



If calling, please ask for Democratic Services

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## Transport Committee

Thursday 14 October 2021, 9.30am

Remotely, via Microsoft Teams

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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 14 October 2021, 9.30am

Remotely, via Microsoft Teams

## Public Business

No.	Item	Report	Page
1.	Apologies		
2.	Conflict of interest declarations		
3.	Public participation		
4.	<a href="#">Confirmation of the Public minutes of the Transport committee meeting on 9 September 2021</a>	21.419	3
5.	<a href="#">Update on Progress of Action Items from Previous Transport Committee Meetings – October 2021</a>	21.441	8
6.	<a href="#">Metlink Strategic Event Support Policy</a>	21.451	13
7.	<a href="#">Christmas and New Year’s Eve Fares</a>	21.448	29
8.	<a href="#">Snapper on Rail – update</a>	21.447	34
9.	<a href="#">On Demand Public Transport Trial Initiative</a>	21.449	40
10.	<a href="#">Regional Transport update</a>	21.450	48
11.	<a href="#">Progress against the Transport Committee’s Strategic Priorities - update</a>	21.440	53
12.	<a href="#">Public Transport Performance – August</a>	21.446	65



Please note these minutes remain unconfirmed until the Transport Committee meeting on 14 October 2021.

Report 21.419

## Public minutes of the Transport Committee meeting on 9 September 2021

All members participating remotely, via Microsoft Teams, at 9.30am.

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### Members Present

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

All members participated at this meeting remotely, via Microsoft Teams, and counted for the purpose of quorum, as per 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

#### 1 Apologies

Moved: Cr Gaylor / Cr Lamason

That the Committee accepts the apology for absence from Councillor Connelly

The motion was **carried**.

**2 Declarations of conflicts of interest**

There were no declarations of conflicts of interest.

**3 Public participation**

There was no public participation.

**4 Confirmation of the Public minutes of the Transport Committee meeting of 5 August 2021 – Report 21.359**

Moved: Cr Gaylor / Cr Kirk-Burnnand

That the Committee confirms the Public minutes of the Transport Committee meeting of 5 August - Report 21.359.

The motion was **carried**.

**5 Update on the progress of action items from previous meetings – September 2021 – Report 21.416 [For information]**

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

**6 COVID-19 Metlink Response – Update – Report 21.400 [For information]**

Scott Gallacher, General Manager, Metlink, spoke to the report and provided an oral update, following the change in COVID-19 Alert Levels since the publication of the report.

At 11:59pm on Tuesday, 7 September 2021, the Wellington Region moved to COVID-19 Alert Level 2 (Delta Alert Level 2), Mr Gallacher outlined the service provided under Delta Alert Level 2 as summarised below:

*Access to services – passengers with mobility needs*

1. Front door boarding is reintroduced on the network (full accessibility to services is reinstated)

*Appropriate passenger distancing on services*

2. All passengers on public transport services must be seated; standing is prohibited.
3. Passengers are encouraged to distance where possible or sit next to somebody they know.
4. The Delta Alert Level 2 distancing requirements will have capacity implications for our services.
5. Dedicated school bus services are exempt from the requirement that its passengers must be seated; standing is allowed.

*Fare collection*

6. All methods of fare collection (including cash) are reinstated at Delta Alert Level 2

*Service operation at Delta Alert Level 2*

7. Metlink will operate all services at normal timetables. Note there will be a transition period to allow for systems and operator rosters to align to the full timetable.

Mr Gallacher acknowledged the significant contributions of Metlink employees, operators and drivers and other essential workers who have been critical in allowing Metlink to maintain the network during all Alert Levels.

#### **7 Let's Get Wellington Moving – City Streets – Indicative Business Case – Report 21.346**

Dave Humm, Partner Lead, Let's Get Wellington Moving, introduced the report. David Dunlop, Programme Director, Let's Get Wellington Moving and Paul Barker, Let's Get Wellington Moving, spoke to the report.

Moved: Cr Ponter / Cr Nash

That the Committee:

- 1 Approves the Let's Get Wellington Moving – City Streets, Indicative Business Case provided in Attachment 1 to this report.

Moved as an amendment: Cr Gaylor / Cr Brash

- 2 Notes that Greater Wellington Regional Council's partner share of estimated costs of \$4.81 million of a total of \$24.05 million undertake the work in the next phase has been allowed for in the 2021-2031 Long Term Plan.

The amendment was **carried** and became part of the substantive motion.

Moved: Cr Ponter / Cr Nash

That the Committee:

- 1 Approves the Let's Get Wellington Moving – City Streets, Indicative Business Case provided in Attachment 1 to this report.
- 2 Notes that Greater Wellington Regional Council's partner share of estimated costs of \$4.81 million of a total of \$24.05 million undertake the work in the next phase has been allowed for in the 2021-2031 Long Term Plan.

The substantive motion was **carried**.

#### **8 Adoption of Metlink Accessibility Charter – Report 21.361**

Emmet McElhatton, Principal Advisor, Policy and David Boyd, Customer Experience Lead, Metlink, spoke to the report. Mr McElhatton advised the Committee of a typographical error in paragraph 3 of the report, and clarified that New Zealand ratified the United Nations Convention on the Rights of Persons with Disabilities in 2008.

Moved: Cr Lee / Cr Lamason

That the Committee:

- 1 Adopts the Metlink Accessibility Charter 2021-2024 (Attachment 1), subject to officers amending the Accessibility Charter to provide better clarity around the role of Total Mobility as a central part of Metlink's overall service.

- 2 Authorises the Committee Chair to approve the final Accessibility Charter, incorporating the amendments outlined above.
- 3 Agrees that officers arrange a formal stakeholder launch event for the Charter once COVID-19 restrictions permit.
- 4 Notes the Accessibility Action Plan engagement brief developed by officers (Attachment 2).
- 5 Notes that the Metlink Accessibility Charter, and associated Accessibility Action Plan, are agreed activities from the Regional Public Transport Plan 2021-31 adopted by Council on 29 June 2021.
- 6 Notes that the programme of work developed under the Metlink Accessibility Charter will lead to a consolidated funding bid for accessibility-related infrastructure and service enhancements to the 2024 Long Term Plan and Regional Land Transport Plan.
- 7 Notes that the scope of the Accessibility Charter is 'disability' defined in New Zealand by the Ministry of Health as, "any self-perceived limitation in activity resulting from a long-term condition or health problem lasting or expected to last 6 months or more and not completely eliminated by an assistive device." This includes physical, intellectual, psychological, sensory and neurological disabilities.
- 8 Notes that engagement with all key stakeholders, including disabled people and sector representatives, Metlink staff, health sector agencies including District Health Boards (DHBs), members of the Public Transport Advisory Group (PTAG), and advocacy groups like the Pōneke Collective, will be ongoing through to 2024 for development of the Accessibility Action Plan.
- 9 Notes that te reo and New Zealand Sign Language versions of the Accessibility Charter will be developed for the formal launch.

The motion was **carried**.

The meeting adjourned at 10.54am and resumed at 11.05am.

**9 Recent derailment incident on the network – Report 21.402** [For Information]

Scott Gallacher, General Manager, Metlink, Fiona Abbott, Manager, Assets and Infrastructure, Barry Fryer, Rail Assets Lead and Hamish Burns, Asset Engineer, spoke to the report.

**Noted:** The Committee Chair requested that officer pass on the thanks of the Committee to the driver of the train involved in the derailment incident for their work in controlling the situation and keeping passengers safe.

**10 Public Transport Performance – Report 21.401** [For Information]

Scott Gallacher, General Manager, Metlink, spoke to the report and provided an oral update regarding patronage levels following the move from the Wellington Region to COVID-19 Delta Alert Level 2.

Mr Gallacher advised that boardings under Alert Levels 4 and 3 are slightly up from Alert Levels from 2020. The first day of Delta Alert Level 2 yielded lighter patronage than expected but it is anticipated boarding will increase heading into the next week as school resumes in person and more workers return to their office.

**Noted:** The Committee requested that future Public Transport Performance report include a metric and update on driver shortages.

Councillor Lee closed the meeting with a proverb.

The meeting closed at 11.44am

Councillor R Blakeley

**Chair**

Date:

Transport Committee  
14 October 2021  
Report 21.441



For Information

## UPDATE ON PROGRESS OF ACTION ITEMS FROM PREVIOUS TRANSPORT COMMITTEE MEETINGS – OCTOBER 2021

### Te take mō te pūrongo

#### Purpose

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

### Te horopaki

#### Context

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

### Ngā hua ahumoni

#### Financial implications

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

### Ngā tūāoma e whai ake nei

#### Next steps

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

### Ngā āpitihanga

#### Attachment

Number	Title
1	Action items from previous Committee meetings – October 2021



**Ngā kaiwaitohu**  
**Signatory**

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

**Attachment 1 to Report 21.441**

**Action items from previous Transport Committee meetings**

Meeting date	Action	Status and comment
17 September 2020	<p><b>Round the Bays 2021 – Public Transport Support – Report PE20.295</b></p> <p><b>Noted</b></p> <p>The Committee requested that the 'Operational guidelines – requests for sponsorship or free fares for events' be reviewed.</p>	<p><b>Status</b></p> <p>Completed</p> <p><b>Comment</b></p> <p>A proposed Metlink Strategic Event Support Policy is contained in the agenda for this meeting (see Report 21.451).</p>
20 April 2021	<p><b>Hearing of submissions on the Regional Public Transport Plan</b></p> <p><b>Noted</b></p> <p>The Committee requested that officers organise a field trip to Naenae train station, and invite the appropriate councillors from Hutt City Council, officers from KiwiRail, and Lily Chalmers (speaker 23).</p> <p>At its meeting on 10 June 2021, the Committee requested that the field trip be scheduled earlier than the proposed September date and that the itinerary be expanded to include visits to sister stations in the area.</p>	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>A field trip was scheduled to be held on 8 September. However, due to the current COVID-19 situation this trip has been postponed.</p>
18 May 2021	<p><b>Actions arising from the Long Term Plan hearing</b></p> <p><b>Noted</b></p> <p>The Committee requested that officers prepare report to the Transport Committee on the fare structure review and giving consideration to concessions for part time students.</p> <p>At its meeting on 10 June 2021, the Committee requested that the fare structure review includes consideration to giving concessions for community services card holders.</p>	<p><b>Status</b></p> <p>In progress</p> <p><b>Comment</b></p> <p>As part on the National Ticketing Solution - fares and concession alignment is being reviewed at a national level (in coordination with Waka Kotahi). Officers will provide regular updates / reports on this as the NTS work-stream progresses. Consideration of concessions will form part of this work.</p>

**Attachment 1 to Report 21.441**

**Action items from previous Transport Committee meetings**

<b>Meeting date</b>	<b>Action</b>	<b>Status and comment</b>
9 September 2021	<p><b>Public Transport Performance – Report 21.401</b></p> <p><b>Noted</b></p> <p>The Committee requested that future Public Transport Performance report include a metric and update on driver shortages.</p>	<p><b>Status</b></p> <p>Completed (and ongoing)</p> <p><b>Comment</b></p> <p>Unplanned service cancellations are the best way for Metlink to measure whether available resources meet demand. Information on unplanned service cancellations is (and will be) included in the Public Transport Performance report.</p>

Transport Committee  
14 October 2021  
Report 21.451



For Decision

## METLINK STRATEGIC EVENT SUPPORT POLICY

### Te take mō te pūrongo

#### Purpose

1. To advise the Transport Committee (Committee) of a new framework to guide decisions for providing Metlink support for strategic events in the Wellington Region.

### He tūtohu

#### Recommendations

That the Committee:

- 1 **Endorses** the new Metlink Strategic Event Support Policy (the Policy) to guide decisions by the General Manager Metlink for providing event support.
- 2 **Notes** that the Policy has been developed from approved actions in section 6 of the Regional Public Transport Plan 2021 adopted by Council 29 June 2021.
- 3 **Notes** that the Policy will support the Committee's decarbonisation and mode shift strategic priorities by enabling Metlink managers to provide agile and proactive public transport support for events that contribute significantly to regional economic development in a manner that reduces transport congestion and carbon emissions from private vehicle usage.
- 4 **Notes** that the Policy does not cover sponsorship requests as these are covered by Greater Wellington's Sponsorship Policy which includes a community sponsorship and grants framework.
- 5 **Notes** that the Policy will replace the operational guidelines relating to requests for sponsorship, or free or subsidised fares for events.

### Te tāhū kōrero

#### Background

2. On 17 September 2020, during consideration of Report PE20.295 *Round the bays 2021 – Public Transport Support*, the Committee requested that the 'Operational guidelines – requests for sponsorship or free fares for events' be reviewed.
3. On 20 March 2019, the then Sustainable Transport Committee considered a report that included a set of operational guidelines relating to requests for sponsorship, or free or subsidised fares for events. Report 2019.86 Operational guidelines – requests for sponsorship or free or subsidised fares for events is referenced as [Attachment 1](#).

The Sustainable Transport Committee resolved that it:

3. *'Agrees with the following assumptions underpinning the current operational approach for assessing requests for free or subsidised fares for events:*
  - a. *Metlink generally will not provide free fares as a form of sponsorship or general support for events, as public transport fares are already heavily subsidised by ratepayers and taxpayers.*
  - b. *On some occasions, Metlink may agree to provide free or subsidised fares for events, but this will only be considered when there is a demonstrated additional benefit for public transport and/or the wider transport network, for example:*
    - i. *as part of a strategy to reduce traffic congestion and network congestion associated with the event*
    - ii. *to address operational or safety issues related to public transport*
    - iii. *to reduce revenue leakage.*
4. *Agrees that decisions on fare subsidies for specific events shall be determined by the Sustainable Transport Committee, or in the case of urgency jointly by the Council Chair and the Chair of the Sustainable Transport Committee (or in each case by their Deputy if the officeholder is unavailable).*
5. *Notes that officers will continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis.*
6. *Notes that commercial sponsorship opportunities for public transport (should Metlink wish to pursue them) are best considered within a wider marketing/branding strategy for public transport and should be reported to the Committee for approval'.*
4. Since 2019, Metlink has provided support to multiple events such as Round the Bays, Newtown Festival, and sports games at Sky Stadium.

## **Te tātaritanga Analysis**

### ***Review of current guidelines***

5. Officers have reviewed the current operational guidelines and note the following:
  - a Support for events has traditionally involved officers working with event organisers and Territorial Authorities to plan and manage disruptions to regular public transport services. For larger events, Metlink provides and funds additional rail or bus capacity when an event has demonstrable potential to create significant additional demand on the public transport network.
  - b Requests for free fares for individual events are usually declined in line with Waka Kotahi policy unless there is a demonstrated additional benefit for public transport and/or the wider transport network.

- c The Regional Public Transport Plan 2021 (RPTP) sets out the following policies in support of having a Metlink specific Strategic Event Support Policy:
  - 1. 1e) Promote the public transport network to influence behaviour change to support mode shift
    - a. **Action:** Use promotions to increase utilisation of public transport services and to customer segments with the highest potential for increased public transport use
  - 2. 6i) Have a sponsorship policy specific to Metlink
    - a. **Action:** Ensure the sponsorship policy supports the Metlink brand and aligns with Metlink values
- 6. The current operational guidelines were set prior to the current RPTP and require updating to align to the new policies in the RPTP.

### ***Metlink Strategic Event Support Policy***

- 7. Officers have drafted a new Strategic Event Support Policy for consideration by the Committee, attached as **Attachment 2**. The new policy sets out the following principles that must be considered when assessing whether Metlink should provide strategic event support:
  - a This policy covers major events. Major is defined by attendance of 10,000 people or more, who will have to travel to the event using public and/or private transport modes.
  - b The event will significantly impact on the functioning of the timetabled services and create traffic congestion in the Wellington region.
  - c Association with the event will have a positive impact on the Metlink brand.
  - d The event is socially significant in that it has regional and/or national and/or visitor/tourist participation or attendance.
  - e The event has regional economic development impacts. For example, it is a major sporting or cultural event that brings people in to the Wellington region.
- 8. The new policy gives the General Manager, Metlink the scope to approve support for events that meet the criteria in the Policy within annual operational baselines.
- 9. This will make it easier for Metlink to provide strategic event support for known events that occur every year such as Round the Bays, while also being able to consider ad hoc requests for large cultural or sporting events such as an All Blacks game, international headliner concerts, and significant regional tourism events such as Toast Martinborough or Wings Over Wairarapa.
- 10. This policy is supported by the RPTP 2021 as noted above.
- 11. This policy covers event support and not sponsorship. Sponsorship requests will be assessed through the wider Greater Wellington Sponsorship Policy which is applied in conjunction with the Customer Engagement team.

### **Financial implications**

12. Financial support for activities under the Metlink Strategic Event Support Policy will be provided from approved current and ongoing Metlink operational budgets.

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

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

13. The policy supports the Committee's climate change and mode shift strategic priorities by enabling Metlink to respond with agility to major event support requests that mitigate major event-related traffic congestion, promote mode shift to public transport and actively promote the Metlink public transport network as a strategic contributor to decarbonisation goals in New Zealand
14. 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.
15. Providing event support neither significantly contributes to nor is at odds with Council's and Greater Wellington's policies and commitments relating to climate change. Neither option will impact on greenhouse gas emissions to any significant degree.
16. There is no need to conduct a climate change assessment on these matters.

### **Ngā tikanga whakatau**

#### **Decision-making process**

17. Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.
18. The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### **Te hiranga**

#### **Significance**

19. Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.



**Te whakatūtakitaki**  
**Engagement**

20. Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

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

21. Once Committee endorses the proposed Strategic Event Support Policy, Officers will:
- a communicate the Policy by putting it on the Metlink website with an accompanying media release; and
  - b apply the policy to any requests for event support received from the date the policy applies.

