



If calling, please ask for Democratic Services

Transport Committee

Thursday 10 June 2021, 9.30am

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

Members

Cr Blakeley (Chair)

Cr Lee (Deputy Chair)

Cr Brash

Cr Connelly

Cr Gaylor

Cr Hughes

Cr Kirk-Burnnand

Cr Laban

Cr Lamason

Cr Nash

Cr Ponter

Cr Staples

Cr van Lier

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

Transport Committee

Thursday 10 June 2021, 9.30am

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

Public Business

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Please note these minutes remain unconfirmed until the Transport Committee meeting on 10 June 2021

Report 21.188

Public minutes of the Transport Committee meeting on 6 May 2021

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

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly
Councillor Gaylor
Councillor Hughes
Councillor Laban (via Microsoft Teams, from 9.32am until 10.19am)
Councillor Nash
Councillor Ponter
Councillor Staples
Councillor van Lier

Members participating at this meeting remotely via Microsoft Teams counted for the purpose of quorum, in accordance with clause 25B of Schedule 7 to the Local Government Act 2002.

Karakia timatanga

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

Public

1 Apologies

Moved: Cr Connelly / Cr Brash

That the Committee accepts the apologies for absence from Councillors Kirk-Burnnand and Lamason

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

Felicity Wong, Wellington's Character, spoke on Waka Kotahi's One Network Framework (ONF) and the classification of Metro Rail as rapid transit corridors in relation to the implementation of the National Policy Statement on Urban Development (NPS-UD).

4 Confirmation of the Public minutes of the Transport Committee meeting of 25 March 2021 - Report 21.121

Moved: Cr Gaylor / Cr Brash

That the Committee confirms the Public minutes of the Transport Committee meeting of 25 March 2021 - Report 21.121

The motion was **carried**.

5 Confirmation of the Public Excluded minutes of the Transport Committee meeting of 25 March 2021 - Report 21.121

Moved: Cr Staples / Cr Brash

That the Committee confirms the Public Excluded minutes of the Transport Committee meeting of 25 March 2021 - Report PE21.121

The motion was **carried**.

6 Confirmation of the Public minutes of the Wellington Regional Public Transport Plan 2021 Hearing meeting of 20 April 2021 - Report 21.154

Moved: Cr Gaylor/ Cr Brash

That the Committee confirms the Public minutes of the Wellington Regional Public Transport Plan 2021 Hearing meeting of 20 April 2021 - Report 21.154

The motion was **carried**.

7 Update on the progress of action item – May 2021 – Report 21.116 [for information]

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

8 Earlybird off-peak bus fares trial – Report 21.157

Tim Shackleton, Manager, Strategy and Investments, spoke to the report.

Moved: Cr Lee / Cr Hughes

That the Committee:

- 1 Notes that, on 4 February 2020, Council agreed to proceed with an Earlybird off-peak bus fares trial (the Trial) to provide off-peak Snapper fares for Metlink bus services prior to 7am on working days - Earlybird off-peak fares trial (Report 20.22).
- 2 Notes that on 21 May 2020, as a result of the impact on patronage caused by COVID-19, Council agreed to suspend the Trial until February 2021 and then reinstate for a period of three months.
- 3 Notes that the Trial was to be monitored continually against success criteria to determine whether the Trial was effective in spreading peak demand on the bus network in Wellington City.
- 4 Notes the findings of the Trial set out in paragraphs 16 to 21 of this report.
- 5 Agrees to extend the Trial for a period of three additional months from 22 May 2021.
- 6 Notes that the findings of the Trial and recommendations regarding next steps will be presented to the Committee in August 2021.
- 7 Notes that any formal change proposed to fare levels will require consideration and agreement as part of a formal fares review process.

The motion was **carried**.

9 Transition to national ticketing solution – update – Report 21.159 [for information]

Tim Shackleton, Manager, Strategy and Investments, spoke to the report.

10 Public Transport Performance – Report 21.162 [for information]

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

The meeting adjourned at 10.19am and resumed at 10.44am. Councillor Laban left the meeting when it adjourned and did not return. Councillors Hughes and Ponter were not present when the meeting resumed.

11 Operator update – Transdev – Oral

Ian Ladd, Managing Director, Transdev spoke to the Committee on Transdev's operations.

Transdev operates a rail network of 154km, with 49 stations across five lines (Johnsonville, Hutt, Kāpiti, Melling and Wairarapa). The Wellington Regional Network is different to networks found in Europe, as it has a larger number of stops in a smaller amount of space. Transdev operates 83 Matangi electrical powered units across the Wellington Metro Network; and 24 carriages on for the Wairarapa line, hauled by a diesel locomotive.

Transdev has excellent Signal Passed at Danger (SPAD) risk management performance and has continuous improvement in SPAD results. There has been no WorkSafe NZ notifiable incidents or injuries since July 2016 (when Transdev began operations in Wellington).

There has been continuous improvement in the annual Waka Kotahi (rail safety regulator) audit results, with only one non-conformance from the most recent assessment.

Transdev works with KiwiRail, Greater Wellington Councillors, Metlink and passengers to know its customer. This has led to the development of “personas” to better understand the types of passengers. A customer focused approach is used across all of Transdev, to normalise customer advocacy. Transdev has gained CSIA international customer service accreditation. Customer complaints have tracked down since 2019. Most complaints relate to bus replacement services.

Councillors Hughes and Ponter returned to the meeting at 11.32am, during questions of the above item.

The Committee Chair invited Councillor Lee to close the meeting with a proverb.

The meeting closed at 11.54am.

Councillor R Blakeley

Chair

Date:

Transport Committee
10 June 2021
Report 21.234



For Information

UPDATE ON THE PROGRESS OF ACTION ITEMS – JUNE 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

Ngā hua ahumoni

Financial implications

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

Ngā tūāoma e whai ake nei

Next steps

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

Ngā āpitihanga

Attachment

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

Ngā kaiwaitohu

Signatory

| | |
|----------|--|
| Approver | Scott Gallacher - General 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 action items are of an administrative nature and support the functioning of the Committee. |
| <i>Implications for Māori</i> There are no direct implications for Māori arising from this report. |
| <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 |

Transport Committee
10 June 2021
Report 21.214



For Information

REPORT OF THE PUBLIC TRANSPORT ADVISORY GROUP MEETING – 29 APRIL 2021

Te take mō te pūrongo **Purpose**

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 29 April 2021.

Te tāhū kōrero **Background**

2. On 27 February 2020, Council established the Public Transport Advisory Group (the Advisory Group). The Advisory Group provides advice from a consumer perspective to inform the business of Metlink and the Transport Committee (as required).
3. The Terms of Reference for the Advisory Group provide that:
 - a The Chairperson shall be determined by the Advisory Group
 - b The Chairperson of the Advisory Group will have the opportunity to provide an oral report to the Transport Committee on matters considered by the Advisory Group at its most recent meeting
 - c Matters that the Public Transport Advisory Group considers warrant formal consideration shall be reported in writing to the Transport Committee by the Chairperson of the Advisory Group.
4. The Advisory Group's most recent meeting occurred on 29 April 2021.

