicle platform, for further expansion of the order once the justification/need is established elsewhere within New Zealand.

**Mode Shift**

*Promoting public transport to achieve full recovery to pre COVID-19 levels (40m) by 2022/23.*

17. At 11:59pm on Saturday 22 January 2022, New Zealand moved to COVID-19 red traffic light setting (the Wellington Region had previously been at COVID-19 orange traffic light setting).
18. Across all modes, year-to-date patronage (by end of March 2022) was approximately 65% of the same period in 2019 (71% for bus, 55% for rail, and 63% for ferry).
19. Bus patronage in March 2022 was 56% of the same period in 2019 (lower than January and February (72% and 64% respectively)).

20. Rail patronage in March 2022 was 35% of the same period in 2019 (lower than January and February (56% and 43% respectively)).
21. Across all modes, year to date travel has been 57% during peak hours and 43% during off-peak hours. This compares to the same period in 2019 of 58% peak and 42% off-peak travel.
22. The observed decline in patronage recovery after a relatively strong recovery over the last quarter of 2021 could partly be attributed to the Omicron outbreak and the February Parliament protest that made people slow in gradually resuming typical commuting patterns.
23. Since mid-March 2022, we have observed steady growth in bus patronage.
24. Initial observations following the start of the Government half-price scheme (1 April 2022) indicates some growth in the number of bus trips and the rail tickets sold.
25. There is an expectation that the half-price fare scheme will encourage some further patronage growth over the next few months. However, more data is needed to be able to assess the impacts of the half-price scheme.

*Proactive marketing of off-peak and inter-peak bus services to increase off peak patronage*

26. From 1 April 2022, the Metlink Night buses special higher night bus fare was removed and replaced with the standard zone fare. The higher fare had been identified as a major barrier to using the service. Note that changes to the Metlink Night buses routes, times and frequency are now also being considered.
27. Following the Government's announcement of its half price fares initiative for three months from 1 April, officers worked quickly to develop a communications campaign to inform community and customers about the discounts available.

*Workplace travel programmes*

28. Implementation of the Wellington Regional Hospital Travel Action Plan (WRHTAP) programme with Capital and Coast District Health Board (CCDHB) continues. An RFP for technology to support carpool/ ridesharing for CCDHB staff travel to Wellington Regional Hospital is in development.
29. Pressures on the DHB staff and GWRC Call Centre staff due to the Omicron outbreak have delayed the start of the Personalised Journey Planning offer to 2DHB staff until May 2022.
30. During Jan – Mar 2022 the new Hospital Express bus (HX)- an initiative from WRHTAP- carried 2747 passenger boardings, between Wellington Railway Station and the Regional Hospital in Newtown. Usage was highest in March with up to 83 boardings in a single day.
31. Insights from research with Hutt Valley District Health Board (HVDHB) staff will inform the Travel Demand Management (TDM) work programme supporting major infrastructure projects with our partners at Hutt City Council and RiverLink.
32. The next meeting of the Workplace Travel Forum (chaired by the Greater Wellington Travel Choice team) will be held on Wednesday 29 June 2022. Key discussion points will

include: electric and shared fleet initiatives, how to entice staff back to the office, and updates from Metlink and WCC on the Paneke Pōneke Bike Network Plan.

33. Engagement with Forum members, including territorial authorities has identified further businesses/employers to target with workplace travel initiatives.

*Significant steps towards implementation of National Ticketing Solution*

Roll out of interim electronic payment by Snapper across the entire rail network

34. Following the successful Snapper on Rail trial on the Johnsonville Line (see below), Metlink is set to roll out an interim electronic payment by Snapper across the rest of the region's rail network as part of the transition to the National Ticketing Solution.
35. Following approval from Waka Kotahi, Metlink plans to roll out Snapper across the Kapiti Line in early November 2022 and then across the Hutt Valley, Melling and Wairarapa lines in late November 2022.

Trial of cash-free bus routes on express routes

36. Metlink undertook a six-month pilot (commenced 12 July 2021) making express peak services (30x, 31x, 32x) cashless to understand how customers respond.
37. The pilot has been a success with, with only a very small number of cash exceptions being accepted by drivers. Customer feedback has been positive.
38. In response, these services will remain cash-free and officers will look into other low cash use peak services to see if there are any other opportunities to extend the initiative.

Pilot of electronic ticketing on rail by the end of calendar year 2021

39. The Snapper on Rail trial on the Johnsonville Line commenced on 14 November 2021.
40. The Trial provides a 'contactless' fare payment alternative in the case of further pandemic-related restrictions, as well as enabling customers, for the first time, to use the same payment method for journeys on Metlink rail services. It also enables customers to become used to 'tagging on and off' for their rail journey using a similar practice as proposed for National Ticketing Solution.
41. Currently, we are seeing upwards of 80 percent of customers on this service using Snapper.

*Improving the integration of rail bus replacements into the network, including:*

Developing detour maps for customers by August 2021

42. Officers are developing detour maps for printed signage at bus stops; work is progressing on the digitisation of detour maps. Digital map tool functionally delivered April 2022. Implementation from late-April 2022.
43. Backend website development has been completed to support display of GIS maps of detours. Minor changes to deliver this to the customer facing website are planned for May 2022.
44. Improved printed operational signage templates were implemented in late 2021, and the tool for digitising their production is planned in February 2022. Tool functionally delivered mid-April, training commences end of April.

Integration of timetable and signage displays into Metlink BAU by November 2021

45. Officers have investigated the integration of timetable and signage displays for bus replacements. Bus replacement timetables are currently unable to be integrated into Metlink BAU (online timetables or RTI) due to technical and contractual constraints with how timetable data is published and integrated with existing software and systems.
46. Variations of static bus replacement wayfinding signage were installed at some stations as a trial throughout 2021. New wayfinding and information guidelines have been developed following feedback from those trials and are planned for phased implementation from February 2022 through end of 2022/23.
47. LED signage functionality has been updated iteratively since implementation in 2021 in response to feedback. Improvements to the backend data system that drives the signs' bus replacement messaging were released April 2022. Additional functionality, control and monitoring for the system are planned for implementation by July 2022.
48. Website map display of bus replacement stop icons and information was implemented in October 2021. Additional placement of bus replacement locations is scheduled to be integrated into Metlink's main website map from 1 May 2022

*Establishing an Airport Bus Unit*

Commencing operation of service by 1 July 2022

49. The new Airport service is expected to commence operation by 1 July 2022. The service will operate as Unit 20 and be known as 'AX'.
50. The preparation for the introduction of the new airport service is well underway. The buses have arrived and are in the final stages of preparation for service. The depot development, branding and promotion design are all also nearing completion.

