



**greater WELLINGTON**

**REGIONAL COUNCIL**

**Te Pane Matua Taiao**

**If calling, please ask for Democratic Services**

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## **Transport Committee**

Thursday 18 June 2020, 9.30am

Via Zoom meeting

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### **Members**

Cr Blakeley (Chair)

Cr Brash

Cr Gaylor

Cr Kirk-Burnnand

Cr Lamason

Cr Ponter

Cr van Lier

Cr Lee (Deputy Chair)

Cr Connelly

Cr Hughes

Cr Laban

Cr Nash

Cr Staples

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

# Transport Committee

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Thursday 18 June 2020 at 9.30am

Via Zoom meeting

## Public Business

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**greater WELLINGTON**  
REGIONAL COUNCIL  
Te Pane Matua Taiao

Please note these minutes remain unconfirmed until the Transport Committee meeting on 18 June 2020.

Report 20.23

## **Public minutes of the Transport Committee meeting on Thursday 20 February 2020**

Council Chamber, Greater Wellington Regional Council  
Level 2, 15 Walter Street, Te Aro, Wellington at 9.31am.

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### **Members Present**

Councillor Blakeley (Chair)  
Councillor Brash  
Councillor Connelly  
Councillor Gaylor  
Councillor Hughes  
Councillor Kirk-Burnnand  
Councillor Laban  
Councillor Lamason (from 10am)  
Councillor Lee  
Councillor Nash  
Councillor Ponter  
Councillor Staples

### **Public Business**

#### **1. Apologies**

Moved: Cr Hughes / Cr Gaylor

That the Committee accepts the apology for absence from Cr van Lier and the apology for lateness from Cr Lamason.

The motion was **carried**.

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

There were no declarations of conflicts of interest

### 3. Public participation

Thomas Bryan spoke on public transport accessibility.

Ellenor Mayo presented the Committee with two petitions:

1. Request for bus service to and from the railway station to the north end Parata Street Waikanae 5036 Wellington
2. To support the provision of a reliable bus service for all Waikanae residents.

Oliver Bruce from Micromobility Industries, presented to the Committee on micromobility.

Mike Mellor spoke to the Committee on item 4, *Strategic priorities for the Transport Committee*, and item 7, *Advertising on buses – extension of trial*.

**Noted:** Cr Lamason arrived at the meeting at 10am during question time on Mr Bruce's presentation.

### Strategy/ Policy/ Major Issues

#### 4. Strategic priorities for the Transport Committee – Report 20.26

Luke Troy, Kaiwhakahaere Matua Rautaki/General Manager Strategy, spoke to the report.

Updated recommendations were tabled.

Moved: Cr Blakeley / Cr Lee

That the Committee:

1. Notes the current strategic framework for transport as outlined in a range of adopted strategies and plans.
2. Notes the contributing elements to the Committee's proposed strategic priorities for the 2019-22 triennium (paragraphs 2 to 21).
3. Agrees to the Committee's strategic priorities for the 2019-22 triennium being:
  - a. A reduction in transport-generated regional carbon emissions.
  - b. An increase in regional mode share for public transport and active modes.
  - c. Early delivery of public transport elements of Let's Get Wellington Moving programme.
  - d. Funding commitment to the Lower North Island Regional Rail trains.
4. Agrees to the Committee's key performance measures for the 2019-22 triennium being the following stretch targets:

- a *Carbon Emissions*: Contributing to the regional target of a 30% reduction in transport-generated carbon emissions by 2030 through:
  - i. Acceleration of the decarbonisation of the public transport vehicle fleet to a total of 100 electric buses by December 2023.
  - ii. Further acceleration of the decarbonisation of the public transport vehicle fleet to achieve the corporate target agreed by Council in August 2019 of net zero carbon emissions by 2030.
- b *Mode Shift*: Contributing to the regional target of a 40% increase in regional mode share from public transport and active modes by 2030 through:
  - i. An increase in regional public transport boardings to 44m passenger boardings in 2022 (from 40m passenger boardings in 2019).
  - ii. Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 50% of all patronage by 2022 (from 47% in 2018/19).
  - iii. Undertaking workplace travel programmes for 6 major regional employers by 2022.
- c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM, including:
  - i. Decisions on mass rapid transit route and mode by December 2020.
  - ii. Implementation of pilots and early wins for bus priority on core bus routes by 2022.
- d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) for Lower North Island regional rail by June 2021.
- e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets set out in a – d above, by June 2021.

The motion was **carried**.

The meeting adjourned at 10.49 and resumed at 11.05am.

**5. Public Transport Performance – Report 20.33** [for information]

Alard Russell, Commercial Manager, Public Transport, spoke to the report.

The performance report for January 2020 was tabled.

**6. Bus network review – rest of region – Report 20.50** [for information]

Wayne Hastie, Kaiwhakahaere Matua Hotaka Rautaki/General Manager, Strategic Programmes, spoke to the report.

**7. Advertising on buses – extension of trail – Report 20.54**

Alard Russell, Commercial Manager, Public Transport, spoke to the report.

Moved: Cr Staples / Cr Lamason

That the Committee:

- 1 Notes that, on 2 October 2019, Council agreed to a trial to assess the viability of introducing advertising on bus windows during November 2019 to February 2020.
- 2 Notes that officers will not have the ability to assess the trial against all agreed criteria before the trial is due to conclude on 29 February 2020.
- 3 Notes that market research undertaken to help assess the trial indicates general public support for advertising on bus windows and that there has been a positive response from advertisers who had previously not considered bus advertising.
- 4 Notes that preparations are in place for targeted consultation with the disability community, including people with visual impairments and that a full assessment of the trial will be undertaken following those consultations.
- 5 Agrees that the trial to assess the viability of introducing advertising on bus windows be extended from concluding on 29 February 2020 until 30 April 2020.

