



If calling, please ask for Democratic Services

Transport Committee

Thursday 13 August 2020, 9.30am

Council Chamber, Greater Wellington Regional Council
Level 2, 15 Walter 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 13 August 2020, 9.30am

Council Chamber, Greater Wellington Regional Council
Level 2, 15 Walter Street, Te Aro, Wellington

Public Business

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| 2. | Conflict of interest declarations | | |
| 3. | Public participation | | |
| 4. | Confirmation of the Public minutes of the Transport committee meeting on 18 June 2020 | 20.218 | 3 |
| 5. | Update on progress of action items from previous meetings – August 2020 | 20.231 | 6 |
| 6. | Report of the Public Transport Advisory Group meeting – 2 July 2020 | 20.240 | 10 |
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Please note these minutes remain unconfirmed until the Committee meeting on 13 August 2020.

Report 20.218

Public minutes of the Transport Committee meeting on Thursday 18 June 2020

All members participating by Zoom at 9.30am.

Members Present

Councillor Blakeley (Chair)
Councillor Lee (Deputy Chair)
Councillor Brash
Councillor Connelly
Councillor Gaylor
Councillor Hughes (from 9.35am)
Councillor Kirk-Burnnand
Councillor Laban (from 10.05am)
Councillor Lamason
Councillor Nash
Councillor Ponter
Councillor Staples
Councillor van Lier

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

Public Business

1 Karakia timatanga

The Committee Chair invited Councillor Lee to open the meeting at 9.30am with a karakia timatanga.

2 Apologies

Moved: Cr Ponter / Cr Connelly

That the Committee accepts the apology for lateness from Councillor Laban.

The motion was **carried**.

3 Declarations of conflicts of interest

There were no declarations of conflict of interest.

4 Public participation

There was no public participation.

5 Confirmation of the Public minutes of 20 February 2020 – Report 20.71

Moved: Cr Staples / Cr Lee

That the Committee confirms the Public minutes of 20 February 2020 – Report 20.71.

The motion was **carried**.

6 Public Transport performance – Report 20.196 [for information]

Scott Gallacher, General Manager Metlink, and Andrew Myers, Technology and Data Lead, spoke to the report.

Noted: Councillor Hughes joined the meeting at 9.35am, during the above item.

7 COVID-19: Resumption of collection of fares – Report 20.193 [for information]

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

Noted: Councillor Laban joined the meeting at 10.05am, during the above item.

8 Lower North Island regional rail – oral update

Scott Gallacher, General Manager Metlink, and Barry Fryer, Rail Assets Lead, spoke to the report.

Mr Fryer advised the Committee that an indicative business case has been completed and proposes a version of electric multiple unit trains. Greater Wellington has received \$5 million in funding to undertake more detailed investigations, a detailed business case and undertake the procurement processes. The \$5 million in funding includes an approach to the market to better understand the options, associated risks and costs, and will also be used to complete a detailed business case to obtain funding certainty. The majority of the funding will be spent on undertaking the procurement, when the contract and specification also needs to be prepared. The first trains are expected to be in service from early 2025.

Noted: The Committee requested that a high level, simple budget of the \$5 million funding be circulated to Councillors.

Noted: The Committee requested that information on the projects included in the Wellington Metro Upgrade Programme be provided to Councillors and published on the Greater Wellington website.

Noted: The Committee requested that the General Manager Metlink provide an update on the regional rail procurement to the next Committee meeting.

The meeting closed at 10.24am.

Councillor R Blakeley
Chair

Date:

Transport Committee
13 August 2020
Report 20.231



For Information

UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS MEETINGS – AUGUST 2020

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](#) – Action items from previous meetings – August 2020. For all 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/s for action.

Ngā āpitihanga

Attachment

| Number | Title |
|--------|---|
| 1 | Action items from previous meetings – August 2020 |

Ngā kaiwaitohu
Signatory

| | |
|--------|---|
| Writer | Scott Gallacher – General Manager Metlink |
|--------|---|

| He whakarāpopoto i ngā huritaonga Summary of considerations |
|---|
| <i>Fit with Council's roles or 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. |

Attachment 1 to Report 20.231

Action items from previous meetings – August 2020

| Meeting date | Action | Status and comment |
|---------------------|---|--|
| 18 June 2020 | <p>Lower North Island regional rail – oral update</p> <p>Noted</p> <p>The Committee requested that a high level, simple budget of the \$5 million funding be circulated to Councillors.</p> | <p>Status In progress</p> <p>Comment</p> <p>Discussions on this funding are still in progress. A budget will be circulated to Councillors following the conclusion of these discussions.</p> |
| 18 June 2020 | <p>Lower North Island regional rail – oral update</p> <p>Noted</p> <p>The Committee requested that information on the projects included in the Wellington Metro Upgrade Programme be provided to Councillors and published on Greater Wellington’s website.</p> | <p>Status In progress</p> <p>Comment</p> <p>Discussions on this Programme are still in progress. Information on projects included in the Programme will be provided to Councillors and published on our website following the conclusion of these discussions.</p> |
| 18 June 2020 | <p>Lower North Island regional rail – oral update</p> <p>Noted</p> <p>The Committee requested that the General Manager Metlink provide an update on the regional rail procurement to the Committee’s next meeting.</p> | <p>Status In progress</p> <p>Comment</p> <p>Discussions on the regional rail procurement are still in progress. We should be in a position to provide an update to the next Committee meeting on 17 September 2020.</p> |

Transport Committee
13 August 2020
Report 20.240



For Information

REPORT OF THE PUBLIC TRANSPORT ADVISORY GROUP MEETING – 2 JULY 2020

Te take mō te pūrongo

Purpose

1. To inform the Transport Committee of the deliberations of the Public Transport Advisory Group meeting held on 2 July 2020.

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 held its first formal meeting on 2 July 2020.

Matters considered by the Advisory Group

Appointment of Chairperson and Deputy Chairperson

5. The Advisory Group agreed to appoint Andrew Lensen and Thomas Bryan as Chairperson and Deputy Chairperson on an interim basis. The Advisory Group will reconsider these appointments in six months' time.

Metlink's Snapper card distribution initiative

6. Cody Waihape, Customer Journey Advisor, Metlink Network and Customer gave a presentation outlining Metlink's current Snapper card distribution initiative. The aim of the initiative is to increase contactless payment in high cash use communities by distributing free cards with \$5 pre-loaded on them. Approaches include distributing the cards in high cash use areas with low household incomes, distributing cards to schools,

and running drop-in educational sessions on card use and benefits to encourage ongoing use.

7. The Advisory Group had a general discussion about barriers to Snapper card uptake, including the:
 - a Difficulty of topping up (accessing and locating top-up stations)
 - b Low community awareness of the benefits of using the Snapper card
 - c Importance of reaching cash-dependent, low income households passengers.

Public Transport Plan review

8. Tim Shackleton, Manager Metlink Strategy and Investments and Viviane Maguire, Policy Advisor, Strategy and Investments gave a PowerPoint presentation outlining the role of the Public Transport Plan (PT Plan) and the current review. The presenters outlined the strategic direction, priorities and key initiatives of the proposed PT Plan being considered as part of the review.

Workshop

9. Advisory Group members were asked (using the Post-it Note method) to provide comments, suggestions and ideas for specific initiatives for Metlink's consideration.
10. Key high-level matters identified included consideration of:
 - a Designing for accessible and safe journeys with other territorial authorities to and from public transport
 - b Using consistent and correct terminology regarding disability and accessibility
 - c Network resilience and easing of congestion with new modes of public transport (light rail, smaller buses)
 - d Māori and Pasifika inclusion in public transport planning
 - e Free, reduced and/or targeted fares
 - f Increasing the number of electric buses and trains, and exploring alternative modes on certain routes.

Matters warranting formal consideration by the Transport Committee

11. The Advisory Group agreed to report to the Transport Committee on its support for lower fares for public transport.
12. Andrew Lensen will be available at the Committee's meeting to discuss this matter with the Committee.

**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 Committee’s terms of reference</i></p> <p>The Advisory Group’s relevant responsibilities are stated in paragraph 3.</p> |
| <p><i>Implications for Māori</i></p> <p>There are no known implications for Māori.</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 risks or impacts.</p> |

Transport Committee
13 August 2020
Report 20.260



For Decision

BUS NETWORK REVIEW

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (Committee) on:
 - a The outcomes of the *Post Implementation Review – next steps programme* review of the bus network in the rest of the Wellington Region (excluding Wellington City)
 - b Progress implementing actions agreed by Council on 12 December 2019 (paragraph 3).

He tūtohu

Recommendations

That the Committee:

- 1 **Notes** that the Bus Network Review for the rest of the Wellington Region outside of Wellington City has been completed.
- 2 **Acknowledges** the feedback from the community.
- 3 **Notes** that while the majority of participants are happy that their bus journey meets their needs, and most see the network changes as an improvement to the previous network design, there is still room for improvement – especially so for those with accessibility issues.
- 4 **Notes** the recommendations from the Bus Network Review for the rest of the Wellington Region outside of Wellington City ([Attachment 1](#)).
- 5 **Notes** Metlink will consider these recommendations as part of the review of the Regional Public Transport Plan and as part of the ongoing programme of work to improve customer experience from both a network design and operational perspective.
- 6 **Notes** the progress with implementing short-term and medium-term actions from the endorsed action plan addressing customer driven network improvements within Wellington City ([Attachment 2](#)).

Te tāhū kōrero

Background

Post implementation review – rest of Wellington Region

2. In March 2019, the Sustainable Transport Committee adopted terms of reference to guide the post implementation review of Metlink bus transformation (Draft terms of reference – Post implementation review Metlink bus transformation: Stage two - Report 19.88). The primary focus of the review was to look at the network design and timetables with the community to determine if there are changes that can be made to better meet the needs of the community.
3. In December 2019, the Bus Network Review (BNR) for Wellington City was completed with a report to Council outlining findings, network recommendations and an action plan (Bus Network Review Findings – Wellington City - Report 19.501).
4. Planning for the BNR for the rest of the Wellington Region – Kāpiti, Porirua/Tawa, Hutt and Wairarapa – commenced in early 2020 and the review has now been completed.

Community engagement – rest of Wellington Region

5. In February 2020, a report was presented to the Committee about the proposed community engagement process for completing the BNR for the rest of the Wellington Region (Bus Network Review – Rest of Region - Report 20.50).
6. The proposed engagement process used in Wellington City was to be replicated for the rest of the Wellington Region and was to include drop-in sessions, focus groups and an online survey, with the aim of gathering insights from a representative sample of public transport customers and communities.
7. Due to the requirement of the Government’s Alert Level system, the planned in-person sessions were replaced by phone surveys. Members of the disability community and individuals identified as living with financial constraints were actively recruited to undertake in-depth qualitative interviews, instead of attending focus groups.
8. Customers and communities were invited to participate in the review through the Metlink website and targeted promotional campaigns in each area, using local press and radio, posters at bus stops and dairies, online geo-targeted social media (Facebook, Neighbourly), and through community stakeholders and their channels (residents’ associations, community boards, schools, youth groups).
9. Drop-in sessions and interviews were held with bus drivers. We received feedback from 71 bus drivers - including seven written submissions from those who could not attend in person.
10. The review collected 800 customer stories from a diverse range of people in the period March to May 2020. Details on the participants can be found in the Bus Network Review, Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa – Summary insights and recommendations – July 2020 ([Attachment 1](#)).