***Let's Get Wellington Moving***

*Mass rapid transit route and mode by December 2021*

51. The development of the integrated Mass Rapid Transit (MRT) and Strategic Highway Improvement Indicative Business Case development is continuing. The programme completed a process to determine best performing affordable options in mid-2021. Public consultation on these options occurred in November / December 2021, focusing on MRT mode and route, as well as integration options with strategic highway improvements.
52. Engagement feedback, together with updated information on option performance, economics, costs and risks, sensitivity tests, and answers to key questions are currently being assessed to recommend a preferred option for further investigation in the next phase of the business case process.
53. A decision on a preferred programme option is currently scheduled for partner approval in mid-2022 and the Indicative Business Case set for completion by the end of the year.

*Commence implementation of Bus priority, City Streets, Golden Mile and Thorndon Quay Hutt Road by July 2022*

54. The Bus Priority Action Plan forms part of the City Streets work package within LGWM.

55. The City Streets Indicative Business Case has been approved by all three partners. The business case defines and prioritises a number of public transport (bus), and active mode interventions for further development and delivery. These interventions are grouped into seventeen Single Stage Business Cases, to be delivered in tranches.
56. A Single Stage Business Case focusing on targeted improvements has been approved by the LGWM Board. Scopes of an additional six first tranche Single Stage Business Cases focused on broader corridor level improvements have been endorsed by the Programme Leadership Team and Single Stage Business Cases have commenced for five of these.
57. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. A preferred 'transformation' option was announced in June 2021 and the Single Stage Business Case approved by all partners in late 2021. The detailed design phase is expected to continue throughout 2022.
58. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement was undertaken in mid-2021 and the Single Stage Business Case was approved by both Councils in February 2022 and will be considered by the Waka Kotahi Board in May.

#### ***Lower North Island Regional Rail***

##### *Confirmed procurement and delivery plan (including all funding) by Budget 2022 at latest*

59. The Lower North Island Rail Integrated Mobility Detailed Business Case has been completed and formally submitted to Waka Kotahi and Ministry of Transport.
60. Following consideration by Waka Kotahi's Board on 16 December 2021, Waka Kotahi Board agreed to fund its portion of the investment.
61. General feedback has been overwhelmingly positive for the quality of the business case.
62. While Waka Kotahi has agreed to fund 51 percent of this project, it will not be feasible without at least 90 percent funding. We are working with the Ministry of Transport, Waka Kotahi, and the Ministers of Transport and Finance to secure the required funding. Budget 2022 announcements are due to be made on 19 May 2022.

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

63. Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 (RPTP) was adopted by Council on 29 June 2021.

#### **Other focus areas**

64. Progress against the Committee's other focus areas are set out below.

#### ***Rest and Meal Breaks and workforce strategy***

##### *Rest and Meal Breaks*

65. The Employment Relations Amendment Act has been implemented for Metlink Public PTOM operators and the Waka Kotahi assurance process has concluded.
66. Metlink is working cooperatively with operators and driver unions to upgrade and add toilet facilities where need is identified. We have completed upgrades to four facilities.



In addition, we have installed temporary toilets to address current limitations on the network as we work to construct the new and replacement facilities in an additional four locations.

*Driver workforce matters*

67. Officers are working with Waka Kotahi, Metlink bus operators and bus driver unions to make bus driving a rewarding career choice. Officers have played a leading role in the discussions on Living Wage with our partners and stakeholders.
68. All bus operators across the Metlink network now pay their drivers a minimum \$27 an hour.
69. These increases, funded by Metlink, are part of our ongoing work with each of our bus operators to bring more certainty to staff and more reliability to passengers.
70. Following the successful trial of free sanitary and incontinence products for bus and rail staff, Metlink is now in the process of rolling out this initiative at key locations across the network. This initiative supports the continued improvement of driver conditions.
71. We are working with Tranzurban (currently, on a weekly basis) on the creation of new and improved shifts and the rolling out of timetable adjustments.
72. Driver workforce issues are a significant part of the Ministry of Transport's review into PTOM, including what measures can be taken to improve driver terms and conditions. In addition, the introduction of sector Fair Pay Agreements are being considered.
73. Officers will host a workforce strategy workshop following the outcome of the Review into PTOM.

***Government's Review of PTOM Model***

74. The Ministry of Transport has released the policy direction and decisions from its review of PTOM. The results of the review were workshopped with the Transport Committee 24 March 2022.
75. Subject to Cabinet approval in mid-2022, it has been proposed that PTOM will be replaced by the Sustainable Public Transport Framework (SPTF) with the four objectives:
  - a Public transport services support mode shift from private motor vehicles, by being integrated, reliable, frequent, accessible, affordable, and safe.
  - b Employment and engagement of the public transport workforce is fair and equitable, providing for a sustainable labour market and sustainable provision of public transport services.
  - c Well-used public transport services reduce the environmental and health impact of land transport, including by reducing reliance on single-occupancy vehicles and by using zero emission technology.
  - d Provision of services supports value for money and efficiency from public transport investment while achieving the first three objectives.

The SPTF will be enabled through legislative process over the coming 12 months including amendments to the Land Transport Management Act 2003.

76. With the primary findings from the review in place, a programme of operational policy development to embed the proposed reforms is commencing. To that end, the Ministry has established an Operational Working Group (OWG) to develop operational policy to give effect to the new objectives and to support implementation of specific changes. The OWG will be comprised of the Ministry of Transport, Waka Kotahi, Public Transport Authorities (PTAs), operators and union representatives. Officers from Greater Wellington, Environment Canterbury and Otago Regional Council will represent PTAs on the OWG.

***Preparation for New Contracts Under PTOM/SPTF due 2027/28***

77. Preparation for new contracts under the SPTF will be informed by the operational policy developments of the Ministry of Transport's OWG. To support the national policy development, Greater Wellington officers will commence 'lessons learned' work to establish positions on the proposed new SPTF objectives. In addition, establishment of a national SPTF 'community of practice' has been proposed through the Transport Special Interest Group network.