Meeting agenda and matters considered by the Advisory Group

Councillor Blakeley's address to the Advisory Group as Chair of the Transport Committee

5. Councillor Blakeley thanked Advisory Group members for their contribution to Greater Wellington, noting that the Transport Committee appreciates members' time and expertise. Councillor Blakeley also reconfirmed the intent of the Advisory Group is to allow a diverse range of people to feed into council processes through the telling of stories and articulation of views. Notably, Advisory Group members contribute by:
 - a informing the operation of the Metlink public transport network (e.g. on issues of accessibility) and
 - b providing diverse input into policy and process (e.g. cashless bus services, contributions to the Regional Public Transport plan consultation).

Workshop: second bus corridor for Wellington’s CBD

6. The objective of the workshop was to understand what would make moving some bus services to a future second Wellington CBD bus corridor along the waterfront quays an attractive proposition for bus customers.
7. Attendees divided into three groups to discuss the material and questions distributed in advance from the point of view of the interests and communities they represent.
8. Greater Wellington officers facilitated the workshop which canvassed initial perceptions of the Golden Mile and waterfront quays, expectations around amenity on the quays, and preferences on routes for the waterfront corridor, as outlined in the below workshop questions:
 - a What is the current experience of catching a bus on the Golden Mile?
 - b What are the current impressions of the Waterfront Quays?
 - c What type of stop access would be required to and from the quays?
 - d What level of amenity would each stop require?
 - e Where would stops be best placed?
 - f What opportunities for the city could be created by developing a waterfront corridor?
 - g What is the best route along the Waterfront Quays and streets and at what point could it merge with the Golden Mile?
 - h What services are best suited to the waterfront corridor? How are they best grouped?
9. The insights gathered have been noted by officers and will inform early concepts which will be further assessed alongside other inputs for feasibility.

**Ngā kaiwaitohu
Signatories**

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

| |
|--|
| <p>He whakarāpopoto i ngā huritaonga Summary of considerations</p> |
| <p><i>Fit with Council's roles or with Committee's terms of reference</i></p> <p>The Advisory Group's relevant responsibilities are stated in paragraph 3 of the Terms of Reference.</p> |
| <p><i>Implications for Māori</i></p> <p>There are no direct implications for Māori arising from this report but may be implications arising from the Advisory group's work programme.</p> |
| <p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>The Advisory Group is one tool that enables Metlink to achieve a key focus area set out in the Long Term Plan 2018—28 - "Creating connected and consistent customer experience across modes, and building a direct relationship with customers". In addition, a stated goal in the Wellington Regional Public Transport Plan is "An effective connection with customers".</p> |
| <p><i>Internal consultation</i></p> <p>There was no internal consultation needed.</p> |
| <p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p> |

Transport Committee
10 June 2021
Report 21.216



For Information

PROGRESS AGAINST THE TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES - UPDATE

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

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

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

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

- i *Regional Passenger Rail Services between Auckland and Wellington: Feasibility Study and Business Case* developed jointly between KiwiRail and the 17 Chairs and Mayors of regional councils, unitary councils, territorial authorities on the NIMT-Follow up to BIM.
7. This report updates the Committee on progress from the date of the last report (25 March 2021) until 1 June 2021.

Progress against strategic priorities

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

Carbon Emissions

100 electric buses in fleet by December 2023

9. The 98 electric buses, which have already been agreed to with NZ Bus and Tranzurban, will start to arrive during the third quarter of 2021 through to the first quarter of 2023 (calendar year). Metlink had originally expected that the buses would start to arrive during the second quarter of 2021, however, COVID-19 is causing delays to shipping of buses into New Zealand.
10. In addition, on 10 December 2020, Council agreed to an increase in fleet requirements by the addition of up to four new buses in financial year 2021/22 in order to meet projected patronage growth, subject to receiving Waka Kotahi funding approval.
11. Officers are in the process of obtaining funding approval from Waka Kotahi and discussions regarding the additional EV have started with the operators.

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

12. Work on pathways to achieve a net zero carbon public transport vehicle fleet by 2030 will continue as part of the Regional Public Transport Plan and Long Term Plan.
13. On 10 December 2020, Council agreed to two further decarbonisation initiatives for future fleet. Namely:
 - a Council agreed to enable a new electric ferry to be brought in to service by East by West. This ferry will be the first operating electric passenger ferry in the Southern Hemisphere. The replacement of a diesel ferry with an electric ferry will avoid an estimated 275,000kg of CO₂ per year from diesel use. While this is a small amount relative to Greater Wellington's total corporate carbon footprint, it is roughly the same as the decarbonisation benefit of eight electric buses.
 - b Council supporting a trial by one of Metlink's operators (Tranzurban) to convert diesel buses to electric. Subject to successful conversion, Council will consider converting more diesel buses to electric. The converted double decker bus will have the following anticipated benefits in addition to the decarbonisation identified in the B1 and B2 scenarios (see Report 20.371):
 - i Removal of 84 tons CO₂e per year more than the B1 and B2 scenarios.
 - ii This trial will inform Council of further decarbonisation options for example, it might prove to be more cost effective to convert existing diesel vehicles

rather than to procure new electric vehicles, in order to meet the Council's decarbonisation targets.

- iii The trial bus that will be converted was a new bus at the commencement of the Partnering Contracts and has a life beyond the term of the contracts. Therefore, converting the trial bus from diesel to electric means that the carbon footprint is greatly reduced (both now and beyond the contract term).
- iv The conversion of the trial bus is near completion. The technical aspects of the conversion will be reviewed before the bus is put back into service.

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

- 14. The draft Wellington Regional Public Transport Plan 2021 provides that at all buses on core routes will be electric. Operators will then be required to provide these services with electric vehicles.

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

- 15. Procurement options for electric buses are being consulted on as part of the Ministry of Transport's Public Transport Operating Model Review. Greater Wellington's submission on this Review will be brought to the Council meeting on 29 June 2021.
- 16. The Lower North Island Rail Integrated Mobility Detailed Business Case is considering the possibility of the rolling stock to be a national vehicle platform.

Mode Shift

Enhancing patronage recovery from COVID-19 in line with mode-share target

- 17. Prior to the emergence of COVID-19 in late March 2020, Metlink had been seeing record patronage growth for both bus and rail.
- 18. The COVID-19 restrictions during Alert Levels 4 and 3 reduced patronage by approximately 16% in 2019/20.
- 19. Between July and March this year, patronage was at 85% of 2018/19 levels (24.6m compared with 29m for the same period in 2018/19).
- 20. In the third quarter of the current financial year (January to March) patronage levels was showing a growing recovery trend from 80% in January to 87% in March when compared with the same periods in 2018/19.
- 21. However, patronage levels for the two months of April and May has remained at approximately 85% of the 2018/19 levels, indicating a slower than expected recovery rate. If the latest slower trend continues, patronage may take longer to rebound to 2018/19 levels.
- 22. To return to 2018/19 levels by 2025, patronage will need to grow by on average 5% per year over the next three years. This would require more effective promotional measures to encourage the recovery trend.
- 23. Metlink will continue to monitor patronage and update the forecast of the future patronage levels as we move through the recovery process.

24. As part of the performance monitoring for the Long Term Plan, we will report on the total per capita public transport trips to track the progress against the mode-shift target.

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

25. Due to changes in travel patterns and patronage resulting from COVID-19, we are not in a position to implement a marketing acquisition campaign to increase off-peak and inter-peak bus travel numbers. We will revisit the campaign timelines in the second half of 2021 (assuming stabilisation of travel pattern behaviour). Note that we still are working towards delivering a campaign during the current triennium.
26. We are also working with event providers such as Round the Bays (which usually take place in the off-peak) to actively promote public transport use for events and to ensure that public transport is the mode of choice for event attendees to get to and from major events in the region.
27. The Committee recently extended the 'Earlybird off-peak bus fares trial' (the Trial) for an additional three months. The Trial has been proposed as a way of potentially spreading peak demand on the Wellington City bus network. The Trial was extended as changes to Alert Levels during the Trial period affected the patronage levels and travel patterns.

