



If calling, please ask for Democratic Services

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## Transport Committee

Thursday 17 September 2020, 9.30am

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

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### Members

Cr Blakeley (Chair)

Cr Brash

Cr Gaylor

Cr Kirk-Burnnand

Cr Lamason

Cr Ponter

Cr van Lier

Cr Lee (Deputy Chair)

Cr Connelly

Cr Hughes

Cr Laban

Cr Nash

Cr Staples

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

# Transport Committee

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Thursday 17 September 2020, 9.30am

Council Chamber, Greater Wellington Regional Council  
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## Public Business

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**Please note these minutes remain unconfirmed until the Transport Committee meeting on 17 September 2020.**

Report 20.298

## **Public minutes of the Transport Committee meeting on Thursday 13 August 2020**

All members participating by Zoom at 9.31am.

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### **Members Present**

Councillor Blakeley (Chair)  
Councillor Lee (Deputy Chair) (until 11:52)  
Councillor Brash  
Councillor Connelly  
Councillor Gaylor (until 11.53am)  
Councillor Hughes  
Councillor Kirk-Burnnand  
Councillor Laban  
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.

### **Karakia timatanga**

The Committee Chair invited Councillor Lee to open the meeting with a karakia timatanga – Whakataka te hau.

### **Public Business**

The Committee Chair advised the Committee that an oral update will be provided on the public transport response to the evolving COVID-19 situation.

## **1 COVID-19 Public Transport update**

Scott Gallacher, General Manager, Metlink, provided an oral update to the Committee on the public transport response to the Government's Alert Level 2 requirements.

Mr Gallacher advised that Metlink is ensuring the health, safety and wellbeing of drivers and passengers. The network has seen a decrease in patronage since Wednesday 12 August 2020 of approximately 20 percent.

Mr Gallacher outlined three points:

- The full schedule of services will be maintained
- Collection of fares will continue, including cash payments, although contactless payment will be encouraged
- Physical distancing will be observed.

## **2 Apologies**

There were no apologies.

## **3 Declarations of conflicts of interest**

There were no declarations of conflict of interest.

The Committee Chair advised that agenda item 7, Operator update – Tranzurban, had been withdrawn from the agenda.

## **4 Public participation**

Liam Davies, Vice President, Engagement, from Massey at Wellington Students' Association (MAWSA) and Taylah Shuker, acting President, Victoria University of Wellington Students' Association (VUWSA) spoke on free bus/train fares. Jacob Paterson, President and Elaine Hague, Vice President, Education from MAWSA were in support and answered questions from the Committee.

## **5 Confirmation of the Public minutes of the Transport Committee meeting on 18 June 2020 – Report 20.218**

Moved: Cr Gaylor / Cr Lamason

That the Committee confirms the Public minutes of 18 June 2020 – Report 20.218

The motion was **carried**.

## **6 Update on progress of action items from previous meetings – August 2020 – Report 20.231 [For information]**

## **7 Report of the Public Transport Advisory Group meeting – 2 July 2020 – Report 20.240 [For information]**

Andrew Lensen, Chair of the Public Transport Advisory Group, spoke to the report. Dr Lensen tabled a letter from the Public Transport Advisory Group.

Moved: Cr Blakeley / Cr Lee

That the Committee:

- 1 Receives the letter from the Public Transport Advisory Group, and the oral submission presented by the representatives of Massey at Wellington Students' Association and Victoria University of Wellington Students' Association during public participation.
- 2 Requests officers to report back to the Committee at its October meeting on matters that need to be considered by Council if fares are to be lowered for particular groups.

The motion was taken in two parts. Part 1 was put and was **carried**. Part 2 was put and was **lost**.

**Noted:** The Committee requested that officers retrieve previous work and reports completed by Greater Wellington on issues relating to fares and concessions for tertiary students and other groups, and circulate that information to the members of the Committee in the first instance, with a view to sharing with the Chair of the Public Transport Advisory Group and the representatives of MAWSA and VUWSA as soon as possible thereafter.

The meeting adjourned at 11.14am and reconvened at 11.25am.

## **8 Bus Network Review – Report 20.260**

Wayne Hastie, General Manager Strategic Programmes, and Bonnie Parfitt, Manager, Network and Customer, spoke to the report.

Moved: Cr Gaylor / Cr Lamason

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).

The motion was **carried**.

**9 Public Transport network performance – June 2020 – Report 20.254** [For information]

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

**10 Update on the development of the Wellington Regional Land Transport Plan 2021 – Report 20.259** [For information]

Grant Fletcher, Manager, Regional Transport, spoke to the report.

**Noted:** Councillor Lee left the meeting at 11.52am, and Councillor Gaylor left the meeting at 11.53am, during the above item, and did not return to the meeting.

### **Karakia whakamutunga**

The Committee Chair closed the meeting with a proverb – Kia hora te marino.

The meeting closed at 11.56am.

Councillor R Blakeley  
**Chair**

Date:

Transport Committee  
17 September 2020  
Report 20.328



For Information

## UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS MEETINGS – SEPTEMBER 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 – September 2020. 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/s for action.

**Ngā āpitihanga**

**Attachment**

Number	Title
1	Action items from previous meetings – September 2020

**Ngā kaiwaitohu  
Signatory**

Writer	Scott Gallacher – General Manager Metlink
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<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or Committee's terms of reference</i></b> The action items are of an administrative nature and support the functioning of the Committee.
<b><i>Implications for Māori</i></b> There are no direct implications for Māori arising from this report.
<b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b> Action items contribute to Council's or Greater Wellington's related strategies, policies and plans to the extent identified in <b>Attachment 1</b> .
<b><i>Internal consultation</i></b> There was no additional internal consultation in preparing this report and updating the action items.
<b><i>Risks and impacts: legal / health and safety etc.</i></b> There are no known risks or impacts.

**Attachment 1 to Report 2020.328**

**Action items from previous meetings – September 2020**

<b>Meeting date</b>	<b>Action</b>	<b>Status and comment</b>
18 June 2020	<p><b>Lower North Island regional rail – oral update</b></p> <p><b>Noted</b></p> <p>The Committee requested that a high level, simple budget of the \$5 million funding be circulated to Councillors.</p>	<p><b>Status Completed</b></p> <p><b>Comment</b></p> <p>A budget is included in Report 20.192 which is on the agenda for this meeting</p>
18 June 2020	<p><b>Lower North Island regional rail – oral update</b></p> <p><b>Noted</b></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><b>Status Completed</b></p> <p><b>Comment</b></p> <p>Information has been provided to Councillors and will be published on the Metlink website following this meeting.</p>
18 June 2020	<p><b>Lower North Island regional rail – oral update</b></p> <p><b>Noted</b></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><b>Status Completed</b></p> <p><b>Comment</b></p> <p>Report is on the agenda for this meeting (see Report 20.192).</p>
13 August 2020	<p><b>Report of Public Transport Advisory Group Meeting – 2 July 2020 – Report 20.240</b></p> <p><b>Noted</b></p> <p>The Committee requested that officers retrieve previous work and reports completed by Greater Wellington on issues relating to fares and concessions for tertiary students and other groups, and circulate that information to the members of the Committee in the first instance, with a view to sharing with the Chair of the Public Transport Advisory Group and the representatives of MAWSA and VUWSA as soon as possible thereafter.</p>	<p><b>Status Completed</b></p> <p><b>Comment</b></p> <p>Previous work on fares has been circulated to Committee members.</p> <p>This information will be shared with the Chair of the Public Transport Advisory Group and the representatives of MAWSA and VUWSA.</p>

Transport Committee  
17 September 2020  
Report 20.233



For Decision

## **METLINK RESILIENCE AND PREPAREDNESS: PREPARING FOR NATIONAL TICKETING SOLUTION**

**Te take mō te pūrongo**

### **Purpose**

1. To set out a proposed approach for progressively strengthening the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the National Ticketing Solution (NTS).

**He tūtohu**

### **Recommendations**

That the Transport Committee:

- 1 **Agrees** the principles set out at paragraph 41 of this report, to guide Metlink initiatives to reduce on board cash fare payment, and increase the use of 'contactless' fare payment.
- 2 **Notes** that officers will undertake the development and implementation of initiatives for increasing current contactless fare payment across the Metlink bus, ferry and rail network provided that such initiatives:
  - a. align with the endorsed principles; and
  - b. are able to be accommodated within existing budgets.
- 3 **Notes** that in the event that initiatives are not able to be accommodated within existing budgets, they will be brought to the Committee for decision.
- 4 **Notes** that officers will update Councillors on the development of initiatives.

**Te tāhū korero**

### **Background**

2. A variety of fare payment methods are in place across the Metlink public transport network including cash and Snapper on bus, cash and paper tickets on rail, and cash, paper tickets and EFTPOS on ferry.
3. COVID-19 has significantly altered the operating environment for public transport. During initial COVID-19 Alert Levels 4 and 3 concerns about physical distancing and transmission risk led to the removal of cash fares and cash and ticket handling across the Metlink public transport network.

4. Funding to cover lost fare revenue was made available by Waka Kotahi NZ Transport Agency (NZTA) to Metlink during COVID-19 Alert Levels 4 and 3. NZTA has made it clear that the financial support it provided earlier in 2020 will not be repeated. In this regard, since 1 July 2020, we have resumed the collection of fares and have continued to do so during the return to Alert Level 2. Living within a COVID-19 environment will require us to focus upon ongoing preparedness and resilience across our network, particularly in relation to our ability to collect fare revenue in a way that minimises customer and staff exposure to communicable disease.
5. Greater Wellington is also preparing for the transition to the National Ticketing Solution (NTS). Public transport providers around New Zealand have implemented interim ticketing systems such as Snapper, as a way of incrementally improving fare payment methods and to ensure a smooth transition for customers and operators to the NTS.

## **Te tātaritanga Analysis**

### ***Strategic context***

6. Enhancing fare collection efficiency and effectiveness aligns with Council's longstanding vision for the delivery of a world-class integrated public transport network for the Wellington region, with high levels of accessibility, quality, reliability and flexibility.
7. The Wellington Regional Public Transport Plan 2014 (PT Plan) sets out the key policies and actions relating to revenue protection. Policy 3.e sets out actions to ensure that all users pay the correct fares.
8. In line with this policy, in March 2018, the Sustainable Transport Committee endorsed a Metlink Revenue Protection Strategy 2018-21. The strategic approach within the Strategy is based on themes: Preventing Revenue loss; Engaging with Customers; Enforcement; and Monitoring and Reporting.
9. The approach to prevent revenue loss in the Strategy is as follows:

#### **Preventing Revenue Loss**

- Providing simple and easy to use and robust fares and ticketing systems that provide good value for customers and encourage compliance.
  - Maximising use of electronic ticketing and minimising use of cash fares.
  - Ensuring there are robust process for fare collection, cash and ticket handling, revenue reconciliation (and bank transfers).
10. In the context of Metlink operating in a COVID-19 environment, we also need to ensure we have ongoing resilience to continue to operate and deliver (essential) public transport services to our communities, including our ability to collect fare revenue.

### ***Fare collection across the network***

11. On board cash fare payment and paper ticket use is still a considerable part of fare payment on the Metlink public transport network.
12. On the bus network, approximately 80% of fares are paid using Snapper and 8.5% using cash. It is estimated 15% of rail fares are paid on board using cash and paper tickets are

still used as the primary fare collection method on rail. On ferry, approximately 11% of boardings are paid for by on board cash payments.

13. Levels of cash payment on buses varies between different parts of the region and between peak and off-peak times. Payment data from the bus network for July 2020 demonstrates payment variance:

Area	Total boardings	Card	Cash	Free*	Non-card pass <sup>^</sup>	Other <sup>~</sup>
Wellington	1,253,745	87.1%	3.8%	8.2%	0.3%	0.5%
Hutt Valley	284,145	72.6%	7.9%	14.1%	4.8%	0.5%
Eastbourne	92,437	83.5%	5.1%	10.4%	0.4%	0.6%
Porirua	101,947	68.8%	11.9%	12.2%	6.8%	0.2%
Newlands	74,154	90.9%	2.9%	5.6%	0.2%	0.5%
Broadmeadows, Khandallah, Ngaio	107,347	88.5%	3.6%	7.0%	0.2%	0.6%
Kāpiti	46,659	64.0%	12.0%	14.0%	9.8%	0.2%
Wairarapa	12,145	63.6%	15.4%	11.7%	9.1%	0.1%
<b>Total</b>	<b>1,972,579</b>	<b>83.4%</b>	<b>5.1%</b>	<b>9.3%</b>	<b>1.6%</b>	<b>0.5%</b>

\* SuperGold and Under 5s

<sup>^</sup> Metlink Explorer and Monthly

<sup>~</sup> Discretionary, Metlink Inspector, Metlink Staff

14. Officers have reviewed bus payment method on a route-by-route basis. [Attachment 1](#) to this report provides data for the top 20 routes which have the highest and lowest percentage of cash fare payment. The data illustrates that the top 20 routes with the lowest percentage of cash fare payment are ‘peak-only’ services which serve the Wellington CBD. In contrast, the majority of the top 20 routes with the largest proportion of cash fare payments are in locations outside of Wellington City and where there are likely to be a higher number of habitual cash fare customers.
15. It should be noted that our initial analysis on bus payment methods highlight some important issues we will consider going forward, including:
- a There are only 9 Routes, some of which have very low patronage, that have cash payment usage greater than 10%; and
  - b Perhaps most significantly, there are over 40 Routes that currently have cash payment usage lower than 5%, which illustrates the scale of Routes that are almost cash-free at the moment.
16. Cash and paper based fare collection on Metlink’s rail network is not harmonised with the rest of the public transport network. This results in complexity and inefficiencies for customers and the rail operator. It creates difficulties in collecting fares during peak periods when some services are crowded and during major events like services to the Stadium. Limited patronage data makes it difficult to provide evidence-based insights for the operational management and planning of services.
17. Issues highlighted by bus operators around the use of cash fare payment include driver safety when handling cash on board and paying-in cash, and the security requirements and costs of cash handling including counting, processing, administration, and banking.