***Delivery of Digital Information***

78. Waka Kotahi approved the business case for the complete upgrade of Metlink's real-time information (RTI) system in April. This is for the full upgrade of software and hardware, including new RTI on-street signage. The upgrade will provide faster, more accurate and richer information to customers and to Greater Wellington. Procurement for the new system will be underway by July 2022, with the aim of selecting a vendor by December 2022.
79. We are nearing completion of the process to enhance our Open Data feed and real time information to include Bus Patronage (using a five-person scale from Empty to Tight Standing Room Only). We have purchased from Snapper the ability to get our Patronage Data almost real time. Integration with the Snapper system has been completed and we are currently testing the results internally before releasing it to the public. As soon as this is released publicly it will allow all downstream systems to have access to this information (e.g., all third Party Vendor Apps, Google, Metlink Website and Mobile App). We hope to have this live within the next 30 days.
80. The Proof of Concept (PoC) for Real Time Rail Patronage is continuing. Development for real time patronage and testing on one unit has been completed and was successful. Further development is now underway to determine whether we can integrate with our CCTV systems.
81. The On Bus Announcement System that was awarded to Somar Digital with subcontractor Radiola is underway. We are still waiting on the hardware delivery. Most software development and integration has been completed and project completion is still anticipated to occur at the end of Q2/beginning of Q3 22/23. This will allow the existing screens on the buses to be used to deliver Next Stop Announcements as well as Health and Safety messaging amongst other things
82. Procurement of a number of 75" screens (both indoor and outdoor) has commenced. This project has been split off into an Airport Service Real Time Information project trialling our new backend development to allow delivery of Campaigns, Real Time Maps with vehicle positions and Warnings and Alert messaging. The hardware should be

ready for go live when the Airport Service is launched. Following the Airport Service roll-out we will extend the trial to the Hospital and other locations.

83. The backend infrastructure for the existing sign at Upper Hutt Station has been replaced. Some minor screen customisation still needs to occur. The new Upper Hutt sign now also shows vehicle and train positions on the screen. We will shortly commence with the replacement of the backend infrastructure for the existing signs at Lambton Interchange.

#### ***Innovation in Public Transport Delivery models***

84. Metlink is actively exploring opportunities for innovation in public transport delivery models, such as On Demand Public Transport, Mobility as a Service and potential Autonomous Vehicle use in the Wellington region.
85. An On Demand Public Transport trial was scheduled for March 2022 in the Tawa suburb. However, as a result of the impacts of COVID-19, this trial was delayed. The trial has been provisionally rescheduled for May 2022.
86. Officers sit on a Waka Kotahi Steering Group which is conducting feasibility studies on deployment of autonomous vehicles in Wellington and Queenstown. Initial research on this project was completed by December 2021 and will be released for wider review by Waka Kotahi in mid-2022 following their internal peer review process.
87. Officers workshopped a Total Mobility-related project with Council on 3 June 2021. This project aims to trial an on-demand accessibility service for wheelchair-dependent users in Porirua and/or Waikanae/Ōtaki and is a project under the Accessibility Action Plan programme of work. Initial co-design work with accessibility communities and health and disability stakeholders was delayed by COVID-19 Alert Level restrictions but recommenced in late 2021 with research interviews with Total Mobility operators and disabilities services groups in Porirua and Waikanae/Ōtaki. Further research with individual customers has been conducted in this period and is informing work to develop a proposed service response for Committee consideration.

#### ***Assessment of alternatives of procurement or in-house provision of services***

88. Council's submission to the Ministry of Transport PTOM review set out its views regarding public transport asset ownership and in-house provision of services. Specifically, the submission set out that:
  - a Greater Wellington believes that asset ownership is best held by local government to ensure complete accountability to ratepayers is maintained and service provision continues to be responsive to local and community needs and requirements.
  - b Greater Wellington is proud to work with our bus operators in partnership. Greater Wellington considers that there are many benefits from public transport continuing to be operated under contract by private service providers. These benefits include the access to skills and experience that operators bring to our services.
89. See paragraphs 74-76 above for further information on the progress of this work.

***Transit Oriented Developments***

- 90. On 25 November 2021, the Committee agreed on a principles-based approach to initiating a Transit Oriented Development (TOD) programme in the region focussing on developments on and around existing, and potential new, train stations in the region (Initiating Transit Oriented Development in the Wellington Region - Report 21.501).
- 91. The TOD programme is a workstream under the Regional Growth Framework and will see Greater Wellington initially working with territorial authorities and agencies such as Waka Kotahi and Kāinga Ora to develop partnership approaches to TOD in a manner that increases access to public transport, contributes to Greater Wellington’s mode shift strategic priority, and contributes to urban development and intensification.
- 92. TOD opportunities at Waterloo and Porirua Stations, and in the Kāpiti Coast are priority focus locations for the initial stages of the programme. Phase I of the programme has commenced with work to develop a Concept Study for the Waterloo site which will explore through visualisation potential redevelopment direction for the site.
- 93. Work on the Concept Study to date has included procurement of expert services from WillisBond and Athfield Architects for the concept work and a series of discovery sessions with internal Greater Wellington SMEs. A Cross-Agency Working Group comprising officers from Hutt City Council, KiwiRail, Waka Kotahi and Kāinga Ora has met in April 2022 to provide project guidance. This group will continue to advise the project up to the Concept Study delivery in July 2022.
- 94. WillisBond, Athfield Architects and the Manager Policy Metlink workshopped the approaches to the Concept Study with the Committee 24 March 2022. A site visit will take place following the meeting. A further workshop with Council on Waterloo is scheduled for June 2022.

***Wellington Region Transport Alignment Project***

- 95. Officers have not commenced work on this focus area.

***Regional Passenger Rail Services between Auckland and Wellington***

- 96. Officers have not commenced work on this focus area.

**Ngā kaiwaitohu  
Signatories**

Approvers	Samantha Gain - General Manager, Metlink Luke Troy – General Manager, Strategy
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<p style="text-align: center;"><b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>This report updates the Committee on progress against its stated strategic priorities</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no known implications for Māori stemming from this report.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This report updates the Committee on progress against its stated priorities.</p>
<p><b><i>Internal consultation</i></b></p> <p>Travel Choice and Customer Experience Departments were consulted in drafting this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks.</p>

Transport Committee  
5 May 2022  
Report 22.146



For Information

## **PUBLIC TRANSPORT PERFORMANCE**

### **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**

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 looks forward to continuing 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 March 2022.
6. At 11:59pm on 2 December 2021, New Zealand moved from the COVID-19 Alert System to the COVID-19 Protection Framework (also known as the traffic light system).
7. At 11:59pm on Saturday 22 January 2022, New Zealand moved to COVID-19 red traffic light setting (the Wellington Region had previously been at COVID-19 orange traffic light setting).

