



If calling, please ask for Democratic Services

Transport Committee

Thursday 10 February 2022, 9.30am

Remotely, via Microsoft Teams

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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Public Business

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3.	Public participation		
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Please note these minutes remain unconfirmed until the Transport Committee meeting on 10 February 2022.

Report 21.549

Public minutes of the Transport Committee meeting on Thursday 25 November 2021

All members participating remotely at 9.30am.

Members Present

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

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

Karakia timatanga

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

Public Business

1 Apologies

Moved: Cr Lamason / Cr Nash

That the Committee accepts the apology for absence from Councillor Gaylor.

The motion was **carried**.

2 Declarations of conflicts of interest

There were no declarations of conflicts of interest.

3 Public participation

There was no public participation.

4 Confirmation of the Public minutes of the Transport Committee meeting on 14 October 2021 - Report 21.481

Moved: Cr Kirk-Burnnand / Cr van Lier

That the Committee confirms the Public minutes of the Transport Committee meeting on 14 October 2021 - Report 21.481.

The motion was **carried**.

5 Update on Progress of Action Items from Previous Transport Committee Meetings – November 2021 – Report 21.517 [For information]

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

6 Snapper on Rail Pilot update – Oral Report

Scott Gallacher, General Manager, Metlink, provided an update on Metlink's Snapper on Rail pilot.

Mr Gallacher advised that Metlink has launched its first electronic ticketing trial on the Johnsonville line. There has been increasing uptake of electronic ticketing (through the use of a Snapper card) on the Johnsonville line since the pilot was launched, with 20 percent usage of Snapper during the first week of the trial and 30 percent usage during the second week of the trial. It is anticipated that uptake of electronic ticketing will increase as customers finish using currently valid 10 trip tickets purchased before the start of the trial. The trial is supported by an awareness campaign including the placement of Metlink ambassadors on platforms and stations, supported by Transdev staff.

Mr Gallacher noted that the trial marks a significant milestone for Metlink and will provide rich data which will be reported back to the Committee when available. Mr Gallacher acknowledged the effort of officers, Snapper, Transdev, and other partners for their work in launching and supporting the trial.

7 Shaping Metlink Future Fares: Principles and Products – Report 21.403

Nicki Lau Young, Project Director, National Ticketing Solution, spoke to the report.

Moved: Cr Nash / Cr van Lier

That the Committee:

- 1 Notes that the fares policies in Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031 sets the strategic direction on the future fares.

- 2 Notes that the future fares will be developed to meet the strategic priorities set out in the Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031
- 3 Notes that a comprehensive fare strategy review has been initiated and is currently underway as a next step in preparing for the National Ticketing Solution.
- 4 Adopts the following principles to guide the design of the future fares and assist with the choice of options through the fares strategy review.
The future fare system should:
 - a Contribute to the Region's mode-shift and decarbonisation targets
 - b Provide for social good
 - c Promote consistency and fairness
 - d Improve network efficiency
 - e Be simple and easy to understand and use.
- 5 Agrees to move to a more targeted customer segment approach in relation to fare products to help achieve the policy outcomes and benefits expected from the desired fare system as defined in the Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-2031.
- 6 Notes that as part of preparing for the transition to the National Ticketing Solution, a free or heavily discounted fares trial on Metlink buses and trains is scheduled to be undertaken during weekends in March 2022.

The motion was **carried**.

8 Initiating Transit Oriented Development in the Wellington Region – Report 21.501

Emmet, McElhatton, Manager, Policy, spoke to the report.

Moved: Cr Nash / Cr Ponter

That the Committee:

- 1 Agrees to the following principles:
 - a That Greater Wellington Transit Oriented Developments focus on creating liveable, thriving and sustainable urban communities by directly linking housing, transport and social services (health, childcare/education, public services, retail etc.)
 - b That Transit Oriented Developments be undertaken through formal partnerships with individual territorial authorities, specific government agencies, and with private sector developers and investors as appropriate to each development
 - c That the funding and investment approach is one focused on forging quality, long-term development partnerships with fair and sustainable 'outcomes for all' as the partnership principle

- d That public transport movements, flow and connectivity are at the heart of each Transit Oriented Development
 - e That sustainable, human-centred, and accessible design underpins the approach to each development
 - f That, when selecting potential locations for Transit Oriented Development, Greater Wellington considers both 'brown field' sites – i.e. existing stations with development potential – and 'green field' sites – i.e. locations on the network where new stations could be built to give effect to Regional Growth Framework goals and priorities.
 - g That Greater Wellington will prioritise public benefit, including but not limited to public housing and public amenity in Transit Oriented Developments on public land.
- 2 Agrees that progressing the Transit Oriented Development programme at Waterloo and Porirua Stations, and in the Kāpiti Coast are priority focus locations for the initial stages of the project.
 - 3 Agrees that the other locations in the Region identified in this report be progressed over the coming two financial years and are considered for inclusion in the 2024-34 Long Term Plan and Regional Land Transport Plan 2021 mid-term review.
 - 4 Notes the criteria used to evaluate locations of high potential for Transit Oriented Development Programme (paragraph 19).
 - 5 Agrees that the Council Chair approaches the Chair of the Wellington Regional Leadership Committee to invite the Chairs of Eke-Panuku Development Auckland and Auckland Transport to present to a joint Council workshop on Transit Oriented development in Auckland and the role of Eke-Panuku Development Auckland and Auckland Transport in preparing for Transit Oriented Development.

The motion was **carried**.

The meeting adjourned at 10.47am and resumed at 11.02am.

9 Mode-shift Targets: Metlink Project Contributions – Report 21.503 [For Information]

Tim Shackleton, Manager, Strategy and Investments and Craig Fairhall, Principal Advisor, Strategy, spoke to the report.

10 Customer Satisfaction Survey – Report 21.502 [For Information]

David Boyd, Manager, Customer Experience, spoke to the report.

11 Public Transport Performance – September 2021 – Report 21.505 [For Information]

Scott Gallacher, General Manager, Metlink, spoke to the report, and tabled an attachment – Metlink monthly performance report October 2021.

Noted: The Committee requested that future performance reports include information on farebox revenue shortfalls on a monthly and year to date basis.

12 Public Transport Advisory Group Meeting – 23 September 2021 – Report 21.504 [For Information]

Bonnie Parfitt, Manager, Network and Customer and Councillor Lee, spoke to the report.

Karakia whakamutunga

The Committee Chair invited Cr Lee to close the meeting with a karakia whakamutunga.

The public meeting closed at 11.41am.

Councillor R Blakeley

Chair

Date:

Transport Committee
10 February 2022
Report 22.3



For Information

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

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 meetings – February 2022

Ngā kaiwaitohu
Signatory

Approver	Scott Gallacher - General Manager, Metlink
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<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 action items are of an administrative nature and support the functioning of the Committee.</p>
<p><i>Implications for Māori</i></p> <p>There are no direct implications for Māori arising from this report.</p>
<p><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></p> <p>Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in Attachment 1.</p>
<p><i>Internal consultation</i></p> <p>There was no additional internal consultation in preparing this report and updating the action items.</p>
<p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no known risks or impacts.</p>