18. Harbour ferry services offer on board cash and EFTPOS payment for tickets. Approximately 50% of passengers (likely to be regular travellers) use multi-trip products purchased off-board

### **Opportunities for developing initiatives for increased contactless payment**

#### ***Increased Snapper use on bus services***

19. The proportion of bus trips paid for with Snapper has increased by approximately 20% since its adoption across the entire Metlink bus network.
20. Initiatives to further reduce on board cash use on bus services would build on targeted Snapper card distribution programmes in Strathmore Park (undertaken in 2019), Porirua East and Naenae (undertaken in 2020). These programmes have demonstrated that where ongoing education and support is provided customers are likely to continue to use Snapper.
21. There is also an opportunity to trial initiatives to remove on board cash from bus services where cash payment is known to be already low and customers see a value proposition in removing cash to speed up their journey. Examples include those commuter bus services with current cash payment usage below 5%.

#### ***Extension of Snapper to the rail network***

22. In preparing this report, officers have considered a range of contactless payment technology options for rail, including EFTPOS on board and mobile ticketing. We are not proposing to progress these options at this stage, primarily because of cost of technology and the complexity of procuring new systems, the ability to ensure a solution can be implemented within NTS timelines, and a need to ensure the best approach for customers.
23. Officers do, however, believe it is worthwhile to explore the extension of Snapper to the Metlink rail network, particularly since we would be able to utilise aspects of the current Snapper service already provided to Metlink such as technology, fare structure and data management. Extending Snapper onto trains provides a minimised implementation cost option for Metlink.
24. Many rail customers are already familiar with Snapper use on bus and therefore adopting snapper on rail creates a convenient and simplified payment experience for customers. It also allows customers to benefit from an 'integrated' experience, using the same fare payment media across the network.
25. Implementing Snapper on rail would be expected to achieve a similar shift away from cash to bus, within an equally short timeframe - partly as rail services have a high proportion of peak commuter patronage and partly as a proportion of rail users are already also Snapper users on Metlink bus services.
26. Modern rail ticketing systems require customers to 'tag-on' and 'tag-off' at stations, for example, at stand-alone validators, rather than as they board or alight from trains. This is to ensure the safe management of boarding and alighting and to ensure customers can board and alight as quickly as possible. Consequently, extending Snapper to rail requires the installation of platform fare payment equipment.

27. Implementation of on-platform payment technology is also required for the NTS. The early works such as determining the location of validators, and gaining approvals for installation can be completed in parallel with the current procurement process of a ticketing supplier. Technology is also able to be swapped out when NTS is ready for deployment. Completing this early work as soon as possible allows Metlink to be better placed for the deployment of NTS.
28. As part of feasibility investigations, officers will also bring forward work required as part of the transition to NTS including reviewing revenue protection approach on rail.
29. A well-planned customer communications and transition strategy will also be critical part of introducing Snapper on rail. Phased implementation (for example, on a single line) would be used to test the technology and refine the customer experience.

#### ***Ferry***

30. On ferry services, the physical operating environment may change the approach to increasing contactless payment use by customers. Officers will work with ferry operator East by West to investigate initiatives to achieve an increase in uptake of contactless payment use.

#### **Key considerations**

31. Officers have identified the following key considerations. These considerations have formed the development of a set of principles outlined in paragraph 41.

#### ***Customer Experience***

32. International and local experience shows that customers increasingly prefer and use cash free methods of payment for public transport. The reason for this is the key benefits for customers including access to fare discounts, convenience, and ease of boarding allowing for faster journeys. Many customers also prefer to use non-cash payment in order to track and manage their travel budgets, and often, that of their dependants.
33. In our regular customer satisfaction survey when passengers are asked about payment – ‘Convenience of paying’ is one of the poorer performing aspect of service in the survey with rail customers, with 68% satisfaction with rail customers, compared to 78% satisfaction with bus customers.
34. There is an opportunity to allow easy transition to NTS for customers, by ensuring customers are able to adjust to new payment technology, particularly for rail where contactless payment on rail will be unfamiliar for some customers.

#### ***Data***

35. Understanding how public transport services are being used, for both operational and planning purposes is essential to the efficient management and continual improvement of service provision by Metlink and its service provider partners.
36. Complete and reliable patronage data is a core component of this capability. A contactless electronic ticketing system (such as Snapper) provides a rich data source for analysis and monitoring of services.

37. In contrast, cash on board fare payments provide relatively sparse and low quality data. This is particularly true of the on board rail ticketing system, where cash fares paid cannot be attributed to specific journeys taken. Insights into travel behaviour are therefore obtainable only in aggregate form (such as manual passenger counts), anecdotally, or through sample surveys. In addition, any potential for travel data to complement contact tracing (for example, Snapper users), is lost.

#### ***Transition to National Ticketing Solution***

38. Like all participating regions to the NTS, Metlink will need to carry out a major change programme to transition to the NTS, including customer behaviour change and communications, the installation of infrastructure including validators on buses and at rail stations, and business preparedness internally and with operators and suppliers.
39. Most of this work cannot be planned in detail until the nature of the ticketing solution is known and the NTS timeline becomes firmer. However, there is preparatory work that Metlink can carry out in advance, such as investigation and feasibility for the installation of ticketing equipment at rail stations and supporting customer experience initiatives.
40. The preparation and implementation of any changes to fare payment systems are the same in terms of the activities Metlink needs to undertake to transition. Therefore, there is significant benefit from customer and business perspective to begin this transition process as early as possible.

#### **Principles**

41. To guide the design and implementation of initiatives the following set of principles have been developed:
  - a Initiatives should be customer-centric by:
    - i Enhancing the customer experience by being simple, flexible, convenient and reliable
    - ii Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices
    - iii Ensuring that initiatives are designed iteratively with customers, through testing, trialling and customer engagement at each stage
    - iv Ensuring that off-board cash payment for purchase of ticket products remains available for customers who may still require such an option
    - v Ensuring that reload channels are extended to provide convenient access to customers.
  - b Initiatives should enhance the flexibility, resilience and efficiency of Metlink service provision by:
    - i Strengthening the ability to collect fares and protect fare revenue
    - ii Enhancing the extent and quality of travel behaviour and patronage data for analytical and planning purposes



- iii Being introduced manageably and progressively, for example, with pilot phases and in a targeted or phased manner on specific routes or services
  - iv Generating early gains through prioritising initiatives for maximum effectiveness
  - v Ensuring close monitoring of progress and effectiveness from customer, patronage, and revenue perspectives, to enable evaluation and optimisation as necessary
  - vi Being supported by Metlink service operators and service providers
  - vii Contributing to the health and safety of operational staff and customers.
- c Initiatives should demonstrate cost and risk optimisation by:
- i Being subject to due diligence processes such as feasibility investigation
  - ii Being able to be implemented at low cost, and ideally within existing budget approvals
  - iii Being able to be implemented in a timely manner and ahead of NTS implementation to maximise customer benefits and to avoid complexity for customers and operators.
- d Initiatives should contribute to Metlink readiness for and future transition to the NTS by:
- i Allowing for, and aligning with the planned transition to future NTS and subsequent integrated fares
  - ii Introducing customer experience improvements which converge progressively with anticipated NTS customer behaviour
  - iii Encouraging behaviour change away from cash payment on board services by promoting increased use of contactless fare payment.

### **Ngā hua ahumoni**

#### **Financial implications**

42. No detailed costing of potential initiatives has yet been carried out. However, it is expected that:
- a The costs of the initiatives outlined in this report can be met within the existing budget.
  - b If costs exceed budget, this will be reported to Council or the Committee (as required) for approval.
43. Note that improvements in fare collection and a reduction in cash handling may result in some revenue collection improvement.

### **Te huritao ki te huringa o te āhuarangi**

#### **Consideration of climate change**

44. The matters requiring decision in this report were considered by officers in accordance with the process set out in the Greater Wellington's Climate Change Considerations Guide.

#### ***Mitigation and adaptation assessment***

45. There is no need to conduct a climate change assessment on these matters. Officers note that should this proposal be adopted it may result in mode shift and ease of payment may increase patronage as it enhances the customer experience.

#### **Ngā tikanga whakatau Decision-making process**

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

#### **Te hiranga Significance**

47. 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; the Committee is being asked to agree to a set of principles to guide the design and implementation of initiatives which are aimed to progressively strengthen the resilience of fare payment on the Metlink public transport network and to support preparedness for future adoption of the NTS.

#### **Te whakatūtakitaki Engagement**

48. We have engaged with NZTA over the development of this paper and NZTA supports the Recommendations, particularly in the context of our preparedness for the NTS and our ongoing resilience for COVID-19
49. Metlink's customer engagement over recent years highlights a clear expectation from most customers for a fully integrated, contactless ticketing system. For many, this is based on their experience of using public transport in Auckland or overseas.
50. Subject to Committee decision, officers will develop a communication plan regarding any initiatives that may affect customers, engage with relevant operators and communities and work with NZTA to ensure alignment with government direction and projects including the NTS.

#### **Ngā tūāoma e whai ake nei Next steps**

51. Subject to Committee decision, officers will work with Transdev (rail operator) and Snapper personnel to investigate the feasibility of extending Snapper onto Metlink rail services.

52. Continue to work on initiatives to reduce reliance on cash fare payments on board Greater Wellington Metlink bus and ferry services.

**Ngā āpitihanga**

**Attachments**

<b>Number</b>	<b>Title</b>
1	Top 20 bus routes with highest and lowest percentage of cash fare payment

**Ngā kaiwaitohu**

**Signatories**

Writers	Bonnie Parfitt – Manager Metlink Network and Customer Dawn Wilce – Manager Metlink Commercial Partnerships
Approver	Scott Gallacher – GM Metlink

<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council’s roles or Committee’s terms of reference</i></b></p> <p>This report aligns with the purpose of the Committee in its terms of reference – relevant excerpt below:</p> <p>To ...set the operational direction to deliver public transport and mode-shift;</p>
<p><b><i>Implications for Māori</i></b></p> <p>A guiding principle of the proposal is “Leaving no customer behind, i.e. ensuring that customers are not deterred from using public transport as a consequence of difficulty or inability in accessing suitable fare payment choices”.</p>
<p><b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b></p> <p>Contribution to Plans and Strategies is set out in the report (see paragraphs 28-31)</p>
<p><b><i>Internal consultation</i></b></p> <p>No internal consultation was required outside of the Metlink Group.</p>
<p><b><i>Risks and impacts: legal / health and safety etc.</i></b></p> <p>There are no legal or health and safety risks associated with this report.</p>

**Attachment 1 to Report 20.233**

**Top 20 bus routes with highest and lowest percentage of cash fare payment**

**Top 20 routes with highest percent of cash fares**

Route	Card	Cash	Free	Non-Card Pass	Other	Unknown	Total	% of cash fares
200	3704	1316	642	207	13	1	5883	22.37%
206	36	24	66				126	19.05%
220	20895	6137	4626	2875	40	73	34646	17.71%
226	5088	1223	1138	666	4	5	8124	15.05%
202	45	40	215			1	301	13.29%
201	53	33	171			3	260	12.69%
203	22	22	135				179	12.29%
23z	3884	651	1154	122	4	2	5817	11.19%
250	1246	193	312	67	3	1	1822	10.59%
112	3221	424	362	437	1	6	4451	9.53%
130	25920	3602	7321	1797	43	138	38821	9.28%
210	3374	503	802	749	1	5	5434	9.26%
160	15609	1965	1741	1993	6	82	21396	9.18%
170	12956	1677	1881	1987	3	73	18577	9.03%
230	4864	652	690	1272	10	6	7494	8.70%
120	22653	2712	4938	746	14	150	31213	8.69%
12	6890	777	1393	53	20	10	9143	8.50%
114	1618	207	488	130	5	1	2449	8.45%
110	52861	5920	10599	1809	23	73	71285	8.30%
115	2260	272	595	160			3287	8.28%

**Top 20 services with the lowest percent of cash fares**

Route	Card	Cash	Free	Non-Card Pass	Other	Unknown	Total	% of cash fares
37	4438	40	3	3	4	2	4490	0.89%
13	5132	63	3	1	4	3	5206	1.21%
19e	8157	106	107	2	1	1	8374	1.27%
17	2374	38	276	1		5	2694	1.41%
57	13866	200	26	10		6	14108	1.42%
56	11211	165	6	5			11387	1.45%
34	8048	122	61	12	17	1	8261	1.48%
33	8486	138	16	1	11	8	8660	1.59%
58	12457	221	123	10		3	12814	1.72%
17e	7642	135	9	2	1	1	7790	1.73%
26	7168	133	71	28			7400	1.80%
27	2778	54	6	3		1	2842	1.90%
32x	26010	510	56	6	2	11	26595	1.92%
31x	14975	303	272	17	37	29	15633	1.94%
36	12478	253	5	8	10	4	12758	1.98%
35	7073	153	10	2	5		7243	2.11%
30x	15240	347	190	14	65	3	15859	2.19%
29e	11405	261	45	10	6	3	11730	2.23%
21	30885	741	1448	33	41	9	33157	2.23%
22	57171	1384	2257	93	48	6	60959	2.27%

## Attachment 1 to Report 20.233

### Top 20 bus routes with highest and lowest percentage of cash fare payment

#### Route description/service type:

##### Highest cash fare routes

- **200** is the main Wairarapa service that services Martinborough - Featherston – Greytown - Masterton
- **201, 202, 203, 206** are Masterton town services
- **220, 226** are Porirua East services with the **220** servicing Ascot Park – Cannons Creek – Titahi Bay and **226** servicing Sievers Grove – Eldeson – Cannons Creek
- **23z** is the Zoo service
- **250** services Raumati Beach to Paraparaumu
- **112** services Maoribank – Timberlea – Te Marua
- **130** Naenae – Queensgate – Petone service
- **210** Titahi bay to Porirua service
- **160, 170** are the Wainuiomata services
- **230** Whitby service
- **120** Stokes Valley service
- **12** Strathmore Park service
- **114** – Elderslea – Trentham service
- **110** – Emerald Hill – Upper Hutt – Lower Hutt – Petone spine service (longest route in the Hutt Valley)
- **115** – Pinehaven – Upper Hutt service.