### **Te tātaritanga**

#### **Analysis**

##### ***Bus performance***

8. Bus service levels have been impacted by the Omicron outbreak. Officers consider the level of impact to our public transport network to be mid to low on the scale which was possible from Government modelling of potential COVID numbers in the community. The mid to low level impact has meant that Metlink has been able to maintain a business-as-usual timetable for bus services. Operators have managed any cancellations caused by the impact of Omicron on its workforce through cancelling trips

on the day; customers were informed of cancellations through the Metlink website, App and our usual social media channels.

9. Bus passenger boardings for March 2022 were 1.4 million. Under red traffic light settings monthly boardings were lower than usual. Boardings over the month were 61.6 percent of March 2021 boardings. February 2022 boardings were 72.6 percent of boardings for the same month in 2021.
10. The reliability metric is a measure of services deemed to have run. Reliability for March 2022 was 93.9 percent, compared to 96.4 percent in February 2022.
11. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Punctuality for March 2022 was 96.0 percent, compared to 95.0 percent in February 2022.

### ***Rail performance***

12. As with bus service levels, rail services have been impacted by the Omicron outbreak. In February, officers worked with our rail operator Transdev to agree 31 pre-planned cancellations on the network to manage the impact of COVID-19 on their frontline team. The level of pre-planned cancellations reduced to 17 during the first week of April as absenteeism levels reduced. Full service-levels resumed a week later. Customers were informed of cancellations through the Metlink website, App and our usual social media channels.
13. Rail passenger boardings for March 2022 were 0.5 million. Boardings over the period were 43.6 percent of March 2021 boardings. This compares to February 2022 boardings being 54.5 percent of boardings for the same month in 2021.
14. Reliability in March 2022 was 94.2 percent compared to 92.6 percent in February 2022, while punctuality was 89.6 percent, compared to 82.7 percent in February 2022.

### ***Ferry performance***

15. Ferry service levels have not been impacted by the Omicron outbreak.
16. Boardings for March 2022 were 52.0 percent of boardings for the same month in 2021. In February 2022, boardings were 45.0 percent of boardings compared to February 2021.

### ***Fare revenue***

17. In March 2022, there was a budget shortfall of \$5.0 million (-52 percent), and a shortfall of \$26.2 million (-37 percent) for the year to date. This compares to February 2022 results of a budget shortfall of \$3.6 million (-47 percent) for the month, and a shortfall of \$21.5 million (-35 percent) for the year to date.
18. Waka Kotahi NZ Transport Agency (Waka Kotahi) have agreed to finance 51 percent (current funding assistance rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the 2021-31 Long Term Plan up to \$7.5 million for the 2021/22 financial year (FY); \$6 million for FY22/23 and \$4 million for FY23/24. Any additional funding shortfall will be reassessed towards the end of the financial year to determine whether this will be loan or reserve funded.

19. 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 ferry services.

***Half price fares - impact to date***

20. On 1 April 2022, half price fares were implemented across the Wellington public transport network for a three-month period, as required by the Government’s half-price scheme.
21. Initial observations following the start of the scheme indicates some growth in the number of bus trips and rail tickets sold.
22. There is an expectation that the half-price fare scheme will encourage some further patronage growth over the next few months. However, more data is needed to be able to assess the impacts of the half-price scheme.
23. Officers will continue to monitor changes in patronage and travel patterns, which will be reported to the next Committee meeting.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Metlink performance report – March 2022

**Ngā kaiwaitohu  
Signatories**

Writers	Andrew Myers –Customer Insights and Assets Manager Matthew Lear –Network Operations Manager
Approvers	Fiona Abbott – Manager, Assets and infrastructure Melissa Anderson – Manager, Operations and Partnership Samantha Gain – General Manager, Metlink (Acting)



<b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>"Reviewing performance trends related to public transport activities" is a specific responsibility set out in the Committee's Terms of Reference.</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no implications for Māori.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Certain performance measures in the 2021-31 Long-Term Plan relate to matters reported on in the operational performance report.</p>
<p><b><i>Internal consultation</i></b></p> <p>No other departments were consulted in preparing this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no risks arising from this report.</p>



**March 2022 – for the GWRC Transport Committee**

This report contains a summary of key information for March 2022. It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality, and complaint trends.

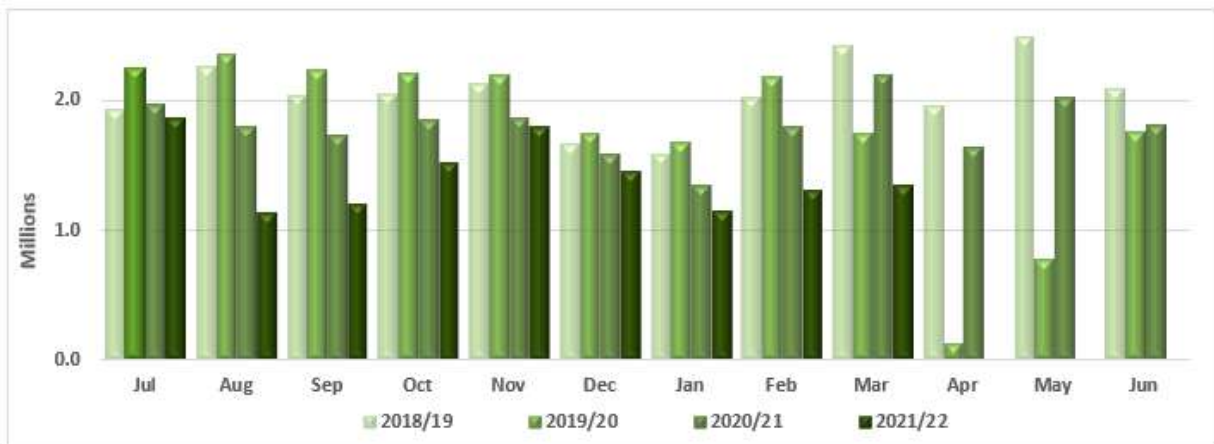
Full monthly performance reports are available under 'Performance of our network' on the Metlink website: <https://www.metlink.org.nz/>