Workplace travel programmes

28. Travel planning initiatives continue with Capital and Coast District Health Board. The Wellington Regional Hospital Travel Action Plan was approved by the CCDHB Board on 5 May and the associated Single Stage Business Case has been submitted to Waka Kotahi for review. Pre-implementation planning ahead of Waka Kotahi funding approval is underway. Mode shift initiatives in the travel action plan will include staff at Hutt Valley District Health Board, another major regional employer.
29. Workplace travel planning with Hutt City Council is underway. This was initiated through the RiverLink process, and the need to understand travel behaviour to Lower Hutt CBD.
30. The next meeting of the Workplace Travel Forum (chaired by the Greater Wellington Travel Choice team) will be held on Wednesday 19 June 2021. Key discussion points will include: Feedback on the Regional Land Transport Plan and Regional Public Transport Plan, how workplaces can contribute to regional mode shift targets, and telling our Transport Story.

Significant steps towards implementation of National Ticketing Solution

Trial of cash-free bus routes on express routes

31. Metlink intends to undertake a three to six month pilot in July 2021 of making express peak services (30x, 31x, 32x, 85x) cashless to understand how customers respond.

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

32. The process for establishing and operating the Snapper on Rail Pilot requires a variation to the existing Snapper bus ticketing services agreement.
33. Subject to the final completion of commercial negotiations, the Snapper on Rail Pilot will begin in late October/early November 2021.

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

Developing detour maps for customers by August 2021

34. Officers are developing detour maps for printed signage at bus stops; work is being undertaken to digitise detour maps.

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

35. Officers have investigated the integration of timetable and signage displays for bus replacements. Due to the variability of disruptions, it is difficult to integrate the bus replacement timetables into Metlink BAU.
36. Officers are working on improving information and user experience for bus replacement timetable information (e.g. improved content on website)

Establishing an Airport Bus Unit (subject to inclusion in final Regional Public Transport Plan)

Initiating the tender process by September 2021

37. Subject to adoption of the final Regional Public Transport Plan, a Request for Proposal (RFP) to be issued in July 2021.

Commencing operation of service by 1 July 2022

38. The new Airport service is expected to commence operation by 1 July 2022.

Let's Get Wellington Moving

Mass rapid transit route and mode by December 2021

39. The development of the MRT Indicative Business Case development is continuing. Draft technical documentation has been reviewed by partners. The technical reports assess mode, route, as well as integration options with strategic highway improvements.
40. A current focus is on programme level integration, modelling, and assessment. This will then be fed back into the indicative business case. Options are being assessed and shortlisted and then detailed for public consultation.
41. Public consultation on options is planned for late 2021. The final Indicative Business Case is scheduled for completion by early 2022.

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

42. The Bus Priority Action Plan forms part of the City Streets work package within LGWM as well as some elements of the Early Delivery programmes focused on the Golden Mile and Thorndon Quay / Hutt Road.
43. The City Streets work package is focusing on finalising the Indicative Business Case. Draft technical documents are currently being reviewed by partners and the business case is expected to be completed in the coming months.
44. The Indicative Business Case will define a package of public transport (bus), and active mode interventions for further development and delivery. The business case sets out the case for investment along with the economic assessment of a recommended package of options and an indicative implementation strategy for the next steps. There is a strong focus on initiatives that can be delivered within the next three years.

45. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. The next step is for the preferred option to be agreed by the partners. This is expected before the end of 2021.
46. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement is currently being undertaken.

Lower North Island Regional Rail

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

47. The project team appointed to prepare the Detailed Business Case for Lower North Island Rail Integrated Mobility (LNIRIM) commenced on 11 January 2021. The project team is working on the following work streams in parallel:
 - a Demand Growth modelling, from first principles, including investigating service level options, and the impact of COVID-19 on forecast demand.
 - b Strategic Case, including a review of the Indicative Business Case, undertaking a 'Systems Thinking' led option development process, and ultimately drafting the strategic narrative for the project.
 - c Market sounding preparation, including probity and legal reviews.
 - d Propulsion mode research, particularly non-carbon solutions.
48. The Detailed Business Case is progressing well, and a high level report is expected to be presented to the Committee at its next meeting, 5 August 2021. The Detailed Business will be brought to the Committee for endorsement at its September meeting.

Regional Public Transport Plan

49. The review of the Regional Public Transport Plan (RPTP) is currently being finalised to meet the Transport Committee's strategic priority of adopting a new Public Transport Plan by June 2021.
50. Public submissions to a Council hearing committee ran from 20-22 April 2021.
51. Following deliberations, the Committee agreed to recommend to Council that it adopt the draft Wellington Regional Public Transport Plan 2021 subject certain changes being made; these changes are set out in the meeting minutes (see Report 21.154).
52. The final Wellington Regional Public Transport Plan 2021 will be presented to the Council for adoption at its meeting on 29 June 2021.

Other focus areas

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

Rest and Meal Breaks and workforce strategy

Rest and Meal Breaks

54. Our four Metlink bus operators have confirmed that they are compliant with the rest and meal break provisions set out in the Employment Relations Amendment Act (ERAA).
55. Officers continue to cooperatively with Deloitte and Stantec on the ERAA cost claims from Metlink operators to ensure they meet the criteria set by Waka Kotahi.

56. Metlink is working cooperatively with operators and driver unions to upgrade and add toilet facilities where need is identified.

Driver workforce matters

57. Driver workforce issues are a significant part of the Ministry of Transport's review into the Public Transport Operating Model. Including what measures can be taken to improve driver terms and conditions. In addition, the introduction of sector Fair Pay Agreements are being considered.
58. Officers will host a workforce strategy workshop following the outcome of the Review. We anticipate that this will occur towards the end of 2021.

Government's Review of PTOM Model

59. Officers are currently working on preparing a response to the Ministry of Transport's review into the Public transport Operating Model (Review).
60. A proposed submission will be brought to the Council at its meeting on 29 June 2021.

Preparation for New Contracts Under PTOM due 2027/28

61. Preparation for the new contracts will be informed by the outcome of the Ministry of Transport's Public Transport Operating Model Review.
62. Notwithstanding the outcome of the PTOM Review, officers will consider measures under the new contracts that may be required to ensure provision of appropriate wages and conditions for drivers and other staff who work on the network.

Delivery of Digital Information

63. Our Open Data feed has been enhanced to now include stop predictions. We are working with Blind Square to enhance their product to be able to deliver real time information to the Blind / Low Vision community.
64. The new website is now fully live and the old website and app has been removed from the IOS and Google stores. On-going continuous enhancement is occurring and the next phase involves the removal of SMS messages which will be replaced by push notifications.
65. The on-bus audio visual Request for Proposal has been released. It is expected that appointment of supplier will be made in August with development underway in October.