The motion was **carried**.

The meeting closed at 11.30am.

Councillor R Blakeley  
**Chair**

Date:

**Transport Committee**  
**18 June 2020**  
**Report 20.196**



**For Information**

## **PUBLIC TRANSPORT PERFORMANCE**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te horopaki**

#### **Context**

#### ***Operational performance***

2. Metlink now has access to more information than ever before relating to the performance of its public transport network.
3. Officers have developed a monthly report drawing on available information to provide performance reporting at the level provided in other local authorities.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. **Attachment 1** to this report contains an overview (including commentary) of the key results in Metlink's monthly performance report for the month of April 2020. Performance data for the month of May 2020 was unavailable at the time of writing this report. If available, a report for the month of May 2020 will be tabled at the meeting.

#### ***Annual customer satisfaction survey***

6. Each May, Greater Wellington Regional Council (Greater Wellington) commissions an independent survey (through Gravitas Research and Strategy Limited) of customers' experiences of Metlink public transport in the Wellington Region. This survey helps us identify and prioritise improvements for customers; provides performance measures for Greater Wellington's business plans and Annual Report; and meets Greater Wellington's reporting requirements to Waka Kotahi NZ Transport Agency, a co-funder of the Wellington Region's public transport. We have been running this survey since 2014. The survey's independence and thorough on-vehicle surveying methodology provide a robust benchmarked measure of performance.
7. The May 2020 annual customer satisfaction survey could not be undertaken due to the Government's alert level system restrictions. The survey requires in-person engagement which was not appropriate during Alert Level 3 and 2 conditions. In

addition, the number and profile of people travelling during May 2020 would also have been significantly different, so we would not get a comparative sample with other years.

8. Undertaking the annual survey in November 2020, when we undertake an interim survey for rail and Wellington bus services, will be considered to provide insight into the customer experience for 2020.

## **Te tātaritanga Analysis**

9. Results and analysis of performance for April 2020 (and May 2020) are likely to be highly skewed due to the impact of the Government's alert level system; and any trends around patronage and reliability will be weak. At least another two months of data is required before we can start to be comfortable with any trend predictions.

### ***Operational performance***

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

10. Bus passenger boardings for the ten months to April 2020 were 18.8 million. In February 2020, we were seeing increased growth across the region of +7.3 percent on the previous eight months. During Alert Levels 4 and 3, reduced timetables were being run, passenger boardings were extremely low, and we are now seeing decreased growth of -6.8 percent for the ten months to April 2020.
11. In April 2020, operators used the correct bus size only 85 percent of the time, compared to 98 percent for March 2020. During Alert Level 4, a number of buses were taken out of service to reduce the total number of buses requiring more rigorous cleaning for COVID-19. Punctuality was slightly higher in April 2020, compared to March 2020, with some trips running early due to significantly reduced traffic levels and patronage throughout Alert Levels 4 and 3. Reliability for April 2020 was very similar to March 2020.

#### ***Rail performance***

12. Rail passenger boardings for the ten months to April 2020 were 10.5 million. In February 2020, we were seeing increased growth of +3.5 percent on the previous eight months. During Alert Levels 3 and 4, reduced timetables were being run, passenger boardings were extremely low, and we are now seeing decreased growth of -11.0 percent for the ten months to April 2020. Similarly, we were seeing increased peak patronage of +5.4 percent for the eight months to February 2020, but for the ten months to April 2020 there is decreased growth of -9.3 percent.
13. Reliability and punctuality both improved in April 2020, compared to March 2020. Reliability in March and April 2020 was affected by a faulty GPS tracking unit, which led to a large number of reporting system defects. Punctuality improved in April 2020 due to a lack of congestion on the network, with reduced services and patronage during the alert levels.

*Ferry performance*

14. All ferry services were cancelled in April 2020, under the alert levels. Year-to-date boardings show a decrease of -13.3 percent to April 2020, compared to a decrease of -1.4 percent to February 2020 (pre-alert levels).

**Ngā āpitihanga**

**Attachment**

| <b>Number</b> | <b>Title</b>                                      |
|---------------|---|
| 1             | Metlink’s monthly performance report – April 2020 |

**Ngā kaiwaitohu**

**Signatories**

|           |  |
|-----------|--|
| Writers   | Andrew Myers – Technology and Data Lead, Metlink   |
| Approvers | Dawn Wilce – Manager Metlink Commercial Partnerships<br>Scott Gallacher – General Manager, Metlink |

|  |
|--|
| <p><b>He whakarāpopoto i ngā huritaonga</b><br/> <b>Summary of considerations</b></p>  |
| <p><b><i>Fit with Council’s roles or Committee’s terms of reference</i></b></p> <p>“Reviewing performance trends related to public transport activities” is a specific responsibility set out in the terms of reference for this Committee.</p>            |
| <p><b><i>Implications for Māori</i></b></p> <p>There are no implications for Māori.</p>  |
| <p><b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b></p> <p>Certain performance measures in Greater Wellington’s Annual Plan 2019/20 relate to matters reported on in the operational performance report.</p> |
| <p><b><i>Internal consultation</i></b></p> <p>No other departments were consulted in preparing this report.</p>  |
| <p><b><i>Risks and impacts: legal / health and safety etc.</i></b></p> <p>There are no risks arising from this report.</p>   |