**Patronage**

In March 2022, under Red of the Covid-19 Protection Framework, we saw reduced passenger boardings when compared to last year. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

**Bus Passenger boardings**

Under Red of the Covid-19 Protection Framework, March bus passenger boardings were 38.4% lower than the same month last year and 20.7% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



Boardings by area - current month

	Mar-22	Mar-21	% Change
Wellington	938,572	1,602,594	-41.4%
Hutt Valley	292,854	427,094	-31.4%
Porirua	63,034	93,158	-32.3%
Kapiti	46,420	57,436	-19.2%
Wairarapa	12,605	18,200	-30.7%
<b>Total</b>	<b>1,353,485</b>	<b>2,198,482</b>	<b>-38.4%</b>

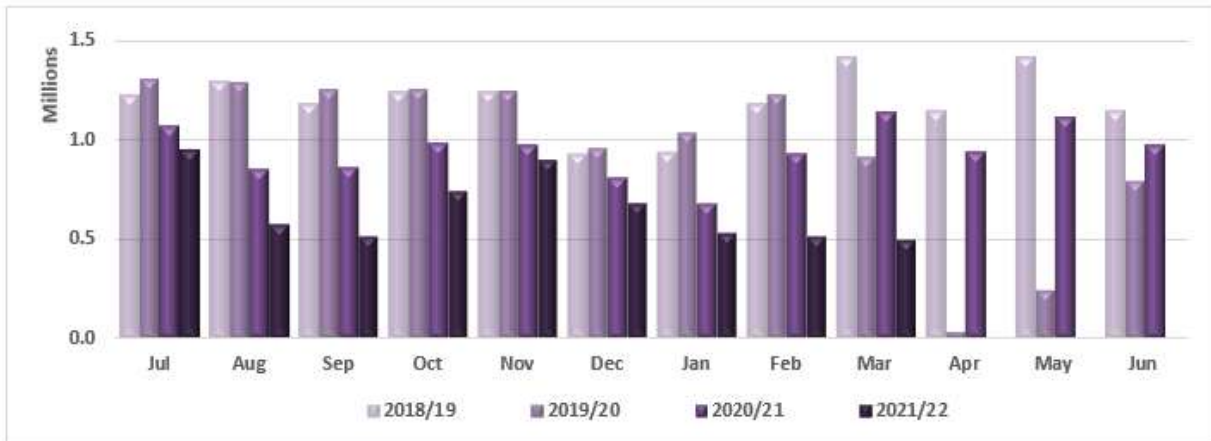
Boardings by area - year to date (Jul - Mar)

	2021/22	2020/21	% Change
Wellington	9,319,736	11,800,405	-21.0%
Hutt Valley	2,558,471	3,198,509	-20.0%
Porirua	523,196	663,319	-21.1%
Kapiti	337,576	405,030	-16.7%
Wairarapa	91,205	115,864	-21.3%
<b>Total</b>	<b>12,830,184</b>	<b>16,183,127</b>	<b>-20.7%</b>

### Rail Passenger boardings

Attachment 1 to Report 22-146

Under Red of the Covid-19 Protection Framework, March rail passenger boardings were 56.4% lower than the same month last year, and 29.1% lower for the year to date. *Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).*



Boardings by line - current month

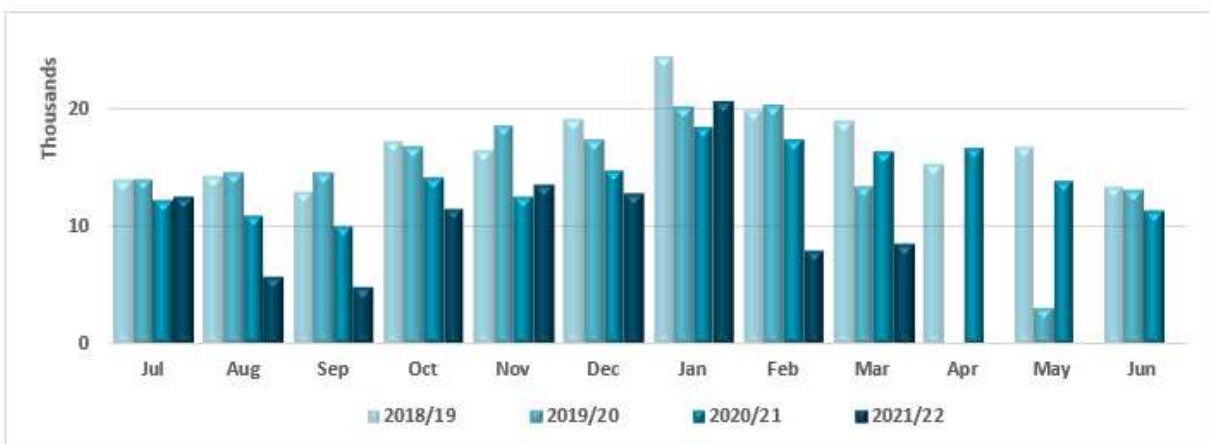
	Mar-22	Mar-21	% Change
Hutt Valley	209,229	485,295	-56.9%
Kapiti	197,488	473,230	-58.3%
Johnsonville	63,064	117,553	-46.4%
Wairarapa	26,131	61,911	-57.8%
<b>Total</b>	<b>495,912</b>	<b>1,137,989</b>	<b>-56.4%</b>

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

	2021/22	2020/21	% Change
Hutt Valley	2,539,824	3,488,767	-27.2%
Kapiti	2,358,487	3,460,542	-31.8%
Johnsonville	631,632	849,212	-25.6%
Wairarapa	321,281	458,355	-29.9%
<b>Total</b>	<b>5,851,224</b>	<b>8,256,876</b>	<b>-29.1%</b>

### Ferry Passenger boardings

Under Red of the Covid-19 Protection Framework, March ferry boardings show a decrease of 48.0% on the same month last year, and a 22.9% decrease for the year to date. Weather conditions often affect ferry boardings. *We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).*



Boardings - current month

	Mar-22	Mar-21	% Change
<b>Total</b>	<b>8,426</b>	<b>16,209</b>	<b>-48.0%</b>

Boardings - year to date (Jul - Mar)

