



If calling, please ask for Democratic Services

Transport Committee

Thursday, 28 November 2024, 9.30am

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

Quorum: *Seven Members*

Members

Councillors

Thomas Nash (Chair)

Simon Woolf (Deputy Chair)

David Bassett

Ros Connelly

Quentin Duthie

Penny Gaylor

Chris Kirk-Burnnand

Ken Laban

David Lee

Daran Ponter

Hikitia Ropata

Yadana Saw

Adrienne Staples

Appointee

Andrew Lensen

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

Transport Committee (A Committee of the Whole)

1 Purposes

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

2 Specific responsibilities

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

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

3 Delegations

- 3.1 Subject to sections 3.3 to 3.7, Council delegates to the Committee all the powers, functions and duties necessary to perform the Committee's responsibilities (except those that must not be delegated, have been retained by Council, have been delegated to another committee, or have been delegated to the Chief Executive).
- 3.2 The Committee has the authority to approve submissions to external organisations for matters pertaining directly to the Committee's purpose.
- 3.3 The Committee may make decisions on matters with a financial impact only where the related costs are:
 - a Budgeted for in the relevant business group's budget
 - b Not budgeted for in the relevant business group's budget, but can be met from savings within that budget.
- 3.4 Where the Committee considers a decision with a material financial impact is needed¹, the Committee must refer the matter to Council for its decision.

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

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

4 Members

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

5 Voting entitlement

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

6 Quorum

Seven Committee members.

Transport Committee

Thursday 28 November 2024, 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.	Confirmation of the Public minutes of the Transport Committee meeting on 24 October 2024	24.576	6
5.	Public Transport Operator Update - Tranzurban	24.613	11
6.	Update on the Progress of Action Items from Previous Transport Committee Meetings – November 2024	24.591	13
7.	Managing Safety on Board Metlink Public Transport Services	24.610	22
8.	Metlink Asset Management Plan 2024	24.609	48
9.	2024 Accessibility Action Plan - Overview	24.606	74
10.	Emerging Trends in Transport	24.604	79
11.	Public Transport Advisory Group Meeting – 7 November 2024	24.603	111
12.	Delivery of the Wellington Regional Public Transport Plan - Update	24.605	117
13.	Public Transport Performance Update – October 2024	24.602	130



Please note these minutes remain unconfirmed until the Transport Committee meeting on 28 November 2024.

Report 24.576

Public minutes of the Transport Committee meeting on Thursday 24 October 2024

Taumata Kōrero – Council Chamber, Greater Wellington Regional Council
100 Cuba Street, Te Aro, Wellington at 9.31 am

Members Present

Councillor Nash (Chair)
Councillor Woolf (Deputy Chair)
Councillor Bassett
Councillor Connelly
Councillor Duthie
Councillor Kirk-Burnnand
Councillor Laban
Councillor Lee
Councillor Ponter (until 11.39am)
Councillor Ropata (from 9.48am until 10.45am, from 11.18am until 11.47am, from 11.59am until 12.13pm)
Councillor Saw
Councillor Staples

Councillors Duthie and Ropata participated at this meeting remotely via Microsoft Teams and counted for the purpose of quorum in accordance with clause 25A of Schedule 7 to the Local Government Act 2002.

Karakia timatanga

The Committee Chair opened the meeting with a karakia timatanga.

Public Business

The Chair acknowledged the death on an Auckland public transport service and advised that there will be an update at the next Transport Committee on safety issues on the Wellington Region public transport services.

1 Apologies

Moved: Cr Staples / Cr Connelly

That the Committee accepts the apologies for absence from Councillor Gaylor and Andrew Lensen.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Derek Neale, Karori Residents' Association, spoke to the Karori Survey 2024.

Noted: The Committee requested that the Council Chair and Committee Chair write a letter to the Karori Residents' Association, thanking it for the survey and outlining the actions Greater Wellington is taking to improve transport outcomes for Karori.

Jill Day, Chair, Tawa Community Board, spoke to agenda item 6 – Public Transport Tawa On Demand Trial: Assessment and Future Options and tabled a petition.

Councillor Ropata joined the meeting remotely at 9.48am, during the above public participation presentation.

Graeme Aiken and Denys Latham, residents of Summerset on the Landing, Porirua spoke to agenda item 6 – Public Transport Tawa On Demand Trial: Assessment and Future Options.

4 Confirmation of the Public minutes of the Transport Committee meeting on 19 September 2024 – Report 24.522

Moved: Cr Laban / Cr Bassett

That the Committee confirms the Public minutes of the Transport Committee meeting on 19 September 2024 – Report 24.522.

The motion was **carried**.

5 Update on the progress of action items from previous Transport Committee meetings – October 2024 – Report 24.577 [For Information]

Samantha Gain, Group Manager Metlink, spoke to the report.

6 Public Transport Tawa On Demand trial: assessment and future options – Report 24.537

Alex Campbell, Principal Advisor Network Design, and Michael Freeman, Senior Business Development Specialist, spoke to the report.

Moved: Cr Staples / Cr Kirk-Burnnand

That the Committee:

- 1 Notes the Tawa On Demand Public Transport Trial ends on 31 December 2024.
- 2 Notes that Greater Wellington did not receive National Land Transport Funding for Tawa On Demand Public Transport.
- 3 Notes that Greater Wellington has received a report from MRCagney (refer Attachment 1) which advises that there are currently no opportunities in the Wellington Region where On Demand Public Transport would be more cost effective than current fixed route services.
- 4 Notes that the Tawa On Demand Public Transport Trial has demonstrated that there is demand for public transport beyond the coverage of current bus and train services.
- 5 Notes that a new bus route for Tawa aligns with the Wellington Regional Public Transport network access considerations for walking access to public transport.
- 6 Notes that a new bus route for Tawa, which provides at a minimum a weekday day hourly service can be funded within existing budgets.
- 7 Agrees to establish a new fixed route for Tawa, which provides at a minimum a weekday day hourly service.
- 8 Welcomes the feedback from the Tawa Community Board and residents of Summerset on the Landing in relation to the design of the new fixed route service.
- 9 Invites the Chief Executive to report to a future Transport Committee meeting on the logistics, costs and funding for a fixed route in Tawa, including options for extending the route to Linden and Kenepuru and to consider half hour peak frequency.

The motion was **carried**.

The meeting adjourned at 10.45am and resumed at 11.03am. Councillor Ropata was not present when the meeting resumed.

7 Route 2 Electric Articulated Vehicles – Report 24.533 [For Information]

Hamish Burns, Manager Bus and Ferry Assets, Michael Freeman, Senior Business Development Specialist, and Gareth Edwards, Project and Programme Manager, spoke to the report.

Moved: Cr Nash / Cr Ponter

That the Committee:

- 1 Notes the imperative of introducing articulated buses on the number 2 Route so that Metlink can increase capacity in line with patronage

forecasts that show passenger numbers on this core route doubling from 3 million per year to 6 million in the next ten years.

- 2 Reconfirms the commitment to finalising the first stage of procurement for articulated buses on the number 2 Route, in line with previously approved plans and budgets, by the end of 2024.
- 3 Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.

The motion was **carried**.

Councillor Ropata returned to the meeting at 11.18am during questions on the above item.

8 Regional Public Transport Plan Review – Update – Report 24.534

Emmet McElhatton, Manger Policy, and Scott Walker, Senior Policy Advisor, spoke to the report.

Moved: Cr Saw / Cr Bassett

That the Committee:

- 1 Notes that work has continued on the review of Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan (RPTP).
- 2 Notes that the National Land Transport Fund (NLTF) funding decisions has created a \$134 million shortfall in funding which will require Metlink to re-examine the planned projects around the Wellington Region.
- 3 Notes that decisions from the Committee on which projects should be continued and in what form are needed before a draft Wellington RPTP can be presented to the Committee.
- 4 Agrees to the amended timelines, with the draft Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan scheduled to be:
 - a presented to, and endorsed by, the Committee on 13 February 2025
 - b publicly consulted on between 3 and 27 March 2025, with hearings and deliberations in May 2025.
 - c Adoption by Council 26 June 2025 following Committee consideration on 12 June 2025.
- 5 Notes that public consultation on the draft RPTP will be conducted in conjunction with Greater Wellington’s 2025/26 Annual Plan in March 2025.

The motion was **carried**.

9 Public Transport Performance Update – Report 24.538 [For Information]

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

Councillor Ponter left the meeting at 11.39am and did not return.

Councillor Ropata left the meeting at 11.47am.

Noted: The Committee requested the statistics of the operators running the unplanned rail services replaced by buses.

Noted: The Committee requested a breakdown of reported problems with buses replacing rail services, the reasons why problems are occurring and possible solutions.

Noted: The Committee requested an update on the installation of bus shelters at Petherick Street and High Street in Taitā, Lower Hutt, and Wood Street in Wainuiomata.

10 Public Transport Operator Update – Mana – Report 24.581 [For Information]

Craig Chin, Managing Director, Mana, spoke to the report.

Councillor Ropata returned to the meeting at 11.59am, during the above item.

Councillor Ropata left the meeting at 12.13pm during the above item and did not return.

Karakia whakamutunga

The Committee Chair closed the meeting with a karakia whakamutunga.

The public meeting closed at 12.18pm.

Councillor T Nash

Chair

Date:

**Transport Committee
28 November 2024
Report 24.591**



For Information

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

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

Ngā hua ahumoni

Financial implications

3. There are no financial implications arising from this report, but any implications arising from specific action items will be discussed in the brief comment in [Attachment 1](#).

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga

Attachment

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

Ngā kaiwaitohu

Signatory

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

Action items from previous Transport Committee meetings

Date	Action item	Status and comment
16 February 2023	<p>Transport Committee Update – Public Participation</p> <p>Noted: The Committee requested a report on East/West connectivity of public transport.</p>	<p>Status: In progress</p> <p>Comment: East/West connectivity is part of the Council’s review of the Regional Public Transport Plan</p>
14 September 2023	<p>Update on Progress of Action Items from previous Transport Committee meetings – September 2023 – Report 23.448</p> <p>Noted: The Committee requested an update on the consideration of multi-modal options for the closure of the Melling Line</p>	<p>Status: On hold</p> <p>Comment: This work is on hold pending more information about RiverLink construction phasing.</p>
22 February 2024	<p>Wellington Metropolitan Rail Network Performance and Funding Challenges – update – Report 24.2</p> <p>Noted: The Committee requested:</p> <ul style="list-style-type: none"> • That the action plan be shared with the Committee • That staff provide the Committee with information on the effect of service reductions for the network and passengers and what the trade-offs are for short closures over a longer period of time versus longer closures in order to complete maintenance and upgrades. 	<p>Status: In progress/completed</p> <p>Comment: KiwiRail’s Network Management Plan is in the process of being finalised. When it has been submitted to Greater Wellington, a copy will be shared with the Committee. Service reductions based on Temporary Speed Restriction forecast modelling has taken place.</p>
20 June 2024	<p>Emerging Trends in Transport – Report 24.310 [For Information]</p>	<p>Status:</p>

Action items from previous Transport Committee meetings

	<p>Noted: The Committee requested officers to include in the next presentation in six months’ time, a cost comparison between private motoring and using public transport.</p>	<p>Completed</p> <p>Comment:</p> <p>A cost comparison between private motoring and using public transport is included in Attachment 1 to Report 24.604 Emerging Trends in Transport, which is on the agenda for the 28 November 2024 Committee meeting.</p>
<p>15 August 2024</p>	<p>2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386 [For Information]</p> <p>Noted: The Committee requested that officers reach out to gender diverse advocacy groups to learn more about gender diverse communities’ experiences using public transport and referred the survey results to the Public Transport Advisory Group for discussion.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>Officers have requested and received analysis of the Passenger Satisfaction survey results for people identifying as Gender Diverse. There is some variance with results for the general population. This could also be influenced by the younger age, higher level of disability and much smaller sample size (and therefore higher margin of error) for this cohort. Perceptions of personal security were similar to the general population (3% lower).</p> <p>Officers will engage with the LGBTTQIA+ community in due course to understand more about specific community needs.</p> <p>The survey results will be presented to PTAG</p>

Action items from previous Transport Committee meetings

<p>15 August 2024</p>	<p>2024 Metlink Public Transport Customer Satisfaction Survey Results – Report 24.386 [For Information]</p> <p>Noted: The Committee requested officers to provide an update on the RTI 2.0 roll out at a future Committee or workshop.</p>	<p>Status: Completed</p> <p>Comment: An RTI 2.0 update will be provided at the Transport Workshop on 28 November 2024 (following the conclusion of the Committee meeting).</p>
<p>15 August 2024</p>	<p>Review of Wellington Regional Public Transport Plan - Update – Report 24.389 [For Information]</p> <p>Noted: The Committee requested that staff include councillors in engagement with communities, including briefings with territorial authorities.</p>	<p>Status: In progress</p> <p>Comment: Councillors will be advised of upcoming engagements with communities and territorial authorities.</p>
<p>15 August 2024</p>	<p>Delivery of Wellington Regional Public Transport Plan - Update – Report 24.391 [For Information]</p> <p>Noted: The Committee requested that it receive an end of term report on the implementation of the current Regional Public Transport Plan.</p>	<p>Status: Completed</p> <p>Comment: Information relating to progress against key measures is included in Report 24.605 Delivery of the Wellington Regional Public Transport Plan – progress Update, which is on the agenda for the 28 November 2024 Committee meeting.</p>
<p>15 August 2024</p>	<p>Public Transport Performance Update – Report 24.390 [For Information]</p>	<p>Status: Completed</p>

Action items from previous Transport Committee meetings

	<p>Noted: The Committee requested staff consult with and look at ways to better serve passengers that use the Maymorn Station in Upper Hutt with the upcoming temporary closure for the Wairarapa line upgrade and the distance from the station to the Bus Replacement stop.</p>	<p>Comment: Officers visited Maymorn Station on Wednesday, 30 October 2024 to engage with passengers on the upcoming temporary closure of the station for the Wairarapa Line upgrade.</p>
19 September 2024	<p>Update on the Progress of Action Items from Previous Transport Committee Meetings – September 2024 – Report 24.482 [For Information]</p> <p>Noted: The Committee requested that officers consider including the non-financial benefits of the use of public transport, in future updates on emerging trends in transport.</p>	<p>Status: Completed</p> <p>Comment: Officers have noted this request and have included information on this in the Emerging Trends in Public Transport report (Report 24.604), which is on the agenda for the Committee’s 28 November 2024 meeting.</p>
19 September 2024	<p>Metlink Bus Fleet Emissions – Report 24.462 [For Information]</p> <p>Noted: The Committee requested a future workshop item on the disposal of batteries from electric buses.</p>	<p>Status: Noted</p> <p>Comment: A workshop will be held in mid-2025 to discuss the disposal of batteries from electric buses.</p>
24 October 2024	<p>Public Participation</p> <p>Noted: The Committee requested that the Council Chair and Committee Chair write a letter to the Karori Residents’ Association, thanking it for the survey and</p>	<p>Status: In progress</p> <p>Comment:</p>

Action items from previous Transport Committee meetings

	outlining the actions Greater Wellington is taking to improve transport outcomes for Karori.	A letter has been drafted and will be sent to Karori Residents' Association before 28 November 2024
24 October 2024	<p>Public transport Tawa On Demand trial: assessment and future options – Report 24.537</p> <p>Resolution:</p> <p>Invites the Chief Executive to report to a future Transport Committee meeting on the logistics, costs and funding for a fixed route in Tawa, including options for extending the route to Linden and Kenepuru and to consider half hour peak frequency.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>Metlink is currently gaining feedback from the Tawa community to further understand its needs.</p>
24 October 2024	<p>Route 2 Electric Articulated Vehicles – Report 24.533 [For Information]</p> <p>Resolution:</p> <p>Invites the Chief Executive to report back on progress towards finalising the procurement of articulated buses at the next Transport Committee meeting in November.</p>	<p>Status:</p> <p>Ongoing</p> <p>Comment:</p> <p>Kinetic has agreed to a competitive Request for Proposal (RFP) process which will take 3 months; the RFP process was requested to ensure that Greater Wellington obtains best value in the procurement of the electric articulated buses (EAV). It is expected that the EAVs will be procured in early 2025 and in service mid-2025</p>
24 October 2024	<p>Public Transport Performance Update – Report 24.538 [For Information]</p> <p>Noted: The Committee requested the statistics of the operators running the unplanned rail services replaced by buses.</p>	<p>Status:</p> <p>In progress</p>

Action items from previous Transport Committee meetings

		<p>Comment:</p> <p>Officers are working with Transdev to develop regular reporting of vehicles/operators used in unplanned bus replacement. An update on the statistics of the operators running the unplanned rail services replaced by buses will be tabled at the meeting on 28 November 2024.</p>
	<p>Noted: The Committee requested a breakdown of reported problems with buses replacing rail services, the reasons why problems are occurring and possible solutions.</p>	<p>Status:</p> <p>In progress</p> <p>Comment:</p> <p>Data collection on this matter is in progress. Note a workshop item on BRT services follows this meeting</p>
	<p>Noted: The Committee requested an update on the installation of bus shelters at Petherick Street and High Street in Taitā, Lower Hutt, and Wood Street in Wainuiomata.</p>	<p>Status:</p> <p>Completed</p> <p>Comment:</p> <p>High Street at Petherick Street (Taita) – Metlink is seeking finalised permissions from HCC engineers and plan for the installation in the new year.</p> <p>Wood Street at Parenga Street (Wainuiomata) – Metlink is still working with HCC engineers to work through the issues with the proposed location (shelter proximity to stop location).</p>

**Transport Committee
28 November 2024
Report 24.610**



For Information

MANAGING SAFETY ON BOARD METLINK PUBLIC TRANSPORT SERVICES

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (the Committee) with an overview of actions taken to manage safety on board Metlink public transport services.

Te horopaki

Context

2. On 24 October 2024, the Committee acknowledged the death of a passenger who was stabbed on board a public transport service in Auckland on 23 October 2024.
3. The Committee requested that it be provided with an update of actions taken to manage safety on board Metlink public transport services.
4. In recent months there have been a number of serious safety incidents on board public transport services across New Zealand; including in Wellington an alleged incident of hate speech by a passenger on a Metlink bus service in Karori which is being investigated by police.
5. On 20 June 2024, a workshop was held with Committee members to provide an overview of Metlink's approach to managing anti-social behaviour on the public transport network. A copy of the presentation that was given at the workshop is attached ([Attachment 1](#)).
6. The information below updates the Committee on matters covered in the 20 June 2024 presentation, with a specific focus on safety on board Metlink public transport services.

Te tātaritanga

Analysis

Customer perceptions of safety on board Metlink services

7. Each year, Metlink commissions an independent annual survey (run by Gravitass OPG) of Metlink customers' experiences of public transport in the Wellington region.
8. The Survey's independence and thorough on-vehicle surveying methodology provides a robust benchmarked measure of the customer experience over time.

9. The Survey was undertaken between 2 May and 5 June 2024. 2,830 customers participated in the Survey on 241 trips across all modes. The Survey has a margin of error of 1.8%.

Summary of survey findings

10. Overall, passengers have high levels of satisfaction with on board personal security on all modes, ranging from 96% for bus and rail passengers and 97% for ferry passengers.
11. Correspondingly, less than 2% of passengers were dissatisfied. Pacific peoples and people aged 15-17 years reported moderately higher levels of dissatisfaction (6% and 5% respectively).
12. A copy of the reported results for this measure is attached ([Attachment 2](#)).

Customer feedback

13. Between 16 June 2024 to 1 November 2024 Metlink has recorded 4,085 pieces of feedback in our Customer Relationship Management tool (Resolve).
14. 51 cases logged in Resolve are coded under 'Passenger behaviour', which is the systems code for indicating antisocial behaviour has occurred. 1.2% of feedback in this time period has related to antisocial or aggressive behaviour from passengers.
15. It is important to note the 'Passenger behaviour' code was not created until 16 June 2024; it was created to more accurately capture instances of antisocial or aggressive passenger behaviour.

Operator feedback - aggressive behaviour or verbal abuse

16. The graph below shows a gradual overall decrease of passenger-related aggressive behaviour reported by operators since October 2023.
17. Verbal abuse incidents continue to be the most significant type of aggressive behaviour incidents reported by operators. Note that numbers of severe aggression (assaults) have remained at an average of two incidents per month.

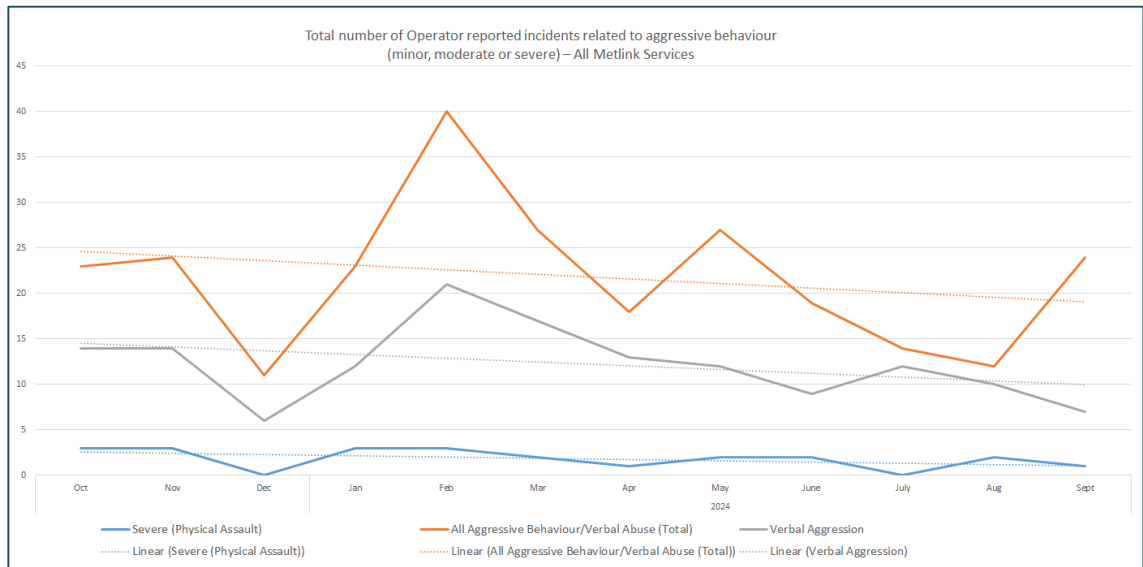


Figure 1: Total number of operator reported incidents related to aggressive behaviour

18. At the recent Metlink Operator Health and Safety Forum it was agreed that a separate workshop involving Metlink representatives, operators and allied services would be held. At this workshop parties will share current systems and processes, as well as exploring potential additional controls, in relation to managing and responding to situations of aggression and violence on the network.

Measures to prevent anti-social behaviour on board Metlink services

19. On all its services Metlink has a variety of measures to prevent anti-social behaviour on board. These are covered below.

Conditions of Carriage

20. Metlink has Conditions of Carriage which apply to passengers travelling on Metlink bus, rail and ferry services provided by operators appointed by Greater Wellington.

21. The Conditions of Carriage set out behaviours that are not allowed on our services; the list includes (refer section 9.7):

- a Distracting or obstructing the driver
- b Interfering with any equipment on the Vehicle
- c Using emergency equipment or emergency exits, except in an emergency
- d Putting feet or footwear on Vehicle seats
- e Using offensive language
- f Smoking or using e-cigarettes (or other similar “vaping” devices)
- g Carrying any weapon or any noxious or illegal substance
- h Damaging, soiling, littering or misusing any part of the Vehicle
- i Throwing anything in or out from the Vehicle
- j Doing anything illegal

- k Distributing anything, offering anything for sale or collecting for charity
 - l Doing anything which endangers or causes discomfort or offence to any other person.
22. Section 20 of the Conditions of Carriage sets out that, in addition to anything else in the conditions, Metlink staff at their discretion may not let a passenger board a vehicle, or require that they get off a vehicle, if they believe a passenger is in breach of conditions and is failing to observe driver instructions.
 23. The conditions explicitly state that, where a passenger's conduct, age, physical state (including intoxication, impairment by drugs and level of hygiene) or the nature or condition of their luggage, causes discomfort, hazard or risk to others, they may be prevented from boarding or be asked to disembark.
 24. Prevention from boarding or an instruction to disembark can be made where a passenger does not have a valid ticket, they have evaded or are attempting to evade a fare, they have previously evaded a fare or have been involved with vandalising Metlink vehicles, premises or equipment.

Land Transport Act 1998 powers

25. Currently, Metlink, through its operators, has very limited legal powers to manage anti-social behaviours on the Wellington public transport network beyond those self-created through the Conditions of Carriage.
26. Metlink has delegated authority from NZ Police for dealing with fare evasion under the Land Transport Amendment Act 2017 (LTAA). The link between anti-social behaviour and active fare evasion is well-documented in international literature.
27. In November 2021, Metlink signed a Letter of Agreement (LoA) with New Zealand Police for delegated powers for dealing with fare evasion under the LTAA. The LoA set up a framework for Metlink to deploy these LTAA powers in liaison with NZ Police regional command structure.
28. The LTAA introduced a provision to give enforcement officers new powers when dealing with fare evasion on public transport services. This legislation was introduced to assist Auckland Transport (AT) deal with the serious fare evasion problems they were experiencing after the introduction of electronic ticketing.
29. The legislation created infringement offences for failing to pay a passenger or public transport service fare, offences for failing to comply with a request to provide identifying details, to disembark, not to board and creates new powers for enforcement officers in relation to public transport service fares. Infringement penalties are set at \$150 under the Land Transport (Offences and Penalties) Regulations 1999. Greater Wellington is able to commence proceedings for non-compliance.
30. The LTAA vested these new powers with the Commissioner of Police. Under section 208 of the Land Transport Act 1998, the Commissioner may, by warrant, appoint a person who is not a constable to be an enforcement officer for the purposes of this Act.

31. New Zealand Police policy is that warranted enforcement officers must be employees of the Public Transport Authority and that enforcement powers be only provided to staff who have completed a prescribed Police vetting process and an agreed programme of training. Limits to authority for Transport Officers and Police regarding fare evasion are set out in the LoA.
32. Currently, Metlink and Auckland Transport are the only PTAs with an active delegation under the LTAA.
33. Under the current operating model, Metlink Warranted Transport Officers have a customer information/ education focus and provide presence on the network; they are de-escalation trained but their role, as currently defined, is not to provide security.

Other measures across all modes

34. Metlink offers free travel to NZ Police, Parking Wardens and Māori Wardens onboard services for presence and support of our teams.
35. Etiquette campaigns: Metlink campaigns aim to positively influence behaviour, such as our current 'Ride like your Aunty is Watching' campaign.

Bus specific measures

36. In addition to the measures set out above, there are a number of measures which aim to prevent anti-social behaviour on-board our bus services:
 - a Bus drivers have panic buttons and access to RT radio for emergency communications with the operator control room.
 - b There is CCTV coverage on all buses, which is recorded to hard drive for review when required, note that this is not 'live monitored'.

Rail specific measures

37. In addition to the measures set out above, there are a number of measures which aim to prevent anti-social behaviour on-board our rail services.
 - a Security Guards provide on-board security late night weekend services.
 - b Customer Experience Officers (Transdev) have a customer information/ education focus and provide presence on the network; their role is not to provide security.
38. There is CCTV coverage on trains, which is recorded to hard drive for review when required; note that this is not 'live monitored'.

Budget 2024 - funding to support driver safety

39. Budget 2024 includes \$15 million funding in 2024/25 and 2025/26 to support improvements to bus driver safety and working environments. Funding under the initiative is available for safety improvements, including retrofitted safety screens and real-time CCTV monitoring. Funding will also be made available to provide better restroom and break facilities for drivers. Funding is through local authorities rather than directly to public transport operators.

40. NZ Transport Agency Waka Kotahi (NZTA) updated the Requirement for Urban Buses (RUB) in June 2024 to give effect to the new safety initiative.
41. Under the updated RUB:
 - a Driver protection screens are optional. The need for driver protection screens should be identified by way of joint initiatives between operators, public transport authorities and the workforce to assess risk and improve the working environment and safety for bus drivers.
 - b A decision to install driver protection screens should be informed by a risk assessment and be considered alongside a range of other health and safety measures and practices on an ongoing and evolving basis.
 - c Where a driver protection screen is to be provided, the screen must either substantially enclose most of the driver compartment or fully enclose the driver compartment to significantly mitigate risk associated with antisocial behaviour towards bus drivers.
 - d Driver protection screens can be incorporated into newly built buses or retrofitted into existing buses. Best practice is to install screens in newer buses; however, this should not prevent installation in older vehicles where needed.
42. While there is considerable support for the introduction of safety screens on buses in Auckland, this is not currently supported by Wellington driver unions. Some driver representatives have expressed concern that safety screens, when installed, can 'box in' drivers and impede their ability to escape from an attacker.
43. In addition to these safety measures, the Minister for Justice announced in September 2024 that a new aggravating factor be introduced for offences against public transport workers.

Measures in place across other Public Transport Authorities (network-wide)

44. Metlink is aware of the following initiatives that PTAs across New Zealand have implemented to address anti-social behaviour and improve safety across their networks.

Auckland Transport

45. Auckland Transport (AT) has advised that public transport crime incidents across Auckland's network have attracted multiple news headlines culminating in reports of an alleged racially motivated attack on a bus passenger and a homicide event which resulted in the death of a passenger in recent weeks. These events are subject of ongoing Police investigations after AT assisted Police with the collection of information leading to arrests.
46. Whilst these serious incidents are alarming, AT notes that it does not represent the majority of experiences for patrons on the network. In general, the trend of incidents across the network has seen a rising trend of anti-social and criminal activity, however it should be noted that the incidents and perpetrators still represent a small percentage of the rising numbers of patrons utilising the network post Covid.

47. AT has advised that Violence, Threats and Aggression (VTA) incidents are on the rise. AT notes that causal factors that are influencing the rise include but are not limited to the following:
- a Greater intolerance of Network Guardians representing authority – including Uniformed staff, Drivers, Security personnel, Transport Officers, Compliance Personnel, other front line service staff
 - b Increase in retail crime adjacent to and at our major transport hubs
 - c Increase in reported incidents of Ethnicity related incidents suggesting race-based triggers
 - d Increase in possession of offensive weapons. (Youth patrons particularly feel they have to arm themselves to avoid potential conflict from rival parties.)
 - e Increase in substance abuse ranging from Vaping products use through to huffing NOX and other solvents as well as harder drugs
 - f No consequence attitude from small sector of patrons. (Youth particularly display an attitude showing that they don't fear the actions that might result from their activities. Some evidence and commentary of post covid generation wave attitude.)
 - g Seemingly no concern at times for perpetrators to protect personal image from CCTV or other forms of recording during anti-social activity
 - h Increase in social media occurrences capturing anti-social or daring activity trend
 - i Increase in creative examples of Fare Evasion as economic challenges tightened spending
 - j Increased variability of time, place and location of incidents making counteractivity preventions challenging
48. AT is utilising a number of tools independently and in combination to address some of the challenges presented by anti-social and illegal behaviour:
- a Extensive CCTV system providing combinations of Active and Passive monitoring of the Network Onboard, at Key Facilities and in transit (Prevention)
 - b Command and Control of the system through the 24/7/365 integrated Auckland Transport Operations Centre (Prevention, Planning, Detection and Reporting)
 - c Warranted Dedicated AT Transport Officers deployed throughout the Network (Response)
 - d Uniformed Security Guards providing Point and Area security services at key points (Prevention, Response)
 - e Mobile Security Patrols (Prevention, Response)
 - f Data driven Hotspot Response Resourcing (Response, Reporting)

- g Close Liaison with NZ Police support based on Intelligence reporting (Response)
- h Engagement with Local Community Groups – Local Boards, Community Interest Groups, Ethnic Groups, Youth Groups, Community Support Services, Town Centre Managers, Security Providers, Schools, Retailers, PT Suppliers and Industry
- i Advocating with political leaders to recommend legislative changes to improve public transport experiences
- j Continuous improvement approach. By monitoring best practices from across the world, aspects of AT business aspirations are changed where possible to create a safer Network. Recent example of Driver Screens, Move to Open Loop, De-escalation Training

Environment Canterbury

- 49. Environment Canterbury (ECAN) has advised that Christchurch has been experiencing a significant uptick in anti-social behaviour around public transport services and facilities in 2022 and 2023 rather than directly on board their bus services.
- 50. ECAN noted that its operators at this time have indicated they do not see a need for Driver Screens in Christchurch, but ECAN will continue to periodically review this with its operators. Any implementation of driver screens would require consultation with drivers and union by the operator.
- 51. To address the increase in anti-social behaviour around public transport services and facilities, ECAN, in collaboration with Christchurch City Council, NZ Police, operators and drivers union, initiated a work group chaired by the ECAN chief executive, to identify solutions to address this trend and behaviour. Mitigation used by ECAN have included:
 - a Increased security presence at the interchange
 - b Limiting specific space utilisation in the interchange at certain times of the day
 - c Increased Police patrols and presence at the interchange and bus hub locations at particular times of day
 - d Police intervention, arrests and rehabilitation of specific, regular offenders
 - e Community youth councillor engagement
 - f Reviewing and republishing our Code of Conduct for bus use
 - g Aligning with the “Be Cool not Cruel” campaign around abuse of public servants
 - h Introduction of on bus customer service & safety officers (up to 8 people on our network at any time)
 - i De-escalation training for all drivers and front of house staff
 - j Removal of cash when it goes live with NTS next year

52. ECAN has noted that all these interventions have seen a reduction in occurrences and improvement in driver comfort and confidence.

Bay of Plenty Regional Council

53. Like ECAN, Bay of Plenty Regional Council (BOPRC) advised that it has been experiencing a significant uptick in anti-social behaviour around public transport services and facilities in rather than directly on board their bus services.
54. However, BOPRC has noticed a spike in cash box thefts from buses and reported that other anti-social behaviours on buses continue to persist. BOPRC is actively logging all incidents to identify the trends in the data to see if the anti-social behaviour is random or if it is occurring more frequently at certain times of the day etc.
55. BOPRC has advised that due to anti-social behaviour at the two major Tauranga bus interchanges (CBD interchange and Farm Street interchange) it has been employing static guards from the start of bus service to the close of bus services. This has seen a decrease in anti-social behaviour at these interchanges but due to costs the presence of the static guards at these interchanges has recently changed to the period from 10am to 5pm.
56. The static guards are trained to de-escalate minor incidents of anti-social behaviour but cannot physically intervene in any serious incidents, they are trained to call the police to report the anti-social behaviour and monitor the situation.