Action plan update – Wellington City

11. As noted above, the BNR for Wellington City was completed with a report to Council in December 2019 (see paragraph 3). The report contained an action plan with a phased implementation of customer driven network improvements.
12. A number of actions were due to be delivered in 2020. Wellington City Bus Network Review Action Plan Update (Attachment 2) sets out the progress with implementation of these actions.
13. All actions due for early implementation were completed in January 2020. However, with a couple of exceptions that have been delivered early, actions scheduled for implementation in May 2020 have not yet been implemented.
14. The two major operators in Wellington City have been occupied with implementing schedules that comply with the requirements for rest and meal breaks under the Employment Relations Amendment Act 2000. This process has involved consultation with drivers and unions, which has been impacted by the Government's Alert Level system.
15. The remaining May 2020 changes have been bundled with the medium-term changes planned for October 2020. Implementation remains subject to operators' ability to provide the required resources and complete the necessary schedule changes. Metlink will also need to consult with the community over the proposal to establish a branch of Route 2 into Miramar North by splitting the route to Seatoun.

Te tātaritanga Analysis

Summary of findings – rest of Wellington Region

16. Metlink will consider the recommendations in [Attachment 1](#) (see paragraphs 22 to 28 below) as part of the review of the Regional Public Transport Plan and as part of the ongoing programme of work to improve customer experience from both a network design and operational perspective. Special attention needs to be given to the issues identified by customers with accessibility issues.
17. Based on the feedback from the interviews and the survey insights, the majority of participants are happy with their bus journeys in terms of meeting their needs, with 80 to 90 percent agreement with the statement 'the bus gets me where I want to go'. Overall, most see the network changes as an improvement to the previous network design – bearing in mind there were very few service changes in these particular areas between April and July 2018.
18. When asked a series of network-related questions, most participants answered with high satisfaction levels for the network routes, but at lower levels for bus frequency, span of service (hours of operation) and bus/train connections. Bus/train connections are a key feature of the Metlink integrated network outside of Wellington City and satisfaction levels for this aspect of their bus journey were relatively low in some areas.

19. The issues raised by people living with a disability focussed more on infrastructure and operational barriers to access. However, there were some network improvements that echoed other participants' responses such as bus/train connections, and service frequency. While these issues are mirrored in other responses, the impact on bus customers with accessibility challenges is amplified.
20. While the post implementation review has found that the vast majority of participants are happy that their bus journey meets their needs, and most see the network changes as an improvement to the previous network design, there is still room for improvement – especially so for those with accessibility issues.

Recommendations – rest of Wellington Region

21. A full suite of recommendations are contained in [Attachment 1](#).
22. Recommendations have been developed in response to the issues identified in the insight reports, and these have been arranged into a number of themes.

Theme 1: Bus/train and bus/bus connections

23. There are a series of recommendations to improve the experience for those customers who make connections between bus and train services and between bus services.

Theme 2: Span and frequency of service improvements

24. Recommendations have been developed to consider if there is sufficient demand to expand the hours/days on which services are available or to increase the frequency of peak services. These recommendations can be addressed as part of the current review of the Regional Public Transport Plan.
25. There is also recognition that an alternative way of addressing service coverage may be to introduce on-demand services. Areas where it might be appropriate to introduce trials of on-demand services are identified.

Theme 3: Minor route extensions

26. There are a number of areas where residential growth has occurred beyond the current bus network, established areas without services, and areas where an increase in service level may be justified.
27. The recommendations identify a specific series of minor route changes for consideration by Metlink.

Theme 4: Communicating the Regional Public Transport Plan

28. The review has identified an opportunity to help customers to understand the strategic direction, constraints and key design principles underpinning the network by continuously marketing and promoting the concept of an integrated region-wide network of bus, train and ferry services.

Ngā hua ahumoni
Financial implications

29. None of the potential network changes in the recommendations in [Attachment 1](#) have been costed at this time. Any potential changes as a result of the recommendations will need to be costed and will only be able to proceed if there is an approved budget.

Ngā tikanga whakatau
Decision-making process

30. The matter requiring decision in this report was considered by officers against the decision-making requirements of Part 6 of the Local Government Act 2002.

Te hiranga
Significance

31. Officers considered the significance (as defined by Part 6 of the Local Government Act 2002) of the matter, taking into account Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-making Guidelines*. Officers recommend that the matter is of low significance given its administrative nature.

Te whakatūtakitaki
Engagement

32. In accordance with the *Significance and Engagement Policy*, officers determined that the appropriate level of engagement was 'consulting'. Detail on the consultation and engagement processes followed is set out in this report.
33. The recommendations in this report have been derived specifically from views expressed by the community.

Ngā tūāoma e whai ake nei
Next steps

34. Metlink will consider the recommendations in [Attachment 1](#) as part of the review of the Regional Public Transport Plan and as part of the ongoing programme of work to improve customer experience from both a network design and operational perspective. Special attention needs to be given to the issues identified by customers with accessibility issues.

Ngā āpitihanga
Attachments

| Number | Title |
|--------|--|
| 1 | Bus Network Review, Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa – Summary insights and recommendations – July 2020 |
| 2 | Wellington City Bus Network Review Action Plan Update |

Ngā kaiwaitohu
Signatory

| | |
|--------|--|
| Writer | Wayne Hastie – General Manager, Strategic Programmes |
|--------|--|

| 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>The report relates to the Committee’s responsibilities to “consider regional, national and international developments; emerging issues and impacts; and changes in the legislative frameworks for their implications for transport strategies, policies, plans, programmes 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>The BNR for the rest of Wellington Region will contribute to the delivery of the Annual Plan programme of enhancing the performance of the bus network.</p> |
| <p><i>Internal consultation</i></p> <p>The Metlink Network and Customer team contributed to the BNR for the rest of Wellington Region and to this report.</p> |
| <p><i>Risks and impacts - legal / health and safety etc.</i></p> <p>There are no material risks arising from this report.</p> |

Attachment 1 to Report 20.260

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

Bus Network Review

Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa

Summary insights and recommendations

July 2020

Attachment 1 to Report 20.260

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

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Attachment 1 to Report 20.260

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

Executive summary

From April to July 2018 Metlink went live with significant changes to the Wellington Region bus network as part of introducing the Public Transport Operating Model. There were major changes to bus routes and timetables within Wellington City, with minor changes to timetables in other areas.

This report outlines the findings from a review of the network changes in the Hutt, Porirua, Tawa, Kāpiti and Wairarapa.

The primary focus of the review was to look at the network design and timetables with the community to see if there are changes that can be made to better meet the needs of the community.

Customers and communities were invited to participate in the review through the Metlink website and targeted promotional campaigns in each area, using local press and radio, posters at bus stops and dairies, online geo-targeted social media (Facebook, Neighbourly, Eventfinda), and through community stakeholders and their channels (residents' associations, community boards, schools, youth groups).

The review collected 800 customer stories from a diverse range of people using a mix of qualitative interviews and more quantitative on-line and phone surveys. The interviews and online survey were undertaken by Research First from March to May 2020. Drop-in sessions and interviews were held with bus drivers at the depots of all Metlink bus operators.

Based on the feedback from the interviews and the survey insights, the majority of participants are happy with their bus journeys in terms of meeting their needs, with 80-90% agreement with the statement *'the bus gets me where I want to go'*. Overall, most see the network changes as an improvement to the previous network design – bearing in mind there were very few service changes in these particular areas between April and July 2018.

Approximately 30% of review participants suggested network improvements when asked. Suggestions for improvement consistent across all areas included bus frequency, span of service (hours of operation) and bus/train connections. Bus/train connections are a key feature of the Metlink integrated network outside of Wellington City and satisfaction levels for this aspect of their bus journey were relatively low in some areas.

The specific views of people living with a disability were also sought. The issues raised by this group focussed more on infrastructure and operational barriers to access, however there were some network improvements that echoed other participant responses such as bus/train connections, and service frequency. While these issues are mirrored in other responses, the impact on bus customers with accessibility challenges is amplified.

Attachment 1 to Report 20.260

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

While the review has found that the vast majority of participants are happy that their bus journey meets their needs, and most see the network changes as an improvement to the previous network design, there is still room for improvement – especially for those with accessibility issues.

Recommendations have been developed in response to the issues identified in the insight reports, and these have been arranged into a number of themes:

Theme 1: Bus / train and bus / bus connections

Theme 2: Span and frequency of service improvements

Theme 3: Minor route extensions

Theme 4: Communicating the Regional Public Transport Plan.

Metlink will consider the recommendations as part of the review of the Regional Public Transport Plan and as part of the ongoing programme of work to improve customer experience from both a network design and operational perspective. Special attention needs to be given to the issues identified by customers with accessibility issues.

Attachment 1 to Report 20.260

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

Background

From April to July 2018 Metlink went live with significant changes to the Wellington Region bus network as part of introducing the Public Transport Operating Model. There were major changes to bus routes and timetables within Wellington City, with minor changes to timetables in other areas.

A post implementation review of the network changes within Wellington City was completed and presented to Council in December 2019. This report outlines the findings from a review of the network changes for the rest of the Wellington Region – Hutt, Porirua/Tawa, Kāpiti and the Wairarapa.

The primary focus of the review is to look at the network design and timetables with the community to determine if there are changes that can be made to better meet the needs of the community.

The network design and timetable review was undertaken on the following basis:

- Greater Wellington is prepared to invest additional resources into services where there are clearly identified community benefits, subject to the availability of funding
- The starting point is the existing network (i.e. not a blank sheet of paper)
- There will be meaningful community engagement, and this engagement must reach typical users of the network.

Metlink has partnered with research company Research First to undertake a range of engagements with members of the public who use or wish to use public transport. The findings have been analysed by independent transport consultant Anthony Cross who developed the recommendations.

Attachment 1 to Report 20.260**Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020****Review engagement approach and information sources**

The Bus Network Review for the Greater Wellington Region excluding Wellington City (the Review) collected 800 customer stories using a mix of qualitative interviews and more quantitative on-line and phone surveys. The interviews and online survey were undertaken by Research First from March to May 2020.

Customers and communities were invited to participate in the review through the Metlink website and targeted promotional campaigns in each area, using local press and radio, posters at bus stops and dairies, online geo-targeted social media (Facebook, Neighbourly, Eventfinda), and through community stakeholders and their channels (residents' associations, community boards, schools, youth groups).

Due to the COVID-19 response, planned in-person drop in sessions were swapped in favour of phone surveys. Members of the disability community and individuals identified as living with financial constraints were actively recruited to undertake more in-depth qualitative interviews, instead of attending focus groups.

Drop-in sessions and interviews were held with bus drivers at the depots of all Metlink bus network operators prior to Covid-19 restrictions. We received feedback from 71 bus drivers - including 7 written submissions from those who could not attend in person.