##### Lowest cash fare routes

- **56, 57, 58** – Newlands services (peak only services)
- **13, 37, 19e, 33, 34, 17e, 26, 27, 30x, 31x, 32x, 35, 36, 29e** – all peak only services that go into Wellington City
- **21, 22** – Victoria University campus services. **21** operates between Karori – Kelburn – Courtenay Place. **22** operates between Johnsonville – Mairangi – Kelburn – Wellington station.



**Transport Committee**  
**17 September 2020**  
**Report 20.192**

**For Information**

## **REGIONAL RAIL ROLLING STOCK REPLACEMENT**

### **Te take mō te pūrongo**

#### **Purpose**

1. To update the Transport Committee (Committee) on the development of the detailed business case and procurement strategy for the replacement of Greater Wellington's Wairarapa rail fleet and KiwiRail's Manawatu rail fleet, which are at end-of-life; they are also capacity-constrained.

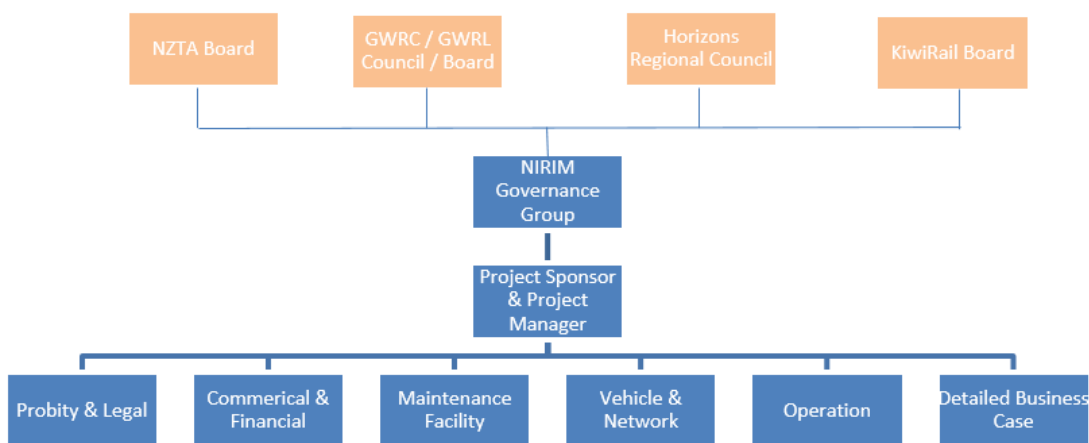
### **Te tāhū kōrero**

#### **Background**

2. On 2 October 2019, Council endorsed the business case for the replacement of the Lower North Island Longer Distance Rolling Stock (Business Case) and delegated authorisation to the Chief Executive to approve the submission of the Business Case to Waka Kotahi NZ Transport Agency (NZTA).
3. The Business Case was prepared and released in December 2019 which proposed the purchase of hybrid longer distance trains to replace the current aging Wairarapa and Capital Connection fleets. Such replacement will also boost service levels by increasing the options for travel and lifting the capacity across the network.
4. Following the submission of the Business Case, Greater Wellington obtained \$5m of funding from NZTA in May 2020 to undertake further detailed investigations and prepare a Detailed Business Case and Procurement Strategy to support a funding application for new rolling stock.
5. If the Detailed Business Case supports a funding application and such application is successful, the first long distance train is likely to enter service approximately 3 years after award of the supply contract.
6. We are currently underway with project planning through initial stakeholder engagement and project team and governance structure establishment.
7. The project is now known as 'North Island Rail Integrated Mobility' (NIRIM).

#### **Project structure and governance**

8. The following diagram sets out the project structure. Each key stakeholder has its own decision-making processes via boards and/or councils. As such, a dedicated multi-stakeholder governance group has been established to ensure the views and positions of all stakeholders are understood, considered, and aligned.



The external resources required to deliver stage 1 are to be procured through open tender to select a consortium of professional service advisors, and separate minor contracts for probity and legal advice.

**The four stages**

9. The indicative four stages, associated timing, and indicative cost breakdown are in the table below. There will be key decisions for the Council and/or the Transport Committee during or at the conclusion of each of these stages.

Stage	Deliverable	Target Completion	Funding Estimate
1	Undertake a range of detailed investigations and prepare a Detailed Business Case, deliver a funding application to NZTA/Ministry of Transport; and deliver a Procurement Strategy for the EOI/RFT process.	End June 2021	\$800,000
2	Prepare and undertake EOI Process Prepare RFT	July 2021 to 30 April 2022	\$690,000
	Funding approval (by NZTA, Council, Horizons and KiwiRail) and decision by all funders to commence procurement process	May 2022	
3	Release the RFT and evaluate Tenders	June 2022 to Late 2022	\$2,990,000
4	Negotiate and award the supply Contract(s)	Early 2023	
			<b>Total</b> <b>\$4,450,000</b> (budget \$5m)
<b>First train in service</b>		<b>2026</b>	



## **Financial implications and risks**

10. There are no immediate financial implications for Greater Wellington during stage one as work to develop and seek approval to the Detailed Business Case and Procurement Strategy for NRIM will be funded by NZTA at a Funding Assistance Rate of 100% to a total of \$5m. We expect the budget to fully cover this stage of the NRIM project costs.
11. The decision to approve the Detailed Business Case and Procurement Strategy for submission of a funding application to NZTA and / or Ministry of Transport will be made by Council. However, while NZTA funding covers all phases up until the payment of replacement trains, we are of the view that we need to obtain funding certainty prior to progressing stage 3. We would not progress the procurement with suppliers until we have such certainty. As such, the decision to commence and conclude each procurement phase, will also be undertaken by Council based on certainty of capital and operating funding sources.
12. The detailed investigation stage for compiling the Detailed Business Case will provide better certainty of issues, risks, and appropriate mitigation measures. However, at a high level, we are mindful of the following:
  - a Our rolling stock on the Wairarapa line is nearly at end-of-life. The current refurbishment will extend life for approximately 5-8 years, but no longer.
  - b Our ability to meet passenger growth is constrained by the 5-year minimum time we require to obtain funding, undertake the necessary procurement, and then design, manufacture, deliver, test and commission a new fleet of rolling stock.
  - c The KiwiRail rolling stock used for the Capital Connection is also at end-of-life and there are significant challenges with maintaining adequate service levels with the current fleet. The ongoing arrangements for provision of this service, including funding and operational contracts remain and will need resolution prior to the submission of the Detailed Business Case.
  - d The replacement of the rolling stock provides significant opportunity to consider alternative propulsion technologies to lower our carbon footprint. We will seek to explore such technologies as part of investigations whilst remaining mindful of the potential challenges of introducing new technology into such a critical service space.

## **Te whakatūtakitaki Engagement**

13. We propose the mechanism for engagement on the above is the Long-term Plan.
14. The proposed procurement of new rolling stock was included in the Long-term Plan 2018-28, and will be included again in the 2021- 31 Long-term Plan. However, the financial impact (based on the funding uncertainty) remains challenging to predict.

## **Ngā tūāoma e whai ake nei**

### **Next steps**

15. The Committee will be provided with a final Detailed Business Case for approval, the proposed Procurement Strategy and information about the funding required for endorsement by the end of June 2021.
16. Subject to the Detailed Business Case being approved by NZTA, we propose to consult on Greater Wellington's share of the funding as part of the development and approval of the Annual Plan 2022-2023.

## **Ngā kaiwaitohu**

### **Signatories**

Writer	Fiona Abbott – Manager, Metlink Assets and Infrastructure
Approver	Scott Gallacher - General Manager Metlink

<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or Committee's terms of reference</i></b> This report updates the Committee on new regional rolling stock replacement. This fits with the Committee's responsibility to consider and endorse business cases for submission to the NZTA or other agencies on strategic transport projects with the potential for significant financial impact.
<b><i>Implications for Māori</i></b> There are no known implications for Māori
<b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b> Replacement of regional rolling stock is set out in the Long term Plan.
<b><i>Internal consultation</i></b> No internal consultation was required.
<b><i>Risks and impacts: legal / health and safety etc.</i></b> Identified risks are set out in the report.

Transport Committee  
17 September 2020  
Report 20.294



For Decision

## ADVERTISING ON BUS WINDOWS – RESULTS OF TRIAL

### Te take mō te pūrongo

#### Purpose

1. To advise the Transport Committee (the Committee) of the results from the trial of advertising on bus windows.

### He tūtohu

#### Recommendations

That the Transport Committee:

- 1 **Notes** the results of the current trial of advertising on bus windows.
- 2 **Notes** the consultation undertaken during the trial.
- 3 **Notes** that advertising on bus windows would provide the ability to generate revenue which would be used for public transport purposes.
- 4 **Approves** the provision of advertising on bus windows, with a preference to it being placed on the right-hand side of buses, for up to 5 percent of the Metlink bus fleet.
- 5 **Requests** that the provision for advertising on bus windows be included in the draft Metlink Advertising Policy.

### Te tāhū kōrero

#### Background

2. On 2 October 2019, Council agreed to a trial to assess the viability of introducing advertising on bus windows (Advertising on buses – opportunity to generate additional revenue (Report 19.455)).
3. On 20 February 2020, Council agreed to extend the trial to assess the viability of introducing advertising on bus windows to allow for Greater Wellington Regional Council (Greater Wellington) to undertake targeted in-person testing with the disability community, including people with visual impairments and anxiety disorders (Advertising on buses – extension of trial (Report 20.50)).
4. On 30 April 2020, Council agreed to a further extension of the trial by two months following a move to COVID-19 Alert Level 1 to enable a full assessment of the trial following the restrictions caused by the Government’s and Greater Wellington’s response to the COVID-19 pandemic (Advertising on buses – further extension of trial (Report 20.111)).

5. At 11.59pm on Monday 8 June 2020 New Zealand moved to COVID-19 Alert Level 1. At this alert level there are no physical distancing requirements.
6. In-person testing with the disability community occurred on 3 August 2020 during COVID-19 Alert Level 1.

## **Te tātaritanga Analysis**

### ***Trial assessment***

7. When approving the trial, it was agreed that the trial would be assessed in the following ways:
  - a Passengers will be surveyed on their experiences
  - b Targeted consultation will be conducted with the disability community including people with visual impairments
  - c The commercial response to this new product will be measured.

### ***Passenger survey and targeted consultation findings***

8. Customers have been engaged on three occasions to provide feedback on the impacts advertising on the bus windows has on the customer experience. A full report on customer impacts is attached as [Attachment 1- Customer experience surveys](#). A summary of these engagement processes is set out below:

#### *Passenger Satisfaction Survey (November 2019)*

9. In the November 2019 Metlink Passenger Satisfaction Survey 1,942 participants who were travelling on Wellington City bus services, were asked a specific question about whether they supported putting see-through advertising on bus windows.
  - a 73 percent of passengers supported, did not mind or would not be affected by advertising on bus windows.
  - b 16 percent of passengers did not support advertising on bus windows.

#### *On-board customer Interviews (December 2019)*

10. There were 112 customers interviewed on buses which had advertising on windows. Interviews were conducted at different times of the day to ensure a number of conditions were considered, including the evening when visibility is low. Passengers were asked whether they supported the idea of advertising on windows and whether it affected their visibility and comfort.
  - a Most passengers (99) interviewed were not concerned by the advertising on the window.
  - b Many did comment on the quality of visibility out the window being reduced.
  - c Only one customer was opposed to advertising, due to it reducing their visibility out the window.

#### *Targeted consultation - accessibility workshop (August 2020)*

11. In response to the October 2019 Council request for targeted consultation with people with visual and anxiety related impairments, a workshop was undertaken with 18 bus users to assess the advertising on the bus. Participants were asked whether the advertising affected their visibility, accessibility and comfort.
  - a Most (16) participants ability to safely complete their journey was not affected.
  - b Most (11) participants comfort was only slightly affected (four were unaffected).
  - c All participants believed they could avoid any affects from the advertising by sitting elsewhere on the bus.
  - d Most (10) participants had a preference for the advertising to only be placed on the road/right-side of the bus.

#### *Summary of feedback*

12. Over-all, feedback from the customer engagements shows most passengers accessibility and comfort is not significantly impacted by advertising trialled on bus windows. For those affected by the advertising, sitting away from the windows with advertising is considered to be a reasonable approach.

#### **Commercial response to the new product**

13. The bus super-sides provide incremental revenue opportunities for Greater Wellington and our media partner Go Media.
14. While the market in Wellington is unknown for this product, the trial suggests that forecast incremental revenue could range between \$198,000 to \$378,000 per annum across the fleet. This is made up of between \$75,000 and \$164,000 revenue on the double decker fleet and between \$123,000 and \$214,000 on single deck buses.

#### *Advantages of bus super-sides as a commercial product*

15. Bus super-sides ([Attachment 2](#) - Super-side images) expand the static advertising portfolio, providing unbroken creative space that allow national media buyers to utilise existing artwork, making it simpler than bespoke artwork needed for bus backs.
16. A media buyer running a national campaign looks for the easiest option and super-sides can be that option.

#### *Interraction with sale of bus backs advertising*

17. Go Media has suggested a sales strategy which complements our current bus advertising portfolio.
18. Go Media has advised the market size for super-sides is between 5 and 15 double decker buses and up to 20 single decker buses. This represents less than 5 percent of the fleet.

#### **Review of Advertising Policy**

19. Metlink is currenty reviewing its Advertising Policy. The Advertising Policy is scheduled to be brought to the Committee for consideration at its October 2020 meeting.
20. The new Advertising Policy will include guidance on the placement of advertisements on Public Transport.
21. This Policy will reflect the Committee's decisions on the bus advertising trial.

**Ngā hua ahumoni**  
**Financial implications**

22. Introducing this product would provide the ability for Greater Wellington to generate additional revenue.
23. Any additional revenue would be used to support public transport programme improvements.