Future Metlink initiatives to improve safety on board services

57. The following initiatives may add to improved safety on board our Metlink services; these measures include:
58. On 16 May 2024 (Refer Report 24.184 National Ticketing Solution: Approach To Fares Transition) Council agreed to:
 - a Phase out cash on board trains once the NTS rail ticket vending machines are fully operational in the Wellington Region.
 - b Progressively phase out cash on board buses on a route-by-route basis once an agreed set of criteria is developed through the Wellington Regional Public Transport Plan.
 - c Ensure the phase out strategy will provide for the needs of the cash reliant community through appropriate measures including targeted customer engagement, review of the retail network coverage and on the ground promotion of alternative payment and ticketing solutions.
59. Metlink is examining our current operating model for revenue protection across the network; this may include the need for greater presence on network for passenger support.
60. As part of the 2024-34 Long Term Plan, funding was provided for the establishment of a centralised Network Operations Centre. It is expected that a Network Operations Centre will commence its operation in 25/26.

Te whakatūtakitaki

Engagement

61. Metlink has engaged with PTAs, unions, drivers and operators on the matters covered in this report.

Ngā tūāoma e whai ake nei

Next steps

62. Officers will continue to work with key partners including New Zealand Police, NZTA, Transdev, bus operators, and unions on identifying and responding to emerging issues in this area.

Ngā āpitihanga

Attachments

Number	Title
1	Managing Anti Social Behaviour on the Metlink Network – presentation
2	Personal Security During Trip – survey results

Ngā kaiwaitohu

Signatories

Writers	Emmet McElhatton – Manager Policy, Strategy & Investments David Boyd – Manager Customer Experience, Network & Customer
Approvers	Tim Shackleton – Senior Manager Strategy & Investments, Metlink Bonnie Parfitt – Senior Manager Network & Customer, Metlink Paul Tawharu – Senior Manager Operations, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council’s roles or with Committee’s terms of reference</i> It is appropriate that the Transport Committee receive this report as it has the specific responsibility to consider “... emerging issues and impacts...”
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The provision of public transport is a key activity in the Long Term Plan. Ensuring that there are adequate safety measures on board Metlink public transport services is necessary to achieve this activity.
<i>Internal consultation</i> Consultation has occurred within relevant departments in Metlink.
<i>Risks and impacts - legal / health and safety etc.</i> Risks and impacts are set out in the body of the report.

Attachment 1 to Report 24.610

Managing anti-social behaviour on the Metlink network

20 JUNE 2024 - TRANSPORT COMMITTEE WORKSHOP
Metlink Group



Purpose

Attachment 1 to Report 24.610

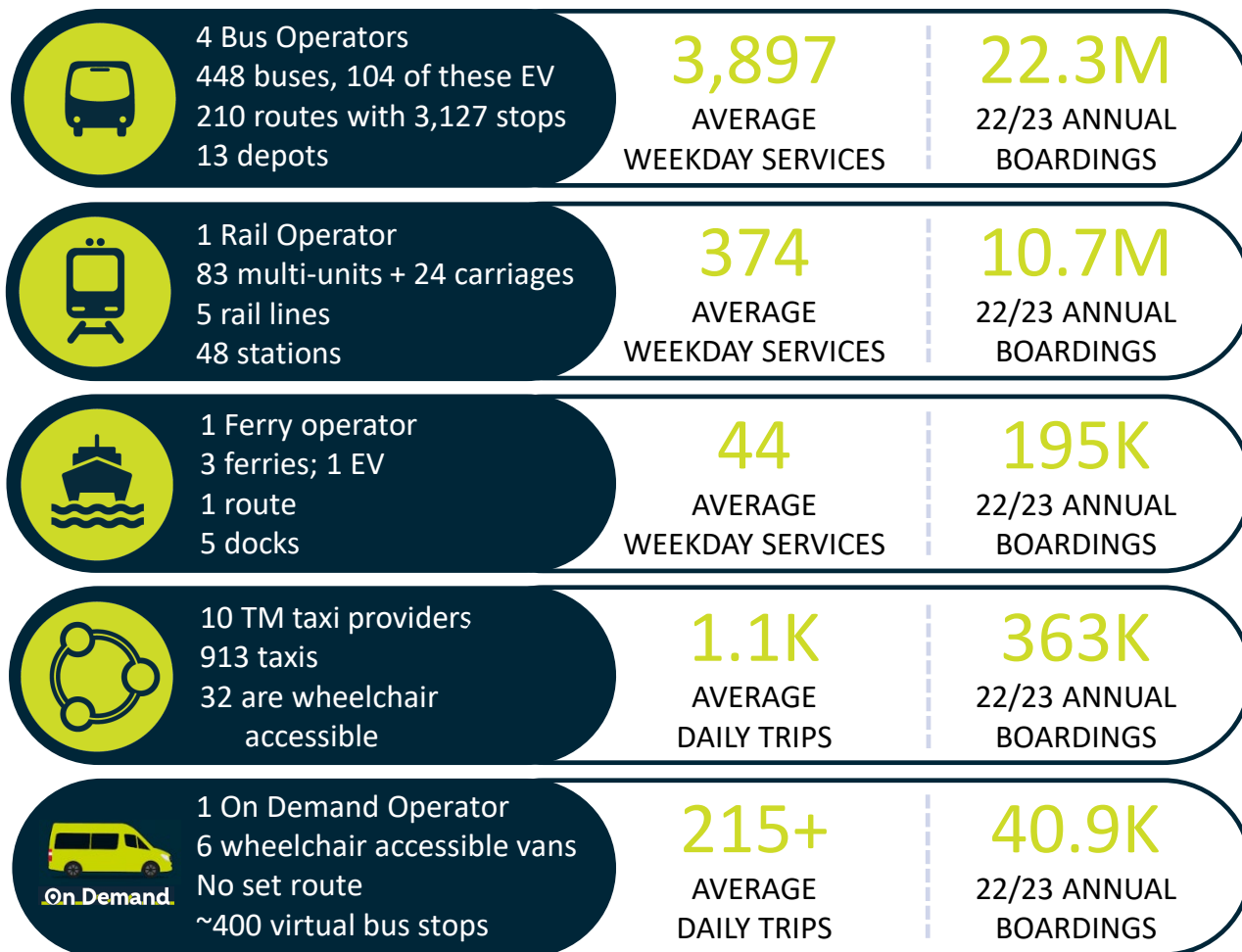
To provide an overview of Metlink's approach to managing anti-social behaviour on the public transport network

AGENDA

1. Network overview
2. Customer perceptions of network safety
3. Safety reporting
4. Approach to prevention of anti-social behaviour
5. Future Considerations

Network Overview

Attachment 1 to Report 24.610



There are more than **37 million journeys a year** on the Metlink transport network.

We work with our transport operators to deliver a connected, integrated network which encourages more people to use public transport.

Every day we have thousands of people travelling with Metlink (across rail, bus, ferry and Te Hunga Whaikaha Total Mobility services) and every one of those journeys matters to us.

It is important that, together with our partners and communities, we ensure that the network is a safe place for all.

Customer perceptions of the network: on board Attachment 1 to Report 24.610

Personal Security During Trip



Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with your personal security during this trip?

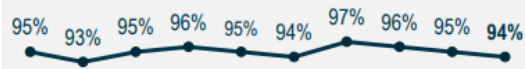
June 2023 Results

Total satisfied
94%

- 58% Very satisfied (9-10)
- 36% Satisfied (6-8)
- 4% Neither/nor (5)
- 2% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

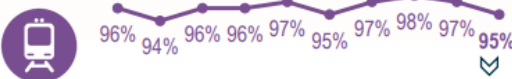
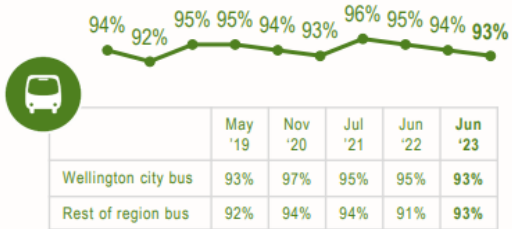
Base: n=3,007 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



May '14 (n=4235) May '15 (n=4371) May '16 (n=2333) May '17 (n=3984) May '18 (n=3693) May '19 (n=3893) Nov '20 (n=3128) Jul '21 (n=3153) Jun '22 (n=2669) Jun '23 (n=3,007)

Satisfaction by Mode



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23



Passengers most satisfied

- ✓ Ferry passengers (99%)
- ✓ Use PT less often than once a month (99%)
- ✓ Aged 25-34 years (97%)



Passengers most dissatisfied

- ✗ Using PT for the first time on day of survey (11%)
- ✗ Using PT for sightseeing (4%)

Customer perceptions on the network: stop/station/wharf

Attachment 1 to Report 24.610

Personal Safety at Stop/Station/Wharf

How satisfied or dissatisfied are you with your personal safety at the stop/station/wharf?

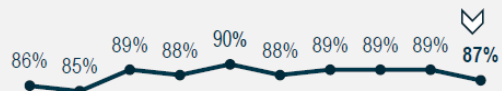
June 2023 Results

Total satisfied
87%

- 45% Very satisfied (9-10)
- 42% Satisfied (6-8)
- 6% Neither/nor (5)
- 6% Dissatisfied (2-4)
- 1% Very dissatisfied (0-1)

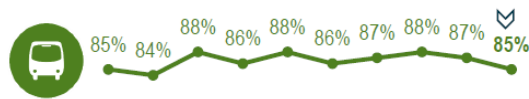
Base: n=3,016 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)

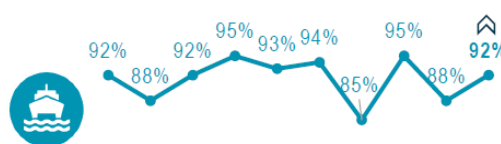
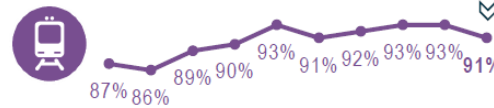


May '14 (n=4232) May '15 (n=4358) May '16 (n=2316) May '17 (n=3930) May '18 (n=3698) May '19 (n=3955) Nov '20 (n=3152) Jul '21 (n=3166) Jun '22 (n=2655) Jun '23 (n=3016)

Satisfaction by Mode



	May '19	Nov '20	Jul '21	Jun '22	Jul '23
Wellington city bus	87%	89%	88%	88%	87%
Rest of region bus	84%	83%	87%	82%	80%



May '14 May '15 May '16 May '17 May '18 May '19 Nov '20 Jul '21 Jun '22 Jun '23



Passengers most satisfied

- ✓ SuperGold card users (95%)/those aged 65 years + (94%)
- ✓ Train passengers (91%)
- ✓ Males (90%)



Passengers most dissatisfied

- ✗ Aged 15-17 years (20%) or 18-24 years (10%)
- ✗ Using PT for the first time (16%), once a month (12%) or everyday including weekends (10%)
- ✗ Travelling to school (11%)
- ✗ Bus passengers (9%)

Specific locations on the network are an issue

Attachment 1 to Report 24.610



Perceptions of Bus Stop By Boarding Location

	All Bus Passengers	Manners Street	Newtown	Wellington Station	Willis Street
Satisfaction with stop overall (%)	91%	83%	95%	97%	91%
Ease of getting on vehicle (%)	94%	91%	95%	92%	93%
Stop easy to get to (%)	93%	88%	95%	94%	93%
Personal safety at stop (%)	85%	63% ⚠	95%	90%	84%
Condition of stop (%)	85%	86%	84%	92%	88%
Cleanliness of stop (%)	82%	70%	86%	90%	84%
Information available at stop (%)	81%	83%	90%	82%	89% ⬆
Providing shelter from weather (%)	71%	55%	73%	66%	75%
Suggestions for improvements to stop (top 3)		1. More/better shelter from weather 2. More seats available 3. Cleaner stop, including more rubbish bins/Security cameras	1. More/better shelter from weather 2. More seats available 3. More RTI boards	1. More/better shelter from weather 2. More seats available 3. More RTI boards	1. More/better shelter from weather 2. More seats available 3. Better crowd management

Manners Street

Personal safety at stop (%)

63% ⚠



Perceptions of Train Station By Boarding Location

	All Train Passengers	Johnsonville	Melling	Naenae	Paraparaumu
Satisfaction with station overall (%)	94%	92%	97%	82%	97%
Ease of getting on vehicle (%)	94%	96%	97%	82%	97%
Personal safety at station (%)	91%	90%	94%	68% ⚠	89%
Station easy to get to (%)	91%	90%	86%	81%	92%
Condition of station (%)	90%	90%	92%	70% ⚠	89%
Cleanliness of station (%)	89%	94%	97%	69% ⚠	89%
Information available (%)	87%	82%	76%	78%	78%
Providing shelter from weather (%)	84%	54% ⚠	73%	63% ⚠	81%
Suggestions for improvements to station (top 3)		1. More/better shelter from weather 2. More/bigger/easier to read timetable information 3. More information about delays, disruptions	1. More/better shelter from weather 2. More/better/easier parking available 3. More/faster Snapper terminals	1. More/better shelter from weather 2. More/bigger/easier to read timetable information 3. New building/shelter required/finish renovations	1. More/better shelter from weather 2. More/better/easier parking available 3. More/bigger/easier to read timetable information

Naenae

Personal safety at station (%)

68% ⚠

Sample size: All Train Passengers (N=1930), Johnsonville (N=51*), Melling (N=35*), Naenae (N=38*), Paraparaumu (N=38*)
 * Denotes sample sizes with a margin of error of ±10%. These results should be considered indicative only.
 Note: Arrow denotes result that is (statistically) significantly higher or lower than for all other stations

What is being reported to Metlink

Attachment 1 to Report 24.610

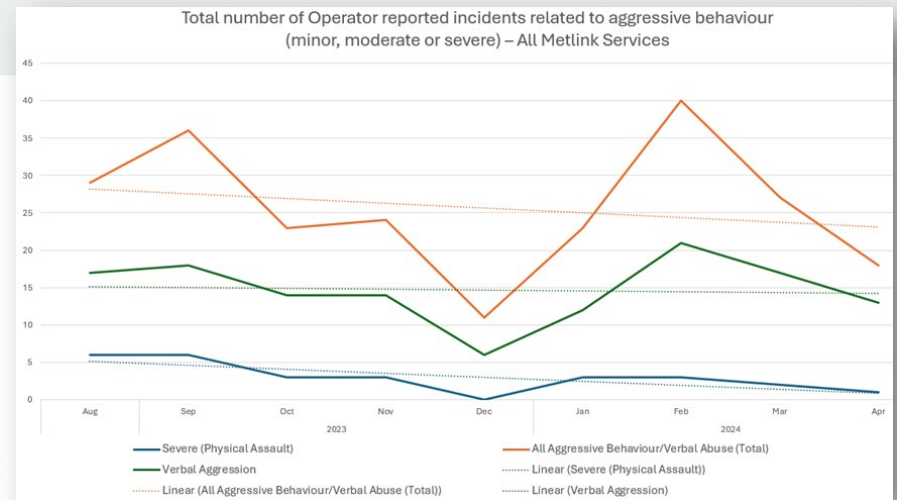
CUSTOMER FEEDBACK

- From 1 January 2024, Metlink has received **5,341** pieces of customer feedback recorded in our Customer Relationship Management tool (Resolve)
- **19** of these related to anti-social behaviour which is **0.35%** of the total feedback since 1 January 2024

REPORTING FROM OPERATORS

Aggressive behaviour or verbal abuse

The graph below shows a gradual decrease in overall reporting of passenger-related aggressive behaviour by operators since August 2023. Over half of the monthly reports are related to incidents of verbal abuse. Note that numbers of severe aggression (assaults) have decreased.



What is being seen by other PTAs around New Zealand

Attachment 1 to Report 24.610

“Anti-social behaviour” is a regular topic of discussions among PTAs through TSiG

Unfortunately, general sentiment is that such behaviour is on the rise nationally.

Some regions, particularly in upper North Island, are experiencing greater frequencies and intensity of behaviour than in the Wellington region.

- Bus hubs are the most common locus for anti-social behaviour nationally
- Anti-social behaviour on rail is most common on West and South Auckland rail
- Under 18s (male and female) are, anecdotally, the core demographic, both as victims and perpetrators
- ‘Traditional’ inter-school rivalries are still a common factor in anti-social behaviour with some escalating behaviours being linked to online video posting trends
- Violence and robbery are the most commonly experienced ‘behaviours’ reported, but open teen prostitution and drug dealing are also being reported at some urban hubs
- The influence of patched gangs, and rise in their numbers, is considered a significant factor in the growth of anti-social behaviour on networks, and some incidences of violence against bus drivers have been anecdotally linked to gang initiation processes

Approach to prevention of anti-social behaviour: Bus

Attachment 1 to Report 24.610

ON BUS

There are a number of measures which aim to prevent anti-social behaviour on-board our bus services



Bus drivers

Bus drivers have panic buttons and RT radio for emergency communications with control room.

CCTV

CCTV coverage on all buses, recorded to hard drive for review when required (not live monitored)

Metlink Warranted Transport Officers

Have a customer info / education focus and provide pretenses on the network. They are not security, but are de-escalation trained.

Police/Māori Wardens

Metlink offers free travel to NZ Police, Parking Wardens and Maori Wardens onboard services for presence and support of our teams

Etiquette campaigns

Metlink campaigns aim to positively influence behaviour, such as our current 'Ride like your Aunty is Watching' campaign.

Passive

A passive presence provided by members of the public.



BUS INFRASTRUCTURE

Making bus network facilities as safe as possible for our staff and passengers



CCTV (selected locations)

CCTV coverage at major bus hubs (e.g. Lambton Interchange) and other selected locations (e.g. Bunny St, Lower Hutt). Not live monitored.

Bus stop design

Bus stops are designed to CPTED standards (Crime Prevention Through Environmental Design).

Driver toilet facilities (Metlink owned)

Designed to CPTED standards – includes CCTV cameras on outside for safety etc.

Employee safety is primarily the responsibility of the bus operator, but GW provides a supporting role to help influence passenger behaviour

Approach to prevention of anti-social behaviour: Rail

Attachment 1 to Report 24.610

IN PERSON

A roving presence across the rail network responds to the different levels of customer and safety needs.



Security Guards – Armourguard

Station guard at Wgtn, roving guards across network. On-board security late night weekend services.

Customer Experience Officers (TDW)

Customer info/education focus. Not security.

Warranted Transport Officers (GW)

Customer info/education focus. Not security, but de-escalation trained.

Māori Wardens Partnerships

Te Korowai & Te Upoko provide support and share intel. Warranted Authority, with wider community presence and connection.

Police

Respond to emergency callouts, maintain a presence for some events as required.

REMOTE

24/7 remote monitoring of stations and P&R through the Transdev Rail Monitoring Centre.



CCTV

CCTV coverage across all stations and P&Rs, monitored live at the monitoring centre located in Wellington Station.

PA system

Speakers across stations gives both the Rail Monitoring Centre and Service Control Centre (RMC) the ability to send voice announcements to passengers/public.

Call Point

Members of the public can request information, report incidents or call for help using the call points. Located under CCTV, they provide a direct 2-way communication line to RMC.



PASSIVE

A passive presence provided by public transport services and members of the public.



Public transport services

Staff on train/bus services passing through have process for reporting incidents, and acting on or escalating as necessary.

Members of the public

Can act as a deterrent for some behaviours. Some design choices have specifically been made to leverage passive presence, such as the location of bike storage facilities at a number of stations.

We note that there will not always be a passive presence at stations, and they do not provide active security. However, when present, may deter some antisocial behavior. We acknowledge that members of the public are not consistent in reporting incidents. We would always recommend calling 111 in an emergency.

Community Partnerships

Attachment 1 to Report 24.610

In response to incidents that have occurred in our region, different regional and local community partnerships have been formed to allow the different groups to come together, share information, build and strengthen relationships, and allow for better coordination of assets and resources.

This has enabled better 'real-time' information sharing so appropriate resources can be utilised as needed.

REGIONAL HUI (Greater Wgtn region)

This group has a specific focus of anti-social behavior of youths and at-risk young adults across our region. Meetings are hosted by the Office of the Regional Public Service Commissioner.

YOUTH HUI (Kāpiti)

This group has a specific focus on youth in Kāpiti established after some anti-social behavior of youths between fast food outlets, malls and public transport hubs. Meetings are hosted by the Kāpiti Coast District Council.

PŌNEKE PROMISE (Wgtn)

This group has a specific focus of reducing harm, and improving safety in the Courtenay Place and Cuba Street precincts. The Hapai Ake team have had introductions to WTO team with a meeting on role purposes hosted by GW.

RAIL NETWORK PRESENCE GROUP

This group has a specific PT rail focus, to ensure communication of resources, where possible ensuring they are deployed effectively across the network. Meetings are hosted by GW.

Case Study: Bunny Street

Attachment 1 to Report 24.610

In 2022, there was an increase in criminal activity by young people at the Bunny St Bus Stop facility. HCC, NZ Police and GW agreed to work together to implement changes to increase the safety of this area.

An increase of violence within the bus shelters at Queensgate – Stop C shelters highlighted the potential for entrapment due to the single entrance points. It was determined that infrastructure changes could improve the level of safety at this busy location.

As part of a larger project to make the surrounding street a safe place for the public, GW proposed a renewed shelter design which aligned to CPTED standards, provided better throughfare, accessibility, lighting and CCTV monitoring to help discourage unsociable behaviour.

The new shelter design was approved in Nov 2022, with construction completed in July 2023.

Anecdotally we are not aware of any recent issues in this area.



Future considerations/initiatives

Attachment 1 to Report 24.610



**Phase out cash on board buses –
Council decision**
Noting this is an adopted NZTA policy



**Greater presence on network
for passenger support**



Safety screens on buses
*Noting this is not currently supported by Wellington
unions / drivers*

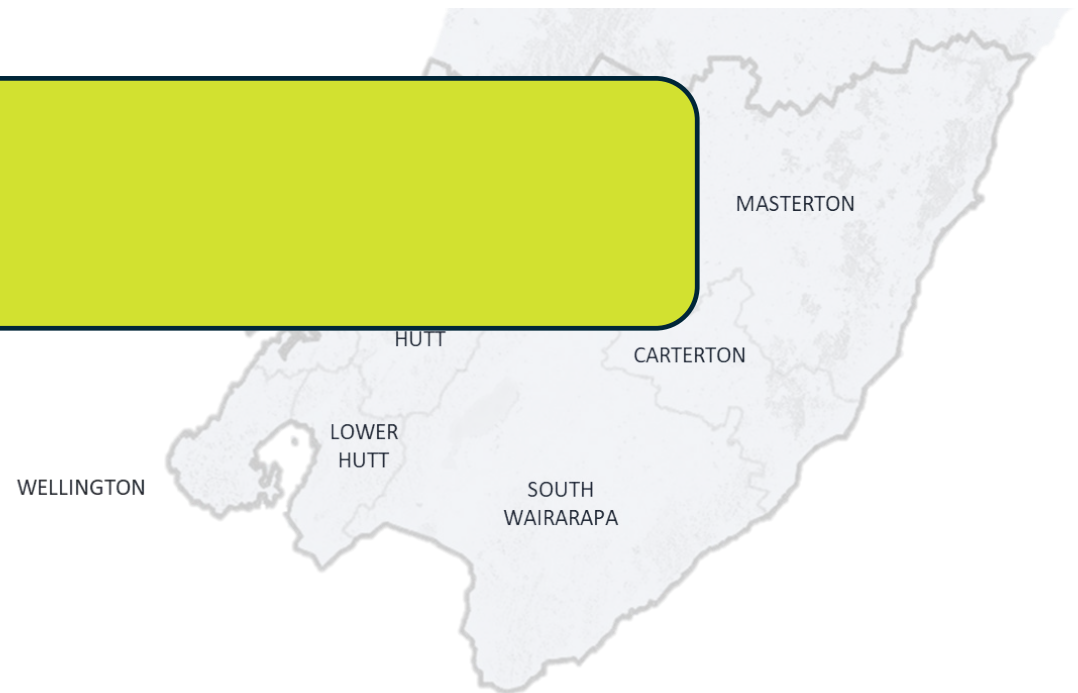
**Establishment of a
centralised Network
Operations Centre**



Questions

Attachment 1 to Report 24.610

Questions?





Personal Security During Trip

Thinking about the vehicle you are on now, how satisfied or dissatisfied are you with your personal security during this trip?

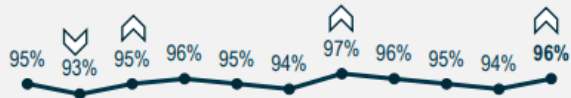
May 2024 Results

Total satisfied
96%

- 62% Very satisfied (9-10)
- 34% Satisfied (6-8)
- 3% Neither/nor (5)
- 1% Dissatisfied (2-4)
- <1% Very dissatisfied (0-1)

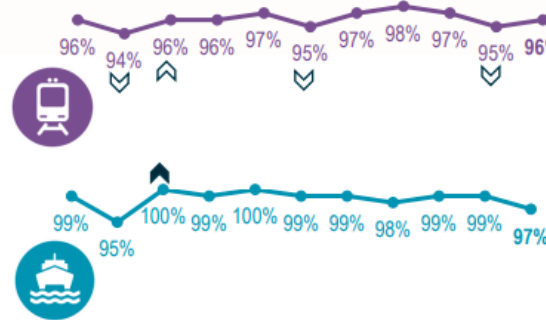
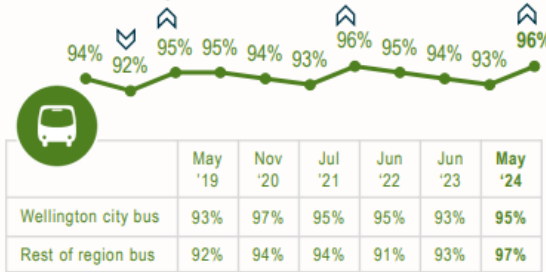
Base: n=2,738 (All passengers who answered this question)

Satisfaction Over Time (All modes, weighted)



May '14 (n=4235) May '15 (n=4371) May '16 (n=2333) May '17 (n=3984) May '18 (n=3693) May '19 (n=3893) Nov '20 (n=3128) Jul '21 (n=3153) Jun '22 (n=2669) Jun '23 (n=3,007) May '24 (n=2,738)

Satisfaction by Mode



✓ (No significant differences)

Passengers most satisfied



- ✗ Pacific Peoples (6%)
- ✗ Those aged 15-17 years (5%)

Passengers most dissatisfied



⬆ Denotes statistically significant change of 5 percentage points or less
⬆ Denotes statistically significant change of more than 5 percentage points

**Transport Committee
28 November 2024
Report 24.609**



For Information

METLINK ASSET MANAGEMENT PLAN 2024

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (Committee) with the Metlink Asset Management Plan 2024 (AMP 2024).

Te tāhū kōrero

Background

2. Greater Wellington Regional Council (Greater Wellington) is committed to continuous improvement of its asset management practice.
3. It is critical that Greater Wellington has infrastructure assets that enable the delivery of public transport functions, services, and activities. These assets must:
 - a be fit-for-purpose, including for meeting Greater Wellington's key focus areas such as increasing the attractiveness of public transport relative to driving, reducing public transport emissions by decarbonising the fleet, continuing to improve passenger experience across all aspects of our network, and improving access to public transport for those with specific needs
 - b be managed and maintained in an efficient and effective manner
 - c meet present and anticipated future circumstances.
4. Asset Management Plans are living documents and are part of Greater Wellington's ongoing business planning.
5. Metlink's Asset Management Plan is updated annually by 30 September and published externally in October, with a full 'refresh' on a 3 yearly cycle, timed to feed into the Long-Term Plan process. The Asset Management Plan communicates the 30-year investment plans for the prudent management of our public transport network
6. The AMP 2024 covers all the assets Metlink and Greater Wellington Rail Limited (GWRL) own and manage as well as those owned by others where Metlink has some asset management oversight.

Asset Management Plan 2024

7. The AMP 2024 was published externally on Greater Wellington’s website on 17 October 2024.¹

Purpose of AMP 2024

8. The AMP 2024 communicates the 30-year investment plans for the prudent management of our public transport network for the period 2024 to 2054. It demonstrates alignment with Greater Wellington’s organisational and public transport objectives.

Scope of AMP 2024

9. The first section of the AMP 2024 provides an introduction; expenditure summary; a description of our overall context, including our operating environment; who we are; our service levels; demand and growth, risk management, and our approach to asset management.
10. The second section of the AMP 2024 provides the seven Asset Class Plans (ACPs) listed below. The ACPs detail our asset strategic objectives, asset management approach, lifecycle activities, and required investment for that asset class.
11. The AMP 2024 covers all Metlink’s assets. The assets that Greater Wellington/ GWRL owns are contained within three of the seven ACPs contained in the AMP 2024:
 - a Rail rolling stock which GWRL owns
 - b Rail station infrastructure: except for Wellington Railway station, GWRL owns the station buildings, overbridges, subways, lighting, fences, bike racks, and other minor rail station infrastructure in the region. Note, KiwiRail owns and operates all assets from the platforms and below
 - c Rail EMU Depot which GWRL owns
 - d Bus and Ferry customer infrastructure
 - e Bus and Ferry network enabling assets
 - f Bus Fleet, Depot and EV Charging assets
 - g Customer insight assets, including assets such as data
12. Council is in the process of considering whether GWRL will also own the new low/zero emission rolling stock fleet, as part of the Lower North Island Rail integrated Mobility (LNIRIM) project on the long distance Wairarapa and Manawātū Lines. LNIRIM will provide additional capacity and service frequency on both lines. Council is also considering whether to include significant bus infrastructure assets in the GWRL portfolio.²
13. The AMP 2024 also includes commentary relating to critical assets that are not owned by Greater Wellington where Greater Wellington has management oversight

¹ <https://pnrp.gw.govt.nz/document/22930/metlink-2024-asset-management-plan/>

² Council’s Strategic Public Transport Asset Control Strategy is to have control of critical network enabling infrastructure such as bus depots. This is to ensure critical assets remain available in the future for public transport use.

and financial expenditure associated with those assets. This includes rail network assets that are owned and managed by KiwiRail, and the Bus Fleet, Depot and EV charging ACP which covers the assets that are owned and operated by our bus operators.

14. The expenditure in the AMP 2024 covers asset renewal capex, asset improvement capex, asset opex, key asset leases, asset insurance, asset maintenance and the annual opex payment to operators under the PTOM contract model for bus fleet and depot provision.
15. The AMP 2024 does not include expenditure associated with:
 - a Departmental costs
 - b National Ticketing Solution
 - c Snapper
 - d Greater Wellington back-office IT systems that support our customer information assets.

Alignment with planning documents

16. The content of the AMP 2024 aligns with the Long Term Plan (LTP) 2024-2034, and the proposed strategic focus areas of the draft Regional Public Transport Plan.
17. The expenditure presented in the AMP 2024 is based on identified needs and is derived from the expenditure in Greater Wellington’s LTP. At the time of writing the AMP 2024, we had not received clarity on funding from the National Land Transport Fund (NLTF). As the funding from the NLTF has materially changed from that allowed for in the LTP, the investment plans presented within the AMP 2024 will be reviewed and reprioritised.
18. The 30-year Wellington Rail Programme Business Case - Wellington Strategic Rail Plan was endorsed by NZ Transport Agency Waka Kotahi (NZTA) Board on 9 November 2023. The Board:
 - a Endorsed the Wellington Rail Plan Programme Business Case, noting “Drive Mode Shift” as the preferred programme
 - b Noted that this endorsement does not commit NZTA to funding any future activities.

National Land Transport Plan (NLTP) and funding impact

19. In September 2024, NZTA announced its NLTP funding decisions, which resulted in a significant shortfall in Metlink’s Significant Investment Programme (SIP) and Low Cost Low Risk (LCLR) categories of projects and programmes.
20. SIP and LCLR projects and programmes provide for improvements to public transport services or infrastructure to match the growth our region is experiencing and is forecast to experience.
21. Apart from LNIRIM, Real Time Information Upgrade Project (RTI 2.0) and National Ticketing Solution, \$243.4 million worth of SIP projects were unfunded leaving a \$118.6m shortfall. Of the \$33.4 million LCLR projects, only a budget of \$2.2 million was allocated, leaving a \$15.9 million shortfall. In total, there is a shortfall of \$134.5

million over the 2024-2027 triennium. Note the bid is total cost; the NLTF declined the Funding Assistance Rate (FAR) portion; the remaining funding available is the Greater Wellington rates funded contribution (local share 49%).

22. A full description of the infrastructure related projects and programmes which did not receive NZTA FAR funding from the NLTP are set out in Report 24.491 National Land Transport Plan Funding Implications (which was presented to Council on 31 October 2024) attached as [Attachment 1](#) to this report. A list of the projects and programmes that did not receive funding follows:
 - a Asset Control Strategy programme
 - b Waterloo Station programme
 - c Accessibility Action Plan programme
 - d Metlink technology programme
 - e Golden Mile Infrastructure
 - f New bus stop facilities
 - g Porirua Bus Hub
 - h New Metro rolling stock
 - i Railway station upgrades
 - j Park and Ride facility upgrades
 - k Seismic Strengthening
 - l Bus and rail operational technology
 - m Queensgate Interchange
 - n Network Signage
 - o No. 2 Bus route
 - p Driver facilities
 - q Porirua Station Bus Shelter Upgrades
 - r Johnsonville Stop D
 - s Johnsonville Transport Hub
 - t Wellington Bus Layovers.
23. Expenditure was prioritised to maintain existing service levels; undertake safety critical work; maintain momentum on accessibility; preserve strategic direction; and retain some of the lower cost innovations for our customers.
24. The triennium budget has been revised and these changes will be reflected in a revised AMP prior to June 2025. A summary of the revised budget can be found at the end of [Attachment 1](#).