Attachment 1 to Report 22.3

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
20 April 2021	<p>Hearing of submissions on the Regional Public Transport Plan</p> <p>Noted:</p> <p>The Committee requested that officers organise a field trip to Naenae train station, and invite the appropriate councillors from Hutt City Council, officers from KiwiRail, and Lily Chalmers (speaker 23).</p> <p>At its meeting on 10 June 2021, the Committee requested that the field trip be scheduled earlier than the proposed September date and that the itinerary be expanded to include visits to sister stations in the area.</p>	<p>Status</p> <p>Delayed due to COVID-19 restrictions</p> <p>Comment</p> <p>A field trip was scheduled to be held on 8 September 2021. However, due to the current COVID-19 situation this trip has been postponed. Station visits will resume when the Wellington region is at “traffic light Orange”</p>
18 May 2021	<p>Actions arising from the Long Term Plan hearing</p> <p>Noted:</p> <p>The Committee requested that officers prepare report to the Transport Committee on the fare structure review and giving consideration to concessions for part time students.</p> <p>At its meeting on 10 June 2021, the Committee requested that the fare structure review includes consideration to giving concessions for community services card holders.</p>	<p>Status</p> <p>Included in Future Fares Review work</p> <p>Comment</p> <p>A review of fares has commenced. Reports on the review will be (and have been) brought to the Committee for consideration as required.</p>
14 October 2021	<p>Regional Transport update – Report 21.450</p> <p>Noted:</p> <p>The Committee requested that the Council Chair write to relevant Government ministers regarding funding proposals for Budget 2022 in relation to the Emissions Reduction Plan.</p>	<p>Status</p> <p>Not progressed</p> <p>Comment</p> <p>Following discussion between Council Chair and the Chief Executive, a decision was made not to proceed with this letter.</p>

Attachment 1 to Report 22.3

Action items from previous Transport Committee meetings

Meeting date	Action	Status and comment
25 November 2021	<p>Public Transport Performance – September 2021 – Report 21.505</p> <p>Noted: The Committee requested that future performance reports include information on farebox revenue shortfalls on a monthly and year to date basis.</p>	<p>Status Completed</p> <p>Comment See Report 22.11 Public Transport Performance included in the agenda for this meeting</p>

Transport Committee
10 February 2022
Report 22.34



For Information

COVID-19: METLINK RESPONSE – UPDATE

Te take mō te pūrongo

Purpose

1. To provide the Transport Committee with an update on Metlink’s ongoing, agile COVID-19 response.

Te horopaki

Context

Current situation

2. At 11:59pm on Saturday 22 January 2022, New Zealand moved to COVID-19 Red Traffic Light Setting.
3. Metlink and our operators were well prepared for this change to the Traffic Light Setting and have implemented our prepared plans for this move in alert level.

Operation of services

4. Metlink’s bus, rail and ferry operations will remain at normal scheduled timetabling.
5. Normal fares and fare collection continues.
6. Access to services remains consistent with our normal service offering (there are no special access requirements for any passengers).
7. Metlink continues to offer free fares for people travelling to or from their COVID-19 vaccinations with mobility issues who are unable to access public transport while these safety measures are in place.
8. Metlink provides a safe environment for passengers by implementing all Government guidance in relation to public transport services (including mask wearing and QR code usage).

Preparing for disruption to the public transport workforce

9. Metlink and our operators (including contractors and sub-contractors) are prepared for disruptions to our workforce caused by COVID-19 and its variants.
10. Despite any workforce disruptions, our aim is to provide a consistent service level for our customers.

11. If workforce disruptions start to significantly impact our services, we will transition to reduced timetables (similar to Saturday and Sunday timetables), noting that school bus services will continue to be a priority for us while schools remain open.
12. Operators have been asked to refresh their contingency planning with the emergence of the new COVID-19 variants. Measures include staff working in “bubbles” where possible to decrease the risk of contagion.

Engagement with operators, unions and front line staff

13. Operators, unions and frontline staff are integral to the success of our collective response to COVID-19.
14. Metlink officers facilitate regular meetings with senior leadership from our operators to discuss the current response to COVID-19.
15. In addition, Metlink officers facilitate regular meetings with unions to discuss the current response to COVID-19.

Ngā tūāoma e whai ake nei

Next steps

16. Officers will continue to monitor the situation as it evolves and make any necessary operational adjustments in line with the Government’s alert level guidelines and Metlink’s Business Continuity Plan.

Ngā kaiwaitohu

Signatories

Writer	Matthew Lear – Network Operations Manager, Metlink
Approvers	Melissa Anderson – Manager, Metlink Operations Scott Gallacher – General Manager, Metlink

<p>He whakarāpopoto i ngā huritaonga Summary of considerations</p>
<p><i>Fit with Council’s roles or Committee’s terms of reference</i></p> <p>The Transport Committee has responsibility to consider the regional, national and international developments; and emerging issues and impacts and their implications for transport strategies, policies, plans, programmes and initiatives.</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>This report relates to Metlink’s response to the impact of the COVID-19 pandemic on public transport, which is a key activity in the Long Term Plan 2021—31.</p>
<p><i>Internal consultation</i></p> <p>There has been no internal consultation outside of Metlink.</p>
<p><i>Risks and impacts: legal / health and safety etc.</i></p> <p>This report sets out actions taken to respond to our public transport responsibilities under the Government’s traffic light system.</p>

Transport Committee
10 February 2022
Report 22.13



For Information

PROGRESS AGAINST THE TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES - UPDATE

Te take mō te pūrongo

Purpose

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

Te tāhū kōrero

Background

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

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

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

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

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

Progress against strategic priorities

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

Carbon Emissions

100 electric buses in fleet by December 2023

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

NZ Bus

- a At the time of writing this report, NZ Bus has 37 electric buses in operation on the network.
- b There are shipping delays caused by COVID-19, which has impacted the delivery of four buses which were scheduled to be in service by now.
- c A delivery of 10 electric buses is due in July 2022.
- d The final delivery date for the final 16 buses is to be confirmed. These are for growth so are dependent on the availability of drivers and the patronage demand recovery.

Tranzurban

- e At the time of writing this report Tranzurban has 17 electric buses in operation on the network.
 - f The remaining 24 buses scheduled for Tranzurban will be introduced on a monthly basis through to early 2023.
10. At this stage, we expect completion of this project (excluding growth buses) as originally planned. However, as the year progresses, we will be able to have more certainty about our ability to deliver on the project.

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

11. Work on pathways to achieve a net zero carbon public transport vehicle fleet by 2030 were adopted by Council as part of the Regional Public Transport Plan 2021 and the 2021-31 Long Term Plan.
12. Council agreed to enable a new electric ferry to be brought in to service by East by West. On 16 December 2021, the new electric ferry was officially launched. This ferry is 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.
13. Council is supporting a trial by one of Metlink's operators (Tranzurban) to convert diesel buses to electric. We note that the project to convert buses from diesel to electric was not included in the recently announced National Land Transport Plan funding. Funding of future conversion pathways is under discussion with Waka Kotahi.

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

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

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

15. Advice is being drafted to the Minister of Transport on the procurement options for electric buses post the public consultation of the Ministry of Transport's Public Transport Operating Model Review.
16. The Lower North Island Rail Integrated Mobility Detailed Business Case, has been submitted to seek funding from our funding partners, with funding certainty expected to be obtained by mid-2022. The preferred solution proposed within the Detailed Business Case suggests that the rolling stock is procured in a way to create a national rolling stock vehicle platform, for further expansion of the order once the justification / need is established elsewhere within New Zealand.

Mode Shift

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

17. The region was in COVID-19 Alert Level 2 between 7 September and 2 December 2021.
18. A strong recovery was observed across the entire network between September 2021 and the end of December 2021, with patronage recovery increasing from 49 percent to 90 percent of pre-COVID-19 levels (the same periods in 2019).
19. We have reviewed recovery by time of day (peak v off-peak). By the end of November 2021, patronage recovery for bus during peak hours was higher than off-peak hours (86 percent versus 77 percent) when compared with the same period in 2019. However, there was no noticeable difference between peak versus off-peak recovery on rail and ferry during this period.

20. All of New Zealand moved to the COVID-19 Protection Framework, also known as the traffic lights, at 11:59pm on 2 December 2021. This marked the end of COVID-19 Alert System.
21. Throughout January 2022, patronage has been sloping down and was approximately 60 percent pre-COVID levels by the end of January. Rail data for January 2022 is not yet available.
22. By the end of December 2021, Year To Date (YTD) patronage was tracking at 18 percent below the same period 2020 (during this period in 2020 Wellington was mostly at Alert Level 1).