**Ngā āpitihanga**  
**Attachments**

Number	Title
1	Report 2019.86 Operational guidelines – requests for sponsorship or free or subsidised fares for events
2	Metlink Strategic Event Support Policy

**Ngā kaiwaitohu**  
**Signatories**

Writer	Pareesha Mehta-Wilson – Policy Advisor Emmet McElhatton – Principal Advisor Policy
Approvers	Scott Gallacher – General Manager, Metlink Bonnie Parfitt – Manager, Network and Customer Mel Anderson – Manager, Operations

<p style="text-align: center;"><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>The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no known implications for Māori.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This aligns with the policies in the Regional Public Transport Plan 2021.</p>
<p><b><i>Internal consultation</i></b></p> <p>Internal consultation was undertaken across the Metlink Group and with Greater Wellington Customer Engagement.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks arising from the matter for decision.</p>



**Report** 2019.86  
**Date** 06 March 2019  
**File** CCAB-20-668

**Committee** Sustainable Transport Committee  
**Author** Paul Kos, Manager Public Transport Policy

## **Operational guidelines – requests for sponsorship or free or subsidised fares for events**

### **1. Purpose**

To seek Committee endorsement of the proposed operational guidelines (set out in this paper) for responding to requests to Metlink Public Transport for sponsorship and free or subsidised fares for events.

### **2. Background**

Since the move to the new Public Transport Operating Model (PTOM) contracting environment for bus and rail, GWRC has started receiving an increasing number of requests from event organisers for public transport support for events.

The vast majority of requests have been for free or subsidised fares for event participants and/or attendees. Although less frequent, GWRC does sometimes receive requests for commercial sponsorship or support in kind via advertising and information channels that we control (e.g. advertising space on buses).

The approach to date in responding to these requests has been somewhat ad hoc, depending on the pathway of the request and the scale and nature of the event. The majority of requests have been managed at the operational level, following an unwritten procedure. Other requests (such as the recent request for free fares for Te Matatini festival) have been considered formally via Committee or Council.

The informal nature of this approach proved adequate in the pre-PTOM environment, as most requests were directed to individual operators who were responsible for fare revenue. However, under PTOM, GWRC is responsible for bus and rail fare revenue.

Given the changing context under PTOM and the increasing pressure for free or subsidised fares for events, it is now timely for GWRC to clarify the operational guidelines for considering such requests.

### 3. Sponsorship policy and support for events – two different things

#### 3.1 PT Sponsorship

##### What is sponsorship?

Commercial sponsorship is an arrangement in which a sponsor provides a contribution in money or in-kind to support specified activities in return for agreed benefits, including:

- naming rights or other recognition
- brand exposure on promotional material
- public relations or external communications opportunities
- access to databases, or website and social media channels to engage with a target audience.

It is usual for a sponsor to use collateral marketing communications to exploit the commercial potential of the association between the parties in addition to the sponsorship.

While processes should be scaled according to the level of sponsorship proposed, sponsorships can be controversial when public funds are involved. Processes need to be transparent, ensure conflicts of interest are avoided, and should ensure that decisions to approve sponsorship clearly identify the objectives, level of sponsorship (both financial and in-kind), and evaluation criteria.

##### Link to vision and marketing strategies

Normally, the objectives of a sponsorship policy are developed within the context of a wider vision for public transport, and marketing and branding strategies.

For public transport, this means making connection to GWRC's strategic framework (Regional Land Transport Plan and the Public Transport Plan) and our overall aim to grow patronage by continually improving the Metlink Public Transport network.

Recent research on customer segmentation shows that the greatest opportunities for growing patronage are generally associated to customers that have a choice between private or public transport but tend to use private transport. Attracting more customers from this and other segments requires greater focus on creating a 'one journey' experience for customers. This includes providing an integrated user experience (information, ticketing, timetable, fares and digital interactions) and targeted marketing.

To fit within this overall approach, an effective sponsorship approach should do as many as possible of the following:

- strengthen the Metlink brand as the region's public transport network,
- promote ongoing frequent use of public transport,
- influence people at life milestones, when their transport choices might change.

Wellington example - Metlink City Safari

The only example of Metlink Public Transport providing commercial sponsorship for an event was for the Metlink City Safari. The Metlink City Safari was an orienteering team event that was held annually between 2012 and 2017. Also supported by bus and rail operators, the financial and support in-kind arrangements varied from year to year. The aims of the sponsorship related primarily to creating positive news stories about public transport and demonstrating to potential new public transport users that there is a good service on weekends. Only limited evaluation was carried out so it is difficult to know how successful the sponsorship was in achieving the stated aims. The event was not held last year and there has been no request for sponsorship for any upcoming years.

What happens elsewhere?

Looking elsewhere, it is interesting to note that there is no evidence to suggest other regions see the need for a sponsorship policy for public transport.

Auckland Transport, for example, does not have a sponsorship policy and by default does not provide free fares as a form of sponsorship support - primarily as public transport fares are already heavily subsidised by ratepayers and taxpayers. Auckland Transport does however provide support for events via integrated event ticketing and associated customer information. This will be discussed in the next section.

Conclusions and proposed approach

1. Commercial sponsorship opportunities (should Council wish to pursue them) should be considered within a wider marketing/branding strategy and carefully thought through to ensure conflicts of interest are avoided, and decisions are consistent, transparent and in accordance with a clear and defined budget line set out in the Annual Plan process.
2. Without a defined budget line and sponsorship need identified, the starting point for considering commercial sponsorship requests should be based on the premise that Metlink does not provide free fares as a form of sponsorship support - primarily as public transport fares are already heavily subsidised by ratepayers and taxpayers.
3. As done in the past with Metlink City Safari, GWRC could still consider sponsorship opportunities on a case-by-case basis. However, any agreement should be evaluated against other promotional activities and formal sponsorship agreements should be put in place to identify the objectives, level of sponsorship (both financial and in-kind), and evaluation criteria. Such requests should be reported to Council/Committee for approval.

**3.2 Support for PT events**

Events impacting public transport in the Wellington region range from ticketed events of various sizes at the regional Stadium or at other venues around the region (e.g. Toast Martinborough), through to un-ticketed street festivals, street

## Attachment 1 Report 21.451

parades, and community events such as Anzac Day services, the Round the Bays community run and fireworks displays.

Traditionally, Metlink's role in supporting these events has been focussed on working with local councils and operators to plan and manage disruptions to regular public transport services. A key part of this is keeping customers informed of special event services or processes via the Metlink website and other channels. On some occasions for large events Metlink provides and funds additional rail or bus capacity when an event creates significant additional demand or if additional services are required to address adverse effects on the road network.

### Support via ticketing

Support is also provided via specialised event ticketing products and processes, which can help with managing event queuing and validation of tickets, and minimising the amount of cash handling.

Currently, the Metlink fare schedule includes single and return stadium event tickets that can be used by rail customers attending selected events at the regional stadium. These special event tickets are generally used for large events at the stadium that have set start and finish times, and generate significant demand over a short period of time to warrant additional staffing at the upper rail platform gates of the stadium. Typical events where these are used include regular sporting events and large music concerts.

While the stadium tickets can help with ticketing operations and revenue protection, the approach is expensive to operationalise (e.g. additional staffing at gates) and reliant on manual processes of sale and validation, which can affect revenue protection.

### Integrated event ticketing

Officers are also looking at options to include public transport fares within the price of an integrated event ticket, with pricing negotiated on a bulk purchase basis. This approach is common in large cities with distributed venues and is used by Auckland Transport for large events to improve customer experience and improve operational efficiency when moving large crowds at high demand. In Auckland, rail platform gates are opened which improves movement and also avoids the need to validate tickets.

The situation in Wellington is somewhat different due to the location of our regional stadium and proximity to rail. For small to medium sized events, standard rail and bus services are frequently enough and generally have capacity to respond to demand, which tends to be from within the Wellington region. Possibly, because of this, promoters of events at the regional stadium seem less willing to include a cost component for public transport in their event ticket.

The value proposition for integrated event tickets would be more relevant for large events (which are difficult to operationalise via a rail paper ticket) and

**Attachment 1 Report 21.451**

also from a general customer experience perspective. Looking to the future, integrated electronic ticketing will also help to streamline the validation process.

Support via free or subsidised fares

While support via free or subsidised fares has been provided on some occasions (example discussed below), the majority of requests managed at the operational level are declined on the premise that free travel for events will generally not be provided, as public transport fares are already heavily subsidised by ratepayers and taxpayers. In addition, many customers are now (since July 2018) able to take advantage of reduced off-peak fares in the evenings and at weekends.

The above operational assumption, while informal, has been used as the starting point for officers assessing requests. This approach is also consistent with Auckland Transport’s approach.

On some occasions, however, officers have agreed to provide free or subsidised fares for events – but usually only when there is a demonstrated additional benefit for public transport and/or the wider transport network. For example - free or discounted fares may be offered:

- as part of a strategy to reduce traffic congestion and network congestion associated with the event
- to address operational or safety issues related to public transport, including ticketing, or crowd management for public transport
- to reduce revenue leakage (e.g. specialist fares or ticketing products to reduce queuing or cash handling).

Identifying the expected benefits for particular events in this way, while informal, has been useful to ensure the correct type of support is provided and to clarify funding responsibility.

Recent examples – fit with operational guidelines?

- Te Matatini (National Kapa Haka Festival, Wellington Regional Stadium, 21-24 February 2019) – free fares offered for volunteers (150) stage crew and direct participants (approx. 2000) in the event. The request was reported and decided by Council on 13 December 2018.

The free fares offering for volunteers has some fit with the operational guidelines as they provide some assistance directing people to and from public transport.

Free fares for stage hands and participants was provided on a goodwill basis as part of GWRC’s partnership with the region’s mana whenua iwi.

- Round the Bays run (Wellington City bays, 17 February, 2019) – free fares offered for volunteers and participants, plus additional banker

**Attachment 1 Report 21.451**

buses to facilitate the return of runners from Kilbirnie to the CBD. The request was decided and managed at the operational level in late 2018.

Due to the nature and location of this event, there were significant operational and network challenges for public transport. Metlink support was provided to reduce traffic and network congestion, and address operational issues.

The extent of fares subsidy however, may need further consideration for future events. A negotiated subsidy incorporated into an integrated event ticket would be one way of addressing revenue loss associated with this event.

- Relay for Life (upcoming 2-day event, Wellington Regional Stadium, April 2019) – recent request for free rail fares for participants. Request was declined at the operational level earlier this month.

This decision has a good fit with the informal operational guidelines as the scale, nature and location of the event is such that it will not create operational issues or require special intervention to provide demonstrated additional benefit for public transport and/or the wider transport network.

- 2017 Rugby League World Cup & 2017 Lions Rugby Tour (Wellington Regional Stadium) – free fares offered for 30 and 22 volunteers assisting with event crowd control. The request was decided and managed at the operational level.

The free fares offering for volunteers has some fit with the operational guidelines as they provide some assistance directing people to and from public transport.

#### Conclusions and proposed approach

1. The basic policy assumptions underpinning the current operational guidelines are a sound basis for assessing requests for free or subsidised fares for events. These should be formalised through this paper to improve transparency and consistency of application to requests received by GWRC.
2. While support may be justified under the operational guidelines, this does not necessarily mean fares need to be free, especially for participants of events. As noted above, one option is to include a fares component in the price of the actual event ticket. To this effect, officers should continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis. This approach has the potential to improve customer experience, mitigate operational issues and at the same time ensure appropriate fare revenue is generated for services offered.

#### **4. Communication**

No specific communication is proposed at this stage. Subject to endorsement of the approach, guidelines will be developed and made available to operators, event organisers and the general public via the Metlink website.



## 5. The decision-making process and significance

Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.

The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

### 5.1 Significance of the decision

Part 6 requires Greater Wellington Regional Council to consider the significance of the decision. The term 'significance' has a statutory definition set out in the Act.

Officers have considered the significance of the matter, taking the Council's significance and engagement policy and decision-making guidelines into account. Officers recommend that the matter be considered to have low significance.

Officers do not consider that a formal record outlining consideration of the decision-making process is required in this instance.

### 5.2 Engagement

Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no specific engagement on the matters for decision is required. Subject to endorsement of the approach, guidelines will be developed and made available to operators, event organisers and the general public via the Metlink website.

## 6. Recommendations

*That the Committee:*

1. *Receives the report.*
2. *Notes the content of the report.*
3. *Agrees with the following assumptions underpinning the current operational approach for assessing requests for free or subsidised fares for events:*
  - a. *Metlink generally will not provide free fares as a form of sponsorship or general support for events, as public transport fares are already heavily subsidised by ratepayers and taxpayers*
  - b. *On some occasions, Metlink may agree to provide free or subsidised fares for events, but this will only be considered when there is a demonstrated additional benefit for public transport and/or the wider transport network, for example:*

**Attachment 1 Report 21.451**

- i. as part of a strategy to reduce traffic congestion and network congestion associated with the event*
  - ii. to address operational or safety issues related to public transport*
  - iii. to reduce revenue leakage.*
- 4. Notes that officers will continue to work with the rail operator and event organisers to pursue integrated event ticketing for large events, with pricing negotiated on a bulk purchase basis.*
- 5. Notes that commercial sponsorship opportunities for public transport (should Metlink wish to pursue them) are best considered within a wider marketing/branding strategy for public transport and should be reported to the Committee for approval.*

Report prepared by:

**Paul Kos**  
Manager Public Transport  
Policy

Report approved by:

**Greg Pollock**  
General Manager, Public  
Transport



<b>Metlink Strategic Event Support Policy</b>	
<b>Purpose</b>	This policy sets out principles for assessing whether Metlink should provide strategic event support.
<b>Rationale</b>	<p>Where the demand for access to the public transport network exceeds the timetabled capacity, the General Manager, Metlink requires the ability to deploy additional resources to support the management of the event. Specifically, to support the movement of attendees.</p> <p>This will contribute to:</p> <ul style="list-style-type: none"> <li>• lower congestion levels by moving more people through public transport and less use of private vehicles</li> <li>• positive economic and social development within the Wellington region</li> <li>• reducing the climate impact of the event by moving people through more efficient and climate friendly means, and</li> <li>• contributing to mode shift by providing targeted alternative transport options other than private vehicles to attendees.</li> </ul>
<b>Policy Owner</b>	General Manager, Metlink
<b>Application</b>	This policy applies to Metlink operational decision making to support major events.
<b>Related Policy and Legislation</b>	This policy is to be read in conjunction with Greater Wellington’s Sponsorship Policy and the Regional Public Transport Plan 2021.
<b>Effective Date</b>	The day following Transport Committee approval.
<b>Review Date</b>	31 December 2024



**Metlink Strategic Event Support Policy**

<b>Metlink Strategic Event Support Policy</b>	
<b>Principles</b>	<p>The following principles must be considered when applying this policy:</p> <ul style="list-style-type: none"> <li>• This policy covers major events. Major is defined by attendance of 10,000 people or more to the event</li> <li>• The event will significantly impact on the functioning of the timetabled services and create congestion in the Wellington region</li> <li>• Association with the event will have a positive impact on the Metlink brand</li> <li>• The event is socially significant in that it has regional and/or national and/or visitor/tourist participation or attendance</li> <li>• The event has regional economic development impacts. For example it is a major sporting or cultural event that brings people in to the Wellington region.</li> </ul>
<b>Scope of support</b>	<p>The General Manager, Metlink has delegation to approve support for events that meet the criteria in the principles within annual operational baselines.</p>

**Transport Committee**  
**14 October 2020**  
**Report 21.448**



**For Decision**

## **CHRISTMAS DAY AND NEW YEAR'S EVE FARES**

### **Te take mō te pūrongo**

#### **Purpose**

1. To advise the Transport Committee (Committee) of an initiative to provide free Metlink travel on bus and rail services on Christmas Day and New Year's Eve.

### **He tūtohu**

#### **Recommendations**

That the Committee:

- 1 **Notes** the provision of free travel on Christmas Day 2021; and New Year's Eve 2021 until 4am 1 January 2022, on Metlink bus and rail services.
- 2 **Notes** that the General Manager Metlink has the delegated authority to approve free travel within existing operational budgets.
- 3 **Notes** that the expected cost of providing free travel on both Christmas Day and New Year's Eve can be met from existing public transport budgets.
- 4 **Notes** that, due to the unique nature of the ferry contract under the Public Transport Operating Model, there will be no provision of free travel on harbour ferry services on New Year's Eve.
- 5 **Notes** that providing free travel on Christmas Day and New Year's Eve is consistent with Policies 1(d), 1(e) and 6(d) of Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-31.

### **Te tāhū kōrero**

#### **Background**

2. Free travel on Christmas Day was made available to customers on Metlink rail and bus services in 2018, 2019 and 2020. This followed past general practice on rail and bus in the pre-Public Transport Operating Model environment.
3. Free travel on New Year's Eve was made available to customers on Metlink rail and bus services for the first time in 2021.
4. Under the Public Transport Operating Model (PTOM) contracting environment Greater Wellington has revenue responsibility for all Metlink bus and rail services.

5. Harbour ferry services operate under a different (net) PTOM contract; unlike the bus and rail operators, the ferry operator has revenue responsibility for its Metlink ferry services.
6. Harbour ferry services do not operate on Christmas Day. While harbour ferry services operate on New Year's Eve, the fares will not be made free as bus and rail services provide sufficient coverage.

## **Te tātaritanga Analysis**

### ***Christmas Day***

7. For the customer, free travel on Christmas Day is a goodwill gesture that gives families, and customers who do not normally (or cannot afford to) travel on public transport a chance to experience public transport and get around the Region to visit family and friends.
8. Operationally, free rail travel on Christmas Day also removes the need for ticket inspectors. Train managers are still required for basic operational and safety reasons.
9. Providing free travel on Christmas Day is consistent with the following policies in the Te Mahere Waka Whenua Tūmatanui o te Rohe o Pōneke Wellington Regional Public Transport Plan 2021-31 (RPTP):
  - a Policy 1(d) - provide a consistent experience for customers, which accords with
  - b Policy 1(e) – promote the public transport network to influence positive behaviour for customers.
  - c Policy 6(d) – provide incentives to encourage more frequent use of public transport and more off peak travel.