Te tātaritanga Analysis

25. Implications of the revised investment programme have been assessed in the context of the expenditure set out in the AMP 2024 and the \$134.5 million cost reductions we have been required to make over the current triennium.
26. The approximate infrastructure impact for the AMP is set out below.
 - a The Asset Control Strategy budget has been reduced from \$116.9 million to \$69.3 million over the coming triennium through a combination of deferrals, cost savings through the new Kauri Street site for the southern depots, and different commercial approaches to other potential assets. We do not anticipate any additional risk this triennium due to these reductions.
 - b The Golden Mile Infrastructure programme has been reduced from \$11.1 million to \$4.3 million due to deferring the programme based on Wellington City Council's Golden Mile timeline.
 - c The new bus stop facilities programme has been reduced from \$7.7 million to \$5.6 million, resulting in some value engineering not proceeding. All high priority projects and necessary replacements will remain.
 - d The Porirua Bus Hub project to improve customer experience and accessibility has been reduced from \$7 million to \$0.5 million. This project will now be deferred to the next triennium. The business case will proceed this triennium.
 - e The Queensgate Interchange programme has been reduced from \$1.5 million to \$0.2 million through deferring implementation to the next triennium. This project was intended to provide improvement to shelters, CCTV and lighting for security; and accessibility. The business case will proceed this triennium.
 - f The Route 2 Capacity Increase project has been incorporated into the Wellington Rapid Transit Bus Corridors programme reducing the infrastructure budget by \$1.2 million.
 - g There is now no funding to build a permanent bus driver toilet on McLintock Street, Johnsonville. Alternative funding has been sought from NZTA's Bus Driver Safety Fund.
 - h The Wellington Bus Layovers project for the development of CBD bus parking spaces required for bus charging and network growth has been reduced from \$0.8 million to \$0.6 million, resulting in a deferral of the project to the 2025/26 Financial Year. We have extended the lease for 248 Thorndon Quay to mitigate any impact.
 - i The Accessibility Programme has been reduced from \$18.7 million to \$12.0 million, which will impact existing and new technologies required for the programme. We are still working through the specific infrastructure impact of this reduction.
 - j The Metlink Technology and Innovation programme to enhance on the ground technology as well as improvements to online systems and information has been reduced from \$13.6 million to \$2.5 million. This has resulted in the deferral of \$9.6 million worth of projects to the next triennium. These are:
 - i Wi-Fi on all buses and trains (\$2.27 million)

- ii some data warehouse enhancements (such as reporting weather, animation functionality) (\$90,000)
 - iii predicted patronage (the ability to see what the patronage on the bus is likely to be when it arrives at a particular stop) (\$290,000)
 - iv scheduling software replacement (\$540,000)
 - v the installation of full-width digital signs within rail carriages (\$3.850 million)
 - vi automated destination signs on all buses (\$1.25 million)
 - vii bicycle notification and counting system (\$900,000)
 - viii open data audio announcement feed (\$60,000)
 - ix integration with telematics providers (\$100,000)
 - x The decommissioning of the RTI 1.0 system (\$400,000)
 - xi Several small projects such as open data portal enhancements (totalling \$260,000).
- k \$1.090 million of forecast cost has also been reduced, without reducing scope or outcomes for the following projects:
- i metro operations system (\$540,000)
 - ii CRM integration with our data warehouse (\$300,000)
 - iii integration with national ticketing solution (\$250,000).
27. The rail asset expenditure has remained largely unchanged as a result of Greater Wellington receiving all of its requested continuous programme funding, and Greater Wellington agreeing to fund important infrastructure initiatives that were in the Low Cost Low Risk category.
28. Funding for the Waterloo Station Transit Oriented Development (TOD) programme to replace the end-of life station (including canopy) and the development of a bus interchange with significant upgrades to station amenity and accessibility has reduced from \$23.0 million to \$8.5 million. Funding for the Waterloo TOD was separate to the expenditure contained in the AMP 2024. The remaining funds allocated to this programme will be used to maintain the asset to ensure it remains safe and to extend its life and commence the development of a solution to upgrade or replace the asset into an integrated transport hub.
29. The Park and Ride Development and Enhancements project changed from \$2.8 million to \$0.8 million. This has resulted in de-scoping the programme to deliver only the Plimmerton station park and ride.

Ngā hua ahumoni
Financial implications

30. Financial implications related to the AMP 2024 are set out in the body of this report.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

31. Access to reliable public transport is essential for connectivity to places such as employment, social services, education facilities, marae, and community events.
32. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events.
33. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).
34. The AMP 2024, when considered together with the reduction from the land transport fund, will have limited additional implications for Māori as we still expect to deliver our existing services safely noting some improvements will be deferred.

Te huritao ki te huringa o te āhuarangi

Consideration of climate change

35. Officers consider that there will be some moderate emission impacts through deferred projects reducing overall patronage and potentially rate of bus fleet and depot electrification.
36. These impacts will be considered as part of the Council's 2025/26 annual planning process.

Next

steps

Ngā tūāoma e whai ake nei

37. Metlink will update the AMP 2024 to incorporate the changes as a result of the NLTF decisions by June 2025.

Ngā āpitihanga

Attachments

Number	Title
1	National Land Transport Plan Funding Implications – Report 24.491

Ngā kaiwaitohu

Signatories

Writer	Fiona Abbott, Senior Manager Assets & Infrastructure, Metlink
Approver	Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> It is appropriate that the Committee receive a report on Metlink's Asset Management Plan.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Metlink's Asset Management Plan is a key tool to ensure that the Council is able to deliver public transport, which is a key activity in the Long Term Plan.
<i>Internal consultation</i> The internal consultation has been undertaken as part of the NLTF changes.
<i>Risks and impacts - legal / health and safety etc.</i> There are no risks arising from this report.

Council
31 October 2024
Report 24.491



For Decision

NATIONAL LAND TRANSPORT PLAN FUNDING - IMPLICATIONS

Te take mō te pūrongo

Purpose

1. To set out the implications of the recently announced National Land Transport Plan funding.
2. To adjust timing and scope of work programmes to reflect National Land Transport Funding received.

He tūtohu

Recommendations

That Council:

- 1 **Notes** a \$134.5 million shortfall in future investment funding across the current triennium, created by declined funding applications from the National Land Transport Fund (NLTF) (in the Significant Investment Programme and Low Cost Low Risk funding classes).
- 2 **Notes** that the NZ Transport Agency Waka Kotahi decision to decline NLTF funding on Council's \$268m three year PT infrastructure plan will have a material negative impact on public transport in the Wellington Region.
- 3 **Notes** that ongoing funding envelopes for most existing operational costs, which fall under the 'Continuous Programme' funding class were close to Long Term Plan 2024-2034 budgets and that most unfunded projects relate to investments programmes and specific enhancement and renewal projects.
- 4 **Notes** that Council has indicated to officers that total investment budgets should remain within existing Long Term Plan 2024-2034 cost envelopes, which equates to 49% of the original Long Term Plan 2024-2034 budgets or the 'local share' for underfunded projects.
- 5 **Notes** that officers have undertaken a series of prioritisation sessions, which have looked at managing the investment shortfall while minimising the impact on activities critical to public services.
- 6 **Notes** that in developing the revised investment programme, officers have prioritised projects that deliver safety and accessibility improvements, and key enabling projects that unlock future network growth and value.

- 7 **Approves** the changes to the ‘Significant Investment Programme’ and ‘Low Cost Low Risk Programme’ as detailed below and financially summarised in Attachment 1 to this report.

Te tāhū kōrero

Background

Strategic context

National Land Transport Programme

3. The National Land Transport Programme (NLTP) sets out how NZ Transport Agency Waka Kotahi (NZTA) plans to invest the National Land Transport Fund (NLTF).
4. Under the Land Transport Management Act 2003 (LTMA), every three years, the NLTP must be adopted by the NZTA Board by 31 August.
5. Each region submits a list of prioritised activities to be considered for funding in the NLTP in the form of a Regional Land Transport Plan.
6. Allocation of NLTP funding is directed by the priorities set out in the current Government Policy Statement on Land Transport (GPS). The GPS provides the Government’s overall strategic direction for the land transport system.
7. The current GPS, released 27 June 2024, focuses on achieving four key priorities: economic growth and productivity, increased maintenance and resilience, safety, and value for money.
8. The current GPS priorities have shifted from the 2021 GPS priorities (better travel options, climate change, improving freight connections, and safety). Consequentially, some reprioritisation was therefore required for proposed land transport activities in the Wellington Region.

Regional Land Transport Plans

9. Regional Land Transport Plans (RLTPs) are developed and endorsed by Regional Transport Committees and approved by the related Regional Councils. RLTPs set out each region’s transport priorities and list the activities and projects Authorised Organisations (i.e. councils, NZTA State Highways, and KiwiRail) have submitted as bids for NLTP funding for the next three year period.
10. All activities and project proposals submitted in RLTPs are prioritised for funding on a national basis by NZTA, using a NZTA Investment Prioritisation Method (IPM), designed to make investment decisions that support the aims of the GPS.
11. Our Wellington RLTP, which was approved by Council on 30 July 2024 (Report 24.380 -Approval of the Wellington Regional Land Transport Plan 2021: 2024 Mid-Term Review) included a list of 30 programmes made up of 62 significant activities, as well as listing additional activities where funding had already been committed, or where funding came from sources other than the NLTF.
12. Collectively, the Wellington Region bid for the 2024-27 RLTP was for \$5.7 billion, consisting of local and central government share. The 2024 NLTP allocated \$3.3 billion of forecast total investment to the Wellington Region, made up of \$337

million forecast maintenance operations, \$331 million forecast pothole removal, \$1.1 billion forecast improvements and \$1.3 billion forecast public transport.

National Land Transport Plan Funding received

13. In September, NZTA announced its NLTP Funding decisions, which resulted in a significant shortfall in Metlink's Significant Investment Programme (SIP) and Low Cost Low Risk (LCLR) categories of projects and programmes.
14. SIP and LCLR projects and programmes provide for improvements to public transport services or infrastructure to match the growth our region is experiencing and is forecast to experience.
15. Apart from Lower North Island Rail Integrated Mobility (LNIRIM), Real Time Information Upgrade Project (RTI 2.0) and National Ticketing Solution, \$243.4 million worth of SIP projects were unfunded leaving a \$118.6m shortfall. Of the \$33.4 million LCLR projects, only a budget of \$2.2 million was allocated, leaving a \$15.9 million shortfall. In total, there is a shortfall of \$134.5 million over the 2024-2027 triennium. Note the bid is total cost; the NLTF declined the FAR portion; the remaining funding available is the Greater Wellington rates funded contribution (Local Share 49%).

Summary of programmes and projects not funded

16. A full list of the projects and programmes which did not receive NZTA FAR funding from the National Land Transport Plan follows:
 - a **Asset Control Strategy programme:** Development of bus depots, layovers, charging and supporting infrastructure required for sustained network growth and competitive tending of bus services. Includes the intended purchase of WCC assets to enable cost effective asset investment, maintenance, planning and renewal.
 - b **Rapid Transit Bus Corridor programme:** Funding to work with WCC, PCC and HCC to develop high frequency, bus prioritisation. Variety of programmes of work looking at short term interventions (e.g. traffic signalling) through to investigating longer term Bus Rapid Transit solutions
 - c **Waterloo Station programme:** Replacing the end-of-life station (including roof), development of a bus interchange, significant upgrades to station amenity and accessibility.
 - d **Accessibility Action Plan programme:** Programme of work that includes Infrastructure upgrades / changes to bus stops and stations, navigation aids for the blind, driver accessibility training and audio announcements at all stations. Also includes a variety of Bus Replacing Train stop enhancements as well as a 'Ride Wise' system replacement for end-of-life Total Mobility management systems and app.
 - e **Metlink technology programme:** A variety of small to mid-sized improvement projects modernising and providing additional customer information, on network wayfinding and onboard amenities (e.g. Wi-Fi)

- f **Golden Mile Infrastructure:** Bus shelters and real time information infrastructure along the new Golden Mile redevelopment.
- g **New bus stop facilities:** Introduction of new shelters, seating and directional signage for customer access, comfort, security and wayfinding. Includes Thorndon Quay and other WCC led initiatives requiring infrastructure (but not the Golden Mile).
- h **Porirua Bus Hub:** New bus interchange infrastructure and accessways.
- i **New Metro rolling stock:** Business casing, planning and early works for additional 'Matangi style trains' to increase frequency of train services on the electrified network.
- j **Railway station upgrades:** Upgrades interior/exterior rebuild to variety of railway stations including Woburn and Paraparaumu. Basic improvements to stations across the network including signage, accessways and seating / lighting.
- k **Tawa On-Demand:** Continuation of the on-demand services Tawa trial.
- l **New bus route:** Including, between Cambourne, Plimmerton and Pukerua Bay.
- m **Park and Ride facility upgrades:** Providing cycle parking facilities, roading changes, more spaces in some areas including Plimmerton, etc.
- n **Seismic Strengthening:** Upgrades to a variety of infrastructure including Ngauranga Railway Station, Porirua underpass and some railway stations.
- o **National Ticketing Solution (NTS) regional upgrades:** Using the NTS to leverage other Metlink booking and ticketing systems (e.g. park and ride payments, business targeted products etc).
- p **Bus and rail operational technology:** Upgrades and replacements of operation hardware and software (mainly rolling stock) systems.
- q **Queensgate Interchange:** Improvements to the Central Hutt Interchange for customer security and amenity.
- r **Network Signage:** Upgrades to and introduction of additional signage to the network to improve wayfinding.
- s **No. 2 Bus route:** Roading and infrastructure upgrades to Route 2 to allow higher capacity Articulated Electric Buses (particularly out of Karori which is at maximum bus capacity).
- t **Driver facilities:** Additional toilets at key layovers across the city.
- u **Park and Ride 'Charge and Ride' pilot:** To allow EV vehicle drivers to charge their EV at Park and Ride facilities when they take the train.
- v **Porirua Station Bus Shelter Upgrades:** Upgrades to key Porirua sheltering around Porirua railway station.
- w **Johnsonville Stop D:** To provide sufficient bus shelter capacity and parking capacity to meet current demand for additional bus services.

- x **Johnsonville Transport Hub:** Redevelopment feasibility, business casing, and design for a new Johnsonville Transport Hub and Interchange.
- y **Riverlink:** NZTA claim for previous land purchase for new station site.
- z **Wellington Bus Layovers:** Development for a CBD bus parking spaces required for bus charging and network growth.

Large investment programmes of work impacted – further background

Asset Control Strategy: Bus Depots and Lambton Bus Interchange

17. On 27 June 2024, Council adopted the Strategic Public Transport Asset Control Strategy (the Strategy) following consultation as part of the Long Term Plan. 2024 – 2034. (Report 24.315 - Adoption of Strategic Public Transport Asset Control Strategy). The Strategy received 84% public support during the consultation process.
18. The Strategy aims to:
 - a Improve long-term network planning, investment and resilience by securing key public transport assets such as depots and layovers in areas of significant land constraint.
 - b Decrease barriers to entry to for new operators by ensuring all future public transport assets (fleet, depots, charging infrastructure) are transferring assets.
 - c Improve value for money and decrease total operating cost by cheaper Greater Wellington debt funded asset purchase and development (verified through a commissioned Deloitte report).
19. As part of the Strategy, Greater Wellington needed to develop Southern and Northern bus depots, and the Lambton Bus Interchange during the first three years of the Long Term Plan 2024-2034.
20. In addition, the Plan envisaged other depot locations across the region. However, timing around the development or acquisition of these sites was not consider critical for the current bus contracting procurement timelines

Wellington Rapid Transit Bus Corridors Programme

21. Council budgeted \$82 million (over 10 years) within the Draft Long Term Plan 2024-2034 to the Wellington Rapid Transit Bus Corridors programme. This included some elements of projects previously included in the former Let’s Get Wellington Moving (LGWM) programme.
22. At its meeting on 30 May 2024, Council was provided with a report setting out the indicative scope of the Wellington Rapid Transit Bus Corridors Programme (Report 24.229 - Wellington Rapid Transit Bus Corridors). The Wellington Rapid Transit Bus Corridors programme includes in part, a joint programme of work with Wellington City Council and other roading authorities to deliver bus prioritisation across the city. The funding bid included:
 - a A programme of work led by Greater Wellington to develop and implement a regional rapid transit bus prioritisation strategic plan

- b Harbour Quays (Second Spine) Bus Corridor - Stage 1 (with Wellington City Council (WCC) as part of the Joint Programme)
 - c Harbour Quays - Stage 2 Rapid Transit Bus Corridor – Business case and early design work
 - d Eastern Bus Corridor to Miramar and the Airport - Stage 1 (with WCC as part of the Joint Programme)
 - e Eastern Corridor – Stage 2 Rapid Transit Bus Corridor – Business case and early design work
 - f Wider WCC Bus Network Improvements including city to Karori, Johnsonville, Taranaki, Wallace and John Streets, and South West CBD – funded for year 1 of 7 (with WCC as part of the Joint Programme)
 - g Non WCC Rooding corridor changes (that would be identified in the strategic plan).
23. The Wellington Rapid Transit Bus Corridors programme has a total indicative cost of \$117.8 million over the first four years (24/25-28/29) which was to be paid for by various funding contributions from Greater Wellington, WCC and NTZTA
24. Greater Wellington’s share of the Wellington Rapid Transit Bus Corridors programme cost over the next four financial years (24/25-28/29), was estimated to be \$36.8 million with up to \$46.1m potentially available from previous budgets.

Key Railway Stations: Waterloo, Woburn, Paraparaumu

Waterloo Station

25. Greater Wellington’s Transit Oriented Development (TOD) programme commenced in November 2021 (refer Report 21.501 - Initiating Transit Oriented Development in The Wellington Region). Waterloo Station was selected as the first TOD focus location due to:
- a A need by Greater Wellington to address major and pending end-of-financial-life infrastructure issues in the train station.
 - b Greater Wellington’s ownership of prime commercially developable land in the wider station precinct which is currently under-utilised from a land use perspective.
 - c The station precinct’s strategic location in the Hutt Valley and the significant physical ‘footprint’ of the site (approximately 18,865m² of developable land), currently dominated by free-to-use carparks.
 - d The opportunity to redevelop Waterloo as an integrated transport hub for the Hutt Valley linking with RiverLink, Hutt City CBD and connections to and from Wellington Central, Upper Hutt and the Wairarapa
 - e The precinct’s potential to contribute to Wellington Regional Growth Framework objectives and goals in the Hutt Valley through a project that contributes to, and enables urban intensification and enhancement in Lower Hutt City

- f The precinct’s potential to facilitate urban intensification in the wider catchment (particularly for Crown Partner Kāinga Ora) as a site for employment (e.g. anchor tenant office space) and social services provision (i.e. health, education and social services provision).
26. Since inception, the project has seen completion of its first two exploratory phases which have demonstrated the viability of the project from a development and transport planning perspective.
 27. Long Term Plan 2024-34 has budgeted a \$110 million allocation over the project’s six-year life with \$22 million for the current 24-27 triennium.

Initiatives to implement Accessibility Action Plan

28. On 9 September 2021, the Transport Committee adopted the Metlink Accessibility Charter (Report 21.361 - Adoption of Metlink Accessibility Charter).
29. In 2023 the 2024 Accessibility Action Plan was developed as part of Greater Wellington’s commitment in the Metlink Accessibility Charter (including priorities in the 2024 Accessibility Action Plan and their funding requirements as part of the 2024 Long Term Plan and Regional Land Transport Plan).
30. The following initiatives had been identified for funding as part of the Long Term Plan 2024-2024 development:
 - a Accessibility training for operator staff
 - b Improving rail network accessibility programme – regional hubs
 - c BRT stop accessibility improvements
 - d Replacement of the end of life Total Mobility systems ‘Ridewise’
 - e Dedicated in-person accessibility support at the contact centre and main stations
 - f Fully accessible Public Transport corridors (Planning)
 - g Subsidise wheelchair accessible vehicles
 - h Improve wayfinding technology for accessibility
 - i Bus and rail (fleet) technology enhancements
31. The funding allocated for these projects in the Long Term Plan 2024-2034 was \$20 million with the majority of initiatives \$18.7 million coming from a variety SIP and LCLR bids.

Metlink technology programme

32. The Metlink technology programme looked at on the ground technology enhancements as well improvement to online systems and information
33. A variety of new technologies and existing upgrades were under consideration including, Wi-Fi on all buses and Trains, LED strip lighting and navigating aids at Train Station, Bicycle Notification Systems for trains, CCTV AI analysis for antisocial behaviour / vandalism across the network.

34. The funding allocated for this programme in the Long Term Plan 2024-2034 was \$13.6 million

Strategic prioritisation approach to deal with impact on shortfall on work programme and projects

35. Metlink has taken the following strategic prioritisation approach to help determine how to deal with the funding shortfall using the following principles:
- a **Keeping the lights on:** Focus on maximising value so we can maintain existing service levels, legislative requirements and continue to do the basics well
 - b **Focus on safety critical work:** Safety of our public transport network is non-negotiable regardless of funding
 - c **Maintain momentum on accessibility:** Maintain all high priority items as identified in the Accessibility Action Plan
 - d **Preserving strategic direction:** Keep funding for key business casing and planning to ensure we are ready for the next funding round on key high value strategic projects
 - e **Keep some low cost innovation:** Scale back some ambitions but ensure we still have work programmes for customer centric technology and innovation
36. Metlink undertook a budget reprioritisation using the ‘MoSCoW’ methodology (Must, Could, Should, Won’t).
37. The projects were first prioritised blind (excluding financial figures), based on the following criteria:
- a **Must:** Critical to service delivery or safety. Already committed project with significant financial or reputational risk associated if it is stopped. Significant investment or sunk cost already with no other viable alternatives.
 - b **Should:** Essential to service delivery and core business. Potential for significant increased cost if deferred or risk to service delivery, safety, or reputation. Could be rescoped to fit within budget.
 - c **Could:** Service improvement or preferred maintenance. May lead to an increased whole of life cost, but manageable. Not an issue if deferred, but still important to do if funding is available.
 - d **Won’t:** Can be cut with little to no impact in this triennium.
38. Following the prioritisation exercise, officers undertook a budget and impact analysis and rephasing exercise aligned with:
- a Possible savings through descoping, deferring various programmes
 - b Possible consequences of deferring, cancelling or descoping work on related work programmes
 - c Ability to seek alternate funding or find alternate funding mechanisms.

Workshops with Councillors

39. Workshops were held with Councillors on 19 September 2024 and 15 October 2024 to discuss the approach taken by officers to identify potential cost savings.
40. The workshop on 19 September 2024 provided a general overview of all projects and direction was sought on a variety of small projects.
41. The workshop on 15 October 2024 focused on large investment programmes of work impacted; namely:
 - a Asset Control Strategy: Bus Depots and Lambton Bus Interchange
 - b Wellington Rapid Transit Bus Corridors Programme
 - c Key Railway Stations: Waterloo, Woburn, Paraparaumu
 - d Initiatives as part of the Accessibility Action Plan.

Proposed changes to programmes and projects

42. The paragraphs below set out proposed changes to programmes and projects, which have been identified by officers following Metlink’s strategic prioritisation of programmes and projects, along with the two workshops held with Councillors
43. **Attachment 1** to this report summarises proposed changes to programmes of work and projects including financial implications.

Large investment programmes of work

Asset Control Strategy: Bus Depots and Lambton Bus Interchange

Bus Depots

44. Officers consider that the development of these sites is crucial for both strategic control but also the competitive tendering of future buses services, a process which needs to be materially finalised in the current triennium.
45. Officers have reforecast budgets and believe that through a combination of deferrals, cost savings through the new Kauri Street site for the southern depots and different commercial approaches to other potential assets. Officers consider that the asset control strategy budget should be reduced from \$116.9 million to \$69.3 million over the coming triennium. While it may slow to overall delivery of the strategy it will still be achievable in the long term

Lambton Bus Interchange

46. Officers consider that the purchase development of the Interchange is crucial for both value and strategic control of a key public transport asset.
47. The valuation report has indicated potential savings to budget estimates; however, these figures have not been provided in this report as they are commercially sensitive due to ongoing negotiations with WCC.

Wellington Rapid Transit Bus Corridors Programme

48. Given funding uncertainty, this work programme is proposed to be reduced from \$46.1 million (available) to \$21.8 million over the next four years.

49. The proposed scope of this project includes:
 - a The finalisation of a regional bus priority action strategic plan and business case for the Wellington Region which will be 100% funded by Greater Wellington
 - b The development of the harbour quays / second spine route through the CBD – which is expected to be joint funded with WCC
 - c Changes to the east west corridor to enable articulated buses which is expected to be joint funded with WCC
50. Provision for low cost bus prioritisation interventions on other corridors across the region, the extent of which will be determined by the availability of Territorial Authority funding contributions.
51. More high cost intervention ‘rapid transit’ like work packages (as described above) will be deferred until the next triennium

Key Railway Stations: Waterloo, Woburn, Paraparaumu

Waterloo

52. In light of the NLTF shortfall, there are two broad options for our approach to Waterloo; revert to a maintenance-only approach to the station or to continue project trajectory with a rescope and rephased development.
53. A maintenance-only approach, spread over the whole of asset (canopy, tiling, subway etc.), will require \$20 million+ (CAPEX and OPEX) over the coming 10 to 15 years (refer Report 24.131- Waterloo Priority Development Area) and will not address underlying accessibility and customer experience issues.
54. In the 15 October 2024 workshop, Council direction was to commence the development of a solution to upgrade or replace within the triennium. As a consequence, officers have allocated \$5m for the commencement of a replacement solution over and above maintenance costs (noting that a commercial funding model is yet to be investigated)
55. Total proposed funding for Waterloo Station has been reduced from \$23.5 million to \$8.5 million.
56. The 30 May 2024 Council resolutions, which agreed on the approach for Phase III Reference Design, allow for a rescope and rephased approach to the development. Proceeding over the current triennium with Phase III will enable Greater Wellington to go-to-market in this current triennium with a whole-of-development package for market consideration (refer Report 24.131 - Waterloo Priority Development Area).

Woburn Station and Paraparaumu Station

57. At the 15 October 2024 workshop, Councillors indicated the continuation of these project to be maintained at 100% local share. Officers will reconfirm development options and costings.

Initiatives to implement Accessibility Action Plan

58. Officers propose that the follow programmes, which have been assessed to be ‘high impact’ programmes are materially maintained:
 - a Accessibility training for operator staff
 - b BRT stop accessibility improvements
 - c Dedicated in-person accessibility support at the contact centre and main stations
 - d Fully accessible PT corridors (Planning)
 - e Ridewise Total Mobility system update.
59. Officers propose that the remaining programmes are deferred or scope is materially reduced:
 - a Reducing the speed at which high cost infrastructure is replaced and looking for efficiency by coinciding replacements / upgrades with existing station and bus stop replacements.
 - b Subsidising providers of wheelchair accessible vehicles
 - c Reducing the scope to low cost technology improvements (wayfinding, etc).
60. Even with these changes funding for the proposed overall programme is expected to be above Greater Wellington local share allocation with \$12.0 million of the \$18.7 million original NLTF budget still allocated.

Metlink technology programme

61. Metlink had ambitious plans to upgrade and enhance both online, back-office and on network technology applications and infrastructure.
62. Most on network technology applications including the rollout out of on board Wi-Fi for trains and buses, LED navigations aids and CCTV upgrades are unlikely to occur.
63. These ambitions have been rationalised to mostly business-critical activities and renewals required for systems nearing obsolescence. Funding has been reduced from \$13.6 million to \$2.5 million.

Smaller investment programmes of work

64. The following items are recommended to be funded by Greater Wellington at 100% local share (see **Attachment 1** for budgeted cost and savings):
 - a **Golden Mile Infrastructure:** *Some value engineering, half of the budget has been naturally deferred through planned delays to the Lambton Quay section of the Golden Mile*
 - b **New bus stop facilities:** *Some value engineering but all high priority projects and necessary replacements remain*
 - c **Porirua Bus Hub:** *Project deferred. Business case only*
 - d **New Metro rolling stock:** *Project budget maintained, alternate funding will be considered through the LNIRIM procurement project*

- e **Railway station upgrades** *Project budget maintained*
- 65. **Tawa On-Demand:** *Project reduced to a fixed route service*
- 66. **New bus route infrastructure:** *Project budget maintained*
- 67. **Park and Ride facility upgrades:** *Project de-scoped to only include Plimmerton station expansion (required for strategic growth area)*
- 68. **Seismic Strengthening.** *Project budget maintained*
- 69. **National Ticketing Solution (NTS) regional leverages / upgrades:** *Project budget descoped to enable only minor improvements.*
- 70. **Bus and rail operational technology.** *Project budget maintained – safety requirements.*
- 71. **Queensgate Interchange:** *Project deferred. Business case only*
- 72. **Network Signage:** *Project budget maintained*
- 73. **No. 2 Bus route:** *Project budget maintained, however is now part of the wider Rapid Transit Bus Corridor Programme*
- 74. **Driver facilities:** *Alternate funding be sought via NZTA driver fund.*
- 75. **Park and Ride ‘EV Charge and Ride’ pilot:** *Project deferred*
- 76. **Porirua Station Bus Shelter Upgrades:** *Project deferred*
- 77. **Johnsonville Stop D:** *Project budget maintained*
- 78. **Johnsonville Transport Hub:** *Project budget maintained (business case only).*
- 79. **Riverlink:** *Not progressed.*
- 80. **Wellington Bus Layovers:** *Project maintained with some value engineering.*

Te tātaritanga Analysis

Impacts of funding shortfall

- 81. Potential impacts from the shortfall in funding have been identified by officers and are set out below:

Inability to achieve Patronage Growth / Meet Targets

- 82. Continuous investment in a modern, well-maintained and growing Public Transport network will drive patronage. Failing to invest will do the opposite and will:
 - a Impact patronage and fares forecasts
 - b Impact the Council’s ability to reach strategic priorities, levels of service, and key performance measures set out in its recently adopted Long Term Plan 2024-2034.

Impact on emissions and decarbonisation

83. Officers consider that there will be some moderate emission impacts through deferred projects reducing overall patronage and potentially rate of bus fleet electrification

Loss of value through increased barriers to entry reducing competitive tension and higher 'whole of life' costs for assets

84. Not funding the asset control strategy, is like to result in:
- a Significantly higher barriers to entry for any new bus Operator through large upfront depot and electrical infrastructure costs required in building a depot.
 - b Less timely investment in bus depoting and charging infrastructure through Operator uncertainty / risk of sunk assets beyond confirmed contract end dates
 - c Increased whole of life costs from considerably lower borrowing rates for Greater Wellington vs private Operator margins required on any asset investment.

Deferral driving higher future cost

85. Projects are 'pushed out' of the current triennium to balance the Long Term Plan 2024-2034 budget. Fiscal and capacity 'cliff' may form in the next triennium from deferred projects.
86. Deferred repairs, maintenance and replacement (RMR) also tends to increase whole of life cost, while increasing risk to service performance. Officers have attempted to minimise these impacts through prioritising end of life and safety related maintenance.

Loss of Innovation

87. Technology and Innovation are the easiest projects to cut due to little immediate impact. Services may start to feel antiquated compared to other Public Transport Authorities. Lack of continuous improvement organisational capacity / culture also becomes a risk.

Inability to meet competing central government targets

88. A significant policy position of the current government is on increasing the 'private share' portion of public transport revenue. NZTA draft policy counts all central government funding and subsidies like that for SuperGold, Community Connect etc. as 'public share', with passenger revenue (i.e. fares) and 'third-party revenue' (e.g. advertising, rental income) making up 'private share'.
89. The government has signaled through NZTA that revenue targets for private share will be set for all public transport authorities in the coming quarter with particular focus on increasing the third-party revenue component of private share.
90. Greater Wellington's ability to materially increase third-party revenue is dependent on secure investment funding to grow the quality and commercial utility of our asset base through projects like Waterloo Transit Oriented Development (TOD),

bus shelter upgrades for advertising as well as ticketing solution for park and ride. All of these budgets were non funded.

91. While Greater Wellington, through projects like Waterloo TOD, was proactively working to increase third-party revenue prior to this becoming government policy, the deficit of secure central government funding for these projects make it unlikely that we are able to develop the asset base to be able to grow the third-party revenue government is expecting us to.

Nga kōwhiringa Options

92. Due to the large number of significant work programmes and the relative immaturity of these programmes (most being pre-business case) there is significant additional optionality across a variety of projects that should be further considered by Council.
93. Officers will return to Council with a variety of options for all major workstreams, particularly after business cases and further value analysis has been undertaken.
94. At this stage Officers are seeking confirmation around remaining budget envelopes and projects and programmes identified as delayed or materially descope.

Ngā hua ahumoni Financial implications

95. Financial implications have been assessed in the body of this report. Recommendation in this report have balanced cost to existing local share allocation (\$134.5 million cost reductions over the current triennium).

Ngā Take e hāngai ana te iwi Māori Implications for Māori

96. Access to reliable public transport is essential for connectivity to places such as employment, social services, education facilities, marae, and community events.
97. Public Transport allows Māori to travel affordably to places such as employment, social services, education, and culturally significant events.
98. Public Transport also aims to decrease the amount of greenhouse gas emissions in the environment which appeals to the protection of the environment which is important in te ao Māori given a special connection to the whenua (land).

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

99. The matter requiring decision in this report was considered by officers in accordance with the process set out in Greater Wellington's Climate Change Consideration Guide.

100. Addressing Climate Change is a key feature of Long Term Plan 2024-2034, which is where the projects set out in the report came from. It continues to be one of Greater Wellington's key focus areas, reflected in our updated work programmes (to the extent we are able, within financial constraints).
101. Officers consider that there will be some moderate emission impacts through deferred project reducing overall patronage and potentially rate of bus fleet and depot electrification
102. These impacts will be reforecast as part of the Council 25/26 Annual Planning Process.

Ngā tikanga whakatau Decision-making process

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

Te hiranga Significance

104. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matters for decision, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*.
105. Officers consider that the decisions being sought in this report (approving the changes to the significant work programme and approving the changes to the more minor work programme classified as "low cost low risk") are of high significance. While these decisions are of high significance, they implement matters (to the extent possible) which were recently considered as part of the budget setting and consulted on through the Long Term Plan 2024-2034.
106. Once decisions sought in this report have been made, a further assessment of the significance of any changes against the Long Term Plan 2024-2034 will need to be carried out as part of the Annual Plan process to determine if an amendment is required to the Long Term Plan 2024-2034.
107. Officers have taken into account the principles set out in section 14 of the Act and the need to manage the Council's resources prudently.
108. Officers have also considered the need to take account of the community's views and preferences in relation to the matter. Officers will prepare a proactive media release on the proposed changes to the future bus contracts following market engagement.