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

23. Changes to off-peak timetables to increase off-peak, and shoulder peak frequencies have been made across two operators in July and September 2021. These changes were communicated to customers and relevant communities.
24. The Committee agreed to incorporate the 'Earlybird off-peak bus fare' into the Metlink standard fares. Earlybird off-peak fares are a way of spreading peak demand on the Wellington City bus network.
25. Officers are working on an initiative to improve the Metlink Night buses to support the Poneke promise. The first action is to remove the special higher night bus fare and replace it with the standard zone fare. The higher fare has been identified a major barrier to using the service. Note that more changes to the Metlink Night buses are being considered, including looking at routes, times and frequency.
26. The ongoing uncertainty caused by COVID-19 and its variants has meant that we are still not in a position to revisit the broader campaigns initiatives at this time.

Workplace travel programmes

27. The Wellington Regional Hospital Travel Action Plan (WRHTAP) programme with Capital and Coast District Health Board (CCDHB) has moved into the implementation phase with CCDHB Parking Policy approved. A tender for technology to support carpool/ridesharing for CCDHB staff travel to Wellington Regional Hospital will be entered into the Government Electronic Tendering Service (GETS) in early February 2022.
28. Greater Wellington Call Centre staff will offer Personalised Journey Planning to CCDHB staff from mid-February 2022.
29. Hutt Valley District Health Board (HVDHB) staff were recently part of a combined district health board staff travel survey (with CCDHB). Insights from this research will inform the Travel Demand Management (TDM) work programme supporting major infrastructure projects with our partners at Hutt City Council and also RiverLink.
30. The next meeting of the Workplace Travel Forum (chaired by the Greater Wellington Travel Choice team) will be held on Wednesday 23 March 2022. Key discussion points will include: Let's Get Wellington Moving (LGWM) TDM implementation and integration of workplace travel with organisational climate change mitigation initiatives.
31. Engagement with Forum members, including territorial authorities will identify further businesses/employers to target with workplace travel initiatives.

Significant steps towards implementation of National Ticketing Solution

Trial of cash-free bus routes on express routes

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

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

35. The Snapper on Rail trial on the Johnsonville Line commenced on 14 November 2021.
36. The Trial provides a 'contactless' fare payment alternative in the case of further pandemic-related restrictions, as well as enabling customers, for the first time, to use the same payment method for journeys on Metlink rail services. It also enables customers to become used to 'tagging on and off' for their rail journey using a similar practice as proposed for National Ticketing Solution (NTS).
37. To date, we have seen a positive uptake with upwards of 30 percent of rail users on the Johnsonville Line using Snapper from the start, with greater numbers coming into play the longer the trial has run. Currently, we are seeing upwards of 60-70 percent of customers on this service using Snapper.

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

Developing detour maps for customers by August 2021

38. Officers are developing detour maps for printed signage at bus stops; work is progressing on the digitisation of detour maps.
39. Backend website development has been completed to support display of GIS maps of detours. Minor changes to deliver this to the customer facing website planned for May 2022.
40. Improved printed operational signage templates were implemented in late 2021, and the tool for digitising their production is planned in February 2022.

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

41. Officers have investigated the integration of timetable and signage displays for bus replacements. Bus replacement timetables are currently unable to be integrated into Metlink BAU (online timetables or RTI) due to technical and contractual constraints with how timetable data is published and integrated with existing software and systems.
42. Variations of static bus replacement wayfinding signage were installed at some stations as a trial throughout 2021. New wayfinding and information guidelines have been developed following feedback from those trials and are planned for phased implementation from February 2022 through end of 2022/23.

43. LED signage functionality has been updated iteratively since implementation in 2021 in response to feedback. Improvements to the backend data system that drives the signs' bus replacement messaging are pending a release Mid-March 2022. Additional functionality, control and monitoring for the system are planned for implementation by July 2022.
44. Website map display of bus replacement stop icons and information was implemented in October 2021.

Establishing an Airport Bus Unit

Initiating the tender process by September 2021

45. Following evaluation of the Request for Proposal, a contract for service was awarded to Mana Newlands by Transdev.
46. The new Airport service is expected to commence operation by 1 July 2022. The service will operate as Unit 20 and be known as 'AX'.

Let's Get Wellington Moving

Mass rapid transit route and mode by December 2021

47. The development of the integrated Mass Rapid Transit (MRT) and Strategic Highway Improvement Indicative Business Case development is continuing. The programme completed a process to determine best performing affordable options. Public consultation on these options occurred in November / December 2021, focusing on MRT mode and route, as well as integration options with strategic highway improvements.
48. A preferred programme option is scheduled for partner approval in mid-2022.

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

49. 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.
50. The City Streets Indicative Business Case has been approved by all three partners. The business case defines and prioritises a number of public transport (bus), and active mode interventions for further development and delivery. These interventions are grouped into seventeen Single Stage Business Cases, to be delivered in tranches.
51. A Single Stage Business Case focusing on targeted improvements has commenced. Scoping of an additional six first tranche Single Stage Business Cases focused on broader corridor level improvements is in progress.
52. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. A preferred 'transformation' option was announced in June 2021 and the Single Stage Business Case approved by all partners in late 2021. The detailed design phase is expected to continue throughout 2022.

53. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement was undertaken in mid-2021. The next step is for the Single Stage Business Case to be agreed by the partners early in 2022.

Lower North Island Regional Rail

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

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

Regional Public Transport Plan

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

Other focus areas

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

Rest and Meal Breaks and workforce strategy

Rest and Meal Breaks

60. The Employment Relations Amendment Act has been implemented for Metlink Public PTOM operators and the Waka Kotahi assurance process has concluded.
61. Metlink is working cooperatively with operators and driver unions to upgrade and add toilet facilities where need is identified. We have completed upgrades to four facilities. In addition, we have installed temporary toilets to address current limitations on the network as we work to construct the new and replacement facilities in an additional four locations.

Driver workforce matters

62. Officers are working with Waka Kotahi, Metlink bus operators and bus driver unions to make bus driving a rewarding career choice. Officers have played a leading role in the discussions on Living Wage with our partners and stakeholders.
63. From December 1 2021, Metlink increased Tranzurban and Mana driver wages to \$27 an hour as part of our commitment to retain and attract drivers across the region. Note that we are currently working with Uzabus to provide the same wage provisions for their drivers.
64. These increases are part of our ongoing work with each of our bus operators to bring more certainty to staff and more reliability to passengers.

65. To support bus and rail staff, Metlink provided free sanitary and incontinence products at popular overlays for a three-month trial. Feedback has been overwhelmingly positive, and product was consumed at a rate higher than forecast. We are currently assessing options for supplying these products at overlays permanently.
66. We also commenced working with Tranzurban on the creation of new and improved shifts and the rolling out of timetable adjustments, with an inaugural workshop held in December 2021.
67. Driver workforce issues are a significant part of the Ministry of Transport's review into PTOM, including what measures can be taken to improve driver terms and conditions. In addition, the introduction of sector Fair Pay Agreements are being considered.
68. Officers will host a workforce strategy workshop following the outcome of the Review into PTOM.

Government's Review of PTOM Model

69. Council has submitted on the Ministry of Transport's review into PTOM.
70. Officers are working directly with the Ministry of Transport to support its review of PTOM through follow-up responses on driver shortage issues in the region and measures that we are taking, and consider should be taken, to improve driver resourcing.
71. Following on the outcome of the Review, further work will be undertaken.