### ***New Year's Eve***

10. Providing free travel on New Year's Eve has a social benefit. Removing fares from public transport will make it a more attractive and accessible option for those travelling around the Wellington Region, especially for people who do not normally use public transport, or otherwise could not afford to use public transport.
11. There are health and safety benefits from providing free fares for New Year's Eve, particularly where an alternative to private vehicle use could contribute to safety on our roads through a reduction in late evening traffic and drink driving.
12. Providing free travel on New Year's Eve is consistent with the following policies in the RPTP:
  - a Policy 1(e) – promote the public transport network to influence positive behaviour for customers.
  - b Policy 6(d) – to provide incentives to encourage more frequent use of public transport and more off peak travel.

## **Ngā hua ahumoni**

### **Financial implications**

#### ***Christmas Day***

13. Based on the available patronage data for Christmas Day 2020, assuming average fares for rail and bus, and taking into account the impact of COVID-19 on patronage, the revenue loss (excluding GST) is expected to be between \$40,000 and \$45,000.
14. In 2020 the estimated fare revenue on Christmas Day was approximately \$30,000 on rail and \$15,000 on bus. This was lower than the expected amount.
15. The expected cost of providing free travel on Christmas Day can be met from existing public transport budgets.

#### ***New Year's Eve***

16. Based on the fare revenue for New Year's Eve 2020 and taking into account the impact of COVID-19 on patronage, providing free travel on New Year's Eve 2021, and the early hours of New Years Day 2022 will result in a revenue loss (excluding GST) of approximately \$65,000 to \$70,000.
17. In 2020 the fare revenue (excluding GST) for New Year's Eve (including the after midnight trips) was \$52,000 for bus and \$22,000 for rail, again this was lower than the expected amount.
18. The expected cost of providing free travel on New Year's Eve can be met from existing public transport budgets.

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

### **Consideration of climate change**

19. Providing free fares neither significantly contributes to nor is at odds with Council's and Greater Wellington's policies and commitments relating to climate change. Neither option will impact on greenhouse gas emissions to any significant degree.
20. There is no need to conduct a climate change assessment on these matters.

## **Ngā tikanga whakatau**

### **Decision-making process**

21. Officers recognise that the matter referenced in this report may have a high degree of importance to affected or interested parties.
22. The matter requiring decision in this report has been considered by officers against the requirements of Part 6 of the Local Government Act 2002 (the Act). Part 6 sets out the obligations of local authorities in relation to the making of decisions.

**Te hiranga  
Significance**

23. Officers have considered the significance of the matter, taking the Council's *Significance and Engagement Policy* and Greater Wellington's *Decision-Making Guidelines* into account. Officers recommend that the matter be considered to have low significance, due to its administrative nature.

**Te whakatūtakitaki  
Engagement**

24. Engagement on the matters contained in this report aligns with the level of significance assessed. In accordance with the significance and engagement policy, no engagement on the matters for decision is required.

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

25. The approach will be communicated to the general public, rail and bus operators and to Snapper through standard Metlink channels.
26. Communications will also cover off where services are not operating and known service disruptions, including Blocks of Line on rail. To date, we are expecting services to be run on all electrified lines during Christmas Day. There will be no services (including bus replacements) operating on the Wairarapa line on Christmas Day. Bus replacements are scheduled for the Kāpiti Line on New Year's Eve.
27. Fares information on the Metlink website will be updated to reflect the decision.

**Ngā kaiwaitohu  
Signatories**

Writers	Pareesha Mehta-Wilson – Policy Advisor Emmet McElhatton – Principal Policy Advisor
Approvers	Scott Gallacher – General Manager, Metlink Tim Shackleton – Manager, Strategy & Investments



<p style="text-align: center;"><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>The Committee is responsible for reviewing the performance and effectiveness of transport strategies, policies, plans, programmes and initiatives.</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no known implications for Māori.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>This aligns with the policies in the RPTP.</p>
<p><b><i>Internal consultation</i></b></p> <p>Internal consultation was undertaken across the Metlink Group and with Greater Wellington Customer Engagement.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks arising from the matter for decision.</p>

Transport Committee  
14 October 2021  
Report 21.447



For Information

## SNAPPER ON RAIL - UPDATE

### Te take mō te pūrongo

#### Purpose

1. To update the Transport Committee (Committee) on the Metlink initiative piloting Snapper on the rail network.

### Te tāhū korero

#### Background

2. At its meeting on 17 September 2020, the Committee endorsed a set of principles (set out in [Attachment 1](#)) to guide the development of resilience and preparedness initiatives to increase the use of contactless fare payment on Metlink services.
3. One initiative endorsed by the Committee was to investigate the extension of Snapper fare payment to the Metlink rail network.
4. Following work by officers it was decided that piloting Snapper on rail on the Johnsonville Line first would be the best way to test and refine the roll-out of electronic ticketing on the rail network as part of the transition to the National Ticketing Solution (NTS).
5. The Snapper on Rail (SoR) pilot provides a 'contactless' fare payment alternative in the case of further pandemic-related restrictions, as well as enabling customers, for the first time, to use the same payment method for journeys on Metlink rail services. It also enables customers to become used to 'tagging on and off' for their rail journey using a similar practice as proposed for NTS.
6. The intended start date for the pilot is 14 November 2021.

### Johnsonville Line Pilot

#### Overview

7. During the pilot, rail passengers will be able to tag on and off using a Snapper card on the Johnsonville Line only. During the pilot phase, there will not be any integrated transfers between rail and bus, but passengers will be able to use Snapper on bus replacements on the Johnsonville line during the pilot. In early 2022 Metlink will also introduce a 30 day pass on Snapper (the same as is currently in place on bus), for customers wishing to replace their monthly paper tickets.
8. During the pilot phase, all current paper ticket products and cash sales, including on-board purchasing will remain available for passengers.

9. Physical works have commenced at all of the outer stations on the Johnsonville Line, with final installation and commissioning of equipment due to take place after Labour Day (25 October 2021), and the start date of 14 November 2021 remains on track to be achieved.

***Revenue protection***

10. As part of the pilot and in preparation for NTS, Metlink is establishing a revenue protection team. This team will check passengers' Snapper tag on and offs during the pilot. Their sole focus during the pilot will be on education and awareness building. Transdev passenger operator staff will retain the responsibility of issuing payment notices to passengers.

***Customer communications***

11. Customer communications to build awareness of the pilot has started. This includes specific work with schools on the Johnsonville Line to ensure school students are prepared for the pilot.

***Transition to National Ticketing Solution***

12. The SoR Johnsonville Line pilot is an important step in Metlink's transition to NTS and provides the following benefits for Metlink and our customers as we move towards NTS roll-out across the Greater Wellington region:
  - a optimise the design and location of electronic ticketing infrastructure on the network; and
  - b enhanced understanding of the processes and costs required for the installation of ticketing equipment (especially at Wellington station); and
  - c establishment of new operational processes and roles (including revenue protection) in order to trial and refine these processes and functions prior to full NTS rollout across the network; and
  - d insight into customer behaviour and requirements through improved data including adoption and attractiveness of current and future fare products.
13. The pilot aims to see the following passenger metrics met:
  - a customer adoption of Snapper - target of over 75 percent of passengers (approximately 35 percent of all passengers) on the Johnsonville Line who currently use 10 trip or single trip tickets.
  - b an increase in percentage of passengers satisfied with ease of use of public transport and with convenience of paying for Public Transport from passengers on the Johnsonville Line (as measured in the annual Passenger Satisfaction Survey).

**Ngā hua ahumoni**

**Financial implications**

14. The Johnsonville Line pilot will be funded from the established NTS budget, as a contributory element of the transition to NTS programme.

### **Ngā tūāoma e whai ake nei**

#### **Next steps**

15. Officers will monitor and evaluate the pilot as part of ongoing preparation for NTS and report back to Council on next steps in the transition to NTS.

### **Ngā āpitihanga**

#### **Attachments**

<b>Number</b>	<b>Title</b>
1	Principles to guide the development of resilience and preparedness initiatives

### **Ngā kaiwaitohu**

#### **Signatories**

Writer	Bonnie Parfitt, Metlink Manager Network and Customer
Approver	Scott Gallacher, General Manager, Metlink

<b>He whakarāpopoto i ngā huritaonga Summary of considerations</b>
<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>There are no implications for Māori resulting from this update.</p>
<p><b><i>Contribution to Annual Plan / Long term Plan / Other key strategies and policies</i></b></p> <p>A key project in the 2021-31 Long Term Plan is:</p> <p style="padding-left: 40px;">A single national integrated fares and ticketing system – agree, procure, develop and implement with national and regional stakeholders.</p> <p>A policy in the current Regional Public Transport Plan (RPTP) is:</p> <p style="padding-left: 40px;">A fares and ticketing system that attracts and retains customers.</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>

## **Principles agreed by Committee**

1. To guide the design and implementation of resilience and preparedness initiatives increasing the use of contactless fare payment, the following set of principles were adopted by the Committee in September 2020:
  - 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.

**Attachment 1 to Report 21.447**

- 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.

**Transport Committee**  
**14 October 2021**  
**Report 21.449**



**For Information**

## **ON-DEMAND PUBLIC TRANSPORT TRIAL INITIATIVE**

### **Te take mō te pūrongo**

#### **Purpose**

1. To inform the Transport Committee (Committee) of an On-Demand Public Transport trial initiative in Tawa.

### **Te tāhū kōrero**

#### **Background**

2. The Regional Public Transport Plan (RPTP) 2021, adopted by Council on 29 June 2021, contains the high-level goal that Metlink “will improve access to public transport by tailoring services to meet community needs including through demand responsive services”. This goal is part of Metlink’s response to the RPTP’s Mode Shift strategic priority.
3. The RPTP commits to exploring the provision of On-Demand Public Transport (ODPT) to complement or replace some public transport services or to provide services in areas not currently served by Public Transport. The ODPT characteristics that the RPTP primarily commits to exploring are:
  - a A service that is demand driven, providing flexibility for route coverage and scheduling
  - b The ability to use smaller, more efficient vehicles to service lower patronage areas and urban areas which conventionally-sized buses struggle to access
  - c Booking and payment facilitated through an app, guaranteeing a customer’s ride regardless of the number of other users.
4. An ODPT trial in the Tawa area, proposed to begin February 2022, allows Metlink to explore the potential application for ODPT services in the Wellington region. The trial will include a known international technology platform (Via) and a bus operator (Mana) currently contracted to provide public transport services in that part of the Wellington region.
5. ODPT is currently being trialled by the regional councils in Canterbury (Timaru), Hawke’s Bay, Bay of Plenty and Waikato and by Auckland Transport. The Via platform is being used in the majority of these trials.
6. Environment Canterbury and Hawke’s Bay Regional Council are using their ODPT trials to also investigate the replacement of existing timetabled bus services with On Demand



services. The Tawa trial will not be replacing an existing bus service, it will be an extension of the existing Metlink public transport network.

## **Te tātaritanga Analysis**

### ***Trial location and partners***

7. Officers have been considering potential locations for an ODPT trial since 2020. After a range of market research activities including route and patronage modelling with international technology provider Via, Tawa was selected as the site for a Metlink ODPT trial. A map of the Tawa Trial Location Area is set out in [Attachment 1](#) to this report.
8. Tawa, including Grenada North, is an ideal location for an ODPT trial because:
  - a It has a high density of train stations and frequent train services.
  - b These stations are well connected by a good north/south bus service (Route 60), but bus connections from the residential east/west parts of the area are poor.
  - c The majority of residents (10.5 out of 16.7K) live in the east/west parts of the area and have to drive or walk for between 10 and 30 minutes to reach a train station.
  - d Steep hill geography of parts of the area make walking challenging or unattractive for some.
  - e 44% of Tawa residents drive a private vehicle to work.
  - f Driving at peak times has its constraints with traffic congestion into the city and the Park and Ride facilities in the area are typically at capacity on week days.
9. For the trial, Metlink is actively working with two partners:
  - a Via, an international technology platform with active operations across North America and Australasia, including the ODPT service in Timaru with Environment Canterbury; and
  - b Mana Coaches, the Transdev-owned unit 18 operator in the Tawa area, bringing to the project Transdev's experience of ODPT operations in Auckland and Australia and Mana's operational capability and local infrastructure.
10. It is proposed the Tawa trial will test two propositions to make public transport more attractive. These are:
  - a **At Peak:** An on-demand service that provides easy first and last mile access to peak rail services at Linden and Redwood Stations, making it easier to access public transport.
  - b **Off-peak:** An on-demand service that provides improved access outside of peak times to key social and retail destinations in Tawa and Porirua.

11. Linden and Redwood stations have been selected as peak feeder destinations due to their relative accessibility for disabled and wheelchair-dependent customers in comparison with other stations in the area.

### ***Trial features***

12. The key features of the trial are:
  - a Service offered between 6.30am and 7pm Monday to Saturday with a maximum 10 minute wait time for pick-up.
  - b Deployment of a tailored version of the Via app allowing users to book a pick-up from 'virtual bus stops' located at frequent points (e.g. every 30 metres) across the suburb.
  - c The additional placement of 'Virtual bus stops' outside key destinations (homes / workplaces) for customers with accessibility needs.
  - d A flexible service that 'Feeds' commuters to, and collect them from, specific train and bus stops during peak.
  - e Switches to a service connecting residents to social, health and retail hubs at off-peak.
  - f A standard trip fare of \$2.50 paid through an account-based payment system through the Via app – concession fares for Total Mobility and students etc. will be available.
  - g Deployment of 4+1 Metlink-branded, wheelchair accessible, Mercedes Sprinter vans to service the area allowing transport of up to 14 passengers per trip.
13. It is not expected that Via and Metlink's journey planning platform will be integrated in time for the trial. The technical feasibility of fully integrating Via into Metlink's wider systems and applications will be evaluated as part of the outcomes of the trial.
14. There is potential to add Snapper to the service at a later phase in the trial. This will not be introduced for at least the first six months to ensure Metlink and our pilot partners maximise the learnings from a 'pure' app and account-based trial of the ODPT business model using Via; and, to limit costs of trial to Via fees and Mana service charges.

### ***Trial objectives***

15. The trial provides a significant learning opportunity which can help Metlink extend the reach, efficiency and attractiveness of its network. Key trial objectives include:
  - a Extend reach: Provide a public transport solution to areas not currently within existing public transport catchments, including Granada North.
  - b Modeshift: Understand ODPT's ability to effect mode shift in an urban area with high private car travel through first mile/last mile PT provision and a new feeder service offering to train stations.
  - c Optimise Network: Develop a more convenient solution in high operating cost / lower patronage areas of the network for the same or lesser operating cost to Greater Wellington.

- d Optimise Asset Utilisation: Understand ODPT’s ability to reduce pressure on existing Park and Ride facilities to reduce the need to invest in further facilities.
- e Extend reach / affordability of Total Mobility: Identify if ODPT can provide a reliable, more cost efficient alternative for Total Mobility customers.
- f Provide a local service: Understand ODPT attractiveness to provide a convenient local service to support key regional destinations such as hospitals and shopping centres.

**Trial Success Criteria**

16. Indicative success criteria for the trial have been developed to monitor trial progress and aid evaluation of success and determination of the future of the service following the trial period. The success criteria for the trial as set out in Table 1 below includes trial targets and stretch goals based on market evaluations and current Metlink service expectations.

**Table 1: Tawa ODPT success criteria**

Success Criteria	Target	Stretch
Patronage (peak)	240 trips/day	550 trips/day
Patronage (off-peak)	20 trips/day	40 trips/day
Mode-shift - # people on trial substituting for car for rail in Tawa	50 return trips/day	140 return trip/day
Total Mobility Uptake (as % of total mobility users in area)	25%	33%
Fare box recovery	25%	33%
Customer satisfaction with the overall trip	91%	94%
Likelihood of customers recommending	88%	91%
Customer satisfaction with convenience of ordering and paying for service	82%	85%

**Ngā hua ahumoni  
Financial implications**

- 17. Start-up and operating costs for the ODPT trial are being met from existing Metlink operational and network improvements budgets.
- 18. Officers expect that for a number of lower patronage areas of Metlink’s network, ODPT is likely to provide a more cost effective option to conventional buses. This may provide network operational costs savings in the mid to long term.
- 19. On Demand-style services are currently excluded from the Public Transport Operating Model (PTOM). Due to this, and national funding constraints for new initiatives, officers are working on the basis that Waka Kotahi funding will not be available for this pilot. This exclusion is a current focus area for the Ministry of Transport’s PTOM Review and Greater Wellington’s submission to the review supports the inclusion of On Demand-style services into PTOM as another FAR-fundable public transport mode.

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

### **Consideration of climate change**

20. Officers consider ODPT to be a public transport mode that can help Greater Wellington achieve its climate change and related mode shift goals. For example, the Tawa ODPT trial has been designed to provide an alternative mode shift to public transport for the 44% of local residents who currently drive a private car to work on a highly peak-congested road route to Wellington CBD.
21. 'Off the shelf' Electric Vehicle (EV) small vehicle models are rapidly coming to market internationally, the major van/minibus manufacturers set to launch new EV models over the coming three years. Subject to the trial's outcomes against the success criteria, the Tawa service, and other ODPT services rolled out across the region will be EV-based.

## **Te whakatūtakitaki**

### **Engagement**

22. Officers have engaged with Public Transport Authorities across New Zealand to learn from their experiences of, and lessons learned from, trials of ODPT in a range of operating environments. These learnings have informed the design and development of the Tawa trial.
23. Metlink Customer Experience have researched the service opportunity in the Tawa area including through local community engagements on the trial offering. Findings are positive and are largely supported by research Via has independently conducted on the opportunity.