# Metlink performance report



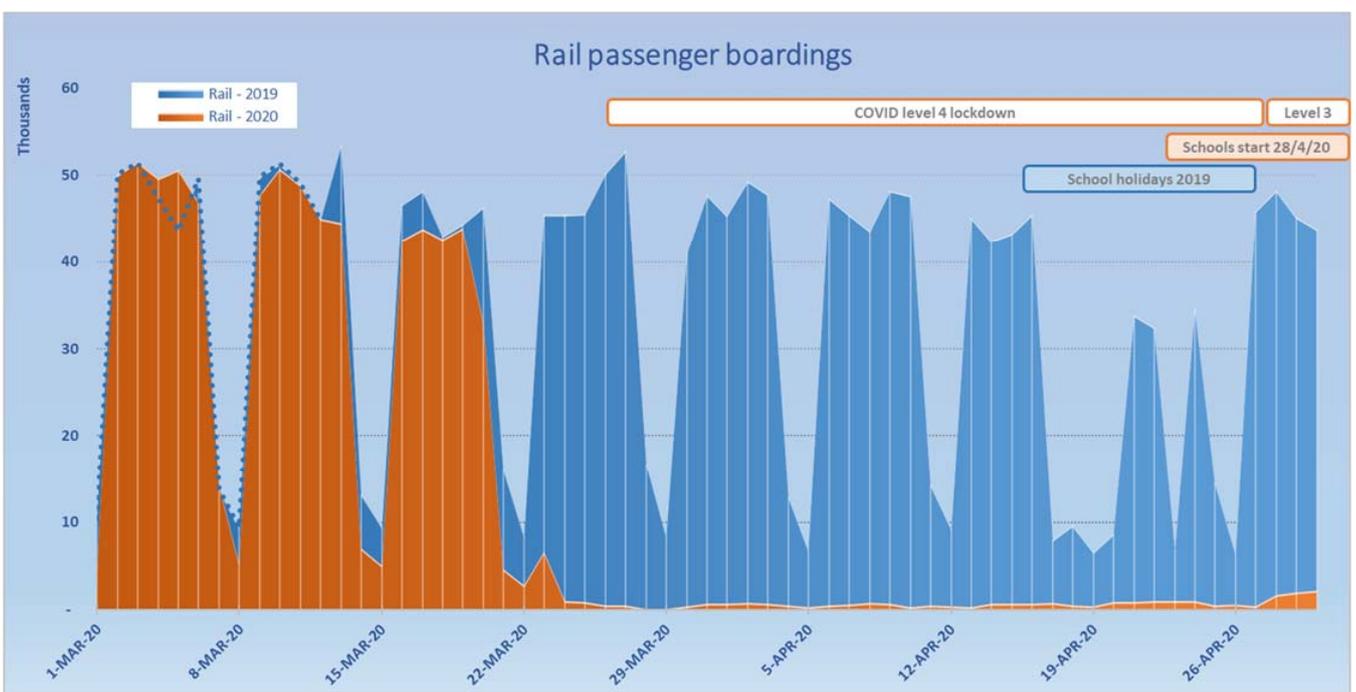
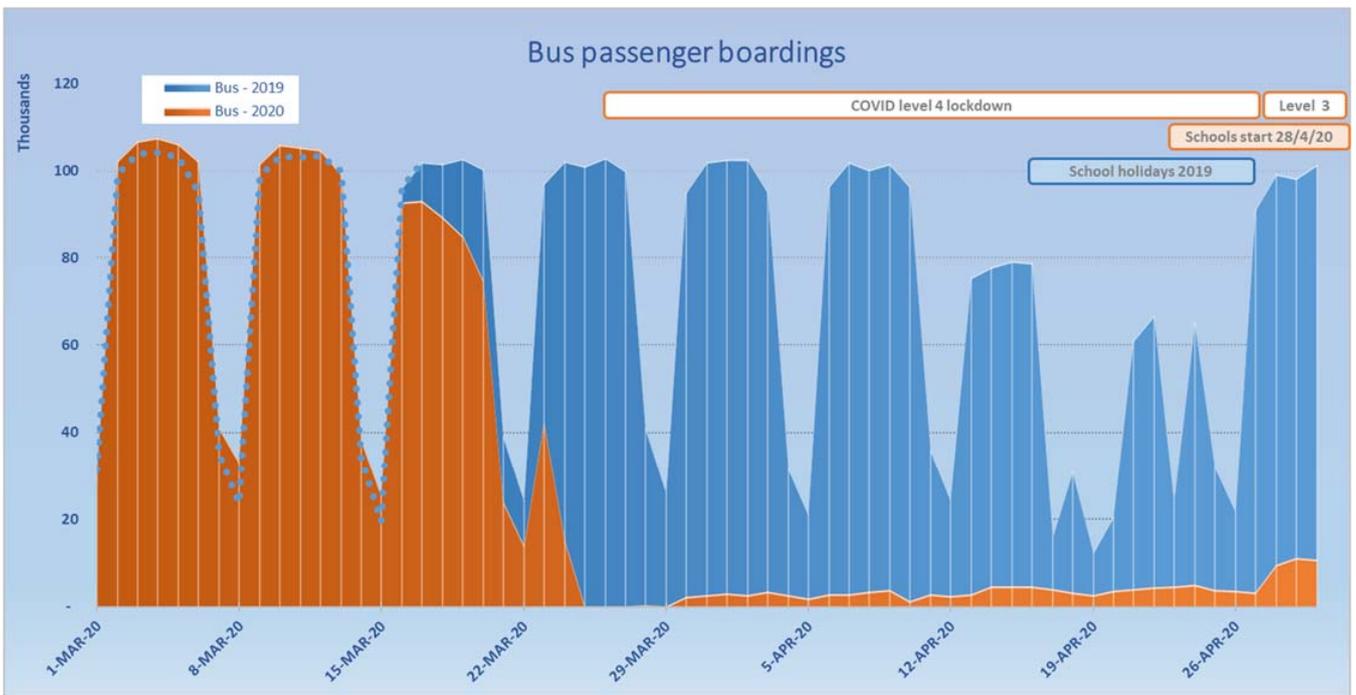
## April 2020 – for the GWRC Transport Committee

This report contains a summary of key information for April and the year to date (July 2019 to April 2020). It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality and complaint trends.