Innovation in Public Transport Delivery models

66. Metlink is actively exploring opportunities for innovation in public transport delivery models, such as Public Transport On Demand and Mobility as a Service. Officers sit on a Waka Kotahi Steering Group which is conducting a feasibility study on commercial deployment of autonomous shuttles in Wellington and Queenstown. Initial research on this project will be completed by December 2021.
67. Officers workshopped a Total Mobility-related project with Council on 3 June 2021. This project aims to trial an on-demand accessibility service for wheelchair-dependent users in Porirua and/or Waikanae/Ōtaki.

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

68. Officers are currently preparing a response to the Ministry of Transport PTOM review. Key focus areas for our response, including public transport asset ownership and in-house provision of services, were workshopped with Council 3 June. The PTOM review response will form the basis of further planning with Council on future public transport assets and services strategies and planning.

Transit Oriented Developments

69. Preliminary work on Transit Oriented Development (TOD) is underway. Officers are working with Jigsaw Property Consultancy to identify Greater Wellington-owned property on the rail corridors that may be suitable for discrete pilot TOD developments. Once suitable sites are identified, high level concept studies will commence including developing a potential forward scope of work for Council consideration.

Wellington Region Transport Alignment Project

70. Officers have not commenced work on this focus area.

Regional Passenger Rail Services between Auckland and Wellington

71. Officers have not commenced work on this focus area.

**Ngā kaiwaitohu
Signatories**

| | |
|-----------|---|
| Approvers | Scott Gallacher - General Manager, Metlink Luke Troy – General Manager, Strategy |
|-----------|---|

| |
|--|
| <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>This report updates the Committee on progress against its stated strategic priorities</p> |
| <p><i>Implications for Māori</i></p> <p>There are no known implications for Māori stemming from this report.</p> |
| <p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>This report updates the Committee on progress against its stated priorities. The Committee has requested that these priorities be reflected in the Public Transport Plan, which is under development.</p> |
| <p><i>Internal consultation</i></p> <p>Sustainable Transport and Customer Experience Departments were consulted in drafting this report.</p> |
| <p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks.</p> |

Transport Committee
10 June 2021
Report 21.215



For Information

PUBLIC TRANSPORT PERFORMANCE – APRIL 2021

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

Operational performance

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

Te tātaritanga

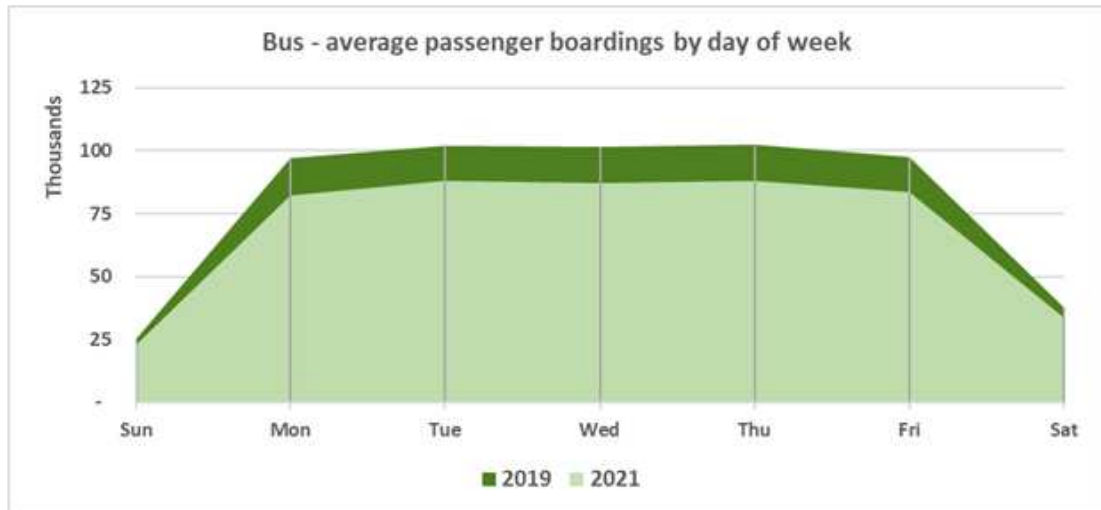
Analysis

Patronage trends

Passenger boardings by day of the week

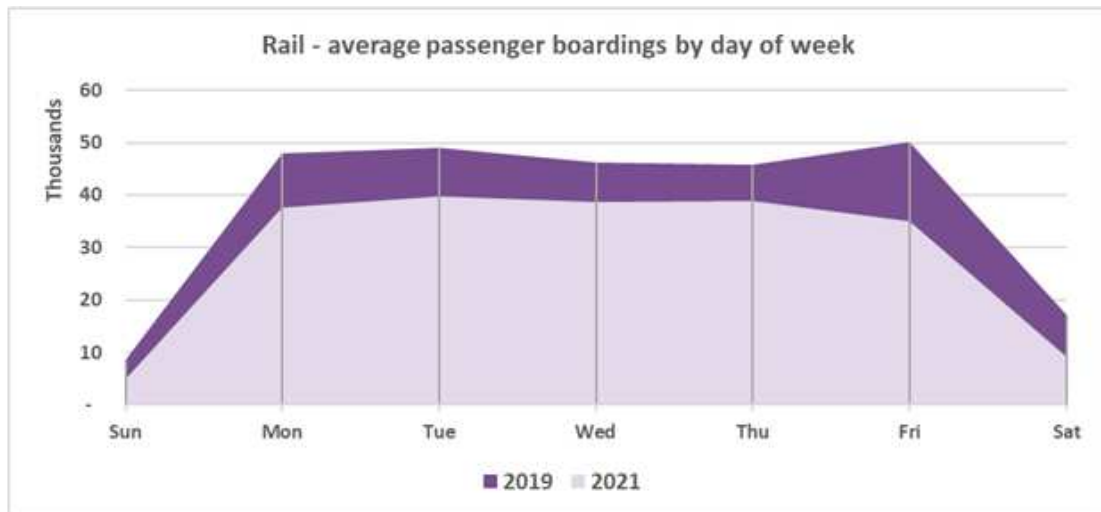
6. The graphs below show average boardings by day of the week - March 2019 compared to March 2021.
7. Due extremely low patronage levels during Covid-19 alert levels (from March 2020 onwards) patronage trends are compared against the 2018/19 year.
8. Rail boardings in 2021 show slightly less people travelled on Mondays and Tuesdays, with a larger decrease on Fridays.

Graph one: Average bus passenger boardings by day of week – comparison 2019 and 2021



9. Bus travel patterns remain consistent by day, as shown by the same shape of the graphs for both years.

Graph two: Average rail passenger boardings by day of week – comparison 2019 and 2021



Operational performance

Bus performance

10. Bus passenger boardings for April 2021 were 1.6 million. Boardings over the month were 83.5 percent of April 2019 boardings. March 2021 boardings were 90.4 percent of boardings for the same month in 2019.
11. In April 2021, operators used the correct bus size 98 percent of the time, the same as in March 2021. Reliability for April was 96.1 percent and punctuality 95.3 percent, compared to March results of 98.5 percent and 95.3 percent respectively.
12. Reliability for the month was impacted by service cancellations, including a union meeting, a one-day stopwork, a one-day lockout by NZ Bus, and staff shortages in Wellington. There were no material events affecting punctuality.

Rail performance

13. Rail passenger boardings for April 2021 were 0.9 million. Boardings over the period were 82.2 percent of April 2019 boardings. This compares to March 2021 boardings being 80.3 percent of boardings for the same month in 2019.
14. Reliability in April 2021 (99.1 percent) compares to 99.2 percent in March, while punctuality (89.6 percent) was lower compared to March 2021, (92.4 percent). There were a small number of track issues affecting punctuality in April.
15. The Wairarapa Line remains a focus for service improvements – upgrade work is due to start from Queen’s birthday weekend, which will solve some of the long-term issues we have seen with the infrastructure on this line.