## **Ngā tūāoma e whai ake nei**

### **Next steps**

24. Metlink will continue with procurement processes to negotiate and contract the service and operational components of the ODPT trial ahead of the projected February 2022 'go live'.
25. Metlink and Greater Wellington Customer Engagement will continue to develop the communications and branding work for the trial with particular focus on targeted activities for Tawa residents to raise awareness of the trial service, its operating features, and on adoption and use of the Via app. Particular consideration will be given to communications to disabled communities and Total Mobility customers on the accessibility features of the trial service. The Committee will be informed of launch activities for the trial service through regular reporting.
26. Officers will continue to engage with Territorial Authorities and economic and community stakeholders across the region to determine locations for a further roll-out of ODPT. Potential for inclusion and integration of ODPT in Transit Oriented Developments will be considered as part of that programme of work.
27. Officers will develop a prioritisation framework for further deployment across the Wellington region. Prioritisation is likely to be based on a number of criteria including existing network coverage, modeshift impact, cost, accessibility needs, strategic social

and employment destinations and the potential to support the regional growth framework.

**Ngā āpitihanga  
Attachment**

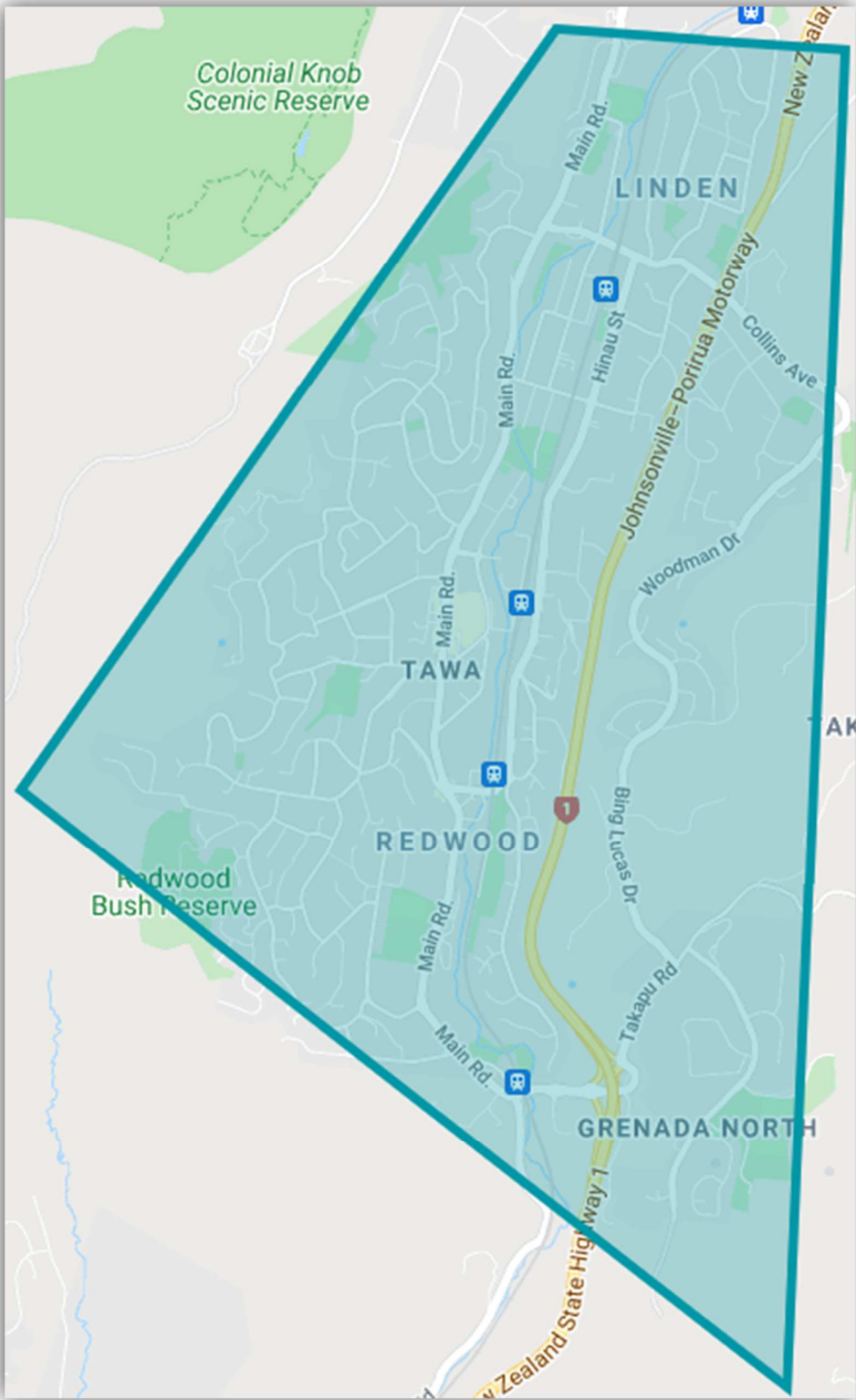
<b>Number</b>	<b>Title</b>
1	Tawa Trial Location Area

**Ngā kaiwaitohu  
Signatories**

Writers	Emmet McElhatton – Principal Advisor Policy Michael Freeman – Business Development Specialist
Approvers	Scott Gallacher – General Manager Metlink Tim Shackleton – Manager, Strategy and Investment

<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>Preparation of the Regional Public Transport Plan 2021, and the activities and policies contained in it, is a specific responsibility of the Transport Committee in its Terms of Reference.</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no known implications for Māori from the activities covered in this report.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>Development of On Demand (Demand Responsive) services is an activity in the Regional Public Transport Plan 2021 adopted by Council on 29 June 2021.</p>
<p><b><i>Internal consultation</i></b></p> <p>Officers have consulted with Greater Wellington's Regional Transport, Legal, Procurement, Facilities and Customer Engagement teams and with the Principal Advisor Privacy.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks and impacts from the activities covered in this report.</p>

**Tawa Trial Location Map**



**Transport Committee**  
**14 October 2021**  
**Report 21.450**



**For Information**

## **REGIONAL TRANSPORT UPDATE**

### **Te take mō te pūrongo**

#### **Purpose**

1. To provide the Transport Committee (the Committee) with an overview of significant regional transport developments.

### **Te tāhū kōrero**

#### **Background**

2. On 29 June 2021, the Greater Wellington Regional Council approved the Wellington Regional Land Transport Plan 2021 (Approval of the Wellington Regional Land Transport Plan 2021 – Report 21.257).
3. The Wellington Regional Land Transport Plan (RLTP) 2021 includes three ambitious 10-year headline targets:
  - a 40 percent increase in active travel and public transport mode share;
  - b 35 percent reduction in transport generated carbon emissions; and
  - c 40 percent reduction in deaths and serious injuries.
4. The 2021-24 National Land Transport Programme (NLTP) was launched on 7 September 2021 by Transport Minister Hon. Michael Wood, and Waka Kotahi NZ Transport Agency (Waka Kotahi) Board Chair Sir Brian Roche and Chief Executive Nicole Rosie. This included a 44 per cent increase in funding from the previous triennium to \$24.3 billion.

### **Te tātarangi**

#### **Analysis**

##### **Regional Land Transport Plan (RLTP) Update**

5. The NLTP funding package includes a \$2 billion debt facility to ensure that existing levels of service can be maintained. The Wellington Region's funding from the NLTP is set at \$3.1 billion, an increase of \$1.9 billion from the previous three-year period.
6. Initial analysis of the NLTP and its implications for the Wellington Region include:
  - a 92 percent of the Region's funding bid as expressed in the RLTP was included in NLTP 2021-24. The funding supports the changes in priorities towards Public Transport, mode shift, decarbonisation and safety, and allows major projects such as rail, and Let's Get Wellington Moving and Road to Zero to continue.



- b Funding for maintenance, operation and renewal activities across the region is close to what was expected and is sufficient to maintain existing levels of service.
- c A number of areas in the Low Cost, Low Risk category have not been funded at requested levels. Analysis is ongoing but there appear to have been deferrals in areas of Road to Zero, walking and cycling and resilience with notable variance between councils.
- d While the NLTP maintains existing levels of service and permits major projects to continue in the current three-year period, there is a funding gap between investment allocation and future demand if all the projects are to be delivered and the Region's transport is to respond to growth and climate change requirements.
- e Resilience - climate change was prioritised over lower probability higher impact events in allocating funding for resilience projects.

### ***Emissions Reduction Plan***

- 7. In June 2021, the Ministry of Transport released the Hīkina te Kohupara: Pathways to Net Zero by 2050 discussion document outlining potential pathways for the transport sector to contribute to the Climate Change Commission emissions goals.
- 8. Hīkina te Kohupara has three focus areas - mode shift, electrification, and freight. These are expected to form the basis of the transport section of the Emissions Reduction Plan.
- 9. Due to COVID-19, release of the draft Emissions Reduction Plan has been delayed. It is now expected to be released for consultation in early October 2021. Officers from the Regional Transport department and Metlink group will prepare the transport section of Greater Wellington's proposed submission.
- 10. Discussions with the Wellington regional transport technical advisory group (TAG) in November 2021 will include a collective response on any additional funding that may be announced.

### ***Regional Speed Management***

- 11. The Land Transport Rule: Setting of Speed Limits 2021 (the Rule) consultation closed in June 2021. Recent engagement with the Ministry of Transport and Waka Kotahi on the progress of the new Rule indicates that changes that reflect concerns of regional councils are being incorporated into draft advice for the Minister of Transport. Finalisation of the Rule, however, has been delayed, most likely until early 2022 due to the impact of COVID-19.
- 12. While final details on the Rule are subject to approval by the Minister, with guidance to follow, there is enough material available now to start working with TAG on a regional approach, confirm the approach to interim plans, and if possible, agree a policy position and provisional schedule for implementation. The intention is to start work with the Road Controlling Authorities in October 2021 with the aim of securing Regional Transport Committee agreement at its March 2022 meeting. Waka Kotahi has agreed to help with this approach and welcomes Wellington Region as early movers.

13. Separately Waka Kotahi has started work on the speed management plan for State Highway 2 (Ngāuranga-Featherston) with a discovery workshop on 28 September 2021. Public consultation is expected in early 2022.

***Travel Behaviour Change Programme***

14. On 31 August 2021, a workshop was held with Council looking at ways to achieve the mode shift target contained in the Wellington RLTP 2021.
15. The Travel Choice team has developed a Travel Behaviour Change Programme which is based on the “COM-B” model targeted around the improvement activities in the Wellington Regional Land Transport Plan (RLTP) 2021. (The “COM-B” model is widely used for regulatory behaviour change - “capability + opportunity + motivation = behaviour.”)
16. This Travel Behaviour Change Programme is intended to reduce the demand for travel, and to encourage and enable mode shift from single occupancy vehicles to shared and active travel. Mode share outcomes will be enhanced by working with the relevant lead agency and/or Metlink to support infrastructure projects throughout the region with targeted initiatives such as active travel to school, workplace travel planning and community events.
17. The significant activities in the Wellington RLTP 2021 that would benefit from behaviour change interventions were prioritised. A three-factor assessment was used, including:
  - a the impact and influence that the project will have (number of people, potential for change and whether a policy change was included);
  - b opportunity (physical and social/cultural environment, and the co-benefits or willingness for collaboration with partners); and
  - c equity (addressing transport poverty and accessibility and acknowledging Te Tiriti o Waitangi principles or tikanga Māori.)
18. The targeted infrastructure projects prioritized for the next quarter are:
  - a Access Kenepuru (implementation stage) led by Porirua City Council;
  - b Eastern Porirua Regeneration project (business case stage) led by Porirua City Council;
  - c Cross Valley Connections (business case stage) led by Hutt City Council;
  - d Level crossing safety upgrades (business case stage) led by Greater Wellington; and
  - e Wellington Regional Hospital travel demand management initiative (implementation stage) led by Greater Wellington.
19. There are a number of significant activities in the RLTP that the Travel Choice team will plan for over the period 2021-24 and support with behaviour change initiatives.
  - a Examples of these activities include the Let’s Get Wellington Moving (LGWM) programme: early delivery projects (central city and State Highway 1 walking, cycling and safer speed, Hutt Road and Thorndon Quay, Golden Mile), managing travel demand, city streets, and mass rapid transit. Most LGWM projects are in the business case and pre-implementation stages.

- b Some further examples of RLTP significant activities that Travel Choice will plan for and support include: Riverlink improvements (business case stage) Hutt City Council; Accelerated Cycleway Programme (moving to implementation stage) Wellington City Council; and Paraparaumu Town Centre Connections – accessibility improvements (implementation stage commences in 2022-23) Kāpiti Coast District Council.
20. Two committed activities in the RLTP that will also be supported are Te Ara Tupua Ngā Ūranga – Pito-one (Hutt City Council) and Wellington cycle network – Evans Bay Stg 1 (Eastern package) (Wellington City Council). Both projects are in the implementation phase.
  21. Three main audiences for travel behaviour change have been identified as schools, adults (including workplaces and business) and communities, with specialised initiatives are planned to target each audience.
  22. Differing behaviour change initiatives will be offered depending on the project stage. During the development of a business case the approach will be advocacy, and providing advice and subject matter expertise in active modes. The implementation stage may involve cycle skills and scooter skills training in schools, education resources for adults, and events to activate infrastructure in the community.
  23. The outcomes will be monitored and reported within the Wellington Regional Land Transport Plan Annual Monitoring Report.

**Ngā tūāoma e whai ake nei**

**Next steps**

24. Officers will provide quarterly updates on regional transport developments to the Transport Committee.

**Ngā kaiwaitohu**

**Signatories**

Writer	Shan Lu – Senior Strategic Advisor, Regional Transport
Approver	Grant Fletcher – Manager, Regional Transport Francis Ryan – Acting General Manager, Strategy

<b>He whakarāpopoto i ngā huritaonga</b> <b>Summary of considerations</b>
<p><b><i>Fit with Council's roles or with Committee's terms of reference</i></b></p> <p>It is appropriate for the Committee to receive updates on significant regional transport developments in order to assist the Committee with its purpose of overseeing the development, implementation and review of Council's strategic direction and policies for transport and mode-shift.</p>
<p><b><i>Implications for Māori</i></b></p> <p>There are no known implications for Māori.</p>
<p><b><i>Contribution to Annual Plan / Long Term Plan / Other key strategies and policies</i></b></p> <p>The update contributes to the delivery of the Long Term and Wellington Regional Public Transport Plans.</p>
<p><b><i>Internal consultation</i></b></p> <p>There was no internal consultation.</p>
<p><b><i>Risks and impacts - legal / health and safety etc.</i></b></p> <p>There are no known risks or impacts.</p>

**Transport Committee**  
**14 October 2021**  
**Report 21.440**



**For Information**

## **PROGRESS AGAINST THE TRANSPORT COMMITTEE'S STRATEGIC PRIORITIES - UPDATE**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te tāhū kōrero**

#### **Background**

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

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

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

transport related projects between central government and local government, modelled on the very effective Auckland Transport Alignment Project (ATAP).

- i *Regional Passenger Rail Services between Auckland and Wellington: Feasibility Study and Business Case* developed jointly between KiwiRail and the 17 Chairs and Mayors of regional councils, unitary councils, territorial authorities on the NIMT-Follow up to BIM.

- 7. This report updates the Committee on progress from the date of the last report (10 June 2021) until 30 September 2021.

### **Progress against strategic priorities**

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

#### ***Carbon Emissions***

##### *100 electric buses in fleet by December 2023*

- 9. Metlink expects to increase the number of electric buses by approximately 111 by the end of 2022/23 (this includes the 98 electric buses, which have already been agreed to with NZ Bus and Tranzurban and the growth buses agreed to by Council on 10 December 2020).
  - a The first tranche of 25 large electric buses were introduced by NZ Bus in September 2021. This has led to the retirement of 25 diesel buses. The second tranche of 16 electric buses is on track for introduction by NZ Bus early in 2022.
  - b There are 31 electric buses being introduced by Tranzurban. The first of these buses is anticipated to be operational in October 2021; we anticipate nine being in service by 31 December 2021. The remaining buses will be introduced on a monthly basis through to late 2022. This will facilitate the retirement of more diesel buses.

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

- 10. Work on pathways to achieve a net zero carbon public transport vehicle fleet by 2030 were adopted by Council as part of the Regional Public Transport Plan and Long Term Plan.
- 11. On 10 December 2020, Council agreed to two further decarbonisation initiatives for future fleet. Namely:
  - a Council agreed to enable a new electric ferry to be brought in to service by East by West. This ferry will be the first operating electric passenger ferry in the Southern Hemisphere. The replacement of a diesel ferry with an electric ferry will avoid an estimated 275,000kg of CO<sub>2</sub> per year from diesel use. While this is a small amount relative to Greater Wellington's total corporate carbon footprint, it is roughly the same as the decarbonisation benefit of eight electric buses.
  - b Council supporting a trial by one of Metlink's operators (Tranzurban) to convert diesel buses to electric.



We note that the project to convert buses from diesel to electric was not included in the recently announced National Land Transport Plan funding. Funding of future conversion pathways is under discussion with Waka Kotahi.

The conversion of the trial bus is complete. The technical aspects of the conversion will be reviewed before the bus is put back into service.

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

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

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

13. Procurement options for electric buses are being consulted on as part of the Ministry of Transport's Public Transport Operating Model Review.
14. The Lower North Island Rail Integrated Mobility Detailed Business Case includes the possibility of the rolling stock to be a national vehicle platform.