Te whakatūtakitaki Engagement

109. Greater Wellington has worked with all key stakeholders and partners on the impacts of, and responses to the NZTA funding decisions covered in this report.

Ngā tūāoma e whai ake nei

Next steps

110. Following Council decision on this matter:

- a Officers will reprioritise work programmes and incorporate changes in the 25/26 Annual Plan as well as amendments to Transport Information Online (TIO) NZTA funding systems.
- b The draft Regional Public Transport Plan 2025-35 will be amended to reflect Council decisions prior to being adopted by Transport Committee in February 2025 for public consultation.
- c All partners and key stakeholders for the individual projects will be notified of Council decisions.

Ngā āpitihanga

Attachment

Number	Title
1	Proposed changes to programmes of work and projects including financial implications.

Ngā kaiwaitohu

Signatories

Writers	Tim Shackleton – Senior Manager Commercial, Strategy & Investments, Metlink Grant Fletcher – Head Regional Transport, Strategy>
Approvers	Alison Trustrum-Rainey – Kaiwhakahaere Matua, Pūtea me ngā Tūraru Group Manager, Finance and Risk Luke Troy – Kaiwhakahaere Matua, Rautaki Group Manager, Strategy Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager, Metlink

<p style="text-align: center;">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>Decisions relating to the projects covered in this report rest with Council.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This report relates directly to projects funded through the Long Term Plan 2024-2034 and will inform planning for the Annual Plan 2025.</p>
<p><i>Internal consultation</i></p> <p>Internal consultation on the matters covered in this report have been had with functions across the Metlink Group, and with Regional Transport and Finance.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>Risks and impacts are covered in the body of the report.</p>

Attachment 1: Significant Investment Programme and Low Cost Low Risk - Budget Changes**Key**

No significant change

Aspects of scope reduced and/ or deferred

Programme Stopped and/or deferred outside triennium

Projects and Programme Not Receiving NZTA Funding (Metlink specific)	Old LTP Budget \$m triennium	Recommended \$m triennium	Reduction \$m triennium
Asset Control Strategy - Includes Bus Depots and Lambton Interchange	\$116.9	\$69.3	\$47.6
Rapid Transit Bus Corridors programme	\$46.1	\$20.1	\$26.0
Waterloo development (including canopy removal)	\$23.0	\$8.5	\$14.5
Accessibility Programme	\$18.7	\$12.0	\$6.7
Metlink Technology and innovation programme	\$13.6	\$2.5	\$11.1
Golden Mile Bus Shelters	\$11.1	\$4.3	\$6.8
New bus stop facilities (Capex and Opex also includes Hutt road / TQ)	\$7.7	\$5.6	\$2.1
Porirua bus Hub	\$7.0	\$0.5	\$6.5
New Metro Rolling Stock	\$5.8	\$5.8	\$0.0
Rail Station Infrastructure Improvements (excl Waterloo)	\$3.7	\$3.6	\$0.1
Tawa Public Transport on Demand	\$3.7	\$1.5	\$2.2
New Bus Routes	\$2.8	\$2.8	\$0.0
Park & Ride Development and Enhancements	\$2.8	\$0.8	\$2.0
Seismic Strengthening of Buildings (Paraparaumu/underpasses)	\$2.6	\$2.6	\$0.0
NTS Enabled Solutions (including park and ride integration)	\$2.5	\$0.5	\$2.0
Bus & Rail necessary tech upgrades / enhancement	\$2.0	\$2.0	\$0.0
Queensgate Interchange Improvement	\$1.5	\$0.2	\$1.3
New Network Signage	\$1.4	\$1.4	\$0.0
Route 2 Capacity Increase (now in RTBC programme)	\$1.2	\$0.0	\$1.2
Riverlink land purchase (for new station)	\$1.0	\$0.0	\$1.0
Driver Facilities	\$1.0	\$0.0	\$1.0
Park and Ride Charging Trial	\$1.0	\$0.5	\$0.5
Porirua Stn bus shelter upgrade	\$0.9	\$0.0	\$0.9
Johnsonville Transport Hub Upgrades	\$0.8	\$0.8	\$0.0
Wellington bus layovers / EV charging	\$0.8	\$0.6	\$0.2
Other miscellaneous projects (some no longer required)	\$2.0	\$1.3	\$0.7
TOTAL	\$281.6	\$147.1	\$134.5

Less NTZA CERF Funding *** Successfully allocated to Asset Control Strategy

\$10.8

New GWRC Local Share Budget (with CERF)

\$136.3

**Transport Committee
28 November 2024
Report 24.606**



For Information

2024 ACCESSIBILITY ACTION PLAN: OVERVIEW

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (the Committee) with an overview of the 2024 Accessibility Action Plan and progress against it.

Te tāhū kōrero

Background

2. On 9 September 2021, the Committee adopted the Metlink Accessibility Charter 2021-24 (Adoption of Metlink Accessibility Charter – Report 21.361).
3. The Accessibility Charter commits Metlink to a range of actions under the headings:
 - a Develop an action plan
 - b Accessible network design
 - c Accessible infrastructure
 - d Accessible information
 - e Education and training.

The Accessibility Action Plan

4. A key commitment in Metlink’s Accessibility Charter is to develop an Accessibility Action Plan and review it annually for the first triennium.
5. The key outcomes from the Accessibility Action Plan as expressed in the Charter are to:
 - a Embed the concept of the accessible journey into the design and delivery of the Region’s public transport
 - b Co-design and consult through disability community networks and ensure that people with disabilities and disability service providers are consulted, either through these groups, or directly when planning public transport infrastructure and services, and work with them to identify and resolve accessibility and safety issues
 - c Develop a comprehensive co-designed funding package for consideration by the Council in the development of the 2024 triennium’s Long Term Plan and Regional Land Transport Plan.

6. A comprehensive programme of research and community engagement was undertaken through 2022 and early 2023 to understand the lived experience of navigating public transport with disabilities. Following on from this, disability sector representatives worked with Metlink officers to prioritise initiatives for improving accessibility. This prioritisation formed the Accessibility Action Plan.
7. The Accessibility Action Plan informed Greater Wellington Regional Council’s (Greater Wellington’s) 2024 –2034 Long Term Plan and will also inform accessibility requirements in the next version of the Regional Public Transport Plan.
8. The Accessibility Action Plan’s activities have been packaged under the theme of ‘*Accessibility Improvements*’ within these strategic frameworks and their success will be measured by:
 - a Increased public transport use for people with disabilities
 - b Service levels that will enable measurable progress of accessibility improvements to assets, infrastructure, and services
 - c Improvements to the customer experience and satisfaction for all passengers by making public transport easier to access.
9. Some of the activities in the Accessibility Action Plan are already funded and underway as part of business-as-usual.
10. A funding bid for the Accessibility Action Plan initiative was made in the National Land Transport Plan (NLTP), with the majority of initiatives coming from a variety of Significant Investment Programmes and Low Cost Low Risk.
11. Greater Wellington was only allocated a marginal amount of requested funding in the NLTP. This required the rescoping of some accessibility related activities.
12. On 31 October 2024, Council approved changes to the revised investment programme (refer Report 24.491 National Land Transport Plan Funding – Implications). A strong commitment to delivering the Accessibility Action Plan was retained, with \$9.8 million funding for the Accessibility Action Plan initiatives being allocated from the Greater Wellington local share.

2024 Accessibility Action Plan - Delivery

13. Funding provided will enable delivery of the following Accessibility Action Plan initiatives between 2024 and 2027:

Accessibility training for operator staff	An enhanced accessibility training module will be developed by Metlink for operators to use for staff training.
Station accessibility improvements	Funding will allow for accessibility improvements to infrastructure to establish fully accessible hub stations in Kāpiti, Porirua/Tawa, Upper Hutt, Lower Hutt, Johnsonville Line and the Wairarapa.

Improvements to bus replacing train service bus stops	Funding will allow for improvements to bus stop infrastructure including level access, improved bus access to the curb, shelter, and where required and real-time information signage. Stops with the highest patronage will be prioritised.
Increased in person support for disabled people	Targeted support provided through additional contact centre staff or through potential refocusing of existing passenger facing staff.
Technology aids for accessibility	Investment in enabling technology to assist accessible navigation through the network. Opportunities include departure announcements at stations and QR code activated audio information.
Developing fully accessible hubs	The linking of fully accessible station hubs to key regional destinations with accessible bus routes and accessible journey planning information.

14. The Accessibility Action Plan also acknowledges the following accessibility initiatives already funded and underway as part of business-as-usual:

On-bus ‘next stop’ announcement system	The roll-out of the system continues across the Region’s bus fleet. Currently 65% of buses are operational, with 95% targeted for year end. Completion in planned for early 2025.
Real-time information accessibility upgrades	The upgraded real-time information system features accessibility enhancements. These include live available seating icons (already launched) and push button audio information on real-time information signs (which is currently being piloted).
Bus stop accessibility improvements	An ongoing programme of continual improvement. Prioritisation will be given on the basis of patronage and accessibility.
Ridewise upgrade	Required upgrade of the ‘end of life’ system currently used to manage Total Mobility.
Priority seating awareness	A pilot campaign has been trialled to raise awareness of the purpose of the green priority seats aimed at improving comfort and safety for people who need a seat for health reasons. A broader campaign will be launched in 2025.

Ngā Take e hāngai ana te iwi Māori

Implications for Māori

15. The Metlink Accessibility Charter, which commits Metlink to develop an Accessibility Action Plan, was prepared in accordance with te Tiriti o Waitangi.
16. Iwi across the region and Māori health and disability groups are key stakeholders in the activities set out in the Metlink Accessibility Charter and Accessibility Action Plan.

Ngā tūāoma e whai ake nei

Next steps

17. Recent confirmation of funding by the Council has enabled delivery of the Accessibility Action Plan between 2024 and 2027.
18. Following a key principle of the Plan, all the above initiatives will be developed in collaboration with the disability community, through co-design, user testing and consultation.

Ngā kaiwaitohu

Signatories

Writer	David Boyd, Manager Customer Experience Metlink
Approvers	Bonnie Parfitt – Senior Manager Network and Customer, Metlink Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> The Metlink Accessibility Action Plan is an outcome of the Metlink Accessibility Charter adopted by the Committee under Terms of Reference 2.6 <i>Approve strategies, policies and guidelines to deliver public transport in accordance with the Wellington Regional Public Transport Plan</i>
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The Accessibility Action Plan is an agreed activity within the 2021 Regional Public Transport Plan and the 2024-2034 Long Term Plan.
<i>Internal consultation</i> Metlink has consulted with relevant Greater Wellington personnel on the matters covered in this report.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks arising from this report.

**Transport Committee
28 November 2024
Report 24.604**



For Information

EMERGING TRENDS IN TRANSPORT

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee (the Committee) with an update of emerging trends in public transport, active mode and private car travel, and considerations on how this might influence our future strategies.

Te horopaki

Context

2. COVID-19 has resulted in fundamental changes to travel patterns and behaviours. Some of the resultant changes in behaviour have receded while other changes in behaviour have persisted and are now becoming part of the 'new normal'.
3. On 30 November 2023, at a workshop, the Committee was provided with an overview of emerging trends in transport and considerations on how this might influence our future strategies.
4. At the 30 November 2023 workshop, Committee members requested that they receive six-monthly updates on the matters presented to them.
5. A PowerPoint presentation on emerging trends and consideration of how this might influence our future strategies will be presented to the Committee at this meeting ([Attachment 1](#)).

Te tātaritanga

Analysis

6. A summary of key insights provided in the attached presentation are as follows:

Regional traffic volume

7. State highway traffic volumes on core corridors are back to pre-COVID levels on weekdays and weekends.
8. Travel times on core corridors are also broadly back to pre-COVID levels.
9. Travel time data for State Highway 2 (SH2) between Upper Hutt and Wellington during the hours of 6am and 10am suggests that road congestion starts to build up later but dissipates more slowly and later. Compared to September 2019, in September 2024, there was less congestion on SH2 before 7.30am but the highway was more congested between the hours of 8.15am and 8.45am.

Cycle volume

10. Cycle volumes have increased, particularly where new infrastructure has been completed – noting that a significant number of new cycleways have been added in Wellington City over the last 5 years.
11. The Oriental Parade volumes have increased around 20% between 2019 and 2024.
12. The Basin Reserve to Waitangi Park cycleway has resulted in a 90% increase in year-on-year cycle numbers passing through the Basin Reserve¹.

Public transport patronage and travel patterns

Bus

13. In September 2024, weekday bus patronage was around 95% of pre-Covid levels; while off peak weekday bus patronage was at over 120% of pre-Covid levels.
14. There is evidence of changes in travel patterns and the distribution of trips across the day:
 - a Morning peak: Boardings are noticeably lower between 7-8am
 - b Interpeak: Boarding are noticeably higher - particularly around early afternoon
 - c Afternoon peak: Boardings are noticeably higher between 3-4pm
 - d Evening peak: Boardings are noticeably lower after 5pm.

Rail

15. Peak rail patronage is generally at around 80% of pre-Covid levels, with off-peak weekday patronage is currently at 95%.
16. There is evidence of changes in travel patterns and the distribution of trips across the day:
 - a Similar trends are being seen to bus with fewer earlier and later trips being taken across the peak; interpeak remains relatively higher
 - b Snapper card usage analysis shows that child travel is rapidly growing; this is reinforced by the post school peak (3-4pm) now being greater than 2019
 - c Recreational travel (post 7pm / 8pm) is increasing.
17. A combination of factors may have influenced the changes to travel patterns for bus and rail, including greater flexibility with greater numbers of people working from home; and greater proportion of people using public transport for recreational purposes specifically during off-peak hours when fares are cheaper.

Census 2023 Journey to Work

18. Comparing 2023 and 2018 Census data, the proportion of Journey to Work trips categorised as 'working from home' (WFH) more than doubled from 9% to 19%.
19. The increase in people WFH means the percentage share of all other modes has decreased.

¹ <https://www.thepost.co.nz/nz-news/350068349/big-increase-cyclists-passing-basin-reserve>

20. For those who did travel to work, the public transport / active modeshare decreased from 35% to 33%. However, this is likely to have been reversed by the rapid growth of bus patronage in the last 18 months since the Census was taken

Frequency of travel by geographic location

21. Rail shows a very strong correlation between the number of AM peak trips per person per week and distance travelled, i.e. the further the distance travelled, the fewer AM peak trips are taken per week by the average user. For example, Masterton shows an average of 1.5 AM peak trips per person per week; Wellington shows an average of 2.5 AM peak trips per person per week.
22. The correlation between bus trips and distance travelled is more difficult to determine; however, there is some evidence of longer journeys tending to be less frequent.
23. The observed correlation between travel distance and number of AM peak trips per person per week suggests that those who need to take longer journeys to work tend to work from home more often.

Corridors

24. The Newtown to City corridor traffic by mode of transport at Cambridge Terrace (7am-9am) shows that while buses only account for 4% of vehicles on the road, buses carry 51% on people in vehicles.
25. The Miramar to City corridor traffic by mode of transport at Kilbirnie Crescent (7am-9am) shows that while buses only account for 6% of vehicles on the road, buses carry 47% on people in vehicles.

Cost of public transport compared to driving

Financial

26. Since 2007, adult peak public transport fares have not materially increased in real terms; off-peak fares are now approximately 50% cheaper in real terms than 2007.
27. While the petrol price has fluctuated, it is currently around 20% higher in real terms compared to 2007 (noting that fuel price is only one component of the cost of motoring).
28. The private cost of car ownership is often underestimated. The intangible costs including vehicle depreciation, repairs and maintenance and other unforeseen costs are often overlooked when considering lifestyle travel decisions.

Social

29. The social cost of car ownership, includes:
 - a Health costs (less physical activity, respiratory illness due to pollution etc)
 - b Infrastructure costs (new roads, road maintenance etc)
 - c Environmental costs (greenhouse gas emissions, mining for minerals)

Summary and strategic considerations for regional public transport

30. The paragraphs below provide a summary of the emerging trends, and potential responses to these trends.
31. The emerging trends indicate:
 - a The off-peak discount, in addition to WFH, has had an impact on travel behaviour
 - b Recreational travel is growing in popularity
 - c Bus Prioritisation studies are showing significant travel time savings both immediate, and in the future
 - d The true cost of travel is clearly not known across modes. While public transport has kept pace with inflation, its relative affordability to private car has modestly improved
 - e Metlink public transport continues to show one of the strongest patronage recoveries in Australasia.
32. These emerging trends will require a greater strategic focus, which will include:
 - a Exploring opportunities to reduce the amount of the off-peak discount, noting that peak patronage is at 90% of its pre-COVID level, and there is currently more spread across the day. However, to avoid increases to peak bus requirements (PVR) some discount should remain.
 - b Considering ways to include options for further targeted destinations and event based ticketing services as part of the National Ticketing Solution.
 - c Continuing to push for bus prioritisation out to Miramar and Harbour Quays, potentially starting with peak times in which 50% of commuters are already on buses.
 - d Ensuring there is increased understanding regarding the cost of public transport and the true cost of private travel.
 - e Ensuring that Metlink’s public transport patronage success is recognised and celebrated.

Ngā tūāoma e whai ake nei

Next steps

33. An update on emerging trends in transport will be provided to the Committee in six months.

Ngā āpitihanga

Attachment

Number	Title
1	Emerging Trends in Transport

Ngā kaiwaitohu

Signatories

Writers	Andrew Ford – Manager Wellington Transport Analytics Unit Reza Chalabianlou – Senior Advisor Strategy & Funding, Strategy & Investments, Metlink
Approvers	Tim Shackleton – Senior Manager Strategy & Investments, Metlink Samantha Gain – Kaiwhakahaere Matua Waka-ā-Atea Group Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> The Committee is responsible for reviewing performance trends related to public transport and transport demand management activities.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Understanding trends in transport contributes to the delivery of public transport, which is a key activity in the Long Term Plan.
<i>Internal consultation</i> Wellington Transport Analytics and Metlink developed the presentation.
<i>Risks and impacts - legal / health and safety etc.</i> There are no risks arising from this report.

Emerging Trends in Transport

TRANSPORT COMMITTEE – 28 NOVEMBER 2024

Andrew Ford – Manager Wellington Transport Analytics Unit

Tim Shackleton – Senior Manager Strategy and Investments, Metlink



Purpose



Attachment 1 to Report 24.604

To provide a general update on emerging public transport and travel choice trends. To provide updates on regional analysis and insights that may influence future projects and strategies

AGENDA

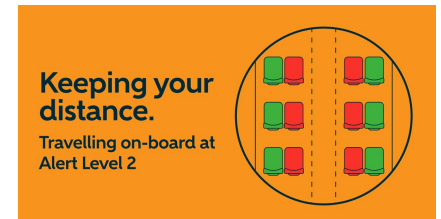
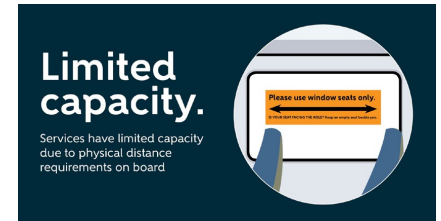
1. Emerging Trends in Public Transport
2. Bus Priority Action Plan 2.0 - Emerging Insights
3. Relative cost of public transport vs other modes

Context

As a result of **Covid-19**, travel patterns and behaviours changed overnight

Some of the **resultant changes in behaviour** have receded

Other changes in behaviour have persisted and are now becoming part of the **‘new normal’**





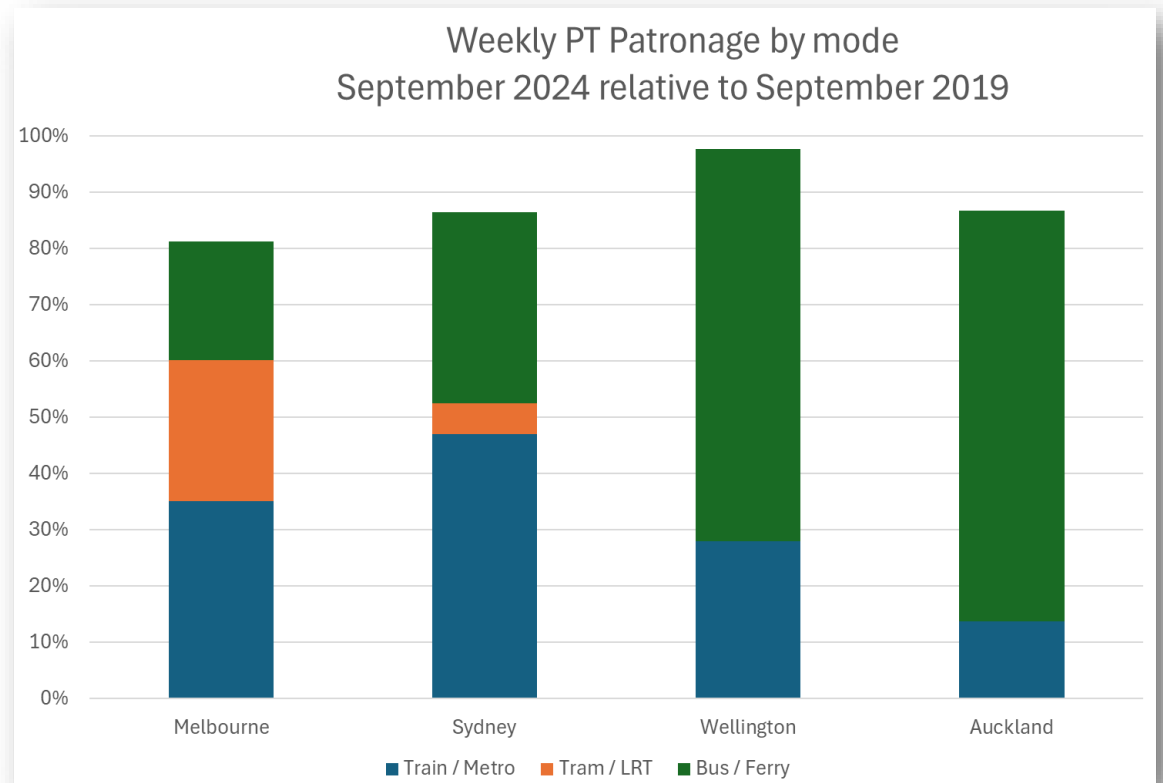
Attachment 1 to Report 24.604

Macro Trends



PT Patronage

In most major metropolitan areas, PT patronage is now at 85% to 90% of pre-Covid levels, with **Wellington** leading the way at around 100%





Attachment 1 to Report 24.604

Wellington Regional Trends

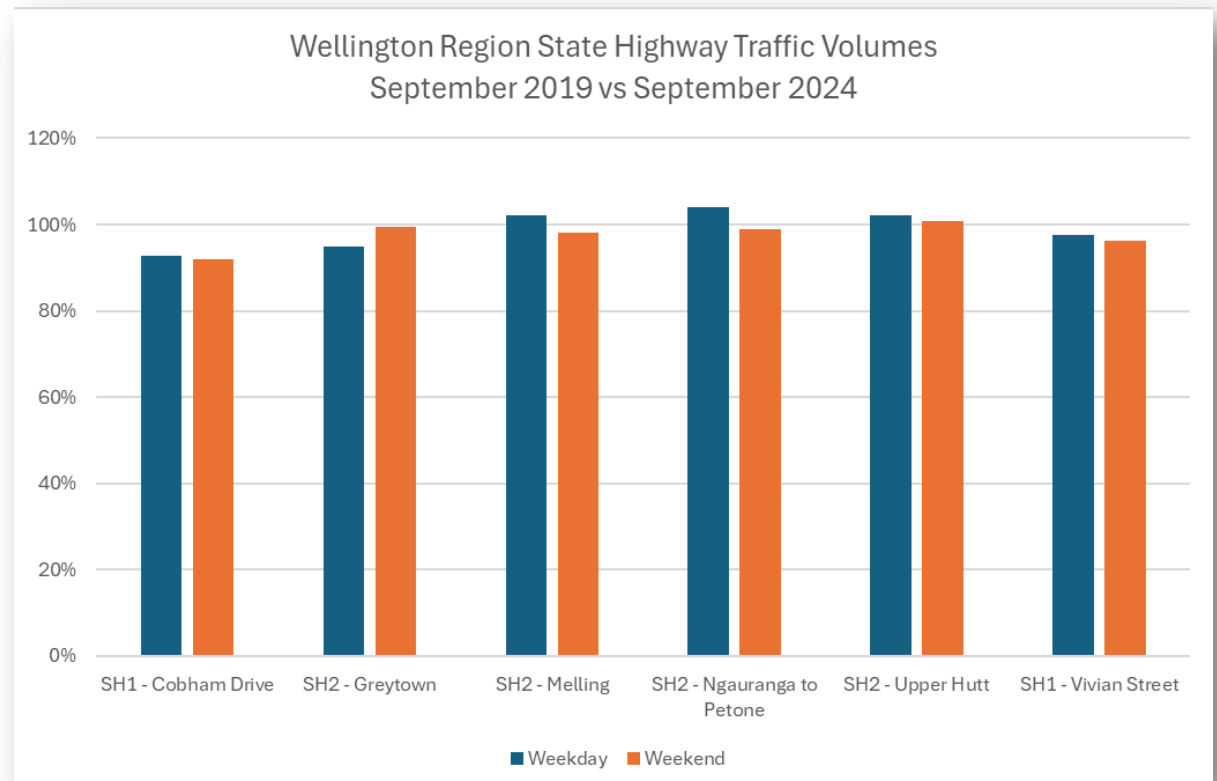


State highway traffic volumes – 2019 to 2024



Attachment 1 to Report 24.604

State highway traffic volumes are generally back at pre-Covid levels on weekdays and weekends



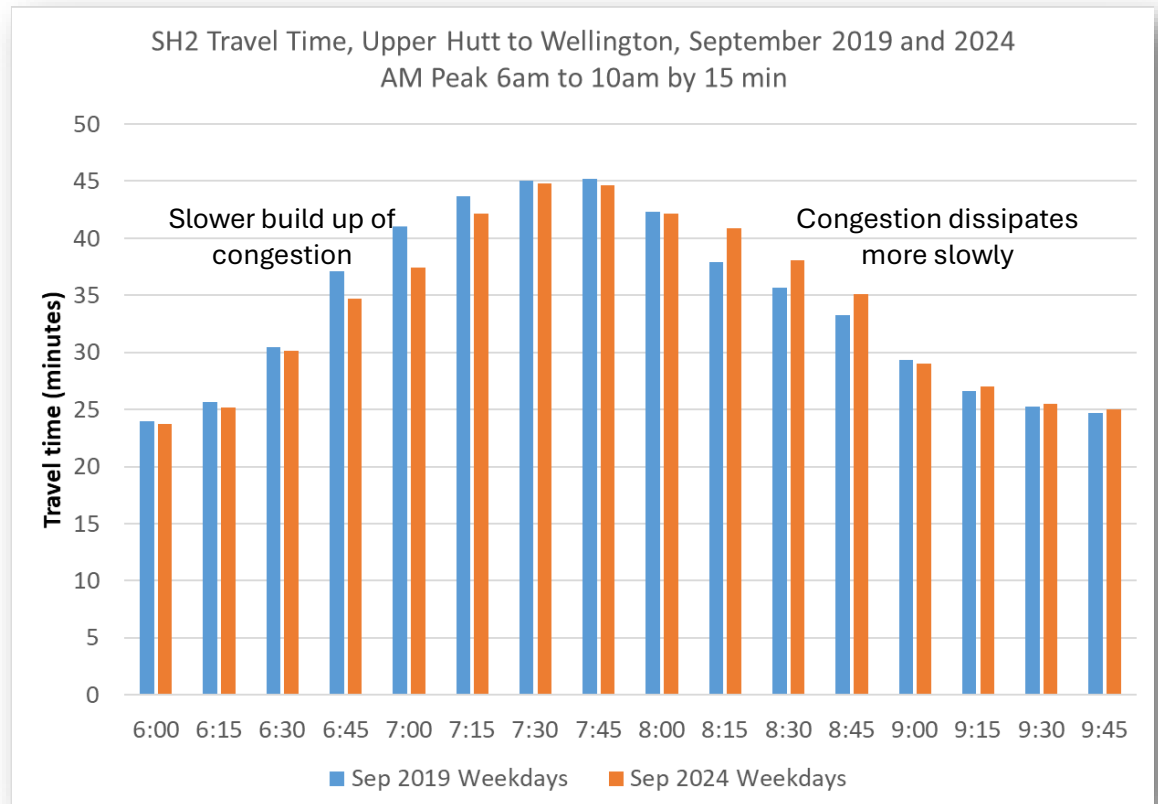
State highway travel times – 2019 to 2024



Attachment 1 to Report 24.604

State highway travel times broadly back at pre Covid levels

Data for SH2 suggests more "later starts" as congestion starts to build later but dissipates more slowly and later



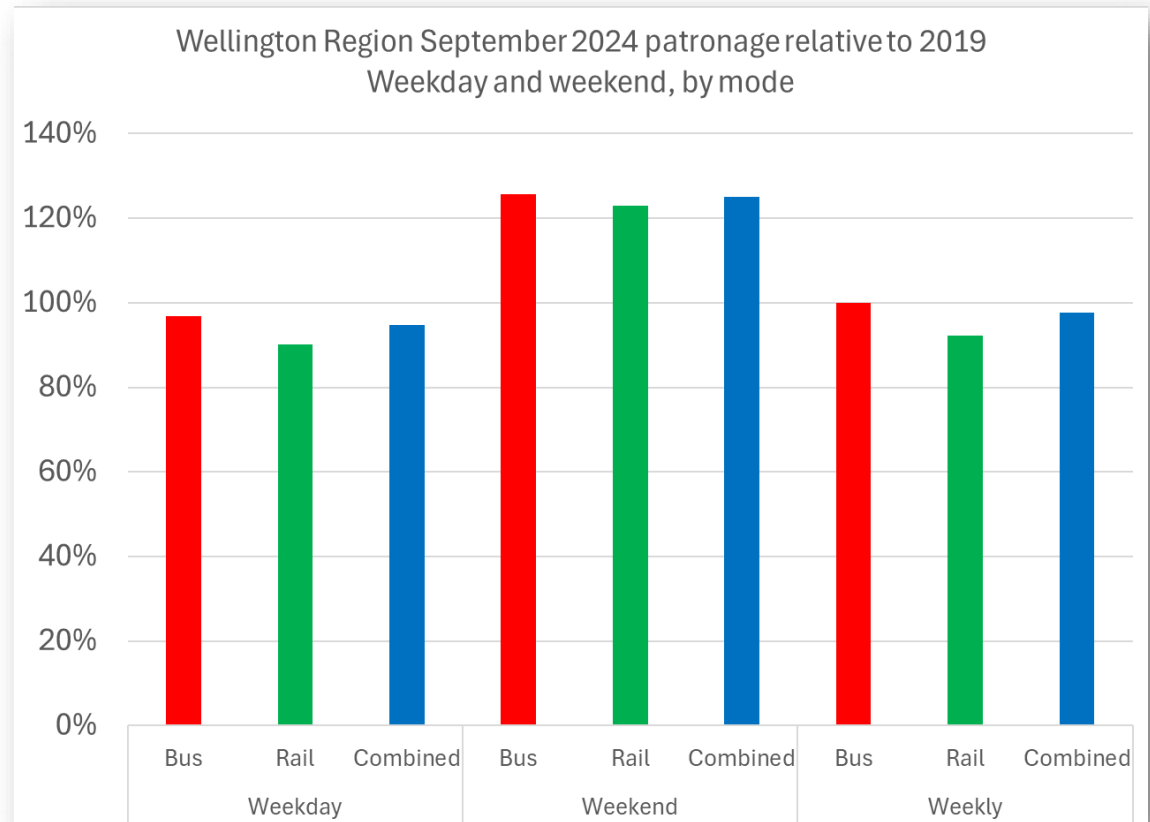
PT patronage – 2019 to 2024



Attachment 1 to Report 24.604

Weekday PT patronage is generally at pre-Covid level, with rail lower than bus

Weekend bus and rail patronage was at 130% of pre-Covid levels in September 2024



Bus patronage by time of day

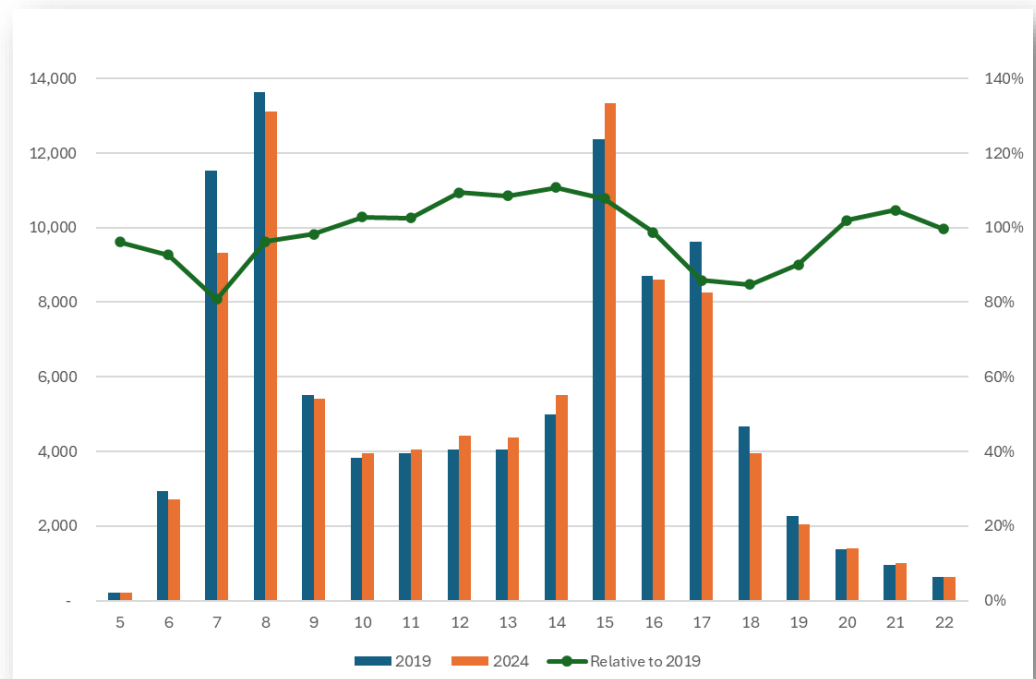
Weekday bus patronage is generally at 90% to 95% of pre-Covid levels