Preparation for New Contracts Under PTOM due 2027/28

72. Preparation for the new contracts will be informed by the outcome of the Ministry of Transport's Public Transport Operating Model Review.
73. 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

74. We are in the process of enhancing our Open Data feed and real time information to include Bus Patronage (using a 5 person scale from Empty to Squashed Standing Room Only). We have purchased from Snapper the ability to get our Patronage Data and request (the current model where we get the information at the end of the day). As soon as we have built the querying interface, we will update our Global Feed which will allow all downstream systems to have access to this information (e.g. all third Party Vendor Apps, Google, Metlink Website and Mobile App)
75. The Proof of Concept (PoC) for Real Time Rail Patronage is underway. The device and software has been built and shipped to New Zealand, and we will be testing shortly on one train unit. Should this PoC work, there will be further development necessary to integrate that system with our CCTV system and then roll it out across the fleet.
76. The On Bus Announcement System tender was awarded to Somar Digital with subcontractor Radiola. The project is underway and equipment has been ordered. Unfortunately, the lead time for the hardware is 32 weeks, and so during this period all other development will be completed and the buses pre-wired. Project completion is

anticipated to occur at the end of Q2/beginning of Q3 22/23. This will allow the existing screens on the buses to be used to deliver Next Stop Announcements as well as Health and Safety messaging and much more.

77. Procurement of a number of 75" screens (both indoor and outdoor) has commenced. These screens will need to fit existing cabinets that were designed over a year ago. The software development required to use these screens will be completed around March 2022 and will allow comprehensive customisation of the screens including Campaign Delivery, Real Time Maps with vehicle positions and Warnings and Alert messaging. These will be trialled outside the Hospital and at the Airport.
78. The existing signs at Lambton Interchange and at Upper Hutt are soon to be replaced. The system will align with the above 75" screen development allowing more delivery options and a much more stable system.

Innovation in Public Transport Delivery models

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

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

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

- 84. 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

- 85. On 25 November 2021, the Committee agreed on a principles-based approach to initiating a Transit Oriented Development (TOD) programme in the region focussing on developments on and around existing, and potential new, train stations in the region (Initiating Transit Oriented Development in the Wellington Region - Report 21.501).
- 86. The TOD programme will be a workstream under the Regional Growth Framework and will see Greater Wellington initially working with territorial authorities and agencies such as Kāinga Ora to develop partnership approaches to TOD in a manner that increases access to public transport, contributes to Greater Wellington’s mode shift strategic priority, and contributes to urban development and intensification.
- 87. TOD opportunities at Waterloo and Porirua Stations, and in the Kāpiti Coast are priority focus locations for the initial stages of the programme. Phase I of the programme has commenced with work to develop a Concept Study for the Waterloo site which will explore through visualisation potential redevelopment direction for the site. The Concept Study will provide the foundation for Phase II discussions on Waterloo redevelopment and will inform approaches to other TOD sites on the metro rail network.

Wellington Region Transport Alignment Project

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

Regional Passenger Rail Services between Auckland and Wellington

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

**Ngā kaiwaitohu
Signatories**

Approvers	Scott Gallacher - General Manager, Metlink Luke Troy – General Manager, Strategy
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<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>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.</p>
<p><i>Internal consultation</i></p> <p>Travel Choice 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 February 2022
Report 22.11



For Information

PUBLIC TRANSPORT PERFORMANCE – DECEMBER 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 looks forward 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 December 2021.

Te tātaritanga

Analysis

Operational performance

6. At 11.59pm on 2 December 2021, New Zealand moved from the COVID-19 Alert System to the COVID-19 Protection Framework (also known as the traffic light system). For the month of December, the Wellington Region was at the Orange traffic light setting.

Bus performance

7. Bus passenger boardings for December 2021 were 1.5 million. Under Alert Level 2 and under the Orange setting, monthly boardings were lower than usual. Boardings over the month were 92.1 percent of December 2020 boardings. November 2021 boardings were 96.2 percent of boardings for the same month in 2020.
8. The reliability metric is a measure of services deemed to have run. Reliability for December 2021 was 98.4 percent, compared to 98.6 percent in November 2021.

9. The punctuality metric is a measure of services departing from origin, leaving between one minute early and five minutes late. Punctuality for December 2021 was 95.4 percent, compared to 95.7 percent in November 2021

Rail performance

10. Rail passenger boardings for December 2021 were 0.7 million. Boardings over the period were 84.0 percent of December 2020 boardings. This compares to November 2021 boardings being 92.0 percent of boardings for the same month in 2020.
11. Reliability in December 2021 was 92.4 percent compared to 98.6 percent in November 2021, while punctuality was 88.0 percent, compared to 93.0 percent in November 2021.
12. Floods, slips, and resulting speed restrictions all affected reliability and punctuality in December 2021.

Ferry performance

13. Boardings for December 2021 were 93.4 percent of boardings for the same month in 2020. In November 2021, boardings were 108.1 percent of boardings compared to November 2020.

Fare revenue

14. At its 25 November 2021 meeting, the Committee requested that officers include information on farebox revenue shortfalls on a monthly and year to date basis in these reports.
15. The table below compares revenue received for fares on bus and rail, compared to budgeted fare revenue. In December 2021, there was a budget shortfall of \$1.3 million (-21 percent), and a shortfall of \$15.5 million (-33 percent) for the year to date.

Fare revenue - current month

	Dec-21	Budget	Excess/Shortfall
Bus	2,321,932	2,920,856	- 598,924
Rail	2,594,358	3,266,808	- 672,450
Total	\$ 4,916,290	\$ 6,187,664	-\$ 1,271,374

Fare revenue - year to date (Jul - Dec)

	2021/22	Budget	Excess/Shortfall
Bus	14,876,110	22,243,439	- 7,367,329
Rail	16,755,940	24,878,006	- 8,122,066
Total	\$31,632,049	\$47,121,445	-\$ 15,489,396

16. Waka Kotahi have agreed to finance 51 percent (current funding assistance rate) of the additional revenue shortfall to 30 June 2022. The remaining 49 percent shortfall will be financed from debt funding as set out in the Long Term Plan up to \$7.5m for FY21/22; \$6m for FY22/23 and \$4m for FY23/24. Any additional funding shortfall will be reassessed towards the end of the financial year to determine whether this will be loan or reserve funded.

17. Harbour ferry services operate under a different (net) PTOM contract; unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink ferry services.

Christmas Eve, Christmas Day and New Year’s Eve Free fares

18. On 14 October 2021, the Committee was advised of Metlink’s initiative to provide free travel on Christmas Day 2021 and New Year’s Eve 2021 until 4am 1 January 2022, on Metlink bus and rail services (see Report 21.448 *Christmas Day and New Year’s Eve Fares*).
19. At the meeting, the Committee also determined that free travel also be provided on Christmas Eve on Metlink bus and rail services.
20. The patronage and estimated fare revenue loss on Christmas Eve, Christmas Day and New Year’s Eve December 2021 is summarised in the table below:

Free travel day	Patronage			Fare revenue loss (GST excl)		
	Bus	Rail	Total	Bus	Rail	Total
Christmas Eve (24 th)	31,721	15,349	47,070	\$55,260	\$58,943	\$114,202
Christmas Day (25 th)	6,604	5,985	12,589	\$9,113	\$22,983	\$32,096
New Year’s Eve (31 st)	27,300	4,716	32,016	\$47,558	\$18,110	\$65,668
Total	65,625	26,049	91,674	\$111,931	\$100,036	\$211,966

21. The estimated fare revenue loss for 2021 (based on actual patronage) aligns with the range of expected fare revenue loss presented to the Committee at its meeting on 14 October 2021.
22. Compared to the same days in 2020, the patronage on bus and rail in 2021 decreased for Christmas Eve and Christmas Day but increased on New Year’s Eve. See below for increases/decreases compared to 2020 patronage:
- a 84% on Christmas Eve
 - b 76% on Christmas Day
 - c 104% on New Year’s Eve.
23. Note that in 2020 free travel was not provided for Christmas Eve on the bus and rail network.
24. Note that Christmas Day in 2021 was a Saturday while in 2020 it was a Friday. On Christmas Day in 2021 the Wellington region was at Orange traffic light setting while in 2020 it was at Alert Level 1.