**Mode Shift**

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

15. Over the last financial year (2020/21) patronage was recovering at a relatively consistent pace (averaging 84 percent of the 2018/19 pre COVID-19 levels) with some seasonal variations.
16. By mode, the average annual recovery for bus (88 percent) was noticeably higher than rail (79 percent) and ferry (83 percent).
17. While the average annual recovery rate for rail was consistent for peak and off-peak trips on rail network (79 percent each), the annual average recovery for peak bus journeys (90 percent) was higher than off-peak journeys (85 percent). Conversely, the annual average recovery for off-peak ferry trips (90 percent) was higher than peak ferry trips (75 percent).
18. Overall, total patronage across the network in 2020/21 remained at 33.1 million with a small annual growth of less than 0.4 percent on the previous year (2019/20). This is still approximately 16 percent lower than the pre COVID-19 levels in 2018/19.
19. The recent changes to COVID-19 Alert Levels since 18 August 2021 resulted in a significant drop in patronage levels.
20. Bus patronage has been showing a relatively quick recovery after the region moved to Alert Level 2 from 8 September 2021. Over the last three weeks since 13 September, bus patronage has recovered from 65 percent in the first week to 86 percent in the last week to 3 October 2021.
21. At the current recovery pace, and assuming that the Region will move to Alert Level 1 at some point over the next couple of months, the total patronage across the network is expected to recover to 80 percent of the pre COVID-19 levels in the first month after Level 2 and continue recovering at a 2 percent rate in the months thereafter.

22. As part of the performance monitoring for the 2021-31 Long Term Plan, we will report on the total per capita public transport trips to track the progress against the mode-shift target.

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

23. Changes to off-peak timetables to increase off-peak, and shoulder peak frequencies have been made across two operators in July and September. These changes were communicated to customers and relevant communities.
24. However, due to our on-going COVID-19 response and limited capacity on our network due to Alert Level 2 no standing requirements, we have not been in a position to implement a wider marketing campaign to increase off-peak and inter-peak bus patronage. We will revisit the broader campaigns initiatives in early 2022 (assuming we are at Alert Level 1 and the network is more stable). Note that we still are working towards delivering a campaign during the current triennium.
25. The Committee recently agreed to incorporate the 'Earlybird off-peak bus fare' into the Metlink standard fares. Earlybird off-peak fares are a way of spreading peak demand on the Wellington City bus network.

*Workplace travel programmes*

26. Initiatives from Wellington Regional Hospital Travel Action Plan with Capital and Coast District Health Board (CCDHB) include the implementation of the Metlink Hospital Express bus and enhanced services on bus routes 18 and 12. The programme moves into the implementation phase with National Land Transport Fund funding approved. Technology to support carpooling for CCDHB staff travel is being investigated and incentives to promote alternatives to car travel will support parking changes at Wellington Regional Hospital.
27. Workplace travel planning with Hutt City Chamber of Commerce is underway. This was initiated through the RiverLink process, to further understand travel behaviour to Lower Hutt Central Business District.
28. The next meeting of the Workplace Travel Forum (chaired by the Greater Wellington Travel Choice team) will be held on Wednesday 24 November 2021. Key discussion points will include: Let's Get Wellington Moving (LGWM) project updates where appropriate, integration of workplace travel with organisational climate change mitigation initiatives, and any updates on Fringe Benefit Tax exemptions for provision of public transport to employees.

*Significant steps towards implementation of National Ticketing Solution*

Trial of cash-free bus routes on express routes

29. Metlink is currently undertaking a six month pilot (commenced 12 July 2021) making express peak services (30x, 31x, 32x) cashless to understand how customers respond.
30. The pilot is progressing well; customer feedback has been on the whole positive, with customers adapting to and enjoying the new service.

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

31. The Snapper on Rail pilot on the Johnsonville Line is scheduled to commence on 14 November 2021.
32. Further information on the pilot is provided in Report 21.447 – Snapper on Rail Pilot, which is on the agenda for consideration at this meeting.

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

Developing detour maps for customers by August 2021

33. Officers are developing detour maps for printed signage at bus stops; work is progressing on the digitisation of detour maps.

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

34. Officers have investigated the integration of timetable and signage displays for bus replacements. Due to the variability of disruptions, it is difficult to integrate the bus replacement timetables into Metlink BAU.
35. Officers are working on improving information and user experience for bus replacement timetable information. Improvements to service alerts are planned as part of website/app development sprints late this year, GIS locations of bus replacement bus stops have been incorporated into the website maps, and there is ongoing work with static wayfinding and LED information signs (now installed at most stations) to alert customers to buses replacing train events.

*Establishing an Airport Bus Unit*

Initiating the tender process by September 2021

36. A Request for Proposal (RFP) was issued in July 2021.
37. An evaluation panel is currently evaluating the RFP responses. A preferred operator will be identified and the contract is scheduled to be awarded by 31 October 2021.

Commencing operation of service by 1 July 2022

38. The new Airport service is expected to commence operation by 1 July 2022. The service will operate as Unit 20 and be known as 'AX'.

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

*Mass rapid transit route and mode by December 2021*

39. The development of the integrated Mass Rapid Transit (MRT) and Strategic Highway Improvement Indicative Business Case development is continuing. The programme has completed a process to determine best performing affordable options in preparation for public consultation.
40. Public consultation on options is planned for November 2021. This will focus on MRT mode and route, as well as integration options with strategic highway improvements. The final Indicative Business Case is scheduled for approval by mid-2022.

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

41. 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.
42. The City Streets Indicative Business Case has been approved by all three partners following approval by the Waka Kotahi Board on 23 September 2021. The approved Indicative Business Case defines and prioritises a number of public transport (bus), and active mode interventions for further development and delivery. There is a strong focus on initiatives that can be delivered within the next three years.
43. Resource and delivery planning is underway for the next phase to deliver a Single Stage Business Case for each of the projects.
44. The Golden Mile project commenced work on a Single Stage Business Case late 2019 and publicly consulted on options from June to August 2020. A preferred 'transformation' option was announced in June 2021. The next step is for the Single Stage Business Case to be agreed by the partners. This is expected before the end of 2021.
45. The Thorndon Quay and Hutt Road project commenced work on a Single Stage Business Case early 2020. Public engagement was undertaken in mid-2021. The next step is for the Single Stage Business Case to be agreed by the partners. This is expected before the end of 2021.

***Lower North Island Regional Rail***

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

46. The content of the draft Detailed Business Case for Lower North Island Rail Integrated Mobility was brought to Council on 23 September 2021.
47. Council authorised the Council Chair, Chair and Deputy Chair of the Transport Committee, and the Kāpiti Coast and Wairarapa Constituency Councillors, acting jointly, to approve the formal submission of the full Detailed Business Case to Waka Kotahi and Ministry of Transport for funding consideration.
48. Subject to the approval above, the final Detailed Business Case is scheduled to be submitted to Waka Kotahi for its November 2021 Board Meeting.

***Regional Public Transport Plan***

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

**Other focus areas**

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

***Rest and Meal Breaks and workforce strategy***

*Rest and Meal Breaks*

51. The Employment Relations Amendment Act is now implemented for Metlink Public Transport Operating Model (PTOM) operators and the Waka Kotahi assurance process has concluded.
52. Metlink is working cooperatively with operators and driver unions to upgrade and add toilet facilities where need is identified. We have completed (or are in the process of finalising upgrades) to five facilities. In addition, we have installed port-a-loos as temporary measures to address current limitations on the network
53. To support bus and rail staff, Metlink has developed a prototype dispenser for free sanitary and incontinence products, which will be installed at popular overlays. We will trial the use of these products for a period of three months.

*Driver workforce matters*

54. Officers are working with Waka Kotahi, Metlink bus operators and bus driver unions to make bus driving a rewarding career choice. Officers have played a leading role in the discussions on Living Wage with our partners and stakeholders.
55. Recent timetable changes have also addressed making shifts more attractive to drivers with less split and more full time shifts.
56. Driver workforce issues are a significant part of the Ministry of Transport's review into PTOM, including what measures can be taken to improve driver terms and conditions. In addition, the introduction of sector Fair Pay Agreements are being considered.
57. Officers will host a workforce strategy workshop following the outcome of the Review. We anticipate that this will occur towards the end of 2021.

***Government's Review of PTOM Model***

58. Council has submitted on the Ministry of Transport's review into PTOM.
59. Following on the outcome of the Review, further work will be undertaken.

***Preparation for New Contracts Under PTOM due 2027/28***

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

***Delivery of Digital Information***

62. Our Open Data feed has been enhanced to now include stop predictions. Due to the reasonably large number of cancellations over the past few months, we are further enhancing the Open Data feed with Real Time and Historical Cancellation Data.
63. We have been investigating what can be done to allow the display of Real Time Patronage on both Bus and Train. We intend to have an API feed for bus patronage by the end of the year; we are currently in the middle of a Proof of Concept to do the same for Rail patronage.

64. The new website is now fully live and the old website and app has been removed from the IOS and Google stores. In addition to this, almost all SMS messages have been replaced by push notifications. On-going continuous enhancement is still occurring.
65. The on-bus audio visual Request for Proposal has been released. The process has been delayed by some probity issues and the new expected appointment of supplier will be made circa November 2021 with development underway from January 2022.
66. Development of digital information for large 72 inch RTI displays for Wellington City bus hubs is near completion. This will display the location of buses on the map, Metlink public service messages, as well as real-time information. The displays will be ready in time for trial signs to be installed early next year at Lambton Interchange and Wellington Hospital.

***Innovation in Public Transport Delivery models***

67. Metlink is actively exploring opportunities for innovation in public transport delivery models, such as On Demand Public Transport and potential Autonomous Vehicle use in the Wellington region.
68. An On Demand Public Transport trial is currently scheduled for February 2022 in the Tawa region (a separate report on this initiative is on the agenda for this meeting – see Report 21.449).
69. Officers sit on a Waka Kotahi Steering Group which is conducting feasibility studies on deployment of autonomous vehicles in Wellington and Queenstown. Initial research on this project will be completed by December 2021.
70. Officers workshopped a Total Mobility-related project with Council on 3 June 2021. This project aims to trial an on-demand accessibility service for wheelchair-dependent users in Porirua and/or Waikanae/Ōtaki and is a project under the Accessibility Action Plan programme of work. Initial co-design work with accessibility communities and health and disability stakeholders has been delayed by COVID-19 Alert Level restrictions but will recommence in this period.

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

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

***Transit Oriented Developments***

73. Preliminary work on Transit Oriented Development (TOD) is underway. Officers are working with Jigsaw Property Consultancy to identify Greater Wellington-owned property on the rail corridors that may be suitable for discrete pilot TOD developments. Officers will provide an update on this work at the 25 November 2021 Committee meeting.

***Wellington Region Transport Alignment Project***

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

***Regional Passenger Rail Services between Auckland and Wellington***

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

**Ngā kaiwaitohu**

**Signatories**

Approvers	Scott Gallacher - General Manager, Metlink Francis Ryan – Acting General Manager, Strategy
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<p style="text-align: center;"><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.</p>
<p><b><i>Internal consultation</i></b></p> <p>Travel Choice 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  
14 October 2021  
Report 21.446



For Information

## **PUBLIC TRANSPORT PERFORMANCE – AUGUST**

### **Te take mō te pūrongo**

#### **Purpose**

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

### **Te horopaki**

#### **Context**

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

2. Metlink now has access to a growing array of information that helps to better appreciate and understand the performance of its public transport network.
3. Over time, Metlink looks forward to 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 August 2021. Results for September are not available until after the date of this meeting.

#### ***Return to Alert Levels 3 and 2 in September***

6. At 11.59pm on Tuesday, 31 August 2021, the Wellington Region moved down to COVID-19 Alert Level 3. At 11.59pm on Tuesday, 7 September 2021, the Wellington Region moved to COVID-19 Alert Level 2.

#### ***Service operation at Alert Levels 3 and 2***

7. At Alert Level 3, bus and rail services operate a Saturday timetable (some additional services operate for Capital and Coast District Health Board staff). At Alert Level 2, we are operating normal timetables.
8. The harbour ferry services did not operate under Alert Level 3, but recommenced under Alert Level 2.

## **Te tātaritanga Analysis**

### ***Patronage – impact of moving to Alert Levels 4, 3 and 2***

#### *Impact of Alert Levels 4, 3 and 2 on bus patronage*

9. The table below shows the average bus boardings per weekday prior to lockdown and at each of the recent Alert Levels over August and September.

The ‘Percent decrease’ column compares the average weekday bus boardings at each level with average weekday bus boardings prior to lockdown.

<b>Alert level</b>	<b>Average bus boardings per week day</b>	<b>Percent decrease (c.f. prior to lockdown)</b>
<b>Prior to lockdown</b>	82,000	
<b>Level 4</b>	4,000	-95.1%
<b>Level 3</b>	9,000	-89.0%
<b>Level 2</b>	59,000	-28.0%

### ***Operational performance***

#### *Bus performance*

10. Bus passenger boardings for August 2021 were 1.1 million. With the change to alert level 4, monthly boardings were lower than usual. Boardings over the month were 63.3 percent of August 2020 boardings. July 2021 boardings were 94.4 percent of boardings for the same month in 2020.
11. Reliability for August 2021 was 96.0 percent and punctuality 94.9 percent, compared to July 2021 results of 95.7 percent and 94.9 percent respectively.
12. Multiple service cancellations - generally due to staff shortages in Wellington, Porirua, and Hutt Valley - affected reliability for the month.

#### *Bus performance – unplanned cancellations*

13. The reliability metric is a measure of services deemed to be cancelled.
14. Cancellations are classed as either planned or unplanned. Planned cancellations are those that we know about well in advance (e.g. union meetings and planned road works). Unplanned cancellations arise on the day and no forward planning is able to be done by Metlink to mitigate the impact. Unplanned cancellations are typically caused by a shortage of available resources (including drivers and buses).
15. In our bus operations we have undergone challenges in recruiting and retaining drivers. Driver shortages have been compounded by the challenges of COVID-19 in terms of a cautious approach to sickness and closure of borders which has restricted international movement of labour.
16. The effect of this has seen increased cancellations on our bus network, predominantly in the Hutt and Wellington City.
17. To mitigate this, officers, in co-operation with operators and involving unions, have worked on refining service levels to better match available driver resources to meet

customer service demand. The objective of this was to give a consistent level of service with no material unplanned cancellations. These changes launched in July and August 2021.

18. Following the introduction of new timetables, cancellations have shown a marked decrease. Note these figures relate to the operation of a full timetable:

Average cancellations per day pre and post timetable changes						
Tranzurban (Timetable change implemented 25th July 2021)						
	Before (27/06 - 24/07)			After (25/07 - 17/08 & 12/09 - 26/09)***		
	Weekday average	Weekend average	Overall average	Weekday average	Weekend average	Overall average
<b>OVERALL AVERAGE</b>	<b>31</b>	<b>22</b>	<b>29</b>	<b>16</b>	<b>14</b>	<b>15</b>
Wellington	62	14	48	23	9	19
Hutt Valley	23	45	29	19	24	21
Porirua*	10	7	9	7	3	5
Wairarapa*	0	0	0	0	0	0

NZ Bus (Timetable change implemented 8 September 2021)						
	Before (20/07 - 17/08)***			After (09/09 - 26/09)		
	Weekday average	Weekend average	Overall average	Weekday average	Weekend average	Overall average
<b>OVERALL AVERAGE</b>	<b>30</b>	<b>7</b>	<b>23</b>	<b>6</b>	<b>5</b>	<b>6</b>
Wellington	54	12	42	12	9	11
Hutt Valley**	5	1	4	1	1	1

\* Not affected by public service timetable changes

\*\* Eastbourne services only

\*\*\* Adjusted to avoid periods during AL3 & 4, where timetables were reduced)

DATE	AL	TIMETABLE IN OPERATION
18/08 - 31/08/21	AL4	Modified Saturday timetable
01/09 - 07/09/21	AL3	Modified Saturday timetable
08/09/21	AL2	Modified Saturday timetable
09/09 - 11/09/21	AL2	Adjusting to full timetable
12/09/21 onwards	AL2	Full timetable

19. Officers will continue to monitor capacity on the network and will amend timetables as resources and demand increase.

#### Rail performance

20. Rail passenger boardings for August 2021 were 0.6 million. Boardings over the period were 66.7 percent of August 2020 boardings. This compares to July 2021 boardings being 88.9 percent of boardings for the same month in 2020.
21. Reliability in August 2021 was 86.1 percent compared to 98.7 percent in July 2021, while punctuality was 89.5 percent, compared to 90.6 percent in July 2021.
22. Severe weather continued to cause issues across the network on multiple days, with a number of slips on the Johnsonville and Kapiti lines, waves crashing over the line at Ngauranga, and wind affecting the overhead lines at Wellington Station.
23. On the 17th August, a slip near Paekakariki led to the derailment of a train – this, along with other weather related issues, had significant impact on reliability across the rail network, with the derailment affecting train services for the next couple of days.
24. The Wairarapa Line remains a focus for service improvements – upgrade work has started, which will solve some of the long-term issues we have seen with the infrastructure on this line.

*Ferry performance*

25. Boardings for August 2021 were 51.4 percent of boardings for the same month in 2020. In July 2021, boardings were 102.0 percent of July 2020 boardings.
26. At Alert Level 4 the Ferry did not operate.

**Ngā āpitihanga**

**Attachments**

<b>Number</b>	<b>Title</b>
1	Metlink’s performance report – August 2021

**Ngā kaiwaitohu**

**Signatories**

Writer	Andrew Myers – Technology and Data Lead, Metlink
Approvers	Fiona Abbott – Manager, Assets & Infrastructure 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 with 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 Long-Term Plan 2021 - 2031 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



August 2021

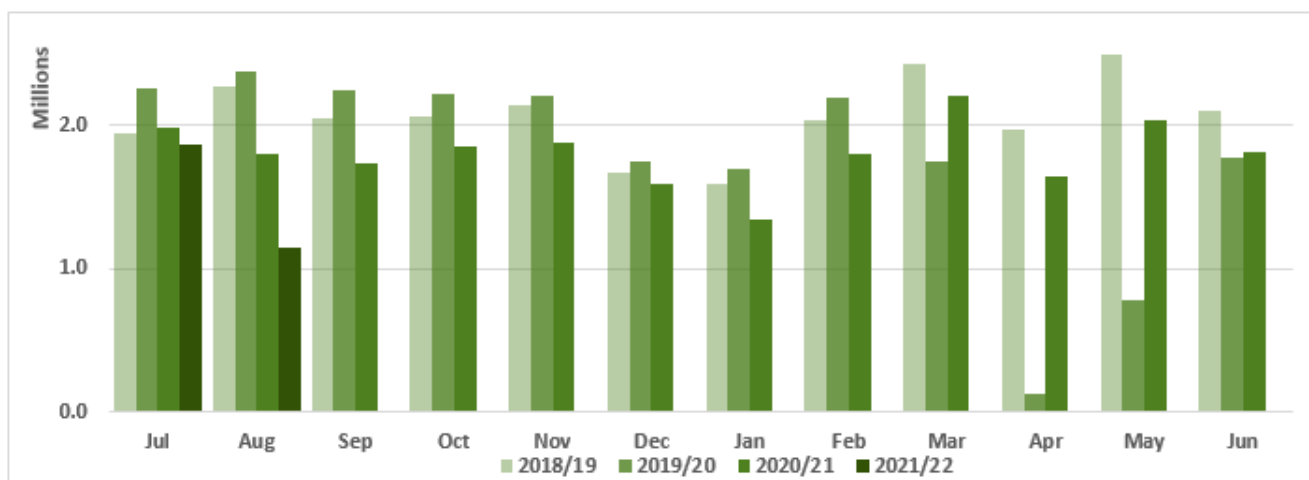
## Patronage

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.