**Ngā tikanga whakatau**  
**Decision-making process**

24. 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**

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

**Te whakatūtakitaki**  
**Engagement**

26. Engagement on this matter is set out at paragraphs 8 to 13 above.

**Ngā tūāoma e whai ake nei**  
**Next steps**

27. The Committee's decision on this matter will be incorporated into the Metlink Advertising Policy.

**Ngā āpitihanga**  
**Attachments**

Number	Title
1	Customer experience surveys
2	Super-side images

**Ngā kaiwaitohu  
Signatories**

Writers	David Boyd – Customer Experience Lead Michael Freeman – Business Development Specialist
Approvers	Bonnie Parfitt – Manager Metlink Network and Customer Dawn Wilce – Manager Metlink Commercial Partnerships Scott Gallacher – General Manager, Metlink



<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<b><i>Fit with Council's roles or Committee's terms of reference</i></b> The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.
<b><i>Implications for Māori</i></b> There are no implications for Māori.
<b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b> This decision relates to the results of a trial. The purpose of the trial was to ensure the customer experience was not impacted by implementing this advertising.
<b><i>Internal consultation</i></b> Internal consultation was undertaken within the Public Transport group.
<b><i>Risks and impacts: legal / health and safety etc.</i></b> There are no risks arising from the matter for decision.

## Attachment 1 to Report 20.294

### Customer Experience Surveys

**Customer experience evaluation report:** Cody Waihape, Customer Journey Advisor, Metlink  
24/08/2020

#### OBJECTIVE

Metlink is considering allowing advertising on the outside of buses that would cover some of the windows. The advertising is on a see-through material which still allows passengers to look out the windows. The advertising revenue earned would pay for public transport improvements. Before proceeding Metlink wanted to understand and test the customer experience of having this advertising on buses to ensure there is no significant impact on accessibility and comfort throughout the journey.

#### APPROACH

To trial the advertising on bus windows, Metlink put advertising on the road-side facing windows of 50 buses. Customers were engaged in a number of ways to understand the impacts on their travel, including:

**Passenger Satisfaction Survey (Conducted November 2019):** 1,942 participants in the November Metlink Passenger Satisfaction Survey, who were travelling on Wellington City bus services, were asked a specific question about whether they supported putting see-through advertising on bus windows.

**On-board customer Interviews (Conducted December 2019):** 112 customers were interviewed on buses with the advertising on windows. Interviews were conducted at different times of the day, including Morning (6:00-7:00am) Afternoon (15:00-17:00) and evening (18:30-20:00) to ensure customers to ensure a number of conditions were considered, including the evening when visibility is low.

Passengers were asked whether they supported the idea of advertising on windows and whether it impeded their accessibility and affected their comfort. (*see interview questions in Appendix 2*)

**Bus advertising accessibility workshop (Completed 5 August 2020):**

In response to a Councillor request, 18 bus users with visually impaired and/or anxiety related conditions were selected to test the advertising. Participants tested the visibility through the advertising by sitting next to the window with advertising, and sitting the other side of the bus away from the advertising.

Participants were asked whether the advertising impeded their visibility and accessibility, and whether it affected their comfort. (*see workshop questions in Appendix 2*)

#### FINDINGS

##### **Passenger Satisfaction Survey**

Passengers were asked:

*Metlink is considering allowing advertising on the outside of buses that would cover some of the windows. The advertising is on a see-through material which still allows passengers to look out the*

**Attachment 1 to Report 20.294**

**Testing the customer impact of advertising on bus windows**

*windows. The advertising money earned would pay for public transport improvements. Which of these statements best describes your opinion on this?*

<b>Support</b>	<b>21%</b>
<b>Don't mind/ Wouldn't affect</b>	<b>52%</b>
Don't support	16%
Need more information	11%

**On-board customer Interviews**

**Perceptions of advertising:**

- The majority of customers (99 of the 112) surveyed and interviewed were not concerned by the advertising on the window.
- Only one customer was opposed to advertising, due to it reducing their visibility out the window.

**Location of advertising:**

- Of the customers that stated a preference they requested the advertisement stay on the road facing side of the bus and would prefer it be located near the back of the bus.

**Visibility:**

- Only 6 customers believed visibility is noticeably reduced and blurred.
- Customers interviewed at night were not concerned about the advertising, however all did comment on there being some impact on their visibility in terms of clearly viewing the scenery (Route 14 as an example of a scenic route). However, accessibility, in terms of locating where they were by landmarks was unaffected.

**Other findings:**

- One customer who had come back to NZ after living in Brisbane for 15 years mentioned that their buses have advertising on most of the windows however you can still see out them quite well.

**Bus advertising accessibility workshop**

**Summary:**

- Overall the response to the advertising on the bus window was mostly positive. The majority of the workshop group said the advertising did not impact their ability to complete their journey.
- Some initially did not notice there was advertising on the windows.
- Most participants stated that their level of comfort was only slightly or not impacted by the advertising. Most of the group believed the advertising should remain only on the road side (right-hand side) of the bus. Many stated if they were bothered by the advertising they could choose a seat on the other side of the bus where there was no advertising on the windows.

**Attachment 1 to Report 20.294**

**Testing the customer impact of advertising on bus windows**

**Responses to the survey questions:**

1. *Does this advertising affect your ability to safely complete your journey?*

Yes	2
No	16

Comments from those affected:

- It can be difficult to read the street signs. Advertising distorts their vision and they can't read signs. They would look out the footpath side window to wayfind and/or choose to sit on the footpath side of the bus.
- Wearing glasses it feels like the auto-focus of their eye-sight is struggling, switching between the un-sharp surrounding and the printed pattern on the window-causing some dizziness. They would choose to sit on the other side.

2. *To what degree does this advertising affect your comfort?*

A lot	0
Slightly	11
Doesn't affect me	7

Comments:

- The advertising usually makes it hard to easily see where you are and can also reduce the light in the bus if you are sitting next to the advertising. Overall not bad if it isn't covering every window
- These ads are common overseas so they are used to them. They have no issue with them. Some of them overseas do have different densities. Like dot paintings. An overcast day might be more problematic due to less light and reflectivity inside the bus
- Only slightly, day time okay. At night as will be harder to see through the brighter/solid colour block portions of the ad, but keep in mind that placement is near the front which should be lessened for elderly/physically disabled and I wouldn't normally sit there. So only to a minor degree.

3. *If we were to put advertisements on some windows, which windows would you prefer?*

Right (road side)	10
Left (footpath side)	2
Both	2
Don't mind	4

## Attachment 1 to Report 20.294

### Testing the customer impact of advertising on bus windows

#### Comments:

- Not distracting and does not affect my journey. Like the idea of keeping advertisements to the roadside of the bus.
- A bit annoying, not generally disconcerting however can imagine feeling uncomfortable if I were already stressed or anxious
- With the example on the windows seen can't foresee any problems identifying where I am
- If anything, like the effect while travelling, kind of like wearing glasses (shades)
- Didn't even realise mesh was on windows until it was pointed out. But couldn't read street signs until it was close. Not sure what impact is at night.

#### CUSTOMER EXPERIENCE RECOMMENDATIONS

Feedback from each of the three customer engagements shows most passengers accessibility and comfort is not significantly impacted by advertising on the road-side of bus windows. For those affected by the advertising, sitting away from the windows with advertising is acknowledged as a reasonable alternative. On that basis, it is recommended:

- To keep the advertising on the road-side (right-hand side) of the bus (where possible) and on the windows between the front and rear wheel axles. In doing so, customers can still have the option of sitting next to a window without advertising on it.
- That at a minimum, the 50/50 screen vinyl material (or like) is used for the advertising, and consideration is given to the colours used on the advertising to ensure minimum impact on visibility.

**Attachment 1 to Report 20.294**

**Testing the customer impact of advertising on bus windows**

**APPENDIX 1: Images of the advertising**



*Advertising placement on the bus*



*Visibility from the interior using the 50/50 screen*

## Attachment 1 to Report 20.294

### Testing the customer impact of advertising on bus windows

#### APPENDIX 2: Questions from passenger testing

##### On-board customer Interviews (Conducted December 2019)

###### Passengers were asked:

1. Metlink is considering allowing advertising on the outside of buses that would cover some of the windows. The advertising is on a see-through material which still allows passengers to look out the windows. The advertising money earned would pay for public transport improvements. Which of these statements best describes your opinion on this?
  - a. I don't support this advertising
  - b. I support this advertising
  - c. I don't mind either way
  - d. I would need more information before making a decision
  - e. Advertising on windows would not affect me
  
2. If you don't support the use of advertising which of these statements below best describes your opinion?
  - a. I need to see when I'm approaching my stop or destination
  - b. Wellingtons views which promote the City to tourists and visitors might be impacted
  - c. I don't agree with some of the things advertised
  
3. The advertisements that are placed on the windows use a see-through material. Which of these statements best describes your opinion on this?
  - a. I can't see clear enough out the window
  - b. I can see clear enough out the window
  - c. It doesn't affect me
  
4. During times when visibility is limited outside (i.e evening, early morning, raining) which best describes your experience looking through windows that have advertisements on them
  - a. It's difficult to see out the window
  - b. I can still see adequately out the window
  - c. It doesn't affect me
  
5. If we were to put advertisements on some windows, which windows would you prefer?
  - a. Put them on the roadside of bus
  - b. Put them on the street side of the bus
  - c. Front half of bus
  - d. Back half of bus
  - e. In the middle of the bus
  - f. I don't mind either way

##### Bus advertising accessibility workshop (Completed 5 August 2020)

###### Participants were asked:

1. Does this advertising affect your ability to safely complete your journey?

**Attachment 1 to Report 20.294**

**Testing the customer impact of advertising on bus windows**

2. To what degree does this advertising affect your comfort?
3. If we were to put advertising on some windows, which windows would you prefer it be placed on?
4. Did they have any other comments?



Super-side images



Examples of roadside super-sides sold in Wellington



Transport Committee  
17 September 2020  
Report 20.327



For Information

## **PUBLIC TRANSPORT NETWORK PERFORMANCE – JULY 2020**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te horopaki**

#### **Context**

2. Metlink now has access to a growing array of information that helps us to better appreciate and understand the performance of its public transport network.
3. Over time we look forward to being able to continue to strengthen our insight expertise and capability.
4. To enable the public to easily access this information, operational reports are updated monthly when the information becomes available and are then published on the Metlink website.
5. **Attachment 1** contains an overview (including commentary) of the key results in Metlink's monthly performance report for July 2020. Performance data for August 2020 was unavailable at the time of writing this report.

### **Te tātaritanga**

#### **Analysis**

6. In July 2020, we saw an increase in boardings across the network under the Government's Alert Level 1 compared to boardings at other alert levels. However, boardings are still down when compared with July 2019.
7. It is still difficult to determine any patronage trends at this time.

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

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

8. Bus passenger boardings for July 2020 were 2.0 million. Boardings over the period were 87.8 percent of July 2019 boardings. This compares to June boardings being 86.2 percent of boardings for the same month the previous year.

9. In July 2020, operators used the correct bus size 98 percent of the time, the same as in June 2020. Reliability for July was also the same as June, while punctuality was slightly higher.

*Rail performance*

10. Rail passenger boardings for July were 1.1 million. Boardings over the period were 81.6percent of July 2019 boardings. This compares to June boardings being 80.2percent of boardings for the same month the previous year.
11. Reliability and punctuality were both higher in July 2020, compared to June 2020. A few disruptions affected reliability in July 2020, including a SPAD (signal passed at danger) and an overhead power trip. A number of disruptions to multiple peak services during the month affected punctuality - signal faults affected some peak services, with the services having to run at reduced speeds and compounding delays through the Hutt Valley, and two separate SPAD incidents caused a number of delays, with services halted while the incidents were investigated.

*Ferry performance*

12. Boardings for July 2020 were 87.1percent of boardings for the same month last year. In June 2020 boardings were 81.8percent of the previous June.

**Ngā āpitihanga  
Attachment**

Number	Title
1	Metlink’s performance report – July 2020

**Ngā kaiwaitohu  
Signatories**

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

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

# Metlink performance report



July 2020

## Patronage

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

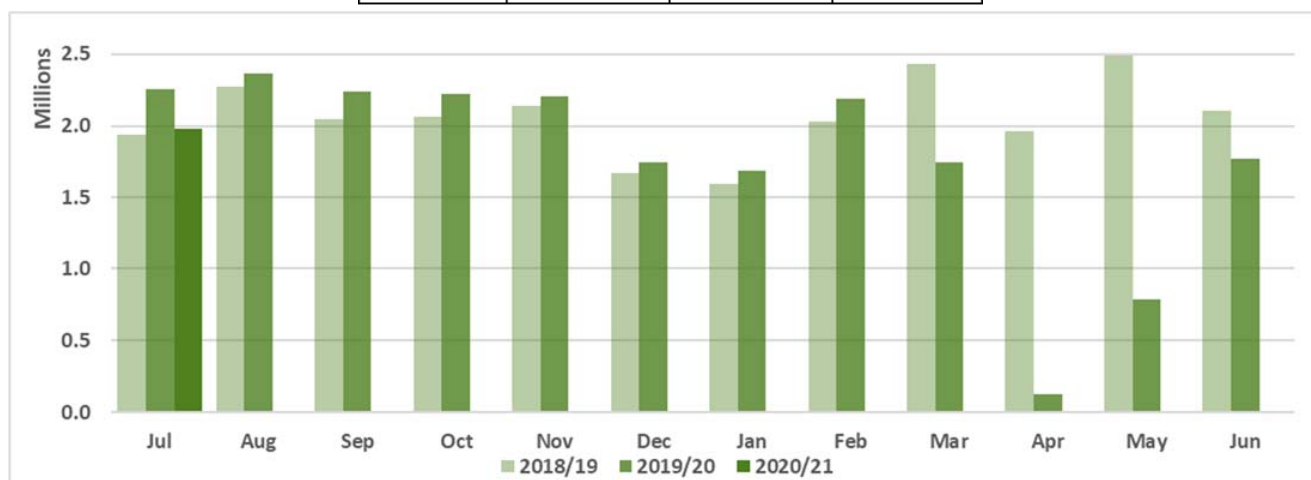
July 2020 saw continued reduced passenger boardings under alert level 1. Prior to COVID-19 alert level 4 in late March 2020 we had been seeing record patronage growth for both bus & rail.