Participant numbers by area and interest group are as follows:

| Participants /channel | Hutt | Porirua | Kāpiti | Wairarapa | TOTAL |
|---|-------------|----------------|---------------|------------------|--------------|
| Online survey | 206 | 69 | 32 | 22 | 329 |
| Phone / video call survey | 104 | 102 | 104 | 51 | 361 |
| Disability/financially constrained focussed interviews | 13 | 8 | 9 | 9 | 39 |
| Bus Drivers (by depot location) | 25 | 27 | 12 | 7 | 71 |
| TOTAL | 348 | 206 | 157 | 89 | 800 |

A small number of written submissions were received, including three petitions. The petitions were submitted prior to and during the review period. These submissions have been included as feedback in the review:

- Request for bus service to and from the (Waikanae) Railway Station to the north end of Parata Street Waikanae (277 signatures)
- To support the provision of a reliable bus service for all Waikanae residents (173 signatures)

Attachment 1 to Report 20.260

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

- Bring back our bus (Residents of Te Korowai Whariki, Rahia Street, Porirua - 94 signatures).

In addition, the review has also considered Metlink complaint themes and trends since the July 2018 changes.

While approximately half of the review participants self-selected via the online survey, feedback received was fairly representative of public transport customers in terms of frequency of public transport use. However, the phone survey extended the review reach to people who do not normally use public transport, providing valuable insight as to the reasons why they don't use public transport.

| Participant Travel Behaviour | Hutt participants | Porirua / Tawa participants | Kāpiti participants | Wairarapa participants |
|---|-------------------|-----------------------------|---------------------|------------------------|
| Travel three of more times a week | 46% | 47% | 24% | 14% |
| Work or work related travel | 45% | 42% | 25% | 34% |
| Travel for shopping/personal business/medical | 55% | 40% | 66% | 49% |
| I do not use the bus but would like to | 10% | 19% | 27% | 44% |

Interpretation of feedback and information

Given the nature of the engagement and the open questions asked (e.g. do you have suggested changes for timetables and routes?), a broad range of responses were recorded as participants were given the opportunity to devise their ideal service.

This will naturally create a gap between specific requests and customer expectations and what can be reasonably delivered as part of a public transport system. Further, specific requests from individuals and groups may contradict others' requests.

It should also be noted some participants have approached the review through the **social good lens**, whereby the network should offer a transport service to all those who cannot afford/do not have access to an alternative. While acknowledging the **mass transport role** of moving a lot of commuters to work and reducing the numbers of cars on the roads, those participants do not think this should be the main priority of the bus network.

Acknowledging this tension, the following insights are representative of the views of the participants who engaged in the review.

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Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

Review insights - The network design

Based on the feedback from the interviews and the survey insights, the majority of participants are happy with their bus journeys in terms of meeting their needs, with 80-90% agreement with the statement *'the bus gets me where I want to go'*. Overall, most see the network changes as an improvement to the previous network design – bearing in mind there were very few service changes in these particular areas between April and July 2018.

When asked a series of network related questions, most participants answered with high satisfaction levels for the network routes, but at lower levels for bus frequency, span of service (hours of operation) and bus/train connections. Bus/train connections are a key feature of the Metlink integrated network outside of Wellington City and satisfaction levels for this aspect of their bus journey were relatively low in some areas. With the exception of bus/train connections, satisfaction levels were fairly consistent across all four geographical areas:

| Summary Network Considerations by Area (answer: mostly/always true) (online and phone) | | | | |
|---|---|--|---|--|
| | Hutt participants | Porirua / Tawa participants | Kāpiti Participants | Wairarapa participants |
| <i>"The bus gets me where I want to go"</i> | 85% | 81% | 91% | 91% |
| <i>"The bus runs at the right times for me"</i> | 62% | 58% | 68% | 63% |
| <i>"Connections with the rail services work well."</i> | 43%* | 50% | 73% | 61% |
| <i>"Connections with other bus services work well"</i> | 40%** | 37%* | 40%* | 29%* |
| | *33% responded don't know/not applicable | *33% responded don't know/not applicable | * 39% responded don't know/not applicable | *54% responded don't know/not applicable |
| | **31% responded don't know/not applicable | | | |

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Participants were also asked about timetables and routes, and again consistent numbers made change suggestions:

| % of participants who suggested changes | | | | |
|--|--------------------------|------------------------------------|----------------------------|-------------------------------|
| | Hutt participants | Porirua / Tawa participants | Kāpiti participants | Wairarapa participants |
| <i>Changes to timetables suggested</i> | 40% | 39% | 35% | 36% |
| <i>Bus routes change suggestions</i> | 32% | 32% | 30% | 30% |

In summary, the 30-40% of participants who did suggest changes prioritised the following:

- Better alignment of the timetables for the buses and train networks. Buses connecting with other buses or trains need to be scheduled to enable passengers to move from one vehicle to the next, and where possible, flexibility is built in to accommodate delays.
- Reduce the need to transfer where possible. If that 30-minute transfer window is missed due to the initial bus being delayed, the single journey transfer fare should still be valid.
- Review timetables to make it easier and safer for people to travel to work and return home. This is a greater problem in more remote areas but was also raised by those living in Hutt Valley. Respondents want increased hours of service and frequency of the bus service at peak times and at the weekends.
- Ensure there are bus routes that go to and stop directly outside of hospitals and other essential services. Direct and easy access to these core services is considered a primary function of public transport by many respondents.
- Reconsider the start and end times of services in and out of Wellington and other centres so people can use the bus to return home if they are going into town for the evening.
- Consider additional routes, particularly in rural areas (i.e. Wairarapa and Kāpiti), and more rural towns (i.e. Masterton and Ōtaki), to allow more opportunity for people to access and use public transport.

Responding to the process of engagement and consultation requires careful consideration of many factors. Not all suggestions are able to be acted upon for various reasons including the fact that different pieces of feedback are in conflict with each other. Further, the way in which qualitative feedback is collected may not be easily classified; for example, a participant may mention frequency, and on further investigation they are actually wanting an increased span of service – i.e. more buses in the morning or evening.

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Feedback has been grouped thematically as follows:

- Improved (bus/train and bus/bus) connections
- Increased frequency (of service)
- Increased span of service (i.e. hours of operation)
- Route changes (i.e. new routes/extensions to routes/express routes).

Routes that work particularly well are also noted, as exemplars of what customers believe is good service.

Full reports on the research findings are available on the Metlink website [here](#).

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

Summary of specific network feedback by area

| Specific feedback requests: | Hutt participants | Porirua / Tawa participants | Kāpiti participants | Wairarapa participants |
|---|---|---|--|--|
| Routes that work particularly well | <p>Route 91 (Airport Flyer): A direct service to Wellington City, with added comfort worth paying a premium for.</p> <p>Route 110: A high frequency route with friendly, helpful drivers.</p> | <p>Route 220: A high frequency and reliable route providing good access to facilities.</p> <p>Route 236: Stops are well positioned. Good shelters and seating.</p> | <p>Routes 260, 280, 290: Provide convenient and direct access to destinations.</p> <p>Route 261: Provide convenient and frequent service.</p> <p>Customers appreciate the use of smaller, more efficient buses.</p> | <p>Route 200: Fast and efficient service between towns and with the WRL rail service to Wellington.</p> |
| Route changes | <p>Route revisions: Route 110, 160.</p> <p>More express/direct services to Wellington.</p> <p>Express buses/direct routes in the Hutt: Wainuiomata to Petone, Route 150 from Kelson.</p> <p>New route: Tirohanga, including the school in the area.</p> | <p>New routes: Tawa to city, Whitby to Tawa Schools, Tawa/ Porirua city loop.</p> <p>More express services to Wellington City/ Johnsonville/Tawa/Porirua.</p> <p>Reinstate Route 210, Titahi Bay to Johnsonville via Tawa.</p> <p>Extend Route 220 through to Whitby.</p> | <p>New routes: Te Horo, Te Horo Beach and Nikau Valley.</p> <p>Better routes: Around Waikanae, and to/from the Waikanae Station.</p> <p>Routes to give better access at and to Waikanae Beach, Paraparaumu centres.</p> <p>Improved access and accessibility at Coastlands</p> | <p>New routes: Around Masterton to improve access to employment and Masterton railway station.</p> <p>New routes from surrounding rural areas to Masterton.</p> <p>Rerouting Routes 200 and 203 to improve access in Masterton at the hospital and to Queen Street mall.</p> |

Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

| Specific feedback requests: | Hutt participants | Porirua / Tawa participants | Kāpiti participants | Wairarapa participants |
|-----------------------------|--|---|---|------------------------|
| | | | for Routes 250, 260, 261 and 262. Add more stops: Route 280 to include Countdown and Mahara Health. Routes diversions: 250, 260, 261, 262, 280, 281. New service: A once or twice daily disability service, servicing Coastlands /Waikanae. Route changes to consider retirement villages – particularly Route 281. | |
| Improved connections | Improve Route 110 bus/train and bus/bus connections in general. Improve bus/bus connections between Routes 110 and 115. | Improve bus/train connections: Routes 210, 226, 236. Better alignment with school pick-up and drop-off times in Whitby. Improved accessibility and safety of Porirua New World stop | Improve bus/train connections: Routes 250, 261, 262, 290. | |

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Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

| Specific feedback requests: | Hutt participants | Porirua / Tawa participants | Kāpiti participants | Wairarapa participants |
|------------------------------------|--|--|--|--|
| Increased frequency | Increased frequency: peak and weekends: Routes 81, 83, 84, 111, 112. | Increased frequency peak and weekends: Routes 60e, 210, 220, 226, 236. | Increased frequency during weekends and off peak (in general). | Increased frequency (in general) to improve access, especially to and from employment. |
| Increased span of service | Increased span of service: Routes 83, 145 and in general | Increase span of service: Route 210, 220, and in evenings in general. | Span of service should be increased (in general). Extended morning and evenings hours for Ōtaki residents for improved access to rail services. | Increased span of service (in general) to improve access, especially to and from employment. |

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Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020

Review Insights - Accessible journeys

The disability voice that was recorded through interviews provides a number of insights for further consideration. Issues raised by other participants (connections, span of service, route changes and frequency) have a greater impact for bus customers with accessibility issues. For example, people living with disability rely on accurate information to plan bus journeys, and must allow considerably more time to make a journey, particularly if transfers are involved. An example of this was a participant who allows three hours to travel, what would normally be a one hour journey to Wellington Hospital, to ensure they make their appointment time.

“It’s important that the buses work together across the network to link up efficiently and make our lives easier. We don’t want to have to stand around waiting and then have to pay more because of it.”

At a more strategic level, participants also felt inclusion in the planning stages and an ongoing commitment by Metlink to a co-design process including a variety of disability voices would overcome many of the barriers this group faces.

In addition, other aspects of their bus journey are more important to them than to other bus customers. While this group’s feedback mirrored many of the issues identified by other review participants, there were a group of issues, both operational and network related, that have a significant impact on their public transport usage.

These include:

- The half hour transfer window does not always work as they take longer to transfer between services.
- Management of disability seating on-board.
- Variable driver behaviour and understanding of disability requirements.
- Audible and visual stop announcements.
- Safety and design of bus stops and shelters.
- Navigating busy roads and cluttered footpaths to access bus stops.

“It is important to me to be able to get to work as easily as possible and it can be hard getting on and off buses, plus transfers add a layer of uncertainty, that I would prefer not to have to deal with”.

“I suffer from anxiety, so being able to take stock of where I am, and my surroundings would be hugely beneficial”.