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

## Patronage

Bus and rail passenger boardings between 1<sup>st</sup> March and 30<sup>th</sup> April, compared to boardings over the same time period a year ago:



## Bus Passenger boardings

With COVID-19 lockdown, April passenger boardings were 93.6% lower than the same month last year. Year-on-year growth now shows a decrease of 6.8% - prior to COVID-19 we were seeing increased growth year-to-date of 7.3% (to February 2020).

### By area for April

|              | Apr-20         | Apr-19           | % Change      |
|--------------|----------------|------------------|---------------|
| Wellington   | 87,055         | 1,458,647        | -94.0%        |
| Hutt Valley  | 27,868         | 366,737          | -92.4%        |
| Porirua      | 5,751          | 76,191           | -92.5%        |
| Kapiti       | 3,748          | 48,817           | -92.3%        |
| Wairarapa    | 331            | 13,153           | -97.5%        |
| <b>Total</b> | <b>124,753</b> | <b>1,963,545</b> | <b>-93.6%</b> |

### By area - year to date (Jul-Apr)

|              | 2019/20           | 2018/19           | % Change     |
|--------------|-------------------|-------------------|--------------|
| Wellington   | 13,788,974        | 14,913,075        | -7.5%        |
| Hutt Valley  | 3,643,488         | 3,805,523         | -4.3%        |
| Porirua      | 749,735           | 795,213           | -5.7%        |
| Kapiti       | 475,407           | 500,568           | -5.0%        |
| Wairarapa    | 122,963           | 137,716           | -10.7%       |
| <b>Total</b> | <b>18,780,567</b> | <b>20,152,095</b> | <b>-6.8%</b> |

## Rail Passenger boardings

With COVID-19 lockdown, rail recorded a decrease in passenger boardings of 97.4% for the month. Year-on-year growth now shows a decrease of 11.0% - compared to increased growth of 3.5% year-to-date pre-COVID-19 (to February 2020).

### By line for April

|              | Apr-20        | Apr-19           | % Change      |
|--------------|---------------|------------------|---------------|
| Hutt Valley  | 13,244        | 483,957          | -97.3%        |
| Kapiti       | 13,242        | 475,277          | -97.2%        |
| Johnsonville | 3,552         | 117,425          | -97.0%        |
| Wairarapa    | 50            | 63,130           | -99.9%        |
| <b>Total</b> | <b>30,088</b> | <b>1,139,789</b> | <b>-97.4%</b> |

### By line - year to date (Jul-Apr)

|              | 2019/20           | 2018/19           | % Change      |
|--------------|-------------------|-------------------|---------------|
| Hutt Valley  | 4,499,324         | 4,976,951         | -9.6%         |
| Kapiti       | 4,383,337         | 4,927,011         | -11.0%        |
| Johnsonville | 1,014,743         | 1,212,404         | -16.3%        |
| Wairarapa    | 566,756           | 646,234           | -12.3%        |
| <b>Total</b> | <b>10,464,160</b> | <b>11,762,600</b> | <b>-11.0%</b> |

There were no peak rail services run in April - there is a year-to-date decrease in peak growth of 9.3%, compared to 5.4% increased growth year-to-date pre-COVID-19 (to February 2020).

### Peak by line for April

|              | Apr-20   | Apr-19         | % Change       |
|--------------|----------|----------------|----------------|
| Hutt Valley  | 0        | 331,574        | -100.0%        |
| Kapiti       | 0        | 303,588        | -100.0%        |
| Johnsonville | 0        | 75,015         | -100.0%        |
| Wairarapa    | 0        | 50,837         | -100.0%        |
| <b>Total</b> | <b>0</b> | <b>761,014</b> | <b>-100.0%</b> |

### Peak by line - year to date (Jul-Apr)

|              | 2019/20          | 2018/19          | % Change     |
|--------------|------------------|------------------|--------------|
| Hutt Valley  | 3,120,933        | 3,373,125        | -7.5%        |
| Kapiti       | 2,857,178        | 3,168,340        | -9.8%        |
| Johnsonville | 639,830          | 746,042          | -14.2%       |
| Wairarapa    | 462,149          | 514,268          | -10.1%       |
| <b>Total</b> | <b>7,080,090</b> | <b>7,801,775</b> | <b>-9.3%</b> |

## Ferry Passenger boardings

All ferry services were cancelled in April, under the COVID-19 lockdown. Year-to-date boardings show a decrease of 13.3%, compared to a decrease of 1.4% year-to-date to February (pre-Covid-19).

### For April

|              | Apr-20   | Apr-19        | % Change       |
|--------------|----------|---------------|----------------|
| <b>Total</b> | <b>0</b> | <b>15,265</b> | <b>-100.0%</b> |

### Year to date (Jul-Apr)

|              | 2019/20        | 2018/19        | % Change      |
|--------------|----------------|----------------|---------------|
| <b>Total</b> | <b>149,252</b> | <b>172,079</b> | <b>-13.3%</b> |