Ferry performance

16. Boardings for April 2021 were 109.0 percent of boardings for the same month in 2019. In March 2021 boardings were 85.5 percent of February 2019 boardings.

**Ngā āpitihanga
Attachments**

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

**Ngā kaiwaitohu
Signatories**

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

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

Metlink performance report



April 2021 – for the GWRC Transport Committee

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

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

Patronage

Please note: due to reduced patronage in April 2020 (under Covid-19 alert level 4), we are using April 2019 (and July 2018 to April 2019 for year to date) to compare passenger boardings in this report.

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

Bus Passenger boardings

Under alert level 1, April passenger boardings were 16.5% lower than the same month in 2019, and 11.6% lower for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).

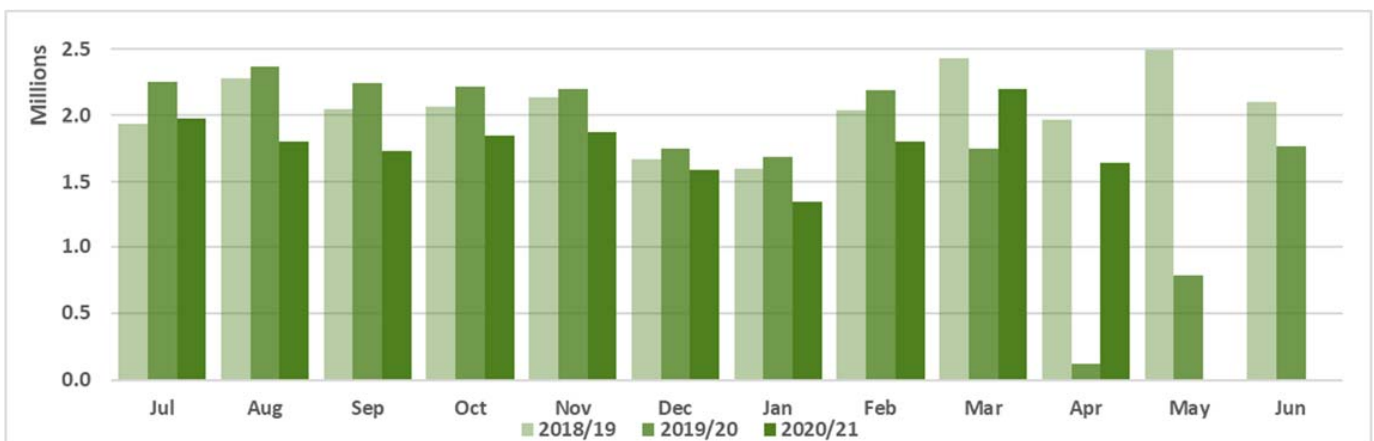
During April boardings were affected by a union meeting, a full day stop work and a full day lockout by NZ Bus.

By area for Apr

| | Apr-21 | Apr-19 | % Change |
|--------------|------------------|------------------|---------------|
| Wellington | 1,208,548 | 1,458,647 | -17.1% |
| Hutt Valley | 314,685 | 366,737 | -14.2% |
| Porirua | 66,052 | 76,191 | -13.3% |
| Kapiti | 38,635 | 48,817 | -20.9% |
| Wairarapa | 10,922 | 13,153 | -17.0% |
| Total | 1,638,842 | 1,963,545 | -16.5% |

By area - year to date (Jul - Apr)

| | 2020/21 | 2018/19 | % Change |
|--------------|-------------------|-------------------|---------------|
| Wellington | 13,008,953 | 14,913,075 | -12.8% |
| Hutt Valley | 3,513,194 | 3,805,523 | -7.7% |
| Porirua | 729,371 | 795,213 | -8.3% |
| Kapiti | 443,665 | 500,568 | -11.4% |
| Wairarapa | 124,609 | 137,716 | -9.5% |
| Total | 17,819,792 | 20,152,095 | -11.6% |



Attachment 1 to Report 21.215

Rail Passenger boardings

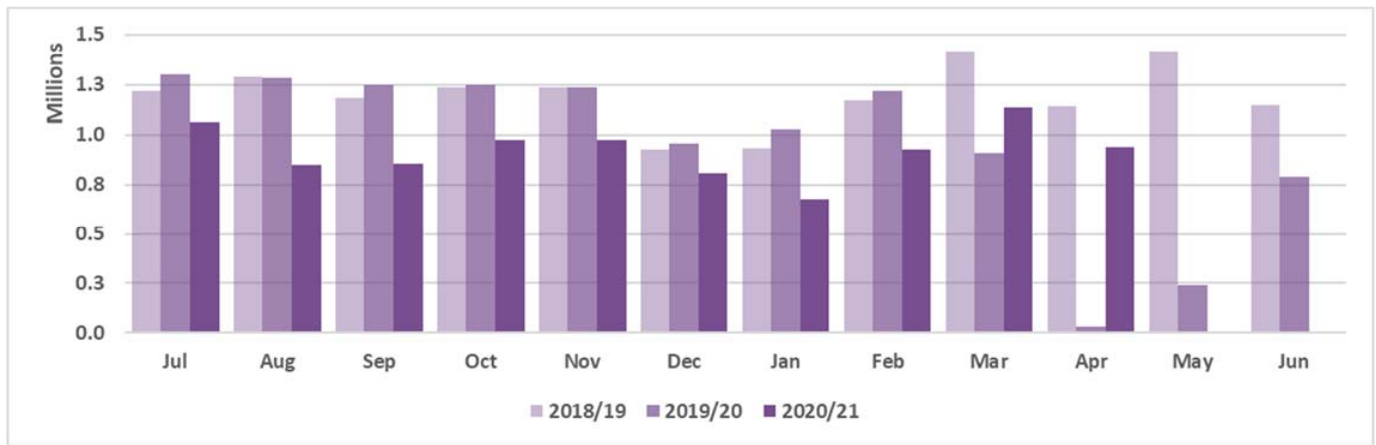
Under alert level 1, rail recorded a decrease in passenger boardings of 17.8% for the month (compared to 2019), and a decrease of 21.8% for the year to date (c.f. 2018/19). Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Apr

| | Apr-21 | Apr-19 | % Change |
|--------------|----------------|------------------|---------------|
| Hutt Valley | 396,998 | 483,957 | -18.0% |
| Kapiti | 395,260 | 475,277 | -16.8% |
| Johnsonville | 89,188 | 117,425 | -24.0% |
| Wairarapa | 55,901 | 63,130 | -11.5% |
| Total | 937,347 | 1,139,789 | -17.8% |

By line - year to date (Jul - Apr)

| | 2020/21 | 2018/19 | % Change |
|--------------|------------------|-------------------|---------------|
| Hutt Valley | 3,885,765 | 4,976,951 | -21.9% |
| Kapiti | 3,855,802 | 4,927,011 | -21.7% |
| Johnsonville | 938,400 | 1,212,404 | -22.6% |
| Wairarapa | 514,256 | 646,234 | -20.4% |
| Total | 9,194,223 | 11,762,600 | -21.8% |



Ferry Passenger boardings

April boardings show an increase of 9.0%, on the same month in 2019. Year to date boardings show a decrease of 17.1% (c.f. 2018/19). We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).