Full reports on the research findings are available on the Metlink website [here](#).

Attachment 1 to Report 20.260**Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020****Review Insights - Bus Driver feedback**

Drop-in sessions and interviews were held at:

- Tranzurban (Masterton, Lower Hutt, Upper Hutt and Grenada)
- NZ Bus (Eastbourne)
- Mana Coach Services (Newlands), and
- Uzabus (Kāpiti).

Bus drivers are in a unique position to give feedback about the journeys customers make or would like to make, and what they enjoy or don't enjoy about using the bus. A key focus of these sessions was to get 'first-hand' insight from Metlink bus drivers which is important because they are the people who bus customers interact with every time they travel.

While the Bus Network Review is principally concerned with the impact of changes to the network in July 2018, much of the feedback received from drivers related to operational matters. This feedback is useful and will be shared with the Metlink Operations Team.

Anecdotal feedback was offered at all sites, with drivers happy with where the routes went. In all areas there was frustration with bus stop locations and route clearance (anything obstructing the route a bus takes i.e. trees overhanging the street making it difficult for a bus to pull right into a bus stop without damaging the bus). Another key theme was the need for more time to be built into the timetables to allow for delays.

On a separate note, drivers from each of the depots strongly agreed that buses need to be given priority when pulling out of bus stops into traffic.

Metlink customer complaint data

Complaints data, over the period May 2018 to December 2019, has also been used to inform the review. While there was a rise in complaint volumes in June-August 2018, there were low numbers of network related complaints. The majority of complaints at the time of the network changes were related to operational concerns. The low level of complaints about network design received reflected the areas of improvement highlighted through the community engagement, with bus-train connections being the most common complaint.

A summary report on customer complaint data and driver feedback are available on the Metlink website [here](#).

Attachment 1 to Report 20.260**Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020****Findings and recommendations**

While the review has found that the vast majority of participants are happy that their bus journey meets their needs, and most see the network changes as an improvement to the previous network design, there is still room for improvement – especially so for those with accessibility issues.

Recommendations have been developed in response to the issues identified in the insight reports, and these have been arranged into a number of themes.

Theme 1: Bus / train and bus / bus connections**1. Improve the experience of transferring from bus to train (or bus to bus) and vice versa.**

Outside of Wellington City, the region's public transport system in the Hutt, Porirua/Tawa, Kāpiti and Wairarapa areas consists of regular and reasonably frequent train services on the Kāpiti and Hutt Valley lines, with limited service on the Wairarapa line. Buses connect with trains at Petone, Waterloo, Taita and Upper Hutt, and some other minor stations on the Hutt Valley line; and at Porirua, Paremata, Paraparaumu and Waikanae on the Waikanae line.

Currently the two main Metlink rail lines, to Waikanae and Upper Hutt, operate every 20 minutes inter-peak on weekdays. While this is a better frequency for train-only customers, and cheaper to operate than a 15 minute service, it makes consistent convenient connections with bus services difficult to achieve.

Where and when possible, Metlink should look to:

- a Address incompatible frequencies of connecting services, especially between 20 minute train and 15 and 30 minute bus frequencies
- b Optimise bus-train connections for minimal wait times, especially for train to bus transfers, recognising that there may be additional costs due to less efficient use of vehicles
- c Introduce active management of connections for bus/train connections wherever such connections are shown in the published timetables, to ensure that connections are reliable even when services are delayed
- d Introduce active management of connections for bus to bus connections at key locations such as Porirua Station, Queensgate, Stokes Valley Entrance and Upper Hutt Station
- e Ensure that bus company key performance indicators (KPIs) take into account the importance of connections for customers

Attachment 1 to Report 20.260**Bus Network Review - Greater Wellington Region: Hutt, Porirua/Tawa, Kāpiti and Wairarapa - Summary insights and recommendations - July 2020**

- f Introducing fully integrated fares and ticketing so that customers pay a single fare for their journey, whether or not they need to transfer between services.

Theme 2: Span and frequency of service improvements**1. Increase the span and frequency of services so that public transport is available earlier and later in the day and on Sundays and at peak periods.**

As part of the current review of the Regional Public Transport Plan, Metlink should reassess service spans. On some routes there are no Sunday services, and buses do not operate early enough in the morning or late enough in the evening or with enough frequency at peak times to meet the needs of customers, especially those who do use them for employment.

Specifically, Metlink should consider if there is sufficient demand to:

- a Operate Sunday services on all routes which have services on Saturdays (although it may be appropriate for services to operate earlier or later on Saturdays, provided this is applied consistently across the network)
- b Consistently apply levels of service in relation to early morning and late evening services on all days of the week and across all routes, in each level of the network hierarchy
- c Provide bus timetables that offer more travel options for the journey to work in Ōtaki (Route 290) and the Wairarapa (especially the Route 200).

Metlink should also consider whether on-demand services might be a more cost effective way of delivering the increased service levels being sought by the community. At the appropriate time, this type of service might be tested through a trial or trials. Evening train connections at Waikanae, Paraparaumu, Paremata and Upper Hutt could be considered for trials of on-demand services, as could all-day services for Masterton, Waikanae, Paraparaumu-Raumati, Tawa and the Western Hutt Hills. The Ōtaki to Waikanae service could also be considered for on-demand trial on the part of the route within the Ōtaki urban area.

Theme 3: Minor route extensions

- 1. Review route coverage in light of residential growth**
- 2. Review route coverage and service levels in established residential areas with low service levels**

There are a number of areas where residential growth has occurred beyond the current bus network or where established residential areas are not already served, or where increases in the level of service may be justified for other reasons.

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Specifically Metlink should consider the following minor route changes:

a Lower Hutt – Petone: Routes 120 and 110

Consider ways to improve the high frequency core route through central Lower Hutt; in particular by extending the Stokes Valley route (120) to Petone and inter-working it with the Upper Hutt to Petone route (110) to provide a high frequency service of 7.5 - 15 minutes at all times between Avalon, Hutt Hospital, central Lower Hutt and Petone.

b Wainuiomata – Lower Hutt Routes 160 and 170

Consider operating either Route 160 or 170 to and from Petone Station via Gracefield (with the other route continuing to serve Waterloo Station and Lower Hutt) provided that customers would be able to transfer between the 160 and the 170 in Wainuiomata, so that customers in both route catchments (Wainuiomata North and Wainuiomata South) would benefit from improved access to the additional destinations; or operating a single high frequency route through the most well patronised parts of Wainuiomata, to replace both Routes 160 and 170, supported by an on-demand service to serve parts of the community that are not on that new route

c New Tirohanga Route

Investigate establishing a Tirohanga route to and from Melling Station and Queensgate, either all-day or at school times only to meet the needs of Rudolf Steiner School students.

d Totara Park Route 111

Consider introducing Sunday services.

Consider traversing the California Drive loop only once in each return trip from Upper Hutt Station to address the perception of operational inefficiency, bearing in mind that train connections may be less convenient as a consequence.

e Timberlea Route 112

Consider introducing Sunday services.

f Waikanae Route 281

Consider extending Route 281 into the area north of Sylvan Ave, including the north end of Parata St and Charles Fleming Retirement Village.

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g Coastlands

Work with Kāpiti Coast District Council and Coastlands to improve bus access to Coastlands, taking into account the constraints around bus-train connections at Paraparaumu Station.

h Porirua Routes 210, 220 and 226

At the time of the next Porirua network review (in light of current roading and residential developments in the area), consider ways to integrate Routes 210, 220 and 226, to enable a high frequency core route through central Porirua between Whitireia Polytechnic and Porirua Station.

i Kenepuru Route 60

Implement the proposed diversion of Route 60 via Kenepuru Landing to serve the new residential area and retirement village on the old Porirua Hospital site.

j Elsdon Route 226

Consider ways to include Raiha St in a bus route, possibly by varying the Elsdon route (226) in order to serve Te Korowai Whāriki residents.

k Ascot Park Route 220

Consider extending Route 220 to Aotea Countdown (Whitford Brown Ave / Routeburn St roundabout) to enable two-way operation along Conclusion St (to eliminate the confusion and inconvenience associated with operating the long-standing Ascot Park loop).

l Whitby and Papakowhai

At the time of the next Porirua network review, consider ways in which to:

- Increase coverage in new parts of Whitby and Papakowhai
- Improve connections with trains at Paremata and Porirua
- Provide more direct services for Whitby
- Provide a hybrid network of fixed route and on-demand services to provide additional coverage (given the low density nature of development and the preponderance of lengthy cul-de-sac subdivisions)

m Tawa

Consider a trial of on-demand services to connect the extremities of Tawa (such as the area east of the motorway) with train stations and with bus Route 60.

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n Wairarapa

Consider better coverage of bus routes in the Masterton area, including to rail services.

Develop a plan for more frequent trains to and from Wellington in line with the availability of additional rolling stock, currently expected to be 2025.

Theme 4: Communicating the Regional Public Transport Plan

- 1. Continue a programme of marketing and promoting Metlink as an integrated regional bus and train network.**
- 2. Develop a communication strategy for the current review of the Regional Public Transport, including a focus on train and bus services outside Wellington City.**

Metlink can help customers to understand the strategic direction, constraints and key design principles underpinning the network by continuously marketing and promoting the concept of an integrated region-wide network of bus, train and ferry services as detailed in the Wellington Region Public Transport Plan.

There were requests for bus services into Wellington City from various rail-served parts of the region. There are reasons for not providing such services, but they are not widely known and/or are not well understood. There needs to be a succinct plain English explanation of why there aren't buses into Wellington from outside the city, and why there's an exception in the case of Eastbourne.

Next steps

Metlink will consider the recommendations as part of the review of the Regional Public Transport Plan, and as part of the ongoing programme of work to improve customer experience from both a network design and operational perspective. Special attention needs to be given to the issues identified by customers with accessibility issues.