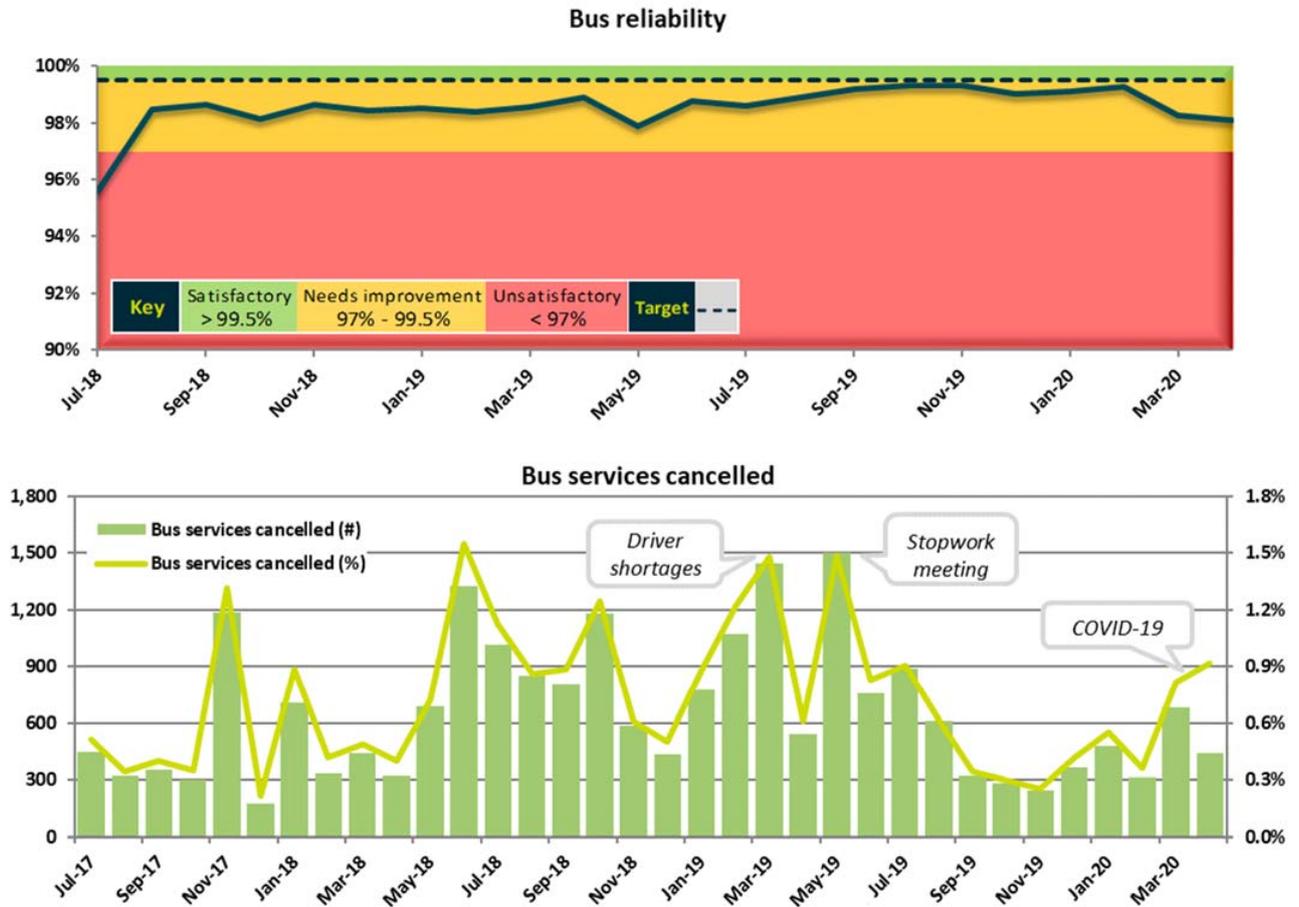
## Bus service delivery

Attachment 1 to Report 20.196

### Reliability

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

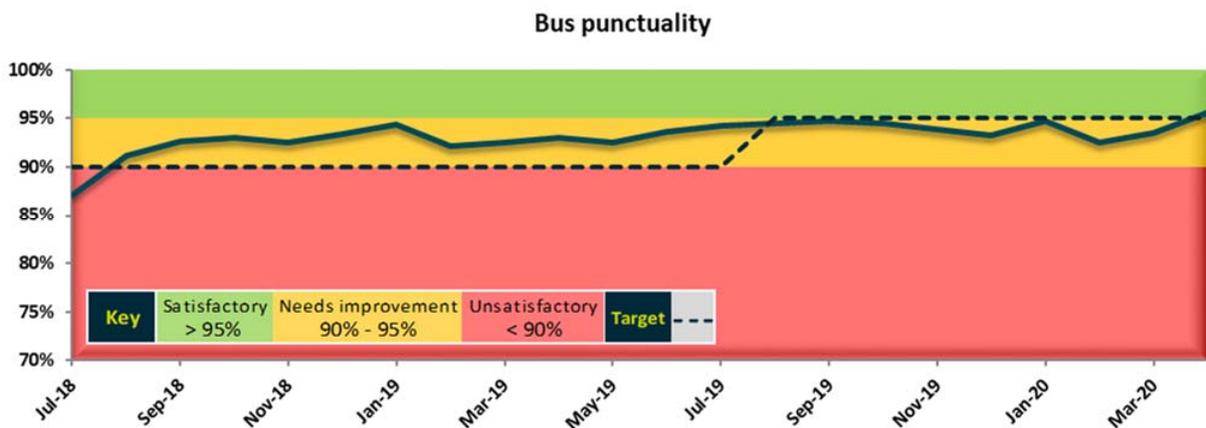
98.1% of bus services were delivered reliably in April 2020. Due to the unavailability of drivers throughout COVID alert levels 3 and 4, a number of services were cancelled, affecting reliability for the month.



### Punctuality

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

Bus service punctuality in April was 95.6%, with an improvement of 1.7% for the year to date. Punctuality was higher this month with some trips running early due to significantly reduced traffic levels and patronage throughout COVID alert levels 3 and 4.