Off peak weekday patronage currently at 110%+

There is still evidence of changes in travel patterns and the distribution of trips across the day:

- Morning peak: Boardings are noticeable lower between 7-8am
- Interpeak: Boardings are noticeably higher, particularly in early afternoon
- Evening peak: ending earlier with noticeable lower boardings after 5pm

WEEKDAY BUS BOARDINGS



Why? Increased working from home; greater flexibility regarding travel patterns; off-peak fare discounts. Societal changes around using PT for recreational purposes

Rail patronage by time of day

Peak rail patronage is generally at around 80% of pre-Covid levels, with off-peak weekday patronage currently at 95%

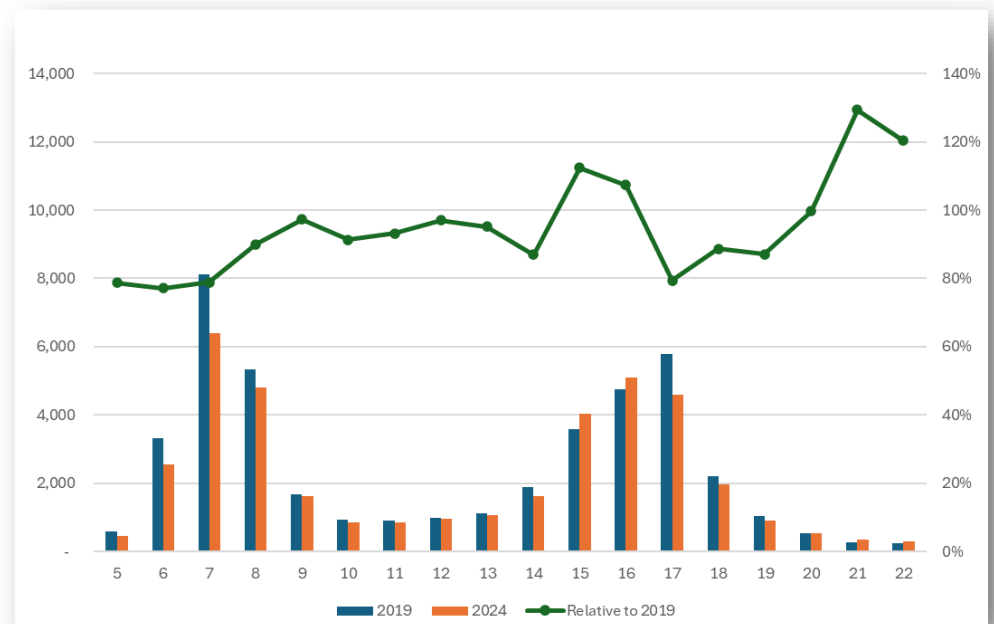
Similar trends to bus with fewer earlier and later trips being taken across the peak

Interpeak remains relatively higher

As noted in previous Snapper card usage analysis child travel is rapidly growing and this is reinforced by the post school peak (3-4pm) now being greater than 2019

Recreational travel (post 7pm / 8pm) is also noticed as growing

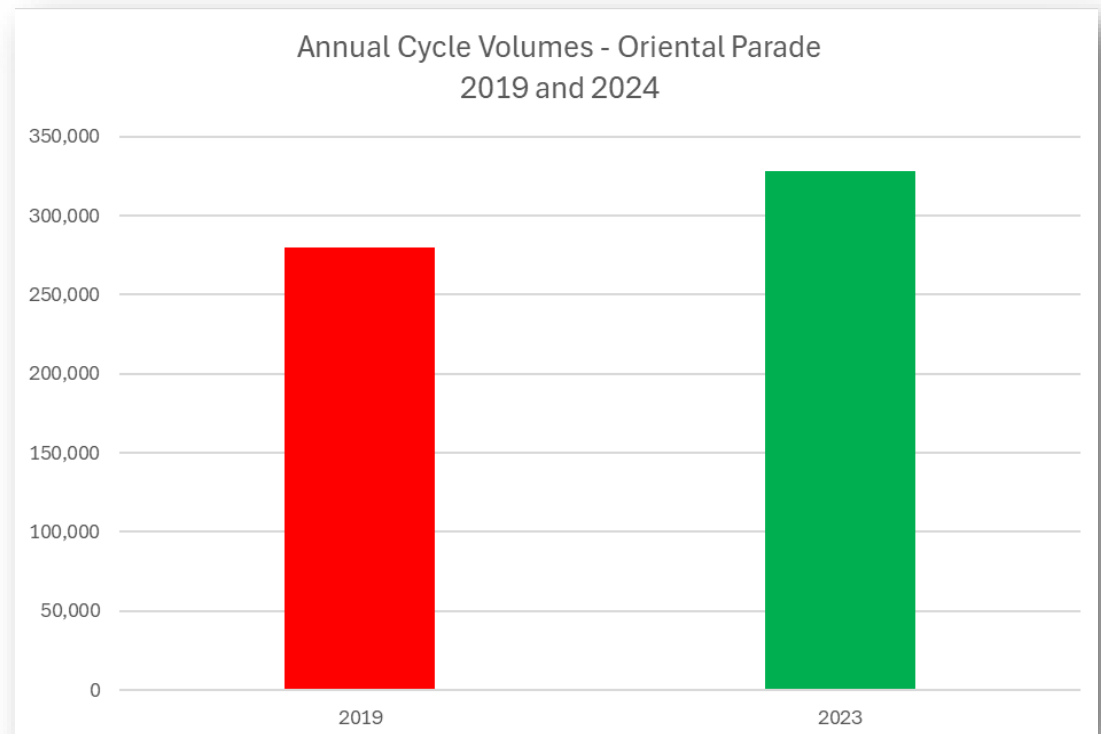
WEEKDAY RAIL BOARDINGS



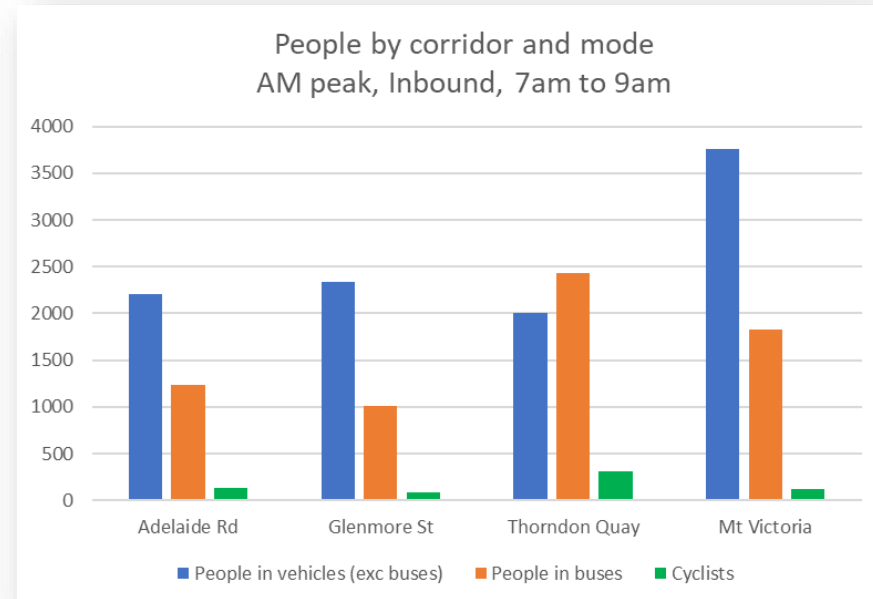
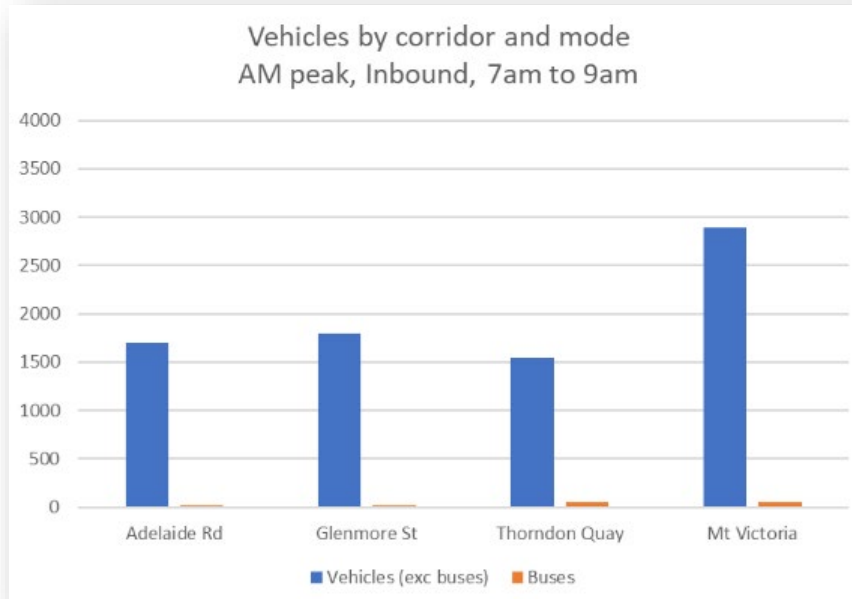
Why? Increased working from home; greater flexibility regarding travel patterns; off-peak fare discounts, societal changes - children more like to take PT and PT is increasingly used for recreational travel

Cycle volumes

- A significant number of new cycleways have been added in Wellington City over the last 5 years
- Cycle volumes have increased, particularly where new infrastructure has been completed
- Oriental Parade volumes have increased around 20% between 2019 and 2024
- The Cambridge Terrace cycleway has resulted in a 60% increase in year on year cycle numbers



High level corridor analysis



- VEHICLES: AM peak – cars account for 97% + of vehicles travelling along the corridors
- PEOPLE: Across all four corridors, around 40% of people are travelling by bus in the AM peak
- PEOPLE: Thorndon Quay has highest the PT mode share at 55%

Frequency of travel – by geographic location



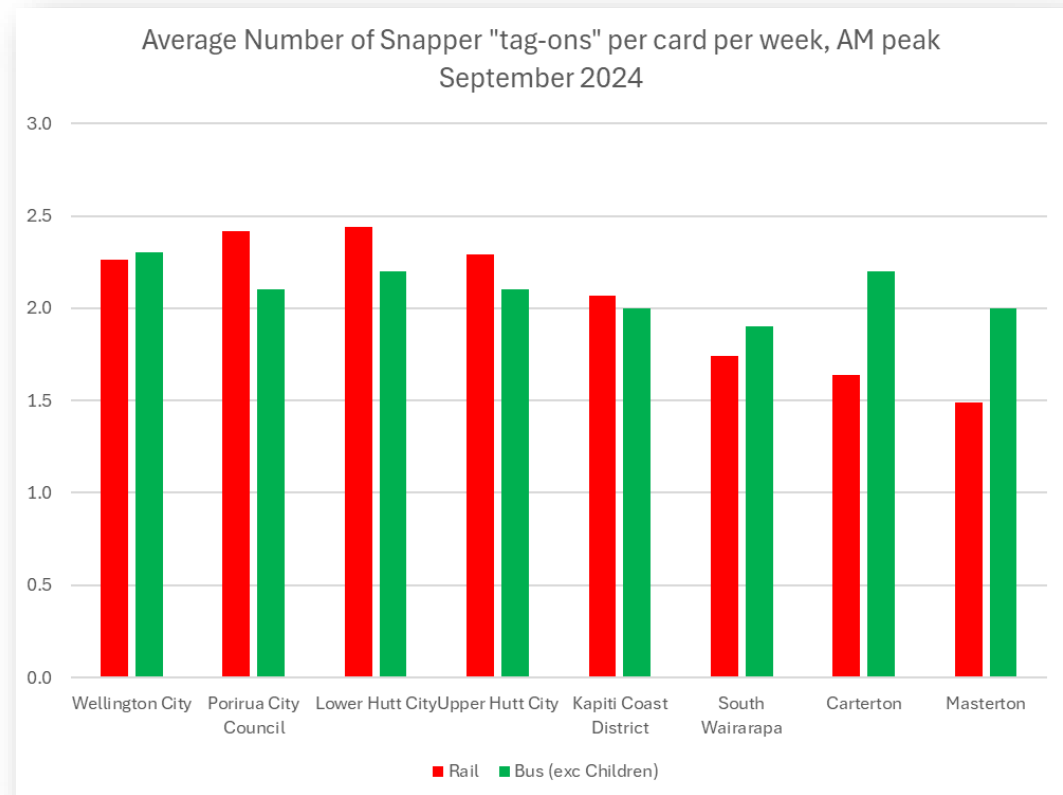
Attachment 1 to Report 24.604

BUS VS RAIL:

Over the course of a week: the average AM peak bus user takes 2.4 trips in the AM peak while the AM peak rail user takes 2.1 trips in the AM peak

JOURNEYS TRAVELLED VS DISTANCE

- **Rail:** Very strong correlation between the number of weekday trips and distance travelled (Masterton 1.5 trips/wk WCC 2.5 / wk)
- **Bus:** correlation harder to tell but some evidence of longer journeys tending to be less frequent



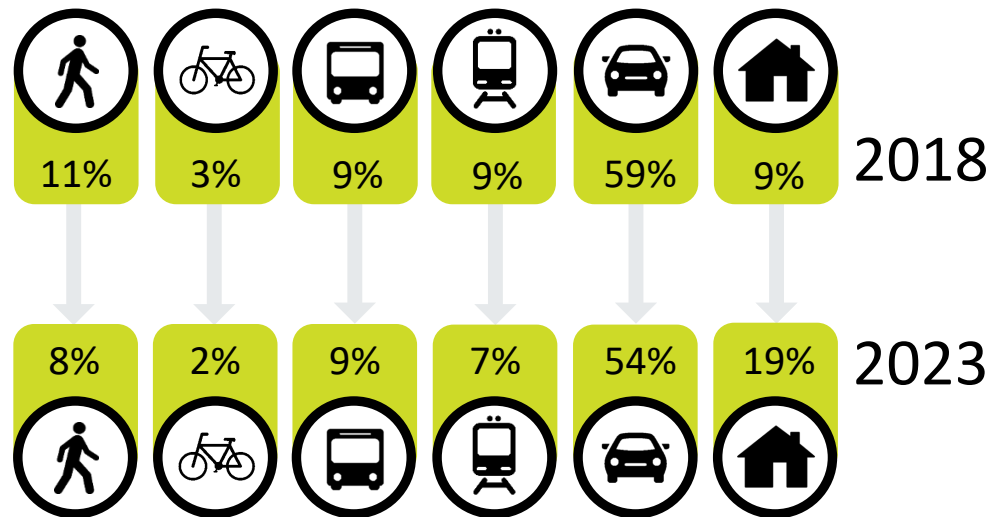
Insights: Working from home is clearly more important for those that need to take longer journeys

Wellington Journeys to Work – Census 2018 / 2023

- Comparing 2023 and 2018 Census data, the proportion of JTW trips categorized as ‘working from home’ more than doubled from 9% to 19%
- The WFH means the % share of all other modes decreased as a result
- However, for those that did travel to work, the PT / active travel choice decreased from 35% to 33%
- Since March 2023 we have seen an increase in PT patronage and a small shift back to working in the office – based on these observations, the current 2024 JTW non-car mode share may now be similar to the 2018 Census non-car mode share

2018 WELLINGTON TRAVEL CHOICE of JTW TRIPS

Usual mode for ‘Journey to Work’ from 2018 Census – Tue 6 March



2023 WELLINGTON TRAVEL CHOICE of JTW TRIPS

Usual mode for ‘Journey to Work’ from 2023 Census – Tue 7 March

Summary *(percentages relative to 2019 pre-Covid, indicative)*



Attachment 1 to Report 24.604

JUNE 2024 UPDATE

NOVEMBER 2024 UPDATE

PT Patronage	<p>Wellington Region: ~100% (bus higher)</p> <p>Other jurisdictions : 85% to 90%</p>	<p>Wellington Region: ~100%</p> <p>Other jurisdictions : 80% to 90%</p>
Weekend PT	<p>Wellington Region: ~135% (bus)</p> <p>Other jurisdictions : Around 100%</p>	<p>Wellington Region: ~130% (bus)</p> <p>Other jurisdictions : Around 100%</p>
Rail	<p>Wellington Region: ~85%</p> <p>Other jurisdictions: ~80% to 85%</p>	<p>Wellington Region: ~85% to 90%</p> <p>Other jurisdictions: ~80% to 85%</p>
State Highway traffic volumes	<p>Wellington Region: ~100%</p> <p>Other jurisdictions: Around 100%</p>	<p>Wellington Region: ~100%</p> <p>Other jurisdictions: Around 100%</p>
Cycling	<p>Wellington: 120%+</p> <p>Other jurisdictions: similar (limited data)</p>	
PT patronage by day of week	<p>Wellington: 10% lower bus patronage, 30% lower rail patronage during Friday peak periods</p> <p>Other jurisdictions: Similar trends on Fridays and drop-off in Monday peak period patronage</p>	



Attachment 1 to Report 24.604

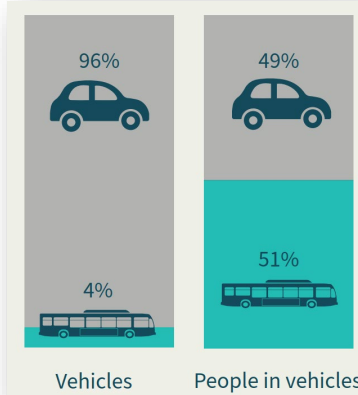
Bus Priority Action Plan 2.0 Corridor Insights



Newtown to City corridor

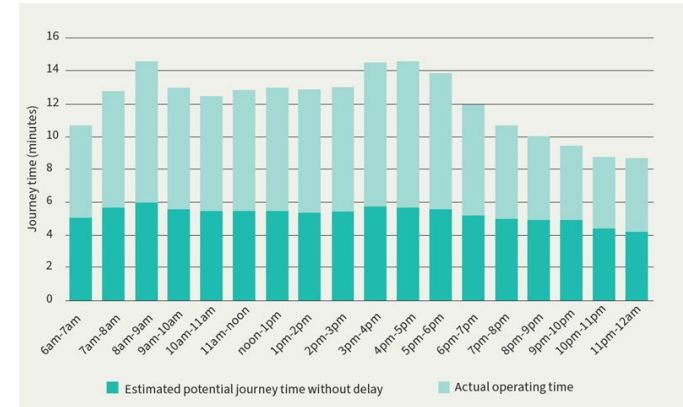


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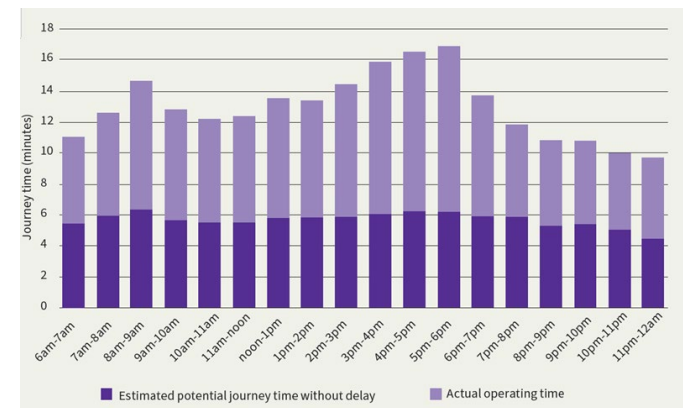


CORRIDOR TRAFFIC BY MODE OF TRANSPORT AT CAMBRIDGE TERRACE (8AM-9AM)

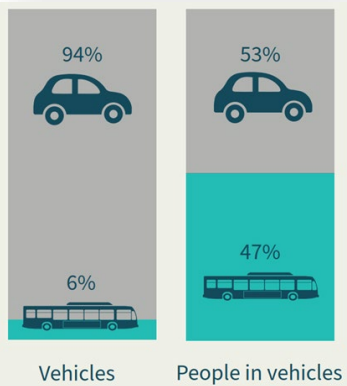
INBOUND ACTUAL VS POTENTIAL JOURNEY TIME



OUTBOUND ACTUAL VS POTENTIAL JOURNEY TIME



Miramar to City corridor

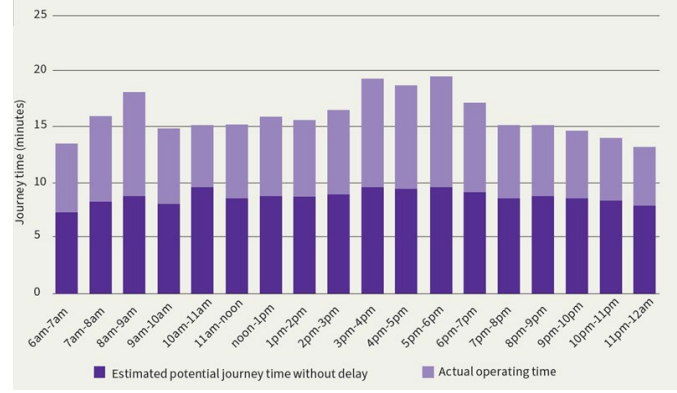


CORRIDOR TRAFFIC BY MODE OF TRANSPORT AT KILBIRNIE CRESCENT (8AM-9AM)

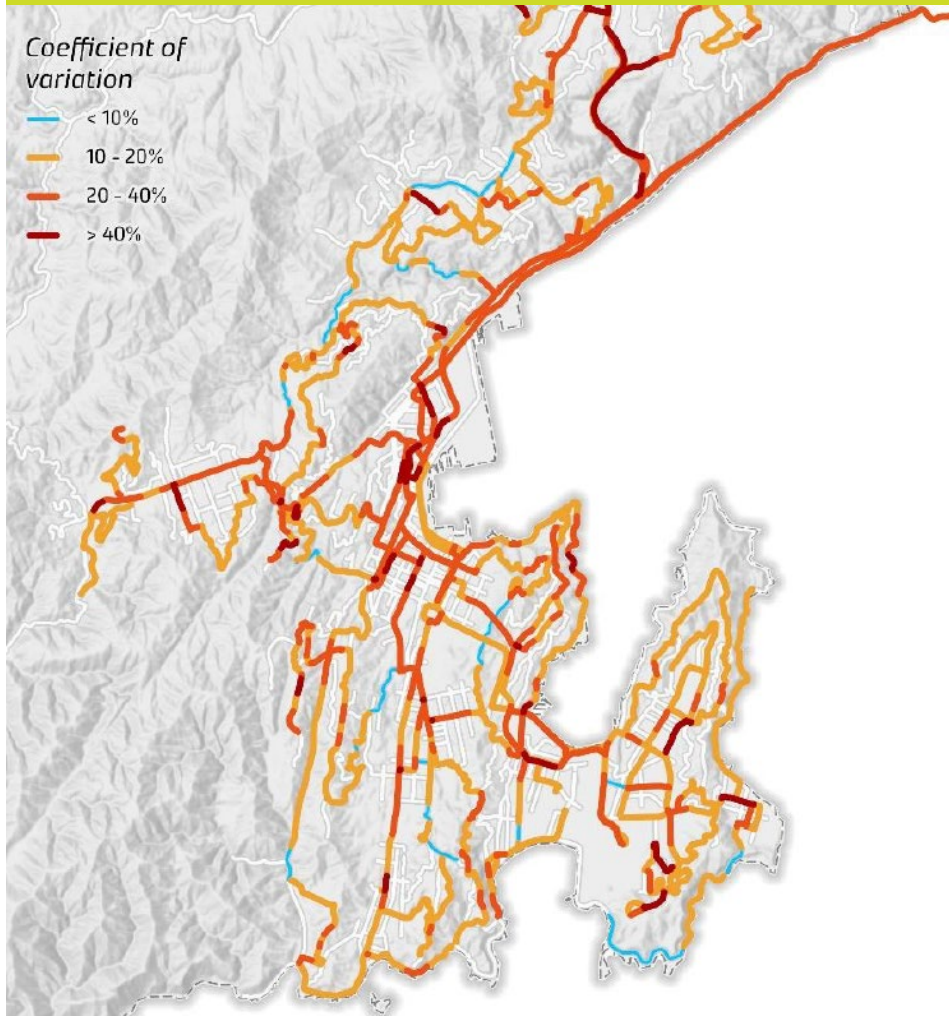
INBOUND ACTUAL VS POTENTIAL JOURNEY TIME



OUTBOUND ACTUAL VS POTENTIAL JOURNEY TIME



Rapid Transit Bus Corridors: The Prize



80,000 journeys begin and end on the Golden Mile every weekday

Miramar to City (Route 2)

- High Travel time variability between peak and off-peak: Potential to save
 - 12 min in the AM peak hour
 - 8 min in the PM peak hour

Harbour Quays / Second Spine

- Travel time variability in peak 10-20% but 20-40% on the Golden Mile
- Potential to save
 - 6 min on the HQ if implemented now
 - 10 min by 2030



Attachment 1 to Report 24.604

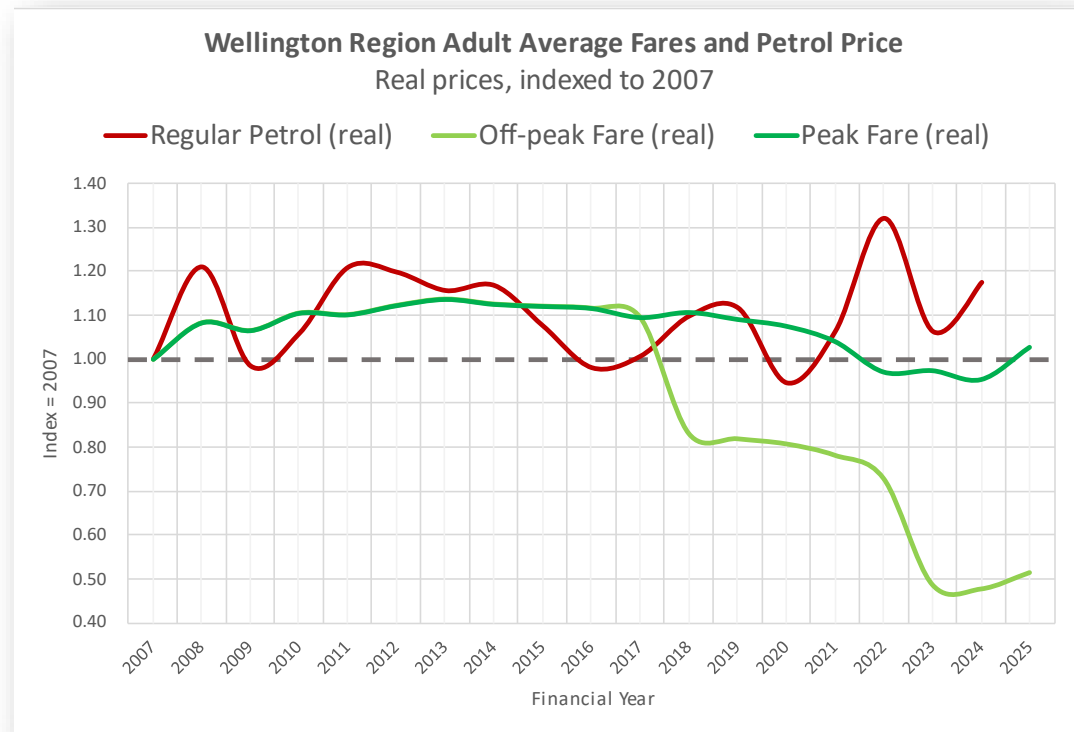
International Insights

The cost of Travel by mode

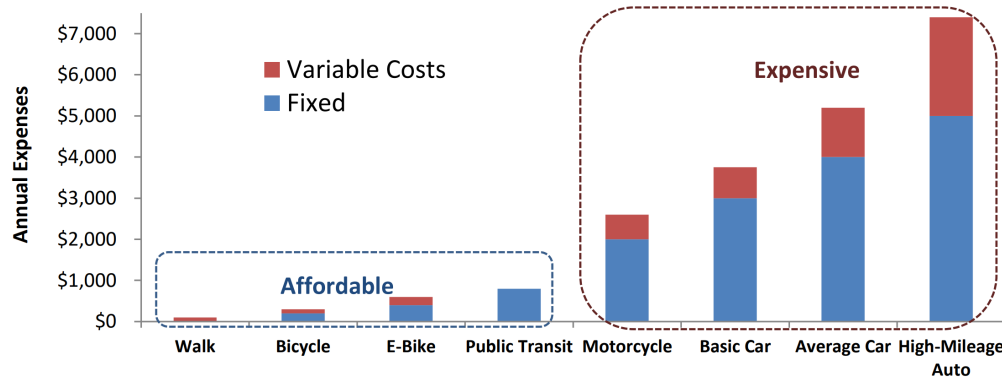


Cost of PT and driving

- Since 2007, fares have broadly increased at the same rate as inflation.
- Adult peak period fares have not materially increased in real terms
- Off-peak fares are now approx. 50% cheaper in real terms than 2007
- While the petrol price has fluctuated, it is currently around 20% higher in real terms compared to 2007
- It should be noted that fuel price is only one component of the cost of motoring, the others being maintenance and vehicle taxation



True Cost of Travel



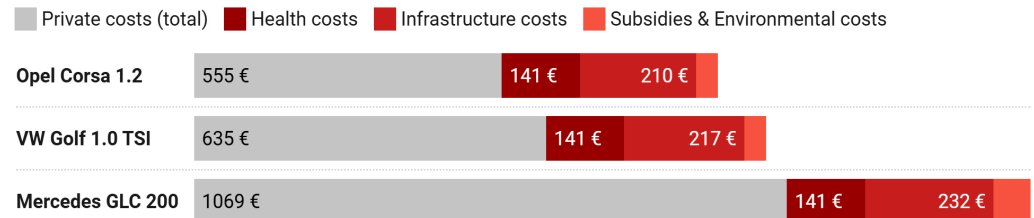
Source: Todd Litman, *Transportation Cost and Benefit Analysis II – Vehicle Costs*

The **private cost** of car ownership is often underestimated. The intangible costs including vehicle depreciation, repairs & maintenance and other unforeseen costs are often overlooked when considering lifestyle travel decisions.

The **social cost** of car ownership, includes:

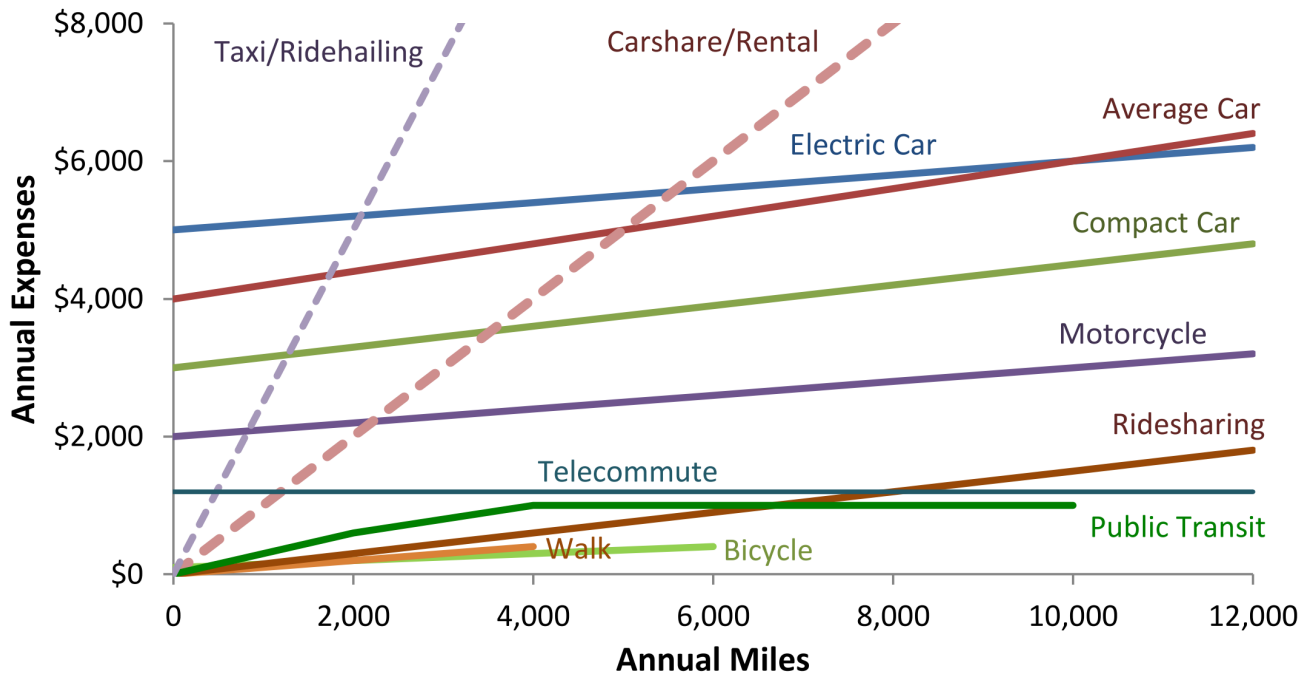
- Health costs (*less physical activity, respiratory illness due to pollution etc*)
- Infrastructure costs (*new roads, road maintenance etc*)
- Environmental costs (*greenhouse gas emissions, mining for minerals etc*)

Social cost of car ownership (€/month)



Source: Stefan Gössling, Jessica Kees, and Todd Litman: *The lifetime cost of driving a car*

True Cost of Travel



Sustainable transport options (mass transit, active modes) are considerably more affordable than single occupancy vehicle options

Source: Todd Litman, Transportation Cost and Benefit Analysis II – Vehicle Costs

Strategic Considerations and Possible Responses



Attachment 1 to Report 24.604

STRATEGIC CONSIDERATIONS

POSSIBLE RESPONSES

Offpeak Discount

In addition to WFH, the off-peak discount has had an impact on travel behaviour

- Reduction in discount is possible noting that peak is 90% pre-COVID and is currently more spread
- To avoid increases peak bus requirements (PVR) some discount should remain

Recreational Travel

Growing in popularity

Include options for further targeted destinations and event-based ticketing services as part of NTS

Bus Prioritisation

Studies are showing significant travel time savings both immediate and in the future

Continue to push for bus prioritisation out to Miramar and Harbour Quays potentially starting with peak times in which 50% of commuters are already on buses.