Attachment 2 to Report 20.260

Wellington City Bus Network Review Action Plan Update

Early implementation

| Bus Network Review recommendation | Description of action | Target date for implementation | Completed date |
|-----------------------------------|--|--------------------------------|----------------|
| BNR A | Route 18: Extend from Miramar shops to Kilbirnie; 30 minute frequency | January 2020 | January 2020 |
| BNR B | Route 12: Strathmore Park extend to Newtown (John St via Hospital): 60 min frequency, Monday to Friday inter peak only | January 2020 | January 2020 |
| BNR J | Route 14: Provide a school time extension to Rongotai College | May 2020 | January 2020 |
| BNR E | Routes 31x & 30x: Allow driver discretion to avoid congestion along Cobham Drive – via alternative Rongotai Road route | May 2020 | September 2019 |
| BNR M | Broadmeadows two-way loop – formalise current route | January 2020 | January 2020 |

Medium term changes

| Bus Network Review recommendation | Description of action | Target date for implementation | Planned date for start of implementation |
|-----------------------------------|---|--------------------------------|--|
| BNR N | Route 2: Improve shoulder peak frequency (Both AM and PM shoulder peaks -assumes 12 extra trips) | May 2020 | October 2020 |
| BNR E | Route 36: Extend peak frequency into shoulder peaks (assumes 6 extra trips) | May 2020 | October 2020 |
| BNR C | Route 23: Houghton Bay extend direct to city all day: Reduce to 60 minute frequency – merge with 23z | May 2020 | October 2020 |
| BNR C | Route 29: Southgate/Owhiro Bay extend direct to city (via Newtown) all day: Reduce to 60 minute frequency | May 2020 | October 2020 |

Attachment 2 to Report 20.260

Wellington City Bus Network Review Action Plan Update

| Bus Network Review recommendation | Description of action | Target date for implementation | Planned date for start of implementation |
|-----------------------------------|---|--------------------------------|--|
| BNR C | Route 27: Vogelstown service extend direct to city all day: Reduce to 60 minute frequency: Remove Route 23 service from Vogelstown. | May 2020 | October 2020 |
| BNR C | Route 17: Kowhai Park service extend direct to city all day: Reduce to 60 minute frequency. | May 2020 | October 2020 |
| BNR B | Route 12: Strathmore Park extend direct to city off-peak: With 60 minute frequency, Monday to Friday | October 2020 | October 2020 |
| BNR O | Route 2: Improve capacity with more inter-peak and weekend frequency | October 2020 | October 2020 |
| BNR A | Route 2: Establish a branch into Miramar North by splitting route to Seatoun. | October 2020 | October 2020 |
| BNR D | Route 18e: Increase frequency during shoulder peak and school times. | October 2020 | October 2020 |
| BNR E | Routes 31x and 30 x: Cease stopping at Hataitai Village. | From October 2020 | October 2020 (Subject to capacity assessment) |

Additional actions in 2020

| Bus Network Review recommendation | Description of action | Status |
|-----------------------------------|--|--|
| BAU | Address bus congestion at Brooklyn hub including bus stops, turnaround, timetables when timetabling. | Changes made to school buses in October 2019 to reduce hub congestion. Further changes have a dependency on BNR-C changes to the routes 29, 29e, 17 and 17e – will be addressed as part of October 2020 changes. |

Attachment 2 to Report 20.260

Wellington City Bus Network Review Action Plan Update

| Bus Network Review recommendation | Description of action | Status |
|-----------------------------------|---|---|
| BNR K | Develop improved wayfinding signage and shelter for Metlink services providing access to the Airport. | June 2021 This work is currently being progressed with Wellington Airport and Wellington City Council. |
| LGWM | 'Easy works' bus priority measures: Timing changes at traffic lights, Bus Phase/queue jumps at traffic lights, Bus stop rationalisation, Bus stop geometry improvements, Implementing in-line bus stops, Changing hours of operation of existing clearways/bus lanes. | Now part of LGWM City Streets workstream which has undergone a post Covid 19 'reset'. Strategic Case and Investment Objectives under review and development expected by September 2020. LGWM bus detection trial underway on Golden Mile at two locations. |
| BNR Z | Run regular community engagement events. | From October 2020. |
| BNR AA | Run regular engagement with bus drivers (and their unions). | From October 2020. Engagement was undertaken with Drivers as part of the BNR rest of region review. Further engagement will be ongoing. |
| BNR Y | Investigate options for spreading peak service demand - such the option of reducing fares for off peak before 7am to spread demand. | From 2020. An Early Bird fares trial began in February 2020. Due to Covid-19 the trial was unable to be completed and has been put on hold until early 2021. |
| BNR E | Develop options for delivering Express Bus service as a distinct 'product'. | From 2020. Network and Customer have begun working on developing options. Options will be considered in relation to fare policy and outcomes of the LGWM MRT planning. |
| BNR E | Investigate new express route from Strathmore Park: Modified | From 2020. |

Attachment 2 to Report 20.260

Wellington City Bus Network Review Action Plan Update

| Bus Network Review recommendation | Description of action | Status |
|--|--|---|
| | 12e to run via Hobart St and then express from Miramar cutting to Courtenay Place. | Due to ongoing capacity issues at Hataitai this will not be considered until after Route 2 changes have been completed in October 2020. New express routes will also need to consider the outcome of LGWM MRT planning for Miramar Peninsula. |
| BNR W | Investigate improvements to Kilbirnie Hub pedestrian access from Onepu Rd. | By December 2020. Evaluation of pedestrian flow required now the bus hub area works are complete. Work to be completed with Wellington City Council. |
| BNR D | Investigate a Route 18e all day 30 minute frequency service. | To be evaluated in 2021 once w2020 R2, R18, R12 route and service changes are established. |

Transport Committee
13 August 2020
Report 20.254



For Information

PUBLIC TRANSPORT NETWORK PERFORMANCE – JUNE 2020

Te take mō te pūrongo

Purpose

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

Te horopaki

Context

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

Te tātaritanga

Analysis

6. In June 2020, we have seen a large public transport uptake across the network with weekends in particular soaring above past years' numbers. However, from 26 March to 30 June 2020, fares on public transport in the Wellington Region were free. As a result, it is difficult to determine a patronage trend at this time.

Operational performance

Bus performance

7. Bus passenger boardings for 2019/20 were 21.3 million. Boardings over that period were 86.2 percent of the boardings for 2018/19, with the Government's Alert Level system affecting boardings from late March 2020 onwards. From July 2019 to February 2020, we saw increased growth across the Wellington Region of 7.3 percent on the same period in 2018/19.

8. In June 2020, operators used the correct bus size 98 percent of the time, compared to 97 percent for May 2020. Reliability for June 2020 was slightly higher than May 2020, while punctuality was slightly lower.

Rail performance

9. Rail passenger boardings for 2019/20 were 11.5 million. Boardings over that period were 80.2 percent of the boardings for 2018/19 with the Government’s Alert Level system affecting boardings from late March 2020 onwards. From July 2019 to February 2020, we saw increased growth of 3.5 percent on the same period in 2018/19. Similarly, peak patronage for 2019/20 was 80.8 percent of the 2018/19 figure, following growth of 5.4 percent from July 2019 to February 2020.
10. Reliability and punctuality are both lower in June 2020, compared to May 2020. Reliability in June 2020 was affected by a track obstruction damaging some Matangi units, affecting services over two days and leading to a number of reliability failures; with a number of services running but not reporting any data. Punctuality in June 2020 was affected by a number of disruptions affecting multiple peak services during the month, signal faults affected some peak services with services having to run at reduced speeds, and a slip on the Johnsonville Line affected services for 20 hours.

Ferry performance

11. Boardings for 2019/20 decreased by 18.2 percent on 2018/19, compared to a decrease of 1.4 percent from July 2019 to February 2020 (before the Government’s Alert Level system).

**Ngā āpitihanga
Attachment**

| Number | Title |
|--------|--|
| 1 | Metlink’s monthly performance report – June 2020 |

**Ngā kaiwaitohu
Signatories**

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

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

Metlink performance report



June 2020 – for the GWRC Transport Committee

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

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

Patronage

Bus Passenger boardings

Under COVID-19 lockdown levels 2 & 1, June passenger boardings were 15.8% lower than the same month last year. Year-on-year growth now shows a decrease of 13.8% - prior to COVID-19 we were seeing increased growth year-to-date of 7.3% (to February 2020).

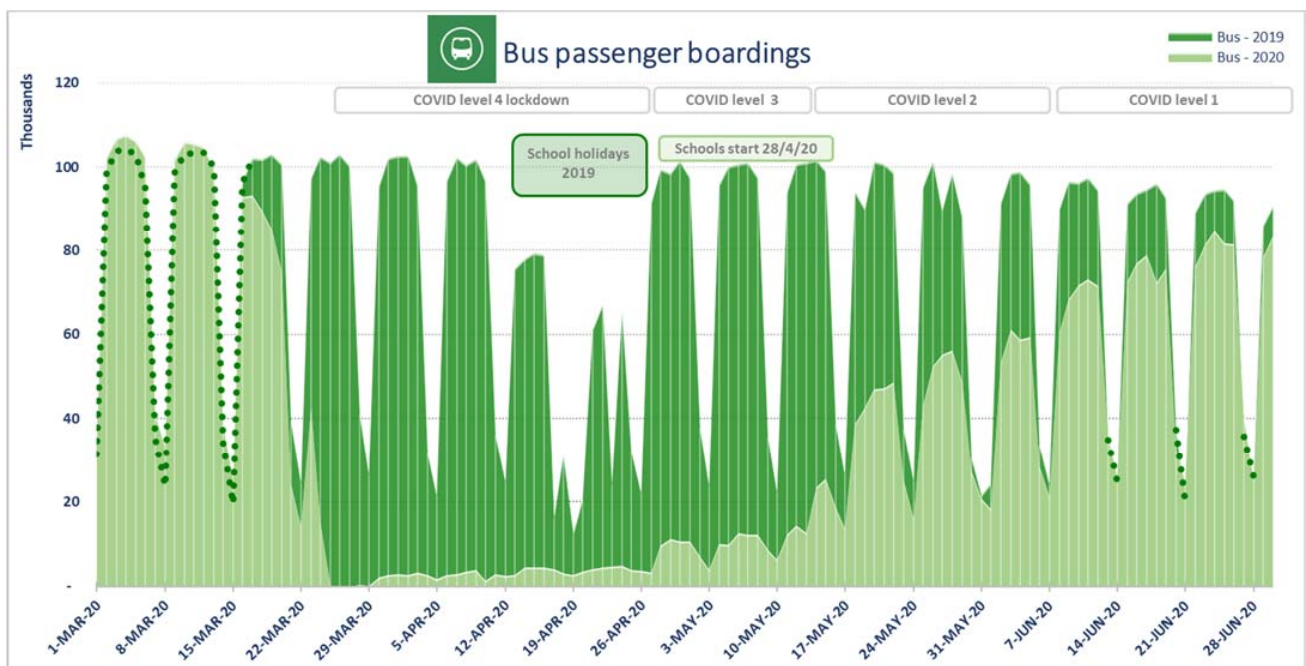
By area for Jun

| | Jun-20 | Jun-19 | % Change |
|--------------|------------------|------------------|---------------|
| Wellington | 1,254,510 | 1,537,332 | -18.4% |
| Hutt Valley | 377,743 | 408,103 | -7.4% |
| Porirua | 78,432 | 86,098 | -8.9% |
| Kapiti | 52,323 | 56,905 | -8.1% |
| Wairarapa | 8,513 | 14,843 | -42.6% |
| Total | 1,771,521 | 2,103,281 | -15.8% |

By area - year to date (Jul-Jun)

| | 2019/20 | 2018/19 | % Change |
|--------------|-------------------|-------------------|---------------|
| Wellington | 15,557,651 | 18,284,646 | -14.9% |
| Hutt Valley | 4,218,932 | 4,685,135 | -10.0% |
| Porirua | 870,690 | 981,614 | -11.3% |
| Kapiti | 552,368 | 624,901 | -11.6% |
| Wairarapa | 135,679 | 170,697 | -20.5% |
| Total | 21,335,320 | 24,746,993 | -13.8% |

Bus passenger boardings between 1st March and 30th June, compared to boardings over the same time period a year ago:



Rail Passenger boardings

Under COVID-19 lockdown levels 2 & 1, rail recorded a decrease in passenger boardings of 31.3% for the month. Year-on-year growth now shows a decrease of 19.8% - compared to increased growth of 3.5% year-to-date pre-COVID-19 (to February 2020).