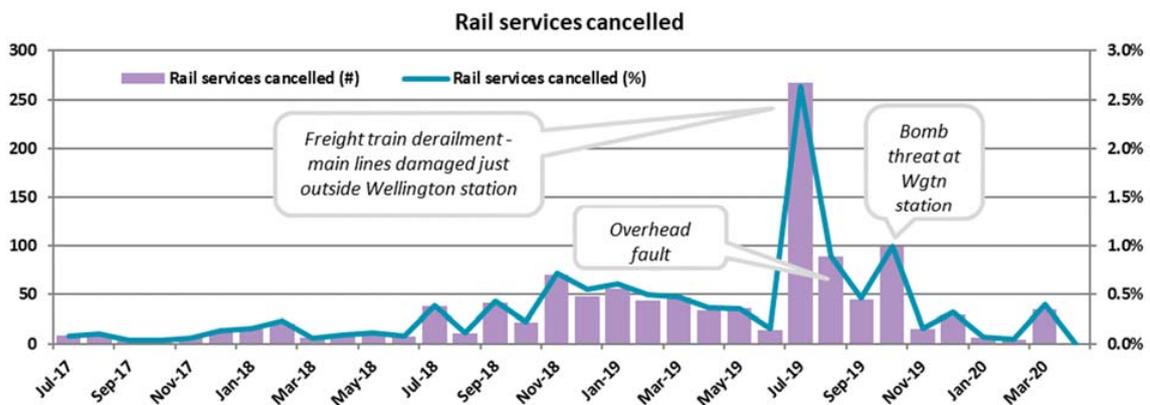
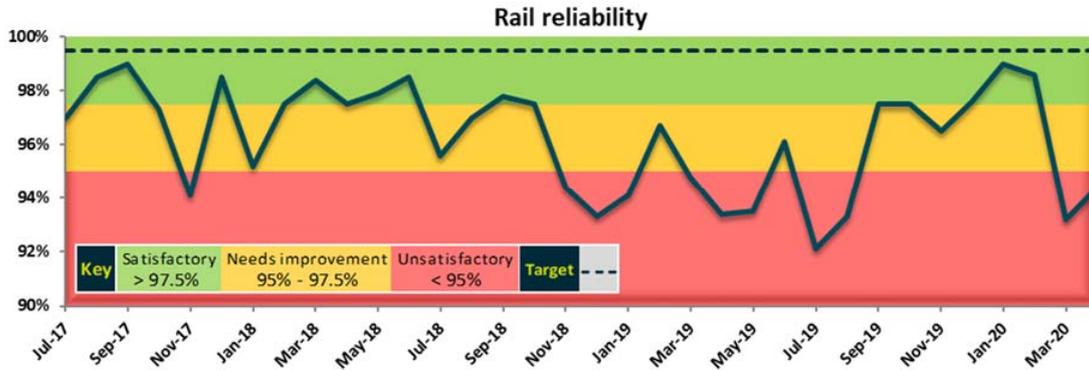


# Rail service delivery

## Reliability

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

Rail service reliability was 94.4% in April, and 96.0% for the year to date. Affecting reliability this month was a continuing issue with a faulty GPS tracking unit, leading to a large number of reporting system defects. Buses replaced all Wairapapa services for the month, so rail reliability was not measured for that line.

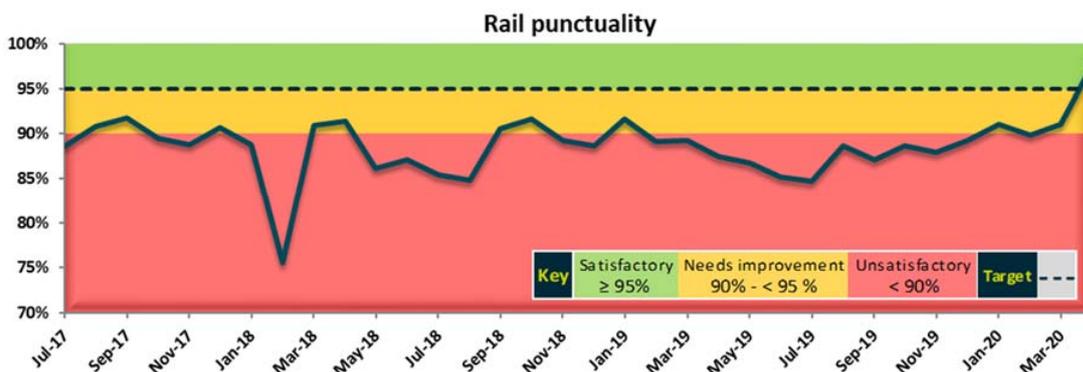


## Punctuality

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

Punctuality for April was 97.5%, 10% higher than the same month the previous year. If we remove network impacts, punctuality was 97.8%.

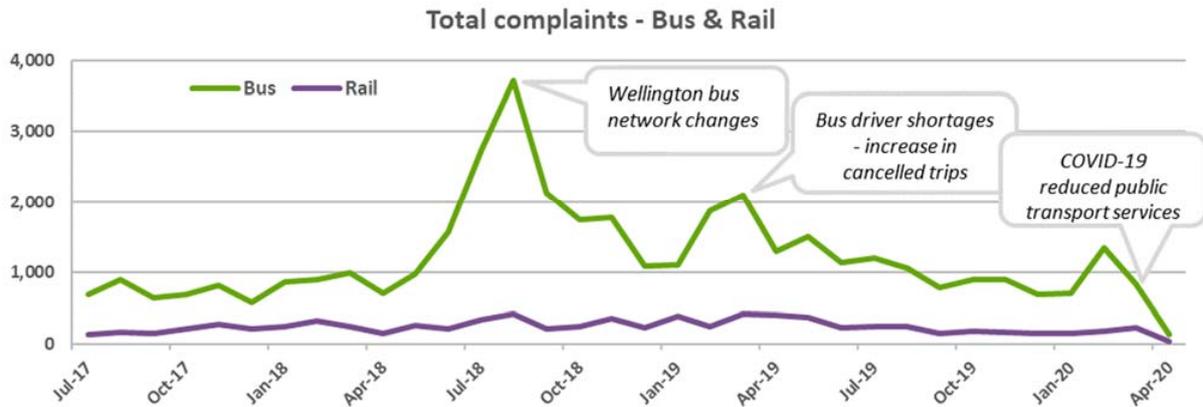
The increase in performance this month was due to a lack of congestion on the network, with reduced services and patronage under COVID lockdown. There were no major delays or incidents in April, with only small issues including trespassing on the network and customers not following social distancing guidelines.