	2021/22	2020/21	% Change
<b>Total</b>	<b>97,118</b>	<b>125,967</b>	<b>-22.9%</b>



## Bus service delivery

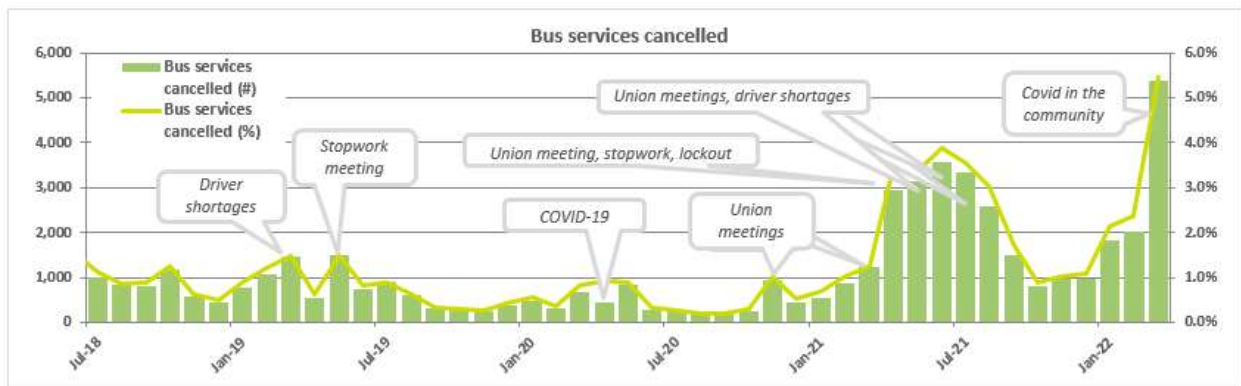
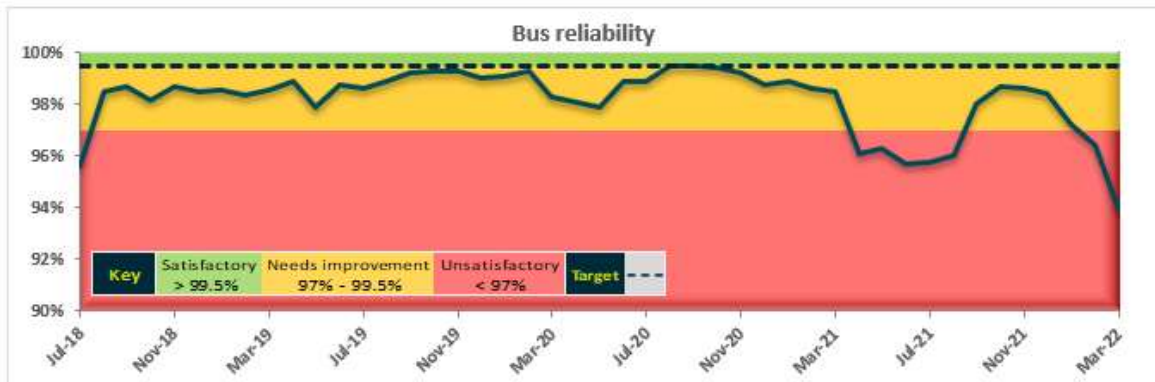
Attachment 1 to Report 22.146

### Reliability

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

In March, 93.9% of bus services were delivered, and 97.0% for the year to date.

Reliability this month was significantly impacted by cancellations, due to a number of positive COVID cases and isolation requirements amongst frontline staff.

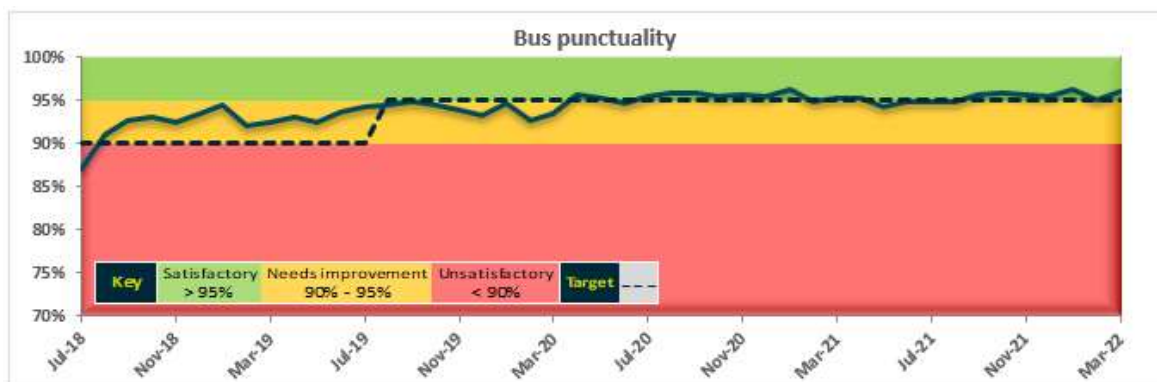


### Punctuality

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

Bus service punctuality was 96.0% in March, and 95.5% for the year to date.

Punctuality improved this month, anecdotally reflecting lighter traffic and passenger volumes. Some services however remain affected by a high number of road works across the network, and late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.