**Ngā āpitihanga
Attachments**

Number	Title
1	Metlink performance report – December 2021

Ngā kaiwaitohu

Signatories

Writers	Andrew Myers –Technology and Data Manager Matthew Lear –Network Operations Manager
Approvers	Fiona Abbott –Manager, Assets and infrastructure Melissa Anderson – Manager, Operations and Partnership Scott Gallacher – General Manager, Metlink

He whakarāpopoto i ngā huritaonga Summary of considerations
<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 Long-Term Plan 2021 - 2031 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

Attachment 1 to Report 22.11



December 2021 – for the GWRC Transport Committee

This report contains a summary of key information for December 2021. It provides insight into the performance of our public transport network with a focus on patronage, reliability, punctuality, and complaint trends.

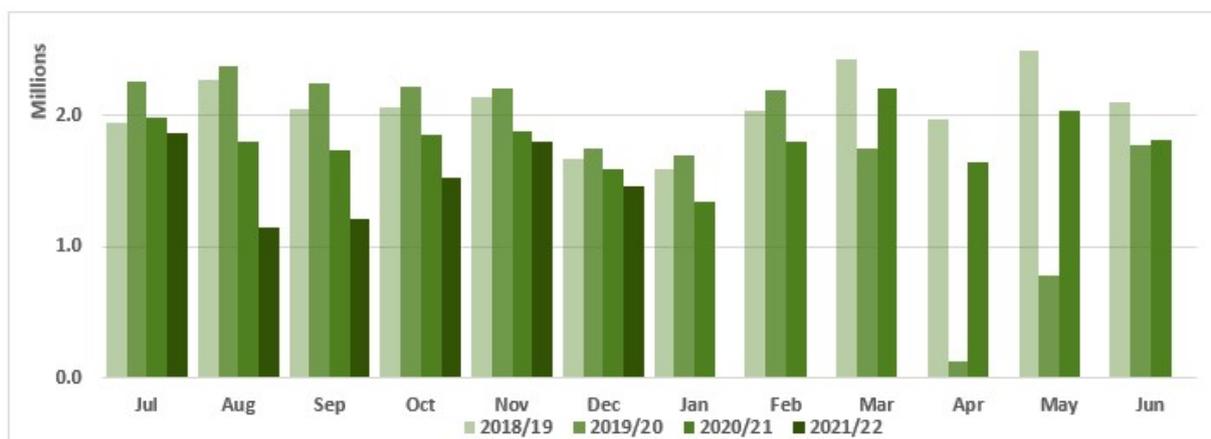
Full monthly performance reports are available under 'Performance of our network' on the Metlink website: <https://www.metlink.org.nz/>

Patronage

In December 2021, under Alert Level 2 and the Orange traffic light system, we saw reduced passenger boardings when compared to last year. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

Bus Passenger boardings

Under Alert Level 2 and the Orange traffic light system, December bus passenger boardings were 7.9% lower than the same month last year and 16.8% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



Boardings by area - current month

	Dec-21	Dec-20	% Change
Wellington	1,092,884	1,173,812	-6.9%
Hutt Valley	282,491	315,888	-10.6%
Porirua	51,372	59,154	-13.2%
Kapiti	31,286	34,277	-8.7%
Wairarapa	8,001	8,964	-10.7%
Total	1,466,034	1,592,095	-7.9%

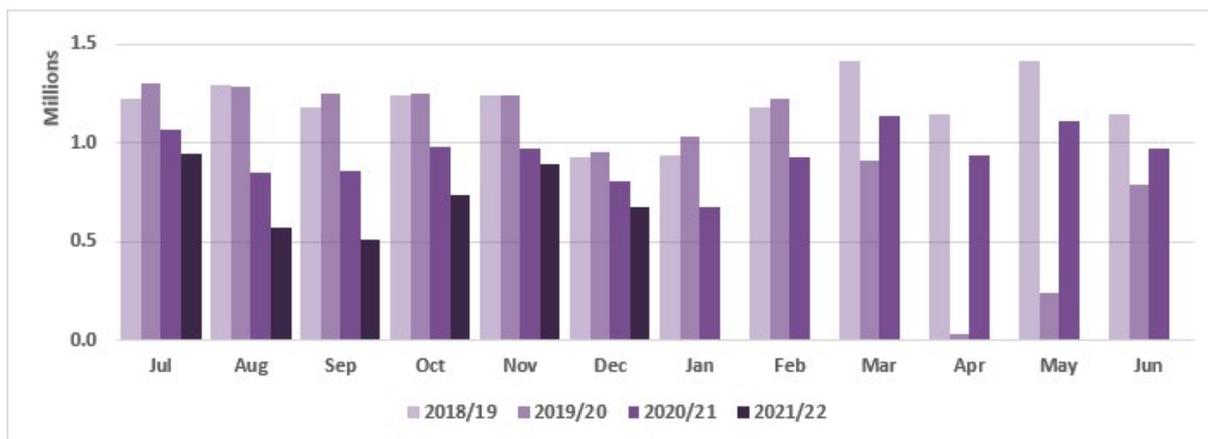
Boardings by area - year to date (Jul - Dec)

	2021/22	2020/21	% Change
Wellington	6,616,805	7,880,431	-16.0%
Hutt Valley	1,755,352	2,156,065	-18.6%
Porirua	357,540	448,980	-20.4%
Kapiti	224,575	271,987	-17.4%
Wairarapa	61,297	76,452	-19.8%
Total	9,015,569	10,833,915	-16.8%

Rail Passenger boardings

Attachment 1 to Report 22.11

Under Alert Level 2 and the Orange traffic light system, December rail passenger boardings were 16.0% lower than the same month last year, and 21.6% lower for the year to date. *Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).*



Boardings by line - current month

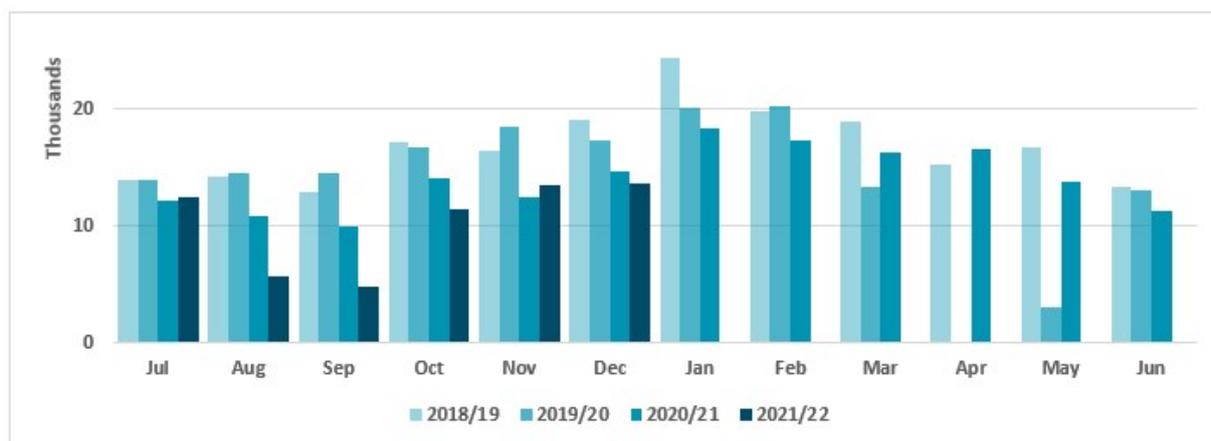
	Dec-21	Dec-20	% Change
Hutt Valley	291,235	341,429	-14.7%
Kapiti	272,102	337,255	-19.3%
Johnsonville	73,619	80,536	-8.6%
Wairarapa	41,439	47,917	-13.5%
Total	678,395	807,137	-16.0%

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

	2021/22	2020/21	% Change
Hutt Valley	1,888,594	2,326,638	-18.8%
Kapiti	1,742,101	2,308,767	-24.5%
Johnsonville	455,971	572,822	-20.4%
Wairarapa	238,967	309,704	-22.8%
Total	4,325,633	5,517,931	-21.6%