# Complaints

## Complaints volume

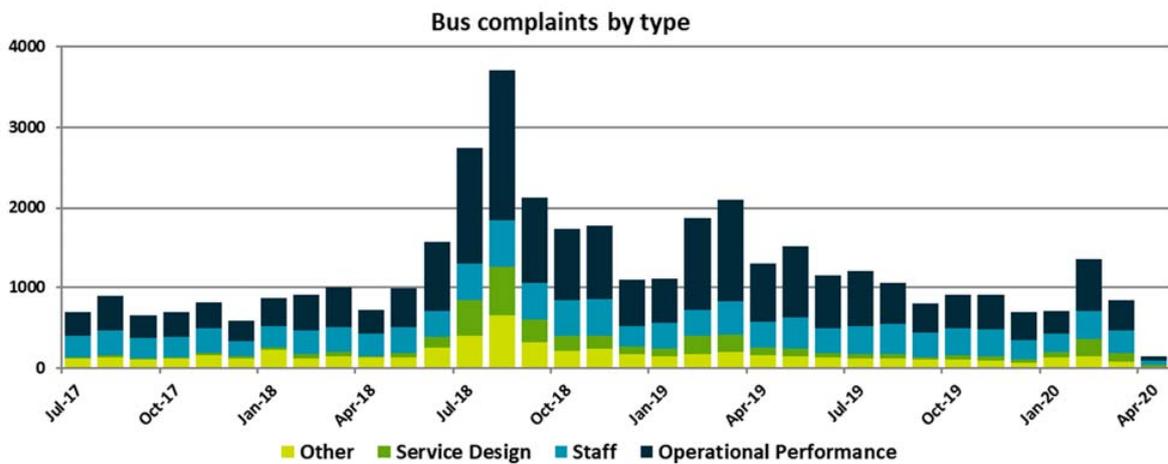
Complaints for both bus and rail continue to trend downwards since the March 2019 peak.



## Bus complaints

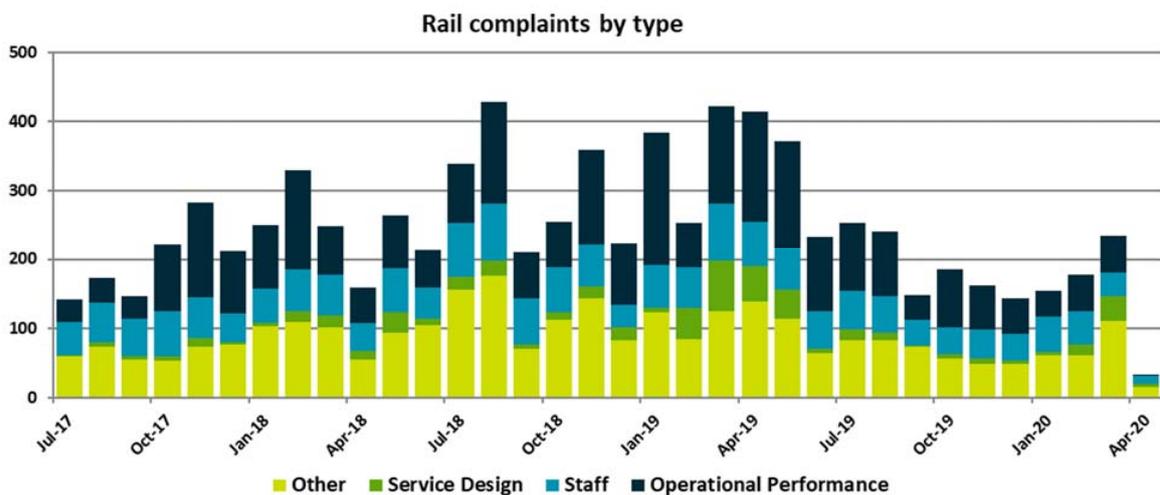
Bus complaints for the month were 89.1% lower than in April last year, and 56.1% lower for the year to date.

Complaints spiked in July and August 2018 during the implementation of the new bus network in Wellington.



## Rail complaints

Rail complaints for March were 92.0% lower than the same month last year, and 47.3% lower for the year to date.



**Transport Committee**  
**18 June 2020**  
**Report 20.193**



**For Information**

## **COVID-19: RESUMPTION OF COLLECTION OF FARES**

### **Te take mō te pūrongo**

#### **Purpose**

1. To update the Transport Committee (the Committee) on the process for the resumption of the collection of fares on public transport in the Wellington Region.

### **Te tāhū kōrero**

#### **Background**

2. The World Health Organisation (WHO) declared a world-wide novel coronavirus (COVID-19) pandemic on Wednesday 11 March 2020. The New Zealand Government responded with a range of measures, including the Saturday 21 March 2020 announcement of a COVID-19 alert level system and the declaration of Alert Level 2 status, with a subsequent move to Alert Level 3, and then to Alert Level 4 from 11.59pm Wednesday 25 March 2020.
3. Alert Level 4 was reviewed by Government on Monday 20 April 2020, with a decision to move to Alert Level 3 at 11.59pm on Monday 27 April 2020.
4. Alert Level 3 was reviewed by Government on Monday 11 May 2020, with a decision to move to Alert Level 2 at 11.59pm on Wednesday 13 May.
5. Alert Level 2 was reviewed by Government on Monday 8 June 2020, with a decision to move to Alert Level 1 at 11.59pm on Monday 8 June 2020.
6. At all alert levels, the Government expects Metlink to maintain essential public transport services (in line with the Government's guidance on COVID-19 alert levels) to support essential services while maintaining front-line health and safety, as well as the ability of our communities to use public transport in line with relevant Government directions at the time.
7. From 21 to 25 March 2020 (initial Alert Levels 2 and 3) Metlink agreed to remove cash from bus and rail services (the Harbour ferry did not operate at Alert Level 4 or 3)
8. From Wednesday 25 March 2020, Waka Kotahi New Zealand Transport Agency (NZTA) directed that fares should not be charged on public transport under Alert Levels 4 and 3, and it would work with Councils to determine the most appropriate time to resume collection of fares in their respective regions once we had moved out of Alert Level 3.
9. NZTA agreed to reimburse Metlink for the loss of fare revenue during the period to 30 June 2020.