August 2021 saw reduced passenger boardings when compared to last year, especially with the change from alert level 1 to alert level 4 from 18<sup>th</sup>. Prior to Covid-19 (in 2019/20) we had been seeing record patronage growth for both bus & rail.

### Bus passenger boardings

Under alert levels 1 and 4, August bus passenger boardings were 36.7% lower than the same month last year and 20.4% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 7.3% (July 2019 to February 2020).



#### By area for Aug

	Aug-21	Aug-20	% Change
Wellington	839,276	1,284,500	-34.7%
Hutt Valley	219,991	373,884	-41.2%
Porirua	46,006	82,569	-44.3%
Kapiti	28,661	49,456	-42.0%
Wairarapa	7,701	14,223	-45.9%
<b>Total</b>	<b>1,141,635</b>	<b>1,804,632</b>	<b>-36.7%</b>

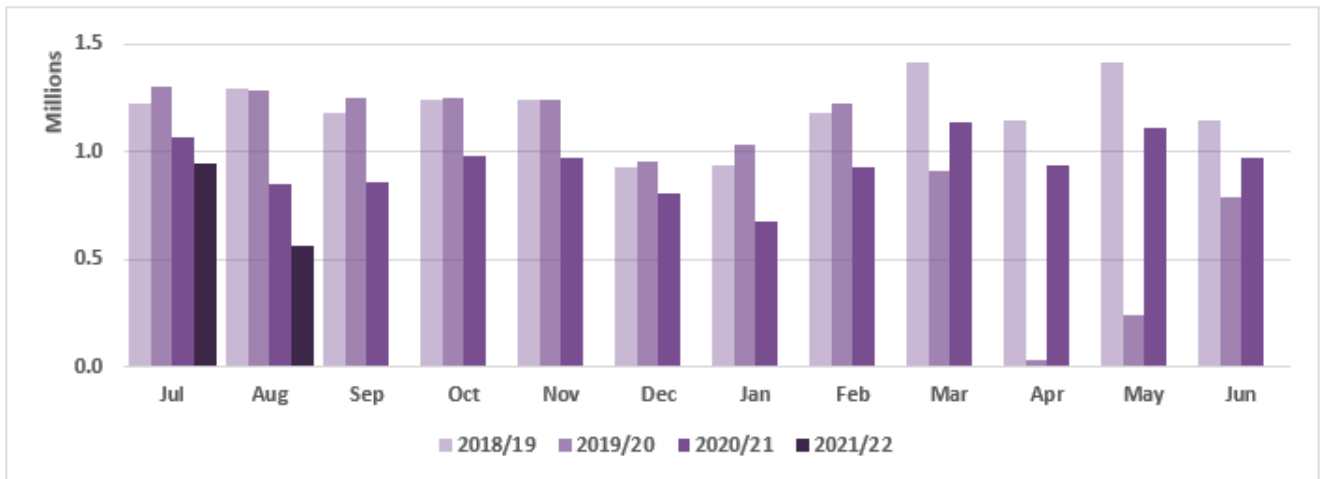
#### By area - year to date (Jul - Aug)

	2021/22	2020/21	% Change
Wellington	2,241,114	2,747,713	-18.4%
Hutt Valley	561,142	750,515	-25.2%
Porirua	115,853	160,765	-27.9%
Kapiti	71,131	96,111	-26.0%
Wairarapa	19,437	26,451	-26.5%
<b>Total</b>	<b>3,008,677</b>	<b>3,781,555</b>	<b>-20.4%</b>

**Attachment 1 to Report 21.446**

**Rail passenger boardings**

Under alert levels 1 and 4, August rail passenger boardings were 33.3% lower than the same month last year, and 20.9% lower for the year to date. Prior to Covid-19 (in 2019/20), we were seeing increased growth of 3.5% (July 2019 to February 2020).



**By line for Aug**

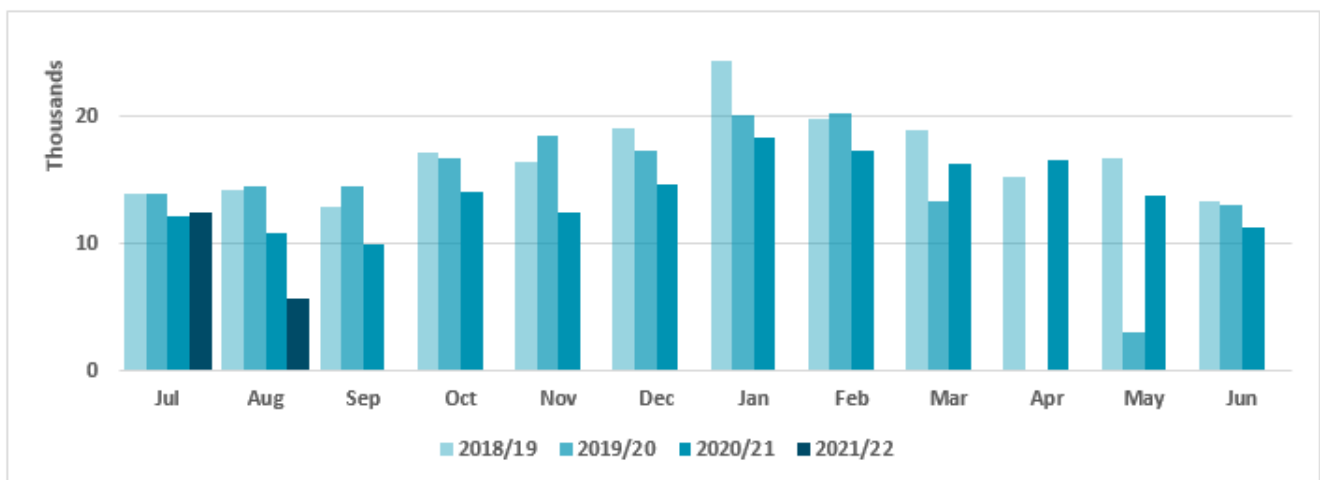
	Aug-21	Aug-20	% Change
Hutt Valley	249,315	352,097	-29.2%
Kapiti	228,853	358,377	-36.1%
Johnsonville	56,855	92,684	-38.7%
Wairarapa	30,794	44,594	-30.9%
<b>Total</b>	<b>565,817</b>	<b>847,752</b>	<b>-33.3%</b>

**By line - year to date (Jul - Aug)**

	2021/22	2020/21	% Change
Hutt Valley	684,015	801,932	-14.7%
Kapiti	585,851	804,097	-27.1%
Johnsonville	152,033	199,607	-23.8%
Wairarapa	87,739	103,454	-15.2%
<b>Total</b>	<b>1,509,638</b>	<b>1,909,090</b>	<b>-20.9%</b>

**Ferry passenger boardings**

Under alert levels 1 and 4, August ferry boardings show a decrease of 48.6%, on the same month last year, and a 21.9% decrease for the year to date. There were no ferry services under alert level 4, and weather conditions often affect ferry boardings. We were seeing a decrease of 1.4% prior to Covid-19 (July 2019 to February 2020).



**For Aug**

	Aug-21	Aug-20	% Change
<b>Total</b>	<b>5,606</b>	<b>10,897</b>	<b>-48.6%</b>

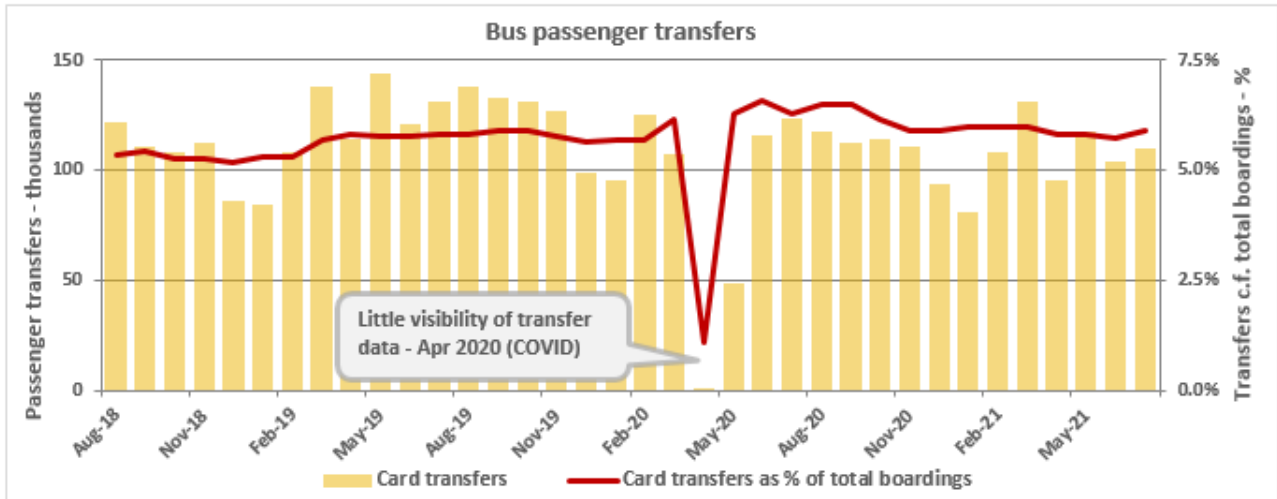
**Year to date (Jul - Aug)**

	2021/22	2020/21	% Change
<b>Total</b>	<b>18,008</b>	<b>23,052</b>	<b>-21.9%</b>

**Attachment 1 to Report 21.446**

**Bus passenger transfers and journeys**

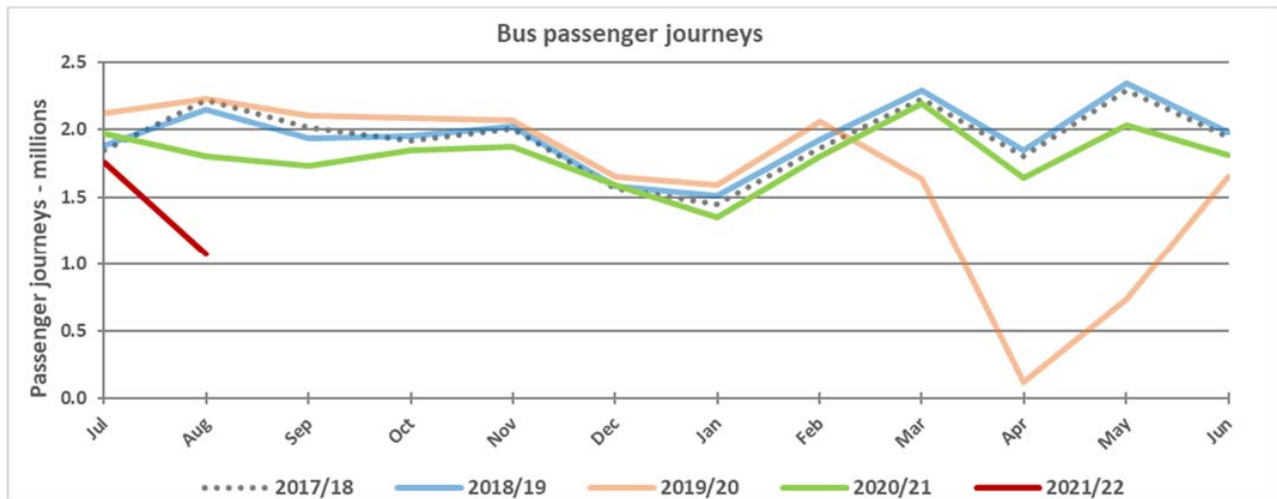
Metlink allows bus-to-bus transfers at no extra cost to passengers using a Snapper card, provided they tap on to the next bus within 30 minutes of tagging off the bus before. These card transfers accounted for 6.1% of passenger boardings for August.



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.

With the change from alert level 1 to alert level 4, bus journeys for August 2021 show a decrease of 40.6% on the same month last year. This compares to growth of 6.5% from July 2019 to February 2020 (prior to Covid-19).



<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.



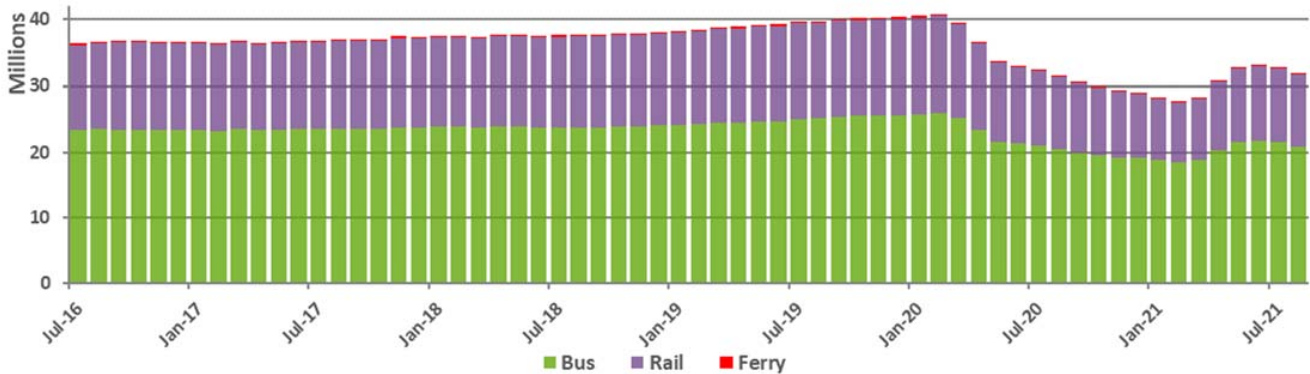
Passenger boardings trend

Attachment 1 to Report 21.446

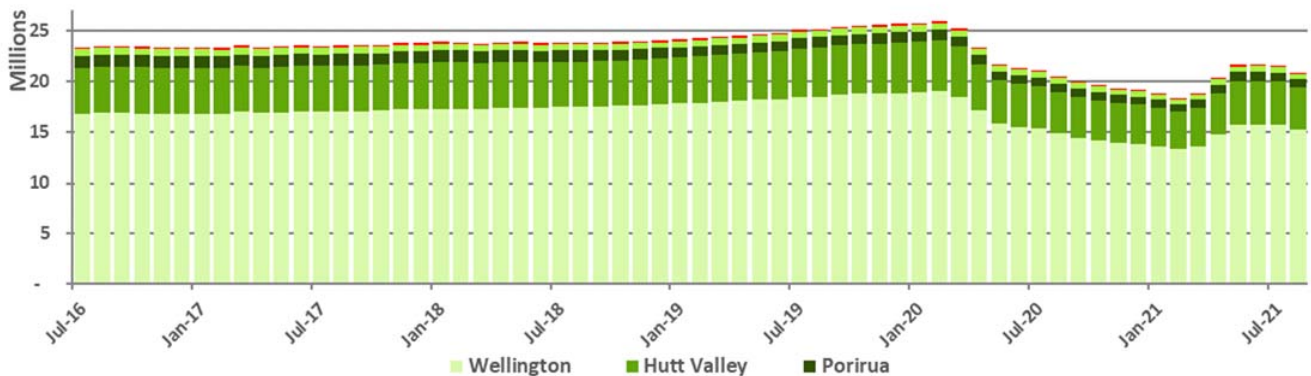
The following graphs show the number of passenger boardings using a 12-month rolling total.