Ferry Passenger boardings

Under Alert Level 2 and the Orange traffic light system, December ferry boardings show a decrease of 6.6% on the same month last year, and a 17.2% decrease for the year to date. Weather conditions often affect ferry boardings. *We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).*



Boardings - current month

	Dec-21	Dec-20	% Change
Total	13,623	14,586	-6.6%

Boardings - year to date (Jul - Dec)

	2021/22	2020/21	% Change
Total	61,347	74,094	-17.2%



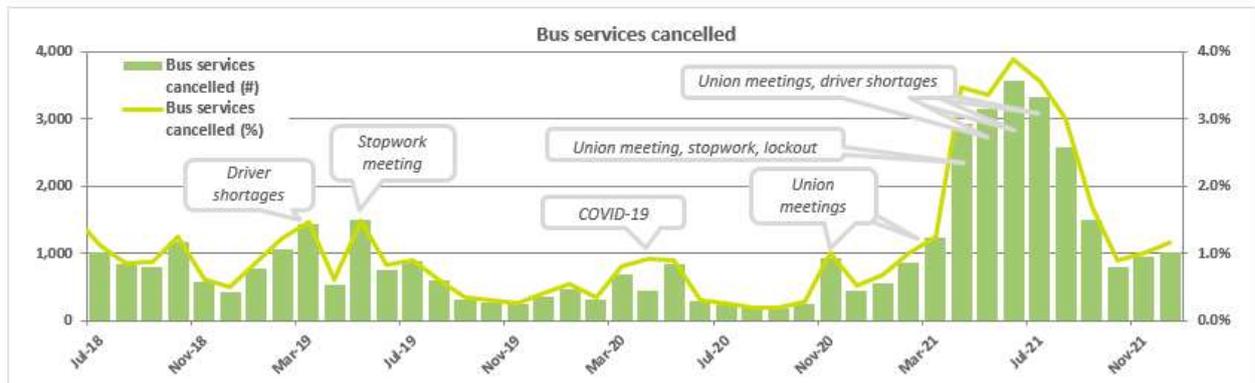
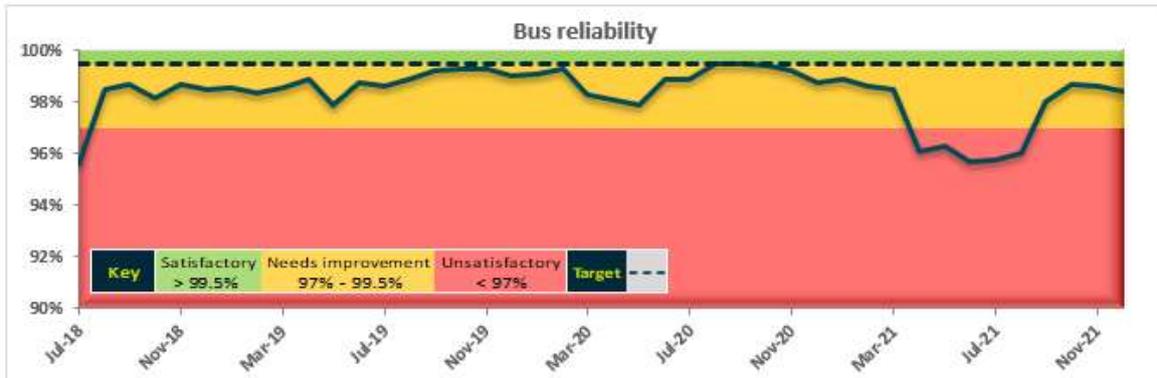
Bus service delivery

Attachment 1 to Report 22.11

Reliability

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

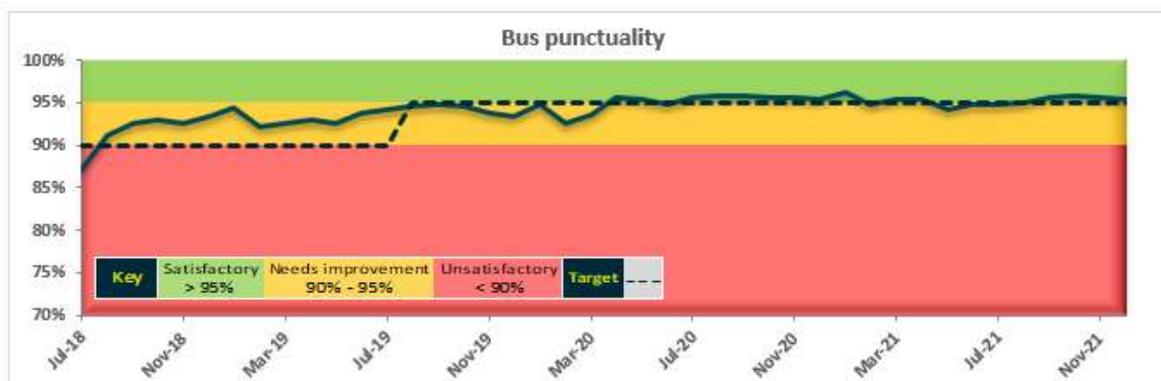
In December, 98.4% of bus services were delivered, and 97.7% for the year to date. Reliability this month was impacted again by cancellations reflecting staff shortages in Wellington City, Porirua, and the Hutt Valley.



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 95.4% in December, and also 95.4% for the year to date. Punctuality has remained relatively stable this month although still affected by major works at Kenepuru, a high number of road re-surfacing works across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.





Rail service delivery

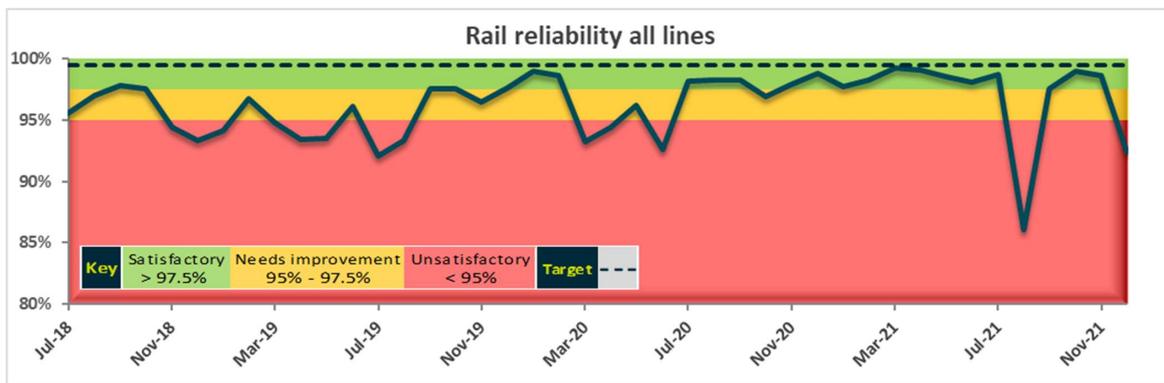
Attachment 1 to Report 22.11

Reliability

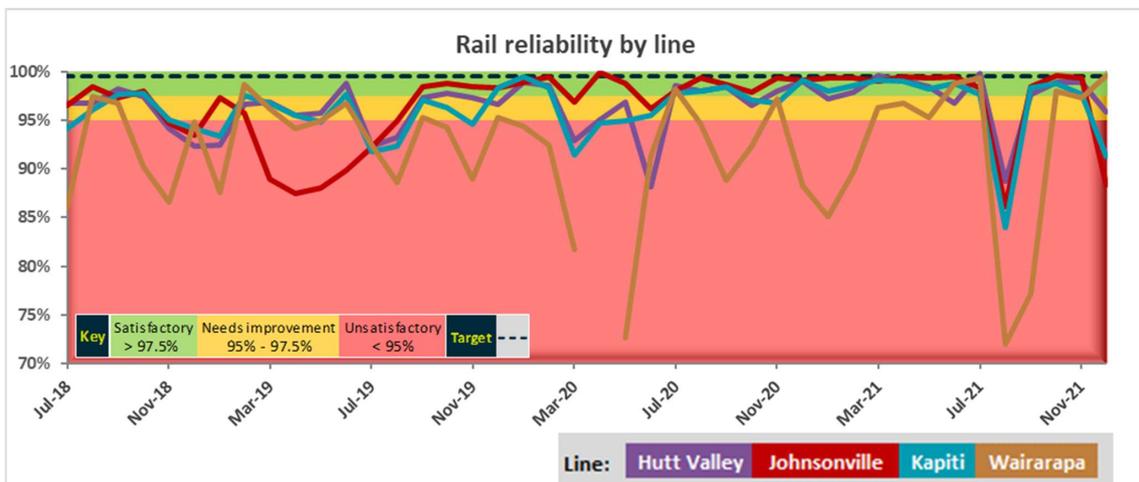
The rail reliability measure shows the percentage of scheduled services that depart from origin and key stations no earlier than 30 seconds before the scheduled time, meet the consist size for the scheduled service, and stop at all stations timetabled for the service.