Cost of Travel

Is not clearly known across modes, but remains relatively affordable

- While PT has now kept pace with inflation its relative affordability to private car has modestly improved
- Consider comms messaging around showing true cost

Patronage Recovery

Metlink continues to show one of the strongest patronage recoveries in Australasia

Celebrate Success

Next Steps



Report back on the evolution of the high-level trends

6 monthly basis

**Transport Committee
28 November 2024
Report 24.603**



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 7 NOVEMBER 2024

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee (the Committee) of the deliberations of the Public Transport Advisory Group meeting held on 7 November 2024.

Te tāhū kōrero

Background

1. On 24 November 2022, Council re-established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
2. The Advisory Group's Terms of Reference provides that:
 - a The Council appoints the Chair of the Advisory Group.
 - b After each meeting, a written report of the business conducted at that meeting shall be provided to the Transport Committee.
 - c The Chair of the Public Transport Advisory Group shall speak to that written summary report at the relevant Transport Committee meeting.
3. The Transport Committee's Terms of Reference provides that Chair of the Advisory Group will be a non-voting member of the Transport Committee.
4. The Advisory Group's most recent meeting occurred on 7 November 2024.

Te tātaritanga

Analysis

Meeting agenda and matters considered by the Advisory Group

Metlink's Customer Information Channels; Website and app use and preferences

5. The Metlink app and website is the main source of information for public transport users in the Wellington Region. This includes real time service tracking, journey planning, service alerts, project information, public transport news, timetables, fare details and more.
6. Members were asked to draw on their personal experiences of using these channels, to help identify and prioritise ongoing improvements.

7. The insights will be used to inform the continual improvement of Metlink's website and app.
8. Members were divided into four groups to discuss the way in which they interact with these channels and their preference around sourcing travel information. This was facilitated as a four-part discussion. Throughout the discussion, members were encouraged to consider their app and website preferences, positive experiences, and potential improvements.

Where do you get your travel information?

9. Many members use the website or Metlink app as their primary source of information, mostly on a hand-held device. The way in which members use these channels was informed by their travel behaviour. Members who used public transport regularly tended to use the same features, on both the app and website, and navigate their way through based on repetition and familiarity, with Favourites being a commonly used feature. Those with variable travel patterns use the website and app for real time bus tracking and stop information.
10. Google Maps was favoured by most for journey planning as it has a better and more familiar interface, no lag or delay in loading, clearer geographical detail and connects multi-modal travel.
11. Paper timetables are still highly used by older travellers and are helpful for visitors to the Region. On street timetables and service information were not commonly used, with members noting older travellers prefer analogue timetables and these are still a necessary channel for providing service information.

Feedback on Metlink website and app

12. Favourites are used well, and regular users stated that this is the one of the key benefits of using the app.
13. Real Time Tracking is a highly favoured feature, this could be emphasised better as some members were not aware of this option.
14. Menu 'hamburger' and filter toggle icons were not obvious to a lot of users; however, they were impressed with the options and filters that can be applied to personalise your journey further; it was suggested a 'how to' tutorial could be worth exploring.
15. Accessibility information should stand out and be consistent, an emphasis on improving the level of accessibility detail was discussed regarding several digital features but users qualified that Metlink is doing well to display accessible services.
16. Alerts had mixed feedback; having alerts attached to users Favourites was positively received while there was a consensus of the difficulty in finding stop specific disruption updates i.e. there are many levels of information to navigate before identifying the update that is relevant to an individual's journey.
17. The Map: Many members agreed the map loads slowly and often lags when you try to scroll and zoom around it. This encourages some to prefer Google Maps for journey planning.

18. The ability to filter by suburb was commended as it allows people to find multiple routes to their destination if they are not familiar with it already.
19. The Journey Planner is not a function that is easily used on-the-go, but good for planning travel prior to the journey. It is easier to use on a desktop device as a larger screen supports the Journey Planning format better.
20. Many features of the Map and Journey Planner are not obvious to users and could be highlighted better.
21. Map and Journey Planner on a handheld device are not easy to use for sight impaired users.
22. Timetables on both the website and app are regularly referenced by a variety of travellers:
 - a New features of hiding irrelevant stops and real time bus tracking were well received but not easy to adopt for some users.
 - b Timetables should have the ability to zoom in to enlarge text.
23. Paper timetables were mentioned by all members as being a valuable source of service information. Members suggested that a more accessible design should be considered.
24. Buses Replacing Trains information needs improvement on the app. This was raised by multiple members as they expected the app to have the most accurate and real-time updates. Members agreed that this information needs to be identified quickly and clearly.

Describing and Comparing

25. Members described Metlink's website and app as 'comprehensive', 'covers most bases', 'definitive' 'useful' but also 'slow' and 'usable but not intuitive'. In some cases, this was compared to Google Maps, which was seen as 'familiar' and as a general 'direction finder and journey planner'. A majority of members did not recommend removing information or features, but many did want to see a more intuitive interface that responds quickly.

Overall feedback

26. Members were extremely positive about Metlink customer channels and welcomed contributing their experience to improving and upgrading the way these are designed and distributed.
27. Most members were happy with the Metlink app and website and did not think it had too many features. However, they did think more awareness of the features would be useful, for example, through a tutorial or by making some features more obvious or intuitive. Members have high trust in the Metlink brand. In turn there are high expectations regarding consistency and accuracy of information provided.
28. Some other apps (such as Google Maps) were also popular because of their familiarity and usability for specific functions such as journey planning.
29. The accessibility of network services and the information provided around this, needs continual improvement and should be considered an ongoing priority.

Update: Buses Replacing Trains Action Plan

30. Members were given an update on the intention to improve the way buses replacing trains are offered as a Metlink service. Insights gathered previously indicated customers want this to be treated as a proper Metlink service. This update provided comprehensive findings which support that intention.
31. Metlink has undertaken analysis of the end-to-end customer experience of Buses Replacing Trains (BRT) and these findings have informed a customer-centred action plan to improve future delivery of these services.
32. Quantitative findings were shared with members. In the 2023 calendar year, 612 BRT specific complaints were lodged. 50% of these were regarding delays or cancellations, 28% relating to poor information and communication and 13% on accessibility and comfort issues. Further findings through the Customer Satisfaction Survey strongly suggest improving the BRT experience will contribute to increasing users of this service.
33. BRT needs greater consistency and standardisation of service. This is especially important for users with accessibility considerations. The cumulative effect of barriers means that each step makes it harder to travel and often means people with disabilities are unable to travel with no alternative option. The ability to plan is paramount when taking accessibility in to account.
34. Interviews conducted with travellers found that customers are aware of the need for BRT and rail upgrades. They are accepting of planned BRT and expect it to reflect a proper Metlink service.
35. The action plan to start addressing these improvements was presented in three phases. Phase 1, November 2024 to January 2025 involves further scoping of baseline measure and route information. Phase 2, February 2025 to September 2025 will look to make improvements to Platform 10, formalise protocols and pilot proposed routes. Phase 3 will be further implementation, measurement and review of the BRT improvements.

Creating a second transport corridor along the Harbour Quays

36. Officers presented concepts for the proposed routes of the second transport corridor along the Harbour Quays and the rationale behind it. With bus patronage consistently increasing, it is expected the current corridor will not be able to handle this capacity past 2029.
37. Insights will be used to inform the development of a business case and designs for a Harbour Quays bus route.
38. Members were presented with two route options around the Harbour Quays, split between the Quays and Featherston Street or running solely along the Quays. For both options members were asked for their input on preference including accessibility, shelters and stop placement. They were also asked to comment on the alignment of bus lanes within the corridor if they were to travel solely along the Quays.
39. All members agreed that a second corridor was a necessity for the future of public transport. Response was mixed regarding the proposed routes with more in favour

of having buses running along the city side of the Quays. Reasons were that there is currently more space on that side; it would cause less overall disruption; it would reduce the number of pedestrian crossings; and it would allow more concentrated amenities and connections to taxis and micromobility options.

40. Members considered that any Harbour Quays route should be contingent on shelters that are weatherproof and accessible. Members agreed with the proposed placement of stops should connect to major landmarks and places of interest, and this would also be hugely positive for tourism.

Next meeting

41. The next Advisory Group meeting is scheduled for 30 January 2025.

Ngā kaiwaitohu

Signatories

Writer	Jaime Hayden – Manager Community Engagement, Network & Customer
Approvers	Kris Parkin – Acting Chair, Public Transport Advisory Group Bonnie Parfitt – Senior Manager, Network & Customer Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council’s roles or with Committee’s terms of reference</i> The Committee’s Terms of Reference sets out as a key responsibility that the Committee review, after each Public Transport Advisory Group meeting, a written report of the business conducted at that meeting.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> The Advisory Group is one tool that enables Metlink to achieve a key Level of Service as set out in the Long-Term Plan 2024-2034 - “Provide a consistent and high-quality customer experience across 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”.
<i>Internal consultation</i> There was no internal consultation needed.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks or impacts.

**Transport Committee
28 November 2024
Report 24.605**



For Information

DELIVERY OF WELLINGTON REGIONAL PUBLIC TRANSPORT PLAN – UPDATE

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

Terms of Reference

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

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

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

Wellington Regional Public Transport Plan

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

Greater Wellington Regional Council (Greater Wellington) Long Term Plan. High level objectives, targets and performance measures for public transport are set in these documents rather than in the RPTP 2021-31.

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

Mode shift

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

Decarbonisation of the public transport fleet

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

Improving customer experience

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

Safety

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

Review of RPTP 2021-2031

10. Development of the RPTP 2025-2035 is underway. On 22 February 2024, the Committee agreed to delay the RPTP review programme by three to four months to allow Metlink to have greater certainty about central government direction for public transport from the Government Policy Statement on Land Transport.
11. In June 2024, NZ Transport Agency Waka Kotahi (NZTA) issued a fully revised iteration of their Development Guidelines for Regional Public Transport Plans. This document provides guidance to public transport authorities on compliance with the requirements for RPTP development and content in the Land Transport Management Act 2003.
12. Officers have revised the development approach for the RPTP to ensure all compliance measures are met. The Development Guidelines are notable in that, for the first time, they explicitly link RPTP content with NZTA funding and procurement approvals.
13. Officers provided the Committee with an update at the Committee meeting on 24 October 2024 (Refer report 24.534 Review of Wellington Regional Public Transport Plan – Update). Due to the National Land Transport Fund (NLTF) funding decisions announced by NZTA that created a \$134 million shortfall in funding, Metlink required additional time to re-examine the planned projects around the Wellington Region. This would include seeking decisions from the Committee on which projects should be continued and in what form are needed before a draft Wellington RPTP can be presented to the Committee.
14. To allow these decisions to be made and be incorporated into the draft Wellington RPTP, Officers are now planning to finalise a draft consultation RPTP for adoption by Transport Committee in February 2025 with public consultation to follow in March 2025.
15. A ‘not significant variation’ to the RPTP to amend some unit, bus timetable and exempt service matters was adopted by Council on 16 May 2024 (Report 24.181 Not Significant Variations to Wellington Regional Public Transport Plan).

Te tātaritanga

Analysis

Key measures in Wellington Regional Public Transport Plan – progress update

16. Progress against key measures is taken from the Wellington Regional Land Transport Plan’s Annual Monitoring Report (AMR).
17. As per the requirements of section 16(6)(e) of the Land Transport Management Act 2003, a Regional Land Transport Plan must describe how the region’s plan will be monitored to assess progress.
18. Section 5 of the Wellington RLTP 2021 sets out the monitoring framework with regional measures and indicators to track progress towards achieving the strategic objectives and outcomes of the RLTP, which align with the five outcomes in the Ministry of Transport Te Manatū Waka’s Transport Outcomes Framework.

19. The AMR is undertaken each financial year.

Mode shift

20. For mode shift, the RPTP 2021-31 focuses on the key measure of 40% increase in active mode shift to public transport by 2030.
21. The AMR sets out that in the last three years to December 2023, the mode share for active modes and public transport is 29%. To achieve the 40% increase goal, active modes and public transport needs to be at 39% mode share by 2030.
22. The AMR notes that there has been a 0% change in both the one-year and five-year average for active mode and public transport mode share. If this trend continues it is unlikely that travel behaviours will shift significantly enough for the Wellington Region to meet the mode share target by 2030.

Decarbonisation of the public transport fleet

23. The RPTP 2021-31 focuses on the key measures of: 60% reduction in public transport emissions by 2030; 30% reduction in carbon emissions for the Wellington Region by 2027; and 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030
24. The AMR notes that the tonnes of CO₂ emitted by Metlink public transport services was 17,820 tonnes for the 2023/24 year. This was down from 21,019 tonnes for the 2022/23 year (a decrease of 15.2%).
25. When comparing the 2023/24 figure to the 2019/20 baseline figure of 22,30 tonnes of CO₂ emitted per year, we have achieved a decrease of 19.1%. While Metlink is making good progress on reducing public transport emissions, significant reductions are still required over the next six years to achieve the goal of a 60% reduction in public transport emissions by 2030.

Improving customer experience

26. The RPTP 2021-31 focuses on the key measure of maintain customer satisfaction rating greater than 92% for overall trip.
27. Each year, Metlink commissions an independent annual survey (run by Gravitas OPG) of Metlink customers' experiences of public transport in the Wellington region. The 2023/24 results are as follows:
 - a Bus: 93%
 - b Rail: 92%
 - c Ferry: 95%
28. The results of the 2024 customer satisfaction survey show that customer satisfaction with 'the trip' (the customer experience on that journey) remains consistently high and on par with previous surveys. Satisfaction has been negatively impacted by the removal of half-price fares and concessions for 17-24 year olds, and impending fare increases from 1 July 2024.

Safety

29. The RPTP 2021-31 focuses on the key measure of 40% reduction in serious injuries on the public transport network by 2030.
30. The AMR noted that there was one fatality and two serious injuries on the public transport network in 2023/24 year compared to three serious injuries on the public transport network in 2022/23.
31. Metlink continues to work with operators to ensure that the safety of all people (staff and passengers) on the public transport network is front of mind as we continue to find ways to improve customer experience.

Delivery of the Wellington Regional Public Transport Plan – progress update

32. The paragraphs below provide an update on progress made in the delivery of the RPTP, up to 30 September 2024, focusing on:
 - a Inter-regional transport initiatives
 - b Fare strategies and methods
 - c Increased mode share to public transport and active modes
 - d Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged
 - e Alignment of Greater Wellington’s accessibility work to the United Nations Convention on the Rights of Persons with Disabilities 2006 (UNCRPD).

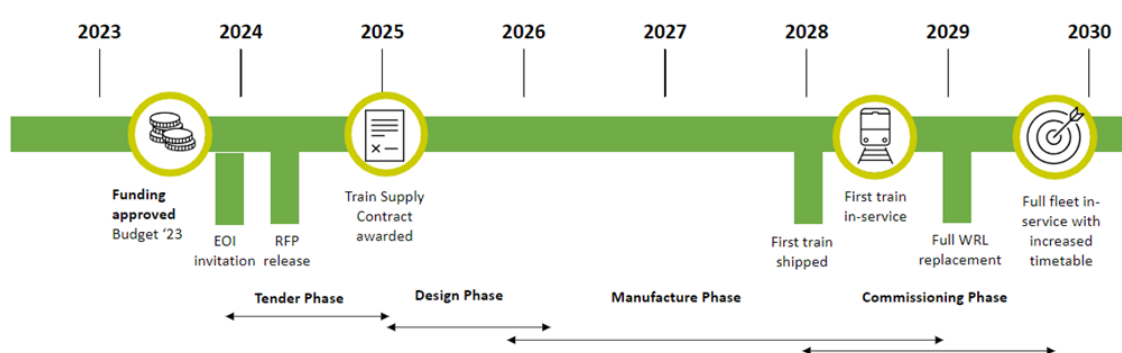
Inter-regional transport initiatives

Lower North Island Rail Integrated Mobility

33. As part of Budget 2023, the Government agreed funding for the Lower North Island Rail Integrated Mobility (LNIRIM). LNIRIM is the primary inter-regional transport initiative being undertaken; it includes 18 four-car low emission multiple units, and associated infrastructure, for the Wairarapa and Manawatū rail lines. It is expected that the new trains will double peak-time services between Palmerston North and Wellington on the Manawatū line and double them between Masterton and Wellington on the Wairarapa Line.
34. The key milestones for the procurement of the LNIRIM fleet and maintenance services include:
 - a Approval of the Procurement Strategy
 - b Expression of Interest (EOI) release
 - c Short list bidders
 - d Request for Proposals release
 - e Preferred supplier
 - f Contract award
35. A final shortlist of respondents has been confirmed to the EOI for providing a proposal to design, build and maintain 18 x four-car low emission multiple units for

improving the passenger rail service, capacity and frequency on Wairarapa and Manawatū lines.

36. The shortlisted companies are:
 - a Alstom Rail Transportation New Zealand Limited
 - b Construcciones y Auxiliar de Ferrocarriles S.A. (CAF)
 - c Stadler Bussnang AG
37. Request for Proposal documentation was released to the shortlisted companies on the 29 July 2024, targeting contract award by mid-2025.
38. The following diagram sets out the indicative timeline for the Programme.



Other inter-regional transport initiatives

39. Greater Wellington continues to co-fund the inter-regional route 291 bus service, linking Levin to Waikanae (Unit 19), operated under contract to Horizons Regional Council (Horizons). NZ Transport Agency Waka Kotahi (NZTA) has agreed to Horizons extending the existing contract (operated by Uzabus) on a non-trial basis until 2 March 2025.
40. Officers workshopped Levin-Ōtaki-Waikanae bus connections with Horizons in September 2024 with particular focus on the current 291 service. Options to provide enhanced service options in the area were considered and will be brought to the Committee for consideration in early 2025.

Fare strategies and methods

National Ticketing Solution

41. Metlink continues to work with NZTA and Public Transport Authorities (PTAs) across New Zealand towards implementation of the National Ticketing Solution (NTS).
42. Matters related to the structure and configuration of fares and fare products for implementation with the NTS were considered by Council on 16 May 2024 (Report 24.184 National Ticketing Solution: Approach to Fares Transition).
43. On 26 July 2024, the NTS Governance Board approved Metlink’s approach to customer transition to NTS. The approach improves the customer experience,

reduces potential revenue loss and reduces the need to develop processes to manage customer refunds, as compared to an 'equipment transition' approach.

44. The NTS programme is currently reviewing its overall schedule and target dates will be confirmed in the coming months.
45. Design of the aspects of the ticketing system which need to have national consistency is underway; this is required for Environment Canterbury's NTS implementation.

Increased mode share to public transport and active modes

Bike racks on buses

46. Greater Wellington, and other PTAs nationally, are working with NZTA and operators to resolve a regulatory issue relating to the compliance of bike racks on buses with road vehicle safety rules.
47. The current issue has arisen following the release of an NZTA alert notice which highlighted potential obscuring of bus headlights when bike racks are in use (i.e. when loaded with at least one bike). NZTA has stated that bike racks can currently be used during the day with no issue, as the non-compliance only applies at night when headlights are used. NZTA has issued a test process for operators/PTAs to work together to identify compliance and then rectify and re-test as needed.
48. Operators believe the reference rule on obscuring headlights is ambivalent to day or night operation; for example travelling through a tunnel, through a poorly lit road during daylight hours, or during fog or heavy rain. Legal advice received by operators is that vehicle compliance is conditions agnostic and, as a result of this advice, they are not prepared to take the legal risk of operating a non-compliant vehicle, especially if it is involved in an accident resulting in injury or death.
49. Operators, represented in this matter through the Bus and Coach Association (BCA), require an exemption notice and clear rules around compliance testing be issued by NZTA to address their concerns.
50. As an interim measure, and recognising potential liability on PTAs from this matter, PTAs have moved, for the time being, to disable use of bike racks across all service hours until this issue is resolved.
51. An NZTA, PTA and BCA/operator working group is currently investigating a technical solution to this issue, with ongoing legal and policy work taking place to try and find a solution.
52. A small number of complaints and queries on this matter have been received by Metlink (~14 as of writing). The Committee will be updated on progress with this matter.

Asset control to build network resilience

53. Council's Strategic Public Transport Asset Control Strategy was adopted following presentation to bus operators and formal consultation as part of the Long Term Plan process. Council adopted the Strategy on 27 June 2024. The Strategy sets out a pathway for Council to gain greater control of bus assets (including depots,

charging infrastructure and fleet) in order to build network resilience, which supports long term planning and improved public transport certainty.

54. On 31 October 2024, Council approved \$69.3 million over this triennium to fund the implementation of the Asset Control Strategy, with a focus on delivering Stage One of the Kauri Street Depot, the proposed Northern Depot, and acquisition of the Lambton Quay Interchange.
55. A decision on whether to enter a lease agreement with Te Rūnanga o Toa Rangatira Inc. for land at Kenepuru Landing for a new electric bus depot is expected in early 2025.
56. As part of the development of the future bus contracts, Council has endorsed a proposal for all new zero emission buses (ZEB) and all bus depots to be transferring assets under the future contracts. Officers will be engaging with incumbent operators from November 2024 to February 2025 and the wider market from February 2025 on the proposal.
57. Development of the Asset Control Implementation Plan is currently underway, with a draft version anticipated to be ready in March 2025.

Integrated ticketing

58. Metlink continues to look for opportunities to partner with event organisers on integrated ticketing and are trialling an integrated ticket for an event at Brew Town Upper Hutt on 25 January 2025 to encourage attendees to use public transport
59. Game tickets for the All Blacks matches at the Sky Stadium in August and September 2024 had public transport included.

Targeting Employers to leverage Fringe Benefit Tax changes

60. On 31 March 2023, the Taxation (Annual Rates for 2022-23, Platform Economy, and Remedial Matters) Act 2023 came into force. This Act exempts Public Transport (which includes on-demand services); Total Mobility; bikes, e-bikes and scooters, and micro-mobility share services from fringe benefit tax (FBT) when being used for commuting to and from work.
61. The FBT exemptions give employers the ability to offer employees climate-friendly employment benefits. It offers employees an attractive incentive to uptake public transport and active modes.
62. Metlink and the Regional Transport Travel Choice Team undertook work to assess the viability of developing business products that will enable employers to offer employer subsidised fares to their employees. As part of this work, the project team explored the possibility of undertaking a pilot in conjunction with a third-party provider to provide a mechanism for an employer to easily provide this benefit to their employees using a salary sacrifice method.
63. However, with the transition to NTS on the horizon, it was deemed that progressing this project at this stage was not feasible. It will be revisited once NTS has gone live in the Wellington Region.

Connecting people to rail with active and shared modes

64. This project aims to encourage travel choice towards public transport by connecting people with active and shared modes to rail stations. We aim to support better information and work collaboratively with customers to deliver more tailored solutions for more convenient, and safe connection to train stations without needing a car.
65. This project will be executed as a series of pilot projects in targeted areas - Lower Hutt, Upper Hutt and the Wairarapa (Featherston, Carterton, Masterton) as well as Kāpiti Coast and Porirua.
66. Having assessed stations for suitability, work began on the first pilot project, aiming to increase the number of commuters using micromobility to access Waterloo Station to travel to central Wellington by rail. This project is no longer feasible as the provider has withdrawn their service.
67. An alternate first pilot has commenced with the hypothesis that a barrier to connecting to rail by bike is the risk of bike theft. This pilot will:
 - a Explore existing or latent needs that cyclists have relating to cycle storage at railway stations or elsewhere on the Metlink network
 - b Discover how well existing cycle storage solutions (whether Metlink or otherwise) meet these needs and define positive determinants and propositions to guide further co-design and travel choice initiatives.

Promoting transport equity, and increasing access to public transport, for groups that are more likely to be transport disadvantaged

Behaviour change to improve accessibility

68. This Accessibility Action Plan project aims to remove barriers for people with disabilities or impairments to travel by bus, by increasing the availability of priority seating.
69. The joint Metlink/Travel Choice pilot project tests an awareness campaign to disrupt the thinking of passengers who do not need to sit in the priority seating area but do so anyway. A follow-on awareness and behaviour change trial is under development.

Public Transport Advisory Group

70. Metlink continues to hold Public Transport Advisory Group (PTAG) meetings. PTAG has 26 members representing the following perspectives relating to public transport and active mode matters in the Wellington Region: peak users (rail and bus); off peak users (rail and bus); active mode users (walking, cycling and micro-mobility); transport equity; rural; disability/accessibility; transport dependent; tertiary students; youth; senior citizens; business/retail; mana whenua, Māori and LGBTIQIA+.
71. We continue to seek membership applications from people able to represent the perspective of employers.

72. At the 1 August 2024 PTAG meeting, a session was held to gain members' view on the Metlink School Bus Services Policy. PTAG also received updates from Councillor Nash on the implications of the recently released Government Policy Statement on Land Transport and the 2024-34 Long Term Plan, and upcoming consultation on the Regional Public Transport Plan.
73. At the 7 November 2024 PTAG meeting, a session was held to gain members' views on: Metlink's Customer Information Channels (website and app, use and preferences); and concepts for the proposed routes of the second transport corridor along the Harbour Quays. See Public Transport Advisory Group Meeting – 7 November 2024 – Report 24.603, which is on the agenda for this meeting.

Other actions

74. Better access for the transport disadvantaged continues to be a key focus for the current RPTP review.

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

75. The Committee adopted a new Accessibility Charter on 9 September 2021. The Charter is the first step towards realising Metlink's vision "The Metlink public transport network is accessible for all with ease and dignity".
76. Officers worked with the disability sector, operators and key stakeholders to co-design an Accessibility Action Plan (AAP) to plan and prioritise improvements to the public transport network.
77. The current focus is on developing an approach for a number of priority improvements, which has funding as part of the 2024-34 Long Term Plan. The following priority improvements are underway:
78. \$9.8 million is committed to the Accessibility Action Plan initiatives for the 2025 to 2027 financial years. Current activity includes:
 - a Disability training for operational staff: Procurement strategy is in development for a training provider.
 - b Bus stop and station accessibility improvements: Identification of fully accessible regional station hubs and accessibility ranking is in development.
 - c Priority seating awareness campaign: Campaign piloted. Further campaign activity is planned for 2025.
79. In association with the Accessibility Action Plan, business as usual initiatives are also in progress, including:
 - a Completion of the On Bus 'Next Stop' Announcement System roll-out
 - b Accessibility improvement as part of the RTI 2.0 upgrade (audio announcement button and vehicle available seating icons)
 - c Ridewise Total Mobility management system upgrade.

Ngā Take e hāngai ana te iwi Māori Implications for Māori

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

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

81. Climate change mitigations are a key focus for the RPTP with its strategic priority an 'efficient, accessible and low carbon public transport network'. Relevant RPTP Strategic Focus Areas are:
- a Reduce public transport emissions by accelerating decarbonisation of the vehicle fleet.
 - b Contribute to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030, including delivery and implementation of Let's Get Wellington Moving and Wellington Regional Rail's Strategic Direction.
82. Relevant RPTP key measures are:
- a 40% increase in mode shift to public transport by 2030
 - b 60% reduction in public transport emissions by 2030
 - c 35% reduction in transport generated carbon emissions for the Wellington region by 2027
 - d 40% reduction in Greater Wellington generated emissions by 2025, and carbon neutral by 2030.
83. Relevant RPTP themes are:

- a Drive environmental and cost sustainability by pursuing smart commercial opportunities and lower carbon technologies.
- b Decarbonise the Metlink bus fleet by 2030.
- c Explore ways to further decarbonise the Metlink rail and ferry fleet.

Ngā tūāoma e whai ake nei

Next steps

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

Ngā kaiwaitohu

Signatories

Approvers	Luke Troy – Kaiwhakahaere Matua, Rautaki Group Manager Strategy Samantha Gain – Kaiwhakahaere Matua, Waka-ā-atea Group Manager Metlink
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He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council’s roles or with Committee’s terms of reference</i> The Committee has the specific responsibility to review periodically the performance and effectiveness of transport strategies, policies, plans, programmes, initiatives and indicators including delivery of the Wellington Regional Public Transport Plan.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> This report updates the Committee on progress against its stated priorities.
<i>Internal consultation</i> Development of this report included input from the Metlink Group and Travel Choice within the Strategy Group.
<i>Risks and impacts - legal / health and safety etc.</i> There are no known risks.

**Transport Committee
28 November 2024
Report 24.602**



For Information

PUBLIC TRANSPORT PERFORMANCE UPDATE – OCTOBER 2024

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

- e show suspended trips along with cancelled trips
 - f accessibility
 - g bus capacity
 - h emissions/decarbonisation.
8. The performance reports incorporate the following requested changes:
- a 2018/19 patronage line added to 'all modes' graph
 - b brief comments added on graphs for reliability and punctuality
 - c added suspended services to the bus cancellations graph
 - d section added on driver numbers
 - e bus emissions/ decarbonisation
 - f explanation of what is included under 'Other' in the complaints section.
9. A Health, Safety and Wellbeing update is included in this report.
10. Information relating to Metlink social media is included in this report.
11. Metlink expects to be able to provide the Committee with further changes over the next few months as data required for the additional sections is sourced and collated.
12. Performance information is published on the Metlink website.¹ Patronage graphs are updated weekly, punctuality and reliability graphs are updated fortnightly, and other metrics are updated and published to this page monthly.
13. [Attachment 1](#) contains an overview (including commentary) of the key results in Metlink's monthly performance report for October 2024.
14. Metlink looks forward to continuing to strengthen our access to data, insight, expertise, and capability.

Te tātaritanga Analysis

Bus performance – October

Patronage

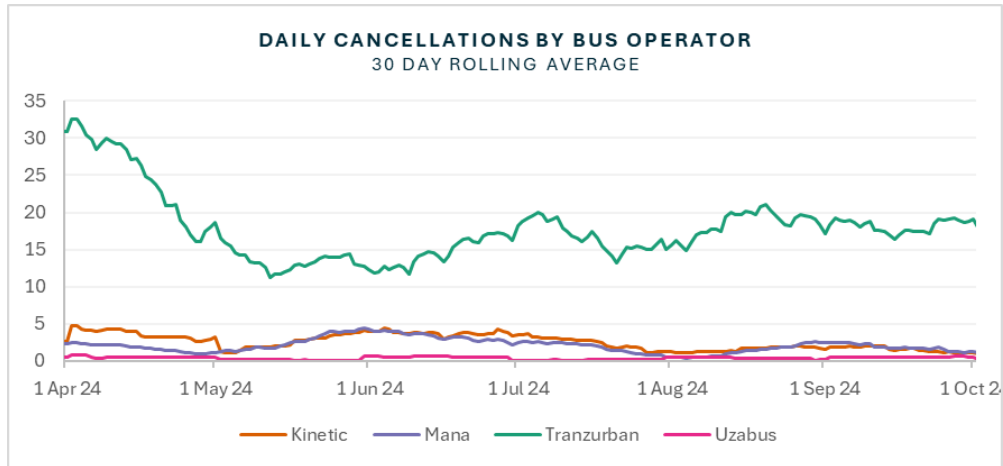
15. Bus passenger boardings for October 2024 were 2.23 million, this compares to boardings of 2.21 million in October 2019 (pre-COVID-19). Patronage for the year to date is at 100.2% of pre-COVID-19 levels.

Reliability

16. The reliability metric is a measure of services deemed to have run. The daily reliability target for our bus services is 98%.

¹ <https://www.metlink.org.nz/about-us/performance-of-our-network>

17. Reliability for October 2024 was 99.6%, the same as compared to September 2024 which was also 99.6%. Reliability this month continues to reflect stabilising driver numbers and retention rates.
18. The graph below provides information on cancellation trends by operator.



19. Bus operators are achieving the required performance levels for reliability. Metlink continues to monitor bus driver recruitment levels and recruitment plans. Currently, there are no issues of concern with recruitment or retention.

Punctuality

20. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late.
21. The punctuality target for our bus services is 95%.
22. Bus service punctuality was 95.8% in October 2024, compared to 95.2% in September 2024.
23. Punctuality this month continues to reflect traffic congestion in the usual places in Wellington City, including continuing disruption in Island Bay and on Thorndon Quay.

Rail performance – October

Patronage

24. Rail passenger boardings for October 2024 were 0.91 million, this compares to boardings of 1.24 million in October 2019 (pre-COVID-19). Patronage for the year to date is at 73.2% of pre-COVID-19 levels, which reflects changed travel behaviour.

Reliability

25. 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.

26. The rail reliability target is 99.5%.
27. Rail service reliability was 96.7% in October 2024, compared to 87.9% in September 2024.
28. Reliability was affected by an earthquake which closed the network early in October for a morning while precautionary inspections were undertaken to ensure no major damage had occurred. A slip on the Johnsonville Line in the middle of October also impacted services.
29. Staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 0.9% of the reliability failures in October 2024.

Punctuality

30. The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.
31. The rail punctuality target is 90%.
32. Punctuality for October 2024 was 79.6% compared to 83.2% in September 2024.
33. Punctuality continues to be impacted by a high level of speed restrictions across the network, in particular on the Kāpiti and Wairarapa Lines (note speed restrictions on the Wairarapa Line reduced significantly with the removal of restrictions related to vibrations in mid-October). Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

Bus replacements

34. In October 2024, 19.7% of rail services were replaced by buses (planned and unplanned):
 - a 18.1% of the rail services that were replaced by buses were planned.
 - b 1.6% of the rail services that were replaced by buses were unplanned.
35. Of the 18.1% of planned rail services that were replaced by buses, 83% were awarded to Metlink bus operators (Tranzurban, Kinetic and Mana); the remainder were awarded to NCS buses, which meet Metlink's preferred fleet requirements (bike racks, accessible, and electronic ticketing).
36. Planned bus replacements are used to allow upgrade works across the rail network to continue on a regular basis.
37. An update on the statistics of the vehicles/operators running the unplanned rail services replaced by buses will be tabled at the meeting on 28 November 2024.