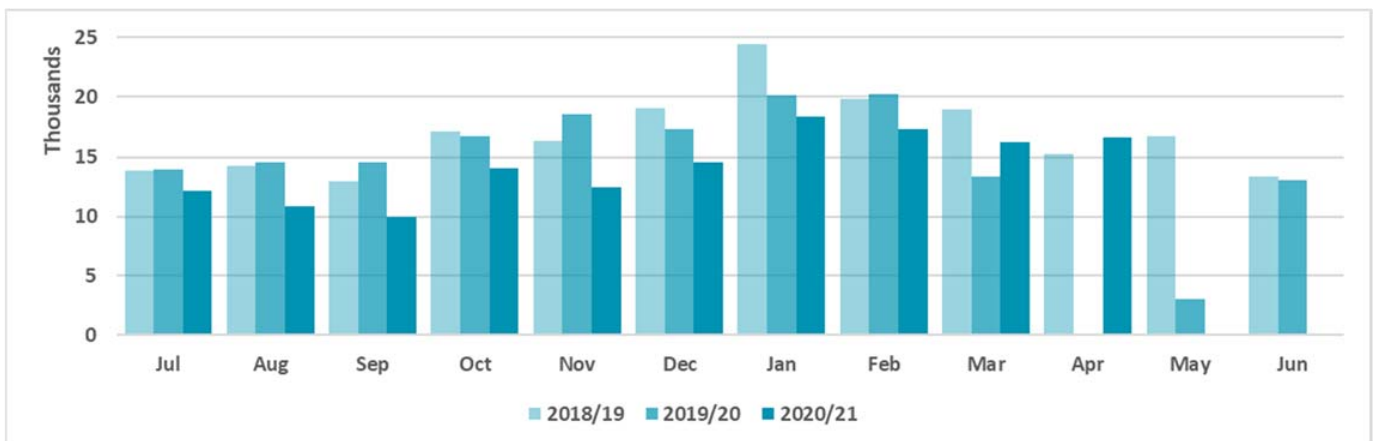
Ferry boardings are often affected by weather conditions.

For Apr

| | Apr-21 | Apr-19 | % Change |
|--------------|---------------|---------------|-------------|
| Total | 16,635 | 15,265 | 9.0% |

Year to date (Jul - Apr)

| | 2020/21 | 2018/19 | % Change |
|--------------|----------------|----------------|---------------|
| Total | 142,602 | 172,079 | -17.1% |





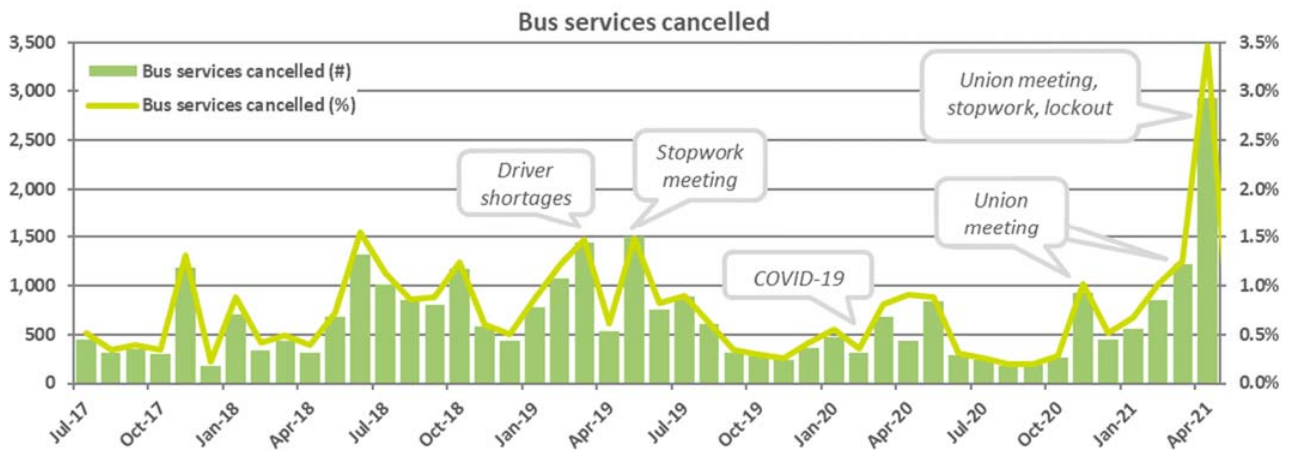
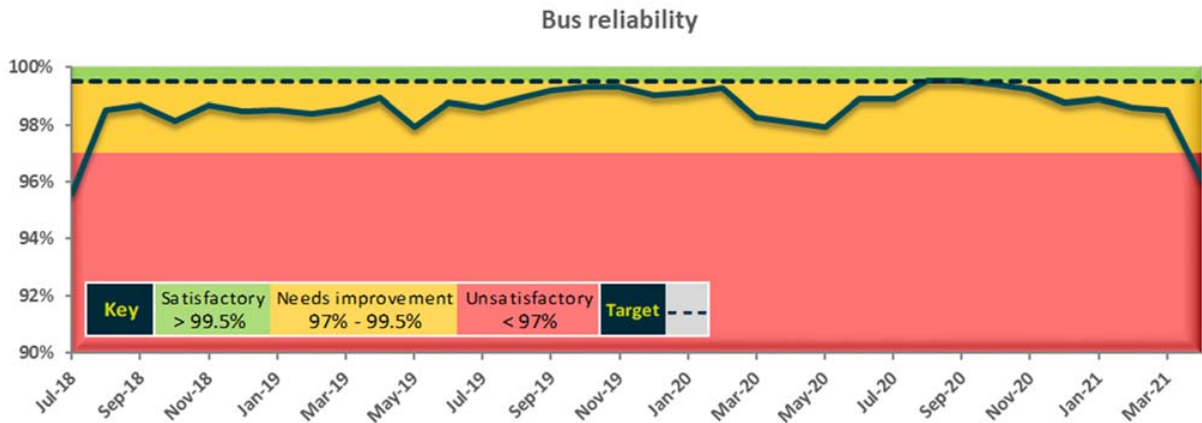
Bus service delivery

Attachment 1 to Report 21.215

Reliability

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

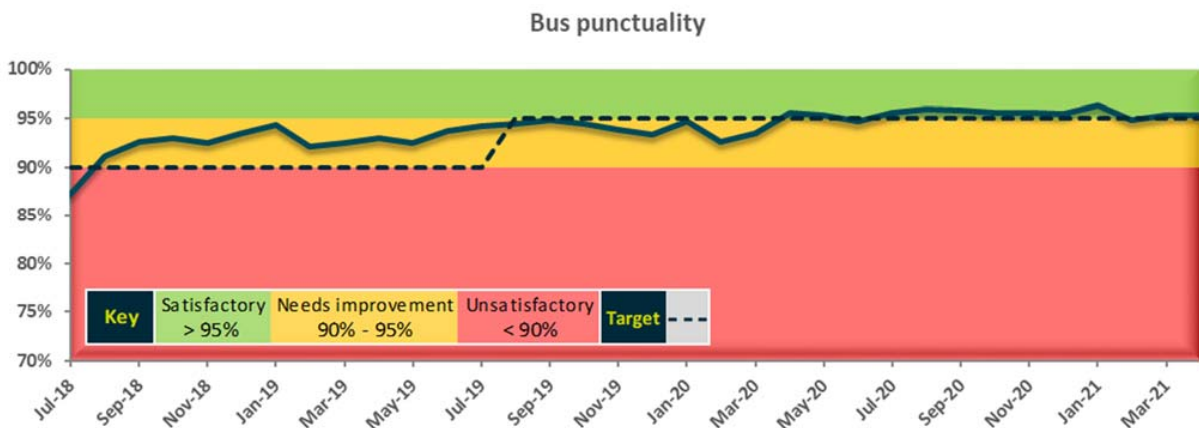
96.1% of bus services were delivered reliably in April 2021. Reliability this month was affected by a union meeting, a full day stopwork, a full day lockout by NZ Bus, and a number of service cancellations, generally due to staff shortages in Wellington.