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

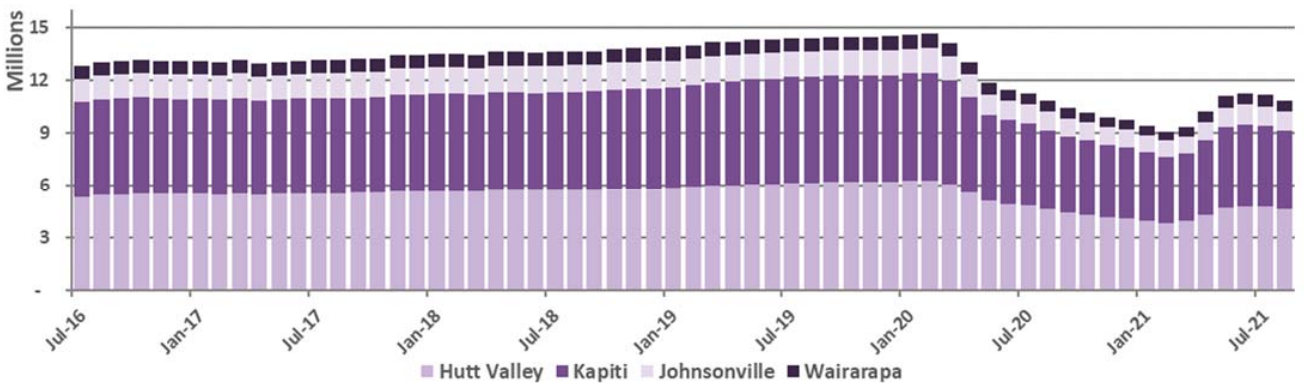
All modes



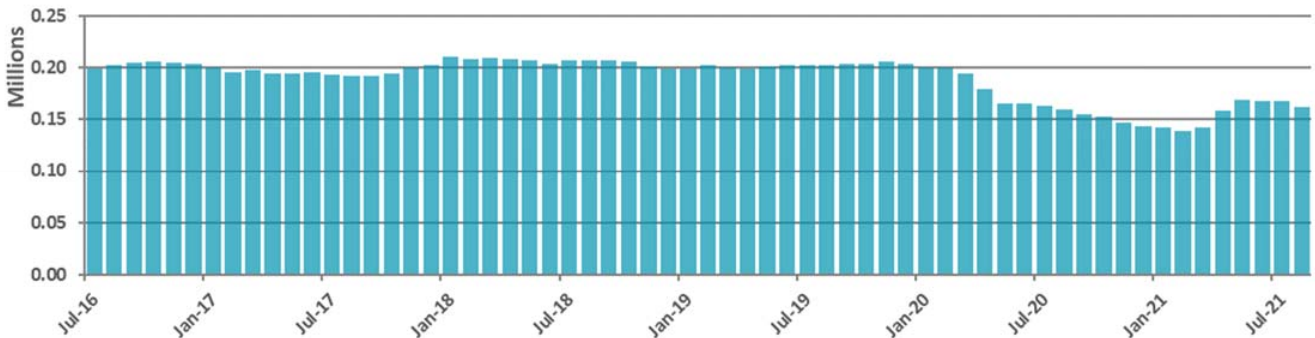
Bus



Rail



Ferry



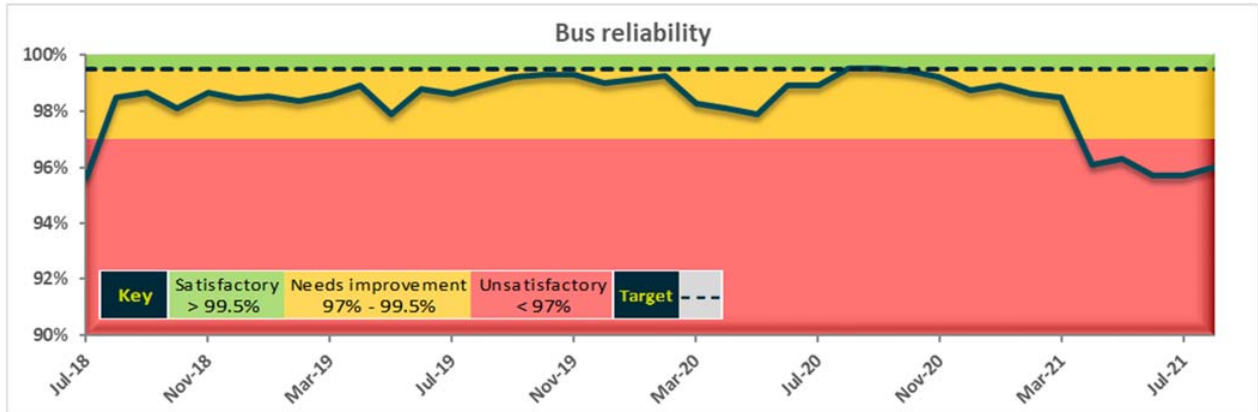
# Bus service delivery

## Reliability

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

96.0% of bus services were delivered in August and 95.8% for the year to date. *NB: reliability in August is for 1<sup>st</sup> to 17<sup>th</sup> only – under the level 4 lockdown from August 18, our systems were not aligned to the timetables that were being run and reliability could not be measured.*

Reliability this month was affected by multiple service cancellations - generally due to staff shortages in Wellington, Porirua, and Hutt Valley.

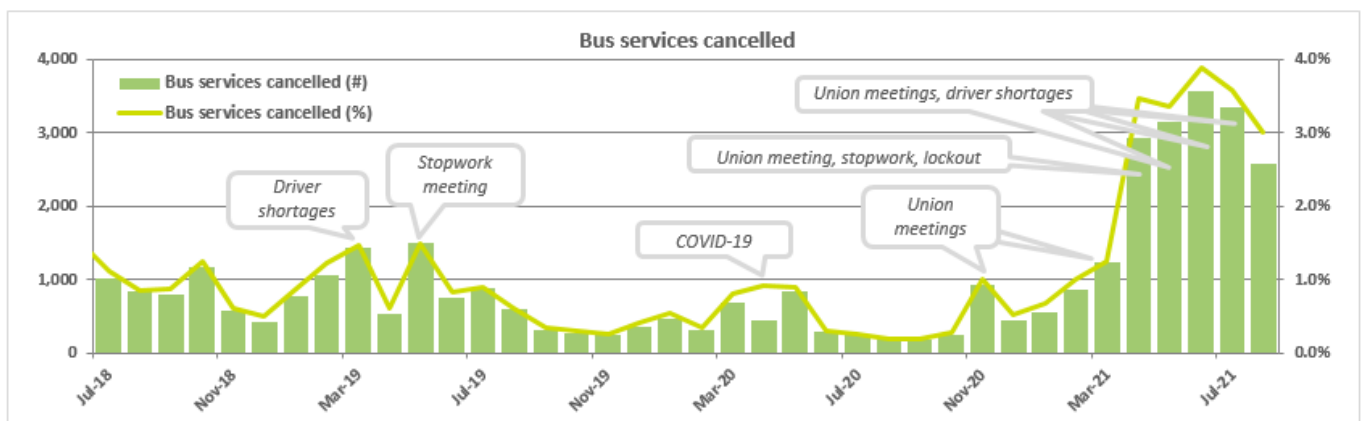


Reliability - current month

	Aug-21	Aug-20	% Change
Wellington City			
Newlands & Tawa	99.3%	99.9%	-0.5%
East, West & City	94.7%	99.1%	-4.4%
North, South, Khandallah & Brooklyn	96.4%	99.6%	-3.2%
Hutt Valley	95.3%	99.6%	-4.3%
Porirua	96.5%	99.6%	-3.0%
Kapiti	99.6%	99.6%	-0.1%
Wairarapa	98.5%	99.5%	-1.0%
<b>Total</b>	<b>96.0%</b>	<b>99.5%</b>	<b>-3.5%</b>

Reliability - year to date (Jul - Aug)

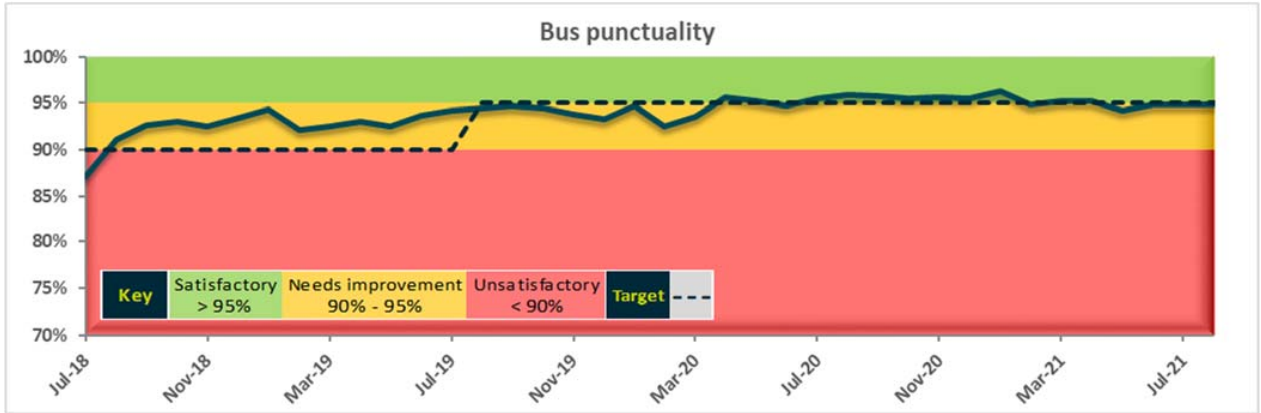
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	99.5%	99.9%	-0.4%
East, West & City	95.6%	98.1%	-2.5%
North, South, Khandallah & Brooklyn	94.7%	99.5%	-4.8%
Hutt Valley	94.9%	99.6%	-4.7%
Porirua	96.5%	99.6%	-3.1%
Kapiti	99.7%	99.8%	-0.1%
Wairarapa	99.3%	99.6%	-0.3%
<b>Total</b>	<b>95.8%</b>	<b>99.2%</b>	<b>-3.4%</b>



**Punctuality** **Attachment 1 to Report 21.446**

We measure bus punctuality by recording the bus departure from origin, leaving between one minute early and five minutes late. Bus service punctuality was 94.9% in August, and also for the year to date. *NB: punctuality in August is for 1<sup>st</sup> to 17<sup>th</sup> only – under the level 4 lockdown from August 18, our systems were not aligned to the timetables that were being run and punctuality could not be measured.*

This month punctuality was affected by roadworks at Kenepuru, smaller roadwork events across the network, and general traffic delays. Late trains and bus replacement arrivals continue to affect punctuality in the Wairarapa.



**Punctuality - current month**

	Aug-21	Aug-20	% Change
Wellington City			
Newlands & Tawa	94.3%	94.2%	0.2%
East, West & City	95.8%	96.2%	-0.4%
North, South, Khandallah & Brooklyn	92.3%	94.0%	-1.7%
Hutt Valley	95.2%	96.8%	-1.6%
Porirua	95.3%	96.4%	-1.2%
Kapiti	98.2%	98.8%	-0.6%
Wairarapa	91.7%	96.0%	-4.3%
<b>Total</b>	<b>94.9%</b>	<b>95.9%</b>	<b>-1.0%</b>

**Punctuality - year to date (Jul - Aug)**

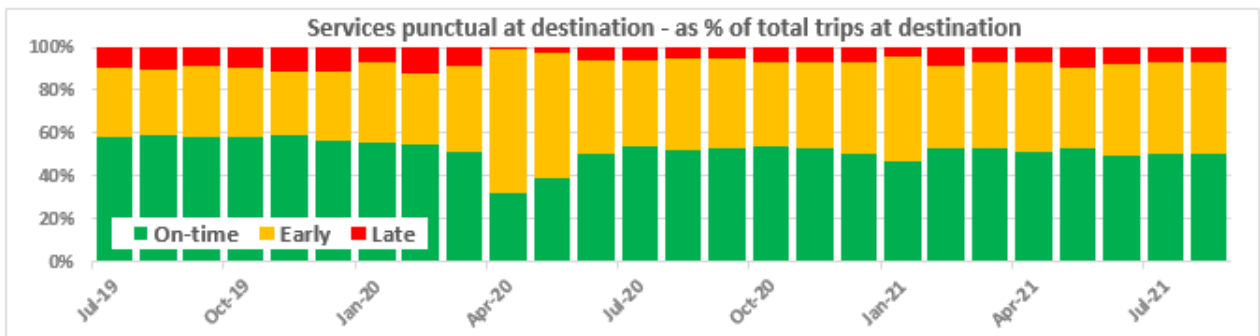
	2021/22	2020/21	% Change
Wellington City			
Newlands & Tawa	93.5%	94.1%	-0.6%
East, West & City	95.7%	96.0%	-0.3%
North, South, Khandallah & Brooklyn	92.6%	93.8%	-1.2%
Hutt Valley	95.1%	96.7%	-1.6%
Porirua	95.2%	95.9%	-0.7%
Kapiti	98.2%	98.7%	-0.5%
Wairarapa	92.1%	94.8%	-2.7%
<b>Total</b>	<b>94.9%</b>	<b>95.7%</b>	<b>-0.8%</b>

**Punctuality at destination**

Bus punctuality at destination is not a contractual measure, but is included here at the request of our auditors. We have used the same criteria as for punctuality at origin as a proxy, recording the bus arrival at destination between one minute early and five minutes late.

We have little influence over punctuality once a bus has departed from origin, with factors such as traffic, passenger volumes and behaviour, accidents and roadworks all affecting the punctuality of services.

In August, 50.1% of bus services recorded at destination arrived on time, with a further 43.4% arriving more than one minute early. Only 6.5% of services arrived more than five minutes late.



**Attachment 1 to Report 21-446**

**Punctuality at destination - current month**

	Aug-21	Aug-20	% Change
On-time	50.1%	52.4%	-2.3%
Early	43.4%	42.6%	0.8%
Late	6.5%	5.0%	1.5%

**Punctuality at destination - year to date (Jul - Aug)**

	2021/22	2020/21	% Change
On-time	50.4%	52.9%	-2.5%
Early	42.8%	41.4%	1.4%
Late	6.7%	5.7%	1.1%

## Rail service delivery

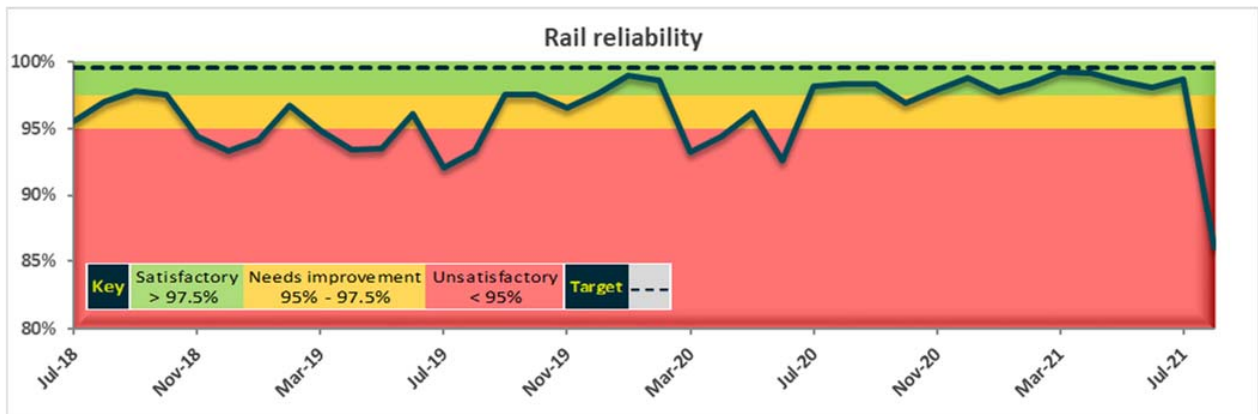
### Reliability

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 86.1% in August month and 93.1% for the year to date.

Severe weather continued to cause issues across the network on multiple days, with a number of slips on the Johnsonville and Kapiti lines, waves crashing over the line a few times at Ngauranga, and wind affecting the overhead at Wellington Station. On the 17<sup>th</sup> August a slip near Paekakariki led to the derailment of a train – this, along with other weather related issues, had significant impact on reliability across the rail network, with the derailment affecting train services for the next couple of days.

There were also a number of signal and track issues, including a nationwide signals outage. Interpeak Wairarapa services were affected by the closure of SH2 on 20<sup>th</sup> August due to an accident. On 18<sup>th</sup> August Wellington went into Level 4 lockdown - a Saturday timetable was implemented for the rest of the month.



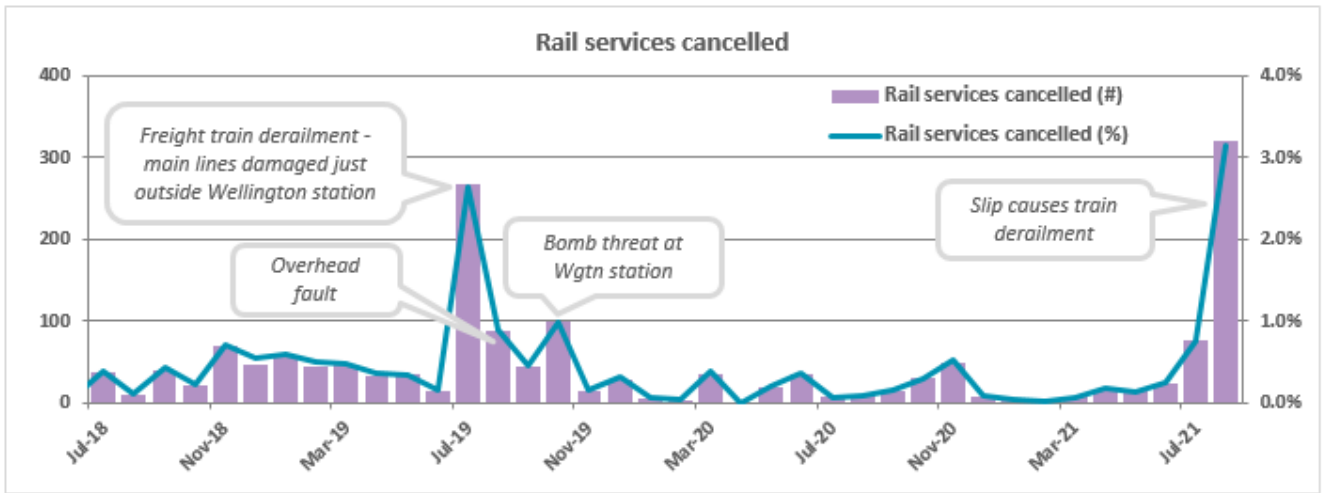
**Reliability - current month**

	Aug-21	Aug-20	% Change
Hutt Valley	88.7%	98.0%	-9.3%
Johnsonville	86.1%	99.4%	-13.3%
Kapiti	84.0%	98.0%	-14.0%
Wairarapa	72.0%	94.6%	-22.6%
<b>Total</b>	<b>86.1%</b>	<b>98.3%</b>	<b>-12.2%</b>

**Reliability - year to date (Jul - Aug)**

	2021/22	2020/21	% Change
Hutt Valley	95.0%	98.3%	-3.3%
Johnsonville	92.6%	98.7%	-6.1%
Kapiti	91.5%	97.9%	-6.4%
Wairarapa	87.7%	96.4%	-8.7%
<b>Total</b>	<b>93.1%</b>	<b>98.2%</b>	<b>-5.1%</b>

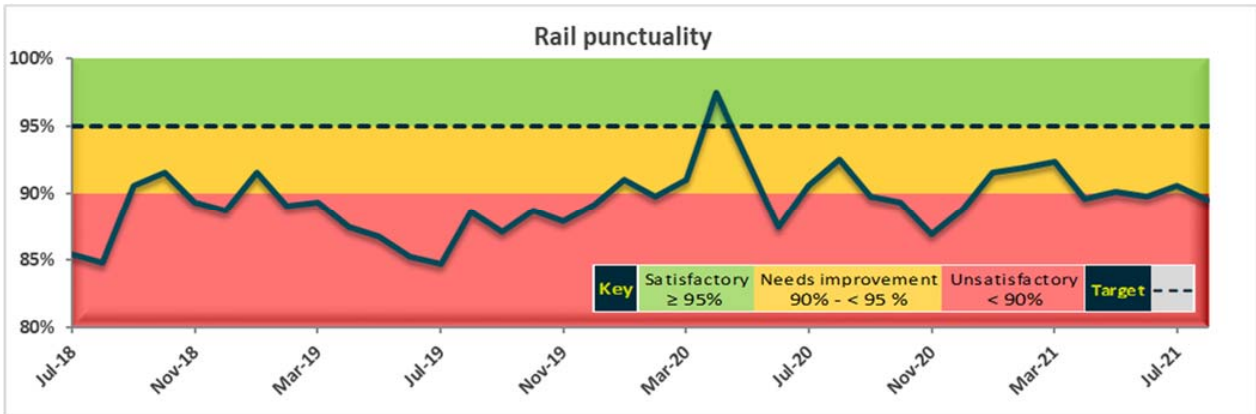
**Attachment 1 to Report 21.446**



**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 August was 89.5% and 90.1% for the year to date. Ongoing disruptions caused by weather, and late running freight services, affected punctuality this month. There were a small number of track issues and mechanical faults, and a large number of speed restrictions, which affected performance on the Kapiti line.