### Bus Passenger boardings

Under alert level 1, July passenger boardings were 12.2% lower than the same month last year. Prior to COVID-19, we were seeing increased growth of 7.3% (July 2019 to February 2020).

By area for Jul

	Jul-20	Jul-19	% Change
Wellington	1,463,213	1,683,659	-13.1%
Hutt Valley	376,631	415,236	-9.3%
Porirua	78,196	85,634	-8.7%
Kapiti	46,655	53,800	-13.3%
Wairarapa	12,228	13,861	-11.8%
<b>Total</b>	<b>1,976,923</b>	<b>2,252,190</b>	<b>-12.2%</b>

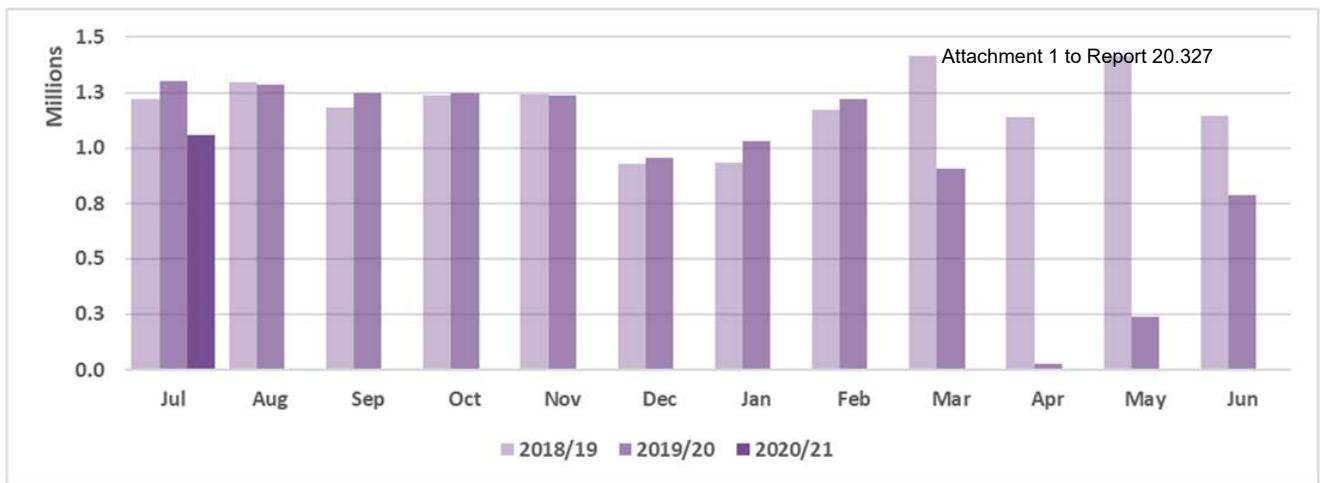


### Rail Passenger boardings

Under alert level 1, rail recorded a decrease in passenger boardings of 18.4% for the month. Prior to COVID-19, we were seeing increased growth of 3.5% (July 2019 to February 2020).

By line for Jul

	Jul-20	Jul-19	% Change
Hutt Valley	449,835	559,332	-19.6%
Kapiti	445,720	544,272	-18.1%
Johnsonville	106,923	125,160	-14.6%
Wairarapa	58,860	71,123	-17.2%
<b>Total</b>	<b>1,061,338</b>	<b>1,299,887</b>	<b>-18.4%</b>



There is a decrease in peak growth of 20.1% compared to the same month last year. Prior to COVID-19, we were seeing increased growth of 5.4% (July 2019 to February 2020).

**Peak by line for Jul**

	Jul-20	Jul-19	% Change
Hutt Valley	310,535	390,429	-20.5%
Kapiti	285,102	360,479	-20.9%
Johnsonville	67,660	79,987	-15.4%
Wairarapa	48,033	59,173	-18.8%
<b>Total</b>	<b>711,330</b>	<b>890,068</b>	<b>-20.1%</b>

**Ferry Passenger boardings**

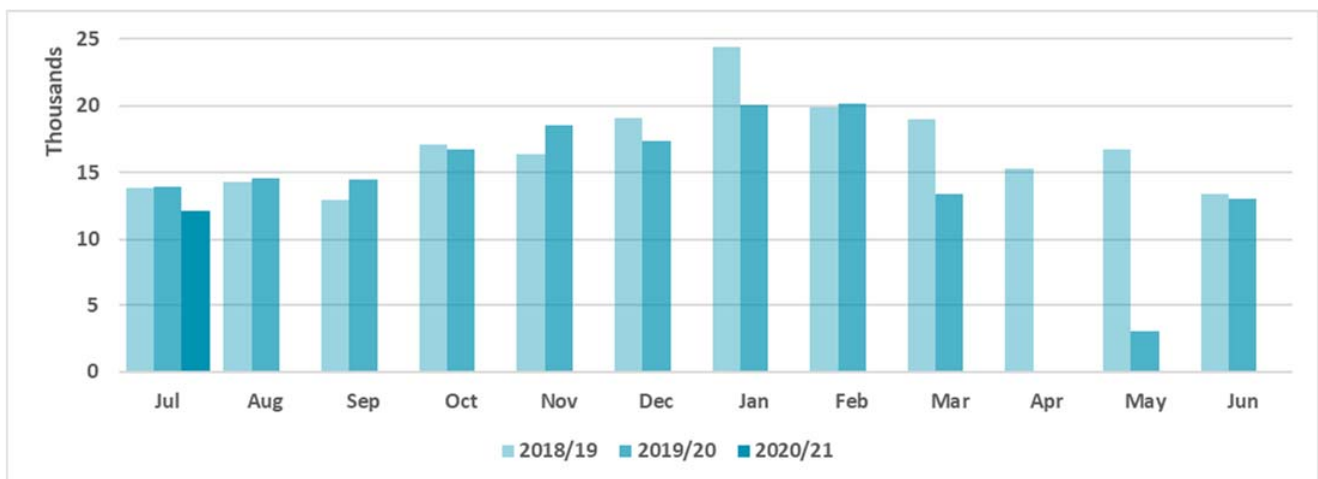
July boardings show a decrease of 12.9% on the same month last year, compared to a decrease of 1.4% pre-COVID-19 (July 2019 to February 2020).

**For Jul**

	Jul-20	Jul-19	% Change
<b>Total</b>	<b>12,155</b>	<b>13,958</b>	<b>-12.9%</b>

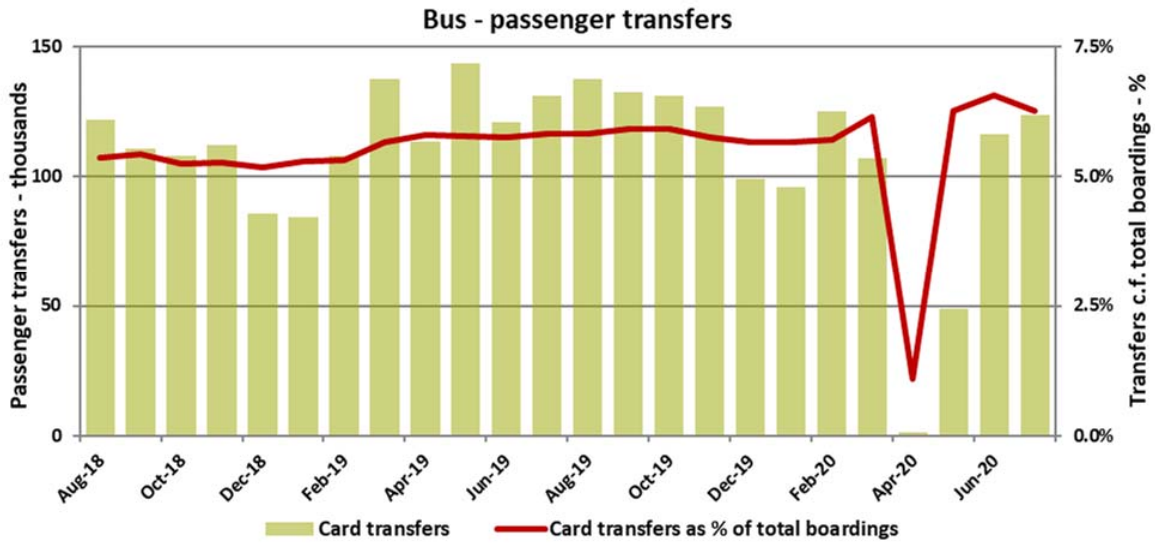
**Year to date (Jul - Jul)**

	2020/21	2019/20	% Change
<b>Total</b>	<b>12,155</b>	<b>13,958</b>	<b>-12.9%</b>



**Bus Passenger transfers and Journeys**

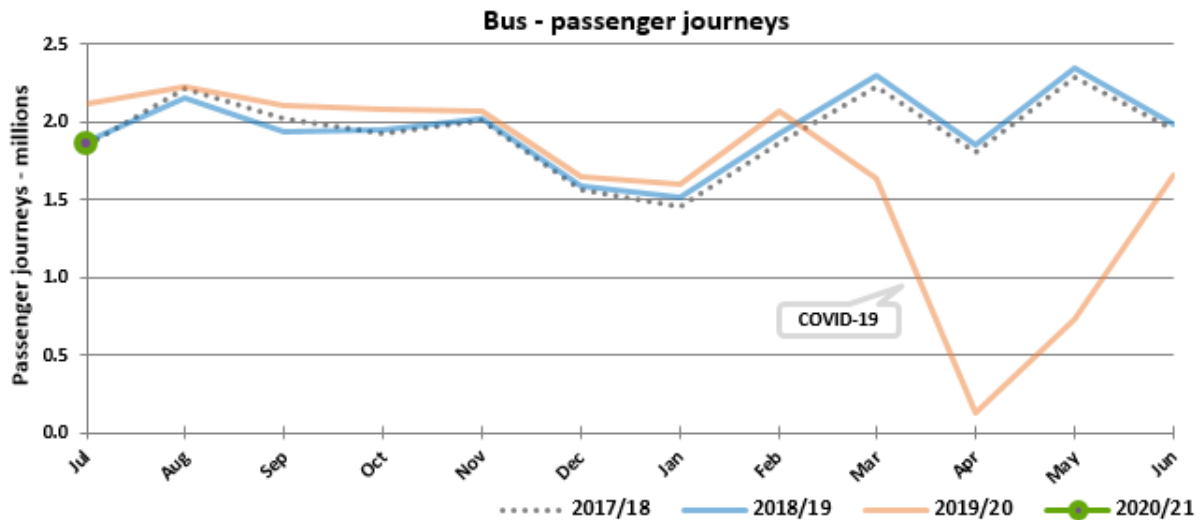
Metlink allows bus to bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.3% of passenger boardings for July.



The graph below compares bus passenger journeys (passenger boardings less transfers) financial year-on-financial year<sup>1</sup>.

- 2017/18 (1 July 2017 to 30 June 2018) is prior to the major network changes being implemented.
- 2018/19 (1 July 2018 to 30 June 2019) captures 11 ½ months of activity after the major network changes were implemented on 15 July 2018.

Bus journeys for July 2020 were close to July 2018 numbers (two years prior), a decrease of 12.6% on July 2019. This compares to growth of 6.5% from July 2019 to February 2020 (pre-COVID).



<sup>1</sup> Prior to the new Network, transfers accounted for c. 2.6 % based on 2014/15 data available to Metlink. This transfer rate has been assumed up until the new contracts were implemented between April and July 2018.



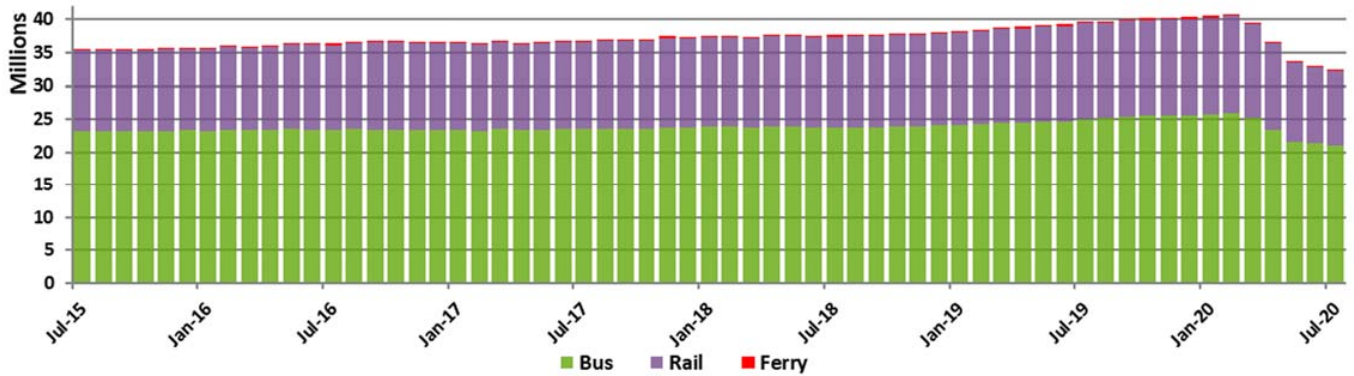
Passenger boardings trend

Attachment 1 to Report 20.327

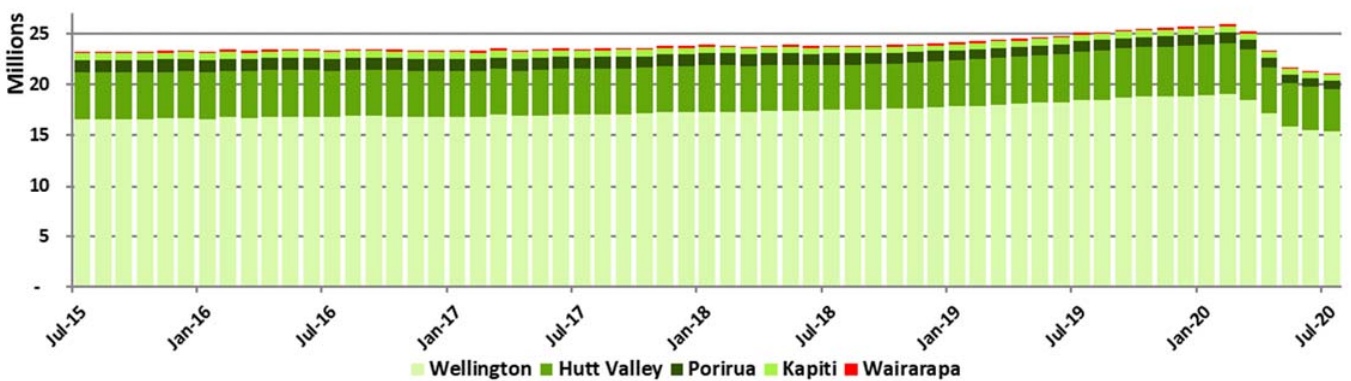
The following graphs show the number of passenger boardings using a 12-month rolling total.