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 95.3%, close to the same month last year. Wairarapa punctuality in particular was affected by late train arrivals.





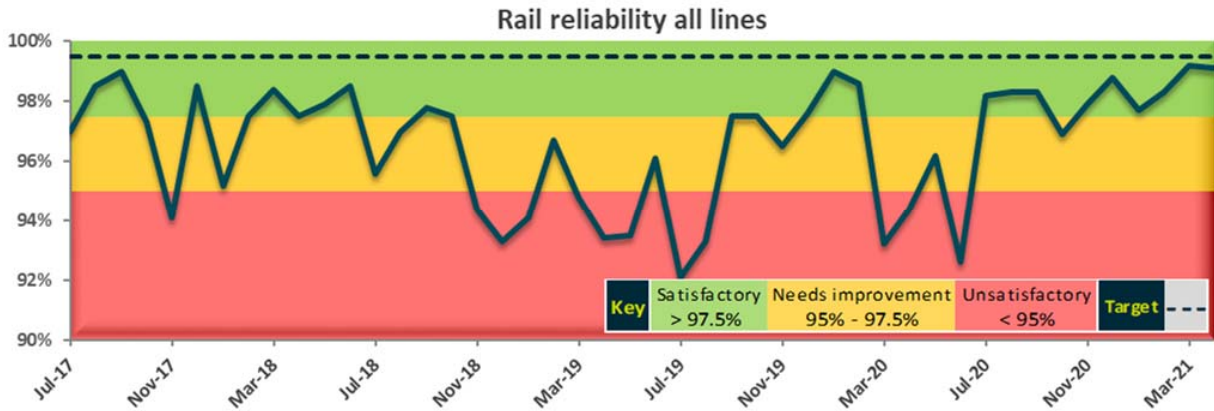
Rail service delivery

Attachment 1 to Report 21.215

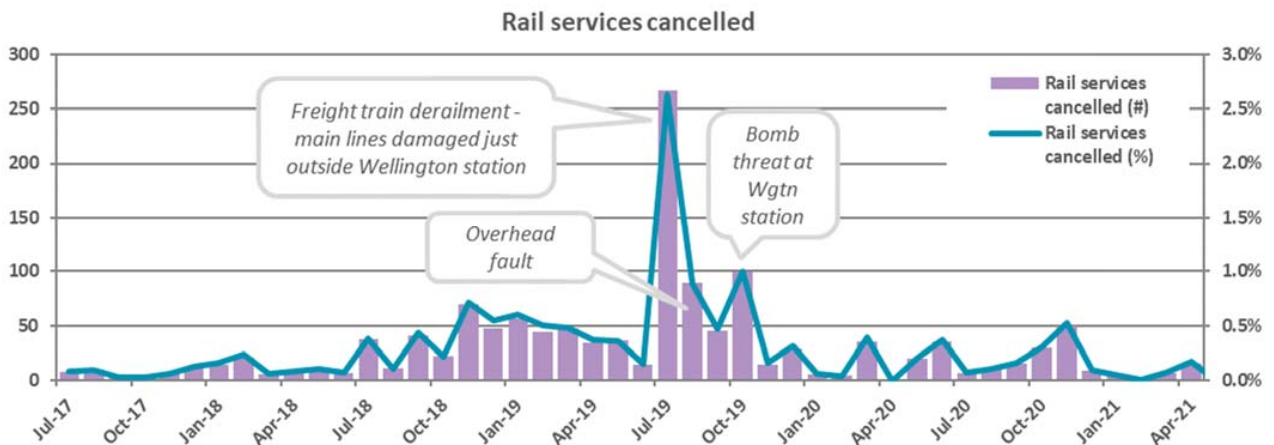
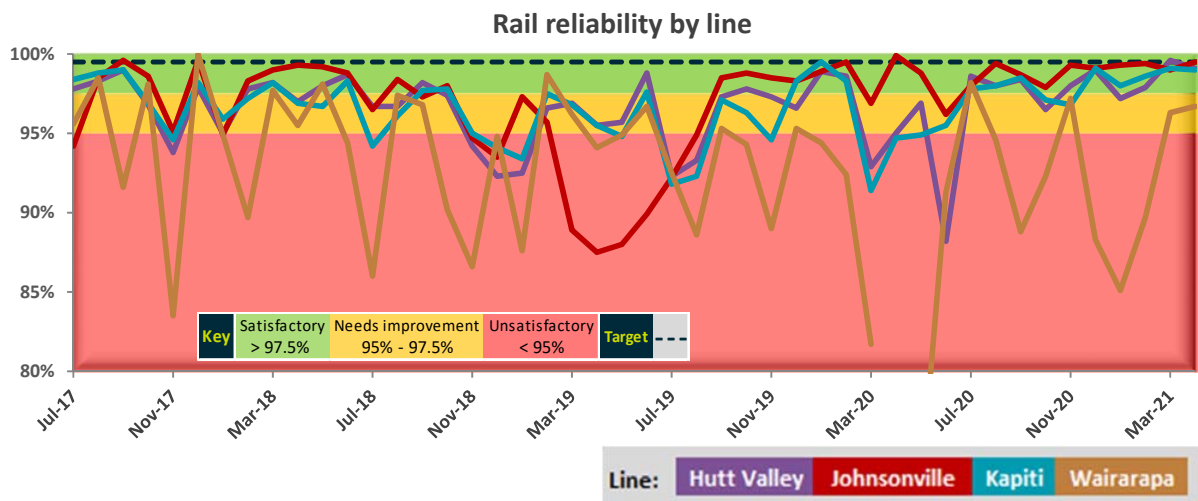
Reliability

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 99.1% in April, and 98.3% for the year to date. There were no major disruptions during April, although there were two longer periods of planned bus replacements over Easter and Anzac day Weekend, with Kiwirail now close to opening the second track between Trentham and Upper Hutt.