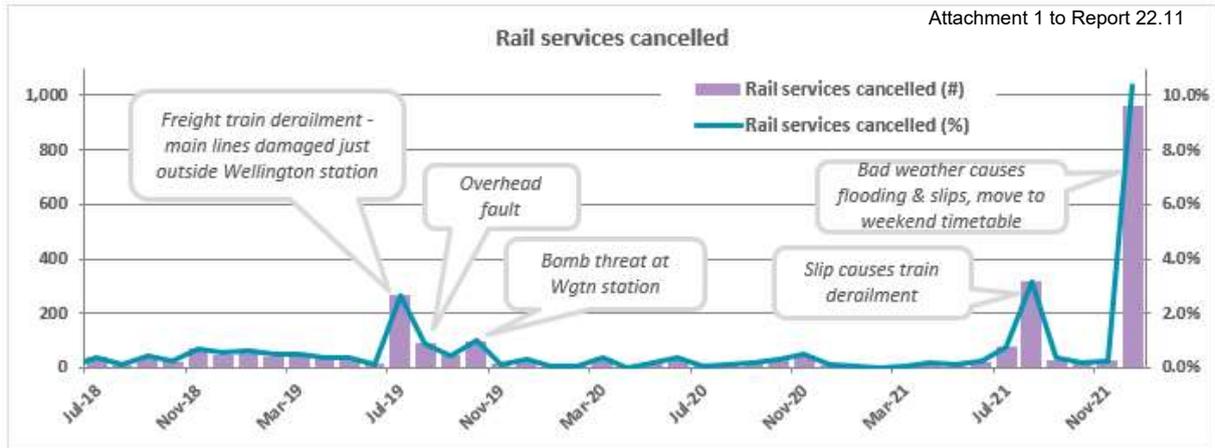
Rail service reliability was 92.4% in December and 95.7% for the year to date.

Reliability of rail services in December was dominated by weather related issues. This had considerable impact on the customer experience. Firstly, flooding on the Kapiti Line on 6th December, then major slips on the Johnsonville Line on 15th and again Kapiti Line impact on 16th December. Considerable disruption occurred and the Johnsonville Line was inaccessible for 2 days and on the Kapiti Line further delays when a unit had to be recovered after hitting a slip. Aerial assessments were undertaken by KiwiRail, and considerable speed restrictions were put in place which made it untenable to maintain a regular service on the network. The decision was made to move to a (mostly) weekend timetable the week before Christmas.



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.



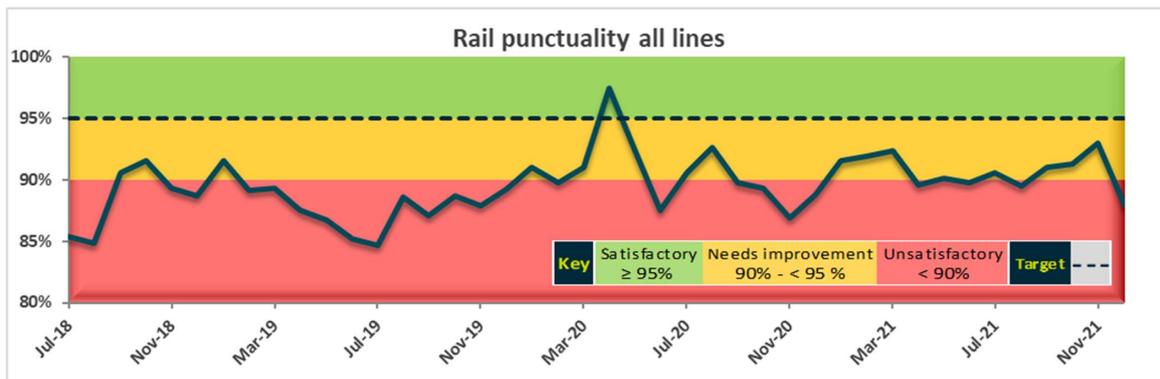


Punctuality

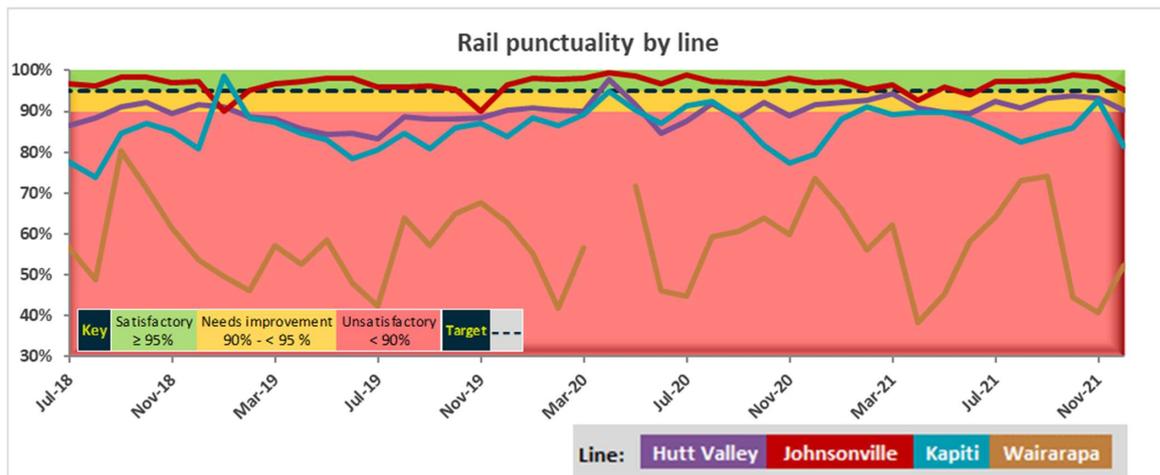
The rail punctuality measure records the percentage of services arriving at key interchange stations and final destination within five minutes of the scheduled time.

Punctuality for December was 88.0% and 90.7% for the year to date.

Punctuality performance was also impacted by the weather related issues in December, with significant speed restrictions impacting the Kapiti Line. The move to the Saturday timetable mitigated the impact to customers as it meant that the cumulative effect of the speed restrictions were reduced.



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



Fare revenue

Attachment 1 to Report 22.11

Bus and rail fare revenue

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

There was a budget shortfall of \$1.3m (-21%) in December, and \$15.5m (-33%) for the year to date.