There had been continuing growth up to February 2020, but with the COVID-19 pandemic (mid-March onwards) we can see a decrease in boardings growth for all modes.

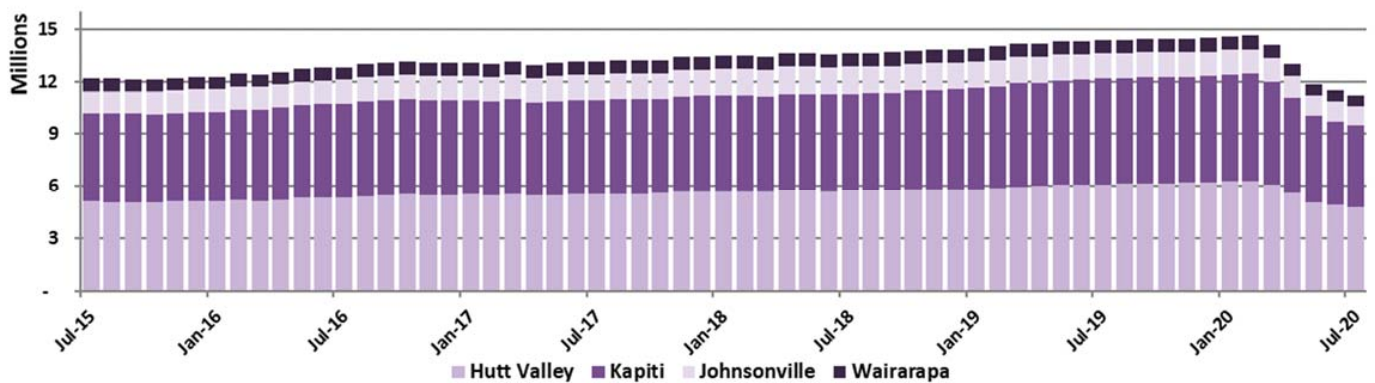
All modes



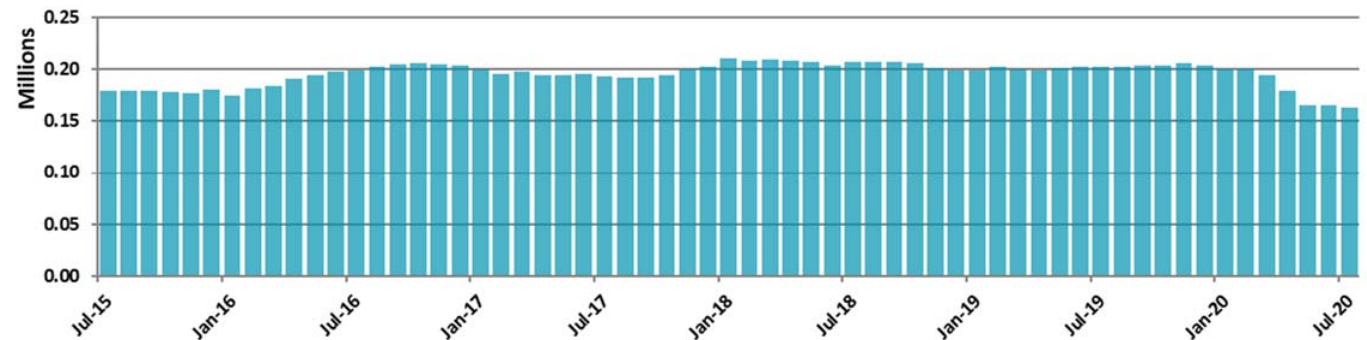
Bus



Rail



Ferry





# Bus service delivery

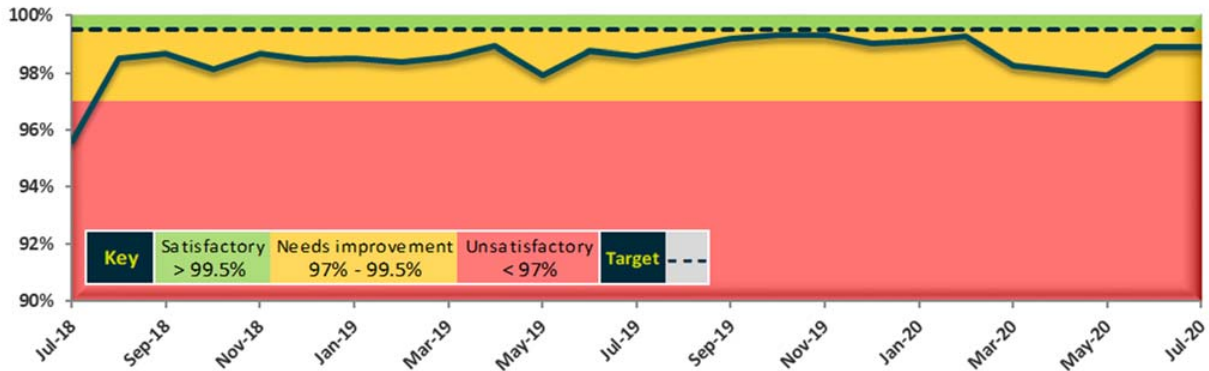
## Reliability

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 July 2020. There were no significant events affecting reliability this month.

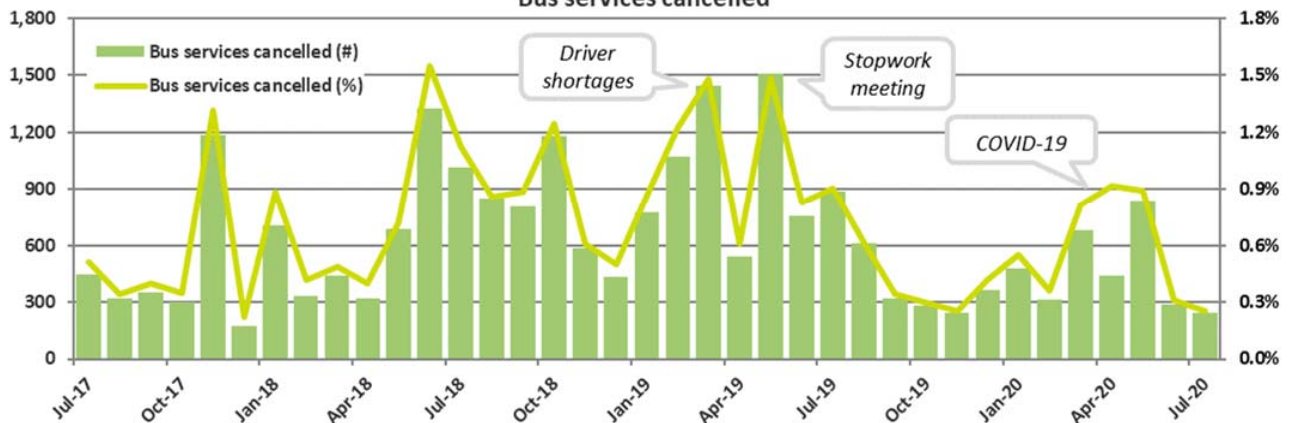
Reliability - current month

	Jul-20	Jul-19	% Change
Wellington City			
Newlands & Tawa	99.9%	99.9%	0.1%
East, West & City	97.2%	98.8%	-1.7%
North, South, Khandallah & Brooklyn	99.4%	96.9%	2.5%
Hutt Valley	99.6%	99.2%	0.4%
Porirua	99.6%	98.9%	0.7%
Kapiti	100.0%	99.9%	0.0%
Wairarapa	99.7%	99.1%	0.6%
<b>Total</b>	<b>98.9%</b>	<b>98.6%</b>	<b>0.3%</b>

Bus reliability



Bus services cancelled



**Punctuality**

Attachment 1 to Report 20.327

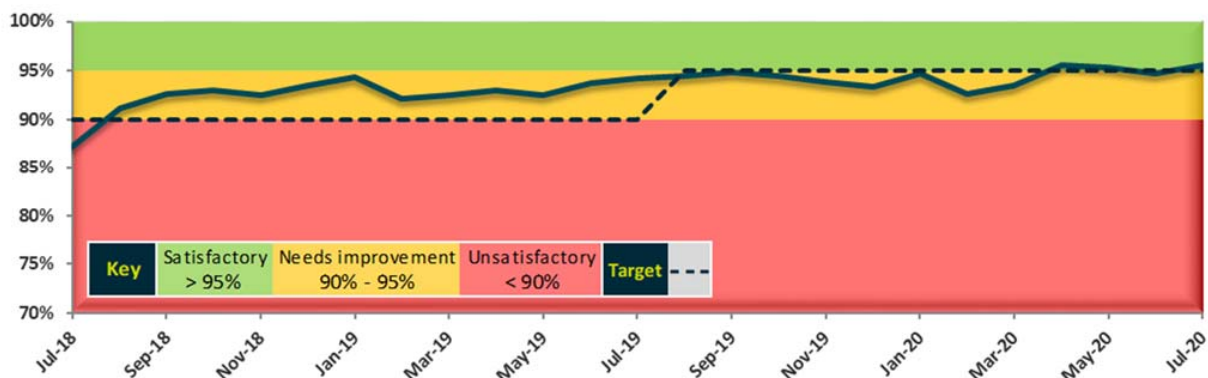
We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late.

Bus service punctuality in July was 95.5%, with an improvement of 1.3% on the same month last year. During the month, punctuality may have been affected by lower boardings leading to shorter dwell times at bus stops.

**Punctuality - current month**

	Jul-20	Jul-19	% Change
Wellington City			
Newlands & Tawa	94.0%	97.3%	-3.3%
East, West & City	95.8%	92.6%	3.2%
North, South, Khandallah & Brooklyn	93.7%	93.2%	0.5%
Hutt Valley	96.5%	95.1%	1.4%
Porirua	95.3%	95.6%	-0.3%
Kapiti	98.7%	98.5%	0.2%
Wairarapa	93.7%	92.7%	1.0%
<b>Total</b>	<b>95.5%</b>	<b>94.2%</b>	<b>1.3%</b>

**Bus punctuality**



**Correct bus used**

To deliver an efficient bus service Metlink requires operators to run different bus sizes based on the time of day and route.

In July 98% of bus services were delivered using the contracted bus size, close to the same month the previous year.

**Correct bus used - current month**

	Jul-20	Jul-19	% Change
Wellington City			
Newlands & Tawa	100%	100%	0.0%
East, West & City	97%	99%	-2.0%
North, South, Khandallah & Brooklyn	97%	96%	1.0%
Hutt Valley	99%	99%	0.0%
Porirua	99%	100%	-1.0%
Kapiti	100%	100%	0.0%
Wairarapa	98%	99%	-1.0%
<b>Total</b>	<b>98%</b>	<b>99%</b>	<b>-1.0%</b>



# Rail service delivery

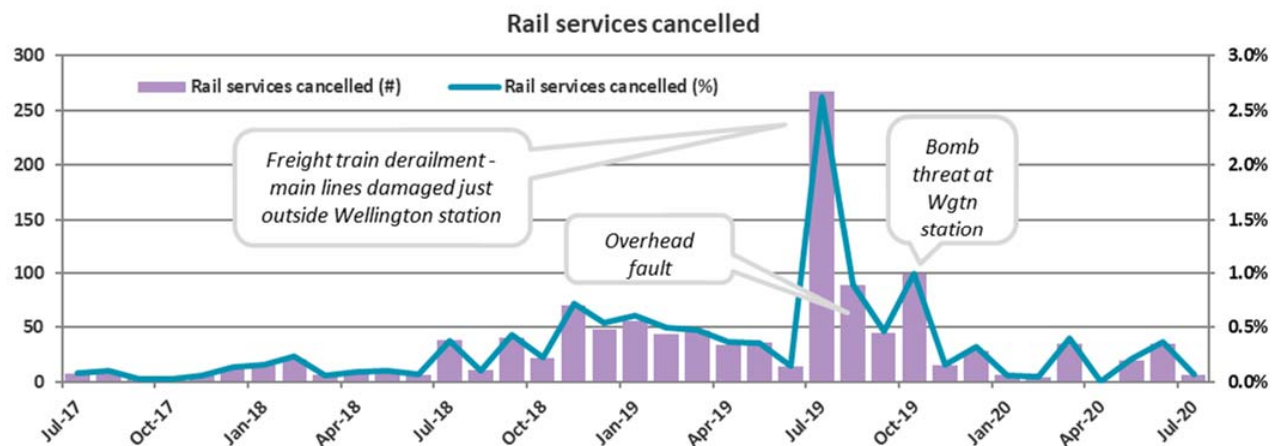
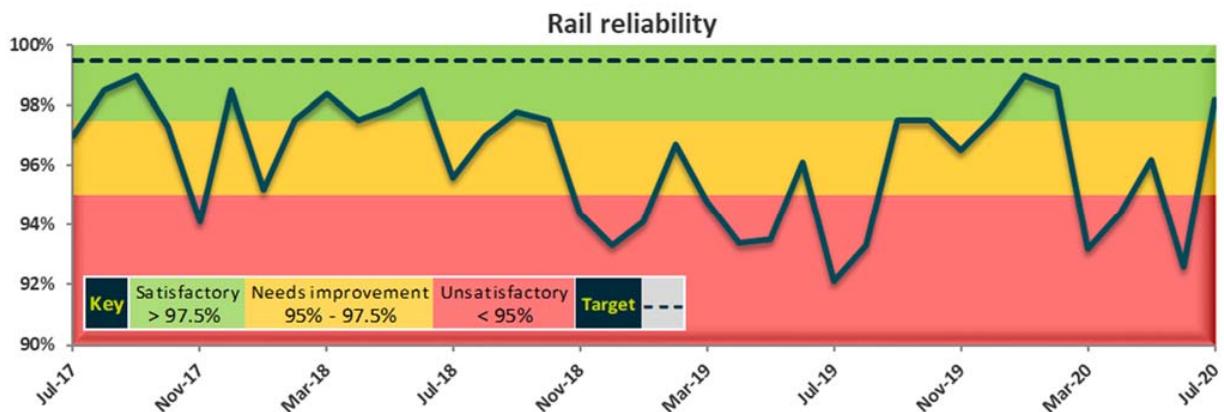
## Reliability

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 98.2% in July, an improvement of 6.1% on the same month last year. There were a few disruptions with relatively minor impact on reliability this month. Disruptions included a SPAD (signal passed at danger) and an overhead power trip, both outside Wellington Station.