Upcoming Blocks of Line (planned bus replacements)

38. Information on upcoming planned Blocks of Line covering the period November 2024 to December 2024 is attached as [Attachment 2](#) to this report. Note this information is subject to change (for example, late notice essential works). The

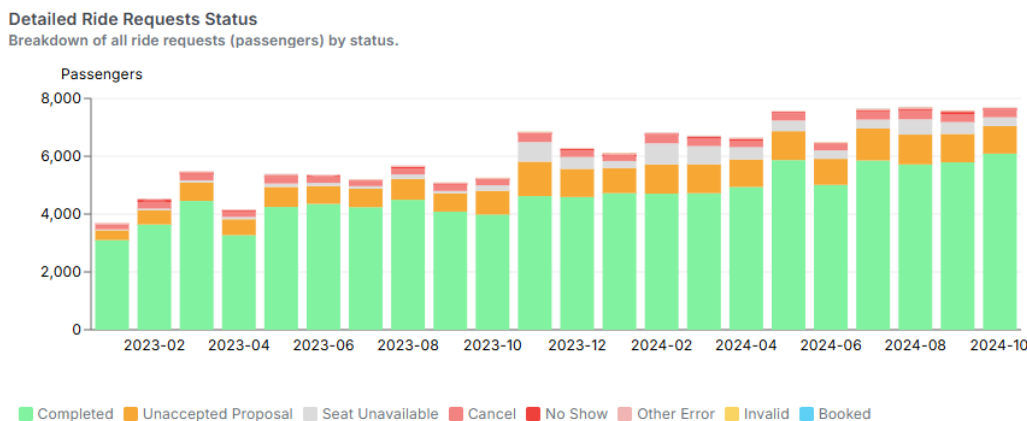
most up-to-date information is available on our website: <https://www.metlink.org.nz/news-and-updates/buses-replacing-trains/>.

Ferry performance – October

- 39. Ferry services have operated according to their reduced timetable; trips to Matiu / Somes Island are not operating as the island is closed for six to eight months (from February 2024) for wharf improvements. Note that the wharf is due to reopen from 22 November 2024.
- 40. Boardings were 64.2% of October 2019 numbers (pre COVID-19).

Tawa Public Transport On Demand Trial – September

- 41. The Tawa on Demand Public Transport Trial ends on 31 December 2024. On 24 October 2024, the Committee agreed to establish a new fixed route for Tawa, which provides at a minimum a weekday day hourly service (refer Public Transport Tawa On Demand trial: assessment and future options – Report 24.537).
- 42. Reporting on the performance of Tawa Public Transport On Demand Trial will continue until 31 December 2024.
- 43. Tawa on Demand Trial passenger boardings for October 2024 were 6,090. There has been steady increase in demand over the year with 53,423 completed rides in 2024. This is an increase of 13,549 passengers on the same period in 2023. The graph below shows total demand and completed rides by month since the extension.



- 44. In the period since the commencement of the Tawa on Demand Trial on 16 May 2022 to 30 September 2024, there have been 122,012 completed rides and 3,294 unique riders have used the service.
- 45. The Tawa on Demand Trial expanded to the Porirua City centre on 6 November 2023; since the expansion on a rolling quarter average ridership has increased by 7%.
- 46. The average monthly patronage in the twelve months since the expansion is 4,941, compared to the average monthly patronage for the same period in the previous year at 3,882 (like for like, excluding Sundays).

47. Sunday services for this trial started on 10 December 2023. There have been 2,666 completed rides on a Sunday compared to 5,689 for the same period on a Saturday.
48. The gross costs for the current financial year (2024/25) are \$452,806; this is in line with budget.
49. The forecast total cost to the end of the trial on 31 December 2024 are \$2,897,572 which is within the \$2.9 million budget, and in line with forecast costs when the Committee approved the extension (Report 23.229 Public Transport On-demand Trial Review refers).

Fare revenue

50. In October 2024, there was a budget shortfall of \$1.05 million for the month across bus and rail services. The year-to-date budget shortfall is \$4 million.
51. The assumptions behind the fare revenue budget have been reassessed and the 2024/25 full year forecast is now expected to be \$10 million less than originally budgeted.
52. The budgeted fare revenue includes expected Crown funding allocations for Community Connect. However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 2024/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.
53. There are several factors contributing to the year-to-date fare revenue budget shortfall, including:
 - a the budget being phased evenly across the year
 - b lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.
54. The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

Warranted Transport Officer activity – October

55. Metlink's Warranted Transport Officers undertook 2,390 payment validations on board rail services in October 2024.
56. Payment validations of Metlink bus services fares are based on observations – customers who are requesting free fares from drivers and/or passengers who are using an incorrect card are engaged in a conversation and details collected. We continue working with drivers and passengers to remind them of the tickets to be issued for all non-snapper trips, including fares which do not incur a charge to the customer.
57. In October 2024, no infringement notices were issued by Warranted Transport Officers.

58. The table below reports on the number of times Warranted Transport Officers have sought customer details in relation to their non-payment of the correct fare in the October 2024 period.

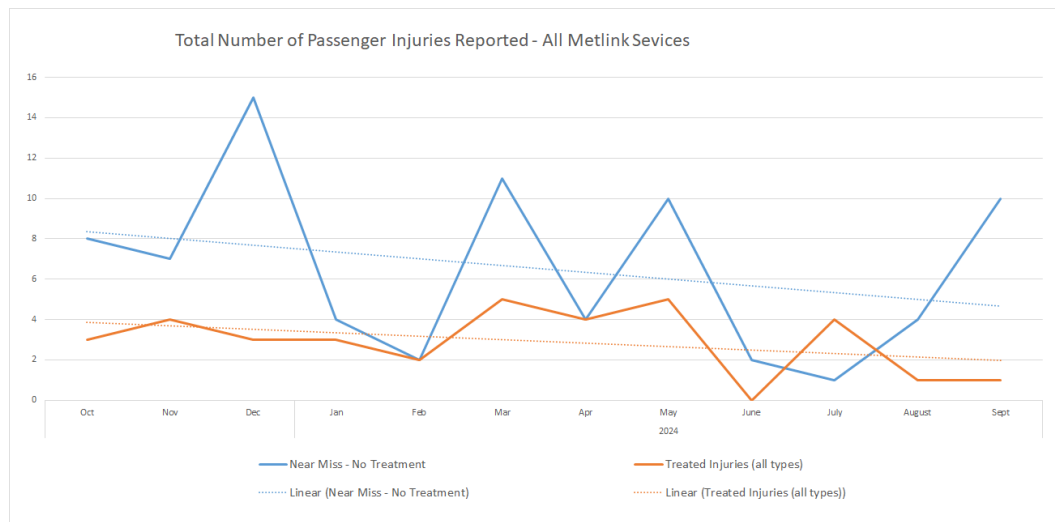
Mode	Rail - HVL	Rail - KPL	Rail - JVL	Rail - MEL	Rail - WRL	Bus	Ferry	Plat	TOTAL
Details sought	20	9	0	0	2	3	0	1	35

Health, Safety and Wellbeing - September

59. The information below reports on the 12 months from October 2023 to September 2024, reported by Metlink’s operators.
60. At the recent Metlink Operator’s Health and Safety Forum it was agreed that a separate workshop involving Metlink representatives, operators and allied services would be held. At this workshop parties will share current systems and processes, as well as exploring potential additional controls, in relation to managing and responding to situation of aggression and violence on the network.
61. A report providing an overview of actions taken to manage safety on board Metlink public transport services is also on the agenda for consideration at this meeting (Report 24.610 Managing Safety On Board Metlink Public Transport Services).

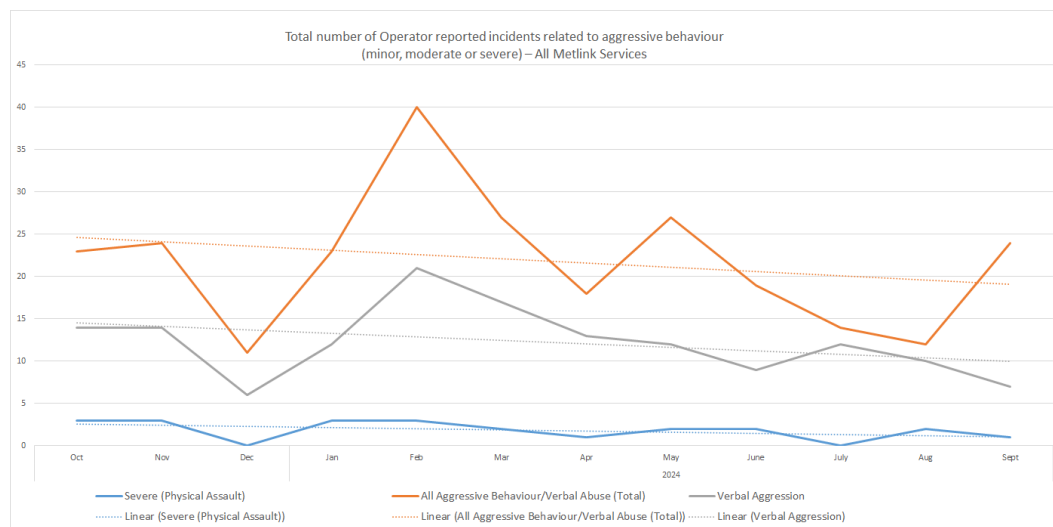
Passenger injuries

62. The treatment incident reported in September involved a medical event that occurred on a bus where the individual was taken to hospital by ambulance for treatment.
63. Other injuries were minor and were either treated by first aid at the scene or did not require any treatment. The underlying issue behind injuries was bus drivers having to emergency break to avoid other road users and people outside, actions that could have resulted in a more severe incident.



Aggressive behaviour or verbal abuse

64. There was an increase of aggressive behaviour incidents reported by operators in September. A significant proportion of these are events between passengers occurring on public transport, rather than aggression directed towards operator staff.



Social media – October

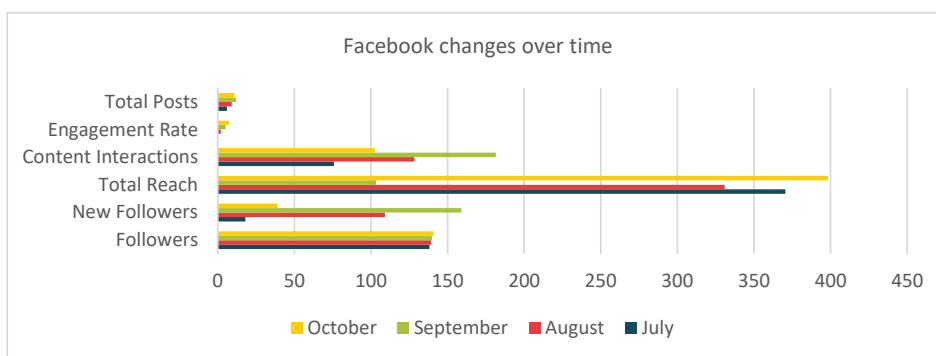
65. Social media is a key means for Metlink to reach its customers. Metlink’s Facebook page is used to provide customer communications.

66. The table below sets out information relating to Metlink social media for the September period:

September

Followers	New followers	Total reach	Content interactions	Engagement rate	Total posts
14,064 (0.78% increase)	39 (72.5% decrease)	39,837 (72.2% decrease)	1,025 (44.4% decrease)	7.2% (43.2% increase)	11 (8% decrease)

67. The graph below shows the comparative changes since July 2024, noting the recent industrial action in September.



Ngā āpitihanga

Attachments

Number	Title
1	Metlink performance report – October 2024
2	Upcoming Planned Rail Replacements – November 2024 to December 2024

Ngā kaiwaitohu

Signatories

Writers	Bernard Nunns – Manager Network Operations (Acting) Andrew Myers – Manager Customer Insights & Assets
Approvers	Fiona Abbott – Senior Manager Assets and Infrastructure Paul Tawharu – Senior Manager Operations Samantha Gain – Kaiwhakahaere Matua Waka-ā-atea Group Manager Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<i>Fit with Council's roles or with Committee's terms of reference</i> The Committee has the specific responsibility to review performance trends related to public transport and transport demand management activities as set out in the Committee's Terms of Reference.
<i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i> Certain performance measures in the 2024-34 Long-Term Plan relate to matters reported on in the operational performance report.
<i>Internal consultation</i> No other departments were consulted in preparing this report.
<i>Risks and impacts - legal / health and safety etc.</i> There are no risks arising from this report.

Metlink performance report

OCTOBER 2024



Contents

Partner performance	2
Bus operators	2
Ferry operator	5
Rail operator	6
Rail network owner	8
Operational performance	10
Patronage	10
Bus emissions	14
Customer contact	15
Complaints	16
Financial performance	19
Fare revenue	19

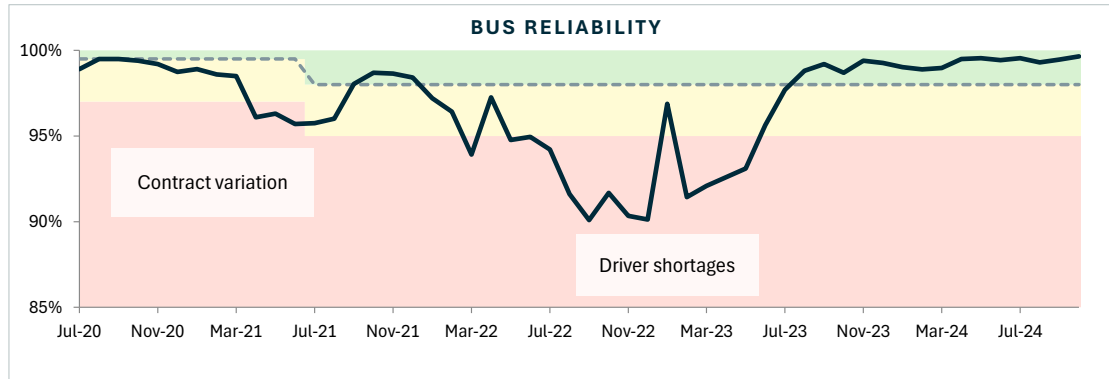
Partner performance



Bus operators

Reliability

The bus reliability measure shows the percentage of scheduled services that ran, as tracked by RTI and Snapper systems. In October, 99.6% of bus services were delivered, and 99.5% for the year to date. Reliability this month continues to reflect stable driver numbers and retention rates, as well as reduced service levels due to school holidays in the first half of the month.



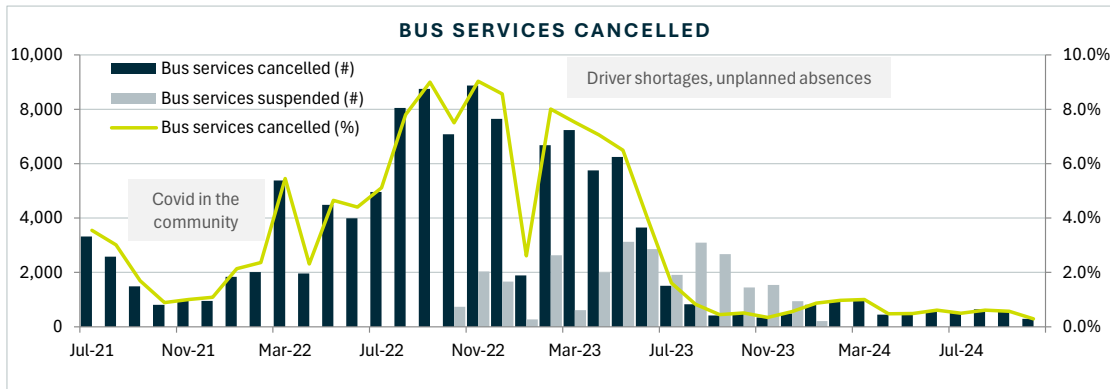
■ ≥98%, Meets/exceeds target
 ■ 98%-95% Needs improvement
 ■ <95% Unsatisfactory

Reliability - current month

	Oct-24	Oct-23	Change
Wellington City			
Newlands & Tawa	99.9%	99.4%	0.5%
East, West & City	99.8%	99.7%	0.0%
North, South, Khandallah & Brooklyn	99.2%	96.6%	2.5%
Hutt Valley	99.9%	98.9%	1.0%
Porirua	99.2%	98.0%	1.2%
Kapiti	100.0%	100.0%	0.0%
Wairarapa	99.6%	98.4%	1.2%
Total	99.6%	98.7%	0.9%

Reliability - year to date (July - October)

	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	99.4%	99.2%	0.2%
East, West & City	99.8%	99.7%	0.1%
North, South, Khandallah & Brooklyn	98.9%	96.7%	2.2%
Hutt Valley	99.7%	99.2%	0.5%
Porirua	98.9%	96.8%	2.1%
Kapiti	99.9%	99.0%	0.9%
Wairarapa	99.7%	98.3%	1.4%
Total	99.5%	98.6%	0.9%

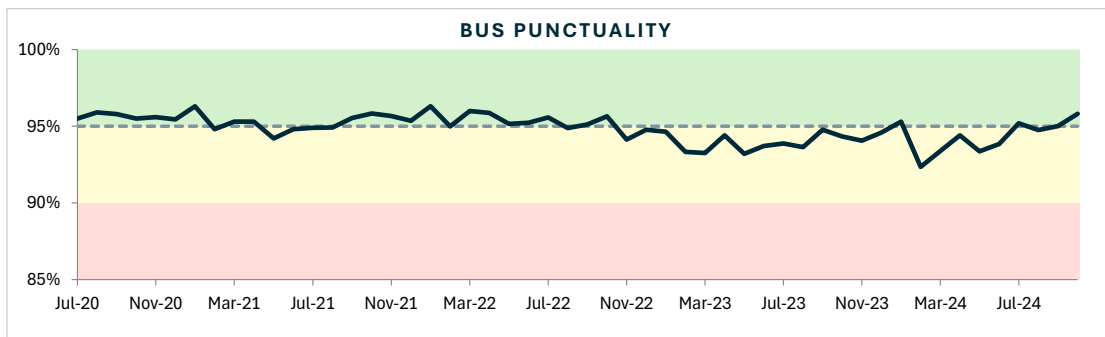


Punctuality

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

Bus service punctuality was 95.8% in October and 95.2% for the year to date. Punctuality this month continues to reflect various roadworks around the region, including disruption in the usual places in Wellington City (Thorndon Quay and Berhampore in particular). Wairarapa punctuality has been impacted by waiting for delayed trains to maintain service connections.

School holidays in the first half of the month have also positively impacted punctuality, likely due to less traffic congestion at peak times.



■ ≥95%, Meets/exceeds target
 ■ 95%-90% Needs improvement
 ■ <90% Unsatisfactory

Punctuality - current month

	Oct-24	Oct-23	Change
Wellington City			
Newlands & Tawa	96.6%	95.1%	1.6%
East, West & City	96.8%	95.8%	1.0%
North, South, Khandallah & Brooklyn	93.8%	91.2%	2.6%
Hutt Valley	95.1%	94.8%	0.3%
Porirua	97.2%	95.8%	1.4%
Kapiti	97.2%	92.7%	4.5%
Wairarapa	94.3%	92.9%	1.3%
Total	95.8%	94.3%	1.5%

Punctuality - year to date (July - October)

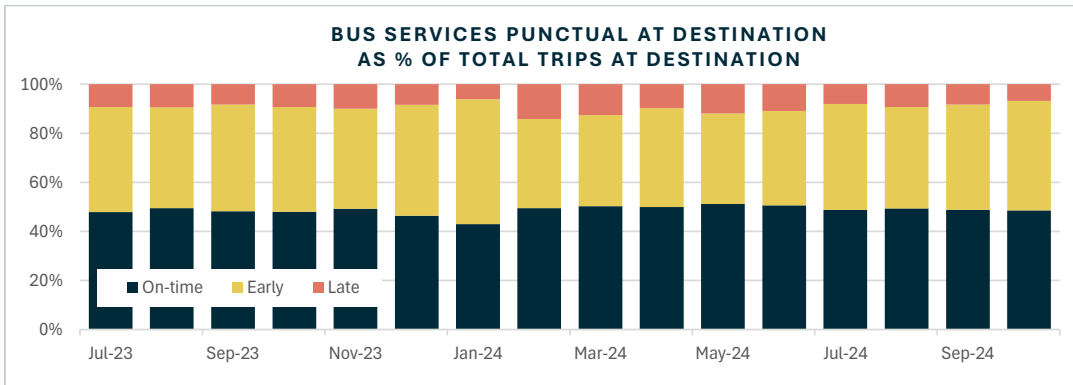
	2024/25	2023/24	Change
Wellington City			
Newlands & Tawa	96.3%	95.3%	1.0%
East, West & City	95.9%	95.8%	0.1%
North, South, Khandallah & Brooklyn	93.4%	90.1%	3.3%
Hutt Valley	94.7%	95.0%	-0.3%
Porirua	97.0%	94.8%	2.2%
Kapiti	96.1%	93.9%	2.2%
Wairarapa	93.5%	91.5%	2.0%
Total	95.2%	94.2%	1.0%

Punctuality at destination

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

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

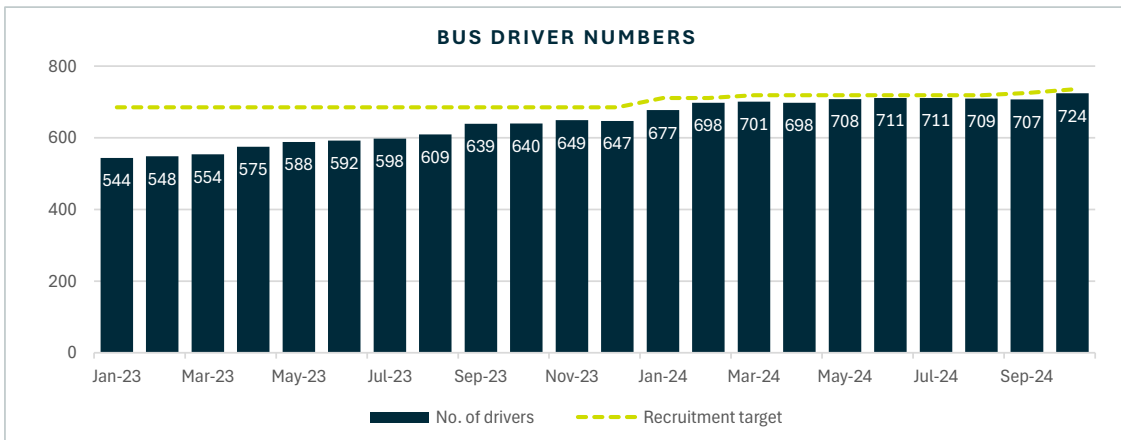
In October, 48.6% of bus services recorded at destination arrived on time, with a further 44.6% arriving more than one minute early, while 6.8% of services arrived more than five minutes late.



Punctuality at destination - current month				Punctuality at destination - year to date (July - October)			
	Oct-24	Oct-23	Change		2024/25	2023/24	Change
On-time	48.6%	48.0%	0.6%	On-time	48.8%	48.4%	0.4%
Early	44.6%	42.7%	1.9%	Early	41.7%	42.5%	-0.8%
Late	6.8%	9.3%	-2.5%	Late	9.6%	9.1%	0.5%

Bus driver recruitment

The graph below shows monthly total numbers of bus drivers against the original recruitment target of having 685 drivers by October 2023, and the current target of 7235 drivers required to run the network.

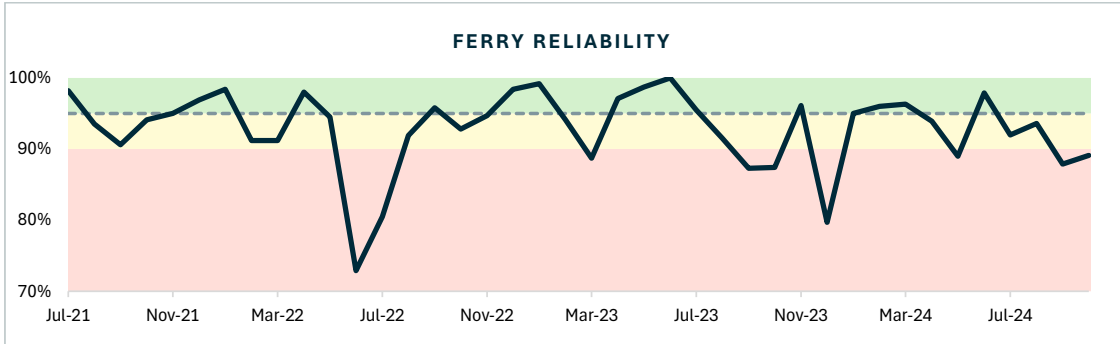




Reliability

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

Reliability for October was 89.1%, compared to 87.4% for the same month last year. There were 74 weather-related cancellations this month, and 11 non-weather related cancellations.



■ ≥95%, Meets/exceeds target
 ■ 95%-90% Needs improvement
 ■ <90% Unsatisfactory

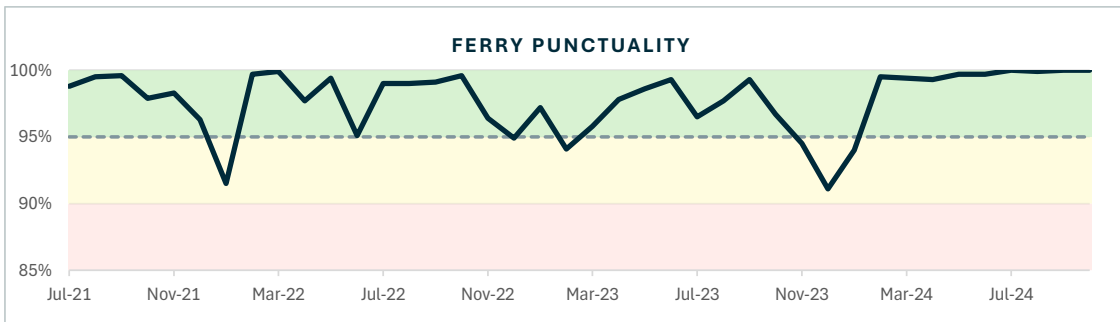
Reliability - current month

	Oct-24	Oct-23	% Change
Total	89.1%	87.4%	1.7%

Punctuality

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

Punctuality for October was 100.0%, compared to 96.7% for the same month last year.



■ ≥95%, Meets/exceeds target
 ■ 95%-90% Needs improvement
 ■ <90% Unsatisfactory

Punctuality - current month

	Oct-24	Oct-23	% Change
Total	100.0%	96.7%	3.3%



Rail operator

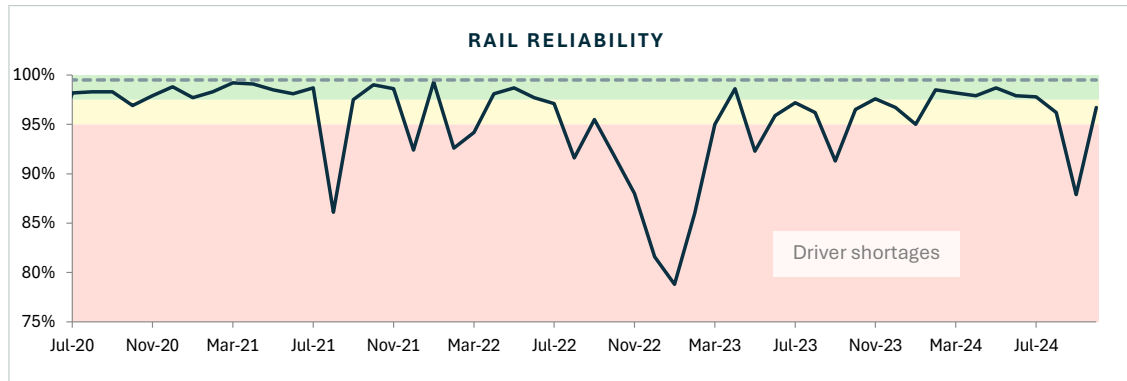
Reliability

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

Rail service reliability was 96.7% in October, and 94.7% for the year to date.

Reliability was affected by an earthquake closed the network early in October for a morning while precautionary inspections were undertaken to ensure no major damage had occurred and on slip on the Johnsonville Line in the middle of October also impacted services.

Staff absence through sickness impacts reliability as there are agreed staffing levels to operate services. When a staff member is not available on a rostered shift and a replacement cannot be found, service levels are impacted. Staff absence through sickness accounted for 0.9% of the reliability failures in October 2024.



Reliability - current month

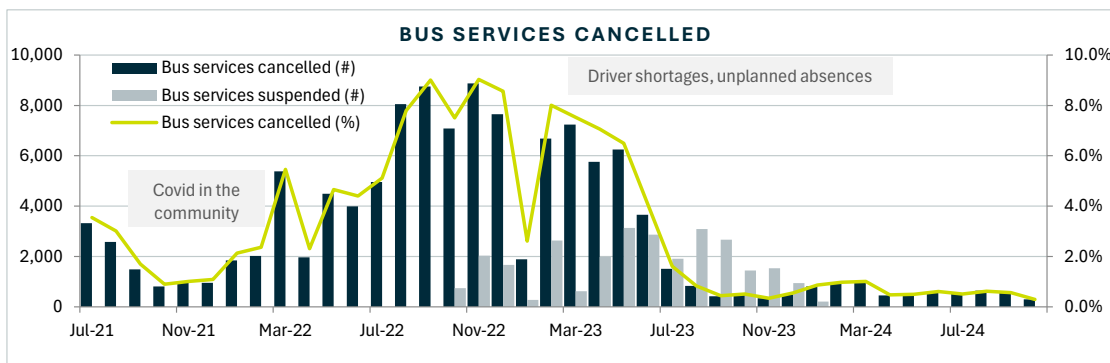
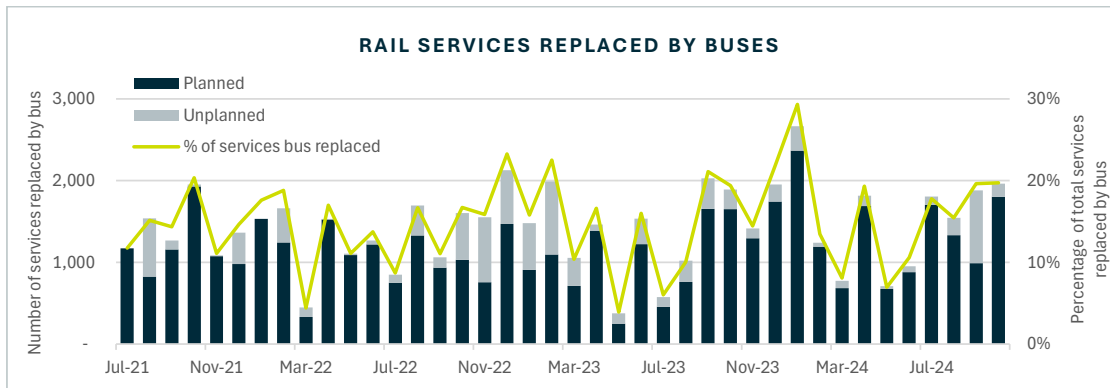
	Oct-24	Oct-23	Change
Hutt Valley	96.3%	97.2%	-0.9%
Johnsonville	98.1%	95.3%	2.8%
Kapiti	96.7%	96.9%	-0.2%
Wairarapa	89.4%	94.8%	-5.4%
Total	96.7%	96.5%	0.2%

Reliability - year to date (July - October)

	2024/25	2023/24	Change
Hutt Valley	95.4%	97.0%	-1.6%
Johnsonville	96.7%	94.8%	1.9%
Kapiti	93.1%	96.9%	-3.8%
Wairarapa	85.9%	91.0%	-5.1%
Total	94.7%	96.3%	-1.6%

Attachment 1 to Report 24.602

In October, 19.7% of rail services were replaced by buses, compared to 19.6% the previous month.

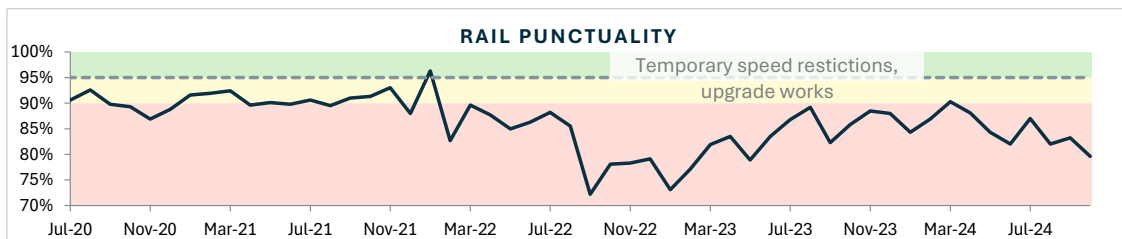


In October, there were 9957 rail trips run, carrying 912,401 passengers.

Punctuality

Punctuality continues to be impacted by a high level of speed restrictions across the network, on the Kāpiti and Wairarapa Lines. Speed restrictions are put in place to help keep everyone safe while KiwiRail works on the line are completed or bedded in.

Speed restrictions on the Wairarapa line reduced significantly with the removal of restrictions related to carriage hunting in the middle of October.



Punctuality - current month

	Oct-24	Oct-23	Change
Hutt Valley	89.6%	82.0%	7.6%
Johnsonville	96.3%	97.8%	-1.5%
Kapiti	56.9%	85.1%	-28.2%
Wairarapa	34.8%	34.0%	0.8%
Total	79.6%	85.8%	-6.2%

Punctuality - year to date (July - October)

	2024/25	2023/24	Change
Hutt Valley	90.3%	87.3%	3.0%
Johnsonville	96.0%	94.4%	1.6%
Kapiti	68.0%	88.7%	-20.7%
Wairarapa	23.1%	29.3%	-6.2%
Total	83.0%	88.0%	-5.0%

Rail network owner

Commentary

This commentary summarises the performance of the rail network, owned and operated by KiwiRail. The Key Performance Indicator (KPI) results below are for Wellington Network Services only and represent the measures in the contract. The following delays are not counted in the network owner's KPI results:

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

Therefore, the results do not mirror the customer experience of the punctuality and reliability of the rail network.

October Commentary

Wellington Metro performance decreased for both punctuality and reliability in October. Multiple signals and points issues impacted performance across for the month.

A new turnout was installed at Porirua on the weekend of the 5th of October, but alterations to the traction overhead lines were unable to be made until the Labour Weekend BOL. This resulted in the crossover being unavailable to EMU services for that timeframe, this added to disruption on the NIMT.

On the 3rd of October, in the afternoon peak, A Box 42 points lost detection in normal. This caused 315 minutes of delay time including congestion of services. 1.9 services were terminated early at Trentham due to late running.

On the 7th of October at CTC failure occurred between Kaiwharawhara and Redwood. On arrival our Signal Technician found the RCD (Protection device) which protects the Signalling equipment had tripped, due to a current spike in the power grid. This caused an outage which affected the signals in Tunnel 2 and the CTC system.

On the 14th of October a slip occurred on the Johnsonville Line as Metlink service 9220 approached. The line was closed for 6 hours while track staff and plant worked to clear the area of debris.