## Rail service delivery

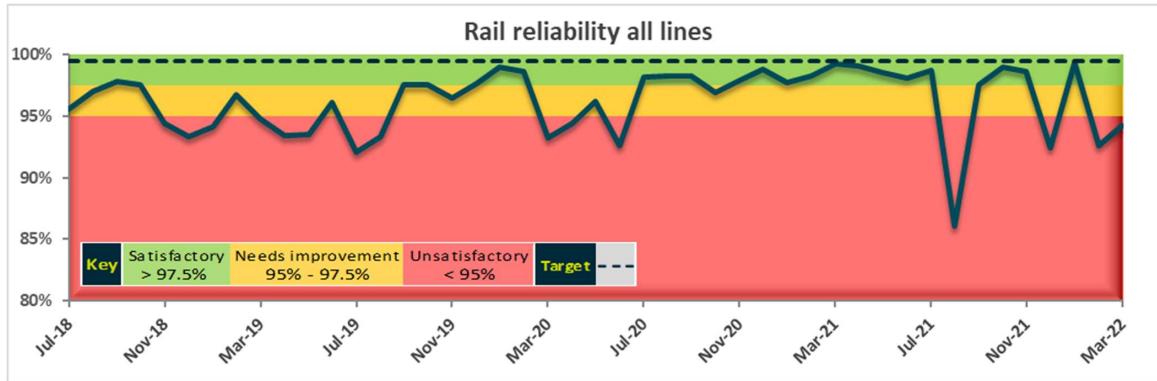
Attachment 1 to Report 22.146

### Reliability

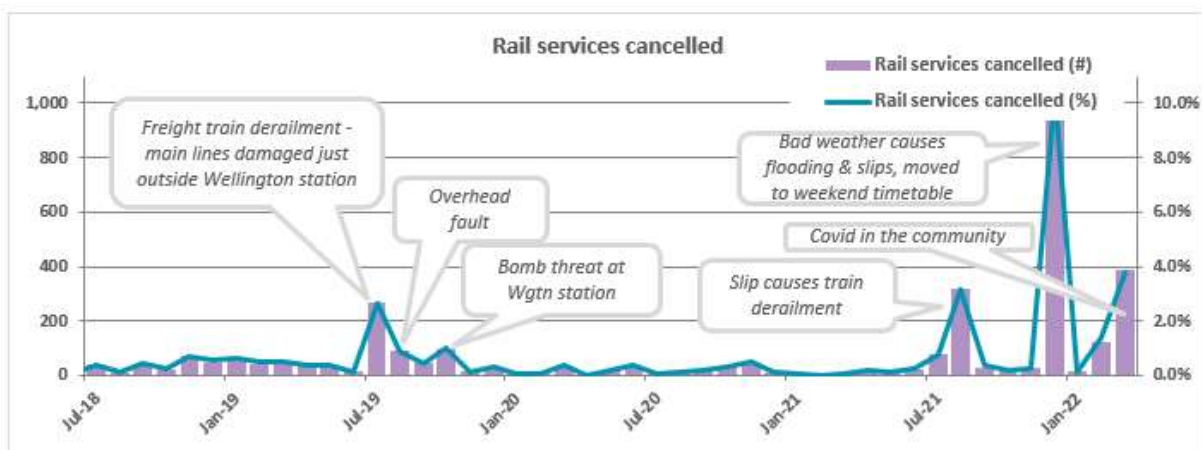
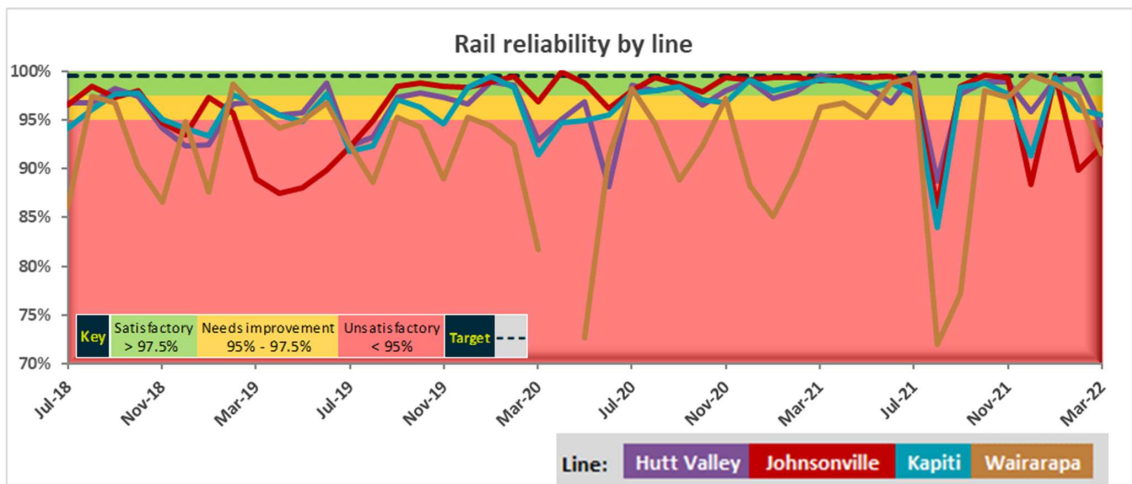
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

Rail service reliability was 94.2% in March and 95.6% for the year to date.

Reliability in March was affected by staff shortages caused by COVID. We put in place some targeted cancellations, which minimized the disruption, and also gave customers pre-warning of services that were going to be affected.



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.