By line for Jun

| | Jun-20 | Jun-19 | % Change |
|--------------|----------------|------------------|---------------|
| Hutt Valley | 315,681 | 491,057 | -35.7% |
| Kapiti | 335,050 | 480,748 | -30.3% |
| Johnsonville | 87,020 | 112,632 | -22.7% |
| Wairarapa | 48,907 | 60,534 | -19.2% |
| Total | 786,658 | 1,144,971 | -31.3% |

By line - year to date (Jul-Jun)

| | 2019/20 | 2018/19 | % Change |
|--------------|-------------------|-------------------|---------------|
| Hutt Valley | 4,911,430 | 6,077,844 | -19.2% |
| Kapiti | 4,822,247 | 6,005,874 | -19.7% |
| Johnsonville | 1,128,813 | 1,460,727 | -22.7% |
| Wairarapa | 626,620 | 779,433 | -19.6% |
| Total | 11,489,110 | 14,323,878 | -19.8% |

There is a year-to-date decrease in peak growth of 19.2%, compared to 5.4% increased growth year-to-date pre-COVID-19 (to February 2020).

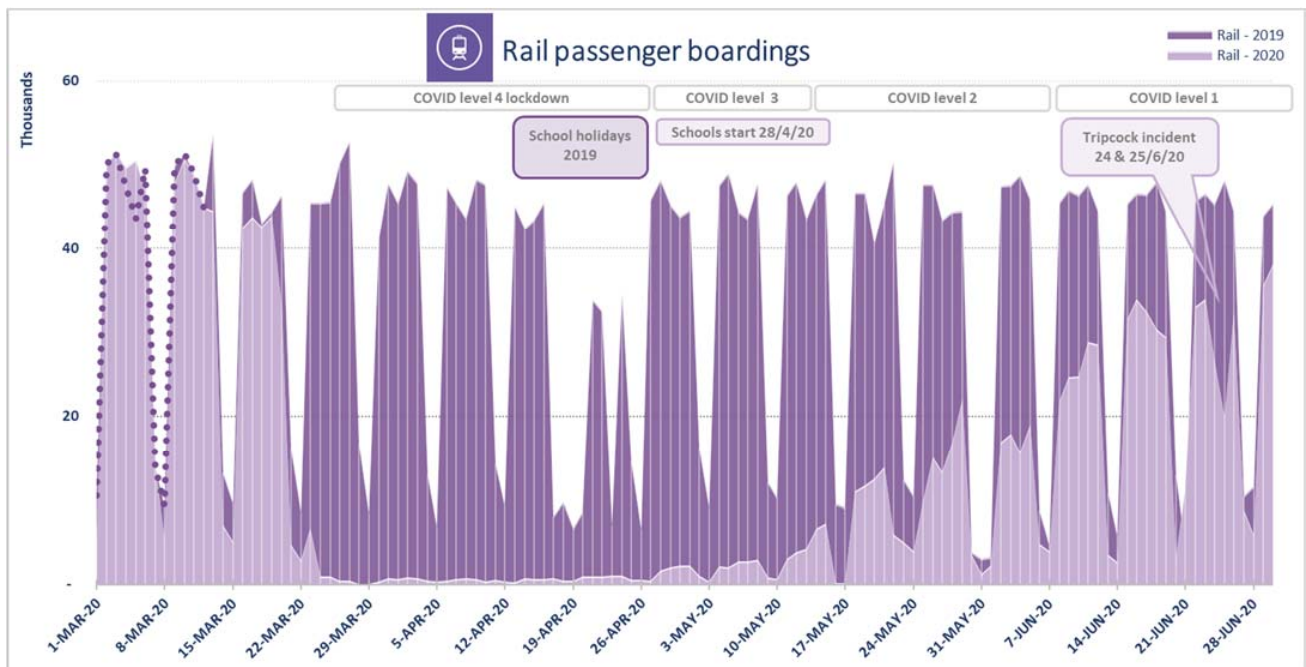
Peak by line for Jun

| | Jun-20 | Jun-19 | % Change |
|--------------|----------------|----------------|---------------|
| Hutt Valley | 209,590 | 338,737 | -38.1% |
| Kapiti | 204,331 | 313,044 | -34.7% |
| Johnsonville | 54,910 | 69,723 | -21.2% |
| Wairarapa | 37,380 | 50,083 | -25.4% |
| Total | 506,211 | 771,587 | -34.4% |

Peak by line - year to date (Jul-Jun)

| | 2019/20 | 2018/19 | % Change |
|--------------|------------------|------------------|---------------|
| Hutt Valley | 3,382,159 | 4,134,567 | -18.2% |
| Kapiti | 3,114,391 | 3,877,018 | -19.7% |
| Johnsonville | 708,757 | 903,867 | -21.6% |
| Wairarapa | 507,119 | 625,468 | -18.9% |
| Total | 7,712,426 | 9,540,920 | -19.2% |

Rail passenger boardings between 1st March and 30th June, compared to boardings over the same time period a year ago:



Ferry Passenger boardings

Attachment 1 to Report 20.254

Year-to-date boardings show a decrease of 18.2%, compared to a decrease of 1.4% year-to-date pre-COVID-19 (to February 2020).

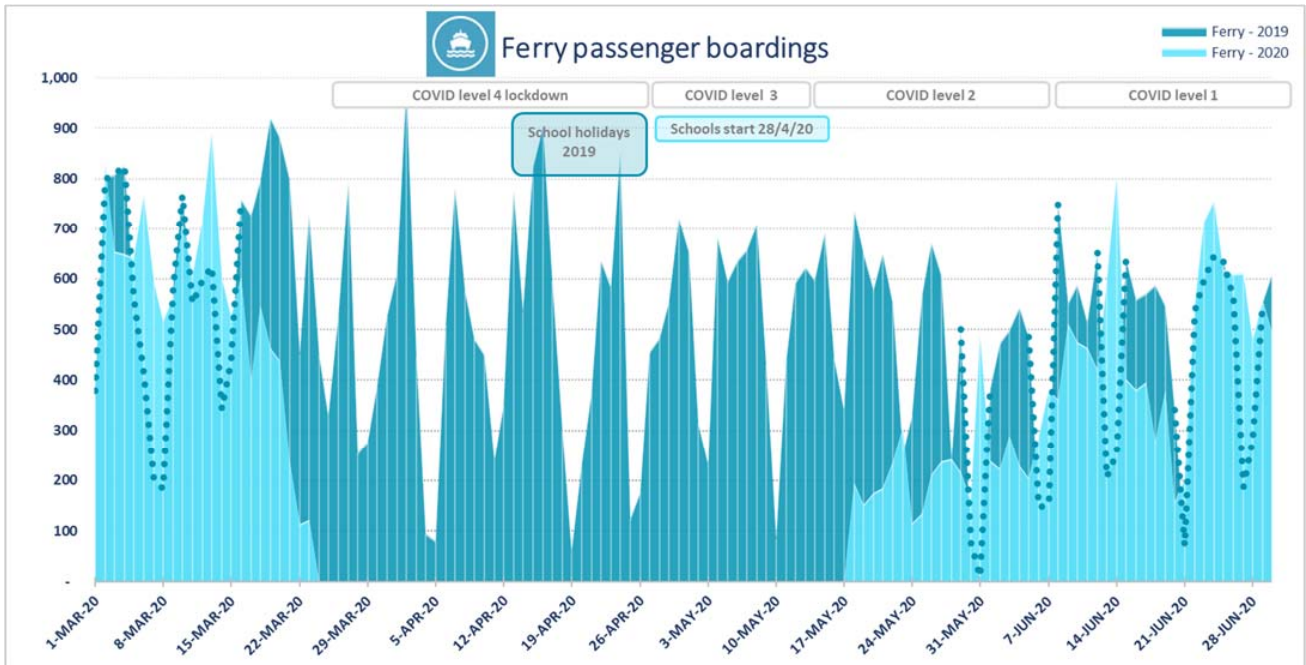
For Jun

| | Jun-20 | Jun-19 | % Change |
|--------------|---------------|---------------|--------------|
| Total | 13,075 | 13,370 | -2.2% |

Year to date (Jul-Jun)

| | 2019/20 | 2018/19 | % Change |
|--------------|----------------|----------------|---------------|
| Total | 165,382 | 202,201 | -18.2% |

Ferry passenger boardings between 1st March and 30th June, compared to boardings over the same time period a year ago:



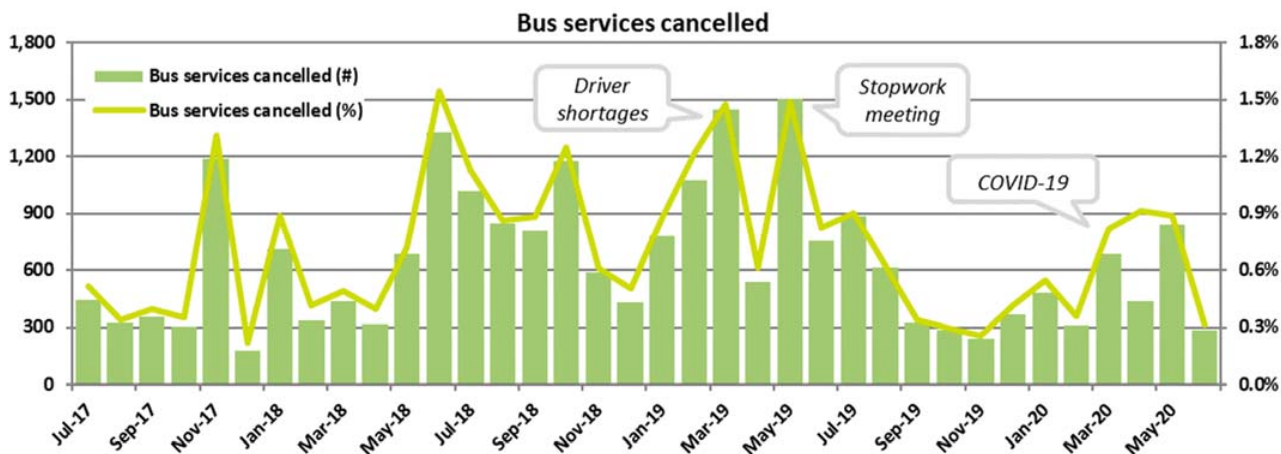
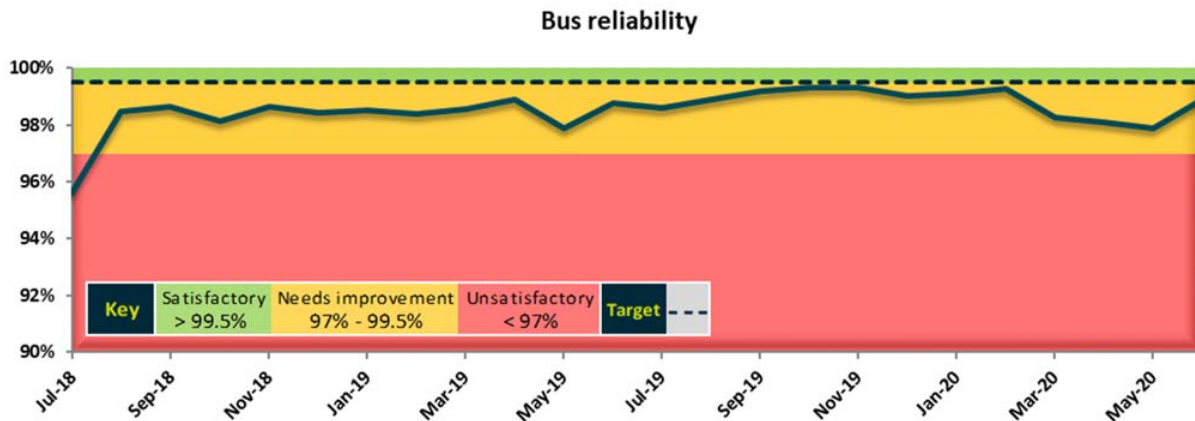