On Friday the 29th of October during the morning Peak, 64 points in Wellington failed, with Signals staff working until the early afternoon to repair. Services were bus replaced during the disruption.

TSRs for vibration issues on the Wairarapa line were removed on the 16th of October.

Following severe weather, a new TSR for a slip site was added on the Johnsonville line between Wadestown and Crofton downs. The site is currently being reviewed by track and civil engineering for a mitigation strategy.

October saw the beginning of the heat season with 5 heat sites initially across the Network. Two sites on the NIMT and Hutt Valley, and one on the Johnsonville Line. On the 28th of October one heat site was removed on the NIMT between Porirua and Mana. So far Heats have had a minimal impact, with one warm day on the 22nd of October causing delay time.

KPI summary

Network Availability

Line closure on the 14th of October on the Johnsonville Line caused by a Slip.

Maintenance Compliance

Maintenance is 100% compliant across both Track and 84% compliant across STTE.

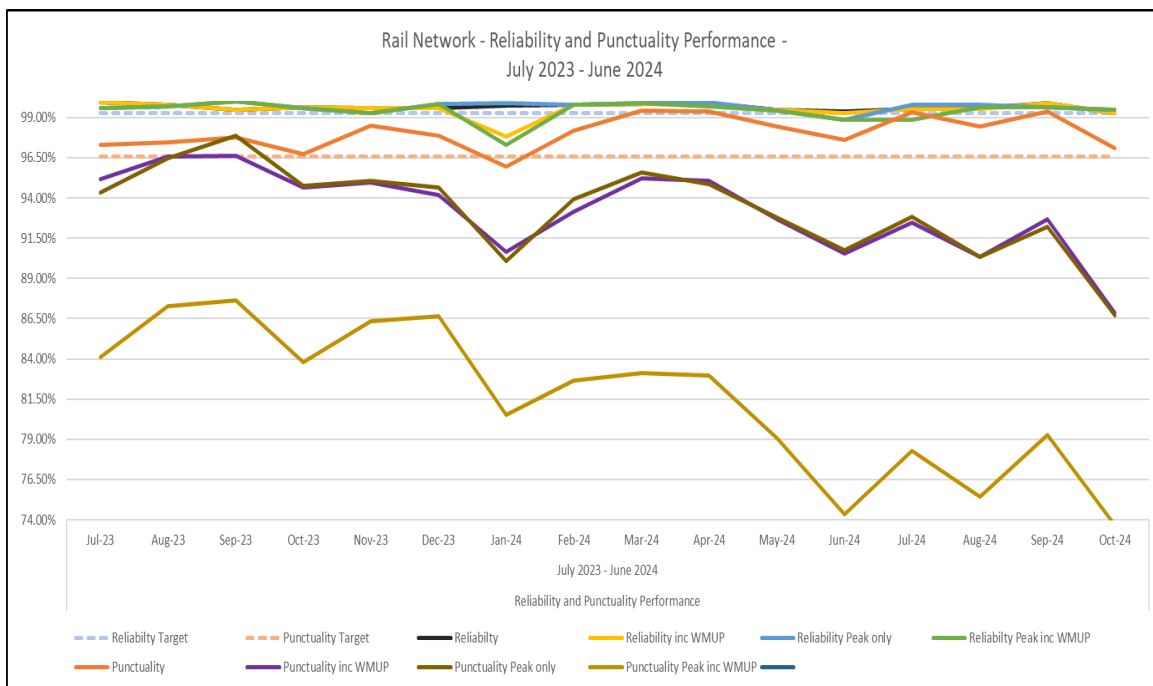
Maintenance Backlog

One Signals work order is outstanding for the Level Crossing Alarm at Ngamutawa Road in Masterton, it is in plan status and is currently with Signals Engineering for design. One Structures work order remains open for a collapsed culvert at 90.041km on the Wairarapa Line.

HSE

31 Harm Free days in October.

Graph showing Network Punctuality and reliability performance trends



Operational performance

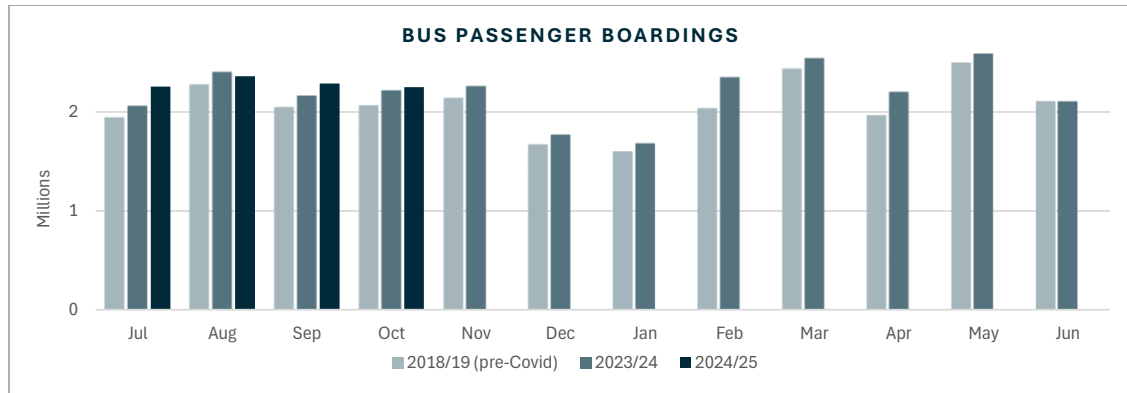
Patronage

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

Bus passenger boardings

October bus passenger boardings were 1.7% higher than the same month last year, and 3.7% higher for the year to date.

Boardings this month were 0.9% higher than October 2019 numbers (pre-Covid).



Boardings by area - current month

	Oct-24	Oct-23	% Change
Wellington	1,673,092	1,630,813	2.6%
Hutt Valley	414,916	419,247	-1.0%
Porirua	83,861	79,115	6.0%
Kapiti	52,307	56,938	-8.1%
Wairarapa	13,382	14,659	-8.7%
Total	2,237,558	2,200,772	1.7%

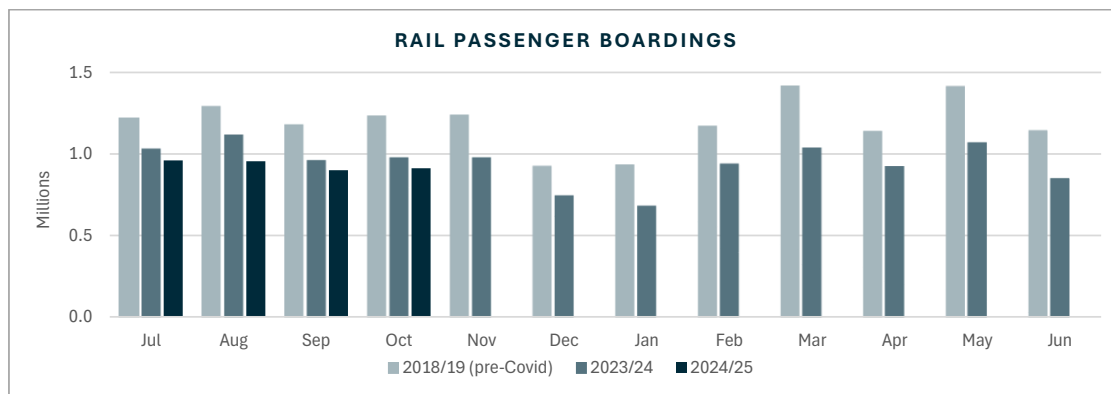
Boardings by area - year to date (July - October)

	2024/25	2023/24	% Change
Wellington	6,761,939	6,541,317	3.4%
Hutt Valley	1,706,943	1,639,515	4.1%
Porirua	349,006	310,232	12.5%
Kapiti	227,353	224,716	1.2%
Wairarapa	54,350	57,639	-5.7%
Total	9,099,591	8,773,419	3.7%

Rail passenger boardings

October rail passenger boardings were 6.6% lower than the same month last year, and 8.9% lower for the year to date.

Boardings this month were 26.9% lower than October 2019 numbers (pre-Covid).



Boardings by line - current month

	Oct-24	Oct-23	% Change
Hutt Valley	400,600	414,079	-3.3%
Kapiti	365,520	398,990	-8.4%
Johnsonville	94,738	109,561	-13.5%
Wairarapa	51,543	54,182	-4.9%
Total	912,401	976,812	-6.6%

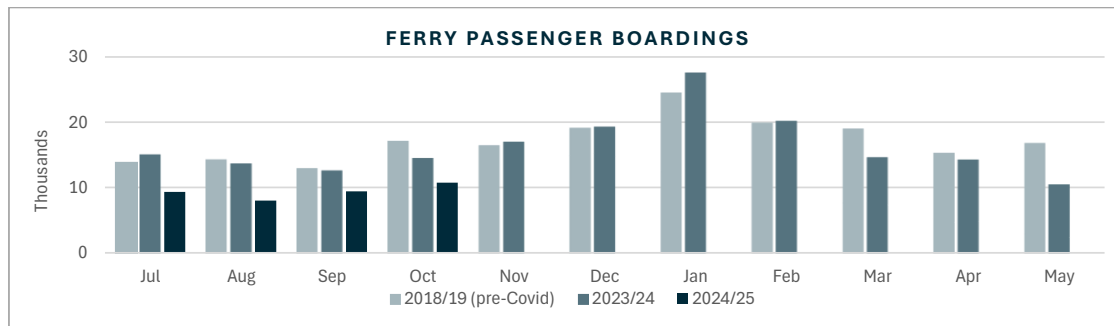
Boardings by line - year to date (July - October)

	2024/25	2023/24	% Change
Hutt Valley	1,628,180	1,747,895	-6.8%
Kapiti	1,500,328	1,653,738	-9.3%
Johnsonville	389,702	462,969	-15.8%
Wairarapa	198,799	215,954	-7.9%
Total	3,717,009	4,080,556	-8.9%

Ferry passenger boardings

Ferry boardings show a decrease of 25.8% on the same month last year, and a decrease of 32.7% for the year to date. Boardings are often affected by weather. Services to Matiu/Somes Island have been suspended from 19 February 2024. Expected opening date is 22 November 2024.

Boardings for the month were 35.8% lower than September 2019 numbers (pre-Covid).



Boardings - current month

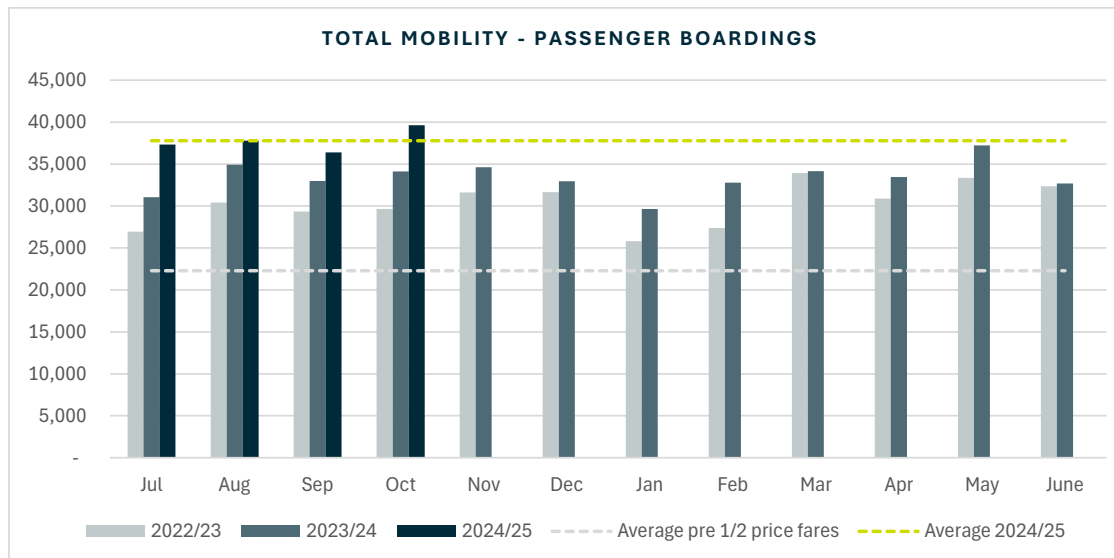
	Oct-24	Oct-23	% Change
Total	10,752	14,486	-25.8%

Boardings - year to date (July - October)

	2024/25	2023/24	% Change
Total	37,499	55,754	-32.7%

Te Hunga Whaikaha Total Mobility passenger boardings

In October there were 39,630 Te Hunga Whaikaha Total Mobility trips, an increase of 16.19% compared to the same month in the previous year. This shows continuing strong levels of usage of Te Hunga Whaikaha Total Mobility, reflective of the half price fares initiative which is now permanent.

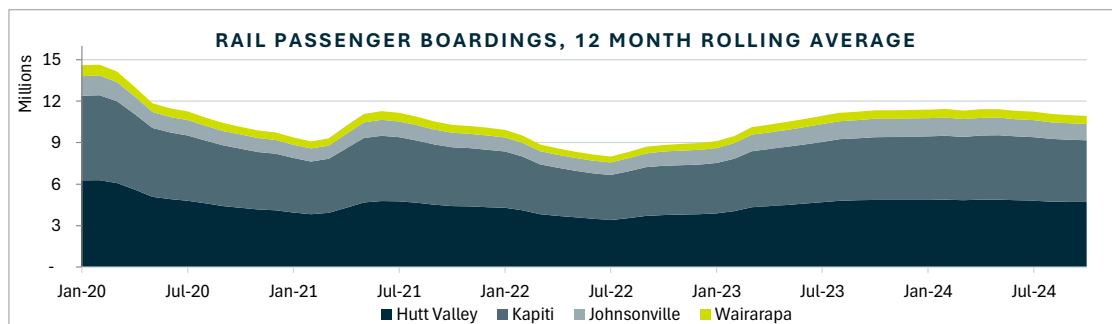
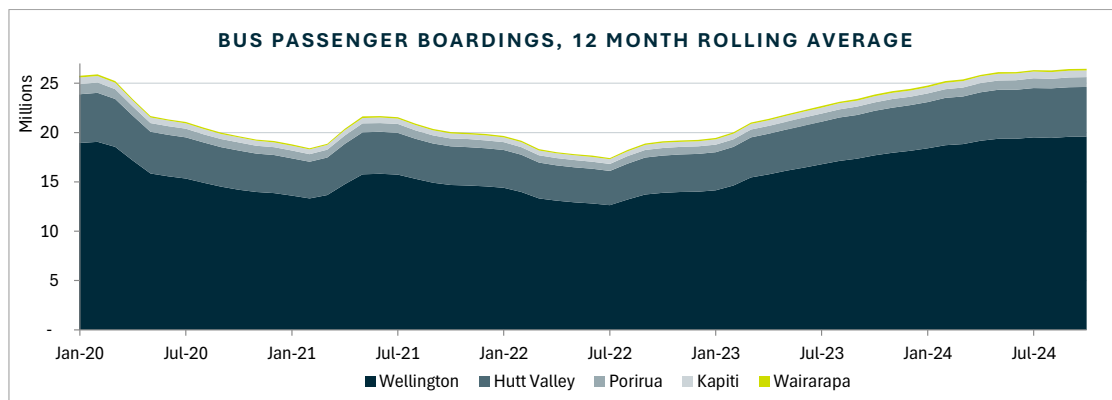
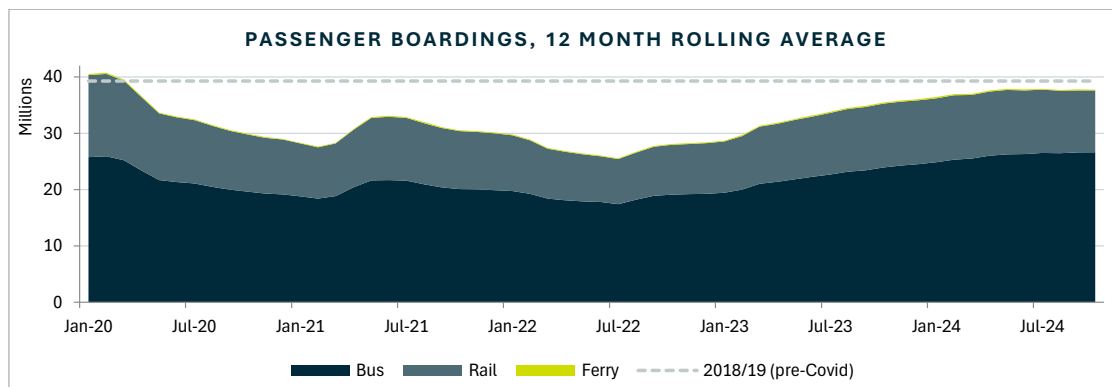


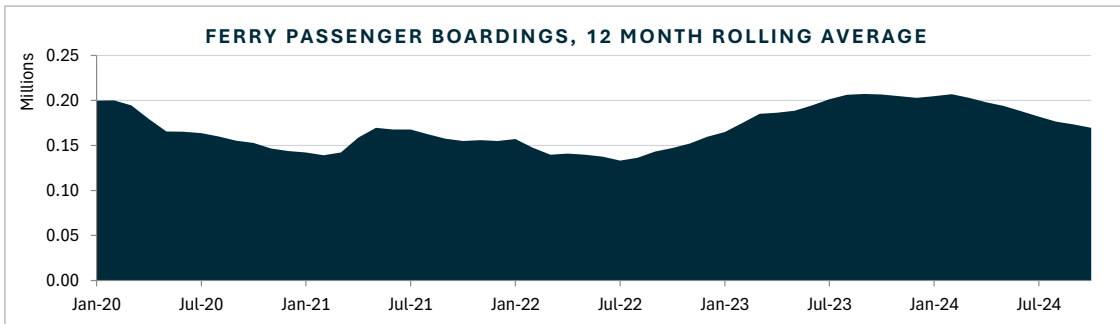
Passenger boardings trend – 12 month rolling totals

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

Each column in the graphs below represents the total boardings for the 12 months prior (e.g., for January 2024, the column is total boardings for February 2023 to January 2024). Rolling totals smooth out any seasonal differences (e.g., school and public holidays) and are a better indication of growth trends overall. For month-on-month totals refer to the graphs in the section above.

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

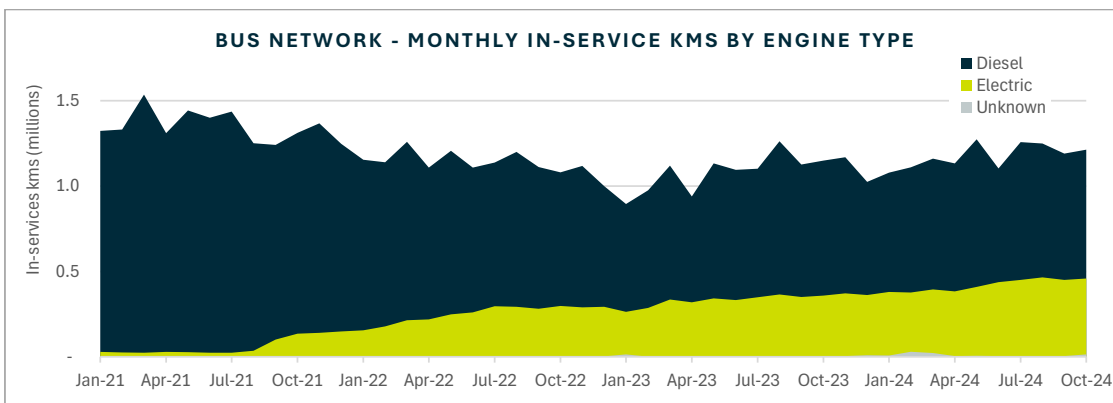




Bus emissions

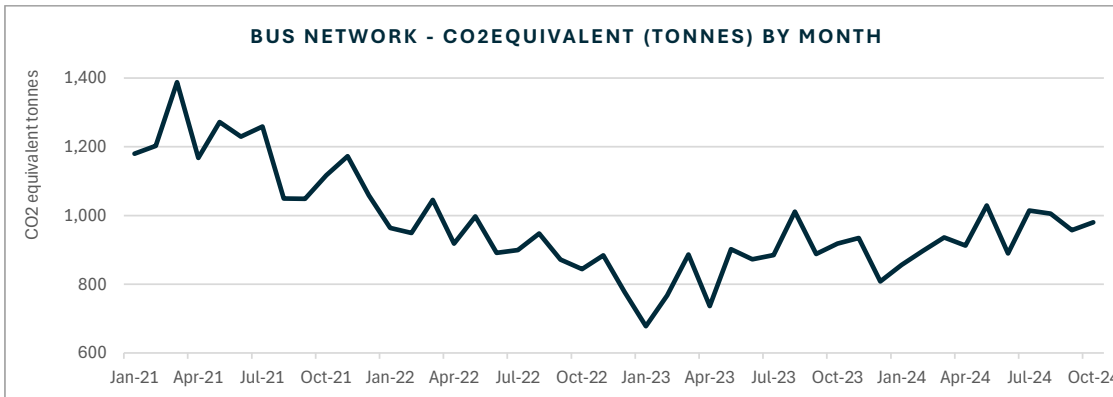
In-service kilometres by engine type

The graph below shows the monthly in-service kilometres by engine type for vehicles that have run Greater Wellington bus network services.



CO2 equivalent tonnes

The graph below shows the monthly CO2 equivalent tonnes emitted by vehicles that have run Greater Wellington bus network services.



Bus vehicles by engine type

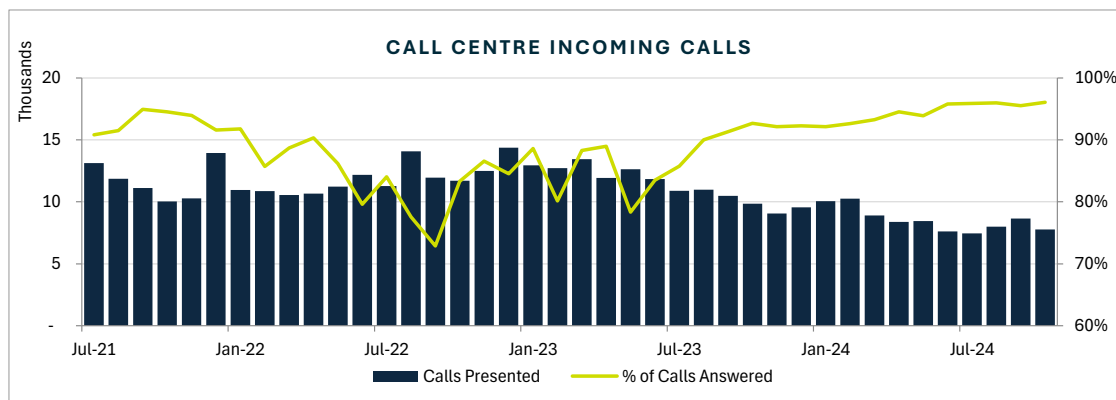
The table below shows the number of vehicles by engine type that ran bus network services in the Greater Wellington region in October 2024.

Engine type	Count
Electric	97
EURO3	46
EURO4	19
EURO5	70
EURO6	215
Unknown	19
Total	466

Customer contact

Call centre incoming calls

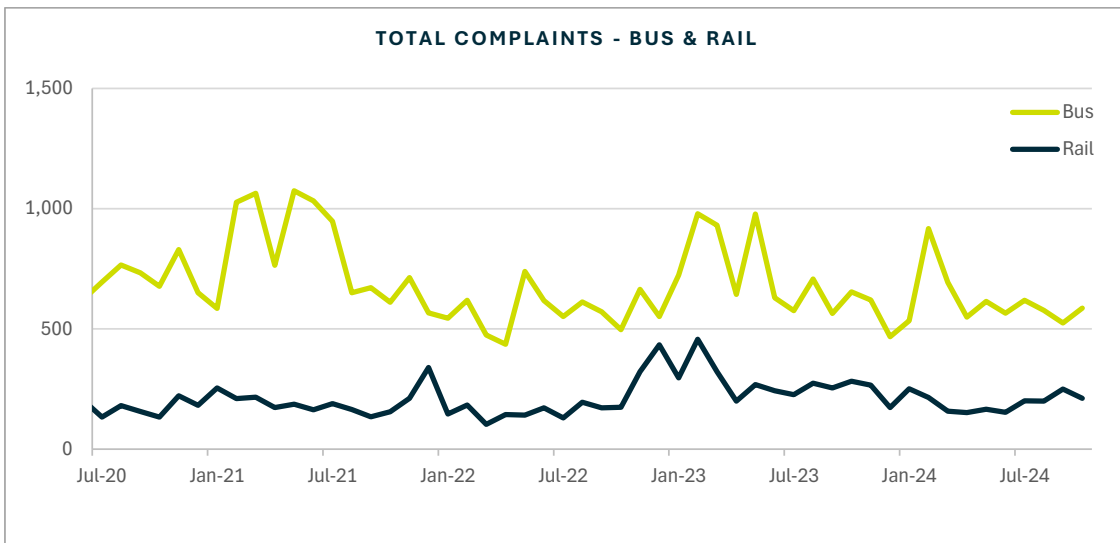
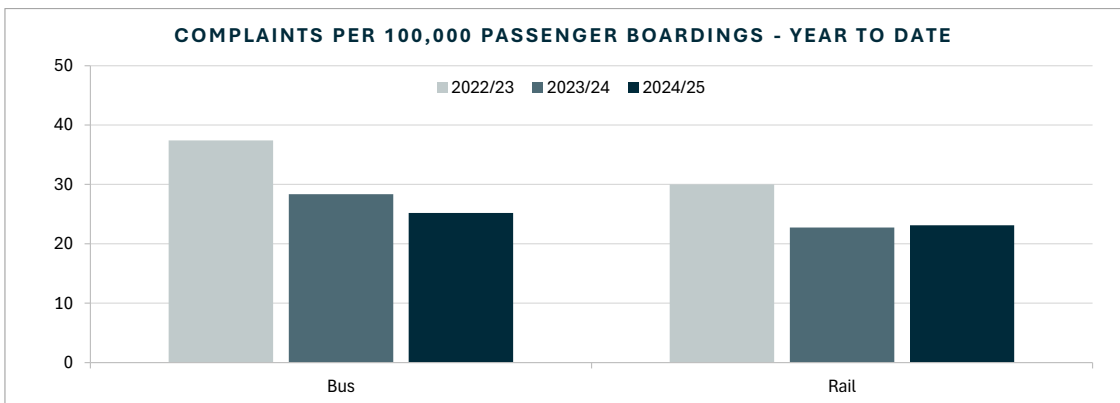
Metlink answered 96.1% of the 7,772 calls received in October.



Complaints

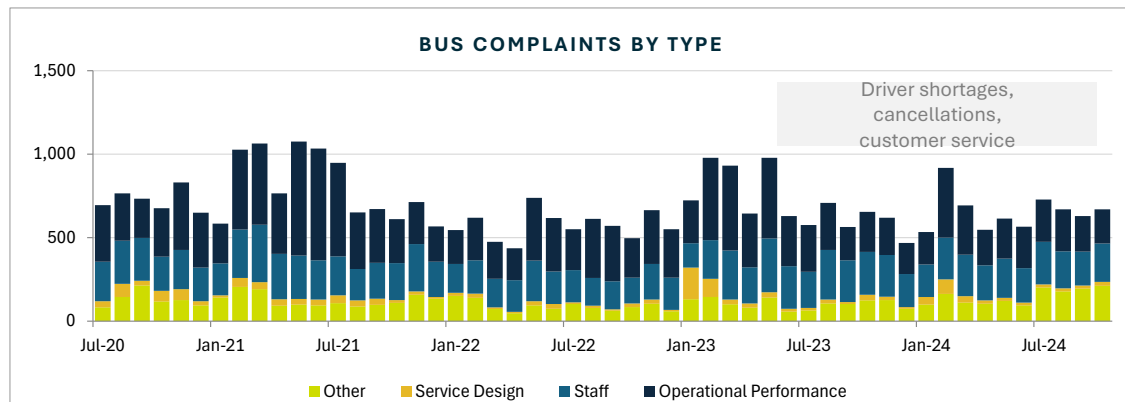
Complaints volume

To compare complaint volumes, Metlink reports the number of complaints per 100,000 passenger boardings. This shows that complaint volumes relative to passenger boardings are slightly higher for bus than rail.



Bus complaints

Bus complaints for the month were 10.4% lower than October last year, and 7.8% lower for the year to date. Complaint levels remain consistent. They relate mostly to customer service and driver behaviour.



Bus complaints - current month

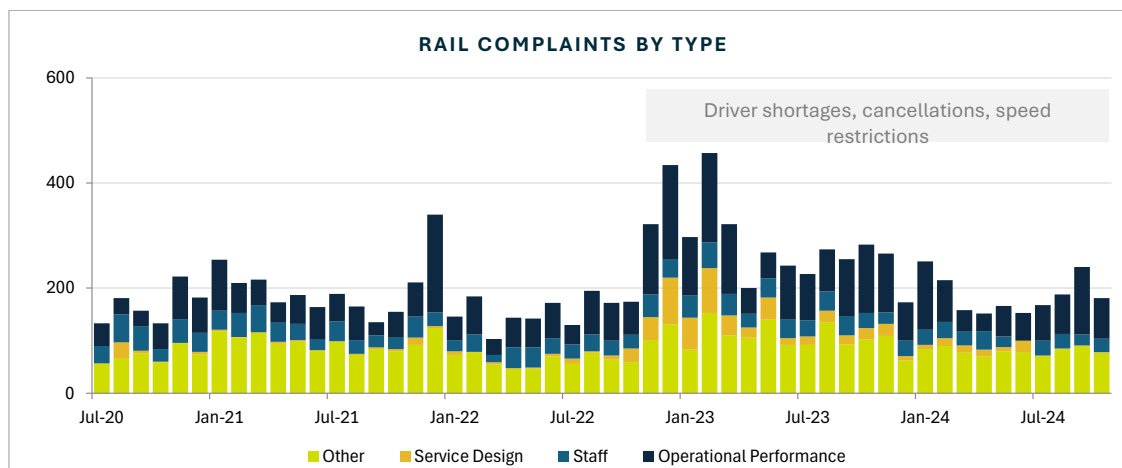
	Oct-24	Oct-23	Change
Wellington			
Newlands, Tawa	31	32	-3.1%
East-West, City	217	201	8.0%
North-south, Khandallah, Brooklyn	178	198	-10.1%
Hutt Valley	116	171	-32.2%
Porirua	21	21	0.0%
Kapiti	20	26	-23.1%
Wairarapa	3	5	-40.0%
Total	586	654	-10.4%

Bus complaints - year to date (July - October)

	2024/25	2023/24	Change
Wellington			
Newlands, Tawa	155	149	4.0%
East-West, City	770	718	7.2%
North-south, Khandallah, Brooklyn	669	813	-17.7%
Hutt Valley	510	614	-16.9%
Porirua	104	111	-6.3%
Kapiti	80	79	1.3%
Wairarapa	19	18	5.6%
Total	2,307	2,502	-7.8%

Rail complaints

Rail complaints remain steady, this can be attributed to operational performance and service delays.



Rail complaints - current month

	Oct-24	Oct-23	Change
Hutt Valley	59	100	-41.0%
Kapiti	89	101	-11.9%
Johnsonville	10	21	-52.4%
Wairarapa	24	26	-7.7%
General	29	35	-17.1%
Total	211	283	-25.4%

Rail complaints - year to date (July – October)

	2024/25	2023/24	Change
Hutt Valley	268	371	-27.8%
Kapiti	310	313	-1.0%
Johnsonville	42	73	-42.5%
Wairarapa	85	102	-16.7%
General	157	180	-12.8%
Total	862	1,039	-17.0%

Financial performance

Fare revenue

Bus and rail fare revenue

In October 2024, there was a budget shortfall of \$1.05 million for the month across bus and rail services. The year-to-date budget shortfall is \$4 million.

The assumptions behind the fare revenue budget have been reassessed and 24/25 full year forecast is now expected to be \$10 million less than originally budgeted.

The budgeted fare revenue includes expected Crown funding allocations for Community Connect, However, the actual revenue received for the month and year to date does not include Crown funding for Community Connect. The allocation of Crown funding for Community Connect is in the process of being agreed with NZ Transport Agency Waka Kotahi for the 24/25 year. Allocated Crown funding for Community Connect will be included as part of fare revenue in future reports.

There are several factors contributing to the year-to-date fare revenue budget shortfall, including:

- the budget being phased evenly across the year
- lower patronage on rail – which has higher fare revenues collection and lower average fare payments for the network overall.

The budget does not include ferry fare revenue as harbour ferry services operate under a different (net) PTOM contract. Unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink harbour ferry services.

The table below compares actual fare revenue collected from fare paying passengers travelled on Metlink bus and rail services over the reporting period, compared to budgeted fare revenue.

Fare revenue - current month				Fare revenue - year to date (July - October)			
	Oct-24	Budget	Excess/Shortfall		2024/25	Budget	Excess/Shortfall
Bus	3,970,258	3,861,872	108,386	Bus	14,859,595	15,447,486	- 87,891
Rail	3,021,825	4,186,172	- 1,164,347	Rail	13,327,741	16,744,689	- 3,416,948
Total	\$ 6,992,083	\$ 8,048,044	- \$ 1,055,961	Total	\$ 28,187,336	\$ 32,192,176	- \$ 4,004,840

Buses Replacing Trains

To help customers better plan their travel, Bus replacement information is available on the Metlink website on the [buses replacing trains](#) page. Copies of the current calendars are provided below. Please click on the calendar to link through to the bus replacement information for that specific line, which includes bus replacement timetables for each date.

Hutt Valley Line

● All day
○ Part of the day

November 2024							December 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31					

Melling Line

● All day
○ Part of the day

November 2024							December 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31					

Kāpiti Line

● All day
○ Part of the day

November 2024							December 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31					

Attachment 2 to Report 24.602

Johnsonville Line

- All day
- Part of the day

November 2024							December 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31					

Wairarapa Line

- All day
- Part of the day

November 2024							December 2024						
M	T	W	Th	F	S	S	M	T	W	Th	F	S	S
				1	2	3							1
4	5	6	7	8	9	10	2	3	4	5	6	7	8
11	12	13	14	15	16	17	9	10	11	12	13	14	15
18	19	20	21	22	23	24	16	17	18	19	20	21	22
25	26	27	28	29	30		23	24	25	26	27	28	29
							30	31					

KiwiRail provides further information about the [full programme of KiwiRail works](#) on their website.