Reliability - current month

	Jul-20	Jul-19	% Change
Hutt Valley	98.6%	92.3%	6.3%
Johnsonville	98.0%	92.2%	5.8%
Kapiti	97.8%	91.8%	6.0%
Wairarapa	98.2%	92.5%	5.7%
<b>Total</b>	<b>98.2%</b>	<b>92.1%</b>	<b>6.1%</b>



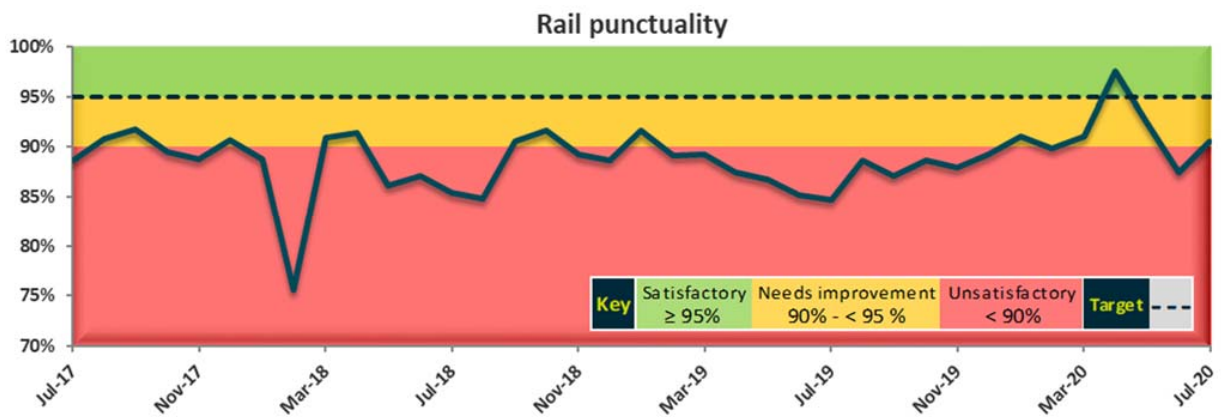
## Punctuality

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 July was 90.6%, 5.9% 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 compounding delays through the Hutt Valley. Two separate SPAD incidents caused a number of delays, with services halted while the incidents were investigated.

**Punctuality - current month**

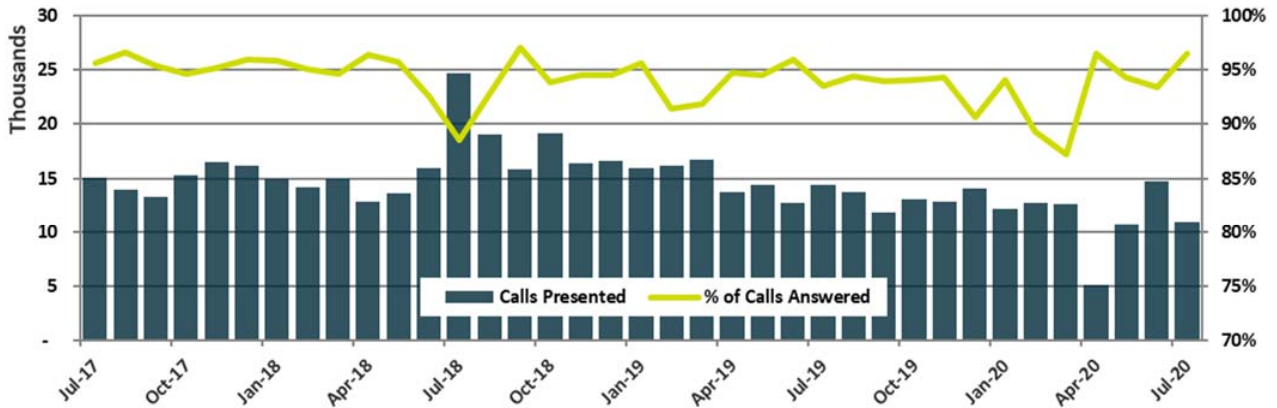
	Jul-20	Jul-19	% Change
Hutt Valley	87.7%	83.2%	4.5%
Johnsonville	99.0%	96.0%	3.0%
Kapiti	91.3%	80.7%	10.6%
Wairarapa	44.9%	42.5%	2.4%
<b>Total</b>	<b>90.6%</b>	<b>84.7%</b>	<b>5.9%</b>



# Customer Contact

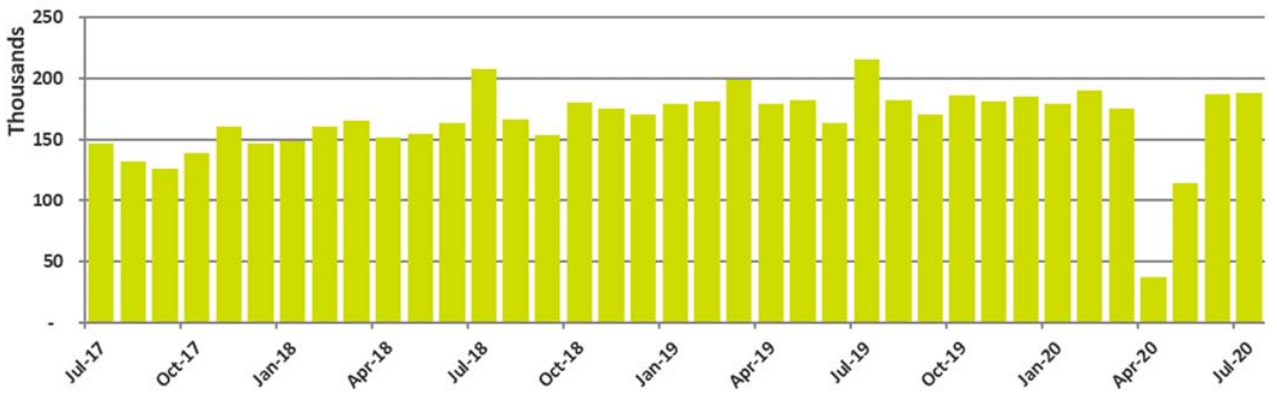
## Call centre incoming calls

Metlink answered 96.5% of the 11,000 calls received in July.



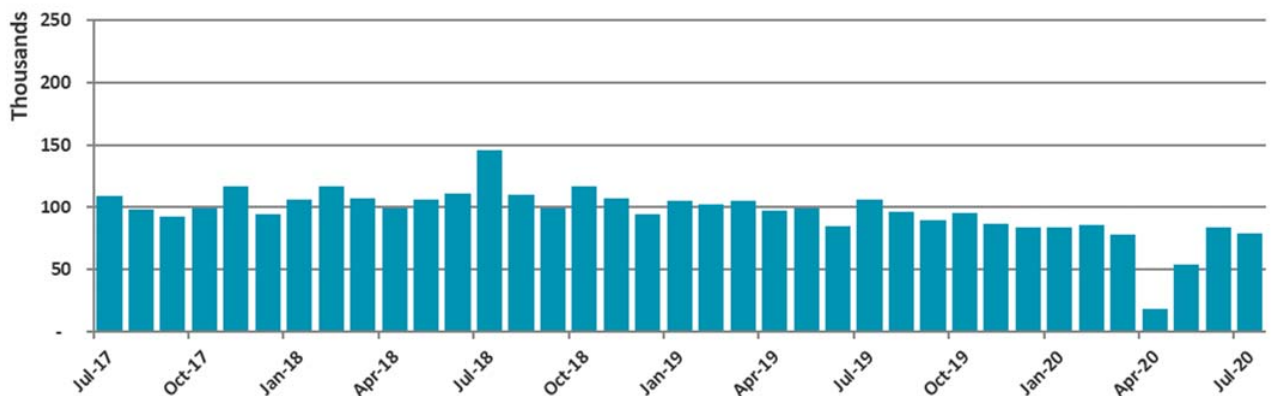
## Metlink app – unique users

In July 2020 there were 188,000 unique users of the Metlink app, 12.6% less than the same month the previous year.



## Metlink website – unique users

In July 2020 there were 79,000 unique users of the Metlink website, a decrease of 26.1% on the same month the previous year.

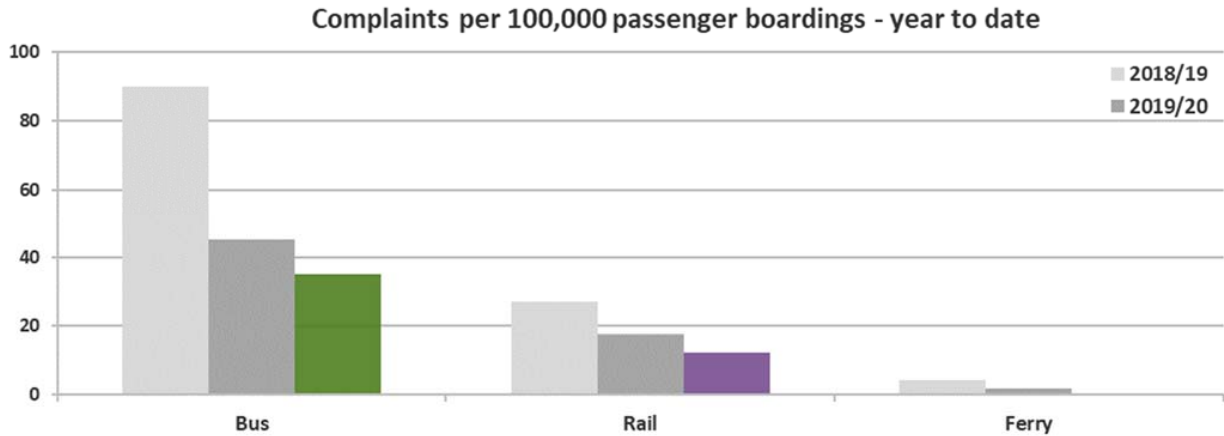


# Complaints

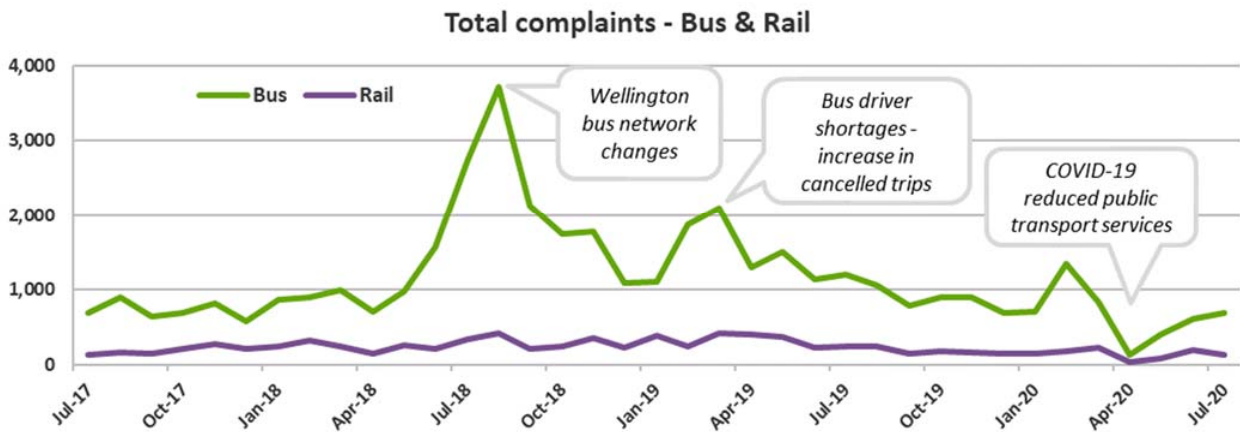
## Complaints volume

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.

This month we can see an improvement for all modes against last year’s results.



Complaints for both bus and rail continue to trend downwards.



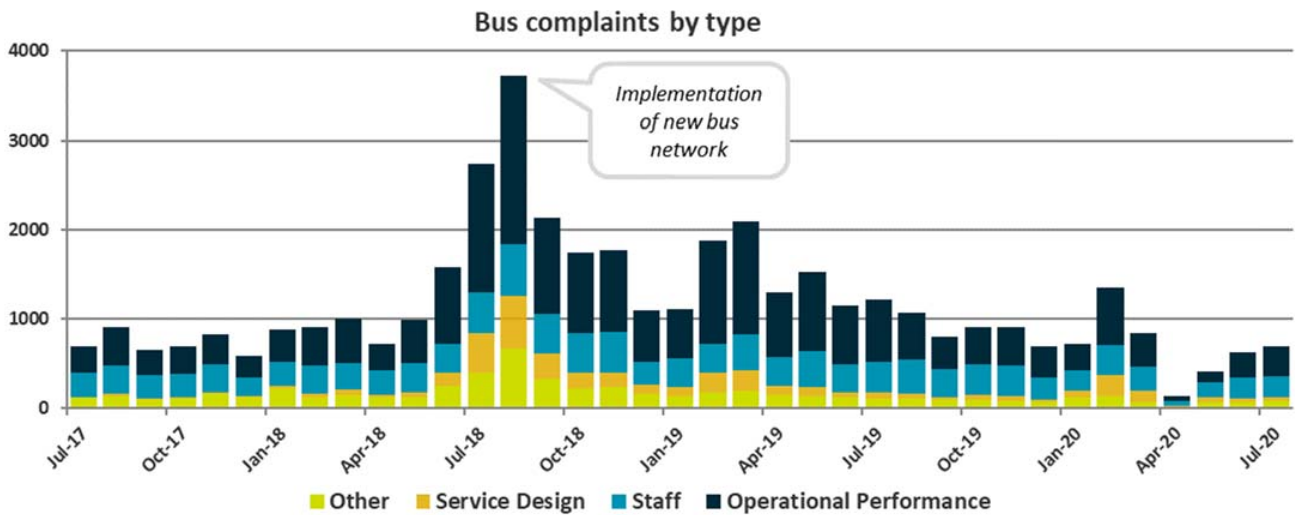
Bus complaints

Bus complaints for the month were 42.6% lower than in July last year.