Fare revenue - current month

	Dec-21	Budget	Excess/Shortfall
Bus	2,321,932	2,920,856	- 598,924
Rail	2,594,358	3,266,808	- 672,450
Total	\$ 4,916,290	\$ 6,187,664	-\$ 1,271,374

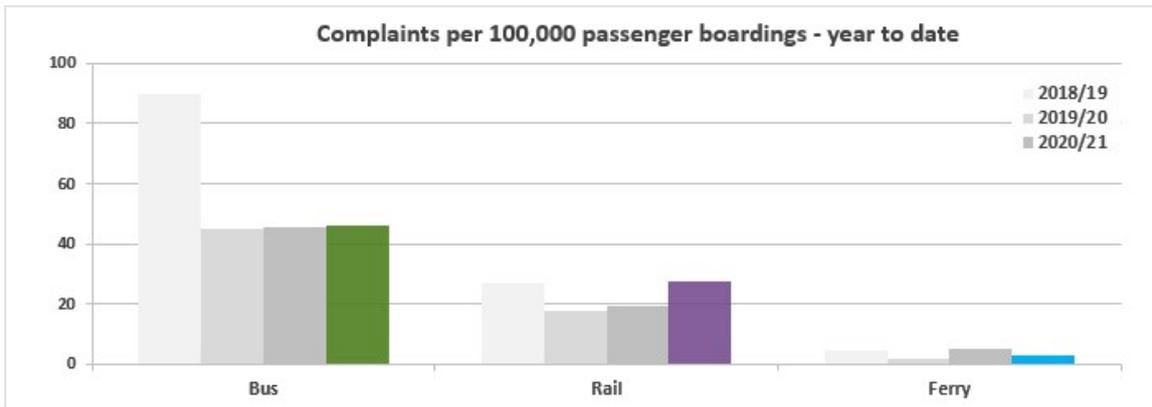
Fare revenue - year to date (Jul - Dec)

	2021/22	Budget	Excess/Shortfall
Bus	14,876,110	22,243,439	- 7,367,329
Rail	16,755,940	24,878,006	- 8,122,066
Total	\$31,632,049	\$47,121,445	-\$ 15,489,396

Complaints

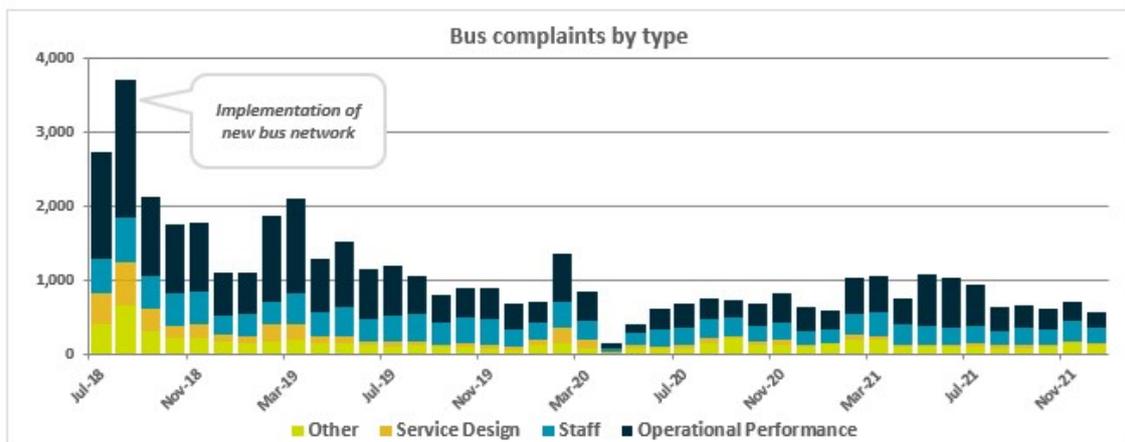
Complaints volume

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 higher for bus than any other mode.



Bus complaints

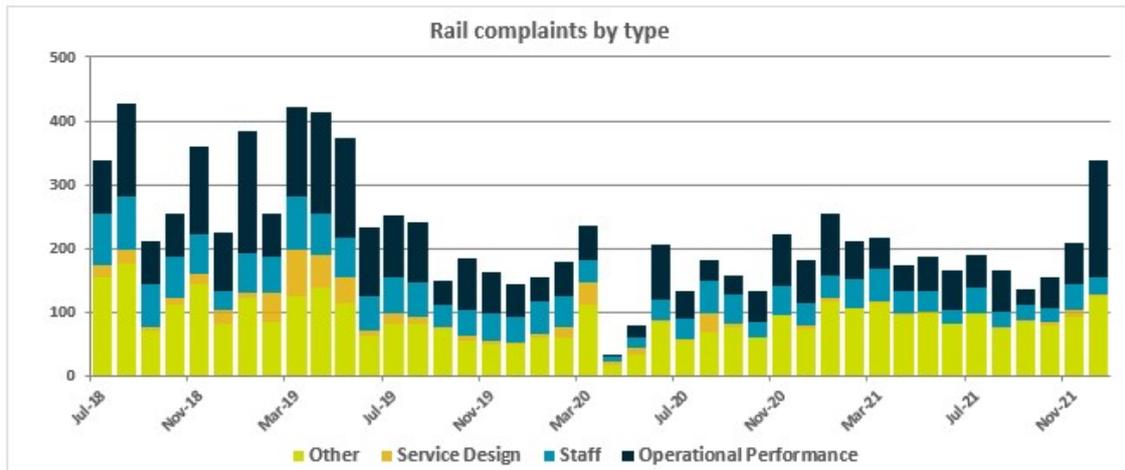
Bus complaints for the month were 12.8% lower than in December last year, and 4.4% lower for the year to date.



Rail complaints

Attachment 1 to Report 22.11

Rail complaints for December were 86.3% higher than the same month last year, and 18.5% higher for the year to date.



Transport Committee
10 February 2022
Report 22.12



For Information

PUBLIC TRANSPORT ADVISORY GROUP MEETING – 23 NOVEMBER 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 23 November 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 23 November 2021, and its business is set out in the following paragraphs.

Meeting agenda and matters considered by the Advisory Group

Journey mapping workshop: Is your journey accessible?

5. The objective of this workshop was to identify the pain-points, solutions and priorities in the accessible end-to-end journey across Metlink's public transport network – structured using the journey steps outlined below:

Steps in the Accessible Journey

1. Planning - Where information is gathered and how decisions are made to travel
2. Preparation – getting ready to leave
3. Getting to public transport - a stop, station or wharf
4. Paying – purchasing a ticket / topping up a card
5. Boarding – getting on to the public transport vehicle
6. The trip on public transport
7. Disembarking – getting off the public transport vehicle
8. Connecting with another public transport trip
9. Traveling from public transport – to the final destination

- 6. This workshop follows the recently produced Accessibility Strategy, Accessibility Charter and Accessibility Action Plan. This workshop was the first of many that will be conducted over the next 12 months.

General discussion – cycles on public transport

- 7. Following the workshop session, the Advisory Group had a 20-minute general discussion toward the end of the meeting. The main topic was bicycles on public transport and how Greater Wellington, along with other authorities, strategically support mode-shift and end-to-end journeys.
- 8. A few members of the Advisory Group pointed out that not being able to take bicycles on peak train services was counterproductive to Greater Wellington’s decarbonisation and mode-shift goals.
- 9. For trains, officers explained how bikes are problematic on peak services because of capacity issues, which is why some services do not allow bicycles. A bike can take up to six passenger spaces. A potential short-term solution is to provide better bike storage at stations. In the long-term, increased capacity is only possible by investing in more rolling stock.
- 10. For the bus network, nearly 100 percent of buses have a bike rack. Contractually, drivers are unable to leave the bus so rely on customers to load their bicycles. Our Travel Choice team runs training for drivers on how to interact with cyclists.

Next meeting

- 11. The next meeting is scheduled for 24 February 2022.

**Ngā kaiwaitohu
Signatories**

Writers	George Cook – Community Engagement Advisor
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>It is appropriate for the Committee to be informed of the work of the Advisory Group.</p>
<p><i>Implications for Māori</i></p> <p>There are no direct implications for Māori arising from this report but there 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 result area set out in the 2021-31 Long Term Plan - “Improving the customer experience across all areas of the public transport network”. In addition, a stated strategic focus area in the Wellington Regional Public Transport Plan is customer experience. Specifically, “Continue to improve customer experience across all aspects of the network”.</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>