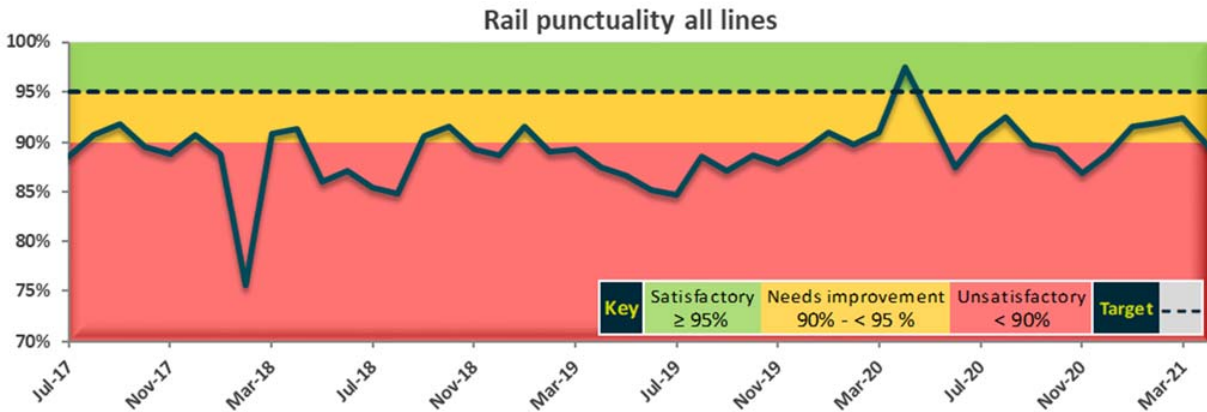
The following graph shows reliability by each rail line. Please note that all Wairarapa services were replaced by buses for the month of April 2020, as indicated by the gap in the graph for the Wairarapa line.



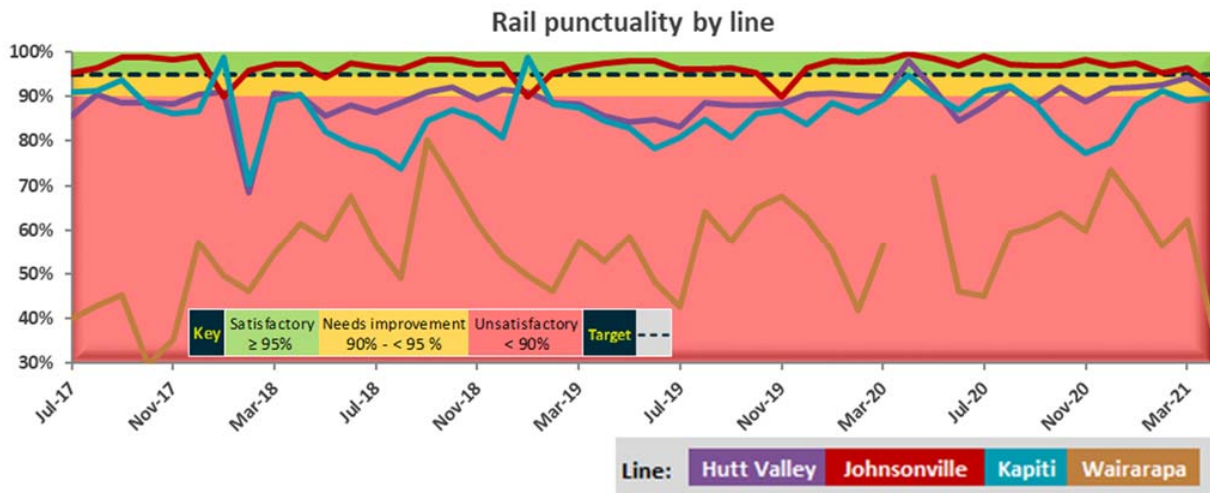
Punctuality

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

Punctuality for April was 89.6% and 90.3% for the year to date. There were small number of track issues that affected punctuality, with all lines except Wairarapa performing well generally. The Wairarapa line upgrade work is due to start from Queen’s birthday weekend, this work will solve some of the long-term issues we have seen with the infrastructure on the line.



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

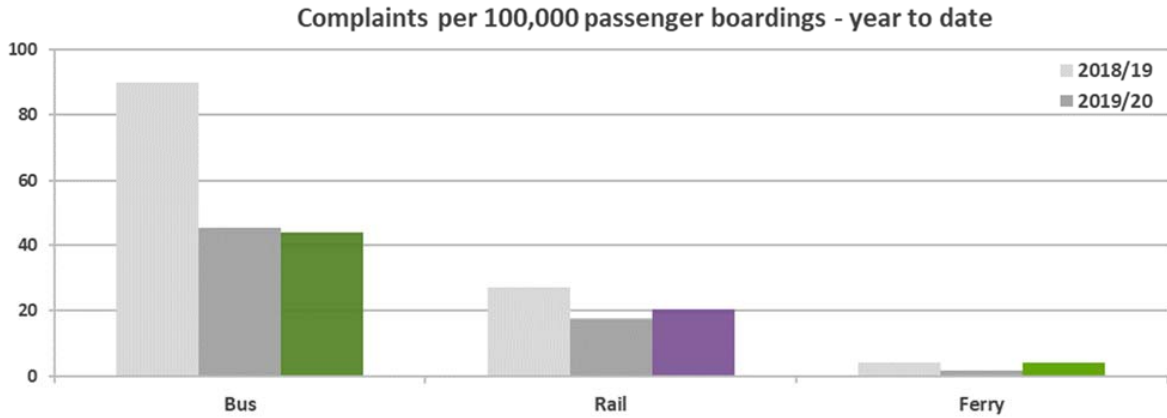


Complaints

Attachment 1 to Report 21.215

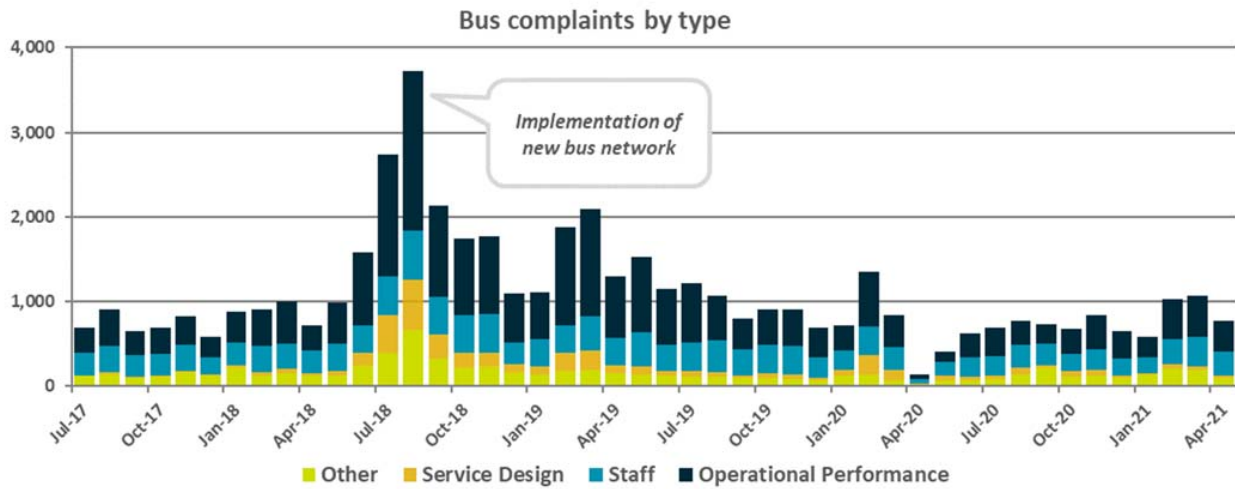
Complaints volume

We continue to see an improvement against previous year’s results.



Bus complaints

Bus complaints for the month were 437.3% higher than in April last year, and 9.5% lower year to date. Last year there were few services running during April under Covid-19 alert level 4.



Rail complaints

Rail complaints for April were 424.2% higher than the same month last year and 7.3% higher for the year to date. Last year there were few services running during April under Covid-19 alert level 4.