10. NZTA also addressed the funding for the Total Mobility Scheme and agreed to fund 100 percent of the cost of all trips up to the value of \$80, up to 30 June 2020.
11. Metlink has been working with NZTA, public transport operators, unions and other partners to return to fare collection from 1 July 2020. NZTA agreed with this resumption date, and Metlink has worked with NZTA throughout the Alert Levels on its activities and operations.
12. The pre-Covid-19 fare collection systems across our network were diverse and, in the case of rail, heavily reliant on cash handling and significant person to person contact onboard trains, including Monthly passes, 10-trip tickets (which have to be clipped by on-board staff), Metlink Explorer and various other paper tickets, cash and SuperGold cards shown and a paper ticket issued.

**Resumption of fare collection**

13. We will resume the collection of fares from start of services on Wednesday 1 July 2020, aligning with the 2020/21 financial year, and in line with our agreed undertakings with NZTA.
14. Greater Wellington will retain fares at pre-Covid-19 levels (i.e. no fare increase) when fare collection resumes. The Council may consider the possibility of a fare increase during the 2020-21 financial year at some stage in the first quarter of that year.
15. Our approach for fare collection from Wednesday 1 July 2020 will be a return to the full range of our traditional fare collection systems, including cash handling.

***Community, operator and union engagement***

16. Throughout the course of all of the alert levels under COVID-19, the health, safety and wellbeing of our staff and customers has been our absolute top priority. In returning to cash handling under Alert Level 1, we are working with the operators and unions to ascertain the most appropriate logistics and processes that can be adopted to ensure cash handling is reintroduced in the safest way for everyone. To date, no issues have been raised. Attached, for your reference, is a copy of some of the material we have developed for Metlink staff on the resumption of fare collection which has been shared with operators and unions ([Attachment 1](#)).
17. We will launch a coordinated media and outreach campaign in the period leading up to 1 July to ensure that all members of our communities are made aware of the resumption of fare collection. This includes the way(s) in which they will be able to operate and use the network when we resume collection, including in the context of contactless payment options.

**Ngā āpitihanga**

**Attachment**

| Number | Title                     |
|--------|---------------------------|
| 1      | Metlink staff information |

**Ngā kaiwaitohu  
Signatories**

|           |  |
|-----------|--|
| Writer    | Matthew Lear – Manager Bus and Ferry Operations, Metlink |
| Approvers | Scott Gallacher – General Manager, Metlink               |

| <b>He whakarāpopoto i ngā huritaonga</b><br><b>Summary of considerations</b>  |
|---|
| <p><b><i>Fit with Council’s roles or Committee’s terms of reference</i></b></p> <p>This report considers the development and implementation of Council’s strategic direction and policies for transport and mode-shift while ensuring the social and economic well-being of the region.</p>   |
| <p><b><i>Implications for Māori</i></b></p> <p>There are no implications for Māori.</p>   |
| <p><b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b></p> <p>This report relates to Metlink’s resumption of fares on the public transport network. Provision of public transport is a key activity in the Long Term Plan 2018—28. Revenue from fares is budgeted for in the Long Term Plan 2018—28.</p> |
| <p><b><i>Internal consultation</i></b></p> <p>Customer Engagement has been involved in developing communications.</p>   |
| <p><b><i>Risks and impacts: legal / health and safety etc.</i></b></p> <p>The Government has issued advice stating that there are no health and safety risks associated with the resumption of fare collection (including cash payment) at Alert Levels 2 and 1.</p>  |



# Information for Metlink Staff

## What you need to know during the Alert Levels.

### Fares are returning from 1 July 2020.

Collection of fares will resume from Wednesday, 1 July 2020. As New Zealand responded to COVID-19, cash handling and fares were temporarily suspended. This was done to support the Government's public health response to the COVID-19 Pandemic.

Advice from the Ministry of Health (MoH) has confirmed it is safe to handle cash, provided this is done responsibly. Good hand hygiene is essential - both from public transport staff and passengers. Passengers are being reminded to wash or sanitise their hands as soon as they can before and after travel.

MoH has confirmed that the public transport staff are not required to wear masks or gloves however, you may do so if you would like to and must be used correctly.

### Passengers are being told:

- Fares are resuming from Wednesday 1 July 2020
- Although cash is accepted, contactless is our preferred option:
  - ON BUS Snapper is the preferred option for payment
  - ON RAIL Monthly pass or ten trips are preferred
  - ON FERRY Monthly pass or ten trips are preferred, Eftpos payment is also available on board
- Cash can still be used, if possible, it would be great if customers had the exact change to lessen contact with the driver
- Top up of Snapper cards can be done through the kiosks, retail outlets or desktop app.
- A Snapper App for Android phones is available now, the iPhone App will be available from the end of June
- Good hand hygiene is essential, including regular use of hand sanitiser
- Normal front door loading continues and ramp access can be used where required
- Metlink will continue to follow both MoH and NZTA guidelines in regards to cleaning, contact tracing and fare collection



**Thank you Metlink Team – you are doing a fantastic job.**

Website only: Check out our "Everything you need to know from Metlink during Alert Level 2" film at [Metlink.org.nz/covid-19](https://www.metlink.org.nz/covid-19)