Bus complaints for current month

	Jul-20	Jul-19	% Change
Wellington			
Newlands, Tawa	30	33	-9.1%
East-West, City	34	403	-91.6%
North-south, Khandallah, Brooklyn	273	505	-45.9%
Hutt Valley	131	194	-32.5%
Porirua	215	57	277.2%
Kapiti	7	14	-50.0%
Wairarapa	3	2	50.0%
<b>Total</b>	<b>693</b>	<b>1,208</b>	<b>-42.6%</b>

Operational performance and staff related complaints made up 83% of all bus complaints in July.





**Rail complaints**

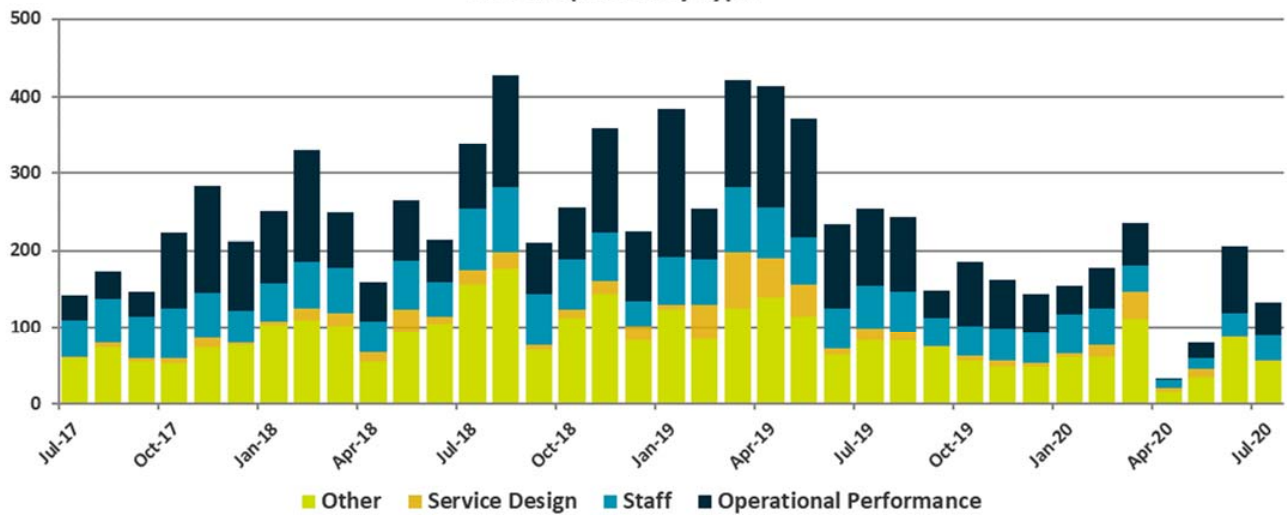
Rail complaints for July were 47.8% lower than the same month last year.

**Rail complaints current month**

	Jul-20	Jul-19	% Change
Hutt Valley	41	78	-47.4%
Kapiti	44	93	-52.7%
Johnsonville	6	14	-57.1%
Wairarapa	17	24	-29.2%
General	24	44	-45.5%
<b>Total</b>	<b>132</b>	<b>253</b>	<b>-47.8%</b>

Operational performance and staff related complaints make up 58% of all rail complaints in July.

**Rail complaints by type**



Transport Committee  
17 September 2020  
Report 20.308



For Information

## PROGRESS AGAINST 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 Committee agreed to the following key performance measures for the 2019-2022 triennium being stretch targets:
  - 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.
  - 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 An increase in regional public transport boardings to 44 million passenger boardings in 2022 (from 40 million passenger boardings in 2019).
    - ii Proactively marketing off-peak and inter-peak bus services to increase off-peak patronage to 50 percent of all patronage by 2022 (from 47 percent in 2018/19).

- iii Undertaking workplace travel programmes for six major regional employers by 2022.
  - c *Let's Get Wellington Moving (LGWM)*: Working with the programme to ensure early delivery of key elements of LGWM , including:
    - i Decisions on mass rapid transit route and mode by December 2020.
    - ii Implementation of pilots and early wins for bus priority on core bus routes by 2022.
  - d *Lower North Island Regional Rail*: Confirmed procurement and delivery plan (including all funding) for Lower North Island regional rail by June 2021.
  - e *Regional Public Transport Plan*: Adopt the Regional Public Transport Plan, to deliver on targets set out in a – d above, by June 2021.
4. As a result of physical Committee meetings being suspended at the time of previous reporting, the last update of progress against the Committee's stated strategic priorities was presented to a Council workshop on 14 May 2020.
5. This report updates the Committee on progress from the date of the last report until 31 August 2020.

### **Progress against strategic priorities**

6. The paragraphs below contain 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*

7. The contract variation process for NZ Bus and Tranzurban was completed in June 2020. The contract variation process for Mana is yet to be started; it will benefit from the work done with NZ Bus and Tranzurban.
8. The 98 electric buses which have already been agreed to with NZ Bus and Tranzurban, will start to arrive during the second quarter of 2021 through to the first quarter of 2023.

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

9. There have been a number of Council workshops to determine the pathway for further acceleration of decarbonisation of the vehicle fleet to achieve net zero carbon emissions by 2030.
10. Work on pathway to achieve a net zero carbon public transport vehicle fleet by 2030 will continue as part of the Public Transport Plan review and Long Term Plan .

#### ***Mode Shift***

##### *Increase in boardings*

11. Prior to the emergence of COVID-19 in early March 2020, there had been strong patronage growth across the public transport network.

12. Because of COVID-19 and its potential effects on day-to-day living, commuting and transport patterns, we do not expect patronage levels to return to pre-COVID-19 levels for at least 12 or so months.
13. We will continue to monitor patronage and predict future patronage levels as we move through the pandemic recovery process.

*Proactive marketing of off-peak and inter-peak bus services*

14. We had planned to start planning work on a marketing acquisition campaign to increase off-peak and inter-peak bus travel numbers from 1 July 2020. COVID-19 has delayed planning around this.
15. We will be revising campaign timelines based on the impact of COVID-19. We envisage there will be a need to conduct a campaign during the current triennium.
16. On 21 May 2020, Council agreed to suspend the 'Earlybird off-peak bus fares trial' (Trial), which had been proposed as a way of potentially spreading peak demand on the Wellington City bus network. The Trial was originally scheduled to run for a four month period from 10 February. However as a result of the impacts of COVID-19 on patronage, the Council agreed to suspend the Trial until February 2021 when travel patterns should have started to regain stability.

*Workplace travel programmes*

17. Travel plan initiatives are currently underway with Capital and Coast District Health Board, Hutt Valley District Health Board, and Victoria University of Wellington.
18. The Workplace Travel Forum was held on Wednesday 9 September 2020. Key discussion points were the effect of COVID-19 on future work from home trends, and the subsequent impact on travel demand; the October Greater Welly BikeFest; the new Wellington City Council Active Transport Workplace Fund; and ongoing participation in the all of government e-Bike purchase scheme.

***Let's Get Wellington Moving***

*Mass rapid transit route and mode*

19. Indicative Business Case development has continued, with the initial design sprint now concluded. The design sprint focused on modal options investigation, route review (Programme Business Case 'Baseline' route, plus alternate route options) and assessing integration between mass rapid transit and strategic highway improvement options. Greater Wellington is represented in the workshops by a number of key staff as part of the Technical Working Group.
20. The Governance Reference Group met in August to discuss initial outcomes of the design sprint.
21. The consultant team now focuses on more detailed assessment of route and mode options against the agreed investment objectives. Integration activities with the Strategic Highway Improvements package are ongoing and transport modelling of scenarios and options is also being undertaken.
22. The draft Indicative Business Case is scheduled for completion by April 2021.

### *Bus priority*

23. 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.
24. The City Streets work package is focusing on Indicative Business Case development.
25. The City Streets team became heavily involved in the COVID-19 response, which put it behind on its schedule for delivery of the City Streets Indicative Business Case. At the Partnership Board meeting in June 2020, the Board noted that the previously identified minor network (early) improvements would not be progressed until the City Streets Indicative Business Case had been developed to a point that it is clear that the works are highly aligned with the priorities identified as part of the business case development.
26. A Recovery Plan was approved for the City Streets business case, and it is now around eight weeks away from having a prioritised list of initiatives. The prioritisation framework is based on analysing potential projects to maximise benefits and where possible to realise the biggest benefits early. However, it also needs to be cognisant of sequencing and integration with the wider programme and this work will be undertaken once the initial prioritised list is available.
27. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and is now moving into detailed evaluation of short-listed options following recent public consultation.
28. Thorndon Quay and Hutt Road commenced work on a Single Stage Business Case early 2020 and is now finalising the options to take out to public consultation.

### **Lower North Island Regional Rail**

#### *Confirmed procurement and delivery plan (including all funding) by June 2021*

29. An interim business case was prepared and released in December 2019, which proposed the purchase of hybrid longer distance trains to replace the current aging Wairarapa and Capital Connection fleets and boost service levels to increase the options for travel and lift the capacity across the network.
30. In February 2020, the Government announced \$211 million for further KiwiRail network infrastructure upgrades which included the elements required from Greater Wellington's new train fleet business case. The most tangible elements will see new track and a second platform at Featherston, and a signalling system being installed between Featherston and Masterton to provide for more frequent services.
31. We have subsequently obtained \$5 million of funding from Waka Kotahi NZ Transport Agency (NZTA) to undertake a number of detailed investigations, and ultimately prepare a Detailed Business Case and Procurement Strategy, to enable funding applications to be undertaken. This funding also enables the procurement processes to progress while funding certainty is obtained.
32. We are currently underway with project planning through initial stakeholder engagement and project team and governance structure establishment.

33. Report 20.192 Regional Rail Rolling Stock (contained within this meeting agenda) provides further detail on the development of the final business case and procurement strategy for the replacement of Greater Wellington’s Wairarapa rail fleet and KiwiRail’s Manawatu rail fleet.

**Regional Public Transport Plan**

34. The review of the Regional Public Transport Plan (PT Plan) is currently underway to meet the Transport Committee’s strategic priority of adopting a new PT Plan by June 2021.
35. Engagement with key stakeholders has been a focus for the review team. A workshop with Metlink’s Public Transport Advisory Group was held on 2 July 2020 and identified key public transport issues from a customer perspective to be addressed in the PT Plan. Metlink officers have completed initial engagements with all eight territorial authorities in the Wellington Region through a combination of one-to-one engagements and in forums such as the Regional Transport Committee and the Technical Advisory Group. Metlink officers have also represented public transport at the August and September 2020 Strategy Group led presentations to Councils on the Regional Land Transport Plan.
36. Key stakeholder engagement will continue through October 2020 including with NZTA, Ministry of Education, and operators.
37. The PT Plan’s draft structure and key focus areas were discussed at the Council workshop on 1 September 2020. A final full draft of the PT Plan will be presented to the Transport Committee on 3 December 2020 prior to public consultation from February-March 2021.

**Ngā kaiwaitohu**

**Signatories**

Approvers	Scott Gallacher - General Manager, Metlink Luke Troy – General Manager, Strategy
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<p><b>He whakarāpopoto i ngā huritaonga</b>  <b>Summary of considerations</b></p>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>This report updates the Committee on progress against its stated strategic priorities</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no known implications for Māori stemming from this report.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This report updates the Committee on progress against its stated priorities. The Committee has requested that these priorities be reflected in the PT Plan, which is under development.</p>
<p><b><i>Internal consultation</i></b></p> <p>Sustainable Transport and Customer Experience Departments were consulted in drafting this report.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks.</p>

Transport Committee  
17 September 2020  
Report 20.351



For Decision

## RESOLUTION TO EXCLUDE THE PUBLIC

That the Committee excludes the public from the following parts of the proceedings of this meeting, namely:—

Round the Bays 2021 – public transport support – Report PE20.295

The general subject of each matter to be considered while the public is excluded, the reasons for passing this resolution in relation to each matter and the specific grounds under section 48(1) of the Local Government Official Information and Meetings Act 1987 (the Act) for the passing of this resolution are as follows:

<b>Round the Bays 2021 – public transport support – Report PE20.295</b>	
<i>Reason for passing this resolution in relation to each matter</i>	<i>Ground(s) under section 48(1) for the passing of this resolution</i>
<p>Information contained in this report relates to potential public transport support for Round the Bays 2021. Release of this information would be likely to prejudice or disadvantage the ability of Greater Wellington to carry on negotiations with event organisers regarding the level of support (if any) to be provided.</p> <p>Greater Wellington has not been able to identify a public interest favouring disclosure of this particular information in public proceedings of the meeting that would override the need to withhold the information.</p>	<p>The public conduct of this part of the meeting is excluded as per section 7(2)(i) of the Act – to enable any local authority holding the information to carry on, without prejudice or disadvantage, negotiations.</p>

This resolution is made in reliance on section 48(1)(a) of the Local Government Official Information and Meetings Act 1987 and the particular interest or interests protected by section 6 or section 7 of that Act or section 6 or section 7 or section 9 of the Official Information Act 1982, as the case may require, which would be prejudiced by the holding of the whole or the relevant part of the proceedings of the meeting in public.