**Punctuality - current month**

	Aug-21	Aug-20	% Change
Hutt Valley	90.8%	92.0%	-1.2%
Johnsonville	97.4%	97.2%	0.2%
Kapiti	82.5%	92.3%	-9.8%
Wairarapa	73.0%	59.3%	13.7%
<b>Total</b>	<b>89.5%</b>	<b>92.6%</b>	<b>-3.1%</b>

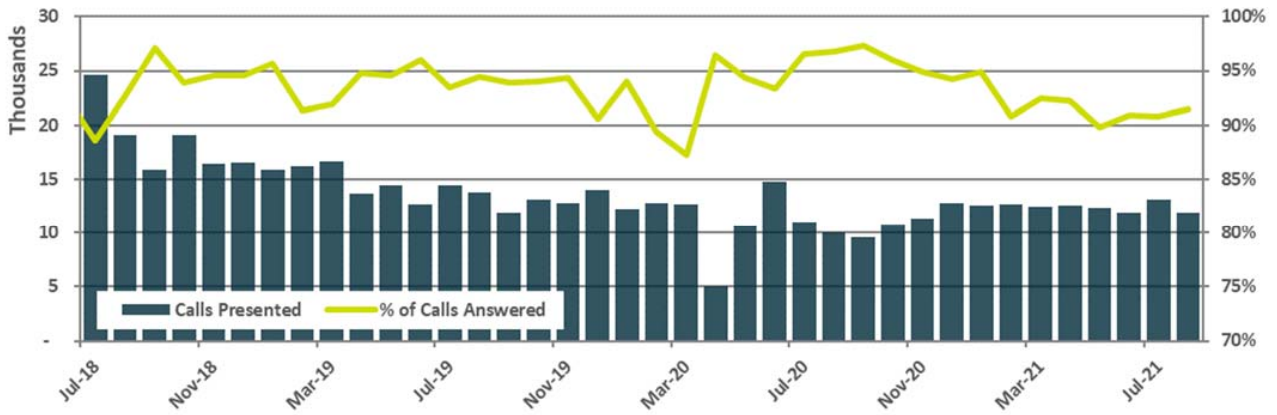
**Punctuality - year to date (Jul - Aug)**

	2021/22	2020/21	% Change
Hutt Valley	91.7%	89.8%	1.9%
Johnsonville	97.4%	98.1%	-0.7%
Kapiti	84.0%	91.8%	-7.8%
Wairarapa	68.0%	51.9%	16.1%
<b>Total</b>	<b>90.1%</b>	<b>91.5%</b>	<b>-1.4%</b>

# Customer Contact

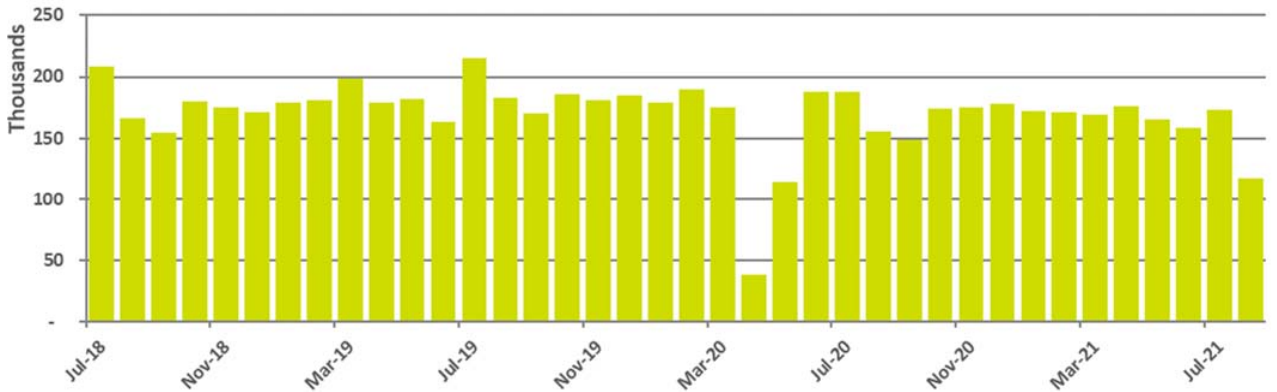
## Call centre incoming calls

Metlink answered 91.5% of the 12,000 calls received in August, and 91.1% of the 25,000 calls year to date.



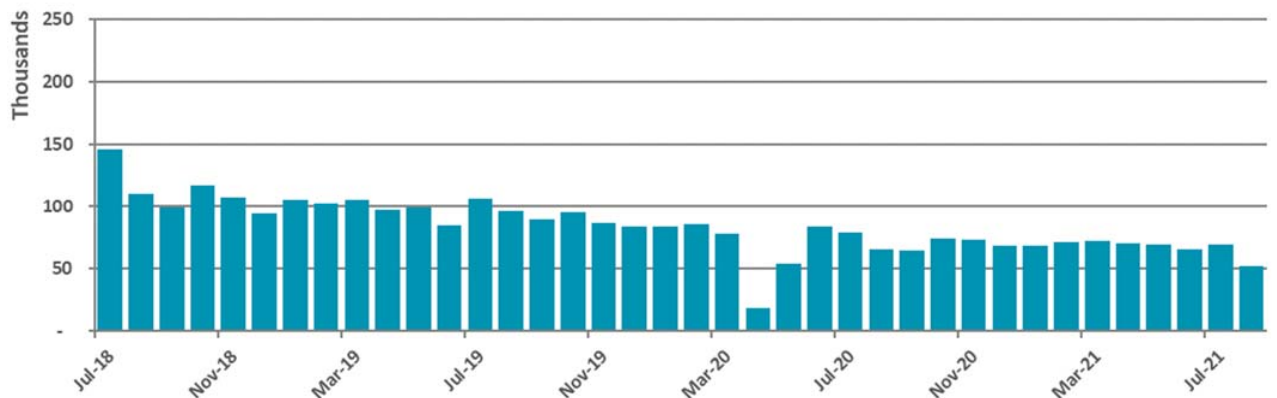
## Metlink app – unique users

In August there were 117,000 unique users of the Metlink app, 24.5% less than the same month last year. With the change to alert level 4 mid-month there were fewer people using public transport



## Metlink website – unique users

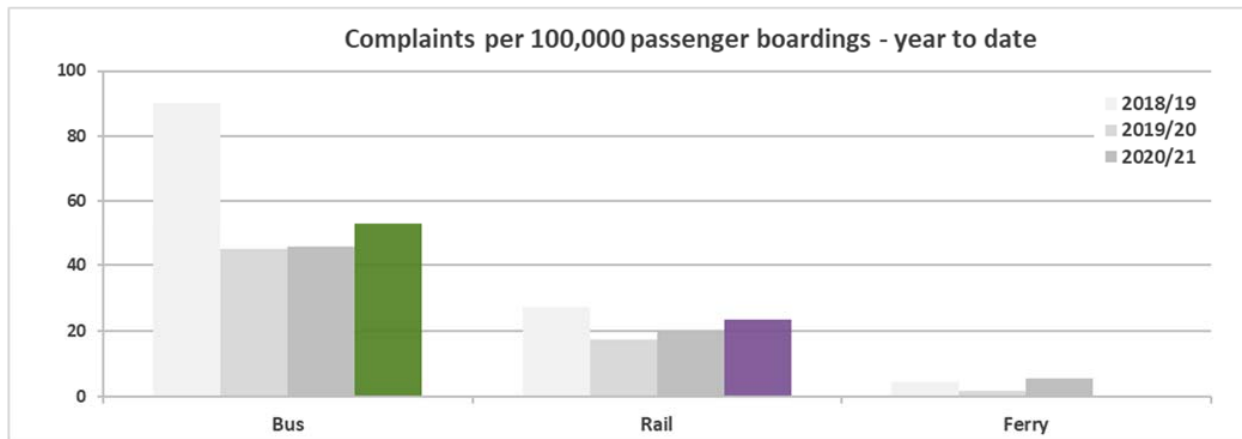
In August there were 53,000 unique users of the Metlink website, a decrease of 19.8% on the same month last year. With the change to alert level 4 mid-month there were fewer people using public transport



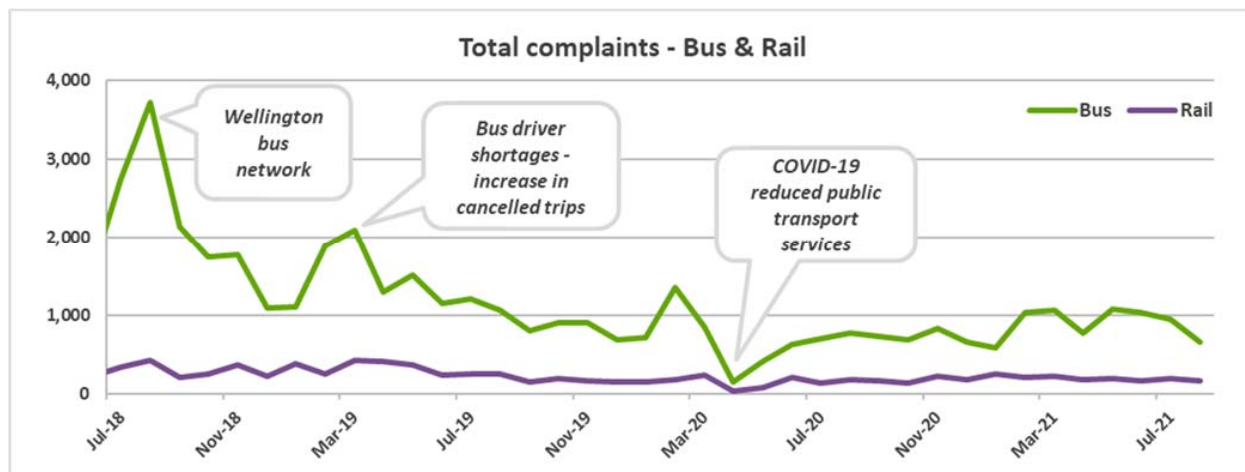
# Complaints

## 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.

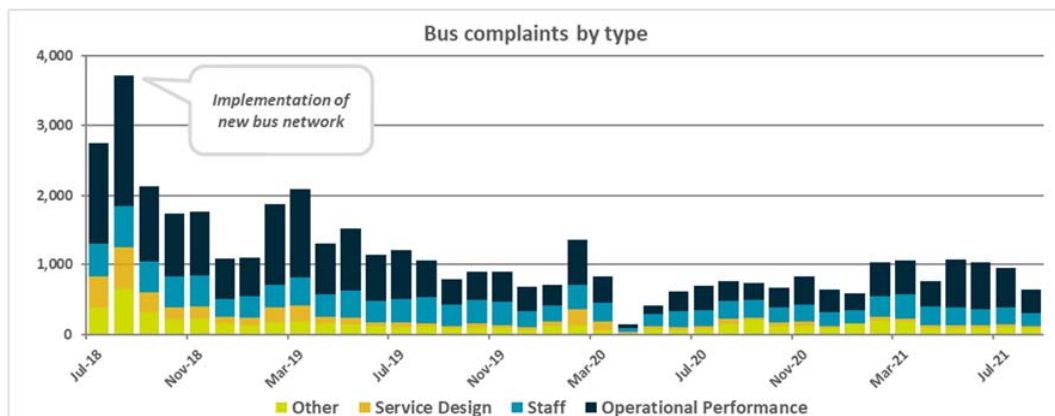


Complaints for both bus and rail have trended downwards overall.



## Bus complaints

Bus complaints for the month were 15.0% lower than in August last year, and 9.4% higher for the year to date - operational performance and staff related complaints were 83% of bus complaints for the month.



**Attachment 1 to Report 21.446**

**Bus complaints for current month**

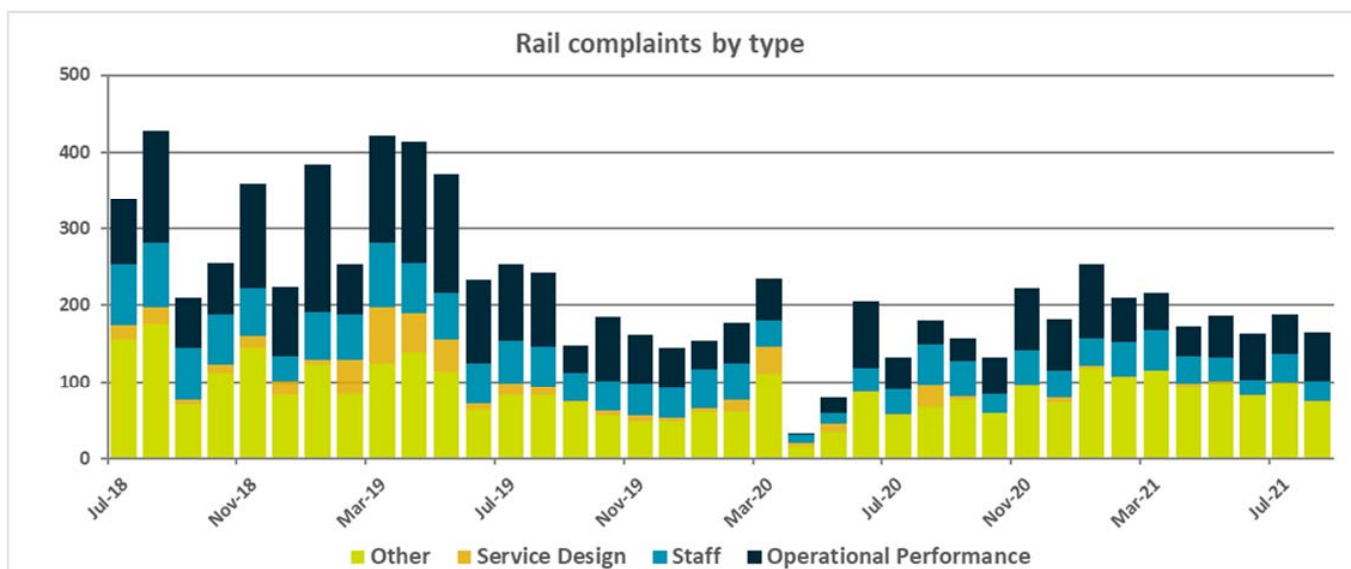
	Aug-21	Aug-20	% Change
Wellington			
Newlands, Tawa	14	36	-61.1%
East-West, City	217	317	-31.5%
North-south, Khandallah, Brooklyn	186	222	-16.2%
Hutt Valley	191	138	38.4%
Porirua	30	42	-28.6%
Kapiti	8	7	14.3%
Wairarapa	5	4	25.0%
<b>Total</b>	<b>651</b>	<b>766</b>	<b>-15.0%</b>

**Bus complaints - year to date (Jul - Aug)**

	2021/22	2020/21	% Change
Wellington			
Newlands, Tawa	42	70	-40.0%
East-West, City	545	591	-7.8%
North-south, Khandallah, Brooklyn	497	438	13.5%
Hutt Valley	434	269	61.3%
Porirua	60	72	-16.7%
Kapiti	15	14	7.1%
Wairarapa	6	7	-14.3%
<b>Total</b>	<b>1,599</b>	<b>1,461</b>	<b>9.4%</b>

**Rail complaints**

Rail complaints for August were 8.8% lower than the same month last year, and 12.7% higher for the year to date - operational performance and staff related complaints were 48% of rail complaints for the month.



**Rail complaints current month**

	Aug-21	Aug-20	% Change
Hutt Valley	43	65	-33.8%
Kapiti	73	50	46.0%
Johnsonville	12	4	200.0%
Wairarapa	13	28	-53.6%
General	24	34	-29.4%
<b>Total</b>	<b>165</b>	<b>181</b>	<b>-8.8%</b>

**Rail complaints - year to date (Jul - Aug)**

	2021/22	2020/21	% Change
Hutt Valley	102	106	-3.8%
Kapiti	134	94	42.6%
Johnsonville	22	10	120.0%
Wairarapa	39	46	-15.2%
General	57	58	-1.7%
<b>Total</b>	<b>354</b>	<b>314</b>	<b>12.7%</b>