Bus service delivery

Reliability

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

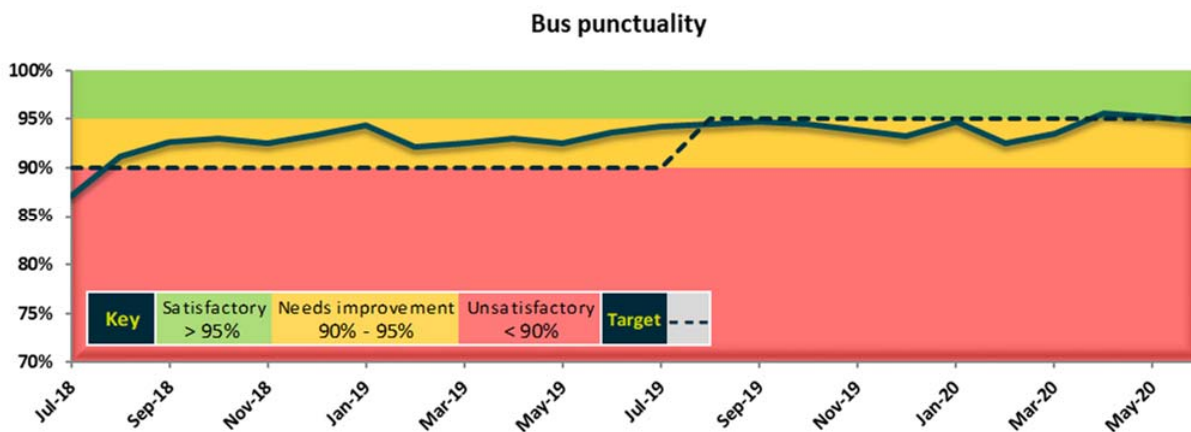
98.9% of bus services were delivered reliably in June 2020. During the month there was one serious disruption affecting all traffic on SH2, otherwise there were only relatively minor isolated disruption events.



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 June was 94.7%, with an improvement of 1.7% for the year. During the month, punctuality may have been affected by lower boardings leading to shorter dwell times at bus stops.



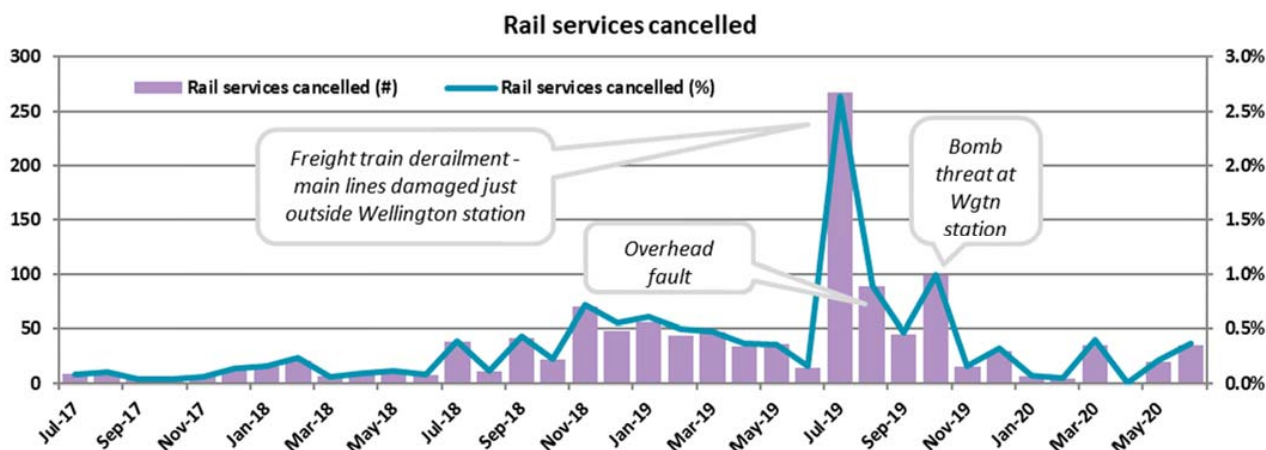
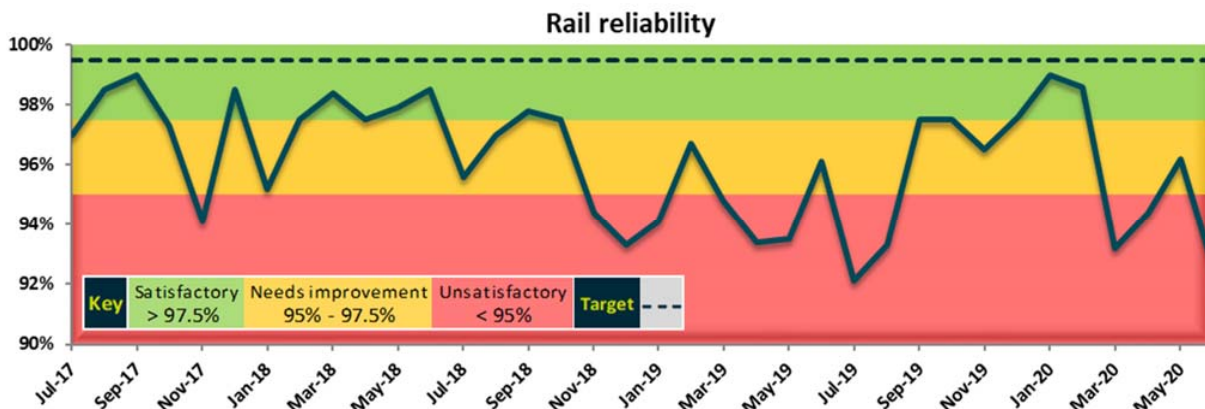


Rail service delivery

Reliability

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

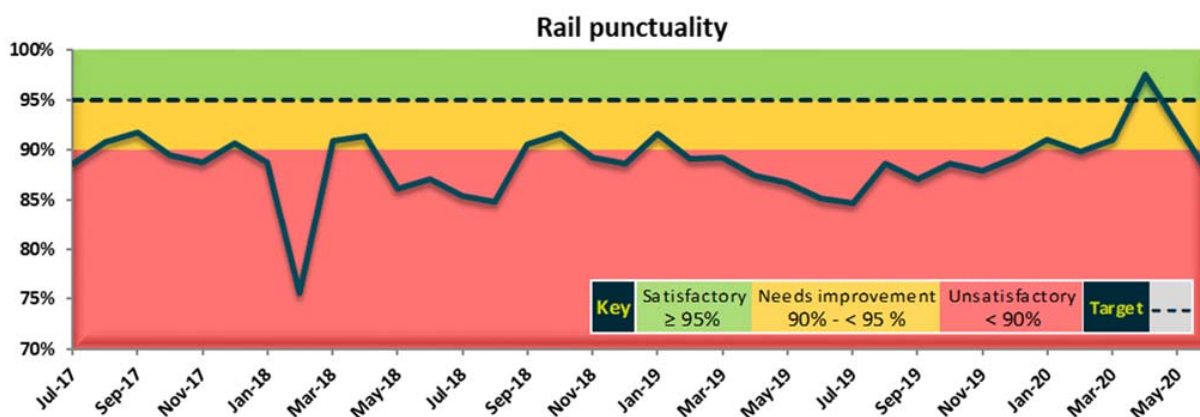
Rail service reliability was 92.6% in June, and 95.7% for the year to date. Reliability was affected this month when a track obstruction damaged some Matangi units, affecting services over two days and leading to a number of reliability failures, with a number of services running but not reporting any data.



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.

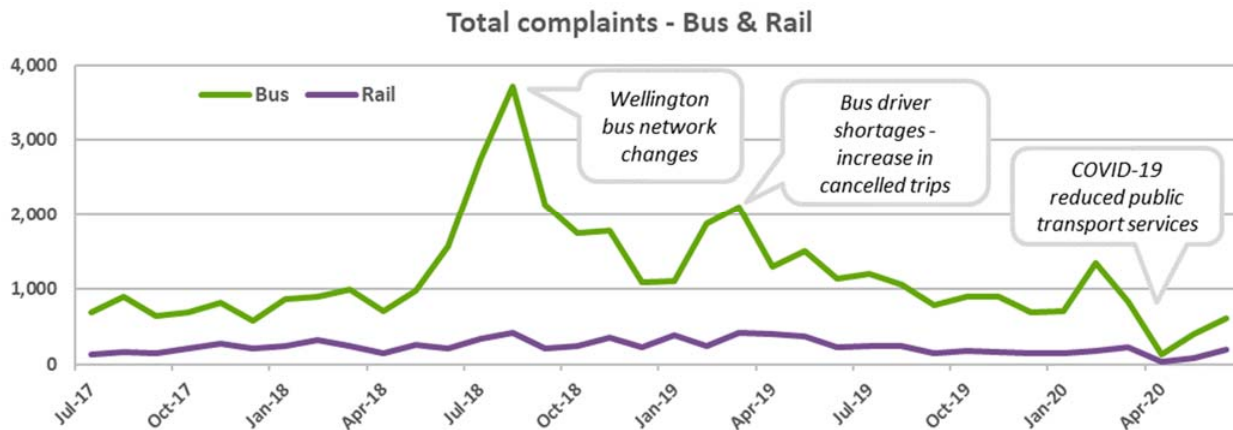
Punctuality for June was 87.5%, 2.3% higher than the same month the previous year. A number of disruptions affected multiple peak services during the month, signal faults affected some peak services with the services having to run at reduced speeds, and a slip on the Johnsonville line affected services for 20 hours.