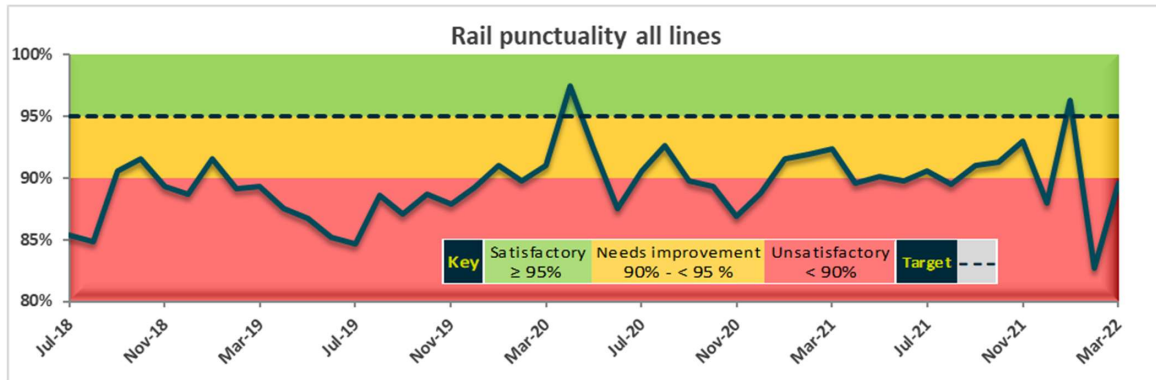
**Punctuality**

Attachment 1 to Report 22.146

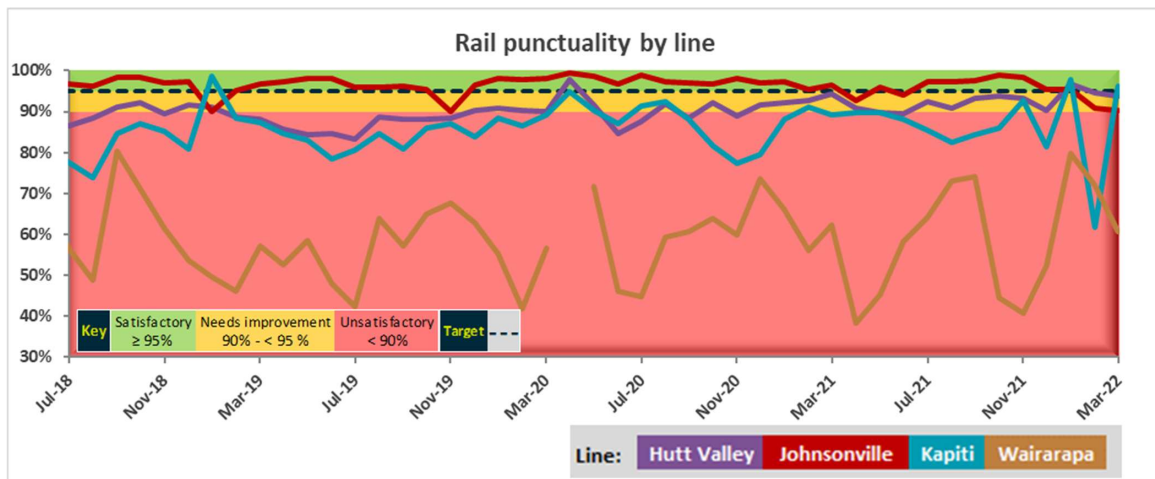
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for March was 89.6% and 90.3% for the year to date.

Adverse weather towards the end of March led to increased speed restrictions on the Kapiti and Johnsonville lines, causing delays to services. Other than that, there were a few relatively minor network disruptions that delayed services but did not lead to wider cancellations.



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.



**Fare revenue**

**Bus and rail fare revenue**

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

There was a budget shortfall of \$5.0m (-52%) in March, and a shortfall of \$26.2m (-37%) for the year to date.

Fare revenue - current month

	Mar-22	Budget	Excess/Shortfall
Bus	2,345,153	4,493,624	- 2,148,471
Rail	2,185,292	5,025,859	- 2,840,567
<b>Total</b>	<b>\$ 4,530,445</b>	<b>\$ 9,519,483</b>	<b>-\$ 4,989,038</b>

Fare revenue - year to date (Jul - Mar)

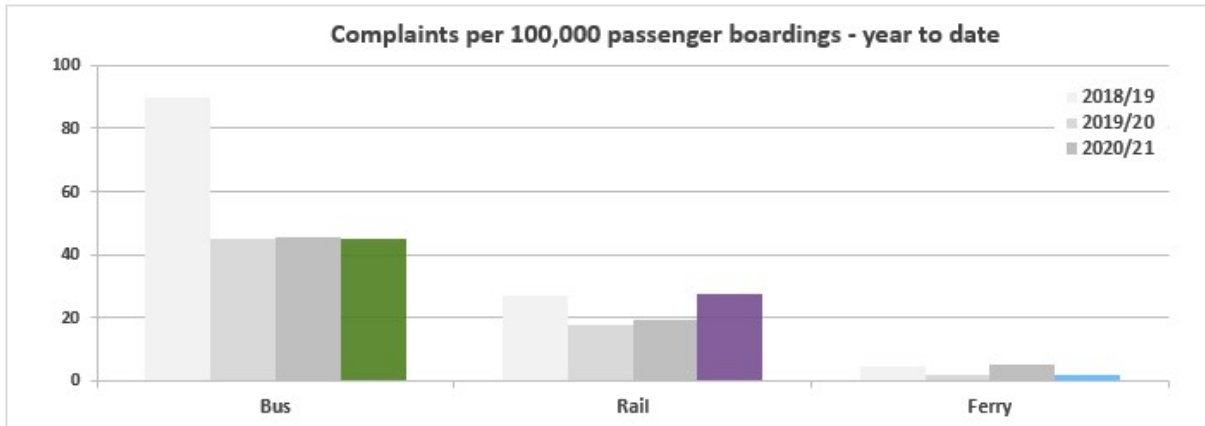
	2021/22	Budget	Excess/Shortfall
Bus	20,956,268	33,252,819	- 12,296,551
Rail	23,242,051	37,191,361	- 13,949,310
<b>Total</b>	<b>\$44,198,319</b>	<b>\$70,444,180</b>	<b>-\$ 26,245,861</b>

# Complaints

Attachment 1 to Report 22.146

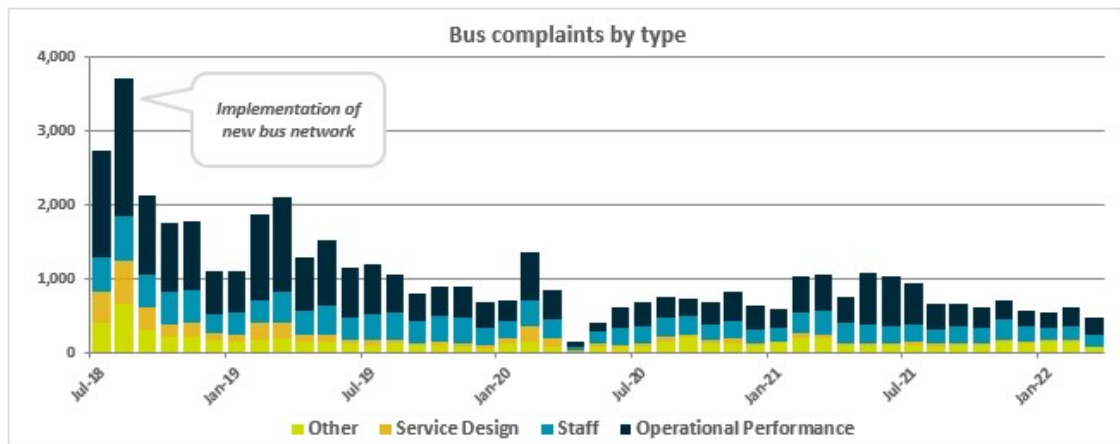
## Complaints volume

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 any other mode.



## Bus complaints

Bus complaints for the month were 55.4% lower than in March last year, and 17.5% lower for the year to date.



## Rail complaints

Rail complaints for March were 52.3% lower than the same month last year, and 3.6% lower for the year to date.