Complaints

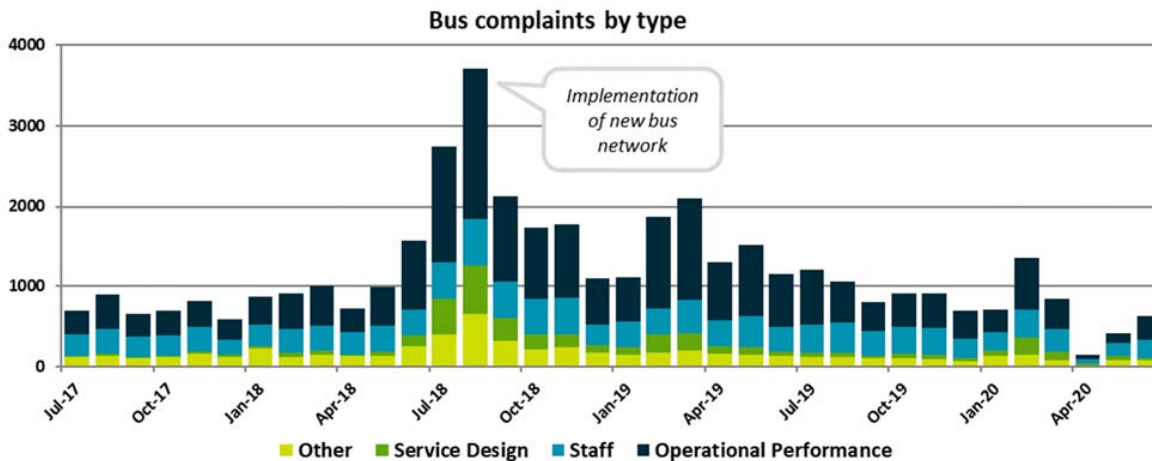
Complaints volume

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



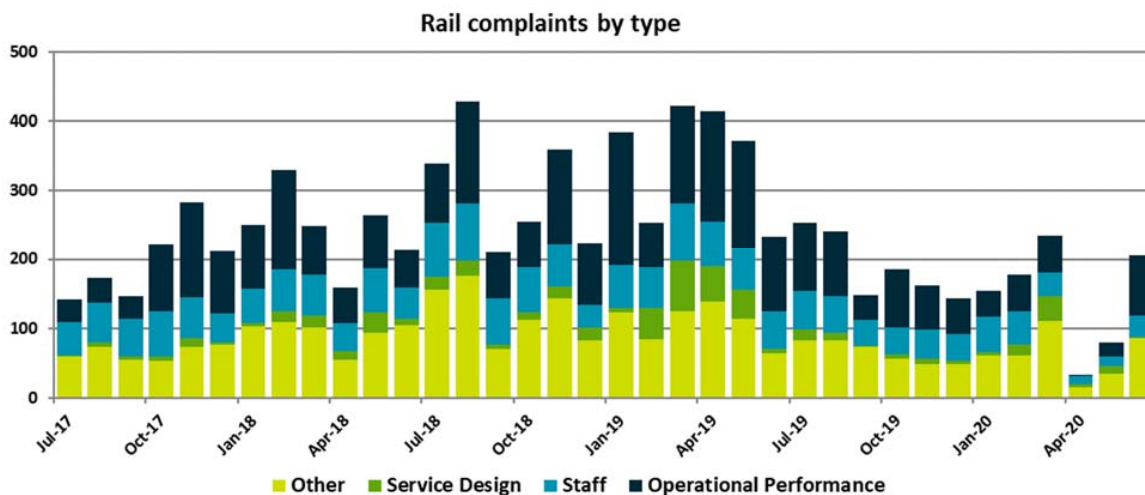
Bus complaints

Bus complaints for the month were 45.9% lower than in June last year, and 56.7% lower for the year to date. Complaints spiked in July and August 2018 during the implementation of the new bus network in Wellington.



Rail complaints

Rail complaints for June were 12.0% lower than the same month last year, and 48.1% lower for the year.



Transport Committee
13 August 2020
Report 20.259



For Information

UPDATE ON THE DEVELOPMENT OF THE WELLINGTON REGIONAL LAND TRANSPORT PLAN 2021

Te take mō te pūrongo

Purpose

1. To update the Transport Committee (the Committee) on:
 - a Development of the Wellington Regional Land Transport Plan (RLTP) 2021
 - b Next steps for Council to prepare a draft programme of transport activities for Greater Wellington Regional Council's input to the wider RLTP programme.

Te horopaki

Context

2. The RLTP is a multi-modal plan to guide integrated land transport planning and investment in the region. Under the Land Transport Management Act 2003 (LTMA), a Regional Transport Committee must prepare a RLTP on behalf of the region every six years. Based on the Regional Transport Committee's recommendation, the regional council must approve the RLTP and submit it by the date set by Waka Kotahi New Zealand Transport Agency (Waka Kotahi). The Wellington RLTP 2021 must be approved by 30 April 2021.
3. Greater Wellington Regional Council (Greater Wellington) has a dual role in developing the Wellington RLTP 2021:
 - a To support the Regional Transport Committee to prepare the Wellington RLTP 2021 on behalf of the Wellington Region, ensuring it the plan meets the requirements of the LTMA and Waka Kotahi's guidance
 - b Under the LTMA, as an 'approved organisation', Greater Wellington is required to submit a programme of proposed transport activities and unlock national funding from the National Land Transport Fund (NLTF). In Greater Wellington's case, this programme will involve a significant public transport programme, regional transport planning and a programme of regional travel behaviour change and road safety related activities.

Te tātaritanga Analysis

Update on development of the Wellington RLTP 2021

4. In line with Council's role of approving the Wellington RLTP 2021, we provide regular progress updates to the Council as the RLTP develops. This report captures oral updates given at Council workshops on 11 February 2020 and 4 June 2020.
5. The Wellington RLTP 2021 will have two core components:
 - a Part A (the Strategy section) has a 10 to 30 year outlook, with strategic context, policy framework, and 10-year transport investment priorities
 - b Part B (the Programme section) has a three to six year outlook, with all of the transport activities across the Wellington Region proposed for funding. There is also a monitoring framework with a range of measures across all outcome areas.
6. To date, the Regional Transport Committee, with input from Council's representatives (Councillor Staples and Councillor Ponter), has developed and agreed the key elements of the Strategy section, as set out below:
 - a Vision: A connected region, with safe, accessible and livable places – where people can easily, safely and sustainably access the things that matter to them - and where goods are moved efficiently, sustainably and reliably
 - b Strategic Objectives:
 - i Objective 1 - People in the Wellington Region have access to good, affordable travel choices
 - ii Objective 2 - Transport and land use are integrated to support compact urban form, liveable places and a strong regional economy
 - iii Objective 3 - People can move around the Wellington Region safely
 - iv Objective 4 - The impact of transport and travel on the environment is minimised
 - v Objective 5 - Journeys to/from and within the Wellington Region are connected, resilient and reliable
 - c Headline targets:
 - i Safety: 40 percent reduction in deaths and serious injuries on our roads by 2030
 - ii Carbon emissions: 30 percent reduction in transport generated carbon emissions by 2030.
 - iii Mode share: 40 percent increase in active travel and public transport mode share by 2030.
 - d 10-year transport investment priorities
 - i Transport priority 1: Public transport capacity (weighting 40 percent) Build capacity and reliability into the Wellington Region's rail network and

into the Wellington City public transport network to accommodate future demand

- ii Transport priority 2: Travel choice (weighting 20 percent)
Make walking, cycling and public transport a safe, sustainable and attractive option for more trips throughout the region
 - iii Transport priority 3: Strategic access (weighting 15 percent)
Improve access to key regional destinations such as ports, airports and hospitals for people and freight
 - iv Transport priority 4: Safety (weighting 15 percent)
Improve safety, particularly at high risk intersections and on high risk rural roads
 - v Transport priority 5: Resilience (weighting 10 percent)
Build resilience into the region's transport network by strengthening priority transport lifelines and improving the redundancy in the system
7. More detail on the process to develop these different elements can be found in Wellington Regional Land Transport Plan 2021: Strategic Framework and Investment Priorities- Report 20.98.
8. The next steps are to complete the full draft content of the Strategy section and start the process to develop the Programme section. Every approved organisation in the Wellington Region, including Greater Wellington, must prepare and submit its draft programme of activities to Waka Kotahi, with required supporting information, for inclusion in the RLTP and National Land Transport Programme (NLTP) process. This information will be used by Waka Kotahi for early assessment and national moderation discussions from September 2020, and by the Regional Transport Committee to develop its list of regionally prioritised significant activities in October 2020.
9. The Regional Transport Committee agreed, at its meeting on 3 August 2020, the method for prioritising the significant activities in the Wellington RLTP 2021 programme. This method will see activities prioritised by their contribution to the 10 year transport investment priorities in the Strategy section of the RLTP, outlined in paragraph 7 above. The method will be used by officers to arrive at a draft list of significant activities in priority order, and will be presented to the Regional Transport Committee for consideration and moderation as required.

Preparing Greater Wellington's programme of transport activities

10. There are a number of interdependencies between the Wellington RLTP 2021 and Council's Long Term Plan (LTP) 2021-31. The programme of transport activities to be included in the draft LTP must be prepared earlier than other activities, because of the process required to unlock any national funding share. Greater Wellington must prepare a programme of proposed transport activities and submit these as part of the Wellington RLTP 2021 so that these activities can be considered for inclusion in the NLTP, to unlock funding from the NLTF. The local share for these transport activities will be included as part of Council's subsequent LTP considerations. The Wellington RLTP 2021 must be finalised and submitted to Waka Kotahi by 30 April 2021, whereas Council's LTP is not adopted until the end of June 2021.

11. Concurrent with the development of the Wellington RLTP 2021, Greater Wellington is developing the 2021-31 Regional Public Transport Plan (RPTP). The RPTP is largely an action- oriented document that sets out how the high-level strategic direction for public transport established in the LTP 2021-31 and Wellington RLTP 2021 will be delivered over the next three to ten years. The RPTP sets out the objectives, policies and actions for public transport in the Wellington Region and incorporates the key elements of the Regional Rail Plan. The RPTP is publically consulted on.
12. The review of the current 2014 RPTP commenced in 2018, but was deferred in May 2019 by Council’s Sustainable Transport Committee until the 2019-22 triennium. The draft structure of the RPTP and associated matters (including a draft Regional Rail Plan, decarbonisation of public transport, and park and ride options) will be workshopped with Council on 1 September 2020.

Ngā tūāoma e whai ake nei

Next steps

13. Metlink and Regional Transport/Travel Choice will develop an initial draft programme of transport activities for inclusion in the Wellington RLTP 2021, which is required by 30 September 2020.
14. An initial draft programme of transport activities will be provided to the Committee on 17 September 2020 for its consideration.

Ngā kaiwaitohu

Signatories

| | |
|-----------|---|
| Writers | Amy Helm – Senior Strategic Advisor, Regional Transport Emmett McElhatton – Principal Advisor Policy, Metlink |
| Approvers | Grant Fletcher – Manager, Regional Transport Tim Shackleton, Manager Metlink Strategy and Investments Luke Troy – General Manager, Strategy Scott Gallacher – General Manager, Metlink |

| He whakarāpopoto i ngā huritaonga Summary of considerations |
|--|
| <p><i>Fit with Council’s roles or Committee’s terms of reference</i></p> <p>The Committee’s specific responsibilities include “to inform Council’s representatives on matters going forward to the Regional Transport Committee to assist that committee in developing the Wellington Regional Land Transport Plan”.</p> |
| <p><i>Implications for Māori</i></p> <p>There are no implications for Māori arising from this report. Engagement with iwi on transport issues is planned to inform development of the Wellington RLTP 2021, LTP 2021-31 and RPTP 2021.</p> |
| <p><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></p> <p>The Wellington RLTP 2021 is a statutory document prepared under the LTMA. There are a number of interdependencies between the RLTP and Council’s LTP. Council must prepare a programme of proposed transport activities and submit these as part of the Wellington RLTP 2021 to unlock funding assistance from the National Land Transport Fund. The local share for these transport activities will be included in the Council’s LTP considerations.</p> |
| <p><i>Internal consultation</i></p> <p>Discussions with the Regional Transport; Strategic and Corporate Planning, and Metlink Strategy and Investments departments have informed 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> |